

zhou\_2020\_condolence\_and\_empathy\_in\_online\_communities

**Year**

2020

**Author(s)**

Zhou, Naitian and Jurgens, David

**Title**

Condolence and Empathy in Online Communities

**Venue**

EMNLP

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**Topic labeling**

Manual

**Focus**

Secondary

**Type of contribution**

Established approach

**Underlying technique**

Manual labeling

**Topic labeling parameters**

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**Label generation**

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## Motivation

No explicit motivation given

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## Topic modeling

LDA

## Topic modeling parameters

Default hyper parameters from MALLET

## Nr. of topics

40 (20-topics LDA models, one for condolence topics, one for distress topics)

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## Label

Single or multi-world manually assigned label.

## Label selection

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## Label quality evaluation

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## Assessors

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## Domain

Social media (Reddit)

## Problem statement

Developing a computational tools to create a dataset containing expressions of distress and corresponding offerings of condolence in order to examine the dynamics of condolence online.

Analysing the language of condolence and developing a new dataset for quantifying the empathy in a condolence using appraisal theory.

Demonstrating that the features of condolence individuals find most helpful online differ substantially in their features from those seen in interpersonal settings.

## Corpus

Origin: Reddit

Nr. of documents: 229,204

Details: A set of stereotypical condolence expressions, e.g., "sorry for your loss" or "my heart goes out to you" is first manually identified. Due to their ubiquitous use in the face of distress, such expressions act as heuristics to identify posts containing a variety of circumstances and topics. All Reddit comments receiving at least one of these stereotypical-condolence replies are treated as positive examples of distress, identified from all Reddit comments in the year 2017

## Document

A single comment made on a reddit thread (in the year 2017)

## Pre-processing

Stripped markdown, images, and links.

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```
@inproceedings{zhou_2020_condolence_and_empathy_in_online_communities,
  title = "Condolence and Empathy in Online Communities",
  author = "Zhou, Naitian and
    Jurgens, David",
  booktitle = "Proceedings of the 2020 Conference on Empirical Methods in
    Natural Language Processing (EMNLP)",
```

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month = nov,  
year = "2020",  
address = "Online",  
publisher = "Association for Computational Linguistics",  
url = "https://aclanthology.org/2020.emnlp-main.45",  
doi = "10.18653/v1/2020.emnlp-main.45",  
pages = "609--626",  
abstract = "Offering condolence is a natural reaction to hearing someone's distress. Individuals frequently express distress in social media, where some communities can provide support. However, not all condolence is equal---trite responses offer little actual support despite their good intentions. Here, we develop computational tools to create a massive dataset of 11.4M expressions of distress and 2.8M corresponding offerings of condolence in order to examine the dynamics of condolence online. Our study reveals widespread disparity in what types of distress receive supportive condolence rather than just engagement. Building on studies from social psychology, we analyze the language of condolence and develop a new dataset for quantifying the empathy in a condolence using appraisal theory. Finally, we demonstrate that the features of condolence individuals find most helpful online differ substantially in their features from those seen in interpersonal settings.",  
}
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#Thesis/Papers/Initial