

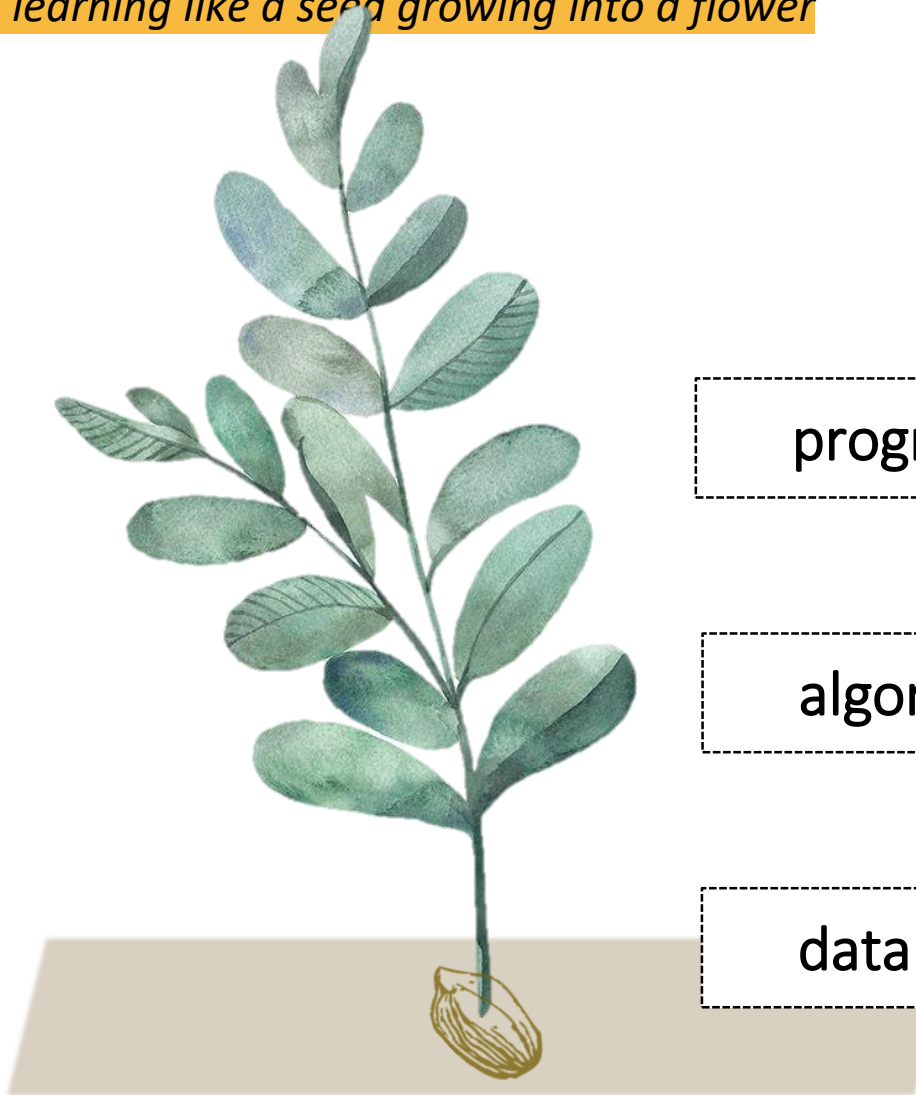


Nordic Centre
for Internet and Society

How to **Engage Your Stakeholders** into Designing Fairer AI

DAH Thailand Workshop – Governance of Next Gen Technologies
Bangkok, January 7th, 2020

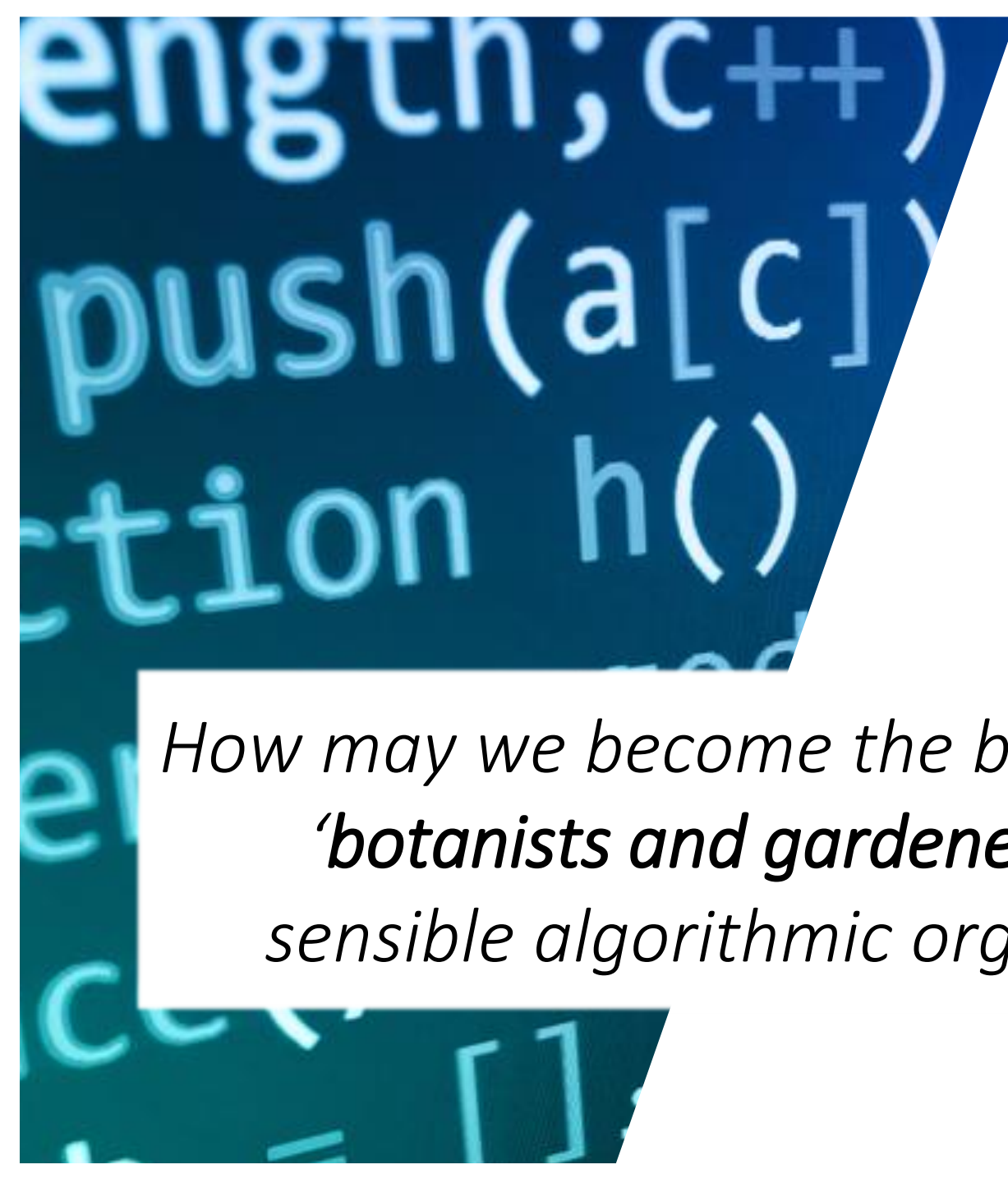
...imagine machine learning like a seed growing into a flower



