FILIET: An Information Extraction System

For Filipino Disaster-Related Tweets

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*Abstract* – The Philippines is considered the social media capital of the world, and the role of social media has become even more pronounced in the country during disasters. Twitter is among the many forms of social media. As experienced, the wealth of information and data shared through Twitter has helped individuals, institutions, and organizations (government, public, and private) during emergency response, in making decisions, conducting relief efforts, and practically mobilizing people to humanitarian causes. However, extracting the most relevant information from Twitter is a challenge because natural languages do not have a particular structure immediately useful when programming. Another problem that information extraction faces is that some language, like Filipino, is morphologically rich, making it even more difficult to extract information. Therefore, the goal of this research is to create a system or tool that extracts relevant information from Filipino disaster-related tweets.

*Keywords:* information extraction, disaster management, Twitter

# INTRODUCTION

According to a report [10] of the United Nations International Strategy for Disaster Reduction (UNISDR) Scientific and Technical Advisory Group, disasters have destroyed lives as well as livelihood across the world. Just between 2000 and 2012, about 2 million people died and an estimate of US$ 1.7 trillion of damage were sustained in disasters. In the same report, the UNISDR posits the use and research of new scientific and technological advancements in disaster management.

Social media are online applications, platforms, and media which aim to facilitate interaction, collaboration and the sharing of content. Social media can be accessed by computers or by smart phones. In a study and analysis of [11] and [16] about social media, the Philippines got a high rank in most of the categories, which led to the country being dubbed as the “*Social Media Capital of the World*”. In addition to this, social media has also played a vital role in disaster management. Twitter, a popular microblogging platform where users can post statuses in real-time, is used share information regarding the disaster as well as response efforts. As part of the disaster management of the Philippines for natural calamities, the government has released an official newsletter [7] indicating the official social media accounts and unified hashtags to help in the disaster relief effort.

With a lot of Filipino netizens sharing various types of disaster-related information in Twitter, it would be very beneficial to have a system that extracts those relevant information to assist in the relief efforts. The challenge here is to create an information extraction (IE) system for disaster-related Twitter content which is written in the Filipino language (with respect to the TXTSPK and code-switching writing styles).

The rest of the paper proceeds as follows, Section 2 reviews existing works related to our approaches. Section 3 introduces the main processes of our approach. Section 4 describes our experiments and findings. In Section 5, we conclude our efforts and discuss some future works.

# Related Works

[3] and [4] focuses on the extraction of relevant information from disaster-related tweets. The approach includes text classification and information extraction. In [3], the data set the authors worked with are Twitter data during hurricane Joplin last May 22, 2011 with #joplin. They used Naïve Bayes classifiers to classify the tweets into categories as each category has different kinds of information for extraction. In [4], they used two datasets: (1) tweets during hurricane Joplin last May 22, 2010 with #joplin and (2) tweets during hurricane Sandy last October 29, 2012 with #sandy #nyc. This time they employed a new approach to extract the relevant information via Conditional Random Fields (CRF). Our work will be utilizing the tweet categorization concept specified in [3].

For information extraction, we have reviewed various approaches used in morphologically rich languages since the Filipino language is one. We determine the components of each IE system as well as know what tools and evaluation metrics they have used. [2] [12] and [14] are machine learning-based (adaptive); [5] and [8] are rule-based; [9] is template-based; and [6] is ontology-based. Our work will focus on machine-learning and rule-based IE system which will be displayed in an ontology. An adaptive IE system uses machine learning techniques in order to automatically learn rules that will extract certain information [13]. [1] is an adaptive IE system that incorporates the usage of rules.

# Methodology

[**fig**] shows the architectural design of the system being developed.

## Crawler Module

The crawler module is for retrieving and collecting tweets using Twitter’s Stream API and the Twitter4j library [15]. [**fig**] shows a sample tweet from the crawled and collected tweets of this module.

## Preprocessing Module

The preprocessing module includes the following sub-modules:

1. *Text Normalizer*: This sub-module handles the conversion of TXTSPK words to its full-word format as well as the removal of emoticons, links, and hashtags for the uniformity and consistency of the extracted information. [**fig**] shows the output of this sub-module.
2. *Tokenizer*: This sub-module will split the input into individual tokens which will be used for the subsequent sub-modules. [**fig**] shows the output of this sub-module.
3. *POS Tagger*: This sub-module will tag each of the tokens with its corresponding part-of-speech. A tokens can be tagged as a noun, a verb, an adjective, an adverb, or other part-of-speech tags. [**fig**] shows the output of this sub-module.
4. *Filipino NER*: This sub-module is responsible for identifying and tagging the proper nouns in the input. The proper nouns are identified with the use of a gazetteer. [**fig**] shows the output of this sub-module.

