

Moderation guide - Online Deliberation SG

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Purpose of the moderation

- Promote reasonable discussions with mutual respect to each other
- Allow emotional and diverse expressions
- Prevent over-dominance of one or a few participants
- Build a community of civic-minded participants

Management of stream of discussions

- Enable guiding posts at the beginning of each cycle of discussion
 - o Go to dashboard-plugins-NUS HCI discussion enabler-choose the discussion you want to enable
- “Close” a discussion after its circle ends
- Refer to relevant sources (our slides and tutorial video) - see appendix
- Edit posts
 - o At the top of the post, clarify “the post has been edited by moderator”
 - o Use stars to replace the part of the post we want to hide
- Move misplaced posts
 - o Find the parent ID of the destination post
 - o Edit the post
 - o Change the parent ID to your destination post’s ID
- Warn slight offense of user guideline through a private message to the user
- Hide duplicated posts
- Hide obviously offensive posts
- Ban offensive users
 - o Upon banning, write an email to the user

Direct interactions with participants

- Organize the discussion by managing the graph

- Create a respectful culture
 - o Welcome the newcomers (template1)
 - o State the rules
 - o Encourage meaningful inputs (template2)
- Encourage civic interaction among participants (template3)
- Balance participation (stop complementing too active users, messaging silent users)
- Elicit more information
- Provide more information if there are explicit requests from users
- Situate the discussion within larger context (not sure)

How to deal with different kinds of participants

- First-timers: welcome them, state the rules and culture, help them
- Serial commentators: guide them to be more productive, give new views and evidences, if not, stop engaging them, hide duplicated replies
- Returning commentators (good arguments): like their reply, write explicit complements, stop asking for more information/clarification
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Communication with other moderators

- Keep a chat group open all the time for emergencies
- A virtual daily meeting during 5-6p to share observations
- Write a moderator's diary (template 4)
 - o Save the graph
 - o Save a log of the activities
 - o Significant events
 - o Reflections

How to save sentimental analysis?

- Choose the previous date (e.g., May 4th, 00:00 to May 4th, 23:59)
- Click on download
- Save it as an excel

How to manually back up?

- [Version#.onlinedeliberation.org/backup/latest.zip](#)
- Save it in the morning around 10am

How to draw the graph?

1. Update once a day in the morning around 10am
2. [admin.onlinedeliberation.org/node/hmg](#)
3. Which posts go into the graph?
 - Substantial content - could be an opinion, with or without evidence
 - Avoid duplicated content - choose the best one at the moment if there are multiple such posts
 - Don't delete a post that already goes into the graph - this may have to be done after a while
 - Keep the graph readable
4. Colors
 - Issues are overview and comprehensive posts about certain particular topics - white
 - Ideas refer to interesting perspectives and solutions - blue
 - Agree refer to all relevant arguments supporting certain perspective and solutions - green
 - Disagree refer to all relevant arguments objecting certain perspective and solutions - red
 - Issues will be the first layer nodes and the rest are the second layer nodes
5. Shapes
 - It is up to the moderator which shape/property he/she wants to highlight about one post
 - Any post that cannot fit into one of the four categories - borderless text
 - Ordinary posts - box
 - Resourceful posts - database
 - Popular posts or number of likes - circle
 - Quality of arguments that includes mutual respect or good stories - eclipse
 - Shape size depends on text length. Edit text to control shape size:
 - o Small - no more than 10 words or equivalent
 - o Medium - 11 to 20 words

- Large - 20 to 30 words
- Shape size indicates the extent to which this particular feature is

6. Edges

- Thickness of lines - strength of connection
 - Some connection - by default 1
 - A lot of connection - 3
- Only use black color edges
- Use texts to explain the relationships - avoid using texts in the first place; if you have to, limit it to 3 words
- For now, we only use one one-directional edges. But flexible in using two one-directional edges in the future.

How to set up the polls?

