

# ANALYSIS OF INFLUENCE OF SOFT SKILLS ON OFFICE ADMINISTRATION EMPLOYEES

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**Abstract.** In the office administration environment, mastery of soft skills has proven to play an essential role in enhancing work effectiveness. This study highlights the importance of soft skills such as interpersonal communication, adaptability, and time management in supporting smooth operations and collaboration in the workplace. Based on interviews with administrative staff, it is evident that soft skills not only help improve working relationships but also encourage positive contributions toward organizational goals. Nevertheless, challenges in developing soft skills, such as ineffective communication and time management, are still faced. To address this, training and social activities are recommended to enhance these skills. The study recommends companies provide training and create a conducive work environment to support the development of their employees' soft skills. In conclusion, investing in the development of soft skills can increase productivity and work quality in the office administration environment.

**Keywords:** Soft Skills, Employees, Training, Office Administration.

## Introduction

In an organization, the role of office administration is crucial for maintaining the smooth operation of daily activities. Administrative tasks include document management, scheduling meetings, arranging business trips, and managing office facilities. Additionally, administrative staff are also responsible for managing both physical and digital filing systems to ensure that information is easily and quickly accessible to those who need it. Good communication skills with both internal and external parties are also essential.

Administrative staff need to have time management and prioritization skills to handle various tasks efficiently. Employees must be able to organize their daily schedules so that all tasks can be completed on time without sacrificing quality. Emotional intelligence and a strong work ethic are also needed to build positive and professional working relationships.

Employee performance in this field is influenced by various factors, one of which is soft skills. Soft skill issues often arise within companies, such as communication difficulties, lack of emotional intelligence, inadequate ethics, and weak leadership skill (Sinambela, 2021). Effective communication among employees is a crucial element in supporting performance and minimizing misunderstandings. Cooperation among employees is necessary to ensure tasks are completed well and on time.

The function of administration is no longer limited to managing documents and routine activities but also includes facilitating employee training and development. The administration department acts as a liaison between company policies and the implementation of skill development programs, including soft skills (Zulfan, 2022). Through structured training programs, office administration can enhance communication, leadership, and teamwork skills among employees (Shima et al., 2023).

The success of a company in the era of globalization and intense industry competition is not only measured by the technical abilities of its employees but also by their mastery of soft skills. Soft skills such as communication abilities, social intelligence, and adaptability play an important role in supporting productivity and work efficiency (Putri et al., 2023a). These abilities are crucial in creating a collaborative and

innovative work environment (Nurahaju & Widanti, 2021). However, there is a significant gap in the mastery of soft skills among administrative employees, which can affect their performance and efficiency.

To enhance collaboration and reduce conflicts, skills such as good communication, empathy, and listening abilities are necessary. Additionally, soft skills play a crucial role in leadership and decision-making. An effective leader not only relies on technical skills but must also be able to motivate, inspire, and guide their team towards collective success (Soelistya, 2025). These skills help create a harmonious and productive work environment where all team members feel valued and supported.

The main challenge in developing soft skills is their abstract nature and difficulty in measurement. Many employees and management underestimate the importance of soft skills due to the difficulty in measuring their impact on productivity. To overcome this challenge, companies need to develop comprehensive strategies for training and evaluating soft skills. Continuous training programs can help employees improve their abilities. Performance assessments that include soft skill evaluations can provide constructive feedback to employees.

To enhance soft skills among administrative employees, companies need to pay attention to organizational and individual culture. Understanding and appreciating cultural differences can be key to overcoming communication and collaboration barriers. Training that focuses on developing cultural awareness and tolerance is essential so that administrative employees can understand and appreciate differences in the work environment (Rasid et al., 2018). By building a culture that values soft skills, companies not only improve the performance of administrative employees but also build a strong foundation for long-term growth (Nurahaju & Widanti, 2021).

Overall, employee performance in office administration is significantly influenced by the mastery of soft skills. Soft skills such as effective communication, adaptability, teamwork, and problem-solving are key elements that support productivity and work efficiency (Cahyono & Gunawan, 2024). Although often considered abstract, soft skills play a crucial role in creating a collaborative and innovative work environment. Challenges in the application of soft skills can be addressed with structured training and a focus on cultural awareness and tolerance. Therefore, companies that successfully instill the importance of soft skills in their organizational culture can enhance the performance of administrative employees and build a solid foundation for long-term success.

