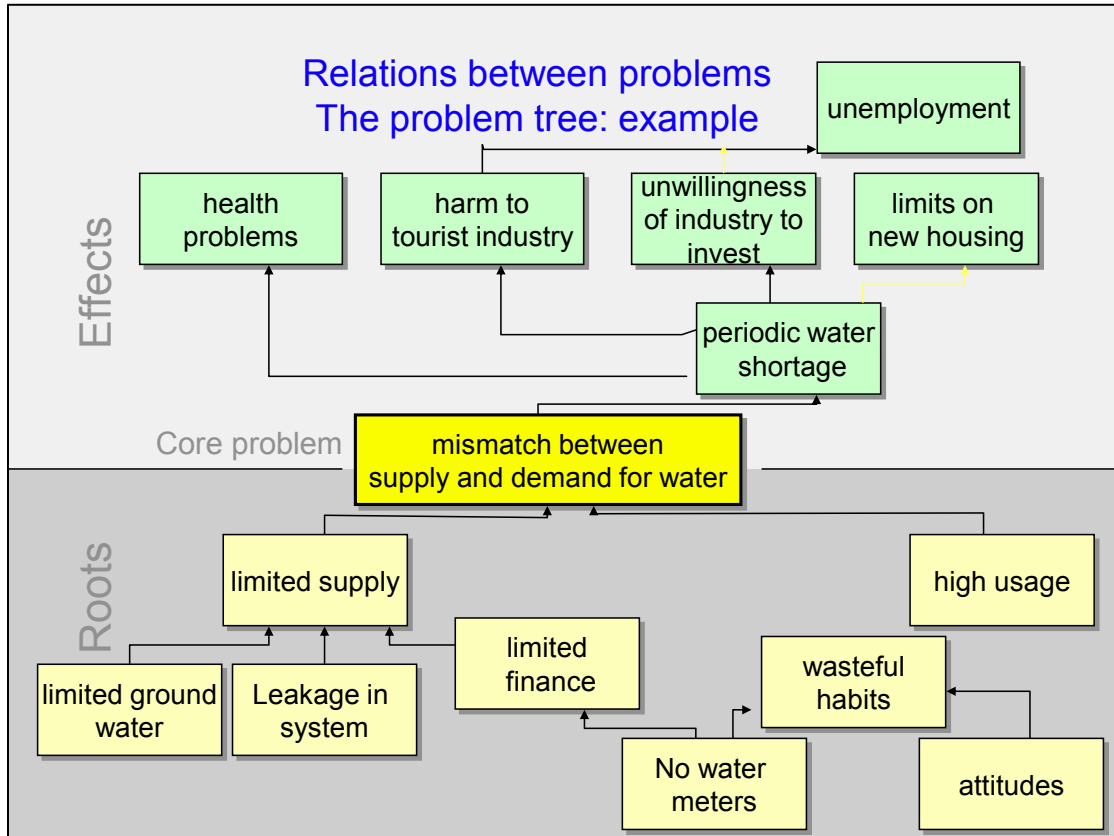


Tool 11: Worksheet

Diagrammes and tools

Figure 1: Problem tree example



Source: Forbes Davidson, for IHS

Problem clarification

The following questions are designed to help you think through your problem.

Table 1: Problem analysis questions

Key questions
1 What is the problem? (Write a rough description and underline key words and phrases)
2 Why is it a problem? What would it look like if it were solved?
3 Whose problem is it? Who owns it?
4 Who would be interested in a solution? - name individuals/ organizations who might be willing to put some effort into finding a solution. Who would be the most important person or group?
4 Where is it a problem? The whole town/ part of the town or part of the surrounding district? (Relate this to table1)
5 When is it a problem? Special time of day? Seasonal?
6 How long has it been a problem? Weeks? months? years?
7 Are you dealing with the real problem? It may be a symptom of a bigger problem or a solution to a problem. If it is either, go back to question no. 1 and redefine the problem
8 What would happen if nothing was done about the problem?

Note: this exercise is adapted from charts included in "Guide for managing change for urban managers and trainers", UNCHS 1991