Abstract:

Uncertainty is a common experience among people especially in health area. People utilize many information seeking behaviors to overcome uncertainty. Amongst the communication theories, uncertainty management theory deals more with the seeking behavior and information avoidance toward uncertainty, in this regard relatively good researches in health area conducted. The current study intends to identify types and sources of uncertainty, communication reaction of people towards the experienced uncertainty, how and why to search or avoid information, and types of information that were search or avoided through the investigation of related studied previously performed on this field.

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Introduction

Living conditions; from illness to pregnancy, senility, etc. are such that accompanied by uncertainty[[1]](#footnote-1). Brasherz() describe uncertainty as a state in which the person encounters an ambiguous or complex situation that either having no access to information or confronting contradictory information, then such people based on their knowledge and perception of the situation feel anxiety and insecurity(Quoted from \*\*\*\*). Mishel and Barron (2012) consider uncertainty as an inability to predict events, which has been identified as the biggest source of stress for patients with acute and chronic diseases. Some kinds of uncertainty can threaten health condition of people and some not threaten. For example, uncertainty about the outcome of a treatment causes anxiety and stress and threatens physical and mental health condition of people, but not about the eyes color of an infant which is to be born(متیوس2009). Uncertainty not only has negative effects such as anxiety, hopelessness, lack of self-confidence etc, but also has positive ones such as innovation and creativity(اندرسون2006).

1. Uncertainty [↑](#footnote-ref-1)