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Basic data	Metrics/Popularity	Papers in this book		
		ICIST 2019	Proceedings - Paper index	
		ICIST	2019 Proceedings Part I	
1. Incre	asing agent mobili	ty in Siebog Agent N	liddleware	~
Pages 1- Vidakovi	5 ć Milan, Ivanović Mirjan	ıa, Vidaković Jovana		
2. Effec	ts of phoning durir	ng driving		~
Pages 6- Stojmen	9 ova Kristina, Marinko Ve	esna, Komavec Mojca, Sc	dnik Jaka	
3. A Mo	del-Driven Approa	ch to Establishment	of Private Blockchain Business Networks	~
Pages 10 Mirković)-14 Aleksa, Terzić Branko, (Gajić Dušan, Luković Ivan	, Nenić Marina	
4. Gene	erating images to fo	ool trained neural net	works using simple search algorithm	~
Pages 1 Dobrički	5-18 Tomislav, Vlajić Ognjen	, Vidaković Dragan, Slivka	a Jelena	
5. Tools improv	s for describing arc ements	hitecture of distribut	ted systems based on microservices: overview and	~
Pages 19 Suljkano	9-21 vić Alen, Filipović Milora	ad, Kaplar Sebastijan, Dej	anović Igor	
6. Linki	ng Open Drug Data	a: The Arabic dataset	t	~
Pages 22 Lakshen	2-26 Guma, Janev Valentina	ı, Vraneš Sanja		
7. Phys	iological measurer	nents for determinin	g driver's state and behavior	~
Pages 2 Gruden 1	7-32 ⁻ imotej, Jakus Grega, So	odnik Jaka		

8. xAPI – New eLearning Standard for LMS – Simulations Integration	×
Pages 33-36 Šimić Goran, Maksimović Zoran, Jevremović Aleksandar	
9. Is past behavior the best predictor of future behavior? Comparing the behavioral validity of self-reported speeding and driving simulator data	~
Pages 37-39 Tement Sara, Plohl Nejc, Horvat Marina, Musil Bojan, Jakus Grega, Sodnik Jaka	
10. Computationally Efficient Angular Orientation Calculation from 3D Gyroscope Measurements	×
Pages 40-42 Stančin Sara, Tomažič Sašo	
11. Delegated attribute-based access control(DABAC) for contextual Linked Data	~
Pages 43-46 Stojanov Riste, Gramatikov Sasho, Jovanovik Milos, Trajanov Dimitar	
12. Detection of Region-Specific Voting Patterns in Eurovision Song Contest	×
Pages 47-52 Luković Ivan, Ivančević Vladimir, Lalić Maksim	
13. Implementation of OpenAIRE Guidelines for CRIS managers to Finnish VIRTA Publication Information Service	~
Pages 53-57 Ivanović Dragan, Puuska Hanna-Mari, Nikkanen Joonas, Hellsten Lauri, Eskola Olli	
14. BISIS Software as a Service	×
Pages 58-61 Boberić Krstićev Danijela, Tešendić Danijela	
15. Privacy concerns in IoT smart healthcare system	~
Pages 62-65 Stojkov Milan, Sladić Goran, Milosavljević Branko, Zarić Miroslav, Simić Miloš	
16. Bridging the gap between the potential and realized benefits of health information technology	×
Pages 66-71 Martinov Dobrivoje, Vukov Bojan	
17. Normalization of Medical Records Written in Serbian	~
Pages 72-75 Avdić Aldina, Marovac Ulfeta, Janković Dragan, Avdić Dženan	
18. Assessment of sickness in virtual environments	×
Pages 76-81 Miljković Nadica, Popović Nenad, Prodanov Milana, Sodnik Jaka	

