FacultySummit Citizen Sensing

Opportunities and Challenges in Mining Social Signals and Perceptions

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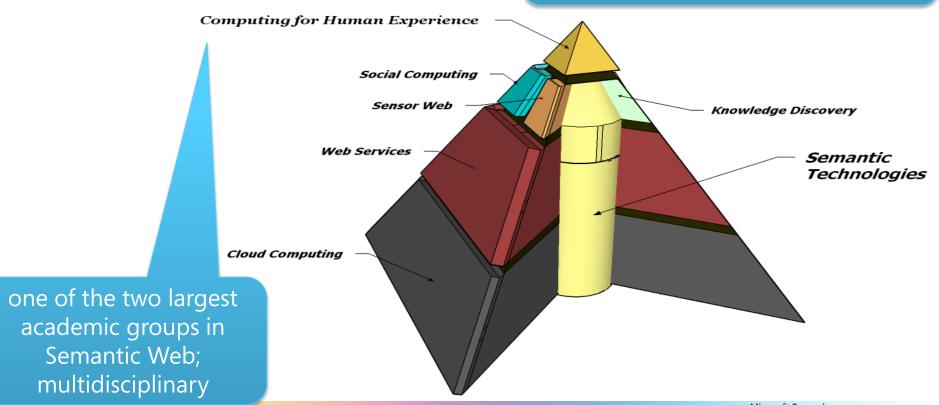
LexisNexis Ohio Eminent Scholar Ohio Center of Excellence in Knowledge enabled Computing (Kno.e.sis) Wright State University, Dayton, OH http://knoesis.org

Thanks: Kno.e.sis team, esp. Wenbo Wang, Chen Lu, Cory, Hemant, Pavan_



Semantics as core enabler, enhancer @ Kno.e.sis

Ohio Center of Excellence in Knowledge-enabled Computing

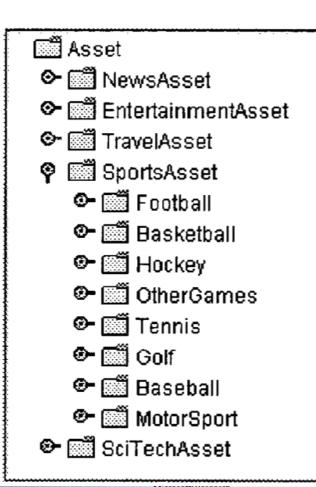


Semantics & Semantic Web in 1999-2002

(12) United States Patent Sheth et al.

(54) SYSTEM AND METHOD FOR CREATING A SEMANTIC WEB AND ITS APPLICATIONS IN BROWSING, SEARCHING, PROFILING, PERSONALIZATION AND ADVERTISING

(75) Inventors: Amit Sheth; David Avant, both of Bogart; Clemens Bertram, Athens, all of GA (US)

