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THE EFFECT OF SOFT SKILLS, EDUCATION LEVEL AND WORK EXPERIENCE ON EMPLOYEE PRODUCTIVITY OF PT ANUGERAH PELITA SEJAHTERA

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ABSTRACT

This research seeks to examine how soft skills, educational attainment, and professional experience impact employee productivity at PT Anugerah Pelita Sejahtera, utilizing a quantitative research approach. A saturated sample of 51 respondents was the sampling strategy used. A questionnaire with a Likert scale score of 1-5 was used to collect data. The analytical methods employed include simple and multiple correlation analyses, descriptive quantitative analysis accompanied by instrument testing (validity and reliability tests), classical assumption testing, as well as simple and multiple linear regression analyses. Data processing is carried out using SPSS vers 27. Based on the findings, the Soft Skill variable partially influences positively and significantly (t value 12.265 > t table 1.677 with sig value 0.000 < 0.05), and Employee Productivity is positively and significantly influenced by Education Level (t value 9.488 > t table 1.677 with sig value 0.000 < 0.05). Employee productivity is positively and significantly influenced by work experience, as indicated by the t value of 10.206 > t table 1.677. Simultaneous analysis findings show, when combined, soft skills, education level, and work experience significantly and positively affect employee productivity (F count 59.949 > F table 2.80, with a significance level of 0.000 < 0.05). Based on the determination coefficient test, the results were 78% while 22% were influenced by other variables that were not tested.

***Keywords**: Soft Skills, Education Level, Work Experience, Employee Productivity*

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INTRODUCTION

Human resources play a crucial role in a company, as they are essential for driving the organization's growth and development. “Human resources are all people who contribute or work and are a very important determinant of the effectiveness of activities in a company.” Yulistiyono, Agus (2021:2). Because it serves a vital function in carrying out activities essential to a company's success. “Human resources must be able to develop themselves proactively. Human resources must be capable, skilled and responsive learners, namely people who want to learn and work hard to maximize their human potential”. Agus Yulistiyono (2021:28).

Employee productivity greatly influences overall company performance, as workforce efficiency plays a key role in determining the success of the organization. “In a business context, employee productivity is very important because if employees work productively, the company is considered successful in achieving its goals, and if employees do not work productively, the company is considered unsuccessful in achieving its goals.” (Ni Kadek, Ira

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Agustini dan Sagaung, 2024). Companies can achieve their goals with high productivity. Productivity also shows the value of employee work, where companies and employees strive to increase productivity. Therefore, both companies and employees are directly involved in increasing productivity with several policies. Many factors can affect employee productivity, such as soft skills, education level and productive work experience.

Soft skills training plays an important role in increasing employee productivity. An effectively designed training program can provide an in-depth understanding of efficient work methods and procedures. However, PT Anugerah Pelita Sejahtera has just implemented training in the form of seminars, while technical training still receives less attention. As a result, employees with limited work experience have difficulty adapting, thus inhibiting their ability to provide optimal contributions. In addition, there are still many employees who have not received training, coupled with low work discipline which causes a high level of errors in their work.

Education is also an indicator in evaluating work performance. Placement of workers according to their level of education and expertise is crucial to achieving company goals optimally. Problems that occur at PT Anugerah Pelita Sejahtera To support company productivity, employees with a high educational background are still needed, especially experts in the field of production. The level of education of PT Anugerah Pelita Sejahtera employees can be concluded to be still relatively low and uneven, which has an impact on the workforce.

To support company productivity, work experience is also needed. Employee work experience is related to employee competence and expertise in carrying out the tasks given, the longer an employee works, the better because it makes the quality of employee work more productive.

The problem in this study can be stated as follows:

1. Does soft skills affect employee productivity at PT Anugerah Pelita Sejahtera?
2. Does education level affect employee productivity at PT Anugerah Pelita Sejahtera?
3. Does work experience affect employee productivity at PT Anugerah Pelita Sejahtera?
4. Do soft skills, education level and work experience have a simultaneous effect on employee productivity at PT Anugerah Pelita Sejahtera?

