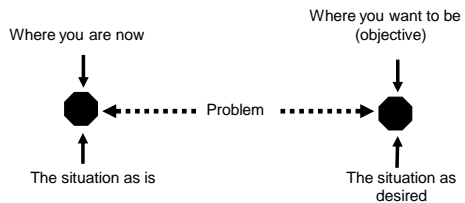




### The definition of a problem

A problem is the discrepancy between the desired situation and the existing situation




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### When is a problem a problem?

What some people view as a problem may not be a problem at all to someone else.

Different stakeholders will have different ideas about what is a problem.




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### When is a problem a problem?

Situation: It is raining



- Tourist: holiday is ruined
- Shops in the market: customers stay at home
- Sportsfan: football game is cancelled
- Seller of umbrellas: good business
- Farmer/gardener: rain is good for the crops/garden
- Bowling alleys/cinemas




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**The steps in a problem analysis**

1. Identify major existing problems, based on available information
2. Select one main problem for the analysis
3. Identify important direct causes
4. Identify important and direct effects of the focal problem
5. Review the entire problem tree

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**Step 1: Identify the existing problems**

At the start of the problem analysis list all the problems that you can identify.  
List only existing problems.




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**Example: Water service condition in Lembang**

Population	128,175
Water Supply Connections	1,823
Service Coverage	10%
Installed Capacity	32 l/s
Idle Capacity	6 l/s
Unaccounted-for-water	29%

- Possible problems:**
- low service coverage
  - idle capacity
  - unaccounted-for-water
  - consumers believe water is of bad quality
  - consumers believe water services should be free

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## Step 2: Select the focal problem

Determine which of the problems you have listed is your main or focal problem

In other words: the problem that your project will try to solve or will address

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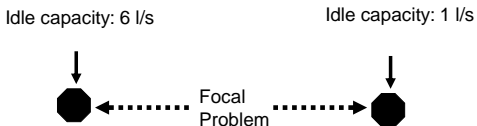
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## Example: Water service condition in Lembang

The focal problem, according to the utility managers, is that the company has an idle capacity of drinking water



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## Step 3: Identify causes of the problem

Identify the causes by asking the question: Why?  
In determining the causes of the focal problem it is important to make sure that we do not skip any steps in the relationship between the problem and the causes of the problem

Peter was bored yesterday → Peter asked John to play outside → John played outside with Peter → John did not study for his exam → John was not prepared for his exam → **John failed his exam**

Peter was bored yesterday → **John failed his exam**

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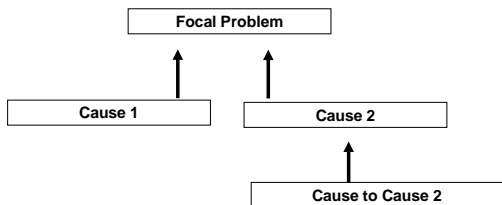
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**Step 3: Identify causes of the problem**

Place the cause and effect relationships in a problem tree which shows the relationship between the problem and its causes




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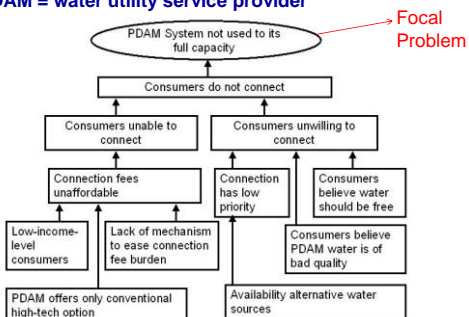
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**Example: Water service condition in Lembang, PDAM = water utility service provider**




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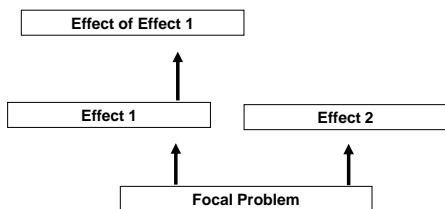
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**Step 4: Identify effects of the problem**

This step is similar to step 3...but instead of asking "why?" a problem exists, the question is what does this problem lead to?




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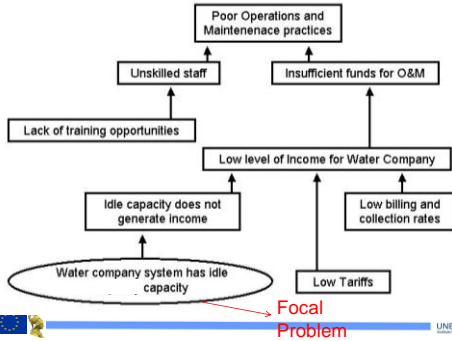
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**Example: Water service condition in Lembang**




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**Step 5: Review the entire problem tree**

In the final step, the entire tree should be reviewed to make sure that it is valid and complete.

The tree should 'read' like a logical sequence of cause and effect relationships




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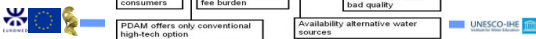
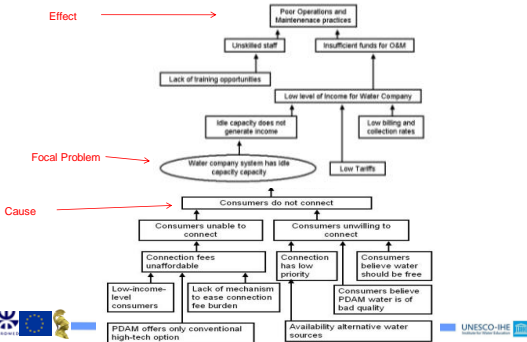
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**Example: Water service condition in Lembang**




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**... the steps in a problem analysis**

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