**Collaboration Discussion 1 – Peer Response 1 on Dark UX Patterns**

Hi Marianne,

Dark UX Patterns in websites and mobile apps have become more prevalent and sophisticated in their own rights, do you think BCS code of conduct and other similar bodies are enough to tackle the problem of Dark UX patterns, as some organisations might weight the ramifications vs. the profits. Do you think it might be more effective to impose a mandatory assessment audit on organisations e-commerce websites and mobile apps to check against manipulative and deceptive psychological techniques.

Regards,Nkosana

***Initial Post***

*by* [*Marianne Manaog*](https://www.my-course.co.uk/user/view.php?id=17039&course=9736) *- Sunday, 12 March 2023, 9:41 AM*

*Number of replies: 4*

***Evaluation of the ACM case study on “Dark UX Patterns”***

*Recently, the topic of ethical UX design has gained significant attention in the field of technology ethics, both in academic discussions and in users' daily experiences with technology (Fronemann et al., 2022). This brief post aims to review the concept of "dark patterns" based on a case study provided by the Association of Computing Machinery (ACM) (ACM, 2023a). Furthermore, it examines the ethical obligations of UX professionals, as well as legal and social concerns (ACM, 2023b; BSC, 2023). This short post emphasizes the importance of prioritising the best interests of users in ethical UX design and assesses the professionalism of such computing professionals with respect to the British Computer Society (BSC) Code of Conduct (BSC, 2023).*

*UX design could be persuasive to users, but should not manipulate them; if so, designers would abuse their power (Bongard-Blanchy et al., 2021). These cases are referred to as "dark patterns", wherein designers leverage their psychological knowledge of human behaviour and desires to implement deceptive functionalities that do not benefit users (ACM, 2023a; Bongard-Blanchy et al., 2021). Thus, dark patterns are interfaces that deceive users into performing unintended actions. 95% of the most popular Android apps contained dark patterns (Narayanan et al., 2020). Documenting these patterns is crucial to mitigate them. Although many users may be aware of privacy-related dark patterns, some service providers still have high gains by violating users’ privacy, and these deceptive strategies continue to be effective (Narayanan et al., 2020). Furthermore, the variability of dark patterns may exacerbate social inequalities and exploit vulnerable populations, especially those who rely solely on mobile devices (Narayanan et al., 2020).*

*In the related case study that the ACM presented (ACM, 2023a), Stewart was asked to apply changes to the design that would mislead users into opting for more expensive options, thus violating Principle no. 3.1 of the ACM Code of Ethics, which focuses on the public good (ACM, 2023b). Managers were aware that these changes would have undermined users’ autonomy to boost profits. Nevertheless, Stewart and his manager failed to uphold several other principles of the ACM Code of Ethics, including avoiding harm, thus lacking honesty, fairness, respect for user's rights, basic professional standards, and not implementing any policies that would have supported the Code of Ethics (ACM, 2023a). Conversely, the ACM Code of Ethics (ACM, 2023b) and the BCS Code of Conduct (BSC, 2023) embody ethical and social computing principles. The case study violated various principles of the BCS Code of Conduct, including due regard for the public's health, privacy, security, and wellbeing, consideration of the legitimate rights of third parties, and avoiding harm to others, their property, reputation, or employment.*

**References**

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