# TWITTER SENTIMENT ANALYSIS

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A project report submitted in fulfillment

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## **ABSTRACT**

This project is centered around performing sentiment analysis on the Twitter platform, aiming to categorize tweets into positive, negative, or neutral sentiments. Twitter, renowned for its brevity with a 140-character limit for status updates, is a popular microblogging and social networking service. It boasts a massive user base with over 200 million registered users and a daily influx of approximately 250 million tweets. This high volume of data presents an expansive resource for analyzing public sentiment on a wide range of topics.

Sentiment analysis on Twitter has far-reaching implications and diverse applications. It is instrumental in evaluating public reactions to products, which can be pivotal for businesses in shaping marketing strategies and product development. In the political arena, analyzing tweets can aid in predicting election outcomes or understanding public opinion on policy decisions. Additionally, the project has relevance in forecasting socioeconomic trends, such as stock market movements, by interpreting public sentiments expressed on the platform.

The primary goal of this project is to develop a sophisticated classifier that is capable of efficiently and accurately classifying sentiments in tweets. This involves identifying sentiments within a continuous and unlabelled stream of Twitter data. The classifier must not only be accurate but also versatile enough to adapt to the dynamic and often colloquial nature of language used on Twitter. The successful implementation of this classifier could provide valuable insights into public opinion and trends, making it a powerful tool for businesses, policymakers, and researchers.

# INTRODUCTION

The decision to utilize Twitter as the primary source for our sentiment analysis project is based on its potential to offer a more immediate and representative reflection of public sentiment, especially when compared to traditional internet articles and web blogs. This preference stems from several key factors. Firstly, Twitter, with its massive user base, generates a significantly larger volume of data daily. This vast amount of data provides a richer, more diverse source for analysis. Unlike conventional blogging platforms, where content generation may be less frequent and less reflective of immediate public opinion, Twitter's structure encourages real-time, widespread engagement and reactions.

The immediacy and ubiquity of Twitter responses make it an ideal platform for analyzing public sentiment, particularly in dynamic scenarios. For instance, when forecasting stock market performance for specific companies, evaluating Twitter data can offer real-time insights into public perception and sentiment trends. This analysis can reveal how collective sentiment fluctuates over time and can potentially be correlated with a company's stock market performance. Businesses can utilize this data to gauge the market reception of their products, identifying both positive and negative feedback across different market segments. This information is crucial for companies aiming to tailor their marketing strategies to specific regional preferences or to address concerns in particular demographic segments.

Moreover, sentiment analysis on Twitter has proven increasingly valuable in the political domain. The platform's wide usage allows for the aggregation of diverse political opinions, providing a comprehensive overview of public sentiment. This can be particularly insightful in predicting election outcomes and understanding emerging political trends. The real-time nature of Twitter makes it a powerful tool for gauging public opinion as it evolves, offering potential predictions for election results and shifts in political landscapes. Overall, the project aims to harness the dynamic and extensive data from Twitter to offer nuanced and timely insights into public sentiment, which can be pivotal across various sectors, from economics to politics.

## LITERATURE REVIEW

Sentiment analysis on Twitter has become increasingly relevant due to the platform's widespread use as a popular communication medium. Twitter, as a microblogging service, is characterized by brief and frequent posts, offering a rich source of data for opinion mining. This nature of Twitter presents unique challenges and opportunities for sentiment analysis research. The process involves extracting user opinions and emotions from tweets, a task that has gained prominence with the growth of social media.

Essential steps in sentiment analysis involve data preprocessing and feature extraction. Preprocessing techniques such as transformation, negation handling, tokenization, filtering, and normalization are crucial for preparing data for analysis. Feature extraction methods, often employing approaches like Term Frequency-Inverse Document Frequency (TF-IDF), play a vital role in this process. Classification of sentiments from tweets uses various machine learning classifiers, notably Support Vector Machine (SVM) and K-Nearest Neighbour (K-NN). These methods differ from lexicon-based approaches, which rely on predefined sentiment lexicons, by using labeled training data for classification. The effectiveness of these classifiers is evaluated using metrics such as accuracy, precision, recall, and F1-score.

