

Part I

# Jeff CONKLIN

Group 3 presentation

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# Fragmentation & Collective intelligence

## Fragmentation

- A phenomenon that pulls apart something which is potentially whole.
- Challenge collective intelligence
- Make collaboration difficult



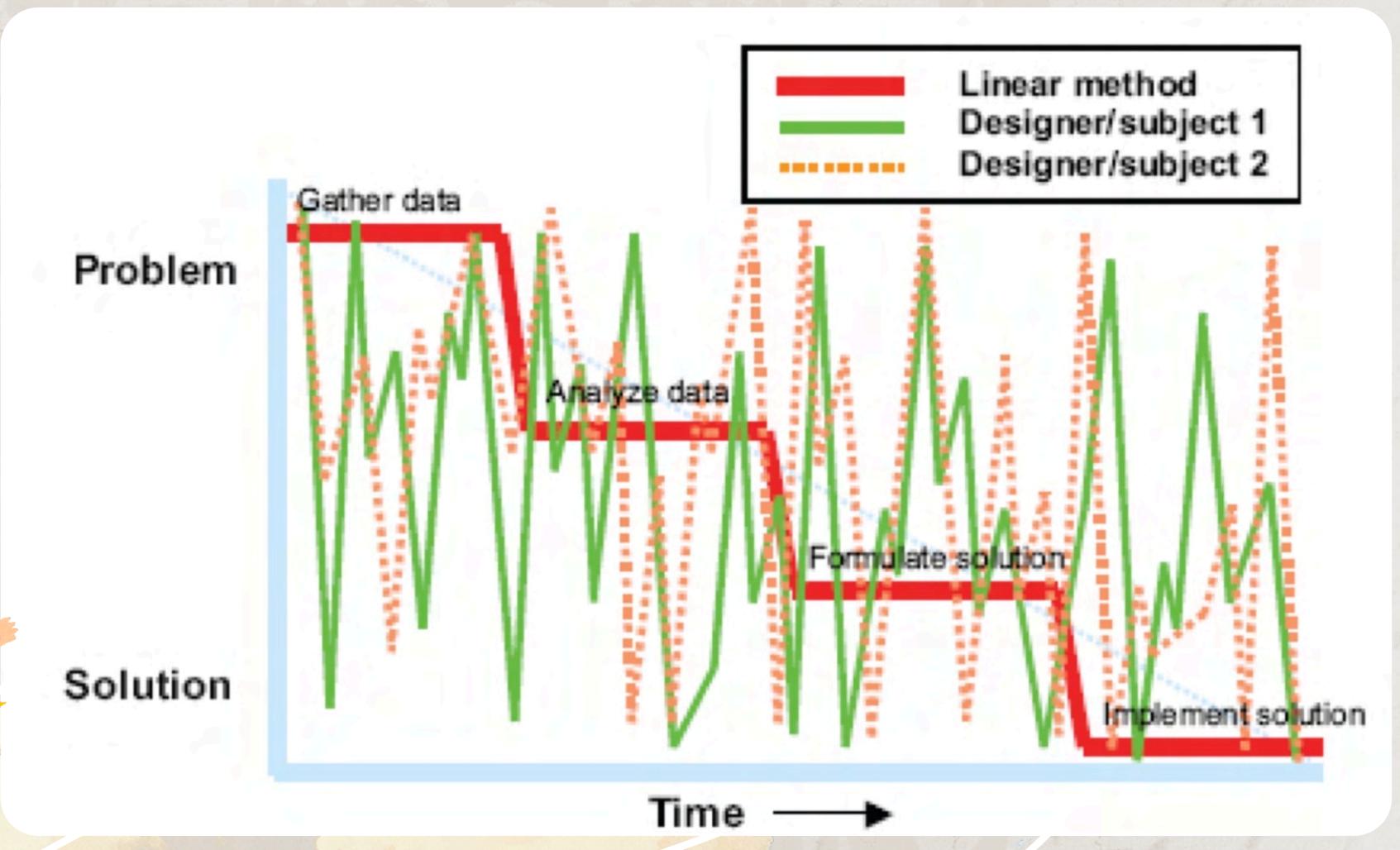
## Collective intelligence

- Natural property of socially shared cognition
- Natural enabler of collaboration
- Process and outcome of effectively using knowledge to achieve a common goal.



