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A Study on the Determination of Most Demanding Soft Skills at Workplaces

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ABSTRACT

Soft Skills are integral part of all the aspects of life. Soft Skills are the non -technical skills that are required to drive academic, personal & professional life. Soft Skills shape up your overall personality and employability also as with the help of soft skills only the technicalities of the business function run and drive towards organizational success. Soft skills have various benefits in all aspects (Personal. Professional & Academic ectetra). In this paper we will look on the most demanding and important soft skills at workplaces and how are they interrelated. This study will be helpful for all the soft skill training at college and school level to improvise the fresher recruitment efficiency and reduce training & skill gaps.

Keywords: Soft Skills, Management, Career Counselling, Bridging.

INTRODUCTION

Soft skills, also known as **power skills**, **common skills**, **essential skills**, or **core skills**, are skills applicable to all professions. These include critical thinking, problem solving, public speaking, professional writing, teamwork, digital literacy, leadership, professional attitude, work ethic, career management and intercultural fluency. This is in contrast to hard skills, which are specific to individual professions.

The word "skill" highlights the practical function. The term alone has a broad meaning, and describes a particular ability to complete tasks ranging from easier ones like learning how to kick a ball to harder ones like learning to be creative. In this specific instance, the word "skill" has to be interpreted as the ability to master hardly controlled actions.

Soft skills are personal attributes that enable someone to interact effectively. These skills can include social graces, communication abilities, language skills, personal habits, cognitive or emotional empathy, time management, teamwork and leadership traits. A definition based on review literature explains soft skills as an umbrella term for skills under three key functional elements: people skills, social skills, and personal career attributes.

The importance of soft skills lies in the fact that they are not restricted to a specific field. These thinking dispositions consist of a group of abilities that can be used in every aspect of people's lives, without any need to readapt them based on the situation. Their ductility helps “people to adapt and behave positively so that they can deal effectively with the challenges of their professional and everyday life”. Soft skills make people flexible in a world which keeps changing.

Interest in soft skills has increased over the years. The more research that is conducted, the more people understand the relevance of this concept. The huge amount of fund companies and worldwide

organizations are investing in the training and development of this field shows this interest. The European Commission launched the program Agenda for new skills and jobs in 2012 in order to train and explain to young adults this new set of skills.

In the 21st century, soft skills are a major differentiator, a sine qua non for employability and success in life. The Nobel Prize-winning economist James Heckman claims that "soft skills predict success in life, that they casually produce that success, and that programs that enhance soft skills have an important place in an effective portfolio of public policies". The significance employers give to the topic is shown by the fact that soft skills are now as important as GPA (once considered the most important factor in making decisions) in hiring a new worker.

The high request, and the broadly diffused confusion about the meaning and the training of soft skills represent two elements that can explain the lack of soft skills in the job market. Employers struggle to find leaders and worker able to keep up with the evolving job market. The problem is not limited to young people who are looking for a job, but also for actual employees. A 2019 survey by the Society for Human Resource Management found that three-quarters of employers have a hard time finding graduates with the soft skills their companies need.

Versus hard skills

"Hard skills include technical or administrative competence". Soft skills are commonly used to "refer to the "emotional side" of human beings in opposition to the IQ (Intelligence Quotient) component related to hard skills". Hard and soft skills are usually defined as similar concepts or complements. This fact demonstrates how these two different types of abilities are strictly related.

Hard skills were the only skills necessary for career employment and were generally quantifiable and measurable from an educational background, work experience or through interview. Success at work seemed to be related solely to the technical ability of completing tasks. For this reason, employer and companies used to hire new people based only on their objective competencies. This clarifies why nowadays people with good soft skills are in such shorter supply than workers with good hard skills.

The trend has changed in the last years, in part due to more businesses adopting a hybrid work environment. Hard skills still represent a fundamental aspect, but soft skills equaled them for importance. According to the leadership professor Robert Lavasseur, most of the researchers he interviewed in this field "rated soft skills higher than technical skills". Studies by Stanford Research Institute and the Carnegie Mellon Foundation among Fortune 500 CEOs confirm this idea establishing that 75% of long term job success resulted from soft skills and only 25% from technical skills (Sinha, 2008). Another study found that 80% of achievements in career are determined by soft skills and only 20% by hard skills.

In employment sectors that have seen rapid growth, employers have stated that newly graduated employees possess a skill gap. This skill gap resides between soft and hard skills, these newly graduated employees possess the hard skills required and expected, but are lacking the soft skills. Research shows the effect of poorer soft skills on life outcomes, and how improving these can fill skills gaps or increase individuals' own life circumstances.

SOFT SKILLS AT WORKPLACE

According to the OECD's Skills Outlook 2019 report, life-long learning or metacognition, is becoming more necessary for employment and for handling a future environment of increased uncertainty. The

report states, *'humans are likely to be able to handle uncertainty better than AI,'* as an artificial intelligence can complete specific tasks efficiently, but cannot be easily programmed to account for the uncertainty and unexpected complexity encountered in working with humans or for human customers. Put another way, soft skills are very difficult to code. In contrast, humans can respond more readily to uncertainty, volatility, complexity, and ambiguity, through being adaptable learners and being able to readily adopt, develop, and discard their beliefs and their understanding of the world, when given a new context (OECD, 2019). That said, humans sometimes fail to adapt productively, and machines, in many cases, lack those capacities entirely (Laukkonen, Biddell and Gallagher, 2018

2.1 NEED OF THE STUDY

To Understand the concept of soft skills and to determine the most important and demanding soft skills that a person / working professional should contain in him or her to sustain the best at workplaces so that all other walks of life are in the best phase for him. As my previous researches have stated or concluded that the it is the quotient of work -career that determines the success in other aspects of life.

2.2 OBJECTIVES OF THE STUDY

PRIMARY OBJECTIVE

To Determine the most important and demanding soft skills at work places.

SECONDARY OBJECTIVES

- To study the inter relation between the soft skill and demographics
- To study the work dynamics
- To eradicate the skill gap in college and school students by presenting the findings and results to executives of the educational institutions
- To improvise the career counselling process at educational institutions by presenting the findings and results to executives of the educational institutions
- To improve the training and development process at educational institutions by presenting the findings and results to executives of the educational institutions

2.3 SIGNIFICANCE OF THE STUDY

This study will obviously will pave a way to build a bridge between the academia and industry so that the non -technical aspects are covered in the best manner at a earlier age itself from schooling stages. This study will also break the stereotypes present in the society and also make soft skills concept a highly important and rated one.

2.4 LIMITATIONS OF THE STUDY

- The duration of time for the study was limited and sample size was 49

2.5 REVIEW OF LITERATURE

- In 2015, Raciti suggested that higher education institutions should place a stronger priority on promoting the growth of students' soft skills through an approach to social and pedagogical reality. Since soft skills have a direct impact on a person's wellbeing, capacity for social adjustment, and capacity for job scenario adaptation, they must be integrated and discussed at the academic level.

According to Guerra-Baez (2019), college students need to obtain a strong education that incorporates both academic knowledge and practical skills in their chosen field of study. Project activities offer a significant potential for the development of "soft skills," according to Tokaruk et al. (2021). Entrepreneurial company projects offer huge opportunities for the development of "soft skills" because they address not only social and administrative issues but also educational ones.

- According to wats and wats (2009), success in the work environment depends on 85% of soft skills and only 15% on hard skills. Nevertheless, the employers of the 21st-century seek candidates who master both « hard » and « soft » skills abilities because, it has been demonstrated that employees with a mix of technical and soft competencies are often the most valuable, effective, and productive in the organization. Wagner's (2008) research, presented in the Global Achi
- Brungardt (2011) noted that nowadays, due to the fluidity of the organizational structure, employees require more autonomy, developed Soft Skills and less repetitive job tasks.
- From the perspective, Levant, Coulmont, &Sandu, (2016) Individuals with greater soft skills understand the significance of getting involved in business simulations
- Wagner (2008), in The Global Achievement Gap, was an early leader in the promotion of dispositions and attitudes for the 21st century**.** He has advocated seven survival skills that students need to attain presented in the following list:
- Critical thinking and problem solving
- Collaboration across networks and learning by influence
- Agility and adaptability
- Initiative and entrepreneurialism
- Effective oral and written communication • Accessing and analyzing information
- Curiosity and imagination.
- According to Sultana (2014), in order to enhance group performance and cooperate in the production of new ideas, employees must be adept at resolving conflicts and promoting diversity and inclusion.
- Dean and East (2019) explain in their study that the earlier people are trained in soft skills, the better they will be, because people may be more resistant to change in the coming years.

3.1 RESEARCH METHODOLOGY

Research methodology is a systematic way to solve a problem. It is a science of studying how research is to be carried out. Essentially, the procedures by which researchers go about their work of describing, explaining and predicting phenomena are called research methodology. It is also defined as the study of methods by which knowledge is ganed. Its aim is to give the work plan of research

concerning an inquiry or a research study constitute a research design. It can be defined as the arrangement of conditions for collection and analysis of data in a manner that aims to combine the relevance to the research purpose to the economy procedure.

OBJECTIVE AND DESCRIPTIVE BASED RESEARCH:

The Main Objective of the research is to determine the most demanding soft skills at workplaces. Thus The Research is purely descriptive and objective in nature .

SOURCE OF DATA:

To determine the appropriate data for research mainly only one kind of data was collected namely primary data.

PRIMARY DATA:

Primary data are those, which were collected afresh & for the first time and thus happen to be original in character. However, there are many methods of collecting the primary data; all have not been used for the purpose of this project. The one that have been used is:

Questionnaire which contains of Subjective Questions , LIKERT Scales, Yes/No Questions and etc…..

SAMPLE SIZE

A sample size of 49 has been used for the study.

SAMPLING METHOD

Sampling (Simple Random Sampling & Referential Sampling has been used),where the population is the universe and the sample is working professionals ,they have been selected randomly without any quota or biased sampling .

TOOLS USED FOR ANALYSIS:

1. Chi -Square Tests
2. Correlational Studies
3. Descriptive Statistics (Mean, Median , Mode, Standard Deviation, Range)
4. Frequency Analysis
5. Independent T-Test
6. ANOVA
7. Reliability Tests
8. Charts

Note: The Data Collected was Processed Under the IBM SPSS 25 (STATISTICAL PACKAGE FOR SOCIAL SCIENCES).The Calculations were made with the help of SPSS only.