METHODS

Since this study aims to examine several variables and their interrelationships in order to provide a structured, factual, and accurate depiction of the facts and connections among them, the author adopts an associative approach, the research variables include: Soft skills (X1), Education Level (X2) and Work Experience (X3) on Employee Productivity (Y). The research method is a systematic approach used to gather data for specific objectives, claim Sugiyono (2019: 8). One of the methodologies used is quantitative research, which is based on positivism. This method is usually carried out randomly and research instruments are used to collect data. Instead of using experiments, this approach is utilized to study natural object situations, with the researcher serving as a crucial tool.

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RESULTS AND DISCUSSION

Validityiand ReliabilityiTest

Tabel 1.ValidityiTestiResults

Variabel	Statement	r statistic	r critical	Valid
SOFT SKILL (X1)	X1.1	0,647	0,361	Ya
	X1.2	0,618	0,361	Ya
	X1.3	0,755	0,361	Ya
	X1.4	0,725	0,361	Ya
	X1.5	0,488	0,361	Ya
	X1.6	0,61	0,361	Ya
	X1.7	0,567	0,361	Ya
	X1.8	0,493	0,361	Ya
	X1.9	0,455	0,361	Ya
	X1.10	0,62	0,361	Ya
Education Level (X2)	X2.1	0,435	0,361	Ya
	X2.2	0,687	0,361	Ya
	X2.3	0,468	0,361	Ya
	X2.4	0,72	0,361	Ya
	X2.5	0,539	0,361	Ya
	X2.6	0,571	0,361	Ya
	X2.7	0,675	0,361	Ya
	X2.8	0,383	0,361	Ya
	X2.9	0,505	0,361	Ya
	X2.10	0,454	0,361	Ya
Work Experince (X3)	X3.1	0,762	0,361	Ya
	X3.2	0,573	0,361	Ya
	X3.3	0,519	0,361	Ya

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	X3.4	0,425	0,361	Ya
	X3.5	0,609	0,361	Ya
	X3.6	0,58	0,361	Ya
	X3.7	0,653	0,361	Ya
	X3.8	0,697	0,361	Ya
	X3.9	0,467	0,361	Ya
	X3.10	0,458	0,361	Ya
Employee Productivity (Y)	Y1	0,781	0,361	Ya
	Y2	0,67	0,361	Ya
	Y3	0,542	0,361	Ya
	Y4	0,582	0,361	Ya
	Y5	0,536	0,361	Ya
	Y6	0,617	0,361	Ya
	Y7	0,738	0,361	Ya
	Y8	0,573	0,361	Ya
	Y9	0,376	0,361	Ya
	Y10	0,573	0,361	Ya

Source : primary data processed

According to Ghozali (2021:66), the validity test aims to assess whether the questions in the questionnaire are accurate and appropriate for measuring what they intend to measure. If the questions can provide information that the questionnaire will use to assess something, then the questionnaire is considered legitimate. If r count > r table, then the requirement for validity is met. The calculation uses the product moment correlation formula at a 5% level of significance.

Table 2.ReliabilityiTest Ressults

Variabeli	**Cronbach's Alphai**	**Reliabel**
Soft skill	0,847	Ya
Education level	0,759	Ya
Work experience	0,775	Ya
Employee productivity	0, 794	Ya

Source : primary data processed

The reliability test results indicate that the Cronbach's Alpha values are 0.847 for soft skills, 0.759 for education level, 0.775 for work experience, and 0.794 for employee productivity. Since all these values exceed the 0.60 reliability threshold, the test can be considered reliable (Sugiyono, 2019).

ClassiciAssumptioniTest

The Kolmogorov-Smirnov test (Table 3) showed an Asymp. Sig. value of 0.200, which is above the 0.05 threshold, indicating that the data is normally distributed.

