A Comprehensive Review on Significance of Problem-Solving Abilities in Workplace

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Abstract

Problem solving is the procedure of characterizing an issue, locating the source of the problems, classifying, prioritizing, as well as picking viable options for a solution, as well as implementing solutions. Problem-solving and communication skills are examples of "transversal skills," which are defined as the capacity to exchange information from one context to another (such as workplace). An analysis of policymakers' studies reveals the relevance of developing transferrable skills in determining social groups' competitiveness and creativity. Each occupation has its own set of transversal abilities that are deemed vital for the development of integrated professional, social, as well as personal profiles. Those who can solve difficulties in groups are in high demand in today's settings. The outcomes of the organization for economic cooperation and development's evaluations for collaboration problem solving were used as an initial point. This study examines the problems and solutions for developing problem-solving abilities, which are essential and crucial in the workplace, with the primary goal of advancing scientific research in the context of linking workplaces. The prospects for the future employees with good problem-solving abilities can analyze problems, determine the severity of the situation, as well as weigh the pros and cons of various solutions. Employees who receive problem-solving trainings in the workplace are able to collaborate most effectively with coworkers, clients, partners, or suppliers.

Keywords: analytical thinking skills, creative thinking skills, decision making, listening skills, problem-solving skills, team work

1. Introduction

The process of defining an issue, determining the cause of the problems, identifying, prioritizing, and choosing feasible solutions, as well as executing solutions, is known as problem solving. Peoples live in a quickly evolving global economy, and thus the requirement for well-educated people with the necessary skills and abilities who can confidently use their abilities as engaged citizens is critical to the advancement of societal prosperity. The European Union has a need for people with the relevant skills to fill job vacancies in order to improve productivity and competitiveness. The educational community is being called upon to train the next generation of researchers with 21st-century skills and capabilities (K. Chauhan and N. Kumar 2021). There are several frameworks that outline the abilities and competences required in the twenty-first century. The heart of 21st-century talents includes problem solving, critical reasoning, creativity, innovations, cooperation, as well as communications.

Collaborative techniques are frequently used to address the framework of development of twenty-first century abilities, particularly problem-solving skills. That's why, in professions which requires commerce with complex business concerns, severe limit times, and varying conditions, employers must hire people who can solve problems (R. Hämäläinen, B. De Wever, A. Malin, and S. Cincinnato 2015). The group leader will go through the employee's work performance and search for areas where they may enhance. The team leader may discover that an employee is having difficulty doing a certain activity, such as presenting. To fix this problem, the team leader can work with this

person individually to walk them through the reporting process until they grasp it and can do it on their own. This is an example of how an employee may efficiently solve a workplace challenge by employing problem-solving abilities. When faced with workplace issues, the team leader is useful to the organization because he or she can come up with corporate problem-solving approaches (U. Techanamurthy, N. Alias, and D. Dewitt 2020). In the workplace, solving problems refers to a person's capacity to deal with tough or unexpected events and solve complicated business concerns. Employees with great problem-solving skills will carefully analyze the situation, discovery a variety of viable solutions, as well as determine the most suitable choice from the available possibilities to address the problem. This ensures that employees in challenging tasks who are expected to find effective solutions to significant business difficulties are properly prepared to deal with the problems that businesses are confronting in the 21st centuries. Others who lacks problem-solving skills will invariably offer inadequate solutions to critical business difficulties, solutions that will either fail to fix or exasperate the underlying problem (M. Browning, C. Bigby, and J. Douglas 2021).

The authors may, for example, misinterpret information given to them, fail to recognize effective solutions to issues, or even provide ideas that are inappropriate or even detrimental. Employees with weak problem-solving skills cannot be depended upon when the unexpected occurs, putting additional strain on other members of the team. As a result, problem-solving skill is a frequent core skill when hiring for professional, management, or technical jobs, and HR professionals, as well as hiring managers, place a high value on it (Meiryani, P. Siagian, R. A. A. W. Puspokusumo, and Lusianah 2020). Problem-solving ability is essential for success in any position wherein issues must be handled quickly or people must cope with extremely challenging obstacles. Management consultants, for instance, are expected to address extremely difficult difficulties for their clients while working under tight deadlines.

