

Microtasking: Behind workers' frustration

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1 Introduction

Online labor markets have been emerging over the past decade. Companies outsource tasks that can be conducted remotely with relatively low transaction costs, while the digitalization of society with the growing presence of the internet allows workers from different countries to engage in fulfilling these tasks. Such circumstances create the two sides of a promising market and make way for the emergence of online labor platforms. Microtasking platforms such as Amazon Mechanical Turk have been growing due to the need for training artificial intelligence, by using unique human intelligence. Until now, workers of all ages are engaged on these platforms with simple, repetitive tasks associated with training artificial intelligence ([International Labour Office \(2018\)](#)). Microtask has drawn research attention in many different fields: Computer Science ([Sorokin and Forsyth \(2008\)](#); [Hara et al. \(2018\)](#)), Sociology ([Le Ludec et al. \(2019\)](#); [Tubaro et al. \(2020\)](#)), Economics and Management ([Laitenberger et al. \(2018\)](#); [Dalle et al. \(2017\)](#)).

It was not until 2018 that the International Labour Organization published their survey on these workers in the digital age. According to this research, microtasking workers are far from a decent workplace: almost nine out of ten workers claimed that they have had work rejected or have had payment refused, with only 12 percent of respondents stated that all their rejections were justifiable. Moreover, these workers' wage levels are reported to be remarkably low. On Amazon Mechanical Turk, each HIT is paid between 0.01\$ and a few dollars ([Hirth et al. 2011](#)), while recent research showed that up to 96% of workers on this platform earn below the U.S federal minimum wage ([Hara et al. \(2018\)](#)). Also on AMT, 61.4% of the US-based workers reported that earning additional money was an important driver, however, only 13.8% of them claimed microtask was their primary source of income. In addition to monetary incentives, non-monetary reasons are entertainment (40.7%) and "killing time" (32.3%). ([Paolacci et al. \(2010\)](#)) Other problems for workers on the Internet includes missing basic worker protections such as a minimum wage, health insurance, and overtime compensation ([Burstion et al. \(2010\)](#); [Scholz \(2014\)](#)) and potential fraud, spam, malware, and frustrating user experiences ([Silberman et al. \(2010a\)](#)).

While struggling with these problems, workers started to form their own online forums and social media sites in order to get advice or to follow the discussions of their peer workers. Certain communication technologies were used, including rating platforms. How do these ratings from workers affect the other sides of the market and what can we learn from the opinions they left? As microtasking platforms have been evolving grad-

usually during the last ten years, there are still a lot of aspects that have not been investigated in previous research. This paper explores workers' opinions posted on a rating platform and the underlying reasons behind this exasperation of workers on different microtasking platforms. On the one hand, we could draw some insights for the improvement of the platforms as microtasking platforms operate in a market heavily impacted by network effects; on the other hand, some implications for regulators could be drawn as we understand workers' problems and frustration, in order to make the microtasking market a more decent workplace.

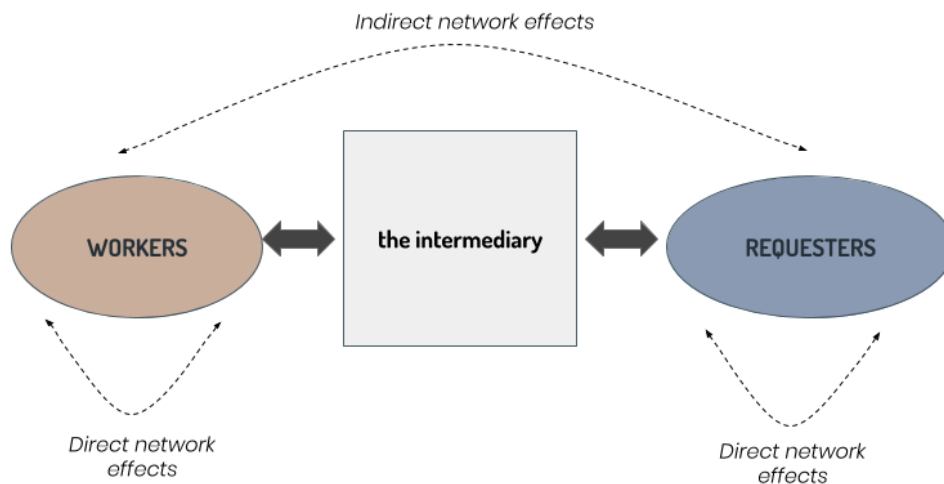
The paper is organized as follows. Section 2 starts with the connection between microtasking platforms and the literature on two-sided markets. Some surrounding issues are also put into perspective. Section 3 presents the rating system and the methodology used in this paper. Section 4 gives an overview on the data collected. The core of this paper, section 5, is divided into two parts. Part 1 explains the result of heterogeneous networks analysis of workers' opinions, part 2 presents a case study of two microtasking platforms and how negative opinions from workers could affect a microtasking business. Finally, part 6 draws conclusions and gives some insights for platform owners and regulators.

Key findings of this paper show that on the one hand, workers in microtasking markets are facing a lot of problems that they couldn't express and couldn't be heard, on the other hand, the circulation of workers' negative opinions on the Internet could possibly harm a microtasking business. Efforts from other sides of the market as well as from regulators are needed to ensure a decent workplace for these microworkers.

2 Microtasking

In this section, we look at the reasons why microtasking could be seen as a two-sided market, the nature of it as well as the definition adopted in this paper. The theory of two-sided markets model stems from the research of [Rochet and Tirole \(2003\)](#), described as the involvement of two distinct groups of agents, each of whom obtains value from interacting with agents from the other group. The intermediary enables or facilitates the interaction between the two sides. In the case of online labor markets in general and microwork markets in particular, the intermediaries (platforms) alter the structure of switching costs that workers face when they change from one task to another (compared to changing from one job to another in a more traditional employment context) and facilitate the transactions between the two sides, we call "requesters" and "workers", by providing tools to both of them simultaneously. When operating in this special kind of market, platforms seek to maximize their profits by choosing a business model which could "get both sides of the market on board." (Rochet and Tirole 2003). These groups of users may have different needs and interests, different price-elasticities of demand, different willingness-to-pay and their valuation of the utility of these interactions may vary differently. The existence of requesters and workers who are willing to get together but can't do so on their own represents the foundations on which microtasking business strategies are built.

Figure 1: Microtasking as a two-sided market



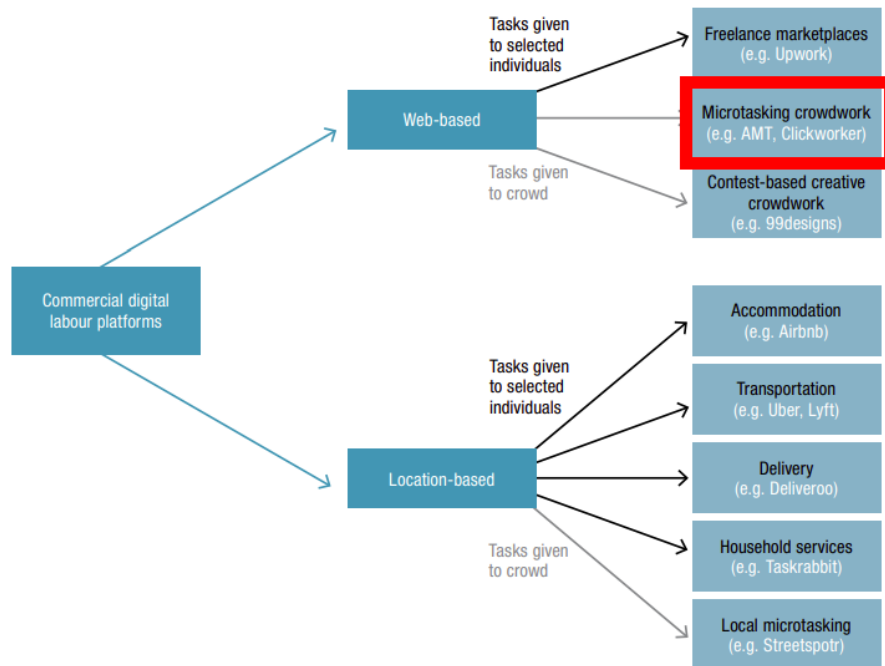
[Rochet and Tirole \(2003\)](#) stressed that all two-sided markets present network externalities. In the case of microtasking, represented in Figure 1, while workers and requesters

impose direct network effects within the group they're in, indirect network effects also appear when the value of a group increases with the number of users from the other group. Workers participating in a platform don't really realize that their participation makes the platform more attractive to requesters. Like any other firms, two-sided platforms choose the business models in order to maximise their profits. This profit-maximising process, however, result in a pricing structure which is very different from the one encountered in traditional single-sided markets. Their pricing structure has to allow for an internalization of the other groups' externalities, as well as for price discrimination and cross-subsidies between them. These factors lead to the fact that pricing structure on microtasking platforms charges more on one side of the market and less on the other one. The requesters are the profit-making side, meaning they have to pay for the tasks to be done, and workers are loss-leading side, meaning they can earn themselves monetary profits while using the service. On Amazon Mechanical Turk, the price requesters pay for a Human Intelligence Task ("HIT") is comprised of two components: the amount they pay workers, plus a fee they pay the platform itself depending on the tools they would like to use.

The two-sided market of microtasking platforms has been emerging for more than a decade and they were initial served for HITs, such as transcribing a snippet of handwritten text, classifying an image, categorizing the sentiment expressed in a comment, rating the relevance of a search engine result, or selecting the most representative frame in a video clip. Nowadays, to serve a variety of business purposes, microtasking is expanding with a variety of different types of tasks, from some very simple tasks such as visiting websites, subscribing to newsletters, to more complex but still molecular tasks such as completing questionnaires or surveys ([International Labour Office \(2018\)](#)). [Kittur et al. \(2008\)](#) defined a microtasking market as *"a system in which small tasks (typically on the order of minutes or even seconds) are entered into a common system in which users can select and complete them for some reward which can be monetary or non-monetary"*, we'll adopt this definition throughout the paper.

