

# Harassment Survey 2015

## Results Report

Support & Safety Team



# About this report



This report was produced by the [Support & Safety](#) team (previously known as Community Advocacy) at the Wikimedia Foundation, as part of their ongoing work in the area of harassment within the Wikimedia projects.

The findings of this report are based on data gathered through the [Harassment Survey 2015](#) which was conducted over a period of two weeks during November 2015, and was open for participation from all Wikimedia projects. To maximize participation from all projects and minimize error, the survey was released gradually over the course of the first five days based on project size, starting with release to the smaller communities before its opening to the larger projects. Departed editors were also invited to participate through email invitations, where that was possible. The survey was available in 16 different languages.

This report briefly presents details about the Wikimedia environment in which respondents are active and anonymised demographic information about them. It also reflects the survey's grouping into respondents reporting personal

experience of harassment in or because of their involvement in the Wikimedia projects, and respondents who witnessed other community members being harassed. Last, it includes comparisons between the two profiles where possible and quotes experiences and suggestions provided by the respondents.

As the survey was a voluntary opt-in survey, the sample of people who opted to respond to it might not be representative of the general Wikimedia user base. Furthermore, the findings presented in this report are based on the respondents' own assessment and understanding of their direct and/or second-hand experience of harassment. As such, they are limited in capturing the presence of harassment in the Wikimedia projects, only as perceived by the respondents. Other methods would need to be explored in order to validate the information presented.



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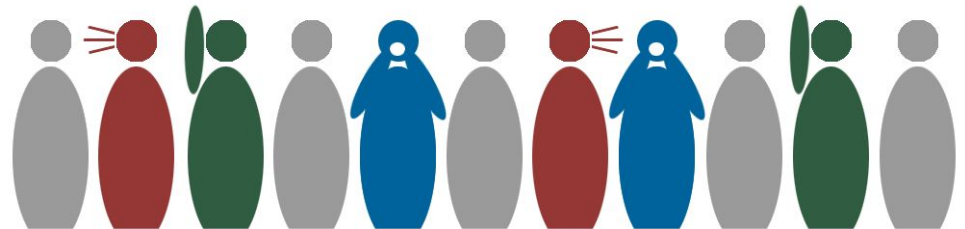
# Summary of findings



The Pew Research Center [recently concluded](#) that harassment taints almost three quarters of web users' experience. The Wikimedia communities are not immune to this issue, and there has been anecdotal evidence that harassment has been on the rise.

Whether it is name calling or threats of physical violence, contributors personally experiencing it themselves or witnessing others being harassed, harassment occurs regularly on the Wikimedia projects.

Of the **3,845** Wikimedia users who participated, 38% of the respondents could confidently recognise that they had been harassed, while 15% were unsure and 47% were confident that they had not been harassed. Similarly, 51% witnessed others being harassed, while 17% were unsure and 32% did not witness harassment.



*\*Note: Various results presented in this report may be subject to rounding errors - totals may be slightly over or under 100%.*

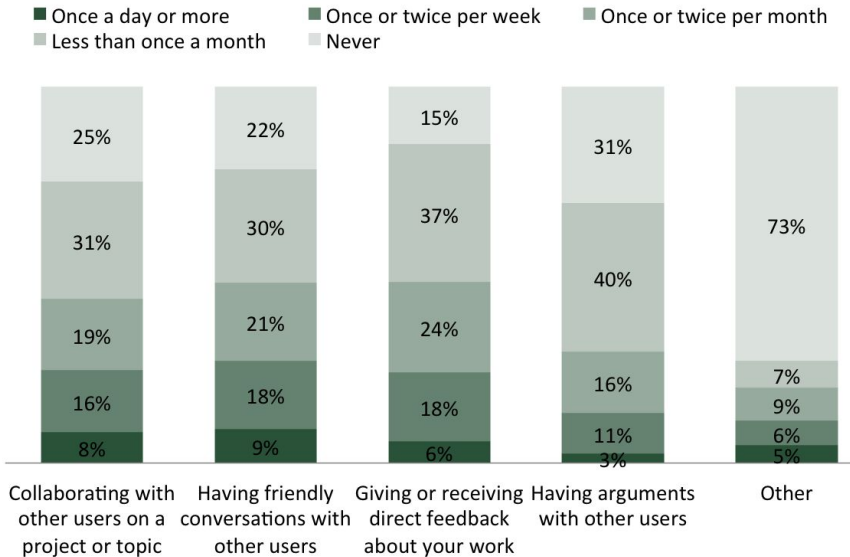


# 01 The Wikimedia environment

# Frequency of engaging with other community members

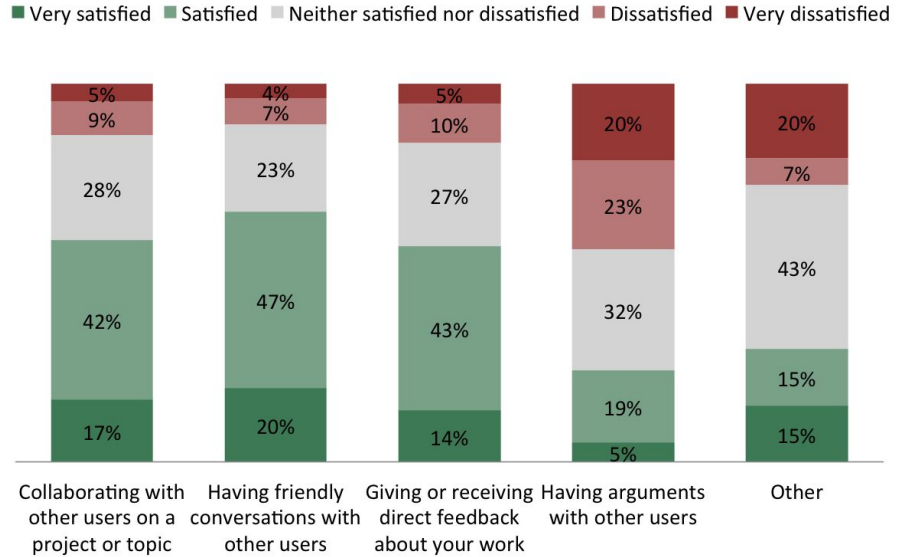
Respondents were asked how often they engage with other users in certain ways [figure 1] and to what extent they were satisfied or dissatisfied [figure 2]. The results presented for the level of satisfaction exclude 'Not Applicable' responses.

**Level of engagement with other users**



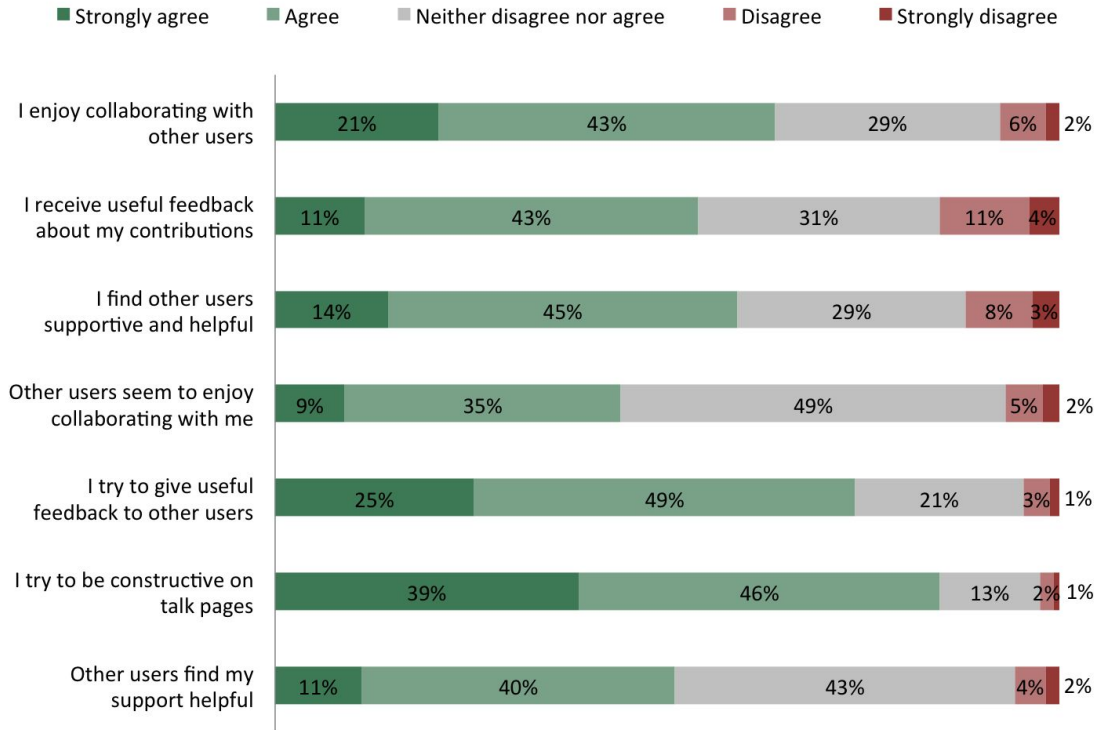
**figure 1**

**Level of satisfaction of engagement**



**figure 2**

# Interactions with other community members



Respondents were asked about their interactions with other community members in the Wikimedia projects [figure 3].

figure 3

# Extent of sharing private information

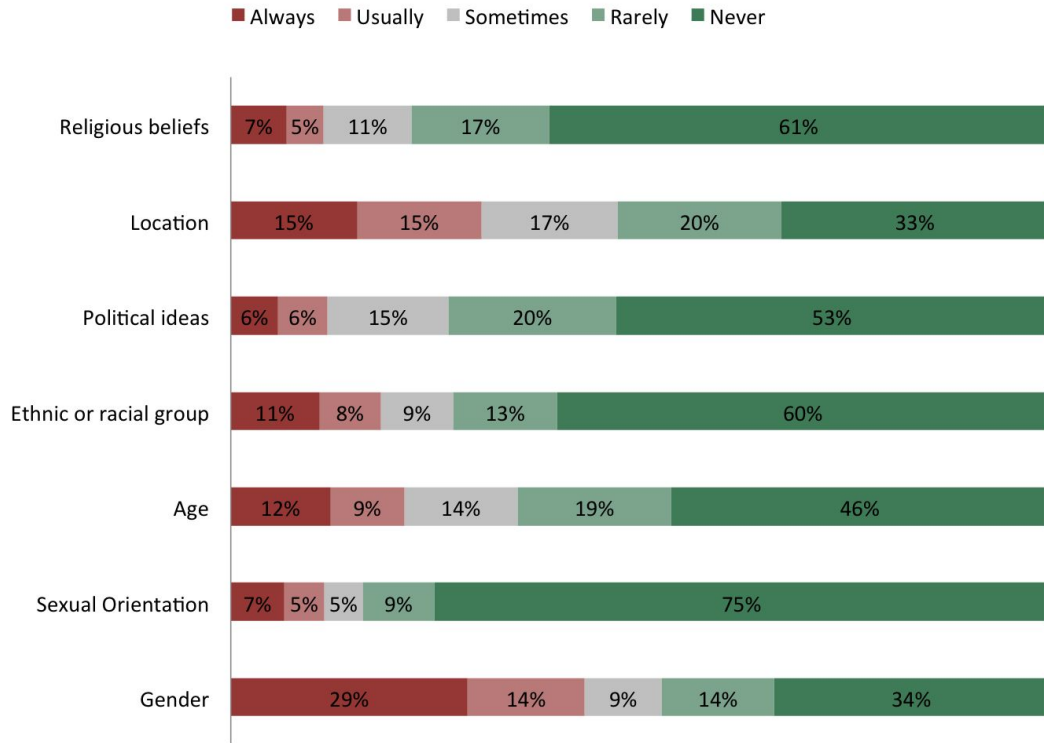


figure 4

The right to privacy is one of the cornerstones of the Wikimedia community. Registering an account or sharing private information in order to be an active Wikimedia contributor is entirely optional. Nevertheless, contributors sometimes do share personal information.

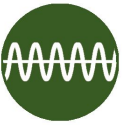
Respondents were asked to assess how often they have shared private information about themselves in the Wikimedia projects [figure 4]. This may be done directly by explicitly sharing it in their user page, or revealing it as part of discussion in talk pages. It can also be inferred in other ways, such as one's choice of username.

When private information is shared, location and gender are shared the most, while sexual orientation, religious beliefs and ethnic or racial group are the least shared types of information according to the respondents.