The multicollinearity test was performed by analyzing the tolerance values and Variance Inflation Factor (VIF). The decision rule states that if the tolerance value > 0.10 and VIF < 10, there is no multicollinearity in the statistical data analyzed. In Table 4, the results show that the tolerance values for the soft skill variables (0.177), education level variables (0.338) and work experience variables (0.179) all exceed 0.10, indicating no multicollinearity. In addition,

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the VIF values for soft skill (5.642), education level (2.962) and work experience (5.596) are all below 10, which confirms that there are no signs of multicollinearity.

Table 3.NormalityiTest Results

One-Sample Kolmogorov-Smirnov Test			
			Unstandardized Residual
N			51
Normal Parameters[a,b]	Mean		0,0000000
	Std. Deviation		2,84165669
Most Extreme Differences	Absolute		0,075
	Positive		0,071
	Negative		-0,075
Test Statistic			0,075
Asymp. Sig. (2-tailed)[c]			,200[d]
Monte Carlo Sig. (2-tailed)[e]	Sig.		0,662
	99% Confidence Interval	Lower Bound	0,650
		Upper Bound	0,674
a. Test distribution is Normal.			
b. Calculated from data.			
c. Lilliefors Significance Correction.			
d. This is a lower bound of the true significance.			
e. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 299883525.			

Source : primary data processed

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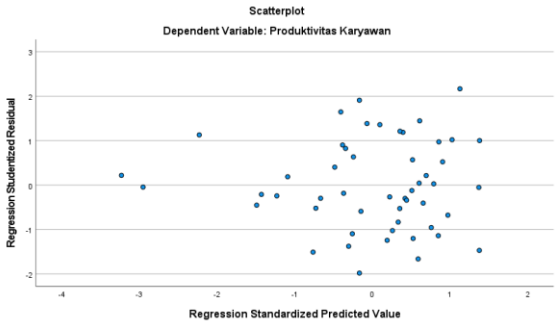
Table 4. MulticollinearityiTest Results

Coefficients[a]								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	3.653	2.820		1.295	0.202		
	Soft Skill	0.487	0.143	0.536	3.399	0.001	0.177	5.642
	Education Level	0.289	0.115	0.287	2.509	0.016	0.338	2.961
	Work Experience	0.125	0.168	0.117	0.746	0.459	0.179	5.596
a. Dependent Variable: Produktivity								

Source : primary data processed

Figure 4: HeteroscedasticityiTest Results



The regression model's variable inequality is found using the heteroscedasticity test. To detect symptoms of heteroscedasticity, the Glejser test is applied by regressing the absolute residual values against the independent variables (Slamet Riyanto, 2020). Figure 4 illustrates that the data points are randomly dispersed around the zero line on the Y-axis, indicating the absence of heteroscedasticity in the regression model. This indicates that there is a noiheteroscedasticity disturbance in the parameter estimate technique. Thus, this regression model is suitable for use for soft skill, education level and work experience on employee productivity PT Anugerah Pelita Sejahtera.

Correlation Test

The decision-making criteria are based on the correlation coefficient interval guidelines in the table below:

Table 5. Correlation Coeficient Interval

Interval Coefficient	Relationship Level
0,00 – 0,199	Very Low
0,2 – 0,399	Low
0,40 – 0,599	Medium
0,60 – 0,799	Strong
0,80 – 1,000	Very Strong

Source : primary data processed

Simple correlation analysis (Table 6) shows a strong relationship between soft skills (X) and employee productivity (Y) with a correlation of 0.869 and p = 0.000. This indicates a very strong relationship between the soft skill variable (X1) and employee productivity (Y). Because

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it is between the coefficient interval of 0.80 - 1,000. the resultsiof the simple correlation analysis test ahow that education level has a value of (0.805) is obtained with a significance of p = 0.000 (2-tailed). it is concluded that the strength of the relationship between the education level variable (X2) and the employee productivity variable (Y) is very strong. Because it is between the coefficient interval of 0.80 - 1,000. the resultsiof the simple correlation analysis test ahow that education level has a value of (0.825) is obtained with a significance of p = 0.000 (2-tailed). it is concluded that the strength of the relationship between the work experience variable (X3) and the employee productivity variable (Y) is very strong. Because it is between the coefficient interval of 0.80 - 1,000.

