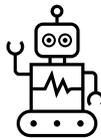


Citizen Side



AI Modifier



Civil Servant Side



Informational-Cognitive

Expectation Framing & Confirmation

Information & Mental Effort

Message Calibration
(Expectation Framing & Confirmation)

Semantic Refinement
(Information Filtering & Cognitive Efficiency)

Cognitive Interpretation

Processing Load Allocation

Expressive-Constitutive

Perceived Tone & Relational Warmth

Emotional Safety to Speak & Be Heard

Trust Construction from Response Quality

Judgment of Legitimacy

Cue Design in Text
(Perceived Tone & Relational Warmth)

Empathy Modulation
(Emotional Safety & Empathy Modulation)

Voice Positioning
(Trust Construction & Relational Respect)

Symbolic Framing
(Judgment of Legitimacy & Action Readiness)

Relational Cue Recognition

Emotional Labor Reduction via Message Clarity

Respect & Duty Perception in Interpreting Demands

Action Readiness