19. A Proposal for Footprints Classification in Gait Patterns based on the trajectory of Centres of Pressure 🗸

Pages 82-86

20. Reliable communication protocol for cyclically interrupted radio channel in sports biofeedback systems v

Pages 87-91 Casillas Andrea Hernández, Umek Anton, Kos Anton

21. Wireless Sensor Device for the Acquisition of High-Frequency Signals in Sport
Pages 92-96 Romano Lia, Altieri Anna Federica, Kos Anton, Umek Anton, Tomažič Sašo
22. On container usability in large-scale edge distributed system
Pages 97-101 Simić Miloš, Stojkov Milan, Sladić Goran, Milosavljević Branko, Zarić Miroslav
23. Automation of psychological testing of stressful situations in the Serbian \checkmark
Pages 102-106 Marovac Ulfeta, Ljajić Adela, Avdić Aldina, Fazlagić Anida
24. Augmented Real-time Biofeedback Application for Precision Shooting Practice Support
Pages 107-110 Kos Anton, Dopsaj Milivoj, Marković Stefan, Umek Anton
25. On improving open dataset categorization
Pages 111-115 Bogdanović Miloš, Frtunić Gligorijević Milena, Veljković Nataša, Puflović Darko, Stoimenov Leonid
26. Factors of Software Engineers' Work Motivation
Pages 116-118 Milojković Ana, Ivković Filip, Ivković Miodrag
27. Multi-sensor Data Fusion Architectures Revisited
Pages 119-123 Jevtić Miloš, Zogović Nikola, Graovac Stevica
28. Big data analytics for extracting mobility patterns in a large urban center
Pages 124-129 Antunes Hugo, Figueiras Paulo, Costa Ruben, Teixeira Joel, Jardim-Goncalves Ricardo
29. A State-of-the-Art Review on Big Data Technologies
Pages 130-134 Jelić Marko, Pujić Dea, Paunović Dejan, Jabeen Hajira
30. Evaluating String Distance Metrics for Approximate Dictionary Matching: A Case Study in Serbian Electronic Health Records ✔
Pages 135-137 Kaplar Aleksandar, Aleksić Aleksandra, Stošović Milan, Naumović Radomir, Brković Voin, Kovačević Aleksandar

31. A comprehensive flow-based anomaly detection architecture using entropy calculation and machine

learning classification

Pages 138-143 Ibrahim Juma, Timčenko Valentina, Gajin Slavko	
32. The Hybrid Machine Learning Support for Entropy Based Network Traffic Anomaly Detection	~
Pages 144-149 Timčenko Valentina, Ibrahim Juma, Gajin Slavko	
33. Boosting Transition to Paperless Trade – Mapping Traditional Trade Contracts to Smart Contracts	~
Pages 150-154 Ivković Vladimir, Todorović Nikola, Gajić Dušan, Todorović Nenad	
34. Predicting different types of dementia using structured data	~
Pages 155-159 Pavlić Miloš, Francuski Ognjen, Jovin Igor, Slivka Jelena, Kovačević Aleksandar	
35. The model of code readability features: visual, structural and textual	~
Pages 160-164 Zeljković Ivana, Slivka Jelena, Savić Goran, Segedinac Milan	
36. Quality Issues of Open Big Data Ecosystems: Toward Solution Development	~
Pages 165-170 Lakshen Guma, Janev Valentina, Vraneš Sanja	
37. Using blockchain to decentralize and protect user privacy in compliance with GDPR	~
Pages 171-173 Dejanović Stefan, Marjanović Jelena, Lendak Imre, Erdeljan Aleksandar	
38. Testing of Large Scale Model-Driven Solutions	~
Pages 174-177 Zoranović Bojana, Todorović Nenad, Vuković Željko, Lukić Aleksandar, Milosavljević Gordana	
39. Evaluation of the most recent Machine Learning approaches for the wastewater treatment	~
Pages 178-182 Merla Pasquale, Dassisti Michele, Stigliano Giambattista	
40. Remote Monitoring of Toxic Gases in Mines	~
Pages 183-186 Cekova Katerina, Martinovska Bande Cveta, Klekovska Mimoza	
41. Calculation of Insurance Policy Prices Using Rules-based Systems	~
Pages 187-191 Medić Mina, Preradov Katarina, Zarić Miroslav, Sladić Goran, Nikolić Siniša	
42. 3D Reconstruction of Patient-Specific Dental Bone Grafts by Application of Reverse Engineering Modeling	~
Darges 102 105	

