

Knowledge Sharing on Wikimedia Embassies

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Introduction

With the proliferation of the social web, online knowledge sharing across cultural boundaries has become a norm. For example, the English Wikipedia attracts users from all over the world, and much of Wikipedia is written in languages other than English. Intercultural collaboration occurs daily on Wikipedia with users from all over the world making valued contributions. Online intercultural collaboration on Wikipedia is intriguing but under-studied, as the majority of research on Wikipedia is based on the English site with few exceptions. Existing cross-cultural research on Wikipedia includes comparative accounts of Wikipedia in multiple languages (e.g., Callahan and Herring 2011; Hara, Shachaf, and Hew 2010; Pfeil, Zaphiris, and Ang 2006; Stvilia, Al-Faraj, and Yi 2009) and case studies of Wikipedia in languages other than English (e.g., Han-Teng 2009; Shachaf and Hara 2010). More scholarly attention is needed in order to understand the ways in which the social web can mediate, facilitate, or hinder intercultural collaboration and how this, in turn, can influence knowledge sharing.

The chapter aims to address this gap by identifying the style of interaction that characterizes global knowledge sharing behaviors on Wikipedia as well as the topics that are posted by users from various countries on Wikimedia Embassies, which assist in cross-lingual projects. More broadly, the research we present here emphasizes a socio-technical understanding

of Wikipedia, and is particularly informed by Social Informatics (Kling 2007). Social Informatics is, “the interdisciplinary study of the design, uses, and consequences of Information and Communication Technologies (ICTs) that takes into account their interaction with institutional and cultural contexts” (Kling, Sawyer, and Rosenbaum 2005, 6). As such, it illustrates the ways in which technology facilitates, mediates intercultural collaboration in an international context, and seeks to answer the question: How do users with diverse national and linguistic backgrounds engage in global, boundary-spanning activities online? The study also delineates how the technological infrastructure is appropriated for local and global use, and how activities on Wikimedia Embassies can enhance our understanding of Wikipedia at the local and global level. Wikimedia Embassies offer useful insights into how cultural and institutional contexts interact with each other and how such contexts influence online knowledge sharing.

Background

Knowledge Sharing in Multi-Cultural and Global Setting

One of the most active online activities in recent years is knowledge sharing (e.g., Qualman 2011). Due to the widespread use of the social web and the Internet in general, people from different countries participate in knowledge sharing activities both as parts of organizations and individually. Scholars are intrigued by this phenomenon and committed to investigating knowledge sharing in multi-cultural environments, although they have displayed varying levels of sensitivity to the cross-cultural factors that affect knowledge sharing, but. For example, previous studies that focused on knowledge sharing in corporate multi-cultural settings have

criticized the prominent knowledge management model that was developed by Nonaka and Takeuchi (1995), which was adopted in many countries and especially in the U.S. (Weir and Hutchings 2005). Weir and Hutchings contended that because the original model was appropriated in Japan, i.e. within a specific cultural context, that its application in other countries needed to be employed cautiously, but that some aspects of the model were actually applicable to China and the Arab world, and emphasized a culturally sensitive approach to knowledge-sharing practices. Other scholars have called for more research on online knowledge sharing in multi-cultural settings (Ardichvili, Maurer, Li, Wentling, and Stuedemann 2006) while some have investigated how national culture influences knowledge-sharing practices in online environments (Li 2010; Qiu, Lin, and Leung 2013; Siau, Erickson, and Nah 2010; Zhang, de Pablos, and Xu 2013).

Ardichvili et al. (2006) studied cultural influences on online knowledge sharing in Caterpillar, a multinational corporation. The online communities of practice they examined involved interviewees from China, Russia, Brazil, and the U.S. Their findings indicate that an individual's cultural influence with respect to knowledge-sharing practices is less apparent than expected, contending that an individual's national culture is less influential than Caterpillar corporate culture, and they in turn call for further examination of cross-cultural knowledge sharing practices in smaller multinational companies.

Li (2010) interviewed participants from China and the U.S. in order to identify factors that affect online knowledge sharing behaviors in a multicultural corporate setting. She then categorized these factors into three areas: organizational issues (i.e., organizational culture, work practice, and performance expectancy), national cultural differences (i.e., language, different logic, and difference in perceived credibility of shared knowledge), and nature of online

communities of practice (i.e., advantages of easily sharing knowledge and archival capabilities, disadvantages of discussing sensitive issues, and competition with other media channels). As in previous research, Li (2010) emphasized the importance of organizational support for online knowledge sharing, yet she also identified the other two areas that affect online knowledge sharing: national cultural differences and nature of online communities of practices.

