

# Sentiment analysis

Christopher Potts

CS 244U: Natural language understanding  
May 19



# Overview

- ① Sharper conceptualization of the problem
- ② Applications, data, and resources
- ③ Sentiment lexicons (off-the-shelf and custom)
- ④ Basic feature extraction (tokenization, stemming, POS-tagging)
- ⑤ Sentiment and syntax (dependencies and sentiment rich phrases)
- ⑥ Probabilistic classifier models (with and without classification)
- ⑦ Sentiment
  - and compositional semantics
  - and context
  - and social networks

## Core readings

- Pang, Bo and Lillian Lee. 2008. Opinion mining and sentiment analysis. *Foundations and Trends in Information Retrieval* 2(1-2):1–135.
- Turney, Peter D. and Michael L. Littman. 2003. Measuring praise and criticism: inference of semantic orientation from association. *ACM Transactions on Information Systems* 21: 315–346.
- Socher, Richard; Alex Perelygin; Jean Wu; Jason Chuang; Christopher D. Manning, Andrew Y. Ng; and Christopher Potts. 2013. Recursive deep models for semantic compositionality over a sentiment treebank. *EMNLP*, 1631–1642.
- Sudhof, Moritz; Andrés Goméz Emilsson; Andrew L. Maas; and Christopher Potts. 2014. Sentiment expression conditioned by affective transitions and social forces. *KDD*.
- Thomas, Matt; Bo Pang; and Lillian Lee. 2006. Get out the vote: determining support or opposition from Congressional floor-debate transcripts. *EMNLP*, 327–335.

## Applications

which gives us plenty to listen to

RT @dave\_mcgregor: Publicly pledging to never fly @delta again. The worst airline ever. U have lost my patronage forever due to ur incompetence

@united #fail on wifi in red carpet clubs (too slow), delayed flight, customer service in red carpet club (too slow). hmmm do I see a trend?

@United Weather delays may not be your fault, but you are in the customer service business. It's atrocious how people are getting treated!

We were just told we are delayed 1.5 hrs & next announcement on @JetBlue - "We're selling headsets." Way to capitalize on our misfortune.

@SouthwestAir  
I hate you with every  
single bone in my body  
for delaying my flight by  
3 hours, 30mins before I  
was supposed to board.  
#hate

Hey @delta - you suck! Your prices are over the moon & to move a flight a cpl of days is \$150.00. Insane. I hate you! U ruined my vacation!

**Figure:** Understanding customer feedback. From Jeffrey Breen's 'R by example: mining Twitter for attitudes towards airlines': <http://jeffreybreen.wordpress.com/2011/07/04/twitter-text-mining-r-slides/>

# Applications

10 of 120 people found the following review helpful:

★★★★☆ **I'll buy this book** ..., March 15, 2010

By [T Boyer "seattleparent"](#) (Seattle) - [See all my reviews](#)

This review is from: [The Big Short: Inside the Doomsday Machine \(Hardcover\)](#)

the moment there is a 9.99 Kindle edition. I'll give it a four star rating just so I'm not drawn and quartered by the mob. (Though if you're buying a book based on average stars, without reading the reviews, well how much of a reader are you really?) I'm a big Michael Lewis fan, and I'm sorry his publisher is more interested in winning a pricing war with Amazon than with making the book available to E-book readers.

Help other customers find the most helpful reviews

[Report abuse](#) | [Permalink](#)

Was this review helpful to you?

[Comments \(14\)](#)

19 of 394 people found the following review helpful:

★★★★☆ **Kindle Users get The Big Short !!**, March 15, 2010

By [JayRye](#) - [See all my reviews](#)

This review is from: [The Big Short: Inside the Doomsday Machine \(Hardcover\)](#)

Yes, we kindle users certainly got "The Big Short" on this title. It's really unfortunate. Kindle users take note, the Publisher is W.W. Norton and this decision to not publish a kindle version highlights that greed is not limited to the banking industry.

Help other customers find the most helpful reviews

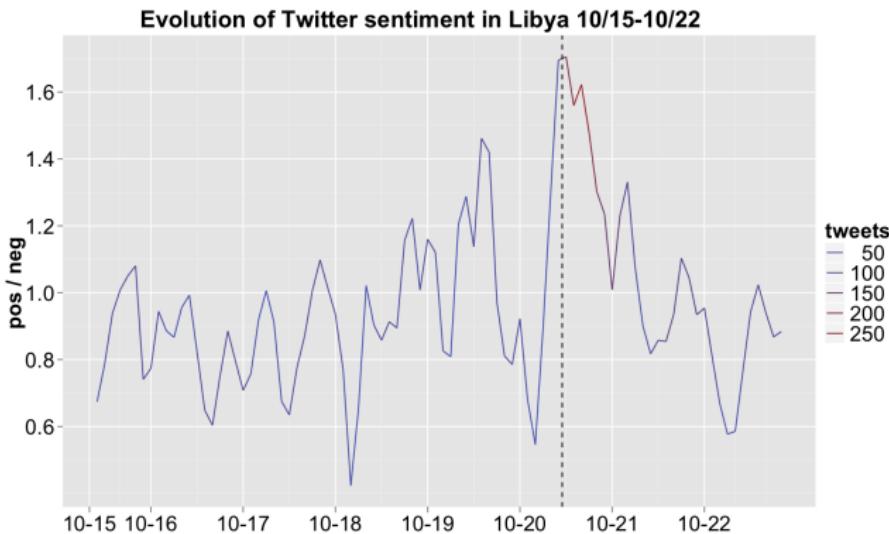
[Report abuse](#) | [Permalink](#)

Was this review helpful to you?

[Comments \(14\)](#)

**Figure:** Reviews of Michael Lewis's *The Big Short*. These reviews are not critical of the book, but rather of a decision by the publisher about when to release an electronic edition.

## Applications



**Figure:** Twitter sentiment in tweets about Libya, from the project 'Modeling Discourse and Social Dynamics in Authoritarian Regimes'. The vertical line marks the timing of the announcement that Gaddafi had been killed.

# Applications

The media, the President, and the horse race:

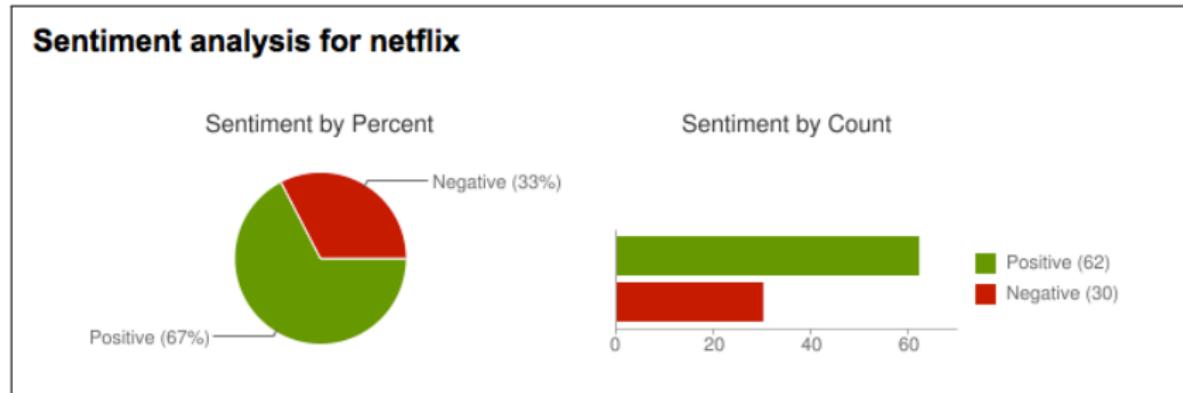
BROOKE GLADSTONE: How do you measure positive and negative press, 'cause you're talkin' about news coverage as much as editorial and opinion.

MARK JURKOWITZ: Yes we are, and this is kind of a new research tool for us. It was a computer algorithm developed by a company called Crimson Hexagon. And we actually used our own human researchers and coders to **train the computer basically to look for positive, negative and neutral assertions**. Our sample was over 11,000 different media outlets.

[http://www.onthemedia.org/2011/oct/21/  
media-president-and-horse-race/transcript/](http://www.onthemedia.org/2011/oct/21/media-president-and-horse-race/transcript/)

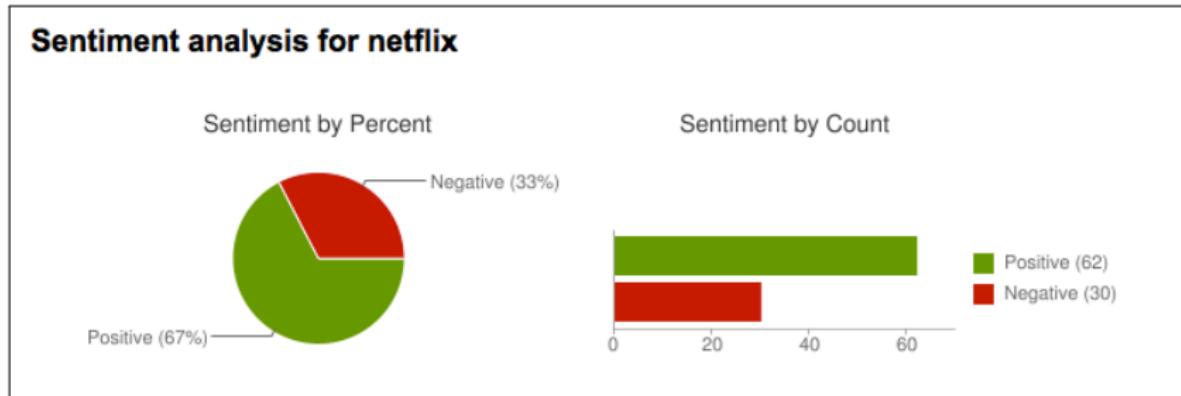
# Applications

Many business leaders think they want this:



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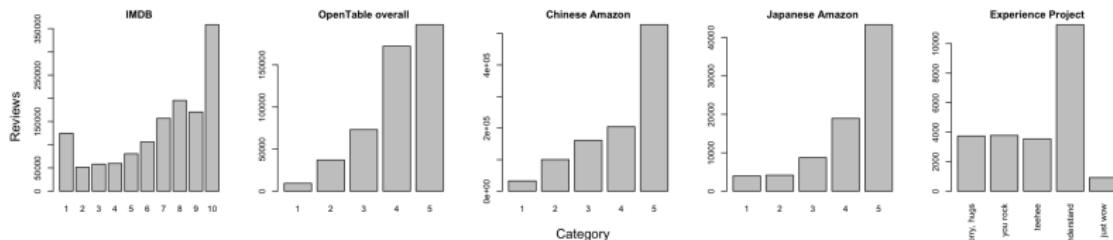


When they see it, they realize that it does not help them with decision-making. The distributions (assuming they reflect reality) are hiding the phenomena that are actually relevant.

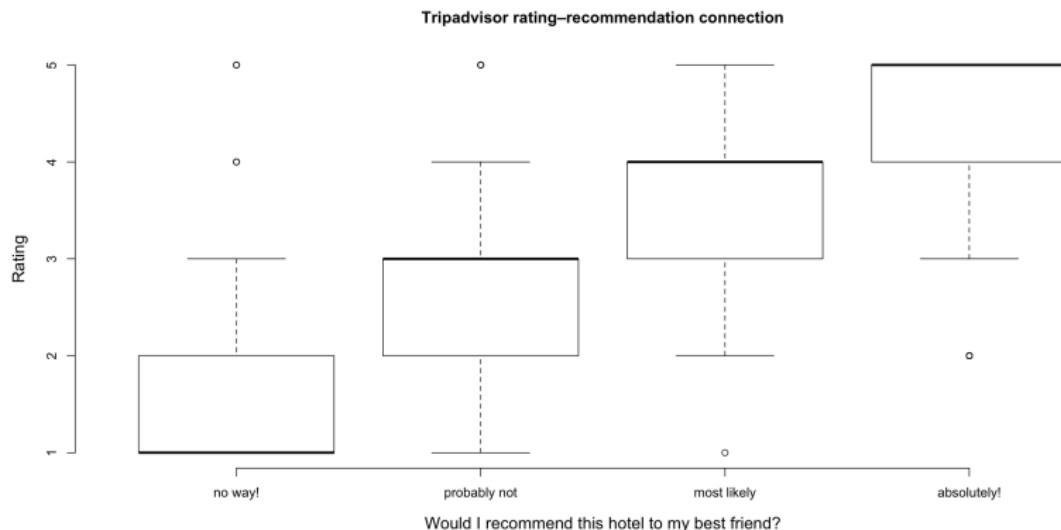
# Data

- Stanford sentiment treebank: <http://nlp.stanford.edu/sentiment/>
- Data from Lillian Lee's group: <http://www.cs.cornell.edu/home/llee/data/>
- Data from Bing Liu: <http://www.cs.uic.edu/~liub/>
- Large movie review dataset: <http://ai.stanford.edu/~amaas/data/sentiment/>
- Pranav Anand & co. (<http://people.ucsc.edu/~panand/data.php>):
  - Internet Argument Corpus
  - Annotated political TV ads
  - Focus of negation corpus
  - Persuasion corpus (blogs)
- Data on AFS:
  - `/afs/ir/data/linguistic-data/mnt/mnt4/PottsCorpora  
README.txt, Twitter.tgz, imdb-english-combined.tgz,  
opentable-english-processed.zip`
  - `/afs/ir/data/linguistic-data/mnt/mnt9/PottsCorpora  
opposingviews, product-reviews, weblogs`

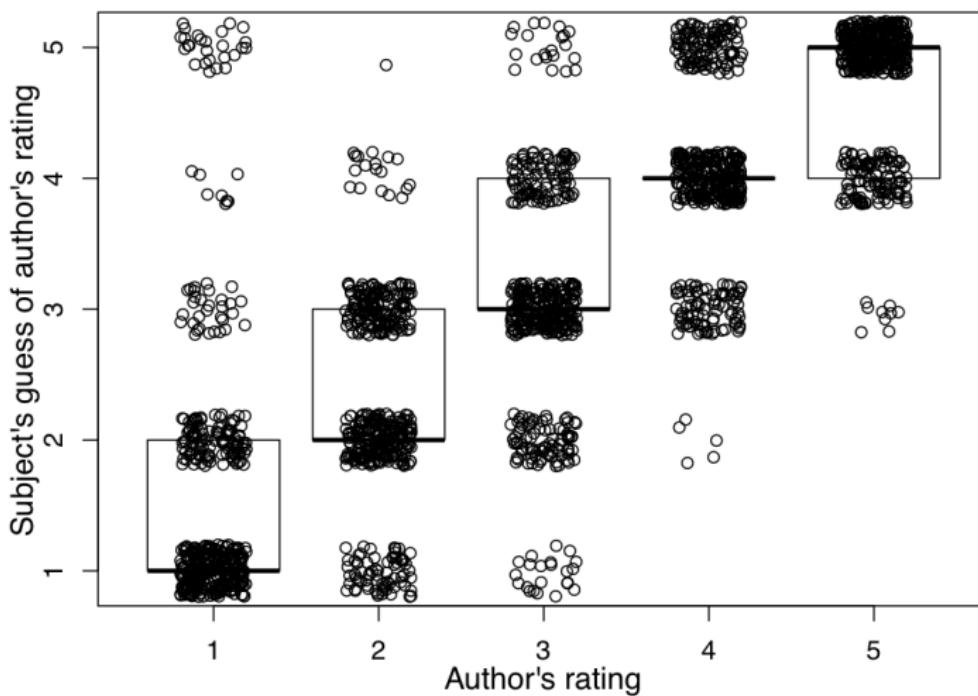
# Understanding the naturalistic metadata



