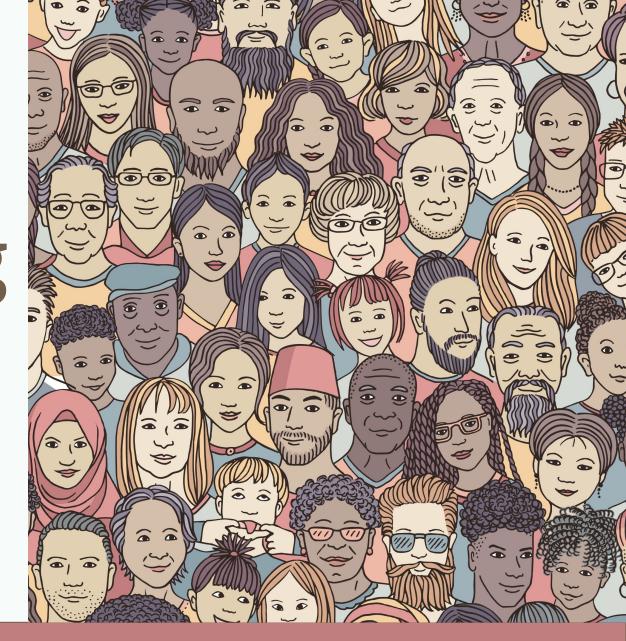
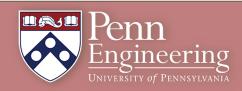
## NETS 213: CROWDSOURCING AND HUMAN COMPUTATION

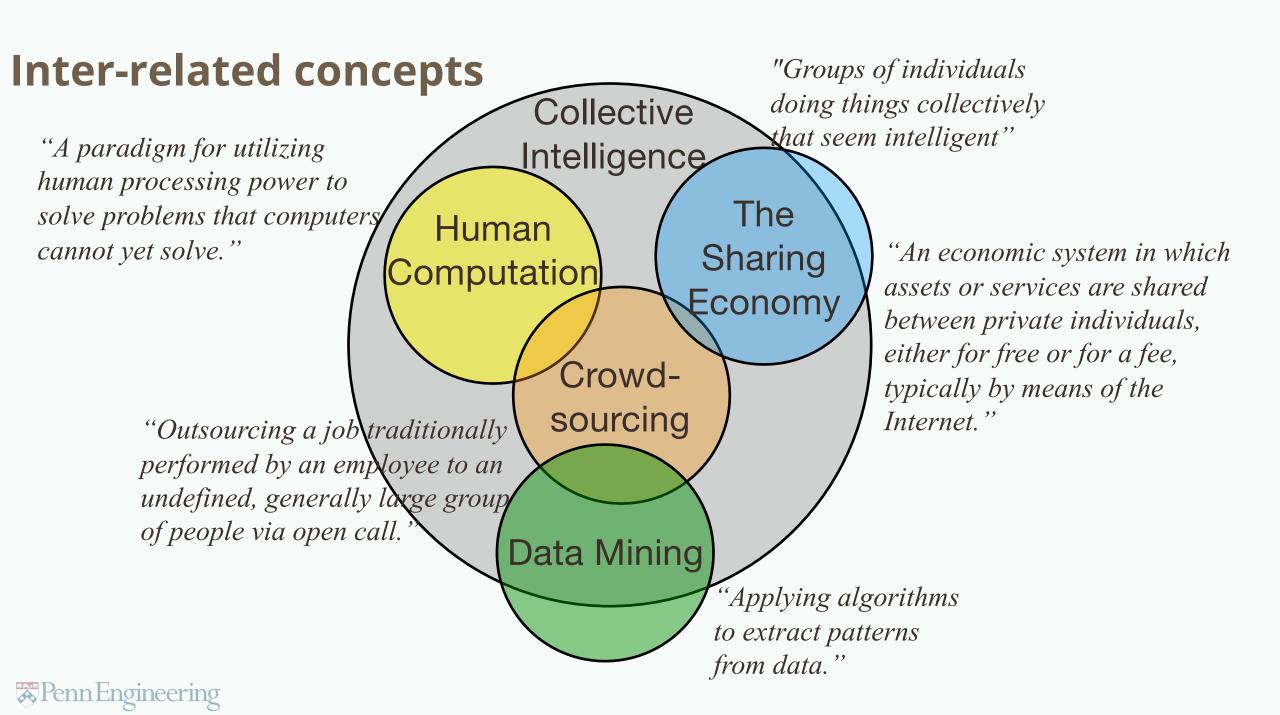
# Crowdsourcing and Human Computation

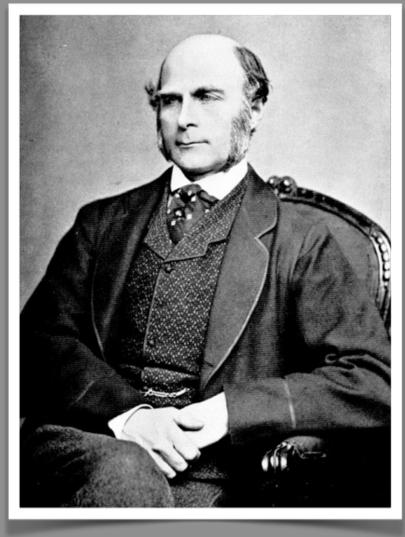
Professor Chris Callison-Burch

http://crowdsourcing-class.org

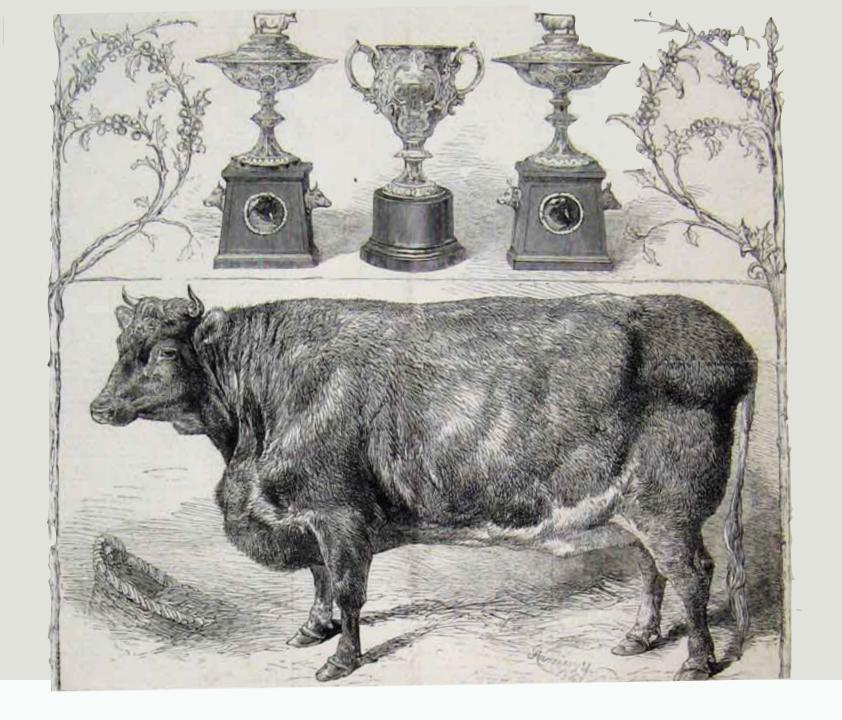


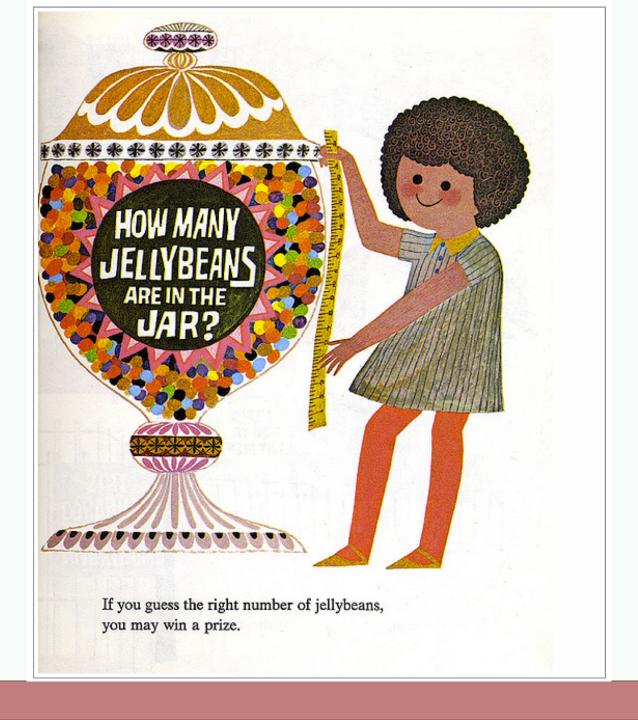






Francis Galton





#### **Collective Intelligence?**



#### Groupthink

Groupthink is a psychological phenomenon that occurs within a group of people in which the desire for harmony or conformity in the group results in an irrational or dysfunctional decisionmaking outcome

