

Example:

Social media platforms for content creation and publication are thriving under the protection of free speech. The technology allows ideas to flow and propagate, most of us believe they can regulate themselves effectively. But problems arise when the platform and public interests are misaligned, then the self-regulation does more harm, and needs intervention from people and legislation.

Why :

Ackerman's definition of the sociotechnical gap is "is the divide between what we know we must support socially and what we can support technically" (Ackerman 2000, p179). As for content platforms, users engage in interactions that either fully internalize the costs and benefits, or generate information that can be shared for the public good. People can also spread false information drive up the costs of truth-seeking. There's no 'perfect' automated process to evaluate which publications are allowed under which circumstances.

Moral crumple zone:

By definition, the moral crumple zone is "highlighting how human operators may absorb responsibilities when gaps in accountability arise in socio-technical systems in ways that do not reflect the distributed control and interactional aspects that compose the socio-technical system" (50) In the situation of the ambiguity within the content creation systems of distributed control versus freedom, the creator becoming the moral crumple zone.

Possible design changes:

Reddit has implemented "shadowbanned" as a way to regulate trolls. Trolls are blocked from posting without being informed, so they continue to troll, but in fact, they are trolling to an empty forum, where no information is being published. This way Reddit is configuring platform architecture to promote discursive excellence, and to funnel people to those areas with creative platform nudging.