Study on Problem Solving Skills and Its Importance

Shweta Choudhar[1], Naheed Bi[2], Dr. Prabhu Nath Singh[3], & Ms. Poonam Talwar[4]

[1] Department of Architecture, Vivekananda Global University, Jaipur

[2] Department of Education, Teerthanker Mahaveer University, Moradabad, Uttar Pradesh, India

[3] School of Education, Sanskriti University, Mathura, Uttar Pradesh, India

[4] Department of Education, SGT University, Gurugram, Haryana, India

Correspondence: Shweta Choudhary, Department of Architecture, Vivekananda Global University, Jaipur, India.
E-mail: shweta.choudhary@vgu.ac.in

Abstract

You may utilize problem-solving skills to figure out what's causing an issue and come up with a workable solution. Although problem-solving is typically considered a separate skill, it is complimented by a variety of other abilities. It is impossible to exaggerate the significance of problem-solving abilities in business or in school. Every industry, every employment function, and the educational sector all have issues. Understanding what the underlying causes of the problem are, rather than the symptoms, is a big part of problem resolution. Candidates who have great problem-solving skills may think both analytically and creatively. They have faith in their capacity to make decisions and overcome challenges on the work. The key themes discussed in this review study are as follows: the significance of problem-solving abilities, problem-solving procedures, including numerous strategies to improve problem-solving capabilities. This study will aid the reader to understand the problem-solving skills and how to overcome the problems they are facing efficiently.

Keywords: business, education, logical thinking, problem solving, skills

1. Introduction

Individuals' lives are inextricably linked to their problems. These occur in a variety of surroundings, including relationships, home, family, education, occupation, careers, monetary resources, travel, health, as well as so on (S. Korkmaz, A. Kazgan, S. Çekiç, A. S. Tartar, H. N. Balcı, and M. Atmaca 2020, F. Ukobizaba, G. Nizeyimana, and A. Mukuka 2021). The issues that arise in certain circumstances are serious, whilst in others, they are trivial. Individuals use strategies and approaches on their own in some circumstances to give answers to issues, yet in others, they need help and aid from others. Individuals at educational institutions who are having difficulty grasping academic ideas and in employment settings who are performing job tasks get supports as well as assistance from instructors, others students, supervisors, coworkers, as well as employers when they are having difficulties. As a consequence, problem-solving skills may be developed both alone and with the assistance and support of others. When it comes to enhancing problem-solving skills, there are a range of methods and techniques to explore. Problem types, problem-solving techniques, the use of analytical and critical thinking skills, and approaches for preventing problems from becoming major concerns are among them (R. Jain, R. P. S. Tomar, V. K. Singh, V. Rastogi, and R. Rastogi 2021, A. Singh, L. N. Garg, G. Singh, A. Singh, and A. Puri 2020,   M. H. Salmani, S. Rehman, K. Zaidi, and A. K. Hasan 2015).

When gaining a thorough grasp of ideas and approaches and putting them into practice, one must guarantee that they are helpful and desirable. Instructors as well as supervisors must provide support and assistance to individuals in order to overcome problems, particularly those that develop throughout the process of obtaining professional goals. For students to become successful problem solvers, instructors at all levels of education must use teaching-learning approaches and instructional tactics. Members of organizations must be effectively taught in terms of polishing problem-solving abilities as part of training and development programs. As a result, with the correct training and education, people may effectively improve their problem-solving abilities (D. Pathak, R. Pratap Singh, S. Gaur, and V. Balu 2021, J. Rai, R. C. Tripathi, and N. Gulati 2020, M. Sharma 2019)

1.1 Importance and Meaning of Problem Resolving Skills

When the employers, managers, as well as instructors talk about problem-solving abilities, they usually want to make it easier for people to grasp why they have to deal with difficulties and obstacles. As a result, students must improve their problem-solving abilities to effectively deal with difficulties and obstacles. Individuals who can cope with problems and perceive situations in a calm and collected manner may achieve their academic goals in a well-defined manner and are seen as assets by organizations. Those in positions of leadership understand and appreciate the capacity to solve difficulties. Individuals may understand the significance and importance of problem-solving skills when they can acceptably solve difficulties and challenges and use their competences and talents to effectively carry out their job commitments and achieve the desired goal. It is well recognized that to be successful in life, persons must create friendly and pleasant interactions with one another. Individuals must emphasize problem-solving abilities in the execution of this work as well (G. K. Rajput, A. Kumar, and S. Kundu 2020 , A. Gupta 2017).