If a consultant fails to solve by the agreed-upon deadline, the client will undoubtedly be disappointed, sullying the relationship and potentially harming the consultancy's image. An advisor with great problem-solving skills, on the other hand, is more likely to deliver effective answers to the client's challenges and do so within the required time frame. Solving problems is a typical performance criterion for positions that demand employees to address urgent or difficult challenges as a talent. Management consultants, Information Technology (IT) experts, financial specialists, legal experts, data analysts, managers, as well as executives are just a few examples. Generally speaking, the more a job demands employees to address complex or time-sensitive problems, the more important problem-solving skills become, and the more harm individuals may cause if they lack particular crucial problem-solving abilities at work.

2. Literature Review

M. Tripathy et al. suggested that the world citizens live in is driven by communication. Our interaction with others is guided or determined through communication. A person's career is shaped and molded by communication and its associated abilities. Communication skills help people develop their personalities while also increasing their chances of landing a good job. Workplaces, on the other hand, are not out of reach. According to one fascinating fact, people spend nearly three-quarters of their working lives in an organization. As a consequence, the selection process for persons to work in an organization with knowledge of technical skills and effective communication skills is done comprehensively during interviews (M. Tripathy 2018).

S. Bonete et al. proposed that Adolescents with Asperger's have ongoing social impairments, which psychosocial interventions may be able to resolve, according to him. Even though various studies on social skills treatments have been conducted, only a few have concentrated only on problem-solving qualities, and nobody has addressed workplace adaptation training in adults. The above study looks at the Interpersonal issues-solving for Place of work Adaptation Programs, which would be a team-format manual-based intervention that focuses on usual workplace social environments and uses consultation as the central approach to optimize the cognitive and Metacognitive systems of social problem-solving skills. The program was provided to Fifty adults having Asperger's syndrome, who were evaluated to a control group of individuals who were growing normally (S. Bonete, M. D. Calero, and A. Fernández-Parra 2015).

M. M. Danaher et al. proposed that higher education recognizes the need of producing students who can address ill-structured, complicated, open-ended, as well as collaborative workplace challenges. As a result, it is necessary to examine this competence across the curriculum. Background: This research tackles this challenge by evaluating problem-solving across a computer curriculum using a reliable and rigorous assessment instrument. Methodology: The technique is based on the usage of assessment instruments that use a scenario-based asynchronous discussion forum to assess student groups' capacity to address workplace challenges (M. M. Danaher and K. Schoepp 2020).

J. A. Athanasou et al. stated that the effectiveness of the 8 main occupational groups in the Adult Literacy and Life Skills Survey's 4 skill areas is examined in this study. According to the findings, between 37 and 65 percent of

working Australians lacked basic abilities in each of four skills regions: document literacy, prose reading, problem-solving skills, or numeracy. Two occupational categories, namely machinery operators/drivers and laborer's, were found to have the largest demand. In the domain of problem-solving skills, there was also a distinct occupational hierarchy that was believed to show a social bias because it was incompatible with the 3 other skill categories (J. A. Athanasou 2012).

B. A. Ritter et al. studied the growing complexity of today's workplace environment, As per this paper, the importance of soft skills like cooperation, communications, leadership, and solving problems has never been greater. Human resources are gradually becoming a strategic advantage for firms, thus employers hire for these skills. In a conclusion, academic institutions must answer to outside stakeholders' demands by reassessing the curriculum in light of how graduate programs, particularly in management, are equipping students for future career aspirations. The author discusses curriculum changes that use a backward design strategy to emphasize the development of soft skills that workers value, especially teamwork-related skills and abilities (B. A. Ritter, E. E. Small, J. W. Mortimer, and J. L. Doll 2018).

3. Discussion

Problem-solving skill is a frequent core skill when hiring for professional, management, or technical jobs, and Human Resources (HR) professionals, as well as hiring managers, place a high value on it. Problem-solving ability is essential for success in almost any position where issues must be handled quickly or people must cope with extremely challenging obstacles. Management consultants, for example, are expected to address extremely difficult difficulties for their clients while working under tight deadlines. If a consultant fails to solve by the agreed-upon deadline, the client will undoubtedly be disappointed, sullying the relationship and potentially harming the consultancy's image. An advisor with great problem-solving skills, on the other hand, is more likely to deliver effective answers to the client's challenges and do so within the required time frame. Solving problems is a typical performance criterion for positions that demand employees to address urgent or difficult challenges as a talent.

