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Ngai Keung Chan

Academic Position **The Chinese University of Hong Kong**
Assistant Professor, School of Journalism and Communication, August 2021–

Education Ph.D., Communication, Cornell University, 2021
Dissertation: Managing Algorithmic Metrics and Customers: A Multi-Case Study of Labor Control and Resistance in the Gig Economy
**Nominated for the 2022 ProQuest/Council of Graduate Schools Outstanding Dissertation Award in the Social Sciences (only one dissertation completed in the prior to two years can be nominated by an institution)*
Dissertation Committee: Lee Humphreys (Chair), Brooke Erin Duffy, Tarleton Gillespie, and Malte Ziewitz (Science & Technology Studies)
M.S., Communication, Cornell University, 2019
M.Phil., Communication, The Chinese University of Hong Kong, 2016
B.S.Sc., Government and Public Administration, The Chinese University of Hong Kong, 2014

Research Interests Algorithms and quantification; critical data studies; digital labor; gig economy; metric culture; platform governance; platform values; social media surveillance

Publications **Peer-Reviewed Journal Articles**

^E denotes equal first-authorship; [†] denotes corresponding authorship (otherwise the first author is the corresponding author)

- [19] Kwok, C.^E, & **Chan, N. K.**^{E†}. (in press). Human-automated collectives: Automating communication for social movement mobilization. *New Media & Society*.
- [18] **Chan, N. K.**^E, Su, C. C.^{E†}, & Shore, A. (2023). [Shifting platform values in community guidelines: Examining the evolution of TikTok's governance frameworks](#). *New Media & Society*. Advance online publication.
- [17] Butkowski, C. P., **Chan, N. K.**, Berniker, T., Rodriguez, A., Schlather, K., Zhang, K. M., & Humphreys, L. (2023). [Communication about sensors and communication through sensors: Localizing the internet of things in rural communities](#). *Journal of Computer-Mediated Communication*, 28(5), zmad005.

- [16] **Chan, N. K.** (2022). Algorithmic precarity and metric power: Managing the affective measures and customers in the gig economy. *Big Data & Society*, 9(2), 1–13.
- [15] Kwok, C.^E, & **Chan, N. K.**^E (2022). Datafication and implicated networks of demobilization: Social movement demobilization in datafied societies. *Social Movement Studies*. Advance online publication.
- [14] Butkowski, C. P., **Chan, N. K.**, & Humphreys, L. (2022). Community Internet of Things as mobile infrastructure: Methodological challenges and opportunities. *Media and Communication*, 10(3), 303–314.
- [13] Vasudevan, K., & **Chan, N. K.** (2022). Gamification and work games: Examining consent and resistance among Uber drivers. *New Media & Society*, 24(4), 866–886.
- [12] **Chan, N. K.**^E, & Kwok, C.^{E†} (2022). The politics of platform power in surveillance capitalism: A comparative case study of ride-hailing platforms in China and the United States. *Global Media and China*, 7(2), 131–150.
- [11] Kwok, C., & **Chan, N. K.** (2022). The making of contentious political space: The transformation of Hong Kong’s Victoria Park. *Space and Culture*, 25(4), 615–632.
- [10] **Chan, N. K.**^E, & Kwok, C.^E (2021). Guerilla capitalism and the platform economy: Governing Uber in China, Taiwan, and Hong Kong. *Information, Communication & Society*, 24(6), 780–796.
- [9] **Chan, N. K.** (2021). Anticipatory futures: Framing the socio-technical visions of online ratings and reviews in *Wired*. *Communication, Culture and Critique*, 14(2), 274–292.
- [8] Kwok, C., & **Chan, N. K.** (2021). Towards a political theory of data justice: A public good perspective. *Journal of Information, Communication & Ethics in Society*, 19(3), 374–390.
- [7] **Chan, N. K.** (2019). “Becoming an expert in driving for Uber”: Uber driver/bloggers’ performance of expertise and self-presentation on YouTube. *New Media & Society*, 21(9), 2048–2067.
- [6] **Chan, N. K.** (2019). The rating game: The discipline of Uber’s user-generated ratings. *Surveillance & Society*, 17(1/2), 183–190.

