

Table B. Topics with positive sentiment

| Topic No | Topic Label | NSR value | The strength of the net sentiment |
|-----------------|----------------------------------|------------------|--|
| #5 | More options are needed | 0.3333 | high positive sentiment |
| #3 | Features of app | 0.2941 | average positive sentiment |
| #16 | Instagram's algorithm and policy | 0.2381 | average positive sentiment |
| #14 | Assessment of Insta app | 0.2174 | average positive sentiment |
| #6 | Android devices issues | 0.1429 | average positive sentiment |
| #7 | Errors and app crashes | 0.1250 | average positive sentiment |
| #12 | The new update issues | 0.1111 | average positive sentiment |
| #4 | Freezing issues | 0.0667 | weak positive sentiment |