

CS 383 – Computational Text Analysis

Lecture 18 Evaluation metrics Crowdsourcing

> Adam Poliak 03/27/2023

Slides adapted from Dan Jurafsky

## Announcements

- HW06:
  - Should be ready tonight
  - Hopefully you've been collecting the tweets

## Midterm - Format

Multiple Choice

Short Answer

Problems to work out by hand

## Machine Learning in a nutshell

In a ML model, what are we training?

• Parameters!

How do we train parameters in supervised learning? train parameters == figure out values for the parameters

- Update weights by using them to make predictions and seeing how far off our predictions are
  - Loss function!

Algorithm to learn weights?

- SGD
- Others exist but not covering them

## Outline

**Evaluation metrics (classification)** 

Where do labels come from?

## Classify a tweet as viral or not



Taylor Swift 
@taylorswift13 · Jan 27
The Lavender Haze video is out now. There is lots of lavender. There is lots<br/>of haze. There is my incredible costar @laith\_ashley who I absolutely<br/>adored working with.



## Accuracy

• Model A performs 60% accuracy, would you say this is good, decent, or awful?

- Model A performs 80% accuracy, would you say this is good, decent, or awful
- Model A performs 98% accuracy, would you say this is good decent or awful?

## Evaluation: Accuracy

- Imagine we saw 1 million tweets
  - 100 of them were viral
  - 999,900 were not
- We could build a dumb classifier that just labels every tweet "not viral"
  - It would get 99.99% accuracy!!! Wow!!!!
  - But useless! Cant find the viral tweets!
- When should we not we use **accuracy** as our metric?
  - When data isn't balanced across labels/classes

## The 2-by-2 confusion matrix

true positive	false positive
false negative	true negative

## The 2-by-2 confusion matrix

gold standard labels

		gold positive	gold negative
system output	system positive	true positive	false positive
labels	system negative	false negative	true negative

## The 2-by-2 confusion matrix

#### gold standard labels

gold positive gold negative

system output	system positive	true positive	false positive	precision =	tp tp+fp
labels	system negative	false negative	true negative		
		<b>recall</b> = $\frac{\text{tp}}{\text{tp+fn}}$		accuracy =	tp+tn tp+fp+tn+fn

## **Evaluation:** Precision

 % of items the system detected (i.e., items the system labeled as positive) that are in fact positive (according to the human gold labels)

 $Precision = \frac{true \text{ positives}}{true \text{ positives} + \text{ false positives}}$ 

## Evaluation: Recall

• % of items actually present in the input that were correctly identified by the system.

 $\mathbf{Recall} = \frac{\text{true positives}}{\text{true positives} + \text{false negatives}}$ 

## Why Precision and recall

- Our dumb viral-classifier
  - label no tweets as "viral"
- Accuracy=99.99%

but

Recall = 0

• (it doesn't get any of the 100 viral tweets)

Precision and recall, unlike accuracy, emphasize true positives:

• finding the things that we are supposed to be looking for.

## A combined measure: F

• F measure: a single number that combines P and R:

$$F_{\beta} = \frac{(\beta^2 + 1)PR}{\beta^2 P + R}$$

• We almost always use balanced  $F_1$  (i.e.,  $\beta = 1$ )

$$\mathbf{F}_1 = \frac{2PR}{P+R}$$

#### Development Test Sets ("Devsets") and Cross-validation



- Train on training set, tune on devset, report on testset
  - This avoids overfitting ('tuning to the test set')
  - More conservative estimate of performance
  - But paradox: want as much data as possible for training, and as much for dev; how to split?

## Cross-validation: multiple splits

Pool results over splits, Compute pooled dev performance



Testing



# Confusion Matrix for 3-class classification



How to combine Precision/Recall from 3 classes to get one metric

- Macroaveraging:
  - compute the performance for each class, and then average over classes
- Microaveraging:
  - collect decisions for all classes into one confusion matrix
  - compute precision and recall from that table.

