

# Community health

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# What is a community?



Community:

(1a) a group sharing a defined space

- or -

(1b) a group sharing common characteristics/values and a sense of belonging

(2) durable relations among members

(3) members are aware of being part of a community

# More than one way to be a community...



1. A **community of practice**: share+practice the same craft or profession.
2. A **community of action**: focussed on bringing about (social) change.
3. A **community of purpose**: going through the same process/trying to achieve a similar objective
4. A **community of circumstance**: group united by position, circumstance or life experiences
5. The **community of inquiry**: involved in a process of research or investigation
6. A **community of place**: living, working or staying in a specific place.

# Question for the audience



- **Are the people editing Wikipedia a community?**

# What kind of community?



WIKIMEDIA  
NEDERLAND

1. A **community of practice**: share a craft and/or a profession.
2. A **community of action**: focussed on actively bringing about (social) change.
3. A **community of purpose**: going through the same process/trying to achieve a similar objective
4. A **community of circumstance**: group united by position, circumstance or life experiences
5. A **community of inquiry**: involved in a process of research or investigation
6. A **community of place**: living, working or staying in a specific place.

# Community health?



- Is the community able to fulfill its core role?
- Will it still be able to do so in the future?
- Are members of the community satisfied, content and/or proud of being a member?

# Exercise for audience



- Identify three characteristics of a healthy Wikipedia - community (or of unhealthy community).
- focus on a Wikipedia community of editors - not a chapter!



# Composition

Diversity  
in age, gender & interests/skills

*Diversity should be sufficient to:*

- *provide balanced coverage of wide array of topics on Wikipedia*
- *deal with all the different tasks on Wikipedia*
- *be somewhat representative of wider society*

Size

*Community is large enough to ensure basic quality and survival of Wikipedia (patrolling, updating key content etc)*

# Dynamics: how does the community function as a group?

recruitment, retention and departure rates

- *Community is able to maintain size required to ensure basic quality of Wikipedia*
- *Community has some level of rejuvenation*

mechanisms/processes for integrating new members

- *Community is aware of need to welcome and integrate new members*
- *Community has effective mechanisms and processes for doing so*
- *There is no hierarchy related to tenure only*

# Dynamics: how does the community function as a group?



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dealing with/resolving conflicts

*Community has effective mechanisms for resolving conflicts and dealing with disruptive or difficult behaviour*

community atmosphere

*Majority of community members satisfied with atmosphere/culture of community*

social interaction

*There is social interaction between community members also off-wiki, such as social media contact, attendance in meetups*

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# Activities and output



Content created or improved

- *community is productive in terms of improving quality of Wikipedia*

Activities initiated or participated in (onwiki - offwiki)

- *community organises on-wiki or off-wiki activities*

Involvement in (international) Wikimedia affairs and developments

- *community is present on international events*
- *members participate in international activities and discussions*

# The NLWP community



# NLWP community health check: the survey

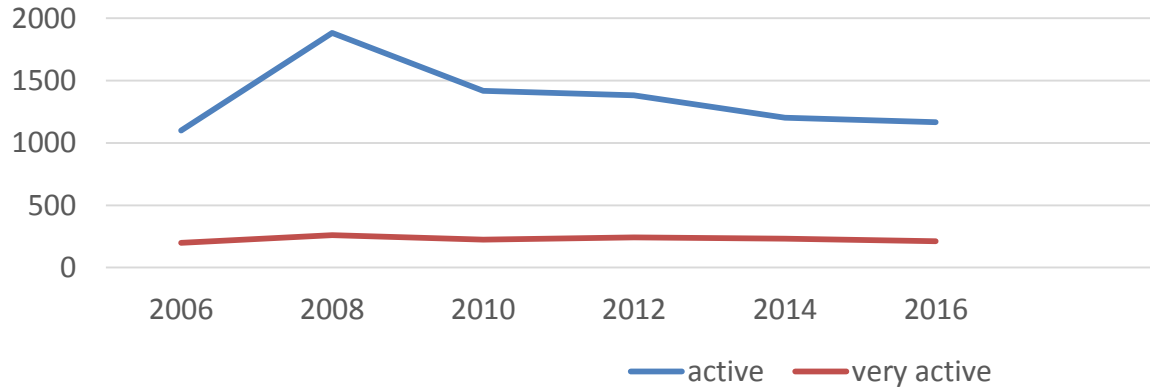


- Survey for logged-in users.
- 452 respondents
- [https://commons.wikimedia.org/wiki/File:Report\\_on\\_survey\\_among\\_editors\\_of\\_NLWP\\_2015.pdf](https://commons.wikimedia.org/wiki/File:Report_on_survey_among_editors_of_NLWP_2015.pdf)

