



## CALL FOR CASE STUDIES

The SCHEMA project (“Systems Thinking and Place-Based Methods for Healthier Malaysian Cities”) is seeking case studies about feedback problems related to urban health in Malaysia. Many factors interact with health in cities, including built infrastructure, policy/governance, green space, food, social networks, public transit, and others. Understanding the relationships among these factors helps us grapple with complexity and design new solutions for health and sustainability.

This case study series has two aims. First, it will illuminate local context, documenting what solutions have and haven’t worked and why, identifying knowledge needs, and presenting these narratives in an easily accessible format. Second, systems thinking is a powerful tool for understanding complex problems; by supplementing your local narratives with descriptive systems language, the series will introduce readers to this powerful tool.

You don’t need to be a system thinking expert to contribute! If you know about or have struggled with a feedback problem, we want to document your story. **Please send your 200-word abstract by October 6<sup>th</sup> to [d.tan@unu.edu](mailto:d.tan@unu.edu).** We will select suitable proposals and work with you to develop an illustrated 4-page case study. The SCHEMA case study series will be launched at the 9<sup>th</sup> World

Urban Forum (WUF), taking place over Feb 7-13, 2018 in Kuala Lumpur. A public symposium will be held at UNU-IIGH after the WUF for contributors to share your stories in person.

### What is a Feedback Problem?

If you’ve ever dealt with an unwanted situation that keeps coming back, resists efforts to resolve it, or leads to new unexpected issues or surprises, then you’ve probably experienced a feedback or “systems” problem. These problems arise from complex, often unrecognized, relationships between actions, actors, and objects. This is common in cities, which are tremendously complex. Some markers of potential feedback problems are:

- resistance to interventions;
- chronic nature or recurrence;
- involvement of actors from more than one discipline, organization or sector;
- conflicting goals among different actors;
- unintended consequences or unanticipated outcomes.

We want to work with you to tell the story of challenges like these, so that others can benefit from your experience and learn to recognize similar situations.