In the big picture of online labor platforms as visualized by the International Labour Organization above, microtasking lies in the category of web-based platforms with tasks given to selected individuals. Unlike freelance marketplaces and contest-based creative crowdwork who tend to possess certain skills in their area of expertise and work in a specific industry, workers in microtasking platforms could start the job regardless of their background. They might be women with primary caring responsibilities, college students, the underemployed and unemployed ([Ipeirotis \(2010\)](#)), or someone who is simply

Figure 2: Categorization of digital labor platforms, ILO 2018, adapted from Schmidt (2017)



microtasking in-between employment (Deng and Joshi (2013)). The types of tasks on microtasking platforms also vary. The tasks could be categorized either based on platforms' own definitions, business models or projects they received from the requesters. A categorization of tasks is presented in Table 1.

As we look at microtasking as a two-sided market, the existing literature on microtasking can be divided by the agents of it: workers, requesters and the intermediaries. A more humble stream of the literature focused on the other side of the market and the platforms, such as the importance of the platform's designs to meet stakeholder needs (Kajino et al. (2014)) or the importance of compensation strategy to help requesters to ensure the quality of answered tasks (Kittur et al. (2013)). Some authors focused on the management process and advice from the requesters' point of view or problems associated with the management of difficult tasks in microwork environments (Dalle et al. (2017)). The main stream of research on microtasking market focuses on the workers. What are the incentives for workers to participate in such a new form of digital work? This has been one of the main questions as previous literature was dominated by studies about motivation of workers (Kaufmann et al. (2011); Zheng et al. (2011); Deng and Joshi (2013)). Zheng et al. (2011) found that intrinsic motivations are more important than the extrinsic ones, while contest characteristics are crucial for intrinsic motivations. Kauf-

Table 1: Types of microtasking tasks, adapted from the [International Labour Office \(2018\)](#)

Type of tasks	Description
Categorization	classification of entities into groups (tagging, bookmarking, ...)
Content access	creating user accounts on websites, clicking through links, or watching and liking or sharing a video
Content moderation	reviewing text, images and video content according to specific criteria to detect any violations
Artificial intelligence	tasks that relate to the collection of data used for machine learning or artificial intelligence
Data collection	collecting specific metadata needed by the requesters
Market research & reviews	reviewing or rate a product, service or location
Verification and validation	verifying and cleaning existing data or classifications
Transcription	transcribing information from different types of media into written form
Content creation and editing	creating new content, or to proofread, edit or translate existing materials
Surveys and experiments	participating in researches or surveys

[mann et al. \(2011\)](#) also found similar results. From a survey of 431 workers on Mechanical Turk, The authors reasoned that intrinsic motivation, consists of “Enjoyment-Based Motivation” (Skill Variety, Task Identity, Task Autonomy, Direct Feedback from the Job, Pastime) and “Community-Based Motivation” (Community Identification and Social Contact) dominates extrinsic ones. The result means that task-related factors, such as task autonomy, play a more important role than payoffs and social motivation.

In this stream of research on workers, some authors argued that online labor constitutes a modern form of exploitation, workers themselves have created a variety of online communities as a source of support and voice ([Lehdonvirta \(2016\)](#)). These communities take on roles traditionally expected of employers, such as facilitating learning. The workers on the same platform use many different communication channels to exchange, from online forum software, official web chat, instant messaging software, private Facebook groups to physical meetings ([Lehdonvirta \(2016\)](#)). One of the oldest worker online communities is MTurk on Reddit. There are currently 60 thousand members in the MTurk Reddit community. In order to avoid online exploitation and scam, workers started to use online rating platforms as a way to express their problems and to warn other workers.

Researchers also paid attention to the dynamics of unification and collective action of the online workers who encouraged them to dig deeper into other aspects surrounding their communities. The research of [Yin et al. \(2016\)](#) confirmed that though a large percentage of workers appear to be independent, there is a substantial communication network within the rest of the population, whose largest connected component is made up by US workers communicating on various online Amazon Mechanical Turk forums. [Wang et al. \(2017\)](#) studied four communities of workers on Amazon Mechanical Turk (Turker Nation, MTurk Crowd, MTurkGrind, MTurk Forum) and found that these communities founded in order for workers to “find good HITs, learn skills, and socialize.” As workers is facing a lot of problems but without much protection employment laws ([Felstiner and Hall \(2011\)](#)), [Gray et al. \(2016\)](#) specifically showed that workers collaborate with three main objectives: 1) helping each other get through the administrative overhead involved in doing crowdwork (e.g., signing up for an account and getting paid), 2) sharing information about lucrative tasks and reputable (or irreputable) requesters, and 3) completing work together. There are numerous concerns of workers on Amazon Mechanical Turk explored by [Silberman et al. \(2010b\)](#), namely fraudulent tasks, unfairly rejected work, slow payment, and payments that do not fairly reflect the work performed for the given task.

As it is the most popular human computation platform, the majority of research on workers’ communities are bounded around Amazon Mechanical Turk, however, with the rise of other web-based microtasking markets around the world, workers started to use rating platforms to express their frustration, sometimes in the hope of getting their problems solved by the platform owners. FoxyRating (formerly netbusiness-team.com or NetBusinessRating) is a well-known French community founded in 2009 by people who experienced fraudulent tasks on the microtasking markets. Though the initial idea of this community is just to “identify at a glance if a site is reliable or not,” many workers used the rating system to speak up their exasperation. Are there only fraudulent tasks, unfairly rejected work, slow payment and low wage or are there more than that? Specifically, the first research question is the factors that are driving users’ dissatisfaction on microtasking platforms in general and on microworkers.com in particular. By exploring what causes disappointment for users when working on microtasking platforms, we could draw some implications for the improvement of the platforms in order to reduce the number of negative comments on online communities and to avoid churn out rate as microtasking platforms are operating in a market heavily impacted by network effects. Next, we try to see if the negative opinions had impact microtasking businesses and if the

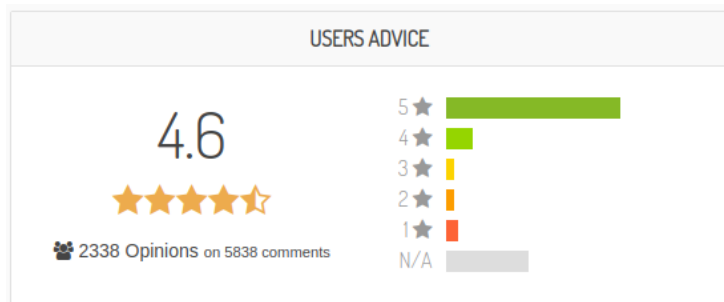
negative ratings of workers could even lead to platform closure. The next section would explore which methodology would be appropriate to address these questions.

3 Methodology

In order to identify the methodology, first and foremost, we have to understand how users give ratings and leave comments on FoxyRating.

Online opinions was used on Amazon in the 1990s and has become more and more popular ever since (Cardon (2014)). Online opinions and the individual’s decision to contribute these opinions were investigated by a certain number of researchers, mainly about the rating environment (Li and Hitt (2008), Godes and Silva (2011), Moe and Schweidel (2013)). The rating system on FoxyRating is similar to many well-known rating systems. With the initial aim to tell reliable microtasking websites from fraudulent ones, all users can leave their opinions on existing platforms’ pages on FoxyRating. There are four actions a user can take on the platform: 1) give opinion on a specific website (not necessarily microtasking), 2) add non-listed sites, 3) modify and update ranking pages and 4) get referrals for their favorite sites. Apart from giving opinions, users are also encouraged to leave stars, ranging from 1 to 5. The same rating scale is applied on another website used in this research, Trustpilot, though payment proofs are not the main idea of high ratings, users are free to structure their comments. It is impossible to know, for the moment, how these users value the rankings in their decision-making, but analysis of comments shows that some metrics (payment, loading speed of the site, problems with user account, ...) are central to the structuring of the information. Figure 3¹ shows that on FoxyRating, the rating value is chosen from the scale of five. Users’ opinions without rating value takes no rating value (N/A).

Figure 3: Rating scale on FoxyRating



To answer the question of how ratings from workers affect the other sides of the market and what can we learn from the opinions they left, we used the dataset given to the HUSH

¹See <FoxyRating> All screenshots in this paper (except for appendices) are from FoxyRating.

Team² at Télécom Paris by the founder of Foxyrating. The main challenge here is that positive comments seem to be shaped by the rating platform’s business model, meaning users are encouraged to post their payment proofs from the rated platforms. This issue led to the conclusion that negative comments would give more insights than the positive ones. The text analysis consists of three steps: word cloud generation, Heterogeneous Network analysis and in-depth analysis.

First, word clouds are generated in Python using Natural Language Toolkit (NLTK) package to identify main keywords and consistency between the comments and their rating. Second, the semantic analysis, is carried out by using the Cortext Manager³, a platform for methodology development and support for the analysis of text corpuses, to continue natural language processing and identify possible causes of dissatisfactions. The Heterogenous mapping script from Cortext automatically identifies locally dense groups of nodes in the network and gives us the idea of main issues mentioned in users’ opinions. To make it clearer, all user opinions are “indexed” as a database in Context, then a “Terms extraction” script is launched to extract noun phrases. Once the list of extracted terms is available, we’ll get certain information such as the root of the noun phrase that is used to recognize different versions of a word, how the noun phrase is labeled on the maps or how many times a term is found in the dataset. To visualize this information, a “Map Heterogeneous Networks” script needs to be launched. From the list of extracted terms, the script produces a network of terms connected to terms through co-occurrence. The map would have nodes connecting through edges to create clusters representing main issues mentioned in workers’ opinions.