## LITERATURE REVIEW

### Definition of Soft Skill

Office administration plays a very significant role in developing employees' soft skills, which directly affect their careers in the industrial sector. These skills encompass various interpersonal and communication abilities that are crucial in the workplace. Soft skills are abilities that can influence an individual's career, professional interactions, and personal relationships (Pratama et al., 2023). (Rosi, 2023), adds that soft skills are personal skills and attributes essential for effective social interaction, communication, and interpersonal relationships. These skills differ from hard skills as they focus more on emotional and social capabilities, significantly impacting productivity and job satisfaction, especially in office administration education, which includes communication, organization, problem-solving, time management, planning, and independent work skills. Soft skills complement technical abilities or intellectual intelligence (IQ) needed in the workplace (Putri et al., 2023). These skills include life skills in interacting with oneself, others, society, and one's relationship with God. Generally, soft skills are a combination of intrapersonal and interpersonal abilities (Purnami & Rohayati, 2023). Some indicators of soft skills include communication skills, emotional intelligence, language abilities, ethics, morality, politeness, and spiritual skills (Purnami & Rohayati, 2023).

### Important Aspects of Soft Skills.

According to Robles, there are ten critical soft skills for entering the workforce, including communication, manners, flexibility, integrity, interpersonal skills, a positive attitude, professionalism, responsibility, teamwork, and work ethic (Sadikin, 2019). This emphasizes the importance of office administration in designing training programs focused on developing soft skills. By managing effective training programs, administration can ensure that employees have skills that match industry needs.

Soft skills are an awareness that encourages individuals to stay motivated and not easily give up, enabling

them to position themselves proportionally among others (Duta Masyarakat, 2009). Gardner in Ikhsan (2009) explains that soft skills are defined as "abilities beyond technical and academic aspects, emphasizing intra and interpersonal capabilities." Intrapersonal intelligence includes the ability to understand oneself and adaptively act based on self-knowledge. This involves the ability to reflect, maintain self-balance, have high self-awareness, initiative, and courage.

Soft skills are personal and interpersonal abilities that can enhance and maximize individual performance, including through training, teamwork development, initiative, and decision-making. These skills are a fundamental asset for students to develop maximally according to their potential. To ensure that employees' soft skills in a company develop well, companies need to implement continuous soft skills training so employees can work effectively (Rasid et al., 2018).

Susanto (2012) states that 80% of a person's success is determined by their ability to manage themselves and their emotions in the workplace. Soft skills training aims to provide individuals with opportunities to learn new behaviors and improve interpersonal relationships. Soft skills bring many benefits, such as career development and professional ethics. From an organizational perspective, soft skills impact the overall quality of management, institutional effectiveness, and innovation synergy.

According to (Putri et al., 2023), soft skills refer to a person's emotional or social intelligence (EQ). These abilities encompass various socially accepted personality traits, such as communication skills, language abilities, daily habits, friendliness, and optimism that influence how a person interacts with others. Rosi, Y. A. (2023) states that soft skills are a combination of interpersonal skills (social skills) and self-management skills (internal skills) that can be developed to improve performance.

Soft skills, as discussed by Goleman in 2005 and further elaborated in the journal by (Purnami & Rohayati, 2023), are divided into two categories: intrapersonal and interpersonal skills. Intrapersonal skills include self-awareness, which encompasses self-confidence, self-assessment, traits and preferences, as well as emotional awareness. Additionally, self-management skills involve personal development, self-control, trust, handling anxiety, time management, productivity, and conscience. On the other hand, interpersonal skills consist of social awareness, which covers political awareness, developing others, leveraging diversity, service orientation, and empathy. Furthermore, social skills involve leadership, influence, communication, conflict management, cooperation, synergy, and organizational ability.

Based on these insights, soft skills are crucial not only for an individual's success in their career but also in their personal life. These skills, which are divided into intrapersonal and interpersonal categories, enable individuals to manage themselves more effectively and interact efficiently with others. Intrapersonal skills assist in time management, maintaining discipline, and enhancing emotional intelligence, while interpersonal skills encompass communication, leadership, and empathy abilities (Hikmah et al., 2023).

#### **Soft Skills Needed for Office Administration Employees**

Soft skills are essential aspects that every individual must possess to achieve success, both in professional life and everyday interactions. Soft skills refer to the ability to interact with others and manage emotions and situations effectively. According to Rosi, (2023), here are some crucial soft skills:

1. **Communication**  
Good communication skills are a fundamental foundation for effectively conveying information and building and maintaining social relationships. Effective communication enables individuals to express ideas clearly, listen actively, and accurately understand messages. This is vital for success in both professional and personal relationships.
2. **Teamwork**  
The ability to work collaboratively within a team is crucial for creating a cooperative and effective work environment. Through teamwork, individuals can leverage each other's strengths and skills to achieve common goals, enhance productivity, and foster innovation.
3. **Critical Thinking**  
Critical thinking involves deeply analyzing situations and making sound decisions. It requires evaluating information, identifying biases, and considering various perspectives. Critical thinking is invaluable in solving complex problems and making wise decisions.

