

## Report

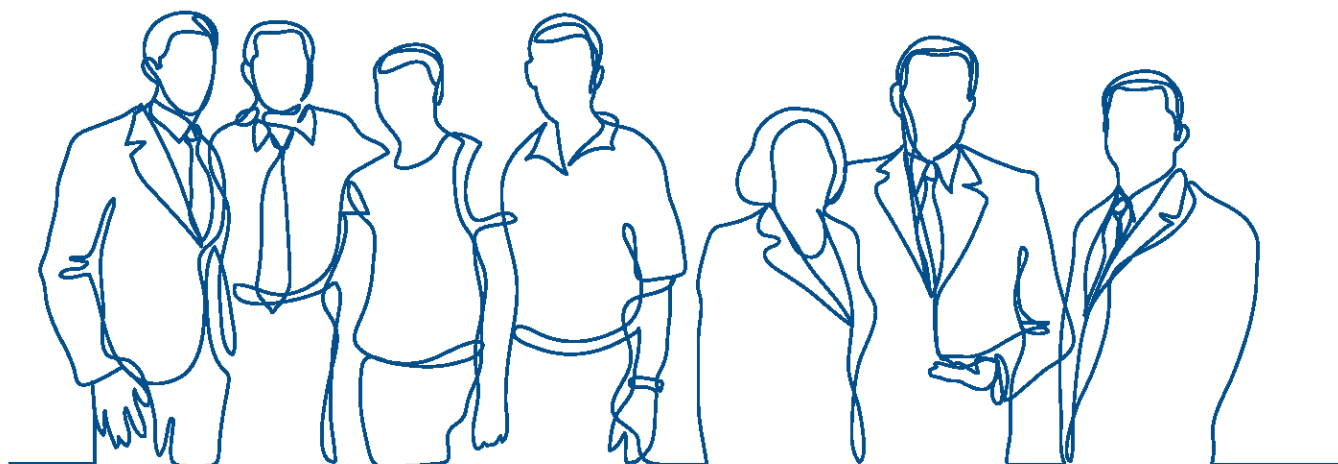
# Survey of Dutch Wikipedia editors

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## 1 INTRODUCTION

Wikimedia Nederland is an association that provides support for volunteers and organisations that collect and disseminate free knowledge in the Netherlands, for example through the internet encyclopaedia Wikipedia.<sup>1</sup> In 2013 and 2015, Wikimedia Nederland commissioned a survey of Wikipedia editors and readers in order to establish a profile of the Wikipedia community and to manage projects in a more targeted way.

DUO Market Research was asked by Wikimedia Netherlands to conduct a third survey in the autumn of 2018 looking exclusively at Wikipedia editors. The survey focused on four main themes: social interaction, diversity, working atmosphere, and norms and values in the community. Attention was also paid to how much the editors know about the Movement Strategy, to their activities in the community and to the motives for their involvement. Where possible, a comparison was made with the results of the 2015 survey.

This report describes the results of the survey. Copyright on the contents of this report rests with the client.

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<sup>1</sup> 'Welcome to Wikimedia Nederland' (31 December 2018), <https://www.wikimedia.nl/>.

## 2 AIMS OF THE SURVEY

The general aims of the survey as a whole were:

1. To establish a **profile** of the Wikipedia editors.
2. To establish a picture of the **activities** of editors for Wikipedia and other Wikimedia projects.
3. To establish **why** people work as editors.
4. To establish a picture of awareness of, and participation in, the **Movement Strategy 2030**.
5. To establish a picture of **social interaction** between editors.
6. To establish a picture of the level of **diversity** in the Wikipedia community and the **attitude** of editors towards the make-up of the Wikipedia community.
7. To establish a picture of the **working atmosphere** at Wikipedia and other Wikimedia projects.
8. To identify the differences between the 2018 and **2015 survey results**.

### 3 SURVEY DESIGN

#### Method and fieldwork

The survey was conducted using an online questionnaire. The fieldwork took place from 29 November to 18 December 2018.

The fieldwork was executed as follows:

- Wikimedia Nederland posted a banner on the Wikipedia website with a public link to the questionnaire. The banner was visible only to Wikipedia editors who were logged in.
- To boost the response rate, Wikimedia Nederland sent 250 active editors a personal message after a while, inviting them to complete the questionnaire. In addition, the frequency with which the banner was displayed was raised.

The online survey was designed in such a way that a respondent could complete only one questionnaire (per IP address). The technical side of the online fieldwork was implemented and managed in-house by DUO Market Research.

#### Target group and response

The target group for this survey consisted of all Wikipedia editors. The table below shows the intended and achieved response rates.

Response	Number
Total number of editors	3,000
Number of active editors	1,200
Intended response (based on 2015 response)	450
Actual response	506
<b>Net response</b> (fully/correctly completed questionnaires)	<b>303</b>
<b>Response rate</b>	<b>10%</b>

**Accuracy of the results**

Not all editors completed the questionnaire and so margins of uncertainty should be taken into account during the interpretation of the results.

The margins of uncertainty are determined by:

- The size of the population (3,000 editors);
- The net response (n=303);
- The percentage found (the outcome);
- The confidence level (a confidence level of 95% is usually adopted, meaning that there is a 95% chance that the results are correct).

The table below shows the margins that should be taken into account in the case of a 95% confidence level. This is based on a population of 3,000 editors.

Net response	Outcome 50%-50%	Outcome 75%-25%	Outcome 90%-10%
50	13.7%	11.9%	8.2%
100	9.6%	8.3%	5.8%
200	6.7%	5.8%	4.0%
303	5.3%	4.6%	3.2%
400	4.6%	4.0%	2.7%

Explanatory notes to the table

*With a net response of n=303 editors and a research outcome of, for example, '75% of the editors agree with a statement' and '25% disagree with the statement', it should be kept in mind that the actual percentages will be between:*

- *agree with the statement: 70.4% (75% - 4.6%) and 79.6% (75% + 4.6%);*
- *disagree with the statement: 20.4% (25% - 4.6%) and 29.6% (25% + 4.6%).*

**Questionnaire**

Wikimedia Nederland provided DUO Market Research with a draft questionnaire, which DUO Market Research edited and optimised in close consultation with Wikimedia Nederland. Before the fieldwork, a public link was sent to five editors so that they could access the draft online questionnaire. The final questionnaire was drafted after their feedback had been processed.

## 4 SUMMARY AND CONCLUSIONS

### **Sharing knowledge is the most important motive**

For the majority of editors, the main reason for making a substantive contribution to Wikipedia is their desire to share knowledge and information. The gaps in Wikipedia coverage are the most common reason for starting to edit Wikipedia.

### **A small proportion of the editors are actively involved in the Movement Strategy 2030**

About half of the editors have heard of the Movement Strategy 2030. Only one tenth of these editors actually participated actively in the strategy process by, for example, attending a discussion meeting, participating in an online discussion or commenting on texts. This is only 6% of all editors. One fifth of the editors would be willing to contribute (in the future) to the Movement Strategy 2030. Most of them would wish to do this only by commenting on texts.

### **Most editors communicate with each other**

The majority of editors communicate with other editors; only one in seven never do this. Talk pages are the most commonly used communication channel here, followed by 'De Kroeg' (Village Pump) and personal emails. A quarter of the editors sometimes meet other Wikipedia editors in person. The most common reason for visiting a meeting for Wikipedians is to meet other editors. One third of all editors are not interested in the meetings for Wikipedians and they have therefore never attended a meeting.

### **The Wikipedia community is not very diverse**

The Wikipedia community consists mainly of Dutch, highly educated men aged over 40. Only 10% of the editors are women and 3% of the editors have a non-Western migration background. According to the majority of editors, the low proportion of female editors has negative consequences, particularly for the diversity of subjects covered. According to one sixth of the editors, a smaller proportion of editors with a non-Western migration background also has a negative impact on the diversity of subjects.

### **Negative working atmosphere is an important obstacle**

The working atmosphere at the Dutch Wikipedia was mainly described by the editors as 'quarrelsome' (45%). The predominantly negative working atmosphere is the main reason for stress during editing and for editors to consider stopping their Wikipedia editing work. It is also an obstacle to more involvement of editors in Wikipedia. For example, the negative working atmosphere was mentioned by a number of editors as a reason for not wanting to occupy a position and not wanting to contribute to the Movement Strategy 2030. In addition, improving the atmosphere and mutual communications was the change that was most desired.

### **Quality of content is important for editors**

The quality of the content of articles and the use of sources are important for the editors. To substantiate an article on the Dutch Wikipedia, an article in a peer-reviewed scientific journal and a statistical database from scientific and government institutions are by far the most useful sources, according to the editors. In addition, for one sixth of the editors, the poor quality of editing by others leads to work stress. Improving the substantive quality of articles is also one of the most frequently mentioned areas for improvement in the Wikimedia movement.

## **5 SURVEY RESULTS**

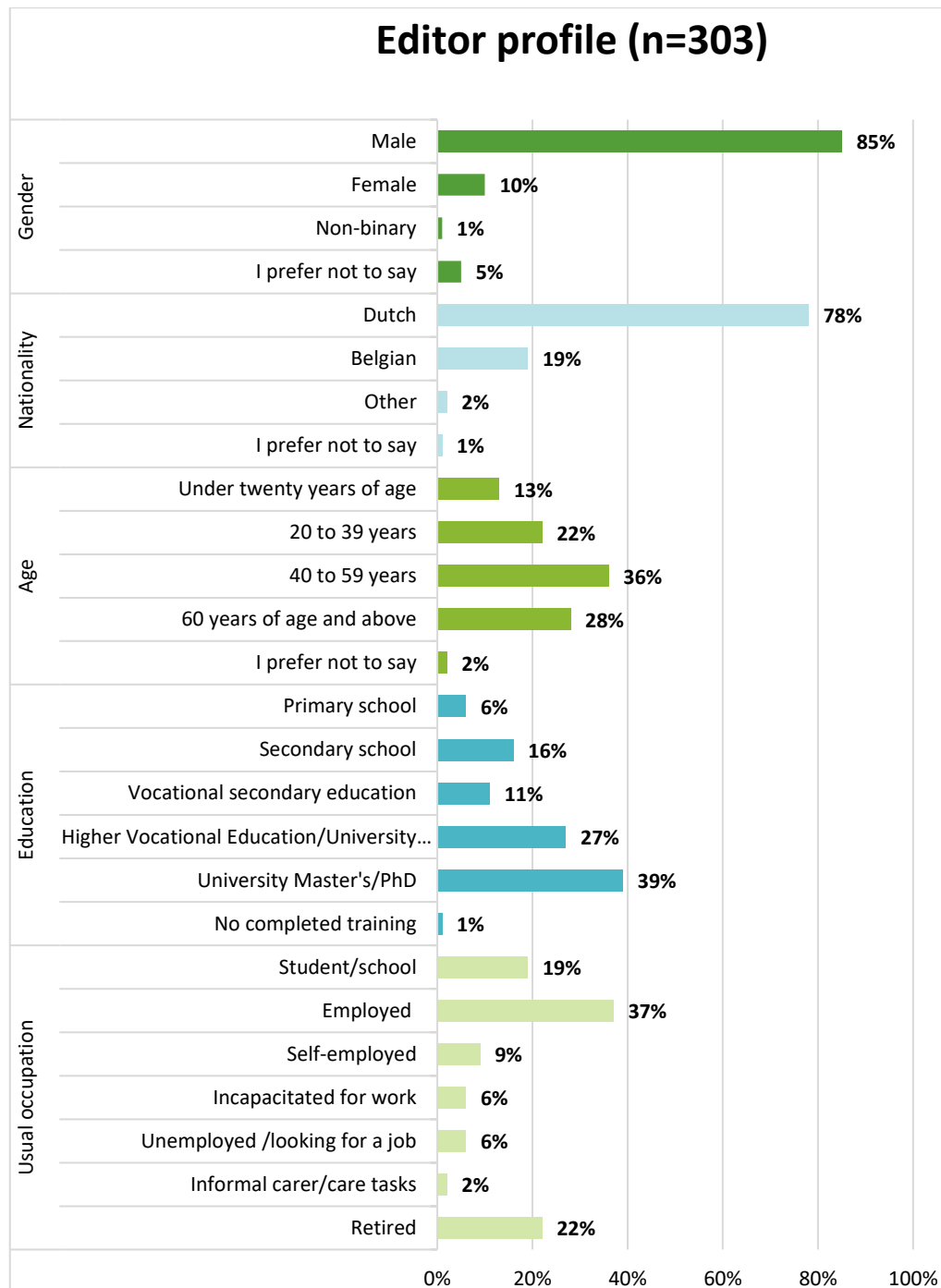
This chapter presents the results of the survey. Where substantial differences were found (statistically significant and a difference of at least 5%), the results have been broken down in line with the editors' background characteristics. Substantial differences between the results of the 2015 survey and the results of this survey are stated in the text. In accordance with the regulations and codes of conduct of the Dutch Personal Data Authority, all the respondents' answers were processed anonymously.

Some questions included an answer option 'other, namely'. The most frequent answers in the category 'other' and the most frequent answers to the open questions are summarised in the text. A complete overview of the answers to 'other, namely' and the open questions are included in the separate annex. [Note: Not included in this translation]



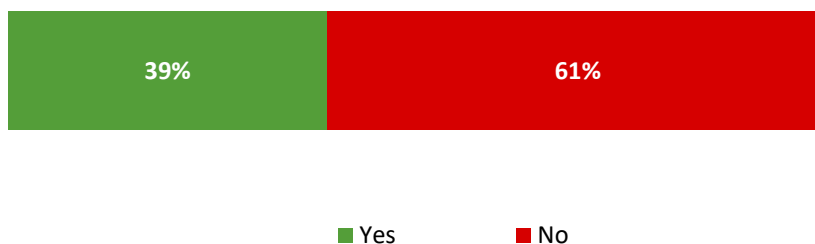
### 5.1 Profile of Wikipedia editors

The vast majority of Wikipedia editors are male (85%), have Dutch nationality (78%), are over 40 (64%), highly educated (66%) and are employed or retired (37% and 22% respectively). The percentage of pensioners was higher in 2018 than in 2015 (+8%), while the number of people in employment was lower (-7%).



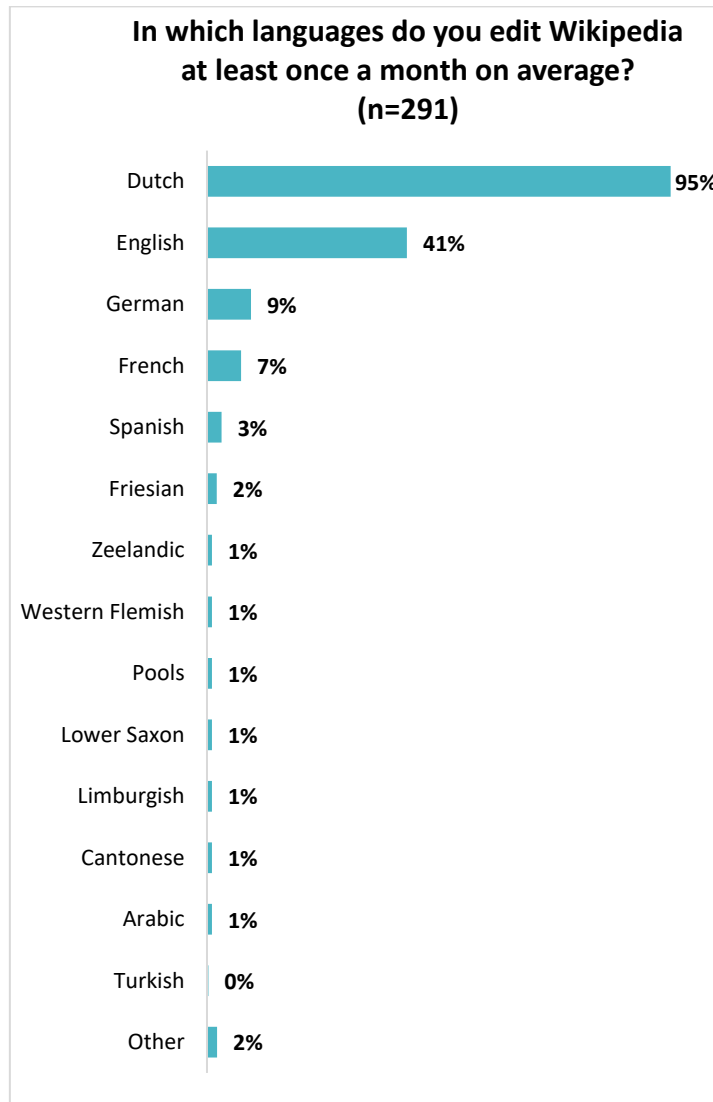
As well as working for Wikipedia, more than a third of the editors also do volunteer work.

