Introducing a design framework for reputation systems in multi-tier production communities

Abstract:
Reputation systems are an important part of online production communities, for they provide both users and machine with proper metrics to assess the truthfulness and reliability of users, and their generated content. In multi-tier communities, in which users can be promoted to higher ranks, reputation systems are given a new role, which is helping the community to have a more meritocratic promotion process. This paper provides a design framework for reputation systems and promotion processes in the context of multi-tier production communities (MPCs). An apt promotion process based on a well-designed reputation system can be deemed as a valid practice to motivate users, enhance their level of trust and satisfaction, and increase the quantity and quality of contributions. We address different aspects and design elements of reputation systems and their association with and their impact on user participation in production communities, particularly those with a multi-tier structure.

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