Abstract
This article proposes the analysis of reactions, emojis, and stickers of Facebook as a method to analyze the way in which the platform grammatizes the actions of the users and also the emotions invoked by the narratives that are deployed in the social network. To do this, we took, as a study case, the electoral campaign of the elections to the Parliament of Catalonia held on December 21st, 2017. Our analysis allows us to identify the emotions to which the narratives of the parties appealed, the main formats used during the campaign and their relationship with emotional response, and the possibilities available to users to convey the most visceral feelings.

Keywords
Political communication; Facebook; Social media; Elections; Grammatization; Emotions.

Resumen
Este artículo propone el análisis de reacciones, emojis y stickers de Facebook como método para analizar la forma en que la plataforma gramatiza las acciones de los usuarios y también las emociones que invocan las narrativas que se despliegan...
en dicha red social. Para ello, toma como caso de estudio la campaña electoral de las elecciones al Parlament de Catalunya celebradas el 21 de diciembre del 2017. Este análisis permite identificar las emociones a las que apelan las narrativas de los partidos, los principales formatos utilizados durante la campaña y su relación con las emociones, y las posibilidades de las que disponen los usuarios para vehicular los sentimientos más viscerales.

Palabras clave
Comunicación política; Facebook; Medios sociales; Elecciones; Gramatización; Emociones.

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1. The politics of emotions in the era of social platforms

In recent years we have lived through several political elections in which emotions seem to have had an impact on the result, or at least on the design and execution of electoral campaigns. This has been pointed out by journalists, political analysts, and political leaders, among others, in the case of:

- elections to the presidency of the United States (Signer, 2015);
- referendum on the exit of European Union held in the United Kingdom (Norman, 2017);
- Catalan conflict (Pérez-Oliva, 2017).

In all these cases emotional behavior is opposed to rational decision making, which raises an alert about the possible damage that this tendency can have on our society. However, by contrasting emotion and reason there is also the risk of establishing a false dilemma and obviate that among politicians and political scientists the management (and instrumentalization) of emotions has historically been an element of central interest (and instrumentalization) of emotions has historically been an element of central interest (and instrumentalization) of emotions has historically been an element of central interest (and instrumentalization) of emotions has historically been an element of central interest (and instrumentalization) of emotions has historically been an element of central interest (and instrumentalization) of emotions has historically been an element of central interest (and instrumentalization) of emotions has historically been an element of central interest (and instrumentalization) of emotions has historically been an element of central interest (and instrumentalization) of emotions has historically been an element of central interest (and 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Wilson, 2010). For these reasons, appealing to feelings is a persuasive communication strategy that can generate interesting returns during electoral contests (Abejón-Mendoza; Mayoral-Sánchez, 2017).

2. Facebook and the grammatization of emotions

Facebook is the most popular of social networks, with more than 2 billion users worldwide (Facebook, 2018). Due to its characteristics, we can define it as a social network since it fulfills the requirement of being an application that allows its users to establish connections between themselves and to manage a personal profile (Ellison; Boyd, 2013). Users publish information on their wall, a space in which a biographical narrative is displayed and in which they combine the presentation of impressions, memories, and emotions with self-promotion (Van-Dijck, 2013). The wall and the possibility of interacting with content is a feature shared with Facebook’s pages and groups, which are spaces created to promote the generation of communities around companies, brands, public figures, and interests (Sixto-García, 2017). These entities—pages and groups—are usually managed by a small group of administrators who create the content, also referred to as posts. In addition, members of these communities also participate in the building and propagation of narratives through reactions, comments, and shares. In addition, comments allow users to extend, complete, debate, or question the published information.

