

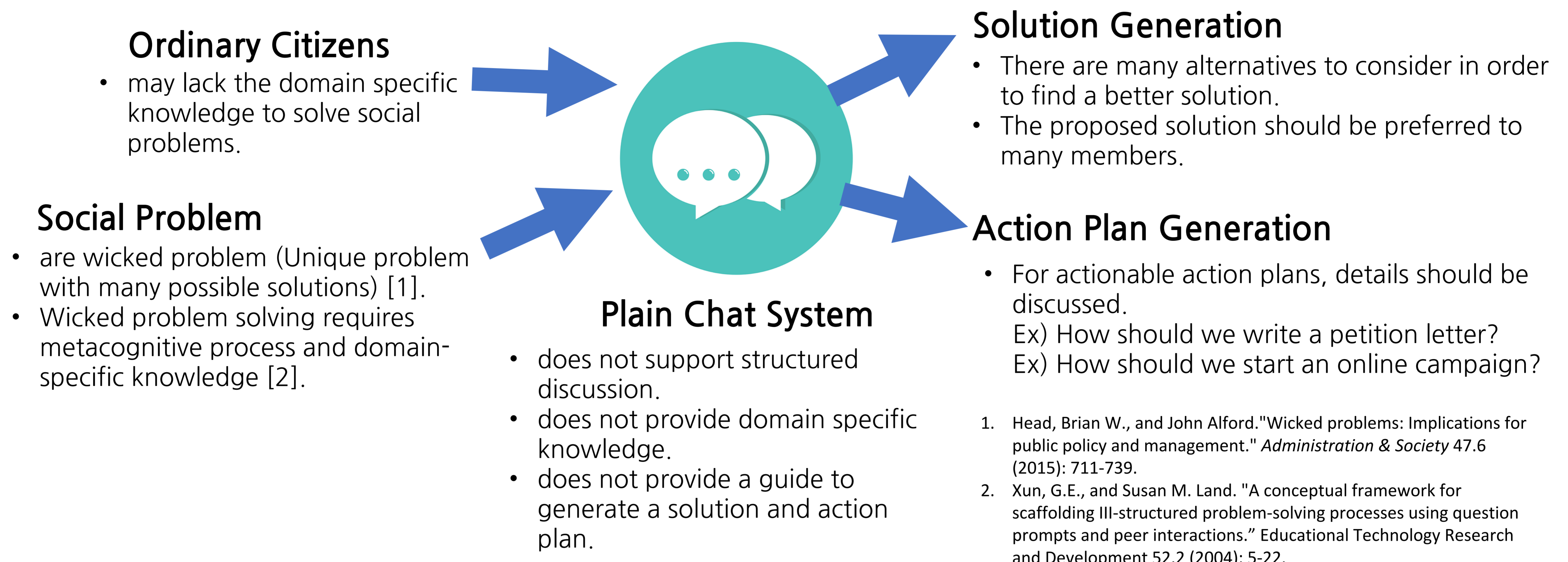
Micro-NGO: Tackling Wicked Social Problems with Problem Solving and Action Planning Support in Chat

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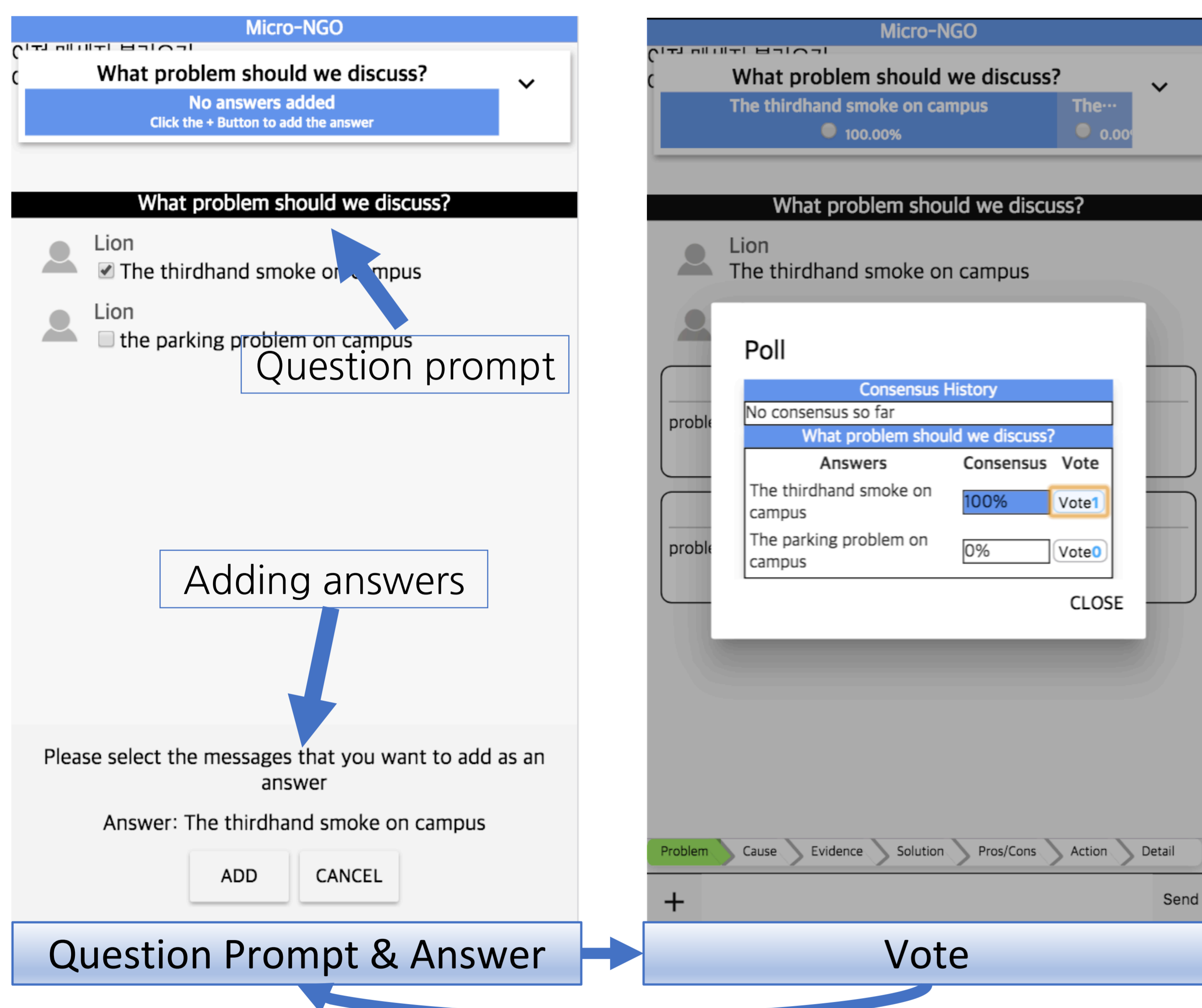
Background and Motivation

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



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

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



Problem Representation Questions

- What problem should we solve?
- What is the cause of the problem?
- What is the evidence of the cause?
- What solution can solve the cause?
- What are the pros of the solution?
- What are the cons of the solution?

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

Action Plan Questions

(ex: Send a petition letter)

- Who should receive our petition letter (name of the person)?
- What is the title of the person?
- What is the best petition letter delivery method?

Informal Lab Test Findings (n=7)

- F1. We observed self-regulation of off-topic messages
- F2. Action selection reminded participants of pros and cons of the action
 - They discussed the advantages and disadvantages of writing petitions and online campaigns.
- F3. Participants discussed solutions in the problem discovery phase

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