

A black and white illustration of a chess player in a turban sitting at a chessboard, with a chess cabinet open in the foreground. The player is wearing a turban and a long robe, and is looking down at the chessboard. The chessboard is on a table, and the player is holding a chess piece. The chess cabinet is open, showing various chess pieces and a chess set. The background is a simple wall and floor.

The Best Practices of the Best Requesters

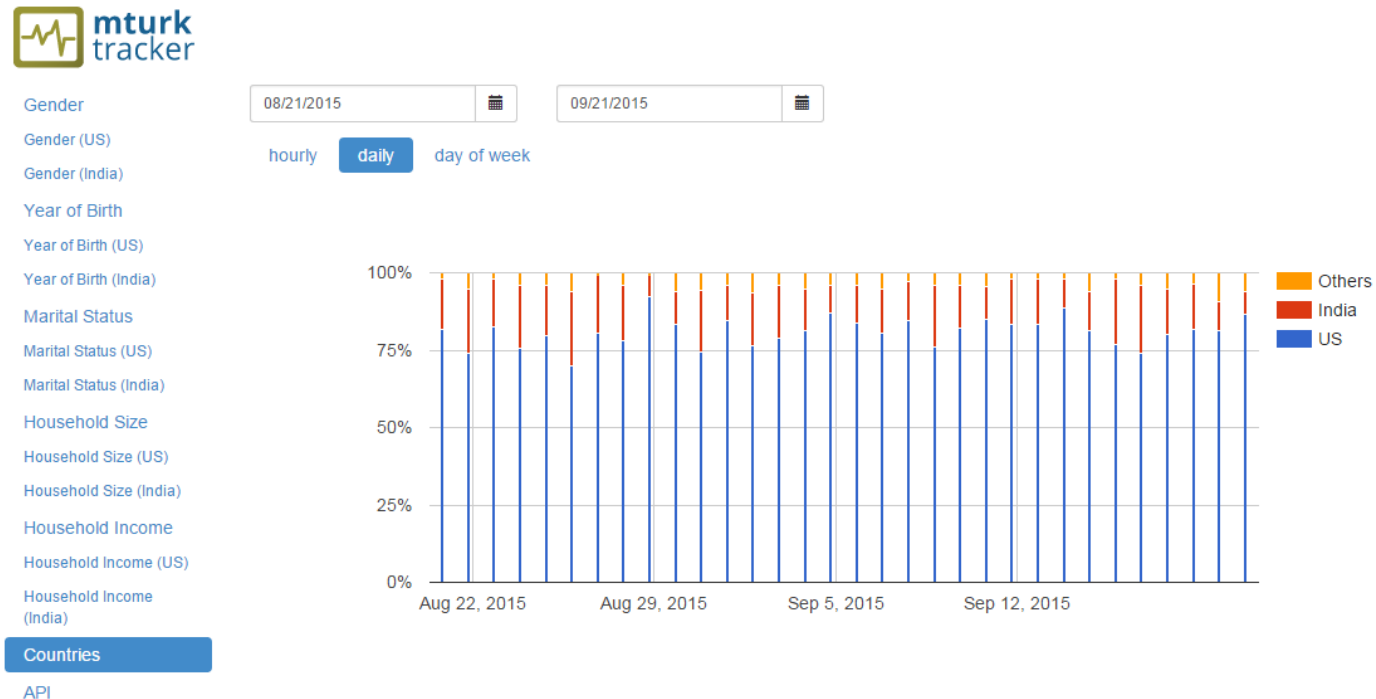
Kristy Milland
Ryerson University
kmilland@ryerson.ca

Who We Are Not

- Only from developing countries, non-native English speakers, uneducated, unskilled
- Isolated
- Cheaters, lazy, satisficers, inattentive
- Work for \$1/hour, doing it for fun in our PJs, unemployed
- Anti-social

Who We Actually Are

■ Demographics (mTurk-Tracker.com, my data)



How We Work

- Turkopticon
- Communities
 - Turker Nation
 - Reddit
 - Facebook
- Scripts
 - IndiaTurkers
 - GreasyFork
 - HitDB / TurkMaster / HIT Scraper
- Websites/tools
 - Turk Alert / mTurk List

How We Work

- The Queue
- Batches vs. Surveys
- Mobile vs. stationary devices
- 10-20% of all workers do 80% of the work

- Musthag, M., & Ganesan, D. (2013). Labor dynamics in a mobile micro-task market. *Proceedings of the SIGCHI Conference on ...*, 641. <http://doi.org/10.1145/2470654.2470745>
- Chandler, J., Mueller, P. A., & Paolacci, G. (2014). Nonnaïveté among Amazon Mechanical Turk workers: consequences and solutions for behavioral researchers. *Behavior Research Methods*, 46, 112–130. <http://doi.org/10.3758/s13428-013-0365-7>

Bias

- Same amount of bias as offline, but different kinds
 - ❑ You do not know who they really are (geographically, duplicate accounts, demographics)
 - ❑ They can run robots to spam, or scripts to autoanswer
 - ❑ Share completion codes, ACs
 - ❑ They have done CRT and other measures before (practice, information bias)
 - ❑ And the same old: rushing, satisficing

Ethical Behaviour

- Using a fake Requester name
- Give us context and be honest
- Informed consent
- Wage theft
- Rejecting/blocking
- Worker IDs are not anonymous
- Turkopticon!

