Background and Motivation

In a plain chat system, it is challenging to discuss social issues and develop solutions and action plans.

Ordinary Citizens
- may lack the domain specific knowledge to solve social problems.

Social Problem
- are wicked problem (Unique problem with many possible solutions) [1].
- Wicked problem solving requires metacognitive process and domain-specific knowledge [2].

Plain Chat System
- does not support structured discussion.
- does not provide domain specific knowledge.
- does not provide a guide to generate a solution and action plan.

Solution Generation
- There are many alternatives to consider in order to find a better solution.
- The proposed solution should be preferred to many members.

Action Plan Generation
- For actionable action plans, details should be discussed.
  Ex) How should we write a petition letter? 
  Ex) How should we start an online campaign?

Micro-NGO has a semi-structured discussion and voting workflow based on the question prompting strategy to support social problem-solving discussions

Question prompting strategy may help to compensate domain specific knowledge [2]

We have chosen the questions to fit ill-structured problem-solving process that suggested by Xun et al [2].


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