



## Sentiment Analysis Report

### Response Details

**Timestamp:** December 22, 2025, 6:00 pm  
**Campus:** Binangonan  
**Office:** Campus Admission  
**Customer:** Staff  
**Comment:** mapanghe  
**Analysis:** Negative

### Sentiment Analysis

**Analysis:** The statement "mapanghe" reflects a generally Negative overall sentiment. The system classified the sentiment as Negative with a confidence score of 66.28% (Negative: 66.28%, Neutral: 0.09%, Positive: 33.63%). Key expressions identified include: ?mapa? (Negative).

**Interpretation:** The statement "mapanghe" 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

**JSON from API:**

```
{
    "merged_tokens": [
        "mapanghe"
    ],
    "text": "mapanghe",
    "token_level_results": [
        {
            "confidence_scores": {
                "Negative": 0.7392,
                "Neutral": 0.0008,
                "Positive": 0.2596
            }
        }
    ]
}
```



Email Address: [ursmain@urs.edu.ph](mailto:ursmain@urs.edu.ph) / [urs.opmorong@gmail.com](mailto:urs.opmorong@gmail.com)  
Main Campus: URS Tanay Tel. (02) 401-4900; 401-4910; 401-4911; telefax 653-1735

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```
"Positive": 0.26
},
"predicted_sentiment": "Negative",
"token": "mapa"
}
]
```