

# Literature Review: Soft Skill Needed by Gen Z in the Era RI 4.0 and Society 5.0

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## ABSTRACT

*Generation Z is about to enter the world of work and business. Apart from having many unique qualities and advantages compared to other generations, especially in terms of hard skills in the field of technology, Gen Z is also identified to have a number of weaknesses, particularly in the area of soft skills. This study aims to identify the soft skills needed by Gen Z to succeed in entering the world of work and business in the era of Industry 4.0 and Society 5.0. The research is based on a literature review, referring to various reputable international journal publications and nationally accredited Sinta journals, especially those published since 2019, as well as relevant books on soft skill theory.*

## 1. INTRODUCTION

Indonesia is currently facing two advanced eras simultaneously, namely the era of Industry 4.0 and Society 5.0. Both of these new eras need to be anticipated through strengthening education, training, culture, and work ethic of the younger generation at the national level, so that there will be a mature transformation with mitigated risks. These two eras are often seen as similar, although they are different and inseparable. The Industry 4.0 era is more dominant in its advanced technological aspects, rather than focusing on humans as the center. In the Industry 4.0 era, it is characterized by the discovery of technologies such as Artificial Intelligence (AI) and the Internet of Things (IoT) as tools to assist humans in improving their quality of life. On the other hand, the Society 5.0 era focuses more on smart society, which emphasizes the utilization of technology for improving the quality of human life.

The Industrial Revolution 4.0 and Society 5.0 eras greatly influence society, especially Generation Z, who were born between 1995 and 2010, during the explosion of technological advancements, especially the internet. It is no wonder that Generation Z is also referred to as the iGeneration and the Internet Generation. Some even call them "digital natives" because this generation always uses mobile devices as their main communication tool, and they are very comfortable living their lives online. The patterns of success for Generation Z are also different from previous generations. Therefore, Generation Z is greatly influenced by these technological advancements, and it affects their character and personality in various aspects, including learning, work, and social interactions. In terms of population, Generation Z is quite large, and when combined with the Millennial generation, their numbers become significant. The Central Statistics Agency (BPS) categorizes the population into six generations: post-Gen Z, Gen Z, Millennials, Generation X (Gen X), baby boomers, and pre-boomers. Post-Gen Z was born in 2013 and onwards (currently up to 7 years old). Gen Z was born between 1997 and 2012 (currently 8-23 years old), Millennials were born between 1981 and 1996 (24-39 years old), Generation X was born between 1965 and 1980 (40-55 years old), baby boomers were born between 1946 and 1964 (56-74 years old), and pre-boomers were born before 1945 (75 years old and above).

Based on the results of the 2020 Population Census (SP2020), Gen Z and Millennials dominate the Indonesian population, which reached 270.20 million people as of September 2020. Gen Z accounted for 74.93 million people or 27.94% of the total population, Millennials accounted for 69.38

million people (25.87%), Generation X accounted for 58.65 million people (21.88%), baby boomers accounted for 31.01 million people (11.56%), post-Gen Z accounted for 29.17 million people (10.88%), and pre-boomers accounted for 5.03 million people (1.87%).

### **Population Age Structure in Indonesia Souce: Investor.Id**

As a result of the discovery of internet technology and the large number of Gen Z and Millennial generations, several new professions have emerged, such as YouTubers, dropshippers, influencers, resellers, content writers, and generally involve Gen Z and Millennials. They also contribute to influencing the job market. Baihaqi, W.M (2021) agrees that the development of technology in the era of Industrial Revolution 4.0 and Society 5.0 has an impact on the job market. In order to keep up with the changing demands of society, employers seek a set of highly specific skills and are willing to pay a high price for workers who possess the required skills (Säve-Söderbergh, 2019). (Fanila Kasmita Kusuma, 2021) cites several surveys stating that digitization has led to changes in job structures, work processes, and company expectations towards employee skills, creating a need for a skills revolution. As shown by a PwC study, around 5% of jobs in the UK will be in the field of artificial intelligence, robotics, or new technologies by the 2030s. At the same time, the McKinsey Global Institute research (2017) highlights that under the influence of automation, artificial intelligence, and digitalization, 14% of the global workforce may be forced to develop new skills and change their job categories by 2030. Therefore, the role of human resources becomes important in fostering new employee behaviors, identifying skill gaps, and retraining talent in a rapidly changing technological landscape.

