

ANALYSIS OF INTRAPERSONAL SKILLS AND INTERPERSONAL SKILLS ON THE WELFARE OF MICRO ENTREPRENEURS IN THE COVID-19 ERA

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Abstract: *Micro business actors in the era of the covid-19 pandemic are required to rack their brains in order to maintain the continuity of their business. To be able to overcome the problem of the COVID-19 pandemic, superior human resources are needed, namely those who not only have hard skills but are also good at soft skills. The abilities or skills that must be possessed by micro entrepreneurs, such as being able to read market opportunities, not getting bored quickly, being able to work in teamwork, the ability to communicate verbally and write reports well. We can see this ability in Interpersonal Skills and Intrapersonal Skills, it can be an evaluation material, for researchers to help micro entrepreneurs survive in this pandemic. Interpersonal skills are a person's skills in dealing with others while intrapersonal skills are skills in self-regulation that are able to develop maximum performance. The purpose of this study is to be able to see the interpersonal skills and interpersonal skills possessed by micro business actors in the East Bandung area, in order to be able to overcome the economic problems faced during the COVID-19 pandemic, so that based on these skills they can increase the income and welfare of micro entrepreneurs. The results of this study indicate that the Intrapersonal Skills of micro business actors in the East Bandung area can be categorized very well for change management sub-indicators, personal characteristics and have positive reference goals. However, there are still some micro business actors who have not been able to manage time management in terms of having a regular schedule for training and in the field of stress management there are some who have not been able to share if there is a problem with those closest to them. East Bandung area can be categorized as good, such as the ability to motivate, presentation skills, communication skills, the ability to make relationships, and the ability to speak in public. While that must be a concern is the ability to lead / team work.*

Keywords: *Interpersonal Skills, Intrapersonal Skills, Micro Business Actors.*

1. Introduction

The COVID-19 pandemic that took place in Indonesia had a considerable impact on the economy, micro business actors were also required to rack their brains in order to maintain the continuity of their business. And based on bpjs data in 2019, the number of Micro, Small and Medium Enterprises / MSMEs in West Java Province is 4.5 million. Small-scale businesses in Indonesia absorb around 97% of the workforce (Data from the Ministry of Cooperatives and Small and Medium Enterprises 2019). This means that the workforce in Indonesia works mostly in the MSME sector and the remaining 3% only work in the large business sector. developed

countries. The development of MSMEs based on the vision and direction of long-term development in 2005-2025 is directed to develop into economic actors with competitive advantages through strengthening entrepreneurship and increasing productivity supported by efforts to increase adaptability to market needs, utilizing innovation findings and application of technology. To overcome this condition, the government has issued a lot of disbursement of aid funds for MSMEs. According to the Bandung City MSME Cooperative Service, this disbursement has been carried out in stages from August 14 to 28, 2020, as many as 1,002,367 micro-enterprises in West Java Province in accordance with the Decree issued by the Indonesian Ministry of Cooperatives and SMEs. From the data above, it can be seen that many MSME entrepreneurs went out of business when the remaining pandemic lasted approximately 23%.

To be able to overcome the problem of the COVID-19 pandemic, superior human resources are needed, namely those who not only have hard skills but are also good at soft skills. The abilities or skills that must be possessed by micro entrepreneurs, such as being able to read market opportunities, not getting bored quickly, being able to work in teamwork, the ability to communicate verbally and write reports well. Of course, this can be an evaluation material for researchers to help micro entrepreneurs survive in this pandemic condition. This study has a specific purpose to be able to see the interpersonal skills and interpersonal skills possessed by micro business actors in order to overcome the economic problems faced during the COVID-19 pandemic.

One of the impacts of the covid-19 pandemic is the decline in the economic sector, of course we must try to bounce back, because these micro entrepreneurs have an important role in our country's economy, the researchers feel that this research is very important to carry out, with the aim of restoring trust micro business actors and can be input towards a better direction when the covid-19 pandemic has ended.

2. Research Method

The purpose of this study was to determine the profile of the soft skills of micro entrepreneurs in the East Bandung area. Samples were taken by random sampling, with a total of 117 micro business actors in the area. The research method uses a survey method. The statement in the soft skills questionnaire is based on the aspect of the distribution of soft skills which consists of intrapersonal skills and interpersonal skills.

The two indicators are divided into several sub-indicators:

- a. The first indicator is intrapersonal skills, consisting of sub-indicators, including: time management, stress management, change management, personal character, and having positive goals.
- b. The second indicator is interpersonal skill, consisting of sub-indicators, including: motivating ability, ability to lead/teamwork, presentation skill, communication skill, ability to make relationships, and ability to speak in public.

