

Students work part-time and soft skills during COVID-19 pandemics

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Abstract. Students must not only focus on the technical side, but also enhance their soft skills. A student working part-time can improve his soft skills without being absent from the online course. The online classroom can record, what is beneficial for the student to playback if they understand less during the class. This situation indicates that, students working part-time can attend the class in their place of work and, if they know less, can play a record. However, soft skills should be taught on campus in practice, but cannot do it because of COVID-19. Soft skills can be acquired throughout part-time work because it is not distracting the online classroom. This shows that the benefit of part-time student work is can increase their soft skills and employability.

Keywords: *Working part-time, Online teaching and learning, Soft skills, Covid-19 pandemic*

Introduction

The education system is changing during the COVID-19 pandemic as it moves from a face-to-face campus approach to an online course. Change can affect the student's learning process about the teaching and method of learning. Technology readiness as the lecturer does not prefer to give an online course because of a lack of skills [1]. Previously, a student adheres to the teaching method face to face as they could address any question directly to the teacher. However, online learning is a common practice among students particularly during the COVID-19 pandemic.

Furthermore, online classes focus more on a self-learning, so students should have a strong incentive to continue learning [2]. At the same time, the program should be completed where the transfer of knowledge, competencies, and experience from the lecturer to the student should continue.

Online teaching and learning are flexible and allow students to join the class anywhere, provided they can access the Internet. Students may plan where they would like to attend class at home or outside the home. In

addition, the online classroom can record what is beneficial for the student to playback if they understand less during the school. This situation indicates that students working part-time can attend the class in their place of work and, if they know less, can play a record.

The benefit of part-time student work is can increase their soft skills and increase employability. There a few researchers indicate the essence of working part-time and soft skills. Furthermore, allowing students to practice learned skills in a work setting, engage with practitioners, get a better understanding of the respective occupational discipline [3], and develop transferable skills [4]. In addition, part-time work as an activity in itself is considered to help develop transferable skills of students, independent of work-integrated learning [5].

Soft skills should be taught on campus in practice but are not able to do so due to COVID-19. But soft skills can be acquired throughout part-time work because it is not distracting the online classroom. The online course is flexible and can be saved that the student can play backward. Improvement of technical skills and soft skills enhances the student's employability. Study by [6] shows that there is a need to enhance the quality of soft skills for

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future employees that enter local labour markets and soft skills are perceived by students and employers as relevant employability skills.

This study examines the relationship between part-time work among students and soft skills during teaching and e-

learning. Online education and learning make it possible for students to attend a classes where they can access the Internet. An Online class can record and playback if the student understands less. Throughout the part-time student work may enhance their communication, time management, and problem-solving.

Literature Review

There are various reasons why a student in higher education prefers part-time work, such as finance, hobbies, and social activities. However, during the COVID-19 pandemic, almost the online class makes the student very flexible. They can attend the courses everywhere, which allows them to work part-time. Part-time work increases the soft skill competencies of the student, which is essential as technical competencies. Furthermore, the experience gained by working part-time give an advantage for students in their future career. This shows that, work experience which is gained by student may not only helps support job success but also enhances individuals` job quality [7].

Because of the COVID-19 pandemic, students are have difficulty learning on campus throughout the day. This can impact the learning process, particularly as it relates to soft skills. This situation is not suitable for future students because the company seeks to balance technical and soft skills. Online learning cannot optimize the soft skills, learning process. As a result, a student working part-time can enhance their soft skills that can improve their employability.

The online class can be implemented everywhere with internet line condition is better. This scenario gives the advantage for students to work part-time because they may still attend an online class even though they are performing. In addition, the student can improve their soft skills by working part-time simultaneously. The soft skills the student can gain such as communication, time management, and problem-solving.

Soft skills can be acquired in teaching throughout the assessment [8] and outside the classroom, such as sports, clubs, and part-time work. Soft skills should complement technical skills for better careers in the future. Therefore, it is essential for students to balance between study and part-time work.

