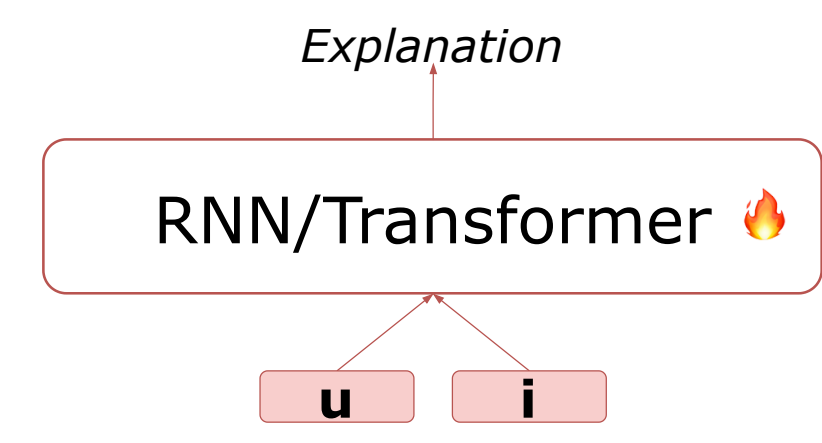


Review-based Explainable Recommendation

- Users expect not only relevant recommendations but also transparent justifications → explanation required.
- User reviews = opinions on aspects of interest → making them a natural candidates for explanation.

Previous methods:



- Att2Seq [1] & NRT [4] (RNN-based) and PETER [2] (Transformer) fail to leverage the capabilities of pre-trained LLMs.
- PEPLER [3] (GPT-2, 124M) suffers from sub-optimal adaptation.
- Learning compact **2-token** user and item profiles to condition the entire generation.
- Neglect aspect modeling.

- Fine-grained, faithful control of generation conditioned on user and item.

Problem Formulation

Notations

- \mathcal{U} users, \mathcal{I} items, \mathcal{A} aspects of interest (e.g., quality of service, cleanliness, in the hotel domain).
- r_{ui} overall rating, r_{ui}^a aspect-level rating, t_{ui} review.
- $\mathcal{R} = \{(u, i, r_{ui}, t_{ui}, \{r_{ui}^a\}_{a \in \mathcal{A}})\}$ interaction data.

Objectives:

- Recommendation:** Predict the overall rating r_{ui} .
- Explainability:** Predict aspect ratings $\{r_{ui}^a\}_{a \in \mathcal{A}}$ and **generate review** t_{ui} .

