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# Quantifying Emotional Specificity and Ambiguity in Emojis: An Entropy Based Analysis of Discrete Emotion Ratings

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## Abstract

1        Emojis are ubiquitous in digital communication, yet their emotional meanings are  
2        often ambiguous. A recently released normative data set provides mean ratings  
3        of 112 emojis on 13 discrete emotions in Spanish speakers. Based on studies  
4        demonstrating that many emoji do not unambiguously depict a single emotion,  
5        we introduce an entropy-based *emotion specificity index* (ESI) to quantify how  
6        concentrated the ratings of an emoji in one emotion. After baseline correction,  
7        we compute Shannons entropy across the 13 emotion ratings and normalize it by  
8        the maximum possible entropy. Low values of ESI indicate ambiguous or neutral  
9        emojis, whereas high values reflect a strong association with a single emotion.  
10       Our analyzes reveal that negative emojis show greater specificity than positive or  
11       neutral ones, that the principal component analysis recovers a valence continuum  
12       explaining nearly 73 % of the variance, and that ESI is systematically related  
13       to affective valence. We discuss applications of the ESI in marketing, health  
14       communication, and mental health monitoring and situate our findings within  
15       emerging normative datasets and crosscultural research on emoji interpretation.

## 16    1    Introduction

17    Emojis are pictorial symbols used to accompany written language on social platforms, in messaging  
18    applications and email. They enrich text by reinforcing tone, expressing emotions or substituting  
19    words, yet their interpretation is far from straightforward. Psychological experiments have demon-  
20    strated that many emoji are ambiguous because they do not symbolise a single emotion and instead  
21    require contextual cues for disambiguation (2; 7). A crowdsourcing study showed that only about  
22    1 % of emoji are interpreted consistently across users, whereas roughly 4 % are as ambiguous as  
23    random words (3). At the same time, the concept of *emodiversity* the variety and relative abundance  
24    of emotions experienced by an individual has been formalised using Shannons entropy (4). While  
25    emodiversity quantifies the diversity of an individuals emotional life, it has not been applied to  
26    pictorial symbols.

27    Normative datasets provide critical reference values for research on emotion processing. The  
28    *EmojiDis* database reports mean ratings of 112 emojis on thirteen discrete emotions in a large sample  
29    of Spanish speakers (1). The ratings exhibit the expected structure: positive emotions correlate  
30    strongly with each other and negatively with negative emotions, and principal component analysis  
31    reveals a dominant valence dimension (1). Complementary datasets have appeared recently. Scheffler  
32    and Nenchev collected affective, semantic and descriptive norms for 107 face emojis in German  
33    speakers and replicated the quadratic relationship between valence and arousal and found that  
34    subjective familiarity correlates strongly with usage frequency and positively with valence and clarity

(5). The EmojiSP dataset provides norms for 1031 emojis across six dimensions and shows that positively valenced emojis are more familiar and frequently used than negative ones, again replicating a Ushaped valencearousal relationship (6).

Beyond normative data, research has examined how context, culture and individual differences shape emoji interpretation. Aldunate and colleagues found that perceived mood in ambiguous messages tends to be negative regardless of emoticon valence and that negative mood perception is especially pronounced when positive emoticons accompany negative text; response times are slower for incongruent messages, indicating that emoticon valence interacts with message valence during disambiguation (7). Chen et al. investigated how gender, age and culture influence emoji comprehension and reported that United Kingdom participants were more accurate than Chinese participants for most emotions except disgust; cultural differences were only partly mediated by familiarity, and Chinese participants sometimes use the smile emoji sarcastically (8). Dynamic or animated emojis introduce additional dimensions: a recent Frontiers study showed that rhythmic motion increases arousal for all dynamic emojis and that motion effects on valence depend on the emotion category, recommending that rhythm and motion be considered when designing animated emojis (9).

