

# Project: Data Analysis of Trip Advisor Website



Collect, Store, Retrieve Data

Data Analytics DA5020

# **Master of Science in Data Analytics**

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#### **Introduction:**

Travelling is an integral part of life, especially for people who have travelling as a passion. Not only they provide the experience, but they also give a quick view on the culture and the food they consume. Travelling also provide a break from the rat race that everyone runs. The most important player in this field is tripadvisor.com - the website which helps you make plan from the flight to the restaurant that you want to stay in.

Tripadvisor.com is one of the most reliable website that provides services like finding restaurants, booking hotels and flight booking. The website gives us suggestions while we search for the hotels, restaurants and flights which have the best deals in each of the service. It is the largest travel site in the world, with more than 315 million members and over 500 million reviews and opinions of hotels, restaurants, attractions and other travel-related businesses. The website services are free to users, who provide most of the content, and the website is supported by a hotel booking facility and an advertising business model.

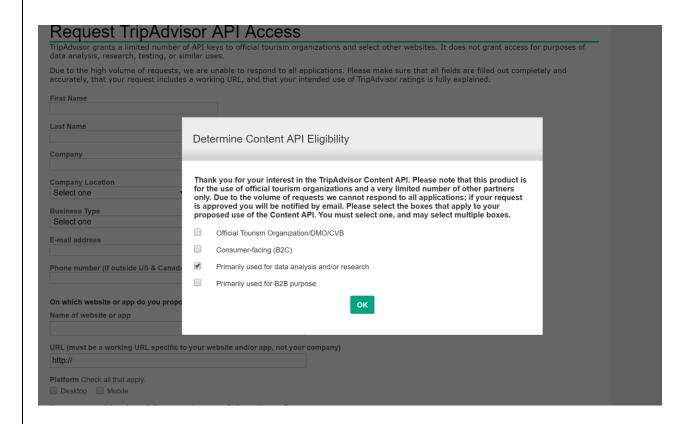
The idea of the project is to create a bird's eye view of a locality showing Hotels, Restaurants and Tourist Spots in the locality. Trip advisor does not have a consolidated view of all the services it offers. We plan to achieve that with this project. For this Project, we have selected one of the most popular tourist spots, Paris.

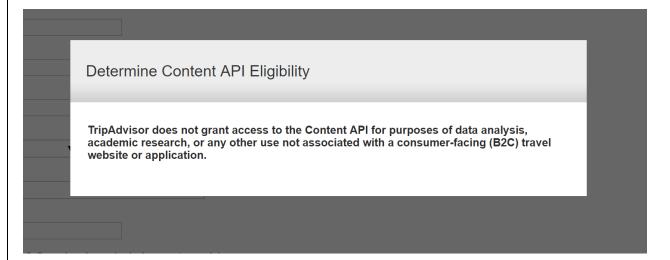
The objective of the proposed project is to scrape data from tripadvisor.com about the restaurants, hotels and popular tourist spots and visualize the data using R packages such as ggmap() and ggplot(). For this project we will consider one particular city and perform Analysis on the data which we get from TripAdvisor. The database will be created in SQLite.

Web Scraping will be done on the TripAdvisor Website to gather the information. After the data scraping we perform multiple analysis of data in various forms such as sentimental analysis and analysis based on location of the best services provided. These analyses are done to ease the selection of restaurants, hotels and tourist spots for the tourists.

#### **Step 1: Data Collection**

We planned on using the TripAdvisor API for our project but when we tried to sign-up as a developer, we were faced with this issue.



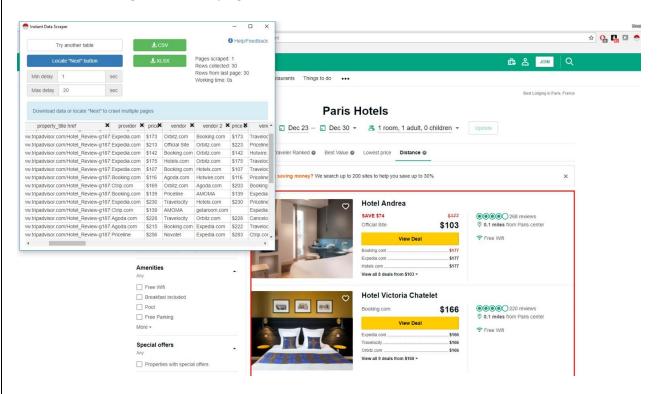


So, after discussing the issue with the professor, we decided to scrape the data using Google Chrome Extensions namely 'Instant Data Scraper' and 'Web Scraper'

