

Natural Language Processing and Artificial Intelligence: A Survey

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Abstract

Modern models have significantly improved in quality in recent years; however, this has resulted in models losing some of their interpretability. An overview of Explainable AI (XAI) as it is currently understood within the field of Natural Language Processing (NLP) is provided by this survey. We discuss how explanations are categorized, how they can be arrived at, and how they might be visualized. As a service to the community of model developers, we describe in detail the operations and explainability strategies that are currently available for producing explanations for NLP model predictions. In conclusion, we highlight the existing deficiencies and propose future paths for this significant research field.

Keywords: - Local, Global, XAI, NLP

I. Introduction

Traditionally, Natural Language Processing (NLP) systems have been mostly based on techniques that are inherently explainable. Examples of such approaches, often referred to as *white box* techniques, include rules, decision trees, hidden Markov models, logistic regressions, and others. Recent years, though, have brought the advent and popularity of *black box* techniques, such as deep learning models and the use of language embeddings as features. While these methods in many cases substantially advance model quality, they come at the expense of models becoming less interpretable. This obfuscation of the process by which a model arrives at its results can be problematic, as it may erode trust in the many AI systems humans interact with daily (e.g., chatbots, recommendation systems, information retrieval algorithms, and many others). In the broader AI community, this growing understanding of the importance of explainability has created an emerging field called Explainable AI (XAI). However, just as tasks in different fields are more amenable to particular approaches, explainability must also be considered within the context of each discipline. We therefore focus this survey on XAI works in the domain of NLP, as represented in the main NLP conferences in the last seven years. This is, to the best of our knowledge, the first XAI survey focusing on the NLP domain.

As will become clear in this survey, explainability is in itself a term that requires an explanation. While explainability may generally serve many purposes (see, e.g., Lertvittayakumjorn and Toni, 2019), our focus is on explainability from the perspective of an end user whose goal is to understand how a model arrives at its result, also referred to as the *outcome explanation problem* (Guidotti et al., 2018). In this regard, explanations can help users of NLP-based AI systems build trust in these systems' predictions. Additionally, understanding the model's operation may also allow users to provide useful feedback, which in turn can help developers improve model quality (Adadi and Berrada, 2018).

Explanations of model predictions have previously been categorized in a fairly simple way that differentiates between (1) whether the explanation is for each prediction individually or the model's prediction process as a whole, and (2) determining whether generating the explanation requires post-processing or not (see Section 3). However, although rarely studied, there are many additional characterizations of explanations, the most important being the techniques used to either generate or visualize explanations. In this survey, we analyze the NLP literature with respect to both these dimensions and identify the most commonly used *explainability and visualization techniques*, in addition to *operations* used to generate explanations (Sections

4.1-Section 4.3). We briefly describe each technique and point to representative papers adopting it. Finally, we discuss the common *evaluation techniques* used to measure the quality of explanations (Section 5), and conclude with a discussion of gaps and challenges in developing successful explainability approaches in the NLP domain (Section 6).

Related Surveys: Earlier surveys on XAI include Adadi and Berrada (2018) and Guidotti et al. (2018). While Adadi and Berrada provide a comprehensive review of basic terminology and fundamental concepts relevant to XAI in general, our goal is to survey more recent works in NLP in an effort to understand how these achieve XAI and how well they achieve it. Guidotti et al. adopt a four-dimensional classification scheme to rate various approaches. Crucially, they differentiate between the “explanator” and the black-box model it explains. This makes most sense when a surrogate model is used to explain a black-box model. As we shall subsequently see, such a distinction applies less well to the majority of NLP works published in the past few years where the same neural network (NN) can be used not only to make predictions but also to derive explanations. In a series of tutorials, Lecue et al. (2020) discuss fairness and trust in machine learning (ML) that are clearly related to XAI but not the focus of this survey. Finally, we adapt some nomenclature from Arya et al. (2019) which presents a software toolkit that can help users lend explainability to their models and ML pipelines.

