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MACHINE LEARNING

Hate Comments Detection on Vietnamese Social Media

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TABLE OF CONTENTS

1.Overview
2.Methods
2.1 Enhancing Hate Speech Detection in Vietnamese with a Unified Text-
to-Text Transformer Model (Deep-Learning)
2.1.1 Automated Pre-training Data Creation
2.1.2 Model Pre-training
2.1.3 Model Fine-tuning
2.2 A Large-scale Dataset for Hate Speech Detection on Vietnamese Social
Media Texts
2.3 Hate Speech Detection on Vietnamese Social Media Text using the Bi-
GRU-LSTM-CNN Model
3. Implementation using Bi-LSTM-CNN Model
3.1 Dataset Preparation
3.2 Model Creation
3.3 Testing and Evaluation
Conclusion and Future Directions

1. Overview

With the rapid growth of the internet, the number of users on social networks has risen dramatically, leading to an exponential increase in data generated from these platforms. Managing user posts and comments has become increasingly challenging. As a result, tools for categorizing posts and comments have become essential. This need was highlighted in the VLSP Shared Task 2019, which introduced the Hate Speech Detection on Social Networks task to classify Vietnamese social media text into predefined categories.

In this task, we focus on a solution for predicting hate speech in Vietnamese which is a low-resource language for natural language processing. In particular, we have implemented deep learning to classify comments or posts on social networks.

The problem is stated as:

- · Input: Given a Vietnamese post/comment on social networks.
- · Output: One of three labels (**HATE**, **OFFENSIVE**, or **CLEAN**) which is predicted by our system.

The table below shows several examples of this task:

NO.	COMMENT/POST	LABEL
1	mấy thằng ngu này cứ thích sủa	HATE (2)
2	buồn gì rồi cũng qua nhưng buồn_ngủ là ngày nào cũng bám đéo tha bạn	OFFENSIVE (1)
3	quán này đâu_vậy em cho minh xin dia chỉ di	CLEAN (0)

- HATE (Hate Speech): a comment or post is identified as hate speech if it (1) targets individuals or groups on the basis of their characteristics; (2) demonstrates a clear intention to incite harm, or to promote hatred; (3) may or may not use offensive or profane words. For example: "Assimilate? No they all need to go back to their own countries. #BanMuslims Sorry if someone disagrees too bad.". See the definition of Zhang et al. [2]. In contrast, "All you perverts (other than me) who posted today, needs to leave the O Board. Dfasdfdasfadfs" is an example of abusive language, which often bears the purpose of insulting individuals or groups, and can include hate speech, derogatory and offensive language.
- · OFFENSIVE (Offensive but not hate speech): a post or comment MAY contain offensive words but it does not target individuals or groups on the basis of their characteristics. For instance, "WTF, tomorrow is Monday already."
- · CLEAN (Neither offensive nor hate speech): normal comments or posts on social networks, it does not contain offensive or hate speech. For example, "She learned how to paint very hard when she was young"

2. Methods

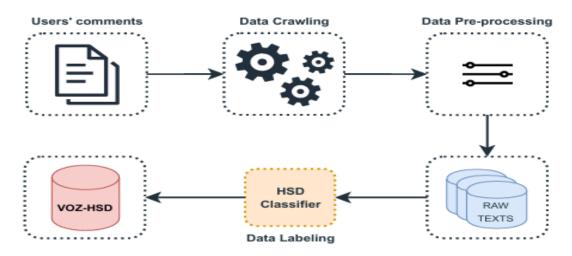
2.1 Enhancing Hate Speech Detection in Vietnamese With a Unified Text-to-Text Transformer Model (Deep-Learning)

https://www.researchgate.net/publication/380820655_ViHateT5_Enhancing_Hate_Speech_Detection_in_Vietnamese_With_A_Unified_Text-to-Text_Transformer_Model

This article does not focus on constructing a prediction model but rather on methodologies for the creation of pre-training data, the pre-training techniques utilized, and the fine-tuning procedures undertaken to assemble the unified VIHATET5 model.

