
**PHILOSOPHY OF HUMAN VALUES AND SOFT SKILLS
DEVELOPMENT: A CASE STUDY OF COMMERCE UNDERGRADUATE
AND POST GRADUATE SYLLABUS STRUCTURE OF PANJAB
UNIVERSITY**

Ms. Prabhjot Kaur, Faculty, Department of Commerce, Govt. College Derabassi, (Affiliated to Punjabi University, Patiala), Email: prabh_kaur31aug@yahoo.com

ABSTRACT

Education is a methodical effort towards learning basic facts about humanity. And the core idea behind value education is to cultivate essential values in the students so that the civilization that teaches us to manage complexities can be sustained and further developed. It begins at home and it is continued in schools. Everyone accepts certain things in his/her life through various mediums like society or government. Value education is important to help everyone in improving the value system that he/she holds and put them to use. Once, everyone has understood their values in life they can examine and control the various choices they make in their life. One has to frequently uphold the various types of values in his life such as cultural values, universal values, personal values and social values. Thus, value education is always essential to shape one's life and to give him an opportunity of performing himself on the global stage. The need for value education among the parents, children, teachers etc, is constantly increasing as we continue to witness increasing violent activities, behavioral disorder, lack of unity in the society etc. The family system in India has a long tradition of imparting value education. But with the progress of modernity and fast changing role of the parents it has not been very easy for the parents to impart relevant values in their wards. Therefore many institutes today conduct various value education programs that are addressed to rising problems of the modern society. The objective of the paper is to analyse the syllabus of the Panjab University of commerce faculty to find out the contents related to human value and soft skills.

Key Words: Human Value, Soft skills, Content, Student

INTRODUCTION

“All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.”

Article 1 of the United Nations Universal Declaration of Human Rights Education is a methodical effort towards learning basic facts about humanity. And the core idea behind value education is to cultivate essential values in the students so that the civilization that

teaches us to manage complexities can be sustained and further developed. It begins at home and it is continued in schools. Everyone accepts certain things in his/her life through various mediums like society or government. Value education is important to help everyone in improving the value system that he/she holds and put them to use. Once, everyone has understood their values in life they can examine and control the various choices they make in their life. One has to frequently uphold the various types of values in his life such as cultural values, universal values, personal values and social values. Thus, value education is always essential to shape one's life and to give him an opportunity of performing himself on the global stage. The need for value education among the parents, children, teachers etc, is constantly increasing as we continue to witness increasing violent activities, behavioral disorder, lack of unity in the society etc. The family system in India has a long tradition of imparting value education. But with the progress of modernity and fast changing role of the parents it has not been very easy for the parents to impart relevant values in their wards. Therefore many institutes today conduct various value education programs that are addressed to rising problems of the modern society. These programs concentrate on the development of the children, young adults etc. focusing on areas like happiness, humility, cooperation, honesty, simplicity, love, unity, peace etc.

In the wake of a “knowledge explosion” which has engulfed the present-day education system, the primary goal of education for improving the quality of life has been lost sight of. In the formative years when the people should be experiencing tender care in a tension-free atmosphere, the school presses them hard to master vast content areas.

HUMAN VALUE

The parliamentary standing committee on Human Recourse Development in its Eighty First Report on Value based Education (1999) has highlighted that Truth (Satya), Righteous Conduct (Dharma), Peace (Shanti), Love (Prema), and Non-violence (Ahimsa) as the core universal values, which needed to be identified as the foundation stone on which the value based education programme can be build up. All the religion of the world have also emphasized that non-violence, tolerance and peace are fundamental components of humanity. Great philosophers and social thinkers of East as well as West have seen education as a process leading ultimately to spiritual development. UNESCO in the context of peace refers education not only to general education acquiring cognitive capital but ability to live together.

Soft skills is a term often associated with a person's "EQ" (emotional intelligence quotient), which is the cluster of personality traits that characterize one's relationships with other people. These skills can include social graces, communication abilities, language skills, personal habits, cognitive or emotional empathy, and leadership traits. Soft skills contrast with hard skills, which are

generally easily quantifiable and measurable (such as software knowledge or basic plumbing skills).

A person's soft skill EQ is an important part of their individual contribution to the success of an organization. Organizations which deal with customers face-to-face are generally more successful if they train their staff to use these skills. Screening or training for personal habits or traits such as dependability and conscientiousness can yield significant return on investment for an organization. For this reason, soft skills are increasingly sought out by employers in addition to standard qualifications

Human values are the virtues that guide us to take into account the human element when one interacts with other human beings. They are the many positive dispositions that create bonds of humanity between people and thus have value for all of us as human beings. They are our strong positive feelings for the human essence of the other. It's both what we expect others to do to us and what we aim to give to other human beings ("Do unto the other what you wish for yourself"). These human values have the effect of bonding, comforting, reassuring and procuring serenity. Human values are the foundation for any viable life within society: they build space for a drive, a movement towards one another, which leads to peace. Human values thus defined are universal: they are shared by all human beings, whatever their religion, their nationality, their culture, their personal history. By nature, they induce consideration for others towards other human beings, without harming them. These can be applied to animal and plant life as well.

