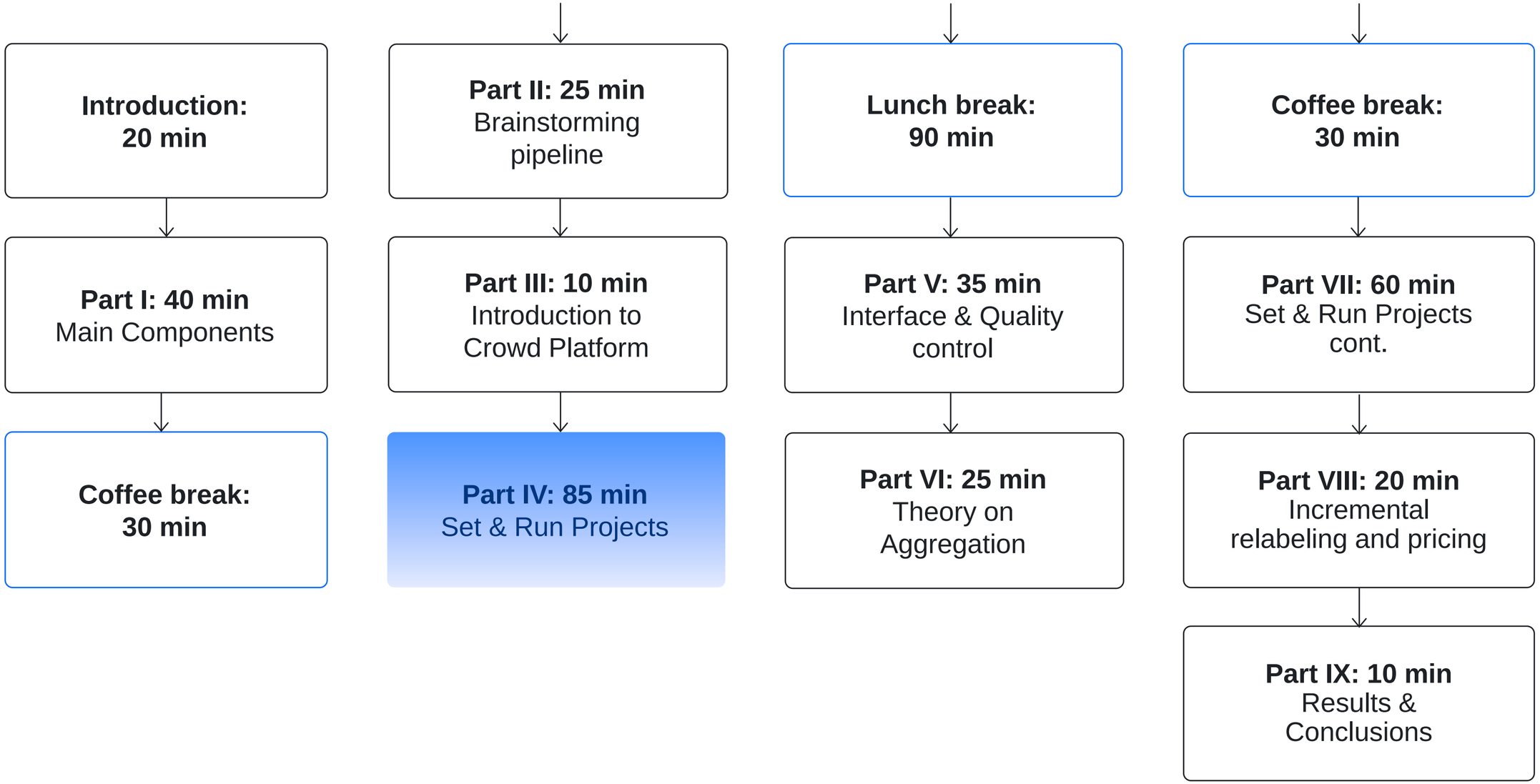
Part IV

Setting up and running label collection projects

Daria Baidakova,
Project Manager,

Toloka

Tutorial outline



What you need for the practice session

We are starting the practice session

We give you a card with information and links to:

- A step-by-step instruction to configure and run our crowd projects
- A dataset with photos that should be labeled
- Login+Password to sign in Toloka as a requester

We also provide several copies of a printed version of the instruction

Did everybody receive this card?

Requester account that you received

You have Login+Password to sign in Toloka as a requester

The same account is given for several participants (a group)

- So, you can divide work on the project configuration within this group
- Or, each member of a group may work individually and create the whole pipeline by her/himself

Sign in Toloka as a requester

1. Go to https://toloka.ai
2. Click on “Sign in” in the top-right corner
3. Use received Login+Password to sign in

Requester account that you received

You have Login+Password to sign in Toloka as a requester

The account of this requester has money

- So, you will run your tasks on real crowd performers!

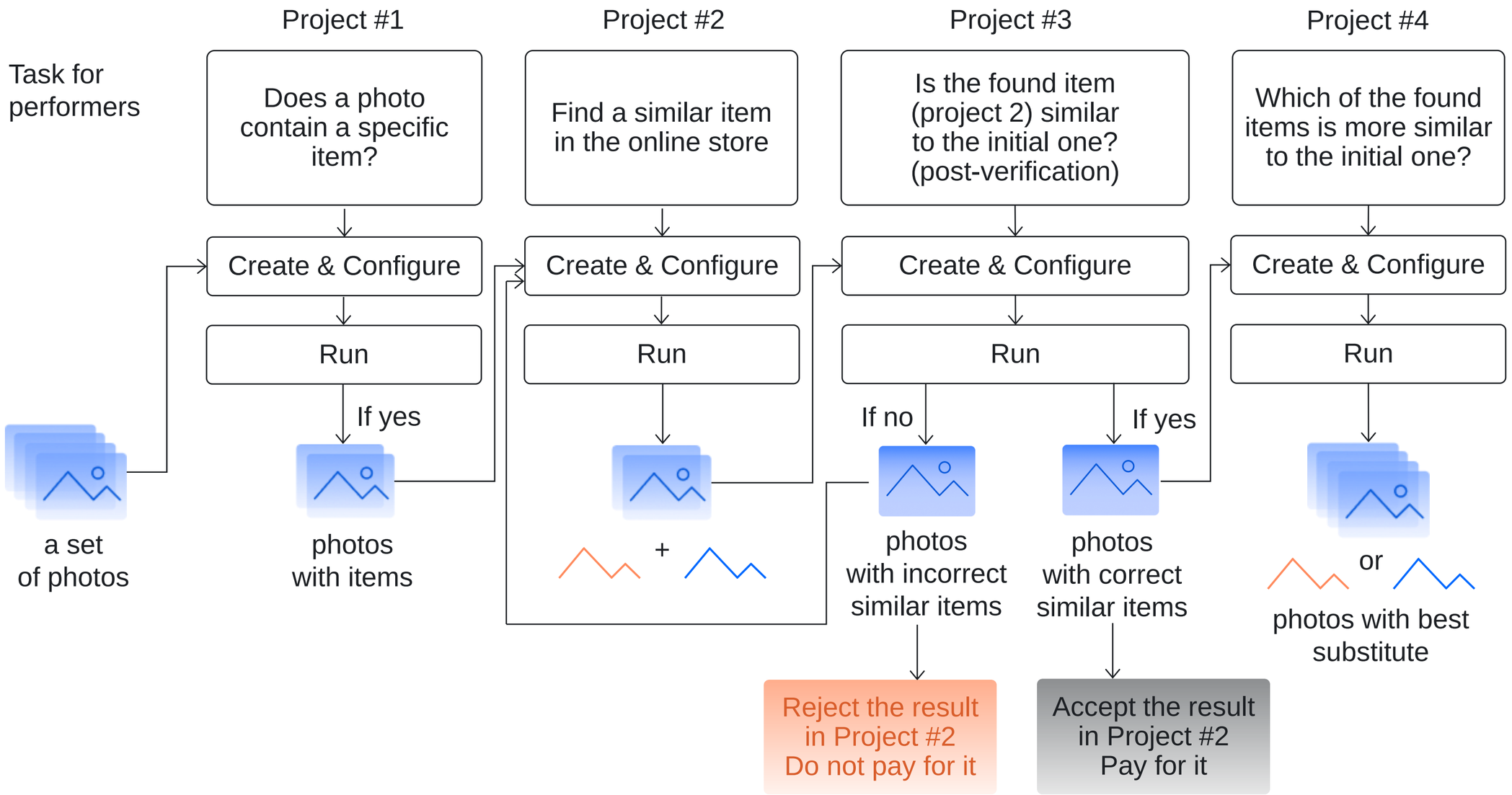
Practice: creating a real crowdsourcing pipeline

Now we will create a real simplified crowdsourcing pipeline

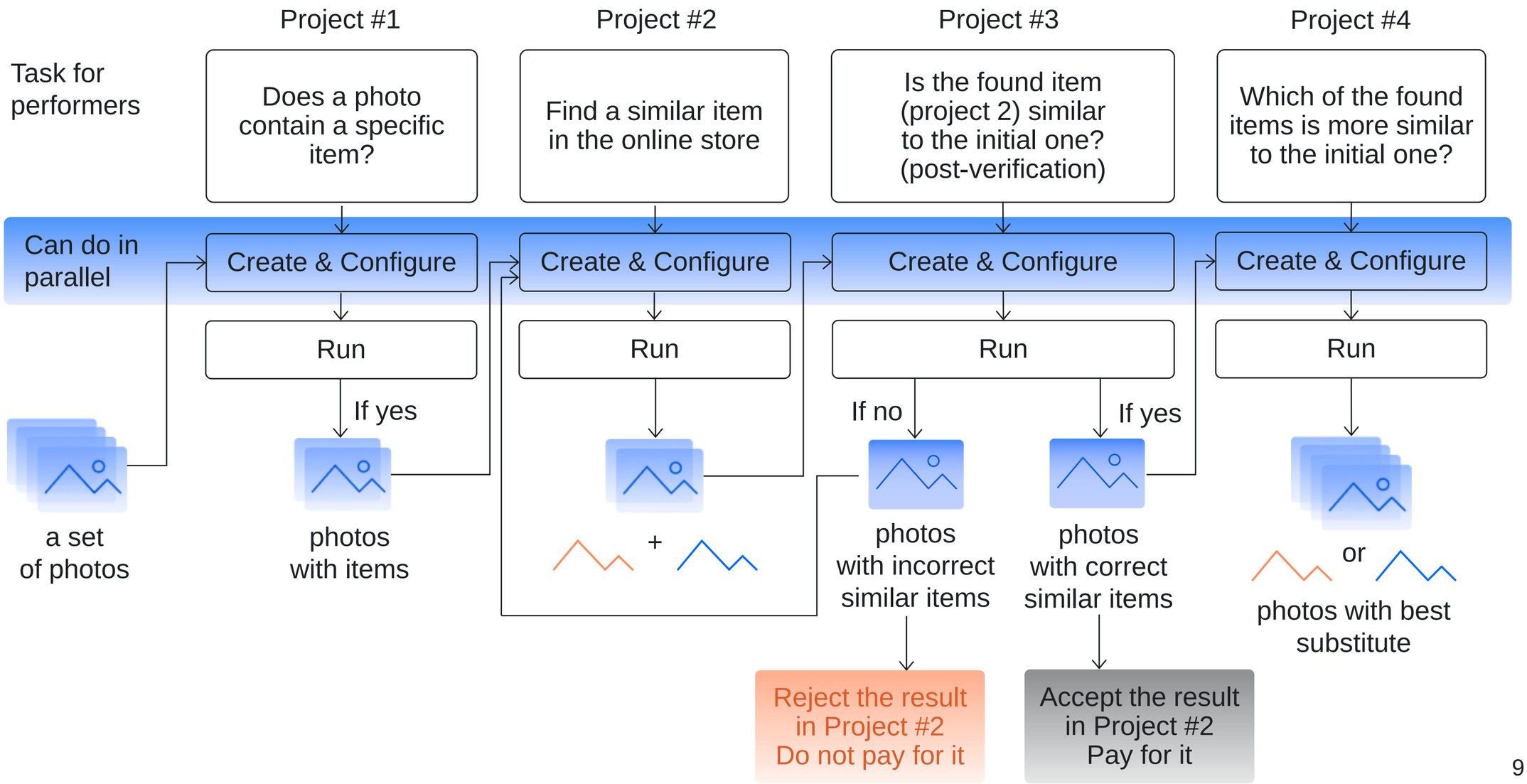
To simplify the task, we ask you to:

- Finding a substitute for **one type** of item
- Choose any item you want to find the best substitute for. For example, Shoes

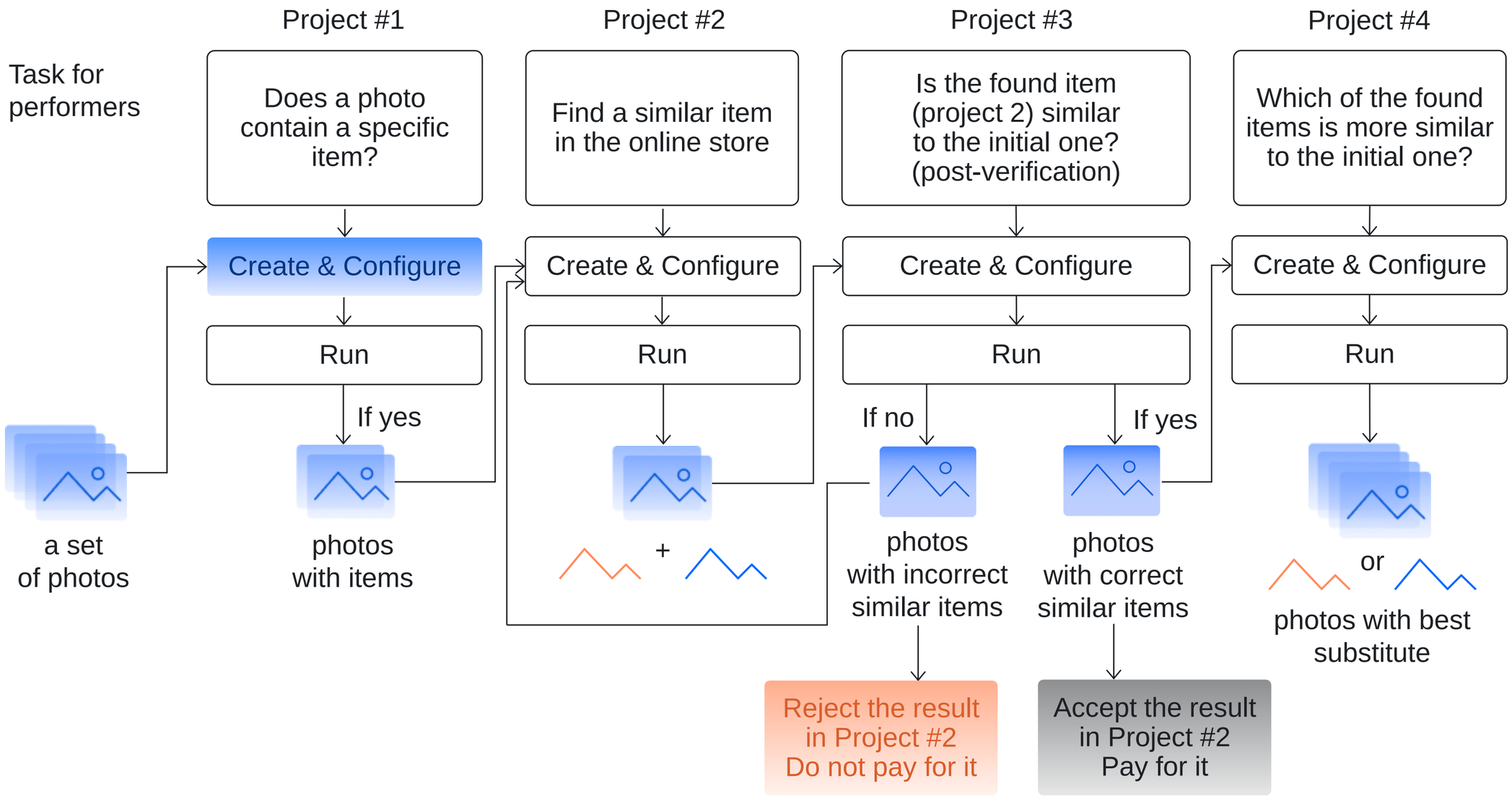
Reminder: we implement and run our pipeline



