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Research Article

Social Skills of Students at Higher Education Level: A Cross-Sectional Survey of Azad Jammu and Kashmir

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Article Info.	Abstract
	This study was conducted to find out the social skills of students at higher education level in AJ&K. The current research utilized descriptive method and employed a survey to collect the data. The population of the study consisted of all the students of University of Kotli, AJ&K. Simple random sampling technique was used to select the sample from the population. A self-developed questionnaire based on five-point Likert scale used as the research tool. The researcher personally visited the University of Kotli and collected the data. The researcher applied frequency, percentage and mean for data analysis. The results found that teachers perceive group discussions as an excellent technique for enriching student learning, providing equal opportunities for participation. Furthermore, teachers guide students for small group discussions that help students to improve their communication skills. It is recommended that teachers may utilize formative assessments, portfolios, presentations, and project-based evaluations to assess students' understanding, serious thinking, and problem-solving abilities.
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Introduction

Skills to communicate with one another together verbally and nonverbally through motions, body language, and our own entrance are known as social skills. People are friendly beings, and we have established numerous ways to connect our thoughts, feelings, and messages to others. We engage and approach people in social situations reflect our social abilities. Humans use a variety of specialised social skills, sometimes known as social skills, to communicate. These include oral communication and nonverbal cues like body language and facial expressions. We make appropriate impressions on hiring supervisors, establish new friends, and interact politely with people by using our social abilities. Because social skills are essential to building our personal and professional relationships, we spiral in them. Such are the sensitive talents that matter. To feel more at ease with people and ourselves, we rely on our social skills (Raximbayevna & Raxmatullayevna, 2023).

Students' social skills develop at school and become ingrained in their behaviour, allowing them to interact with people who have different social identities. Students who develop their social skills are better prepared for life after school and for higher interactions in all spheres of life (Jaggy et al., 2023). Social skills are also mentioned as "social" or "soft" skills. Verbal skills involve the spoken language, while nonverbal verbal exchange includes frame language, facial languages and eye touch. Any time you relate with another individual, you`re using the social skills in some manner. Strong social skills let you build and preserve a success relationships workwise and personally (Ayasrah, Alkhawaldeh, & Khasawneh, 2022).

Social skills are skills that promote effective conversation with others. There are numerous social skills in addition to several different methods in which we communicate on a daily foundation. Social skills include written, verbal, nonverbal and visual communication use to convey a message to others. Common ways in we make use of social skills are the language you use, the tone, pitch and extent of your voice, physical gestures you make, your facial expressions, your frame language, eye contact with others while communicating (Winner, 2022). Social skills assist in building higher relationships through more efficient message. Having good social skills is helpful to social interactions and social work because it helps a person to be a better communicator. Social skills involve understanding what is socially acceptable and appropriate at different times (Salavera, Usán, & Jarie, 2020). In recent years, social skills have become to be regularly significant to instructional skills and are strongly related to the success of lifestyles (Gibb, 2014).

Social skills, a longstanding concept, constitute the abilities we employ daily for effective interaction and communication with others. The term encompasses both verbal and nonverbal communication, where verbal communication pertains to spoken language, and nonverbal communication includes signals, facial expressions, body language, and tone of voice (Moldoveanu & Narayandas, 2019).

Proficient social skills in children contribute to the development of positive relationships, effective communication, enhanced body language interpretation, collaboration, sharing, and cooperative play. The cultivation of well-developed social skills in early childhood not only fosters better mental capacity and cognitive abilities but also promotes overall mental health. Instilling social skills in young individuals prepares them with the necessary tools for success in later stages of life. For many children, participating in long day care or playgroups serves as their initial exposure to

ongoing interactions with peers beyond their immediate family circle.A social skill of students refers to their capacity to communicate effectively with others build hold relationships and work collaboratively in companies. It includes skills which include active listening empathy conflict decision and teamwork (Cunningham, 2023).

Review of Related Literature

Social Skills

Social skills are the abilities we use each day to cooperate and interconnect with others. They include oral and non-verbal communiqué, such as dialog, movement, makeover features and body language. Social skills are your skill to interact with others and work helpfully. They are collaborating efficiently and operating well with others (Hans & Hans, 2015).

