

ABSTRACT

This research was conducted at Nilai Municipal Council, Seremban, Negeri Sembilan. There were 130 of respondents among the employees from that organization. This research is about Job Requirement in the Public Sector that acquired Soft Skill among Employee in the Municipal Council. The purpose of this research is to find out whether the soft skill acquired in the department and to relate the acquisition of soft skill during tenureship. In this study, researchers used simple random sampling technique to conduct the research project. The application of soft skill among employees in the Municipal council will give the result based on the questionnaire distributed. From the findings by using SPSS, the soft skill is acquired in the department by participation in the activities that carried out in organization. The tenureship did not influence the acquisition of soft skill. These two elements are interrelated to develop the soft skill. The education also is one of important factor to develop the soft skill. Therefore, the soft skill is one of the job requirements that needed in the public sector. The employers benefit by hiring applicants that already have soft skills background. It is because employees able to develop the soft skill from the participation in their department in organization.

DECLARATION

We hereby declare that the work contained in this research is my own except those which have been duly identified and acknowledged. If I am later found to have plagiarized or to have committed other forms of academic dishonesty, action can be taken against me under the Academic Regulations of UiTM's.

Signed

Name: Mohd Syafiq Bin Sulaiman

Matric No.: 2014512041

Signed

Name: Nazratul Nazrah Bt Mohd Yusoff

Matric No.: 2014793045

Table of content

Chapter 1: Introduction

1.0	Introduction.....	1
1.1	Background of the Study.....	1
1.2	Problem statement.....	4
1.3	Research objective.....	5
1.4	Research question.....	5
1.5	Scope of the study.....	5
1.6	Significance of the study.....	6
1.7	Definitions of terms/concepts.....	7

Chapter 2: Literature Review & Conceptual Framework

2.0	Introduction.....	10
2.1	Literature review	
	2.1.1 Soft Skill	10
	2.2 Self-Directed Soft Skill.....	19
	2.3 Involvement Factor.....	20
	2.4 Involvement in Department.....	23
	2.5 Demand for soft skill in public sector.....	25
2.6	Conceptual framework.....	27

ABBREVIATION

MPN: Nilai Municipal Council (Majlis Perbandaran Nilai)

SPSS: Statistics Package for the Social Science.

LIST OF TABLE

Table 4.1.1: Profile of the Respondents

Table 4.1.2: Education Level of the Respondents

Table 4.1.3: Service Tenure of the Respondents

Table 4.1.4: Division of the Respondents

Table 4.1.5: Overall Responses on the Soft Skill

Table 4.1.6: Responses of Soft Skill according to Service Tenure

Table 4.1.7 Responses of Soft Skill according to Department

Table 4.1.8: Level of education of respondent according to Department

Table 4.1.9: Level of education of respondent according to Service tenure

Table 4.1.10: The Kruskal Wallis Test on the Soft Skill Level and Department of Respondent

Table 4.1.11: Spearman Test on the Levels of Soft Skill Level towards Service Tenure