3.1 Skills like Problem-solving

To properly appreciate the value of problem-solving abilities in the workplace, it's necessary to first realize the broad variety of abilities they encompass. In essence, problem-solving refers to a person's willingness to successfully handle and overcome complicated and unanticipated challenges. Individuals with strong problem-solving abilities may think analytically as well as artistically. They have confidence in their ability to make choices and deal with job issues. These people have a good mix of analytical, inventive, critical thinking, and detail-oriented skills. As a result, they will be able to spot problems quickly and discover the most effective remedies whenever they arise (Gerald F. Burch, Jana J. Burch, Thomas P. Bradley, Nathan A. Heller 2011). They'll likely figure out what factors contributed to the incident as well as developing changes to prevent similar issues in the future. In the workplace, problem-solving abilities refer to a person's capability to handle/manage difficult or unexpected situations and identify solutions to complicated business difficulties.

People with strong critical thinking skills will carefully examine the problem, detect a variety of possible solutions, and precisely choose the best of the available options for resolving the problem. This ensures that complicated work representatives who are expected to provide viable solutions to significant business challenges are fully equipped to deal with the issues that face 21st-century businesses. Issue-solving talents are a set of skills that allow you to detect problems, generate solutions, choose the ideal one, and then implement the right. While evaluating job prospects, there are six crucial problem-solving talents to look for as shown in Figure 1.

3.1.1 Skills like Listening

Active listeners are outstanding problem solvers generally. Individuals can listen to others around them to get information that would aid them in solving the problem. They appreciate the need of acknowledging others' experiences and viewpoints to better understand why the problem originated and how to effectively fix it. Your colleagues will feel more comfortable expressing ideas, taking chances, and solving issues if you are a better listener. You'll be a better problem solver and more aware of their demands as a result of this. Take a few actions now to become a better listener, and observe how your team performs. Because listening skills are so important, many top companies provide training to their personnel. This is unexpected because strong active listening might result in higher client satisfaction, increased productivity with minimal mistakes, and improved information interchange, all of which can lead to more unique and imaginative work.

3.1.2 Skills like Analytical Thinking

In an attempt to discover the most efficient means, analytical thinkers may establish the logical causes for a

problem's emergence, the problem's long-term repercussions, as well as the effectiveness of different cures. Analytical and critical thinking abilities assist you in assessing the situation and making judgments. In certain cases, a rational and systematic approach is preferable: for instance, you'll need to be able to rely on your academics or topic information to discover practical or technological solutions.

3.1.3 Skills like Creative Thinking

Creative brains may mix analytical skills with innovative solutions. Individuals that can think creatively can come up with unique and sophisticated solutions to problems. Individuals can provide new ideas as well as inventive as well as experimental methods to a variety of problems. It's critical because it helps you to see difficulties as well as situations from a different perspective. Creating thinking is a technique for coming up with novel or unorthodox solutions that aren't dependent solely on past or current solutions. Breaking down barriers using creative thinking is a means of doing so.

3.1.4 Skills like Communication

Effective communication is required of problem solvers. Employers who work in fast-paced environments benefit immensely from the ability to effectively deliver complicated ideas clearly and concisely. There might be some arguments among committee members or project managers about how to cope with challenges that occur when building and operating a value-added organization. The group's solution-finding process can be aided by good communication skills (Invernizzi, E., & Romenti, S 2012). You should be successful in conveying the problems to others, as well as your recommended solutions, to be a successful problem-solver. Once it comes to a problem, good communication might help to guarantee that answers are implemented swiftly and that everyone is on the same page. Effective listening, vocal communications, written communications, receiving and offering criticisms, and empathy are all effective communication skills for resolving difficulties (M. H. Mahbob, N. A. S. M. Ali, W. I. Wan Sulaiman, and W. A. Wan Mahmud 2019).