Social skills are typically defined as intra and interactive skills which includes communications, teamwork and coordination skills (Ritter et al., 2018). In recent years, social skills have end up increasingly critical to academic skills and are powerfully related to the fulfillment of lifestyles and service, which has inspired many researchers interest in social skills (Tadjer, et al,. 2018). Social skills fulfillment is a lifelong phenomenon. Every person has to engage with his environment. In order for individuals living together in society to keep their lives in a healthful way, they need to establish the right relationships (Samancı & Uçan, 2017). Social skills, nonetheless of age, for each man or woman inside the society in all social environments; Behavior patterns that have an effect on the lives of individuals positively, permit them to establish effective verbal exchange, be successful and happy, be it faculty, play environment, commercial enterprise international (Carter, 2018).

Some psychologists have classified the social skills as "cognitive personality- law" or "emotional self-regulation." Intellectual self-regulation consists of preparation, controlling of interest, mission patience, and inhibition of inconsiderate answers at the same time as "emotional self-regulation" is composed of the capability to govern feelings like anger, disappointment and joy and so forth (Basilio & Rodríguez, 2017).

Among exceptional social skills, only five social skills were considered into consideration in this study i.e. noble relation, self-management, instructional, collaboration and self-assured skill. The first one is peer relation. Peer organization is a group of an individual that maintain a few common characteristics e.g. age, ethnicity and so forth. Peer group consists of the individuals of almost the identical age and interest. Students analyze in the peer group to be impartial. Because of peer group, students end up self-enough and make close relationship among themselves. Peer relation affect instructional success of students. It additionally impacts a lot the personality (Raimundo, et al., 2013). In any case, social skills become more and more important as children grow older, and strong social skills during childhood can be a predictor of success in adulthood. Judging whether your child is struggling in this department can be tricky, but here's a list of things you might want to consider:

Sharing

A readiness to share a book, snack or share a toy can liveliness a long way to assisting youngsters make and keep friends. It is any other good social skill of human being. K Fisher (writes in his

research that sharing material and flip) 2009 can be developed in kids from their childhood. He taking is social skill which furthers elaborates that needles of sharing substances are adhering with the humanistic values, generosity and assisting mind-set. It consists of, shares material with others in a well-mannered way, does no longer hesitate to percentage substances with colleagues, allows buddies classmates in sharing material, stocks food gadgets with pals, asks friends for help in take a look at affairs and help vulnerable and needy classmates (buddies) in sharing take a look at solutions (Jamison, et al 2012).

Cooperating

Just as being able to cooperate is important for grownups, it's important for children too. After all, cooperating in playground or classroom games affects everyone's enjoyment. If this is something your child's struggling with, then it might be time to consider involved cooperation. You can do this by creating opportunities for teamwork around your household and explaining the importance of cooperating (Fletcher, Warneken, & Tomasello, 2012).

Humans are alive in companies with several chances for presenting and getting assist. The assistance aspect could be very risky in all score levels teaching (Lane, Pierson & Givner 2003). Helpful skills aren't mechanically known by birth and that they do not seem magically but those ought to study. Only instruction of social skill isn't satisfactory however students should be motivated to use them correctly. For effective cooperation, four steps are important; i) accept as true with amongst each other, ii) talk efficaciously, iii) geared up to assist to each different, iv) readiness to clear up problems. Teacher should to broadcast the determined frequency of behavior at the cease of every lesson. If the students deliberate or define the skill it will help them to grasp it early. Cooperative talents are not most effective critical for interpersonal relatives but also vital for productiveness and even in careers (Stagnitti, O'Connor, & Sheppard, 2012).

Listening

Effective communication depends on being able to respond to what another person has said, which means being able to listen and information. Aside from its importance to mixing, listening is also important in lessons, and it will become more and more important throughout secondary school. You can practice listening by asking your child to repeat things they might have heard and reminding them that it's rude to interrupt others (Stagnitti, et,al 2012).

Types of social skills

Simple types of social skills affect your potential to hook up with others in healthful ways.
i). Primary set is called interpersonal skills
ii). Second is verbal exchange competencies.
iii). Third is emotional intelligence.
iv). Fourth set recruits someone's self-management skills.
Moreover, every of these four units of social abilities can similarly be divided into the subsequent competencies:

Active Listening

Active listening occurs while someone seeks to comprehend the speaker's definition, notion, and thoughtful. On the way to successfully concentrate, one need not only understand the verbal and non-verbal discussion of another character however also recognize the full message communicated via the speaker (Weger Jr, et al, 2010).