"Moral" values are in fact the same, but today, "moralizing" rhetoric is not well received. For this reason, some people refer to "ethical values". However, most people seem more interested yet in "human values". These are seen as much more positive, perhaps because we feel directly concerned: we ourselves have a strong desire to have others be "human" to us.

Role of Educational Institutions in Inculcating Values:

- In school/colleges, students are members of a small society that exerts a tremendous influence on their moral development. Teachers serve as role model to students in school; they play a major role in inculcating their ethical behaviour.
- Peers at school diffuse boldness about cheating, lying, stealing, and consideration for others. Though there are rules and regulations, the educational institutions infuse the value education to the children in an informal way. They play a major role in developing ethical behaviour in children. General Steps are:
- Accountability: The children should be encouraged to be accountable for their own actions and should learn to respect and treat others kindly.

- **Role model:** The teachers are the first role model to the children outside their family. When the children see the model showing concern for others, motivating them for their good deeds and cooperating and helpful with their academic issues, the children learn them by observing and imitate it with fellow peers.
- **Helping:** The children are taught basic morals and values in school. They should be taught by emphasizing the idea through many activities, stories and tales, which will encourage them to engage in more helping behaviours.
- **Appreciation:** The teacher should appreciate the children for developing pro-social behaviour, especially for any specific action they have done to help others.

Need of Values and Morals

It is important to carefully consider your values for several reasons:

- (1) They could guide your life minute by minute towards noble goals, rather than your life being controlled by self-serving motives, customs, accidental occurrences, bad habits, impulses, or emotions. You have to know where you are going before you can get there.
- (2) Values and morals can not only guide but inspire and motivate you, giving you energy and a zest for living and for doing something meaningful.
- (3) Sensitivity to a failure to live up to your basic values may lead to unproductive guilt or to constructive self-dissatisfaction which motivates you to improve.
- (4) High values and some success meeting those goals are necessary for high self-esteem.

SOFT SKILLS

- 1) **Related to an individual's emotional intelligence:** Each individual has his or her own emotional intelligence quotient. This quotient alters from one person to the other. Individuals who have a low emotional intelligence are usually very hard to not merely work with but also get along with. A person's soft skills are related to his emotional intelligence. As opposed to hard skills which are not merely more tangible but also easier to measure, soft skills are rather ambiguous and difficult to assess or measure. It is only after spending a significant period of time with an individual and noticing his manner of speaking and expressing himself, one can gauge his emotional intelligence and see how well his soft skills are developed.
- 2) **It determines an individual's relationship with others:** Based on how an individual interacts with other individual, one can gauge what soft skills the person has. Not

everyone is born with all soft skills and these soft skills can be acquired without much trouble. Some people are able to pick up soft skills with just a little training where as there are others, who no matter how much they try are just unable to develop the soft skills. It is mandatory to have at least some soft skills if you want to achieve success in your professional life. Soft skills are not only needed on the professional front but are needed to help in your daily interactions as well.

- 3) **It includes a number of aspects:** When speaking of soft skills, it does not merely mean one thing it encompasses a number of different things which together make up an individual's personality. Very broadly speaking it means the social manners which an individual has, how he is able to think as well as process new information which is given to him, how effectively he is able to communicate with others, language skills and even whether or not a person has leadership qualities. People who have these soft skills are indeed much sought after in any job field.

Soft skills are a s term involving a person's Emotional Intelligence Quotient or EQ. This is the cluster of communication, personality traits, personal habits, language, optimism, and friendliness, that describe your relationships with others Soft skills include the ability to adapt to changing circumstances and the willingness to learn through experience, and are applicable across multiple disciplines and careers. It is important for students to develop soft skills as they prepare for college and as they graduate and enter the workforce.

There are a many soft skills but we'll look at the top 10 soft skills that you should make sure you have.

