WIKIMANIA
STOCKHOLM

Make conflict possible again!

Conflict is necessary

… but not warmly welcomed ;-)

But do we understand conflict in Wikipedia?
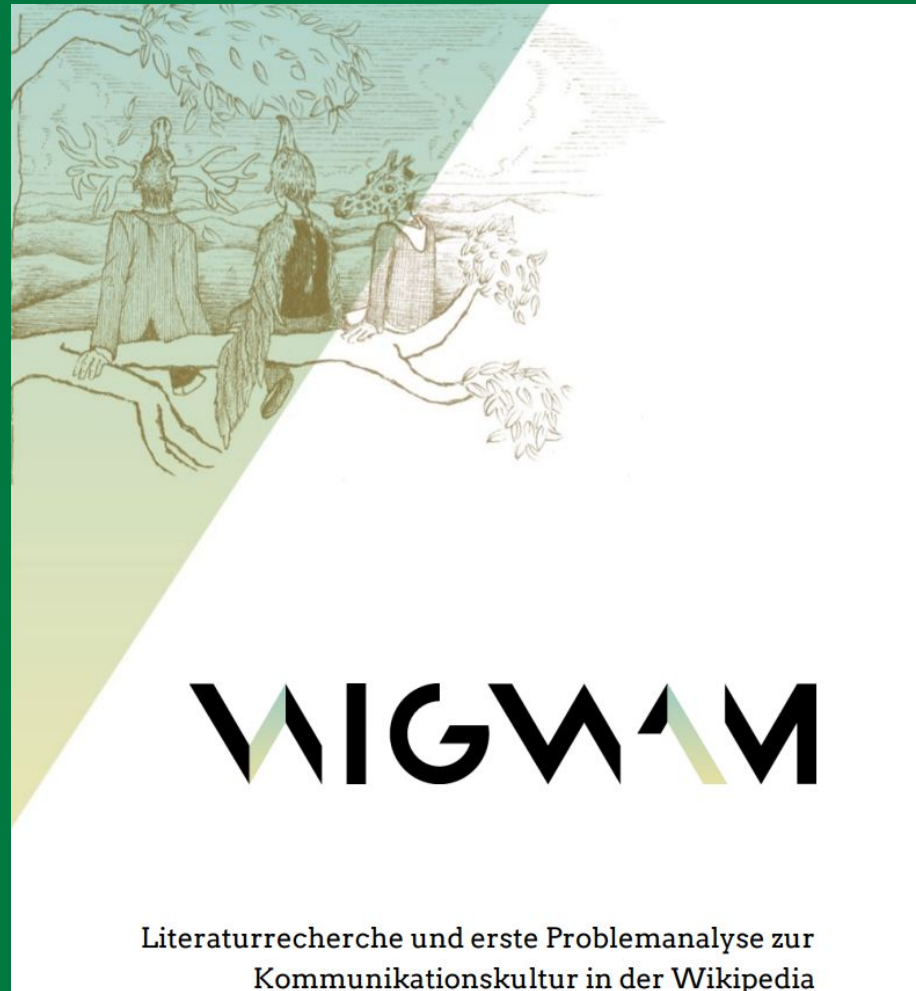
Conflict analysis

Why?
To analyse and evaluate scientific findings on problematic communication

What did we want to learn?
Better understanding of the origins and management of conflicts in Wikipedia

How?
Wikipedia pages and 150 scientific sources (mainly in English). No own research.

WIGWAM

Literaturrecherche und erste Problemanalyse zur Kommunikationskultur in der Wikipedia

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Phases of german speaking Wikipedia

