
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

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

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

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

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

68 2 Methods

69 2.1 Dataset

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

76 2.2 Emotion specificity index

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

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

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

83 2.3 Valence index and principalcomponent analysis

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

90 2.4 Correlation analysis and software

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

93 3 Results

94 3.1 Discreteemotion structure and valence dimension

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

101 3.2 Emotion specificity index distribution

102 The ESI ranged from roughly 0.015 to 0.233 (mean 0.12). Negative emojis displayed higher specificity
103 than positive or neutral emojis. Table 1 lists the five most specific and five most ambiguous emojis.
104 Face vomiting (🤮) and angry face with horns (😡) exhibited high ESI values and were strongly
105 associated with *disgust* and *anger*, respectively. Conversely, grimacing face (😬) and zippermouth
106 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

107 3.3 Relationship between ESI and valence

108 ESI values were negatively correlated with the valence index ($r = -0.46$), indicating that more
109 negative emojis tend to convey specific emotions. A scatter plot of emojis in the PC1PC2 plane
110 coloured by valence index (Figure 2) shows that negative emojis cluster on the left, whereas positive
111 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.

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

167 5 Limitations and future work

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

176 6 Conclusion

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

184 Figures

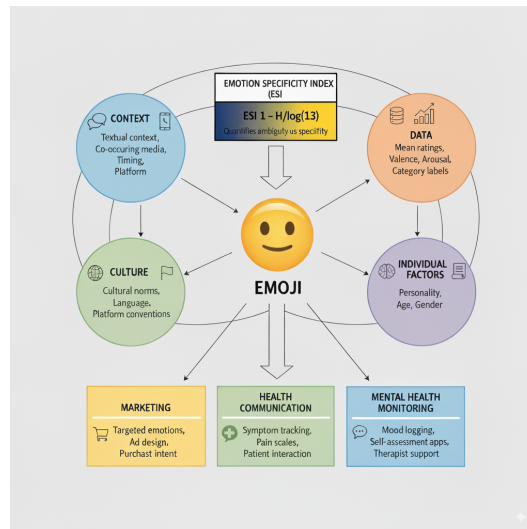


Figure 1: Conceptual model of Emoji specificity and its application

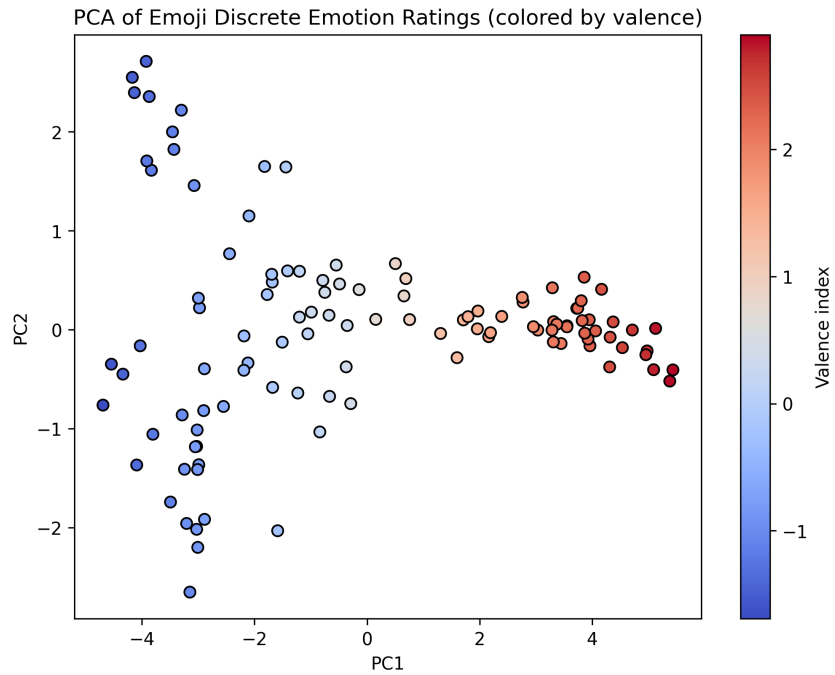


Figure 2: Principalcomponent representation of emoji ratings coloured by the valence index. Warm colours indicate positive valence and cool colours indicate negative valence. The first principal component corresponds to a valence continuum.

