

Table C. Topics with negative sentiment

Topic No	Topic Label	NSR value	The strength of the net sentiment
#13	Adding some options to switch on and off	-0.7000	very high negative sentiment
#15	Users' suggestions on what to fix	-0.6667	very high negative sentiment
#10	Issues of hiding story/highlights viewers'	-0.4545	high negative sentiment
#2	Technical problems	-0.3005	high negative sentiment
#1	The app's changes (unsuccessful/frustrating)	-0.1724	average negative sentiment
#11	Posts publishing problems	-0.1200	average negative sentiment
#9	Functionalities to be brought back	-0.1000	weak negative sentiment
#8	Quality issues	-0.0136	weak negative sentiment