



# UNIVERSITÀ DI TRENTO

Department of Information Engineering and Computer Science

Bachelor's degree in  
Computer Science

FINAL DISSERTATION

## EXTRACTION OF ATTITUDES, HABITS AND BEHAVIOURAL INSIGHTS FROM SOCIAL MEDIA

Supervisor

Alberto Montresor

Co-Supervisor

Daniele Miorandi

Student

Stefano Perenzoni

Academic year 2019/2020



# Contents

<b>Abstract</b>	<b>3</b>
<b>1 Introduction</b>	<b>5</b>
1.1 Motivation and business requirements . . . . .	5
1.2 Extraction of personality models . . . . .	6
1.2.1 Big Five personal traits . . . . .	6
1.2.2 Myers-Briggs Type Indicator . . . . .	6
1.3 Research objectives . . . . .	7
1.4 Outline . . . . .	8
<b>2 State of the Art</b>	<b>10</b>
2.1 Customers Profiling . . . . .	10
2.2 Behavioural insights . . . . .	11
2.3 GDPR Compliance . . . . .	12
<b>3 Design and methodology</b>	<b>14</b>
3.1 Requirements . . . . .	14
3.2 Process logic . . . . .	14
3.3 Classifier's architecture . . . . .	15
3.3.1 Computation Complexity . . . . .	15
3.3.2 Accuracy of the result . . . . .	16
3.3.3 GDPR Compliance . . . . .	17
3.3.4 Flexibility of the result . . . . .	17
3.4 Algorithms . . . . .	17
<b>4 Implementation</b>	<b>19</b>
4.1 Components interactions . . . . .	19
4.2 Algorithms implementation . . . . .	19
<b>5 Evaluation</b>	<b>21</b>
5.1 Evaluation metrics . . . . .	21
5.2 Performance evaluation of the system . . . . .	21
<b>6 Conclusions</b>	<b>23</b>
6.1 Limitations . . . . .	23
6.2 Future work . . . . .	23
<b>References</b>	<b>25</b>



# Abstract

The recent rise of social media inside the life of our society caused a sharp increment of data availability at the user's level. Almost everyone relies daily on this type of platform to share their experiences, their thoughts, to interact with friends, to stay up to date with the latest news and also to find new career opportunities. All these activities carried out by a user leave publicly accessible a great amount of relevant information. The frequency a person logs into a social, the way he or she interacts, the network created by her connections allow extracting several personal aspects of the single individual. These characteristics can include personality traits, habits and particular attitudes. So, if identified, they can provide a huge business advantage in terms of knowledge of your own customers.

Social media result perfect for this type of analysis because people feel free to post whatever and whenever they want, often giving a strong personal opinion which reveals the behavioural aspects introduced before. Moreover, these services has been growing exponentially in the number of active users in the last decade. For example, the last *Digital 2020 Report*, carried out by *wearesocial.com*, shows that worldwide there are more than 3.8 billion social media users<sup>1</sup>.

Even though the current literature has been covering the extraction of behaviours from social media, the majority of studies do not focus on the application of the result in order to get a marketing advantage. Therefore, there is no software system able to identify, and then let companies use, this information. For example, none of the research observed took into consideration users' rights in terms of privacy and data protection. However, since regulations such as the GDPR are becoming mandatory all around the world, compliance to their rules should not be neglected. Therefore, the final goal of this thesis is the development of a system for the extraction of personal habits and attitudes from social media that are immediately relevant and usable by a company's marketers. This project has been realized at U-Hopper, a small enterprise located in Trento specialized in big data analytics solutions.

The proposed system follows the whole system, from the download of raw data from social media to the conclusive behavioural insights. Each phase was developed taking into consideration different aspects. In particular, with respect to the state of the art, this solution follows the main requirements of the GDPR regarding the authorization to access personal data and then the correct treatment of the same. The prototype is designed to interact with many social networks using their public API to download user's content. The part of insight generation is realized applying many different techniques. It uses both machine learning models for the extraction of personality traits with respect to the MBTI personality model and non-machine learning algorithm for the computation of better-defined parameters, such as the language used or the periods of activities through the day. All these algorithms rely on information obtained through different analyses on the downloaded social profiles. For example, the natural language processing of the activities' text represents an important component, especially for the identification of the personality characteristics. The system was then developed as a web service accessible and exploitable thanks to a series of well-defined endpoints.

Finally, a web dashboard was realized to help the evaluation of the system. Thanks to some architectural choices made, it also allows to observe how the identified insights varied over time.

---

<sup>1</sup><https://wearesocial.com>



# 1 Introduction

During my internship at U-Hopper, I had the opportunity to develop this Thesis as a result of my experience inside the company. *U-Hopper is a research-intensive deep-tech SME, headquartered in Trento, providing big data-enabled solutions and technologies for the government, retail and manufacturing sectors. U-Hopper has received numerous awards for its innovative solutions, including, among the others, the Lamarck prize (2013), a EC Seal of Excellence (2015), the Innov@Retail prize (2016) and a nomination for the 2017 EC Innovation Radar Awards..* The company is active in many different domains such as retail and tourism and offers a variety of competences including chatbots, analytics, and machine learning. Thanks to Tapoi<sup>2</sup>, an innovative data intelligence solution, U-Hopper is also into the sector of user profiling. It allows businesses to deliver personalized experiences to their customers through the mining and analysis of their activities on social networks. Thus, the extraction of behavioural insights can be a valuable aspect since being aware of how an individual comes to a decision helps to provide each customer with the right tailored content.