In the second analysis, we look at the case of two popular platforms during the period observed, Ba-Click and Click-It, of which one is no longer operating in this two-sided market. The method is similar to the research on innovation contests using the crowds of [Liotard and Revest \(2017\)](#). The case study traces back the information of these two platforms, their business model, their key activities for workers, areas of service and the negative ratings they received. Though two of them were the most popular platforms with a high number of opinions in the period from 12/2013 to 04/2018, one of them was closed at the time of this research. The comparative analysis seeks to identify the main similarities and differences in these two platforms, specifically, how they reacted to negative opinions. However, since one of them was no longer accessible, screenshots of the closed website were collected on <https://archive.org/> and information about the

²See <<http://diplab.eu/>> accessed 26 May 2020

³See <[Cortext](#)> accessed 26 May 2020.

company's legal status was found on SOCIETE SAS's website (<https://societe.com>). In order to answer the question "is the bad experience of workers a possible cause of platform closure?", a combination of negative opinions and online contents are used to trace back what was expressed in the workers' comments and what happened during this period.

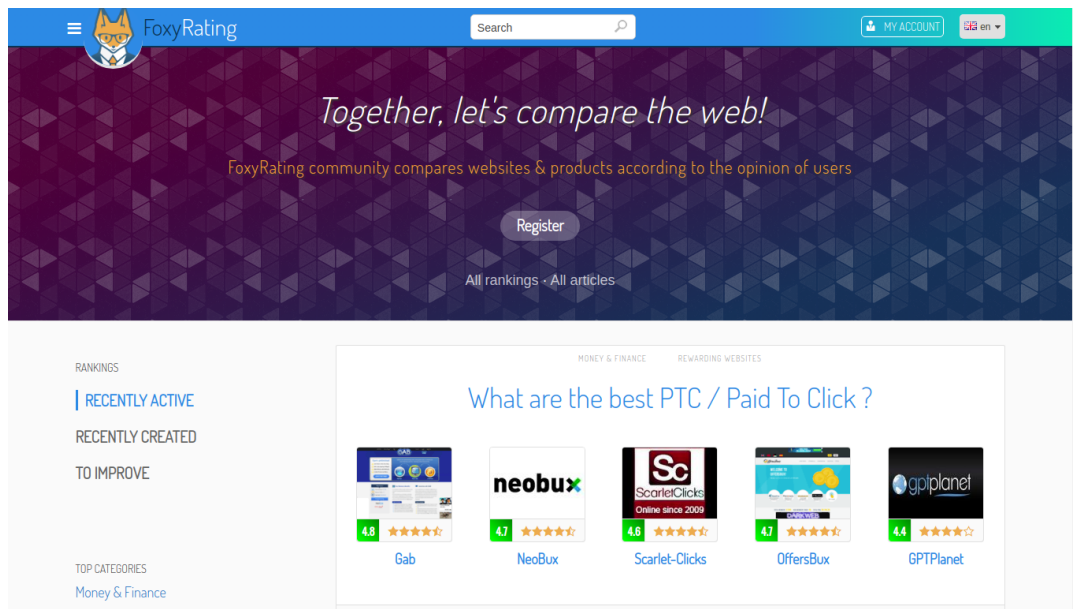
In next section, we would take an overview on the data collected, the descriptive statistics on the users as well as their opinions.

4 Data

4.1 Data set

FoxyRating (formerly NetBusinessRating) is a participative ranking platform that compares websites and ranks them using its community members' opinion. Founded in 2007 with the idea of helping Internet users recognize reliable websites and be warned about scamming ones, FoxyRating now has a remarkable number of websites reviewed, 22,000 sites compared and over 15 million pageviews per year, all contributed by a community with over 100,000 members. Users of FoxyRating can create rankings of websites or new products in different sectors: Money Finance, Culture Leisure, Web Hi-Tech, Fashion - DIY (Do It Yourself) Services and Transports. They can also verify whether a platform is legit or scam, and report crowdsourcing platforms that aren't paying out. Now it's not only a ranking website, but it's also an online community for Internet users to interact with other users using the same platform.⁴ Figure 4 shows the landing page of FoxyRating, where different types of digital platforms are listed one by one.

Figure 4: Screenshot of the FoxyRating's landing page

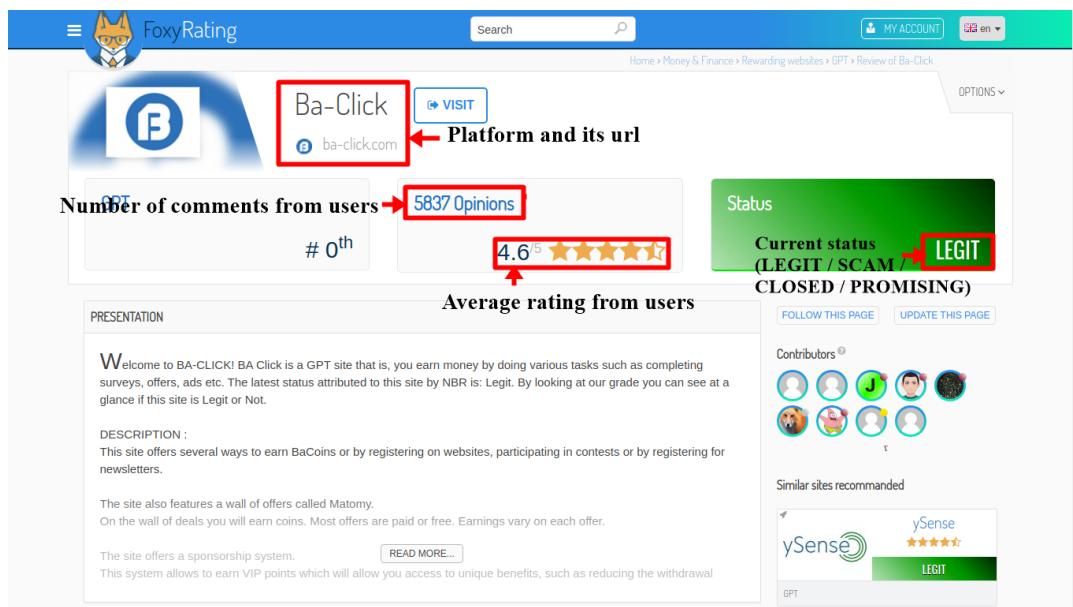


There are currently a lot of microtasking platform listings and categories on FoxyRating. The initial idea was to verify if a microtasking platform is paying the workers (legit)

⁴See <<https://foxyrating.com/en/>> accessed 17 August 2020.

or is trying to exploit workers by making them work without paying (scam).⁵ Other status of a platform rated could be “new (a default status given to all created platforms), “promising” (there are some payment testimonials from FoxyRating members), “doubtful” (there are certain doubts on the payment reliability) and “closed” (inactive or missing site.) The status depends on the payment testimonials reported on by the users and is updated by the administrators and moderators of FoxyRating. Figure 5 shows the page of a rated microtasking platform, where we could see the platform’s name, the link to its website, number of user opinions it has received as well as average rating, and its current status.

Figure 5: Screenshot of a rated microtasking platform on FoxyRating



FoxyRating has their own typology of microtasking platforms, such as “GPT” - get paid to do a variety of tasks, “PTC” - paid to click, or “Paid surveys.” There are rankings for platforms in these categories, though the metrics for the ranking positions are not disclosed. The highest ranked platforms are not the ones that receive the highest number of positive comments.

The data set is initially all microtasking platforms’ ratings on FoxyRating, combined with some other data scraped around April - July 2020. The first part is provided by the founder of FoxyRating, consisting of all French comments of users from late December 2013 to 12 April 2018. The second part, scrapped from FoxyRating, consists of user profiles of all users who gave comments on the website.

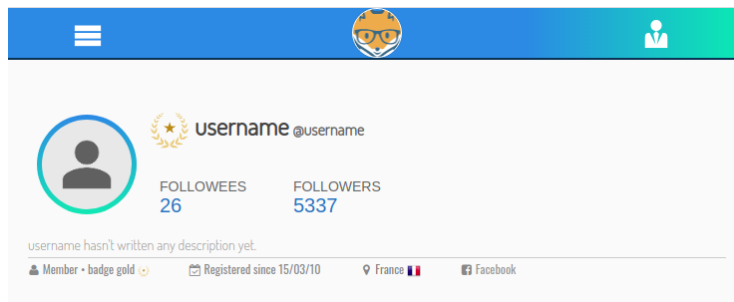
⁵See <About Us on FoxyRating> accessed 17 August 2020.

4.2 Descriptive Statistics

There are a total of 7,788 users who gave 45,537 opinions on 3,929 microtasking platforms. Among these opinions, 77.06% of them got the highest value (5), the reason behind this result, as indicated above, is that FoxyRating encourages users to post their opinions for reliable microtasking platforms by giving payment proofs, which usually comes along with 5-star rating value. About 7.89% of users left complaints on 1426 platforms that gave bad experience, of which reasons behind will be uncovered in the next part.

Users. Figure 6 shows the page of a user profile, where we could see their username, self-reported location as well as their reputation, expressed in badges and number of followers. Among 7788 users in the initial dataset (2018), we collect user information of 7049 users who are still using the platform FoxyRating. Figure 6 shows 56% of them (3954/7049) coming from France, while the others are from French-speaking countries or countries where French is the language of business, government, and diplomacy (Belgium: 156 users, Algeria: 77 users, Morocco: 74 users); 33.6% of users in this dataset didn't disclose their location. The most active worker used FoxyRating gave opinions on 280 different platforms; it's worth noting that this user has been on FoxyRating for more than ten years.