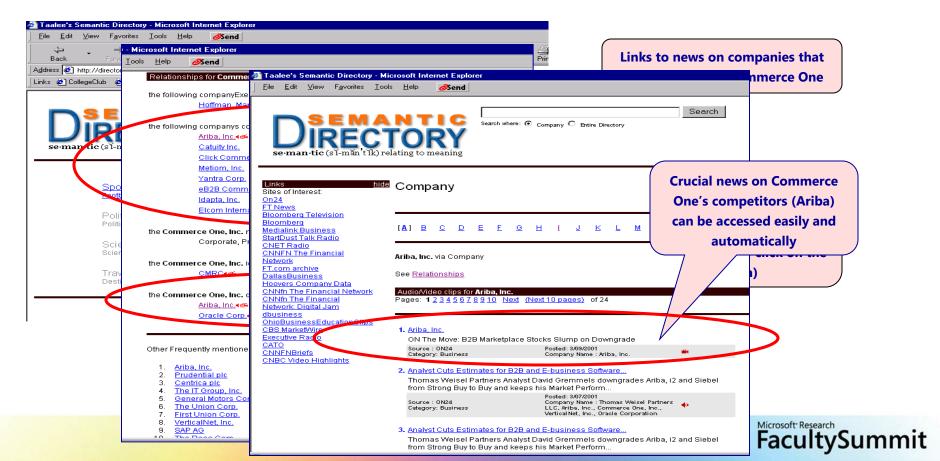


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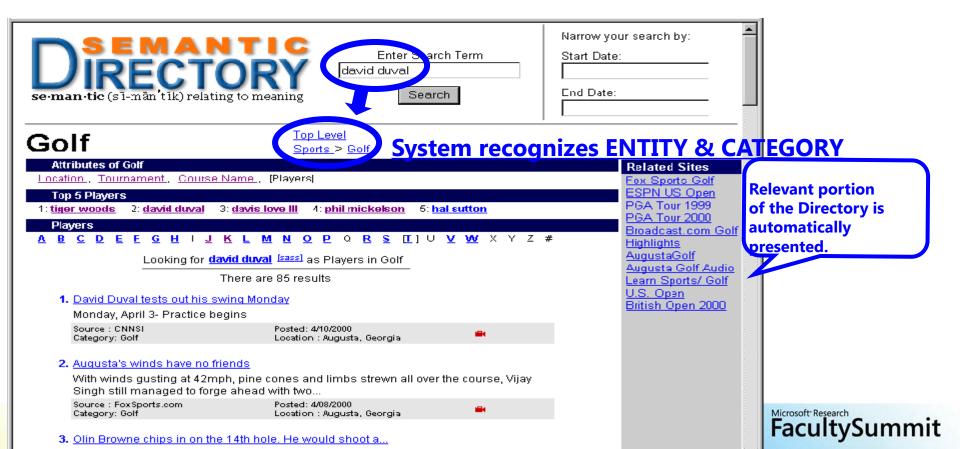
Taalee Semantic/Faceted Search & Browsing (1999-2001)



Semantic Search/Browsing/Directory (2001-....)



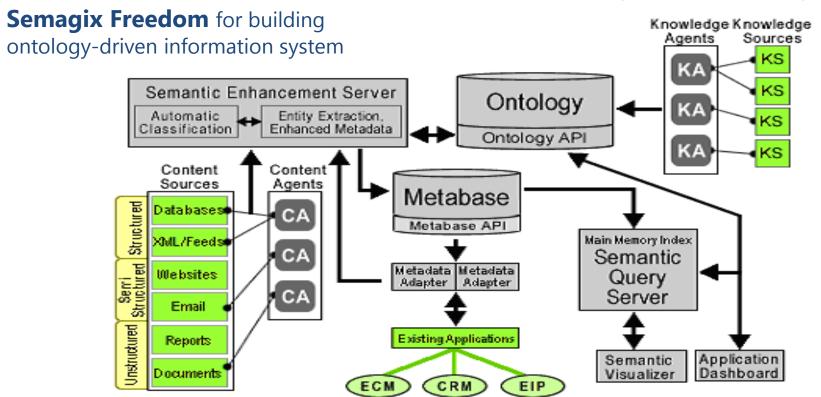
Semantic Search/Browsing/Directory (2001-



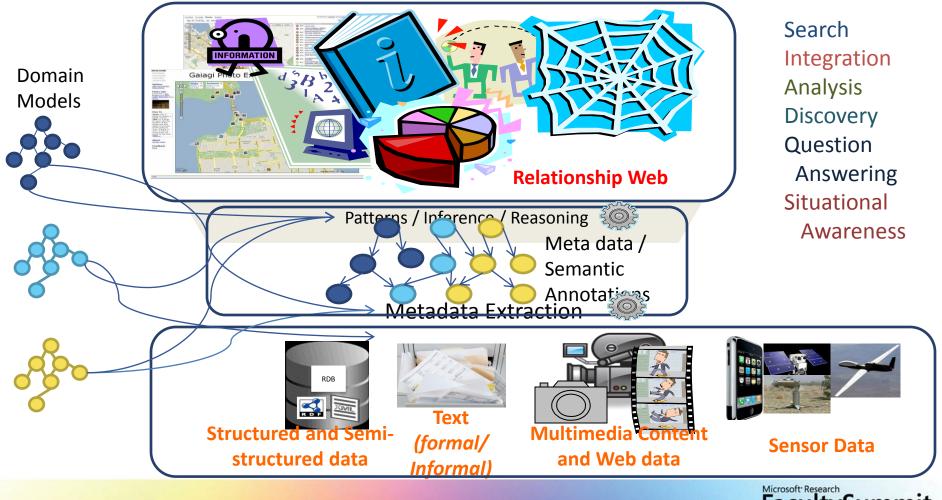
Semantic Search/Browsing/Directory (2001-



Extracting Semantic Metadata from Semistructured and Structured Sources (1999 – 2002)