**Are you currently engaged in volunteer work?  
- not including the work for Wikipedia (n=303)**



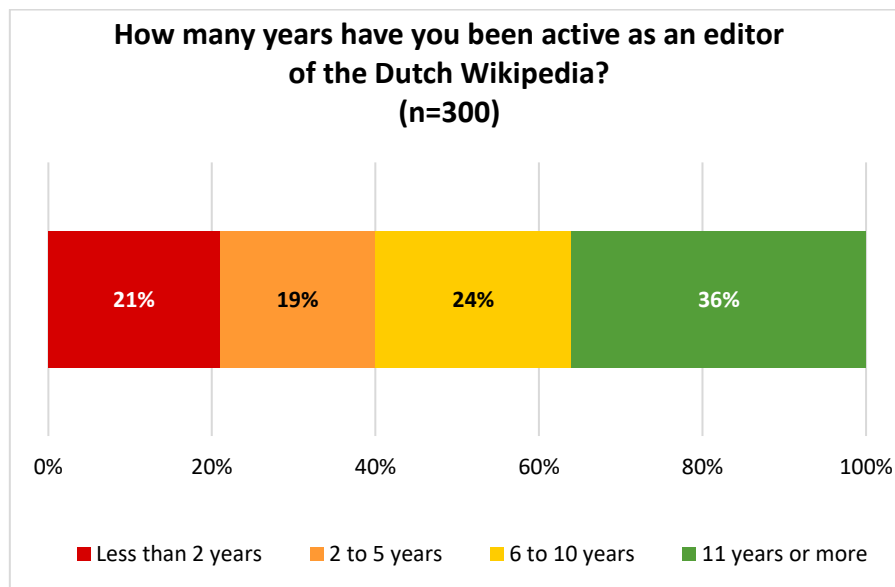
## 5.2 Activities of Wikipedia editors

Almost all editors edit Wikipedia at least once a month in Dutch. About two fifths do this in English as well. The percentage of editors working in English, German and/or French was significantly lower in 2018 than in 2015, declining by 16%, 12% and 10% respectively. The languages stated by the editors who answered 'other' were Portuguese, Afrikaans and Vietnamese.



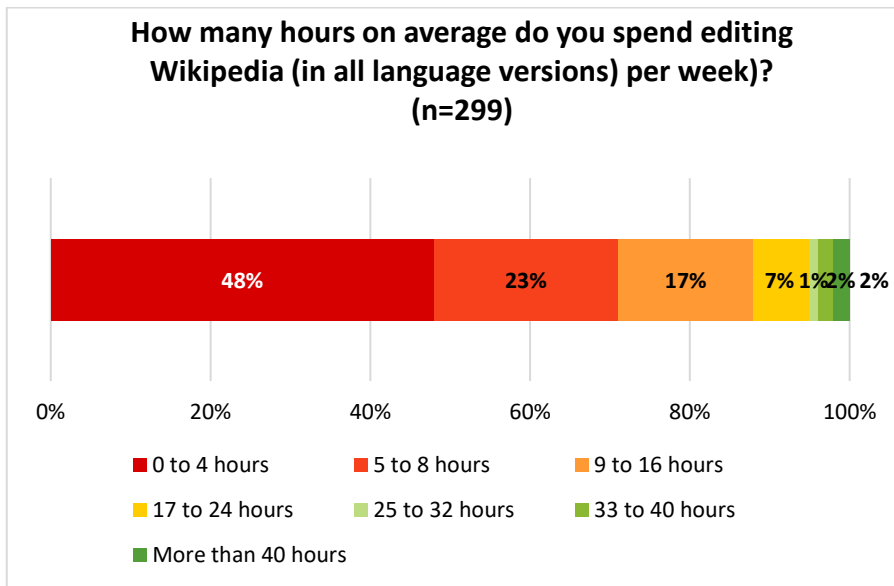
About a third of the editors (36%) have been active as editors of the Dutch Wikipedia for more than ten years. One fifth started editing less than two years ago, which is slightly more than in 2015 (at least 4%).<sup>2</sup>

Most of the group of editors who have been active for more than ten years are people over 40. The group of editors who have been active for less than two years are mainly young people (aged under 20 and secondary school pupils/students), with a relatively large proportion of women and Belgians.

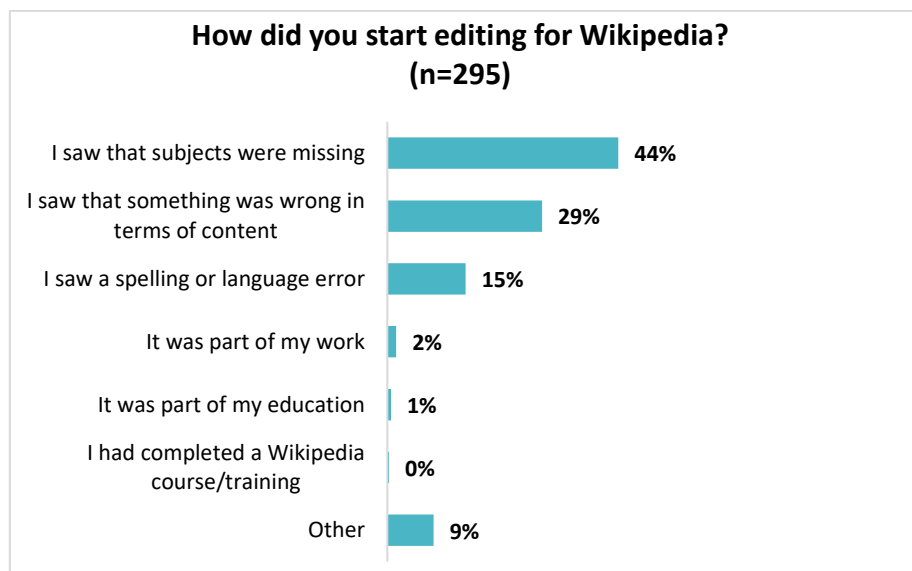


About half of the editors spend less than five hours a week editing Wikipedia. Almost a third of the editors (29%) spend more than eight hours a week on Wikipedia. The distribution of time spent in 2018 was almost the same as in 2015. The editors who spend more than eight hours on Wikipedia are mainly over-60s. In addition: the more years editors are active, the more hours they spend on average each week editing Wikipedia.

<sup>2</sup> Because the study was carried out midway through the year in 2015 and the editors were asked at the time to state the year when they started as editors, the percentage of editors active 'for less than 2 years' in 2015 was between 12% and 17%. The difference with 2018 is therefore between +4% and +9%.



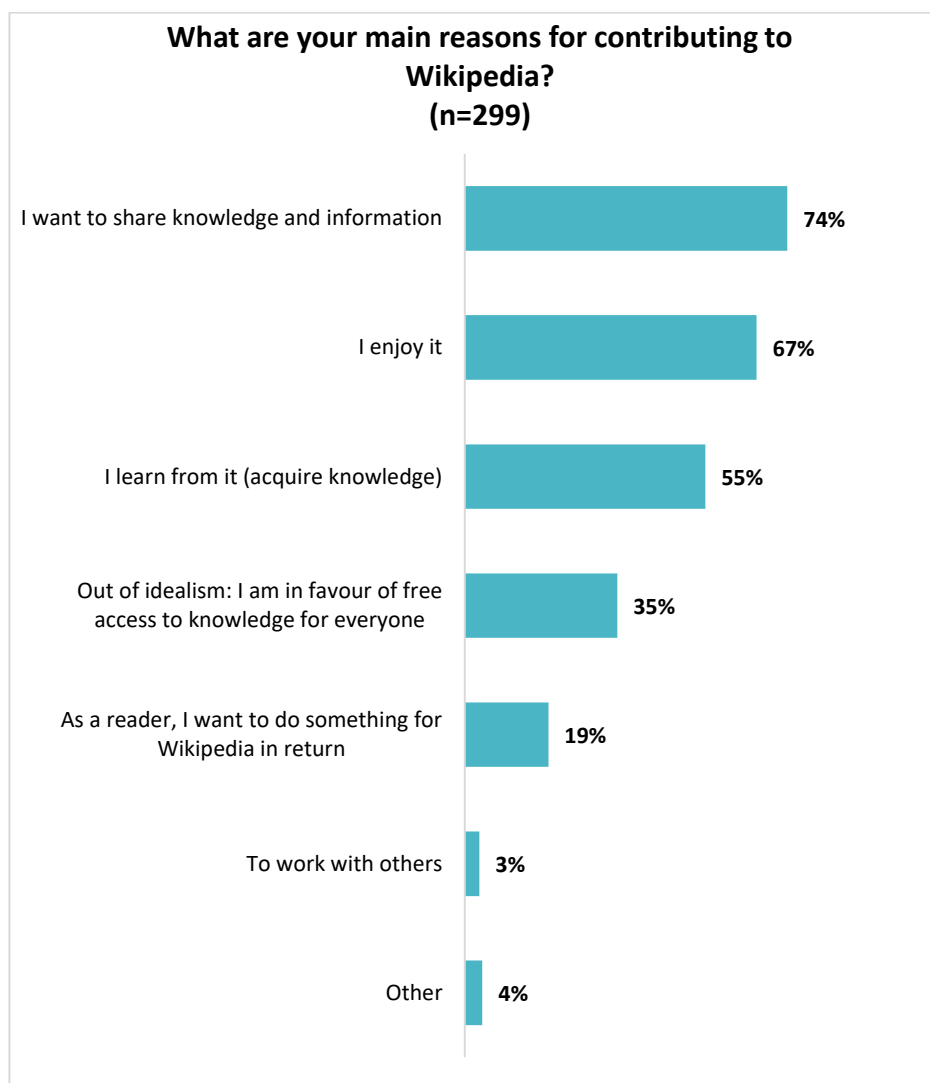
The most common reason for starting to edit Wikipedia is the absence of certain topics, followed by noticing errors in the content. Seeing spelling or language mistakes was mentioned significantly more often as a reason by the younger editors (under 20 years of age). The editors who gave 'other' as a reason (9%) mainly said that they wanted to add to or update existing subjects and that they were curious about the possibilities for editing.



The main reason for contributing/continuing to contribute content to Wikipedia, for all editors and regardless of background, is: 'I want to share knowledge and information'. 'I enjoy it' is also a frequently mentioned reason. The relative importance of the different reasons with respect to one another was the same as in 2015.

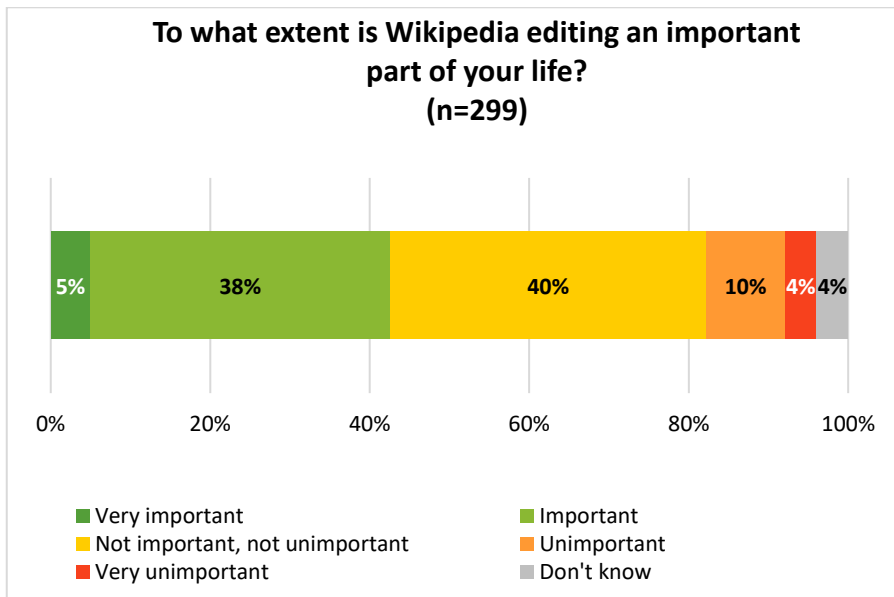
The reason 'I enjoy it' was given more often by men and Dutch people. This was stated less often as a reason by people aged over 60, pensioners and new editors (active for less than two years). At the same time, slightly more than half of them see editing as a way of learning things themselves. This reason was given significantly more often by men and Belgians. Women and Belgians also mentioned 'idealism' more often as a reason.

The editors who gave 'other' as a reason (4%) mainly said they wanted to improve existing articles.

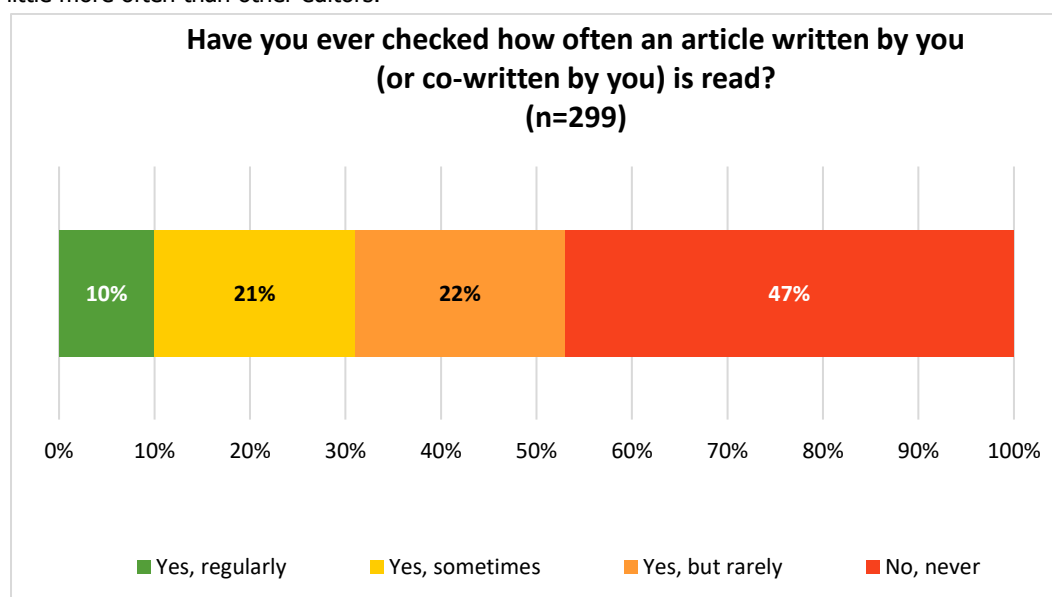


For two out of five editors (43%), editing Wikipedia is an important/very important part of their lives. An almost equal proportion of the editors (40%) do not see it as an important part of their lives but nor do they consider it unimportant.

The editors who find editing an important/very important part of their lives are mainly editors who have been active for more than five years and spend more than four hours a week editing Wikipedia.

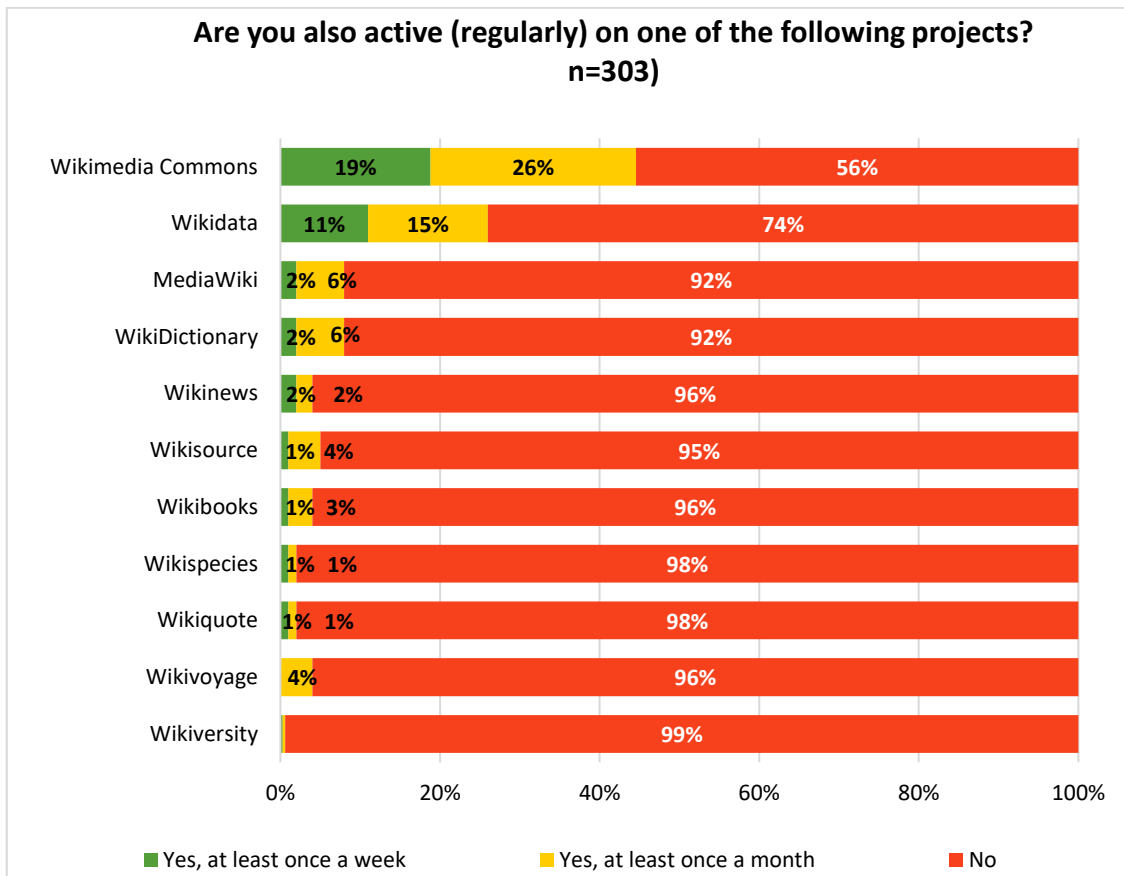


Almost half of the editors (47%) never check how often an article written or co-written by them is read on Wikipedia. Only a tenth do this regularly. On average, young people and Belgians check a little more often than other editors.