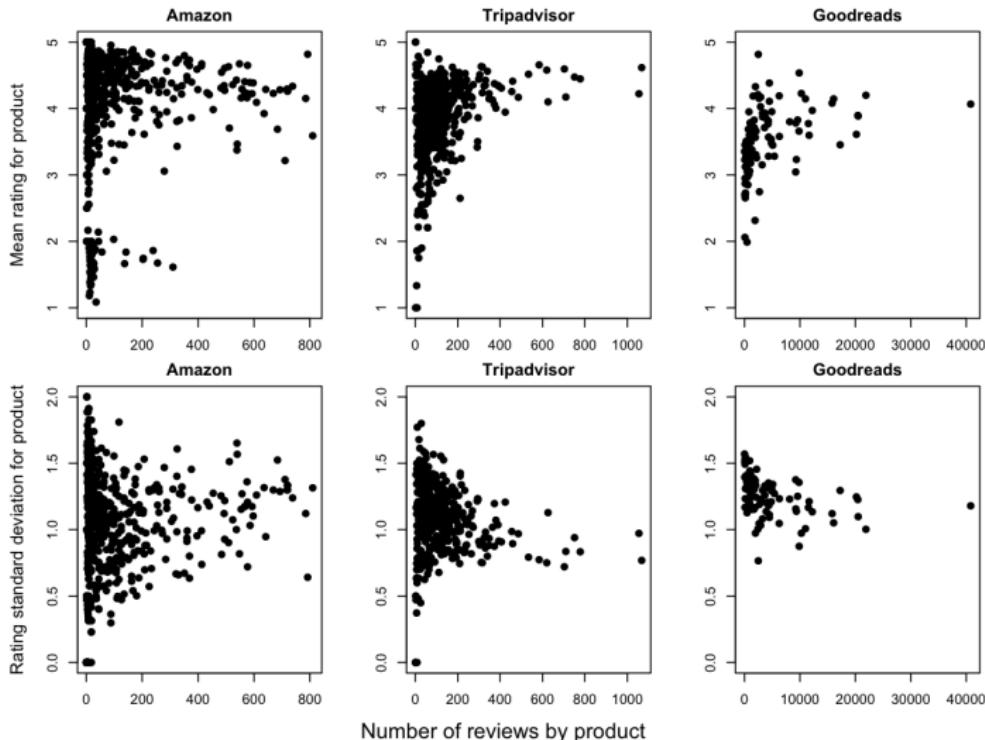
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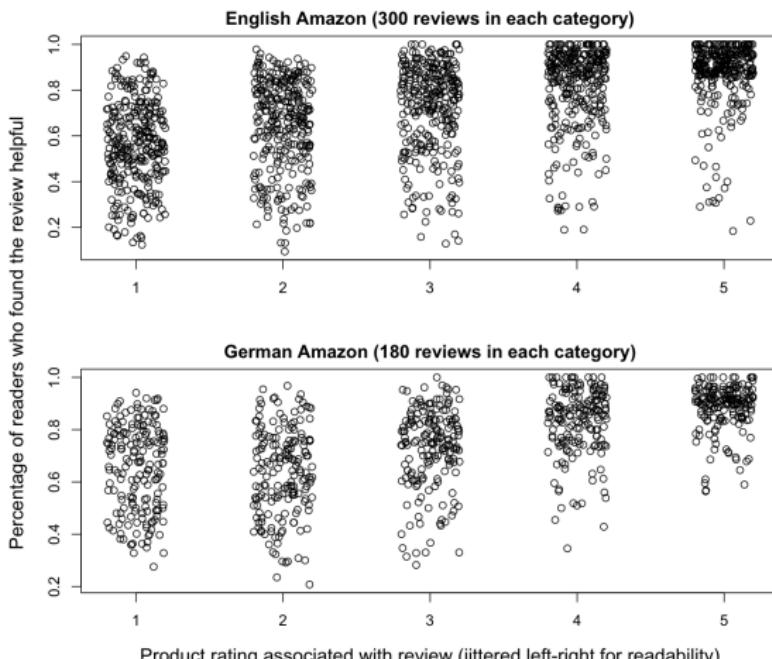
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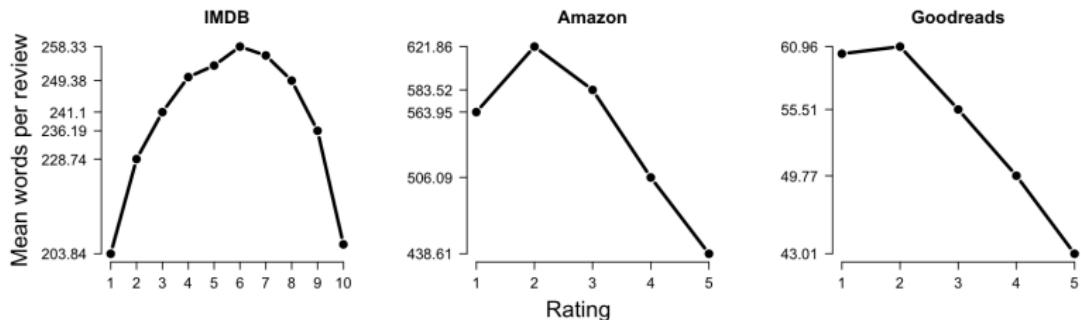
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In the plot: only reviews with  $< 1000$  words (eliminates some outliers) and  $\geq 20$  readers.

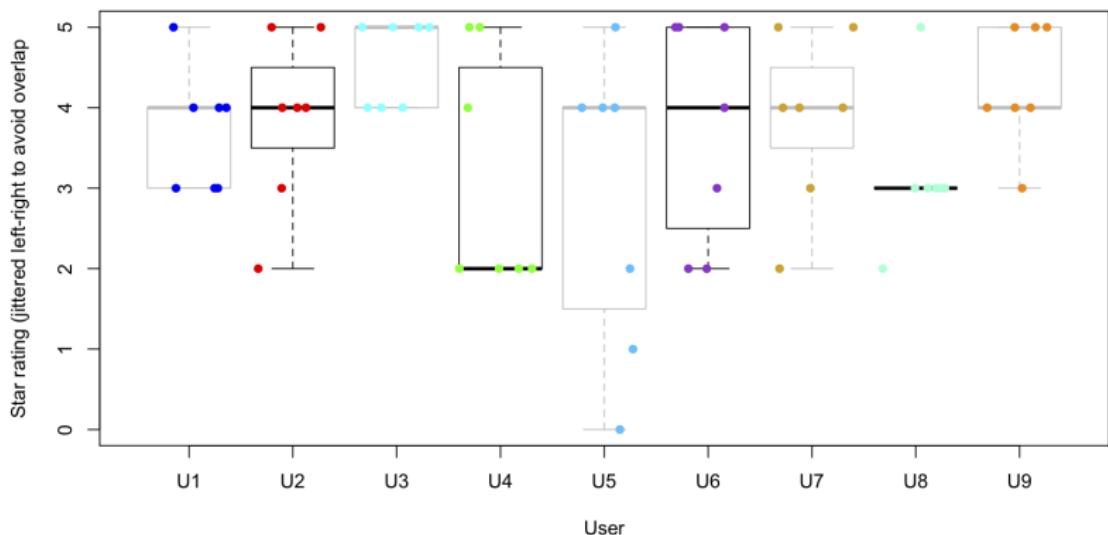
(see Danescu-Niculescu-Mizil et al. 2009)

# Understanding the naturalistic metadata



# Understanding the naturalistic metadata

Nine reviewers reviewing the same seven books



# Resources

- Basic sentiment tokenizer and some tools:  
<http://sentiment.christopherpotts.net/>
- Twitter NLP and Part-of-Speech Tagging:  
<http://www.ark.cs.cmu.edu/TweetNLP/>
- Bing Liu's tutorial: <http://www.cs.uic.edu/~liub/FBS/Sentiment-Analysis-tutorial-AAAI-2011.pdf>
- My tutorial: <http://sentiment.christopherpotts.net/>
- My course with Dan Jurafsky:  
<http://www.stanford.edu/class/linguist287/>
- PDF and BibT<sub>E</sub>X database for Pang and Lee 2008:  
<http://www.cs.cornell.edu/home/llee/opinion-mining-sentiment-analysis-survey.html>

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- ⑧ Oh, you're terrible!

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  - ⑦ Kim bought that damn bike.
  - ⑧ Oh, you're terrible!
  - ⑨ Here's to ya, ya bastard!
  - ⑩ Of 2001, "Many consider the masterpiece bewildering, boring, slow-moving or annoying, . . . "

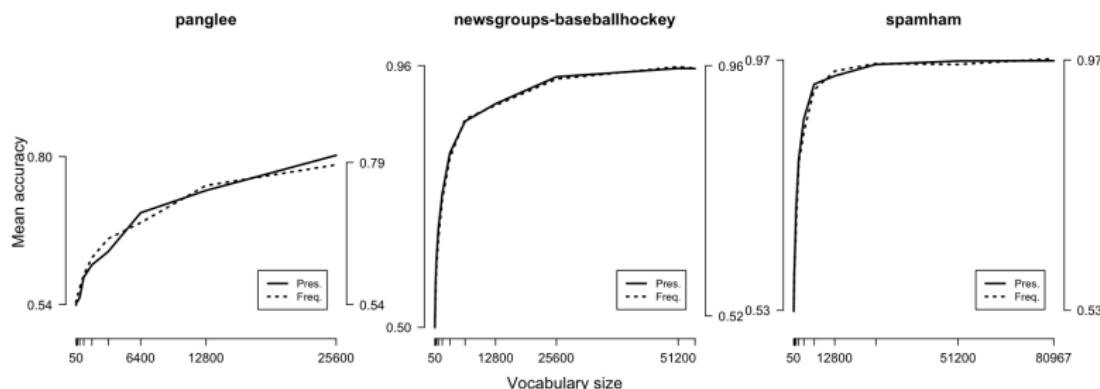
## Affect and emotion

Type of affective state: brief definition (examples)	Intensity	Duration	Synchronization	Event focus	Appraisal elicitation	Rapidity of change	Behavioral impact
<i>Emotion:</i> relatively brief episode of synchronized response of all or most organismic subsystems in response to the evaluation of an external or internal event as being of major significance (angry, sad, joyful, fearful, ashamed, proud, elated, desperate)	++- + ++	+	+++	+++	+++	+++	+++
<i>Mood:</i> diffuse affect state, most pronounced as change in subjective feeling, of low intensity but relatively long duration, often without apparent cause (cheerful, gloomy, irritable, listless, depressed, buoyant)	++- +	++	+	+	+	++	+
<i>Interpersonal stances:</i> affective stance taken toward another person in a specific interaction, colouring the interpersonal exchange in that situation (distant, cold, warm, supportive, contemptuous)	++- +	-+ +	+	++	+	+++	+++
<i>Attitudes:</i> relatively enduring, affectively coloured beliefs, preferences, and predispositions towards objects or persons (liking, loving, hating, valuing, desiring)	0- +	+ - + + +	0	0	+	0- +	+
<i>Personality traits:</i> emotionally laden, stable personality dispositions and behavior tendencies, typical for a person (nervous, anxious, reckless, morose, hostile, envious, jealous)	0- +	+ + +	0	0	0	0	+

0: low, +: medium, ++: high, +++: very high, -: indicates a range.

**Figure:** Scherer's (1984) typology of affective states provides a broad framework for understanding sentiment. In particular, it helps to reveal that emotions are likely to be just one kind of information that we want our computational systems to identify and characterize.

## Sentiment is hard



**Figure:** A single classifier model (MaxEnt) applied to three different domains at various vocabulary sizes. panglee is the widely used movie review corpus distributed by Lillian Lee's group. The 20 newsgroups corpus is a collection of newsgroup discussions on topics like sports, religion, and motorcycles, each with subtopics. spamham is a corpus of spam and ham email messages.

# Sentiment lexicons

Understanding and deploying existing sentiment lexicons, or building your own from scratch using unsupervised methods.

# Bing Liu's Opinion Lexicon

- <http://www.cs.uic.edu/~liub/FBS/sentiment-analysis.html>
- Positive words: 2006
- Negative words: 4783
- Useful properties: includes mis-spellings, morphological variants, slang, and social-media mark-up

# MPQA subjectivity lexicon

<http://www.cs.pitt.edu/mpqa/>

1. type=weaksubj	len=1	word1=abandoned	pos1=adj	stemmed1=n	priorpolarity=negative
2. type=weaksubj	len=1	word1=abandonment	pos1=noun	stemmed1=n	priorpolarity=negative
3. type=weaksubj	len=1	word1=abandon	pos1=verb	stemmed1=y	priorpolarity=negative
4. type=strongsubj	len=1	word1=abase	pos1=verb	stemmed1=y	priorpolarity=negative
5. type=strongsubj	len=1	word1=abasement	pos1=anypos	stemmed1=y	priorpolarity=negative
6. type=strongsubj	len=1	word1=abash	pos1=verb	stemmed1=y	priorpolarity=negative
7. type=weaksubj	len=1	word1=abate	pos1=verb	stemmed1=y	priorpolarity=negative
8. type=weaksubj	len=1	word1=abdicate	pos1=verb	stemmed1=y	priorpolarity=negative
9. type=strongsubj	len=1	word1=aberration	pos1=adj	stemmed1=n	priorpolarity=negative
10. type=strongsubj	len=1	word1=aberration	pos1=noun	stemmed1=n	priorpolarity=negative
11. type=strongsubj	len=1	word1=abhor	pos1=anypos	stemmed1=y	priorpolarity=negative
12. type=strongsubj	len=1	word1=abhor	pos1=verb	stemmed1=y	priorpolarity=negative
13. type=strongsubj	len=1	word1=abhorred	pos1=adj	stemmed1=n	priorpolarity=negative
14. type=strongsubj	len=1	word1=abhorrence	pos1=noun	stemmed1=n	priorpolarity=negative
15. type=strongsubj	len=1	word1=abhorrent	pos1=adj	stemmed1=n	priorpolarity=negative
16. type=strongsubj	len=1	word1=abhorrently	pos1=anypos	stemmed1=n	priorpolarity=negative
17. type=strongsubj	len=1	word1=abhors	pos1=adj	stemmed1=n	priorpolarity=negative
18. type=strongsubj	len=1	word1=abhors	pos1=noun	stemmed1=n	priorpolarity=negative
19. type=strongsubj	len=1	word1=abidance	pos1=adj	stemmed1=n	priorpolarity=positive
20. type=strongsubj	len=1	word1=abidance	pos1=noun	stemmed1=n	priorpolarity=positive
<hr/>					
8221. type=strongsubj	len=1	word1=zest	pos1=noun	stemmed1=n	priorpolarity=positive

# SentiWordNet

POS	ID	PosScore	NegScore	SynsetTerms	Gloss
a	00001740	0.125	0	able#1	(usually followed by 'to') having the necessary means or [...]
a	00002098	0	0.75	unable#1	(usually followed by 'to') not having the necessary means or [...]
a	00002312	0	0	dorsal#2 abaxial#1	facing away from the axis of an organ or organism; [...]
a	00002527	0	0	ventral#2 adaxial#1	nearest to or facing toward the axis of an organ or organism; [...]
a	00002730	0	0	acrosopic#1	facing or on the side toward the apex
a	00002843	0	0	basiscopic#1	facing or on the side toward the base

- Project homepage: <http://sentiwordnet.isti.cnr.it>
  - Python/NLTK interface: <http://compprag.christopherpotts.net/wordnet.html>

# Harvard General Inquirer

	Entry	Positiv	Negativ	Hostile	... (184 classes)	Othtags	Defined
1	A					DET ART	...
2	ABANDON		Negativ			SUPV	
3	ABANDONMENT		Negativ			Noun	
4	ABATE		Negativ			SUPV	
5	ABATEMENT					Noun	
...							
35	ABSENT#1		Negativ			Modif	
36	ABSENT#2					SUPV	
...							
11788	ZONE					Noun	

**Table:** '#n' differentiates senses. Binary category values: 'Yes' = category name; 'No' = blank. Heuristic mapping from Othtags into {a,n,r,v}.

- Download: [http://www.wjh.harvard.edu/~inquirer/spreadsheet\\_guide.htm](http://www.wjh.harvard.edu/~inquirer/spreadsheet_guide.htm)
- Documentation: <http://www.wjh.harvard.edu/~inquirer/homecat.htm>

## Linguistic Inquiry and Word Counts (LIWC)

Linguistic Inquiry and Word Counts (LIWC) is a propriety database (\$90) consisting of a lot of categorized regular expressions.

Category	Examples
Negate	aint, ain't, arent, aren't, cannot, cant, can't, couldnt, ...
Swear	arse, arsehole*, arses, ass, asses, asshole*, bastard*, ...
Social	acquainta*, admit, admits, admitted, admitting, adult, adults, advice, advis*
Affect	abandon*, abuse*, abusi*, accept, accepta*, accepted, accepting, accepts, ache*
Posemo	accept, accepta*, accepted, accepting, accepts, active*, admir*, ador*, advantag*
Negemo	abandon*, abuse*, abusi*, ache*, aching, advers*, afraid, aggravat*, aggress*,
Anx	afraid, alarm*, anguish*, anxi*, apprehens*, asham*, aversi*, avoid*, awkward*
Anger	jealous*, jerk, jerked, jerks, kill*, liar*, lied, lies, lous*, ludicrous*, lying, mad

**Table:** A fragment of LIWC.

# Relationships

	MPQA	Opinion Lexicon	Inquirer	SentiWordNet	LIWC
MPQA	—	33/5402 (0.6%)	49/2867 (2%)	1127/4214 (27%)	12/363 (3%)
Opinion Lexicon		—	32/2411 (1%)	1004/3994 (25%)	9/403 (2%)
Inquirer			—	520/2306 (23%)	1/204 (0.5%)
SentiWordNet				—	174/694 (25%)
LIWC					—

**Table:** Disagreement levels for the sentiment lexicons.

- Where a lexicon had POS tags, I removed them and selected the most sentiment-rich sense available for the resulting string.
  - For SentiWordNet, I counted a word as positive if its positive score was larger than its negative score; negative if its negative score was larger than its positive score; else neutral, which means that words with equal non-0 positive and negative scores are neutral.
  - How to handle the disagreements?

