

Eve-Online: Presentation 2

Eve Online Introduction	Feedbacks from Presentation 1 - are solved	Anger	Anger vs Money	Anger vs Money 2011	Anger vs Posemograph (2008 - 2016)	Anger vs Posemog
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Eve – Online: Presentation 2

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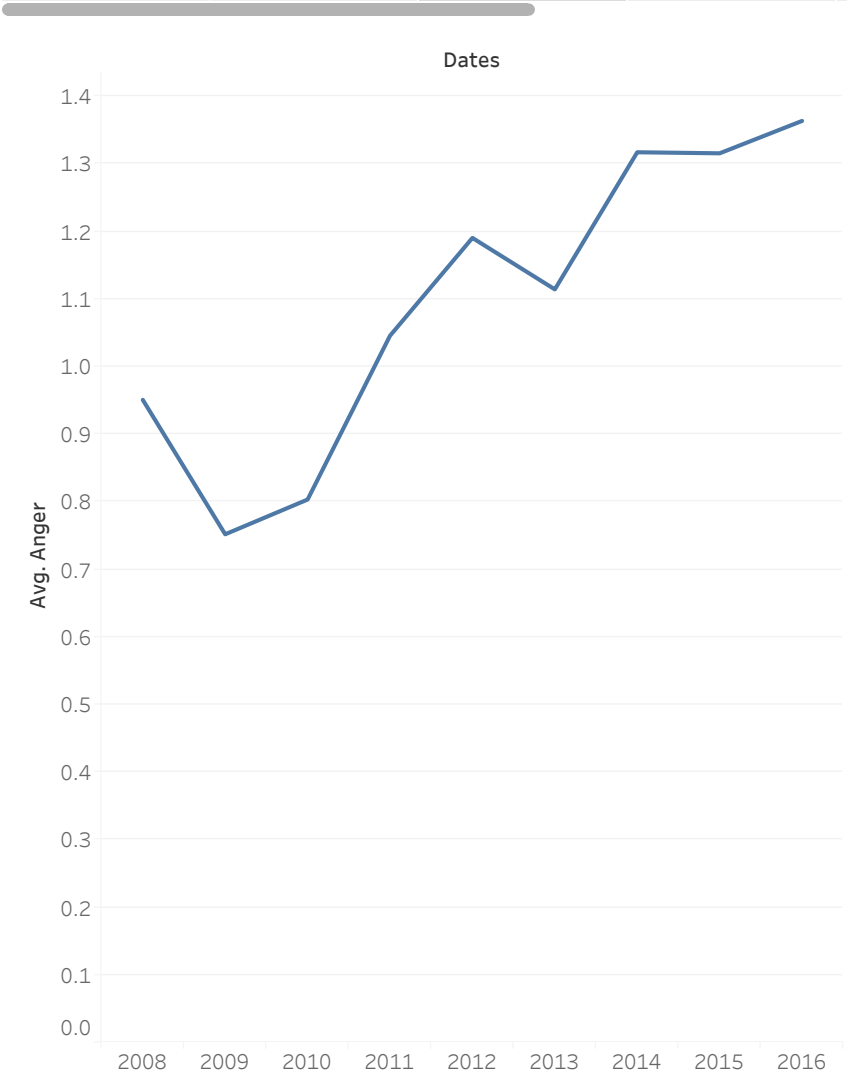
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FEEDBACK POINTS ADDRESSED FROM STORY PITCH

- Co-relation of Anger with other Emotions
 - Detailed analysis of the graphs
 - Analysis of the data using Average
 - Comparison of rise and fall of Anger