Figure 6: A worker's profile on FoxyRating



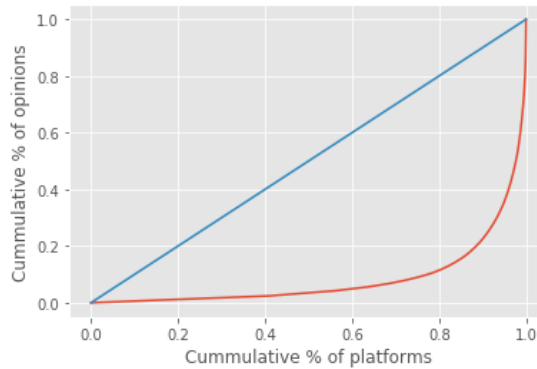
In the user profile pages, certain information is available regarding users' reputation and activity on the FoxyRating platform. User profile page include the number of "followers" (other people that are following this user) and the number of "followees" (people that this user is following). Other information such as language, location, avatar (profile picture) and social accounts could be modified in the user's dashboard which sums up their activity, badge, the tokens they own and location; however, only the location, date registered, location and member's badge are displayed. The "Badge" defines the experience and level of contribution of a member on FoxyRating. There are four badges: the

blue/standard one (for new members), the bronze one, the silver one and the gold one. The standard badge is upgraded in bronze as soon as the user completes their profile. The silver one and the gold one are attributed according to the number of reviews that the user creates, the number of comments that they leave, as well as their popularity on the website, for example the number of followers. Only 3.4% of users own the "silver badge" (46 users) and there's no gold badge users.

Take a deeper look into the users who express their negative opinions on microtasking platforms, 117 users have more than 50 followers. Some users have remarkably high numbers of followers, the most popular user (in terms of followers) has up to 6064 followers, the "runner-up" in this chart owns 5337 followers, the third one owns 3287 followers. As it's possible for users to use "TopLink" feature to add the link to their favorite platform, these popular users are like "influencers" for FoxyRating users in the microtasking market.

Opinion distribution. The Lorenz curve in Figure 7 shows the opinion distribution on microtasking platforms. At the 80th percentile of cumulative number of platforms, the cumulative number of opinions is 14%: in other words, 80% of the rated platforms takes in 14% of the total number of users' opinions. In reverse, 20% of the most popular platforms takes in a remarkable percentage of the total number of users' opinions, 86%.

Figure 7: Lorenz curve of platforms and users' opinions



Top ten rated platforms. As of April 2018, the 10 most popular platforms (by number of opinions) are Ba-Click, Click-It, ClixSense, YouPass, MegaClic, Moolineo, GBonus, Scarlet-Clicks, Click-cpm and Neteuros. The most popular platform owns 24.2% of the total number of opinions and the most highly rated platform owns 5.9%.

Two years later, in April 2020, four of these ten platforms turned to "Closed" or "Scam" status. The remaining platforms that continue functioning with the "Legit" status on FoxyRating are Ba-Click, ySense, YouPass, Moolineo, GBonus and Scarlet-

Table 2: Top 10 platforms with highest number of opinions

Platform	Average rating	Number of opinions
Ba-Click	4.707526	2684
Click-It	4.330447	2194
ClixSense	4.892556	1424
YouPass	4.779687	1280
MegaClic	4.815315	888
Moolineo	4.577099	655
GBonus	4.836257	513
Scarlet-Clicks	4.894958	476
Click-cpm	4.889381	452
Neteuos	4.926339	448

Clicks. These platforms have a wide range of payout amounts, meaning the minimum amount of money a user could request a withdrawal for the tasks they did, from 0.01€ to 15\$. Payment methods of these platforms also vary from gift vouchers, bank checks to Paypal payment. There is one platform operating only in France (Moolineo), three platforms operating in French-speaking countries such as Belgium, France, Switzerland or Luxembourg (Ba-Click, YouPass, GBonus) and two of them (Scarlet-Clicks, ySense) claimed to operate in all countries.

Multi-homing evidence from workers. As mentioned before, microtasking operates in a two-sided market containing a lot of competing platforms, therefore, there is possibility that users (both workers and requesters) registering or diffusing the tasks on different platforms. The situation of users affiliating with more than one such platform is called multi-homing. Looking at workers’ opinions on microtasking platforms, we can easily see that workers tend to multihome, as nearly 40% (3101/7788) of workers shared their experience on more than one microtasking platform.

5 Main Results

5.1 Semantic analysis

5.1.1 Word clouds

Word cloud of all opinions. The final list of words used in workers’ opinions included 846,256 items. Figure 8 shows the words that had the highest frequency in the list of all opinions. The sizes of the fonts are relative to the frequencies of the words appearing in the opinions. The top-ranking words in the list are (translated into English): “payment received” , “new payment”, “reliable site”, and “well received”. Other highly repeated words are also related to payment, this confirms the fact that a lot of users on FoxyRating mainly “rate” the platforms in order to update their payment proofs and to show other users that the rated microtasking is functioning well. If we sort the word counts and plot them on Logarithmic axes to check the shape of the distribution, we could see a logarithmic flat. The flat distribution in Figure 9 indicates a large vocabulary in the comments of users.

Figure 8: Word cloud of users' opinions



Negative opinions. Among 45,537 opinions of microtasking workers 1363 users gave 3574 extreme negative opinions (one star, the least favorite value on the rating scale) with their comments on 1462 platforms. Figure 10 shows the words that had the highest frequency in the list of negative opinions. Payment ("paiement") seems to be the main reason as it was repeated 906 times in 3574 opinions, followed by the word scam ("arnaque") and "closed site" ("site fermé"). Approximately 62% of these users (self-reported) come from France. A small number of users come from Belgium, Algeria,

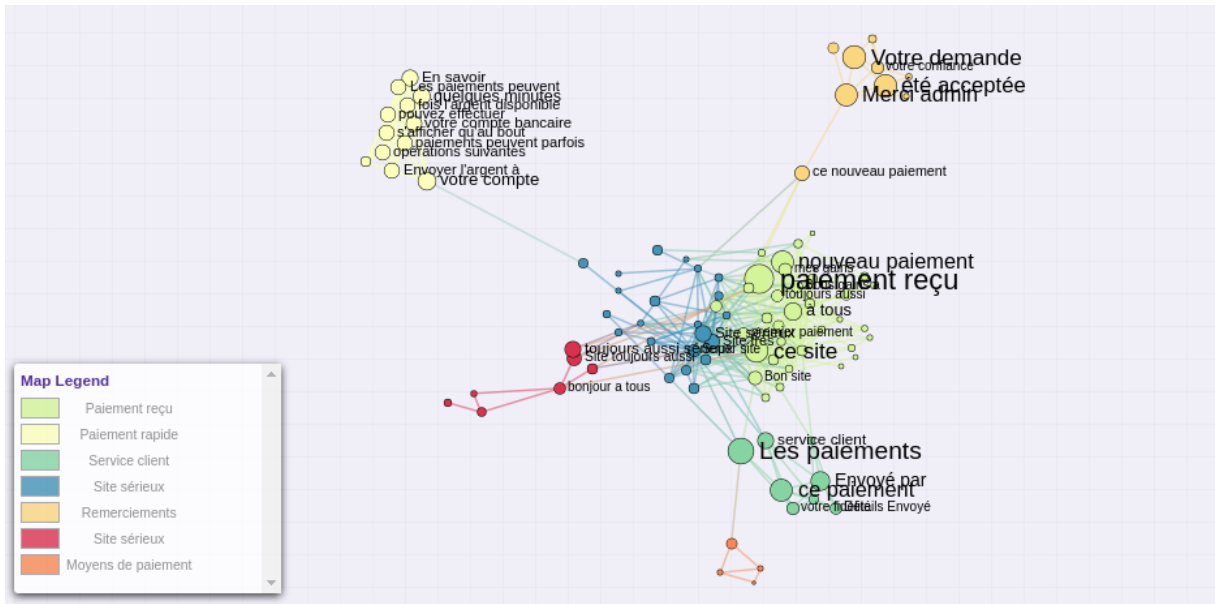
The figure is a log-log plot showing the relationship between word rank and frequency. The x-axis, labeled 'Word Rank', ranges from 10^0 to 10^4 . The y-axis, labeled 'Freq', ranges from 10^0 to 10^4 . A red line represents the frequency of words, starting at a frequency of approximately 20,000 for rank 1 and decreasing as rank increases, following a power-law distribution.

Figure 10: Word cloud of negative opinions



The result of Heterogeneous Networks analysis reinforces the initial idea that the positive opinions (given four and five stars on the rating scale) are related to payment. Clusters resulting from lexical analysis are cohesive and centered, we could see that most clusters are about payment, with the same expressions such as "payment received", "new payment", "payment received rapidly". Other clusters are related to the opinion that the rated microtasking platform is reliable (opposite to those fraudulent websites that are not paying workers) and compliments for their client service. A smaller number of comments expressed gratitude to the platforms and some are related to payment methods on those platforms. For example: "second payment in Amazon gift card" ("*Second paiement en chèque-cadeau Amazon*"), "well received my Paypal payment voucher of ten euros" ("*Bien*

Figure 11: Heterogeneous Networks result for positive opinions



reçu mon bon de reversement Paypal de 10 euros”), ”already two vouchers and soon a third one”, (*”déjà 2 bons d’achats et bientôt un troisième”*).

Besides thank-you notes and compliments for microtasking platforms, we also observe evidence of sharing working experience as mentioned by some previous researchers. In Table 2, we can see some users sharing their experience on how to get more tasks (in this case, there are more tasks in the morning than in the afternoon) and which type of tasks get paid better. Examples of comments are presented in Table 2.