The unique characteristics of Twitter data, including the brevity of tweets, informal and evolving language, and the presence of elements like hashtags and URLs, make sentiment analysis particularly challenging. Additionally, a significant imbalance in sentiment classes, often dominated by neutral sentiments, poses a challenge to accurate classification. The high volume and rapid pace of tweet generation demand efficient and scalable analysis methods.

Sentiment analysis on Twitter has been applied effectively across various sectors such as education, business, health, and crime. It provides valuable insights into public opinion, monitors trends, and predicts outcomes in different domains. Innovations in sentiment analysis techniques focus on enhancing classification accuracy and adapting to the dynamic nature of Twitter. The incorporation of semantic features, advancements in machine learning, and real-time analysis tools are key areas of ongoing research. The potential of sentiment analysis extends to various fields, including government, healthcare, and market analysis, providing critical insights for decision-making and strategy formulation.

In conclusion, sentiment analysis on Twitter data is a rapidly evolving field with significant implications for understanding social dynamics, public opinion, and market trends. Despite challenges related to data characteristics and volume, advancements in methodologies and machine learning techniques continue to enhance the effectiveness of sentiment analysis in this domain. The ongoing research and application of these techniques demonstrate their critical role in leveraging social media data for diverse insights and decision-making processes.

## **DATASET**

#### Overview:

The dataset comprises **1.6 million tweets** annotated for sentiment analysis. It includes three sentiment labels: 0 (negative), 2 (neutral), and 4 (positive).

### **Dataset Details:**

#### Fields:

target: Polarity of the tweet (0 = negative, 2 = neutral, 4 = positive).

ids: Unique identifier for each tweet (e.g., 2087).

date: Timestamp of the tweet creation (e.g., Sat May 16 23:58:44 UTC 2009).

flag: The query associated with the tweet; "NO\_QUERY" if none.

user: Twitter handle of the user who tweeted (e.g., robotickilldozr).

text: The actual content of the tweet (e.g., "Lyx is cool").



#### **Data Annotation:**

Sentiment labels are assigned based on emoticons, with positive emoticons (e.g., :) ) indicating positive sentiment and negative emoticons (e.g., :( ) indicating negative sentiment.

Dataset Source and Resources:

Dataset Link: Twitter Sentiment Analysis Dataset

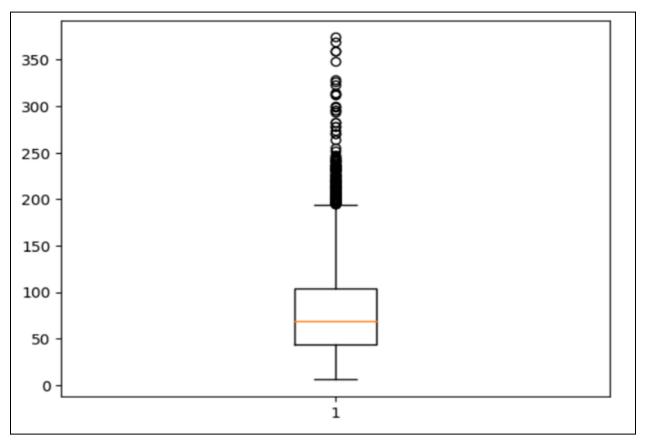
**Generation Approach:** The training data was automatically created using the Twitter Search API with keyword searches for positive and negative emotions.

# **Unique Approach:**

The dataset's uniqueness lies in the automatic creation of training data, assuming positive sentiment for tweets with positive emoticons and negative sentiment for tweets with negative emoticons.