# Macroaveraging and Microaveraging



In classification: where do the labels come from?

## Crowdsourcing to the rescue

## Outline

**Evaluation metrics** 

Crowdsourcing

#### Example: Optical Character Recognition

- Destination City
- Destination State
- Destination Zip
- Post Mark



• Stamp

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Example from Ellie Pavlick

## Amazon Mechanical Turk

<u>https://worker.mturk.com/</u>

#### Crowdsourcing Companies



### What is crowdsourcing?

#### What is "Crowdsourcing"?

- An open call to a group of people
- "Crowdsourcing"
  - "Crowdsourcing is the act of taking a job traditionally performed by a designated agent ... and outsourcing it to...a large group of people in the form of an open call."
  - [Jeff Howe, Wired]
- Books
  - Jeff Howe: Crowdsourcing
  - James Surowiecki: The Wisdom of Crowds



## Is this Crowdsourcing????







### Why Crowdsourcing?

- No one worker will *always* be available
- Open call allows for more available human intelligence
  - Allow for the creation of on-demand systems
  - Even real-time becomes possible 1s responses or less with multiplexing
- Any individual has a chance of error
  - With groups of workers, we might be able to reduce this error rate
  - Especially for ephemeral workers
- Collectively, we can get pieces that work together in parallel





Report a problem
## CAPTCHA

## CAPTCHA

• Completely Automated Public Turing test to tell Computers and Humans Apart

## CAPTCHA

- Completely Automated Public Turing test to tell Computers and Humans Apart
- Verify users are humans, not bots

### recaptcha

## recaptcha

Select all images with sandwiches.



C O O

Verify

### recaptcha

#### reCAPTCHA: The Genius Who's Tricking the World Into Doing His Work

Turns out reCAPTCHAs are doing more than 'proving you're a human' and being annoying. Introducing humanbased computation.

**BY JOHN HAVEL** DECEMBER 3, 2015

- Planet money podcast with Luis Von Ahn:
- ~4:30 until 7:00 -<u>https://www.npr.org/templates/transcript/transcri</u> <u>pt.php?storyId=716827880</u>

• KING: The New York Times ended up being reCAPTCHA's first client. Now when you solve a CAPTCHA, next to a few random letters and numbers, there was also a picture of a word from an old issue of the Times that computers couldn't read. When you typed in that word, you weren't just protecting the Internet from spam. You were also helping to turn a hundred years of old newspapers into a searchable digital archive.



# duolingo





This week we're excited to announce partnerships with BuzzFeed and CNN to have their content translated by our community of language learners.

duolingo + BuzzFeed + (N)

# Goals

- Understanding Crowdsourcing for AI
- Examples of Crowdsourcing
- Issues of Crowdsourcing

## Crowdsourcing for AI

# A.I. Is Learning From Humans. Many Humans.

Artificial intelligence is being taught by thousands of office workers around the world. It is not exactly futuristic work.



iMerit employees must learn unusual skills for their labeling, like spotting a problematic polyp on a human intestine. Rebecca Conway for The New York Times

### Crowdsource Workers









Slide from Ellie Pavlick

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#### Why are they doing all this work for us?



http://www.crowdflower.com/blog/2014/01/demographics-of-the-largest-on-demand-workforce





 Only from developing countries, nonnative English speakers, uneducated, unskilled



- Only from developing countries, nonnative English speakers, uneducated, unskilled
- Work for \$1/hour, doing it for fun in our PJs, unemployed



- Only from developing countries, nonnative English speakers, uneducated, unskilled
- Work for \$1/hour, doing it for fun in our PJs, unemployed
- Isolated, anti-social



- Only from developing countries, nonnative English speakers, uneducated, unskilled
- Work for \$1/hour, doing it for fun in our PJs, unemployed
- Isolated, anti-social
- Cheaters, lazy, satisficers, inattentive



#### How Turkers Work

- 10-20% of workers do 80% of the work
- Want large batches with high throughput
- Often dislike one-off HITs, e.g. surveys