- Poll options are decided by all moderators by 6pm on every fifth day of the discussion circle, based on various inputs from participants
- Polls are released at 10am on every sixth day of the discussion circle
- A reminder email is sent to all participants by moderators by 11am on every sixth day of the discussion circle
- Polls are closed by 6pm on every seventh day of the discussion circle

What to do on the seventh day of the discussion circle, i.e., the closing day of each discussion circle?

- Record participants' points
- Record poll results
- Close the past discussion
- Open/enable the next discussion

Things not to do

- **Do NOT delete posts - this will leave all the following replies "parent-less" and mess up the reply and the hierarchy; this will also leave the graph nodes unchangeable and undeletable**

How to create users?

- /god
- Save the excel data as “csv (comma delimited)” and open it using notepad
- Remove the variable names such as userid, password, and email. Keep only the data.
- Copy and paste to the box (without any additional lines or spaces)
- If data input is successful, they should look like a table
- Assign UserID, password, email to the columns
- Then click submit (which will take a while to finish)
- VERY IMPORTANT STEP!!! COPY AND PASTE WHAT YOU SEE ON THE SCREEN TO NOTEPAD AND SAVE IT AS .CSV FILE
- Title the document as “local_userid_version#”.
- User last two userid and password to test

How to invite users?

- Use NUS email account to manually send invitation emails one by one

Template 1. Welcome!

Welcome to the online deliberation platform! We are glad to see that you just completed your first post! Congratulations!

Before you feel free to discuss the issues with other fellow discussants, please read these house rules: <http://f2f032b.onlinedeliberation.org/profile/help#behave> You can also find other useful information on our help page: <http://f2f032b.onlinedeliberation.org/profile/help>

Enjoy your discussions!

Moderator

Template 2. Encourage meaningful contribution

1. irrelevant posts

Dear XYZ, thanks for your post! However, we notice that the content you post is **irrelevant** to this issue and we have moved your post under the thread titled “miscellaneous”.

Moderator

2. Too short posts, e.g., “I agree”

Dear XYZ, thanks for your post! Could you please **elaborate** a bit more on your views and options on this issue?

Moderator

3. Posts that do not contain much information. E.g., purely emoticons

Dear XYZ, thanks for you post. But we are not sure what you are trying to tell us in this post. Can you be more **specific**?

Moderator

Posted on May 9th

Dear443391, thanks for your post! Could you please elaborate a bit more on your views and options on this issue? Please do not post simply agreement/disagreement without elaboration. You can use like or dislike button to express such simple views.

Moderator

Template 3. Encourage civic interaction

Dear XYZ, your post has violated our house rules. See this link for details: [a link to How am I expected to behave?](#) We have removed/edited your post.

Moderator

Dear XYZ, it is the second time that your post has violated our house rules. See this link for details: [a link to How am I expected to behave?](#) We have removed/edited your post and want to warn you not to do this again. Otherwise, you will be banned for **three day** and you won't be able to log in this forum.

Moderator

Dear XYZ, your posts have seriously and repeatedly violated our house rules. See this link for details: [a link to How am I expected to behave?](#) We have removed/edited your post and decided to ban you from using this forum for **three days**.

Moderator

Template 4. Hide duplicated messages

[This post is hidden because it is a duplicated message.](#)

Appendix 1. Additional resources

1. TOTAL FERTILITY ISSUE

Singapore Demographic Challenges

“More Marriages and Births in 2014”, National Population Talent Division, Press Release, February 16, 2015.

World Bank Data: <http://data.worldbank.org/indicator/SP.DYN.TFRT.IN>

NPTD, Population in Brief 2014, Department of Statistics, Population Trends 2014

Changing Family Structures

Singapore Social Statistics in Brief 2014; State of the Family report 2009, Ministry of Social and Family Development

Straughan, P. T. (2012). Delayed Marriage and Ultra-Low Fertility in Singapore: The Confounding Challenges to Social Stability. *Institute for Policy Studies*.

