

數位發展部
公民科技促進數位民主發展之資訊發展與推動
研究報告

執行單位：社團法人台灣維基媒體協會

撰稿人：劉致昕、姜柏任

113 年 12 月 15 日

案號 ZE112081

研究摘要

一、研究背景

數位治理與公共服務數位化轉型為全球民主國家的重點發展方向，不僅有助於應對環境變遷、極端氣候和地緣政治衝突等挑戰，更能提升治理效率；同時民主國家也藉著推廣公民科技與開放資料，強化民眾參與、改善政策制定並保障公民權利。以臺灣、日本和韓國為主的東亞民主國家，在公民科技社群發展方面展現出獨特特色，政府透過公私合作、由下而上的方式建構數位基礎設施，不僅影響了數位政策與治理，更促進了民主參與和數位人權，可作為保護數位民主共識的基石。（第壹章）

本研究聚焦東亞 1980 年代以來各國政府的數位轉型浪潮，關注具有高度能動性的公民科技社群如何藉由資通訊科技的輔助，達成擴大參與、促進監督、公私協力等強化民主體制與程序的「數位民主」。除文獻回顧外，更以實地參訪與個案訪談方式，汲取三個國家、九個社群的實地經驗，比較、分析公民科技社群如何與政府建立公私協力關係、對數位民主發展之影響，並據以提出未來我國深化數位轉型、打造服務型智慧政府、改善公私協力夥伴關係，以促進數位民主之資訊服務成效的相關政策建議，為全球數位民主發展與公私協力的進展提供經驗參考。（第貳章）

二、個案研究

1. **g0v 零時政府（臺灣）**為多中心化的公民科技社群，以透明參與和開放協作為核心理念，透過定期舉辦黑客松活動吸引多元背景的公民參與。其對臺灣數位民主發展有多方面的助益，但也因志願參與、組織結構開放無定性結構而面臨挑戰。公部門與其合作時，宜理解其多中心與獨立運作的特性，以小規模深入合作建立夥伴關係、將公民科技參與納入政策規劃，並善用黑客松空間促進跨界合作。（第 3.1.1 節）
2. **開放國會行動方案（臺灣）**藉由引入多方關係人委員會(MSF)機制，達成公民社會、立法委員和文官平等協作的創新模式，目前面臨延續性挑戰，宜推出跨部門激勵機制並建構跨黨派共識，以持續推動推動立法院的透明化和數位化。（第 3.1.2 節）

3. **LASS 開源公益環境感測器網路系統社群（臺灣）** 通過協作會議逐步與公部門建立合作關係，協助政府改善水文資料、推動流域治理新模式。其成功關鍵在於由對抗轉向協力，以及策略性的設定短期可行目標和示範性專案，促進公私對話。（第 3.1.3 節）
4. **Cofacts 真的假的（臺灣）** 結合查核聊天機器人與協作平台，成為最大的中文不實訊息查核平台，影響力並擴及泰國。該平台不僅提供自動化工具，還鼓勵主動對抗謠言，促進公共討論參與。對於公部門而言，Cofacts 提供了一個低門檻的合作機會。（第 3.1.4 節）
5. **Code for Japan（日本）** 以 20 名兼職成員為核心維護公民科技專案，並與全國 67 個地方社群合作，通過舉辦黑客松、全國大會和專項計畫促進跨部門交流，並與公部門合作培力公務員。（第 3.2.1 節）
6. **Decidim** 為一開源數位公民參與平台，由 C4J 社群推廣，從地方政府、教育機構、私營企業都能利用它收集意見，並能促使組織者思考數位民主的本質，祈能成為未來治理的常態。（第 3.2.2 節）
7. **Proj-Inclusive（日本）** 旨在通過數位工具幫助有需要的公民獲得社會支持資訊，並以多個組織與不同利益行為者協作，推動防貧議題的數位公共服務。（第 3.2.3 節）
8. **NullFull（韓國）** 為一開放無定性結構之志工型公民科技社群，不追求短期專案成效，而是強調長期關注公共議題的重要性，善用科技為社會議題發聲。（第 3.3.1 節）
9. **Code for Korea（韓國）** 為在韓國全國推廣公民科技、開放資料的無定性結構之志工型團體，並與企業、國際組織、公民團體、學校等組織跨部門合作，通過黑客松、實體活動等方式經營社群。（第 3.3.2 節）

三、結論與政策建議

自 2010 年代起，東亞三國的公民科技社群在數位民主中扮演重要角色，不僅在危機時提供公共服務，在政治討論、數位服務開發和政策倡議方面

發揮重要功能，通過公私協力關係推動政府數位服務改革，成為數位民主的催化劑。然而，研究也發現三大共同挑戰：

1. **政策持續性**：公私協力關係受政治意志影響，缺乏社會共識可能導致合作中斷。
2. **公民參與的轉變**：公民參與需從單向資訊透明走向雙向溝通甚至共創，政府需調整以適應新期待。
3. **「共同創造」的前提**：政府與公民科技社群合作面臨法規、評估標準等挑戰，需探討如何實現平等、有效的夥伴關係。

在公民科技領域的公私協力中，如何保持公民科技社群的獨立性、確保公私協力運作模式與合作框架的通用性，都是需要深入思考的問題。（第肆章）而針對深化數位轉型、打造智慧政府及改善公私協力，本研究提出短中長期政策建議如下：

（一）短期

- 建立政府與公民科技社群溝通管道，促進公私協力。
- 為公私協力設定彈性成效指標，適應不同專案需求。
- 改善開放資料品質，激發創新公共服務。

（二）中期

- 普及公務員數位培訓，縮小知識落差，建立跨部會共識。
- 投入研究資源，深入探討數位民主議題，制定相關政策。
- 推廣開放資料與數位民主概念，創造有利政策環境。

（三）長期

- 以開放態度支持無定性結構之公民科技社群，促進多方協作與創新。
- 將公民科技視為現代教育一環，培養積極公民，提升數位素養，強化民主參與。

目錄

研究摘要.....	2
目錄.....	5
壹、前言.....	7
貳、文獻回顧與研究方法.....	8
一、文獻回顧.....	8
(一) 臺灣的數位發展軌跡.....	8
(二) 從電子化政府到數位民主.....	9
(三) 數位民主與公民科技.....	10
二、研究方法.....	13
參、公民科技社群與專案個案研究.....	14
一、臺灣.....	14
(一) g0v 零時政府社群.....	14
(二) 開放國會行動方案.....	19
(三) LASS 開源公益環境感測器網路系統社群.....	23
(四) Cofacts 真的假的.....	28
(五) 小結.....	31
二、日本.....	32
(一) Code for Japan.....	32
(二) Decidim.....	34
(三) Proj-Inclusive.....	37
(四) 對建構公私協力夥伴關係之政策建議.....	39
(五) 小結.....	41
三、韓國.....	42
(一) NullFull.....	43
(二) Code for Korea.....	45
(三) 對建構公私協力夥伴關係之政策建議.....	47
(四) 小結.....	50

肆、結論與政策建議	51
一、結論	51
二、共同挑戰	54
三、政策建議	55
四、114-116 年行動建議	56
(一) 114 年	56
(二) 115 年	57
(三) 116 年	57
伍、附件	58
一、訪談紀錄	58
(一) 開放國會	58
(二) vTaiwan	61
(三) Nullfull	85
(四) Proj-Inclusive	106
(五) Gehirn NERV	141
(六) Decidim	163
(七) Code for Japan	196
(八) LASS	222
(九) Shine	258
二、國際活動相關紀錄	285
三、作者簡歷	314
四、譯者簡歷	314
陸、參考書目	317
柒、審查意見回覆情形	319
一、研究報告審查意見	319
二、其他交付文件審查意見	322

壹、前言

數位應用及網路在全球日趨普及的時代，數位治理、公共服務數位化轉型亦成為各民主國家重大政策。無論面對環境變遷、極端氣候、地緣政治衝突等跨國性的威脅與挑戰，或是國家內部因民主、多元而發展出不同面向的議題；以數位方式，使民主政府的治理能在兼具多元、開放、平等、人權等民主價值的前提下，依然能獲得效率上的提升，為全球民主國家共同面對的課題。

然而，數位治理工具亦常被認為可用於強化對人民的監控，進而形成公權力對人權的侵害。尤其在東亞地區，有極權國家將數位手段用於鞏固統治權力之弊端展露無遺；甚或有意透過其經濟層面之國際影響力，輸出相關技術與價值觀至全球。因此在此區域內的先進民主國家面對數位治理的轉型與發展，必須在經濟發展的層次之外，同時引入公民科技的社群與概念，以對抗極權之威脅。其具體手段係與具數位素養的公民展開協力，強化民眾參與、政策制定、公共服務、公民權利等各個面向。如臺灣數位發展部所推動的「臺灣公共程式平臺」、「公民科技試驗場域示範案」等，又如日本地方政府與公民科技社群協力推動數位化專案等。

鑑於如此公私協力關係、政策形塑的模式和公民參與的工具，與亞洲其他地區相比，可謂東亞民主國家的發展特色。是以「臺灣、日本、韓國」東亞三國公民科技社群與運動（movement）的發展，其研究價值超越區域，為全球皆可共同探索、分析、研究之議題。觀察此區域如何以公私合作、由下而上的方式建構資通訊軟硬體設施及服務，對於數位政策與治理的影響，還有對於民主參與、公民意識的養成、數位人權的倡議，可做為全球凝聚保護數位民主共識的基石。

根據聯合國最高人權總署 2023 年 5 月的研究¹指出，數位科技成為東南亞地區保護公民空間的關鍵，同時，透過全球最大的公民科技圖鑑 Civic

¹ *Human rights impacts of new technologies on civic space in South-East Asia*, UN HIGH COMMISSIONER FOR HUMAN RIGHTS (May 30, 2023), <https://www.ohchr.org/en/press-briefing-notes/2023/05/ohchrs-report-digital-tech-and-civic-space-south-east-asia>.

Tech Field Guide² 調查，全球至今已有超過八千個公民科技專案與工具，因應各國民主發展現況不同，各著重於公民參與、政治透明化、公共服務數位化、資訊環境強化、提高政府可課責性等等不同面向，顯示出公民科技的發展極具區域與在地特色，在全球趨勢之下，需進一步理解各國、各區域資訊環境、民主發展、公民素養等變因，以擬定高效益與效率的政策。此份研究聚焦東亞三國進行跨國性研究，除為全球提供來自東亞的數位民主發展經驗的記錄與比較分析，期為數位民主之全球發展增添助力。

貳、文獻回顧與研究方法

一、文獻回顧

（一）臺灣的數位發展軌跡

本研究案期透過日韓臺三國公民科技社群與專案的訪談與資料研究，解析公私協力夥伴關係（Public-Private Partnerships，PPP）有效促進數位民主的關鍵，並以臺灣為重心提出政策建議。為此，本文將回顧臺灣數位民主的發展過程，溯源我國政府與公共服務於民主化、數位化兩個面向的變遷，釐清在臺灣脈絡下數位民主的範疇。

臺灣的民主化進程，自 1980 年代臺灣解嚴前的社會運動開始風起雲湧，接連經歷廢除動員戡亂時期臨時條款、國民大會全面改選，直至 1996 年總統直選，在 20 年間經歷快速的民主轉型。2010 年起，隨著網路普及、解嚴後世代正式取得投票權、參政權，社會大眾對政治的關注度普遍提升，討論也隨網路而展現多元、普及、跨世代的特性。隨著公民教育與公民意識的提升，包括政治、經濟、環保、平權等多方面的社會運動輪番進入主流視野；而科技的革新，亦為公民參與的工具帶來多元化的發展。2014 年的 318 運動中，倡議者與科技社群大量運用社群媒體進行協作討論，也訂立了公民參與的新標準。

² Civic Tech Field Guide 網站，<https://directory.civictech.guide>（最後瀏覽日：2024 年 12 月 1 日）。

另一方面，臺灣公共服務與政府的數位化亦由 1980 年代開始起頭。公部門首先建立大型政府行政資訊系統，到 1990 年代開始建設政府骨幹網路，透過網路提供便民與行政服務、建立電子認證及網路安全機制，逐步建構網路化政府的基礎建設。自 1998 年起至 2000 年代成熟的電子化政府政策，則是促進政府機關和公務員全面上網、全面實施公文電子交換、推動政府申辦服務上網、推動政府資訊交換流通及書證謄本全面減量作業³。延續至今，我國於電子化政府（e-government）的轉型趨勢與全球民主國家發展目標相同，以數位方式提升政府服務的便利性、強化決策分析與治理效率。

然而，當今的數位治理（digital governance）已並非局限於公務部門在數位浪潮下的電子化；若未將開放、透明、可課責性與個人權利保護等基本原則納為前提，行政權便有可能在科技與便利的大旗下忽視基本權的保障，以智慧政府、資料驅動決策之名強化人民監控、鞏固統治權力，進而形成公權力對人權的侵害。反之，若公務機關能夠轉換思考角度，積極鞏固與捍衛數位人權，從單方面的滿足民眾需求轉變為改善民眾與政府的互動方式、引進公民合作方式重塑政府資訊治理架構⁴，則有助於數位民主的實踐與發展。

此研究案將奠基於前述民主化、數位化的發展脈絡之上，藉由訪談並解析東亞先進民主國家中的公民科技社群，釐清其如何在數位民主的發展過程中藉由公私協力夥伴關係捍衛、伸張與強化數位民主的核心價值，於促進數位民主發展的同時，也對抗數位威權的興起。

(二) 從電子化政府到數位民主

我國真正開始跨入資訊服務的領域，則是 2010 年代起，受 Web 2.0 概念影響，以增進公共服務價值、普及資訊服務、強化網路互為目標的服務計畫。其後的數位政府、智慧政府計畫，則是訴求資料驅動、公私協力之核

³ 張峻萍，我國推動政府數位轉型之研析，立法院預算中心專題研究，頁 5-7（2021 年），

<https://www.ly.gov.tw/Pages/List.aspx?nodeid=45059>。

⁴ 潘國才、楊耿瑜，我國智慧政府發展藍圖，國土及公共治理季刊，6 卷 4 期，頁 86-93（2018 年）。

心理念，透過巨量資料（Big Data）分析彙集民眾需求，藉由開放資料（Open Data）促進政府透明公開，並善用個人資料完備為民服務的請求⁵。

此時，政府透過推動開放資料政策與提供資料介接的 API 介面，賦予公民與企業使用和再利用政府資料的機會，並鼓勵開發者和企業利用資料創造價值。其次，我國政府積極與民間社群和企業合作，透過如總統盃黑客松的形式，鼓勵民間組織和企業提供創新的解決方案。

公民參與在數位政府政策上的重要性，則是在 2016 年後逐步提升，並成為數位民主的概念基礎⁶。在公眾討論上，我國政府長期推動電子參與平臺的建設與營運，致力於建立能容納公民意見和建議的平臺，讓民眾能夠更方便地參與政策制定和決策過程。於公私協力上，我國政府持續以如「公共程式平臺」、「公民科技試驗場域」等政策與民間互動，建構與促進公私協力夥伴關係。

如此公私協力關係、政策形塑的模式和公民參與的工具，與亞洲其他地區相比，是東亞民主國家中獨特的發展特色。公民科技社群的合作更是為公共領域增添了豐富的論述與互動。

（三）數位民主與公民科技

在我國的脈絡下，雖然對數位民主無明確定義，惟數位發展部前部長唐鳳在撰文討論數位民主時曾指出，臺灣的網路與民主同步發展、擴散，政府不應再尋求由上而下制定政策、主導人民取得公共服務的途徑，而應建立

⁵ 國家發展委員會網站，數位發展規劃：數位政府發展，https://www.ndc.gov.tw/Content_List.aspx?n=E0C48B7F39ACB61F（最後更新日：2022 年 6 月 20 日，網頁備份於網際網路檔案館）。

⁶ 國家發展委員會新聞稿，「第五階段電子化政府計畫」（106 年—109 年），2015 年 12 月 21 日，https://www.ndc.gov.tw/nc_8456_25196。

以人民需求為導向、以「公民夥伴關係」解決問題的生態系⁷，體現了一種以網路社群文化出發的數位民主觀。

經過搜尋文獻，我們發現早期文獻討論紛雜，但與近代研究最接近的概念，應屬 Hacker & van Dijk 於 2000 年提出的數位民主（digital democracy）⁸：「數位民主係指在各種媒體（如網際網路、互動廣播、數位電話）上使用資通訊技術（ICT）與電腦中介傳播（CMC）以強化政治民主或民主傳播中公民參與的行為。」確立了不受時空限制、以及與傳統「類比」（analogue）政治實踐相對的特性。van Dijk 在 2012 也強調此定義不限於網路上的政治傳播（political communication），亦包含實體活動。⁹

而若我們向公部門借鑒，則可以參考歐洲理事會（Council of Europe）部長委員會（Committee of Ministers）在數位民主課題上向會員國提出的建議書¹⁰。歐洲理事會以「e-democracy」（電子民主）為數位民主命名，分列 80 項原則（principles）、102 條指引（guidelines），並首要指出兩項原則：

1. 電子民主透過資通訊技術支援與強化民主、民主體制與民主程序，應以民主為首要。（E-democracy, as the support and enhancement of democracy, democratic institutions and democratic processes by means of

⁷ 唐鳳、馮瓊儀，數位民主在臺灣，PDIS 行政院公共數位創新空間小組網站，2021 年 12 月 1 日，<https://pdis.nat.gov.tw/zh-TW/blog/%E6%95%B8%E4%BD%8D%E6%B0%91%E4%B8%BB%E5%9C%A8%E8%87%BA%E7%81%A3/>。

⁸ KENNETH L. HACKER & JAN VAN DIJK, DIGITAL DEMOCRACY: ISSUES OF THEORY AND PRACTICE (2000), <https://doi.org/10.4135/9781446218891>.

⁹ Jan A.G.M. van Dijk (2012), *Digital Democracy: Vision and Reality*, in PUBLIC ADMINISTRATION IN THE INFORMATION AGE: REVISITED (Ig Snellen, Marcel Thaens & Wim van de Donk eds.), 49–62, at 51. <https://doi.org/10.3233/978-1-61499-137-3-49>.

¹⁰ Council of Europe Committee of Ministers, *Recommendation CM/Rec(2009)1 of the Committee of Ministers to member states on electronic democracy (e-democracy)* (Adopted by the Committee of Ministers on 18 February 2009 at the 1049th meeting of the Ministers' Deputies), <https://search.coe.int/cm?i=09000016805d1b01>.

ICT, is above all about democracy. Its main objective is the electronic support of democracy.)

2. 電子民主為支援民主、民主體制與民主程序、散播民主價值的手段之一，與傳統民主程序緊密連結且互補。程序各有其優點：並無何者普世適用。（E-democracy is one of several strategies for supporting democracy, democratic institutions and democratic processes and spreading democratic values. It is additional, complementary to, and interlinked with traditional processes of democracy. Each process has its merits: none is universally applicable.）

Linder & Aichholzer 則將使用資訊工具形式的民主參與（電子化參與 e-participation，或稱數位參與）以功能、類別、與所使用的工具做區分，進一步整理為下表¹¹。可以見到數位民主的可能態樣並不只局限於意見徵集或投票，而是分別涵蓋了公共參與與公民權行使的不同階段。

公民參與的功能	數位參與的類型	工具
監督	• 數位資訊 • 數位審議 • 數位申訴	監督、詢問與建議政治代表的工具
議題設定	• 數位請願 • 數位創制 • 數位宣傳	• 公民提案 • 數位請願
決策	• 數位諮詢 • 數位參與式預算 • 電子投票	• 群眾徵募（crowdsourcing） • 法律提案 • 群眾徵募決策 • 線上諮詢、與政黨合作決策 • 諮詢性參與式預算 • 參與式預算 • 電子投票

¹¹ Ralf Lindner & Georg Aichholzer, *E-Democracy: Conceptual Foundations and Recent Trends*, in EUROPEAN E-DEMOCRACY IN PRACTICE 11–45 (Leonhard Hennen et al. eds., 2020), at 23, <https://doi.org/10.1007/978-3-030-27184-8>.

根據以上文獻觀察，我們可以了解到數位民主（digital democracy）或電子民主（e-democracy）實為一系列藉由資通訊科技的輔助達成擴大參與、促進監督、公私協力等強化民主體制與程序的手段總稱（umbrella term）。本研究也將以前述定義為基礎，以「數位民主」稱呼這樣的政策目標，並將使用數位工具、由下而上、展現網路社群文化特性且具有高度能動性的公民科技社群設定為探討目標。

二、研究方法

本研究針對東亞地區以及臺灣「公民科技如何促進數位民主之資訊發展」和「數位公私協力促進數位民主之資訊服務成效及應用現況」行研究分析，除文獻回顧之外，研究團隊將透過資料研究、蒐集，加上第一手的個案訪談，比較、分析臺灣、日本、韓國三國，政府如何與公民科技社群建立公私協力關係、公民科技專案對數位民主發展之影響；藉由結合個案研究¹²、區域比較以及跨國社群討論與經驗回饋，提出未來我國深化數位轉型、打造服務型智慧政府、改善公私協力夥伴關係，以促進數位民主之資訊服務成效的相關政策建議。

延續前述數位民主的定義，本研究也將進一步探討公民科技專案的實作、推廣，以及專案成果與數位民主發展之關聯。根據總部位於斯德哥爾摩的智庫國際民主及選舉協助學會（International IDEA）發布之全球民主現狀觀察報告，其追蹤的 173 個國家中，民主表現衰退多於進步，全球民主倒退已連續超過八年，尤其在 2024 的大選年，全球選民投票率在 15 年內從 65% 降到 55%，是民主的一大警訊。¹³特別是在全球民主倒退的時代，公民科技專案是否有機會強化民主社會中的數位韌性？將是此研究計劃對全球民主國家的進一步意義。

¹² E.g., Roberta Fischli & James Muldoon, *Empowering Digital Democracy*, 22 PERSP. ON POL. 819 (2024), <https://doi.org/10.1017/S1537592724000409>.

¹³ 施慧中，瑞典智庫全球民主狀況指數報告 約半數國家出現倒退現象，公視新聞網，2024 年 9 月 17 日，<https://news.pts.org.tw/article/715223>。

數位韌性（digital resilience）於我國定義中則指藉由數位工具的建置，在遇到各種不利情況時，不僅能抵抗逆境，還能從打擊中迅速恢復，並從中學習、強化自身體質的能力¹⁴。在文獻探討中，我們注意到並非所有科技手段都能達成深化民主的效果，極權國家亦可利用科技手段進行監控、過於表面的促進參與亦無益於民主發展¹⁵；是以公民科技專案的執行、設計、與推廣的過程，需要考量社會中數位韌性的現況，甚至透過專案提升數位韌性，才有機會真正對數位民主的發展產生助益。

具體而言，本研究將針對臺灣、日本、韓國公民科技社群之發展進行資料蒐集、學術理論、政策發展脈絡回顧，並與至少八項公民科技專案的行動者訪談，以個案研究方式，解析以下四點：

1. 該公民科技社群或專案之特色介紹。
2. 該社群或專案如何對該國數位民主與數位公共服務發展形成助益？
3. 該公民科技社群或專案如何對數位韌性帶來貢獻？
4. 如何透過公私協力夥伴關係促進以上目標或延續上述成果？可能的政策建議是什麼？

參、公民科技社群與專案個案研究

一、臺灣

（一）g0v 零時政府社群

1、特色研析

（1）多中心化

奠基於臺灣開放原始碼運動（open source movement）參與者之上，成立於2012年的g0v零時政府，以「拆政府原地重建、寫程式改變社會」為號

¹⁴ 數位發展部新聞稿，數位發展部的核心理念是「強化全民數位韌性」，什麼是「數位韌性」？，2022年9月21日，<https://moda.gov.tw/press/clarification/2512>。

¹⁵ Carolyn J. Lukensmeyer, *Civic Tech and Public Policy Decision Making*, 50 PS 764, 764–71 (2017), <https://doi.org/10.1017/S1049096517000567>.

召，聚攬工程師、設計師、記者、社運工作者等多元背景的公民參與者共同推動社會改變¹⁶。初期社群以程式開發為核心導向，後則因與非傳統開源社群、非技術背景出身的參與者的加入，而逐步發展成以透明參與、開放協作、多元且去中心化的「沒有人」精神為主軸的公民科技社群¹⁷。g0v 藉由定期舉辦的黑客松（hackathon）、以及獨立運作的各式專案吸引參與者加入協作，激發與維持公民運動的長久動能。成長至今，g0v 已發展成多中心化（polycentralized）的公民參與場域，議題涵蓋開放資料、網路治理、語言保存、人工智慧、居住正義至青年教育等多方面向；諸多專案在 g0v 的社群網絡之下茁壯，並一次次驅動著公民參與公共議題。¹⁸

多中心化的社群樣態，其首要優點是無單點失效（single point of failure）之處，不因單一社群成員的進退更迭或政治攻擊而威脅整體社群的生存；其次則是在科技發展出現新的趨勢時，皆能吸收社會動能，使 g0v 社群能夠由開放政府延伸觸角至事實查核、web3 與生成式 AI 領域，保持社群與社會關注課題之連結；再者，就社群發展而言，不同專案吸引了不同背景的參與者，在運作方式、思辨材料上往往能彼此參考激盪，有助提升公共討論的品質與整體的多元性。然而，多中心化伴隨而來的組織開放無定性結構、專案間差異性大、集體決策費時、橫向連結困難等治理挑戰，也是 g0v 社群需應對之課題。

(2) 自願參與、非營利性質

g0v 作為公民參與的場域，社群本身並未設立法人機構，除少數專案與基金會或政府合作，以非營利計畫或接受捐款的方式資助開發運作外，多數貢獻者皆為自主參與、無償付出。

¹⁶ g0v 零時政府網站，零時政府宣言，<https://g0v.tw/intl/zh-TW/manifesto/zh-TW/>（最後更新日：2019 年 10 月 20 日）。

¹⁷ Mei-Chun Lee, The “Nobody” Movement: Digital Activism and the Uprising of Civic Hackers in Taiwan 50–54 (2020) (Ph.D. dissertation, University of California, Davis) (book forthcoming), PQDT 2504296566.

¹⁸ g0v 零時政府掀松團，g0v 公民科技專案與社群手冊，頁 7–14（2024 年），<https://g0v.hackmd.io/@jothon/ctpbook>。

以志工為主體的社群，優點則是吸引了純粹議題導向、追求計畫成效與社會價值的參與者，參與者間也能因為確認了彼此參與的動機純為公益，而對社群產生認同。然而少了報酬的誘因與組織體系，雖然降低了參與的門檻，但另一方面卻也難以吸引長期參與者留下、持續做出貢獻。而志工性質參與的高自由度，也讓部分專案面臨資深參與者過少、新手參與者忠誠度不足等失衡情形；當指標性或高知名度的參與者暫停活動或離開，對社群也難免造成影響。

(3) 常態性舉辦黑客松

作為以網路科技為核心的社群，驅動 g0v 最關鍵的卻是實體的常態性活動。每兩個月一次的「大松」和專注於不同議題的「小松」，是舊的參與者凝聚能量、維繫感情的場合，也更是新的參與者或甚至跨部門、跨議題的合作和交流得以發生的地方。

g0v 黑客松的舉辦，從提案到呈現皆以開放為核心。不同於一般企業所舉辦的黑客松競賽，g0v 黑客松極少設定活動目標，不賦予參與者框架跟限制；藉由開放的場域、豐富的食物，在極化的社會氛圍中串起不同政治傾向、認同的人們，在融洽的氣氛中討論解決方法，並於活動結束前等待自然出現的有機成果。

而專注於特定議題的小松，則讓關注同個議題、帶有不同專長的人們有了深化討論的機會，藉由整理共筆、規劃讀書會、與 NPO 組成工作小組、舉行衝刺開發（sprint）等手段維持專案的續航力與動能。在任何事物都會被快速遺忘的時代，留下了一個穩定耕耘、理解議題的公民參與空間。

2、對數位民主與公共服務發展之助益

g0v 社群成立之初，便以改善政府資料可及性（accessibility）為主軸，陸續推出了中央政府總預算視覺化、政治獻金數位化等專案，著手整理大量書面形式政府公報與預算書，化為可由程式統計分析的機讀資料（machine-readable data），以數位參與的方式監督公部門施政情況與代議

士的金流來源。其中政治獻金數位化專案更克服了監察院不願提供數位格式的挑戰，藉由群眾外包（crowdsourcing）辨識掃描文字，成功將上千頁的紙本政治獻金名冊轉換回電子檔¹⁹，也促使了《政治獻金法》修法、改變政治獻金揭露的方式。²⁰

而在易用性的改良上，「萌典」、「法規亦毒氣」（易讀器）等專案則以「拆」政府網站方式爬梳資料，並將其重製成更易民眾閱讀使用的形式；萌典甚至整合了臺灣臺語、客語、漢字筆畫順序等不同來源的公部門資料，由社群夥伴包裝成手機應用程式（app）與網站上架，成為資料豐沛的語言學習資源。這些專案不只成為日後 g0v 社群參與者積極推動開放資料的誘因，也為公部門提供的數位服務設立了標竿，而達到示範—改善的倡議效果。

在政策諮詢與民主深化上，零時小學校藉由設計數位公民課程、舉辦營隊與工作坊的形式向校園師生推廣數位公民教育²¹，vTaiwan 則是在數位參與的萌芽期以政治意志「打開」公部門、將公務機關拉到公民場域審議政策的嘗試，更有如動民主等重新思考民主審議方式的提案。這些精神一部分被行政院公共政策參與平臺吸納、一部分留在社群持續探索可能性，然皆為深化數位民主不可或缺的環節之一。

3、對數位韌性發展之貢獻

g0v 作為鼓勵討論協作的公民科技社群，吸收了大量推動社會改變的社會能量，本身就具有培養數位公民素養、強化議題思辨的深化民主作用；多中心化、鼓勵技術實踐的社群風氣，也讓社群在面臨數位環境的衝擊時有辦法迅速分散應對。由數位民防專案定期舉辦的韌性松、斷網松，以及該

¹⁹ 李又如、陳怡蓓、熊凱文、張肇文，政治獻金開放了嗎？，READr，2017 年 11 月 16 日，<https://www.readr.tw/project/political-contribution/story4>。

²⁰ 謝莉慧，政院通過「政治獻金法」修正 強化資訊公開透明，Newtalk 新聞，2017 年 11 月 30 日，<https://newtalk.tw/news/view/2017-11-30/105430>。

²¹ sch001 零時小學校網站，<https://sch001.g0v.tw/>（最後瀏覽日：2024 年 12 月 1 日）。

專案所試做推廣的災難應急通訊網狀網絡²²，更有可能成為臺灣網路韌性的第一道防線。是以公民科技社群對臺灣數位韌性之發展扮演舉足輕重之角色，由此可見一斑。

4、對建構公私協力夥伴關係之政策建議

- (1) 公民科技社群多中心化的特性，與一般具有單一窗口、單一機構的公民團體不同，公部門難以用契約或標案的方式直接與社群整體合作；然而也是因為專案間彼此獨立運作、互不隸屬，各級機關有機會與公民科技社群中的不同專案、在不同領域議題上協作，也有機會取得更多元、豐富且全面的協力成果。在與公民科技社群合作時，公部門必須理解不同的社群專案特性、參與者專長，藉由選擇主題合適的專案、以小規模的方式深入合作，才有機會建立夥伴關係，透過專案的合作有效達到政策目標。
- (2) 志工性質的參與者，或許為公民科技專案帶來量化成效指標上的變數與挑戰，卻也降低了參與的門檻與心理負擔，讓公民科技社群成為深化民主素養的重要場域。若從民主教育與公民實踐的角度出發，將參與公民科技社群或專案納入政策計畫的一環，便有機會發揮社群草根性（grassroots）的優勢，透過公私協力的夥伴關係觸及廣大群眾。舉例來說，Cofacts、零時小學校、g0v Summit 等專案，皆有教育與推廣的橋樑性質。²³
- (3) 黑客松創造出的開放協作空間，是許多成功的臺灣公民科技公私協力夥伴關係誕生之地；公務員、公民、立法委員、NPO 皆能於黑客松現場相遇，並以具體解決問題為目標展開對話與協力。公部門在參與社群黑客松、或自行舉辦黑客松比賽時，除了投入資源、鼓勵創新之外，亦應思考如何進一步擴大開放協作的場域、延長協力的效益，甚至進一步引入跨部會、跨界合作的契機。公部門如何在投

²² 參見本研究案場次四「亞太數位民主與網路韌性」《數位韌性：斷網怎麼辦？》，頁 294 - 295。

²³ 參見本研究案場次六「數位公民學習資源：群眾協作的服務與社群建構」《公民科技貢獻者為何而來？而留？而走？》，頁 298 - 299。

入支持的同時尊重社群的獨立性，考驗政策工具的彈性，以及公務人員和政策規劃者的細緻操作，皆為政府值得思考的方向。

(4) 公私協力夥伴關係的建立，政府部門除了扮演給予資源和政策支持的角色，也可思考如何扮演好的「使用者」角色。一旦公務員採用了公民科技社群所開發出的工具、接納了社群提出的技術建議，或是主動開放資料供社群專案使用等等，有時便能大大提升政策與公民科技工具的影響力。無論是透過教育訓練、部內推廣、舉辦機關內的黑客松等，數十萬計的公務員如果能積極的理解公民科技、開放政府，使用工具改善行政流程，便是進一步賦權、賦能公民科技社群。長期而言，此為建立公私協力夥伴關係的開端、更是關鍵，將有助於臺灣數位民主的發展和公部門與公民科技社群的信任。

(二) 開放國會行動方案

1、特色研析

「臺灣開放國會行動方案」是由臺灣公民社會、立法委員與立法院文官共同組成推動的公私協力夥伴關係專案²⁴。為響應國際開放政府夥伴聯盟（Open Government Partnership, OGP）所提倡的行為準則以及2012年各國國會監督組織提出的《議會開放宣言》²⁵，立法院與民間代表共同組成開放國會委員會，討論如何於我國實踐開放國會（Open Parliament）「推廣資訊開放文化」、「議會資訊透明化」、「簡化議會資訊的取得」、「推動議會資訊電子化」等四大目標，並訂立實踐的具體行動方案。²⁶

作為立法院少有的公私協力專案，開放國會行動方案最特別之處，在於引入了多方關係人委員會（MSF）²⁷的討論機制：立法院首先以過去有參與

²⁴ 立法院全球資訊網，開放國會行動方案，<https://www.ly.gov.tw/Pages/List.aspx?nodeid=43874>（最後瀏覽日：2024年12月1日）。

²⁵ Declaration on Parliamentary Openness, OPENINGPARLIAMENT.ORG (Sep. 15, 2012), <https://openingparliament.org/declaration/>.

²⁶ Lulu，立法院的長期工程－「開放國會」如何向社會打開更多扇門？，OCF Lab，2020年8月12日，<https://lab.ocf.tw/2020/08/12/openparliament/>。

²⁷ 多方關係人委員會（MSF，Multiple Stakeholder Forum）為政府、民間各派代表組成的上位委員會，

國際 OGP 事務經驗、長期監督國會之民間團體為對象做籌組諮詢，並以此群組為第一屆籌備委員，組成為立法院成員 7 位、民間成員 12 位，並對外公開招募徵選 6 位民間委員，共計 25 位成員組成第一屆開放國會多方關係人委員會（OP-MSF），並每兩週召開一次會議。

第一次開放國會行動方案的成果，包括以「官方＋民間」對等合作模式撰寫行動方案，召開過至少 21 次各式實體及線上會議、歷經 2 輪撰寫及 2 次公開閱覽²⁸後，提出涵蓋 5 大主題、20 項開放國會承諾的中英文版行動方案，宣示臺灣願意遵守國際標準，並透過委員會定期追蹤、推動獨立報告機制（IRM）審查²⁹，是政府與民間合作的創舉。

2、對數位民主與公共服務發展之助益

透過開放國會的國際行為準則，過往以監督、對抗、衝突為行動策略的公民團體，在此專案中均能以平等的方式與立法院文官體制互動協作（co-create），大大增進對彼此的理解、探索合作的空間，並在討論中取得合作的共識、合作所帶來的益處。

舉例而言，在達成推動開放國會的共識之後，公民監督國會聯盟（公督盟）貢獻過往累積的民間經驗、提出潛在能夠整理與開放的資料，來自資訊處、公報處、研考科、國際處等處室的文官則確認新的舉措是否適法。民間的創意和實戰觀察加上文官系統的行政專業，促使立法院能夠建置新的整合線上議事公報系統³⁰，讓立法流程的透明度與可近用性再往前跨了一步。另一方面，由於 OGP 針對開放、協作、MSF 的組成以及評估成效

將共同研擬關於國家行動方案（NAP，National Action Plan）或開放國會方案（OPP，Open Parliament Plan）的制定、推動的治理機制和上位準則，是如何讓 OGP 落實民間參與的重要核心策略。

²⁸ vTaiwan，開放國會行動方案線上諮詢論壇（2020 年），<https://talk.vtaiwan.tw/c/op-consultation/>。

²⁹ 獨立報告機制（IRM，Independent Reporting Mechanism）為一獨立之第三方審查機制，有別於政府在執行 NAP 或 OPP 過程和結束後自行做的評量檢討報告，也將委託專業的第三方進行獨立審查評量。參見 *Independent Reporting Mechanism – Action Plan Review*, OPEN GOV'T PARTNERSHIP (Jul. 5, 2021), <https://www.opengovpartnership.org/documents/independent-reporting-mechanism-action-plan-review/>.

³⁰ 立法院議事暨公報資訊網，<https://ppg.ly.gov.tw/ppg/>（最後瀏覽日：2024 年 12 月 1 日）。

等機制都有詳細的建議和開放標準，對於第一次採用此規範和流程的臺灣而言，不論是立法院代表或民間代表，都需要透過讀書會、講座與線上座談等方式了解運作實務；透過民間團體的國際聯繫，也能將這些資源帶進立法院、帶到國會，讓開放國會的代表共同成長。

而在深化民主上，開放國會以多方關係人委員會形式運作，除了讓民間與立法委員同樣握有實際決策權外，藉由公私部門共組委員會的方式，也能讓多邊關係人跳脫單向溝通、平等直接的進行互動，有助於雙方理解彼此的實際困境，於過程中增加互信、奠定合作基礎，也為未來國家其他政策的制定流程提供重要的參考模式。

3、對數位韌性發展之貢獻

開放國會藉由訂定行動方案、引入外部審查機制，協助我國立法院推動數位轉型，並強化立法資料的易用性與可及性。比起較常與民間互動的行政機關，對於立法院的公務體系而言，開放國會委員會也是少數有機會接觸民間團體與公民參與者的場域；雙邊藉由開放國會行動方案的契機，以合作而非對抗的形式共同整理議事資料、推動立法機關的數位轉型，同時也為公民對立法權的數位參與寫下了新篇章。

4、對建構公私協力夥伴關係之政策建議

根據訪談內容，公私部門得以平等且具有信任的互動合作，首要是對開放國會國際準則的認可。雙方對於對齊國際標準、推動國會改革達成共識，透過國際案例分享確保雙方有相同的理解與期待，並且由上級決策者授權基層公務員參與討論並著手落實。即使過程中民間參與者對於公部門的執行手法有所針砭，公務人員和決策者也能理解這並非民間對政府的「找麻煩」、而是為了讓成果符合國際準則，使公私部門的溝通回到了就事論事的根本。

開放國會行動方案在推動之初，便同時納入了立法委員、文官與公民代表，由不同觀點協助推動開放國會的國際準則。在設定臺灣行動方案時，

MSF 提供的多元視角有助於訂定貼近立法院資源、條件、運作現況以及改革優先順序的執行目標。得益於此，開放國會的合作雖在國際準則下展開，但行動方案與策略仍符合臺灣現況與現實進行制定。雖然不一定能讓各方滿意，卻也避免了一昧追隨國際認可卻難以落地的窘局。

透過與參與者的實際訪談，以下是臺灣開放國會行動方案面對的挑戰：

(1) 持續性

臺灣並非國際開放政府夥伴聯盟的正式成員，其設立的國際行為準則，於臺灣不具有強制性。對立法院來說，是否在「臺灣開放國會行動方案 2021–2024」結束後繼續擬定、執行下一個四年的行動方案，全看立法院長與立法委員的參與意願。臺灣獨特的國際處境、非國際組織會員國的狀態，也讓倡議者難以國際組織準則為正當性依據，從體制內對政治人物鼓勵或施壓持續推動開放國會。

(2) 社會極化

社會極化是全球民主國家共同面對的挑戰與不可避的趨勢。開放國會行動方案中的關鍵利害關係人為立法委員，不僅直接代表民意、其成員更迭也反應了社會變化。如何讓立法委員在社會極化的情況下仍然願意在 MSF 展開對話，將是未來開放國會面對的挑戰。

(3) 理念推廣

全民對於國會改革議題的關注度十分熱烈，然而作為公民參與契機的開放國會行動方案獲得的社會聲量卻寥寥無幾；在難以博得鎂光燈關注、且承諾事項逐步進入納管追蹤的深水區的情況下，立法委員在開放國會運作後期的參與度十分消極，也成了推動下一個四年行動方案的阻力³¹。如何讓開放國會的國際趨勢和行為準則在議題熱度之下走進群眾，以增加 MSF

³¹ 鄭婷宇，首屆「開放國會國家行動方案」帶來什麼影響？，Medium，2024 年 2 月 29 日，
<https://medium.com/@chengtingyu/e107ba452793>。

的多元性，並創造更廣大的民眾參與、民意基礎？是能否持續推動開放國會行動方案、維持公私協力夥伴關係的挑戰，也是機會。

綜上所述，本研究團隊提出的政策建議，為思考推出政府內部跨部門的鼓勵機制，鼓勵包括立法、行政、監察等機構，推出符合開放政府標準的行動方案或政策，讓有意推動變革的文官體系，能持續扮演動力，讓公私部門建立起的夥伴關係與互信，繼續創造正向變革。

(三) LASS 開源公益環境感測器網路系統社群

1、特色研析

LASS (Location Aware Sensing System) 「開源公益環境感測器網路系統」社群為 2015 年由民間自發成立，從建立監控環境品質的民間感測網路開始，一步步走向與公部門合作推動各式開放資料、使用者經驗 (user experience) 改善專案，建構公務體系與社群對話的平臺與契機。

LASS 社群最初與中研院合作，以充滿群眾外包色彩的「空氣盒子」計畫聚集參與者³²：為了進一步瞭解與掌握居住地的區域空氣品質，LASS 社群設計了開源、可自行組裝的「空氣盒子」環境感測裝置，並以群眾提供的資料建構了一整套的數據分析及展示系統，讓參與者可以上傳與互相分享觀測結果。透過這樣的集體感測，LASS 社群在成立之初的短短幾個月，即吸引大量公民參與「空氣盒子」計畫，群眾在臺灣各地一同即時監測 PM2.5 濃度，關注所在地空氣品質，補足官方空氣品質測站在觀測密度與頻率上的不足。

伴隨著「空氣盒子」計畫的成功，LASS 社群也旋即展開與公部門的合作，包含於臺北市國小校園中佈設觀測點³³、與水利署合作改善水文資料

³² 古國廷，自己的環境自己救！以空氣盒子監測你家附近的空汙，中研院：研之有物，2020 年 6 月 30 日，<https://research.sinica.edu.tw/pm25-air-box-new/>。

³³ 臺北智慧城市專案辦公室網站，空氣盒子創客教育實證計畫，https://smartcity.taipei/News_Content.aspx?n=6986545C4A2C217F&sms=A5A97EC540EAA0BA&s=E239DD4B628027F7（最後瀏覽日：2024 年 12 月 1

易用性、參與總統盃黑客松、推動頭前溪流域專案等。社群成員也利用 LASS 參與式感測系統所蒐集各地的空氣品質資料，建立線上即時空氣品質觀測平臺，衍生 g0v「零時空汙觀測網」、PM2.5 LINE Bot、「紫豹在哪裡」等社群服務，讓一般大眾更容易取得空氣品質資訊。

LASS 社群目前仍透過臉書、共筆、GitHub 等方式持續串連社群和分享成果，不僅與國際夥伴接軌，也戮力以協作方式推動政府單位的數位轉型。

2、對數位民主與公共服務發展之助益

在數位公共服務上，LASS 社群不僅透過「空氣盒子」專案推動參與式空氣品質監測，更以歷年感測資料為基礎，自行蒐集、整合公部門既有的開放資料集，建立水文分析模式、進一步疊合包括水利署、環保署、營建署、內政部人口資料與地方政府下水道資料等其他相關圖資，發展出「思源地圖」、「山河事件簿」等專案，以民間社群的角度展現資料加值應用的公益性與潛能。

而在公共參與上，LASS 社群另一項顯著的成果是打造了能讓公部門與民間團體充分對話、並根據開放資料進行政策討論與治理的平臺：藉由公私協力的 LASS 協作會議，不僅提升了開放資料的品質與數量，也改善了政府資訊透明度與成效能見度。³⁴

舉例而言，在與水利署的合作中，LASS 社群先以推動各局處盤點現有的資料集、手機 app 與線上系統為切入點，協助公部門整理、呈現既有的應用成果，過程中審視既有資料集不足之處，也促使公部門釋出手上更多已有的資料，並在會議中與其他機關共同商議改善資料編碼的一貫性與完整度。

日)。

³⁴ 張廣智、許武龍，[水利署與 LASS 社群公私協力經驗分享](#)，國家發展委員會，2021 年 8 月 12 日。

這樣的公私協力合作形式在水利署成形後，LASS 社群也以「流域」為思考出發點，在地方層級推動改變。除了新竹頭前溪環境改善³⁵的協力專案外，針對臺灣東部的鯉溪，也在 2019 年成立鯉溪流域管理平臺，供關心河川的各級公務機關、NGO 與 NPO 夥伴共同參與討論，以數據作為客觀討論的基礎，讓河川治理的公私協力模式不同以往。

LASS 社群不只協助節省大量資料整合的人力與資金投入，也因為河流「流域」管轄橫跨中央與地方複數機關、利害關係人多樣的特性，而締造了跨部門的對話協力平臺與基礎。其社群成員不僅在溝通的過程中充實風險溝通的媒介與信效度，還透過專案的成效，讓公務員們體會資料對環境社群與公眾之應用潛能與價值。

訪談中，LASS 社群成員自剖 LASS 社群自展開至今，一步步建立公私協力模式的幾項成功關鍵：

(1) 從衝突轉為協力夥伴

LASS 一開始的環境運動色彩明顯，面對公務體系本來多是監督、政策倡議以及爭取改變的互動方式，以體制外展開行動、公共倡議與喚起大眾意識的公民運動，透過一次次行動訴求政府作出改變。隨著 LASS 社群組成擴大、產官學界加入關注，逐步打開溝通的空間，透過政策目標遊說增加政府使用微型感測系統意願。這也讓 LASS 有機會從社會運動者轉變成協力行為者，讓專案數據成為政府治理所需之幫手。

LASS 社群成員回顧來時路，認為每一次協力會議的成功召開，都是公私協力的里程碑，每次會議的目標也應以創造意願讓彼此願意參與下一次的會議為主，不只減輕彼此壓力，也藉由「合作」的前提設定，降低衝突。

³⁵ 經濟部水利署第二河川分署網站，頭前溪流域整體改善及調適規劃，<https://www.wra02.gov.tw/cl.aspx?n=29195>（最後瀏覽日：2024 年 12 月 1 日）。

(2) 策略性的議程設定

在公私協力夥伴關係中，LASS 團隊認為雙方合作的議程設定必須有策略性，公部門與民間應先在長期趨勢、願景上取得共識（例如開放資料的世界趨勢、微型感測的應用作為基礎建設等等），再設定短期目標與決定優先處理的項目，才能有效降低阻礙、提高雙方合作的可能性。

降低合作阻礙的具體做法，LASS 的經驗是鼓勵政府部門先以已經存在的資料集開始合作，或是以提供線上儲存空間、實體空間等既有資源替代財源支持，以此展開夥伴關係。LASS 認為一旦進入了另開專案、標案的流程，就會有資源排擠、設定目標、排除風險等種種難題，採購流程也會大幅延宕公私協力的合作進度。

另一個具體的策略是，在設定初期的短期目標時，先做有辦法立刻處理、能夠「立竿見影」獲得成效的項目（例如先從資料的整理或格式著手）。藉由創造短期可見的成效與成就感，協助合作機關想像未來可能的專案規模。而無論是短期還是長期的專案，都要以鼓勵大於批評的態度給予公部門意見回饋，並公允的給予相應的公開認可。

第三，必須設定第一個示範性的計畫，LASS 成員稱之為「概念驗證」（proof of concept）。以 LASS 為例，社群成員將居住地頭前溪作為第一個流域治理專案的目標，並巧妙運用參與總統盃黑客松獲得的聲量，讓專案取得足夠的關注和支持。在成功締造了公私部門共同以數據展開治理討論的模式後，頭前溪模式也被用在臺灣其他河川流域上。

總體而言，在合作時的議程設定上，LASS 團隊不斷強調「將心比心」的重要性，在選擇議題上考量公部門的困難，讓公務員們感受到民間社群要與政府部門共同進步、一起完成長遠目標的熱誠，並循序漸進的協助公務員排除障礙。

3、對數位韌性發展之貢獻

LASS 社群藉由公私協力關係所做出的貢獻，並不僅止於為臺灣空氣污染、水資源治理等公共議題；透過一次次的定期會議，促成公部門對於開放資料的理解、數位民主的想像、以及對公私協力的信任。LASS 社群架構出的夥伴關係，至少包括了與 5 個公部門的合作與對話、超過 20 組公民團體的加入與協力，並開發出各種開源的數位工具，供政府部門在資料收集、應用、整合呈現甚至是擬定政策時，提供有效的協助。

同時，LASS 也把建立起來的公私協力溝通管道視作一個平臺，讓有興趣的公民團體都能參與。如此，公部門有了面對公民社會的場域，而支持開放資料、關注環境議題的倡議者，也有機會在協力會議的平臺中互動、共同推動改變。以水利署的案例而言，在臺灣維基數據社群（Wikidata Taiwan）參與會議後，水利署從善如流的在河川基本資料中加入對應的維基數據 ID，讓河川資料庫能夠與國際資料搭配使用。

4、對建構公私協力夥伴關係之政策建議

綜合與不同政府部門協力之經驗，LASS 社群成員提出的總體政策建議，包括持續整合公私資料集、發展數據分析工具、針對公務部門建立常見的示範性問答集、與社群與教育單位開發開放課程、厚實公民數據論述實力等五大方向。

其中針對公部門的培力是重中之重。在公私協力中，首長的支持的確左右了公私協力成功的機會，但就 LASS 社群成員的觀察，另一個關鍵角色是基層承辦人員：基層公務員是否理解首長為什麼要做這件事情？承辦人是否有能力實踐首長的期待？是否掌握了相關的知識？無論是在公民科技或者開放資料的倡議上，都必須打破過往以政治領袖為目標的做法，更普遍、更全面的對全體公務人員進行培力。LASS 社群成員以行政院為例，建議各級機關可考慮更廣泛的實施 LASS 公私協力模式：倘若各部會每兩個月皆召開一次公私協力會議，公開召集、公開發言，並將所有內容開放

整理成會議記錄，便有機會讓水利署的成功案例擴展到更多的公共事務，推進開放資料在各部會的進展。

定期的討論與合作，也有機會讓公民科技社群成為公部門的長期助力。例如 LASS 社群的參與者在建立起信任關係後，也開始無償擔任公部門諮詢委員，指導外包廠商、協助機關訂定資料驗收流程與系統設計書規格等等。後者在開發數位工具作為公共服務時最為實際，不但能協助政府尋找適當的廠商，也能避免不適當的系統規格或資料未移轉造成綁標、日後維護困難的情形。從事後的「公民監督」走向事前的「公民參與」，或許也是 LASS 為公私部門展現的未來契機。

（四）Cofacts 真的假的

1、特色研析

「Cofacts 真的假的」是臺灣公民科技社群 g0v 的專案之一，結合原創的查核訊息聊天機器人與線上的協作平臺，使用者能夠透過機器人程式回傳可疑訊息，自動比對線上的資料庫並提供相對應的查核報告。³⁶

Cofacts 專案透過群眾協作的方式維護線上事實查核資料庫，不僅鼓勵群眾參與事實查核、為不同類別的志工規劃獎勵機制，每兩個月也會舉辦實體活動，進行事實查核技巧訓練與志工社群活動。其平臺開放協作的特性，也供公部門、媒體或其他事實查核機構上傳相關的參考訊息，供回傳可疑訊息的使用者查詢。

Cofacts 自 2016 年成立以來，於八年間持續維護資料庫、開發新功能，並且以開放原始碼方式授權公眾自行架設應用，至今已成目前最大的中文不實訊息查核平臺。資料庫目前收錄超過 45,600 則謠言、其中完成查核者超過 98%，網站拜訪次數每年超過一千萬人次，聊天機器人的回覆數每年也

³⁶ 「Cofacts 真的假的」集群眾之力線上闢謠，聯合報願景工程，2019 年 2 月 21 日，
<https://vision.udn.com/vision/story/12425/3657252>。

超過二十萬則；目前社群中常態性活躍的編輯志工約十人，每年可查核超過一萬五千則訊息。

2、對數位民主與公共服務發展之助益

Cofacts 專案藉由開源協作的程式碼、開放式的社群經營、國際化的交流資源，讓 Cofacts 成為公部門、國際行為者（international actors）、學者、媒體、事實查核者與一般民眾協力、合作、互動的平臺，成為一民間搭建、由下而上形塑而成的事實查核與資訊查詢服務。其對數位民主的首要助益，不僅是於公私協力夥伴關係的建立，更在錯假訊息猖獗的當代，直接提供民主社會所需的關鍵資訊服務。

而在資訊服務之上，Cofacts 更建立起了完整的生態系，並多方合作持續改善公共服務。在共好成長上，Cofacts 自 2016 年起將聊天機器人程式導入事實查核領域，讓第三方機器人能串接 Cofacts 資料庫，也讓其他專業事實查核組織有直接能夠移植、效法的參考對象。在功能設計上，Cofacts 特別針對研究者、事實查核者、記者等開發出不同的資料庫整合應用介面，鼓勵不同使用者使用可疑訊息與事實查核資料庫，讓不同背景得參與者凝聚、互動，跨越公私部門本來的劃分，共同貢獻資料；而蒐集到的訊息、編輯志工撰寫的回應、訊息熱門程度等統計資料，又會再以開放資料的形式回饋給社會。

第三項助益則為跨國夥伴關係的建立。Cofacts 不僅在臺灣創造了公共價值，還願意提供教學、為國際夥伴提供免費諮詢，指導開發者自己開發具查核能力的聊天機器人，協助壯大開源社群。2019 年啟動的泰國 Cofact 團隊受益於此，採用 Cofacts 開源程式建立起泰國的事實查核社群³⁷，讓泰國各界公民團體、媒體素養教育者、科技業、中央與地方政府、學校等皆能透過開放平臺共同推廣應用程式、提報謠言、事實查核，甚至提供相關課程、舉辦推廣媒體素養的各種競賽等。泰國 Cofact 也讓政府部門於疫情期

³⁷ 何蕙安，【數位素養新點子】用手機遊戲玩查核 民眾接種「不實訊息疫苗」，台灣事實查核中心，2021 年 1 月 28 日，<https://tfc-taiwan.org.tw/articles/5005>。

間得以於其平臺上發布正確的醫療衛生消息，至今於社群媒體上累積了超過 40 萬名追蹤者，資料庫積累超過萬則謠言與查核報告。

3、對數位韌性發展之貢獻

(1) 數位素養之提升

Cofacts 以開放原則，經營社群、編寫程式、在群眾智慧與協力之上展開事實查核，是其專案最大特色，卻也是專案初期最受到挑戰的核心議題。公眾對於開放、志工性質的核實團隊，以及全透明公開的資料庫，是否能提供可信度、是否能回應極化社會中對於查核謠言的需求、「社群」的查核與運作方式是否禁得起社會公評等，引起極大討論，甚至也成為社會極化下謠言與網路攻擊的對象³⁸。

該專案八年來持續堅持開放、經營社群、實踐協作，不厭其煩的在線上、線下回應對於「開放」、「開源」、「機器人程式」、「事實認定」等各種疑問。Cofacts 已成臺灣社會與錯假訊息相關的教育型計畫中，最有經驗、堅持最久的一員，對於其專案架構的質疑與辯證，也有助於公私部門理解開源、協作等社群文化的精神。

(2) 建立多元參與的管道，提升公民參與意願

Cofacts 嘗試以自動化的工具提供公民接觸議題的新型態管道。當人們加入 Cofacts、成為 Cofacts 的使用者或查核志工，就能參與培訓、理解不實資訊的各種分類，學會如何判別資訊並抓出爭議點。而透過 Cofacts 的回報機制，人們則懂得對不實資訊保持警覺，並相信自己可以主動對抗謠言，更加積極參與公共討論與民主程序。

³⁸ 台灣事實查核中心，【錯誤】網傳「請檢查組員中有沒有下列七個假好友…它們其實都是假藉要幫你分辨真的假的訊息，設計好埋伏在你的網路中，監控羣組每個人的對話」？，2021 年 7 月 2 日，<https://tfc-taiwan.org.tw/articles/5930>。

4、對建構公私協力夥伴關係之政策建議

Cofacts 作為一公開資料、開放原始碼的社群專案，公部門與其建立夥伴關係的門檻極低；只要公部門願意參與，提供正確且即時的資訊，便能為民服務。然而在展開協力的同時，公部門必須理解並尊重開源社群運作的獨立性以及協力精神，以平等地位參與協作。公部門作為擁有正確資訊的關鍵行為者，如能積極的善用開放平臺與社群協力，就能加速正確資訊的傳播，而正確的資訊正為數位民主運作之根本。

(五) 小結

本章分別探討臺灣四項公民科技相關專案與計畫，各專案皆於臺灣數位民主與數位公共服務發展扮演重要角色，其公私協力夥伴關係樣態多元。公民科技社群與團隊對公部門來說，並非只有「得標廠商」的角色，公部門除了給予資金並購買公共數位服務應用系統外，也能協助公民科技社群活動辦理、推廣其應用程式，或者與公民科技社群攜手營造公部門的數位化與內部素養的提升。公民科技社群如顧問一般，與公部門夥伴一同展開跨部門協調、協作，推動公部門內部改變，進一步釋出資料，齊力開發數位應用程式、增進公共服務。

從四個案中，我們看見從地方政府到中央部會，因應目標、資源、需求不同，可採用的不同公私協力模式；我們也從中看見公部門合作的意願與運作彈性為協作是否成功的關鍵。公私協力的成效，也取決於公部門是否正確理解公民科技的定位與社群運作方式，若要讓公民科技社群成為公部門推動數位民主、提供高品質數位公共服務之助力，公部門必須先自我培力，廣泛並深入地打造公務體系的協作文化，建立起相對應的數位素養，才有機會建立有效的公私協力夥伴關係，制定適切的政策支持，確保政策之持續性。

二、日本

在 2011 年日本 311 大地震之後，由於地方災後重建以及災民安置等需求，加上 2012 起日本政府開始推動開放資料，以 Code for Japan（後稱 C4J）為首，公民科技結合開放資料，以志工性質為主社群，在日本各地開始出現，他們協助在地政府開發應用程式，或者透過開放資料整理、策展，加上線上互動工具等，在災後百廢待興之際，以數位方式提供公共服務，或者鼓勵政府展開數位轉型。此研究報告訪問 C4J 以及其社群之中的多位成員，以下為社群中三大專案之專案特色介紹、該專案對日本數位民主與數位公共服務之助益，以及該專案對加強數位韌性的正面意義。此節也將統整三專案訪談，提出對建立公私協力夥伴關係而強化數位民主的可能政策建議。

（一）Code for Japan

作為日本最有代表性的開放資料社群，C4J 目前有 20 名成員，每週工作四天或者更少，以全職或者兼職的方式，參與 C4J 的運作。C4J 作為社群營運的主體，主要有社群建立與維運、議題倡議、全國性活動辦理三項核心任務。C4J 社群成員同時維運著二十到二十五個公民科技專案，每一個成員可能分屬不同專案之中，與外部的志願者、其他城市的公民科技社群協作。其中，約有十到十五個付費合作專案，由 C4J 員工與日本公部門以合約方式合作，作為社群的主要財源收入。

