

Microblogging Opinion Mining Approach for Kuwaiti Dialect

Jana Ben Salamah and Aymen Elkhelifi

LaLIC, Université Paris-Sorbonne, 28 rue Serpente, 75006, Paris, France

ENS Lyon, ICAR Laboratory, 15 parvis René Descartes - ENS de Lyon, 69342 Lyon, France

jana.bensalamah @paris4.sorbonne.fr

Aymen.khelifi@ens-lyon.f

ABSTRACT

In this paper, we present an approach to extract and classify opinion in microblogging. It is based mainly on linguistic resources produced for the Kuwaiti dialect used by an SVM classifier. The approach has been tested on a corpus of 340,000 tweets about "interrogation of ministers by the National Assembly of Kuwait"- "استجواب الوزراء" during the last two years. Tweets were collected automatically by a module developed in java. This corpus has been manually annotated by three Kuwaiti dialect native speakers. We obtained an average value of precision and recall respectively 76% and 61%.

KEYWORDS

Microblogging opinion mining, information extraction, opinion classification, tweet collector.

1 INTRODUCTION

With the growing popularity of Web 2.0, the opinion mining becomes more and more interesting. New kinds of opinion-rich sources appeared like blogs, social networks, wikis and online reviews sites. Due to the largest size of this available data, we need to automate their extraction and organization.

This requirement has motivated researches to detect opinions in text passages and assign them to subjective classes: positive or negative opinions.

Different techniques have been applied to this purpose such as machine learning classifiers generally based on lexical features [1] or syntactic features [2] associated with opinion. A wide range of statistical methods are also investigated in order to detect and classify subjective texts [3], [4]. But for dialect language we haven't the language

resources or taggers to be able to use the methods mentioned above.

In this paper, we are interested in this issue, particularly on the Kuwaiti dialect from twitter. We examine an alternative extraction and classification strategy of opinions based on proposed linguistic resources.

Accordingly, we suggest solving this problem of opinion extracting in stages; starting with collect and preprocessing tweets. In fact, we take as unit opinion carrier a single word, and first classify each adjective, verb, and noun by its opinion. Then, we combine the elementary opinion information in order to find the overall opinion class.

The rest of the document is organized as follows: section (2) introduces the related works on opinion extraction in general then in Arabic language. In section (3), our approach to detect and the classify opinions is described in detail. The experimentation is described in section (4). In section (5) we evaluate the KDOEST (*Kuwaiti-Dialect Opinion Extraction System from Twitter*) in order to demonstrate its ability. In section (6), we conclude with a few notes on future works.

2 RELATED WORKS

Research in opinion mining includes distinguishing subjective from objective language [1], [2], [5], [6], [7] as well as distinguishing positive from negative language [2], [8], [9], [10]. Various approaches have been adopted to address the first question. For example, Yu and Hatzivassiloglou [8] use unsupervised statistical techniques for detecting opinions at the sentence level. While Bethard, Thornton, Hatzivassiloglou and Jurafsky [1] use a statistical approach divided on two methods for proposition opinion

classification. The first method relies on differences in the relative frequency of a word in subjective documents, versus documents that contain mostly facts using the TREC 8, 9 and 11 text collections. The second method used co-occurrence information to extend a seed list of 1336 opinion adjectives. Wilson, Wiebe and Hwa [2] propose an automatic opinion classification approach to classify nested clauses in every sentence in the corpus. They use a wide range of features, including new syntactic features.

Although these methods achieve high precision, they are based on a large corpus, and need a large amount of manually tagged training data.

In our study we investigate the Kuwaiti dialect, we were asked to build these resources to apply similar methods.

For word sentiment classification, atzivassiloglou and McKeown [9] use a supervised learning algorithm to infer the semantic orientation of adjectives from conjunction constraints. While Turney [4] applies a specific unsupervised learning algorithm based on the mutual information between sentences and the words "excellent" and "poor", where the mutual information is calculated using statistical techniques.

In earlier work [4] only singletons ("excellent" and "poor") were used as seed words. In our work, we use many seed words having more than one subjective category: harm, approval, joy, criticism, pleasure, etc., in order to test whether multiple seed words have a positive effect in extraction performance.

However, symbolic rules are developed manually, based on annotated data so well. Moreover, such approaches are language-dependents.

In contrast to statistical approaches, symbolic approaches such as proposed by Maurel and Dini [10] and Vernier, Monceaux and Daille [7] provide a better text analysis to represent the grammatical and semantic structure of analyzed text.