# Dialogue mapping

a facilitation technique designed to help groups tackle complex



- allows diverse group of people to generate coherence around wicked problems
  - coherence: stakeholders is clear about their roles & have shared understandings
- essential for addressing fragmentation and helps create collective intelligence
- However, it is only the first step towards building the literacy/fluency in organization
  - distinctions, tools, methods and practices for crafting shared understanding

# Horst Rittel's 6 characteristics of wicked problems

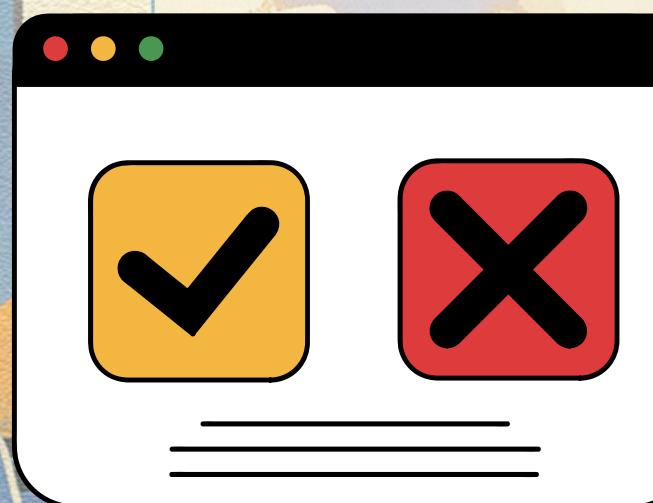
1.  
You grasp  
the problem  
by solving it.



2.  
Have no  
stopping  
rule



3.  
Have no  
right or  
wrong



4.  
is unique  
and novel



5.  
every solution  
is a one shot  
operation



6.  
no given  
alternative  
solution

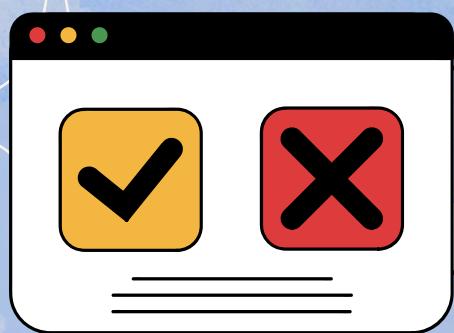


# wicked problems in Conklin's lense

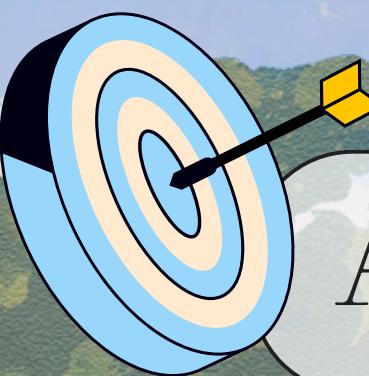


The full understanding of problem occur through the process of solving it

Solutions are not perfect, there is no clear point at which a wicked problem is solved



Evaluations of solutions are subjective, it requires deep facilitation and negotiation



There is no repeatable methodology, each one has its own specificity.



Actions taken to solve wicked problem has consequences that can't be undone



Challenges in wicked problems is identifying what possible solutions are available