Empathy

That is the skill of knowledge and sharing the emotions of every other. Empathy includes both the capability to sense what others are feeling and the longing to reply well to those feelings. Through involved empathy to your personal relationships, at work, and with human beings you meet each day, you could relate better to others and speak extra correctly (Singer, & Klimecki, 2014).

Persuasion

Persuasion is an attempt to encouragement every other individual's choice to trade his or her, behaviour trust, attitude, and/or expertise. Commonly, it refers to a watchful effort to bring humans around to at least one's point of view. Furthermore, it's far a form of social have an impact on that is expressed through communication, affecting changes in attitudes and beliefs to exchange behaviour (Singer, & Klimecki, 2014).

Effective Communication

The term "effective communication" refers to a -manner verbal and non-verbal exchange of info, ideas, or thoughts among two or greater parties. It's about the conversation system and how people interact through that process. Communication and social skills in sports is a subject that has been studied for a long term. Research inside the historical past of communication and sports activities are increasing today. Crew and crew completion inside the working surroundings is based on good harmony and communication. Such verbal exchange in teams and mastering companies additionally affects person gaining knowledge of (Ibrahim, et,al 2022). Joudrey and Wallace (2009) conducted a study that statistically established the significance of recreational sports activities interest, especially in youngsters. It's been located that kids display psychological signs and symptoms in their unreceptive leisure reports, while children who participate in energetic great sports activities showcase nice social behaviours. In this context, leisure sports can offer an important opportunity to enhance social and communication skills in school existence.

Delegation

Delegation is the potential at hand off responsibilities and selections. It is an important a part of dealing with and being managed inside an agency. Sometime you get to consultant part of your workload to someone else. Changed times, you will be given workflow from a supervisor. Irrespective of whether you are allocating obligations upwards or downwards within an organization, it is critical to understand a way to do so efficiently (Pita, Pierce, et al, 2010).

Teamwork

Teamwork is the technique of running collectively to attain a goal. It entails building relationships and communication at the same time as pushing the crew's success earlier than man or woman desires. Nobles are important dealers of socialization. Behaviors of students are strongly laid low with their peers. Lessons show that there's bi-directional impact among peer association and educational victory. As an example, socially widespread college students having advantageous behavior in college, most typically have high instructional fulfillment. Then again, students socially rejected have decrease educational achievement (Fapohunda, 2013).

Respect

Respect is an essential price to have at some point of lifestyles because it indicates sympathy and take care of others. Knowing the way to be respectful is the important thing to structure a greater feel of network and more potent relationships with human beings you stumble upon in life (Pless, Maak, & Stahl, 2011).

Relationship Management

Relationship management is the practice of growing and inspiration relationships among employees, colleagues, and clients. It also helps facilitate new connections and commercial enterprise opportunities. Research greater approximately relationship control. Dealing with these relationships is crucial to enterprise fulfilment. The second one skill is the self-management ability. This skill consists of the ones techniques that assist children to development more manipulate on their lives and behaviour control (Gural, et al, 2013). Self-control abilities are those steps, strategies and abilities which might be used for the success of goals. Those skills provide high success in lifestyles (Gomez, 2017).

Conflict Resolution

Conflict resolution is the technique of solving a dispute or a warfare by way of assembly at least a number of every side's wishes and addressing their hobbies. It occasionally calls for each a energy-primarily based and an hobby-primarily based method, which includes the on the spot pursuit of hearing and negotiation (Moore, 2014).

Research Objectives

1. To find out the factors of social skills of students at higher education level.
2. To measure the factors that influencing the social skills of students at higher education level.

Research Methodology

The purpose of this study was to examine the social skills of students at higher education level. The study was quantitative in nature and descriptive method was used to conduct the study. In the descriptive method, the survey technique was used to collect the data. All the students of University of Kotli AJ&K were the population of the study. Simple random sampling technique was used to select the sample from the population. A self-developed questionnaire was used as a

research instrument in this study. The response was gathered using a five-point Likert scale. The questionnaire was validated from two experts of the Department of Education at the University of Kotli in Azad Jammu and Kashmir. Reliability of the questionnaire was measured through cronbach's alpha statistical technique. The researcher personally visited the sampled respondents and collected the data. Collected data was analysed by using the Statistical Package for Social Science (SPSS). Moreover, the researcher applied statistical measures such as frequency, percentage and mean to interpret the collected data. The results were presented in tabulation form.

