

Analysis Of Emotional Qoutient, Self-Efficacy, Digital Skills And Work Readiness In Information And Communication Technology Training Participants At The Regional Technical Implementation Unit (UPTD) Of Job Training In Bengkulu

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ABSTRACT

The aim of this study is to analyze emotional quotient, self-efficacy, digital skills and work readiness of information and communication technology training participants. Research in this study is survey and sample of 48 training participants. Data analyst using descriptive. The results show that: 1) Emotional quotient is good but there are still indicators that need attention, namely: Self-awareness and not being controlled by emotions, the ability to let go of depression or offense, the ability to rise from pressing feelings, the ability to control impulses, always optimistic, and the ability to understand desires and willingness to work, 2) Self-efficacy is sufficient, so that all indicators must be taken into account, namely: Confidence and self-confidence in completing difficult tasks, strength and perseverance in facing difficulties, and the level of confidence and ability in generalizing tasks and previous experience, 3) Digital skills are good, but there are still indicators that need attention, namely: The ability to read and symbols to present language in the use of technology and the ability to use basic computers and understand how to change information sources to produce the desired information in using technology at work, and 4) Work readiness is sufficient, but there are still indicators that need attention, namely: Honesty and trust in carrying out work, ability to adapt to changes and demands in the workplace, activeness in adapting to changes in work schedules, working hours and tasks at work, the ability to identify the skills possessed as the strength to carry out tasks, the ability to follow orders or instructions in carrying out work, being able to accept criticism and input, being willing to follow regulations to maintain health and safety and being willing to wear equipment or clothing that has been provided to maintain health and safety.

ARTICLE INFO

Keywords:

Emotional Qoutient, Self-Efficacy, Digital Skill, Working Readiness.

ARTICLE HISTORY

Received [10 March 2024]

Revised [20 April 2024]

Accepted [30 April 2024]

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1. Introduction

In the current industrial revolution 4.0 era, the workforce entering the workforce is generation Z. Generation Z itself is a generation born between 1995-2010 or aged 11-26 years (Bencsik et al., 2016). Generation Z is the youngest generation of the workforce to enter the workforce. The industrial revolution has changed the work industry dramatically and is different from the previous work industry, so graduates or the workforce are expected to have the latest skills that are in accordance with the needs of the current work industry (Abdullah., 2020). To meet the skills that are in accordance with industry needs, generation Z as a workforce must be ready to work by equipping themselves with skills and knowledge that are useful in the world of work. Work readiness will be a provision for prospective workers to be able to compete in the work industry. The problem of labor is a very complex and big problem. Complex because the problem affects and is influenced by many factors that interact with each other with patterns that are not always easy to understand, becoming large because it involves millions of people and to describe the problem of labor in the future is not easy because in addition to basing it on labor figures in the past, future production prospects must also be known (Sholeh, 2018). The labor market can be classified into an educated labor market and an uneducated labor market, educated workers generally have higher work productivity than uneducated workers. Worker productivity is basically reflected in the level of wages and income of workers, which is directly proportional to their level of education. Second, in terms of time, the availability of educated workers must go through the process of education and training. Therefore, the elasticity of the availability of educated workers is usually smaller than the elasticity of the availability or supply of uneducated workers.

Third, in the process of filling vacancies, employers need more time to select educated workers than uneducated workers (Sholeh, 2018). The workforce has a very important role and position as an actor and goal of national development, quality workers can drive the economic development of a country, but in developing countries the quality of the workforce is still low. The low quality of the workforce is a barrier to the economic development of a country, this is due to the low level of education and knowledge of the workforce. For economic development, it is clear that more workers with skills are needed, in other words education and skills are the most important factors for the success of economic development (Irawan and Suparmoko, 2017). Improving the quality of human resources also starts from efforts to develop the education sector. Education and training involve all human resources to gain knowledge of learning skills, so that graduates of education and training participants will immediately use them in their jobs (Pratiwi Fitriani 2015). For this reason, job training

institutions are needed in each province to improve the quality of human resources, one of which is the Bengkulu Job Training Regional Technical Implementation Unit (UPTD). Bengkulu Job Training UPTD has the task of implementing various types of training in order to provide workers who have knowledge and skills in various fields and has the function of providing training in various vocations both inside (institutional) and outside the Job Training Center on a mobile basis (non-institutional) or training in companies in order to develop the quality of the workforce and is expected to be able to reduce the number of unemployed in Bengkulu City.

Good working conditions, high quality output, decent wages and the quality of human resources are issues that always arise in discussions about labor in addition to industrial relations between workers and the business world and discussions about labor are part of macroeconomic studies, namely unemployment and employment opportunities related to macroeconomics are studies of overall economic behavior (Sholeh, 2018). Labor demand is the relationship between wage levels and the number of workers desired by employers to be employed. This relationship between labor demand and demand will affect the unemployment rate and employment opportunities.

