Twitter Sentiment Analysis

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Problem/Objective

- In our project, we aimed to evaluate text data by generating a model that can determine the emotion portrayed by the text in question. This is a popular machine learning technique and is more commonly known as sentiment analysis.
- Why is this useful?
- Some examples of using sentiment analysis on text data could be to obtain insight on customer feedback for a particular product or service, or determine whether certain posts from a user on a social media platform are deemed appropriate or not.
- We perform sentiment analysis on Tweets (posts on the social media platform, Twitter, from users on the platform) to determine the emotion being portrayed by the user through that post.
- We built a Simple Recurrent Neural Network in Keras and a web application in Flask for our Demo.

Data

- Tweet Emotion Intensity Dataset used in WASSA-2017 Shared Task on Emotion Intensity* by Saif M. Mohammad and Felipe Bravo-Marquez
- The dataset is structured as: id[tab]tweet[tab]emotion[tab]score
 - Each tweet has a rating from 0 to 1 that measures the intensity of the specific emotion
 - The dataset is divided into a training set, development set, and a test set for each of the four emotions (anger, fear, joy, sadness)
- For each emotion, all tweets with a score > 0.59 were used in our training set. For the testing set, the top 79 intensities were used in our testing set.
 - 79 was the maximum number of tweets for joy therefore was set as our emotion dataset maximum

```
Just got back from seeing @GaryDelaney in Burslem. AMAZING!! Face still hurts from laughing so much #hilarious
       Oh dear an evening of absolute hilarity I don't think I have laughed so much in a long time δγ~
30001
                                                                                                                      0.958
       Been waiting all week for this game â@¤ï.@â@¤ï.@ #cheer #friday â@¤ï.@ joy
30003
       @gardiner love : Thank you so much, Gloria! You're so sweet, and thoughtful! You just made my day more joyful! I love you too! ðý~Šðý'• joy
                                                                                                                                                      0.938
30004
       I feel so blessed to work with the family that I nanny for approximately in nothing but love & preciation, makes me smile. joy
       Today I reached 1000 subscribers on YT!! , #goodday, #thankful joy
                                                                              0.926
30006
       @Singaholic121 Good morning, love! Happy first day of fall. Let's make some awesome #autumnmemories #annabailey #laughter #smile
       #BridgetJonesBaby is the best thing I've seen in ages! So funny, I've missed Bridget! #love #TeamMark
30007
                                                                                                                      0.922
       Just got back from seeing @GaryDelaney in Burslem. AMAZING!! Face still hurts from laughing so much
                                                                                                                      0.920
30009
       @IndvMN I thought the holidays could not get any more cheerful, and then I met you, #TheNiceBot joy
                                                                                                               0.917
       I'm just still . So happy .\nA blast
30010
                                               joy
                                                       0.917
       It's meant to be!! #happy #happy
                                               joy
       ðŸ'¥âš-ï @Yeah‼ï @ PAUL‼ï @âš-ï @ðŸ'¥ #glorious #BB18
       My morning started off amazing!! Hopefully the whole day is going as i want it to go!\n #GreatDay
                                                                                                                      0.917
       δΫ ± @cailamarsai you've had me δΫ, δϔ, the whole time watching @black ishABC after you've lost your #glasses! It was #hilarious! @mrbabyboogaloo
                                                                                                                                                                      0.900
30015
       @iamTinaDatta love you so much #smile &Y~S&Y~S joy
       @WyoWiseGuy @LivingVertical however, REI did offer me the job today as well. Can't believe how exponentially freaking joyous I feel...!!!
                                                                                                                                                              0.896
30017
       2 days until #GoPackGo and 23 days until #GoGipeGo..... I'm so excited! #smiling
                                                                                              joy
                                                                                                      0.880
30018
       @TheMandyMoore You are beyond wonderful. Your singing prowess is phenomenal but damn... I'm just elated to watch you act again, #ThisIsUs IH- joy
                                                                                                                                                              0.879
       @luckiiCHARM Luckii, I'm changing in so many ways bc of Him!! It's a scary but joyful feeling, making me so strong.
30020
       @JoshNoneYaBiz I love parody accounts! Well done. Vote for #Trump. #lol #hilarious
       When you wake up from a dream laughing at something stupid, and that makes you laugh more #hilarious
30021
                                                                                                                      0.875
       now that I have my future planned out, I feel so much happier #goals #life #happy #igotthis #yay
                                                                                                               joy
                                                                                                                      0.875
       Online now !!!:) all day come play with me !! I'm happy happy horny playful sweet sour;)
                                                                                                               0.875
       @grahnort wonderful experience watching you yesterday at. @BBCLetItShine thankyou for the #laughter
                                                                                                                      0.872
       @itsyourgirl Z happy birthday :) have a blessed day love from Toronto :) #bday joy
```

```
0, joy, Just got back from seeing @GaryDelaney in Burslem. AMAZING!! Face still hurts from laughing so much #hilarious
1,joy.Oh dear an evening of absolute hilarity I don't think I have laughed so much in a long time! 😩
2,joy, "@gardiner love : Thank you so much, Gloria! You're so sweet, and thoughtful! You just made my day more joyful! I love you too! 😏 🤛
3,joy, "Today I reached 1000 subscribers on YT!! , #goodday, #thankful"
4,joy, "aSingaholic121 Good morning, love! Happy first day of fall. Let's make some awesome #autumnmemories #annabailey #laughter #smile"
5,joy, "#BridgetJonesBaby is the best thing I've seen in ages! So funny, I've missed Bridget! #love #TeamMark"
6,joy,Just got back from seeing @GaryDelaney in Burslem. AMAZING!! Face still hurts from laughing so much
7.joy. "aIndyMN I thought the holidays could not get any more cheerful, and then I met you, #TheNiceBot"
8, joy, I'm just still . So happy .\nA blast
9, joy, It's meant to be!! #happy #happy
10, joy, My morning started off amazing!! Hopefully the whole day is going as i want it to go!\n #GreatDay
11,joy,🐧 @cailamarsai you've had me 👙 😩 the whole time watching @black ishABC after you've lost your #glasses! It was #hilarious! @mrbabyboogaloo
12.jov.@iamTinaDatta love you so much #smile 😊 😊
13,joy, awyoWiseGuy alivingVertical however, REI did offer me the job today as well. Can't believe how exponentially freaking joyous I feel ...!!!"
14, joy, 2 days until #GoPackGo and 23 days until #GoGipeGo..... I'm so excited! #smiling
15,joy,@TheMandyMoore You are beyond wonderful. Your singing prowess is phenomenal but damn... I'm just elated to watch you act again. #ThisIsUs 珞
16,joy,"@luckiiCHARM Luckii, I'm changing in so many ways bc of Him!! It's a scary but joyful feeling, making me so strong."
17, joy, @JoshNoneYaBiz I love parody accounts! Well done. Vote for #Trump. #lol #hilarious
18, joy, "When you wake up from a dream laughing at something stupid, and that makes you laugh more #hilarious"
```

