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VIDEO AND INTERNET-ASSISTED PROBLEM-SOLVING SKILLS (V-PROBS) AND "S-E-L-E-S- A-I" AS A SYSTEMATIC TECHNIQUE IN PROBLEM-SOLVING

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ABSTRACT

Managing and solving problems is vital for stabilizing an individual's mental health. Failing to manage a problem without effective strategies may increase an individual's risk of developing depression. V-PROBS, or video and internet-assisted problem-solving skills is introduced as a counselling technique that teaches problem-solving skills based on the formula "S-E-L-E-S-A-I." This technique employs three materials: a flip chart, a pamphlet, and an educational website offered over three platforms: physical or face-to-face consultation, online or virtual consultation, and video consultation via registered website. Counselling session is provided in Bahasa Melayu to facilitate effective communication between the therapist and the clients for better comprehension. The therapist will assist the client to systematically solve the problem using the "S-E-L-E-S-A-I" formula, which consists of seven-step strategies. The steps include admitting and realizing that one has a problem and retaining a clear mind before deciding. The client should note their problems and seek assistance, as problem-solving might be difficult to handle alone. They must prioritize the problems based on the severity and urgency and consider alternative solutions for each issue. The client also must weigh the benefits and disadvantages of each solution. Finally, they should be prepared and understood that this is the best decision he or she has ever made. This method helps to expedite effective means of problem-solving among the clients to alleviate the risk of depression and relapse.

Keywords: *problem-solving, skills, strategies, video*

1. INTRODUCTION

Failing to manage a problem without effective strategies may increase an individual's risk of developing depression (Lam, 2018). The ability to manage and solve problems is vital to ensure an individual's mental health stability since it can alleviate the symptoms of depression and anxiety (Gojani et al., 2018; Zhang et al., 2018). These skills can improve a person's knowledge and abilities at work and study as well as their career quality and satisfaction (Shahbazi et al., 2018). John D. Bransford and Barry S. Stein introduced IDEAL as a strategy to solve a problem. IDEAL stands for identifying the problem, defining an outcome, exploring strategically, anticipating outcomes and acting, as well as looking and learning. IDEAL teaches us to; first, identify the problem, second, identify the purpose for solving the problem, and third, find ways to solve the problem. Next, in the fourth step, IDEAL advocates the client to anticipate things that would happen if a solution in the third step has been taken. Then, to act in resolving the issue. Lastly, we need to look and learn from the problems that have been solved and the effects that have occurred (Bransford et al., 1984). However, to adapt to Malaysians' culture and religion, V-PROB and the "S-E-L-E-S-A-I" formula were introduced as problem-solving

guidelines. V-PROB, or video and internet-assisted problem-solving skills, is a technique of counselling that teaches problem-solving skills using seven systematic steps using the “S-E-L-E-S-A-I” formula.

2. METHODOLOGY

V-PROBS was developed using the formula "S-E-L-E-S-A-I" (Figure 1). The techniques are delivered via three platforms: physical or face-to-face consultation, online or virtual consultation, and video consultation through a registered website using three primary materials: a flip chart, a pamphlet, and an educational website. The URL for the website is <https://selesaicounselling.wixsite.com/mysite>. It is also accessible in the form of a booklet titled "Ayuh Ceria, Selesai Masalah", which is copyrighted (MyIPO: CRLY00007207). The client is guided through the seven steps of "S-E-L-E-S-A-I" for problem-solving.

The first and fundamental action in problem-solving is one needs to acknowledge and admit that there is a problem. By being aware that one has an issue, one will realize that he or she must manage the problem. Secondly, one should keep a calm and clear mind by using the relaxation techniques. When the mind is calm, one is encouraged to compile a list of problems. Listing the problem reflects channeling one’s mental burdens. At this point, we advise the client to seek assistance from others instead of handling it alone, as dealing with difficulties is challenging. In the fifth step, the client must identify each problem's severity and urgency before exploring viable solutions. The problems will be arranged based on urgency and priority. Next, the client should consider the advantages and downsides of each of the previously described solutions (Figure 2). Subsequently, the decision will be made, and finally, the client should eventually understand and accept that this is the best decision he or she has ever taken. During the follow-up clinic appointment, the therapist will review the client's problem-solving experience, and the "S-E-L-E-S-A-I" steps will be discussed again for revision.

S	<i>Sedar bahawa “saya ada masalah”</i> Being aware and admitting that the client is experiencing a problem
E	<i>Elakkan stress dan lapangkan fikiran</i> Calming down before making any decision
L	<i>List atau senaraikan masalah yang ada</i> Listing all the problems to channel all the stress in mind
E	<i>Elok sekiranya ada yang membantu</i> Seeking for help or consulting others
S	<i>Susun supaya perkara penting didahulukan</i> Arranging the problem based on the severity and urgency, and there is a need to consider the solutions for every problem.
A	<i>Analisa baik buruk langkah yang diambil</i> Analysing implications from the potential solution and taking action to solve the problem

I	<i>Inilah keputusan yang bijak dan tepat</i> Seeking guidance from God as the client has made the best decision
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Figure 1 S-E-L-E-S-A-I Formula

My problems	Prioritise problem based on urgency	Langkah positif	Langkah negatif	Langkah yang diambil
I have a problem with my boss	I am not feeling well	Go to the clinic	Just rest at home	
I will be terminated from my work	I have no money	Borrow from a friend	Steal a friend's money	
I have a problem with my friend	I have a problem with my friend	I will forgive my friend and be good to him	I hate him. He should come and apologise.	
I have no money	I have a problem with my boss	I will meet my boss and discuss for improvement	I will plan on something so he can learn from that.	
I am not feeling well	I will be terminated from my work	I need to update my resume and focus on applying for a new job	I am just unlucky and will not be accepted in another place.	

Figure 2 Exploring the Problem's Severity and Possible Solutions

3. CONCLUSION

An effective technique in managing problems is a main step in reducing the risk of depression and relapse in a person with depressive and anxiety disorder. V-PROBS and "S-E-L-E-S-A-I" are enhanced interventions that offer flexibility and systematic strategies that respect clients' cultures, values, and language in problem-solving therapy.

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