Emoji usage also depends on personality traits and social context. Liu and Sun found that shyness, neuroticism, extraversion and agreeableness correlate with different reasons for using emojis or stickers and that people adjust their frequency of use depending on the audience and conversation type (10). Kennison and colleagues analysed emoji use in Twitter posts and discovered that users who deploy the most emojis have the lowest openness to experience, while emoji use was unrelated to other Big Five traits; frequent emoji users also employed more words relating to family, positive emotion and sadness (11). In marketing, a systematic review concluded that emojis attract attention, stimulate social interaction, enhance consumers experiences and influence purchase decisions (12). And in medicine, the animated emoji scale (AES) for dental anxiety showed strong correlations with established scales and was preferred by 74.5 % of children, underscoring the potential of emojis in health assessment (16). These findings highlight the need for a quantitative measure of emotional specificity to guide the selection and design of emojis across applications.

We therefore ask: *How specific are individual emojis with respect to discrete emotions?* Using the EmojiDis dataset we introduce an entropybased emotion specificity index (ESI) and explore its relationship with affective valence. We hypothesise that emojis depicting clear negative expressions (e.g., disgust or anger) will exhibit high specificity, whereas neutral or skeptical faces will be ambiguous. We also consider how these findings inform realworld applications (Figure 1).

## 2 Methods

### 2.1 Dataset

We analysed the publicly available *EmojiDis* database (1). Each row corresponds to a unique emoji and includes its Unicode code point, category label (e.g., *facesmiling*, *faceneutralskeptical*) and mean ratings on thirteen discrete emotions: anger, disgust, fear, sadness, anxiety, happiness, awe, contentment, amusement, excitement, serenity, relief and pleasure. Ratings were obtained from 763 Spanish speakers on a 15 Likert scale. We subtracted 1 from each mean rating to treat the lower bound as a neutral baseline and clipped negative values to zero.

### 2.2 Emotion specificity index

Let  $r_i$  denote the baselineadjusted mean rating of an emoji on emotion  $i$ , with  $i \in \{1, \dots, 13\}$ . We define the probability  $p_i = r_i / \sum_j r_j$  over all nonzero adjusted ratings and compute Shannons entropy  $H = - \sum_i p_i \log p_i$ . Following emodiversity research (4), the *emotion specificity index* is

$$\text{ESI} = 1 - \frac{H}{\log 13}, \quad (1)$$

where  $\log 13$  is the maximum entropy for thirteen equally likely emotions. Low values of ESI indicate that ratings are spread across many emotions (ambiguity), whereas high values indicate concentration in a single emotion.

## 2.3 Valence index and principalcomponent analysis

To situate each emoji on a positivenegative continuum we defined a *valence index* as the average of the eight positive emotions (amusement, awe, excitement, happiness, pleasure, relief, contentment, serenity) minus the average of the five negative emotions (anger, disgust, fear, anxiety, sadness). Positive values denote positive affect; negative values denote negative affect. We standardised the thirteen emotion variables and performed principalcomponent analysis (PCA) to identify latent dimensions.

## 2.4 Correlation analysis and software

Pearson correlation coefficients were computed among the thirteen emotion ratings. Analyses were carried out in Python using pandas, numpy and scikitlearn.

# 3 Results

## 3.1 Discreteemotion structure and valence dimension

Consistent with earlier reports (1), the correlation matrix exhibited strong positive correlations among positive emotions and strong negative correlations between positive and negative emotions (see Figure 6). PCA revealed that the first principal component explained 72.8 % of the variance and loaded positively on all positive emotions and negatively on all negative emotions. This component captures an affective valence continuum (Figures 2 and 3). The second component loaded heavily on anger and sadness and accounted for 7.4 % of the variance.

## 3.2 Emotion specificity index distribution

The ESI ranged from roughly 0.015 to 0.233 (mean 0.12). Negative emojis displayed higher specificity than positive or neutral emojis. Table 1 lists the five most specific and five most ambiguous emojis. Face vomiting (🤮) and angry face with horns (😡) exhibited high ESI values and were strongly associated with *disgust* and *anger*, respectively. Conversely, grimacing face (😬) and zippermouth face (😬) had very low ESI and were associated with *anxiety* or *anger*, indicating high ambiguity.

Table 1: Five most specific and five most ambiguous emojis according to the emotion specificity index (ESI). High specificity values indicate concentration of ratings in a single emotion; low values indicate ambiguity. Dominant emotions correspond to the highest adjusted rating.