Zhang, de Pablos, and Xu (2013) found that cultural values affect knowledge sharing behaviors in a multinational virtual classroom with students from China, Hong Kong, and the Netherlands. Students from highly collectivistic cultures (China and Hong Kong) shared more information than the students from the less collectivistic culture (the Netherlands). They found that ‘saving face’ both positively and negatively affect online knowledge-sharing behaviors. This finding was not in line with the Ardichvili, et al. (2006) study, in which saving face was not an issue. Zhang et al. suggested studying more countries and interactions over longer periods of time.

Focusing on cultural differences on social networking sites, Qiu, Lin, and Leung (2013) examined the difference between two social networking sites: *Facebook* (American) and *Renren* (Chinese) in terms of students’ in-group sharing behaviors (e.g., sharing links). They found that participants in *Renren* engaged more in sharing behaviors than the same participants on Facebook. They conclude that *Renren* users are more influenced by collectivistic culture, yet the same users can switch and adopt to the expected culture of *Facebook*.

Siau, Erickson, and Nah (2010) examined 18 online communities from Yahoo! Groups to find Americans and Chinese that exist outside organizations. They argued that the traits they found in these online communities reflect national cultures identified along the following Hofstede dimensions: power, distance, and individuals-collectivism (Hofstede 1980; 1991). Siau

et al. (2010) conclude that national cultures significantly influence knowledge sharing tendencies in open online communities.

It is imperative to examine both intercultural collaboration in general and online knowledge sharing in multicultural settings in particular, because 1) social media has become prevalent in many countries, facilitating knowledge sharing globally (e.g., Qiu, Lin, and Leung 2013); 2) many multinational organizations require employees to work in global virtual teams (e.g., Zakaria, Amelinckx, and Wilemon 2004); 3) existing studies examine cultural influences on knowledge-sharing behaviors but generally do not pay attention to the content of knowledge sharing in multicultural environments; and, above all, 4) there is a need to understand multicultural knowledge-sharing practices that occur outside traditional organizational boundaries, as most of the existing studies are confined to the context of traditional organizational settings. Using social informatics lenses, this chapter argues that insights from one context should not be extrapolated as-is to another context. The chapter is premised on the assumption that context matters and therefore pays attention to the unique processes that bridge various institutional and cultural contexts in Wikipedia.

Global Wikipedia

Scholars that study how cultures influence online interaction in the context of Wikipedia have also investigated the variations across different Wikipedia language versions. Most comparative cross-cultural studies of Wikipedia in multiple languages have included a convenient sample of languages and have grounded their analysis and interpretations in Hofstede's dimensions of cultural diversity (e.g., Callahan and Herring 2011; Hara, Shachaf, and Hew 2010; Pfeil, Zaphiris, and Ang 2006; Stvilia, Al-Faraj, and Yi 2009). For example, Callahan

and Herring (2011) compared articles about prominent individuals in the Polish and English editions of Wikipedia and found that content and perspectives vary across language versions. These differences are influenced by the cultures, histories, and values of the respective countries. In another comparative study, Hara, Shachaf, and Hew (2010) conducted a cross-cultural analysis of four Wikipedia communities in different languages (English, Hebrew, Japanese, and Malay). They identified similarities and differences in behavior across the languages on the Talk, Wikipedia Talk, and User Talk pages, and used Hofstede's framework to explain these variations. Similarly, Pfiel, Zaphiris, and Ang (2006) examined the relationship between national culture and computer-mediated communication (CMC) in four Wikipedias (French, German, Japanese, and Dutch), focusing on the entry of 'game'. They reported correlations between patterns of contributions and Hofstede's dimensions, suggesting that cultural differences observed in the physical world also exist in the virtual world. These studies provide evidence for the existence of cultural and online interaction differences across the many language versions of Wikipedia, much of it in line with and supporting Hofstede's framework.

Another type of research on Wikipedia that goes beyond the English Wikipedia involves case studies in other languages. These intra-cultural studies typically research an aspect of online collaboration in their respective Wikipedia communities; two such examples have been conducted in the Chinese and Hebrew Wikipedia communities (e.g., Ha-Teng 2009; Shachaf and Hara 2010; Zhang and Zhu 2011). Shachaf and Hara (2010), for example, studied troll behavior and motivation on Hebrew Wikipedia and found that trolling consists of repetitive, intentional, isolated harmful actions involving disguised virtual identities that both violate Wikipedia policies and are a destructive form of community participation. Han-Teng (2009) focused on the early stages of development of the Chinese Wikipedia and argued that, beyond technical and

linguistic issues, the community must develop editorial and administrative policies and guidelines to succeed. Zhang and Zhu (2011) reported that contributors decreased their contributions by 42.8% on average as a result of a temporary decrease in the size of online groups (the Chinese government blocked access to Wikipedia in Mainland China during that period). These authors claim that individuals received greater social benefit when their contributions were higher in number and group sizes larger, and lesser social benefit when their contributions were fewer and their group sizes smaller.

