Data Justice in the Workplace

Lina Dencik and Javier Sanchez-Monedero

Cardiff University, UK

Data Justice Lab @DataJusticeLab

Project:

Data Justice: Understanding datafication in relation to social justice (DATAJUSTICE) – ERC Starting Grant 2018-2023

Topics

Border control and migration

Law enforcement and policing

Low-wage work

Data and the labour movement
- Digital campaigning
- 'Connective action'
- Privacy concerns

Data and labour
- Digital labour as 'playbour'
- Platform labour and gig economy
- Under-researched: transformation of labour relations across work (other than automation)

The worker's datafication

- Communications (email, phone…)
- Sensors (IoT, chips, cards, wearables…)
- Surveillance (video, audio, sensors, computer use…

## Alarm over talks to implant UK employees with microchips

Trades Union Congress concerned over tech being used to control and micromanage

▲ Jowan Österlund from Biohax holds a microchip implant the size of a grain of rice between his thumb and forefinger. Photograph: James Brooks/AP

Data driven tasks

- Data-driven hiring
- Performance monitoring
- Reputation management
- People analytics
- Automation
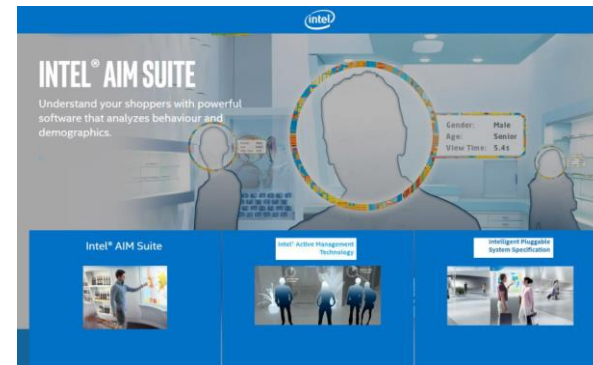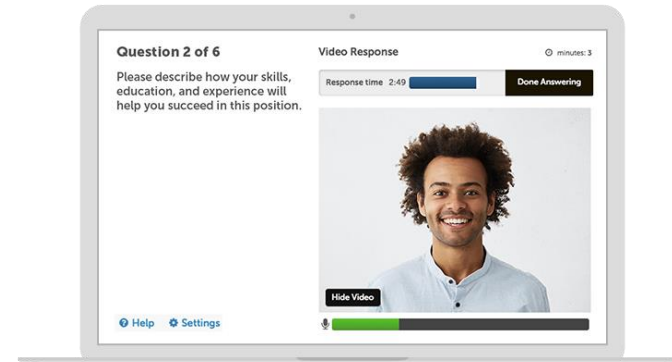
The Best Employee Monitoring Software of 2018

By Rob Marvin   11 Oct 2018

It's important to have visibility into what your onsite and remote employees are doing while on the clock. We test five employee monitoring tools for tracking user productivity, application and website activity, screen capture and alerts, and much more.