Fast forward to 2010-2011



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Let Us Start with Social Data

Jan. 2011 Egypt Protest



Image:http://bit.ly/g4yPXS



Image:http://bit.ly/qmDoc/

dmonkey: With @Gemyhood @aGharbeia @oshaokhtmeligi r sharing food and water. Awesome. #jan25

CHANGE.

pen since 1991. Because you can't firewall a rumor. #Jan25

Tweet By: @AnonOnABike

RT @GabyVerdier: RT @justicentric: They r prepring to attack us now. Tightening cordons and working out antiriot cars. Pray for us #jan25

Tweet By: @egyptenguiden

Tear gas bombs are being fired at the protesters in tahrir sq. #jan25

Tweet By: @Bounz

RT @fustat: R @bencnn Hearing bangs and pops from Tahrir....sounds like trouble #Jan25 Tweet By: @bernhardhopfner

News

Recently funded NSF proposal: Social Media Enhanced Organizational Sensemaking in Emergency Response

)11

/gWboib



Image:http://bit.ly/nqq6Wj



Heater34: @VinniePolitan hey Vinnie, waiting on the word from you, I'm sitting in holiday **traffic** on **I75** in KY!!! about 24 hours ago via *Twitter for Android* · Reply · View Tweet



nickmomrik: Just used an on ramp to get off I75. #traffic 2 days ago via Twitter for iPhone from Kawkawlin, MI · Reply · View Tweet



rickirose19: Stuck in traffic on #175, sucks.

2 days ago via Twitter for iPhone · Reply · View Tweet



MrsWright8579: **I75** heading up North (MI) **traffic** jam..anyone know what's up? Didn't expect to be down to one lane :(
2 days ago via *Twitter for BlackBerry®* · Reply · View Tweet



<u>Tornadogeneral</u>: N a **traffic** jam on **I75** siting still. That's all I do is sit in cars behind the wheel <u>#trafficwreck</u>

3 days ago via Twitter for iPhone from Alabama, US · Reply · View Tweet

Jul. 2011

1-75 Traffic Jam in US

Citizen Sensing

- Who?
 - An interconnected network of people
- What?
 - Observe, report, collect, analyze, and disseminate information
- How?
 - Via text, audio, video and built in device sensor (and smart devices)

Image: http://bit.ly/nvm2iP

Enablers: Mobile Devices & Ubiquitous Connectivity

- Mobile Platforms Hit Critical Mass, Over 5 billions users
 - 1+B with internet connected mobile devices (2010)
 - Smartphones > Notebooks + Netbooks (2010E)
 - 500K+ mobile phone applications
 - 74% of mobile phone users (2.4B) worldwide used SMS (2007)
 - Mobile is Global
 - Ubiquity, 24x7
 - Built in sensors
 - environmental, biometric/biomedical,...

Enablers: Web 2.0 & Social Media

- A huge number of users
 - 750M+ active Facebook Users
 - 1+B tweets/wk; 175M+ Twitter users
 - Internet Users: 2 Bln



Role of Semantics in Citizen Sensing

- Key of citizen sensing: extract metadata/annotate
 - different types of metadata (depend on application need)
 - Spatial, temporal, thematic: key phrase, named entity, relationship, topic/category, event descriptors, sentiment ...
 - People, network, content
- Semantics: provide the meaning of data
 - various forms of semantic models: core vocabularies/nomenclatures, community created dictionaries/folksonomies/reference databases, automatically extracted domain models, manually created taxonomies, formal ontologies
 - deal with complexities of user generated data; supplement well-known statistical and natural language processing (NLP) techniques



Research Application: Twitris

Twitris - Motivation

- What were people in U.S.A. saying about Bin Laden's death?
- How about people in Egypt?
- How about people in India?
- TOO MANY tweets to be read each day!!!
- Twitris
 - Now: WHEN, WHERE, People are talking WHAT
 - Future: socio, cultural, behavioral studies