Part II

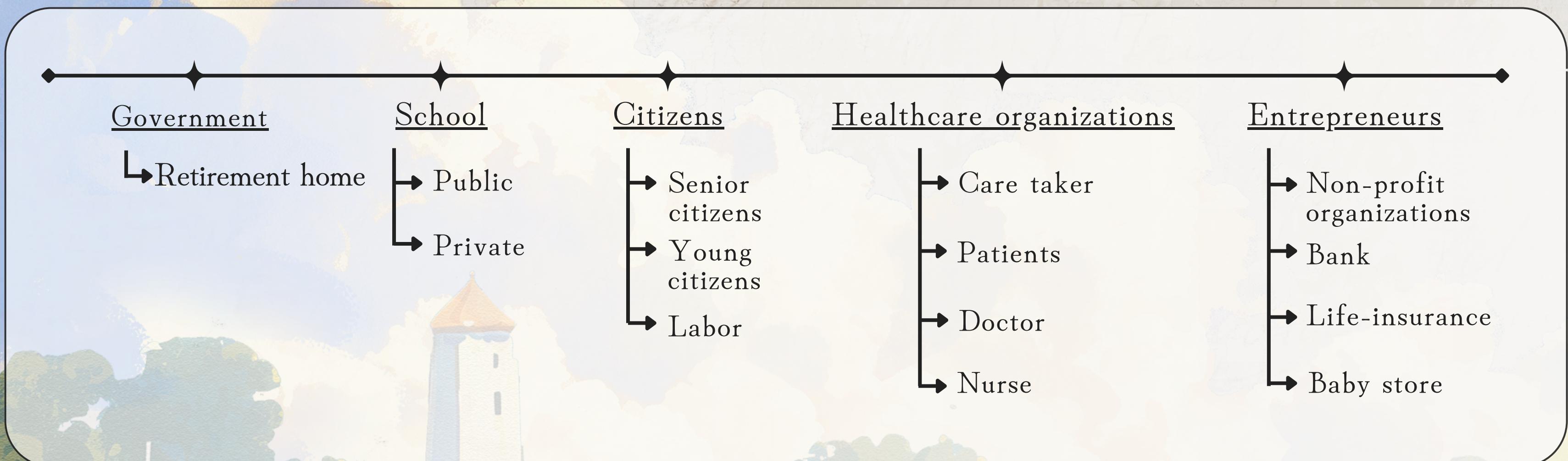
# Question 11

## THAILAND'S AGING SOCIETY ISSUE ANALYSIS

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# Aging Society

## STAKEHOLDERS



# Aging Society.\*

## ALIGN / CONFLICT

### Align

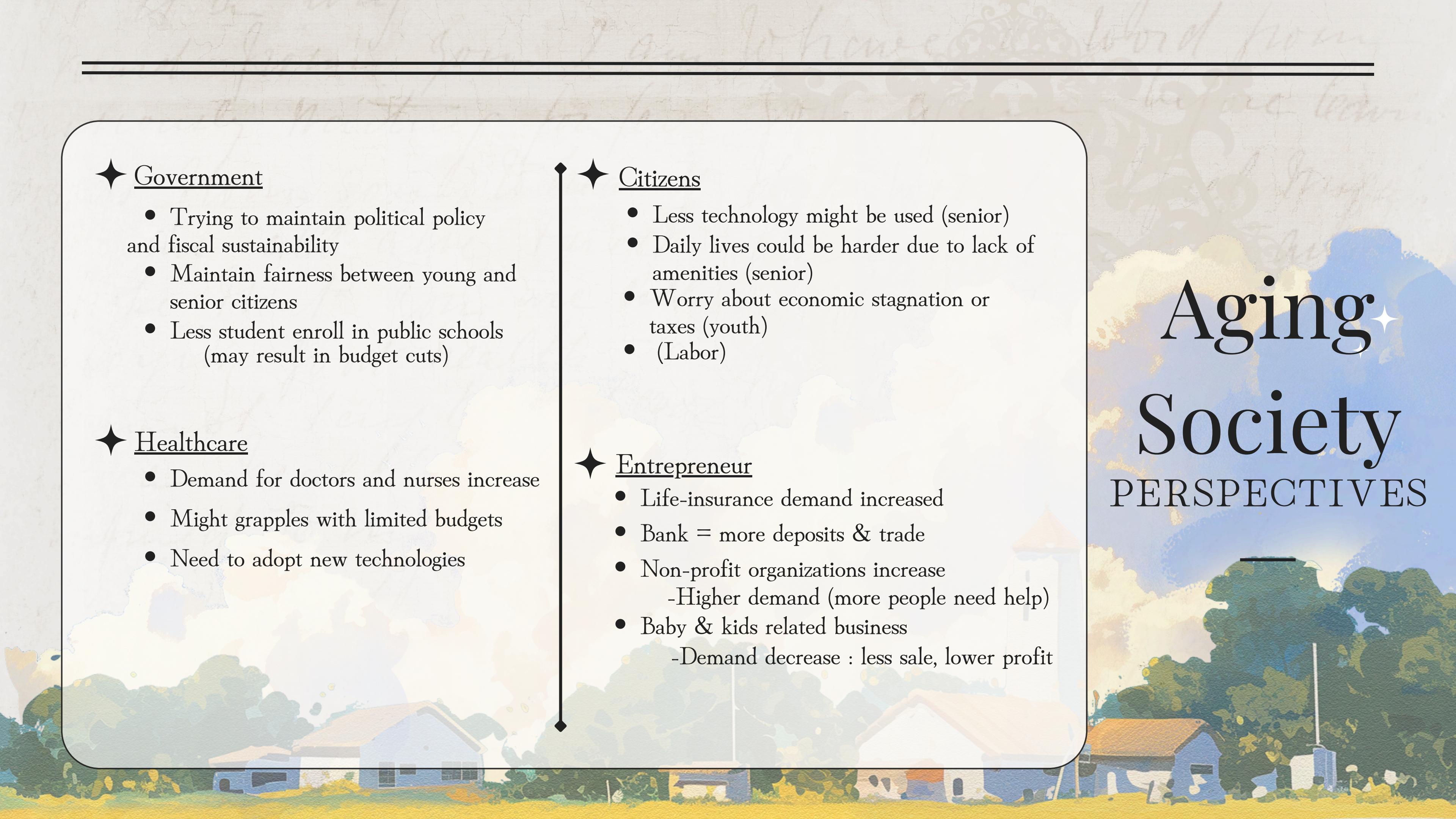
- Non-profit organization
- Health care organization
- Life-insurance
- Lawyer
- Entrepreneurs
- Technology