<http://www.aware.org.sg/2013/03/pro-family-policies-need-radical-rethinking-part-1/>

People’s Concern When Rising a Family

Yap Mui Teng and Christopher Gee (May 2014), *Population Outcomes: Singapore 2050*. Available at http://lkyspp.nus.edu.sg/ips/wp-content/uploads/sites/2/2014/09/POS2050_Web_Final_3009141.pdf

Lee Chen Chen, “Challenging to have children in Singapore”, Straits Times, March 10, 2015.

Ong, R., “The Average Cost of Raising a Child (in Singapore)”, MoneySmart.sg, Yahoo Finance, May 2013.

Ministry of Education; Marriage and Parenthood Package 2013, 3 “Head T – Ministry of National Development (Committee of Supply)”, Singapore Parliament Reports, Debates on Budget 2015, March 10, 2015.

The Asian Parent Blog, “Is \$340,000 enough to raise a child in Singapore?” <http://sg.theasianparent.com/the-price-tag-of-raising-a-child-in-singapore/>

Institute of Policy Studies, Our Singapore Conversation Secretariat. http://www.reach.gov.sg/Portals/0/Microsite/osc/OSC_newsletter.pdf

Ministry of Education, <http://www.moe.gov.sg/initiatives/financial-assistance>

Empowerment of Women

Gavin Jones, “Late marriage and low fertility in Singapore: the limits of policy”, The Japanese Journal of Population, 10(1), March 2012

“Career Stability Before Marriage, say Youths”, Channel News Asia, September 5, 2012.

Institute of Policy Studies. (2013). Perception of Policies in Singapore (POPS) Survey 6: Perception of Singles on Marriage and Having Children.

Women’s Role in the Community

<http://news.pap.org.sg/news-and-commentaries/news-reports/envisioning-womens-wing-35>

Changing Ideals of Marriage

Straughan, P. T., 2011, "Not Yet Married – The Implications of Meanings of Marriage on Youths in Singapore", *Hong Kong Journal of Youth Studies* 14(1): 113-29

Fiona Chan, "Creating a more welcoming home for all Singaporeans", *Straits Times*, March 11, 2015

Ministry of Education; Marriage and Parenthood Package 2013, Ministry of Education, <http://www.moe.gov.sg/initiatives/financial-assistance>

<http://news.asiaone.com/News/AsiaOne+News/Singapore/Story/A1Story20100808-231056.html>

[http://news.asiaone.com/news/singapore/religion-still-helps-shape-views-morality#sthash. http://news.asiaone.com/news/singapore/religion-still-helps-shape-views-morality#sthash.UQKpMcYh.dpuf](http://news.asiaone.com/news/singapore/religion-still-helps-shape-views-morality#sthash.news.asiaone.com/news/singapore/religion-still-helps-shape-views-morality#sthash.UQKpMcYh.dpuf)

Other Trends

Quah, S.R. 2009. *Families in Asia: Home and Kin*. Second Edition. New York: Routledge; United Nations Economics Commission for Europe 2012; & Population Outcomes – IPS, 2013

Singapore Policy to Create More Conducive Family Environments

[Marriage and Parenthood Package 2015](#)

Policies to Support Parents in Raising Children

<http://heybaby.sg/worklife/>

Lesson for Singapore from Rising Birth Rates in Western Developed Countries

Ho Kwon Ping, "Europe's baby bump holds lessons for S'pore", *Straits Times*, March 5, 2015, reproduced from his lecture at the Institute of Policy Studies

tradingeconomics.com, <https://www.iras.gov.sg/irashome/page04.aspx?id=1190>

<http://www.nptd.gov.sg/portals/0/news/mp-study-2012-press-release.pdf>

Policy in Other Countries

Swedish government. <https://sweden.se/society/gender-equality-in-sweden/>

<https://sweden.se/society/10-things-that-make-sweden-family-friendly/>

Other References

Gubhaju, B.B., & Moriki-Durand, Y. (2003). Below-Replacement Fertility in East and Southeast Asia: Consequences and Policy Responses. *Journal of Population Research*, 20, 1.