# Frequency of contribution to the Wikimedia projects

filtered by gender and cultural profile difference



## Level of activity, by gender

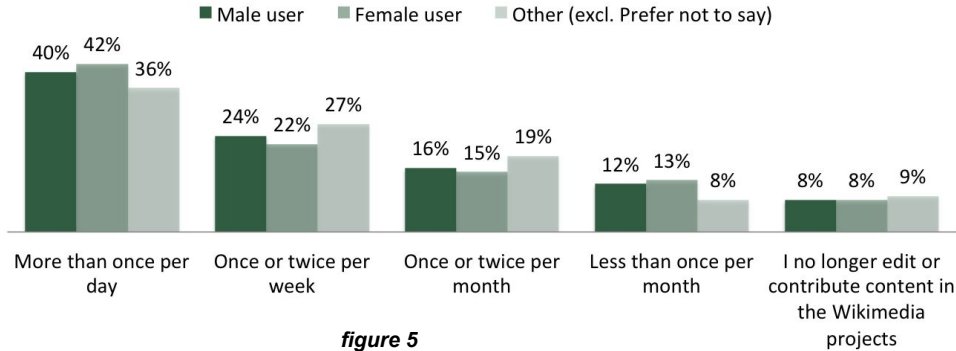


figure 5

## Level of activity, by cultural profile

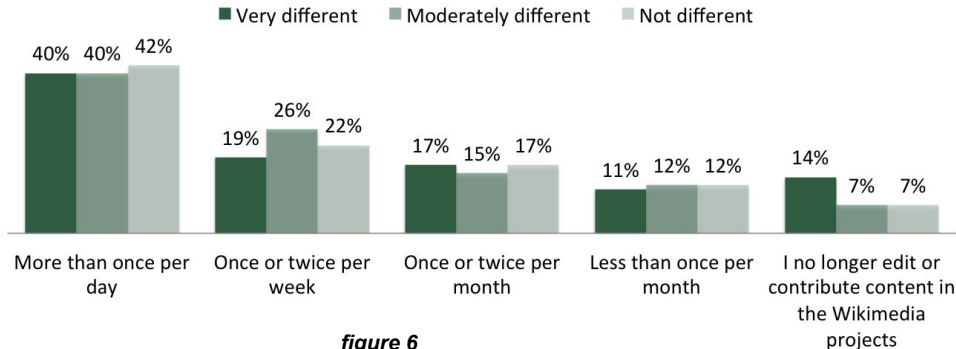


figure 6

Respondents were asked how often they edit in the Wikimedia projects. The responses were filtered by gender identity [figure 5] and by cultural diversity of the respondent (which may include ethnic, racial, linguistic, ideological, religious or other differences) compared to the culture of most other contributors within the project they mostly edit [figure 6]. The options ranged from as often as ‘more than once per day’ to ‘no longer editing’.

Whether male, female or other gender the variation in the activity level is no more than 5%, while for culturally different editors it is no more than 7%.

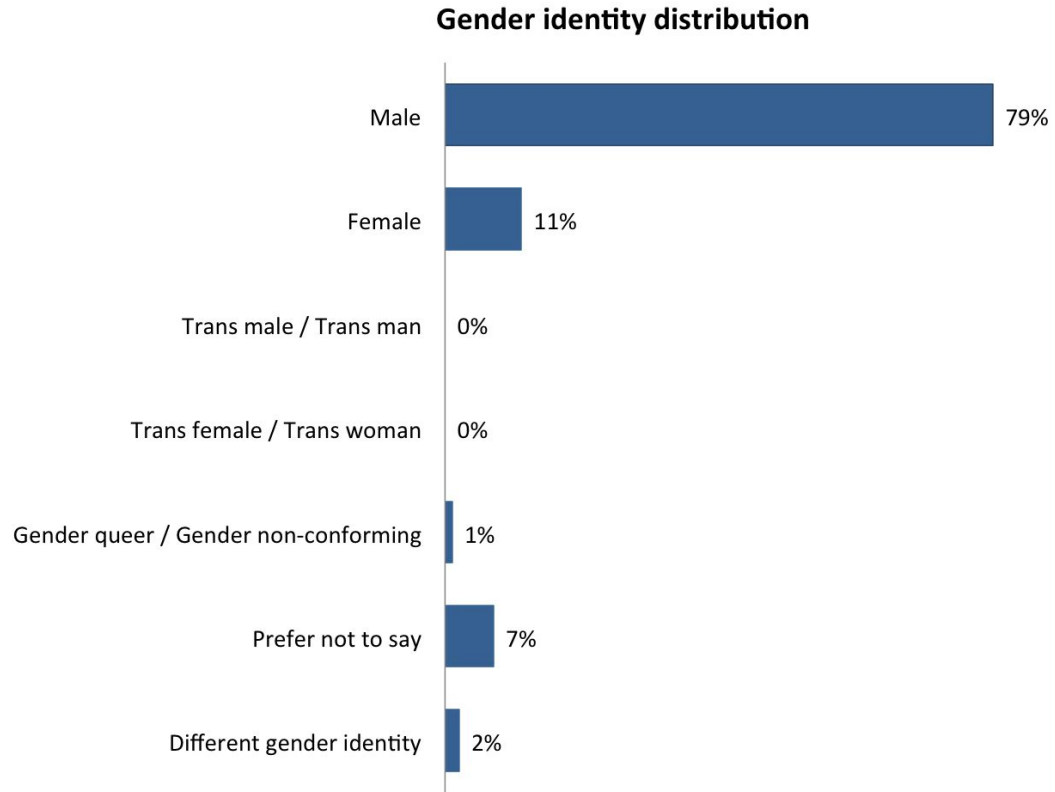
Neither gender nor cultural difference appears to play a significant role in one’s level of activity in the projects, as the differences between the upper and the lower rates are nonexistent or almost negligible.

*\*Note: The term gender is used in terms of gender identity, for the purposes of this report. ‘Other genders’ refers to all respondents who did not identify as male or female in that context.*



# 02 Survey demographics

# Gender identity distribution



*figure 7*

# Age, education level and cultural diversity



## Education level distribution

- Less than high school
- High school graduate or equivalent
- Some college, no degree
- Associates degree
- Bachelors degree
- Graduate or professional degree (Masters, etc.)
- Ph.D.
- Other

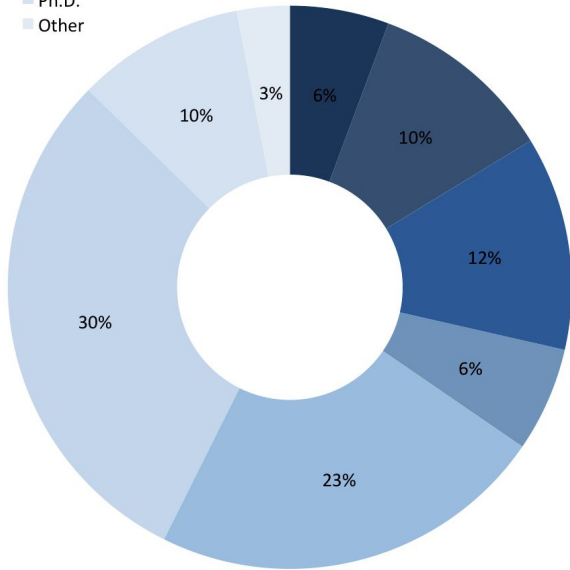


figure 8

## Age distribution

- 17 or less
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- More than 65

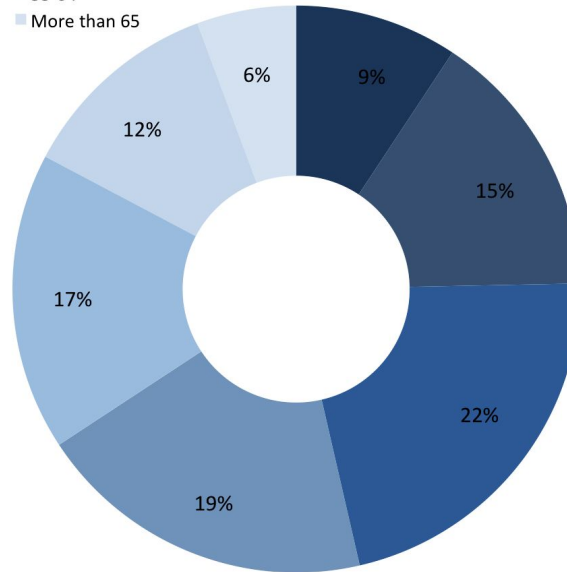


figure 9

## Cultural diversity distribution

- Extremely different
- Very different
- Somewhat different
- A little different
- Not at all different

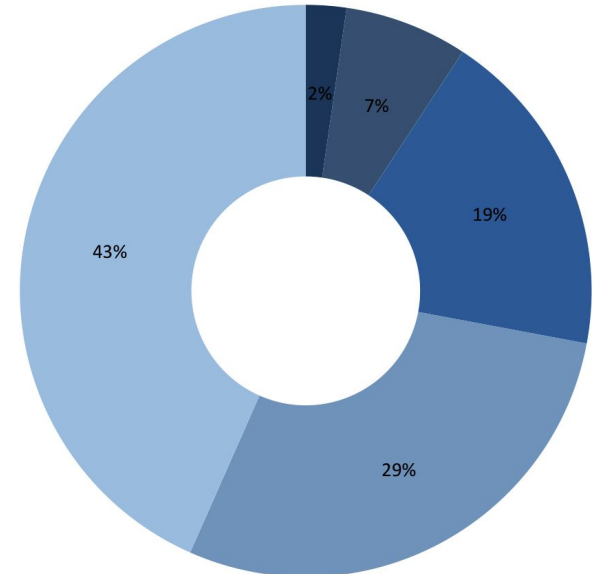


figure 10

**\*Note:** results presented exclude 'Prefer not to say'

# Language and length of participation



## Length of participation in the Wikimedia projects

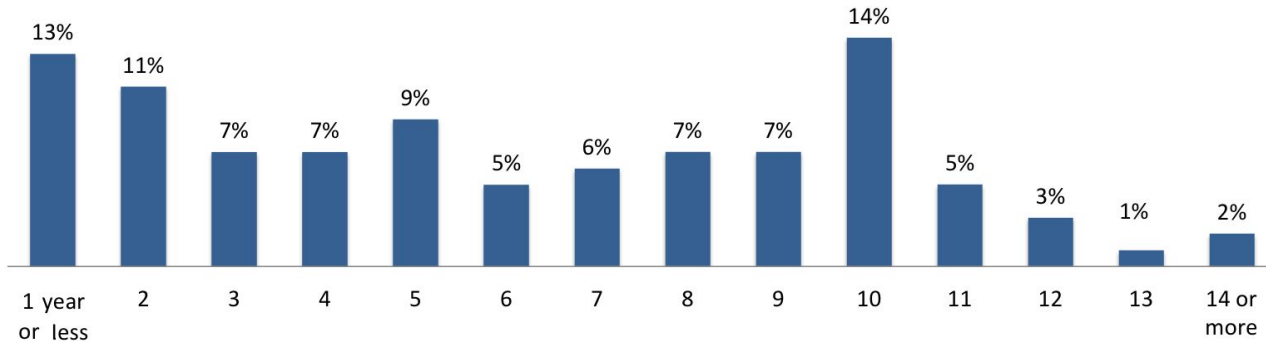


figure 11

## Language distribution

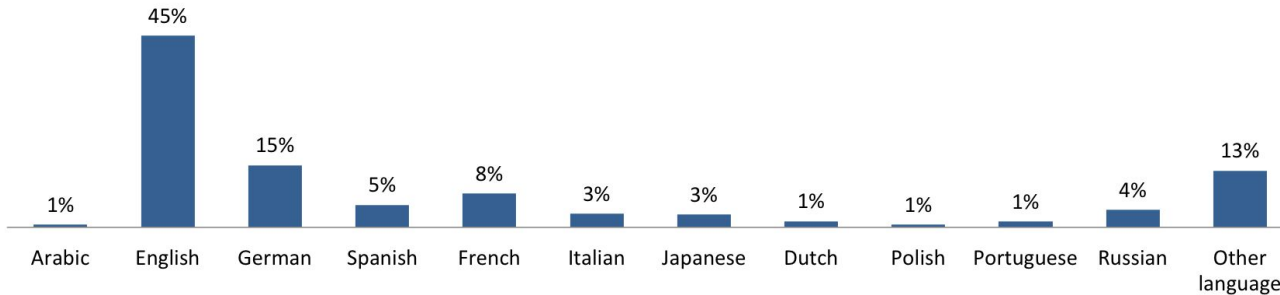


figure 12

*\*Note: results presented exclude 'Prefer not to say'*



# 03 Harassment: experienced

# Exposure to harassment



Respondents were asked if they had **personally experienced harassment**. Out of 2,495 that responded to this question :