Decision-making processes are another important factor that helps people understand the meaning and importance of problem-solving abilities. Individuals must ensure that their judgments are sensible, productive, and useful to all members of the organization while making decisions. As a result, as people improve their problem-solving abilities, they can make more informed and productive judgments. Individuals will recognize the importance and value of issue solving abilities when decision-making procedures are effective and meaningful. Individuals have difficulties in their personal life as well (K. Singhal and G. R. Goyal   2018, A. Fitriani, S. Zubaidah, H. Susilo, and M. H. I. Al Muhdhar 2020, G. Gunawan, R. A. Mashami, and L. Herayanti 2020). They are associated with home, family, relationships, and other chores and activities that people participate in as part of their daily life. Hobbies, extracurricular activities, and creative pursuits are examples of these. Individuals must also improve their problem-solving abilities to solve personal challenges. Individuals must be capable to communicate successfully with others in order to propose solutions to personal problems, particularly if they are to get any assistance. Individuals may comprehend the value and importance of problem-solving abilities when they can perform their work obligations successfully and produce the expected results (Figure 1).

Figure 1. The above Figure Represents the Five Phases Presented in Problem Solving (Alkan, F. & Altundağ Koçak, C 2015)

To fully comprehend the usefulness of problem-solving talents in the business, you must first understand the wide range of skills they include. Problem-solving, in general, refers to a person's ability to successfully manage and solve complex and unforeseen difficulties. Candidates who have great problem-solving skills may think both analytically and creatively. They have faith in their capacity to make decisions and overcome challenges on the work. These people have a good mix of analytical, creative, critical thinking, and detail-oriented skills. As a result, they will be able to spot problems quickly and develop the most effective remedies as they arise. They'll also find out what factors led to the incident and make changes to prevent similar issues in the future. When evaluating job prospects, there are six crucial problem-solving talents to look for:

- *Ability to listen:*

Active listeners are effective problem solvers in general. They may listen to others around them in order to get information that may assist them in solving the problem. They appreciate the need of understanding others' viewpoints as well as experiences in order to fully understand why the problem originated and how to effectively handle it.

- Analytical thinking ability:

Analytical thinkers can identify the logical reasons for a problem's existence, the issue's long-term ramifications, and the efficacy of several solutions in order to choose the most practical one.

- Ability to think creatively:

Creative brains may mix analytical ability with imaginative solutions. Individuals with innovative thinking abilities may be able to come up with innovative and sophisticated solutions to problems. They may be able to bring new ideas as well as unique and experimental solutions to a variety of problems.

- Communication skills:

Problem solvers must be able to communicate effectively. Employers who work in fast-paced environments benefit immensely from the capacity to efficiently deliver complex information in a clear and concise manner.

- Decision-making ability:

People who are strong at solving issues will also be able to make decisions and be confident in their choices. This is crucial since the majority of problem-solving techniques need you to make sound judgements in order to come up with a decent solution.

- Collaboration:

While problem-solvers would have to be independent thinkers, they must also be able to collaborate effectively with others. Because discovering the best solution often requires collaboration, candidates must be able to demonstrate how they can motivate people to come up with the greatest ideas and cooperate with them to develop and implement them.

1.2 Problem-Solving Techniques

To improve problem-solving abilities, one must expand their knowledge and comprehension of problem-solving processes. In today's world, people are using the internet to spread knowledge of problem-solving abilities and methods. Apart from the internet, effective communication with others is recognized as one of the most important methods to expand one's knowledge and awareness of problem-solving procedures. Problem-solving techniques must be productive to give solutions to varied challenges. Several phases must be considered throughout the problem-solving process. What is the issue with these? What are the root causes of issues? What are some feasible solutions to this issue? Which of the two options should be used? And the assessment of problem-solving techniques. The following is a list of them:

- *The Issue:*

Individuals must first undertake a problem analysis before putting issue-solving strategies into action. They need to be well-informed about the issues. Problems may also be used as a springboard for new ideas. Individuals may be able to view things in new ways and perform things in new ways as a result of them. In certain circumstances, difficulties develop into roadblocks during the execution of tasks and activities. As a result, they may be both good and bad. When challenges are positive, they become chances for people to achieve their goals and advance their careers. When this happens, people focus on honing their problem-solving abilities and putting them to use constructively. When difficulties, on the other hand, prove to be roadblocks in the pursuit of goals and objectives, further measures must be implemented to address them. When difficulties arise in educational institutions and workplaces, teachers and managers make explanations in terms of them. When they occur in people's personal life, they are detected either on their own or with the help of family members. As a result, determining what the issues are is the first as well as most important stage in comprehending problem-solving methods.

