



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,
```



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

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