You can divide work within a participant group



Step #1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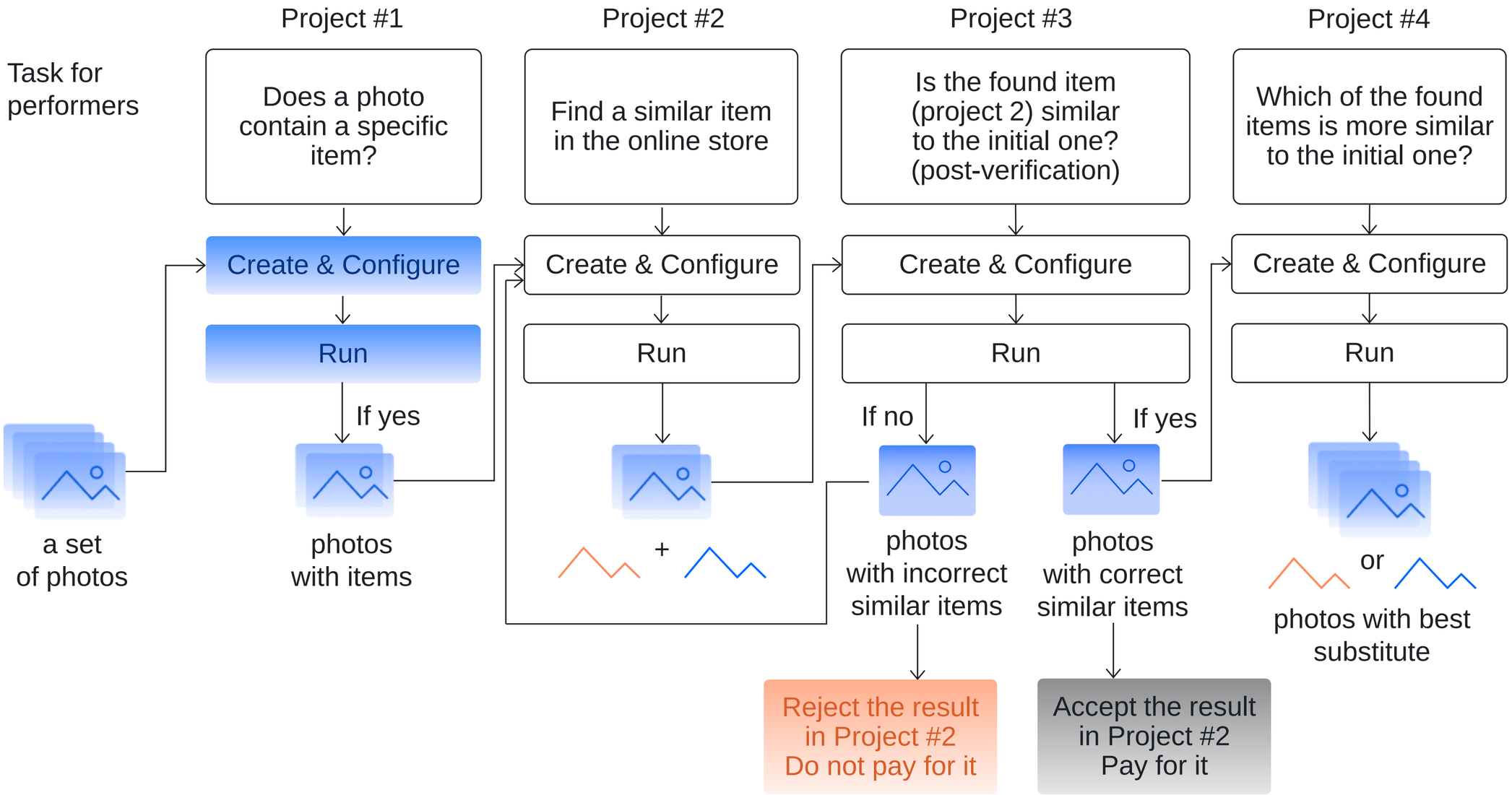
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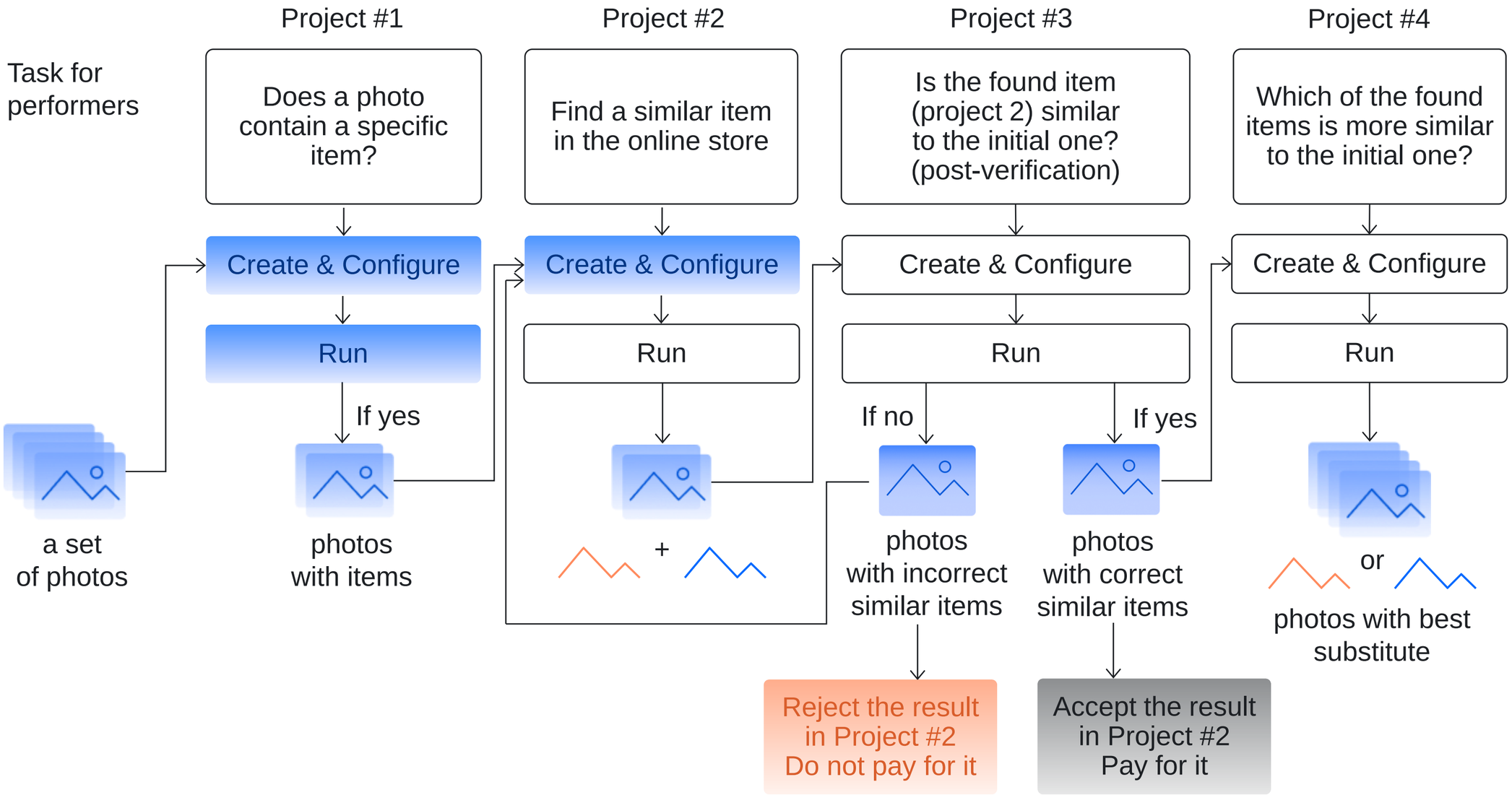
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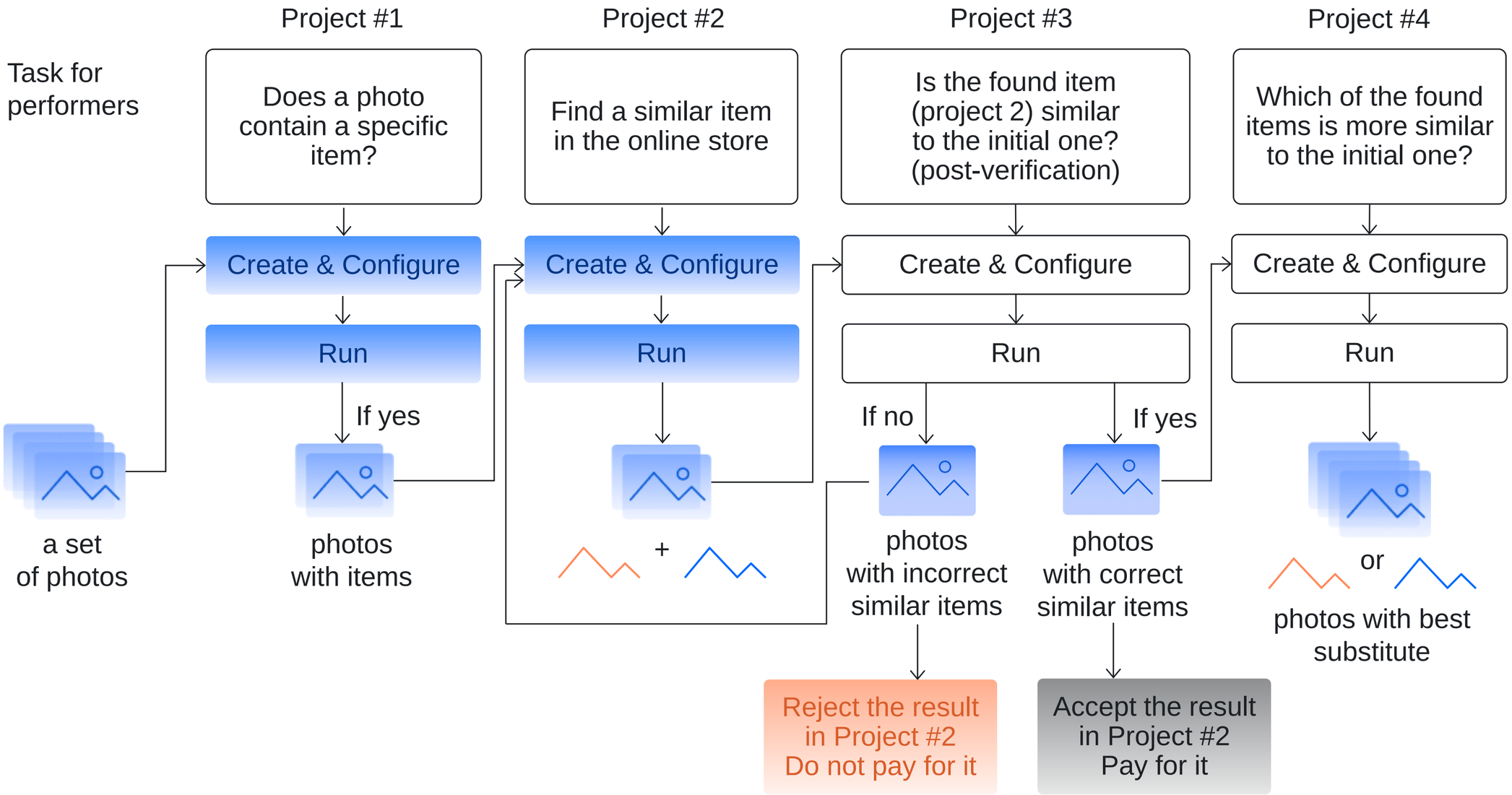
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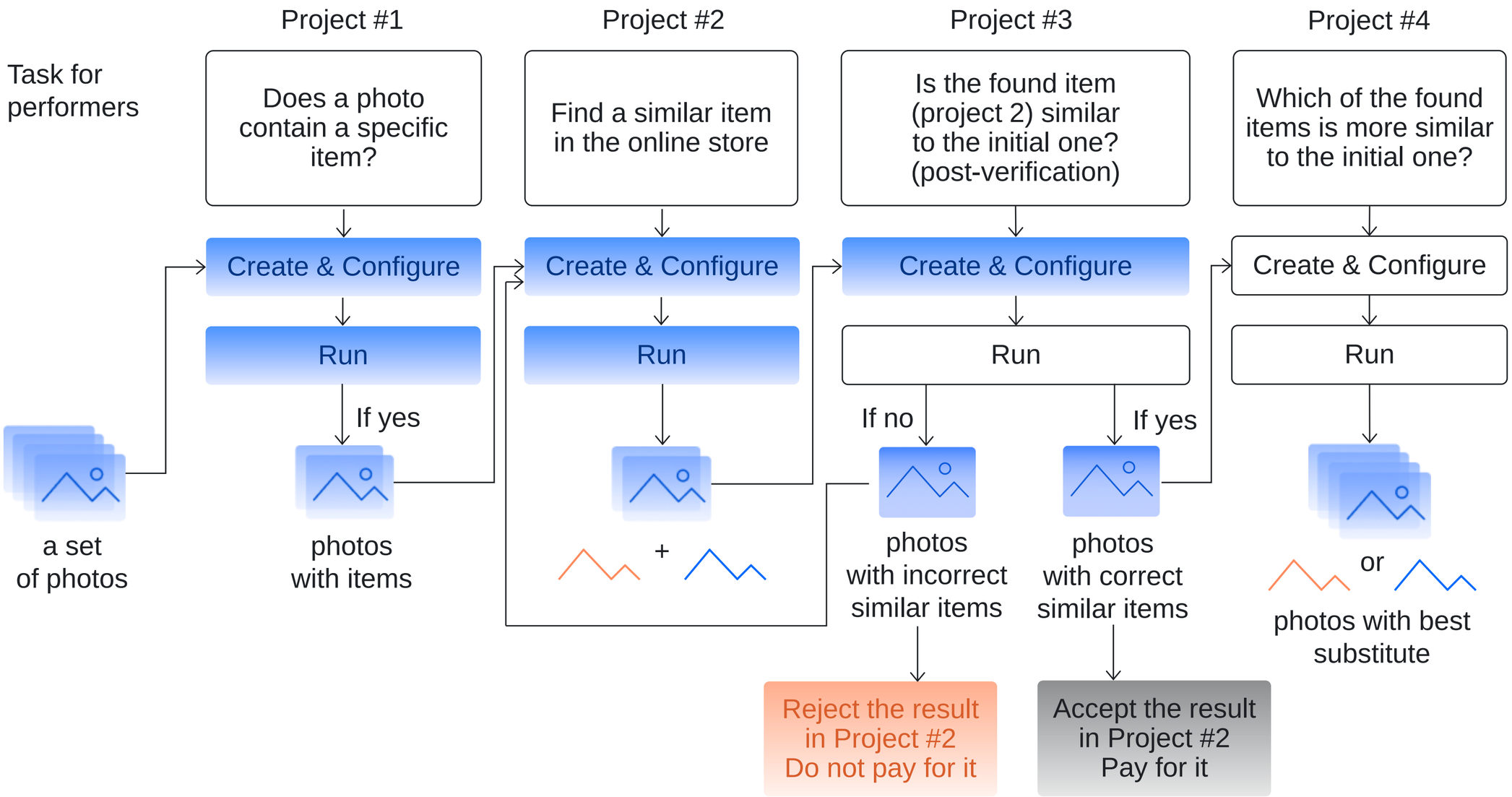
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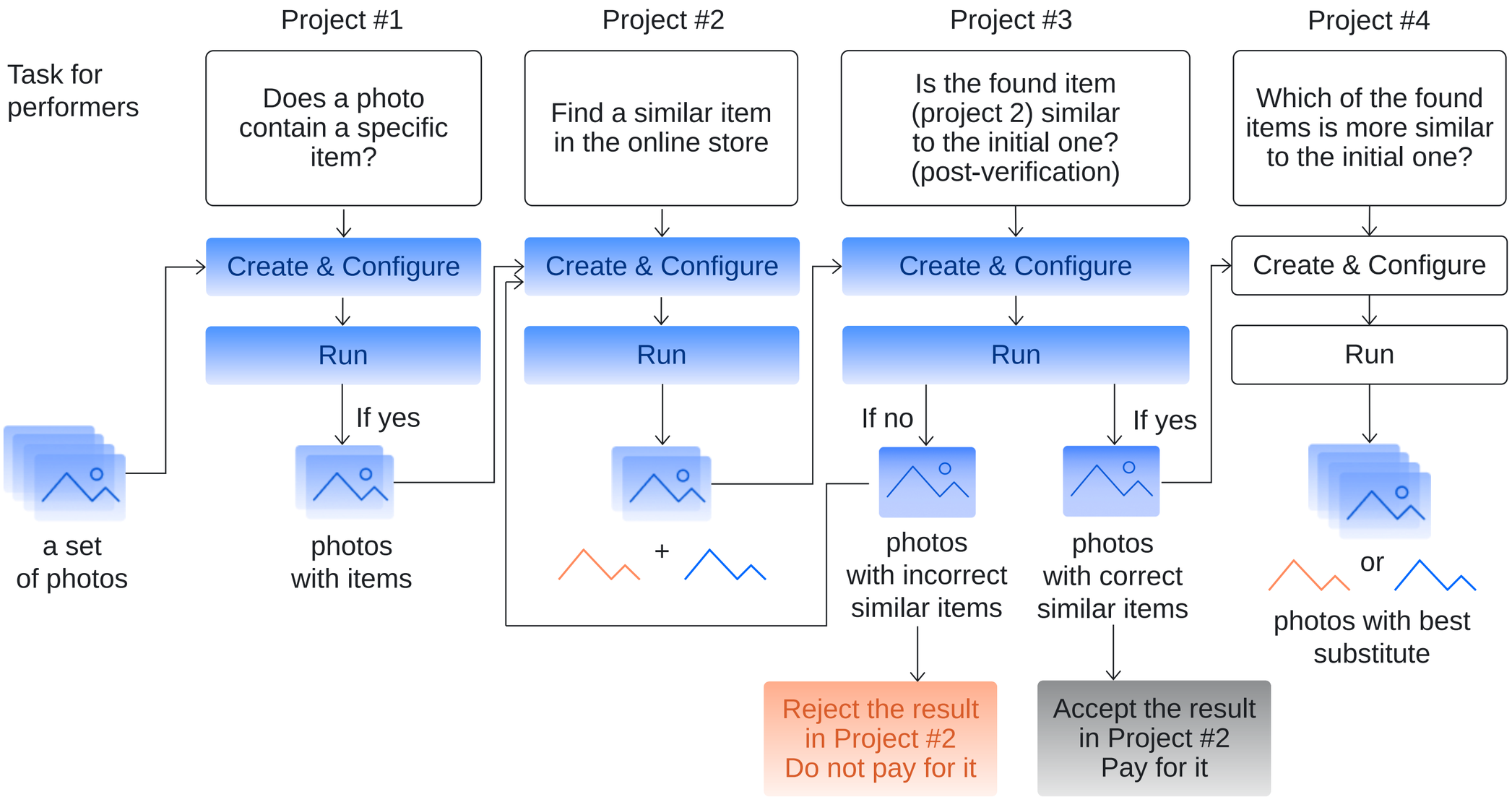
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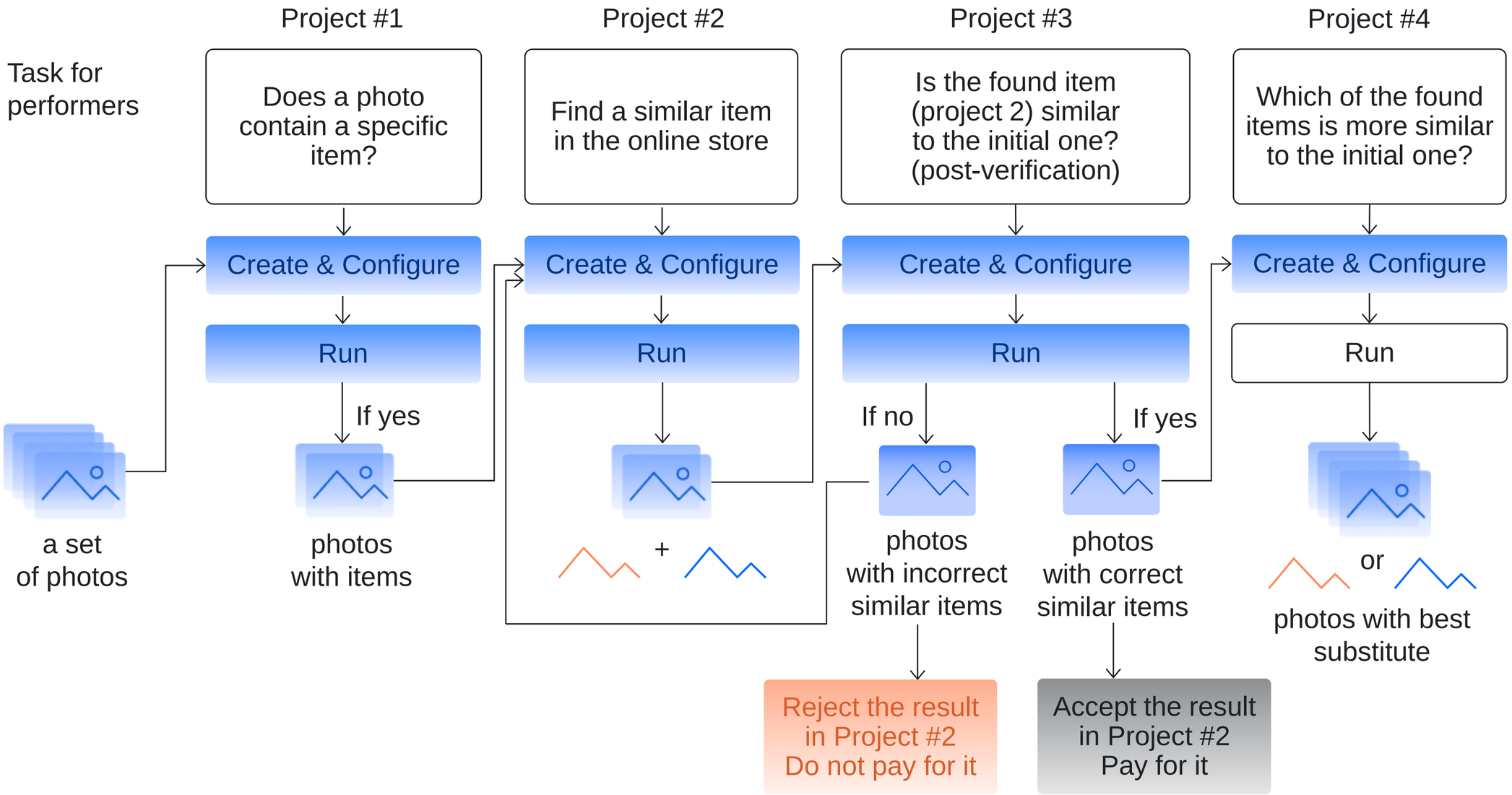
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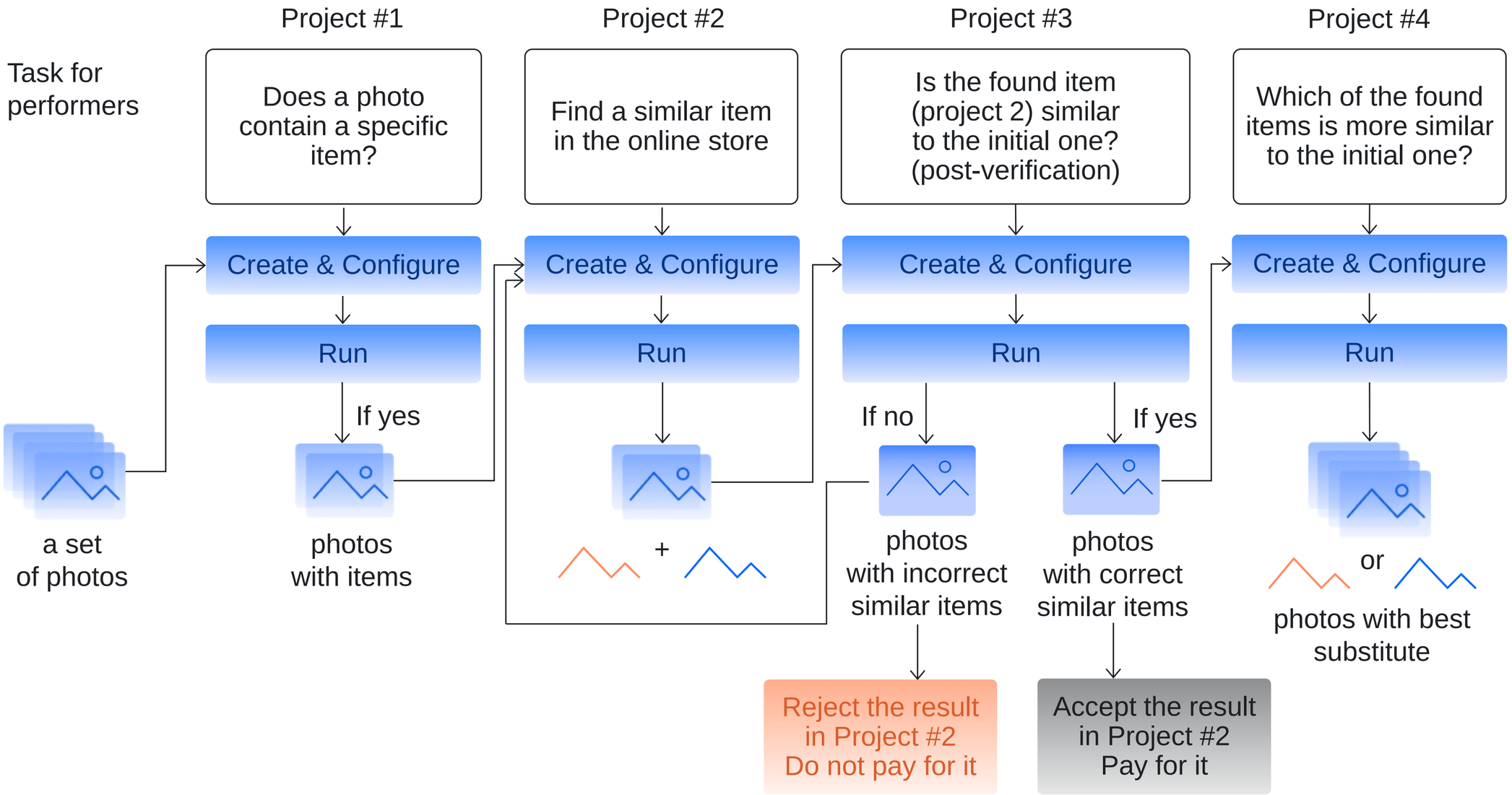
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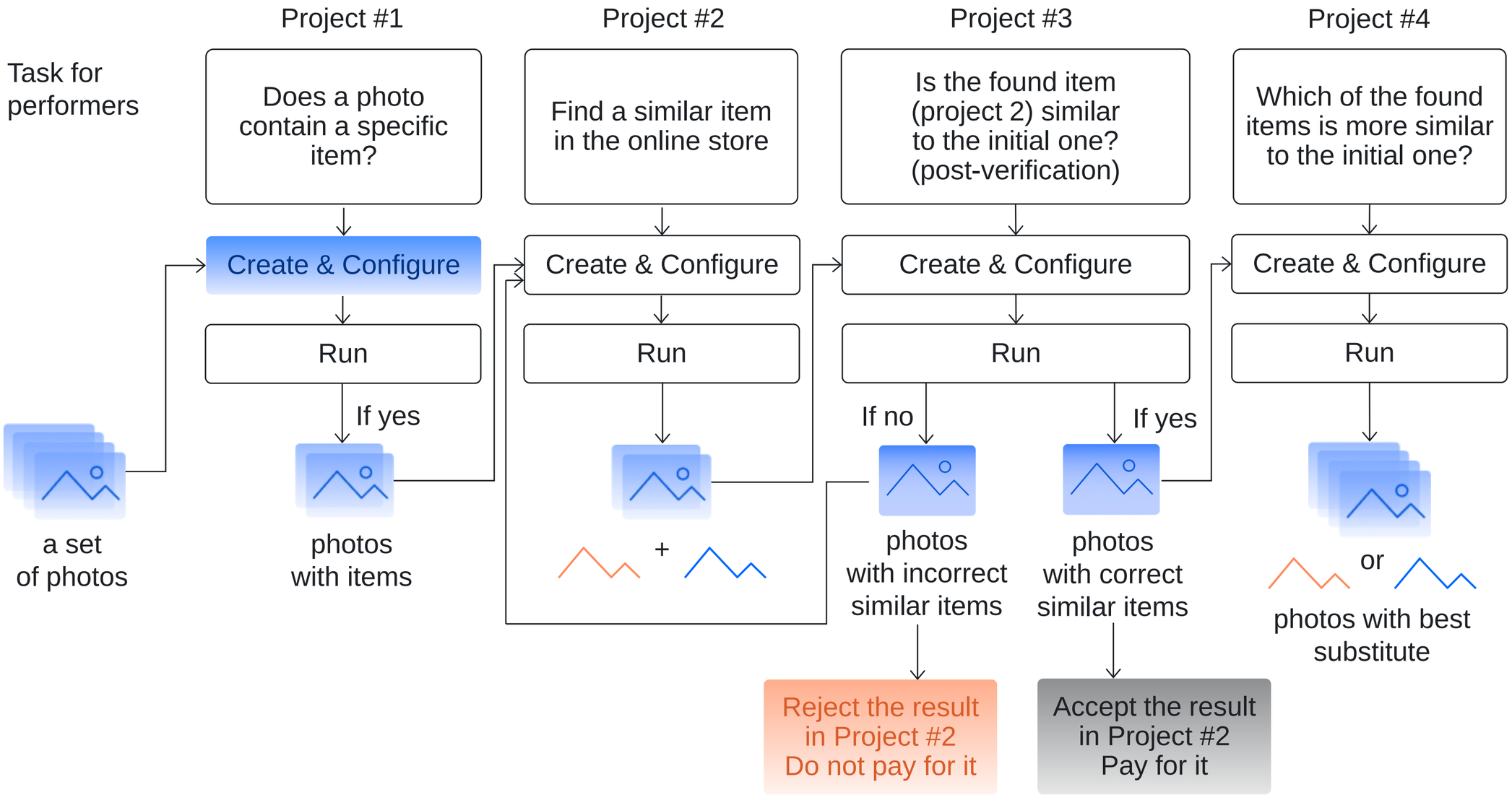