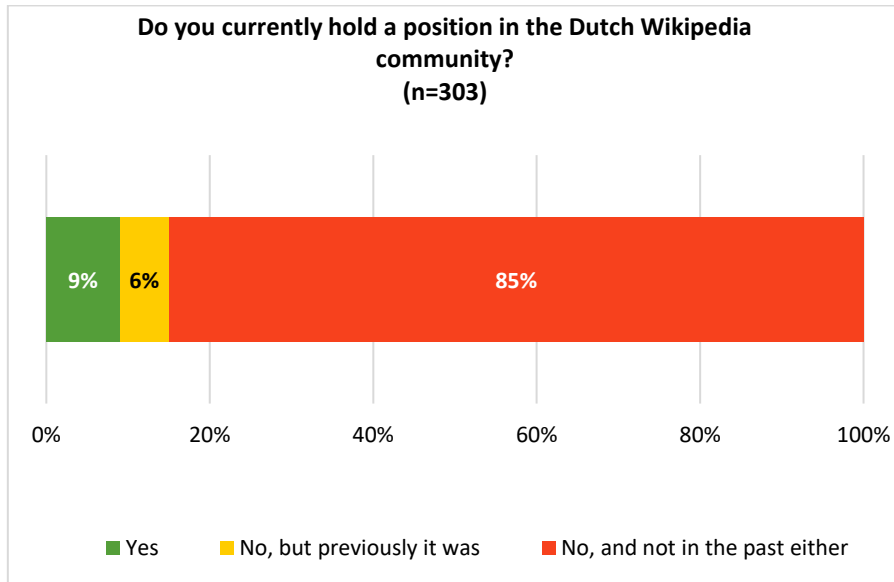
Almost half of the Wikipedia editors (45%) are also active on Wikimedia Commons on a monthly to weekly basis. A quarter of Wikipedia editors are active on Wikidata on a monthly to weekly basis. Fewer than a tenth of the Wikipedia editors are regularly active on the other Wikimedia projects.

The group of editors who are active on a monthly to weekly basis on Wikimedia Commons includes relatively more women than men and fewer young people (<20 years) and new editors (<2 years active).

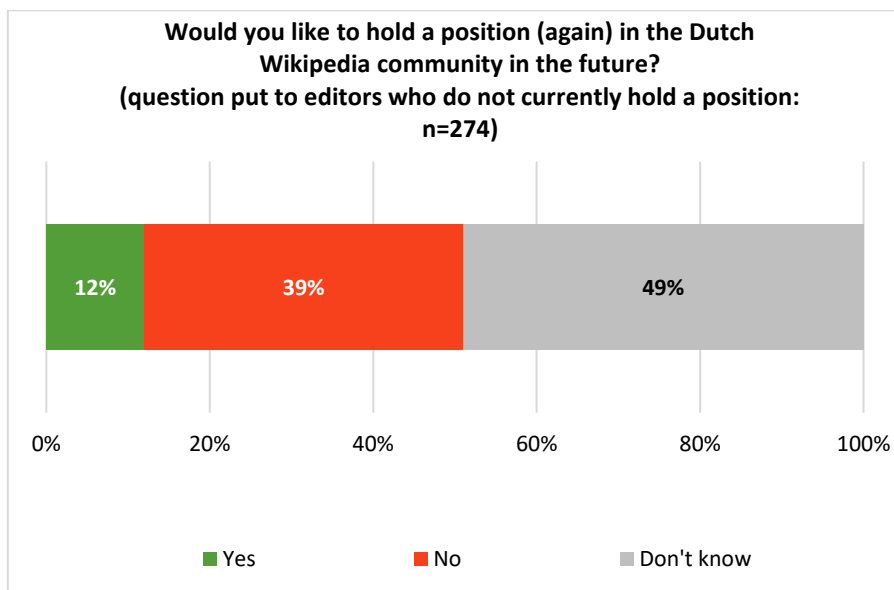




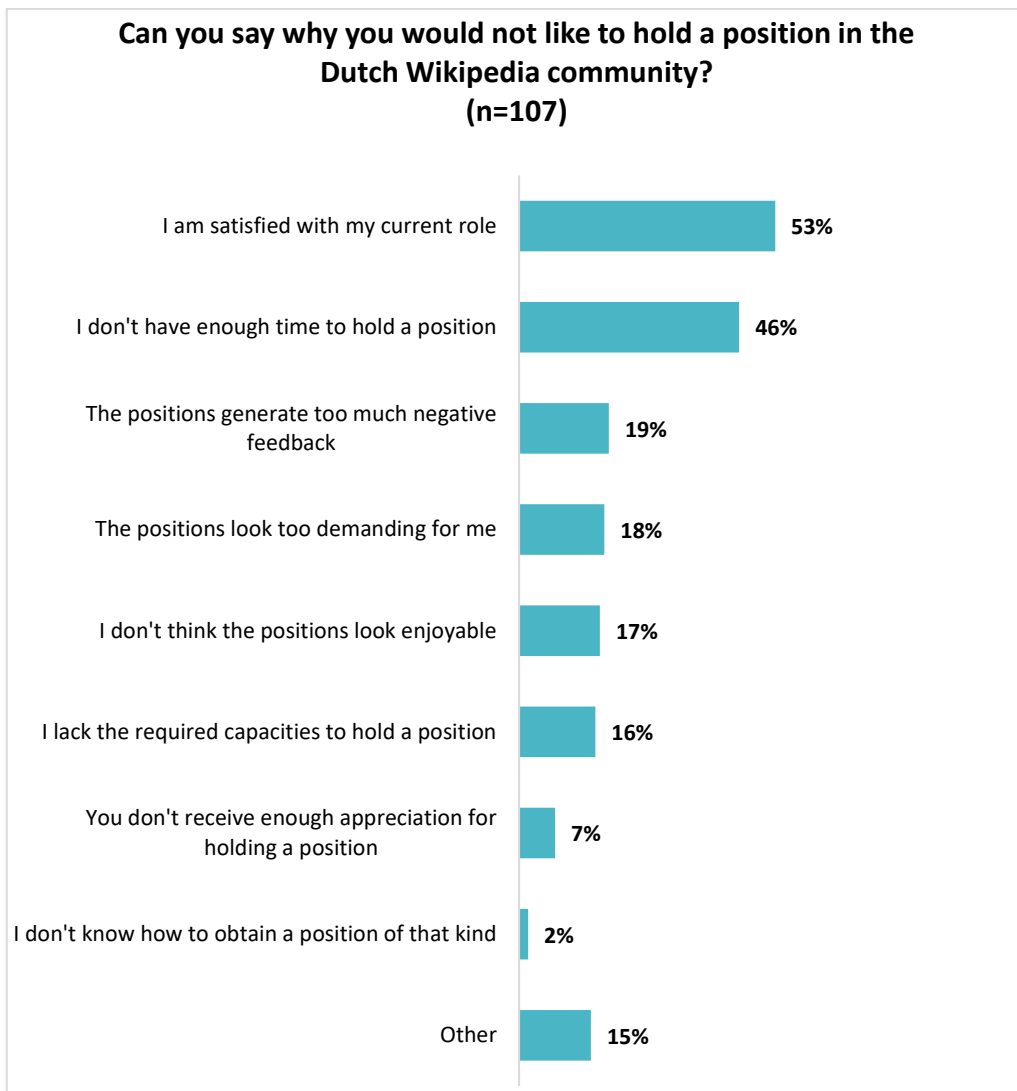
85% of the editors have never held a position in the Dutch Wikipedia community. Almost a tenth currently hold a position.



The editors who do not currently hold a position were asked whether they would like to hold a position in the Dutch Wikipedia community in the future. Half of them said they didn't know; two fifths said they would not want to do this in the future.

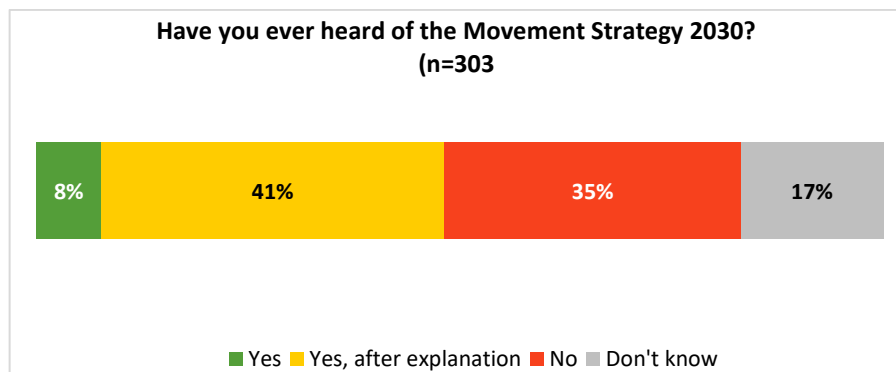


The editors who do not currently hold a position and do not wish to do so in the future were then asked about their reasons. The most frequently cited reasons were 'I am happy with my present role' (53%) and 'I don't have enough time to hold a position' (46%). Young people (<20 years) in particular think relatively often that the positions are too demanding and/or that they do not have the necessary capacities. Most of the editors who said they didn't want to hold a position for another reason (15%) referred to the conduct of other editors and the negative atmosphere.

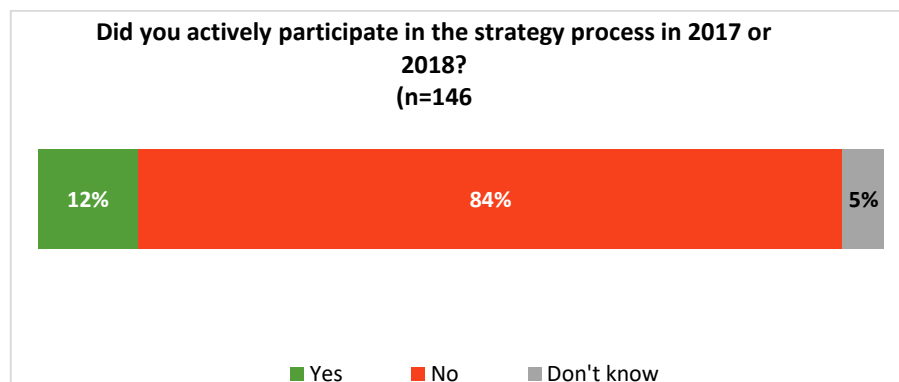


### 5.3 Movement Strategy 2030

About half of the editors said, after a brief explanation, that they had heard of the Movement Strategy 2030.<sup>3</sup>



Of the editors who had heard of the Movement Strategy 2030, 12% also actively participated in the strategy process - this is 6% of all editors. The group of editors who had actively participated in the process consisted of a relatively large number of experienced editors (active for more than two years).



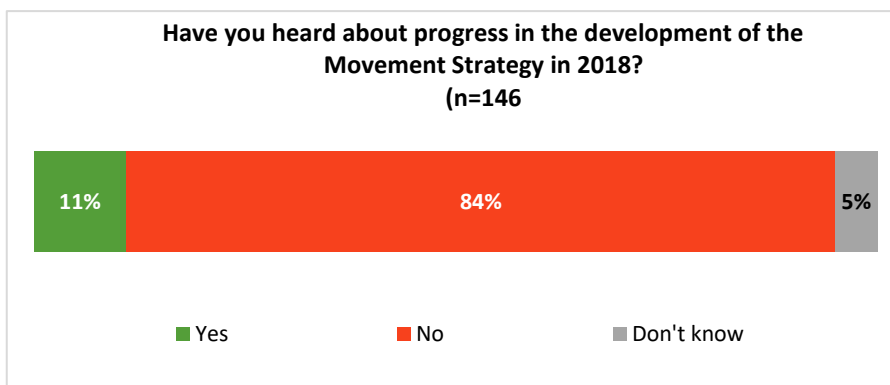
<sup>3</sup> The explanation given to the respondents was as follows: The Movement Strategy 2030 will provide answers for the entire global Wikimedia movement to questions such as: What will we have achieved in twelve years from now? What role do we want to play in the world in 2030? Who will then be part of the Wikimedia movement? What are the challenges in areas such as technology, collaboration, diversity and lobbying?

Just over two fifths (42%) of editors who had heard of the Movement Strategy 2030 were familiar with the Strategic Direction (21% of all editors). A tenth had also read the Strategic Direction. This is 5% of all editors.

More of the more experienced editors (active for more than two years) were familiar with the Strategic Direction. Among the editors who had also read the Strategic Direction, there were relatively more women than men.

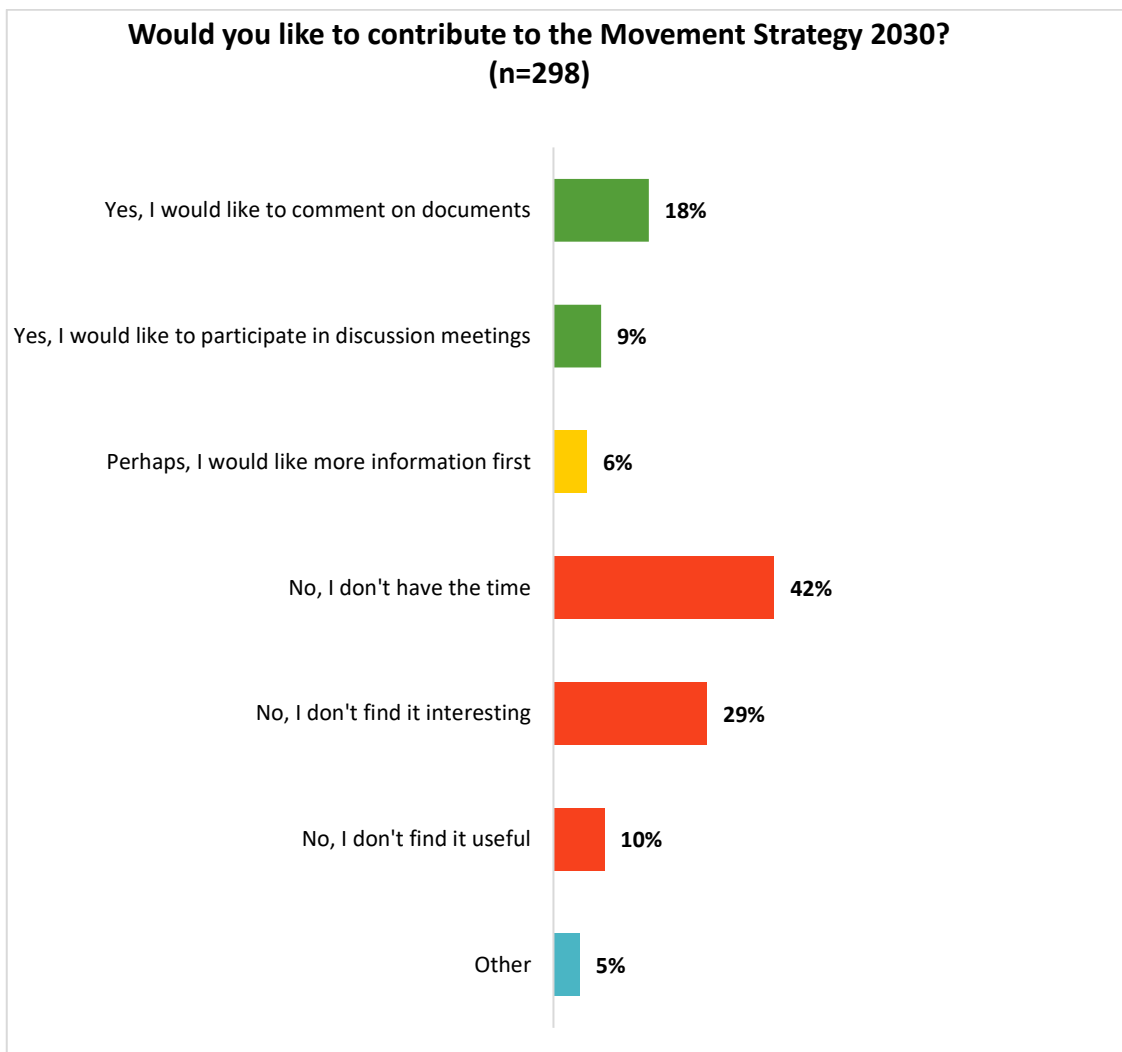


Just over one tenth (11%) of editors who had heard of the Movement Strategy 2030 had heard about progress in the development of the Movement Strategy in 2018 (5% of all editors). In relative terms, more women than men had heard about the progress made in the process in 2018.