Table 3: Examples of positive opinions

Aspect	Original opinion	English version
Payment	"...paiement paypal reçu super rapidement! Tres beau site"	"...paypal payment received super fast! Very nice site"
Performance	"...merci pour ce nouveau paiement de 15 € sur mon compte paypal effectué à la vitesse de la lumière. Ce site est vraiment très sérieux et très bien géré. Bravo à toute l'équipe."	"...thank you for this new payment of 15 € on my paypal account made at the speed of light. This site is really very serious and very well managed. Congratulations to the whole team."
Support	À recommander, admin très actif ! (voir le tchat du site)	To recommend, very active admin! (see the chat of the site)
	"... un site très sérieux: suite à un incident avec ma commande de 5 € Amazon, click-it s'est excusé en m'ajoutant 1 € à ma commande. C'est un site avec un excellent support. Je recommande ce site les yeux fermés"	"...a very serious site: following an incident with my order of 5 € Amazon, click-it apologized by adding 1 € to my order. It's a site with excellent support. I recommend this site beyond doubt."
Availability of tasks	"Petit à petit le site se remplit de nouveaux jeux et de gains divers et variés !"	"Little by little the site is filling up with new games and various prizes! "
Experience	"...si vous êtes assez doués en Anglais faites les test anglais, vous aurez beaucoup plus de travail encore et vraiment bien payé."	"...if you're good enough in English, take the English test, you'll get a lot more work done and really get paid well."
	"j'ajoute que le matin y a plus de tâches que le soir."	"I might add that in the morning there are more tasks than in the evening"

5.1.3 Heterogeneous Networks for negative opinions

While the positive opinions give us the picture that workers are participating in microtasking platforms mainly because that they're getting paid,... the negative comments expressed the reversed aspect and a lot more problems they're facing. The semantic analysis for negative opinions are produced the same way as positive ones. Though the positive comments take up 77.06% of all opinions, negative comments gave us more insights on how workers are dealing with many problems when it comes to work online.

There are seven main issues raised in users' comments, explained in Table 3. As payment is still the itch behind workers' frustration, many of the negative comments are to express their dissatisfaction when the platform isn't paying them for the work they've done. Apparently, a lot of workers have to tolerate this situation when they have to complete the tasks first and get remunerated later. Some workers indicated the amount of time they had been waiting for their payments, for example, "the site that does not pay... pending payment for 10 days, contacted the webmaster 6 days ago, received no response" (*"site qui paye pas... en attente d'un paiement depuis 10 jours , contacter le webmaster il y a 6 jours, reçu aucune réponse"*), "I confirm that this platform no longer rewards its members. The last gift certificates were for May and June 2013, paid late in September 2013. Nothing since then." (*"Je confirme que ce site ne récompense plus ses membres. Les derniers chèques cadeaux concernaient mai et juin 2013, réglés en retard en septembre 2013. Plus rien depuis."*)

Highly related to the payment issue is that most of the time, the platforms that aren't paying out are, at the same time, not replying to workers' complaints and not solving their problems. Different platforms have different ways to let their users communicate with them, such as creating "tickets" (a thread where users point out their problems and get help), "shoutbox" (a chat-like feature that allows users to quickly leave messages on the website) or emailing. When users need help, the platforms' owners or staff seem to leave the problems as they are and don't explain or excuse. This issue has increased workers' frustration and made them rate an extreme negative opinion. Evidently, when workers receive nothing for their efforts and the website's staff isn't responsive enough, they would think that the website is closed and would like to warn other workers so that they won't contribute their efforts in vain. Some examples of users' opinion in this category may count: "After several tickets to the support and no answer and finally I think of a big scam and all this for 3.88 dollars" (*"Après plusieurs ticket au support et*

Table 4: Categories of issues

Issue	Explanation
Payment	The platform isn't paying out or the payment is pending for too long
Performance	The platform is suspectedly closed or there's a problem with the platform's performance
Support	Support service is not responsive or isn't helping the users
Account	User account gets banned or deleted for unknown reasons
Availability of tasks	Available tasks are not updated frequently
Employer	Complaints on how employers intentionally reject the worker's task
Privacy	Concerns about personal data breach

Other remarkable issues are related to performance, normally happens when the website is updated ("Personally I can not access the site I think it is closed" - "*Perso je ne peu pas accéder au site je pense fermé.*") Sometimes it could be the fact that users cannot access their accounts anymore, despite having certain amounts of completed tasks and some reputation that goes along with that account, sometimes their accounts are reported to be deleted suddenly without reason ("My account was suspended one or two days after I registered, I wanted to contact them to find out why but the contact page is inaccessible" - "*Mon compte a été suspendu un ou deux jours après mon inscription, j'ai voulu les contacter pour savoir pourquoi mais la page de contact est inaccessible.*") Availability of tasks is a minor issue as it appears not very frequently in users' opinions, while problems from employers, mainly about using workers' data without permission, are raised much frequently.

We look at an example of this user to see the issues he or she had encountered: (the original comment is translated into English)

- *Hello, everything was fine at the beginning: email readings paid at €0.04 and daily polls paid at €0.01 or €0.02. Then, email readings quickly went to 0.02€ and then 0.01€. Again, everything was fine... until I reached 18€. Since then, I only receive one paid email or survey per week. I wrote to explain the situation but it was still going on. So I looked for other ways to contact. I saw on their Facebook page that I wasn't the only one to be unhappy. A few minutes later, the negative comment was deleted... I wrote to them in MP (private message). These messages were read but nobody answered. Since then, I've been making only about 4 cents a month...*

Table 5: Categories of issues and examples

Issue	Example
Payment	"Terrible experience.. more than a year still and my payment still won't process" "It has been now more than two years I didn't get the payment for the work done"
Performance	"I tried to access this site and this site told me that they banned my IP. I thought maybe I made mistakes. Then I tried from my personal computer but alas! Same thing repeated again. " "I decided to give it a chance and do three simple tasks. Verification codes didn't work, wasted my time..."
Support	"...Customer support doesn't reply to my complaints..."
Account	"...I tried to login this morning and I got this message 'This account has been terminated and cannot be activated again. Duplicate Proofs'..."
Availability of tasks	Availability of tasks "job opportunities there are very little"
Employer	"Some of the employers intentionally reject the worker's task instead of submitting suitable proof..." "most jobs require you to provide your real info and you end up getting spammed..."
Privacy	"Given the current situation of the company, I'm doubt that my personal data would be destroyed as required by the law..."

You will tell me that there are other possibilities than reading emails or polls but, I don't have much time to spend and why did everything work well before reaching a certain threshold? Moreover, my mailbox is already full of ads... and scammers of all kinds.

This user didn't get the waiting-for-payment problem as others but obviously he/she had a lot of other issues as described above. Ignore the fact that each task is paid a very small amount of money. Firstly, the number of tasks he/she could complete decreased significantly, and the remuneration also reduced by half, twice. Secondly, he/she could not get an explanation from the website's staff and her review was supposedly deleted. Finally, his or her personal data (email address) was disclosed without permission. Table 4 gives more specific examples on other issues that gave workers bad experience.

From the semantic analysis of negative opinions on FoxyRating, we've seen that behind workers' frustration is a combination of different problems, not only about payment but also communication and the support they need. Though some researchers found that

intrinsic motivations are more important than the extrinsic ones, meaning task autonomy or community identification plays a more important role than payment ([Zheng et al. \(2011\)](#), [Kaufmann et al. \(2011\)](#)), the majority of issues are related to frustration is the fact that workers aren't get paid for the time and efforts they contribute to microtasking or the issues that impedes them from doing the tasks. Moreover, users completing certain tasks or participating in unreliable platforms also risks getting their personal data disclosed without permission. Next, we'll look at how negative opinions affected two different platforms in this microtasking market.

5.2 Case study: Ba-Click and Click-it

5.2.1 General Information

In this section, we'll look at the case of two popular platforms during the period observed. Ba-Click, one of the popular platforms in the field of microtasking in France, started to officially operate in 2015 (it was registred at INSEE in 2017). On FoxyRating, Ba-Click is reported to have between 100,000 - 1,000,000 users (microtask workers). According to data on SimilarWeb, an online competitive intelligence tool that provides traffic and insights for websites, total visits in July 2020 is estimated at 279,750 visits, average duration of visits is about 7 minutes and 25 seconds. Also on this website, 83.15% of traffic on this website is from users in France, 5.60% from Belgium, 3.31% from Guadeloupe and 1.46% from Réunion.

Ba-Click allows their users to be paid by completing various "missions", mainly focusing on the categories of "Content access", "market reviews" and "surveys and experiments" listed in section 2. However, Ba-Click has their own typology, namely "Surveys", "Registrations", "Contests" and "Online testing". For "Surveys", if the user wants to save some time and simplify the response to new surveys, they can provide gender, postal code and date of birth so that the site can autofill. The information is recorded by Ba-Click and may be passed on to their partners. For "Registrations", users have to provide necessary information including personal information depending on the requirement of the service. "Contests" and "Online testing" are used for marketing purposes for various brands in France.

In exchange for completing tasks, users earn "coins" that can be exchanged for money

Table 6: General Information of Ba-Click and Click-It

General Information	Ba-Click	Click-It
Area served	Belgium, France, Luxembourg, Switzerland	Belgium, France, Switzerland
Language	French, English	French
Payout	5€	5€
Users count	between 100 000 and 1 000 000	between 100 000 and 1 000 000
Payment solutions	Paypal transfer, Skrill or vouchers (Amazon, Fnac, Darty, Sephora, Decitre, Steam, Origin...)	Donations, Skrill, Gift voucher, Gifts, Paypal
Average profit by action	0.50€	0.10€

(Paypal transfer) or gift vouchers. Besides these categories, there are also small “bonuses” for each like or follow of Ba-Click’s social accounts. A new category called “cashback,” a task on which a deposit or purchase from the user is required, was recently introduced. For each task in the main categories, users can earn from 40 coins to 500 coins. From 1000 coins (equals 5), users can request a payout. From the analysis of comments, it’s been confirmed that users are required a copy of the identity card in order to guarantee the authenticity of the accounts created and the veracity of the personal information given.