C4J 每月舉辦一次線上或者線下的黑客松，同時也每年舉辦一次全國性的大會，也不定期舉辦專屬學生的青年黑客松，除了促使公民科技與開放資料的創新不斷，也透過黑客松的方式，促使跨部門（公民社會、政府、企業）、跨世代（社會人士與學生）交流與協作發生。長期下來，建立起強韌的網絡，也為日本的數位民主與數位公共服務加分。例如，C4J 曾推動在地現場實驗室計畫（Local field labs），說服企業與政府協力，讓企業員工，每週有 1 至 2 天進駐地方政府辦公室，長達三個月的區間中，企業員工和公務員組成團隊，提出活用政府開放資料、打造數位公共服務創新方案，並於期末向在地市長報告。另一個例子是 C4J 曾推動的資料學院

(Data Academy)，此專案是為地方政府舉辦資料運用工作坊活動，訓練公務人員活用開放資料的能力，並提供在地政府一套開放資料利用指南和工具，以 2017 年為例，資料學院於十一個地方政府中訓練了 180 位公務員。

Covid-19 是另一次見證 C4J 網絡能量的時刻，由於面對大規模的公共衛生問題，也衍生出許多公共議題，如經濟、老年失能者與社會斷絕、教育中斷等問題，當時，C4J 吸引超過兩百位社群成員，以志工方式開放應用程式，為日本政府打造即時性的資訊平台，以符合全國各地的恐慌和資訊需求等。

在幅員廣大的日本，C4J 也與各地的公民科技與開放資料社群長期保持互動，並以專案為單位合作。最高峰時，全日本共有八十個以上地方性的公民科技與開放政府社群³⁹。2024 年，持續運作中的有六十七個。他們在各地扮演著彈性、自主、根據在地需求發展專案的運作方式。以今年石川縣的地震為例，當地社群與地方政府、民間團體合作推救災、重建等工作。每幾個月，這些在地社群就會聚會一次，除了五分之一是工程師外，更多是非技術背景、在乎地方事務的公民。

以地方上的網絡為基礎，C4J 時常擔任議題推廣以及資源串接的角色。例如兵庫縣豐岡市正在進行的智慧城市相關計畫，由當地公務員、C4J 成員、以及在地市民為團隊成員，人們一起開發一個小型應用程式，專門收集與育兒相關的資訊。豐岡市土地廣闊、人口稀少，居民較為分散，他們需要本地資訊，專案中，豐岡市議員和地方政府正試圖與民眾合作，將親子友善的餐廳、公廁等等育兒者需要的資料，盤點後建立成應用程式。此專案由豐田汽車贊助，由公部門、公民科技社群、民眾共同參與。

另一方面，C4J 也從東京試圖發揮全國性的影響力，推動公民科技，以協助日本政府數位轉型。一年一度的 Code for Japan Summit 是指標性活動之一，集結三百位參與者，不只讓日本國內各地的公民科技與開放政府群

³⁹ Code for Japan，ブリゲード，<https://www.code4japan.org/brigade>（最後瀏覽日：2024 年 12 月 1 日）。

體、公務員、科技企業齊聚一堂，分享各地的最新經驗，也邀請國際講者，分享亞洲或者世界各地的最新趨勢。另一個指標性活動是與東京都政府合作的黑客松，此黑客松已成為公民科技專案的指標性獎助機會，能夠獲得知名度、政府合作意願，也能找到更多的協力夥伴。

C4J 成立已經超過十年，如同世界各地的公民科技社群，如何持續保持活力、繼續增加參與者並追求實質的影響力，這正是 C4J 如今首要解決的目標。他們努力地主動邀請其他社群的參與，如 web3 社群。C4J 也持續跟著科技發展的趨勢，推出新的計劃，如智慧城市。而為了說服更多私部門的支持與協力，C4J 也嘗試與研究團隊合作，測量公民科技社群的影響力，作為爭取更多支持，也繼續倡議公民科技與開放資料的方式。

（二）Decidim

Decidim 為一開源的公民參與平台，在平台上，公民能夠參與公共議題的討論、民意可以聚集交會、公部門能夠透過此平台與民眾溝通，是 C4J 社群在日本各地推廣使用的數位工具之一。全球至今約有四百五十個運用 Decidim 的專案。在日本，使用 Decidim 平台的公民參與或數位民主專案也已累積有三十個，成為日本公部門試圖推動數位轉型、推廣公民參與的選項之一。

推動這樣的趨勢發生，最主要來自於日本各地政府自主性高，一方面代表著擁有數位轉型與推動線上公民參與的主導權，一方面也代表著，地方政府必須自備人財等資源，才能自力推動兩大數位趨勢的發展。同時，地方政府的員額卻連年下降，在人越來越少、事情越來越多，還要學習數位民主工具的幾重壓力之下，DPPS（數位公眾參與系統）的興起，就成了趨勢。

Decidim 作為日本眾多 DPPS 的選項中，非由企業開發、非封閉的開源程式工具，其定位非常獨特，並不是公部門外包給廠商、等著驗收數位工具

的故事，而是一個全球通用的開源平台，如何促進日本公部門、民間反思公民參與、活化公民參與而推動數位轉型的故事。

日本兵庫縣加古川市，是 2020 年日本第一個利用 Decidim 發起專案的城市⁴⁰。當時，火車站前的空間進行改建，Decidim 成為收集意見的平台，有學生們許願，希望創造一個讓高中生可以消磨時間的地方，為高中生創造一個休閒場所。以此為例，Decidim 的運用，從線上徵集意見開始，但接著，Decidim 專案的負責人東健二郎鼓勵在地夥伴結合線下活動，進一步深化並收集多元意見。

東健二郎認為，「日本地方政府常說要聽取年輕人的意見。但如果沒有適當的方法，我們等於要年輕人憑空提出想法，這是一項相當艱鉅的工作。作為一個年輕人，我覺得被要求給出『年輕人的意見』是相當困難的。更好的方式是，如果能通過年輕人的視角來聽取意見，結合線上、線下的混合使用，並且給予年輕人相對應的知識背景，並協助他從想法發展成做法，如果只是單純要求年輕人提出意見，是太短視了，我認為這是一個很大的問題。」加古川市是一個成功的例子，他們非常重視 Decidim 平台上年輕人的參與，近 40% 的使用者是青少年，他們在 Decidim 上常常參與政治的討論，像是建議在地政府提供共享單車服務等，當地政府於是從今年開始了共享單車服務。

日本各地其他利用 Decidim 的專案也包括了形成共識的討論平台。一些城市在發展地方的永續發展目標跟制定永續宣言時，以 Decidim 進行討論跟意見收集。或者調整平台上的功能後，也有地方政府把 Decidim 作為內部討論的工具使用，例如一些地方政府會用 Decidim 平台來做內部訓練。聽取地方政府內部的意見。

從 2020 年開始在各地推廣 Decidim 的東健二郎觀察，Decidim 除了作為工具之外，特別在疫情之後，正在一些地方發展成教育的平台。

⁴⁰ 加古川市×Code for Japan，加古川市市民參加型合意形成プラットフォーム，
<https://kakogawa.diycities.jp/>（最後瀏覽日：2024 年 12 月 1 日）。

他舉例，在一些為每個學生配有平板電腦的學校中，國中生們在 Decidim 平台上分享他們對城鎮發展的想法，作為課堂練習。有的學校，在關於數位時代的公民課時，讓學生們實際操作 Decidim，並透過 Decidim 實踐作為數位公民的內涵，他們讓學生們在線上討論、找資料、擁有數位公民素養，在平台上接收知識，然後在平台上提出政策建議，實踐公民的權利，並真的產生政策的實質影響。在這樣的課程安排下，Decidim 變成一個完整的數位公民素養的教育方案。

Decidim 不只是成為鼓勵善用科技的年輕世代參與政治的工具，東健二郎介紹了銀髮社群使用 Decidim 的真實案例。在京都府與謝野町，一個只有五百人的村莊，年長民眾們使用 Decidim 作為村裡頭的線上公共空間，他們張貼各種活動訊息，每個人一起編輯、更新社區資訊。如此，不只是年長者能夠快速知道有哪些公共資訊，知道有活動能夠參加，透過線上的討論、共同編輯，也可以在平台上累積許多寶貴資訊。

東健二郎表示，這是開源軟體的最大好處，即使是一個五百人的小村莊，也能有數位平台，無論是社區發展的相關專案或者公共空間的營造設計，都能夠以數位方式推進。

東健二郎也提供了一個私部門參與的例子，那是松本山雅足球俱樂部的節能減碳倡議計畫。由於此職業足球俱樂部，每逢比賽賽事時總能吸引不少群眾到場，其出資企業，便使用了 Decidim 平台，向來參與球賽的人群推廣跟討論在地節能減碳計畫跟政策。

累積了四年來在日本各地推廣的經驗，東健二郎認為，Decidim 作為一開源軟體，提供了開放的、自由設計使用的可能性，這會讓所有專案的組織者思考，自己要如何使用此開源程式平台，為什麼要用線上平台做呢？促使其思考數位民主、公共服務和公民科技專案的本質。同時，「傾聽居民的聲音以完善政策」，不再是遙不可及的目標，開源程式讓沒有足夠資源的地方政府都有機會使用，並實踐數位民主中的公民參與。也因此，讓

「多元的人民聲音被聽見」，也從概念變成實際可達成的訴求，成為人們對政策制定過程的要求，長期來說，也希望成為治理者的慣習。

(三) Proj-Inclusive

Proj-Inclusive 是一透過 Code for Japan 黑客松，成功組織團隊、實踐想法的社會性專案。由長期鑽研社會性貧窮、弱勢扶助政策的白取耕一郎發起，希望透過一應用程式與資料庫的建立，讓每一位需要社會支持與救助的公民，都能在該平台上取得相關資訊，進一步獲得政策支持，在真正進入貧窮之前，找到足夠的社會資源，重建獨立生活的能力。

此專案的想法從疫情期間開始浮現，希望公民能夠輸入自己的資料，如年齡、病歷、婚姻狀況等，平台就能顯示相對應的政策資訊。2022 年開始，團隊成員以志工方式加入，工程師用開源程式 OpenFisca 作為基底，打造初始原型。2023 年，專案參加東京都知事杯開放資料黑客松，獲得支持後正式啟動⁴¹，至今累積有四千名使用者，並與富士見市簽訂了合作夥伴關係。

經歷了長期的議題研究以及多方行為者的訪談，白取耕一郎觀察，推出社會救助政策的公部門，雖期待民眾們熟悉補助資訊與政策內容，但政府本身卻無法針對社會救助政策做廣告，「公務員說，因為一旦他們做廣告，讓人們了解社會福利制度，很多人可能會來，衝到市政府，他們會恐慌，公務體系不一定承受得住民眾的大量需求。」而日本各地雖有半官方的社會福祉協議會，但是否能提供確切資訊、各地鄉鎮人手是否足夠為民眾諮詢，都是挑戰，同時，日本社福體系中，社工每兩、三年或最多五年就會輪調，他們不必然能夠掌握所有相關的社會福利政策。公務體系的另一個先天挑戰，是其無法承受失敗，故無法主動地推出實驗性的創新工具。

⁴¹ 東京都政府，都知事杯オープンデータ・ハッカソン 2023 年度開催記録，
<https://odhackathon.metro.tokyo.lg.jp/collection/2023/>（最後瀏覽日：2024 年 12 月 1 日）。

另外一方面，白取耕一郎認為對於領取社會救助的「羞恥感」，是日本社會的一大障礙。「他們內心不想成為家庭的、社會的負擔，會告訴自己『我沒那麼窮吧，也許我勉強能做到吧。』，等到他們真的進入社會底層，成為貧窮階級，那時要再站起來，就更加挑戰了。」白取耕一郎說明。

為補足公務體系的不足，自行開發「防窮」資訊平台的白取耕一郎，除了成立志工性質的公民科技專案 Proj-Inclusive，同時也成立社團法人防窮研究所，以及防窮研究會。前者理念與普惠性質的「預防貧窮」相同，為一法律實體，作為與地方政府簽訂合作、制定合約，取得財務支持的法律實體⁴²，而後將款項作為公民科技專案使用。而成立的第三個組織，防窮學術研究小組，是為了進行大量研究，以支撐 Proj-Inclusive 背後理念與藍圖，組織由來自不同地方的教授和專家學者們組成，每個月至少聚會一次。三個組織的性質不同，與不同的利益行為者建立夥伴關係，以建立圍繞著「防窮」議題的數位公共服務。包括了三菱集團、協助 HIV 帶原者的社福單位 Habataki 福祉事業團等，皆是他們的合作夥伴。

對公民科技專案來說，成立三個不同的組織是一件罕見的事，學者背景的黑取耕一郎表示，他期許以三個特性的組織，與學術界、公民科技群體、公部門以及企業屆建立起連結，並展開跨界的協力，甚至在尋找「防窮」的路徑中，發揮協調、協力的作用。他舉例，目前透過四千多個使用者，他們可以初步理解人們尋求社會支持的歲數、狀態，若未來使用者更多，透過數據便能理解民眾在陷入貧困的可能時間點，例如輟學、離婚、進入老年等不同階段，能不能以政策工具提早介紹，或者對特定族群推廣政策資訊，以降低社會落入貧窮的人口數？而與學者、老師們的合作，也將社會支持系統的概念，相關的政策工具，及早的在大學校園裡頭推廣，從學生補助開始，降低人們對於領取社會補助的羞恥感，提高人們求助的意願。而純學術的交流小組，也吸引了政府官員的加入，也因此，讓小組成員跟開發者，都有機會理解展開與政府合作的訣竅和公部門的痛點。

⁴² 一般社團法人防窮研究所網站，活動，<https://www.poverty-prevention.net/%E6%B4%BB%E5%8B%95>（最後瀏覽日：2024 年 12 月 1 日）。

(四) 對建構公私協力夥伴關係之政策建議

Code for Japan 在建立公私協力夥伴關係的經驗中，面臨許多與臺灣 gov 類似的挑戰，一個開放的、以志工性質為主的社群，其不同專案該如何與政府展開合作，並實質的對數位民主之推展和提供數位公共服務產生助益呢？前述三個專案，分別以不同的方式為各方利益行為者找的能夠著力的形式。C4J、Proj-Inclusive 都另外成立法人代表，以簽訂合約，但同時又劃下清楚的界線，讓志工們保持初衷，不以財務收入為目的的參與專案。以下是三個專案根據自身與日本各級政府合作經驗，提出的確切政策建立，期望能打造正向的公私協力夥伴關係，提升數位民主與數位公共服務品質。

1、在推動數位民主時，實踐民主

在打造數位民主相關的工具時，須以民主實踐為優先。公務員往往著重於「數位」之成效，卻在過程中少了傾聽，當公務員的注意力和成效評估，都只著重在「平台」工具，忽略了民主價值中的多元參與、以人為本等，即使有數位的公民參與工具，最終，真的上線參與的民眾，不見政府部門的傾聽、尊重，看不見自己參與後的實質影響力，打造的工具只會成為結案報告的成績，卻無法真正為民主的深化加分，最終恐只成為蚊子館的數位版。

2、培力地方公務員

第一線面對公民的地方公務員，最靠近使用者，但卻不一定具備數位素養抑或是對開放政府的認知，如何培力他們，給予他們對於公民科技專案的想像，是一個經常被忽略的議題。但以日本為例，幅員廣大，地方公務員額連年變少，如何培力他們善用數位工具，甚至為他們打造數位工具，都是提高數位民主效能、改善公共服務的關鍵。

3、不斷重思公私協力的成效指標

十餘年來，從中央到地方，Code for Japan 社群與不同層級的公部門夥伴合作，而一旦公部門投入資源，或者使用公帑，就必然會有成果結案的需求。時至今日，如果衡量指標的設定，沒有逐年更新，只保持一貫的管考思維，例如每一次黑客松之後應該誕生「幾個」應用程式，則夥伴關係的建立則將愈顯困難。如何制定符合雙方利益、有助數位民主推展的合理指標，此題解答不會憑空而來，指標設定除了視各專案內容和目標，政府部門必須投注資源，研究並理解數位民主、數位公共服務除了「量」之外的衡量指標，並以此為各項公民科技專案、公私協力夥伴關係，設定衡量成效的指標跟標準。而當科技日新月異，數位民主的運行、數位公共服務的樣態，也將不斷更新，故，持續理解工具意義、持續推進更新指標的設定，將是所有想要建立公私協力夥伴關係的公部門，必須做到的基本功。

4、公部門體系應思考如何將創新納入體系

由民間而生的公民科技專案，往往能夠快速的產生數位工具的原型（prototype），但因為志工性群體無法接受資源，無全職員工、無組織化經營等種種原因，數位工具所以無法規模化、深化，而其創造的公共價值，則時常淪為曇花一現。

政府應思考能否以獎助金、育成計畫或者收購服務進入體制等方式，接手專案的營運，一方面讓公民科技工具能夠繼續發展，發生實質影響，一方面也能讓創新移轉至真正的公共服務體系裡頭，提升數位民主的品質。

(五) 小結

相較於台灣，日本地理面積與人口數規模比台灣大上許多，加上地方自治權較高，故從地方層級，由於地方公務人員員額減少、人口老化等因素，讓地方政府擁有較高意願，接受外部資源的協助，但不必然擁有資源。另一方面，中央政府因為數位轉型的政策明確，也有強烈的動機嘗試相關的創新方案。

上述兩點，成為日本個案訪談時共同的背景，同時是日本公民科技社群的機會與挑戰。這樣的背景，一方面代表著對數位公共服務創新的需求，一方面也代表著從零開始或推動轉型時普遍會遇到的各種困難與不確定性。十年多來，日本的公私協力發揮在不同層級，包括公務員數位能力與素養的培力、地方政府的小規模服務創新，到成為中央層級的政策顧問等，日本公民團體展現出不同的彈性，有時是透過標案的方式與公部門合作，有時扮演顧問，引進企業人才與專業，讓政府走上數位轉型之路。日本公民科技社群一方面援用國際既有的知識、技術、開源軟體，一方面回到日本獨有的社會文化裡頭深耕，從人的關係與信任開始經營，投入大量時間陪伴公部門理解、摸索與成長。

長期的投入與社群經營，在相較穩定的日本公務體系中，培養許多公部門的內部夥伴，一旦遇上如 COVID-19 疫情、地震、海嘯等大型災難與公共危機時，便能快速發揮作用，創造公私協力的典範跟里程碑。從 311 大地震至今，他們一次次加深公私協力的信任基礎，也讓廣泛並長遠的推動改變成為可能。

三、韓國

韓國政府的數位化政策於亞洲而言起步相對較早，於 2001 年便已實作多項線上服務，於聯合國「電子化政府指數」評比⁴³中躋身亞太區第四名，僅次於澳洲、紐西蘭與新加坡。而於陽光政策上，韓國政府於 1996 年便已制定《情報公開法》⁴⁴並自 1998 年起施行，以規範政府資訊公開方式保障公眾的知情權。

2013 年朴槿惠政府任內，韓國正式宣布將「政府 3.0」（정부 3.0）訂為新的電子化政府運作模式，分別設定了透明政府、高效政府和服務型政府等三大類別、共十大目標⁴⁵，推動將政府打造為促進公民參與行動的平台。韓國國會亦於此時期通過全新的《公共資料法》⁴⁶，藉由促進民間利用政府資料提升生活品質、發展國民經濟。

在這樣的背景環境下，韓國民間由推動開放共享的韓國創用 CC（Creative Commons Korea）周遭參與者開始，逐步出現如今被稱為公民科技社群和開放資料社群的團體。從 2010 年初成立的 CodeNamu 社群⁴⁷開始，參與者在「用程式碼創造更美好的世界」的精神下舉辦實體聚會、公共資料營隊⁴⁸與黑客松，推動公民參與與開放資料，並成立 Code for Seoul、Code for Incheon 等衍生社群。

⁴³ *Benchmarking E-government: A Global Perspective*, UNDESA & ASPA,

<https://publicadministration.un.org/egovkb/en-us/Reports/Benchmarking-E-Government-2001>.

⁴⁴ 공공기관의정보공개에관한법률（公共機關情報公開法），第 5242 號法律，1996 年 12 月 31 日，<https://www.law.go.kr/법령/공공기관의정보공개에관한법률/05242,19961231>。

⁴⁵ 조병우、윤상오（趙炳宇、尹相五），열린 정부 시대의 시민참여：시빅해킹의 유형 분류 연구（開放政府時代的市民參與：公民科技的類型分類研究），한국정책학회보（韓國政策學會報），26 卷 1 期，頁 181。

⁴⁶ 공공데이터의 제공 및 이용 활성화에 관한 법률（公共資料提供與利用活性化法），第 11956 號法律，2013 年 7 月 30 日，<https://www.law.go.kr/법령/공공데이터의 제공 및 이용 활성화에 관한 법률/11956,20130730>。

⁴⁷ CodeNamu, 코드나무는?（關於 CodeNamu），<https://codenamu.org/about/codenamu/>（最後瀏覽日：2024 年 12 月 1 日）。

⁴⁸ CodeNamu, 첫번째 공공데이터 캠프가 열립니다（首場公共資料營開幕），2012 年 7 月 4 日，<http://codenamu.org/549>（網頁備份於網際網路檔案館）。

其後隨著核心參與成員變動，社群發展開枝散葉，出現 NullFull、Code for Korea、Sluggish Hackers 等公民科技社群；在十餘年的發展期間，也有部分成員選擇成立社會企業（如 Parti⁴⁹），並與公部門發展出截然不同的夥伴關係。

本次研究實地採訪六位韓國社群成員，包括創業家、志工與學者，並實際參與當地社群聚會，爬梳韓國公民科技社群的發展歷程以及其對於韓國數位民主與數位服務的貢獻；受訪成員也根據實際經驗，提出建立公私協力夥伴關係以促進數位民主發展的政策建議。

（一）NullFull

NullFull 社群為一開放無定性結構的志工性質團體，每週固定於首爾市內輪流舉辦實體聚會，透過強調情誼與趣味的方式，吸引工程師、設計師、記者等對社會政治議題有純粹熱情的參與者。由於參與者習慣在會後到酒館點炸薯條當宵夜，「炸薯條」便成了 NullFull 的社群象徵，也彰顯著他們強調歡樂的經營策略。

NullFull 雖然部分創始成員來自 CodeNamu 與 Code for Seoul，然而他們不以專案成效為導向、甚至表示他們「先是馬鈴薯愛好者社群，偶爾才弄一點公民科技」。NullFull 成員在採訪時強調，「不以成效導向」、「不設定具體目標」的社群文化，是因為他們體認到改變社會、造成政策影響力，皆非短期能達成的目標；如何凝聚一群人長期關注公共議題並持續貢獻，比追求短期目標來得重要。過往專案成果曾被他人收割的糾紛與組織追求成效表現的負面經驗，也加強了 NullFull 社群成員對開放無定性耦合（loosely coupled）的共識。

由專案來看，NullFull 社群善於應用科技為公共議題發聲，幫助公民理解相關法案或倡議現況，同時以數位工具提供一般民眾表達意見、凝聚聲量、尋求政府與政治人物回應的平臺管道。

⁴⁹ 사회적협동조합 빠띠（社會協同組合 Parti），<https://parti.coop/>（最後瀏覽日：2024 年 12 月 1 日）。

舉例而言，「CALL21ST」（「向第21屆國會提出訴求」）網站⁵⁰是一推動國會針對性侵害犯罪認定修法的專案。NullFull會在國會大選前將填答連結以e-mail寄給議員候選人請求表態，並在網站上即時刊載填答結果；同時，網站上也會整理出此屆國會議員相關的修法提案，並提供支持修法的民眾線上留言署名，於選前針對國會議員進行監督與倡議。NullFull成員表示，「CALL22ND」也已架設完畢，此專案會持續到終有一屆國會完成修法為止。

另一推動性侵害構成要件認定修法的專案是「夢遊強姦罪仙境」（wonderful-law.korea.wtf）⁵¹，此專案與女權團體韓國婦女熱線（Korea Women's Hotline）合作，基於90件公開判決書製作模擬案件，並將其轉化為互動遊戲，讓使用者扮演法官，根據每一個案件的案情、證詞、證物，試著認定是否有罪，同時並揭曉真實案例中的判決結果，試圖展現強暴罪行認定的修法必要。此專案利用數位工具，協助傳統的社群團體與大眾溝通，獲得民意的支持。

除了性別議題，NullFull也擅於使用資料視覺化協助公眾監督政治人物。「Jonmat」專案（或譯「珍香國會」）⁵²利用政府官員的捐款支出資料建立了餐廳地圖，巧妙的貼合了當代使用線上地圖與評價尋找用餐選擇的習慣，吸引公眾注意政治人物的開銷問題，推廣開放資料和公眾監督的概念至一般民眾。此數位應用程式大受歡迎，創下資料運用的成功先例，也讓監督政府變得有趣，引發其他媒體的效仿。

而NullFull另一著名專案「IsNamyang」（或譯「南陽乳厭」）⁵³則能透過掃描賣場商品條碼的方式，辨別是否為南陽乳業旗下產品。南陽乳業因

⁵⁰ 21 대 국회의원 후보자에게 묻습니다（向第21屆國會提出訴求），<https://call21st.works/>（最後瀏覽日：2024年12月1日）。

⁵¹ 이상한 나라의 강간죄. 당신의 선택과 판결은?（夢遊強姦罪仙境，你的選擇與判決是？），<https://wonderful-law.korea.wtf/>（最後瀏覽日：2024年12月1日）。

⁵² 존맛국회（珍香國會），<http://jonmat.nullfull.kr>（最後瀏覽日：2024年12月1日）。

⁵³ 남양유업（南陽乳厭），<https://isnamyang.nullfull.kr/>（最後瀏覽日：2024年12月1日）。

2013 年恐嚇供應商等負面新聞遭韓國消費者抵制⁵⁴，其後便不斷修改包裝隱藏品牌名稱。NullFull 利用此專案協助消費者辨別消費產品是否來自於問題企業，協助民間對違法和爭議企業施壓，希望藉此促使企業承擔責任，改善勞動條件、面對犯行、或者改善污染等等。此專案同樣成為其他團體效法之成功典範。

NullFull 成立至今，共舉辦兩百多場活動，吸引五、六百位成員加入，甚至連公務員也加入成為成員，提供施壓公部門、推動開放資料的行動策略等多項建議。除了上述專案，打造國會監督的新機制、移工權益保護、食品價格公平性、以及公共交通系統對身障人士的無障礙化等，都是他們正在著力的公共議題。

(二) Code for Korea

從 2010 年代初，除了 CodeNamu 成立，後續在 2014 年成立 Code for Seoul 組織發布開放政府報告，介紹包括了 Code for America 等世界潮流，韓國的開放政府概念與公民科技應用更進一步的向全國推廣。

運動的發展契機，一方面來自政府推出開放資料相關法案、「政府 3.0」等政策，一方面是由民間社群，以一個個專案敲開公私協力的可能。例如透過 PDF 檔案資料的運用，視覺化高級政府官員財產和收入的網站，試圖改變公開資料的品質與格式。或是 Code for Seoul 的專案，「我的錢去哪裡了？」⁵⁵利用源自英國的 OpenSpending，讓納稅人理解政府開支。另一個名為「發現精明的首爾」⁵⁶的網路服務，則協助市民理解，如何精明的使用公共資源與福利，例如輸入男性、40 歲、已婚有孩子、住在某個地方，系統就會呈現相關可使用的政府服務與福利資訊。

⁵⁴ 吳慧珍，南韓財閥 面臨茉莉花革命，工商時報，2013 年 7 月 17 日，

<https://www.chinatimes.com/newspapers/20130717000100-260203>。

⁵⁵ 내가 낸 세금은 어디에 쓰일까? (我的錢去哪裡了?)，<http://wheredoesmymoneygo.kr/> (網頁備份於網際網路檔案館)。

⁵⁶ Code for Seoul，알뜰 서울의 발견 Finding of Alddle Seoul (尋找精明的首爾)，<http://welfare4u.com/> (網頁備份於網際網路檔案館)。

另一個著名專案是 2015 年時的首爾 MERS 地圖。當時，韓國政府嚴格控制中東呼吸症候群（MERS）傳染疾病的相關資訊，人們試圖在網路上收集相關資訊，接著協力的共同發布在地圖上，或透過一篇篇零碎的新聞文章追蹤感染病例和其足跡，最終視覺化的呈現，是第一次人們大規模地感受到公民科技社群如何能運用政府資料改善大眾利益。

Code for Korea 的正式成立，則是因為另一場公共衛生的危機：COVID-19 病毒。當疫情在韓國快速傳播時，韓國社會同樣面臨醫療物資短缺的問題，尤其與一般民眾生活息息相關的口罩由於數量不足、配貨不透明而民怨四起，也引起民眾對政府的不滿。當時韓國公民科技社群主動向政府提議，由社群無償為政府開發尋找口罩庫存的應用程式，政府則負責整理與提供口罩存量的資料。在輿論壓力下，韓國政府罕見的同意了民間團體的提案，於是誕生了韓國版的口罩地圖，迅速地解決了急迫的棘手問題。

口罩地圖的成功，也讓政府對於公民科技社群提出的疫情資訊平台想法放下戒心。當時，民間社群向韓國個人情報保護委員會提案，希望以獨一無二的個人 QR Code 取代公共場所的實名疫調紀錄，減少因留下真實個資所造成的隱私傷害與亂象。有了前面的成功經驗、也肇因於疫情下政府急迫的治理危機，這起公私協力的提案因而有機會實現：近三百人聚集在通訊軟體平台上，協力開發出服務於全國人民的應用軟體，再次奠定韓國史上一公私協力的數位服務典範。

隨後這三百人、加上來自既有社群的成員便成立了 Code for Korea，以一個月見面一次的方式，正式建立起於韓國全國推廣公民科技、開放資料的志工型團體。目前 Code for Korea 一方面以開放無定性結構的社群形式進行經驗交流、知識累積，另一方面也與企業、國際組織、公民團體、學校等組織跨部門合作，以黑客松、實體活動等方式經營全國性的社群。

(三) 對建構公私協力夥伴關係之政策建議

綜觀韓國公民科技與開放資料社群十餘年發展，開放無定性結構的社群中，包括成立社會企業 Parti 的非營利科技（non-profit tech）連續創業家，也包括志工性質的工程師專門協助既有的非營利組織數位化，還有在各任政府期間專案式的與政府合作的團隊。以民間力量而言，韓國公民科技量能不可謂不充沛。

然而，力推數位化的政府，需要面對的也是數位化的公民運動：韓國雖然在政府主導的數位化政策下由上而下的推動改革，爭取到了亮眼的國際排行；卻也忽略了「政府 3.0」不只是技術革新，還包含了由下而上的公民參與機制。網路的變革讓韓國的民主發展走向線上，2008 年即有上百萬民眾至線上平台表達意見、推動政治議程；當政治人物與財團的醜聞一次次出現，社會貧富差距越來越大，政治環境與數位化政策則實質上未能回應公民們對民主的期待，便會將公民推得離體制內更遠。

此研究計畫經訪談後發現，正因公民科技社群能夠喚起民意、號召行動造成政策改變，使得公民科技社群成為政治清算的目標。韓國十餘年間政治動盪，經歷幾次罷免和公民集結，從 2008 年起，便有政治人物利用製造網路聲量、污衊公民科技行動者為境外勢力的前例；甚至施壓科技平台業者刪除線上連署功能，懲罰以獎金或軟硬體資源支持公民科技專案的企業。NullFull 社群於申請登記為非營利組織時亦遭拒絕，使得該社群無法對外接受捐款。甚至還有特定社群的專案負責人因為與前任政府合作，而遭到後來掌權的政府以法律手段刁難等等。

韓國十餘年的數位政策發展演變與政治環境的威脅與風險，決定了公民科技與開放資料社群對公私協力夥伴關係的思考。以下為綜合六位接受此研究案受訪者意見後的政策建議：

1、擁抱公民科技並為其創造行動動機

以近期成功的口罩地圖、疫情資訊整合平台為例，韓國公民科技社群無酬的替政府打造數位工具，回應治理危機與民意。公民科技社群參與者之所以願意這麼做，酬勞並不是優先考量，推進公共利益、實踐社會創新、甚至是自我實現才是促使他們貢獻所長與時間的原因。

受訪者們認為，真的要以金錢方式支付公民科技開發者相對應的酬勞，政府恐怕無此財力；公部門與開放無定性結構、未登記為法人的志工團體支付款項或簽訂合約亦有困難。但政府握有的大量公共資料、政策影響力、以及對社會現況的及時觀察，卻是公民科技與開放資料社群渴望創造改變的關鍵資源。

公部門應該思考如何在保護公民權益、兼顧社會公平的情況下，運用這三項資源，鼓勵公民科技與開放資料社群主動提案、建立公私協力夥伴關係。

2、以具體作為支持開放無定性結構的社群，造福全社會

Code for Korea 於疫情後正式成立，一個月一次的聚會，以及開放無定性結構的營運方式，提供政府官員主動參與的空間。口罩地圖與疫情平台的成功，證明了公部門與公民科技與開放資料社群若有互信、暢通的溝通管道，其背後潛在的公共價值。

專研韓國數位政策與公民黑客（civic hacking）社群發展的韓國建國大學社會科學院公共管理系助理教授趙炳宇（조병우）建議，公部門的基層人員或中階主管應該與公民社群以「共同創造」的態度建立聯繫、甚至主動參與社群活動；公部門的參與有機會為社群行動創造更直接、巨大的影響力，為社群的存在創造里程碑，吸引更多的參與者加入，增加社群動能。長期來說提供了公民科技社群作為開放無定性結構網絡樞紐、實踐多方利益行為者共創的長期發展能量。

除了實質的參與共創，政府也能夠透過發動多面向的研究、協助國際資源與社群串聯、鼓勵媒體報導等，給予社群支持，促進公民科技與開放資料社群的發展，進而對該國數位民主與公共服務的推進有所助益。

3、利用公民科技專案實施公民教育、創造積極公民

以 2015 年起展開營運的應用程式與線上平台 Parti 為例，其提供線上意見討論、政策制定時的民意蒐集，加上線下活動組織的多功能，為韓國民眾提供參與和發起各種社會運動平台。包括首爾市政府在內的多個地方政府選擇與其合作，舉辦了一系列的公民對話活動。讓民眾理解民主政治的運作、並透過應用程式蒐集意見，產生實質的政策建議方案，對政策產生具體的影響與貢獻，進而創造擁有足夠資訊而能提出具體政策建議的積極公民。

這樣的合作進一步延伸至首爾特別市教育廳，除了制定教育政策，也作為公民教育的一環⁵⁷。另外，Parti 也被合作政府用來蒐集處境不利群體，如單親母親，和擴大政策意見收集的工具，如與青少年的實體工作坊。

這樣的政策性支持，長期來說利用公民科技工具培養「參與文化」，讓公民參與成為社會的常態，而針對尚未進入社會的未來公民，公民科技和公民黑客（civic hacking）應該被視為教育體系中如體育、健康教育等基本學能，既能促進創新思維和問題解決能力，也能理解政府運作邏輯和限制。

4、維護並促進公民社會與公共討論空間茁壯

趙炳宇助理教授表示，韓國政府於 1997–1998 年間曾致力於推動公民社會發展，提供資金和基礎設施，發展健全的公民社會，視其為健康民主的關鍵之一；其中公民參與如何實現至關重要。

⁵⁷ 김은채, [후기] 서울교육 소통광장 토론회 : 2024 년 제 1 회 정책상상 아이디어톤 (【後記】首爾教育交流廣場討論會：2024 年第一屆政策想像創意松)，서울교육소통광장 (首爾教育交流廣場)，2024 年 7 月 3 日，https://edu-policy.sen.go.kr/web/news/noti/bordContDetail.do?mode=W&brd_no=1&post_no=1C5168477C04035CE063C0A8C82FF767。

同理，進入了二十一世紀的民主政府，更該在全球民主倒退的此刻，投入資源強化公民社會，維護公共討論空間。推動數位政策的同時，應真正認識 web3 時代公民的角色，積極投入資源打造當代民主的「基礎建設」，包括開放資料、公民參與平台、數位服務等等，並認可公民科技與開放資料社群的價值與重要性。趙炳宇助理教授舉例，最簡單的第一步，或許可以透過韓國志工時間管理系統，藉由認證志工時數的方式，認可公民於公民科技社群的付出與貢獻。

（四）小結

觀察社群萌芽至今的十餘年，相較於臺、日，韓國公民科技社群與公部門的協力關係因遇上政府換屆，且前後任政府對公民社會態度迥異，嚴重受到政策不持續的負面影響，甚至遭到政府打壓之挑戰；導致於擁有頂尖科技產業、公民科技發展一度蓬勃的韓國，社群的發展與政府的數位化之間如今有不小的斷裂。

也因此，在韓國案例的訪談之中，我們普遍發現韓國社群將公民科技專案視作民主深化與發展的一環，許多公民科技與數位工具的發展與使用，也以增加人們參與民主的管道、深化公共討論的質與量、提高政府透明與可課責程度為主要目標。COVID-19 疫情雖帶來的短暫的公私協力，長遠來說，在政治力的影響之下，政府如何與公民科技社群協作，考驗非政治任命的公務員於體制中的決心與智慧。

肆、結論與政策建議

一、結論

本研究案從臺灣數位民主與數位公共服務的發展脈絡出發，透過資料研讀與實地訪查，加上國際專家社群的意見回饋，透過臺灣、日本、韓國九大公民專案的實際經驗，描繪公民科技如何促進數位民主之資訊發展，和數位公私協力如何促進數位民主之資訊服務成效，發展各式應用程式。

自 2010 年代初，臺、日、韓三國由於網路環境變化，隨著服務型政府概念抬頭、社群網站與草根運動蓬勃發展，伴隨先進民主國家間興起的開放資料風潮，東亞三國公民科技與開放資料社群因而有了發展空間，在數位民主的公民參與上扮演監督與議題設定的角色。而在社會衝突或者大規模公共危機發生時，公民科技社群能透過數位應用程式的迭代開發，為民眾提供即時且必要的公共服務，進而促使政府部門正視其重要性、甚至造成政策改變。這樣的餘裕不僅強化了公民社會的民主韌性，也讓公民科技社群有機會更進一步，以公私協力形式締造公民參與政策形塑的機會。

本研究報告依序介紹臺、日、韓三大公民科技與開放資料社群的發展路徑，清楚看見此類社群在當代社會中提供跨部門、跨領域人才共同參與政治討論，開發數位公共服務，或者藉此倡議政策改變的三大功能。在不同專案中搭建起的公私協力夥伴關係，有的進一步影響政府提供的數位服務，甚至帶來資料治理模式的改革；有的使公務體系內的公務員與官員被賦能，繼續主動發起數位化的創新服務。更重要的發現是，公民科技專案與社群在臺、日、韓皆扮演民主深化的關鍵角色：在日本，開源的公共討論平台成為讓青年、年長者、家庭主婦等族群參與政策制定的公民參與工具；在韓國，公民科技專案讓公民理解開放資料如何讓民眾能夠監督政府花費、促進國會政策討論；而在台灣，公民科技專案成為提高媒體素養、改善環境品質、監督民意代表等重要公共事務的工具。

這些創新的數位服務，從系統設計、程式原始碼到所使用的資料，多以開源、開放協作方式釋出，不只允許社群成員檢視修正程式碼、補正安全漏洞，亦與公共程式（public code）精神相符。然而在訴求透明之餘，資訊

科技社群本身注重隱私的特性，亦讓這些專案於設計時將資料安全納入架構考量中。本研究訪談之公民科技專案多無需蒐集個人資料即可使用；如有建立帳號之必要，也使用既有身分認證機制（如 Google、GitHub 帳號整合登入）達到基本個人資料保護，以個人資料最小化為首要目標。使用者廣泛、性質較為敏感的公民科技專案（例如 Cofacts 真的假的）也會視特殊需求實作資安防護機制，防範其服務受到垃圾訊息（spam）或阻斷服務攻擊（denial of service attack, DoS）等資安威脅，這些措施皆是各專案在提供公共服務及減輕維運成本之間取得平衡的嘗試。目前，臺灣、日本社群內亦有將公民科技公共服務進一步與數位身分整合之討論，然目前尚未有明顯發展。

對東亞三個民主國家來說，公民社會皆能夠透過科技工具成為深化民主體制的夥伴。公私協力的關係不只能對發展數位民主、建立創新數位服務有所幫助，更是深化民主，為現代公民賦權、提升公共參與品質的橋樑。

綜合上述訪談內容與各節觀察，茲整理臺灣、日本、韓國三國之公民科技社群發展概況如下：

	臺灣	日本	韓國
社群形式與特色	• 多中心化，無單一法人代表 • 參與者以志工性質為主 • 社群中專案各自獨立經營、成立各自的組織，擁有不同法人型態	• 由全國性與地方性社群組成之網絡 • 全國性社群以非營利組織 Code for Japan 為法人代表，除該組織員工外，其他以志工或專案聘雇兼職為主	• 以多個社群共存方式，共同推動與倡議開放資料，以科技工具持續性的發展多元社會參與 • 社群中包括社會企業、志工團體、非營利組織等單位
國內最大社群	g0v.tw 零時政府	Code for Japan	Code for Korea

重要 專案 舉例	• Cofacts 真的假的 • LASS 開源公益環境感測器網絡	• Decidim • Ikunowa 育兒情報共享	• IsNamyang • MERS 地圖
對提升數位民主資訊服務之代表性貢獻	• 推動開放資料、開放政府 • 開發如投票指南、預算視覺化、公共討論、群眾連署、口罩地圖等程式，啟發公部門協力或建立相似數位服務 • 長期提供黑客松等場域，為公部門培力，讓公部門有機會建立從個人到團體間的公私協力 • 連結國際趨勢、建立交流、啟發國內數位民主資訊服務發展，如舉辦面海松 • 推動跨部門溝通與對話，讓數位服務創新成為可能 • 在天災與重大公共危機發生時快速反應，提供數位服務	• 建立全國性與地方性開放資料與公民科技社群 • 啟發青年透過科技工具參與民主運作與公共討論 • 提升數位民主資訊服務的品質與創新發展 • 長期打造全國性與地方性的黑客松場域，激發創新想法並培力相關行為者 • 串連企業資源投入數位民主運作 • 擔任政府數位轉型與人才培力之顧問 • 在天災與重大公共危機發生時，快速反應提供數位服務 • 在地方層級，為在地政府提供資訊專業支持，以創造數位解方之方式協助面臨人力短缺挑戰	• 推動開放資料、開放政府 • 建立全國性開放資料與公民科技社群 • 啟發青年透過科技工具參與民主運作與公共討論 • 長期打造全國性與地方性的黑客松場域，激發創新想法並培力相關行為者 • 串連企業資源投入數位民主運作 • 在天災與重大公共危機發生時，快速反應提供數位服務 • 創造平台，擴大公民參與和公共討論，深化民主內涵 • 開發視覺化應用程式以推廣開放資料，並建立建議的連署功能、與民意代表聯繫機制，降低理解公共議題與參與政治門檻，賦權公民

二、共同挑戰

（一）政策持續性

從三個國家、九大專案的訪談中，本研究觀察到與公民科技與開放資料社群的公私協力夥伴關係，往往受政治意志直接影響。蕭規不一定曹隨，當開放資料的價值以及公民科技社群之於政府的定位在社會中未獲共識，執政者與權力分配者的任期屆滿時，便往往會造成專案與合作關係的中斷。

（二）網路環境改變之下，「公民參與」也必須改變

隨著科技發展，當代的公民參與，也必須從上對下、單向的使大眾知情，讓資訊可得、透明，進一步走向雙向溝通，甚至共創。政府和公務人員如何調整心態與定位，不同層級的公務員是否皆擁有知識與技能的培力機會，以跟上當代公民對公民參與的期待與網路使用習慣，是普遍的難題。

（三）在「共同創造」之前的各種前提

當政府試著和公民科技與開放資料社群合作，過程中，從政府的採購法規、衡量指標，到公民科技社群的法人地位等，皆挑戰著既有框架。根據前文對於三國社群的介紹，可明顯認知到，公民科技領域的公私協力夥伴關係，與其他公共建設如土地開發等不太相同，同時，公民科技社群也與一般的外包廠商有其區別。

在公民科技領域，由社群與政府一同改善數位民主的資訊服務時，更偏向「共同創造」的夥伴關係。但政府與民間如何實現共同創造數位服務，過程中普遍面臨法律、社群經營方式、合作雙方的地位是否平等、目標設定是否符合現實等挑戰。

另一方面，讓公民科技社群保持獨立性的公私協力夥伴關係，是否存在？該如何運作？已發生過的合作關係框架（合約）是否能在各政府部門間一致通用？都是公民科技領域中，體制內外談論公私協力夥伴關係時必須思考的問題。

三、政策建議

綜合三個國家、九起專案的訪談，其針對我國深化數位轉型、打造服務型智慧政府、改善公私協力夥伴關係，以促進數位民主之資訊服務成效的相關政策建議，可分為短、中、長期三部分：

（一）短期

- 政府部門主動與公民科技與開放資料社群建立溝通管道，無論是在開放資料的過程，政府數位化的政策制定，或者大規模緊急事件發生時，皆有利於公私協力的開展。
- 為公私協力夥伴關係設定彈性指標。以公私協力促進數位民主資訊服務發展，其成效衡量指標必須依專案內容彈性設定，除量化指標外，亦可考慮如具體培力成果、影響力等目標；不具彈性空間的硬性指標將降低公民科技社群合作意願，也將成為發展創新數位服務的障礙。
- 改善資料品質以及完善政府開放資料，供公民科技與開放資料社群提出創新作法，改善公共服務。

（二）中期

- 於公務體系內進行普及性的公務員培力，並於各部會建立相關政策性共識。投入大規模資料進行內部訓練，有助於縮小城市與鄉村、中央與基層公務員關於數位民主的知識與能力落差，同時，若能在各部會皆推行開放政府相關議題的討論，凝聚共識，有助於政策的持續性。
- 投入研究資源，深耕數位民主相關主題的理解與探索。從此研究報告的訪談能夠發現，不論是哪一個國家，公民科技社群的開始，以及進一步與政府互動以改變數位民主提供之資訊服務，皆是 2010 年代至今的新興議題，政府可投入研究資源，探索該議題不同面向，並依此建立未來的衡量指標、制定政策等。

- 推廣大眾對開放資料與數位民主的認識。政府可投入資源，鼓勵和吸引媒體報導，進一步讓大眾理解，不僅有助於推廣相關數位應用程式，也為相關政策創造民意基礎。

（三）長期

- 以不干預、不設定目標、不要求成立組織的方式，支持開放無定性結構的公民科技與開放資料社群。臺、日、韓三國社群，擁有高度類似的開放無定性結構之社群經營型態，確保了社群的開放性，讓多方利益行為者有機會在此協作，讓公民擁有參與的機會。開放無定性結構的社群，長期經營下將成為樞紐，各方人才、知識、經驗、技能能夠在此得到連結與交換，彷彿數位民主推進時的資源庫，也是經驗累積、持續增進專案成效的所在。社群若趨向成效導向、中心化，有既定框架和既有目標，容易因為人員異動、專案結束或者失敗，而影響社群的永續經營和公共性。
- 將公民科技與開放資料專案視作現代教育的一環，藉此培養積極公民、提高數位素養、實踐 web3 的公民參與、重建公民對民主的信心，公民科技將不只是科技「工具」。無論是臺灣的 Cofacts、日本的 Decidim 或是韓國的 Parti，我們皆看見公民（或包括公務員）透過使用數位工具、參與專案，提高資訊素養、認識數位民主，且透過造成改變而自我賦能的過程。如此效益，對民主持續發展、民主價值的倡議十分重要，當全球民主發展連年倒退甚至出現赤字，公民科技與開放社群除了能貢獻數位工具，更有其於公民教育面向之價值。

四、114–116 年行動建議

（一）114 年

- 建立獎勵機制，以長期鼓勵中央和地方層級公務人員學習並實踐開放資料、開放政府相關知識與治理模式，並鼓勵其運用公民科技工具、與公民科技社群協作，鼓勵內部學習與主動與公民科技社群合

（一）114 年

作。例如參考性平處推動性平時所創立的創新獎項，設立如公民科技創新服務獎項等，或與總統盃黑客松同時舉行授獎儀式，鼓勵內部創新。

- 儘速與過往合作過的公民科技社群回顧台灣過往公私協力案例，再次評估衡量指標，並作為未來公私協力專案之指標。
- 確立提升數位民主資訊發展的工作項目、優先順序，後透過改善資料品質、完善政府開放資料，供公民科技與開放資料社群參與協力，例如提出利用資料集的創新服務與治理工具，改善公共服務。
- 參考人權講師機制，成立開放政府顧問團，聘任一年制顧問，每年一聘，成為各級政府諮詢與內訓的人才庫。

（二）115 年

- 將公民科技的推廣，與教育政策、地方創生政策、青年政策結合，視其為國家深化民主的長期策略，讓青年參政、地方的復興與在地培力，以及資訊素養，能與既有的公民科技運動合流共生。
- 與 g0v Summit 雙年會交錯，每兩年舉辦東亞區公民科技論壇，聚焦在公私協力，創造三國間公私部門對話平台，建立長期臺日韓相關公部門交流機制，彼此學習與交流經驗。並依此投入研究資源，深耕數位民主相關主題的理解與探索。

（三）116 年

- 提供國際交流獎助金開放民間單位申請，鼓勵國際公民科技專案能夠抵臺驻村、交流，為臺灣公私部門提升知識與技能。
- 根據前兩年執行成效，設計全民、全體公務員開放資料與開放政府相關學習課程之課綱內容。

伍、附件

一、訪談紀錄

項次	對象	日期	地點
一	開放國會	2024 年 7 月 16 日	線上訪談
二	vTaiwan	2024 年 7 月 23 日	線上訪談
三	Nullfull	2024 年 8 月 4 日	線上訪談
四	Proj-Inclusive	2024 年 10 月 7 日	日本京都
五	Gehirn NERV	2024 年 10 月 9 日	日本東京
六	Decidim	2024 年 10 月 10 日	日本東京
七	Code for Japan	2024 年 10 月 10 日	日本東京
八	LASS	2024 年 10 月 12 日	新竹市
九	趙炳宇教授	2024 年 11 月 1 日	韓國首爾

（一）開放國會

- 日期：2024/7/16（二）上午 10 點
- 地點：線上（Jitsi Meet）
- 採訪者：劉致昕、姜柏任
- 受訪者：甘順基（公民監督國會聯盟副執行長）
- 記錄者：姜柏任

1. 起源

- 開放國會作為國際行為守則，但為了改變而引進臺灣、也與立法院文官配合，造成影響。
- 公督盟的角色：開放國會部分項目跟公督盟追求的立法院透明公開（助理經費公開、立委利益衝突訊息揭露、辦公室公務經費使用）有連結之處。

- 當時的目標：公民團體過去都是壓力團體，給予立法院壓力指正；但這次的平台讓我們有機會了解文官的運作模式，但還是沒有辦法跟立委或黨團本身有太多互動。
- 訂立開放國會行動方案時，一開始的策略是不要作為壓力團體，而是 co-create 的角色：把過去的經驗、公督盟有做過的項目都列出來，經過立院文官與委員辦公室討論修正後，成為行動方案。文官在意的是公開資料有沒有抵觸法規，所以確認後動作就很快；公督盟貢獻經驗，文官也迅速建置網站，最後就剩下臨門一腳。
- 過去在倡議的時候都說沒有，但以前無法分清楚是為什麼沒辦法；現在就清楚了：文官系統都建置準備好了，是政黨不要，在責任政治跟公督盟倡議上更清楚了。
- 過去公督盟與文官都要看磁場對不對、理念是否認同，否則公務員通常多說多錯、很少會跟壓力團體合作；這次是上面院長全力配合，文官像是得到了授權、也覺得我們是理性可以討論的，所以就算現在暫時沒有平台、也還有聯繫。

2. 開放國會與國際標準

- 感覺文官對 OGP 還沒有全局的了解，可能還是長官說什麼就做。但這次的公務員們似乎也認知到對民主是有幫助的，不會覺得只是為特定組織、團體服務，所以也比較積極。
- 立委比較會問說這是什麼東西、對我有什麼幫助，才要去跟他說這是國際標準、可以增加立委與國際間的交流。
- 在設定的時候當然會根據 OGP 的大里程碑（開放、透明），但細節上不會去看國外的，因為蕭ㄟ、Freddy 幾個大前輩有說這是我們自己的產出、不一定別人要有我們就要有。
- 私底下跟 OGP IRM 研究員打聽，聽起來國際上覺得我們這個還好，但感覺這是臺灣我們需要的。
- 公督盟孤身推動議題的時候會覺得很無力、好像很不知道其他國家怎麼做，但在參與開放國會後，現在可以看到是國際趨

勢、其他國家都有做，就可以讓其他委員知道不是公督盟故意創空（tshòng-khang），至少是第一步。

3. 開放國會與國際外交

- 臺灣現在是雙軌：行政院有開放政府、立法院有開放國會。
- 上次去愛沙尼亞參與 OGP Summit 的時候有很努力把臺灣開放國會弄到 side event，但我們看到臺灣開放政府已經獲得不少邀約了，監察院、國發會也有被邀到 panel speaker；當時立法院文官主要是公關室的人參與，去紀錄國會外交、院長政績，比較少帶回來什麼。
- 但在 OGP 的大拜拜場合，大家都會說好的部分（例如 Join 平台就被說得超級好），比較難注意到彼此之間什麼不足、刺激各國文官互相競爭。
- 以哥本哈根民主論壇為例，當時不是官方組團、是由國際組織邀請，主辦單位有設定幾個 workshop 讓公民團體上去講、官員與立委在下面聽，角色關係對調後變得比較平等，正面的效益比較容易發生。

4. 後續推動事項

- 開放國會目前可能的確是因為立院改選而停下來，但其實跨黨派還是有立委一直滿支持的。
- 開放政府比較像先畫靶再射箭，先找民間廠商來，成果打開來說有開放政府；開放國會很沒有效率、會斷掉，但非常草根，有展現出公民團體 co-create 的樣子。去 OGP Summit 的時候，臺灣開放國會這團就很特別：各國政府代表都在自吹自擂，只有我們參與是從下到上。
- 目前仍然很難把公務員引出來參與，我們就是衙門、很科層官僚系統，在 OGP Summit 時觀察到我國文官代表不覺得自己是代表，還是幫委員提包包，是比較可惜的地方。
- 後續在立法院資料整理、國會透明部分的關注（國會松？）

(二) vTaiwan

- 日期：2024/7/23（一）下午 8 點
- 地點：線上（Jitsi Meet）
- 採訪者：姜柏任
- 受訪者：子魚（vTaiwan 前專案坑主）
- 記錄者：姜柏任

（R：姜柏任、K：子魚）

R：（關於有些問題是不是要先爬文，）我覺得很好玩的是，誠如你所講的，就是很多東西應該是如果我們要做研究、或是說要寫報告要先去爬的東西。所以其實如果是我自己問的話，我就會想說，我就想 diff 你知道，就是你以前有整理過這樣的 QA，有這樣的事情，對，那只要問多的就好了。但是我可以理解說需要花時間（回憶）。

K：或著你應該說，就算是我們兩個討論過這件事，那可能也是三年前的事情，（我）出去之前。對啊，所以我也需要回憶一下這件事情。

R：我可以理解。（關於為什麼要訪子魚，）因為我真的去爬會議記錄，認真想要知道說在你交接之後 vTaiwan 社群做了什麼，然後我好像找不太到這個記錄，我只知道有很多人來訪 vTaiwan，但是我沒有看到新的東西，就只有 OpenAI，和可能我知道有一個還是兩個法規調適，但是後來沒有成，就是沒有進到網站上的那個階段。

K：那你有覺得一定有需要做這件事情嗎？

R：你是說訪或是？

K：就是 vTaiwan 做它本來做的事情，在蔡玉玲階段做的事情。

R：因為就是其實他的這個題目是說公私協力，就是公民科技怎麼樣促進數位民主。然後我們又不想要寫風花雪月的東西，所以致昕想到一個架構，我們就要去找到一個學術架構是說，如果你公民科技去促進數位民主，數位民主有幾個方向的韌性（resilience），那可能不論是討論啊、或是透明啊，我們就要去找說那這些專案為什麼哪些成？哪些

沒有成？所以最好是有一些 contrast。那剛剛好就是因為 vTaiwan 有些的有成、有些沒有成，所以直接在 vTaiwan 這個討論會比較明確。就是如果你是一個當時 vTaiwan 的參與者，那你去看你當時的這些議題，或者說為什麼你之後離開之後，再回來看說像現在可能他們要轉型或做什麼。我覺得這樣是比較明顯可以抽出來這些素材。但是如果沒有的話，因為像水利署那個專案，我們就要特別去講說（什麼因素）剛好讓水利署那個可以成。對，然後我覺得 vTaiwan 的性質……

K：你說成跟沒有成的意思是 impact？就是有沒有去改變法律之類的，像這種東西？

R：對，然後可能也看各個社群怎麼定義成功。像 Disfactory 你丟到縣市政府之後他們有沒有處理是一回事，但是他讓（農地違章工廠）被看到，可能他的階段目標就達成了，對不對？那 vTaiwan 我知道那個時候是要做法規調適，例如說像性私密影像，我記得好像你還在 vTaiwan 的時候就有討論過。

K：嗯，對啊對啊。

R：對 然後那個時候的 vTaiwan 可能是，例如說像法務部啊，然後我記得你有講到說要去找一些多邊的利害關係人嗎，我記得那時候好像有什麼教授，然後對可能警政署的人，然後可能 NGO 都有來，因為我看那個發言紀錄其實來超多人的，然後陣仗滿大的。然後其實後來比較少看到多邊利害關係人，像那個 AI 的那一塊，之前我看 OpenAI，現在的 vTaiwan 和 OpenAI 合辦——

K：你是說 Peter 的時候。

R：對，它可能就是例如說跟師大資工系合辦，然後就在那個 location 找那樣的人，那這個手段上面其實會不太一樣。那如果我們要去比較的話，我們可能就會說，那會不會是因為在這個審議式的過程之中，例如說多邊利害關係人可能是一個很重要的元素，對不對？或者說後面這個，可能是他的專案的性質不一樣嗎？就是你總是要可以做一些比較，然後去講說以前怎麼樣，那可能以前也有一些不成的專案。例如

說像法務部那個專案雖然找了很多，但最後結論就是現行的法規就有辦法處理，對不對？

K：那也不是一個不好的結論。

R：對，所以也不見得說那樣就是不 work，只是說，我覺得可以……

K：這樣算是已經進來（討論）了，本質就是（資策會）科法（所）。因為性私密影響的那個案子，是 Avross 提的，她是第一個不是由部會提出來的案子。然後那個案子其實是在我剛進 vTaiwan 的時候就提了，然後就是說他有一個 full time 的人，科法（所）的僱員在做這件事情。而且 Avross 他也是 Stanford SJD，Avross 是蕭郁澹，是我大學同學。然後我覺得她是我進 vTaiwan 的時候的 vTaiwan 本人。進 vTaiwan 之後再過一陣子吧，他後來有進 PDIS，然後她有寫一本女人迷的書。然後總之就是說，因為這其實就是政府委辦案，在這裡面參與其中的貢獻者們在我之前，除了做技術的人，或是像 au 或是像雨蒼這種以外，幾乎都是國發會的人，跟國發會委辦給科法所的人。

R：欸？

K：我以為大家都知道這件事情。所以你如果去查法規調適平台，舊的那個網站它是掛在科法所的下面。所以為什麼一定可以過？因為他們有案子要解啊！對啊，就是永遠都是這樣，一定可以推動就是，反正是政府裡面的人提的啊。就是，欸，蔡玉玲坐下來，「這個部會，你們給我交出一個要討論的議題」，那就拿來討論，然後討論完之後，「欸部會你們要回去做啊」。其實我覺得這滿厲害的，就是 somehow 蔡玉玲用一個方式，去讓她一個政委的角色，卻取得了實際上可以推動法律、推動部會的一個類似實權的……一個權力嗎？就是她透過 vTaiwan，透過她把部分的權力下放給社群之後。

K：那至少我覺得他並沒有說，只有我給的議題才能在 vTaiwan 討論，他是開放的，他也沒有說我一定要怎麼樣去做。但是就是說沒有一個這樣子的人在政府內部。他其實透過這個方式去取得了超乎政委所擁有的權利，他可以回過來說「這是民意，你要不要聽？」所以對政委來說他是很有力的一個工具，但是這件事情你稱為民主嗎？應該說那個