3. Results and Discussion

Intrapersonal Skill

Indicator	Sub Indicator	No	Question	Percentage (%)			
				SS	S	TS	STS
Intrapersonal skills	Time Management	1	I wrote a schedule of activities that will be carried out tomorrow	43,90	37,85	15,85	2,40
		2	I have a regular schedule for training	22,00	29,25	34,15	14,60
		3	I have no difficulty in scheduling orders when there are a lot of orders	17,10	50,00	25,50	7,30
		4	I am able to complete orders according to the customer's requested schedule	48,80	32,90	15,90	2,40
	Stress Management	5	I can control myself if I get into trouble	19,50	58,50	22,00	-
		6	I always share if there is a problem with the closest people (parents, friends, girlfriend, etc.)	31,70	26,85	26,85	14,60
		7	I'm trying to find my own solution to the problems I'm facing.	29,30	42,70	23,20	4,90
		8	I want to hear the advice given to me on my problem	29,30	51,25	17,05	2,40
	Management Change	9	I am able to adapt to new changes in any conditions	19,50	58,55	19,55	2,40
		10	I quickly adapt to new people	31,70	37,20	16,50	2,40
		11	I look for other sources of information if there is material in the training that I don't understand	36,60	40,30	18,30	4,90
	Karakter Personal	12	I look for other sources of information if there is an order that I don't understand	41,50	37,75	15,85	4,90
		13	I am able to motivate myself	31,70	47,50	15,80	4,90
		14	I have high confidence	19,50	54,85	23,15	2,40
		15	I will struggle to complete the order I have received	48,80	36,60	12,20	2,40

		16	I enjoy the job I'm doing now	46,30	35,35	18,35	-
		17	I believe that by being active in the organization, my soft skills will increase	39,00	42,65	15,85	2,40
	Have a positive goal reference	18	I have clear goals	41,50	41,50	14,70	2,40
		19	I have drawn up long-term steps to make my dreams come true	31,70	45,15	20,75	2,40

Based on the table above which has been filled in by micro business actors for Interpersonal skills, it shows that the ability to manage Time Management in managing the order schedule when there are large orders is 50% agreed. For the ability to complete orders according to the requested schedule, 48.8% strongly agree. For the ability to get used to writing activity schedules/orders, 43.9% strongly agree. As for having a regular schedule to take part in the exercise, 34.5% did not agree.

For the ability in Stress Management, the ability to control oneself if there is a problem occupies the highest percentage of 58.5% agree. The ability to find solutions to the problems faced is 42.7%. While the ability to listen to other people's suggestions when there is a big problem 51.25% agree, as for the ability to share when facing problems with the closest people the percentage is quite low, namely 26.85% agree.

Furthermore, for Change Management ability, the highest percentage is the ability to adapt to new changes under any conditions, 58.5% agree. Followed by the ability to find sources of information if trained there is new material that has not been understood by 40.3% agree. While the ability to adapt to new people 37.2% agree.

In the Personal Character sub indicator, the ability to have high confidence of 54.85% answered agree. The ability to motivate themselves who answered agreed was 47.5%. Having the belief that you are active in the organization can increase your soft skills by 42.65%. While the ability to find sources of information if there are orders that have not been understood by 41.5% strongly agree. The ability to struggle to complete orders received by 48.8% strongly agree and the character enjoys the current job which is the highest at 46.3%.

Furthermore, the ability to Have Positive Reference Goals which have clear goals of 46.5% agree and state that they have prepared long-term steps to make it happen by 45.5% agree.

Interpersonal Skills

Interpersonal Skills

Indicator	Sub Indicator	No	Question	Percentage (%)			
				SS	S	TS	STS
Interpersonal Skills	Motivating Ability	20	I am able to convince/motivate my friends to change for the better	34,10	43,85	19,55	2,40
	Ability to lead /Teamwork	21	I have ambitions to be a leader in a group	9,80	29,30	34,20	26,80
		22	I feel able to lead in a group	14,60	36,60	29,30	19,50
		23	I am able to work with others effectively and productively	29,30	50,00	20,70	-
	Presentation Skills	24	I am able to present my assignments/products in front of many people effectively	20,00	43,75	26,25	10,00
	Communicating Ability	25	I am used to discussing with my friends or my teacher	17,10	53,55	16,95	2,40
		26	I have a good relationship with other business people	34,10	41,45	21,95	2,40
		27	I have a good relationship with some of my mentors	34,10	45,10	18,30	2,40
	Ability to make relationships	28	I have friends elsewhere	34,10	41,45	24,35	-
		29	I follow an external/internal organization UMKM	27,00	37,80	20,60	14,60
	Public speaking skills	30	I am able to speak in public	22,50	38,75	28,75	10,00

Based on the data above, it shows that Interpersonal Skills on the ability to motivate friends to change for the better agree at 43.85% but there are still 2.4% who have not been able to do this.