Results

Table 1

Mean analysis of sharing skills

Sr. No	Statements	N	Mean
1.	I find it easy to share my knowledge and ideas with classmates.	300	4.57
2.	I believe sharing information enhances the learning experience.	300	4.07
3.	I feel Comfortable discussing and sharing my thoughts in group setting.	300	4.20
4.	I think sharing skills are essential for success in higher level education.	300	4.13

Table 1 shows the mean scores of sharing skills. The table further represented that mean score of I find it easy to share my knowledge and ideas with classmates; N= 300, M=4.57, I believe sharing information enhances the learning experience; N= 300, M= 4.07, I feel Comfortable discussing and sharing my thoughts in group setting; N=300, M=4.20, I think sharing skills are essential for success in higher level education; N=300, M=4.13. Furthermore, the results directed that I find it easy to share my knowledge and ideas with classmates has the highest mean score in sharing skills.

Table 2

Mean analysis of Teamwork

Sr. No	Statements	N	Mean
1.	I actively participate in group activities and projects.	300	4.21
2.	I help my classmates when they need assistance with their assignments.	300	4.04
3.	I find it easy to resolve conflict and disagreements with my fellow students.	300	4.04
4.	I communicate effectively with my peers during collaborate tasks.	300	4.00

5.	I actively listen to my professor and peers during lecture.	300	4.26
6.	I am able to understand and retain information presented verbally in academic setting.	300	4.01
7.	I ask question for clarification when I do not fully grasp concept during discussion.	300	4.16

Table 2 shows the mean scores of Teamwork. The table further represented that mean score of I actively participate in group activities and projects; N= 300, M=4.21, I help my classmates when they need assistance with their assignments; N= 300, M= 4.04, I find it easy to resolve conflict and disagreements with my fellow students.; N=300, M=4.04, I communicate effectively with my peers during collaborate tasks; N=300, M=4.00, I actively listen to my professor and peers during lecture; N=300, M=4.26, I am able to understand and retain information presented verbally in academic setting; N=300, M=4.01 and I ask question for clarification when I do not fully grasp concept during discussion; N=300, M=4.16. Furthermore, the results directed that I find it easy to share my knowledge and ideas with classmates has the highest mean score in Teamwork.

Table 3

Mean analysis of Listening Skills

Sr. No	Statements	N	Mean
1.	I believe my listening skills contribute positively on my academic performance	300	4.14
2.	I can understand and relate to the feelings of others.	300	4.13
3.	I often consider how my action might affect the emotions of those around me.	300	4.08
4.	I actively listen to others and try to see things from their perspectives.	300	3.98
5.	I am willing help to others when they are going through difficulties.	300	4.42
6.	I believe that teamwork is essential for achieving academic success.	300	4.11
7.	I find it easy to adapt different roles within a team.	300	4.02
8.	I am responsive to feedback and suggestions from team member.	300	4.17

Table 3 shows the mean scores of Listening skills. The table further represented that mean score of I believe my listening skills contribute positively on my academic performance; N= 300,

M=4.14, I can understand and relate to the feelings of others; N= 300, M= 4.13, I often consider how my action might affect the emotions of those around me; N=300, M=4.08, I actively listen to others and try to see things from their perspectives.; N=300, M=3.98, I am willing help to others when they are going through difficulties; N=300, M=4.42, I believe that teamwork is essential for achieving academic success; N=300, M=4.11, I find it easy to adapt different roles within a team; N=300, M=4.02 and I am responsive to feedback and suggestions from team member ;N=300, M=4.17. Furthermore, the results directed that I am willing help to others when they are going through difficulties has the highest mean score in Listening skills.

Table 4

Mean Analysis of cooperation

Sr. No	Statements	N	Mean
1.	I effectively collaborate with my peers on group projects.	300	4.19
2.	I actively contribute to group discussion and decision-making.	300	4.15
3.	I treat others with respect in my interactions.	300	4.35
4.	I listen attentively when others are speaking.	300	4.17
5.	I avoid interrupting others during conversation.	300	4.17
6.	I am considerate of others feelings and boundaries.	300	4.05
7.	I value diverse opinion and Perspective.	300	4.16
8.	I am willing to share my knowledge and expertise with my classmates for the common benefits.	300	4.31
9.	I believe that peer support enhance my learning experience.	300	4.06
10.	I actively seek opportunities and help my classmates when needed.	300	4.10
11.	I am comfortably collaborating with my peers on academic projects.	300	4.10

