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So today we want to understand how Remotasks closure in Kenya affected Kenyan workers and here with me is one of the workers who was working on Remotasks before it was closed and I just want to ask him some questions to understand the effect that the Remotasks closure had on his personal life.

00:17

So welcome to this episode and I am going to ask you a few questions to best understand the challenges that you faced as a worker before the Remotasks was closed. So here is the first question. What were the primary challenges you faced following the closure of Remotasks operations in Kenya?

00:36

Okay thank you very much. Based on the closure of the Remotasks account in Kenya I had several challenges. It posed a lot of challenges to me because the amount that I had in my AirTM account the amount I had saved this amount was reversed without my consent and I even became very sick very shocked I was like I thought that could be the the end of me simply because I could not manage to to manage myself because that was the amount that I was planning to do a lot with.

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Number one I had a lot I had friends I had family who depended on me I had a dependence who were also depended on me so when I heard this amount was reversed I was shocked I was like that is the end of me even right now I'm not able to carry myself I've been sheltered I'm being helped by people I have a lot of financial constraint right now I am even sick so The closer of this account has a lot of challenges, and I hope that if you solve this problem on your end, it will bring a lot of good feedback to me.

02:19

Thank you. So how much was reversed? 4 ,000 USD to Remotasks account. So that's the amount that you had accumulated in your AirTM account, and it was reversed back to Remotasks. Exactly, 4 ,000 USD was reversed to Remotasks account, and this was amount that I'd saved for around 5 months.

02:44

Yeah, 5 months, and I think these are a very reasonable amount that if I can get back, I would appreciate. Thank you. And so, if... If AirTM reversed your savings to Remotasks and without your consent, then that looks like a theft or fraudulent act.

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So which action are you planning to take in that regard? I think to reverse account from someone is very illegal and right now I don't have money to process all these illegalities because it is a lot of process that you have to undergo so that you get your money back.

03:38

So right now I'm not able to get my money back to process all these because financially I am down. I cannot able to like trace this money right now. I'm very sorry about that and that's very unfortunate. I'm very sorry for you brother.

04:06

So the next question would be, did you receive any kind of support based on the problems that you've shared with me and the challenges that you've explained to me about Remotasks closure? Did you receive any support from anyone to address some of the concerns that you've raised?

04:24

Aamh thank you. Right now there is no support that I've already received from anyone. I need a lot of support from friends, from any well wishers, even from the well-being team because I'm distressed. I cannot manage to raise food right now on my table.

04:48

I'm just alone and you know being alone can cause somebody to die, can cause a lot of concern. to someone's life so I am currently just alone friends have even run away from me because I don't have money so there is no more support but if you can give me support right now I would appreciate your support and I would be very happy about the support any support even food even right now if you can send me money I would appreciate so that I can help myself with and if I can see we are about to pay rent I can't manage to pay rent right now and it is almost a rent date so I'm kindly asking that if you can send me money or anything please I will appreciate thank you

Okay, so just out of curiosity I would just like to know whether you know the reasons behind Remotasks closing its operations in Kenya.

06:02

Do you have any clue of why they closed their operations in Kenya? Right now I don't have any clue because this account was closed without any notification from us. So unless maybe they can give us more information why they closed the account, I think we would know it on our end.

06:27

Yeah it's okay if you didn't know and you were not notified about why they really closed here in Kenya then I think it's just okay if you don't know why they closed. So my next question would be the like of the tasks that you were doing for Remotasks in most of the companies that provide such kind of work you know in some companies there is AI tool that checks quality of the work that you've done and other companies also have humans doing the quality check.

06:59

So in Remotasks was there a point that quality was being checked by AI tool and if yes was the AI tool fair to you in your own view as a worker? I think with the AI it was not all that fair to us because it was detecting some errors that were not there.

07:21

The errors that even a human being could correct as compared to the human being that were I mean the the the QA that were doing for us the quality analyst for the job that we

were doing the errors were very minimal yeah as compared to the the algorithm machine that was not all that fair to our side.

07:48

Thank you. Now that you were working remotely I understand that working remotely is sometimes challenging and you need some kind of wellness and support and even some training to help you cope up with remote work.

08:02

So based on your experience working in Remotasks, was there a need to do such kind of trainings and were there need to get such kind of support to help with your well -being?

Thank you. I think with the training, I was trained with some few projects, but with the complex projects, there were no training, so the complex ones included the ones that were very traumatizing, and these projects, we needed support from the well -being, which the Remotasks were not giving to me.

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So Remotasks thought that working remotely was enough and there was no need to give well -being to me as a worker. So I think it is very important to give somebody support when you give him a task that are very traumatizing like the one that I received what I was doing on during the time before the closure of the Remotasks, thank you.

09:41

Okay So that's very helpful, so if you are doing, ideally if you are doing some kind of a sensitive or graphic, some kind of work, you should be entitled to some kind of psychological support from a professional to help you cope up with that work.