### Both

- Government
- Public schools
- Employers
- Employees
- Patients
- Caretakers

### Conflict

- Government
- Citizens
- Baby (& kids) related business
- Employees
- Technology



# Aging Society PERSPECTIVES

## ◆ Government

- Trying to maintain political policy and fiscal sustainability
- Maintain fairness between young and senior citizens
- Less student enroll in public schools (may result in budget cuts)

## ◆ Healthcare

- Demand for doctors and nurses increase
- Might grapples with limited budgets
- Need to adopt new technologies

## ◆ Citizens

- Less technology might be used (senior)
- Daily lives could be harder due to lack of amenities (senior)
- Worry about economic stagnation or taxes (youth)
- (Labor)

## ◆ Entrepreneur

- Life-insurance demand increased
- Bank = more deposits & trade
- Non-profit organizations increase
  - Higher demand (more people need help)
- Baby & kids related business
  - Demand decrease : less sale, lower profit

# Aging Society

## POSSIBLE SOLUTIONS

- Healthcare policy (eg. gold card)
  - Increase the hospital budget
  - Senior citizens welfare
- Elderly care facilities
  - Age-friendly area
  - More retirement home
  - Vocational training center for senior citizens
- Birth rate policy
  - Tax reduction for families with children
  - Government help pays for maternity expenses
- Labor
  - Utilized technology to fill labor gaps
  - Considered immigration to augment workforce
  - Prepare youth for high-value jobs

