

HAPI FOR GOVERNMENT AND PUBLIC SYSTEMS

Restoring Citizen Agency in Bureaucratic and Automated Institutions

Human Agency Preservation Infrastructure (HAPI) Foundation Paper

Version 0.2 corrected - unique abstract and core thesis

Abstract

This paper applies HAPI to government, public services, and automated bureaucracy. It argues that public systems should be evaluated not only by efficiency, eligibility decisions, or procedural compliance, but by whether citizens retain meaningful ability to understand, challenge, repair, appeal, and participate. The paper identifies agency loss in public systems through opacity, procedural overload, automated denial, fragmented accountability, and the inability of humans to change outcomes before consequences bind.

Core Thesis

A public system is legitimate only to the extent that it preserves citizen agency: people must be able to understand the process, contest errors, access responsible humans, repair records, and participate in decisions that affect their lives.

How This Paper Fits HAPI

This document is one source artifact in the HAPI foundation library. It translates the general agency-preservation framework into a specific domain or operating layer so the future company, foundation, website, audit practice, and certification model can be built from organized source material rather than scattered notes.

1. Problem

- Bureaucracy can remove agency even when it follows procedure.
- Automated public systems can make this worse by scaling denial, confusion, and unaccountable consequence.
- Citizens often remain present in the process but unable to meaningfully affect the outcome.

2. Public Agency Loss

- Opaque eligibility rules.

- No clear accountable owner.
- Appeals that do not pause harm.
- Documentation burdens that exceed capacity.
- Automated decisions that humans cannot explain or override.

3. Agency Theater in Public Systems

- A citizen is told they have an appeal but cannot understand the process.
- A caseworker is present but lacks authority.
- A dashboard reports fairness while individuals cannot correct errors.
- Public feedback is collected after the policy is already locked.

4. True Public Gates

- The system explains itself.
- It preserves appeal before irreversible harm.
- It assigns accountable authority.
- It allows correction of bad data.
- It measures whether people regain capacity and participation.

5. HAPI Audit Questions

- Can the citizen understand the decision?
- Can the citizen reach a responsible human?
- Can the outcome be paused, reversed, or repaired?
- Does automation reduce burden or create procedural traps?
- Does the system preserve dignity and participation under stress?

6. Restoration Model

- Build plain-language decision notices.
- Create live escalation paths.
- Require human authority for high-impact decisions.
- Track appeal quality and reversal evidence.
- Design services around capacity, not only compliance.

7. Conclusion

- Government systems are agency infrastructure whether they admit it or not.
- A HAPI-aligned public system does not merely process citizens. It preserves their ability to participate in the system that governs them.

Closing Statement

HAPI exists to preserve and restore human agency where systems, institutions, automation, dependency, or false gates reduce meaningful participation. This paper should be treated as a working source document for refinement, public explanation, product design, audit development, and company formation.