Our goal for this survey is to: (1) provide the reader with a better understanding of the state of XAI in NLP, (2) point developers interested in building explainable NLP models to currently available techniques, and (3) bring to the attention of the research community the gaps that exist; mainly a lack of formal definitions and evaluation for explainability. We have also built an interactive website providing interested readers with all relevant aspects for every paper covered in this survey.¹

II. Methodology

We identified relevant papers (see Appendix A) and classified them based on the aspects defined in Sections 3 and 4. To ensure a consistent classification, each paper was individually analyzed by at least two reviewers, consulting additional reviewers in the case of disagreement. For simplicity of presentation, we label each paper with its main applicable category for each aspect, though some papers may span multiple categories (usually with varying degrees of emphasis.) All relevant aspects for every paper covered in this survey can be found at the aforementioned website; to enable readers of this survey to discover interesting explainability techniques and ideas, even if they have not been fully developed in the respective publications.

III. Categorization of Explanations

Explanations are often categorized along two main aspects (Guidotti et al., 2018; Adadi and Berrada, 2018). The first distinguishes whether the explanation is for an individual prediction (*local*) or the model’s prediction process as a whole (*global*). The second differentiates between the explanation emerging directly from the prediction process (*self-explaining*) versus requiring post-processing (*post-hoc*). We next describe both of these aspects in detail, and provide a summary of the four categories they induce in Table 1.

3.1 Local vs Global

A *local* explanation provides information or justification for the model’s prediction on a specific input; 46 of the 50 papers fall into this category.

A *global* explanation provides similar justification by revealing how the model’s predictive process works, independently of any particular input. This category holds the remaining 4 papers covered by this survey. This low number is not surprising given the focus of this survey being on explanations that justify predictions, as opposed to explanations that help understand a model’s behavior in general (which lie outside the scope of this survey).

3.2 Self-Explaining vs post-hoc

Regardless of whether the explanation is local or global, explanations differ on whether they arise as part of the prediction process, or whether their generation requires post-processing following the model making a prediction. A *self-explaining* approach, which may also be referred to as directly interpretable (Arya et al., 2019), generates the explanation at the same time as the prediction, using information emitted by the model as a result of the process of making that prediction. Decision trees and rule-based models are examples of global self-explaining models, while feature saliency approaches such as attention are examples of local self-explaining models.

In contrast, a post-hoc approach requires that an additional operation is performed after the predictions are made. LIME (Ribeiro et al., 2016) is an example of producing a local explanation using a

surrogate model applied following the predictor's operation. A paper might also be considered to span both categories – for example, (Sydorova et al., 2019) actually presents both self-explaining and post-hoc explanation techniques.

Local Post-Hoc	Explain a single prediction by performing additional operations (<i>after</i> the model has emitted a prediction)
Local Self-Explaining	Explain a single prediction using the model itself (calculated from information made available from the model <i>as part of</i> making the prediction)
Global Post-Hoc	Perform additional operations to explain the entire model's predictive reasoning
Global Self-Explaining	Use the predictive model itself to explain the entire model's predictive reasoning (<i>a.k.a. directly interpretable model</i>)

Table 1: Overview of the high-level categories of explanations (Section 3).

IV. Aspects of Explanations

While the previous categorization serves as a convenient high-level classification of explanations, it does not cover other important characteristics. We now introduce two additional aspects of explanations: (1) techniques for deriving the explanation and (2) presentation to the end user. We discuss the most commonly used explainability techniques, along with basic operations that enable explainability, as well as the visualization techniques commonly used to present the output of associated explainability techniques. We identify the most common combinations of explainability techniques, operations, and visualization techniques for each of the four high-level categories of explanations presented above, and summarize them, together with representative papers, in Table 2.

Although explainability techniques and visualizations are often intermixed, there are fundamental differences between them that motivated us to treat them separately. Concretely, explanation derivation - typically done by AI scientists and engineers - focuses on mathematically motivated justifications of models' output, leveraging various explainability techniques to produce "raw explanations" (such as attention scores). On the other hand, explanation presentation - ideally done by UX engineers - focuses on how these "raw explanations" are best presented to the end users using suitable visualization techniques (such as saliency heatmaps).

