The Hidden Difficulties Inherent in "Mixed" Social and Technical Problem Contexts

Aims of the Presentation

- Outline of current thinking on mixing methods to address Socio-Technical problem contexts. Assessment of the perceived theoretical and pragmatic difficulties to be overcome.
- Discussion and critique of current thinking.
- Possible future directions.
Mixing Methods in Socio-Technical Problem Contexts

Bedfordshire Police Call Handling

The "Solution" to a Mixture of Problem Contexts

Pragmatic or Practical
Practical, but Theoretically Informed
A Basis in Critical Social Theory

Why "Critical": An Example

Questions?