# Dispute Resolution on the English Wikipedia



By Steven Zhang

#### What is dispute resolution?

- Process to resolve disputes over article content and user conduct
- Can involve the assistance of a third party
- A variety of techniques are used, including consensus-building, collaboration, or compromise

### Why is dispute resolution important?

- Can help with editor retention happier, more productive users
- Leads to article neutrality, quality and stability

"Wikipedia is a machine – dispute resolution is the grease that keeps it all running"

#### Conclusion: Dispute resolution is ineffective and inefficient

- Full survey results: [[WP:Dispute resolution survey]]
- Four out of five respondents rated their experience poorly.
- Problems: Duration, complexity and lack of volunteers
- 70% of respondents had volunteered
- Resolution rate: 47%\*

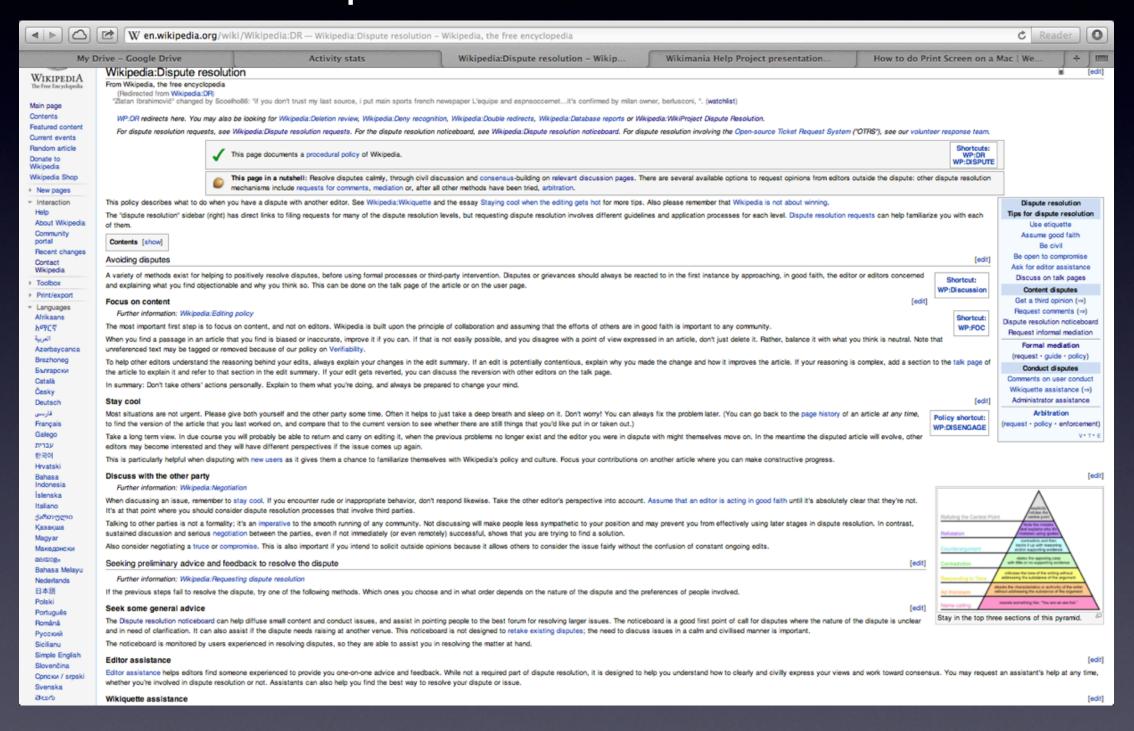
When asked about the problems with dispute resolution, the most common responses were:

"It takes so long for a dispute to be resolved"

General response times: 5 to 24 hours

General resolution times: 2 to 28 days

"The process is too hard to use"



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- •43% said there were too many forums
- •39% described the process as complex
- •30% didn't know where to take their dispute

"There aren't enough volunteers"

- 70% have volunteered at some point, but only one in three do so frequently
  - •52% thought there were not enough volunteers
- •Reasons for participation: Dispute resolution being critical to Wikipedia, keeping articles balanced or just helping people
- •Reasons for non-participation: Disputes too toxic, complex and lengthy, lack of knowledge on how

#### How we can change dispute resolution and why

- Simplify the way to request dispute resolution
  a workflow system has been created to do this
- Make it easier for editors to do dispute resolution
- Investigate technical and policy changes such as dispute-detecting bots, edit filters and page-specific blocking.

## How you can get involved in the change

- Try volunteering it's not that as hard as you think!
- Keep an eye on discussions at the Dispute Resolution Wikiproject ([[WP:DRP]])
- Ask lots of questions the existing volunteers will be more than happy to help