## 1.1 Motivation and business requirements

Dissatisfied customers represent a dangerous threat for companies and their brands. Thus, it is fundamental for a business to track audience satisfaction and do whatever it can to fulfil their want. Dissatisfaction can impact a company in two different ways. First, those who are not completely satisfied would behave passively towards the business, reducing the number of purchases, and therefore stop being consumers of its products and services. Moreover, those who are more active and extroverted could interact with others and convey their disappointment. Overall, a large number of unhappy customers will entail a significant loss of customers.

This problem is of particular interest to those typologies of companies that follow a *business-to-customer (B2C)* sales process, with a wide customer base and which interactions with their audience are characterized by online relationships. This relation can be purely telematic, as in the case of e-commerce, or it can support a physical one where the material interaction is unavoidable, as in the case of banking and insurance sectors.

For this kind of businesses, customers' satisfaction is not trivial to accomplish since each one of them has different needs and requests and standard methodologies do not adapt well for everyone. Thus, over the past few years, personalization of customer experience has become vital in order to inspire an honest and natural emotional response. It is then important to be able to access information which allows marketeers to offer fully tailored contents, through a specific mean of communication and with personalized messages to meet each individual's requirements.

While, thanks to Customer Relationship Management (CRM), data related to the direct interaction between customer and company has already been deeply explored, social media networks gave access to more personal information allowing a deeper understanding of the person. The system discussed in this thesis proposes a solution that goes further than the diffused purchase history-based personalization. It aims to provide companies with the ability to extract readable and valuable insights about singular individuals from their activities online. The final goal is to make available actionable insights about users' behaviour, demographics and attitudes. In particular, this dissertation focusses on the extraction of personality traits

---

<sup>2</sup>[www.tapoi.me](http://www.tapoi.me)

to obtain a detailed description of a person’s behaviour and reaction to a number of observed solicitations

## 1.2 Extraction of personality models

According to neuroscientists Adelstein et al., personality describes human behavioural responses to wide classes of external stimuli [2]. It works as an adaptive system for taking in, organizing information and driving the response to inner and outside demands [5]. The parameters of the adaptive system represent the variation of the same from person to person and, therefore, characterize uniquely every individual. These parameters are also referred to as personality traits in several different personality models studied over the years. Each model includes its range of traits which combinations describe several personality types. Researchers have shown clear connections between general personality traits and many types of behaviour.

Some fundamental traits describe the type of relationship a person has with the outside world and the way he or she communicates [19]. Thus, to facilitate communication, recently, businesses are using personality models to gain a better understanding of what drives the interests of a person. This approach is showing clear benefits in many different applications. In the field of Human-Computer Interaction, users prefer interfaces designed to represent personalities that most closely matched their own [26]. Some studies have also suggested connections between customer personality and marketing. Through techniques more focused on the target audience, it is possible to profile individuals, and tailor advertisement automatically displayed based on their personality [3]. Therefore, the ability to identify people’s personality or, even better, details of their personality traits through well-defined models is a significant competitive advantage since we would have a precise representation of the customer’s reasoning process.

### 1.2.1 Big Five personal traits

While several models exist, the *Big Five*, also known as the *five-factor model* and the *OCEAN model* is one of the most well-researched and widely accepted taxonomies among scientists [23, 22]. It formalizes personality along 5 domains, namely Openness, Conscientiousness, Extroversion, Agreeableness, and Neuroticism. Each one of these traits is continuous and usually ranges on a scale from 1 to 5. High openness marks imagination, creativity, and curiosity in learning and exploring new things. Conscientiousness represents self-discipline and attention to details. Extroversion measures preferences for interacting with other people. Agreeableness reflects the extent to which a person is generous, trustworthy and always willing to help others. Finally, a high score on neuroticism indicates a tendency to get stuck in negative emotions. At the two extremes of each trait, two separate aspects reflect a particular behaviour. For example, conscientiousness is bounded by carelessly at the lowest end and by organization and efficiency at the greatest one.

Since its first definition, this model rapidly became one of the standards in the psychological community, largely accepted by the most share of scientists since it allows to describe accurately the traits of a singular. However, concerning the exploitation of personality information in the work and marketing environments, it received some critics about the extraction of actionable insights[14, 28]. Indeed, since each trait is represented by a real number between 2 extremes, it has been argued to be hardly readable and therefore less valuable for fields such as marketing and business. Thus, structures based on clearer distinctions are often preferred.