- *Main Causes of the Issues:*

Problems arise as a result of the appearance of certain elements. As a result, there are issues. Individuals must be aware of the sources of their difficulties. For example, when kids have difficulties in school when learning academic ideas, they are aware that these issues may be resolved with the assistance of their professors, classmates, or family

members. When difficulties arise during the performance of job obligations, on the other hand, supervisors or coworkers are called upon to provide support and aid in resolving them. These issues are obvious, and people encounter them on a less or more regular basis. However, issues in partnerships may arise from time to time. These are unsatisfactory and unwelcome. Individuals do not want to be confronted with these issues. When these problems develop, people must do a cause as well as effect analysis. Individuals will be able to improve their problem-solving abilities. -solving talents and put them to good use in problem-solving methods after the causes have been identified. Individuals must thus discover the sources of issues, either on their own or in collaboration with others.

- *Feasible Solutions to the Issue:*

When providing options, it's important to make sure they're both useful and beneficial. After gaining a thorough understanding of the issues, one must focus on possible solutions. There may be more than one option available in certain circumstances. Individuals must do their study and apply the most effective and beneficial options when there are several choices. There are also discussion gatherings organized in circumstances when the difficulties are severe. There are talks among the members of the organizations during the discussion gatherings. They are at different stages in the hierarchy, likes heads, directors, as well as supervisors. The discussion gatherings may be extensive in certain circumstances, but they may also be quick in others. As a result, members of the organizations must work actively to seek alternate options. As a result, one of the most important elements to consider in the implementation of issue-solving procedures is the identification of feasible solutions to the problem.

- *Alternatives Uses*

When there is more than one option, people must use their decision-making abilities. They must make sensible and productive selections when it comes to selecting options and putting the most suitable one into action. Individuals find it challenging to choose the best appropriate option, according to study findings. Other people's views and comments are also solicited in such situations. Instructors, supervisors, employers, coworkers, and other students all provide support and assistance at educational institutions and workplaces. Individuals must work in cooperation and integration with one another, especially while completing group tasks or assignments. Obtaining thoughts and comments from others is doable in such situations. Some certain jobs and initiatives are completed entirely by people (J. E. Valdez and M. E. Bungihan 2019, R. Winkler, M. Söllner, and J. M. Leimeister 2021). In such instances, they must make their own decisions. Normally, when individuals are being evaluated and supervisors and teachers are putting assessment approaches into effect, they must make choice selections. As a result, selecting the most appropriate option is one of the most important components in the proper execution of problem-solving procedures.

2. Discussion

Users are more likely to be exposed to possibilities to address difficulties if they put themselves in unfamiliar settings. You could discover that there are chances to volunteer for new initiatives in your existing job, on another team, or for another group outside of work. Practice and role-playing may be effective while learning to enhance your problem-solving skills. You may get professional practice books and problem-solving scenarios for your industry on the internet. Experiment with different ways to solve those problems to discover whether your suggested solutions are practical. A difficulty is defined as any unpleasant situation that prevents people from achieving their objectives. Any activity aimed at resolving a problem is referred to as issue fixing (A. S. Argaw, B. B. Haile, B. T. Ayalew, and S. G. Kuma 2017, Iswinarti and D. R. Suminar 2019). Problem-solving talents relate to our ability to solve problems in an effective and timely manner without encountering any hurdles (L. Herayanti, W. Widodo, E. Susantini, and G. Gunawan 2020, L. Yuliati, C. Riantoni, and N. Mufti 2018, P. Araiza-Alba, T. Keane, W. S. Chen, and J. Kaufman 2020). It comprises recognizing and describing the problem, developing several solutions, evaluating and selecting the best alternative, and implementing the selected solution. Getting feedback and responding appropriately to it is also a crucial part of problem-solving skills. Everyone is continuously presented with challenges. Some problems, on the other hand, are more difficult to resolve than others. Whether you're dealing with huge or tiny concerns, this skill will aid you in effectively resolving them.

