

# Defining Conflict and Harassment on Wikipedia



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# What came first: SMS or social media?

**We've had conflict  
online longer than the  
existence of text  
messages.**

# Hi! I'm Caroline Sinders

# Anti-Harassment Tools Team

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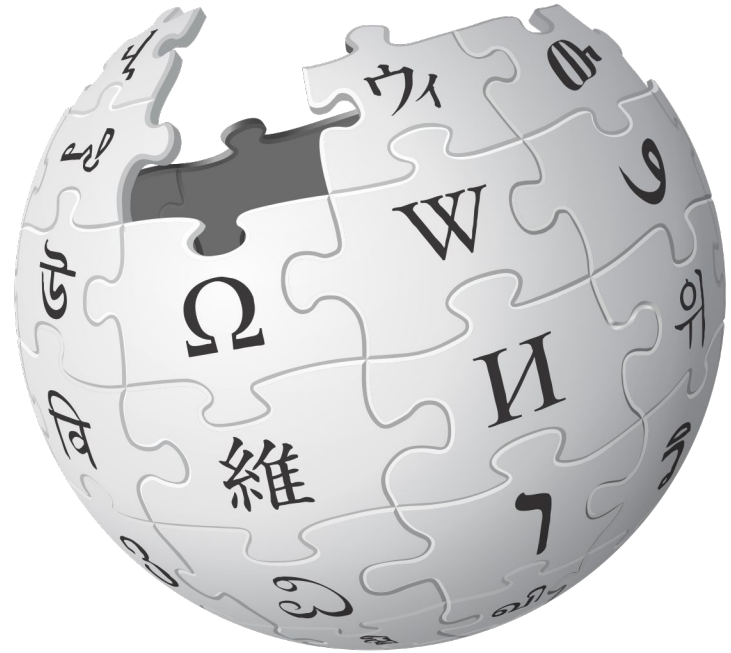
Dayllan Maza



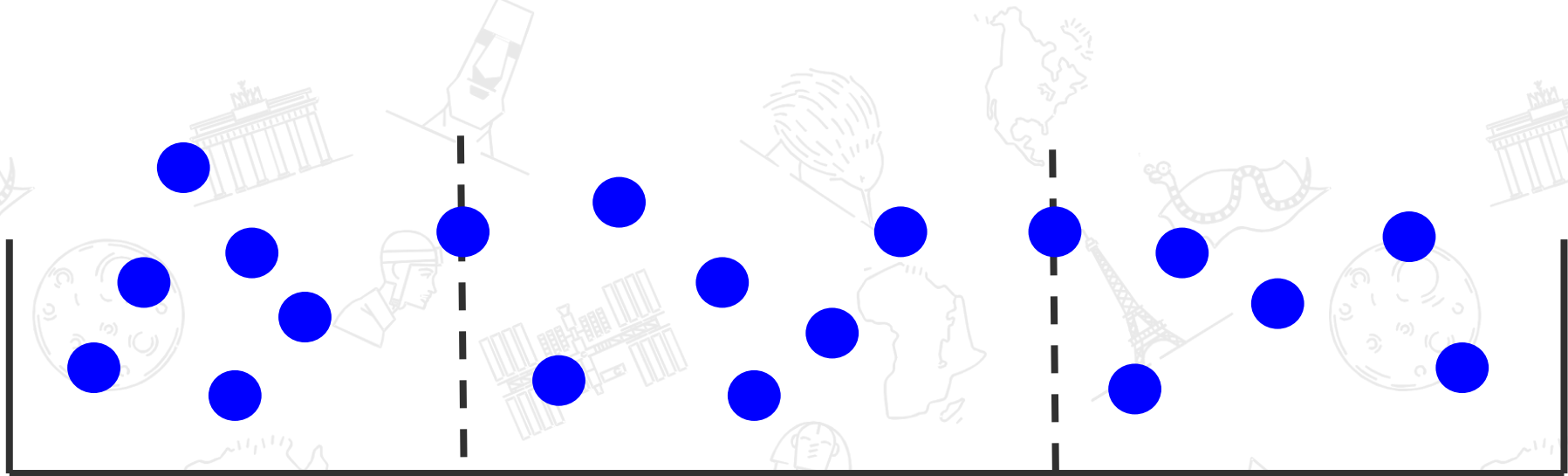
# What are we working on and why

# Wikipedia needs debate.

Debate is at the heart of open source knowledge.  
But, when does this necessary conflict become  
abusive, and what makes up that abuse from a  
qualitative and quantitative perspective?



# What is **conflict** on Wikipedia?



Conflict

Harassment

Abuse

Wikihounding- why  
Context is Important

Conflict

Harassment



Yann Forget / Wikimedia Commons  
via Wikimedia Commons

# What is **harassment** on Wikipedia?

Conflict

Harassment

Abuse



System Intervention  
and Feedback

The background features a light gray collage of various icons. These include architectural structures like the Brandenburg Gate and the Eiffel Tower, geographical maps of continents, animals such as a kiwi bird and a llama, scientific symbols like a planet Saturn, and other cultural or historical figures like a person in a hard hat and a sphinx. The icons are scattered across the white background.

# How will this happen?

With a research plan! And surveys. But mainly,  
with community input.

# Research

- Wider Editor, Admin Surveys
- Interviewing Global Admins
- Measuring Admin Confidence
- AN/I Quantitative Analysis



# Data Analysis Problems with ANI

- Unstructured data
- No specific form
- Conversational descriptions
- Hard to quantitatively analyze



# Tools We Are Building

- User Interaction History Tool
- Notification Muting
- AbuseFilter improvements
- Per-page and per-topic blocking



**How do we, as a **global  
community**, design  
solutions that are not  
contextless tools?**



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# Thank You!

(Camel of knowledge)

