

Faculty of Design

2021

## Dilemmas and Conflicts in Systemic Design: Towards a theoretical framework for individual-system dialectic

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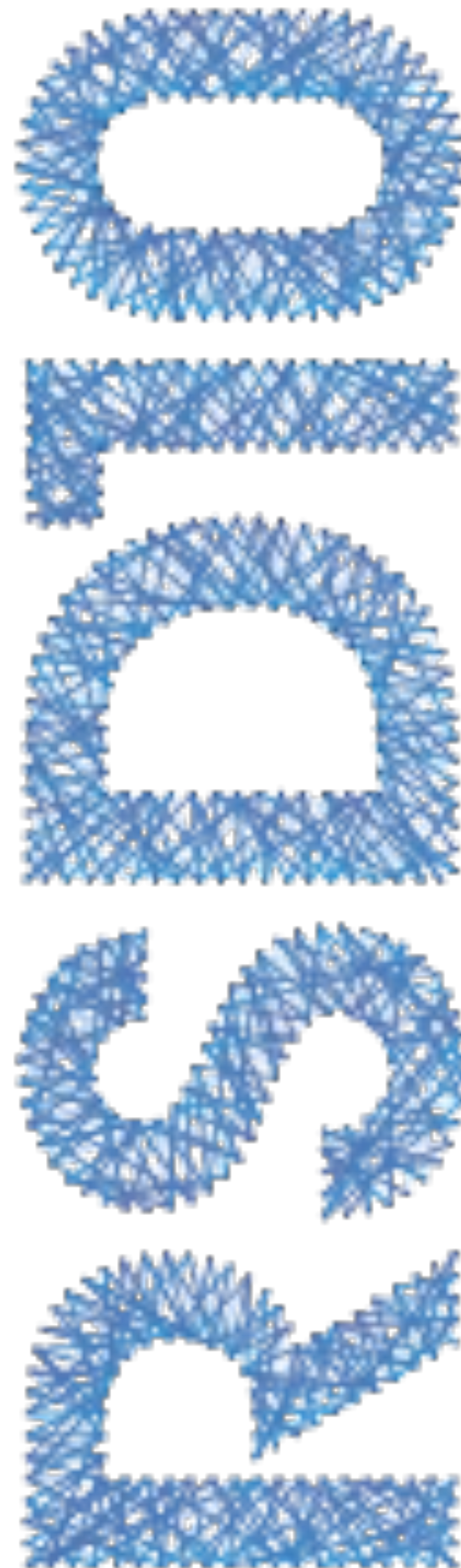
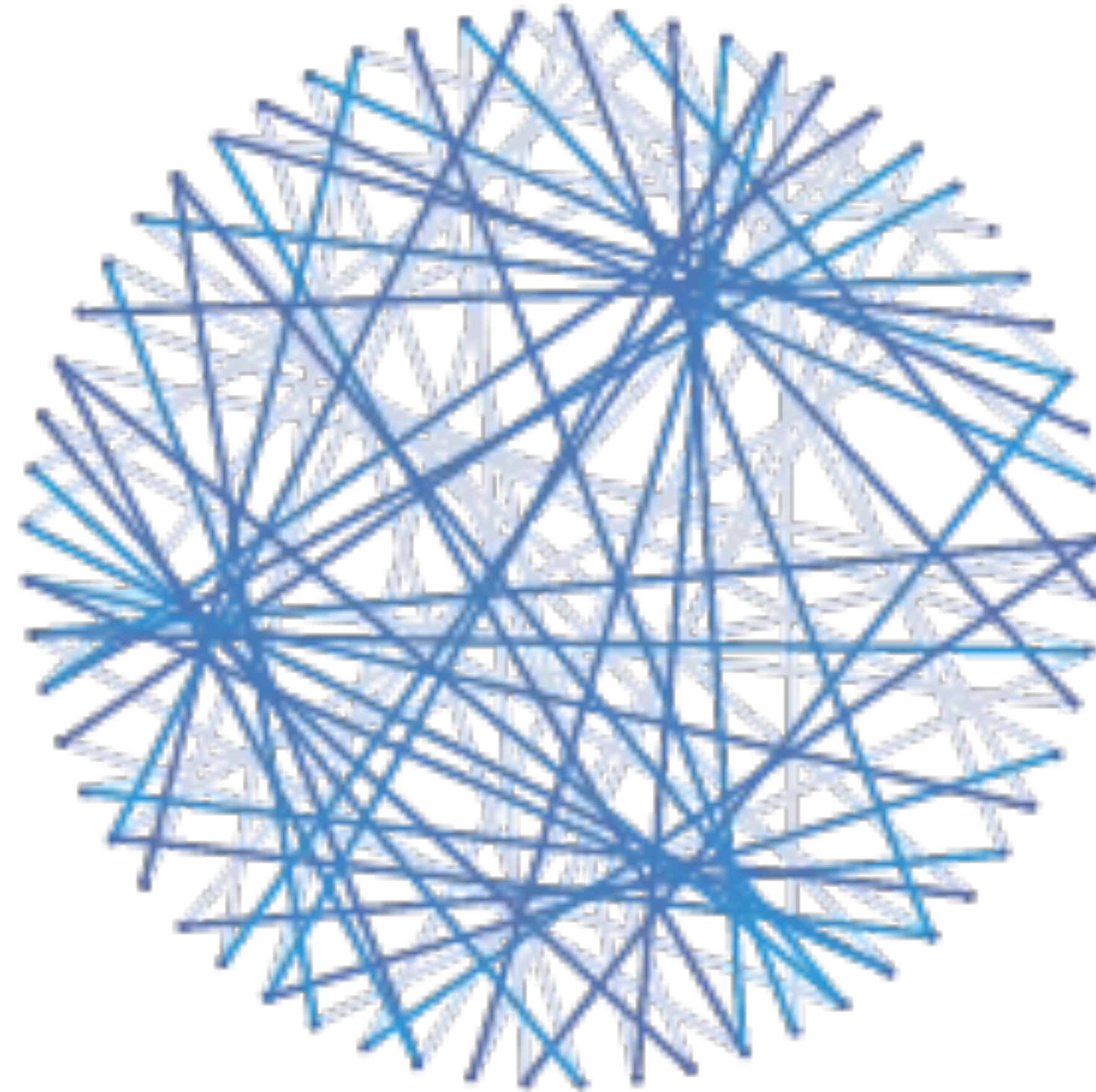
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# **DILEMMAS AND CONFLICTS IN SYSTEMIC DESIGN TOWARDS A THEORETICAL FRAMEWORK FOR INDIVIDUAL-SYSTEM DIALECTIC**

