

# Prominence of Employability Skills in Multinational Companies

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**Abstract**— A job in the multinational companies specifically in the IT industries is now a days consider as a dream for many aspiring graduates in India. Though working with such companies may look most profitable or rewarding at first glance, but the reality is far away from the truth. Once the freshly graduates get into the process of job search, there they realizes that just the technical or hard skills are not sufficient to get a good salary job. In short, there the graduates understand the need and importance of employability skills to get the good job as well as to perform proficiently in their jobs. And these other skills are popularly known as soft skills. Through the present research article the author is trying to focus on major soft skills that are essential for graduating pupils and at the same time identifying the expectations of the corporates' from newly graduated students. Through the research paper author is also trying to focus on existing practices in higher education colleges, understanding the reason for gap and highlighting on how to bridge the gap to enhance the market value of graduated students.

**Keywords**— *Employability, Soft Skills, Hard Skills, Employment, Proficiency*

## I. INTRODUCTION

After the occurrence of globalization, as a fast developing nation India spectators incredible evolution and prospect in the areas like commerce, management, business, retail industry, insurance etc. The resultant struggle has raised in a new standard of business. The growth and rapid development changes the economy and with the emergence of new technology, employment designs or patterns and prospects are exceptionally transformed. Due to the Globalization and Privatization, many multinational businesses have set up their services in India and many other are planning for expansion of their global operations. Thus, creates a great challenge to set up a favorable milieu for progressing economy of the country.

Employability supposes the requirement for both hard skills and soft skills thinking about the consistently expanding challenge for work in the present employment scenario commanded by the IT (Information Technology) enterprises. As per Smith and Comyn (2003) employability skills are "abilities required not exclusively to pick up work yet additionally to progress inside a venture in order to accomplish one's latent capacity and contribute effectively to venture vital bearings". As it were, employability skills allude to those abilities required both to find a new line of work and furthermore to do well in that activity and suggest positive results for people just as for the associations they are utilized in. Other than their technical abilities, the job searchers are required to have a scope of different skills together known as Soft skills so as to pro their meetings and furthermore to advance in their expert life once they are utilized. Soft skills, then again known as fundamental abilities, basic instincts or relationship building abilities, despite the fact that basic for all, are critical for the new graduates who wish to find a new line of work of their decision and who expect to ascend the stepping stool of accomplishment in their expert life.

Employability skills can likewise be characterized as a set of accomplishments, understandings and individual traits that make people more employable and be effective in their picked occupations (Latisha et.al, 2010). These aptitudes are sorted by the accompanying competency zones: individual qualities, critical thinking and basic leadership abilities, relations with others, relational abilities, task-related abilities, development, wellbeing and security propensities, and duty to work. For the most part,

employability abilities are required by pupils to set themselves up to address the issues of a wide range of occupations upon graduation.

It is mainly recognized that there still exists a lacuna where the degree of employability skills of graduates and entry level work necessities don't meet. Researchers Morley, 2001; Kivinen and Silvennoinen, 2002; Shivpuri and Kim, 2004 perceive the predominant skill deficiency among the college graduates (Maripaz et. al, 2013). Employers today are more concern about recruiting those graduates who not just have fundamental scholastic skills like perusing, composing, science, math, oral conversation skills, yet additionally they looked for candidates with higher thinking abilities, leadership qualities, time management, creativity, problem solving and decision making skill. What's more, they additionally search for representatives who having individual characteristics that among all incorporate obligation, fearlessness, discretion, social expertise, genuineness, respectability, versatility, adaptability, solidarity, dependability, productivity, self-directedness, great work frame of mind, great prepping, collaboration, self-inspiration and self-administration. In any case, the greater part of our alumni don't know about this present marvel and thus on occasion don't see the association between what they do in their classes and what is really required in the corporate world that they will wander into later. In this manner, it is mandatory for higher education institutions to guarantee that their pupils are well-furnished with employability skills so as to additionally prevail in their forthcoming job fields.

## II. LITERATURE REVIEW

Fresh graduates need to adjust to the new business milieu and requirements of workplace environment in order to compete with the global competition. The primary component to empower graduates to keep up with those requirements is to be proficient in employability skills and qualities that are conferred during tertiary education.

It has similarly become a common traits in industry that higher education institutions should outfit graduates with the essential employability skills to gain entry in the workplace (Robinson and Garton, 2007). It has likewise become a typical trait in industry that advanced education institutions ought to furnish graduates with the best possible skills important to make progress in the workplace (Robinson and Garton, 2007).

Rahim and Ivan in 2007 discovered that the employability skills ought not to be instructed since students automatically gained them on their own during their education and training. Be that as it may, Robinson (2000) has an alternate opinion. The researcher accepts that employability skills are teachable and might be taught in the schools and work place. Hence, the institution authority should set objectives and targets for infusing employability skills among undergraduates. Moreover, she recommends that proper guidance ought to be intended to guarantee objectives and targets are achievable.