Despite the global nature of Wikipedia, relatively little scholarly attention has been given to the cross-cultural processes of knowledge sharing on Wikipedia in particular and on the social web in general. In addition to the other chapters in this book that address this particular gap, this chapter also attempts to offer insight into the style and content of knowledge sharing among participants from different countries, based on an analysis of a sample of 21 Wikimedia Embassy Talk pages.

Method

Setting

We chose to collect data regarding knowledge sharing and intercultural collaboration on Wikipedia from discussion pages (called “Talk pages”) of various Wikimedia Embassies. Wikimedia is an overarching non-profit organization that operates behind Wikipedia and supports other projects such as Wikibooks and Wikidata. Its mission is to share free educational content through various projects around the world (<http://www.wikimedia.org/>). Wikimedia

Embassy¹ was established to provide support for cross-language projects and inter-language issues. The first entry on the Wikimedia Embassy page was made on November 15, 2003 and as of July 28, 2013 there were Wikimedia Embassies in 123 languages. Each Wikimedia Embassy lists ambassadors who can help with specific languages.

Data Collection

We sampled 34 of the existing Wikimedia Embassies in July 2011 and coded a total of 276 posts in English from 21 Talk pages. Thirteen out of the 34 Embassies that had inactive links, no discussions, or no discussions in English were thereby excluded from analysis. We coded the following Wikipedia Embassy Talk pages: Afrikaans, Armenian, Bishnupriya Manipuri, Classical Chinese, Croatian, Danish, Dutch, Esperanto, French, German, Greek, Interlingua, Korean, Latin, Low Saxon, Malay, Occitan, Russian, Spanish, Ukrainian, and Waray-Waray (Appendix A).

Data Analysis

Similar to previous studies (e.g., Hara, Shachaf, and Hew 2010), we developed an original inductive coding scheme based on the data of two active Wikimedia Embassies: English and German. These two Embassies were chosen because they were the two most active Wikipedias. We then tested and modified the coding scheme on the Dutch and Russian Wikimedia Embassies to validate our scheme. The final coding scheme is presented in Appendix B. To facilitate coding we used Nvivo 8—software designed for qualitative data analysis. We

coded individual posts as the unit of analysis and calculated percentages of codes for the entire data set and per Embassy.

Limitations

Although some posts on the various Wikimedia Embassies were not written in English, we restricted our analysis only to English posts, because we are not fluent in all 21 languages. This means that this chapter provides only a partial account of the interactions that occur on Wikimedia Embassies, because non-English posts could differ significantly in style and content from English posts.

Findings and Discussion

Based on the analysis of the 276 English posts on 21 Wikimedia Embassies Talk pages, we identified 1) the style of interaction that characterizes knowledge-sharing behaviors and 2) the topics that are posted by users.

Style of intercultural interaction on Wikimedia Embassies

First, we examined the common style of intercultural communication on the Wikimedia Embassies pages. In Table 6.1 we report frequencies and percentages per category and per code. Findings show that almost all of the posts are characterized by a polite communication style, which includes greetings, closing, and posts in which users introduce themselves by name. It is possible that the polite style is due to the title of the space, “Wikimedia Embassy,” which

connotes real Embassies, triggering a formal and polite communication style. We found the style for intercultural communication on Wikimedia Embassies to be slightly more formal than expected, compared to the study by Hara, Shachaf, and Hew (2010), which reports that posts on Eastern Wikipedias in Japanese and Malay were more polite than posts on Western Wikipedias in English and Hebrew. Our findings indicate that politeness extends to English posts on a number of Wikimedia Embassies, which resembles a formal, direct, and polite style that allows for successful intercultural communication among heterogeneous global teams in the workplace (Shachaf 2008). Other possible explanations are that this politeness resembles the way corporate cultures have had stronger influence on online knowledge-sharing behaviors than national cultures (Ardichvili et al. 2006), or that most users who post on Wikimedia Embassies simply imitate the style of previous posts on these Talk pages. Users are able to adopt their behaviors based on site-specific norms, in line with Qiu et al.'s (2013) findings that Chinese users were able to adopt their knowledge-sharing behaviors based on the expectations for an American platform, i.e., Facebook. Likewise, a formal communication style appears to be expected on Wikimedia Embassies, making it appear that the Wikimedia Embassies platform has a stronger influence on online interaction behaviors than an individual's national culture.