DATA ANALYSIS AND INTERPRETATION

Frequency Tables

Age					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	21	3	6.1	6.1	6.1
	23	7	14.3	14.3	20.4
	24	2	4.1	4.1	24.5
	25	8	16.3	16.3	40.8
	26	5	10.2	10.2	51.0
	27	3	6.1	6.1	57.1
	28	8	16.3	16.3	73.5
	29	3	6.1	6.1	79.6

	30	3	6.1	6.1	85.7
	32	3	6.1	6.1	91.8
	33	1	2.0	2.0	93.9
	38	1	2.0	2.0	95.9
	49	1	2.0	2.0	98.0
	50	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	24	49.0	49.0	49.0
	Male	25	51.0	51.0	100.0
	Total	49	100.0	100.0	

Which Category you belong to

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Experienced	41	83.7	83.7	83.7
	Fresher	8	16.3	16.3	100.0
	Total	49	100.0	100.0	

What is your Designation at your Organization

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Account executive	1	2.0	2.0	2.0
	Accounts (Purchase)	1	2.0	2.0	4.1
	Adminstratiion	1	2.0	2.0	6.1
	AGS Health	1	2.0	2.0	8.2
	Application Consultant	1	2.0	2.0	10.2
	Associate	1	2.0	2.0	12.2
	Assosiate- mail process	1	2.0	2.0	14.3
	Business Development Manager	1	2.0	2.0	16.3
	Cartographer	1	2.0	2.0	18.4
	Client relationship manager	1	2.0	2.0	20.4
	Coordinator	1	2.0	2.0	22.4
	Customer Support	1	2.0	2.0	24.5
	Customer support executive	1	2.0	2.0	26.5
	Dance teacher	1	2.0	2.0	28.6
	Data analyst	1	2.0	2.0	30.6
	Data Scientist / Operations	1	2.0	2.0	32.7
	Devops Engineer	1	2.0	2.0	34.7
	Doing own business	1	2.0	2.0	36.7

	Engineer technology	1	2.0	2.0	38.8
	Executive	1	2.0	2.0	40.8
	Executive - pre sales	1	2.0	2.0	42.9
	Freelancing	1	2.0	2.0	44.9
	freight bill Auditor	1	2.0	2.0	46.9
	Fresher this category	1	2.0	2.0	49.0
	HR	1	2.0	2.0	51.0
	HR Executive	1	2.0	2.0	53.1
	Hr recruiter	1	2.0	2.0	55.1
	HR Senior Executives	1	2.0	2.0	57.1
	Integra software service pvt. ltd.	1	2.0	2.0	59.2
	job title given to person	1	2.0	2.0	61.2
	Mentor	1	2.0	2.0	63.3
	Module lead	2	4.1	4.1	67.3
	Module Lead	1	2.0	2.0	69.4
	Process associate	1	2.0	2.0	71.4
	Program associate	1	2.0	2.0	73.5
	Program Associate	2	4.1	4.1	77.6
	R & D Engineer	1	2.0	2.0	79.6
	Recruiter	1	2.0	2.0	81.6
	Recruitment manager	1	2.0	2.0	83.7
	Retention specialist	1	2.0	2.0	85.7
	Senior HR Recruiter	1	2.0	2.0	87.8
	Senior Software Developer	1	2.0	2.0	89.8
	Software Engineer	2	4.1	4.1	93.9
	Sr.program associate	1	2.0	2.0	95.9
	Tech Coordinator	1	2.0	2.0	98.0
	Technical Recruiter	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

What is your mode of communication with the Clients

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	All of the Above	33	67.3	67.3	67.3
	Mail	8	16.3	16.3	83.7
	Phone Call	7	14.3	14.3	98.0
	Presentation	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

What is your mode of Organizational Structure					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Departments	18	36.7	36.7	36.7
	Individuals	5	10.2	10.2	46.9
	Teams	26	53.1	53.1	100.0
	Total	49	100.0	100.0	

How are sales target achieved at your work place					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Background Knowledge	15	30.6	30.6	30.6
	Negotiating with Clients	19	38.8	38.8	69.4
	Referrences	3	6.1	6.1	75.5
	Sales Training	12	24.5	24.5	100.0
	Total	49	100.0	100.0	

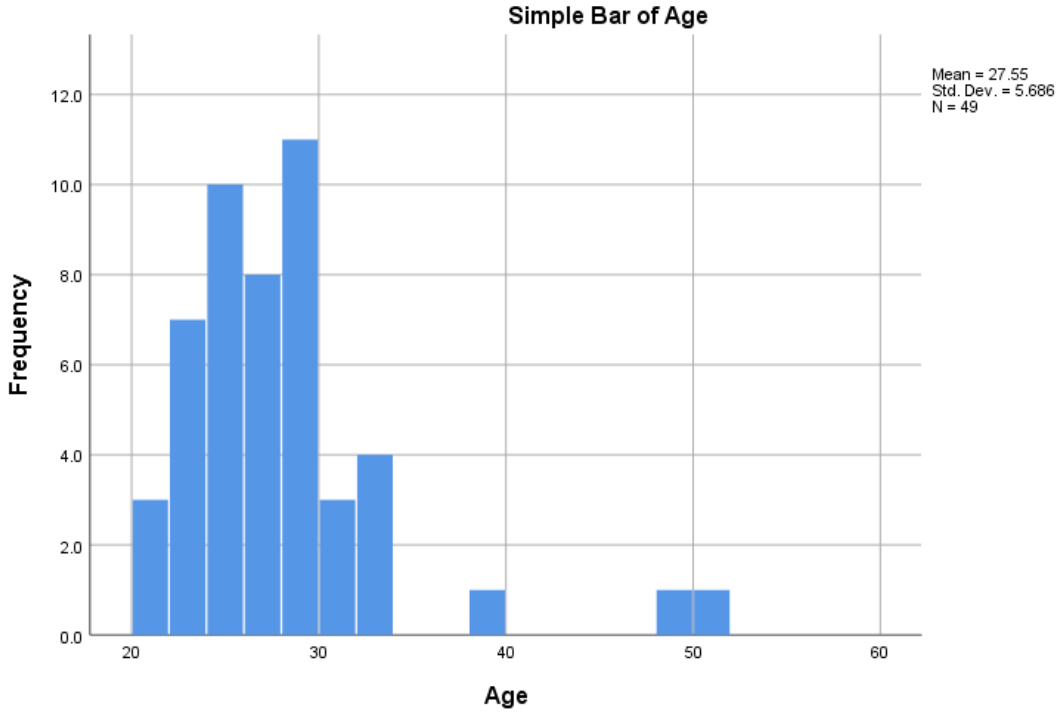
Which one among the two makes your Performance better					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Task Management	18	36.7	36.7	36.7
	Time Management	31	63.3	63.3	100.0
	Total	49	100.0	100.0	

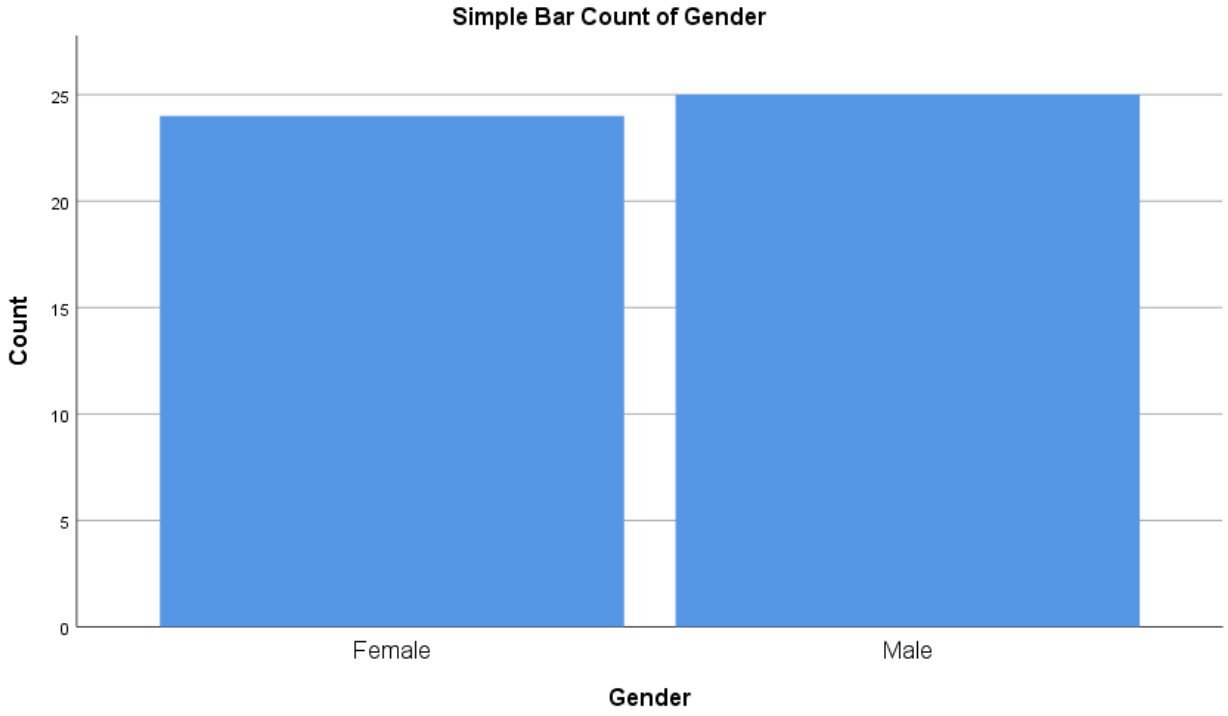
What kind of Skill gap exists in Freshers					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Irrelevance of the Qualification with the Job	16	32.7	32.7	32.7
	Reasoning in the Aptitude	5	10.2	10.2	42.9
	Role based Skill gap	22	44.9	44.9	87.8
	Soft skills	6	12.2	12.2	100.0
	Total	49	100.0	100.0	

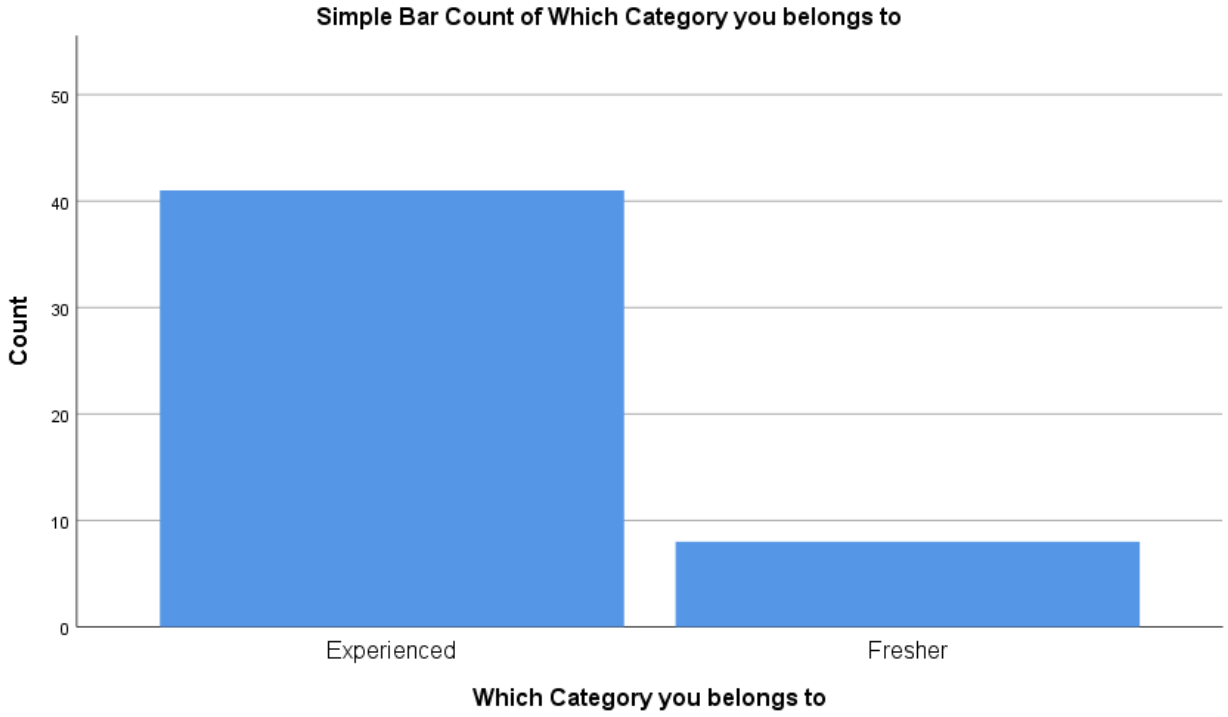
What is more important towards the Organizational Development and Employee Development					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Controlling	1	2.0	2.0	2.0
	Directing	5	10.2	10.2	12.2
	Organizing	20	40.8	40.8	53.1
	Planning	23	46.9	46.9	100.0
	Total	49	100.0	100.0	