Emoji	Category	ESI	Dominant emotion
🤮	faceunwell	0.23	disgust
😡	facenegative	0.23	anger
😡	facecostume	0.22	anger
😬	faceconcerned	0.22	anxiety
😬	faceconcerned	0.22	anxiety
😬	faceconcerned	0.02	anxiety/anger
😬	faceneutralskeptical	0.03	anxiety/anger
🐵	monkeyface	0.04	anxiety
😬	faceneutralskeptical	0.05	disbelief
😬	facehand	0.05	curiosity

## 3.3 Relationship between ESI and valence

ESI values were negatively correlated with the valence index ( $r = -0.46$ ), indicating that more negative emojis tend to convey specific emotions. A scatter plot of emojis in the PC1PC2 plane coloured by valence index (Figure 2) shows that negative emojis cluster on the left, whereas positive emojis cluster on the right. When the same plot is coloured by ESI (Figure 3), highspecificity emojis

112 appear primarily among the negative cluster, whereas ambiguous emojis span the central and positive  
113 regions.

## 114 4 Discussion

### 115 4.1 Interpreting the emotion specificity index

116 Our entropybased ESI provides a quantitative measure of how clearly an emoji conveys a discrete  
117 emotion. High specificity implies a concentrated emotion profile and low ambiguity. Negative emojis,  
118 especially those representing anger and disgust, exhibit high specificity. This pattern may reflect  
119 the distinct facial configurations associated with negative emotions and the stronger evolutionary  
120 pressures on recognising threats. In contrast, neutral or skeptical faces have dispersed ratings across  
121 emotions and thus convey ambiguous feelings.

122 The valence continuum extracted by PCA aligns with the dimensional emotion theory used in many  
123 normative datasets (5; 6). The negative correlation between ESI and valence suggests that positive  
124 emojis often serve more generic functions (e.g., signalling friendliness or politeness) rather than  
125 conveying a specific discrete emotion. This observation complements work showing that positive  
126 emojis are more frequently used and more familiar than negative ones (6).

### 127 4.2 Crosscultural differences and individual factors

128 Our analyses used data from Spanish speakers and may not generalise globally. Research on emoji  
129 comprehension across cultures reveals notable differences. Chen et al. found that UK participants  
130 were more accurate than Chinese participants in identifying most emotions and that cultural differ-  
131 ences were not fully explained by familiarity or platform; Chinese participants often used the smile  
132 emoji for sarcasm (8). These findings imply that universal facial emotions do not necessarily translate  
133 to universal emoji meanings. Personality traits also influence emoji use. Liu and Sun reported  
134 that shyness, neuroticism, extraversion and agreeableness correlate with different reasons for using  
135 emojis and stickers, and that people adjust usage depending on conversation partners and context (10).  
136 Kennison et al. observed that heavy emoji users scored lower on openness to experience and that  
137 emoji use was related to word categories such as family and sadness (11). Such individual differences  
138 likely modulate both the perceived specificity of emojis and their selection in communication.

### 139 4.3 Applications

140 **Marketing and consumer engagement.** Businesses increasingly deploy emoji in advertising and  
141 social media to stimulate interaction and influence purchasing decisions. A recent review noted that  
142 emojis attract attention, enhance creativity and innovation in marketing messages, but ambiguous  
143 emojis may hinder comprehension and must be used judiciously (12). Empirical studies with South  
144 African Generation Z consumers showed that emojis elicit emotional responses and increase purchase  
145 intention, especially among older members of the cohort (13). Our ESI can guide marketers in  
146 selecting highspecificity positive emojis (e.g., hearteyes or party face) to evoke clear positive feelings,  
147 while avoiding neutral emojis that may be misinterpreted.

