



Sentiment Analysis Report

Response Details

Timestamp: December 22, 2025, 6:13 pm
Campus: Binangonan
Office: Campus Admission
Customer: Alumni
Comment: walang wenta
Analysis: Negative

Sentiment Analysis

Analysis: The statement "walang wenta" reflects a generally Negative overall sentiment. The system classified the sentiment as Negative with a confidence score of 89.72% (Negative: 89.72%, Neutral: 0.15%, Positive: 10.12%). Key expressions identified include: "walang" (Negative), "wenta" (Negative).

Interpretation: The statement "walang wenta" 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": [
 "walang",
 "wenta"
],
 "text": "walang wenta",
 "token_level_results": [
 {
 "confidence_scores": {
 "Negative": 0.631,
 "Neutral": 0.15,
 "Positive": 0.22
 }
 }
]
}



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

```
"Neutral": 0.0012,
"Positive": 0.3678
},
"predicted_sentiment": "Negative",
"token": "walang"
},
{
"confidence_scores": {
    "Negative": 0.6616,
    "Neutral": 0.0008,
    "Positive": 0.3376
},
"predicted_sentiment": "Negative",
"token": "went"
}
]
```