



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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Main Campus: URS Tanay Tel. (02) 401-4900; 401-4910; 401-4911; telefax 653-1735

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"  
}  
]  
}
```