部分就有點避重就輕。那其實基本上你要我從一個很……因為我本來是在這種類似公法人的機關出來的人，要我說的話他就是個委辦案、他就是一個專案，然後因為這專案有開放了一個部分讓社群去參與，但是以比如說像科法所的人的角度來看這件事情，或是以國發會的角度來看這件事情，它就是一……

R：一個外包。

K：所以它當然會結啊，因為他們就是要投這件事情，然後以政委的方式去壓這件事情。但是，回到 au 進去政府之後，就是說我其實並沒有覺得 vTaiwan 一定要那個樣子。因為它其實就是研究案，就是但是它有沒有貢獻呢？有，因為它是比過去的研究案還要再開放的研究案。然後我那時候進去，我就是一個很白目的人，因為基本上社群的貢獻者大部分都是技術端的人，所以其實他不是很……可能家華以前是做審議的，但是他把流程搞完之後他就走了。因為對社群來說，是你政府來提案——

R：然後大家再討論這樣。

K：還是蔡玉玲可能啊，那他們就會走了，所以並沒有一個……就是他所說的 g0v 社群就是，會幫他寫 code 的這群人，然後會幫他想流程這群人，可能 LY 有比較在意些這種東西吧。那我那時候因為我真的是不懂，因為我就是有點誤入那個地方。然後我只是因為我是先很著迷 g0v，因為我那時候剛參與 g0v 一陣子，然後我覺得這坑很奇怪，就他什麼東西都很不 g0v，他什麼東西也不開放，然後他就是一堆東西都是在蔡玉玲的辦公室裡面搞出來的，然後我就覺得「什麼東西啊？」我就很白目，然後我覺得蕭郁澹也覺得「這人到底是怎樣，他到底坐在這裡幹嘛。」

K：我覺得就是，somehow 我後來回來看，我會覺得或許我其實是間接造成 vTaiwan 大家所謂的「死亡」或是「沒用」，這件事情或許是我造成的。因為我覺得如果 au 那時候維持蔡玉玲那個做事的方式，因為他們確實是後來有找一些繼續給科法案子，或是找國巨來做研究案，就是針對某個議題做研究案，然後他們就一天到晚跑來找我，然後就

說，「我們可不可以這幾個月開一個討論會啊？」然後我想說「可是沒有人真的很在乎這個議題啊」，那你還是硬要開一個討論會，那你找的人就是你自己要找的人，那就是政府要找的人，那這個東西你可以說它是開放的法規制定嗎？這件事情我會有一個疑問。

K：所以回到你的問題就是說，你在想說這個議題，就是說民主的倒退這件事情，到底……如果命題是開放開源，然後社群參與這件事情可以幫助民主的進展的話，成功不成功如果你定義成是有造成法規的修改、有造成這些東西的話，那它當然不是，就是會變成你會得到一個想法的結果。但是你說到底這樣子開放的過程，是不是造成了就是說本來社群可能是比較由公部門去驅動的，變成一個社群驅動的狀態？你要說他沒有用，但他確實是變成了一個更開放的狀態，那只是曾經參與的公部門這個部分，他沒有那麼想要參與這件事情了。但他沒有想要參與這件事情本身，我覺得也不是什麼……就是說，對於想要促進民主發展、促進政府開放的這群人來說，他當然會一直說「vTaiwan 真是太讚了」，就是 vTaiwan 簡直就是靈藥，講出來就是東方神秘島國的那個（神話）。就他們當然會一直講，所以他們才能促進政府去做這件事情。

K：然後我那時候回答你的我的 concern 就是：在我們講出實際上發生的事情之後，那對他們來說，他們只想要法規快點被這樣的過程推動，這件事情我不覺得是真的是民主的，因為或許民意就是不想推啊！或許公民就是沒有想要改這些事情啊！或許利害關係人就是覺得，「喔對，你們很爛，但是你們不要來管我」，或許就是這樣子啊！那為什麼這件事情是重要的呢？為什麼之前重要現在不重要呢？之前重要的原因是因為那是蔡玉玲想要的，就是這樣。很簡單，沒有什麼 work 或不 work。work 就是因為蔡玉玲想要，所以——他是政委，然後他就叫大家做。然後他為什麼可以成功？我覺得可能要從這個角度。

K：啊，就是說 vTaiwan 確實它是真的是有一個故事在那邊，那個 legacy 是存在的，我其實 respect 它，所以是為什麼我持續的去貢獻在這個專案上面，是因為我不希望前面的人的努力就是這樣子就不見，然後好像就是變成歷史的傳說這樣。那好不容易你在公部門上面開了一個小洞，那它馬上就關起來了，對，我不想要這樣子，所以我想要開著那

個洞。可是因為如果你跟蔡玉玲一樣的方式去開那個洞的時候，它是一個很暴力的開法，所以其實你會看到每次，你如果去看錄影，你會看到那些公部門的人就是一臉不爽的被叫來那個地方。那為什麼他們要參與？為什麼他們可以參與？為什麼他們需要參與？就是因為蔡玉玲坐在那邊，就是這樣子而已。

K：所以你說這個是一個好的公私協力的一個狀態嗎？我並不覺得。它就是一個壓迫公務員下班之後要來跟公民們討論，然後一定要把公民隨便的提出什麼意見——然後這些人也不是什麼人，就是因為他們是g0v的參與者，所以他們必須要聽他的話。「你們也不是什麼多數，也不是什麼學者專家，你們就只是一群不知道在幹嘛的人」，就是我覺得對公務員的人來說，就是這樣子的一個角色、角度。然後我不喜歡這個很暴力的關係，因為我自己在工作上面我常常會遇到類似的狀況，就是突然有個什麼立委衝過來，然後就說你們今天要把所有的資料交出來，然後我想說「蛤，什麼東西」這樣子。我不喜歡這樣子，所以那時候就是我比較會去跟公務員說，「好，那如果你們有真的想要討論什麼東西，我們可以找社群的人來，然後大家一起幫你們去把這個法規、把這個厲害的官員找出來」，就是像在做那個電動載具——

R：無人機？

K：電動載具，不是無人機。無人機是Gavin一直想做，但是那時候後來有討論吧？我就是這樣子什麼都很亂，因為太多個案子了。對，就是說，我希望是公部門的窗口真的有心想要做這件事情，想要把他的東西討論，因為對他們來說其實是有好處的。例如說像蔡玉玲，她其實在這其中得到了很大的權力，但這個權力是來自於，因為政委其實沒有實權，我們最會糊弄政委了！（笑）我在做工作的時候，我很會呼嚨政委。政委常常衝過來，因為他們沒有實權，所以他們就是到處在那邊看一看，就看到「欸怎麼沒有這樣子啊」，「欸你們兩個合作一下吧」，然後就常常去開那個政委協調會，然後去了之後，然後就是兩邊的人都在踢踢踢踢，然後就沒有人想做事，對。但是蔡玉玲因為這樣子，變成那一些部會必須要合作，所以這件事情其實是很厲害的我覺得。

K：而且因為部會確實也有想做的事情，例如說像我可以看得出來醫事司他真的很想做遠距醫療這件事情，然後他透過了這個平台，讓他想做的事情可以更加速的進行，同時也不是只有接觸到他所接觸的到的人。所以他確實是促進了公部門文化的一個……但是他還是取決於公部門本身，以成功不成功這件事情來說。因為你要成功多簡單啊？我根本就不用開什麼諮詢會議，你要成功就是今天有人來提案，好，過！好，我出個函釋解決！就是沒有什麼太困難的事情啊，如果全世界的民主國家的人想要仿效這種事情，沒有什麼難的，就是你要有用的話。

K：但為什麼難？難就是在，我其實是想開放出去，讓公民能夠在這其中去參與審議，然後它的規模是因為規模要很大，所以我需要用一個線上的工具，或是我需要 cover 更多沒有辦法實體參與的利害關係人，所以我必須要用數位工具來去做這件事情，不然的話其實就跟以前的審議一樣。我覺得美國的審議式非常的有趣，我還沒有參與，但是我一直收到通知，PG&E 什麼的，然後他還真的寄信，然後在後面算給你看看就是說為什麼要漲價，是因為這個費用從這裡漲到這裡，然後這個漲到這裡，然後這個漲到這裡，所以我們必須要這樣這樣這樣這樣，然後你可以投是或否，但是你投否也直接沒什麼用。但是這個工作的過程我覺得非常的有趣，雖然我知道我周圍所有臺灣人都沒有人在看這張紙，但是因為我做過 vTaiwan，所以我就多看了它幾眼。或是說像我們要把什麼 homeless 的基地移到這地方來了之類的，就是他們會發那種通知。

R：Community Outreach 的那個。

K：對，定期不定期的叫你來討論這些事情。然後我為了 vTaiwan，我當年有跑去台北市參加那個參與式預算的那個會，然後我也有跑去那個青年署——青年組不是就是家華的徒子徒孫們（笑）——培育桌長，就是那些東西我都有去。所以我覺得我 somehow 就是參與了這些東西，但是我一直都因為我是在公部門出身，我當公部門的狗出身的（笑），所以我知道這真的取決於公部門的公務員，他有沒有真的有心想要透過外面的人給他一些 input 去產出他的東西，不然都是

假的，就是 whitewashing。然後這個 whitewashing，你越是積極的去 push 公部門參與這個東西，他就會洗得越厲害。這沒有什麼困難啊，如果真的要過，我明天就開始開諮詢會議，然後線上投票，好！然後投票完之後，後天我就過了，然後有人來質疑就說「啊，這是照 vTaiwan 的程序過的啊，所以我必須要過，因為這是民意」，然後他們只要把函釋發出去、把草案丟出去就結束這一切，這沒有什麼困難的，對公部門來說，只要他想做這件事情。所以我並不覺得，因為大家都會說「啊，現在 vTaiwan 沒有用啊」、「vTaiwan 就是都在討論什麼的」，但是我個人不覺得那是一個問題。應該說我也不覺得舊的 vTaiwan 是一個不好的事情，因為它確實是比以前的這個 process 好。不知道你知不知道，但至少我的朋友、我同學之前在法治局吧？

R：哪一個的法治局？

K：衛福部吧。他們要做一個法案，就是「你們現在擬一個草案啊，我們後天要」，然後就開始加班，然後那邊東抄西抄就變草案，或是就開始發委託案，「老師，幫我們寫一個」，或是找律師，「幫我們寫一個草案」，然後就出去這樣子。然後開一個委員會，大概找個五個老師，都很瞭解狀況的，就是不會有太多的意見，然後討論討論然後就出去。vTaiwan 的成功，我覺得就是說公務員體會到了外面人其實不一定是來給他麻煩，可能是可以幫助他更好、更全面的去制定這些東西。但他的工作也會增加，所以這件事真的取決於他們。然後，對，我大概想說就是這樣。

K：對，所以我很糾結。但是我又覺得，我那時候很不開心的就是，因為我其實也不是自願要接 vTaiwan，我就是因為那時候就覺得，欸好，那 vTaiwan 是社群驅動，那為什麼唐鳳你做——

R：你說為什麼唐鳳你——

K：就是很多事情都是 au 在弄，他就是政委啊！所以那沒有社群啊，因為你就是政委啊！

R：對……

K：然後你政委在弄 vTaiwan，然後你回過來說「這是民間社群的成果」，然後我就覺得這是有點奇怪。所以那時候我就把 au 有點……叫他閃邊去。（笑）但不是因為我想要取得這個權利，只是因為我覺得這件事情很奇怪，就至少跟你講的不一樣。所以很多人批評 au 說因為他不管，所以 vTaiwan 才變得沒有用了，我其實不這麼認為，我覺得他是有想要管的。但他看到一個人（子魚）在那個地方不知道在幹嘛，然後他可能覺得……因為我們就很少聊這件事情，然後我覺得也很難跟他聊這件事情，因為其實一開始我就跟他說，「我不懂 vTaiwan、我不知道在幹嘛、我真的是覺得很奇怪」，然後他就會說，「啊～等到你變坑主的時候你就知道了」，然後我想說「我不要變坑主啊你在說什麼！」（笑）

K：但是我有發現……就是凝聚社群這件事情。因為我經歷了 g0v，第一件事情，我覺得就是把社群先建立起來，然後有足夠的人力，才能用公民參與的方式去做這件事情；不然的話你就是要成立一個 NGO 去搞這個東西，然後變成智庫什麼的。但是對我來說……對，所以我其實是很誤打誤撞的進入這個坑，然後把這個坑給殺了。（笑）所以說我對於這個主題……我其實真的不知道我要怎麼……對，我不知道這個跟……

R：可是我覺得其實還滿有幫助的，因為例如說像我之前在開放國會作為民間代表，這些公務員可能一開始就想說「你們這一團是誰」，可能就是甄選來、委員喜歡的，也沒有代表性。那你要怎麼擊破他的心防——我是說打開他的心房——然後讓那些文官願意去像你剛剛講的相信說，其實是有辦法跟民間這樣互動，然後他們會願意丟球過來，我覺得那個是（這兩個專案）有做到不一樣的（地方）。然後為什麼會想要問，其實也是因為我後來在加州的時候，因為我很喜歡去洛杉磯參加他們的那個 outreach 的那個會——

K：哇，你會去哦。（笑）

R：對，因為 UCLA 的門口要蓋捷運，就想說「哇，真的是千載難逢」（略）然後這個東西是當初 Beverly Hills 非常非常反對的事情，因為

有錢人——就是天母不要挖捷運（笑）。所以我就很想看那個會到底是怎樣，所以我還跑去 Beverly Hills 的 Town Hall 去聽和看。

R：所以我覺得去看過別人不同的模式之後，就會回過來問說：那我們這個 vTaiwan……就是人家是在行政體系裡面，他們的行政程序的 rulemaking 要辦這種東西，例如說要做環評、要做多少的公聽會，那為什麼我們現有的體制好像不太做這個東西？然後我們需要開一個 vTaiwan 的掛？那開這個 vTaiwan 的掛的特別點是什麼？為什麼他不是好好的辦公聽會？我其實後來有自己在問自己這個問題。

K：因為公聽會是假的，不是這樣嗎？（笑）

R：對啦，就是你真的要有效力要有聽證會，對不對？但是誰會去——

K：聽證會也是假的啊。（笑）我覺得是文化的差別其實，追根究柢就是我們是目標導向的文化，辦的人跟聽的人其實都沒有想要透過這些東西去溝通的意思。最初就沒有溝通的意思，都是我想要達到的目的。就像為什麼我想要念大學？就是因為我想要找工作。就是這個旅程的途中的東西對他們來說並不是那麼的重要，我個人會這麼覺得。就是「只要我沒有達到目的的話，這些就沒什麼意義」的這個文化，對啊。

R：瞭解。

K：你覺得還要二訪嗎？

R：我覺得（今天討論的內容）還滿有用的耶。但是我覺得我應該會把我們剛剛討論的東西的 piece 就是抓去跟他討論一下。就是當然因為時間有限，所以我還是會想辦法塞到他的框架；但是同樣的我也覺得可以溝通說，例如說我們講的 resilience，那可能在 vTaiwan 這個 case 我們看到的是說，我們要更重視討論的實質內容。而且我剛好也找到一篇文獻是在講說，不論是你知道就是有點像 join 平台那種，就是白宮那個 change.org，他就講說：我們好像講到數位民主的時候，都喜歡用數量——就是大家要去按讚，然後好像都覺得要盡量減少大家花費的力氣，然後就可以得到民主；但是他的論述是說，你不但要深要廣，而且就是要深的話，你好像也不應該讓大家覺得很隨便就可以

來、自己講愛講愛講的就走了。所以我有在想說可能會搭配這樣的東西一起去整理。我覺得其實我們剛剛這樣大概講，還是有大概 cover 到要的內容，

R：那我想偷偷問，那你覺得 vTaiwan 這個平台要持續成長擴散，短、中、長期政策面你覺得可以做什麼？

K：持續成長哦？

R：或者說，因為這是寫給 moda 的，所以你覺得對數發部來說……

K：哦！我覺得對 moda 來說是有意義的啊，就是 moda 要把他們的東西拿出來啊。如果他們想要人來參與的話，就他們的政策制定的過程可以，可以……不一定要透過 vTaiwan，但是可以讓更多的公眾去做討論吧，對他們來說其實是有好處的。也有壞處，要加班。而且應該有很多來不知道幹嘛的人。（笑）

R：對。其實我覺得之前那個 iWIN 事件的時候，包含像 4X 貓或是兩蒼、還有像蔡易餘他們在辦的那個公聽會，我就覺得他們很有趣。他就等於是實際把在網路上真正有意見的人說，「好！你們就來！我們把衛福部的人找過來，就給你們罵」，啊也不是給你們罵，對。願意實際花那個力氣去參與的人，把他叫到現場，然後去找那個 stakeholder 一起來。其實就算是很傳統的這種立委弄的會，好像也是可以成。所以終極而言你會覺得不一定要是以 vTaiwan 的形式，而是公部門的大家要更花力氣來做「開口」這件事嗎？

K：是啊是啊。然後 vTaiwan 在做的那時候應該就是讓——因為畢竟網路還是一個相對開放的空間嘛。我今天如果就是只開放實體的，那我今天不能去就是不能去啊，我要是住太遠就不能去，就是像美國一個在加州、一個在 DC，就是不能去啊！所以網路這件事情就是去把實體的場域去開得更廣，那你的討論到底要怎麼樣……目前他們很多就是在設計要怎麼樣讓大家能夠更好、更快的參與，需要去降低時間成本。但就像你剛剛說，願意花很少時間參與的人他的意見……不能說沒有價值。（笑）就是說他可能不夠被 informed，應該這麼說。那要怎麼把 informed 做得好而不帶風向就又是更……

K：但我覺得 iWIN 那件事情，確實我不知道他們後來有找大家來討論，我覺得滿好的啊。但就是說這個機制本身，因為現在這其實就是審議嘛！一直以來長久以來存在的審議。這件事情其實並不是廣泛的被臺灣的公務員所理解跟知道的。而且因為審議本身……後來是怪怪的。（笑）就是我去應該是青年署的活動，然後是青平台接的吧？然後前公司是幫忙辦活動，然後我是誤打誤撞剛好去支援，然後剛好遇到、剛好看到他們，然後剛好跟他們聊，然後就是……我覺得那個權力……就是例如桌長就會說「這是學長姐說一定要這樣子！」

R：所以就一定要這樣做？

K：就東亞文化的那個。例如說家華可能以前是這樣教他們的，然後他們的前面、就是他們有一個很階級式的東西會在那裡面，然後可能也跟黨的文化有關係吧。就是比較傳統的那種上至下的這種方式，跟這種「我其實只是想要透過這個東西得到一個產出」，產出他們覺得有價值的 statement 這塊，which 讓我覺得有一點，嗯，確實是一個比較有效率的做法，而且也可以達到他們的目的，但是問題這個你可以說它是……我心裡有一點問號。所以我從來也不覺得審議就是好棒棒的。（笑）

K：但是我覺得 vTaiwan 其實確實是在審議這件事情上面做了一個還不錯的嘗試。其實他就是審議，就像他寫的，他是虛擬法規調適，就是這樣子。然後是公務員他願意去、他已經承諾他要做的審議，所以他當然會被執行。因為他……一開始可能沒預算，但後來可能是有預算做的事情，對。那後來就是有預算，但是我看著國巨過來這邊說「啊我們這個錢如何如何」，我就說「那你們要不要把那個檔案開放出來，讓大家可以看」，然後「不好意思，我們還在研擬當中，長官還沒有……」就會覺得對他們來說就是個賺錢案子，所以就是我今天需要錢，然後我幫公部門做這個研究案，那你想要這個品質怎麼樣？而且這些他們也不知道怎麼辦，然後科法所的人也不知道怎麼辦，但是因為是唐政委說想要這個東西，所以他們就變出來這樣。這就是那個法人跟政府的變態關係，就是即使沒有預算，法人還是可以把政府想要的東西變出來，因為他們知道他們之後可以拿到更多的案子，它是一

個養的關係。然後我不想要 vTaiwan 成為這個中間那個讓他們可以一直拿錢的東西。(笑)

R：就有點像是說，因為它也不一定要做到什麼品質就可以交差，那 vTaiwan 有點像是燃燒自己、協助它，把它做到有一定的品質。

K：對，然後你就想說，對啊！為什麼我要下班的時候在那邊研究這個法規，然後讓科法人可以拿這個案子。然後後來 au 就說，「那不然你要不要做這件事情，然後給你錢」，然後我說「我不要做這件事情給我錢！我就是不想，我才在下班時間來這個地方。」(笑)

K：所以這件事情會變得非常的矛盾，但其實如果我那時候說「好」……然後我其實真的想要全職做這件事情，因為我後來發現我沒有辦法兼職做這件事情，那個研究量實在太大了；然後我一度就跑去辭職，說「我就是不想要工作，我可能就想要專心弄社群，可能休息個一兩年」這樣子。但後來就是被慰留，就是因為我一直想要改一個網站，然後我老闆後來說好，他可以讓我改但是我要留著，然後我就想說好！對。所以我後來沒有真的離開，也沒有真的全職去做 vTaiwan，但是我確實是曾經努力嘗試過要用社群，就是可能比較佛系的方式去 run 這個東西，在沒有公部門承諾它一定會去修法的這樣子的一個——應該說我覺得不需要。我沒有覺得，因為你根本就沒有責任心情想要做這件事情，你幹嘛就是硬要擠個東西出來做，這件事情讓我覺得很不舒服。

K：但是我覺得回頭來看的話，我覺得大家對 vTaiwan 的期待是回到蔡玉玲那個時代的那個樣子，然後我並不會，應該說那就是一個審議，就是一個政府固定定期必須丟東西出來做審議的，對。但是他有些部分的功能被 Join 取代了，我覺得滿好的，因為那之後有「眾開講」，在 au、就是 PDIS 在弄 Join 之後，「眾開講」開始會有 polis 的 PO 幹嘛他們會討論之類的。那在那個討論過程中，他們可能會發現有什麼事想要去深化、或是去找外部人來做討論的那個部分，其實有被 Join 取代掉了，那個部分其實我覺得很好。

K：我其實也在跟 au 聊，就其實 au 參與了 vTaiwan 非常的久，就算他沒有擔任蔡玉玲的角色，至少他也以一個普通的人坐在那個地方討論這件事情。我就說，「那我覺得 vTaiwan 沒有必要存在啊」，因為這就像政治先進一樣，就是大家努力的把這個東西打開，然後打開之後，就是回到公部門去，然後公部門修法、公部門接手做這件事情，那我們有更好的想法的時候可以再去提出想法，我覺得這樣就好啦。然後他就說 vTaiwan 可以比較像沙盒一樣啊之類的。我後來覺得是，他那時候必須去外面演講講 vTaiwan（笑），所以他可能、或是他曾經，因為他進去就是因為他承諾蔡玉玲他會做這件事情，所以他需要這東西存在。無論以何種形式，他需要它存在。所以我就是不知道在幹嘛的，出現在那個地方的一個人。對，所以他後來不需要了，他就沒有再出現了。但是我覺得也沒有（關係），可是他可以溝通一下。

R：所以後來你離開是單純因為你要出國，還是你覺得 burnout？

K：離開嗎？離開其實是因為我被偷拍的事情，然後我那時候有一點，就是我沒有辦法信任所有我見到的陌生人。

K：然後那時候我也是在等，其實我在等 Peter 出現、或等 Peter 說他要做這件事情。就是因為我理解到 vTaiwan 它不是一個以志工形式可以撐下去的東西，所以你如果要做就是 full-time，然後願意去 full-time 做這件事情的人就是有野心的人。他必須是有野心的人，比如說他想要讓這東西變成智庫，他想要透過這個東西推動政治、政策。

R：對。

K：要嘛是 vTaiwan 去結合這樣子的一個東西，但是如果是 vTaiwan 去結合現在這種社群，g0v 的 vTaiwan 去結合這樣的東西的話，就會變成是那個想法是那個有野心的東西。譬如說像舉例來講，什麼東西是很有野心的？譬如說寶博士，假如說寶博士來了！寶博士就是來看到這個 vTaiwan，寶博士有想法，寶博士想要做事，寶博士想要推動法規，寶博士就來說，「好！那 vTaiwan 你們來幫我弄這個平台，那我來推動，我來叫那些公部門的來討論，那你們就是負責幫忙開會就好了！」那這就是 whitewashing。但是如果寶博士本人是 vTaiwan 的本

人，那他還是 vTaiwan，所以他就是必須要回到社群的文化裡面，就是說我需要開放，我需要讓大家知情，比如說我做什麼事情之前我一定要先通知大家，至少要在網路上公開說「我們今天有一個會要做這件事情」，他至少（要有）一定的社群的這些……就是說，我個人是這樣期待。所以我才一直在等比較有野心的人出現。但我就是一個很……真的社群是去玩……就是我喜歡的東西，想要幫忙大家，但是我沒有想要……「vTaiwan 一定要去改變法律，他一定要讓法規變得更好」，因為變不一定是更好，哈哈哈哈哈。

R：是。

K：可能怎麼繼續 run vTaiwan 呢？我後來就想了很久、然後我糾結了很久，然後我不是還去找你聊？總之我覺得他是開始了之後，應該說他被 OpenAI 給釣了，就是他覺得「喔天啊，這個真是太大的名氣了」，他就去了，然後後來騎虎難下。……所以他理解到這件事情，然後他理解到他可能需要結合有資源的人，就是我說的可能是 vTaiwan 加另外一個單位一起去做一件事情……

K：但我那時候其實也是到處去找人，我不是去談合作，但我就是想要知道大家有什麼建議或是願不願意參與。所以我有去找家華、我去青平台那些嘛，然後有找政大老師啊。然後我那時候最不爽就是，一直在那邊研究 vTaiwan 的人，然後沒有人要告訴我 vTaiwan 怎麼樣可以更好，他們就在那邊「啊 vTaiwan 讚讚讚讚讚讚」，然後就結束了。然後每次我就問他們說「那你覺得 vTaiwan 可不可以這樣？」就是更好還是什麼，他們就是沒有想回答我的問題，或是沒有想跟我說話的意思，我覺得很奇怪，就是我理解到事情的，就是透過……

K：因為 Peter 去 OpenAI 他有邀我，我覺得他一直有點擔心大家會覺得他是冒牌者，因為他需要我的正式授權。因為我確實沒有跟他說，就是希望 Peter 可以，就是因為我覺得，vTaiwan 還是滿可惜的，因為他畢竟還是開了那個（參與的）洞。那我希望他能夠不管以什麼樣的形式，就是有人可以願意去嘗試不同的方式這樣。那既然我的方法不 work，那或許 Peter 的方法 work 之類的。所以那時候我確實是有這樣子跟他說。

K：然後我也有去 OpenAI 然後見到那些人，他們都知道 vTaiwan，我都不想聊這件事情，然後他們就會旁敲側擊說「你覺得 vTaiwan 現在為什麼不 work？」然後我就會說剛剛那一套東西。然後他們……而且就是政黨輪替我覺得差很多，因為馬英九就是被公民修理過的，所以他們會怕；民進黨沒有被修理過，所以他們並不怕，他們說想幹嘛就幹嘛；而且加上中國的因素，他們現在就是做他們自己的事情，我會這樣回答他們。

K：然後我跟他們聊，我才開始理解到他們就只是需要這個故事而已。就是他們需要他們的政府……一個是他們是做這方面的研究的，所以他們需要他們的政府去採納他的這個東西，那他的權力就會提升啊，因為 vTaiwan 就是一個少數人掌握的東西卻掌握巨大的權力。他們需要這個東西，所以他們會一直說他好。然後 Colin，polis 的那個，Colin 我覺得他才是該這樣講話的人。因為他是 startup，他是工具。然後跟 Colin 聊，然後 Colin 也跟我聊的是，為什麼 vTaiwan 不 work 這件事情，然後後來我們去他家聊天，然後 Colin 就給我看他的書櫃有一排的書，他說這一排的書全部都在講 vTaiwan。然後我就想說，「好，但是至少我這三年都在參與 vTaiwan 吧，但是我不知道這是在講什麼」，我也不知道半本書裡面的內容是什麼，但是因為這些人都需要這個故事，然後還有 au 他自己也需要這個故事，還有書漾也需要這個故事，所以大家就是……。然後我跟 Bill、Theorella 聊過這件事，因為他有參與嘛！他來 vTaiwan 好一陣子，然後他有去旁聽他們那個 PDIS 的會。

K：然後我覺得我有點受不了就是，我後來可以理解，一個專案，如果你要實現一件人類史上沒有人在做的事情，或是臺灣史上沒有人做過的事情的話，一定需要一個畫靶的人、畫大餅的人，就是例如說 Elon Musk 之類的，他就講一些讓你覺得這件事情好像可以成功。他必須要這樣子，他一定要這樣子，因為你不這樣的話沒有人會行動、沒有人會給錢，沒有人會做出過去沒有人做過的事情，因為這就是沒有人做過的事情。

R：對。

K：然後我覺得 au 是會畫餅，非常會畫餅，他有扭曲現實的力場，但是他的問題是他——因為如果你是一個 startup，行銷、或是負責 present 那個人、或是 founder 他會在外面畫餅，然後他會回來跟大家說，「欸大家大家，我剛畫了一個餅，我們現在要怎麼把那個餅做出來？那你說要怎麼做、你說要怎麼做……」，就是大家會討論要怎麼做這個餅。但 au 跟書漾就是很像……他不跟你說他畫了一個餅，然後回家他就是看著你，然後你就是突然有一堆外面要買餅的人衝過來，然後說「我覺得那個餅太棒了！我好想買那個餅哦！」，然後一堆外國人在那邊纏著你說他要買那個餅，你就是那個餅的製作人，「快做吧！快做吧！」或是他們就過來說「你那個食譜給我吧！」然後我想說「沒有什麼食譜啊！沒有那個餅啊，什麼餅！」

R：對。

K：但是如果他這個正常的 startup，或正常的這樣子的一個東西的話，通常 founder 會回來跟大家說，或是他會想辦法，我不知道，或是他至少會跟大家討論說我們要怎麼做這個餅。然後就是因為我們真正要吃這個餅的人是……譬如說臺灣人要吃這個餅，臺灣人才是真正要吃這個餅的人，但是來買餅的都是外國人，然後他們就瘋狂迷戀這個餅，然後纏著你，讓你沒有時間去做給臺灣人吃的餅。然後你也不可能把餅賣給外國人，然後外國人就在國外開始開了自己的餅店，然後說他是從遙遠的東方進口的，然後他們的餅可能賣得還不錯，所以才會那麼多人想賣餅，我覺得就是這樣子。然後 au 他們的問題，讓我很不爽的地方就是，他沒有告訴你餅是怎麼樣，他也不跟你討論餅的事情，應該說你可以跟他討論，但是他就是會在那邊「哦，這個就是這樣子啊～」、「其實不是啦～」。然後就覺得，反正我也是傻，請假去參與 vTaiwan。

K：但我也有很不錯的收穫，而且因為像 vTaiwan，因為我第一次想到就是我覺得我一個人沒有辦法，就是必須先有社群，我覺得這也是 Peter 現在對於社群很執著的原因。然後有社群才能有更多人来參與跟討論嘛！但是這個過程當然你說「對於改變法規沒有什麼意義啊！」之類

的，但是其實這些人他們來參與這個東西，他們透過更瞭解 vTaiwan 的東西，其實它也是在增加公民培力的一個過程啊。其實就是，你要說是讀書會，對！是讀書會，你要怎樣，讀書會不好嗎？讀書會不是我們韌性的真正的……比起公共的來 whitewashing，我覺得讀書會或許其實更是更讓大家深入思考說，vTaiwan 這樣的東西到底應該長什麼樣子，或是說……對。所以我其實一直沒有很覺得 vTaiwan 就要怎麼樣，但那個時候去找家華他很氣，因為她就說「唐鳳現在不管還是怎樣」，我就說「沒有啊，au 她現在還是有參與啊，像她昨天就在打逐字稿」，她就說「唐鳳在那邊打逐字稿！」她很生氣。（笑）我覺得能理解她生氣，但是我就覺得——

R：這樣不是很好嗎？（笑）

K：大家的期盼很像是說，「我現在有個靈藥，你現在吃下去就好了！」然後你也不管它是什麼，你就灌下去，反正就好了！但那靈藥是什麼？那靈藥就是獨裁啊！你要獨裁很簡單啊，你找一個政委來，然後就是跟大家說「你現在所有東西都要透過 vTaiwan 哦」，然後 vTaiwan 去找一些利害關係人來。那我們需要聽這個利害關係人的話嗎？我不知道，就是我可以不聽、我也可以聽，但是我會留下記錄嘛，但是我不聽，那我怎樣呢？而且說真的，以負責任的這件事情來說，最後負責的還是公部門啊。那為什麼我要聽你 vTaiwan 的？因為蔡玉玲、因為唐鳳，就是這樣子。那這件事情怎麼會是一個民主倒退的地方？對啊，這真的很奇怪。所以我也不知道耶，那這樣有幫助到你嗎？你覺得還需要二訪嗎？結果我今天還是都講了。（笑）

R：我覺得應該差不多？我覺得如果要二訪，就應該不會是什麼很複雜、可能就是再修精一點，可能就是……但是我覺得大方向我有 get 到你的意思。你會覺得說，因為我其實有看到 vTaiwan 這這兩個禮拜大松前後開始在講說「我們來整理審議的工具吧！」那你覺得這個方向是好的方向嗎？

K：我跟 Peter 聊天，我就說「你現在還好嗎？」他說他現在需要一個代表作，然後我覺得他知道這個坑太大了，他吃不下來，所以他現在就

是要做一個簡單一點的代表作，which 就是整理這些工具。我覺得沒有不好啊！

R：沒有不好啊，真的沒有不好。

K：對啊。然後就是因為我本人就是很氣那些離開 vTaiwan，然後在那邊對 vTaiwan 指點劃腳，然後在那邊「啊 vTaiwan 怎麼這樣子呢！怎麼不是那樣子呢！怎麼這樣這樣那樣」，然後我就會想說「幹，不然你來啊」（笑）。所以我絕對不說有什麼不好，我覺得他做的一切都很棒。除了他很喜歡在那邊什麼「我今天跟誰聊了，很有收穫」，然後 which 收穫呢？可以寫共筆啊。除此之外，我都覺得還 OK，至少他有跟你說他用 vTaiwan 名義去跟誰聊嘛，他不是他不是在那邊說……就至少他不是偷偷的去聊，然後偷偷的去拿錢，然後也沒有跟任何人講，然後就結束就不見。對啊，他其實是有做到 transparent，大概吧。

R：我覺得至少 g0v 滿健康的是我們有一些免疫細胞，可以討論 governance。

K：就是因為上古神獸都在。所以我那時候要開始 g0v 灣區聚之前我其實就很擔心，如果沒有足夠的免疫細胞的話，就很容易變得奇怪。

R：要嘛是你被推上神壇，要嘛就是你讓其他人站上神壇？

K：應該目前是還好。我說是還好，就是大家會誤解的東西沒有講，因為沒有辦法全部都講，而且沒有辦法講得全部人都理解，那些東西太不直覺了。所以就是想說，我只能慢慢的養起來，然後現在至少有好像有參加過 COSCUP 的人、在臺灣參與過 g0v 的人，所以現在至少有應該不會太歪的人，再加上現在 ipa 跟 clkao 也來了，所以我覺得現在應該還好。希望最好的就是我可以不要再辦松。（笑）

R：我覺得每個 holder 最大的希望，就是希望自己可以成為不需要自己也可以 run 的地方。

K：對啊，我覺得這個想法其實在臺灣很不直覺，然後我很希望可以這樣。

R：好啦，不好意思，多用你這麼多時間。（確認了一下受訪名稱）

K：我覺得比較不好意思，結果我還是講了，雖然我說我不講。……然後我剛開始參與那個，我終於查到了是2016年3月5號的時候開始參與g0v大松。

R：是那時候你原本最早是因為你是公部門的，所以就跑過來嗎？

K：喔不是不是，大松是我自己去的。是因為我參加了HackNTU。因為我那時候剛放棄考國考，然後我就覺得世界就是變得太美好了！然後我就到處找資訊的活動參加，因為我很喜歡資訊跟創業相關的事情。然後我去了就遇到一個人，然後因為那時候可以組隊，我就想做勞動的議題，就是薪水，然後想做類似GlassDoor的東西。然後他就說，「欸你知道g0v嗎？」然後我就說我知道，因為我有參與318，我知道g0v。然後他就說，「那你可以去參加他們的黑客松啊！」，我說「什麼！g0v有黑客松，我怎麼不知道！」然後我就去了，然後從那之後我每次都參加。應該是到幾年前我才沒有。然後vTaiwan應該是2016年10月，其實我後來回去看真的是剛好他們兩個（蔡玉玲與唐鳳）交接之後沒多久。

R：然後就被吸進去。

K：因為那時候g0v能夠讓法律人參與的專案不多，然後那時候我是對au的非二元這件事情很感興趣，因為我自己那時候不知道什麼是非二元，然後就聊很多，性別、跨的東西，跟以前我參與同人社群的那一塊。然後au就說，「那你要不要來幫忙？」然後我就想說，「好啊，那我來幫忙」，就是這樣傻傻的，然後就去了。然後我就覺得很有趣，然後我就每個禮拜三請假去，請假喔！因為他們是在白天、而且在科法所裡面，讓我覺得很奇怪，但後來回頭看就是一切都很合理，因為那就是資策會的專案。然後因為下班之後就是要移到那個蔡玉玲那邊去，就是在他們法律事務所的會議室裡面，也是很奇怪的地方。

K：那一場就是會下班之後到隔壁蔡玉玲的事務所，然後事務所裡面就會很多是工程師，像Issac啊、LY他們就會在那邊，但是他們都是技術

人，他們都沒有在 care 就是 vTaiwan 本身的東西。然後再來就是有書漾，因為書漾那時候就是跟 au，因為書漾就是繼承的 au 就是現實扭曲力場，到處演講，對。然後蔡玉玲後來就很厭世的跟我說，她覺得她貢獻已經夠多了，她可以不用貢獻了，然後我就想說 OK，那我也不跟你聊這個了。然後就漸漸被推坑，開始覺得很奇怪，開始覺得他們在演講的東西跟現實的事情好像都不太一樣，就是 au 跟書漾在外面講的事情跟實際上發生的事情，然後我就會一直問他們，然後蕭郁澹就會覺得很崩潰，結果他就有點不想跟我聊天。但是他講了一件非常有趣的事情，我也很認同他的想法，他就說「為什麼法人不能算社群？」就是例如說「為什麼資策會科法所不能算社群？」我就會說「可是因為你們是公部門的案子啊，為什麼你算社群呢？」因為如果今天公部門想做 A，你可以做 B 嗎？」就是我不覺得。

K：但是像那個隱私，就是私密照外流的那個案子，其實就是蕭郁澹提的，然後那個並不是長官叫他提，他提的是他自己覺得有興趣要提的。但是也是長官叫他提的，因為是 au 跟他聊聊，他說「你要不要提個案子啊？」那到底算是長官的命令呢？還是一個友善的社群參與者告訴他說，「欸，你可以提個案子喔！」就是這個界線就是非常的……以 au 的角度來看，「我就是一個社群參與者，然後跟另外一個社群參與者說，『你要不要提這個案子呢？』然後他就提了」這樣子。但是就我看來，我不知道這個權利關係是不是能這樣子解讀。然後有一次蕭郁澹就說，「我不知道能跟你說什麼跟不能跟你說什麼」，反正我應該就是惹毛他了，對。總之就是年輕也搞不清楚到底什麼狀況。

R：不要這樣說！

K：總之我後來做的就是把社群建立起來，然後看 vTaiwan 能不能用一像他們所宣稱的方式去 run，所以後來才有那個在空總的小聚。但是一開始提案的是 au 說可以在空總，當然那是因為他那時候就是要進駐在那裡，所以他就順便這樣。

R：了解。

K：然後他那個專案的話就是從那邊開始，我後面的，但是深淺不一吧。就是說有些可能就是幫忙打打字，那有些可能我真的有去查一些東西、然後去邀厲害關係人幹嘛的。

R：有些東西真的就是經過 au 的現實扭曲力場，好像我們在旁邊身處其中，就是很自然的那個軌跡這樣子就彎過去了，然後就「我怎麼在這裡」。（笑）

K：對啊，但他本人付出極大的代價，所以我覺得他可能未必覺得這是划算。（笑）因為以結果來說，並沒有朝他想走的方式去走。我覺得他應該是那時候，我後來覺得，因為我沒有辦法跟他對答案，我覺得他應該是覺得「好，那之後社群交給我」，然後他就在公部門裡面，一開始他應該是這樣覺得的，就是跟之前蔡玉玲一樣。但是他發現我並沒有想要他做蔡玉玲的事情，然後他可能也發現他不適合做蔡玉玲的事情，因為他沒有辦法給命令、他根本沒有辦法去壓迫那些人做他們該做的事情，所以他就沒辦法，他就只能發委託案給智庫，然後智庫就來這邊，「怎麼辦啊？」「真的不好意思，那個子魚，那我們這個該怎麼……」然後之類的，就是其實大家都不知道怎麼辦的一個狀態，可能 au 本人也不知道該怎麼辦。但是因為只要這裡有個社群存在，他就可以出去外面演講，對他來說沒有太大問題。

R：至少我們變成了外交材料。

K：對啊！臺灣為什麼有 digital democracy，其實我覺得 au 這個成就非常的偉大耶。如果你不管社群的 policy、不管社群的這些、或是不管我們的左左的思考，以一個非常臺灣本位主義的想法來思考這一整件事情，其實 au 的成就非常的偉大。（開始討論《多元宇宙》的封面設計，以及把人放在對的位置上。）

K：確實確實，對啊，還是希望他幸福快樂開心。你也是啊。

R：我也希望你也是。

K：我是啊！

R：有啦，我覺得參與社群我都是開心的……所以我覺得你說這些很痛苦什麼的，你也是心甘情願的對不對？因為你付出這些，然後換得了社

群一定的話語權和聲量，然後進而你有辦法去在社群裡面去捍衛你想要的思想？

K：我其實沒有耶，必須說。（笑）我是不知道在幹嘛，然後我突然頭一轉，大家都說「子魚！你就是 vTaiwan！」我想說「幹，三小！」但我認識了很多，例如說跟 Ronny 更熟、或是跟其他朋友更熟。我覺得在中間有一段我覺得很想要放棄這專案的途中，我覺得是因為有人也在幫忙，所以就覺得好像不應該自己帶頭的人先跑掉。但是後來就真的遇到不太好的事情，就想說先壓力多一下。

R：嗯。所以其實也不是……可能那個模式沒有太大改變，主要是你個人的狀況，覺得說你想要先休息一下。

K：嗯，一方面是這樣，然後另一方面是，我就在想那個野心的那一部分的事情。或者是我意識到，就是我意識到剛剛跟你講的那件事情，就是 vTaiwan 死掉是因為我，就是大家所想像的那個 vTaiwan 跟過去的榮光之所以死掉，極可能是因為我在那個地方，然後 au 就覺得「太好了！交給你吧」，然後結果他就沒想到有人會在那邊「這個怎麼沒有開放呢？這個為什麼一定要做呢？」然後他可能也不能說什麼，因為他們宣稱是那個樣子。

R：可能就跟你原本他就說「哦，這個是永動機！」然後你就說「哦好！那我們現在把插頭拔掉看看！」然後就是「怎麼就停下來了！」

K：對，但還是有一個人在那邊踩腳踏車，好像說「怎麼每天都亮亮的！」剩一點點光、好像沒光，但是外國人還是會來看那個快熄的那個光，這樣就夠了。

R：這個就是那個核融合爐的那個研究，雖然我花了很大的力量，然後做出了這樣一點點的成果，「這個未來就是希望無窮！」

K：對阿對阿，只要全臺灣所有人都來參與 vTaiwan，可能他就希望無窮。但其實我也是最喜歡……就是說因為我在法律界跟在高中、大學，都是在一個很金字塔的地方，就是很 top down，然後很沒有什麼開源，開源就是……「這東西怎麼可以給別人看！」，就是很目的導向的思考方式。所以我其實非常可以理解就是那樣子的東西。然後我

之所以被 g0v 吸引的原因，就是因為「幹！這樣也行！這樣可以 work，真的假的」然後就想要試試看。因為是想要試試看，所以全部都不能照我以前的那種思維方式去做，但是做久了就覺得修身養性了。

R：好啦，對不起打擾你了！

K：早點休息，掰掰啦。

(三) Nullfull

- 日期：2024/8/4 (二) 上午 10 點
- 地點：線上 (Jitsi Meet)
- 採訪者：劉致昕、姜柏任
- 受訪者：朴真亨 Park Jin-Hyung / Sigrid (Nullfull 參與者)
- 記錄者：姜柏任

(J : 劉致昕、R : 姜柏任、S : 朴真亨)

J : I've been a participant since like 10 years ago. I'm old. So I've been actually at three times at Face the Ocean hackathon, so some of the colleagues from South Korea as well. And now we are now having this research project with the Ministry of Digital Affairs in Taiwan. And they're actually trying to have some policy and help civic tech community sustain itself as well as some policy impact from the civic tech community to the government. So they are now inviting us to have this round of interview and hearing the experience from East Asia, including Japan, South Korea and Taiwan, learning from each other and hearing your lesson learned from your projects. And then offering some of your experience. And then offering some policy recommendations after all these interviews in the end. So we will publish the result of the research, I think, by the end of this year in Mandarin Chinese as well as English. And then there will be a translated abstract into eight languages in Asia so that people can read it from our research results. So that's the brief introduction of the project. I will hand it to Poren.

R : Okay. So since you already know me, and I believe JS haven't seen Sigrid. Sigrid is one of the Code for Korea attendees I've met in FtO Jeju. And he is a really talented computer scientist, science researcher, I'd say. And he really knows about... And he really knows about how, I believe part of the, how civic tech community works and how, and he has a really great insight

on how... like for Web3 or cryptocurrency, how do they possibly impact the society? Like he's not the type of hype person, and I think he's a person with really practical approach. So I believe it would be really valuable for us to talk on how civic tech would play out or pan out in the following years. And Sigrid would be a really great interviewee in this case.

J : Oh, cool, thank you.

R : Yeah.

S : Yeah, so my name is Sigrid. Well, I used to participate in Nullfull, which was civic tech community some years ago. And well, recently, I just started a new, my master of startup. So it's really about busy for me to want to do non-profit. I started to work, but so like, well, well it's really unfortunate for me not to be able to make it for the FtO on this on this obstacle. Right. So by the way, and I just have worked with some the civic tech community for the developers who are interested in, and when it comes to the South Korea, they, do the organizers try to expand that uh. But while it seems like the activity itself is has been not that much active considering some years ago maybe. So like I think it's kind of a bit a matter of fact some radical changes. and I don't know. So like, so like, I just have some just some talk with some the organizers and recently since they're bad but they're really busy, so I just want to follow up what they're doing but yeah.

J : Yeah, thank you for the background introduction of you and the community. To follow a question like how did you get engaged with the civic tech community? As more like the, if I'm correct, the developer background, how do you get in contact with them? How do you work with them? Secondly, you said it's not like as active as before right now. What do you think? What is the reason? Why things are slowing down? Two questions for you.

S : Okay, so the first one is like, so the activists and the civic community is to

ask some... they are also like organizers on Python Korea group. And the Python Korea group is the largest developer community in South Korea. And then, they have organized some like PyCON conferences for some years. And well, to some other personal reason, that again too is like, just having kind of side party. And in participating in Python Korea and I just get to met some people who are interested in, who seems like to doing some very exciting projects.

S : The project that I was really I'm interested in is to Reveal The Project, revealing politicians of corruptions and in Korean congressmen, and it's really became really wild. Because in Korean past, they have published their articles based on the site. What the website does is to collect data from the congress, the data about which politician used how many budgets on the weekend, for like paying for their dinners and lunch, and they have like paid for some thousands of dollars for every single meals! And they have a collective data, and they consume it, and they just reveal it on the website. It became really wild and that's really awesome.

S : So I'm just very interested in working with this project at the time. Because I was a student, I'm still a student, but I was a full-time student at the time. So having an opportunity for contributing to the project is really very nifty. So that was my personal motivation for me to contribute and to learn and to see how much my code has an impact on society. So that was a start, and I think it was from around five years ago. And I have been for the civic tech activity until 2020 which is when I was obligated to go to the military. And then after that, I just had a bunch of conversations with the Nullfull organizers but it's not yet too active at the time.

S : And I think it's around 2022, the ruling party has been changed from progressive to conservative. And what I know is for progressive administration, they have funded to civic hack a lot of public budgets to it in

the last five years for the Moon administrations. And after the for the conservative party they have reduced their budget for distributing to public sectors, including civic hack. And what I know is, they have tried to find out the other mediums to keep it consistent, but it's really seems to be very challenging for them to survive without public funding. So I think that is one of the reasons that the community has become to me, not that much literary, but it's working on kind of an anonymous way on Twitter or on some social networks, rather than to become like forming a group as before.

S : So what I know is like, if you have any chances to meet the Code for Korea and the leader of the Code for Korea, he has like also have a very struggle and trying to fund their community. So, well, I haven't talked to him in recent year but, I think in general, they have very in difficulties in funding.

J : Yeah, yeah, yeah. I heard from him. I met him in Japan and Seoul, and I heard a lot of funding cuts and legal charge from the current government to him and then to the organizations. So yeah, that is really, really unfortunate. We've been talking to Code for Korea for some times. I mean, some meetings and we are aware about their situation.

J : But we are actually not familiar with Nullfull. Like what is their organization? And who are the participants? Like the project you just mentioned about the corruption, how they reveal all the evidence and then publish it? Do you have the name of the project you mentioned that inspire you?

S : Okay, I will just share the screen. Yeah, I'm not that much active in recent months. So I mean, I try to follow all of things but I know some of the basics on what community is. So like Nullfull is, they are very like longstanding civic tech community. And basically like they are not that much formed, because like the Nullfull has this core group, and honestly the start of it is

kind of a very random chat group for Python Korea organizers. And those who have an interest in this, the social and minority issues, they have formed a group to kind of do a side project. And that's just all that. And I think like it started around some seven or eight years ago which is even before the Code for Korea started. And then, well and then the organizers have Nullfull and then Code for Korea. So it's having really lots of things in mutual, and then they are very familiar in personal matters. So anyway, like we eat (with) chopsticks every day every evening. So that's why we have a lot of people here.

S : So this guy, Sl Kim, he is a leader, like a leader of the group. So like, I don't know whether he's going to there but it's a good way to want to talk with him, if you want to know more or interview about it.

J : Yeah, sure. Wow. So why? Just curious, why Namyang? People hate it so much or...

S : Namyang? Oh, okay. So like under the hood I don't know, I don't remember the details that much, but let's see.

J : Is it because they did something bad? So...

S : Yeah, yeah, yeah, yeah. What they did is like, they are accused for like forcing products from local distributors to spread for... Yeah. And this like Namyang has been really like unpopular things. Without paying for a fee for the employees. Every product. So...

J : Yeah, yeah, yeah, yeah. We have the same brand like this...

S : Oh, really?

J : Yeah, in Taiwan. People hate it so much. So then they try to rebrand themselves again and again. So... Yeah. And every time people have to check, like "are they from blah, blah, blah?" So we don't buy that. Yeah. So

well that's a really good example. And I'm just surprised they are still having a gathering. So because we are also thinking going to Seoul for research interview.

J : So the project here, do you think we can meet some of the projects or project owners? Of all the projects listed on this webpage?

S : Of course, like I think the best way is to join the Discord chat.

J : Right.

S : Yeah, they are really active there.

J : I think Poren is there right? What do you think, Poren? Can we...

R : Yeah, I'm in the Discord chat. I'm... I guess I still need to learn a little bit of Korean to properly understand, but they are like really active and they have updates every day.

S : Yeah, they're out there, they update everything.

J : Okay, cool. So if we said like we are traveling to Seoul on which day, and we are trying to meet some of them, do you think people would, you know?

R : Just come up?

S : Okay so not only Nullfull have a weekly gathering on every Tuesday.

J : Oh really? Good. and I think yeah this a Tuesday. It's Tuesday, Tuesday.

S : It's really regular. They have done for like seven years for everything.

J : Oh wow.

S : Even at COVID, they did ZOOM meeting for every Tuesday.

J : Oh wow, that's something. That's remarkable. Wow, cool. We should arrange a visit in September or October, and then we should try to attend the meeting on Tuesday, if that's okay for the community.

S : Yeah, I think you guys can make it. Just to join the Discord and then, right. right they know about g0v a lot.

J : Cool, cool. Yeah, great. That's really good to hear, yeah. I'm wondering, as you're familiar with g0v, in g0v community, there are a lot of projects, right? Some are still running, some just got suspended, or just so you know they are working like very slow pace, and some they work with the government, so the applications, the codes they produce are used by the public sector or the government. Do you see that kind of cases that the project from Nullfull have the kind of relation to the government used by the officials as part of the public service. Do that happen in South Korea?

S : I don't understand exactly. So you mean like kind of the relationship between like public officials with the side project?

J : Yeah, or all application, the tools you develop are so good, so that the government promoting it, or work with the community as part of their projects as well, so-called public-private partnership in different format.

S : Um, okay. So like, I'm also running another community, which is not a civic tech, but it is for a large language model research community, open source community in South Korea, and I'm focusing on the running community industry. And these, and them, they have other, they care about government has like contacted us about the supporting for our leaderboard, which is like evaluating the Korean spoken language models evaluation leaderboard. And while it is very popular in Korea, the government officers contact us about kind of some possible collaborations on that. But things like, well, in order for getting them form discussion for collaborations, they have very... they need some months for discussing the how the budget should be allocated, and then to persuade to the high-ranking officials to approve their goals and their plans. So like, it's very difficult for a match with the timeline for the

project itself from open source community or civic hack community with the government.

S : And the one thing to clear is like, well, the government officials has not like stable in their positions, and they're very rare to live with their job. So if you have some relationships you want to form with officials, then it can't be constant. But things we are being bit forced to make numbers the reasoning for them to support us, so it's very difficult. For example, if you're running for the evaluation of the leaderboard, then you need to want to prove whether the government supporting the funding has promoted for native language model has been spun up. So it's very difficult to make a kind of evidence of... It helps some community to wanna to benefit from our project because, yeah. So that is very very difficult, because officials needed for the end of the year for looking for the next budget, but we have a very in difficult on a making a strong evidence to want to persuade their stakeholders.

J : So do you... are you going to work with them with your area in projects or not?

S : I think most of communities [are] reluctant to want to work, yeah, you know, even in order for allocating the budgets. You need to have to wait for some years and so, and just considering that you can have them consider funding, but if the government changes or even the political [party] been changed, that you can make sure that your stuff can consistently... and it happens in the political ruling party changes in some years ago.

J : Right, right. So what about the other projects in Nullfull community? Do they have policy impact? For example, like reveal corruption and all that stuff, and then having some real impact, like to the politician, to the political parties, or to the government?

S : Oh, okay. So let me see. So in recent... really recent years, in recent days,

there has been high-ranking candidates applying for the administration, for, I don't know, [collecting] some commissions in Korea, and it has been a big public and popular that in Twitter that the candidate has used their government card for thousands of thousand dollars every day, and it becomes very popular in Korea. And they... the candidate has become impeached in the congress. And the project itself is not from Nullfull, I don't know which project is from, but I think it's made by just some random users on Twitter. Let me see.

S : Okay. I don't know that much about which [person] for doing this project. I think it's an individual. It's something like revealing, for every single candidate used for, like... and this candidate has used for gas station for three thousand dollars per each one payment. So it has become a very very popular in the Korean news recent days. And I think it's from individuals, it's not from something solitary civic hack groups. So I think this kind of small project has been sprung up in Twitter a lot, but they are using a very anonymous account, so I don't know.

J : how did they get the material, the data?

S : It is possible to request to related organizations to reveal the data, I think.

J : Is it more a whistleblower project?

S : So we have... So Korean government has known operating this website, which is to the request for reveal the information about it. So it has listed, there's some already possible information to ask from the public, and even you can just request for the some information, and then the congress will request on behalf of you.

J : That's good! That's really good, right?

S : Basically they're really like... Some Korean government organizations have

been aware of their readability. So they try to have them hand out the file in JSON or XML format, which is more modern... So it has become a very... in fierce requests by Code for Korea and Nullfull to receive the file format in PDF and JSON, so it has become very in general for the organizations to provide that platform. So, that's one of the big contributions from Code for Korea.

J : Cool. So, that's actually a legal framework or a platform for people to request for data? And then the Congress of South Korea, you will ask the data from the government and release it to everyone?

S : Yeah, with machine-readable format. I think that's really important.

J : Wow. Do we have that in Taiwan, Poren?

R : I don't think so. We do have a data portal for the government, and you could request data, and the part of the administration would help, try to ask another part of administration to acquire that kind of data, but there's no guarantee.

S : There's no guarantee, okay. So, yeah, we also have no guarantee about it. Like, consider... If the organization decides that it goes against, like, national security, and they do not reveal about it, but, yeah. What things are related to national security in many times, right?

J : Yeah, but it sounds like the data set, like, I mean, the openness of data are crucial for many of the projects under Nullfull, and that is really helping the people to understand what is, you know, the secret or the background or understanding the context in the policies. Do you think this, would you consider this a successful case for the civic community to get engaged in their public discourse or politics, because of the openness of the data set or the accessibility?

S : Well, yeah.

J : Yeah?

S : Yeah, so true. And what I know is like, um, so like Korea has some good legal framework for customer data, but the thing is organizations are not very friendly to civic hack communities, which means they don't hand out the data in some very friendly format. It's not a file format. They give a file format in PDF and JSON, but at least it seems they just dumped the file. They dumped the raw file. I think it's difficult to apprehend what the data format means in the raw itself. Because it's very critically related to the domains, and even those who are related within the organization cannot understand it. People request more metadata to have a much better understanding of the data itself, or at least the meanings of labels or additional data to understand the raw file itself. But it's difficult. But it takes a really a while for waiting for another response and answers. And I think that is one of the big reasons that the civic project takes a long time to reveal and open to the public.

S : And it's really consuming for talking about officials. Because they don't want... Officials like, they don't want to want to rebuild it. And then it seems that they need to want to do an additional effort, like, outside of their original work, so they do not work about it.

J : Yeah. I'm curious, because in Japan, the government, they, you know, they have the willingness to work with the civil society, because they need to do so-called digital transformation of the government. And to my understanding, digital transformation or digitalization, is also one of the key policy of the of the Korean government. So do you see, you know, because they want to go digital, so they work with the civil tech community or all the developer communities; do you see that happening in Korea?

S : No, no, nothing really. Like when it comes to digital transformation or kind

of things, governments have very lack of understanding of collaborating with developers. And even the minister of IITP has tried to have connections with developer groups, but I think it's very rigid. And even having those a discussion spaces, they need kind of form concrete numbers for proving that they're working well. They have something in concrete for forming something benefit for government. I don't know. So we feel that governments are basically rigid. And we don't... people do not want to engage with the government. So even those who are have very aware on this environment, or willing to kind of take those responsibility, to want to talk with the government, but it's not that much in general.

J : Okay. Wow. So again, it's about the reporting and then the project goal of the partnership. So there's a, I mean, civil society is reluctant to do at least partnership, because it's lots of efforts and different goals of the projects, and also there is some possibility of the change of the policy or the government. So this will not be a sustainable relationship. So this. Okay. Wow.

S : I don't think it's governments are really sensitive on very high tech, you know. In recent days, government's talking about LLMs every day. They're talking about LLM transformation in government, but nothing real. And some years ago they talked about blockchain, and some years ago they talk about big data. So if you want to engage with the government, there's a kind of a very high keyword that can pursue it. High-ranking officials don't give a concrete... like, I don't know, some of the keywords to a person with their state workers in the government. So like, otherwise, it's very difficult to get or allocate the budgets.

J : What about AI? The Korean government has the AI safety summit in May, so... do they work with civil society on this? Because they are so keen to advance, you know, their position on AI, and leading the discussion.

S : I don't know. Like, like, all people talking about AI, but it seems like, and even government has a budget to, for like, I don't know, support just some AI startups. But things like, they do not know about the discerning kind of the qualified AI startups or not. So like, it seems they are just distributing the budgets to every single random startups. And, so, well, it's so like, it's very kind of a waste of money. And I think it's like, there's some manifesto governments have tried to invest or purchase their GPUs, and try to allocate to it. And if you want to take a use of those Nvidia GPUs, you need... there's just lots of predetermined conditions. For example, your startup should relocate your headquarters to some non-Seoul cities, some random city, to make a use of the GPU, some kind of things. Or at least you need to, like, employ some local candidates in the city for applying for the GPU, the cluster, some, some projects. So like, they are trying to make those policies relevant in lots of policies: GPU policy with promoting the local business policy, or kind of things. I think there's a really kind of bit of messed up.