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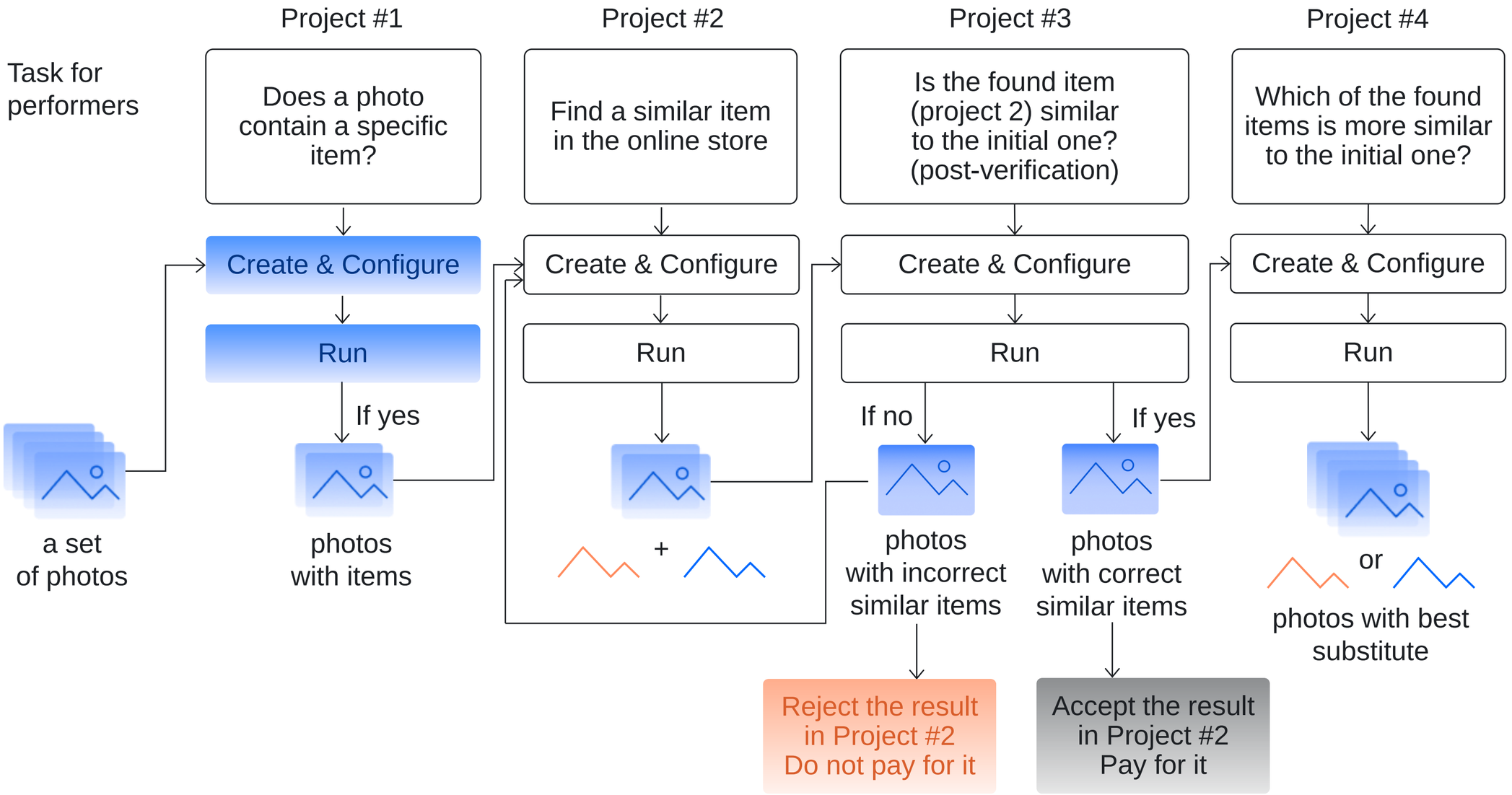

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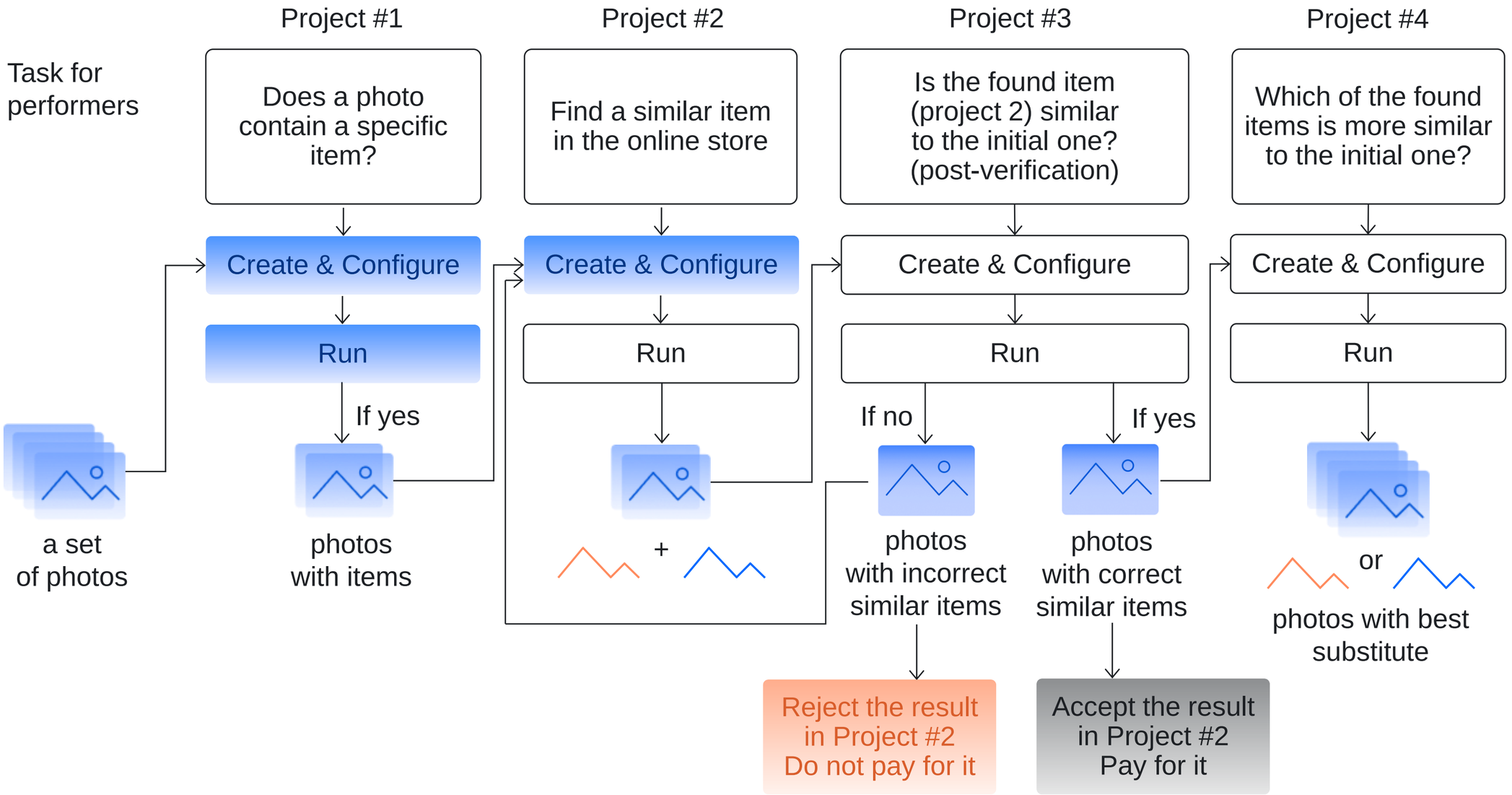

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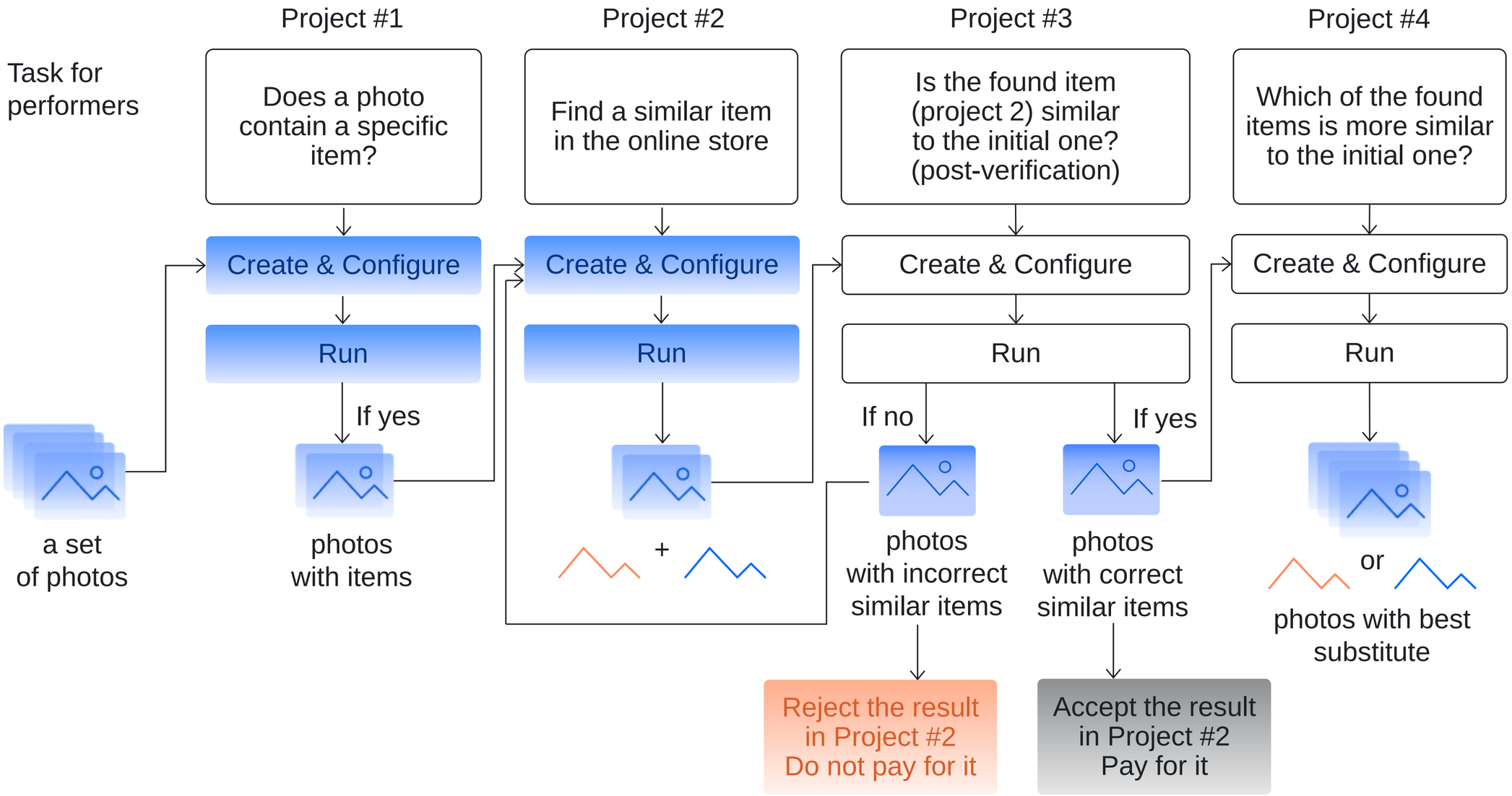