### **Gen Z is not yet ready to compete globally.**

Based on a study conducted by Pujiawati, Hutagaol, Pasaribu, & Pandjaitan (2022) on alumni of the Faculty of Economics, Universitas Terbuka, who graduated from 2015 to 2019 and reside on the island of Java, the sample consisted of 279 alumni. Data collection was done through questionnaires and analyzed using Biplot with the aim of determining the relevance of competencies acquired by university graduates in the labor market during the era of the Fourth Industrial Revolution. The research findings show that the surveyed graduates meet some of the competencies required in the job market but need improvement in other competencies such as digital literacy, technology, and human skills, which are considered essential in the era of the Fourth Industrial Revolution. Other competencies need to be enhanced in order to compete globally. This means that our younger generation is not yet prepared to compete globally with the existing competencies.

José Magano et al. (2020) also agree with this view. They state that as Gen Z is about to enter the workforce, they need to be equipped with both hard and soft skills to optimize productivity and mitigate their weaknesses. The soft skills of Gen Z also make them irreplaceable by technology. Sutil-Martín (2021) states, "In the 21st century, to be successful at the workplace and to get their first job, potential employees must have both 'soft skills' ('know how to be') and 'hard skills' ('know how to do')." This means that in the 21st century, to succeed in the workplace and secure their first job, potential employees must possess both soft skills and hard skills. A similar view is expressed by Sumarno (2019). To face the complexity of societal conditions in the Society 5.0 era, students need to be equipped not only with the "Three R's" (reading, writing, arithmetic) but also with global competencies or the so-called 21st-century skills, which include communication, creativity, critical thinking, and collaboration, also known as the "Four Cs": communicators, creators, critical thinkers, and collaborators (National Education Association, 2012).

### **Literacy digital is a necessity.**

According to Lukita, Suwandi, Harahap, Rahardja, & Nas (2020), in order to succeed in the era of Industry 4.0, Indonesia needs to enhance the quality of workforce skills with digital technology. However, this would be in vain if graduates do not possess the necessary soft skills to compete in the global market. Therefore, there is a need for curriculum changes to align with the 4.0 curriculum, which includes four competencies: programming, data analysis, artificial intelligence capabilities, and soft skills emphasizing flexibility and sustainability. These changes aim to produce superior and high-quality graduates and ensure higher education quality in the Industry 4.0 era in Indonesia.

Gen Z requires strengthening of soft skills. Indra Charismiadi, the Director of Education at Vox Populi Institute Indonesia, states that in addition to the necessity of having hard skills, Gen Z must also possess soft skills to succeed in the current job market. He emphasizes that the current era is no longer focused solely on technical skills but also on soft skills or non-technical skills, such as critical thinking, collaboration, communication, and creativity. Indra further explains that if Gen Z, Post Gen Z, and Millennials have strong soft skills, Indonesia can enjoy demographic bonuses such as 7% annual economic growth, low unemployment and poverty rates, and increased welfare for the next 20 years (2021-2040). This would also help Indonesia avoid the middle-income trap. Dudung Heryadi, the Director of Institutional Training Development at the Ministry of Manpower, also emphasizes the importance of providing soft skills or transversal skills alongside technical skills to workers.

In addition to the above reasons, another factor that highlights the importance of soft skills for Gen Z is the need for harmonization. Urick, M.J (2017) states that the differences between generations and their consequences are rarely considered or discussed in projects and project teams. However, it is a fact that four generations are working together for the first time in the modern workforce. The workforce primarily consists of Generation X and Y, with Generation Y taking on greater responsibilities in project teams. Generation Z has now entered the labor market. Organizations can benefit from recognizing the new perspectives, technologies, competencies, and styles brought by Generation Z into projects and effectively using them to develop project management strategies. Misunderstandings and generational differences can create detrimental conflicts in the workplace.

