



Choice Over Uncertainty and Ambiguity in Technical Problem Solving (Classic Reprint)

By Stephan Schrader

Forgotten Books, United States, 2015. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.Excerpt from Choice Over Uncertainty and Ambiguity in Technical Problem Solving Technical problems are solved under uncertainty and ambiguity. Most empirical research in technical problem solving has two characteristics in common: no differentiation between uncertainty and ambiguity is made, and the degree of uncertainty or ambiguity is considered exogenous to the problem-solving process. This paper argues, first, that uncertainty and ambiguity are dissimilar concepts, thereby following ideas proposed by the recent literature. Problem solving under ambiguity involves fundamentally different tasks than problem solving under uncertainty. Consequently, different organizational structures are appropriate and different types of resources needed. Second, it is argued that levels of uncertainty and ambiguity are not exogenously given but rather are determined in the problem-framing process. In this process, problem solvers select explicitly or implicitly specific levels of uncertainty and ambiguity. This choice is contingent on context characteristics such as prior problem-solving experiences, organizational context, and available resources. It is proposed that the efficiency of the problem-solving process and the outcome of the process depends on the fit between the levels of uncertainty and...



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