<sup>•</sup> Musthag, M., & Ganesan, D. (2013). Labor dynamics in a mobile micro-task market. Proceedings of the SIGCHI Conference on ..., 641. http://doi.org/10.1145/2470654.2470745

Chandler, J., Mueller, P. A., & Paolacci, G. (2014). Nonnaïveté among Amazon Mechani (99) Turk workers: consequences and solutions for behavioral researchers. Behavior Research Methods, 46, 112–130. <a href="http://doi.org/10.3758/s13428-013-0365-7">http://doi.org/10.3758/s13428-013-0365-7</a>



#### How Turkers Work

- Online communities: Turkopticon, TurkerNation, Reddit, Facebook
- Scripts: IndiaTurkers, GreasyFork, HitDB, TurkMaster, HIT Scraper
- Websites and plugins: Turk Alert, mTurk List, CrowdWorkers

#### NAAAA infa ahaut Tuakana

#### A Data-Driven Analysis of Workers' Earnings on Amazon Mechanical Turk

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#### ABSTRACT

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A growing number of people are working as part of on-line crowd work. Crowd work is often thought to be low wage work. However, we know little about the wage distribution in practice and what causes low/high earnings in this setting. We recorded 2,676 workers performing 3.8 million tasks on Amazon Mechanical Turk. Our task-level analysis revealed that workers earned a median hourly wage of only  $\sim$ \$2/h, and only 4% earned more than \$7.25/h. While the average requester pays more than \$11/h, lower-paying requesters post much more work. Our wage calculations are influenced by how unpaid work is accounted for, e.g., time spent searching for tasks, working on tasks that are rejected, and working on tasks that are ultimately not submitted. We further explore the characteristics of tasks and working patterns that yield higher hourly wages. Our analysis informs platform design and worker tools to create a more positive future for crowd work.

temporarily out-of-work engineers to work [1,4,39,46,65].

Yet, despite the potential for crowdsourcing platforms to extend the scope of the labor market, many are concerned that workers on crowdsourcing markets are treated unfairly [19,38,39,42,47,59]. Concerns about low earnings on crowd work platforms have been voiced repeatedly. Past research has found evidence that workers typically earn a fraction of the U.S. minimum wage [34,35,37–39,49] and many workers report not being paid for adequately completed tasks [38,51]. This is problematic as income generation is the primary motivation of workers [4,13,46,49].

Detailed research into crowd work earnings has been limited by an absence of adequate quantitative data. Prior research based on self-reported income data (*e.g.*, [4,34,49]) might be subject to systemic biases [22] and is often not sufficiently granular to facilitate a detailed investigation of earnings dispersion. Existing data-driven quantitative work in crowdsourcing research has taken the employers' CHI

2018

#### Issues with Crowdsourcing



# Expensify

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And States	Free Lunch 2015	2015-03-12 💷
Expenses	Reports Trips	Settings

# Leaking data



BIZ & IT TECH SCIENCE POLICY CARS GAMING & CULTURE STORE

#### BIZ & IT —

# Expensify sent images with personal data to Mechanical Turkers, calls it a feature

Expensify announces "private" transcription on Mechanical Turk as "Turkers" report seeing sensitive data.

SEAN GALLAGHER - 11/27/2017, 12:54 PM





0

I wonder if Expensify SmartScan users know MTurk workers enter their receipts. I'm looking at someone's Uber receipt with their full name, pick up, and drop off addresses.