## Additional sentiment lexicon resources

- Happy/Sad lexicon (Data\_Set\_S1.txt) from Dodds et al. 2011
- My NASSLLI 2012 summer course:  
<http://nasslli2012.christopherpotts.net>
- UMass Amherst Multilingual Sentiment Corpora:  
<http://semanticsarchive.net/Archive/jQ0ZGZiM/readme.html>
- Developing adjective scales from user-supplied textual metadata:  
<http://www.stanford.edu/~cgpotts/data/wordnetscales/>

## Bootstrapping domain-specific lexicons

Lexicons seem easy to use, but this can be deceptive. Their rigidity can lead to serious misdiagnosis tracing to how word senses vary by domain.  
Better to let the data speak for itself!

- ① Turney and Littman's (2003) semantic orientation method  
(<http://www.stanford.edu/class/cs224u/hw/hw1/>)
- ② Blair-Goldensohn et al.'s (2008) WordNet propagation algorithm  
(<http://sentiment.christopherpotts.net>)
- ③ Velikovich et al.'s (2010) unsupervised propagation algorithm  
(<http://sentiment.christopherpotts.net>)

# Basic feature extraction

- Tokenizing (why this is important)
- Stemming (why you shouldn't)
- POS-tagging (in the service of other goals)
- Heuristic negation marking

# Tokenizing

## Raw text

@NLUers: can't wait for the Jun 2-4 #project talks! YAAAAAAAY!!! &gt;:-D <http://stanford.edu/class/cs224u/>.

# Tokenizing

Isolate mark-up, and replace HTML entities.

@NLUers: can't wait for the Jun 2-4 #project talks! YAAAAAAAY!!! >:-D  
<http://stanford.edu/class/cs224u/>.

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## Whitespace tokenizer

@NLUers:

can't

wait

for

the

Jun

2-4

#project

talks!

YAAAAAAAY!!!

>:-D

<http://stanford.edu/class/cs224u/>.

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## Treebank tokenizer

@	!
NLUers	YAAAAAAAY
:	!
ca	!
n't	!
wait	>
for	:
the	-D
Jun	http
2-4	:
#	//stanford.edu/class/cs224u/
project	.
talks	.

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@NLUers: can't wait for the Jun 2-4 #project talks! YAAAAAAAY!!! >:-D  
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## Elements of a sentiment-aware tokenizer

- Isolates emoticons
- Respects Twitter and other domain-specific markup
- Makes use of the underlying mark-up (e.g., `<strong>` tags)
- Captures those #\$\$%ing masked curses!
- Preserves capitalization where it seems meaningful
- Regularizes lengthening (e.g., `YAAAAAAAY`⇒`YAAAY`)
- Captures significant multiword expressions (e.g., *out of this world*)

For regexs and details:

<http://sentiment.christopherpotts.net/tokenizing.html>

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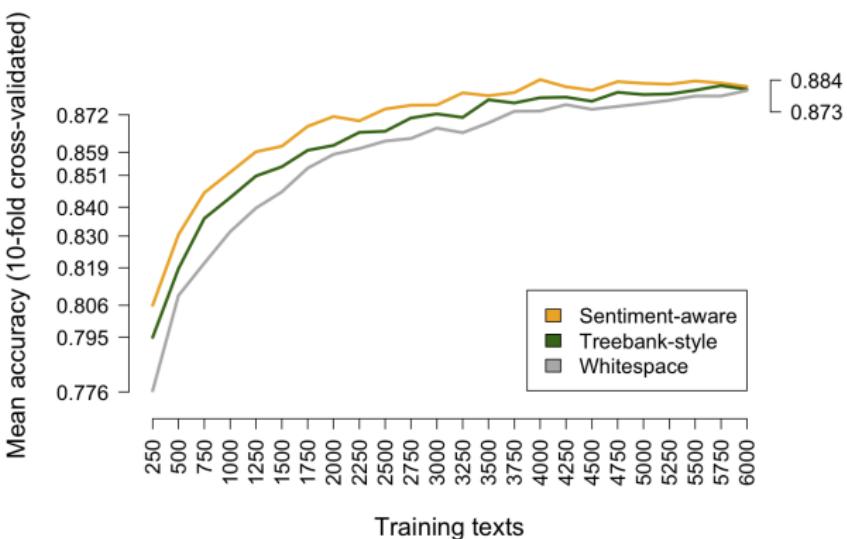
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## Sentiment-aware tokenizer

@nluers	!
:	YAAAY
can't	!
wait	!
for	!
the	>:-D
Jun_2-4	<a href="http://stanford.edu/class/cs224u/">http://stanford.edu/class/cs224u/</a>
#project	.
talks	.

## How much does sentiment-aware tokenizing help?

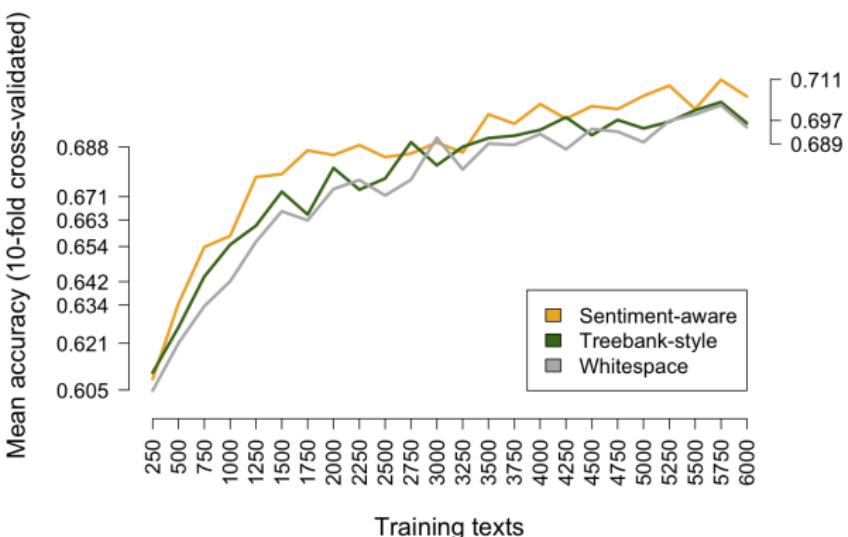
OpenTable; 6000 reviews in test set (1% = 60 reviews)



**Figure:** Training on 12,000 OpenTable reviews (6000 positive/4-5 stars; 6000 negative/1-2 stars). MaxEnt classifier.

## How much does sentiment-aware tokenizing help?

Train on OpenTable; test on 6000 IMDB reviews (1% = 60 reviews)



**Figure:** Training on 12,000 OpenTable reviews (6000 positive/4-5 stars; 6000 negative/1-2 stars). MaxEnt classifier.

# Stemming

- Stemming collapses distinct word forms.
- Three common stemming algorithms in the context of sentiment:
  - the Porter stemmer
  - the Lancaster stemmer
  - the WordNet stemmer
- Porter and Lancaster destroy too many sentiment distinctions.
- The WordNet stemmer does not have this problem nearly so severely, but it generally doesn't do enough collapsing to be worth the resources necessary to run it.

# Stemming

The Porter stemmer heuristically identifies word suffixes (endings) and strips them off, with some regularization of the endings.

Positiv	Negativ	Porter stemmed
defense	defensive	defens
extravagance	extravagant	extravag
affection	affectation	affect
competence	compete	compet
impetus	impetuous	impetu
objective	objection	object
temperance	temper	temper
tolerant	tolerable	toler

**Table:** Sample of instances in which the Porter stemmer destroys a Harvard Inquirer Positiv/Negativ distinction.

## Stemming

The Lancaster stemmer uses the same strategy as the Porter stemmer.

Positiv	Negativ	Lancaster stemmed
call	callous	cal
compliment	complicate	comply
dependability	dependent	depend
famous	famished	fam
fill	filth	fil
flourish	floor	flo
notoriety	notorious	not
passionate	passe	pass
savings	savage	sav
truth	truant	tru

**Table:** Sample of instances in which the Lancaster stemmer destroys a Harvard Inquirer Positiv/Negativ distinction.

## Stemming

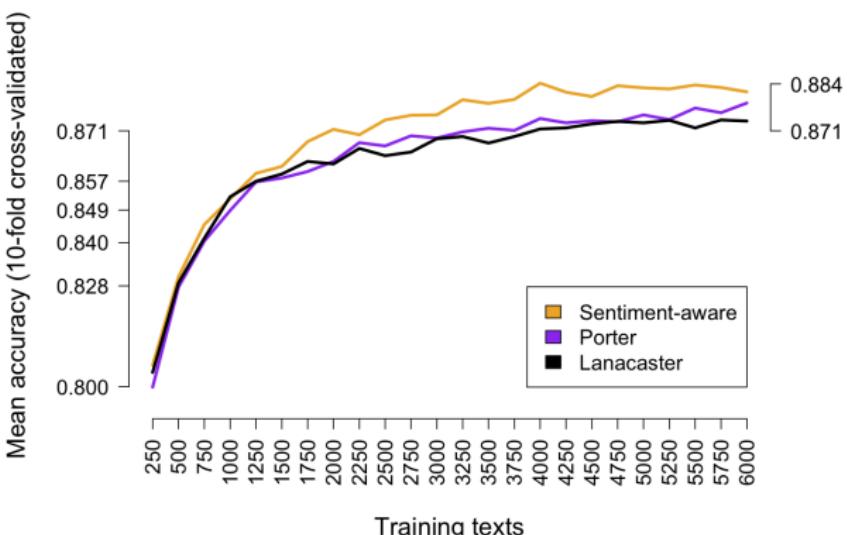
The WordNet stemmer (NLTK) is high-precision. It requires word–POS pairs. Its only general issue for sentiment is that it removes comparative morphology.

Positiv	WordNet stemmed
(exclaims, v)	exclaim
(exclaimed, v)	exclaim
(exclaiming, v)	exclaim
(exclamation, n)	exclamation
(proved, v)	prove
(proven, v)	prove
(proven, a)	proven
(happy, a)	happy
(happier, a)	happy
(happiest, a)	happy

Table: Representative examples of what WordNet stemming does and doesn't do.

## How much does stemming help/hurt?

OpenTable: 6000 reviews in test set (1% = 60 reviews)



**Figure:** Training on 12,000 OpenTable reviews (6000 positive/4-5 stars; 6000 negative/1-2 stars). MaxEnt classifier.

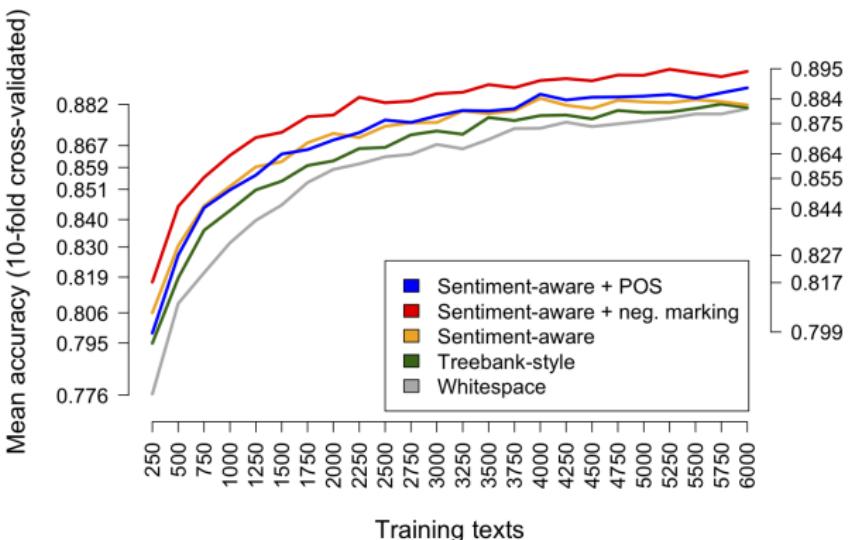
# Part-of-speech tagging

Word	Tag1	Val1	Tag2	Val2
arrest	jj	Positiv	vb	Negativ
even	jj	Positiv	vb	Negativ
even	rb	Positiv	vb	Negativ
fine	jj	Positiv	nn	Negativ
fine	jj	Positiv	vb	Negativ
fine	nn	Negativ	rb	Positiv
fine	rb	Positiv	vb	Negativ
help	jj	Positiv	vbn	Negativ
help	nn	Positiv	vbn	Negativ
help	vb	Positiv	vbn	Negativ
hit	jj	Negativ	vb	Positiv
mind	nn	Positiv	vb	Negativ
order	jj	Positiv	vb	Negativ
order	nn	Positiv	vb	Negativ
pass	nn	Negativ	vb	Positiv

Table: Harvard Inquirer POS contrasts.

## How much does POS tagging help/hurt?

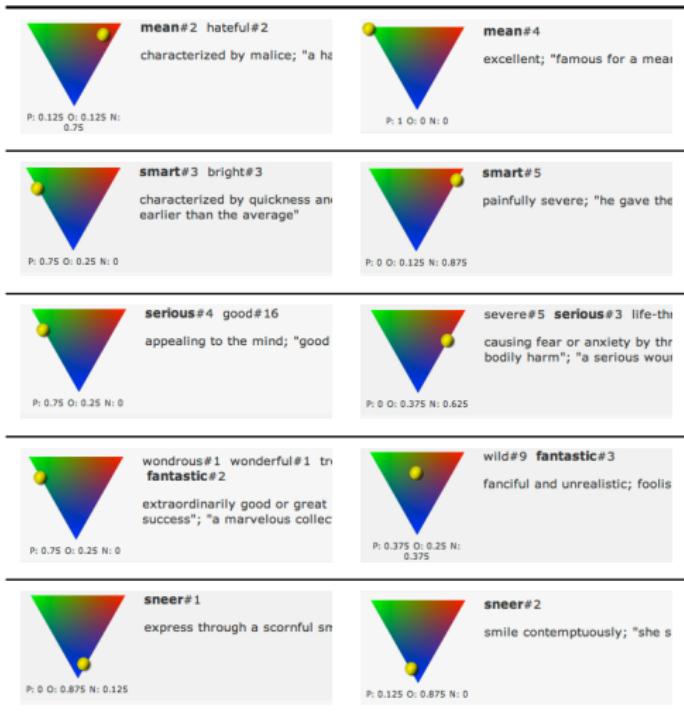
OpenTable; 6000 reviews in test set (1% = 60 reviews)



**Figure:** Training on 12,000 OpenTable reviews (6000 positive/4-5 stars; 6000 negative/1-2 stars). MaxEnt classifier.

# SentiWordNet lemma contrasts

1,424 cases where a (word, tag) pair is consistent with pos. and neg. lemma-level sentiment



Word	Tag	ScoreDiff
mean	s	1.75
abject	s	1.625
benign	a	1.625
modest	s	1.625
positive	s	1.625
smart	s	1.625
solid	s	1.625
sweet	s	1.625
artful	a	1.5
clean	s	1.5
evil	n	1.5
firm	s	1.5
gross	s	1.5
iniquity	n	1.5
marvellous	s	1.5
marvelous	s	1.5
plain	s	1.5
rank	s	1.5
serious	s	1.5
sheer	s	1.5
sorry	s	1.5
stunning	s	1.5
wickedness	n	1.5
[...]		
unexpectedly	r	0.25
velvet	s	0.25
vibration	n	0.25
weather-beaten	s	0.25
well-known	s	0.25
whine	v	0.25
wizard	n	0.25
wonderland	n	0.25
yawn	v	0.25

# Negation

## The phenomenon

- ① I didn't enjoy it.
- ② I never enjoy it.
- ③ No one enjoys it.
- ④ I have yet to enjoy it.
- ⑤ I don't think I will enjoy it.

## Negation

The method (Das and Chen 2001; Pang et al. 2002)

- Append a `_NEG` suffix to every word appearing between a negation and a clause-level punctuation mark.
  - For regex details:  
<http://sentiment.christopherpotts.net/lingstruc.html>

# Negation

---

No one enjoys it.

no  
one\_NEG  
enjoys\_NEG  
it\_NEG

.