2.1.1 Automated Pre-training Data Creation:

In this research, we present a significant Vietnamese hate speech classification dataset alongside an automated data annotation system



Data crawling: Data was crawled from VOZ forums. The crawling process involved the utilization of the BeautifulSoup4 tool.

Data Pre-processing: The data pre-processing approach, which was outlined by Nguyen et al. (2023), was adopted. This process involves tasks such as eliminating mentioned links, @username, retaining emojis and emoticons, and further excluding quotes.

AI Data Annotator: we initially convert the ViHSD dataset into two labels: CLEAN ⇒ NONE, and (OFFENSIVE, HATE) ⇒ HATE, and employ it as a training dataset for training our classifier. Following this, we fine-tuned several pre-trained models designed for Vietnamese to identify the best-performing ones. ViSoBERT-based fine tuned model was selected as the HSD Classifier.

Automated Data Labeling: Utilizing the selected HSD Classifier, we automatically label all textual data within the raw dataset.

2.1.2 Model Pre-training:

The constructed dataset is employed as the pre-training dataset, comprising samples extracted from real-life comments.

2.1.3 Model Fine-tuning:

To evaluate the trained model, we proceed to fine tune the pre-trained VIHATET5 on various hate speech-based datasets such as Hate Speech Detection (ViHSD), Toxic Speech Detection (ViCTSD) and Hate Spans Detection (ViHOS).

2.1.4 Model setup:

We follow the original pre-training strategy outlined for the T5 model (Raffel et al., 2023) to pre train our VIHATET5. Both training and validation are conducted with a batch size of 128. The pre training process is executed over 20 epochs, employing the Adam optimizer with a lower learning rate set at 5e-3. Additionally, a weight decay of 0.001 is applied, with the initial 2,000 steps designated for warm-up during training. In the fine-tuning phase, we maintain uniform settings for all BERT-based baseline models across specific tasks. Similarly, the same model settings are applied to T5-based models. For detailed information regarding the model settings for fine-tuning downstream tasks, please refer to Appendix B.2. It is worth noting that all experiments are carried out with a limited resource setup utilizing a single NVIDIA A6000 GPU.

2.2 A Large-scale Dataset for Hate Speech Detection on Vietnamese Social Media Texts

https://arxiv.org/pdf/2103.11528v4

Dataset:

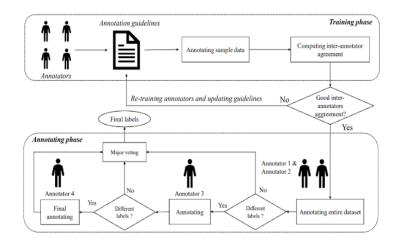
- We collect users' comments about entertainment, celebrities, social issues, and politics from different Vietnamese Facebook pages and YouTube videos
- Our annotation process contains two main phases:
- The first one is the training phase, which annotators are given a detailed guidelines, and annotate for a sample of data after reading carefully. Then we compute the inter-annotator agreement by Cohen Kappa index (κ) [10]. If the inter-annotators agreement not good enough, we will re-train the annotator, and re-update the annotation guidelines if necessary. After all annotators are well-trained, we go to annotation phase. Our annotation phase is inspired from the IEEE peer review process of articles [15]. Two annotators annotate the entire dataset. If there are any different labels between two annotators, we let the third annotators annotate those labels. The

fourth annotators annotate if all three annotators are disagreed. The final label are defined by Major voting.

Table 1: Annotation guidelines for annotating Vietnamese comments in the Hate Speech Detection task.

