



LEE KUAN YEW CENTRE  
FOR INNOVATIVE CITIES

## Lee Kuan Yew Centre for Innovative Cities

*cordially invite you to a Brown Bag Lunchtime Talk*

### **Coping with complexity – An ethnographic study on infrastructure breakdowns in the Dutch railways**

**Thijs Willems**  
Research Assistant,  
LKYCIC



**Date:** Wednesday, 10 January 2018  
**Time:** 11.45am to 12.45 pm  
**Venue:** Lee Kuan Yew Centre for Innovative Cities, Meeting Room 21  
Building 3, Level 2  
Singapore University of Technology and Design  
8 Somapah Road, Singapore 487372  
(see overleaf for map)

#### **Synopsis**

Infrastructures are the built structures forming the foundation of society. They are so basic to our lives that we are usually unaware of their existence; they are 'invisible' until they break down. In this talk, Thijs Willems presents his ethnographic study on breakdowns in the Dutch railways. For the study he participated in the daily lives of a range of railway employees (from train drivers to managers) to understand what infrastructure breakdowns mean. A key finding pertains to how complexity in infrastructure breakdowns is perceived and how it is dealt with in practice.

#### **About the Speaker**

Thijs Willems' background is in organization studies and anthropology. He is interested in understanding how complex and technological organizations manage and organize people and processes to reach certain goals, and especially how employees experience their work in such environments. For his PhD research, he conducted a longitudinal ethnographic study on infrastructure breakdowns in the Dutch railways. Currently, Thijs is a Postdoctoral Researcher at the Lee Kuan Yew Centre for Innovative Cities, where he focuses on how new technologies in the digital age change the meaning of work and organizations.

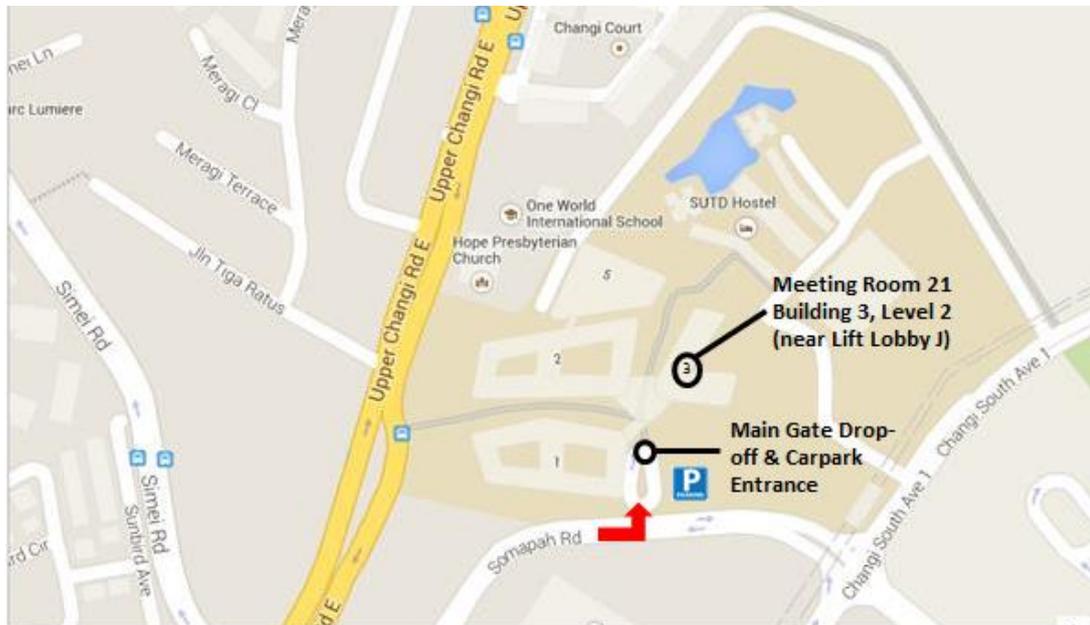


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For more information on the event, please visit <https://lkycic.sutd.edu.sg/>

For enquiries, please email us ✉ [lkycic@sutd.edu.sg](mailto:lkycic@sutd.edu.sg)

**Singapore University of Technology and Design  
8 Somapah Road Singapore 487372**



**BY TRAIN**

Alight at **Upper Changi MRT Station (DT34)** and take Exit B – our campus will be on your left when you exit the station

Alight at **Expo MRT Station (DT35 / CG1)** and walk to our campus - along Changi South Avenue 1 in the direction of Max Pavilion / Somapah Road

**BY BUS**

Alight at one of the bus stops along Upper Changi Road East or Somapah Road and walk to our Campus:

- B96041: Upper Changi Road East, Before Tropicana Condo. Service No: 2, 5, 24
- B96049: Upper Changi Road East, Opposite Tropicana Condo. Service No: 2, 5, 24
- B96449: SUTD - Along Somapah Road. Service No: 20
- B96441: Opposite SUTD - Along Somapah Road. Service No: 20

**BY CAR**

Turn into Somapah Road via Upper Changi Road East. The entrance is on the left. Carpark charges apply.

[Click here](#) for the map.