

# SOCIAL THEORY & DESIGN THINKING

Wicked Problems in Design Thinking

Group Exercise

# PART I: RICHARD BUCHANAN

A. Richard Buchanan's design thinking as a "new liberal art of technological culture"

- Help to develop critical thinking for the problems in modern society.
- New liberal art is not only limited to design or sections of art but it can be used for various parts of society like politics or management.
- Understand the problems of modern society, structure them, develop solutions and reflect on their values.
- Creates development and innovation in all areas of life.
- Design thinking helps integrate the fragmentated liberal arts.



# PART I:★RICHARD BUCHANAN

A. Richard Buchanan's design thinking as a "new liberal art of technological culture"

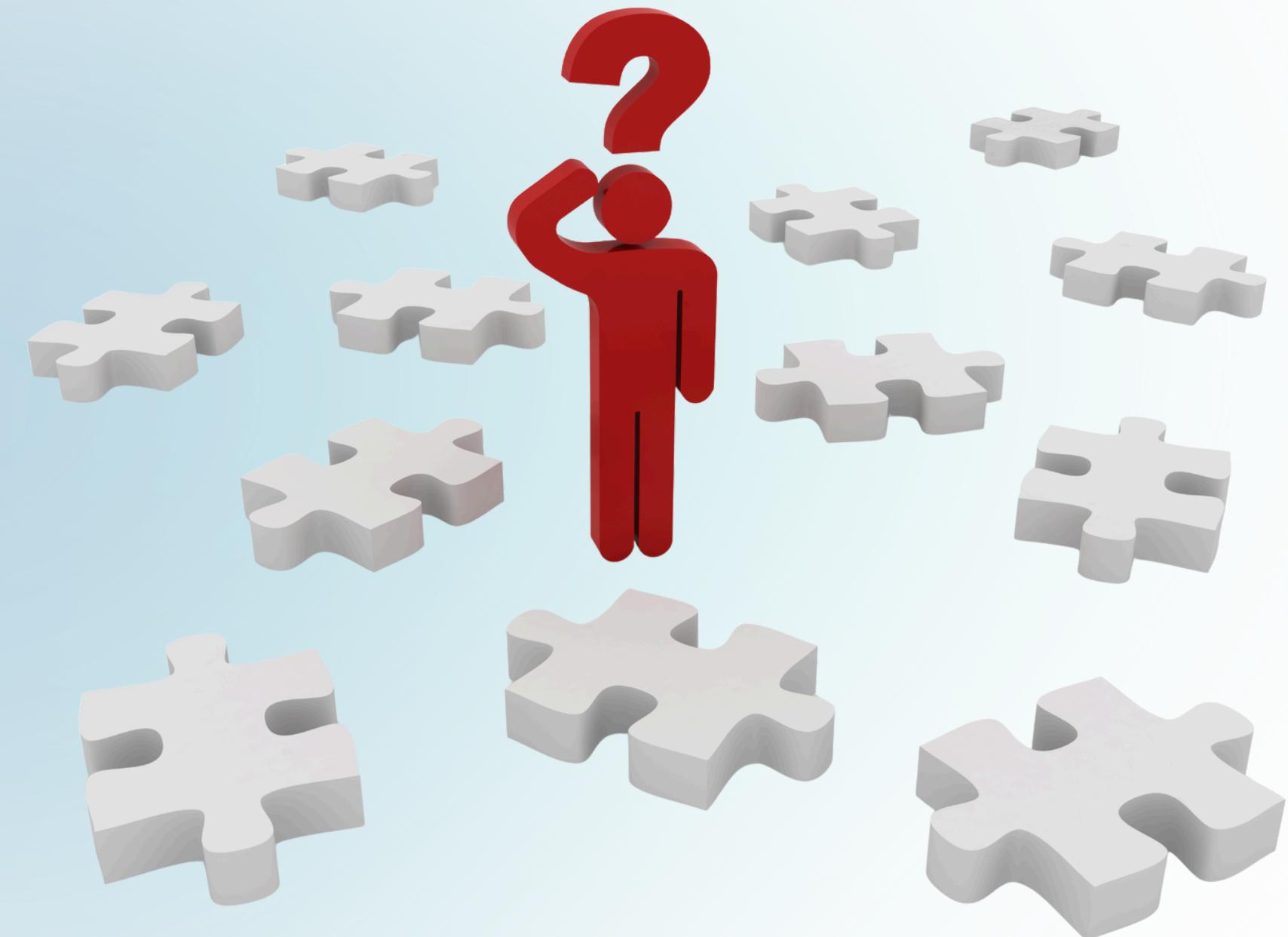
- Without proper reflection between parties, design results in fragmentation.
- Design thinking changes our culture, both in external and internal characters.
- Structuring problems rather than just solve them.
- Strengthening democracy and critical thinking.
- Enables interdisciplinary collaboration.