Label	Description	Example
CLEAN	The comments have no harassment at all.	Comment 1: M.n ơi cho mik hỏi mik theo dỗi có mà mik hk pít có là con gái thiệt hả m.n (English: Hey everyone! Is she a truly girl?) (This comment is thoroughly clean, in which there are no bad words or profane language, and does not attack anyone)
OFFENSIVE	The comments contain harassment contents, even profanity words, but do not attack any specific object.	Comment 2: Đồ khủng (English: Madness) (This comment has offensive word "khủng". Nevertheless, it does not contain any word that aims to a person or a group. In addition, "khủng" is also a slang, which means mad)
НАТЕ	The comments have harassment and abusive contents and directly aim at an individual or a group of people based on their characteristics, religion, and nationality. Some exceptional cases happened with the HATE label: Case 1: The comments have offensive words and attack a specific object such as an individual, a community, a nation, or a religion. This case is easy to identify hate speech. Case 2: The comments have racism, harassment, and hateful meaning, however, does not contain explicit words. Case 3: The comments have racism, harassment, and hateful meaning, but showed as figurative meaning. To identify this comment, users need to have particular knowledge about social.	Comment 3: Dānh cho lũ quan ngai (English: This is for those dummy pessimists) (This comment contains a phrase, which is underlined, mentions to a group of people with bad meaning) Comment 4: Dm Cổ a mới không ổn. Mây rình mây chích riết ổn cái lol (English: F*&c you. I am not fine. You are fine why you'rinh mây chich riết ổn cái lol (English: F*c making sex?) (This comments contained many of profanities, which are underlined. Besides, it contains personal pronoun "Mây", which aims to a specific person) Comment 3: Ở đây ngột ngạt quá thì đưa nó qua <loc> cho nó thoáng mát (English: If this place is so stifling and not suitable for bitch like you, why don't you choose <loc>?) (This comment has the phrase <loc> mentioned to a specific location, which has racism meaning. However, this comment does not has any bad words at all)</loc></loc></loc>

• We randomly take 202 comments from the dataset and give them to four different annotators, denoted as A1, A2, A3 and A4, for annotating. Table 2 shows the inter-annotator agreement between each pair of annotators. Then, we compute the average inter-annotator agreement. The final inter-annotator agreement for the dataset is $\kappa = 0.52$.



Based on the ViHSD dataset, two approaches were introduced for constructing prediction models:

 Deep Neural Network Models (DNN Models): Convolutional Neural Network (CNN) can also be applied to Natural Language

vi

Processing (NLP), in which a filter W relevant to a window of h words. Besides, the pre-trained word vectors also influence the performance of the CNN model. On the other hand, Gated Recurrent Unit (GRU) is a variant of the RNN network. It contains two recurrent networks: encoding sequences of texts into a fixed-length word vector representation, and another for decoding word vector representation back to raw input. With the implementation as well as evaluation of the Text-CNN and the GRU models with the fasttext pre-trained word embedding, the embedding transforms a word into a 300 dimension vector.

• Transformer models: The transformer model is a deep neural network architecture based entirely on the attention mechanism, replacing the recurrent layers in auto encoder decoder architectures with special multi-head self-attention layers. Yang et al. [31] found that the transformer blocks improved the performance of the classification model. In this paper, we implement BERT [13]- the SOTA transformer model with multilingual pre-training such as bert-base-multilingual-uncased (m-BERT uncased) and bert-base-multilingual-cased (m-BERT cased), Distil BERT [25]- a lighter but faster variant of BERT model with multilingual cased pre-trained model6, and XML-R- a cross-lingual language model with xlm roberta-base pre-trained. Those multilingual pre-trained models are trained in various languages including Vietnamese.

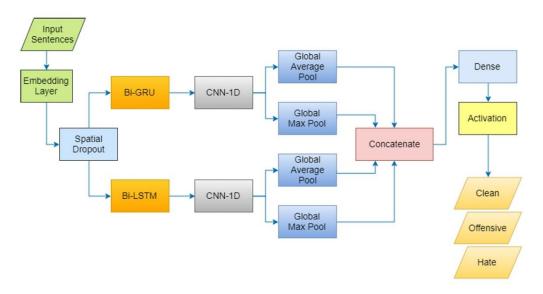
2.3 Hate Speech Detection on Vietnamese Social Media Text using the Bi-GRU-LSTM-CNN Model

The basic architecture in this paper is Convolutional Neural Network (CNN) with 1D convolutions. In addition, we also study about two other deep neural models which are Long Short Term Memory (LSTM) and Gated Recurrent Unit (GRU). The details of all these neural models are presented in next sub-sections.

