



## Sentiment Analysis Report

### Response Details

**Timestamp:** December 22, 2025, 6:03 pm  
**Campus:** Binangonan  
**Office:** Campus Admission  
**Customer:** Alumni  
**Comment:** walang kwenta mag turo sana mag bigay sila ng abiso  
**Analysis:** Negative

### Sentiment Analysis

**Analysis:** The statement "walang kwenta mag turo sana mag bigay sila ng abiso" reflects a generally Negative overall sentiment. The system classified the sentiment as Negative with a confidence score of 95.75% (Negative: 95.75%, Neutral: 1.64%, Positive: 2.61%). Key expressions identified include: ?walang? (Negative), ?kwe? (Negative), ?mag? (Negative), ?tur? (Negative), ?sana? (Negative), ?mag? (Negative), ?? (Negative), ?sila? (Negative), ?ng? (Negative), ?abi? (Negative).

**Interpretation:** The statement "walang kwenta mag turo sana mag bigay sila ng abiso" reflects a generally Negative overall sentiment.

**Recommendations:** Investigate the specific issues raised. Immediate action may be required to resolve customer dissatisfaction.

**External Validation:** External validation classified the sentiment as Negative, which aligns with the system's analysis.

**Overall Sentiment:** Negative



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**Polarity:** Negative

**JSON from API:**

```
{
    "merged_tokens": [
        "walang",
        "kwenta",
        "mag",
        "turo",
        "sana",
        "mag",
        "bigay",
        "sila",
        "ng",
        "abiso"
    ],
    "text": "walang kwenta mag turo sana mag bigay sila ng abiso",
    "token_level_results": [
        {
            "confidence_scores": {
                "Negative": 0.631,
                "Neutral": 0.0012,
                "Positive": 0.3678
            },
            "predicted_sentiment": "Negative",
            "token": "walang"
        },
        {
            "confidence_scores": {
                "Negative": 0.6585,
                "Neutral": 0.0025,
                "Positive": 0.339
            },
            "predicted_sentiment": "Negative",
            "token": "kwe"
        },
        {
            "confidence_scores": {
                "Negative": 0.631,
                "Neutral": 0.0012,
                "Positive": 0.3678
            },
            "predicted_sentiment": "Negative",
            "token": "mag"
        }
    ]
}
```



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```
"confidence_scores": {
    "Negative": 0.658,
    "Neutral": 0.0024,
    "Positive": 0.3396
},
"predicted_sentiment": "Negative",
"token": "tur"
},
{
"confidence_scores": {
    "Negative": 0.631,
    "Neutral": 0.0012,
    "Positive": 0.3678
},
"predicted_sentiment": "Negative",
"token": "sana"
},
{
"confidence_scores": {
    "Negative": 0.631,
    "Neutral": 0.0012,
    "Positive": 0.3678
},
"predicted_sentiment": "Negative",
"token": "mag"
},
{
"confidence_scores": {
    "Negative": 0.5792,
    "Neutral": 0.0015,
    "Positive": 0.4193
},
"predicted_sentiment": "Negative",
"token": ""
},
{
"confidence_scores": {
    "Negative": 0.631,
    "Neutral": 0.0012,
    "Positive": 0.3678
},
"predicted_sentiment": "Negative",
"token": "sila"
},
{
"confidence_scores": {
```



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```
"Negative": 0.631,
"Neutral": 0.0012,
"Positive": 0.3678
},
"predicted_sentiment": "Negative",
"token": "ng"
},
{
"confidence_scores": {
    "Negative": 0.68,
    "Neutral": 0.0009,
    "Positive": 0.3191
},
"predicted_sentiment": "Negative",
"token": "abi"
}
]
```