♡ 1,035 10:00 PM - Nov 22, 2017

\[
\overline 729 people are talking about this
\]

Fake AI

# The rise of 'pseudo-AI': how tech firms quietly use humans to do bots' work

Using what one expert calls a 'Wizard of Oz technique', some companies keep their reliance on humans a secret from investors



How to start an AI startup

 Hire a bunch of minimum wage humans to pretend to be AI pretending to be human

2. Wait for AI to be invented

♡ 585 3:08 PM - Mar 1, 2016 · California, USA

 $\bigcirc$  289 people are talking about this

8

>

#### Beyond Labeling: Text Generation
# Crowdsourcing for 2 NLP tasks

• Story Cloze

• Natural Language Inference

# Story Cloze Test

**Goal:** Design an evaluation schema for story understanding and narrative structure learning

**Proposed Task:** Given a context of four sentences, predict the endings of the story

#### An Examples Story Cloze Test

Context: Tom and Sheryl have been together for two years. One day, they went to a carnival together. He won her several stuffed bears, and bought her funnel cakes.
 When they reached the Ferris wheel, he got down one knee.

### What do you think happens next?

### What do you think likely doesn't happen next?

#### An Examples Story Cloze Test

- Context: Tom and Sheryl have been together for two years. One day, they went to a carnival together. He won her several stuffed bears, and bought her funnel cakes.
  When they reached the Ferris wheel, he got down one knee.
- Right Endings by Two Turkers:
  - He proposed to Sheryl and she said Yes!
  - Tom asked Sheryl to marry him.
- Wrong Endings by Two Turkers:
  - He wiped mud off of his boot.
  - Tom tied his shoe and left Sheryl.



\* We have collected 3,744 **doubly human-verified** Story Cloze Test instances.

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# Creating Story Cloze Dataset

- Ask Turkers to write 5 sentence story
- Ask Turkers to write incorrect ending

# Story Cloze Test

Given a story (context of four sentences) and 4 possible endings, choose the most likely ending of the story?

How would you model this problem?

### Approach 1: Language Modeling

# $e^* = \underset{e \in \{e_1, e_2\}}{\operatorname{argmax}} p_{lm}(e | \text{prefix})$

Story Cloze Task: UW NLP System @ Schwartz et al.

4

Approach 1.1: Language Modeling<sup>+</sup>

$$e^* = \underset{e \in \{e_1, e_2\}}{\operatorname{argmax}} \frac{p_{lm}(e|\operatorname{prefix})}{p_{lm}(e)}$$

Story Cloze Task: UW NLP System @ Schwartz et al.

### Approach 2.0: Style

- Intuition: authors use different style when asked to write right vs.
  wrong story ending
- We train a style-based classifier to make this distinction
- Features are computed using story endings only
  - Without considering the story prefix

Story Cloze Task: UW NLP System @ Schwartz et al.

### Results



Story Cloze Task: UW NLP System @ Schwartz et al.

# Story Cloze Test

**Goal:** Design an evaluation schema for story understanding and narrative structure learning

**Proposed Task:** Given a context of four sentences, predict the endings of the story

Does this dataset test this goal? Why yes? Why not?

Premise: The brown cat ran

Hypothesis: The animal moved

Premise: The brown cat ran

Hypothesis: *The animal moved* 

entailment neutral contradiction



entailment neutral contradiction entailed not-entailed

Premise: The brown cat ran

Hypothesis: *The animal moved* 

entailment neutral contradiction

Premise: The brown cat ran

Hypothesis: *The animal moved* 



neutral contradiction

Premise: The brown cat ran

Hypothesis: *The animal moved* 



neutral contradiction

Premise: *The brown cat ran* 

Hypothesis: The animal moved



neutral contradiction

# Stanford Natural Language Inference (SNLI)

### Stanford Natural Language Inference (SNLI)

•Turker is:

1. shown context (premise)

### Stanford Natural Language Inference (SNLI)

•Turker is:

- 1. shown context (premise)
- 2. generates hypothesis for each label:
- entailed, neutral, contradiction

#### Premise: A woman is reading with a child



entailment neutral contradiction

#### Premise: A woman is reading with a child



entailment – neutral contradiction

Premise: A woman is reading with a child

Hypothesis: A woman is sleeping

entailment – neutral contradiction

#### Premise: A woman is reading with a child



Premise: A woman is reading with a child

Hypothesis: **A woman has a book** 

Hypothesis: A woman is sleeping

Premise:



Hypothesis: A woman is sleeping

Premise:



Hypothesis: A woman is sleeping

entailment neutral contradiction

Premise:



Hypothesis: A woman is sleeping



#### Add UW paper too

#### Hypothesis Only Baselines in Natural Language Inference

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#### Abstract

\*SEM 2018

> We propose a hypothesis only baseline for diagnosing Natural Language Inference (NLI). Especially when an NLI dataset assumes inference is occurring based purely on the relationship between a context and a hypothesis, it follows that assessing entailment relations while ignoring the provided context is a degenerate solution. Yet, through experiments on ten distinct NLI datasets, we find that this approach, which we refer to as a hypothesis-only model, is able to significantly outperform a majorityclass baseline across a number of NLI datasets. Our analysis suggests that statistical irregularities may allow a model to perform NLI in some datasets beyond what should be achievable without access to the context.



Figure 1: (1a) shows a typical NLI model that encodes the premise and hypothesis sentences into a vector space to classify the sentence pair. (1b) shows our hypothesis-only baseline method that ignores the premise and only encodes the hypothesis sentence.

mussouths the sufficient conditions of such a claim

# Human Elicited Results



# Human Elicited Results



# Origin of SNLI

# Origin of SNLI


# Origin of SNLI





# Origin of SNLI







# Origin of SNLI





# A woman is sleeping



#### Premises:

# <u>Premises:</u> A woman sings a song while playing piano



# <u>Premises:</u> This woman is laughing at her baby shower



# <u>Premises:</u> A woman with glasses is playing jenga



# Why is she sleeping?

• Descriptions of "dog":



- Descriptions of "dog":
- - barks



- Descriptions of "dog":
- - barks
- - has a tail



- Descriptions of "dog":
- - barks
- - has a tail
- - larger than a tulip
  - -- McRae et al. (2005)



- Descriptions of "dog":
- - barks
- - has a tail
- - larger than a tulip
- moves faster than an infant -- McRae et al. (2005)



 "Features such as is larger than a tulip or moves faster than an infant, although logically possible, do not occur in human responses ... people are capable of verifying that a dog is larger than a pencil."



## Studies in eliciting norming data are prone to **repeated responses across subjects**

# Other issues with SNLI generation

# Bias and Stereotyping in Elicited Natural Language Inferences

#### **Highly Associative Terms in SNLI**

**Boys:** *fighting, muddy, guns, misbehaving* 

**Girls:** *ballerinas, slumber, jumprope, laughing, bikinis, selfies* 

**Women:** gossiping, dresses, affection, chat, smile, hairdresser, receptionist, grieving

**Men:** cowboys, dock, dudes, workers, computers, boxers, lumberjacks, supervisors, thieves, roofers, engineers, surfboards, supervisors

#### Explicitly Prejudicial Instances

<u>Premise</u>: An African American man looking at some butchered meat that is hanging from a rack outside a building. Hypothesis (Contradiction): **A black man is in jail.** 

<u>Premise</u>: Adult with red boots and purse walking down the street next to a brink wall. <u>Hypothesis (Neutral)</u>: **A whore looking for clients.** 

<u>Premise</u>: Several Muslim worshipers march towards Mecca. <u>Hypothesis (Neutral)</u>: **The Muslims are terrorists.** 

Rudinger, May, and Van Durme, 2017

# Summary

- Crowdsourcing helps get labeled data for AI/ML
- Examples of Crowdsourcing, Companies, and Workers
- Issues of Crowdsourcing
  - Ethical, data integrity
  - Textual elicitation

# Courses on Crowdsourcing

- Cornell: <u>Crowdsourcing and Human Computation</u>
- Upenn: <u>Crowdsourcing and Human Computation</u>
- Virginia Tech: <u>Crowdsourcing and Human</u> <u>Computation</u>
- CMU: <u>Crowd Programming</u>
- Umichigan: <u>Human Computation and</u> <u>Crowdsourcing Systems</u>