programs – the plant

algorithms – the seed

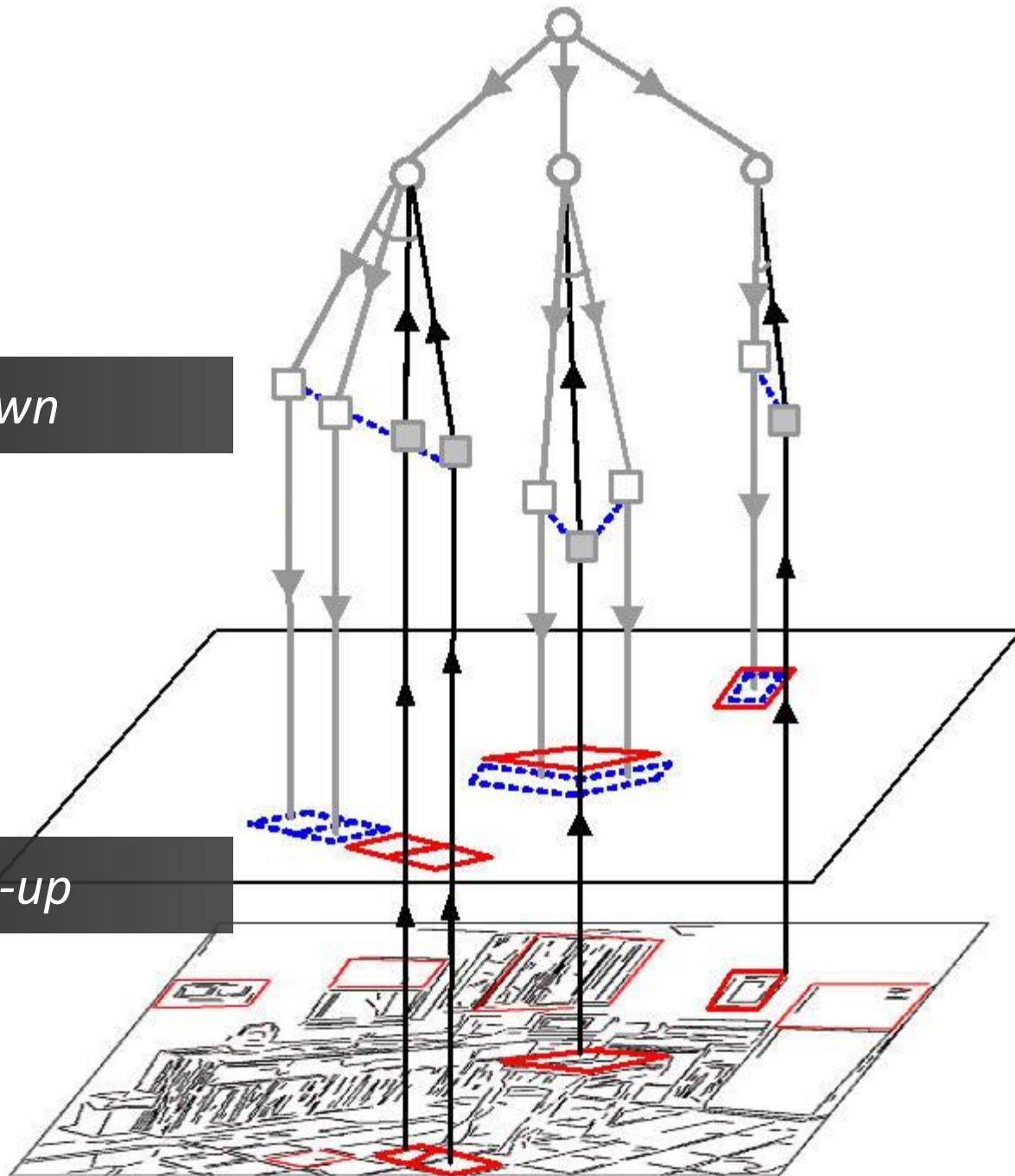
data – the soil

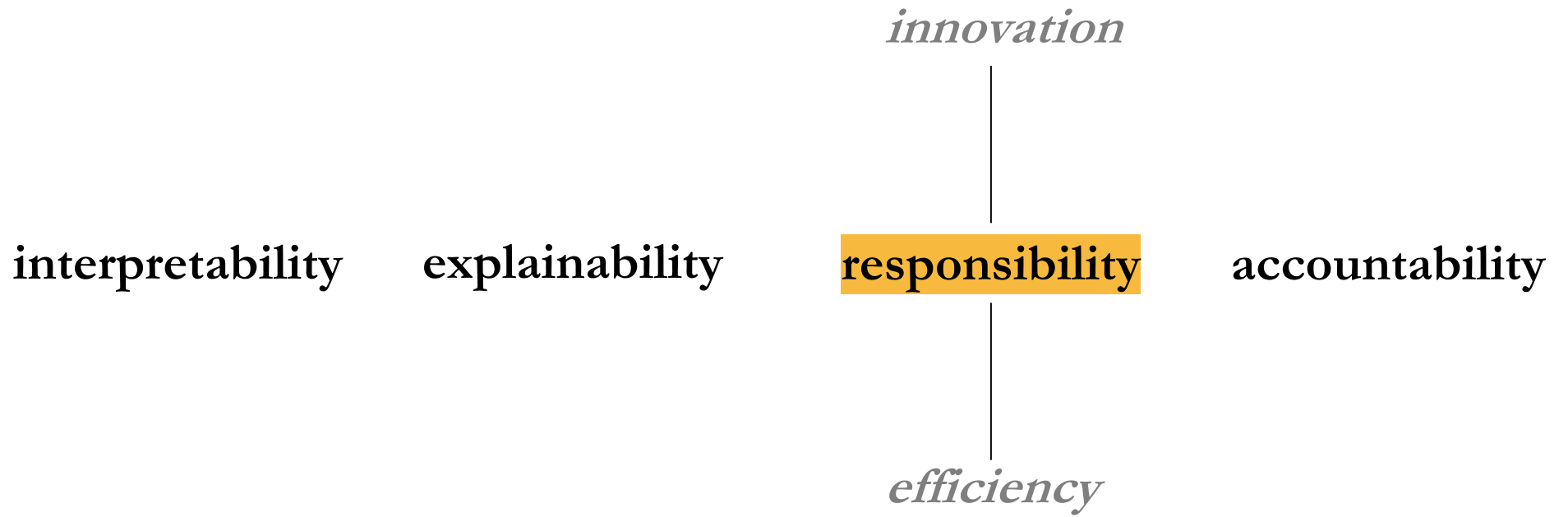


*How may we become the best possible
'botanists and gardeners', to grow
sensible algorithmic organizations?*

top-down

bottom-up



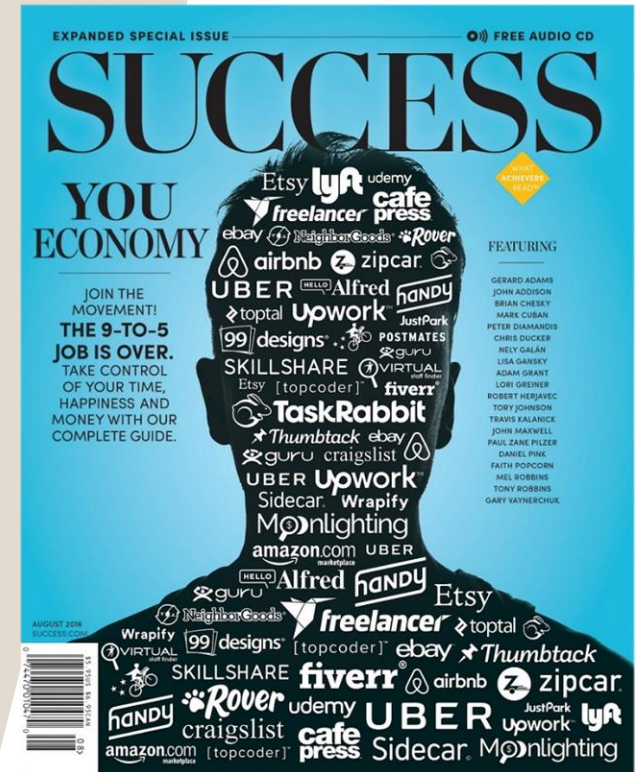




Co-Working with
Autonomous Systems



Liquifying of
Jobs and Tasks

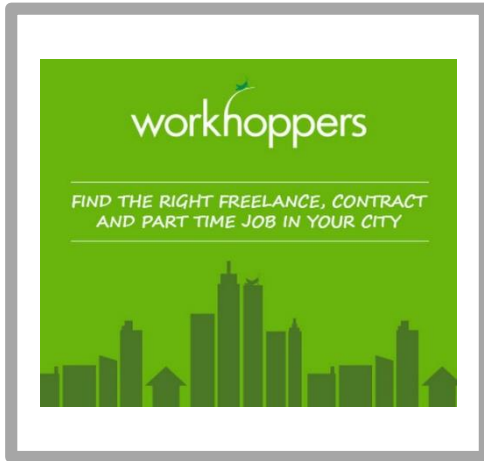


Thriving in the Gig
Economy

← Agony

Ecstasy →

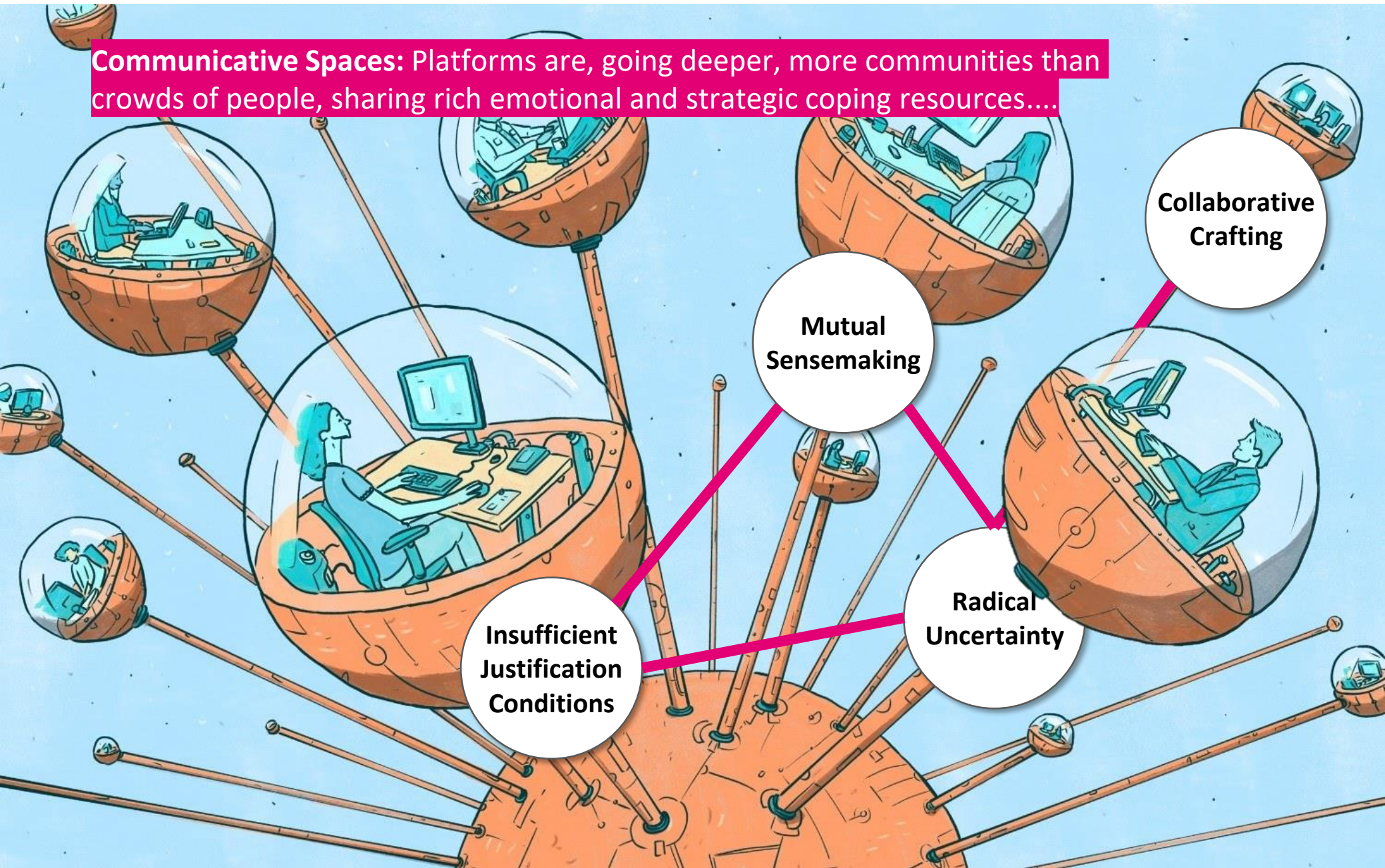
Digital platforms connect requesters and providers of digital work on a global scale



