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'COPING THROUGH PRECISE LABELING OF EMOTIONS: A DEEP-LEARNING-BASED APPROACH TO STUDYING EMOTIONAL GRANULARITY IN LANGUAGE'

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ABSTRACT

When describing their emotions, people may demonstrate high granularity by differentiating between emotions when using emotional labels, or low granularity by using emotion labels interchangeably to indicate general valance. We develop a deep-learning-based computational method to analyze over 11 million online reviews from over 51,000 reviewers on Yelp, to investigate whether the granularity with which a person describes their negative emotions from an unpleasant experience predicts how well they cope with that experience.

Using reviewers' rating of the business as a proxy for coping, we observe that describing negative emotions more granularly in the review text is associated with better coping.

Thus, beyond trait-level variances in negative emotional granularity, situation-level variances in how negative emotions are described also impact emotion regulation and coping. The computational method developed to assess emotional granularity in language use may be applied to unobtrusively measure the construct in settings beyond online reviews.

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