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**ISDS 577**

**Airline Reviews Sentiment Analysis**

**Changes Document**

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In our Phase 1 document, our research questions were as follows:

1. Analyze the sentiment of all airlines' reviews specific to the seat comfort department.
2. Analyze the seasonality in the overall sentiment distribution generated from reviews.
3. Analyze the sentiment of all airlines' reviews specific to the Ground service department.
4. Analyze the sentiment of all airlines' reviews specific to the In-flight entertainment department.
5. Analyze the sentiment of all airlines' reviews specific to the Food & Beverages department.
6. Analyze the sentiment of all airlines' reviews specific to the Wi-Fi and Connectivity department.
7. Analyze the sentiment of all airlines' reviews specific to the Cabin staff department.

We were able to achieve all these research questions, but the change is that we framed and grouped them in a new way. Our new research question are as follows:

1. How do the sentiment scores generated from Vader and TextBlob change over the years among domestic and international flights? What can we make out of it?
2. What are the airlines that have a low sentiment generated from Vader among the domestic and international airlines? How can they Improve the experience of their customers?
3. What are the airlines that have a low sentiment generated from TextBlob among the domestic and international airlines? How can they Improve the experience of their customers?
4. How are the flights performing according to the satisfaction score given by the travelers for the departments which are crucial during a flight?
5. How are the flights performing according to the satisfaction score given by the travelers for the Ground Service department?