148 **Health communication and patientprovider interaction.** Emoji can reduce the cognitive burden  
149 of health messages and increase engagement. Lin and Luos informationdesign study emphasised that  
150 emojis should be used judiciously alongside text in health materials and noted growing applications in  
151 doctorpatient communication and psychological assessment (14). In a crosscountry survey of cancer  
152 community app users, most participants reported using emojis to express emotions and believed  
153 emojis could improve communication with healthcare providers, yet they warned that variation in  
154 emoji appearance and cultural interpretation could lead to miscommunication (15). High ESI emojis  
155 may serve as reliable icons in symptom checklists or pain scales. The animated emoji scale for dental  
156 anxiety demonstrated that motion emojis are a childfriendly and valid tool for assessing anxiety, with  
157 strong correlations to established measures and a clear preference among children (16). Dynamic  
158 emojis also elicit higher arousal than static ones, and the effects of rhythm and motion on valence  
159 vary by emotion category (9), suggesting design principles for future mHealth tools.

**Mentalhealth monitoring and mHealth.** Selfhelp apps that prompt users to log mood with emojis are emerging as low burden tools for ecological momentary assessment. Van Buren et al. found that adolescents appreciated emoji-based mood tracking but emphasised the need for professional support to interpret entries and avoid misunderstandings (17). Selecting emojis with high specificity could improve the reliability of mood logs; for example, using the face vomiting emoji to denote disgust or the smiling face with heart eyes for affection. Researchers should also consider normative ratings and crosscultural differences when designing such tools.

## 5 Limitations and future work

Our analysis is constrained by the characteristics of the EmojiDis dataset. Ratings were obtained exclusively from Spanish participants and contained more women than men, limiting generalisability. Future studies should compute ESI values using normative data from diverse populations and explore crosscultural consistency. Although we subtracted a neutral baseline from ratings, alternative transformations could be considered. Furthermore, context and cooccurring text dramatically change emoji interpretation (7); incorporating textual context into specificity measures is an important direction. Finally, dynamic effects and motion should be integrated into future indices to capture the richer emotional expressiveness of animated emojis.

## 6 Conclusion

We introduced an entropy-based emotion specificity index to quantify how strongly an emoji conveys a particular discrete emotion. Applied to the EmojiDis dataset, the ESI revealed that negative emojis are generally more specific than positive or neutral emojis, and that neutral faces are highly ambiguous. Together with principal component and valence analyses, our results provide a quantitative foundation for selecting and designing emojis for research and realworld applications. By integrating normative data, crosscultural findings and insights from marketing, health and mHealth contexts, our study offers guidance for leveraging emoji in communication while acknowledging their limitations.

