I think that crowdsourced data will have many inherent biases. These could include the lack of trust and honesty on these platforms. I imagine people with very bad scores tend to exaggerate or not report these scores. This would lead to a skew in the scores reports leading to a change in the average being calculated versus reported by a standardized procedure. A good way to think about this is something like prestige bias or voluntary response bias.

This on the contrary would not be something that happens if things are standardized and a process is in place for checking these reports. I believe if this was not voluntary or anonymous you would see a less skewed result compared to the standards.