

Faculti Summary

<https://staging.faculti.net/automation-hesitancy/>

This video video discusses the findings of a project focused on the role of algorithms in housing decision-making, led by Alison Wallace at the University of York and funded by the Northfield Foundation. The project involves interviews with 118 individuals across the UK housing sector to understand how algorithmic decision-making influences access to various types of housing, including private rentals and social housing.

Key findings reveal a generally hesitant approach to adopting automation and algorithms in the housing sector. Contrary to the dominant narrative that algorithms are rapidly taking over decision-making processes, the study shows that different organizations implement algorithms in varying degrees, often combining human judgment with algorithmic assistance. This video video hesitancy stems from concerns about the risks associated with full automation, such as missing critical nuances that human decision-makers might catch.

The researchers identified "confidence deficits," where stakeholders are reluctant to trust algorithms entirely due to fears they might overlook important factors or lack flexibility. Despite this hesitance, there is a prevailing belief in the inevitability of increased algorithmic involvement in housing decisions.

The study emphasizes a transition in the housing sector where automation is on the rise, but certain areas still require human oversight due to the complexity of decision-making. The overall aim is to illustrate the nuanced relationship between humans and algorithms in shaping decisions that affect people's housing situations. The insights from this study are expected to be relevant across various sectors beyond housing, highlighting a broader hesitance towards automation and algorithmic processes in society.