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Editor

Dr. Aradhana Goswami

Assistant Professor, Dept. of English,
Govt. Lahiri PG College, Chirimiri, Koriya, Chhattisgarh, India



Institute for Social Development & Research
Gari Hotwar, Ranchi - 835217 (Jharkhand) India

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Ph.D. Reg No: [RU/DFEC/12/8th December, 2015]
Asst. Professor, Faculty of Commerce, Karim City College, Jamshedpur, Jharkhand,
India

Rethinking soft skill development in Jharkhand: A tool for livelihood

Dr. Rashmi Akhtar

Ph.D. Reg No: [RU/DFC/112/8th December, 2015]

Asst. Professor, Faculty of Commerce, Karim City College, Jamshedpur, Jharkhand,
India

Abstract

With the influx of fast driven technology and mass digitization both workplace and nature of work has undergone a sea change. As machines become more autonomous, people need to spend less time operating them and instead engage more with people to get things done. While technical skills are very important for success in business, there are other non-technical skills (soft skills) which hold equal importance in the employability factor of an individual.

Since the content and theme of employability are changing. Creating lifelong employment capabilities in individuals is a role found to be played by the development and enhancement of soft skills so much-so that the terms are being used interchangeably. Nowadays, soft skill is not only used to skills required by individuals to enter the workplace but also to sustain oneself in the workplace and to be industry ready.

Key words: *Employability, Hard skill, Soft skill, Skill gap, Service sector*

Introduction

In the present competitive world, due to technological advancement, automation of work is growing and the nature of jobs and roles is also changing. Technology and digitization are transforming the work place and the nature of work is quickly evolving. As machines become more autonomous, people need to spend less time operating them and instead engage more with people to get things done. While technical skills are very important for success in business, there are other non-technical skills (soft skills) which hold equal importance in the employability factor of an individual.

Jobs and roles focused on the isolated tasks are going out of fashion. We can say that banks put more value on managing customer relationship than on processing documentation and transactions. Basic banking and financial services can be done through mobile phone apps. Even in