

# How do people work?

Co-Documentation of tasks, context and moods



**WIKIMEDIA**  
DEUTSCHLAND

**How is this useful?**

# Collaboration, Communication

- Uniform groups:
  - easy communication because of shared background knowledge
  - not catering to diverse needs

But we want to learn new things and be useful to a diverse group of people!

# Wanting wants?

Asking end users for “what do you want” is often the first idea.

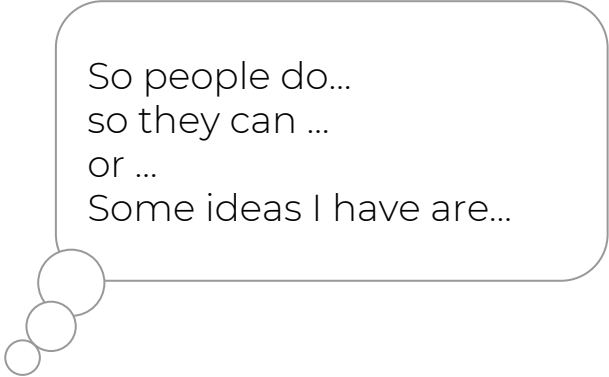
**Problem:** You learn nothing about what is behind the “want” like workflows, culture, community, expertise...



That person wants a button...

# rather than “*What shall I do*” ask for “*How do you work/feel/...*”

Get a rich and data-based  
understanding of your  
users'/communities'/... work and  
context



So people do...  
so they can ...  
or ...  
Some ideas I have are...



“researcher”  
(documents)

“participant” (shows  
workflow)

documentation

ADDING instance of (P31) to entries related  
to Polish architecture

Configuration:

- 1) Enable 'Drag'n'drop' gadget on Wikidata
- 2) Petscan query. Pages on plwiki, category 'Architecture in Poland' depth:4, excluding ~~the~~ category 'Biographies'.  
On Wikidata Tab Uses items/pages - P31 - none / P31 missing  
Reason: Petscan will return also completely empty items

- 1) open Wikidata item page
- 2) click on [ref] near link to plwiki, article appears on right
- 3) Drag and drop any link
- 4) In dialog - select matching property - choose from suggested or enter P1234
- 5) Issues - can not drag something that is not a link  
- dragging country (Poland) takes very long to load suggestions

by Yarl  
documented by Papuass

↑ documented workflow created by Yarl and Papuass (Jan Dittrich (WMDE))  
([https://commons.wikimedia.org/wiki/File:WikidataCon\\_2017\\_Workshop\\_Workflows\\_03.jpg](https://commons.wikimedia.org/wiki/File:WikidataCon_2017_Workshop_Workflows_03.jpg)),  
<https://creativecommons.org/licenses/by/4.0/legalcode>)

⚡ (Jan Dittrich (WMDE))

([https://commons.wikimedia.org/wiki/File:Wikidatacon\\_ux\\_participatorydesignworkshop\\_08.jpg](https://commons.wikimedia.org/wiki/File:Wikidatacon_ux_participatorydesignworkshop_08.jpg)),  
<https://creativecommons.org/licenses/by/4.0/legalcode>



## Why?

- Documentation in research is hard:  
Do it directly
- Seeing the research and one's context makes talking easier:
  - open and shared documentation
  - be on site, observe live
- seeing patterns in graphs is easier than marking them up in text

# Using templates

Templates help you and the participant to structure the research

The image displays three distinct research templates arranged horizontally. The first template on the left is a 'how-to guide' form with fields for 'Researcher (documents the task)', 'Participant (shows the task)', and 'Name of the task', along with an 'Example' section showing a simple flow diagram. The middle template is a network diagram template titled 'Draw a diagram of the people you work with, what work on and how!', featuring an 'Example' of a network with nodes and connecting lines. The third template on the right is an experience graph titled 'Draw a graph of your experiences and add comments.', which includes a vertical axis with smile and frowny face icons and a horizontal axis labeled 'Time', with an 'Example' showing a line graph with annotations.

Create a how-to guide for an activity/a task

Example:

Researcher (documents the task)

Participant (shows the task):

Name of the task:

Draw a diagram of the people you work with, what work on and how!