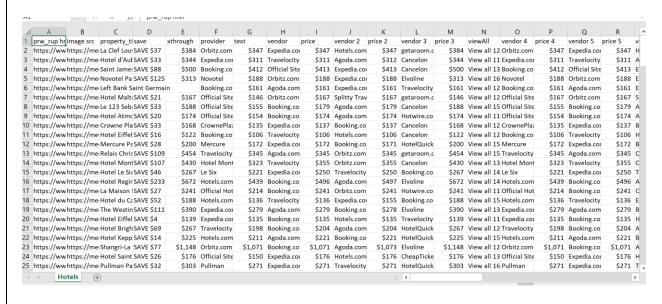
Collection of data from the tripadvisor.com website on the Hotels in Paris. The data collected from the website are,

- Hotel Name
- Hotel web link
- Cheapest provider
- Price
- Reviews
- Review count
- Distance
- Amenities

#### Screenshot showing the data scraping



#### Scraped Data



However, these data scrapers have their limitations. It was unable to scrape the address of the hotels because it was not readily available on the front page. (seen in screenshot)

We had to get the link of each Hotel and fetch the address data from that hyperlink. We wrote the code in R to do that.

We got the web link from the scraped data. Using that web link for each hotel, we ran a 'for' loop to fetch the address of the Hotels using html nodes.

Here is the code.

```
hotel$Hotel_Web_Link <- as.character(hotel$Hotel_Web_Link)
class(hotel$Hotel_Web_Link)
hotel$Hotel_address <- rep(NA,nrow(hotel))
for(i in 1:nrow(hotel)){
   htm <- read_html(hotel$Hotel_Web_Link[[i]])
   add1 <- htm %>% html_node(css="span.street-address") %>% html_text()
   add2 <- htm %>% html_node(css="span.extended-address") %>% html_text()
   add3 <- htm %>% html_node(css="span.locality") %>% html_text()
   add4 <- htm %>% html_node(css="span.country-name") %>% html_text()
   hotel$Hotel_address[[i]] <- paste(add1,add2,add3,add4,collapse=',')
}
print(hotel)
...
```

