

The Trauma Floor

Article: Casey Newton, The Verge: (Feb)

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Who Moderates Social Networks?

→ Facebook subcontracts Cognizant & Others

→ Cheaper

→ Scalable

→ Median: 240k vs 29k

→ 6.9 Billion in Profit and increasing

Conditions

- Highly managed time schedule
- Tracking
- Fear of being fired
- Secured for fear of ex employees or users
- Inadequate mental health resources

NOT ALLOWED:

- **WRITING UTENSILS**
- **ANY SCRAPS OF PAPER, EVEN GUM WRAPPERS**
- **ANYTHING ELSE NOT IN A CLEAR PLASTIC BAG**

The Content

→ Violent Crime

→ Hate Speech

→ Graphic Pornography

→ Suicide

Effects

→ PTSD

→ Panic Attacks

→ Extreme beliefs

→ Desensitization

Coping (in the workplace)

→ Sex

→ Drugs

→ Offensive Jokes

ACM Guidelines: Violations of Code

→ 1.1: Avoid Harm

→ 2.2: Maintain high standards of ... ethical practice

→ 3.3: Manage personal and resources to enhance the quality
of working life

Application of Guidelines

→ Who is covered by the Guidelines?

→ Facebook

→ Contractor

→ Managers

→ A better course of action?

Shortcomings of Guidelines

- Focused on the individual
- Ethos of organization outsourcing for reputation
- NDA used for reputation
- Focus on privacy over transparency
- Accountability for the organization

Like Chloe, he had been traumatized by a video of a stabbing. The victim had been about his age, and he remembers hearing the man crying for his mother as he died.

“Every day I see that”