Concerning the Arabic language, most works based on lexical based classification using the machine algorithm [11], [12], [13], [14], but they have resources about Standard Arabic. For example in [12], [13] they use a tagger to prepare dataset. In the same way, Yet in [11] used Token,

Lemma, Word forms, POS Tagging standard features (Unique Gender, User ID) with a polarity lexicon for subjectivity and sentiment analysis for Arabic social media. On the other hand, El-halees [15] works on document level using the combined feature by three methods. The first method, establish on lexicon based method to classify documents. And then using as training set for maximum entropy method which subsequently classifies some other documents. Finally, k-nearest method used the classified documents from these two last methods to classify the rest of the documents.

As part of our studies, we have no a tagger on the Kuwaiti dialect. We also don't have dictionaries for this dialect. That is why we decided to create our own linguistic resources to organize a lexicon around opinions.

3 THE PROPOSED APPROACH OF OPINIONS EXTRACTION AND EMOTION CLASSIFICATION

Microblogging today has become very popular communication tool. Millions of messages are posted in websites providing microblogging features such as Twitter, Facebook, Pinnit, etc. We are particularly interested in twitter.

We propose to extract the opinions in four steps. (See Figure 1):

1. Tweets Collector: It involves collecting tweet using keywords (with or without #). The user specifies a list of keyword with the number of tweets to collect and a Time period. This period circle the start and end publication date of tweets.
2. Preprocessing: it consists on the one hand, in the tokenization and the segmentation of tweets, on the other hand, in the extraction of htag, user mention, url form tweet.
3. Opinions-oriented words extraction: is to extract the opinion-oriented words through language resources that we have developed for the Kuwaiti dialect.
4. Opinion classification: it consists in classifying the polarity of opinion using an SVM classifier. It takes as an attribute; inter alia, term frequencies extracted in the previous step.

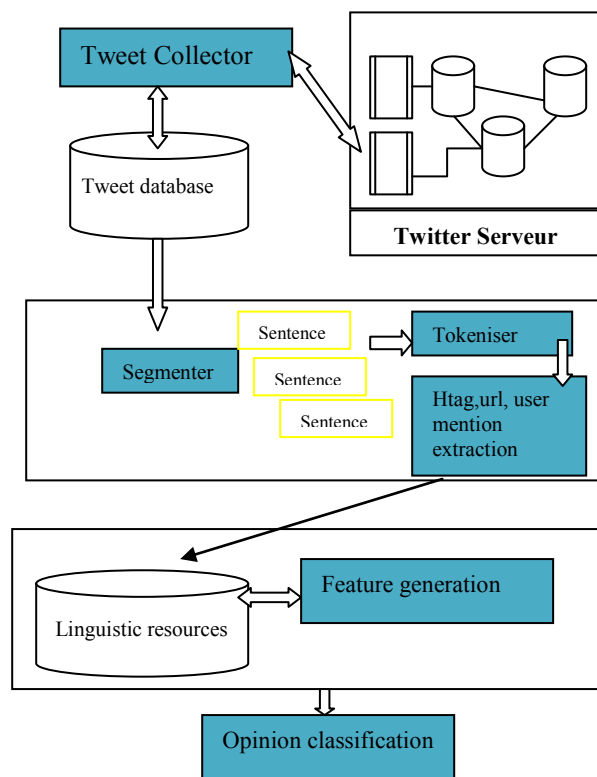


Figure 1. Proposed approach of opinions extraction and classification

3.1 Tweets Collector:

It is used to collect a large number of tweets in a reasonable time. An average of 11,000 tweets per hour for 3 computers connected at the same time. The restriction concerning the number of tweets automatically downloaded is imposed by twitter. For example, twitter cut the connection from server every quarter of an hour as a security measure. For this, we have created a user account table, in which we created and set 30 accounts. The module 1 alternates between these accounts in the process of collection.

Another constraint imposed by twitter: only 100 tweets per automatic collection. We used a specific source code that overcomes this restriction: starting by a thread connection in a loop and a point to an exception for container collection.

Our component of Tweet Collector consists of a java-client module distributed on several computers and a centralized relational database.

The database model is the structure of twitter network.

3.2 Preprocessing

In our study, preprocessing comprise the segmentation of tweet into sentences then the tokenization of its words.