In this model, there are several common parts:

• Word embedding layer: The input is a matrix of 220x300 dimensions. In particular, each sentence has only 220 words and each word is represented by a 300 dimensional word embedding. Pre-training word level vector already is a kind of word representations for deep neural network models since Word2Vec. In our experiments, we choose FastText as our pre-training model.

- **CNN-1D layer**: We use a 1D spatial drop out with 0.2 dropout rate. It can prevent the model from over-fitting and to get better generalizations.
- **Bidirectional LSTM**: The model uses two parallel blocks of Bidirectional Long Short Term Memory (Bi-LSTM) where the term Bidirectional is that the input sequence is given to the LSTM in two different ways. LSTM is a variation of a recurrent neural network that has an input gate, an output gate, a forget gate and a cell. In our experiment, we used two parallel bidirectional LSTM blocks having 112 units for each. We used sigmoid and tanh for recurrent activations and hidden units respectively.
- **Bidirectional GRU**: Different from LSTMs, gated recurrent units (GRU) is without output gate. In addition, GRUs have an update gate and a reset gate which is responsible of combining new input with the previous one. Finally, the update gate is responsible of how much the previous memory is required to be saved.



(PDF) Hate Speech Detection on Vietnamese Social Media Text using the Bi-GRU-LSTM-CNN Model

3. Implementation using Bi-LSTM-CNN

3.1 Dataset Preparation

Our data was crawled from a vast majority of Vietnamese forums, focusing mainly on Facebook and VOZ communities. The result is over 800 comments, some of which contain emojis or special characters.

Total Clean Comments: 607

Total Offensive Comments: 150

Total Hate Comments: 107

```
nhất là mấy bác lấy cái cổng dinh độc lập , nên tân cay tới bây giờ 🍎
nâm là dịp lụm tiền cho đây túi riêng qua các công trình chính sửa... Tha hồ mà lụm tiền thuế của người dân...
```

Afterwards, we used idlabel4.py to give each comment an ID as well as transform them into the correct format to preprocess. This is the result:

```
diffee text, CLEAN, OFFEISIVE, HATE, label 1d

tast_tinvctpjpv, or malk khi co bain moti 1a các con giới lại hỏi nhau pin thế nho 🗨 ...,

tast_dilugyrlp, "Bon này bị ẩm ảnh cực độ với pin 🍣 từ việc sạc chậm cho khỏi nóng, canh thời giam sạc, canh mốc pin để sạc, soi độ chai pin, với thời quen ngu đần vuốt kill

tast_micyrands, "Sau khi GTA ở ram kith lày sẽ là kháu hiệu của tới 💇 "Chống ta sẽ có ... tre cả khi HSR có char Nam Lurng Tử đầu tiên:" i ...,

tast_micyrands, "Sau khi GTA ở ram than lung từ có khi lại có mãy ông giây này lên nổu bào phá đội khinh như dựt sunday luôn ây chứ, "COCO" độ độ "...,

tast_dimayrands, hiệt vù las ok ro vì mầy and sai như thế tiến giáo có trong tướng quưng: )))),...,

tast_dimayrands, hiệt vù las ok như có có trong tướng quưng: )))),...,

tast_dimayrands, lift vù là ...,

tast_dimayrands, lift vù là ...,

tast_dimayrands, rong thin an noi di chu như yôt có trong tướng quưng: )))),...,

tast_dimaitres, livyệt vù là ...,

tast_dimaitres, livyèt v
```

We also did the same procedure for another 100 comments but they were used for evaluating the model and the dataset instead.

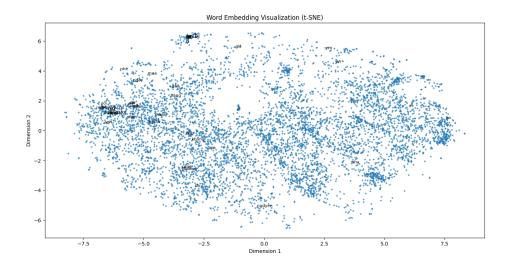
We use several simple techniques in text pre-processing in all models for this task as follows:

- Converting all words to lower case.
- Removing extra white spaces, punctuation marks.
- Replacing all numbers with "number".
- Word tokenization using the pivy library