Example

Draw a graph of your experiences and add comments.

Time

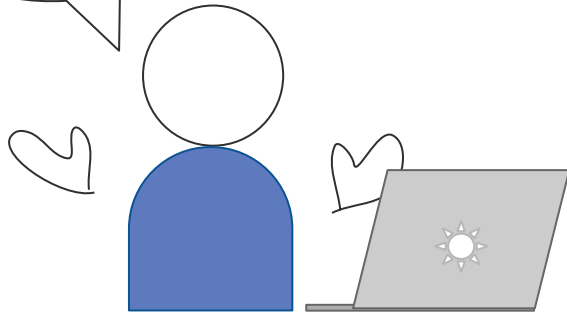
Example



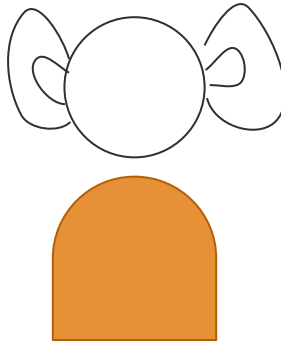
# Try Co-Documentation



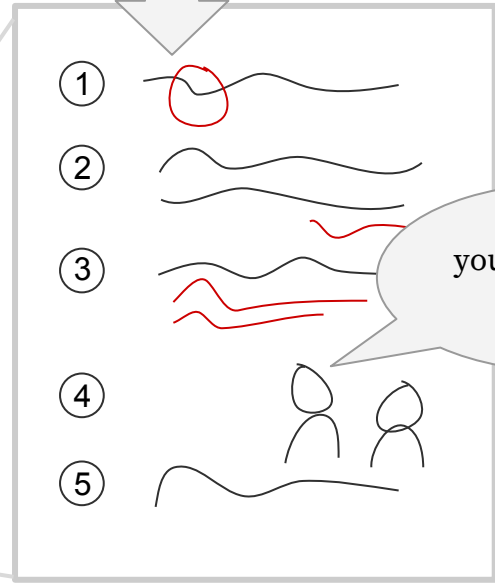
describe and demonstrate



Ask, listen and document



make annotations



you can include sketches

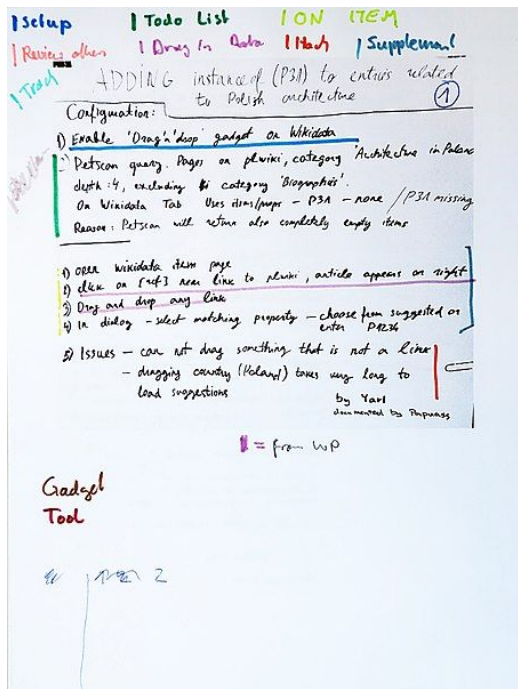


15min

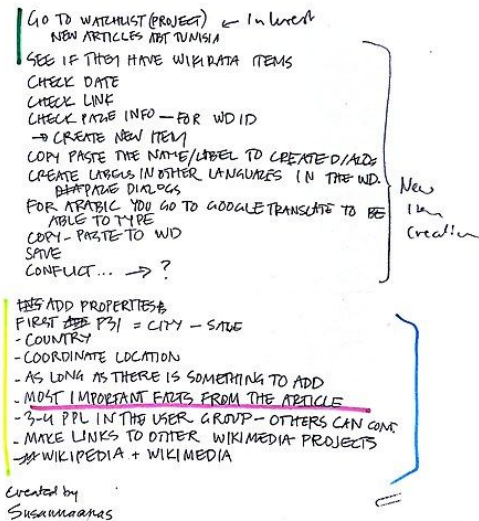


# Finding Patterns

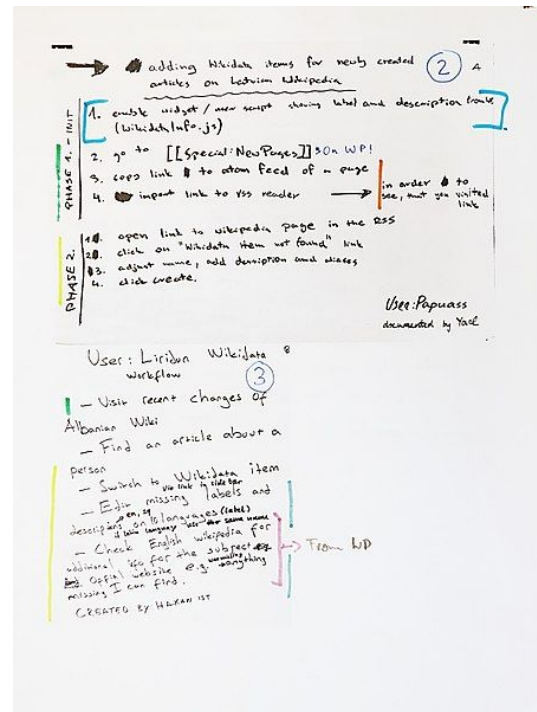
You now have descriptions of processes (or moods, context, ...).  
To pass the knowledge easily, you find patterns that summarize the data.  
This can be done by you, by a team and even with participants.



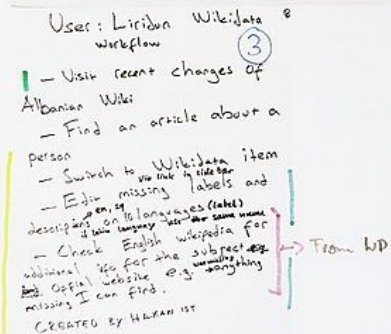
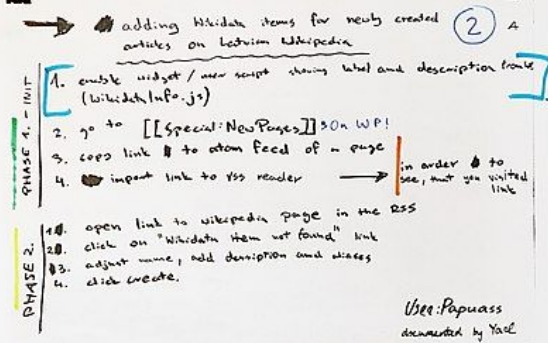
Images from a analyzing (color coding) a workflow based on Images from a workflow-co-documentation workshop at WikiDataCon 2017 on "How do you edit on Wikidata" Workflow by Yari, documented by Papuass, annotated and photographed by Jan Dittrich, CC BY 4: <https://creativecommons.org/licenses/by/4.0/deed.en>



Images from a workflow-co-documentation workshop at WikiDataCon 2017 on "How do you edit on Wikidata?" Workflow by ?, documented by Susannaanas, photographed and annotated by Jan Dittrich, CC BY 4: <https://creativecommons.org/licenses/by/4.0/deed.en>