4.1 Explainability Techniques

In the papers surveyed, we identified five major explainability techniques that differ in the mechanisms they adopt to generate the raw mathematical justifications that lead to the final explanation presented to the end users.

Feature importance. The main idea is to derive explanation by investigating the importance scores of different features used to output the final prediction. Such approaches can be built on different types of features, such as manual features obtained from feature engineering (e.g., Voskarides et al., 2015), lexical features including word/tokens and n-gram (e.g., Godin et al., 2018; Mullenbach et al., 2018), or latent features learned by NNs (e.g., Xie et al., 2017). Attention mechanism (Bahdanau et al., 2015) and first-derivative saliency (Li et al., 2015) are two widely used operations to enable feature importance-based explanations. Text-based features are inherently more interpretable by humans than general features, which may explain the widespread use of attention-based approaches in the NLP domain.

Surrogate model. Model predictions are explained by learning a second, usually more explainable model, as a proxy. One well-known example is LIME (Ribeiro et al., 2016), which learns surrogate models using an operation called input perturbation. Surrogate model-based approaches are model-agnostic and can be used to achieve either local (e.g., Alvarez-Melis and Jaakkola, 2017) or global (e.g., Liu et al., 2018) explanations. However, the learned surrogate models and the original models may have completely different mechanisms to make predictions, leading to concerns about the fidelity of surrogate model-based approaches.

Example-driven. Such approaches explain the prediction of an input instance by identifying and presenting other instances, usually from available labeled data, that are semantically similar to the input instance. They are similar

in spirit to nearest neighbor-based approaches (Dudani, 1976), and have been applied to different NLP tasks such as text classification (Croce et al., 2019) and question answering (Abujabal et al., 2017).

Provenance-based. Explanations are provided by illustrating some or all of the prediction derivation process, which is an intuitive and effective explainability technique when the final prediction is the result of a series of reasoning steps. We observe several question answering papers adopt such approaches (Abujabal et al., 2017; Zhou et al., 2018; Amini et al., 2019).

Declarative induction. Human-readable representations, such as rules (Prohlochs et al., 2019), trees (Voskarides et al., 2015), and programs (Ling et al., 2017) are induced as explanations.

As shown in Table 2, feature importance-based and surrogate model-based approaches have been in frequent use (accounting for 29 and 8, respectively, of the 50 papers reviewed). This should not come as a surprise, as features serve as building blocks for machine learning models (explaining the proliferation of feature importance-based approaches) and most recent NLP papers employ NN-based models, which are generally black-box models (explaining the popularity of surrogate model-based approaches). Finally note that a complex NLP approach consisting of different

Component may employ more than one of these explainability techniques. A representative example is the QA system QUINT (Abujabal et al., 2017), which displays the query template that best matches the user input query (example-driven) as well as the instantiated knowledge-base entities (provenance).

4.2 Operations to Enable Explainability

We now present the most common set of operations encountered in our literature review that are used to enable explainability, in conjunction with relevant work employing each one.

First-derivative saliency. Gradient-based explanations estimate the contribution of input i towards output o by computing the partial derivative of o with respect to i . This is closely related to older concepts such as sensitivity (Saltelli et al., 2008). First-derivative saliency is particularly convenient for NN-based models because these can be computed for any layer using a single call to auto-differentiation, which most deep learning engines provide out-of-the-box. Recent work has also proposed improvements to first-derivative saliency (Sundararajan et al., 2017). As suggested by its name and definition, first-derivative saliency can be used to enable feature importance explainability, especially on word/token-level features (Aubakirova and Bansal, 2016; Karlekar et al., 2018).

Layer-wise relevance propagation. This is another way to attribute relevance to features computed in any intermediate layer of an NN. Definitions are available for most common NN layers including fully connected layers, convolution layers and recurrent layers. Layer-wise relevance propagation has been used to, for example, enable feature importance explainability (Poerner et al., 2018) and example-driven explainability (Croce et al., 2018).