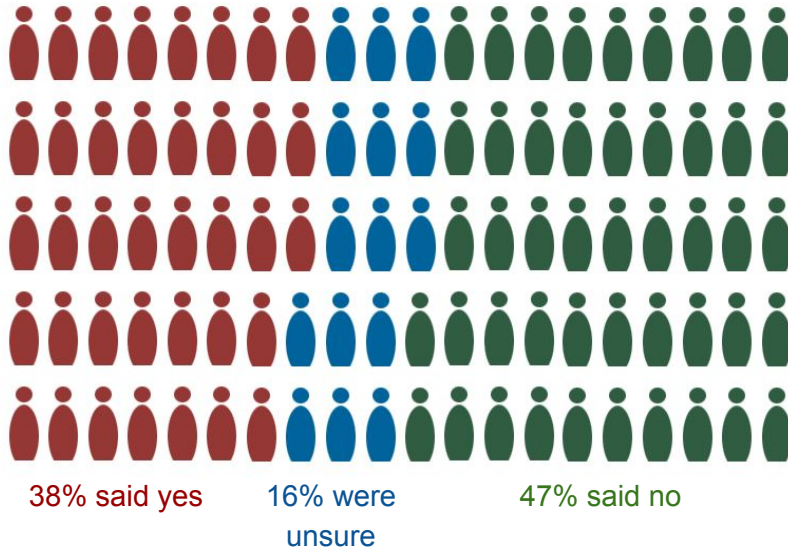


figure 13

Respondents were asked if they had **witnessed the harassment of others**. Out of 2,078 that responded to this question:

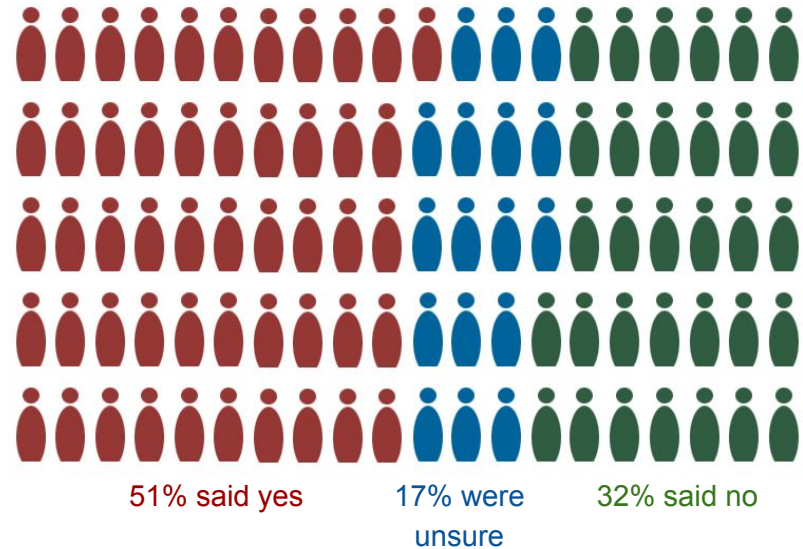


figure 14

# Exposure to harassment



<b>Respondents who witnessed as well as experienced harassment: 15%</b>	<b>Respondents who witnessed but didn't experience harassment: 9%</b>
<b>Respondents who experienced but didn't witness harassment: 2%</b>	<b>Respondents who neither witnessed nor experienced harassment: 14%</b>

figure 15

Out of the respondents who answered both questions (experiencing as well as witnessing harassment)\*:

- 15% stated that they had both personally experienced harassment as well as witnessed others being harassed
- 2% stated that even though they had personally experienced harassment, they hadn't witnessed harassment of others
- 9% stated that even though they had seen others being harassed, they had not been harassed themselves
- 14% of the respondents have neither witnessed nor experienced harassment

*\*Note: The above illustration and findings include 'yes' and 'no' responses, and exclude 'I am not sure' responses, so total is < 100%.*



# Forms of harassment experienced by Wikimedians



Participants who stated 'yes' or 'I'm not sure' when asked whether they have been personally harassed, through or because of their activity in the Wikimedia projects, were also asked to identify how many times this happened in each of the following ways\*: name calling, trolling or flaming, stalking, outing or doxxing, discrimination, impersonation, revenge porn, threats of violence, stalking, hacking and 'other' [figure 16]. Respondents were able to select whichever harassment types identified in the list and/or identify a new type, through a free-text response, under 'other'.

Content vandalism and trolling/flaming were reported to be the two most frequently experienced forms of harassment in the Wikimedia projects, averaging 26.48 times and 23.90 times respectively. The least experienced types of harassment were reported to be revenge porn, averaging 2.09 times, and hacking averaging 2.69 times. The aforementioned statistics were based on 1,215 participants responding to this question.

Responses under 'other' identified the following additional forms of harassment: unjustified use of admin tools/processes or threats thereof, abusive language and offensive remarks, slander/defamation and libel, mobbing, misogyny, threats of legal action, contact to one's employer or threats thereof, physical violence and superprotect.

# Forms of harassment experienced by Wikimedians



Types of harassment experienced by occurrence average

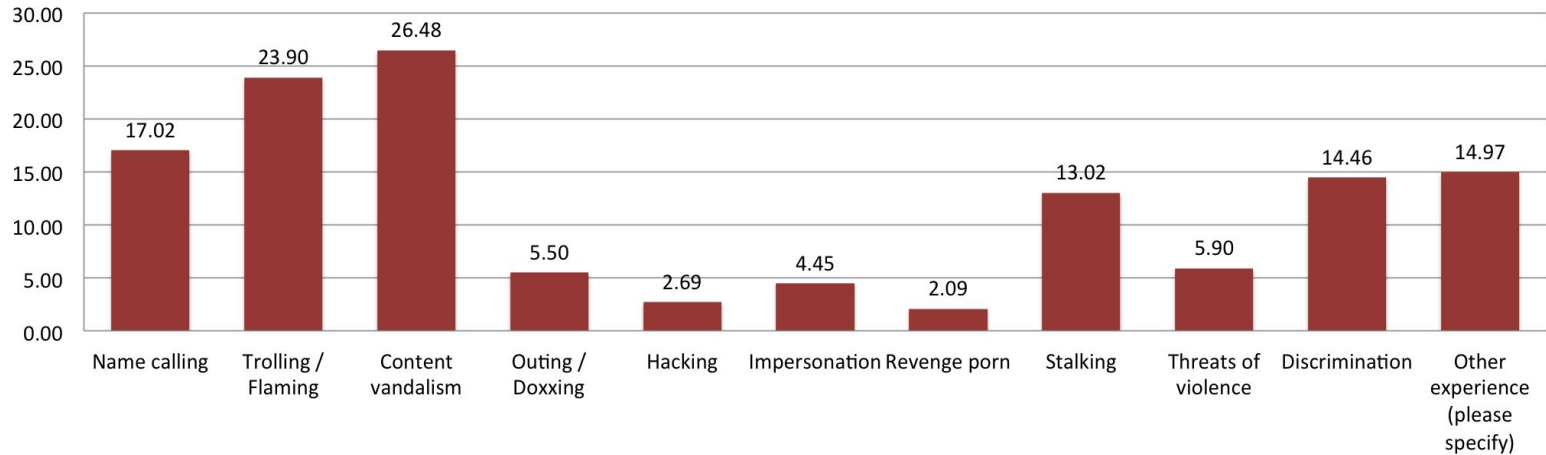


figure 16

**\*Note:** For definitions for all harassment types used in this survey refer to [Appendix A](#) and [Appendix C](#).

# Forms of harassment experienced by Wikimedians

filtered by: gender, cultural diversity and activity level



figure 17

Types of harassment experienced by occurrence average, filtered by gender

Male user Female user Other (excl. Prefer not to say)

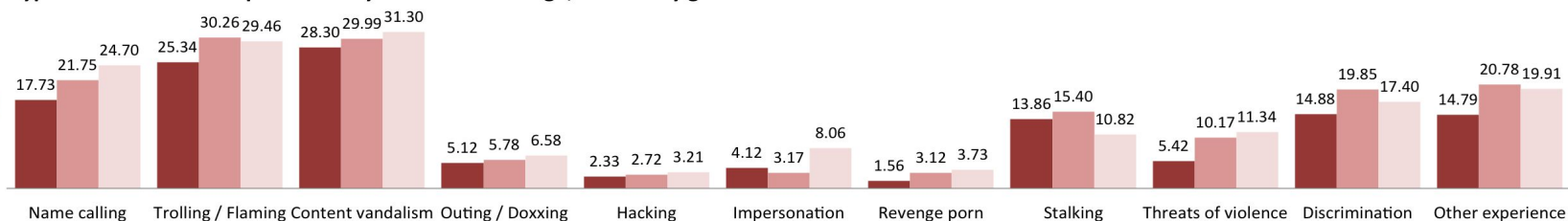


figure 18

Types of harassment experienced by occurrence average, filtered by cultural diversity

Very different Moderately different Not different

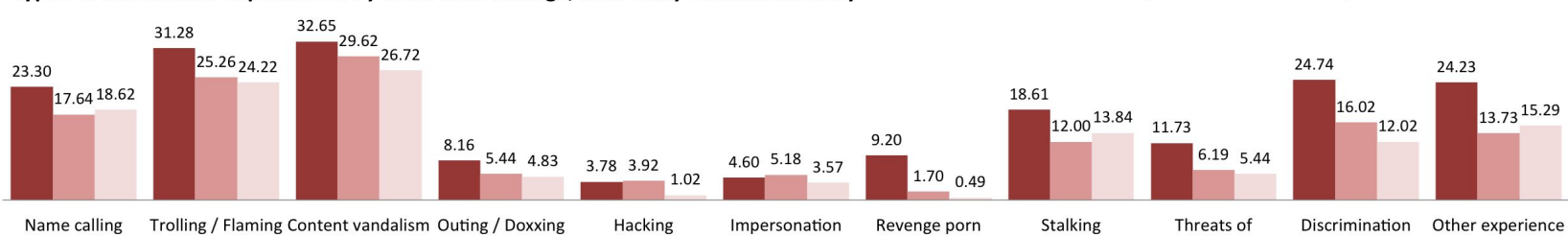
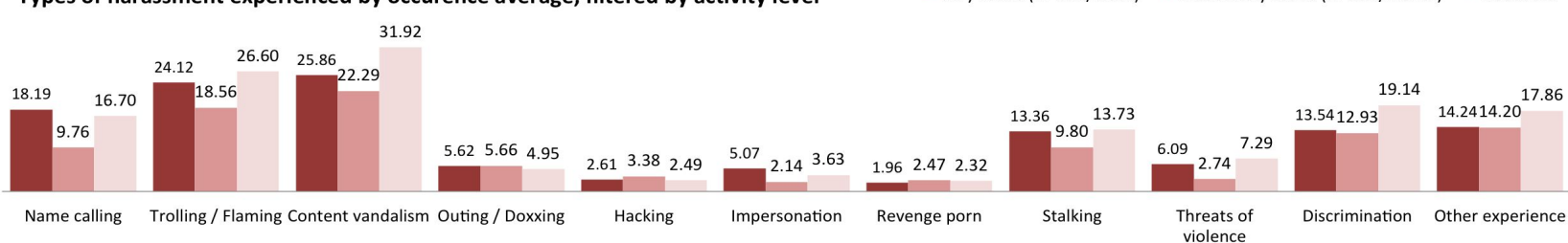


figure 19

Types of harassment experienced by occurrence average, filtered by activity level

Very active (1+ edit/week) Moderately active (1+ edit/month) Not active



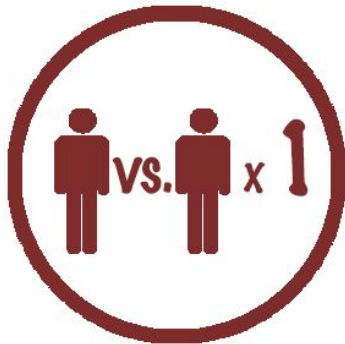
# Frequency and intensity of the experience



Respondents were asked to select one of four statements that best describes the frequency and the intensity of harassment they experienced through or because of their participation in the Wikimedia projects. The responses indicated an overwhelming amount of incidents are perpetrated multiple times by multiple harassers [figure 20].