#### **Collective Intelligence?**



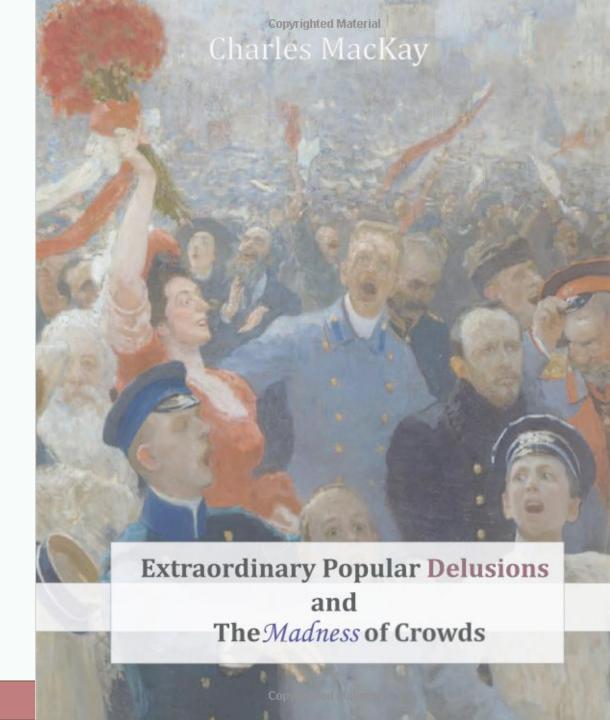
#### **Mob Mentality**

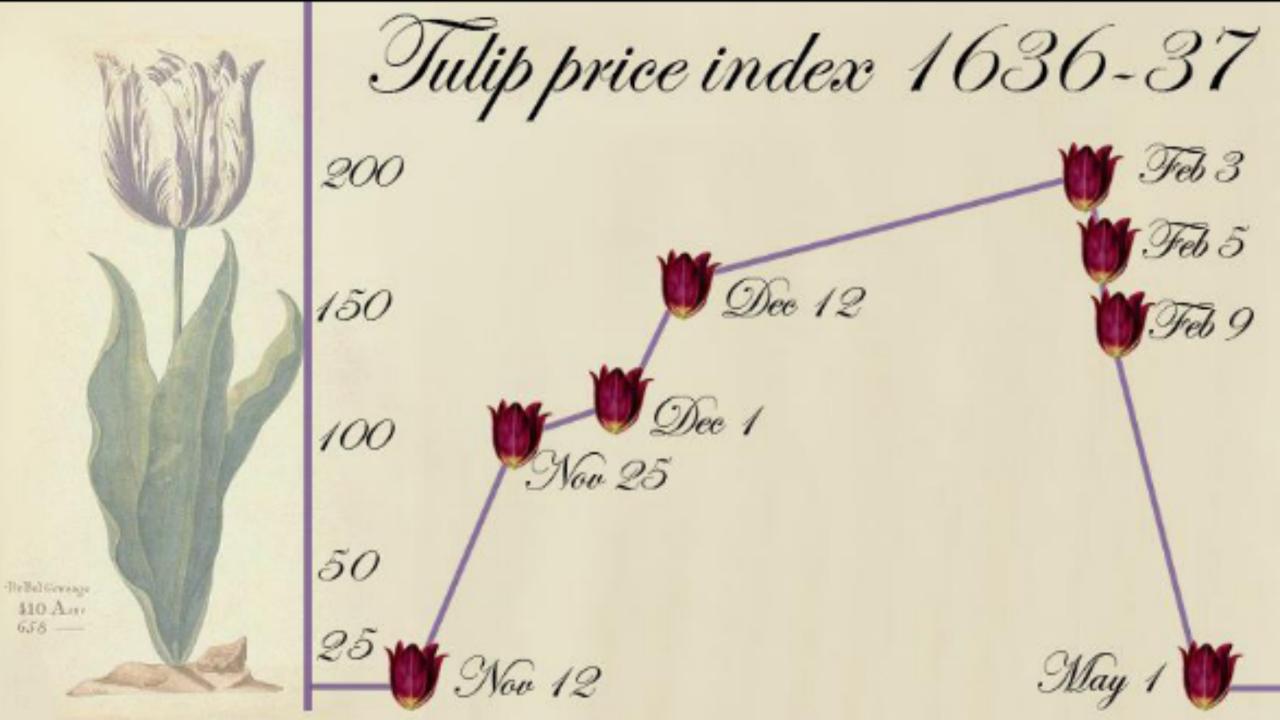
Mob mentality, also called as herd mentality, describes how humans adopt behaviors, buy merchandise, and follow trends based on their circle of influence. It explains how one's point of view can be easily altered by those around them.

## Popular Delusions and the Madness of Crowds

Economic bubbles
Alchemy & Psuedoscience
Witch hunts

Prophecies













#### **Wisdom of Crowds**

Requirements for crowds to be wise:

Diversity of Opinion

Independence

De-centralization

Aggregation

#### A NEW YORK TIMES BUSINESS BESTSELLER

"As entertaining and thought-provoking as The Tipping Point by Malcolm Gladwell. . . . The Wisdom of Crowds ranges far and wide." —The Boston Globe

## THE WISDOM OF CROWDS

## JAMES SUROWIECKI

WITH A NEW AFTERWORD BY THE AUTHOR



#### **Groups / Crowds**

Employees of a business
Participants in a poll
Sports fans betting on games
Independent stock market investors
Internet users linking to sites
Citizens in a democracy

#### Ways of aggregating collective intelligence

Point spreads / parimutuel odds

Stock prices

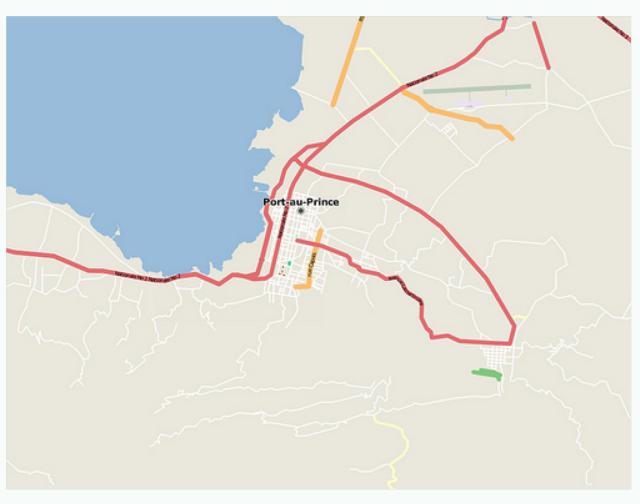
**Futures contracts** 

Voting

Computer algorithms, interfaces



#### Disaster Response: Better maps from Crowdsourcing





Jan 12, 2010

#### Disaster Response: The responders don't speak Kreyol

Fanmi mwen nan Kafou, 24 Cote Plage, 41A bezwen manje ak dlo

My family in Carrefour, 24 Cote Plage,41A needs food and water

Moun kwense nan Sakre Kè nan Pòtoprens People trapped in Sacred Heart Church, PauP

Ti ekipman Lopital General genyen yo paka minm fè 24 è

General Hospital has less than 24 hrs. supplies

Fanm gen tranche pou fè yon pitit nan Delmas 31 Undergoing children delivery Delmas 31

#### **Disaster Response: Maps + Translation + Local Knowledge**

### Workers collaborated to find locations:

Dalila: I need Thomassin Apo please

Apo: Kenscoff Route: Lat:

18.495746829274168, Long:-

72.31849193572998

Apo: This Area after Petion-Ville and

Pelerin 5 is not on Google Map. We have

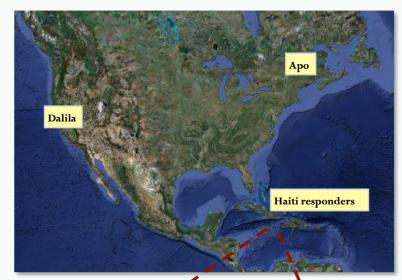
no streets name

Apo: I know this place like my pocket

Dalila: thank God u was here

#### Feedback from responders:

"just got emergency SMS, child delivery, USCG are acting, and, the GPS coordinates of the location we got from someone of your team were 100% accurate!"







