

EXAMINING CROWD WORK AND GIG WORK THROUGH THE HISTORICAL LENS OF PIECEWORK

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May 3, 2017

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OPEN PROBLEMS IN CROWDSOURCING



Tasks

OPEN PROBLEMS IN CROWDSOURCING

- Complexity

Suzuki et al. [26], Kim and Monroy-Hernández [10], Yuan et al. [29], Yu, Kittur, and Kraut [28], Nebeling et al. [20], and Hahn et al. [7]



Complexity



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Complexity

- Decomposition

Celis et al. [3], Lykourentzou et al. [18], Law et al. [16], Chang, Kittur, and Hahn [4], and Newell and Ruths [21]



Tasks

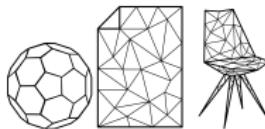


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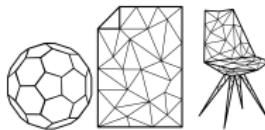


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Decomposition

- Relationships

Irani and Silberman [9, 8], Gray et al. [6], McInnis et al. [19], Salehi et al. [25], and Lee et al. [17]

WHAT IS THE FUTURE OF WORK?

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INTRODUCTION

We hope to provide:

- A useful ontological lens for making sense of crowdsourcing and gig work (which we collectively call “*on-demand work*”) as a resurgence of *piecework*.
- A method for making sense of contemporary phenomena through *historical analysis*.

A CASE FOR COMPARATIVE HISTORICAL ANALYSIS

- Historical analysis isn't new
 - In general (see Rosenberg [23, 24])
 - In HCI (see Wyche, Sengers, and Grinter [27] and Bødker [2])

A BRIEF GLOSSARY

- Crowd work: digitally mediated **information work** — for example, work done on Amazon Mechanical Turk [14]
- Gig work: digitally mediated — but often **physically embodied** — one-off jobs, such as *driving, courier services, and administrative support* [5, 22]

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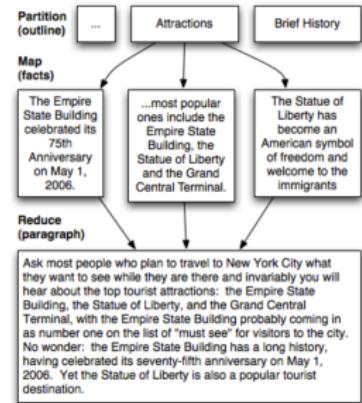
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- Can crowds improve existing works? [1, 12]
- Can crowds critique designs? [29]
- **Can crowds create things from whole cloth? [10, 11, 7, 15]**

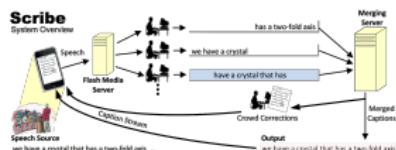
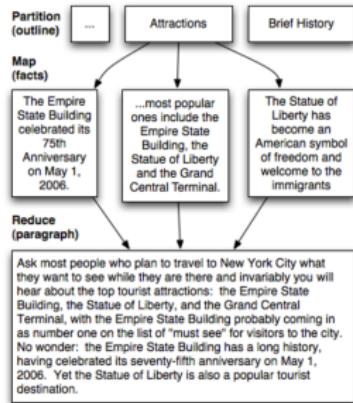
WHAT DOES THE CROWDSOURCING LITERATURE SAY?

- Build complexity into the process
 - Apply CS methods to people (Kittur et al. [13])



WHAT DOES THE CROWDSOURCING LITERATURE SAY?

- Build complexity into the process
 - Apply CS methods to people (Kittur et al. [13])
 - see other stuff



WHAT DOES THE PIECEWORK LITERATURE SAY?

something even more insightful, I'm sure!

COMPARISONS

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