Hiring

- Candidate ranking and CV screening
- Automated interviews (Hilton is used for AI-based assessments)
  - Sentiment and personality classification
  - Problem-solving tests
  - Chatbot to interact with workers/candidates
- Human resources scheduling and activity forecasting
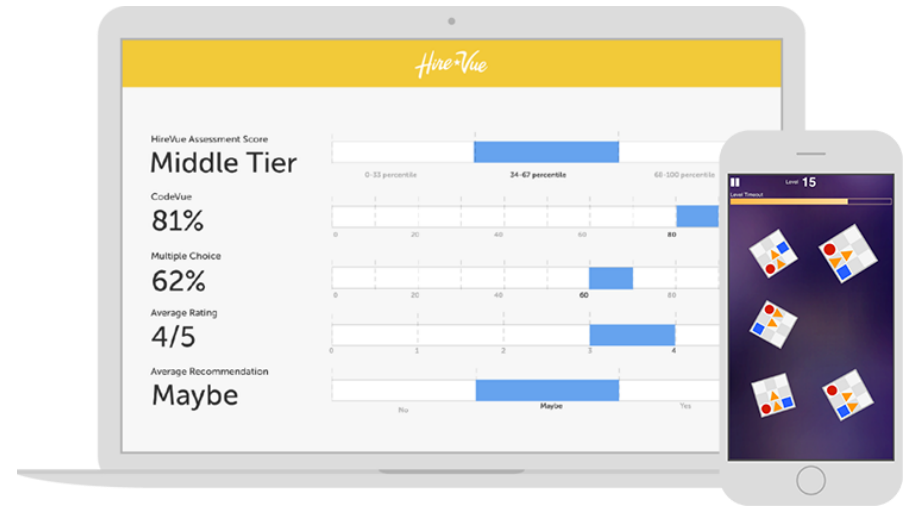
BUSINESS NEWS   OCTOBER 10, 2018 / 4:12 AM / A MONTH AGO
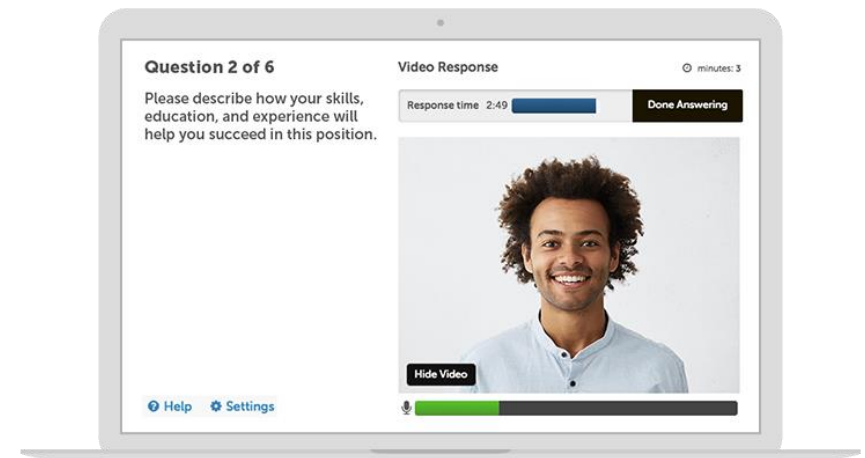
Amazon scraps secret AI recruiting tool that showed bias against women
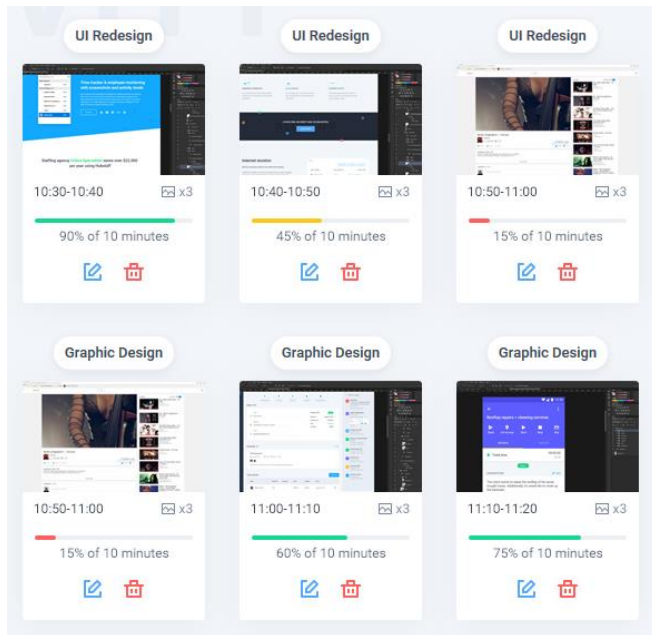
Jeffrey Dastin   8 MIN READ