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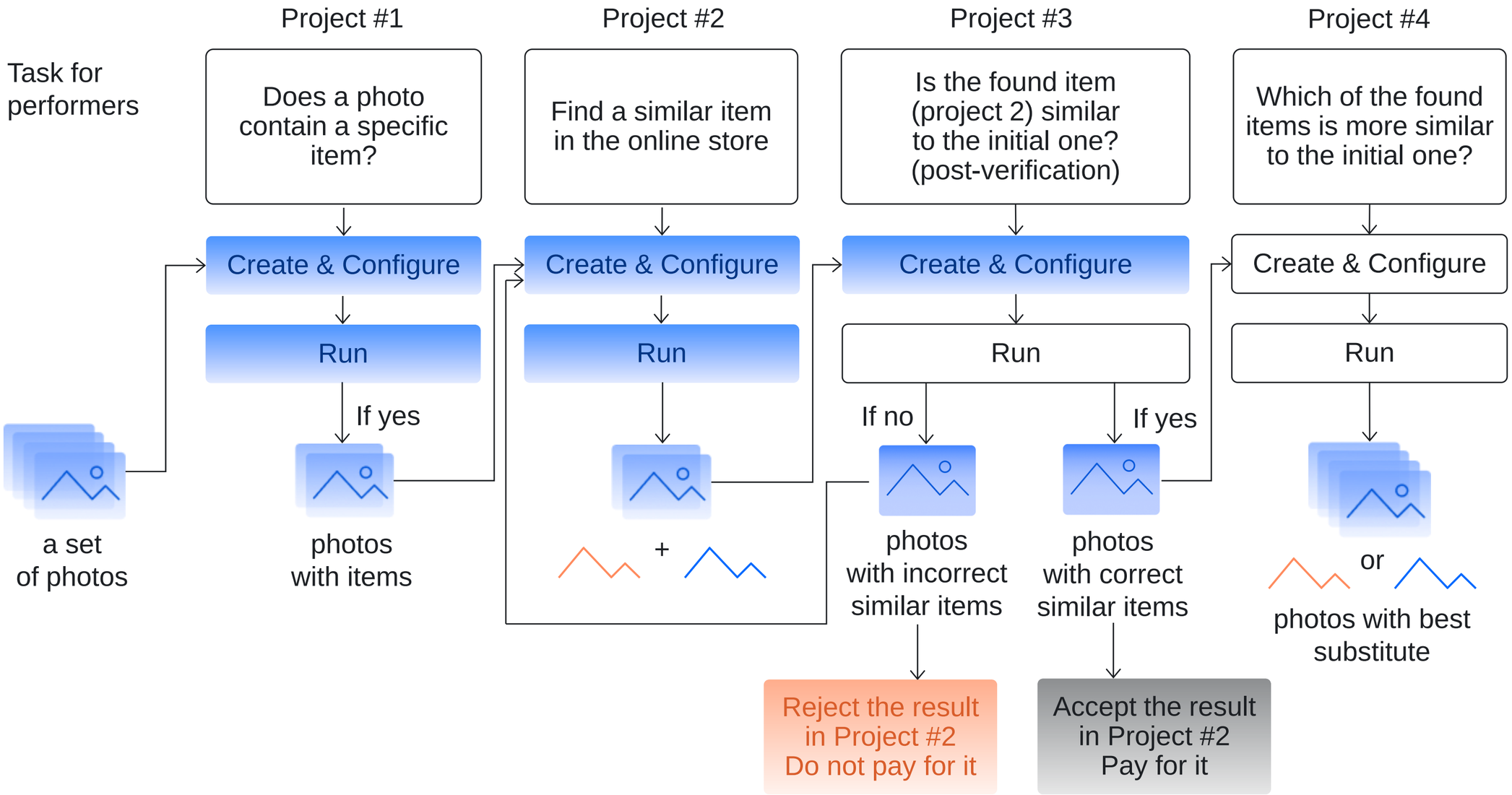

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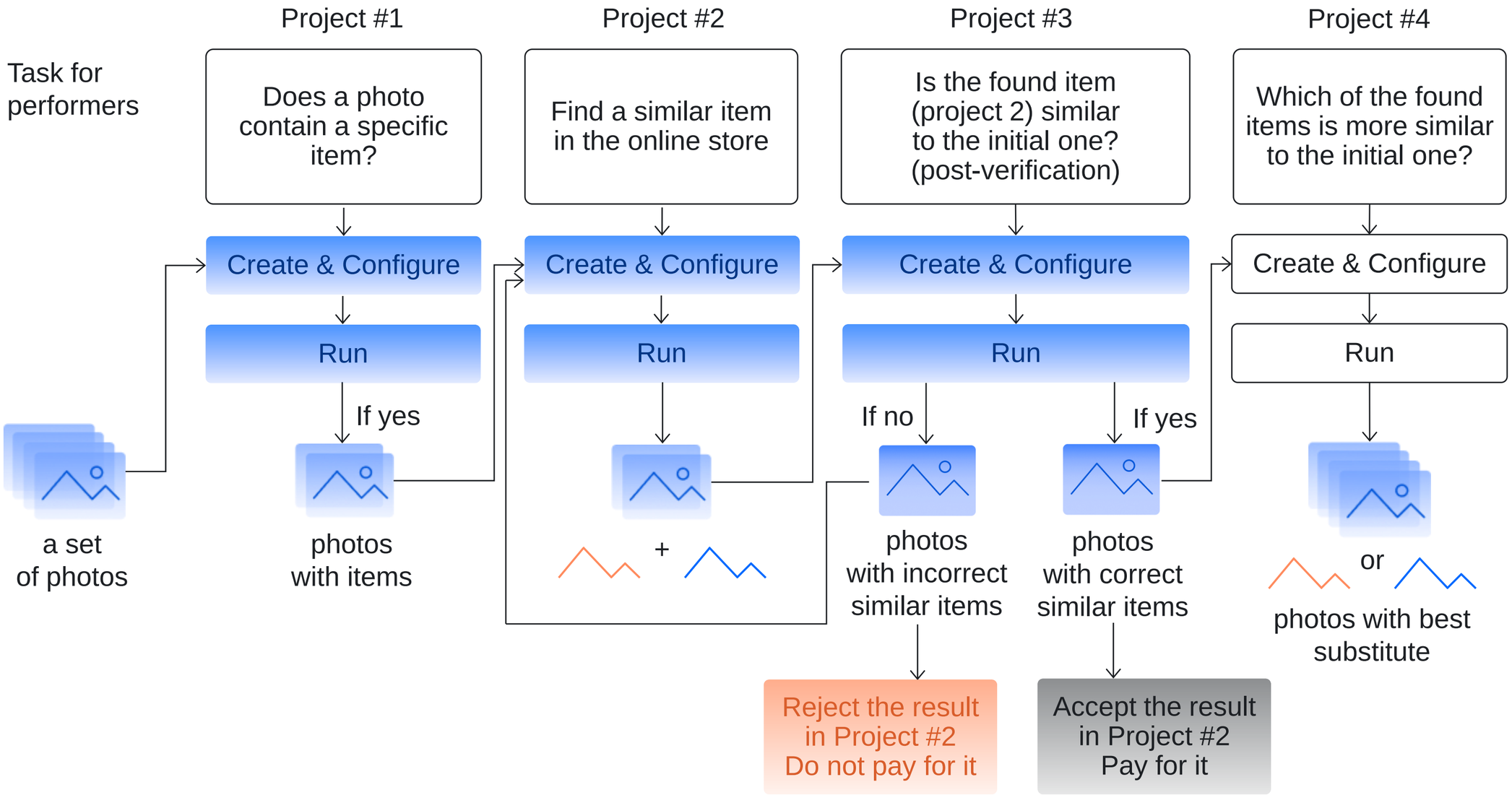

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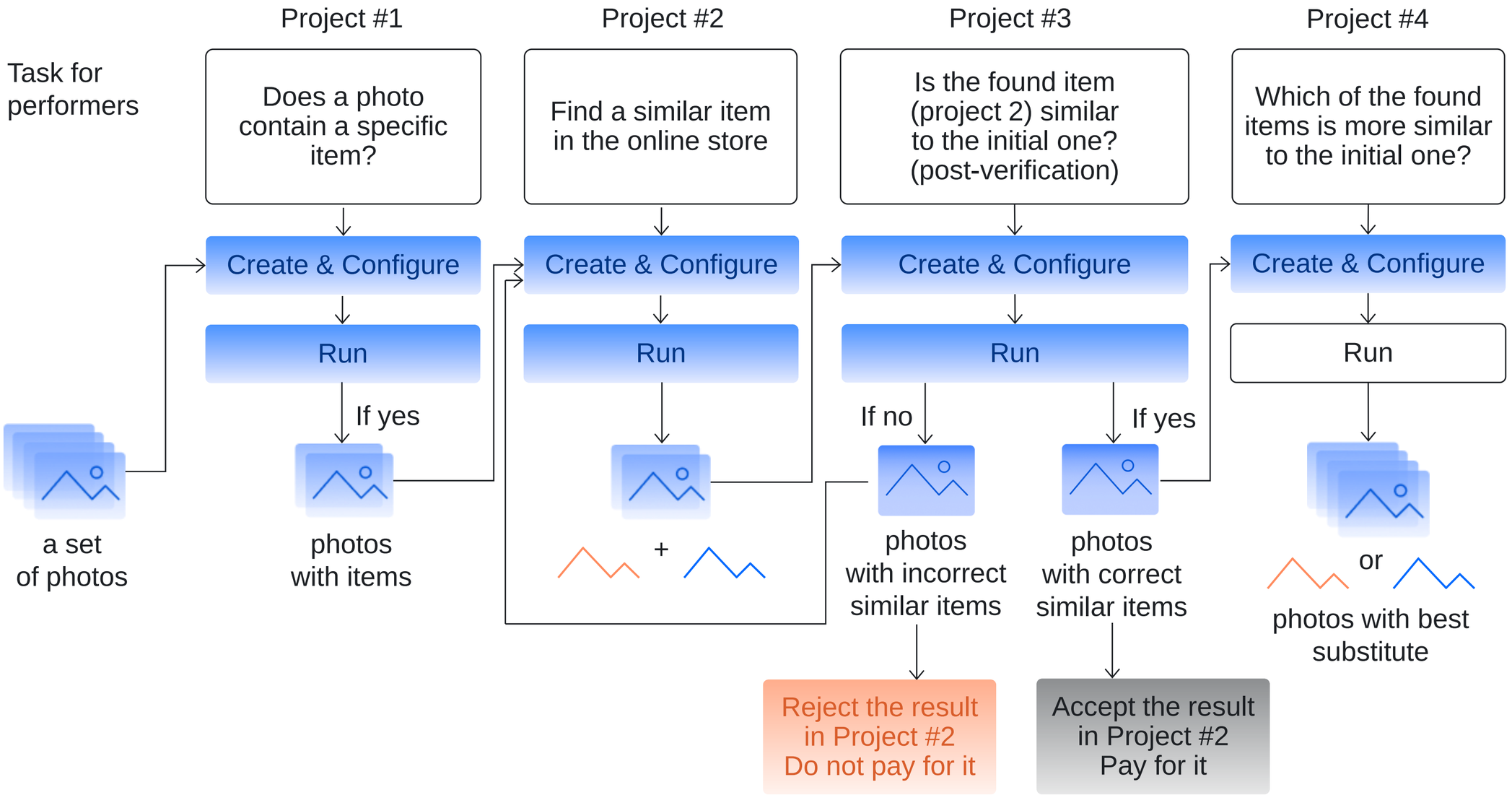

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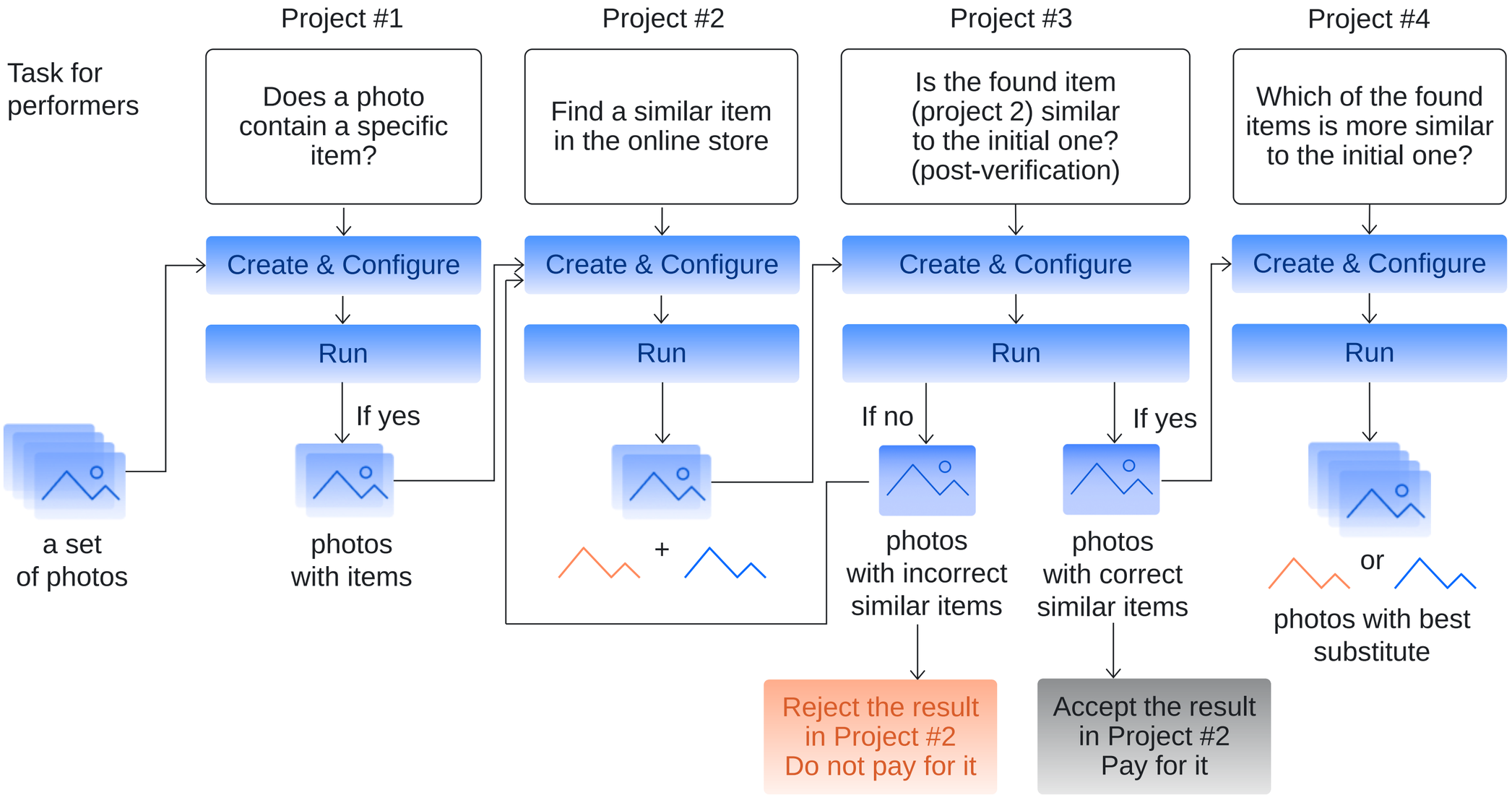
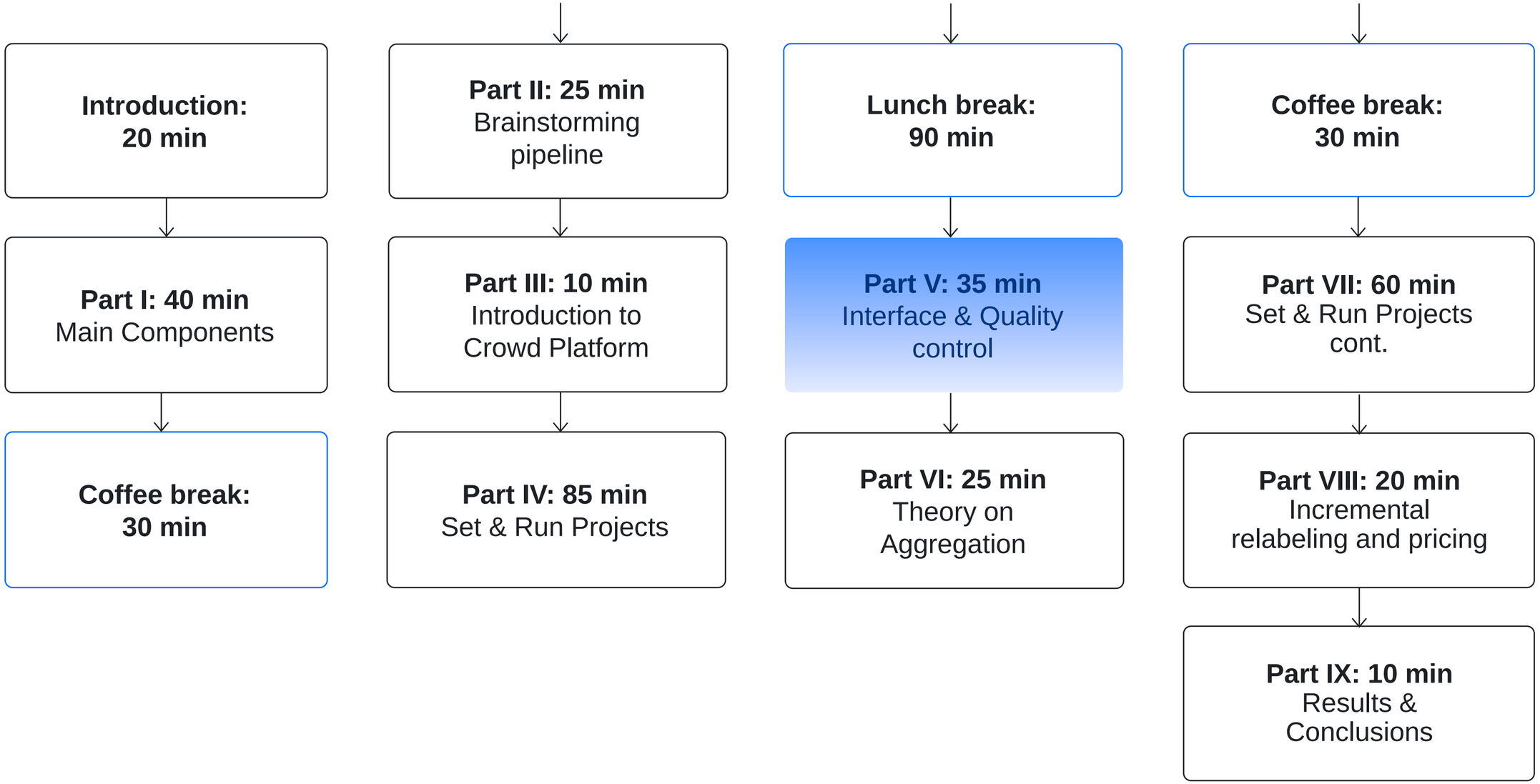


Part V

Effective quality control and task interface: details

Alexey Drutsa,
Head of Efficiency and Growth Division, Toloka

Tutorial schedule



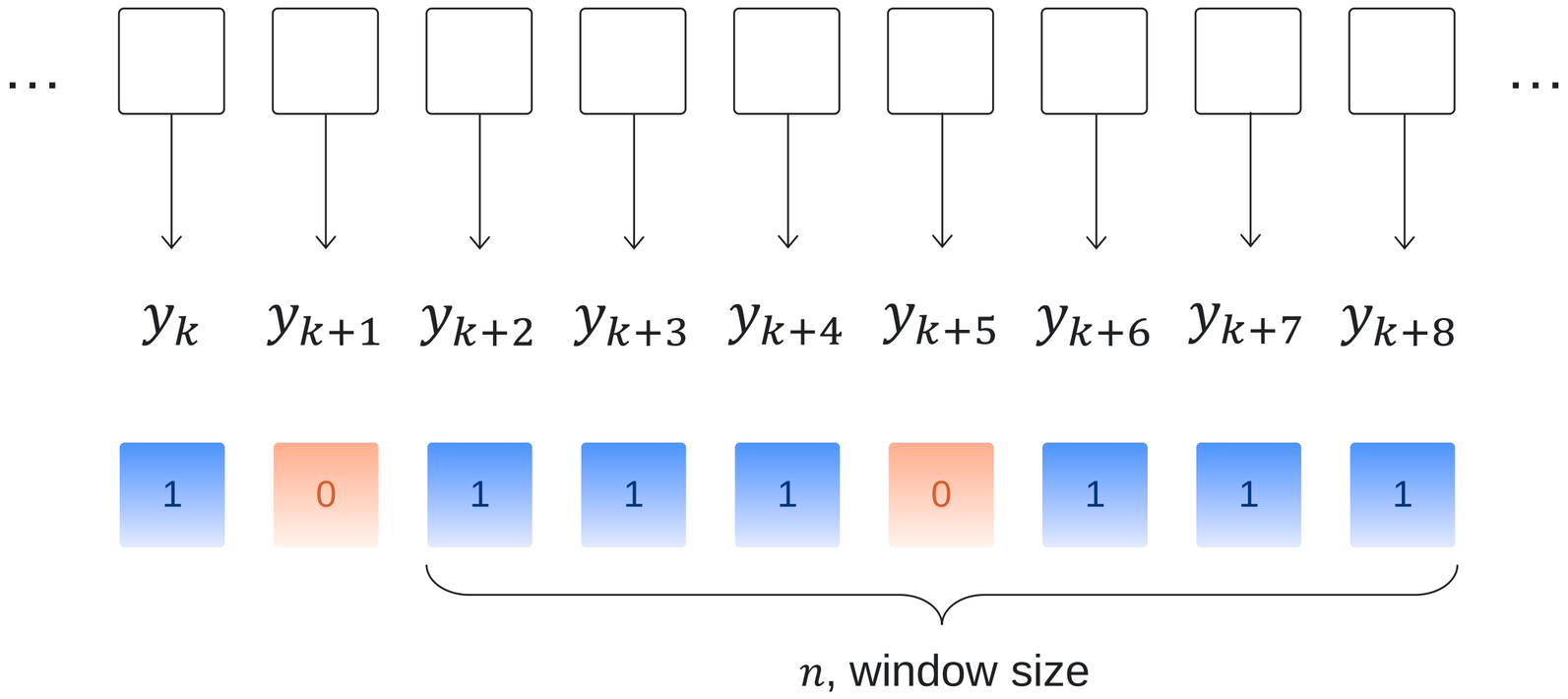
Quality control: the rate of correct answers

Task sequence

Tasks executed by a performer

Signals of answer correctness

For instance, binary, y, $\in \{0,1\}$



Estimation of correctness rate

To estimate the probability of a correct answer use

$$\mathbb{P}(\text{correct}) \approx \frac{1}{n}\sum_{i=1}^{n} y_i \pm \frac{1}{2\sqrt{n}}$$

Window size (n) is a balance between

- Accuracy of the estimate

  and
- Fast reaction to changes in performer quality

Sources for correct answer signal

How can we get y_i?