#### **Disaster Response testimonials**

#### **Clark Craig of the Marine Corps:**

"I cannot overemphasize to you what the work of the Ushahidi/Haiti has provided. It is saving lives every day."

#### **Secretary of State Hillary Clinton:**

"The technology community has set up interactive maps to help us identify needs and target resources. And on Monday, a seven-year-old girl and two women were pulled from the rubble of a collapsed supermarket by an American search-and-rescue team after they sent a text message calling for help."

#### **Craig Fulgate, FEMA Task Force:**

"[The] Crisis Map of Haiti represents the most comprehensive and up-to-date map available to the humanitarian community."

#### **Ushahidi@Tufts:**

"The World Food Program delivered food to an informal camp of 2500 people, having yet to receive food or water, in Diquini to a location that 4636 had identified for them."

## Citizen Science

#### NASA Clickworkers (2000)

NASA showed that public volunteers could do routine science analysis that would normally be done by a graduate student working for months on end. From 11/2000 to 1/2002, they had 101,000 clickworkers volunteering 14,000 work hours, 612,832 sessions, and 2,378,820 entries!

We try to have several people cover each region on Mars so that we can compute a consensus, throwing out any mistaken or frivolous entries and averaging out the

inaccuracies.

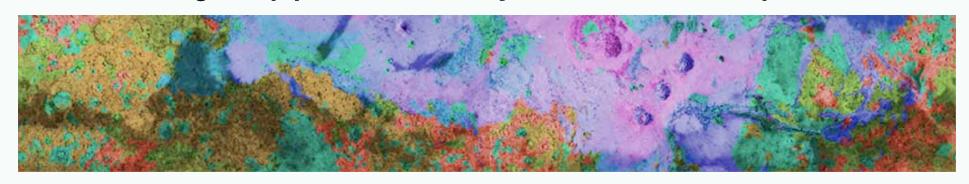
Here are all the clicks we received for

Here is the consensus

this region

#### NASA Clickworkers (2000)

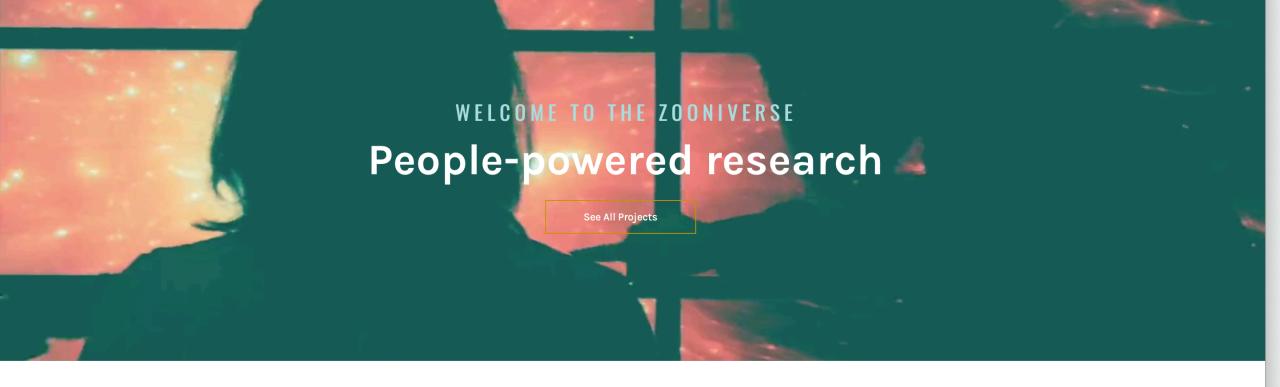
#### Mars age map produced directly from clickworker inputs.



Mars age map produced from scientists



Color guide: red=heavily cratered (old), green=medium, violet=lightly cratered (young).



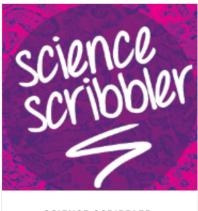
#### FEATURED PROJECTS



BELUGA BITS



SUPERWASP VARIABLE STARS



SCIENCE SCRIBBLER: PLACENTA PROFILES



https://www.zooniverse.org

#### Zooniverse

Examine underwater photos of wild beluga whales and help us identify the age, sex, and group size. We also need keen eye to look for identifying marks to recognize beluga that return to this location year after year.

Learn more



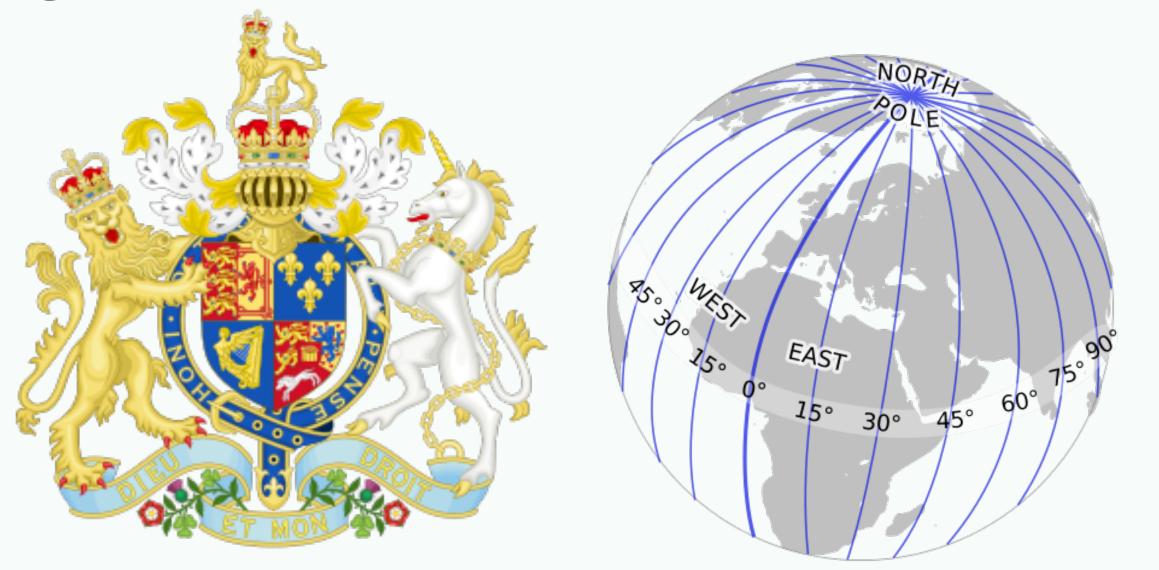


**5** people are talking about **Beluga Bits** right now.

Join in

https://www.zooniverse.org

#### **Longitude rewards**



#### NETFLIX

## Netflix Prize

Home

Rules

Leaderboard

Register

Update

Submit

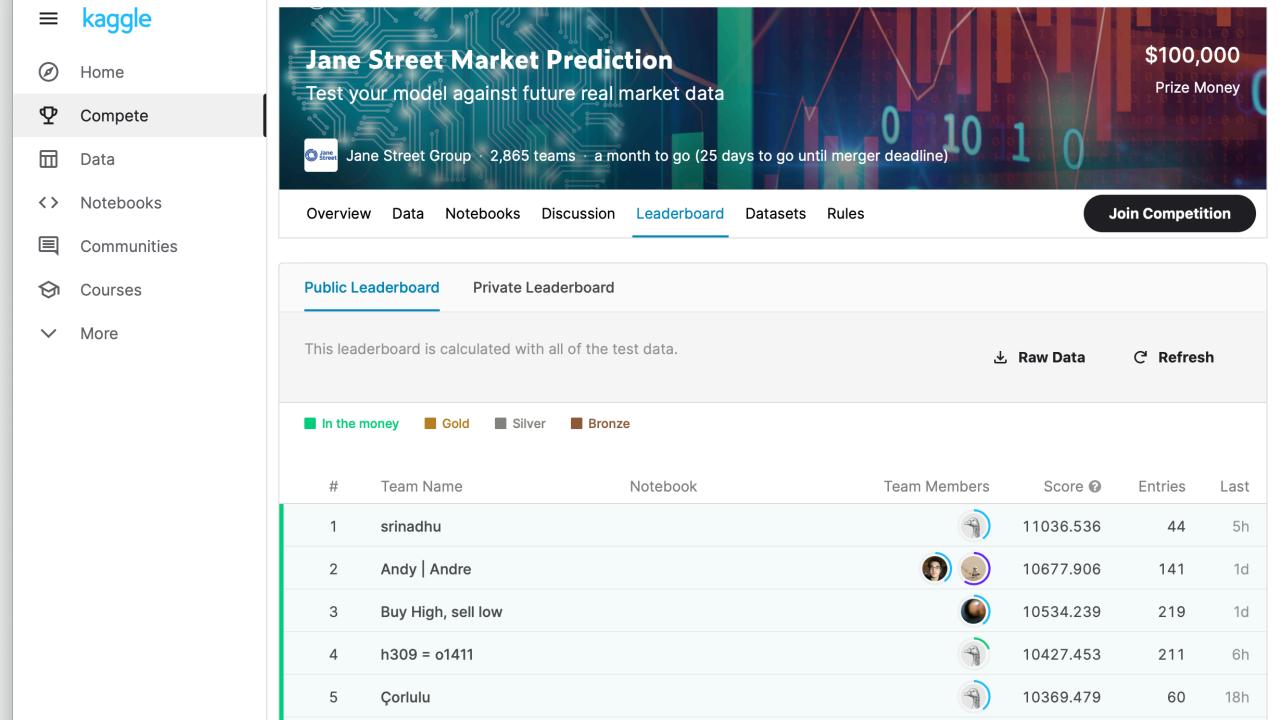
Download

#### Leaderboard

Display top 40 leaders.