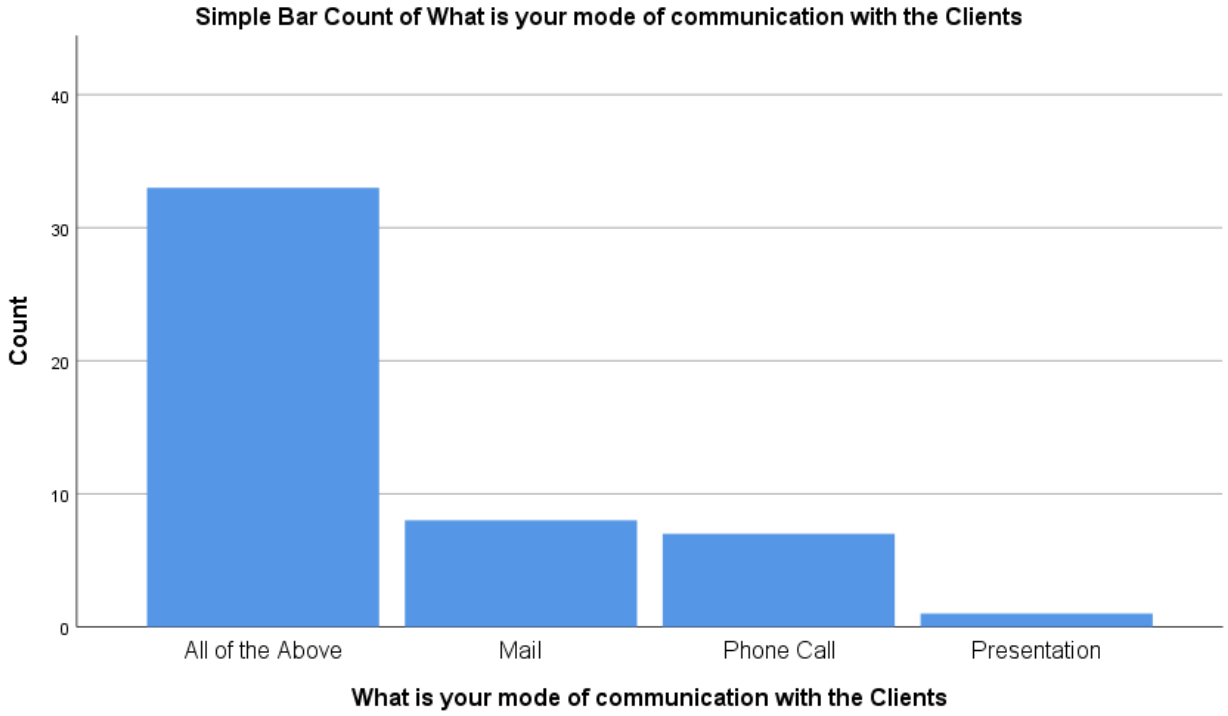
What is the frequency of you getting Stressed at your work place					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	13	26.5	26.5	26.5
	Often	3	6.1	6.1	32.7
	Sometimes	31	63.3	63.3	95.9
	Very Often	2	4.1	4.1	100.0
	Total	49	100.0	100.0	

Graphs




Simple Bar Count of Gender
Count
25
20
15
10
5
0
Female
Male
Gender


Simple Bar Count of Which Category you belongs to
Count
50
40
30
20
10
0
Experienced
Fresher
Which Category you belongs to