SAN FRANCISCO (Reuters) - Amazon.com Inc's (AMZN.O) machine-learning specialists uncovered a big problem: their new recruiting engine did not like women.
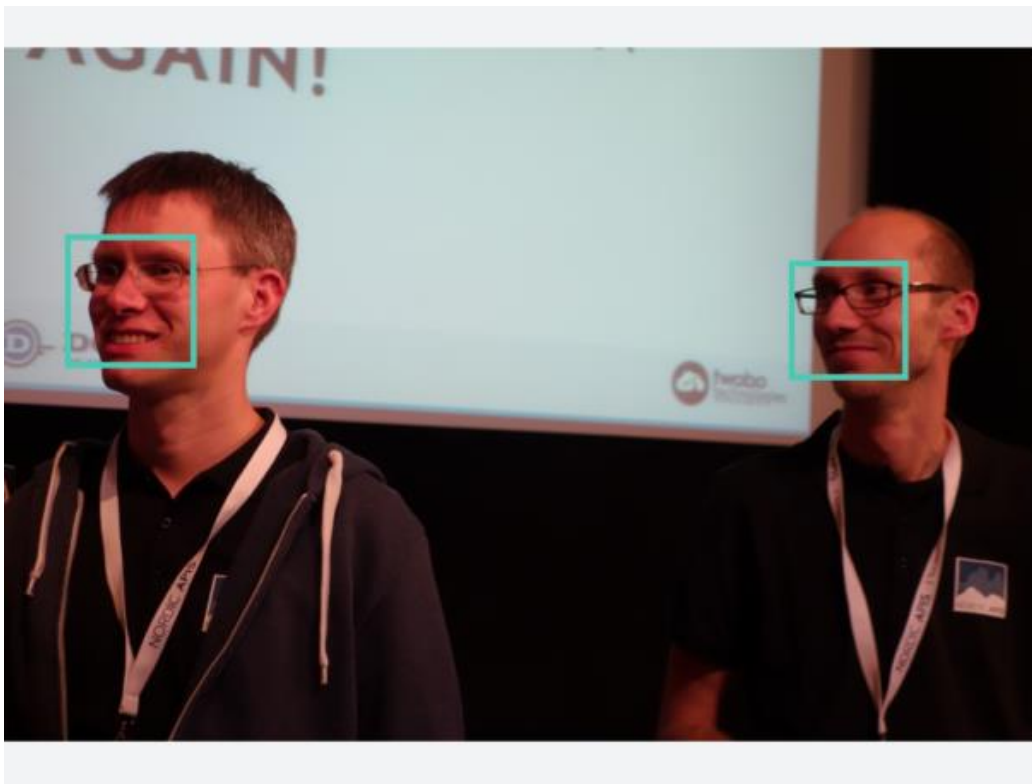
Computer activity monitoring

Computer vision for emotion detection

- Computer vision and AI for emotion estimation
- Used to train employees, analyse customer satisfaction or staff behaviour

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Detection Result:
2 faces detected