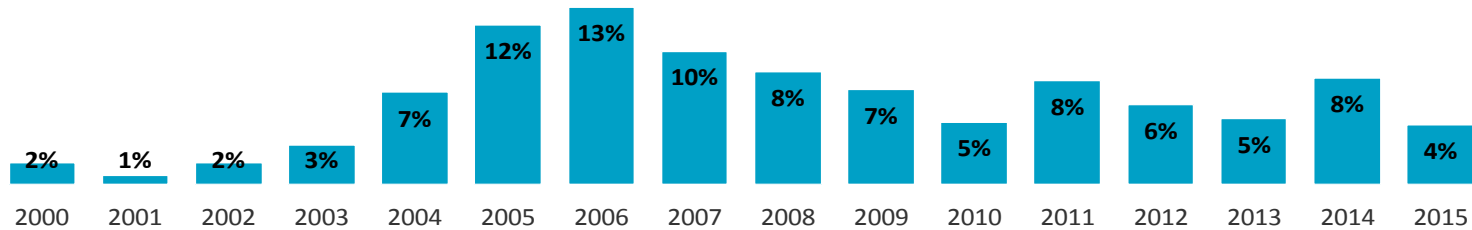
# The NL Wikipedia community



## Editors on NL Wikipedia



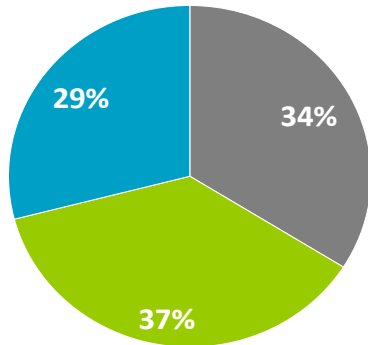
## Since when have you been contributing?



# The NL Wikipedia community

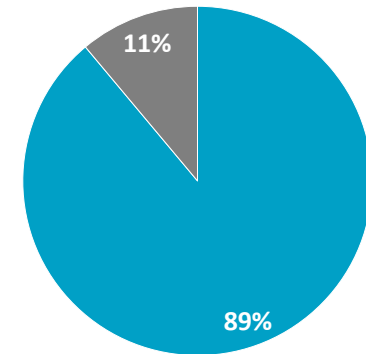


Age



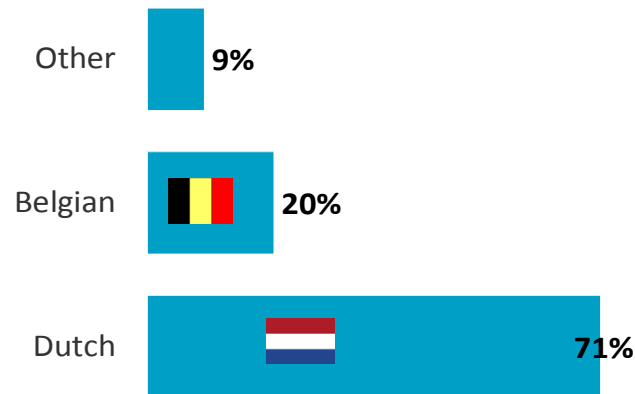
■ Younger than 35 ■ 35 to 54 (incl.)  
■ 55 +