S : But this does not mean that it's not that much helpful, because there are lots of ways to get funded by from the government, because they're giving out the money to every single start-up without having a concrete, discerning screening. So it means that you can even receive the funding. So it's not that much helpful, but it does not mean that it's a kind of a bullshit from the scratch. The thing is kind of efficiency and kind of efficacy of the policy itself.

J : Yeah, that makes sense. And I just want to follow up: you just mentioned the local governments. I mean, it's more about local economy perspective, so they encourage their startups to go there, and then build up. And because for us, we also heard in Japan the local cohort of the civic tech community are working with the local government very closely. Because they want to go digitalize, they'll build an application for local governments. But you're not

saying the same concept in Korea, right? It's more about building companies and hiring people for local, so that the economy will go thrive because of the tech sector in local?

S : Umm...

J : Okay, okay.

S : I think there has been a policy for promoting some civic community in some local government, but it's very tend to for the governments who are ruled by some progressive party. And when it comes to some major city, like Seoul or Busan, those cities' majors are from the conservative, and they're really reluctant to fund on the civic community. But they rather to choose to allocate the budget to promote more some startups, or some purchase in the GPUs, or kind of things.

J : Okay. Poren, do you have questions or follow-ups to the discussions?

R : So I actually wonder a bit like, how's the dynamics between... you know... Since we already know there's the bigger or more friendly Code for Korea, but there's also the very critical Nullfull, that is approaching a lot of supervising or overseeing the government, these kind of projects. How do you describe different characteristics of these, you know, different communities? Do they have different distinguishments?

S : So what I understand is that, your question is about how good for Korea becomes collaborating with government officials? Okay, so I think Ohyeon is very interested in issues to want to work with government, because he believes that... basically he's a democracy activist, so I think he's more inclined to have a... make a change based on working with government officials. That's what I know. And when it comes to Nullfull, it seems like the members of the Nullfull is just random people from some social networks on Twitter, and so they're reluctant to work with the government.

They're really like have negative emotions about the government themselves, so I think the objectives are very difficult because of the members' characteristics.

S : And then I think like Ohyeon's original work... observes conservative regularly? ...I forgot the name of it. Anyways, so Ohyeon runs for another organization for political activists.

J : Parti?

S : It's not a party. It's some... basically another organization for democratic activists, but it's not a political party stuff.

J : Long time ago, right? Not right now.

S : I haven't that much updated but he runs for it some very long time, so I just forgot about it. It's... I don't know. So he just tried to build some platforms to have connections with politics and government officials with ordinary citizens, so that's his interest. So I think the directions are different.

J : Yeah, we had the chat about this. He was with Kakao before, right?

S : Yeah, so true.

J : And then they initiated this project under Kakao, um, building out the platform. This was before social media. So they created a forum, like a platform for people to gather and discuss about policies, and then having signatures to certain issues, things like that. And then Kakao has to cut the project in the end because it caused lots of tension. And then he started another thing, and then in the end he started Parti. So it's a path, career path I think, for him to run different projects. But initially he ran it on the Kakao, the platform he worked for. I'm not sure if it's Kakao or Google, the starting point of his career, yeah. So he's really interested in all this public gathering online, and then having discussion on policies, and having social movement,

and this. And then he started another organization helping, if I'm correct, helping the NGOs to go digital. It provide different service for traditional NGOs to have websites or digital tools for online campaign, things like that. But that's the story I heard. Is that correct?

S : Um, yeah. What I know is he's trying to build the social pantry for NGOs for public goods, to connect them with political parties. He started that in Kakao. basically you are true from my understanding. So he's not operating very large organizations as far as what I know, but the web link that I posted on the comment is the Parti, which is also run by Ohyeon. I don't know whether he's still working on it or not, but the Parti is really one of the popular NGOs for forming political discussions, both online and offline.

J : Yeah.

S : Well, the Code for Korea is for civic hack and this for NGOs focusing on for public discourse. So anyway, Ohyeon is very interested in forming a discourse.

J : Right, yeah.

S : That's the difference. Yeah.

J : Does it reply to your question, Poren?

R : Yeah.

J : Okay, okay. Cool. I know we have taken you so much time. Lastly, I'm just wondering, do the participants of Nullfull work with other NGOs or with other social movements? Because in Taiwan, it's kind of, you do see LGBT community come to g0v, or environmental organizations come to g0v and have some joint projects together using tech for their campaign, for their projects. Do you see that happening? Like the crowds fit each other? Nullfull and other?

S : I think the activists in Nullfull, the members of Nullfull, is also the members of other LGBTQ community in Korea. I think official collaboration has been made, but things like the members of these organizations or... I don't know... they are acquaintance or the friends of each other. So it seems they're working together. So I can say like, well, I think collaboration happens, but it's not in the level of some organizations maybe.

J : Do they have projects together or?

S : Um, let me see. The one that's a big risk of projects is the queer projects... let me think of that.

J : Is it a dance or something?

S : Okay, so there has been a emoji project for posting emojis and building characters for around the queer project week. And they posted them on the... People post them on Instagram, creating some LGBTQ characters on the instagram during the week of the software project. And the developers are from Nullfull, and they have collaborations with LGBTQ members. So, one of the ways is that they create a website together, but it's not something, like, collaboration with Nullfull.

J : Right, right, right. Yeah.

S : And it happens a lot!

J : Yeah, that's quite similar to g0v, if I'm correct. Poren probably may have more understanding about this. Yeah, me, personally, I will be in Seoul on August 15th.

S : Oh, wow.

J : Yeah, because there's a CSO roundtable hosted by United Nations in Seoul. So, I will be there for the event on 16th, but I'm flying back for Facing the Ocean hackathon in Japan after that. But if it makes sense, maybe we can

meet or just have a drink in the evening, things like that.

S : Thanks!

J : Yeah, let's follow up with that. But I'm just wondering, because Poren himself is a long-time participant to different communities, not only g0v, but as well as COSCUP and all that, HITCON as well. What is your take, Poren, from the story of Nullfull? Do you have further questions on this?

R : I think it's really interesting. It's like we have seen Taiwan's and South Korea's government is really similar in a way, that it is really hyping and it really wants to prove itself that it knows a lot of technology. But I don't know, maybe the Korean government is more potent on doing that, so they really know, at least they really know how to sell these images internationally. But like in Taiwan, I believe most of our officials are not really capable of "doing" technology, so they are sort of, like, forced to cooperate with the community. That bit is more like the Japanese part, you know? Like, they need to cooperate as a community to know how to properly digitalize stuff. (laugh)

S : Oh really? It seems like... So when it comes to forming an image, we all know about Audrey Tang! And then when it comes to the g0v, looking at g0v, it seems like, "Oh! Taiwan's ministries are very tech-friendly." It seems g0v is very actively participating on forming a policy for political organization. It seems like [that]! So it's really a bit of a difference from the reality is that the image itself.

J : (sigh) I have to say, everyone is more critical to their own governments. (laugh) So I think that happens, but yeah, I totally agree with Poren. I think it's also because of industry's influence in Korea, so lots of tech companies in Korea is really leading ones in the world. So they have lots of resources hosting AI summits, hosting all the things, and the government has to go

very closely with the industry as well. So the tech component, I think, for the government, is much more, because the tech industry is much stronger in terms of internet and software.

S : Some quick questions. I think some tech conglomerates in Korea get a lot of pressure from government to host such kind of public events for summit or things. Okay, so what about conglomerates in Taiwan? Does TSMC host AI safety summit in Taiwan? Or public discourse?

R : Yeah, I think...

S : Like TSMC is the very... biggest in AI chip. I think the Taiwan's tech sector, especially on manufacturing or semiconductors, they don't pay a lot of attention to anything top of the... not even firmware, I would say. They really don't care that much about like contributing to Linux kernels, or to engage with the tech community. I don't know. Maybe Foxconn has a little bit of interest in that, but usually if they make hardware, they would just leave the software problem to someone else. So I feel there's a split, you know? Because these really big companies that have influence on the government don't really... aren't really interested in software, so the government, instead, they need to turn to the software community. Which, the software companies most of the time, aren't really competent. They usually do really old stuff. They're still using Visual Basic for producing governmental systems and stuff. But...

J : Yeah.

S : It seems those companies have lots of influence and power over the government. So... They do not have any pressure for forming such a public discourse or event or things, right?

J : I mean, it's really a good question. As my work here right now is trying to have policy conversation with tech companies from Taiwan. What happened

is that they don't have a contact for policy. They don't have a policy team. And it's almost the same with... Japan and Korean companies, but now Kakao has a policy team on this.

S : Yeah.

J : Yeah. And you don't have that in Taiwan. TSMC has a charity foundation, so... But they are not actually interested in policy regulations on AI development and all that. All they care is about, you know, how to get orders from other governments or other companies, how to hire people with the human resources for their factory. It's more about business. So... I'm still trying to find an entry point to ask them to have [that].

J : And also the other thing is that Taiwan is not as international connected as Korea, which means we don't have United Nations coming to Seoul hosting all the events. We don't have international government, or international organization come to Taiwan, asking for international conference and all that. So it's not part of our agenda for either our governments or our companies to have this kind of international conferences, because people don't even try to visit Taipei, because there's some limitation of that. So... It's now changing, but it's still at the initial stage. So... g0v itself is a very good platform because they engage with international stakeholders, and how do we increase this kind of partnership into different stakeholders, different sector? That's the crucial topics right now for Taiwan. Yeah.

S : I understand that. That's really very... One of the big difference between Taiwan and South Korea.

J : Yeah. Thank you so much. It's really good to meet you online, and we're hoping to meet you in person and the community itself. We will organize a trip very soon in September or October in Seoul, yeah. And it must be Tuesday.

S : Yeah!

J : Yeah. That's a really important information. And I hope the weather will not be so painful in September. I heard it's really hot right now in Seoul.

S : How about Poren? You have any chances to travel to South Korea?

R : Yeah, I'll go with JS, and probably in October. I don't know, if there's any national holidays we need to avoid, please tell me. (laugh)

J : Yeah, let us know what is the best time in September, late September, or...

S : We have a long holiday called Chuseok, Which is a national holiday for visiting the families. Well, that's basically a holiday, but I think Chuseok period is not that much popular, maybe because people have a chance to visit their families. So like, that's an occasion that lasts as long as a week.

J : (laugh) When is that? In September?

S : Let me see.

J : Oh, it's the Moon Festival, right? Okay, okay. Same in Taiwan. We do have that as well. We will avoid that, and then we arrange the trip very soon. Do we have your [communication]?

S : Well, you can just tell me on [software] or whatever.

R : Yeah, we have a connection.

J : Great, great, great. I will ask for your contact on that. Great, thank you. You can have your lunch right now. Sorry for the...

S : No, no. Thank you for having me.

J : Thank you so much. We'll see you very soon.

S : Cool. Thank you. Thank you so much. Have a nice day.

R : Bye bye.

(四) Proj-Inclusive

- 日期：2024/10/7（一）下午4點
- 地點：京都大谷大學校總區
- 採訪者：劉致昕、姜柏任、游知濤
- 受訪者：
 - 白取耕一郎 Shiratori Koichiro（大谷大學社會學院社區設計系講師）
 - 後藤英子 Eiko Goto / Amy（Project Inclusive 成員）
- 紀錄者：姜柏任
- 現場翻譯：後藤英子

（J：劉致昕、R：姜柏任、C：游知濤、S：白取耕一郎、A：後藤英子）

J：Yeah. We've done some studies of the project and we know you have some program as well on anti-poverty.

S：Anti-poverty, okay. Yeah, yeah, yeah.

J：So today I think we have further questions and then ask the question we already sent you.

S：Okay, thank you very much.

J：Those are the questions we want to understand. But please feel free to share more because we don't know the whole picture.

J：Okay, okay.

J：It would be mainly like you want to share something to us and then that would be very good for us as well. Yeah.

R：We'll also make transcripts so we have recordings. Please let us know if you want to pause it or something.

S：Okay. Amy, please correct my English.

A : 何が、I'm not going to correct you because I'm not going to be able to but yeah, we'll work together.

S : Okay. That's nice.

A : Yes.

S : Co-creation.

J : Yeah, so I mean the importance of understanding how the project started is very obviously.

S : Okay.

J : You know where you're from so you got more good understanding of your project. So we have to ask like how this started at the beginning. We know it's kind of hackathon but you have these ideas and how you put out these ideas.

S : Okay. The origin of the story was the Corona, the COVID-19 pandemic in 2020. And I worked in the Institute for Future Initiative in the University of Tokyo at that time. So it's a part-time job but I worked in that university and I think you remember that everything has stopped. The economy has stopped and many said many will fall in poverty, many will lose jobs. And that was what I was concerned about. It was a huge concern. And I think I was the person who began this project. In the first year I began my activity by myself. Only one person was in my project! And I made a small piece of paper. The whole plan was written. But I could not code. So everyone, no one believes my plan.

R : Oh really?

A : So this was before COVID though?

S : No, no. just the spring of 2020.

J : So it's during COVID.

S : During COVID. It was maybe the summer. And I sent my file to many friends, many institutions, many professors. But almost no one believed in that. My plan was about the navigation system, like a car navigation. Only if you lose your job, you can consult to, for example, this digital system and maybe AI. There was no ChatGPT here at the time, so nobody could imagine that my plan (would) realized. But in one year or so, I met Mr. Seki of Code for Japan. And he said, you must attend the hackathon. Because someone may call for your system or alternative. Then I participated Social Hack Day alone. Nobody was in my project.

A : Social Hack Day happens in Code for Japan every month.

S : Monthly hackathon.

A : Yeah.

S : It's a one day event. Online. But I could not find immediately my friends or my members. So I tried and tried and tried. I found finally some civic hackers who understand what I was planning. So member has increased one by one. But basically in a slow pace. So maybe in 2023, we participated in Tokyo Governors' Cup, Open Data Hackathon. So that was maybe a turning point of our project. Yeah. Because we found, for example, Amy had joined our project at that time in hackathon. So, and finally we won the Governors' Cup.

A : So Project Inclusive started in 2022.

S : 21.

A : And then slowly, every month you were attending.

S : Every month.

A : He was attending the social hackathon.

S : Almost alone.

A : And some people would join because it's a one day event, you know, like civic tech people, they would join, you know, just for the day or a few, you know, to join the Slack, you know, or, but they would not be able to, you know, participate because of their job or, you know, or they might have different projects, but he would attend. And when, was it 2022 when the Social Hack Day started hybrid?

S : Yeah.

A : He would go to Tokyo to do, to join in person.

S : Yeah. In person. I could join online, but. From Okayama.

J : Yeah.

R : すごい！

S : You are right. Exactly. I use in Shinkansen to participate in hackathon.

R : Wow.

A : And, and the civic tech people might be online, but he would be there. (笑)

S : I was the only person in Toranomom. (笑)

J : So before all this, have you been to hackathon or have you worked with civic tech community?

S : No, no, no experience. I, I.

J : So it's your first time.

S : Yeah, yeah, yeah.

J : Uh, it seems like nobody, I mean, understand or taking the idea at the initial stage.

S : Yeah.

J : Why was it so difficult for others to, to get on board to this ship? I mean, to your idea. Why was it so difficult? And why you keep doing this? Because you know, if you're alone and nobody say yes to you, you can just drop it, but...

A : And so many people are really harsh. I heard. I heard. And it's recorded on the Slack channel.

J : Oh no.

A : That's what I heard.

S : I haven't looked it up.

A : It's open. I mean, if you go all the way down, there are some people really, really harsh on the project.

J : I was very curious about the process.

S : Yeah. Many people said there are no needs for citizens, citizens on public administration. There are no need for this system or our application. But I don't know why, but I couldn't, I couldn't believe that. I thought there was already people suffering from poverty or isolation or some difficulties. There was information barrier. People did not know about the supporting system. And I, for example, my students doesn't know about social assistance. They have no chance to learn. This is a big problem.

J : Yeah.

S : And this morning, I talked to a local government officer online. The person is working in Fujimi city. And Fujimi city and the Institute of Prevention has a...

A : Partner.

S : ...partnership and we have cooperation treaty last September, one month ago, and he said government cannot advertise because once we advertise, let people know about social welfare system, many people may come, rush to city office and they panic.

R : Mm-hmm.

S : So there, I, I think this is one reason that the government does not let information diffuse among the citizens.

A : Yeah, so they have the plans and support system and welfare programs, various programs for like, single parent and you know, people who lost their job or things like that. But it's, it's really hard to find out. Like, when a lot of people lose job or gets, become single parent, there is the Asian shame of, like 恥ずかし, to say that, "Oh, I don't want to be a burden of my family, relatives," or "I don't want to be a burden. I'm not that poor. I can barely make it, maybe." Or, you know, the kind of, like, Asian social kind of make a distance. Make a distance to reach, and they don't know where to start. They're, they don't, you know, I mean, I don't know where to start, what, how to find. But, yeah, so that's why you fall, yeah, because I'm hard from him.

S : Okay, and about your question. I think the most big point was I had never give, give up. And, because I'm such a kind of person, I'm the last person to give up.

J : Oh, wow.

S : Uh, normally because about my PhD. Uh, it, it takes 15 years to, for me to get PhD. So, it's just almost impossible because normally people quit learning. So, maybe, it's a part of my characteristic character.

A : But you had a strong belief, is what, what I've heard from you. Like, you said, you said it's important. Even before COVID, he was with your research too, right? About the poverty and the social... homelessness and how the information is spread and how it's hard too.

R : So, your doctor's thesis is about social poverty?

S : Yeah. Uh, discrimination and homelessness and diffusion of policy. Policy diffusion theory was my doctor thesis theme.

R : Ah.

S : I'll answer your question, maybe, in the latter part. Why I could not manage to make people believe my plan? So at the beginning, the plan was too ambitious, too big, and we needed many, many resources to develop the program. And I was not a specialist of AI or digital, so for many people it was silly or crazy plan.

J : It's a big plan.

S : Big plan, yeah, big plan.

J : Like from Silicon Valley.

S : And so, yeah, I sometimes submitted it to the research grant in my university at that time, but it was denied very easily. Or, like they said, they could not believe that you submitted it. Oh, it's very harsh. Very harsh. "No, no." They said, "no." Sorry. So, but completely it's the power of civic tech, because they could build a prototype. And we found finally OpenFisca, the framework which can calculate the amount of support. That was maybe a nice point. People finally could believe that we can build a system like France, the US, or other countries. So, I think it was important timing or important breakthrough.

J : What was the prototype? What did it look like?

S : The prototype was not Yadokari-kun, not Hermit Crab. It was just a calculator.

A : Simulator.

S : Simulator. Simple simulator.

A : It was a very simple version of this, because this was kind of more developed during the last 2023 Tokyo Governors' Cup, maybe? So, it was before you would put in your age. It was simple, right?

S : Very simple.

A : So, you put your age and what you're worried about, and they give you a pull-down menu of like...

R : Ah, okay.

A : And then it would show you like, oh, this is... This is how... お金持ってだけ? So, this might be how much, like if I'm single... Like, I'm single, forty-something, with two kids, one in high school, one in... something like that. But it wasn't that complicated before. And then the application would give you, with all the calculation, because it's so complicated, all the programs, right? The social benefit programs. It's so... It's so hard to calculate and just simply calculate so that... So that I would be able to find out, oh, I might be able to get 5 万円 every month if I apply to this program, this support system, this welfare. But it's so complicated. So... So that was the simple version before that.

S : Yeah, very, very simple version.

A : It was before OpenFisca or OpenFisca?

S : At first, we used another technique, I think, another technique, but... But later, we used... We found OpenFisca.

J : Ah.

S : The person has taught us that OpenFisca is a very nice framework for building your system.

A : Yeah, and OpenFisca was like France. Civic tech, government engagement programs where everything, every code... Code as a... 何だけ？

S : Code as a rule.

R : Ah, code as a rule.

A : So, there's a lot of... I don't know much yet, but like OpenFisca... Using OpenFisca, a lot of first government has all the programs and systems of the welfare, able to be calculated with OpenFisca so that it would be easier to have some kind of like output, like output application and stuff.

J : Yeah.

S : I want to participate in Tokyo Governance Cup. But there was very few members at that time, for example, three or four participated in the regular meeting, and there was a sub-leader, and I said to him, "How about participating in the Government Governance Cup?" But he said no at first.

A : No people have that much time. (笑)

S : Because he didn't believe in the possibility of the application. I said again, let's participate.

A : Because he was persistent.

S : So he said finally, "Okay, I don't know what will happen, but okay, let's go." But it was very fortunate that we met many nice and passionate engineers and many non-engineers. That was a very nice opportunity for our project.

J : How you describe the prototype sounds very simple. And it fits very much to our logic. I mean, as a citizen and how you like it to be as a support for you to

understand what kind of resources you need. But why was it so hard for the government to do something like this for the citizens before your projects? And how the technology or the coders to support you to make it as a real project and can be used by the citizens? What is the role of technology here? How does it solve the problem for the government or for you?

S : Maybe even a nice question and very difficult question at the same time. And I think normally we are voluntary group. So we don't have, we are not companies, nor a non-profit organization. So a government, local government official said to me that it is impossible for government to adapt to your application because you have, you are not a company, or you are not NPO, you are just a group of volunteers. So no one will believe you.

A : でも、But you wanted to ask before the prototype. Before the prototype, you were asking why did the government do you know? Prototype できる前に、なんで Government はそういうの作らないのかって言うこととかかな？

S : Because the concept sounds very simple and...

A : 何でシンプルそうだと...アプリに入れてもシンプルそうだし、なんで政府はそういうことに取り組まないのか？

S : Ah... Oh. Okay. Very nice question. Why the government does not do this? Yeah. Normally, my major is public administration. So I'm always feeling that the government do not want to make a failure.

J : Ah, okay.

S : They said, I don't think the English word about 無謬主義, but this was a... 無謬主義 means no failure theory. No failure strategy or maybe something like that. They do not want to make a failure. So they do not want to challenge. They do not want to take a risk.

J : Ah. They avoid all the risk.

S : Avoid all the risk. The risk is avoidance. Kind of.

A : They want to be safe.

S : Be safe, okay.

S : I feel the... 無謬主義?

J : Yeah, same in Taiwan.

C : No mistakeism.

J : Right. So they could not try, right? New word for me.

S : Yeah, okay. So I said, okay. You won't take risk. So I will take risk. And then if I succeed, please collaborate.

J : Wow, that's a good saying. Yeah, yeah.

S : So, now, the local government and maybe Tokyo... GovTech Tokyo, maybe?

A : Oh, they recognize that this is important.

S : They've got to change the attitude towards us. Uh, there was small article on newspaper about our cooperation treaty. Some city wrote emails for me. And they are very interested about our application of method of poverty prevention.

A : But we need to explain to them. I think it's important that, so Project Inclusive is kind of like, um, it's not even a non-profit. It's just a group, right? It's a civic group, right? It's a civic group. Project inclusive. We want a, we want it free as, free format as is so that it's inclusive. People can come in and go and come back maybe, you know, and so it's open.

J : Right.

A : Civic tech. And and, and he started two other groups in order to welcome the government engagement. And that's why he gave you the business card. So this is an Institute of Poverty Prevention that's based with the same ideas of Project Inclusive to prevent poverty, but with entity. So that's why there is a corporate, corporation treaty with a local government and few other local government called him because, with this entity.

J : Yeah, okay.

A : You see what I mean? So, so it's Project Inclusive, which is a civic tech group, but with that, the application is, is, and with the OpenFisca, all the code is like open, right? And although it's hard to, hard to, I guess, calculate and put it into a system, it's, you know it's open, open community. So that's civic tech. We are welcoming civic tech group, but this entity was built in order to get grants. Because he's a researcher and he has some other researchers who's buying his idea and wants to become part of it. And so he's built this one. It's the second one, right?

S : Exactly. Okay.

A : And then the third one, the third one, the third one.

J : How many?

A : Third.

C : Hahaha.

A : There's a third one. Right. Third one is in order to do a lot of research that to, to kind of back up the idea of why this application is important and why this mission is important, mission and vision is important. He formed a kind of like a study group—

S : Study group.

A : —research group with other professors from different... so they do it like a monthly meeting?

S : Yeah, and much more meeting. Yeah.

A : And so we are talking about three groups, right? But, but we are all working together to accomplish a mission so that the government will be able to implement. It doesn't have to be Yadokari. I mean, the name doesn't have to be Yadokari, but this kind of application or the access, access over the people to the public support system will be accomplished far, you know, much faster. Yeah. And, and so we have three groups I just wanted to mention. And, and another thing that's probably important is, is the you, we have three, three grants, huge grants. Yeah, huge grants.

J : Oh, wow.

A : You see, you see, there's no administration or no, anything, but we did it because he's a researcher.

S : Mitsubishi Group.

J : Oh.

A : That's partnering.

S : A welfare organization which aid HIV positive people.

J : Okay.

S : We have a corporation and a contract. Right. With that company.

A : Because that, that the HIV for positive... See, if I'm HIV positive with a kind of injection, you know a medical error or whatever, but if I don't know what kind of government program that I could apply for, and then and... so this organization, who's working with the government, looked up with this Yadokari-kun, and said "our plan, all the plans, it's not so accessible to

people who are really in need too!” So they are giving the grant—not a grant, it’s like a partnership—and paying to put the plan for the HIV positive to the in the app, so that it would be accessible to all the people, including HIV positive patients.

J : So those grants from the private sector goes to these entity as well?

A : One is going to that, but the other one is...

S : For our my meeting I study a research group. I organized a group of researchers, practitioners, maybe a doctor, doctor.

J : Right, right.

A : And it’s also it’s all to accomplish the same mission and vision, but also the cooperation that he said earlier with the newspaper, 富士見市, the partnership with 富士見市, they are willing to kind of like... do kind of a prototype kind of research together with this entity. But in order to do that, there has to be some kind of research backup.

J : Right.

A : And he’s already teamed up with a study group, and so he applied for the Toyota, which is like a research grant to work together with the researchers, so that whatever we do with the 富士見市 will be able to be backed up with... yeah, kind of like research, yeah. So it’s complicated! But it’s strategy.

C 、 R 、 V : Yeah, yeah.

J : It’s like, almost like yourself it’s a hackathon. I mean you bring different stakeholders and you have meetings with them like every different day, but it all goes back to you as a venue for all the resources and ideas or capacities, and you’re on the connecting dots. One question, are you building a community? So you’re building a community to have different stakeholders,

because you understand the way they are working. I mean governments are working different way, private sector work a different way, so you have all this knowledge, because you have been dealing with this issue for a long time, right? And then you create this just to engage with different stakeholders and bring them together. Do I have the correct understanding?

S : Completely correct understanding. And why I enrolled researchers? The reason I enrolled researchers is, we need eyes and ears for our community. Because social hackers have good hand, good working hand, and make many useful things. But sometimes, the understanding of the society is sometimes uncorrect [sic].

J : Right.

S : so we need to collaborate with practitioners and the researchers. Researchers have a good tool to evaluate the effects and the reality.

C : Reality.

S : The reality. So we need hands, eye, head, brain, ear, everything to accomplish this very ambitious goal.

J : you need persistence.

S : Yeah, persistence is vital, very difficult!

R : Yeah.

S : So I found, I looked for other examples of poverty prevention but normally preventing what is very very difficult. So there are many causes of the poverty, and normally you can not find a good successful case. Maybe some cases in Hawaii, or maybe in Canada, some small community would try to prevent. But we are in the age of digital tools, so maybe we can use application as well. For example, application is not the whole thing. This morning we talked to the officials from 富士見市 about the educational

program for high school students or junior high. They want to such a program, to prevent these youngsters to live in poverty in the future, and they said there are two gateway or two entry points city officials and the... what does 社協は？

A : Social Association. It's a kind of like a government. It's half government. They get grants. It's like every prefecture has it, every local government has it, but it's not under the government. It's a private entity of... It's kind of like a NPO but like registered. Local.

J : Local. So every district, they have one association.

A : Yes, yeah, 社会福祉協議会.

S : Maybe about the people usually go to a long entrance around... people consult to a long organization for example, people who should go to city hall, go to another organization. It causes a very big confusion. So maybe our application might be useful to solve this kind of problem. That was what he said, what the government officer said. "It might be useful for government too."

J : Right, so we now understand you are solving the problem for the governments, and doing something they are not capable to do, and are they paying you? I mean the governments? Because you are doing things...

A : I wish!

C 、 R 、 V : (笑)

S : I received zero yen from government.

J : I mean why?

A : Okay, but now that Project Inclusive has gotten the Governor's Cup, we won the grand prix, so they are now kind of like, you know, kind of "recognizing" that this is important. And they're now "recognizing" and that maybe they

might want to, you know, they said, “oh I could partner with you!” Drop some money off of you is what some of the local government is saying, but you know, they are gonna insist on like civic tech people to work kind of for them, for the money. But you know civic tech does not... they can’t... we can’t... you know, insist to work, because it’s not a company. It’s not like, you know, “Well, we got we got this grant, you know, let’s work together 24/7,” it’s not how it works. And so we’ve been debating, you know...

C : Like a proper way to...

A : Yeah, yeah.

J : So they said they want to do this, but we don’t... we haven’t figured out a way...

A : Right, right. But some of the things that I think is coming up in our discussion is also... because some of the engineers are working on the OpenFisca and how hard it is, like to say if I become single parent, and I am the person with two three kids, and it’s hard for a lot of the programs, and a lot of the social support system, it asks me my age, or if I’m living with my parents, or if I’m with how many kids, or how many? how old? or what kind of income, and... So, all the programs, all the support system, it’s all... everything is different, right? Every questions and criteria, in order to apply for those programs, are different. Which means engineers are having time trying to put on the OpenFisca system, because it’s going to be hard for them to... you see what I mean? So through this experience of doing Project Inclusive, it’s not the government’s job. There is a possibility where the government can come in, not just to support the to build the application, but to more simplify the program.

J : Yeah, exactly.

A : ... of the program. Like simplify and transform their kind of support system so that it will be easier to, for us or for them, to build that OpenFisca platform or whatever, so that everybody, it's going to be accessible, right? But they're they're not interested in that, yet. But that could be a possibility でしょう？
その制度自体を変えたい。

J : Yeah, how can they contribute to the project, right?

A : Right. I mean because imagine like, it's just my imagination but like in Taiwan, I think, like if the gov works with the government, if they... if the government want to like bring... I don't know what kind, whatever kind of like a support program, like say for COVID something, then they want to simplify it for the people, they want to simplify it engineering-wise, right? But in this case, it's not simple, at all! Right? So that's one of the reason why this application had to come out in the first place. So with this kind of a partnership and making the plans better...

S : Yeah, yeah. I agree with her. And I think the biggest problem in Japan is government, about the civic tech is a... they do not understand civic tech well, for now. Because, for example, I had a meeting with some government staff, they said "okay, give money, so please work." So it was... we could not receive this money because every engineer has day job, they have no time, and the money was not enough.

A : Right.

S : And we need a more detailed understanding and another way to collaborate. And we are maybe in weekly negotiation with the government. Every week.

A : This particular local government.

S : Maybe. GovTech.

A : Yeah.

S : And it's a very tough meeting, because sometimes they send impossible task to me and to our groups. But I think it will be a very nice case for Japanese tech, if we are we could find a positive relationship with government, maybe something will change. At least the government will understand what is civic tech, and what is what is our possibilities, and what is our limitation. And then maybe in further step, in the next step, we will collaborate in other forms. Maybe government can do much more work. Well, yeah. I'm not the negative.

R : That's what I was really curious about. Because when I saw OpenFisca, I was wondering like, did you help the government translate all of the code? Or is the government doing this? Like all the rules? Because when we say "Code as Rule," the original idea is for the government to do it.

A、S : (笑)

A : They're now interested. "Oh France does it? And you do it. Maybe I should do it." You know, is what the local Tokyo government thinks, right? Well, I'm vicious, but yeah.

C : Reasonable guess.

S : I'm working with a researcher from Canada. They say similar thing, "Why you? What government do?"

J : Yeah. I think it sounds like they consider you almost like a digital transformation consultant for their work, I guess. They want to pay the consultant and you build up things and make the change, so they don't have to work hard. But consultant actually has the say to make the order, saying you should do some change for yourself, and then you have internal structural changes as well, it has to be done, but in that way they don't take... I guess, just for now. But maybe in the future, I guess, now you are building up this trust and partnership, and with different development of the project,

maybe in the future they can participate or contribute in some way. One question about having three groups or entities or portfolios, how do you manage different expectations from different stakeholders?

S : Yeah, okay. It's really maybe not a science, maybe not something like...

R 、 C : Art.

S : Yes. But we said, for example, we said to government officers who said "you must need money, so I will give money, please work as I say," but I said "it's not what I want to." And I... we need... what we need... members, members are important, and mission, our mission is important, and the money. Money is important, but it's not a goal, just a measure. So if money destroy our relationship, it will be very... it's not what we want. It's a pity, okay. So that's what I always saying to government official. So we are, anyway, civic hackers, we are not a company, digital companies, so we are not the gaffer, yeah.

A : 三つの団体に……

S : Ah. We have... Project Inclusive and they have similar mission, mission to make an inclusive work society. We are mission driven. And of course researchers can write their academic papers, but it's a win-win. At least we our project does not lose something when the researchers write their paper. It will be as a positive. The paper will have positive impact to our project. So we think we can make a synergy between academy and civic tech and of course practitioners. So that's why we are together. And I think our community is completely mission driven, because we cannot distribute money. So far almost no money was transferred to them, unfortunately, but I want to change this situation. Because I want to make our project sustainable. Money is important, but it's not our goal. Engineers can make money much easier if they code for private company.

A : Yeah. We would like to learn from your research too. Like how other civic tech group collaborate with government? If any government has a good example? That's gonna be for us to be able to share, I think, it would be nice because, like yeah.

J : Some very like little milestone I would say for this kind of partnership is like, it's mainly they have good contact in the governments, right? So alliance inside the system, and they can push from their side saying "we should have grants, we should have procurement," or when they have internal discussion about what's the next year's projects we should have done for our governments, they can pitch this idea, knowing there's a trusted partner out there, who can do something they cannot, so they can square up this resources for the partners for next year, because they have this partnership, right? So that mostly, that's how it happened with this kind of partnership. Because people know people, and then based on this relationship, and their relationship mostly happen or built at hackathon. So just like you, right? You meet them at hackathon, so you have no expectation and just talking to each other and know each other, and then in the future they may be something critical for your relationship.

A : Right, right. I mean, it seems like, you know, there are a lot of hackathon going on, and I just went to the Okinawa Ideathon just a few days ago in the local government of Okinawa. And the weekend before, I went to Fukui, which is like the northern part, for the Fukui Governor's Cup hackathon, because my friend wanted to join, and exactly like you said. That's the, kind of like a touch point of the civic tech. And the government officials, because all the government, local and the central government doing a lot of 「デジタル」, you know, 「dx 推進」, I mean they want to do it. They just don't know, like they just need us, right? So they do the hackathon. So the hackathon is a great place like that our case too. Because they have the will,

the government has the will at hackathon to engage with the civic tech people. They've put on so much money and efforts to have the hackathon, and they want to say that, you know, "I did that last year" and "this won the grand prix" and "I've supported that group with the money" and "this is what we did," so this is what the government wants to say. Which is okay, as long as our mission is accomplished.

J : have you been thinking, or have you done something like providing feedback from the users as a encouragement for the government to do further? I mean you must have some users now with your app.

S : Yeah, we have already some users, but we are beginning very slowly, because it can have a negative impact too. Because when people rush to the city hall, some people might be disappointed because the city hall could not... 貸与が時間が取れない...

A : アプリで契約... フィードバック言うても...

S : 手寄りかは... 追い開催ちゃう...

A : So the government kick them out, even if they give a feedback.

S : So feedback through my our application, okay. We receive some application from direct email, or our questionnaire put on the application, but I think we need much more feedback.

A : Right.

S : Because as I wanted to say, for example, people may will not receive adequate help in city hall when they rush to city hall, so we had to be very cautious to implement this policy, pre-policy, or it is a measure.

A : So feedback that we did on through the application, was to get feedbacks on the app, and they were most of the survey results, was kind of like, they were appreciative of it. So we did put that in the presentation to the government,

but do we... I agree with him, it's we still do need a lot more feedbacks. But in our Project Inclusive team, we are kind of cautious about getting feedbacks, because our application is to prevent poverty, and like I said, there is a shame involved with becoming single or becoming economically difficult situation. So we want, we are trying to keep the this application be able to entry with anonymous. I mean we do have the LINE communication, where of course LINE can have, you know, which LINE ID, but the application itself is, you can, you don't have to register, or do a my page, you know? So in so our feedback that we've done is with the application user, but we don't have, you know, "oh please give us a feedback" or anything like that like those, you know, new application, because of the topic.

S : We request feedback individually.

A : Individually, yeah, from professionals and practitioners too. actually. Because we've interviewed them in the process of making this application, at the 社協, and also yeah.

J : What are the general feedback from your users? Are they different from what you expect?

S : There was, I think, two types of feedbacks. And one is very positive, they are astonished to know many support system. But the another one is rather negative, and they could not find the support system for them, because, for example, they have too high income to receive, or our application has not full support system in the backend, so we need to... it's only a prototype, I think. We are trying to develop our application with the help of maybe government, so it's, for example, the valley, you know. We are now jumping to another point, and then maybe government will do the rest of the our job, our tasks. But anyway, we have to jump now, to do the... take a risk, and say and explicate to many people to experiment experimental project. Receive

many feedbacks. So that's why we are cooperating with local government. And then maybe in this October and November, 羽ばたき福祉事業団 non-profit organization we will do a large survey about the feedbacks, doctors, patients, nurses, social workers, and we will receive many feedbacks at that time, and we report it in the research conference, HIV research conference. SO we are now on the process of developing and updating our prototype.

J : Right, yeah. It's a mega plan.

A : Yeah. 制度がいっぱいありすぎて全部入れるのが難しくでフィードバックが……お金持ち過ぎ見たいの見ちゃで過ぎでまる……フィードバックでお金……私達でサポートでない理由は……理由の一つで、制度が全部制度をアプリに反映することが難しい。

S : Yeah. それがあります。例えばもっとお金持ちたでみ制度をcongregateから見てないですね。

A : So there is, like we said, we have various welfare or support social programs and plans that offers by the local or the central government, right? But like I said, it's really difficult for each one of them. The criterias are difficult, even for the social workers. You know, because there are so many.

C : Yeah. It's impossible for them.

A : Okay, I could come up and say, I have no money. You know, please give me a money. But the social worker may have plenty of plans and programs in head, but with a questionare and interviews and a consultation, you might find out, oh, well, I have a drug addict. Or, like, two months ago, I got 20 万円, but I had a family with a DV partner. And so even with that kind of consultation, it's not just about giving out money, but more about, or like, "I got money, but I've used them all in the past two months," right? And then the social worker may say, "okay, let's not give you money this time, but let's cooperate and plan to build up your life skills," like calculating and

budget making, another kind of support. And so there are various plans, but it's not just about money in the eyes of social workers. And also for the fact that these kind of different programs with so many different criterias are really complex. And so not all of them can be imported to OpenFisca.

J : Right.

A : And not at all. Not all of them, or I don't know how, you know, out of how many percentage that could be put in our app. That's why, if someone like my friend, she just got divorced, because she was really close, I asked her to put her information, then she said, "oh, no plan. The government is not going to help me because, you know, I got too much money." But, but, but that's not just, not necessarily because not all the plans are imported in the Yadokari, because it's so complicated. And also there might be some other plan, you know, support programs that could help her. So it's complicated. We do get the feedbacks, but that's why we are, it's kind of a slow, but in a way.

S : Another characteristic of Japanese government is, social workers change their position every two or three or five years. So many of them are newcomers, they are job rotation. So they are not professional sometimes. They are just new, new from office.

A : And it's also, you know, we interviewed one of the 社協 previously, and they were saying the database of how many people came, and each person, like, Eiko came last year with "saying no money," but she might have moved because, you know, the 社協 might have been reaching (distance). But with the COVID, she might have lost job or whatever, and she's not returning, or 20 万円 the government gave her, or something like that. And so in terms to track the people in need, or potentially be in need, it's really hard to, like, kind of how do you call it, like, find, or in the eyes of 社協, or in the eyes of

government, like, 探そう。 So it's hard for them also to keep reaching out to them, actually.

J : Yeah, yeah,

S : And what we are planning is experimental project that we are planning to... Normally, the government send envelopes to people who does not, could not pay taxes, okay, so something kind of bill. And if we can put for example, QR code, or like an explanation in this envelope, something might change. They may find support system with the application.

J : Yeah.

S : So, we are trying to conduct a field experiment with 富士見市.

A : Yeah, I know. So we had the Project Inclusive started with the Tokyo Governor's Cup last year, but this year we had 新 Project Inclusive, which is with the team member, that the guy that I saw you with, SD, he's a good project manager. And what we did, it was to, kind of like, do a visualization of why this how this app could be reached out to people, or where would be a touch point, yeah. And all this mission and visions that all these three groups have, is because poverty prevention is important, but as you know, the suicide rate of Japan is so high, so high. And the poverty rate of Japan is also high, yeah, you know. I could send you the our presentation. So we need this kind of system, we need this kind of program, so that's another kind of research to kind of appeal to the government how it is... because the government knows. And the turning point of like those suicide rate and also when they get divorced, or like, it's in the age of like, you know, when the kids get turn something, you know, a high school age or like, you know, you get fired at 50, you know.

C : There's like times of crisis.

A : Yeah, so we could visualize that. So that's why the institute has the high school student program that he was mentioning, 防窮 Program. So with the... if the government, local government kind of like, install the application to their bills or to a high school programs, incorporate in with the cooperation with poverty prevention programs, like a real person, in person program that the research institute developed, then we might have population who might be in need of these programs later on in their life. 大学生だね。

S : So yeah, we taught university students, and we measured effect. It was very effective. Their stigma decreases, and their efficacy about poverty prevention increases.

C : There's stigma.

S : And all of the receiving support.

C : Ah, so they don't feel ashamed.

A : Right, because it could happen to anybody.

S : Yeah, maybe there if there are 100 people eligible for public assistance, only 18 is receiving actually 18. So rest of the citizen does not receive support, maybe partially due to information problem. so that's what we want to change. And normally public assistance is understood as the support system which lasts for the lifetime, but maybe it is a wrong understanding or a misunderstanding. Because people can take a driver's license using public assistance, so it's a system for being independent again for some people. So government officials of 富士見市 said they want to transfer this message to citizens, but they have no channel now, because they may, they have to avoid risk maybe. But we can do it! Because we are not government, we are just civic hacker and researchers, so we do it very slowly but steadily.

J : Yeah, I realize we have spending most of time discussions discussing about problems. But some positive cases from your experience or your foreign partnership, can you give us some examples out of this partnership or your application?

S : There are many nice points. For example so I said that we have Project Inclusive and the Institute for Poverty Prevention, this was a kind of NPO, and the Society for Poverty Prevention, study group for poverty prevention, and some government officials are joining us in this group.

A : In the research group.

S : In the research group. And they give us a very useful feedbacks individually. So without these advises, we could not succeed in cooperating with the government or other entities. So I think collaboration is just starting, or just we just started the collaboration. I think it's not a negative aspect of our collaboration. And, well, at least government officer of 富士見市 is very positive to measure the effects of the program of poverty prevention, or effect of our application. They want to contribute to the whole country with giving some knowledge about poverty prevention. So I have many respect to this city. And the mayor of the 富士見市 is caring much of youngsters, young people. So they want to give the high school student or junior high school student with our educational program. For example, they can practice to use our application, for example, with a persona, some persona with difficult condition.

A : Like the students could imagine.

S : It's just a practice, for example. I think there are many passionate government officials in Japan, but we have no framework to collaborate with maybe especially civic tech groups. So we are talking to GovTech Tokyo

staffs that we need to build a first framework to diffuse in all the country. So it will have a very positive effect in the future.

A : so throughout your research, with our program, you've partnered with 富士見市, but the positive effect of government kind of... can be like 鎌倉? Because he's a researcher, he has a lot of connections with mayors, and also like government policymaking people.

S : We are exchanging opinions and information with many government officials. I met the mayor of 鎌倉市 and talked about our application. He said it was very maybe effective measure to poverty prevention, so I think we can find many partners in the future. So I'm never negative about the collaboration, but we are at the early stage of collaboration, in our co-production or co-creation, or something like that. So we are trying to be first or second groups to begin essential collaboration with government. So we'll be the maybe successful case, I hope.

J : Yeah, I think we do see examples from g0v community. There's one project... 政治獻金是什麼?

R : ... Political donations?

J : I mean in our law, the politician candidates, they have to register how much money they get for each election, but then people cannot access to those information. It was only in the office, in the...

R : Control Yuan.

J : ...in one of the government bodies and then only in PDF. So people really cannot check it online. So all the community went there, and then copying all the things, and then make it accessible from the Internet.

R : Initially it was in paper, yeah.

A : It was in paper!

R : Yeah, community members from g0v went in, copied all the stuff, and like...

A : Because they as a citizen, they had the rights to see the paper?

J : Yeah, yeah.

A : So they scan it and a kind of dx transfer, digital transformation, wow.

R : That impacted the government to eventually like open it up.

A : Yeah, wow.

J : So they changed the dataset of this information, so people now can access to this information.

A : Wonderful.

J : So I think that take some steps to make the change.

A : It seems like it's going to be a big step though. Like in the case of Japan, like, "oh yeah, you could come again!" Because that's how it is that. It's really hard for them to change policy, yeah. Because I do it with my own kind of work. My team actually encourages people local governments to do open data making, that's really...

R : but we could really see there's a lot of similarities in your project and like g0v.

A : Really?

R : And for open data, that's the successful example. But for other examples, where there's still need to file lawsuits to get information, like freedom of information.

A : Right. Wow, yeah.

R : And also it's when we have public-private cooperation, there's also this debate, like how much community characteristic we want to preserve, but also helping the government, but also preserve ourselves.

A : Right, right, right.

R : That's really difficult.

A : Yeah, the balance of partnering with the government and kind of have a say, and kind of slowly push them and be independent.

R : I want to ask a tiny bit question. So other than, we all know like currently it's all procurement, it's like government having a fund to ask you to do stuff, and as a political scientist, what's the better or like future collaborative method you want to see for the government to open?

J : If you can make a wish!

A : Okay yeah, that's exciting time.

J : Yeah, it's exciting time.

S : Maybe, I think civic tech can take a risk and conduct many experiments and make many innovations, that's very nice point. But about the social implementation, that has some difficulties, because we have to receive money and receive some social responsibilities, obligations, so we are no more free at that time. So I think that transfer of the innovation is very important. Maybe a government can buy their innovation, that can be a maybe a possibility. Because, for example, me. I'm not monetarily rewarded. But I think, if government want to continue my project and collaborate with me and in a bigger scale, that will be a very fruitful method. I don't want money, but maybe for some people, money can be a nice incentive. So that's a division of labor: civic tech will innovate; government will implement. Just can be a nice division of labor and civic hackers will be

motivated to send their project to the government for their project to be launched in the future. This point is not very well designed so far.

J : Yeah.

S : Because civic tech can innovate, but maybe is criticized because it's just a small innovation. But the innovation has a possibility. So the collaboration will make it possible to scale up. But we need a nice design to do this process. Because as we are experiencing, it might be a big stress. They want to give money, but the way, the detail, the way is very vital to make it sustainable relationship.

J : It's almost like venture capital.

S : Yeah. Exactly.

J : Negotiate which stage you can get, how much stock, and what is the price.

S : Maybe policy venture capital. Maybe.

J : Yeah. Social impact fund. Maybe there's something. It's already happening with social enterprise. Yeah. So it's more like incubator maybe. Incubator programs. Like until which stage. And then if you need funding from the government, then they can come in, things like that.

A : Yeah.

S : But the social business is a nice method, I think, but in nature, they have to earn money. For example, our OpenFisca is open source software, and it's not a private goods, it's a public goods. It's a public goods, so we cannot make money with nobody with public goods. So theoretically, at least. So we need another system, not just venture capital, but something like venture capital. Maybe I think we have to learn much from Taiwan, because I was a collaborator, okay.

J : I don't know.

C : I think we're exploring the future together.

J : Okay. Yeah.

R : This is very new for everyone.

J : Yeah.

R : We really need to have a panel in g0v Summit or Code for Japan Summit for this.

J : Yeah.

C : I haven't heard of similar discussions in Taiwan yet. A better model for this kind of collaboration.

J : Yeah.

S : Right.

A : I don't want to keep you from your Shinkansen, but we're actually fine. Yeah. But with the discussion I think somebody talked about OpenFisca in France, and how they became sorta like a government advisory kind of way? Another entity to kind of collaborate together with the government. And the policies and programs are made to fit more smoothly to be implemented into the OpenFiscal, so the kind of change was able with a collaboration and respect from the government to the... to the civic tech. And civic tech, you know, kind of giving out what this is, what the government can do at its best, and kind of make work together on the things that they're most capable of, the government are most capable of, and the civic tech are most capable of.

J : So having three entities, I guess, that may be opening some doors.

A : Yeah so this was the last page of the last year's last year's presentation of the Tokyo Governor's Cup. So this is the institute, and this is the civic hacker, the government, and the researchers, the third one that we talked about. But

this may be like private... support, like NPOs and other NPOs, and other groups. So that we all work together to bring each of the fortes.

J : Just mapping different stakeholders.

S : Yeah, you see 防窮, okay you can read Chinese letter. Yeah. I think 防窮 is the word made by me. Normally we say 防貧, poverty prevention, but 窮 is, 窮 is a more broad sense.

J : Yeah.

S : Before falling to poverty, we'll be right in the difficulty, or maybe economic difficulty. So that's why I named 防窮. And this concept itself is new in Japan. We say not normally.

A : Okay, because you are 困る first. Before I get broke, I get 困る, like well maybe I'll start struggling.

S : I say 防窮 because, when you say poverty prevention, people think "Oh, it's not my job. It's not my thing. It is completely someone (else) to trouble."

J : Yeah.

S : But much more broader prevention, it will be, we fit our society because Corona COVID-19 pandemic was a threat to every person. So that was what I thought at that time, and I said 防窮.

J : Do we all know the numbers of users or visit to your website or applications?

S : Yeah, we don't have. Have to ask an engineer. Maybe not so high, I think, maybe some 3000–4000, so yeah, it's just a prototype. We are not releasing, we are not advertising, yeah.

J : Thank you so much for your time. I'm really impressive about three entities and how persistent you have been in the past years. That's remarkable.

R : Yeah. As someone who attend hackathon, we know it must be very hard working for you to do it every month. A: Right? Right? You participated in the Code for Japan hackathon before?

R : And we also have our own. Sometimes there's nobody cares about my project.

S : Yeah, yeah, me too. Me too. Many times. No member, just me.

C : There's always the table with a lot of people, and one person walking along.

J : Yeah, we've been there. We'll definitely hoping you will be in Face the Ocean in Taiwan next year.

R : Yeah, I think we're also having a presentation at Code for Japan Summit. We're going to, we will present our report.

A : Oh, this report?

J : Yeah.

A : Really! That's well. Many of our Project Inclusive members will be there. Two seconds about Project Inclusive.

J : we have 10 minutes right.

R : I guess, I think so?

A : But you've researched a lot, so yeah.

J : We've been doing very hard.

J : Yes, thank you.

R : Thank you so much.

(五) Gehirn NERV

- 日期：2024/10/9（一）下午4點
- 地點：東京 Gehirn Inc. 公司總部
- 採訪者：劉致昕、姜柏任
- 受訪者：
 - 石森大貴 Ishimori Daiki（ゲヒルン株式会社代表取締役）
 - 糠谷崇志 Nukaya Takashi（ゲヒルン株式会社専務取締役）
- 紀錄者：姜柏任
- 現場翻譯：Daniel Tan、Kurusu Brooks

（J：劉致昕、R：姜柏任、I：石森大貴、N：糠谷崇志、T：現場翻譯）

T：We're taking notes together as you guys are.

R：Thank you. Thank you so much.

T：Yeah.

I：これ日本語だから、どうやって見てもらうのいいかな？これに入ってもらえれば、コンパニオンモード。そしたら、ラニレさんとか見てもらうのいいかな？どれ？どれ？これ？国がやること、マスメディアがやること、私たちみたいなアプリがやること。

T：So, this is describing what we're doing, what the app is doing, and what the mass media is doing. So, describing each goal, essentially.

I：私たちはアプリのことをマイクロメディアと呼んでいます。

T：アプリのことを言うことを説明しています。Just to be clear, the app is referred to micromedia.

I：例えば危険度の情報とか、雨出すっていう気温とか雨量の情報は10分おきに更新されます。雨雲レーダーは5分おきに更新されます。こういったのをテレビで5分に1回伝えるわけにはいかないので、

アプリが得意な分野がマイクロメディア，頻繁に更新される情報を伝えるということと。そこまで翻訳してもらっていいですか？

T：はい。So information is updated every 10 minutes rain radar. So the rain rader information is updated every 5 minutes and other information is updated every 10 minutes. So the app is focusing on trying to release information as updated as possible I suppose.

I：でもう一つが色とか文字のサイズとか、アクセシビリティみたいなUIのカスタマイズもマイクロメディアの得意なことです

T：So one more feature of the micromedia or the app is that we are thinking about accessibility. So for example color for colorblindness, or text-to-speech. So we have features that are supposed to be inclusive for the accessibility purposes.

T：If I may I might be able to add a bit more context to this. So in the form of micromedia we sort of see it as a bit more personalized or localized to the individual person. So we can give better information, more accurate information directly to the person who needs it the most, in comparison to in the other columns. There's things like TV news, and like information that the government issues, so by being able to control all of these like sources of information through our app. We can sort of provide you know, a much better experience and just more accuracy in general.

T：ツイッターはどちらかというとマスメディア？

I：ツイッターはマスメディアで、アプリはマイクロメディアで、ここに書いてある国がやるべきことは、そういったアプリを国が自分たちでやるのではなく、震度観測点を増やしたりレーダーのシステムを増やしたり……地盤増幅度ってちょっと英語でわかるかもしれない，中国語だったらもしかしたら漢字見たほうがわかりやすいかもしれないです？地盤増幅度。

R：地盤増幅度は… It's like the raising of the plateau I guess?

T : I'm sorry I'm also not sure but I think yeah the raising of the land...

I : 地面の揺れやすさ...

T : It's like how easily the ground can shape as well too.

I : 地震の時の地面の揺れやすい地盤かどうか...地盤の硬さのデータ。

T : It's like stability of the ground in relation to how easy it is for an earthquake to occur.

R : I see...

I : こういうのを税金で調べる必要があって...

T : Oh, so there's a need for these sort of investigations to be done through taxes I suppose.

R : So what do you mean is like... because this is like the... it's like the different division of roles between the nation and the app, so what you're mentioning is trying to say like the nation itself needs to do these like basic infrastructural data collection, and then there's like mass media and then there's like micromedia that you could target. I see...

J : Is there any specific reason why you wanna have this micromedia for your own users or people? I guess you have many projects and lots of topics you can develop, but why this one? Why this is so important for you?

I : 自分たちにとって何で重要だったら？ダニエルさんこれどんなポイントをお聞かれていますか？

T : そうですねあの...さっき聞いたのはその...そうですねこのマイクロメディア...この...具体的にこのマイクロメディアを作るのは何で大事だと思ったんですかって...

I : そうだよな。

N : Xの話からしたい。

I : どうぞ、タカ君どうぞ。

N : 多分 Twitter だと色々な情報が一気に出てきてしまってっていう話、なんて言えば説明するか難しいな。

I : えっとね。

R : So what you mean is... Because I followed NERV's Twitter in probably like 2014 or 2015. So it's like, it's because there's like... when there's a lot of information, the Twitter would flood.

I : そうそう。X に流すメリットは全国の情報、その、ネーションワイドなデータが来る。デメリットはネーションワイドなデータが来る。そいつになっちゃう、そうそう、だからそのデータをフィルターしたいときに、アプリが必要になった。

T : So for data filtering, the app was useful. Even though Twitter... The pros and cons are both... You have all the nation's information coming in. But if you have an app, then you can have just information related to what NERV is providing regarding these actions and stuff.

I : アプリだったら、自分の位置情報とか登録地点で情報をフィルターできるけど、Twitter のアカウントは一つしかないからフィルターができないということ。

T : With the app, you can register your location. So basically, information that's relevant to just your location and other things you can register on the app will be shown. Whereas on Twitter, you can only have one account and it won't be as reliable necessarily the information.

R : I see.

I : クリス話、他に付け加えることがあります？

T : For these filters specifically. Because you sort of get, during like a big disaster, you just get flooded in the feed with information from all over Japan. But with the app you can sort of tailor that information to well you

won't necessarily get information for areas that you may not care about. So like you can definitely like reduce the amount of notifications and whatnot so you're not being almost—I forgot the word but like not overstimulated by it but—

R : Saturate, oversaturated.

T : Yeah, oversaturated, in terms of like information. So it's a more personal experience because you can get just the information that you need, and then you can, you don't have to sort of wade through all of the amount of tweets that are for other areas and it's just a lot easier.

R : Yeah, yeah. I get it.

I : フィルターした上でプッシュ通知も好きなサウンドで送れるっていうのはすごく重要ポイントでした。

T : So on top of filtering, you can get push notifications. With customized, you can customize this notification sounds as well. So, yeah, basically get notifications automatically in accordance with where your location is, like on top of the filtering.

J : so I feel like it's you have enough with all this chaos on social platform, and then you do see a gap between the governments and the citizens so you decided to develop something and then trying to solve this issue, solve this problem, and give a better solution. I think that's a very developer mindset. Am I correct? this is the thinking.

T : 最初から言えば、情報の混乱の状態を整理してアプリに従いたいという考え方、とても開発者マインドセットと言えば、お呼びは良いんですね。It's very much the developer mindset.

J : So yeah. This is very very similar in many of the projects in g0v, so but we do see the developers then will suffer from you know they realize the data from the government is another disaster and then maybe they found the users

it's some they are not smart enough to use their products. So what is your story after developing all this? What are the feedback from the governments? And what are your take from this kind of building a platform to connect everyone with citizens and government? Are there lessons learned?

I : 何て言っていました？

T : そうです、ごめんなさい。ちょっとノート読んでます。そして、学んだレッスンの話らしいんですけど、その政府からアプリみんな防災情報をもとにアプリを作ったことに対して、政府からどんなフィードバックをもらったか、そのフィードバックからどんなレッスンをももらったのか、みたいな質問を聞いていると思うんですけど、すみません。

I : えっとね…まず、日本の特有の問題か分からないけど、日本のそのミニストリーズみたいなその省庁、国土交通省とか気象庁とか…えっと…全部バラバラでそれを縦割りって言うんだけど、縦割りって…ある内容で…組織がバラバラで…うまく連携してないんですよ。で…あの…例えば…河川、川の情報、リバーの情報は国土交通省がやってて…なんだけど…その危険度は気象庁がやってて、でも観測した水位は国土交通省から出てくるから、その気象庁のホームページと国土交通省のホームページをどちらもユーザーが見て情報入手するしかないことを。僕たちは一つのアプリで全部レイヤーを重ねてやっています。そこまで一回英語にお願いします。

T : So basically, he wasn't sure if it's a problem specific to Japan, but the ministries in Japan are sort of all separated and divided into sections, meaning like the information you get from one industry. It's not all encompassing, so you might have to look at multiple ministries data just to see a picture about something. So for example, you mentioned river information. So you get information regarding, I believe, the danger of corresponding to water level from the socials, like climate ministry, not quite

sure. But there's other information you might need regarding rivers from another ministry. So basically, the app just helps you work and it will organize all this information for you into layers. So it's very easy to see everything on the links. Do you think that's right, Chris?

T : Yeah, I'd say so. Also, Ishimori-san has put on his screen, he's translated a little bit. The situation is not unified because different river codes are used, depending on the information. As well as because various ministries will have their own systems for sorting that information. There's a lot of different ways that we have to sort of combine all of the ways that data can come in and be related to a location. So we have to sort of basically for our app, we created our own sort of district system for various localities, regions, because all of the data that comes in is in a completely different format each time. So because it's so disconnected, like all of the different government agencies and ministries comes in their own data formats and whatnot, none of it is like incompatible, like compatible with each other. So basically, like such a difficult part is basically unifying the format that all this information comes in so we can sort of present it in, you know, more of a holistic or complete manner.