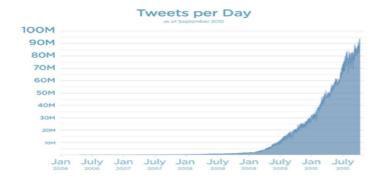
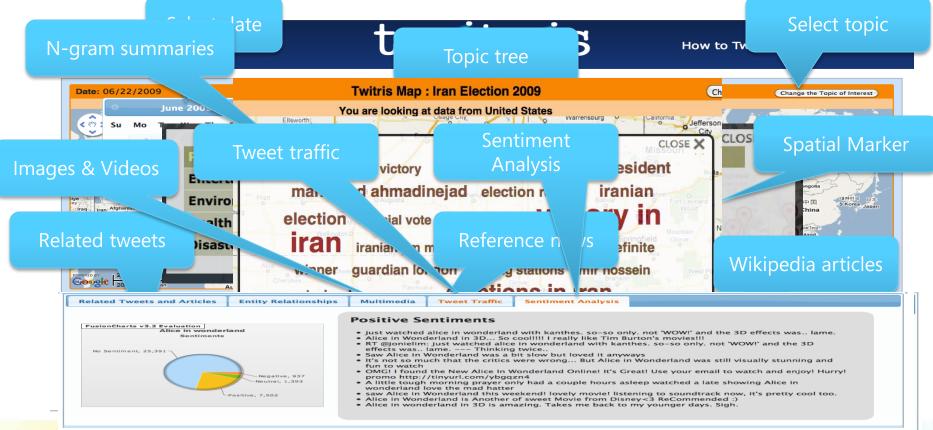


Image: http://bit.ly/etFezl

Twitris: Semantic Social Web Mash-up



Analyzing Events from Temporal Perspective

How did tweets in United States on the death of Bin Laden evolve over time?

May 2nd

```
navy seals osama 's death white house team hideout in

abbottabad picture of obl OSAMA bin

laden death of osama team watching obl intense
photo situation room national security team burial at sea last
night obl 's hideout house team watching photo of white bin
ladenas death sit room human shield laden 's death obl attack
```

RT @ReallyVirtual: Here's a picture of OBL's **hideout in Abbottabad**, as shared by a friend @Rahat http://yfrog.com/h7w4izmj



May 4th



Analyzing Events from Spatial Perspective

Tweets (Death of Bin Laden) in Egypt VS tweets in India

cnn sunday night official comment demonstration at ground egy gov minister egy gov t big media gamal mubarak OSAMA bin laden zero after president 1rst vh1 apperently pakistan international relations forms of violence foreign minister laden 's death best news source dead media ground zero president obama american feeling

"#Egypt foreign minister: Egy gov't has no official comment but we condemn all **forms of violence** in international relations. #osama #obl" picture of obl social media first time obl's

hideout OSAMA DIN laden dead un death of
osama obl raid hideout in abbottabad osama's death twitter
record hell pizza different types sea burial playstation
network laden's death terrorist osama bin osama raid plump
housewife death sets twitter pakistani military

"RT @mvatlarge: U.S. has given **Pakistani military** nearly \$20 billion since 9/11 for the privilege of housing bin Laden: http://is.gd/xegnFm"

A sample of current research @ Kno.e.sis demonstrating role of semantics in Citizen Sensing & Social Media Analysis

User-community Engagement Analysis

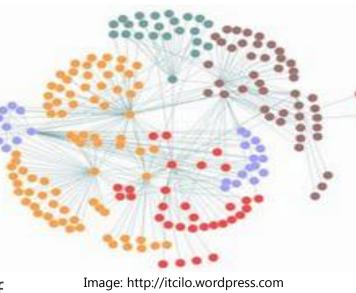
User-community Engagement

• How do we understand the phenomenon of user participation (engagement) in topic discussions?

• How communities form during the product launch?

• What factors can attract users to engage in these communities, therefore further spreading the message?

• How quickly we can disseminate information between resource providers and people in need of resources in case of emergency?



Analysis Framework:

People-Content-network Analysis (PCNA)





Collect network snapshots for this eventoriented community at the end of each time slice



Extract the PCNA FEATURES (Content, People, Network)



Classification for user engagement prediction problem



Analyze the results and reason about specific user joining behavior

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Three Sets of Features

- Content features [Characteristics of tweets posted by active friends of U]:
 - **keywords**: number of event-relevant keywords
 - **hashtags**: number of event-relevant hashtags
 - **retweet:** number of retweets
 - mention: number of mentions
 - **url:** number of relevancy-adjust hyperlinks
 - Irrelevant hyperlink is given number -1
 - **subjectivity**: Subjectivity scores for words and emoticons
 - Linguistic Cues (LIWC¹ analysis): Features for the language usage. Top-3 transformed features using Principle Component Analysis (PCA) extracted
- Community features: [Characteristics of the active community/network under consideration]
 - wccSize: size of the weakly-connected component (WCC) which *U's* friends belongs to in the active network.
 - wccPercent: ratio of wccSize to the size of the active network.
 - **connectivity**: number of active friends (i.e. followees) in the community.
 - communitySize: size of the active community.
- **Author features** [Characteristics of friends that U is following]:
 - Only friends in the active community are considered.
 - **logFollower**: logarithm of follower count
 - logFollowee: logarithm of followee count
 - Klout^[1]: a integrated measure of user influence and popularity
 - Other profile information and activity history^[2].

