

CHAPTER II

REVIEW OF LITERATURE

2.1. Supporting Theory

In order to provide more background and give a deeper image of context from this study, a review of literature from previous study and supporting theory are important to show the reliability and how important the issue is. By doing this literature review, it may present more information and statement, which will used as the core of the study and analysis. Previous study and theory may show how relevant and common are these issues, with in different or same time and place. This may also share and open new path of perspective for readers and writers, to seek on different approach or methods from previous study with similar issue.

2.1.1. Opinion

Based on Sunarjo (as cited in Febriyansyah, 2016), opinion is a verbal respond of an individual while giving answer or feedback towards triggers of a condition or situation, where commonly question is asked. With the description mentioned previously, opinion is a results of thinking regarding something which has been filtered with numerous of knowledge have had as a feedback of a trigger.

There are several important component of opinion mentioned by Sunarjo (as cited in Febriyansyah, 2016), first is believe towards something. Opinion may differ based on previous experience as come in shape of thought, memories, and interpretation towards something. Opinion also represents feelings, as a predisposition towards someone, idea or object which composed of understanding, emotion and acts, where this components also represent of an acts itself. Last is perception, Mulyana (as cited in Febriyansyah, 2016) described as internal process which allowed to choose, organize and define stimulation from environment and the process affects our behavior and action. In this study, perception is the element of opinion will be talked about.

According to Moore (as cited in Febriyansyah, 2016), there are three major shape of opinion, regarding the content and judgement. They are positive, passive and negative. Positive shape of opinion made people react happily towards other

people, issue, and organization, meanwhile passive shape of opinion usually happened when the person does not share any importance or relation and opinion regarding the issue. Negative shape of opinion affects towards someone giving unhappy respond towards something, other people, issue and or organization.

In this study, focusing on the personal and majority opinion will become the center to consider, whether the statement is representable for these group of respondent or not.

2.1.2. Requirements for Employment

A lot of young people describe their first day of work as traumatic and disorienting, In addition it was clear that most of them had under-estimated level of responsibility they would have when they entered the workplace, challenges such as getting work on time, managing to work for long hours, following the norms at the work place, finishing difficult task and dealing with manager are some of problems mostly found between the young people. These situations push young people into lack of self-confidence, and limiting their work performance due to insecurities. Most of these young people feel like their co-worker and employer has unrealistic expectations towards the skills and knowledge of the young people.

As several study regarding the same topics has been done, at several country in Europe and Australia, when looking through the glasses of the employers, their opinion said vice versa from the young people. Numerous of study and survey were done to ask sights from the employers with a lot of mixed findings were found. Some of the study state young people are well prepared to work, meanwhile the other half said the novice workers are lacked of soft skills, and a lot of young people were asked for evidence to show that they are equipped with skills required by the employers. These different perspective and different level of competencies are expected by both party, which divide them into two different side, cause disappointment and feeling unwelcomed.

To create a better transition and work place for both parties, it is important to meet the requirements of employment and make sure young people understand and meet the expectations. Simply said, youth readiness for work is important as it

consist of knowledge, skill and attitude to be able to function as the target set. There are urgencies for young people to be ready for work before entering the labor force. Developing right skills, having proper education and work experience might help to create better transition process as increasing the readiness for work. Getting know the requirements of employment may helpful as it give a brief image to decrease the number of dissatisfactions.

2.1.2.1. Educational Requirement

According to Notoadmojo (as cited in Rasikhah, 2017) education is shape of planned effort to influence other people, either individual, group or community in order to make them acts as what hoped by the educators. Suliha (as cited in Rasikhah, 2017) stated education as learning process from not knowing to know. Tadjuddin (as cited in Gunawan, 2014) shared that education does not only seek as additional source of knowledge, it also increase work skills, and at times it may increase productivity.

For centuries, human being believe that education has taken a solid important role towards a development of a person. Cited from UNESCO (2017), “Education should be a means to empower children and adults alike to become active participants in the transformation of their societies”. It is common to develop education systematically, as education bring goods and improvement towards human being, and provide knowledge as a solid empowerment. Education play a broad function towards someone mind and perspective. How people think and play a role, is based upon what information they had. The more educated a person is, there is a tendency for that person to have more information, also given the ability to link every factor to get a solid picture of information. Education bound a really tight relation with in the society, and complete each other where society cannot carry on without education and vice versa.

Learning process should also focus on the values, attitudes and behaviors which enable individuals to learn to live together in a world characterized by diversity and pluralism. Turkkahraman (2012) in his journal stated that school is important part of education system that supply instructions and personality formation which support towards economic and community development.

