# **Audience and User Analysis**

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### **ABSTRACT**

When you share content in an online social network, who is listening? Users have scarce information about who actually sees their content, making their audience seem invisible and difficult to estimate. However, understanding this invisible audience can impact both science and design, since perceived audiences influence content production and self-presentation online. In this paper, we combine survey and large-scale log data to examine how well users' perceptions of their audience match their actual audience on Facebook. We find that social media users consistently underestimate their audience size for their posts, guessing that their audience is just 27% of its true size. Qualitative coding of survey responses reveals folk theories that attempt to reverse-engineer audience size using feedback and friend count, though none of these approaches are particularly accurate. We analyze audience logs for 222,000 Facebook users' posts over the course of one month and find that publicly visible signals — friend count, likes, and comments — vary widely and do not strongly indicate the audience of a single post. Despite the variation, users typically reach 61% of their friends each month. Together, our results begin to reveal the invisible undercurrents of audience attention and behaviour in online social networks.

**Keywords:** Information Network, Facebook, Descriptive Statistics, Inferential Statistics, Sentimental Analysis, Covid19, Twitter.

#### Introduction

Everyday millions of people posts their activities on social network sites like Facebook, Twitter, and Instagram etc. The users don't know who all are actually viewing their posts in their friend list. The only confirmation they can get is from number of likes or comments their post's received. The number of comment and likes shows number of people who actually reacted on your post but what about the people who viewed your posts but didn't like or comment? That audience varies from day to day: friends may not log in to the site, may not see the content, or may not reply. Established media producers can estimate their audience through surveys, television ratings and web analytics, social network sites typically do not share audience information. This design decision has privacy benefits which preserve right to privacy but it also means that users may not accurately estimate their invisible audience when they post content. Social media users create a mental model of their imagined audience, then use that model to guide their activities on the site. In this project have analyzed people perception on their audience count and how they misinterpret the actuality. The data was collected by estimating the actual audience size using server logs.

We found the type of people who are active on social networks by considering factors like age and gender, and how they impact on daily activities on Facebook.

We also collected the tweets on the topic "Covid19" For conducting the sentiment analysis of the public regarding this governmental policy, I have collected data in Twitter.

# **Literature Review Summary Table**

Authors and Year (Reference)		Framework	used/		Polovant	Limitations/ Future Research/ Gaps identified
Altman, Irwin (1975)	The Environment and Social Behavior: Privacy, Personal	the concepts of privacy, crowding, territory, and personal space, with regard to human behavior	conceptions, mechanisms,	Social and privacy		-
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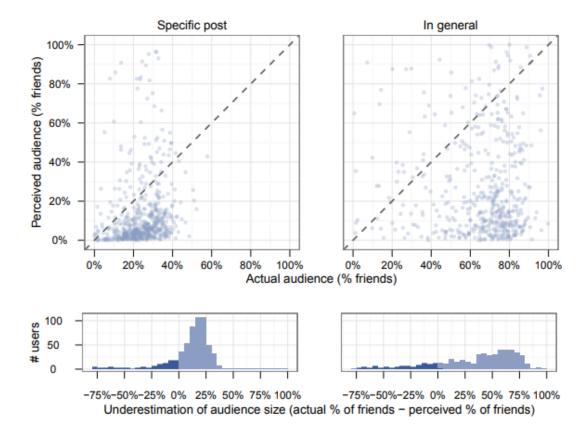
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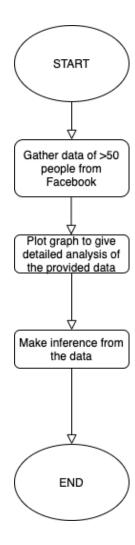
## **Overview of the Proposed System**

The objective of the project was to analyze the audience of Facebook social network. The relation between its users. How activities on Facebook varies according to factors like age, gender, tenure. When any one share content in an online social network, who is listening? Users have scarce information about who actually sees their content, making their audience seem invisible and difficult to estimate. However, understanding this audience can impact both science and design, since perceived audiences influence content production and self-presentation online. Now days normal marketing is shifting to digital marketing. Advertisement agency are advertising through social media and targeting the social media users. As Facebook has one of the biggest social network so it's necessary to analyze the perceived audience.