J : Yeah. This is definitely not something unique. I mean, it's also happened in Taiwan and Korea as well. We heard that a lot. Yeah.

I : その上で気象庁の人も国土交通省の人も、本当はレイヤーを重ねて見せたいんだけど、セクションが違うからそれができなくて、僕らが民間でそれをやったから、気象庁の人と国土交通省の人はやりたいことをやってもらえてよかったっていう、フィードバックをもらいました。

T : So from the government, I guess they were grateful to us for being able to combine all this information in a way that people can deal holistically. Because we do this, the ministries continue doing whatever they want in

their own data formats, and we're just basically helping final friction together. So the government is very happy about that. Yeah.

R : Did they pay anything?

I : No.

R : Okay.

J : Yeah. Because usually what happens in Taiwan is, developers, they just quit. Because they solve all the challenges and then they cannot really fix like or make them unified, I mean different formats of data sets in different company agencies. So most of the time that's how projects die out, because there's no proper data set. So they cannot do out of the application or something out of the data sets. But it's not a case here. How do you manage to deal with all this data? Do you have further talk to the governments or what is your strategy on this?

T : 一般的には他の国の開発者たちはこういう問題があったときに、例えば政府からもらったデータを整理してアプリしたくても、一般的にはただ辞める途中で辞めることが多いから、なぜ練るだけがここまで続けられるかどうか？何か何かあって自分たちにこういう問題に取り組むことができたのか？

I : いいですかね。でも一番の電気としてのモチベーションは 3.11 の話をしてでもいいんじゃないか？ああ、そうそう、3.11 の話をしてでもいいんじゃないか？あれがきっかけ？実家があった話とか亡くなった友達もいるみたいな。僕の親戚が東日本大震災の津波で死んだんですけど、それがあって、防災情報の整理にずっと取り組んでいます、だから諦められなかった。

T : そうですね。Yeah, so for Ishimori-san, it's very personal in the earthquake on March 11th. He lost his aunt to the disaster. So a lot of the motivation is personal. So even if there's troubles with trying to combine

data, whatever, it's just like a... It's to his motivation for wanting to continue this app.

R : Yeah, I think as a g0v contributor, we also have a project that is going on that's a little bit similar to this. When you're integrating these river codes, sometimes it's particularly difficult. Because for example, for one agency, they will split the river into three parts. But for another, they would just use a single code for three sections. So it takes a lot of human time to actually organize these data. Did you do that by yourself? Or did you have a company or community to help you with that? Yeah.

T : そうですね。その発生情報とかのみたいな話なんですけど、発生…
…ちょっとノートを読みます。

I : NERV と似たようなプロジェクトを行っている。g0v の中にも NERV と似たようなプロジェクトがあって。そのプロジェクトも活性情報の整理とかも問題があったり。そういう問題もあるんですけど。NERV の場合は自分たちは活性情報とかを手で。分別に対しているのかを聞いていると思います。それについては基本的に手動でやっているんだけど。チリ演算で一部自動で計算した部分もあります。個人プロジェクトだったら諦めていたと思いますが。私たちは会社なのでたくさんのメンバーの力を借りて。河川行動を内部で統一することができました。

T : わかりました。So if this is a personal project. We probably would have given up, but because we're a company, we have members in the company. So we did do it by hand, a lot of this dividing river sections up and stuff. So yeah, we did do it by hand.

R : So it's like you borrowed a part of the company's power, and also you brought in some volunteers to work on this? Or it's like the company's members are all doing this voluntarily?

T : Yeah, so it's just people in the company.

J : Let's talk about the government. Are they just waiting and see how hard you can work and then enjoy the benefit out of it? Or what have they been doing or supporting your projects? Or are they still being difficult on handling the data or giving out the data? I'm just wondering their role. Are they just waiting and see how hard of you can work and enjoy the benefit out of it? What have they been doing or supporting your project, or are still being difficult on handling the data or given out of data?

T : その政府の役割に興味があって、今まで政府はどんなふうの手伝ってくれるのかをご審査いたって言っています。

I : まず私たちは、気象庁と協力協定みたいなものを結んでいます。私たちは、気象庁と協力協定を提供しています。どこに貼ればいいんだ？このチャットに貼ればいいかな？

T : ありがとうございます。They have a corporate agreement with Japan Meteorological Agency.

I : それと、防災課研とも共同研究の約束をしています。何て言ったらあるの？

T : NIED, National Research Institute for Earth Science and Disaster Prevention.

R : So you have cooperation agreement between Metrological Agency, also with the NIED.

T : Yes. That understanding is correct.

J : Because I think that's the core of this project. So what kind of agreement or partnership can be ideal from your perspective? And if you don't mind maybe share some of the insights of the details of how this agreement works? And how is that sustainable for both of you?

I : どんなパートナーシップが理想的ですか？っていうことを聞いて。

T : そうですね。自分たちの視点からどういうパートナーシップが理想的だったかと聞いてますね。

N : これにはお金がかかってるっていうことを伝えたい。

I : あの河川データだけでも年間 300 万円くらいかかっていて。

N : トータルで年間 1000...

I : そんでえっとね。地震データだけでも年間 1000 万円くらいかかっていて。だからそのお金...河川のカメラのデータとかもお金かかるから、お金をまず無料にして、データを民間にオープンデータにして欲しい。

T : So, what they really want to say is that, it costs a lot of money. And they really want, we want to make the government, like, provide this information to us for free.

R : 1000 万円？

I : 1000 万円。

T : So, yeah, there's a lot of money in this part to get this information.

R : So you said, weather data is, like, ¥300,000 for a year. And for the earthquake, it's like, ¥10,000,000 for a year?

J : Do you have to pay now? They pay you? The government pay?

I : We pay to government.

J : You pay?

I : Yeah, we pay.

T : For every data type that the JMA sort of offers, each data type, whether it be, like, earthquake early warning, the final earthquake information, Amedas system, volcano information, everything is a separate fee. So in order to get all this information from the JMA, everything is so completely expensive,

because each sort of disaster pipe is built separately as its own fee. And, yeah, it's very expensive for us as a company. And they don't really provide any support or any, I don't know, I guess, discounts. They don't provide any sort of financial offering for us.

J : Why is that, sorry. No, this is public data. Why, why, why they are earning funding from this?

I : Yeah.

J : Why is that, sorry. I mean, the taxpayer paid them to do this job and then they are earning funding, money, out of this.

T : Exactly.

J : Yeah, this is not cooperation, no, this is a contract.

R : Taiwan's weather administration, they also charge, but if you are agreeing for the government to promote your app, to let the government say that, see, we have cooperation with, like, and they would reduce the fee. It's like, they will have a discount or, like, sometimes it will be, like, almost free in specific parts that you could negotiate. But this doesn't not happen in Japan, they still charge you for the full fee, and separately.

I : Yes.

T : さっき言ったのさ、台湾の場合は、場合によっては完全に無料してもらいかほぼ無料状態してもらえるんですけど、日本は税金を払ってるのに稼いでるのがちょっと詰めていて、しかも払わなきゃいけない金額もバラバラ各情報も得るにはお金が必要って。

I : そうです。税金で作られたデータを使うのにさらにお金が必要です。

J : As the business manager, what is your take on this kind of agreement, and why you're doing this in terms of personal interest or for your organization,

for the company? What is the goal out of this partnership? Because the cost is kind of high. Yeah, just wondering.

I : 経営者としてはどうですかってことですよ？

T : そうですね。経営者としてあのこういう、アングリーあのさっき話せた、そういう契約みたいな話に対してどう思うのか、それ個人的な理由のためにやっ、もうもう一回言います。

N : 場所によるんじゃない。

I : 気象庁は安いけど、気象庁は比較的安いけど、河川とか地震防災加減はすごく高い金額が請求されていて、しかもすごく排立て機って。

T : Sorry, I didn't answer your question. I didn't quite translate the question yet, but they just mentioned like some specific information is like cheaper than others and some are like more exclusive than others. That's kind of causing a bit of problem. 営業者として、このような契約についてどのように考えていますか？また、個人的な利益の視点から、あるいは組織のため、会社のために、なぜこのような新しい方法を結ぶのですか？価値が非常に高いので、多分、さっきの話に対して、そうだと思うんですけど、なんて答える？なんでやってるのか？

I : 経営者としてと酷いよね。

N : 二つの面があるかなと思っていて、その情報を買って、さらに僕らがビジネスをしていいよっていうことにはなってるから。

I : 一部は？

N : なってるからそうだけど、納得できない部分は納得できないねっていう話ですかね。

T : ちょっと待ってね、今翻訳してください。

R : So it's like, I didn't quite understand the first part, that's too difficult for me, but I think you said something like there's like two parts. The first part. It's

like something and the second part is unacceptable parts. like it's still unacceptable. Right?

T : たけさんが話した最初の話を聞きましたか？ダメのところはダメなんだけど。

N : チャットに貼ってよ。

T : I can read it. There are some things I don't understand. Even if you buy data, there are many datasets that have a license that don't allow commercial use. On the other hand, we're in the business of processing and reselling data that can be used commercially. So I guess, as a business owner, it's... I'm sorry, it's tough as a business owner. Terrible things. Yeah, it's definitely not good as a perspective of being a business owner.

R : So basically, as a company, since we know that Gehirn is a cybersecurity company. So it's like you have your usual business, but also this is like a huge side project for the company that is like for public good. And like you're actually spending money on this, but for the public good as a social responsibility or like as a personal responsibility. That kind of feeling.

I : 初期はそうでした。最初の頃はそうでした。

T : In the beginning it was like that.

I : でも今は防災サービスを他の法人向けに提供することで利益が少しずつ出てくるようになりました。

T : But as a result of making some more serious endeavor and having agreements with... So we were able to generate profits by having agreements with other companies. So... Yeah. So we have what we call supporters club in the app, which allows people to essentially donate money to help support the app, and they also get some nice bonus features. So we're also generating money from people who support the app in that way through the sort of members club.

J : What kind of features for these donations?

T : We provide early access to upcoming features. So if we develop a new feature for the app, sometimes we might lock it behind a couple of months before it's released to everyone, so people can have access to those new features right away. In the past, we've done lightning information, so you can see on the map where lightning strikes and whatnot have occurred, and that updates every 60 seconds. Things like that, as well as we have a supporters board where you can see the names of everyone who contributes to the app, as like a sort of credit board, I guess we call it. You can also register more locations in the app so you can sort of watch more areas. Get more notifications for specific areas if you have like a lot of family members in different areas. You can sort of stay up to date by registering more locations, I think that's all I can think of for now.

J : Who are the monthly subscribers among your community? Are they business owners or farmers or just?

T : Oh it's just regular users of the app. So anyone who downloads the app. it's just a sort of, if they want to help us they can subscribe as like a recurring monthly payment like a membership, and that's just an additional income stream for us.

J : Right. So as this is a super important side project for your team, I guess I want to like note about how you feel about running these projects. What kind of impact you have been created with these projects? And then how do you feel with all this achievement I guess? Building this app.

T : 今まで開発してきたことが、どういう影響があったのか社会に。今までの実績とかを考えて、どういう気持ちがあるのかを聞いています。

J : Have you seen any impact out of this project?

T：特に……

R：影響力？

T：影響力はどれくらいあったか？

I：国もさ、最初はテレビとラジオがメインだったけど、どのアプリで情報を出そうってことに変わって行って、国の方針も。

N：さっきのマイクロメディア寄りになってきたっていう考えと。

I：他の防災アプリも、私たちの影響を受けたと。

T：Ah, so other disaster information providing apps, they actually have been influenced by us, by our app.

I：もう一つが、国も今まではテレビとラジオのマスメディアで情報を出すっていうのがメインだったのが、アプリで情報を伝えるっていう風に、スマートフォンの普及とかもあるとは思いますが、国の情報の出口も、考え方が変わってきた。

T：So as a result of our app, the ways that the government have decided to provide disaster-related information, have also changed. So before it was mostly through television and radio, but now, thanks to our endeavors, they've also sort of just shifted in our direction.

I：最近国からすごく連絡がたくさん来るようになった。

T：So we've been starting to receive a lot of communication from the government as a result of our app. So as far as impact goes, yeah, we've made changes in how information is disseminated. The government has, like, their decision-making in terms of releasing this information has been affected by us as well. So I think, or not, sorry, not I, but we think that it had quite a big impact in that sense.

I：ユーザーも1月の能登地震と今年の大雨、両方でこのアプリを活用したというレビューがアップストアのレビューに書かれていました。

T : So there was a big earthquake in January of this year. And there was also that earthquake a lot of teachers began using our App. And if you look at the app store reviews, there's a lot of very good reviews regarding our app. So we've been helpful in major assessors as recently as well. Yeah. We can hopefully continue to be for a long time as well.

R : So that's actually really amazing. I mean, as developers, initially we know it was really a parody. It's like "we could use the name of NERV to publish stuff," that is really 中二, I guess? but eventually it grows to something that people would trust and you actually even got the license from the anime makers to use the name on this app. But I mean, for us who have already watched Evangelion is understandable, but for ordinary people, how could they trust this? How could they understand the idea of NERV? How is that possible?

T : 正式なネルを作った人たちから許可をもらったり、ネルを見たことのない人からも品を得たり、NERV のアプリがここまで来たのが本当に信じられないくらいすごいなと思ってます。Sorry, were you asking a question or just a comment?

R : It's a comment but also it's like how could people... Like if you haven't watched the anime, how do you know that, Oh, this is NERV, but it's actually from the Japanese government state.

I : NERV の由来を知らない人も、たくさん企んでるを見たことがある人が多いから、僕らを本物の NERV だと思って話してくれる政府関係者も多いです。

T : So a lot of people in the government, they've also watched the anime, they know about NERV, so they don't, they know where it's official, like, we use the name officially.

J : Yeah, I guess the question was about trust, because for many of the civic tech projects, still in Taiwan, it's not everyone knows what is civic tech, and who is behind the projects, so there can be rumors or disinformations on developers and all that. So that's what happened in Taiwan. So for us, it's crucial to know how to build this trust with you and your user. I guess government has no issue because you have the cooperation agreement, but it's just how do you convince or communicate with the users that you are a trusted organization?

T : その信頼関係を築くのがとてもとても大事。特にこういう防災アプリとか、シビックテックのアプリプロジェクトを作るには、信頼関係を築くのがとても大事なんだけど、NERVはどうやって信頼関係を築くことがとても興味深くて。台湾の場合は NERV みたいなアプリを作っている人たちは、その信頼関係を築くことを築くことがなくて、なので、そのどうやって信頼関係を築くのがとても大事。どうやって信頼関係を築くことができていまして。

N : 本物の話なの、他のお金ってか公式とやる。

I : えっと、全て正面玄関から私たちは交渉をしている、カラーと正式な許諾をライセンスをもらったり、予報業務許可っていう、免許ライセンスを気象庁からもらったり、いろんなアグリメントをしたりっていうのをオフィシャルにすべてやっているから、信頼を得ていて、これがそのノーラっていったらなんていうんだろう、アウトローなやり方だったら、信頼されなかったと思います。

T : 分かりました。So I think it's kind of being everything very plain in the open. So when we have agreements with the government or agreements with the people who made the Evangelion series, everybody can easily see or can confirm that we have these agreements and that we have official licensing. So there's nothing behind closed doors essentially.

J : So being transparent.

T : Yeah, being transparent.

J : Right, right. In the interest of time, I think we have to wrap up. But the last part of the question will be about if you can make a wish, how and what can the government can be doing better to have this partnership sustainable? Or to help you to have better public service with your app to your citizen?

T : 時間がかけられているので、これが最後の質問なんですけど、その願い、一つ願いを叶えてもらうことができたなら、何でも叶えてもらうことができたなら、政府から何してほしいのか。その NERV が、より長く続くために、何してほしいのか。

N : 政府効率を作ってほしいか、お金が欲しいか、オープンデータを進めてほしいか……いっぱいあるよね。

I : 全部一緒。

J : You can have 10. Or 100. It's okay.

N : データの統一化だと思うけどね。

I : それは我々がやる仕事じゃない？

N : いやなんだけど、それにもっと協力的になってほしい。

I : 現実的には、オープンデータのプロトコルとフォーマットとライセンスをもっとクリアにきれいにしてほしい。

T : So, realistically, we want open data. So, protocols, formats, licensing from the government. And we also mentioned, like, possible unification of data. Like, cooperation in your applying data from the government. That are possible. But yeah, realistically, protocols, format, licensing for open data.

I : そして、法律を作ってほしい。私たちの活動を保護する法律を作ってほしい。

T : We want laws that support our activities, like we want laws to help support what we're doing.

- I : もう一つが、資金を炎上してほしい。ただし、政府からお金をもらうと厄介なんです。めんどくさいことがたくさんあるから、自由を失わないお金を…
- I : So we want money with no strings attached. We want money, but we don't want money that forces us to do things that might not be good for our behalf or what we want to do to help the Japanese study.
- R : I think that's really quite amazing, like we all in g0v do projects. So, we really know how it's really difficult from side project, from personal project, to a bigger scale. And you managed to make it into a corporate, even into, like, a profit business, for at least there's like generating revenue. So, I think that's like a really persistent mindset that we really could look upon.
- J : He's a fan. As you can see.
- T : g0v の経験は、小さなプロジェクトからルールほど大きい企業にすることは、めっちゃくちゃ難しいと知っていて、利益を上げる、こういう防災情報を、ちょっと書くなきゃいけないかもしれません。Sorry, I'm just going to take some notes quickly, I might have stopped you quickly.
- R : It's just a comment. I think this is really... 偉い... as a developer.
- T : もう一度、テーブルを使っていたんですけど、ガブゼルでは、個人的なプロジェクトから、より大きなスケールで、利益性のあるビジネスや利益を生み出すことまで、それがどれほど大変なのか、よく分かっていて、なので、NERV をめっちゃくちゃ、赤がれています。
- J : Does it help if the government promotes your app to the citizens? And has that happened before? And is that something you wish for? The other question would be, are there other civil society or social organizations in Japan trying to collaborate with you? The partnership between you and other

maybe non-government agency or social welfare organizations? NPO? Yeah.

I : 一つ目の質問は、NERV の開発に支援してくれる NPO とかあるのか、NERV と政府は私たちのアプリを実はできる限り宣伝しています。

T : はい。The government is to the best of their ability trying to help motor out the app.

I : 気象庁ホームページとか、政府広報のホームページで実は私たちのアプリを PR しています。

T : On the official government sites, the Japan Meteorology Agency's homepage actually has a link to our app, and also on the govonline.gov.jp page is also a link to our app as well.

I : でも、あまりに政府が一つの民間企業を PR すると問題が多いので、彼らは怒られない範囲でできる限り頑張って私たちを PR しています。彼らは NPO の質問をしています。

T : However, if the government does PR a lot, there are a lot of problems with the government. So, the government does PR a lot in order to be able to do it in a way that they can do it in a way that they are PR. So, it would be a bit of a problem if the government supported a private organization like ours too much. So, they are doing as much as they can to help promote our app, but within reasonable bounds since we are not an official government.

R : And about the partnership without the NPO?

T : Oh.

I : 彼らは支援してくれる NPO はないけど、サポーター会員が 1 万 5 千人以上いるので、その人たちの力を使っています。

T : And we don't have a known NPO supporting us that way, so yeah.

I : 15,000 人以上です。

J : Thank you Daniel for helping us. Sorry for our language ability. It's really, really helpful for the conversation and having further understanding about the projects. So, thank you for this opportunity.

I : あともう一つメッセージがある。

T : There's one more message that we'd like to send. Yeah. So, it's in the chat, but I'll read it out loud. Continuity is extremely important. We were able to continue our disaster prevention project because we have revenue from cybersecurity to begin with. And by continuing to involve our app, we are making an effort to leave behind a system for few generations. Just their predecessors. We have lessons on stone monuments to pass on to future generations.

R : Future generations. We will take notes on the chat.

J : Yeah, there are some of the contributors now in gov. They have established their own company and then they try to generate some revenue and contribute to the social projects just like you. So we know how hard it is and we hope they're successful. Yeah. They are trying very hard.

I : Cool.

J : We are, I mean, our network is expanding not only to East Asia, but we do see more and more interest from Southeast Asia as well. So I think for them the prevention of disaster is a key topic for them. So we may share these stories to our partners in other part of the region and we will encourage them to maybe connect with you and then maybe there's an opportunity in the future for collaborations, if that's something in your interest.

(六) Decidim

- 日期：2024/10/10（四）上午 10 點
- 地點：東京 Code for Japan 共同工作空間
- 採訪者：劉致昕、姜柏任
- 受訪者：東健二郎 Higashi Kenjiro（Code for Japan 成員）
- 紀錄者、現場翻譯：姜柏任

（ J：劉致昕、R：姜柏任、H：東健二郎）

（採訪過程以日文搭配進行回答；受訪者事後提供書面翻譯部分以斜體呈現，與當下內容可能有所出入。）

J：And you have yeah slides, wow.

H：Sorry not to email this URL because this Google slide crashed oh while I tried to translate into English from Japanese, oh. Today, just now, I did this materials.

R：Thank you.

H：after this meeting I will send you this URL, so please 自由に使ってあげてください。please freely use them until you show you yeah. yeah I'm just speaking Japanese in Japanese.

H：In Japan, the theme of digital democracy in local government is booming It's booming like I'm really quickly for digital democracy in local government.

J：Is there a timing?

R：Oh, this is a report from the government.

H：In the government. Response is based on the advancement of digital transformation for local government autonomy and the theme of the reform of local government operations through DX Formation of opinion and participation of residents utilizing digital technology. This article is the

sentence when residents interact directly through platforms. Platforms is a digital democracy platform for participants. Now I (*am abbreviating it to*) DPPs.

J : DPPs.

H : Yeah. Platforms using digital technology about themes set by local governments or administrative needs that are close to residents. It can enhance their awareness of past pasting in solving local issues and further contribute to the formation of local government's opinion. So participate in the every time I since (*I think we really need to do more to listen to the voices of residents and improve our policies. Let's do that using the power of digital technology. We often talk about digital transformation, but until now, we've often talked about using digital tools in a convenient way, but recently, there has been a growing recognition within the government that using digital technology will enable us to reflect the voices of more, or fewer, but deeper, residents in government.*)

R : It's like the local government, they are now using the digital platform to hear the local citizens' voices more and recently they have recognized that this is a newer way of like to better decide on policy like what to do, what not to do and I believe like this is a really recent discovery.

J : What does it mean for recognized? What do you mean by recognized? I mean do they make announcement or do they have policy or it's also just from your conversation with the local government? What do you mean by recognized? Or they just understand?

R : 認識の中にも何というのでしょうか？

H : Please repeat?

J : Yeah, you said they recently recognized the digital tools. It's an important way to include citizens. So I'm wondering what is the way or how do they? I

mean recognizing something, it's usually for governments they have a statement or they have a project or they have a new policy saying we recognize the digital tools is part of blah blah blah. So what is the context here or what does it mean here when you say recognized digital tools?

H : Compared the government both of Taiwan and Japan, Japanese government... So COVID-19 activity in Japan, Japanese government including local government is loser. 日本語では「デジタル敗戦」。(In Japanese, it is also called “digital defeat”. Digital defeat means losing a war, and because the government was unable to help the people who were suffering during the corona crisis, there was a heightened awareness that a change was needed, so that policies could be decided by listening to the voices of the people, rather than using digital technology.)

R : When the government has realized it's losing digital transformation, When we started to catch up these developments, it's because of COVID.

H : Okay, so this book is me, one of the authors, but only in Japanese.

R : I think this book is published, right?

H : Yeah.

R : so we could still find the book and read it. At least we could read kanji.

J : We will ask the government, our government to read it.

H : This slide is a summary of this book.

J : Thank you.

H : First part is the evolution of platforms in Japan. In Japan, the activity contributes in the 2000s. ICT, local SNS, mega SNS, and DPPs.

J : DPPs.

H : This is based on the architecture of ICT, each time. DPPs. Yes.

J : This is for local government or all the government?

H : Local government.

J : Okay.

H : So, the number, the number, the number, what I'm saying... This is BBS that they created.

J : Oh wow.

H : In local government.

J : Okay.

H : And the percentage of all numbers local government.

J : Oh wow 25 percent, that was high.

H : Yeah, very high. Yeah.

J : But that don't call local SNS, only 12.

H : Yeah. SNS are many. Many, yeah.

J : About the 25% or 70%.

H : 70% is facebook. Yeah, and the DPPs is about 100, you see, right, 8%... 5%... right. *(So the number of applications has decreased. In other words, although dialogue between residents and local governments has continued, when you look at the numbers, they have continued to decrease. So I think we have reached a point where we have lost the digital battle and need to start again.)*

R : I think it's because like, you could see that, the digital presence of these local government has like, gradually decreased. And this is like, also part of why local government feels they are losing on the digital grounds. So this like, so

that's why they are trying to catch up on DPPs, I guess. Uh, digital democracy——ah, digital participatory platforms.

J : May I ask these four platforms. We call it, we call them all like platforms, but from your understanding, I assume they play different role in the in the democracy system, because the formats of the platform are very different. BBS, local SNS facebook and DPPs, I think they have different function and then different way of communication. Can you further share your knowledge on what kind of role they play at different stage? I think that is quite related to how you built DPPs now and having the participation from the citizen.

H : *(This is a difficult question. First of all, I think that there is no difference between these four. However, the local government staff think there is a difference. I think this gap is a huge problem.)*

R : Higashi-san thinks that there is no difference between the use of the platforms.

H : *(I think there are two reasons why people in local government think there are differences. First, the platforms used by local government are often operated by different people in charge. This means that things that are essentially the same tend to be operated as if they were different. Another reason is that the number of staff has decreased by nearly 20% over the past 30 years. Although new platforms have been introduced, I think that the reason for this is that, with fewer staff, it is easy to think of taking charge of a new platform as a “new job”.)*

R : So it's like because there's a decrease of the public servants, but also there are newer things that they must do. So, like, this is really difficult for them.

J : Okay, okay, yeah. So I guess in the past, it's more about information sharing, and this is about local activities. SNS is everyone is on the platform, so local government have to be on the platform. But for DPPs, there are more

functions or more, like, official service, public service provided on digital platform because of the two reasons you mentioned. Am I correct?

H : Yeah.

J : Okay, thank you.

H : *(Let me use this slide to illustrate the accomplishments and challenges of the DPPs. It is important to reiterate that we have had achievements and challenges for the past 20 years using various DPPs. It is important to note that although there is a lot of excitement now in the form of DPPs, from my perspective it has been the same so far. In other words, I am afraid that the same results or the same challenges will be repeated from now on. I think the current boom, so to speak, is indicative of this current situation.)*

H : *(In the case of citizen participation up to now, as time has passed, the voices of a few have inevitably become louder. What do you think about the fact that the voices have become smaller and smaller as a result? In particular, I would like to emphasize the characteristic of Decidim, as we say in Barcelona, “Decidim is the loudspeaker of the people with the smallest voice.” Similarly, DPPs are being developed in Japan, and what is described here is a part of it.)*

R : So, it's like in the past there are, you know, two sides of the voices, but now, on the DPPs there's often there are one single voice that is really loud, I guess. And that is, like, repeatedly happening, that's bias, I guess. but in DPPs, in Japanese, excluding Decidim, these platforms are originally developed in Japan, PolyPoly, and Ideabox, Issues.

J : Oh, there are many.

R : Liquitous Company, D-Agree, D-Agree is AI agent.

J : D-Agree.

H : Do you know?

J : No, the name is interesting.

H : I see.

J : AI agency. What is it?

H : AI agency? The AI assistant is automatically facilitated by the comments.

J : So the comments are automatically facilitated by AI?

H : These are all private or public system.

J : These are all public? These platforms are built by the government or companies?

H : No, they are public companies. No, they are private companies. Not open source.

R : So, Decidim, a lot of DPPs and OSS of DPPs. There are many of them in Japan, but most of them are public companies or private companies. Even though there are still open source software platforms exist, but generally most of the platforms you see are developed by private companies. It's because the government will pay money or procurement to the company and make them to build this platform. So the government will pay a fee to use this platform?

H : (*I think Decidim is supposed to have been created by Barcelona Government and the OSS community together.*)

J : I think it was created by Barcelona and the community.

H : (*It is the one that the government of Barcelona paid for and developed as open source, but most of the DPPs developed in Japan are not OSS. Code for Japan is working to promote Decidim as OSS with this background.*)

R : So it's like you know that Decidim is like collaborated, developed by the Barcelona government and the community. But in Japan, there are almost no such cases. So usually they will just use a platform and pay the fee.

H : *(The Japanese community is very open. I am the project manager of Decidim at Code for Japan, and the president of PoliPoli is a friend of mine. Each of the things we are developing may be open or closed, but there is a very active exchange of ideas about how to use them and how they can be used effectively.)*

R : So usually, but even though there are private companies, so DPP community in Japan is quite open. Like PolyPoly is like one of Higashi-san's friends that are in PolyPoly. So they are able to like discuss on like how things work and like how they approach things that work on a system. And they could exchange these kind of ideas even though it's a private platform.

J : How would you describe your relationship and your friends here with private company? And how do you compare the open source one and the private one?

H : *(Open source initiatives have also been developed in this area for a long time, as I explained earlier. Since that time, the spread of OSS has been very difficult. Then, it went downhill for a while, and the number of use decreased as it is now, didn't it? The number of applications has decreased, but we are trying to start up again and restart, so let's all do our best to make it happen. Also, there are 1,800 local governments in Japan. I don't think it is possible for one platform to take a 100% share of all of these 1,800, so we all recognize that it is desirable to have a variety of platforms available.)*

R : I think, please correct me, but I think that it is because like you could see that the platform, the use of platform is like, I wouldn't say like slowing down and they're starting to restart the whole thing. And because there are 1800

hundred local governments in Japan, it is completely impossible for all of the local governments to use one platform. So I think he thinks that the community recognize that there will be different choices and everyone needs to collaboratively make this happen.

J : Sorry, but I'm not familiar with the Japanese local government system, but if every city they are using different platforms, would that be a burden of citizens? Because when they move to different cities, then it's another platform, another public service. Yeah.

H : Good point. *(In Japan, I think it would be nice if we could log in with a common ID, although this may be discussed later. In Japan, if both central and local governments can log in using the "My Number Card" ID, all citizens can have the same experience, even if they use different platforms. This is what we are working on now. As a result, the platforms are in a state of disunity.)*

R : I'd like to add a question, because Higashi-san mentioned they now have My Number, it's similar to ID number in Taiwan, that the central government made it, even though it's a different platform. So one account, and use different platforms. So My Number, other than the number, they also build an open authentication thing? Or is this just a number and you use the number to create accounts?

H : *(The number may remind you of a personal number, but the ID used here is a key for identification, so the number itself is not shared or anything. You will be utilizing the same mechanism as if you were logging in with a Google account.)*

R : So it's like use as a personal identification key. You don't exactly use the number. There's no involvement with number. But more like a central... 中央認……

H : 中央政府 , Central government, 国ですね。国だ。

R : So it's like... 中央政府の認... So like a... 認証 ?

H : 認証、はい。

J : So it's like a key, right? So you're typing the number, you got into the public system, and can use servers by different platforms.

H : And more. (*Decidim and other platforms are in the same state, that is, for example, here is Shibuya ward in Tokyo. The municipality of Tokyo Metropolitan Government and the municipality of Shibuya Ward are different layers of organization. So, when I propose Decidim to the Tokyo government for use, it can be used in the same way in Shibuya Ward. But in reality, the Tokyo government and Shibuya Ward want to build their own separate platforms.*)

R : So it's like, you know, There's like different layers of a municipality, and you have 東京都. And for example, Higashi-san had a contract with Tokyo. So each of the cities like below could use the platform. But they also have the freedom to use others, right?

H : (*Specifically, we want to create sites that use the same platform but with different URLs.*)

R : So they... so for the local cities... They want to have separate URL domains for each of their parts.

H : (*As I explained in the earlier part...*)

J : Very interesting.

R : Yeah.

H : Cost-effective.

R : Yeah.

J : Yeah. Right.

H : *(Decidim's subscription is provided on a monthly basis. For example, there are 23 ward offices in Tokyo, such as Minato and Shibuya wards. If each one of them signed up for Decidim, it would cost 23 times the amount of money, but if the Tokyo Metropolitan Government says it will provide the service collectively, Code for Japan will not charge the Tokyo Metropolitan Government 23 times the amount of the single contract. The Tokyo Metropolitan Government will divide the amount that should be borne by the Tokyo Metropolitan Government by the number of organizations that will use the service and ask them to use it however they want to. This should be cost-effective, but the ward offices want to create 23 each, which is kind of a strange phenomenon.)*

R : OK...So...I think that...

H : えっと……

R : It's like... So you have 東京都二十三区, other than 東京都, also Code for Japan...

H : (打字)

J : So they double pay you. That's good!

R : It's like good but also worrying because of the cost effectiveness

J : Because they don't share. The governments, they don't share with each other, so they have to pay by themselves, and they're using the system.

R : That's a big market.

H : Yeah. *(We would like to keep it brief because the administrative costs of contracting will be very difficult for us as well.)*

R : Also the administrative burden.

J : Yeah. Lots of customers. This is very very surprising to us. So it's, it's like a market building different platforms and applications for different level of government agencies, is that correct? And it's an open market, so you can have different options, but all the governments are competing with each other on digital transformation, so they need to do this.

H : Yes.

J : Okay, wow.

H : *(Recently, although it is not mentioned in today's slide, there is a new law called the Local Autonomy Law, which contains new rules for information systems, and it says that the national and local governments should operate in a holistic and optimal manner.)*

R : It's not on the slide, but recently there's a new rule from 東京都? Or from the central government?

H : All local government.

R : Oh, there's like a new role for all the local government to put a restriction, to put a rule to ask them to put a restriction on how they're going to make new systems, or agree to put a control to this situation.

H : なんでもう少し経ってくると、プラットフォームを自治体組織が別々に使うんじゃなくて、全体最適の観点でどう扱うかという話がきちんと議論できるようになってくるとは思いますけど、まだそうした状況にはなっていません。

R : So there is like a nudge to ask them to collectively use a system rather than contract independently, but it's still a work in progress.

J : Correct me if I'm wrong, but in Taiwan there's only one system, right? So the national governments build uh like online service for people, for all the citizens, so it's not like every local government build their own?

R : I think uh there's like two tracks for the local, for all of the government agency. They have this like, you know, feedback form that's independent, like every agency have their own. Yeah, but for the DPP, there's only one central one built by the central government, and they would dispatch the information to different local governments.

J : Yeah, which is better.

H : Perhaps the premise is that there are institutional differences between Taiwan and Japan. In the case of Japan, there are people who say that the real feeling is different, but the fact is that there is a lot of authority in the local governing bodies.

R : So it's like 自治權.

J : Autonomy, yeah.

H : Decentralization is proceed about the 2020s. So, but on the other hand, the local government staff is very decreased but hard work, hard work.

J : Hard work, yeah. But that create a strong need, right? For digital transformation I guess. That's something very different in Taiwan. Everything is centralized I would say, compared with Japan, so there's no effectiveness, I guess, on digital transformation, and there's no need to build new public service because everything it's... you can do it by yourself in a local government just going there, but the system, they are all connected, so if you're logging with the public servant, and they can do everything for you on the platform, so there's no such competition about building platform or applications. So I would say maybe in a long term, the creativity or new public service online, it wouldn't show up in Taiwan, because everything is centralized, and then not like this. You can compete with each other. Do you agree on that?

H : *(Personally, I think it is better to keep them separate. There are two reasons for this: one is that Japan's regions are quite diverse, and the services they need are different from each other. So, while the mechanism for listening to residents' opinions and creating policies may be the same, the services needed for this may be LINE, or DPPs may be better. Then I think it would still be better to be in a state where we can use a variety of platforms.)*

R : So it's like, for these municipalities, there are several platforms. I guess one of the two of the reasons is like, one, because Japan is such a huge country, there are huge differences between different local municipalities, so they got to use different methods or ways, and they to decide which is more suitable for local means.

H : *(From an EBPM perspective, I think it would be quite risky to experiment with various initiatives, as we don't know which ones are effective at the moment. This is because the structure of 1800 local governments is the same. From the perspective of Evidence Based Policy Making, I don't think we know which one will be successful unless we experiment with different approaches to see which one is effective. So, at this point, I think it is better to be able to use a variety of methods.)*

R : So another reason, I guess, is because I, for a different local municipalities, there might be different needs, and when you're... they are still not sure which platform, which way is the most suitable for them to make policy decisions, and you mentioned evidence-based policy making. So is that because you haven't had a good idea of which platform or which process works the best, so it might be good to let it go for a while and observe it.

J : Ah, ok. Ok.

H : *(This slide shows that the translations have not yet been completed, but the rules in other countries have already been adapted to digitalization, but in*

Japan, they have not yet. We are starting to work with the rules that were created when everyone was trying to communicate using the Internet, so we are still in a state where the layers above that, such as the way of participation and the participation process, are being imitated by looking at foreign countries. If we don't transform the rules that these are based on, what we are doing now is probably not going to work out if it is really right or not. So, DPPs are booming, but I think it is better to think about this in a bit of a long term. The Japanese government is trying very hard to use digital technology in the participation process, but I think that what is really important is to change the rules.)

R : So I guess Japanese government is working really hard on the process and doing all the place-making, and also education, and asking for public comment, but the most important part is the rule. For foreign countries, they have started to make these rules since the 2000s. But for Japan, it has just started, and they still haven't decided on a good rule on digital participation. So Higashi-san thinks that the most important part is to set the rule.

H : Technically, this slide, after the business processes related to information disclosure and provision of information, the Japanese local government is very open, open government, the level of information disclosure is very high. But the format of this disclosure is PDF.

R、V : PDF! (笑)

R : I'm always really amazed when I read on news. For example, the fight between the リニア新幹線 or something, they have all the related PDFs on the website, but it's all in PDFs.

J : It's all in PDFs. Okay.

R : The information is amazing. But the method is still really traditional.

J : What is the mindset of this?

H : Yeah, mindset or infrastructure is their business processes. For example, the PC in local government is very low level, low price, low performance. PDF is very convenient for creating documents. But for user experience, it's not comfortable. But the pressure of disclosure, *(local government officials have created jobs in the form of trying to find a balance between information disclosure and their own work, and what was just right was to make the information available in PDF format. I don't think this is at the level of having to change the mindset of local government employees, but I think that if we don't first change the way local government works itself, the mindset of employees will not change either.)*

R : I think that because there's a pressure of information disclosure, but if you're going to do more than other ways of disclosure, it's too much.

J : It's too much.

R : So they try to check a balance and when they're... so when they are striking a balance, it's like, Oh, I'll make my work easier.

J : Yeah. Yeah.

H : *(But I think we need to keep saying that the rules of disclosure are fundamentally important. But it is rare for someone to simultaneously hold the opinion that the state of "isn't it still better to just release information in PDF format" is also wrong. My opinion is quite rare in this field. However, the fact is that it is still the mindset of local government officials that has determined the level of information disclosure, that they think that PDFs are already good enough. So unless we do both a change in the way we work and the mindset, there is no way to solve the problem. Improving the rules for information disclosure probably won't help either if we keep doing it in PDF.)*

R : So at the end, it's all still about rules. It's like, if you just let the administration to decide, they might think that PDF is okay enough. But so for those who are really willing to, you know, to organize information is really rare, I guess. So it's really important to set the rules to ask them to have a specific standard. I guess.

H : This is a very important point. But...

J : So there's a guidebook.

H : Guidebook. Digital agency.

J : Oh, okay.

H : But the local government staff is not... have not yet read it and understand it. So, Code for Japan is advice this to them.

J : Yeah. Haru-san.

H : Yeah, Haru-san, and me, and Jinnouchi-san, advice to the staff of the local government.

J : We should invite you to Taiwan and share your experience. We don't even have this team helping local government for digital transformation.

R : It's like, I think that the Taiwan Ministry... moda, Ministry of Digital Affairs, is also observing what Japanese is doing, because we recently have this accessibility guidebook in Taiwan also. But it's like piecing from W3C, and a little bit from Japan, a little bit from different parts. And sometimes, like, not really well designed and not... It's like an afterthought. Not like developing with... really thinking what we're doing. It's like "because Japan has one, we have to have one."

J : But yeah, we should definitely have this conversation. Yeah. I haven't heard anything like this in Taiwan. Helping local governments and public servants on digital transformation. Yeah.

R : And it is like we only know this because we are researchers or we are developers.

J : Yeah.

R : And if you are not in this field, you wouldn't know that. You wouldn't know this.

H : So other point is the usage of Decidim in Japan is about 30.

J : Mm-hmm.

H : Worldwide is 450. The growth rate in Japan is very high against worldwide. So people in Decidim community is very... (paying attention to Japan.)

R : So it's like because Japan has a high usage of Decidim, so the Decidim community also put an eye on how Japan is using this.

J : Yeah, it's more than 30.

H : So, put the slides, it's the... What I value in utilizing DPPs is the integration of offline and online. This activity is Kakogawa City.

R : Ah, Kakogawa City.

H : Kakogawa City (加谷川市) in Japan is the first launch city, Decidim in Japan in 2020. In Decidim, accumulate previous ideas about, for example...
参加者から駅前にこんな施設とか、こんなサービスがあったらいいというアイデアを、デシディメに投稿してもらったのがあります。

R : So it's like what should about the corner space in front of the station, the train station.

H : *(For example, an idea was submitted for a place where high school students could spend time.)*

R : It's like they really want to have a place for the high school students to spend their time.

H : よくあるのは、デジタルのツールを使うと、オンラインでここだけに意見を集めてやろうじゃなくて、それもオフラインのミーティングで見てもらう。

R : So this kind of idea is only being collected online, but also, they will host offline meetings to collect opinions.

H : みんなで対話をして、このアイデアをブラッシュアップしよう。そのアイデアは、僕はこっちに戻す。

R : So like for the offline events, they'll try to develop and brush up the idea of these like online events and to make it whole.

J : This is very common in Europe for city plan, urban planning and all that. So it's good to see it happen here.

H : (*What I think is very important is that Japanese local governments often say, "Let's listen to the opinions of young people. However, I think it is quite difficult for young people to be asked for their opinions. What is implied here is that "opinions that are unique to the youth" are being forced upon them. What we are doing at Decidim is not for young people to come up with ideas from scratch, but to refer to the opinions of others who have already gathered at Decidim, and even if they are not the opinions of young people, the young people can look at those many ideas and say, "This is what I like." Through the filter of young people, I think it is important to have a process in which young people can see many ideas, even if they are not the opinions of the young people, and develop their own ideas through the filter of the young people. I am sure that if we go through such a process, we will be able to utilize the power of the young people. However, I think the problem is that local governments are too quick and easy to give us the opinions of young people.*)

R : So I think that it is like without online participation, there's often a situation is like the youngsters are asking to have more youngsters' voice heard. But it's like really tough for them to participate in these kind of workshops directly, but by collecting or accumulating ideas on Decidim, it will be easier.

J : So you do see like the participant online, they're younger than their in-person events.

H : So types of Decidim usage in Japan, about the six types of planning, urban planning. Yeah, Kakogawa City, smart city plan. (*The first scene in which Decidim was used in Kakogawa was to create a smart city plan.*)

R : So the first use of this item is that Kakogawa City like trying to make use of urban planning?

H : And the project management such as process making.

J : Ah, okay. Yeah.

H : (*This may also be a Japanese characteristic, but it is often utilized in the educational field.*)

J : Oh ok, wow.

H : And community activities. (*What I think will increase in the future is on the SDGs. In particular, the Osaka-Kansai Expo will be held next year.*)

J : Ah. Okay.

H : (*We are in the process of gathering input from various people in order to issue a declaration during the expo.*)

R : So you mentioned because they are having an SDG statement, so they use Decidim to collect what kind of voices they want to put in the statement.

H : *(Also, there are Limited Releases, which are used only within the local government.)*

R : So it's like also you use Decidim to do internal training on staff. It's like to hear from inside the local government.

J : Ah, okay, okay, so a smaller group discussion. Can I ask more about educational activity? So you will have a slide here.

H : This slide? Yeah. Nishiaizu town (西会津町) *(is a very small town with a population of 6,000. However, it is a very active town, and the use of Decidim at the town's only junior high school is wonderful. It is called "GIGA School" in Japan, and there was a policy to give each student a computer so that they can study online as well, since it became harder to study at school after the Coronavirus.)*

R : So it was like during the COVID-19, because it can't go to school. So Giga school was established. By teaching online that you could study at home.

H : *(What is great about Nishiaizu Town is that when computers are provided, they do not teach how to use them, but rather let everyone learn what they can do with them.)*

R : Can you... do you...

H : Digital citizenship. So the lecture is about junior high school students share their idea for town development.

R : So there's a subject on digital citizenship, and on that lesson, on that topic, they're asking the students.

J : So they practice what they learn on the platform, and make it real, and have an impact to the real life.

H : So using Decidim.

J : So it's like a program, educational program, learn, and then do it by yourself, and having your impact.

H : *(This is a point that we discussed a while ago, but as I said, there is no one right way to do this. There are schools all over Japan, and various ways of using them are just now starting, so we have not yet decided what is best. Also, the use of Decidim is not yet widespread throughout Japan.)*

R : So this is an experiment trial, it's still not spread to the whole nation. At least we're observing?

J : Because one of the observations from our project is that civic tech project itself can be an educational process for citizens to understand technology and digital participation and all these ideas. Because you can practice and you can join the project and understand what is that and practice. So this is something we are thinking about.

H : 他のものだと、*(If I point out a feature in other respects,)* Kakogawa City is important about the young people participating. The volume of Kakogawa city is about 3,000 ID. The population is like 250,000.

R : That's high.

H : Nearly 40% of users are teenagers.

J : Wow.

H : So their opinions received by Decidim, reflecting in about the share cycle service. Opinion that I want them to introduce bike sharing. Post it, and the local government accept this opinion, the implementation of the share site service in this year. Setagaya Ward, Tokyo (世田谷区) has an online and offline process, graphic recording, management of the deliberative process, and a planning process with approximately 50 randomly selected residents. Setagaya Ward is a large city with a population of approximately 900,000.

J : Yeah. It's the same in Spain. They have this.

H : (*I am conscious of receiving active opinions using Decidim and documenting them.*) Yosano town (与謝野町) is used by local community. Used by villages of 500 people and elderly men. But they can implement Decidim about many many information in their village about such events and activities report. And so the site about, for example... これは公民館活動。(This is a community center activity.)

J : Wow. So they can organize themselves on the platform. That's nice.

R : That's really nice. 蕎麦うち？

H : (*This is a buckwheat noodle making activity.*)

R : This is also a way of making their own website and revealing information that is clear and simple. Everyone can join.

H : (*I also noticed that even elderly people, even in a very small community of about 500 people, are engaged in various activities in various places. I realized that there is a lot of information that can be accumulated online, even in such a small village.*)

R : So I think that this allows even like smaller towns to have online presence. And they could decide on how to use the platform.

J : So it is because this is open source. It's no cost. It's not high cost for the small town, so they can use it.

H : (*Community development, placemaking, and then this*) interesting sample.

J : Decarbonize.

H : Matsumoto Yamaga, football club, professional soccer club is promoting decarbonization activities. サッカークラブが試合をすると、人がたくさん集まるので、二酸化炭素排出を過ごしするんですね。

R : So it's like because soccer event, they have a lot of people gathering, so it's like easier to promote stuff?

H : *(However, if people do not gather, the event will not be exciting. A soccer club is an important symbol of the local community, and having a professional soccer team is an important symbol for the community, so I think everyone wants to be a part of it. However, the more such activities are carried out, the more carbon dioxide emissions are generated, so it is important to offset the emissions with offsetting activities.)*

R : So I think that because the local soccer club is an important symbol of the local community? So by combining the decarbonization with the soccer club, it's easier to involve the community to go along?

H : *(So far, soccer clubs have only been playing games to enliven the community, but by combining this kind of activity with decarbonization activities, the community will be enlivened as well. I think it is a great new way of thinking to be able to do both.)*

R : So I guess this is like a new way of thinking, but it's really amazing to accomplish this.

J : Wow. There are so many cases. Yeah.

H : But this project is not the local government.

J : Right. Local community.

H : This is the point.

J : Yeah. So the number, you have like more than 30 projects on Decidim from Japan, including not only local government. Yeah. So such project is one of the 30. Okay.

R : I'd like to ask a difficult question. It's like for local communities to use Code for Japan's Decidim, It's like they either need to set up their own, or pay

Code for Japan to use it, right? Because there's still maintenance fee? So the club pay you?

H : No, no, no. A consortium including the football club or the planning company. That's the consortium pay the fee to us.

R : 他就是那個合作的足球隊和那個企劃公司一起合作，然後這個企劃公司的這個團隊就會付錢給……所以不是足球隊本身自己付。

J : 但還是這個 project 付。不是 local government 付。

R : So the soccer club found a planning company and together they form a consortium, and the consortium pay for the Decidim.

J : How do you compete with other platforms? How do you compete? Because there are different platforms they can use. So how do you promote yourself as a platform?

R : あの、競争は……

H : 競争は…… (*It has been 4 years since I started using Decidim in Japan, and many people say it is difficult to handle. I think the reason is that Decidim can do everything. While other platforms are offering more focused functions, Decidim allows you to do anything you want without narrowing it down. Therefore, I think many people, especially local government officials, may find it a bit difficult to know how to use Decidim.*)

R : So I think that Decidim has been in Japan for four years and they're facing still some difficulties. For example, for other platforms, sometimes they're very specific on one thing. But for Decidim, it could do anything. So for the local government staff, sometimes like, what should we do about this platform? Like, it still takes time.

H : Because, um..... (*The most important of these three steps is to consider the participation process. This is to consider how to increase process building*

for this project. Many people in local government ask, “How do we build this website?” I often tell them that is not the case.)

J : It’s the process, right? The participation part. It’s not only the product itself.

H : *(Decidim explains it in a three-step sequence, but without thinking about it that way, “How do I build a website?” It is a very difficult system for those who think, “How do I make a website?” Other platforms also consider these three steps to be important, but we try not to show them too much, and instead tell people what they want to do by telling them how to create it. So people often say that there is a difference between Decidim and other platforms.)*

R : So, I think the difficulty is to set up the mindset of, like, actually this idea of process where most people only saw the part of this, so, that’s the difficulty on establishing Decidim.

J : I guess you have been talking to many governments already, and of course you have the opportunity to make recommendations, suggestions to them, but we have to ask, because we are writing the policy recommendation for you. I guess other than this like procurement, paying, payment, what other possible support from the government will make your project easier or more successful?

H : *(The way I answer may not be direct, but I am not trying to promote the platform itself. Decidim is just a means to an end, so I get a lot of inquiries asking me to tell them about Decidim, and I often give advice on how to listen to residents and create good policies within local government. I often give advice. I often tell them that I don’t think it is very important to talk about how to include Decidim.)*

R : So I think it’s not a direct answer, but I think generally Decidim is only a method or a way of achieving and listening to local voices. So I think like

how to widen the platform, how to receive voices from local citizens and to have better understanding of what's the best for the locals. That part is like the more important part, I guess.

J : The citizens or the public servants?

R : It's like for the local government to widen the way and to have a better thought of the citizens is the more important, rather than fixating on the platform.

J : Right. So it's the literacy for the local governments about digital democracy and digital participation and understanding the core of the value and the core of the concept. It's not about the tool. It's not about what tools they are using. It's they really understand the importance of that. And that, I guess that will make your stuff easier, right? So they know what is the process and then how they can use the platform and having more participation from the citizens. Am I correct?

R : So it's like digital democracy is about democracy, not only digital.

J : Yeah, it's the literacy.

J : Yeah.

H : Okay. Yeah. 変な話、(*This may be another strange way to explain it, but I think we are providing an experience where local government officials try to use Decidim, which they find complicated, and only then realize that their rules and processes are wrong.*)

R : 変なお話, it's like...

H : (*The reason why local governments sometimes feel that they must use Decidim well is not that Decidim is difficult to use, but that it is an opportunity for them to realize that their way of doing things is not good enough.*)

R : I think it's like... even though it's weird? And if they feel like Decidim is difficult to use, if they're making its own, it's also very difficult. So I guess eventually... Could you repeat the last part? You have said that using Decidim is like...

H : *(The reason why local governments sometimes feel that they must use Decidim well is not that Decidim is difficult to use, but that it is an opportunity for them to realize that their way of doing things is not good enough.)*

R : So it's like they... Since like both like working, if they don't find Decidim working, but also they are making... this is also like... making their own is also difficult, they will find their own way to do it?

H : (打字)

R : すみません。

H : *(Sorry for using translation software.)*

R : I could totally understand.

H : (Decidim を使うことで、地方政府のスタッフが自分たちの参加プロセスがよくないことに気づくきっかけになっている。) *(The reason why local governments sometimes feel that they must use Decidim well is not that Decidim is difficult to use, but that it is an opportunity for them to realize that their way of doing things is not good enough.)*

R : 「自分たちの参加プロセスが良くないことを気づいて……」

J : Ah, and then they can improve themselves.

R : ああ、「気づきかけになっている。」

J : Right. Okay, yeah. It's very smart, yeah.

H : (そうしたことを経ないと、市民も十分参加する仕組みにならないので、まずそっちから手下げないといけないと思います。まず、地方政府スタッフの改善、それから市民へアプローチする順番だと思います。他方で、現在市民は政策に参加する手段が少ないと不満を持っているのは確かなので、改善の速度は上げていかないといい。これは、Code for Japan の課題でもあります。Code for Japan は、市民とともに考え、ともに作る団体なので、少し遠回りしているようにも感じますが、根本的な課題解決には「急がば回れ」という日本の謎があるので……) (*I believe that without such experience, there will not be a mechanism for citizens to fully participate in the process. I think we need to do that first. In other words, the first step is to improve the mindset of local government staff, and then approach citizens. On the other hand, it is certain that citizens are dissatisfied with the lack of means to participate in policy making, so we must increase the speed of improvement. This is also a challenge for Code for Japan, an organization that thinks and creates together with citizens, so it may seem a bit far-fetched, but there is a Japanese proverb that says “Haste makes waste and turn around” when it comes to solving fundamental problems.*)

J : Yeah, that makes sense. Yeah, you have to do this so they will go with you, right? They will partner with you.

R : And also it's like, even though it seems like a little bit going for the farther path, but it's like it would solve the problem like in a more basic, fundamental way. I see.

H : (なぜなら、これらは 2000 年代から繰り返されているからです。) (*Because these have been repeated since the 2000s.*)

J : Okay, okay. It's just different platforms. Okay, yeah, that makes sense. This is really good policy recommendation.

R : We'll just like quote it in full.

J : Thank you so much. I guess that makes sense. We heard it from many projects. I mean, civil tech tools are built for the government sometimes to help them to better their public service. But if they are not taking themselves as user, if they are not learning, then tools are just tools. It's not going to happen like magic and change everything. So they need to learn by themselves and becoming a user, I guess. And then the tools can be practical and helpful for everyone. It's a really good lesson.

R : And just like you said, it's like only by using these tools do we really realize that probably after the 2000, there haven't been much improvement on the process.

J : I think people look up to technology. They think technology will solve everything, and we just develop technology, but instead it's how we practice democracy, and the role of governments and citizens, what are changing the digital age.

R : Most of them haven't changed much since BBS time.

H : This is the OECD guideline.

J : Right.

H : Student participation. Online cultural participation. That's a very important point.

J : Yeah. I want to ask the last question, if you don't mind. We know your background is from a public servant. Is that correct? So do you think it is because you understand their situation? So, and that might also be the reason why you are so passionate about dissidents?

H : *(I believe there are two ways to motivate people who work on these things, myself included. One is to support those who work in local government. It is still an incredibly hard situation. I do this to support those who continue to*

work in such situations where the number of people is decreasing, the workload is increasing, and citizens are becoming quite frustrated.)

R : So there are two reasons. The first of them is to support the local government staff, because they are pretty hard working, but they accumulate a lot of dissatisfaction from the citizens, so it's really difficult. So it's really important to support them.

H : *(The other thing is, I'm actually over here, but in order to do that, I still need to change the system, so I want to change the system.)*

R : So it's like, because we are the citizens, so we really want to see changes happen.

H : *(I think my experience as a civil servant is useful in changing the system. It is difficult to understand how to change such a complicated system, but I have the knowledge to explain it in a way that is easy to understand. So, this way of thinking may sound like I am trying to support civil servants, but I am more interested in changing the system through such people.)*

R : So it's also like, because the public servants are, you know, they have the knowledge and they're navigating the complex systems, so it is important for the citizens who want to change to cooperate when build up with them? So that's one of the motivations that really pushes you to work on Decidim?

J : Yeah. We don't have so much time, but I'm just curious because public servant maybe now there are also young generations, so they may have different way of thinking, and they have new ability things like that. I want to take one lesson from you, like, what is the most proud thing for you doing this project? Can you share one thing that make you so proud of this project?

H : Hmmm...

J : Or too many?

H : (*Hmmm, I wonder. This, maybe...*)

R : 自慢のことはありますか？

H : いや、あのー（打字）

H : (*My involvement in this Decidim project came about “by chance” because Hal-san said, “Well, let’s give it a try, Higashi-san.” I like that kind of coincidental trigger. It may be a passive stance rather than active motivation, but I am aware that such a thing can have a positive effect. I try to back away somewhat from that kind of thing, as it is also a theme that makes me more assumptive. Of course, I respect the activist’s motivation!*)

R : Ah, I see. I think it’s really important because as a civic tech contributor, we also sometimes need to realize we’re activists. So it is really important to, you know, keep a little bit distance from personal emotions, I guess.

J : Yeah, yeah, that makes sense. It’s very professional as a program manager, project manager, to stay calm and then a little bit distance from the emotion. Yeah. Thank you so much. It’s really helpful and I’m very impressive by the efforts and the way you’re thinking. I think that’s what we need in g0v. I guess we are very good at building projects, having gathering and events, but the way to help the public servant and local governments, I think because most of us are in the city, so we don’t really understand what’s the situation in the locals and suburbans, but I do see they are the ones that maybe need us. Yeah.

H : Thank you very much.

R : So, we know you’re from Kyoto. Is this the reason why Code for Japan Summit is hosting in Kutsatsu?

J : Oh, we will present the report in Code for Japan Summit.

H : Oh really? 私も参加します。(I will also participate.)

J : We will see you again in November.

H : I'm looking forward to see you again.

J : We will try to bring your knowledge and your expertise to Taiwan and have exchanges with our public servants, with, of course, interpretation and language support. You can feel free to speak in Japanese, and then we will provide language service for each other. But we think, this is something I think Audrey tried to do, like having this change of thinking inside of governments, but I don't think there is nothing.

R : I think that's actually... we could spend a whole session discussing that. I think Audrey is more of a "passively influencing public servant" type, but some of the community members want to see more active education stuff, and I think that's a way difference.

J : The platform itself provides a concrete opportunity for the public servant to try out, I would say, from a small scale, and learning and understanding what does it mean for open government, so it's not just a concept. So I think that's more practical for local public servants, and we don't have that opportunity. Nowadays we try to have hackathons in different cities. But still hackathons it's just one day. And then imagine and discussing. But this platform have a practical method I guess, for different projects. So, thank you for sharing.

R : Thank you!

(七) Code for Japan

- 日期：2024/10/10（四）下午 2 點
- 地點：東京 Code for Japan 共同工作空間
- 採訪者：劉致昕、姜柏任
- 受訪者：
 - 陣內一樹 Jinnouchi Kazuki（Code for Japan 副代表理事）
 - 川邊悠紀 Kawabe Yuki / Ryoma（Code for Japan 成員）
- 記錄者：姜柏任

（ J：劉致昕、R：姜柏任、K：陣內一樹、K：川邊悠紀）

R：It's very different. I believe Japan has a lot of local governments, local brigades, that we really look upon and are really curious about. And more broadly, how Code for Japan runs your community. So I heard there are hackathons and different events, maybe in different cities for different communities. We just heard from there and there, but we don't know the whole picture of how Code for Japan is a community and how you maintain and expand the community with different partners. We are very curious to hear that.

K：Yeah.

J：Good?

K：Good.

R：If you need us to be slower or try to phrase something in Japanese or something, please let us know. I speak a little Japanese, but...

J：Great.

K：I know you are a good singer. Thank you.

J：Yeah. Very good.

J : Okay. So I guess we will start from the local brigade. I heard from Haru-san and in the past, there are different branches of Code for Japan in local cities. We are wondering how that works and how you maintain like a local community.

