

Proposing new ways of resolving online conflicts:

an intelligent facilitation of forgiveness in CMC

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Background

- Uninhibited behaviour online
- Solutions
 - Human moderator
 - Peer to peer recommendations
 - Trust and reputation mechanisms
 - Successful?

Our claim

- The “quantification” of human behavior (i.e. performance ratings) removes important human coping mechanisms which in physical worlds provide closure during disruptions

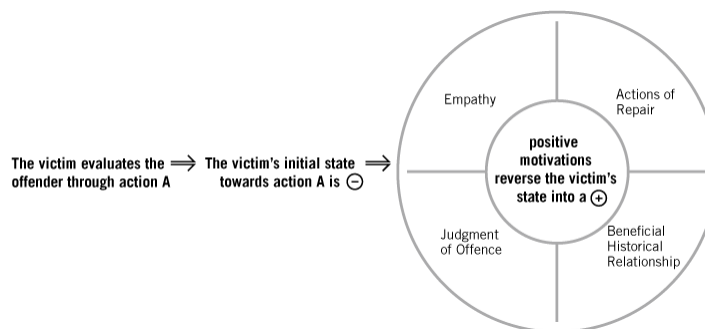
Why forgiveness

- Healing for victim and offender
- Reversal of action
- Unjust punishment → anger, low compliancy behaviors
- Issuing forgiveness → voluntary actions of repair
- Health

What is forgiveness

- A number of positive motivational changes which reverse one's initial desire to adopt negative strategies towards the offender

What is forgiveness (cont.)



1. Judgment of offence

- Severity of action
- Frequency of action
- Intent



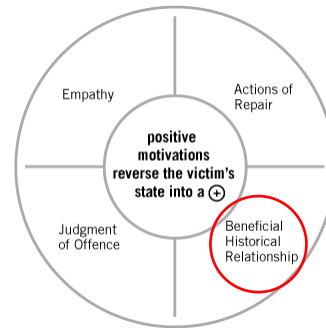
2. Reversal and Restitution

- Apology predicts forgiveness
- Reversal of an offence with a good deed



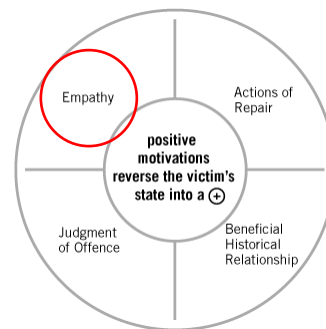
3. Historical Interactions

- Prior familiarity
- History of commitment
- Costs or benefits of previous interactions



4. Empathy

- Empathy predicts forgiveness and its intensity correlates with the amount of forgiveness issued
 - Apologies
- Empathic embarrassment "imagining oneself in another's place"
 - Offender's visible embarrassment
 - Some prior-familiarity
 - Similarity in personality or characteristics (e.g. culture)
 - Victim's propensity to embarrassment



Our solution

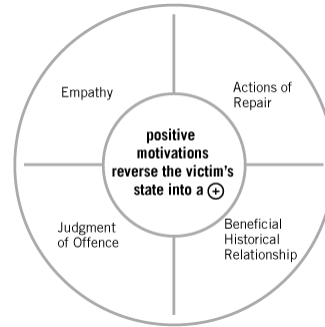
- To integrate the forgiveness motivations and their constituents into trust and reputation mechanisms (e.g. actions of repair → apology and repair tools)
 - Interface
- To introduce an intelligent inference system that will make a forgiveness recommendation
 - Build a forgiveness inference model

Challenges in building a model

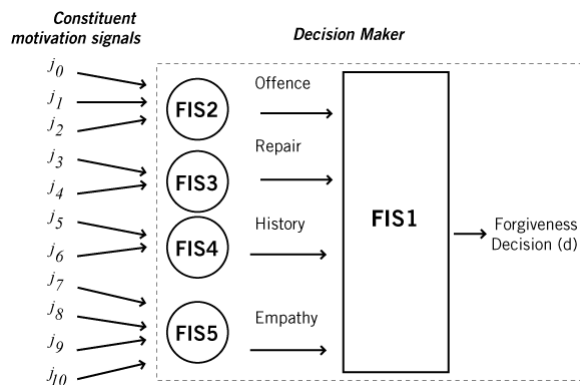
- Theoretical work has looked at each motivation individually
- How does one motivation weigh against the other and which one is most influential?

FIS

- Fuzzy Inference System (FIS)
 - Each motivation is a separate decision maker, as is the final forgiveness inference
- How does the model collect the constituent values (e.g. apology)?
 - Computed (automatically)
 - Supported by the interface



Visualizing the model



A hypothetical scenario

- *Alice delivers low quality work to her teammate Bob who in turn rates her negatively. Upon receiving this rating, the forgiveness mechanism is instantiated and presents Alice with the possibility to repair her offence i.e. by offering apology and reparative action outlets. Alice chooses to apologize. The forgiveness mechanism then computes all the motivations together and recommends that Bob forgive Alice. Bob is shown all the relevant information on his screen.*

Questions

- More information
 - *Asimina Vasalou, Jeremy Pitt, Guillaume Piolle*
From theory to practice: offering forgiveness as a way to repair online conflicts in CMC (To Appear)
iTrust Conference, Pisa, Italy, 2006
- This research was funded by Humaine