ON-DEMAND WORKER WAGE THEFT

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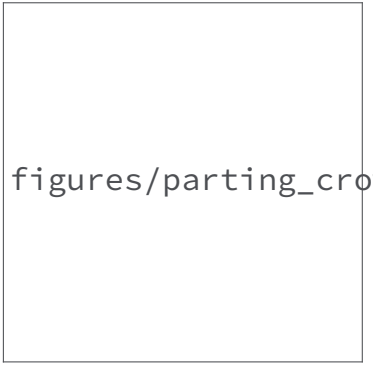
On-demand workers might reasonably interpret tasks in varied ways (Kairam and Heer 2016), but algorithmic systems don't seek novel or obscure interpretations.



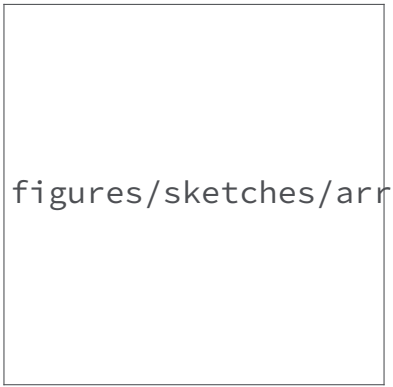
Clusters of legitimate workers' differing interpretations of the same task (Kairam and Heer 2016)

Behavior

on-demand tasks

Algorithm

crowdwork quality control system

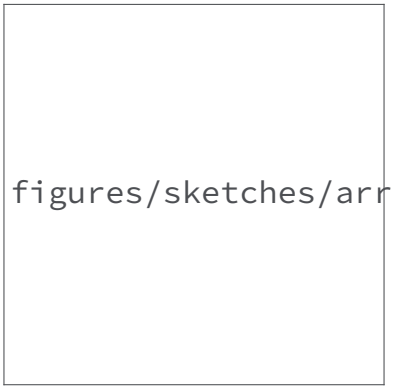


Judgment

is this crowdworker's output correct, or should it be rejected?

Behavior
factory workers

Bureaucrat
factory foremen



Judgment
Is the factory worker doing the work correctly, or do they need assistance?

Behavior

massive amounts of creative information work

Algorithm

foreman tasked almost exclusively with accepting or rejecting work

Judgment

Ideally Acknowledge when workers need to deviate from script, provide necessary resources, and give feedback

In reality Frustratingly inflexible quality control algorithms deter

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TAKEAWAYS

Algorithms can't cope with novelty, which is what we want from increasingly complex and creative on-demand work

- Algorithmic foremen can't distinguish novel answers from wrong answers
- There's a catch-22 of training data
- Street-level algorithms here never have the data they need to distinguish between bad and novel