

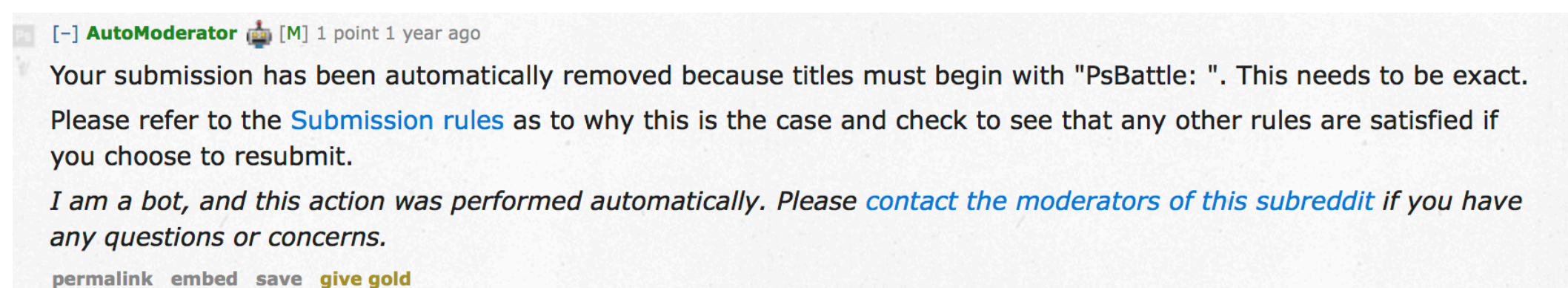
Shagun Jhaver, Iris Birman, Eric Gilbert, Amy Bruckman

Georgia Institute of Technology

## Summary

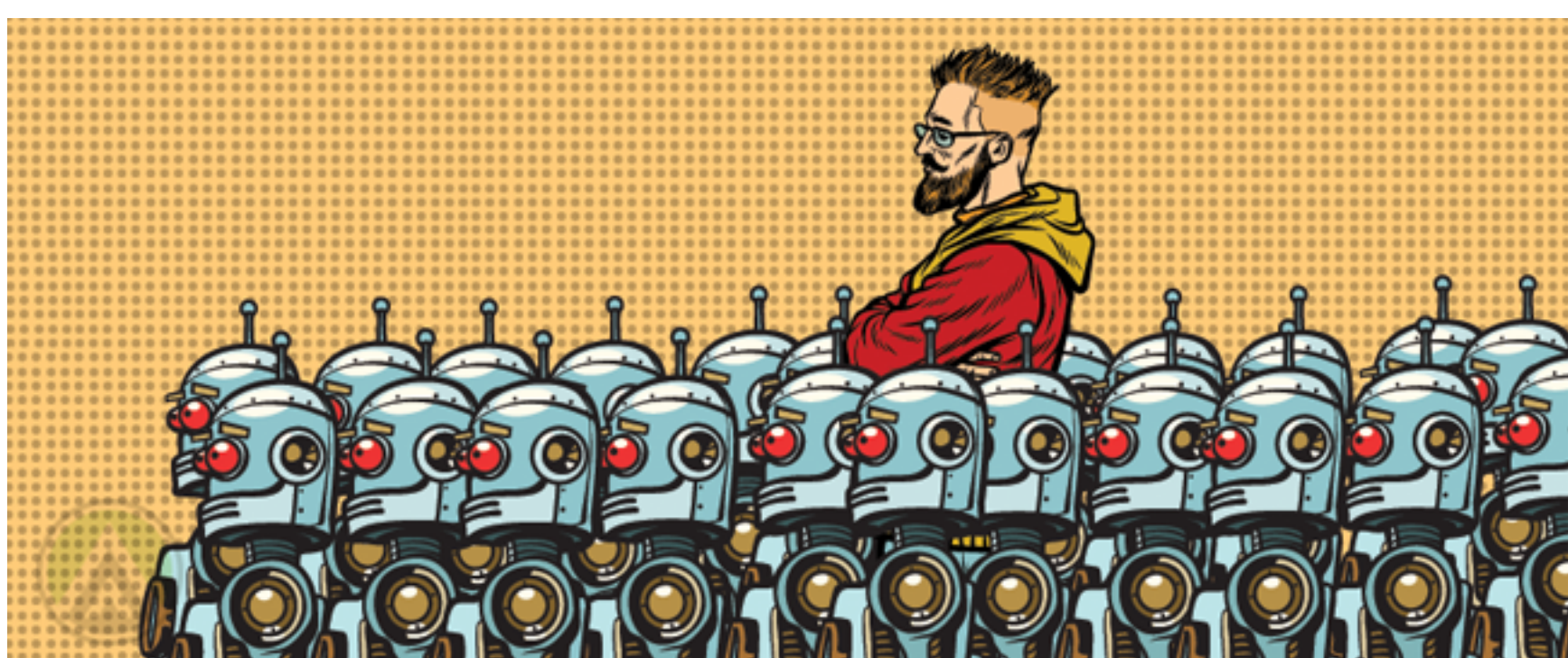
### • Research Questions

1. How are automated tools for content regulation created, acquired and used by Reddit moderators?
2. What are the benefits and challenges of using currently available automated regulation tools?
3. How does the use of automated mechanisms change the work of content regulation?



### • Contributions

1. Understanding the content regulation ecosystem on Reddit.
2. Highlighting the additional tasks and challenges that using automated moderation tools introduce
3. Presenting design suggestions for mixed-initiative moderation systems.