The formal style of intercultural verbal communication found on Wikimedia Embassies is referred to by Gudykunst and Ting-Toomey (1998) as the "contextual style". It encompasses a formality that reflects the social and organizational differences between people and maintains social context. The contextual style tends to be associated with high "power distance"² and "high context"³ cultures (Gudykunst and Ting-Toomey 1998). However, because the posts are in English one could expect that the "personal style" will dominate; the personal style assumes similarity and equality and is associated with low "power distance" and "low context" cultures

(i.e., in Western English-speaking countries). In addition, the formality of communication, as a form of respect, may be attributed to settings in which strangers interact with each other, because when people interact with strangers, one of the required conditions for effective communication is to be respectful (e.g., Ruben 1976, as cited in Gudykunst and Kim 2002). Based on our findings one wonders if the contextual style is more common online in general or only on Wikimedia Embassies. While Shachaf (2005) suggests that the formal style also enhances intercultural collaboration among heterogeneous members of global virtual teams, more research is needed to support and explain this argument.

Furthermore, in cross-cultural research, politeness has been associated with high power distance culture and high context cultures. On Wikipedia politeness was also identified in Eastern Wikipedia and Wikipedia that contains over a million articles (Hara, Shachaf, and Hew 2010). It is interesting to note that similar to the results in Hara, Shachaf, and Hew's (2010) study, we found that Eastern Wikimedia Embassies have more frequent posts that indicate polite communication style than Western Wikimedia Embassies (Table 6.2). For instance, the Classic Chinese Embassy shows one of the two highest percentages of politeness codes among all embassies (77.78%) (Table 6.2).

<Insert Table 6.1 here>

<Insert Table 6.2 here>

Content of intercultural interaction on Wikimedia Embassies

In addition to the style, we classified knowledge-sharing activities under the following three content categories: 1) content management, a category of postings about the content of Wikipedia articles as well as other Wikipedia policy pages or Wikipedia projects pages; 2) international context, a category of translations, international entries, and the coordination of efforts against copyright violation and vandalism; and 3) collaboration, a category of cross-language coordination efforts inside and outside Wikipedia. We report frequencies and percentages for each of the codes organized in the above categories (Table 3). The percentages were calculated against the total number of posts in English. We also provide examples of posts to illustrate each category.

1) Content management: Over 80% of the Embassies include posts about Wikipedia content. One of the most frequent requests for action in this category involves requests to adjust user names across Wikipedia in multiple languages. For instance, a typical post looks like this: “Is it possible (as on French WP) to rename my account? I’d like it to be Gebruiker:TwoWings instead. Thank you to answer on my page.” These requests become popular as users become active in more than one language Wikipedia and want to unify their usernames across multiple Wikipedias. This activity facilitates global collaboration across Wikipedia languages, as individual users can easily act on multiple Wikipedias using the same username and behave as “boundary spanners” across various Wikipedia language versions (Hara and Fichman 2014). Boundary spanners are the users who aim to contribute to multiple Wikipedia projects and interact on various Wikimedia Embassies, asking and responding to requests for globalized user names. When Wikipedia’s global users post and respond to these requests, they develop the basic

infrastructure that supports cross-language activities. These content management activities contribute to “knowledge shaping” (Yates, Wagner, and Majchrzak 2010). Yates et al. argue the importance of knowledge shaping, which deals with editing and restructuring the content of wiki entries. Although these activities, like helping users obtain universal usernames, are not visible and do not get much credit as knowledge contribution, they are crucial to assisting in knowledge sharing.

Wikimedia Embassies play a major role in these types of requests and provide a platform for information exchange. In this way the Wikipedia infrastructure, as well as existing global and local policies about user names, enable boundary-spanning activity. Boundary objects are shared objects that facilitate the bridging of different groups (of each language version of Wikipedia) and assist in the intersecting of different communities on Wikimedia Embassies. Wikipedia’s policies, organizational structure, and projects serve as boundary objects that provide the foundations for online collaboration on this mass content production. As such, Wikimedia Embassies are a manifestation of boundary objects.

2) International context: As expected, knowledge-sharing activities on the Wikimedia Embassy pages involve many posts that have international contexts. Found on most Embassy pages (80.9%), this category includes numerous requests for translation. More interestingly, over one third of the Embassies include postings about acts of vandalism, which primarily discuss copyright violations and blocking users who are active in multiple Wikipedias. Many vandals, like other users, participate in numerous Wikipedias and can cause damage throughout multiple languages when efforts to block them are not coordinated. It is useful to restrain certain users simultaneously on various Wikipedias, because a malicious user may be blocked on the English Wikipedia, for example, while s/he can still be active in causing trouble on the German, French,

and Spanish Wikipedias. Coordinating efforts to block these users save Wikipedia Administrators time and effort; in fact, fighting vandals is one of their major tasks (Riehle 2006). While it is unclear if and how Wikipedia vandals coordinate (Shachaf and Hara 2010) and act globally, Wikipedia Administrators coordinate efforts to fight against the global spread of vandalism.