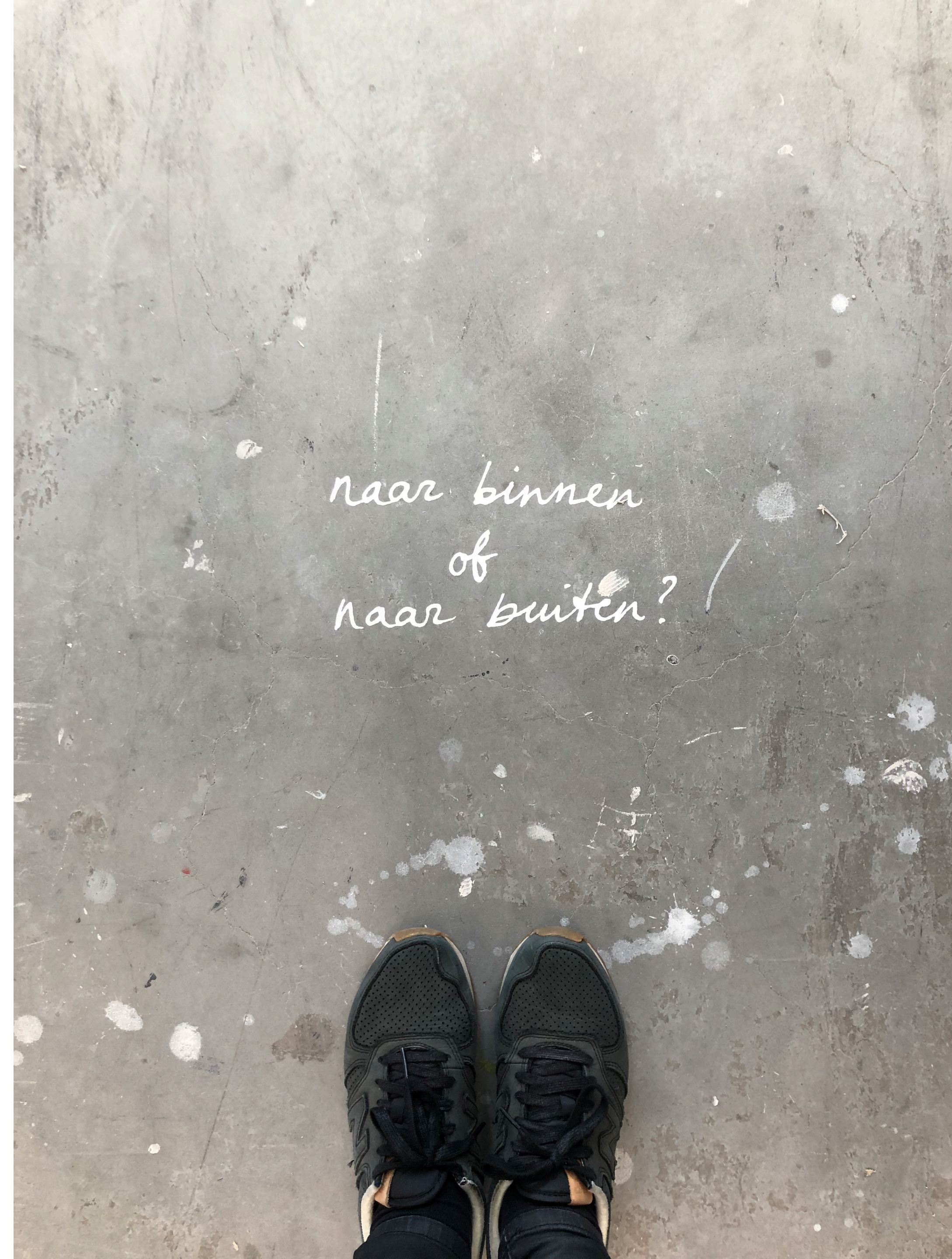
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UNIVERSITY OF TWENTE  
04.11.2021**