As indicated by Poole and Zahn, 1993, most managers require in any event a secondary school recognition, and they are similarly worried about whether youngsters can coexist with others at work, are solid, and can introduce themselves well to people in general. They further include that the improvement of good employability abilities should start at home and frequently is the consequence of viable child rearing. Nonetheless, the advancement of such aptitudes can't depend entirely on guardians and home. In this way, the instructing of employability abilities has a place with the school educational plan. Zinser in 2003 shares a comparative view. He accepts that profession and employability abilities ought to be instructed in schools, since numerous understudies leave training without the essential aptitudes to prevail in the grown-up work world. What's more, Washer (2007) underscores that graduates should leave advanced education preferable from numerous points of view over when they enter it. This improvement ought to be owing to the undergrad educational plan which is essential to furnish them with aptitudes they can use to 'offer themselves' to their potential bosses (Latisha et. al, 2010).

In 2014, The National Association of College and Employers have gathered a list of the top employability skills required by the corporate recruiters. These skills are listed as follows: Leadership, communication skills mainly in English; critical thinking, creativity, teamwork, time management, computer skills, technical skills, adaptability, good entrepreneurial skill, flexibility, strategic planning and tactfulness.

These abilities are viewed as significant for potential representatives to have and apply to their activity. These days, most of the recruiters want to recruit candidates from Tier I colleges like IITs (Indian Institute of Technology), BITS (Birla Institute of Technology and Science, Pilani) and NITs (National Institute of Technology), since they seem to have the fundamental scholastic capabilities and employability skills which are requested by the present place of employment condition.

In the present world, it's hard to deny the way that we need to take the necessary steps to endure. Hence, so as to confront the difficulties of this competitive world, students are required to have great proficiency, especially in English with the goal that they would have the option to convey well in this worldwide English. As we know, English is utilized broadly in news and data, business, strategy, callings, travel and furthermore excitement (Kenji Kitao, 2006). One of the criteria required by organizations from their workers is the ability to converse well particularly in English. It is a requirement for graduates to ace the language as it is utilized around the world. With the end goal for graduates to find a decent line of work and make due in the focused corporate world they need to satisfy the work environment ability necessity.

### III. RESEARCH METHODOLOGY

The present research work is descriptive in nature using a survey method. The survey utilized as a part of this review was intended to empower respondents to share their recognitions on the significance, handiness and need of the soft skills and communication abilities in English for enhancing understudies' performance in the corporate areas. The main objective of the corporate questionnaire was to understand and evaluate their needs and requirements from the graduates and in turn to get their suggestions on improving the employability of today's young graduates. The questionnaire was circulated among twenty corporate professionals to understand the target requirements of the global graduates of India. A total of 50 HR professionals from various MNCs including TCS, WIPRO, CAPAGEMINI, TechMahindra etc., to list a few were participated and returned the questionnaires. Besides, interviews were also conducted.

### IV. RESEARCH FINDINGS AND DISCUSSION

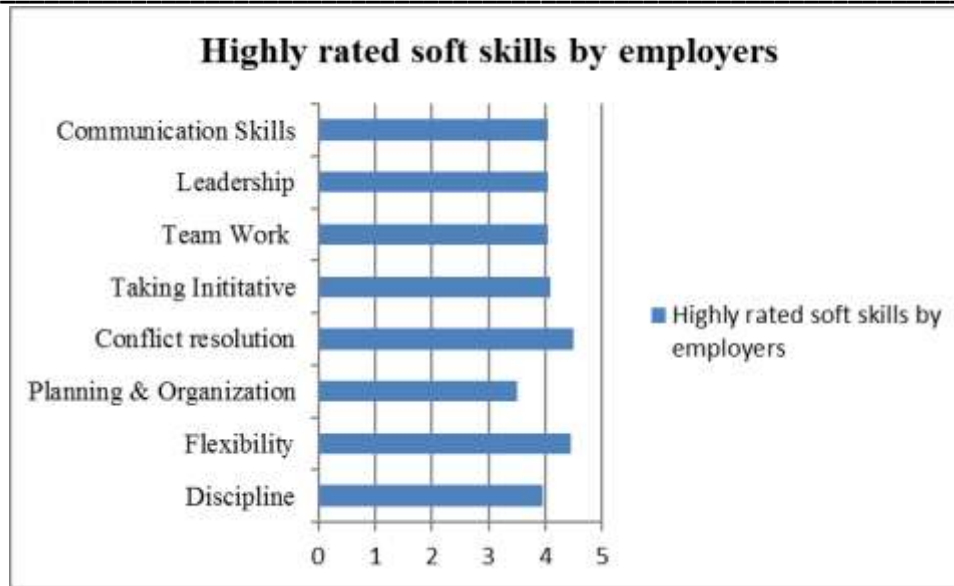
A survey was carried out in the various industries and IT companies by a researcher to collect the primary data. In total 50 senior managers, recruiters and HR managers were the participants of the survey.