---

I don't think I will enjoy it, but I might.

i  
don't  
think\_NEG  
i\_NEG  
will\_NEG  
enjoy\_NEG  
it\_NEG

,

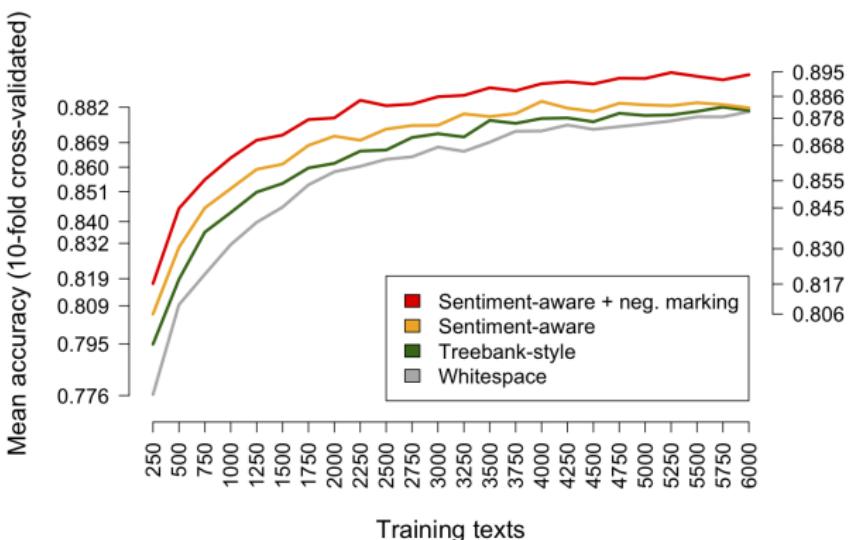
but  
i  
might

.

---

# How much does negation-marking help?

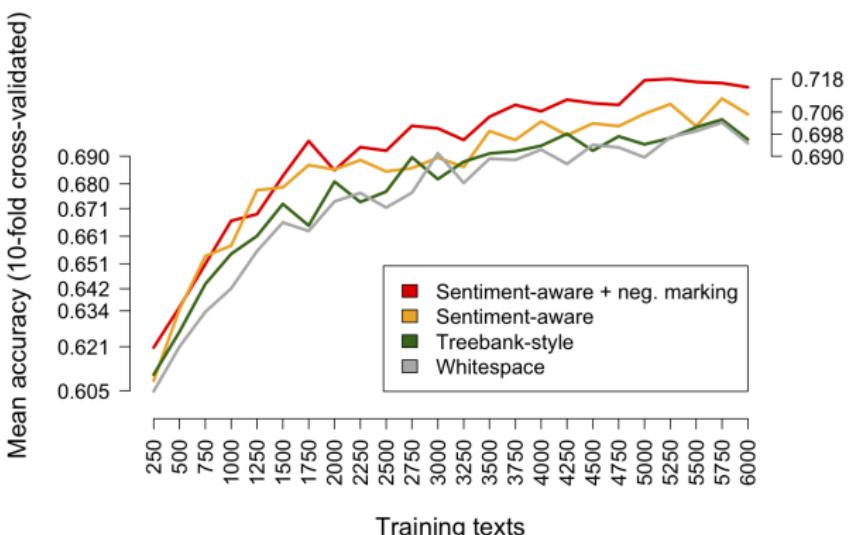
OpenTable; 6000 reviews in test set (1% = 60 reviews)



**Figure:** Training on 12,000 OpenTable reviews (6000 positive/4-5 stars; 6000 negative/1-2 stars). MaxEnt classifier.

# How much does negation-marking help?

Train on OpenTable; test on 6000 IMDB reviews (1% = 60 reviews)



**Figure:** Training on 12,000 OpenTable reviews (6000 positive/4-5 stars; 6000 negative/1-2 stars). MaxEnt classifier.

# Supervised learning models for sentiment

Naive Bayes vs. MaxEnt — who wins? Plus, beyond classification.

# Naive Bayes

- ① Estimate the probability  $P(c)$  of each class  $c \in C$  by dividing the number of words in documents in  $c$  by the total number of words in the corpus.
  - ② Estimate the probability distribution  $P(w | c)$  for all words  $w$  and classes  $c$ . This can be done by dividing the number of tokens of  $w$  in documents in  $c$  by the total number of words in  $c$ .
  - ③ To score a document  $d = [w_1, \dots, w_n]$  for class  $c$ , calculate

$$\textbf{score}(d, c) = P(c) \times \prod_{i=1}^n P(w_i | c)$$

- ④ If you simply want to predict the most likely class label, then you can just pick the  $c$  with the highest score value.
  - ⑤ To get a probability distribution, calculate

$$P(c | d) = \frac{\text{score}(d, c)}{\sum_{c' \in C} \text{score}(d, c')}$$

# Naive Bayes

- The model predicts a full distribution over classes.
  - Where the task is to predict a single label, one chooses the label with the highest probability.
  - This means losing a lot of structure. For example, where the max label only narrowly beats the runner-up, we might want to know that.
  - The chief drawback to the Naive Bayes model is that it assumes each feature to be independent of all other features.
  - For example, if you had a feature *best* and another *world's best*, then their probabilities would be multiplied as though independent, even though the two are overlapping.

# MaxEnt

## Definition (MaxEnt)

$$P(\text{class} \mid \text{text}, \lambda) = \frac{\exp\left(\sum_i \lambda_i f_i(\text{class}, \text{text})\right)}{\sum_{\text{class}'} \exp\left(\sum_i \lambda_i f_i(\text{class}', \text{text})\right)}$$

Minimize:

$$-\sum_{\text{class}, \text{text}} \log P(\text{class} \mid \text{text}, \lambda) + \log P(\lambda)$$

Gradient:

$$\text{empirical count}(f_i, c) - \text{predicted count}(f_i, \lambda)$$

- A powerful modeling idea for sentiment — can handle features of different type and feature sets with internal statistical dependencies.
- Output is a probability distribution, but classification is typically just based on the most probable class, ignoring the full distribution.
- Uncertainty about the underlying labels in  $\text{empirical count}(f_i, c)$  is typically also suppressed/ignored.

## Ordered categorical regression

Appropriate for data with definitely ordered rating scales (though take care with the scale — it probably isn't conceptually a total ordering for users, but rather more like a pair of scales, positive and negative).

$$P(r > 1 | \mathbf{x}) \quad \dots$$

$$P(r > 2 | \mathbf{x}) \quad \dots$$

⋮

$$P(r > n - 1 | \mathbf{x}) \quad \dots$$

Probabilities for the categories:

$$P(r = k | \mathbf{x}) = P(r > k - 1) - P(r > k)$$

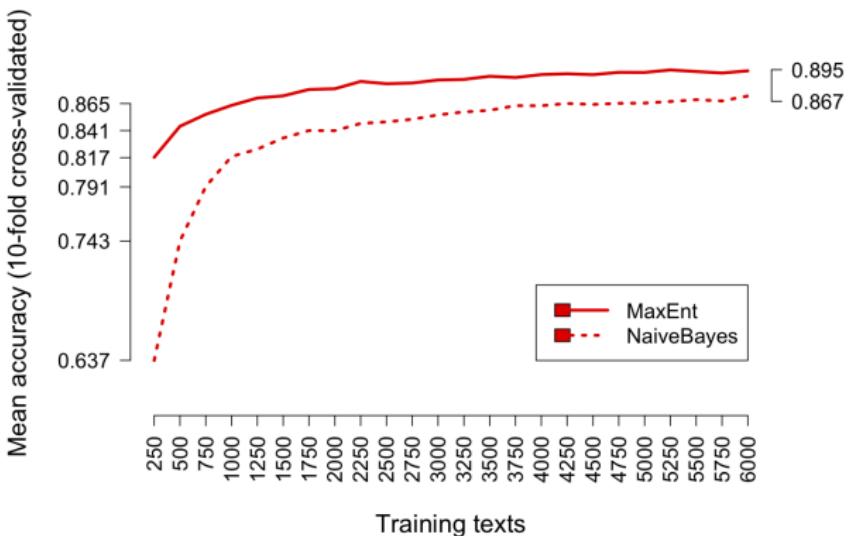
I don't know whether any classifier packages can build these models, but R users can fit smaller models using `polr` (from the MASS library). You can also derive them from a series of binary classifiers.

## Others

- Support Vector Machines (likely to be competitive with MaxEnt; see Pang et al. 2002)
- Decision Trees (valuable in situations in which you can intuitively define a sequence of interdependent choices, though I've not seen them used for sentiment)
- Generalized Expectation Criteria (a generalization of MaxEnt that facilitates bringing in expert labels; see Druck et al. 2007, 2008)
- Wiebe et al. (2005) use AdaBoost in the context of polarity lexicon construction

# Comparing Naive Bayes and MaxEnt, in domain

Sentiment-aware + neg. marking; OpenTable; 6000 test reviews



**Figure:** Training on 12,000 OpenTable reviews (6000 positive/4-5 stars; 6000 negative/1-2 stars).

# Comparing Naive Bayes and MaxEnt, in domain

Sentiment-aware + neg. marking; Experience Project; 6000 test texts

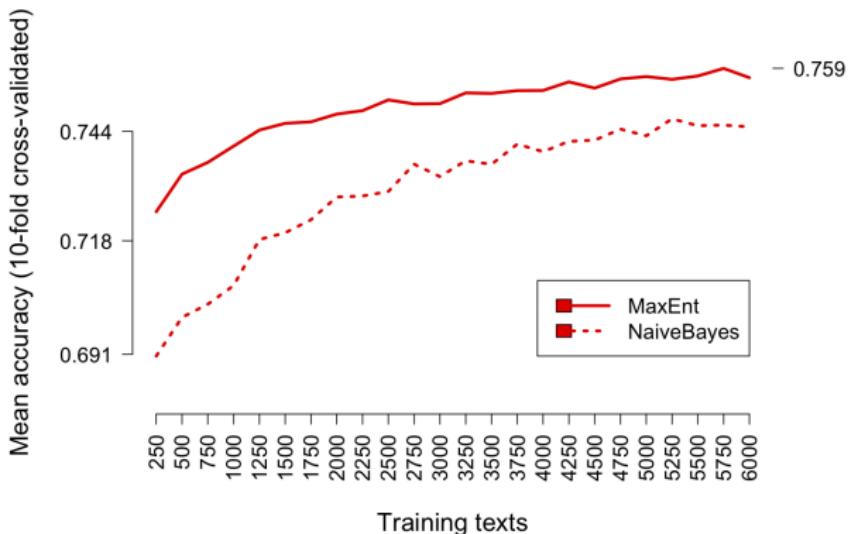
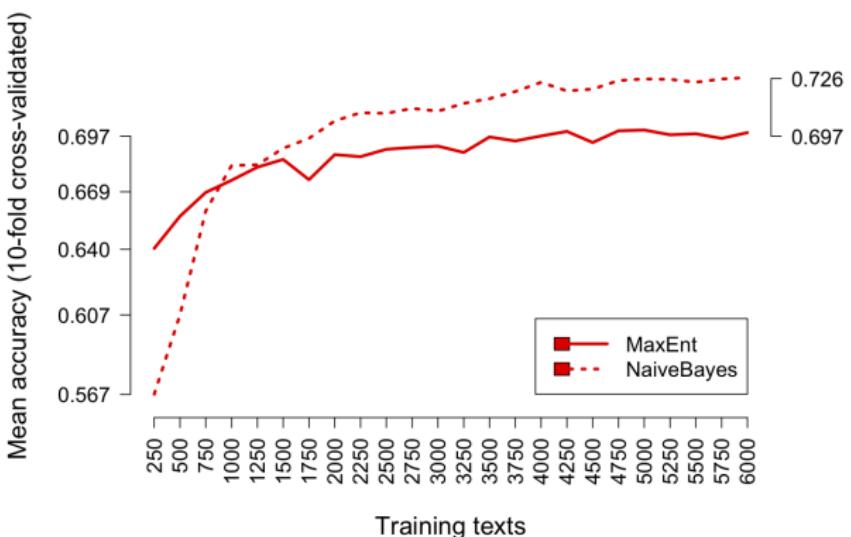


Figure: Training on 15,000 Experience Project texts (5 categories, 3000 in each).

# Comparing Naive Bayes and MaxEnt, cross domain

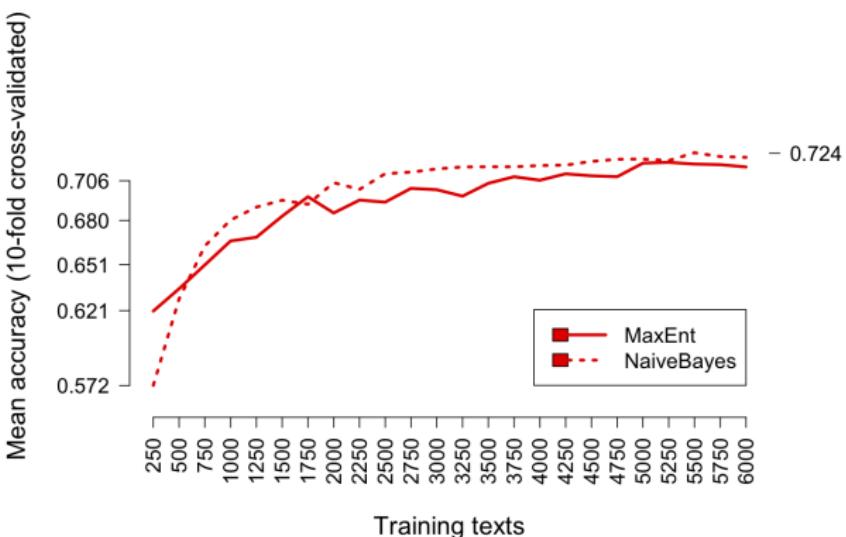
Sentiment+neg; OpenTable train, 6000 Amazon test (1% = 60 reviews)



**Figure:** Training on 12,000 OpenTable reviews (6000 positive/4-5 stars; 6000 negative/1-2 stars).

# Comparing Naive Bayes and MaxEnt, cross domain

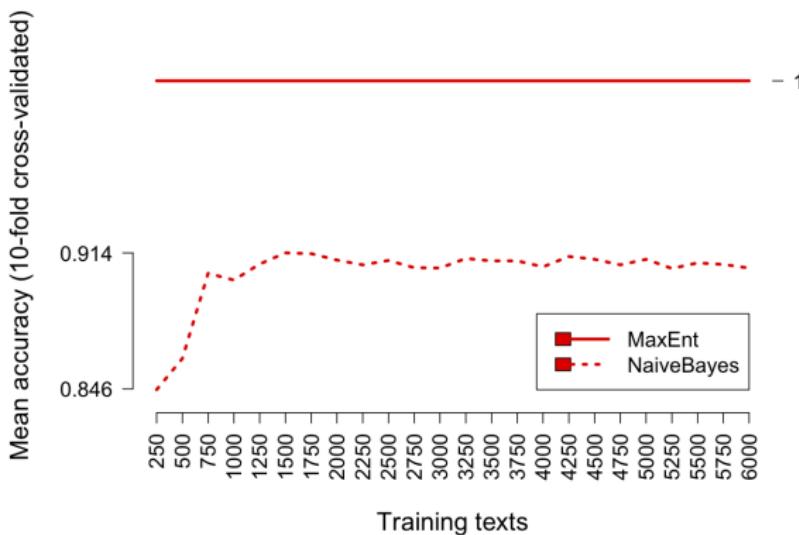
Sentiment+neg; OpenTable train, 6000 IMDB test (1% = 60 reviews)



**Figure:** Training on 12,000 OpenTable reviews (6000 positive/4-5 stars; 6000 negative/1-2 stars).

# Overfitting

Sentiment+neg; accuracy on the training data



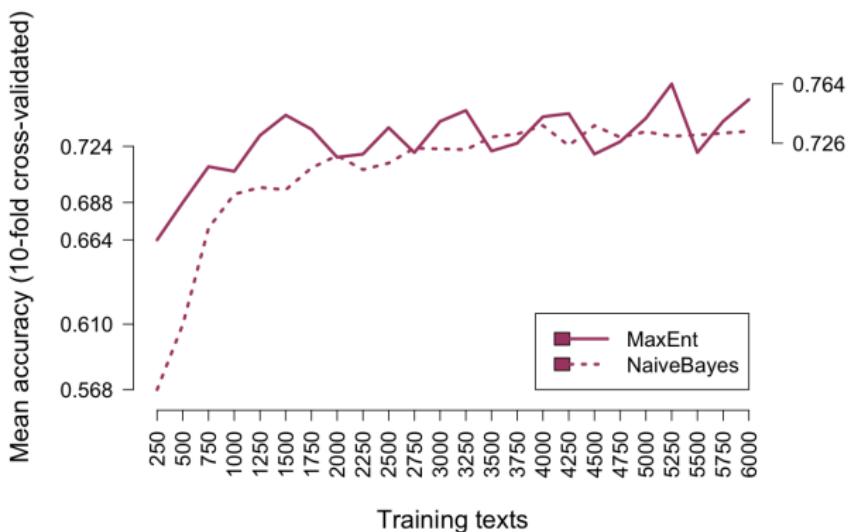
**Figure:** Training on 12,000 OpenTable reviews (6000 positive/4-5 stars; 6000 negative/1-2 stars).