- Control tasks
- Agreement with aggregated answer (e.g., Majority Vote)
- Post-verification

Control tasks

Pros

- Signal is obtained instantly
- Signal has high confidence on tasks where obtained

Cons

- Tasks for labelling do not provide this signal (→ signal for a fraction of tasks)
- Creation and maintenance of a set of control tasks

Costs (extra charge for quality control)

- Control task creation
- Depends on the frequency of control tasks occurred in the task sequence

You can apply adaptive frequency to optimize costs

Agreement with aggregated answer

Pros

- Easy to implement

Cons

- Signal is obtained with latency
- Works well only if most workers have good quality
- Works well for tasks with small # of answer variants (e.g., classification)

Costs (extra charge for quality control)

- Multiplied by the overlap used

You can apply incremental relabelling to optimize costs

Agreement may fail against coordinated attacks

$$\mathbb{P}(\#m_{bad} > \frac{n}{2}) = \sum_{k=\lceil \frac{n}{2} \rceil}^{n} C_n^k \, p^k (1-p)^{n-k}$$

p is the fraction of coordinated spammers among performers

n is the overlap for Majority Vote model

For instance:
If n = 3 and p = 0.1

The probability of majority with an incorrect answer is 2.8%

in fact, is larger since other performers may accidentally agree with spammers

Post-verification

Pros

- Can be applied to any task type (even with a sophisticated answer)

Cons

- Signal is obtained with latency
- Requires efforts to construct a pipeline

Costs (extra charge for quality control)

- Cost of verification tasks

You can apply selective verification to optimize costs

Non-binary penalty

You can set different penalty $y_i \in [0, 1]$ for different signals

For instance:

- Task consists of several answers of different importance
- Level of confidence of the aggregated answer
- Level of expertise of the performer who post-verifies

Quality control: undesired behavior

Performer behavior

Correct answers to your tasks are not the sole signal of performer quality

For instance, take care of such characteristics:

- Time of task execution
- Usage of UI control elements within task execution
- CAPTCHA

Use them to filter out (ban) performers with low quality of high confidence

Fast responses

There is a lower bound on time required to execute your task with good quality

- Estimate this time based on behavior of a set of performers
- Calculate the number or the rate of tasks executed too fast

Verification of action execution

Some tasks require usage of certain UI control elements

For instance:

- Check whether a link has been visited
- Check whether a video has been played

CAPTCHA

Instead of revoking access to your tasks, you can ask crowdsourcing platform to show CAPTCHA to a performer

You get an additional signal to decide whether you face a robot or not

Quality control: skills

Skill is a variable assigned to a performer

Can be used to automatically calculate

- Answer correctness rates (via control tasks, agreement, post-verification)
- Behavioral features (e.g., fast response rate)
- Binary information on execution of particular projects
- Any their combinations and other features

Can be used for automatic decision making

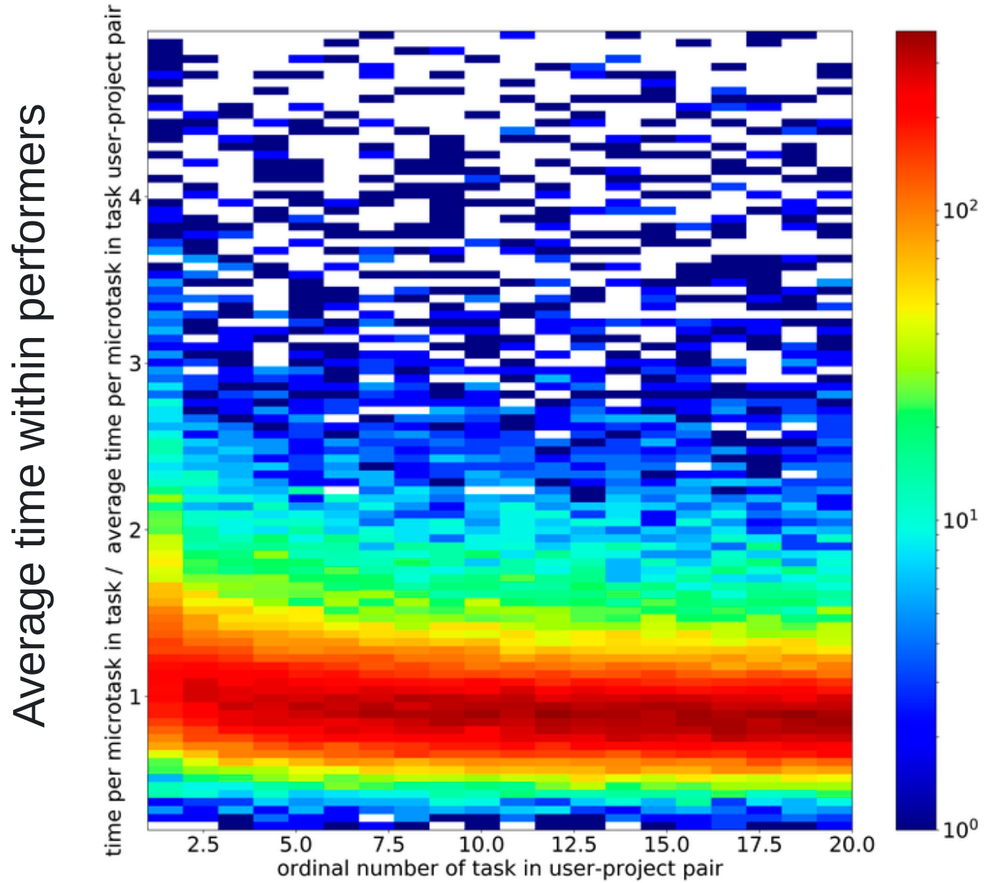
- Access control to certain projects and tasks
- e.g., revoke access to your tasks if a skill becomes too low

Thinking (cogitation) vs reflexes

Skills based on a single signal are easy to game

It is difficult to force
a performer to think (cogitate)
instead of to use/train reflexes

A representative crowd project



tasks made by a performer

Best practice for a good skill

Combine different signals to get a skill robust to gaming

- Combine agreement signal with control tasks or post-verification
- Add behavioral information: execution time, CAPTCHA, etc.

Use this skill in quality-based pricing

Quality control: performer life cycle

Training task

Train performers to execute your tasks

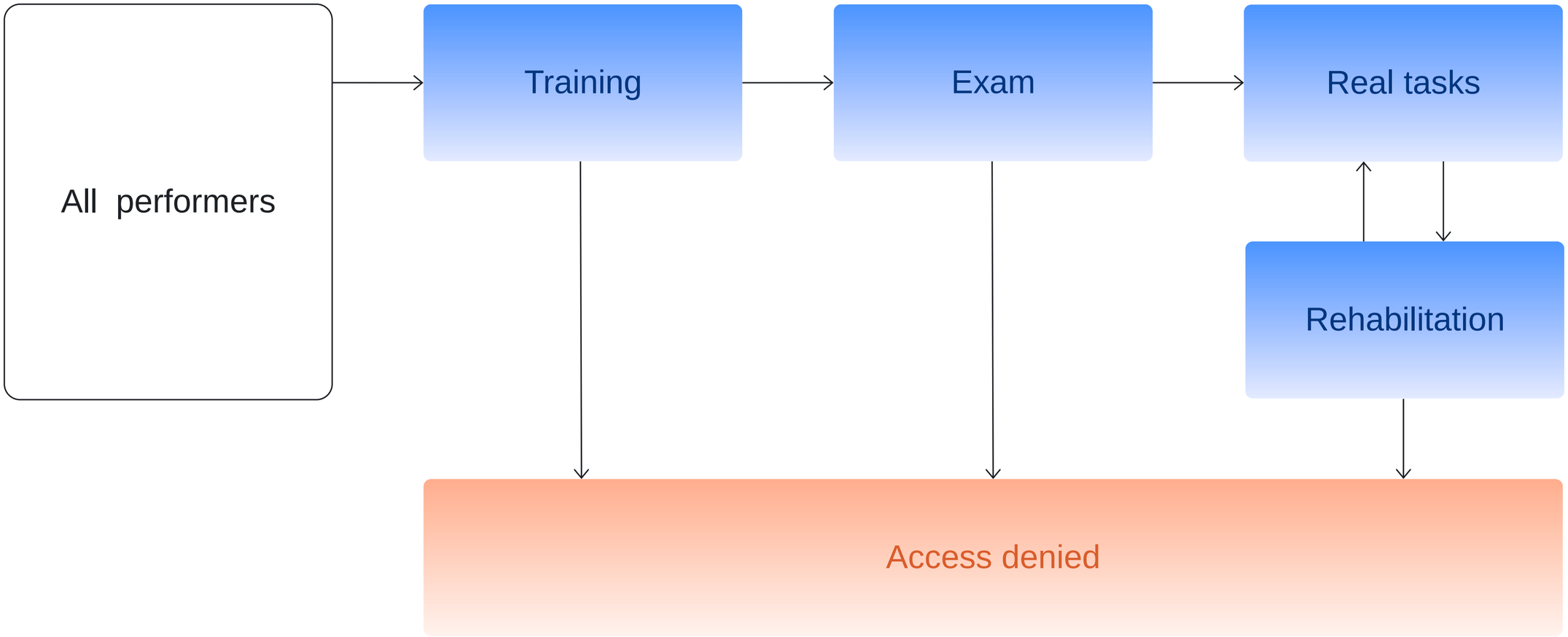
- All tasks are control ones
- There are hints that explain incorrect answers

Exam task

Control the results of training

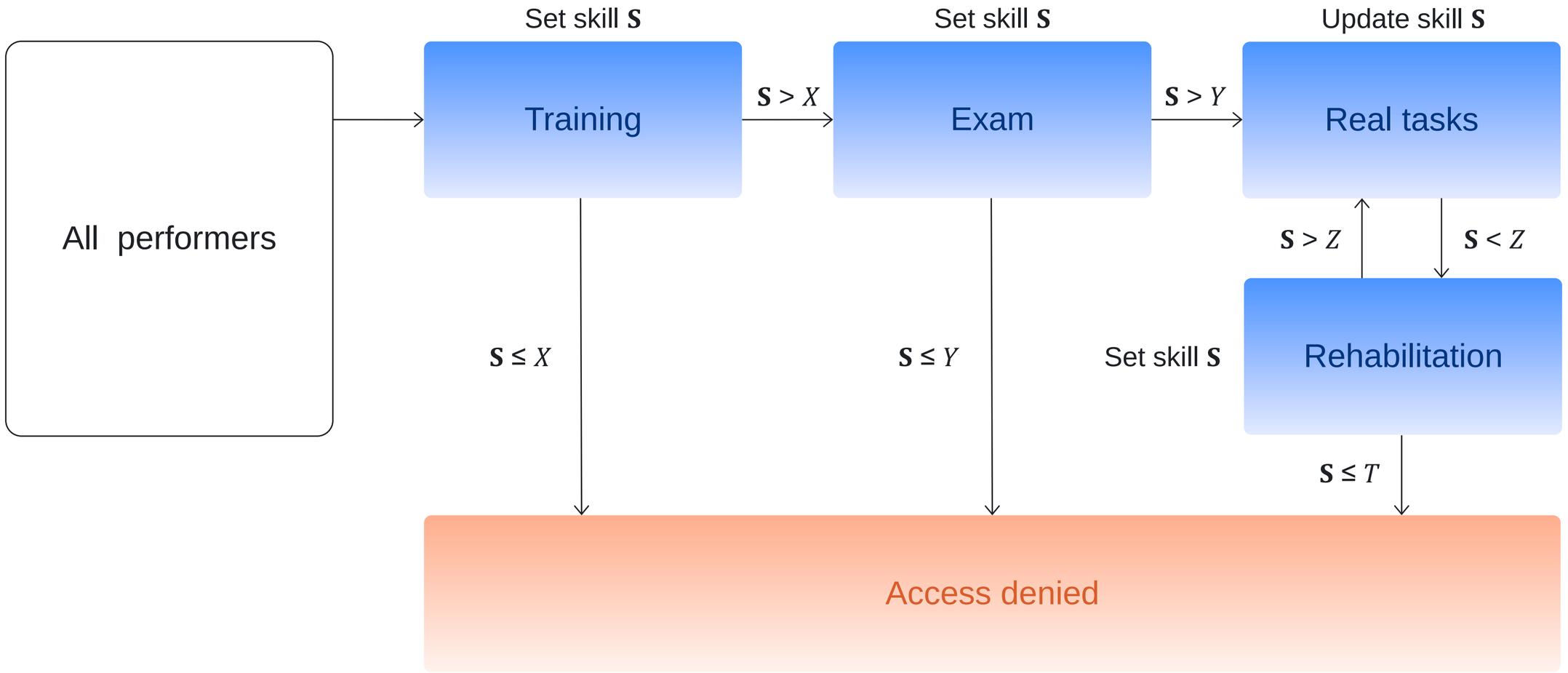
- All tasks are control ones
- No hints and explanations
- A good exam should be:
  - Passable
  - Regularly updated
  - Small

Recommended life cycle of performers



Recommended life cycle of performers

Let quality be controlled by means of a skill **S**



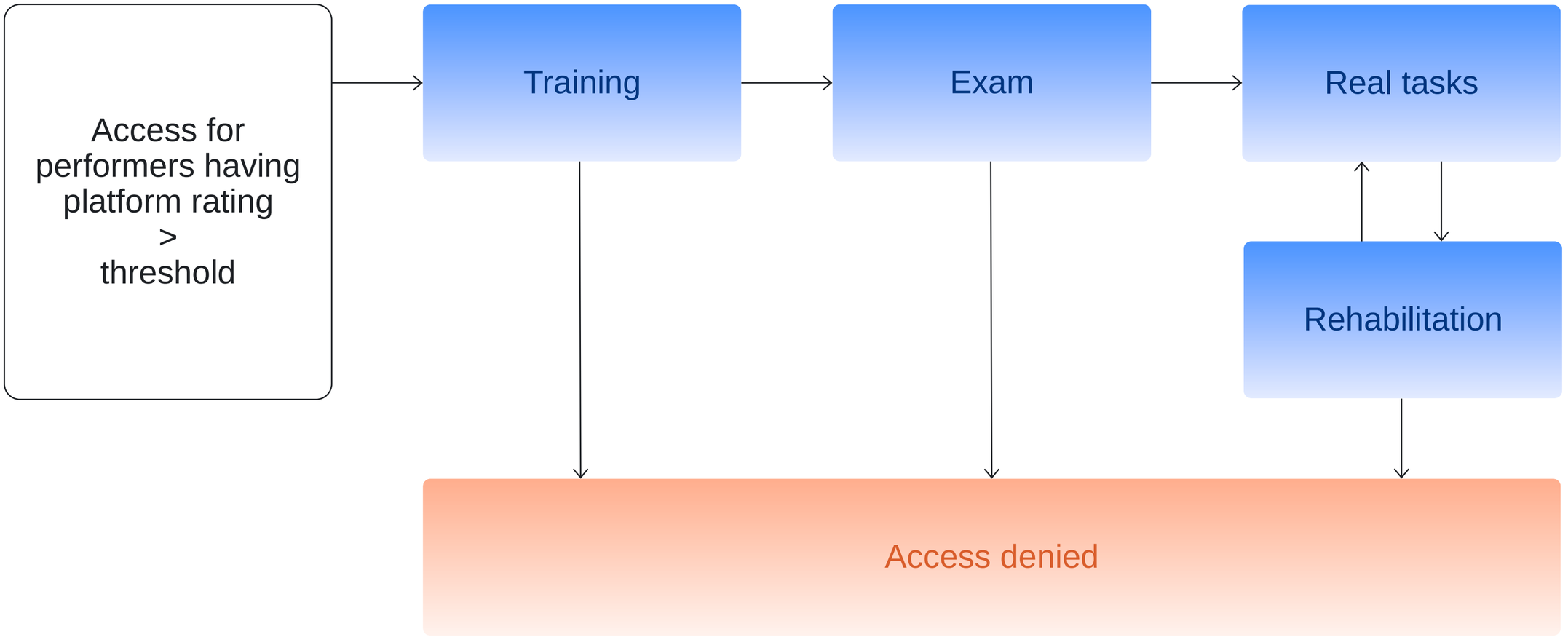
Rehabilitation task

Give a change to those who failed the skill threshold accidentally

- Rehabilitation is similar to an exam task, but with another access criterion
- Remind that there is a chance to observe low quality of a good performer

$$\mathbb{P}(\text{correct}) \approx \frac{1}{n}\sum_{i=1}^{n} y_i \pm \frac{1}{2\sqrt{n}}$$

Grant initial access to top performers



Platform rating*

is calculated based on performer behavior on all existed tasks within the platform