#### 4. Leadership

Leadership is the ability to guide and manage team members or organizations. A good leader can inspire and motivate others, provide clear directions, and offer necessary support. Effective leadership can lead a team to success and help achieve set targets.

#### 5. Time Management

Time management is the skill of wisely managing one's time and completing tasks efficiently. It allows individuals to set priorities, determine objectives, and avoid procrastination. With good time management, productivity can increase, and a balance between work and personal life can be maintained.

Possessing strong soft skills is key to achieving success in various life domains. By enhancing communication, teamwork, critical thinking, leadership, and time management skills, individuals can strengthen professional and personal relationships, boost productivity, and achieve their goals more effectively. Developing these soft skills is an important investment for a better and more successful future.

### How to Improve Soft Skills

Developing soft skills is an essential endeavor that individuals can undertake to enhance their interpersonal, communication, and managerial abilities. These skills are not only required in the workplace but are also vital in everyday life. Soft skills encompass personal abilities related to how we interact with others, manage emotions, and engage in critical and analytical thinking. The development of soft skills involves social experiences, learning, and personal reflection. According to The Liang Gie (as cited in Rosi, 2023), there are several strategies that can be implemented to hone soft skills:

#### 1. Increasing Social Interaction

Joining or becoming a committee member in an organization can help improve coordination skills and comprehensive problem solving. This involvement allows us to learn how to manage conflicts and collaborate with a diverse range of people.

#### 2. Attending Seminars

Attending seminars provides the opportunity to learn directly from experts and expands communication abilities and interaction with others. Seminars also open up new insights and provide valuable professional networks.

#### 3. Discussing with Peers

Engaging in discussions with college friends or colleagues can develop critical thinking skills. Through discussion, we can exchange viewpoints and gain new perspectives that enrich our understanding.

#### 4. Reading Books Regularly

Regular reading can enhance vocabulary and critical thinking skills. Books are rich sources of information, and by reading, we can broaden our knowledge and understanding of various topics.

#### 5. Utilizing Internship Experience

During internships, we have many opportunities to improve soft skills, such as interacting with superiors and clients, negotiating, and delivering presentations. Internships offer valuable practical experiences for honing interpersonal and professional skills.

Improving soft skills requires consistent effort and commitment. By increasing social interactions, attending seminars, discussing with peers, reading books regularly, and utilizing internship experiences, we can develop better interpersonal abilities and enrich ourselves to face challenges in the workplace and everyday life. Investing in soft skill development is an investment in ourselves, which will bring long-term positive impacts.

### Factors Affecting Skills

Skills are abilities acquired and honed through practice and experience to perform specific tasks or jobs efficiently and effectively. Skills encompass not only technical abilities but also critical thinking, problem-solving, and creativity that can be applied in various contexts. There are two factors that influence skills, namely internal and external factors (Pramudita, 2021).

#### 1. Talent

Mulyatiningsih (2006:15) defines talent as an innate ability possessed since birth. This ability can develop into real skills if nurtured through learning processes. Conversely, without development, that talent will not become a real skill. Syah (2008:15) adds that talent is the potential someone has to succeed in a particular field according to their capacity. Employees who have talent in a specific area can master it

more easily without requiring much training.

2. Interest

According to Darmadi (2017:15), interest is a person's psychological inclination towards something. Interest drives individuals to strive harder to achieve what they desire. With interest, employees will be more focused and motivated to work hard, thus achieving what they want.

External factors also play a crucial role in determining the success of an employee's performance. According to Syah (2008:16), external factors include:

1. Family Situation

A harmonious and supportive family greatly influences an employee's achievements. A family with high aspirations for their children and providing adequate facilities can help employees achieve their goals.

2. Superiors at Work

The personality and attitude of superiors, and how well they impart job knowledge to employees, can affect employee performance. A competent superior can motivate and guide employees toward positive changes in line with their career goals.

3. Social Motivation

Motivation from superiors and parents, whether through praise, rewards, or punishment, can encourage employees to improve their performance. Appropriate motivation can foster enthusiasm and a desire to become better in their work.

