

Tolerance for Ambiguity

Having an understanding of your own reactions to change can be beneficial, as well as understanding your tolerance for uncertainty and ambiguity in general. Individuals vary in their ability to adapt to changes in their surroundings. By assessing your personal capacity to adapt to change, you can gain a deeper understanding of your own responses and the responses of your team or other individuals impacted by the change.

Increased self-awareness can assist in preparing others for change and potentially leading a change initiative. The questions below are based on scale S. Budner developed in his 1962 article titled "Intolerance of Ambiguity as a Personality Variable."

Please indicate your level of agreement or disagreement with each statement. Use the following rating scale:

- 7 – Strongly Agree
- 6 – Moderately Agree
- 5 – Slightly Agree
- 4 – Neither Agree nor Disagree
- 3 – Slightly Disagree
- 2 – Moderately Disagree
- 1 – Strongly Disagree

Rating	Statement
	1. If the expert can't give a clear answer, they probably don't know much.
	2. Living in a different country and experiencing a foreign culture is interesting.
	3. All problems have solutions.
	4. Having a strict routine prevents you from enjoying life's pleasures.
	5. I prefer a job with clear and certain duties and responsibilities.
	6. I enjoy solving difficult problems.
	7. Simplifying complex problems rarely leads to long-term success.
	8. Interesting and inspiring people are often unique and unafraid to be themselves.

	9. Facing the known is better than facing the unknown.
	10. If someone sees an issue as black and white, they don't understand the problem's complexity.
	11. Having a predictable life puts you in a favorable position.
	12. Many important decisions in life are made with limited information.
	13. I prefer knowing people in social settings rather than facing unfamiliar faces.
	14. When given vague directions, there is an opportunity to express creativity and innovation.
	15. In an ideal world, everyone would share similar values and morals.
	16. A sign of a good leader is when they challenge you to see the world from a different perspective.

Scoring:

The scale is designed to measure intolerance for ambiguity, so a higher score indicates less comfort with uncertainty. In order to calculate your rating scores, the even numbered statements should be reverse scored first. This means a 7 becomes a 1, a 6 becomes a 2, a 5 becomes a 3 and vice versa. The assessment includes three subscales.

1. Novelty – The act of measuring one's level of perceived threat in unfamiliar situations or challenges that have not been encountered before.
2. Complexity – Assessing your capacity to handle intricate situations with numerous variables.
3. Insolubility – The measure of one's comfort level with ambiguous situations without a clear solution.

Please calculate each subscale separately and then total your score at the end. Remember to use the corrected score.

Novelty:

S. 2 ____ + S. 9 ____ + S. 11 ____ + S. 13 ____ = ____

Complexity:

S. 4 ____ + S. 5 ____ + S. 6 ____ + S. 7 ____ + S. 8 ____ + S. 10 ____ + S. 14 ____ +
S. 15 ____ + S. 16 ____ = ____

Insolubility:

S. 1 ____ + S. 3 ____ + S. 12 ____ = ____

The average score falls within the range of 44 to 48. Scoring higher than that indicates a higher level of intolerance for ambiguity and uncertainty than average. This suggests that your perception of change may be less positive compared to the average. However, it is important to note that this is strictly a self-awareness test and the results have not been validated. It is important to approach your answers as a tool for exploring your attitude toward change and potentially finding ways to recognize the positive aspects of change in the workplace.

Note:

This tool is suitable for sharing with your co-workers. Identifying how well one copes with uncertainty can assist in developing greater tolerance through self-awareness. A person's locus of control is related to the concept of tolerating ambiguity. This is a measure of how much a person believes that events in life occur due to chance rather than choice.