# Feature selection

- ① Regularization (strong prior on feature weights): L1 to encourage a sparse model, L2 to encourage even weight distributions (can be used together)
- ② A priori cut-off methods (e.g., top  $n$  most frequent features; might throw away a lot of valuable information)
- ③ Select features via mutual information with the class labels (McCallum and Nigam 1998) (liable to make too much of infrequent events!)
- ④ Sentiment lexicons (potentially unable to detect domain-specific sentiment)

# Final comparison

Sentiment+neg, logit feats; OpenTable train, 6000 Amazon test



**Figure:** Training on 12,000 OpenTable reviews (6000 positive/4-5 stars; 6000 negative/1-2 stars).

# Beyond classification

This one is for the long-suffering fans, the bittersweet memories, the hilariously embarrassing moments, ...

## Sentiment as a classification problem

- Pioneered by Pang et al. (2002), who apply Naive Bayes, MaxEnt, and SVMs to the task of classifying movie reviews as positive or negative,
- and by Turney (2002), who developed vector-based unsupervised techniques (see also Turney and Littman 2003).
- Extended to different sentiment dimensions and different categories sets (Cabral and Hortaçsu 2006; Pang and Lee 2005; Goldberg and Zhu 2006; Snyder and Barzilay 2007; Bruce and Wiebe 1999; Wiebe et al. 1999; Hatzivassiloglou and Wiebe 2000; Riloff et al. 2005; Wiebe et al. 2005; Pang and Lee 2004; Thomas et al. 2006; Liu et al. 2003; Alm et al. 2005; Neviarouskaya et al. 2010).
- **Fundamental assumption:** each textual unit (at whatever level of analysis) either has or does not have each sentiment label — usually it has exactly one label.
- **Fundamental assumption:** while the set of all labels might be ranked, they are not continuous.

## Objections to sentiment as classification

- The expression of emotion in language is nuanced, blended, and continuous (Russell 1980; Ekman 1992; Wilson et al. 2006).
- Human reactions are equally complex and multi-dimensional.
- Insisting on a single label doesn't do justice to the author's intentions, and it leads to unreliable labels.
- Few attempts to address this at present (Potts and Schwarz 2010; Potts 2011; Maas et al. 2011; Socher et al. 2011), though that will definitely change soon:
  - New datasets emerging
  - Demands from industry
  - New statistical models

# Experience Project: blended, continuous sentiment

**\*Sigh\*** [All Confessions >](#)

CATEGORY: FRIENDS CONFESSIONS [»](#)

 Posted by **BrokenAngelWishes** [Rate Up ↗](#) 3

on January 20th, 2010 at 12:38 PM

I really hate being shy... I just want to be able to talk to someone about anything and everything and be myself.. That's all I've ever wanted.

[...]

**14 Reactions**

 you rock (1)  teehee (2)  I understand (10)  sorry, hugs (1)  wow, just wow (0)

---

**6 Comments (add your own)** [Sort By](#) [Earliest ↗](#)

Posted by **bigbadbear** on January 20th, 2010 at 12:41 PM 

I was really shy when I was younger. I got better when I entered the work field and gained confidence. I think you will grow out of it . :)

(like) 1 dislike Flag

## Experience Project: blended, continuous sentiment

---

Confession: I really hate being shy . . . I just want to be able to talk to someone about anything and everything and be myself. . . That's all I've ever wanted.

Reactions: *hugs*: 1; *rock*: 1; *teehee*: 2; *understand*: 10; *just wow*: 0;

---

Confession: subconsciously, I constantly narrate my own life in my head. in third person. in a british accent. Insane? Probably

Reactions: *hugs*: 0; *rock*: 7; *teehee*: 8; *understand*: 0; *just wow*: 1

---

Confession: I have a crush on my boss! \*blush\* eek \*back to work\*

Reactions: *hugs*: 1; *rock*: 0; *teehee*: 4; *understand*: 1; *just wow*: 0

---

Confession: I bought a case of beer, now I'm watching a South Park marathon while getting drunk :P

Reactions: *hugs*: 2; *rock*: 3; *teehee*: 2; *understand*: 3; *just wow*: 0

---

**Table:** Sample Experience Project confessions with associated reaction data.

# Experience Project: blended, continuous sentiment

	Texts	Words	Vocab	Mean words/text
Confessions	194,372	21,518,718	143,712	110.71
Comments	405,483	15,109,194	280,768	37.26

Table: The overall size of the corpus.

# Reaction distributions



you rock (3)



teehee (0)



I understand (6)



sorry, hugs (1)



wow, just wow (0)

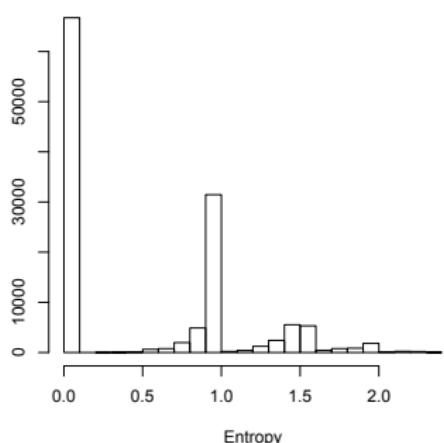
	Category	Reactions
sympathy ←	sorry, hugs	91,222 (22%)
positive exclamative ←	you rock	80,798 (19%)
amused ←	teehee	59,597 (14%)
solidarity ←	I understand	125,026 (30%)
negative exclamative ←	wow, just wow	60,952 (15%)
	Total	417,595

(a) All reactions.

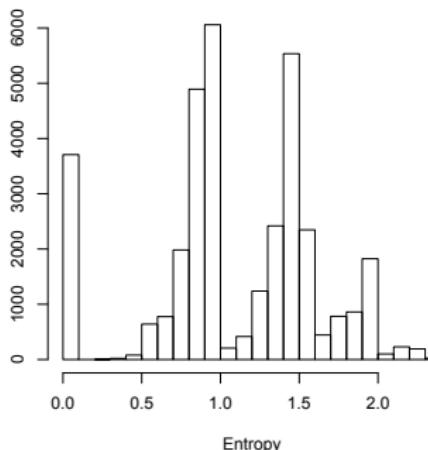
	Texts
≥ 1	140,467
≥ 2	92,880
≥ 3	60,880
≥ 4	39,342
≥ 5	25,434

(b) Per text.

## Reaction distributions

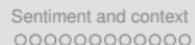


(a) The full corpus.



(b)  $\geq 4$  reactions.

**Figure:** The entropy of the reaction distributions.



# A model for sentiment distributions

## Definition (MaxEnt with distributional labels)

$$P(\text{class} \mid \text{text}, \lambda) = \frac{\exp\left(\sum_i \lambda_i f_i(\text{class}, \text{text})\right)}{\sum_{\text{class}'} \exp\left(\sum_i \lambda_i f_i(\text{class}', \text{text})\right)}$$

Minimize the KL divergence of the predicted distribution from the empirical one:

$$\sum_{\text{class}, \text{text}} \text{empiricalProb}(\text{class} \mid \text{text}) \log_2 \left( \frac{\text{empiricalProb}(\text{class} \mid \text{text})}{P(\text{class} \mid \text{text}, \lambda)} \right)$$

Gradient:

$$\sum_{\text{text}} \text{empiricalProb}(\text{class} \mid \text{text}) - P(\text{class} \mid \text{text}, \lambda)$$

# Some results

Features	$\geq 5$ reactions		$\geq 1$ reaction	
	KL	Max Acc.	KL	Max Acc.
Uniform Reactions	0.861	20.2	1.275	20.4
Mean Training Reactions	0.763	43.0	1.133	46.7
Bag of Words (All unigrams)	0.637	56.0	1.000	53.4
Bag of Words (Top 5000 unigrams)	0.640	54.9	0.992	54.3
LSA	0.667	51.8	1.032	52.2
Our Method Laplacian Prior	0.621	55.7	0.991	54.7
Our Method Gaussian Prior	0.620	55.2	0.991	54.6

**Table:** Results from Maas et al. 2011. The first two are simple baselines. The ‘Bag of words’ models are MaxEnt/softmax. LSA and ‘Our method’ uses word vectors for predictions, by training on the average score in the vector. ‘Our method’ is distinguished primarily by combining an unsupervised VSM with a supervised component using star-ratings.

# Compositional semantics

In the limit, sentiment analysis involves all the complexity of compositional semantic analysis. It just focuses on evaluative dimensions of meaning.

# Compositional and non-compositional effects

Sentiment is often, but not always, influenced by the syntactic context:

- ① That was fun :)
- ② That was miserable :(
- ③ That was not :)
- ④ I stubbed my damn toe.
- ⑤ What's with these friggin QR codes?
- ⑥ What a view!
- ⑦ They said it would be wonderful, but they were wrong: it was awful!
- ⑧ This “wonderful” movie turned out to be boring.

## A few sentiment-relevant dependencies

① amod(student, happy)

② det(no, student)

③ advmod(amazing , absolutely)

④ aux(VERB, MODAL)

[MODAL ∈ {can,could,shall,should,will,would,may,might,must}]

⑤ nsubj(VERB, NOUN)

[subjects generally agents/actors]

⑥ dobj(VERB, NOUN)

[objects generally acted on]

⑦ ccomp(think, VERB)

[clausal complements]

⑧ xcomp(want, VERB)

often express attitudes]

# Recursive deep models for sentiment

Socher et al. (2013):

- Phrase-level sentiment scores for over 215K phrases ( $\approx 12K$  sentences)
- Useful technical overview of different recursive neural network models and their connections in terms of structure and learning
- Detailed quantitative analysis of the subtle linguistic patterns captured by the model
- Full-featured demo, code, and corpus at [the project site](#)

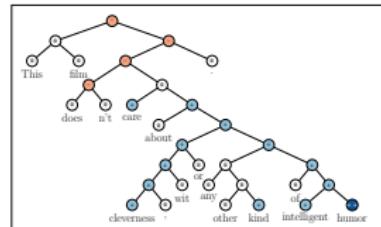


Figure 1: Example of the Recursive Neural Tensor Network accurately predicting 5 sentiment classes, very negative to very positive (–, –, 0, +, ++), at every node of a parse tree and capturing the negation and its scope in this sentence.

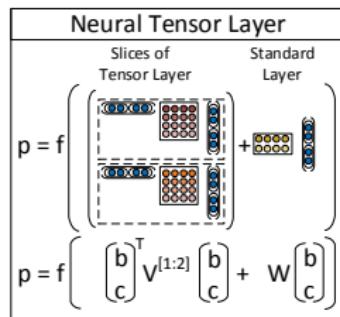


Figure 5: A single layer of the Recursive Neural Tensor Network. Each dashed box represents one of  $d$ -many slices and can capture a type of influence a child can have on its parent.

## The effects of negation

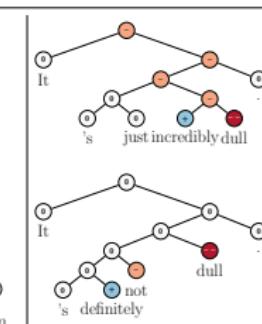
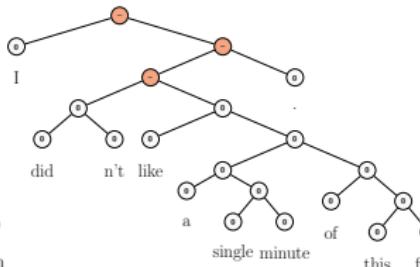
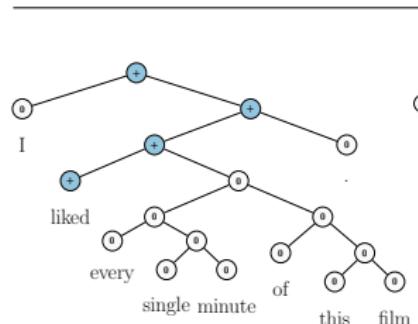
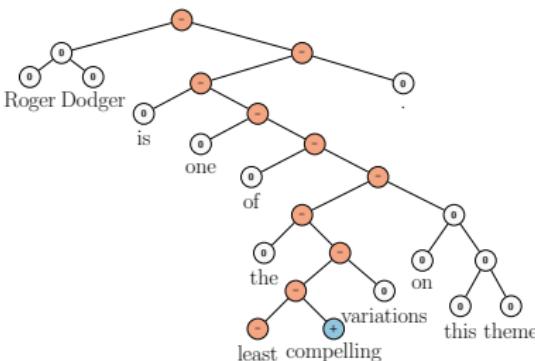
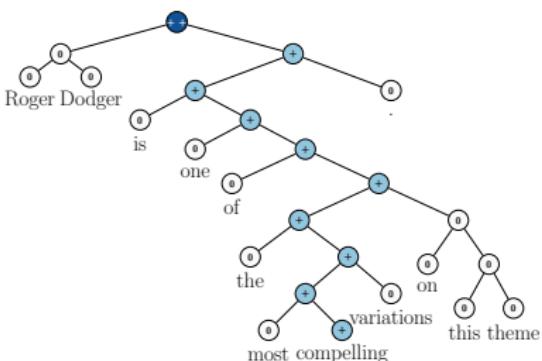


Figure 9: RNTN prediction of positive and negative (bottom right) sentences and their negation.

# The argumentative nature of *but*

*X but Y* concedes *X* and argues for *Y*

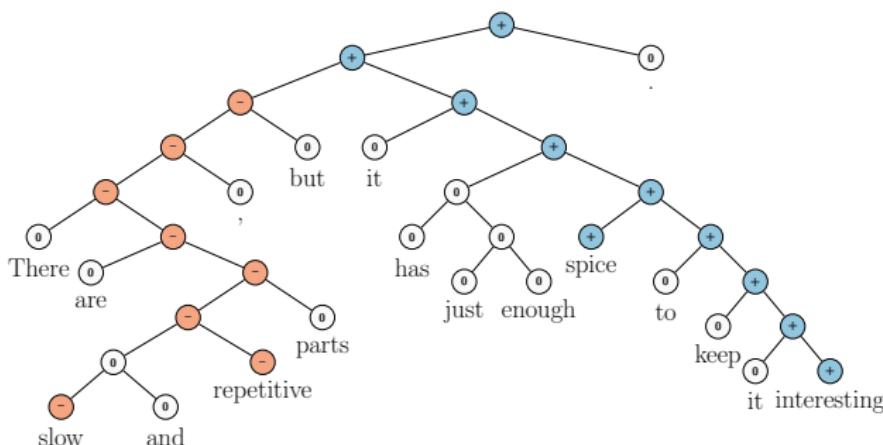
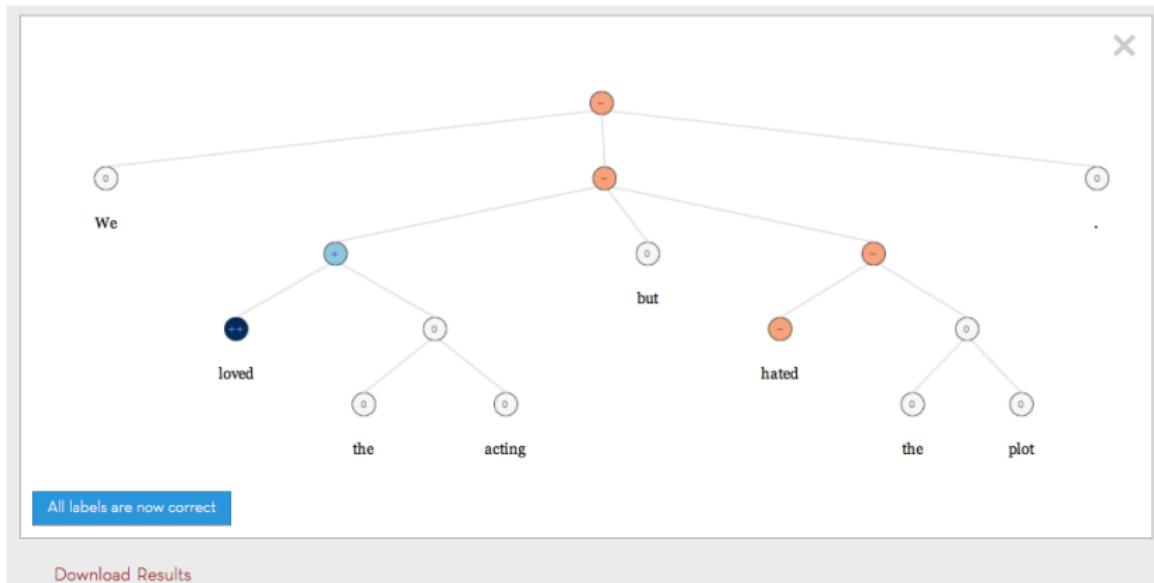


Figure 7: Example of correct prediction for contrastive conjunction *X but Y*.

# Aspect-relative sentiment



**Figure:** “We loved the acting but hated the plot.” The aspect-relative sentiments follow from the compositional analysis.

Associated datasets:

<http://www.cs.uic.edu/~liub/FBS/sentiment-analysis.html>

## Idioms and non-compositionality

Variable length expressions whose meanings are *not* predictable from their parts:

- out of this world (≈ great)
  - just what the doctor ordered (≈ great)
  - run of the mill (≈ mundane)
  - dime a dozen (≈ mundane)
  - over the hill (≈ out-dated)

## Results

Notice the jump starting at RNN, the most basic ‘deep’ model!