JSON:
[
    {
        "faceRectangle": {
            "left": 120,
            "top": 362,
            "width": 255,
            "height": 255
        },
        "scores": {
            "anger": 6.506412e-7,
            "contempt": 0.00000107357334,
            "disgust": 0.0000137053685,
            "fear": 2.51182275e-9,
            "happiness": 0.9994379,
            "neutral": 0.000546224066,
            "sadness": 1.46409562e-7,
            "surprise": 2.88747827e-7
```

Voice analysis for sentiment and content analysis

- Cogito: the system can monitor and change workers behaviour in call centres (MetLife, Zurich Financia…)
    - Analyses customer dissatisfaction and suggests actions
    - It warns about fast speech
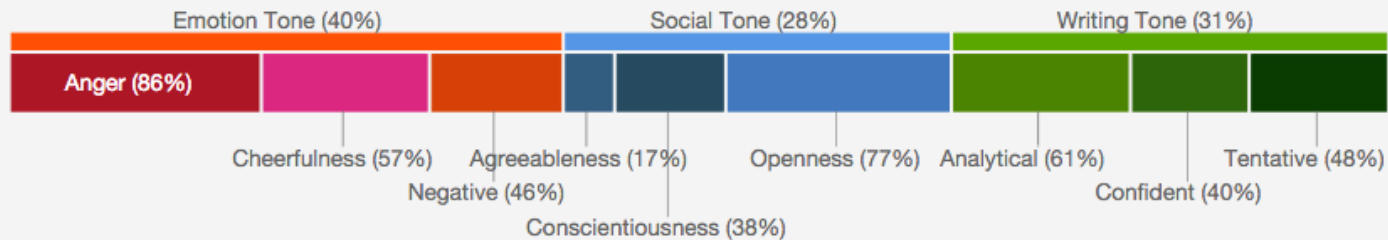   - It notifies about missed legal requirements

Attention evaluation

- Eye tracking to evaluate visual inspection tasks
- Facial recognition to estimate attention span and demographics of customers
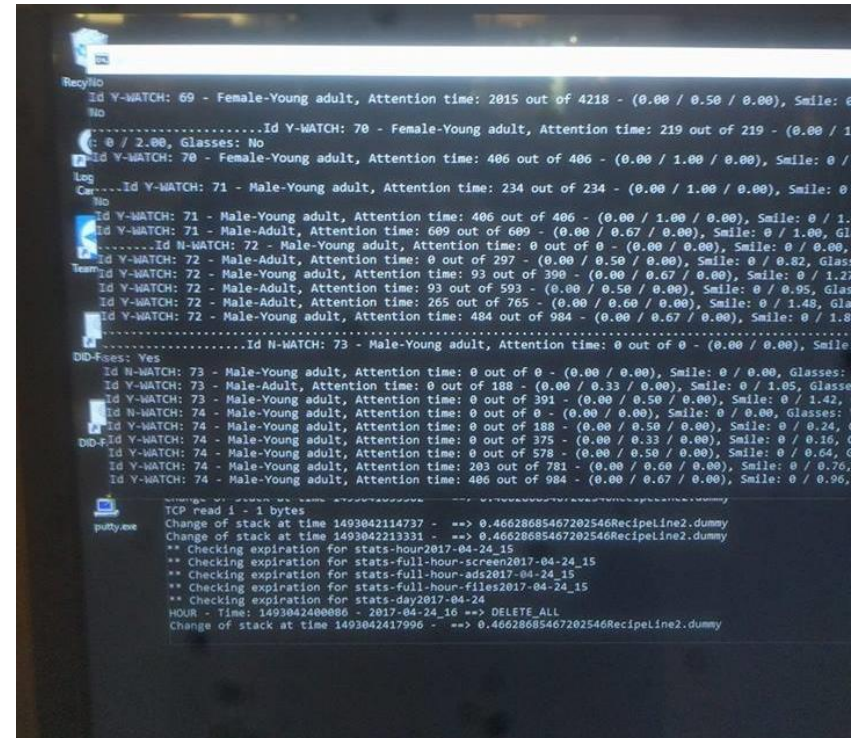
Profiling