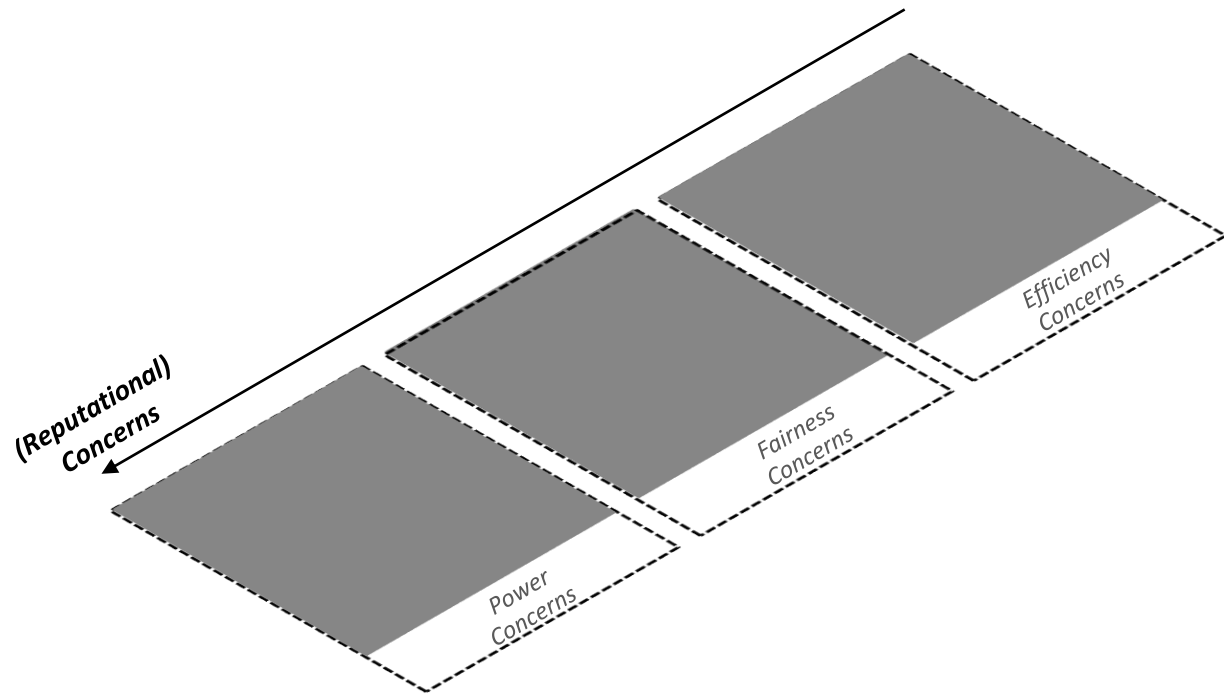


The Real Digital Labor Experience: A constant negotiation, who you are, as a professional, in a (subjectively) opaque platform environment.

Communicative Spaces: Platforms are, going deeper, more communities than crowds of people, sharing rich emotional and strategic coping resources....