One fifth of all editors, regardless of whether they had already heard of the Movement Strategy, were prepared to contribute to the Movement Strategy 2030 - either by commenting on documents or by participating in discussion meetings. However, two fifths of the editors said they didn't have time to contribute to the Movement Strategy.

The group of editors who wanted to comment on documents included a relatively large number of women and young people (<20 years). Most of the editors who answered 'other' (5%) said they didn't want to contribute because of the other editors and the working atmosphere or because they thought they lacked the required capacities.



**Desired changes**

167 editors stated changes that they believe are absolutely necessary in the Wikimedia movement. The required changes that were most frequently mentioned are:

- The atmosphere and mutual communications should be improved.

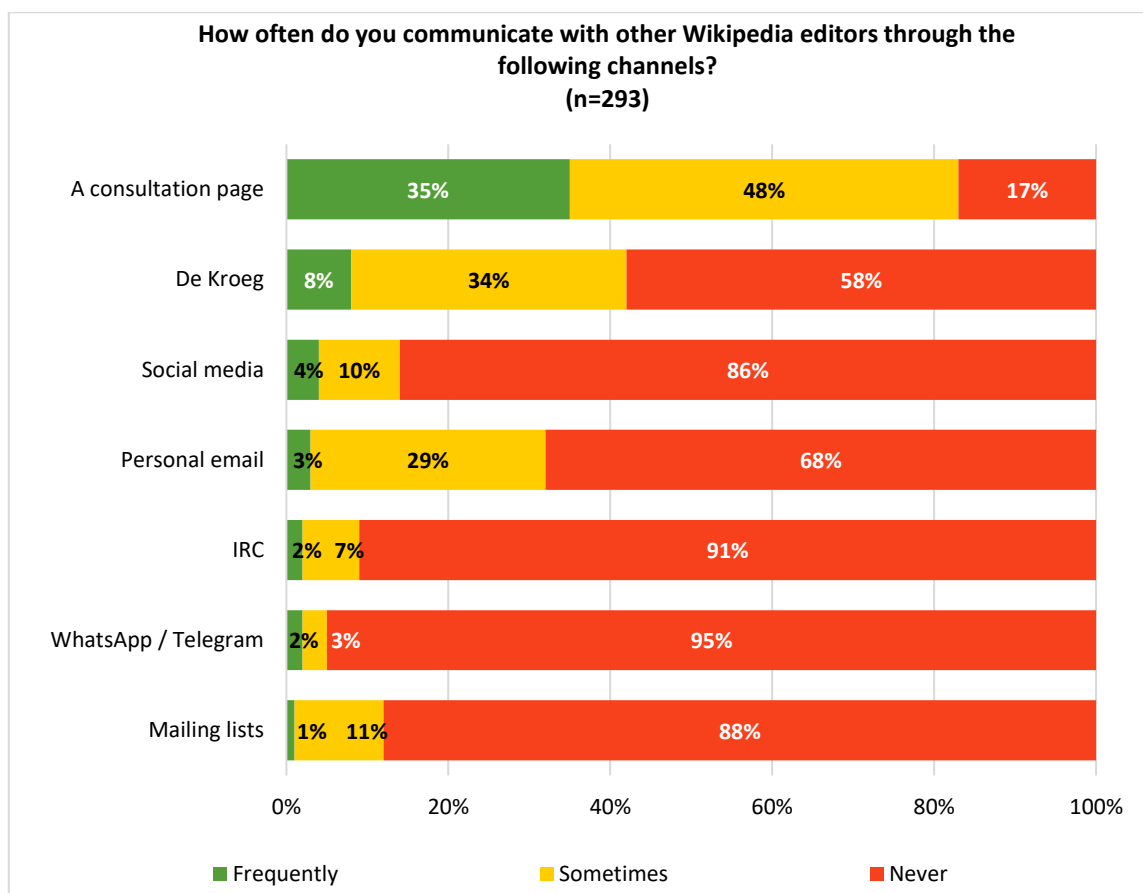
- Anonymous editing should be limited for reliability reasons.
- The substantive quality of articles needs improvement.
- Wikipedia should be made more user-friendly (particularly in technical terms) for editors.

A complete overview of the changes mentioned has been included in the separate annex.

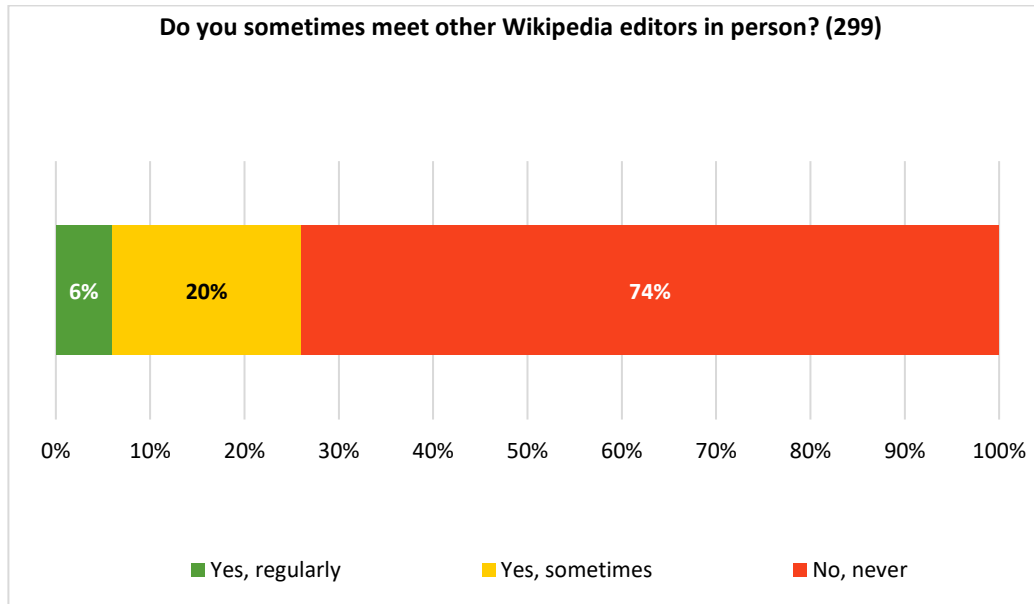
### 5.4 Social interaction between Wikipedia editors

The majority of editors (83%) communicate occasionally or regularly with other editors through talk pages. Two fifths communicate through 'De Kroeg' and one third in personal emails. These were also the most frequently used channels in 2015. One in eight editors never communicate with other Wikipedia editors through the available channels (13%).

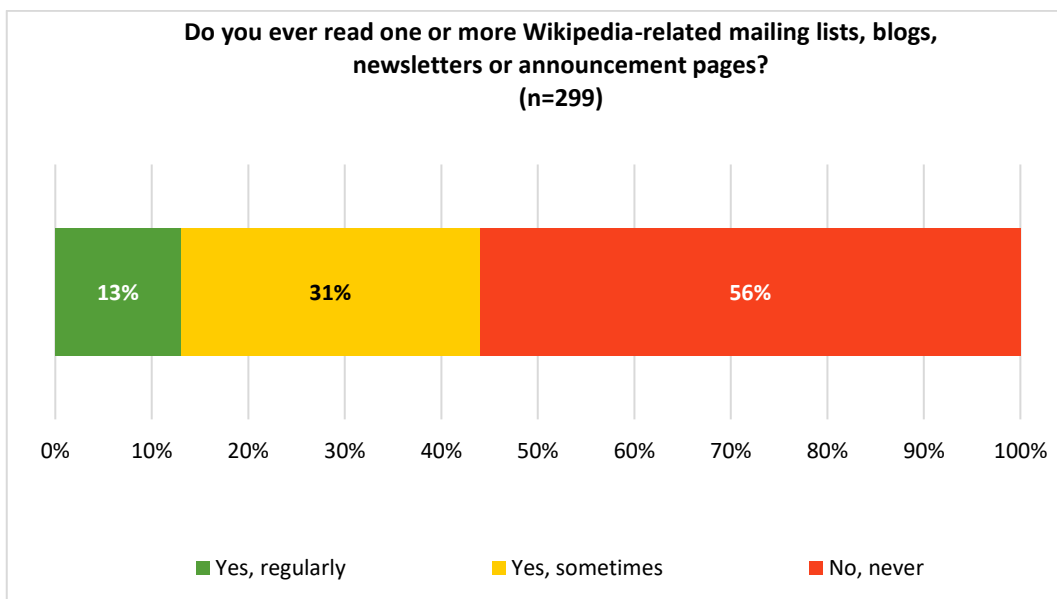
The group of editors who never communicate through the available channels includes a relatively large proportion of Belgians, young people (<20 years) and new editors (<2 years active). Women communicate significantly more often with other Wikipedia editors through the social media, personal emails and WhatsApp/Telegram than men.



A quarter of the editors (26%) sometimes meet other Wikipedia editors in person. This group includes more women than men.

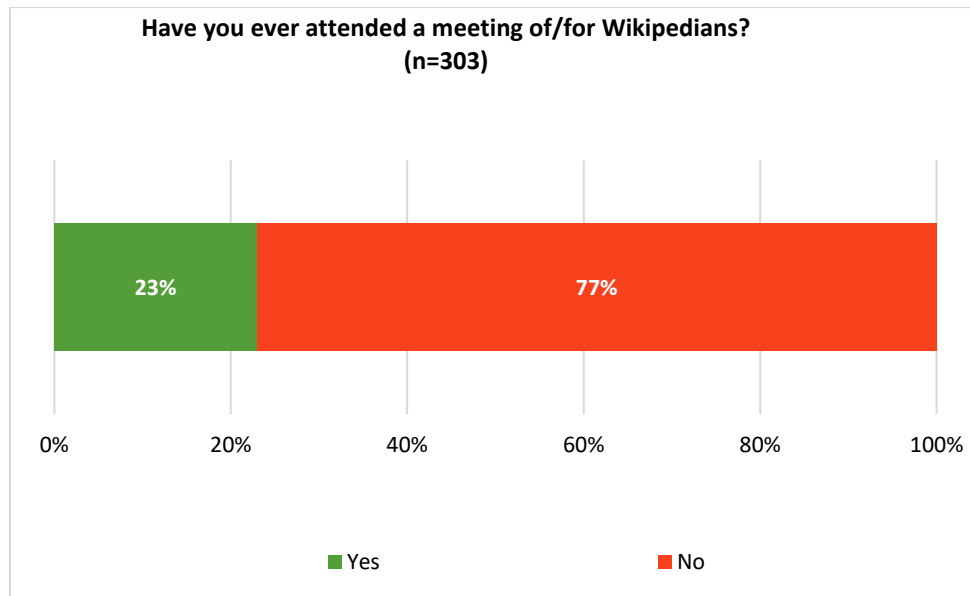


Just over half of the editors (56%) never read Wikipedia-related mailings, blogs, newsletters or message pages. This is a slightly higher proportion of editors than in 2015 (+13%). These editors also include more men and new editors (<2 years of experience).



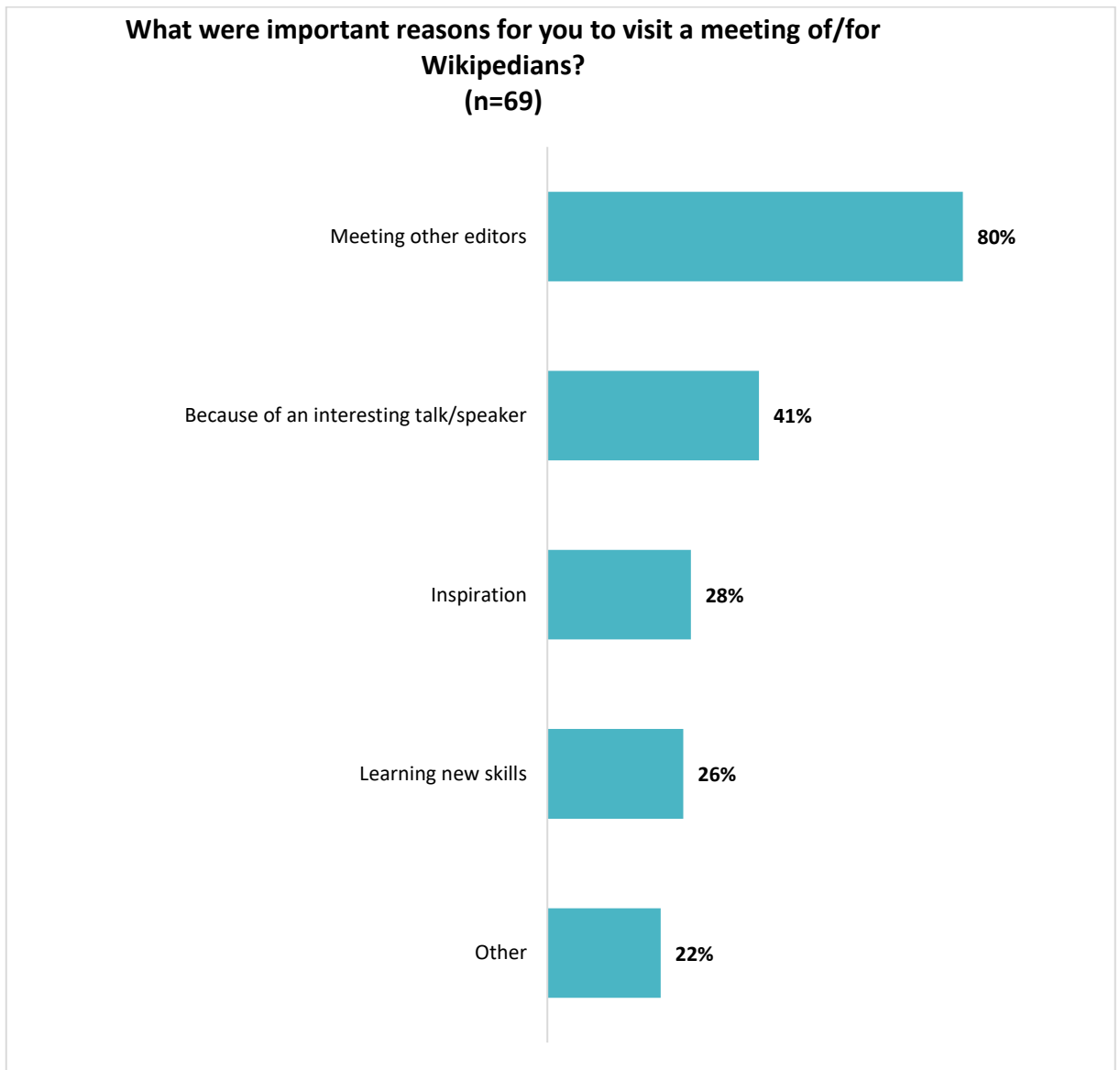


Approximately a quarter of the editors have sometimes visited a meeting for Wikipedians. More of these editors are women and aged over forty.