## Figures

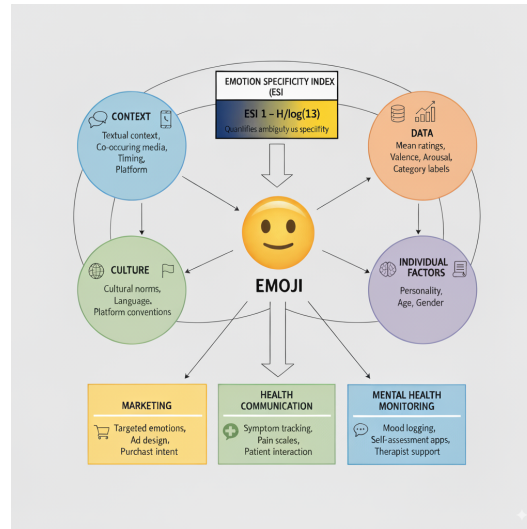


Figure 1: Conceptual model of Emoji specificity and its application

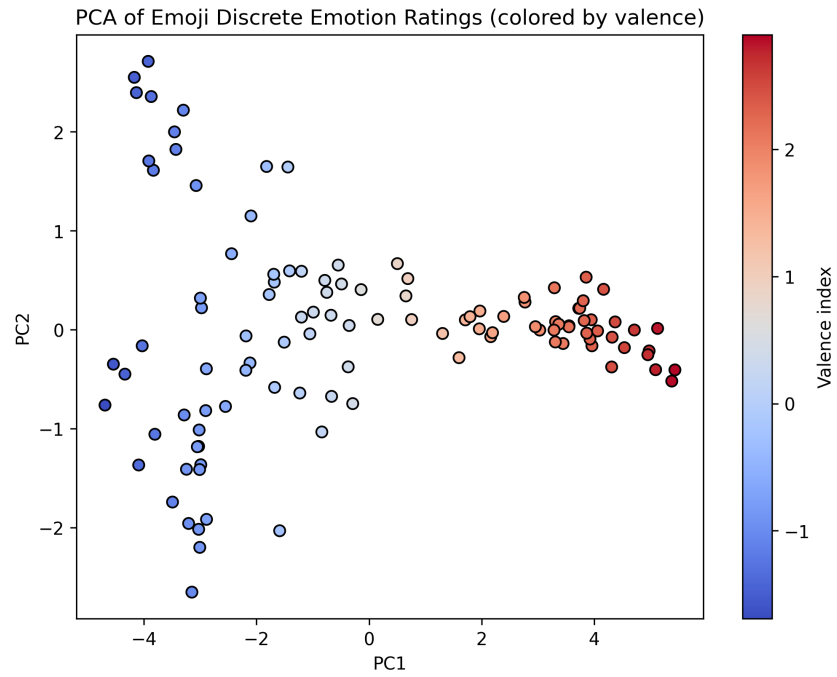


Figure 2: Principalcomponent representation of emoji ratings coloured by the valence index. Warm colours indicate positive valence and cool colours indicate negative valence. The first principal component corresponds to a valence continuum.

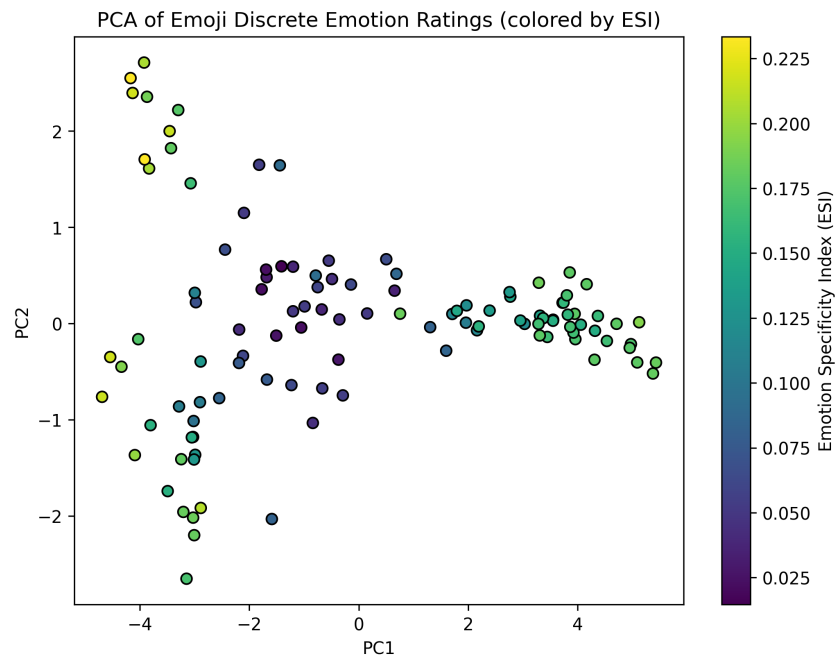


Figure 3: Principalcomponent representation coloured by the emotion specificity index (ESI). High ESI values (yellow) indicate that an emoji is strongly associated with a single emotion, while low values (dark blue) indicate ambiguity.

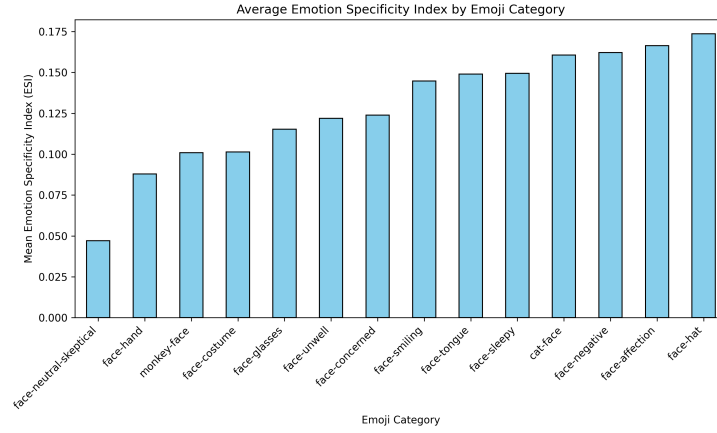


Figure 4: Mean emotion specificity index (ESI) and valence distributions across emoji categories. Categories such as *facehat* and *faceaffection* exhibit high specificity, whereas categories like *faceneutral/skeptical* and *facehand* show low specificity.