This project also deals with the sentimental analysis along with other generalizations we can attain in twitter. Twitter plays an important role in expressing our feelings about an event. The expression of anguish, as well as pleasure, can act as a measure of acceptance or rejection of certain ordinances. We will deal with classifying tweets according to the sentiments expressed in them which can be positive, negative or neutral. The aim of this project is to analyze for accurate and automatic sentiment on tweets based on trending issues like Covid19. This project makes a fair judgment about these government policies (Covid19) by using the concept of sentiment analysis.



Our analysis indicates that social media users underestimate how many friends they reach by a factor of four. Many users who want larger audiences already have much larger audiences than they think. However, the actual audience cannot be predicted in any straightforward way by the user from visible cues such as likes, comments, or friend count. The core result from this analysis is that there is a fundamental mismatch between the sizes of the perceived audience and the actual audience in social network sites. This mismatch may be impacting users' behavior, ranging from the type of content they post, how often they post, and their motivations to share content. The mismatch also reflects the state of social media as a socially translucent rather than socially transparent system. Social media must balance the benefits of complete information with appropriate social cues, privacy and plausible deniability. Alternately, it must allow users to do so themselves via practices such as butler lies. The mismatch between estimated and actual audience size highlights inconsistency: approximately half of our participants wanted to reach larger audiences, but they already had much larger audiences than they estimated. One interpretation would suggest that if these users saw their actual audience size, they would be satisfied. Or, these users might instead anchor on this new number and still want a larger audience.



# Innovation component in the project:

- As analysing audience of small social network has been done already we will try to expand the analysis by analysing the overall Facebook audience which is similar to real life and give overall idea about its audience.
- In twitter analysis what most of the researchers focus on sentimental analysis what we aim to do is to analyse the recent trends on twitter using the most trending topic in world which is CoVID-19.

# Work done and implementation

# Methodology adapted

We will be using descriptive statistics concept to analyze the data set. Do basic measure and then proceed with the various graphs to analyze the social networks data in order to bring about meaningful inferences or observation.

# Hardware and software requirements

Hardware: minimum of 2GB RAM, Windows 7 or higher, Intel Core i3 or equivalent

Software Requirement: R, RStudio

#### Dataset used:

a) Pseudo Facebook dataset from Udacity.

Tweets scraped from 1st August to 23rd October 2020 on "corona"

#### **Tools Used:**

RStudio - is a free and open-source integrated development environment (IDE) for R, a programming language for statistical computing and graphics is used in this project.

R is an open source programming language and software environment for statistical computing and graphics that is supported by the R Foundation for Statistical Computing. The R language is widely used among statisticians and data miners for developing statistical software and data analysis. R and its libraries implement a wide variety of statistical and graphical techniques, including linear and nonlinear modelling, classical statistical tests, time-series analysis, classification, clustering, and others. R is easily extensible through functions and extensions, and the R community is noted for its active contributions in terms of packages. Many of R's standard functions are written in R itself, which makes it easy for users to follow the algorithmic choices made.

We have used GGplot, GGally, GridExtra, Dplyr R packages for analysing and modelling data set.

Python 2&3 - python is a high level programming language for general purpose programming

Jupyter Notebook - JupyterLab is a web-based interactive development environment for Jupyter notebooks, code, and data. JupyterLab is flexible: configure and arrange the user interface to support a wide range of workflows in data science, scientific computing, and machine learning.