Sex



■ Male ■ Female

Sees him/herself as

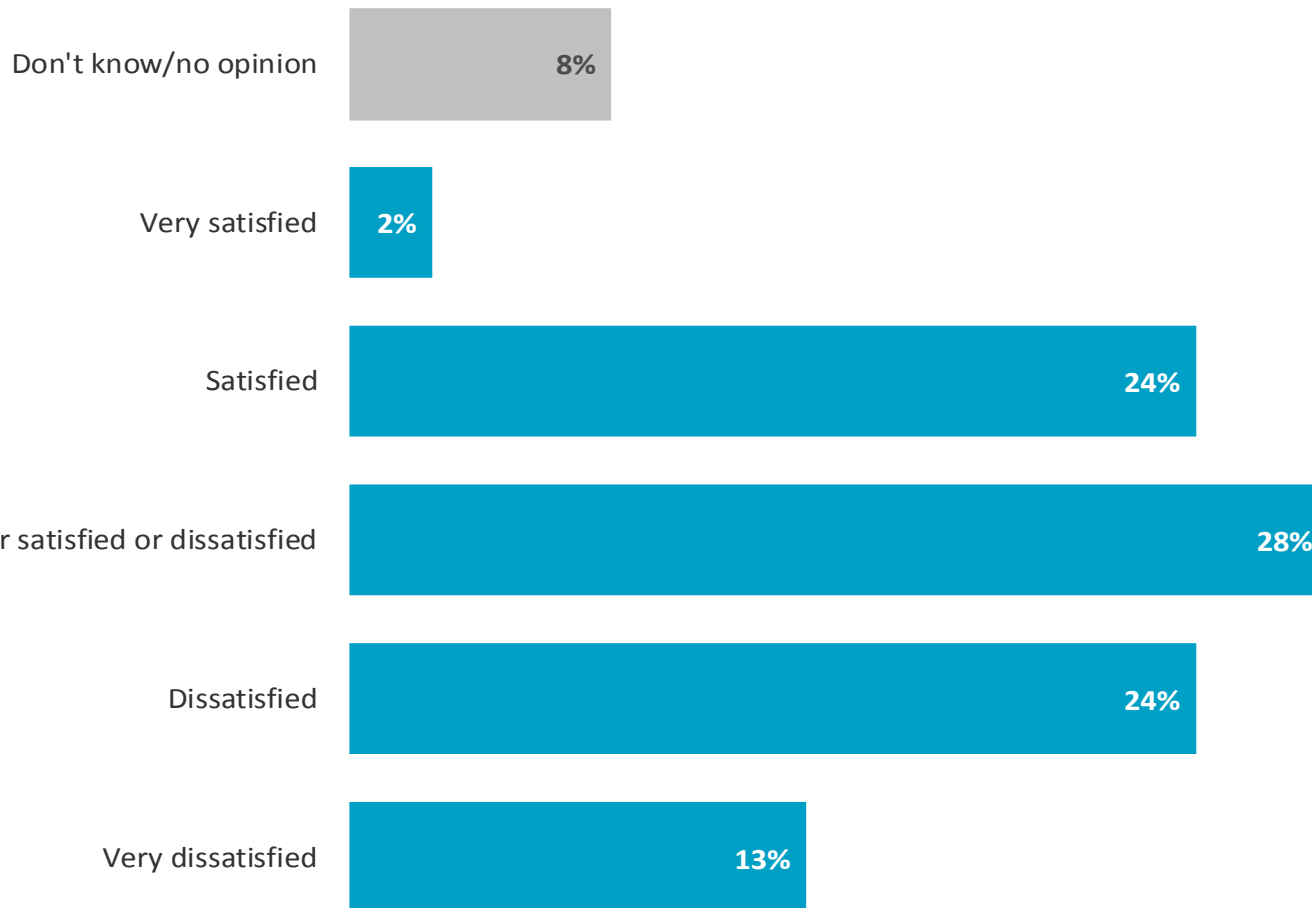




# New editors

- New editors are essential
- New editors come with good intentions
- New editors give up quickly
- There is no good process for assisting new editors

