

# Understanding the Microtask Crowdsourcing Experience for Workers with Disabilities: A Comparative View

Amy Rechkemmer and Ming Yin  
Purdue University

**PURDUE**  
UNIVERSITY

CSCW 2022, Taipei, Taiwan, November 2022

**CSCW**  **2022**

# Crowd Work as an Alternative to Traditional Work

Benefits for crowd workers with disability:

- Manage social interaction
- Withhold disability status
- Avoid transportation and mobility arrangements



# Gaps in Prior Literature

## **Prior Work**

- Explores potential for crowd work in people with disabilities
- Examines workers with specific types of disability

## **Our Work**

- Looks at existing, active crowd workers with disabilities
- Allows participants to self-identify as having a disability for inclusion
- Compares differences in experiences across workers with and without disability

# Our Research Questions

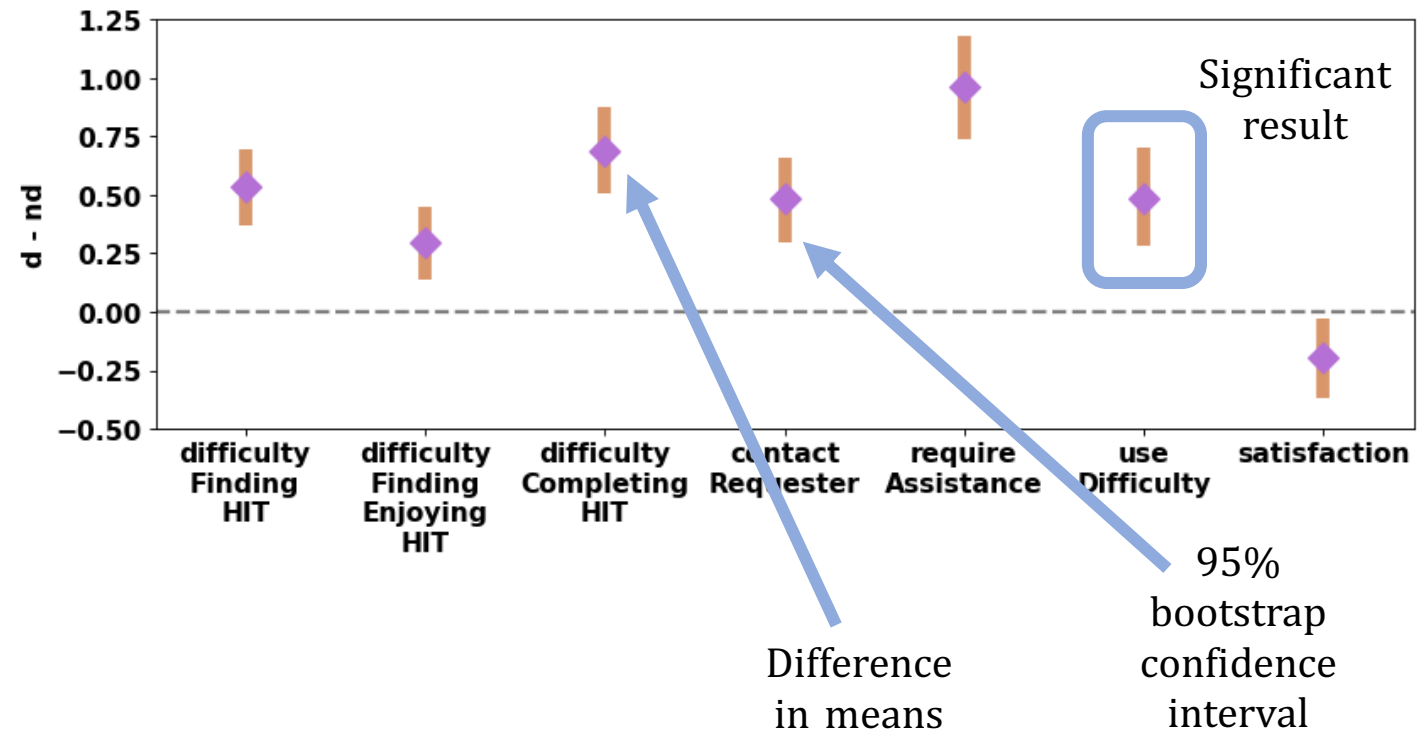
1. How do workers with and without disability differ in terms of their experiences with microtask crowdsourcing?
2. What are the financial and social experiences of crowd workers with disability?
3. What benefits and challenges do the broader community of crowd workers with disability encounter through their work?



