Contents – Part II

Social Media for Communication, Learning and Aging

Strategies for Communicating Reputation Mechanisms in Crowdsourcing-Based Applications ........................................ 3

Orlando Afonso, Luciana Salgado, and José Viterbo

Collaboration Increase Through Monitoring and Evaluation

Mechanisms of the Collaborative Learning Process ......................... 20

Vanessa Agredo Delgado, Cesar A. Collazos, Habib M. Fardoun, and Nehme Safa

ADMemento: A Prototype of Activity Reminder and Assessment Tools for Patients with Alzheimer’s Disease .......................... 32

Sarah Alhassan, Wafa Alrajhi, Amal Alhassan, and Alreem Almuhrij

From GreedEx to GreedEx Tab v2.0: Tool for Learning Greedy Algorithms on iPad Following CIAM Mobile Methodology ................. 44

Yoel Arroyo, Manuel Ortega Cordovilla, Miguel A. Redondo, Ana I. Molina, Maria del Carmen Lacave, and Manuel Ortega Cantero

Memorializing the Deceased Using Virtual Worlds: A Preliminary Study ................................................................. 55

James Braman, Alfreda Dudley, and Giovanni Vincenti

Social Media and Elderly People: Research Trends .......................... 65

Mayela Coto, Fulvio Lizano, Sonia Mora, and Jennifer Fuentes

WhatsApp .................................................................................. 82

Cristóbal Fernández Robin, Scott McCoy, and Diego Yáñez

An Analysis of Online Discussion Platforms for Academic Deliberation Support .............................................................. 91

Fabrício Matheus Gonçalves, Emanuel Felipe Duarte, Julio Cesar dos Reis, and M. Cecília C. Baranauskas

Design of Digital Literacy Environments Based-On Interactive Learning Services ......................................................... 110

Jaime Muñoz Arteaga, José Eder Guzmán Mendoza, Fco. Javier Álvarez Rodríguez, and René Santaolaya Salgado

Building up a Verified Page on Facebook Using Information Transparency Guidelines .................................................. 125

Alexandre Pinheiro, Claudia Cappelli, and Cristiano Maciel
An MDA Approach to Develop Language-Learning Activities

Gabriel Sebastián, Ricardo Tesoriero, Jose A. Gallud, and Habib M. Fardoun

Designing an Electronic Hand Glove for Teaching Vowels to Deaf Children

Julían Sotelo, Jaime Duque, Andrés Solano, and Sandra Cano

Chat-Based Application to Support CSCL Activities

Ricardo Tesoriero, Habib M. Fardoun, and Hachem Awada

Toward a Supporting System of Communication Skill: The Influence of Functional Roles of Participants in Group Discussion

Qi Zhang, Hung-Hsuan Huang, Seiya Kimura, Shogo Okada, Yuki Hayashi, Yutaka Takase, Yukiko Nakano, Naoki Ohta, and Kazuhiro Kuwabara

Opinion Mining and Sentiment Analysis

Sentiment Analysis on Arabic Tweets: Challenges to Dissecting the Language

Malak Abdullah and Mirsad Hadzikadic

Analyzing User Experience Through Web Opinion Mining

Silvana Aciar and Gabriela Aciar

A Review on Corpus Annotation for Arabic Sentiment Analysis

Latifah Almuqren, Arwa Alzammam, Shahad Alotaibi, Alexandra Cristea, and Sarah Alhumoud

AraSenTi-Lexicon: A Different Approach

Hadeel AlNegheimish, Jowharah Alshobaili, Nora AlMansour, Rawan Bin Shiha, Nora ALTwairesh, and Sarah Alhumoud

Investigating the Relationship Between Trust and Sentiment Agreement in Arab Twitter Users

Areeb Alowisheq, Nora Alrajebah, Asma Alrumikhani, Ghadeer Al-Shamrani, Maha Shaabi, Muneera Al-Nufaisi, Ahad Alnasser, and Sarah Alhumoud

Investigating the Polarity of User Postings in a Social System

Afonso M.S. Lima, Paloma B.S. Silva, Lívia A. Cruz, and Marilia S. Mendes

Intent Classification of Social Media Texts with Machine Learning for Customer Service Improvement