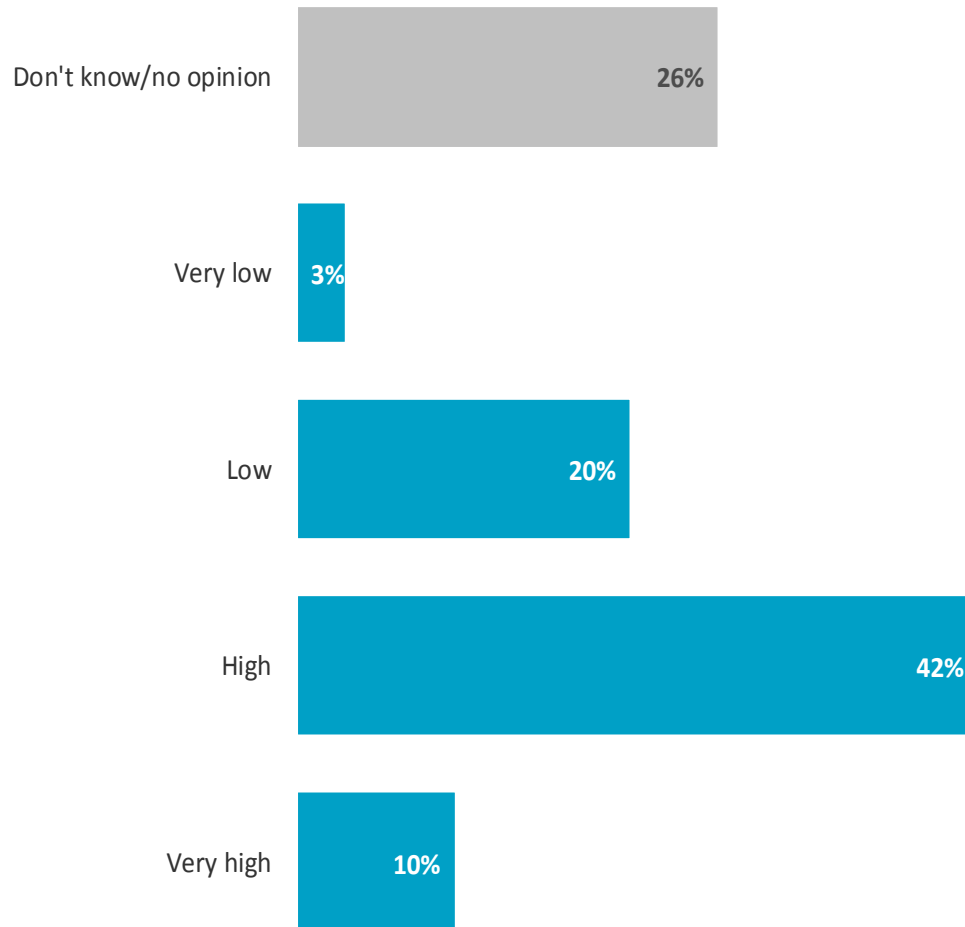
To what extent are you satisfied with the working atmosphere on the Dutch Wikipedia? (Base - Edits Dutch version of Wikipedia, n=448)