Institute for Policy Studies. (2014). Population Outcomes: Singapore 2050. *IPS Exchange Series*, 1, 7.

National and Population Talent Division, Prime Minister's Office, Singapore.

A Sustainable Population for a Dynamic Singapore: Population White Paper. (2013).

2. FOREIGN WORKFORCE IN SINGAPORE

Background Information

“Tensions in Singapore rising due to growing pool of new immigrants, study shows”, Today, September 11, 2013.

Jerrold Hong, “The evolution of ‘foreign talent’ in Singapore’s lexicon”, Institute of Policy Studies, July 2013.

Population Trends 2014, Singapore Government Statistics

Policy on Foreign Labour

Diana Wong (1997). Transience and settlement: Singapore’s foreign labour policy. Asian and Pacific Migration Journal, 6(2), 135-167.

Ministry of Manpower, <http://beta.mom.gov.sg/passes-and-permits>.

Passes & Permits

https://www.youtube.com/watch?v=1422327029&x-yc-cl=84838260&feature=player_embedded

Singapore Total Population

“2014 Population in Brief”, National Population Talent Division

A Sustainable Population for a Dynamic Singapore: Population White Paper. (2013).

Need For Foreign Workers

“MTI Occasional Paper on Population and Economy”, Ministry of Trade and Industry <http://www.mti.gov.sg/MTIInsights/Documents/FAQs%20for%20White%20Paper.pdf>.

Singapore Public Sector Outcomes Review, Ministry of Finance, 2014.

A Sustainable Population for a Dynamic Singapore: Population White Paper. (2013).

Local Foreigner Relations in the Workplace

Institute of Policy Studies. (2013). Insights from the IPS Survey on Race, Religion and Language. Available at <http://ikyspp.nus.edu.sg/ips/wp-content/uploads/sites/2/2013/04/Insights-from-the-IPS-Survey-on-Race-Religion-and-Language.pdf>

Singapore Public Sector Outcomes Review, Ministry of Finance, 2014

Measures to Address Employment Concerns

Today, December 30, 2013, “Marine firm banned from hiring foreigners for two years”, <http://www.todayonline.com/singapore/marine-firm-banned-hiring-foreigners-two-years>.

Tripartite Alliance for Fair Employment Practices website, <https://www.tafep.sg/>.

<http://www.skillsfuture.sg/overview.html>

Singapore Public Sector Outcomes Review, Ministry of Finance, 2014

Social Tension

The Independent, January 27, 2014, "Anton Casey fired and flees Singapore in economy class over "poor people" comments"

The Straits Times, October 25, 2013, "Police investigating incidents involving cyclist; important to be gracious on roads: Faishal"

The Straits Times, December 2, 2014, "Little India riot: Foreign worker jailed a year for assaulting a police officer"

The Straits Times, May 27, 2014, "Filipino group cancels plans to hold Independence Day celebration"

Institute for Policy Studies. (2014). Population Outcomes: Singapore 2050. *IPS Exchange Series, 1, 7*

Imelda Saad, "Manage immigration issues before "fault line" deepens, say observers", Channel News Asia, October 11, 2011.

The Straits Times, February 14, 2015, "Singapore respects us as few nations do".

Housing Issue

Donald Low, Today Online, January 2015., "Rethinking Singapore's housing policies",. <http://www.todayonline.com/commentary/rethinking-singapores-housing-policies>

Housing Policy Change

The Straits Times, March 8, 2013 "Budget 2013: New restrictions on renting HDB flats out to foreigners"

Siau Ming En, Today, January 17, 2014. "HDB introduces caps on subletting flats to foreigners",

The Straits Times, July 10, 2014. HDB resale prices drop again, volume stays flat: S'pore Real Estate Exchange Price Index",

Today, May 31, 2014. "Singapore prices may drop further, says StanChart"

Transportation Policy Change

Straits Times, April 2014. "The mood at half-time". See more at: <http://www.straitstimes.com/half-time#sthash.qGgCtUnN.dpuf>

Mr. Lui Tuck Yew, Minister for Transport, on a Sustainable and High Quality Public Transport-Centric Transportation System, at the Committee of Supply Debate 2015 on 11 March 2015

Singapore's View of Foreigner

<https://www.youtube.com/watch?v=x0pzISdZcxY>

International Examples

The Persian Gulf: The Situation of Foreign Workers, UNHCR

PricewaterhouseCoopers, "Need to tweak policies on productivity and workforce".