**UNIVERSITY OF TWENTE.**






# WWW. DESIGN WITH DILEMMAS .COM



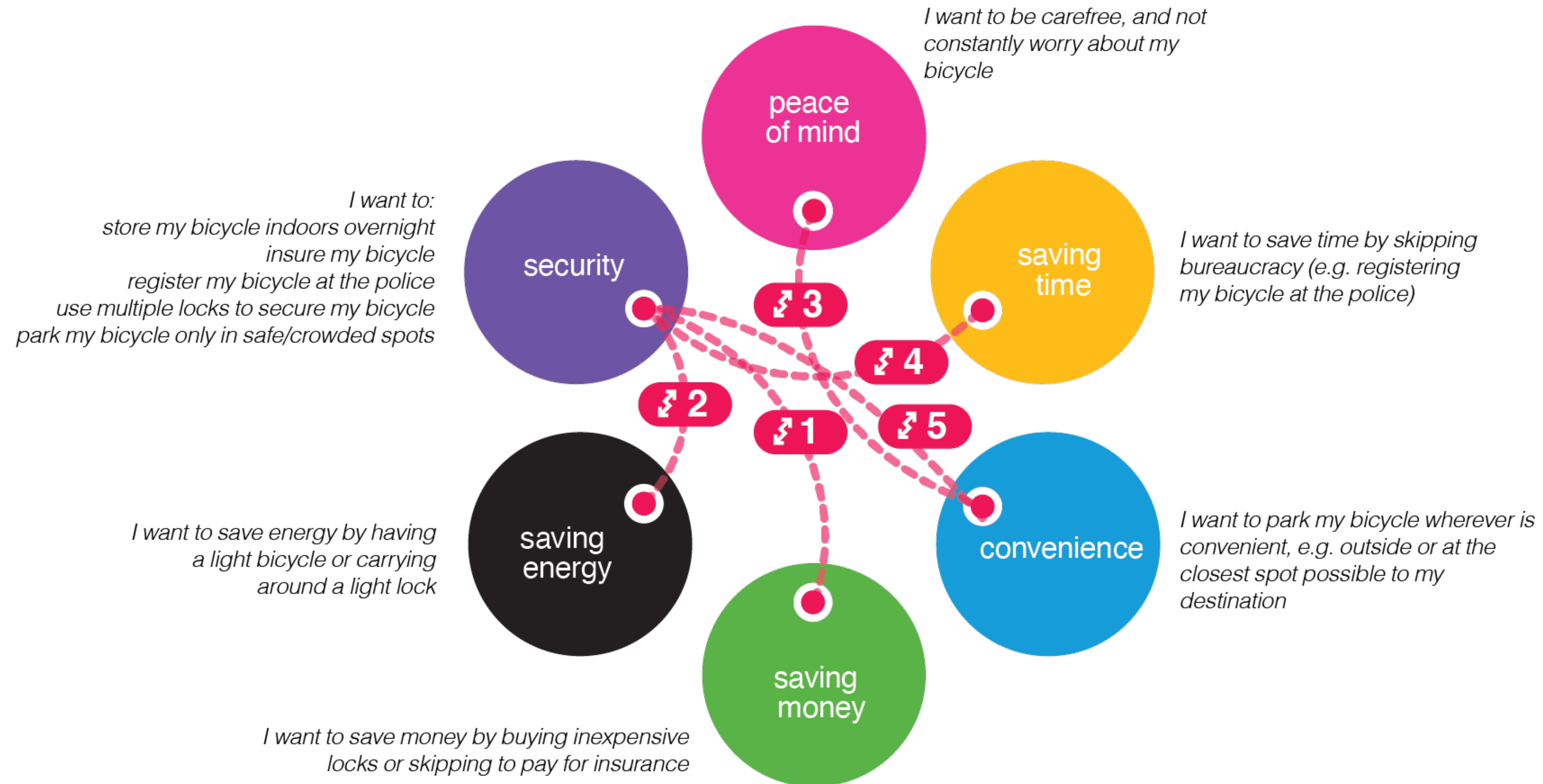


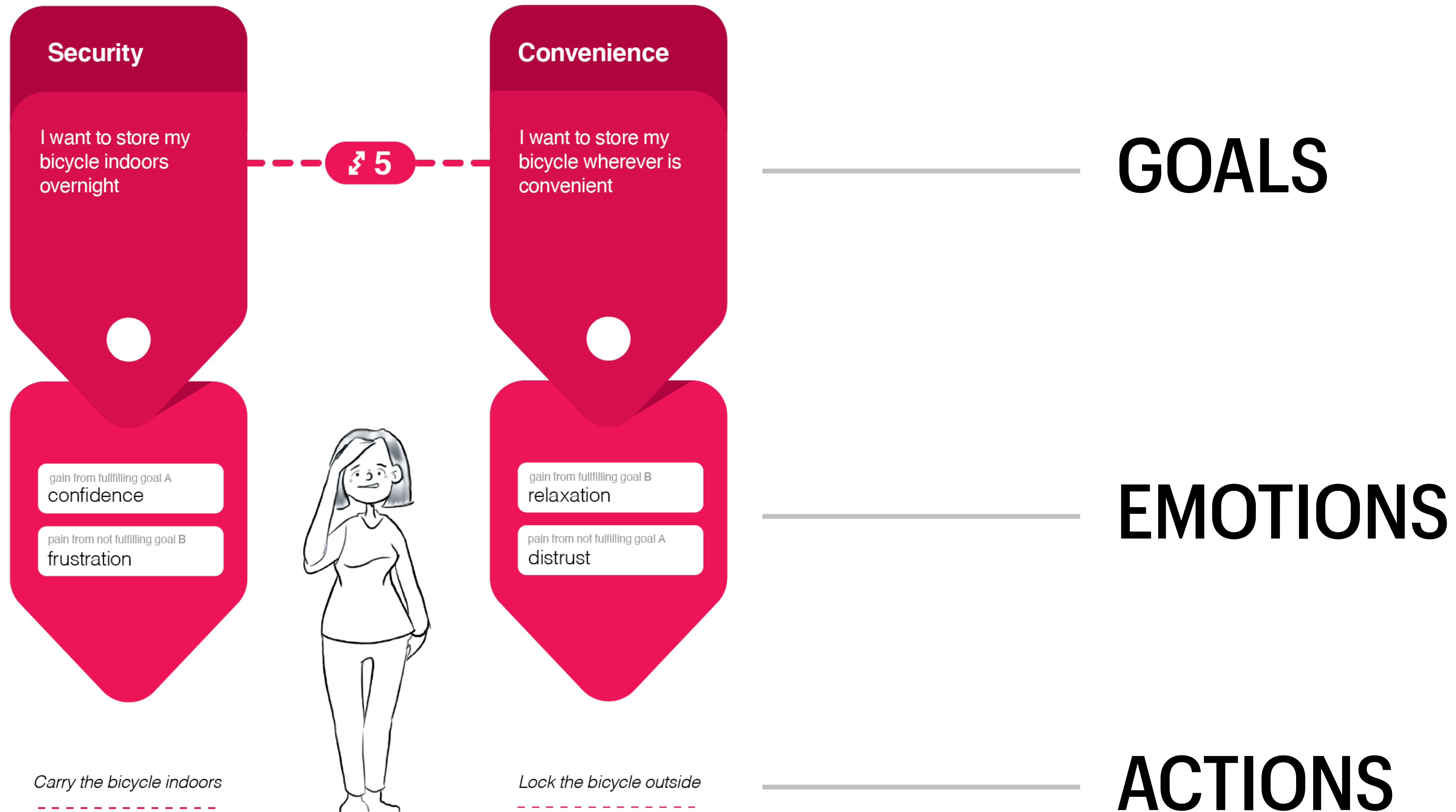


I want to store my  
bicycle indoors

I want to  
store my bicycle  
wherever is  
convenient