19,joy,"now that I have my future planned out, I feel so much happier #goals #life #happy #igotthis #yay"

Data Considerations

- Keep @users
 - Could be meaningless data
 - Maybe indicative of the opinion of a person (e.g. shows up on multiple angry tweets)

- Keep emojis
 - They are often ambiguous and could confuse the program
 - They may carry meaning (e.g. some emojis used more in a joyful manner)

Data Improvements

Use more data

- Test how much data from each emotion to use
 - Data rated from 0 to 1
 - Determine what threshold between 0 and 1 is valuable for each emotion

- Use recent data (newer than 2017)
 - Could help classify slang

RNN Model (Keras)

- Recurrent Neural Network
 - Used for sequences of data
 - Many to one: sentiment classification (words -> label output)
- Same layer used over time, known an as hidden state, culminates in the last hidden state which will then be classified (many to one)

model = tf.keras.Sequential([

tf.keras.layers.Embedding(

tf.keras.layers.SimpleRNN(64),

tf.keras.layers.Dense(64, activation='relu'),
tf.keras.layers.Dense(4, activation='softmax')

input dim=max words, output dim=64, mask zero=True),

vectorize layer,

- Embedding: turns positive integers into dense vectors
 - Max-zero used for variable input length (i.e. varying tweet sizes)
- SimpleRNN: receives size of hidden state and passes to the RNN
- Multilayer perceptron for initial input then into classification for the 4 emotions
 - Softmax used instead of sigmoid for multiple classifications but one single label

Data Manipulation

```
# Convert strings to arrays of numbers
max_words = 1000
vectorize_layer = tf.keras.layers.TextVectorization(
    max_tokens=max_words)

vectorize_layer.adapt(x_train)
```

- Data needs to be in a format useable by the Keras model
 - Numpy arrays representing data with two dimensions
 - X = Tokenized text of each tweet
 - Y = Integer between 0-3, indicating the emotion assigned to each tweet
- Top layer of model is TextVectorization layer, which encodes text as integers
- Call to adapt() generates a vocabulary for the layer
 - Map of the 1000 most common words in the training set, sorted by # appearances in descending order
 - Vectorized text is now an array indicating how many of each vocabulary word appeared in the tweet, which is used by the rest of the model

Training Configuration

- SparseCategoricalCrossentropy is a loss function used when there are multiple categories to choose from and they are labelled as simple integers (i.e. not one-hot encoded)
- Prediction output is formatted as a tensor containing 4 values (between 0-1) indicating how strongly the model believes the tweet shows each emotion we then select the emotion with the highest correlation place it in that category

Results

Training Results:

- 100 epochs were used to train the model and the results of the training can be seen below
- 1044 total tweets in the training set and the batch size of the model is 64, so 17 steps are needed per epoch to train the model

Results cont.

Model Accuracy:

- To test the accuracy of the model, we created a small testing program to evaluate the accuracy of the already trained model on a small data set of tweets
- The tweets were tested in sets based on the specific emotion meaning we evaluated the accuracy of the model for each individual emotion separately (joy, sadness, anger, fear)
- The accuracy was calculated by taking the ratio of correct predictions in the data set to the total number of elements in the set

Joy: Anger: On the data set overall:
 79
 316

Accuracy: 50.63291139240506 Accuracy: 93.67088607594937 Accuracy: 85.75949367088607

<u>Fear:</u> <u>Sadness:</u>

79 79 Accuracy: 98.73417721518987 Accuracy: 100.0

Demo

Simple Recurrent Neural Network

Accuracy Testing

Web-Application











Conclusion

Low accuracy due to limited vocabulary and limited sentiments (4)

Example: "This rocks" → predict: Sadness

- Can be solved with Data Improvements (larger samples, recent data, more sentiments)
- Add a "neutral" class for tweets that fall outside our emotion set.
- Other considerations: early stopping and data augmentation