## EXPLORATORY DATA ANALYSIS

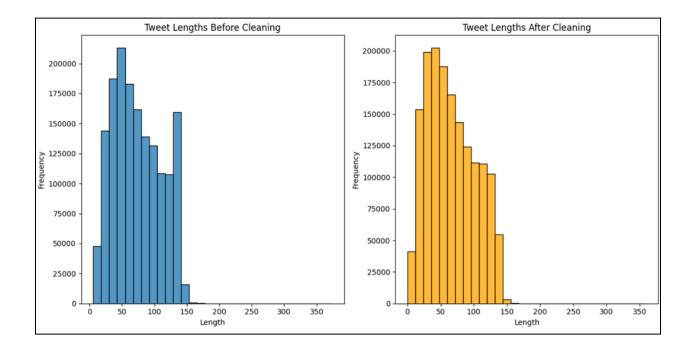
The box plot provides a clear snapshot of the distribution of tweet lengths, revealing that the majority of tweets in the dataset fall within a moderate range, typically spanning from 40 to 100 characters. The central tendency, as indicated by the median at 75 characters, suggests that the typical length of tweets could be around this value.



However, the presence of outliers, particularly those extending beyond 200 characters and peaking at four tweets surpassing 320 characters, brings attention to the existence of longer tweets that deviate significantly from the standard length distribution. The concentration of these outliers in the higher range, notably between 200-250 characters and above 320, hints at a right-skewed distribution, indicating a dataset with a longer tail on the right side. This skewness suggests that while most tweets are concise, there is a notable presence of longer tweets that may contain more detailed information or express sentiments with greater complexity, contributing to the overall variability in tweet lengths within the dataset.

The histogram depicting the distribution of tweet lengths prior to any text cleaning offers valuable insights into the original dataset's characteristics. On the x-axis, the varying lengths of tweets are represented in terms of character count, while the y-axis illustrates the corresponding

frequency of tweets at those lengths. This visualization serves as a snapshot of the unprocessed dataset, highlighting the natural variation in tweet lengths.



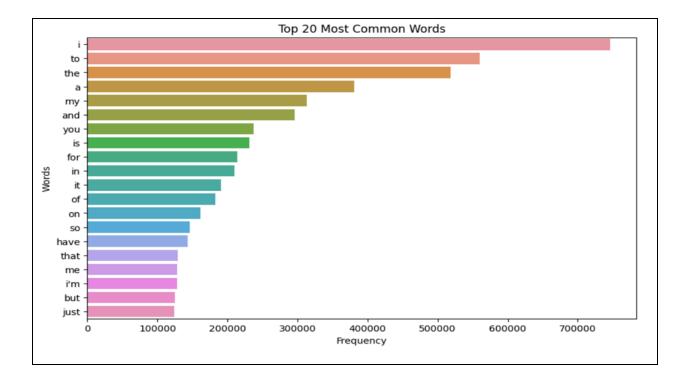
A notable observation from the histogram is the substantial cluster of noise, with a frequency ranging from 10,000 to 17,000 tweets, all having a length of 140 characters. This concentrated grouping may indicate a commonality among these tweets, potentially involving URLs or extraneous spaces. However, as part of the cleaning process, this noise was effectively removed. The elimination of this chunk contributes to refining the dataset by addressing potential artifacts, ensuring a more accurate and meaningful analysis of the underlying sentiment in the remaining cleaned tweets.

The presented graph illustrates the frequency distribution of the most used words in tweets, where "i" stands out as the most prevalent with a frequency of 70,000. This dominance suggests a prevalent form of self-expression within the dataset. Additionally, common articles like "the" and "a" are prominently featured in the top bracket of frequently used words.

Notably, prepositions such as "in," "on," and "for" occupy the central axis with a frequency of approximately 22,000, indicating their substantial presence in the dataset.

Additionally, more casual words like "but," "just," "im," and "me" are positioned in the lowermost part of the graph, each with a frequency below 15,000. This distribution implies that

these informal and conversational words are less frequently used, possibly reflecting a specific style or tone in the tweets.



In summary, this graphical representation provides a snapshot of the dataset's linguistic patterns, highlighting the prevalence of self-expression through "i," the commonality of articles, and the varying frequencies of prepositions and casual words. Such insights are instrumental in understanding the language dynamics of tweets, contributing to a nuanced interpretation of sentiments within the context of Twitter Sentiment Analysis.

