

# GROUP 10

MEMBER

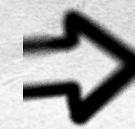
PANISA KONGKATITHAM (AMMY)

PUTTRHADA NANTAKWANG (PUTT)

PHICHAYATIDA PHITHAKTHA

PETCH TRISADIKUN (PETC)

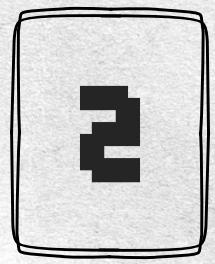
ARTHUR PANDEY (ARTHIT)



## 2 WAYS TO SOLVE WICKED PROBLEMS.

1

Opportunity driven problem solving process; wherein you do a trial-and-error problem solving style, creating more problems and more solutions until you can comb through them until you can find the most affective one. i.e.; A problem you might face is a tough math equation that you can not solve. This process will tell you too use all the available knowledge you have to randomly try to solve the equation using all the ways you know how too until you can find a solution.



**The Traditional way; Wherein you understand the problem first by gathering data from reliable sources as your first step. Then you find a solution for the problem present using the available evidence as the foundation to a solution. Then as the last stage you implement the solution to solve the wicked problem stifling the collective intelligence.**

i.e.; A problem that might be present while you are working collectively is a wicked problem where you use tame solution to fix a complicated problem. Find evidence of the problems complexity for example, a complex problem may be a socially anxious group member in a group project, the other group members might use simple solutions like ignoring the member, which is a simple solution that would stifles the groups collective intelligence, instead the group should help the member adjust and help them grow so that the group can correctly solve the problem.

## **HORST RITTLE UNDERSTOOD THE WICKED PROBLEMS AS 6 PROBLEMS THAT HAVE SOLUTIONS**

**1**

**The problem is not understood until you have a solution to it.  
Which means you need to understand the big picture to  
understand the small picture**

**2**

**Wicked problems never stop they only stop when you run out of  
energy**

- 
- 3** You can never be right or wrong when you are trying to solve a wicked problem.  
Only better, good, worse or good enough
- 4** Every wicked problem is unique in its own right and no 2 wicked problems will have the same solution
- 5** If you want to solve a wicked problem you need to be willing to take risk to achieve your goal
- 6** There is no predetermined or alternative solutions to wicked problems, you need to have the creativity to solve it.

# ALIGN

- The government, residents, and businesses all want to stay safe and protect property, so they support better flood defenses to prevent damage and economic loss.



# CONFLICT

- Bangkok's crowding and loss of natural water-absorbing areas increase flood risk. The government may want some people to move to reduce this risk, but many resist leaving due to jobs, homes, and better opportunities in the city.
- People want affordable homes in convenient areas, but these places are often flood-prone. Insurance companies charge higher fees there to cover potential damage, creating a conflict between affordable housing and protecting against financial loss.

32

## WHO ARE THE STAKEHOLDERS?

- The Bangkok Metropolitan Administration (Local Level), including the Governor and Deputy Governors of Bangkok, will be the first group to face many problems if flooding occurs in the city, because they are responsible for all residents. They have the authority, resources, and duty to protect people, manage the situation, and reduce the damage caused by flooding.
- People in the city face many problems when flooding happens. It can damage homes and buildings, ruin personal belongings, and cause people to lose their jobs or income.
- Insurance companies are affected by flooding because they must pay many claims at once, which can cause financial losses.
- Industrial estates are affected by flooding because it can damage factories, stop production, and cause financial losses.



## OTHER FACTORS

- Flood barriers help control flooding by holding back or redirecting water. Therefore, the design, height, and strength of dams are very important to ensure that water storage is effective.
- Drainage pipes are very important for a city because they help carry rainwater or floodwater out of urban areas. If the pipes are insufficient or blocked, flooding can occur easily.



## DEVELOP A CONSENSUS ON A RECOMMENDED COURSE OF ACTION

First, we want to solve the problem of overcrowding in Bangkok, which contributes to flooding. The government wants people to move to other areas to make space for flood barriers and manage resources better. The challenge is encouraging people to move without conflict, as many prefer the convenience of living in the city. To help people move from Bangkok without conflict, the government can make life outside the city more attractive. Adding parks, shopping centers, and other facilities can make the new areas more convenient and enjoyable. Moreover, they can build affordable and comfortable homes, improve transportation like trains and buses, create job opportunities, and provide good schools and hospitals. They can also offer financial support or incentives, such as cash payments, cheaper housing, tax breaks, and help with utilities or finding jobs, to encourage people to relocate voluntarily.





## CONFLICT

- During global pandemics, government policies aimed at controlling disease can sometimes conflict with medical ethics. Measures such as restricting information, enforcing compulsory treatments, or distributing resources unequally may undermine core ethical principles like autonomy, fairness, and patient welfare. This creates tension between political goals and medical duties, leading to ethical dilemmas for health professionals and a loss of public trust.
- In response to global pandemics, governments often introduce new policies to control the crisis, but these measures can create conflict with the public. Policies such as lockdowns, mandatory vaccination, or travel restrictions may be seen as necessary by authorities but unfair or restrictive by citizens. This tension arises from balancing public safety with individual rights, leading to mistrust, resistance, and social division.

36

## WHO ARE THE STAKEHOLDERS?

- Government and public health agencies – Ministry of Public Health, Centers for Disease Control, and local authorities, who are responsible for creating laws and policies to prevent pandemics.
- General public – People affected by policies, such as lockdowns, vaccinations, or screening measures. They want policies that do not overly disrupt their daily lives and well-being.
- Medical personnel and hospitals – This includes doctors, nurses, and other healthcare workers who are responsible for managing and treating patients. They play a critical role in responding to a pandemic by providing medical care, monitoring the spread of disease, and supporting public health efforts to keep communities safe and healthy.



## OTHER FACTORS

- During a pandemic, people often hoard food, medicine, and hygiene products out of fear, which creates shortages, higher prices, and unequal access, leaving vulnerable groups without essentials and worsening the crisis.
- When a disease spreads quickly, vaccines are crucial, but limited supply, unequal access, and vaccine hesitancy can delay protection, increase infections, and strain healthcare systems.

## HOW DO THE POSSIBLE RESOLUTIONS TO THE PROBLEM(S) CHANGE AS YOU INCLUDE THE PERSPECTIVES OF DIFFERENT STAKEHOLDERS?

To prepare for future pandemics while respecting rights, policies should use clear alert levels, focus on non-intrusive measures (like ventilation and free testing), ensure vaccine access, protect privacy, target high-risk settings, and include equity supports.

Possible solutions change with stakeholders:

- Government may prioritize public safety and cost control.
- Businesses focus on staying open and minimizing disruption.
- Healthcare workers want strong protections and resources.
- Citizens value safety but also personal freedom.

(Balancing these views shapes how strict or flexible policies become.)



## DEVELOP A CONSENSUS ON A RECOMMENDED COURSE OF ACTION

We can make pandemic policies that respect people's rights and freedom by being clear, fair, and easy to follow. Setting different warning levels, like low, medium, and high, helps people understand how serious the pandemic is and take the right precautions without confusion or panic. Policies should focus on safe and simple measures, such as wearing masks, improving ventilation, providing free testing, and distributing vaccines, which protect people without heavily interfering with daily life. They should also provide support to those affected financially or socially so everyone can follow the rules without unfair hardship. Therefore, we can keep people safe while respecting their freedom.