Table 1 Ratio Training Participants Have Not Passed Competency Year 2023

No	Wave	Amount	Not Passed the Exam Competence	Ratio (%)
1	One (1)	128 People	9 People	7.03%
2	Two (2)	112 People	5 People	4.46%
3	Three (3)	48 People	-	-
Total				11.49%
Average				5.74%

Table 1 shows the ratio of training participants who have not passed the competency test. at the Bengkulu Job Training UPTD by 5.74% . Meanwhile, data on participants in the 2023 Information and Communication Technology Training Participants , as following :

Table 2 Technology Training Participants Information and Communication Year 2023

No	Vocational	Amount	Exam Competence		Ratio
			Passed	Not Yet Graduated	
1	Young Operator	16 People	13 People	3 People	18.75%
2	Young Graphic Design	16 People	15 People	1 Person	6.25%
3	Graphic Design II	16 People	16 People	-	-
Total					25.00%
Average					8.33%

Source : UPTD PKB, 2024

Table 2 shows the ratio of participants in the Information and Communication Technology Training at the Bengkulu Regional Technical Implementation Unit (UPTD) for Job Training who have not graduated, reaching 8.33%. This is show Still existence training participants who have not own <https://ejournal.unib.ac.id/conjuncture>

readiness Work because of Not yet can pass the competency test . Departing from this phenomenon, the author interested For analyze *Emotional Qoutient*, *Self-Efficacy* , *Digital Skills* and Work Readiness for Information and Communication Technology training participants at the Bengkulu Job Training UPTD . Research purposes This is for analyze ability *Emotional Qoutient*, *Self-Efficacy* , *Digital Skills* and Work Readiness for Information and Communication Technology training participants at the Bengkulu Job Training UPTD .

2. Method, Data, and Analysis

Types of research

This research is a *survey research*. Sugiyono (2018) explains that *survey* research can be studied in large or small sample sizes , and the data surveyed is a result of relative events, distribution, and variables. The study conducted in this study was to see and analyze *the emotional quotient*, *self-efficacy* , *digital skills* and work readiness of participants in Information and Communication Technology training at the Bengkulu Job Training UPTD in 2023.

Determination Method Sample

Sugiyono (2018) said that the population has certain characteristics and subjects with specified characteristics , so that they can be studied and conclusions drawn . Therefore, the population of this study was participants in the Information and Communication Technology training at the Bengkulu Job Training UPTD in 2023, as many as 48 training participants, with the following details:

Table 3 Technology Training Participants Information and Communication Year 2023

No	Vocational Technology Information and Communication	Amount Participant
1	Young Computer Operator	16 People
2	Designer Young Graphics	16 People
3	Designer Young Graphics	16 People
Total		48 People

The sample in this study was taken from all participants of Information and Communication Technology training at UPTD Bengkulu Work Training , so that a sample of 48 people was obtained. The sampling method in this study was *census* by distributing questionnaires directly to research respondents. Then to support the research findings from the distribution of questionnaires that had been carried out, the researcher also conducted interviews with informants, as follows: 1 person Head

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of Training Section of Bengkulu Work Training UPTD, 2 Participants of the Bengkulu UPTD Job Training Training.

Method of collecting data

The data collection method in this study used questionnaires and interviews.

Questionnaire

The data collection method in this study used a questionnaire distributed to respondents. According to Sekaran (2016), a questionnaire is a question or statement related to a research topic that needs to be answered by research respondents by choosing alternative answers that are already available. A research questionnaire is a series of statements or questions that are logically related to research questions related to the topic or variable being studied.

Interview

In this interview, the researcher asks the informant directly to get a direct answer. Sugiyono (2018) said that an interview is a way to get information to answer the research objectives carried out face to face accompanied by direct questions and answers using an interview guide between the interviewer and the respondent in the form of a semi-structured interview. The interview guide is in the form of a list of questions, but researchers are free to conduct more in-depth interviews outside the interview guide. Creswell (2015) explains that interviews are a type of verbal communication that is conducted orally and directly with respondents by asking questions to find out and obtain in-depth information regarding employee performance, knowledge, skills and understanding of their work.

Data Analysis Methods

In this descriptive analysis, data analysis will be carried out, namely the average of each research variable, so that a picture is obtained of *the Emotional Quotient, Self-Efficacy, Digital Skills* and Work Readiness of Information and Communication Technology training participants at the Bengkulu Regional Technical Implementation Unit (UPTD) for Work Training in 2023.