Sebastián Pérez-Vera, Rodrigo Alfaro, and Héctor Allende-Cid
Contents – Part II

Sentiment Analysis for Micro-blogging Platforms in Arabic .......................... 275
Eshrag Refae

Automatic Tweets Classification Under an Intelligent Agents Framework....... 295
Sebastián Rodríguez, Rodrigo Alfaro, Héctor Allende-Cid, and Claudio Cubillos

User Experiences Around Sentiment Analyses, Facilitating Workplace Learning .................................................. 312
Christian Voigt, Barbara Kieslinger, and Teresa Schäfer

Social Data and Analytics

Visual Exploration of Urban Data: A Study of Riyadh Taxi Data ............... 327
Aljoharah Alfayez and Salma Aldawood

Understanding Gendered Spaces Using Social Media Data ....................... 338
Aljoharah Alfayez, Zeyad Awwad, Cortni Kerr, Najat Alrashed, Sarah Williams, and Areej Al-Wabil

Visual Exploration Patterns in Information Visualizations: Insights from Eye Tracking .............................................. 357
Jumana Almahmoud, Saleh Albeaik, Tarfah Alrashed, and Almaha Almalki

The Rise of Hackathon-Led Innovation in the MENA Region: Visualizing Spatial and Temporal Dynamics of Time-Bounded Events ............ 367
Sitah Almishari, Nora Salamah, Maram Alwan, Nada Alkhalifa, and Areej Al-Wabil

How Visual Analytics Unlock Insights into Traffic Incidents in Urban Areas ................................................................. 378
Abdullah Alomar, Najat Alrashed, Isra Alturaiki, and Hotham Altwajry

SparQs: Visual Analytics for Sparking Creativity in Social Media Exploration ................................................................. 394
Nan-Chen Chen, Michael Brooks, Rafal Kocielnik, Sungsoo (Ray) Hong, Jeff Smith, Sanny Lin, Zening Qu, and Cecilia Aragon

Social Networks Serendipity for Educational Learning by Surprise from Big and Small Data Analysis .................................. 406
Niki Lambropoulos, Habib M. Fardoun, and Daniyal M. Alghazzawi

What People Do on Yik Yak: Analyzing Anonymous Microblogging User Behaviors ...................................................... 416
Joon-Suk Lee, Seungwon Yang, Amanda L. Munson, and Lusene Donzo
Part II

BLE-Based Children’s Social Behavior Analysis System for Crime Prevention ................................................. 429
    Shuta Nakamae, Shumpei Kataoka, Can Tang, Yue Pu,
    Simona Vasilache, Satoshi Saga, Buntarou Shizuki, and Shin Takahashi

Unified Structured Framework for mHealth Analytics: Building an Open and Collaborative Community ................................................. 440
    Hoang D. Nguyen and Danny Chiang Choon Poo

Discovering Subway Design Opportunities Using Social Network Data: The Image-Need-Design Opportunity Model ................................................. 451
    Tianjiao Zhao, Kin Wai Michael Siu, and Han Sun

Author Index ................................................................................................................................................. 467
Contents – Part I

User Experience and Behavior in Social Media


Can the Success of Mobile Games Be Attributed to Following Mobile Game Heuristics? ................................. Reham Alhaidary and Shatha Altammami

The Collective Impression of Saudis’ Perceptions of Entertainment ........ Noura Alomar and Alaa Alhumaisan

Getting Interrupted? Design Support Strategies for Learning Success in M-Learning Applications ............................... Upasna Bhandari and Klarissa Chang

World of Streaming. Motivation and Gratification on Twitch .......................... Daniel Gros, Brigitta Wanner, Anna Hackenholt, Piotr Zawadzki, and Kathrin Knautz

Do Members Share Knowledge in Facebook Knowledge Groups? ................ Li-Ting Huang and Ming-Yang Lu

Assessing Symptoms of Excessive SNS Usage Based on User Behavior and Emotion: Analysis of Data Obtained by SNS APIs .................. Ploypailin Intapong, Saromporn Charoenpit, Tiranee Achalakul, and Michiko Ohkura

Research on the Social Experience of Mobile Internet Products .................. Tian Lei and Sijia Zhang