Simple Bar Count of What is your mode of communication with the Clients
Count
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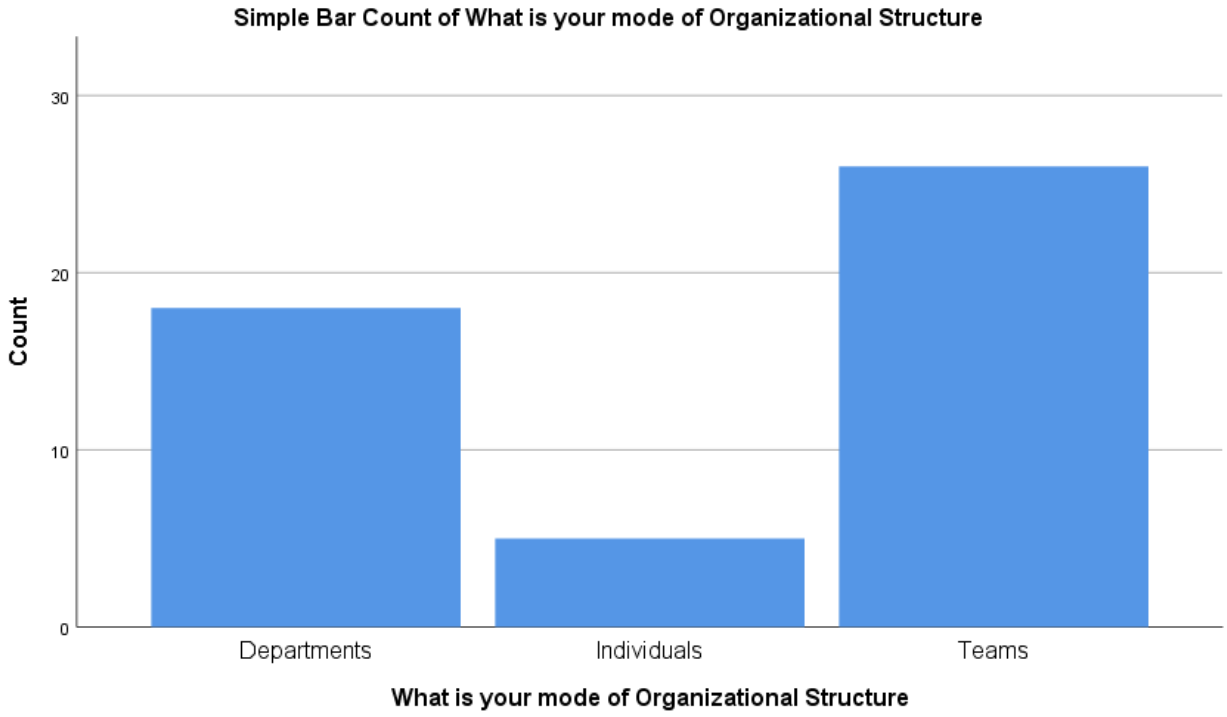
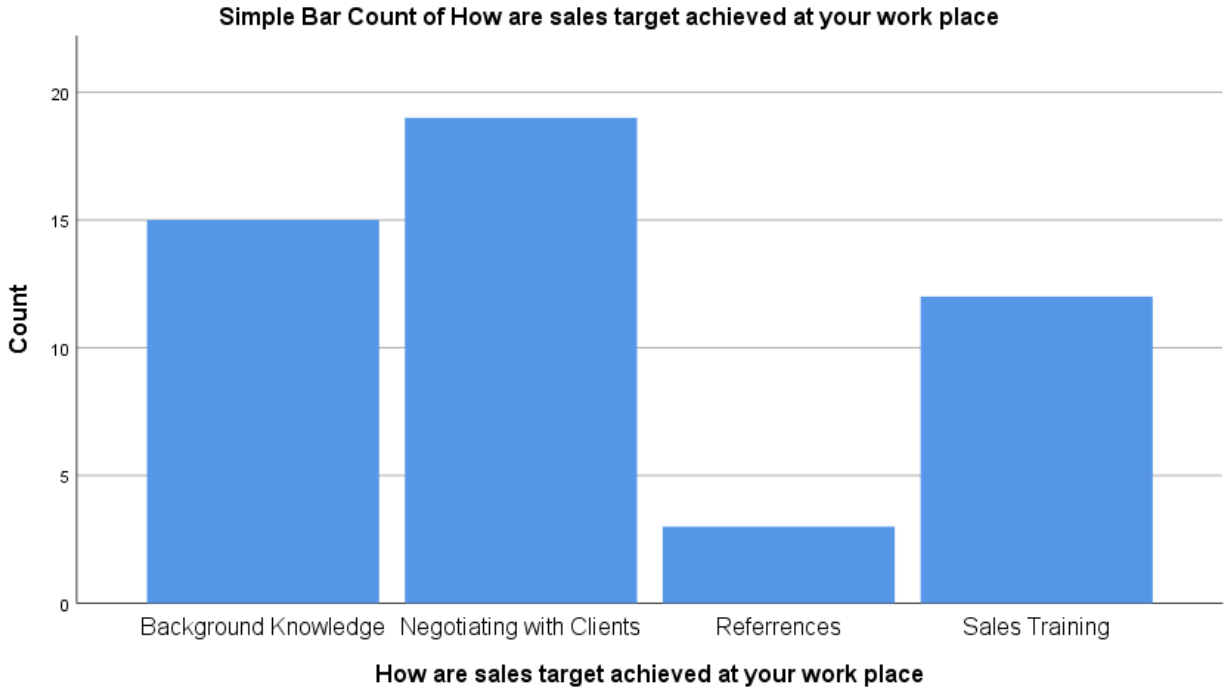
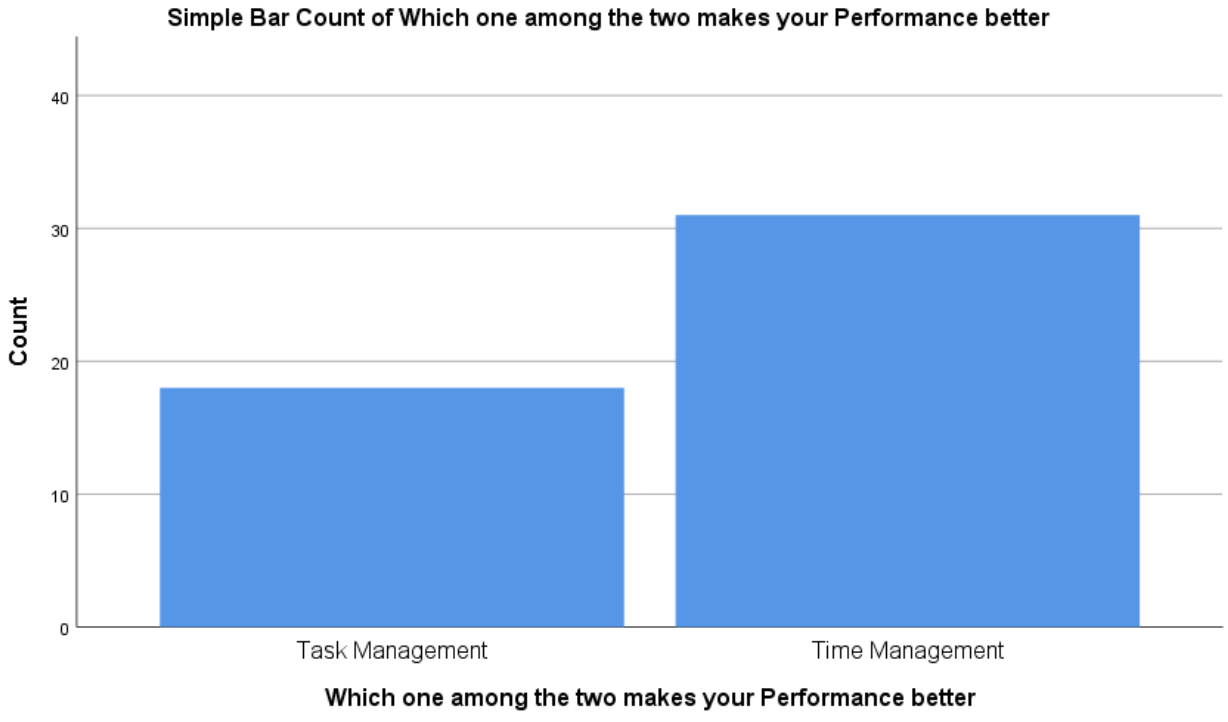
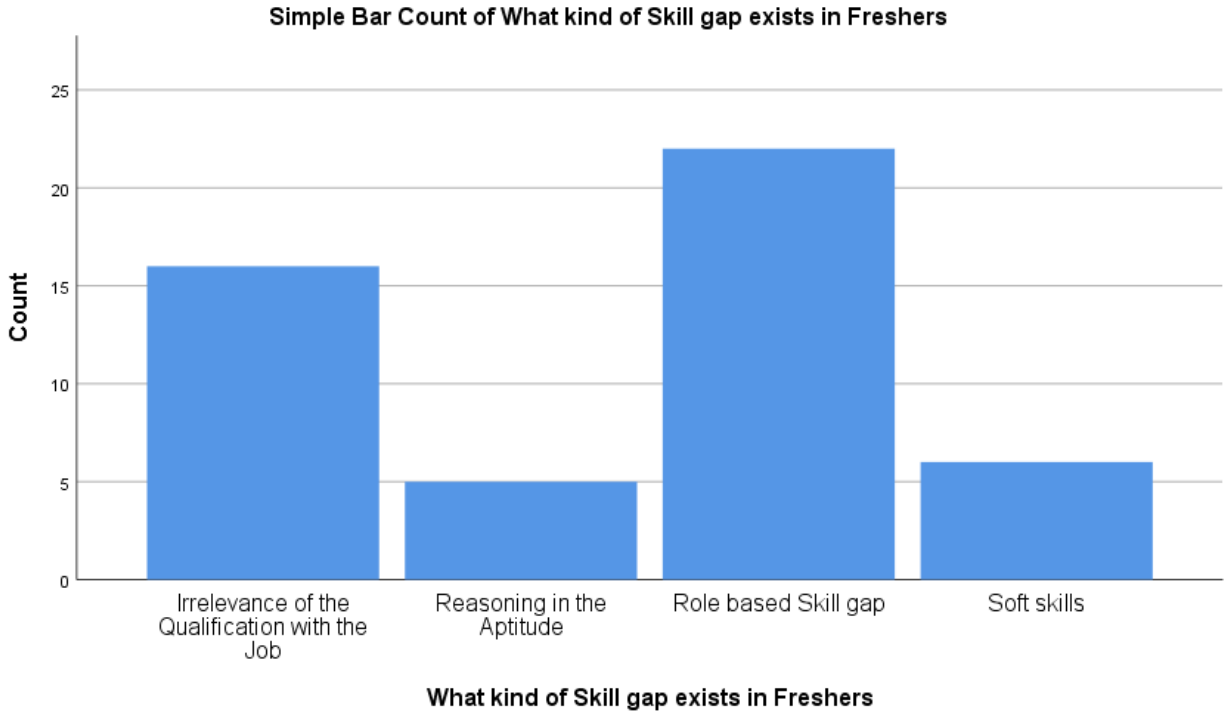
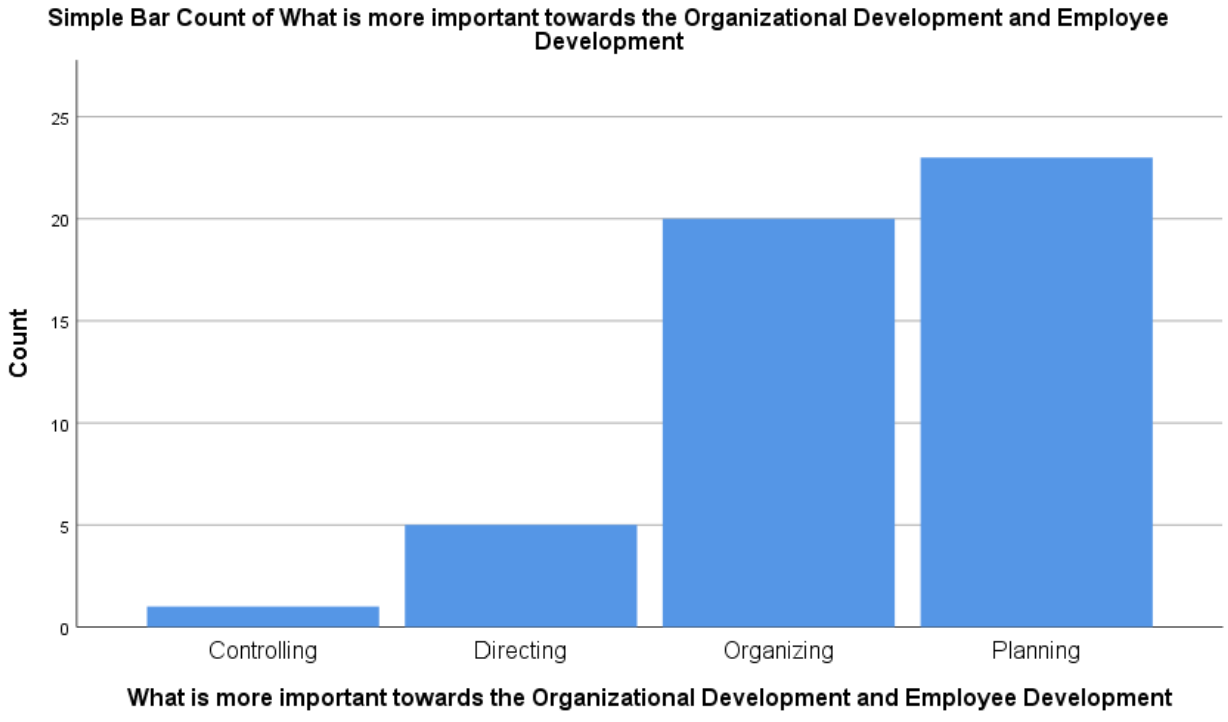
30
20
10
0
All of the Above
Mail
Phone Call
Presentation
What is your mode of communication with the Clients

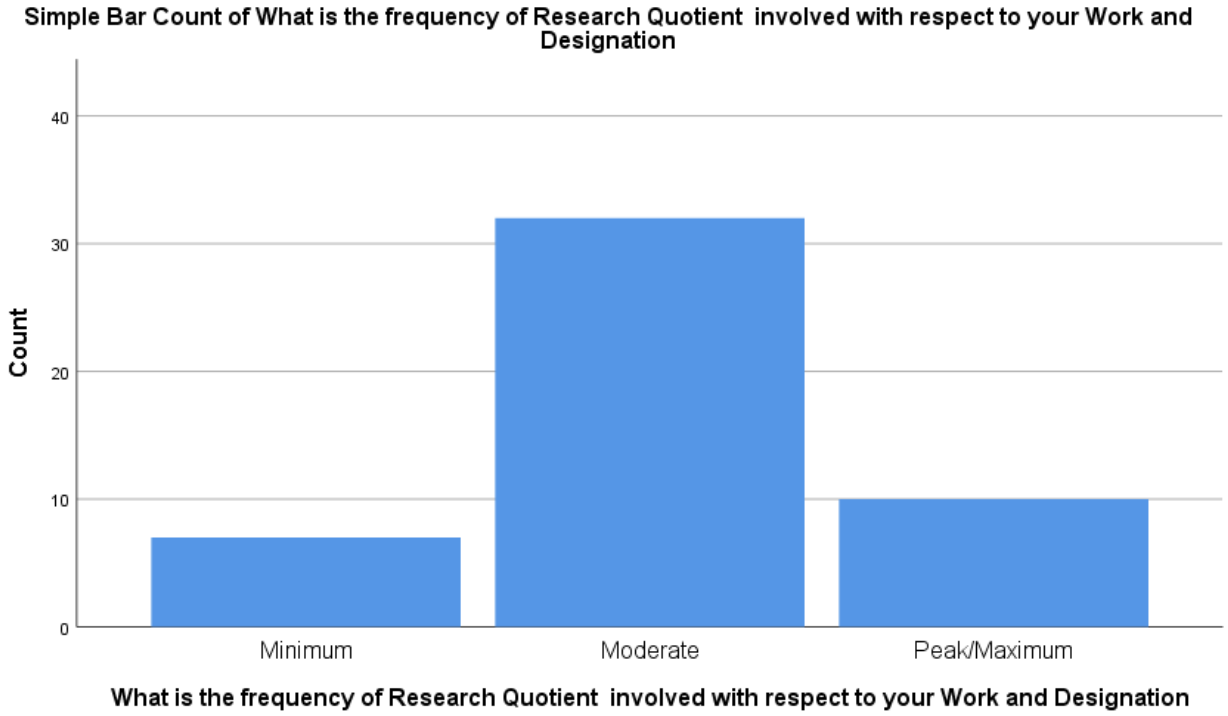

Simple Bar Count of What is your mode of Organizational Structure
Count
30
20
10
0
Departments
Individuals
Teams
What is your mode of Organizational Structure