* is available on Toloka

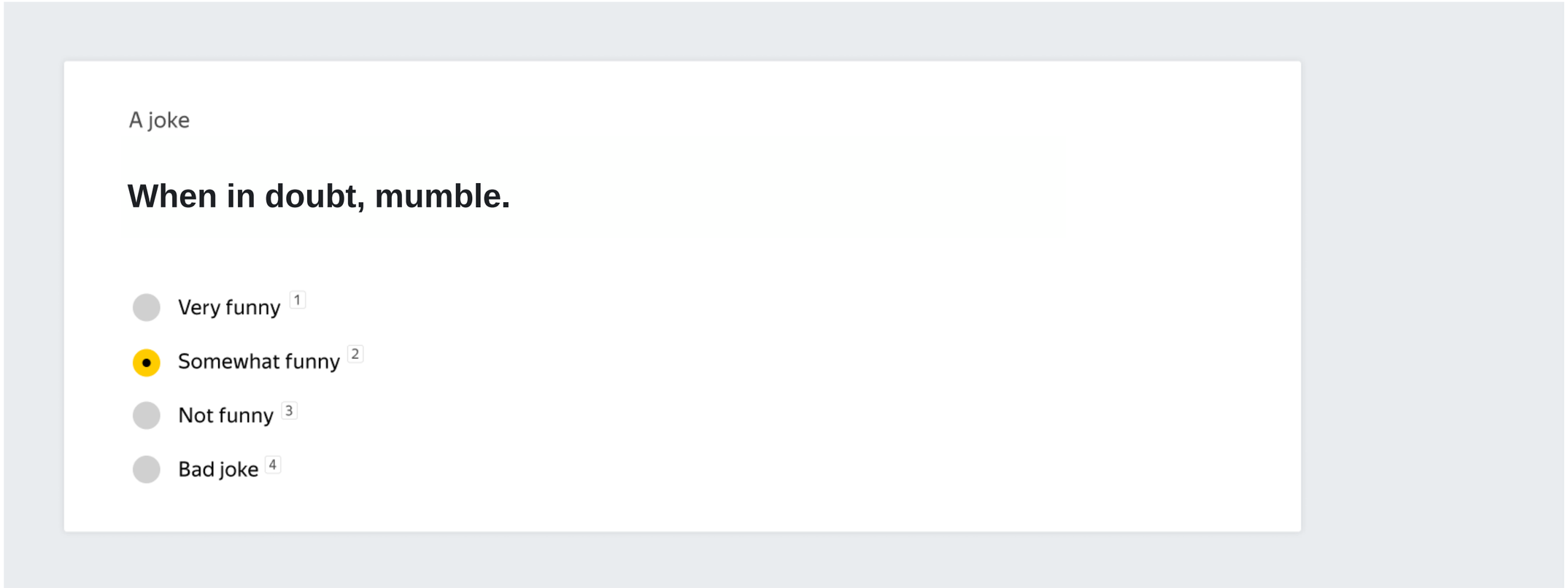
Interface. Introduction

Task in the eyes of the performers

Web-page with specific features

- Long run time
- Repetitive actions
- Concentration
- Speed

Structure of a task interface



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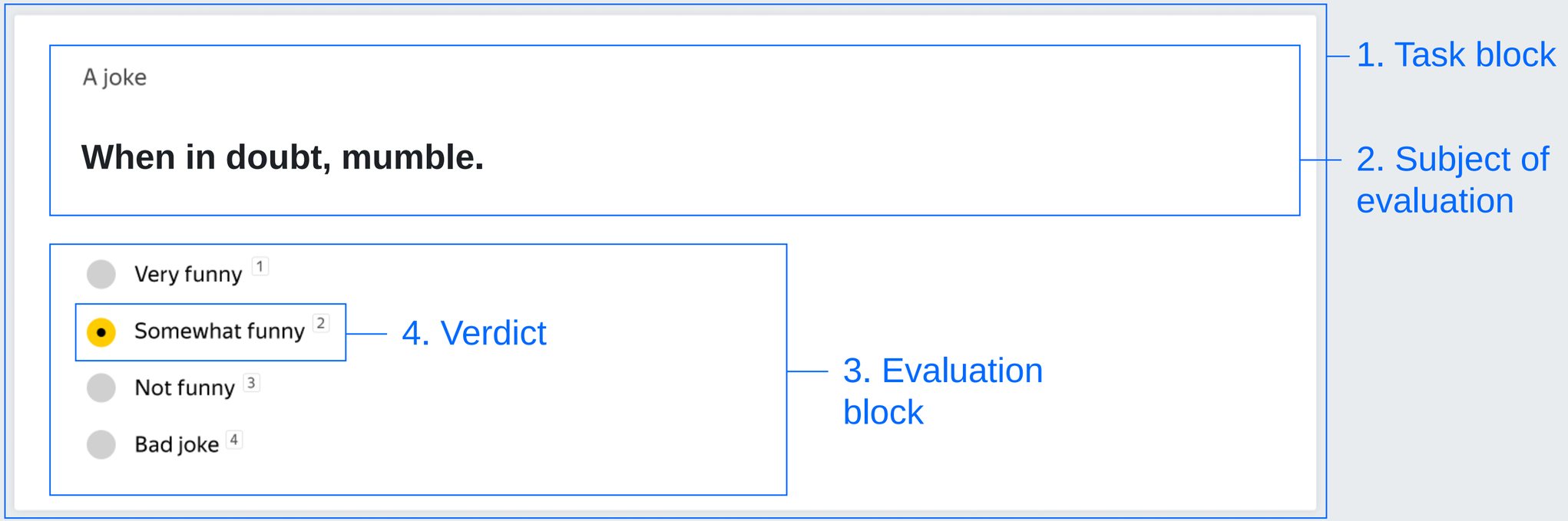
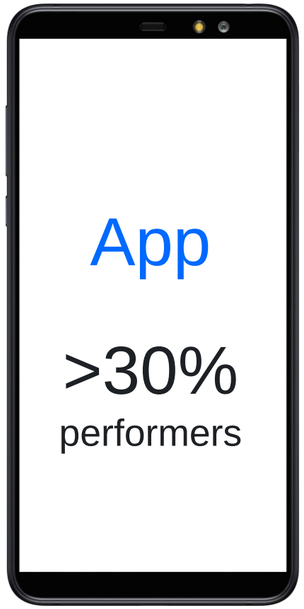


9 golden rules of interface structure

Why is it important?

- Performer’s time
- Speed and data labelling volumes
- Manager’s time
- Quality of the results
- Project’s rating
- Task simplification thanks to the interface

Rule #1. Cross-platform compatibility



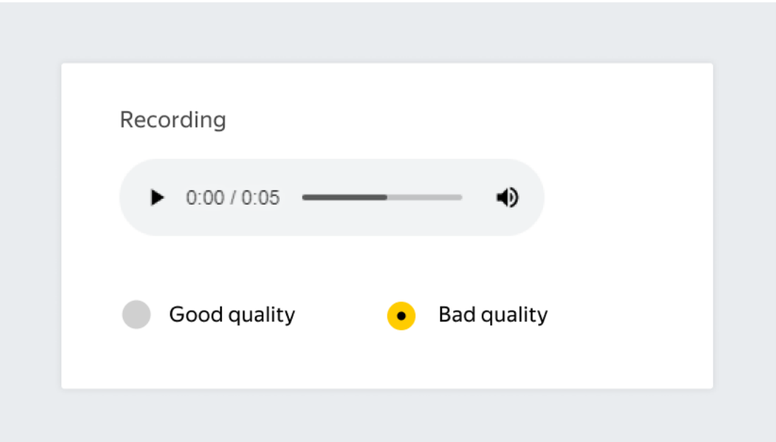
Possible limitations for mobile services:

- Task difficulty
- Media Content, Devices, and Browsers

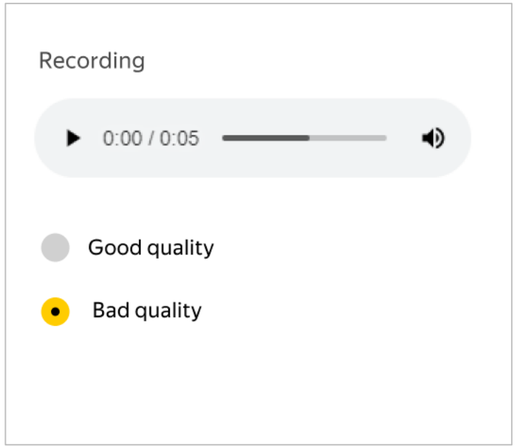
Rule #1. Cross-platform compatibility

Task: evaluate sound quality in wav audio files

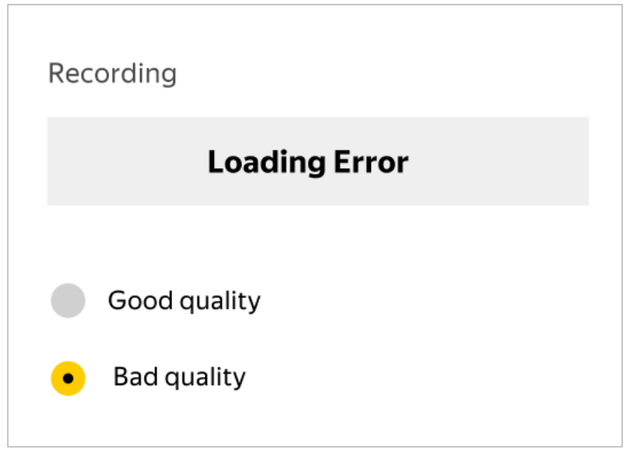
Web version



Android App



IOS App



Rule #1. Cross-platform compatibility

Task: draw a polygon around every road sign

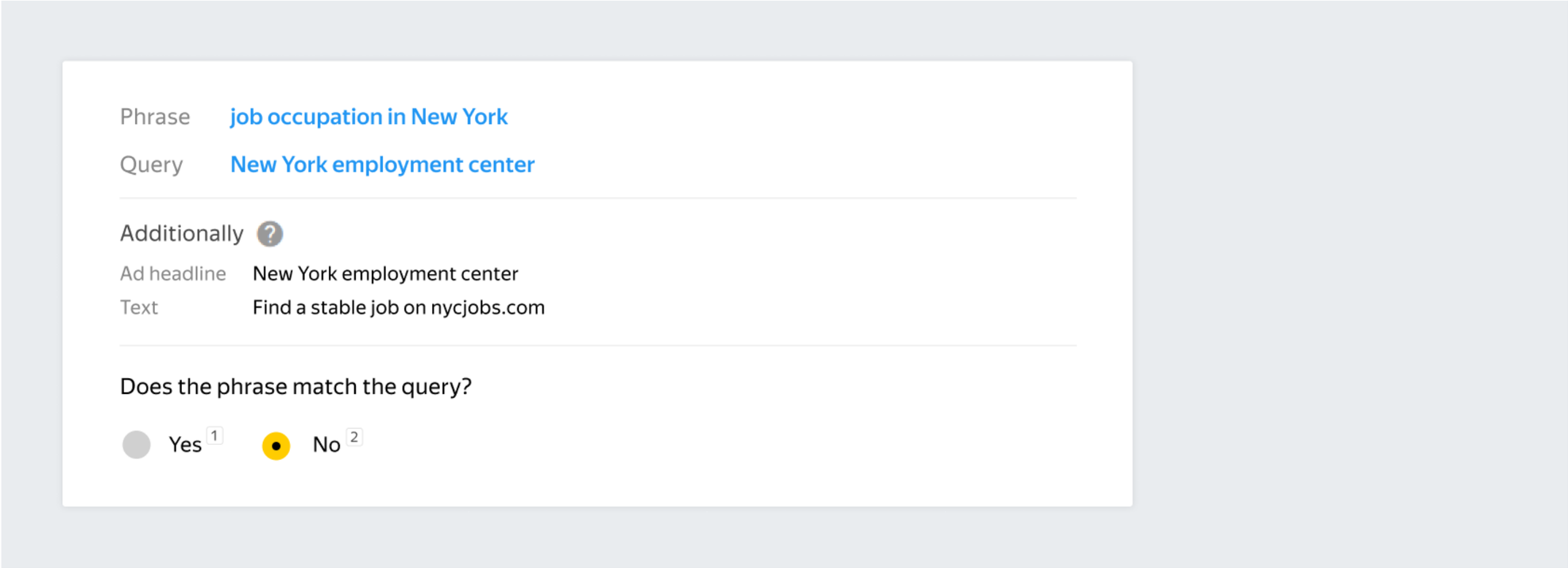
Rule #1. Cross-platform compatibility

Task: draw a polygon around every road sign

Challenge: to outline every single road sign

Rule #1. Cross-platform compatibility

Task: evaluate the phrase and search query match



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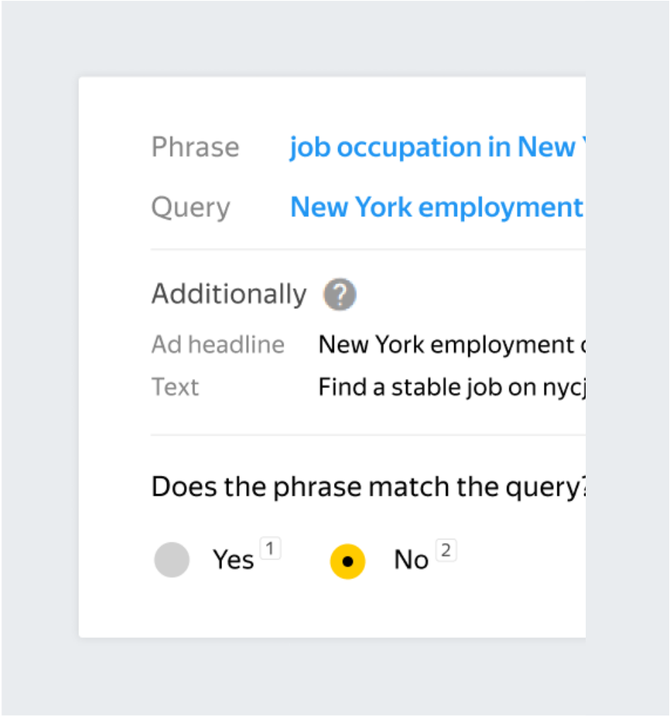

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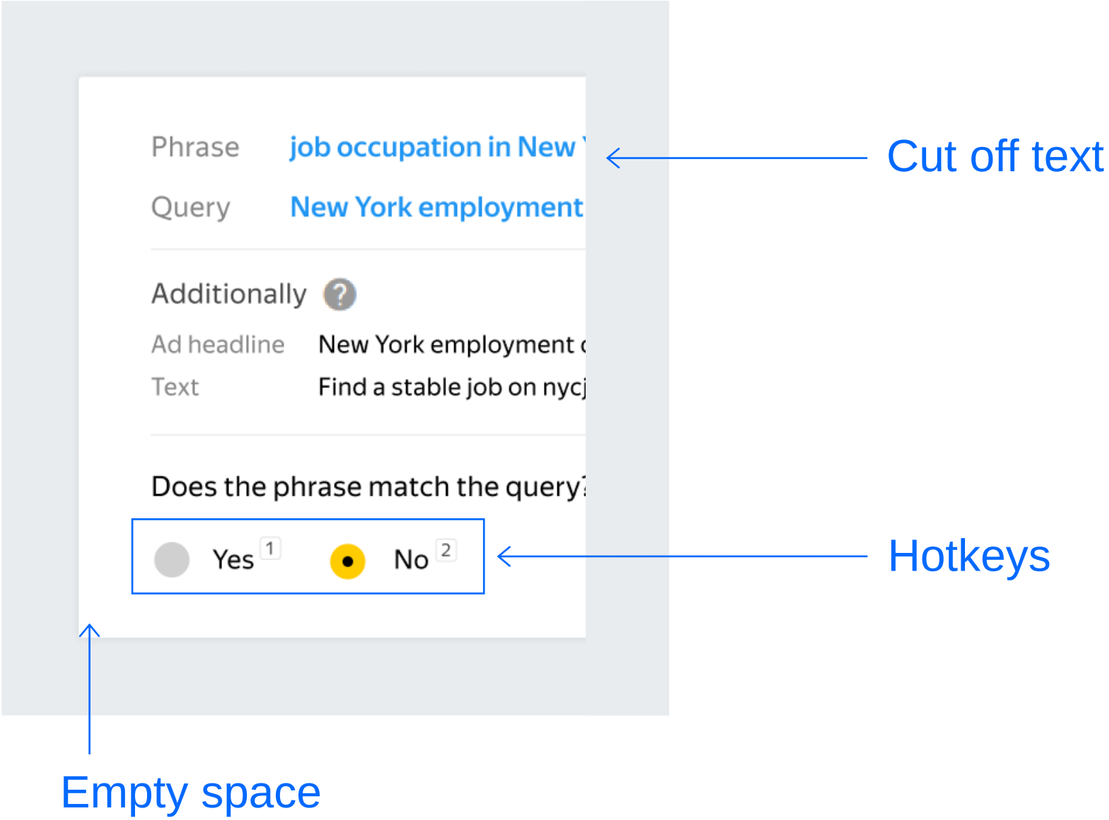
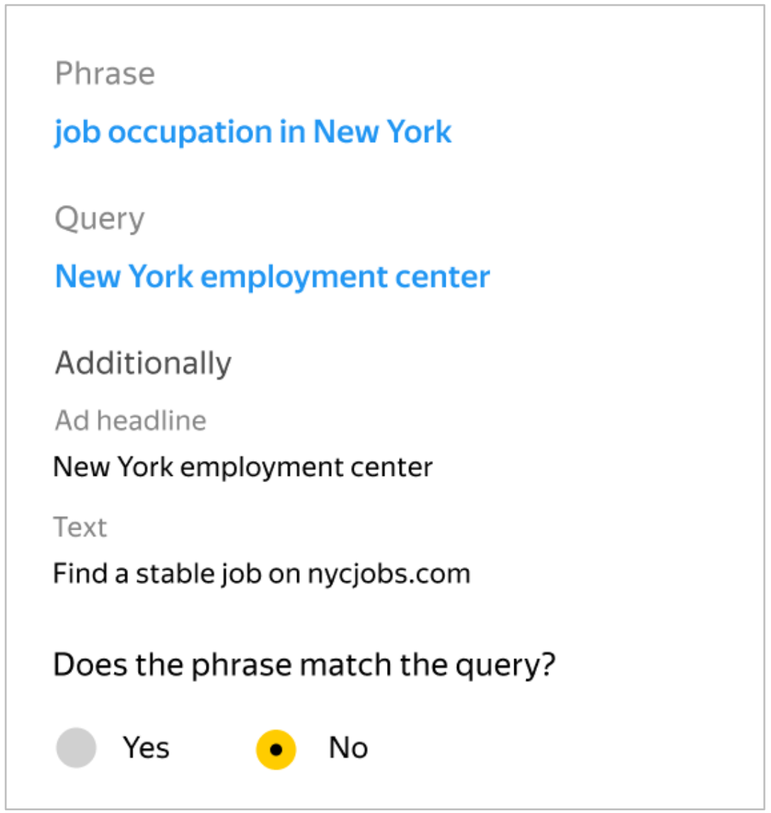


Rule #1. Cross-platform compatibility

Task: evaluate the phrase and search query match



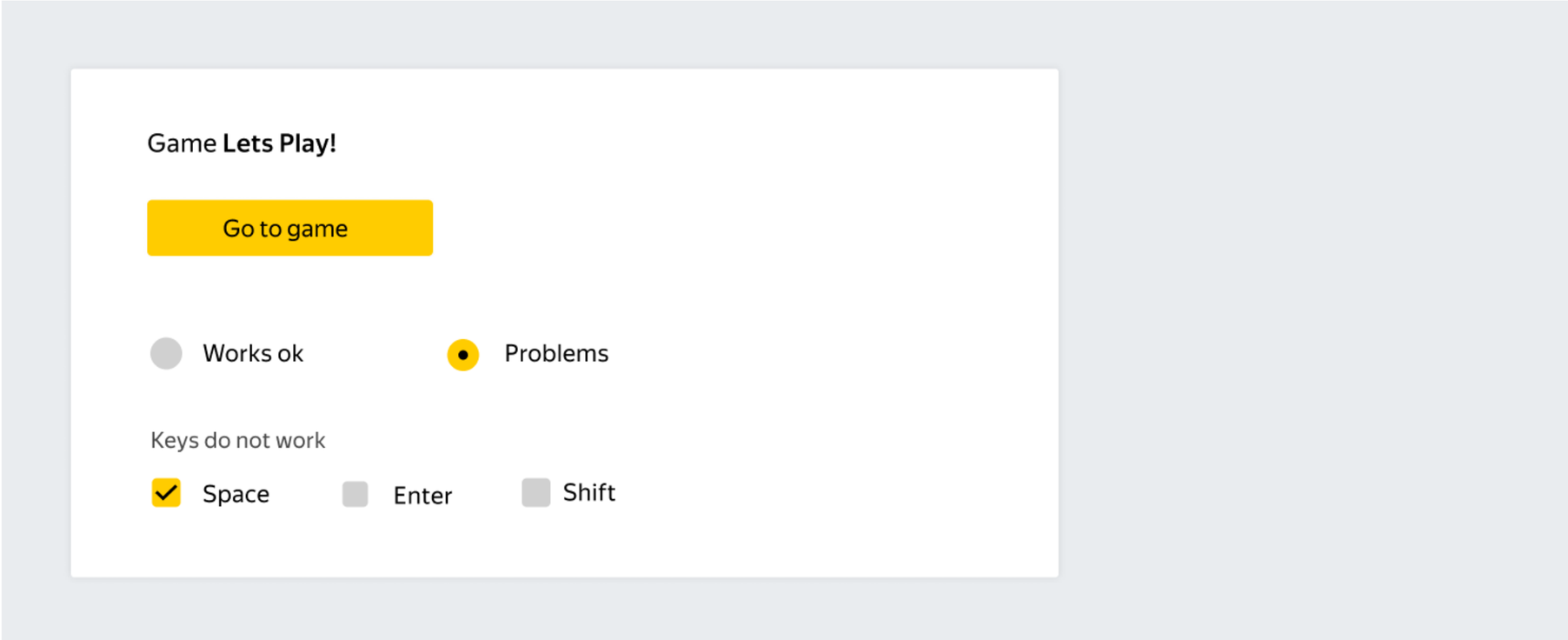
Rule #2. Hotkeys

- Used by about 28% of performers
- Affect task completion speed
- You can assign hotkeys to any action
- Hidden hotkeys should be documented