Table 6. Simple Correlation Test Results

Correlations			
		Soft Skill	Produktivitas
Soft Skill	Pearson Correlation	1	.869**
	Sig. (2-tailed)		0
	N	51	51
		Tingkat Pendidikan	Produktivitas
Education Level	Pearson Correlation	1	.805**
	Sig. (2-tailed)		0
	N	51	51
		Pengalaman Kerja	Produktivitas
Work Experience	Pearson Correlation	1	.825**
	Sig. (2-tailed)		0
	N	51	51

Source : primary data processed

Multiple correlation analysis was conducted to assess the strength of the relationship between the group of independent variables (X1, X2, and X3) and the dependent variable. As shown in Table 7, the R value is 0.890. This indicates a very strong correlation between Soft Skills, Education Level, Work Experience, and Employee Productivity at PT Anugerah Pelita Sejahtera.

Table 7. Multiple Correlation Test Results

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.890[a]	0.793	0.780	2.931
a. Predictors: (Constant), Work Experience, Education Level, Soft Skill				

Source : primary data processed

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Linear Regression Test

In order to verify the validity of the hypothesis and build a regression equation model, the model tester uses data on independent variables whose magnitude is known to predict the dependent variable's magnitude.

Table 8. Linear Regression Test Results

Coefficients[a]						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
1	(Constant)	7.85	2.459		3.192	0.002
	Soft Skill	0.789	0.064	0.869	12.265	0
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
1	(Constant)	7.042	3.256		2.163	0.035
	Education Level	0.5631944	0.085	0.559027778	9.488	0.000
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.452	3.279		1.358	0.181
	Work Experience	0.883	0.086	0.825	10.206	0

Source : primary data processed

Table 8 presents the results of the simple linear regression analysis for the soft skill variable's effect on employee productivity. The constant value of 7.850 represents the level of employee productivity (Y) when the soft skill variable (X1) is absent or equal to zero. The coefficient for the soft skill variable is 0.789. Similarly, for the education level variable, the regression results show a constant value of 7.042, indicating employee productivity (Y) when the education level variable (X2) is not present or equals zero. The education level variable then has a value of (0.811). The following interpretation can be made of the work experience variable's results from the basic linear regression test on employee productivity: If the independent variable (X3) is assumed to be zero or nonexistent, the constant value of (4.452) represents employee productivity (Y). Thus, the job experience variable has a value of (0.883).

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Multiple Linear Regression Test

Table 9. Soft skills Multiple Regression Test Results, Education Level and Work Experience on Employee Productivity

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.653	2.820		1.295	0.202
	Soft Skill	0.487	0.143	0.536	3.399	0.001
	Ecudacation level	0.289	0.115	0.287	2.509	0.016
	Work experience	0.125	0.168	0.117	0.746	0.459

a. Dependent Variable: Produktivity

Source : primary data processed

Based on Table 9. The unstandardized coefficient for column B for regular (a) is 3.653, while the soft skill coefficient (b) is 0.487, the education level coefficient (b) is 0.289 simultaneously and work experience coefficient (b) is 0.125. Then the regression equation can be written as follows: Y = 3.653 + (0.487) X1 + (0.289) X2 + (0.125) X3 From the results of the equation, it can be concluded that the employee productivity variable has a value of 3.653 if the soft skill, education level and work experience variables are constant or zero. An increase of one unit in the soft skill variable leads to a 0.487 rise in soft skills. Likewise, a one-unit increase in the education level variable results in a 0.289 increase in education level, and a one-unit increase in work experience leads to a 0.125 increase in work experience. This indicates that employee productivity improves as each independent variable increases. Among the independent variables, soft skills have the highest regression coefficient on employee productivity, with a value of 0.487.