# MICRO-LEVEL CONFLICTS



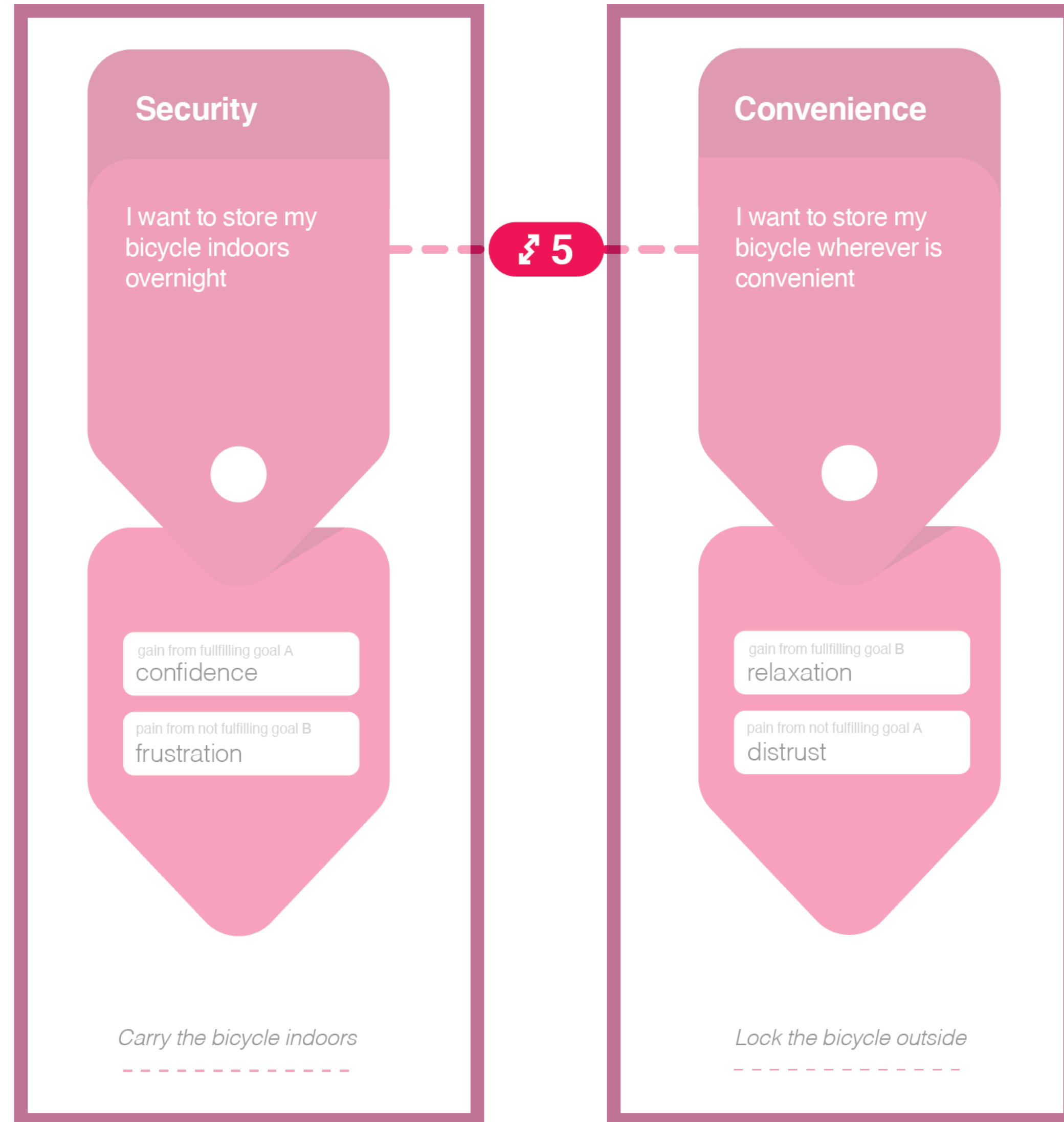




# THESIS

# ANTITHESIS

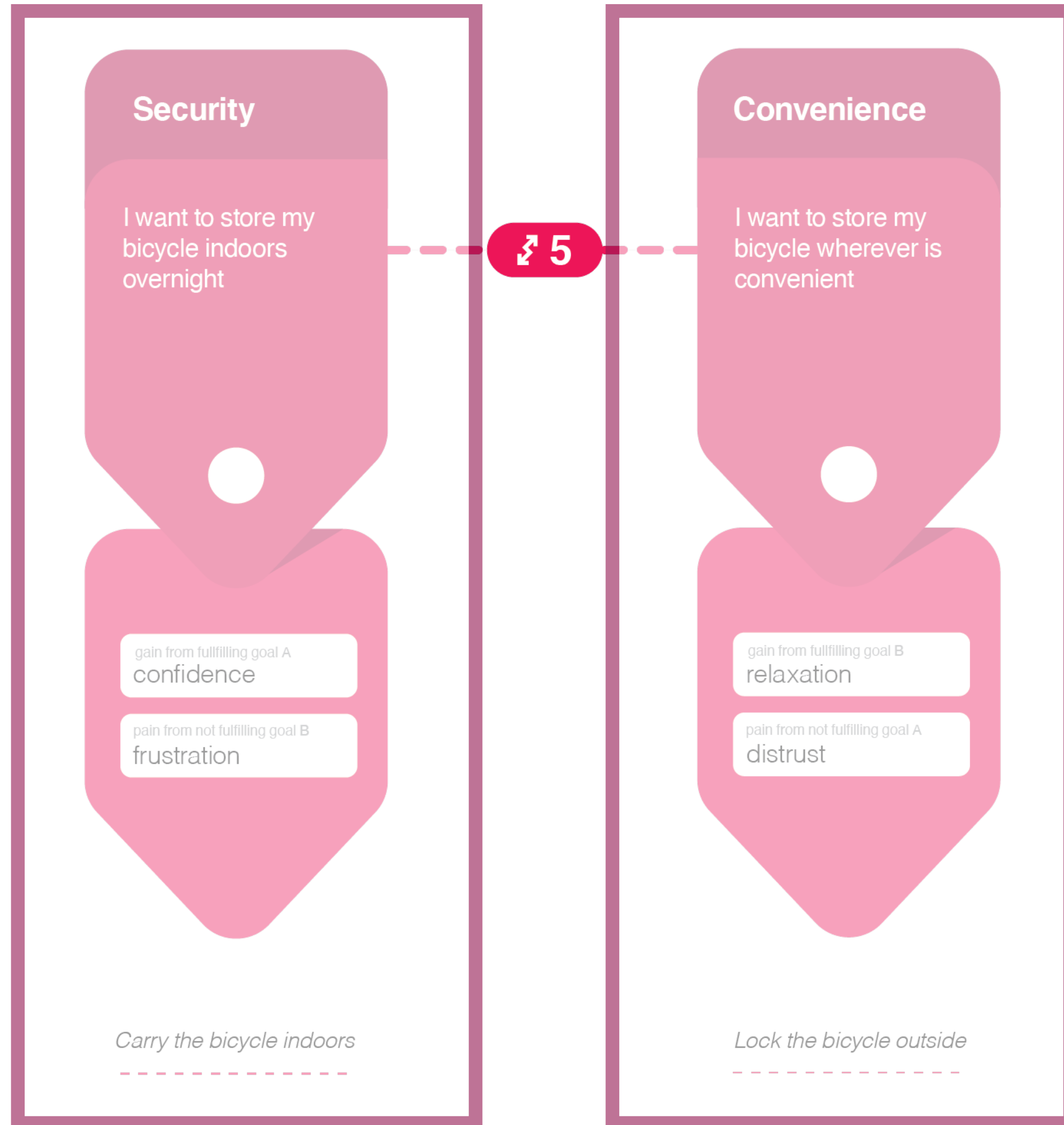
## ACTING ON DILEMMAS THROUGH HEGELIAN DIALECTICAL METHOD



# THESIS

# ANTITHESIS

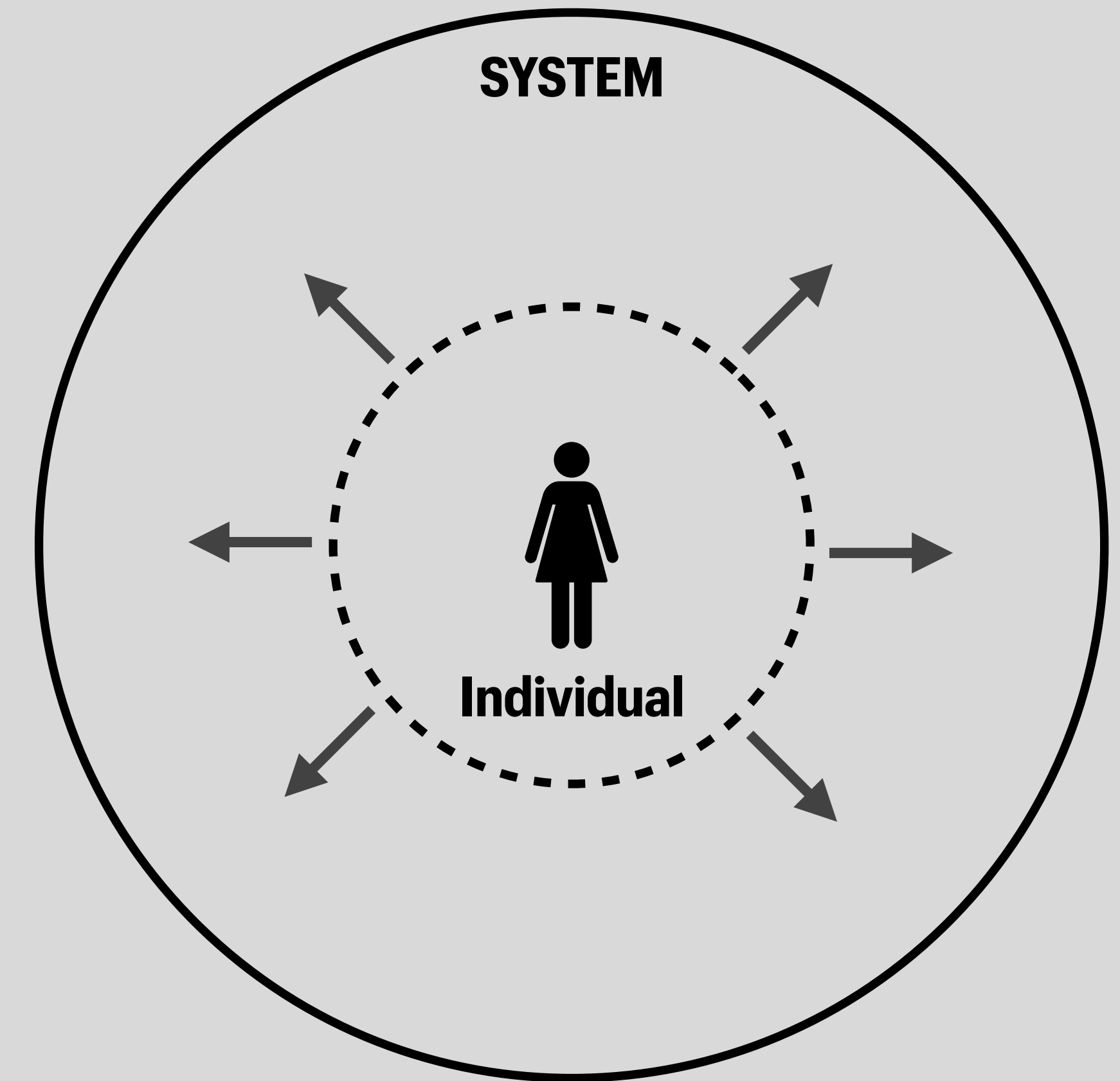