- 1) **A Solid Work Ethic:** You are motivate to complete a job and will go the extra mile to make sure that happens. You are conscientious and will always strive to do your very best.
- 2) **An Attitude that's Positive:** You are optimistic, upbeat, and have a positive outlook.
- 3) **Flexible:** You can adapt to challenges and new situations quickly and embrace it along the way.
- 4) **Time Management Capability:** You prioritize task, use your time wisely, and are able to work on several projects at the same time.
- 5) **Good Communication Skills:** You are a good listener and you are articulate. You can communicate in a manner that builds relationships with vendors, customers, and colleagues.
- 6) **A Team Leader:** You can work well alone or in a group and you can take the role of team leader when asked.
- 7) **Problem Solving and Analytical Skills:** You are resourceful; you can analyze, and solve problems as they occur.

- 8) Self Confident: You are calm, confident, know you can do your job, but you are also not afraid to ask questions.
- 9) Able to Accept Constructive Criticism: You can handle criticism and grow from it. You are coachable, learn quickly, and grow professionally.
- 10) Works Well Under Pressure: You are able to handle a crisis and deal with the stress of deadlines

LITERATURE REVIEW

Maniam Kaliannan and Suseela Devi Chandran (2010) in their study named Education in human values (EHV): Alternative approach for a holistic teaching studied that The human values integrated learning concept obtained through intuition, has gained wide acceptance around the world. The students and teachers have benefited greatly from this unique method of teaching and learning experience. The nation needs heroes who can bring their country to greater heights. By adopting the human values approach with the right teaching techniques, it has been proven that it is possible to create a balanced individual and society. A good education system with the education in human values can make it a reality.

Marcel M. Robles (2012) in his study named Executive Perceptions of the Top 10 Soft Skills Needed in Today's Workplace studied that Corporate recruiters want candidates with soft skills who add value with their soft skills, and also have the ability to make a difference in the workplace. Business employees need to communicate effectively, get along well with their coworkers, embrace teamwork, take initiative, have high work ethic, and portray professionalism. This study identified the top 10 soft skills attributes deemed critical by business executives. This study found that communication, integrity, and courtesy are the most important interpersonal skills for success. Soft skills are critical in today's workplace and should be viewed as an investment.

Dr. Vijaya Kumari S.N (2014) in her study named Soft Skills and Teacher Accountability in the Context of Quality Education studied that Education is basically a man making process and it implies practicing and ensuring transformation of the humans at various levels of socialization, enculturation, awareness and divine realization. This process of transformation gets stimulated with the help and support of a teacher. It is the responsibility of Teacher Education Institutions to prepare and ensure the constant supply and delivery of quality teachers to the society. In this context Teachers Education should be designed to train teachers to look within for values and look beyond for perspectives The NCTE has been

striving hard to achieve a planned and co-ordinate development of the Teacher Education system throughout the country.

OBJECTIVES OF THE STUDY

To analyze the contents of commerce undergraduate and post graduate syllabus to find out the content of human values and soft skills.

RESEARCH METHODOLOGY

The required data has been collected through secondary source like Text books, Journals, internet and other publication and supported by primary data collected through observation technique. The syllabus of the undergraduate and postgraduate classes of commerce of Panjab University has been analyzed on the basis of contents.

DISCUSSION

IMPORTANCE OF SOFT SKILLS FOR STUDENTS

- 1) Helps them in making friends
- 2) Assists them in understanding the lessons being taught
- 3) They are needed for any presentations they need to give
- 4) They need soft skills to help them express themselves during examinations

Table-1: Content Analysis of B.Com Syllabus of Panjab University

	Name of Paper	% of Contents of Human Value	% of Contents of Soft Skills
B.Com 1st Semester	History Culture of Punjab	0.30	0.12
	English and Business Communication Skills	0.09	0.10
	Psychology for Managers	0.13	0.09
	Business Economics	0.08	0.08
	Financial Accounting	0.00	0.07
	Commercial Law	0.22	0.02

	Principles and Practices of Business Management	0.04	0.06
	Total Score out of 7	0.86	0.54
B.Com 2nd Semester	History Culture of Punjab	0.14	0.09
	English and Business Communication Skills	0.00	0.08
	E-commerce	0.00	0.08
	Business Economics	0.04	0.05
	Corporate Accounting	0.00	0.02
	Human Resource Management	0.09	0.12
	Total Score out of 6	0.27	0.44
B.Com 3rd semester	Issues in Indian Commerce	0.00	0.00
	Cost Accounting	0.00	0.02
	Company Law	0.12	0.00
	Business Mathematics and Statistics	0.00	0.00
	Banking and insurance	0.06	0.03
	Indirect Tax Laws	0.00	0.00
	Total Score out of 6	0.18	0.05
B.Com 4th semester	Security Analysis and Portfolio Management	0.07	0.02
	Advance Accounting	0.00	0.00
	Auditing	0.00	0.05
	Marketing Management	0.10	0.12
	Total Score out of 4	0.17	0.19
B.Com 3rd year	Functional Management	0.06	0.08
	Management Accounting	0.00	0.07
	Direct Tax Laws	0.00	0.00

	Organisational Behaviour	0.30	0.19
	Entrepreneurship Development and Small Business	0.12	0.13
	Total Score out of 5	0.48	0.47
	Grand Total Score out of 28	1.96	1.69

Interpretation: The above table shows that on the contents of B.Com Syllabus there are only 1.96 score earned out of 28 related to human value content of the whole B.Com Syllabus and 1.69 score for soft skills out of 28. Which proves that how much value is attached to the human value and soft skills value at commerce graduation level.