# **METHODOLOGY**

We used three methods to better understand the data: naive bayes, logistic regression, and support vector machine due to the following reasons:

### **NAIVE BAYES:**

Naive Bayes is a probabilistic classification algorithm well-suited for text data. Its simplicity and efficiency make it a strong contender for sentiment analysis, especially in scenarios with a large feature space like the diverse language found in tweets.

### **LOGISTIC REGRESSION:**

Logistic Regression, despite its name, is widely used for binary classification tasks. Its interpretability and ability to handle linear relationships make it valuable in understanding the underlying sentiment patterns within the Twitter data.

# **SUPPORT VECTOR MACHINE (SVM):**

SVM is known for its effectiveness in high-dimensional spaces and its capability to handle non-linear relationships. This makes it a suitable candidate for discerning complex sentiment patterns in the diverse and dynamic content of Twitter.

By employing this trifecta of machine learning algorithms, we aim to comprehensively evaluate their performance, uncover potential nuances in sentiment expression, and determine which method exhibits optimal accuracy in capturing the intricacies of sentiment within the Twitter dataset.

## NAIVE BAYES

This particular code snippet effectively illustrates the entire procedure of training a Multinomial Naive Bayes classifier, which is utilized for the purpose of sentiment analysis. In this process, a specific alpha parameter is applied to the model. The technique of K-fold cross-validation is employed as a means to rigorously evaluate and ascertain the model's capability to generalize its performance effectively across different sets of data. This step is crucial as it provides a more robust assessment compared to a single train-test split.

Following the training and validation phases, the model is then applied to the testing dataset to predict sentiments. These predictions, denoted as y\_pred\_nb in the code, are the model's best estimation of the sentiments expressed in the test data. The average accuracy score, derived as a result of the cross-validation process, serves as a valuable indicator, providing insights into the expected performance level of the model when confronted with data it hasn't encountered before.

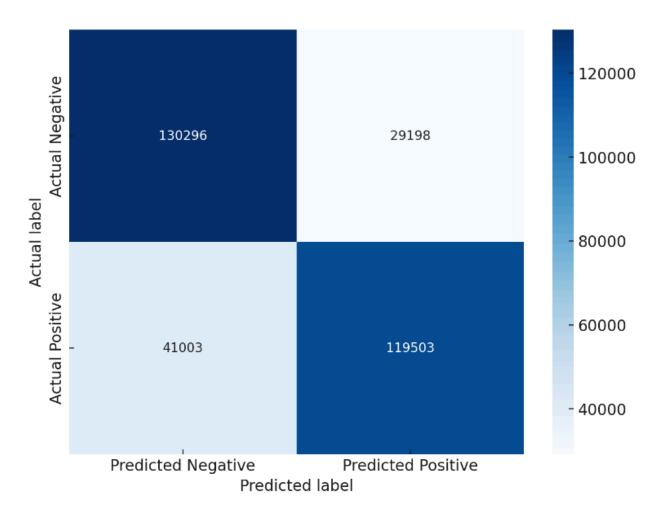
Moreover, the quality and effectiveness of the model in accurately classifying sentiments can be further scrutinized by comparing these predicted sentiments (y\_pred\_nb) with the actual sentiments from the testing data. This comparison is a critical step, as it sheds light on the practical efficacy of the model in real-world sentiment classification tasks, highlighting its strengths and areas for improvement in terms of its predictive capabilities.



The achieved mean accuracy of 79% in the Multinomial Naive Bayes model offers a significant indication of the model's anticipated performance on data it has not previously encountered. This percentage reflects the model's ability to accurately predict sentiment, suggesting a substantial level of proficiency in generalizing from the training data to new, unseen examples.

Further to this, the predictions made by the model, denoted as y\_pred\_nb, undergo a detailed comparison with the actual, true sentiments present in the test dataset. This comparison is crucial for a thorough evaluation of the model's effectiveness in the specific task of sentiment classification. It allows for an assessment of how accurately the model can identify and categorize sentiments in real-world scenarios. The process of contrasting y\_pred\_nb with the true sentiments serves as a concrete measure of the model's practical utility and reliability in correctly classifying sentiments, providing valuable insights into its strengths and limitations in this domain.