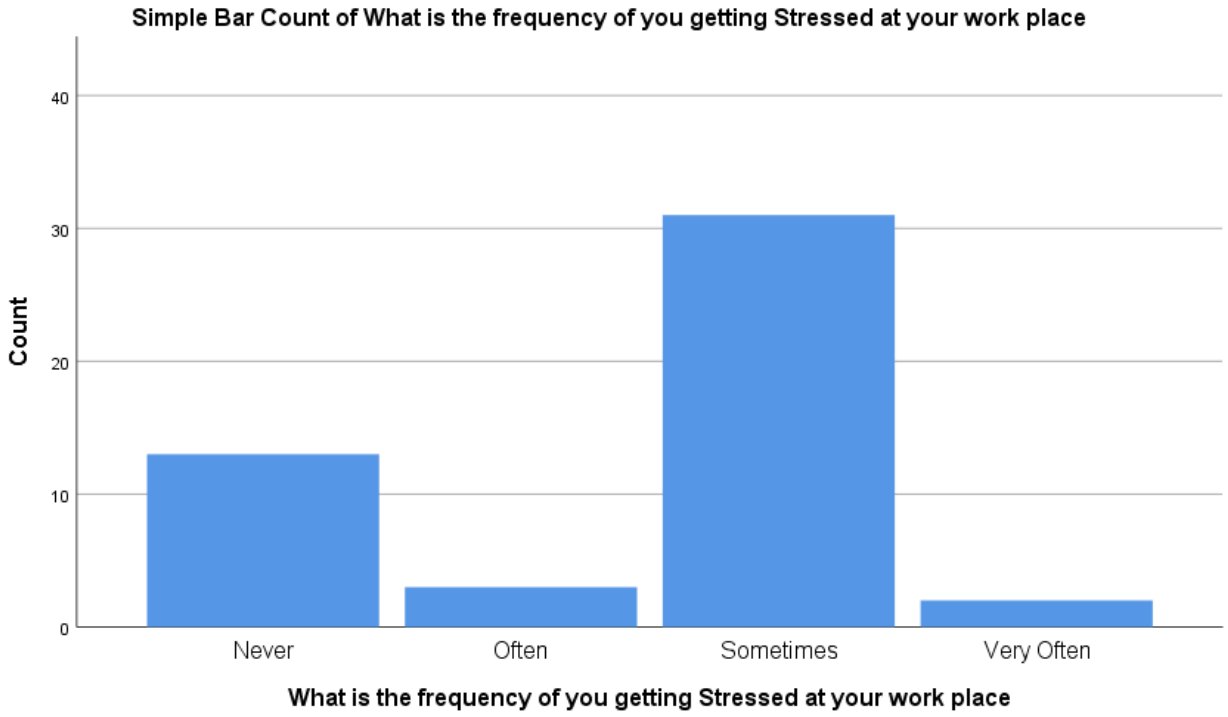

Simple Bar Count of How are sales target achieved at your work place
Count
20
15
10
5
0
Background Knowledge
Negotiating with Clients
Referrences
Sales Training
How are sales target achieved at your work place

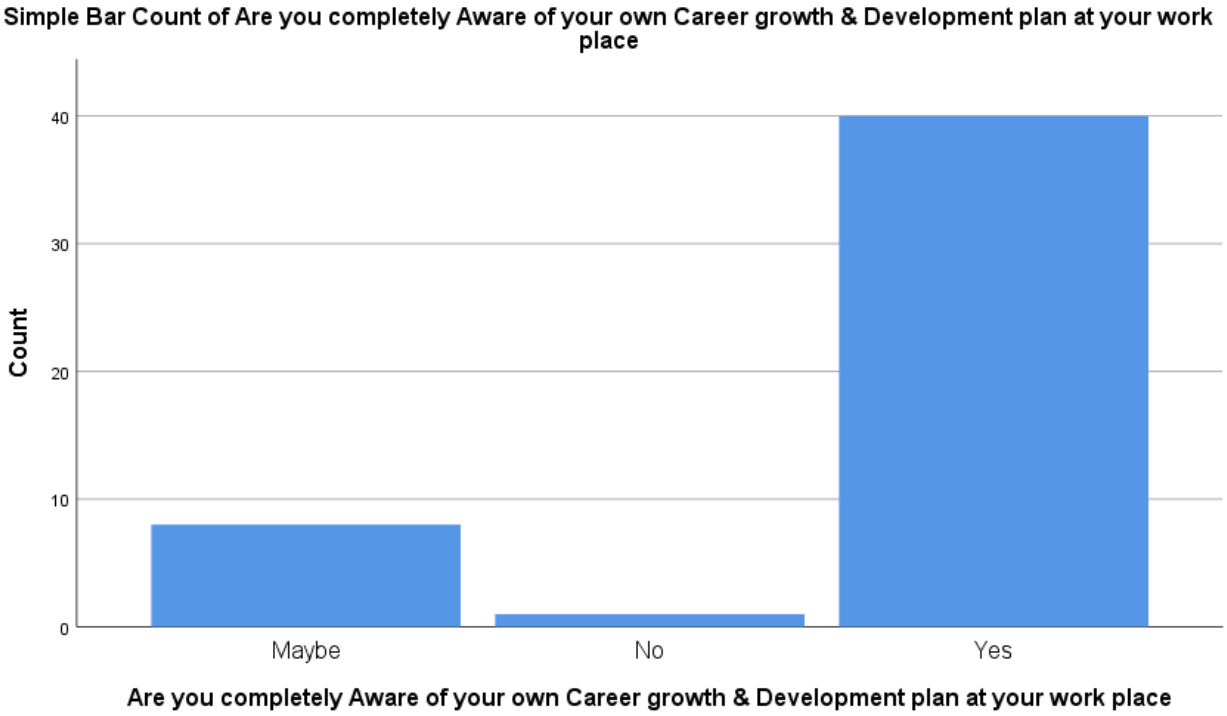

Simple Bar Count of Which one among the two makes your Performance better
Count
40
30
20
10
0
Task Management
Time Management
Which one among the two makes your Performance better

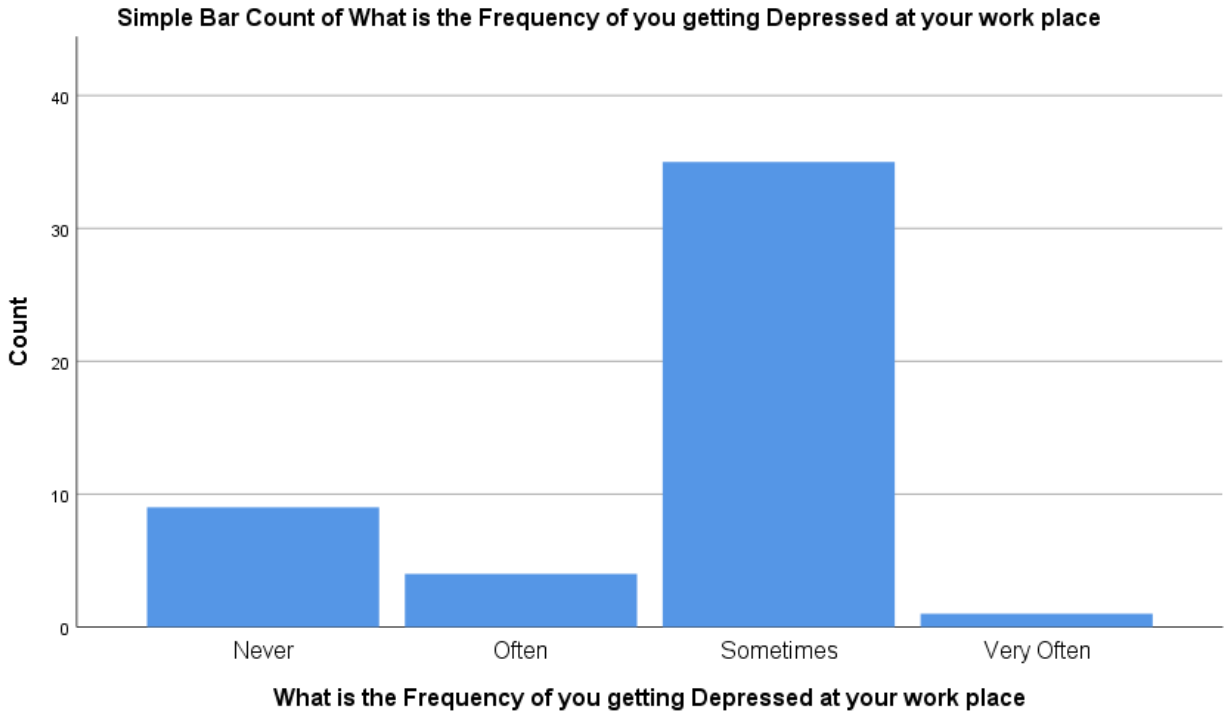

Simple Bar Count of What kind of Skill gap exists in Freshers
Count
25
20
15
10
5
0
Irrelevance of the Qualification with the Job
Reasoning in the Aptitude
Role based Skill gap
Soft skills
What kind of Skill gap exists in Freshers

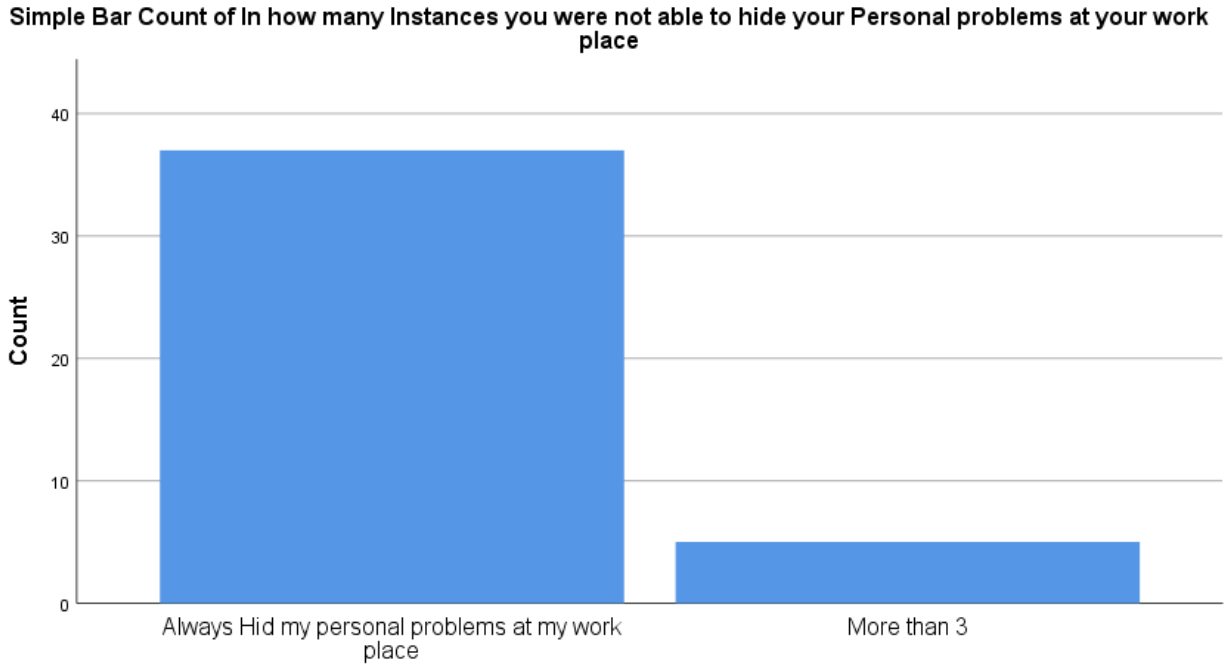

Simple Bar Count of What is more important towards the Organizational Development and Employee Development
Count
25
20
15
10
5
0
Controlling
Directing
Organizing
Planning
What is more important towards the Organizational Development and Employee Development