3.1.5 Teamwork

Team-works is defined as the action of collaborating with a group of people to achieve a common objective. The partnership is defined as people seeking to work together, leveraging their unique strengths, and delivering constructive criticism, depending on personal variances. While problem-solvers must be capable of thinking independently, individuals must also be able to work well in groups. Since finding the best solutions often necessitates teamwork, applicants must be able to show how they would inspire people to comes up with the finest ideas and work with them just to develop and implement them (S. A. Nancarrow, A. Booth, S. Ariss, T. Smith, P. Enderby, and A. Roots 2013). Solving problems refers to the ability to solve problems via the use of critical thinking skills. Teams must deal with problems every day in the workplace. You have a higher chance of coming up with the right solution or outcome when you tackle challenges in a team (M. G. Garcá, C. B. López, E. C. Molina, E. E. Casas, and Y. A. R. Morales 2016).

When individuals collaborate, they may exchange as well as compare ideas before deciding on the best solution. Any problems generally have more than one answer. Your employees will be more productive if you develop cooperation and problem-solving abilities. Identifying the perfect people and forming a dynamic team are two of the very significant parts of issue solving. The workforce must be properly organized, motivated, and unambiguous responsibility must be established. Learn how to work together and share ideas (B. K. Al-Sakarneh 2019). In any business, cohesive good teamwork effectively collectively succeeds. Strong collaboration not only solves issues faster but also permits an efficient workforce to manage more challenges than a team that is delayed by ineffective teamwork. Encourage employee collaboration and problem-solving activities that will help your team's growth.

The problem-solving synergy that may be produced when several creative brains collaborate on solutions is why collaboration is so important. Whenever a single individual is focused on a specific business challenge, she has very few choices but to depend on her unique knowledge and skills for answers. Team members pool their collective ideas to come up with different solutions to issues through teamwork. In this scenario, the issues aren't all that bad. Creating a product for a customer that meets a need that the customer is unaware of might be the issue. Two or more individuals working together can improve each other's ideas by identifying and improving flaws. Teamwork is the cornerstone of effective communications inside a company. Workers may be cautious to provide new information or knowledge while working on projects as groups or independently. Because of a communication breakdown, it takes longer to complete tasks, activities, or find answers.

People that work as a team are more likely to converse about the job at hand, which may prevent people from working in opposite directions. The ability to work well with people is the most crucial leadership talent. Without

collaboration, nothing is possible. Your children must learn how to collaborate in a spirit of friendship. Working as a team has the key goal of reducing the amount of time and energy required to achieve a task. Children who are overprotected by their parents may struggle to function as a team. Brainstorming may help you create a better environment for cooperation and teamwork. It develops stronger connections as well as communication when people take part in brainstorming sessions collectively. The most important advantage is that you will come up with a deluge of wonderful ideas, some of which will change the direction of the organization.
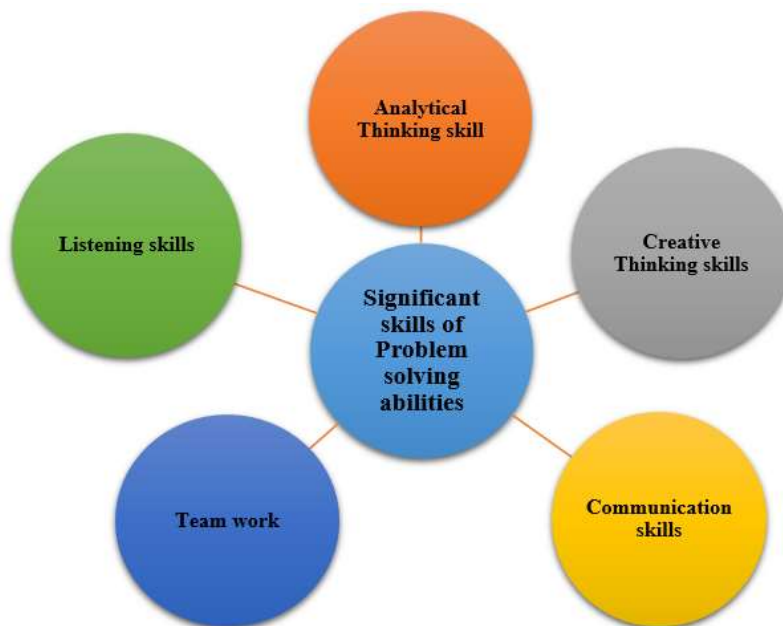