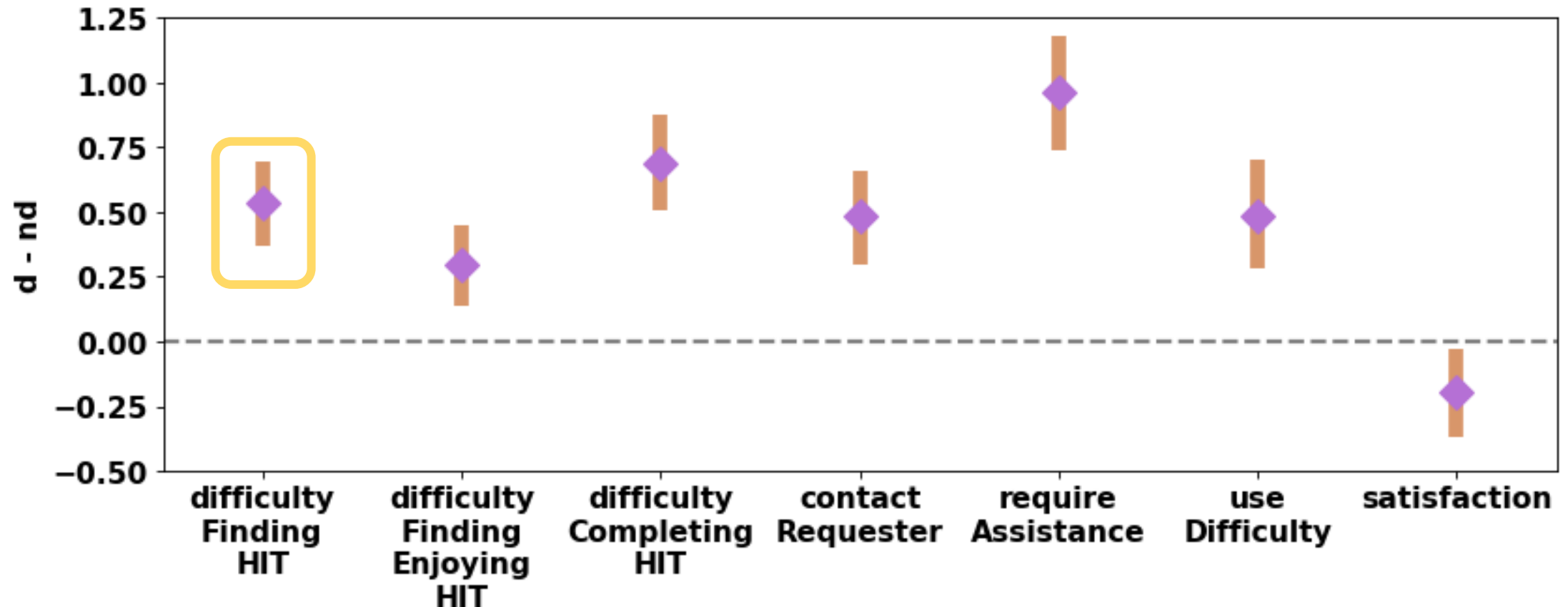
# Exploring Differences Between Worker Groups

## Question Topics:

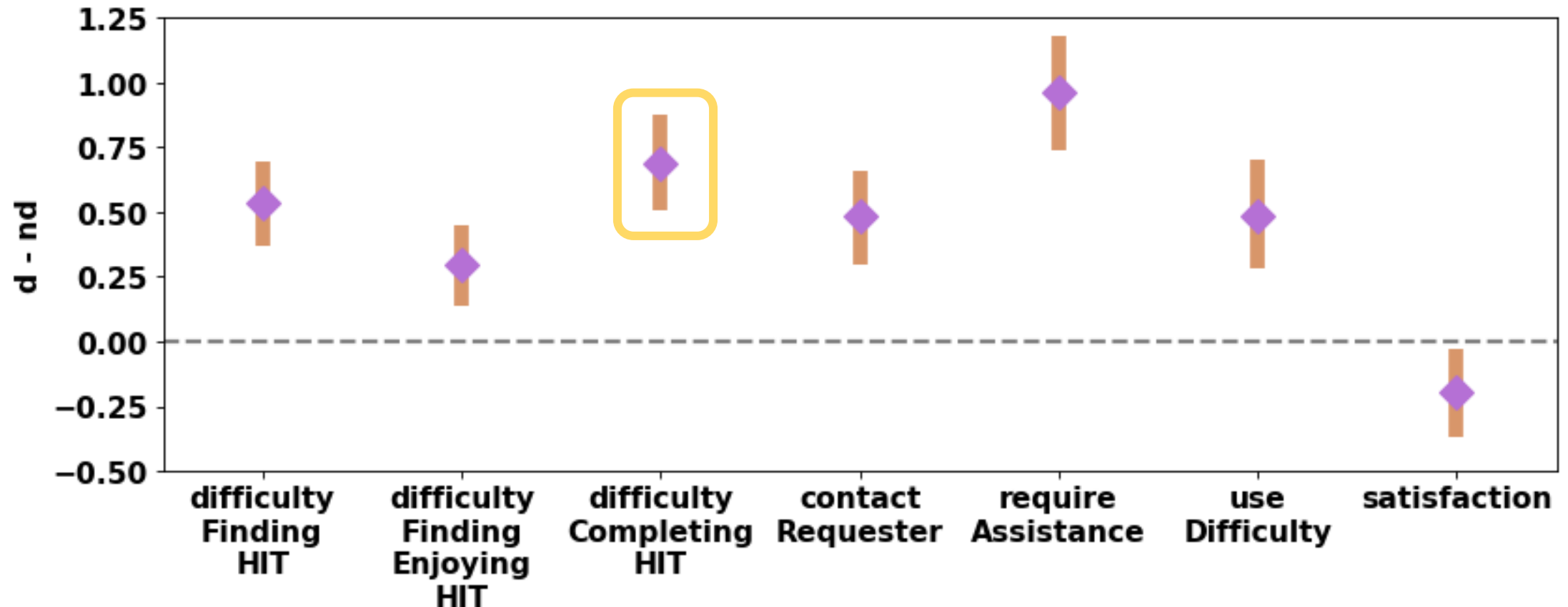
- General platform usage
- Wages earned
- Interactions with others