Rank		Team Name	<b>Best Score</b>			<b>%</b> Improvement	Last Submit Time	
-	1 1	No Grand Prize candidates yet			1	:	-	
Gra	and	<u>Prize</u> - RMSE <= 0.8563						
1	1 1	PragmaticTheory	-	0.8584	1	9.78	2009-06-16 01:04:47	
2	1 1	BellKor in BigChaos		0.8590	1	9.71	2009-05-13 08:14:09	
3	1 1	Grand Prize Team		0.8593	1	9.68	2009-06-12 08:20:24	
4	1 1	Dace		0.8604	1	9.56	2009-04-22 05:57:03	
5	1 1	BiqChaos	1	0.8613	1	9.47	2009-06-15 18:03:55	

=	kaggle Q Search				
<b>Ø</b>	Home	- Active Completed InClass All Categories ▼ F	Reward ▼		
Φ	Compete	Jane Street Market Prediction			
	Data	Test your model against future real market data Featured • a month to go • Code Competition • 2865 Teams	\$100,000		
<b>&lt;&gt;</b>	Notebooks	HuBMAP - Hacking the Kidney			
	Communities	Identify glomeruli in human kidney tissue images Research • 2 months to go • Code Competition • 895 Teams	\$60,000		
$\Diamond$	Courses	DANZCO CLip Cotheter and Line Regition Challenge			
~	More	RANZCR CLiP - Catheter and Line Position Challenge  Classify the presence and correct placement of tubes on chest x-rays to save lives  Featured • 2 months to go • Code Competition • 567 Teams	\$50,000		
		VinBigData Chest X-ray Abnormalities Detection  Automatically localize and classify thoracic abnormalities from chest radiographs Featured • 2 months to go • 352 Teams	\$50,000		
		Acea Smart Water Analytics  Can you help preserve "blue gold" using data to predict water availability?  Analytics • a month to go	\$25,000		
		Cassava Leaf Disease Classification  Identify the type of disease present on a Cassava Leaf image Research • a month to go • Code Competition • 2961 Teams	\$18,000		
		Rainforest Connection Species Audio Detection  Automate the detection of bird and frog species in a tropical soundscape  Research • a month to go • 894 Teams	\$15,000		



## Games with a Purpose

score 100



time

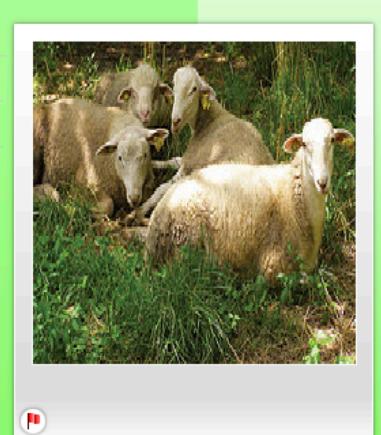
2:21

#### What do you see?

taboo words

peace

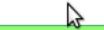
lay



guesses

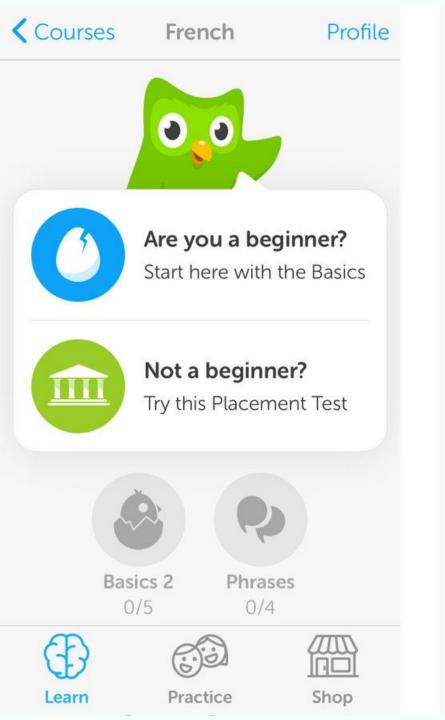
sheeps...

sheep









#### Take a test to jump ahead!



It takes about 5 minutes, and adapts to your level by getting harder (or easier) based on your answers.

Cancel

Start





Luis Von Ahn
==
Tom Sawyer



#### Real or Fake Text?



How good are you (and other humans) at knowing when text has been written by a computer? Is the computer better at generating convincing text if the topic is news, or short stories, or maybe presidential speeches?

#### Know Your Nyms?



#### **Know Your Nyms?**

KEEP YOUR BRAIN ON ITS TOES

#### Welcome CCB!

Total Rounds Played: 433

Total Score: 34138.2

Average Score Per Round: 78.84

How to Play

About the Team

Leaderboards

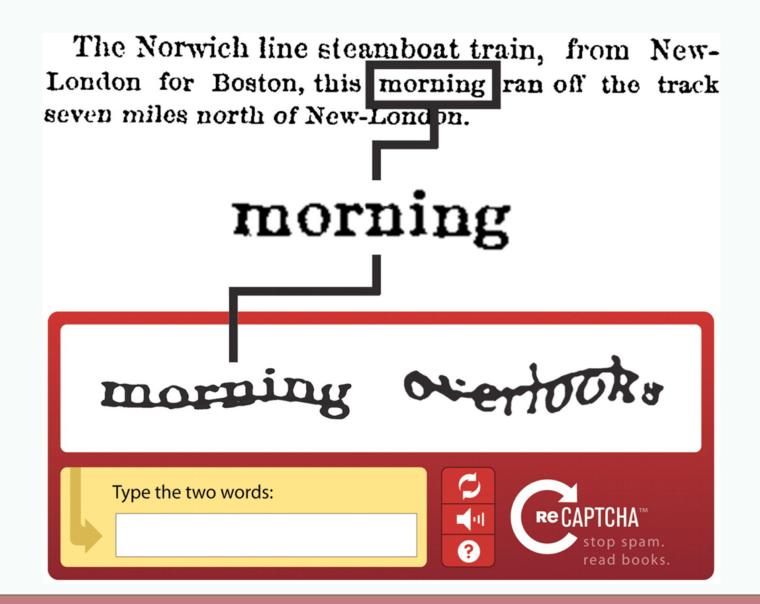
Start Round

- ✓ Synonyms
  ✓ Antonyms
  ✓ Hyponyms
  ✓ Meronyms

https://www.know-your-nyms.com

# Implicit Work

#### **CAPTCHA**













#### Groups



Add

Digest Email: up to 25 full new mess

All Email: send each message as it arrives







#### NETS 213 Course ...

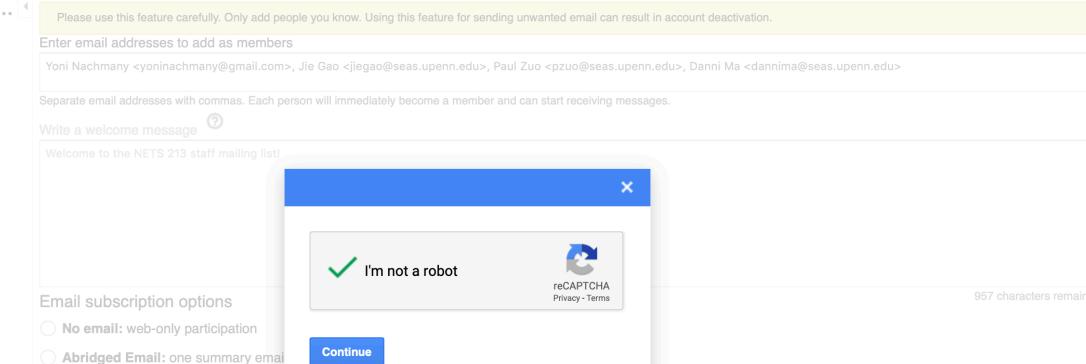
Members

All members
Invite members

#### Direct add memb..

Outstanding invites
Join requests

- Messages
- Settings
- Permissions
- Roles
- Information



### Microwork

Your Account

HITs

Qualifications

Introduction | Dashboard | Status | Account Settings

#### Mechanical Turk is a marketplace for work.

We give businesses and developers access to an on-demand, scalable workforce.