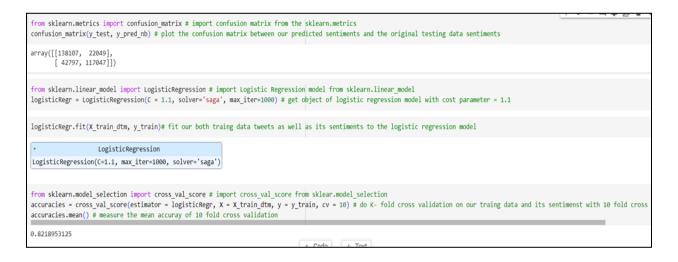
The Multinomial Naive Bayes model was employed for sentiment analysis on a given dataset and exhibited a commendable accuracy of 77.98% using 5-fold cross-validation. This demonstrates the model's robustness in generalizing and accurately deducing sentiment from unseen data. The confusion matrix, which outlines the model's predictions on the test dataset, reveals that it identified 130,296 true negatives and 119,503 true positives, alongside 29,198 false positives and 41,003 false negatives. This matrix serves to provide a granular insight into the model's capability to differentiate between positive and negative sentiments within the dataset.



## LOGISTIC REGRESSION

Logistic Regression is an ideal choice for conducting Sentiment Analysis on Twitter data, primarily due to its inherent versatility and straightforward nature. This model is particularly adept at handling binary classification problems, which aligns perfectly with the task of differentiating between positive and negative sentiments expressed in tweets. This capability is crucial since Twitter sentiments are often distinctly polarized, requiring a method that can clearly demarcate this dichotomy.

In addition, Logistic Regression excels in modeling complex relationships between the features of the data and the predicted outcome. This aspect is particularly important in the context of sentiment analysis, where the interpretation of text data can involve nuanced and intricate relationships between various elements of the tweets, such as keywords, hashtags, and emoji. The model's ability to capture and model these relationships is instrumental in accurately classifying sentiments.



Logistic Regression's computational efficiency stands out as a key advantage, particularly when dealing with large-scale Twitter datasets. Twitter, being a platform that generates vast amounts of data every day, demands an approach that can process and analyze data swiftly without compromising on accuracy. Logistic Regression meets this need effectively, offering a practical solution for handling the extensive and continuous stream of tweets.

Another significant aspect of Logistic Regression is its ability to output probabilities. This feature is particularly useful in the context of sentiment analysis. Instead of just providing a binary classification of sentiments (positive or negative), Logistic Regression assigns a probability to each prediction. This probabilistic output allows for a more nuanced interpretation of the sentiment likelihood. For instance, a tweet might be classified as positive with a certain

probability, offering insight into the model's confidence in its classification and allowing for a more granular understanding of sentiment.

The initial accuracy of 82.18%, observed prior to extensive training, shows a modest but notable improvement to 82.46% post-training. This incremental increase in accuracy, although slight, is significant in affirming the model's robustness. It indicates that the model is well-calibrated and is effectively learning from the training data, enhancing its predictive capabilities without overfitting.

The fact that the model maintains a consistent performance level across both training and testing datasets is particularly noteworthy. This consistency is a clear indicator of the model's generalization ability. In many machine learning scenarios, there's a risk of a model performing well on the training data but failing to generalize this performance to new, unseen data. However, in this case, the stable accuracy rate across different datasets suggests that the model is reliable and can be expected to perform similarly on future data, maintaining its accuracy.