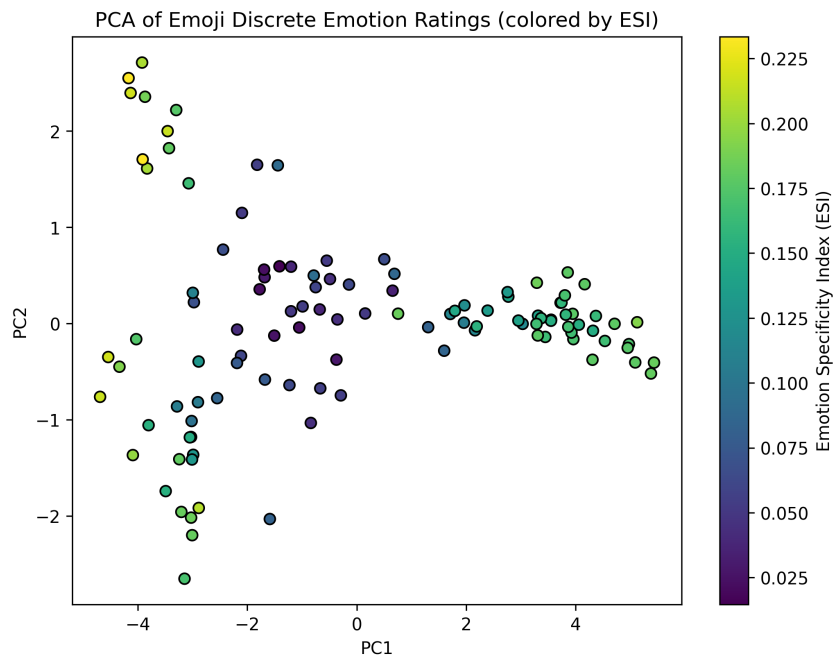


Figure 3: Principalcomponent representation coloured by the emotion specificity index (ESI). High ESI values (yellow) indicate that an emoji is strongly associated with a single emotion, while low values (dark blue) indicate ambiguity.

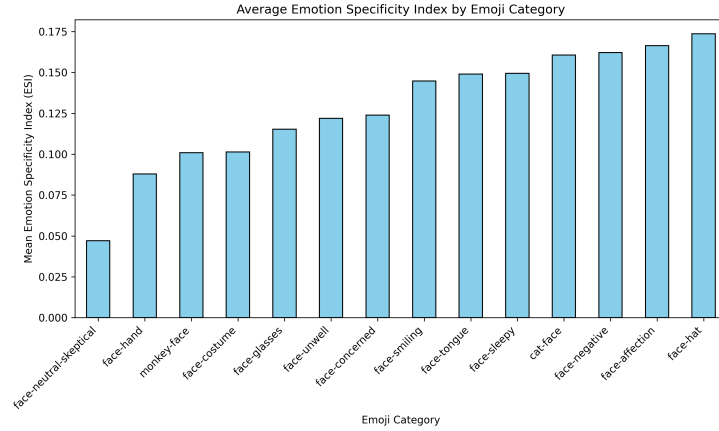


Figure 4: Mean emotion specificity index (ESI) and valence distributions across emoji categories. Categories such as *facehat* and *faceaffection* exhibit high specificity, whereas categories like *faceneutral/skeptical* and *facehand* show low specificity.

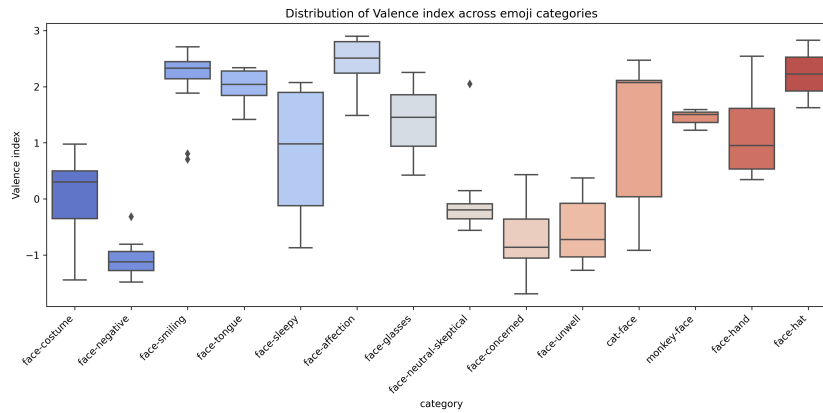


Figure 5: Distribution of the valence index across emoji categories. Positive categories show high valence and narrow spreads, while ambiguous categories show wide distributions.