Workers select from thousands of tasks and work whenever it's convenient.

37,649 HITs available. View them now.

#### Make Money

by working on HITs

HITs - Human Intelligence Tasks - are individual tasks that you work on. Find HITs now.

#### As a Mechanical Turk Worker you:

- · Can work from home
- · Choose your own work hours
- Get paid for doing good work



#### **Get Results**

#### from Mechanical Turk Workers

Ask workers to complete HITs - Human Intelligence Tasks and get results using Mechanical Turk. Register Now

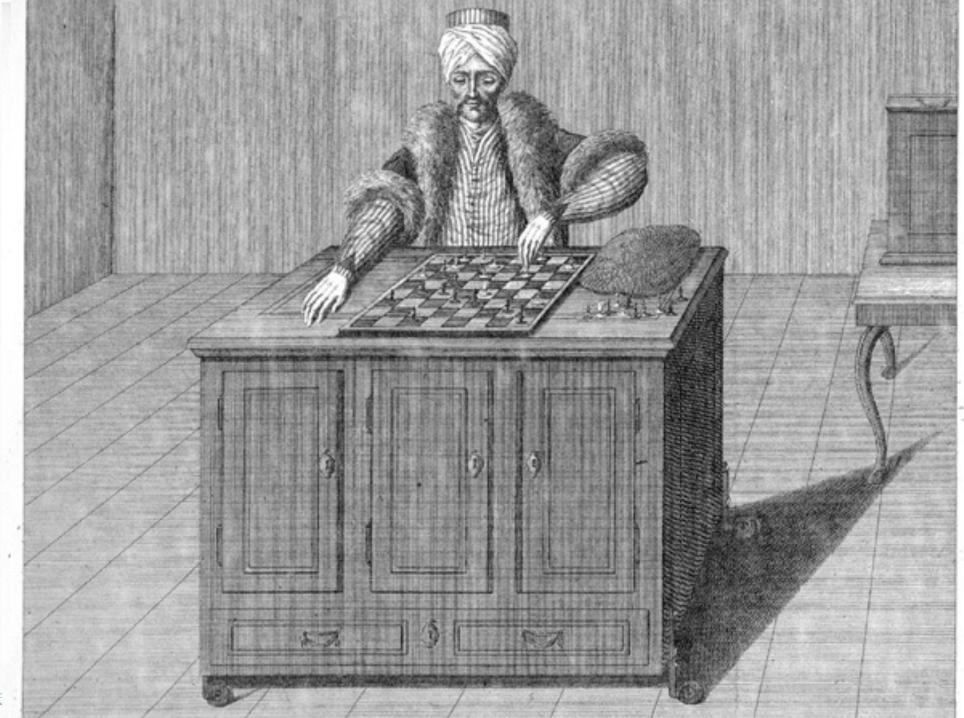
#### As a Mechanical Turk Requester you:

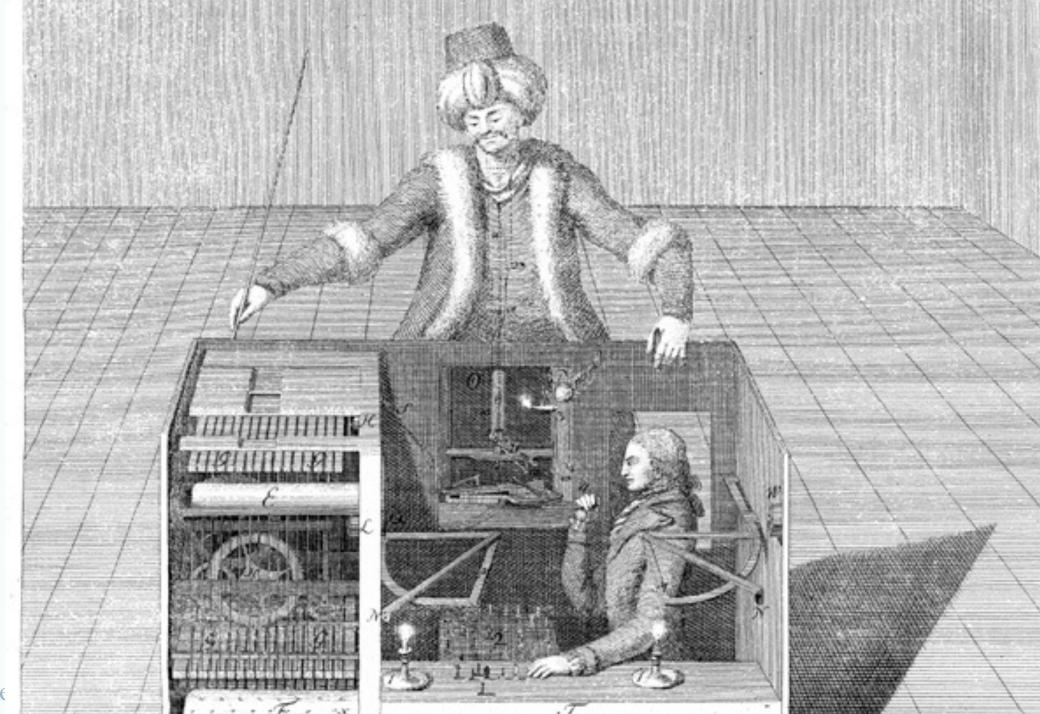
- Have access to a global, on-demand, 24 x 7 workforce
- · Get thousands of HITs completed in minutes
- · Pay only when you're satisfied with the results

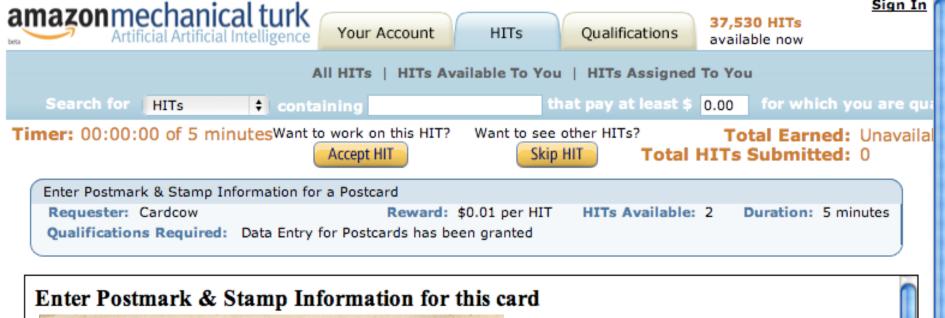


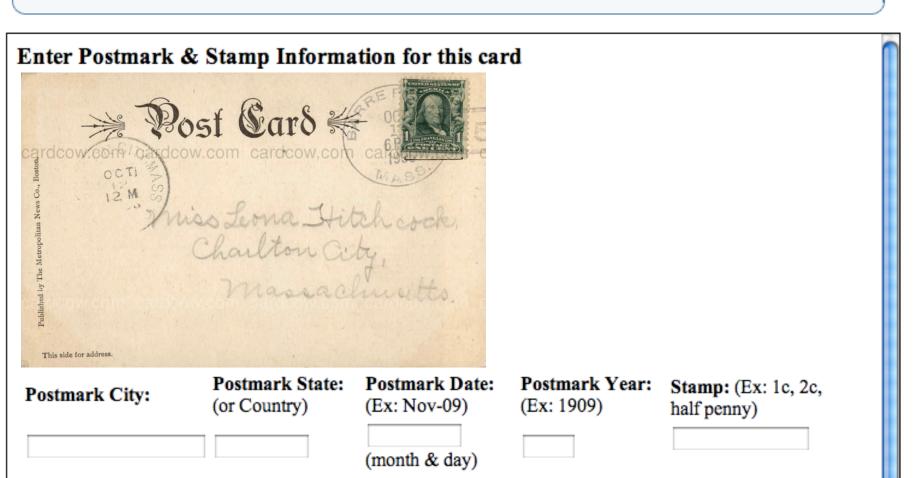
or learn more about being a Requester











Renn Engine



#### **Ethical Questions about Amazon Mechanical Turk**

# Amazon Mechanical Turk: Gold Mine or Coal Mine?

Karën Fort\*
INIST-CNRS/LIPN

K. Bretonnel Cohen<sup>†</sup>
U. Colorado School of Medicine/U.
Colorado at Boulder

Gilles Adda\*\*
LIMSI/CNRS



Recently heard at a tutorial in our field: "It cost me less than one hundred bucks to annotate this using Amazon Mechanical Turk!" Assertions like this are increasingly common, but we believe they should not be stated so proudly; they ignore the ethical consequences of using MTurk (Amazon Mechanical Turk) as a source of labour.