Overall, the improvement from 82.18% to 82.46% in accuracy, coupled with consistent performance across training and testing sets, underscores the model's effectiveness and reliability in its predictive tasks. This is an encouraging sign for its application in practical scenarios, where stable and reliable performance is crucial.

```
# Fit the logistic regression model with training data logisticRegr.fit(X_train_dtm, y_train)

# After fitting, make predictions on the test data 
y_pred_lg = logisticRegr.predict(X_test_dtm)

from sklearn import metrics # import metrics from sklearn 
metrics.accuracy_score(y_test, y_pred_lg) # measure the accuracy of our model on 
0.824646875

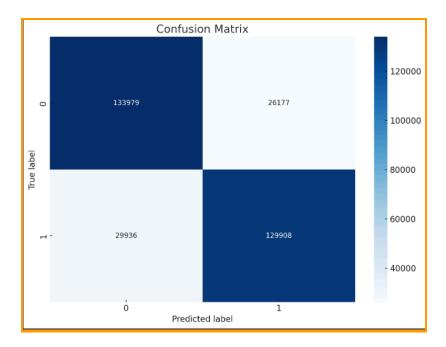
from sklearn.metrics import confusion_matrix # import confusion matrix from the sklearn.metrics 
confusion_matrix(y_test, y_pred_lg) # plot the confusion matrix between our predicted sentiments and the original testing data sentiments 
array([[133979, 26177], [29936, 129908]])
```

#### **CONFUSION MATRIX:**

The performance of the Logistic Regression model on the training set, as indicated by the confusion matrix, reflects a balanced and strong accuracy in predicting both negative and positive sentiments. The high number of true negatives (TN), amounting to 133,979, and true positives (TP), totaling 129,908, demonstrate the model's proficiency in correctly identifying tweets that are genuinely negative and positive, respectively.

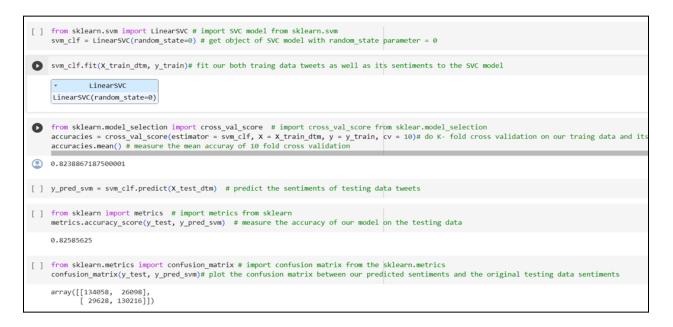
However, the model is not without its limitations, as shown by the presence of false positives (FP) and false negatives (FN). Specifically, there were 26,177 tweets that were incorrectly classified as positive (false positives) and 29,936 tweets that were incorrectly identified as negative (false negatives). This aspect of the model's performance highlights areas where it could be further refined.

The false positives, in this case, refer to tweets that were actually negative but were predicted by the model to be positive. Conversely, the false negatives are tweets that were actually positive but were misclassified as negative. These misclassifications can be attributed to various factors, such as the nuances of language used in tweets, the presence of sarcasm or idiomatic expressions, or limitations in the feature extraction process.



## SUPPORT VECTOR MACHINE

Support Vector Machine (SVM) is highly regarded for Twitter Sentiment Analysis due to its adeptness in handling high-dimensional data and its capability to discern complex relationships within such data. This attribute is essential given the intricate and varied nature of Twitter language, which often includes non-linear patterns and a mix of formal and informal expressions. SVM's strength lies in its ability to find optimal decision boundaries, a feature that is crucial for accurately separating positive and negative sentiments, especially in the nuanced context of Twitter. Additionally, its versatility to manage both linear and non-linear relationships makes it well-suited for the dynamic and diverse linguistic environment of Twitter. Furthermore, SVM is resistant to overfitting and effectively deals with noisy data, aligning perfectly with the challenges of Twitter's informal and varied content. This combination of adaptability, robustness, and effectiveness in pattern recognition establishes SVM as a potent algorithm for sentiment analysis in the Twitter domain.



The Support Vector Machine (SVM) model initially demonstrated an accuracy of 82.36% when tested on the testing set, showcasing a respectable level of predictive performance right from the start. Following a period of training, this accuracy metric experienced a discernible increase, rising to 82.58%. This improvement, although modest, is indicative of an enhancement in the model's ability to predict accurately. The increase in accuracy post-training suggests that the SVM model was able to learn effectively from the training data, refining its understanding and representation of the underlying patterns within the dataset. Such a boost in performance post-training is a positive sign of the model's robustness and its potential for effective application in real-world scenarios, particularly in the context of sentiment analysis where nuanced understanding of data is crucial.