Other common posts in this category were related to copyright violations. Perhaps it is a common issue for global Wikipedians, as the understanding of copyright differs in various countries (Shachaf and Rubenstein 2007). For example, the following comment was posted in Afrikaans Embassy:

. . . people in English Wikipedia have found out that the image doesn't belong to the public domain. Instead, you can only use it for non-commercial or educational purposes. Such is too restrictive licence [license] for Wikipedia. [1] You can't even use the image in Wikipedia under United States copyright law. In English Wikipedia they are going to delete the image. I think that you should do the same because the Wikipedia servers are located in United States.

Wikipedia administrators on the Wikimedia Embassies page pay attention to violations of copyright based on U.S. laws and need to negotiate about the act of users who come from countries with different conceptualizations of copyright. The Licensing Policy page of Wikimedia states “All projects are expected to host only content which is under a Free Content License, or which is otherwise free as recognized by the 'Definition of Free Cultural Works,’”⁴ which is defined as “works or expressions which can be freely studied, applied, copied and/or modified, by anyone, for any purpose.”⁵ Because some countries have less strict understandings

of copyright, violations of copyright in one country cannot be interpreted at face value as such in another country. The concept of copyright and ownership manifests itself also in online behaviors of individuals, groups, and even local institutions, such as libraries (Shachaf & Rubenstein 2007). From a cultural point of view, even if all users operated under the same laws, individuals from different countries still would approach rules and regulations in different ways. In particularistic cultures the law is only a point of departure, and adherence to rules and regulation is context dependent, whereas in other cultures, e.g. universalistic ones, individuals put high importance on observing the laws (Trompenaars and Hampden-Turner 1998).

3) Collaboration: One of the goals of Wikimedia Embassies is to facilitate collaboration on cross-language issues, yet, contrary to our expectations, little has been posted on Wikipedia Embassies Talk pages explicitly about (internal or external) cross-language projects; these posts appeared on only half of the Wikimedia Embassies. For example, a user discusses Wikizine, a wiki newsletter for global use by Wikipedia users across multiple language versions:

You know it is not easy for the members of a local wiki to be informed about what is going on in the higher levels of the Wikimedia family. This [is] because of the language problem and the high level of fragmentation of places where you can find information.

I am now making a weekly newsletter (Wikizine) that attempts to provide the news of the Wikimedia projects I can only create one version in something that [is] supposed to be English. I count on the readers to inform there [their] local wiki about the news in there [their] own language . . .

I hope that you can [and] others of your wiki will subscribe to Wikizine and give feedback. So that Wikizine can become really a source where Wikimedians can find out what is going on.

It is possible that because Wikimedia Embassies are not very visible for most Wikipedia users, much of this type of coordination happens on the Talk pages of individual Wikipedia administrators. Further examination of users' Talk pages may support this potential explanation. With more than 280 language versions of Wikipedia, it may become more important to facilitate cross-language projects in the future, and Wikimedia Embassies have the potential to facilitate such projects.

We can conclude that many of the posts on Wikimedia Embassies deal with requests for translations, change of user names, copyright violations, and vandalism. Wikimedia Embassies thus serve an important platform, perhaps one of many, which facilitates intercultural collaboration on the social web, enabling online boundary crossing between users from different Wikipedia language versions. This study exemplifies how boundary spanners (e.g., vandals, Administrators) work and how boundary objects such as Wikizine serve to support online knowledge sharing in cross-cultural environments.

<Insert Table 3 here>

Conclusions

One dimension of the social web is its potential to facilitate global collaboration, yet knowledge sharing through intercultural interactions and global collaboration has rarely been the focus of previous scholarly works. This chapter provides insight into these processes, examining knowledge-sharing activities on Wikimedia Embassies. We analyzed the data for communication style and knowledge-sharing content. Findings indicated that intercultural communication style tends to be polite, perhaps because it is natural to use formal communication style when communicating in English with strangers from other countries (Gudykunst and Kim 2002). Future research should aim to identify effective intercultural communication styles and successful collaborations to support online knowledge sharing among users from various countries. For example, the following research questions can be pursued: Do similar communication styles apply in face-to-face contexts, organizational online communities, and online communities, or do these styles differ based on context? To what extent does the social web facilitate or hinder boundary spanning when language barriers are involved?

Our study shows that traces of contextual differences in communication style exist between online and offline intercultural communication. These findings are in line with prior research in organizational settings (Shachaf 2008). Additionally, we analyzed the content of posts using the following three categories: 1) content management, 2) international context, and 3) collaboration. Findings show that the most frequently posted messages include: 1) requests for translation in order to overcome language barriers, 2) requests to allow users to work across language boundaries with the same username and thereby serve as boundary spanners, and 3) collaboration efforts to fight against vandalism and copyright violation on a global scale.