Word Count returns the percentage of words per tone and the total number of words for each individual tone trait.

Emotion Tone (40%) — Social Tone (28%) — Writing Tone (31%)

Anger (86%) | Cheerfulness (57%) | Negative (46%) | Agreeableness (17%) | Conscientiousness (38%) | Openness (77%) | Analytical (61%) | Confident (40%) | Tentative (48%)

Click on any highlighted word to see suggested synonyms.

Open data folks could have a lot to learn from the API community, and vice-versa is true too. As the open data field is about exposing information, there is much overlap between open data 188 ">and APIs or Application Programming Interfaces, which expose an application's data or functionalities for third party integration.

Scene understanding
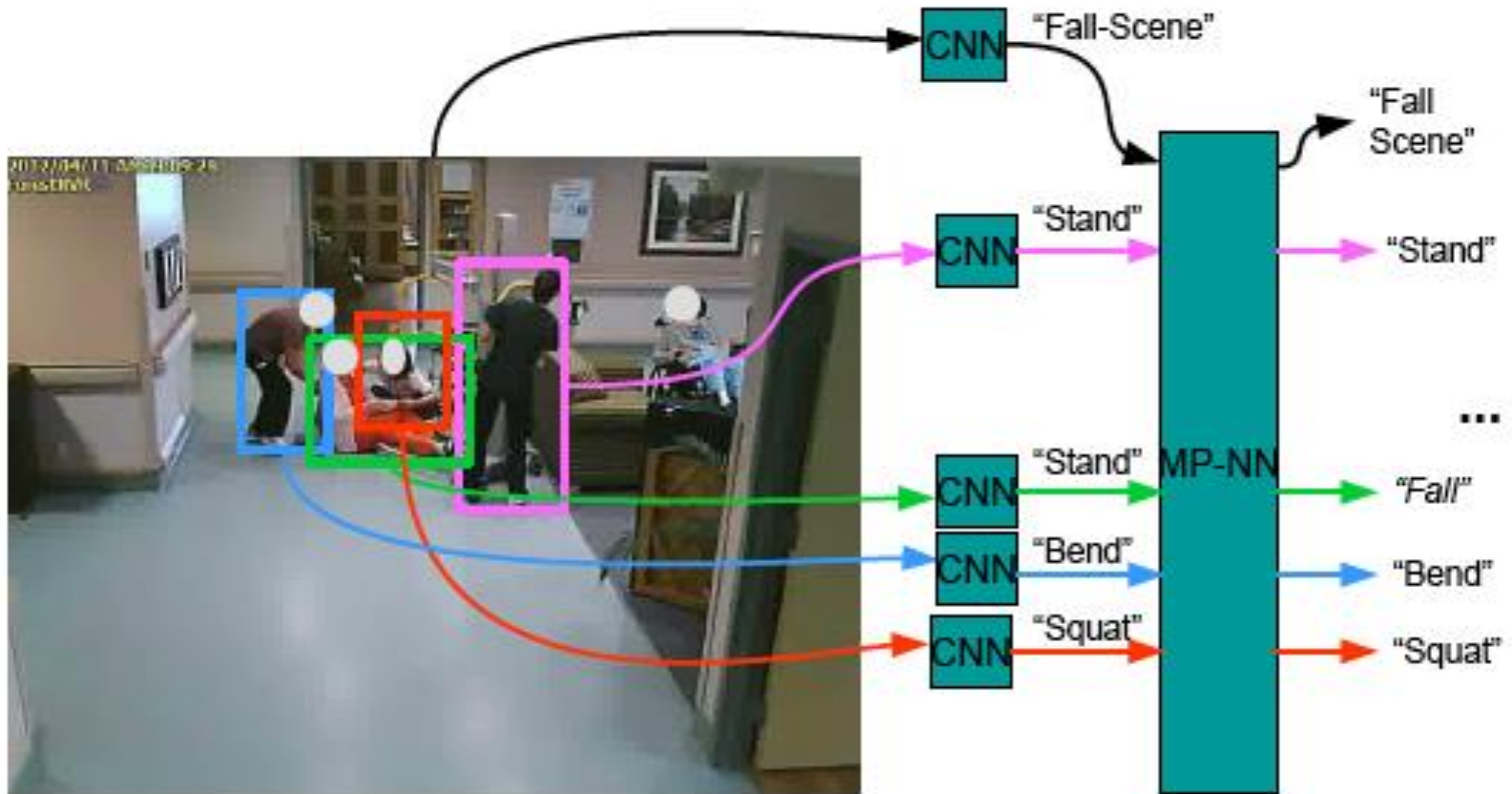
Research Plans I:
- Scoping and mapping of typology of technologies across Europe
- Identify case studies
- Interviews with HR, management and frontline workers

Research Plans II:
- Data as a workers' rights concern
- Interviews with unions, workers' associations
- Moving beyond data ethics – alternative data economy