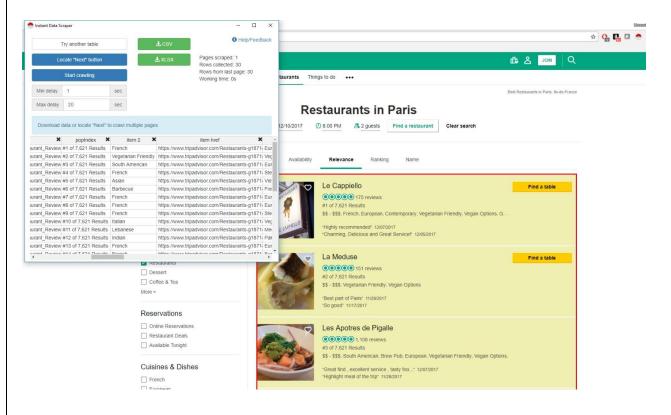
	Cheapest_Provider	Price	Review_Count	Distance	Amenities_1	Amenities_2	Hotel_address	hotel_id
el_Review-g187147-d472	Expedia.com	146	205	0.2	Free Wifi	Room Service	1 Place du Parvis Notre Dame 04 Arr. 75004 Paris, France	472020
el_Review-g187147-d302	Official Site	161	934	0.3	Free Wifi	Bar/Lounge	1 quai Saint-Michel 5th Arr. 75005 Paris, France	302993
el_Review-g187147-d219	Orbitz.com	145	358	0.4	Free Wifi		65 rue Saint Louis en L Ile 75004 Paris, France	219994
el_Review-g187147-d319	Booking.com	201	1,230	0.4	Free Wifi	Breakfast included	18 rue de la Harpe 75005 Paris, France	319955
el_Review-g187147-d194	Agoda.com	151	210	0.4	Free Wifi	Room Service	59 rue Saint Louis en L Ile 75004 Paris, France	194270
el_Review-g187147-d194	Expedia.com	225	484	0.5	Free Wifi	Bar/Lounge	54 rue Saint Louis en L Ile 75004 Paris, France	194304
el_Review-g187147-d774	Booking.com	291	263	0.5	Free Wifi	Pool	7 rue du Bourg L Abbe 75003 Paris, France	7740508
el_Review-g187147-d568	Official Site	116	257	0.5	Free Wifi		2 rue Malher 75004 Paris, France	568921
el_Review-g187147-d506	Booking.com	97	178	0.6	Free Wifi		39 rue de Turbigo 03 Arr. 75003 Paris, France	506359
el_Review-g187147-d243	Travelocity	199	367	0.6	Free Wifi	Room Service	11 rue des Gravilliers between Place des Vosges and Cent	2432527
el_Review-g187147-d506	Booking.com	75	649	0.6	Free Wifi		6 rue Greneta 75003 Paris, France	506893
el_Review-g187147-d565	Booking.com	89	264	0.6	Free Wifi		9 rue d Ormesson 75004 Paris, France	565827
el_Review-g187147-d218	Booking.com	174	51	0.6	Free Wifi		7 rue des Vertus 75003 Paris, France	2186989
el_Review-g187147-d124	Hotels.com	226	61	0.6			243 rue saint Martin 75003 Paris, France	12456055
el_Review-g187147-d548	Orbitz.com	228	453	0.7	Free Wifi	Room Service	29 rue de Poitou 75003 Paris, France	548458
el_Review-g187147-d248	Booking.com	161	186	0.7	Free Wifi		16 rue de Saintonge 75003 Paris, France	248398
el_Review-g187147-d399	Orbitz.com	118	156	0.7	Free Wifi	Restaurant	31 rue d Alexandrie 75002 Paris, France	3998722
el_Review-g187147-d275	Hotels.com	131	130	0.7	Free Wifi	Room Service	94 rue des Archives 75003 Paris, France	275021
el_Review-g187147-d219	Hotwire.com	156	245	0.7	Free Wifi	Bar/Lounge	30 rue de Turenne 75003 Paris, France	219989
el_Review-g187147-d296	Orbitz.com	126	377	0.7	Free Wifi		6 rue Montgolfier 3rd Arr. 75003 Paris, France	296785
el_Review-g187147-d103	Official Site	157	225	0.7	Free Wifi	Room Service	87 rue des Archives 75003 Paris, France	10319445
el_Review-g187147-d228	Agoda.com	134	248	0.7	Free Wifi	Bar/Lounge	4 rue Salomon de Caus 75003 Paris, France	228719
el_Review-g187147-d188	Expedia.com	470	832	8.0	Free Wifi	Room Service	28 Place des Vosges 75003 Paris, France	188738
el_Review-g187147-d620	Booking.com	73	50	8.0			183 rue du Temple 75003 Paris, France	620131
el_Review-g187147-d616	Expedia.com	67	136	8.0	Free Wifi		26 rue de Picardie 3rd Arr. 75003 Paris, France	616466
el_Review-g187147-d276	Expedia.com	102	236	8.0	Free Wifi		76 rue de Turbigo 75003 Paris, France	276938
el_Review-g187147-d248	Hotels.com	74	403	0.8	Free Wifi		69 rue Meslay 3rd Arr. 75003 Paris, France	248396
el_Review-g187147-d233	Official Site	92	291	0.9	Free Wifi	Room Service	3 rue Meslay 75003 Paris, France	233760
el_Review-g187147-d233	Expedia.com	91	117	0.9	Free Wifi		2 B boulevard Saint Martin 75010 Paris, France	233761

Collection of data from the tripadvisor.com website on **Restaurants** in Paris. The data collected from the website are,

- Restaurant name
- Restaurant web link
- Price range
- Cuisines offered
- Reviews
- Review date

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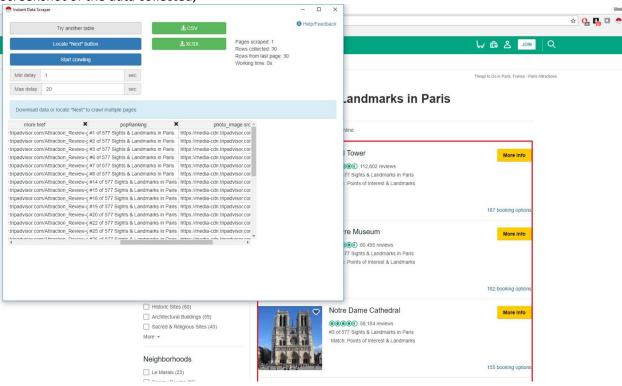
#### Screenshot of the data collected,