Ideal scenario: the task can be completed without using a mouse

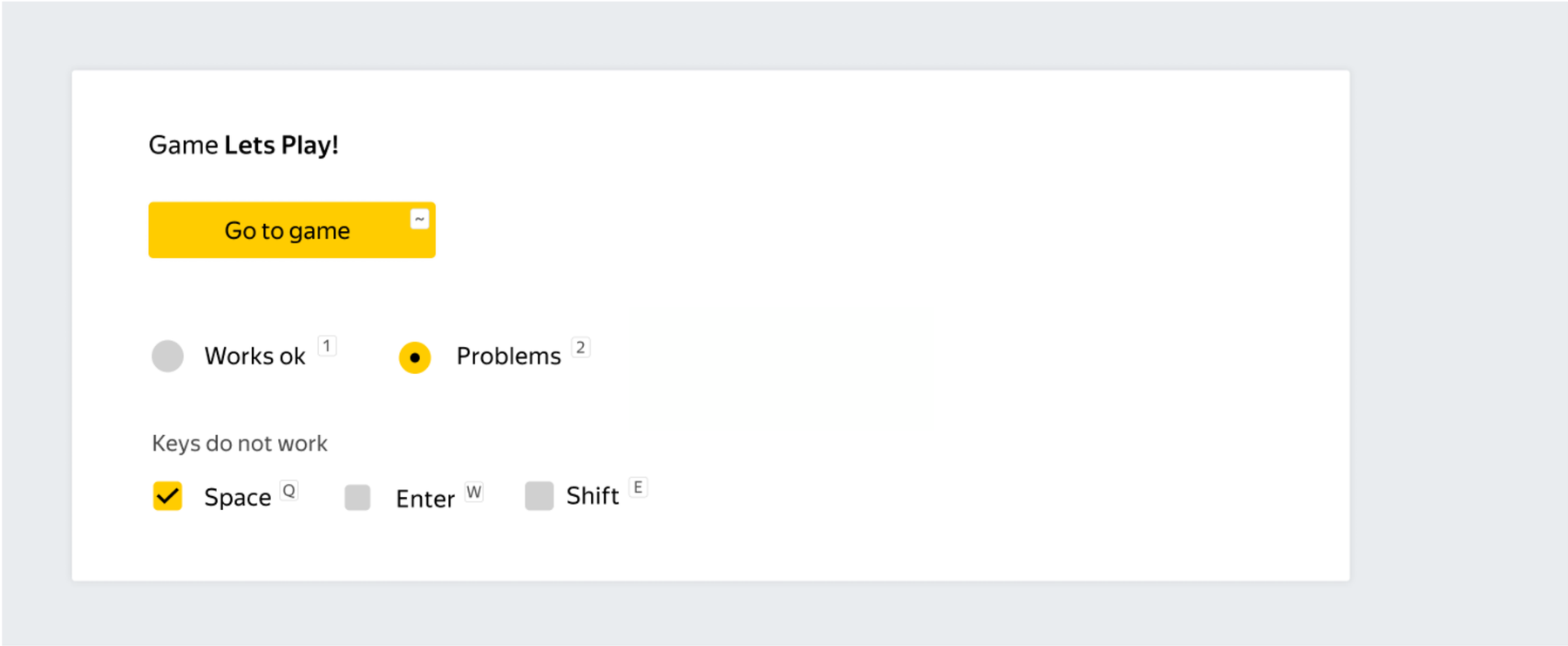
Rule #2. Hotkeys

Task: evaluate functionality of a game in a browser (works with a keyboard)



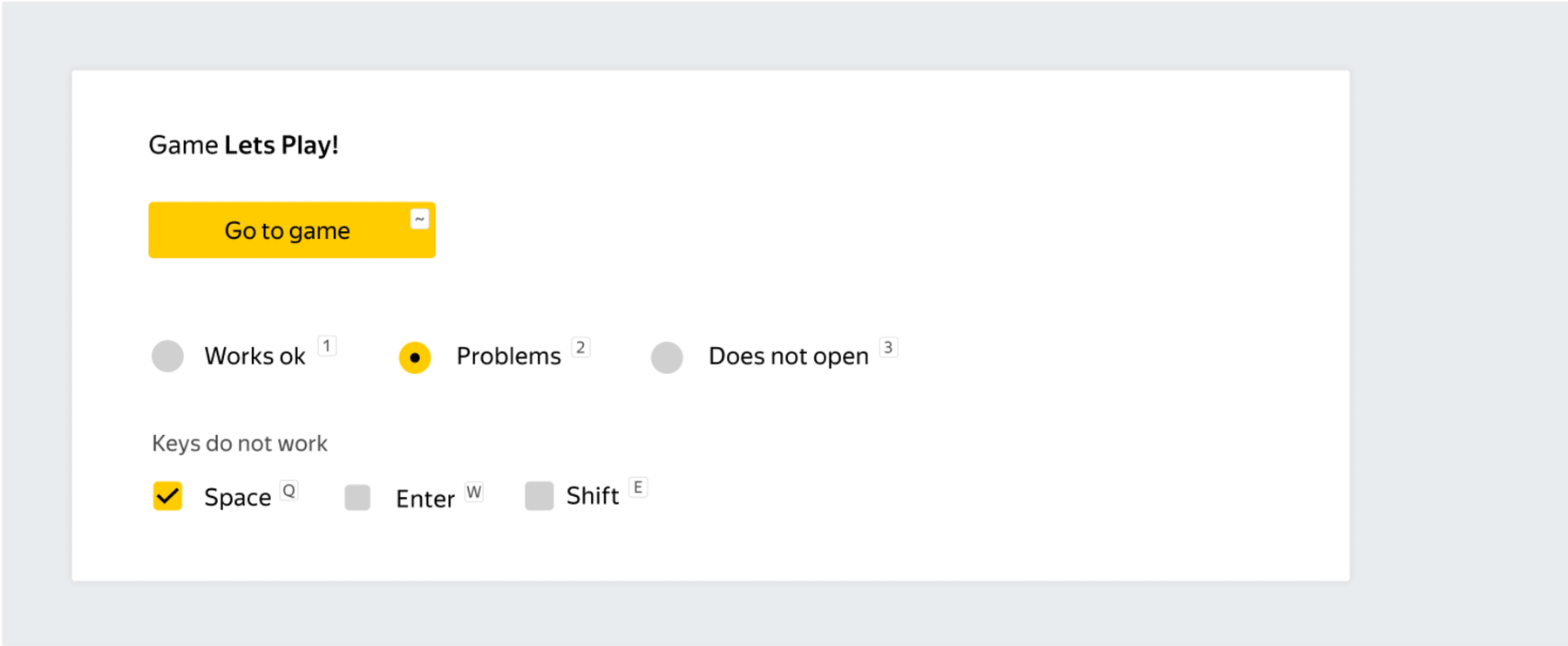
Rule #2. Hotkeys

Task: tell whether the game works in a web browser (works with a keyboard)



Rule #2. Hotkeys

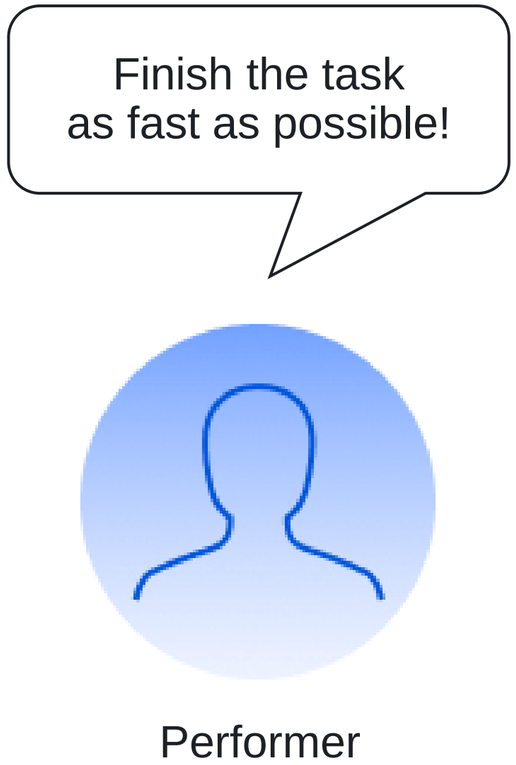
Task: tell whether the game works in a web browser (works with a keyboard)



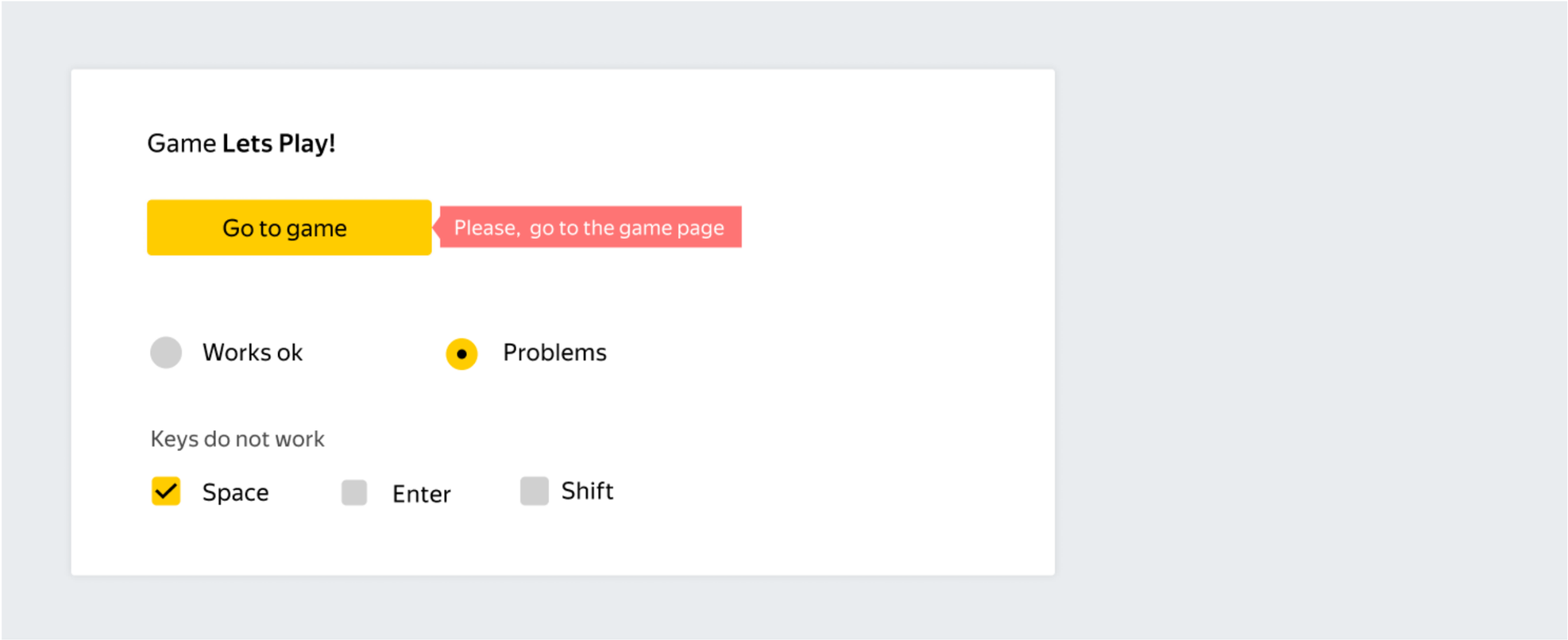
Rule #3. Action and data check

We can check if the performer:

- Watched the video or listened to the audio
- Went to external resources
- Provided correct input data
- Spent enough time on each task



Rule #3. Action and data check



Rule #4. Test the task

Always test the task before publishing it

- Preview option
- Test task pool in Toloka sandbox

Rule #5. Minimize external resources usage

Spoiler: not always applicable

- Impossible to control performer’s actions outside of the task interface
- External resources might not always work properly

Rule #5. Minimize external resources usage

- Show all information inside the task
- Copy data to your own storage
- Check performers’ actions and their input data

Idea: show screenshots instead of the links

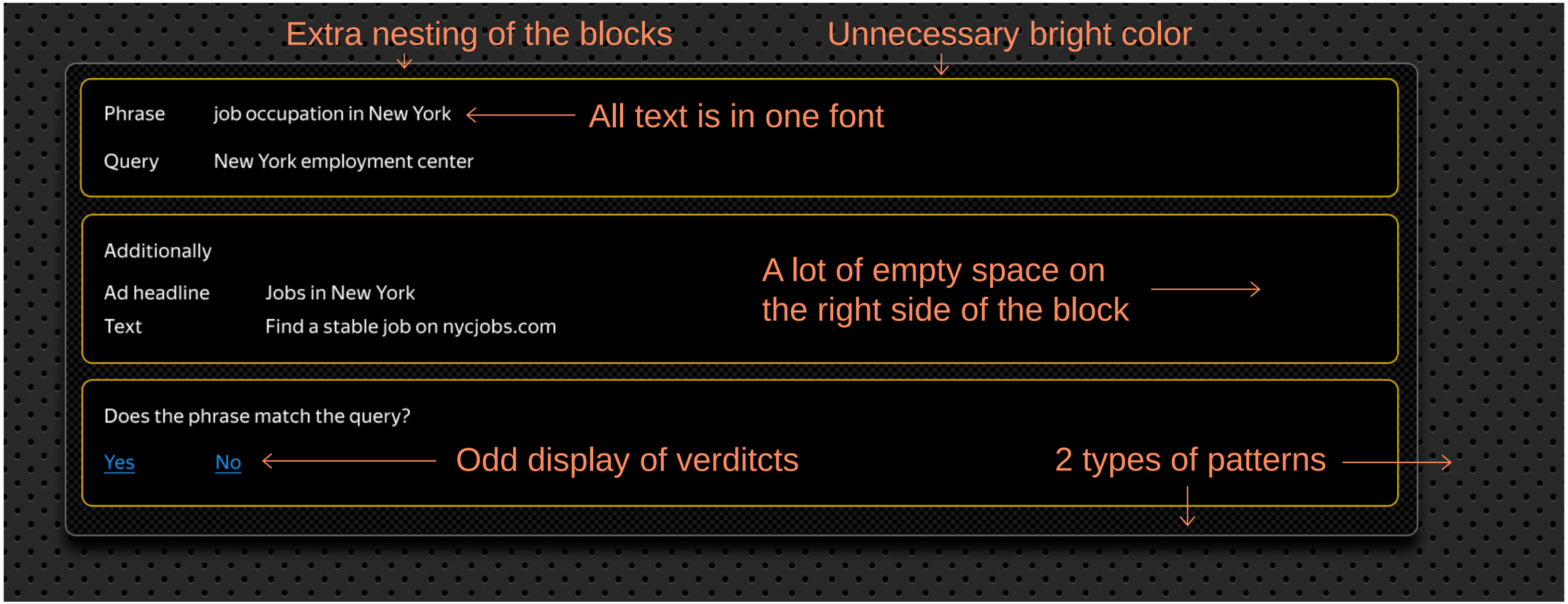
Rule #6. Avoid experimental design

Signs

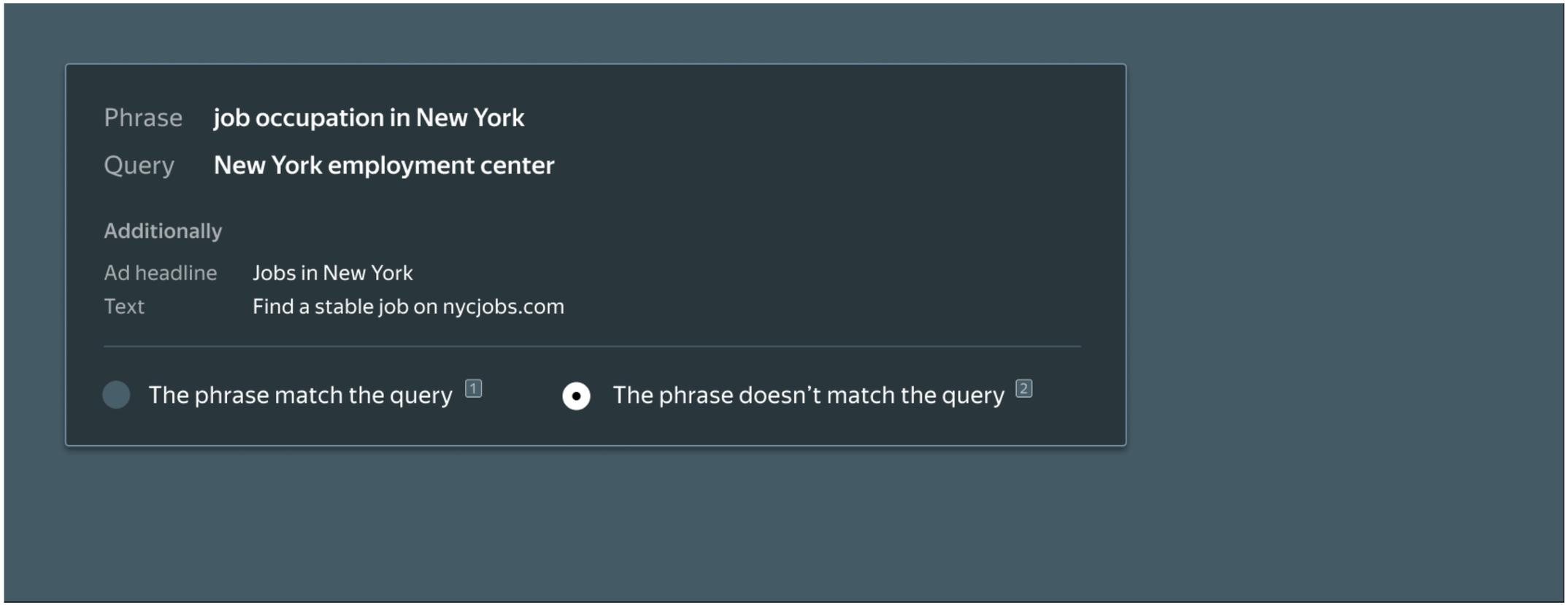
- *Odd layout of typical interface elements*
- Variety of bright and different colors
- The presence of conspicuous elements with an exclusively artistic function

