



# THE MEDIATING EFFECTS OF SOFT SKILLS IN ENHANCING BUSINESS PERFORMANCE DURING THE PANDEMIC

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## **A B S T R A C T**

Malaysia started its lockdown in March 2020. Many businesses were affected by the pandemic. Business leaders have strengthened their organization by focusing on the employees' soft skills. The purpose of this research is to determine the effects of soft skills and the performance of the organization. Studies on soft skills such as interpersonal communications skills had been central to job preparedness. However, in terms of how soft skills could help enhance business performance during the pandemic like the Covid 19 is still very limited. Executives from a successful manufacturing organization has been selected to participate in this research. 3 questionnaires have been employed to analyse the responses. It was found that with the mediating effects of the soft skills such as emotional intelligence and organizational citizenship behaviour, employees are more satisfied and that the organization has been considerably well during the pandemic. Keywords: Critical Situation; Productivity; Workplace Environment

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