Hypothesis Testing

A two-tailed t-test was performed to assess the effect of soft skills (X1), education level (X2), and work experience (X3) on employee productivity (Y). The calculated t-values were compared to the critical t-values at a 5% significance level (0.05).

According to Table 9, the regression test results indicate that the soft skill variable has a significant impact on employee productivity, with a calculated t-value of 12.265 > t-table 1.660, and a significance level of 0.000 < 0.05. Therefore, **H1 is accepted**. Supported by Khafid Khoirul et al (2022), soft skills play an important role in employee productivity, this shows that the impact of soft skills means that non-technical skills possessed by employees such as character/attitude, commitment, responsibility, communication skills, adaptability and leadership have a real impact.

With a computed t value of 9.488> t table 1.660 and a significance value of 0.000 <0.05, which indicates that **H2 is accepted**, the regression test findings show that the education level variable has a positive and significant effect. Agilia Febianti et al.'s research (2023) also supports the findings of this study. Because education level has a significant impact on employee productivity, it can be concluded that An employee's productivity at work increases with his level of education.

The regression test indicates that work experience has a positive, significant effect with t = 10.206 > 1.660 and p = 0.000 < 0.05. This indicates that **H3 is accepted**. These findings are also supported by the study of Agilia Febianti et al. (2023), which suggests that work experience

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is demonstrated by an employee's prior experience working in other organizations. The more experience an employee gets, the more trained and skilled the employee will be in carrying out his/her work.

Table 10. F Test Results

ANOVA[a]						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1544.955	3	514.985	59.949	.000[b]
	Residual	403.751	47	8.590		
	Total	1948.706	50			
a. Dependent Variable: Employee Productivity						
b. Predictors: (Constant), Work Experinece, Education Level, Soft Skill						

Source : primary data processed

To ascertain how independent factors influence dependent variables collectively, the hypothesis test f calculates the equation's significance. Table 7. The significance value is 0.000 < 0.05, and the F count is 59.949> f table 2,80. Then, H4 is approved, indicating that employee productivity (Y) is influenced by both job experience (X2) and soft skills (X1) at the same time.

Coefficient of Determination Test

Table 11. Coefficient of Determination Test Results

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,890[a]	0,793	0,780	2,931
a. Predictors: (Constant), Pengalaman Kerja, Tingkat Pendidikan, Soft Skill				

Source : primary data processed

The coefficient of determination test (Table 11) shows an adjusted R^2 of 0.793, meaning soft skills, education level, and work experience explain 79.3% of the variation in employee productivity, with 20.7% influenced by other factors.

CONCLUSION

This study aims to determine the Influence of Soft Skills, Education Level and Work Experience on Employee Productivity. Respondents in this study were 51 employees at PT. Anugerah Pelita Sejahtera.

Based on the results and earlier discussions, it can be concluded that soft skills, education level, and work experience significantly affect employee productivity at PT Anugerah Pelita Sejahtera. Specifically:

1. Soft skills have a positive and significant impact on employee productivity,
2. Education level positively and significantly affects employee productivity,
3. Work experience also has a positive and significant influence on employee productivity,
4. Soft skills, education level, and work experience collectively have a simultaneous effect on employee productivity at PT Anugerah Pelita Sejahtera.

Based on the research, it can be concluded that soft skills positively help individuals adapt to their environment. “There is a positive effect on education level, namely, it aims to produce students who are competent in certain skills. work experience also allows individuals to master work and equipment. Work experience plays a very important role in career development because with increasing work experience, a person's performance tends to develop”. (Imbun, Yohana Ratna and Prunamarini 2024).

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