### 1.2.2 Myers-Briggs Type Indicator

The *Myers-Briggs model*, also called *Myers-Briggs Type Indicator*, or *MBTI*, is the most common alternative to the Big-Five model. Contrarily to the former, there are discussion about the MBTI and its limitations in reflecting the whole personality system. Boyle and Barbuto are two of the scientists that presented a number of psychometric limitations pertaining to the validity and reliability of this model [6, 4]. However, many of their arguments have been proved wrong by



Furnham who demonstrated several correlations between the dimensions defined by Myers and the big five factors [12].

The MBTI is a categorical model, based on the conceptual theory of Jung and developed by Katharine Briggs and Isabel Myers who used four different dichotomies to evaluate the personality of people [15]. A first one differentiates a person’s attitude in either extraversion (E) or introversion (I). These two preferences describe if one focusses on external stimuli, such as action and interaction with other people or internal ones like self-reflection. Two perceiving functions, sensation (S) and intuition (N) describe the process of gathering new information. On the one hand, people who trust tangible and concrete facts; on the other hand, those who tend to find patterns and meaning also regarding future possibilities. The third cognitive function is that of decision-making which can be thinking (T) or feeling (F). While thinkers make reasonable and consistent choices and reflect over consequences applying a rigid set of rules, feelers tend to emphasize with the situation considering the needs of people involved. Finally, there is the lifestyle preference function dichotomy, judging (J) or perceiving (P). Judging types like the outside world to be structured; according to Myers, they prefer to “have matters settled”. On the contrary, perceiving personalities like it flexible and spontaneous and tend to “keep decisions open” [25]. There are 16 different types of personality given by the combination of these 4 cognitive functions identified by 4-characters codes such as “INFJ” or “ENFP”.

### 1.3 Research objectives

Extraction of behavioural insights from social media has recently attracted the attention of both researchers and businesses. Even though the latter has released a couple of solutions, these fit better for personal and psychological use rather than a commercial one. The main objective of this thesis is to design and develop a solution that can be used by a company to personalize customer experience with respect to individual abstract preferences. Therefore, the question it answers is: *is it possible to understand costumers behaviour from their online profiles and activities?*

Using a personality model to catch these behavioural aspects, the extraction of personality from social media activities is a *machine learning* problem. Precisely, with a categorical model, such as the MBTI, it consists of numerous classification tasks, one for each variable of the taxonomy. Machine learning is one of the most talked-about fields of computer science and many sources give their own definition. Basically, ML deals with allowing a computer system to “learn with data, without being explicitly programmed” [34]. It has been applied in many contexts, such as decision making, optimization problems, forecasts, and predictions. Nowadays, we face ourselves with machine learning in everyday life: home assistants, security surveillance, music and shopping suggestions, customer services are strongly powered by artificial intelligence. These services rely on data to learn how to work as good as possible: they are trained with samples of data similar to what they expect to receive by their users: the more accurate, exhaustive and in large quantities they are, the better the system learns. Therefore, data have a very central role in machine learning problems.

A classification task has the goal of assigning a belonging class to a given object. The input is composed by a tuple of *features* that characterize the object, usually made by numbers, and the output is a categorical variable, such as a “yes/no” label. In other words, it can be seen as a mathematical function, that maps a vector  $\mathbf{x} \in \mathbb{R}^n$  to an answer  $y \in C$

$$\begin{aligned} f: \mathbb{R}^n &\rightarrow C \\ f: \mathbf{x} &\mapsto y \end{aligned}$$

where  $C$  is a set of possible categories. For example, in one of the four classifiers for this problem,  $\mathbf{x}$  represents a user and her activities on the social media, and  $C = \{\text{Introvert}, \text{Extrovert}\}$

The designed system should be able to work with numerous social media platforms to have a wide variety of data sources. Finally, the principal aspect that it must always satisfy is the

*ability to use the result.* Indeed, extracted insights need to be actually actionable, directly by the marketing department or in conjunction with further analysis, to represent a competitive advantage.

## 1.4 Outline

Chapter 2 describes the state of the art. Chapter 3 introduces the design of the solution. It focuses on used components and algorithms, their logic and their interfaces. Chapter 4 shows how the mentioned components are implemented and integrated. It follows the implementation of the algorithm and the evaluation of a general prototype of the proposed system. Chapter 5 concludes the thesis with some observations and future work proposals.



## 2 State of the Art

This chapter presents the current state of the art regarding insights extraction on social media. Many aspects of online users have been explored in order to profile customers. "Then, there is a focus on what has been done in terms of providing actionable personality insights."

Some studies aimed to identify clear demographic characteristics based on both the analysis of a user's activities and her network inside the social media. Twitter is commonly used for the extraction of gender [24], age or age groups [9]. Also, a person's family status is inferred through the detection of life events such as the birth of a child and a marriage [10].

The literature also presents many examples of latent attributes extraction. Some of the most remarkable research has been carried out by the *World Well-Being Project*<sup>3</sup>; a research center which used social media to measure attitudes and personal characteristics such as optimism and pessimism [33], temporal orientation [35]. Many different social networks have been explored as well as many aspects that are not limited only to text but also include images and social interactions. Finally, it is a common practice inferring behaviour through a variety of personality models.