Collection of data from the tripadvisor.com website on **Tourist Spots** in Paris. The data collected from the website are,

- Name
- Web link
- · Number of reviews
- Ranking
- Number of booking options

Screenshot of the data collected,

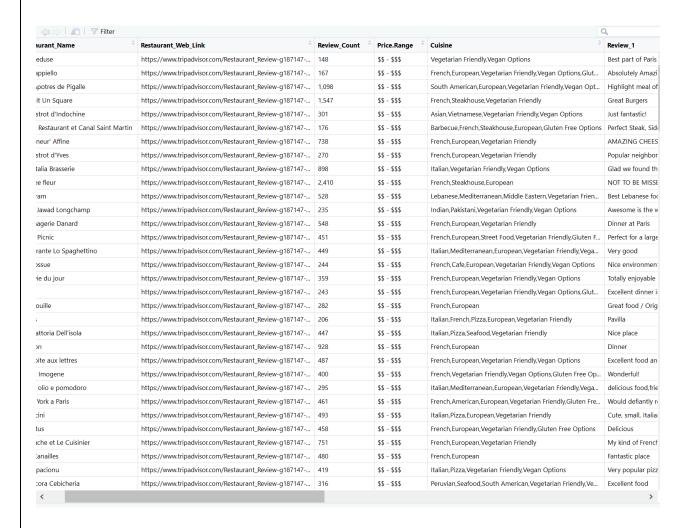


# Step 2: Cleaning the Data

We got a lot of irrelevant and unnecessary data which was not needed for our Analysis. Hence we cleaned up the data as per our requirements.

- We removed the unwanted columns.
- We changed the Column Names
- Combined the cuisines offered into one column.
- Retrieved ID and Address using the Web Link.
- Removed unnecessary commas, words and Null Values from the dataset

#### Cleaned Data - Restaurants



We performed the same steps for Hotels and Tourist spots.

#### **Step 3: Storing the Data**

For storing the data, we used the RSQLite package to use SQLite as our database.

We created a database called **TripAdvisorDB**.

After the collection of data from the website, we created three Tables namely

- RestaurantTable
- HotelTable
- POI\_Table

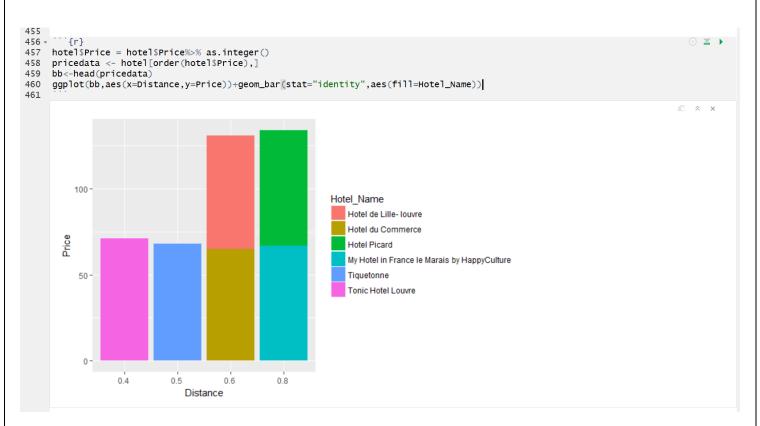
While creating the tables we needed a primary key for each Table, so, we used the weblink to get a unique ID for each entity and assigned it as the primary key for each table.

```
188
190 db<- dbConnect(SQLite(), dbname = 'TripAdvisorDB')
191</pre>
193
194
195 - ```{r}
196
197
     dbSendQuery(conn = db, "CREATE TABLE RestaurantTable (
Restaurant_Name TEXT,
198
199
200
                    Restaurant_Web_Link TEXT,
201
                    Review_Count TEXT,
202
                      Price.Range TEXT,
203
204
                    Cuisine TEXT,
Review_1 TEXT,
205
                    Review_1_date TEXT,
206
207
                    Review_2 TEXT,
Review_2_date TEXT,
                     Category TEXT,
209
210
                    Restaurant_address TEXT,
Restaurant_ID numeric,
                     PRIMARY KEY(Restaurant_ID)
212
213
                     WITHOUT ROWID")
    dbWriteTable(conn = db, name = "restaurant", value = restaurant, row.names=FALSE, append = TRUE)
215
216
217
218
219
220 + ```{r}
221 str(hotel)
222 dbSendQuery(conn = db, "CREATE TABLE HotelTable (
223 Hotel_Name TEXT,
                     Hotel_Web_Link text,
225
226
                    Cheapest_Provider TEXT,
                    Price num,
                     Review_Count text,
                    Distance num,
Amenities_1 TEXT,
Amenities_2 TEXT,
228
229
230
231
                    Hotel_address TEXT,
hotel_id num,
233
                     PRIMARY KEY(hotel_id)
234
235
                     WITHOUT ROWID")
236
     dbWriteTable(conn = db, name = "hotel", value = hotel, row.names=FALSE, append = TRUE)
238
59:1 (Top Level) $
                                                                                                                                                         R Markdown
```