# SYNTHESIS



WALNUT STUDIO | THE LITTLE LIFTER

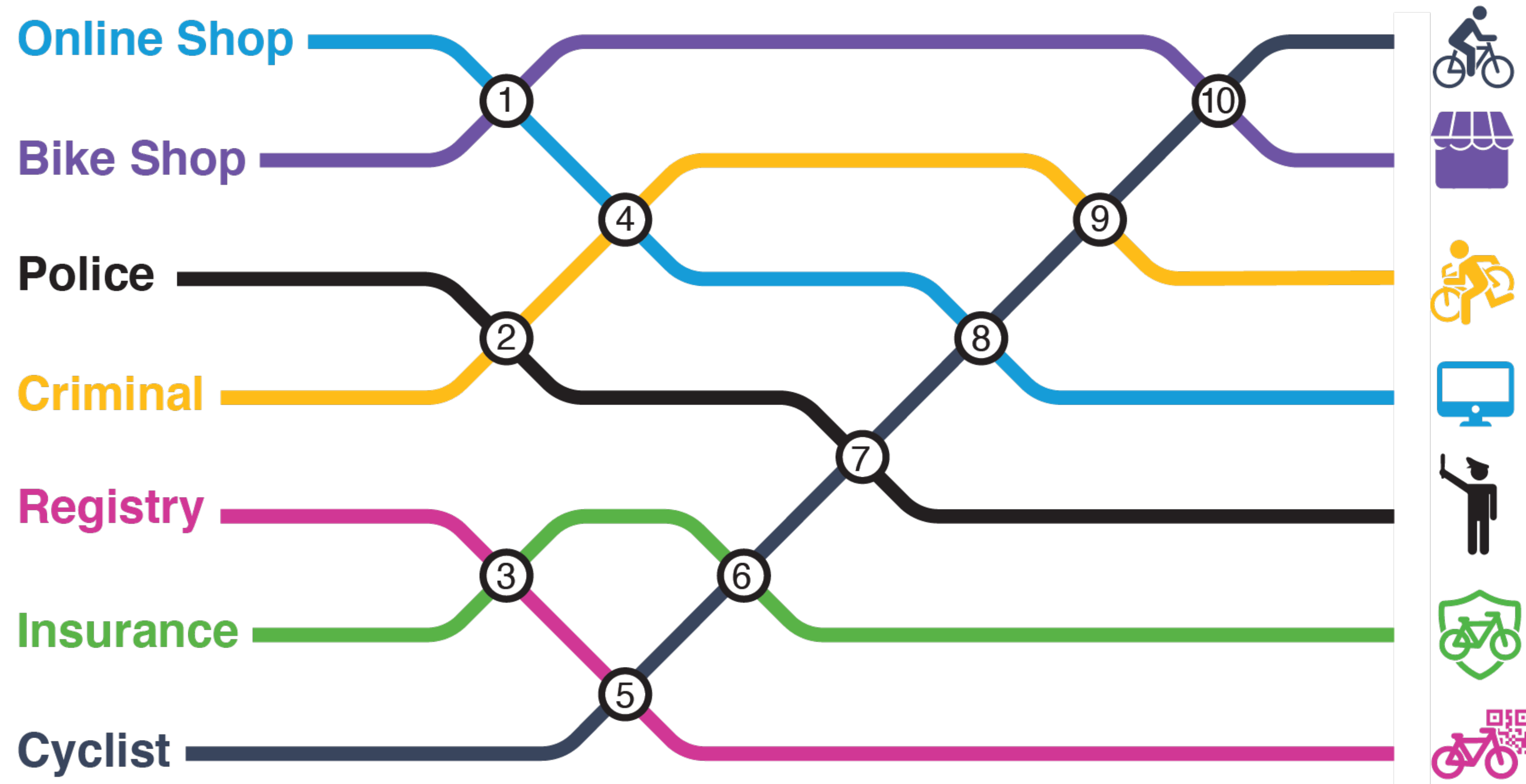


From individual to systems  
From products to processes  
*From experienced dilemmas to inter-group conflicts*





# MESO-LEVEL CONFLICTS





Online Shop

Bike Shop

Police

Criminal

Registry

Insurance

Cyclist



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# SYNTHESIS ➔ NEW THESIS



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# What's next?