Recent researchers also emphasize the importance of strengthening soft skills for Gen Z. Purwanto (2021) states that the research findings show that hard skills, soft skills, organizational learning, and innovation capabilities have a direct positive and significant impact on the performance of university lecturers. Furthermore, soft skills have the greatest influence on the performance of Islamic university lecturers in Indonesia. Sopa, A. (2020) also concludes that both hard skills and soft skills have a positive and significant influence on employees' innovation capabilities, either directly or indirectly through the mediating effect of organizational learning. This study proposes a model to enhance employees' innovation capabilities in Indonesia through hard and soft skills, with organizational learning as a mediator. This study opens the way to enhance employee readiness in facing the Industry 4.0 era. Majid, Eapen, Aung, and Oo (2019), in their study in Singapore involving postgraduate students and employers, found a consensus that soft skills are important for finding employment and having a productive, successful, and satisfying career. Both students and employers agree that Gen Z should be equipped with soft skills that are relevant to the needs of the job market. The study also found differences between students' perception of soft skills and the needs of the business world.

Based on the preliminary research mentioned above, this study specifically aims to investigate the soft skills of Gen Z in the era of the Fourth Industrial Revolution and Society 5.0, which have not been extensively studied.

Based on the background outlined above, the research problem can be formulated as follows:

1. What is the definition of soft skills?
2. What are the types of soft skills needed by Gen Z in the era of Fourth Industrial Revolution and Society 5.0?

## 2. LITERATURE STUDY

### 1. Industrial Revolution 4.0 dan Society 5.0

There are many versions regarding the understanding of the Fourth Industrial Revolution and Society 5.0. However, for this research, the author adopts the viewpoint of Dingot Hamonangan and Joko (2022), citing the opinion of Zen, Fitriana, and Gustalika (2021). They define Society 5.0 as the continuation of previous eras: Society 1.0, known as the Hunter-Gatherer Society era; Society 2.0, known as the Agrarian Society era; Society 3.0, known as the Industrial Society era, characterized by

factory work and wage systems; and Society 4.0, known as the Industrial Society era utilizing Information Technology creatively and productively. Society 5.0, the latest concept developed in Japan, is described as a human-centered and technology-based society. From this explanation, it is emphasized that the focus of the Industry 4.0 era is primarily on its technological aspects rather than on humans as the center. On the other hand, the Society 5.0 era is more focused on creating a smart society that utilizes technology for the improvement of human life.

This perspective aligns with the conclusion presented by the Japanese government, stating that Industry 4.0 primarily focuses on production processes, while Society 5.0 emphasizes placing humans at the center of innovation (human-centered). Technological advancements are utilized to enhance quality of life, social responsibility, and sustainable development (Sumarno, 2019).

### **Definition of Soft Skills**

The concept of soft skills is interpreted differently by various experts. Ardian Sopa et al. (2020) quote Polanyi's classification of knowledge into two types: soft skills and hard skills (Polanyi, 1966). According to Polanyi, soft skills are knowledge in the human mind and are highly personal (Chen et al., 2018). Chen emphasizes that soft skills are rooted in actions and experiences, including idealism, values, and emotions (Boske & Osanloo, 2015; Kawamura, 2016; Hartley, 2018; Asbari, Nurhayati & Purwanto, 2019), as cited by Ardian Sopa. Another perspective is presented by Dwi Riyanti et al. (2016), who define hard skills as employees' ability to perform specific tasks, while soft skills relate to how they carry out those tasks — how they adapt, collaborate, solve problems, and make decisions (Dwi Riyanti, Sandroto, & Warmiyati D.W, 2016). Djati and Series (2022) state that skills, in general, encompass both soft skills and hard skills. Hard skills are related to technical abilities, while soft skills pertain to non-technical abilities, with critical thinking skills being one of the most central (Redita et al., 2021).

(Sutianah, 2021) also distinguishes between hard skills and soft skills as follows: Quoting Sutikno (2009), they state that hard skills refer to practical abilities, knowledge, and professional skills required to perform tasks with new concepts aimed at building a company. "Based on this definition, hard skills can be categorized as follows: 1) knowledge, which is directly acquired through experience, based on sensory perception, and processed by rational thinking; 2) skills (technologies), the ability to perform specific tasks, such as using computer programs, accounting, and others; 3) standard operating procedures (SOP), a set of guidelines in an organization that explains the procedures for routine activities. SOP is crucial for an organization to achieve its goals effectively and efficiently. The benefits of SOP include: a) serving as a means to communicate the implementation of work, b) serving as a reference for assessing service processes, c) serving as a training tool for new staff, reducing the time spent on providing guidance, d) serving as a means to control and anticipate system changes, e) serving as a tool for auditing information systems (Sutikno, 2009)."