However, what has been done is almost completely focused only on the feasibility of extracting attitudes' insights from online activities rather than a commercial use of the obtained information to generate a marketing advantage. So, the literature presents only a few systems which satisfy the right requirements for an application in the real world, such as those imposed by the GDPR<sup>4</sup>.

### 2.1 Customers Profiling

A precise and detailed description of social media users requires the analysis of many aspects of social media. Indeed, understanding the users means being able to quantify and qualify how they present themselves [36].

Many of the systems proposed for social media analysis use as fundamental component features that describe interactions of users, such as the number of followers, mentions, likes, and comments. This type of analyses has been largely explored since studies about user influence and social engagement. First, raw measures publicly available on social media were used to calculate metrics to represent effectively the user's influence [27]. Further research proved that simply observing ground numbers of a profile can lead to a misunderstanding. Cha stated that the indegree alone (number of followers) reveals little and suggested to consider shares and mentions from other users [7]. D. Romero et al. observed influence analysing the propagation of web links over time using both the structural properties of the network as well as the diffusion behaviour among users [32]. They also regarded the *passivity of a user*, a measure of how difficult it is for other users to influence him, and used it to weigh the tweets propagation network. Many different networks can be explored on social media in order to identify influence, communities, and trend topics applying the myriad of network concepts and analyses such as degree centrality and modularity [8]. The nature of these graphs can change regarding the platform's characteristics and the aspect we are looking at. Li complained about undirected networks, such as the Facebook friends graph and proposed a method based on the *Share/Reply/Mention* directed network to

---

<sup>3</sup><https://wwbp.org/>

<sup>4</sup><https://gdpr.eu/>

capture user influence [18]. These observations are usually used to profile a person’s social environment and to assess his or her role inside it.

A second fundamental point carried out by literature on social media is the analysis of the context the user is talking about. Obviously, being aware of what topics drive someone’s interactions is essential to profile his or her interest. Moreover, they can be used to reduce other types of analyses to a specific field of interest. For example, focussing on users’ influence in sports discussions. To understand context, it is necessary to observe the content of the messages which is usually composed by text and images or videos. Firstly, keywords in the activities were used to identify topics [7]. This methodology shows some clear issues, especially when used for social media when messages tend to be extremely abbreviated through acronyms and slang words. Other approaches, feasible in a limited number of platforms, proposed to use most used hashtags to obtain linguistic content starting from the activities [29]. Finally, a more general technique is using the tree of Wikipedia categories to characterize the user’s interests. This method fits well with both text and multimedia content thanks to a number of services that apply semantic analysis techniques to extract relevant entities [39].

## 2.2 Behavioural insights

”Psychometric profiling is the process by which your actions are used to infer your personality.”

The literature presents many different techniques for the extraction of behavioural information which are all based on the most used personality models to study specific traits of an individual. Each model is specialized to a single specific personal characteristic. The models proposed are classifiers or regression one depending on which personality taxonomy is being applied. The Big Five model is the most spread the most used one for the automatic extraction of personal attitudes. Commonly, each one of the five traits composes a regression task because of their continuous nature [17] Even though, Sumner experimented a binary classification for each aspect using as classes the two extremes of the trait [37]. On the other hand, the MBTI model requires the application of binary classifiers. Generally, each cognitive function is inferred separately since it has been showed that multi-class classification on the sixteen personality types bring to poor performance [20] Also, a few studies worked on characteristics that do not belong to any personality model. For example, researchers from the World Well-Being Project explored Facebook and Twitter to infer optimism, pessimism, empathy, and trustfulness [33, 1, 43] Almost all models presented work on social user composed by the totality, or a portion, of their timeline rather than single activities since linguistic information contained by a single short activity is not enough to accurately predict personality aspects [21].

The feature extraction shares some fundamental aspects in the majority of systems. The results of the analysis seen before represent two essential groups. Indeed, understanding a user’s network helps understand how he or she reacts to external stimuli. Therefore, it plays a crucial role in the extraction of behavioural insights from online activities. Also, research has shown a strong correlation between discussed topics and personality aspects of a person [16]. Guntuku et al. proved that studying semantic concepts contained in posted images can give a significant performance gain in predicting personality traits with respect to the *Big Five model* [13]. However, the literature contains a very few number of proposals that considered the content of the activity and are usually confined to hashtags and key words in the text [33].

Regarding features that describe the social presence of a person. These are usually included by the majority of models. Although some are limited to basic information such as the number of followers, following or friends, the number of activities, and their frequency [31]. Over time, the literature presented the application of more complex features, obtained as results from further analysis of the user’s network such as interaction patterns by a person towards the author of the post [10]. For example, significative patterns could be a high retweet ratio by users who do not retweet much other sources by or an elevate number of interactions by users with many followers. However, these last observations need the permission of each person belonging to the

analysed network to be respectful of GDPR requirements. Thus, even though they could give great results, their lawful application in the market is quite intricate.