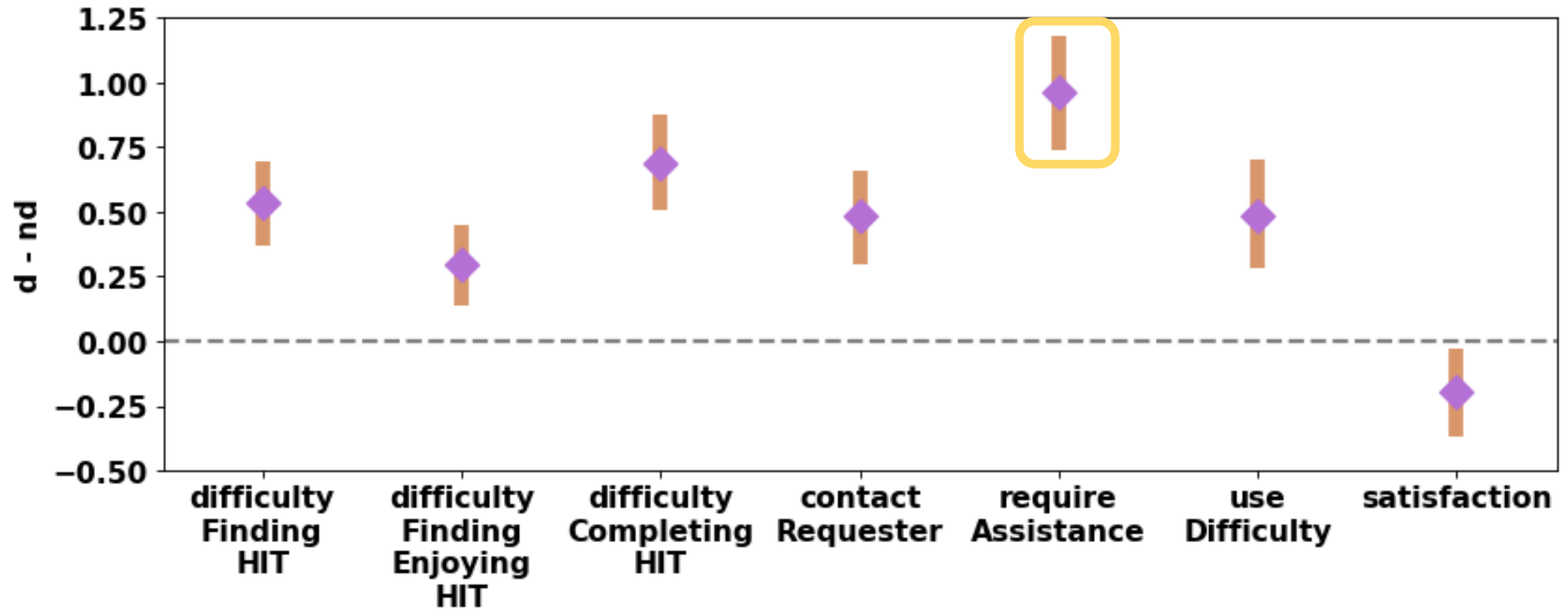
# Workers with Disability Experience Greater Difficulty in Using the Platform