3 Diversity
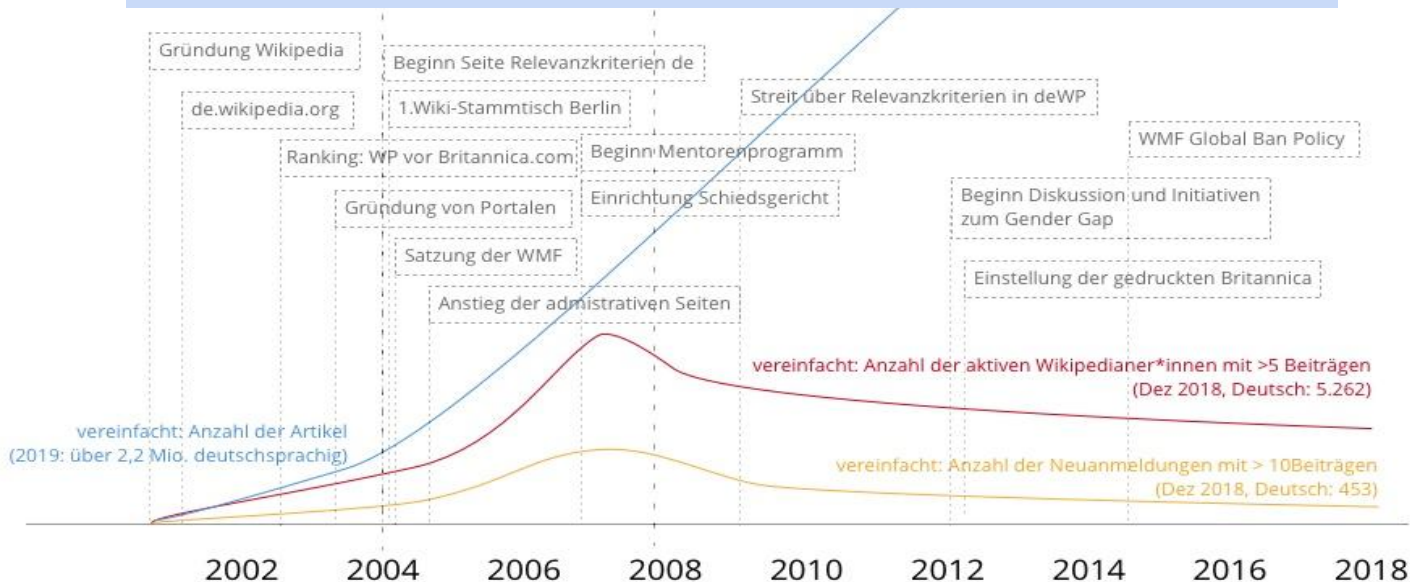Topics: allow participation/ communication

2 Quality
Topics: find criteria and processes

1 Development
Topics: prove usefulness and trust

Gründung Wikipedia

de.wikipedia.org

Beginn Seite Relevanzkriterien de

1.Wiki-Stammtisch Berlin

Streit über Relevanzkriterien in deWP

Ranking: WP vor Britannica.com

Beginn Mentorenprogramm

WMF Global Ban Policy

Gründung von Portalen

Einrichtung Schiedsgericht

Beginn Diskussion und Initiativen zum Gender Gap

Satzung der WMF

Einstellung der gedruckten Britannica

Anstieg der admistrativen Seiten

vereinfacht: Anzahl der aktiven Wikipedianer*innen mit >5 Beiträgen
(Dez 2018, Deutsch: 5.262)

vereinfacht: Anzahl der Artikel
(2019: über 2,2 Mio. deutschsprachig)

vereinfacht: Anzahl der Neuanmeldungen mit > 10Beiträgen
(Dez 2018, Deutsch: 453)

2002   2004   2006   2008   2010   2012   2014   2016   2018

3 minute discussion
with your neighbour first

Thank you!

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Do you observe that conflict fields differ between language versions or over time?

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Types of conflict by causes

- edit war
- vandalism/ trolling
- commercial influence
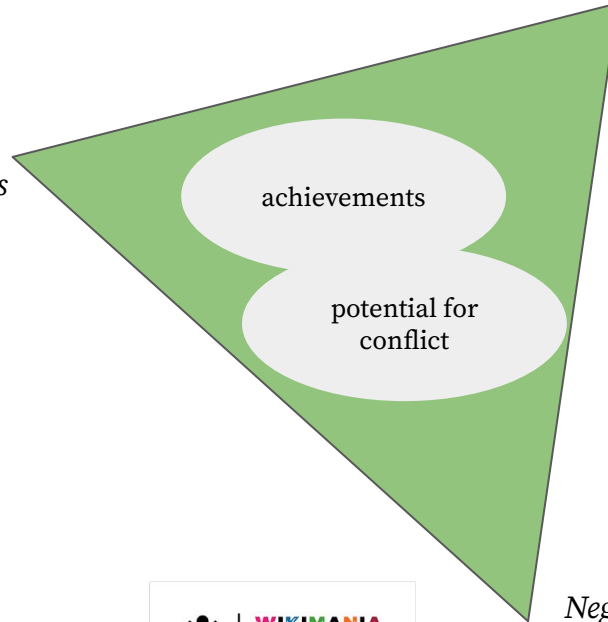- systematic bias

Clarification of controversies

- Resolution
- Closure
- Abandonment

........or Edit war

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Conflict area Free Knowledge

One Goal, three dimensions

Quality and NPOV through published documents and references
(phase 2)

Principle of radical openness and voluntarism
(phase 1)

achievements

potential for conflict

Negotiating knowledge as a social process
(phase 3)

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Communication Culture is the result of behaviour and governance structure people decide to implement.

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multimodal approach

To improve conflict management onwiki

✓ **Training for staff and community members** in communication and conflict management onwiki

✓ **Rules and processes at WMDE** for dealing with problematic behaviour

❑ **(2020) Research and Discussion**

❑ **(2021) Offer Facilitation of Change** to support community in self-governance and remain open for everyone

Discussion and Learning

1. **What is the the most promising approach for improving conflict management in an online community and why?**

2. **What is special about Wikipedia online Community and needs to be considered?**

    4 minute discussion with neighbour first.
    Thank you!

Vera Krick, Head of Community Engagement, Wikimedia Deutschland says

THANK YOU!

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