Then, there is a third fundamental group of features which is probably the most important one. Since psychological studies proved that there is an effective relationship between linguistic style and personality aspects, understanding detailly how an individual writes is a crucial step [30]. Some of the most common and basic features are word counts, sentences per activity, word per sentence, and punctuation count. These have been applied by the majority of models with great results in many different environments. For example, Farnadi recognized personality of YouTube vloggers using the script of their videos to extract this linguistic information [11]. Furthermore, more recent studies have tested features from specialized and complex tools for text analysis. These can reveal precisely thoughts, feelings, and motivations of the text's author. The *Linguistic Inquire and Word Count (LIWC)* developed by Tausczik and Pennebaker is certainly the most used one [38]. Other services that have been tested are the *MRC Psycholinguistic Database* and the *NLPRO*, developed by NLPLAB [42, 40]. Lima et al. tested the three of them concluding with the first one as the most performing one [20]

## 2.3 GDPR Compliance

A big issue that emerged recently in dealing with user profiling is the new regulation adopted by the European Union (EU) on the protection of personal data of individuals. The *General Data Protection Regulation (GDPR)* became enforceable in May 2018 after being adopted in April 2016. Its validity spread around the European Economic Area. It threatens the privacy of natural persons with particular regard to the processing of personal data and on the free movement of such data outside the EU area. A goal of the GDPR is to harmonise the rules for all the Member States in order to reduce the legal complexities and uncertainties and to reinforce the data subjects' rights. However, it is a regulation and not a directive. Therefore, even though it has to be applied, it provides flexibility for certain aspects to be adjusted by singular Member States

The GDPR does not completely truncate the freedom of business for the benefit of the single person. It aims to balance the right of the physical individual and the right to do business of the enterprise. Its rules are valid for businesses, also called juridical people, which treats personal data with market and professional purposes. The GDPR rules how data shall be processed. Firstly, it specifies that data processing is lawful when at least one out of six criteria, called lawful bases, is met. For example, personal data can be processed when the data subject give consent to specific processing or when data processing represents a vital interest for the person. Then, the regulation define a list of fundamental principles about the processing of personal and sensitive data [41]. The principle of **purpose limitation** impose the formal definition of each singular purpose of the treatment and the corresponding legal basis. The principle of **data minimisation** states that only data strictly necessary for the final purpose should be collected and should not be further used for reasons that were not stated. Finally, data is required to be **accurate**. Data that is inaccurate or incomplete must be erased or rectified.

The GDPR also considers scientific research as a specific context of personal data processing. Here, the equilibrium between individual freedom and the freedom of research must allow both personal data processing and sharing in the pursuit of the public interest. So, even though some specific rules are applied more liberally to scientific research, the general principles must be respected. However, the literature does not contain significant studies that considered the limitations imposed by this regulation. The GDPR is mentioned rarely probably because the majority of the research focuses more on performance aspects of the the result, such as its reliability and accuracy rather than the application of the result itself for commercial purposes which would require a strict compliance of the previous requisites.



## 3 Design and methodology

This chapter presents the architecture of the system. Starting with a basic schematic view, it is showed what fundamental components compose it, their role, how they work and how they communicate each other. Then, the architecture is detailed more. Each step, starting with the download of raw activities and ending with the final user's attitudes, is described specifying what choices have been done and why.

At a high level, the system takes as input an ID representing a user in the system. This user is associated with many IDs, one for each social network he or she is registered in and has provided access to. These are used to download her profiles which, together with their respective activities, are used to classify the user's behavioural aspects included in the analysis.

### 3.1 Requirements

The main functional requirement is that the system has to be able to extract a set of behavioural aspect that characterise the user taken as input. All the social network the user has registered must be analysed for both the social profile and the activities. The architecture should allow the addition of new users into the system and the removal of existing ones. Then, once a system user is created, it must be possible to register and remove new social media account. During the download of new activities, the system should let use a filter or a counter to exclude unnecessary activities. Finally, the set of attitudes that can be classified must be defined a priori. For example, it can be equal, but not limited, to the 4 cognitive functions of the MBTI previously introduced.

### 3.2 Process logic

Here, the fundamental process followed by the system is introduced. Each step covers a section of the process required to go from the simple user ID to the final insights that the system aims to provide. The whole flow is sequential. Each activity takes as input the output of the previous one. There are 4 essential steps which can not be excluded despite specific design choices:

1. Download profiles and activities from social networks.
2. Analyse the downloaded data to extract significant features.
3. Classify the profiles.
4. Put together the partial results from each classifier to generate the complete user image.

The steps are executed the same number of times and each one immediately follows the previous one with the requirement that the former must have ended for the latter to start. The only exception can be found for the first two activities which could be grouped together. Indeed, once an activity is downloaded this could be immediately sent to the following action while a new one is put on download. However, before the classification could be performed the whole profiles should be completely downloaded and analysed. Finally, the final result can be stored. So, all the process is coordinated by a single call which start with the download phase and end the annotated user.



These steps give a general description of all the jobs required to go from the raw user identifier to its classification. These functionalities are subsequently realized thanks to different components with the purpose of following this abstract process. The final components of the system may vary according to the architectural choices made.