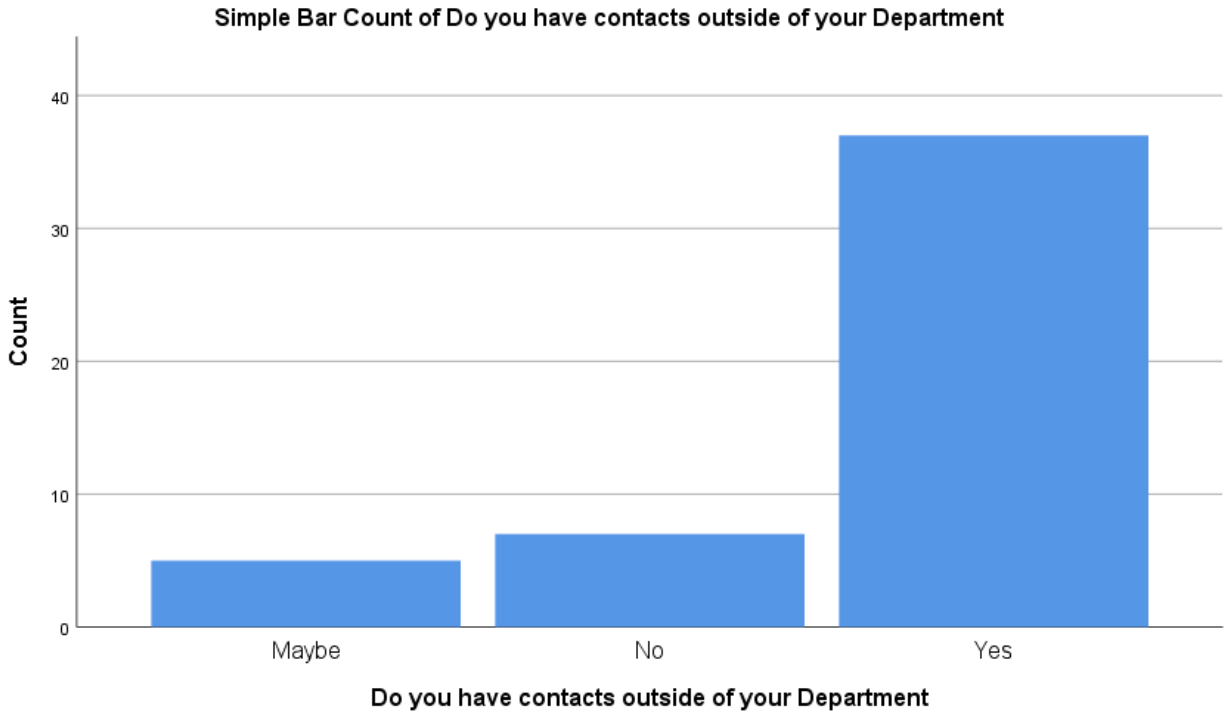

Simple Bar Count of What is the frequency of Research Quotient involved with respect to your Work and Designation
Count
40
30
20
10
0
Minimum
Moderate
Peak/Maximum
What is the frequency of Research Quotient involved with respect to your Work and Designation

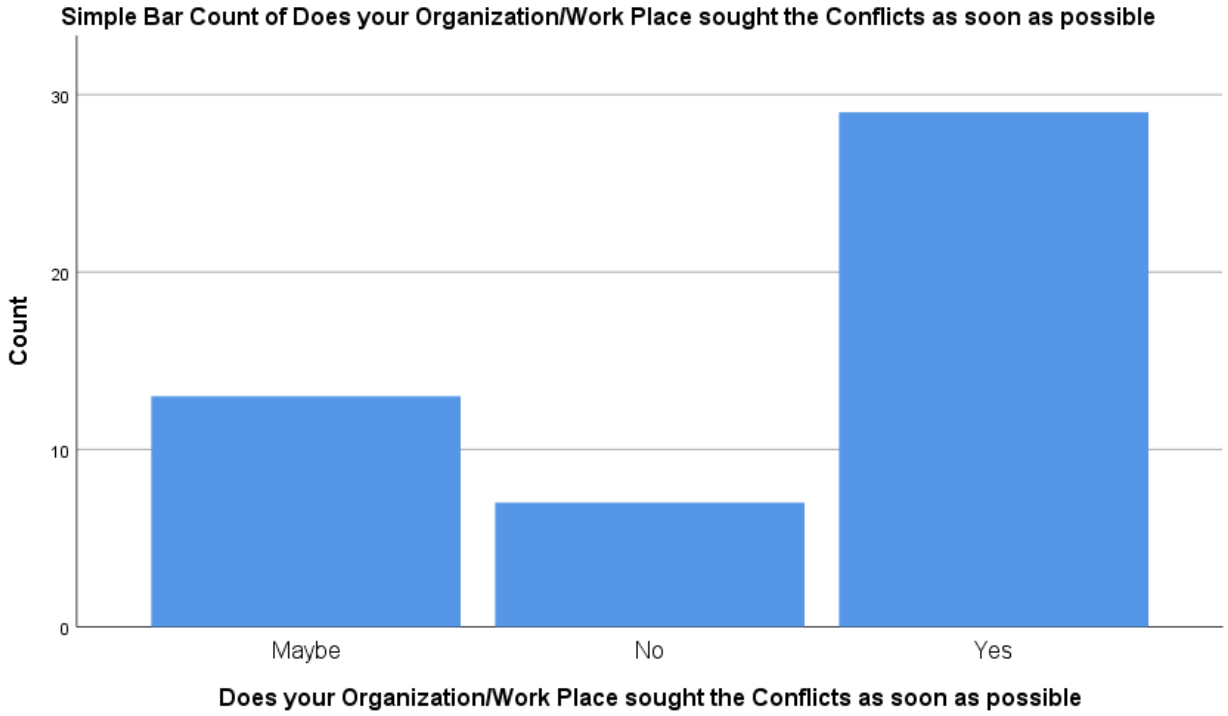

Simple Bar Count of What is the frequency of you getting Stressed at your work place
Count
40
30
20
10
0
Never
Often
Sometimes
Very Often
What is the frequency of you getting Stressed at your work place


Simple Bar Count of Are you completely Aware of your own Career growth & Development plan at your work place
Count
40
30
20
10
0
Maybe
No
Yes
Are you completely Aware of your own Career growth & Development plan at your work place


Simple Bar Count of What is the Frequency of you getting Depressed at your work place
Count
40
30
20
10
0
Never
Often
Sometimes
Very Often
What is the Frequency of you getting Depressed at your work place


Simple Bar Count of In how many Instances you were not able to hide your Personal problems at your work place
Count
40
30
20
10
0
Always Hid my personal problems at my work place
More than 3
In how many Instances you were not able to hide your Personal problems at your work place


Simple Bar Count of Do you have contacts outside of your Department
Count
40
30
20
10
0
Maybe
No
Yes
Do you have contacts outside of your Department


Simple Bar Count of Does your Organization/Work Place sought the Conflicts as soon as possible
Count
30
20
10
0
Maybe
No
Yes
Does your Organization/Work Place sought the Conflicts as soon as possible


Simple Bar Count of How many times you have experienced Conflicts/Fights with your peers and Ordinates at your Organization?
Count
8
6
4
2
0
More than 3
How many times you have experienced Conflicts/Fights with your peers and Ordinates at your Organization?

Descriptive Statistics

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Age	49	21	50	27.55	5.686
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [General Knowledge]	49	2	5	3.73	.930
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [General Awareness]	49	1	5	3.76	1.128
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Industrial & Market Knowledge]	49	1	5	3.96	1.207
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Research & Development]	49	1	5	3.88	1.235
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Historical Data]	49	1	5	3.63	1.270
Valid N (listwise)	49				

CORRELATION

Correlations

		Age	What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [General Knowledge]	What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [General Awareness]	What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Industrial & Market Knowledge]	What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Research & Development]	What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Historical Data]
Age	Pearson Correlation	1	-.255	-.180	-.097	-.144	-.064
	Sig. (2-tailed)		.077	.216	.508	.322	.664
	N	49	49	49	49	49	49
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [General Knowledge]	Pearson Correlation	-.255	1	.810**	.491**	.551**	.656**
	Sig. (2-tailed)	.077		.000	.000	.000	.000
	N	49	49	49	49	49	49
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [General Awareness]	Pearson Correlation	-.180	.810**	1	.635**	.666**	.663**
	Sig. (2-tailed)	.216	.000		.000	.000	.000
	N	49	49	49	49	49	49

What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Industrial & Market Knowledge]	Pearson Correlation	-.097	.491**	.635**	1	.863**	.670**
	Sig. (2-tailed)	.508	.000	.000		.000	.000
	N	49	49	49	49	49	49
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Research & Development]	Pearson Correlation	-.144	.551**	.666**	.863**	1	.688**
	Sig. (2-tailed)	.322	.000	.000	.000		.000
	N	49	49	49	49	49	49
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Historical Data]	Pearson Correlation	-.064	.656**	.663**	.670**	.688**	1
	Sig. (2-tailed)	.664	.000	.000	.000	.000	
	N	49	49	49	49	49	49
**. Correlation is significant at the 0.01 level (2-tailed).							

The above table portrays negative corelation for age with the 5 variables (General Knowledge, General Awareness , Research & Development , Historical Data & Industrial & Marlet Knowledge as the R value is negative.

CHI-SQUARE TESTS

Age * What is the Frequency of you getting Depressed at your work place Crosstabulation						
Count						
		What is the Frequency of you getting Depressed at your work place				Total
		Never	Often	Sometimes	Very Often	
Age	21	1	0	1	1	3
	23	2	0	5	0	7
	24	0	1	1	0	2
	25	1	1	6	0	8
	26	3	0	2	0	5
	27	0	0	3	0	3
	28	1	1	6	0	8
	29	0	0	3	0	3
	30	0	1	2	0	3
	32	1	0	2	0	3
	33	0	0	1	0	1
	38	0	0	1	0	1
	49	0	0	1	0	1
	50	0	0	1	0	1
Total		9	4	35	1	49

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	36.126[a]	39	.602
Likelihood Ratio	26.235	39	.941
N of Valid Cases	49		
a. 53 cells (94.6%) have expected count less than 5. The minimum expected count is .02.			