2.1 Methods of Problem-Solving Evaluation

Evaluation Procedures defines evaluation as "being receptive to ongoing input and altering methods appropriately." Individuals must analyze issues once they have raised cognizance as well as are well-equipped in terms of tactics as well as plans to deliver answers. Implementing assessment techniques will assist in achieving the targeted goals, as well as identifying any discrepancies or restrictions. Individuals in positions of leadership are well-versed in numerous sorts of appraisal methodologies. They put these strategies into effect daily to guarantee that people are doing their responsibilities and activities in a well-organized and satisfying way. Quantitative and qualitative data, as

well as a mixed-methods approach, may be used to evaluate problem-solving strategies. Both of these strategies have the potential to be effective and beneficial in achieving the intended results. Individuals that are dedicated to finding answers to challenges should broaden their knowledge and comprehension of these techniques. When issues are serious and have a significant impact on organizations and members, problem-solving techniques must be used to address them. As a result, it can be argued that evaluating problem resolving strategies is one of the most significant things that must be recognized regularly (Yuberti, S. Latifah, A. Anugrah, A. Saregar, Misbah, and K. Jermsittiparsert 2019, N. Akben 2020).

2.2 Method for Improving Problem Solving Skills

The following are the methods that have been used to enhance problem-solving abilities:

- *Acquire technical knowledge in the field of one's profession:*

It is well acknowledged that humans rely heavily on technology to carry out their activities and responsibilities. Individuals must be well-versed in the use of technology. Individuals may be nervous in certain circumstances, but with consistent practice, they may overcome their fears. Individuals utilize computers, laptops, and other forms of technology in all professions, including education, scientific, technology, administration, medical, law, engineering, management, and so on. The usage of technology has made it easier to do chores and activities in less time and in a more controllable way. Furthermore, people are readily able to effect change. Individuals are often registered in training centers to improve their knowledge as well as comprehension of how to use technology.

- *Look for Problem-Solving Opportunities:*

There are a variety of options accessible for delivering answers to challenges. However, these possibilities must be investigated. Individuals must raise their consciousness and expand their comprehension of the possibilities. In certain circumstances, managers and instructors raise awareness of the possibilities among the participants. In certain circumstances, though, they produce information on their own. Individuals must seek out numerous chances whether planning their careers, enrolling in educational institutions, or looking for work prospects in their industry. When people are stumped, they need to seek out thoughts and recommendations from others. Family memberships, supervisors, friends, relatives, fellow students, directors, as well as professional's counselors are examples of these people. They put the recommendations into action after they discover them to be relevant and beneficial. As a result, it can be claimed that searching out chances to propose answers to issues is a critical step in improving problem-solving abilities.

- *Apply practice and role-playing techniques:*

The use of practice and role-play methods is thought to be crucial in improving problem-solving abilities. It takes a lot of practice for a guy to become flawless. Individuals who participate in frequent practice are capable of providing answers to a variety of difficulties that may arise. Analytical, technical, logical, methodical, mechanical, procedural, and so on are examples of these. The techniques and procedures required for offering problem-solving solutions must be established and implemented systematically. Roleplay, on the other hand, is a valuable tool for finding answers to issues. When students have difficulty comprehending lesson plans and academic topics, instructors use the role-play approach, which is most often used in educational institutions at all levels. Students would take on the key roles of characters as well as acts out the plays in this fashion.

- *Focus on the Solutions, Not the Difficult:*

The focused should be on the solution, not the problems. Individuals can limit all forms of negatives and harmful effects when they focus on the solution rather than the issue. For example, when people are having difficulty sustaining their livelihoods due to poverty, they must concentrate on measures to reduce poverty rather than on the negative consequences it's having on their existence. Furthermore, focusing on the solutions rather than the problems will aid in the resolution of psychologically issues such as worry, tension, and frustration. This strategy is useful and valuable in a variety of situations, both professional and personal. As a result, it can be concluded that focusing on the solution rather than the issue is one of the most important factors in improving problem-solving abilities.

- *Define and comprehend the issue:*

Individuals must first identify and get a thorough knowledge of the issue before they can use problem-solving abilities. Some techniques must be used after fully describing and comprehending the situation. This included writing down the issue in simple terms, performing experiments using the internet as well as other source materials, interacting about it with superintendents, instructors, fellow students, as well as colleagues, trying to concentrate fully, conducting analyzes of the areas which need to be enhanced, generating solutions, assessing the solutions,

trying to identify the limitations and coming up with solutions to them, implementing the solution, and ensuring that it is properly implemented. These tactics are often used when dealing with complex and time-consuming issues. When issues are manageable and short in duration, however, they may be handled in a shorter period and these tactics are not necessary. As a result, it can be argued that precisely describing and comprehending the issue is one of the most important steps in improving problem-solving abilities.