The segmentation: is the determination of the sentences borders. It is a hardly-realizable task. Given that punctuation is not enough to detect the end or the beginning of a segment it is necessary to take into account all typographical markers and specific linguistic marker like "و". Moreover, other linguistic bases are engaged like the syntactic structure of a sentence and the significance of each typographical marker in a well-defined context.

We developed our own segmenter while basing ourselves on punctuation marks. Due to the great number of the linguistic rules to program, we have to integrate in our knowledge base all the rules developed in the system Segatex [16].

The sentences obtained, we apply the Stanford Arabic tokenzier. It is a class form Stanford POS parser.

For tweets that contain the search keywords, we store them in the database, username transmitter, date, tweet text, retweet number, favorite number etc.

Given the following tweet: @hesham @salwa_z.
 ماكو منها استندعاء #فاتن_حمزة. مو صبح الاستجواب . عجيب
 القانون فقد هيبته

We extract the flowing information:

- TweetID : 440480688630800000
- User emitter : **bahraini_soul**, ID User : 44726
- Date : **Mon Mar 03 14:35:54** CET 2014
- Htag : **فاتن_حمزة #**
- Number of retweet : **2**
- Langue : **ar**
- Url : **0**;
- Number of favorites : **0**

For our experiments we collected 340,000 tweets over the keywords " الاستجواب + الكويت ", " الاستجواب الوزير ", " الاستجواب + مجلس الامه الكويتي ",

3.3 Opinions-Oriented Words Extraction

This module is used to extract the opinion-oriented words through language resources that we

have developed for the Kuwaiti dialect. We describe them in the flowing section.

Linguistic Resources for the Kuwaiti Dialect:

We have implemented a hierarchical set of resources for the Kuwaiti dialect. They cover, inter alia, opinions and emotions indicators (Linguistic unity that marks). We divided the linguistic indicators opinions into four sets: adjectival, nominal, verbal and adverbial indicators. For each set, we defined a list of subclasses of indicator. In this article, we describe only opinion resources;

We identified and classified 4213 adjectives written in Kuwaiti dialect. Each item has been manually assigned to one of 22 classes: 12 positive and 10 negative as follows:

Positive classes (adjectives):

1. attraction - الجاذبيه
2. love - الحب
3. joy and happiness - الفرح و السعادة
4. Pleasure - المتعة
5. goodness - الصلاح
6. good judgment - الحكم الجيد
7. satisfaction - الرضا
8. generosity - الكرم
9. emotions - العواطف
10. elegance - الأناقة
11. complement - المدح
12. others - آخرون

Negative classes (adjectives):

1. criticism - النقد
2. badness - الوضع السيء
3. annoyance - الإزعاج
4. harm & injury - الأذى و الضرر
5. terror - الرعب
6. sadness - الحزن
7. moral - الضرر المعنوي
8. anger - الغضب
9. unpleasantness - البغض
10. others - آخرون

For example, concerning the first adjectival class "**attraction**", we identified 13 subclasses with a list of adjectives for each subclass as shown in the following table:

Table 1. Adjectival subclasses of "attraction" in Kuwaiti dialect

subclass of attraction	Kuwaiti dialect adjectives
1. spellbinding	ملك جمال صوره آيه ياخذ العقل ياخذ القلب روعه قطعه
2. seductive	إشد الواحد مغري مغوي
3. fascinating	زوقه زوغه اينن اعور القلب روعه
4. beautiful	حلو مملوح اشحلاته يحليله سنع شاتر ناطع
5. attractive	يقتل عذاب نار
6. gorgeous	كامل و الكامل الله اهيل
7. Bonny	حياوي نشيط صحته ممتازه
8. splendid	ويه نور وبه امنور امنور منجز ابداع فنان عايش ابنعمه
9. Nice	حبوب طيوب كتكوت كيوت امرتب ناعم
10. shapely	شكله حلو منسق جسمه خيال جسم رشيق
11. Pretty	ماشي حاله خفيف طينه دمه خفيف زين
12. tempting	اشوق سكسي دميره

We added to the list of adjectives above, a second of adjective in standard Arabic. They are also used in Kuwaiti dialect. As shown in the following table:

Table 2. Adjectival subclasses of "attraction" in Arabic standard language

subclass of attraction	Standard Arabic adjectives
spellbinding	فتان فاتن ملفت للنظر مفتون بجماله تصويري
seductive	مغر مغو جذاب
fascinating	ساحر أسر
beautiful	جميل ذات جمال ملك جمال ذات حسن مليح حسن حسناء وسيم
attractive	جذاب خلاب
gorgeous	كامل الاوصاف فائق الجمال بهي رائع
Bonny	ممتاز ممثلي صحة حيوي حي
splendid	باهر بديع مبدع بارع مشرق فاخر جليل لامع فخم مترف ساطع
Nice	لطيف ظريف أنيق حلو مليح عذب رقيق
Shapely	متناسق حسن الشكل حسن متأل جميل القوام رشيق القوام
Pretty	حسن ظريف جيد
tempting	مغر مغري مغو

Regarding the verbal indicators, we identified 23 classes, 11 positive and 12 negative. The following is an excerpt lists defined for each positive class.