*Table 1.1 Corporate Participant's view on engineering pupil's possessing employability skills*

	Yes	No	Can't Say	Total
<b>Corporate's Response</b>	6	42	2	50
<b>Percentage</b>	11%	84.2%	4.8%	100%

As shown in the above table where an attempt has been made to know the opinions of corporate professionals about whether they find engineering pupils possess essential skills to meet the industries demands or not and as shown in the table only 11% of the recruiters were agreed and say 'yes' and maximum numbers of the respondents mainly 84.2% voted for 'no' and of the opinion that today's young graduates are lacking in the required employability skills. The remaining 4.8% opted for 'can't say' option.

Following are the most highly rated soft skills which are in demand by employers.



*Figure 1.1 Soft skills rated by Employers*

Hence the analysis of the above data clearly indicates that company recruiters now days give a lot of importance to soft skills as compared to technical skills. No respondents responded for ‘strongly disagree’ or ‘disagree’.

The Corporate Professional’s perception about changes or additional efforts to be taken by the Institutions/Academics should take to fill the apparent competency gap

The corporate’s questionnaire, respondents were questioned about their opinions on the extra efforts to be taken up by colleges/teachers to fill the gap between the industry needs and Institution’s supply of the employable engineering graduates. Table 1.2 demonstrates professionals’ vision about the efforts requests to be occupied by Institutions/Academics.

**Table 1.2** Corporate Professionals’ Perception about changes or additional efforts to be taken by the Institutions/Academics (N= 50)

Efforts to be taken by Institutions/Academicians	Professional’s Response (Out of 100%)
Curriculum Change	87.8%
Corporate-Institutions Communication	90.5%
Practical Experience	90.0%
Guest Sessions	83.2%
Workshops, Conferences	77.5%
Skill Training program	74.2%
Live Projects	75.6%

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### Summary of Remarks acquired through personal interviews

The researcher in order to analyze the needs of the corporate professionals an open ended interview was carried out with professionals. As different companies' visits higher education institutes under the campus recruitment drive to select candidates for their firms. Hence the researcher decided to interview these personalities to collect data regarding the requirements. It is the role of corporate professional of placement drive to conduct aptitude test, group discussions and personal interview in the campus who shortlist students on the basis of their scores. So it was decided by the researcher to interview these members of recruitment team and HR professionals. The researcher manages to interview 20 professional of various core companies.

The interview with corporate recruiters helps to achieve deep insight into the profile of various posts. The following questions get asked during the process of structured interview-

- 1) What do you think about language and communication skills' importance in 21<sup>st</sup> century?
- 2) How much importance you give to English conversation skill?
- 3) What are the expectations of employers from today's young aspirants?

### Remarks

In order to understand the opinion of recruiters on the essential skills required to converse efficiently in English language, the researcher asked recruiters to elaborate on their views on importance of language and communication skills in English. Majority of the corporate recruiters considered English communication as vital and essential must have skills. For clear understanding and presentation of the data, those HR professionals were mentioned as HR1, HR2, and HR3....HR20.

As HR 1 Suggested "Language is an essential vehicle of conversation. It is only with the communication skills one can understand other better. It helps to improve relation and even individual's competency." HR 2 considered English conversation as vital since its lingua franca of the global world.

The recruiters during the interview with researcher agreed that after the emergence of several MNCs in India, each of the population come to know and accepted the importance of communication mainly in English language. AS HR 6 reflect that "today corporate market is giving a mass importance to English conversation specifically if they are dealing with international customers and big famous brands. They make it mandatory for their selection criteria that their employees must be good in English conversation skills."

To attain a great success at the job employers seeks for the certain employability skills among the engineering candidates for work Excellency. Fifteen out of twenty recruiters mentioned certain soft skills that they expect their employees need to possess. To summarize them they are mentioned below as the order of their importance or priority-

- Hard skills
- English conversation skills
- Soft skills
- Interpersonal skills
- Creative thinking
- Professionalism
- Time management

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- Team building
  - Leadership
  - Positive approach
  - Assertiveness
  - Good presentation skills
  - Analytical skill
  - Team spirit

Above mentioned skills are commonly expected by all the employers which they seek in candidates at the time of an interview.

### CONCLUSION

In spite of the fact that today corporate recruiters do anticipate that young graduates should be in any event excited, proficient, numerate and ready to turn up on schedule. They don't anticipate that these applicants should have completely developed skills that could be depicted as explicit to the work environment, yet rather incompletely created degrees of these abilities. Proficiency, relational abilities, math, and eagerness are the most significant employability skills in the perspective on respondents, and an absence of them in an up-and-comer is a 'major issue' for some employers. For a vocation that requires five years' understanding, most employers accept that the most employability abilities ought to be completely created. Considering the way that the worldwide interest for soft skills has expanded fundamentally, it is presently essential for building understudies to outfit them with gain sufficient Soft-skills other than getting scholastic and specialized technical information.

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