

THE EFFECTIVENESS OF MIRACLE QUESTIONS ON STUDENTS' RATIONAL PROBLEM-SOLVING SKILL

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ABSTRACT

The present study was aimed at finding out the effectiveness of miracle questions on the rational problem-solving ability of students in the students Association of Educational Psychology and Guidance, Faculty of Education, Yogyakarta State University (HIMA PPB FIP UNY). This study employed a quantitative approach with single-subject experimental design. The subject of the study five students consisting of 3 male and 2 female students, they were selected by using purposive sampling technique. The data were collected using a problem-solving scale and counseling guideline for miracle questions technique . The data were analyzed using Wilcoxon test. The result of the study exhibited that miracle questions technique was effective in improving students' rational problem-solving skill. The result of the study can be used as a reference in developing guidance and counseling program for improving students' rational problem solving by using miracle questions.

Keywords: miracle question, SFBT, rational problem-solving

INTRODUCTION

One of the students' association in Yogyakarta State University is The students Association of Educational Psychology and Guidance, Faculty of Education, Yogyakarta State University (HIMA PPB FIP UNY). Conflicts and problems often arise in an organization (Lumintang, 2015). While, Siagian (2002) state that value difference, opinion difference, individual difference, competition, and lack of teamwork emerge as the factors resulting in organizational conflict. In line with it, the member of HIMA PPB FIP UNY also experiences various organizational conflicts and problems. It is proven by the observation result in Students Forum of PPB FIP UNY; not all organization member attended the event. Some members who were in conflict with other

member did not attend the event.

Meanwhile, based on an interview with RK, the chief of HIMA PPB FIP UNY, it was found that the member of HIMA PPB FIP UNY tends to withdraw from the organization, decrease intensity to participate in organization, ignore the assignment, and refuse to talk to other members. Moreover, one of the organization members planned to quit the organization due to his conflict with other members. RK said that it is not a solution. Instead, it creates new organizational problems. RK also said that the member of HIMA PPB FIP UNY needs to develop better rational problem-solving ability to be able to cope with the organizational problems better.

One of the solutions considered helpful

in improving rational problem-solving ability among the member of HIMA PPB FIP UNY is by counseling with miracle questions technique. By using the miracle question, the member of HIMA PPB FIP UNY will be able to create a solution for their problems. They would realize that withdrawal, staying away from another member, and quit the organization is not a good problem-solving manners. They would be able to improve their problem-solving ability through exploration of their strength and ability. Besides, miracle questions can also be able to develop hope and optimism among the member of HIMA PPB FIP UNY.

Franklin et al. (2001) conducted a study on the junior high school students behavioral changing attempts by using miracle questions, the result show 70% positive behavioral improvement among the students who were treated. Another study was conducted by Kim and Hopson (2004), by using the miracle question, the study aimed to overcome identity crisis among American adolescents. The study concluded that there was a significant decrease in problem behavior among adolescents regarding identity crisis after being treated using miracle treatment. The study showed that the miracle question is able to improve the emergence of positive behavior and reduce problem behavior.

The studies described above were conducted in other countries and was not specifically aimed at changing behavior. To date, there are only a limited number of study on the effect of miracle questions on certain behavior in Indonesia. Considering the importance of students' problem-solving ability, the study aims to examine the effectiveness of miracle question, as one of the technique in Solution-Focused Brief Therapy for improving students' problem-solving ability in HIMA PPB FIP UNY. The result of the study can be used as a reference in developing guidance and counseling program for improving students' rational problem solving by using miracle questions.

METHODS

This study employed quantitative approach with single-subject experimental design. The subject of the study five students consisting of 3 male and 2 female students, they were selected by using purposive sampling technique. The data were collected using problem-solving scale and miracle questions technique counseling guide. The data were analyzed using Wilcoxon test.

RESULT AND DISCUSSION

Guidance and counseling is one of the disciplines that exist for tens of years in Indonesia. Guidance and counseling emerge as one of the important component of education, it functions to provide a service that support the students' character development (Mariana, 2016). Counseling is one of the guidance and curriculum services aiming at assisting an individual solving their life problems through interview or other manners in accordance with the need (Sutirna, 2012). Petrus and Sudibyo (2017) state that counseling can be carried out face to face between counselors and the counselee, or by using media, both in individual or group setting.

One of the counseling approaches is called Solution-Focused Brief Therapy (SFBT) (Biggs, 2005; Mutaqin, 2006; Brasher, 2009). SFBT is a post-modern counseling approach that is introduced in 1998 by Soo Kim Berg and Steve De Szaher in America (Siedlecky, 2015). SFBT is a future-focused approach that is done in a relatively short time (Kim, 2014). SFBT does not drive counselee to drown in their problems. It focuses on the counselee' strength and ability to view problem-solving possibility. (Cheung, 2001). Through SFBT, individuals are trained to solve problems by selecting some alternative solutions that are created along with the counselors.