Null-Hypothesis: There is no significant relationship between Age and Frequency of Depression.

Alternate Hypothesis: There is significant relationship between Age and Frequency of Depression.

P value is greater than 0.05 thus we cannot reject the null hypothesis.

Crosstab						
Count						
		What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [General Knowledge]				Total
		2	3	4	5	
What is your	Account executive	0	1	0	0	1

Designation at your Organization	Accounts (Purchase)	0	0	0	1	1
	Adminstratiion	0	0	1	0	1
	AGS Health	0	1	0	0	1
	Application Consultant	0	0	1	0	1
	Associate	0	0	1	0	1
	Assosiate- mail process	0	0	1	0	1
	Business Development Manager	0	1	0	0	1
	Cartographer	1	0	0	0	1
	Client relationship manager	0	0	1	0	1
	Coordinator	0	0	0	1	1
	Customer Support	0	0	1	0	1
	Customer support executive	1	0	0	0	1
	Dance teacher	0	0	0	1	1
	Data analyst	0	1	0	0	1
	Data Scientist / Operations	0	0	0	1	1
	Devops Engineer	0	0	0	1	1
	Doing own business	0	1	0	0	1
	Engineer technology	0	0	0	1	1
	Executive	0	1	0	0	1
	Executive - pre sales	0	1	0	0	1
	Freelancing	0	0	0	1	1
	freight bill Auditor	0	1	0	0	1
	Fresher this category	0	1	0	0	1
	HR	0	1	0	0	1
	HR Executive	0	1	0	0	1
	Hr recruiter	0	0	1	0	1
	HR Senior Executives	0	0	1	0	1
	Integra software service pvt. ltd.	1	0	0	0	1

	job title given to person	0	0	1	0	1
	Mentor	0	0	0	1	1
	Module lead	0	2	0	0	2
	Module Lead	0	0	0	1	1
	Process associate	0	0	1	0	1
	Program associate	0	0	0	1	1
	Program Associate	0	0	1	1	2
	R & D Engineer	0	0	1	0	1
	Recruiter	0	0	1	0	1
	Recruitment manager	0	0	0	1	1
	Retention specialist	0	1	0	0	1
	Senior HR Recruiter	1	0	0	0	1
	Senior Software Developer	0	0	1	0	1
	Software Engineer	0	1	1	0	2
	Sr.program associate	0	1	0	0	1
	Tech Coordinator	0	0	1	0	1
	Technical Recruiter	0	1	0	0	1
Total		4	17	16	12	49

Null Hypothesis: There is no significant relationship between Designation and utility/containment of general knowledge.

Alternate Hypothesis: There is significant relationship between Designation and utility/containment of general knowledge.

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	140.455[a]	135	.356
Likelihood Ratio	120.073	135	.817
N of Valid Cases	49		

a. 184 cells (100.0%) have expected count less than 5. The minimum expected count is .08.

P value is greater than 0.05 thus we cannot reject the null hypothesis.

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	191.508[a]	180	.265
Likelihood Ratio	142.773	180	.981
N of Valid Cases	49		

What is your Designation at your Organization * What is the frequency of you getting Stressed at your work place Crosstabulation

Count

		What is the frequency of you getting Stressed at your work place				
		Never	Often	Sometimes	Very Often	Total
What is your Designation at your Organization	Account executive	1	0	0	0	1
	Accounts (Purchase)	0	0	1	0	1
	Adminstratiion	0	0	1	0	1
	AGS Health	0	0	1	0	1
	Application Consultant	0	0	1	0	1
	Associate	0	0	1	0	1
	Assosiate- mail process	0	0	1	0	1
	Business Development Manager	0	0	1	0	1
	Cartographer	0	0	1	0	1
	Client relationship manager	0	1	0	0	1
	Coordinator	0	0	1	0	1
	Customer Support	0	0	1	0	1
	Customer support executive	1	0	0	0	1
	Dance teacher	0	0	1	0	1
	Data analyst	0	0	1	0	1
	Data Scientist / Operations	1	0	0	0	1
	Devops Engineer	0	0	1	0	1
	Doing own business	0	0	1	0	1
	Engineer technology	1	0	0	0	1
	Executive	0	1	0	0	1
	Executive - pre sales	0	0	0	1	1
	Freelancing	1	0	0	0	1

	freight bill Auditor	0	0	0	1	1
	Fresher this category	0	0	1	0	1
	HR	0	0	1	0	1
	HR Executive	1	0	0	0	1
	Hr recruiter	1	0	0	0	1
	HR Senior Executives	0	0	1	0	1
	Integra software service pvt. ltd.	0	0	1	0	1
	job title given to person	1	0	0	0	1
	Mentor	0	0	1	0	1
	Module lead	0	0	2	0	2
	Module Lead	0	0	1	0	1
	Process associate	0	0	1	0	1
	Program associate	0	0	1	0	1
	Program Associate	2	0	0	0	2
	R & D Engineer	1	0	0	0	1
	Recruiter	1	0	0	0	1
	Recruitment manager	0	0	1	0	1
	Retention specialist	0	1	0	0	1
	Senior HR Recruiter	1	0	0	0	1
	Senior Software Developer	0	0	1	0	1
	Software Engineer	0	0	2	0	2
	Sr.program associate	0	0	1	0	1
	Tech Coordinator	0	0	1	0	1
	Technical Recruiter	0	0	1	0	1
Total		13	3	31	2	49

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	147.000[a]	135	.227
Likelihood Ratio	92.438	135	.998
N of Valid Cases	49		

a. 184 cells (100.0%) have expected count less than 5. The minimum expected count is .04.

Null Hypothesis: There is no significant relationship between Designation and frequency of stress

Alternate Hypothesis: There is significant relationship between Designation and frequency of stress.

P Value is greater than 0.05 thus we cannot reject the null hypothesis

Scale: ALL VARIABLES

What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [General Knowledge]					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	8.2	8.2	8.2
	3	17	34.7	34.7	42.9
	4	16	32.7	32.7	75.5
	5	12	24.5	24.5	100.0
	Total	49	100.0	100.0	

What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [General Awareness]					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	2.0	2.0	2.0
	2	7	14.3	14.3	16.3
	3	11	22.4	22.4	38.8
	4	14	28.6	28.6	67.3
	5	16	32.7	32.7	100.0
	Total	49	100.0	100.0	

What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Industrial & Market Knowledge]					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	4.1	4.1	4.1
	2	6	12.2	12.2	16.3
	3	6	12.2	12.2	28.6
	4	13	26.5	26.5	55.1
	5	22	44.9	44.9	100.0
	Total	49	100.0	100.0	

What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Research & Development]					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	4.1	4.1	4.1
	2	7	14.3	14.3	18.4
	3	7	14.3	14.3	32.7
	4	12	24.5	24.5	57.1
	5	21	42.9	42.9	100.0

	Total	49	100.0	100.0	

What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Historical Data]					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	6.1	6.1	6.1
	2	7	14.3	14.3	20.4
	3	12	24.5	24.5	44.9
	4	10	20.4	20.4	65.3
	5	17	34.7	34.7	100.0
	Total	49	100.0	100.0	

Case Processing Summary			
		N	%
Cases	Valid	49	100.0
	Excluded[a]	0	.0
	Total	49	100.0
a. Listwise deletion based on all variables in the procedure.			

Reliability Statistics	
Cronbach's Alpha	N of Items
.908	5

The Cronbach Alpha Value is 0.908 which automatically states and signifies that the data is very highly reliable.

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
NCATEGORY * What is the frequency of Research Quotient involved with respect to your Work and Designation	49	100.0%	0	0.0%	49	100.0%
NCATEGORY * What is the Frequency of you getting Depressed at your work place	49	100.0%	0	0.0%	49	100.0%
NCATEGORY * What is the frequency of you getting Stressed at your work place	49	100.0%	0	0.0%	49	100.0%

Crosstab

Count

		What is the frequency of Research Quotient involved with respect to your Work and Designation			
		Minimum	Moderate	Peak/Maximum	Total
NCATEGORY	.00	2	4	2	8
	1.00	5	28	8	41
Total		7	32	10	49

Fresher=0, Experienced =1

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	1.210[a]	2	.546
Likelihood Ratio	1.117	2	.572
N of Valid Cases	49		

a. 2 cells (33.3%) have expected count less than 5. The minimum expected count is 1.14.

Null Hypothesis: No significant relationship between category and frequency of research quotient involved with work and designation.

Alternate Hypothesis: significant relationship between category and frequency of research quotient is present

P Value is greater than 0.05 thus, the null hypothesis cannot be rejected.

Crosstab

Count

		What is the Frequency of you getting Depressed at your work place				
		Never	Often	Sometimes	Very Often	Total
NCATEGORY	.00	1	0	6	1	8
	1.00	8	4	29	0	41
Total		9	4	35	1	49

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	6.102[a]	3	.107
Likelihood Ratio	5.265	3	.153
N of Valid Cases	49		

a. 5 cells (62.5%) have expected count less than 5. The minimum expected count is .16.

Null Hypothesis: No significant relationship between category and frequency of getting depressed

Alternate Hypothesis: significant relationship between category and frequency of getting depressed.

P Value is greater than 0.05 thus, the null hypothesis cannot be rejected.

Crosstab						
Count						
		What is the frequency of you getting Stressed at your work place				
		Never	Often	Sometimes	Very Often	Total
NCATEGORY	.00	2	0	5	1	8
	1.00	11	3	26	1	41
Total		13	3	31	2	49

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	2.255[a]	3	.521
Likelihood Ratio	2.288	3	.515
N of Valid Cases	49		
a. 5 cells (62.5%) have expected count less than 5. The minimum expected count is .33.			

Null Hypothesis: No significant relationship between category and frequency of stress

Alternate Hypothesis: significant relationship between category and frequency of stress

P Value is greater than 0.05 thus, the null hypothesis cannot be rejected.