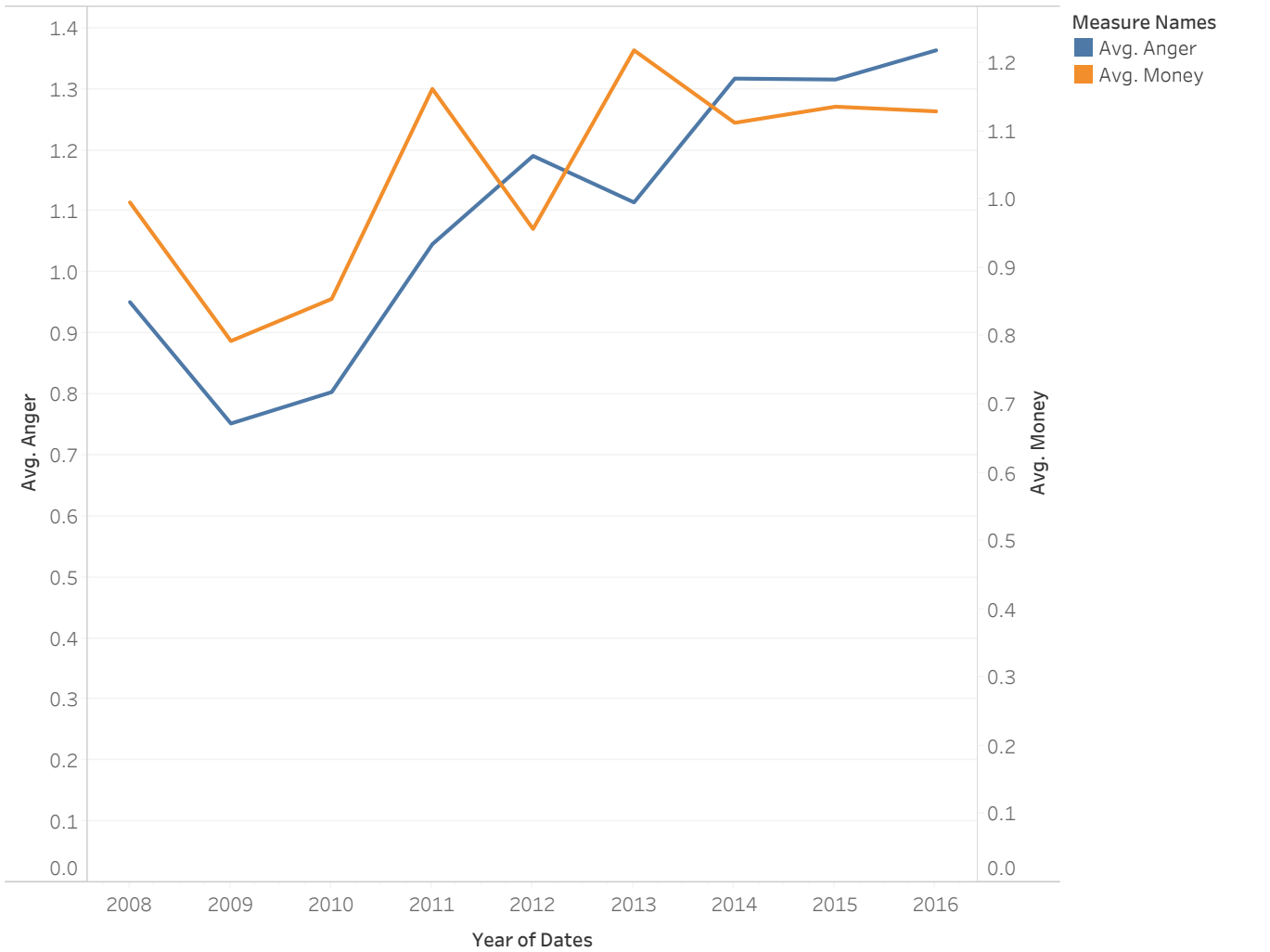
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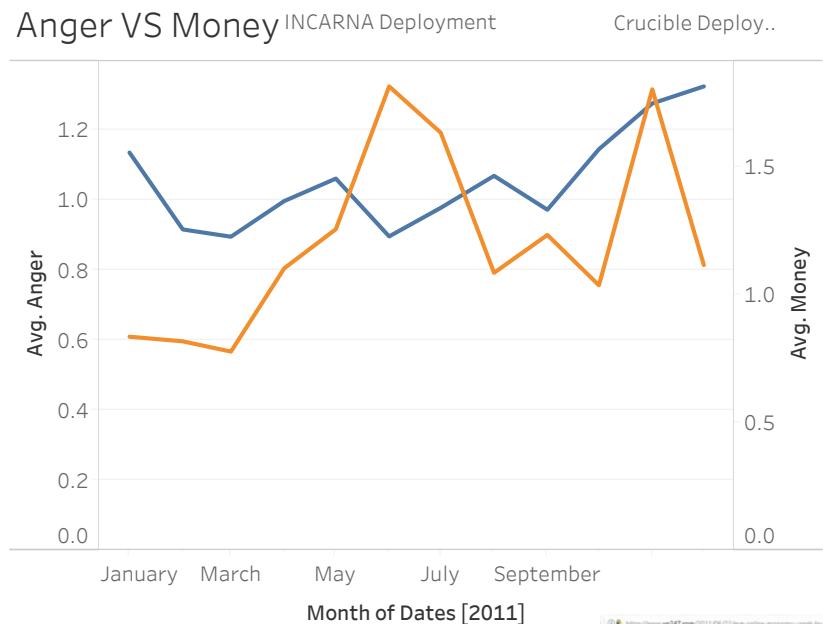


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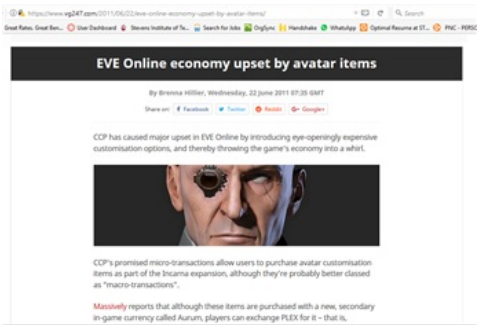
Feedbacks from Presentation..	Anger	Anger vs Money	Anger vs Money 2011	Anger vs Posemo graph (2008 - 2016)	Anger vs Posemo	Anger vs Sad
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Measure Names