Algorithmic accountability and underlying concerns



Algorithmic Decision-Making

Opacity, Embedded, Performative

Efficiency-Based Objections

The decisions may be inaccurate

Prediction Problems

Practical difficulties in predicting human behavior

Bad Data

Inaccuracies in the datasets

Power Related Objections

The decisions are made without key persons in the loop

Fairness-Based Objections

The decisions treat people unfairly

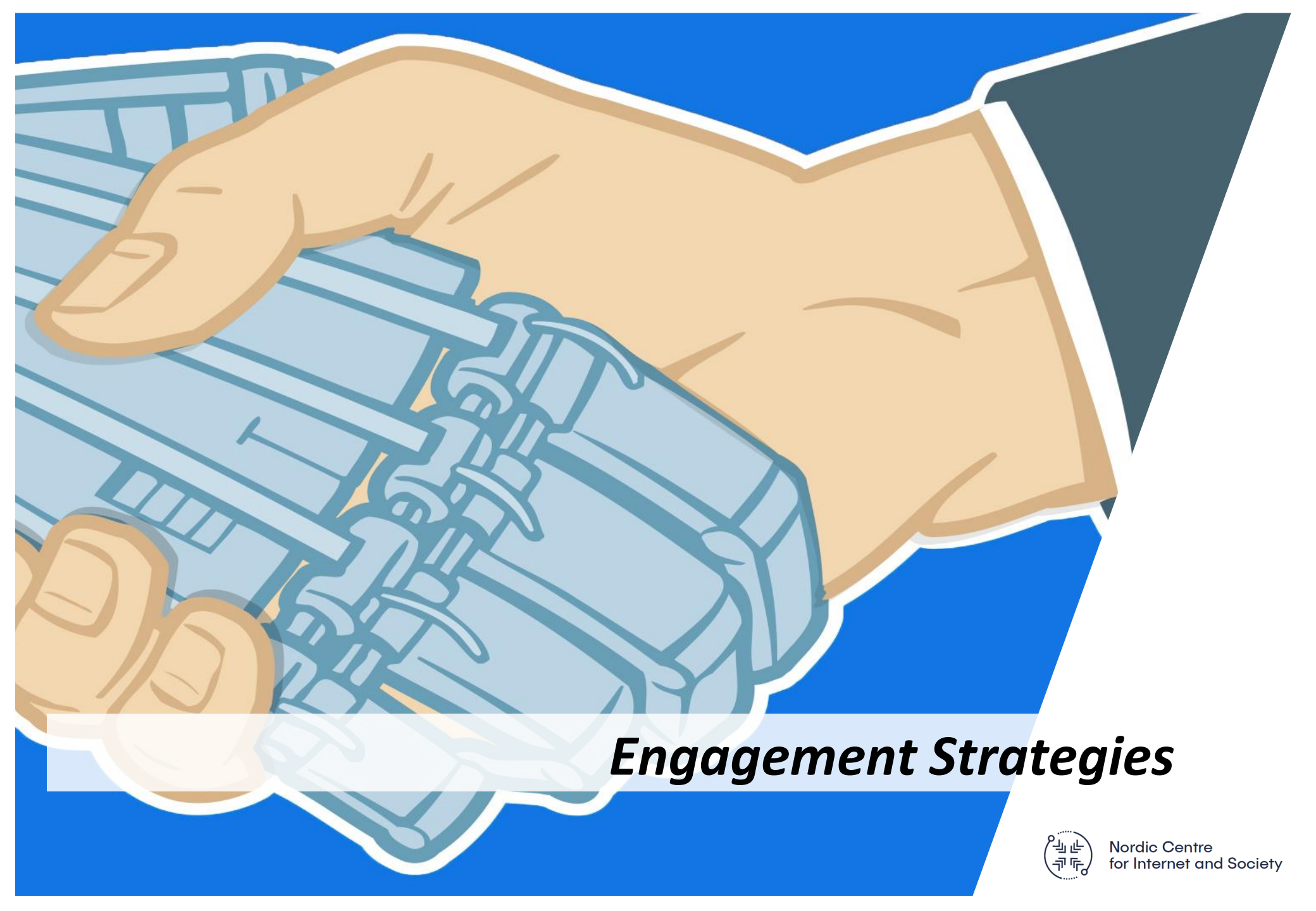
Arbitrariness Problem

People treated differently for irrelevant reasons

Autonomy-based Harms

Lack of consent; lack of comprehension



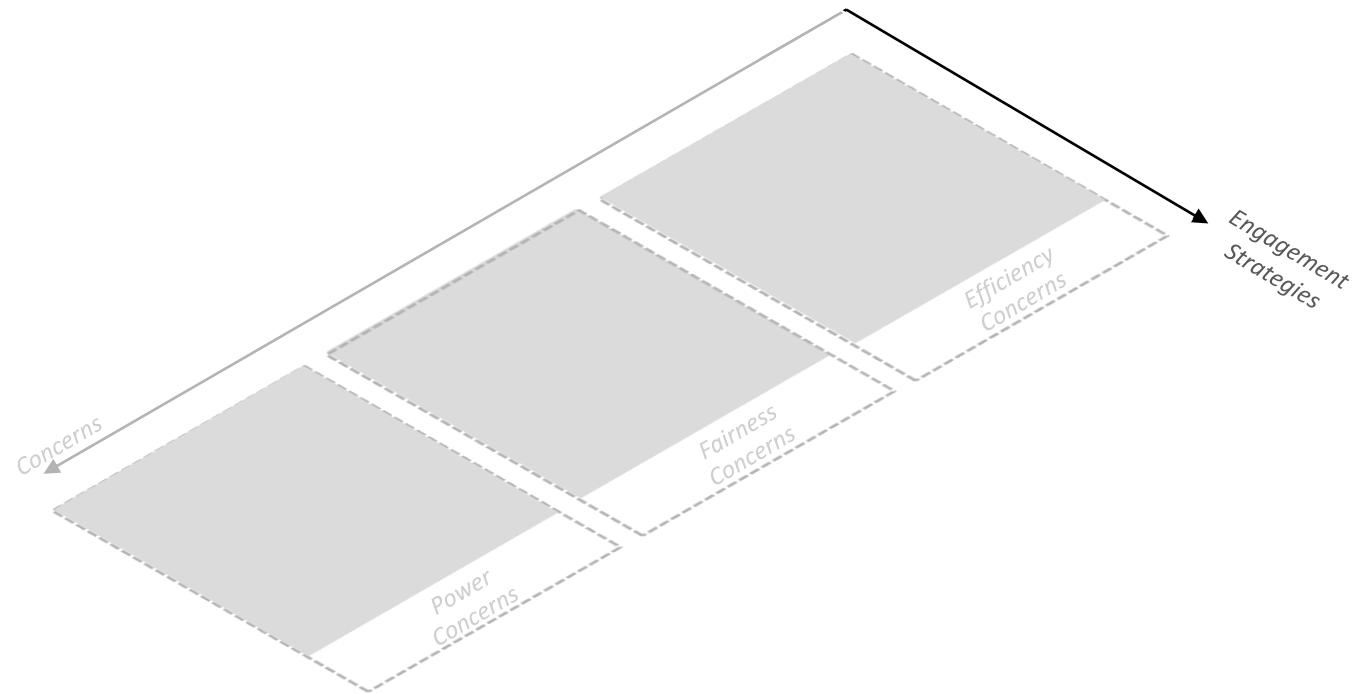


Engagement Strategies

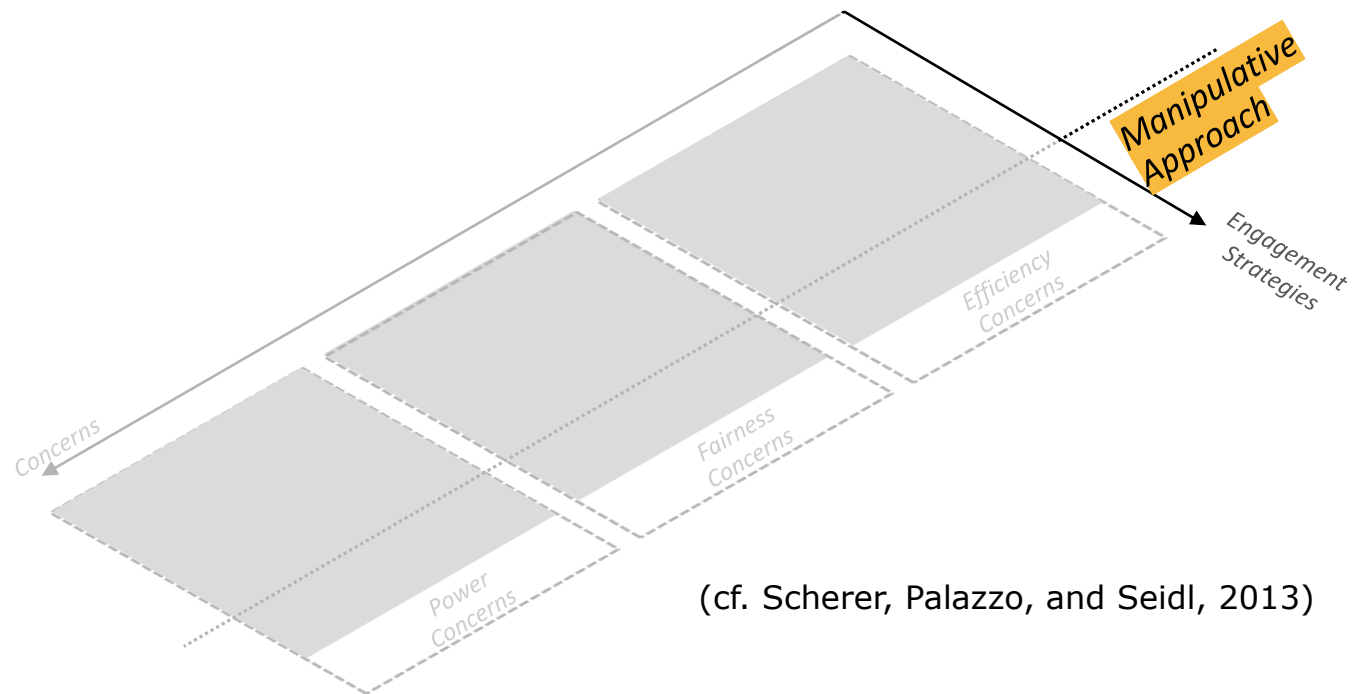


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Algorithmic accountability and **engagement strategies**

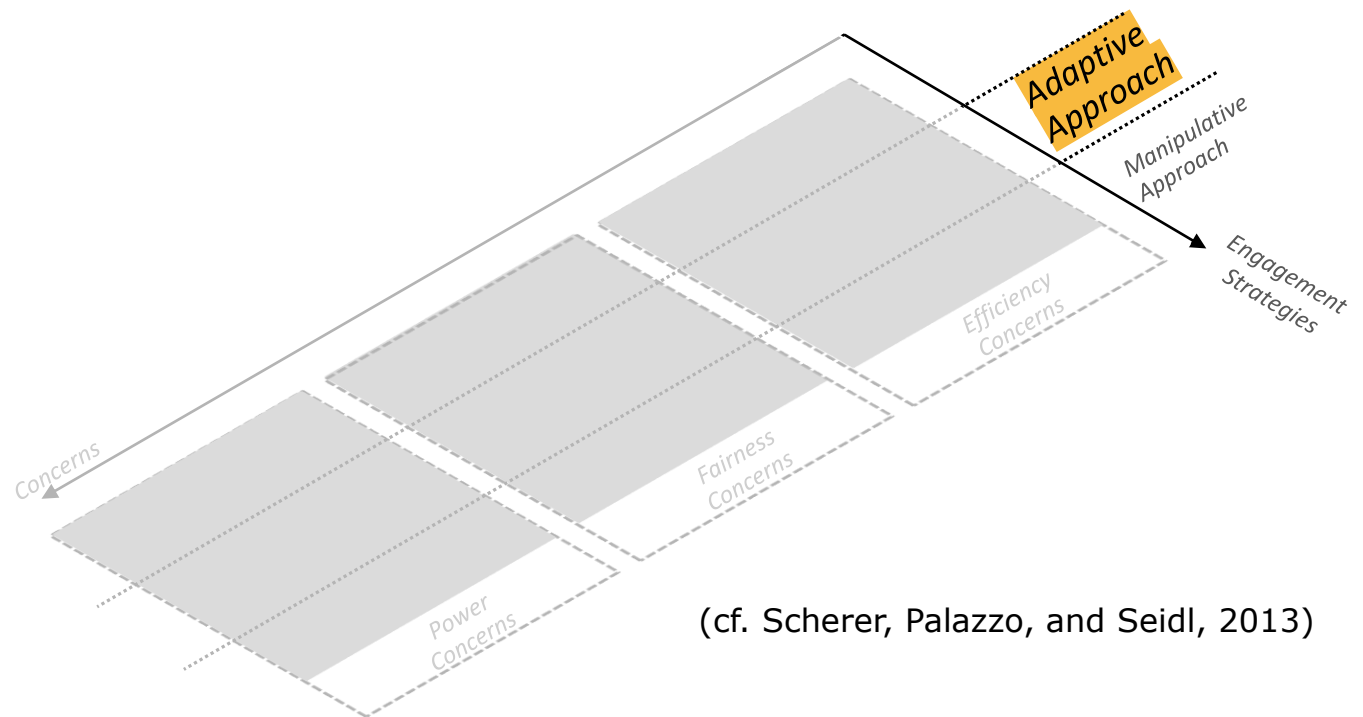


Algorithmic accountability and engagement strategies



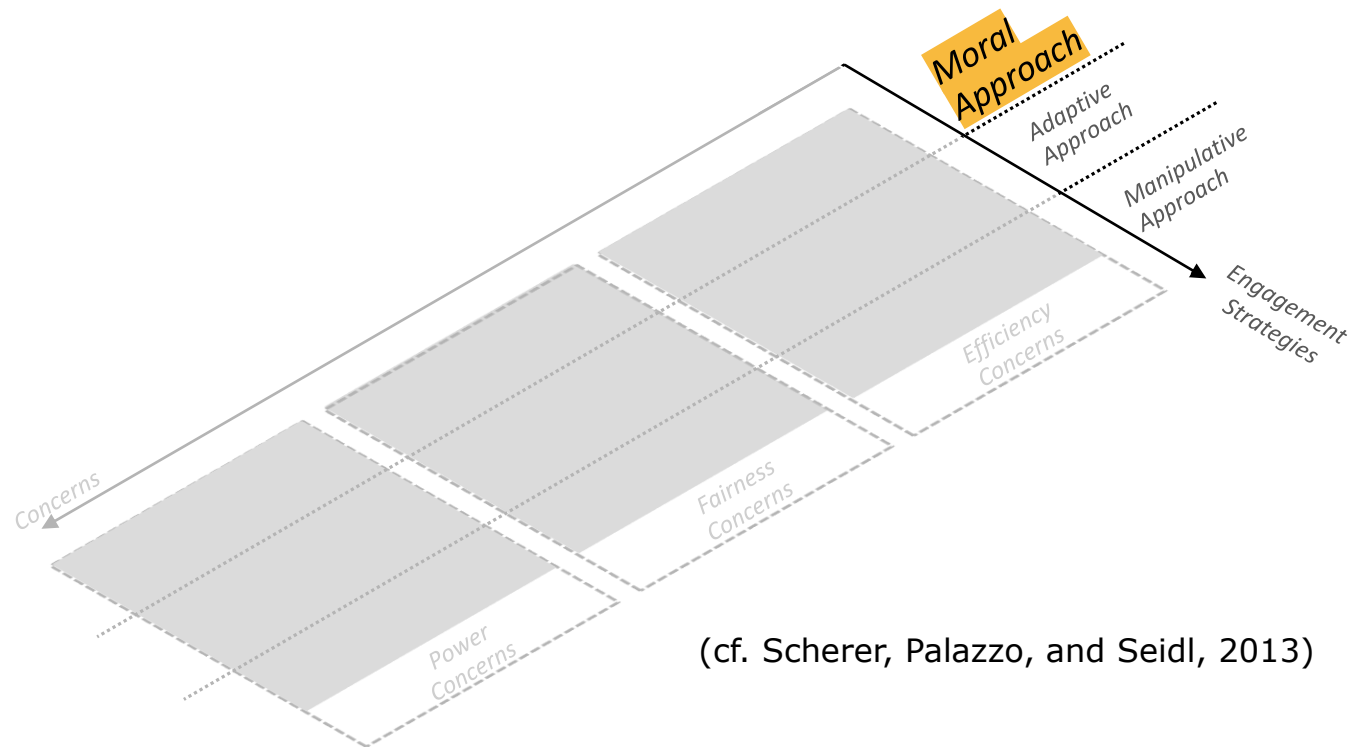
(cf. Scherer, Palazzo, and Seidl, 2013)

Algorithmic accountability and engagement strategies



(cf. Scherer, Palazzo, and Seidl, 2013)