Correlations						
	NCATEGORY	What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [General Knowledge]	What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [General Awareness]	What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Industrial & Market Knowledge]	What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Research & Development]	What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Historical Data]

CATEGORY	Pearson Correlation	1	-.007	-.196	-.061	.001	.178
	Sig. (2-tailed)		.960	.177	.676	.995	.220
	N	49	49	49	49	49	49
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [General Knowledge]	Pearson Correlation	-.007	1	.810**	.491**	.551**	.656**
	Sig. (2-tailed)	.960		.000	.000	.000	.000
	N	49	49	49	49	49	49
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [General Awareness]	Pearson Correlation	-.196	.810**	1	.635**	.666**	.663**
	Sig. (2-tailed)	.177	.000		.000	.000	.000
	N	49	49	49	49	49	49
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Industrial & Market Knowledge]	Pearson Correlation	-.061	.491**	.635**	1	.863**	.670**
	Sig. (2-tailed)	.676	.000	.000		.000	.000
	N	49	49	49	49	49	49
What is more used in Making Key Business	Pearson Correlation	.001	.551**	.666**	.863**	1	.688**
	Sig. (2-tailed)	.995	.000	.000	.000		.000

Decisions and Strategies at your work places: (Rate it from 1 to 5) [Research & Development]	N	49	49	49	49	49	49
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Historical Data]	Pearson Correlation	.178	.656**	.663**	.670**	.688**	1
	Sig. (2-tailed)	.220	.000	.000	.000	.000	
	N	49	49	49	49	49	49
**. Correlation is significant at the 0.01 level (2-tailed).							

The Category (Fresher /Experienced) has no corelation with the more utility of 5 variables (GK,GA,R & D, Industrial & Market Knowledge ,Historical Data) in making key decisions.

Age * What is the frequency of you getting Stressed at your work place Crosstabulation						
Count						
		What is the frequency of you getting Stressed at your work place				Total
		Never	Often	Sometimes	Very Often	
Age	21	1	0	1	1	3
	23	1	0	6	0	7
	24	1	0	1	0	2
	25	3	1	4	0	8
	26	2	1	2	0	5
	27	1	0	2	0	3
	28	2	1	5	0	8
	29	0	0	3	0	3
	30	1	0	2	0	3
	32	0	0	3	0	3
	33	1	0	0	0	1
	38	0	0	0	1	1
	49	0	0	1	0	1
	50	0	0	1	0	1
Total		13	3	31	2	49

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	45.790[a]	39	.211
Likelihood Ratio	29.152	39	.875
N of Valid Cases	49		
a. 54 cells (96.4%) have expected count less than 5. The minimum expected count is .04.			

Null Hypothesis: No significant relationship between Age and frequency of stress

Alternate Hypothesis: significant relationship between Age and frequency of stress

P Value is greater than 0.05 thus, the null hypothesis cannot be rejected.

One-Way ANOVA

ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [General Knowledge]	Between Groups	14.452	13	1.112	1.436	.192
	Within Groups	27.099	35	.774		
	Total	41.551	48			
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [General Awareness]	Between Groups	17.724	13	1.363	1.101	.390
	Within Groups	43.337	35	1.238		
	Total	61.061	48			
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Industrial & Market Knowledge]	Between Groups	15.386	13	1.184	.760	.694
	Within Groups	54.532	35	1.558		
	Total	69.918	48			
What is more used in Making Key Business Decisions and	Between Groups	14.024	13	1.079	.637	.806
	Within Groups	59.242	35	1.693		

Strategies at your work places: (Rate it from 1 to 5) [Research & Development]	Total	73.265	48			
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Historical Data]	Between Groups	10.390	13	.799	.418	.953
	Within Groups	66.998	35	1.914		
	Total	77.388	48			

Null Hypothesis :There is no significant difference in means between Age & Variables (GK,GA,R & D ,Industrial & Market Knowledge ,Historical Data)

Alternative Hypothesis: There is significant difference in means between Age & Variables (GK,GA,R & D ,Industrial & Market Knowledge ,Historical Data)

P Value >0.05 ,thus we cannot reject the null hypothesis.

Group Statistics

	Gender	N	Mean	Std. Deviation	Std. Error Mean
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [General Knowledge]	Male	25	3.64	1.036	.207
	Female	24	3.83	.816	.167
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [General Awareness]	Male	25	3.72	1.061	.212
	Female	24	3.79	1.215	.248
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Industrial & Market Knowledge]	Male	25	4.00	1.118	.224
	Female	24	3.92	1.316	.269
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Research & Development]	Male	25	3.92	1.187	.237
	Female	24	3.83	1.308	.267

What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Historical Data]	Male	25	3.76	1.165	.233
	Female	24	3.50	1.383	.282

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
									95% Confidence Interval of the Difference	
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	Lower	Upper
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [General Knowledge]	Equal variances assumed	3.793	.057	-.724	47	.473	-.193	.267	-.731	.344
	Equal variances not assumed			-.727	45.311	.471	-.193	.266	-.729	.342
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [General Awareness]	Equal variances assumed	.459	.502	-.220	47	.827	-.072	.326	-.727	.583
	Equal variances not assumed			-.220	45.593	.827	-.072	.326	-.729	.586
What is more used in Making Key	Equal variances assumed	.556	.460	.239	47	.812	.083	.348	-.617	.784

Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Industrial & Market Knowledge]	Equal variances not assumed			.238	45.144	.813	.083	.350	-.621	.787
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Research & Development]	Equal variances assumed	.117	.734	.243	47	.809	.087	.357	-.631	.804
	Equal variances not assumed			.243	46.126	.809	.087	.357	-.632	.806
What is more used in Making Key Business Decisions and Strategies at your work places: (Rate it from 1 to 5) [Historical Data]	Equal variances assumed	1.624	.209	.713	47	.479	.260	.365	-.474	.994
	Equal variances not assumed			.710	44.992	.481	.260	.366	-.477	.997

Null Hypothesis :There is no significant difference in means between Age & Variables (GK,GA,R & D ,Industrial & Market Knowledge ,Historical Data)

Alternative Hypothesis: There is significant difference in means between Age & Variables (GK,GA,R & D ,Industrial & Market Knowledge ,Historical Data)

P Value >0.05 ,thus we cannot reject the null hypothesis.

FINDINGS

1. The Mode Of Communication with the clients consists of all the above on a majority basis (Mail, Phone Call, Presentation, Video Call).
2. The Mode Of Organizational Structure is mainly the Teams on a majority basis.
3. Negotiating With Clients is widely used on maximum basis for achieving sales targets .
4. Majority of Sample are completely aware of their own career development and growth plan but some portion (10-15 %) is not aware of their career growth and development plan.
5. Sometimes People Do get depressed at their workplaces. Yes depression exists at workplaces.
6. Some People were not able to hide their personal problems more than 3 times at their workplaces whereas many were able to hide and work. Thus people knew how to balance personal and professional stuff.
7. 90 % Of People have contacts outside of their department
8. People have experienced conflicts more than 3 times in their workplaces, thus conflicts are existing predominantly
9. The Organisations sought the conflicts as soon as possible for the organizational benefit
10. Frequency Of Stress is sometimes on a majority basis, along with other keywords like : Often, very Often thus workplaces create stress.
11. Time Management makes the performance better.
12. Role based skill gap & Irrelevance of the qualification with the job are the skill gaps majorly existing in freshers
13. The Frequency Of Research Quotient involved with respect to your work and designation is moderate signifying that we can't neglect research quotient in the work places and will be key for hiring people
14. Planning Is the most important for organizational development and employee development.

15. Having Contacts at your workplace is very important for various reasons like :
    1. Connectivity
    2. Positive Work Environment
    3. Business Success
    4. Career Growth
    5. Improved Social Life

Based on the above reasons we signify that having contacts outside of the organization is necessary. Establishing & Having Contacts in professional terminology is known as 'NETWORKING". Thus Networking is necessary.

16. Being Socialised with the opposite Gender is important at workplaces because:
    1. It improvises your confidence
    2. It leads to Gender Equality
    3. It helps in understanding the perceptions in the best manner
    4. Team Work
    5. It helps in understanding the opposite gender
    6. Larger Friend Circle is created
    7. Personal Development

8. Career Development

Based on the above reasons we signify that socialisation is very important for personal, professional success. Thus socialisation with the opposite gender is necessary.

17. The various reasons for getting depressed at workplaces

Work Pressure
Target Pressure
Business Pressure
Poor Scheduling
Bias in Rewards and Recognitions
Office Politics
Improper Planning
Personal Stress
Dissatisfaction in Employees
Credit going to lazy and wrong people
No appraisals
Salary issues
High Workload Management
Micromanagement
Lack Of Team Bonding & Authoritative Behaviour

18. Stress Has negative impacts on your health, professional life, brings down the anxiety and affects productivity and it brings down the quality of work life.
19. Age and Depression Frequency have no perfect association in between them .Thus Irrespective of age you cant measure stress limit
20. There is negative corelation/no correlation and independency for age with the 5 variables (General Knowledge, General Awareness , Research & Development , Historical Data & Industrial & Marlet Knowledge as the R value is negative.
21. There is no association /dependency /relationship between the designation and the limit of utility /limit of containment of General Knowledge, General Awareness, Research & Development , Historical Data ,Industrial & Market Knowledge.
22. Age & Frequency Of Stress have no relationship in between them and are independent to each other
23. Category (Fresher /Experienced) is independent of the more utility 5 variables (GK, General Awareness, Research & Development ,Industrial & Market Knowledge & Historical Data in making key business decisions at work places.
24. There is no relationship between the designation and frequency of stress at workplaces both are independent of each other.
25. The Cronbach Alpha Value is 0.908 which automatically states and signifies that the data is very highly reliable.
26. Category (Fresher /Experienced) is independent of the frequency of stress, frequency of depression and frequency of research quotient .

27. Industrial & Market Knowledge, Research & Development, Historical Data, General Awareness, & General Knowledge are used in some or any capacities for making key business decisions .
28. The Soft Skill and aptitude quotient is less in freshers as with regards to the perception of experienced working professional.

CONCLUSION

Based on the above findings, correlation & understandings we conclude that the most demanding soft skills at work places are:

1. Communication (Mail, Phone Call, Presentation)
2. Team Building /Team Work /Team Setting.
3. Negotiation
4. Knowledge On Career Growth & Career Development
5. Emotional Intelligence (Tackling Depression, Balancing/Controlling Emotions
6. Conflict Management
7. Networking
8. Time Management
9. Stress Management
10. Research Aptitude & Quotient
11. Planning
12. Socialisation with the Opposite Gender.
13. General Knowledge
14. General Awareness
15. Industrial & Market Knowledge

RECOMMENDATIONS:

1. All Educational Institutions (Schools) Should incorporate Soft Skills Training in their curriculum and educational planning and administration from 8 Standard.
2. As we have found that there exists 2 major skill gaps in freshers one is Role based skill gap and irrelevance of qualification with regards to job, there exists a huge skill gap and career counselling gap , thus I strongly recommend all the educational institutions (Schools & Colleges) to give more importance to career counselling and skill based knowledge so that a strong bridge is established between academic and industry.
3. Office Politics should be eradicated as early as possible and corporates should ensure that to remove.
4. Employee Engagement Quotient needs to be monitored regularly within the organization.
5. Mental Health of all the employees have to be prioritized at any cost.
6. All Educational Institutions (Schools / Colleges) should train the students on the above 15 mentioned soft skills on a top priority basis regularly.
7. Industrial based education has to be offered strictly in all the institutions.
8. Aptitude Training should be incorporated in school stages itself rather than being implemented in college-placement sessions as freshers lack aptitude reasoning