- Avg. Anger
- Avg. Money

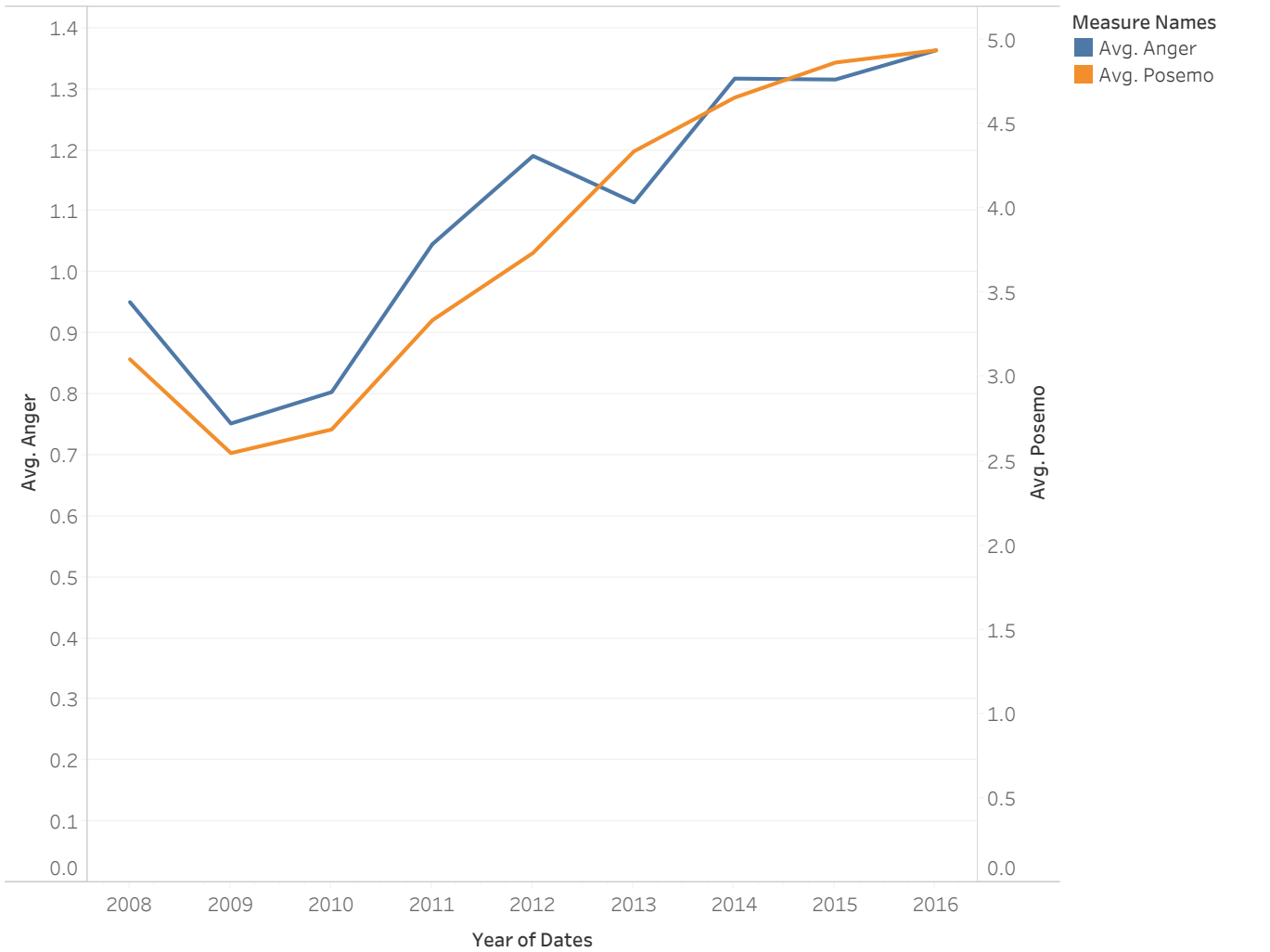


- * INCARNA was deployed.
- * Money graph spiked up.
- * But we observed, after deployment Money went down Anger spiked up