# TWITTER ANALYSIS Code for Scraping data:

```
RGui (32-bit) - [R Console]
 R File Edit View Misc Packages Windows Help
> library(dplyr)
The following objects are masked from 'package:stats':
         filter, lag
The following objects are masked from 'package:base':
         intersect, setdiff, setequal, union
Attaching package: 'twitteR'
The following objects are masked from 'package:dplvr':
> library(knitr)
> api_key <- "IHAAg8bcX4pQMi2pEBssmEfRm"

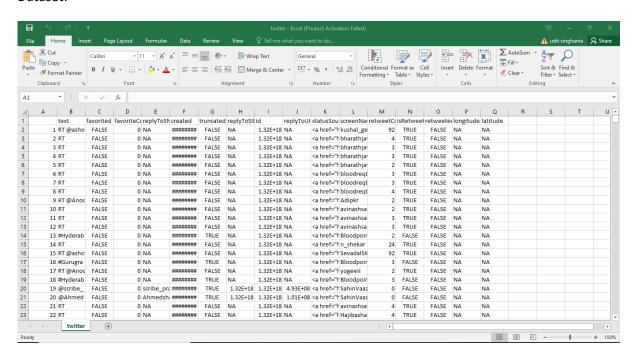
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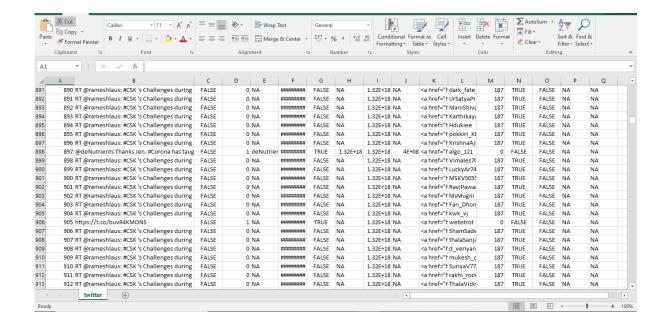
> token <- "!12379972921663489-ZV1QtuyBwwZkQGTsliPtDlITW93aj8"
> token seret <- "6KOPGBaTpLiMAYAGTACKGTsliPtDlITW93aj8"
> token seret <- "6KOPGBaTpLiMAYAGTACKGTSliPtDlITW93aj8"
> setup_twitter_oauth(consumer_key = api_key, consumer_secret = api_secret, access_token = token, access_secret = token_secret)
[1] "Using direct authentication"
> tweets <- searchfwitter("foorona", n=10000, lang="en", since="2020-08-01", geocode='18.911674,78.558637,1310.280km')

Warning message:
1 ndoRppAFICall("search/tweets", n, params = params, retryOnRateLimit = retryOnRateLimit, :
10000 tweets were requested but the API can only return 5061
> tweetsDF <- twiistDfDf(tweets)
> names(tweetsDF)
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                                                                                                                                                                                                   "truncated"
"latitude"
                                                                                                                                                                                                                                                                                                                 "replyToUID" "statusSource"
                                                                                                                                                             "created"
"longitude"
```

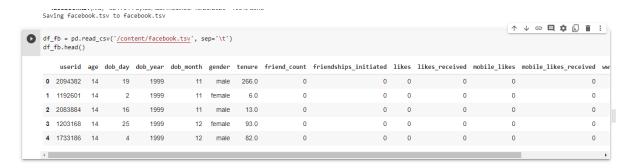
### Output of Scraped data:

#### Dataset:





#### **FACEBOOK DATA:**

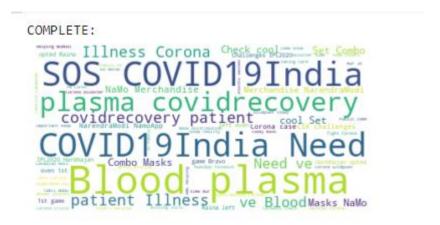


# **Analysis:**

#### **Twitter**

Here, we take a look at wordclouds of the tweets of the users:

# **Wordclouds: Complete**



This is a wordcloud which shows that which word is the most used among all the words in the scraped tweets. As we can observe that 'CoVID19' is the most used word in the scraped tweets among all. After people, 'India' word is used most in these tweets. Like these all the words according to their number of times being used are being shown in thus wordcloud. In the positive polarities, wordcloud, cool masks, combo and check are some words which help preventing Corona and negative wordcloud contains IPL 2020 scenario of CSK team, as the timeline has IPL in it, most of the recent tweets are about CSK.