Aribowo Prijosaksono and Roy Sembel, in (2003), provide a more specific meaning for soft skills as the ability to manage oneself and others. They provide several examples of soft skills in self-management skills, such as leadership, communication, relationship building, self-development, and so on. Based on the above definitions, soft skills consist of the following categories: Interpersonal skills and Intrapersonal skills, as explained below.

#### **1. Interpersonal skill**

which refers to a person's ability to interact with others, includes: a) motivation skills, the ability to provide motivation or encouragement to others; b) leadership skills, the ability to achieve results by empowering others; c) negotiation skills, the ability to facilitate agreements between two or more parties; d) presentation skills, the ability to communicate a message in front of a large audience; e) communication skills, the ability to communicate with others; f) relationship building, the ability to foster relationships; g) public speaking skills, the ability to speak in public; and h) self-marketing skills, the ability to effectively and appropriately market products.

#### **2. Intrapersonal skill**

Which involves self-management, includes: a) time management, the ability to effectively manage one's time for work efficiency; b) stress management, the ability to control oneself when faced with demanding situations, people, or events; c) change management, the ability to adapt to and accommodate changes; d) transforming character, the ability to shape one's mindset, attitude, and behavior to build effective relationships with others; e) creative thinking, the ability to think innovatively and generate ideas; f) goal orientation, the ability to focus efforts on achieving goals, missions, or targets; and g) accelerated learning techniques, techniques for rapid learning. Many research findings have shown that individual success in work is influenced by the individual's personality characteristics (Sutianah, Cucu, 2021: 157). Dingot Hamonangan Ismail (2016) defines soft skills as the abilities of an individual to interact with others (interpersonal skills) and manage oneself (intrapersonal skills) to maximize personal performance. Based on the above definition, it can be concluded that soft skills consist of two categories: interpersonal skills and intrapersonal skills. From the various definitions of soft skills mentioned above, this journal synthesizes soft skills as an individual's personal resilience in the work process, self-management (intrapersonal skills), interpersonal interactions (interpersonal skills), and wisdom/well-being, enabling the maximum development of personal and organizational performance.

### 3. Gen Z Definition

As stated, D. Bender dari Arizona State University (UNITED STATES) in: <https://library.iated.org/view/BENDER2021HOW> downloaded 19 Juli 2022 on 12.16, Chica and Shellenbarger (2018) identified nine general characteristics of Gen Z students. These students are 1) technology consumers who crave digital interaction; 2) logical; 3) immature in terms of social and relationship skills; 4) cautious and anxious about emotional, physical, and financial safety; 5) individualistic; 6) prone to anxiety, insecurity, and depression; 7) easily distracted and desire immediate results; 8) open-minded and comfortable with diversity; and 9) interested in bringing about change without leaving their chairs. José Magano (2020) also categorized several generations based on birth years, including Baby Boomers (1946-1964), Generation X (1965–1979), Generation Y, also known as Millennials or "Generation Me" (1980–1994), and Generation Z (1995–2012). He introduced Generation Z as "internet kids," "digital generation," "digital natives," "Media Generation," "post-Millennials," "iGen," "Gen Zers," or even "Generation com." The term "digital natives" reflects the fact that Generation Z was born into technology instead of becoming accustomed to it (unlike Millennials, who were not born into technology but became accustomed to using it later, although they actively use it). Dingot Hamonangan Ismail & Joko Nugroho stated that in the context of Indonesia, Generation Z, born in 1996 and later, besides being influenced by technological advancements, also grew up in a more democratic political situation leading up to the reform era of 1998. "The convergence of technology and freedom of expression has made Indonesian Generation Z a dynamic, spontaneous, creatively active, skilled in utilizing digital technology, optimistic, futuristic, influenced by global pop culture, music, film, games, fond of entrepreneurship, and spontaneous in self-expression", firmly.

