PROBLEMATIZING STREET-LEVEL ALGORITHMS?

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HOW DO STREET-LEVEL BUREAUCRATS FILL IN THE GAPS?

REFLEXIVITY

> *Street-level bureaucrats … at least [have] to be open to the possibility that each client presents special circumstances and opportunities that may require fresh thinking and flexible action.*

– Lipsky, 1980

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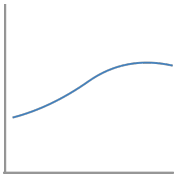
ALGORITHMS LACK REFLEXIVITY

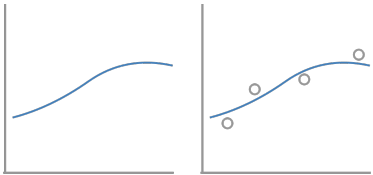
bureaucrats



algorithms

training

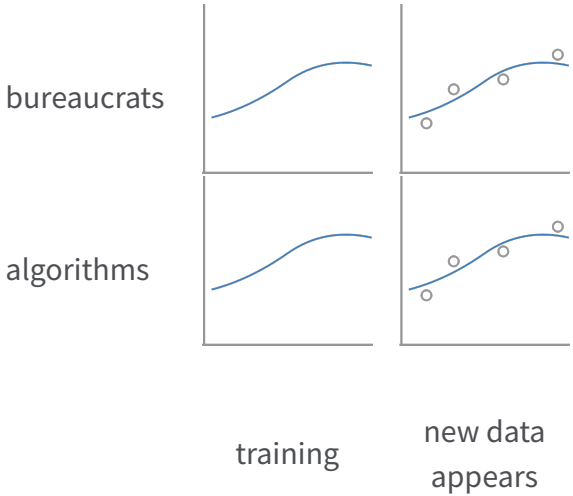
bureaucrats

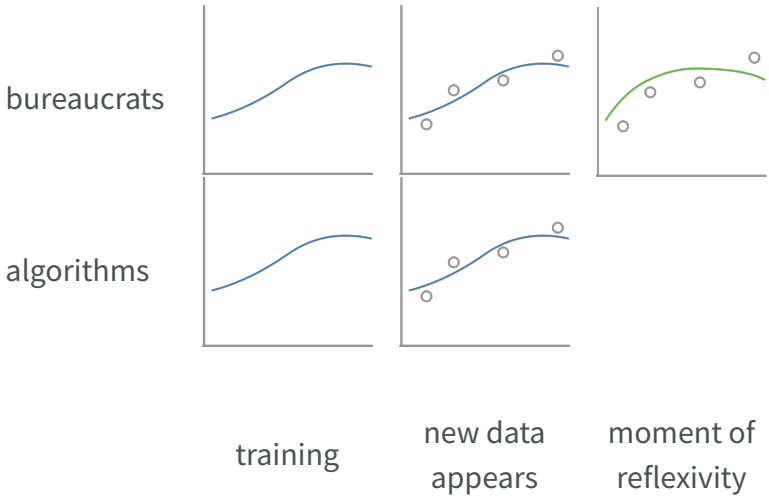


algorithms

training

new data
appears


bureaucrats
algorithms
training
new data
appears


bureaucrats