# Workers with Disability Experience Greater Difficulty in Using the Platform

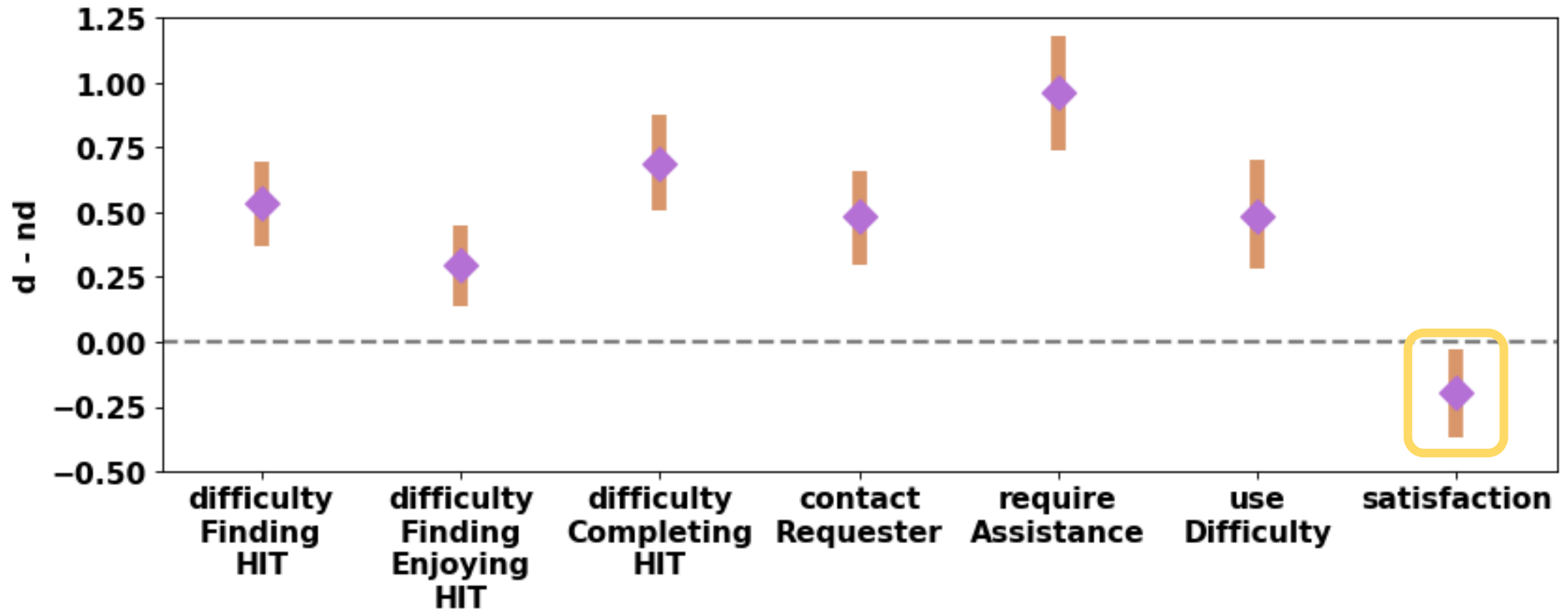


# Workers with Disability Experience Greater Difficulty in Using the Platform

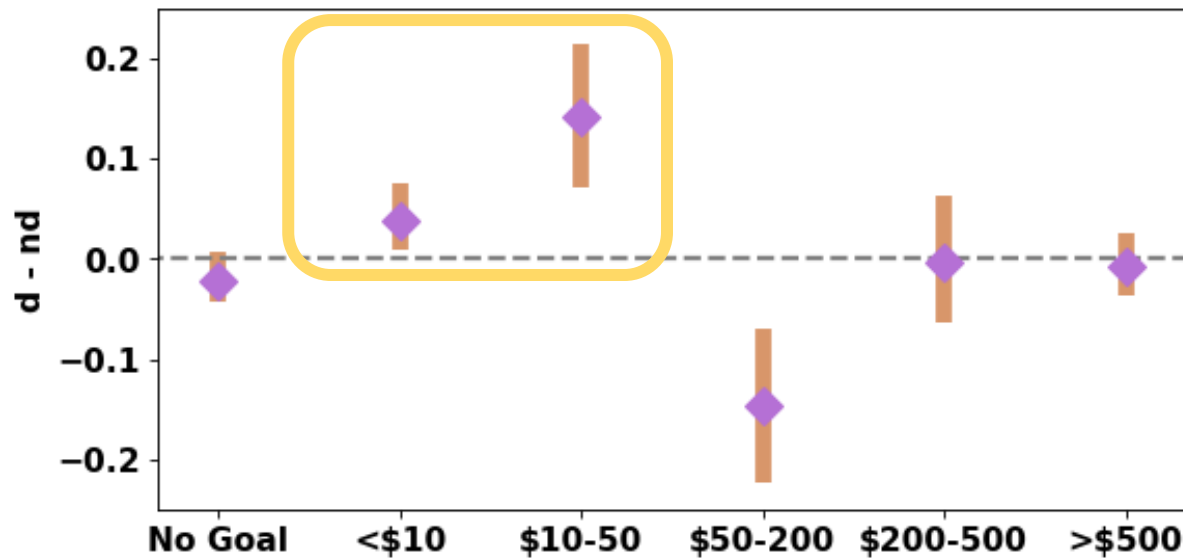




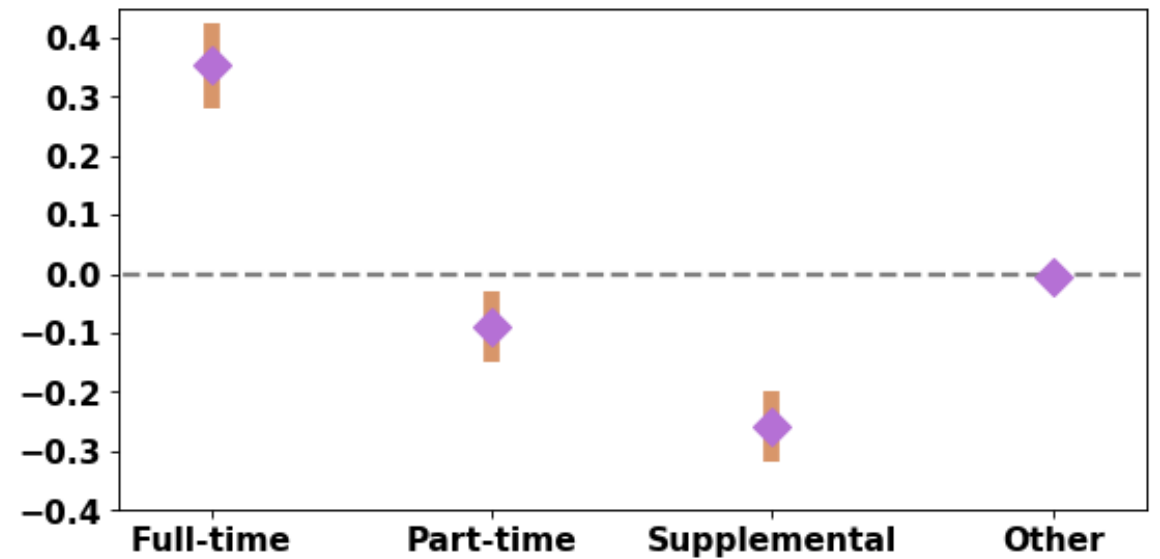
# Workers with Disability Experience Greater Difficulty in Using the Platform