The Local, May 13, 2014. "Foreign workers: In demand but under threat"

3. NEW IMMIGRANTS

Singapore Demographic Challenge

"More Marriages and Births in 2014", National Population Talent Division, Press Release, February 16, 2015.

World Bank Data: <http://data.worldbank.org/indicator/SP.DYN.TFRT.IN>

Department of Statistics, Singapore, "Population Trends 2014", p.26

Ageing Population

A Sustainable Population for a Dynamic Singapore: Population White Paper, 2013 <http://www.mti.gov.sg/MTIInsights/Documents/FAQs%20for%20White%20Paper.pdf>.

Demographic Profile of Residents & Immigrants

Population in Brief 2014, National Population and Talent Division

Composition of Singapore's Total Population", Population.sg, http://population.sg/resources/population-composition/#.VVI_w9qqqkp

Breakdown of PRs by Country of Origin

Written response by Mr. Teo Chee Hean to Mr. Gan Thiam Poh's question, Singapore Parliament, February 28, 2012, [http://www.nptd.gov.sg/portals/0/news/Parliamentary%20reply%20on%2028%20Feb%202012%20\(on%20breakdown%20of%20non-resident%20population\).pdf](http://www.nptd.gov.sg/portals/0/news/Parliamentary%20reply%20on%2028%20Feb%202012%20(on%20breakdown%20of%20non-resident%20population).pdf)

Immigration Policy

Population Trends 2014, Singapore Government Statistics

Ethnic Composition of Residents

Saw Swee-Hock, "Implications of Demographic Trends in Singapore", Institute of Southeast Asian Studies, January 2, 2013, <http://www.iseas.edu.sg/documents/publication/ISEAS%20Perspective%202013-1.pdf>.

Straits Times, August 30, 2010. Rachel Lin, "Ethnic mix here will be preserved".

Negative Perception Leading to Stereotypes

The Independent, January 27, 2014. "Anton Casey fired and flees Singapore in economy class over "poor people" comments"

The Straits Times, October 25, 2013. "Police investigating incidents involving cyclist; important to be gracious on roads: Faishal",

Peidong Yang, The Straits Times: Singapolitics, April 11, 2013 "Pt II: Why Chinese nationals and Singaporeans don't always get along"

Carol Soon and Tan Tarn How, "Corrosive Speech: What Can be Done", Institute of Policy Studies, June 2013

Positive Perceptions of New Immigrants

The Straits Times, February 14, 2015. "Singapore respects us as few nations do"

Leong Chan-Hoong and Yang Wai Wai. (2015) "Social markers of integration: What matters most to Singaporeans",

Leong Chan-Hoong (2015) "Whither Integration: Managing the Politics of Identity and Social Inclusion",;

Lai Ah Eng, "Viewing ourselves and others: Differences, Disconnects and Divides among locals and immigrants in Singapore",

CSC-IPS The Population Conundrum, May 3, 2012

Studies on Markers of Integration

Leong Chan-Hoong (2013) "Social markers of acculturation: A new research framework on intercultural adaptation", National University of Singapore

Chua Mui Hoong, Straits Times, January 18, 2015, "Integration not just about fitting in"

Malcolm Moore, the Telegraph, August 16, 2011. "Singapore's 'anti-Chinese curry war'",.

Brenda Yeoh & Weiqiang Lin (2012) "Rapid Growth in Singapore's Immigrant Population Brings Policy Challenges", Migration Policy Institute,