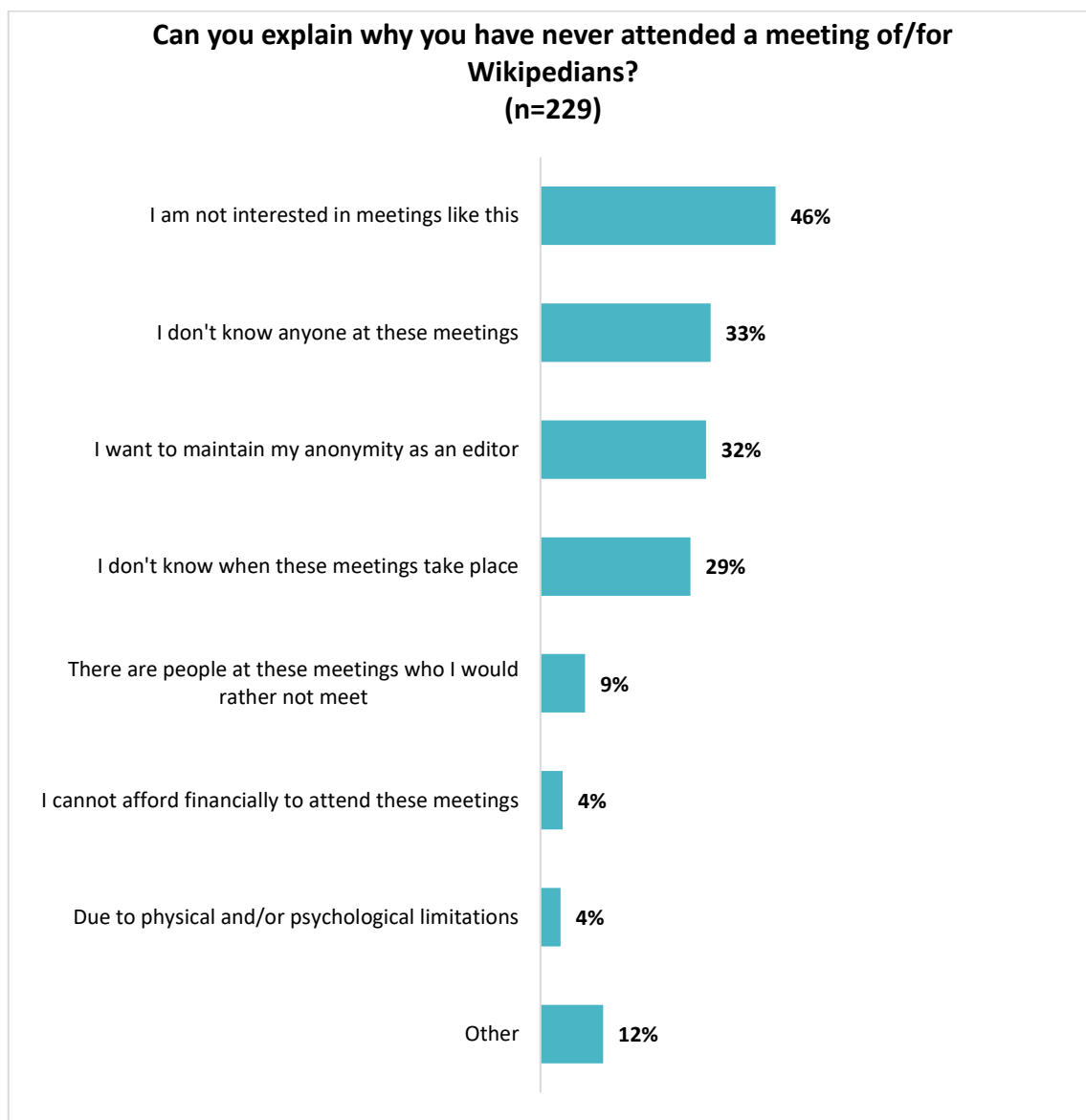
The editors who have sometimes attended a meeting were asked to state their main reasons for doing so. 'Meeting other editors' was the most frequently stated reason by far (80%). Men gave the reason 'because of an interesting reading/speaker' more often while 'learning new skills' was stated by women more often.

The editors who answered 'other' (22%) mainly said they wanted to help others and to be involved with the organisation.

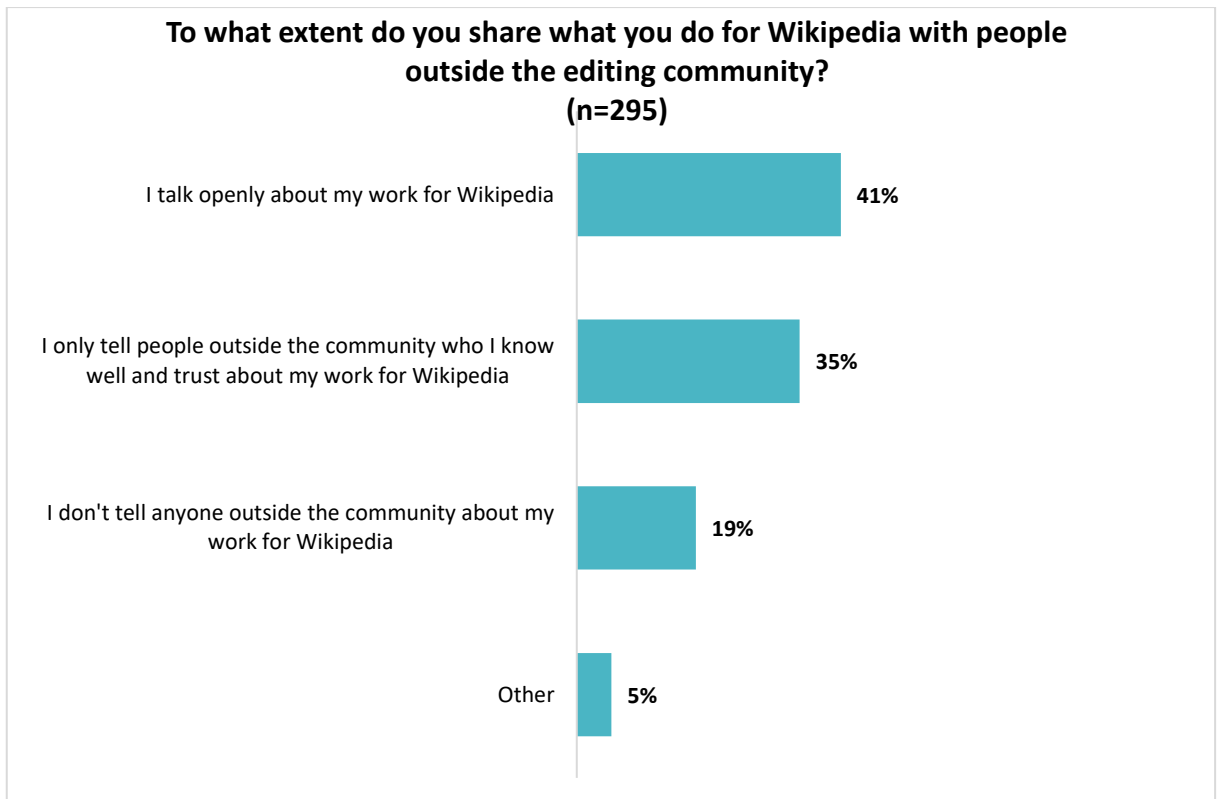


The editors who never attended a meeting (77%) were also asked for their main reasons. The most common reason given was a lack of interest in the meetings (46%). Maintaining anonymity was a more important reason for women than for men. The reasons 'I don't know anyone at those meetings' and 'I don't know when those meetings take place' were given more often by young people (<20 years) and new editors (<2 years of experience).

The editors who answered 'other' (12%) mainly said they lacked the time, or that the meetings were not a priority for them, and that they have to travel too far for the meetings.

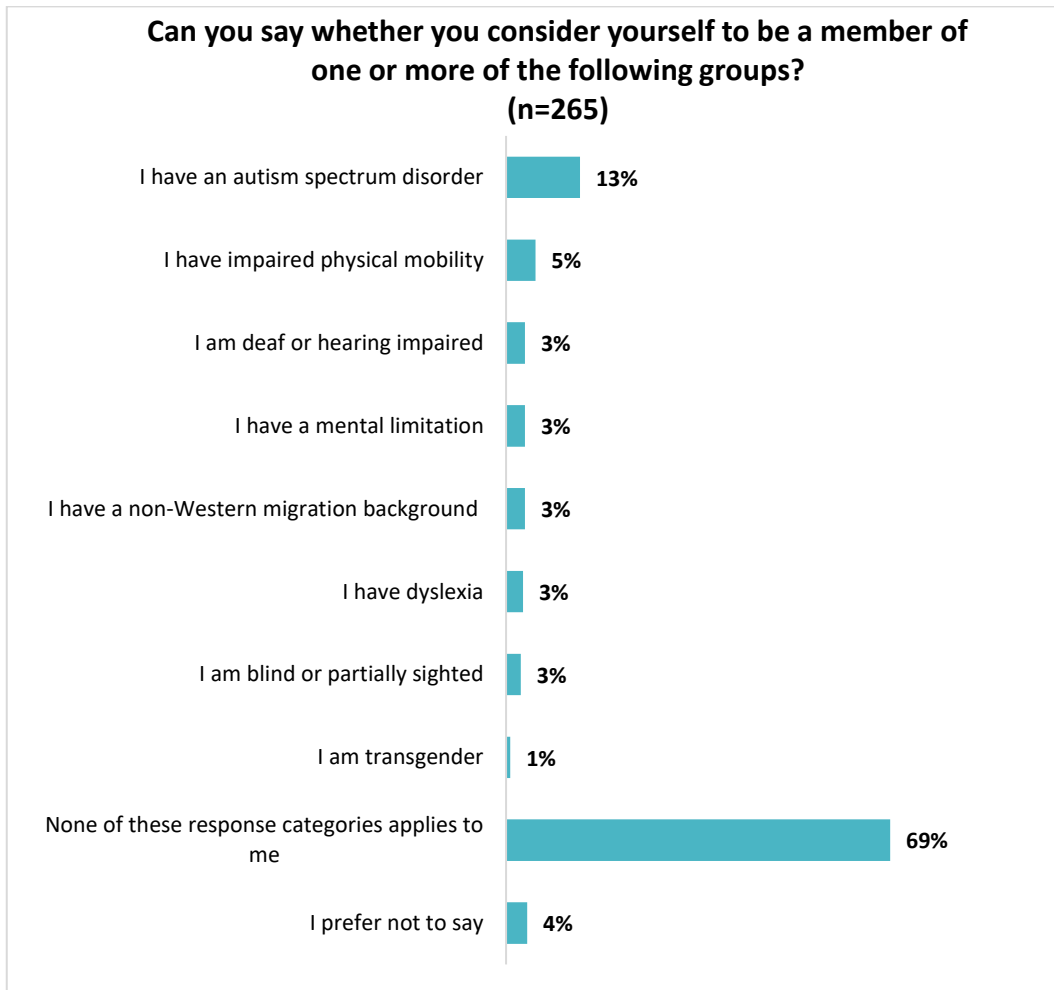


Two out of five editors talk openly about their work for Wikipedia with people outside the editor community. The editors who tell nobody outside the community about their work (19%) include a relatively large proportion of Belgians, young people (<20 years) and new editors (<2 years of experience). The editors who answered 'other' (5%) mainly said that they would not mention their work themselves but that they were open about it when the topic came up.



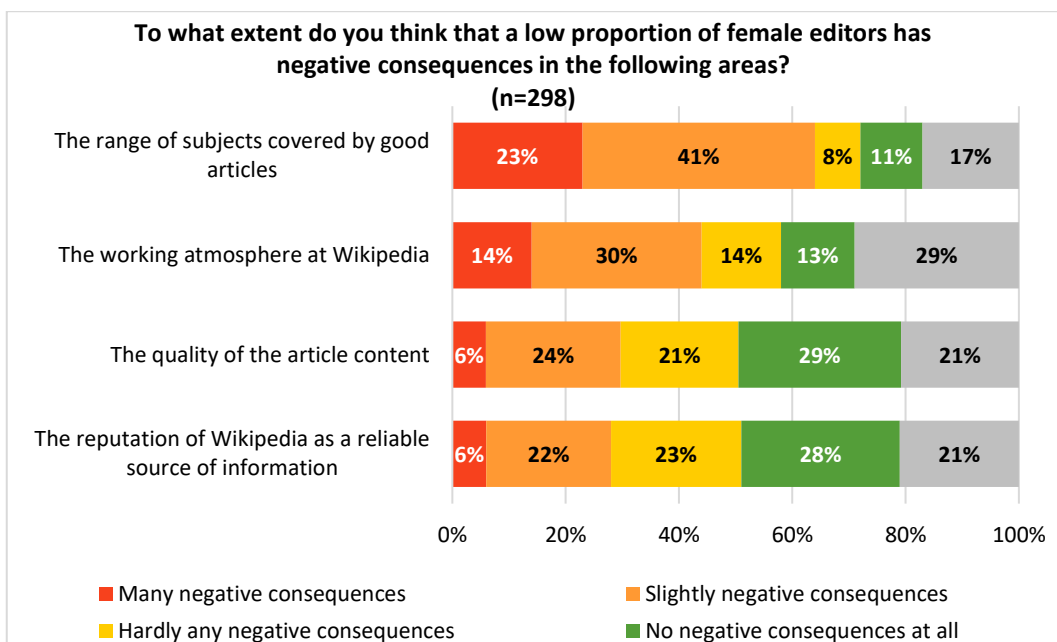
### 5.5 Diversity in the Wikipedia community

One in eight editors (13%) say they have an autism spectrum disorder. These are mainly Dutch men who have been active for more than ten years and are aged between 20 and 60. Only 3% of the editors have, by their own account, a non-Western migration background. More than two thirds of the editors (69%) said that none of the response categories applied to them.



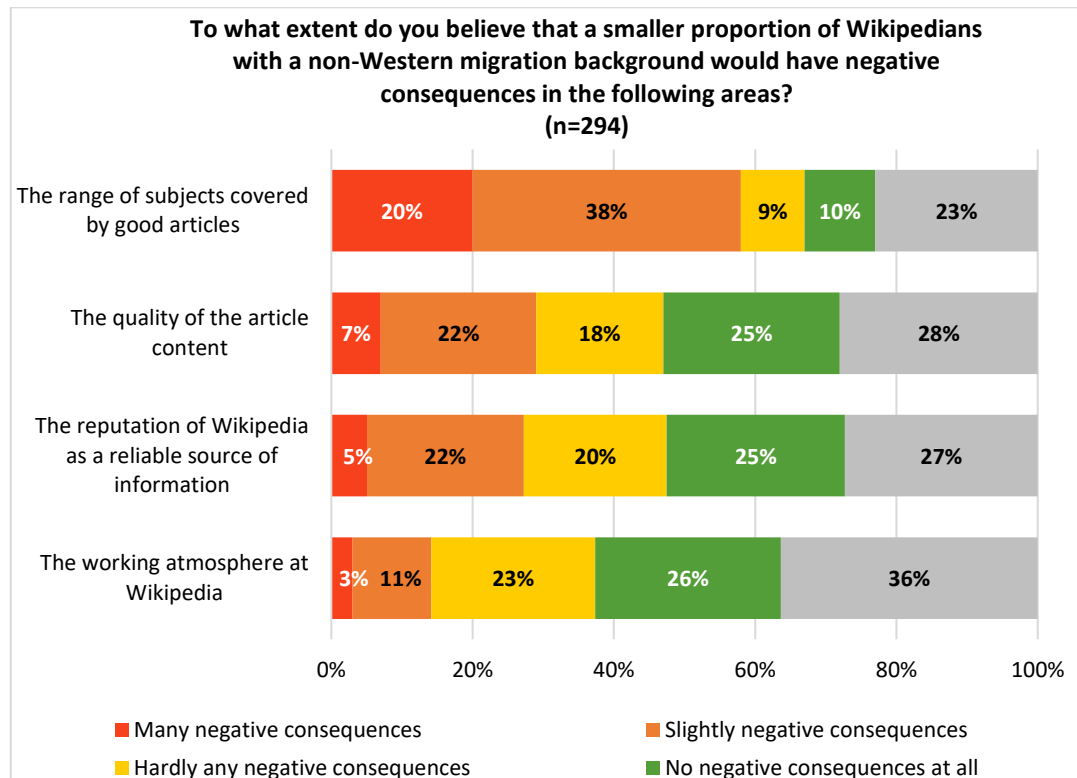
According to the editors, the negative consequences of a low proportion of female editors are highest for the diversity of subjects covered in Wikipedia - 64% believe that this factor had slightly, or very, negative consequences. According to two out of five editors (44%), it also has negative consequences for the working atmosphere at Wikipedia. According to half of the respondents, a low proportion of female editors has little or no negative consequences for the quality of the article content and Wikipedia's reputation as a reliable source of information.

As could be expected, more women than men believe that a low proportion of female editors has negative consequences in all areas. The results in 2018 were otherwise almost identical to those from 2015.