Algorithmic accountability and engagement strategies

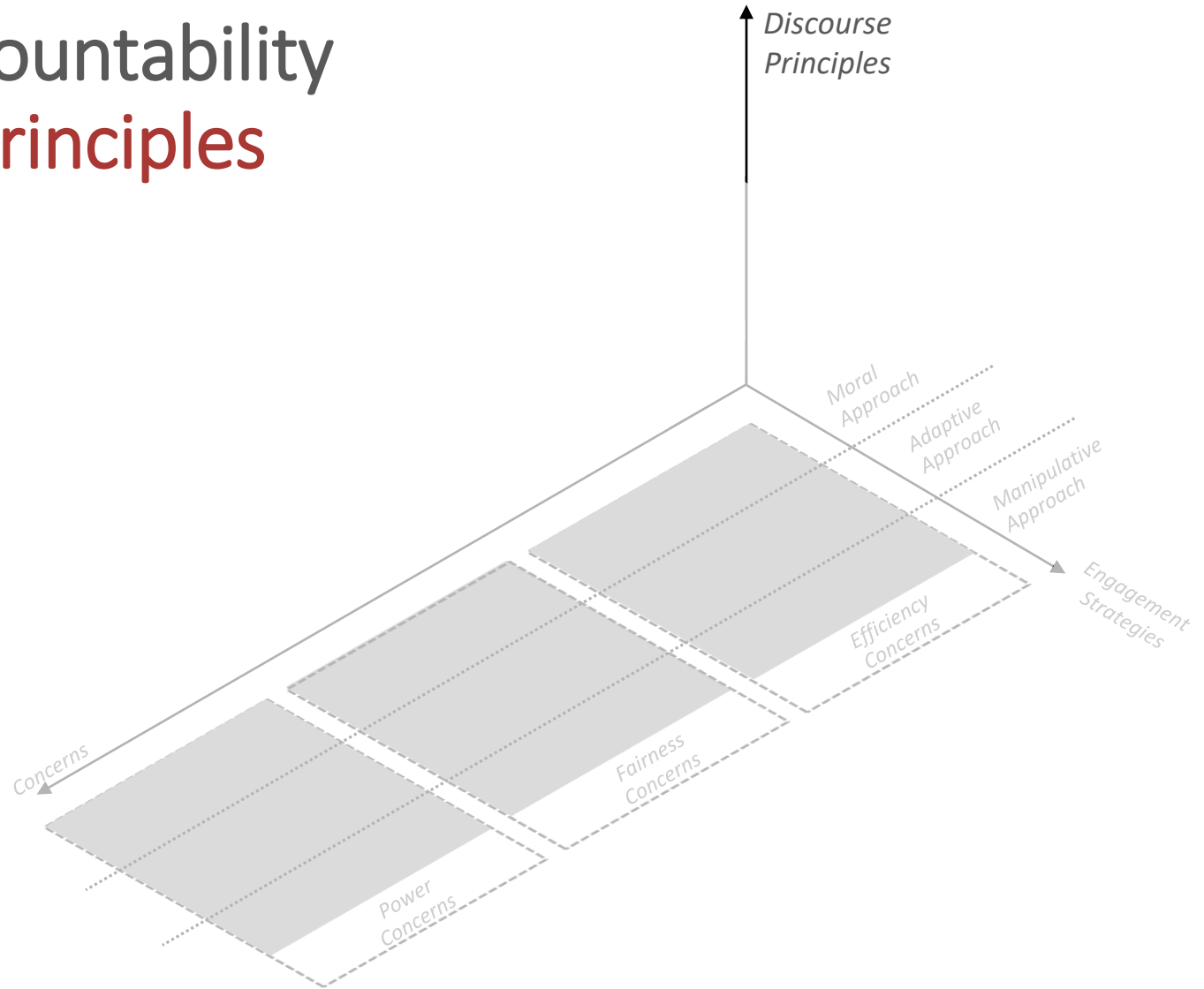


DISCOURSE

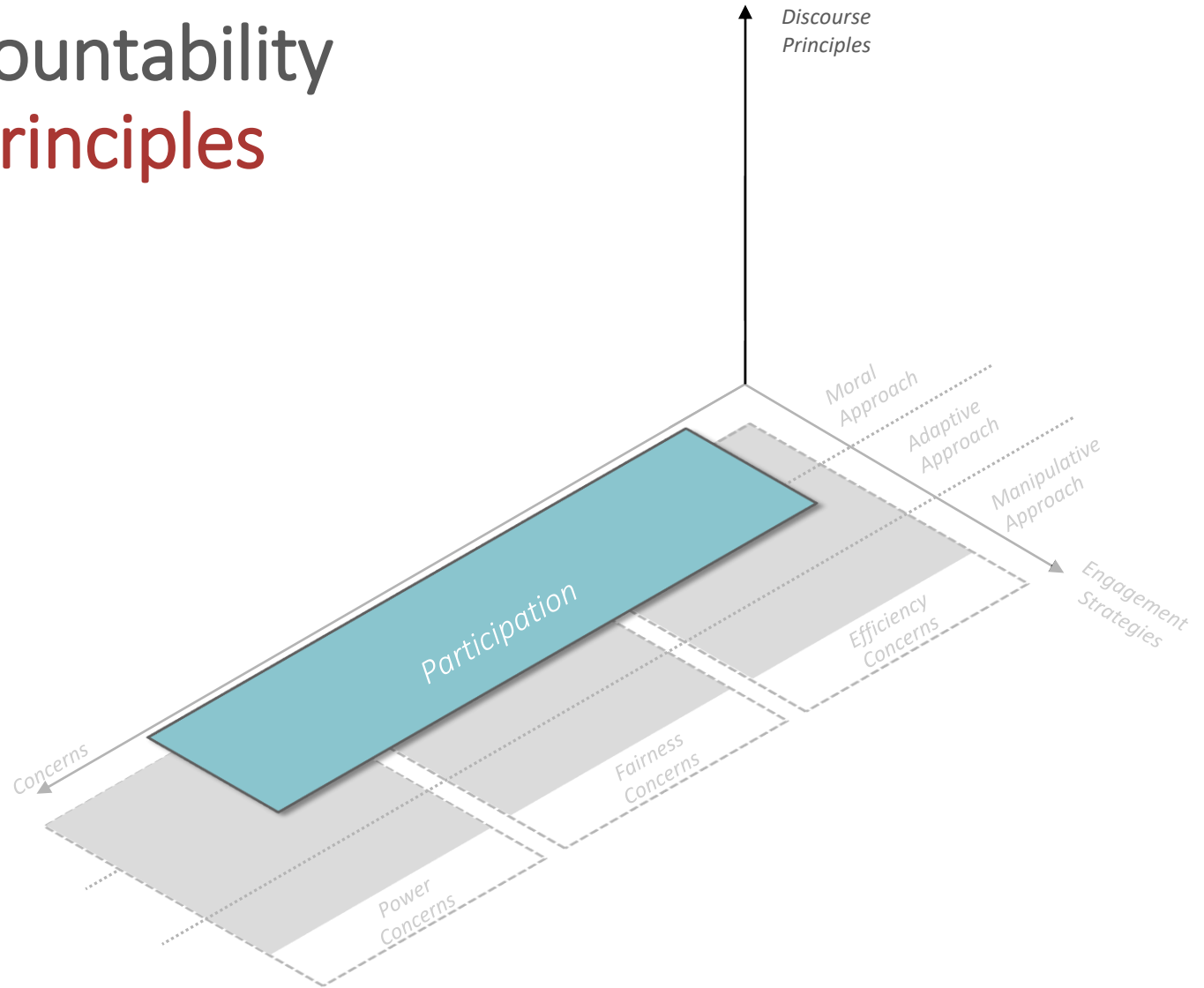
When accountability relationships are heavily burdened by the opacity of algorithms, the emphasis of engagement should shift to a rational communication process through which a continuous and tentative assessment of the development, workings, and consequences of algorithms can be achieved over time.

