Society & Social Justice · GS - II

Discuss the challenges associated with the protection of the mental health and labour rights of content moderators engaged in reviewing online child sexual abuse material.

EXAM YEAR	PAPER	SUBJECT
DAILY PRACTICE 22/11/2026	GS - II	Society & Social Justice

MARKS	WORD LIMIT
15	~250 words

Answer Hint

Occupational mental health, psychological trauma, digital labour, platform accountability, workplace safety, labour protection, POCSO Act, IT Act, institutional safeguards.

Model Answer

Introduction

Content moderators play a critical role in identifying and removing child sexual abuse material (CSAM), thereby supporting online child protection. However, repeated exposure to traumatic content can cause significant occupational and psychological harm.

Major Challenges

1. **Psychological trauma:** Repeated exposure may result in secondary traumatic stress, anxiety, depression, sleep disturbances and emotional exhaustion.
2. **Inadequate employment protection:** Contractual employment, low remuneration and job insecurity can weaken workers' bargaining power.

3. **Limited institutional support:** Inadequate access to trained counsellors, psychological assessment and confidential treatment aggravates occupational risks.
4. **Algorithmic and workload pressure:** Strict performance targets and continuous exposure can undermine recovery time and mental well-being.
5. **Accountability gaps:** Outsourcing and complex subcontracting arrangements can obscure responsibility for workplace safety.

Measures Required

- **Occupational safeguards:** Introduce exposure limits, rotational duties, adequate breaks and psychologically safer review systems.
- **Mental healthcare:** Provide confidential counselling, trauma-informed treatment and periodic psychological assessments.
- **Labour protection:** Ensure fair wages, social security, job security and effective grievance redressal.
- **Platform accountability:** Require platforms and outsourcing agencies to adopt transparent workplace safety policies and independent audits.
- **Technological intervention:** Use AI-assisted detection and prioritisation to reduce unnecessary human exposure, with human oversight for difficult cases.

Conclusion

Protecting children online should not come at the cost of the mental health and dignity of those enforcing digital safety. A rights-based approach combining platform accountability, occupational healthcare and labour protection is essential.

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