

Some qualities of recommender systems lead users to feel **algorithmic hate.**

Introduction

Even though recommender systems research is rooted in human-centered work, in recent years some design choices in RecSys have left users feeling confused, harmed, or misunderstood by "the algorithm." This can negatively impact the relationship between recommender systems and their users, and can lower trust, satisfaction, and user retention.

What is "Algorithmic Hate"?

A feeling of aversion, hate, or dislike of "the algorithm" which manifests in negative behaviours and attitudes towards it.



We can alleviate algorithmic hate towards recommender systems through **human-centered design** approaches.

Recommender Systems and Algorithmic Hate

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What *causes* algorithmic hate?

- ▶ Lack of knowledge
- ▶ Algorithmic harm
- ▶ Objective misalignment
- ▶ Lack of user agency or control



What *alleviates* algorithmic hate?

- ▶ Human-centered design
- ▶ Transparency
- ▶ Increasing user agency & control



Examples in the real world

- # RIPIstagram
- # FuckTheAlgorithm
- # AlgorithmicResistance
- # RIPTwitter