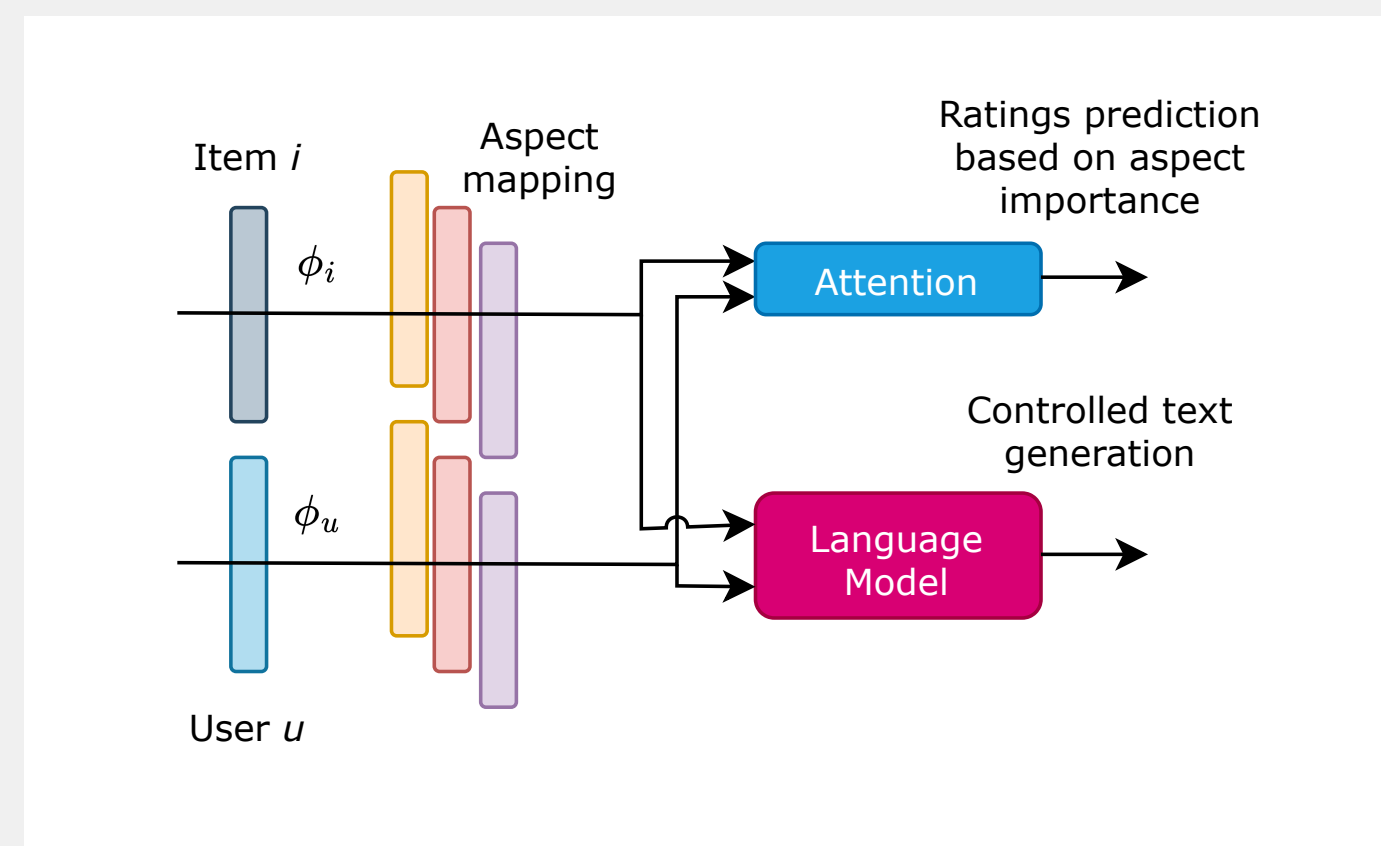


Figure 1. Schematic overview of our approach.

Our approach:

- Learning global-level and **aspect-level** user and item profiles.
- Personalized attention** to estimate aspect importance.
- Two modules: **rating prediction** and **review generation**.

Hypothesis: Aspect information provides better guidance for review generation.

Review Generation Results

Table 1. Performance on review generation (%).

| TripAdvisor | METEOR ↑ | BLEU ↑ | ROUGE-1 ↑ | ROUGE-2 ↑ | BERT-F1 ↑ |
|---------------|---------------|---------------|---------------|---------------|---------------|
| Att2Seq | 18.611 | 04.690 | 28.783 | 06.473 | 84.490 |
| NRT | 17.219 | 03.405 | 25.833 | 05.194 | 82.161 |
| PETER | 17.955 | 03.943 | 27.974 | 05.906 | 84.406 |
| PEPLER | 24.340 | 11.400 | 33.831 | 11.679 | 83.726 |
| ELIXIR | 42.752 | 33.544 | 53.285 | 37.878 | 89.554 |
| w/o Aspects | 27.642 | 10.029 | 39.076 | 21.970 | 86.540 |
| RateBeer | METEOR ↑ | BLEU ↑ | ROUGE-1 ↑ | ROUGE-2 ↑ | BERT-F1 ↑ |
| Att2Seq | 18.611 | 04.690 | 28.783 | 06.473 | 84.490 |
| NRT | 24.963 | 08.737 | 32.589 | 11.472 | 83.985 |
| PETER | 28.818 | 11.518 | 35.504 | 13.620 | 86.448 |
| PEPLER | 28.266 | 10.143 | 32.444 | 11.182 | 84.990 |
| ELIXIR | 40.763 | 24.160 | 46.371 | 25.818 | 89.792 |
| w/o Aspects | 32.675 | 13.652 | 39.068 | 17.106 | 88.310 |