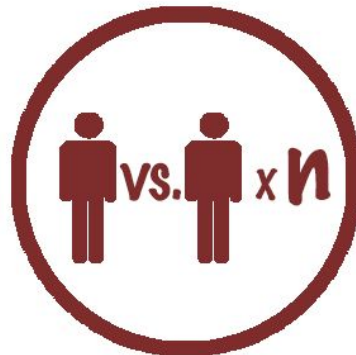
**19%**

were done by one person through a single episode



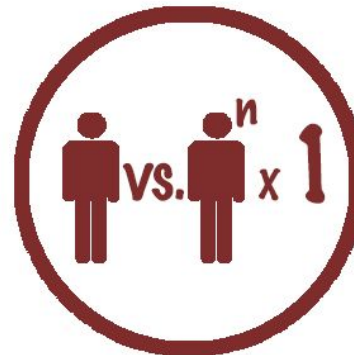
**19%**

were done by one person through multiple episodes



**9%**

were done by multiple people through a single episode



**53%**

were done by multiple people through multiple episodes

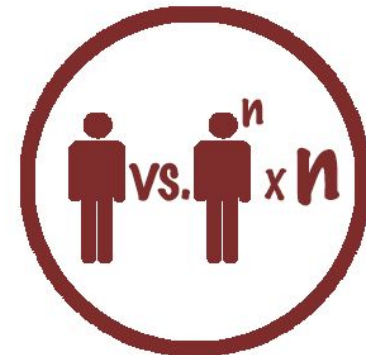


figure 20

# Frequency and intensity



conclusions filtered by: gender, cultural diversity and activity level

The responses were analyzed further for three groups, based on: gender (male, female, other), cultural profile (whether the respondent's profile is very, moderately or not at all different to that of other contributors in the project they edit in) and level of activity.



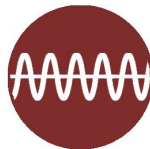
## Gender [figure 21]

Male contributors (19%) appear to be targeted for 1:1 single-time harassment more than females (12%) or other genders (3%), the statistics are reversed when it comes to repeated incidents perpetrated by several individuals, with other genders being affected significantly more (69%) as opposed to females (59%) and males (55%). Other gender contributors are at higher risk of repeated harassment (whether by one person or multiple people) compared to their male or female counterparts.



## Cultural diversity [figure 22]

Culturally similar contributors are harassed the most through 1:1 single-time incidents (20%) as opposed to culturally different editors (15%) and very different editors (12%). Culturally very different contributors are harassed a lot more (70%) through repeated harassment than less different (52%) or similar contributors (57%).



## Activity level [figure 23]

Moderately active contributors are more prone to harassment perpetrated by a single harasser (26%) but run a lower risk of repeated harassment by multiple harassers (43%) compared to very active (53%) or inactive contributors (64%).

# Frequency and intensity



conclusions filtered by: gender, cultural diversity and activity level

The majority of harassment is perpetrated multiple times by multiple harassers regardless of the targeted victim's gender, activity level or cultural difference.

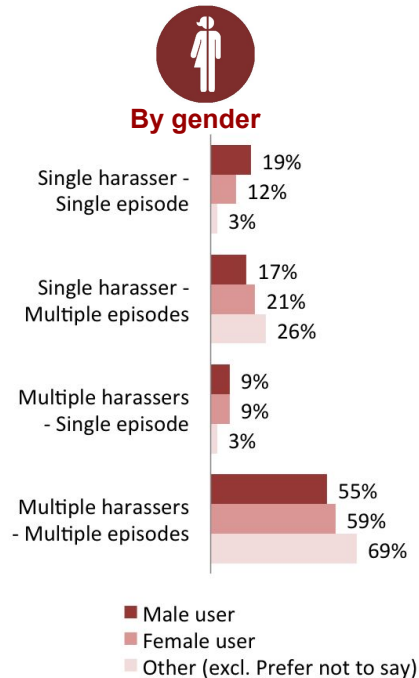


figure 21

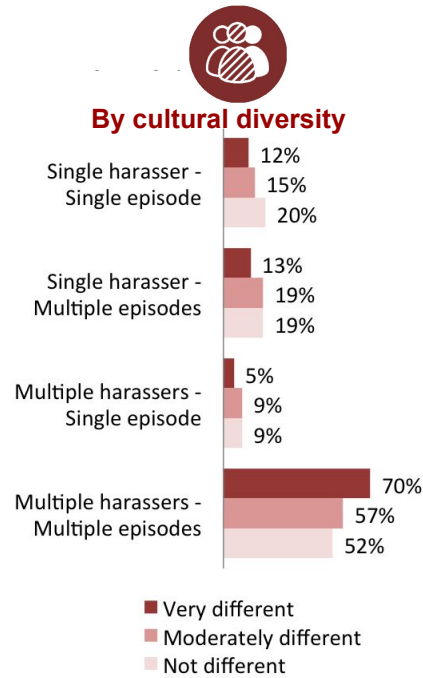


figure 22

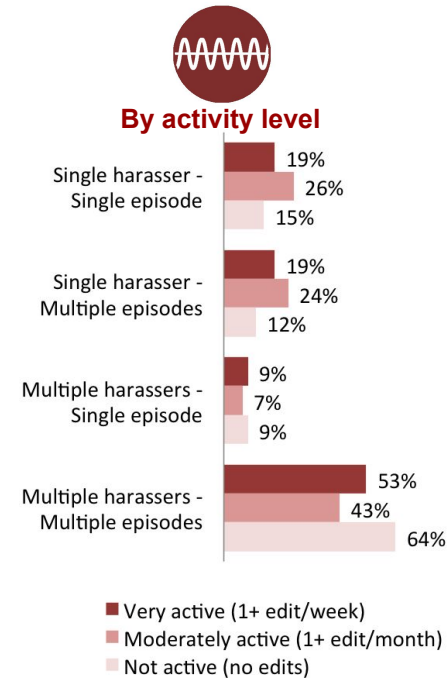


figure 23

# Duration of the experience

conclusions filtered by: gender, cultural diversity and activity level



When respondents were asked about the overall duration of the harassment, they identified 'less than a week' and 'more than a year' as the most common timeframes for their experience [figure 24].

Duration of harassment

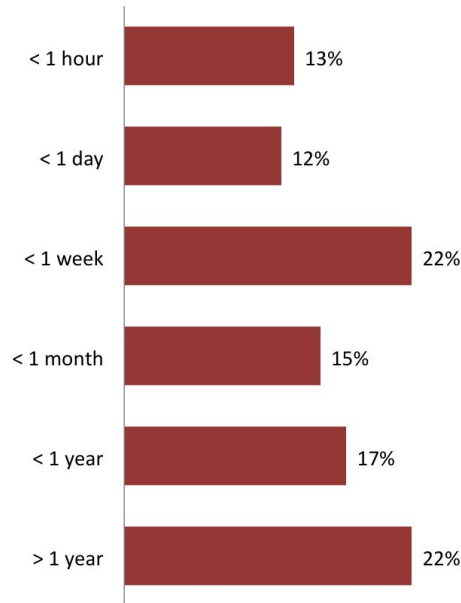


figure 24



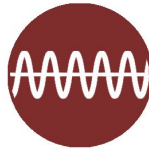
## Gender [figure 25]

Other genders seem to experience more long-term harassment (33%), while they rate the lowest (3%) for short term harassment. Short term harassment is highest for male contributors (13%).



## Cultural diversity [figure 26]

Culturally different editors are more prone to long term harassment lasting more than a year (28%), whereas culturally similar editors are more prone to harassment that lasts up to a week (25%).



## Activity level [figure 27]

High activity in the projects is linked to higher level of harassment, when the latter lasts up to a week (22%). No longer active respondents reported experiencing the highest levels of harassment lasting more than a year.

# Duration of the experience

filtered by: gender, cultural diversity and activity level



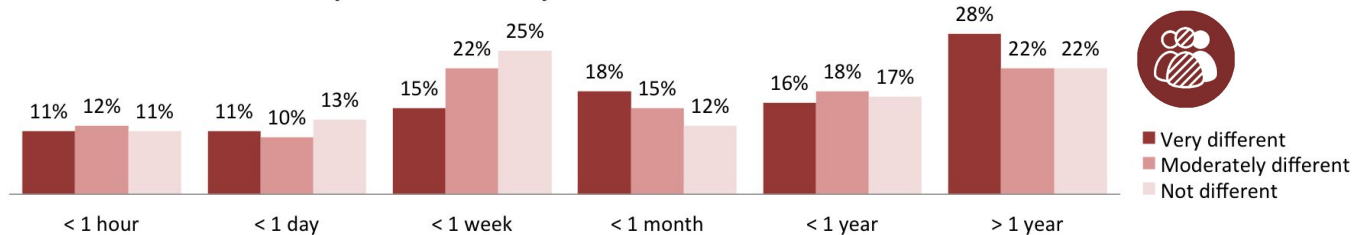
## Duration of harassment by gender

figure 25



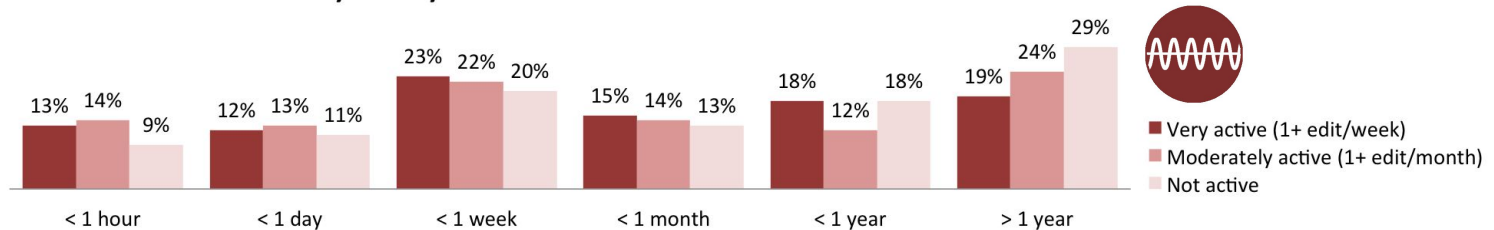
## Duration of harassment by cultural diversity

figure 26



## Duration of harassment by activity level

figure 27







# Location of the experience

where do Wikimedians experience harassment?

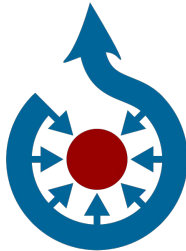
When asked about the location respondents experienced harassment, 92% identified the Wikipedia projects as that location. 10% identified Commons while 9% of the respondents mentioned that they had been harassed outside of the Wikimedia projects altogether.

Wiktionary, Meta, Wikidata and Wikisource received 2% each, while Wikibooks, Wikinews, Wikiquote, Wikimedia Foundation Wiki, Wikispecies, MediaWiki, Wikivoyage and Wikiversity each received 1%. Incubator and WikiLabs received less than 1%, and hence not represented in the figures below.

92%



10%



9%

off-Wiki location

2%



1%



# The grounds for harassment



## Grounds for harassment

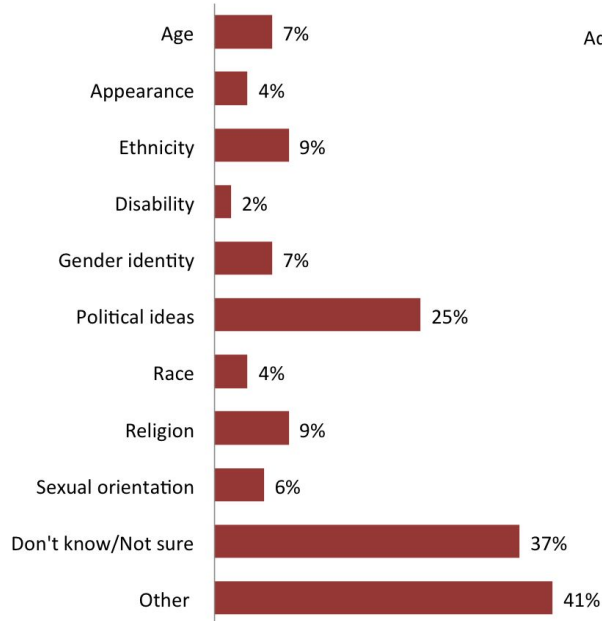


figure 28

## 'Other grounds' for harassment

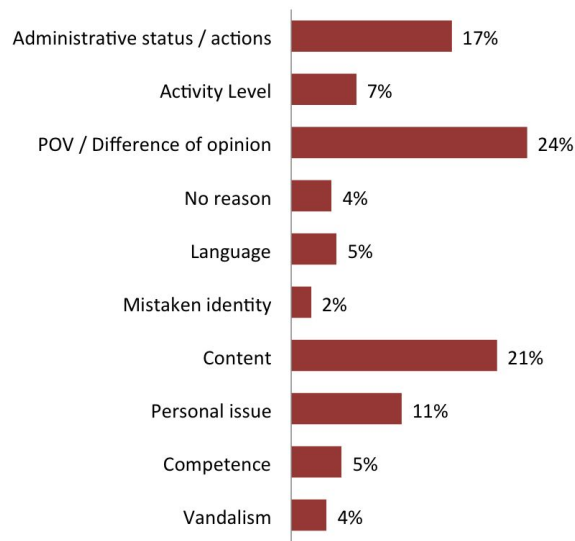


figure 29

Respondents were asked to select the grounds of the harassment they have been subjected to. The majority (41%) identified grounds outside of the options offered, while a large portion of the respondents (37%) were unable to identify the grounds of the harassment they had been subjected to [figure 28].