Which set is more important?



Experiments: Results

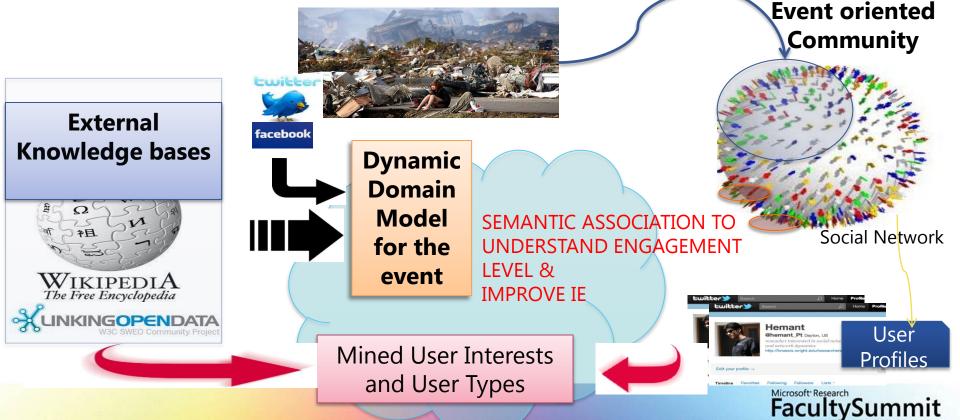
understand user community engagement

Performance Hig	h All	Content	People	Networ	k	Lo	OW
Events	All	Con.	Aut.	Com.	Event-Type		
DiscoveryBuildingCrisis	77.86	75.95	71.31	69.65	U	L	
GoogleInstantSearch	76.25	74.92	72.23	52.60	U	L	
RichCroninDeath	90.68	90.96	90.36	68.47	U	L	
StuxnetWorm	76.05	76.46	72.05	57.51	U	\mathbf{L}	
HeismanTrophy	76.88	75.28	69.94	61.85	U	\mathbf{C}	
ClevelandShowPremiere	86.11	85.77	85.65	67.36	D	\mathbf{L}	
EmmyAwards	77.00	77.39	70.93	56.23	D	\mathbf{L}	
IowaStateFair	83.34	84.25	81.62	70.09	D	L	
LindsayLohanHearing	80.09	79.30	77.22	52.57	D	\mathbf{L}	
LondonTubeStrike	82.40	82.96	80.07	56.22	D	\mathbf{L}	
ScottPilgrimRelease	78.16	77.86	75.32	59.81	D	\mathbf{L}	
JewishNewYear	75.15	74.14	69.16	55.63	D	C	
LinuxCon	80.77	82.17	76.97	71.97	D	\mathbf{C}	
SESSanFrancisco	75.50	76.40	71.69	58.34	D	\mathbf{C}	

Summary of Prediction Accuracy (%) Statistical significant results are in bold



Background Knowledge to improve Social Data Analysis



Analysing the Content can be Hard...

This new Merry Christmas tune.. SO GOOD!

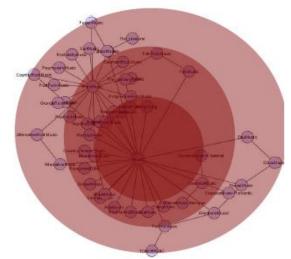
Is Merry Christmas a song?
If it is, which 'Merry Christmas' since there are 60 songs of the same name.
'So Good' is also a song!

