

# Anna

Please remember to read through ALL of this document!

**Anna** is a 34-year-old working mother who is currently on maternity leave for her second child, Kai. She is currently on leave from a job as a software engineer at Airbnb. Kai was born with some medical issues that required a heart surgery a few weeks after he was born. Though both mother and son are now doing well and Kai is a very healthy baby, Anna and her husband, Samuel, have had a very stressful last few months. In addition to caring for Kai, Anna and Samuel also have a five-year-old daughter, Nellie. Nellie can only be described as a ball of human energy. Though quite a handful, she is a lovable girl and is the apple of her mother's eye. To help support her family and alleviate some of Kai's medical bills, Anna has recently decided to work on Amazon Mechanical Turk in her free time. Always a hard worker and a fiercely independent person, Anna maintains a strong HIT acceptance rate.

On Friday, several of Anna's HITs on Amazon Mechanical Turk were rejected by the same requestor, causing her HIT acceptance to slip by 7%. **Anna is disappointed that her lowered HIT acceptance rate now impedes her from accepting certain tasks, and has appealed to a "jury" of fellow Amazon Mechanical Turk workers (you!) to help decide this case.** Your job is to read both sides of the story and answer the question, **is it fair to reject Anna's tasks?** Please use the following to answer:

**\*Y** if Anna's tasks should be **REJECTED**.

**\*N** if Anna's tasks should be **ACCEPTED**.

**Anna:** "I will be the first to admit that this was not the best day for me. Kai was fussy all night. I slept two hours, maybe one. In the morning I had to get up at 7AM to send Nellie to school. It turns out she couldn't find her homework, so there was a mad scramble to figure out what happened. Crisis after crisis. By the time I got home it was around 10AM, and there was finally a quiet moment in the house. That's when I did a series of tasks from this requestor. I guess for the most part they were pretty easy tasks. I think I had to click on some photos or something. I do remember that some of the buttons didn't quite work—I tried to click on something, but it didn't seem to actually toggle the button—but I was honestly too tired to have it fully register in my mind and I thought of it as a glitchy task. At this point, I was really just doing my best with a very ill-designed task. I was too tired to email the requestor, so I just kept going. Everything else was pretty normal. I submitted the tasks, made myself some coffee, and moved on, and it was only later that day that I noticed they all got rejected and my worker rating had dropped 7 percentage points. I'm so new to this that my rating can drop very easily, and now I'm worried that I'll never get it back."

**Requestor:** “It’s true that we were piloting a new task, and we did get some reports of technical issues with the task. But—we think—that we fixed those issues early on, and we had multiple workers submit successfully that day. And we didn’t hear anything from this worker about technical issues, so we weren’t able to give them the benefit of the doubt here. In this particular case, we found the work they submitted had left some of the fields completely blank. We also found it funny that some of their answers did not quite match up to the questions that we asked. All of this made us suspicious about whether this worker was doing the tasks in good faith, and given our limited budget, we can’t be rewarding someone for delivering useless work. At the very least, if they had reported the issues to us, we might have had some useful feedback about the technical issues. But as it stood, there wasn’t too much to credit them for.”

**Please deliberate Anna’s case with your teammates. *Is it fair to reject Anna’s tasks?***

Answer \*Y or \*N when you are ready.