### 3.3 Classifier's architecture

While the first two steps are quite common and do not present significant choices that could modify the system, the third one deserve to be observed in more detail. In the extraction of insights at user level, it is essential to understand precisely how the social user is defined and by what data it is characterised. The state of the art rarely took into consideration different approaches. Usually, all the information obtainable by the totality of the activities downloaded are put together to represent the user ready to be classified. It means that, at each request, all the downloaded activities are merged into a single user that summarise what has been provided by the social media. At first, a solution of this type might work if the goal is to verify the feasibility of a specific classification in order to be able to measure its performance quickly and easily. On the other hand, when it comes to the production environment, this technique presents some evident lacks that need to be considered. For example, one main issue concerns TODO

Starting from this last problem I worked on three different alternatives. These three proposals are the feasible solutions that answered to a series of questions and critical points that emerged during this design process.

- **Architecture per aggregation:** the classification is performed on the so-called user aggregates. User aggregates represent the totality of the feature extracted by the profile and its activities. In the moment new activities are downloaded from the social profile, the previous aggregates are updated and then stored ready for the classifications.
- **Architecture per activities:** each activity is classified singularly. Instead of the features, the result of each activity is stored and then put together to generate the insight at a user-level.
- **Architecture per batch:** the classification is performed on the aggregates obtained from a batch of activities. Batches are disjoint sets of downloaded activities. Each is classified independently and its result is stored. These partial results of a specific user are merged together to get the final result.

I evaluated and compared these three alternatives against six criteria considered fundamental with respect to the initial research question. The six bases are: computation complexity, result's accuracy, GDPR compliance, result's flexibility, storing, and scalability.

#### 3.3.1 Computation Complexity

The performance of each propose strictly depends on the trade-off between a single classification and the aggregation of features from many activities. Assume that the cost of a single classification is equal to the number of features  $M$ ,  $\Theta(M)$ . Estimate now, for each solution, the computational complexity of the download of  $N$  activities and the user's classification. Firstly, It must be noticed that the first two steps of the process, the activities download and their analysis, are not affected by the architectural choice. Therefore, to keep everything clearer, their contribution will be omitted from the following estimations.

Assuming that the aggregation algorithm just iterate on each post of the timeline a single time observing each one of the  $M$  extracted features. So, its computational cost is  $\Theta(N * M)$ . As already said, Using user's aggregates implies to compute the classification on its totality at every request to the system. So, this method's complexity considers the number  $R$  of requests which is obviously constantly growing. It can be formalized as  $\Theta(N * M) + \Theta(M * R)$ .

Regarding the second alternative, while it is no longer necessary to aggregate the analysis of each activity, it is required to merge together each singular result in order to obtain the final insight. Moreover, the classification is performed  $N$  times on the exact number  $M$  of features. So, the complexity of the solution activity-based is  $\Theta(N * M) + \Theta(N)$ .

To analyse the last solution, the batch-based one, it is not necessary to define how batches are composed in detail. The  $N$  downloaded activities are somehow partitioned into  $B$  batches with  $B \leq N$ . Each batch's content is aggregated with the same algorithm introduced before. In general, it is not important how many batches there are, the aggregator will still work on  $M$  features of the  $N$  activities. Finally, the  $B$  batches are classified singularly and their results are then joined together. So, the complexity is  $\Theta(N * M) + \Theta(B * M) + \Theta(B)$ .

To conclude, since the architecture aggregation-based considers in its formula the number of request to the system, it is not scalable in terms of increasing loads. On the other hand, the other two alternatives are computationally similar. The differences between the two stay in the number of classifications done and the final aggregation of partial results.

### 3.3.2 Accuracy of the result

Regarding the final result obtained by each of these three methods, even though it would be better to carry out a detailed evaluation process, some general observation can be done without any implementation test.

Starting with the architecture per batch, user aggregates are easy to calculate since they generally consist in the sum of many values or in their average. Thus, they are precise and represent correctly the user's values. However, even though until now I have been talked only about features extracted by the online activities of the user, other useful information is represented by that related to the social profile. For example, fields such as the number of followers, that of people followed, the user's location, and many other help describing the individual, her social presence and connections. In this case, at every download request, this information contained in the user aggregate is updated with the new one. Consequently, the snapshot of the old status is lost. This means that the activities are not associated with the exact moment they were written but they all treated the same way without differentiating the social situation of the user.

This last issue is partially solved by the activity-based methodology because in the features used to classify each activity can be included that information about the social user. However, this data is taken in the moment the social network's API are consulted so it is not perfectly accurate for each post but it can represent a good approximation. On the other hand, this alternative involves two major obstacles. Firstly, it has been proved that, especially in the case of psychological studies, text represent the first source of information. Typically, on the social media users tend to write short posts composed by just a pair of sentences. Thus, what has been argued is that the quantity and the quality of the extracted features do not allow a precise classification of behavioural aspects. Secondly, once every single activity is classified, they must be merged together to generate the user's insight. In the case of categorical results it is not clear how singular results should be merged and how each one should be weighted with respect to the others.