Emotional reactions demand greater reflection from the user than a simple like

We have to consider that these indicators are more than popularity metrics; they yield important information in the operation of the platform. Likes, comments, and shares regulate the system of notifications and impressions on the wall. For example, in February 2016 Facebook added new possible responses to a post; reproduced in Figure 1, they allowed users to give an emotional response to content, and also offered them the opportunity to be more precise with the type of answer they wanted to give in each situation. In addition to the classic like, they added the possibility of showing love (love), laughter (haha), surprise (wow), sadness (sad), and anger (angry). Along with the implementation of these new elements came an update of the publication algorithm, and although the exact operating parameters of the Facebook algorithm are opaque, it was clear that a change to the algorithm gave more visibility to content with emotional reactions. Assuming that emotional reactions require greater reflection from users, in this study greater weight was given to those posts that received the most emotions in response (Stewart, 2017).

At this point it is necessary to introduce the concept of “grammars of action”, introduced by Agre (1994) to describe how software (then) and social platforms (now) channel communication, publication, and interaction with methods by which different actions are constructed. The grammatization of the action entails two important consequences:

- the interaction of the users is structured from a limited number of formal operations and this formalization allows them to be integrated into a database in a logical and organized manner (Gerlitz; Rieder, 2018). In the present case, Facebook grammatizes the emotional response from the 6 reactions available to users. It is interesting to note that the selection of possible states has the result of making certain emotions visible and relegating others to a second plane;
- this reaction is counted and displayed in the user interface allowing the user to anticipate details about the type of content that has been published. At the same time, these metadata are also accessible through the API.

Although grammatization and grammaticalization are often used as synonyms, here we accept the distinction that considers that the first fixes, refines, normalizes, and stabilizes, while the second is a process of dynamic coding, in continuous readjustment and change (Girón-Alconchel, 2005).

3. Case study

This article uses as a case study the elections to the Generality of Catalonia (Catalan Government) on December 21, 2017 to analyze and understand how social networks contributed to the emotionalization of politics from the evolution of the electoral campaign on the social platform Facebook by political parties that obtained representation in the Parliament of Catalonia. The election transpired under exceptional circumstances: suspended self-government institutions, imprisoned candidates, and candidates who fled the country—all of which favored the deployment of narratives that appealed to emotions and polarization.

4. Objective and research questions

This research approaches grammatized reactions on the Facebook platform in the first electoral campaign strategies appeal to emotions in the unfolding of their narratives. Likewise, we are interested in understanding how the content format influences the emotional response of users and exploring to what extent the action grammars of Facebook leave room for more visceral reactions of criticism and dissection. To achieve these objectives we formulated the following research questions:

- What emotions are invoked from the deployed narratives of the political parties during the campaign?
- What format of content favors interaction in an emotional way?
- What tools does Facebook offer for users to channel their most intense emotions?

Figure 1. Facebook reactions
Source: Facebook Inc.
5. Methods

The methods used in this research are aligned with the proposal of Rogers (2013) to study social and cultural phenomena by repurposing information, methods, and processes of digital platforms and other technological applications. For this we have used Netvizz, a program specifically designed to investigate with an approach that allows the extraction and analysis of data from Facebook pages through an application interface (API) (Rieder, 2013). Through this method we have obtained a collection of data constituted by 1,302 posts published in the pages of the 7 political parties that finally obtained representation in the Parliament of Catalonia, between October 27th, 2017, the date in which elections were called via article 155, and the day of the vote, December 21st, 2017. Along with the posts, 93,933 comments and 461,305 reactions were captured, as reflected in table 1.

<table>
<thead>
<tr>
<th>Publications</th>
<th>Comments</th>
<th>Total reactions</th>
<th>Likes</th>
<th>Emotions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>1,302</td>
<td>93,933</td>
<td>461,305</td>
<td>399,872</td>
</tr>
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Table 1. Figures of captured data during the study period

One of the candidates analyzed -Junts per Catalunya- created their page on November 22nd, 2017, because the group was formed after the elections were called. We approached this peculiarity as a consequence of the exceptional circumstances that surrounded the celebration of the elections and for this reason we renounce comparisons between this party and the others in terms of success and effectiveness. In addition, the engagement indicators are directly related to the number of followers of the Facebook pages and limiting the dates to a common rank among all the parties would not have solved the problem: Junts per Catalunya had less time to articulate their presence in Facebook and win a sufficient number of followers. Instead we look at the type of reactions to characterize the narratives of each party and analyze them from percentages. Additionally, data mining techniques are used to analyze the presence of stickers and emojis in the comments.