- [5] Duffy, B. E., & **Chan, N. K.** (2019). “You never really know who’s looking”: Imagined surveillance across social media platforms. *New Media & Society*, 21(1), 119–138.
- [4] **Chan, N. K.**, & Humphreys, L. (2018). Mediatization of social space and the case of Uber drivers. *Media and Communication*, 6(2), 29–38.
- [3] **Chan, N. K.** (2018). Place-making and communication practice: Everyday precarity in a night market in Hong Kong. *Space and Culture*, 21(4), 439–454.
- [2] Kwok, C., & **Chan, N. K.** (2017). Legitimacy and forced democratization in social movements: A case study of the Umbrella Movement in Hong Kong. *China Perspectives*, 2017/3, 7–16.
- [1] Su, C., & **Chan, N. K.**[†] (2017). Predicting social capital on Facebook: The implications of use intensity, perceived content desirability, and Facebook-enabled communication practices. *Computers in Human Behavior*, 72, 259–268.

Book reviews and essays

- [5] **Chan, N. K.** (2022). Review of *Social Media and the Automatic Production of Memory: Classification, Ranking and the Sorting of the Past*, by Ben Jacobsen and David Beer. *International Journal of Communication*, 16, 1365–1367.
- [4] **Chan, N. K.** (2019). Review of *Technologies of Consumer Labor: A History of Self-Service*, by Michael Palm. *International Journal of Communication*, 13, 780–783.
- [3] **Chan, N. K.** (2018). Review of *Antisocial Media: Anxious Labor in the Digital Economy*, by Greg Goldberg. *International Journal of Communication*, 12, 2740–2743.
- [2] Kwok, C., & **Chan, N. K.** (2016). The problem of legitimacy in the Hong Kong Umbrella Movement. *Discover Society*, 31.
- [1] **Chan, N. K.** (2015). Review of *Media and the City: Cosmopolitanism and Difference*, by Myria Georgiou. *International Journal of Communication*, 9, 1459–1462.

Selected
Works
in Progress

- [3] “Worker resistance and platform architecture in the gig economy: A case study of the 2021-2022 Foodpanda delivery workers’ strikes in Hong Kong”
- [2] “Nested precarities of food delivery workers in Taiwan”
- [1] “Folk theories of algorithmic content moderation across social media platforms in Hong Kong”

Grants

External

Principal Investigator, “Moral Economies of Labor Platforms: A Comparative Study of Platform Power in Hong Kong and Taiwan,” Early Career Scheme Research Grant, Research Grants Council of Hong Kong, 2023–2025. **Amount: HKD391,400**

Internal

Principal Investigator, “Archiving Platform Governance in the Chinese Contexts,” Improvement on Competitiveness in Hiring New Faculties Funding Scheme, The Chinese University of Hong Kong, 2022–2024. **Amount: HKD891,970**

Principal Investigator, “Folk Theories of Algorithms and Content Moderation Across Social Media Platforms in Hong Kong,” C-Grant, the C-Centre, The Chinese University of Hong Kong, 2021–2022. **Amount: HKD28,830**

Principal Investigator, CALS Alumni Association Research Grant, Cornell University, 2019. **Amount: USD350**

Conference
Presentations

- [23] **Chan, N. K.** (2023). Worker resistance and platform architecture in the gig economy: A case study of the 2021-2022 Foodpanda delivery workers’ strikes in Hong Kong. To be presented at the Asian Law Schools Association 2023 Law and Technology Conference, Taiwan, December 2-3. (Panel: Justice and Resistance of Digital Labor: An Interdisciplinary Perspective)
- [22] **Chan, N. K., & Kwok, C.** (2023). Automated collectives: Communicative tactics and social movement mobilization. Presented at the Canadian Political Science Association, Toronto, Canada, May 30-June 1.
- [21] Kwok, C., & **Chan, N. K.** (2023). Platformization and social goods in the Chinese context: Rethinking embeddedness. Presented at the Canadian Political Science Association, Toronto, Canada, May 30-June 1.