### **Positive**

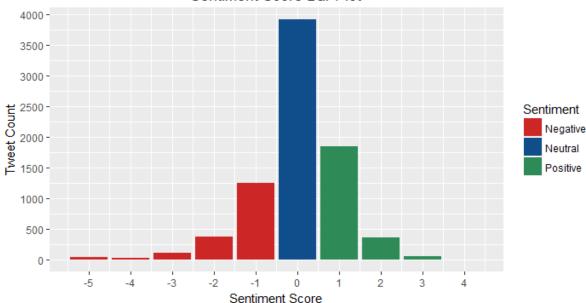


# **Negative:**

#### NEGATIVE:



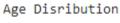


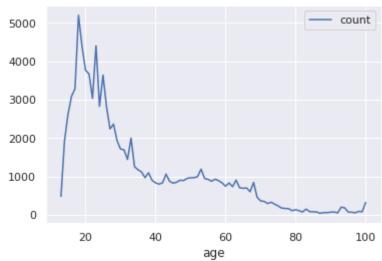


This is the graph which shows us all the sentimental analysis part of the scraped tweets. We can see from these observations that the sentiment score bar plot for neutral tweets is much more than that of positive and negative sentiment score bar plot. After this positive sentiment score bar plot is more than that of the negative sentiment score bar plot. From this observation we can conclude that the Covid19 had a neutral effect on people when observed in a given interval of time. And most of the people were positive about the prevention and very few were negative but not about covid but about IPL.

The aim of this project was to analyze the effect of the Covid19 policy implemented by the India by using the concept of sentiment analysis. The result of our analysis shows that most of the people have now accepted the new environment in order to fight with corona. But somewhere and somehow it also had a negative effect on some common people for few days due to lack of effective cure for the disease.

# **FACEBOOK ANALYSIS**

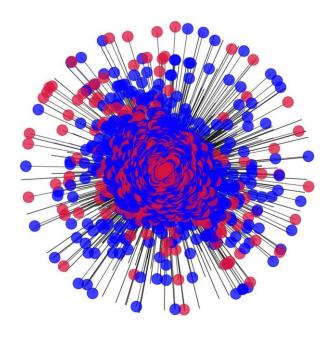




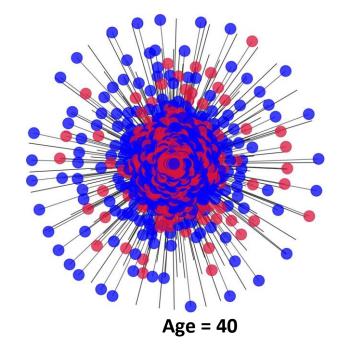
From the above graph, it is evident that youngsters of age 19 to 25 have most number of friends, and likes on their posts.

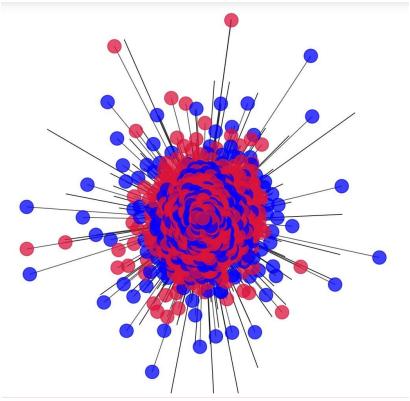
# 1. Age v/s No. of Friends

[Male = Blue, Female = Red and Edge length = No. of Friends]