### 3. METHOD

The method of writing this scientific article is qualitative methodology and library research. In qualitative research, a literature review should be consistently used based on methodological assumptions. One of the main reasons for conducting qualitative research is its exploratory nature (Ali & Limakrisna, 2013) in Eric Hermawan's work (2023). The purpose of the literature review is to serve as a tool for solving problems through in-depth and critical examination of relevant literary sources. The technical analysis of the literature review is carried out by collecting data and information from various literary references necessary as a source of ideas to explore new thinking, which is then used as a basis for drawing conclusions from the existing knowledge, developing new theoretical frameworks, or as a foundation for problem-solving.

### 4. RESULTS AND DISCUSSION

Based on the problem formulation and theoretical review above, the researcher determines the following discussion points:



## A. The Types of Soft Skills Required by Gen Z

Almost all experts agree that in addition to having hard skills, Gen Z also needs to have soft skills to succeed in the era of the Fourth Industrial Revolution and Society 5.0. According to Suyitno (2020), soft skills are highly necessary to face the challenges of the Fourth Industrial Revolution and Society 5.0. Izzaty, Astuti, & Cholimah (1967) state that to respond to the challenges of the Fourth Industrial Revolution and Society 5.0 in the field of education, 21st-century life skills or the 4C skills (Creativity, Critical Thinking, Communication, Collaboration) are needed. M. Pampaloni, Ph.D. (2022) also mentions that across industries and occupations, the emphasis is on the need for soft skills from Gen Z. Quoting the SHRM State of the Workplace report, he states that problem-solving, critical thinking, innovation, creativity, the ability to handle complexity and ambiguity, and communication are among the top three missing soft skill sets identified by job applicants in the SHRM survey. This affirms the importance of teaching these three out of the 10 soft skills mentioned above to Gen Z in order for them to be successful and productive in their work. Greg Nugroho, PhD (2018) also emphasizes that soft skills are a must for Gen Z, especially in leadership roles. He states, "Focus on strengthening the soft skills of future leaders. For example, in leading a company, technical accounting skills alone are not enough. The big question is, can someone with accounting skills lead others? The answer is that this person needs what we call leadership soft skills - the ability to: • Inspire and enhance team motivation • Develop long-term relationships with clients • Understand relationships with other stakeholders • Build a long-term vision for the future progress of the organization • Make firm and accurate decisions • Cultivate a network of colleagues, which can be gathered and mobilized to support each other, provide input and advice, and contribute to organizational development, and much more."

Furthermore, according to Djati & Series (2022), soft skills are also essential for Gen Z because they are facing the era of disruption. The fourth industrial revolution era has a main tendency characterized by disruption. Disruption is defined as a significant change that plays a role in transforming established systems. The entire global population, especially the Millennial and Gen Z generations, are confronted with these disruptive challenges, he emphasized.

However, what types of soft skills are required by Gen Z? At this stage, various differences of opinion begin to emerge, including:

Majid, Shaheen, and Eapen (2019) state that there is a difference between the soft skills considered important by students and those deemed important by employers. For example, students consider the following soft skills as most important: positive attitude, oral communication, self-motivation, and problem-solving. In contrast, employers expect fresh graduates to possess these skills: positive attitude, teamwork, good ethics, and problem-solving.

Herlina, M.G., & Syahchari, D.H. (2022) also emphasize the importance of Emotional Intelligence (EI), where Emotional Intelligence has been identified as a good predictor of academic success. According to Dudung Heryadi, Director of Institutional Training Development at the Ministry of Manpower, soft skills are crucial for Gen Z. In a World Economic Forum report, it is stated that 80 percent of the skills needed by the workforce to compete in the era of the fourth industrial revolution are soft skills. Technical skills, on the other hand, only account for 12 percent, as mentioned in a news report in 2018.

Dede Ramdani et al. (2020) concluded that from their research, there are 11 ideal character traits that Muslims should possess in facing the fourth industrial revolution and Society 5.0. These traits include: honesty with a percentage of 84.2%, discipline with 74%, responsibility with 66.5%, politeness with 57.7%, confidence with 45.3%, hard work with 44.5%, tolerance with 43.9%, creativity and innovation with 43.4%, relevance with 41%, productivity with 34.2%, and religion with 14.5%. In more detail, three out of ten skills currently needed are complex problem solving, critical thinking, and creativity. "In addition to soft skills, instilling an entrepreneurial spirit and digital technology mastery among trainees are also crucial in efforts to produce competitive workers," he stated.