Table-2: Content Analysis of M.Com Syllabus of Panjab University

	Name of Paper	% of Contents of Human Value	% of Contents of Soft Skills
M.Com 1st semester	Organizational Behaviour	0.30	0.28
	Business Economics	0.04	0.04
	Business Statistics	0.00	0.00
	Business Finance	0.00	0.06
	Business Environment	0.20	0.08
	Total Score out of 5	0.54	0.46
M.Com 2nd semester	Marketing Management	0.14	0.10
	Human Resource Management	0.22	0.12
	Operational Material Management	0.03	0.04
	Management Information System	0.12	0.09
	Total Score out of 4	0.51	0.35
M.Co in 3rd semest	Business Strategy	0.04	0.06
	Socio Economic Environmental Laws	0.12	0.05

	Entrepreneurship Development and New Enterprise Management	0.12	0.07
	Strategic Cost Management	0.05	0.07
	Total Score out of 4	0.33	0.25
M.Com 4th semester	Corporate Governance	0.35	0.08
	Corporate Tax Planning	0.00	0.00
	Managing Strategic Implementation and Business Transformation	0.12	0.15
	Actuarial Practice	0.12	0.02
	Total Score out of 4	0.59	0.25
	Grand Total Score out of 17	1.97	1.31

Interpretation: The above table shows that on the contents of M.Com Syllabus there are only 1.97 score earned out of 17 related to human value content of the whole M.Com Syllabus and 1.31 score for soft skills out of 17. Which proves that how much value is attached to the human value and soft skills value at commerce post graduation level?

CONCLUSION

On the basis of the syllabus of commerce of Panjab University it can be concluded that the very less importance has been given to human values as well as soft skills both at graduation level and post graduation level. There is urgent need to revise the syllabus so that fair importance can be given to the human value aspects and soft skill aspect while teaching to the commerce students

REFERENCES

1. Maniam Kaliannan* and Suseela Devi Chandran (2010 12Aug) Education in human values (EHV): Alternative approach for a holistic teaching Educational Research and Review Vol. 5 (12), pp. 802-807, December 2010 Available online at <http://www.academicjournals.org/ERR> ISSN 1990-3839 © 2010 Academic Journals retrieved on 22 July 2016 from <http://www.academicjournals.org/journal/ERR/article-full-text-pdf/715932D4218>
2. M. Robles (2012) Executive Perceptions of the Top 10 Soft Skills Needed in Today's Workplace Business Communication Quarterly 75(4) 453-465 © 2012 by the Association for Business

Communication Reprints and permission: <http://www.sagepub.com/journalsPermissions.nav>
DOI: 10.1177/1080569912460400 <http://bcq.sagepub.com/arcel> Retrieved on 22 July 2012 from
<http://homepages.se.edu/cvonbergen/files/2013/01/Executive-Perceptions-of-the-Top-10-Soft-Skills-Needed-in-Todays-Workplace.pdf>

3. Dr. Vijaya Kumari S.N (2014 1 March Volume 3, Issue 1, March 2014) Soft Skills and Teacher Accountability in the Context of Quality Education International Journal of Education and Psychological Research (IJEPR) Retrieved on 23 July 2016 from
http://ijepr.org/doc/V3_Is1_March14/ij18.pdf

4. https://en.wikipedia.org/wiki/Soft_skills Retrieved on 15 July 2016

5. <http://www.businessdictionary.com/definition/soft-skill.html> Retrieved on 15 July 2016

6. <http://content.wisestep.com/importance-soft-skills-teachers-students-employees/> Retrieved on 16 July 2016

7. <http://schoolofeducators.com/2009/02/importance-of-soft-skills-development-in-education/>
Retrieved on 16 July 2016

8. <http://www.usnews.com/education/blogs/college-admissions-playbook/2014/05/12/hone-the-top-5-soft-skills-every-college-student-needs> Retrieved on 13 July 2016

9. <http://www.job-interview-site.com/soft-skills-definition-what-are-soft-skills-examples-of-soft-skills.html> Retrieved on 13 July 2016

10. <http://puchd.ac.in/> Retrieved on 29 July 2016