- [20] **Chan, N. K.**, Su, C. C., & Shore, A. (2023). Shifting platform values in community guidelines: Examining the evolution of TikTok's governance frameworks. Presented at the International Communication Association, Toronto, Canada, May 25-29. (Communication and Technology Division)
- [19] Butkowski, C., **Chan, N. K.**, Berniker, T., Rodriguez, A., Schlather, K., Zhang, K. M., & Humphreys, L. (2023). Communication about sensors and communication through sensors: Localizing the Internet of Things in rural communities. Presented at the International Communication Association, Toronto, Canada, May 25-29. (Communication and Technology Division)
- [18] Kwok, C., & **Chan, N. K.** (2023). Data, imagination, and the framing process theory: Towards a theory of contentious data imaginaries. Presented at the International Communication Association, Toronto, Canada, May 25-29. (Activism, Communication, and Social Justice Interest Group)
- [17] **Chan, N. K.** (2022). Precarity of platform delivery work in times of COVID-19. Presented at the Cultural Studies Association, Chicago, IL, June 2-4. (Panel: Food Delivery Services: Reckoning with Platform Capitalism at the Edge) (Hybrid conference).
- [16] **Chan, N. K.**, Su, C. C., & Shore, A. (2022). Policy as platform power: Uncovering the socio-political factors behind TikTok's evolution. Presented at the International Communication Association, Paris, France, May 26-30. (Hybrid conference). (Communication Law and Policy Division)
- [15] Kwok, C., & **Chan, N. K.** (2021). Towards a multi-dimensional theory of temporal control in the gig economy. Presented at the Association of Internet Researchers, October. (Virtual conference).
- [14] Kwok, C., **Chan, N. K.** (2021). Algorithms, time, and the gig economy. Presented at the MANCEPT Workshop, September 7. (Virtual conference).
- [13] **Chan, N. K.**, & Kwok, C. (2020). Guerilla capitalism and the platform economy: Governing Uber in China, Taiwan, and Hong Kong. Presented at the Association of Internet Researchers, Dublin, Ireland, October 26-31. [Virtual COVID-19]
- [12] Kwok, C., & **Chan, N. K.** (2020). Towards a political theory of data justice: A public good perspective. Presented at the Association of Internet Researchers, Dublin, Ireland, October 26-31. [Virtual COVID-19]

- [11] **Chan, N. K.** (2020). Futures in making: Anticipating the socio-technical visions of online ratings and reviews in *Wired*. Presented at the International Communication Association, Gold Coast, Australia, May 21-25. [Virtual COVID-19] (Popular Communication Division)
- [10] **Chan, N. K.** (2019). “Becoming an expert in driving for Uber”: Uber driver/bloggers’ performance of expertise and self-presentation on YouTube. Presented at the International Communication Association, Washington, DC, May 24–28. (Popular Communication Division)
- [9] Kwok, C., & **Chan, N. K.** (2018). The making of contentious political space: The transformation of Victoria Park. Presented at Hong Kong Political Science Association, Hong Kong, November 3.
- [8] **Chan, N. K.** (2018). Opening the black box of online rating systems: The co-construction of users and Uber’s rating system. Presented at the International Communication Association, Prague, Czech Republic, May 24–28. (Philosophy, Theory and Critique Division)
- [7] Duffy, B. E., & **Chan, N. K.** (2018). Producing an employable self (brand): The platform labor of career aspirants. Presented at the International Communication Association, Prague, Czech Republic, May 24–28. (Popular Communication Division)
- [6] Su, C., & **Chan, N. K.** (2018). Social networking sites at work: Exploring the impact of network composition and the affordance of occupationality. Presented at the International Communication Association, Prague, Czech Republic, May 24–28. (Communication and Technology Division)
- [5] **Chan, N. K.** (2017). Place-making and communication practice: Everyday precarity in a night market in Hong Kong. Presented at the International Communication Association, San Diego, CA, May 25–29. (Language & Social Interaction Division)
- [4] Kwok, C. & **Chan, N. K.** (2016). Forced democratization in social movement: A case study of the Umbrella Movement in Hong Kong. Presented at the International Political Science Association, Poznan, Poland, July 23–28.
- [3] **Chan, N. K.** (2016). Producing informal space through communication practices in a global city: A case of Hong Kong. Presented at the International Communication Association, Fukuoka, Japan, June 9–13. (Global Communication and Social Change Division)