Images from a analyzing (color coding) a workflow from a workflow-co-documentation workshop at WikiDataCon 2017 on "How do you edit on Wikidata". Workflow by Papuass, documented by Yari and Workflow by Liridon, documented by Hakanist, annotated and photographed by Jan Dittrich, CC BY 4: <https://creativecommons.org/licenses/by/4.0/deed.en>



## possibly: setup Activate/configure needed tools

### todo-list

The list is used to get links to items that probably need work or should be created.

existing list e.g. "recent changes", "new pages"..., often on Wikipedia

self-created list e.g. using Petscan-Tool

to item (Wikidata) or article (Wikipedia)

### on-item

if item does not exist:

**item creation**, often based on existing Wikipedia article without a Wikidata item

if you can/want add data:

**adding data**, based on Wikipedia and/or external sources often, tools to ease this are used

one of both

repeat for several items on list

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Images from a analyzing (color coding) a workflow from a workflow-co-documentation workshop at WikiDataCon 2017 on "How do you edit on Wikidata". Workflow by Papuass, documented by Yael and Workflow by Liridon, documented by Hakanist, annotated and photographed by Jan Dittrich, CC BY 4: <https://creativecommons.org/licenses/by/4.0/deed.en>

The file describes a workflow for editing several items on Wikidata.