Using a domain model (E.g., MusicBrainz)
Using context cues from the content

e.g. **new** Merry Christmas tune

Reduce potential entity spot size (with restrictions)

e.g. **new** albums/songs



Real Time Social Media Data Analysis

Motivation

- People can't wait for Information
 - Disaster Management
 - Ushahidi (<u>www.ushahidi.orq</u>)
 - Real-Time Markets
 - RealTimeMarkets (<u>http://www.realtimemarkets.com/</u>)
 - Brand Tracking
 - Twarql (<u>http://wiki.knoesis.org/index.php/Twarql</u>)
 - Movie reviews
 - Flicktweets (<u>www.flicktweets.com</u>)
 - Journalism

Scenarios

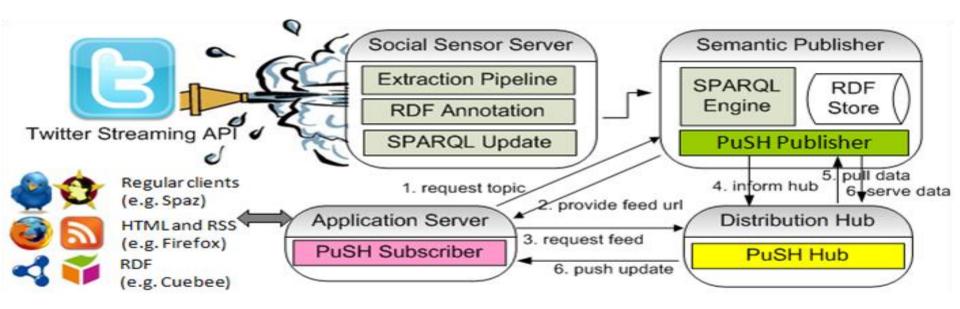
- Brand Tracking
 - Give me a stream of locations where Kinect is being mentioned right now
 - Give me all people that have said negative things about Kinect

How can we do this?

Twarql (Twitter Feeds through SPARQL)

- Semantically annotate tweets with entities, hashtags, URLs, sentiments, etc.
- Encode content in a structured format (RDF) using shared vocabularies (FOAT, SIOC, MOAT, etc.)
- Structured querying of tweets
- Subscribe to a stream of tweets that match a given query
- Real-time delivery of streaming data.

Twarql Architecture



Back to the Scenario

 Give me a stream of locations where Kinect is being mentioned now

```
SELECT ?location
WHERE {
?tweet moat:taggedWith dbpedia:Kinect .
?presence opo:currentLocation ?location .
?presence opo:customMessage ?tweet .
}
```

 Give me all people that have said negative things about Kinect

```
SELECT | ?user
WHERE {
    ?tweet sioc:has_creator ?user .
    ?tweet moat:taggedWith dbpedia:Kinect .
    ?tweet twarql:sentiment twarql:Negative .
}
```

