

# CHAPTER I

## INTRODUCTION

### A. Background of the study

Nowadays, there are a lot of companies in Indonesia that need qualified employees. The term qualified means “to reach the standard of ability or knowledge needed to do a particular job.” (Oxford Advanced Learner 1233). A qualified employee is defined in Durham Region Unemployed as “an employee who has the courage to develop their skills as well as learn how to select and apply skills in ways that are appropriate to their particular context” (par 3). Specifically, based on my apprenticeship program, I would like to refer to the Sales Purchasing staff. I believed that a qualified Sales Purchasing staff should be able to apply and develop the writing skill to make acceptable business writing.

Moreover, it is important for the staff to be able to finish the work timely, and also be capable of maintaining good relationships in the office environment. It could be said that the success of the working performance is supported by the relationship between the colleagues. If we are not on good terms with our colleagues, we will not feel comfortable to do our task. It will make our working performance not excellent.

The qualification of a qualified employee covers two kinds of skills. The two skills are hard skill in, which is the skill that we got from college academically (“Beda Hard Skill dan Soft Skill”) and soft skill which is ” the cluster of personality traits, social graces, provided with language, personal habits, friendliness, and optimism that mark people to varying degrees” (“Wikipedia Encyclopedia”). Dennis Coates states that “both of the skills are very important in business and could be improved” (par 4). Soft skill includes responsibility, self-esteem, sociability, self management, and honesty (“Wikipedia Encyclopedia”). Moreover, it also includes the communication skill that is important especially when we deal with people for business relations.

Being able to work in a team is important when I have to cooperate with my coworkers in doing a task. Dennis E. Coates said that the use of hard skill and soft skill is believed to be an important matter to achieve satisfactory working performance (par 4). It is important because it is completing each other; therefore a qualified employee needs to improve the soft skill in building good relation as well as using the hard skill in accomplishing the task.

Meanwhile, having hard skills (academic skills) without possessing soft skills (such as: teamwork, leadership, and communication skill) will cause an unsatisfactory working performance. Lack of hard skills, especially in business correspondences, will make me unable to do my task well in writing emails for the customers. My working performance as a new staff will not be as good as it should be. For example in soft skills, usually it

takes two days to make a cash flow report, but if a new staff cannot work well with other colleagues, it will take five days to do so. In a situation where the staff members need to cooperate with each other, it might happen that the staff tend to avoid communicating with each other. Whereas, there are colleagues who are available to help the staff when they need helps in doing their task.

Considering the importance of applying hard skills and soft skills in the work place, I choose to analyze how to make the best use of hard skills and soft skills to achieve satisfactory working performance as a new Sales Purchasing staff at PT. EuroAsiatic where I had my apprenticeship. Hard skills cover various English skills we have to acquire at university and soft skills are teamwork, communication skill, and sociability. I believe that both hard skills and soft skills are very important. Lack of soft skills will make it difficult to adjust with other colleagues in the office, moreover it is said that “It is hard to cooperate with others if they do not like us” (“Durham Region Unemployed”). Therefore, it will be difficult to achieve satisfactory working performance. On the other hand, when an employee only focuses on sharpening soft skill without developing academic skill, he or she will be less knowledgeable to manage his or her tasks and compete with the company’s competitor. Then it will be difficult to be promoted when the soft skill is not supported with relevant and updated knowledge. (Soenarno 17)

## **B. Identification of the problems**

During my apprenticeship program at PT. EuroAsiatic Jaya, I was in a position as a Sales Purchasing staff. I found that the problem was the unsatisfactory working performance of a new staff in this position. The problems I found are closely related to the use of hard skill and soft skill in the work place. Based on my apprenticeship program as a new Sales Purchasing staff at PT. EuroAsiatic Jaya, I propose to analyze:

1. What are the causes and effects of the unsatisfactory working performance as a new Sales Purchasing staff at PT. EuroAsiatic Jaya?
2. What are some potential solutions to achieve the satisfactory working performance as a new Sales Purchasing staff?
3. What is the best solution to solve the problem of unsatisfactory working performance as a new Sales Purchasing staff?

## **C. Objective and Benefits of the Study**

### **Objectives of the Study**

The objectives of the study are formulated as follows:

1. To find out the causes and effects of the unsatisfactory performance as a new Sales Purchasing staff.

2. To analyze potential solutions with the positive and negative effects to achieve satisfactory working performance as a new Sales Purchasing staff.
3. To find the best solution to solve the problem of unsatisfactory working performance as a new Sales Purchasing staff.

### **Benefits of the Study**

#### **a. For the Company**

The benefit for the institution is that the institution will get some inputs from my term paper. For example: to hold a training program to develop the skills of the employees. So they can perform an excellent working performance. In addition, I also expect that the employees in the company will really understand other colleagues, especially the apprentices.

#### **b. For the readers**

The benefit for the readers is they will get much knowledge through this term paper, for example, people will get some insights about the condition in the real work situation. I also expect people to have more preparation before they enter the working condition after they read this paper.

#### **c. For Myself**

I can enrich my knowledge about how to work in business field and really do the best in whatever my position is. I also realized that people

have to take all the lessons seriously before they get into real working situation

#### **D. Description of the Institution**

PT. EuroAsiatic Jaya has been running its business for 39 years. In 1969, this company was established because the founder was concerned with the progress of the textile industry in the world. PT. EuroAsiatic was first founded by W. J. H. Maehl who now becomes the Chairman of the Board. PT. EuroAsiatic Jaya is a big company which produces boiler machines. This company then expanded its business to Indonesia in 1980, with the main office which is located in Jakarta. Besides, the company also has some branch offices in Bandung, Surabaya, Semarang, Solo, Medan, and Palembang. Other than in Indonesia and Germany, PT. EuroAsiatic Jaya also has representative offices in Singapore, Malaysia, Vietnam, and Thailand. EuroAsiatic can develop until now because the company always keeps the customer's trust by trying to give the best services.

#### **E. Limitations and Method of the Study**

The range of the study is limited to the division of Sales Purchasing where I had my apprenticeship at PT. Euro Asiatic Jaya. The division involved is Accounting Division, Administration Division, and Sales Purchasing Division. The data in this term paper is taken from the internet,

books, apprenticeship journal, and the information from staff members in this company.

## **F. Organization of the Term Paper**

This term paper starts with the Abstract, a concise summary of the term paper in Indonesian. The Abstract is followed by the Declaration of the Originality, Acknowledgements, and Table of Contents.

The main content of this term paper is divided into four chapters. Chapter One is the Introduction, Chapter Two is Problem Analysis, Chapter Three is Potential Solutions, and Chapter Four is the Conclusion. In the final part, I present the Bibliography.