

FOR PURPOSES OF FORAGE VIRTUAL WORK EXPERIENCE PROGRAM



BRITISH AIRWAYS

WEB SCRAPING TO GAIN COMPANY INSIGHTS

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INSIGHTS FROM CUSTOMER REVIEWS - Sentiment



The obtained analysis results show that out of **3 500** airline reviews.

The majority are **positive** (1 956), while less than a third of the reviews are **negative** (1 169). Only **370** of the reviews are **neutral**.

56%
positive

33.4%
negative

10.6%
neutral

