

**C2852637**

**Deddy Sujarwadi C. G**

**Missed class: ILT-SS-08-B**

### **Abstract**

Critical thinking is part of problem solving, when we are in a problem there are three stages that we do to solve the problem, understand the problem context, define the root cause, and solve the root cause. At the stage of understanding the context of the problem, there are four important points (who, situation, complication, and problem statement). Who, Who is saying it? What's the position of the speaker and what is influencing them? Then the situation, we must be able to understand the current situation, then see the complication that the problem will go through. After we have done three steps, we can define some problem statements. The characteristics of a good problem statement definition such as be relevant to the who is involved, the objective situation that is happening and complication that is caused by the situation. Not be too broad and vague. Should only concentrate on addressing one single question. There is another option you can explore to better understand the context of the problem when you don't have enough data, which is open ended interviews. This will increase our understanding of the problem that occurred. Methodology to find the root of the problem using "5 Whys Analysis". 5 Whys is one of the root cause analysis tools which can be used to solve problems efficiently by digging deeper into the root causes of the problem using the counter measurement method. Then break the problem down into easy-to-solve parts. There are several frameworks available that we can use to break down the problem statement into overarching topics. This framework allows us to track how something was developed to produce the desired result, which can be a useful starting point for identifying overarching topics. Tips for fully understanding root causes in the context of real life work, the first asks politely, the second creates a stopping place for constant check-ups and the last fosters a culture of critical thinking in the workplace. Hints to help us think critically, try to look at several scenarios to find out why something happened, why it happened. Do more research to get a better perspective. Frameworks are just tools.