**Soft Skill Training for Office Administration**

Soft skills are inherent abilities within each individual that are non-technical, meaning they do not have a concrete form and cannot be directly observed. These skills encompass personal and interpersonal aspects that are crucial in daily life and work environments. Examples of soft skills include the ability to control emotions, accept advice from others, good time management, and positive behavior. All these skills help individuals to develop and adapt to various situations they may encounter. Soft skill training aims to enhance these abilities, allowing individuals to maximize their performance in areas such as teamwork, initiative, and group decision-making. Additionally, according to the Public Policy Study and Communication Institute (LKKKP), several training programs can be implemented in office administration:

1. Public Speaking Training: This training aims to improve an individual's ability to speak confidently and effectively in public. Good public speaking involves the ability to deliver messages clearly, capture the audience's attention, and communicate with confidence.
2. Master of Ceremony (MC) Training: MC training aims to teach individuals how to lead events smoothly. Participants will learn how to manage events properly, maintain the atmosphere, and ensure the event runs smoothly. A good MC must be able to communicate with the audience and adapt to various situations that may arise during the event.
3. Change Management Training: This training focuses on developing skills in individuals and organizations to manage change effectively. Participants will learn techniques to plan, implement, and evaluate changes, as well as how to help teams adapt to these changes effectively.
4. Creative Thinking Skills Training: This training aims to enhance creative and innovative thinking abilities. Participants will learn how to find new solutions to problems, view situations from different perspectives, and apply creative approaches in everyday work.
5. Communication Skills Training: Communication training aims to improve verbal and non-verbal communication skills. Participants will learn how to convey ideas clearly, listen actively, and build effective relationships.
6. Emotional Intelligence Training: Emotional intelligence is the ability to recognize, understand, and manage one's own emotions and those of others. This training helps improve empathy, social skills, and emotional balance.
7. Leadership Skills Training: Leadership training aims to develop the ability to lead and inspire others. Participants will learn about decision-making, team motivation, and developing a clear vision.
8. Service Excellence Training: This training focuses on enhancing customer service. Participants will learn how to provide exceptional customer experiences, handle complaints effectively, and build customer loyalty.



9. **Effective Communication Training:** This training emphasizes the importance of clear and effective communication in various contexts. Participants will learn how to convey ideas clearly, listen well, and interact positively with others.
10. **Spiritual Motivation Training:** This training helps participants find motivation from a spiritual perspective. It involves understanding the deeper purpose and meaning of work and life, and how to integrate spiritual values into daily life.
11. **Negotiation Skills Training:** This training develops effective negotiation skills, crucial for achieving favorable outcomes in various situations. Participants will learn negotiation techniques, how to build mutually beneficial agreements, and strategies for reaching compromises.
12. **Upgrade Attitude Training:** This training aims to enhance a positive and proactive attitude in professional and personal life. Participants will learn the importance of having an attitude that supports progress and how to change mindsets and behaviors to achieve success.
13. **Initiative & Time Management Training:** This training develops the ability to take initiative and manage time effectively. Participants will learn how to set priorities, avoid procrastination, and achieve targets more efficiently.

## **Methods**

### **Research Approach**

This approach employs qualitative research aimed at descriptively illustrating the research object through words and language rather than numbers. This aligns with Sugiyono's (2019:18) assertion that qualitative research methods are based on postpositivism philosophy. This method is utilized to study objects in their natural conditions with the researcher as the key instrument. Data collection is conducted through triangulation or a combination of methods, and data analysis is inductive or qualitative in nature. The results of qualitative research emphasize meanings over generalizations, providing a deeper understanding of the phenomena being studied.

### **Type of Research**

According to Sugiyono (2020:29), descriptive research is a method used to describe or provide an overview of the object being studied based on the data obtained. This type of research can be conducted through various methods such as surveys, observations, interviews, or case studies. Descriptive research does not focus on causal relationships but rather provides opportunities for researchers to conduct more in-depth and broader studies of an object. Thus, this research allows researchers to gain a more comprehensive and detailed understanding of the phenomena being studied.

### **Research Method**

The method used is descriptive qualitative in analyzing the influence of soft skills in office administration. According to Sugiyono (2016), qualitative research methods are used to study the conditions of objects in a natural environment, where the researcher acts as the main instrument. This research employs a descriptive method within qualitative research. Meanwhile, according to Nazir (2014), descriptive research aims to study and describe the status of groups of people, subjects, conditions, systems of thought, or current events. The objective is to provide a systematic, realistic, and accurate depiction of the events being studied. This aims to offer an in-depth description, portrayal, and detailed explanation of communication skills, teamwork, problem-solving, and time management within the office environment. This research is expected to provide insights into effective strategies for developing soft skills to enhance productivity and work quality in the office environment.