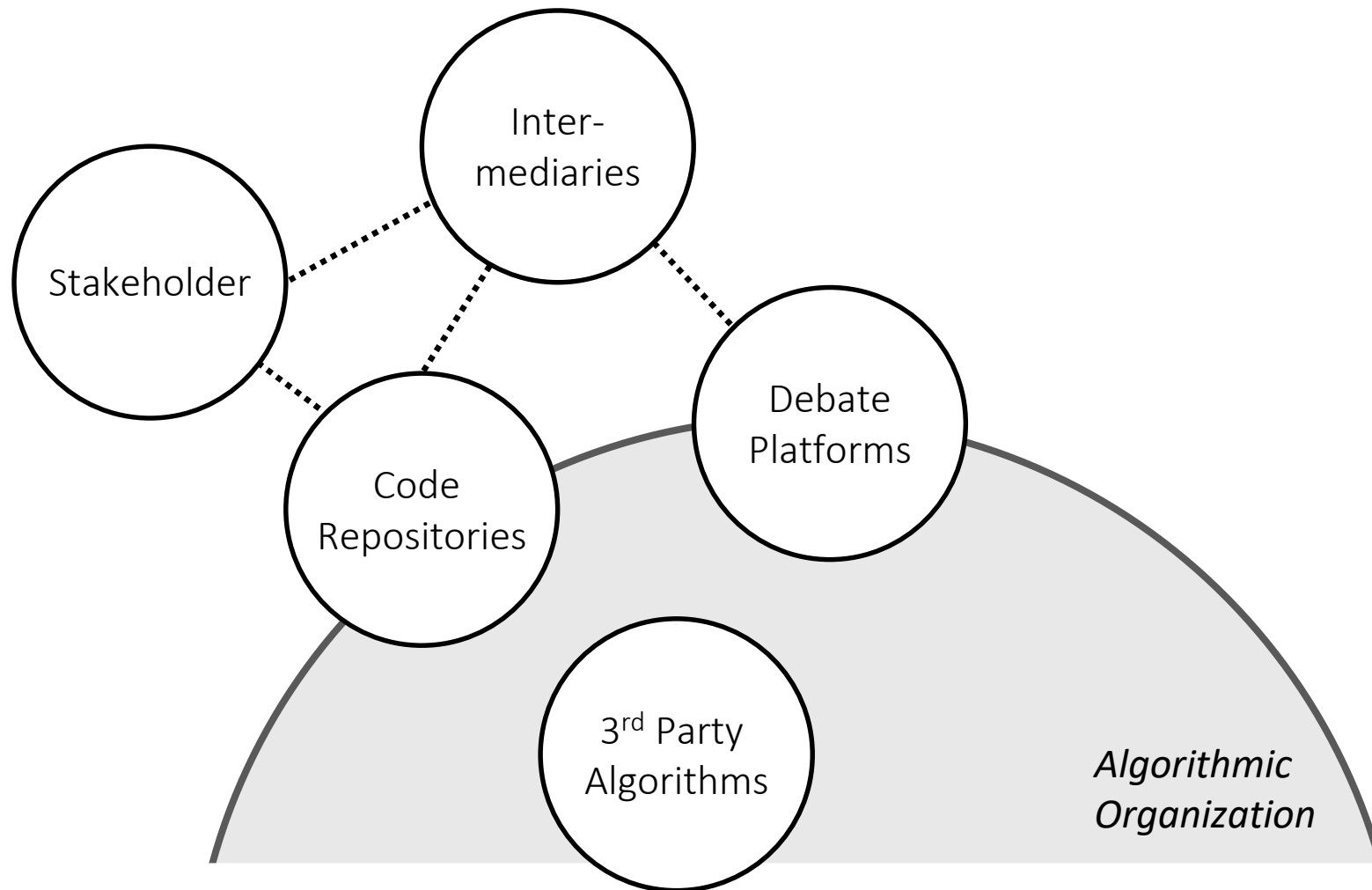


Algorithmic accountability and **discourse principles**



Algorithmic accountability and **discourse principles**

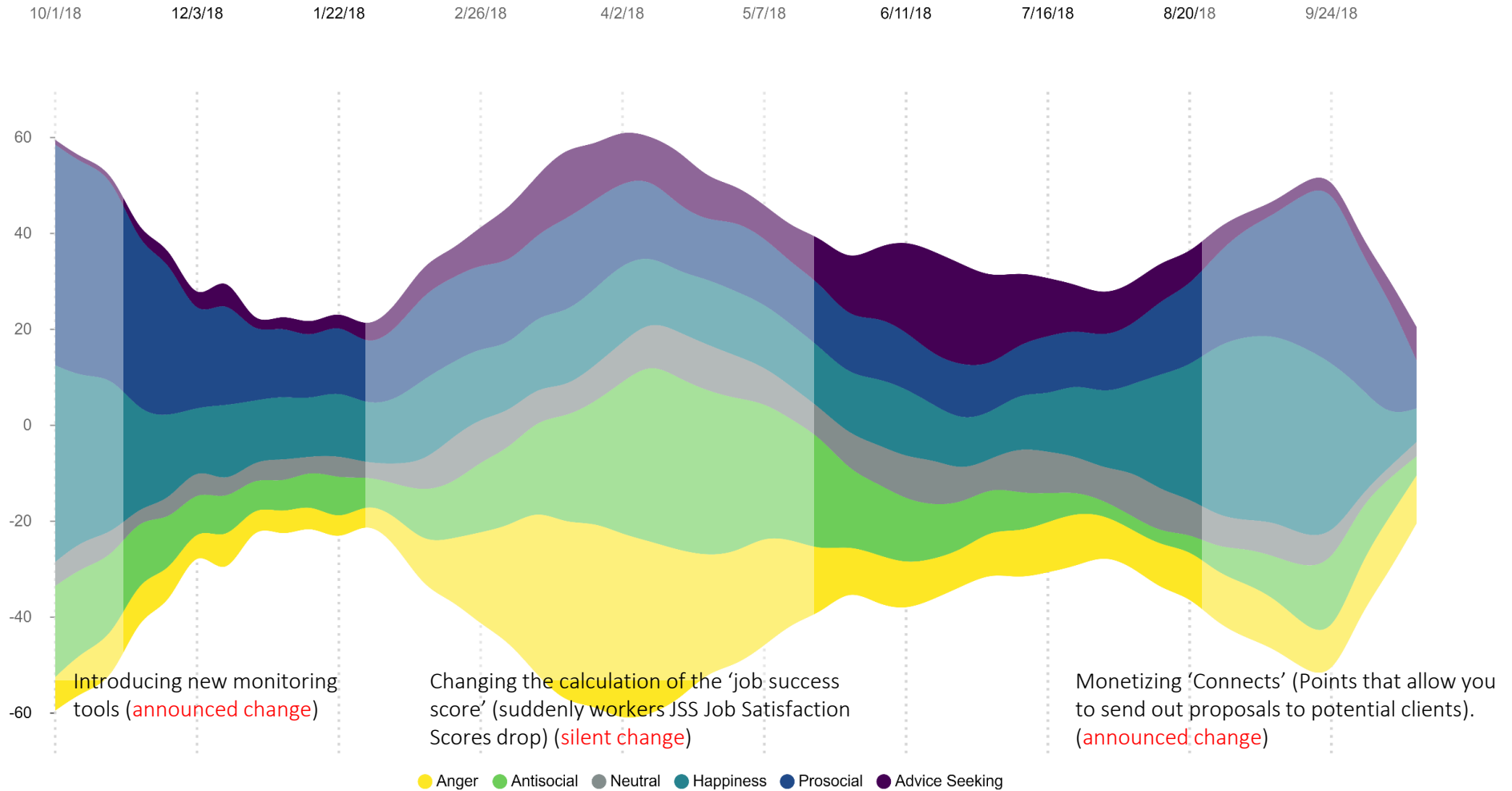




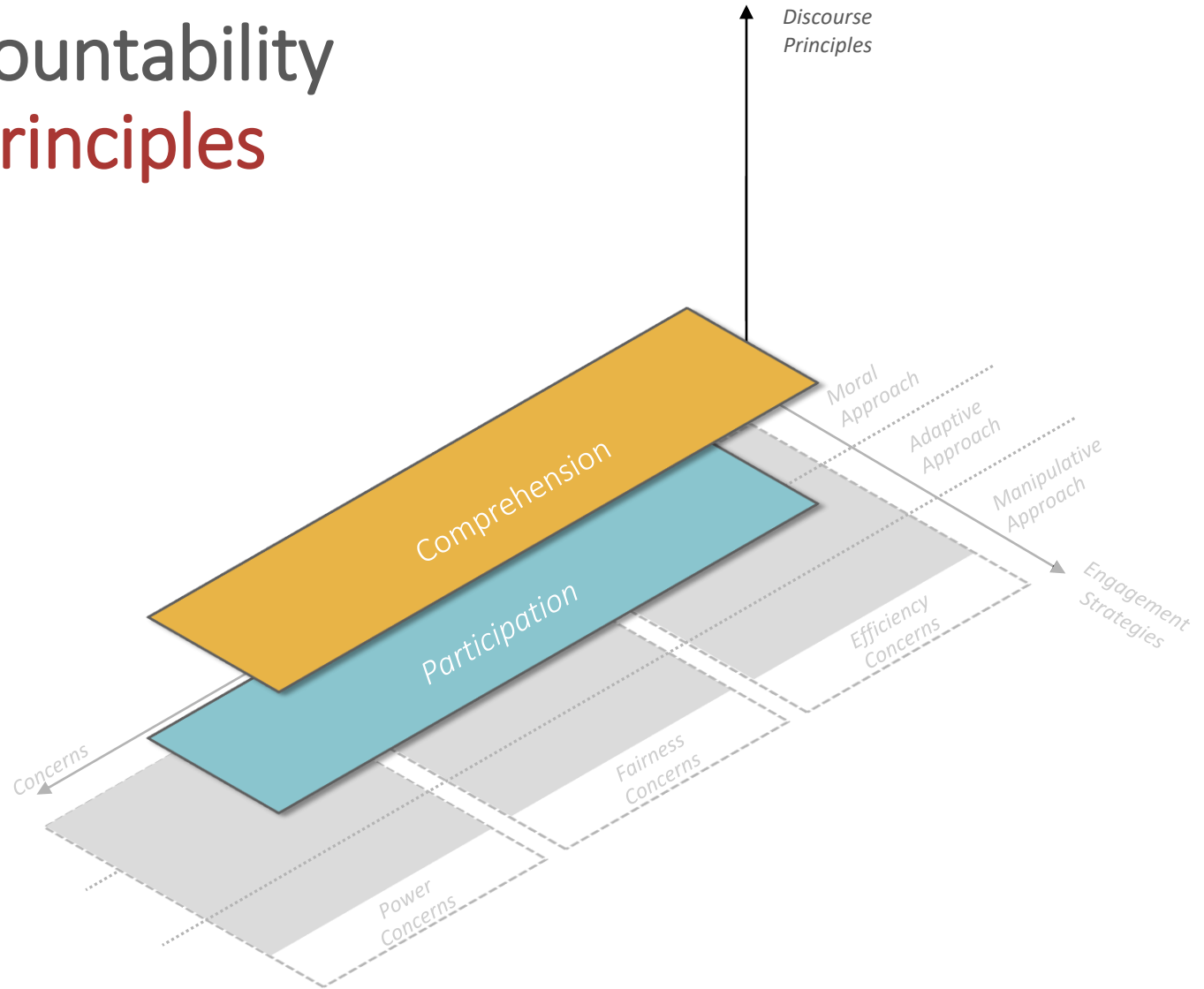
Access to Deliberation

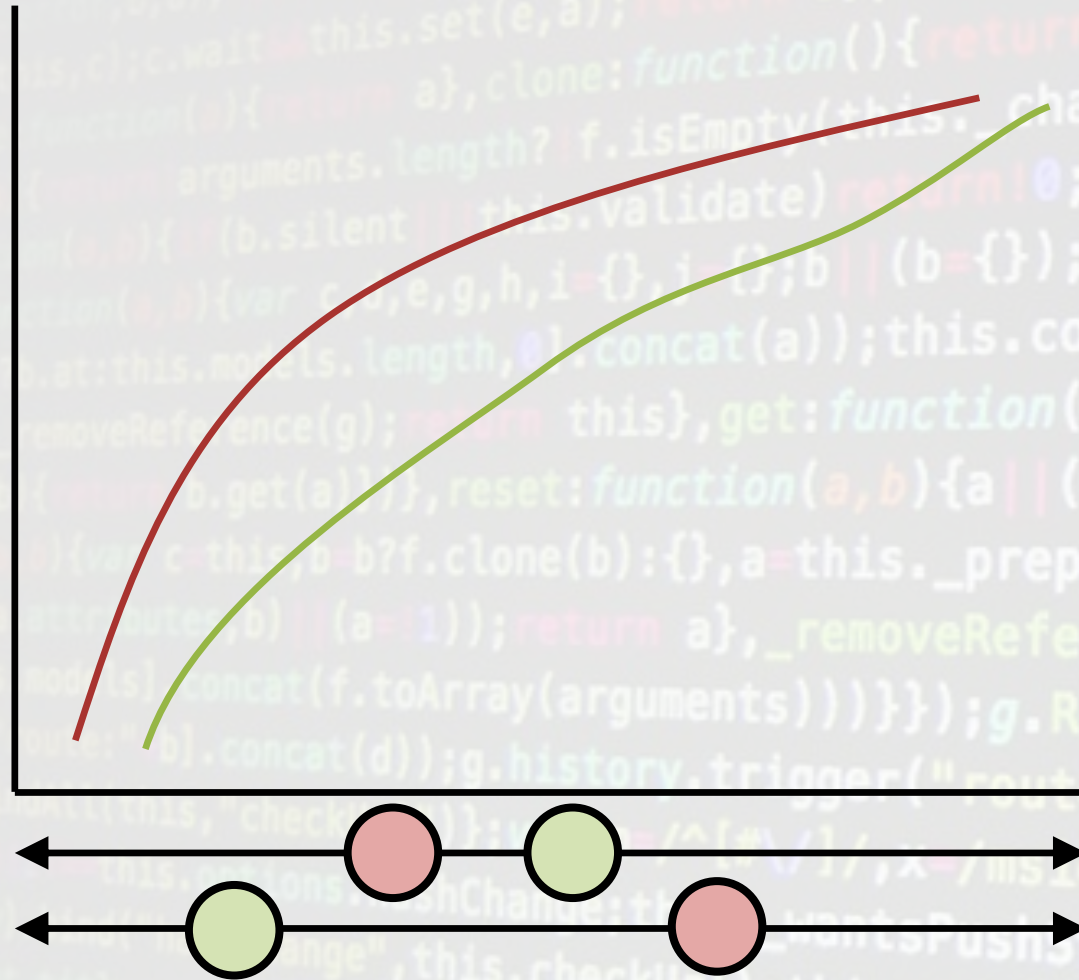
Stakeholders need to have institutionalized access to such deliberative settings so that they have a chance to voice their concerns, opinions, and arguments.