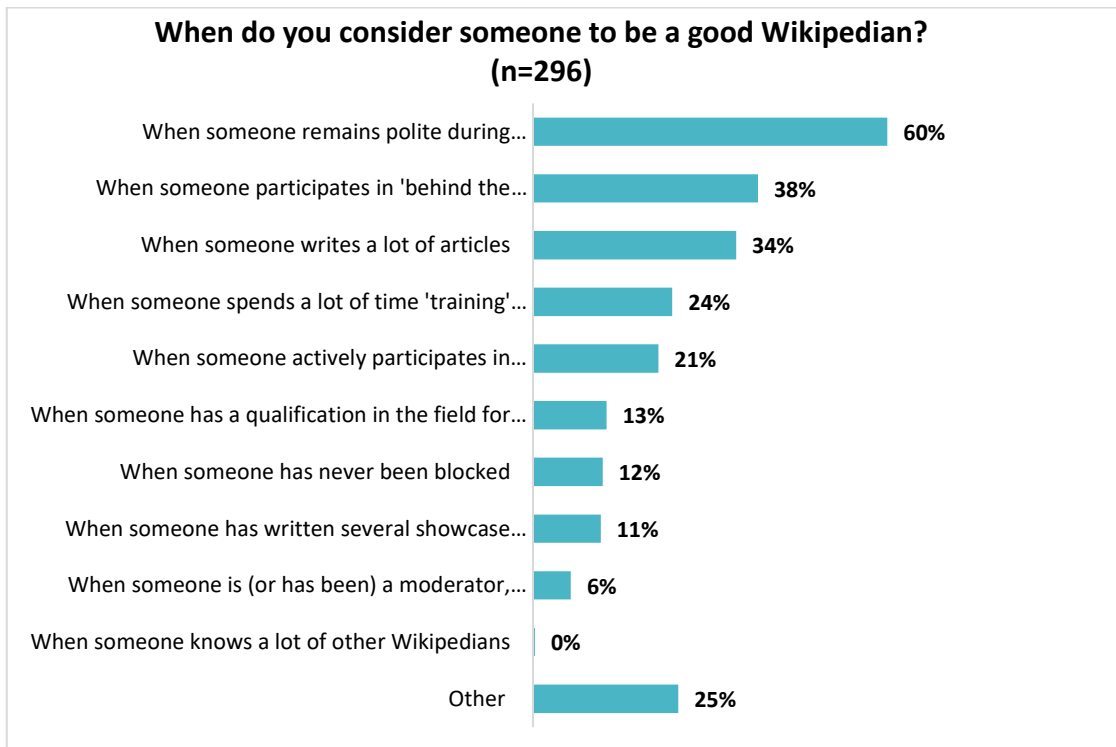
According to three out of five editors (58%), a smaller proportion of editors with a non-Western migration background will have some or a very large number of negative consequences for the diversity of subjects covered. It was thought that this factor would have least impact on the working atmosphere.

More women than men also believed that a smaller number of editors with a non-Western migration background would have negative consequences in all areas.



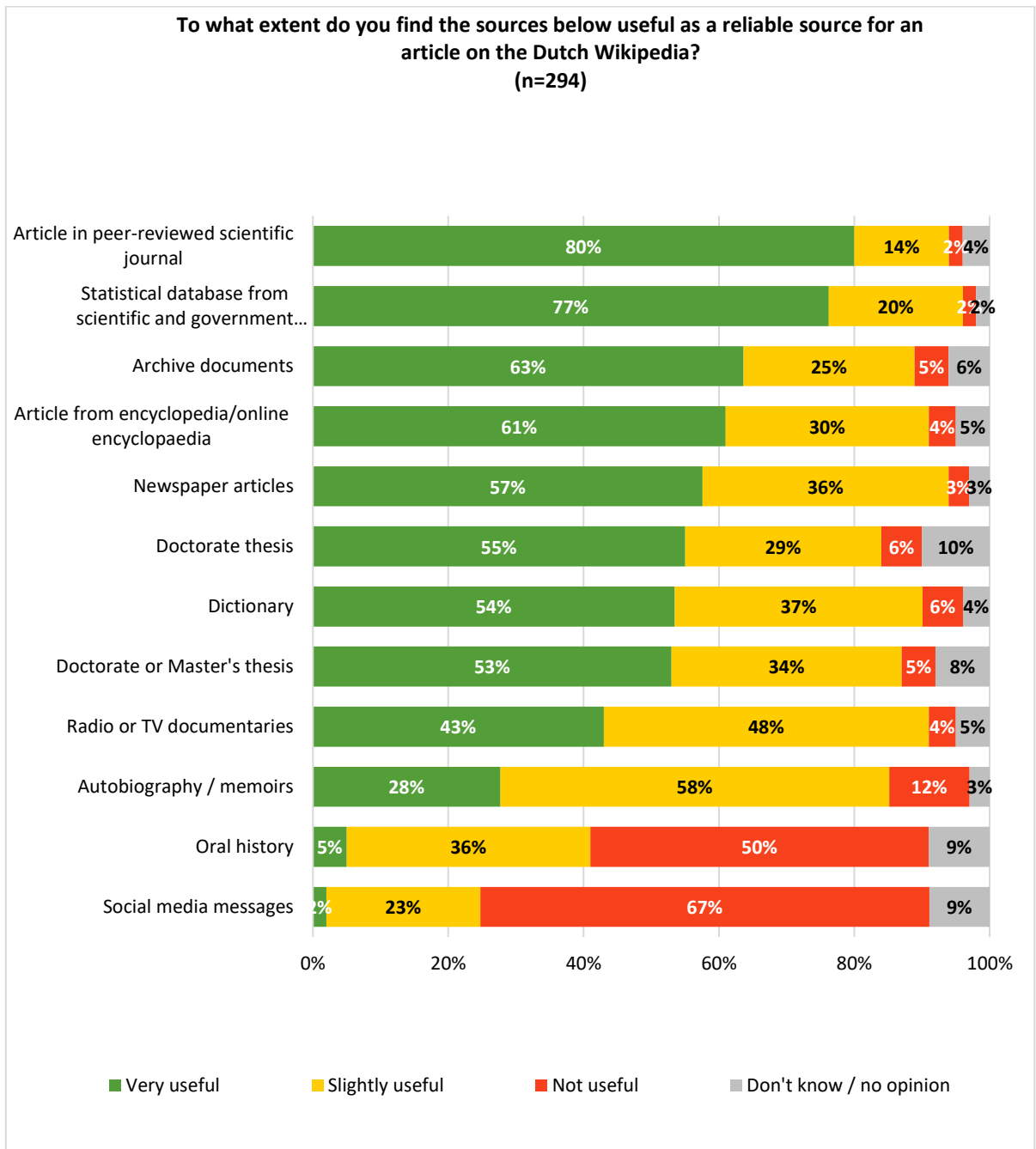
The most important quality that editors found necessary for a good Wikipedia is 'if someone stays polite during consultations and discussions' (60%). This was somewhat more important for women than for men. The number of articles someone writes was also more important for women, as well as for Belgians. A qualification in the field someone is writing about was significantly more important for young people (< 20 years) than for other age groups.

The editors who replied 'other' mainly said 'if someone writes texts that are correct in terms of content and well documented' (9% of the editors) and 'if someone is constructive when editing *and* discussing' (5%).



To substantiate an article on the Dutch Wikipedia, an article in a peer-reviewed scientific journal and a statistical database from scientific and government institutions are by far the most useful sources. 80% and 77% of the editors respectively found these sources very useful. Oral history and social media messages are, according to the majority, not useful as sources. However, relatively more women and people aged over forty saw oral history as a useful source. On the other hand, more editors aged under forty saw social media messages as useful.



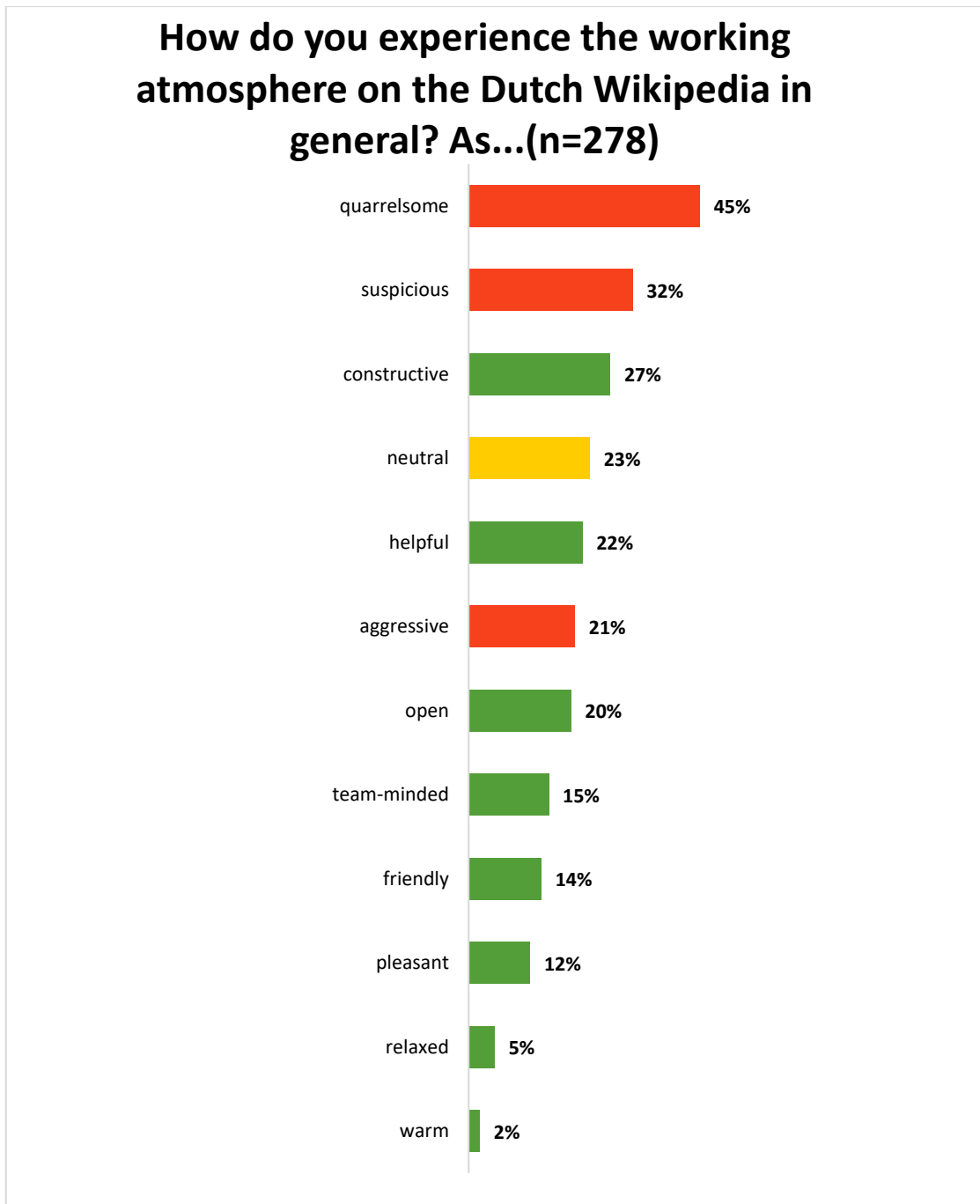


## 5.6 Working atmosphere

The editors were presented with twelve words that can describe the working atmosphere. The editors were then given the opportunity to select a maximum of three words which they thought best described the working atmosphere on the Dutch Wikipedia. The word 'quarrelsome' was selected most often by far (45%). The top three of most frequently selected words included only one positive description, namely 'constructive'. This is comparable with the results from 2015.

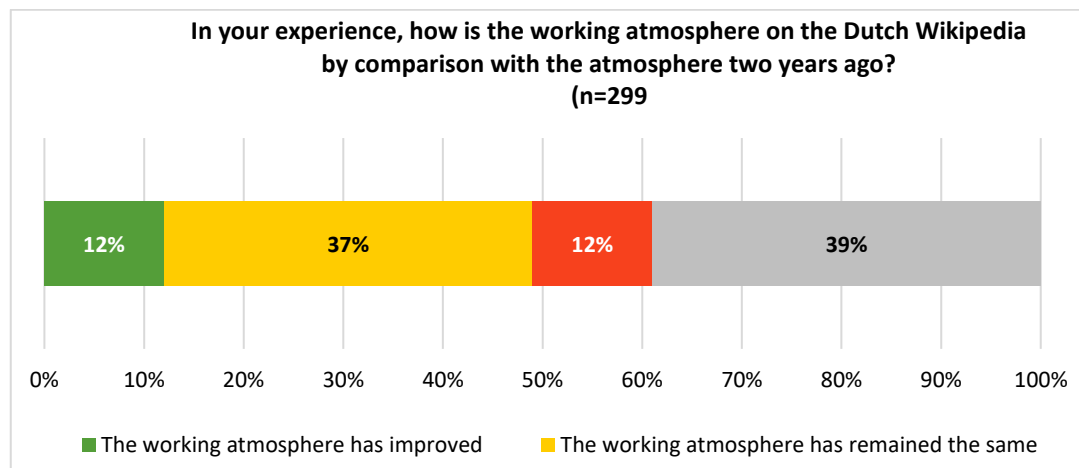
However, the word 'aggressive' was selected less often in 2018 than in 2015, coming in sixth in 2018 instead of fourth in 2015.

Almost a quarter of the editors (24%) selected only negative words to describe the working atmosphere. This group of editors consisted of a relatively large number of people over 40, more highly educated respondents, pensioners and editors who had been active for more than five years.



According to just over a tenth of the editors (12%), the working atmosphere has improved in the last two years. However, a much larger proportion (37%) through that the working atmosphere had remained the same. Just over a tenth of the editors also felt that the working atmosphere had deteriorated.

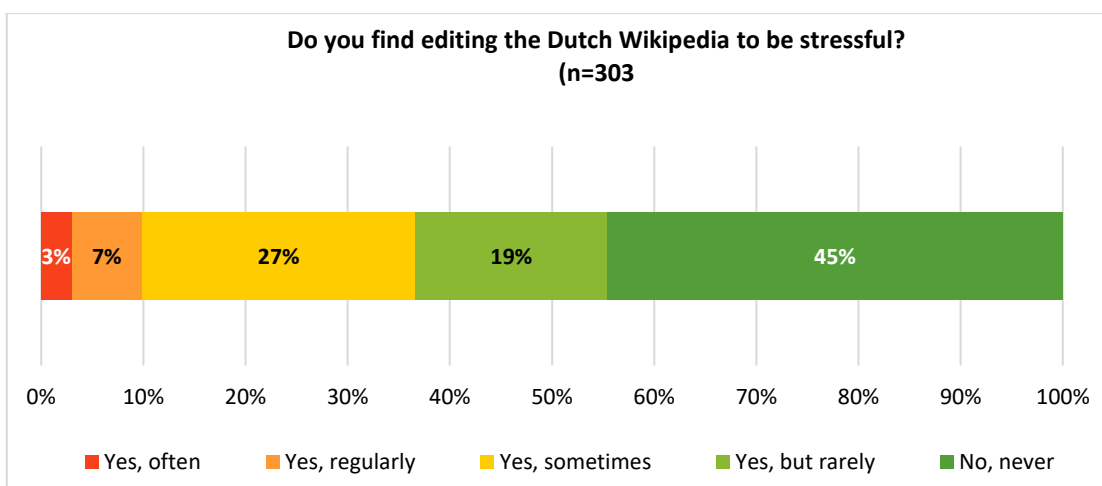
Two out of five editors (39%) said they did not know whether and how the working atmosphere on the Dutch Wikipedia had changed. These were mainly editors younger than 20 years, schoolchildren, editors who worked less than five hours a week and editors who had been working as editors for less than two years.