# Number of conflicts

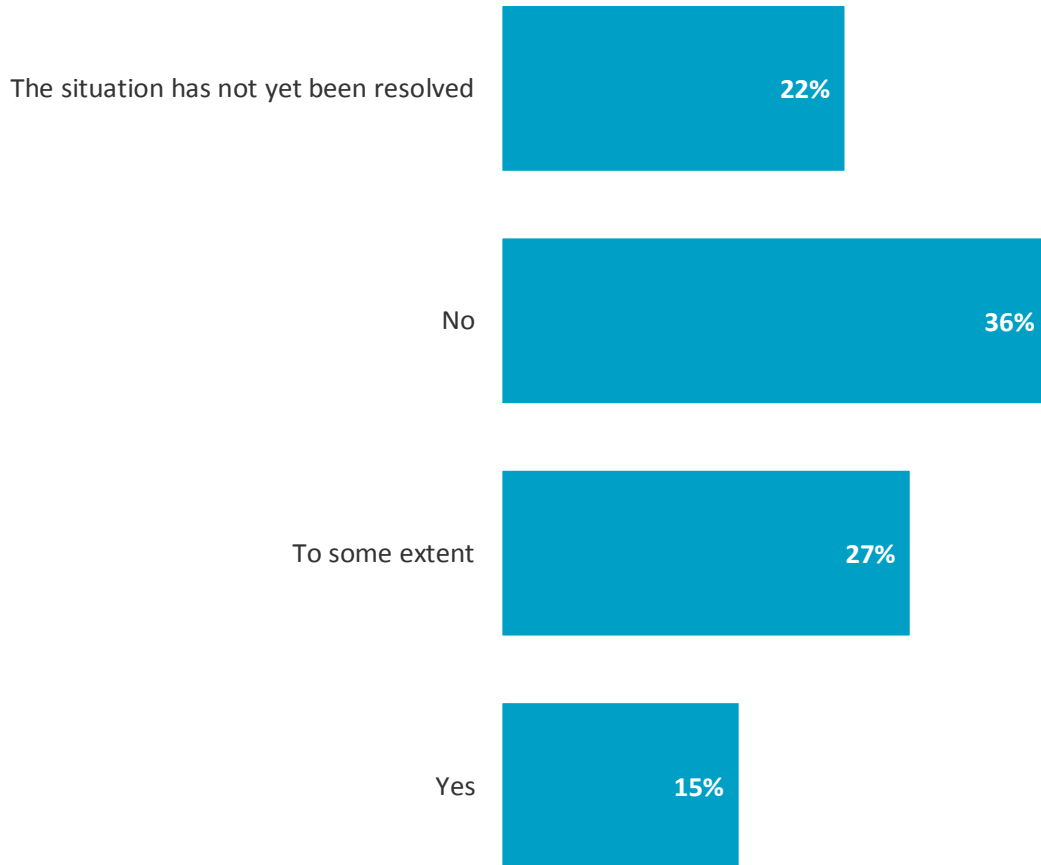


The number of conflicts on the Dutch Wikipedia is ... (Base - Edits Dutch version of Wikipedia, n=448)