One of the technique in SFBT is miracle question. Miracle Question is a technique of giving questions using miracle sentence to assist individuals in selecting an alternative solution for their problems. In counseling

process, counselor will identify problems and explore the counselee's hope related to the problems. After that, the counselee is asked with some questions that can stimulate the counselee realizing the proper solution for their problems (Takalu, et al., 2017:3).

Miracle question was also used as counseling technique in the present study. The problems faced by the students in HIMA PPB FIP UNY were related to the low level of rational problem-solving. Rational problem solving can be one of the conflict triggers among the students in that organization, or even in their daily life.

Problem-solving ability is important to be developed to achieve organizational effectiveness (Aldous, 2007; Fischer, 2012). Rational problem-solving ability is a must-have ability in an organization. According to Newell and Simon (Jonassen, 2011) problem-solving consist of two processes, the process of understanding the problem and the process of finding a solution. Meanwhile, Ferguson (2004) & Jakel (2013) state that problem-solving is the most wanted ability in a profession.

As a student, the member of HIMA PPB FIP UNY is the prospective counselor who shall possess the problem-solving ability. According to Counselor Standard Competence in Permendiknas no. 27 of 2018, a counselor should be able to exhibit a clever, creative, innovative, and productive measure. While, in the process of problem-solving, creative thinking is also required (Chairani, 2016). Therefore, the member of HIMA PPB FIP UNY needs to develop problem-solving ability as one of the professional counselor's ability for solving problems in their life independently.

In the current study, the effectiveness of miracle question in improving rational problem-solving ability was found after the data were analyzed using Wilcoxon signed-rank test with SPSS version 23.00 The analysis was done to find out the difference of the score of rational problem-solving ability in the Posttest and pretest. Table 1 provides the analysis result.

Table 1.
The result of Wilcoxon Signed Rank Test

| pretest- posttest | Significance value | Asymp. Sig. (2- tailed) |
|----------------------|-----------------------|-------------------------------|
| t | 0.05 | 0.042 |

The analysis result shows that miracle questions technique was effective in improving students' rational problem-solving skill. It was proven by *Asymp sig. 2-tailed* of 0,043 (<0,05) with significance level of 5%. The result of the study was consistent with Efford (2015), who state that miracle question can make counselee finds a solution and be used as opinion sharing on the possibility of unrealized problem-solving. It is helpful for the students in performing rational problem-solving process on their problems. Besides, this study is in agreement with the study conducted by Burwel and Chen (Efford, 2015) that found that miracle questions may assist the counselee in doing career counseling process, to become the agent of change and problem-solver for their own problems.

Many studies have proven the effectiveness of the miracle question in improving various positive behavior. Reddy et al. (2015:1) have proven that SFBT, including miracle questions, can reduce adolescents' depression. Forty female adolescents who were categorized as moderately depressed were treated using SFBT. Reddy et al. started the therapy by identifying the cause of depression and explore the adolescents hope regarding their condition. The result of the study showed that these adolescents had their depression lowered after participated in the therapy. Their level of depression turns into normal after they participated in the therapy. Another study conducted by Miranda et al. (2017) found that SFBT techniques can be used as a stimulus to trigger solutions for problems being faced, including miracle questions.

Miracle questions can be the right solution for social relationship and interaction among the community or in an organization (Strong et al., 2008). It is possible because the visualization that emerges from miracle questions has been proven effective for improving social relationship in the community. Hollingsworth et al. (2015) state that the miracle question can create better relationship among the heterogeneous member of the society. Community with different level of education, occupation, ethnic, religion, and age are proven to possess a stronger relationship after miracle questions are applied. The people were asked to imagine a different possible situation in their surrounding when there is a miracle that removes all differences.

In the present study, counselee, as the subject of the study, had managed to solve their problems. They can perform a rational problem-solving process after participating in individual counseling process using miracle questions. This is consistent with the study conducted by Kim and Hopson (2009) that found that the counselee managed to overcome their identity crisis after participating in individual counseling with miracle questions technique.

This study is considered effective because the use of miracle questions stimulate the counselee to discover solutions they did not realize before. Counselee can discover different new things when they imagine a new condition of their problem. Counselee had become an agent of change for themselves when they managed to find a solution for their problems when they find that their problems have been solved. The researchers, as a counselor, drive the counselee to visualize by using miracle questions asked during the counseling process.

Miracle questions are considered an appropriate technique for providing support and making clients realize their strength in solving their problems. By using miracle questions, counselee can see the future clearer without affected by the problems they are facing. This can result in positive hope for

the future and encourage the counselee (Reiter, 2010). Besides, counselee begins to be able to develop a positive feeling and start to create a solution that can be used to solve their problems. Accordingly, miracle questions can also improve the individual's spirit in solving their problems.

CONCLUSION

The study concludes that miracle questions are effective for improving students' problem-solving ability in HIMA PPB FIP UNY. The result of the study can be used as a reference for developing the guidance and counseling program for improving students' rational problem solving by using miracle questions.

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