Further analysis of the free-text responses submitted under 'Other grounds' indicates that difference in point of view (30%), administrative actions or status (16%) and one's edits or content (21%) are the top three reasons respondents raised as grounds for the harassment [figure 29].

*\*Note: For definitions or further information on the terms used under 'Other grounds' refer to [Appendix A](#).*

"Arrête avec tes bandeau à la \*\*\* et va jouer à la guerre ailleurs"

"Soy un hijo de la grandisima puta"  
(text impersonating an editor)

"Oh you aRE ALL I GIVE YOU PERMISSION YOU DICK..... THEY TELLYOU"

"Your Writings are shit!" "Halt die Fresse, du arschloch"  
(Shut up, you asshole)  
"son of a bitch"

"Dieser benutzer hat keine arbeit und schreibt sinnlosen kl\_...se unter jeden mist den man aus spass kommentiert. MfG Your asshole lickin' OG Loc"

"Reichstag Barkstein" "DIE CIS SCUM"

"I AM GOING TO KILL YOUR GRANDCHILDREN"

"nasıl bu kadar onursuz olup ama kısine görünüşte iyi ve salak olabiliyorsun?"  
(How can you be such dishonorable and at the same time seem like a good and stupid person?)

"You are a bigot who should be banned from Wikipedia" "With Jews you win"

"What entitles a feminized nebbish like you to delete a book that you haven't even read"

"You're an old fart and so is your friend"

"you don't know the first thing about..."

"suck it up"

"Was fürn SCHEIß!!!"

"ALL QUEERS WILL BE SHOT! YOU FUCKING FAGGOT, I HOPE YOU BURN IN HIZZELL!"

"HIER RIECHT ES NACH KACKE"

"Жуть, жуть и жуть. Умоляю - не ставьте это на главную страницу! :) порнографические две половинки"

## Real-life quotes of harassing texts

verbatim as submitted by the respondents



The harassing text can vary drastically. It can be abusive name-calling, death threats, and /or derogatory and condescending commentary. Respondents were asked to provide quotes of the harassing texts they had received. These are some examples illustrating a variety of content to which victims of harassment have been subjected.

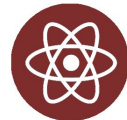
# Harassment in the respondents' own words



Some of the respondents who were subjected to harassment have elaborated on their experience(s) and described the incident(s) in their own words:

- *“...a user accused me of working for the KGB together with a Wikipedian from the US who was a candidate in the same Wikimedia election...”*
- *“Direkt nach Speichern eines jeden Edits in der WP klingelte tagelang (auch nachts) das Telefon.” [following edits in WP the phone rang for days, even at nights]*
- *“Had an explicit pornographic website created based my username,”*
- *“hurtfully mocked for my gender and an illness,”*
- *“anti-semitic slurs and cartoons, Twitter dog piling, off-wiki threats,”*
- *“User promised to kill me.”*
- *“Legal threats, on-wiki statements using my real name stating that I acted illegally and corruptly.”*
- *“IP editor attempted to link my name to a sexual criminal in that subject's Wikipedia article.”*
- *“I've also been accused of being a naive teenager, a jealous girlfriend, a bitch... you name it....”*
- *“Someone edited Wikipedia articles about criminals and replaced their names with mine.”*
- *“My email was flamed, my personal name posted without permission, many accounts were created to impersonate and embarrass me. [information redacted]. I think that someone paid freelancers to disrupt the article and attack me personally and make me appear unreasonable.”*
- *“Received phone call on work number from [name redacted], who threatened to phone my employer and try to get me fired.”*

# Reactions to harassment



Reactions to the harassment

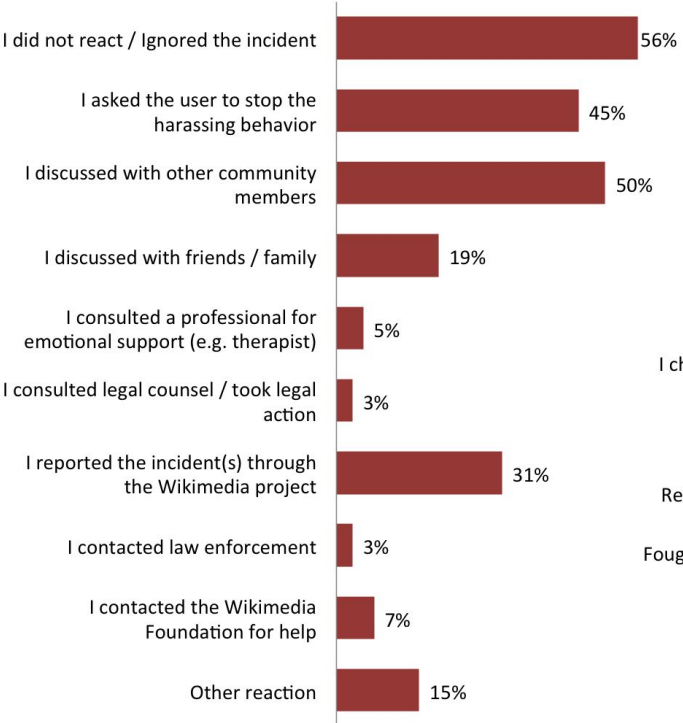


figure 30

Reactions vary drastically, depending on the type of harassment [figure 30]. The vast majority of respondents ignored the incident (56%) or discussed it with other community members (50%). Many also explicitly asked the harasser to cease their harassing behaviour (45%). On the other hand, very few consulted with a legal counsel (3%) or reported the incident to law enforcement (3%).

'Other reactions' to harassment

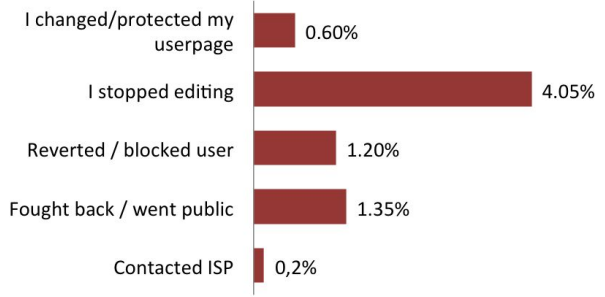
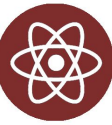


figure 31

Following a qualitative breakdown of the free-text responses submitted under 'Other reaction', it is revealed that 4% of the respondents opted for no further contribution either in the topic / articles they experienced harassment in, or in the project overall [figure 31].

\*Note: For definitions or further information on the terms used refer to [Appendix A](#).

# Reactions to harassment



further analysis filtered by gender, cultural diversity and activity level

The reactions to harassment also varied by gender, culture and activity level comparison.



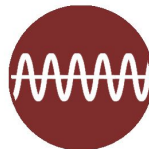
## **Gender** [figure 32]

Other genders were twice as likely to request a professional's support compared to females, while females were twice as likely to report the incident to the Wikimedia Foundation compared to other genders.



## **Cultural diversity** [figure 33]

Editors who are culturally very different to the rest are 30% more likely to discuss the incident with friends or family and twice as likely to consider legal action. Those moderately different were more likely to discuss with other community members.



## **Activity level** [figure 34]

Moderately active users were less inclined to act on the harassment (ask the harasser to stop, discuss with the community or report the incident) compared to the very active or entirely inactive ones.

# Reactions to harassment

filtered by gender, cultural diversity and activity level

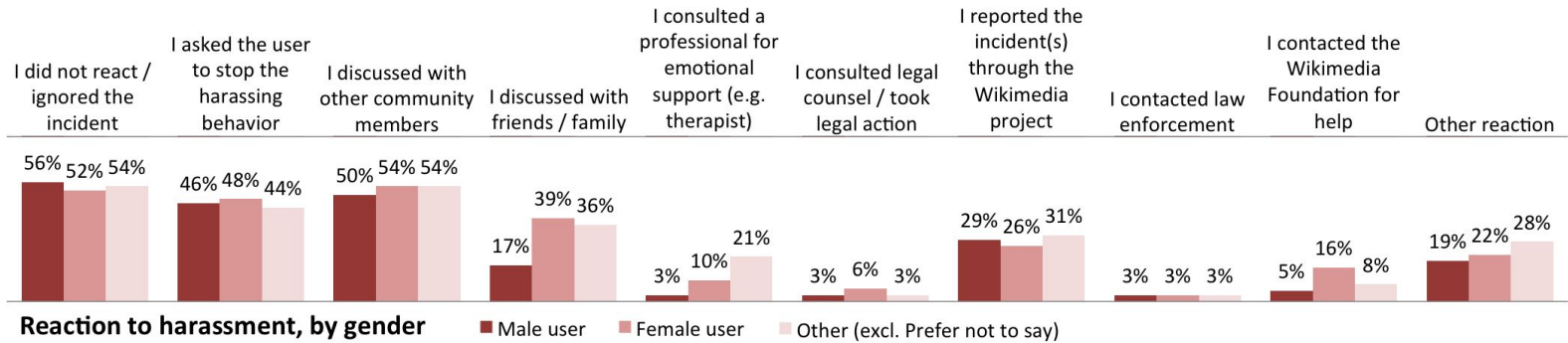
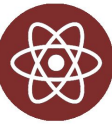


figure 32

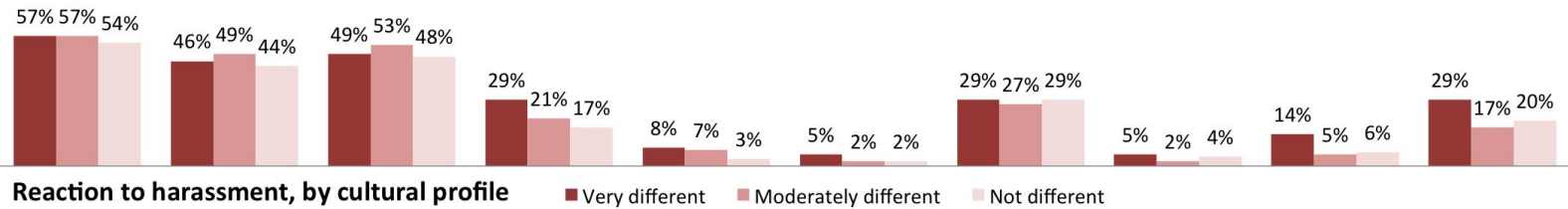


figure 33

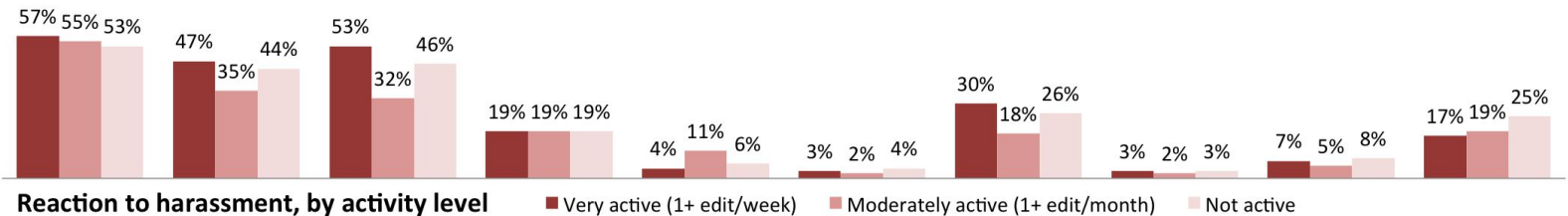


figure 34

# Effectiveness of reactions to harassment

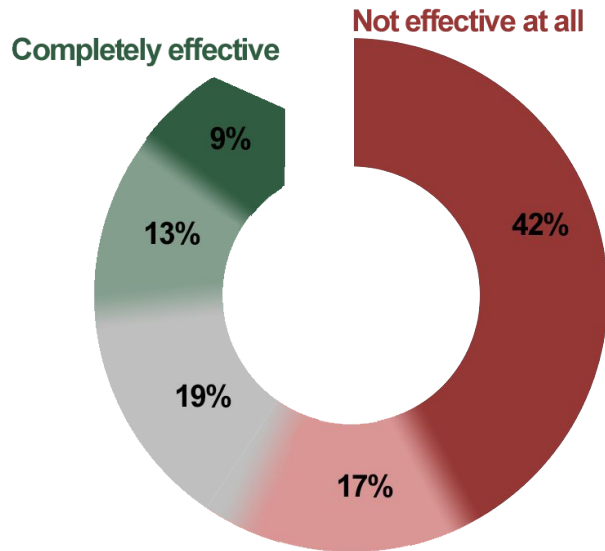
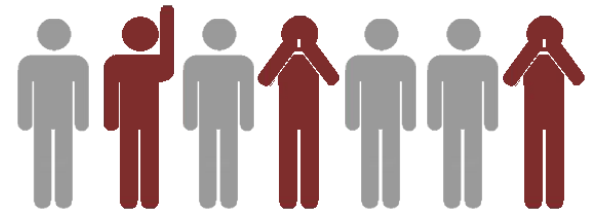


figure 35

Respondents were asked to assess the effectiveness of different reactions to the harassment [figure 35]. It should be noted that certain reactions work better for certain types of harassment than others, depending of the severity of the incident. For example, reporting a one-off trolling incident to the police is unlikely to be effective compared to reports of death threats or physical violence.