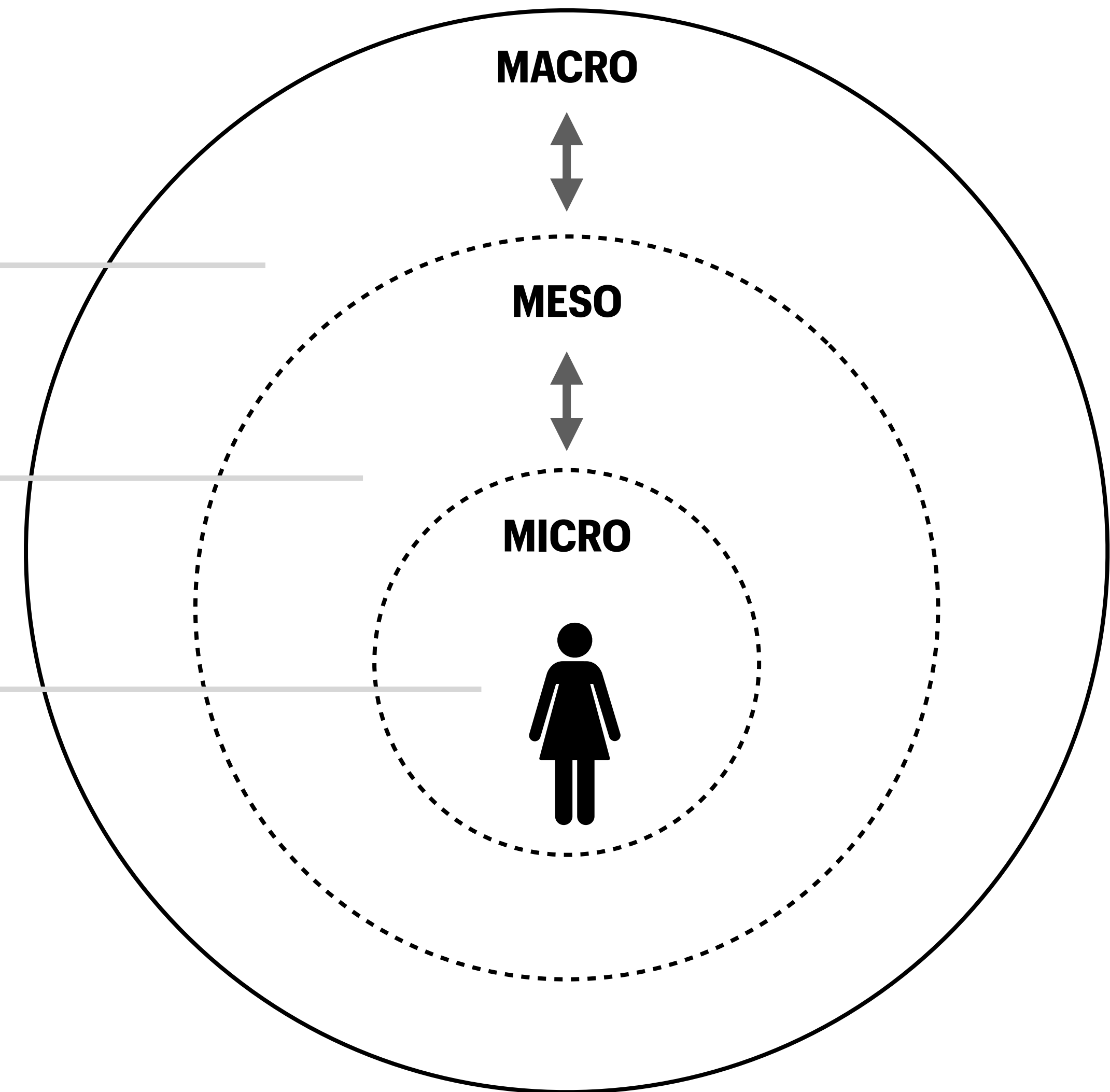


# DILEMMAS & CONFLICTS AS MEANS TO PROBE INTERCONNECTIONS

Conceptual conflicts

Inter-group conflicts

Individual dilemmas



# MACRO-LEVEL CONFLICTS

## CONCEPTUAL CONFLICTS

Collaboratively expose and challenge values, biases, and assumptions that generate, sustain or perpetuate social inequalities.

(e.g. x is an unsafe neighbourhood)

Who benefits & who gets harmed?