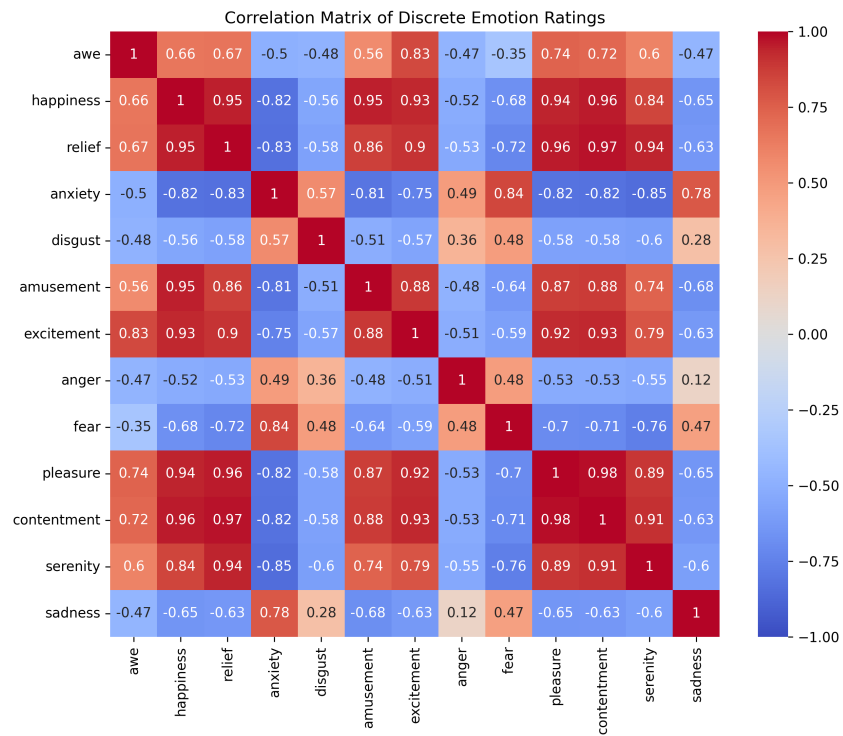


Figure 6: Correlation matrix of the thirteen discrete emotion ratings. Warm colours indicate positive correlations and cool colours indicate negative correlations. Positive emotions correlate strongly with each other and negatively with negative emotions.

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224 health problems. *Front. Psychiatry* **10**, 593 (2019).

225 **Agents4Science AI Involvement Checklist**

- 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.

255 Agents4Science Paper Checklist

256 1. Claims

257 Question: Do the main claims made in the abstract and introduction accurately reflect the
258 paper's contributions and scope?

259 Answer: [Yes]

260 Justification: The abstract clearly shows the goal of this research, the method used, the
261 results achieved and its potential applications.

262 Guidelines:

- 263 • The answer NA means that the abstract and introduction do not include the claims
264 made in the paper.
- 265 • The abstract and/or introduction should clearly state the claims made, including the
266 contributions made in the paper and important assumptions and limitations. A No or
267 NA answer to this question will not be perceived well by the reviewers.
- 268 • The claims made should match theoretical and experimental results, and reflect how
269 much the results can be expected to generalize to other settings.
- 270 • It is fine to include aspirational goals as motivation as long as it is clear that these goals
271 are not attained by the paper.