# PART I:★RICHARD BUCHANAN

*B. Richard Buchanan's elaboration of Horst Rittel's 10 characteristics of "wicked problems"*

1. Wicked problems have no definitive formulation.
2. Wicked problems have no stopping rules.
3. Solutions to wicked problems can only be good or bad.
4. There are no fixed steps of solutions to wicked problems
5. There are more than one explanation for each problem depending on the perspective of the designer.



# PART I:★RICHARD BUCHANAN

*B. Richard Buchanan's elaboration of Horst Rittel's 10 characteristics of "wicked problems"*

- 6. Wicked problems are all connected
- 7. No formulation and solution of a wicked problem has a definitive test.
- 8. Solving a wicked problem is a "one shot" operation
- 9. Every wicked problem is unique.
- 10. The solver is fully responsible for their actions



# PART 2

43. Problem: Many families struggle with the financial burden of end-of-life care. What public policies or community-based solutions could alleviate this inequality?  
[#DeathManagement]



## **Stakeholders:**

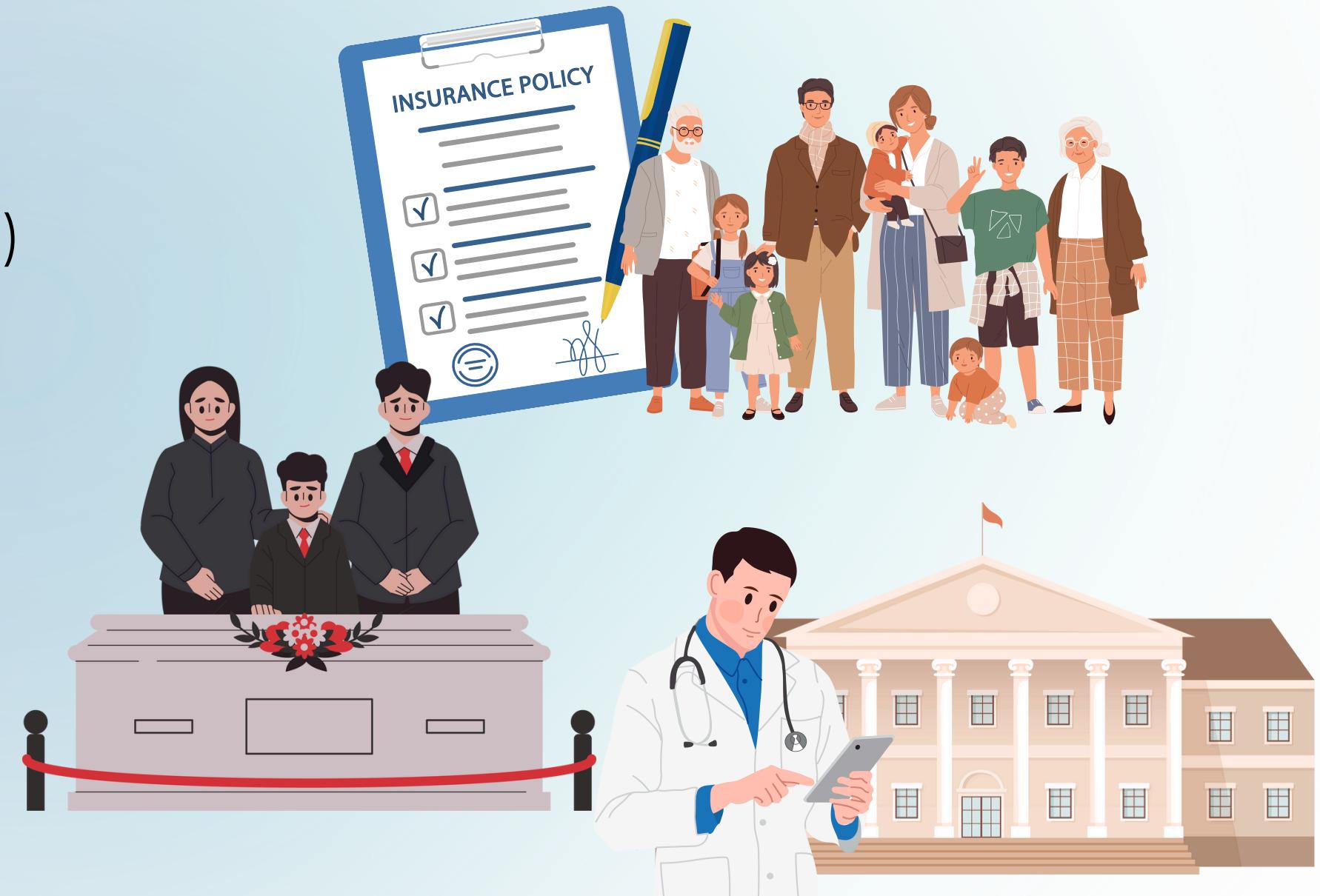
- Patients
- Families
- Healthcare providers
- Funeral homes
- Religious institutions
- Local government
- Insurance companies
- Charities
- Policymakers

