open.michigan

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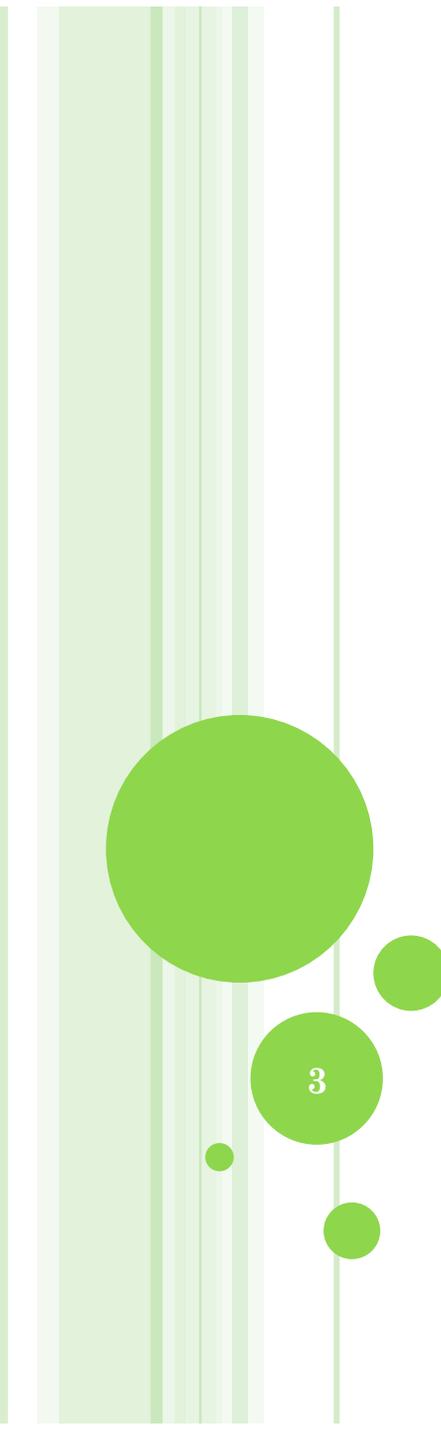|	
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SI 410 ETHICS AND INFORMATION TECHNOLOGY

Week 4b: Wikipedia and Credibility

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THEMES

- Open.Michigan and SI 410
- How does Wikipedia work
- Credibility comparison
- Examples

"What about the 'collective intelligence' or 'collective wisdom' argument:
That given enough authors, the quality of an article will generally improve?
Does this hold true for *Wikipedia*?

EB: No, it does not."

Riehle, 2007, p. 6

WIKIPEDIA STATS

- ❑ 7th most popular site: Alexa Web Rankings
  - ❑ http://www.alexa.com/siteinfo/wikipedia.org
- ❑ 9,979,962 views per hour: Wikipedia Stats
  - ❑ http://stats.wikimedia.org/EN/Sitemap.htm
- ❑ 134,023 active registered users: Special
  - ❑ http://en.wikipedia.org/wiki/Special:Statistics
- ❑ 634 active bots
  - ❑ http://en.wikipedia.org/w/index.php?title=Special:ListUsers&group=bot

WIKIPEDIA: AN INFORMATION ENVIRONMENT

- Interview with three Wikipedians
- Roles
  - Many overlapping (name some)
- Processes
  - Manual of Style
  - Deletion processes
  - Policy development
- Quality assurance
  - Recognition
  - Knowledge communities, wisdom of crowds
- Growth challenges

A LITTLE STUDY OF CREDIBILITY

- Experts and non-experts evaluating credibility (author, article, site) controlling for cynicism.
- Credibility measure:
  - Believability, accuracy, trustworthiness, bias, completeness.
- Conclusion: experts found the articles more credible than non experts
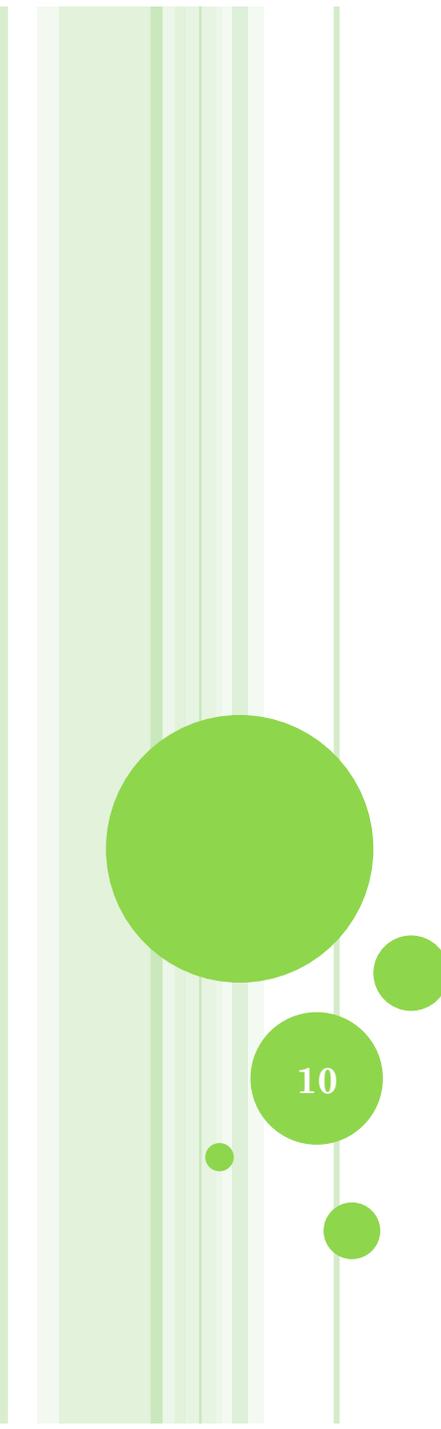- Conclusion: 13% error rate

TRUST AND WIKIPEDIA

- Simon lays out a model of trust derived from the sciences and then applies it to Wikipedia.
  - Trust comes from assessment of honesty and competence.
    - Honest = disinterested and free
    - Competence = proxies or indicators

"… the reason why people trust the content of Wikipedia is that they trust the processes – procedural trust, not trust in persons." (p. 6)

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TRUST TOOLS IN WIKIPEDIA

- WikiScanner – traces IP addresses of those who change Wikipedia entries anonymously.
  - Members of Congress or CEOs editing their biographies.
  - Radical transparency: http://wikiscanner.virgil.gr/

- WikiDashboard
  - Social dynamics of editing in given articles

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