K : Okay. Our policy, brigade is, as a organization and community, we connect them, but we can't command them and they, they can't command us. It's, it's, independent organizations and community.

J : Okay.

K : And now, maybe 67 brigades.

J : Wow.

K : With, partnership with us.

J : Yeah.

K : Yes. And, we maintain, yearly.

J : Okay.

K : Every year, to send an email and respond, and they respond to us. And, we check they are active.

J : Right.

K : Yes. We don't have, concrete, nothing, requirement for them. And we don't know the activity in detail.

J : Right.

K : It's too difficult to know.

J : Yeah.

K : Every activity.

J : Yeah.

K : And in COVID-19 period, their activity is very low.

J : Okay.

K : Because, in local area, they can't, have events from local people. They, they like offline face-to-face events.

J : Ah, okay.

K : Don't like online events.

J : Yeah.

K : And now, maybe recovery, their activity.

J : Right.

K : I, I, I saw it.

J : Okay.

K : But, peak, peak time, maybe two or three years old, a year ago, maybe 80 brigades.

J : Okay.

K : But some brigades stopped the partnership with us.

J : Right.

K : Because their activity is very low or stopped.

J : Okay. I know.

J : Yeah. Just maybe a follow-up. In general, what, what are they doing in their own city? I mean, the brigades itself, and do you have any impression or idea of, of their projects, maybe, with the local governments? Do they work with the local government or they just, you know, do their own projects?

K : I think, few brigades, work with the local government.

J : Okay.

K : Especially this year's earthquake in Ishikawa Prefecture, they collaborate with, local government and other organizations. Especially, in general, earthquake and other disasters. Brigades activity is very high.

J : Okay.

K : Yes. But, other period, and their activities, very low, and, some brigades, most brigades have a meeting, regular meeting in months, and they gathering in their spaces.

J : Okay.

K : There are spaces, and meeting and go to izakaya. I think. And for focus area, focus point, focus theme is different, very different and gathering people is very different too.

J : Right.

K : Yes. And engineering is maybe two or thirty percent.

J : Oh, okay. That's very low.

K : Very low. Yeah. And others, general business person and officers.

J : Okay. Yes, local officers.

K : Oh, okay. This is nice, good. And Ryoma-san, he will be there.

K : Yeah, I'm participating in a project where Toyaoka prefecture, oh no, not prefecture, Toyooka City in Hyōgo prefecture. And in that city, as a Code for Japan, we are doing a smart city project. It's kind of a gov tech and smart city things. But we also have a connection between the code for Toyooka. So we are collaborating them so closely. Actually, the member of code for Toyooka is a one of the public servants in Toyooka city local government. So, yeah, we are, and in this project, we are building a small application which collects

the data for the child caring. Because, Toyooka city is, a lot of land, but the population is not so high. The people is isolated. Okay. And they need, local, information. Also, the outside of Toyooka, some people is moving to the Toyooka city and having a new life. And then they don't know what's happening in Toyooka. The, for Toyooka member and, local government try to collect the data with the citizens. Okay. This is kind of, it's not, not joint project, but it's a close relationship between the civic tech community and local government.

R : So you are saying that it's like the, Toyooka city, the Hyogo prefecture, right?

K : Yes.

J : Ah, mm-hmm. You mentioned child, child care. So, what kind of data they collect and what is the function or, how does the application help the citizen or the local government? So, there's a few, category of the data. One is, local events. And what else?

K : A restaurant good for the children. Like they have a category for the child and now we try to collect the public bathroom data. Because, you know, small children cannot manage their, their habitat themselves. So, accidentally the parents need to find a public bathroom in everywhere.

J : Yeah. So it's the application for parents, I guess.

K : Yeah. To make the life easier. So, so you get the data for them.

J : Yeah. It make sense. Yeah. Wow.

K : Yeah, and the reason why we are building the application is Google Maps and Yahoo Maps, whatever. So their platform actually has a lot of data, but in other areas, they are doing very well, but in the local area, especially the place where the population is not so much, they don't provide detailed

information. So someone needs to collect the data themselves and put to the Google Maps, Yahoo Maps, whatever.

R : So these data originally, do you hand-made them?

K : Yes.

R : So you went to different places and actually investigated them rather than asking from the government?

K : Yes.

R : Oh.

K : For the public bathroom data, the government already had a PDF data.

J : Yeah.

J : Okay.

K : So we give them a schema for the data, then they work for the defining the data for the schema. But like the local events and the restaurants for the children, the government don't have the data, so we collect by ourselves.

J : And maybe this project sponsored by Toyota Motor?

K : Yes.

J : Okay. So the private sector can also be part of the partnership.

K : Yes.

J : Okay. Wow.

J : So now we know there are more than 60 local brigades, and they have different projects by themselves, and participants of brigades are different from city to city, and topics are different as well. I'm wondering, like, do they, this network, do they communicate to each other? Do they learn from each other? Or how do you look like, what is your perspective on this

community? I mean, in terms of Code for blah, blah, blah, blah, blah, blah. I think themselves as a community, how would you describe this community and how they maybe work or learn from each other? And what is the role of Code for Japan in this?

K : Yes. I think it's difficult to know each other and collaborate.

J : Yeah.

K : So we, in November, we will have the whole Code for Japan Summit, and this is with Code for Kusatsu in Saga Prefecture, and we collaborate co-ownership event in this.

J : Okay.

K : And, but it's too difficult to communicate with them because they are not workers for civic tech.

J : Uh-huh.

K : Not work, voluntarily.

J : Yeah.

K : Yes. And they, they have hold many events, but that is a small event.

J : Yeah.

K : Two or thirty participants.

J : Okay.

K : But Code for Japan Summit participants were two or three hundred.

J : Yeah.

K : And, speaker from abroad.

J : Yeah.

K : It's difficult to organize by them.

J : Yes.

K : And, and we communicate, each week, and have a meeting, and discuss, and we, we know each other.

J : Right.

K : And, many brigade organizers come to Code for Japan Summit.

J : Okay.

K : And we communicate, and, talk about next action.

J : Uh-huh.

K : It's very important. So every year, the summit, it's a place for people to meet, and then to learn from each other, and then to know each other.

J : Yes.

K : And, before COVID-19, we hold each year's Code for Japan Summit, and collaborate with each brigade.

J : Uh-huh.

K : But, but it, it is, it is very heavy.

J : Yeah.

K : For us.

J : Uh-huh.

K : And now, one year ago, we hold in Tokyo.

J : Right.

K : Only us.

J : Uh-huh.

K : Yes. Organizers.

J : Yeah.

K : Only us. And next is Code for Japan Summit 2024, with Code for Kusatsu.

J : Uh-huh.

K : Maybe next time is in Tokyo.

J : Uh-huh.

K : In the local area.

J : Uh-huh. Okay.

R : So, um...

J : So, we're talking about—I guess, other than the in-person event, like the summit itself, do you consider Code for Japan as a hub of knowledge or, I don't know, experience and all that? Because I think it's not everyone understand how to run, open, open data community or civic tech community, but Code for Japan might be the most experienced group in Japan, I would assume.

K : Um-huh.

J : So, do you play, like, as a—I don't know, partners or coach or—

R : Mentor?

J : Maybe mentor to this local brigade, other than just hosting these annual events? I'm just wondering your role.

K : Yeah.

J : How are you?

K : So, as I said before, that in Toyooka city, we are going, we are helping them as a Code for Japan. And they don't have any experience making data or

using QGIS like two or three years ago. But, thank for the Toyota funding, we've done maybe four years project.

J : Mm.

K : Yes. And they're gradually learning from us and they can have an experience with open data making events.

J : Mm.

K : And they can, clean their, their data themselves. And also they can visualize the data with QGIS.

J : Mm. Yeah.

K : I think, this is, one of the examples to help them to make the data.

J : Mm.

R : Is there a Code for Hyogo or Code for Toyooka?

K : It's a code for Toyooka.

K : Toyooka.

K : But the actual name is, Shinkai Kodo?

K : Wait, wait, wait. I haven't put it.

K : Shinkai.

K : I take that. Shinkeikodo.

J : Eh?

R : Yeah. New...

K : New training...

J : Yeah.

R : Ah.

K : New training center.

J : Ah, new training center.

R : Oh, that makes sense.

J : Ah, okay.

R : Good, good.

K : Shinkei. Shinkeikodo (新稽古堂). Kodo was, like, there, it, it, it's like an old story of training center, right?

K : Training center, yeah.

K : Training center, yeah, they're same.

J : Yeah.

K : Old training, yeah.

K : Old history, yeah.

K : And also, Toyooka City has a public place called Keikodo. It's like an adult billiard or a major billiard and a renewed building. And community members use the name of the building.

J : Right.

K : Yeah, so this morning we heard the story from Decidim, and now we are hearing this local brigade. So I guess under the framework of Code for Japan, you do have different portfolios working with local governments and local communities. Do they interact with each other? I mean, governments and the community. And do you connect them together? Or what is the map over here?

K : And in Japan, we couldn't fundraise for community activity For collaborate to brigade. And our events can't fundraise. So a few sponsors. But they, we connect to key person from some companies.

J : Right.

K : But key person moved to other companies, and we lost sponsorship.

J : Yes.

K : And the foundation don't have interest for civic tech community. So Code for Japan Summit and other community activity, we pay ourselves.

J : Yes.

K : And the other side, we get to money from government projects.

J : Yes.

K : Partnership with government.

J : Yes.

K : It's a very difficult point for other countries.

K : So you need to do projects to get funding from other sectors.

J : Yes.

K : And then to run the community by yourself.

J : Yes.

K : With the volunteers.

J : Yes.

K : They thought it's a smart city's project.

J : Ah.

K : Not, not a community project. Okay, okay, smart city, but parents, yeah, let me say, if you find a smart city, you have money.

J : Yes.

K : This is a kind of complicated, but the government, the local government, which means Toyooka city, trying to spread the civic tech project, but they couldn't make a budget for the community, right?

J : Yes.

K : And we are working them for creating data or collecting data for citizens, but, yeah, this is a huge problem, how we can make the official local government, how to make the civic tech project as the official local government project?

J : Mmm.

K : I don't know how this happened, but, yeah, we are struggling with that.

J : Yeah, this is manager's issue, like, how to sustain the project, yeah, that's also why we're doing this research, because I guess most of the support to civic tech projects is by projects, which means after this done, then the funding or the support is gone. But then you don't get to cultivate the community or you don't have talents emerge from years of experience. So we think that's an issue here. So we cannot really deepen the development of civic tech and make it a real thing in our country. So we are hearing different experience and trying to having some suggestions to the governments. I think the next question would be for Code for Japan. I heard from Haru-san many times that he's trying to do different projects and manage different stakeholders to get support or fundings and all that. Can you give us an overview of Code for Japan itself, like how many different arms or different

departments are under Code for Japan or what kind of functions you have been working on with different stakeholders?

K : Do you mean that the community of Code for Japan or the organization of Code for Japan?

J : Organization first.

K : Yeah.

K : Now, inside of Code for Japan, we don't have a department and now we have 20 staff members.

J : Twenty?

K : Yes. Twenty staff members.

J : Full times?

K : No. Not full-time.

J : Yes.

K : Maybe four days per week.

J : Oh, okay.

K : Yes. But, and, we, I assign, some projects.

J : Yeah.

K : And, they, they, do projects.

J : Uh-huh.

K : And, u-oh, primarily.

J : Yeah.

J : Uh-huh.

J : Ooh, ah.

K : Management staff don't control each project.

J : So briefly like introduce maybe how what are the projects are going on within the organization, maybe Like how many like main projects are ongoing in the organization.

K : I also working for Toyooka project and since two years ago, I am running the web3 project to visualize an open source contribution, giving back people to the contributors, and I think I also have a smart city project for the hard work, like small, smart city project.

J : Yes.

K : Ongoing project about 20 or 30 projects.

J : Wow.

K : And maybe 10 or 15 projects with government or local government.

J : Okay.

K : Yes, and others are our independent project, like community events.

Ah, okay.

K : And developing applications.

J : So these 10 or 15 projects with partners with government or private sector are getting revenues and so you can do your independent projects. Is that correct?

K : Yes. Okay. Okay. Yeah.

J : Uh.

J : Any question on this?

R : I think pretty impressive. Yeah, I guess as you know, like as someone from g0v, I also think like it's understandable that everyone has a lot of projects

going on. Yeah, but I would ask like, since you say like usually they don't over overlook on your project schedules, how do you ensure like which project you're going to put emphasis on? And how do you ensure that we're going to have this like presented like this year for example?

J : Yeah, I think internally how do you decide which project is the key project or what are the agenda setting for the whole organization?

K : So high front priority project is with partnership project.

R : Yeah, of course.

K : Because yes. We we get to money from them. And yes, it's obligation.

J : Yeah. Understand.

K : And in independent project is only three role, and we collaborate with brigade and the others is so. And PR our activities PR is so low.

J : Yeah, but I can understand is like maybe like the part project was partnered already makes you very busy.

K : Yes.

J : Yeah.

J : Okay, uh. Anything to add or?

R : I understand a Code for Japan has been around 10 years.

K : Yes.

J : Okay.

R : So how do you maintain the community or how do you keep it alive? Because it is also an issue in g0v, that our generation is getting old and many of us becoming parents. So it's not like we can be active forever and stay in the community. So how do we expand the community, or to get someone

new or younger like students to join the community? That is always an issue, and it's hard for g0v because we are mostly volunteer based.

J : Exactly.

R : So what is your strategy? And what kind of routine you do have to run or maintain your community?

K : Yeah, it's a serious problem.

J : Okay.

K : And since last six months, during the COVID-19, a lot of people is coming to the community because they have a serious problem, How to manage the COVID-19, and they have a motivation to improve their life for the civic state.

K : But now the COVID is part of end and nobody care about the COVID-19 so much, so the civic hackers motivation is kind of decreasing. So now I'm trying to bring the other topic people to the community. For example Web3. For me, I have a relationship between me and the Web3 community, and Web3 community is much more energetic than the community. And the interesting thing is Web3 people are actually thinking how they make the public good impact with new technology.

J : Right.

K : Because they don't have experience or they're doing something good for the social, they are trying to do this and they need to the relationship between them and the public sector or non-profit organization, something like that. So at the Code for Japan we are doing non-profit and also we are doing the technology community. Yeah.

K : Maybe we can bridge our Web3 community and the other public sector or social groups community. So I'm asking to the Web3 community members,

“why don’t you join the civic tech community?” Yeah. I’m trying to bring them to the, I guess, so, yeah, cross-movement interaction.

J : I guess every time in Face the Ocean, we saw young people from the school. So, uh, is that also a project on in with Code for Japan like with a university or something like that?

K : You must know. Now we don’t have to collaborate project with university. But last year we have contest for students.

K : Ah yes, big tech challenge cup.

J : Okay.

K : Yes, and diversity problem is so serious with for us as committee and before COVID-19 and there are so many men, and there are so ages over 40 you know. And now we are improving, because many younger people interested for civic tech by COVID-19.

J : Oh, okay.

K : Yes, but as organization of Code for Japan, it’s difficult to improve, because project with government need experience and the our staff members are high ages. Yes. But engineers, most engineers are young, but most consultants are 40 years. Yes. Very divided situation.

J : So, you have the student contestants like half of.

K : Ah yes, every year have one or how civic tech challenge cup is three or four years.

J : Okay, projects. And each year you have one hackathon contest for students or? Ah yes, okay, so one in a year?

K : Yes.

J : Okay, and also you have monthly hackathon, am I correct?

K : Yes.

J : Okay.

K : Social hack day like jothon, yeah. And we are not from jothon already, but we do it every once to every month, two months.

J : So you are doing the monthly.

K : Yes. From during COVID-19.

J : Okay, okay.

K : Last time we did hybrid we are in person and online, and also in this month maybe, we have an online one.

J : Okay.

K : Next one we have a hybrid one.

J : Right.

J : Yeah. We went to Kyoto to interview Project Inclusive. So we heard from him like he's going to the hackathon and then, yes he has been there like persistent, but he's always alone doing his own project. Yeah. I mean, he's a professor, right? So do you see many of people like him in your hackathon? I mean non-tech background, is it usual to have people like him to be there?

K : Yes.

J : Okay. Why they are there, I mean what is the usual motivation for them?

K : I think we are not saying technology things so much. We are just a community. So maybe they have... we don't make the huge hurdle for them. Maybe they can easily come, they don't feel the, "I don't do that," "I don't do technology, so I don't go there" Maybe they don't think that, because we are in the picture. We don't know nobody wears the booty and nobody using

the mechanical keyboard. We are not showing the real people, we are just a general community. Yeah.

J : Yeah.

K : Yeah, yes. Also I think most of newcomer is, I mean, not most of, but a lot of newcomer is invited from the member.

J : Okay.

K : But sustain project is very big problem for us.

J : Yes.

K : Project inclusive is very rare case, yeah. They sustain project two or three years exactly.

J : Yeah. That's why we go to Kyoto to meet him and understand how he did this.

R : The passion.

J : The passion, yeah. It's really impressive, yeah. It has been, I think, 10 years for Code for Japan until now. What is the impact of Code for Japan to Japan? Maybe to the citizens, or to the governments, yeah, different, different perspective of your impact.

K : Uh yes, I think government and local governments know civic tech.

J : Right.

K : Yes, and open data. So they know they don't know and recognize civic tech 10 years ago.

J : Right.

J : Yes.

K : But now they discuss in government and local governments. It's a big change, yeah. But now we need to impact for society by them. It's, I don't know, good thing on the bad thing, yeah.

J : Yes.

K : It's high pressure and to we, I don't sustain this movement right, yeah.

J : Why you think it's an issue now? What why specifically now you feel this is an issue or a topic for you?

K : Ah yes, so for instance, Tokyo Metropolitan government, yeah. Now they hold Tokyo open data hackathon like presidential hackathon.

J : Yes.

K : And we collaborate with them this project. But their images is, every time applications.

J : Ah yes.

K : And use open data, but that is very limited, yeah. And that it's difficult to sustain applications.

J : Right.

K : And used by local people and they, they think KPI really how many applications released. It is their impact, they think that is impact. But we don't think that is, yeah.

J : Yeah.

K : But we difficult to communicate and discuss about impact with them because, uh, they are our client. It's relationship is very difficult I think.

K : I'm sorry I wasn't there during the coverage but in the COVID-19 situation around. In Code for Japan, we had more than 200 contributors for the making dashboard for the patients, and I think the reason why so many people

around the Code for Japan, is we had maybe 8 or 7 years experience before the COVID, so we had a good network, yeah, to gather hackers and designers together. And this is one of the big impact for Japan. Also I don't know how to measure the impact we made. I think we made a relation to intersectional relations, for example, the civic tech community and local government, and private company or legacy big private company, yeah.

K : And also in the smart city context, we are running the maybe five monthly small event with the stakeholder of the smart city, and we are making connection for them without us. Maybe they don't meet together, but we made a place to meet them together, and I think inspiration—exchanging the idea and they got inspiration from each other.

J : Yeah.

K : I think the connection is fun.

J : Yeah.

K : I think these are huge impact and it's it takes time to build network as well. As you know to that government knows about civic tech, the understanding the concept, and also open data, it really takes time. So I would say it's already like huge impact from the community to the society but one thing and I'm thinking is that how do we evaluate civic tech community in terms of their impact to user. I mean, citizens...

J : Right.

K : Because civic tech work for citizens.

J : So how do we know our impact or what kind of impact we can have on citizens if they are users? I'm not sure what's your thoughts on this. And do you consider that uh something happening here as an impact from Code for Japan to the citizen?

K : Yes, this theme we discussed from time, but we don't have an answer. Now we thought, we measure each project's impact, and review on every project, includes a project with local government, and for example, our disinformation projects can scale impact maybe how many users.

J : Right.

K : Yes, use it and collaborate with academic researchers and other indicators.

J : Right.

K : Yes, but these indicators can't adopt as a project I think uh, yeah. So yes it's and now we scale many indicators project, yeah.

J : But Code for Japan's impact is so difficult, yeah. That's why we are trying to include in a report I mean, because if you're talking about partnership with the government which means the reporting.

K : Right.

J : And then, yeah. What is the result?

K : So uh a flexible... make metrics of indicators I think. That's necessary.

J : Yes, but then what could that be? What could that be, or what are the indicator that will have mutual interest to the project owner as well as to the governments?

K : That's something really depending on different topic and different governments but at least we should have the mindset like the metrics should be flexible I guess, but, yeah.

J : I don't know if you have suggestions, yeah.

R : I guess if the government is giving money to the projects, then they need indicators, because they are buying things, and then they would they need to

evaluate. But other than money, what kind of support can be helpful from the government to civic tech projects?

K : In Japan's government and local governments don't support for civic tech projects.

J : Okay.

K : Yes, only contract.

J : Contract, yes.

K : Very simple.

J : Yes.

K : And so far projects are for support by them but it's a very small budget.

J : Right.

K : Yes, we don't use it's a very so many papers ah yes okay.

J : Right.

K : So you're not requesting supports from the government.

J : Yes.

K : Okay okay, cool.

R : But I think... What we were just saying is that, it's really amazing. It's like different. Like in Taiwan, a lot of the times, it's like private companies or communities are really looking to have procurement from the government, or to use procurement to open up the government. Because if you are just a community, sometimes they don't listen to you. But when you're in a contractor, sometimes they allow you to enter. But in Japan, is like everyone is like, I think, a lot of them. Like the DPPs, Decidim and of these platforms they all try to run, you know, like independent platforms that local

governments pay for use, and this mindset is different. And I think that's very valuable in a sense. It's not necessarily the best, but I think it really helps for... I don't know. Do you think for Japan is like, more independent from the government?

K : Uh, we have business and contract with some governments and some agencies. And some local governments we depend, some we don't depend on, yeah. Few government so you have several and variety, yeah. Health is the most important I think.

J : Right.

K : Independent for them that's true that's true, yeah. That's also very healthy, yeah. But but now Tokyo metropolitan government's budget is so big. It's pretty, it is problem I think.

J : It's a sweet problem.

K : It's good.

J : Great, thank you for all these sharings. As you can see we are looking for answers, but sometimes everyone has no answers but we just experience I think. It changed our experience because we've been hearing stories from Taiwan, from Japan, from Korea. They are very different from each other, and sometimes the support, or the issues, or the obstacles for projects are also very different. And we are trying to do the mapping and then to see if we can find something valuable in terms of policy recommendation for governments. We don't know if we will succeed, but you will see it very soon in November at the summit. Thank you for sharing and just check, do you have anything to add? Or do you think there's any other question that should be raised and we didn't mention?

R : I'm okay.

K : Great! If I remember uh, yeah.

J : K: Thank you, yeah. I think Face the Ocean session RightsCon is accepted, so that's really impressive. [Explaining RightsCon]

R : Right.

K : Okay, I want to go to the.

J : Right. Come on February, yeah, you should come. It can be cold, but not like in Japan, so winter is good.

K : Okay, I always.

J : Winter is like 15 to 20 degrees.

K : Ah, good. Thank you.

J : It's not summer, so yes, it's best season, so maybe see you in November.

K : See you in November.

J : See you, thank you.

K : See you. bye.

R : Bye, thank you for your time.

J : Hope it's okay for the interview. Sorry we have too many questions.

K : Yeah, no problem.

R : Yeah, thank you.

J : Yeah, it's a very good time.

(八) LASS

- 日期：2024/10/12（日）下午 2 點
- 地點：新竹市內咖啡廳
- 採訪者：姜柏任
- 受訪者：許武龍 / 哈爸（LASS 開源公益環境感測網路社群創辦人）
- 記錄者：姜柏任

（哈：許武龍、R：姜柏任）

哈：放近一點，然後我覺得可能太小聲了。你確定這樣就可以嗎？

R：可以可以可以。

哈：好。

R：那所以前面就是一些簡單的背景：就是說，因為我們是社群內自己做研究，所以我們會問比較 hard question：就是說到底跟水利署啊……或是以前最早的空氣盒子是跟中研院，他合作的態樣是什麼？你覺得有什麼樣的困難？然後像你可以許個願讓數發部他們去推的話，你真正想要看到的是什麼樣的公私協力的改變、或是什麼情境？這是我覺得這次比較要問的問題。

哈：好，我稍微 summary 一下，一個是你們簡單講，是數發部有一個案子你們現在在執行，然後你們想要給他 summary 一些 feedback 讓他做政策上的參考，這個是基本性，然後數發部給的案子是給誰，就是給到 g0v Summit，簡單講就是給他 g0v 這邊。

R：對。（簡單解釋計畫成員與背景）

哈：好。那其實沒有關係。反正簡單講就是回答你的問題就好了。嗯，你剛剛一個看法就是……比方說你要問比較 hard question，反正這些在台面上的東西，分享很多，也是都大概知道，所以重點就是比較核心的問題不知道，把他問一問。

R：對。

哈：基本上是這樣。好！第一件事情是你說為什麼水利署……為什麼大家公務員做公私協力都很困難，那我們跟水利署弄的可能還好？

R：嗯。

哈：好。一個情況是這樣。他從一開始認識是這樣。就是 LASS 不管再怎麼樣，他在空氣上好像表現得還不錯。所以那個時候，LASS 有做，就是不是說就政府有做「民生公共物聯網」，然後他們物聯網裡面就有一個項目，有點像是說每季可能就是要找這些……他們有一個聯盟啦，弄一個什麼聯盟，反正就開了一個會，把聯盟都找來，他們就找我去演講。那找我去演講的時候，他就給了題目，就有點像是說「欸，要講一下為什麼 LASS 在空氣這邊的公私協力表現得這麼好」，或者是 LASS 在空氣這邊的公私協力分享。

R：嗯。

哈：然後在那個場合裡面呢，其實對我來講，我其實本來都不知道什麼叫公私協力。我對就是這個詞到，他叫我去演講我還要查一下什麼叫公私協力，然後當我去演講的時候，我就會發現說「欸，政府他們在推動公私協力」，「欸，你看我以前都不知道」。好，那就是他既然會搞那麼大的場合，叫你去演講講的題目是公私協力，你可以知道背景就是他們想推公私協力。政府想推公私協力嘛！

R：是

哈：那其實在那個場合裡面，那個整件事的場合裡面，就……我名字很容易忘記，就是水利署張廣智。張廣智那個時候是水利署的副總工程師。在水利署的結構裡面，署長下來就是總工程師，然後當然副總工程師就是，基本上他是算最核心的，等於是有點像是水利署署長那部分的層級的人，第一件是以前呢，那是在空氣盒子裡面，講起來，他們叫做就是公私協力的典範。

R：是。

哈：好像做得很好這樣。但其實 LASS 從來沒有去過環保署開過會。

R：咦！

哈：所以，對我們來講我們不覺得 LASS 是公私協力的典範，對我們來講 LASS 是一個環境運動的成果。

R：嗯。

哈：好。那，但也不是。實際上他的協力是很好的，因為主要是陳伶志，陳伶志在做的時候，他其實是中研院的嘛。

R：對。

哈：他實際上是跟公部門是合作得很密切的。

R：是。

哈：所以，他們的角度是沒錯的，就是他確實是公私協力的典範，但是對我們整個社群的角度來講，其實他是一種怎麼講，是一種衝突、妥協後的結果。類似是這樣。那不管，那是之前的故事嘛！那簡單講就是那個場合裡面政府想要公私協力。裡面張廣智是水利署的，所以基本上我就問他說「那你水利署，你要不要做公私協力？」，基本上是這樣。那水利署是很想做公私協力的好。那也就是說簡單講在那個結構裡面，是水利署的高層很想做公私協力。

R：嗯嗯。

哈：大概是這個意思，是但是那個時候對我來講呢，我不知道什麼叫公私協力。

R：了解。

哈：我只知道我們以前在社群上一直在推動的東西，其實雖然成果很好，但效率不高，因為你沒有辦法跟主事者溝通，對不對？你是算跟他衝突，你是用環境運動的方式跟他衝突，讓他妥協的東西，但協力的意思就是要合作，所以空氣盒子它並不是一個協作的，對不對？

R：對。

哈：簡單講，我們以前是進不了公部門的門的，以我自己本身來講。所以很多東西它就是很沒有效率就對了，那既然說好。今天水利署的長官說那你想要公私協力，那我們就可以試一試。

R：嗯嗯。

哈：第一個是對 LASS 的角度來講是我們突破了，我本來進不了公務門的門，可是我現在進去了，對不對？所以基本型是這樣。問題是我不知道什麼叫公私協力，所以我就思考了一下什麼叫公私協力，其實在那個時候我不知道什麼是公私協力，我甚至為了找到什麼叫公私協力這件事情，後來 g0v Summit 有一年，我就我去分享一個題目，但是我去的目的是為了去了解，很多人他們怎麼講公私協力？就簡單講說我認為 g0v 公私協力畢竟還是比較多經驗，嗯。

R：哦！

哈：所以我其實去 g0v Summit 分享的目的其實是為了找到什麼叫公私協力，或者是公私協力的模式是什麼？但是其實事情是有先後順序的，我已經先跟水利署協力了一陣子之後，才去 g0v 的。

R：對。

哈：那有點像是說我把我公私協力的經驗去跟 g0v 的夥伴切磋一下，看看說我懂我不懂，我做了一個公私協力，然後我跟大家切磋一下，看看說比方說哪樣才是對的、我做的哪邊好的、我做的哪邊是不好的，類似是這樣。但是在一開始是今天我認識張廣智，他說要公私協力，那我們就開始了，那我就去思考，所以其實我都有文件，主要說公私 LASS 的公私協力是什麼？簡單講就我產業界這麼多年的經驗，困難的事情一定要開會，有沒有？簡單的事情我們可以理念溝通，怎麼樣訊息，怎麼樣大家，怎麼樣說服，這無所無，這很容易的困難的事情是一定要開會的，是因為困難的事情是一定要吵架的，那吵架能夠拍板一定只有在開會裡面，所以對我認為來講，公私協力就是公私合作，那困難的事情你要突破，就一定要開會，所以公私協力就很簡單，就是週期固定的開會，這叫公私協力，週期，對不對？

R：對。

哈：然後你開會是一定要有標準開會的方法的，他一定要有效率，最重要是要有產出，最重要是你要有結論、要有推動，要有檢核，基本有效開會是長這樣。就是說假設你跟公部門開會，他每天都在跟你哈拉，

那每天都在那邊推事情，那你還要開嗎？沒有意義嘛，沒有，而且很重要的說因為我們是說我們是比較像是我們沒有，我們不拿你錢的。

R：對。

哈：LASS 是就是說，簡單講 LASS 裡面的夥伴我們都是不拿錢的，所以拿錢跟我們談事情是不 work 的，對不對？好，那拿錢跟我們談不 work，那比方說我跟你公私協力，現在要開始很容易啊！那我跟他們講的概念很簡單，反正我們就是不斷的開會，什麼時候結束，你不想開下一次就結束了，所以他在每一次開會的時候都一定要……就簡單講他他不是一個穩態，他是一個暫態，對不對？你一定要有問題想解決，你一定要有想合作，你才会有下一次的會議，對不對？他永遠都在要有，你必須隨時都保持你有下一次的會議，對不對？我的概念是這樣。

哈：那像一開始的時候，水利署他就會問你，我記得我第一次去，反正張老師說他想，那我就說好嘛，那我們就先開一次會，那裡面的同仁就會來問說，那請問水利署要準備多少資源來做公私協力？我說哪有什麼多少資源，你願意開這一次就好，對不對？我們今天談完這一次，我們說我們下次要開公私協力，你願意來就好，所以不用。沒有什麼編預算什麼什麼，下一次你願意來開就好。那既然你也都沒有預算，這些開會一定都很簡便，對不對？一定是比方說你水利署有會議室，就用你水利署自己的會議室，對不對？然後，然後如果來的人你請得起便當，那你就給他們便當，那因為你沒編預算，當然你不會給他們，什麼開會會議錢，或者是分享什麼錢，當然沒有這種東西。

R：對。

哈：他的結構有點像是說，比方說好了，我們辦一個活動，我給你講者錢，這個結構是什麼？這個結構是你求他來講，對不對？為什麼你要給他錢，對不對？雖然這是合理的，但是你求他來講，所以你給他錢。

R：對。

哈：可是在那樣子的結構，你就不是一樣，你每一個人來的人，他們都是互相所求。

R：對。

哈：比方說我去參加公私協力會議，我為什麼要去參加，我一定有訴求，想要叫水利署做或者想要去溝通，對不對？就我一定有目的，所以我會去這個公私協力，那水利署開這個會議一定有他的目的。

R：對。

哈：所以在那裡面，他是沒有錢的他們來的真的不會有錢，那你從這種角度裡面，就要想那為什麼人家來，你不給他錢，他要來。

R：對。

哈：你就一定要讓他達到，他想要的東西。

R：對。

哈：不是錢嘛。

R：對。

哈：那他想要什麼？那最簡單的就是一定是想講話。

R：對。

哈：他有訴求要講你如果去參加一個會議，那個會議裡面，你就去呆呆的聽完，然後就走了，你是不是覺得很浪費時間。

R：對。

哈：那你一定會有想要……尤其是像這種 NGO，他一定是有什麼東西想要跟水利署開對不對？所以他的結構就是這樣。所有來參加公私協力會議的人，只要他是組織，他就有權力，有五分鐘的時間講。所以每一個組織來，我都會問他說：「你可以有五分鐘的時間講，講題是你自己決定的，你要不要講？」你如果說要，我就會跟他說「那你在事前要給我題目跟投影片」，然後理論上這個題目跟投影片是要讓水利署確認，結構上是這樣。

哈：就我問你，如果有一個會議，人家來是來找碴的，你會想讓他來嗎？不會啊！不可能嘛，對不對？那，你怎麼知道他是不是來找碴的？當然是要先知道他要講什麼，有點像是這樣。就是說像我跟 NGO 的人要來的時候，有些人……就是比較有疑慮的我都會跟他講，你在做環境運動的時候，你要吵架的地方很多，很多地方都可以吵，這個是你唯一一個可以合作的地方。

R：對。

哈：你要來合作，你就來；你要來吵架，你就不要來。不用浪費你的時間，也不用浪費我的時間。

R：對。

哈：你吵架不是缺這個地方，你要來就是要來合作，所以來協力會議的人，每一個人都是來合作的。因為他有結構上，你就必須要把結構安排成這樣。

R：是！

哈：對不對？那在來就是，那我怎麼知道他來是好人還是壞人，因為協力會議是對社群公開的，每一個人都是可以點個報名就進來，甚至直接拿到就直接進來的，當場來的。就是他很不像正常的公部門的這種什麼說明會還是什麼，他是需要審核的，誰能進來、誰不能進來，沒有，他只是隨便的人都能進來。

R：對。

哈：那你隨便能進來，你怎麼確定他有沒有壞人？所以基本上就是有點像是說題目，假設你隨便的人來也沒有，問題是你有五分鐘講給大家聽，所以，當然是需要先溝通一下題目啊什麼，後來當然這些東西都不存在，但是結構上他都有這種保護機制，我剛才講的簡單講就是你要怎麼遏制惡意的人？就是全公開。有沒有？你誰來，實名制的那樣子，開會是實名制的。好。再來是你的投影片是公開的，你的錄影是公開的，會議紀錄是公開的，所以壞人不敢來，你懂意思嗎？我壞人來，我就全公開在上面，大家都知道啊！所以你敢來，你要敢來我也

不怕你，對不對？但就不會了，反正還滿長時間的好幾十個會議裡面，從來都沒有壞人。

R：哇哦。

哈：剛開始是有設計這樣的機制，但其實這些機制都用……應該說這些機制都有效 work，所以基本上，他也從來不會有壞的。

R：對。

哈：當然有一些環境運動比較激烈的人，但是他畢竟是好人啊，他只是跟你的意見不同而已，這不是壞的，所以他至少還是會在那個結構裡面，慷慨的表達他的異議。

R：對。

哈：你五分鐘你可以講啊，你愛怎麼講就怎麼講啊，還有最重要為什麼要有投影片？投影片表示你要準備，你要言之有物，你要能夠留下紀錄，你如果說你不用投影片，那每個人去那邊繞五分鐘，你覺得這是好事嗎？你想想看，如果有人來這樣繞五分鐘，如果你是水利署，你還想要有這種會議嗎？就覺得很糟糕。

R：對。

哈：但問題是你是不能，沒有投影片講的啊，你總要把……，因為基本上，你想要問的是有點，有點像是你的提問是為什麼 LASS 的協力模式 work，其他人似乎不 work？

R：對啊。

哈：好。那我要告訴你就是我剛才講的這些東西，都是為什麼？他 work 的一些原因是，對不對？那你看喔，那你想想看，比方說 LASS 協力模式想解決什麼問題，第一，我們不想，我們想，他是一個溝通的平台，所以你不能，比方說公佈門想要講什麼？講完，然後幾個 QA 就結束。

R：對。

哈：這是不行的如果是我，我這種會我也不去開，我幹嘛這麼浪費時間，但是你只要對任何一個 NGO 來講，他那五分鐘，他就願意來，對不對？我可以講五分鐘，那我也可以在那五分鐘，別人講什麼我也可以討論。他以為協力會議的情況就是都是這樣子短講，那當然協力為什麼要開這個會，因為他裡面有很多前面的主題講的東西他們會講，所以他會置入，他想要對社群溝通，或者對社群討論是什麼？那這個東西，他是對外公開，而且是錄影是有公開的，所以對他來講也是一個溝通管道。

R：對。

哈：那，他可以推動這些，所以水利署，他是有利的。

R：對。

哈：那，水利署在溝通這些東西，下面的人，這些 NGO 的人，聽來 feedback，這不就水利署要，這不就水利署要，是吧，這個東西他們如果正在做的東西是這些 NGO 關心的想要推展的，這不就是合作的開啟對吧？然後，在我們裡面還有一個環節，整個協力會議還有一個環節，是每一個人有一分鐘的你自我介紹的時間，他就是那個串聯的時間：「我是誰？我來幹嘛？怎麼樣？我想講什麼？」就算我沒有，就算我不能上去講五分鐘，我也有一分鐘時間可以表達，起碼我不是來跟沒來沒人知道，對不對？

R：對啊。

哈：基本上是這樣。所以我覺得我們可以看到是說，水利署在水利署的案子上面，是因為水利署的高層，對不對？他的副總工程師，想要 set up，或是想要做這樣的一個環境，然後我們去建立了一個，算是制度嗎？有制度的開會的模式，然後，應該說其實應該說你要這麼講就是公部門想要公私協力，但他不知道怎麼做。

R：對。

哈：他並不知道怎麼做，那，我們，propose 的一個方法，是我們認為是怎麼做，就這樣。然後我們認為它是一個方法，不是只是一個會議，

所以 LASS 協力會議是一個方法，我有把它文件畫下來，它的方法是什麼？剛才呢，那些設計裡面，在文件裡面全部是有寫的是。

R：對。

哈：我們的方法是什麼？剛才運作的就是我們的方法，那好幾十次的會議結果，錄影什麼？就是實踐這個方法的案例，可以這麼講。

R：對。

哈：基本上是這樣。所以，像 LASS 其實在那個時候，LASS 在推動的其實是這個方法，因為我們認為說如果我們跟公部門協力的方法是好事，那為什麼只要只能在水利署？

R：對。

哈：為什麼不能在更多的地方，為什麼這件事情不能到處都是，對不對？如果有人可以做得比這個方法更好，那當然用他的。但是如果這個方法還不錯，那為什麼不把這個方法到處都試？所以其實 LASS 在推動的是這個方法，我們只是這個方法裡面的一個案例，有那麼多次的會議，實際上的目的是想把這個方法推展到全部，但實際上，在推展到全部這部分我是失敗的，因為像我在裡面有很多，就是如何把這個方式推展，它的概念比較像就是說好，它是公跟私，我把公私協力再講清楚，就是你自己想想，如果以水利署的角度，我要跟私協力，請問這個私是誰？我們認為私是社群，不是廠商，為什麼呢？廠商每次都想做公部門生意。它跟公部門是甲方乙方的關係。

R：對。

哈：甲方乙方不是協力關係。我給你錢你就搞、你就做好了，我來跟你協力什麼？我叫你做什麼你就做什麼，對不對？所以甲乙方的關係不是協力關係，所以為什麼 LASS 在公私協力的時候是不碰錢的，是因為他得避免掉他是乙方，你懂意思嗎？

R：了解。

哈：這非常艱難，你要避免你是乙方，你才有跟人家協力、平起平坐的機會。那因為你沒有拿他錢，他就不會對你有不應當的要求，你知道

嗎？我是社群，我就是愛來不來，假設你不願意溝通，或者你不願意推動、或者你不願意進步，那我們馬上就閃人了，不會再來了，對不對？

R：對。

哈：那他如果想要，他就必須要持續進步，這就是一個這就是基本的概念，是不是？

R：是。

哈：那基本上類似這樣。

R：嗯嗯！那我還是大概 wrap up 一下，因為我記得最早空氣盒子是因為在偵測空氣污染嘛，然後那時候一開始跟環保署有一些衝突，因為他們說「啊空氣盒子不是專業的啊」、「你測到的這些都不是那個——」

哈：對。

R：那後來好不容易是做為有點像民生物聯網，就是有點像民間監測然後弄成一個網路的關係，然後環保署才有點把它當做參考。對不對？

哈：嗯。

R：那水利署這邊因為……我覺得對大家來說，就是我們之前有看到——當然哈爸你有分享過——包含從就是在 LASS 努力的方法。那我其實還滿好奇說，我覺得大家對 LASS 在水利署這邊的合作，印象好像都停留在譬如說圖資的修正，那確切來說 LASS 跟水利署的合作包含什麼？或是說你在會議上面跟他幹譙什麼？我有印象說你有講過修正河川編碼這件事情。

哈：有。應該說協力到底在協力什麼？

R：對。（笑）

哈：其實應該這麼說啦。你跟公部門協力呢，你題目不能太小。比方說好了，大部分的 NGO 他們都只關心單一的題目，一個很小範圍的題

目。請問我如果是水利署，你關心其中的一個題目，我們這個題目談完了，是不是就謝謝再聯絡？不用談啊，沒什麼好談。

R：對。

哈：第二件事情是，重要的是它是公跟私的一個固定的協力會議。所以呢，你這個議題範疇一定要廣泛，對不對？你才能夠持續嘛，才能夠大家都有興趣來，對不對？你今天比方說你談某一個這方面的議題，其他人都不會想來啊！因為跟他沒有關係，大家時間都很寶貴。好那這是一方面，你題目要廣泛。第二件事情是你要專業。我們不是來玩的，我們是來把事情推展的，那只有專業的人才能推展事情，對不對？要不然你做的東西都不夠專業，那怎麼會有進展？你一定是專業的人來做這件事。那對於我的角度來講，那我就是一個工程師。那我的專業就在不管資訊啊、這種什麼系統啊，這種就是我的專業。

R：對。

哈：所以呢，你想要讓這件事——對我來講，我想要讓這件事情 work，我就要讓它第一個保有專業、第二跟 IT 相關，題目又要廣泛。對不對？所以基本型呢，就是開放資料。而且很重要一件事情：比方說你跟他談一個議題，水利署很願意、覺得就是我們要來做，很大部分的議題都需要開標案才能夠處理，對不對？你說這個地方要整治，開個標案；你說那個地方要處理什麼事情，開個標案，對不對？那開個標案是什麼意思？我們很願意來弄，明年再說。我今年開嘛！明年再說。

R：對。

哈：還能怎麼樣，對不對？那明年再說就沒有持續啦！對不對？你談完了就謝謝再聯絡，然後這東西就斷了嘛。開放資料不是啊！開放是資料嘛，你有馬上就可以那個，沒有也可以生一點或是怎麼樣嘛，對不對？然後資料這個東西是所有人都想要的，所有人都有利了嘛，對不對？那他的釋出對所有人都有利，也不見得一定要來開會嘛。所以他的情況是，他為什麼會選定在開放資料相關，這是有策略上的考量。就是各種環節考慮起來發現，簡單講我們的學習的成果是公部門跟私部門協力的這個會議的基本主軸就是開放資料。

R：——嗯！

哈：因為你也找不到任何其他的東西更符合我剛才的特性，你懂我意思嗎？

R：是。

哈：你必須要可持續、題目又要廣，大家都有利、有關心，然後又可以要馬上能夠行動。我也不知道有沒有別的比這個題目更好，我們是歪打正著做對的。

R：啊？

哈：因為我從我什麼角度、然後切入，是這樣的。是等到做了，比方說半年之後，我才發現，原來我原來我矇對一件事了。對。因為我的特性的關係走成這樣，但實際上他才是對的做法，這個不是之前就知道，這個就是之後才發現「原來我做對了！」基本上是這樣的。

R：對。

哈：所以你說他在做什麼？他的核心在，開放資料。

R：對。

哈：但我們的開放資料，跟外面想的開放資料不一樣。外面的人會認為，我們在講開放資料，就是推動政府開放資料、把資料釋出，這是不對的。基本上我在協力會議裡面，我幾乎很少要求公部門開放資料。因為我的理解是，以水利署的角度來講，他們本來就想開放資料。所以他想，並不是他不要開放，他是可能不會開放，或者不知道要開放什麼、或者不知道怎麼做才是對的。所以你不用一直跟他講說「你要開放」、「要開放」，有什麼好講？他本來就要嘛，對不對？那另外一件事，將心比心。如果你是公部門，你一定要循序漸進、適合做的事才能做。

哈：所以我們的方法，主要在幫他把資料開放會遭遇的困難都把它排除。當他自己有信心之後，他自然會開放，你不需要去強迫他。因為他準備好了他就會開放，他準備不好，你再怎麼強迫他也不會開放，這是將心比心的問題嘛，對不對？所以我們很快就會進到真實的問題，真

實的問題比方說，我不知道要開放什麼啦、我資料格式我不知道、我資料品質有問題，都是都是很直接的問題。

R：對。

哈：那我們的情況是說，「那我沒有辦法協助你解決什麼問題？」其實老實說，他們的問題可能有五成到八成是公部門本身的問題，比方說長官不支持，長官不支持我，你怎麼樣？對不對？那比方說裡面有一些很奇怪的這個法規還是什麼規定他們不能做，那不能做你又能怎麼樣，對不對？簡單講，我們不關心社群不能處理的問題，我們只關心什麼事情是社群可以處理的。

哈：我常常跟他們講說你要做這件事情，你有十個問題，裡面有三個問題是我社群可以幫助的，我就只講、我們就只討論這三個問題，其他七個問題你自己想就想，對嘛，不關我的事情，那你說那十個問題，你只解了三個問題，事情還是沒辦法解啊，但問題是這三個問題解了，就有些事情可以解啊。你幹嘛要全解？你能解一個就是一個啊，你幹嘛把事情講得那麼複雜，對不對？我能解一個就是一個啊。

R：對。

哈：就算都不能解，但是我也變成十個問題只剩七個問題，對不對？就基本上就是這樣子，所以我們從來不會去關心那些不屬於我們的事。

R：對。

哈：而且情況是這麼講，大部分的人，以民間來講，跟公部門公私協力他的目的是「我的訴求你要做」。

R：啊……

哈：有沒有？私部門去公部門開會怎麼樣，他其實是要推動他的訴求，這在本質上是錯的。LASS 在跟公部門協力的時候，他自己本身差不多是屬於無所求的。他比較像是說我們解決彼此的問題，解決掉了問題，自然就會發生。所以我們沒有特別，你看，我們也不會要他開放資料，我們也不會什麼怎麼樣，我們就只是把一些能處理的問題處理掉，他自然就有成果，你懂意思嗎？

R：了解。所以他比較像是一種，也不能說辦身體健康的，就是他就是逐步協助消除彼此的問題；然後他自然而然就會因為這些問題被排除，所以例如說像可能，所以我們可不可以說，LASS 這樣的公私協力解決了，例如說公部門原本自己沒有辦法解決、或沒有辦法知道的一些問題？

哈：我舉一個很簡單的例子，我們的有點像主軸在公私協力，可是 LASS 在跟水利署一開始談的是什麼你知道嗎？我們一開始處理的第一個問題，是我在會議上跟他們講說我覺得很奇怪，我是 LASS、我在社群的核心，那麼多關心的人，我們又在比較資訊很流通的地方，我現在又那麼關心水，然後為什麼你水利署有那麼多好的系統，我都不知道？

R：嗯！

哈：這個核心問題是什麼？這個核心問題是你政府做了很多好的系統，但根本別人不知道！我不是說民眾不知道，連關心的人都不知道，關心的人又在資訊的核心的人都不知道。簡單說你做的這些系統沒有發揮他的價值，你花了那麼多力氣、做了那麼多的好系統，卻沒有人在用，這件事情本身就是有問題。你在浪費納稅人的錢，對不對？而且明明就已經做好啦，對不對？

R：對。

哈：那你不覺得，我在想說，這不就是一個很核心、很基本的問題嗎？是不是？你把它解決了，更多人用到，納稅人的錢就不白花啦！你的系統做那麼辛苦就有意義啦！那民眾的需求就有一些都有 App 了耶，對不對？我們這每次在講說什麼什麼再來做 app，你看講了什麼什麼需求、把它形成規格、標了案子做成 app，你看做了這麼多的路子最後才走到這一步，這一步卻沒有給人家用，這不是……對不對？你幹嘛解這麼遠的問題，你可以解這最新的嘛。

R：嗯。

哈：所以我發現這件事情，我就跟他們講說我認為核心在於那些 app 民眾根本不知道，你也沒有一個方法讓民眾知道啊。所以我們能不能做一

個簡單的事情？「在你水利署的官網上弄一頁，那一頁就是你水利署的所有的這些 app 的清單」，這樣可以吧。簡單嘛，就只有一個網頁而已，有很難嗎，對不對？理論上是這樣。所以他們在第一個月就是談我有這件事情，下了一個會議結論說我們要做這個東西，那你想說這個東西很簡單，對不對？你第二個月來的時候這個東西應該做好了，對不對？第二個月這個東西真的做出來了，網頁有一頁，真的是在裡面有多難看，你知道嗎？只有一個系統名稱，一個連結。所以你從這個例子你就可以知道公部門一點概念都沒有。

R：對。

哈：他知道要照著你的意思、命令做，但是他根本不知道他在做什麼。我就跟他講啊，你最起碼這一頁上你總要寫一些描述、分類怎麼樣，你不會有人一個一個人點進去知道這個是什麼嘛！你一定在第一頁上就要告訴人家說「這個很棒、請你點進去」，對不對？就是描述跟什麼其他的意思。所以你看，第一次的會議，隔一個月你看到有東西，但是是不合格的，再一個月那個東西才合格，基本上就是這樣。

R：對。

哈：以這個例子來講，他就是解一個小問題嘛。那 LASS 的角度來講是我們在溝通，這個溝通有成效，因為他有行動、有成果，對不對？那這個成果，至於你怎麼評估他，這不重要，反正對我們來講是他已經不像以前就是不溝通，他就是協力，對不對？只是就是反正就協力，這是一開始。然後 app 完呢，第二件事情是……呃，有點忘了。喔，第二件事情是開放資料清單，就是我們說我們在弄開放資料，其實一開始也是大家關心的是開放資料，其實以水利署的角度來講，他們不知道什麼叫開放。

R：喔？

哈：為什麼？叫什麼？或者是說他們不知道什麼叫開放精神。

R：啊。

哈：他們是簡單講，公務員是一群離真實世界有點距離的人，他們並不太知道什麼叫開放精神，他們也不知道為什麼要開放，他們也不知道這

些東西該怎麼做。所以很多的溝通他其實都是從很底層去溝通，你得告訴他我們為什麼要這麼做、開放是什麼、怎麼樣做才是一個開放的做法，這是在初期上都在溝通的事情。那你看水利署的情況，是因為他是長官支持，所以協力會議的時候，所有的各組全部都人來，全部都來喔！那個很奇怪，公部門來了二三十個人，私部門就只有來個什麼，就是這樣子，懂意思嗎？他是一個不平衡的狀態。就是一個公部門重視，但其實私部門其實叫不動，你會看說我剛才講的好像很好，說「喔喔喔好，有機會，大家就可以來講十五分鐘」，感覺應該是趨之若鶩的事情吧？你好不容易有這個結構、有這個機會，應該是搶破頭的事嘛？沒有，每一個都是我拜託出來的。所以在那個環節上，大家是不習慣這件事情，私部門也不習慣、社群也不習慣，因為從來沒有協力過、也沒有合作過，所以他也不習慣。就算你在社群網站公開，大家都有這件事情，他們也不會自己來，都是你去求來的。因為要開天窗，就去求來的。

R：對。

哈：大概做處理的第二件事情，是開放資料清單。

R：對。

哈：因為我們，在了解之後，我們就發現，水利署的開放資料，雖然他們願意開放，但是他們開放，有放在 A 的地方、放在 B 的地方、放在 C 的地方。我就說我就跟他們講一個例子：你覺得我們如果民眾想要去找一份開放資料……我曾經想要找一個開放資料，半年之後我才發現，原來他是有開放的！這什麼意思？你沒有開放就跟我說沒有開放，你幹嘛要讓我半年之後才知道他是開放的？也就是說資料有沒有開放，他應該是一個 15 分鐘查詢的動作，就要確定有還是沒有。因為有我就用，沒有我可以不玩、或者我可以想辦法去解決它，對不對？但你不應該是「有還沒有」這件事情可以拖半年嘛，對不對？當然我也沒有一直去看，但我的重點是我那時候找不到，但竟然發現半年之後我找到了，這不是一個對的事。

哈：那我回到水利署。我就問他說在水利署的角度，這份資料是開放的？還是不開放的？這應該是一翻兩瞪眼的事情，你應該有一個水利署開

放資料清單。這個開放資料清單裡面有，就是開放的，沒有就是不開放的。這很簡單的道理，沒有灰的，有進清單就是有，沒進清單就是沒有，不就這麼簡單。但水利署並沒有這樣的清單。所以他們的第二件事情是整理出一份開放資料清單。我不管你要放在哪，你放在幾個地方沒關係，那是你的事，我們一時也改不動，但你長出一份確認官方的清單，這是你應該要做的。他就解決了！我在這個清單裡面查，有就是有，沒有就是沒有。

R：對。

哈：但是你要知道，你以為說我好像比方說第一個階段是 app 清單，第二個資料是開放資料清單，好像小事對不對？沒有！因為他們當他們要做 app 清單的時候，他們就發現他們系統裡面其實本來有記載一些類似這樣 app 清單的東西，但都年久失修了，資料都沒更新，什麼什麼東西在哪裡他們也不知道。所以他們為了做這件事情，都要把那些清掉。開放資料清單也是一樣，他們就是要去釐清，有一些「奇怪，那這一個到底是開放還沒開放？」我就說他們自己有三個地方，為什麼在 A 的地方有、B 的地方沒有？那為什麼 A 是這個版本，B 的地方同樣的東西，卻是另外一個版本？他們要去清楚這些事情，才能夠完成這件事情，他們都有這樣做。所以，每一個小動作，最後實際上都是改善。這是合作的第二件事情，差不多就是第二個月的主軸。

R：對。

哈：第三個月的主軸開始，是他們都有提出了一個問題。他們說「奇怪，我們有那麼多開放資料了，我們也那麼願意開放了，為什麼水利署的、就是民眾做水方面的 app 都出不來？」那我一時回答不出來，那我就想到一個方法是，「嗯，那既然我自己也會做 app，我自己也會設計系統，那很簡單嘛！我就假裝去設計一個系統，如果我做得出來，那問題就在於其他的地方，如果我做不出來，我就知道問題了。」就我一開始從這個方向思考，我馬上就知道問題了。他們的問題在於，他們都提供了一大堆測站，什麼水位資料、什麼感測資料，他們並沒有提供基本資料，比方說河川清單、流域清單，各種東西，為什麼後面都在做比方說河川清單的盤點或者是什麼？他其實有一個

主軸就在這裡。因為你沒有基本資料，你的開放資料等於是沒有根的。App 是做不出來的。

R：對。

哈：基本上就是這樣。所以他們後來就要再處理這種開放的基本資料。比方說河川清單啊，有域清單這些事情。

R：對。

哈：然後，公部門在做的東西比你想像中慢非常多，他們要做這種比方說河川清單還是什麼，做了一兩年之後，他才來跟我回報說這個東西有進展。你就知道，有些東西公部門動作很慢。

R：對。

哈：那你如果就光以這件事來講，你民間跟公部門協力早晚會氣死，好不好。

R：（笑）

哈：那你講了又不做，都要做又這麼久，類似這樣。你民間為什麼會想推動這個？這個就是急嘛！我關心這個我就急。但實際上你換個角度來講，其實也不對啊。因為呢，就這麼講好了，就是我們民間在關心事情，有些人是真的拿來當一輩子的事業，我們這種很尊重；但大部分的人，其實像我自己也是一樣，我搞空氣搞一陣子，後來去搞水。那你覺得我在空氣上還花那麼多力氣嗎？就沒有啦！對不對？對我們來講，我們是一陣一陣的，但對公部門來講不是，他們每一件事情都是持續永久的。所以我們去講的時候，好像我現在很關心，那你不關心的時候是什麼？你懂我意思嗎？

哈：所以這不是這樣講的。就是就是你好像關心的時候，你就以為說人家都應該全力的做這件事情，其實是不對的，對不對？那你為什麼不關心別人，那別的都不用做嗎？對啊！不是這樣子！所以你只要有的時候你去多將心比心對方，你就會知道說其實問題在哪裡。其實講到公私協力推展，這一個核心基本上就是將心比心。

R：「將心比心」。

哈：你要從他的角度去看事情，你才能夠幫助他解決問題，對。

哈：那大部分人是不会有這種……第一個是他沒有這個 mindset，也不會有這個耐心。大部分人就覺得，「那是你的事，你要解決啊」，對不對？可是問題是人家也是領那麼一點錢，然後也是一天上那個班，為什麼他就要那個……對啊。

R：所以現在包含哈爸你自己，LASS 這樣到底有幾個人？

哈：LASS 人很多也很少，因為我說我沒碰錢嘛。因為我對這些人，我全部也沒給他錢，所以實際上我也不是他老闆，我們都只是永遠的合作夥伴而已，人家要做不做都是他的自由。所以 LASS 的情況是這樣：你如果是一件對的事情，你叫的時候所有人都會來，但是你如果這件事情不是對的事情，或者不是他現在關心的事情，你叫什麼他都不會來。

R：嗯。會不會有常態出現的幾個人？

哈：會啊！常態出現就是，有些比較好的，那些，簡單說就是、差不多概念有點像是，我要處理一件事情的時候，我叫誰誰都會來，但除此之外，大家都是 free run。對啊。所以 LASS，像我後來很沒有空弄這件事情，你說 LASS 也可以幾乎完全沒有動作，但實際上也完全沒有散掉。這些人需要的時候就會出來。

R：嗯。

哈：所以 LASS 有多少人？你可以說 LASS 根本沒有人，也可以說 LASS 需要的時候他人都在。

R：所以水利署這樣 run 了有一年多了？

哈：不只，好幾年。

R：現在還有？

哈：現在幾乎沒有。因為 LASS 公私協力，他一開始是水利署的協力，最後轉到在頭前溪的協力，然後後來轉到總統盃的期間，然後再來總統盃得勝之後，後來有一年是後總統盃的一年。因為他被列管，所以那

一年還最起碼都會開個四個流域的協力會議，然後之後再一年，就有點像苟延殘喘。他就是還有協力會議但就是很沒力，到差不多今年基本上是停下來。對啊。不過大的課題，或是說明顯可以解決的課題暫時是處理掉了。

R：現在可能就剩下還沒有辦法解決的課題嗎？

哈：嗯，不是，應該說這種跟公部門的協力，尤其比方說在開放資料這邊，基本上他應該是處理不完的事情。開放資料永遠有更多的東西要比方說開放嘛，更多的資料要處理，更多要怎麼用它，你永遠有很多這種事情嘛。對啊。然後沒做就基本上就是停下來，就這樣。沒有什麼。不是做完了沒得做，反正你沒有下去，他其實本來是這樣。第一個是我忙了，這件事情我暫時不要放下來，然後第二件事情是張廣智也調離那個位子，所以有些時候還是需要機緣。

R：對。

哈：然後，那個時候做的時候很想要……我剛才沒講到複製的問題，其實我那時候在考慮推動複製的時候，其實我在很多投影片裡面都有提到，要怎麼複製這個模式。然後我想的方法比較像是說，第一個是他所有方法、所有的經驗、所有的東西，理論上他都是開放的。所以別人是理論上照著做就可以做的，便沒有什麼秘密。現實上你想要比較簡單一點，我的概念是就是「一腳動、一腳不動」的概念。