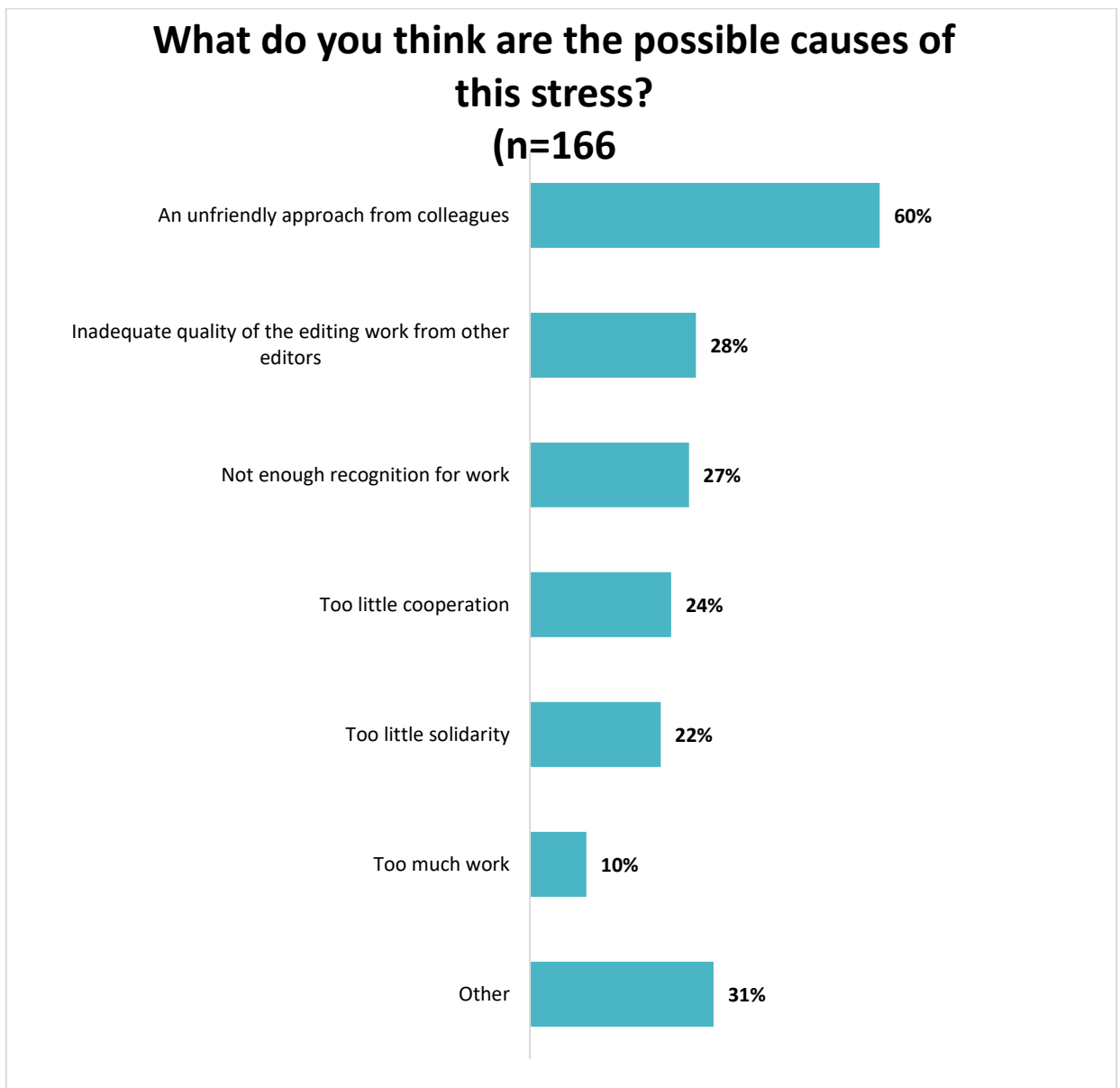
The editors who work on other Wikimedia projects in addition to Wikipedia were asked how they perceived the working atmosphere of the project in question by comparison with the working atmosphere on the Dutch Wikipedia. However, for the majority of the projects, the number of respondents who answered this question was too small to establish a representative picture. The graph below therefore covers only those projects about which at least 15 editors (5% of the total) gave an opinion. It can be seen that the majority (57%) believe that the atmosphere on the WikiWoordenboek (Wiktionary) is better than on Wikipedia. A quarter of the editors held this view with respect to Wikimedia Commons and Wikidata.



One tenth of the editors felt that editing the Dutch Wikipedia was regularly or often stressful. However, almost half (45%) thought editing was never stressful. The group of editors who thought editing was stressful included more women and fewer young people (<20 years) and new editors (<2 years of experience).



The editors who said that they felt Wikipedia editing was stressful seldom or often (55% of all editors) were asked what they thought were the possible causes. The majority (60%) mentioned the unfriendliness of colleagues. The editors who answered 'other' (31%) also referred mainly to the behaviour of colleagues (14% of the editors who experienced stress): unsubstantiated criticism, unnecessarily lengthy discussions and removing other people's pages. Some also said that their own insecurity was the cause of the perceived stress.

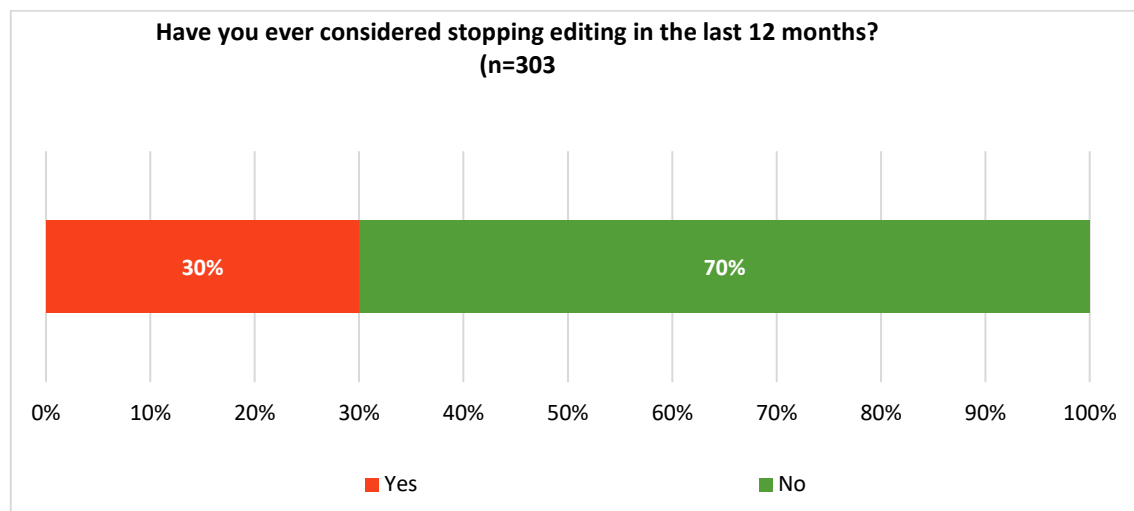


96 editors (58% of those who experience stress) gave a tip or suggestion to reduce and/or prevent work stress on Wikipedia. The most frequently mentioned suggestions were:

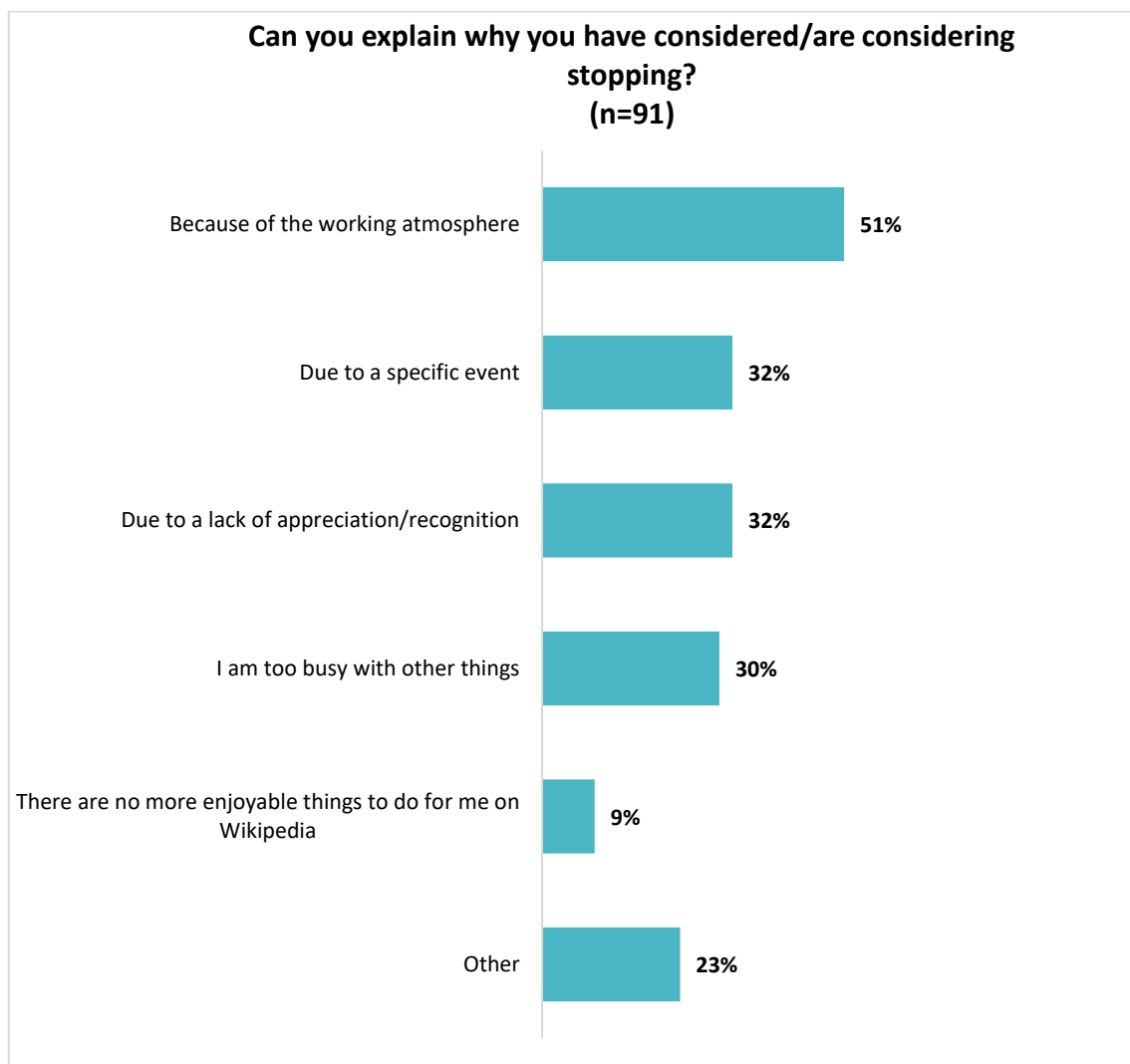
- Tougher action against undesirable conduct from editors, for example by blocking them
- Make editing impossible without an account
- Setting quality requirements for article content

A complete overview of the suggestions mentioned can be found in the separate annex.

Almost a third of the editors had thought about stopping editing in the past year. These were mainly people aged over 20 and editors who had been active for more than two years. In addition, the group that considered stopping consisted of a relatively large number of editors who sometimes or often experience stress - 42% of editors who sometimes experience stress and 86% of those who often experience stress had considered stopping. However, even some of the editors (16% on average) who rarely, if ever, found editing stressful had considered stopping.



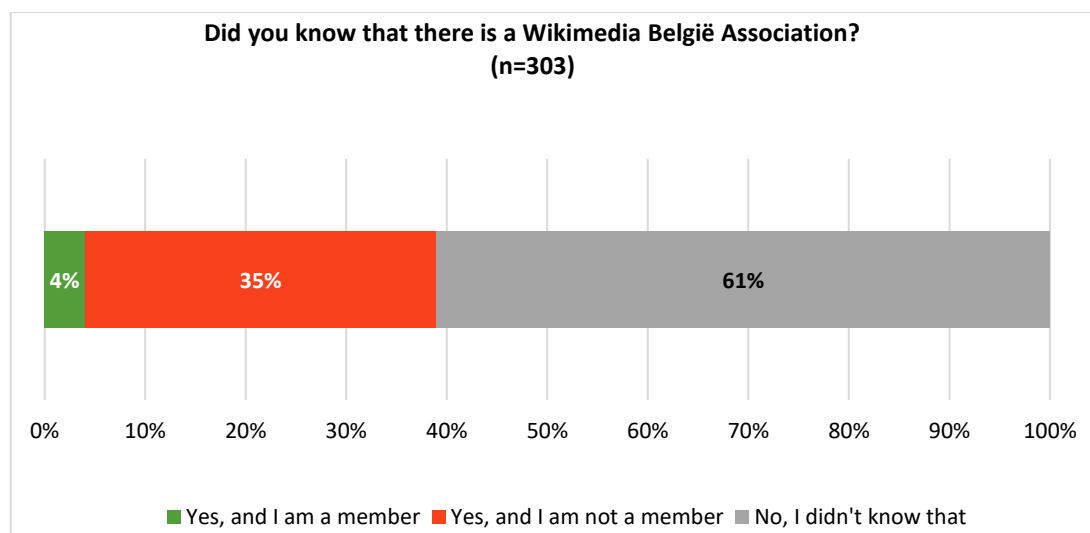
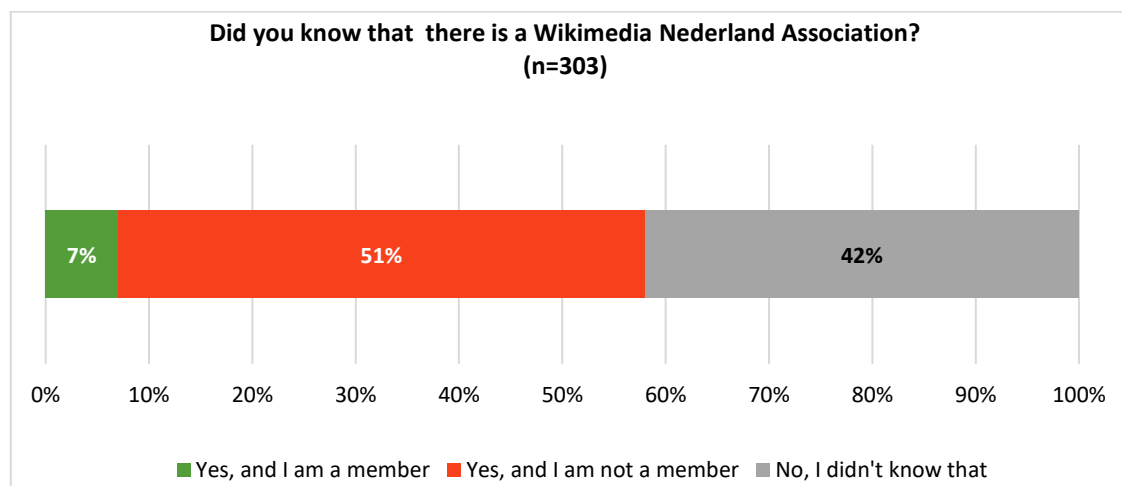
The editors who said they had considered stopping editing in the last twelve months were asked for their reasons. About half of them mentioned the working atmosphere. The editors who had considered stopping because of a specific event (32%) mainly mentioned the deletion of their pages or additions as a cause, and how some users had been treated (including the removal of editors). The editors who answered 'other' (23%) mainly mentioned the endless discussions about specific edits, the incompetence of other editors, and the addictive effect of editing Wikipedia.



## 5.7 Wikimedia Nederland

Almost three in five editors (58%) knew about the Dutch Wikimedia Association (Vereniging Wikimedia Nederland): a much smaller proportion than in 2015 (79%). Two out of five editors knew about the Belgian Wikimedia Association (Vereniging Wikimedia België). Only a small proportion of the editors were members of either association.

More women than men were members.