## **Step 4: Data Analysis**

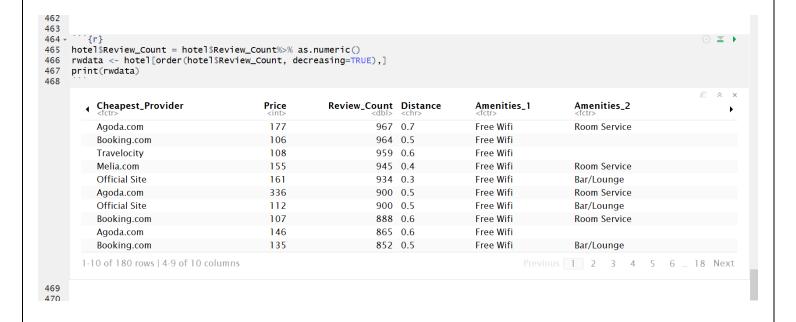
We did various types of analysis with the data that we collected.

- 1. Sentimental Analysis of the reviews.
- 2. Analysis of Hotels How Price varies with distance from Paris center.
- 3. Highest Reviews, Highest bookings, Cheapest Hotels etc
- 4. Plotting location of hotel, restaurant and tourist spots on a map.
- 5. A bird's eye view of the location showing the hotels, restaurants and tourist spots in the area for ease of planning for the tourist.



Price in dollars vs Distance in miles

Hotels Ranked according to highest reviews.



We performed sentimental analysis on the reviews by the travelers for each of the three entities.

For example, here is the sentimental analysis of the reviews of each restaurant.

We decided to create a wordcloud of the words picked up during sentimental analysis:

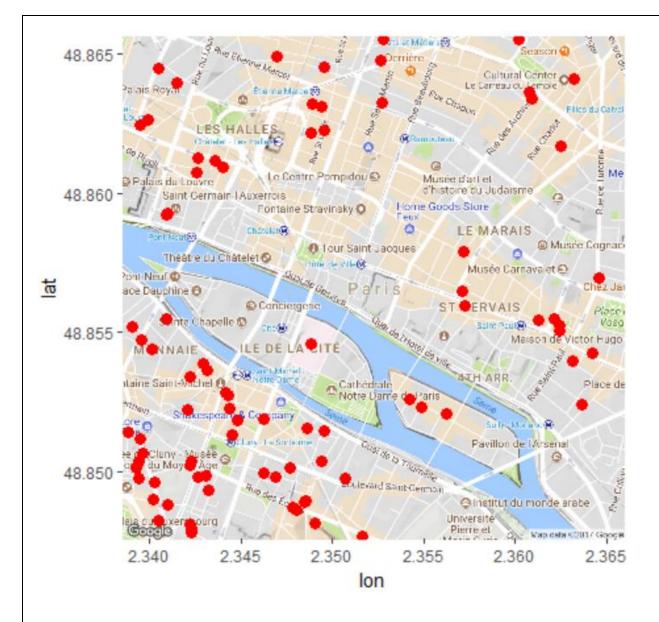
```
320
     ```{r}
321 -
322 library("tm")
     library("SnowballC")
323
     library("wordcloud")
324
325 library("RColorBrewer")
326 text <- restaurant$Review 1
327
     docs <- Corpus(VectorSource(text))</pre>
328
329
330 toSpace <- content_transformer(function (x , pattern ) gsub(pattern, "", x))
     docs <- tm_map(docs, toSpace, "/")
docs <- tm_map(docs, toSpace, "@")</pre>
331
332
     docs <- tm_map(docs, toSpace, "\\|")</pre>
333
334
335
     dtm <- TermDocumentMatrix(docs)</pre>
336
337 m <- as.matrix(dtm)
338 v <- sort(rowSums(m),decreasing=TRUE)
     d <- data.frame(word = names(v),freq=v)</pre>
339
340
     head(d, 10)
341
342
343
     set.seed(1234)
     wordcloud(words = d$word, freq = d$freq, min.freq = 1,
344
345
                max.words=200, random.order=FALSE, rot.per=0.35,
                colors=brewer.pal(8, "Dark2"))
346
347
```