Education facilities as school is important, since it helps people to keep updated regarding the social and economic condition. Education helps towards human development, by creating more people educated and improved their knowledge and value, this impact towards development of community since people who construct the community getting better and having more value in themselves.

As conclusion, education play a role and elevating human quality as it given more value and information to make a better system and developed. It impacts toward the community and the quality of a nation, and this become a reason why a quality of education is important.

As human spend almost a half of their life in educations, there supposed to be a real picture which useful and drive those towards a better career and employment. Therefore, the role of educators as the supplier of the information is important, the information, skills and knowledge given will represent the human being into the next stage of life, into their employment life. As stated previously, education is an influence to think and act as what educators want, therefore in order to have better and well prepare human resources and employment in the future, educators have to be more ready, prepared, develop and improving the education time by time. Educators and institution need to be more creative to equip young people more than just academic skills, as a lot of young people need the requirement to match the business needs. It is also important for educational institute to connect and build a good relationship with the industry to keep updated about the market needs.

2.1.2.2. Skills Requirement

Merriam Webster dictionary described skill as the ability to use one's knowledge effectively and readily in execution or could be described as performance, or dexterity or coordination especially in the execution of learned physical tasks. Skills play an important role towards employment and has been made into a requirement asked from employers as a proof of capability and qualification.

Skills could be varies based on need and capability if someone, it could be developed with casual exercise and use of the basic skills and development. “Employability skills are defined as skills required not only to gain employment, but also to progress within an enterprise so as to achieve one’s potential and contribute successfully to enterprise strategic directions.” (DEST, 2002). Robinson (as cited in Razak & Singh, 2008) mentioned that skills are all the basic needs necessary for obtaining, maintaining and doing well on. There are several important skills of employment stated by OhioMeansJobs Center (n.d.), communication skills, teamwork, analytical and problem solving, personal management skills, interpersonal effectiveness, computer literacy, leadership, learning skills, academic competence and strong work value are the top 10 employability skill should be possessed.

Employers see skills as something important and assured someone employability, as stated they expect new employee to be at least have a basic set array of soft skills, such as behavioral attributes, technical skills and job competencies, also other traits such as communicational skills, interpersonal and problem-solving skills.

Recorded 27 per cent of employers has left the job vacancy opened in past years due to unavailable applicants qualified with the right skills. And more than 33 per cent stated that lack of skills caused major problems, as it produced more cost, lost the quality and not punctual. Recorded that most of this happened in country with high number of youth population, therefore it is possible to conclude that a lot of young people are not fulfilling the requirement and not skilled enough to be employed.

Apparently, there are no data regarding what skills and how much skills are required to employment, as it is generic and come in broad point of view rather than a specific job, also on how educators may able to deliver these qualifications, and how effective it is to deliver these skills through education. How skills are developed really related towards and with the institution and the education provider, as it may takes many different forms.

2.1.2.3. Years of Experience

Work experience is one important things required when filling up the curriculum vitae (CV), based on Harvey (2004-19), could be define as the linking of a period of activity in a work setting (whether paid or voluntary) to the program of study, irrespective of whether the work experience is an integral part of the program of study, and according to Ranupandojo (1984) could be described as measurement about the time range or working period has been done by someone in order to understand the workloads of a job by doing it properly. Therefore, work experience could be described as an ability of someone to understand properly a field of work, by having one or more skill which could be measured based on the period of work and knowledge. The length of work period plays an important role to get to know someone work experience, and usually measured by how many years since someone has been officially employed in one field of work. In a study from UK, stated that high proportions of young people facing difficulties in obtaining a proper job due to lack work experience (Oxenbridge & Justine, 2012).

Internships could be described as where someone gives their services free of charge in order to develop or maintain their skills. Research found that engagement with workplace is important prior the transition of E2E, and internships is one of the best solutions offered to make young people really feel the condition and understand how employer works and expect from them. In conclusion internship may be count as one shape of work experience.

According to Oxenbridge & Justine (2012) workplace engagement prior to post-study employment enables young people to: develop employability skills and confidence; identify with the benefits associated with employment; avoid the ‘culture shock’ that occurs when beginning work; improve their post-study job prospects via network and Curriculum Vitae-building opportunities; and help them refine decisions regarding career options and pathways.