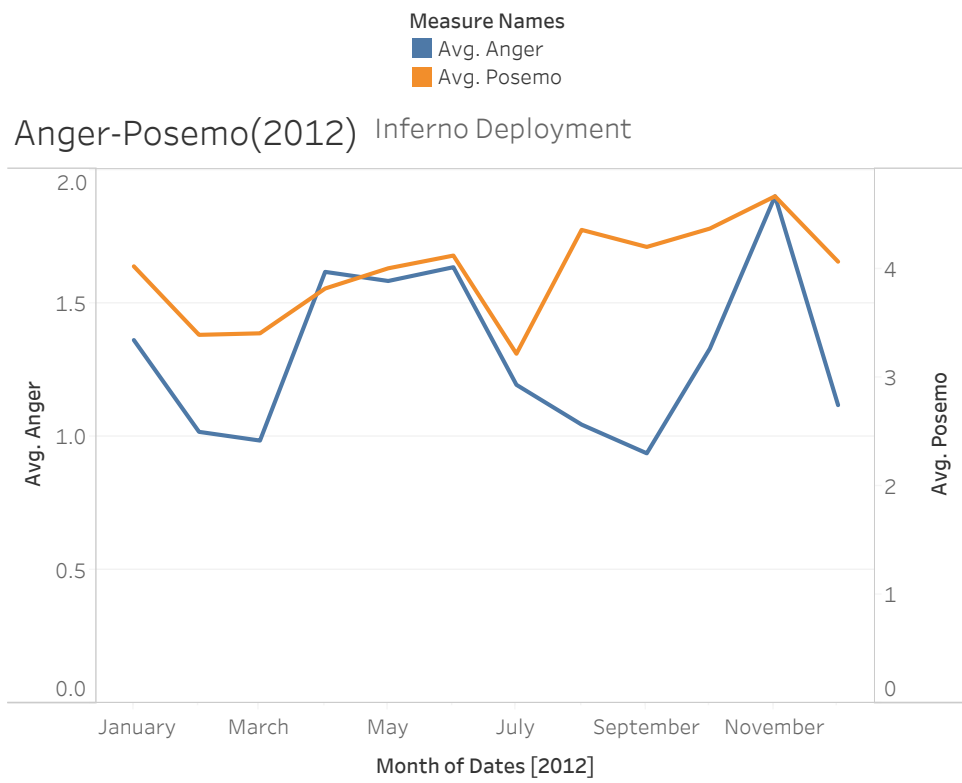
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Anger	Anger vs Money	Anger vs Money 2011	Anger vs Posemo graph (2008 - 2016)	Anger vs Posemo	Anger vs Sad	Anger vs Achieve
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Anger vs Money	Anger vs Money 2011	Anger vs Posemo graph (2008 - 2016)	Anger vs Posemo	Anger vs Sad	Anger vs Achieve	Anger vs Anxiety
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UPDATES

- 17th expansion
- New Graphical Updates
- Complete repair of war declaration and factional warfare systems
- 17 new modules and 3D models for missile launchers and missiles
- UI enhancements
- New Unified Inventory UI

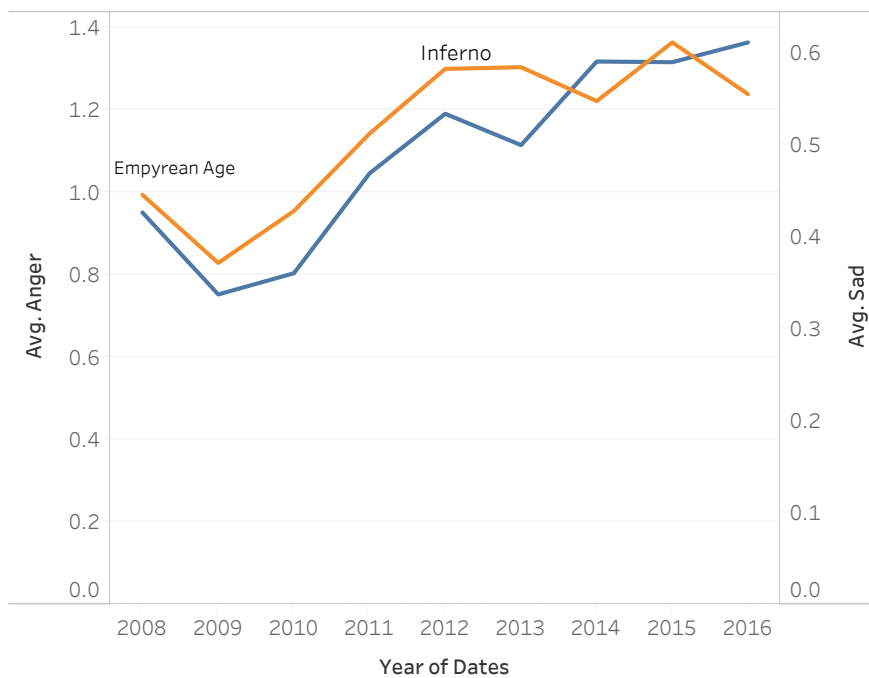
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Anger vs Money 2011	Anger vs Posemo graph (2008 - 2016)	Anger vs Posemo	Anger vs Sad	Anger vs Achieve	Anger vs Anxiety	Anger vs Swear
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Measure Names

- Avg. Anger
- Avg. Sad

Anger vs Sad



2008 events

Empyrean Age - June 10, 2008

- * Previously named kali4, Ninth expansion of Eve - Online
- * In game story plays a key role
- * Expansion was against the wishes of CCP lead game designer
- * Due to this the people were sad and both the curves went down

2012 events

Inferno - April 24, 2012

- * 2012 summer expansion was announced with the name "Inferno" on February 22
- * Introduced warfare systems, 17 new models & 3d models in the game along with some graphical updates.
- * Since people earned more and had greater rewards than earlier they used more words related to happy emotion due to which the sad curve was constant from 2012 to 2013 and the anger curve decreased.