Table 3. Verb subclasses indicators (positive)

Verbal classes	Verb indicator (positive)
1. attraction – الجاذبية	charm - سحر, mesmerize - فتن, etc.
2. love - الحب	admire - عجب, adore - عشق, love - فضل, favor, أصلح, prefer - حجب
3. desire - الرغبة	Hanker – تاق, desire - رغب, like - ود, want - أمل, wish - أريد, hope - أمل
4. approval & praise - الموافقة و الثناء	Applaud - أشاد, praise - مدح, congratulate – هنا, compliment – إطراء, recommend - أوصي, exalt - مجد - كُتف, laud -
5. agreement - القبول	Consent - إترف, admit - وافق
6. pleasure & happiness - المتعة و السعادة	Revel - عريد, gratify - أشبع, delight - بهج
7. joy - الفرح	Exult - تهلل, triumph - انتصر, joy - ابتهج, jubilate - تهلل, rejoice -
9. sympathy- التعاطف	sympathize - تعاطف, assort – واسبى, resemble – تماثل, console -
10. goodness - الصلاح	ameliorate - تحسن, beautify - جمل, consummate – بارع
11. other positives أخرى -	astonish – ذهل, endear - ماتت, dote - حبه الجنون, enthuse - تممس, brave - غفر - أبرىء, exonerate - شجع, persuade - حث, edify - هذب

The following is an excerpt lists defined for each negative class.

Table 4. Verb subclasses indicators (negative)

Nominal classes	Verb indicator
1. criticism – النقد	Belabor - هاجم وكرر, censure - لام, chastise – عقاب, criticize – نقد, scold - أنب, fulminate - ويخ, rebuke -
2. disapproval - الاستنكار -	Belittle - استخف, disparage - انتقص etc.
3. opposition – المعارضة -	deny - نفى, contravene - خالف, disapprove - عارض, discourage – تثبيط, oppose - رفض, disbelieve – كفر, refuse –

4. dislike – الكراهية	Dislike - كره, detest - بغض
5. annoyance – الإزعاج -	Annoy - ضايق, beleaguer, حاصر, vex - غيظ, bother - أزعج
6. displeasure – الاستياء -	complain – اِشْتكى, grouch - تذمر, grouse - تذمر, grumble - احتج
7. pain - الألم	Anguish – كرب, terrify – جنن, embarrass – ألم, hurt – ألم, abash - أربك, ache - أصاب, inflict - وجع –
8. anxiety – القلق	pain – ألم, hurt – جرح, ache – وجع, inflict - أصاب
9. sadness – الحزن	Fear - أخاف, worry - أقلق
10. misbehavior - السلوك سوء	Bemoan - نوح, mourn - ندب, lament - rue, regret - أسف, Bemoan - تحسر على
11.harm - الضرر	Slander - افتري, vilify - شتم, malign - بشوه السمعة, discredit - بدم, falsify - أفسد, debase – أهان, corrupt – تملق, blandish - deceive - خدع, delude - ضلل, misinform - تضليل
12.anger – الغضب	Endanger - وقع في الخطر, jeopardize - عرض للخطر, harm - ضرر, prejudice - تحيز, aggravate - إستفحل, exacerbate - تفاقم
13.other negatives – أخرى	Anger – غضب, enrage - حنق

With regard to the names, we sum both class has satisfied: positive and negative. The following is an extract positive noun:

Table 5. Nouns indicators (positive)

