Crowd-Workers: Aggregating information across Turkers to help them find higher paying work

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Abstract

The Mechanical Turk crowdsourcing platform currently fails to provide the most basic piece of information to enable workers to make informed decisions about which tasks to undertake: what is the expected hourly pay? Mechanical Turk advertises a reward amount per task, but does not give any indication of how long each assignment will take. We have developed a browser plugin that tracks the length of time it takes to complete a task, and a web service that aggregates the information across many workers. crowd-workers.com allows workers to discover higher paying work by sorting tasks by estimated hourly rate.

The Problem

The design of Mechanical Turk is unfair to workers in several ways:

* It doesn’t have an easy way for workers to find HITs that pay well
* There is no Requester reputation system
* When a Requester rejects work, the Turker is not paid, and there is no way to appeal
* A worker’s past approval rate governs future work, so workers are conservative about taking on new tasks

Our goal is to design a marketplace that is more transparent and fairer to workers.

Current Solutions

Since the MTurk platform falls short, Turkers turn to external resources to improve their experience.

* TurkerNation provides a forum to discuss good/bad Requesters and productivity tips
* Reddit is used to share high paying HITs
* TurkOpticon allows users to share star ratings of Requesters along 4 dimensions

Our pitch to Turkers

Crowd Workers of the world, unite! Join with other workers to help make Mechanical Turk a better place to work. You can make it easier for everyone to find good work, and to make a fair wage.

How it works

Features

* Time of your hour
* Hourly rate

CrowdWorkers allows us to discover HITs that pay well. You can sort by estimated hourly rate to find higher paying work.

Discover

Submit an Honesty Review of a Bank
Submit an honest review for any task you have worked on, reviewcrowd.com

Part 2 of 2 - Only Open to Users Who Completed Part 1
Part 2 - psychology experiment from the Thinking Lab at York University, psychology.experiment

Evaluate 4 rating profiles (10 minute task)
You will be shown 4 rating profiles and asked to answer questions about each. The task should take about 10 minutes.

demography.university

App Usage Study
New apps every 2 days for mobile devices.

Discover

Search for HIT
Minimum hourly rate

TurkOpticon’s qualitative attributes

Generosity: How well has this requester paid for the amount of time their HITs take?

Average hourly rate: What is the average hourly rate that other Turkers make when they do this requester’s HITs?

Promptness: How promptly has this requester approved your work and paid?

Expected time to payment: What is the average time between submitting work and this requester paying?

Fairness: How fair has this requester been in approving or rejecting your work?

Approval/rejection rates: What % of assignments does this Requester approve? What percent of first-time Workers get any work rejected?

Communicativity: How responsive has this requester been to your communications?

Reasons for rejection: Archive of all of the reasons for Workers being rejected or blocked by this requester.

Pilot study

67,000 HITs completed
110 Workers, 65 completed >100 HITs
Average hourly rate of $9.5/hour*

* Overestimate since this includes only active work time

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