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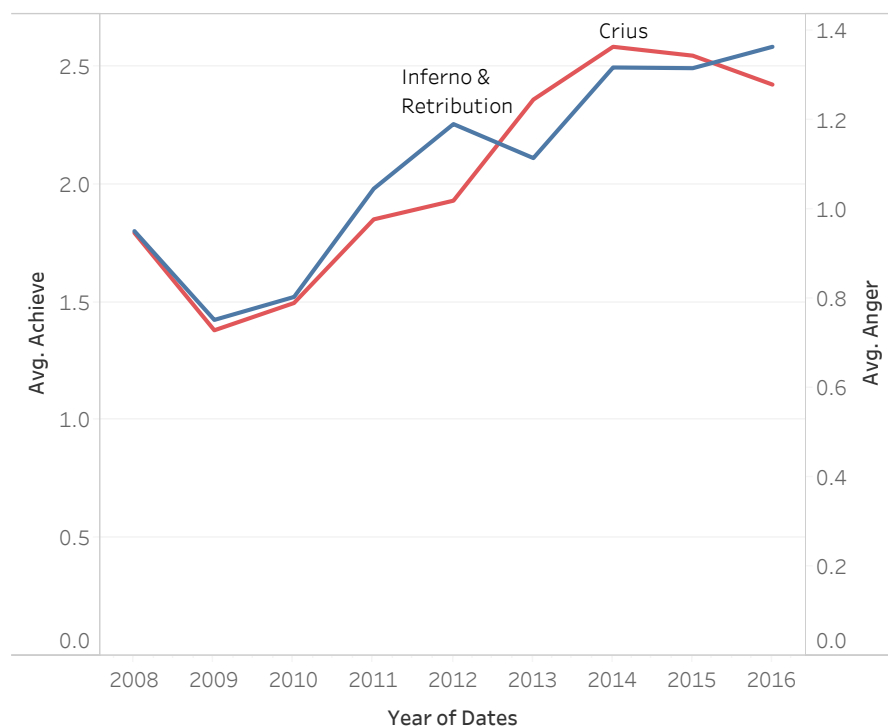
Anger vs Posemo graph (2008 - 2016)	Anger vs Posemo	Anger vs Sad	Anger vs Achieve	Anger vs Anxiety	Anger vs Swear	Anger vs Negate
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Measure Names

Avg. Achieve

Avg. Anger

Anger vs Achieve



2012 events

Inferno - April 24, 2012

* 2012 summer expansion was announced with the name "Inferno" on February 22

* Introduced warfare systems, 17 new models & 3d models in the game along with some graphical updates.

* Since people were winning rewards they were using more words like accomplishments, rewards which comes under achieve emotion so the anger words used got decreased and it is reflected in the curves.

Retribution - December 4, 2012

* Retribution brought a new "crimewatch" system, added 4 new destroyer ships and improved enemy AI.

* Other minor features such as new items, the addition of a new safety system, a new salvage drone, and various performance improvements

* Due to this their is drastic change in anger and achieve curve.

2014 events

Crius - July 22, 2014

* Crius expansion focused primarily on the industrial side of EVE

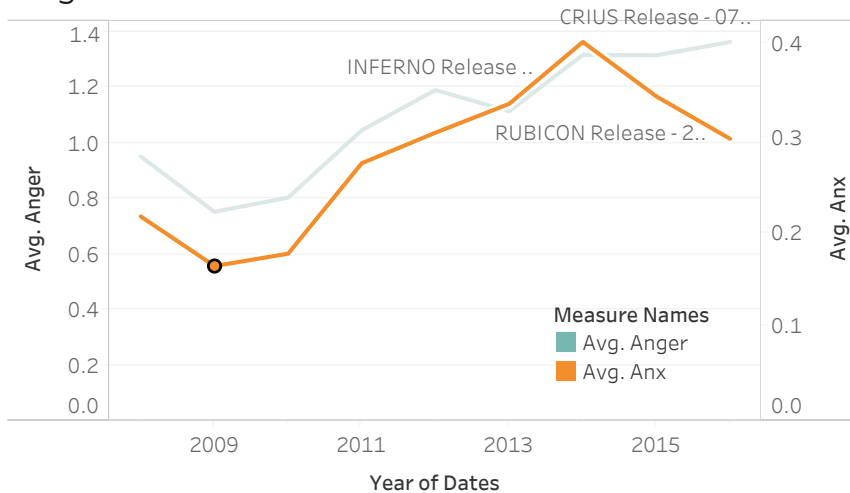
* Instant job cost calculation

* Achieve words more and anger words less so anger graph is constant between 2014 to 2015

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Anger vs Posemo	Anger vs Sad	Anger vs Achieve	Anger vs Anxiety	Anger vs Swear	Anger vs Negate	Anger vs Relig
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Anger Vs ANXIETY