The Impact of Texting Interruptions on Task Performance ...................... Scott McCoy, Eleanor Loiacono, and Shiya Cao

Improving Engagement Metrics in an Open Collaboration Community Through Notification: An Online Field Experiment ................ Ana Paula O. Bertholdo, Claudia de O. Melo, and Artur S. Rozestraten

What Happens When Evaluating Social Media’s Usability? ....................... Virginica Rusu, Cristian Rusu, Daniela Quiñones, Silvana Roncagliolo, and César A. Collazos
XX       Contents – Part I

On User eXperience in Virtual Museums .................................................. 127
Cristian Rusu, Virginia Zaraza Rusu, Patricia Muñoz, Virginica Rusu,
Silvana Roncagliolo, and Daniela Quiñones

Customer Behavior and Social Media

Why Social Media Is an Achilles Heel? A Multi-dimensional Perspective
on Engaged Consumers and Entrepreneurs .............................................. 139
Adela Coman, Ana-Maria Grigore, and Oana Simona Caraman Hudea

The Influence of Privacy, Trust, and National Culture
on Internet Transactions ........................................................................... 159
Jon Heales, Sophie Cockcroft, and Van-Hau Trieu

Analysis of Trade Area for Retail Industry Store Using Consumer
Purchase Record ...................................................................................... 177
Sachiko Iwasaki, Ko Hashimoto, Kohei Otake, and Takashi Namatame

From Bowling to Pinball: Understanding How Social Media Changes
the Generation of Value for Consumers and Companies ..................... 190
Marc Oliver Opresnik

Online Travel Agencies as Social Media: Analyzing Customers’ Opinions . . . 200
Virginica Rusu, Cristian Rusu, Daniel Guzmán, Silvana Roncagliolo,
and Daniela Quiñones

Analysis of Cancellation Factors Based on the Characteristics
of Golf Courses in Reservation Sites ....................................................... 210
Naoya Saijo, Kohei Otake, and Takashi Namatame

Analysis of the Characteristics of Repeat Customer in a Golf EC Site ...... 223
Yusuke Sato, Kohei Otake, and Takashi Namatame

Video Blogs: A Qualitative and Quantitative Inquiry of Recall
and Willingness to Share ........................................................................... 234
Purvi Shah, Eleanor T. Loiacono, and Huimin Ren

Valuation of Customer and Purchase Behavior of a Supermarket Chain
Using ID-POS and Store Causal Data ....................................................... 244
Syun Usami, Kohei Otake, and Takashi Namatame

Promoting Technological Innovations: Towards an Integration
of Traditional and Social Media Communication Channels .................. 256
Timm F. Wagner

Understanding the Gift-Sending Interaction on Live-Streaming
Video Websites ......................................................................................... 274
Zhenhui Zhu, Zhi Yang, and Yafei Dai
Social Issues in Social Media

Creating and Supporting Virtual Communities: A City that Happens on a Facebook Group ................................. 289
Andre O. Bueno and Junia C. Anacleto

Examining the Legal Consequences of Improper Use of Social Media Sites in the Workplace ........................................ 307
Alfreda Dudley and Davian Johnson

Inter-country Differences in Breaking News Coverage via Microblogging: Reporting on Terrorist Attacks in Europe from the USA, Germany and UK ......................................................... 317
Kaja J. Fietkiewicz and Aylin Ilhan

e-Voting in America: Current Realities and Future Directions ............ 337
Nathan Johnson, Brian M. Jones, and Kyle Clendenon

Entrepreneurial Orientation and Open Innovation: Social Media as a Tool .... 350
Claudia Linde

For Those About to Rock – Social Media Best Practices from Wacken Open Air ......................................................... 362
Christian W. Scheiner and Nick Hüper

Stefan Stieglitz, Florian Brachten, Davina Berthelé, Mira Schlaus, Chrissoula Venetopoulou, and Daniel Veutgen

A Twitter Analysis of an Integrated E-Activism Campaign: #FeesMustFall - A South African Case Study ......................... 396
Abraham G. van der Vyver

Author Index ................................................................. 411
Social Computing and Social Media. Applications and Analytics
Meiselwitz, G. (Ed.)
2017, XXI, 469 p. 163 illus., Softcover
ISBN: 978-3-319-58561-1