Communication skills are essential for the company because they can efficiently increase production and

performance. Communication between the employer and the employee is essential in ensuring that the job is done effectively [8]. If the employee cannot communicate effectively, it can cause mistakes and increase costs for the company. The instruction should be explicit through better communication so that the task can be accomplished

effectively. However, the student needs to learn to have good communication during his study, because this is the demand of the company for his employee.

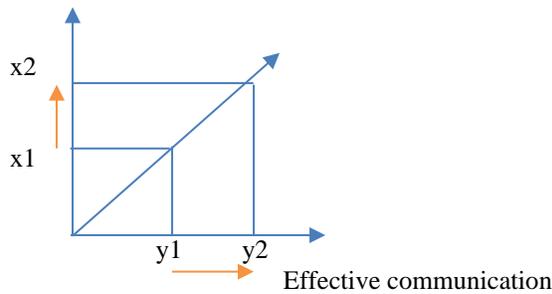
In addition, a study by [9] demonstrates that recent graduates struggle to communicate with colleagues and clients. Therefore, their study suggested that universities ensure that students have practical problem-solving and communication skills. Part-time work allows the student to learn to communicate with colleagues throughout how words can affect another person's action and vice versa [10].

Therefore, students should improve their communication skills while studying. In addition, the COVID-19 pandemic may prevent students from coming to campus to learn face-to-face, which may impact their soft skills development. However, students can improve their soft skills while working part-time. How to develop soft skills throughout a part-time job? Part-time work allows students the opportunity to learn how to communicate with a variety of people, including clients and colleagues [10]. Students will also learn to share with non-verbal communication such as body language, eye contact, hand movements, and voice tone.

Why are communication skills highlighted by the company? The priority for the company is customer satisfaction. Consequently, communication plays a vital role in ensuring that there is no misunderstanding between the company and the customer. Failure to communicate may impact the cost to the company due to an error. Clear explanations should be given by company employees to customers to increase their satisfaction. Below is diagram 1 that indicates the relationship between customer satisfaction and effective communication.

Diagram 1 Customer satisfaction and effective communication

Customer satisfaction



Face-to-face teaching and learning on campus can become challenging for students to work part-time where they must balance study and work. If the student is incapable of managing their time, the possibility of failure is higher. But online learning is more flexible and students are more likely to work part-time. Students must learn to manage their time

to ensure that all tasks can be accomplished even while working. In addition, students working part-time have better time management, which is shown by explaining how managing to balance study, work and personal life were achieved [12]. Without clear direction, it is possible to make costly error to the company. The interaction between the members is

essential if the project is completed in time without further delay. This shows that communication is necessary element that can be gained during part-time work among the student. While working part-time, the student can to gain experience and knowledge related to the communication aspect. It is very useful to them to apply for the work in the future either during the interview session or to work at the company.

To convince the customer to use the company's services or products, the communication skills must be the excellent and a good attitude as a good time management. This will give the customer first impression of how serious a company to do business. The company focus on cost and profit, which may affect their survival in the long term. Therefore, time management is very essential because it may cause performance to be affected. According to [8], time management is a cost-benefit issue.

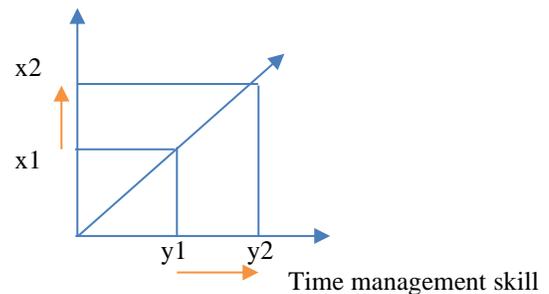
Time management is an element of soft skills essential for students to gain before joining the industry after completing their education. Without good time management, this shows that the employee may not serious about their work. The company is rigorous in terms of the cost that can affect the total profit. Without better time management skills, the company may lose some projects or clients because of trust elements.