哈：比如說假設我那時候其實有想過，比方說 g0v 想要做這件事，好！那就是兩種方法，一種方法是一腳動、一腳不動，就是好，水利署跟 LASS，那可以把 LASS 這個角色，換成 g0v，那就變成 g0v 跟在水利署協力，這樣還是可以運作；另外一種是比方說，好，g0v 假設他想要跟內政部，那我就可以幫忙 g0v 的某個人，幫他帶起這個結構。「一腳動一腳不動」的意思，就是你現在要跟內政部協力，所以呢，哈爸先跟內政部協力，但是是帶著 g0v 做的，然後最後讓 g0v 也換掉我這邊的角色，就變成 g0v 跟內政部協力，我那時候的想法比較像是這樣。就是說我去帶民間的團體跟其他的部門協力，把這個東西帶起來，那因為你帶起來你就自己 run 了。

R：對。

哈：那我就不需要在了，概念比較像是這樣。那在考慮這個結構裡面，那到底是換公部門困難，還是換私部門困難？理論上是私部門比較困難，因為簡單講，公部門只要長官支持，基本上他問題就不大，這個東西，你只要有緣分、有長官支持，他就可以了。但私部門就不一樣。因為你看剛才講的協力模式，對私部門是很要求的，他有點……第一個要求，就是你不能當乙方。

R：哦？

哈：那誰不能當乙方要做這件事情？而且他第二個，有點像他的結構，第二個情況是，你做這個東西，概念有點像「你要無私的做」，不是說我自己想推動一個議題、我去解決這個議題，有沒有？他是推動一個比較像是開放資料這種比較大的東西、比較無形的東西，不是自己本身完全是自己關心的議題，你知道意思嗎？他其實在結構上很要求私部門把事情做對，所以我們可不可以說 LASS 的這個模式，有點像是一個公部門對社群、對民間的一個有點像顧問協力、諮詢和合作的一個空間。他是一種合作模式，我覺得開會只是這個合作模式的手段。

R：對。

哈：所以他可能藉由這個樣子，公部門可以解決掉一些對我們看起來好像是很小、但是其實是對民間來說是非常……就是雖然看起來非常簡單，但是對公部門來說是非常困難的，或是都沒有意識到的問題。簡單說，他就是一點一點的改善這些事情，其實他，你很多事情是一點一點一點的改善，其實他最後你可以看，比方說一年之後，你可能會看到，「哇！他原來成果很多」，但在每一個單點上你都會覺得沒什麼，就是這樣子。

R：對。

哈：因為以公部門的角度來講，是因為基本上來講，公部門解決的每一件事情都是大事情，你光一個剛才講說一個 app 清單，大家可以取得，他是讓 2300 萬的人都可以取得，對不對？你本來可能只有比方說只有 1% 的人取得，我經過了這件事情之後，把它升成 2%，它影響是好

幾十萬人，你懂意思嗎？是公部門做的東西，每一件事情，都是大事情。影響的人都很多，我的理解是這樣。

R：是。

哈：而且就我的經驗來講，越是看起來寥寥無奇的進展，越是有效這樣。因為就其實看那 app 的例子，其實就這樣，有沒有？你會特別開一個案子解決這個問題嗎？不會。但實際上他就是我個人看來，他就是一個很有效果的事情。

R：對。

哈：你開放資料清單也是一樣。他都是很結構上，你如果他裡面內部有一個清楚的清單，那是不是表示他做很多事情是乾乾淨淨、清清楚楚？對啊，就是我比較不會去評估每一件事情到後面到底怎麼樣。就好像整個 LASS 都會用空氣盒子或怎麼樣，其實我們也沒做什麼，說說弄完你也不知道做了什麼，對不對？世界確實是變了，很多結果是看起來是很好的，但你說這都是你 LASS 的功勞嗎？我也不能說他都是 LASS 的功勞，對不對？有哪一件事情證明他非 LASS 這件事不會存在？也沒有。

R：他比較像是感覺像是在調體質，你知道。

哈：有點像。你不做你也不覺得他一定會出事，對不對？做了你也不知道，他是不是就一定有改善，但怎麼看他就是有改善的事情，對不對？而且更重要的是他根本就不耗 resource。你看 LASS 為什麼、你看我 LASS 我也沒出錢，我做 LASS 的第一個原則，就是我不出錢。我出了那麼多時間，我自己都快餓死了，我哪有力氣去出錢？我出錢就表示我很快就餓死，所以我的結構是我絕對不會出錢。

R：對。

哈：我絕對不會出錢，對啊，那我不會出錢，他的情況是我不出錢，所有跟我碰、跟我的人，沒有一個人跟我談錢。我叫人家來的時候，沒有一個人會問我說那有沒有出席費？做這個有沒有什麼？不會有這種事啊。所以簡單講，他實際上所有動作都是考慮過的。我為什麼要叫

你，我舉一個例子，前一陣子我不是在……我不是去環境部，那個找我去演講。

R：嗯。

哈：然後他關心一件事情，我馬上就叫汪立本一起來參加，因為他是他在歐洲對這個議題很熟。可是人家是教授，對不對？那人家在這方面也是專業，但是為什麼我叫他來他就來？原因是這個議題就是他本來關心的。

R：嗯！

哈：你懂我意思嗎？所以我叫他來，在表面上是我去求他來，但你回到事情的本質，是這是他本來就會願意的，是那做東西都是這樣。就是說我們不會去……就是說他是一種互利的過程，那你怎麼樣是互利的過程，那你當然要知道人家為什麼要做什麼事。那以跟公部門協力的角度來講，就是說這些有心人他平常推動一些事情，他實際上他就是因為結構上，就是說我們在外面推動的事情其實上是很沒效率。你如果能夠藉由公部門的改變、或者公部門的實施，你的訴求會很有效率。

哈：所以結構上要改變事情，就是要說服公部門，所以你有對的人跟對的時間、對的什麼東西，把這些人串在一起，他們是真的會改變事情。雖然他們都沒拿到錢，但是他們都得到他們自己心裡想要的東西，我自己是這麼認為。

哈：所以像我去找的人，他們簡單講，在 LASS 裡面真的會出現的人，都是有心的。因為他的第一個情況是他沒有用錢驅動你，他沒有用錢驅動你的時候，你就一定要有其他的地方可以驅動他，那一定是他本身就要的不是？對。所以 LASS 裡面的人都很強，但都不會有錢的問題。然後都是若即若離，有需要他就出現，沒需要他就忙他的，他也不會、你也不需要去照顧他。

R：哦哦，好有趣喔！我覺得這樣合作的關係，就是其實我們目前訪談到現在，也的確是觀察到，因為我自己另外一個有參與的是開放國會（描述一下開放國會）然後你接觸到立法院的公務員，然後跟他們提的點他們會想辦法去解決。雖然動得非常的慢，然後雖然你會覺得，

要跟他們解釋很多非常基本的東西。例如說「我們要 Public Money Public Code，有沒有辦法開放一些資料或原始碼？」然後他們就會去把 SQL dump 的 command 印出來，然後說這個是開放原始碼。可能就是會需要花很多時間去說服什麼。但是久而久之——因為我是很後面才加入，我不敢講——但是至少說像 Ronny 他很認真去說服公務員，或是透過自己寫程式的方式去影響，秀給他們看，然後他們就開始比較知道怎麼去發包，或是做這些系統或做這些改善，後來就立法院的資料，就比較統整。那我覺得在這一點上，其實我有看到，就是就是有感受到和 LASS 這邊的連結啦。就是好像是，就像你講好不容易我們有打開公部門，接觸到公務員的機會，那我們就將心比心的就是一起協調、解決問題。對。

R：我覺得，那最後就是想問哈爸說，那我們剛剛講的這麼多現況，還有你後來遇到的……就是現在是大概就是因為你比較忙，所以就沒有繼續，但如果有需要還是可以再做的？

哈：基本上情況就是，我的情況是後來我去做 TAIDE 了。（解釋 TAIDE）對我來講那件事情是件很重要的事情。所以我花了大部分的時間在那件事情上面，所以很明顯的那些其他的時間就基本上是被排擠了。

R：嗯啊。

哈：那個時候有點像，其實情況是，比方說公私協力在 LASS 裡面其實也是有人可以主持，水利署也要跑其實是可以。那如果是講公私協力這部分，我當然會希望那個東西他會持續，或者是進展、或者是幹嘛。那剛才像我剛才講的那些，其實有緣分都是可以推動的。只是允許出的時間很少而已。但就我的理解是怎麼講，有些時候他比較像是個機緣啊，對不對？比方說假設好了，假設，g0v 說他想要做協力模式，那 g0v 人才濟濟，也很多經驗什麼什麼東西，其實真的要起很快啊。因為方法換湯不換藥，大家也是都知道，對不對？假設我舉例，假設 g0v 剛好覺得「這對啊，這好像也是個對的事情，我們 g0v 要這樣

弄」，他又沒有 pattern，又沒有幹嘛，又不是只有哈爸可以做，就是開放的東西。

K：那 g0v 能做，假設他有想做，就比如說有一個人「那我們要來做」，那來找我談說「那他該怎麼做」，那那個人一定是高手，對不對？那我只要把他的心中的疑惑解開了，他就會知道怎麼做啦！他在做的過程裡面，他可能又會遇到一些問題，那就再聊一下，他就知道啦！對不對？那我的概念比較像是說，你要做就盡快踩在我的肩膀上，往上做，對不對？我的方法，不好的可以改，那好的地方可以延續。我們的經驗有些東西是寫得出來的，有些東西是寫不出來的。寫不出來的就屬於 consult。對啊，那你就遇到狀況之後來問，就 consult。甚至情況是比方說，第一次協力會議，我可以幫你開啊！第一次協力會議，因為萬事起頭難嘛。第一次協力會議，你想要跟哪一個部門？然後大家講好，然後誰弄一下，我就第一次主持，第一次再落，像剛才講的是整個的協力會議，他架構在一個社群上，對不對？所以，因為他要在社群上廣告，然後招人，你在幹嘛怎樣，所以如果一個素人，素人他沒有一個社群的時候，這件事對他來講是很困難的。

R：對。

哈：那情況是什麼？他的情況就是說，你可以暫時拿 LASS 頂著用啊，你做的東西也是來 LASS 做，反正你在社群裡面發文，我又不會阻止你，我會鼓勵你。所以他可以，簡單講就是複製東西就是這樣。你用原來的東西，改一點點，你就長出去了，那慢慢就把它換掉，怎麼樣怎麼樣怎麼樣？你最後你就長大了，那類似是這樣。不見得要一開始就很艱難的自己起一個爐灶，你就仿原來的做法，照抄嘛。一樣在 LASS 宣傳，一樣什麼、然後一樣跟一些什麼人，然後換掉一兩個元素。比方說一開始主持人就換人了，那就那這樣，他就長大了，對啊。

R：那你和水利署互動，就算他們長官這麼想做，有沒有什麼特別你有印象的摩擦之類的？

哈：不能算到摩擦但實際上很卡的事情，長官想做他又搞不清楚，然後長官交代下面、下面也搞不清楚，然後什麼什麼東西，他都是需要去形

塑、去解決的問題。長官不講下面很難搞，長官講了他們中間 gap 還是很大，他不是長官講的事情就會順，那叫做……有點像是長官全力支持才是開始。對。

R：所以其實就算長官全力支持，還是會遇到，就是官……也不是說官的體系，就是公務體系他們要弄清楚到底要幹嘛。

哈：對啊，對啊，而且所以通常也不會好高騖遠，反正就是為什麼我們的方法運氣好、感覺是對的，就是說我們也不會去搞個很大要怎麼怎麼樣？沒有，他就下一次開會。那下一次開會自然就有幾個議題，那幾個議題自然就會出現幾個結論，那這個結論就會是下一次開會要檢核的事情。就這樣子。

R：嗯嗯。

哈：然後這樣子你也不會好高騖遠，因為每一次做的東西，一定是手頭上馬上就要解決的事情，你不用跟人家講一大堆，對不對？你只要循序的漸進的帶著他走，一步一步過，過一陣子之後你往回看，你就會發現說「原來大家都走這麼遠了」，對啊。現在你再去跟水利署談公私協力，他們熟得很了。

R：（笑）

哈：你再跟他們講什麼公私、什麼開放資料，他們也熟得很哪。

R：是。

哈：對啊、對啊，基本上是這樣。所以他過去就過去了。

R：最後一個問題。就是就是我們剛剛講，如果你可以許願，對不對？就是因為畢竟是一個政策建議的報告，如果你可以許願，你希望政府可以改善什麼？或是你希望有什麼東西政府可以做，然後可以讓你以後這種公私協力變更簡單？

哈：如果是直接假設，就舉例上說好了我是行政院長，我就會全面實施 LASS 公私協力模式，就這樣，真的！很簡單啊，我就是如果是我，如果是我是行政院長，我會寫什麼？以後部會，每個行政院二級部會，每兩個月要召開公私協力會議，召開的方法請參考 LASS 公私協

力模式，就這樣。一個行政命令就可以了，每個部會每兩個月都要做。對。

哈：他就一定要開一個會。他的 KPI 很簡單，每兩個月就要開一個會，然後繳交一份會議紀錄，然後裡面的東西，直接結果都要開放了，因為仿造 LASS 協力會議模式，就是這樣。

R：可是這樣你不會擔心說，就是這些，例如說就是發生你剛剛講的那些問題？就是公務人員硬要，所以就是去、然後大家討論討論，然後結束了？

哈：不會啊，但是因為他在結構上他避免了很多事啊。第一個是他的協力會議模式，他必須要公開召集，誰都可以來參加，這就跟他原來想……他們原來在躲的方式不一樣。第二個是他協力模式裡面是每一個來是組織都有五分鐘可以講，你懂我意思嗎？然後他的會議紀錄是要公開的啊，他的投影片要公開啊，然後那個演講投影片的那些部分是要錄影釋出的啊，有沒有？他躲不掉。

R：等於是說如果他呼嚨你，他也是直接……對。

哈：沒有辦法呼嚨你啊，他沒有辦法呼嚨你啊，他的模式是長這個樣子啊。對不對？你說你不公開，假設我是行政院，我出了這個之後，那我兩個月之後，我不是可以稽核他嗎？你開了沒，開了。會議紀錄呢，公開了嗎？投影片釋出了嗎？躲不掉的。

R：我覺得很有趣耶，因為像我自己啊，因為我之前在中研院（描述研究行政院 Join 平台）機關一定要回，他回你是公開的，你呼嚨人就會被罵。那當然很多時候他還是在呼嚨人，但是他至少公開出來會被罵，然後他就會皮會繃緊一點。然後被迫……然後因為他要跟國發會繳報告，就是你這個月解決了多少、然後回應了多少，然後時間沒到要講為什麼。所以有點像是……等於是說，因為公部門體系的關係，所以雖然你也不能期望有什麼從天而降的魔法，但這個就是用常民的方式解決常民的問題。

哈：對啊、對啊，他基本上就是他們的習慣，他就是要用這種方法。所以才會為什麼我會說我就一開始就建議你要用這樣子。那他們一定會打折扣，但重點是他打完折扣還有 60 分，就好。

R：對。

哈：裡面自然還是有人會把他做對，那也是那也是很少，但他會保持大家都是 60 分，就這樣就好。所以對公部門不用太奢求什麼事情，因為你大家都 60 分，這就是一件很偉大的事情，就好。

R：（笑）對。

哈：對，別想那麼多。因為你將心比心概念一樣。他的情況就有點像是說，你在那個，以公部門的角度來講，他領那麼少錢，又受那麼多的氣，然後在那邊做這些國家的事情，但是他對、他並沒有……他把事情做得好，他並沒有很豐富的收入啊！我們在外面事情做得好，我們薪水 bonus 很多，他們在那裡做得好，那不是他的啊！對啊，他為什麼要把事情做那麼好？

R：好好玩喔。我們前幾個禮拜去訪 Code for Japan，有一個他是以前是地方的公務員出來的。然我們後來就問他說為什麼他想要做就是有點像協助地方去做審議，然後他就跟我們說也有點像將心比心，他就說這些地方公務員，因為日本少子化，市政府公務人員數量也變少、但事情又變多，想到他們覺得很辛苦。

哈：其實基本上是這樣。那我剛才跟你講的這些東西，還是我現在 TAIDE，我算是公部門的專案，在裡面跟這些公務員其實更密切，我其實體認更多，但那個時候的想法，基本上就是這樣子。他這就是將心比心，你就說你有沒有將心比心嘛！

哈：你將心比心很簡單的概念是，「如果你是他，你願意這樣做嗎？你能這樣做嗎？」你好好替他思考一下，你就會知道他的困難在哪裡，對不對？那將心比心，為什麼要將心比心，其實是為了效率，對不對？我跟你溝通，溝通那麼久，其實你應該先將心比心，之後你就知道，你還能跟他溝通什麼，對不對？他沒有為何而戰，他沒有足夠的那個，他又被那麼多法規、那麼多限制，那麼多什麼什麼，他才會變成

現在的他；那在他這種情況下，你當作是他的情況下，你覺得你還願意做什麼？如果你自己都不願意做了，那你為什麼要叫他做，對不對？你怎麼可能說服他做？你都已經將心比心在他的位置，你都不願意做了，你還有什麼好說服他？

R：是。

哈：對啊，那你就會定位到什麼才是真正該溝通的事情，其他的不用浪費時間。將心比心的目的並不是什麼偉大的情操——沒有沒有沒有沒有，將心比心目的就是早一點定位問題，早一天找到解決問題的方法，早一天把問題改善，他只是個手段，並沒有什麼高大上的意思。對啊。

R：（笑）大家都是吃人頭路（tsiáh-lâng-thâu-lōo）。

哈：一樣啊一樣啊，就就就就類似是這樣子。對啊，那你如果在將心比心他的情況下，你也願意這麼做，那這件事情可以做嘛、可以推動嘛。那所以你很簡單，像那時候當 TAIDE PM，我其實都跟他們講一件事情是，我來這裡當 PM，不是說我一定要把這件事做完；對你們來講呢，我一定要讓你們做的事情有價值，得到長官的讚許，概念是這樣子。他為什麼要跟你拼拼在這邊做，他一定要有他的 credit，他一定要得到超過他該得到的東西。要不然他為什麼要多付出這個努力呢？對啊，這才是他的邏輯嘛，對不對？

R：對。

哈：那你就要做到這件事情，如果我是 PM 的話，我就是要做到這件事情。我要讓你辛苦有代價，是你會得到長官的稱讚，因為這公部門，因為他不是錢，他就是不管是職等還是稱讚，反正就是公部門裡面要的那些東西。那你就是要讓他得到那些東西，那他覺得他會得到那些東西，他才會跟你賣命。

R：對。

哈：就這樣子。所以你跟他講這些啊，什麼「這些東西對國家社會有沒有用」，沒有意義嘛，對不對？你與其跟他講說這個可以让你提早下班，還是說這可以让你怎麼樣怎麼樣好處，這樣才是有意義的事情。

R：對。

哈：對啊，那你想想看，有多少跟公部門協力的人，他是這種想法，對吧？所以你現在知道為什麼別人做不起來嗎？

R：有有有。

哈：那最主要還是在於，你如果以結構上來講，最主要還是在於，這麼講好了，你覺得我們做了這麼多公共事務，然後推動這些東西，你覺得真正推動我們做這件事情的是公益、還是私心？就說我好了，我好像做了很多公益的東西，那你覺得我做這些東西，他是公益的還是私心在驅動的？

R：最後還是必須要有一個「私心希望這樣發生」，對不對？

哈：基本上他的最核心就是私心嘛！

R：對。

哈：只是我的私心在於「我希望他是公益」的，你懂我意思嗎？就是我的私心並不是在於我要多少錢、或者我要成名或幹嘛，我的私心在於我希望是公益的。

R：啊，是。

哈：你懂我意思嗎？對不對？這個是私心的部分嘛，你自己為什麼會這麼奇怪，那是你家的事嘛，但是他就是私心，對不對？沒有誰比誰偉大，沒什麼，只是你的私心跟我的私心不一樣。很多人的私心可能就是我自己想要成就事業幹嘛幹嘛，對不對？我們的私心就只是覺得說「對大家好很好」，對不對？那為什麼我們的私心跟別人不一樣，那是因為我們也 50 幾歲了，快要踩進棺材裡了，我們看事情的角度不一樣，對不對？

R：對。

哈：如果我二三十歲，你跟我講說我們去做一些公益的錢少、不要賺錢，我也聽不懂啊，我為什麼？對。但是我們已經汲汲營營在私人企業裡面搞了二三十年了，什麼東西沒搞過，對不對？那我們為什麼還要搞

以前那一套，對不對？對我們來講他比較像，我本來概念比較像那是一個遊戲，我現在換個遊戲玩而已，對，以前那一套遊戲我玩膩了。

R：嗯。

哈：對，那你拿這個東西怎麼去跟人家解釋？沒辦法啊。像你我就很難跟你解釋啊，對不對？對不對？因為你畢竟年輕啊，對不對？你還有很多你得解決的問題啊，你沒有辦法把這件事情放開啊，我小孩子也可能大了，房子可能也買了，對不對？對啊，我們看事情可以稍微豁達一點啊，但你們不行啊，可能吧？我只是猜測。這很難嘛。

R：嗯嗯嗯。

哈：這就是一樣是將心比心嘛！你回到你自己二十年前，你做得到的嗎？啊如果你覺得你也不太做得到的，那就不要為難別人去做嘛。對啊，對啊，所以就會豁達一點，你不需要嗎？

R：我覺得我們在社群其實有時候，就跟你講就是我們在找……例如說找志工啊、或請大家幫忙（解釋 Summit），那大家都是志願，你要怎麼樣讓大家願意來貢獻？後來我們就講說，就算是私心也沒有關係，我們去溝通說反正這是一個大的活動，想要玩什麼，例如說做設計的人，你平常要印個一千份的什麼東西很困難，我們就說不論是特殊色啊、或什麼奇怪的設計啊，如果我們有那個能力時間，就把這個當作一個就像你講的，就是我們就玩玩看。

R：那當你把這個……就是你自己可以獲得一些有趣的成就感什麼的時候，大家也才願意花時間。就是畢竟我又沒有拿薪水，才花這個時間，然後去看到什麼東西發生。我覺得那個……就算是為了公益，你放一點點的動機在裡面，好像也是很重要。

哈：不是，尤其是公益的，你要放很多的動機在裡面！每一個人都有不一樣的動機，你基本上就是要設計各自各樣的動機，讓這些人在這個短時間裡面，他們都為了這件事情努力，但是都是為了私心，私心才是人性的根本。

哈：比方說他年輕，他可能難得在這裡有經驗，或者難得在這裡可以發揮，難得在這裡可以認識人，或者怎麼樣，這些就是他的私心，也是

這件事能夠給他的幫助。那因為這件事情可以給他的幫助，你可以給他的錢就少一點，就這麼簡單，基本上的概念就這樣。甚至你可以不給他錢，因為他的收穫比那些錢還來得多。LASS 基本上運作就是這樣。我幾乎可以認為，所有 LASS 願意在裡面 contribute 的人，他們賺到的都比他們付出的多，這都是基本型，要不然不會有人留下來，這很簡單的道理。對，基本上也是這樣。

R：嗯。

哈：至於你怎麼把這件事情，說服別人，這很多都是技巧。而你們的 Summit 又是怎麼樣，因為他來的人第一個是人多，第二個是他們通常就是簡單講他們需要的薪水比較低，那在 LASS 裡面做的東西是我們找的人都是最強的、都是你付不起的，所以他運用奇怪的技巧就特別重要，你必須要讓很強的人願意做這些事情、得到他所要的。對。

哈：所以他所要的東西就會變成關鍵。那通常什麼東西是他所要的？一定是他簡單講是他做不來的。比方說我跟陳伶志合作，你怎麼付得起？

R：對。（笑）

哈：你當然是付不起，對不對？你當然付不起，那為什麼就是這些東西都是願意？簡單講這些，基本型就是這本來就是他要做的。所以沒有所謂是你幫他、他幫你，這本來就是他本來就要做的，所以你要做、所以我們合作，所以我也不欠你，你也不欠我，基本型是這樣。

R：是。

哈：然後呢，重點是他必須要給人家價值。以 LASS 來講，其實空氣盒子幾乎全部的事情都是陳伶志做、也是陳伶志完成。整件事能夠完成，幾乎全部都是他的功勞。但 LASS 還是有一些東西是他原來所力有未逮的。比方說 LASS 是一個有效的社群，他在原來的的方法裡面就做不到。

R：嗯！

哈：第二個是 LASS 是一種有草根性的、他有叛逆性的，（解釋草根性為何），就是說做的東西，就是簡單講就是結構上你一定要帶給人家，

無可取代的價值，這種方法、這種東西才可以讓最強的人跟你一起合作。

R：是。

哈：對，所以 LASS 挑戰的問題絕對都是難的。因為不難，這些強的人就不會有動機，對吧？

R：對。

哈：不難的問題他自己都能解決，每一個人都那麼強，對不對？對不對？他為什麼要靠你，不需要啊。他一定是他自己無法解決，但是他覺得跟著一起做這些東西是有改善的。而且他不需要付出非常巨大的努力或者是怎麼樣，他只要大家一起來，貢獻自己有效的那一份力，然後他自己想要做、完成的事情，他會看到起色。基本上是這樣。

R：嗯。

哈：所以 LASS 挑戰的問題，一定都是很有公益性的。因為只有公益性，才會讓這些強的人原來都做不到，因為他都難嘛，對不對？你自己講說比如說公私協力，公私協力難道是難道利益是公部門的嗎？不是公私協力在私部門的角度來講，你是唯一有一個管道能夠公部門好好溝通的管道。

R：是。

哈：而且你可以好好去論述你的事情，如果你論述的好還真正能改變，對不對？他在結構上是有完全是突破性的進展，你以前沒有，對不對？

R：對。

哈：這麼說好了，你們之前做那個也是啊。就是說你想想看，你如果想要讓公部門動，你們用那個平台有 5000 票，他就動了，對不對？所以你們做了一件很對的事，就是你創造一個結構，這個結構讓庶民只要能夠匯集民意，就有辦法跟公部門談事情，他創造的是一個這樣的結構。所以你們這個結構跟 LASS 協力會議在本質上那結構是一樣的。你們在創造一個環境，能夠讓他們去溝通跟那個。

哈：那 LASS 協力會議是比較 lightweight 的、輕的，有沒有？我不需要搞那麼複雜，我可以很快的就進去跟你討論，對不對？那跟你討論，如果討論有道理，可能就改變了，所以你們的方法，比較像是門檻比較高，我們的方法門檻比較低，然後你們的方法是全域的、我們的方法是各部會，每一個部會、每一個部會的這種概念。對，所以其實是一種，結構性的的延展，對啊，我覺得情況是這樣。

R：好耶，感謝哈爸！這個我們之後整理整理，應該 11 月多的時候會有摘要吧。然後我們，反正正式刊出之前，會把那個素材寄給你看，如果你有什麼想要修正的也是可以講。

哈：啊對，你剛才有一題是給公部門的建議嘛。

R：對啊！

哈：其實情況是像 LASS 那時候，總統盃卓越團隊我們推動的一個訴求是，簡單講他推動的一個訴求是流域辦公室啦。你在頭前溪裡面開這麼多會，希望公部門之間他們要多討論去處理流域的事情。那以我們本來是覺得說，我證明了一個這樣子 work 的方式，所以部會應該就會跟這個卓越團隊談說，那我本來的預期是你總統盃卓越團隊之後，有人會跟你談說「那你覺得要怎麼做」，那那個做法其實就是流域辦公室。簡單說就是每一個流域應該有一個，比較像是一個辦公室，或者比較像是一個組織，他的核心目的是用流域看事情。

哈：因為我們每一個流域裡面，現在我們一條河是有很多個主管單位。那其實他需要有橫向的整合，那這個橫向整合要有適當的高度，基本上就是有點像是每一個流域的，或者是一個流域辦公室是管所有流域的，這也都沒有關係，但不會是不會是像現在的橫向。他主要總統盃完基本上是要訴求這件事，但這件事完全沒有討論，或者什麼這樣。所以有點像是總統盃打完有點怪。

R：了解。我們把它比較抽象的去講，可能就像是說，像這種公私協力之後，有沒有一些結構性的，真正有像這種辦公室的什麼，整個公部門做事方式的改變，可能就是還要再多思考吧。因為，因為就是你們公私協力久了之後就發現說，其實有一個固定的模式是需要這些人的

(八) LASS

嘛。那他其實應該，長期而言應該要把它固化下來，變成真正的一個他做事情的方式。

哈：嗯。

R：好喔，謝謝哈爸！

(九) Shine

- 日期：2024/11/1（五）下午 1 點
- 地點：韓國首爾 貞洞劇場咖啡廳
- 採訪者：劉致昕
- 受訪者：趙炳宇 Byungwoo Cho / Shine（韓國建國大學社會科學院公共管理系助理教授）
- 記錄者：姜柏任

（ J：劉致昕、S：趙炳宇）

S：So let me start with the article I wrote in 2017, I guess.

J：The one I show.

S：Yes.

J：Yeah, for that one, it's very very interesting for us I guess, and you mentioned some specific policy which... "Government 3.0," if I'm correct?

S：Yes, right.

J：So public data law?

S：So as this title shows, this one was published in the Korean Policy Studies Journal written in Korean. It is one of the major public policy journals in South Korea, and then I wrote an article about the civic hacking in the open government era. And then it was kind of the first step that categorize the types of civic hacking.

J：Types of civic hacking, yeah.

S：So from the perspective of public administration, the citizen participation in the public administration as well as the politics is kind of generally accepted concept, so there are various type of public participation, such as like the voting, the political participation, like cast a vote or writing a petition, or

demonstration as well, or organizing a group of people and then just writing a policy suggestions, or working as a committee and other things. There are already so many different types of citizen participation existed in South Korea and other countries as well.

J : Yeah.

S : And then about that time, I just got to know the new type of participation called civic hacking, and then it was very attractive to me because it is something new. Yeah, it is citizen participation, but a little different from the previous approaches. So I try to build the... How can I say... I try to start introducing civic hacking to the Korean policy community, and then provide a typology of the civic hacking activity. Because I mean, in terms of civic hacking, a new concept in the field of a certain scholarly area, it is very important to have some typology that can show the characteristics of something new. So that was my first step to conduct the study about the civic hacking.

J : To create actually a field for the topic.

S : Yes, Right. Yeah. But at that time in South Korea, just there are not many civic hacking activities. But in the United States, like Code for America and others, civic hacking was pretty well spread to various kinds of area. So just I try to collect those cases, and then provide a... transcend a typology of them by using like the pre-existing citizen participation models.

J : Hmmm...

S : So at first, I provided some background data, background about the civic hacking activity and then the government policies. So at the... on the page 3, I just explained the paradigm shift of the e-government system. In the field of public administration, we decided... we just divided the e-government system into three stages, and actually it's very similar to the development of

computing. So for example, there is kind of a one-way communication, government to the citizens; two-way communication, the citizens ask a question, government answers; and then the third stage would be like government citizens collaborate together, and they do something new. So to make it happen, everything should be open to public and then transparent. So by having the environment, the citizens and the government can work together.

J : Yeah.

S : So the Government 3.0 is one of the way that allow the citizens actually enjoy the government services by itself very easily, and then utilize that kind of activities in the e-government system.

J : So it is the concept you raised with the article?

S : No no no, actually it was the concept that the Korean government already provided.

J : Right.

S : So it follows the concept of Web 1.0, 2.0, 3.0. So like the intelligence web. And then Professor Myeong Seung-Hwan, he wrote that the smart society like now, just the society intellectual exchanges through the web is getting changed, so he argued that there is a smart society, and then user experience matter, and the information connected through the social media, that kind of things.

J : Oh, wow. So that was 2.0... which year?

S : It was like a...

J : Quite early, right?

S : Quite early, yeah. It was like 2010 something.

J : Oh wow. So Gov 3.0 concept came in 2010.

S : Yeah, so let's see. So from the perspective... from the example of South Korea, in 2013, the Korean government—it's on page 4 & 5—said that the for the e-government system, Korea was always... actually, Korea was pretty advanced country that with the advanced e-government system. But considering its historical background, it is pretty kind of astonishing achievement. I mean, in 1996, we just established the Open Information Act, and then since 2001, the Korean e-government system awarded the number 1 to 3 of the U.N. e-government awards. The United Nations kind of elect the e-government award, and then the Korean e-government systems always received the top three or five in the world.

S : And then in 2013 actually, the Park Geun-Hye government, they officially announced the establishment of the Government 3.0 as a new e-government operation paradigm. And as this Table 1 on page 5 shows, the government established the Open Data Act and then set 10 goals. So three stretch goals, include the transparent government, efficient government, and the service government. And then for each goals, they added 3 to 4 objectives. For example, for the transparent government, the government listed objectives such as open public data, and then vitalize the private use of the public data, so let the private companies actively use the public data, and then strengthens the co-work between the public and the private partnership.

S : The second one, more efficient government or effective government maybe, that had that consists of the three objectives such as like... how can I say... so get rid of the division between the department. So in the public in the government and the public administration, the... how can I say... the 칸막이 ...

J : The barrier?

S : Yes, exactly. The barrier between department is a very significant issue. Because it is a chain reaction and the hierarchy, so it is very unlikely for a certain department see the others working... other the side of the... just beside of the barrier. So they get rid of those barriers, and then system upgrade to promote co-work and then communication, and then some evidence-based public administration by using the big data. It is another goal, the objective I mean, within the effective government goal.

S: And then the service government goal consists of 4 objectives, which are the customer driven service, integrated service provision, so just getting on having a better understanding about the customers and provide the service like that, and then the one-stop service for the enterprises, and improve the accessibility of those who have a less capacity to have a digital system, and then creating a new type of service by using the IT technology. That's the key objectives of the Government 3.0.

J : Wow, it's pretty ambitious.

S : Yes, very ambitious. Government is always like that.

J : Really? No!

S : And then particularly when they making a vision statement or just frame of, yeah, they can provide something. So that government change lead to the change of the citizen participation activity as well.

J : Because of a transparent part, I guess.

S : Not only, like, um, not only about the transparent part. So by emphasizing the participation, or the online access, and the open government, and then some more active online communication or the interaction, the citizen participation by using the web or web service is also highlighted.

J : Oh really.

S : Yeah, so a very basic approach was to collect the citizen opinion through the web service. For example, like writing down a letter, open up a page collecting the citizens opinion, and then let the citizens type in their willingness, or let them comment about the government policies.

J : How did they do this? How did the government do this? Did they create a platform?

S : Yeah, yeah. Well, usually every government has their web page, and they opening a page like Submit Your Opinion, that's it. That's the very first step.

S : But from the theory of public administration and citizen participation that focusing on the online citizen participation, there are two different approaches or the two different perspectives. I mean, one of the perspective is that online citizen participation enlarge the actual citizen participation, increase the influence of the citizens on the government activities. That's one perspective.

S : But on the other hand, actually those who can use that kind of web, Internet, is more likely to get a higher education and allocate the power, and then opening up that kind of online venue would strengthen the pre-existing struggle of class, yeah, that would lead to the indifference between the class. That's the two different opinion about the enlargement of the online participation.

S : But anyway, the paradigm shift of the e-government policy definitely lead to the changes in the online citizen participation. So first of all, the government announcing something to the public is considered as a one-way citizen participation. So government actually let them know—it is also a part of the citizen participation—that's what they say.

J : Inform them.

S : Yeah, inform them is the first step of the citizen participation for the public administration models. And then the development of website, Web 2.0, two-way communication was enabled. Citizens submit their opinion and then the government answers. There is not a real time and then some collaboration, but anyway, two-way communication is available right now. But at the Government 3.0, it aims to establish a platform that the citizen can effectively and efficiently participate in the government activities. So just the government becoming as a platform to promote that action is the goal. And then it needs, or it requires a different type of citizen participation.

J : Yeah, that is the goal, right?

S : Yeah. That is this Table 2 on page 6 shows the role of the citizen participation, changing role of citizen participation over Government 1.0, 2.0, and 3.0.

S : So I just kind of wrote that, civic hacking has a new type of online citizen participation, that was advanced around the time when the Government 2.0 was establishing. And then, so just after that, that's the story you already know. So like NASA's Open Innovation Program and the other civic hacking in the United States, like the Obama administration, like the reforming though. And then the Washington D.C., the civic hacking event, and then the establishment of the Code for America, and etc.

J : That was the best time I would say, yeah. You mentioned the different policy in history that make civic hacking or different kind of engagement or participation possible. For you, what is the key policy to promote like really engagement or civic participation online?

S : I don't know. like citizen participation is always voluntary or grassroots. You go from like somewhere else, and then actually what the government said was like, by changing this, changing the paradigm of the e-government

system just we are expecting to have something else. But, yeah, I cannot say that kind of policy change actually influenced the event of new type of citizen participation. I cannot say, but yeah, as the web environment, like the Internet environment changes, that kind of boosts the government, and then the citizen sector changes, I guess. Yeah, that's what I'm thinking.

J : So it's the policy change is actually trying to keep up with what's happening in civil society and the Internet environment.

S : Yes, right.

J : Okay, that's... okay, yeah. But what about the public data? All this like releasing data or making accessible by citizens, those might be crucial for some of the civic hacking?

S : Oh yes, of course. So usually, when you talk about the civic hacking, the source of that civic hacking activity is the data, right? And then as you know the government is one of the entities that actually massively creating the data and saving the data as well, that has a lot of data. So as you open the data to the public, so actually it increases the room for those civic hacking activities. The expansion of civic hacking activity, I think.

J : Right, okay. We were saying, so before like around 2010, did you already see in a society there are grassroots civic hacking or like movements?

S : So actually just that part is written on page 7.

J : Like Code for Seoul?

S : Yeah. So early 2010, the Codenamu was established. And then—

J : Which Codenamu?

S : Codenamu, namu, n-a-m-u.

J : So that's... I thought that's like a translation error, so it's a real name.

S : Yeah. It was lately kind of disappeared though. There was a CC movement, Creative Commons movement, and they opening up some web for the public use. And then in that community, Codenamu was established. And then they started doing some work, some activities, and then for example, they hosted a hackathon, yeah. And then they kind of just introducing themselves. they don't say that they are civic hackers, they just think that it is like a private community of the people who try to solve their own problem by themselves by using code and make a better world. That that was kind of their catchphrase describing their missions.

J : Yeah.

S : And then, that Codenamu community just hosts some civic hacking event for several times at the time. And then within that Codenamu, the project Code for Seoul was established in 2014. So it was like kind of a small group within in the Codenamu. And then based on my understanding, the Nullfull—some member of Nullfull was formerly the member of Code for Seoul, yeah. Actually they have some issues about the way how they lead that community and then Nullfull kind of come out from that Code for Seoul and Codenamu activity, the teams.

S : So in 2014, Code for Seoul published an annual report, and then at that time they kind of introduced the Code for America community and then the Code for community around the world. Already at that time, the Code for America and other community was established. So in that report, Code for Seoul introducing the civic hacking to the others.

S : And then there are some several hackathon happens after that, and then Code for Incheon was established, and then gone.

J : I didn't know that.

S : Yeah, it's gone. They don't use the name of the Code for Incheon anymore.

But actually the leader of the Code for Incheon became the GDG Songdo, the Google Developer Group, in the Songdo area. It is some part of the Incheon, yeah. So some of them now actively participating in that developer group, not the civic hacking group.

J : Ah, okay. Wow.

S : So, let's see.

J : What around that time, like 2010-2014, were there like signature or featured project people talking about at that time?

S : Oh, so let's see. Codenamu did a hackathon and then established some website like Grade for the National Assembly. Like they measure the performance of National Assembly members, each members, based on their activity, and then posted it on the web pages, "he did good, he did bad." And then they also developed the website that opens the senior... the supreme executive staff, the properties, their income—

J : Their assets.

S : Yes, assets. Everything. So they just opened it up. So actually in South Korea, it is required for every senior staff to report their assets, so how much money they have, what property and assets they have. But it is usually submitted as a PDF form and then the government kind of just put it in as a un-machine readable format. So just that they downloaded all those information and then established the website that transparently open that kind of things.

S : And also, the Code for Seoul in 2014, they first established the web service name like "Where Does My Money Go?" It was developed by the OpenSpending in the UK, they just borrowed that kind of source and apply it to Seoul's website. And also, like, they try to establish very interesting web

pages. Like, it's 알뜰 서울의 발견 in Korean, but there is a web service that kind of curate the information of Seoul metropolitan government services. So for example, in case of I input my information, like male, 40 years old, married with kids, living somewhere, and then that system creates... presents the curated information about the government service that is designed for me.

J : Oh wow, that's difficult. This is a really difficult job. I've heard the same idea in Japan right now. They are trying to build but it's impossible.

S : But actually it is... South Korea is a little available provided by the government. And then also they hosted the Transparency Korea. It is a hackathon for developing the applications using the government finance data. And through those gathering, there are small groups. They don't say that they are civic hackers or something but very interesting civic hacking project was established. Like TeamPopong on my article page 10, they developed the website during the election period by just presenting... suggesting... how can I say... the candidates that would fit my interest. Like I just provided several information, and then boom! They just suggest that this one is to kind of have a similar opinion on the issues.

J : Like matching application.

S : Matching, yeah. And then they are more political. They just present a website that compares the pledges of the runners for the Seoul city mayor elections, and also some legal information platform as well. And then some kind of small web pages, like they shows the government debt. And then some fiscal independency indicates. Actually in South Korea, the South Korean government measure the fiscal independency of the local government, and then they will build a website that actually shows it and other things. And also like Seoul, like the MERS map.

J : Mayor's map?

S : The disease MERS. When it hit South Korea, it was kind of a transparent disease, very sick or serious one, at that time the government really severely close the information. So at the time, people try to build the... find out the information through the web pages, and then they post it on the map and see where those ones who get the MERS move around, by checking the news articles and then present it on the web, as a map. And also that code project is established in 2015. 2014-15 was the one of the timing that civic hacking was introduced in South Korea and then like initial spread. We can say it's kind of booming, but just blooming!

J : Blooming. And many projects emerged at those years.

S : Yes.

J : Are there any specific reasons? Is it because people are angry or something? Why people are doing this?

S : I don't know. I'm not sure. Let's see, the 2024... 2014, what happened? I don't know. 2014. Um, actually 2010 was... Let's see. 2010, ah, Lee Myung-bak. So 2010 to 2014, politically speaking, at that time, conservatives ruled the South Korean government. So Myung-bak Lee, even Geun-Hye Park, they were the president and then conservative environment. I'm not sure. I'm not perfectly sure about that relationship between those two but...

J : Yeah. I think in your article, you mentioning citizens was the consumer to all this public service in the past. With all this Government 3.0 or civic hacking, you become, I don't know, collaborators or even providers? Because you create like different services. So the project you mentioned, do they really have impact to public service or become really helpful for citizens? Or it's just side projects?

S : Some of them actually are of significant citizens' interest. For example, that MERS map was really kind of necessary information that was not provided by the government. And then by having the MERS map, there's people really actively using it and then try to find the information. Others? It was interesting but just not significantly changes their life. I mean, for example, I'm the one who use the app that shows where the politicians kind of visit and eat.

J : I know.

S : Yeah, it is one of the significant portion of the expense, right? Having a meeting and then some gatherings.

J : I heard it's a good map to finding good restaurants.

S : Yes, right. But it's actually not only about the good restaurant but where that politicians actually spend the money.

J : Right.

S : Or their jurisdiction near the National Assembly. Yeah. That was interesting thing. So I just usually checking it and then just find out the place to go. But, yeah, not that much. Actually, no.

J : Sorry.

S : No, actually fine. Actually, something that actively affect the citizen's life was the mask app in 2020. That was huge.

J : Because of COVID.

S : Yes, exactly.

J : Right, right. So, because one of the questions our research project are trying to ask is how civic tech or civic hacking community can strengthen or support the digital service from the governments. That's the question our

government trying to ask. So we are writing this research project for them. But did you see any example here?

S : Mm-hmm. Oh, actually, it is another example from Code for Korea during the COVID-19. So, during the time, Code for Korea actually suggest our idea to the 개인정보보호위원회. So, let et me give the English name, just wait a second. So, its name was, in English, information protection something—the Personal Information Protection Commission.

J : Right, right, right.

S : It is a national commission. During the COVID-19, there was a some rules. For example, that if somebody enter into this the cafe, and then it is kind of a public place, right? Then, we need to writing down, put our information on the book, and then let them know, let them keep the record.

J : Yeah yeah, same in Taiwan.

S : Yeah. So, by checking those activities, government can simply find that, in case of somebody who got the COVID-19 visit there, we can track down those who visited there at the similar time, and then check whether they got this COVID-19 or not. But, because, like, we write down the cell phone numbers, and some personal information, there was some wrongdoing happens. Like, a guy make a call, by checking the number on the table, and then, “oh, I see you writing down your number, you look so good, so why don’t you have a meeting or chit-chat” or something like that. So, it was kind of, that personal information protection was a really significant issue at the time.

J : Wow. Yeah.

S : So, the Code for Korea actually suggests some alternative method of keeping the numbers. Like, the Code for Korea has developed a system that creates a

personal, own, kind of, some ID, beside the key information, you know?

J : Yeah. So, you can just leave your ID instead of your...

S : Yeah. I just leave that ID, and then, by checking that, the government can find out who I am, and then, the contact information, so they can contact me. Actually, that was the one, actually, suggested by the Code for Civic Hackers. And then adopted... accepted by the Personal Information Protection Commission. And then after that, they work together and develop that service. That was one of, one of the huge achievements.

J : Yeah. Wow. Why do you think that works? Why the government say yes?

S : Um... Due to the success of the mask app, maybe. So they already see that the mask app worked. So the mask app development—actually the mask inventory app, shortly speaking it is mask app—there was an app that shows the mask inventory of each some place that sells public masks. So at the time in South Korea, mask was a very precious resource. So government announced that “now we government control the production and sales of the mask,” that’s what government did. It’s like war.

J : Yeah.

S : Under the war, they collect all those, they have a control about the supply and demand. So at that time people tried to... at the time the number of the mask available to purchase was limited for two. Yeah, two for a week or two for a day? Two for weeks I guess. But you know actually it’s very difficult for the people know where they can get the masks. Actually the pharmacies selling the mask, but if it says it got sold out, how they know? So government tried to solve that problem in various ways, but the civic hacking group, at the time it’s not the Code for Korea, but just the people just who think that the data can change the world, they just submit a proposal, like “just opening up the information and then we will develop the app.” So what government

need to do is just not providing the app and everything but just decide to transparently open the information. That's it. The others will be done by the hackers, about the citizens, that's our logic, and then actually it worked! Right?

S : So by observing that kind of success, the government just could accept that kind of proposals, like okay.

J : It was because the government was in crisis.

S : Yes.

J : So they need any kind of support and try possibility.

S : Yeah. And also there is another one like the 요소수, the urea solutions. The urea solution is a necessary liquid for the digital vehicles, but at some point after the COVID-19, like 2022... 2023 maybe? At the time there was a urea solution crisis, and the urea supply was pretty low. And then some digital vehicle owners had a trouble, particularly the commercial digital vehicles, like a big truck or bus had a trouble. And at that time, actually that kind of urea solution was sold by the just gas stations. And then with the same manner, the Korean government developed the urea solution inventory map.

J : So they copied the idea.

S : Yeah, copied the idea. And it worked actually. So very interestingly, those who working at the gas station, they actively reporting their inventory, just let them know they just, "now we have this amount of the urea solution that you can just pick it up."

J : So, thank you for explaining all this. When I read the article, I was thinking maybe the participation, civic participation online or offline, it's already a partnership between citizens and governments. So what is your thoughts or what is your definition about public and private partnership? When we talk

about civic hacking or digital service and all that?

S : Um... Too big question by the way. (laugh) I mean academically speaking, the PPP is different from the co-production things. So from the perspective of public administration, like the PPP is the public-private partnership that is mainly about the development, like PPP for developing the big bridge, or establishing some factory, something like that. So it is more about that kind of commercial-like activities, right? And then for the co-work between the citizens and the government, there is a kind of theoretical scholarly concept called collective... collaborative management, collaboration, collaborative governance, and then deliberative governance. And then later this also says like co-production.

J : Co-production.

S : Co-production. And then from my perspective, like the co-work between the government and the civic hackers more close to the co-production actually. I will send the another one like, um let me... it is very briefly mentioned, but I give a presentation about the MyScape development case... Where is it? This one is the civic participation in crisis in Korea that was what I presented in 2023. I didn't prepare for the full paper but just to give a presentation but actually in here—is a type of typology of the co-production.

J : Right.

S : Whether that a co-work was done by individual level, group level, or collective level. And then the way of doing that co-production is the co-commissioning, co-designing, co-delivery, or co-assessment.

J : But how do you build up this relationship? I mean co-production. Do you pay the civic hacker or? Why are they doing this? Or they are just volunteer?

S : So actually it depends. Actually at 40 mask inventory development case,

there was like a whole volunteer activities, who's just the civic hackers voluntarily suggest the solutions, and then joining the government conversation as a kind of volunteer.

J : Right.

S : Actually that was available because Ohyeon has a connection to the government. Because at the time, the Moon Jae-in government was more democratic, and then the one just had a personal connection actually enabled it. While publicly speaking, actually that suggestion was submitted through the government online opinion collection pages. But before they submitted it, they already... there was a some behind the door conversation and agreement about that, and then just they build a story like "Okay, so we will adopt that one. So please submit it officially through that window."

J : So without personal relationship or without the crisis, is co-production possible?

S : Maybe, maybe not. I mean actually working together, the motivation of working together is I need something from them, right? So for example, in at the early stage of COVID-19, the Jeju island actually borrowed the citizen built web page for their control room.

J : For what?

S : Controlling room. Yeah, so for example, at the time one of the most important thing was checking the case across the occurrence of the COVID-19 cases, right? And then government could not track it. So while the citizens collected the information from various places and then developed the COVID-19 app, the government did not provide anything at the time they just kind of... the Jeju government actually borrowed their web pages and then just show it up in their control room.

J : Yeah.

S : And then actually it was like co-production, right? The government just get the information and then just ask them.

J : But they didn't pay.

S : Yeah, I don't think so.

J : So I think...

S : And actually the one who actually built that kind website, he said that just "I don't need it. I don't need that payment." that's what they say.

J : Yeah, I understand that that's also the scenario in Taiwan as well. But the reason why they are doing this research project, it's the Ministry of Digital Affairs of Taiwan. They're trying to normalize building up policy or platform to encourage this production, so that they can create good public service, digital ones, and collaborate with civic tech community.

S : Um, okay.

J : But they are thinking, is there any... You know, the traditional way of procurement, usually it doesn't work. So what are the other so-called... they call it like public-private partnership can be? Or what policy they can have to support this co-production happen?

S : The other one would not work at well.

J : That's the conclusion!

S : Yeah, I mean um, yeah, of course! Like paying, like buying us idea, it doesn't work. Because, the reason is that, that kind of good idea is very expensive. Most of the government cannot pay that amount of money, you know? Right?

J : (laugh)

S : The idea that can make a change, the real serious change that government wants, is really expensive!

J : That's true.

S : Yeah. There is nobody who will sell it, right? In case of they need to sell their idea, their time and effort, and actually for those who can, who have that kind of technology, they're expensive! Right? They cannot buy it. That's why they can ultimately try to get those ideas for free in the name of the volunteer. But it doesn't work as well! Because they are really busy for like doing their own business. They could collect or being together because it was under the crisis, right? So it was like exceptional.

J : Exceptional, yeah.

S : ... and extraordinary experience. So that's the kind of the problem that government... that on the way that government to civic hacking. I mean for Korea, Code for Korea, actually the mask inventory app was really extraordinary successful things. It's really rare, and then something special. It's like a unicorn! We just found one something like "Woohoo!" and then gone. You know? Because the beauty?—How can I say?—The value of that kind of mask inventory development, it was like just kind of confirmation of the potential collaborators in that community. In case of the crisis, we have this community below the level, right? Now we cannot—it is very difficult to collect them for a certain purpose without any motivation! It is almost impossible but—

J : So the purpose is the key, right?

S : Yeah actually. So the mask inventory app was a extraordinary case that shows, that bring up, that hidden community was there. They there are people who voluntarily contribute to solve like the social problem by using their digital and IT technology. It was a kind of confirmation of that

something is down there. And that's it. Controlling, or just using, or collaborating with that kind of people, or the group of people, is impossible. For a certain purpose, just the kind of small purpose, because the money matters.

S : So what I'm highlighting right now is the two things. The first of all, promoting the kind of loose network. So there are so many people that having a kind of gatherings, like developer groups, or Nullfull community, Code for Korea, Code for Busan, and other IT related education community and the citizen groups, that is connected through the... their use of IT technology and digital technologies. Right? So many groups! They do their own business. Some of them really want to learn some new skills, some of them just want to hang out and then just do some interesting things. That interesting varies, so the Nullfull, they do some work; and there's the Sluggish Hackers, they try to help the non-profit organizations; and the others, the individual ones, they do the side work, but using the public data and then trying to solve the public problems, right? They exist by their own and spread around the kind of community. It was kind of impossible to handle them with a certain purpose, but it is possible to have or establish or maintain their loose network as a big community, like Code for Korea.

S : That's that's my own vision for the Korea as a loose network, the hub of the goods network of civic hacking in South Korea. We as a hub of loose network, just keep finding out some interesting project that's going on right now, and then introducing it to the community, and then supporting that kind of grassroots activities, and then just get a kind of loose connection as a community! As a community, we are the people just who are doing something socially good, that's it! If we establish that kind of loose network, in case of we had a real certain purpose, or the crisis that is big enough to collect every people's will at the same time, we can promote it when we need

it. But in the general time? What we can do is kind of connecting and introducing the civic hack communities that may fit the government's certain kind of needs.

S : So for example, like the government had some project or problems they would like to solve. They can come to Code for Korea, “would you please introduce us this kind of community or this kind of group that may be interested in solving this problem?” Then we can suggest them as a hub. Because we know them. The way how they work together is not our business. Actually we may provide it in some exemplary way of doing work together, right? Like you can just voluntarily work together, or just hire them, or the other things. We can suggest some kind of standard, but actual collaboration is a job of them, between those two. So that's what I'm expecting. That's the building of keep... recognizing the value of the loose network and then investing their money on that kind of loose network, on the hub of that loose network. Don't try to do anything for a specific purpose, just let them be, but connected with the belief that they are doing things for social good. Okay?

S : But there are so many kind of organizations, associations for the non-profit, right? So in South Korea, there is a big association that connecting the non-profit organizations all together. They don't do something collectively, because their actions can happen in various ways. But that association as a hub connect all of them, and then spread the words, and then share the best practices, and then getting connected to each other, that system should be applied to the civic hacking community. Like we need some kind of hub of that loose network.

J : Yeah. So that's the mission of Code for Korea. But would that be something the policy of the government can support?

S : Yes.

J : Yes? They can? you think they can?

S : Yeah. Because, for the Korean case, in 1997, 1998, the government tried to promote the development of civil society. So for the democracy, the well established civil society is one of the key for a good democracy. Because citizen participation matters, right? At that time, the government try to establish the kind of law that aims to promote the civil societies. So they're providing the fund, the foundation to support the growth of the civil societies. In the same manner, government can promote, like establish a law that promoting this new type of the civic participation like the civic hacking, and the government can establish the foundation that can actually support, the foundation that can be a loose hub of the network that promoting the civic hacking activities as well. Definitely the government can do that.

J : Okay. Yeah, that makes sense. It's just...

S : And after that, it is also possible to... In that case, within the loose network, it is very important to recognize their importance, their time and effort.

J : For the government to recognize those efforts. Because in the case of Taiwan, they need the numbers and then setting the goal of the projects.

S : Like, how can I say? Like, so in South Korea, we have the voluntary time management system. So for those who actually volunteer for a certain project, not for civic hacking but for general volunteers, in case of that they contribute to a volunteer activity, the non-profit organization actually they count the time and their contribution, and they submit it to the governmental agency—actually that's a foundation—and then they recognize their contribution. It's like a time bank-like approach, like they check in the volunteers activities and they recognize it. There's one of the way. But did you see? Like a civic hacking activity was not done at the same place, same

time. They work different places, different time.

J : How to manage.

S : Yeah, it is very important, it is very difficult for them to actually validate the activities.

J : Yeah, yeah, that's the typical part.

S : Yeah. So I'm not sure like we can...

J : Keeping it loose, I think that's the key, right? Keep it loose, so people can form their own partnership or projects, and people can just stay together?

S : Just mentioning them on the project is fine, or just getting a recognition record, or just some certificate, that's okay. But I'm not sure.

J : So I just need to confirm: So for you, it's hard for the government to pay for the partnership, because they cannot afford it?

S : It's because it is legally unapprovable. Actually it's not because... it's legally impossible I mean. Like I mean actually every government has a rule and regulation for the making contract. For kind of a big contract, the partner should have a certain legal status, for the well-recognized, then-established non-profit, or a person who has commercially make a contract with the government, etc. Civic hacking activities, in case of the government pay for their activities, their contract cannot... how can I say... just meet that their expectations. And also it's highly unlikely for them to make a contract with a small non-profits like a civic hacking group, because it is actually—they could not meet the governmental legal requirement. So usually it actually occurs in the United States, the Code for America as well.

J : Yeah.

S : The first participants of civic hacking activities in the United States, like a leader of civic hacking the Code for something brigade, there were two

career goal, two way of career steps. First one, they work as a kind of civic hacking leader, and then become a public official. They just get a job in the government and then do their civic hacking activity as a government officials. Second, one of them establish a company, make a contract with government in the form of company, and then work with civic hackers. And then the companies has a very more loose legal requirement to work with the others, the way how they spend the money actually is outside of the government regulation. Right?

J : Okay.

S : Oh. So when the government make a contract of government work with the civic hacking group, the government make a contract with the company, who or whose head is a civic hacking leader. And then the civic hacking leader, by using the money with the government contract, promote the civic hacking group. That's the kind of...

J : That's the way.

S : That's the way how usually how it usually works.

J : Yeah, yeah, I heard this a lot. The same in gov. They try to establish their own company, yeah. I know the current government has been not friendly to the civil society, so I think my last part of question is, how to continue this policy attitude to civic hacking or to support the community? Because we know since 2010, you have Gov 3.0, but now things are very different. And you don't see friendship or even partnership between maybe civic hacking community? And how do we...

S : Um, I cannot say that there is no partnership. We still have a partnership. We still have a connection, but that's not that big, you know? Who's... Without any purpose, it's like a old friend, you know? We're still friends but rarely connect to each other. When we make a call, we are very happily receive the

calls but not frequently, you know? Now this it's like a... that status. Like a government, the civic hacking society, now we are good friends. Sometimes, from time to time, just make a call and check our... check whether they are doing good or not; and then, in case of the certain issues that we said, they say they have them together, that's it! But in case of the emergency, "please help!" And then just we make a call to the other friends, like "they need help," you know?

S : So that's the importance of the having a loose network. The government need a person, a good friend, to make a call, to promote additional help, or attract additional help. That's gonna be about the loose network.

J : Loose network can be helpful to get more contact inside the system, inside the government?

S : Yes, yeah.

J : So whatever who is the ruling party, they will stay there. So when things happen, you can still work together.

S : Yeah. That's what I'm thinking.

J : Ok. Thank you so much.

S : All right, glad to hear that.

J : Yeah, the Taiwanese government, they really tried hard. I think there's a... Audrey created department called Democratic Network Division. So this division is really focusing on civic tech and globally. So they try really having some policy tools to support the companies, or you don't see the value of the division?

S : No.

J : That's why they are trying to understand.

S : So just that division should be a supporter of the hub of loose network. The government cannot be the hub, you know? So that division should be the one who supports the hub of loose network of civic hackers. That's my thought. And then actually, as a support of that loose network, they can develop, they can find the good partners outside of Taiwan, and then actually... that's what the government can do, right? Also funding some civic hacking activities, and then hosting a kind of chat introducing various activities, and then let the hub... so there's the presenters.

J : That's true, yeah.

S : Its got news of public civic hackers, conducting kind of survey, all that loose network, like a civic hacking survey! Something like that.

J : True. Just base on the research project, that could be a really good idea.

S : That's what governments can do.

J : Great, great. Um, now I work for Access Now. You heard about Access Now? Yeah, it's my full-time job, it's with Access Now. It's an NGO. We host RightsCon. Have you heard about RightsCon? It's a conference.