Cited from one research from ACAS or Advisory, Conciliation and Arbitration Service (Oxenbridge & Justine, 2012) “Early work experiences are core determinants of career outcomes – getting these employment experiences right is critical for young people, employers and the economy as a whole, and ACAS is

keen to see what role it can play in supporting all the parties involved”. In a study done by YouGov (2011), “Work experience was most commonly mentioned by survey participants as a factor which would help most when trying to get a job, and the lack of it is mentioned as the main barrier in finding a job (46 per cent) along with recession/poor economy (49 per cent)”.

A lot of research study held mostly in Europe and Egypt, resulted in variety of result in each region. These differences come upon how young people think towards correlation between education, skills, work experience and employment. The system of education and economy condition in each country and place may differ and becomes a factors of variety opinion shared.

2.1.3. Career Expectations

Victor Vroom (as cited in Brand Adventure Indonesia, 2018) mentioned that expectation is a tendency of human being to do an act, which depends towards results and interest. Career expectation related towards career motivation and represents the opinion of the workers, either the effort they put will have an equal outcome. In a position where the expectation is meet, workers will be glad to work and may increase the effectiveness and efficiency of the work itself. The expectation and motivation related to the remuneration worker expect to have, it may come in shape of salary, appreciation, promotion, and many others. Mentioned by Lu, T., & Howards, A. (2009), expectations involve anticipated social outcomes (e.g., anticipated job positions; Lent, Brown, & Hackett, 1994), material outcomes (e.g., expected salaries; Bandura, 1986), and self-evaluative outcomes (e.g., self-approval; Lent & Brown, 2006).

Compared to other generations, millennials tend to have higher expectations for pay, working conditions, promotion, and advancement (Oliver, 2006). Studies have found that Millennials want a balance of personal and work goals, social connections and social involvement at work, as well as good training and development in an organization (De Hauw, 2010). Millennials have an impatience to succeed and as a result believe they should get instant reward without paying dues (Schewitzer, et al., 2011). Whether the Millennial generation is smarter or more educated is hard to say, they have grown in a society that catered to their

needs and often feel that they deserve certain privileges. They feel that they deserve certain grades for simply doing the work as opposed to paying dues and putting time and effort (Deal, Altman, & Rogelberg, 2010).

Misunderstanding, misconception and difficulties to adapt may lead young people to stress over their work. Stress is a condition where tension affects towards emotion, thinking process and condition of a person, when someone is asked to give a lot of feedback, and limiting their capability (Siregar, as cited in Perangin-angin, 2013). Towner (as cited in Perangin-angin, 2013), stated that due to the stress of the worker, company will face financial loss due to high sum of absence from workers, reduced efficiency of work, losing management time due to reduced number of worker, over worked workers because of covering the absence co-worker jobs, which increase the high number of resignation. Therefore, it is important for employers to be aware, maintain and meet the career expectations and priorities of millennials because this cohort will form tomorrow's managers and business leaders as the large baby boom cohort begins to retire (Ng. Schweitzer & Lyons, 2010).

2.1.3.1. Salary and Wages

According to Jusup (as cited in Khofifa, 2016) payment or compensation given by employers to workers may come in two shape, financial compensation and non-financial compensation. Financial compensation is including all payment that is done in shape of money from employers to workers, financial compensation may be differ into direct and indirect, where direct compensation is a payment done directly in shape of a salary, bonus and commission. Indirect financial compensation is all financial appreciation given besides direct financial compensation. Non-financial compensation are rewards given from employers to worker in shape of additional facilities or instrument.

According to Mulyadi (as cited in Riadi, 2012), salary is a payment done for services done by employers whom has position such as manager. As cited in *Undang Undang Dasar Negara Republik Indonesia Tahun 2003 No. 13 Bab 1 Pasal 1*, wages are the rights of worker/labor force which accepted and given in shape of money as rewards from employer to workers whom decided and paid according to

a working contract, agreement, and or law, including additional allowance for workers and their family for services done.

Swastha dan Sukotjo (as cited in Riadi, 2012), mentioned that sum numbers of a salary might be decided upon consideration of several factors, such as labor force market, level of minimum wages in an area, level of skills needed, condition of finance, government regulations.

2.1.3.2. Working Hours

According to Robbins, (as cited in Perangin-angin, 2013) working hours are one from four factors of potential sources that cause stressed of workers in workplace. Davis and Newstorm (as cited in Perangin-angin, 2013), stated limited -time of work considered as work characteristic and conditions that contain higher level of stress.

Working hours considered as normal, when worker have time to finished their work and have free time in between. Unfriendly working time may reduce the number of free-time of worker which trigger a high stress level. Cited from Julia, one of worker at International Labor Organisation (ILO) in 2017, normal working hours for a week are 40 hours, may be separated into 6 working days per week or 5 working days per week.

