

ATLAS.ti Report

ProceduralAndInfoNeeds

Codes grouped by Code groups

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◆ T1.1.Strategizing Information Requests

19 Codes:

- **Admit that they might not have been aware of the regulation and would accept the first warning if duly motivated**

Quotations:

⌚ 2:47 ¶ 49, if I didn't know the the policy, I mean, if I was not aware, in Participant01_text ⌚ 20:68 ¶ 120, I wasn't fulfilling the the policies. So it's like, okay, what's like, I'd love to see what I'm doin... in Participant10_text ⌚ 24:50 ¶ 105, Okay, fine. I just won't do it anymore. in Participant12_text ⌚ 26:68 ¶ 462, In other words, a good contestation process is that where they give you the reason, that even if you... in Participant13_text ⌚ 32:8 ¶ 128, Unless some accident actually happens. And then you realize, oh, your hand permit was not renewed, f... in Participant16_text

- **Ask for legal advice**

Quotations:

⌚ 2:120 ¶ 86, I would probably check with a lawyer first in Participant01_text ⌚ 8:70 ¶ 148, Maybe I could try to sue them. in Participant04_text ⌚ 14:57 ¶ 230, Hire a lawyer, you know. And at the end of the process, in Participant07_text ⌚ 28:5 ¶ 40, So they were about to start some legal procedures in Participant14_text ⌚ 36:57 ¶ 134, legal advice on how to deal with these in Participant18_text ⌚ 38:31 ¶ 114, I would see for legal support, of course in Participant19_text

- **Case (1), hypothesized they had violated the regulation**

Quotations:

⌚ 2:47 ¶ 49, if I didn't know the the policy, I mean, if I was not aware, in Participant01_text ⌚ 2:49 ¶ 49, I would call them and act as if I didn't know the policy in Participant01_text ⌚ 6:43 ¶ 101, So there are 2 cases, in case I know that my apartment is not perceiving, it is not legal. Then I ob... in Participant03_text ⌚ 8:35 ¶ 82, If I did something wrong, probably I would be expecting it. So if I did something wrong. I agree wit... in Participant04_text ⌚ 10:56 ¶ 145, Okay, it's scan for Xyz, and you were flagged there and scan for Xyz. in Participant05_text ⌚ 16:32 ¶ 382, If I don't have it registered and I. I receive this letter. Well, nothing. I'll have to go register... in Participant08_text ⌚ 20:49 ¶ 120, it can be that I didn't realize that I actually needed a license in Participant10_text ⌚ 22:17 ¶ 104, How do I make sure that I don't do it again? in Participant11_text ⌚ 24:28 ¶ 105, okay, actually, there is nothing I can do about it, just not doing it anymore. And so if it's that s... in Participant12_text ⌚ 26:75 ¶ 462–463, Regardless of whether I agree with it or not. Let them motivate the decision and justify it. in Participant13_text ⌚ 30:46 ¶ 144, If I found a reason that makes sense there, I would just cancel. in Participant15_text ⌚ 32:8 ¶ 128, Unless some accident actually happens. And then you realize, oh, your hand permit was not renewed, f... in Participant16_text ⌚ 34:14 ¶ 146, I think I will have to pay some. Some punishment in one of these places, so I think I will try to i... in Participant17_text ⌚ 36:44 ¶ 187, I would just go with the flow, and and indeed ask someone to leave the apartment, in Participant18_text ⌚ 38:26 ¶ 99, Well, fuck they are correct, and they have snatched me. Then, we would think, well, okay, let's make... in Participant19_text ⌚ 40:45 ¶ 204, I also said, I want to know the input data and I there agree on them. And state and and learn that I... in Participant20_text ⌚ 42:43 ¶ 104, it also makes it easier for people to circumvent these measures in Participant21_text

- **Case (2), hypothesized they represented a false positive**

Quotations:

⊗ 2:130 ¶94, If if I see that I'm not violating the rule and the model is wrong, I would most probably be as much... in Participant01_text ⊗ 6:47 ¶105, Maybe the neighbors don't know if I have the license or not, and they have. They don't want the tour... in Participant03_text ⊗ 8:76 ¶155, if it's an anonymous report, it could be someone trying to do a revenge or something like that. in Participant04_text ⊗ 10:6 ¶34, Not except for showing documents? But it's only to a certain point that you can show documents, righ... in Participant05_text ⊗ 12:54 ¶87, How do you know that it's not like? it's not well, even a speed limit, like fine. in Participant06_text ⊗ 12:58 ¶93, It's better to go with documents. in Participant06_text ⊗ 12:73 ¶110, But the most important thing is, I probably questions that has happened in the anonymous report in Participant06_text ⊗ 14:22 ¶82, oftentimes in these situations what I found is that neighbors have grudges sometimes. And they're no... in Participant07_text ⊗ 16:31 ¶382, A second option is that I think that I have it registered, but that there has been a change in the r... in Participant08_text ⊗ 18:57 ¶517, if not, you cannot publish your ad on this platform, that's it. in Participant09_text ⊗ 20:66 ¶73, check the ones that are put in those houses for the visitors, but not, they do not have the license. in Participant10_text ⊗ 22:22 ¶126, if I were to come to the municipality and say like. Oh, no, I haven't been sub renting, I swear like... in Participant11_text ⊗ 22:28 ¶167, So I would immediately say. Hey, I have these photos that I took in ..., and it shows that I have be... in Participant11_text ⊗ 24:38 ¶124, Otherwise, if it's a mistake, and they don't have evidences to prove it, then that they cancel this... in Participant12_text ⊗ 26:38 ¶248, imagine that it is, well, according to this document, my home is not be registered, right? And it tu... in Participant13_text ⊗ 28:13 ¶170, give the explanation properly, like. It's. I'm keen, and I'm there's no fraudulent with the case. in Participant14_text ⊗ 30:11 ¶25, I have sent the same emails and explain the same reasons why I did what I did. I know, and I also. in Participant15_text ⊗ 30:42 ¶130, Because you say you have this paper. If you have it, it's okay. in Participant15_text ⊗ 32:7 ¶128, So These are just like impromptu reports that's coming from neighbors and other and rental platforms... in Participant16_text ⊗ 32:15 ¶139, If I can provide proper documents, I will probably be able to convince them that there is actually n... in Participant16_text ⊗ 32:39 ¶170, And there's a high chance of mistake with all of the things that I'm seeing here. in Participant16_text ⊗ 34:32 ¶228, I will try to use those points to to find some mistakes that say that it could also be another way,... in Participant17_text ⊗ 36:61 ¶187, I don't know if I would challenge the decision, but at least I would that I try to understand why, m... in Participant18_text ⊗ 38:29 ¶110, So if if I would have these answers, then I can communicate about my, why they are incorrect, in Participant19_text ⊗ 40:44 ¶201, what's my my relation to that particular citizen that is he or she angry with me and it's playing i... in Participant20_text ⊗ 42:22 ¶77, if I'm a false positive then I would. However, I would still find it strange that I'm being marked a... in Participant21_text ⊗ 42:25 ¶81, Here's a receipt. Do with it, whatever the hell you want over. This is the reason why it was not the... in Participant21_text

- **Case (2a), hypothesized that they had rented their property out with a license**

Quotations:

⊗ 6:45 ¶102, I would obviously contact them and prove them why it is not illegal. I would show them the license. in Participant03_text ⊗ 12:87 ¶117, Show me the papers, show me the documents in Participant06_text ⊗ 16:20 ¶296, If the fact that I'm registered, it takes away problems with my neighbors, in Participant08_text ⊗ 18:54 ¶517, I certify that you have a license, in Participant09_text ⊗ 20:26 ¶73, if there is a law that makes that requires you to have a license to be able to rent out how to visit... in Participant10_text ⊗ 26:70 ¶248, I would formulate in those 6, in the following 6 weeks, okay, I would formulate a communication wher... in Participant13_text ⊗ 30:51 ¶153, I would only call honestly if I am showed that there are the rules that I'm seeing there, I'm alread... in Participant15_text ⊗ 36:3 ¶25, I usually have to go on every detail to be honest, which it takes a lot of energy and time for me. in Participant18_text

- **Case (2b), difficult to show proof of innocence**

Quotations:

⊗ 22:21 ¶121, I think it's pretty unbalanced because I have no data system to support my side. I mean, I. How can... in Participant11_text

- **Case (2b), hypothesized that they had not rented their property out but the system indicated that they did**

Quotations:

☺ 2:130 ¶94, If if I see that I'm not violating the rule and the model is wrong, I would most probably be as much... in Participant01_text ☺ 6:50 ¶110, I would challenge them. I would prove them with everything I have in Participant03_text ☺ 8:62 ¶115, I would have to call them and try to get the reason and tell them, I did not do anything wrong. in Participant04_text ☺ 10:6 ¶34, Not except for showing documents? But it's only to a certain point that you can show documents, right... in Participant05_text ☺ 12:54 ¶87, How do you know that it's not like? it's not well, even a speed limit, like fine. in Participant06_text ☺ 14:23 ¶87, I suppose you could say, you know, was there more than one neighbor like? Did all the complaints com... in Participant07_text ☺ 16:65 ¶557, I understand that there will have to be a person later. Who comes. To validate it. in Participant08_text ☺ 18:35 ¶354, Then, of course, when that discrepancy, well, what you want, is that they argue an answer. As clear... in Participant09_text ☺ 20:64 ¶172, we know we something has popped up. Give us like, what's going on? I'm giving you the chance to to t... in Participant10_text ☺ 22:23 ¶128, But when there's 21,750 euros in play. I'm comfortable showing a couple of pictures that are like on... in Participant11_text ☺ 24:38 ¶124, Otherwise, if it's a mistake, and they don't have evidences to prove it, then that they cancel this... in Participant12_text ☺ 28:26 ¶257, If if I'm able to support all the claims, what that is made by the municipality for the fraud. If I'... in Participant14_text ☺ 30:38 ¶118, it can either be that they are actually illegal or legal. So the the decision was false in Participant15_text ☺ 32:26 ¶160, If I have not made a mistake then just them cancelling that from my report. in Participant16_text ☺ 34:36 ¶231, Because they are using this AI, they are using this AI against us. And and if there, if there is any... in Participant17_text ☺ 40:49 ¶204, I had an alibi, or I was something else and it is not true so the input is not true. in Participant20_text ☺ 42:28 ¶88, I would not necessarily provide my information straight away so as it would feel like, yeah, some so... in Participant21_text

- **Difference between features-based explanation and decision justification**

Quotations:

☺ 2:83 ¶70, I would like them to tell me, okay, we've seen you've rent in the house for 50 days. Uh, for in duri... in Participant01_text ☺ 8:66 ¶124, So if I know the reason that they gave me this warning. And the reason is a valid reason, but it's s... in Participant04_text ☺ 8:95 ¶181, you are committing a crime again, just because you committed a crime before. That's not very correct... in Participant04_text ☺ 12:53 ¶87, They they have their picture, they send you the picture. They send you, the picture they send you, t... in Participant06_text ☺ 14:33 ¶131, I would want them to be able to explain in depth as to why the decision was made and what the the ra... in Participant07_text ☺ 14:36 ¶151, Well, what are the. What are the violations that they're citing? The make it an illegal rental. in Participant07_text ☺ 14:51 ¶206, I mean, I guess I'd want to go to you know again the the what is it that are the actual violations t... in Participant07_text ☺ 16:55 ¶527, Street code, property description, area. I think that here I would need to know if there is proof in Participant08_text ☺ 18:47 ¶436, The penalty comes to you because you were going 135 km/h, which this radar says. I assume that. That... in Participant09_text ☺ 20:74 ¶140, I would love to have something clear before this and say. Okay, your house number blah blah blah in... in Participant10_text ☺ 24:35 ¶117, But at the end of everything, if it's not like this, if the AI gives this conclusion, and it's like... in Participant12_text ☺ 30:94 ¶90, I wouldn't even know what I did wrong for it. But if they say that, look, every house that is more t... in Participant15_text ☺ 32:31 ¶172, Are you telling me that there has been an illegal rental from my like I have illegally rented my hou... in Participant16_text ☺ 32:38 ¶169, how do you decide what the bias is and like? How do you know if there is a false report or not? How... in Participant16_text ☺ 34:22 ¶186, There is a probability of this guy is subletting his room illegally, but this is a suggestion. Rig... in Participant17_text ☺ 34:31 ¶228, Just like take one of these one of these points and try to explain that this could also be. That tha... in Participant17_text ☺ 38:23 ¶92, What are the to to to variables defining you are renting out your house illegally? It is because we... in Participant19_text ☺ 38:36 ¶125, Yeah, although it gives me some sports, anonymous reports yes/no, which is saying, well, there have... in Participant19_text ☺ 38:40 ¶130, I think that there are more reasons here that I cannot explain that. That it's not giving me real e... in Participant19_text ☺ 40:31 ¶144, if they have a movie or camera a picture with the large group of people or not, not even large peopl... in Participant20_text ☺ 42:26 ¶85, it's just the the basic explanation as to why, I'm being marked as an illegal renter is more importa... in Participant21_text ☺ 42:27 ¶85, And here you you for example with with when you when you drive to to fast and there's automated syst... in Participant21_text

- **High AI literacy and experience with AI fairness - additionally requested information about the model and the development of the system**

Quotations:

⌚ 8:50 ¶159, Also, I, I would like to have access to all the algorithms details. In my case, like the actual algo... in Participant04_text ⌚ 8:51 ¶161, what kind of I hyper parameters they use. I know they are using random forest regression. But how... in Participant04_text ⌚ 30:75 ¶201, Ask a lot of questions about the the data. The choice of the algorithm. Then the way that the model... in Participant15_text

- **Lack of actionable data features**

Quotations:

⌚ 2:50 ¶49, see which way forward I have in Participant01_text ⌚ 2:94 ¶70, For example, if I received this letter in June, what do I do with the bookings I have for the rest o... in Participant01_text ⌚ 6:51 ¶156, Date of residence in the address. That's something I know. So the only information that I cannot con... in Participant03_text ⌚ 14:10 ¶43, In other words, and you know, helping you move forward, in Participant07_text ⌚ 14:35 ¶146, And so what am I missing? You know it's kind of my question. in Participant07_text ⌚ 16:33 ¶382, I would freak out because of the fine a priori. I think there is no explanation. in Participant08_text ⌚ 16:43 ¶427, if you could indicate the steps. Uhh clearly and simply that I have to follow. in Participant08_text ⌚ 16:76 ¶495, Go here or here or here. In other words, that they give it to me in a format like a child in a book... in Participant08_text ⌚ 18:55 ¶428, there is a lot to a lot of information, but I want to say that in the end what worries you, I unders... in Participant09_text ⌚ 20:72 ¶138, Especially, I don't know what I have to do after this. in Participant10_text ⌚ 24:33 ¶113, I think at the end of everything there should also, there should always be something that you do, li... in Participant12_text ⌚ 30:43 ¶136, So it's a different decision to say to get an email or whatever a letter that says you are illegal b... in Participant15_text ⌚ 30:74 ¶197, How can I make this less then? So? I don't have action points. Basically, I don't have simply rules... in Participant15_text ⌚ 36:51 ¶74, I cannot rent my apartment at the moment. But what I can do to rent my apartment? in Participant18_text