Figure 1. Illustrates the important skills of problem-solving abilities

3.2 Importance of Problem-Solving Skills/Abilities

Since it is so vital in their everyday lives, many individuals desire to understand how to solve difficulties. Whether individuals are at home, school, or work, life can throw us curve balls almost every step of the way. In this fast-changing climate, employers frequently consider everyday problem solving as important to their firms' success. Workers could embrace problem-solving components to come up with practical and inventive solutions, as well as to demonstrate their independence and initiative to their bosses. This ability might be advantageous to you both professionally and personally. Individuals can locate people who are good at problem-solving and cognitively capable of handling anything their professions throw at them. If events eventually emerge, problem solvers may monitor, analyze, and act promptly.

Furthermore, individuals are not afraid of the unknown which is beneficial to organizations that rely on their staff to identify and solve issues. Enhancing problem-solving skills at work provides several benefits. Several challenges involve making any decisions in an attempt to face and resolve them; hence, problem-solving abilities include decision-making abilities. Professionals who are good at making decisions can rapidly pick between two or more options after weighing the benefits and drawbacks of each. Intuition, reasoning, creativity, and organization are all essential qualities that belong under this skill group.

The ability to deal with adversity is critical to human development. It refers to techniques for determining what is happening in our environment, identifying items that peoples want to alter, and determining what has to be done to attain the intended result. All advanced innovation, cultural and social development, and market-driven economies are built on problem resolution. It is the foundation for lifelong learning, communications, and growth. Many businesses employ problem-solving interview questions to find the best applicants for available positions. Pre-employment skills exams, on the other hand, are the most effective technique to measure problem-solving abilities. It is because, unlike an examination, aptitude tests allow you to objectively assess a candidate's problem-solving ability. Trying to analyze what else is heading on in your surroundings, identifying things that can be transformed or upgraded, diagnosing why the present state is the methods it is and the variables & factors that impact it, developing remedies as well as possibilities to enact changes, making decisions about which option to

identify, taking action to implement changes, and assessing the effectiveness of those operations on the environment are all part of problem-solving. We'll go through 5 of the most important characteristics that all deep thinkers might bring to respective professions and workplaces in the sections below as shown in Figure 2.

- Skills to properly arrange their time: A few of the benefits of problem-solving abilities in the workplace is limited time, which is often overlooked. Those that are strong at solving problems, on either side, are usually competent at managing their time. Better decision-making and commercial impacts will follow from their capacity to handle their time effectively and laser-focus on what matters most to the organization.

- Skill to prioritize develops, or implement initiatives: Problem solvers have little trouble evaluating customers' and clients' wishes and determining how to prioritize, plan, as well as implement solutions to fulfill them. Because they can think about how to effectively fulfill various distinct requests, they can handle all moving elements.

- Being able to think beyond the box: Problem solvers are usually able to see options when it comes to fixing issues. Thinking outside the box is a significant problem-solving ability in the workplace since it usually yields better outcomes than what was planned. It's more than a business cliché to think beyond the box. It entails addressing difficulties in novel ways, rethinking problems, and comprehending your position concerning any given circumstance in ways you've never considered before. Looking beyond the box is a metaphor for thinking differently, unconventionally, or via a new perspective. This term is frequently used to describe new or inventive ideas.

- Skill to work under pressure: Among the most essential advantages of solving the issues abilities in the workplace is that it allows employees to work more efficiently. Working under stress necessitates coping with constraints that are frequently beyond your command, such as limited resources or time, work intricacy or a lack of competence necessary to execute the task, or unexpected changes or problems. When you can work under pressure, you can still do a good job even when you're stressed. Unexpected events and uncontrolled variables, as well as elements that may be forecast, can induce stress. You must not allow these pressures to distract you if you are to operate well under pressure; you should maintain your composure. Critical thinkers/Problem solvers frequently have dispositions that thrive in high-stress conditions, such as tight deadlines and shifting project specifications. You may choose someone who provides speedy solutions or someone who takes their time to identify the next steps, according to your company's culture; both are excellent problem-solving skills.