Ba-Click also has a referral program that allows workers (members) to earn rewards credits (avantages parrain et avantages filleul) for those who invite people in their network to join the platform. Businesses in the digital economy have been using referral programs in order to help them grow by engaging and leveraging users. On Ba-Click, for each person invited, the user gets 200 coins which equals to the value of 1€. The new user registering with a referral code also gets 200 coins and brings 100 coins to his or her referrer each time they reach 500 coins and successfully request a payout. The referral program works for all users on the site. They can distribute their referral link or code which could earn them VIP points, giving access to ranks with exclusive advantages. However, an abuse of this referral system, for example, the creation of several accounts to gain the benefits, will result in the permanent closure of the user’s account and the deletion of the earnings generated by it. While the members’ side can enjoy gaining coins by completing tasks, the other side of the market has to pay for Ba-Click depending on which service that it proposes, for example, get clicks and visits (CPC - cost per click), gathering information

or obtaining registrations (CPL - cost per lead) or even to sell a product (CPA - cost per acquisition).

Started almost the same period as Ba-Click, Click-it had a similar business model. Table 6 gives an overview on these two platforms. In order to earn money on Click-it, workers have to complete small “missions” to earn and accumulate tokens (*“jetons”*). From 125 tokens (5 euros), workers can submit a request for a transfer via Paypal, or ask to receive the money in the form of vouchers from Click-It’s partners, or they can also donate the money they earned to associations and non-governmental organizations. The tasks provided were also similar to those of Ba-Click, such as visiting websites, subscribing to newsletters, participating in contests, registering on sites, or downloading applications. However, the platform started to struggle and in 2018 when it finally ceased at INSEE. Click-it, operated with the domain name <http://www.click-it.fr> and managed by OPENUP-MEDIA, was struck off the *Registre du Commerce et des Sociétés* (RCS) on 02-03-2020.⁶

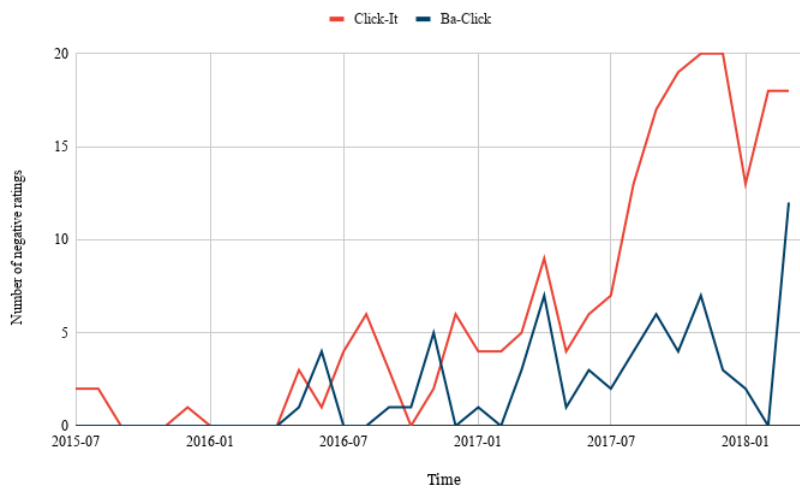
5.2.2 Users’ opinion analysis

Among 88 negative opinions on Ba-Click from 11/05/2016 to 12/04/2018, we observe comments that fall into the categories listed earlier: Payment, Performance, Support, Account and Availability of tasks. There are no comments on the requesters as identified in this paper, because it’s Ba-Click that replies and communicates directly with the workers. However, there are comments mentioning that this platform intentionally rejected users’ payment requests. Also, there are some comments of users posted in the hope that Ba-Click’s staff would see their negative opinions and try to resolve their problems. To summarize in numbers, 79.5% of workers’ opinions are related to payment, 48% of them are related to support, mainly the issue is that workers cannot get their payment even when having tried to contact the platform’s support staff. There are 11 comments mentioning they had problem navigating the website as well as clicking on the website links, 4 workers said their accounts were inaccessible without any notice or warning and only 1 worker complained about the availability of tasks (*“I have a new mission every two weeks, so maximum I could earn 20 euros per year with this site, completely ridiculous.”*) In this case, we can see that the main reason for the disappointment of workers is when they were not being paid for the job they did and the platform’s staff was not

⁶See societe.com accessed 17 August 2020.

responsive enough. However, data on FoxyRating also showed that Ba-Click did try to resolve negative ratings and users' problems by replying to their comments (more details in Figure 27 in the Appendices). For example, a user complained that he or she received only 9.9€ instead of 10€ and that the platform charged 0.1€ for her remuneration, which was unusual. Ba-Click replied that the user could ask for a refund making a request to customer support. When users complain about the platform's performance, Ba-Click also replied to ask them to contact them in order to resolve the loading speed issue.

Figure 13: Monthly number of negative comments of Ba-Click & Click-it



On FoxyRating, Click-it received 213 negative opinions from 06/07/2015 to 10/04/2018, the number of extreme negative ratings for this website is 2.5 times higher than that of Ba-Click. In Figure 13, we can see that from 05/2017, the number of negative comments on Click-It dominates Ba-Click completely. From 2016, the number of unsatisfied workers on this platform had increased with complaints mainly about pending payment requests that were not regularized, requested verification of accounts and unanswered emails. In 2017, there were 129 users who gave extreme ratings on the site, 5.2 times higher than the number of 2016. According to last comments on FoxyRating, besides payment and support issues, the site started to have had performance and availability of tasks issues as well. Finally workers started to worry about the safety of their personal data, of which their identity cards were required at payout requests.

On 05/04/2018, a user on FoxyRating claimed to be *“waiting to see where the last communications would go”* and that *“this will be a denunciation filed with the DGCCRF and the CNIL because they have my ID and seeing how it is managed, I doubt that they are actually destroying it as required by law.”*. In 2018, users on FoxyRating discussed the

situation of Click-It at that time, saying that though it operated quite well for the first years, some workers started to have problems with payout requests so they intentionally put negative reviews on the Internet.

During that period, many users were led to Click-It thanks to marketing efforts by using the influencers, however, payout requests from current workers weren't resolved. On 11/08/2018, Click-it was reported to be potentially reselling. A user expressed that the explanation of Click-It's owners on the media was *"a funny way to explain that users were putting more and negative reviews and so they stopped everything."* This user wrote: *"That doesn't explain the lack of transparency for months and what's going to happen to the unpaid money. That also doesn't explain why before closing the site, they didn't finish paying. [...] Besides, complaining about rude and disrespectful users is quite strange [...]"* Due to the frustration that having provided time and efforts without receiving the amount of money they should have received, some workers observed the reactions of platform's owner and tell each other to boycott any other similar platforms they were trying to build.

From what reported through users' comments on FoxyRating, we could see that the bad experience of workers - in this case it's mainly the delayed payment and lack of communication - resulted in a flow of extreme negative ratings of Click-It and put the platform in a difficult situation which the platform's owners could not deal with. The platform finally closed and left many workers' payout requests unresolved.

In the era of user-generated environments, individuals can share experience and prior knowledge within online communities. In the case of microtasking platforms, workers tend to express their opinions transparently with their peer workers. Any issues regarding payment, support, website's performance, account, availability of tasks, employer or privacy could be posted online, whether to get help from the microtasking platforms themselves or from their peer users. As workers have strong tendency to multi-home, meaning they can work for different platforms at a time, they can simply leave negative ratings to warn other workers and choose to perform tasks on another incumbent platforms or try new ones that are marked as "rising", "potential", or received positive opinions and payment proofs from their fellow workers. Because locked-in effect from workers' side is low, bad experience may lead them to abandon the platform and give reasons to persuade other workers to do the same thing. The decrease in the number of users from a side could lead to problems for the other side and could finally result in platform closure.

6 Conclusion

Microtasking, the market of (but not limited to) human computation tasks, is expanding its size thanks to the emergence of digital technologies and platform-based business models around the world. Nowadays, this market serves a variety of purposes for firms, from getting consumer’s attention for their brands, building a user base for their digital products, to selling a specific product or service. Online workers can enjoy earning small amounts of money by simple clicks on the Internet, however, they face a lot of problems and privacy risks when working under no regulations or protection measures. Still, this market has reasons to stay. This paper found the seven main underlying factors that make workers frustrated and give negative ratings for the platform they experience. Though there are researches on how intrinsic motivations are more important than the extrinsic ones and that task-related factors (such as task autonomy) play an important role, the workers would react negatively if their efforts are not paying off. The key necessary factors for workers are the reward they get and support when they need. Problems with the account that impedes them from performing tasks and the availability of tasks are also reasons behind their dissatisfaction. In certain cases, problems come from the other side of the market, where fraudulent requesters try to exploit the wisdom of the crowd. Apparently, workers have formed online communities to rate the requesters as well. Interestingly, privacy issues are only raised when there are observable impacts for the workers, such as receiving junk email, or when there’s a problem with the platform itself which may result in failing to ensure the privacy protection measures for its users.

6.1 Implications for platform owners

In order to find a source of support and voice, workers themselves have used rating platforms online communities where they share their experience and also observe their peer workers’ opinions. Besides building and sustaining a business model that effectively leverages the user base from the two sides, the online communities of workers should be taken into account. Negative ratings could possibly result in a significant decrease in the number of active users.

As written in the first part, microtasking is a two-sided market with strong network effects; negative opinions from a user would be visible for current users and potential users considering the platform. Because payment and support are the most crucial factors,

platforms in this market have to ensure their capacity of paying out their workers and maintain active and effective channels of communications where workers can express their problems, instead of going on the Internet and public their problems for everyone to see. By replying to users' negative opinions on these rating communities, platforms could gain trust and attention as well as standing out from those platforms that fail to provide workers the support they need. Moreover, they can use positive ratings as a source of reference to attract new users.

Platform performance and design is also important for workers to perform their tasks and get paid in the most convenient way. In most cases, workers would get back if the platform is temporarily unavailable or there are minor bugs on the platform. However, problems with user accounts should be avoided. Apparently, platforms have to take certain measures to prevent fraudulent accounts and abuse of certain beneficial systems. However, to avoid false sanctions, suspicious accounts should be given warnings before coming to a conclusion or sanction. A ticket system for users to express their problems or clarifications should be considered in this case.