Age 20



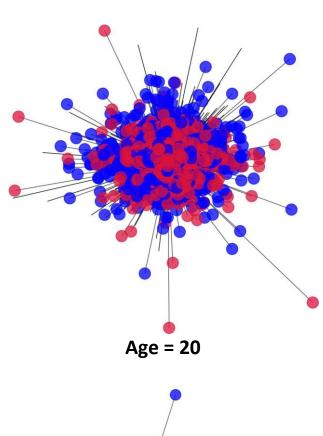


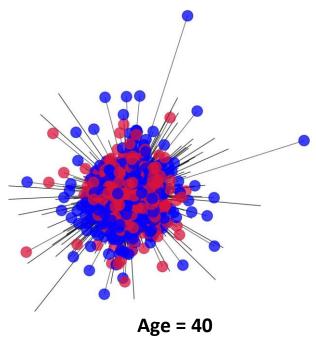
Age = 65

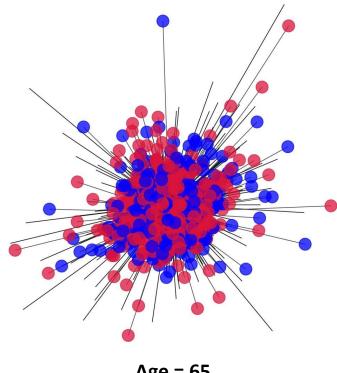
We notice that with age the number of friendships start to decrease.

# 2. Age v/s Tenure

[Male = Blue, Female = Red and Edge length = Tenure]





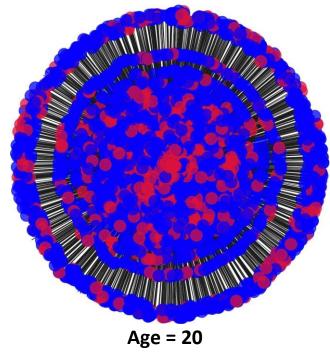


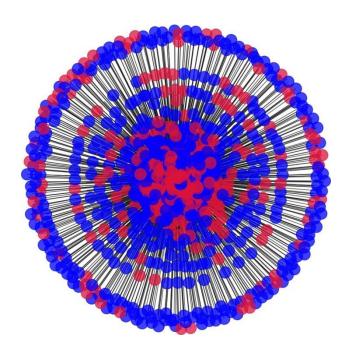
Age = 65

We notice that with age, tenure increases.

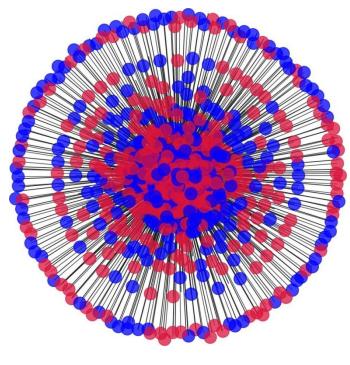
# 3. Age v/s Likes Received

[Male = Blue, Female = Red and Edge length = Likes Received]





Age = 40



Age = 65

From these graphs, we notice that with age the likes received start to form levels thus showing levels of popularity. Another inference can be made is that as age increases the number of men on the social network starts to drop off.

### **Results and discussion**

### **Facebook Analysis**

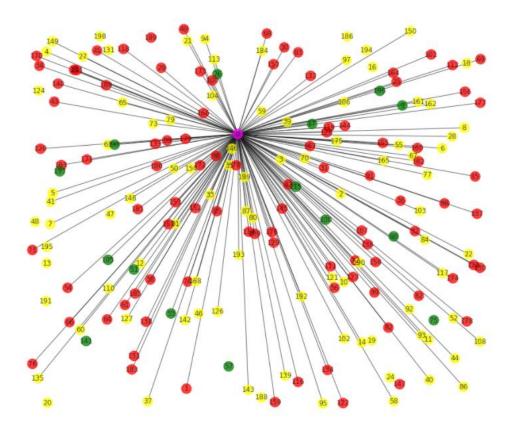
- First quartile range of female count is 37, median 96, mean is 342, third quartile is 244 and maximum count is 4923.
- First quartile range of male count is 27, median 74, mean is 165, third quartile is 182 and maximum count is 4917.
- Mean of female count is more than male count.
- Female has maximum number of friend count.
- Difference between female and male friend count:96-74=22
- Median is better measure than the mean because I have a long tail to the right, the mean would tend to over-estimate the average.
- From histogram of count vs age, we found that majority of users in the 20-30 age group
- There is spike in interest for 50-65 year olds.
- Total female likes were 3507665.
- Total male likes were 1430175.
- From number of likes, under category gender I found that number of female likes are approximately 2x times the sum of number of male likes.
- First quartile ranges of female's friendship initiated is 19, median 49, mean is 113.9, third quartile is 124.8 and maximum count is 3654.
- First quartile ranges of male's friendship initiated is 15, median 44, mean is 103.11, third quartile is 111.0 and maximum count is 4144.
- Sum of female friendship initiated is 4584894.
- Sum of male friendship initiated is 6037023.