Dynamic Domain Models for Semantic Analysis of Real-Time Data aka

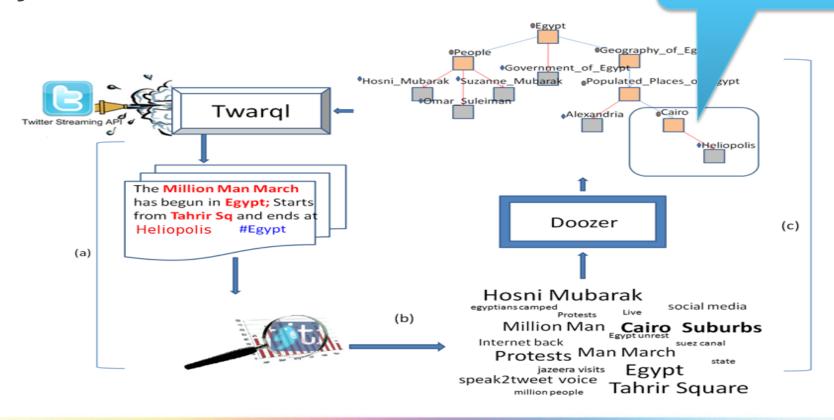
Continuous Semantics

Motivation

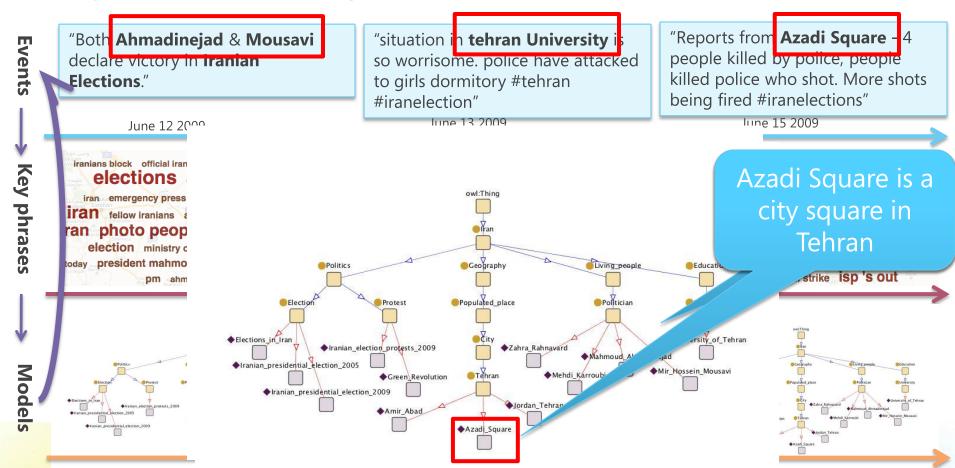
- Semantic processing using a model of the domain
- But it is difficult to model dynamic domains on social web
 - spontaneous (arising suddenly)
 - real-time data requiring continuous searching and analysis
 - distributed participants with fragmented and opinionated information
 - diverse viewpoints involving topical or contentious subjects
 - feature context colored by local knowledge as well as perceptions based on different observations and their sociocultural analysis.

Dynamic Model Creation

Heliopolis is a suburb of Cairo.



Dynamic Evolving Models to underpin Semantics



Sentiment/Opinion Extraction

Challenges

- Domain/Topic-dependency: spotting the target of the sentiment is as important as finding sentiment itself
 - E.g., "long river" (no sentiment), "long battery life" (positive), or "long time for downloading" (negative).
- Context-awareness: encoding the context information into the extracted sentiment
 - E.g., "must watch a movie today" (no sentiment) and "this movie is a must see" (positive).
- Informal language (abbreviations, misspelling, slang...): using Urban Dictionary

The Usage of Background Knowledge

Background Knowledge (Identify the Target Entity)

IMDB (movie name, year, genre...)
The King's Speech 2010 Drama
Iron Man 2 2009 Action
Edge of Darkness 2010 Crime...

Freebase (person name, birth day, country...)
Colin Firth 09/10/1960 England Actor

Helena Bonham Carter 05/26/1966 England Actress... Lexical resources (Identify the Sentiment Clue)

Urban Dictionary

wicked: awesome cool sweet sick amazing rad great good tight....

(US ---> really, very, extremely UK ---> cool, good, great, funky

France ---> (as 'terrible') great)

Loved the King's Speech, <u>Colin Firth</u> is so amazing.

Seen Iron Man 2 yesterday! Really <u>wicked</u> movie! Loved it. (From UK?)
Saw Edge of Darkness. Pretty cool but <u>wicked boring</u> in some parts. (From US?)

Real Time Feature Stream

Web DATA evolved over time



Real-Time Sensor, Social, Multi-media data













Static Document and files



Semantic Abstraction

Does -1,-2,-4,-4 make any sense to you?

 Overwhelming amount of raw sensor data do much sense to decision makers

Time	6pm	7pm	8pm	9pm
Temperature 1(C)	-1	-2	-4	-4
Rainfall (mm/h)	0.5	1	1	0

Freezing temperature
Rain

- What if the data is from sensors on a highway?
 - Freezing temperature + rain => icy road
 - Close the highway? ORSpread salt on the road to melt ice?

So what?



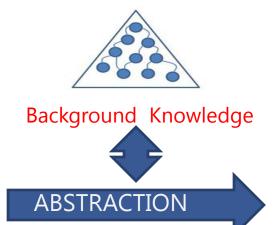
A cross-country flight from New York to Los Angeles on a Boeing 737 plane generates a massive 240 terabytes of data



But a pilot or a ground engineer at the destination is interested in very small number of events and associated observational data that are relevant to their work.

Higginbotham, S. (2010, September). Sensor Networks Top Social Networks for Big Data. Gigaom.com. http://gigaom.com/cloud/sensor-networks-top-social-networks-for-big-data-2/.