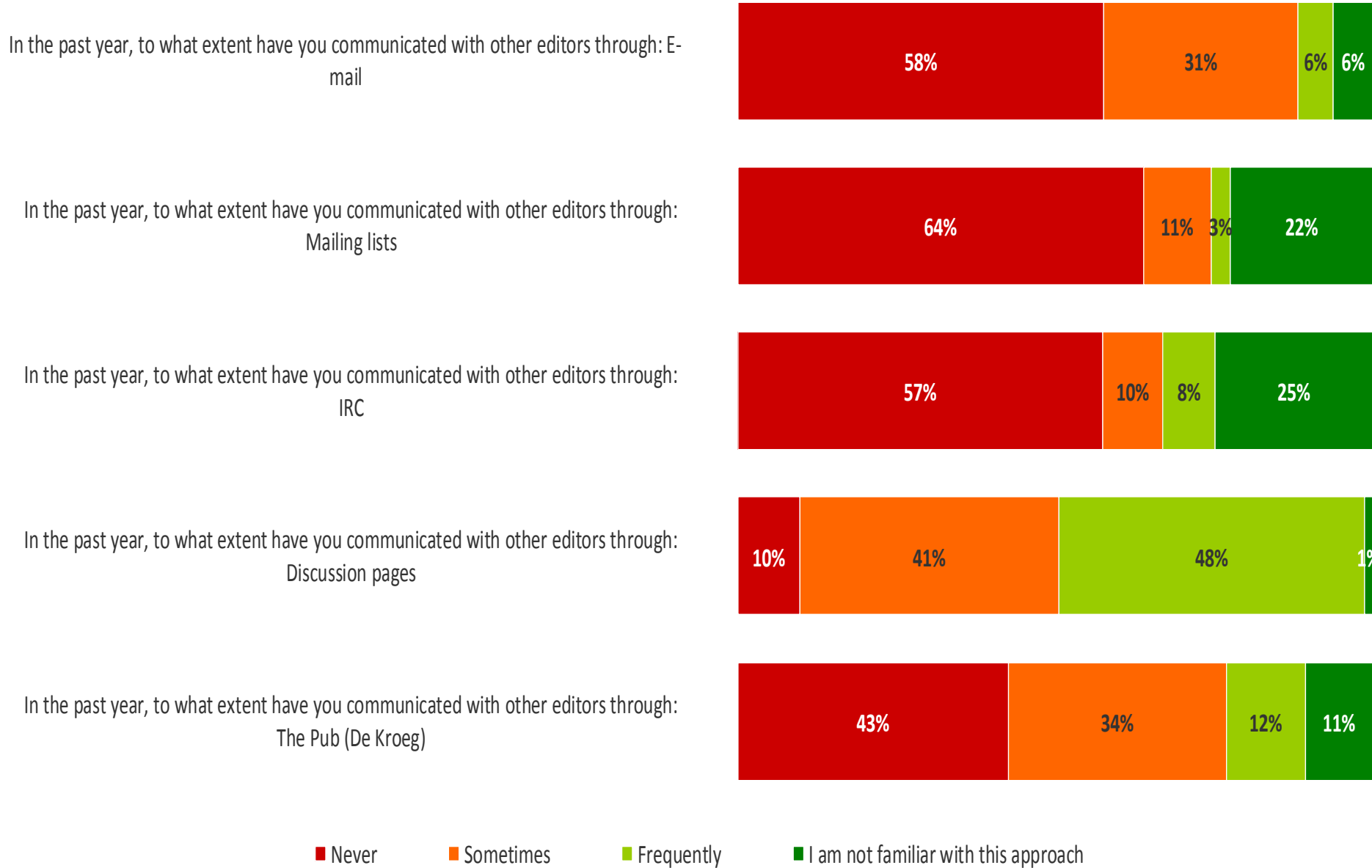


# Conflict resolution

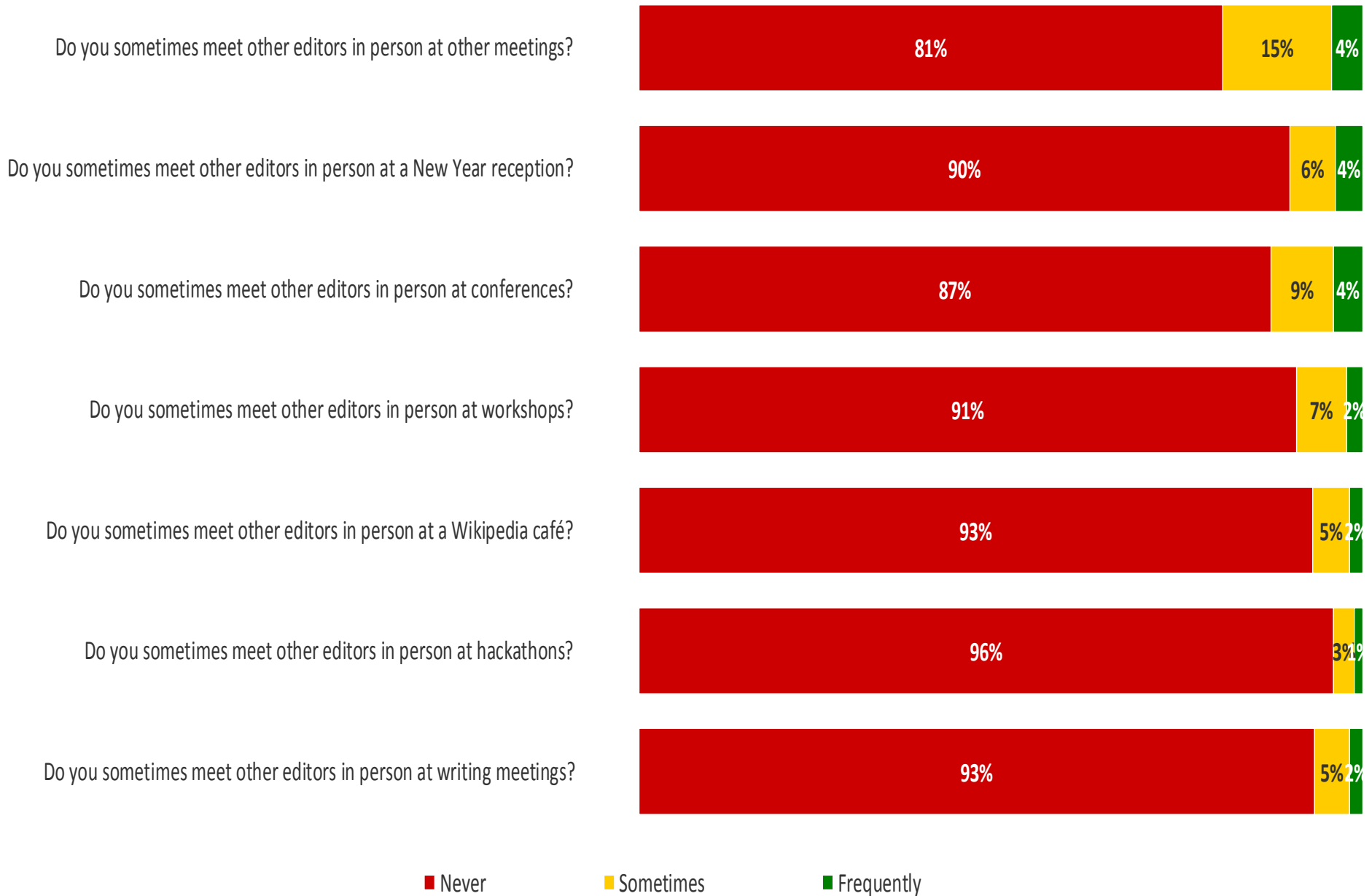
Looking back, are you happy with how that situation was resolved? (Base - Involved in Conflict, n=188)