Input perturbations. Pioneered by LIME (Ribeiro et al., 2016), input perturbations can explain the output for input \mathbf{x} by generating random perturbations of \mathbf{x} and training an explainable model (usually a linear model). They are mainly used to enable surrogate models (e.g., Ribeiro et al., 2016; Alvarez-Melis and Jaakkola, 2017).

Attention (Bahdanau et al., 2015; Vaswani et al., 2017). Less an operation and more of a strategy to enable the NN to explain predictions, attention layers can be added to most NN architectures and, because they appeal to human intuition, can help indicate where the NN model is “focusing”. While previous work has widely used attention layers (Luo et al., 2018; Xie et al., 2017; Mullenbach et al., 2018) to enable feature importance explainability, the jury is still out as to how much explainability attention provides (Jain and Wallace, 2019; Serrano and Smith, 2019; Wiegrefe and Pinter, 2019).

LSTM gating signals. Given the sequential nature of language, recurrent layers, in particular LSTMs (Hochreiter and Schmidhuber, 1997), are commonplace. While it is common to mine the outputs of LSTM cells to explain outputs, there may also be information present in the outputs of the gates produced within the cells. It is possible to utilize (and even combine) other operations presented here to interpret gating signals to aid feature importance explainability (Ghaeini et al., 2018).

Explainability-aware architecture design. One way to exploit the flexibility of deep learning is to devise an NN architecture that mimics the process humans employ to arrive at a solution. This makes the learned model (partially) interpretable since the architecture contains human-recognizable components. Implementing such a model architecture can be used to enable the induction of human-readable programs for solving math problems (Amini et al., 2019; Ling et al., 2017) or sentence simplification problems (Dong et al., 2019). This design may also be applied to surrogate models that generate explanations for predictions (Rajani et al., 2019a; Liu et al., 2019).

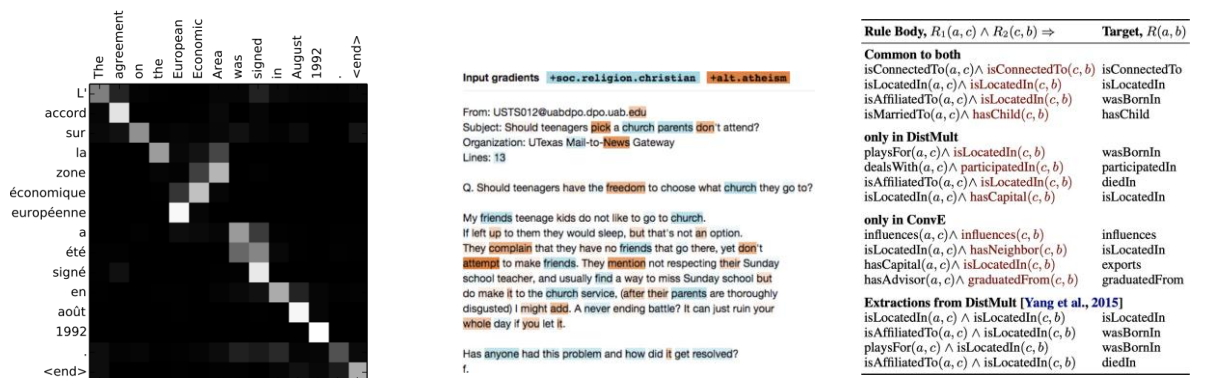
Previous works have also attempted to compare these operations in terms of efficacy with respect to specific NLP tasks (Poerner et al., 2018). Operations outside of this list exist and are popular for particular categories of

explanations. Table 2 mentions some of these. For instance, Proellochs et al. (2019) use reinforcement learning to learn simple negation rules, Liu et al. (2018) learns a taxonomy post-hoc to better interpret network embeddings, and Pryzant et al. (2018b) uses gradient reversal (Ganin et al., 2016) to deconfound lexicons.

4.3 Visualization Techniques

An explanation may be presented in different ways to the end user, and making the appropriate choice is crucial for the overall success of an XAI approach. For example, the widely used attention mechanism, which learns the importance scores of a set of features, can be visualized as raw attention scores or as a saliency heatmap (see Figure 1a). Although the former is acceptable, the latter is more user-friendly and has become the standard way to visualize attention-based approaches. We now present the major visualization techniques identified in our literature review.