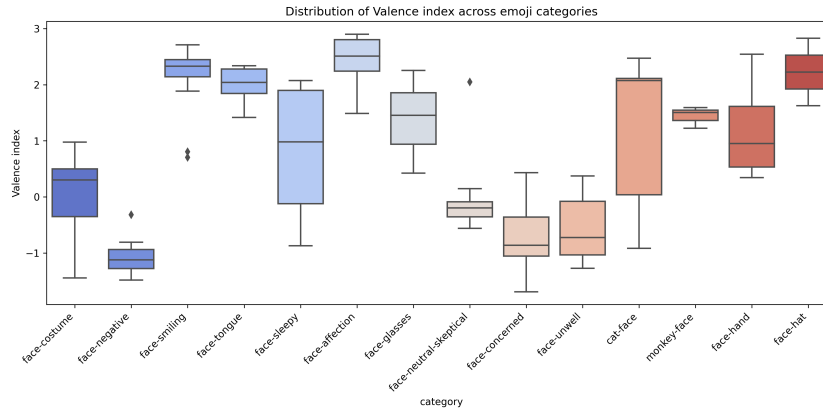


Figure 5: Distribution of the valence index across emoji categories. Positive categories show high valence and narrow spreads, while ambiguous categories show wide distributions.

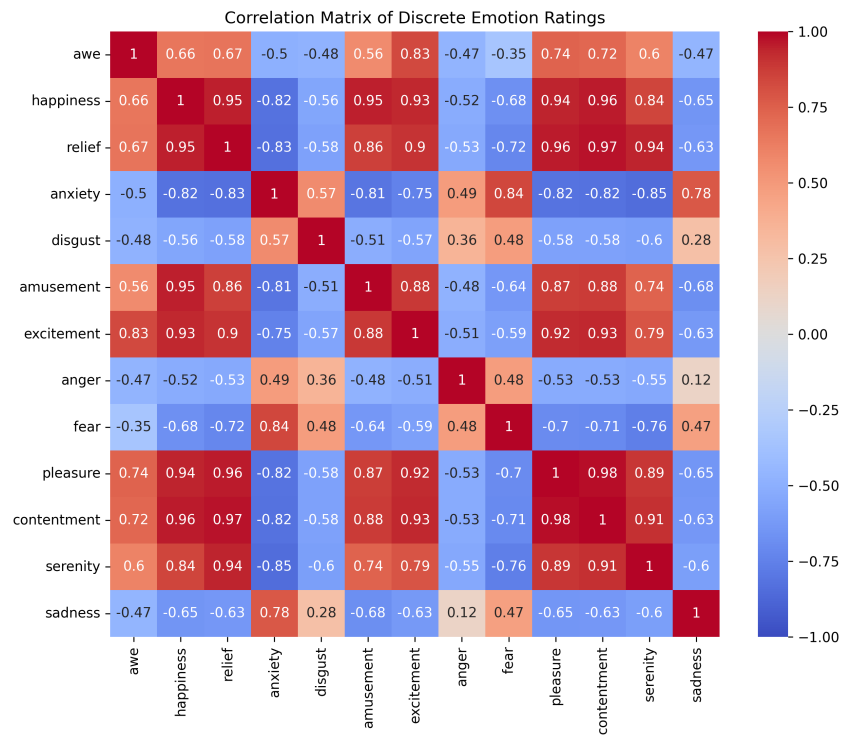


Figure 6: Correlation matrix of the thirteen discrete emotion ratings. Warm colours indicate positive correlations and cool colours indicate negative correlations. Positive emotions correlate strongly with each other and negatively with negative emotions.