Abstraction







Features representing Real-World events

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Weather Alert Application

Detection of events, such as blizzards, from weather station observations

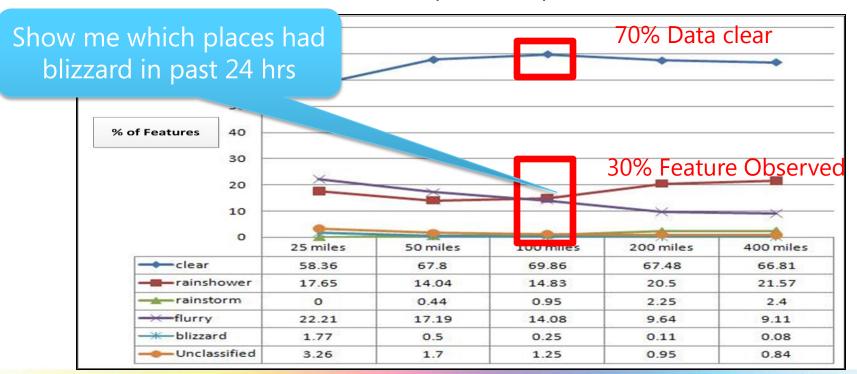






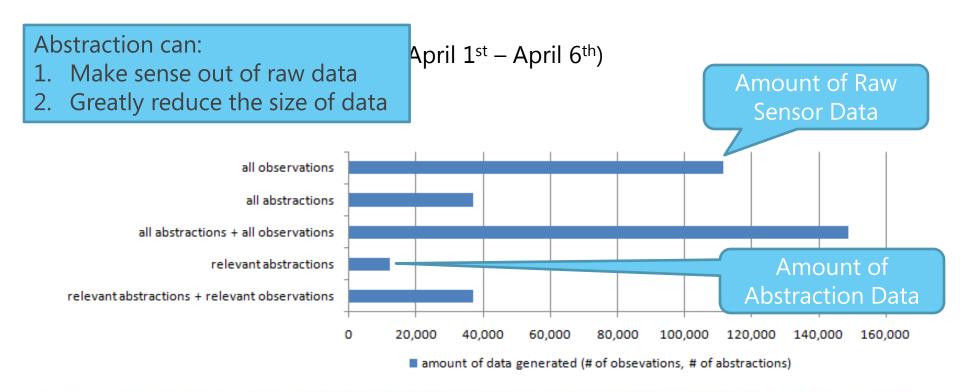
Evaluation

• **Data Used:** Nevada Blizzard (April 1st – April 6th)





Evaluation (cont.)



Traffic Application



Integration and Abstraction of Traffic Data

Knowledge Model Empowered Abstraction

Knowledge Models Normal Planned Impromptu Event Event Event infer events "Rush "Road "Car hour" repair' Accident" Domain Specific Ontology (e.g. traffic ontology) Observations facebook using domain, sensor, ocation and Ontology myspace Ontology events are annotated Location Ontology

Knowledge Models

Different types of Data

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Take Home Message

Amount of citizen sensing (and machine sensing) data is *huge*, *varied*, and *growing rapidly*. Search and Sift won't work.

Take Home Message (Cont.)

Semantics play a **key** role in refering "**meaning**" behind the data. Requires progress from **keywords** -> **entities** -> **relationships** -> **events**, from raw data to human-centric **abstractions**.

Take Home Message (Cont.)

Wide variety of semantic models and KBs (vocabularies, social dictionaries, community created semistructured knowledge, domain-specific datasets, ontologies) empower semantic solutions. This can lead to **Semantic Scalability** – scalability that is meaningful to human activities and decision making.

Interested in more?

Kno.e.sis Wiki for the following and more:

- Computing for Human Experience
- Continuous Semantics to Analyze Real-Time Data
- Semantic Modeling for Cloud Computing
- Citizen Sensing, Social Signals, and Enriching Human Experience
- Semantics-Empowered Social Computing
- Semantic Sensor Web
- Traveling the Semantic Web through Space, Theme and Time
- Relationship Web: Blazing Semantic Trails between Web Resources
- SA-REST: Semantically Interoperable and Easier-to-Use Services and Mashups
- Semantically Annotating a Web Service

Tutorial: Citizen Sensor Data Mining, Social Media Analytics and Development Centric Web Applications (WWW2011)

Partial Funding: NSF (<u>Semantic Discovery</u>: IIS: 071441, <u>Spatio Temporal Thematic</u>: IIS-0842129), AFRL and DAGSI (<u>Semantic Sensor Web</u>), Microsoft Research (<u>Semantic Search</u>) and IBM Research (<u>Analysis of Social Media Content</u>), and HP Researh (<u>Knowledge Extraction from Community-Generated Content</u>).



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