6. Reactions to publications

In a first approximation to the extracted data, we observe that like was the preferred reaction by the users to interact with content. As shown in Graph 1, in all the analyzed cases, they exceeded 80% of the total of the registered reactions. Likes made up most of the reactions to the posts of the parties. Like should be interpreted as an option to show adhesion and acceptance of content that does not necessarily entail an emotional component and, therefore, is more difficult to analyze in emotional terms. We also observed significant differences in relation to the weight of emotional reactions in each of the political parties. This data suggests that some parties carried out communication strategies more oriented to generate emotional responses than others.

Video and images are the dominant formats, what corroborates the audiovisualiza-

We gave the emotional reactions (love, wow, haha, sad and angry) on Facebook a greater significance value, because the action of choosing one requires the user to perform a reflection exercise. Their choice reveals more precision in the state of mind. As a consequence, we eliminated likes from the analyzed set, and counted those which were the most used reactions. Figure 2 shows the distribution of reactions across all the posts analyzed. We observe the love reaction was the most used reaction in the global calculation, exceeding 70% over the total of recorded reactions. This data suggests a high degree of concordance between the followers of the parties on Facebook, which delves into the significance of unconditional adhesion that is already expressed in the predominance of likes.

The detailed analysis of the reactions of the users shows an unequal distribution of the feelings aroused by the publications of each political formation. As shown in Table 2, PP and PSC were well below the average in reactions such as love, while Ciudadanos and Junts per Catalunya capitalized on this feeling, reaching more than 90% of the total reactions. On the opposite side, PP and PSC are the ones that...
exceeded the average of reactions considered negative, such as angry, where they reach 32% and 22% respectively, on an average that is just over 10%, if we consider the data of all the parties. Likewise, ERC shows a particularly high percentage of sad and angry that we can relate to the imprisonment of independentist political leaders in their narrative.

Using the categorization of formats established by Facebook itself, table 3 shows the way users distributed these reactions according to the format of the content published by the parties. The data has been normalized to percentages to make it easier to read. The format that provoked the most reactions was video, accumulating more than 74% of the emotional reactions of the users, followed by photos, with 21%.

Regarding the type of publication, video and images are also confirmed as dominant formats, what corroborates the audiovisualization of Facebook, a trend whose birth was previously detected by Coromina and Prado (2013). If we compare the two columns on the right (Total reactions and Total publications) we observe how video format was the most used by the parties to publish (54%), and the one that proportionally generated more emotional reactions in the users. Results show that the communication teams of the parties clearly tried spreading their messages in the form of videos and photographs and that this practice obtained the prize of greater emotional interaction.

7. Emojis and stickers

The use of standardized graphic elements, such as emojis and stickers to comment on party publications, was much less frequent than interaction in the form of reaction, as shown in Table 4, especially when compared to the more than 460,000 reactions recorded in the same period. To interpret these numbers, it is necessary to bear in mind that writing a comment is an action that involves more effort than clicking on the buttons of the reactions that are much more visible.

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In the same way, we must bear in mind that the use of emojis is linked to certain practices. For example, it is common for users to paste the same icon several times in the same comment to emphasize their reaction.

Table 5 shows the 5 emojis and the 5 stickers most recurrent in the comments to the publications of the political parties. It is interesting to note that the use of emojis was concentrated in a smaller number of options since the 5 ideograms of the top 5 represent more than 50% of the total, while the use of stickers was much more atomized. If we look at the meaning of the icons, we can distinguish that the emojis of the top 5 can be associated with positive reactions. In the case of stickers, the most dominant visceral rejection was expressed with the vomit icon, which represented almost 30% of the stickers published.