Best Practices - Communication

- Check your Requester email
- Watch Turkopticon, forums
- Ask for help and feedback before, during and after you post HITs

Best Practices – HIT Design

- Learn about creating attractive HITs (see Chilton et al. 2010)
 - Use the right keywords (and be honest)
 - Write a clear title and description
 - Be upfront about bad content (beyond the adult qualification, but use it, too!)

Best Practices – HIT Design

■ Use the right qualifications

Advanced «

Advanced

Worker requirements «

Worker requirements:

Customize Worker Requirements... ▼

Specify ALL the qualifications Workers must meet to work on your HITs:

Masters ▼ remove

HIT Approval Rate (%) for a ▼ greater than or equal to ▼ 95 ▼ remove

Number of HITs Approved ▼ greater than or equal to ▼ 1000 ▼ remove

(+) Add another criterion (up to 5)

Only Workers who qualify to do my HITs can preview my HITs.

☐ Yes ☒ No

Best Practices – HIT Design

- Masters is no better than 99% approval / 10k HITs approved
- Do not go below 98%
- Private/curated qualifications = higher accuracy
- If you want English speakers, use the “Location is one of” comparator
 - ❑ Australia, Canada, Ireland, New Zealand, United Kingdom, United States

Best Practices – Test Your HITs

- Use the sandbox to test
- Design: collapsible, one screen, easy tabbing
- Instructions: clear, examples, link to Turkopticon, explain purpose
- Time allotted: add a buffer
- Best times to post: depends on the work

Best Practices – Test Your HITs

- Pay: test pay points, be fair, pay DOES affect data quality/speed & bias/motivation
 - ❑ Play with bonuses
 - ❑ AMT is a **LABOUR** platform
 - ❑ If you need to underpay, use undergrads
 - ❑ If you cannot pay more, make your HITs more efficient (we can help!)

Best Practices – The Results

- List what you paid in your paper
- Thank Turkers for their participation
- Mention the actions you took to be ethical – asking for help on forums, commenting on your Turkopticon ratings, replying to email, how you calculated fair pay, etc.

References

To see this list online, visit <http://KristyMilland.com/> and click **Speaking**

- [What "myths" about Turkers would you like to bust?](#)
 - Hauser, D. J., & Schwarz, N. (2015). Attentive Turkers: MTurk participants perform better on online attention checks than do subject pool participants. *Behavior research methods*, pp. 1-8.
 - Adult Swim. (2014, January 24). *Infomercial: For-Profit Online University | Adult Swim* [Video file]. Retrieved from <https://www.youtube.com/watch?v=XQLdhVpLBVE>
 - [Mechanical Turk Tracker v2.0](#)
 - Pavlick, E., Post, M., Irvine, A., Kachaev, D., & Callison-Burch, C. (2014). The language demographics of amazon mechanical turk. *Transactions of the Association for Computational Linguistics*, 2, pp. 79-92.
 - Callison-Burch, C. (2014, May). Crowd-Workers: Aggregating information across Turkers to help them find higher paying work. In *Second AAAI Conference on Human Computation and Crowdsourcing*.
 - Hanrahan, B. V., Willamowski, J. K., Swaminathan, S., & Martin, D. B. (2015, April). TurkBench: Rendering the Market for Turkers. In *Proceedings of the 33rd Annual ACM Conference on Human Factors in Computing Systems* (pp. 1613-1616). ACM.
 - [Guidelines for Academic Requesters](#)
 - Salehi, N., Irani, L. C., & Bernstein, M. S. (2015, April). We Are Dynamo: Overcoming Stalling and Friction in Collective Action for Crowd Workers. In *Proceedings of the 33rd Annual ACM Conference on Human Factors in Computing Systems* (pp. 1621-1630). ACM.
 - [Turking for a Living](#)
 - [Les petites mains derrière les ordinateurs](#)
 - [Why Mechanical Turk Allows Only US-based Requesters?](#)
 - [The Reasons Why Amazon Mechanical Turk No Longer Accepts International Turkers](#)
 - [Requirements for Purchasing Prepaid HITs](#)
 - [GUI 40% HIT fee workaround](#)
 - [Externally hosted workaround](#)
 - [PHP/API workaround](#)
 - [Third party HIT hosting workaround](#)
 - Chilton, L. B., Horton, J. J., Miller, R. C., & Azenkot, S. (2010, July). Task search in a human computation market. In *Proceedings of the ACM SIGKDD workshop on human computation* (pp. 1-9). ACM.
 - Workersandbox.amazon.com & requestersandbox.amazon.com
 - Ho, C. J., Slivkins, A., Suri, S., & Vaughan, J. W. (2015, May). Incentivizing High Quality Crowdsourcing. In *Proceedings of the 24th International Conference on World Wide Web* (pp. 419-429). *International World Wide Web Conferences Steering Committee*.
 - More questions and answers for Requesters are found on [Turker Nation](#) (registration required)
-