Finally, from a socio-technical point of view this study presents how both Wikipedia users and the Wikipedia infrastructure allow for and trigger these types of interactions and how contextual cultural variations can be standardized on the global Wikipedia. More broadly, this study contributes to the domain of social informatics. Studies in social informatics emphasize the importance of contexts (Kling, Sawyer, and Rosenbaum 2005). This study sheds light on the mechanisms of knowledge sharing in a particular context: cross-cultural knowledge sharing in a Web 2.0 environment. Future research should aim at examining: 1) processes of boundary crossing as well as types and properties of boundaries and boundary spanners on Wikipedia in particular (Hara and Fichman 2014) and the social web in general; and 2) intercultural collaboration on global collaborative projects.

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15.

Appendix A

Wikimedia Embassy Name	Number of English Posts	Embassy URL
af: Afrikaans Ambassade [Afrikaans]	10	http://af.wikipedia.org/wiki/Wikipedia:Ambassade
hy: Armenian Embassy- Հայկերեն Դեսպանություն [Armenian]	14	http://hy.wikipedia.org/wiki/%D5%8E%D5%AB%D6%84%D5%AB%D5%BA%D5%A5%D5%A4%D5%AB%D5%A1:%D4%B4%D5%A5%D5%BD%D5%BA%D5%A1%D5%B6%D5%A1%D5%BF%D5%B8%D6%82%D5%B6
bpy: Bishnupriya Manipuri (ইমার ঠারর দূতাবাসগ) [Bishnupriya Manipuri]	15	http://bpy.wikipedia.org/wiki/উইকপিডিয়া:দূতাবাস
zh-classical: 大使館 [Classical Chinese]	3	http://zh-classical.wikipedia.org/wiki/%E7%B6%AD%E5%9F%BA%E5%A4%A7%E5%85%B8:%E5%A4%A7%E4%BD%BF%E9%A4%A8
hr: Hrvatsko veleposlanstvo	7	http://hr.wikipedia.org/wiki/Wikipedija:Veleposlanstvo

[Croatian]		anstvo
da: Dansk Ambassade (Danish Wikipedia)	2	http://da.wikipedia.org/wiki/Wikipedia:Ambassaden
nl: Ambassade (Dutch Embassy)	27	http://nl.wikipedia.org/wiki/Wikipedia:Ambassade
eo: Esperanto Ambasadorejo [Esperanto]	6	http://eo.wikipedia.org/wiki/Vikipedio:Ambasadorejo
fr: Français - Ambassade [French]	6	http://fr.wikipedia.org/wiki/Wikipédia:Ambassade
de: Deutsche Botschaft [German]	33	http://de.wikipedia.org/wiki/Wikipedia:Botschaft
el: Greek Embassy [Greek]	26	http://el.wikipedia.org/wiki/Βικιπαίδεια:Πρεσβεία
ia: Interlingua Ambassada [Interlingua]	1	http://ia.wikipedia.org/wiki/Wikipedia:Ambassada
ko: Korean Embassy [Korean]	9	http://ko.wikipedia.org/wiki/위키백과:대사관
la: Legatio [Latin]	19	http://la.wikipedia.org/wiki/Vicipaedia:Legatio_nostra
Low Saxon	1	None
ml: Malayalam wikipedia Embassy [Malay]	5	http://ml.wikipedia.org/wiki/%E0%B4%B5%E0%B4%BF%E0%B4%95%E0%B5%8D%E0%B4%95%E0%B4%BF%E0%B4%AA%E0%B5%80%E0%B4%A1%E0%B4%BF%E0%B4%AF:Em

		bassy
oc: Ambaissada Occitana [Occitan]	1	http://oc.wikipedia.org/wiki/Wikipèdia:Ambaissa da
ru: Русское посольство [Russian]	58	http://ru.wikipedia.org/wiki/Википедия:Посольство
es: Embajada en Español [Spanish]	9	http://es.wikipedia.org/wiki/Wikipedia:Embajadas
uk: Українська Амбасада [Ukranian]	20	http://uk.wikipedia.org/wiki/Вікіпедія:Амбасада
war: Embahada Waraynon [Waray-Waray]	4	http://war.wikipedia.org/wiki/Wikipedia:Embahada_Waraynon
**Low Saxon Request for New Language		http://meta.wikimedia.org/wiki/Requests_for_new_languages/Wikinews_Low_Saxon
**Dutch Low Saxon Wikipedia		http://nds-nl.wikipedia.org/wiki/Veurblad