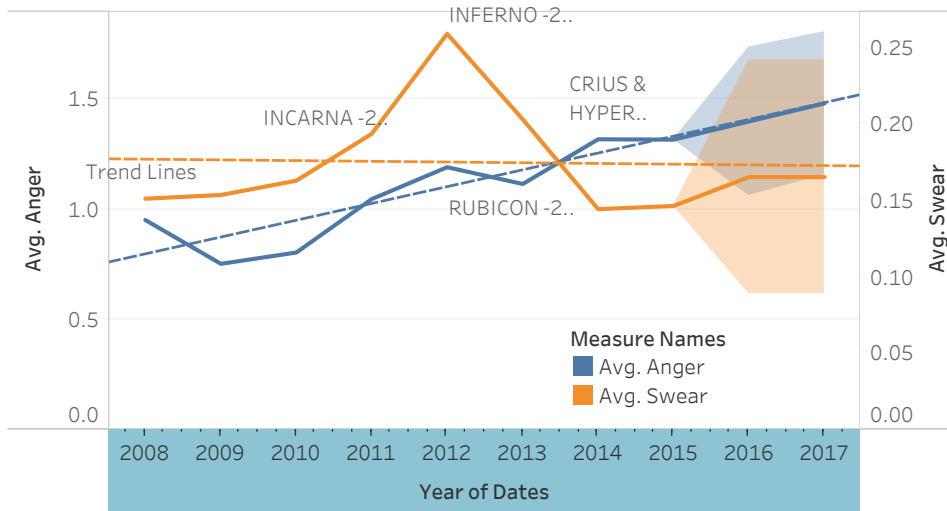
Key High Lights Post Analysis of Threads/Comments:

- > Both the Emotions are Independant of each other.
- >Incarna raised the anger emotion amongst people.
- >Inferno release gave new features which addressed community needs.
- >Rubicon Release in 2013
- > Users discussing highest about STV Implenatation during 2014
- > Multiple NDA leaks with increasing lethargic nature of game reduced the anxiety amongst game users post 2014.

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Anger vs Sad	Anger vs Achieve	Anger vs Anxiety	Anger vs Swear	Anger vs Negate	Anger vs Relig	Anger vs Risk
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Anger vs SWEAR



Key High Lights Post Analysis of Threads/Comments:

-> Most of the swearing during early years was against the different community users. i.e. In game emotion

-> Incarna event increased the swearing even further. But this time negatively towards CCP.

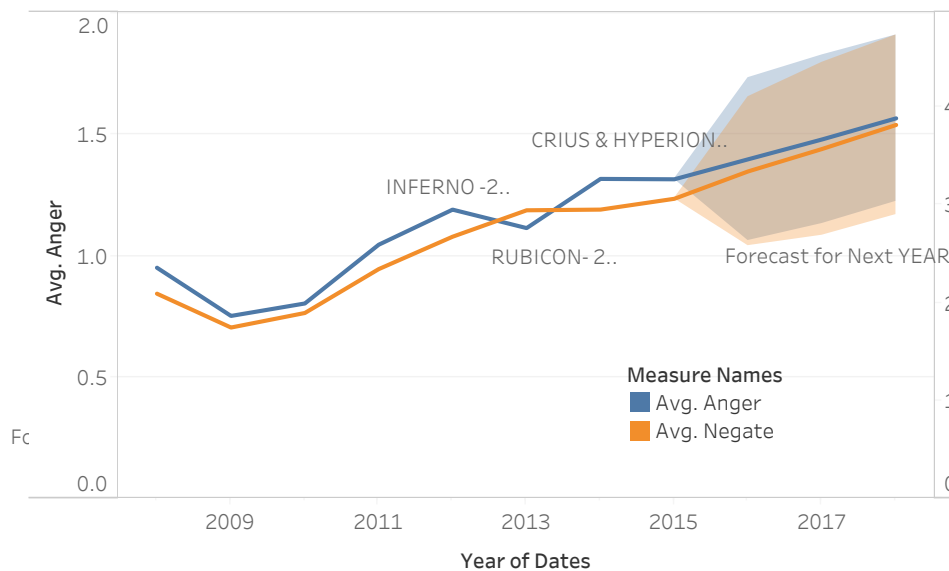
-> Inferno release's new features were very well appreciated by gaming users. Hence there is a great dip in swear emotion.

-> Again in 2015, the discontent amongst people lead to increase in swearing against CCP

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Anger vs Achieve	Anger vs Anxiety	Anger vs Swear	Anger vs Negate	Anger vs Relig	Anger vs Risk	Anger vs Player
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Anger vs NEGATE



Key High Lights Post Analysis of Threads/Comments:

-> None of the emotion's LIWC words are same. Hence, these emotions and views are completely individualistic in nature.

-> Still both the emotions depict a similar trend throughout EVE online timeline.