Model	Fine-grained		Positive/Negative	
	All	Root	All	Root
NB	67.2	41.0	82.6	81.8
SVM	64.3	40.7	84.6	79.4
BiNB	71.0	41.9	82.7	83.1
VecAvg	73.3	32.7	85.1	80.1
RNN	79.0	43.2	86.1	82.4
MV-RNN	78.7	44.4	86.8	82.9
RNTN	<b>80.7</b>	<b>45.7</b>	<b>87.6</b>	<b>85.4</b>

Table 1: Accuracy for fine grained (5-class) and binary predictions at the sentence level (root) and for all nodes.

# Sentiment and context

A brief look at some of the text-level and contextual features that are important for sentiment:

- Isolating the emotional parts of texts
- Relativization to topics
- How perspective and identity influence emotional expression
- How previous emotional states influence the current one

# Narrative structure

38 of 44 people found the following review helpful:

**Move over, Robert Jordan.**, July 19, 1998

By **A Customer**

This review is from: **A Game of Thrones (A Song of Ice and Fire, Book 1) (Mass Market Paperback)**

As a fantasy reader of somewhat high standards, I have always had a proclivity for "epic" fantasy. Nothing else really satisfies my desire for an absorbing story. George R.R. Martin has, with this book, taken the field dominated by such giants as Jordan, Williams, and Kay and blown a great big gust of fresh air into it. Not only does this book have the complicated plot and intricate character development that is common to these three talented authors, but it has a certain brutal realism to it. Granted, we're talking about an invented realm, but never before in all the books that I have read has any author taken his portrayal of all the brutality of human nature to this level. Part of what makes Jordan, Williams, and Kay so brilliant is that they write \*human\* characters, and good and bad are rarely well delineated. What sets Martin apart is his sheer, brutal, mind-numbing honesty. He doesn't pull any punches, and neither do any of his characters. This is life, in all its pain and glory. Honor is not as important as we would like it to be, and things do not all go well as long as we wish for it hard enough. Here, there is no destructive force stronger than the power of men. There is no evil greater than that in the hearts of men. And there is no power, once man has decided to destroy, that can stop him. This novel is a masterpiece; beautifully crafted, shockingly realistic, and a joy to read. However, don't expect to come out of reading this with your ideals intact.

Help other customers find the most helpful reviews

[Report abuse](#) | [Permalink](#)

Was this review helpful to you?

[Comment](#)

(5-star Amazon review)

# Narrative structure

41 of 50 people found the following review helpful:

**What's left unsaid**, February 12, 2004

By **A Customer**

**Amazon Verified Purchase** ([What's this?](#))

This review is from: [A Game of Thrones \(A Song of Ice and Fire, Book 1\) \(Mass Market Paperback\)](#)

All of the other excellent reviews of this series are correct. The writing is wonderful. The characters are real. The plot is intricate, fascinating, and never predictable. Et cetera. But none of the reviewers complained about the one thing that has led me to stop reading after plugging through the first two books: This is the darkest, bleakest, most depressing book I have ever read! You must never, ever let yourself bond with a hero, a good, kind, strong, resourceful person who in a 'normal' book would win a gratifying victory at the end of the book. This is because chances are your hero will soon die, most likely brutally. Most (eventually all???) of the good guys die in this book! And everyone is always having to look over his shoulder to see which one of his supposed friends is plotting his death. Innocent children are brutally murdered and their heads put up on pikes. Innocent peasants are slowly hanged, kicking, their eyes bulging out. Their rescuers, instead of pulling off a valiant rescue, are themselves captured and tortured. There are innumerable rapes, including several fairly explicit portrayals of vicious gang rapes of peasant women by invading troops. Every time I finished a reading session I felt depressed. I've never seen so much plague, betrayal, death, and destruction in a novel. It's unrelenting. I don't care how wonderful the writing is. I simply couldn't take it anymore. I want to be uplifted by a book, made to smile and feel vicariously triumphant. I don't want to be beaten down and defeated over and over and over. I had to stop reading.

Help other customers find the most helpful reviews

[Report abuse](#) | [Permalink](#)

Was this review helpful to you?

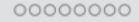
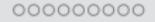
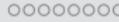
[Comments \(2\)](#)

(3-star Amazon review)

## Narrative structure

## Algorithms for text-segmentation

- The TextTiling algorithm (Hearst 1994, 1997)
  - Dotplotting (Reynar 1994, 1998)
  - Divisive clustering (Choi 2000)
  - Supervised approaches (Manning 1998; Beferman et al. 1999; Sharp and Chibelushi 2008)



## Thwarted expectations

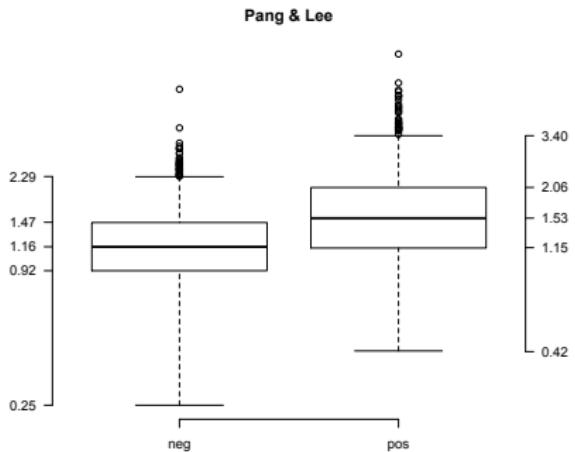
---

i had been looking **forward** to this film since i heard about it early last year , when matthew perry had **just** signed on . i'm big fan of perry's **subtle sense of humor** , and in addition , i think chris farley's on-edge , extreme acting was a riot . so naturally , when the trailer for " almost heroes " **hit** theaters , i almost jumped up and down . a soda in **hand** , the lights dimming , i was ready to be blown away by farley's final starring role and what was supposed to be matthew perry's big breakthrough . i was ready to be **just** amazed ; for this to be among farley's **best** , in **spite** of david spade's **absence** . i was ready to be laughing my head off the minute the credits ran . sadly , none of this came to **pass** . the **humor** is spotty at **best** , with **good** moments and laughable one-liners few and far between . perry and farley have no chemistry ; the role that perry was cast in seems obviously written for spade , for it's his type of **humor** , and not at all what perry is associated with . and the movie tries to be **smart** , a subject **best** left alone when it's a farley flick . the movie is a **major** disappointment , with only a few scenes **worth** a first look , **let** alone a second . perry delivers not one **humorous** line the whole movie , and not surprisingly ; the only reason the movie made the top ten grossing list opening week was because it was advertised with farley . and farley's **classic humor** is widespread , **too** . almost heroes almost works , but misses the wagon-train by quite a longshot . guys , let's leave the exploring to lewis and clark , huh ? **stick** to " tommy boy " , and we'll all be " friends " .

---

**Table:** A negative review. Inquirer positive terms in **blue**, negative in **red**. There are 20 positive terms and six negative ones, for a Pos:Neg ratio of 3.33.

## Thwarted expectations



**Figure:** Inquirer Pos:Neg ratios obtained by counting the terms in the review that are classified as Positiv or Negativ in the Harvard Inquirer (Stone et al. 1966).

**Proposed feature:** the Pos:Neg ratio if that ratio is below 1 (lower quartile for the whole Pang & Lee data set) or above 1.76 (upper quartile), else 1.31 (the median). The goal is to single out ‘imbalanced’ reviews as potentially untrustworthy. (For a similar idea, see Pang et al. 2002.)

## Topic-relative sentiment

- Sentiment feature values can vary dramatically by topic  
("The movie {*Scream*/*Love Story*} was totally gross!")
  - Sentiment vocabulary is topic dependent  
(*tasty, beautiful, melodious, plush, ...*)
  - Jurafsky et al. (2014): different evaluative vocabulary for restaurants based on price class (e.g., drug metaphors for cheap food; sensual language for expensive food)

# Topic-relative sentiment: available metadata

## Reviews you can trust



### By trip type

- All (26)
- Business (4)
- Couples (2)
- Family (5)
- Friends/gateaway (0)
- Solo travel (2)

3-7 of 26

1 | 2 | 3 | ... | 6 |

Sort by [ Date ▼ | Rating ]

English first

### Choose another hotel

Penn Tower Hotel



patremra 27 contributions  
Lancaster County, PA

Save Review

Jul 31, 2009 | Trip type: Business

1 person found this review helpful

The "service" is the worst I've ever experienced; the rooms have an old, tired, and dirty feel. The word is they are tearing the tower down in the near future, and not a minute too soon.

My son, daughter and I stayed here for a few days while visiting a family member in the excellent Hospital of the University of PA (HUP) which is across the street and attached by an enclosed walkway.

There are only two floors of the tower that are used as a hotel; the rest is an office building and owned, I believe, by HUP. This "hotel" really is a disgrace. I would only stay here again if I absolutely had to be going to and from the hospital at night. It probably is safer than walking the streets around the hospital.

However, after discovering how bad this place is, we checked out and stayed for about 5 days at the very nice Inn at Penn, a hotel which is just a few blocks away from the tower. I think this other hotel is most of the time. I just made sure that my visiting hours were timed with lots of foot traffic on the streets and vehicle traffic on the roads around. The University of Penn's campus is right there, but they have a security presence in the plaza and outside. There are a couple of campus guards on most corners. Still, even with this added safety factor, it's not the best place to be walking at night.

Bottom line: I wouldn't recommend this place to anyone unless safety is the ONLY concern.

### My ratings for this hotel

Date of stay July 2009

Visit was for Business

Travelled with Other

Member since April 10, 2008

Would you recommend this hotel to a friend? No

## lists with this book

### Best Books Ever



6657 books | 233,04 voters

### The Worst Books of All Time



2205 books | 13957 voters

[More lists...](#)

## other reviews (showing 1-40 of 343,376)

All ratings | 5 stars (127,971) | 4 stars (60,776) | 3 stars (40,701) | 2 stars (39,666) | 1 star (16,648) | avg

3.99

editions: all | this edition



Nicola rated it: ★★★★☆

bookshelves: fiction, teen

Read in June, 2007

recommends it for: morons

Jun 07, 2007

I really enjoy lively details. There's nothing better than knowing an author has really thought about her characters and situations, and come up with some surprising and delightful detail that makes the whole reading experience fuller. Lively details, you understand – pointless details are a nightmare to read. I don't need to know that Bella ate a granola bar for breakfast. I REALLY DON'T. (Notice that I remembered the granola bar. I think this is partly because I was fervently hoping it would ...more

*Like this review?* yes (1002 people liked it)

279 comments



Joe rated it: ★★★★☆

bookshelves: grad-school-young-adult-lit, young-adult

Read in January, 2008

recommends it for: idiots, people who enjoy bad dialogue

Jan 15, 2008

Save your time: here's the entirety of Twilight in 20 dialogue snippets & a wiggedy-wack intermission.

First 200 pages:

"I like you, Edward!"

"You shouldn't! I'm dangerous!"

## Sentiment, perspective, and identity

---

Confession: I really hate being shy . . . I just want to be able to talk to someone about anything and everything and be myself. . . That's all I've ever wanted.

Reactions: *hugs*: 1; *rock*: 1; *teehee*: 2; *understand*: 10; *just wow*: 0;

---

Confession: I bought a case of beer, now I'm watching a South Park marathon while getting drunk :P

Reactions: *hugs*: 2; *rock*: 3; *teehee*: 2, *understand*: 3, *just wow*: 0

---

**Table:** Sample Experience Project confessions with associated reaction data, author demographics, and text groups.

# Sentiment, perspective, and identity

---

Confession: I really hate being shy . . . I just want to be able to talk to someone about anything and everything and be myself. . . That's all I've ever wanted.

Reactions: *hugs*: 1; *rock*: 1; *teehee*: 2; *understand*: 10; *just wow*: 0;  
Author age 21

Author gender female  
Text group friends

---

Confession: I bought a case of beer, now I'm watching a South Park marathon while getting drunk :P

Reactions: *hugs*: 2; *rock*: 3; *teehee*: 2, *understand*: 3, *just wow*: 0  
Author age 25

Author gender male  
Text group health

---

**Table:** Sample Experience Project confessions with associated reaction data, author demographics, and text groups.

## Contextual variables

Age	Texts
teens	5,495
20s	26,564
30s	15,317
40s	7,413
50s	3,600
≥ 60	1130
unknown	80,948
Total	140,467

(a) Author ages.

Gender	Texts
female	34,921
male	15,333
unknown	90,213
Total	140,467

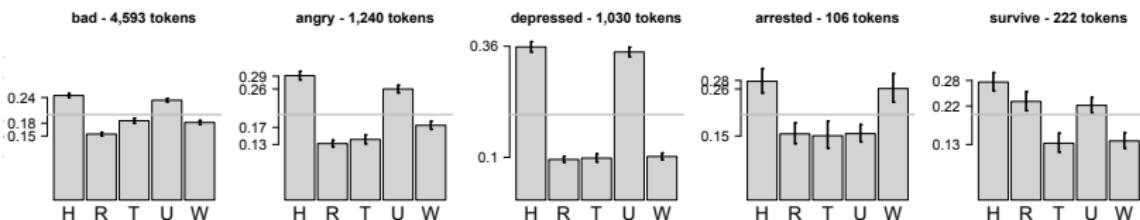
(b) Author genders.

Group	Texts
crime	312
embarrassing	5,349
family	5,114
friends	13,719
funny	3,692
health	6,467
love	36,242
revenge	1,406
school	1,698
sex	45,538
venting	19,090
work	1,840
Total	140,467

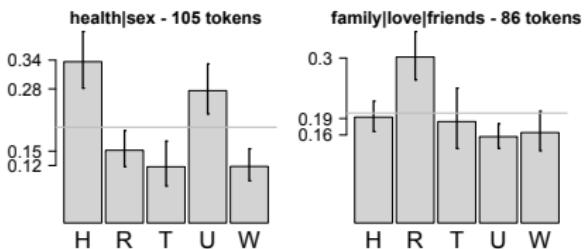
(c) Text groups.

**Table:** Contextual metadata. The EP's demographics seem to be skewed towards young women writing about issues concerning their interpersonal relationships.

# The influences of text groups

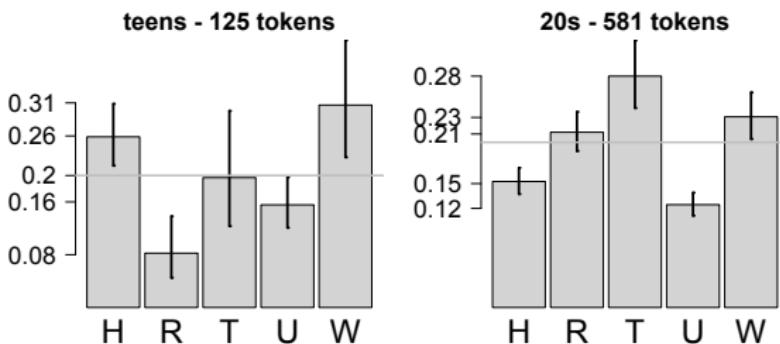


**Figure:** Words eliciting predominantly ‘You rock’ reactions. The data reveal other dimensions as well, including mixes of light-heartedness, negative exclamativity.



**Figure:** The bimodal distribution of *survive* seems to derive from an underlying distinction in text group.

# The influences of age



**Figure:** Age is a source of variation in responses to *drunk*.

# Affective transitions

Experience Project: a sample of about 2 million anonymized mood posts with unique author identifiers and hundreds of different mood labels for emotional, evaluative, and attitudinal states.

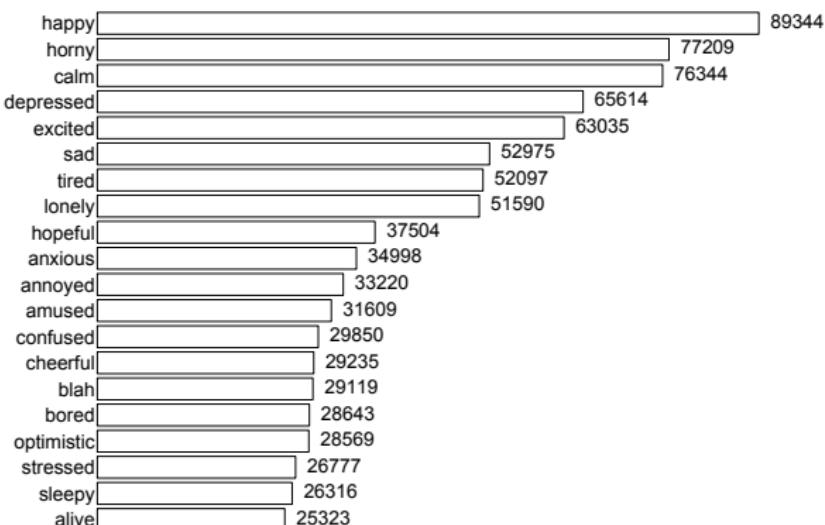


Figure: Top 20 mood labels by frequency, accounting for about 40% of the updates in our sample.