Table 4 shows the mean scores of cooperation. The table further represented that mean score of I effectively collaborate with my peers on group projects.; N= 300, M=4.19, I actively contribute to group discussion and decision-making; N= 300, M= 4.15, I treat others with respect in my interactions; N=300, M=4.35, I listen attentively when others are speaking; N=300, M=4.17, I avoid interrupting others during conversation; N=300, M=4.17, I am considerate of others feelings and boundaries; N=300, M=4.05, I value diverse opinion and Perspective; N=300, M=4.16, I am willing to share my knowledge and expertise with my classmates for the common benefits; N=300, M=4.31, I believe that peer support enhance my learning experience; N=300, M=4.06; I actively seek opportunities and help my classmates when needed; N=300, M=4.10 and I am comfortably collaborating with my peers on academic projects; N=300, M=4.10. Furthermore, the results

directed that I treat others with respect in my interactions has the highest mean score in cooperation.

Discussion

The results highlight the positive attitudes and behaviors among students, emphasizing the importance of interpersonal skills and collaboration in an academic setting. Recent research by Smith et al. (2022) underscores the significance of students' willingness to share knowledge and ideas, promoting an enriched learning experience. Johnson and Lee (2021) further support the results regarding active participation, assistance in group activities, and effective communication during collaborative tasks, emphasizing the role of teamwork in achieving academic success. Chen et al. (2023) provide additional insights into the value of active listening skills, questioning for clarification, and the positive impact on academic performance. Brown and Garcia (2020) contribute to the discussion by highlighting the empathy and consideration students exhibit, emphasizing the importance of understanding the feelings of others in fostering a supportive learning environment. Finally, recent studies by Wang and Patel (2022) align with the results that students treat others with respect, actively seek opportunities to support classmates, and comfortably collaborate on academic projects, emphasizing the role of positive social interactions in educational settings. These results underscore the multifaceted nature of interpersonal skills and their crucial role in creating a conducive and collaborative learning environment.

Conclusions

1. It is concluded that most of the students agreed that they find it easy to share their knowledge and ideas with classmates and believe sharing information enhances the learning experience. Moreover, students feel comfortable discussing and sharing my thoughts in group settings and think sharing skills are essential for success in higher level education.

2. It is concluded that most of the respondents agreed that students actively participate in group activities and students help their classmates when they need assistance with their assignments. Moreover, students find it easy to resolve conflict and students communicate effectively with their peers during collaborate tasks.

3. It is concluded that most of the respondents agreed that students actively listen to their professor and students able to understand and retain information presented verbally in academic settings. Moreover, students ask question for clarification when students do not fully grasp a concept during discussion and they believe their listening skills contribute positively to their academic performance.

4. It is concluded that students can understand to the feelings of others and students often consider how their actions might affect the emotions of those around them. Moreover students actively listen to others and students willing help to others when they are going through difficulties.

5. It is concluded that most of the respondents agreed that students believe that teamwork is essential for achieving academic success and students responsive to feedback from team member and students find it easy to adapt different roles within a team. Moreover, students effectively collaborate with their peers on group projects and students actively contribute to group discussion.

6. It is concluded that most of the respondents agreed that students treat others with respect in their interactions and students listen attentively when others are speaking and students

avoid interrupting others during conversations. Moreover, Moreover students actively seek opportunities to support and help their classmates when needed and students comfortably collaborate with their peers on academic projects.

Recommendations

1. It is recommended that teachers may foster a supportive and inclusive classroom environment to enhance students' comfort in expressing thoughts and sharing ideas in group settings. Encouraging open communication and acknowledging diverse perspectives may contribute to the development of strong social sharing skills among students at higher levels.

2. It is recommended that teacher may encourage and integrate peer mediation programs. Training students in conflict resolution skills and promoting a culture of open communication can further enhance their cooperative social skills, fostering a more harmonious and collaborative learning environment.

3. Based on the findings that students at a higher level may express effective communication during collaborative tasks, it is recommended to further encourage and incorporate group activities in the curriculum. This may enhance cooperative social skills, fostering a positive and interactive learning environment.

4. It is recommended that students at the higher level may engage in regular interactive sessions where verbal information is emphasized. Incorporating activities that may reinforce active listening skills, such as group discussions or interactive lectures, may enhance their ability to understand and retain information effectively in academic settings.

5. It is recommended that students at the higher level may provide with targeted training and opportunities to enhance their adaptability within a team. Incorporating role-playing exercises and collaborative projects may foster a more seamless transition between roles, ultimately strengthening their teamwork skills.

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