Rule #6. Avoid experimental design

Rule #6. Avoid experimental design



Rule #6. Avoid experimental design

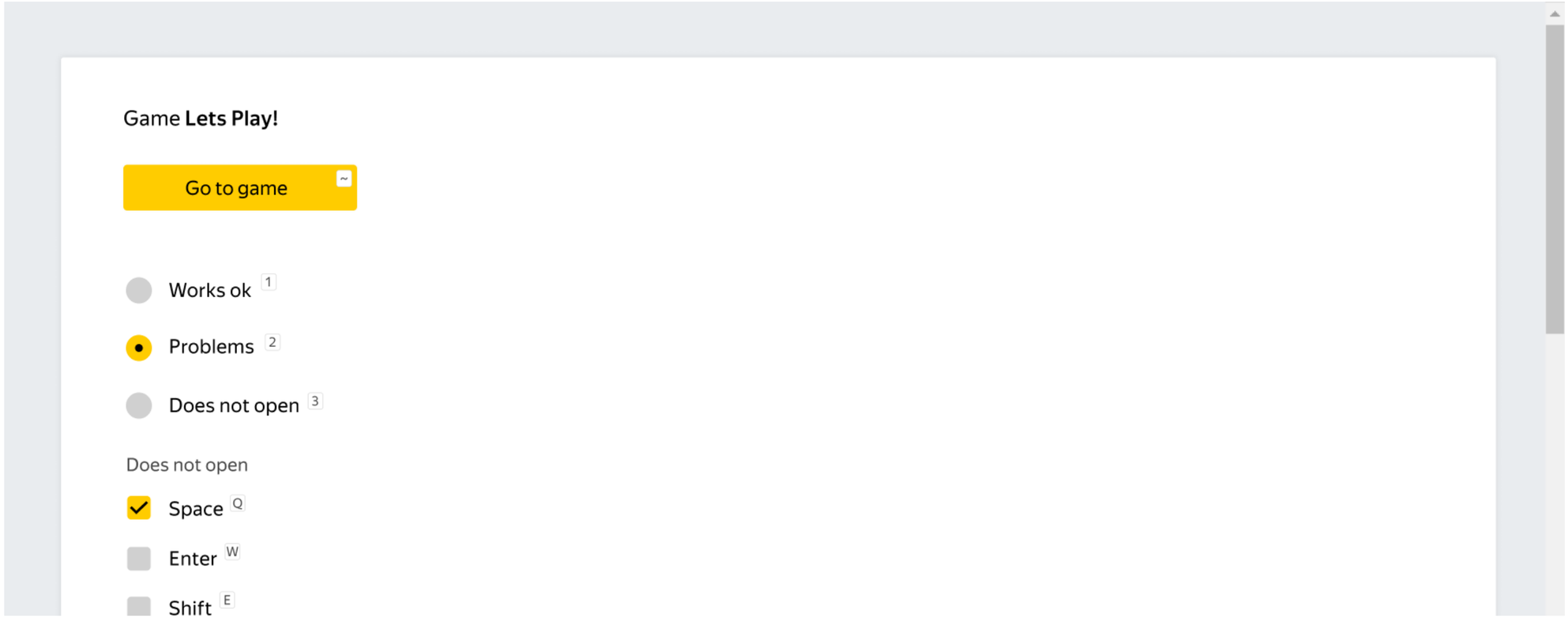


Rule #7. Efficient space usage

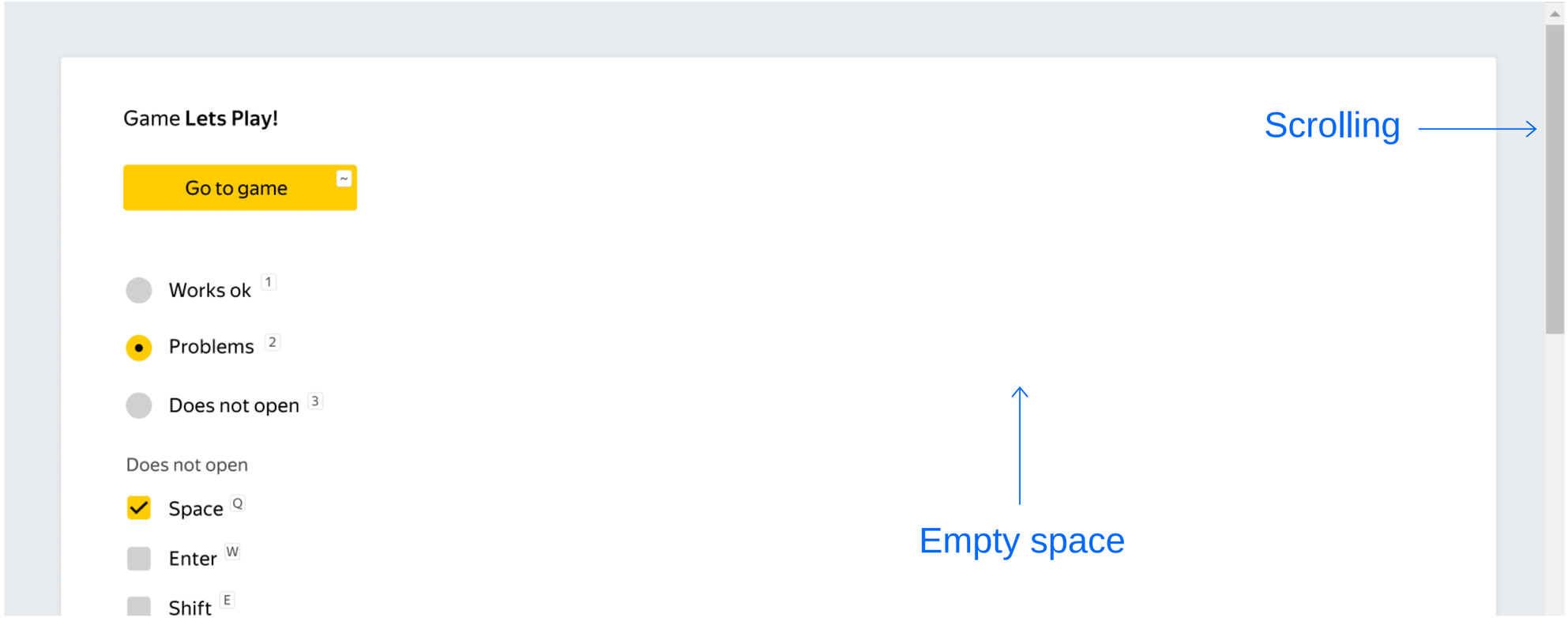
- Group the elements within your task block
- Absence of empty spaces
- Highlight most important information

Ideal scenario: one task perfectly fits the size of a monitor

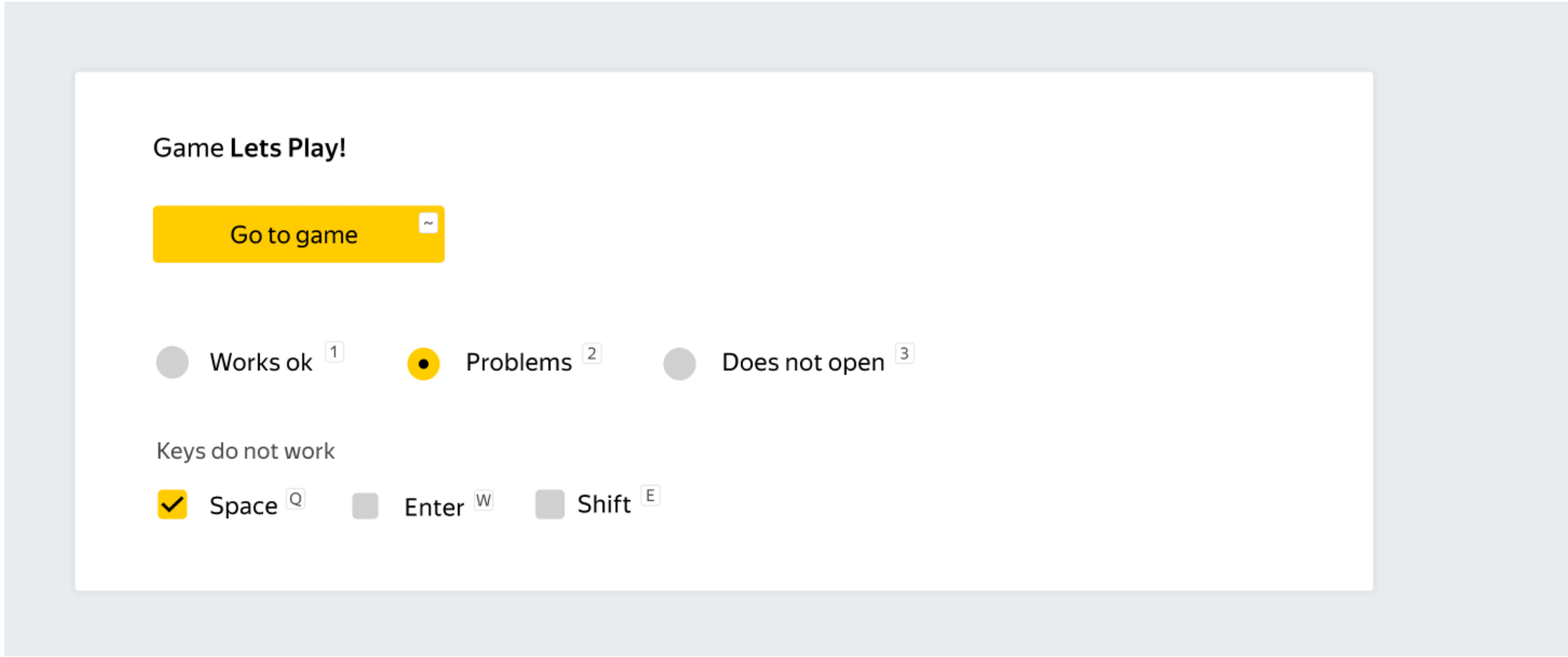
Rule #7. Efficient space usage



Rule #7. Efficient space usage



Rule #7. Efficient space usage



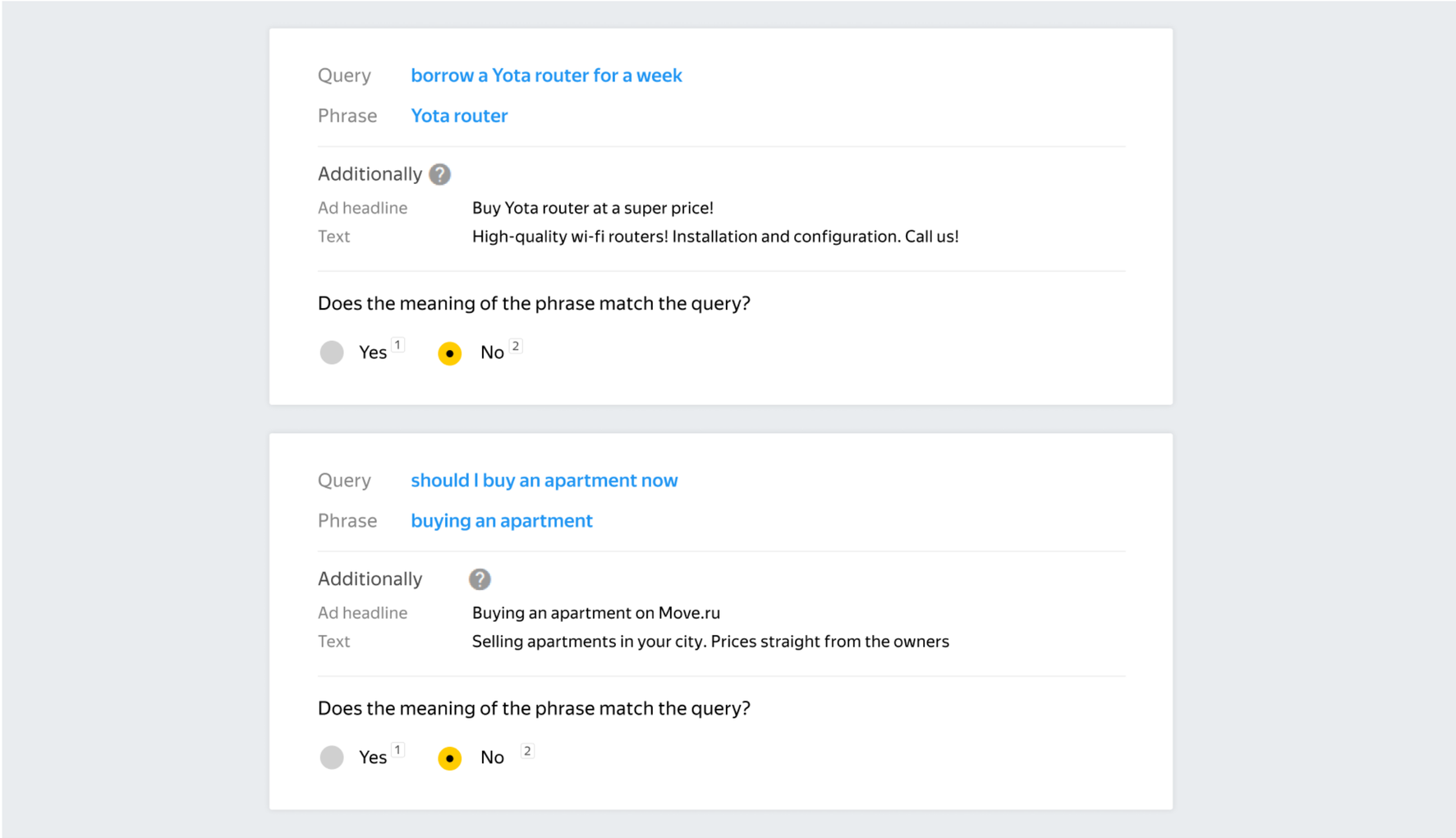
Rule #8. Constructing task suit

Page with many tasks

Check list:

- Absence of empty spaces
- Equal width of the task blocks
- No more than 2 (3) tasks in a row

Rule #8. Constructing task suit



Rule #9. Limit the number of elements in your interface

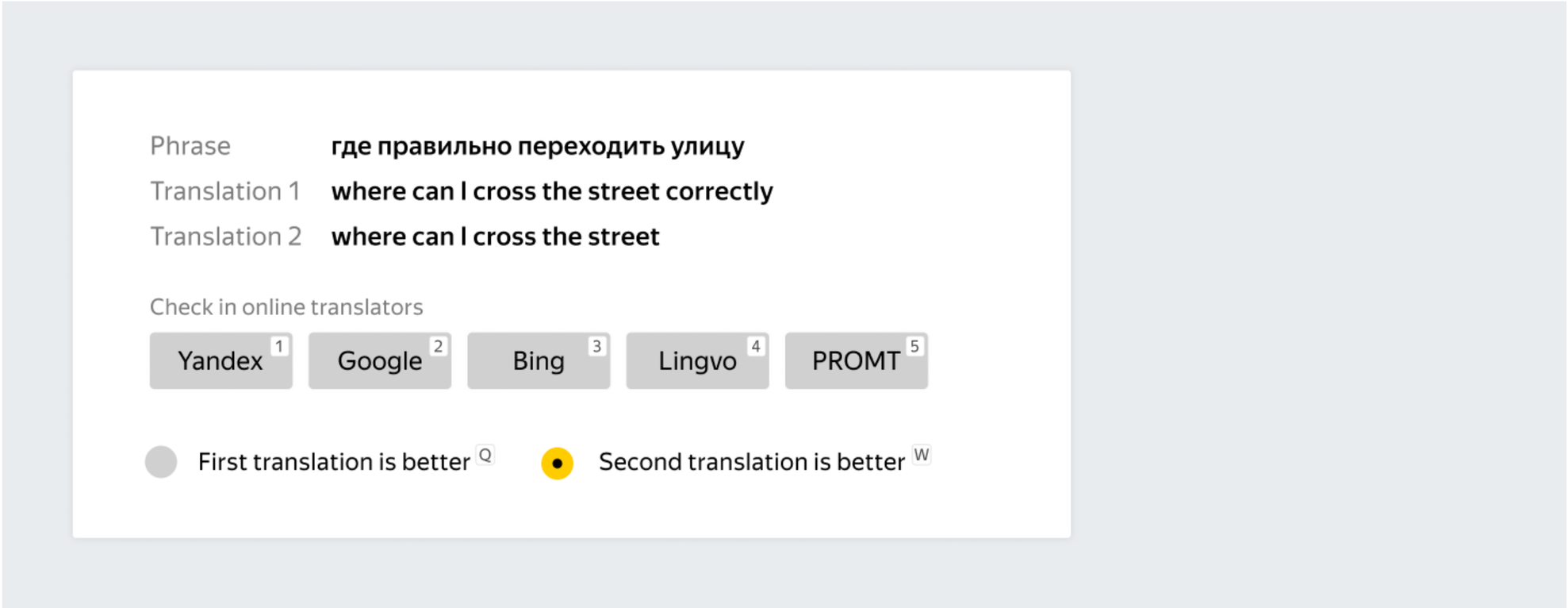
- Buttons
- Links
- Images
- Other elements, that with a particular function

The presence of any interface element must be justified

Every element of the interface should be useful for the performer

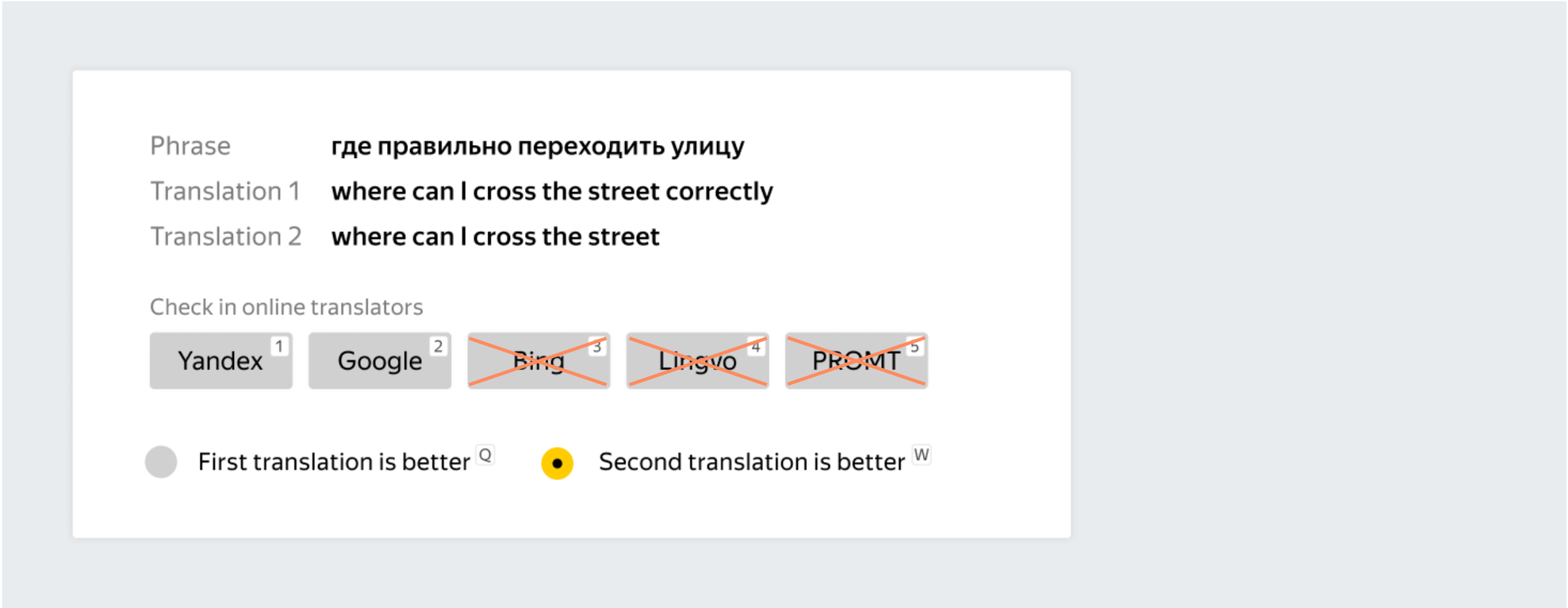
Rule #9. Limit the number of elements in your interface

Task: evaluate which translation from Russian to English is better



Rule #9. Limit the number of elements in your interface

Task: evaluate which translation from Russian to English is better



Bonus! Check list

1. Check the adaptability of the task template
2. Test task submission in the preview mode
3. Check the availability and functionality of hotkeys
4. Make sure that the required actions are checked
5. Check for the "not opening" option in tasks with external resources
6. Make sure that there are no experimental design solutions
7. Avoid page interface with a large number of tasks and different sizes of information in it
8. Make sure that there are no unnecessary interface elements in the task