- *Grow Logical Thinking:*

The process of reaching a conclusion via logical reasoning is known as logical thinking. A framework for the relationships between facts, as well as logical chains of reasoning, is required for problems or situations that need logical thinking. Logical reasoning is the process of looking at a series of events and coming to a conclusion. This also necessitates the use of reasoning skills to objectively assess a scenario. As a consequence, people's comprehension of the approaches and procedures that must be used to progress will improve. The terms logical thinking as well as logical thinking style are not interchangeable. Individuals may use the concepts of logical thinking as well as logical style of thinking to generate awareness in terms of fresh and innovative approaches. These help in the creation of solutions to problems as well as the timely completion of assignments and activities. As a consequence, it might be stated that developing logical thinking skills is one of the most important aspects of increasing problem-solving skills.

- *Developed Analytical Skills:*

Analytical abilities have aided in the resolution of a wide range of logical, critical, systematic, systematic, exploratory, as well as diagnostic issues. These issues often arise during the pursuit of educational programs or in the performance of employment obligations in organizations. Individuals must devise measurements and put into action techniques and approaches that are necessary for the development of analytical abilities. According to study results, those who put a high importance on the development of analytical skills are required to enroll in training programs. These programs are available both within and outside of businesses. As technology improves, modern, scientific, and imaginative methods are being applied to give solutions to problems. These programs provide knowledge in the form of cutting-edge, scientific, as well as ground-breaking methods. The proper implementation of these tactics leads to not only providing solutions to challenges, but also to the efficient execution of job responsibilities and the fulfillment of professional goals. As a consequence, improving analytical skills has aided in the development of answers to logical, critical, methodological, systematic, investigative, as well as diagnostic problems.

- *Come up with as many solutions as you can:*

Individuals must be aware of the fact that producing as many solutions as possible will assist them in offering answers to their issues in a controllable way while using problem-solving abilities in all domains. They must strive toward the development of a large number of solutions, whether they are working alone or in cooperation and integration with others. One of the key benefits of this approach is that people have a variety of options. They may undertake an analysis of all the solutions when they have a large number of them. This will make it easier to choose which option is the most appropriate and beneficial. Individuals that can identify the most valuable solution put it into practice in an efficient way, resulting in the intended consequences. As a consequence, one of the most crucial stages in increasing problem-solving skills is to generate as many solutions as possible.

- *Instill the qualities of diligence, resourcefulness, as well as conscientiousness in children:*

The importance of instilling the attributes of diligence, resourcefulness, and conscientiousness in all persons in educational institutions at all stages, many kinds of administrations, as well as other fields are where wheezed. Individuals are taught from an early age that instilling these attributes would assist them in doing their work obligations successfully, achieving personals as well as professional objectives, and enriching their lives. Furthermore, these characteristics aid in the development of problem-solving abilities. Individuals will be able to propose effective answers to issues if they are faced with them and work tirelessly to solve them. Even when individuals get help and support from others, they must acknowledge these characteristics. Individuals must be able to recognize these characteristics when pursuing educational programs and working environments. Furthermore, people must use these attributes in their daily life, as well as in the pursuit of personal objectives. As a result, it can be argued that instilling the attributes of resourcefulness, diligence, and scrupulousness is one of the most important factors in improving problem-solving abilities.

3. Conclusion

It may use a range of methods to help you improve your problem-solving skills. Developing your problem-solving abilities and talents will help you stand out as a qualified candidate and employee, whether you're seeking for work

or already have one. Problem-solving abilities are vital talents that people must develop throughout their life. These abilities will be put to use in finding answers to challenges that may arise in a variety of settings. Relationships, Home, family, employment, careers, education, financial resources, health, travel, as well many more are examples of these. Problems may occur in both large and small ways. The stages in the problem-solving process are: what is the problem? What are the root causes of issues? What are some feasible solutions to this issue? Which of the two options should you pick? as well as the assessment of problem-solving methods Acquire technical knowledge in one's field, look for problem-solving opportunities, practice and role-play techniques, notice how others solve problems, focus on the solution rather than the issue, clearly define and know what's wrong, develop logical thinking, develop analytical skills, generate quite so many solutions as possible, and instill the traditional approach to problem-solving. Finally, problem-solving abilities are considered as critical to the effective completion of tasks and activities, as well as the fulfillment of personal and professional objectives.

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