### **Types of Data**

In this research, the data used consists of one type, namely primer data. Data primer is information obtained directly from research subjects. This data is collected through various methods such as surveys, interviews, and questionnaires. Collecting primary data allows researchers to acquire specific and relevant information related to the topic being studied.

### **Data Analysis**

Data analysis is a systematic process that involves searching for and organizing interview transcriptions, as well as other materials collected by the researcher. The main objective of this data analysis is to deepen the

researcher's understanding of the influence of soft skills in office administration. In addition, this process aims to enable the researcher to present their findings to others in a clear and structured manner. Thus, data analysis not only helps the researcher understand the existing information but also serves to communicate the research results in a way that can be comprehended by others.

### Informant

The informants in this study were selected using purposive sampling. This technique was employed to choose individuals who have relevant experience and knowledge about soft skills in an office administration environment (Sugiyono, 2017). The criteria for selecting informants were developed to ensure that each informant has direct experience in applying essential soft skills such as communication, teamwork, problem-solving, and time management. There are 3 criteria for Selecting Informants:

- A. Administrative staff working in offices of various sizes and fields of industry.
- B. A minimum of two years of work experience in an office administration environment.
- C. Actively involved in administrative tasks that require the application of soft skills.

To maintain the confidentiality of identities, each informant was given a unique code. Below is the complete list of informants arranged in a table format:

Tabel 1: Informant

| Informan   | Tahun | Bagiam             |
|------------|-------|--------------------|
| Informan 1 | 7     | Staff Administrasi |
| Informan 2 | 5     | Irga Administrasi  |

Through interviews with these informants, this study aims to gather in-depth data on how soft skills are applied in everyday workplace settings and the strategies for their development to enhance productivity and work quality in office administration.

### Data Collection Techniques

Data collection includes:

#### 1. In-Depth Interviews

These interviews allow interaction with participants and obtain deep and specific information regarding the researched topic. This approach helps researchers gain richer and deeper insights and allows for the adjustment of questions based on the responses given by participants, making the results more relevant and accurate.

#### 2. Observation

According to Sugiyono (2014:145), observation is a complex process, composed of various biological or psychological processes. Further, according to Patton (1990) in Haryono (2020:19), observation is emphasized as an essential research method to understand and enrich knowledge about the phenomena being studied. Observation in qualitative research is one of the important methods used to understand the influence of the soft skills being studied. Researchers can directly immerse themselves in the field to observe the phenomena they intend to study.

#### 3. Documentation

According to Sugiyono (2015:329), documentation is a method used to obtain data and information in the form of archives, books, documents, writings, numbers, and images that manifest as reports and explanations that can support research. Meanwhile, according to Mardawani (2020:52), documentation is a data collection method by examining and analyzing documents made by the subject themselves or others for research purposes.

#### 4. Library Research

The author collects data through literature review, which includes reading materials, literature, as well as internal company documents related to the influence of soft skills in office administration skills. This research also refers to previous studies and relevant theories to enrich understanding of this topic.

### Validity and Reliability

In the research process, data validity and reliability are important aspects that must be considered to ensure trustworthy and useful research results. This process involves three main steps: data reduction, data presentation, and conclusion drawing and verification. Below is a further explanation of each step.

#### 1. Data Reduction

Data reduction is the process of simplifying and selecting data from raw data collection results. Its purpose is to focus only on relevant and important data, making the research more directed and controlled. In this stage, researchers should focus on:

- A. The influence of soft skills in office administration
- B. The most needed soft skills in office administration
- C. Ways to enhance soft skills among office administration
- D. The skill factors that most influence office administration

2. Data Presentation

Data presentation is the step where reduced data is organized in such a way that facilitates conclusion drawing. Data can be presented in the form of tables, graphs, or structured narratives. This makes it easier for others to understand the presented data. In this stage, it is important to focus on:

- A. The influence of soft skills in office administration
- B. The most needed soft skills in office administration
- C. Ways to enhance soft skills among office administration
- D. The skill factors that most influence office administration

3. Conclusion Drawing and Verification

The final stage in validity and reliability is conclusion drawing and data verification. After the data is presented, researchers must be able to draw conclusions based on patterns or relationships found in the data. Additionally, it is important to verify these conclusions to ensure they can be accounted for. Steps in this stage include:

- A. The influence of soft skills in office administration
- B. The most needed soft skills in office administration
- C. Ways to enhance soft skills among office administration
- D. The skill factors that most influence office administration

## Result and Discussion

### Results

The results of the interview conducted on April 17, 2025, with the office administrative staff and personnel are as follows:

Tabel 2: Results of the interview

| No | Question  | Informant 1   | Informant 2  |
|----|---|---|--|
| 1  | What is your experience in observing the influence of soft skills on work effectiveness in office administration? | In my experience within the working world, particularly in the field of administration, the importance of soft skills in supporting work effectiveness becomes evident. Office administration not only involves managing documents and information but also requires intensive interaction with others. Soft skills such as interpersonal communication, adaptability, and time management are essential to ensure smooth operations and collaboration in the workplace. These skills help improve work relationships, increase efficiency, and ultimately encourage a positive contribution to the organization's goals. | According to my experience, mastering soft skills in office administration is crucial. Work activities in the administrative field are not solely focused on technical tasks but also strengthen interpersonal relationships among colleagues. Soft skills make it easier to adapt to changes occurring in the work environment. With these abilities, I can build effective communication, work more harmoniously in teams, and maintain a conducive work atmosphere. |
| 2  |   | Soft skills significantly contribute to   | Soft skills play a substantial role in   |



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|---|--|--|--|
|   |  | enhancing workplace efficiency. In any job, one cannot work in isolation since there is always an interconnection with others, both internally and externally. Hence, skills such as communication become crucial. Good communication skills facilitate effective collaboration and help overcome various challenges that may arise in a work environment. With soft skills, we can build harmonious and productive working relationships.   | improving workplace efficiency. This is due to various important aspects of soft skills, such as effective communication, teamwork, and problem-solving abilities. Additionally, good time management is an essential element in the field of administration. Mastering these soft skills allows employees to adapt more easily and work more efficiently, thereby positively impacting productivity and the overall work atmosphere in the office.                  |
| 3 | Are there challenges related to soft skills in your work?  | One of the challenges in administrative work is that ineffective communication can hinder interaction with the team and clients.   | Certainly, there are challenges related to soft skills at work. One of them is the ability to manage time effectively and to communicate well.   |
| 4 | How do you overcome the challenges of soft skills in administrative work?                        | In facing the challenges of administrative work, I emphasize that being too rigid and relying solely on technical skills can disrupt interactions with others. Therefore, effective communication and creativity become essential components in supporting one's career in administration. By improving soft skills, administrative professionals can more easily adapt to various work situations and requirements. This not only helps them perform their tasks better but also makes them a top priority for career development in the future.  | In my experience, soft skills are crucial in overcoming challenges in administrative work, especially in my role as part of the IRGA team. One of the most important soft skills is the ability to communicate, where I must convey information clearly and accurately. Effective communication ensures that messages are received and understood well by all parties involved, thereby reducing the potential for misunderstandings and increasing work efficiency. |
| 5 | How do you assess the importance of communication skills in soft skills for administrative work? | In my opinion, effective communication and creativity are very important soft skills. Clear and effective communication not only supports work but also serves as a foundation for building good relationships with colleagues and clients, which in turn enhances team collaboration and productivity. Creativity allows an administrative professional to find innovative solutions to daily challenges. Additionally, the ability to work harmoniously with others is crucial in this profession, as good collaboration can impact project success and career development. By mastering these soft skills, an administrative professional can | I believe that communication skills are very important in administrative work. The ability to listen and appreciate others' opinions plays a significant role in building effective teamwork. This helps ensure that work can be completed on time and meets expectations. Good communication skills also facilitate smoother coordination and reduce the potential for misunderstandings in the workplace.  |

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|   |  | become more adaptive and valuable in the eyes of the company.   |  |
| 6 | Are there any soft skills that you think are often overlooked but are very important in office administration? | In my opinion, there are no skills that are unimportant, let alone overlooked. If a task is left undone, then all work will pile up and become difficult to complete. Especially since communication and interaction with others are very important, particularly in the workplace. We do not work alone; we communicate with others, whether with the team, superiors, subordinates, or coworkers. Sometimes, we need information or knowledge that we do not possess, which requires collaboration with external parties. | I believe there are no skills that are unimportant, let alone overlooked. If a task is left undone, all work will accumulate and cause difficulties in its completion.   |
| 7 | What steps can you take to improve your soft skills in office administration?                                  | In my experience, participating in external training and social activities can enhance soft skills. Additionally, self-learning and learning from the experiences of others can provide new skills and insights.  | One effective way is by organizing relevant training both within and outside the work environment. By attending such training, employees are exposed to current trends and social activities that are essential for their career development. Moreover, interacting with other participants during the training allows them to learn from others' experiences, broaden their insights, and acquire new, beneficial skills.   |
| 8 | Are There Specific Training Programs Provided by Companies to Enhance Employees' Soft Skills?                  | In our office, there are no specific skill programs provided. However, each individual has different instincts and experiences to hone their abilities. The level of sensitivity and concern someone has for personal skill development greatly determines the outcomes achieved. Therefore, everyone will produce different results, as each individual is unique and cannot be compared to one another.   | The company offers various training programs to enhance employees' soft skills, including communication training designed to strengthen interpersonal abilities and public speaking skills. Furthermore, the company also conducts special training for new employees to introduce them to the work culture and teach the basic skills needed for effective collaboration.   |
| 9 | What skills do you think are the most crucial for success in office administration?                            | In my opinion, communication skills are one of the most critical factors determining success. This skill involves both verbal and written aspects, as well as proficiency in coordinating with various related parties. For instance, when receiving incoming documents, it's important to check the completeness and requirements before processing payments. If there are deficiencies, effective   | I believe that success in office administration heavily depends on mastering communication and time management skills. Effective communication enables clear information delivery and efficient collaboration with colleagues and clients. While technical skills are essential for completing specific tasks, soft skills are the main catalyst that allows us to work effectively in teams and build a strong professional |