Design-Changes on Digital work platforms are often correlated to changes in the online debate (coded for sentiment (anger/happiness), behavior (prosocial, antisocial) and advice-seeking).



Algorithmic accountability and **discourse principles**





Access to Information

those that take part need to have full information about the issues at stake, as well as the various suggestions for their solution and these suggestions' ramifications.



SMALL IGNIS FATIS OF PROFESSIONALITY GIVEN BY THE SITE IN THE MIDDLE OF HOPELESS DARKNESS

CAN YOU DRAW ME KISSING THIS ANIME GIRL?

WASTED SEXY ABS

CAN YOU BACKTRACE THIS FUNNY DOG?

ACTUAL TIME FOR BECOMING A GOOD ARTIST

NEEDS BIGGER CHEST IT'S FOR ADVERTISING

ACTUALLY GOOD JOBS (MOMENTARILY OUT OF THE PICTURE)

I OWN A GYM AND I WANT A MUSCLE GUY WITH AN ANIMAL HEAD LOGO

MUST... TAKE... MONEY... TO... EAT...

THE DETAILS OF MY PROJECT ARE IN THIS FILE NAMED "NOTAVIRUS.EXE" MY BUDGET IS A GAZILLION DOLLARS

LESS HOURLY MONEY THAN A MAC EMPLOYEE

MUST... FIND... TIME... TO... IMPROVE

tentative results

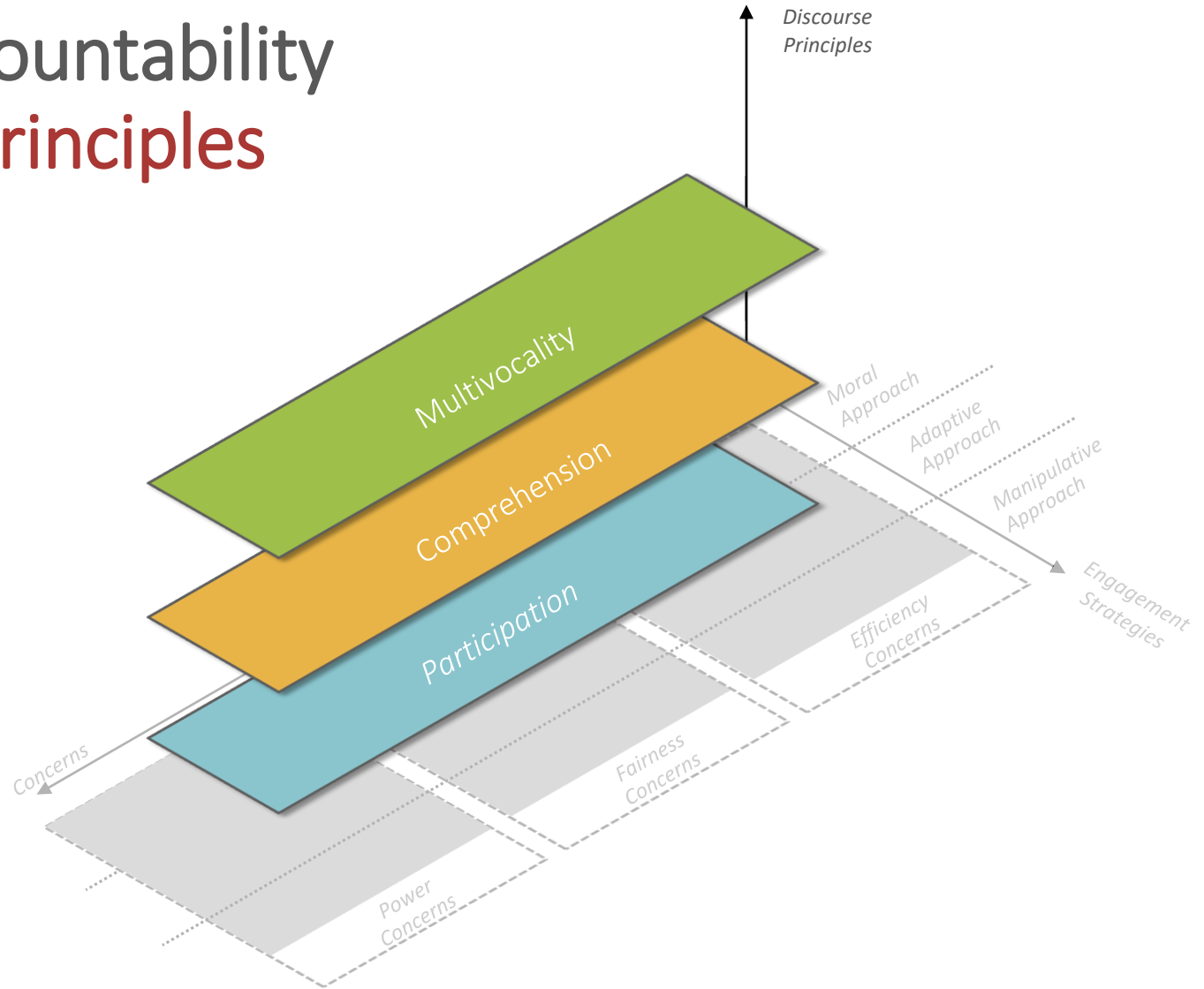
RESISTANCE IMAGINATIONS

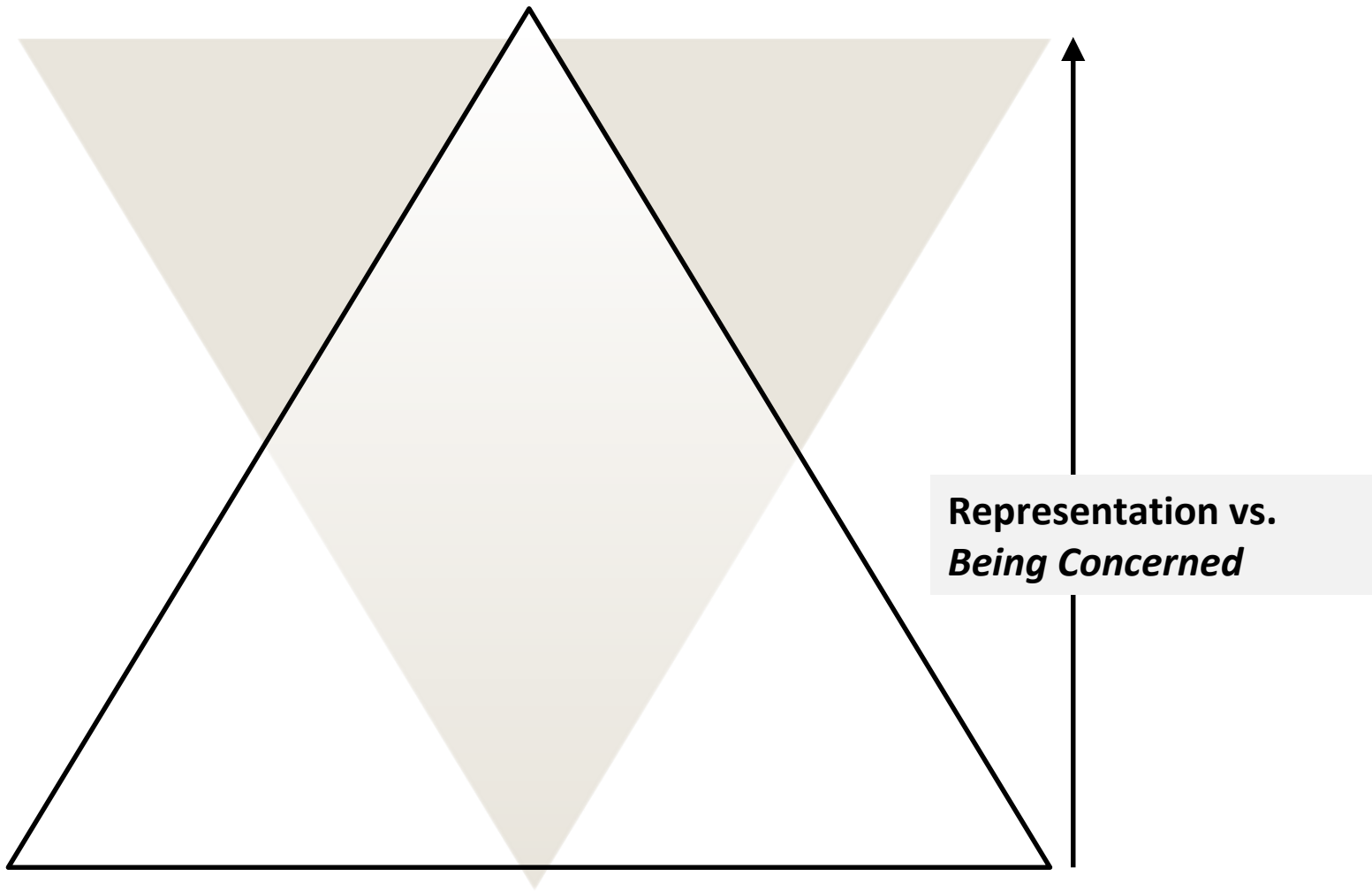
«With time I learned how to 'gaming' the system. Instead of denying a request and risk a bad rating, I just propose an unrealistic wage.»