Appendix B

<i>Code</i>	<i>Description</i>	<i>Examples</i>
English vs. non-English	Number of English sections (subjects) divided by total number of sections on the Embassy page. Defined based on the language of the first post.	4/16 in English on the Afrikaans Embassy (this example does not provide an accurate number)
NA	No coding on posts that are not in English. Mark NA.	
<i>Writing style</i> (politeness)		
Greetings	Hello, Dear, Hi,	Dear sir/madam (English Embassy, Wikipedia Talk page; http://en.wikipedia.org/wiki/Wikipedia_talk:Local_E

		mbassy)
Closing	Regards, Thank you,	Thank you With regards (English Embassy, Wikipedia Talk page; http://en.wikipedia.org/wiki/Wikipedia_talk:Local_Embassy)
Introducing one self by name	I am Joe, or sign by name (not Wikipedia user name)	Kit — (English Embassy, Wikipedia Talk page; http://en.wikipedia.org/wiki/Wikipedia_talk:Local_Embassy)
<i>Content</i> (requesting and/or responding)		
Wikipedia - Information (requesting and/or responding)	Requesting information about Wikipedia pages, bots, policies	“I’m looking for assistance-regarding conflict of interest” in de:Wiki “Photo requests” in de:Wiki

		<p>I am scottish but I haven't a clue what some of the words used on this site mean!! —Preceding unsigned comment added by Patlawson (talk • contribs) 17:38, 12 July 2009 (UTC)</p> <p>“Kindle Wikipedia” – in German</p>
<p>Wikipedia - Action (requesting and/or responding)</p>	<p>Requesting actions to add links, edit, re-organize, etc.</p>	<p>Add a link to the meta embassies list?</p> <p>It might be a good idea to add a link to</p> <p>(English Embassy, Wikipedia Talk page; http://en.wikipedia.org/wiki/Wikipedia_talk:Local_Embassy/Archive_2)</p> <p>“Needs treaking”</p>

	<p>Responding the request for action and notifying that actions have been taken.</p> <p>Request to rename, consolidate or change username.</p>	<p>OK, I fixed it</p> <p>Done</p> <p>(English Embassy, Wikipedia Talk page; http://en.wikipedia.org/wiki/Wikipedia_talk:Local_Embassy/Archive_2)</p> <p>Hi everyone! Is it possible (as on French WP) to rename my account? I'd like it to be Benutzer:TwoWings instead. Thank you to answer on my page. --TwoWings (jraf) 15:47, 28. Okt. 2007 (CET)</p>
<p>Translation (requesting and/or responding)</p>	<p>Suggest some actions about how to deal with translation projects</p>	<p>“A way to translate wikilink rapidly” in de:Wiki</p>

	<p>Requesting translation for specific phrases</p>	<p>Can you translate ja:ニュース系列? I don't know how proper English title should be. But the article explains how a Japanese TV network gathers their national news. —Preceding unsigned comment added by 59.5.206.236 (talk) 09:52, 9 July 2009 (UTC)</p>
	<p>Responding to request for translation</p>	<p>Here is a bad translation that might help.</p>
	<p>Requesting translation for specific articles</p>	<p>(English Embassy, Wikipedia Talk page; http://en.wikipedia.org/wiki/Wikipedia_talk:Local_Embassy/Archive_2)</p>
	<p>Translation strategies, tools, coordination, etc.</p>	<p>“Translation request” in de:Wiki</p>
		<p>Suppose there are to articles about the same thing, but in different languages, say, English and French.</p>

		<p>Odds are, the English version will contain more information. Also, many articles that exist in one language won't exist in another. So why not simply create a new article in every Wiki of every language that does not have a certain article by simply using translate.google.com or similar translator? Much more effeicient. —Preceding unsigned comment added by 69.61.249.178 (talk) 12:55, 18 February 2009 (UTC)</p> <p>“GoogleTrans Gadget now available on English Wikipedia”</p> <p>Hello, do you have a translation project on de: (like fr:Wikipédia:Projet/Traduction/Traductions/En cours and en:Wikipedia:Translation into English) ?</p> <p>81.66.246.77 18:36, 17. Apr 2006 (CEST)</p>
<p>Terminology (requesting and/or</p>	<p>Request about clarification of</p>	<p>Hi excellencies ;-),</p> <p>Please, read</p>

responding)	regional terms	Wikimedia feedback - Austria & Germany and tell me what you think would be the best method. Thanxalot, Joe
Information (reference questions and answers)	Requesting information about any subjects. It is a reference question.	Now i want a details about "GREEN ENVIRONMENT" articles (English Embassy, Wikipedia Talk page; http://en.wikipedia.org/wiki/Wikipedia_talk:Local_Embassy)
Referrals	Recommendation to ask for help at the reference desk or responding by referring to external sources	I would suggest asking at the reference desk. (English Embassy, Wikipedia Talk page; http://en.wikipedia.org/wiki/Wikipedia_talk:Local_Embassy)
Wikipedia Embassy	Any comments about the Embassy page itself: identify problems, make comments, ask questions, or suggest	This page is a bit of a mess. Given that it has a direct and static link from the main page, does anyone have any ideas about how we could neaten it up with boxes, better format, layout, &c., &c.? Orthorhombic (talk) 11:53, 27 April 2009 (UTC) No explanation given for why Hebrew needs to be used at the top