## Feature Extraction Module

The feature extraction module extracts the following features from the input:

1. *Presence*: This is a binary feature that indicates the presence of keywords like disaster words, mentions, hashtags, emoticons, retweets, and if code switching has occurred in the input tweet. The value of “1” is given if the keyword is present, else it is given “0”.
2. *Tweet Length*: This feature essentially counts the length of the input tweet.
3. *N-gram*: This is mainly responsible for generating/extracting the different n-grams for the input tweets, specifically, the bi-gram and the tri-gram of the input tweets.
4. *User*: This will help in determining the type of disaster. For example, @dost\_pagasa will tweet about typhoons.
5. *Location*: This feature are the locations mentioned in the tweet.

## Category Classifier Module

With the extracted features and Weka [17] as the tool, the category classifier module will classify the tweets into one of the following categories:

1. *Caution and Advice (CA)*: If a tweet conveys/reports information about some warning or a piece of advice about a possible hazard of an incident.
2. *Casualty and Damage (CD)*: If a tweet reports the information about casualties or damage done by an incident.
3. *Donation (D)*: If a tweet speaks about money raised, donation offers, goods/services offered or asked by the victims of an incident
4. *Others (O)*: If a tweet cannot be classified among the first three categories.

[**fig**] shows the output of this module.

## Rule Inductor Module

The rule inductor module applies the set of rules by looking for patterns in the text. [**fig**] shows some of the sample rules.

## Ontology Population Module

The ontology population module handles the filling up of the ontology with instances. It includes the following sub-modules:

1. *Refinements*: This sub-module is responsible for checking the instance’s uniqueness. If the instance is not found in the ontology, it will be placed in a container *I*. If it is found, it will see if the instance in *I* needs to be updated. If the instance needs to be updated, it will be added in *I*. Else, it will be discarded.
2. *Ontology Population*: This sub-module will receive the instances in *I*. For each instance in *I*, it will look for the matching class for it. If it found a match, the instance will be added to the ontology.

# Experiments

## Corpus (Crawler Module)

In order for us to conduct our experiments, we have crawled and collected disaster-related tweets during typhoon Mario last September 2014. We manually categorized them into one of the four categories. The corpus contained 2711 instances. The instances are categorized into one of the four categories. The *CA* categories have 462 instances, *CD* have 77 instances, *D* has 39 instances, and *O* has 2133 instances.

## Feature Extraction Module

The feature extractor was able to extract 106 features. The features are the tweet length, presence of hashtags, URL, and links, top 50 character n-gram, and top 50 words. **table**

## Category Classifier Module

For the classifier module, we are testing different supervised classifier algorithms: k-Nearest Neighbors (k = 3, 5, 7, and 9), Bayesian Network, and Naïve Bayes. To measure the performance for each classifier, we used the following metrics: precision, recall, f-measure, and kappa statistic. Two experiments were conducted in this module, single classifier and the multiple binary classifier. For the single classifier, the classifier must be able to classify the tweets into the four categories (*CA*, *CD*, *D*, and *O*). For the multiple binary classifier, each classifier will only classify two categories, either it is classified to the classifier’s assigned category or it is not. If it is classified as not belonging to the category, it will cascade onto the next binary classifier until. If the tweet is not categorized at all, only then will it be classified as *(O)*.

### Single Classifier

[**table**] shows the initial results for this experiment. Based on the results, it shows that the k-NN algorithms has a better performance than the Naïve Bayes and Bayesian Network. We also tried different *k.* **The results shows insignificant results.**

### Multiple Binary Classifier

[**table**] shows the initial results for the *CA* classifier. Based on the results, it shows that kNN (k=3) algorithm has the best performance, while Naïve Bayes has the lowest performance.

[**table**] shows the initial results for the *CD* classifier. Based on the results, it shows that the k-NN (k=3) algorithm has the best performance, while Bayesian Network has the lowest performance.

[**table**] shows the initial result for the *D* classifier. Based on the results, it shows that k-NN (k=9) algorithm has the best performance, while Naïve Bayes has the lowest performance.

## Ontology Population Module

For the Ontology Population Module, we have first finalized the structure of the main ontology that will be used for this system. After finalizing the ontology structure, the ontology is then translated into system-readable format, that is, an .owl format. The system will work with the classes in conjunction with the instances that will be produced by the module before this to finalize the information extraction process.

# Discussion and Future Work

In this paper, we attempt to apply an adaptive information extraction architecture that extracts the information from disaster-related Filipino tweets and displays them in an ontology. As of now, the system is still being developed. Only the feature extraction and classification modules have a working output.

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