# Workers with Disability Have Lower Income Goals and Greater Reliance on Income

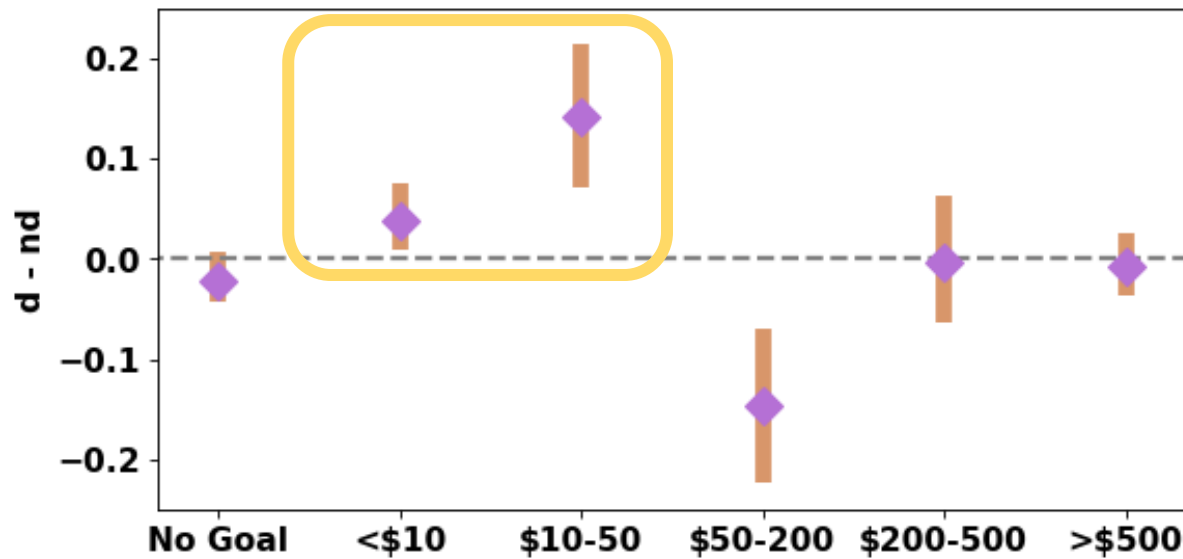


What is your goal for a weekly income from performing work on Mechanical Turk?

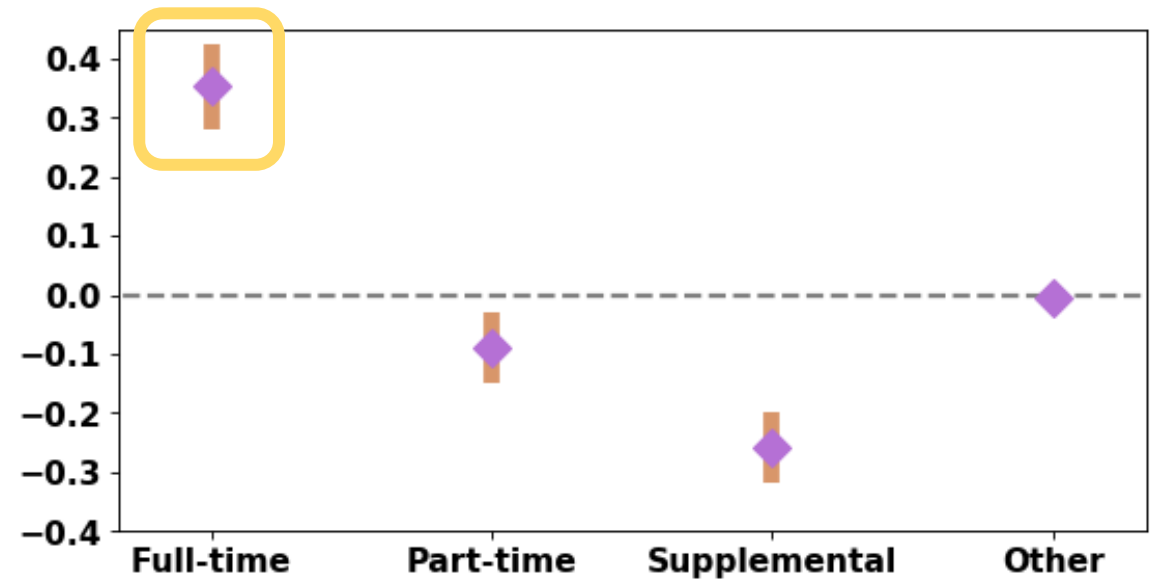


What portion of your income is earned through Mechanical Turk?