Pages 192-195 Santoši Željko, Šokac Mario, Vukelić Đorđe, Budak Igor

43. Personalized Technological Architectures to Assist Dementia Patients based on Energy Efficiency	~
Pages 196-198 Luís-Ferreira Fernando, Calado Jorge, Artífice Andreia, Sarraipa Joao	
44. An Empirical Evaluation of the Relationship between Technical Debt and Software Security	~
Pages 199-203 Siavvas Miltiadis, Tsoukalas Dimitrios, Janković Marija, Kehagias Dionysios, Chatzigeorgiou Alexander, Tzovaras Dimitrios, Aniči Gelenbe Erol	ić Nenad,
45. A Trustworthiness-Based Application to Handle Private Data In a FIWARE-Based System	~
Pages 204-208 Giao Joao, Rajaonah Bako, Marcelino-Jesus Elsa, Sarraipa Joao	
46. Genetic and Ant Colony Optimization Based Communal Waste Collection Vehicle Routing	~
Pages 209-212 Marković Danijel, Stanković Aleksandar, Petrović Goran, Trajanović Miroslav, Ćojbašić Žarko	
47. Application of Artificial Neural Networks in Prediction of Human Mandible Geometry	~
Pages 213-216 Mitić Jelena, Vitković Nikola, Manić Miodrag, Trajanović Miroslav	
48. Real-time structural analysis assistance in customized product design	~
Pages 217-220 Korunović Nikola, Zdravković Milan	
ICIST 2019 Proceedings Part II	
49. Examining Repudiation Threats Using a Framework for Teaching Security Design Analysis	~
Pages 221-225 Luburić Nikola, Sladić Goran, Milosavljević Branko	
50. Empirical Study of Silent ASICs Mining in CryptoNight Blockchain System	~
Pages 226-229 Mekić Edis, Purković Safet, Kuk Kristijan	
51. A Performance Evaluation of Some Function-Based Indices	~
Pages 230-235 Vještica Marko, Kordić Slavica, Čeliković Milan, Dimitrieski Vladimir, Luković Ivan, Vidaković Jovana	
52. Analysis of the influence of ssd and magnetic discs on the performance of sql server	~
Pages 236-239 Atanasijević Jordan, Đorđević Borislav, Stanković Nevena	
53. Mobile application for energy management in smart buildings	~
Pages 240-243 Berbakov Lazar, Batić Marko, Tomašević Nikola	

54. "Ethnic" Music in the Balkans: Identity, Similarity and Classification Norms	~
Pages 244-249 Politis Dionysios, Tzimas R, Aleksić Veljko	
55. The Synchronisation of E-Learning Courses Using Agent Technology	~
Pages 250-253 Aleksić Aleksandra, Vidaković Milan, Savić Goran, Kaplar Aleksandar, Segedinac Milan	
56. Architecture of web applications based on Angular Framework: A Case Study	~
Pages 254-259 Cincović Jelica, Delčev Sanja, Drašković Dražen	
57. Analysis of e-government in EU	~
Pages 260-265 Paroški Milan, Matijević Marko	
58. VIRTUAL INTERNSHIPS IN VOCATIONAL EDUCATION AND TRAINING	~
Pages 266-269 Bogićević Žarko, Stefanović Nenad	
59. Augmented feedback system for coaching support in volleyball	~
Pages 270-273	
Umek Anton, Kos Anton	



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(/eventiotic/library/book/3)



(/eventiotic/library/book/7)



(/eventiotic/library/book/10)



(/eventiotic/library/book/11)

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Automation of psychological testing of stressful situations in the Serbian language

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Abstract— People are increasingly exposed to stress today, hence the care for their mental health is even more significant. The lack of time often does not allow that people discuss with professionals about stressful situations, but the answers to these problems are searched through the Internet such as the experiences of other people. Definition of a stressful situation is the first question. People react differently to certain stressful situations depending on the moment in which they are happening and their psychological state. The perception of a situation as stressful can be an indicator of the existence of a problem. This paper presents the model of the crowdsourcing platform that serves to gather information of stressful situations, individual reaction to the given situation, the comment of professionals on the problem, as well as the assessment of the psychological state of the user through a psychological test. Such a platform is a unique platform of this type in the Serbian language. The users of this platform get information about the relationship between the stressful situation and the corresponding psychological state. For the purposes of this paper, the platform is developed for the case of postpartum depression.