Finally, the architecture per batch has the same advantage of the one per activities because each batch would be characterised by the features that describe the social status of the user. So, each batch of activities, depending on when its was downloaded, includes some data describing that information mentioned before. Moreover, the problems of the previous technique here are less pronounced. Indeed, batches can include the right number of activities in order to get the right amount of features. Also, during the aggregation of partial results, each one could be weighted both dimensionally and temporally giving so more freedom to adapt the implementation.

### 3.3.3 GDPR Compliance

Design a system that respect the last regulations about the protection of personal data is one of the goals of this thesis. In this design phase, some requisites from the GDPR emerged as crucial aspects. In this chapter it is explained how the three different architectures satisfy or not the requisite of data minimisation and that of data accuracy already introduces in chapter 2 "State of the Art".

Starting as always from the solution per aggregation, it implies to store the user aggregates so that they can be updated or classified whenever the user wants. Even though this data is composed by the relative features extracted from the activities and not by the activities themselves, they still contain personal and sensitive that need to be protected. Then, as discussed in the previous section, info about the social status are unique and dated to the last upload so they are less accurate with respect to the whole timeline.

Using one of the other two alternatives, the situation changes markedly because they do not require to store the activities nor the extracted features. It is enough to memorise all the partial results and some descriptive information, such as the number of activities and their date, in order to be able to join them together. The solution activities-based, compared to the last one, brings more profit with respect to the accuracy issue. Indeed, it gives the opportunity to complement every single activity with the social status in the moment it was posted while batches still implies a minimum approximation.

### 3.3.4 Flexibility of the result

This small chapter gives a focus the benefit regarding the result's flexibility rather than a criteria that need to be met.

## 3.4 Algorithms



## 4 Implementation

### 4.1 Components interactions

### 4.2 Algorithms implementation



# 5 Evaluation

## 5.1 Evaluation metrics

## 5.2 Performance evaluation of the system





# 6 Conclusions

## 6.1 Limitations

## 6.2 Future work



# References

- [1] Muhammad M Abdul-Mageed et al. “Recognizing pathogenic empathy in social media”. In: *Eleventh International AAAI Conference on Web and Social Media*. 2017.
- [2] Jonathan S Adelstein et al. “Personality is reflected in the brain’s inoptistrinsic functional architecture”. In: *PloS one* (2011).
- [3] Yoram Bachrach et al. “Personality and patterns of Facebook usage”. In: *Proceedings of the 4th annual ACM web science conference*. 2012, pp. 24–32.
- [4] John E Barbuto Jr. “A critique of the Myers-Briggs Type Indicator and its operationalization of Carl Jung’s psychological types”. In: *Psychological Reports* 80.2 (1997), pp. 611–625.
- [5] Jack Block. *Personality as an affect-processing system: Toward an integrative theory*. Psychology Press, 2002.
- [6] Gregory J Boyle. “Myers-Briggs type indicator (MBTI): some psychometric limitations”. In: *Australian Psychologist* 30.1 (1995), pp. 71–74.
- [7] Meeyoung Cha et al. “Measuring user influence in twitter: The million follower fallacy”. In: *fourth international AAAI conference on weblogs and social media*. 2010.
- [8] Bongsug Kevin Chae. “Insights from hashtag# supplychain and Twitter Analytics: Considering Twitter and Twitter data for supply chain practice and research”. In: *International Journal of Production Economics* 165 (2015), pp. 247–259.
- [9] Aron Culotta, Nirmal Ravi Kumar, and Jennifer Cutler. “Predicting the Demographics of Twitter Users from Website Traffic Data.” In: *AAAI*. Vol. 15. Austin, TX. 2015, pp. 72–8.
- [10] Thomas Dickinson et al. “Identifying prominent life events on twitter”. In: *Proceedings of the 8th International Conference on Knowledge Capture*. 2015, pp. 1–8.
- [11] Golnoosh Farnadi et al. “A multivariate regression approach to personality impression recognition of vloggers”. In: *Proceedings of the 2014 ACM Multi Media on Workshop on Computational Personality Recognition*. 2014, pp. 1–6.
- [12] Adrian Furnham. “The big five versus the big four: the relationship between the Myers-Briggs Type Indicator (MBTI) and NEO-PI five factor model of personality”. In: *Personality and Individual Differences* 21.2 (1996), pp. 303–307.
- [13] Sharath Chandra Guntuku et al. “Studying personality through the content of posted and liked images on Twitter”. In: *Proceedings of the 2017 ACM on web science conference*. 2017, pp. 223–227.
- [14] Leaetta M Hough and Adrian Furnham. “Use of personality variables in work settings”. In: *Handbook of psychology* (2003), pp. 131–169.
- [15] Carl G Jung. “Personality types”. In: *The portable Jung* (1971), pp. 178–272.
- [16] Margaret L Kern et al. “Gaining insights from social media language: Methodologies and challenges.” In: *Psychological methods* 21.4 (2016), p. 507.
- [17] Michal Kosinski, David Stillwell, and Thore Graepel. “Private traits and attributes are predictable from digital records of human behavior”. In: *Proceedings of the national academy of sciences* 110.15 (2013), pp. 5802–5805.

