

Information Retrieval

Design and Sources

Roslina Othman



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INFORMATION RETRIEVAL: DESIGN AND SOURCES

Editor

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6. UNCERTAINTY AND ITS RELATIONSHIP WITH RELEVANCE

Zalifah Awang Zakaria and Roslina Othman

ABSTRACT

This chapter elaborates on the principle of uncertainty for information seeking as introduced by Carol C. Kuhlthau in 1993 and its relationship with relevance. The principle of uncertainty focuses on the incorporation of user's perspective into an IR design with information seeking as the cognitive process construction. The principle borrowed Bruner's idea of interpretative task. In this view, user's experience is crucial and critical, and considered as the feed to holistic aspect of information use: from uncertainty to understanding. However, the limitations include non-symmetrical in the manner that the indexing behaviour and the information searching behaviour varied individually. Thus, the principle of uncertainty has effects relevance criteria at the query formulation stage; and relevance judgment at the search output stage.

6.1 Principle of Uncertainty

Principle of uncertainty was proposed by Carol C. Kuhlthau in 1993 after carrying out a series of studies on works such as Dewey's Phases of Reflection (Dewey, 1933); Kelly's Phases of Construction (Kelly, 1963); and Bruner's Interpretative Task (Bruner, 1973). The principle covers information seeking process and beyond getting information, such as problem solving. Thus, interpretations are needed on completing a task.