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|----|---|---|--|
|    |   | communication with clients is necessary to address them. Similarly, when sending outgoing documents, if clients do not fulfill their obligations promptly, good communication can resolve issues more quickly and efficiently. Therefore, effective and efficient communication skills optimize document management and ensure smooth operational office administration.  | network. Thus, soft skills are the foundation that strengthens and complements the technical skills we possess.  |
| 10 | In your daily work, how do you evaluate the importance of technical skills compared to soft skills? | In my view, in daily work, technical skills and soft skills play equally important and complementary roles. Technical skills enable someone to perform specific tasks efficiently, such as ensuring document completeness before processing payments. When documents are complete, the process can run smoothly and efficiently. However, soft skills, like communication skills, become crucial when facing situations where there are document deficiencies, or when clients do not fulfill their obligations promptly. In such situations, the ability to coordinate and communicate effectively with clients and related parties becomes the key to successfully resolving problems.    | I believe soft skills play a very important role in daily work. The ability to communicate, collaborate, and solve problems not only helps create a harmonious work environment but also fosters better relationships and team productivity. Although technical skills are necessary to complete specific tasks, soft skills are the main catalyst that enables us to work effectively in teams and build a strong professional network. Thus, soft skills serve as a foundation that strengthens and complements the technical skills we possess. |
| 11 | Can you give an example of how a particular skill affects work outcomes?                            | Skills definitely have a significant impact on job outcomes, especially in document management and communication. For example, when receiving incoming documents, it's crucial to check for completeness and requirements before processing payments. If the documents are complete, the payment process can proceed smoothly. However, if there are deficiencies, effective communication skills are necessary to coordinate with clients to complete the documents. Similarly, when sending documents out to clients, and they do not promptly fulfill their obligations, good communication skills, both verbal and written, are essential to resolve the issue by coordinating with the | skills in processing data quickly have a significant impact on my job outcomes. For instance, when I am asked to create a report, my ability to efficiently process data allows me to complete the task more quickly and accurately. This not only enhances my individual productivity but also contributes to the improvement of administrative efficiency in the workplace, benefiting clients and other business partners.  |

|    |  |  |  |
|----|--|--|--|
|    |  | relevant parties.  |  |
| 12 | From your experience, are there any suggestions that can be shared with individuals or companies in their efforts to improve soft skills in residential areas? | My suggestion is that a conducive work environment is crucial for improving individual soft skills. Creating a comfortable and calm work atmosphere can help employees focus better and be more productive. Additionally, experiences and challenges outside the office also play a role in shaping social skills. Therefore, companies should provide opportunities for employees to develop themselves through training, workshops, or team activities that can enhance communication and collaboration skills. In this way, employees' soft skills can naturally develop, supporting smooth work operations and contributing to the achievement of company goals. | In my view, to improve soft skills in the workplace, both individuals and companies need to invest in training and development focused on interpersonal and communication skills. Additionally, companies can create a comfortable work environment. |

## Discussion

Office administration plays a crucial role in maintaining the smooth operation of daily activities within an organization. Administrative tasks involve managing documents, scheduling meetings, arranging business trips, and managing office facilities. Additionally, administrative staff are responsible for managing filing systems, both physical and digital, to ensure information can be accessed easily and quickly. Good communication skills with internal and external parties are essential, along with time management and prioritization skills to handle various tasks efficiently. Soft skills become an essential element in supporting performance and minimizing misunderstandings.