In order to ensure the function of a two-sided market, the other side of the market has to be taken into account. For small platforms with limited number of tasks, a notification integrated with social networking sites that inform users when there are new tasks could be helpful. Workers tend to multi-home so it's useful to know when they can get back to one of their well-functioned and reliable platforms. Another issue is to mind is fraudulent requesters who take advantage of users' personal information and data. Users on the Internet are now aware of privacy protection a lot more than before. Failure of privacy protection whether from the platform itself or from a third party could also result in negative opinions for the microtasking platform.

6.2 Implications for regulators

While the disruptive nature of digital technologies and platform-based business models have changed the employment relationships and sometimes put workers in a vulnerable position, regulation in the so-called "collaborative economy" in general and microtasking in particular is still struggling to keep up and facing one of its greatest challenges. Besides lack of employment protection and benefits, a significant number of workers reported to have dealt with delayed payment or even non-payment. Moreover, the bargaining power of workers is minimized as the labor force is internationalized. It is indispensable

that regulators recognize this challenge, address the existing problems and create new applicable regimes that can integrate to the existing ones.

Certain challenges lie in the way regulators handle the situation in order to make a more decent digital workplace. The first challenge for regulators is conceptualization. What is the legal status of the workers? Who acts as the "employer" in this market, the requesters or the intermediaries? Does the current definition of "employer" apply to the two-sided market of microtasking? Once each stakeholder is conceptually defined, the next step is to see whether current laws (of which part of it) apply to this new type of work and should be enforced. If the intermediaries are classified as 'labour hire' functions, regulations related to the operation of labour hire agencies might be applied. Another challenge is that normally in two-sided markets, different regulations are essential. The regulation for this two-sided market of microtasking involves not only employment law (for the workers) but also competition law (for the intermediaries) and privacy law (for both sides and the intermediaries).

Within the scope of this paper, several implications could be addressed. Be it a new business on the way building its community of workers or a struggling one, the right to get paid for microworkers has to be ensured, even in case of technical incidents which could result in lost work. At the same time, communication measures must be available for workers when they need support. In any case of task rejection, payment rejection and account deletion, workers should be informed with appropriate reasons. Platform design for comprehensive instructions to the tasks and the availability of Code of Conduct are essential, as rules, responsibilities and proper practices from workers' side is proven to be significant for other sides' reputation and existence. Last but not least, according to the comments analysed, there are underage users who are actually participating in this microtasking market. While certain platforms offer the "Content modification" service, meaning the workers would deal with possible violated contents such as hate speech, media of possible sexual exploitation or violence, regulators should consider carefully to decide if minors are eligible to participate in microtasking platforms at all and if certain measures of protection for workers performing this type of tasks should be applied.

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Appendices

Figure 14: Number of comments from 12/2013 to 04/2018

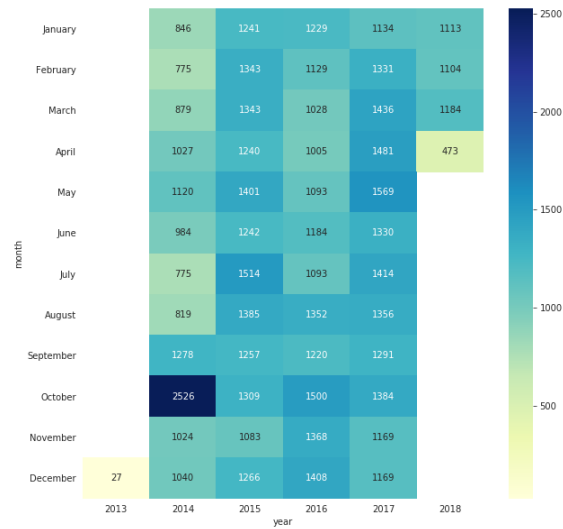


Figure 15: Number of comments by month

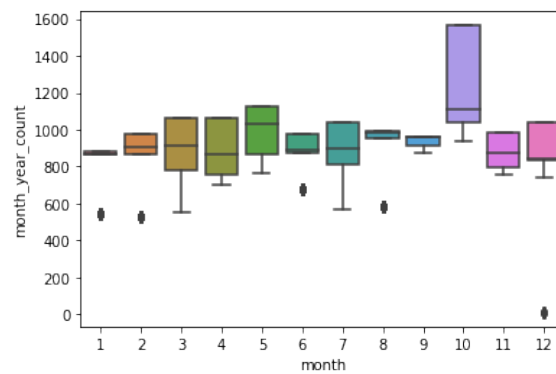


Figure 16: Number of all opinions by rating value - FoxyRating data

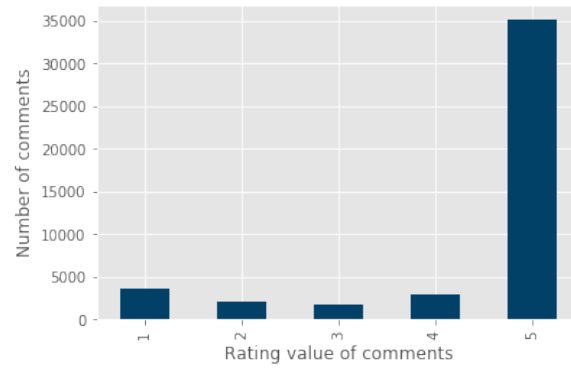


Figure 17: Badge of all users

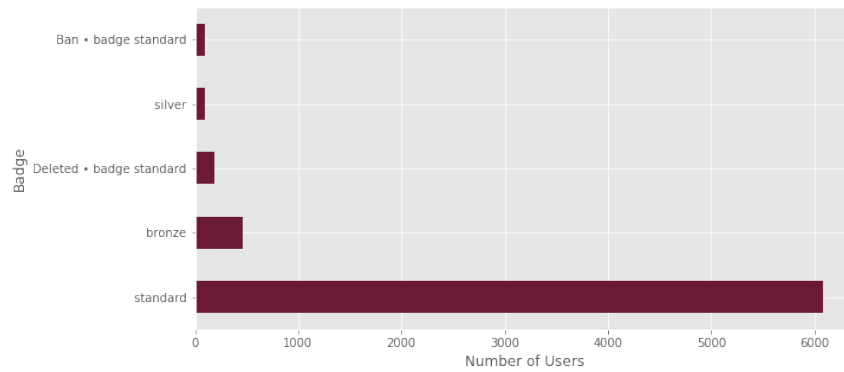


Figure 18: Badge of users (negative opinions)

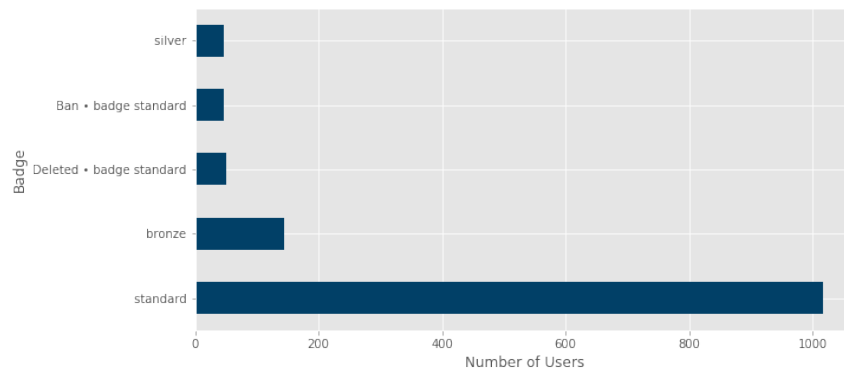


Figure 19: Top location of all users

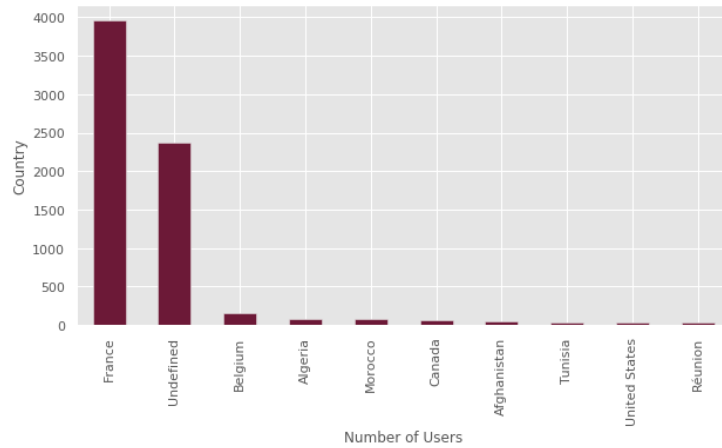


Figure 20: Top location of users (negative opinions)

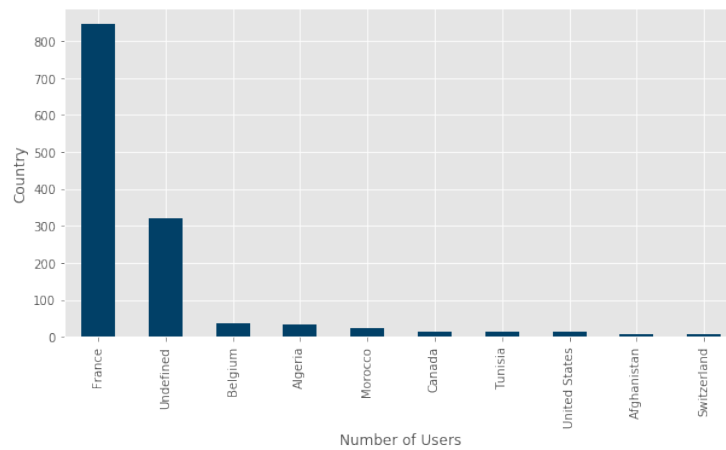


Figure 21: Examples of negative opinions on FoxyRating, usernames are anonymized

user ★★★★★
2 weeks

@Ba-Click Compte Suspendu ?!! Sans aucune notification après une demande de paiement de 20 euros.

another user ★★★★★
1 month

40 euros en attente depuis le 23/04 SAV inactif pas de réponse à mes mails alors que j'ai attendu 2 mois pour relancer: à fuir, 1 étoile c'est encore trop

another user ★★★★★
4 months


Bonjour, idem cela fait déjà 5 jours que le site ne fonctionne plus ou très mal, un point rouge clignote su quasiment chaque page demandé et rien, aucuns affichage de page. J'ai signalé 2 fois par mail le problème et j'ai reçu une réponse me disant qu'il travaillé dessus. En attendant je ne peux pas percevoir mon argent et ni utiliser le site car il est vraiment en panne. J'espère que ba-click va nous dédommager ou nous offrir des Coins pour s'excuser de ce désagrément car là ça commence à faire très long 5 jours en sachant que cette entreprise est une agence où il y a des développeurs web.

