

Ngai Keung Chan

Ph.D. Candidate, Department of Communication, Cornell University
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EDUCATION	Cornell University 2016 - Present Ph.D. Candidate, Communication Dissertation Title: Fighting Algorithmic Metrics: A Multi-Case Study of Labor Control and Resistance in the Gig Economy Committee: Lee Humphreys (Chair), Brooke Erin Duffy, Tarleton Gillespie, and Malte Ziewitz (Science & Technology Studies) The Chinese University of Hong Kong (CUHK) 2011 - 2016 M.Phil., Communication, 2016 Thesis: Place-making and Communication Practice: Precarity in a Night Market in Hong Kong Committee: Saskia Witteborn (Advisor), Eric Kit Wai Ma, and Jack Linchuan Qiu BSSc., Government and Public Administration, 2014
RESEARCH INTERESTS	Metric Culture; gig economy; sociology of quantification; critical data studies; politics of platforms and algorithms; the impacts of technologies on service work
PEER-REVIEWED JOURNAL ARTICLES	Kwok, C., & Chan, N. K. (2020). The making of contentious political space: The transformation of Hong Kong's Victoria Park. <i>Space and Culture</i> . Advanced online publication. doi:10.1177/1206331220912160 Chan, N. K. (2019). "Becoming an expert in driving for Uber": Uber driver/bloggers' performance of expertise and self-presentation on YouTube. <i>New Media & Society</i> , 21(9), 2048-2067. Chan, N. K. (2019). The rating game: The discipline of Uber's user-generated ratings. <i>Surveillance & Society</i> , 17(1/2), 183-190. Duffy, B. E., & Chan, N. K. (2019). "You never really know who's looking": Imagined surveillance across social media platforms. <i>New Media & Society</i> , 21(1), 119-138. Chan, N. K. , & Humphreys, L. (2018). Mediatization of social space and the case of Uber drivers. <i>Media and Communication</i> , 6(2), 29-38. Chan, N. K. (2018). Place-making and communication practice: Everyday precarity in a night market in Hong Kong. <i>Space and Culture</i> , 21(4), 439-454. Kwok, C. & Chan, N. K. (2017). Legitimacy and forced democratization in social movements: A case study of the Umbrella Movement in Hong Kong. <i>China Perspectives</i> , 2017/3, 7-16. Su, C. & Chan, N. K. (2017). Predicting social capital on Facebook: The implications of use intensity, perceived content desirability, and Facebook-enabled communication practices. <i>Computers in Human Behavior</i> , 72, 259-268.

BOOK REVIEWS &
ESSAYS

Chan, N. K. (2019). Review of *Technologies of Consumer Labor: A History of Self-Service*, by M. Palm. *International Journal of Communication*, 13, 780-783.

Chan, N. K. (2018). Review of *Antisocial Media: Anxious Labor in the Digital Economy*, by G. Goldberg. *International Journal of Communication*, 12, 2740-2743.

Kwok, C., & **Chan, N. K.** (2016). The problem of legitimacy in the Hong Kong Umbrella Movement. *Discover Society*, 31.

Chan, N. K. (2015). Review of *Media and the City: Cosmopolitanism and Difference*, by M. Georgiou. *International Journal of Communication*, 9, 1459-1462.

SELECTED WORKS IN
PROGRESS

Chan, N. K. Anticipatory futures: Framing the socio-technical visions of online ratings and reviews in *Wired*. R & R for *Communication, Culture and Critique*.

Ziewitz, M. & Chan, N. K. Merchants of clout: Optimization industries and brokerage in algorithmic systems.

CONFERENCES

Chan, N. K., & Kwok, C. (2020). Guerilla capitalism and the platform economy: Governing Uber in China, Taiwan, and Hong Kong. Presented at Association of Internet Researchers (AoIR) 2020 conference. (Converted from Dublin, Ireland to virtual due to COVID-19).

Kwok, C., & **Chan, N. K.** (2020). Towards a political theory of data justice: A public good perspective. Presented at AoIR 2020 conference. (Converted from Dublin, Ireland to virtual due to COVID-19).

Chan, N. K. (2020). Futures in making: Anticipating the socio-technical visions of online ratings and reviews in *Wired*. Presented at the International Communication Association (ICA) Conference. (Converted from Gold Coast, Australia to virtual due to COVID-19).

Chan, N. K. (2019). "Becoming an expert in driving for Uber": Uber driver/bloggers' performance of expertise and self-presentation on YouTube. Presented at the ICA Conference, Washington, DC, May 24-28.