Harrington (as cited in Perangin-angin, 2013) also mentioned the longer the working hours may cause higher chance of human error, this theory is validated through the experiment done by Berger et al. (2006) as cited from Perangin-angin (2013), that additional working time caused higher sums of error.

2.1.3.3. Co – Workers & Working Environment

As a social creature, human will not stop interacting with people and others in the environment, human will keep trying to adapt to the environment and everyone inside. Same goes with working environment, workers need to keep adapt to their likings to their work place. According to Riadi (2012), working environment are social life, psychology and physic in a company that affect toward workers in doing their jobs.

According to Bambang (as cited in Riadi, 2012) working condition or environment are a factor that influence quality of work. A worker whom work in supporting and balance will optimize the quality and performance of work. In another hand, if the work condition is not suitable, it will decrease the performance and quality of work, as it made the workers become exhausted and unhappy.

There are two working environments according to Sedarmayanti (as cited in Riadi, 2012) physical work environment and non-physical work environment. Physical work environment included every condition that has physical shape and available around the work environment and may affect directly or indirectly to workers, as example humidity, brightness, scent, colors, and working attributes such as table, chair, computer, telephone, etc. Non-physical working environment are all conditions which happened and connected with relations within work such as relationship between co-workers and co-workers, or employer with employee. Therefore, as conclusions the better the work environment, then the better the quality of work as it created conducive and supportive environment for the employee.

2.1.3.4. Job Title

Position or job title related to job description and duty of a worker. The higher a job title in the organization chart, more common for that individual to take more responsibility followed with increased sum of remuneration accepted.

Job specification will describe skills, experience and knowledge needed to be able to fill in a specific position, and it will work as a filter and lust down requirement and related responsibility.

2.1.3.5. Supporting Facility

According to Liang Gie (as cited in facilities could be described as all needs required to finished task and job in a cooperation. Koyong (as cited in Hayati, 2014) mentioned work facility as a kind of services from employers to employee for assisting their work, fulfilling the needs of employees in order to increase the productivity. In another hand, supporting facilities may also include additional

benefits given from company such as work phone, transportation, free meals, insurance, also proper recreational and rest area in work place.

2.1.3.6. Company Image

Image of a company really related toward its reputation. According to Farida Jafar, (as cited in Nurzalena, 2014) image is a representation of consumer evaluation, either potential consumers or disappointed consumer, including other groups related with the company such as suppliers, and investor. Philip Kotler mentioned company image as an overall impression made and thought by people about an organization. Commonly, image are constant and retain for a long time. It is not easy to make an image, as it is consistent and hard to maintain.

According to Rhenald Kasali, image is an impression occurred by an understanding of reality. These understanding may occur from several resources, such as public opinion. Every single person may have a different image towards a same object. As mentioned by Rhenald Kasali, good image of a company is needed in order to keep the company sustain and everyone related to it will be able to developed and creative, even give fortune and benefits for others.

Company image work closely with physics and attributes related to it, such as name, product or services, with goals giving extra interest to the quality had been informed to public. Company image could be used as a marketing tools to increase trust and preferences from the customers.

As for employee, company image may give a kind of pride and sureness towards their future career. The better the company image, will increase the trust of current and future employee to stay and perform. As conclusion, good image of a company will bring fortune for the business, and vice versa.

2.1.3.7. Career Development

According to I Komang A. dkk (as cited In Carnela, 2016), career development is a self-improvement done by someone to achieve one career development plan by a personal department to achieve a work plan according to level of organization.

Common shape of career development is promotion. According to Sondang (as cited in Sholikhah, 2017), promotion is a process where an employee moved from one position to a higher position with higher responsibility, higher level in organization chart, including increased sum of rewards given.

To able get a promotion, there are certain qualifications needed which may differ according to the regulation of the company itself. In common honesty, discipline, achievement, skills, loyalty, leadership, communicative, and education are requirements to able to get a promotion.

2.2. Frame of Thinking

Further study and deep reading was done in order to track down similar topics in previous study and theory. Following the process of transition between education to employment, undergraduate will create a certain perception and opinion as final result of thought process and accepting information. Undergraduates opinion will implemented differently to every single individual and affects to way they thought regarding a certain statement and condition. In this study, undergraduate will have a certain opinion regarding employment requirement or understanding towards how the professional industry goes, and create a certain expectation that different based on how each individual able to receive, process and output information given. Therefore a frame of thinking for the study has been generated as below,

Figure 2.1

Frame of Thinking