

Work Design Drivers of Organizational Learning about Operational Failures: A Laboratory Experiment on Medication Administration.

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Tucker AL. Cambridge, MA: Harvard Business School; November 19, 2012. (Revised September 2013). HBS Working Paper No. 13-044.

<https://psnet.ahrq.gov/issue/work-design-drivers-organizational-learning-about-operational-failures-laboratory-experiment>

This paper investigates techniques for engaging frontline employees in proactive [organizational](#) improvement instead of creating individual [workarounds](#).