Kwok, C., & **Chan, N. K.** (2018). The making of contentious political space: The transformation of Victoria Park. Presented at Hong Kong Political Science Association Annual Conference, Hong Kong, November 3.

Chan, N. K. (2018). Opening the black box of online rating systems: The co-construction of users and Uber's rating system. Presented at the ICA Conference, Prague, Czech Republic, May 24-28.

Duffy, B. E., & **Chan, N. K.** (2018). Producing an employable self (brand): The platform labor of career aspirants. Presented at the ICA Conference, Prague, Czech Republic, May 24-28.

Su, C., & **Chan, N. K.** (2018). Social networking sites at work: Exploring the impact of network composition and the affordance of occupationality. Presented at the ICA Conference, Prague, Czech Republic, May 24-28.

Chan, N. K. (2017). Place-making and communication practice: Everyday precarity in a night market in Hong Kong. Presented at the ICA Conference, San

Diego, CA, May 25–29.

Kwok, C. & **Chan, N. K.** (2016). Forced democratization in social movement: A case study of the Umbrella Movement in Hong Kong. Presented at the International Political Science Association World Congress of Political Science, Poznan, Poland, July 23–28.

Chan, N. K. (2016). Producing informal space through communication practices in a global city: A case of Hong Kong. Presented at the ICA Conference, Fukuoka, Japan, June 9–13

Su, C., & **Chan, N. K.** (2016). Predicting social capital: The implications of Facebook intensity, perceived attractiveness of contents, and relationship maintenance strategies. Presented at the ICA Conference, Fukuoka, Japan, June 9–13.

Chan, N. K., & Su, C. (2015). Internet memes in social movement: How the mobilization effects are facilitated and constrained in Hong Kong Umbrella Movement. Presented at the WUN Understanding Global Digital Cultures Conference, Hong Kong, April 25–26.

HONOURS AND AWARDS

Best Student Paper Award, Association of Internet Researchers, 2020

Anson E. Rowe Award (Advanced Graduate Student), Department of Communication, Cornell, 2020

Outstanding CALS Graduate Teaching Assistant, Cornell, 2020

Hsien and Daisy Yen Wu Scholarship, Cornell, 2020

CALS Alumni Association Research Grant (\$350), Cornell, 2019

Outstanding Teaching Assistant Award, School of Journalism and Communication, CUHK, 2015

Research Grant (\$800), I.CARE Social Research and Study Scheme, CUHK, 2013–2014

Honors at Entrance, CUHK, 2011

TEACHING
EXPERIENCE

Instructor of Record, Department of Communication, Cornell

COMM2200 Media Communication (Summer 2018 – 8 students | Summer 2019 – 8 students | Summer 2020 – 15 students) (Online course)
COMM3760 Planning Communication Campaign (Spring 2020 – 20 students)

Teaching Assistant, Department of Communication, Cornell

COMM1300 Visual Communication (Spring 2017 & Summer 2019)
COMM2200 Media Communication (Fall 2017)
COMM2450 Communication and Technology (Fall 2016)
COMM2820 Research Methods in Communication Studies (Fall 2019)
COMM3200 New Media & Society (Spring 2018 & Spring 2019)
COMM3760 Planning Communication Campaigns (Fall 2018)

Teaching Assistant, School of Journalism and Communication, CUHK

COMM1120 Development of Mass Communication (Fall & Spring 2015, 2016)
COMM1140 Debating Mass Media (Spring 2015)
COMM2160 Communication Research Methods (Spring 2015)
COMM2600 Introduction to Journalism (Summer 2015 & Summer 2016)
COMM2910 News Analysis (Spring 2016)

RESEARCH
EXPERIENCE

Research Assistant, Lee Humphreys, Cornell (Fall 2020)
Research Assistant, Malte Ziewitz, Cornell (Summer 2020)
Research Assistant, Brooke Erin Duffy, Cornell (Summer 2017)
Research Assistant, The Centre for Communication and Public Opinion Survey, CUHK (Summer 2016)
Research Assistant, The C-Centre, CUHK (Summer 2015)

SERVICES

Ad Hoc Reviewer for *Social Media + Society* (2020), *Journal of Contemporary Asia* (2020), *New Media & Society* (2019–2020), *Space & Culture* (2019), *Theory, Culture & Society* (2018–2019), *Surveillance & Society* (2018), *Social Movement Studies* (2018)
Conference Reviewer for Association of Internet Researchers (2020), International Communication Association (Communication and Technology Division; 2016)
External Secretary, Student Union, CUHK, 2012–2013

PROFESSIONAL
MEMBERSHIP

International Communication Association, Association of Internet Researchers, The Society for Hong Kong Studies

LAST UPDATED: OCTOBER 2020