In terms of aggregate totals, 42% of the respondents felt that their reactions were not effective at all, 17% felt that their reaction was a little effective, 19% felt that it was somewhat effective, 13% felt that it was mostly effective, while only 9% felt that it was completely effective [figure 35].





# Effectiveness of reactions to harassment



filtered by reaction type

Effectiveness of each reaction

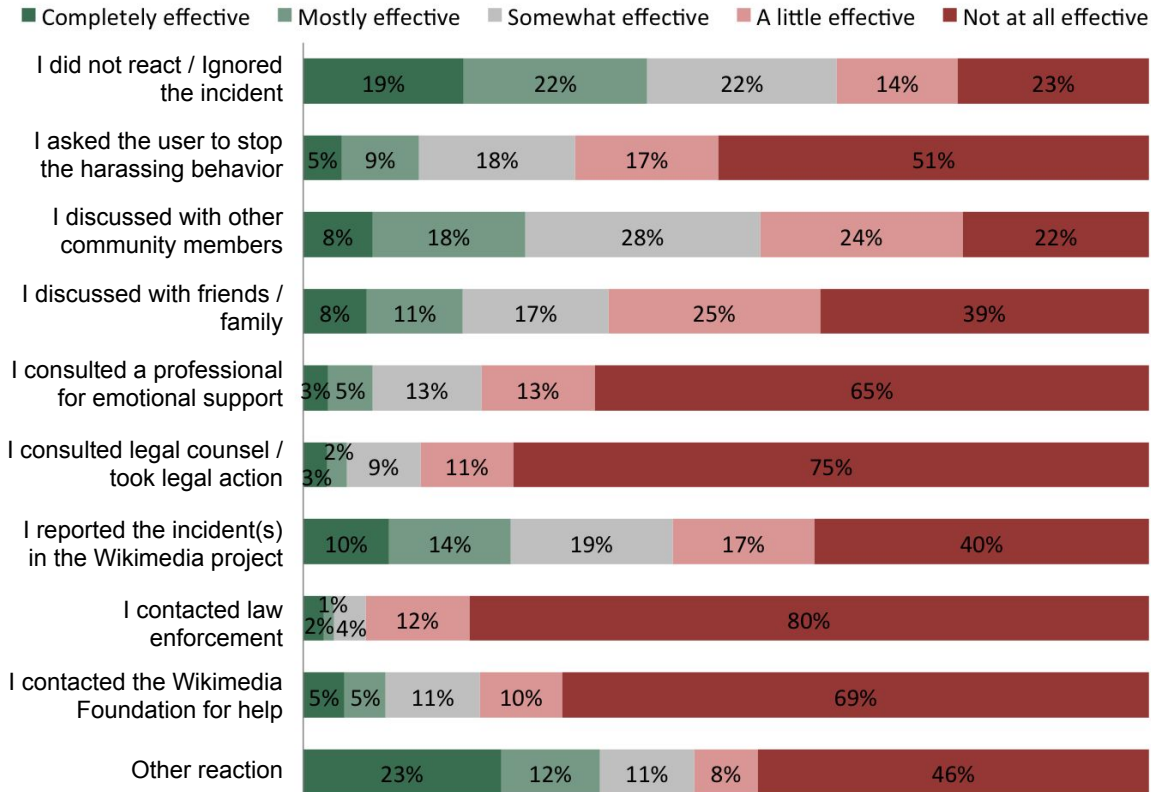


figure 36

In terms of specific reactions, ignoring the incident or taking other actions were rated as completely effective reactions for 19% and 23% of the respondents. On the other end, contacting law enforcement and pursuing the issue legally proved to be a completely ineffective reaction for 80% and 75% of the respondents respectively [figure 36].



# 04 Harassment: witnessed

# Forms of harassment witnessed by Wikimedians

and how frequently they are witnessed

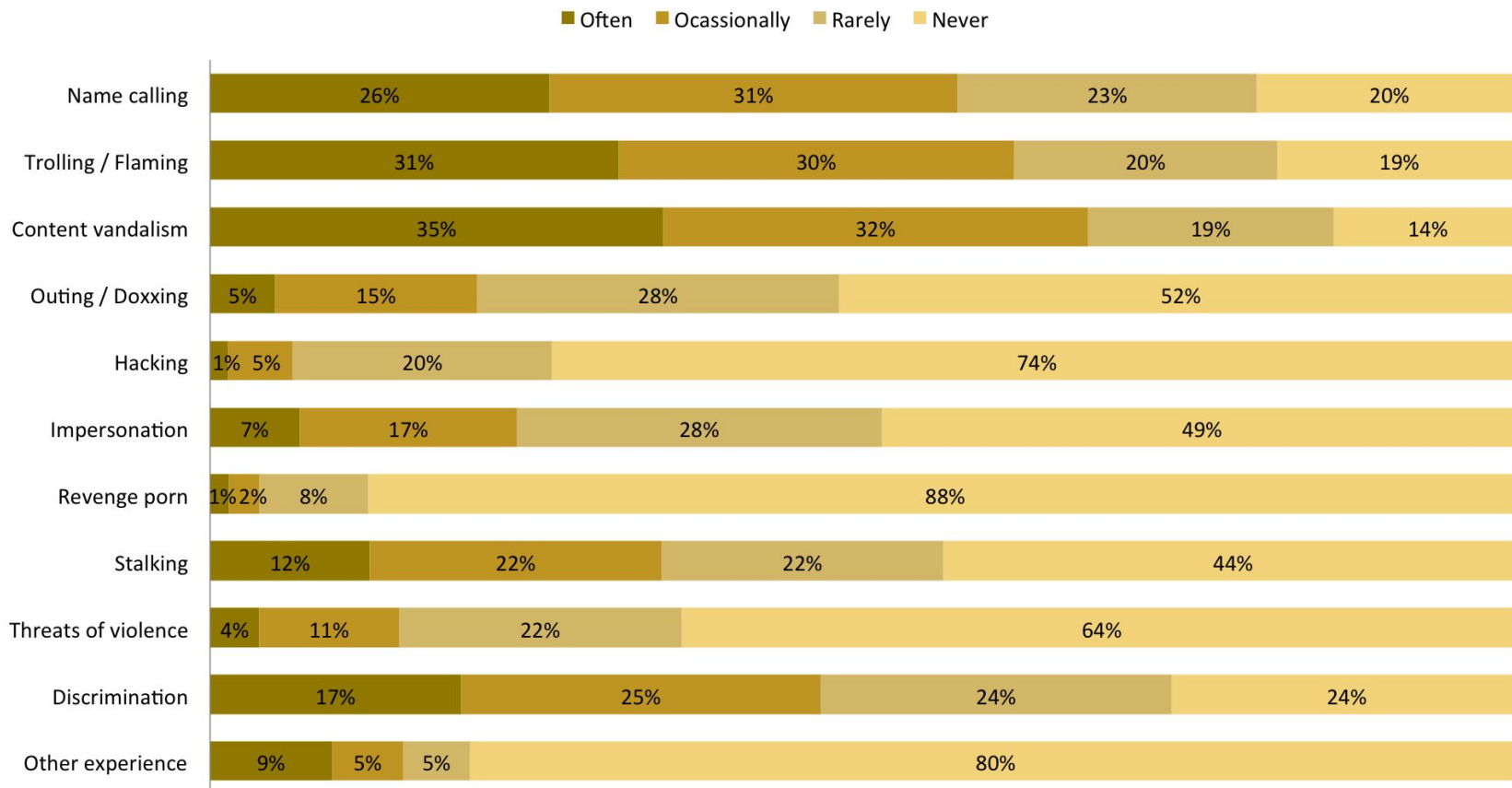
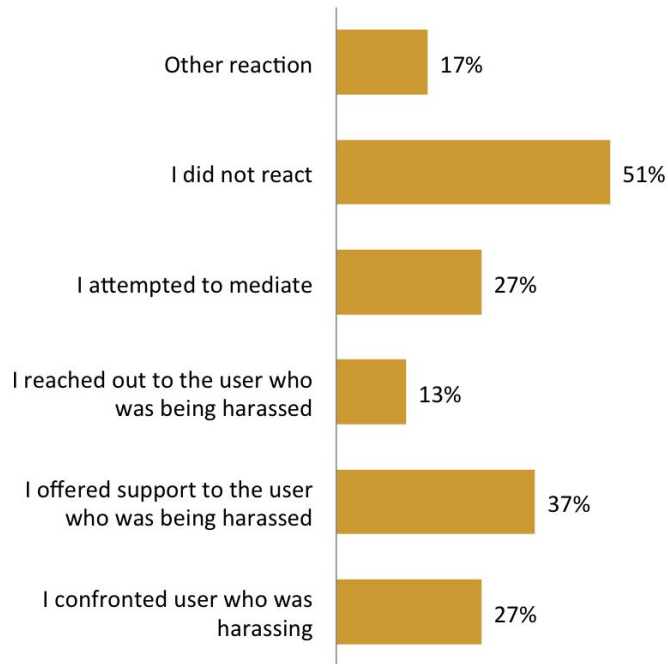


figure 37

# Reactions to the harassment witnessed



## Aggregate reaction by all respondents



*figure 38*

The majority of the respondents did not react to the harassment witnessed, while a large minority offered support to the harassed contributor. 27% either confronted the harasser or attempted to mediate [figure 38]. Other reactions to the harassment witnessed included: reporting the incident through a project mechanism (such as reporting to AN/I, OTRS, ArbCom, etc.), blocking the harasser, reverting the harasser's edits.