- possibly: tool configuration - create to-do list - work on items on the list

The file was created based on the methods described in

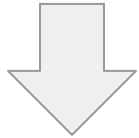
<https://jdittrich.github.io/userNeedResearchBook/#how-to-make-sense-of-diagrams-and-lists>

Image created by Jan Dittrich (WMDE), License CC BY 4

(<https://creativecommons.org/licenses/by/4.0/deed.en>)

# Try analysis

Two groups of two



4 documentations

10min



discuss,  
highlight and  
annotate together

adding Wikidata items for newly created articles on Latvian Wikipedia (2)

1. enable widget / new script showing label and description from (Wikidata:Info.js)

2. go to [[Special:NewPages]] on WP!

3. copy link to atom feed of - page

4. input link to rss reader → in order to see, but you visited link

PHASE 1 - INIT

1. open link to wikipedia page in the RSS

2. click on "Wikidata item not found" link

3. adjust name, add description and classes

4. click create.

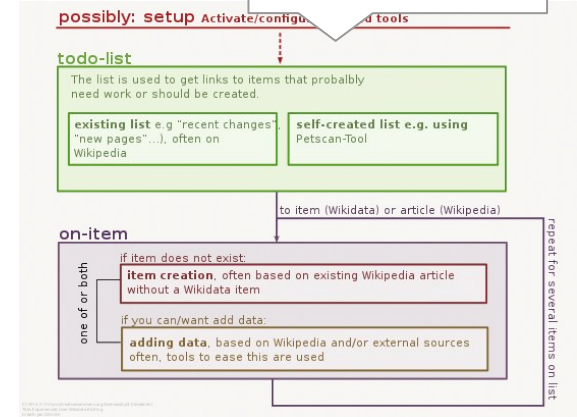
Use: Papuass  
documented by Yael

CREATED BY HANAN IST

10min



Create  
summary  
diagram



# Pass it on

Use the result as:

- Communication tool,
- foundation for user stories,
- inspiration for features

Creating lists is hard but often needed. Should we turn this in a feature?

**possibly: setup** Activate/configure needed tools

## todo-list

The list is used to get links to items that probably need work or should be created.

**existing list** e.g. "recent changes", "new pages"..., often on Wikipedia

**self-created list** e.g. using Petscan-Tool

I just got started with editing and seeing how experienced people do this is a big help!

# Reflektion

What were your experiences in the process? What would you like to try more?  
What was the nature of the difficulties you met.

# Application

Can you imagine using these methods? In which context?



# The (hopefully not final) frontier

- Remote use of methods:
  - We think about using screensharing (for demonstrating work) and an etherpad for workflow documentation. (screenspace?)
  - Diagrams that e.g. show work context could be co-created in tools like google slides (or any other collaborative drawing application) + Voice chat.
- Communication and Coordination is work and in action-oriented communities it might be hard to show the value.

# Feedback and examples

We want to develop these methods further.

If you have feedback or want to tell us about how you used them, please write us:

[jan.dittrich@wikimedia.de](mailto:jan.dittrich@wikimedia.de)

[charlie.kritschmar@wikimedia.de](mailto:charlie.kritschmar@wikimedia.de)

# more...

...user research how-to and templates:

- <http://urbook.fordes.de>

...examples:

- [https://commons.wikimedia.org/wiki/Category:WikidataCon\\_2017\\_-\\_Share\\_and\\_document\\_workflows\\_to\\_improve\\_Wikidata's\\_use\\_experience](https://commons.wikimedia.org/wiki/Category:WikidataCon_2017_-_Share_and_document_workflows_to_improve_Wikidata's_use_experience)