#### WordCloud



Plotting the Location of the Hotels on the map.

```
319
320
        {r}
321 -
322
     # GEOCODE
     geo.paris_locations <- geocode(as.character(hotel$Hotel_Name))#gets all lat and long</pre>
323
324
     # COMBINE DATA
325
     hotel.df <- cbind(hotel,geo.paris_locations )</pre>
326
327
     # USE WITH GGPLOT pointing each n every hotel
328
     get_map("Paris", zoom = 15) %>% ggmap() +
329
       geom\_point(data = hotel.df, aes(x = lon, y = lat), color = "red", size = 3)
330
331
```

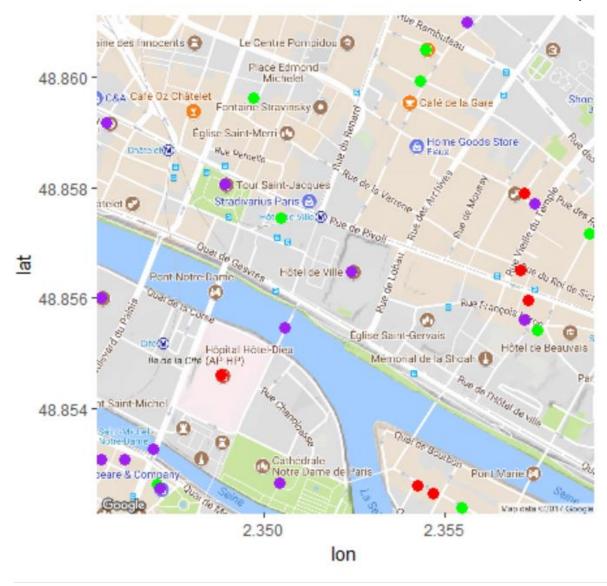


• Bird's Eye View of all the Restaurants, Hotels and Tourist Spots in the area.

```
# geocode
geo.hotel_locations <- geocode(as.character(hotel$Hotel_Name))#gets all lat and long of hotels
geo.restaurant_locations <- geocode(as.character(restaurant$Restaurant_Name))#gets all lat and long of restaurants
geo.poi_locations <- geocode(as.character(Points_of_interest$Name))#gets all lat and long of POI
...

**Tr}
# location coordinates
hotel.df <- cbind(hotel,geo.hotel_locations)
restaurant.df <- cbind(restaurant,geo.restaurant_locations)
poi.df <- cbind(Points_of_interest,geo.poi_locations)

# Plotting on the map
get_map("Paris", zoom = 16, maptype = "terrain") %>% ggmap() +
geom_point(data = hotel.df, aes(x = lon, y = lat), color = "red", size = 3)+
geom_point(data = restaurant.df, aes(x = lon, y = lat), color = "green", size = 3)+
geom_point(data = poi.df, aes(x = lon, y = lat), color = "purple", size = 3)
```



# **Insights**

# **Learning Outcomes:**

We chose to do Analysis on TripAdvisor.com because the data offered for a search is very elaborate and often very confusing for the user. With this project, we aimed to give a very concise and straightforward response to a user's query.

During the course of this project, we learnt a lot of new techniques for analysis and visualization.

- We learnt to effectively use ggmap function.
- How to use HTML nodes to our advantage while scraping the data.
- How to assign primary keys to a database.
- Text analysis Sentiment Analysis, Wordcloud.

We had difficulty to get the address of the hotel as it was inside a follow-up link. To overcome this problem, we tried using a variety of web scrapers and Chrome Extensions. We even tried to build our own web scraper using BeautifulSoup in Python.

Finally, we figured out that we could use the hyperlink extracted during our initial web scraping to get to the web page of each hotel and individually scrape the address.

# **Future Possibilities:**

- We could further enhance the project by building a 'Shiny' app.
- We could use the location specified by the user to get the Hotels, Restaurants and Tourist spots in the locality.
- We can extend our project to include flight details and form a tour package for the specified budget.

## **References:**

- 1. TripAdvisor.com
- 2. Wikipedia.com
- 3. R for Data Science Hadley Wickham