# Reactions to the harassment witnessed

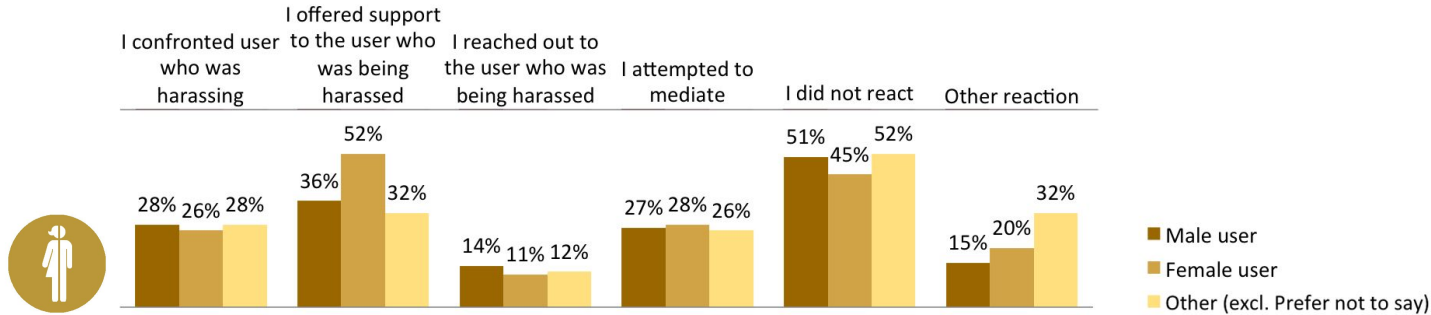
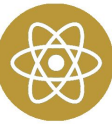


figure 39 Reaction to harassment, by gender

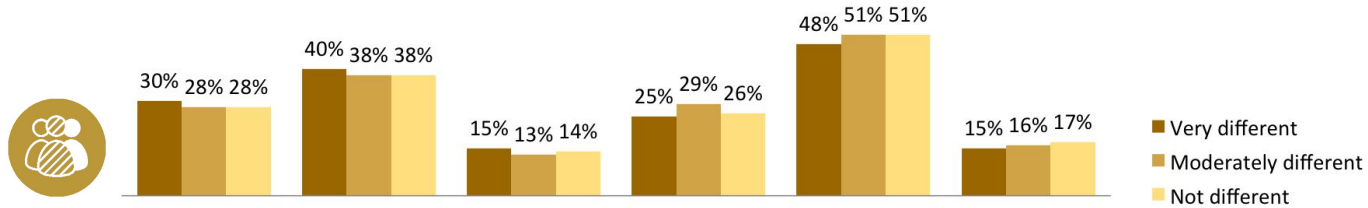


figure 40 Reaction to harassment, by cultural profile

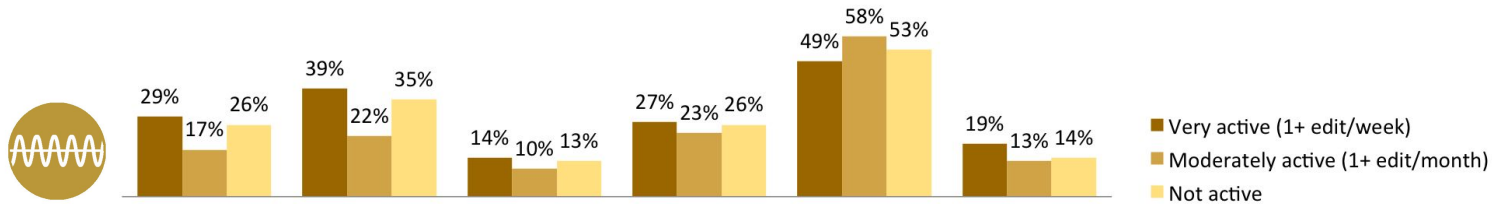


figure 41 Reaction to harassment, by activity level

# Effectiveness of reactions to harassment



Respondents were asked to assess the extent of effectiveness of their reaction against the harassment of others. Similar to the reaction to direct harassment, 42% of the respondents felt that it was not effective at all. An increased number of respondents found the reaction to be only a little effective (24%), while 23% found it to be somewhat effective. A even smaller number found them to be mostly effective (7%) while only 2% found them totally effective [figure 42].

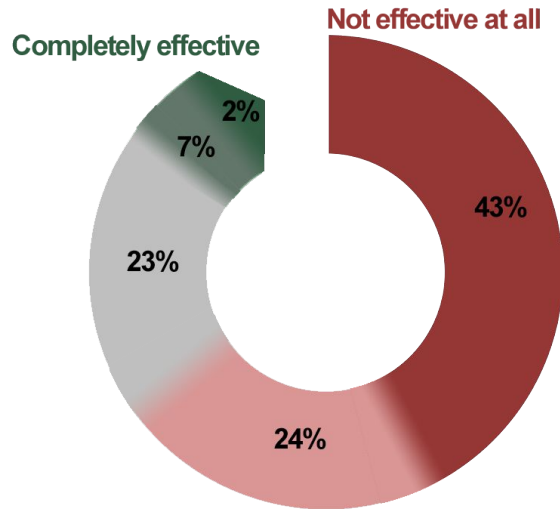


figure 42

When asked whether they had been subjected to harassment themselves after trying to assist others, 33% reported that this did not happen. For 30% it was a rare occurrence while only 5% reported always being harassed after their reaction to the harassment of others [figure 43].



figure 43



• **05** The  
aftermath

# Resolution paths for harassment

## familiarity with reporting and resolution mechanisms



### Familiarity with resolution paths

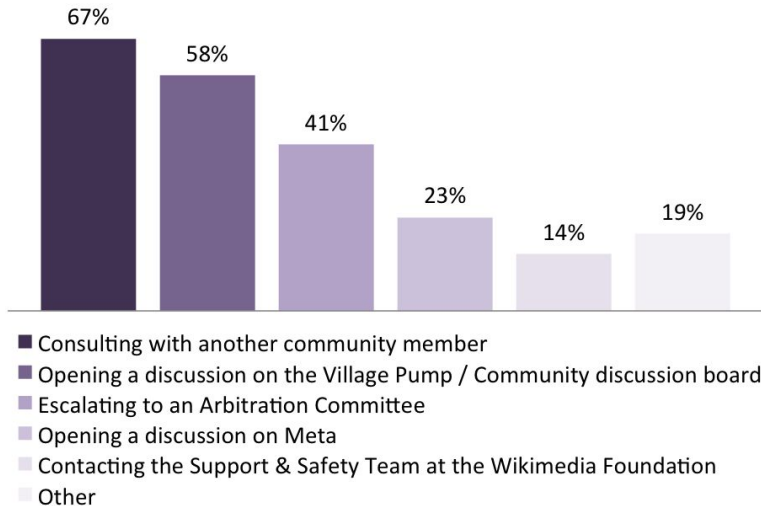


figure 44

After harassment is personally experienced or witnessed, seeking paths to resolution are often the next step for the victim. We asked whether respondents are familiar with certain reporting methods.

At 67%, ‘consulting with another community member’ ranked at the top of known-to-the-respondents-reporting-mechanisms, while reporting to the Wikimedia Foundation’s Support & Safety team was the least known path with only 14% of the respondents being aware of it [figure 44].

A variety of other project-specific reporting methods were raised by 19% of the respondents such as: Teahouse discussion, reaching out through IRC, contacting administrators, utilising the AN/I or DR/N boards, opening an RfC or contacting a local Chapter.

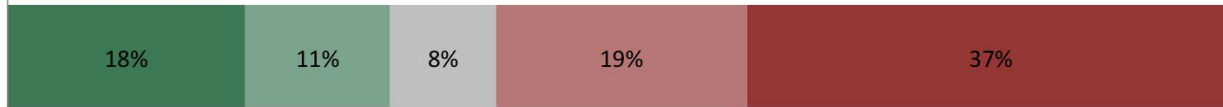


# Satisfaction rate



for the service offered by the Wikimedia Foundation

■ Very satisfied ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied ■ Very dissatisfied



*figure 45*

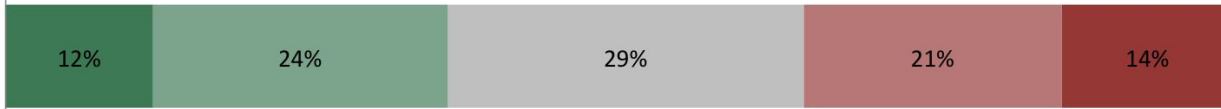
Out of 62 respondents who reached out to the Wikimedia Foundation for assistance, 56% indicated that they were overall dissatisfied by the support that they received while 29% were overall satisfied [figure 45].

# Emotional impact of harassment experienced

for the service offered by the Wikimedia Foundation



■ Not at all upsetting ■ A little upsetting ■ Somewhat upsetting ■ Very upsetting ■ Extremely upsetting



*figure 46*

The majority of respondents answering this questions found their personal experience of harassment to range from a little upsetting (25%) to extremely upsetting (14%). Only a minority of 12% found it to be not upsetting [figure 46].

# Effect of experiencing harassment on participation levels



Harassed respondents were asked to assess their participation levels for each of the following, after they had been personally harassed:

- Participating in Wikimedia projects online
- Participating in a Wikimedia project in which they experienced harassment
- Participating in a new Wikimedia project in which they did not experience harassment
- Interacting with other users online (in general)

The participation levels were unaffected for 23%-45% of the respondents, while it greatly decreased for 14%-30% of the respondents [figure 47].

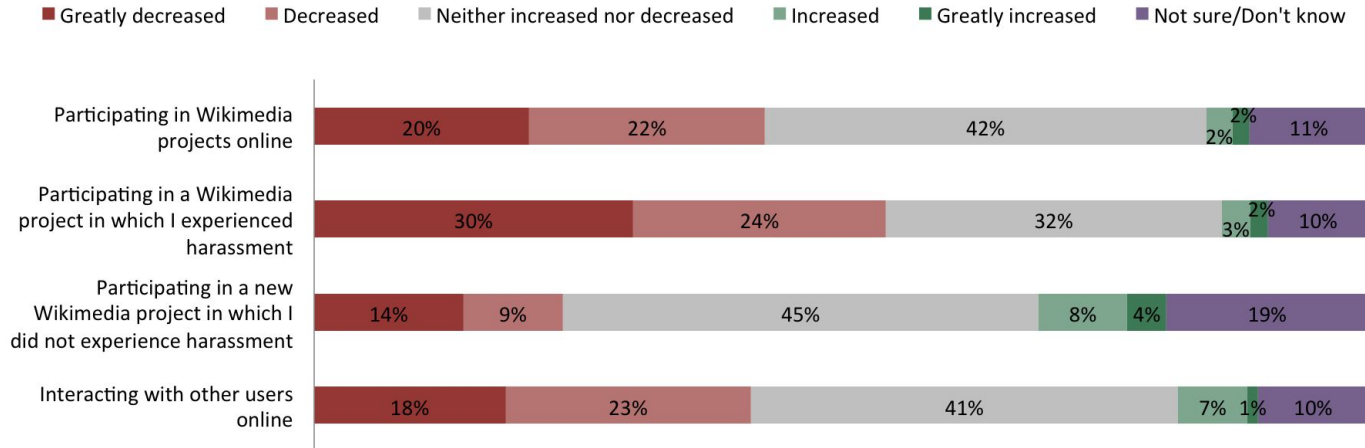


figure 47

# Effects of witnessing harassment on participation levels

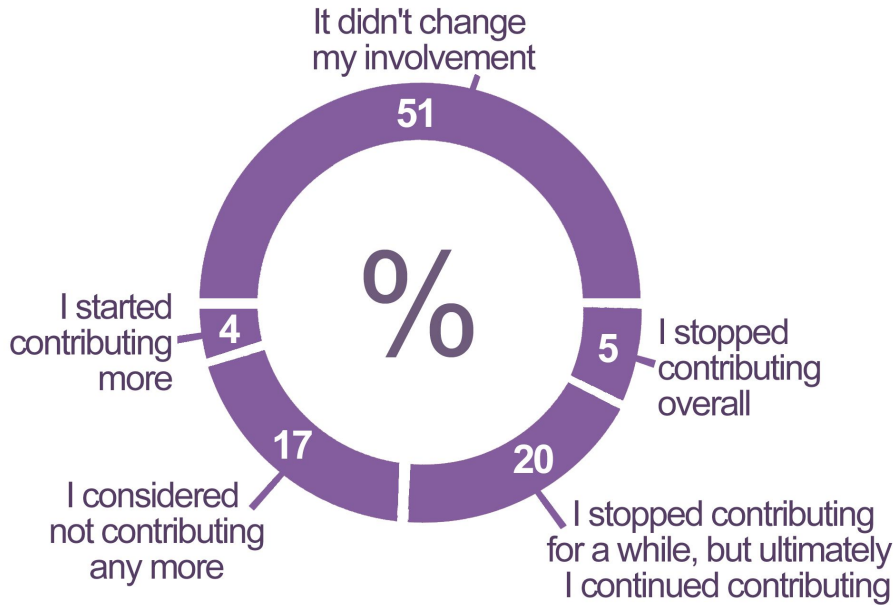


figure 48

Respondents who witnessed harassment were also asked about the effects on their participation levels [figure 48].



