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

Sentiment Analysis Report

Response Details

Timestamp:	December 22, 2025, 6:04 pm
Campus:	Binangonan
Office:	Alumni
Customer:	Alumni
Comment:	walagn kwenta mag turo ampotek walang kwenta
Analysis:	Negative

Sentiment Analysis

Analysis: The statement "walagn kwenta mag turo ampotek walang kwenta" reflects a generally Negative overall sentiment. The system classified the sentiment as Negative with a confidence score of 86.75% (Negative: 86.75%, Neutral: 0.31%, Positive: 12.95%). Key expressions identified include: ?wa? (Negative), ?kwe? (Negative), ?mag? (Negative), ?tur? (Negative), ?am? (Negative), ?walang? (Negative), ?kwe? (Negative).

Interpretation: The statement "walagn kwenta mag turo ampotek walang kwenta" 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

Polarity: Negative

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Management
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JSON from API:

```
{
    "merged_tokens": [
        "walagn",
        "kwenta",
        "mag",
        "turo",
        "ampotek",
        "walang",
        "kwenta"
    ],
    "text": "walagn kwenta mag turo ampotek walang kwenta",
    "token_level_results": [
        {
            "confidence_scores": {
                "Negative": 0.735,
                "Neutral": 0.0008,
                "Positive": 0.2642
            },
            "predicted_sentiment": "Negative",
            "token": "wa"
        },
        {
            "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"
        },
        {
            "confidence_scores": {
                "Negative": 0.658,
                "Neutral": 0.0024,
                "Positive": 0.3396
            },
            "predicted_sentiment": "Negative",
```

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```json
                        "token": "tur"
                    },
                    {
                        "confidence_scores": {
                            "Negative": 0.7487,
                            "Neutral": 0.0007,
                            "Positive": 0.2506
                        },
                        "predicted_sentiment": "Negative",
                        "token": "am"
                    },
                    {
                        "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"
                    }
                ]
            }
```