3. Result and Discussion

The results of research and distribution of questionnaires and interviews on Emotional Quotient, Self-Efficacy, Digital Skills, and Work Readiness found the following results:

Table 4 Questionnaire and Interview Results : *Emotional Quotient, Self-Efficacy, Digital Skills, and Work Readiness*

Variables	Questionnaire	Interview
<i>Emotional Quotient</i>	Good	Intelligence emotional which are owned good training participants .
<i>Self-Efficacy</i>	Enough	Trust self training participants are sufficient , because after get training, they feel his abilities and skills has increase .
<i>Digital Skill</i>	Good	Good digital skills , because of they previously has have basic in the field ICT and has get learning in detail by the training instructor .
Readiness Work	Enough	Readiness Work training participants are sufficient , although Not yet fully master , but Already Enough Ready in carry out work while working Later .

Source : Research Results , 2024

***Emotional Quotient* Participants of the Bengkulu UPTD Job Training Training**

The findings show that *Emotional Quotient of Bengkulu UPTD Work Training* participants is good. In this variable, the indicators in the sufficient category are statements of self-awareness and not being

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controlled by emotions at work, being able to let go of depression or offense at work, being able to rise from feelings of pressure at work, being able to control impulses at work, being able to control impulses at work, always being optimistic at work, and being able to understand desires and wills at work. So far emotional intelligence owned by the training participants is good because before the training was conducted, the UPTD Work Training Center had conducted a selection to recruit participants who really wanted to learn and the training participants tried to be calm in carrying out their work and were able to interact in facing difficulties in working. Therefore, the Bengkulu Work Training UPTD can maintain and further improve *the Emotional Quotient* of training participants, such as self-awareness and not being controlled by emotions, the ability to let go of depression or offense, the ability to rise from feelings of pressure, the ability to control impulses, always optimistic, and the ability to understand desires and willingness to work. The research findings are in line with the research study of Fitriani et al. (2021) which found that the emotional intelligence of training participants was high and this study is also supported by the research of Sabilah et al. (2021) that the level of emotional intelligence of millennials is in the high category. Goleman (2015) explains that *emotional quotient* is a person's intelligence to accept, assess, manage, and control the emotions of themselves and others around them, processing emotions means understanding emotional conditions and must be linked to the situation at hand in order to have a positive impact.

Self Efficacy Participants of the Bengkulu UPTD Job Training Training

The findings show that *Self-efficacy of Bengkulu UPTD Training Work* participants is sufficient. In this variable, all indicators are in the sufficient category, namely statements of confidence and self-belief in completing difficult tasks, being strong and persistent in facing difficulties, and the level of confidence and ability in generalizing previous tasks and experiences. The findings also show that the self-confidence of the UPTD Job Training is sufficient because after receiving training they feel that their abilities and skills have increased, so they are quite confident. Therefore, the UPTD Bengkulu Job Training can further increase the self-confidence of training participants who are still not very good in belief and perseverance when facing difficult work or tasks based on experience during training when carrying out work in the workplace. According to research by Leuwol et al (2023), *self-efficacy is important* in improving *critical thinking* in the digital era. Furthermore, Mujiadi (2013) explains that *self-efficacy* is a personal factor that acts as an intermediary or mediator in the interaction between behavioral factors and environmental factors.

Digital Skills of Participants Training Bengkulu Job Training UPTD

The findings show that *The digital skill of the Bengkulu UPTD Work Training* participants is good. In this variable, the indicators in the sufficient category are statements of being able to read and symbols to present language in the use of technology while working, and being able to use basic computers while working and understanding how to change information sources can produce the desired information in the use of technology while working. In this study, it was also found that the digital skills they had were good, because they previously had a basic in ICT and had received detailed learning from instructors when attending training at the UPTD Work Training. Therefore, UPTD Work Training Bengkulu can maintain and further improve *the digital skills* of training participants such as reading and symbols to present language in the use of technology and the ability to use basic computers and understanding in the use of technology while working. The research findings are not in line with the research of Sabilah et al. (2021) which found that the level of digital skills of millennials is in the high category and according to Leuwol et al. (2023) that the importance of *digital literacy* in improving *critical thinking* in the digital era. Furthermore, Anoraga (2014) defines digital skills from an ideological perspective of discourse which states that literacy is the smooth mastery or control of secondary discourse.

