

A black and white illustration of a man in a turban sitting at a table with a chessboard. In the foreground, there is a large, ornate chest with its doors open, revealing various items inside, including a chessboard and a small cabinet. The scene is set in a room with a tiled floor and a wall with a grid pattern.

The Best Practices of the Best Requesters

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Who We Are Not

- Only from developing countries, non-native English speakers, uneducated, unskilled
- Isolated
- Cheaters, lazy, satisficers, inattentive
- Work for \$1/hour, doing it for fun in our PJs, unemployed
- Anti-social

Who We Actually Are

■ Demographics (mTurk-Tracker.com, my data)



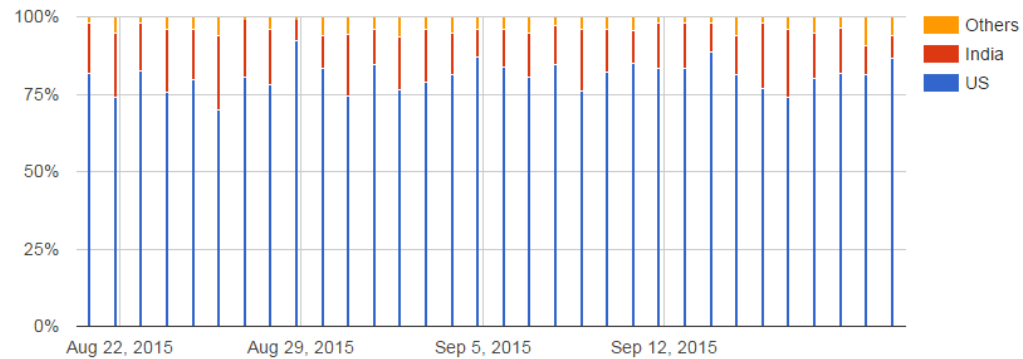
- Gender
- Gender (US)
- Gender (India)
- Year of Birth
- Year of Birth (US)
- Year of Birth (India)
- Marital Status
- Marital Status (US)
- Marital Status (India)
- Household Size
- Household Size (US)
- Household Size (India)
- Household Income
- Household Income (US)
- Household Income (India)

Countries

API

08/21/2015 09/21/2015

hourly **daily** day of week



How We Work

- Turkopticon
- Communities
 - Turker Nation
 - Reddit
 - Facebook
- Scripts
 - IndiaTurkers
 - GreasyFork
 - HitDB / TurkMaster / HIT Scraper
- Websites/tools
 - Turk Alert / mTurk List

How We Work

- The Queue
- Batches vs. Surveys
- Mobile vs. stationary devices
- 10-20% of all workers do 80% of the work

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Bias

- Same amount of bias as offline, but different kinds
 - You do not know who they really are (geographically, duplicate accounts, demographics)
 - They can run robots to spam, or scripts to autoanswer
 - Share completion codes, ACs
 - They have done CRT and other measures before (practice, information bias)
 - And the same old: rushing, satisficing

Ethical Behaviour

- Using a fake Requester name
- Give us context and be honest
- Informed consent
- Wage theft
- Rejecting/blocking
- Worker IDs are not anonymous
- Turkopticon!

Best Practices - Communication

- Check your Requester email
- Watch Turkopticon, forums
- Ask for help and feedback before, during and after you post HITs

Best Practices – HIT Design

- Learn about creating attractive HITs (see Chilton et al. 2010)
 - Use the right keywords (and be honest)
 - Write a clear title and description
 - Be upfront about bad content (beyond the adult qualification, but use it, too!)

Best Practices – HIT Design

- Use the right qualifications

The screenshot shows a web interface for configuring worker requirements. At the top right, there is a link 'Advanced <<'. Below this is a grey header bar with the word 'Advanced' on the left and 'Worker requirements <<' on the right. The main content area is a light grey box with the following elements:

- A section titled 'Worker requirements:' containing a dropdown menu with the text 'Customize Worker Requirements...'. Below this is a sub-section titled 'Specify ALL the qualifications Workers must meet to work on your HITs:'.
- Under the sub-section, there are three rows of criteria:
 - Row 1: A dropdown menu with 'Masters', a 'remove' link, and a 'greater than or equal to' operator.
 - Row 2: A dropdown menu with 'HIT Approval Rate (%) for a', a 'greater than or equal to' operator, a dropdown menu with '95', and a 'remove' link.
 - Row 3: A dropdown menu with 'Number of HITs Approved', a 'greater than or equal to' operator, a dropdown menu with '1000', and a 'remove' link.
- At the bottom of the criteria list is a button labeled '(+) Add another criterion' with '(up to 5)' next to it.

Below the configuration box, there is a text label 'Only Workers who qualify to do my HITs can preview my HITs.' followed by two radio buttons: 'Yes' (unselected) and 'No' (selected).

Best Practices – HIT Design

- Masters is no better than 99% approval / 10k HITs approved
- Do not go below 98%
- Private/curated qualifications = higher accuracy
- If you want English speakers, use the “Location is one of” comparator
 - Australia, Canada, Ireland, New Zealand, United Kingdom, United States

Best Practices – Test Your HITs

- Use the sandbox to test
- Design: collapsible, one screen, easy tabbing
- Instructions: clear, examples, link to Turkopticon, explain purpose
- Time allotted: add a buffer
- Best times to post: depends on the work

Best Practices – Test Your HITs

- Pay: test pay points, be fair, pay DOES affect data quality/speed & bias/motivation
 - Play with bonuses
 - AMT is a **LABOUR** platform
 - If you need to underpay, use undergrads
 - If you cannot pay more, make your HITs more efficient (we can help!)

Best Practices – The Results

- List what you paid in your paper
- Thank Turkers for their participation
- Mention the actions you took to be ethical – asking for help on forums, commenting on your Turkopticon ratings, replying to email, how you calculated fair pay, etc.

References

To see this list online, visit <http://KristyMilland.com/> and click **Speaking**

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 - More questions and answers for Requesters are found on [Turker Nation](#) (registration required)
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