# PART 2

43. Problem: Many families struggle with the financial burden of end-of-life care. What public policies or community-based solutions could alleviate this inequality?  
[#DeathManagement]

## Conflicts:

- Insurance companies vs Families (coverage limits)
- Government vs Health providers (budget limits)
- Funeral homes vs Families (profit vs cost)



# PART 2

43. Problem: Many families struggle with the financial burden of end-of-life care. What public policies or community-based solutions could alleviate this inequality?  
[#DeathManagement]



## Alignments:

- Families want affordability and support
- Some policymakers and nonprofits support equity

# PART 2

43. *Problem: Many families struggle with the financial burden of end-of-life care. What public policies or community-based solutions could alleviate this inequality?*  
[#DeathManagement]

## Solutions:

- Expand insurance to cover palliative care
- Nonprofits offer services for free or low cost
- Use tax revenue to subsidize families
- Donations to temples/churches to support care
- Government or bank loans for families, repayable when financially stable
- Shared responsibility: state + private sector + community



# PART 2

47. Problem: *Misinformation spreads faster than fact-checking. Should societies regulate free speech on digital platforms, and if so, how? [#Democracy&Media]*

## **Stakeholders:**

- Internet users
- Companies that own the platform
- Digital platforms in general
- Government
- Journalists



# PART 2

47. Problem: Misinformation spreads faster than fact-checking. Should societies regulate free speech on digital platforms, and if so, how? [#Democracy&Media]

## Conflicts

- Free speech advocates vs Regulation supporters
- Companies protecting platform growth vs public demand for responsibility
- Government control vs user autonomy
- Journalists vs Misinformation influencers

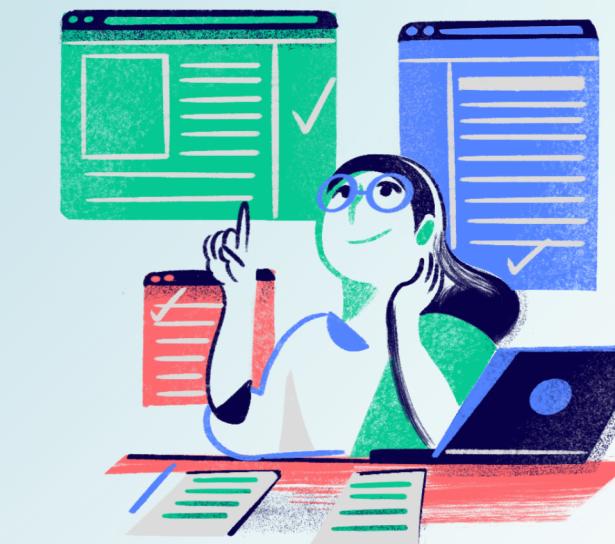
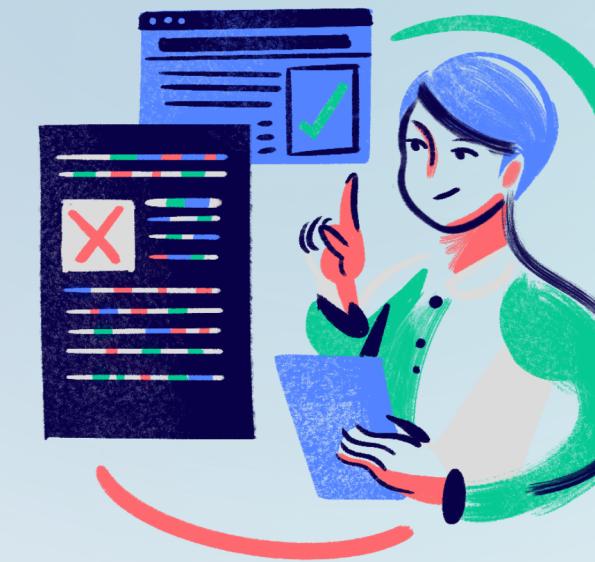


# PART 2

47. Problem: *Misinformation spreads faster than fact-checking. Should societies regulate free speech on digital platforms, and if so, how? [#Democracy&Media]*

