(1) Mohammed, H., Mohammed, A, Saeed, S.,l Mohammaed A., A. (2022).Am Improved Sentiment Classification Approach for Measuring User Satisfaction toward Goverment Services' Mobile Apps Using Machine Learning Methods with Feature Engineering and SMOTE Technique.  Applied Science 2022, 12. 5547.

Goal of the Paper

To Use Sentiment Analysis to measure users’ satisfaction to 6 mobile apps in the healthcare sector.

Why is it important?

It shows a straightforward method on how to do sentiment analysis which is easily followed.

How is it solved? Methods

They translate peoples reviews into English using google translation API, they then used several extraction techniques to get at sentiment, then tested them on several Data Science Modelling techniques including Random Forests, Bagging, SVM, Linear Regression and NB.

Results/Limitations if any

They compared these techniques and showed how SVM gave the highest accuracy at 94.38% accuracy.

Bank, K. and Misra, S., (2024). Analysis of Customer Reviews with an improved VADER lexicon classifier. Journal of Big Data.11(10).

Goal of the Paper

To improve accuracy in sentiment analysis of customer comments

Why is it important?

It shows a specific technique in doing sentiment analysis with a very high accuracy score

How is it solved? Methods

It used the Vader Lexicon and show specific steps in using t he Vadeer Lexicon to do sentiment analysis

Results/Limitations if any

The enhanced Vader algorithm had an accuracy rate of 98.74%. The highest accuracy sentiment analysis.