

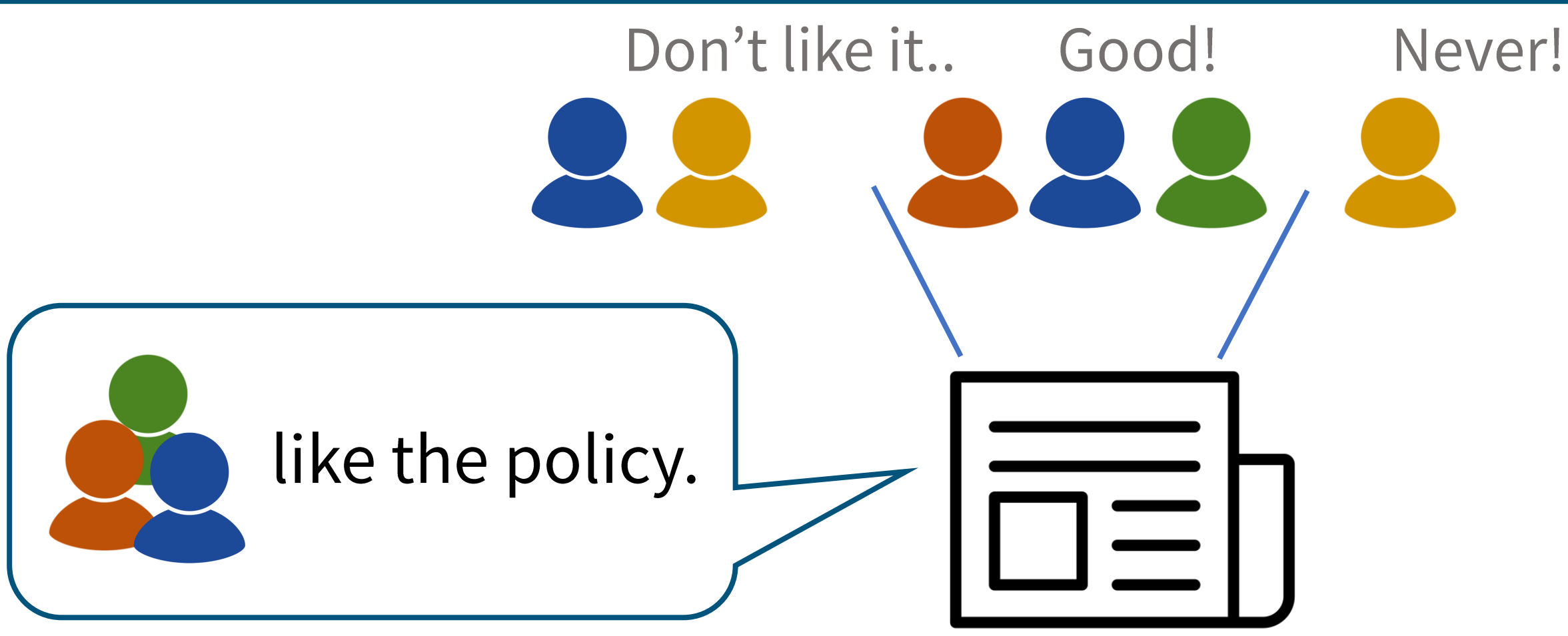
# Crowdsourcing Perspectives on Public Policy from Stakeholders

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## Motivation

Citizen wants to know more about policy effects



Collect diverse perspectives of individual stakeholders



Understand perspectives of stakeholders groups

- Patient**  
"Less medical expenses"
- Taxpayer**  
"Less medical expenses, more tax and lower quality service"
- Doctor**  
"Less income & more workload"
- Family of a patient**  
"Less medical expenses for my parents and children"

Form informed opinion from diverse perspectives



## Initial Design

- 1 Collect stakeholder groups using **tags**
- 2 Collect **effects**, rather than opinions
- 3 Help **understand others** with guessing
- 4 **Stakeholder-based** perspective exploration
- 5 Quality control with votes

Write own perspective

Guess others' perspectives

Browse perspectives

## Evaluation

### Task & Participants

- 45 participants recruited from online communities
- Two policies of S. Korea - blind hiring & healthcare reform



Data collection – New perspectives available

	New tags / Collected Tags	Collected Effects	New Effects (sampled)
Blind hiring	26 / 59	110	28.6%
Healthcare reform	6 / 63	120	30.6%

### User perception on collected perspectives

#### Pros

- New perspectives  
"[...]I only considered the positive impact of health insurance reform policy. [...]I realized that I am a future taxpayer [...]"
- Diverse perspectives
- Detailed & realistic

#### Cons

- Narrow & biased view  
"Some contain narrow-minded views, which make me uncomfortable."
- Limited credibility  
"It is doubtful whether the person is an actual stakeholder as described."

## Future Work

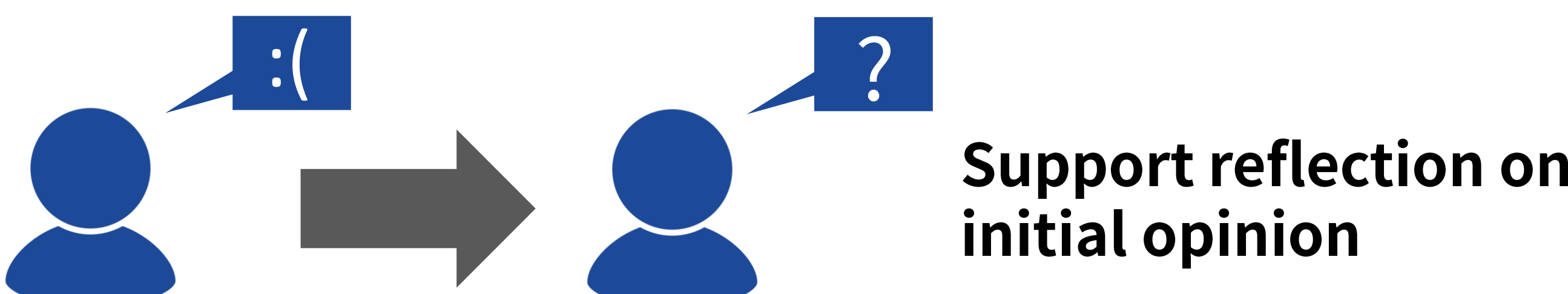
### Interactions for informed opinion formation



Taxpayer

- Less medical expenses
- More tax burden
- Low quality service

Present argument overview for each stakeholder group



### Improved quality control in perspective collection

- Merge semantically duplicate tags
- Ensure information validity