Working part-time give experience for students to improve their time management skills when they should interact with customer. It is essential to ensure that the customer must keep their services or products with the business. When it has an appointment with the customer to discuss the project or provide services or products, the company must be punctual because it may raise customer satisfaction. This shows that the responsibility the company to fulfil customer satisfaction regarding to the product and services. Therefore, working part-time can exposure the student the essential of time management

Below is diagram 2 that indicates the relationship between customer satisfaction and time management.

Diagram 2 Customer satisfaction and time management

Customer satisfaction



Although the class cannot function face to face on the campus which has affected the soft skills of the students, they can still acquire the soft skills through part-time work. The company prefers to hire a good student who gets better results because it is associated with better knowledge and skills [1]. It is essential for students to gained experience while working part-time before beginning work after graduation.

Moreover, the company may not spend much money on the training side. During the COVID-19 pandemic, a teaching and learning approach based on face-to-face online learning on campus does not allow it. This situation may affect the soft skills of the student preparing to join the industry. Therefore, online education has provided a space for students to work part-time that can increase their soft skills, particularly problem-solving.

The employee should have the skill to solve the problem to ensure that the company can control the cost and enhance profit. This situation may influence the shareholder a wealth where dividend less paid by the company. Therefore, the experience working part-time may give students to learn the process of problem-solving does it by an employee for company benefits. As stated in [8] argument, explain that the creativity of lecturers and the

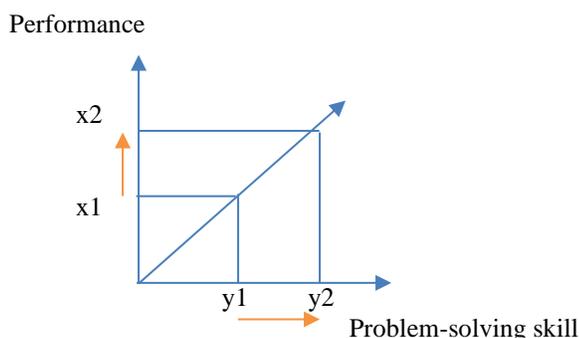
severe involvement of students in problem-solving activities are associated with improved employability.

The customer always prefers better service because they have paid for that, which is very difficult for the company to satisfy them. This demonstrates problem-solving capabilities to make the customer continue to buy from the company. In addition, the employee can enhance their skills to deliver better services in the future. Identifying the problem is essential to ensure that the best solution is accurate and match with the problem. This situation can save time and cost. Next, the suggestion should be addressed and the best is selected. After the decision was made, each member must follow and try to give the best effort to ensure the problem can be fixed.

Working as a team is essential because each member has different skills, experience, and knowledge that are

mutually beneficial to solving the business problem. [12] explains that the employer prefers to hire an employee who can understand the workplace and work as a team. Through this scenario, students can learn the problem-solving process. Furthermore, the company's performance increases because services or production work smoothly. Diagram 3 indicates the relationship between company performance, and problem-solving skills.

Diagram 3 Performance and problem-solving



Conclusion

The higher education institution needs to be creative to ensure that the students able to gain knowledge and experience even though the COVID-19 pandemic has hit most countries around the world. Face-to-face learning has been restricted during this time and the replacement of online education can impact the teaching and learning process.

However, online education provides the opportunity for the student to work part-time because of the flexibility for students to attend without patches in a single location. The most important of the online courses is Internet coverage

to access the class. As a result, students can work part-time and attend courses simultaneously. If the student has a lower understanding of the topic, they will replay a video of the topics. This indicates that there is no problem for students to work part-time because they can attend the online class, while they can improve their soft skills.

Work part-time to develop students' skills in communication, time management, and problem-solving that is beneficial in the future career. The customer and colleagues are two essential elements that must be handled properly without increased cost and affected profit. Therefore, soft skills such as communication, time management, and problem-solving are required to ensure the customer and colleagues are satisfied.

To conclude, this study indicates that soft skills are very essential and should be learned by every student even though online learning. A student working part-time to get the benefit of increasing their soft, skill, although class-based on the online approach.

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