Reply from the platform

Platform Bonjour, pouvez-vous nous envoyer un MP en nous expliquant en détail ce qu'il se passe avec si possible une capture d'écran vidéo (avec le site <https://www.loom.com/>) ? Nous faisons le maximum pour réagir face à ce ralentissement. Merci par avance.

Figure 22: "Share your opinion" option on FoxyRating

Your opinion: ★★★★★

 Tell other users what you think about it. Would you recommend it, and why?

Payment received

* Amount: €

If decimal : use a point.

Payment proof (recommended):

I want to add an image

Following information are asked in a statistic aim.
Data will be added in the [proof list](#).

[Send](#)

Figure 23: Total Visits to ba-click.com - SimilarWeb

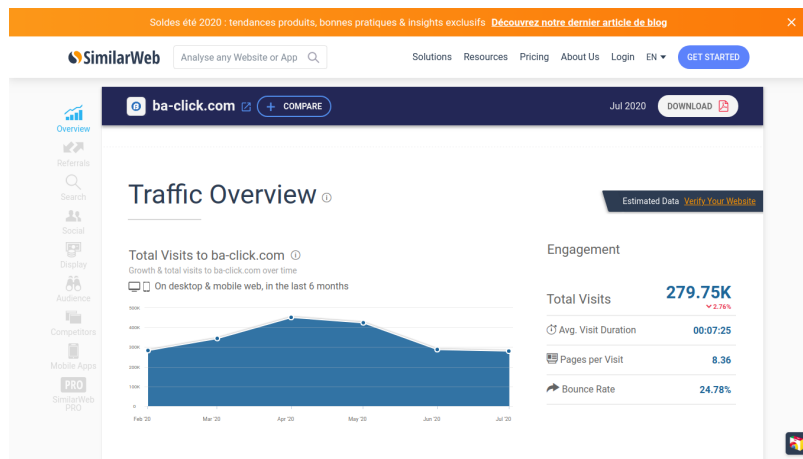


Figure 24: Traffic to ba-click.com by country - SimilarWeb

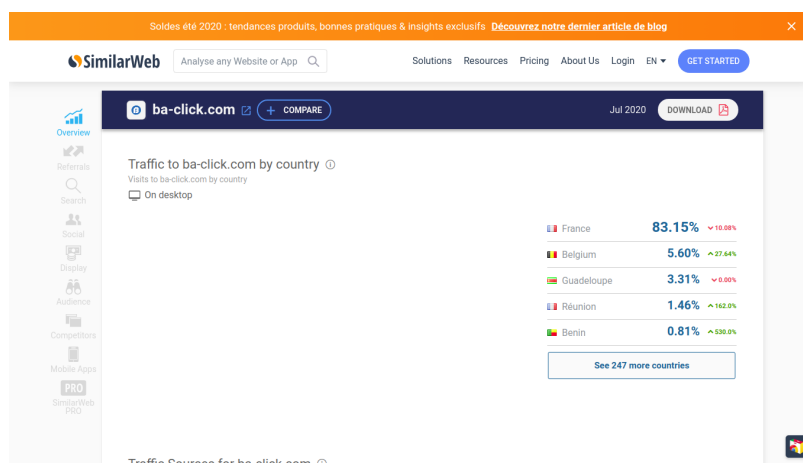


Figure 25: User Dashboard on Ba-Click

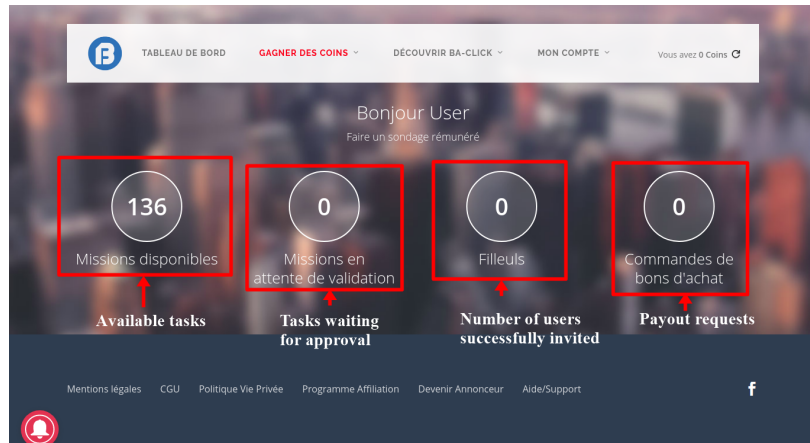


Figure 26: A part of Click-It's landing page on <https://web.archive.org/>

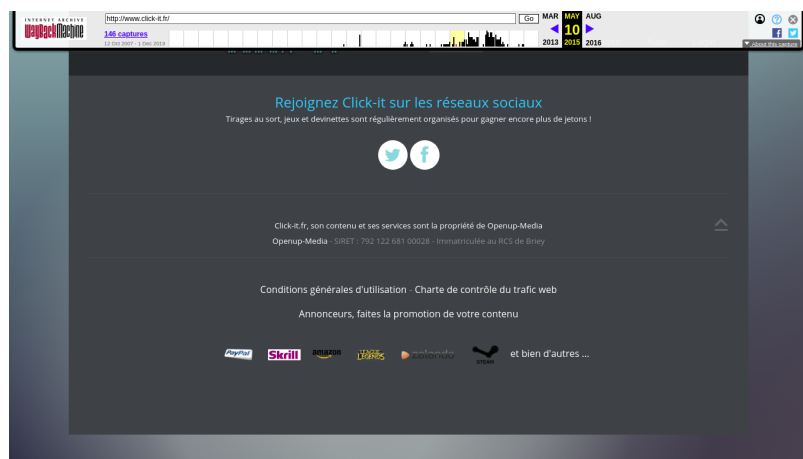





Figure 27: Replies of Ba-Click on FoxyRating


Anonymized User ★☆☆☆☆

6 months

Bonjour, idem cela fait déjà 5 jours que le site ne fonctionne plus ou très mal, un point rouge clignote sur quasiment chaque page demandé et rien, aucuns affichage de page. J'ai signalé 2 fois par mail le problème et j'ai reçu une réponse me disant qu'il travaillé dessus. En attendant je ne peux pas percevoir mon argent et ni utiliser le site car il est vraiment en panne. J'espère que ba-click va nous dédommager ou nous offrir des Coins pour s'excuser de ce désagrément car là ça commence à faire très long 5 jours en sachant que cette entreprise est une agence où il y a des développeurs web.


Ba-Click  Bonjour, pouvez-vous nous envoyer un MP en nous expliquant en détail ce qu'il se passe avec si possible une capture d'écran vidéo (avec le site <https://www.loom.com/>) ? Nous faisons le maximum pour réagir face à ce ralentissement. Merci par avance.

6 months


Payment proof from Anonymized User ★☆☆☆☆

1 year



Ba-Click  Bonjour. Vous pouvez rembourser cette transaction et faire la demande au support client pour renvoyer un paiement.

1 year


Ba-Click  Nous avons eu quelques problèmes avec samplicio, le problème est maintenant résolu

1 year


Ba-Click  Bonjour Anonymized User ! Quel est votre pseudo afin que je vérifie ?

1 year

Figure 28: Discussion on Click-It on FoxyRating

**User**
🕒 2 years

En fait l'histoire de Click-it c'est que avant ça payait (malheureusement chez moi les missions ne marchaient pas donc j'ai pas pu profiter de cette période, pourtant l'argent avait l'air facile à gagner), et Click-it avait fait confiance aux youtubeurs de faire leur petite publicité etc ... Et il y a eu de plus en plus de mondes et ils ont décidés de plus payer les membres, mais pour les youtubeurs ils donnaient des coins pour que sa fasse réaliste, et beaucoup d'internautes sont tombés dans le panneau, donc pour résumer ça faisait de l'argent à Click-it quand les missions étaient validés mais pas pour les utilisateurs qui eux n'étaient pas payés ...

**User**
🕒 2 years

Click-it est en phase de revente par leurs propriétaires escroc respectifs, Adrien et Maëva, ce site va peut-être avoir une seconde vie avec de vrais propriétaires à l'écoute, voici la vidéo où ils expliquent tout : https://www.youtube.com/watch?v=Gy8BK9vIhEw&ab_channel=MavaChouVLOG (ils commencent à expliquer à 08:01), pour ma part je ne cède aucunement à leur cinéma, ils n'ont pas payés des centaines de personnes alors je ne suis pas du tout compréhensible à leur égard, pour moi ce ne sont que des escrocs qui ont eu une idée fantastique de ne plus payer les membres.

**User** C'est une drôle façon de s'expliquer que de dire que les utilisateurs mettaient plus d'avis négatifs et qu'ils ont donc tout arrêté car ils étaient saoulés... Ca n'explique pas le manque de transparence depuis des mois et que va devenir l'argent impayé. Ca n'explique pas non plus pourquoi avant de fermer le site, ils n'ont pas fini de payer. Je doute que cela soit légal. D'ailleurs se plaindre des utilisateurs malpolis et irrespectueux est assez étrange alors que je trouve qu'ici parfois en répondant à des membres, ils n'étaient pas très polis, respectueux et professionnels et que ça m'avait quand même choqué.

1 🍌 · 1 year