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So if that was not provided then that was very unfortunate again, I'm very sorry that you didn't get that kind of support. So the next question is, was the work you were doing sustainable in the long run?

10:13

It wasn't all that sustainable because they just simply closed their account without our notification so it could only be sustainable if they had not closed their account because before closure they used to put some tasks that were very consistent by then but right now there are no more sustainability as compared to when it was before.

10:57

So, I also understand that there were guys who were in Kenya but were using VPN to access accounts in the US and for you as someone who was having a Kenyan account and I believe you might have some friends who were using VPN to access accounts in the US.

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So do you think there was a pay discrimination between Kenyan account and US account if in any case you know of someone who was having a US account and what you guys who were being paid as Kenyans?

Okay, due to that there were some people, I mean there were some friends who were using VPN account in the US and their pay we could not know very well because us Kenyans we were using Kenyan account so I think it was It could be fair if we have the same platform where everybody are paid the same, using the same account, yeah.

12:10

So in other words, you don't know what people who had US accounts were being paid, so you only know of what Kenyans were being paid, right? Exactly. Okay, so in your own experience, were the Kenyans, you as someone who was working with the Kenyan account, were the rates fair?

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The rates were not all that fair enough, because we don't know how much the VPN account in US friends were being paid. So if we could have known the payment in US, and then compare to the payment in Kenyan account, actually I think we'd have said that the rates of payment were fair enough.

13:01

But so the payment, I mean my payment was not all that enough, because we could, I could do 20 tasks, or maybe 30, and then the payment rate was like 50, I mean 0.2 or 0.5, sometimes it varies. So the rate of payment here in Kenya, I think was very poor, and I can't say that it was fair enough for me to perform such like tasks, all right.

13:43

Okay, I also just want to ask, how easy or tough were the tasks that you were doing? These tasks were very difficult, because we had some complex tasks that required a lot of detailed information that you had to go through them so that you do them they were very complex it could take more than 20 to 30 minutes to do them so they were very difficult tasks.

Okay I just have follow -up question you have said that some tasks were very complex and could take 20 to 30 minutes to do to complete one task right ? yes .So for tasks that could take 12 -30 minutes to do ,how much roughly could they pay for that kind of tasks?

Since the payment was very poor as I can see from my end this to pay me zero point two dollars because they could not consider how the complex of that task is so they used to I mean they are used to pay they used to pay like 0.2 or 0.3 Yeah, those were very low low rates so it means if you can get zero point something dollars in In 30 minutes, then it means in a day you'll get very very low rates.

15:13

Exactly That was that is very unfortunate. So we are almost done and I'm just going to ask you a few questions before we complete our interview session So the next question is going to be, So in your own opinion Do you think

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Anything can be done to avoid similar instance repeating itself again in future ,of a company just Stopping their businesses without informing people, you know withdrawing money from

people's personal accounts and all those kind of injustices Do you think that is anything that can be done to avoid

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Such instances from repeating themselves in future.

Yeah I think companies like Remotasks they should provide contracts to the employees so that The employees know That they have a duration are given to them another thing is that Companies like that Remotasks they should also have some laws and regulation put in place So that when they want to like withdraw They inform People so that they don't just abruptly close like that leaving us With a lot of so many stress and it is also good people to talk so that They know the companies know that whatever like the s I mean, whatever like the a sudden closure of that Remotasks account does not occur again because it was like injustice that they imposed to me yeah

Okay that's good so one not not the last question but you know we are towards the end of the interview so we are we have very few questions to go so i'd also like to ask um if you had a chance a chance to speak to Remotasks officials or anyone who is a senior official in Remotasks what would you tell them ?

Aamh i think i would tell them that uh let them return for me my money because right now i have a problem i have problems of money um currently uh sheltered by my friends i'm not able to raise food yeah another thing is that when closing they should notify people, because and a sudden closure of that platform has caused a lot of stress for so many people because somebody might hang himself might hang himself simply because of such like closing without any notification yeah

Okay so that's really helpful and I believe Remotasks officials out there you had opportunity to listen to these Kenyan workers and just maybe comply with their needs so one last question before we close, is there anything else that you'd like to share in regards to the Remotasks closure that you think is very important to the audience outside there

Yeah I think our life in Africa .. aaah ... the...I mean the Americans are not all that they don't consider the life in in African a lot if they were to consider the life in in Africa they wouldn't have just close that account like that so it is very important to notify somebody when closing so that he can plan wisely so that it doesn't have finance financial constraint that right now I am undergoing so I think people from the west they should consider our life because our life the life is just equal my life and your life and the life of the Americans or maybe the people from west is just much important and whatever they do they should also replicate to the African life so you should consider that and they should also do for us the most very I mean the most that they can do yeah thank you .

Okay so that bring us to the end of this interview and I appreciate your time and your contributions so thank you very much