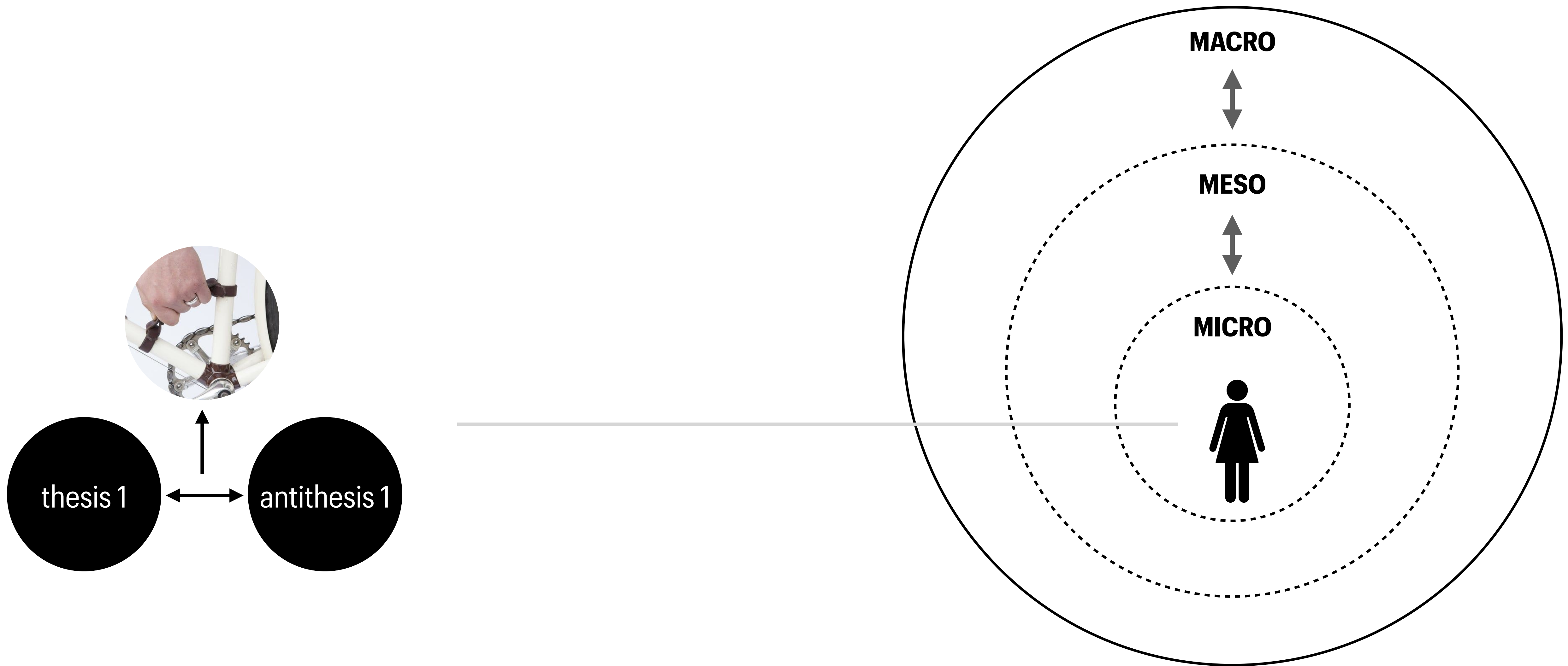
# MACRO-LEVEL CONFLICTS

## CONCEPTUAL CONFLICTS

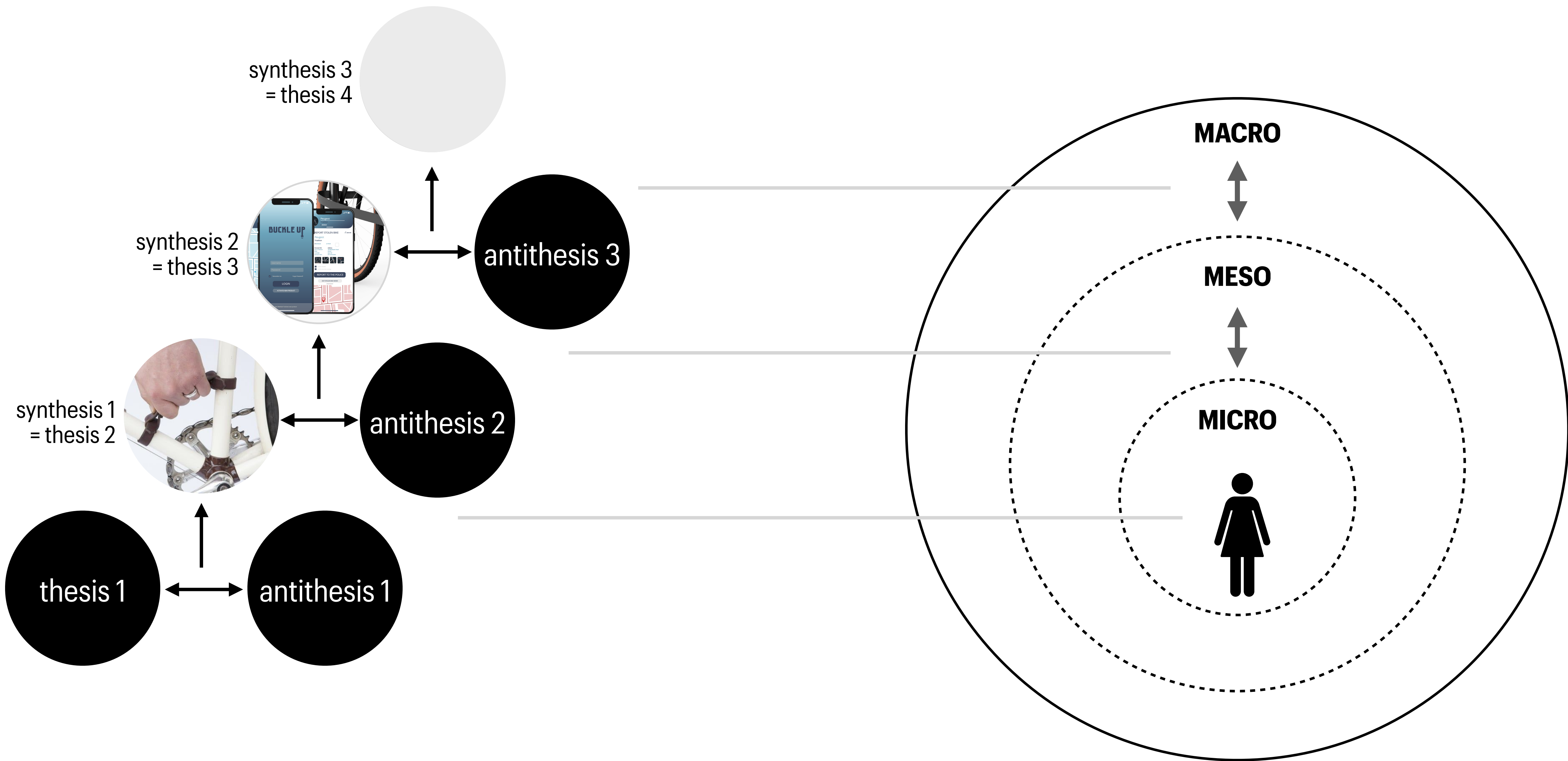


SUNNY BERGMAN | BICYCLE TEST | 2014 DOCUMENTARY - [HTTPS://WWW.YOUTUBE.COM/WATCH?V=YVRJVGXBEYA](https://www.youtube.com/watch?v=YVRJVGXBEYA)











# STARTING POINTS & NEXT STEPS

Uncovering dilemmas, conflicts, and their interconnections by drawing from:

Theoretical grounding:

- Organisational and moral psychology
- Critical theory => critical systems theory
- Guidance ethics

Practical application in a systemic design challenge.

