

Engineering Good-Enough Social Interaction^{*}

(Abstract)

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The spontaneous developments of the Web 2.0 taught us how unexpected, rich and widespread new practices and forms of social coordination may be. Applications like the Wikipedia and Facebook illustrate how significant is the role of a computational and social “backdrop” to enable that coordination and, in fact, the “social intelligence” that emerges from it.

I would like to argue for the advantage of developing a general-enough social coordination framework to support social intelligence, that it may be built using agreement technologies and that achieving such generality entails a tension between the sometimes antagonistic drives of theory and applications.

Moreover, I claim that:

- the framework should include a metamodel and the means to implement whatever sociotechnical systems are modeled and embed these systems in an environment that supports its operation.
- the metamodel and the supporting environment may be understood as (electronic or artificial) institutions.
- the sociotechnical systems may be understood as normative multiagent systems
- the metamodel should therefore support several “governance models”
- several governance models may be built if regimentation is properly implemented in the institutional infrastructure.
- the “application-pull” will often impose satisfying criteria on the “foundational push”

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