I. INTRODUCTION

Studies of traditional psychology are based on various techniques for data collection. The collecting of data is usually done through psychological tests, with a defined scale of assessment. The problem of the validity of psychological tests is the objectivity of a respondent. Psychological analysis is more complete if it is done through a structured or semi-structured interview. A large number of people are trying to solve their problems through electronic social networks. Many psychologists research electronic media in order to capture available data and analyze them from the perspective of clinical and medical psychology. The application of information technologies in health systems is known as e-health and it increases the efficiency of the standard health care systems [1]. Creating a system that automatically processes psychological tests and interviews will be of great benefit to everyone. This system cannot replace psychologists and psychiatrists, but it can direct people with potential problems to seek professional help.

In this paper, we will present a model of the system for providing support to women during and after the pregnancy that may have some specific psychological problems. The current statistics show that stressful situations in this period accelerate the current psychological state of women that in 10% of cases leads to postpartum depression. The practical aim of this study is to discover this form of depression through an online crowdsourcing platform to support pregnant women and mothers in stressful situations. There are standardized psychological tests to determine this type of depression, but they are not completely reliable due to non-objective respondents. By using information technology, alternative ways of diagnosing these problems can be found. Free text that is available in various forums can sometimes be a better indicator of whether a person really has a problem. The processing of free text is a great challenge. The presented platform should process a free text, and by using text similarity, it will give some answers to the problem. In order to make text-based conclusions more precise, it is necessary to have as large a sample of texts already associated with a certain diagnosis. The presented model is based on crowdsourcing and is specific because it was made for the Serbian language.

II. SYSTEMS FOR AUTOMATED DATA COLLECTION

The term crowdsourcing is a method for collecting data based on users who volunteer in the process. This method provides collecting a large amount of data for a short time.

The basic idea behind this principle is the goodwill of a group of people to take on some business and volunteer for it or for some fee. Therefore, crowdsourcing is a modern way of using collective intelligence, whose advantages are recognized in many areas, such as problem-solving, decision making, etc. [2].

Applications based on crowdsourcing are used in the implementation of voting systems (eg. Amazon Mechanical Turk, [3]), information sharing systems (Quora, [4]), games (Google Image Labeler) and creative systems (TopCoder [5]), etc.

III. SYSTEMS FOR SELF-DIAGNOSIS OF MENTAL DISEASES

Self-diagnosis is a conclusion about your health based on a medical questionnaire. This conclusion can be made anywhere and at any time in an electronic healthcare platform. Examples of such programs are described below.

CPSK [6] is a self-examination program for elementary school students, designed to detect possible mental problems in the early stages. AMPK [7] is a test for measuring the level of care, anxiety, violence, and obsession among young people aged 12 to 18. PSS [8] is a test used to measure the level of stress over a period of one month. SBK-R [9] is a test to determine whether the patient is suicidal. Chiang et al. [10] described the criteria for measuring the level of depression based on crowdsourcing and within the framework of a smart healthcare platform. The disadvantage of these programs is that they do not support automation and are not intended for the language spoken in our area.

IV. PROPOSED MODEL OF SYSTEM FOR SELF-DIAGNOSIS OF PSYCHOLOGICAL PROBLEMS

Tests are psychological measuring instruments. They consist of various questions, tasks or claims. When a person performs a psychological test, their answers are compared with the values obtained on the population, thus determining the position of the individual and analyzing possible deviations. Such tests, where there are clearly defined limits for which the psychiatrist makes conclusions, are often available on the Internet. With these tests, the subject can come to the conclusion, but this is by no means an end to diagnosis, but simply an indication of the existence of a particular psychological problem. The second type of psychological instruments are interviews, which make a qualitative analysis of the answers and evaluate the unique characteristics of the person, using responses to the questions asked. The analysis of these tests is difficult for automatic processing and is very important. The significance of the interview is reflected in the objectivity of the interviewee himself. Predictability of outcomes in solving appropriate psychological tests leads to nonobjectivity, that can be a major problem in solving tests.

The proposed solution is based on crowdsourcing with the aim to detect postpartum depression and give some helpful information. Online crowdsourcing platform should be the mediator between people who have the same interests and problems.