- **Low AI literacy - uninterested in knowing how the algorithmic system worked**

Quotations:

⌚ 6:55 ¶170, I would like to know which is the exact information that the workflow has. But how it works. Just in... in Participant03_text ⌚ 18:52 ¶467, But of course, then I wouldn't even be interested in seeing the file because there wouldn't be anyth... in Participant09_text ⌚ 26:71 ¶274, you assume the risk that a system of this type could be brought down because people weren't informed... in Participant13_text ⌚ 36:56 ¶121, But in the case that my fear is bigger than my curiosity on finding out, maybe I won't go on a. I l... in Participant18_text ⌚ 38:41 ¶92, And I don't know how to say I don't want to know how the system works. in Participant19_text

- **Medium AI literacy and High AI literacy with no AI fairness experience - do not know how information about the how is useful for contestability**

Quotations:

⌚ 2:103 ¶76, obtain more more information on how it works, although I don't think this would help me to make the... in Participant01_text ⌚ 10:79 ¶191, That's that's irrelevant, because at least for me, because I know that there are a lot of regression... in Participant05_text ⌚ 12:52 ¶117, I mean, I don't know if it's useful for to contest. in Participant06_text ⌚ 14:43 ¶172, what a random forest regression is and I'm not sure that would be helpful to the average property ow... in Participant07_text ⌚ 14:49 ¶198, I mean, to be totally honest? I'm not really sure it. It makes a difference what algorithm is being... in Participant07_text ⌚ 16:51 ¶545, No, I would not need to know more about the model. I don't care if it's a model or a person in this... in Participant08_text ⌚ 20:52 ¶160, I'm a bit familiar with regression models. But I don't think this is interesting, for, like the popu... in Participant10_text ⌚ 22:33 ¶195, I get the decision explanation parts is just curiosity. Yeah, because that doesn't really help me ac... in Participant11_text ⌚ 40:50 ¶214, So I also interested in how a speed of meter works. But I'm not contesting the I I would not contest... in Participant20_text ⌚ 42:30 ¶92, First thing I would I would be very interested. Especially just to see how they come up with this de... in Participant21_text

- **Medium AI literacy and High AI literacy with no AI fairness experience- generally curious to know more about the system**

Quotations:

☺ 2:69 ¶63, In my case, I would be interested. Yes, because. I. Well, I'm an engineer and I'm interested in tech... in Participant01_text ☺ 10:88 ¶199, So I know a very basic data analytics. Just required enough for like research with SPSS or something... in Participant05_text ☺ 16:74 ¶431, You know, I mean, I would be curious. Well then. I don't know, it would be, well, because I'm within... in Participant08_text ☺ 20:58 ¶148, Me myself, because I'm quite a a a freak. I would do. Go. So I would read it because I think I do li... in Participant10_text ☺ 22:14 ¶88, I'd love to get access to this this data set, right? So you could see exactly when people are subren... in Participant11_text ☺ 24:39 ¶133, Maybe something about this random forest regression model. Like, how does it do this? I don't know t... in Participant12_text ☺ 40:46 ¶214, I tend to say I'm I'm interested because I want to learn about the technology and stuff like that in Participant20_text ☺ 42:30 ¶92, First thing I would I would be very interested. Especially just to see how they come up with this de... in Participant21_text

- **Medium and High AI literacy - data-related information regarded as actionable**

Quotations:

☺ 2:106 ¶78, Maybe that could be a way of telling them that they are not allowed to use this data, in Participant01_text ☺ 8:79 ¶159, Because it is not clear to me then then they said, it's being used, good quality that is being used... in Participant04_text ☺ 8:89 ¶164, For example, this is the use case, a a use case of ... But is there any type of data shift? So, for ex... in Participant04_text ☺ 10:85 ¶203, So that's where I would have data. And like, I didn't consent to this information. How did this come... in Participant05_text ☺ 12:78 ¶112, They have this amazing database that it was made by a white man. And then the face recognition was n... in Participant06_text ☺ 14:20 ¶79, if they were literally placing microphones around the property, I would have a problem with that bec... in Participant07_text ☺ 16:56 ¶527, I mean, I would freak out thinking. They are using a camera, a street camera. I don't think because... in Participant08_text ☺ 20:30 ¶79, But behind those cases there could be loads of different problems, or or variables, or or errors, be... in Participant10_text ☺ 22:12 ¶85, it feels a little bit like infringement on privacy. in Participant11_text ☺ 30:68 ¶193, Because the claim of not containing biases I think it's a very hardcore claim for anyone who really... in Participant15_text ☺ 32:37 ¶169, Data features that contributed to the decision positive means that it contributed to high probabilit... in Participant16_text ☺ 40:30 ¶142, And and then. Obviously, how these data points then arrive at the conclusion. But I think I can ques... in Participant20_text ☺ 42:8 ¶52, if a house is possibly an illegal holiday rental might be if cameras would be used. So, for example,... in Participant21_text

- **Municipality should be clear about the reasons behind the decision**

Quotations:

☺ 26:66 ¶428, Quality from 1 to 10 under the parameters of whatever. And we rate it with a 10. in Participant13_text ☺ 30:41 ¶121, the least you can do is to be insanely clear about what you're accusing them of. Otherwise you get c... in Participant15_text ☺ 36:25 ¶99, Then I would like to see the reasons, and then another. in Participant18_text ☺ 42:23 ¶81, They are suspicious of me being an illegal renter yet. They haven't provided any proof. So there sho... in Participant21_text

○ Priority to knowing why

Quotations:

⑤ 2:40 ¶49, then I would maybe ask them why I was detected, in Participant01_text ⑤ 6:51 ¶111, So that's why. If they are based on the pictures, if they are based on the license, if they are b... in Participant03_text ⑤ 6:58 ¶121, I would ask them why I have received this letter, in Participant03_text ⑤ 8:26 ¶47, I can at least understand why. And maybe contest in that scenario, hypothetical scenario. in Participant04_text ⑤ 8:38 ¶90, I think they're not explaining why it is illegal. I think they should give like specific details o... in Participant04_text ⑤ 8:64 ¶115, And why was I being accused? Because I don't even know why, in Participant04_text ⑤ 10:74 ¶179, I want to know, why is my street code being flagged? in Participant05_text ⑤ 10:86 ¶121, that either case, either case, of course, I will be like, okay, why do? in Participant05_text ⑤ 12:94 ¶110, I see 20 people every month here, you know, like, using the house. So so it's more about that part o... in Participant06_text ⑤ 14:33 ¶131, I would want them to be able to explain in depth as to why the decision was made and what the the ra... in Participant07_text ⑤ 16:51 ¶511, How much am I over the threshold and why? in Participant08_text ⑤ 18:41 ¶390, But that I have a 35 m2 apartment in And that a neighbor has called to complain about that? It pr... in Participant09_text ⑤ 20:71 ¶138, Why is this? Why is my house there like? What does this decision explanation say? in Participant10_text ⑤ 22:5 ¶61, Some sort of feedback that would help me understand why they made the decision that they made? in Participant11_text ⑤ 24:24 ¶93, I would like to know why my, I don't know how my house is illegally rented. So the reasons why all o... in Participant12_text ⑤ 24:53 ¶157, I should just understand why in my case it's illegal. Why I did it wrong, and if it's true or not, a... in Participant12_text ⑤ 26:73 ¶428, For this and for this. in Participant13_text ⑤ 26:74 ¶462, This is for this for this, for this, and if it can be justified with objective data, better. in Participant13_text ⑤ 28:12 ¶160, And then just try to understand, like, why in Participant14_text ⑤ 30:32 ¶90, I think that you have, you have to understand exactly the reasons that this system tagged you as ill... in Participant15_text ⑤ 30:39 ¶121, someone needs to understand why you accuse them to be, especially if you accuse to be illegal, they... in Participant15_text ⑤ 32:13 ¶139, when I know the reason why, the AI system kind of marked my house. in Participant16_text ⑤ 32:27 ¶169, The the first one being how this. It it's it's still a black box. How the AI is getting like, what k... in Participant16_text ⑤ 32:40 ¶172, I mean that, that probability could be based on a thousand things. At least tell me those things. Wh... in Participant16_text ⑤ 34:40 ¶186, Then I think they will have some ways to prove that i'm really doing that. in Participant17_text ⑤ 36:2 ¶21, No, there were times that they didn't give me any reason. And this is why I had to email them back a... in Participant18_text ⑤ 36:52 ¶74, Then you understand why in Participant18_text ⑤ 38:21 ¶92, So based on what information is that? Our system has found out you have been driving too fast. Yeah... in Participant19_text ⑤ 38:22 ¶92, f you want to more to to know more about why we came to this decision. You can check at this link. in Participant19_text ⑤ 38:43 ¶92, I want to know what are the reasons why. in Participant19_text ⑤ 40:48 ¶35, What are the reasons for that? in Participant20_text ⑤ 42:19 ¶74, They don't give any reason as to why they are suspicious, or why the AI system, has marked the home... in Participant21_text

○ Request for information to know where they stand with respect to law

Quotations:

⑤ 2:67 ¶61, check in detail the policy to to to make sure that I did or did not violate the rule in Participant01_text ⑤ 10:12 ¶51, And what does ... and what what it says in my tenancy agreement, and my kind of ... whole regulation sai... in Participant05_text ⑤ 30:97 ¶153, I would check the rules very carefully. in Participant15_text

○ Want to double-check that the algorithmic decision basis is backed up by relevant policy

Quotations:

⑤ 2:66 ¶61, I mean, also my first reaction would be to to check in detail the policy in Participant01_text ⑤ 8:40 ¶95, The law, my specific case more, and the the process of making this decision through AI, yeah. Yeah,... in Participant04_text ⑤ 16:45 ¶477, I don't know how the regulations have been modified or how my particular case has been changing. in Participant08_text ⑤ 26:36 ¶238, I am being told that I do not comply, that I am going to be fined, but, under what legal protection? in Participant13_text ⑤ 30:97 ¶153, I would check the rules very carefully. in Participant15_text

- **Want to understand the decision basis**

Quotations:

⌚ 6:51 ¶111, So that's why. If they are based on the pictures, if they are based on on the license, if they are b... in Participant03_text ⌚ 30:98 ¶153, I would call if I really thought that. Okay, I I I see 3 bullets. You have to have this, this and th... in Participant15_text ⌚ 36:14 ¶67, What are they measuring? What are the criteria that are using? in Participant18_text

◆ T1.2.Facilitating Dialogue with Controllers

8 Codes:

- **Communication channels should be designed to minimize friction**

Quotations:

⌚ 2:45 ¶49, I would hesitate at the beginning to contact them, but I think to get some further information, I wo... in Participant01_text ⌚ 6:20 ¶59, it's really good, very easy to do. You send it. in Participant03_text ⌚ 8:10 ¶28, I know how bureaucracy works in I thought there was no no need in Participant04_text ⌚ 8:13 ¶35, I the general idea that I have. It's that it is very difficult to contest in Participant04_text ⌚ 10:44 ¶126, Because going and meeting them is a very strain sinus process kind of like. in Participant05_text ⌚ 12:37 ¶71, I would try to get in touch with a human, actually. And and that's quite complex these days. in Participant06_text ⌚ 16:36 ¶396, They send you from one building to another. You lose. You waste whole days managing a very small thi... in Participant08_text ⌚ 18:29 ¶334, It's not true that they listen to you by appointment, because it's impossible to get one. Well, impo... in Participant09_text ⌚ 20:15 ¶37, I actually had to paste everything in a model in that their model. When I uploaded it, actually went... in Participant10_text ⌚ 24:8 ¶34, it's like a court process, so where you have to, I don't know, sue like the the person that gave thi... in Participant12_text ⌚ 26:11 ¶84, In my opinion, it is a strategy to avoid complaints. in Participant13_text ⌚ 28:27 ¶40, you can go with the legal process, but then it will be a long process, and it will be harmful with y... in Participant14_text ⌚ 30:48 ¶146, I think that the power dynamics in the call, if the other knows well their job they can trick me way... in Participant15_text ⌚ 34:17 ¶165, Some of them don't speak English, and they just. Cut or hung hung up the call. So I think. Yeah, I w... in Participant17_text ⌚ 36:5 ¶28, Because I don't have a [Residence country] phone number. I still have my [Home country] phone number... in Participant18_text ⌚ 40:9 ¶58, I could have called. But then it might be a quarrel or something in Participant20_text ⌚ 42:48 ¶74, I would have to by an an objection, I would have to go through a lot of efforts in order to yeah, f... in Participant21_text

- **Effort to understand the information has to be minimal**

Quotations:

⌚ 2:115 ¶80, Some other things that maybe I didn't understand and I would ask them in Participant01_text ⌚ 6:98 ¶195, I would define it by something straight, very, very straightforward. in Participant03_text ⌚ 8:49 ¶102, to people that do not work in this field of AI, it's also very important for them to really understa... in Participant04_text ⌚ 10:9 ¶48, I mean, if like, when it comes from a city level or a local government level it can be more in the f... in Participant05_text ⌚ 12:81 ¶114, So these are the values that the AI is gonna keep, you know, like is gonna use to make the decisions... in Participant06_text ⌚ 14:5 ¶31, what a waste of time that you know I wasn't given better information than initially. in Participant07_text ⌚ 16:34 ¶396, The ideal scenario would be that they give me a very detailed explanation of what my current situati... in Participant08_text ⌚ 18:36 ¶370, Too much information. That too much information. in Participant09_text ⌚ 20:12 ¶30, And the rest is just a standard like super complex to read. in Participant10_text ⌚ 22:27 ¶152, in a way that I would understand. in Participant11_text ⌚ 24:45 ¶154, if these data are not clear enough, or I need more information to understand what I did, or I find t... in Participant12_text ⌚ 26:51 ¶318, Yes, if you get to that level of detail. I don't think it contributes to anything and yet it will ma... in Participant13_text ⌚ 30:95 ¶102, you cannot even explain to them with simple terms why they are wrong. in Participant15_text ⌚ 32:16 ¶142, they are going to. Typically, they will tell you 1,000 things, you know, kind of get lost in the who... in Participant16_text ⌚ 34:42 ¶228, what do you have here is very general in Participant17_text ⌚ 36:60 ¶179, But it also depends on the time you have for actually building your argument, and also the kind of c... in Participant18_text ⌚ 38:44 ¶125, That would make me pick up the phone and say. Okay, can you explain me? in Participant19_text

○ Interactive explanations

Quotations:

⌚ 2:115 ¶180, Some other things that maybe I didn't understand and I would ask them in Participant01_text ⌚ 34:28 ¶221, I will give some counter example that it could also happen the other way. in Participant17_text ⌚ 42:42 ¶104, maybe in an an explanation like a video. Explain what a random forest regression does. Perhaps yeah... in Participant21_text

○ Need for communicative effort through visual explanations or explanatory videos

Quotations:

⌚ 16:78 ¶509, it would have to come first and with diagrams. More visual. in Participant08_text ⌚ 32:35 ¶175, And it says, a visualization is given of the features that resulted in high or low risk of fraud. in Participant16_text ⌚ 38:45 ¶125, And for the rest, there's quite some information. in Participant19_text ⌚ 42:41 ¶101, as the visualization is given of the features that result in a high or low risk of fraud in Participant21_text

○ Need for information to be relevant for their case, concise, simple and clear

Quotations:

⌚ 8:52 ¶104, if someone did this and this, the algorithm was blah blah blah. And this is the output, because X Y... in Participant04_text ⌚ 10:83 ¶199, Now it's getting too complicated. So only to the point of something that I I'm really familiar with. in Participant05_text ⌚ 14:9 ¶39, But that should have been made more clear that you know you're not done yet. You're gonna have to wa... in Participant07_text ⌚ 16:47 ¶495, Do not give me all the information that I do not need to know, then you can complement it at the end... in Participant08_text ⌚ 16:73 ¶396, you have these options. ABC. You have this time to fix it. And then the fine, at the end. Look, if t... in Participant08_text ⌚ 18:45 ¶428, I don't think it brings you much, I prefer that at the end. in Participant09_text ⌚ 20:47 ¶110, Make the information more simple. in Participant10_text ⌚ 20:73 ¶138, So it gives loads of like generic information about the how the algorithm works, which that's fine... in Participant10_text ⌚ 24:51 ¶113, Then also the other person that is working there should be clear about the what is the conclusion. in Participant12_text ⌚ 30:33 ¶90, This is why what you're doing now is illegal. Then I can first fix it. And then I understand where I... in Participant15_text ⌚ 30:77 ¶201, if there is something so concrete that I cannot do or I can do, I'm doing, you know. in Participant15_text ⌚ 32:36 ¶160, She plugs in the case number and gives you all the details. That would be nice, and then tells me th... in Participant16_text ⌚ 36:53 ¶99, Give me this information on the first chance that I I want to see this first in Participant18_text ⌚ 38:42 ¶92, Because it is, we have a lot of, we have more than 5 message from people living around you telling y... in Participant19_text

○ Need to clarify technical jargon

Quotations:

⌚ 6:95 ¶192, because sometimes you can read something. But you don't understand. in Participant03_text ⌚ 12:92 ¶140, I mean the lawyers. They don't speak our language when they are doing something very simple. in Participant06_text ⌚ 14:59 ¶237, it is maybe a little jargon, heavy, I think, for something like I mean just to understand in Participant07_text ⌚ 16:77 ¶495, Then I will tell you how I would like to see it. It's like I didn't find out anything here, it's as... in Participant08_text ⌚ 20:8 ¶25, they basically send you this letter with, like, if you if you are not savvy in law that no one would... in Participant10_text ⌚ 30:3 ¶7, It also means that I don't like the term AI. If I'm honest, I think it's very vague, and it doesn't... in Participant15_text ⌚ 32:33 ¶173, And this this is not not complete. This is vague. in Participant16_text

- **Need to customize information, e.g., to decision subjects' AI literacy**

Quotations:

⌚ 8:49 ¶ 102, to people that do not work in this field of AI, it's also very important for them to really understand... in Participant04_text ⌚ 8:54 ¶ 104, as much as possible for the person to feel comfortable. in Participant04_text ⌚ 10:82 ¶ 199, It depends on my level of knowledge. in Participant05_text ⌚ 12:93 ¶ 140, we have been utilizing the the the models for the last 15 years, But now we say, Oh, this is a digit... in Participant06_text ⌚ 16:44 ¶ 431, I would be interested out of curiosity, but for example I imagine my father not giving a damn. in Participant08_text ⌚ 16:46 ¶ 495, It comes to mind when I see this is. Uhh total lack of customization in Participant08_text ⌚ 20:37 ¶ 93, Basically, you're telling me, okay, my house has popped up in our system. And you have this number t... in Participant10_text ⌚ 20:67 ¶ 110, Again, in citizen language, not administrative or law language in Participant10_text ⌚ 20:70 ¶ 138, I see it like, very unpersonalized. in Participant10_text ⌚ 22:43 ¶ 152, I don't think I would need any help in Participant11_text ⌚ 30:36 ¶ 102, people with no familiarity about AI, no familiarity about this kind of complex kind of Machine Learn... in Participant15_text ⌚ 36:42 ¶ 179, I can imagine my grandma saying. Well, I don't care about the Random Forest Regression in Participant18_text ⌚ 38:34 ¶ 125, This is quite technical. in Participant19_text ⌚ 42:32 ¶ 92, And in ..., there's a lot of people who are illiterate or do not speak the [Residence country] language... in Participant21_text ⌚ 42:53 ¶ 101, because people are more inclined to understand data visualization rather than just pure numbers and... in Participant21_text

- **Progressive discovery of information based on relevance**

Quotations:

⌚ 16:67 ¶ 635, Give me like the diagram of my case and then if I want to go into detail on anything in particular,... in Participant08_text ⌚ 16:69 ¶ 635, I don't know, I mean, that all this detail exists seems wonderful to me. That it exists as an annex,... in Participant08_text ⌚ 18:45 ¶ 428, I don't think it brings you much, I prefer that at the end. in Participant09_text ⌚ 20:55 ¶ 140, I guess it's like, I guess I would find this in like in a next step is like. Do you want to know mor... in Participant10_text ⌚ 36:59 ¶ 179, I was also wondering right the more, you can look into it, the more you find. So the more informatio... in Participant18_text

◆ T2.1. Seeking Organizational Support

18 Codes:

- **AI seen as unable to change the output while humans could deal with ill-defined situations**

Quotations:

⌚ 10:30 ¶ 109, No, I will feel better if a human checks it. Yeah, I I feel better if the human actually like some,... in Participant05_text ⌚ 12:42 ¶ 79, you should double check this kind of things. Because it's an error. So so either you supervise what... in Participant06_text ⌚ 24:11 ¶ 66, AI it's also something that needs flexibility. It needs a person that understands the the shades of... in Participant12_text ⌚ 26:34 ¶ 224, for that type of task. But the ultimate thinking mind is the person. in Participant13_text ⌚ 32:11 ¶ 137, if there is something as straightforward as just identifying how many people have not renewed their... in Participant16_text ⌚ 38:9 ¶ 66, the people behind it had to say. Okay, well, this is, what is the algorithm bringing me? in Participant19_text

- **Defined the contestation process as a fight**

Quotations:

⌚ 12:61 ¶ 98, but usually it doesn't happen like that. So because obviously, this is a case that you have to fight... in Participant06_text ⌚ 16:35 ¶ 396, Then you already get a defensive attitude. No? Now, that already puts you in a position where you ar... in Participant08_text ⌚ 16:72 ¶ 382, I will try to fight it in order to continue renting it. in Participant08_text ⌚ 20:3 ¶ 17, I do have like lots of fights with the government around taxes. in Participant10_text ⌚ 20:50 ¶ 122, I'm quite a stubborn especially when it's the public administration. I kind of challenge. I love to... in Participant10_text

- **Level of support needed from the third party would depend on the decision subjects' AI literacy**

Quotations:

⌚ 20:51 ¶ 124, this problem of of very complex technologies from from Administration in Participant10_text ⌚ 24:36 ¶ 120, if it's something that I can compare myself, that I did myself. So then I don't think I would need a... in Participant12_text ⌚ 30:102 ¶ 180, Because I mean also, personally, maybe it's a bit easier to grasp the AI kind of thing. But if you a... in Participant15_text ⌚ 42:31 ¶ 92, I would understand. But my mother wouldn't. in Participant21_text

- **Level of support needed from the third party would depend on the decision subjects' legal knowledge**

Quotations:

⌚ 20:13 ¶ 33, I could, I did have the skills to go through those and understand the words. in Participant10_text ⌚ 20:69 ¶ 122, I do have like a higher knowledge than a normal citizen in the legal part. in Participant10_text

- **Level of support needed from the third party would depend on the decision subjects' levels of satisfaction with the explanation received form the controller**

Quotations:

⌚ 24:44 ¶ 154, it depends on how I am satisfied from what I read, in Participant12_text

- **Need for decision subjects to feel understood and heard**

Quotations:

⌚ 42:45 ¶ 113, I was first like to be able to be heard before being given a warning. I would say that that's my pri... in Participant21_text

- **Need for human reviewer to be cooperative, empathetic and proactive**

Quotations:

⌚ 10:7 ¶ 41, I would like them to discuss this like, sure, they don't want to get into the hassle, but if it was... in Participant05_text ⌚ 12:6 ¶ 20, So most of the time they can understand the other perspective, even if they think in a different way... in Participant06_text ⌚ 12:50 ¶ 85, No, no, it's literally saying illegal calling they. in Participant06_text ⌚ 16:6 ¶ 152, I negotiated minimally, but I saw that the decision had been made in Participant08_text ⌚ 22:39 ¶ 218, If they had written in a paragraph at the end or in the middle, it said, like, Look, we realized tha... in Participant11_text ⌚ 24:15 ¶ 69, So I think that the the collaboration should be fair, in Participant12_text ⌚ 24:54 ¶ 108, A human correct communication where both of parties would just want to find a solution and a conclus... in Participant12_text ⌚ 30:19 ¶ 39, They don't come across as understanding. They come across as the opposite of empathetic. in Participant15_text ⌚ 30:96 ¶ 136, And also it has to do a lot of the of the way the decision has been phrased. in Participant15_text ⌚ 36:26 ¶ 102, I think it's fair to give a chance to people to understand why what I have done is wrong in Participant18_text ⌚ 36:54 ¶ 115, So I want to talk to someone that can understand in Participant18_text ⌚ 38:6 ¶ 56, Allies in the in the process. in Participant19_text ⌚ 40:26 ¶ 131, gives me a chance to to improve my behavior in Participant20_text ⌚ 42:35 ¶ 96, State, hey, this is the reason why we contact you. If it may happen again, we will contact you again... in Participant21_text

- **Need for human reviewers to be active listeners**

Quotations:

⌚ 14:32 ¶ 116, if the employees that you're dealing with are just like, well, you know, the AI made a decision. Tha... in Participant07_text ⌚ 14:64 ¶ 103, I'd worry that I'm gonna get a you know, nameless, you know, bureaucrat who doesn't really deal with... in Participant07_text ⌚ 40:35 ¶ 161, that the the receiver of my feedback or compensation is an active listener. in Participant20_text

- **Need for human reviewers to be experts in AI**

Quotations:

⌚ 6:59 ¶ 121 – 122, That's what I would ask them sometimes if you ask a lot of questions or a lot of specific questions... in Participant03_text ⌚ 8:102 ¶ 194, even if they called like the the enforcement, the police enforcement they will. Maybe they wouldn't... in Participant04_text ⌚ 12:48 ¶ 81, find the human and say, what's going on here? How are you using the AI? Can I see the algorithm, can... in Participant06_text ⌚ 12:64 ¶ 100, Something wrong happened here. I want to learn more. So I would make questions to the robot or to th... in Participant06_text ⌚ 14:62 ¶ 131, My fear is that they like, I say, that they would be unable to question or have any information about... in Participant07_text ⌚ 16:38 ¶ 408, a lot of the people who work there don't have complete information about how these processes work in Participant08_text ⌚ 16:39 ¶ 408, At least for people who have access to, or who know how to work with digital tools or digital platfo... in Participant08_text ⌚ 22:44 ¶ 152, that the person on the other line would be able to explain in Participant11_text ⌚ 24:46 ¶ 157, I would like a person that says me. Okay, your house is like this, this this that shows me the what... in Participant12_text ⌚ 24:49 ¶ 101, because sometimes the other person on the phone is just not giving you the right, the information th... in Participant12_text ⌚ 30:56 ¶ 161, the person of the specific question that I'm talking to is doing and the whole, the whether the who... in Participant15_text ⌚ 32:24 ¶ 160, Being connected to an expert immediately. in Participant16_text ⌚ 40:28 ¶ 138, on what ground they think that we have done it so be not. in Participant20_text

- **Power differentials are accentuated when there is a lack of knowledge on the decision subject's side**

Quotations:

⌚ 34:1 ¶ 30, it it was kind of illegal. What he was asking. But yeah. My my my friend is new in ... So he he has... in Participant17_text ⌚ 36:22 ¶ 95, You will have to pay this in [Home country]. It's completely different, because I understand. And I... in Participant18_text

- **Power differentials between reviewers and decision subjects**

Quotations:

⌚ 20:36 ¶ 93, they they use the power of like, I mean the citizen and the public administration. in Participant10_text ⌚ 20:43 ¶ 101, But it's like. But give me a reply, because otherwise you cannot say that 6 weeks are gone so. in Participant10_text ⌚ 30:49 ¶ 150, This looks like a person who is just doing their daily job, and have called 100 people in the same d... in Participant15_text ⌚ 34:39 ¶ 42, he could take weeks. Or I mean, he would do something against you. in Participant17_text

- **Preference towards human reviewer**

Quotations:

⌚ 10:38 ¶ 115, I talk to human being and not the robot. That's it. in Participant05_text ⌚ 10:57 ¶ 145, I don't want to go back and talk to the AI about it. in Participant05_text ⌚ 12:37 ¶ 71, I would try to get in touch with a human, actually. And and that's quite complex these days. in Participant06_text ⌚ 12:57 ¶ 91, I I don't like the phone, because also you will have a robot there. in Participant06_text ⌚ 24:26 ¶ 101, And maybe it would prefer a human person, in Participant12_text ⌚ 26:69 ¶ 224, That they require a good analysis, that require logic, are worth more than artificial intelligence. in Participant13_text ⌚ 32:25 ¶ 160, Get connected to a real person and an expert. in Participant16_text ⌚ 34:41 ¶ 190, the idea that I have is that they would use the AI to to say to suggest, to know where could be mayb... in Participant17_text ⌚ 38:19 ¶ 89, I it's not an AI system telling me you are doing something wrong. It's the municipality of ... telli... in Participant19_text ⌚ 42:49 ¶ 85, the thought of the AI being have, needing to provide the proof it came to me after I said the human... in Participant21_text

○ Requests for third party to mediate

Quotations:

☺ 2:124 ¶ 86, pay a lawyer that will cost me 400-€500 in Participant01_text ☺ 6:21 ¶ 59, they do a liaison between the guests and the hosts. in Participant03_text ☺ 14:48 ¶ 195, where there's a third party arbitrator who who could you know, arbitrate whatever process to take co... in Participant07_text ☺ 16:11 ¶ 184, So, you can go there and tell them about your issues. And as you finish, they offer you resources. in Participant08_text ☺ 20:65 ¶ 51, They were charging too much for the support that they were giving in Participant10_text ☺ 22:37 ¶ 208, if I had third-party resources that I would believe are not biased towards me. in Participant11_text ☺ 24:52 ¶ 120, it's something bigger than me that I don't fully understand it. Then. Yeah, I would involve another... in Participant12_text ☺ 30:57 ¶ 166, if I call the municipality every time that they the employee from the municipality to the the phone,... in Participant15_text ☺ 30:103 ¶ 180, explain you the situation of what's happening and how. in Participant15_text ☺ 36:58 ¶ 134, Someone that can support me in filing a complain about this. in Participant18_text ☺ 42:51 ¶ 92, She would not understand why an algorithm might make such a decision, and she would ask me. Hey, can... in Participant21_text

○ Third party could ask questions on the decision subject's behalf

Quotations:

☺ 30:58 ¶ 166, Do you have any other questions? And maybe then the other person can jump in and say. No, you have t... in Participant15_text

○ Third party could have information about similar cases

Quotations:

☺ 16:70 ¶ 184, They tell you a little about similar examples in Participant08_text ☺ 30:59 ¶ 171, be someone who is actually who knows also how these things are being dealt with, who has been in man... in Participant15_text

○ Third party should be independent from the municipality, but as informed as developers

Quotations:

☺ 22:38 ¶ 208, So I would not want any kind of analysis from their side, or trust any analysis from their side befo... in Participant11_text ☺ 30:99 ¶ 166, So you feel you have also an expert who has been also in many, many calls and knows a bit how the ot... in Participant15_text ☺ 36:49 ¶ 200, I wouldn't expect the municipality to to to find. And who is going to be neutral? Then how then you... in Participant18_text

○ Third party should have legal knowledge

Quotations:

☺ 2:143 ¶ 86, Then I would, yeah, I would probably try to contact some experts in Participant01_text ☺ 30:100 ¶ 171, I would prefer the experts. I don't care about the expert knowing about the AI, I care more about kn... in Participant15_text ☺ 36:36 ¶ 134, Definitely, a phone number with an advisor which can give you also legal information in Participant18_text

○ Third party should have technical knowledge and help decision subjects move forward

Quotations:

☺ 14:47 ¶ 189, Is there some, you know, chamber of commerce, that the city is a member of that that curates the inf... in Participant07_text ☺ 16:71 ¶ 184, if they have any, how to, they give you different options. in Participant08_text ☺ 30:101 ¶ 171, how they can help you to, to support you, to to go from that step onwards. in Participant15_text

◀ T2.2. Seeking Peer Support

11 Codes:

- **A collective to help citizens affected by the system to make sense of their situation and act on it**

Quotations:

⌚ 32:18 ¶147, posting in forums, Googling, trying to understand. If this is real or scam? Or if this is real, t... in Participant16_text ⌚ 32:20 ¶153, just have these stories, and I can make some kind of assumption or like prediction based on that. in Participant16_text

- **A collective to provide decision subjects insights into similar cases**

Quotations:

⌚ 8:85 ¶163, I would like to have access to complaints that other people might have made. Because if there is a h... in Participant04_text ⌚ 14:54 ¶212, I mean, they could say, you know these are the, you know, top 3 complaints that we received. And her... in Participant07_text ⌚ 28:15 ¶178, If it can be sorted directly communicating with the municipality from my end, then maybe I'll take a... in Participant14_text ⌚ 32:19 ¶153, gather all the experiences people have had and try to understand how the process would look like fro... in Participant16_text ⌚ 34:34 ¶228, But I was also thinking to to ask for any past cases like, for example. Cases where the AI suggests... in Participant17_text

- **Attracting the attention of the media required**

Quotations:

⌚ 12:40 ¶77, it's they error from the AI, this is something that should be in the news. in Participant06_text ⌚ 12:90 ¶126, that's why I was saying like, maybe you have to go to the to the news or something in Participant06_text ⌚ 30:87 ¶244, If I found out and I made it post about it, in Participant15_text

- **Case (2b) contesting aspect of the algorithmic system more feasible if done collectively**

Quotations:

⌚ 22:45 ¶172, if let's say more of us get this letter, then maybe a group, a consortium could be formed, and then... in Participant11_text ⌚ 30:93 ¶254, I I really like the idea of having a a collective action of just nerdy revolution. It can be like an... in Participant15_text ⌚ 36:46 ¶191, if you could organize a group that in general as a as a collective challenges these decisions. in Participant18_text

- **Collective - a place organized by citizens by people that have gone through this**

- **Collective especially important for people with low AI literacy and no immediate social support structures**

Quotations:

⌚ 36:32 ¶115, Because I find, because of of solidarity, let's say, because people have been in my case before in Participant18_text

- **Collective to enable spotting error patterns across false positives**

Quotations:

⌚ 6:96 ¶192, And then I would try to pass on that information, and that help them applying it and correcting all... in Participant03_text ⌚ 8:85 ¶163, I would like to have access to complaints that other people might have made. Because if there is a h... in Participant04_text ⌚ 14:54 ¶212, I mean, they could say, you know these are the, you know, top 3 complaints that we received. And her... in Participant07_text ⌚ 32:23 ¶156, Through all these stories, and all the reasons and all the experiences they have had, and all the re... in Participant16_text ⌚ 34:43 ¶228, Because the AI also can has a range or a probability of failing, right? So of course, there should b... in Participant17_text

- **General priority to clarify their own individual case**

Quotations:

⌚ 6:93 ¶190, I would, of course, try to cover my ass first in Participant03_text ⌚ 10:73 ¶179, My first. I would go to decision explanation. My order of reading it would completely change. in Participant05_text ⌚ 12:62 ¶100, I would be oh, my! My case is solved. But then I would think a little bit about. Hmm! It was only my... in Participant06_text ⌚ 12:63 ¶100, But the first thing is solving my case in Participant06_text ⌚ 12:85 ¶117, But the most important thing on the case is that somebody went to the police and said, there is some... in Participant06_text ⌚ 12:89 ¶124, like explaining that my case is solved. No problem. in Participant06_text ⌚ 14:63 ¶206, Like our instruments measured a, you know, noise level of 95 dB, outside your your home on this part... in Participant07_text ⌚ 16:66 ¶615, But thinking about that as a user or as a homeowner. I want, I want this to work. For me it is an in... in Participant08_text ⌚ 16:75 ¶495, I have to read these and see which of these may have been applied to my case. in Participant08_text ⌚ 18:56 ¶428, I want the evidence of why you have punished me in Participant09_text ⌚ 20:75 ¶140, send us your license, or remove the House, or make sure, blah, blah blah, so it's like, I don't see... in Participant10_text ⌚ 22:42 ¶104, How do I get out of this? in Participant11_text ⌚ 28:6 ¶57, what should be done at that moment. in Participant14_text ⌚ 30:76 ¶201, What I would be more interested, is not for me to fix their model or to criticize their model, but m... in Participant15_text

- **High AI literacy individuals or experts could be technical guides**

Quotations:

⌚ 8:101 ¶194, since I know certain models, or how algorithms work. I think I can help. in Participant04_text ⌚ 22:30 ¶178, So someone that is maybe knowledgeable about artificial intelligence and machine learning. To be abl... in Participant11_text ⌚ 30:86 ¶244, It shouldn't work like that, and this becomes a thing. Then it could form a very interesting, small... in Participant15_text

- **Similar cases whete the algorithmic system made an error - basis for collective contestation**