[high agency, distancing narrative]

LAKE OF FIRE AND PERPETUAL TORMENT

Algorithmic accountability and **discourse principles**

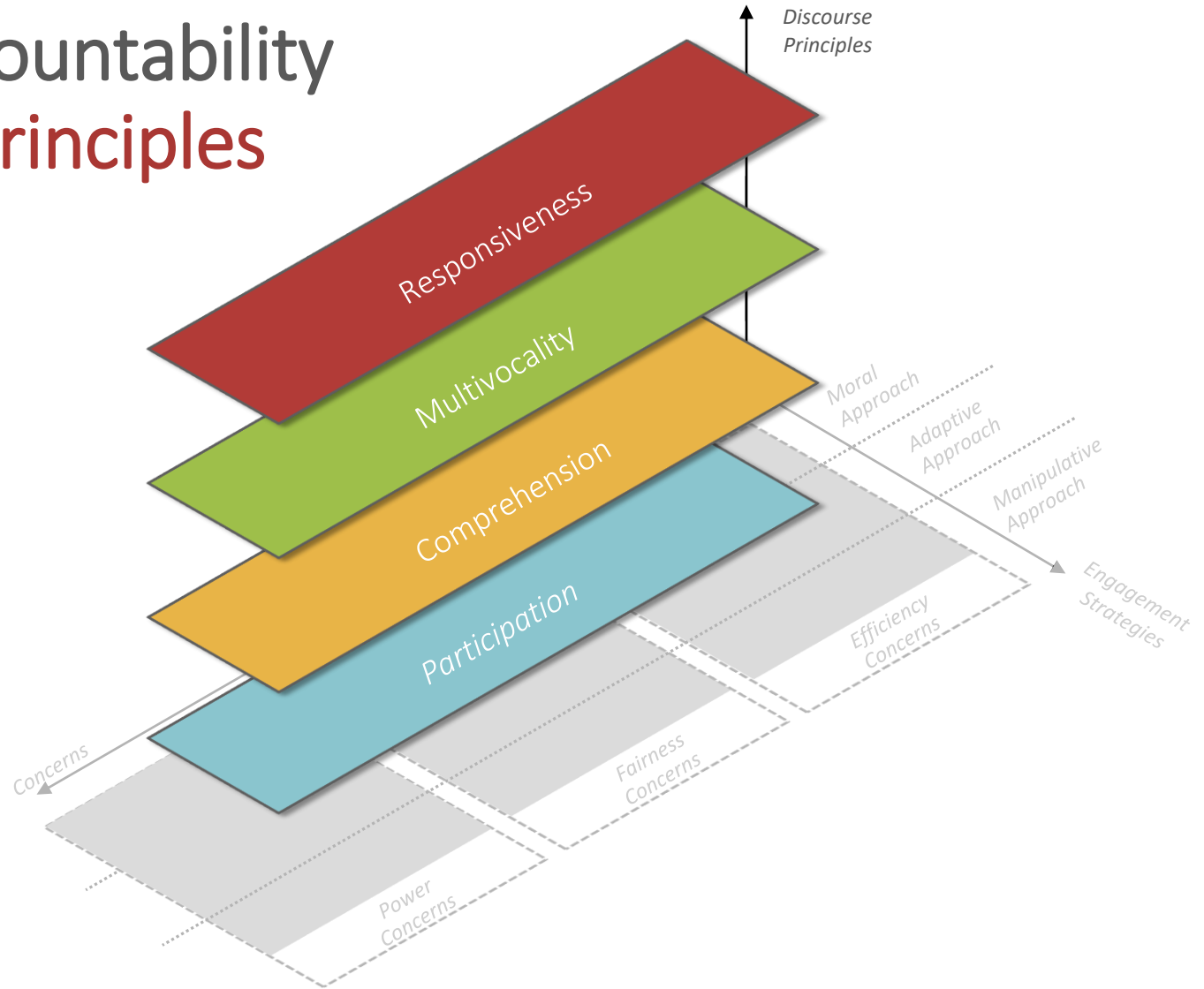


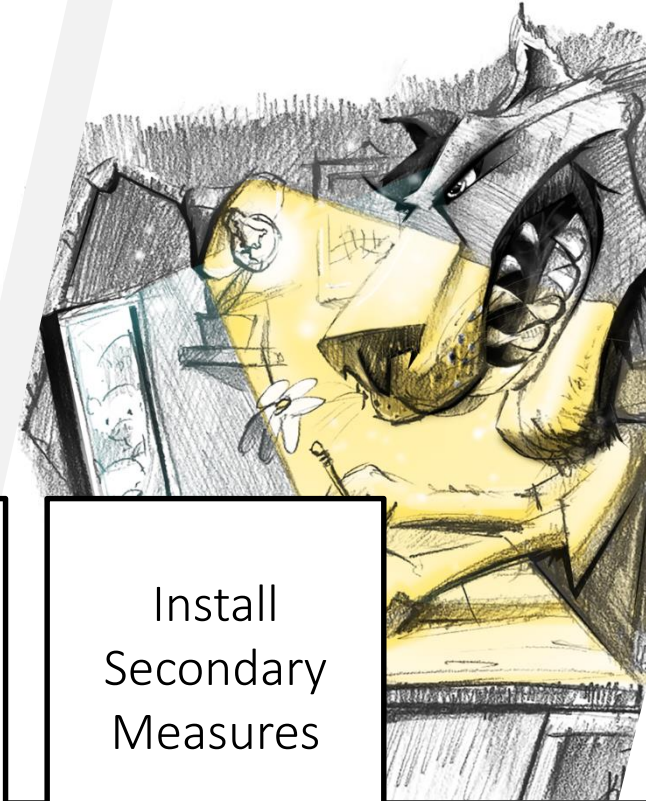


Inclusion of all Arguments

Discourses limited to experts that can make sense of the information that is made available and who may use it in argumentation.

Algorithmic accountability and **discourse principles**





Speed of Response
(fast enough to be useful?)

Remain
Unresponsive

Stall
for Time

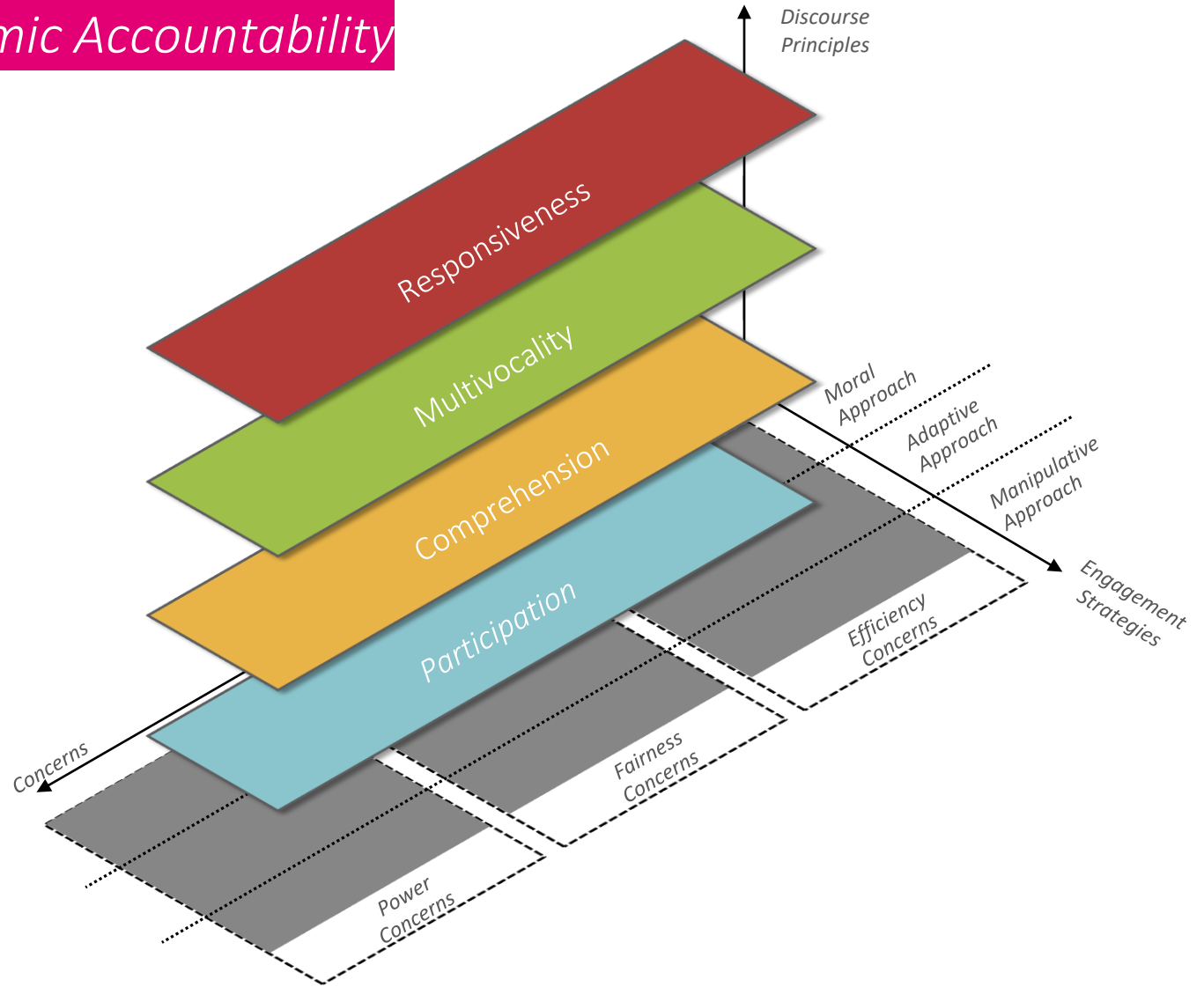
Allow for
Change

Install
Secondary
Measures

Responsiveness

Concerns are adequately taken up in the debate and can influence actual recommendations and decisions.

Managing Algorithmic Accountability





...remember that children, partnerships,
and flower gardens reflect the kind
of care they get



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