# Workers with Disability Have Lower Income Goals and Greater Reliance on Income

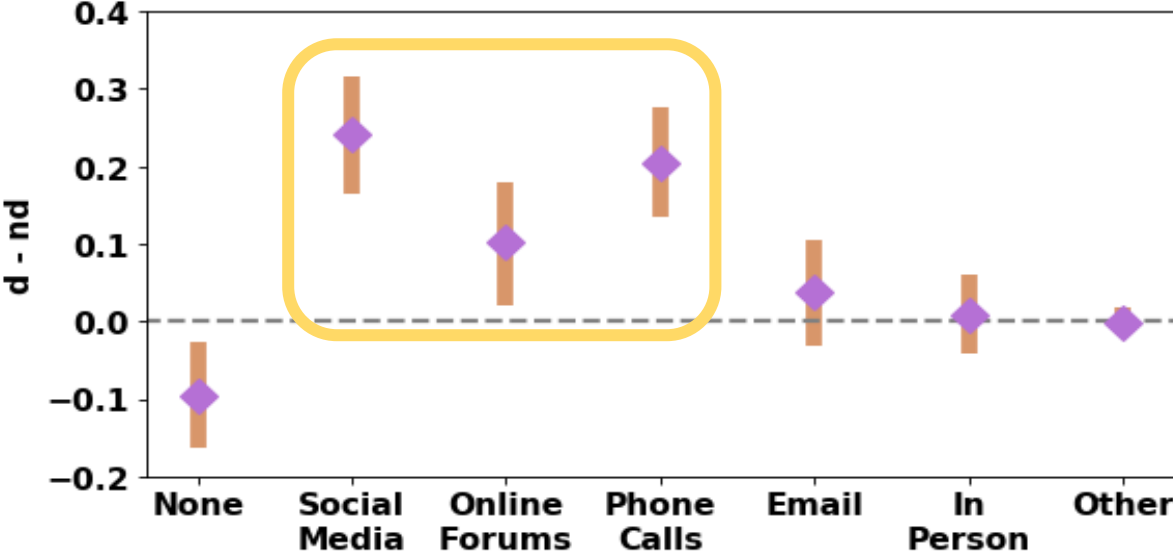


What is your goal for a weekly income from performing work on Mechanical Turk?

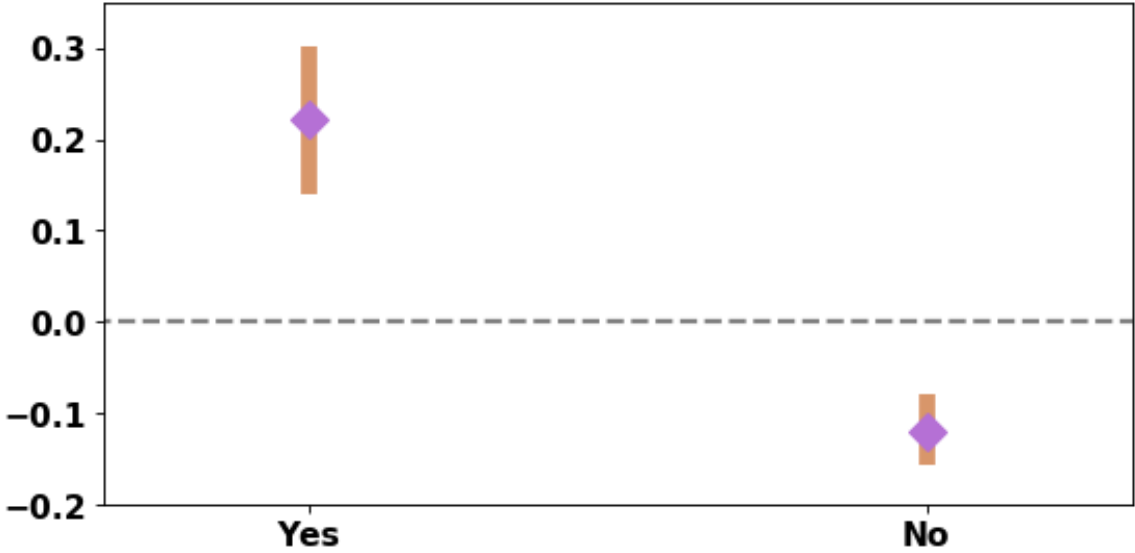


What portion of your income is earned through Mechanical Turk?