- [18] Jingxuan Li et al. “Social network user influence sense-making and dynamics prediction”. In: *Expert Systems with Applications* 41.11 (2014), pp. 5115–5124.
- [19] Ana Carolina ES Lima and Leandro N de Castro. “Predicting temperament from Twitter data”. In: *2016 5th IIAI International Congress on Advanced Applied Informatics (IIAI-AAI)*. IEEE. 2016, pp. 599–604.
- [20] Ana Carolina ES Lima and Leandro Nunes de Castro. “TECLA: A temperament and psychological type prediction framework from Twitter data”. In: *PloS one* 14.3 (2019).
- [21] François Mairesse et al. “Using linguistic cues for the automatic recognition of personality in conversation and text”. In: *Journal of artificial intelligence research* 30 (2007), pp. 457–500.
- [22] Robert R McCrae and Paul T Costa. “Validation of the five-factor model of personality across instruments and observers.” In: *Journal of personality and social psychology* 52.1 (1987), p. 81.
- [23] Robert R McCrae and Oliver P John. “An introduction to the five-factor model and its applications”. In: *Journal of personality* 60.2 (1992), pp. 175–215.
- [24] Zachary Miller, Brian Dickinson, and Wei Hu. “Gender prediction on twitter using stream algorithms with n-gram character features”. In: (2012).
- [25] Isabel Briggs Myers and Peter B Myers. *Gifts differing: Understanding personality type*. Nicholas Brealey, 2010.
- [26] Clifford Nass and Kwan Min Lee. “Does computer-generated speech manifest personality? An experimental test of similarity-attraction”. In: *Proceedings of the SIGCHI conference on Human Factors in Computing Systems*. 2000, pp. 329–336.
- [27] M<sup>a</sup> Ángeles Oviedo-García et al. “Metric proposal for customer engagement in Facebook”. In: *Journal of research in interactive marketing* (2014).
- [28] Wendy Patton and Mary McMahon. *Career development and systems theory: Connecting theory and practice*. Vol. 2. Springer, 2014.
- [29] Marco Pennacchiotti and Ana-Maria Popescu. “A machine learning approach to twitter user classification”. In: *Fifth international AAAI conference on weblogs and social media*. 2011.
- [30] James W Pennebaker and Laura A King. “Linguistic styles: Language use as an individual difference.” In: *Journal of personality and social psychology* 77.6 (1999).
- [31] Daniele Quercia et al. “Our twitter profiles, our selves: Predicting personality with twitter”. In: *2011 IEEE third international conference on privacy, security, risk and trust and 2011 IEEE third international conference on social computing*. IEEE. 2011, pp. 180–185.
- [32] Daniel M Romero et al. “Influence and passivity in social media”. In: *Joint European Conference on Machine Learning and Knowledge Discovery in Databases*. Springer. 2011, pp. 18–33.
- [33] Xianzhi Ruan, Steven Wilson, and Rada Mihalcea. “Finding optimists and pessimists on twitter”. In: *Proceedings of the 54th Annual Meeting of the Association for Computational Linguistics (Volume 2: Short Papers)*. 2016, pp. 320–325.
- [34] Arthur L Samuel. “Some studies in machine learning using the game of checkers”. In: *IBM Journal of research and development* 3.3 (1959), pp. 210–229.
- [35] H Andrew Schwartz et al. “Extracting human temporal orientation from Facebook language”. In: *Proceedings of the 2015 Conference of the North American Chapter of the Association for Computational Linguistics: Human Language Technologies*. 2015, pp. 409–419.
- [36] H Andrew Schwartz et al. “Personality, gender, and age in the language of social media: The open-vocabulary approach”. In: *PloS one* 8.9 (2013), e73791.

- [37] Chris Sumner et al. “Predicting dark triad personality traits from twitter usage and a linguistic analysis of tweets”. In: *2012 11th International Conference on Machine Learning and Applications*. Vol. 2. IEEE. 2012, pp. 386–393.
- [38] Yla R Tausczik and James W Pennebaker. “The psychological meaning of words: LIWC and computerized text analysis methods”. In: *Journal of language and social psychology* 29.1 (2010), pp. 24–54.
- [39] Christian Torrero, Carlo Caprini, and Daniele Miorandi. “A Wikipedia-based approach to profiling activities on social media”. In: *arXiv preprint arXiv:1804.02245* (2018).
- [40] Reut Tsarfaty. “The Natural Language Programming (NLPRO) Project: Turning Text into Executable Code.” In: *REFSQ Workshops*. 2018.
- [41] Paul Voigt and Axel Von dem Bussche. “The eu general data protection regulation (gdpr)”. In: *A Practical Guide, 1st Ed., Cham: Springer International Publishing* (2017).
- [42] Michael Wilson. “MRC psycholinguistic database: Machine-usable dictionary, version 2.00”. In: *Behavior research methods, instruments, & computers* 20.1 (1988), pp. 6–10.
- [43] Mohammadzaman Zamani, Anneke Buffone, and H Andrew Schwartz. “Predicting Human Trustfulness from Facebook Language”. In: *arXiv preprint arXiv:1808.05668* (2018).