As Robles pointed out, there are ten important soft skills needed to enter the workforce, including communication, etiquette, flexibility, integrity, and teamwork. In interviews with several office administrative staff, they emphasized that soft skills, particularly interpersonal communication, adaptability, and time management, are crucial in supporting work effectiveness. As expressed by Informant 1, office administration is not just about handling documents and information but also involves intense interaction with others. Soft skills such as the ability to communicate clearly and effectively are necessary to ensure smooth operations and collaboration in the workplace.

According to (Rosi, 2023), soft skills such as communication ability, social intelligence, and adaptability play a significant role in supporting productivity and work efficiency. Informant 1 reiterated that office administration involves intense interaction with others. Soft skills like interpersonal communication, adaptability, and time management are crucial to ensuring smooth operations and collaboration in the workplace. This is also emphasized by Informant 2, who stated that mastering soft skills enables employees to adapt to changes in the work environment, build effective communication, and work in teams more harmoniously. This aligns with Gardner's view in Ikhsan (2009), which emphasizes the importance of intra- and interpersonal skills in supporting performance effectiveness.

Both informants agreed that soft skills contribute significantly to increasing work efficiency in the office. Informant 1 emphasized that good communication skills facilitate effective collaboration and help overcome various difficulties that may arise in the work environment. Meanwhile, Informant 2 highlighted the importance of effective communication, teamwork, and problem-solving skills in enhancing office work efficiency. Good time management was also mentioned as an essential element in the field of administration. Although soft skills play an important role, there are challenges faced by administrative staff. Informant 1 mentioned that ineffective communication can hinder interaction with teams and clients. Similar challenges were felt by Informant 2, especially in managing time properly and communicating.

Therefore, communication skills are considered an essential element of soft skills. The ability to listen and appreciate others' opinions plays a significant role in building effective teamwork. Clear and effective communication not only supports work but also forms the foundation for building good relationships with colleagues and clients. Soft skills are not only important in internal company interactions but also play a crucial role in external relationships, such as communicating with clients, customers, business partners, and the ability to negotiate, persuade, and provide good service greatly affects business success in attracting and retaining customers.

To address these challenges, both informants emphasized the importance of effective communication and creativity. According to Informant 1, effective communication and creativity can help an administrative professional adapt to various situations and job requirements. Informant 2 also highlighted the importance of communication in their role, especially in conveying information clearly and accurately. Additionally, training and social activities can enhance soft skills and broaden new insights and skills.

Office administration plays an important role in designing training programs focused on soft skill development, as mentioned by Robles. Regarding training programs, the two informants provided different views. Informant 1 stated that there were no specific skill programs provided at their office, but each individual has different instincts and experiences in honing their abilities. Meanwhile, Informant 2 mentioned that their company provides various training programs to improve employees' soft skills, including communication training and introducing work culture for new employees. This aligns with the view that soft skill training can help employees enhance their abilities, as explained by (Purnami & Rohayati, 2023). However, Informants 1 and 2 recommend creating a conducive work environment and providing opportunities for both new and old employees to develop themselves through training, workshops, or team activities. Investing in training and interpersonal development is essential to enhance soft skills in the office environment.

Based on the interviews conducted, it can be concluded that soft skills play a significant role in enhancing work effectiveness in office administration. Communication skills, teamwork, and time management are some of the most influential soft skill aspects. To enhance soft skills in the office environment, companies are advised to provide training and create a conducive work environment. Thus, employees can more easily develop their interpersonal skills and increase productivity in the workplace.

## Conclusion

The study underscores the crucial influence of soft skills on the effectiveness of office administration employees. It highlights that while technical skills are essential for completing specific tasks, soft skills are pivotal in fostering a harmonious and productive work environment. Vital soft skills such as effective communication, teamwork, adaptability, and time management significantly contribute to enhancing work relationships, boosting efficiency, and achieving organizational goals.

Interviews with administrative staff reveal that mastery of soft skills enables employees to adapt to changing work environments, communicate effectively, and work collaboratively within teams. However, challenges such as ineffective communication and poor time management still persist and can impede work effectiveness. To address these challenges, it is recommended that companies invest in comprehensive training programs focused on enhancing soft skills. Creating a supportive and conducive work environment is also essential to facilitate the development of these skills. Training programs may include public speaking, negotiation, leadership, and emotional intelligence, among others.

Overall, the study concludes that investing in the development of soft skills not only enhances the productivity and quality of work in office administration but also lays a strong foundation for long-term growth and success in the competitive global market. By recognizing and prioritizing the importance of these skills, companies can significantly improve the performance of their administrative employees, leading to more innovative and collaborative workplace environments.

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