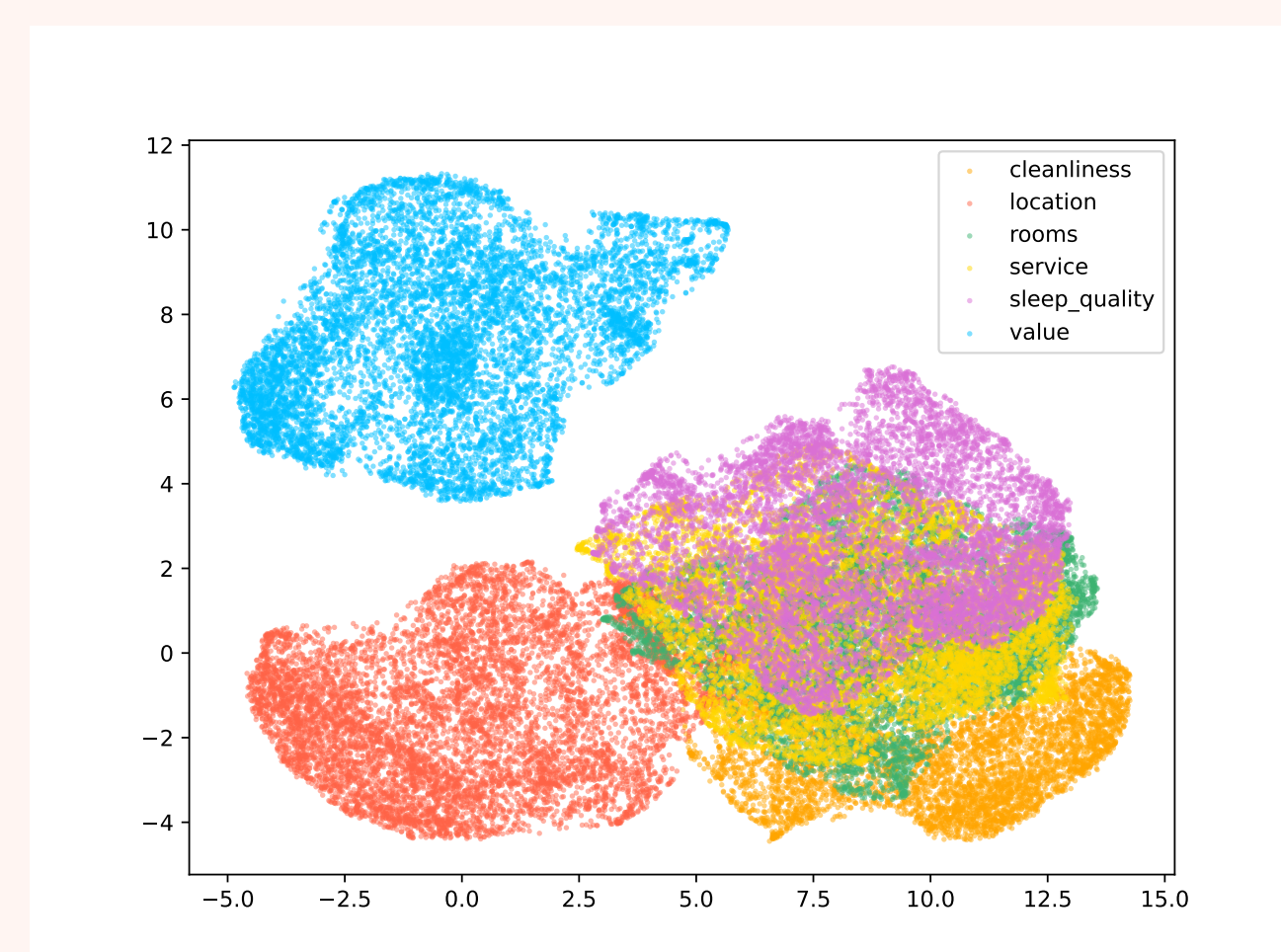
- ELIXIR achieves better scores than all baseline models across all considered metrics.**
- Efficiency of our lightweight architecture:** ELIXIR w/o Aspects outperforms all baselines.
- Importance of aspect integration:** ELIXIR performs better than its aspect-ablated version.

Aspect Analysis and Impact of the Number of Tokens

Table 2. Impact of the number of tokens in the personalized prompt (η) on review generation (TripAdvisor dataset).

| η | METEOR ↑ | BLEU ↑ | ROUGE-2 ↑ |
|--------|---------------|---------------|---------------|
| PEPLER | 24.340 | 11.400 | 11.679 |
| 2 | 12.159 | 01.282 | 04.436 |
| 5 | 16.730 | 03.546 | 06.046 |
| 10 | 21.160 | 07.692 | 10.330 |
| 20 | 29.379 | 17.018 | 20.200 |
| 50 | 42.752 | 33.544 | 37.878 |

Figure 2. Projection and clustering of user aspect representations for the TripAdvisor dataset.