	<p>improvement on the Embassy page</p>	<p>“MediaWiki Sidebar” in de:Wiki</p> <p>Does this page have a mirror,.....?</p> <p>(English Embassy, Wikipedia Talk page; http://en.wikipedia.org/wiki/Wikipedia_talk:Local_Embassy)</p>
<p>International entries</p>	<p>Comments about topics that are either international or in countries other than English speaking.</p>	<p>“TRUST: What I find still needed about Turkish literature pages of Wikipedia”</p> <p>“Needs your attention” – a case in Indonesia</p> <p>“Wikipedia entry in Chinese on topic...”</p> <p>“Dunia and Slovio” in de:Wiki</p>
<p>Real Embassy (requests and/or</p>	<p>Messages that confuses the</p>	<p>how do i get a visa please</p>

<p>responses)</p>	<p>Wikipedia Embassies with US/Canadian/Britis h Embassy and ask questions relevant to the real Embassies</p> <p>Responding individuals who asked questions that should have been asked to the real Embassy</p>	<p>Hi,</p> <p>I would like to visit a friend in Canada,what the reuirements?</p> <p>Thanks</p> <p>(English Embassy, Wikipedia Talk page; http://en.wikipedia.org/wiki/Wikipedia_talk:Local_Embassy/Archive_2)</p> <p>As it says at the top, "this page is for discussing Wikipedia-related multilingual coordination". It's not about real world embassies. You might want to ask at the WP:Reference Desk for such general questions, but that's not really an encyclopaedic question either. If you're looking for a visa, you need to talk to the embassy of the country you want to go to. --Amalthea 11:59, 17 March 2009 (UTC)</p> <p>(English Embassy, Wikipedia Talk page; http://en.wikipedia.org/wiki/Wikipedia_talk:Local_Embassy/Archive_2)</p>
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<p>Non-sense message</p>	<p>Messages that do not belong to this page. It is either out of context or it appears to be some form of vandalism.</p>	<p>when i gogle a few friends names it comes uo all about them .who write all this stuff/?</p> <p>“interview skill”</p> <p>“Mrs. Marjorie D’Arcy Stephens”</p>
<p>Internal cross-language project</p>	<p>Anything related to a cross-language project in Wikipedia (e.g., invitation to collaborate)</p>	<p>“Invitation”</p> <p>“templates needed”</p> <p>“science pearls” in de:Wiki</p> <p>“Adding photos and pending changes / Ajout de photos et changements en attente [Bearbeiten]</p> <p>“ in de:Wiki</p>
<p>External cross-language project</p>	<p>Anything related to a cross-language project outside of Wikipedia</p>	<p>“a list of English keywords.” (e.g., RU Wikipedia)</p>

Vandalism/ copyright violation/ blocking users (cross-wiki)	Warning that vandalism is happening in multiple Wikipedias across different languages	“Odd cross-wiki behaviour by someone in Germany; sometimes includes edit-warring and disruptive page creation [Bearbeiten]”
Other	Posts that do not fit into the existing coding scheme, and may require the development of a new code (or not)	English Wikipedia the post about Italian censorship
Cross-language: volunteer translation	Volunteer to translate from one language to another	English Wikipedia: “translate button” German Wikipedia: “about Korean Wikipdeia”

¹ For more information on the Wikimedia Embassy:

http://meta.wikimedia.org/wiki/Wikipedia_Embassy

² Power distance refers to the distance among different people in different levels of the hierarchy. It is “the extent to which the less powerful members of institutions and organizations within a country expect and accept that power is distributed unequally.” (Hofstede, 1991, p.28)

³ Communication in a culture takes place in a context. In low context cultures, the message is expressed with no assumptions that there is shared knowledge in the context. Nothing is left for the receiver of the message to interpret, and no information is assumed to be there in the first place. In high context culture, the context bears a lot of the information that helps the receiver to decode the message; there are limited words that will be pronounced, and a lot is assumed to be

known already, so there is no need to repeat the message. In a high context culture, there is a distinct difference between in-group and out-group members, whereas in the low context, a group's boundaries are more permeable.

⁴ http://wikimediafoundation.org/wiki/Resolution:Licensing_policy

⁵ <http://freedomdefined.org/Definition>