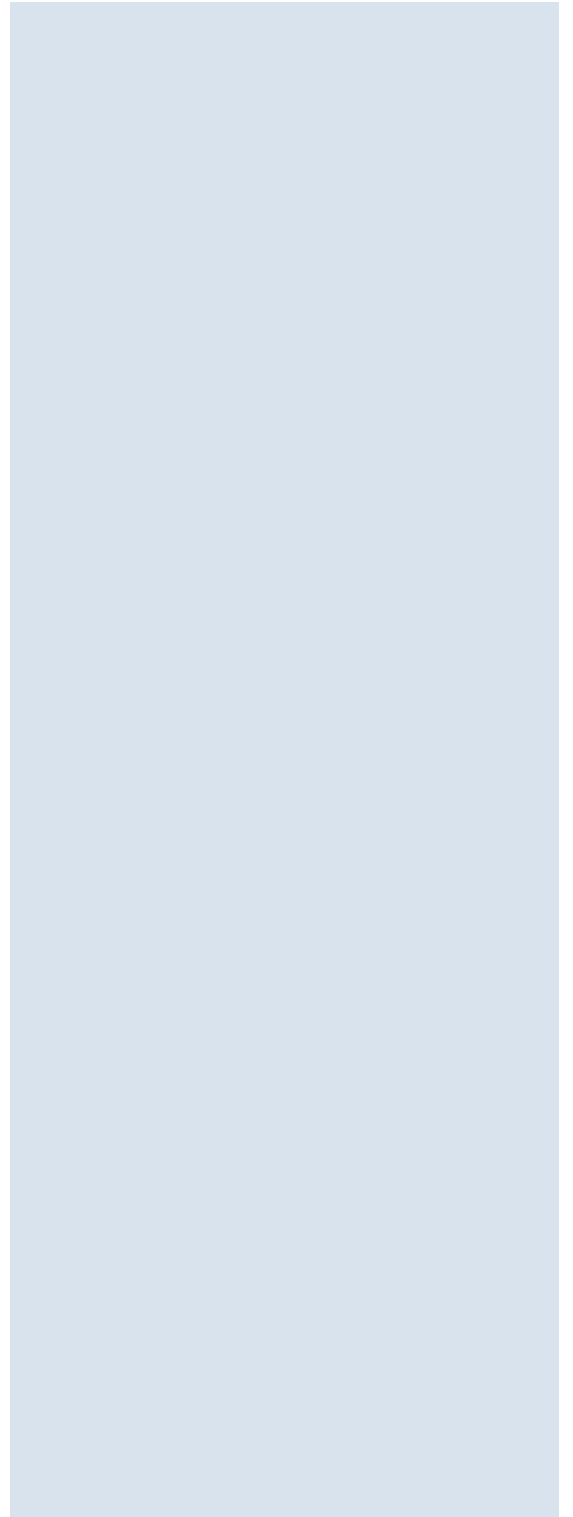


Tensions and Care
in Moderation Work:
Insights from the online



“ The moderator gave it a criticality two ... But the debate we've been having today is, I am saying no, that's not a two that's a three. ”

“ If a story mentions multiple services ... If it mentions the ambulance service and then it mentions the A&E board and then it mentions the orthopaedic ward and the ambulance was fantastic and the A&E was fantastic and the trauma ward was awful. We rate the story on the awful. ”

DE A A CA E

1. ...to feel heard. I think that's the thing. It's important to feel heard and to feel like your view counts.

“...to feel heard. I think that's the thing. It's important to feel heard and to feel like your view counts.”

2. ... (...)

3. ...

... n n

... ,

“This is the continuation of care. It's the continuation of a dialogue between professionals and a patient, which is about making sense of what happened.”

... n n

“Everybody in this organisation will have a trigger that a story along those lines is just a 'no-go'. We are all very supportive of each other. The organisation's management are very supportive.”

RECOMMENDATIONS

As a result of the findings, we recommend that the following measures be implemented to improve the moderation process and support moderators:

1. **Enhance Training and Support:** Provide comprehensive training on recognizing and managing emotional labor, as well as strategies for dealing with trolls and abusive users. Regular supervision and debriefing sessions should be offered to moderators.

2. **Implement Clear Guidelines:** Establish clear, consistent guidelines for moderation actions and user behavior to reduce ambiguity and ensure fair treatment.

3. **Introduce Automated Tools:** Utilize automated moderation tools to handle repetitive and low-level offenses, freeing up moderators to focus on more complex cases.

4. **Provide Mental Health Resources:** Offer access to mental health services and support groups for moderators to help them cope with the emotional demands of the job.

5. **Improve Communication:** Enhance communication channels between moderators and platform administrators to ensure that concerns and feedback are promptly addressed.

CAC

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