

## CHAPTER 13: Knowledge Task Analysis

KEY POINTS	FIGURES	EXERCISE/EXAMPLE																		
<p><b>DEFINITION:</b></p> <p>The <i>knowledge task analysis</i> method addresses such nonvisible work behaviors --- people-ideas and people-people workplace expertise.</p> <p>A GOOD KNOWLEDGE TASK ANALYSIS, CONSISTS OF A ...</p> <ul style="list-style-type: none"> <li>• Task or Subject Matter Identification</li> <li>• Behavioral Search</li> <li>• Behavior Analysis</li> <li>• Literature Search</li> <li>• Literature Analysis</li> <li>• Synthesis and Subject Matter Description.</li> </ul>	<p><b>Figure 13.1.</b> Analyzing Knowledge Tasks.</p> <p style="text-align: right; font-size: small;">© Richard A. Swanson 1994</p>	<p>Below is a graph for illustrating the frequency distribution of different types of synthesis models.</p> <p>Rate each model in terms of your perceived frequency of its use in Knowledge Task Analysis.</p> <p>Be prepared to discuss the relative distribution you have compiled for these synthesis models (Which have you rated high/low, and why?).</p>																		
<p><b>TIPS FOR THE ANALYST.</b></p> <p>To succeed as a performance analyst, you will need ...</p> <ul style="list-style-type: none"> <li>• Perseverance and curiosity to explore many aspects.</li> <li>• Research skills for locating information.</li> <li>• An analytical bent for taking information apart and discovering relationships.</li> <li>• The courage to live with ambiguity, to not oversimplify.</li> <li>• The capacity to tolerate disorder, to find meaning.</li> <li>• The power to organize, combine, limit and see new arrangements, frames, or ideas in the data.</li> <li>• The ability to synthesize data.</li> </ul>	<p><b>THE EIGHT TYPES OF SYNTHESIS MODELS:</b></p> <ol style="list-style-type: none"> <li>1. Reflection</li> <li>2. Two-axis matrix</li> <li>3. Three-axis matrix</li> <li>4. Flowchart</li> <li>5. Events network</li> <li>6. Dichotomy</li> <li>7. Argumentation</li> <li>8. Graphic models.</li> </ol> <p>A <i>synthesis model</i> is a structure, in words or on paper, that is used to organize and communicate a large amount of information about a subject.</p>	<table border="1"> <caption>Perceived Frequency of Use for Synthesis Models</caption> <thead> <tr> <th>Synthesis Model</th> <th>Perceived Frequency of Use (%)</th> </tr> </thead> <tbody> <tr> <td>Reflection</td> <td>0</td> </tr> <tr> <td>Two-axis matrix</td> <td>0</td> </tr> <tr> <td>Three-axis matrix</td> <td>0</td> </tr> <tr> <td>Flowchart</td> <td>0</td> </tr> <tr> <td>Events Network</td> <td>0</td> </tr> <tr> <td>Dichotomy</td> <td>0</td> </tr> <tr> <td>Argumentation</td> <td>0</td> </tr> <tr> <td>Graphic Models</td> <td>0</td> </tr> </tbody> </table>	Synthesis Model	Perceived Frequency of Use (%)	Reflection	0	Two-axis matrix	0	Three-axis matrix	0	Flowchart	0	Events Network	0	Dichotomy	0	Argumentation	0	Graphic Models	0
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