#38 What to consider when creating moderation mechanisms? Part 1/2

Development

#47 Just-world fallacy
Most people believe that the world is fair and that everyone gets what they deserve.

#91 Reactance
In a situation that implies doubting someone's words (for example, resolving disputes), people are tense by default. Their emotional reactions should not be interpreted as evidence of anything.

#74 Dunning-Kruger effect
Many people tend to exaggerate their level of competence. Such people are characterized by arrogance, a flattering self-image (**#69 Overconfidence effect**), as well as a confident tone of speech. We should understand that these people do not lie or pretend. They are simply not able to objectively assess their abilities.

#64 Spotlight effect
Some people, while waiting for a decision on them, behave unusually and strangely. This is often caused by the fact that it seems to them that their actions are "visible to everyone."

#63 Curse of knowledge
We can provide our support team with the ability to view user logs. This will help our colleagues much more than trying to figure out the logic of user actions.

#48 Authority bias
We should explain to users the degree of authority that the decision-maker has (e.g., Moderator, administrator, etc.). The more clearly we do this, the fewer users will be inclined to discuss their decisions.

#17 Negativity bias
Even if, in most cases, the decisions made are in favor of a user, once the opposite, he could be outraged. There is no point to appeal to the fact that “in 95% of cases the decisions were made in your favor”, etc. Such user reaction is based on emotion and will eventually subside.

#38 What to consider when creating moderation mechanisms? Part 2/2

Development

UX Core Guide by Wolf Alexanyan
https://uxcg.io

#19 Conservatism (belief revision), #22 Framing effect
Ideally, the "wrapper" of any of our decision should always be consistent with our audience's beliefs and values. To use the element of conservatism in communication, we need to write out the key values that are common to our audience from the very beginning (preferably at the stage of creating the "Persona").

#37 Anecdotal evidence, #82 Generation effect
If a user uses "facts" in his arguments, which, according to the system's data, never existed, we should not immediately consider him a liar

#44 Fundamental attribution error
The decisions made should always include both external and internal factors. If we explain a decision made to the detriment of the user's interests, by his personal shortcomings, it will cause a sharply negative reaction. If we explain our decision, made in his favor, by external circumstances, we will only reduce his level of satisfaction.

#49 Automation bias
The user could have made a mistake because of the advice of our system. So, we might not have noticed how the "tips" and "recommendations" we designed are powerfully pushing users to some kind of erroneous action.

#93 Ambiguity effect
The decision to be made must be easy for understanding. The wording we use must be free from confusion (**#62 Illusion of transparency**).

#70 Social desirability bias
We can use the effect of social desirability to nudge the user to accept the results of our decisions. Politicians widely use this technique.

#33 Bias blind spot
We shouldn't explain to the user that the problem is in his thought processes.

#
In the context of working with decision-making mechanisms, it will also be helpful to understand **#81 Escalation of commitment**.