Saliency. This has been primarily used to visualize the importance scores of different types of elements in XAI learning systems, such as showing input-output word alignment (Bahdanau et al., 2015) (Figure 1a), highlighting words in input text (Mullenbach et al., 2018) (Figure 1b) or displaying extracted relations (Xie et al., 2017). We observe a strong correspondence between feature importance-based explainability and saliency-based visualizations; namely, all papers using feature importance to generate explanations also chose saliency-based visualization techniques. Saliency-based visualizations are popular because they present visually perceptible explanations and can be easily understood by different types of end users. They are there-



(a) Saliency heatmap (Bahdanau et al., 2015) (b) Saliency highlighting (Mullenbach et al., 2018) (c) Raw declarative rules (Pezeshkpour et al., 2019b)

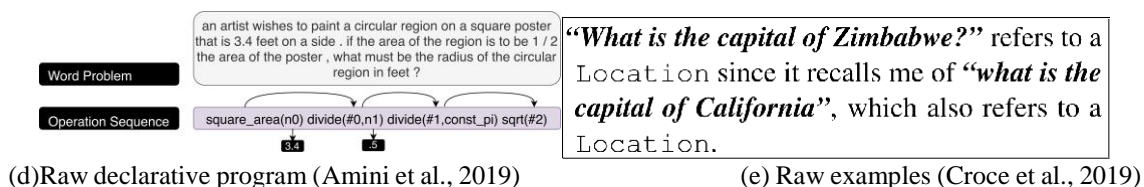


Figure 1: Examples of different visualization techniques

fore frequently seen across different AI domains (e.g., computer vision (Simonyan et al., 2013) and speech (Aldeneh and Provost, 2017)). As shown in Table 2, saliency is the most dominant visualization technique among the papers covered by this survey.

Raw declarative representations. As suggested by its name, this visualization technique directly presents the learned declarative representations, such as logic rules, trees, and programs (Figure 1c and 1d). Such techniques assume that end users can understand specific representations, such as first-order logic rules (Pezeshkpour et al., 2019a) and reasoning trees (Liang et al., 2016), and therefore may implicitly target more advanced users.

Natural language explanation. The explanation is verbalized in human-comprehensible natural language (Figure 2). The natural language can be generated using sophisticated deep learning models, e.g., by training a language model with human natural language explanations and coupling with a deep generative model (Rajani et al., 2019a). It can also be generated by using simple template-based approaches (Abujabal et al., 2017). In fact, many declarative induction-based techniques can use template-based natural language generation (Reiter and Dale, 1997) to turn rules and programs into human-comprehensible language, and this minor extension can

potentially make the explanation more accessible to lay users.

Table 2 references some additional visualiza-

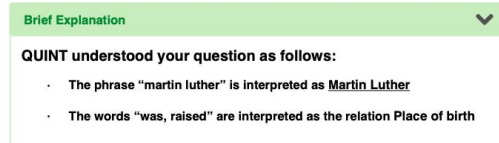


Figure 2: Template-based natural language explanation for a QA system (Abujabal et al., 2017).

tion techniques, such as using *raw examples* to present example-driven approaches (Jiang et al., 2019; Croce et al., 2019) (e.g., Figure 1e), and de- pendency parse trees to represent input questions (Abujabal et al., 2017).

V. CONCLUSION

Finally, it is interesting to note that we found only four papers that fall into the global explana- tions category. This might seem surprising given that white box models, which have been fundamen- tal in NLP, are explainable in the global sense. We believe this stems from the fact that because white box models are clearly explainable, the focus of the explicit XAI field is in explaining black box models, which comprise mostly local explanations. White box models, like rule based models and de- cision trees, while still in use, are less frequently framed as explainable or interpretable, and are hence not the main thrust of where the field is going. We think that this may be an oversight of the field since white box models can be a great test bed for studying techniques for evaluating explanations.

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