After that, we would vectorize all the sentences by assigning every word with a unique integer and prepare our word embeddings which basically is start retrieving the vector values of the pre-trained word-embeddings and assign it to all the words that was found in the dataset.

```
| Mart | Set | Set
```

Word Matrix Visualization:



3.2 Model Creation

Now we setup the model:

- Embedding: Initializing the embedding layer with the weights we retrieved from the pre-trained embedding_matrix (cc.vi.300.vec)
- SpatialDropout1D: Randomly drops 35% of embed_size (300) to avoid overfitting.
- Bi-LSTM: applies a bidirectional wrapper around an LSTM layer to capture dependencies in both forward and backward directions.
- Conv1D: applies filters(Kernel) to detect patterns in the sequence of embeddings, it aims to generalize the model further so that it can accurately predicts dataset with similar patterns.

- GlobalAveragePooling1D: acts as a layer in neural networks used for reducing the dimensionality of data while retaining the most important features. It operates on 1D sequence data (like time series or text data represented as sequences).
- GlobalMaxPooling1D: also a layer as a layer in neural networks much like global average but instead of selecting the average values of each sentences, it only retrieve the maximum values.
- Concatenate: Combine the results of both GlobalAveragePooling and GlobalMaxPooling.

After that, we convert the output by converting the dense vectors into values from 0-1 through an activation function(sigmoid). Finally we configure the model to compile it.

```
x = Conv1D(64, kernel_size=3, padding='valid', kernel_initializer='glorot_uniform')(x)
avg_pool = GlobalAveragePooling1D()(x)
max_pool = GlobalMaxPooling1D()(x)
x = concatenate([avg_pool, max_pool])
out = Dense(3, activation='sigmoid')(x)
model = Model(inp, out)
model.compile(loss='binary_crossentropy', optimizer='adam', metrics=['accuracy'])
```

Here's our model summary:

Layer (type)	Output Shape	Param #	Connected to			
input_layer (InputLayer)	(None, 150)	0	-			
embedding (Embedding)	(None, 150, 300)	681,600	input_layer[0][0]			
spatial_dropout1d (SpatialDropout1D)	(None, 150, 300)	0	embedding[0][0]			
bidirectional (Bidirectional)	(None, 150, 256)	439,296	spatial_dropout1d[0][0]			
conv1d (Conv1D)	(None, 148, 64)	49,216	bidirectional[0][0]			
global_average_pooling1d (GlobalAveragePooling1D)	(None, 64)	0	conv1d[0][0]			
global max_pooling1d (GlobalMaxPooling1D)	(None, 64)	0	conv1d[@][@]			
concatenate (Concatenate)	(None, 128)	0	global_average_pooling1d[global_max_pooling1d[0][0]			
dense (Dense)	(None, 3)	387	concatenate[0][0]			

1. Input Layer

• Type: InputLayer

- Output Shape: (None, 150)
 - None: Batch size is unspecified (can vary dynamically during training or inference).
 - 150: Input sequence length (number of tokens/words per sequence).
- Parameters: 0 (No learnable weights in this layer).
- Connected to: This is the starting point of the model.

2. Embedding Layer

- Type: Embedding
- Output Shape: (None, 150, 300)
 - o 150: Sequence length.
 - 300: Embedding dimension for each word.
- Parameters: 681,600
 - concludated as: Parameters=vocabulary size×embedding dimension=2272×300=681,600
- Connected to: The InputLayer.

3. Spatial Dropout1D

- Type: SpatialDropout1D
- Output Shape: (None, 150, 300)
 - Applies dropout along the feature dimensions (300) while keeping the sequence structure (150) intact.
 - Purpose: Prevent overfitting by randomly zeroing out some embedding dimensions.
- Parameters: 0 (No learnable weights in dropout layers).
- Connected to: The Embedding layer.

4. Bidirectional LSTM

Forward LSTM Parameters:

For a single LSTM layer, the number of parameters is calculated as:

Params=4× (Input size+Hidden size+1) ×Hidden size

Where:

- Input size=300 (from embedding dimension),
- Hidden size=128,
- The extra +1 accounts for the bias terms.