Manually and statical and an analysis devaloping and other line wisting account



#### **Ethical Questions about Amazon Mechanical Turk**

Here's an excerpt from an IRB application Chris Callison-Burch posted - "We will pay participants small sums of money to complete our tasks, ranging from \$0.01 to \$1. All participants can choose for themselves whether the compensation is fair, and opt not to do it if they deem the compensation to be too low. Amazon's Mechanical Turk has many other researchers and companies offering tasks, so we will offer compensation that is similar to what others offer."

He first refers to Amazon's Mechanical Turk as "an online labor market." And that, I agree with. It is an online labor market.

**Requesters like him**, and CrowdFlower, **collude**, explicitly or implicitly, **to keep wages at a substandard level** that is compatible with existence standard.

Unlike Jewels, I don't blame workers for taking low paying jobs. I can't blame a person for being needy enough to take what amounts to a crust of bread. I blame Chris Callison-Burch, and others like him, for keeping the standard wage at crust of bread level.

#### **Ethical Questions about Amazon Mechanical Turk**

I tried one of those to see, I gave it up at 4 minutes in and about 2/3 of the way through. For the whole hit, I'd have taken about 6 minutes. 10 hits an hour - \$1.70 an hour. Restricted to U.S. residents.

This is far too low to be considered a fair wage for a U.S. resident. My performance may be very far off from what others can do. Perhaps I took 4 times or more as long as an average worker would.

My complaint is that any U.S. requester knows what wage rate is required for a U.S. resident to survive. We may not agree on an exact number. But as they say, I know a fair wage when I see it, and this is not it.

Mturk is actually much smaller than what it can appear to be. Something close to requester monopoly has the power to keep wages low. Requester co-operation, explicit or implicit, reinforces this.

Chris Callison-Burch is not unaware, I think, of the mechanics of the wage structure of Mturk.



#### A Data-Driven Analysis of Workers' Earnings on Amazon Mechanical Turk

Kotaro Hara<sup>1,2</sup>, Abigail Adams<sup>3</sup>, Kristy Milland<sup>4,5</sup>, Saiph Savage<sup>6</sup>, Chris Callison-Burch<sup>7</sup>, Jeffrey P. Bigham<sup>1</sup>

<sup>1</sup>Carnegie Mellon University, <sup>2</sup>Singapore Management University, <sup>3</sup>University of Oxford <sup>4</sup>McMaster University, <sup>5</sup>TurkerNation.com, <sup>6</sup>West Virginia University, <sup>7</sup>University of Pennsylvania kotarohara@smu.edu.sg

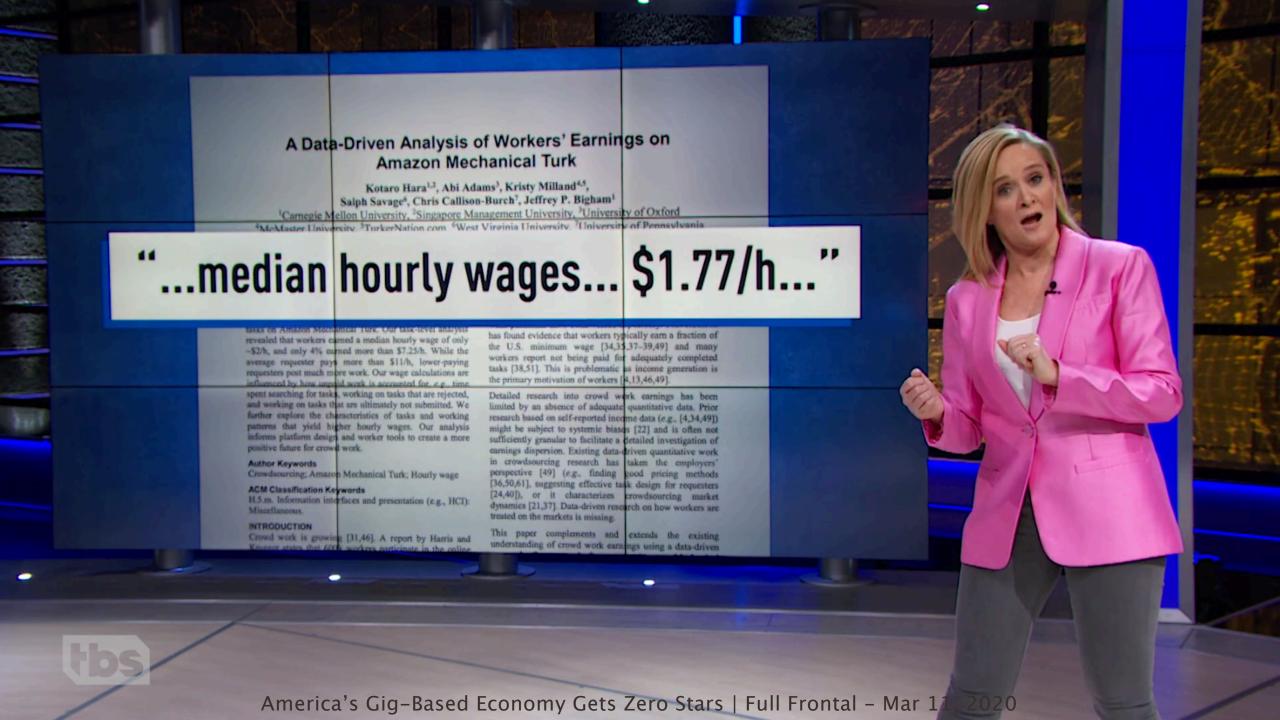
#### **ABSTRACT**

A growing number of people are working as part of on-line crowd work. Crowd work is often thought to be low wage work. However, we know little about the wage distribution in practice and what causes low/high earnings in this setting. We recorded 2,676 workers performing 3.8 million tasks on Amazon Mechanical Turk. Our task-level analysis revealed that workers earned a median hourly wage of only  $\sim$ \$2/h, and only 4% earned more than \$7.25/h. While the average requester pays more than \$11/h, lower-paying requesters post much more work. Our wage calculations are influenced by how unpaid work is accounted for, e.g., time spent searching for tasks, working on tasks that are rejected, and working on tasks that are ultimately not submitted. We further explore the characteristics of tasks and working patterns that yield higher hourly wages. Our analysis informs platform design and worker tools to create a more positive future for crowd work.

temporarily out-of-work engineers to work [1,4,39,46,65].

Yet, despite the potential for crowdsourcing platforms to extend the scope of the labor market, many are concerned that workers on crowdsourcing markets are treated unfairly [19,38,39,42,47,59]. Concerns about low earnings on crowd work platforms have been voiced repeatedly. Past research has found evidence that workers typically earn a fraction of the U.S. minimum wage [34,35,37–39,49] and many workers report not being paid for adequately completed tasks [38,51]. This is problematic as income generation is the primary motivation of workers [4,13,46,49].

Detailed research into crowd work earnings has been limited by an absence of adequate quantitative data. Prior research based on self-reported income data (e.g., [4,34,49]) might be subject to systemic biases [22] and is often not sufficiently granular to facilitate a detailed investigation of earnings dispersion. Existing data-driven quantitative work



### **Use Cases**

#### Use of MTurk-like systems in research

Participant pool for user studies, polling, cognitive science experiments
Annotation for machine learning tasks like computer vision or NLP
Human Computer Interaction: worker pools are hardwired into the UI
New Programming Languages Concepts
Study markets themselves for economics research, cost-optimization

#### Crowdsourcing and the Social Sciences

#### Social Psychology

From Buhrmester, Kwang, & Gosling (2011, Perspectives on Psychological Science) Amazon's Mechanical Turk: A New Source of Inexpensive, Yet High-Quality, Data?:

Findings indicate that: (a) MTurk participants are slightly more representative of the U.S. population than are standard Internet samples and are significantly more diverse than typical American college samples; (b) participation is affected by compensation rate and task length but participants can still be recruited rapidly and inexpensively; (c) realistic compensation rates do not affect data quality; and (d) the data obtained are at least as reliable as those obtained via traditional methods.

#### **Economics**

From Horton, Rand & Zeckhauser (2010, Experimental Economics) – The Online Laboratory: Conducting Experiments in a Real Labor Market:

Online experiments can be just as valid as laboratory and field experiments, while requiring far less money and time to design and to conduct. We describe the benefits of conducting experiments in online labor markets and we replicate three classic experiments.