The goal is to motivate the critical population to leave their experience as a significant source of new information and to mark the appropriate data in some way through psychological tests in self-diagnosis.

One of the tasks of this platform is to motivate users to leave their experience in the form of free text as a significant source for research. Through the psychological test, users give the link of the psychological state which they described with their results of the test. So free text data would be marked with the degree of depression.

Participants of this crowdsourcing are pregnant women and mothers. Considering the great obligations women have in this period, they often ask for a quick solution to the problem on social networks. Identification with the group and the experience of women who found themselves in the same situation is important to support women who are in a new situation and often with psychological problems. The platform solves the usual psychological problems that arise and determines the correlation of problems with postpartum depression.

In order to solve the problem of automating the analysis of the psychological state in stressful situations, the crowdsourcing platform allows users to enter information about the stressful situation they have experienced and describe their feelings in the form of free text and to do a psychological test (which is automatically processed). The classification of free text that describes the stressful situation and feelings leads to the connection of the corresponding reactions on the stress with the results of psychological tests. The system will display an example of the diagnosis of postpartum depression.



Figure 1. The conceptual model for the proposed solution

The picture represents the conceptual model of the crowdsourcing platform. The input is stressful situations of the respondents, as well as the problems or feelings caused by this situation.

Objectivity is very important in this process so that the part in which the user presents the problem is on the beginning before the psychological test makes a potential influence on it and reduces the objectivity of answering. The next step is the psychological test that automatically processes and estimates postpartum depression based on the Edinburgh scale of postpartum depression (EPDS) [11]. The system finds the most similar situations and feelings that follow them and provides the advice to appropriate users given by psychologists. The advice is based on input data, and also provides an overview of the relationship between the described psychological state and postpartum depression.

Problems that arise when performing crowdsourcing tasks are related to the human factor and platform. Understanding the human motivation and behavior of a related group of people is important in order to motivate the participants to do a good job. That's why the platform itself has to be designed to attract the attention of participants providing additional information. There is no similar portal dealing with self-diagnosis of postpartum depression in Serbian language, so the significance of this platform is even greater.

V. SYSTEM ALGORITHM

Figure 2 shows a detailed algorithm of the system for self-diagnosis of psychological problems for pregnant women and mothers. As shown in figure 2, the participants of this system are pregnant women and mothers, as well as psychologists who provide expert advice based on the information provided and the results of the test.

Psychologists do not respond to each individual situation but start with those that are at least similar to situations that have already been processed. In this way, expert assistance is effectively used. Each user also performs a psychological test and gets the test results for postpartum depression.

A. Processing psychological tests

Psychological tests are processed automatically. To determine postpartum depression, the Edinburgh scale is used, with a score greater than 12 indicating the postpartum depression. EPDS is one of the most

commonly used scales for assessing depressive symptoms for women who have given birth. The respondent estimates the weight for ten different depressive symptoms in the past seven days on a scale of 0 to 3 [11]. The possible range of results is from 0 to 30, where higher scores refer to more difficult symptomatic. The items on the scale refer to the assessment of the possibility of experiencing joy, concern, guilt, sorrow, then selfharming, etc.

This scale evaluates mainly the psychological symptoms of depression while interpreting physiological symptoms through one item related to the assessment of sleeping ability. The authors found that with the critical result, the 12/13 sensitivity of the scale was 86%, the specificity was 78%, and the total positive predictive validity was 73%. The EPDS scale is validated and translated into a number of countries and is actively used to screen and diagnose postpartum depression.

It should be noted that this is a screening instrument that is rarely used for the purpose of diagnosing elevated depression. In the research by Fazlagić [12], through this instrument on a random sample, the postpartum depression rate was found to be above 12% for 29% of mothers.

In addition to the results obtained using the test, the patient receives additional advice from a psychologist if there is a similar situation in the database and the accompanying psychological condition caused by this situation. If it does not exist, the user is given examples of how others felt in the given situations and how much this condition is related to the results of a psychological test.



Figure 2. The architecture of the Proposed System

B. Processing textual data

Text data inputs are in raw format and are necessary to be preprocessed to be ready for machine processing. Preprocessing is performed in several steps (Figure 3):

- Tokenization separating on tokens, discrete parts of the text (words, numbers, punctuation marks) and removing redundant characters
- Removing stop words words that do not carry meaning (adverbs, prepositions, pronouns, ...)
- Reducing different forms of the word on its root (stem or n-gram) [13]
- Splitting text to sentences
- Extracting key terms
- Representing documents in the form of a word-vector.