# Workers with Disability Interact More with Others

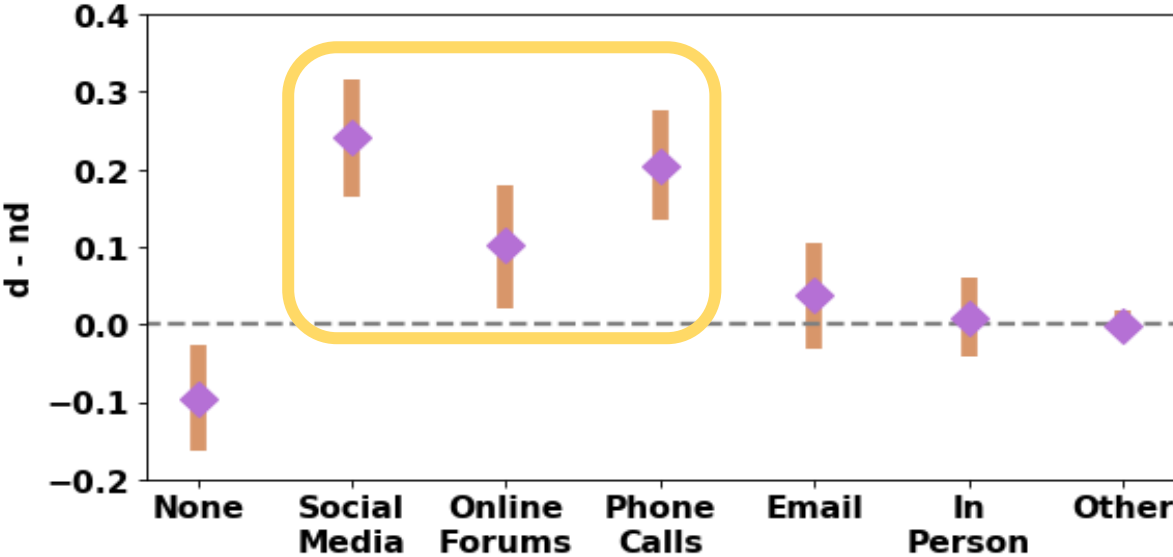


What communication with others related to your work on Mechanical Turk do you take part in?

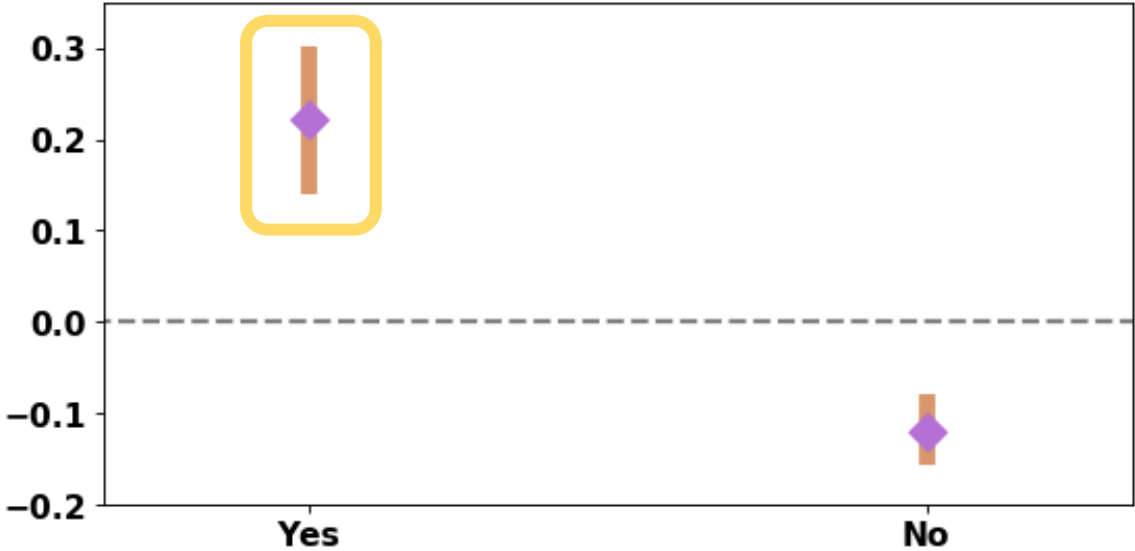


Do you actively post and/or comment on these forums?