Readiness Work Participants of the Bengkulu UPTD Job Training Training

The findings show that Work readiness of Bengkulu UPTD Work Training participants is sufficient. In this variable, the indicators in the sufficient category are statements of having honesty and trust in carrying out work, being able to adapt to changes and demands in the workplace, actively adapting to changes in work schedules, working hours and tasks from the workplace, being able to identify skills possessed as strengths to carry out tasks, being able to follow orders or instructions in carrying out work, being able to accept criticism and input, being willing to follow regulations to maintain health and safety and being willing to wear equipment or clothing that has been provided to maintain health and safety. The findings also show that the work readiness of the training participants at the UPTD Work Training is quite ready, although not yet fully mastered, but is quite ready to carry out the work if they work later. Therefore, the UPTD Bengkulu Work Training can further improve the readiness of training participants with honesty, can adjust to work conditions, always obey orders and instructions at work, and can accept criticism and suggestions related to work and always be ready to maintain health and safety by wearing equipment or clothing that has been provided when carrying out work at work, especially those who have worked, because 30 of the 48 people have worked at LPK, Indomaret, Adira, *Wom Finance*, Pegadaian, car *showrooms*, printing, and Kimia Farma. The findings

of this study contradict the research of Fitriani et al. (2021) which found that the work readiness of training participants was good. In addition, this study is also not supported by the research of Sabilah et al. (2021) which found the level of work readiness of millennials in the high category. Likewise, the research of Kurniawan (2020) which found that 38 (78%) had high work readiness, while the rest were still classified as moderate. The results of the research by Elviana and Sudiana (2023), Ratuel, et al. (2023), Wiharja, et al. (2020), Damayantie and Kustini (2022), Kurniawan, and Yuniarti (2018), Violinda, et al. (2023), Putri and Supriansyah (2021), Harahap and Sagala (2019), and Sabilah et al. (2021) show that *emotional quotient*, *self-efficacy* and *digital skills* have an influence on work readiness. Rosara, et al. (2018) said that work readiness is a state of a person who is ready or has the competence to do work with satisfactory results and in accordance with the goals or targets that have been set, so that someone who already has work readiness means that they are competent to do work and strive to achieve results or targets that are in accordance with what has been previously determined. Bengkulu Job Training UPTD needs give addition material to related training participants *emotional quotient*, *self efficacy* and improvement *digital skills* by inviting professional staff in their respective fields , so that training materials obtained can make graduate of graduate of the best that has readiness work and be able compete with with worker other workers on site Work they .

4. Conclusion and Suggestion

Based on results research and discussion , can concluded as following :

1. *Emotional quotient* participants of the Bengkulu UPTD Job Training training are good but there are still indicators must become attention namely : Awareness self and not mastered emotions , abilities release depression or offense , ability For rise from feeling pressing , ability control encouragement heart , always optimistic , and ability understand desire as well as will in Work .
2. *Self-efficacy* The number of participants in the Bengkulu UPTD Job Training training is sufficient, but all indicator must become attention namely : Trust and belief self finish difficult task, strong and persistent in face difficulty, and level confidence and ability in to generalize tasks and experiences previously.
3. *Digital skills* The participants of the Bengkulu UPTD Job Training training were good , but there are still indicators must become attention namely : Ability For reading and symbols For presenting Language in use technology and capabilities use base computer as well as understand change source information can produce desired information in use technology at work.
4. Readiness Work The number of participants in the Bengkulu UPTD Job Training training is sufficient , but there are still indicators must become attention namely: Honesty and trust in carry out job,

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ability adapt with changes and demands in place work, activity adapt yourself with change timetable work , working hours and tasks from place work, ability identify skills possessed as strength For do tasks , abilities For follow order or instruction in carry out work, can accept criticism and input , willing follow regulation For guard health and safety as well as willing use equipment or clothes that have been provided For guard health and safety.

Research suggestions this , as following :

1. To the Bengkulu Job Training UPTD, you can more increase trust self training participants who are still Not yet so Good in faith and perseverance if face work or difficult task based on experience during get training while implementing work on site Work.
2. To the Bengkulu Job Training UPTD, you can more increase readiness training participants with honesty , can adapt to conditions work , always obedient follow commands and instructions in place work , and can accept related criticism and suggestions work as well as always Ready For guard health and safety by wearing equipment or clothes that have been provided at the time of implementation work on site Work.
3. To the Bengkulu Job Training UPTD, you can maintain and more increase *digital skills* training participants such as reading and symbols For presenting Language in use technology and capabilities use base computers and understanding in use technology at work.
4. To the Bengkulu Job Training UPTD, you can maintain and more repair *emotional quotient* training participants , such as awareness self and not mastered emotions , abilities release depression or offense , ability For rise from feeling pressing , ability control encouragement heart , always optimistic , and ability understand desire as well as will in Work.
5. To the Bengkulu Job Training UPTD, you can add amount time giving material related to *soft skills* covering *emotional quotient*, *self efficacy* and improvement *digital skills* and readiness work , so that there is addition material This expected training participants can Correct Correct Ready face the challenges that occur in Work.
6. Suggestions for participants good that has been working and not yet Work still practice his abilities that have been acquired from Bengkulu Job Training UPTD , so that the more understand and can become more proficient.

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