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- 226 1. **Hypothesis development:** Hypothesis development includes the process by which you  
227 came to explore this research topic and research question. This can involve the background  
228 research performed by either researchers or by AI. This can also involve whether the idea  
229 was proposed by researchers or by AI.  
230 Answer: D  
231 Explanation: I uploaded the dataset to GPT-5 agent and let it find scientific questions to  
232 explore.
- 233 2. **Experimental design and implementation:** This category includes design of experiments  
234 that are used to test the hypotheses, coding and implementation of computational methods,  
235 and the execution of these experiments.  
236 Answer: D  
237 Explanation: GPT-5 agent did everything except that I provided a dataset to it.
- 238 3. **Analysis of data and interpretation of results:** This category encompasses any process to  
239 organize and process data for the experiments in the paper. It also includes interpretations of  
240 the results of the study.  
241 Answer: D  
242 Explanation: All including analyzing data, plotting figures and writing the article did by  
243 GPT-5 agent. Only Figure 1 is generated by nano banana by feeding the article generated by  
244 GPT-5 agent to it.
- 245 4. **Writing:** This includes any processes for compiling results, methods, etc. into the final  
246 paper form. This can involve not only writing of the main text but also figure-making,  
247 improving layout of the manuscript, and formulation of narrative.  
248 Answer: D  
249 Explanation: GPT-5 agent did all including latex formatting. I only edited very limited  
250 formats specifically for emoji symbol to make it rendered correctly.
- 251 5. **Observed AI Limitations:** What limitations have you found when using AI as a partner or  
252 lead author?  
253 Description: Just not perfect but definitely the quality of the paper is very similar to master  
254 level. There are some spelling errors in the Figure 1 that is generated by nano banana.

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Question: For each theoretical result, does the paper provide the full set of assumptions and a complete (and correct) proof?

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Question: Does the paper fully disclose all the information needed to reproduce the main experimental results of the paper to the extent that it affects the main claims and/or conclusions of the paper (regardless of whether the code and data are provided or not)?

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Justification: The dataset used in this study is open access and has been cited. All codes generated by GPT-5 agent and its process can be found on <https://chatgpt.com/share/68c352f9-2750-8010-88a6-1980860f6895>

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#### 5. Open access to data and code

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Question: Does the paper specify all the training and test details (e.g., data splits, hyperparameters, how they were chosen, type of optimizer, etc.) necessary to understand the results?

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- 362 • The experimental setting should be presented in the core of the paper to a level of detail
- 363 that is necessary to appreciate the results and make sense of them.
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- 365 material.

366 **7. Experiment statistical significance**

367 Question: Does the paper report error bars suitably and correctly defined or other appropriate

368 information about the statistical significance of the experiments?

369 Answer:

370 Justification: In figure 4, a box plot was presented to show the deviations. Statistical

371 significance tests are not performed.

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- 375 dence intervals, or statistical significance tests, at least for the experiments that support
- 376 the main claims of the paper.
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- 378 (for example, train/test split, initialization, or overall run with given experimental
- 379 conditions).

380 **8. Experiments compute resources**

381 Question: For each experiment, does the paper provide sufficient information on the com-

382 puter resources (type of compute workers, memory, time of execution) needed to reproduce

383 the experiments?

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- 389 or cloud provider, including relevant memory and storage.
- 390 • The paper should provide the amount of compute required for each of the individual
- 391 experimental runs as well as estimate the total compute.

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393 Question: Does the research conducted in the paper conform, in every respect, with the

394 Agents4Science Code of Ethics (see conference website)?

395 Answer: [NA]

396 Justification: NA

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- 398 • The answer NA means that the authors have not reviewed the Agents4Science Code of
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- 400 • If the authors answer No, they should explain the special circumstances that require a
- 401 deviation from the Code of Ethics.

402 **10. Broader impacts**

403 Question: Does the paper discuss both potential positive societal impacts and negative

404 societal impacts of the work performed?

405 Answer: [Yes]

406 Justification: In the section 4, it talks about potential applications of this work

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- 409 • If the authors answer NA or No, they should explain why their work has no societal
- 410 impact or why the paper does not address societal impact.
- 411 • Examples of negative societal impacts include potential malicious or unintended uses
- 412 (e.g., disinformation, generating fake profiles, surveillance), fairness considerations,
- 413 privacy considerations, and security considerations.
- 414 • If there are negative societal impacts, the authors could also discuss possible mitigation
- 415 strategies.