## Affective transitions

Experience Project: a sample of about 2 million anonymized mood posts with unique author identifiers and hundreds of different mood labels for emotional, evaluative, and attitudinal states.

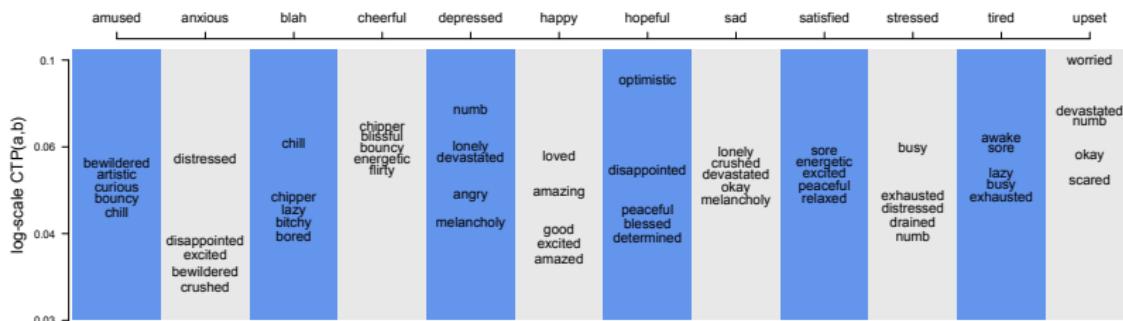
Time	Mood	Text
2013-07-28 11:56:56	sad	no one wants me . feeling sad cause i dont want me either
2013-07-28 22:41:40	lonely	Laying in this hospital bed I thought I wanted to be here I don't , take me home
2013-07-29 02:32:01	depressed	im sorry i need someone to talk to i need to not be a sub for 5 mins i just need a friend. please
		:

Table: A partial sequence of mood updates from a single user.

## Transition probabilities

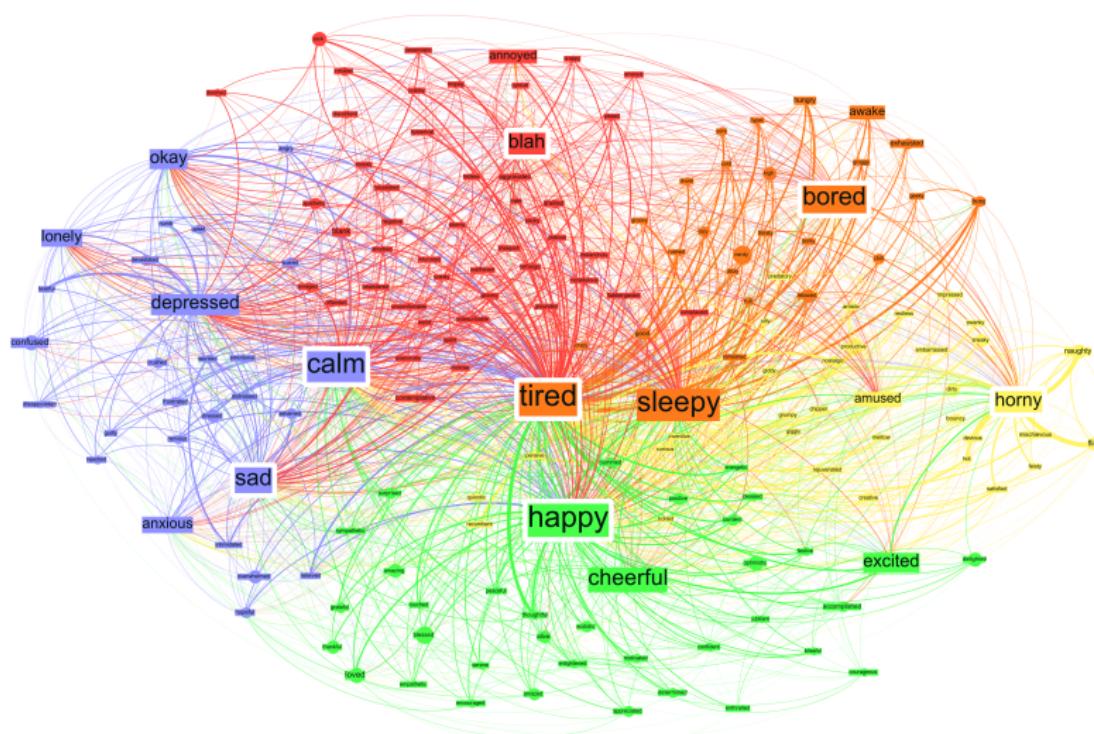
$$P(b | a, t) = \frac{C(a, t, b)}{\sum_{b' \in E} C(a, t, b')} \quad (1)$$

$$CTP(a, b) = (c - 1) \sum_{t=0}^{\infty} \frac{P(b | a, t)}{c^{t+1}} \quad (2)$$



**Figure:** Mood compressed transition probabilities ( $CTP$  values). Each column labeled with emotion  $a$  shows the emotions  $b$  with largest  $CTP(a, b)$ .

## Transition network



## Conditional Random Fields model

The linear-chain CRF extends MaxEnt with potential functions  $\tau_{l,k}(e_{t-1}, e_t)$  indicating whether emotion  $l$  was present in the previous document at time  $t - 1$  and emotion  $k$  is present in the current document at time  $t$ .

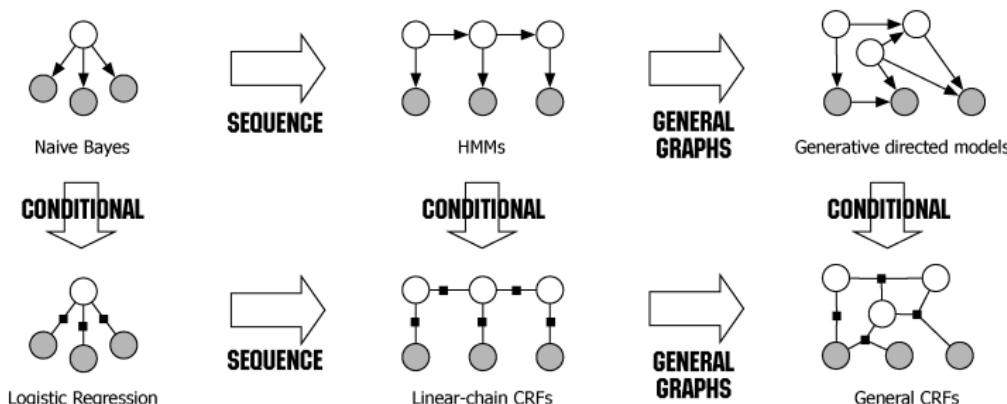
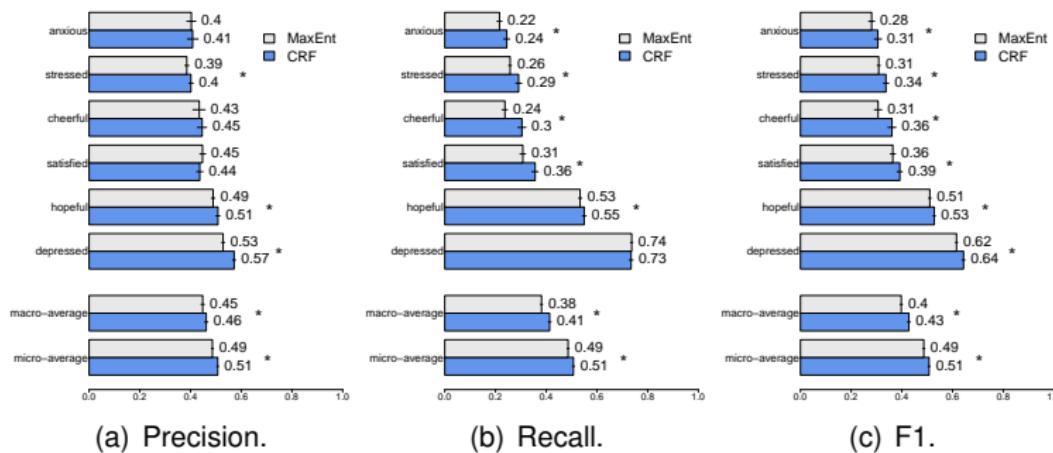


Fig. 2.4 Diagram of the relationship between naive Bayes, logistic regression, HMMs, linear-chain CRFs, generative models, and general CRFs.

# Results

Approximately 20,000 sequences containing 60,000 posts overall. L2 regularization optimized on a development set. Results for 20 cross-validation trials, 80%/20% train/test split.



**Figure:** Multidimensional moods performance with bootstrapped 95% confidence intervals (often very small). Stars mark statistically significant differences ( $p < 0.001$ ) according to a Wilcoxon rank-sums test. (See the paper for additional results for a simpler polarity task.)

# Sentiment as social

How is your emotional expression affected by who you are talking to, what you are talking about, and other facts about the conversational context?

## Convote (Thomas et al. 2006)

- Using text and social ties to predict congressional voting.
- Adapts the hierarchical model of Pang and Lee (2004), where subjectivity scores are used to focus a subsequent polarity classifier.
- A pioneering attempt to treat sentiment (here, support/opposition) as a social phenomenon.

# The Convote corpus

Bill	052
Speaker	400011
Party	Democrat
Vote	No
Sample	<p>the question is , what happens during those 45 days ?</p> <p>we will need to support elections .</p> <p>there is not a single member of this house who has not supported some form of general election , a special election , to replace the members at some point .</p> <p>but during that 45 days , what happens ?</p>

Bill	052
Speaker	400077
Party	Republican
Vote	Yes
Sample	<p>i believe this is a fair rule that allows for a full discussion of the relevant points pertaining to the legislation before us .</p> <p>mr. speaker , h.r. 841 is an important step forward in addressing what are critical shortcomings in america 's plan for the continuity of this house in the event of an unexpected disaster or attack .</p>

# The Convote corpus

	total	train	test	development
speech segments	3857	2740	860	257
debates	53	38	10	5
average number of speech segments per debate	72.8	72.1	86.0	51.4
average number of speakers per debate	32.1	30.9	41.1	22.6

Table 1: Corpus statistics.

## Hierarchy of texts:

Debates (collections of speeches by different speakers)

Speeches (collections of segments by the same speaker)

↑

## Speech segments (documents in the corpus)

## Basic classification with same-speech links

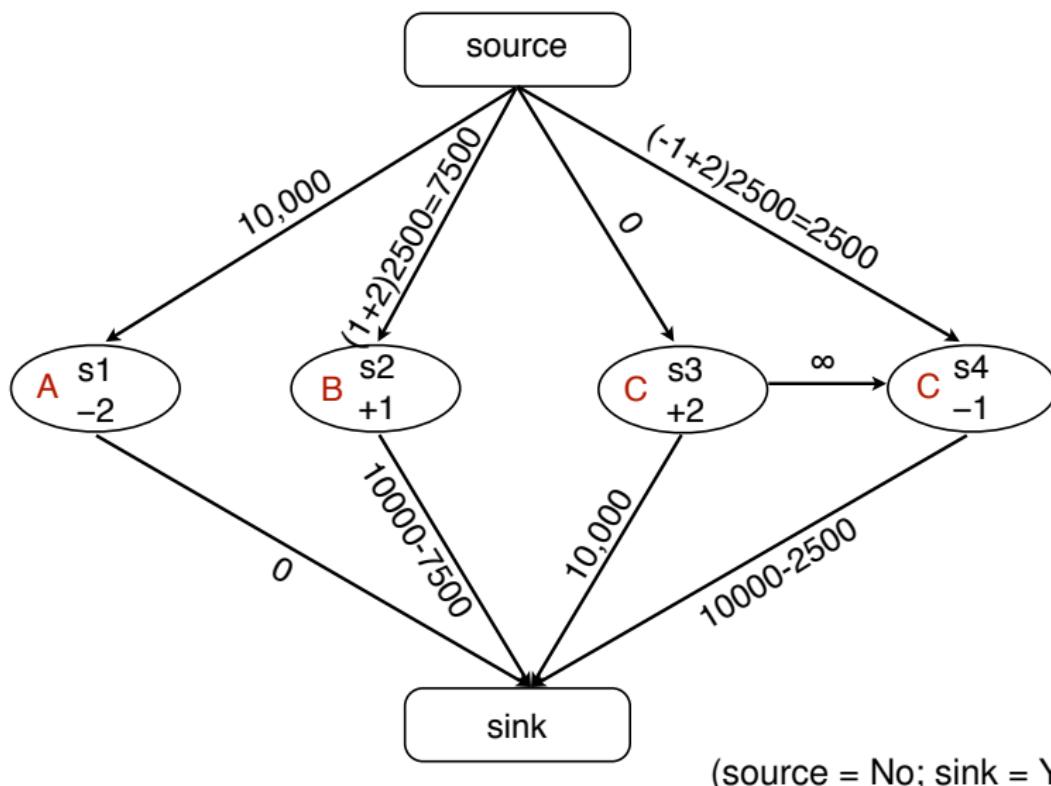
- ① SVM classifier with unigram-presence features predicting, for each speech-segment, how the speaker voted (Y or N).
  - ② For each document  $s$  belonging to speech  $S$ , the SVM score for  $s$  is divided by the standard deviation for all  $s' \in S$ .
  - ③ Debate-graph construction with minimal cuts:

$$\text{score}(s) \leq -2 \Rightarrow \begin{cases} \text{source} & \xrightarrow{0} s \\ s & \xrightarrow{10,000} \text{sink} \end{cases}$$

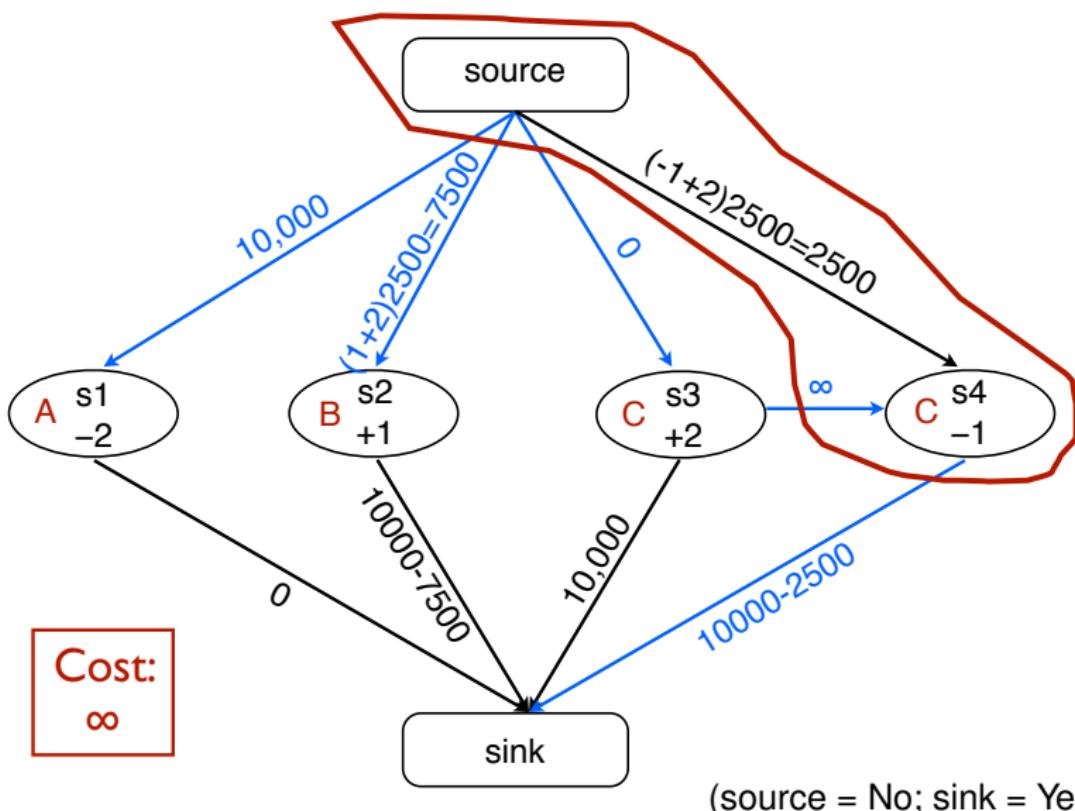
$$\text{score}(s) \geq +2 \Rightarrow \begin{cases} \text{source} & \xrightarrow{10,000} s \\ & \xrightarrow{0} \text{sink} \\ s & \end{cases}$$

$$\text{else } \Rightarrow \begin{cases} \text{source} & \xrightarrow{x=(\text{score}(s)+2)2500} s \\ s & \xrightarrow{10,000-x} \text{sink} \end{cases}$$

