Crowdsourcing II

October 10, 2018

Fall 2018 COMP 7920

Reminder: Next Week

No class

Use the time to work on your projects

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Today

Social and Ethical Issues

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... at its Worst The second of the second o

Ensuring a bright future for crowdsourcing

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"Can we foresee a future crowd workplace in which we would want our children to participate?"

Kittur et al, CSCW 2013

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Important Issues

Compensation

Reputation Systems

Tasks

Opportunity for Advancement

Accessibility

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Compensation



Mturk: ~\$2-3/hr [Hara, 2018]

No benefits

No worker protections

Implications

Worker abuse

Invites gaming

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Quality Control: Current Approaches

Consensus

Subject to colluding

Gold standards

Dependent on authoring quality

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Compensation



Contrast to traditional labour markets

What protections are in place?

Why?

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Compensation

Researchers should ensure a decent wage

Advantage of crowdsourcing should be rapid access to diverse workers

Not access to low-paid labour

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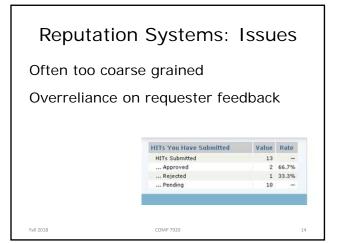
Reputation Systems

Purpose

Allowing most qualified people to have access to the best work

Enabling requesters to hire workers who can / will do the job well

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Reputation Systems

How is work quality assessed in traditional labour markets?

Open crowdsourcing challenge:

Accuracy vs. transactional cost

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Tasks Not always ethical E.g., breaking captchas, locating dissidents Work quality Replacing skilled labour with unskilled labour

Tasks

Open Challenges:

Enabling larger, more rewarding tasks Enabling workers to see the bigger picture?



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Creating Opportunity

Training?

Opportunity to advance to "better" work?

What types of advancement opportunities exist in traditional workplace?

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Accessibility

Opportunities

Flexible schedule

No transit required

Can use personal adaptive technologies

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Accessibility

Challenges

Tasks requiring vision, fine motor skills Appeal to diverse populations? Connectivity

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Worker Invisibility

When requesters mistreat workers, what is their recourse?

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Intellectual Property

Mturk IP agreement

Requesters get IP even if they refuse to pay for a workers work

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Today's Recap

Now you...

Are aware of some of crowdsourcing's important ethical and social concerns

Are familiar with some related challenges for the HCI research community

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