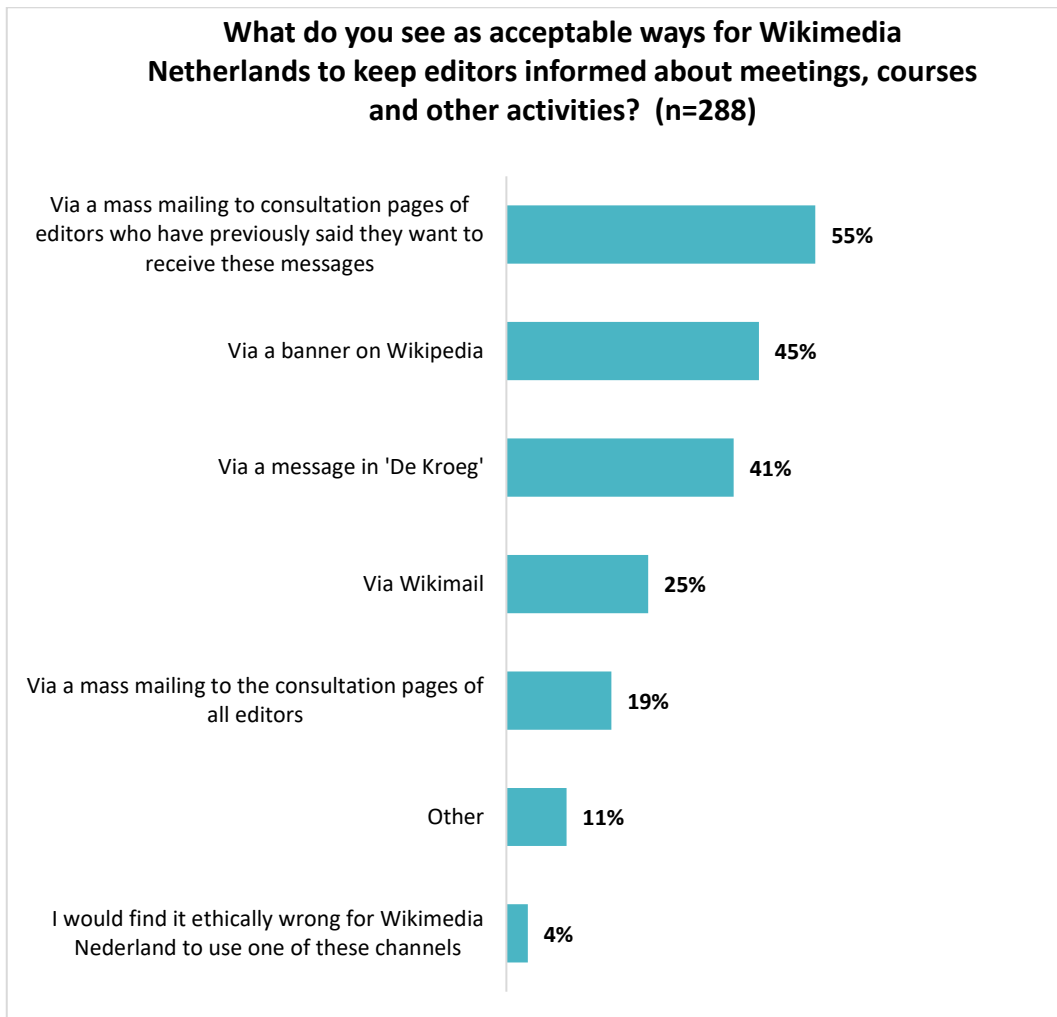


Finally, the editors were asked what they would see as acceptable ways for Wikimedia Nederland to keep them informed about, among other things, meetings and courses. Just over half of the editors (55%) would think it acceptable for Wikimedia to use a mass mailing targeting consultation pages of editors who have expressed an interest. A banner on Wikipedia and a message in 'De Kroeg' were also considered acceptable by a relatively large proportion of the editors (45% and 41% respectively).



Wikimail was thought to be acceptable by relatively more women than men.

The editors who answered 'other' (11%) mainly mentioned Wikinews and personal email or wikimail provided you can unsubscribe from it.



## 6 ANNEX: QUESTIONNAIRE

1. How do you see yourself? As...
  - a. Male
  - b. Female
  - c. Non-binary / other
  - d. I prefer not to say
  
2. What is your nationality?
  - a. Dutch
  - b. Belgian
  - c. Other
  - d. I prefer not to say
  
3. What is your age?
  - a. Under twenty
  - b. 20 to 39 years old
  - c. 40 to 59 years old
  - d. 60 years old or older
  - e. I prefer not to say
  
4. What is your highest completed level of education?
  - a. Primary school
  - b. Secondary school
  - c. Vocational secondary education
  - d. Higher vocational education / Bachelor
  - e. University / Master / Doctor / PhD
  - f. No education (completed)
  
5. Which of the descriptions below applies most to you?
  - a. I am a student / I attend school
  - b. I am employed
  - c. I am an independent entrepreneur / freelancer
  - d. I am incapacitated for work
  - e. I am unemployed / looking for work
  - f. I am an informal carer / look after the home and family
  - g. I am retired (early retirement, pension/pre-pension, independent means)

6. Are you currently engaged in volunteer work? – not including the work for Wikipedia.  
*(N.B.: volunteering is 'work done in any organised, voluntary and unpaid context for the benefit of others or society', such as helping in a sports association, working as a guide in a museum, unpaid work for a political party or church, etc.)*
- a. Yes
  - b. No

**The following questions relate to your activities as an editor.**

7. In which languages do you edit Wikipedia *at least once a month* on average?
- a. Arabic
  - b. German
  - c. English
  - d. French
  - e. Frisian
  - f. Cantonese
  - g. Limburgs
  - h. Dutch
  - i. Lower Saxon
  - j. Polish
  - k. Spanish
  - l. Turkish
  - m. Western Flemish
  - n. Zeelandic
  - o. Other, namely...
8. How many hours on average do you spend editing Wikipedia (in all language versions) per week?
- a. 0 to 4 hours
  - b. 5 to 8 hours
  - c. 9 to 16 hours
  - d. 17 to 24 hours
  - e. 25 to 32 hours
  - f. 33 to 40 hours
  - g. More than 40 hours

9. How did you start editing for Wikipedia?
- I saw a spelling or language error
  - I saw that subjects were missing
  - I saw that something was wrong in terms of content
  - I had completed a Wikipedia course/training
  - It was part of my education
  - It was part of my work
  - Other, namely...
10. How many years have you been active as an editor of the Dutch Wikipedia?
- Less than 2 years
  - 2 to 5 years
  - 6 to 10 years
  - More than 10 years
11. What are your main reasons making a substantive contribution to Wikipedia? *Maximum of three answers possible*
- I want to share knowledge and information
  - I enjoy it
  - I learn from it (acquire knowledge)
  - Out of idealism: I am in favour of free access to knowledge for everyone
  - As a reader, I want to do something for Wikipedia in return.
  - To work with others
  - Other, namely...
12. To what extent is Wikipedia editing an important part of your life?
- Very important
  - Important
  - Not important, not unimportant
  - Unimportant
  - Very unimportant
13. Have you ever checked how often an article by you (or co-written by you) is read?
- Yes, regularly
  - Yes, sometimes
  - Yes, but rarely
  - No, never

14. Are you also active on one of the following projects?

	Yes, at least once a week	Yes, at least once a month	No
WikiDictionary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikiquote	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikibooks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikisource	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikispecies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikinews	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikiversity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikivoyage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikidata	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikimedia Commons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MediaWiki	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Do you currently hold a position in the Dutch Wikipedia community? Such as moderator, check user, steward or Arbcom member.

- a. Yes *Routing: go to question 18*
- b. No, I used to hold one or more positions
- c. No, I have not previously held any position(s) either

16. Would you like to hold a position (again) in the Dutch Wikipedia community in the future?

- a. Yes *Routing: go to question 18*
- b. No
- c. Don't know *Routing: go to question 18*

17. Can you say why you would *not* like to hold a position in the Dutch Wikipedia community?

*You can select a maximum of three answers*

- a. I am satisfied with my current role
- b. I don't think the positions look enjoyable.
- c. The positions look too demanding for me
- d. The positions generate too much negative feedback
- e. I don't know how to obtain a position of that kind
- f. You don't receive enough appreciation for holding a position
- g. I don't have enough time to hold a position
- h. I lack the required capacities to hold a position
- i. Other, namely...

**The following questions are about the Movement Strategy.**

Since 2017, the future of the Wikimedia movement and Wikimedia projects, the Movement Strategy 2030, has been the subject of reflection and discussion.

18. Have you ever heard of the Movement Strategy 2030?

- a. Yes *routing: go to question 20*
- b. No

19. The Movement Strategy 2030 will provide answers for the entire global Wikimedia movement to questions such as: What will we have achieved in twelve years from now? What role do we want to play in the world in 2030? Who will then be part of the Wikimedia movement? What are the challenges in areas such as technology, collaboration, diversity and lobbying?

Does the Movement Strategy 2030 ring any bells with you after this explanation?

- a. Yes
- b. No *routing: go to question 23*
- c. Don't know *routing: go to question 23*

20. Did you actively participate in the strategy process in 2017 or 2018? For example by attending a discussion meeting, participating in an online discussion or commenting on texts?

- a. Yes
- b. No
- c. Don't know

21. The first phase of the strategy process concluded with the adoption of the Strategic Direction ('Strategische Richting'). Have you read the Strategic Direction?
- a. Yes
  - b. No, I'm not familiar with the Strategic Direction.
  - c. No, I didn't get round to it
  - d. No, I don't find it interesting
  - e. Other, namely ...
22. Have you heard about progress in the development of the Movement Strategy in 2018?
- a. Yes
  - b. No
  - c. Don't know
23. Would you like to contribute to the Movement Strategy 2030? *Several answers are possible*
- a. Yes, I would like to comment on documents
  - b. Yes, I would like to participate in discussion meetings
  - c. No, I don't have the time
  - d. No, I don't find it interesting
  - e. No, I don't find it useful
  - f. Other, namely ...
24. The ongoing process of the Movement Strategy 2030 includes a structural reform of the Wikimedia movement. What do you think should definitely change?

**The following questions are about your contacts with other Wikipedia editors.**

25. How often do you communicate with other Wikipedia editors through the following channels?

	Frequently	Sometimes	Never
Social media (Facebook, LinkedIn, Twitter, Instagram, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Pub (De Kroeg)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A consultation page	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IRC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mailing lists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WhatsApp / Telegram	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, namely...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. Do you sometimes meet other Wikipedia editors in person?

- a. Yes, regularly
- b. Yes, sometimes
- c. No, never

27. Have you ever read one or more Wikipedia-related mailing lists, blogs, newsletters or announcement pages?

- a. Yes, regularly
- b. Yes, sometimes
- c. No, never

28. Have you ever attended a meeting of/for Wikipedians? (such as writing meetings, hackathons, Wikipedia café, workshops, conferences, New Year reception, etc.)

- a. Yes *routing: after question 29, go to question 31*
- b. No *routing: go to question 30*

29. What were important reasons for you to visit a meeting of/for Wikipedians?

*Several answers possible*

- a. Meeting other editors
- b. Inspiration
- c. Learning new skills
- d. Because of an interesting talk/speaker
- e. Other, namely ...

30. Can you explain why you have never attended a meeting of/for Wikipedians?

*Several answers possible*



- a. I am not interested in meetings like this
- b. I don't know when these meetings take place
- c. I don't know anyone at these meetings
- d. There are people at these meetings who I would rather not meet
- e. I want to maintain my anonymity as an editor
- f. Due to physical and/or psychological limitations
- g. I cannot afford financially to attend these meetings
- h. Other, namely...

31. Many Wikipedians value their anonymity *in the community*. To what extent do you share what you do for Wikipedia with people *outside the editing community*?
- a. I don't tell anyone outside the community about my work for Wikipedia
  - b. I only tell people outside the community who I know well and trust about my work for Wikipedia
  - c. I talk openly about my work for Wikipedia
  - d. Other, namely...

**The following questions are about participation in the Wikipedia community.**

32. There is a worldwide debate about whether the Wikipedia community is sufficiently open to social groups that are known to encounter obstacles in society in general. However, we know very little about the actual participation of these groups in Wikipedia. Can you say whether you consider yourself to be a member of one or more of the following groups?

You can skip this question.

*Several answers are possible.*

- a. I have a non-Western migration background (at least one parent was born in Turkey, Africa, Asia or Latin America)
- b. I am blind or partially sighted
- c. I have an autism spectrum disorder
- d. I have impaired physical mobility
- e. I have a mental limitation
- f. I am deaf or hearing impaired
- g. I have dyslexia
- h. I am transgender
- i. None of these response categories applies to me
- j. I prefer not to say

33. Worldwide, less than 15% of Wikipedia editors are women. To what extent do you think that a low proportion of female editors has negative consequences in the following areas?

	Many negative consequences	Slightly negative consequences	Hardly any negative consequences	No negative consequences at all	Don't know / no opinion
The quality of the content of articles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The diversity of topics about which good articles can be found	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The working atmosphere at Wikipedia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The reputation of Wikipedia as a reliable source of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

34. There is as yet little information available about the participation of people with a non-Western migration background in the editing of Wikipedia. To what extent do you believe that a smaller proportion of Wikipedians with a non-Western migration background would have negative consequences in the following areas?

	Many negative consequences	Slightly negative consequences	Hardly any negative consequences	No negative consequences at all	Don't know / no opinion
The quality of the content of articles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The diversity of topics about which good articles can be found	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The working atmosphere at Wikipedia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The reputation of	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Wikipedia  
as a reliable  
source of  
information

35. When do you consider someone to be a good Wikipedian? *You can select a maximum of three answers*

- a. When someone writes a lot of articles
- b. When someone actively participates in consultations and discussions
- c. When someone remains polite during consultation and discussions
- d. When someone knows a lot of other Wikipedians
- e. When someone has written several showcase articles
- f. When someone has a qualification in the field for which he/she is writing
- g. When someone participates in 'behind the scenes work', such as vandalism prevention and referral pages
- h. When someone is (or has been) a moderator, steward, check user or ArbCom member
- i. When someone has never been blocked
- j. When someone spends a lot of time 'training' new editors
- k. Other, namely...

36. To what extent do you find the sources below useful to substantiate an article on the Dutch Wikipedia?

	Very useful	Slightly useful	Not useful	Don't know / no opinion
Oral history (e.g. verbatim report/recording not validated by journalists or academics)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radio or TV documentaries (from professional, 'higher-quality', producers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newspaper articles (from professional, 'higher-quality', newspapers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doctorate thesis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doctorate or Master's thesis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Article in peer-reviewed scientific journal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dictionary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Article from encyclopedia/online encyclopaedia (such as WinklerPrins, Britannica)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Statistical database from scientific and government institutions (such as Statistics Netherlands, Chamber of Commerce, Royal Netherlands Meteorological Institute (KNMI))	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Autobiography / memoirs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Archive documents



**The following questions are about the working atmosphere at Wikipedia.**

37. How do you experience the working atmosphere on the Dutch Wikipedia in general? As...

*You can select a maximum of three answers*

- Pleasant
- Quarrelsome
- Neutral
- Constructive
- Aggressive
- Helpful
- Friendly
- Open
- Suspicious
- Relaxed
- Team-minded
- Warm

38. In your experience, how is the working atmosphere on the Dutch Wikipedia by comparison with the atmosphere two years ago?

- a. The working atmosphere has improved
- b. The working atmosphere has deteriorated
- c. The working atmosphere has remained the same
- d. Don't know

39. You have said that you are also active on other Wikimedia projects. How do you experience the working atmosphere of these projects by comparison with the working atmosphere on the Dutch Wikipedia? *The question will only be put to respondents who have completed question 14 by answering Yes, regularly or occasionally.*

	The working atmosphere is <u>better</u> than the working atmosphere on the Dutch Wikipedia	The working atmosphere is <u>comparable</u> to the working atmosphere on the Dutch Wikipedia	The working atmosphere is <u>worse</u> than on the Dutch Wikipedia	Don't know / no opinion
WikiDictionary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikiquote	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikibooks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikisource	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikispecies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikinews	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikiversity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikivoyage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikidata	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikimedia Commons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MediaWiki	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*N.B. On the basis of the projects mentioned in question 14, only projects selected there will appear in this question.*

40. Do you find editing the Dutch Wikipedia to be stressful?

- a. Yes, often
- b. Yes, regularly
- c. Yes, sometimes
- d. Yes, rarely
- e. No, never *routing: go to question 43*

41. What do you think are the possible causes of this stress? *Several answers are possible*

- a. An unfriendly approach from colleagues
- b. Too much work
- c. Not enough recognition for work
- d. Not enough cooperation
- e. Inadequate quality of the editing work from other editors
- f. Not enough solidarity
- g. Other, namely...

42. Do you have any tips or suggestions for reducing and/or preventing the stress you experience when editing Wikipedia?

- a. No
- b. Yes, namely

43. Have you ever considered stopping editing in the last 12 months?

- a. No *Routing: go to question 45*
- b. Yes

44. Can you explain why you have considered/are considering stopping? *Several answers are possible*

- a. I am too busy with other things
- b. There are no more enjoyable things to do for me on Wikipedia
- c. Because of the working atmosphere
- d. Due to a lack of appreciation/recognition
- e. Due to a specific event, namely ...
- f. Other, namely ...

**The following questions are about the Wikimedia Association.**

45. Did you know that there is a Wikimedia Nederland Association?
- Yes and I am a member
  - Yes, and I am not a member
  - No, I didn't know that
46. Did you know that there is a Wikimedia België Association?
- Yes, and I am a member
  - Yes, and I am not a member
  - No, I didn't know that
47. Wikimedia Nederland would like to keep the community informed about meetings, courses and other activities. What are acceptable ways for Wikimedia to keep editors informed?
- Several answers possible*
- Via a mass mailing to the consultation pages of all editors
  - Via a mass mailing to consultation pages of editors who have previously said they want to receive these messages
  - Via a banner on Wikipedia
  - Via a message in 'De Kroeg'
  - Via Wikimail
  - I would find it ethically wrong for Wikimedia Nederland to use one of these channels
  - Other, namely...