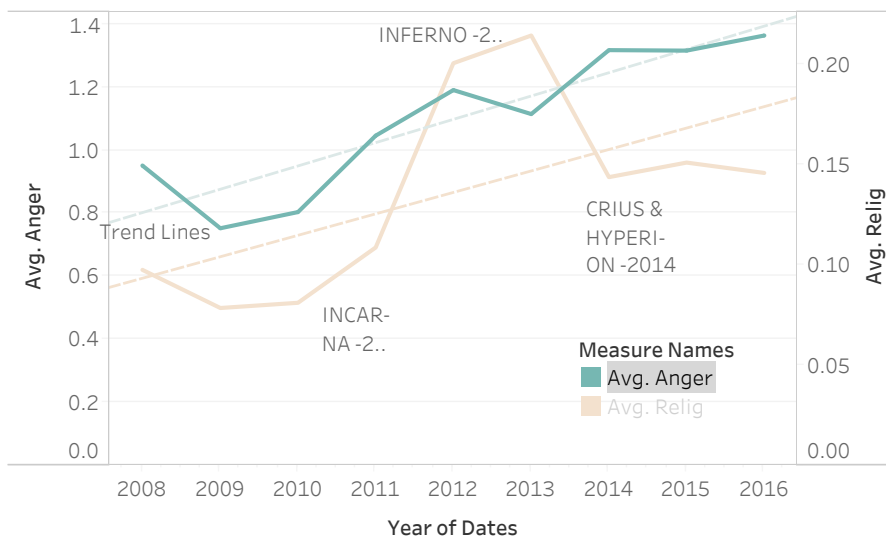
-> Most of the comments given by users were judging the actions taken by CCP and views for over Negative scenarios happening in EVE world.

-> For ex: Most Post contained words like shouldn't, didn't, neither, wasn't and expressing thoughts abouts releases and actions taken by CCP to counter crisis events

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Anger vs Anxiety	Anger vs Swear	Anger vs Negate	Anger vs Relig	Anger vs Risk	Anger vs Player	Sentiment analysis using R
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Anger vs RELIG



Key High Lights Post Analysis of Threads/Comments:

-> Analyzing the Relig emotion can be tricky.

-> After analysis of posts, it became clear that users used Relig words to express their belief in CCP's decision.

-> This emotion was used like to support & express HOPE, FAITH in game, community and events related to it.

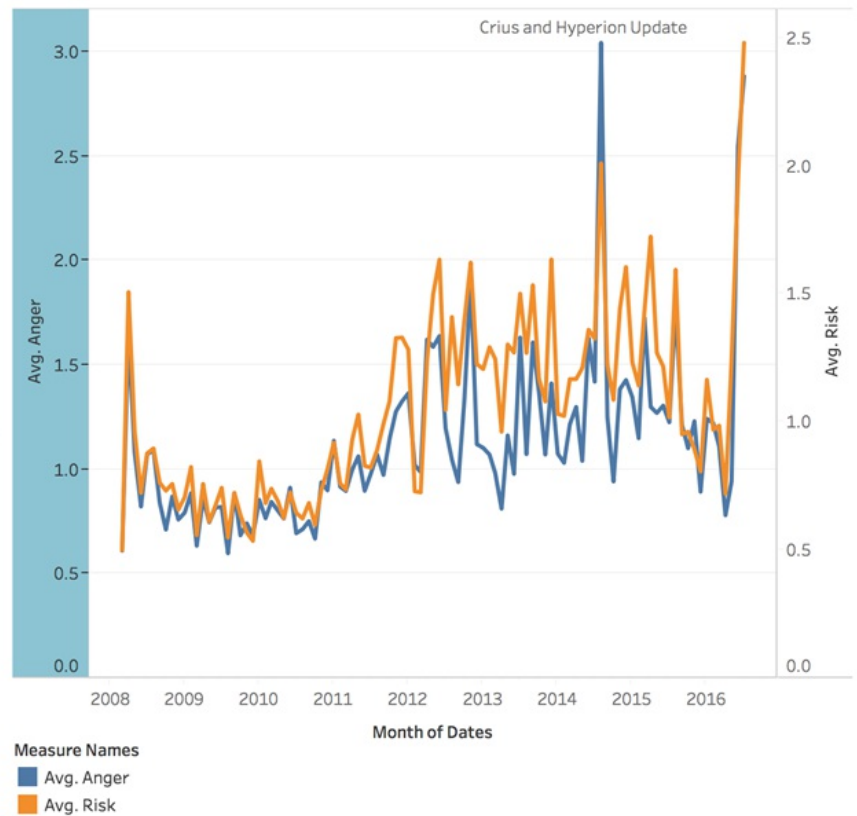
-> Sometimes, they were also used to depict SHOCK and express disbelief at some of the decisions taken by CCP.

