

A rather mild success & An epic fail in Communication

Liang (Wikimedia Taiwan) CC By-SA 3.0
2017.08.09 Thu@Wikimania Learning Day

Wikimeidans in Taiwan communicate through

- For people who are HARD CORE of online communication:
 - Chinese Wikipedia (for sure)
 - Instant message apps
 - IRC+Telegram+QQ
- For people who likes softer and less overwhelming way:
 - Facebook Group
 - At least 6
 - Last month active members count is 2,308
 - Facebook Fan Page
 - At least 3
 - Last month post reach count is 1,148

Today the communication story is from this FB group

安全 | <https://www.facebook.com/groups/tw.wiki/?fref=ts>

f 臺灣維基社群 Taiwan Wikimedia Community

Liang-chih Home 20+

臺灣維基社群
Taiwan Wikimedia
Community
Public Group

Discussion

Members

Events

Videos

Photos

Files

Group Insights

Manage Group

Search this group

Shortcuts



Designer by i5918591

Joined ▾ ✓ Notifications ↗ Share ...

Write Post Add Photo/... Live Video More

Write something...

Photo/Video Create Poll Feeling/Ac... ..

ADD MEMBERS

+ Enter name or email address...

MEMBERS 5,361 Members (3 new)



A rather mild success in the communication

- This happened in August 2015
 - a. I found a very good Chinese online media “[the Initium](#)” modifies Wikipedia content for buzzwords in its news articles.
 - b. However, they don't mention Wikipedia or sometimes misuse of the licensing template.
 - c. In September, I try to report this on the facebook group and on the media website. It did correct the news.
 - d. After a month in October, the same misuse happens again. I feel frustrated and annoyed. I post [an angrier post](#) to the facebook group, which got shared and discussed by more facebook users.
 - e. The editor in chief read the facebook post and reply to me they will revise their editorial policy.
 - f. Then sometimes I found they add new stuff in their infobox which can be contributed back to Wikipedia.

An epic fall in the communication

- This happened in December 2016
 - a. A female new comer on Chinese Wikipedia
 - b. She lives in Australia, likes to write about wine and her volunteer dedication in her city.
 - c. In January 2017, due to violation of neutral point of view (NPOV), her writing wa revised by other volunteers
 - d. She became angry and attack people on Chinese Wikipedia
 - e. I tried to invite her to the facebook group and calm her down, try to make the comment less aggressive and destructive
 - f. I failed big time, with a whole month lengthy discussion and facilitation, I gave up. in February 2017, she is blocked permenantly in Chinese Wikipedia.

Reflection

- Most of the professional people who seems to abuse Wikipedia (such as journalists) are not intentionally trying to disobey the licensing policy of Wikipedia. They just don't know how to show it properly.
- On the other hand, volunteers are not like that. I have no clue how to deal with individual new comer to Wikipedia with strong emotions in their words. I think they might be better oriented, but also hard to change their behaviors for non professional psychiatry volunteers.