Furthermore, the sub-indicator of Leadership/Teamwork Data shows that the ability to be a leader in one group is in the range of 51% stating strongly agree and agree. As for the ambition to become a leader in one group, less than 40% stated strongly agree and agree. As for those who are able to cooperate with others effectively and productively, more than 80% stated strongly agree and agree.

For the ability to effectively present the results of production in front of the crowd, 63.75% stated strongly agree and agree. Those who have not been able to present their production results in public are 10%.

Meanwhile, for the sub-indicator of communication skills, the largest percentage stated the ability to have a good relationship with the supervisor/cheff of 89.20%. For the ability to have good relations with fellow business actors, it is 75.55%. While those who have the ability to get used to discussing with friends / teachers are 70.65%.

For the ability to make relationships due to friendship in other places, it is 74.55% and those who claim to follow external/internal MSME organizations are relatively in the range of 59.8%. As for the ability to speak in public, micro business actors stated that they were able to be in the range of 71.25%. However, there are still 10% who state that they cannot speak in public at all.

Discussion

In life, soft skills are important, these soft skills consist of intrapersonal skills and interpersonal skills. According to Amstroong (2004), intrapersonal ability is the ability to understand oneself and act on that understanding. In other words, intrapersonal abilities include abilities related to the human condition internally such as self-reflection, thinking metacognition and being aware of spiritual reality.

Based on the results of the micro-entrepreneurs, the research above shows that stress management, change management, personal character and having positive reference goals are in a fairly good category. However, the results showed that more than 40% stated that they had not been able to manage time management in terms of having a regular schedule for training. And 41.45% in the field of stress management who have not been able to share if there is a problem with the closest people (parents, friends, girlfriends, etc.). Wicaksana (2010), said that Intrapersonal skills are not part of innate personality traits, but are skills that can be learned and trained. Thus, for students who have not been able to achieve these intrapersonal abilities, it is necessary to make efforts to understand themselves and raise awareness of the importance of managing time and being able to manage stress.

For Interpersonal skills, according to Hayes (2002) interpersonal skills are goal-directed behavior used in face-to-face interactions, which are effective in realizing the desired state. Rungapadiachy (1999) says that interpersonal skills can be defined as a skill needed to communicate effectively with a person or group of people.

Based on this research, the data shows that the ability to lead/teamwork and cooperate with other people, from micro business actors is not good. 60.9% stated that they were unable to

have ambitions to become a leader in a group, while for the field of inability to lead in a group it was in the range of 48.8%. However, the ability to convince or motivate others to change for the better was in the very good category. Likewise for the ability to communicate, do presentations, discuss with groups, have good relationships with friends and supervisors / chefs and be able to speak in public and public speaking skills are in good category. All that remains is to fix the indicators of the ability to lead/teamwork. These findings are interesting, because as micro-enterprises, there should be many opportunities and opportunities to hone themselves in improving their interpersonal skills. For example, by participating in various culinary competitions organized by the Ministry of MSMEs or food producer organizations.

Daniel Goleman (1995) suggests that interpersonal skills are also part of emotional intelligence. Goleman states that there are five constructs of emotional intelligence; namely self-awareness, managing emotions, self-motivation, empathy and building relationships. Interpersonal ability or building relationships is the ability to establish relationships with other people. These abilities include the ability to empathize, communicate and influence others, negotiate problem solving, lead and organize groups, build and build relationships, and work collaboratively. Thus, self-awareness to improve self-ability becomes the main thing.

4. Conclusion

This study resulted in several conclusions including:

1. Ability Intrapersonal skills Micro business actors in the East Bandung area can be categorized as very good for change management sub-indicators, personal characteristics and have positive reference goals. However, there are still some micro business actors who have not been able to manage time management in terms of having a regular schedule for training and in the field of stress management there are some who have not been able to share, if there is a problem with those closest to them.
2. For interpersonal skills skills Micro business actors in the East Bandung area can be categorized as good, such as the ability to motivate, presentation skills, communication skills, the ability to make relationships, and the ability to speak in public. While that must be a concern is the ability to lead / team work.

Based on these results, the researchers concluded that Intrapersonal Skills and Interpersonal Skills for the welfare of micro entrepreneurs in the covid-19 era, can be improved by conducting character building training conducted by food industry companies as suppliers of the core needs of micro entrepreneurs, the government as protectors of micro entrepreneurs, MSME organization itself or training conducted by individuals. This is because these micro business actors consist of different/heterogeneous communities, especially in the field of education, so there is a need for equality of expertise. . On the occasion of this covid era, training can be carried out in a direct way but limited participants or online by including the role of social media. So that it is hoped that by attending training events for micro-entrepreneurs, they can mingle with other people and exchange ideas in overcoming problems encountered in their field of work. It is hoped that positive values will arise from participating in the training so that it can increase the income of micro business actors in the covid 19 era. At least micro business actors

can survive and innovate creatively by producing varied products and techniques for marketing their production in this covid 19 era.

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