algorithms
training
new data appears
moment of reflexivity

bureaucrats
algorithms
training
new data appears
moment of reflexivity
model makes prediction
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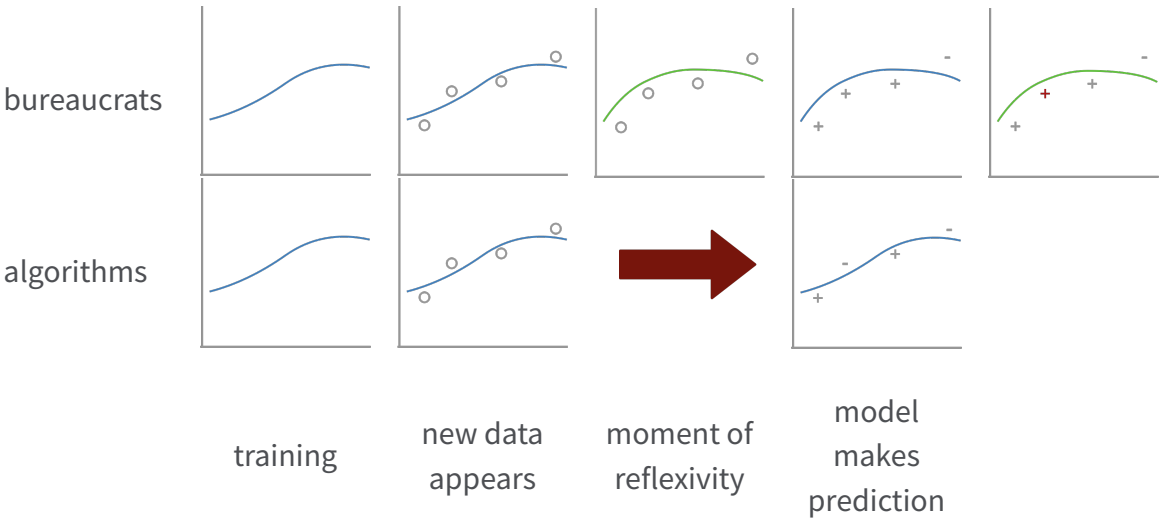
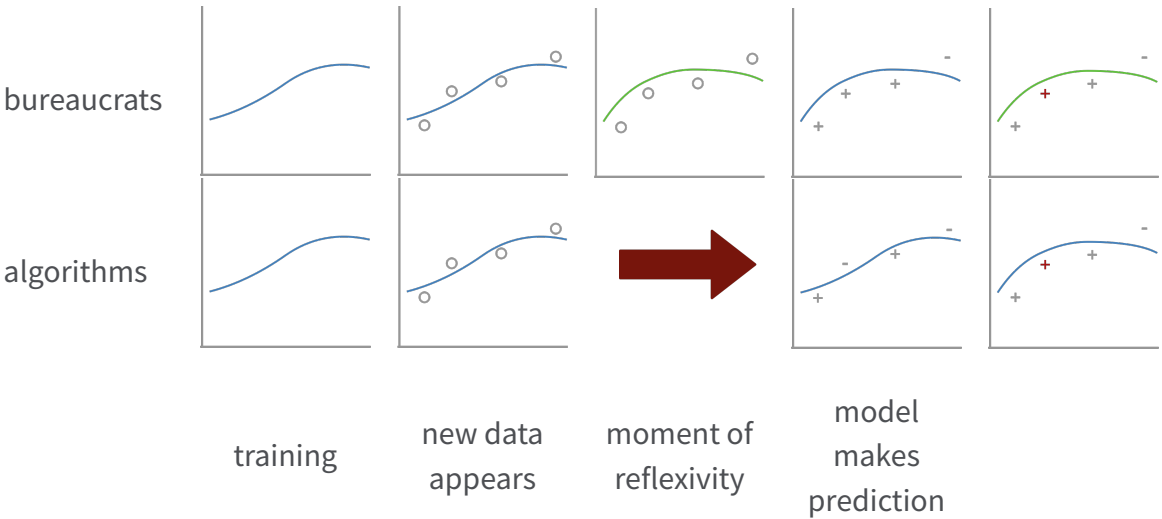
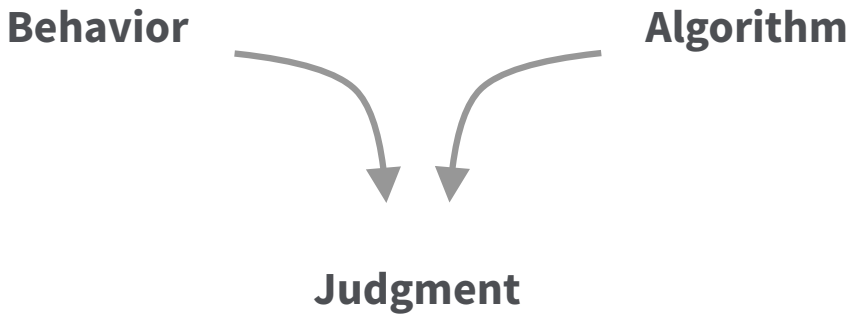
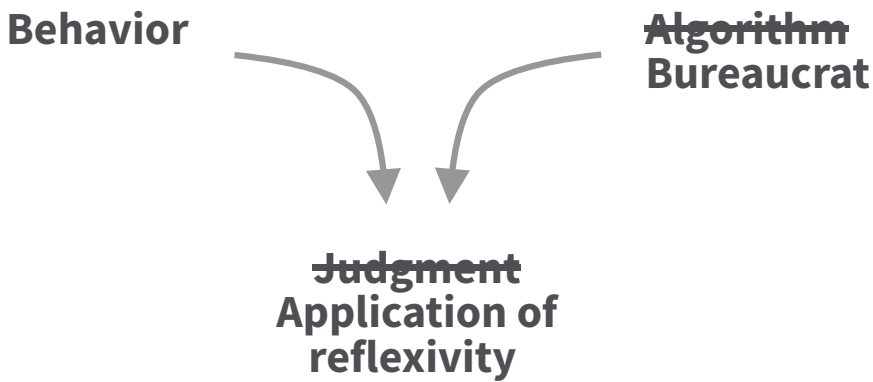
bureaucrats
algorithms
training
new data appears
moment of reflexivity
model makes prediction


bureaucrats
algorithms
training
new data appears
moment of reflexivity
model makes prediction


bureaucrats
algorithms
training
new data appears
moment of reflexivity
model makes prediction


Behavior
Algorithm
Judgment


Behavior
~~Algorithm~~
Bureaucrat
~~Judgment~~
Application of reflexivity