Indra Charismiadi stated that in 2014, the World Bank conducted a more detailed study on character traits, known as social-emotional skills. This study refers to the results of surveys conducted on thousands of companies worldwide to identify the social-emotional skills or character traits required when recruiting employees. The World Bank study showed eight sought-after traits, abbreviated as PRACTICE: Problem solving, Resilience, Achievement motivation, Control, Teamwork, Initiative, Confidence, and Ethics.

(Pratama et al., 2021) states that in facing the Society 5.0 era, both Gen Z and Millennials need to possess Future Skill Generation. The Future Skill Generation includes the following:

1. **Complex Problem Solving:** This skill naturally develops through hard work and life experiences. There are no specific rules or frameworks to follow in mastering this skill.
2. **Critical Thinking:** Critical thinking is the ability to think clearly and deeply about a problem and make logical judgments.
3. **Creativity:** Companies hire employees who are creative and innovative. They want employees to apply new ideas and think "outside the box" to compete and offer something different from other companies.
4. **People Management:** People management is an important skill that individuals need to learn to achieve success. Every leader needs a team to achieve their goals. Team success can be achieved if the leader has skills in management.
5. **Coordinating With Others:** Coordinating with others is part of people management. The success of a team depends heavily on coordination among its members. Because a team cannot win solely through the efforts of one person but requires coordination and collaboration from everyone involved in the team.
6. **Emotional Intelligence:** Emotional intelligence refers to the ability to control and manage one's own emotions and the ability to control the emotions of others as well.
7. **Judgment and Decision-Making Skill:** This is needed in both companies and personal life. It is not just the ability to make decisions and judgments but the ability to make quick and accurate decisions.
8. **Service Orientation:** Service orientation means seeking various ways to help others.
9. **Negotiation:** Achieving desired agreements without arguments or disputes is the key to negotiation skills.
10. **Cognitive Flexibility:** Cognitive flexibility means a person's ability to handle different individuals. Different individuals have different thoughts, ideas, actions, opinions, and emotions, so they must be treated differently as well."

(Novianto & Alfikri, 2022) also agree with the above views by referring to the World Economic Forum skills that millennials should possess, including complex problem solving, critical thinking, creativity, people management, coordinating with others, emotional intelligence, judgment and decision making, service orientation, negotiation, and cognitive flexibility. These skills are not possessed by robots and cannot be replaced by machines. These skills also need to be continuously and consistently trained to compete globally in the era of the 4.0 towards Society 5.0. The order of soft skills keeps changing

According to Baihagi (2021), the list of popular hard and soft skills is constantly changing according to the needs of companies. "Last year, cloud computing, artificial intelligence, and analytical reasoning topped the list of the most in-demand global hard skills on LinkedIn. They are all on the list again this year, but a skill that we didn't even see a year ago - blockchain - is at the top of the most sought-after hard skills for 2020. As for our most popular soft skills list, creativity is still leading, just like in 2018 and 2019. However, a newcomer at No. 5 is emotional intelligence, a skill that is important in almost every role."

Here is the complete list of the top 10 most in-demand hard skills in the world and the top five most in-demand soft skills for 2020.

Soft Skill	Hard skill
Creativity	Blockchain
Persuasion	Cloud Computing
Collaboration	Analytical reasoning
Adaptability	Ux Design
Emotional Intelligence	Business Analysis
	Affiliate Marketing
	Sales
	Scientific Computing
	Video Production

Picture 1. The Most In-Demand Skills For Companies in 2020 ( Baihagi (2021).

From the above perspectives, experts and practitioners generally agree on the following:

1. All experts and business practitioners agree that Gen Z and Millennials need soft skills to succeed in entering the workforce and business in the era of the Fourth Industrial Revolution and Society 5.0.
2. Regarding the question of which soft skills are most needed, there are three major opinions: The recommendation of the future skills generation, which suggests 10 key soft skills: 1. Complex Problem Solving. 2. Critical Thinking. 3. Creativity. 4. People Management. 5. Coordinating With Others. 6. Emotional Intelligence. 7. Judgement And Decision Making Skill. 8. Service Orientation. 9. Negotiation. 10. Cognitive Flexibility Then there are those who use the World Bank's PRACTICE framework, which includes: Problem Solving (kemampuan memecahkan masalah), Resilience (ketangguhan atau tidak gampang menyerah), Achievement Motivation (motivasi untuk berprestasi), Control (pengendalian diri), Teamwork (kolaborasi), Initiative (inisiatif), Confidence (kepercayaan diri), and Ethics (etika). And there are those who refer to LinkedIn research, which includes creativity, persuasion, collaboration, adaptability, and emotional intelligence, as depicted in the following table.