S : So this March in Taiwan, right?

J : February.

S : Some of the Code for Korea members are trying to be there.

J : Right, yeah, if you're interested you can come. There will be 3,000 people in the circle, like technology, human rights, policy, they will come.

S : Okay.

J : So if you're interested...

S : All right, yeah, I will think about it. The February is in the middle of the middle with a break so...

二、國際活動相關紀錄

（一）g0v Summit 2024 零時政府雙年會

場次一：全球民主倒退中的東亞公民科技社群：臺、日、韓三國對話

議程介紹

邀請 Code for Japan、Code for Korea 的創辦人，共同展開一場屬於東亞、對照全球的臺、日、韓對話。三國的公民科技社群長期緊密聯繫、合作，此對話試圖以三國經驗、發展路徑、當前挑戰，映照出臺、日、韓民主的現況，也或許照亮一些社群往前可能的道路。

講者介紹

- Hal Seki（日本）
- Ohyeon Kweon（韓國）
- 主持人：劉致昕

討論紀要

本場次透過兩位講者透過 Code for Japan 及 Code for Korea 推動公民科技的經驗分享，從推動的沿革、與在地各種層面的利害關係人彼此的衝突與協作、及社群影響性做探討及對話，並專注於臺、日、韓三國討論其未來可能性。

- Code for Japan：2013 年創立的公民科技社群，於大阪、札幌等地有超過 90 個自由發展的地方組織，透過提供政府有償服務維持營運，並將收益回饋到公民社群定期的聚會運作上。
- Code for Korea：由 2012 南韓開放政府運動衍生的公民科技社群匯聚而成。韓國社群先前多以主題分眾，2020 為對抗疫情、推動資料透明方才整合。

兩位講者所發表之內容不只有助於定位日後本案具體可邀訪之日、韓專案參與者，亦就兩地公民社群所面臨之挑戰現身說法，於跨國田野資料上亦堪珍貴。

發言者交流重點回顧

問：臺灣與日、韓社群本身與面臨的挑戰差異都非常大，想請問兩位，當地社群的成長有沒有遇到什麼障礙？

- Ohyeon Kweon（韓國）：由於政治領袖對於民主運動及人權工作者的防備，曾遇過平臺被迫關閉、或者是情報單位以國家安全為由蒐集參與社會運動民眾資訊的狀況。
- Hal Seki（日本）：由於組織收入來自為政府提供服務，立場會容易被動搖；但因為其他數位化服務難以獲利，仍無法改變收入結構。且在日本由於政治情勢穩定，民主在當地被視為理所當然，較無討論熱度，也很少有公民勇於表態的情形，需要透過公民科技鼓勵國民參與。

問：兩位一定經歷過跟政府合作的好、壞經驗，政府可以做什麼事情來支持公民科技？或是政府做了哪些事情阻礙了公民科技？

- Hal Seki（日本）：
 - 透過提供開源社群資金，鼓勵公民參與。
 - 增加公共服務的包容性，如各地方政府提供開放資料，並視覺化讓國民更易了解。
 - 政府需要有遠見，避免對公民科技有不切實際的期待。
- Ohyeon Kweon（韓國）：政府應將公民科技組織看成政府夥伴，而非只是活動主辦單位，創造更多共同合作的機會。

問：近年來各國社會極化、分化趨勢逐漸明顯，在討論社會議題時更盛。從兩位講者角度來看，公民科技在這樣的世代該如何因應？

- Ohyeon Kweon（韓國）：以 COVID-19 疫情為例，透過公民科技，可以有效連結公民與政府共同防疫。
- Hal Seki（日本）：公民科技可以成為政府與人民溝通的橋樑，用更易懂的方式在兩方建立互信的基礎。

場次二：公民科技專案與網路時代的公共討論

主題

AI 時代的資訊挑戰

議程介紹

再不熟悉科技領域的人都可以使用生成式 AI 體驗各種資料累積下的預測與衝擊，更有許多人預測生成式 AI 將帶來更多的假資訊，而群眾的認知面臨更多的挑戰。在資訊環境中，公民科技社群 Cofacts 要與來自泰國的 Cofact 公民科技查核組織、還有台灣資訊環境研究中心，一起討論假訊息的各種挑戰、與如何透過協作與連結守護我們的資訊環境。

講者及主持人介紹

- 游知浩
- Supinya Klangnarong（泰國）
- 李苾琳
- 主持人：劉致昕

討論紀要

本場次藉由邀集泰國與臺灣的公民事實查核社群，透過分享公民協作過程中所觀察到國內假訊息的傳遞問題，就未來 AI 時代來臨後公共空間（public sphere）與數位民主機制所帶來的可能衝擊進行討論。

- Cofact Thailand：仿效臺灣成立的專案，透過臺灣公民社群的協助在疫情間成立，於泰國進行事實查核工作。目前已運作五年，最近也才剛主辦廉價偽造（cheapfake）與深度偽造（deepfake）的論壇。
- IORG：臺灣的研究機構，主要研究臺灣的資訊環境，例如數據驅動研究資訊是如何在華語環境散播，也與學術機構一起研究，瞭解假訊息的問題、假訊息被操弄的問題。
- Cofacts：2016 年為推動資訊的平等而成立，使用開放資料用視覺化的方式呈現相關議題，在臺灣推動事實查核的工作。

發言者交流重點回顧

問：在生成式 AI (GAI)這麼熱門的背景下，對 GAI 有什麼樣的想法？對假消息、對你們的國家有什麼影響？

- 李苾琳（比鄰）：雖然生成式 AI 作為流行詞（buzzword）勢不可擋，但關鍵仍在於信任的問題，民眾會被深度偽造誤導，跟其信任政治人物有關。這也是為何開放與透明很重要：只要閱聽者認知到所有的資訊和資源都唾手可得，就不會盲信所見。
- Supinya Klangnarong（泰國）：
 - 生成式 AI 在泰國也引起許多期盼與道德疑慮的論辯，而 Cofact 會特別強調資訊失序（information disorder）與數位識讀兩個課題。我們不可能回到沒有網路與社群媒體的時代，要達到平衡，就要實現數位健康、數位意識、數位識讀的轉型，是 Cofact 社群努力推動賦權之處。
 - Whoscall 曾表示去年泰國是亞洲被詐騙的第一名，也有很多廉價偽造的電話仿冒政府機關進行詐欺。詐騙朝深偽技術發展令人憂心，但人們仍在討論 AI 是否與該如何管制。
 - 目前著重在強化公民個人自保與保護社群的韌性，並協助重建人際網絡。我們發現受害者往往少與家人聯絡、身邊又沒有親友諮詢，當需要短時間做決定時，往往就會落入詐騙陷阱。
 - 我們不可能奪走人們的手機，所以更需要重建社群參與、提供個人群體支持，在社群內強化他們的數位識讀能力，才能為 GAI 時代做好準備。
- 游知濤：IORG 的研究係以資料取向優先，故生成式 AI 對我們造成了三種影響。終極而言，要如何透過社群治理與民主程序推動 AI 治理與規範相關科技的應用，將會是最重要的課題。
 - 數量：提高了假訊息生產者的生產力，尤其影片造成了儲存成本壓力。
 - 多元性：產生分眾內容更方便快速，使得偵測錯假訊息傳播更加困難。

- 真實性：深偽帶來挑戰；亟需領域專家研發偵測深偽的演算法。

問：針對 Cofacts，各位怎麼因應開放社群帶來的挑戰？惡意行為人混入社群對事實查核工作可能會有負面的衝擊，有相關的社群政策或因應方式嗎？

● 李苾琳（比鄰）：

- 投放錯假訊息的惡意行為是現在進行式，我們稱為協同性造假行為（CIB, Coordinated Inauthentic Behavior），需要仰賴社群夥伴人工偵測。
- 貢獻訊息皆為公開，協作者可以給予該則訊息負面回饋，能見度就會降低；極度惡劣情況下可以刪除內容。
- 亦有使用蜜罐陷阱（honey pot）捕捉垃圾與惡意訊息。

問：我們也都相信 Cofact 事實查核與尋求共同事實的協作精神，但如果與個人理念或國家政策互相衝突時，該怎麼做？

- 游知濤：事實查核顧名思義是查核事實，自然有其限制：我們無法「查核」意見，因意見與個人身份認同、理念相關。然而從 IORG 角度而言，比起事實查核社群，我們可以稍微跨過那條線，去指出「不同意見價值並非平等」：在公共事務的討論中，意見應當奠基於健全的邏輯、正確的證據上，這是我們在 IORG 判斷意見的標準，但意見的確是困難的課題。
- Supinya Klangnarong（泰國）：我們盡量不會針對意見做事實查核，而會鼓勵大家建設性的進行討論。近年我們也有舉辦應對仇恨言論的論壇，我認為臺灣在媒體自由、鼓勵討論的風氣與願意付出心力貢獻上是個不錯的榜樣。

問：媒體素養的急迫性跟必要性，很多人需要瞭解不同平臺的運作方式，讓他們能正確地獲取資訊。在臺灣，對於媒體素養我們有這樣的急迫性，你們有什麼建議？

- 李苾琳（比鄰）：只要開始就不晚，只要我們能夠瞭解何謂認知戰、何謂假消息，只要大家對此有所認識跟認知，就知道有些資訊是用來欺騙人民的，是可疑資訊，背後隱藏了很多細節，只要愈來愈多人瞭解資訊有可能是假的，就能夠解決。
- 游知濤：這是一個很重大的工作，不是一兩個人努力就好，而是需要整個社群的努力，需要更多人一起參與公共事務。

問：如何使用 AI 來增進查核技術？

- 李苾琳（比鄰）：
 - 事實查核者跟記者要能夠跟 AI 合作；AI 需要很多的資料，並且 AI 跟人一樣也會有偏見。
 - 將事實查核者當作事實查核機器人的訓練者，因為訓練需要大量資料。
 - 民主不容易，需要時間、需要討論、需要突破同溫層，我們不會覺得有了 AI 機器人就能打破所有的困境，需要有平臺讓我們進行充分的溝通。

問：你們也會被貼上政黨標籤嗎？Cofact 在泰國選舉期間會受到攻擊嗎？

- Supinya Klangnarong（泰國）：的確會有人猜測我們的政治傾向。但因為我們主要的工作為事實查核，雖然無法涵蓋每一面向，但還是盡量作平衡報導。我們也觀測到針對特定政黨的錯假訊息攻擊最後未得逞，值得未來分析。

問：針對電視節目錯假訊息的應對方式？

- 游知濤：目前是以 YouTube 直播進行分析，以前 g0v 曾有社群專案嘗試標記，但需要大量人力。未來希望 NCC 能提供相關資料集，讓分析擴大到政論節目。

場次三：數位民主的根本挑戰：對抗數位威權

主題

在數位威權時代保護數位人權

議程介紹

在今天透過網際網路互相連結的世界中，數位人權是保護個人隱私、表意自由和資訊近用的基礎。隨著技術不斷演進，這些權利面臨的威脅也正在增加。由 Access Now 主持的這場議程，旨在討論圍繞數位人權的關鍵問題，凸顯數位威權主義的新興趨勢，並為政府、企業、公民社會提出建議，捍衛具包容性的民主，確保公民社會蓬勃發展的空間，並賦予個人在資料驅動經濟體系之下保有個人資訊及身份的控制權。

講者及主持人介紹

- Raman Jit Singh Chima（印度）
- Michael De Dora（美國）
- Namrata Maheshwari（印度）
- 主持人：游知浩

討論紀要

本場次藉由邀集跨國數位人權倡議組織 Access Now 分享其在歐美以及東亞、東南亞、南亞推動網路自由相關倡議的經驗，正面速寫網路時代下的數位人權運動概況，並為公民科技如何可能促進數位民主提供可能的指引。

- Namrata Maheshwari（印度）：從印度、緬甸等地的斷網事件與 TikTok 禁令等案例切入，引導聽眾注意各國政府以切斷網路服務存取作為武器侵害人權的現況與因應策略。
- Michael De Dora（美國）：從大規模監控（mass surveillance）技術遭到濫用角度切入，點出美國以生物特徵辨識技術（biometric recognition）等對特定族群進行差別待遇、極權國家透過散布間諜軟

體（spyware）角度監控反對者的現況，並分享 Access Now 如何透過設立熱線（Helpline）協助人權工作者對抗數位人權侵害。

- Raman Jit Singh Chima（印度）：以個人資料保護、捍衛數位安全觀點出發，引導聽眾重視網路人權議題的重要，並點出許多國家政府將資訊安全法規武器化（weaponize）、對人民權利造成侵害的問題。

發言者交流重點回顧

問：數位熱線的服務對象為何？是否有具體案例可分享？

- Raman Jit Singh Chima（印度）：
 - 例如印度的部分關鍵政治抗議事件、孟加拉施行新的資訊安全法規前後，以及近年緬甸、香港等情勢變化，都可能會有運動倡議者希望取得反追蹤或消除線上蹤跡的技術支援。
 - 泰國、印度等地對間諜軟體的關注度近年亦逐漸升高；在大選前的求助人數亦有攀升趨勢（如印尼）。
 - 為保護求助者，原則上不會特別公布熱線服務對象的報告。
- Namrata Maheshwari（印度）：我們亦觀測到倡議者回報網路上流竄、甚至希望下架被武器化的錯假訊息。
- Raman Jit Singh Chima（印度）：針對倡議者的人肉搜索（doxxing）在緬甸等地也是嚴重的問題。

問：網路近用是否該成為基本人權？

- Namrata Maheshwari（印度）：網路存取與近用促進了其他基本權利的行使，在各國憲法與國際條約中也逐漸被其他基本權利吸收，許多情況下甚至可以說已經是一種基本人權了。如何放入現行法律框架下倒是仍有不同觀點。
- Michael De Dora（美國）：在如加薩走廊這般人道危機的情況下，確保網路存取的重要性更加明顯。如果沒有網路，民眾無法取得安全生活的資訊、人道救援團體也無法橫向連結，都使得網路存取權與基本權的賦能關係（enabler）更加明顯。

問：是否有足以值得信賴的通訊平臺或倡議組織？

- Raman Jit Singh Chima（印度）：
 - 目前檯面上的社群專案或倡議組織通常都有充分的規章、協定要求資料公開、也需兼顧安全與信任，然而這樣的組織不勝枚舉，你們也不一定要完全信任這些社群。
 - 不少安全服務大家都在使用、我們組織也會推薦，但個人仍要有基本識讀能力。
- Namrata Maheshwari（印度）：
 - 有些平臺利用監控（surveillance）獲得利益或蒐集個資。
 - 對於多數服務通常都能夠找到不侵犯數位人權的替代平臺。

場次四：亞太數位民主與網路韌性：緬甸、馬祖、臺北社群對話

主題

數位韌性：斷網怎麼辦？

議程介紹

數位韌性是讓數位系統從天災、事故、惡意攻擊之中快速回復的能力。那臺灣的數位韌性如何呢？如果連網路都連不上，要怎麼和親友保持聯繫、從政府機關、新聞機構獲得可信資訊？本場次邀請三位講者：Access Now 的 Golda 分享緬甸人民在斷網之下如何互助並維持對外溝通、來自馬祖的李問會分享馬祖的斷網經驗、g0v 數位韌性松的參與者則會分享公民科技社群正在發展的斷網溝通技術。

講者及主持人介紹

- Golda Benjamin（菲律賓）
- 荊輔翔
- 李問
- 主持人：陳心一

討論紀要

本場次從緬甸、馬祖的斷網事件經驗及所影響的層面來探討強化數位韌性可能的應對策略。三位與會者不只就具體之數位韌性（於災後快速恢復網路連線之能力）做探討，更進一步檢視網路通訊對民主社會的衝擊、甚至由公民科技社群主動研發軟體進行反制；故就本研究案而言，不失為公民科技守護民主發展的具體案例事實，其後續專案發展亦值得持續關注。

- Golda Benjamin（菲律賓）：分享緬甸政變斷網的經驗，由中央政府利用斷網作為武器對付基層人士，反思本身社群在應對當威權國家將斷網作為武器時，需要有數位韌性的預備。
- 李問：從馬祖斷網事件討論，當中國的漁船破壞了海底電纜，剩下有限的網路，在國防地位敏感的外島區域就需要正視數位韌性的議題，並同時反思如果臺灣全島斷網的應對策略。

- 荊輔翔：從公民社群的角度分析數位韌性的思考，包含災難應急、民生需求等，另也分享透過公民科技社群共同討論所設計出的災難應急通訊網狀網絡專案（TWC_Mesh），作為民間可能應對的解方。

發言者交流重點回顧

問：馬祖民眾是否有因為斷網改變政治立場態度？

- 李問：斷網事件發生時，民眾有責怪中國、有人怪臺灣、有人怪馬祖沒做好基礎建設。大多人以為馬祖在深藍選區，但有越來越多元的意見及國際聲援，民眾開始考慮數位韌性問題。

問：緬甸通訊上網是否有解決方案？

- Golda Benjamin（菲律賓）：緬甸斷網時，連電話線都會切斷，無法用撥接技術上網。

問：我國是否有可能引進低軌道衛星通訊技術或自行購置線路修復船？

- 李問：
 - 我國政府並未反對外國公司與臺灣合作，惟法規規定本地公司股份需達半。據悉星鏈（Starlink）未規劃跨入本國市場，目前正持續接洽不同供應商。
 - 目前線路修復船多由私人企業營運且造價高昂，政府應積極評估方案進行協商，以確保國家安全資產。

問：我國民間研發之 TWC_Mesh 災難應急通訊網路是否有可能向外輸出，協助東南亞公民科技社群？

- 荊輔翔：是否能於該場域應用，取決於第一線的情況與技術限制，需要視情況具體決定。
- Golda Benjamin（菲律賓）：Access Now 希望在網路存取受限的國家積極引進替代上網方案，並會就不同技術納入參考。緬甸目前仍在初期工作階段，需要確定法規限制與政治軍事因素可行後再行動。

場次五：促進資訊服務發展：開源公民科技特性分析與探索

主題

開源文化 × 公共議題 × 政府協作

議程介紹

隨著數位基礎建設的普及，無論是政府還是民間，越來越多公共議題尋求用數位工具作為解方。然而，解方與問題之間，是否單純存在如錘子與釘子（hammer & nail）般的線性關係？還是工具特質其實會帶來不同結果？disfactory 在專案成立三年以來，觀察到許多帶有開源或政府 DNA 的數位工具，投入在回應公共議題行列。我們希望藉由討論這些特質，與特質衍生的專案效果，來探索數位工具 vs. 公共議題的第一現場。

講者及主持人介紹

- 莊慕華
- 林慧婷
- 莊冠駿
- 王向榮
- 主持人：賴沛蓮

討論紀要

本場次由各專案負責人（「坑主」）分享自己的專案經驗，並就「開源」、「政府協作」、「公共議題」這三個面向與參與者分享公民科技專案所遇到的挑戰。幾位參與者不只具體的呈現了公民科技社群與民主倡議的關係，更點出了朝向開放資料、民主轉型可能會碰上的困境，對於本案分析公民科技促進數位民主的潛在因素與阻力有具體貢獻。

- 賴沛蓮：分享農地違章工廠專案（disfactory）經驗，從看見《工廠管理輔導法》的系統性問題開始，透過發起專案邀集民眾一起參與公共問題，並分享執行過程中的困難及應對策略。

- 林慧婷：最初因發現公托申請系統使用不便而開始投入解決公共議題；後就自身是服務設計師的身分，思考如何以公私協力方式，讓第一線使用者能夠更簡單的進行操作。
- 莊冠駿：分享開放臺灣民間租屋資料的專案經驗、與勞工陣線聯盟如何分工協作、以及對租屋市場相關數據變化的觀察。
- 王向榮：因自身興趣開始投入專案開發與資料爬梳（web scraping），並藉由資料的開放與透明呈現（如：公司法人關係圖、豪宅容積獎勵、飛魚卵進口資訊），讓民眾能夠更直覺的了解已被揭露的資料，並進一步讓資料產生更多價值。講者亦點出開放資料經公民科技社群自主整理後，被公司行號挪用牟利卻未回饋社群的「搭便車」行為，值得反思。

發言者交流重點回顧

問：嘗試推動沃土型（整理資料的專案）計畫給非營利組織和需要的人時遇到什麼困難？

- 莊慕華：需要讓大家知道有這些專案、場合，後續才有發展可能。

問：是否有與立法院相關的資料？

- 王向榮：目前沒有中央統籌機關整理相關資料，且很多不透明的資訊（如立委的助理名單）目前不是開放資料，很需要成為未來的開放資料方向。

問：專案的開源協作很重要，是否有集中整理介紹各專案的區塊？

- 王向榮：多年來很多人都想做這件事、作了很多版本，但是都失敗。目前更需要的是作介紹的能力。
- 林慧婷：
 - 專案沒有被整理就會永遠被忽視。
 - 數位部目前已推出公共程式平臺，但應該不會整理 gov 專案。
 - 需要社群力量共同啟發新進參與者。

場次六：數位公民學習資源：群眾協作的服務與社群建構

主題

公民科技貢獻者為何而來？而留？而走？

議程介紹

在公民科技社群，參與者的自主貢獻會帶來自我價值感與社會改變，但也有可能因無限內耗而離開。然而社群的根本是人，如何好好待己與待人，維持參與的熱情成為社群發展的關鍵。此議程將針對參與公民科技社群、專案的初衷、困境、解方及對個人發展的影響進行對話。本議程將先由「島島阿學」分享四年來近百位志工協作開發學習資源網站的經驗，再以「世界咖啡館」形式邀請與會者分享，一起在對話中釐清動機與找到方法，並挖掘維持社群動能的秘訣。

與談人介紹

- 林怡廷
- 許明宏
- 蘇冠彰

討論紀要

本議程透過世界咖啡館的運作模式，帶領與會者分享前來社群參與貢獻的原因、參與社群專案的阻力、持續貢獻的理由，並透過參與過公民科技專案、及未參與過的成員共同討論，描繪公民科技社群的具體樣態；藉由參與議程的與會者提出之理由，亦能夠側面描繪公民科技社群與民主社會的對話過程、內部的運作機制、及其在數位民主浪潮下的未來發展。

- 林怡廷：「沒有人哪有社群，沒有愛哪有貢獻」，除了希望貢獻者在照顧別人之餘記得照顧自己外，也鼓勵與會者分享心路歷程。
- 島島阿學為 2020 年由教育工作者發起，希望把資源整合，讓各領域朋友皆能在平台上以事找人、一起上課，達成民主社群、自主學習、並與學習者一起覺察與解決民主中的問題的目標。

發言者交流重點回顧

- 貢獻者為何而來：有經驗者參與專案經驗談
 - g0v 零時小學校、自學生、空氣盒子專案、安寧照顧、社會設計、孕產、家暴資源整合等專案
- 貢獻者為何而走：有經驗者參與專案困境分享
 - 空間、地區、時間限制
 - 職涯及興趣之間的衝突
 - 與他人溝通的問題，包含橫向溝通、技術溝通
 - 變成政府計畫
- 貢獻者為何而留：有經驗者願意持續參與的原因
 - 信念、使命
 - 有具有共同價值的夥伴一同努力
 - 對議題的熱忱與關心
 - 可以接觸到有趣的人事物及持續學習
- 有經驗者參與專案的學習、成長及對生涯的幫助
 - 跨領域的專業提升
 - 交流技巧提升，能夠勇敢表數
 - 能再接納及貢獻過程中循環
- 初心者被吸引的原因
 - 工作或學習需求
 - 因為對有名氣的參與者感到好奇而參與
 - 對公民科技的好奇
 - 有特別關心的議題（教育或政治）
- 初心者需要的資源與協助
 - 希望可以有新手教學的導師
 - 希望專案能夠符合興趣
 - 需要有流暢的溝通管道
 - 需要有 coding 相關的技術支援

（二）倫敦 TICTeC 2024 公民科技影響力論壇

發表議程：Civic tech's role in safeguarding democracy in East Asia

講者介紹

- 劉致昕
- 游知濤

發言紀要

韓國、日本、臺灣公民科技社群研究案例簡介

- 韓國公民科技社群研究案例為 Code for Korea，主要工作模式為建構公民參與、公共討論的線上平台及應用程式（app），並協助公民團體及人權工作者的數位化工作。
- 日本公民科技社群研究案例為 Code for Japan，主要工作模式為以非政府組織（NGO）角度向政府提供數位轉型解決方案，連結公民科技專業者（fellow）及地方政府，並發展防災、防疫的數位公共服務。
- 臺灣公民科技社群研究案例為台灣零時政府（g0v），主要工作模式為建構開放資料工具，增進政府、國會、公司、媒體組織的透明度及課責性，並辦理雙月黑客松（「大松」），促成科技、設計、法律、公民、公務員各種「沒有人」（nobody）之間的跨領域協作。

韓國、日本、臺灣公民科技社群聯盟及共通挑戰：威權影響

- 東亞公民科技聯盟：面向海洋（Facing the Ocean），自 2019 年起輪流於日本、臺灣、韓國辦理年度聚會「面海松」（Facing the Ocean Meet & Hack），交流想法、分享最佳解方、彼此互相幫助。
- 韓國、日本、臺灣公民科技社群遭遇的共通挑戰：政治權力轉移、境外影響攻擊、政策不一致、社會極化。
- 韓國政府近期對公民科技、公民社會的各項作為應受高度關注。

臺灣開源社群、政府協力促進數位民主、民主韌性之經驗分享

- 遏制威權影響的臺灣案例簡介：台灣資訊環境研究中心（IORG），起於臺灣開源社群、結合開源科技、公開資料調查、科學研究、數位公民教育的臺灣組織。
- 強化民主韌性的臺灣社群經驗：永遠資料優先、基於資料（避免論述爭議）、開放透明（開啟協作）、多方利害關係人網絡及協作（多中心、避免單點故障、讓新想法容易被看見）、保護「公民空間」（civic space）、建立議題導向的子社群、建立社群民主原則。
- 政府的角色：以臺灣數位發展部為例，推動 public money public code 公共程式平臺、公民科技試驗場域、支持公民科技推動數位民主資訊服務相關研究。

未來工作及問題

1. 東亞、東南亞各國公民科技社群現況及挑戰。
2. 跨國及在地科技公司和公民科技的各種關係。
3. 區域或國際組織能如何有效確保國家（或地方）政府實踐開放政府、數位民主承諾。
4. 如何增進公眾對公民科技的認識？
5. 公眾如對科技失去信任，公民科技社群和實踐者的對策為何？

(三) 橫濱 Facing the Ocean 2024 面海松

直播導讀工作坊：Civic Tech in East Asia

議程介紹

How do civic tech communities and projects nurture the growth of digital democracy? From independent projects that promote advocacy to PPP (public-private partnership) projects that coordinate with government agencies, what kind of factors could contribute to their success? And how do these factors strengthen our democracy? In this research project coordinated with Access Now and Taiwan Ministry of Digital Affairs (moda), we'll be looking into civic tech projects in Japan, Korea, and Taiwan, interviewing community members and trying to understand the accomplishments and difficulties each project has faced. After gathering community feedback at FtO Yokohama, we'll perform another round of interviews and organize the results into policy recommendations. Ultimately, we hope the outcome of this project could help digital ministries in East Asia to coordinate with the civic tech community better, categorizing different factors ("resilience") the government and the community could work together with. We'd like to invite all FtO participants to join the workshop!

講者介紹

- 劉致昕
- 姜柏任

議程錄影

<https://youtu.be/X4-iuHQ6vgs>

（四）APrIGF 2024 平行論壇

場次七：人工智慧民主化？在人工智慧發展浪潮中守護數位權利，公民團體的實務經驗

議程介紹

本場次由 Access Now 團隊分享歐盟、聯合國、矽谷於人工智慧法案（AI Act）及國際規範制定過程中之第一手觀察，和公民組織的行動策略與方案，同時也分享與私部門協力和倡議的最新情況。臺灣方面，則邀請人工智慧學校秘書長侯宜秀分享其人工智慧民主化的公眾參與經驗，以及臺灣的人工智慧基本法草案之觀察。

講者與主持人介紹

- Namrata Maheshwari（印度）
- 侯宜秀（臺灣）
- Peter Micek（美國）
- Isedua Oribhabor（美國）

討論紀要

本場次重點討論在全球人工智慧發展浪潮中，如何平衡技術創新與數位權利保障，並強調公民團體在推動民主化過程中的重要角色。與會者來自不同國家，分享了各自的觀察與經驗，涵蓋了人工智慧在政策制定、私營部門合作，以及公民參與等方面的挑戰與機遇，同時也呼籲各界合作，推動更民主化、負責任的 AI（人工智慧）發展。

- 侯怡秀（臺灣）：分享臺灣在推動《人工智慧基本法》草案的進展，並介紹了臺灣的公民參與經驗，並討論了 AI 安全性、文化多樣性與隱私保護等議題。此外，也分享臺灣在 AI 教育、工具應用及本地資料蒐集方面的實踐，致力於讓 AI 技術更民主化，並讓社會各界能更廣泛參與技術發展過程。
- Isedua Oribhabor（美國）：雖然生成式 AI 自 2021 年起引發廣泛關注，但 AI 技術如臉部識別早已對社會產生重大影響，尤其是性別和

種族的歧視問題。AI 的影響範圍廣泛，必須全面考慮，包括隱私和環境問題，而不僅僅是資訊操縱。企業往往優先追求技術創新，而忽略人權影響。企業應遵守國際人權標準，並在政策制定過程中與公民社會進行早期且有意義的對話。許多企業在最後階段才邀請公民社會參與，這無法實現真正的人權審查，值得深思。

- Peter Micek（美國）：聯合國自 2017 年舉辦「AI for Good」會議以來，已多次強調 AI 對於可持續發展的重要性。然而，國際間對 AI 的監管仍有嚴重不足，尤其在國防和安全領域，如軍事應用等，國際規範至今仍未觸及。雖然 AI 的全球治理受到關注，但存在諸多風險，特別是如何在不集中控制的情況下，防止 AI 技術的濫用與負面影響。公民社會必須加強對 AI 的監督，確保技術的發展不會犧牲人權或導致更多不平等。

發言者交流重點回顧

問：如何看待 AI 的治理，AI 應該在哪個層面進行治理？

- Peter Micek（美國）：
 - AI 治理應從現有的資料隱私、網路安全等規範中汲取經驗，而不必創建新的法規或機構。網路的建設基於開放和透明，但 LLM（大型語言模型）所需的龐大算力導致技術資源集中化，這讓 AI 發展成為高度資本化的領域。
 - AI 技術與人權之間存在不兼容性，應在治理中關注技術對社會的影響，而非單純聚焦於技術本身。
 - AI 不應被劃分為獨立於數位或網路技術的領域，應將現有的數位治理規範應用於 AI。
- 侯宜秀（臺灣）：
 - AI 的多樣性使其治理複雜，各國的法規制定方式有所不同，如中國針對特定技術設立規範。AI 涉及多個層面問題，如碳排放和國際影響力，部分問題需要全球共識解決。

- 對於臺灣，AI 不僅是科技發展，更關乎國際影響力。臺灣在國際 AI 治理中的缺席，特別是在聯合國等平臺上的發言權有限，這使臺灣難以參與全球規範的討論。然而，臺灣的硬體技術，特別是晶片製造，在全球 AI 發展中至關重要，因此不應被排除在治理框架外。

問：為確保 AI 不僅不侵犯權利，還能促進權利保障，需要多方利益相關者參與，包括公民社會。儘管一些公司在開發 AI 產品和服務時已盡可能進行諮詢，但我想知道是否有業界的良好實踐或範例可以分享？

● Isedua Oribhabor（美國）：

- 當前在 AI 產品和服務開發中的公司普遍缺乏真正的「良好實踐」案例。公民社會通常在新技術推出前的最後階段才被納入討論，這使得參與缺乏實質性。
- 建議公民社會應該更早且更深入地參與 AI 開發過程，尤其是與實際構建工具的工程師和開發者進行對話，而不僅限於人權和政策專家。這有助於公民社會更好地理解技術的可能性，同時也讓技術人員理解人權視角。尤其應避免僅邀請少數喜愛的公民社會組織參與，而是要真正促進各方的實質性交流，這對公司和公民社會雙方都有利。

問：聯合國系統很複雜，請問在哪個平臺可以查詢相關資料，或聯合國是否已有專門收集這些決議的會議或平臺？

● Peter Micek（美國）：

- 雖然聯合國有一個網站可以查找決議，但其使用體驗不佳。建議搜尋第 78 屆聯合國大會的決議來獲取相關資訊。我們目前也正在開發一個資料庫，匯集聯合國關於數位與網路議題的所有決議，預計在明年二月發布。
- 聯合國對 AI 的治理正受到各國高度關注，尤其是中國派出大量外交官參與討論。聯合國技術特使辦公室可能成為 AI 治理的中心，但聯合國的政治化和排他性令人擔憂，建議公民社會應積極參與國內和國際的 AI 政策制定。

問：在 AI 討論中，面對中國等極權國家的影響，我們應該如何應對？除了與民主國家討論之外，當這些國家在聯合國發揮影響力時，我們應如何進行討論？

● 侯宜秀（臺灣）：

- 面對中國的極權模式和其在 AI 領域的發展，我感到非常擔憂。中國不僅在政策和規範層面有控制，還提供技術工具，如新疆的網證技術，已證明可行並推廣至全國，未來可能輸出到其他國家。而中國在 AI 領域的審查技術發展尤為令人擔憂，他們在訓練 AI 模型的同時也在開發這些工具。
- 雖然沒有具體的解決方案，但我們仍需要更多關注中國在 AI 領域的行動。

場次八：公私協力夥伴關係與數位隱私保護：臺灣與世界經驗交流

議程介紹

本場次由三位講者分享三個組織對於資料和隱私保護的研究和觀察，討論由下而上能促成多少的公私協力、政策影響？如何在倡議、監督、協力的不同關係中，促成數據和隱私安全的實現。三位講者將帶來亞洲和國際經驗。

與談人與主持人介紹

- 湯家碩（臺灣）
- Elizabeth Donkervoort（美國）
- Faydah Dumarpa（菲律賓）
- 主持人：Raman Jit Singh Chima（印度）

討論紀要

本場次聚焦於數位隱私保護的挑戰與機會，探討如何通過自下而上的方式推動公私協力，以加強數據與隱私保護。來自臺灣、菲律賓和美國的三位講者分享了他們的經驗與觀點，特別強調如何在亞洲及國際的背景下，促進政府與私營部門的合作，應對數據與隱私安全的問題。

- 湯家碩（臺灣）：臺灣開放文化基金會從推動開放源碼開始，逐步擴展到數位權利和隱私保護的倡議。我們發現到，東亞地區的公私協力夥伴關係呈現對立狀態，政府和科技公司經常在追求其他利益時忽視隱私風險。以臺灣推動數位身分證和國民健康保險數據分享的案例為例，展示了民間社會如何有效監督政府。而通過研究和知識生產，可以促進更多的公私對話，從而逐步建立多方利益相關者的合作空間。
- Elizabeth Donkervoort（美國）：隱私權是所有其他人權的基礎，尤其是在數位時代。為了提高律師和人權倡議者在數據隱私領域的知識和能力，美國律師公會籌劃數位隱私保護計劃，開發公開資源，幫助世界各地的律師了解數位隱私法規，這些資源對於推動公私協力和提升公眾意識的重要性。而隨著量子計算等新技術的發展，資

料加密技術將面臨更大的挑戰，需要提前為這些潛在的威脅做好準備。

- Faydah Dumarpa（菲律賓）：菲律賓人權委員會是根據憲法成立的獨立機構，負責保護和促進人權，最近已將數位隱私納入其工作範疇。該委員會與其他政府機構和民間社會合作開展數據隱私教育，儘管政府是資料的最大處理者，但應由獨立機構來監督數據隱私保護，以減少行政干預。菲律賓正在努力制定相關政策，保障數位隱私，並與國際夥伴合作以應對新技術帶來的挑戰。

發言者交流重點回顧

問：想請教菲律賓人權委員會的代表，臺灣也設立了國家人權委員會，但在處理個人申訴上不如菲律賓順暢。您提到菲律賓還有一個由政府 and 私人部門組成的隱私保護機構，請問第一，這兩個機構是如何合作的？第二，有人建議應設立一個獨立於政府的隱私專責機構，您對此有何看法？

- Faydah Dumarpa（菲律賓）：
 - 在菲律賓，數據隱私的處理由兩個主要機構負責：國家隱私委員會和菲律賓人權委員會。國家隱私委員會屬於行政機構，負責調查私人機構的數據隱私違規行為，但其調查結果僅具建議性，最終由司法部決定是否採取進一步行動。相比之下，菲律賓人權委員會是一個獨立機構，根據 1987 年憲法成立，負責調查各類人權案件，包括數據隱私問題。該委員會的調查結果也具有建議性，但其決定在刑事訴訟中具有較大影響力。
 - 我建議應該要修改 2012 年的《國家隱私法》，以加強國家隱私委員會的自主性，減少政府干預，確保隱私保護機構更加獨立。相比之下，人權委員會的獨立性受到憲法保障，難以被廢除。

場次九：數位民主中，公民團體如何發揮政策影響力？實戰經驗交流

議程介紹

本場次由開放文化基金會與 Access Now 共同主持，並邀請臺灣網路治理參與者、Access Now 數位安全熱線專案成員參與，希望讓臺灣與國際專家和倡議者，交換與分享實務性的經驗，提出數位治理過程，公民社會能扮演的角色、發揮的作用、與公部門協力的過程與框架，期待對本研究報告的政策建議有所助益。

與談人介紹

- Don Le（英國）
- Faiz Naeem（印度）
- Riddhi（印度）

主持人介紹

- 林韋丞（臺灣）
- Shruti Narayan（印度）

討論紀要

本場次提供了臺灣與國際數位權利倡議者交流的重要平臺，透過分享具體經驗與挑戰，各方對如何提升公民團體在數位政策中的影響力有了更深入的理解。未來，公民社會應加強與國際夥伴的協作，並針對技術標準、數位安全等核心議題，持續推動政策變革。

- Don Le（英國）：網路基礎設施和標準的制定對人權有深遠影響，但決策過程往往排除公民社會。因此，Article 19 致力於與技術開發者合作，預防數位基礎設施對人權的潛在威脅，協助公民團體參與國際技術標準的制定，確保未來的技術政策更具包容性並抵抗網路審查等問題。
- Riddhi（印度）：數位政策往往忽視了性別、階級和社會地位等交叉性身份問題，導致弱勢群體進一步被排除。公民社會的角色在於教育大眾數位政策的實際影響，並確保這些群體的聲音能被納入政策

制定過程中。公民團體必須努力讓政府承擔責任，以保障數位權利。

- Faiz Naeem（印度）：Access Now 在有限資源下進行政策倡議的策略，即聯盟能集結多樣的專業知識和資源，放大公民團體的聲音，增加其對政策制定者的影響力。以「Keep It On」聯盟為例，該聯盟與全球協作，對抗網路封鎖問題。公民團體應該制定長期戰略，不僅要應對短期挑戰，還要著眼於數位權利的長期保護，確保資源的有效利用。

發言者交流重點回顧

問：在資料所有權方面，是否有社群或組織的努力，將收集到的社群資料返還給社群自身？社群是否能更好地分析這些集體資料，並確定優先事項？這是否也是你們或 Article 19 所涉及的工作之一？

- Don Le（英國）：我們曾見過一些社群擁有自己的資料，並確保取得個人的同意與授權來使用這些資料。這些社群同時會解釋如何運用這些資料，我們正從這些案例中學習。
- Riddhi（印度）：除了取得同意外，當我們收集資料時，解釋我們的用途也很重要。資料回饋給社群同樣關鍵。追求問責與透明時，我們也必須體現這些價值。
- Shruti Narayan（印度）：印度去年通過的《資料保護法》將對所有資料收集者，包括非政府組織（NGO），施加嚴格的資料保護義務，這對基層組織帶來挑戰。例如，從事糧食權利運動的 NGO 需要收集個人資料來核對政府名單，以確保政策執行。法案要求收集資料時通知並取得同意，且在使用後需刪除資料，這對 NGO 的持續工作造成困難。目前 NGO 正在考慮如何適應這些規定，這是一個正在進行的問題。

問：在孟加拉面對長期的網路封鎖時，媒體和公民社會普遍依賴 Access Now 及 Keep It On 聯盟。然而，在最近一次斷網事件中，聯盟的回應

過於遲緩，錯過了及時應對大規模殺戮的時機。您認為是否應該重新思考和調整聯盟的架構，以提高工作效率？

- Raman Jit Singh Chima（印度）：確實存在延遲問題，因此需要多樣化的聯盟來應對危機。以孟加拉為例，當地局勢變化迅速，國際社群難以跟上，但孟加拉當地人展現了更大的勇氣和行動力。在面臨資源有限、員工倦怠的情況時，確實是挑戰，而在亞洲部分地區，聯盟支持和備援不足，未來需要加強這方面的合作。
- Namrata Maheshwari（印度）：Keep It On 聯盟的作用分為兩部分：一是其內容創建和促成的工作，二是其擴音器角色。聯盟在面對事件時必須發聲，否則會錯失影響機會。聯盟應由當地合作夥伴引領，特別是在高風險地區，並且優先選擇真實性，即使需要多花一天時間發布聲明。此外，聯盟不僅放大自身工作，也歡迎成員和其他關注網路封鎖的人參與，擴大影響力。
- Raman Jit Singh Chima（印度）：南亞目前處於困難時期，與 20 年前不同，跨國聲援現在可能會增加風險。他強調，作為印度公民，他們非常清楚政治風險和國家安全政策的複雜性，因此在發表言論時需要格外謹慎，避免給他人帶來不必要的風險。
- Peter Micek（美國）：Freedom Online 聯盟，一個由 38 個國家組成的國際組織，能夠觀察並支持像 Keep It On 聯盟這樣的公民社會活動，並推動各國政府發聲。有時聯盟行動不夠迅速或聲音不夠強烈，這是公民社會面臨的一個挑戰，但這整個過程是生態系統的一部分，需要依賴離行動更近的當地人。

問：我在大學智庫工作，研究 AI 對人權的影響，這類研究與公民社會組織和政策制定者合作較為困難。Access Now 如何與專業人士、智庫合作撰寫相關文章？能分享一些經驗嗎？

- Shruti Narayan（印度）：Access Now 有專家處理特定主題，例如有夥伴負責加密技術、另一位專攻 AI 議題等，並與全球合作夥伴合作撰寫專題報告，最大化資源利用。這種合作模式能有效解決資源有限的問題，並產出具共同利益的研究成果。我們也邀請學術界或其

他領域的專家短期合作，參與特定項目並提供專業知識，這樣可以充分利用他們的專長，完成一到兩個專案後再轉向其他工作。

- Don Le（英國）：與 Access Now 類似，Article 19 也有專家從人權角度處理技術問題，這些專家來自不同的專業領域。我們的重點是培訓這些專家，讓他們提出與公民社會組織相同的問題，並將他們對技術的專業知識應用到這些問題上。不需要在所有領域都成為專家，這正是為什麼需要多元化的領域和個體，透過不同的人與組織間的合作，我們可以彼此學習。

問：有關於臺灣數位身分證與隱私問題？

- 參與者 A：臺灣在數位身分證與人臉識別技術方面存在挑戰，目前臺灣也缺乏相關技術的監管。雖然政府因國家安全問題推遲了數位身分證專案，但隱私問題並未受到同等關注。國際社群的壓力能夠推動隱私和數位權利立法，目前臺灣的個資法可能因加入經濟合作暨發展組織（OECD）和符合歐盟《通用資料保護規則》（GDPR）的要求而修訂。公民社會在推動數位權利時，可利用國際和國家安全的壓力來影響政策變革。
- 林韋丞（臺灣）：臺灣的法規更新往往依賴公民社會、學者和 NGO 的努力，但在網路治理或數位身分證等議題上，討論常因複雜性或政府行為而中斷。曾有臺灣版的數位服務法（DSA）討論，但因政府的錯誤行為，討論被擱置。好奇其他國家如何重啟被擱置的議題討論，並維持公民社會的能量與動力。
- 參與者 B：臺灣社會對政府的不信任，導致許多社會討論無法順利展開，尤其是涉及國際規範和網路使用的議題。由於臺灣不是許多國際組織的成員，民眾往往認為不必遵守這些規範。此外，這些議題常與商業活動掛鉤，增加了推動倡議的難度。臺灣社會在以經濟為主導的情況下，討論與倡議常受到阻礙。同樣好奇其他國家如何面對類似的挑戰並尋求解決方案。
- Don Le（英國）：我們需要建立堅實的基礎，這樣當機會出現時，我們可以更具策略性，產生更大的影響力。如果機會沒有來臨，就創造機會。關鍵在於提前做好準備，抓住時機。

（五）草津 Code for Japan Summit 2024 研討會

成果導讀：Bittersweet: Civic Tech, Public-Private Partnership, and Democracy in East Asia

議程介紹

In this talk, g0v.tw contributors J.S., RS, and Chihhao will share findings from their first-year research project on Public-Private Partnerships (PPP) between civic tech projects and governments in East Asia. For the first time, they will present and discuss findings from eight case studies across Japan, Korea, and Taiwan. The session will explore various ways governments partner with the civic tech community, lessons learned from unsustainable PPPs, and the benefits of PPPs for democratic development.

Finally, speakers will also present policy recommendations based on interviews conducted over the past year, reviewed by international experts, in the hope to illustrate how civic tech PPPs have and can contribute to the development of digital public services and strengthening of democratic resilience in their respective countries.

講者介紹

- 姜柏任
- 劉致昕

議程網址

<https://summit2024.code4japan.org/session?id=749834>

三、作者簡歷

劉致昕

學歷：國立政治大學外交系學士

經歷：Access Now 東亞區資深政策分析師、美國國家民主協會（NDI）前亞太區顧問、《報導者》前副總編輯、《真相製造》作者、澳洲戰略研究所（ASPI）資訊戰研究報告共同作者、TICTeC 2024 主議程講者

姜柏任

學歷：美國加州大學洛杉磯分校法律系碩士、國立臺灣大學法律系學士

經歷：中央研究院法律學研究所研究助理、立法院開放國會委員會民間委員、客家委員會諮詢委員

四、譯者簡歷

（一）研究報告

王立柔 Li-Jou Wang

- 國立臺灣大學翻譯碩士學位學程畢業
- 國立臺灣大學中文系學士
- 於《端傳媒》、《報導者》獨立報導重大議題，曾任《新傳媒》、《風傳媒》、《報導者》文字記者，並於《聯合報》繽紛版、《新活水》雜誌發表作品
- 曾獲琅琅閱讀×讀創故事「日常流小說徵文」參獎、第一屆與第九屆平冤年度新聞獎
- 譯作包含書籍《花衣吹笛手》、紀錄片《德州的梅麗莎》、《行過黑暗之路》等，以及合譯書籍《戰爭好在哪？》、《死刑釋憲三國志》等書

王琳茱 Lin-Jhu Wang

- 國立臺灣大學翻譯碩士學位學程口譯組畢業
- 國立臺灣大學外文系學士

- 譯作包含堡壘文化《強人時代》（2023）、八旗文化《美利堅國度》（2024）等書
- 曾擔任金曲獎座談影片中英字幕製作、唐獎中英字幕翻譯暨審稿、國家影視廳中心電影字幕英譯、台北當代藝術館評論與字幕翻譯

（二）研究摘要及社群媒體圖文

語言別	譯者	學經歷
日文	張奕璇	• 東海大學日文系學士、文化大學中日筆譯培訓班結業 • 擁有 JLPT N1 語言檢定、司法通譯 TTQS 認證，口譯經驗長達 18 年 • 曾任微風集團艾妥列南山總經理特助、電通集團安索帕執行長助理等職，現任賓三得利臺灣總經理特助
韓文	張庭瑀	• 韓國高麗大學國際系學士 • 擁有 TOPIK 6、IELTS 7.5 語言認證 • 中英韓口譯經驗超過 8 年，每年超過 10 餘場研討會、演唱會、評審口譯
印尼文	Saida Aryani	• 印尼國立大學社會與政治科學學院國際關係學士 • 曾任高力國際印尼分公司會計與行政主管、現任印尼 Bayar 系統財務與行政專員 • 母語為印尼語，並同時通曉英語
英文	姜柏任、游知濤	• 美國加州大學洛杉磯分校法律系碩士、國立臺灣大學法律系學士 • 美國羅德島設計學院數位媒體系碩士、國立臺灣大學資訊管理系學士
西班牙文	汪丹明 (Damien Sanjuan)	• 法國國立巴黎高等化學學院高分子化學碩士 • 寶僑 (P&G) 布魯塞爾全球包裝研發與創新資深科學家

		• 母語為法語與西班牙語，並同時通曉英語、華語
德文	張嘉玲	• 德國富爾達應用科學大學歐盟研究與跨文化溝通碩士、東吳大學德文系學士 • 德國在台協會職員、德語口筆譯 • 譯作含讀物《馬丁、瑪莎，還有夏婆婆》、繪本《愛哭公主》等
法文	François-Xavier Faucounau	• 法國社會科學高等學院 (EHESS) 社會人類學博士候選人 • 法國社會科學高等學院社會人類學民族誌碩士、法國巴黎高等商業研究學院 (HEC) 管理學碩士 • 母語為法語，並同時通曉英語與巴布亞皮欽語 (Tok-Pisin)

陸、參考書目

- 李梅君（2020），「沒有人」的運動：數位行動主義與臺灣公民駭客的崛起，加州大學戴維斯分校博士論文，書籍將出版。
- 李梅君（2022），拼裝公民科技：黑客、鄉民、與資料行動主義，科技、醫療與社會，35期，頁115-66。
- 立法院開放國會委員會（2020），臺灣開放國會行動方案2021-2024，臺北：立法院。
- 羅維（2021），從「全球公民科技」到「東亞社群」：台灣 g0v 社群的國際交流與數據行動主義，國立臺灣大學社會學研究所碩士論文。
- g0v Jothon & 貢獻者（2024），g0v 公民科技專案與社群手冊，臺中：g0v 零時政府揪松團。
- 趙炳宇、尹相五（2017），開放政府時代的市民參與：公民科技的類型分類研究，韓國政策學會報，26期1卷，頁177-202。
[조병우·윤상오. (2017). “열린 정부 시대의 시민참여 - 시빅해킹의 유형 분류 연구 -”. <한국정책학회보>. 26(1): 177-202.]
- 張峻萍（2021），我國推動政府數位轉型之研析，臺北：立法院預算中心。
- 鄭婷宇、林子倫（2018），鍵盤參與：從「零時政府」檢視黑客社群協作式的公民參與，傳播與社會學刊，46期，頁15-51。
- 鄭婷宇（2024），臺灣值得一個更民主的國會—首屆開放國會行動方案與未竟的改革之路，臺灣民主季刊，21卷2期，頁115-22。
- 松崎太亮（2017），シビックテックイノベーション：行動する市民エンジニアが社会を変える，東京：インプレス R&D，第3章。

- Fischli, Roberta, and James Muldoon. 2024. *Empowering Digital Democracy*. Perspectives on Politics 22(3): 819–35.
<https://doi.org/10.1017/S1537592724000409>.
- Hacker, Kenneth L., and van Dijk, Jan. 2000. *Digital Democracy: Issues of Theory and Practice*. <https://doi.org/10.4135/9781446218891>.
- Lindner, Ralf, and Aichholzer, Georg. 2020. *E-Democracy: Conceptual Foundations and Recent Trends*. Pp. 11–45 in *European E-Democracy in Practice*, edited by Leonhard Hennen, Ira van Keulen, Iris Korthagen, Georg Aichholzer, Ralf Lindner, and Rasmus Øjvind Nielsen. Cham: Springer. <https://doi.org/10.1007/978-3-030-27184-8>.
- Lukensmeyer, Carolyn J. 2017. *Civic Tech and Public Policy Decision Making*. PS: Political Science & Politics 50(3): 764–71.
<https://doi.org/10.1017/S1049096517000567>.
- Shirky, Clay. 2008. *Here Comes Everybody: The Power of Organizing Without Organizations*. New York: Penguin Press.
- van Dijk, Jan A.G.M. 2012. *Digital Democracy: Vision and Reality*. Pp 49–62 in *Public Administration in the Information Age: Revisited*, edited by Ig Snellen, Marcel Thaens, and Wim van de Donk. Amsterdam: IOS Press.
<https://doi.org/10.3233/978-1-61499-137-3-49>.

柒、審查意見回覆情形

一、研究報告審查意見

項次	委員意見	回覆意見
1	報告內容第一章節比較著重於臺灣，相關文獻建議概括性整理東亞地區	報告首章以我國背景與基礎文獻出發，臺、日、韓三國詳細發展過程之文獻列於參考書目，茲將發展背景以簡要形式再次於各章節開頭強調。
2	個案研究的訪談對象、時間地點等，建議彙整成附錄，使報告更臻完善	訪談對象、時間地點原記於各篇逐字稿前，茲已額外整理於第五章第一節開頭以表格呈現。
3	有關日本、韓國部分，請參照 P.14 的 4 點進行補充，以利各國間比較	第參章已分別就日本、韓國之訪談成果整理小結，並於第肆章額外新增表格，整理三國背景資訊、成果與挑戰以利比較異同。
4	請於報告補充介紹臺日韓社群、專案整體概況，包括個案有多少、選擇訪談個案的代表性等	
5	結論建議補充描述臺日韓的差異性	
6	請綜整研究發現，依徵求服務建議書規定研提 114~116 年之分年政策發展規劃	已於第肆章「結論與政策建議」下新增第四節「114-116 年行動建議」，整理分年政策發展規劃。
7	政府採購流程可能影響公民科技社群發展資訊服務部分，建議可以更深入補充政府遇到的痛點	列入未來擴大訪談之潛在研究項目。
8	獨立管道監督政府採購資訊服務流程，做不好之時可以有哪些方式可以改善？	列入潛在研究項目。
9	中長期資源的來源建議，建議補充政府如何支持	
10	建議補充他國政府的作法（例如德	他國作法超出本案範圍，

	國、美國)	建議未來納入資料整理或擴大研究。
11	研究內有點出政府人員、資訊首長在公民科技社群的了解不足，其他國家例如美國、德國，有提供公務人員與社群交換園地，以後如有機會建議可以再增加並深入研析	
12	英文報告部分，讓世界看到臺灣公民科技的成就，建議英文翻譯可再更精準（例如分詞構句的文法）	已依委員建議修正英文摘要。
13	有關臺灣的四個案例，各有不同特色，公民科技社群與政府單位形成不同的協作方式，至少有四種不同的公私協力模式。建議可以在臺灣案例的小結（p.31），稍微延伸說明若對於想嘗試公私協力的政府單位，可以依照其部門任務需求特性對應到哪種可嘗試的公私協力模式，如：部門任務涉及跨區域或跨部門的治理議題，LASS 的模式可優先參考。	已依委員建議，調整第參章第一節臺灣訪談成果第（五）項小結內容。
14	日韓案例值得臺灣參考的部分，建議各歸納一個小結（日本 p.40；韓國 p.49），例如：對於公民科技社群，或是跟政府的互動有什麼值得臺灣參考或學習之處。	第參章已分別就日本、韓國之訪談成果整理小結，並於第肆章額外新增表格，整理三國背景資訊、成果與挑戰以利比較異同。
15	有關評估方式或彈性指標部分（p.51），公民科技社群追求的是改變、培力、不同社群的互動和參與等。改變可能包括程序、做事方法、合作環節等。對於衡量指標，或許可建議針對協作的目標，讓公民科技社群能依照合作方案的目標自訂衡量指標和評估方式。	已依委員建議，調整第肆章第三節（一）短期政策建議第 2 點內容。
16	在結論處（p.49）可以再次強調數位民主如何深化民主，例如資訊透明、促進公民參與、讓青年或弱勢群體發聲等。而且，公私協力夥伴關係如何	已依委員建議，調整第肆章第一節結論第 3 段內容。

	能夠貢獻這些目的。在此脈絡下，提出數位民主的公私協力夥伴關係需要重視哪些原則，讓合作成為可能且制度化的過程為了避免落入僵化，政府的角色為何？政府可以優先做的（如：優化資料品質、盤點部門任務需求以及適合公私協力的項目等）為何？	
17	建議本案與 RFP 的質量規範，可以列出對照表	已於章節各處與其他交付文件再次補充與本案 RFP 關聯性之措辭。
18	給政府各部會的參考尚不明顯，對短中長政策建議的值跟量，建議加強，如何可讓政府直接參考使用	已於第肆章「結論與政策建議」下新增第四節「114-116 年行動建議」，整理分年政策發展規劃。
19	中英文報告的標題不一致，請調整為一致（例如英文沒有挑戰這一段）	已依委員建議，調整華文報告標題，惟英文翻譯反應華文報告標題無法通順翻譯，故修改英文報告標題。
20	臺灣教育環境其實有辦理基礎資訊素養數位課程，請加強補充研究成果如何讓本國數位素養課程與時俱進，例如可建議教育部如何辦理	列入潛在研究項目。
21	日韓部分加小節，並附加表格，比較各國的差異性、重點，屬於日韓的特色	已依委員建議於第參章已分別就日本、韓國之訪談成果整理小結，並於第肆章額外新增表格，整理三國背景資訊、成果與挑戰以利比較異同。
22	建議補充日韓政府與社群相處的處理角度	
23	目前的結論建議較屬一般性、指標設定，是否有政府與公民的互動、指標、設定的建議，建議補充其他國家的制度可供參考，並放入結論	列入潛在研究項目。
24	英文及 8 國語言翻譯的過程建議補充，例如審稿、潤飾、翻譯、及過程	依委員建議，已將八國語言翻譯移至數位文宣製作

	如何進行與協作	成果報告並補述。
25	對於 LASS 空氣合作的後續，建議補充社群與政府的後續發展及建議	列入未來深入訪談與田野調查潛在項目。
26	社群持續性如何評估，請補充說明	列入潛在研究項目。
27	社群合作在其他國家（例如日韓），如何處理政府採購碰到的問題，是否也遇到與本國相似的困境，建議補充並給予作法及建議	
28	報告名稱及架構內容要與契約規定一致，請配合更正	已依委員建議，調整報告名稱及架構內容。
29	報告架構內容須一致，並補充資安可行性，短中長期建議請修改為 114~116 年	已依委員建議，調整第肆章第一節結論第 4 段內容，並已於第肆章「結論與政策建議」下新增第四節「114-116 年行動建議」，整理分年政策發展規劃。
30	報告內許多文字可再檢視，避免外界誤會。另外日本社群與公部門合作部分，建議可蒐集如何課責及提出建議	已依委員建議補補充專業術語之原文出處並調整部分用詞。
31	建議補充未來如須讓公民更了解臺灣政府開放民主參與的方式	列入潛在研究項目。

二、其他交付文件審查意見

項次	文件名稱	審查意見	回覆意見
1	直播導讀	因本項涉及媒宣費用，請於影片上加上「廣告」2 字，並請於 YouTube 連結內補充說明與本案關聯。	已將影片加入「廣告」2 字、重新上傳，並於影片說明敘述中補充說明影片於本案關聯，於「專案宣傳成果

二、其他交付文件審查意見

			報告」中詳細說明。
2	直播導讀	依 RFP 第 6 頁需求，參與人數須達 30 人，請補充人數證明，如簽到表、報名表、出席人員名單、團體照等。	已於「專案宣傳成果報告」中詳細說明。
3	數位文宣製作成果報告（一、文案）	8 國語言文案僅為引言性質，請加強說明與本案報告相關之內容。	已將研究報告摘要八國語言翻譯加入「數位文宣製作成果報告」。
4	數位文宣製作成果報告（二、圖文素材）	僅第 2 頁繪製本案報告相關探訪社群，其餘文宣僅為報告各章節標題，請補充更多與本案報告內容有關之素材。	圖文素材已包含研究報告之三項共同挑戰及八項政策建議，並附上完整報告內容連結。
5	專案宣傳成果報告（P.3~P.16）	表格中「說明與連結」欄位，請詳加敘述與報告內容有關之推廣、宣傳、撰擬內容。	已補充相關內容。
6	專案宣傳成果報告（P.14）	電子報活動宣傳，RFP 第 5 頁要求應提供發放之電子報內容，非僅以圖片顯示，爰請提供發放之電子報內容。 另依 9/9 專案工作會議紀錄，團隊表示已發放本案相關 2 篇電子報，惟成果報告僅放 1 篇，請確認是否有 2 篇電子報。	已補充電子報內容，並確認共發布 2 篇電子報，於「專案宣傳成果報告」詳述。