Nominal classes	Noun indicator
Nouns	التهافت, الاحتضان, الفطنة, الإعجاب, التأييد, الذهول, الود, المودة, العاطفة, التأكيد, الجاذبية, الحب, التسلية, الرسول, التأليه, التقدير, الاعتقال, الحماسة, الإثارة, الصاعد, الطموح, التوكيد, الدهشة, الجاذبية, الرعب, الصفة, الجمال, المستفيد, الخير, النعيم, الجرأة, الشجاعة, الصراحة, السبي, الاحتفال, السحر, التهافت, الكياسة, القرب, التماسك, الشفقة, التكملة, الثقة, التهنة, الإجماع, الثبات, الاطمئنان, الشجاعة, المجاملة, الحنين, التصديق, المحبوب, المدافع, الإذعان, البهجة, الرغبة, التقرير, الإخلاص, الكرامة, التوق, الجدية, الحماسة, الوقاحة, الراقة, الفيض, العجب, الكهربية, الأناقة, البلاغة, الربوة, التشجيع, المتعة, الحماسة, الاحترام, خلود, النشوة, التمجيد, الامتياز, الإثارة, النموذج, الابتهاج, الوفرة, etc. التهلل, الإيمان, الإخلاص, الشهرة

- Module 4: Opinion classification.

Using module of Tweets Collector (see section 3) we collected a corpus containing 340,000 tweets about "interrogation of ministers by the National Assembly of Kuwait" - "استجواب الوزراء" during the last two years.

All tweets were annotated by three Kuwaiti dialect native speakers. The first task was to indicate whether a tweet is subjective (containing opinions). If this is the case, the second step is to be classified as positive, negative.

The average length of tweet is 12.23 words, with an average of 1.45 opinions per tweet, for a total of approximately 4 158 200 words;

For module 3 we use the *Weka* libraries edition 3.6 [17] for decision tree and SVM algorithms (*LibSVM*).

An *ARFF* file (input format of *Weka*) is generated automatically for each tweet. It will be useful like a data source for the algorithms of classification. We adopted *J48*, *ADTREE*, *Random Tree* and *SVM* with the cases of the events.

5 Results

The evaluation is done at several levels. We start with the classification evaluation by using the PCC, then, the clustering by measuring the Precision and the Recall. We exploit the following algorithms:

To evaluate our approach, we employ the precision and recall measurements. We assign each sentence to one of the three following categories:

- a: sentence correctly assigned to a given class value,
- b: sentence not detected (silent),
- c: sentence misclassified.

The Precision, the Recall and F1 prove that to be calculated as:

$$P = \frac{a}{a + c}, R = \frac{a}{a + b} \text{ and } F1 = \frac{2 \times P \times R}{(P + R)}$$

J48: implementation of C4.5 algorithm [18] which selects for each level the tree node as the attribute which differentiate better the data. Then, it divides the training set into sub-groups in order to reflect the values of the attribute of the selected node. We repeat the same treatment for under group until we obtain under homogeneous groups (all the instances or the majority have the same attribute of decision).

ADTree: construction of the decision trees extended to the cases of multiclass and multi-labels.

Random Tree: begin with tree random and chosen by the majority best vote.

We obtained the following results:

J48

TP Rate	FP Rate	Precision	Recall	F-Measure	Class
0.525	0.158	0.469	0.325	0.383	positive
0.442	0.375	0.427	0.502	0.461	negative

ADTREE

TP Rate	FP Rate	Precision	Recall	F-Measure	Class
0.411	0.333	0.512	0.476	0.493	positive
0.420	0.242	0.421	0.453	0.463	negative

RandomTree

TP Rate	FP Rate	Precision	Recall	F-Measure	Class
0.5	0.211	0.601	0.5	0.548	positive
0.489	0.5	0.452	0.489	0.469	negative

SVM

Precision	Recall	F-Measure	Class
0.767	0.634	0.694	positive
0.658	0.789	0.717	negative

6 Conclusion and Future Word

In this article, we have proposed four stages to annotate opinion on tweets starting, in a first stage, by the collecting them using keyword in a specific model. In a second stage, the preprocessing consists on segment and extract some information

form tweet. In the third stage, we generate features for machine learning process based on developed linguistic resources to Kuwaiti dialect. Finally, we use SVM and decision Tree to classify tweet in positive or negative classes.

Our approach was evaluated on 340,000 tweets about "interrogation of ministers by the National Assembly of Kuwait" during the last two years. Tweets were collected automatically by a module developed in java. This corpus has been manually annotated by three Kuwaiti dialect native speakers. We obtained an average value of precision and recall respectively 76% and 61%.

In short term, one of the first future works which we propose is to adopt this word on other dialect like Saudi dialect.

In long term, we look forward to fuse the opinion. In effect, we have the idea of adopting, to the case of the events, the MCT model proposed by Smets [19] for the fusion of information in general.

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