Table: List of Most Recommended Soft Skills for Gen Z by Various Institutions.

No	Future Skill Generation	PRACTICE	- 5 soft skills paling diminati Tahun 2020 versi LinkedIn
		<i>social emotional skill</i>	
		Bank Dunia 2014	
1	Complex Problem Solving.	<i>Problem solving</i>	Creativity
2	Critical Thinking Critical Thinking.	<i>Resilience</i>	Persuasion
3	Creativity.	<i>Achievement motivation</i>	Collaboration
4	People Management	<i>Control</i>	Adaptability
5	Coordinating With Others	<i>Teamwork</i>	Emotional Intelligence
6	Emotional Intelligence	<i>Initiative</i>	
7	Judgement And Decision	<i>Convidence</i>	



	Making Skill		
8	Service Orientation.	<i>Ethics</i>	
9	Negotiation.		
10	Cognitive Flexibility Cognitive.		

From the list of soft skills above, generally speaking, they complement each other. What is prioritized by companies according to LinkedIn is also found in the World Bank's recommendations and is also part of the future skills generation. Therefore, their use can be aligned with the real conditions of each user from Generation Z as further explained.

B. Soft skills must be able to overcome the shortcomings of Generation Z.

In order to determine the most suitable soft skills to be taught and developed for Generation Z, it is important to first review the profile of Generation Z, including their strengths and weaknesses. Based on these conditions, specific soft skills can be identified to transform these weaknesses into potential strengths, enabling Generation Z to become a productive and successful generation, utilizing their full potential in the era of the Fourth Industrial Revolution and Society 5.0. Through research conducted by experts, the following strengths and weaknesses of Generation Z have been identified, which can be enhanced through the development of the aforementioned list of soft skills.

### 1. Digital Native

Generation Z is a generation that is surrounded by technology. Since childhood, they have been accustomed to the presence of technology, the internet, and smartphones. Therefore, technology and the internet have become an inseparable part of Generation Z's lives. This abundance of technology enables them to interact globally, but it is also believed that they have been exposed to various global cultures, both positive and negative. However, they may still lack the ability to independently make decisions and filter the values and cultures they encounter.

Therefore, when discussing what types of soft skills are needed, it is closely related to work ethics, strengthening values, professional work ethics, and critical thinking abilities. This allows Generation Z to independently filter and determine which values and cultures are beneficial for themselves and their professions. Additionally, when teaching and training these soft skills, Generation Z prefers a technology-driven approach. Japan can serve as an example in this regard, as they utilize technology smartly to enhance human qualities, rather than the other way around.

According to Arar, T (2018), Generation Z is viewed as creative and efficient technology users, multitaskers, and individualistic. They prefer challenges, customized work, and have a global perspective.

### 2. Very Concerned About Money

According to Cyntia et al. (2019), citing Stillman (2017), it is evident that one characteristic that stands out in Generation Z is their deep concern about money. It is not surprising that Generation Z children have been thinking about money and ways to earn it since childhood. In this context, Gen Z needs to be taught soft skills such as perseverance in work and professional work ethics. Andrea M. Pampaloni, Ph.D. (2022) states that Generation Z, who have entered the workforce in the past four years, differ from Millennials. Among their characteristics, Gen Z is more pragmatic and less idealistic. However, they also bring new values to the workplace, such as diversity, equality, inclusion, environmental awareness, and the need to address the climate crisis. They are also more optimistic about the future compared to previous generations. Additionally, work-life balance is highly important for Generation Z.

