

CSCW 2020: Workshop

Better Supporting Workers in ML Workplaces

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Goal of the workshop

The goal of this workshop is to examine machine learning and artificial intelligence in the workplace, as a design space. We aim to broaden enquiry into the role of ML and AI algorithms in the workplace by seeking contributions which are concerned specifically with contextual encounters with ML and AI, with an emphasis on such matters as:

1. The interpretive work that takes place around ML outputs. How do professionals and others make sense of these outputs and how do they deploy them in the context of their working lives? What is the role of the worker in ML based industrial settings and what are the organizational implications? How is work approached and accomplished in light of this technology? What strategies are used? What is missing in our current accounts and assumptions around this work?
2. Ethics and trust: what are the ethical dimensions of ML/AI in business settings? How can we design systems that look beyond the simple outcomes of immediately apparent design decisions and consider the full ecosystem. How can these systems engender trust of the work at hand and the system as a whole.
3. What narratives are produced when communicating the results to others? What communicative requirements might there be to best facilitate an understanding of ML and AI applications by those who might need it?
4. Design best practices: What are some guidelines for individuals and groups interacting with ML/AI applications in a professional, work or business domain? How can new ML/AI experiences be designed for, and integrated into the everyday goings on and existing technology in the workplace?
5. Research Methodologies. What new problems of access, research management and analytic procedure need to be dealt with when undertaking research in these areas? How do we equip researchers to navigate the organizational, legal, ethical and practical circumstances of work in light of these issues, and how can we best equip researchers take on the perspective of workers and their methods while understanding this work, and design for them [1 18]? What methods are currently used to study ML applications for consumer/personal consumption and what are their applicability and shortcomings? E.g. how do we design for ML futures [1 16], develop and evaluate best practices [1], account for both normative and contextual considerations [e.g. 18] among other ML related challenges? We will do so by connecting researchers and practitioners within the “human -ML interaction community” and include interested parties from the CSCW research community.

We want to encourage discourses that raise awareness of interactions with ML in the workplace at the individual, group and organizational level. We would like to eventually understand how people are currently doing their work in these settings, the issues they encounter. We further seek to explore futures that involve better designed systems for that work. In the workshop we will begin to explore that design space by sharing our work, and point to new and unexplored opportunities for further research.

Expected contributions

1. Position papers: opinions, visions, perspectives, points of view
2. Design studies: designing and evaluating ML/AI systems in organizational settings, challenges, lessons learned and best practices.
3. Methodological reflections: reports about field work, reflections on actively involving the worker in the design process, best practices and lessons learned.

The workshop will have a multidisciplinary emphasis, including work on the technical details of the ML/AI system itself (designing the system technically in light of what is happening in the workplace), understanding and improving UX for collaboration and individual use of ML/AI based business systems, Understanding and designing ML/AI business systems within organizations.

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