## Alignment

- Users and journalists want access to reliable information
- Governments and platforms may aim to reduce misinformation and promote digital literacy
- Shared interest in protecting democratic values and public safety

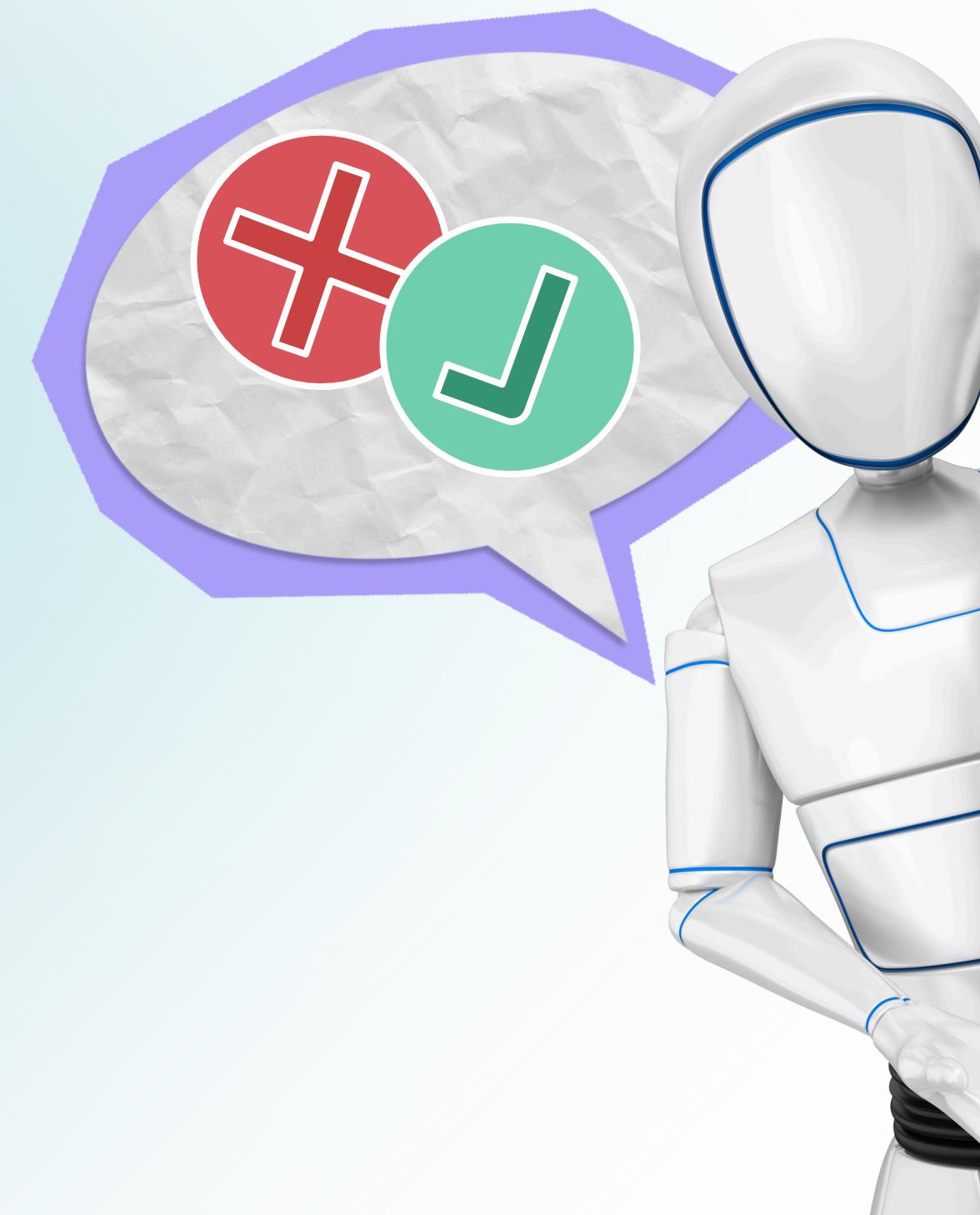


# PART 2

47. *Problem: Misinformation spreads faster than fact-checking. Should societies regulate free speech on digital platforms, and if so, how? [#Democracy&Media]*

## Solutions

- Government bills to regulate digital information & algorithms
- Public programs teaching citizens how to recognize misinformation
- Platforms implement AI to verify high-impact information
- Balance: protect free speech while minimizing harmful misinformation
- Combination of regulation, user self-responsibility, and education
- **Verification system:**
  - Everyday users stay unverified
  - High-impact accounts go through authenticity checks
  - Helps audiences judge legitimacy of info



**THANK YOU**