### 3. Lack of Social Communication Intelligence

"In communication life, Generation Z shows a phenomenon where there is no separation between their online and offline worlds. They are constantly engaged in online chat services, have reduced physical interactions with others, and even in face-to-face meetings, gadgets remain in their hands, dividing their focus between the online world on their handheld devices and the real world with the people in front of them" (Husna, 2018). Due to Generation Z's addiction to gadgets, this has led to a lack of socialization and a significant deficiency in social competence. The lack of socialization among Generation Z can have negative implications for their job search and for the companies they will work for in the future. Therefore, the ability to communicate needs to be trained promptly, as suggested by Cynthia (2019). In addition to communication intelligence, good emotional intelligence is also required. One of its aspects is the ability to recognize that every individual has strengths and weaknesses, and that others have strengths as well. A person with high emotional intelligence is capable of promoting their own strengths and those of others, controlling their own weaknesses, assisting their friends in controlling their weaknesses, and motivating themselves and others in difficult situations. Likes Playing Game

"This is a generation that enjoys playing games and dislikes interacting with others. If daily life is made more like a game that can be played on a phone, then Generation Z is more likely to participate (tpawelka, 2018). Playing games is fine as a form of entertainment, but without a clear purpose and in excessive amounts, it not only consumes time and money but also disrupts the personal development of Gen Z in managing their time and life priorities. In this context, Gen Z needs to strengthen soft skills related to good time management."

#### 4. Generation That is Impatient

José Magano (2020), menjelaskan salah satu ciri atau kekurangan dari pada gen Z adalah tidak sabaran, memiliki rentang perhatian yang pendek. Ketika anggota Gen Z memasuki dunia kerja, mereka berharap memiliki jalur karier yang fleksibel, dan akan ingin mengeksplorasi pekerjaan yang berbeda dan mengharapkan gaji yang kompetitif.

#### 5. Inclusive and Dislike Stereotype

José Magano (2020) also explains that one of the strengths of Gen Z is their inclusivity and dislike for stereotypes. Inclusivity means that they do not differentiate between friends they meet online and friends in the physical world. They also believe in the importance of dialogue and accepting different opinions within the institutions they participate in (they can interact with institutions that reject their values without abandoning those values). This is positive as a communication asset, although it also has the potential for misuse. Therefore, critical thinking soft skills are important to strengthen in this context.

#### 6. Individualistic (tidak suka kerja tim).

José Magano (2020) states that Gen Z does not value teamwork and only accepts it when necessary. This seems to be a result of their habit of playing games individually and their lack of socialization. However, the working world requires teamwork and is willing to pay a high price for skilled employees who can collaborate effectively. Therefore, Gen Z needs to be empowered with soft skills in teamwork to develop a new level of awareness regarding the importance of teamwork.

#### 7. Ambitious dan Flexible Career Paths

Schwieger, D. et al. (2018) states, "Gen Z members value employers that provide equal opportunity for pay, promotion, and opportunities to learn and advance professionally." This means that they appreciate hard work and want to be recognized for it, they are ambitious and self-starters, and they are motivated to plan their future. Therefore, companies should provide career development opportunities and view this positively. They should also provide the appropriate soft skills to address the shortcomings of Gen Z and offer soft skills training to ensure the potential and performance of Gen Z thrive in the workplace and industry.

## 5. CONCLUSION

This research has found that there are 10 essential soft skills that Generation Z needs in order to succeed in the Fourth Industrial Revolution and Society 5.0. These skills are as follows: 1. Complex Problem Solving. 2. Critical Thinking. 3. Creativity. 4. People Management. 5. Coordinating With Others. 6. Emotional Intelligence. 7. Judgement And Decision Making Skill. 8. Service Orientation. 9. Negotiation. 10. Cognitive Flexibility.

In general, Gen Z requires these 10 soft skills, but their application can be tailored to their specific and actual needs. In the context of Indonesia, empowering Gen Z in both hard skills and soft skills is crucial and strategic. If the Gen Z population can successfully enter the Fourth Industrial Revolution and Society 5.0, it will contribute to Indonesia's economic success. This means that Indonesia can enjoy the demographic bonus characterized by high economic growth rates, low unemployment and poverty rates, and increased welfare. Furthermore, this will prevent Indonesia from falling into the middle-income trap. This research is preliminary and further studies are needed to examine other factors that contribute to the productivity of Gen Z in various industry sectors. More specific and detailed research is necessary to gain a deeper understanding of the topic.

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