- [2] Su, C., & **Chan, N. K.** (2016). Predicting social capital: The implications of Facebook intensity, perceived attractiveness of contents, and relationship maintenance strategies. Presented at the International Communication Association, Fukuoka, Japan, June 9–13. (Communication and Technology Division)
- [1] **Chan, N. K.**, & Su, C. (2015). Internet memes in social movement: How the mobilization effects are facilitated and constrained in Hong Kong Umbrella Movement. Presented at the WUN Understanding Global Digital Cultures Conference, Hong Kong, April 25–26.

Honors and Awards

Best Student Paper Award, Association of Internet Researchers, 2020

*“Guerilla capitalism and the platform economy: Governing Uber in China, Taiwan, and Hong Kong” (co-authored with Chi Kwok)

Anson E. Rowe Award (Advanced Graduate Student), Department of Communication, Cornell University, 2020

*Recognizes an advanced graduate student who has proven research productivity, teaching excellence, and has made a contribution to the communication community.

Outstanding CALS Graduate Teaching Assistant, Cornell University, 2020

Hsien and Daisy Yen Wu Scholarship, Cornell University, 2020

Outstanding Teaching Assistant Award, School of Journalism and Communication, The Chinese University of Hong Kong, 2015

Honors at Entrance, The Chinese University of Hong Kong, 2011

Teaching

School of Journalism and Communication, The Chinese University of Hong Kong

COMM1120 Development of Mass Communication (Undergraduate core course, Spring 2024, Fall 2021)

COMM2530 Critical Studies in Media and Communication (Undergraduate core course, Fall 2021)

COMM3230 Current Issues in Global Communication (Undergraduate core course, Spring 2024)

COMM5710 Seminar in Communication Theories (Master-level core course, Fall 2022)

COMM5961 Topical Studies in New Media I: Critical Data Studies (Master-level elective course, Spring 2024, Spring 2023, Spring 2022)

Instructor of Record, Department of Communication, Cornell University

COMM2200 Media Communication (Summer 2020, Summer 2019, Summer 2018) (Online course)

COMM3760 Planning Communication Campaign (Spring 2020)

Services	<p>Theme Convener, Communication Visiting Scholar Program 2024 “Platformization in Chinese Societies: Governance, Labor, and Futures,” School of Journalism and Communication, The Chinese University of Hong Kong</p> <p>Member, LaborTech Graduate Student Paper Award Committee (2023)</p> <p>Book Reviews Editor, <i>Convergence</i> (September 2022 – Present)</p> <p>Book Reviews Editor, <i>Chinese Journal of Communication</i> (January 2023 – Present)</p> <p>Area Chair on “Historical and Cultural Critiques.” ACM Fairness, Accountability, and Transparency (FAccT) Conference (2023, 2022)</p> <p>Ad Hoc Reviewer for Big Data & Society; Chinese Journal of Communication; Convergence; Communication & Society; ILR Review; Information, Communication & Society; International Journal of Communication; International Journal of Cultural Studies; Journal of Contemporary Asia; Mobilities; New Media & Society; Social Media + Society; Social Movement Studies; Space & Culture; Surveillance & Society; Theory, Culture & Society; Valuation Studies</p> <p>Ad Hoc Grant Proposal Reviewer for National Science Foundation (2021)</p> <p>Conference Reviewer for Association of Internet Researchers; International Communication Association</p>
Professional Membership	<p>International Communication Association, Association of Internet Researchers, The Society for Hong Kong Studies, Labor Tech Research Network, TikTok Cultures Research Network</p>

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