# Workers with Disability Interact More with Others

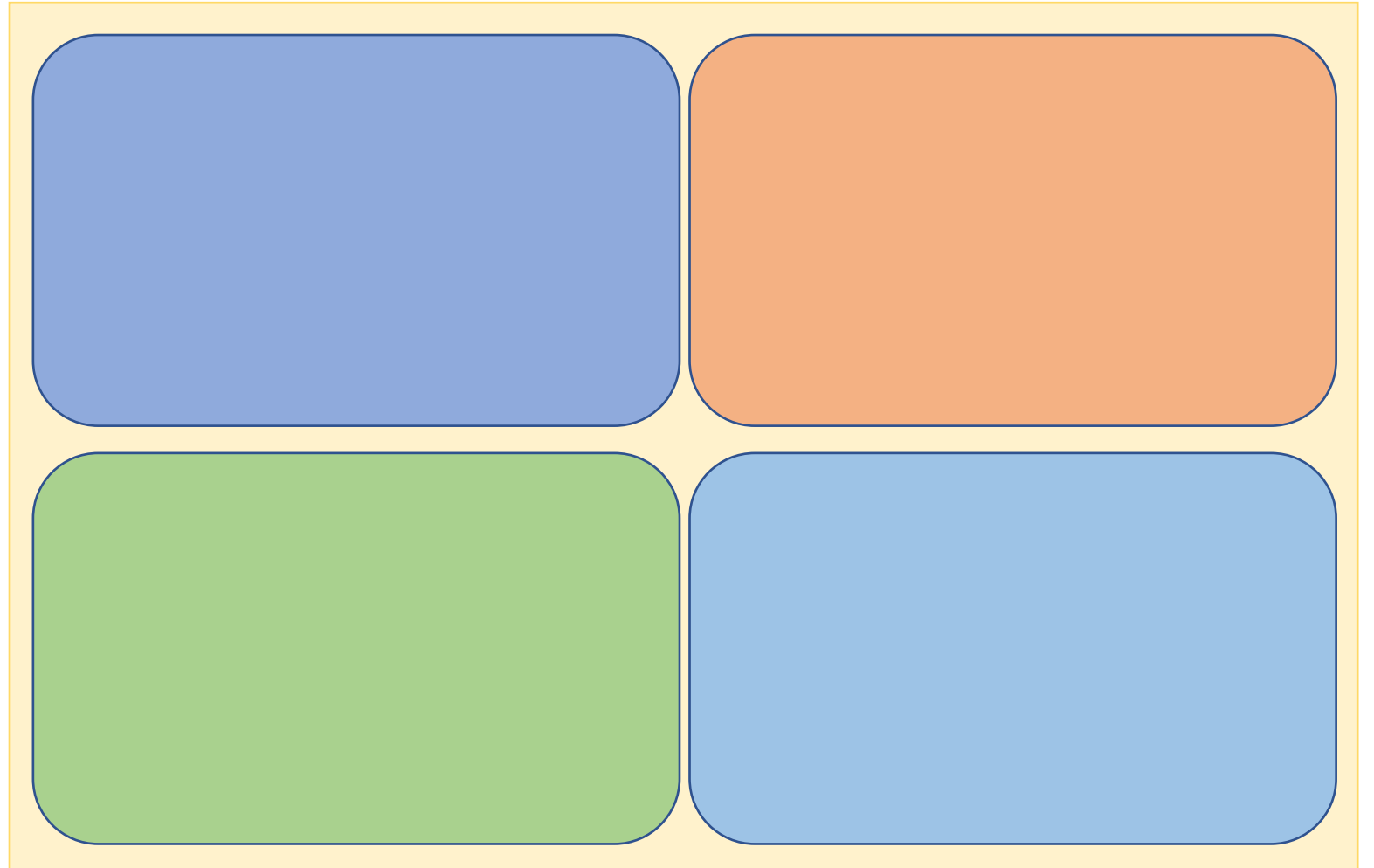


What communication with others related to your work on Mechanical Turk do you take part in?



Do you actively post and/or comment on these forums?

# Delving Deeper into Experiences of Workers with Disability



# Delving Deeper into Experiences of Workers with Disability

“The small amount of pay for a lot of work really takes its toll on you **mentally** and **emotionally**.”

**Workers with Disability Face Challenges**

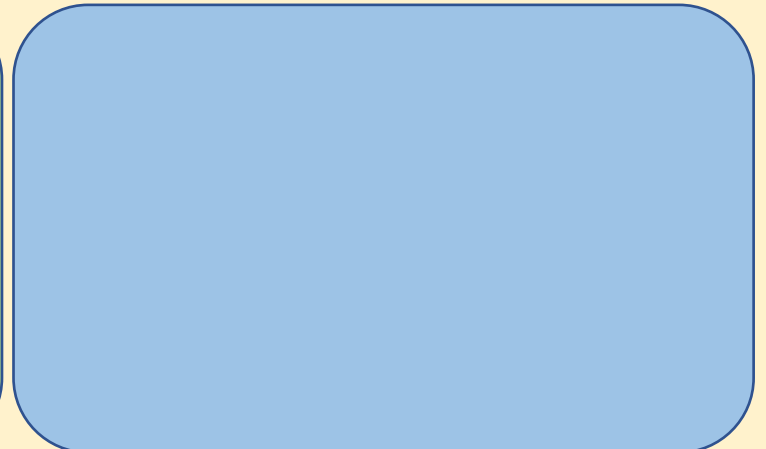


# Delving Deeper into Experiences of Workers with Disability

“I think it’s also nice to **feel purpose**. Without this my day would be aimless and **I would feel lost**. Turking has given that back to me.”

Workers with Disability Face Challenges

**Workers with Disability Receive Unique Benefits**





# Delving Deeper into Experiences of Workers with Disability

“There are a lot of well paying jobs that I turn down because they would require a lot of work and **I know that I would not have the energy to complete them.**”

Workers with Disability Face Challenges

Workers with Disability Receive Unique Benefits

**Workers with Disability Feel Their Condition Impacts Their Wages**

# Delving Deeper into Experiences of Workers with Disability

“It’s something people judge you for, often more harshly than they should, and **why would it benefit me in any way to open myself up to that?**”

Workers with Disability Face Challenges

Workers with Disability Receive Unique Benefits

Workers with Disability Feel Their Condition Impacts Their Wages

**Workers with Disability Socialize Primarily for Work Assistance**

# Conclusions and Implications

- Crowd workers with and without disability encounter many of the same challenges, but **those with disability may be disproportionately impacted.**
- Solutions that can best help workers with disability are ones that will **benefit all workers.**
- Solutions tailored for workers with disability should focus on their **abilities, not their disabilities.**

# Thank you!

Contact: [arechke@purdue.edu](mailto:arechke@purdue.edu)