- Impact of the number of tokens:** Starting from 20 tokens, ELIXIR outperforms PEPLER.
- Aspect analysis:** We observe a consistent semantic separation of aspects.
- Aspect integration leads to performance improvements across all tasks.

ELIXIR

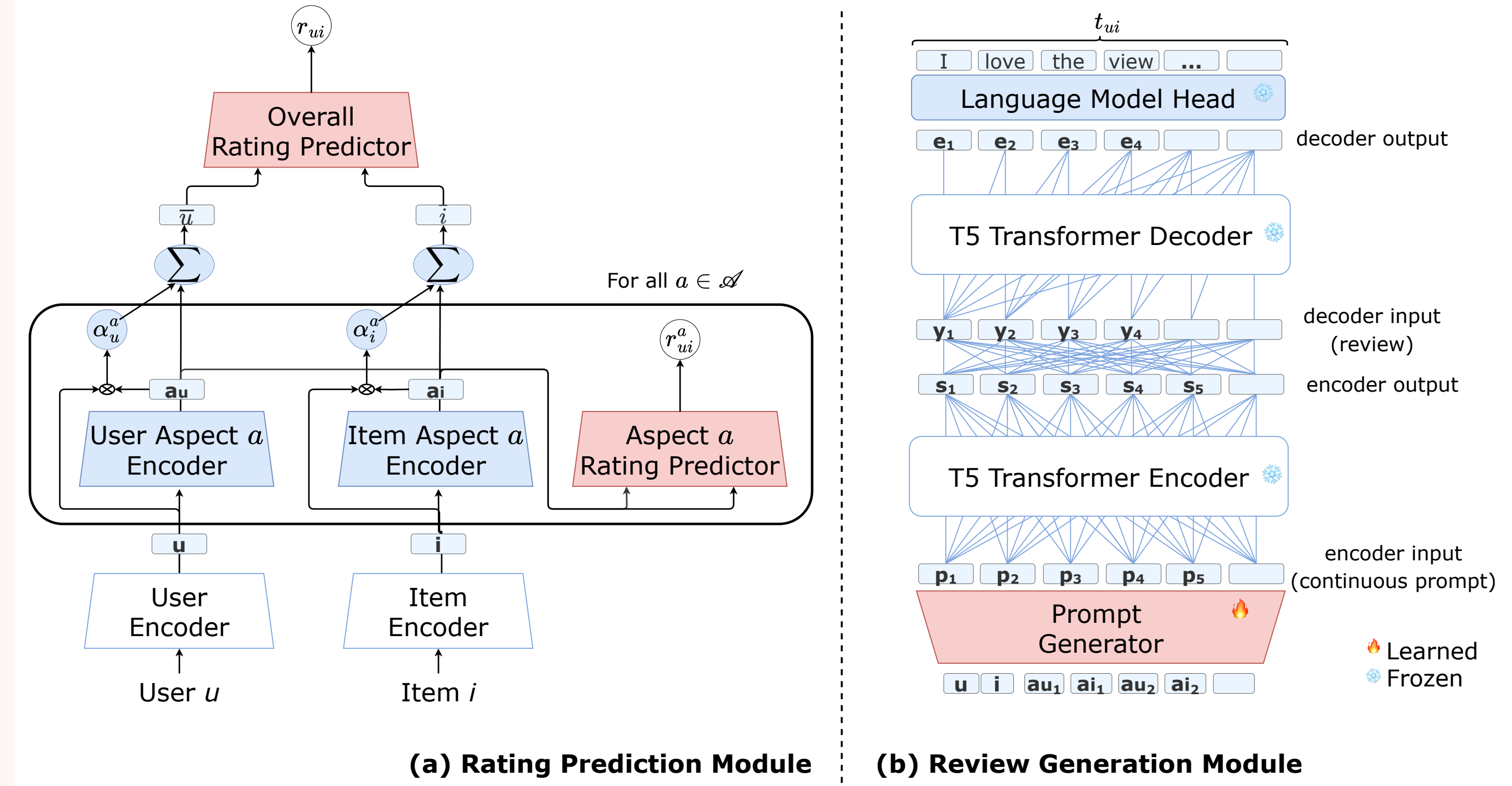


Figure 3. ELIXIR consists of two modules: (a) the rating prediction module on the left and (b) the personalized review generation module on the right.