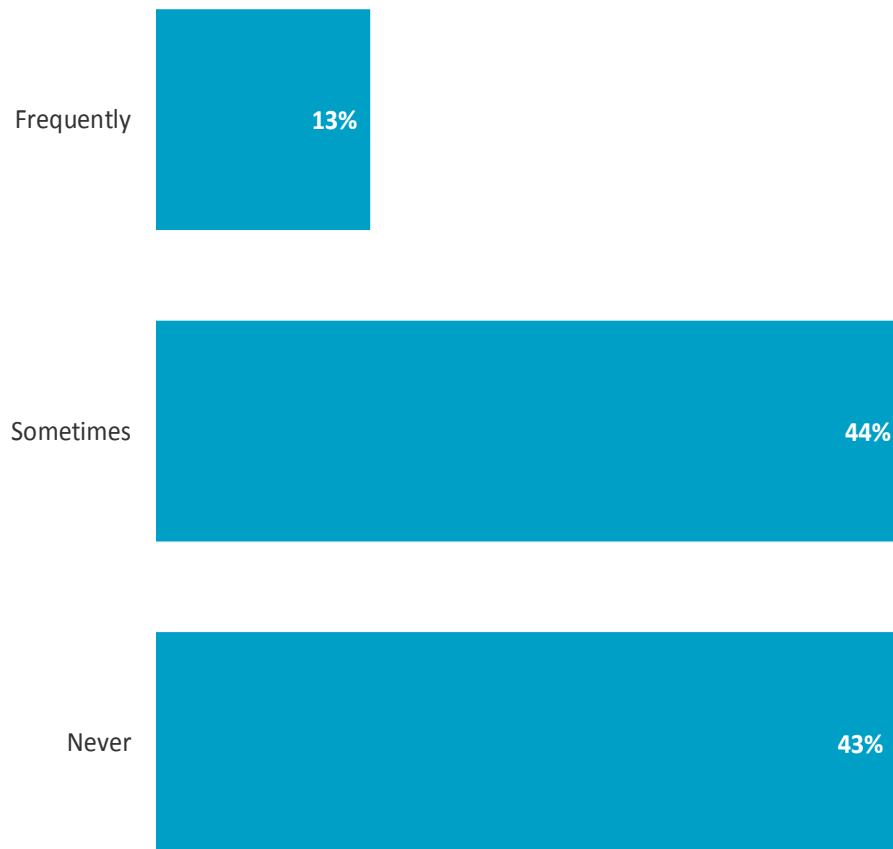
**In the past year, to what extent have you communicated with other editors through: (n=451)**



### Do you sometimes meet other editors in person at ...? (n=451)



To what extent do you read one or more Wikimedia mailing lists, blogs, newsletters or announcements? (n=451)



# NLWP community health report card



## Composition

- diversity: **age, gender, nationality**
- **size**

## Dynamics

- **influx of new editors**
- **conflicts and working climate**
- **social interaction**
- **communication**

## Activities and output

- **working pressure**
- **productivity**
- **involvement in activities**
- **international involvement**



# So now what?



For the audience:

- What would you do now?

# Choice of WMNL



- Increase number of events where Wikipedians can meet in real life
- continue with gender gap programme
- expand reach of WMNL communication
- training to increase skills in communication and conflict resolution among Wikipedians
  - blue helmets (UN-intervention force)

# Training



- developed by expert on the basis of online-coaching
- 1 day training + practical exercises + evaluating meeting
- attended by 12 Wikipedians

Lessons learned already:

- 1 day is not enough
- e-learning option

# Conclusions: when setting out on a community health programme....



- First, do no harm
- Wikipedia is not a social platform - do not expect it to become one
- Widen the reach of your communications
- Do a community health check: get data
- Set up a coalition of the willing - however small
- Work with existing groups in the community
- But don't expect anyone to take ownership immediately
- Lead by example
- Keep your finger on the pulse: monitor impact
- Be patient....