Part II

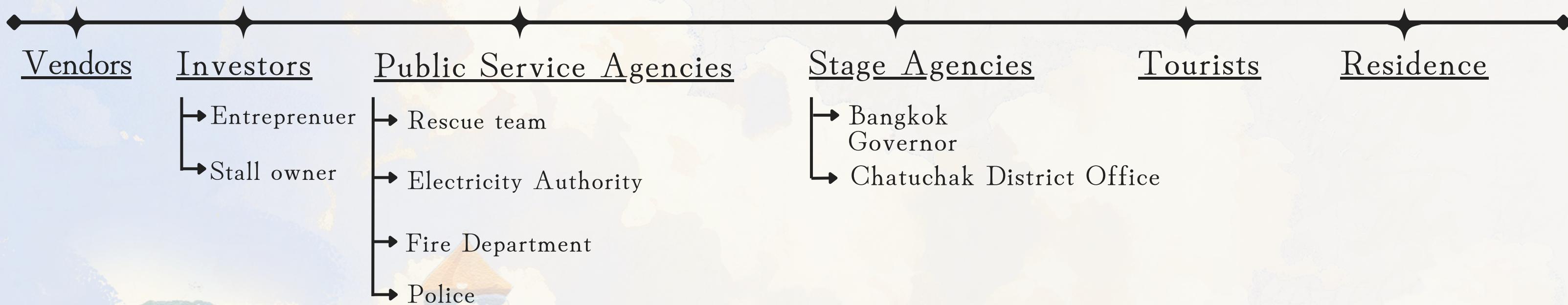
# Question 22

## JATUJAK'S FIRE ACCIDENT AND OVERCROWDING ISSUES

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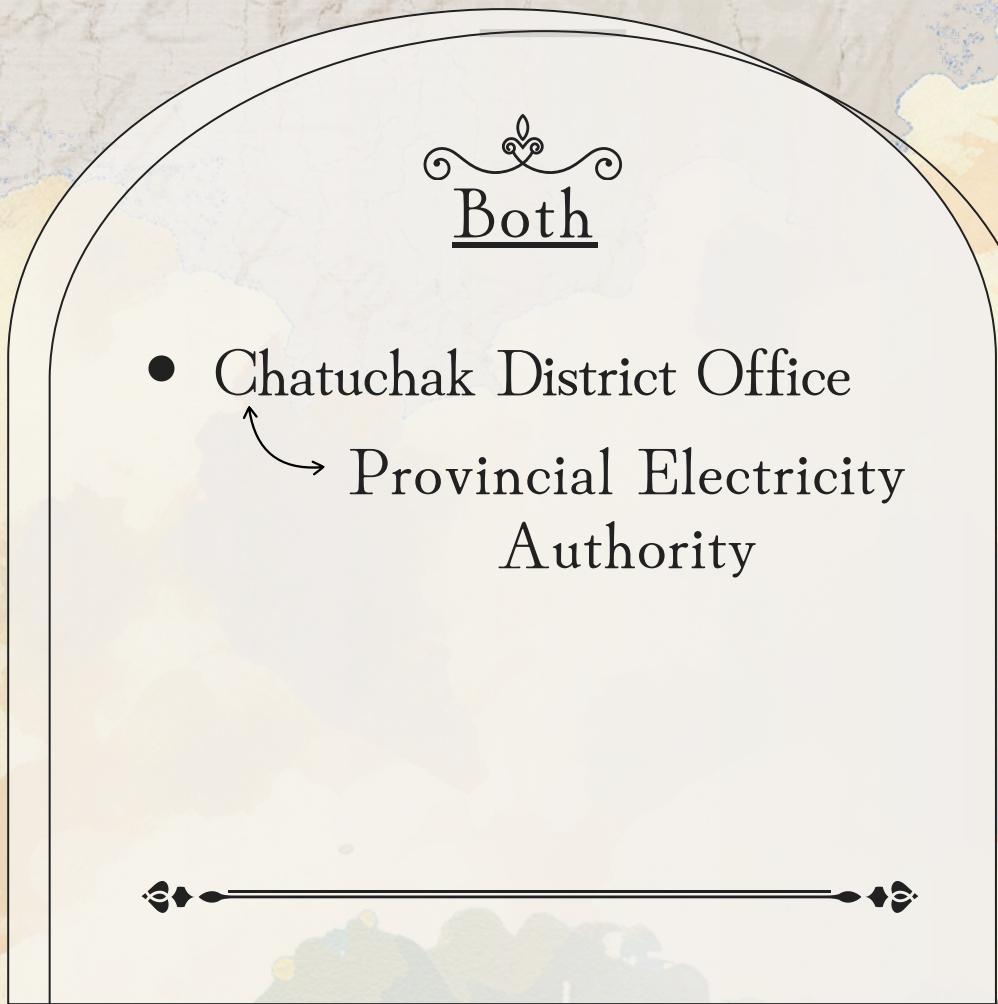
# Hazardous Management

## STAKEHOLDERS



# Hazardous Management

## ALIGN / CONFLICT





# Hazardous Management

## PERSPECTIVES

### Public Service Agencies

- Electricity Authority

-More frequent monitoring process  
-Faced safety concerns raised by the community

- Fire Department

-Increase workload

### Investors

- Entrepreneur

-Invest in alternative markets which have more stability

- Stall owner

-Lesser revenue as vendors might move their businesses to other locations.

### Tourist

- Lose trust in market safety
- Find alternative markets
- Affect Chatuchak market's economy and country image

### Vendors

- Receive lesser revenue
- Might face a loss
- If the stall was destroyed by fire, It might take a long time to recover

### Residence

- Affected by pollution resulting from smoke 'spillover effect'

# Hazardous Management

## SOLUTION

### SHORT TERM

#### Installation

- Emergency exit sign
- Smoke detector
- Fire extinguisher
- Circuit breaker

#### Safety protocols

- Security check every 3-6 months

### LONG TERM

- Remodel the market layout
- Switch to underground cable system

*Thank you*