In a more detailed analysis of the most used emojis in each of the party walls (Table 6), we can see how the expression of positive feelings remained dominant. However, emojis were also used to show rejection as clearly demonstrated by the presence of the poop emoji in the case of the Partido Popular and the Foro Socialista de Catalunya. Another noteworthy aspect is the fact that the use of emojis to express emotions coexisted with an ideogrammatic use in which they served to express concepts or simple messages; this practice served to reinforce and reaffirm aspects related to the identity of the parties. Such would be the case of the use of the orange in the page of Ciudadanos, the fist in those of the CUP and CECP, the ties in ERC and JxC, the parking P in the PP or the rose in the PSC. We must also make special mention of the presence of the ribbon on the page of Cs that was associated with a protest action by users related to the independence movement.

Table 7 shows the use of stickers on each page of the parties. We observe that puke was a recurring sticker to show rejection, leading in practically all usage rankings. Stickers associated with membership also had a presence on all pages and, to a lesser extent, those related to laughter. In order to identify possible relationships between the use of these two formats with certain emotional reactions over others we calculated the correlation between the 6 reaction modes and the use of stickers and emojis on the pages of political parties. As shown in Table 8, there was a strong correlation between the use of stickers and the angry reaction. Weak correlations between the use of emojis and the love reaction. Moderate correlations were also detected between the use of stickers and the ha-ha and sad reactions and between the use of emojis and the love and sad reactions.

8. Conclusions

The analysis of the reactions to the posts in the pages of the political parties that relate to the elections to the Parliament of Catalonia has made it possible to verify how the campaign strategies opt for narratives that appeal primarily to positive feelings and adherence. In addition, we have observed that some parties are more effective than others in achieving this goal and also that the exceptional circumstances surrounding the holding of these elections (imprisoned candidates and suspension of self-government of the autonomous community) led, in the case of Esquerra Republicana de Catalunya (ERC), the display of stories that invoke emotions of anger and sadness. Likewise, we have detected situations in which there was a divergence between the
emotions to which the posts appealed and those that ultimately provoked them. The most obvious cases concern the PSC and the PP, but it was a circumstance that, to a lesser extent, was reproduced by the rest of the parties. This discrepancy is an aspect that we consider of special relevance and we believe that future research should be conducted to see to what extent it can be a useful indicator to evaluate the success of communication strategies in electoral campaigns. Beyond helping us analyze our case study, the analysis of reactions is an effective method to analyze the emotions that are invoked in the narratives that are deployed on Facebook.

The format that provoked the most reactions was video, accumulating more than 74% of the emotional reactions of users. The results also make it clear that video was the content format that most effectively generated emotional reactions, followed by photography. In this sense, we consider particularly revealing the fact that the political parties bet decisively followed by photography. In this sense, we consider particularly revealing the fact that the political parties bet decisively.

The introduction of reactions by Facebook has followed a process of grammaticalization of emotions within the landscape of political correctness. However, the analysis of emojis and stickers has allowed us to show that these resources are used to manifest rejection, criticism, and boycott in a more visceral way, following a grammaticalization process at the service of free emotional interaction. Actually—as we said before—although grammaticalization and grammaticalization are often used synonymously, here we recognize a distinction that considers the first, grammaticalization, as fix, debug, normalize, and stabilize; while the second is a dynamic coding process, in continuous readjustment and change (Girón-Alconchel, 2005). In the case of stickers, it is particularly evident. As shown on the one hand by the recurrence of the puke illustration and on the other the strong correlation between the number of anger reactions and the use of stickers. With regards to emojis, it is worth noting that in addition to expressing dissension, in their ideogrammatic use they play a very significant role in the representation of the identity of the parties. In this sense, the strong correlation between the use of emojis and the number of likes—and the moderate correlation with the number of loves—suggests that ideograms constitute a more complex form of expressing adhesion.

9. References


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