

Bank Reviews Analysis Report

Generated on: June 09, 2025

Bias Analysis:

■ Sentiment Bias Check:

Positive: 62.70%

Neutral: 6.01%

Negative: 31.29%

Key Drivers and Pain Points

Bank: Commercial Bank of Ethiopia

Drivers: app, good, cbe, easy, use

Pain Points: app, bank, good, bad, banking

Bank: Bank of Abyssinia

Drivers: app, good, bank, boa, option

Pain Points: app, work, bank, time, bad

Bank: Dashen Bank

Drivers: app, dashen, banking, super, bank

Pain Points: app, work, transaction, bank, slow

Recommendations

- Commercial Bank of Ethiopia: Promote positive features like app, good, cbe in marketing.
- Bank of Abyssinia: Promote positive features like app, good, bank in marketing.
- Dashen Bank: Improve performance (e.g., address slow, lag, delay).
- Dashen Bank: Promote positive features like app, dashen, banking in marketing.

Visualizations

See outputs/ directory for the following plots:

- Rating Distribution (rating_distribution.png)
- Sentiment Distribution by Bank (sentiment_distribution.png)
- Sentiment Trend Over Time (sentiment_trend.png)
- Word Clouds per Bank and Sentiment