- Number of Facebook users who are signing in from mobile are 63947 i.e. 65%. That means people are using mobile application more than web application.
- Young people (< 30 years) seem to have people with extremely large number of friends up to 5000.
- Mostly, other age groups have less than 1000 friends.
- Also some spikes for ~68 and again for 100+ age.
- There is quite a bit of outliers even above 90% quartile for younger age groups.
- Correlation between friends and friend count is -0.027.
- Correlation between friends with age<70 and friend count is -0.1717.
- In the 13 to 18 age group, women have 2 to 2.5x more friends than men. But even otherwise, women consistently have more friends than men for age <= 70.
- I see that people who have stayed longer on FB have more friends.
- Grand mean plot basically tells us that much of the data is for the newer cohorts due to its proximity to the 2011-2012 cohort.
- Median friend rate=0.22, Maximum friend rate=417.
- People initiate friendship when they join and rate goes down with tenure as hypothesized.

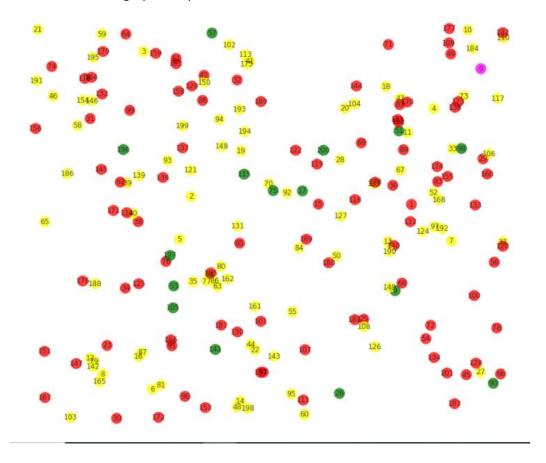
### **Twitter Analysis**

- First, second and third quartile ranges of favorite count are all 0, mean is 3.19, standard deviation is 40.19 and maximum count is 1499.
- First, second and third quartile ranges of retweet count are 1,10 and 45 respectively. Mean is 48.21, standard deviation is 178.81 and maximum count is 4756.
- Minimum counts of both favorite and retweeted are same, 0.
- Polarity is the tweets' score, with minimum being -1 and maximum being 1.
- Mean and standard deviation of polarity are 0.07 and 0.22.
- The lowest longitude and latitude point to Ebolowa Cameroun, Africa, whereas the maximum point to Tibet.

(Node color = Sentiment of user's tweet, Edge Length = No. of Retweets) [Green = Positive, Red = Negative & Yellow = Positive]



From the above graph we infer that, central node acts center and it creates an edge for each retweeted count. If the particular user has is retweet count, its count acts as edge length. For the below, graph it depicts the retweeted and the retweeted count.



### **Conclusion:**

From the twitter data, we conclude that we can see that many of tweets regarding Covid-19 are focused on people asking for plasma donaters. The tweets which had positive sentiment are mostly tweets promoting social distancing and wearing masks. The tweets which had negative sentiment are mostly tweets regarding major event getting cancelled like IPL. Also as we can see from the graphs that the no. of tweets which had positive sentiment received more retweets than which had negative sentiments. This signifies that people promoted the positive sentiment more regarding than negative sentiments.

From the Facebook data, we can see that the age group that is most active belongs to "adult" category. Among the people who are 20 years old, no. of likes received by females are almost 2 times than that of males. Also this age group has the most number of friends. I see that people who have stayed longer on Facebook have more friends. People initiate friendship when they first join but later this number goes down.

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# **Appendix:**