### • Approach

1. Semi-structured Interviews with three moderators from each of the following subreddits:
  - r/politics
  - r/photoshopbattles
  - r/space
  - r/explainlikeimfive
  - r/oddlysatisfying
  - And Automod creator
2. Participant Observations
3. Inductive analysis of interview data.

## Findings

### • Introduction of Automod on Reddit

1. Moderators use a wide variety of automated tools, largely developed by volunteer users.
2. Automod was developed by Chad Birch as a moderation bot in 2012.
3. Reddit incorporated Automod and provide it as a private wiki to moderators on each subreddit.
4. Each Automod rule is written in YAML format:

```
---
#Remove comments for users with comment karma lower than 2
type: comment
author:
  flair_text (regex): "^$"
  comment karma: "< 1"
  is_submitter: false
action: spam
action_reason: Low Karma
---
```

5. Automod has become an integral and indispensable part of Reddit.

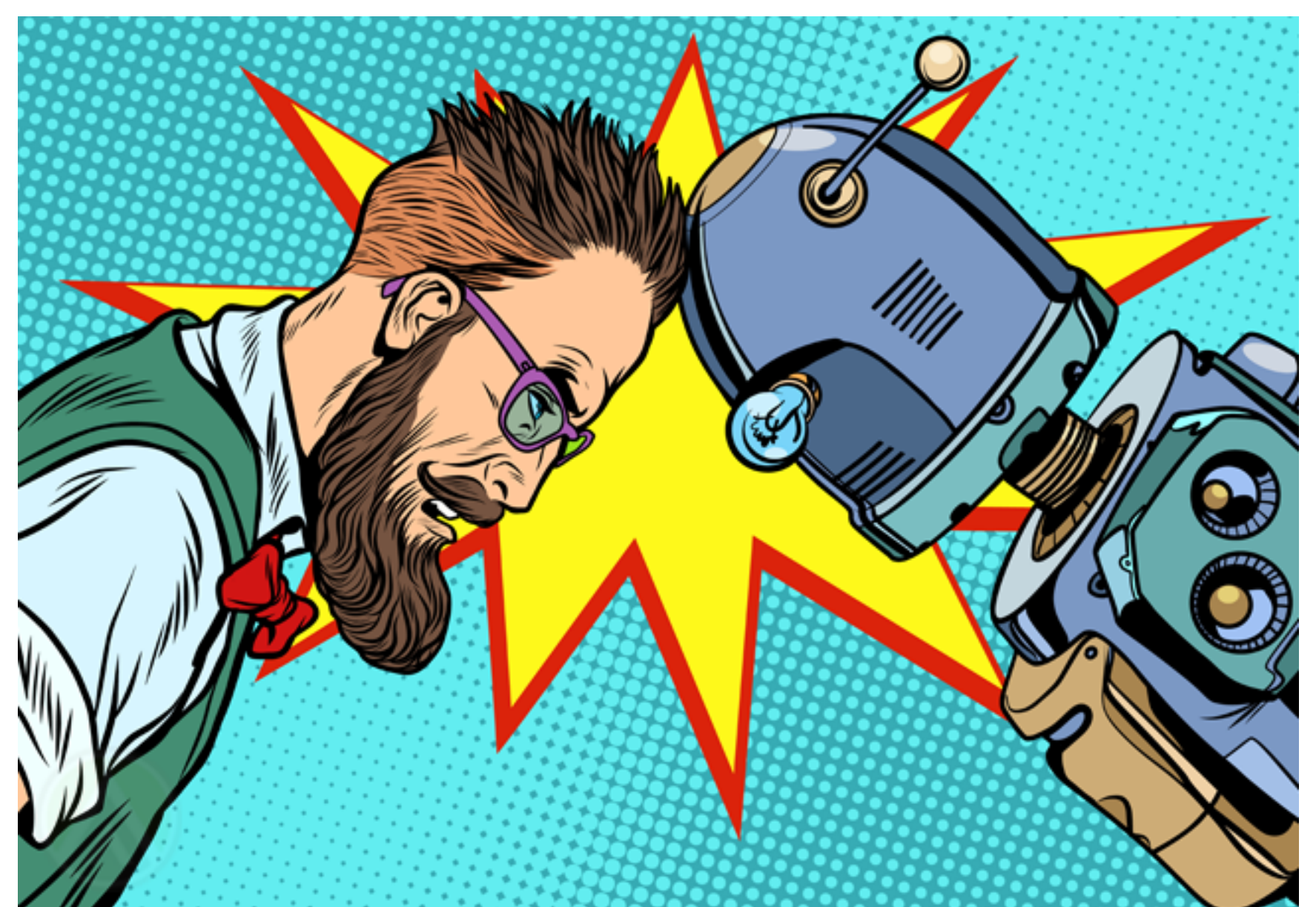
### • Using Automod to Enforce Guidelines

1. Automod is well adept at enforcing some guidelines but not others.
2. Mods configure Automod to make easy calls but make decisions that require subjective interpretation themselves.



### • Need for Careful Curation of Automod

1. Broad rules can result in false positives.
2. Lack of information about Automod behavior
3. Reliance on user reports to find mistakes



### • Automod Creates New Tasks

1. Regular updating of Automod rules.
2. Preventing users from circumventing Automod.
3. Correcting false positives.