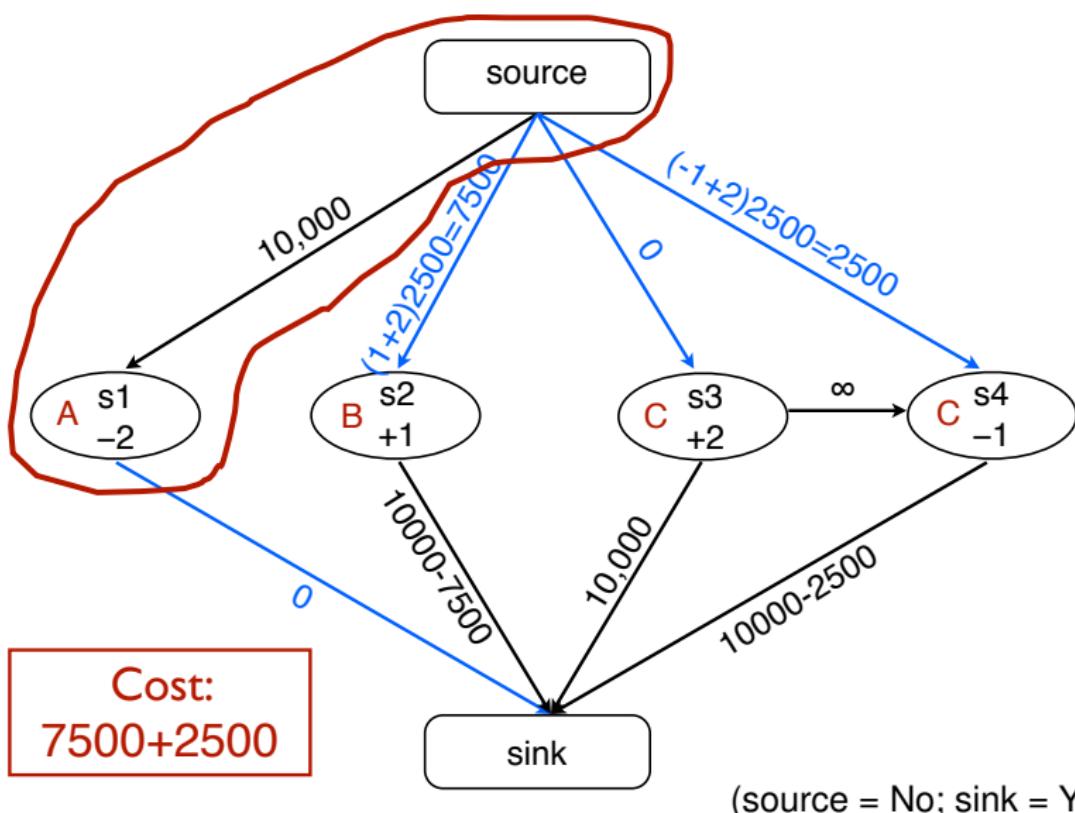
## Graph construction and minimal cuts



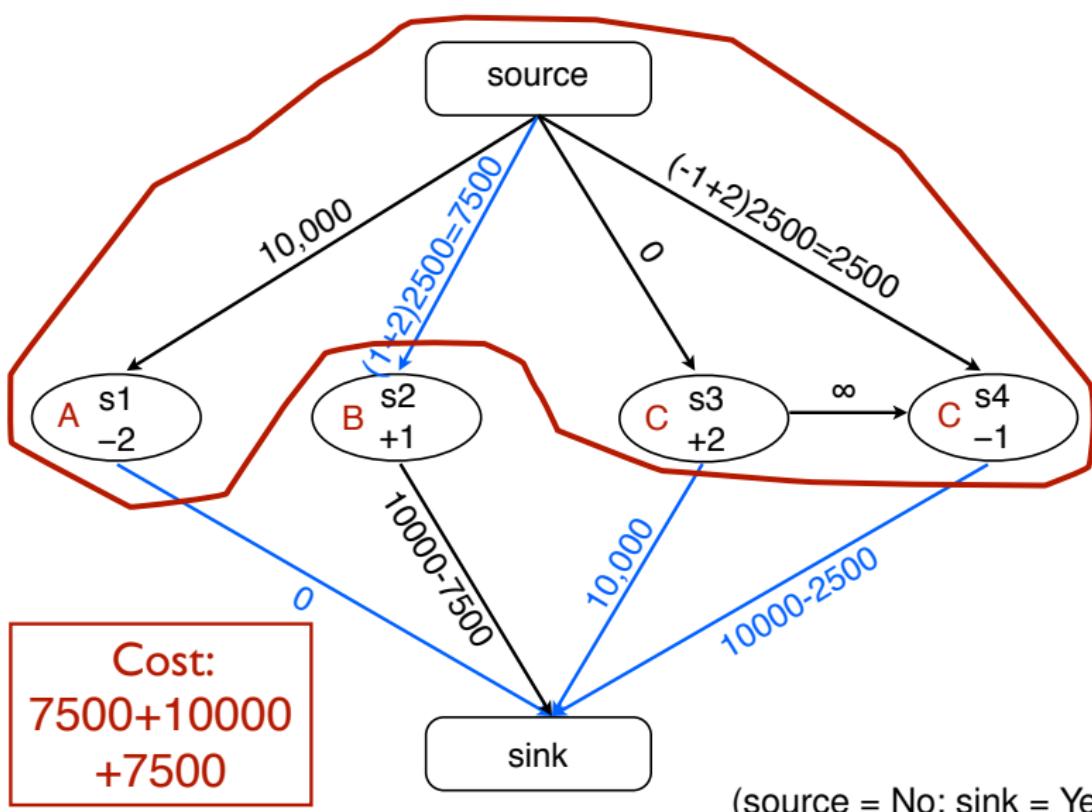
## Graph construction and minimal cuts



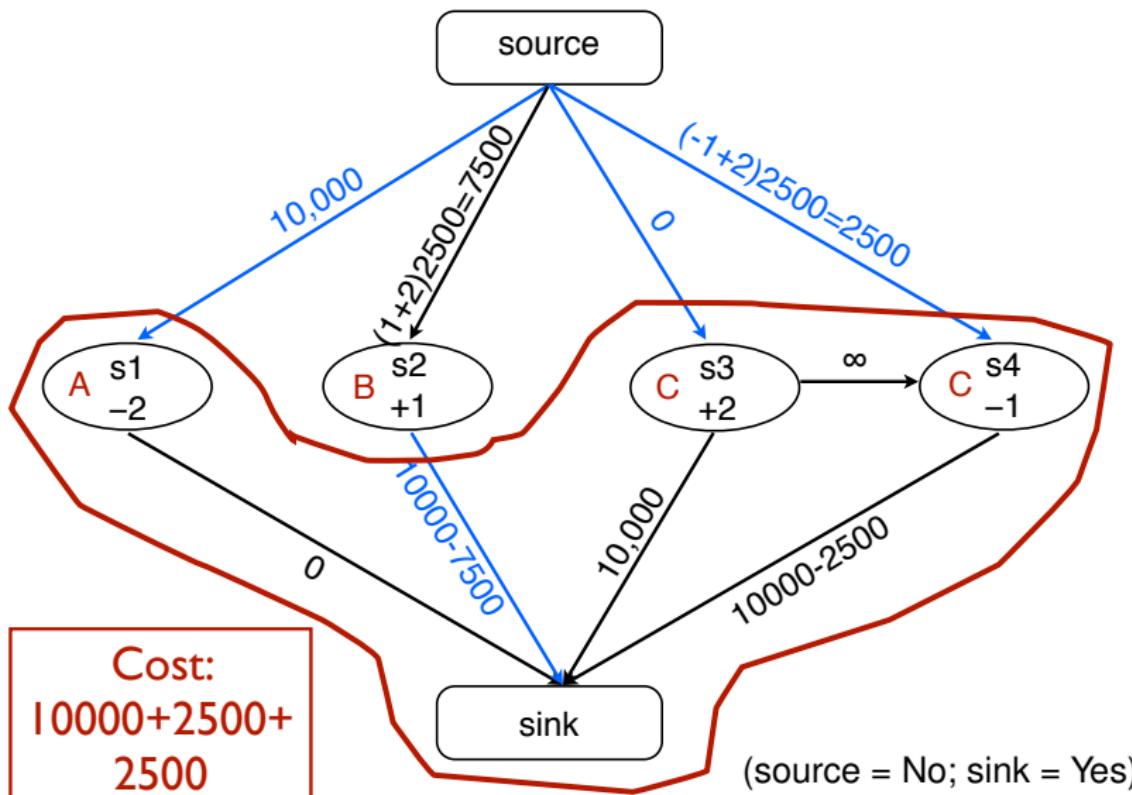
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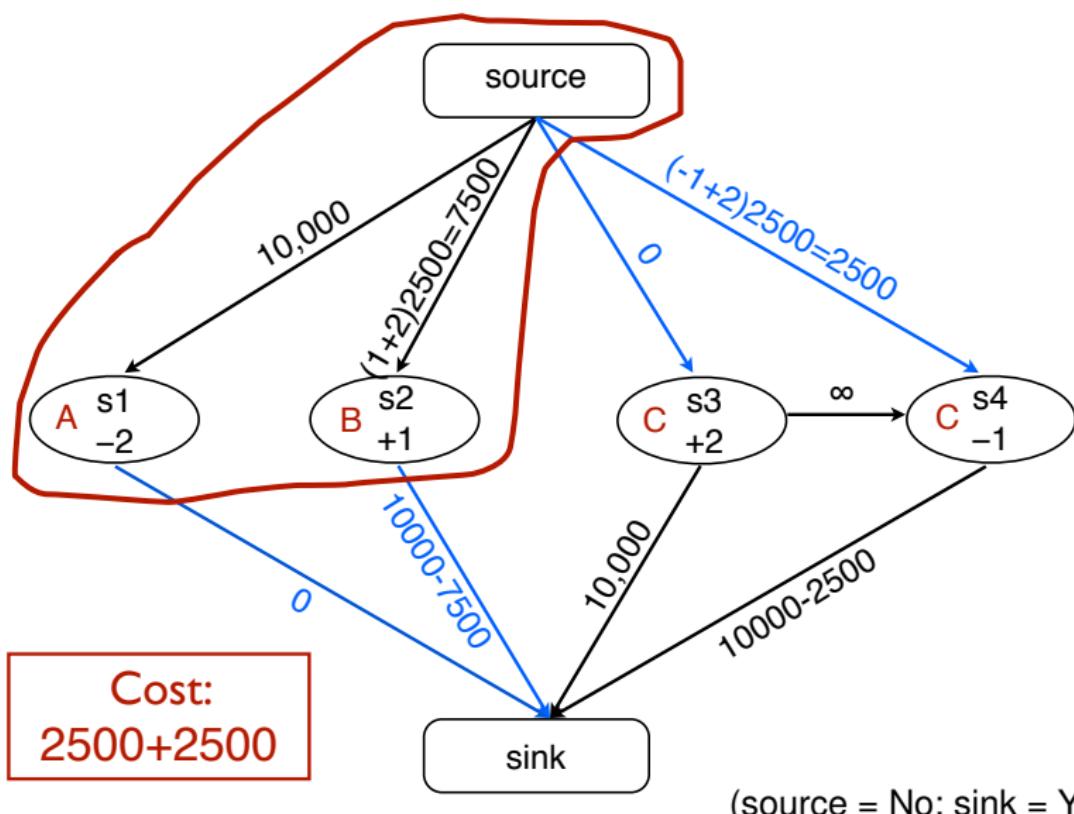
## Graph construction and minimal cuts



## Graph construction and minimal cuts



## Graph construction and minimal cuts



# Speaker references

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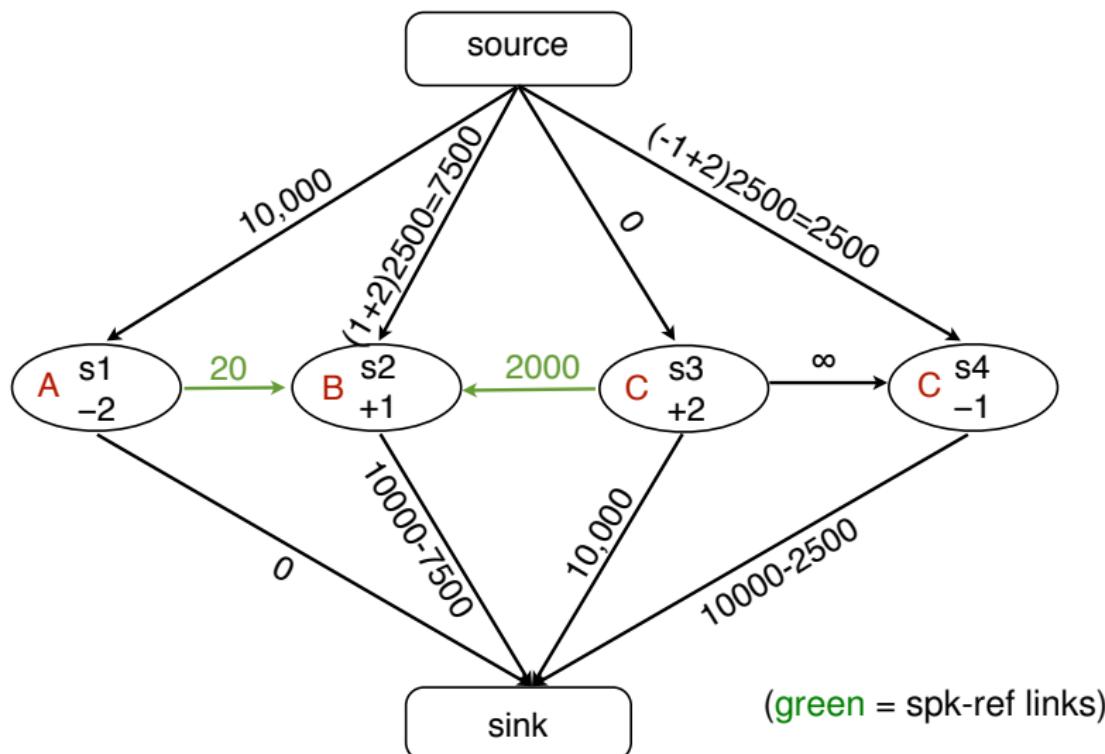
Bill	006
Speaker	400115
Party	Republican
Vote	Yes
Sample	mr. speaker , i am very happy to yield 3 minutes to the gentleman from new york ( mr. boehlert ) xz4000350 , the very distinguished chairman of the committee on science .
Bill	006
Speaker	400035
Party	Republican
Vote	Yes
Sample	mr. speaker , i rise in strong support of this balanced rules package . i want to speak particularly to the provisions regarding homeland security . [...]

---

## Speaker reference classifier

- ① Label a reference as Agree if the speaker and the Referent voted the same way, else Disagree.
  - ② Features: 30 unigrams before, the name, and 30 unigrams after
  - ③ Normalized SVM scores from this classifier are then added to the debate graphs, at the level of speech segments. (Where a speaker has multiple speech segments, one is chosen at random; the infinite-weight links ensure that this information propagates to the others.)

## Inter-text and inter-speaker links



## Results

Support/oppose classifier ("speech segment $\Rightarrow$ yea?")	Devel. set	Test set
majority baseline	54.09	58.37
$\#(\text{"support"}) - \#(\text{"oppos"})$	59.14	62.67
SVM [speech segment]	70.04	66.05
SVM + same-speaker links	79.77	67.21
SVM + same-speaker links ...		
+ agreement links, $\theta_{\text{agr}} = 0$	<b>89.11</b>	<b>70.81</b>
+ agreement links, $\theta_{\text{agr}} = \mu$	87.94	71.16

Table 4: Segment-based speech-segment classification accuracy, in percent.

$\theta_{agr}$  is a free-parameter in the scaling function for speaker agreement scores. The development results suggest that 0 is the better value than  $\mu$  (a mean of all the debate's scores), but  $\mu$  performs better in testing.

## Extensions and variations

- Tan et al. (2011): predicting people's attitudes based on their texts and predictions about their friends' attitudes.
  - Ma et al. (2011): a matrix-completion approach with a regularizer ensuring that messages by the same author or the author's friends result in similar predictions.
  - Hu et al. (2013): pure collaborative filtering supplemented with a term enforcing homophily between friends with regard to their preferences for products.
  - Leskovec et al. (2010): social theories accurately predict polarity relationships in social networks.

And I am sure many more papers are to come!

# A closing note on sarcasm

Yeah, great idea.

## A closing note on sarcasm

Yeah, great idea.

If you see only this text, you are doomed forever. But if you also observe:

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- written by user sarcasmdawg2567

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- sarcasmdawg2567 is friends with sneercat5000, who has posted the text 'dumb' 527 times in this forum

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- sarcasmdawg2567 follows only John Boehner and Barack Obama on Twitter and appears to hate them both.

## A closing note on sarcasm

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- ...

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