Quotations:

⌚ 8:85 ¶163, I would like to have access to complaints that other people might have made. Because if there is a h... in Participant04_text ⌚ 32:23 ¶156, Through all these stories, and all the reasons and all the experiences they have had, and all the re... in Participant16_text ⌚ 34:44 ¶228, And I would like to see that, and maybe study those cases and try to find some similarities with my... in Participant17_text

- **Turning the issues into a political matter required**

Quotations:

⌚ 12:65 ¶102, if something is really really screwed with the AI, I that would be like. Hey, somebody should change... in Participant06_text ⌚ 12:95 ¶126, I would throw the idea to my friends and other people. Maybe try to figure out if somebody wants to... in Participant06_text ⌚ 30:91 ¶249, That unveiling the faults of the system with the hope that then this will become political because i... in Participant15_text ⌚ 36:50 ¶202, really organize it in the way that it also becomes political at the end. in Participant18_text

◆ T3.1.Ensuring Algorithmic Accountability

9 Codes:

- **Appreciated the right to contest but dealing with errors made by the algorithmic system perceived to be unfair**

Quotations:

☺ 18:6 ¶89, Gave me a job that might not correspond to me in Participant09_text ☺ 20:5 ¶20, I got this letter from the government, saying that I owed like a lot of money, and at the end they t... in Participant10_text ☺ 30:7 ¶16, But no one wants to take I think the responsibility of this decision making, which is basically chec... in Participant15_text ☺ 40:8 ¶44, So I think it's still contesting. But towards the situation not created by me in Participant20_text ☺ 40:47 ¶31, I don't like quarrels, but for somehow I'm I'm I'm in a strange negotiation process which feels very... in Participant20_text ☺ 42:29 ¶90, hen I would strike into a very harsh defense, or even an attack saying. Hey, I I don't believe that... in Participant21_text

- **Burden of showing proof of innocence**

Quotations:

☺ 10:39 ¶121, I do want to go back and check it. in Participant05_text ☺ 16:30 ¶382, Like how it's designed, it says no, when yes and now I'm going to have to go through this whole proc... in Participant08_text ☺ 34:24 ¶190, somehow I will have to to manage to to show that I'm not renting. in Participant17_text ☺ 36:4 ¶25, I'm really struggling to find the pieces. in Participant18_text ☺ 40:6 ¶33, I don't want to be in a negotiation, because that's already too far. So it's unfair that I have to n... in Participant20_text ☺ 42:21 ¶74, in in [Residence country] of course always a little bit of you're innocent until proven guilty. in Participant21_text

- **Certification as a solution to unburden decision subjects and ensure fair responsibility attribution**

Quotations:

☺ 18:21 ¶280, because there is no certification that this is the case either. in Participant09_text ☺ 26:54 ¶322, And I also tell you that I think these artificial intelligence systems will also end up being regula... in Participant13_text

- **Complexity of attributing responsibility if the system is not developed in house**

Quotations:

☺ 26:60 ¶354, Well, that will depend because I most likely understand that the ... City Council would outsource the... in Participant13_text

- **Consensus that correcting AI's mistakes is not the decision subject's responsibility**

Quotations:

☺ 8:67 ¶124, If the warning was a mistake, I I don't think I would do anything because I'm assuming it can also b... in Participant04_text ☺ 14:30 ¶113, I guess because I'd like there be some accountability. in Participant07_text ☺ 26:72 ¶354, the errors that have been observed and the analysis and correction of the system is a responsibility... in Participant13_text ☺ 30:61 ¶177, So it's more about contesting the whole decision making process. So blaming the municipality in Participant15_text ☺ 30:76 ¶201, What I would be more interested, is not for me to fix their model or to criticize their model, but m... in Participant15_text ☺ 36:55 ¶121, But I think it's also their responsibility to share with me immediately why and not. And that I'm no... in Participant18_text ☺ 42:20 ¶74, I suppose that it would be better to then have a human look at the reasons why their home is being m... in Participant21_text

- **Contesting responsibility of the human controller**

Quotations:

☺ 30:62 ¶179, What I would like is the AI to be contested by the employees before they send you the letter in Participant15_text ☺ 42:20 ¶74, I suppose that it would be better to then have a human look at the reasons why their home is being m... in Participant21_text

- **Effort needed to make sense of the information that would enable showing proof of innocence**

Quotations:

⌚ 36:24 ¶ 99, If you give me this information without giving me the chance, like, without asking me to do it myself... in Participant18_text

- **Requests for compensations for the time wasted and effort devoted to contesting**

Quotations:

⌚ 10:59 ¶ 148, if I was a busier person or something like that, I would be like, yeah, you wasted my time in Participant05_text ⌚ 22:31 ¶ 181, Depending on how much, how much work I put in so how much work and effort and time, maybe some monet... in Participant11_text

- **Workflow suggested for human controller to contest decisions**

Quotations:

⌚ 42:47 ¶ 113, in the end what I would like to be the outcome if I were not indeed illegally renting out my own wou... in Participant21_text ⌚ 42:52 ¶ 96, a human can go in and then have a check mark saying to the algorithm please don't mark them positive... in Participant21_text

◆ T3.2.Fostering Social Transparency

6 Codes:

- **Because the public administration is behind the system, assumption that there will be more accountability and diligence**

Quotations:

⌚ 10:87 ¶ 172, So I will believe what you are saying there. in Participant05_text ⌚ 20:39 ¶ 97, they do take sometimes decisions that seem arbitrary, and even though they are maybe not. in Participant10_text ⌚ 40:43 ¶ 193, I take it for granted. in Participant20_text ⌚ 42:44 ¶ 107, If that's the case. I would already assume that this is fine for me. As long as you stay there in Participant21_text

- **Importance of probationary periods that do not impact ongoing activities**

Quotations:

⌚ 2:91 ¶ 70, So I, I think this would only work if you publish this and start applying it at least the next year. in Participant01_text

- **In the public sphere algorithmic decision-making is believed to be more contestable**

Quotations:

⌚ 42:4 ¶ 34, They need to go through a strong Ethics Committee, and and if anything happens that that might tell... in Participant21_text

- **Nature of public administration makes the choices made during the system development to be the correct ones**

Quotations:

⌚ 10:70 ¶ 172, model architecture. I was like, Yeah in Participant05_text ⌚ 14:61 ¶ 244, Okay, I I guess I believe you. I don't know. in Participant07_text ⌚ 18:46 ¶ 428, The fact of how the administration design their tools to, well, to streamline their work a bit, beca... in Participant09_text ⌚ 26:43 ¶ 274, But providing or establishing a service to explain to all kinds of citizens how these systems work,... in Participant13_text ⌚ 40:43 ¶ 193, I take it for granted. in Participant20_text ⌚ 42:54 ¶ 107, I I do really assume that that you are indeed taking care of that the data is a good quality and tha... in Participant21_text

- **Requests for participatory development approaches**

Quotations:

⌚ 2:87 ¶ 70, once introducing if I were in the government, I would have given like a probation period in which yo... in Participant01_text ⌚ 22:41 ¶ 223, Then, yeah, maybe they maybe they would organize a call. Right? So just like like this, you know, th... in Participant11_text

- **Requests for transparency about AI development practices within the organizational context of the public administration (social transparency)**

Quotations:

⌚ 8:41 ¶ 100, if they're not transparent in how the algorithm is being used. And how it's being modeled and evalua... in Participant04_text ⌚ 30:35 ¶ 102, So with this kind of a systems that work with law and with this kind of applications, right? Which w... in Participant15_text