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Anger vs Swear	Anger vs Negate	Anger vs Relig	Anger vs Risk	Anger vs Player	Sentiment analysis using R	End
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Comparing "Anger" and "Risk"

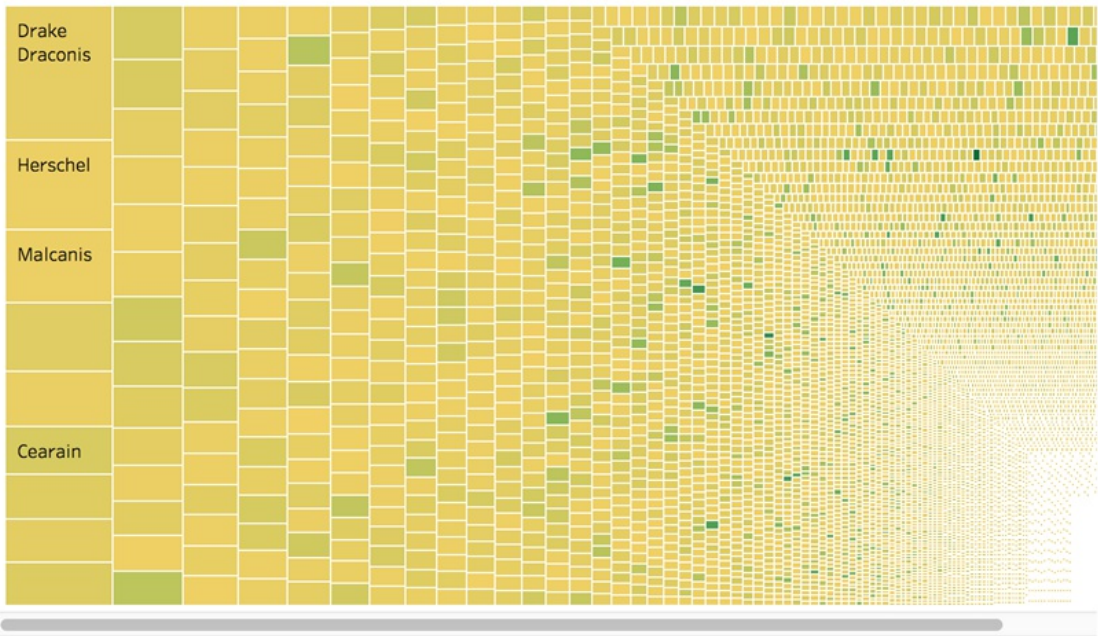
1. Crius and hyperion update added a "teams" update and an entirely new "Industry used Interface"
2. Risk is directly proportional to the anger
3. It highlights the behavioural changes of players
4. CCP and CSM can use this stats to develop further modules
5. Studying players behavioural patterns can reveal some interesting patterns



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Player/Anger Graph



- 1. As Bill Gates ones said **"Your most unhappy customers are your greatest source of learning"**.
- 2. We get more targeted audience for analysis
- 3. These players can provide actual feedback
- 4. Company can elect these players as future CSM members
- 5. We can apply this different emotions to study behaviuoral patterns among the players

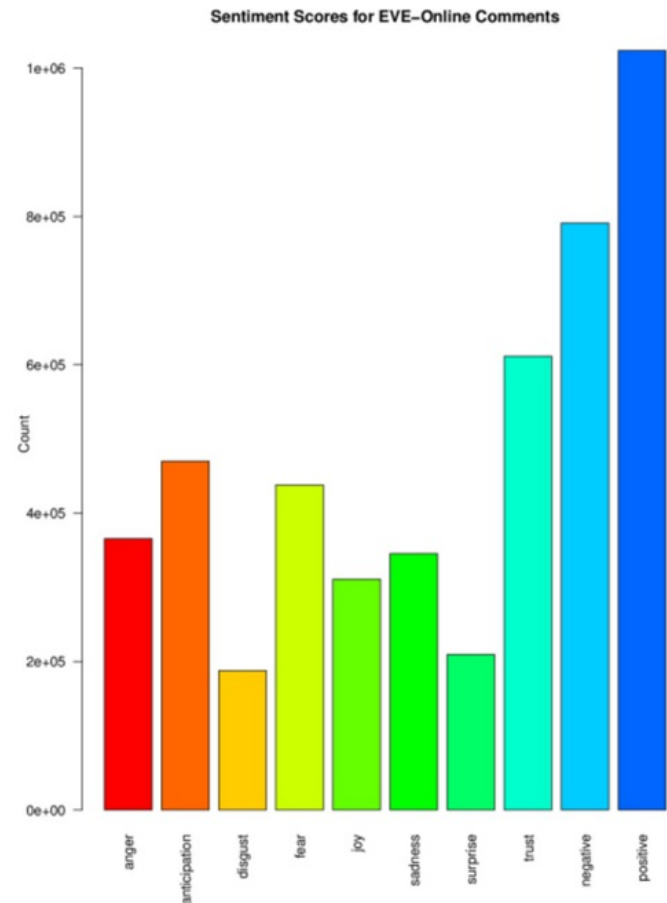


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Sentiment analysis using R

- 1. We analysed the data by using R sentiment analysis
- 2. NRC emotion lexicon was used
- 3. It categorises the english words in eight basic emotions and 2 sentiments.
- 4. Positive sentiment > Negative sentiment



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