Clinical Psychology

Management/Cognition

Theoretical Biology

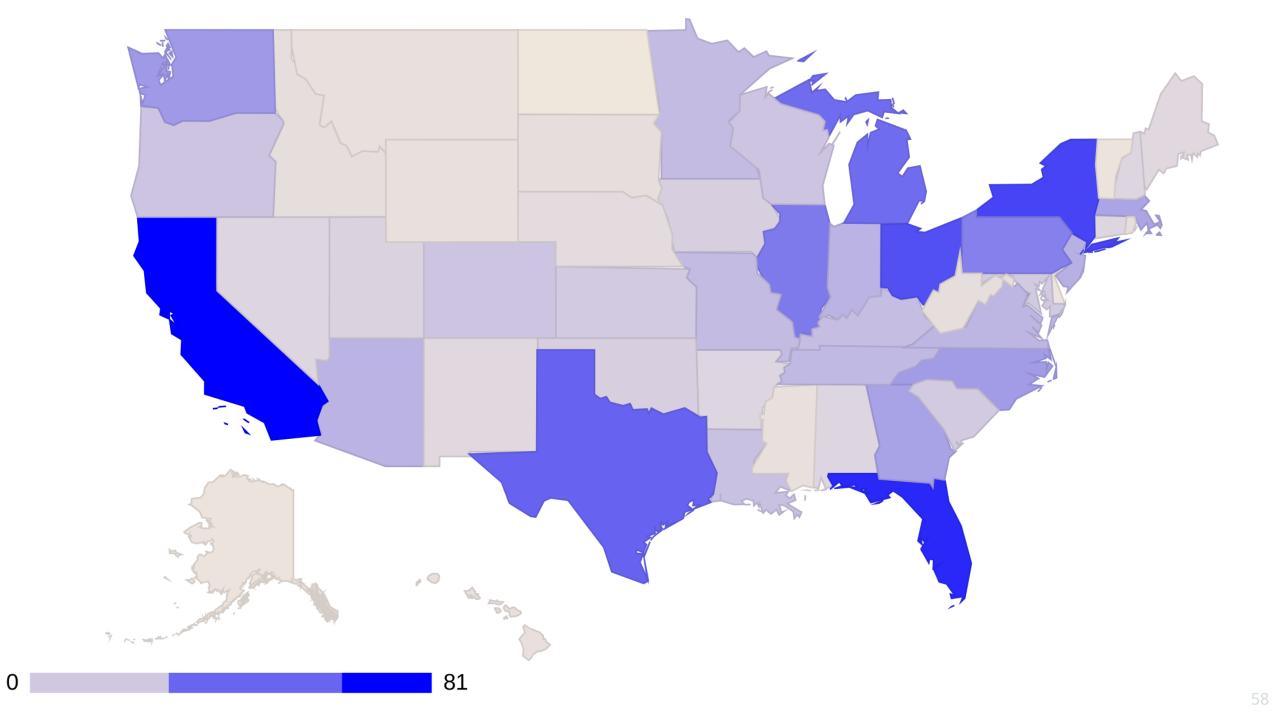


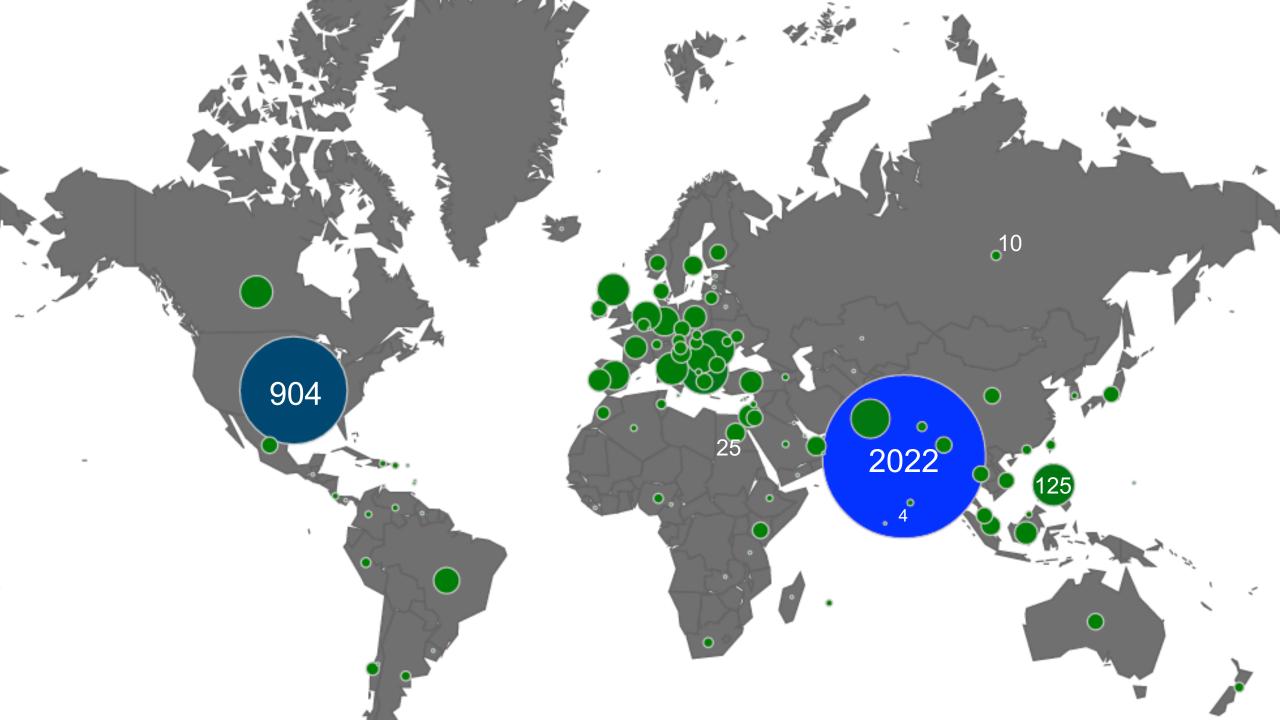
#### **Study Markets Themselves**

What predictions of economics hold true on MTurk?

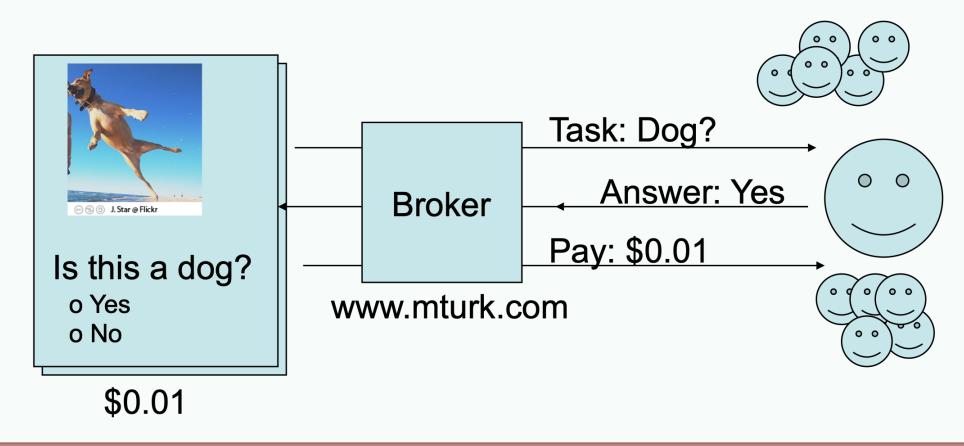
What incentives can we give to increase throughput, quality, worker retention?

What is the cost-optimal solution to a problem?