- Capacity to interact with risk: The ability to plan is a critical problem-solving skill. Problem solvers are not only capable of dealing with the current issue, but also of anticipating future difficulties based on trends, patterns, experiences, as well as current events (A. Yadav, B. Maini, B. K. Gaur, and R. R. Singh 2021). Mankind has learned to discern patterns and has developed an understanding of cause-and-effect linkages in their surroundings. We may use such skills not only to correct things once they go wrong but also to predict what might occur in the future. Problem-solving techniques can be implemented to expected future occurrences to respond effectively now to influence the possibility of the event occurring and/or the consequence if it ever does.
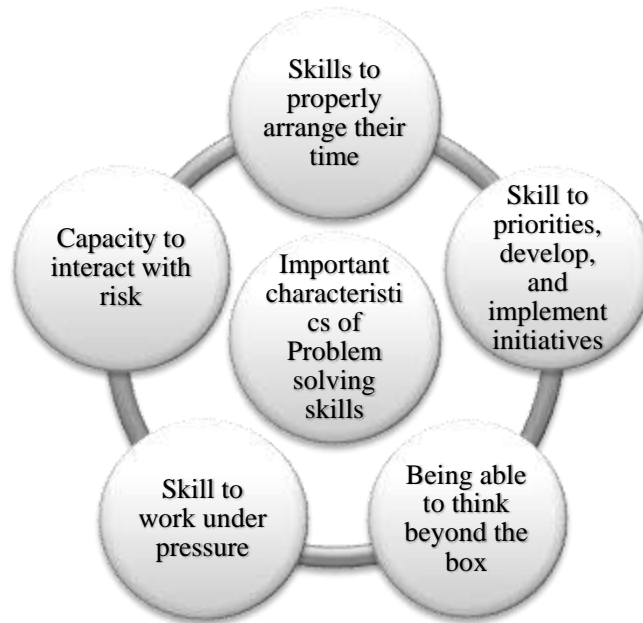
Figure 2. Shows the important characteristics of Problem solving skills

3.3 Leadership and Creativity

According to studies, leadership is critical for fostering employee innovation. Furthermore, it's still unknown how managers affect employee inventiveness. An earlier study has found a variety of strategies via which directors may affect employee innovation, including providing structure, resources, as well as psychological circumstances that enable workers to participate in the artistic process and display innovation. Leaders may give subordinates directions, structure, as well as guidance, enabling for more creative and effective problem solutions. Because creativity emerges when themes are distinctive and intricate, usually ill-defined and poorly structured, executives can set expectations and concentrate followers' attention on particular ambitions (or tactics) or encourage the structuring of the discussion and the situation at hand. According to research, supportive leadership may help employees be more creative by establishing the right psychological circumstances, nurturing excellent relational exchanges, producing good energy, and delivering constructive feedback.

4. Conclusion

This research highlighted the significance of problem-solving abilities as well as competencies in the workplace. Problem-solving is the process of characterizing an issue, locating the source of the problem, identifying, prioritizing, and choosing viable options for solutions, as well as implementing a solution. Problem-solving and communication skills are examples of "transversal skills," which are defined as the capacity to exchange information from one context to another (workplace). This study examines the problems and solutions for developing problem-solving abilities, which are essential and crucial in the workplace, with the primary goal of advancing scientific research in the context of linking workplaces. The future prospects for the employees with good problem-solving abilities can analyze problems, determine the severity of the situation, as well as weigh the pros and cons of various solutions. Employees who receive problem-solving training in the workplace can collaborate most effectively with coworkers, clients, partners, or suppliers. People wanted to learn more about the role of leadership in facilitating sharing of information both inside and outside the company, and if these activities help workers acquire innovative problem-solving abilities According to our findings, leader supporting behaviors encourage individual engagement in creative problem-solving processes, both directly and indirectly, via internal and external exchange of information.

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