# Activity and harassment correlation

## Activity by those who experienced harassment

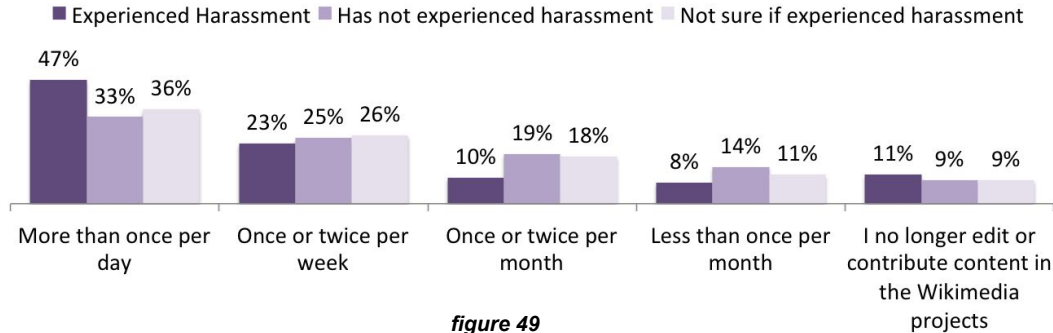


figure 49

There seems to be a correlation between participation levels of respondents who either experienced or witnessed harassment.

## Activity by those who witnessed harassment

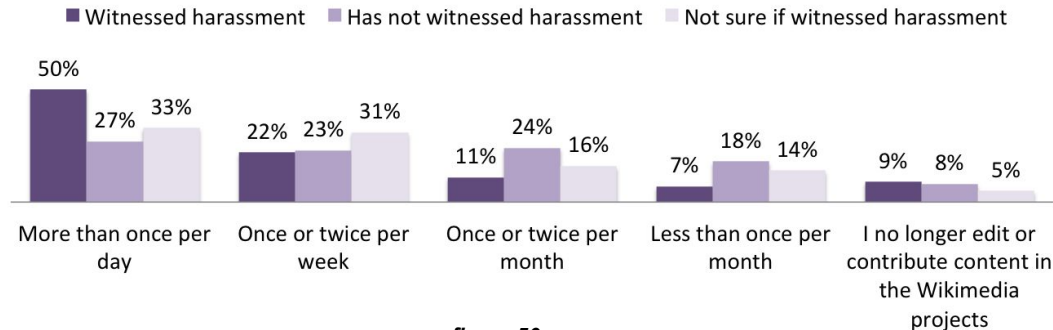


figure 50

# Suggestions for improvement



Respondents were asked to share ideas on improvements that can be implemented by the Wikimedia movement. 765 entries were submitted, recording 841 ideas. Upon qualitative analysis, the suggestions were categorised under buckets [figure 51]. For details and information about the type of ideas considered under each bucket, refer to [Appendix B](#).

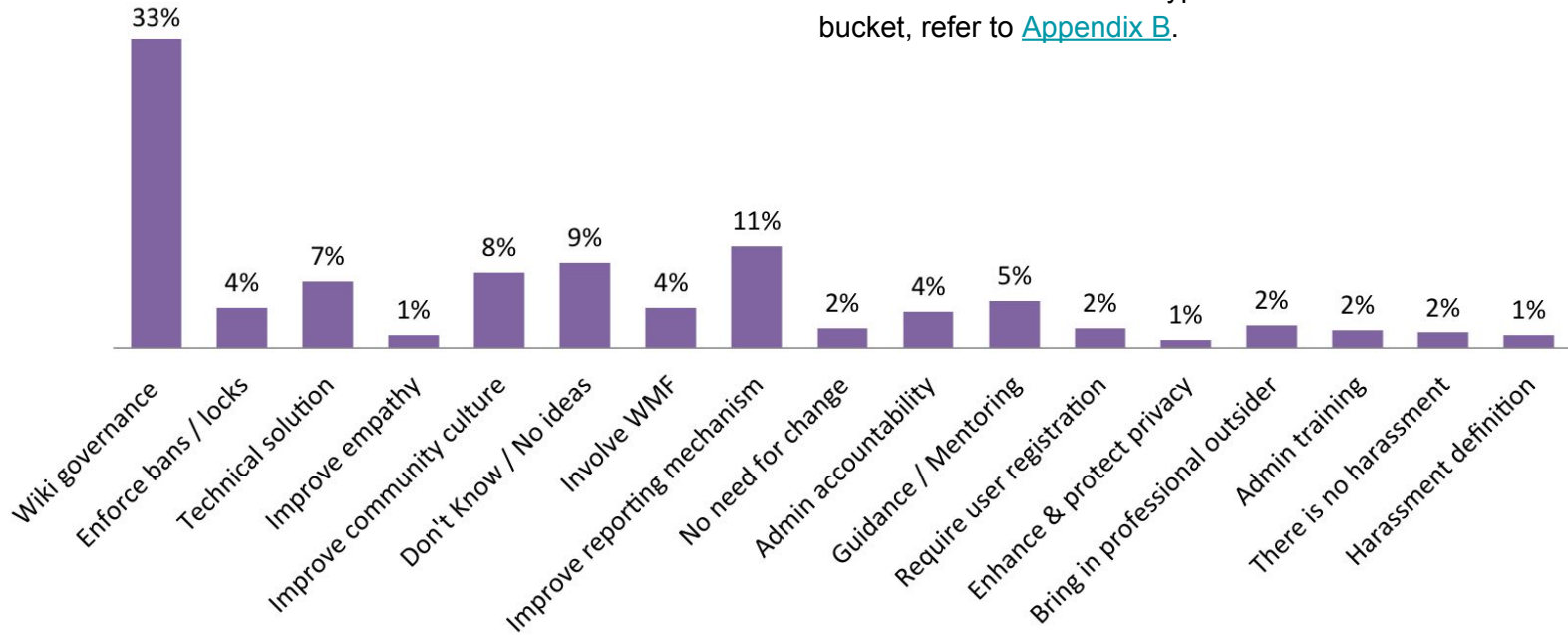


figure 51

# Suggestions for improvement

## examples of ideas as submitted by the respondents



- *“Perhaps the WMF could generate better blocking tools (currently there are a lot of long-term vandals who can get around rangeblocks easily), possibly a way to block a device rather than an IP? Or in cases where blocks/rangeblocks are not enough to stop a vandal, the WMF could focus more resources on working with the ISP to get that person’s internet access removed or in some way controlled.”*
- *“I’d like to see the reporting mechanisms included in the Welcome template to new/returning users.”*
- *“Scoring the toxicity of users and watching toxic users’ actions in a community tool like the anti-vandal software.”*
- *“I think there’s too much tolerance for it [harassment]. I think the existing processes are too slow to address harassment effectively.”*
- *“I don’t deny that it happens, but the apparent extent of it is probably exaggerated by the inordinate amount of discussion about it all over the project”*
- *“Admin training on harassment. Finite admin terms, and evaluations required for renewed terms. Enforcement of civility policies. Possibly even a two-year positive”*
- *“It would be great if WMF could set up ways to report IRC and e-mail harassment, which is difficult to respond to in comparison to on-wiki harassment.”*
- *“I’d be very interested in a tool that measures the effects of social interactions of users. The tool would track which users someone interacts with on talk pages, and would then track the percentage of these ‘contacts’ that stay on the project or leave.”*
- *“Implement a system of karma points: trolls would eventually see their score so low that they would automatically be banned.”*
- *“I believe users should be able to protect, or at least semi-protect (blocked to IP editing) their own user and user talk pages.”*
- *“A stricter, more widespread enforcement of the rules regarding civility”*
- *“Possibility to leave feedback on the user’s page to the manner of ebay or couchsurfing” [idea translated]*
- *“making ‘a kind environment’ the primary focus of interaction policies. the rest flows from that: good & diverse contributors, good & steady content, low incidence of aggressive cliques biasing who stays around.”*

# Appendix A

## Definitions of harassment types

**Name calling:** swearing and calling of offensive names

**Trolling or flaming:** deliberately nasty messages aimed at upsetting or provoking an angry response by the recipient.

**Content vandalism:** deliberate vandalism of one's user page or unfair challenge, devalue or deletion of one's contributions aiming at harassing the editor or pushing them out of the Wikimedia projects

**Outing or doxxing:** publishing of personal information without one's consent

**Hacking:** Compromise of access to one's private accounts

**Impersonation:** an individual pretending to be somebody (specific named individual) they are not

**Revenge porn:** publishing of sexually explicit or sexualised photos of without one's consent

**Stalking:** unwanted and obsessive attention that makes the recipient feel scared and intimidated

**Threats of violence:** threats of violence, sexual or otherwise, against oneself or another person close to them (family member, spouse, etc.)

**Discrimination:** different or unfair treatment based on personal characteristics, instead of merit

## Definitions of Other grounds for harassment

**Administrative status/actions:** when an administrator's status is used to threaten or take action against another editor with no valid reason or outside of the Wikimedia policies. Also when one is harassed because of their administrator status.

**Activity level:** editors being harassed because they are too new (and therefore 'don't know who things work' or are 'have been around too long and are change averse')

**POV/Difference of opinion:** harassment based on different perspectives and opinions between the parties involved

**Language:** editors are harassed because they don't speak the language of the specific Wiki at the standard the harasser expects

**Mistaken identity:** editors were harassed because others believed them to be another abusive member

**Content:** when an editor is harassed because they edit in controversial or highly disputed topics

**Personal issue:** anything of personal nature between two editors, such as simply not liking each other or a personality clash

**Competence:** one's demonstrated or perceived level of intelligence

**Vandalism:** harassment triggered by one's own abusive on or off-wiki behavior or edit warring

## Definitions of reactions to harassment

**Reporting to the Wikimedia project:** using the available mechanisms of the project where the harassment happened, such as outreach to an Arbcom, AN/I, Teahouse, etc.

**Change/protection of a user page:** editors editing their userpage to exclude personal information (used as the ground of harassment), increasing their privacy levels

**Reverted/blocked user:** an action taken by admins in response to harassment reports

**Fought back/went public:** instances where the harassed editor reacted by blogging about their experience, raised awareness through creation of support groups outside of the Wikimedia projects, started campaigns and founded projects against harassment, published essays that were picked up by the media, or took a wider approach in establishing positive environment that nurtures collaboration instead of harassment.



# Appendix B

## Improvement Ideas Bucketing

**Wiki governance:** suggestions on creating harassment related policy, comments on the level of enforcement thereof as well as existing policies against abuse, restructure of existing arbitration bodies, structure of discussion pages, etc.

**Enforce bans/locks:** even though specific process in handling harassment reports can be clustered under the wider Wiki governance umbrella, there were numerous explicit requests for enforcing bans and locks more frequently and remove excess red tape from the process.

**Technical solution:** ideas of a more technical nature, such as page protection, karma point system, algorithm that identifies abusive edits, filters that block abusive edits, easier sockpuppet locking tools, etc.

**Improve empathy:** a request for reports of harassment to be dealt in a more sensitive manner.

**Improve community culture:** promote positive attitude throughout the communities, acknowledge good deeds, remember to say thank you, nurture a friendlier approach to issues and create a more supportive and welcoming environment for editors to contribute in.

**Involve WMF:** explicit requests for the Wikimedia Foundation to actively take leading steps towards alleviating and minimizing harassment, such as bringing in outside expertise or establishing universal policies to address the issue of harassment.

**Improve reporting mechanism:** suggestions about simplifying process of reporting, more often than not via a report button.

**Admin accountability:** increase checks on admin behavior to ensure they are subject to the same rules and policies as every other editor and prevent abuse of their status and/or admin tools.

**Guidance/Mentoring:** suggestions on educating the community on what conduct is or isn't acceptable, orient them towards assistance channels, offer mentorship and guidance through onboarding process, offer advice in controversial situations, etc.

**Require user registration:** request to make registration of an account a requirement for editing/contributing contents in the Wikimedia projects.

**Enhance & protect privacy:** suggestions linked to user's right to privacy, whether this is to refrain from tracking their on-wiki activity or to educate the on how revealing private information can affect their participation.

**Bring in professional outsider:** suggestion of introducing external independent bodies with expertise on the issue of harassment to assist with the handling of harassment related reports.

**Admin training:** suggestions that admins receive comprehensive training in detecting, evaluating and handling harassment.

**There is no harassment:** suggestions that harassment is for the most part exaggerated, and in most situations it is a case of conflicting opinions raising tensions that de-escalate on their own.

**Harassment definition:** suggestion that first and foremost the Wikimedia movement needs to define what constitutes harassment, before they can explore ways to eliminate it.

# Appendix C

## General Glossary

**Content vandalism:** Content vandalism under this survey is assumed to be strictly related to harassment. This does not include legitimate content contributions or regular editing such as corrections of spelling error, etc.

**Superprotect:** A user right that prevents edits to a Wikimedia page from anybody who is not a Wikimedia Foundation staff, even from administrators. It was deployed by the Wikimedia Foundation, causing a lot of controversy among the Wikimedia community and was eventually disabled. More details can be found here: <https://meta.wikimedia.org/wiki/Superprotect>



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