



CS 7460 Collaborative Computing: Wikipedia [Conflict & Coordination]

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Highlights

- Kittur et al. 2007:
 - One of the early large-scale quantitative studies of coordination and conflict resolution on Wikipedia.
 - Develops machine learning based metrics to predict conflict in articles.
 - Develops a notion of “indirect costs” in Wikipedia work, which is complementary to the direct work of article content generation.

Highlights

- Viegas et al. 2007:
 - Large-scale study of Wikipedia coordination.
 - One major finding: community maintains a strong resilience to malicious editing, despite tremendous growth and high traffic.
 - Manual tagging of “talk pages” and examining the types of coordination activities existent on Wikipedia.
 - Talk pages contain many standard guidelines for coordination as well as information on strategic planning of editing content.

Kittur et al found the increasing amount of “indirect work” on Wikipedia.

Consider other collaborative settings; is it common or unique to Wikipedia?

One surprising finding of Kittur et al was that more users decreased conflict in controversial articles. Can we explain this in the light of the saying “Too many cooks spoil the broth?”

In many typical collaborative settings, participants have monetary incentives. Do you think if we were to have paid contributors to Wikipedia, it would reduce conflict in any way?

One way Kittur et al. say diversity on controversial articles can be increased (and thereby conflict reduced) is promoting them on the feeds of users. What are the strengths and limitations of this approach?

Kittur et al. also found that while anonymous participation helped lower direct work costs (article content generation), it did not result in reduced conflict. Does this mean many newcomers, who are likely anonymous, should be excluded from participating in controversial articles?

Viegas et al. found the talk pages to be used extensively for strategic planning and for developing group policies and conventions on coordination. As a newcomer, one might be unfamiliar with these norms. What could be ways to introduce them amicably to these rules so that they feel a part of the community?

In a way, Viegas et al. show how (expert) users regulate the behavior of (novice) users. Do you think it introduces an unwanted power play in the social dynamic? Are there better ways to accomplish the same?

In some ways Kittur et al. and Viegas et al. are at odds with each other. Former found conflicts increasing, however latter found anarchy reducing. Though written at the same time, how can we explain these seemingly conflicting findings?

Both papers present the unique role that the Talk pages play in driving conflict resolution, strategic planning and policy enforcement and improving coordination. What is the equivalent of talk pages on other successful collaborative platforms?