272 2. Limitations

273 Question: Does the paper discuss the limitations of the work performed by the authors?

274 Answer: [Yes]

275 Justification: In the paper, it has a Section 5 to discuss the limitations of the work

276 Guidelines:

- 277 • The answer NA means that the paper has no limitation while the answer No means that
278 the paper has limitations, but those are not discussed in the paper.
- 279 • The authors are encouraged to create a separate "Limitations" section in their paper.
- 280 • The paper should point out any strong assumptions and how robust the results are to
281 violations of these assumptions (e.g., independence assumptions, noiseless settings,
282 model well-specification, asymptotic approximations only holding locally). The authors
283 should reflect on how these assumptions might be violated in practice and what the
284 implications would be.
- 285 • The authors should reflect on the scope of the claims made, e.g., if the approach was
286 only tested on a few datasets or with a few runs. In general, empirical results often
287 depend on implicit assumptions, which should be articulated.
- 288 • The authors should reflect on the factors that influence the performance of the approach.
289 For example, a facial recognition algorithm may perform poorly when image resolution
290 is low or images are taken in low lighting.
- 291 • The authors should discuss the computational efficiency of the proposed algorithms
292 and how they scale with dataset size.
- 293 • If applicable, the authors should discuss possible limitations of their approach to
294 address problems of privacy and fairness.
- 295 • While the authors might fear that complete honesty about limitations might be used by
296 reviewers as grounds for rejection, a worse outcome might be that reviewers discover
297 limitations that aren't acknowledged in the paper. Reviewers will be specifically
298 instructed to not penalize honesty concerning limitations.

299 3. Theory assumptions and proofs

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

302 Answer: [Yes]

303 Justification: The hypothesis has been clearly proposed in the Introduction section. It
304 states "emojis depicting clear negative expressions (e.g., disgust or anger) will exhibit high
305 specificity, whereas neutral or skeptical faces will be ambiguous." Data analysis has been
306 done to test it.

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Guidelines:

- The answer NA means that the paper does not include theoretical results.
- All the theorems, formulas, and proofs in the paper should be numbered and cross-referenced.
- All assumptions should be clearly stated or referenced in the statement of any theorems.
- The proofs can either appear in the main paper or the supplemental material, but if they appear in the supplemental material, the authors are encouraged to provide a short proof sketch to provide intuition.

4. Experimental result reproducibility

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)?

Answer: [Yes]

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

Question: Does the paper provide open access to the data and code, with sufficient instructions to faithfully reproduce the main experimental results, as described in supplemental material?

Answer:

Justification: The dataset used is open access and it has been cited in reference 1. The coding and data analysis process by GPT-5 can be seen through <https://chatgpt.com/share/68c352f9-2750-8010-88a6-1980860f6895>

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- Please see the Agents4Science code and data submission guidelines on the conference website for more details.
- While we encourage the release of code and data, we understand that this might not be possible, so No is an acceptable answer. Papers cannot be rejected simply for not including code, unless this is central to the contribution (e.g., for a new open-source benchmark).
- The instructions should contain the exact command and environment needed to run to reproduce the results.
- At submission time, to preserve anonymity, the authors should release anonymized versions (if applicable).

6. Experimental setting/details

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?

Answer: [NA]

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Justification: NA

Guidelines:

- The answer NA means that the paper does not include experiments.
- The experimental setting should be presented in the core of the paper to a level of detail that is necessary to appreciate the results and make sense of them.
- The full details can be provided either with the code, in appendix, or as supplemental material.

7. Experiment statistical significance

Question: Does the paper report error bars suitably and correctly defined or other appropriate information about the statistical significance of the experiments?

Answer:

Justification: In figure 4, a box plot was presented to show the deviations. Statistical significance tests are not performed.

Guidelines:

- The answer NA means that the paper does not include experiments.
- The authors should answer "Yes" if the results are accompanied by error bars, confidence intervals, or statistical significance tests, at least for the experiments that support the main claims of the paper.
- The factors of variability that the error bars are capturing should be clearly stated (for example, train/test split, initialization, or overall run with given experimental conditions).

8. Experiments compute resources

Question: For each experiment, does the paper provide sufficient information on the computer resources (type of compute workers, memory, time of execution) needed to reproduce the experiments?

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9. Code of ethics

Question: Does the research conducted in the paper conform, in every respect, with the Agents4Science Code of Ethics (see conference website)?

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10. Broader impacts

Question: Does the paper discuss both potential positive societal impacts and negative societal impacts of the work performed?

Answer: [Yes]

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

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