Figure 3. Textual data processing

C. Data reduction

In order to shorten the process of obtaining the most adequate response, the size of the data should be reduced. Appropriate input texts (descriptions of stressful situations or description of induced reactions and feelings). In order to reduce the size of the text while preserving the meaning, the text will be presented using a word vector. Words that carry the essence of the meaning of the text should have more weight than other terms. Therefore, the text will be transformed into word vectors with associated weight <term, weight>. The f_tw function for calculating the weight of a word will be defined as follows in (1).

$$f_tw: term \rightarrow term_weight$$

$$f_tw(t) \begin{cases} 0, t - stop word \\ tfi - df, t - key word \\ a * tfidf, else. \end{cases}$$
(1)

Stop words (adverbs, prepositions, conjunctions, exclamations, words, pronouns) are words that do not carry the essence meaning in a text and therefore they will be removed from the text. After removing the stop word, text transformation is done in the vector word with the associated frequency. In order to extract words that carry the essential meaning of the text, coefficients tf (term_frequncy) and idf (inverse document frequency) are calculated. These coefficients serve to create words based on a corpus of similar texts in a document appearing in it with a higher expectation than is usual. Tf is calculated as given in (2) and equation for idf is (3).

$$tf = \frac{\text{frequency of a term in the text}}{\text{total number of terms in the text}}$$
(2)

$$idf = \log\left(\frac{\text{total numer of texts}}{\text{the number of texts with term}}\right)$$
(3)

For keyword, one can choose words with tf-idf> 1 or a certain number of words in which tf-idf is the largest. When comparing, only the keywords can be considered (in this case a = 0) or all words but with the associated weight (0 < a < 1).

D. Similarity search

The algorithm for comparing stressful situations (or feelings) by similarity includes the following steps:

- 1. Select a stressful situation for comparison;
- 2. Compares the current description of the stressful situation with descriptions of all other stressful situations from the knowledge base in the following way:
 - a. Normalize the descriptions of stressful situations
 - b. Create a word vector from the selected description of the stressful situation
 - c. Compare the word vectors describing the stressful situations by similarity, using the cosine similarity algorithm
 - d. If the result of the comparison of the selected and current vector of stressful situations is greater than zero, give the current name of the stressful situation to a series of similar names of stressful situations.
- 3. Repeat step 2 to describe stress situations.

Evaluating similarity between word vectors (stressful situation descriptions) is done by cosine similarity algorithm [14]. Figure 4 shows the pseudocode of evaluating the similarity between word vectors of stress situations.

Algorithm 1: SituationSimilarity(Situation s1, Situation s2)
1: SumTwS12=0;
2: ProductTwS12=1;
3: <i>TwS11=0</i> ;
4: <i>TwS22=0</i> ;
5: foreach $Word \in s1$
6: begin
7: $TwS12=f tw(Word,s1)*f tw(Word,s2);$
8: $SumTwS12 + =TwS12;$
9: $TwS11+=f_tw(Word,s1)*f_tw(Word,s1);$
10: $TwSII + = f tw(Word, s2) * f tw(Word, s2);$
11: end;
12: ProductTwS12=sqrt(TwS11)* sqrt(TwS22);
13: if (<i>ProductTwS12</i> !=0)
14: CosSimS12= SumTwS12/ ProductTwS12;
15: else
16: $CosSimS12 = -1;$
17: return CosSimS12

Figure 4. Evaluating similarity of stressful situations

VI. CONCLUSION

The paper presents the model of online crowdsourcing platform that enables efficient provision of psychological assistance and self-diagnosis of psychological problems for pregnant woman and mothers. Providing such specific support is very important for platform users, but also for creating collective knowledge that can serve to detect these problems in social networks, for example. There is no similar portal dealing with self-diagnosis of postpartum depression in Serbian language, so the significance of this platform is greater.

Providing such specific support is very important for platform users, but also for creating collective knowledge that can serve to detect these problems in social networks for example.

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