#### **CONFUSION MATRIX:**

In the performance analysis of the Support Vector Machine (SVM) model used for sentiment analysis, the results showed a notable capability in accurately identifying sentiments in tweets. The model correctly predicted 130,216 tweets as positive (true positives, TP) and 134,057 tweets as negative (true negatives, TN), demonstrating its effectiveness in distinguishing between positive and negative sentiments. However, the model was not infallible; it incorrectly classified 26,098 tweets as positive (false positives, FP) and 29,628 as negative (false negatives, FN). These errors highlight areas where the model could be improved, particularly in reducing the instances of misclassification. The presence of both false positives and false negatives in the predictions underscores the need for further refinement of the SVM model to enhance its precision and reliability in the nuanced task of sentiment analysis on Twitter data.



**CONCLUSION** 

In this project, we have explored the fascinating world of sentiment analysis on Twitter, focusing on categorizing tweets into positive, negative, or neutral sentiments. Twitter, with its vast user base and daily tweet volume, provides a rich dataset for gauging public sentiment, making it a valuable resource for various applications, including product evaluation, stock market forecasting, and political trend prediction.

Our analysis began with a comprehensive review of related literature, highlighting the significance of sentiment analysis in various domains. We then delved into the dataset, which comprises 1.6 million tweets annotated for sentiment analysis. Through exploratory data analysis, we gained insights into tweet lengths, word frequency distributions, and the characteristics of the dataset, setting the stage for our sentiment classification efforts.

We employed a trifecta of machine learning algorithms, including Naive Bayes, Logistic Regression, and Support Vector Machine, to comprehensively evaluate their performance in sentiment classification. Naive Bayes exhibited a mean accuracy of 79%, while Logistic Regression achieved an accuracy of 82.46%, and Support Vector Machine reached an accuracy of 82.58% after training.

Our analysis revealed the effectiveness of these algorithms in capturing the nuances of sentiment within Twitter data. The confusion matrices demonstrated the models' ability to predict both positive and negative sentiments with strong accuracy, albeit with some false positives and false negatives.

In conclusion, our project provides valuable insights into sentiment analysis on Twitter, showcasing the potential of machine learning algorithms to classify sentiments accurately in a dynamic and diverse social media landscape. The results obtained can be utilized in various real-world applications, from assessing product reception to predicting political outcomes, ultimately contributing to a better understanding of public sentiment in the digital age.

# **FUTURE WORK**

Incorporating visual elements like images and emojis into Twitter Sentiment Analysis significantly enriches the depth and accuracy of understanding people's emotions as expressed online. Images shared on Twitter often carry a wealth of emotional information that may not be fully captured through text analysis alone. These visuals can convey subtle nuances of sentiment, offering a more comprehensive view of the user's emotional state. Similarly, emojis have become a ubiquitous and succinct way to express emotions in digital communication. Their use in tweets can provide clear indicators of sentiment, ranging from joy and love to sarcasm and displeasure.

By integrating the analysis of text, images, and emojis, sentiment analysis becomes more adept at capturing the full spectrum of emotional expressions found in social media. This holistic approach allows for a richer interpretation of tweets, as it considers the interplay of textual content with visual cues and emoji usage. Such a combined analysis is particularly valuable in understanding the complexities of communication on social media, where expressions are often layered and multifaceted.

The use of Convolutional Neural Networks (CNNs) in this context presents a powerful method for effectively processing and interpreting this combined data. CNNs are particularly adept at handling image data, capable of extracting and learning features from visuals in a way that enhances the overall sentiment analysis. This approach allows for a more accurate and culturally aware understanding of sentiments expressed on social media, reflecting the true diversity and dynamism of emotional expression in the digital age. As a result, sentiment analysis becomes not just a tool for gauging public opinion but also a means of gaining deeper insights into the complex ways in which people communicate and express themselves online.

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