

# Human Values and the Design of Computer Technology (Center for the Study of Language and Information - Lecture Notes)



When scientists develop computer technologies, they focus on making the machine work reliably and efficiently, and human moral values are not often part of the equation. Perhaps this is due to the belief that technology has a value-neutral nature, and that issues of value are better left to philosophers. Batya Friedman, however, disputes this assumption with arguments that reveal the links between human values and computer technology. Bringing together leading researchers and system designers, Friedman addresses fascinating and rich questions in *Human Values and the Design of Computer Technology*: If human values such as freedom of speech and privacy are controversial, then on what basis do some values override others in the design of technology? How can designers bring value-sensitive design into the workplace and still generate revenue? Friedman's responses to these questions and more offer a clarion call for the embrace of value-sensitive design as part of the computer science culture. Interesting and important . . . The chapter on computer bugs and accountability alone is worth the trip (or click) to the bookstore. Michael L. Gordon, *Computing Reviews*

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