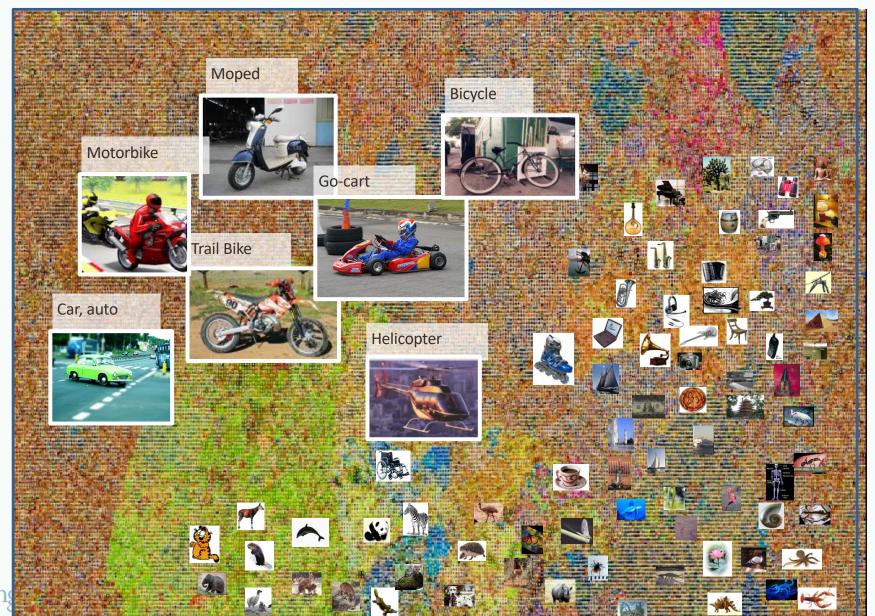
# Annotation for machine learning / artificial intelligence tasks



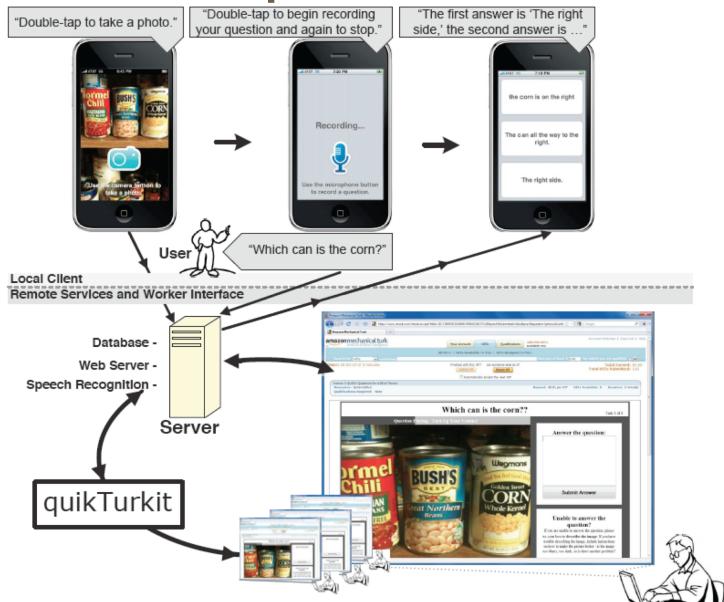


"We decided we wanted to do something that was completely historically unprecedented. We're going to map out the entire world of objects." The resulting Penn Engine dataset was called ImageNet.

## IM & GENET



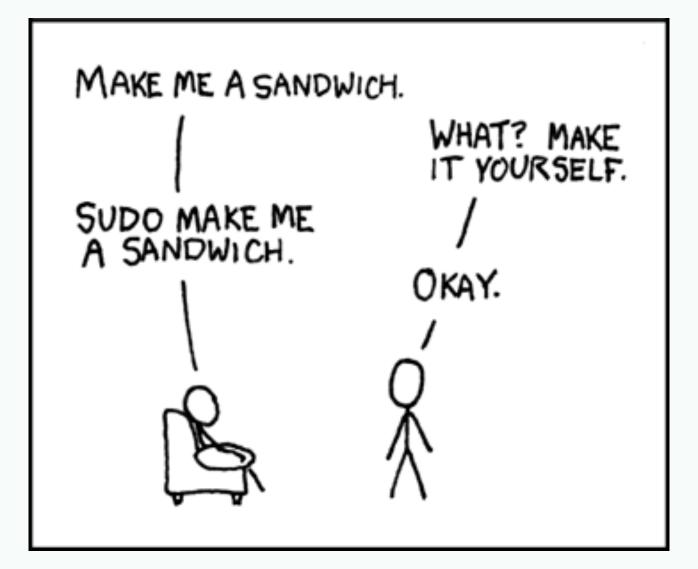
#### **Human Computer Interaction**



VizWiz - best paper award at UIST 2010-Mobile service that aids bind uses with "visual questions" in near-realtime

https://www.youtube.com
/watch?v=EtfriMJQ0\_M

#### **New Programming Languages Concepts**



#### **New Programming Languages Concepts**

```
ideas = []
for (var i = 0; i < 5; i++) {
    idea = mturk.prompt(
        "What's fun to see in New York City?
         Ideas so far: " + ideas.join(", "))
    ideas.push(idea)
ideas.sort(function (a, b) {
    v = mturk.vote("Which is better?", [a, b])
    return v == a ? -1 : 1
```

# What will we cover in this class (and should you take it)?

#### **Topics**

Taxonomy of crowdsourcing and human computation
Crowdsourcing platforms like Mechanical Turk and CrowdFlower
Programming concepts for human computation
The economics of crowdsourcing
Crowdsourcing and machine learning
Applications to human computer interaction
Crowdsourcing and social science

#### Who should take this class

Anyone who wants to be on the cutting edge of this new field Entrepreneurial students who want to start their own companies Students from the business school who want to experiment with markets

Students from the social sciences who want to conduct large-scale students with people

#### **Homework assignments**

Weekly assignments

Writing and Coding

Video presentations

Company profile, project pitch

Final project

Self-designed, group projects

Final presentation

Show off your work

Participation

Help write & improve lecture notes



**Example Final Project** 



#### How much programming is required?

Programming assignments are in Python

We provide code that you modify

We want everyone to be able to participate, regardless of programming experience

For most assignments, you can work with partners (turn in only one assignment - you'll both get the same grade)

#### What will you get out of this class?

Understanding of an emerging field of CS

Basic python and machine learning skills

Ideas that you could transform into a startup company or academic research

A new way of thinking about collective decision making by companies and countries



#### Chris Callison-Burch

Associate Professor in CIS

Undergrad from Stanford in Symbolic Systems

PhD from University of Edinburgh in Informatics

Research Faculty at Johns Hopkins University

Research Interests: Crowdsourcing, Natural Language Processing

#### Mechanical Turk Monitor: Top-1000 Recent Requesters

Genera	Top requesters	Arrivals	Completed	Search	About				
	Requester ID		Requester			#Task	#HITs	Rewards	Last Posted On
1 Dolo	ores Labs	A2IF	A2IR7ETVOIULZU (RSS)			470	317857	33084.24	Oct 16, 2010 6:00:00 PM
2 Con	<u>ContentGalore</u>		A2XL3J4NH6JI12 (RSS)			674	10622	17554.6	Oct 17, 2010 6:00:00 AM
3 Spe	echlnk	A1A	A1AQ7EJ5P7ME65 (RSS)			9019	13613	12876.67	Oct 17, 2010 9:00:00 AM
4 Cas	tingWords	A3M	A3MI6MIUNWCR7F (RSS)			9454	14036	8947.02	Oct 17, 2010 9:00:00 AM
5 Que	estionSwami	AD7	AD7C0BZNKYGYV (RSS)			629	4116	4750.37	Oct 17, 2010 9:00:00 AM
6 Chri	is Callison-Burch	A32	A32TTE4XXN6MQZ (RSS)			11	9961	4458.02	Oct 13, 2010 1:00:00 PM
7 Sma	artsheet.com Clients	A119	A1197OGL0WOQ3G (RSS)			434	38212	3118.28	Oct 16, 2010 6:00:00 PM
8 retai	<u>ildata</u>	AD1	AD14NALRDOSN9 (RSS)			8	50288	3110.85	Oct 8, 2010 10:00:00 PM
9 Clas	ssify This	A1C	A1CTI3ZAWTR5AZ (RSS)			25	94590	1891.8	Oct 16, 2010 3:00:00 PM
10 <u>And</u>	rew Stephen	A1Y	A1Y25F6MZCMQGY (RSS)			3	22705	1131.25	Oct 9, 2010 5:00:00 PM
11 Dolo	ores Labs 2	A3J	A3JX8WONBL5N9X (RSS)			34	8976	1043.27	Oct 17, 2010 9:00:00 AM
12 Rele	evanceQuest	A8R	A8RMEN71ICE57 (RSS)			15	47881	1029.92	Oct 15, 2010 10:08:00 PM
13 Crov	Crowd Task AFAOUHS65HNDS (RSS)					4	2388	955.6	Oct 12, 2010 1:00:00 PM
14 nlds	nlds.soe.ucsc.edu A1HI9DWCF794RE (RSS)					4	4702	933.9	Sep 30, 2010 6:00:00 PM
15 <u>Mov</u>	Movie Enquirer A20A8T722JJHEI (RSS)					153	154	758	Oct 12, 2010 3:00:00 AM
16 Erde	rdem Kiciman AI5XM23193MQX (RSS)					7	6502	714.01	Oct 14, 2010 10:00:00 PM



**Ajay Patel** 



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