

Mulia Widjaja (Noble Huang)

ENGL 101H

Dr. Turner

15 April 2023

## Reading Response 2

I read two articles consisting of discussions in relation to problem-solving in a specialized field like Technical Communication and Professional Writing: "Solving Problems in Technical Communication" by Johndan Johnson-Eilola & S. A. Selber (Eds.) and "The Problem of Documentation" by Natasha N. Jones. Both articles include insights pertaining to the ability to recognize and address issues in technical communication and proposed approaches to overcoming these challenges.

Johnson-Eilola emphasized how crucial detecting systems related to how necessary technical communicators are during a reworking process, further analyzing the power dynamics and interpretations based on cultural norms, thereby governing their methods of exchanging information. He stated, "Technical communicators should be at the forefront of thinking about what information users need to make decisions, and they should develop ways to gather that information effectively," thereby enabling them to further comprehend and express the difficulties in technical communication.

Contrarily, Jones has been directing on the hardship of organizations of important records. He is highly concerned since documentation is repeatedly referred to as a "necessary evil" in technical communication. He proposed technical communicators to positively revolutionize their methods due to social norms. He proposed some implementations. He stated, "Technical communication is a social

practice that involves reading, writing, and other modes of communicating with people about technical topics, and it is something that can always be improved."

Both articles delivered appreciable emphasis on methods to tackle some real-life issues in technical communication. I regard insights of crucial strategies as highly valuable provided by Johnson-Eilola and Jones to express common challenges in documentation and organization of facts. Since I am deeply concerned, passionate, and curious about technical communication, ultimately, I believe that applying significant methods focused on clients and users can possibly construct more effective and meaningful technical communication practices that better serve our audiences.

### Works Cited

- Henz, B. (2012). Chapter 14: What Do Technical Communicators Need to Know about Genre? In J. Johnson-Eilola & S. A. Selber (Eds.), *Solving Problems in Technical Communication* (1st ed., pp. 337-361). University of Chicago Press.
- Jones, N. N. (2016). Found things: Genre, narrative, and identification in a networked activist organization. *Technical Communication Quarterly*, 25(4), 298-318.