- Global-Level Representations:** $\mathbf{u}, \mathbf{i} \in \mathbb{R}^d$
- Aspect-Level Representations:** $\mathbf{a}_u = \phi_{\mathcal{U}}^a(\mathbf{u})$, $\mathbf{a}_i = \phi_{\mathcal{I}}^a(\mathbf{i})$, $\phi^a: \mathbb{R}^d \rightarrow \mathbb{R}^d$.
- Personalized Attention:**

$$\alpha_u^a = \frac{\exp(q_{\mathcal{U}}(\mathbf{u}) \cdot k_{\mathcal{U}}(\mathbf{a}_u))}{Z_u}, \quad \tilde{\mathbf{u}} = \sum_{a \in \mathcal{A}} \alpha_u^a v_{\mathcal{U}}(\mathbf{a}_u).$$

Similar for $\tilde{\mathbf{i}} \in \mathbb{R}^d$. $q_*, k_*, v_*: \mathbb{R}^d \rightarrow \mathbb{R}^d$ (linear functions); Z_* (normalization terms).

- Rating Prediction Module:** overall + aspect-level ratings. $\hat{r}_{ui} = f(\tilde{\mathbf{u}}, \tilde{\mathbf{i}})$, $\hat{r}_{ui}^a = g_a(\mathbf{a}_u, \mathbf{a}_i)$
- Review Generation Module:** personalized prompt + review.

$$\mathbf{p}_{ui} = \psi(\mathbf{u}, \mathbf{i}, \{\mathbf{a}_u, \mathbf{a}_i\}_{a \in \mathcal{A}}) \in \mathbb{R}^{\eta \times d_w}, \quad P_{\theta_P, \theta_{LM}}(t_{ui} | \mathbf{p}_{ui}) = \prod_{k=1}^{|t_{ui}|} P_{\theta_P, \theta_{LM}}(y_k | \mathbf{p}_{ui}, y_{<k}).$$

 η : number of prompt tokens; θ_P : prompt parameters; θ_{LM} : language model parameters.

Parameter-efficient fine-tuning: We freeze the language model parameters during training and only optimize the prompt generation parameters.

Lightweight model: We use T5-Small (60M) as language model.

Overall Rating Results

Table 3. Performance on overall rating prediction.

| | Average | MF | MLP | NeuMF | NRT | PETER | PEPLER | ELIXIR | w/o Attn | Global-only |
|--------------------|---------|--------------|--------------|-------|-------|--------------|--------------|--------------|----------|-------------|
| TripAdvisor | | | | | | | | | | |
| RMSE ↓ | 0.932 | 0.840 | <u>0.833</u> | 0.840 | 0.859 | 0.807 | <u>0.779</u> | 0.748 | 0.771 | 0.865 |
| MAE ↓ | 0.645 | 0.646 | <u>0.565</u> | 0.570 | 0.548 | 0.532 | <u>0.478</u> | 0.447 | 0.513 | 0.632 |
| RateBeer | | | | | | | | | | |
| RMSE ↓ | 0.571 | 0.411 | 0.464 | 0.473 | 0.420 | <u>0.415</u> | 0.430 | <u>0.416</u> | 0.421 | 0.443 |
| MAE ↓ | 0.424 | 0.300 | 0.324 | 0.329 | 0.306 | 0.300 | 0.305 | <u>0.305</u> | 0.311 | 0.332 |

- ELIXIR w/o Attention > ELIXIR Global-only: Learning aspect-level representations in addition to global representations to better capture fine-grained preferences.
- ELIXIR > ELIXIR w/o Attention: Personalized attention allows for better aggregation of aspect information.

Personalized Attention Analysis

Table 4. Attention visualization on aspects and alignment with the review (TripAdvisor)

| Aspect | Rating | Ground truth review |
|-------------|-----------|--|
| Cleanliness | 4.9 (5.0) | if we go back to paris, we are staying here again. the place is so charming and |
| Location | 5.0 (5.0) | overlooks the beautiful luxembourg gardens. the staff were sooo hospitable. |
| Rooms | 5.0 (5.0) | always asking what they could do to help us. they arranged two tours for us, |
| Service | 5.0 (5.0) | recommended places to eat and then made the reservations for us, arranged |
| Sleep | 5.0 (5.0) | transportation from and to the airport, etc. royce and xavier. i can't thank you |
| Value | 5.0 (5.0) | enough! also, so many places are in walking distance, like notre dame and the |
| Overall | 4.9 (5.0) | louvre. you can't help but fall in love with this place! |

- Personalized attention** infers the relative importance of aspects for each user-item pair, also enabling explainable recommendations.

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Our paper