Params for one direction= 4× (300+128+1) ×128=4×429×128=219,648

Bidirectional Parameters:

Since the layer is bidirectional, it doubles the parameters:

Total Params=2×219,648=439,296

This matches the table in the image.

5. Conv1D

The Conv1D layer applies a convolution operation over the sequence. The parameters are calculated as:

Params= (Kernel size×Input channels×Filters) +Filters

Where:

- Kernel size: 3
- Input channels: 256 (from the Bidirectional LSTM output)
- Filters: 64 (number of convolutional filters)

Params=
$$(3 \times 256 \times 64) + 64 = 49,152 + 64 = 49,216$$

6. Global Average Pooling 1D

- Type: GlobalAveragePooling1D
- Output Shape: (None,64)
 - Reduces the sequence dimension by computing the average value of each feature (64 filters) across all time steps (148).
- Parameters: 0 (No learnable weights).
- Connected to: The Conv1D layer.

7. Global Max Pooling 1D

- Type: GlobalMaxPooling1D
- Output Shape: (None,64)
 - Reduces the sequence dimension by computing the maximum value of each feature (64 filters) across all time steps (148).
- Parameters: 0 (No learnable weights).
- Connected to: The Conv1D layer.

8. Concatenate

- Type: Concatenate
- Output Shape: (None,128)
 - Combines the outputs of GlobalAveragePooling1D and GlobalMaxPooling1D: 64(average pooled features) +64(max pooled features) =128
- Parameters: 0 (No learnable weights).
- Connected to: GlobalAveragePooling1D and GlobalMaxPooling1D layers.

9. Dense Layer

- Type: Dense
- Output Shape: (None,3)
 - o Output probabilities for 3 classes (multi-class classification).
- Parameters: 387

Calculated as: Parameters= (input features×output units) +output units= (128×3) +3=387

3.3 Testing and Evaluation

Now it's time to evaluate our model based on the train and test dataset that we've made. Here's a brief explanation of all the metrics that we'll be using:

Precision:

- **Definition**: Precision measures the accuracy of the positive predictions made by the model.
- Formula:

Precision=TP/(TP+FP)

Where:

- TP (True Positives): The number of correctly predicted positive instances.
- FP (False Positives): The number of instances incorrectly predicted as positive (i.e., negative instances incorrectly classified as positive).
- **Interpretation**: High precision indicates that when the model predicts a positive class, it is likely correct. It's especially important in scenarios where false positives are costly or undesirable (e.g., fraud detection).

Recall:

- **Definition**: Recall (also known as sensitivity or true positive rate) measures the ability of the model to identify all relevant positive instances.
- Formula:

Recall=TP/(TP+FN)

Where:

- FN(False Negatives): The number of instances incorrectly predicted as negative (i.e., positive instances missed by the model).
- **Interpretation**: High recall means that the model captures a large proportion of the actual positive instances. It is crucial in situations where missing positive instances is particularly harmful (e.g., disease screening)

The F1 score is a metric used to evaluate the performance of a classification model, particularly in situations where you want to balance precision and recall. It is especially useful when dealing with imbalanced datasets, where one class may be more important than the other.

Definition:

• The F1 score is the harmonic mean of precision and recall, providing a single score that reflects both metrics. It is calculated using the formula:

F1 Score=2×Precision×Recall/(Precision+Recall)

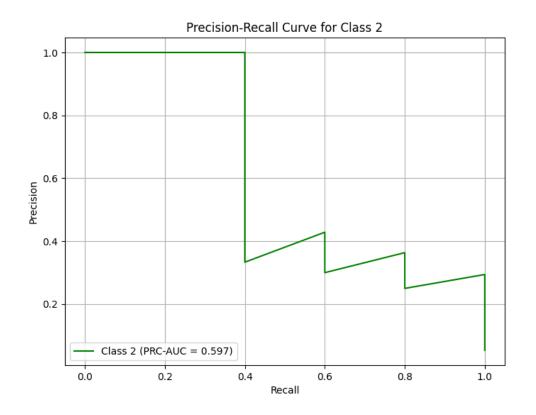
Interpretation:

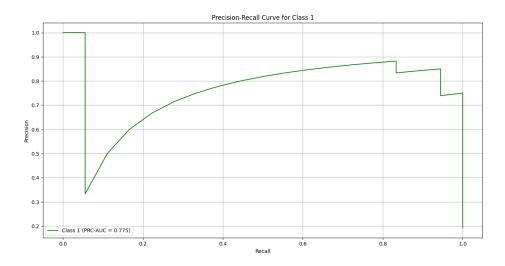
• An F1 score ranges from 0 to 1, where:

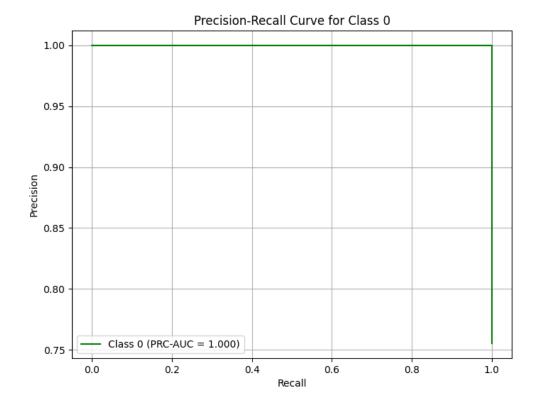
- 1 indicates perfect precision and recall (the model makes no errors).
- 0 indicates the worst performance (the model fails to make any correct predictions).

Below is the evaluation based on ROC-AUC (Receiver Operating Characteristic - Area Under Curve) and PRC-AUC (Precision-Recall Curve - Area Under Curve)

Since the dataset comprised of mostly CLEAN comments, it would be best if we use PRC-AUC since this evaluation metric is best suited for imbalance datasets and ROC-AUC is mainly used for binary classifiers (such as detecting spam emails). We also added an F1-score valuation purely for an overview of the overall effectiveness of the model.







Class 0 - PRC-AUC: 1.000, F1-Score: 0.940, TP: 63, FP: 0, TN: 23, FN: 8

Class 1 - PRC-AUC: 0.775, F1-Score: 0.571, TP: 8, FP: 2, TN: 74, FN: 10

Class 2 - PRC-AUC: 0.597, F1-Score: 0.444, TP: 2, FP: 2, TN: 87, FN: 3

Overall Observations:

1. Class Imbalance:

- Class 0 is clearly the dominant class, as it has significantly more true positives and fewer errors.
- Classes 1 and 2 might suffer from class imbalance, which could explain their lower performance metrics.

2. Precision-Recall Tradeoff:

- Class 0 achieves an excellent tradeoff with high PRC-AUC and F1-Score
- o Classes 1 and 2 show limited tradeoff, due to insufficient samples.

Conclusion and Future Directions

In conclusion, our project has provided meaningful insights into hate speech detection using deep learning techniques. Despite the challenges of working with a relatively small dataset, we have been able to design, train, and evaluate a model that shows promise in identifying different types of comments. However, we recognize that the limitations of the dataset—consisting of only around 864 comments—have significantly impacted the model's ability to generalize effectively, particularly for underrepresented classes.

Moving forward, the first and most critical step will be to expand the dataset. A larger and more diverse dataset will not only help balance the classes but also provide the model with richer context for better decision-making. This effort will be complemented by exploring advanced techniques such as attention mechanisms, transformers, and transfer learning to enhance the model's performance and robustness.

We would like to extend our heartfelt gratitude to our instructor, Mr. **Vu Hai**, for igniting a spark of curiosity within us for the fascinating world of machine learning, particularly in the realm of AI models. Your expertise, guidance, and passion for the subject have been truly inspiring, shaping not only our understanding but also our enthusiasm to delve deeper into this dynamic field. Additionally, we are immensely grateful for the collaborative and supportive environment fostered by our peers. The insightful discussions, constructive feedback, and shared learning experiences have greatly enriched our journey. Thank you for providing us with this incredible opportunity to explore and grow!