

Shopee Negative Reviews Analysis – Text Mining Project

1. Project Overview

This project analyzes **30K+ Shopee app reviews** to identify recurring issues, track topic trends across app versions, and detect potential topic drift. The goal is to provide actionable insights for app improvement, focusing on negative user experiences.

2. Objectives

- Discover **key complaint clusters** among negative reviews.
- Predict sentiment reliably using text-based classification.
- Track topic trends and spikes across app versions.
- Detect **topic drift** over time to understand evolving user concerns.
- Provide visualizations and representative reviews to guide product prioritization.

3. Methodology

3.1 Data Collection

- Scraped **reviews** from Google Play.
- Collected: review_text, rating, likes, review_app_version, review_date, etc.
- Target dataset: **30K+ reviews** across multiple app versions.

3.2 Preprocessing

- Light cleaning: lowercasing, punctuation removal, minimal tokenization.
- Cleaned text stored in texts_clean.

3.3 Sentiment Prediction (Supervised Learning)

- Model: **IndoBERT** (via SentenceTransformer).
- Purpose: classify sentiment regardless of review rating (to handle inconsistencies like 1-star but positive text).
- Applied **full dataset prediction** to label negative, neutral, or positive sentiment.

3.4 Unsupervised Topic Modeling (Global Topics)

Target: All negative reviews.

Model: KMeans clustering on **IndoBERT embeddings** (optimal k=3, determined via **elbow method & silhouette score**).

Reproducibility: Fixed random seeds.

- Assigned each review to a **global topic**.
- Extracted **top keywords** per topic.
- Computed **topic trends per version**.
- Visualized topics with **WordClouds** and line charts for trend analysis.

3.5 Trend Analysis

- Tracked **topic frequency per version**.
- Identified:
 - Persistent issues
 - Version-specific spikes
- Visualization: **line charts per topic**.

3.6 Topic Drift Analysis

- Compared **topic stability across versions** using:
 - **Cosine similarity** of top keywords
 - **Jensen-Shannon divergence**
- Goal: detect semantic drift or merging/splitting of topics over time.
- Result: topics **stable**; no significant drift detected.

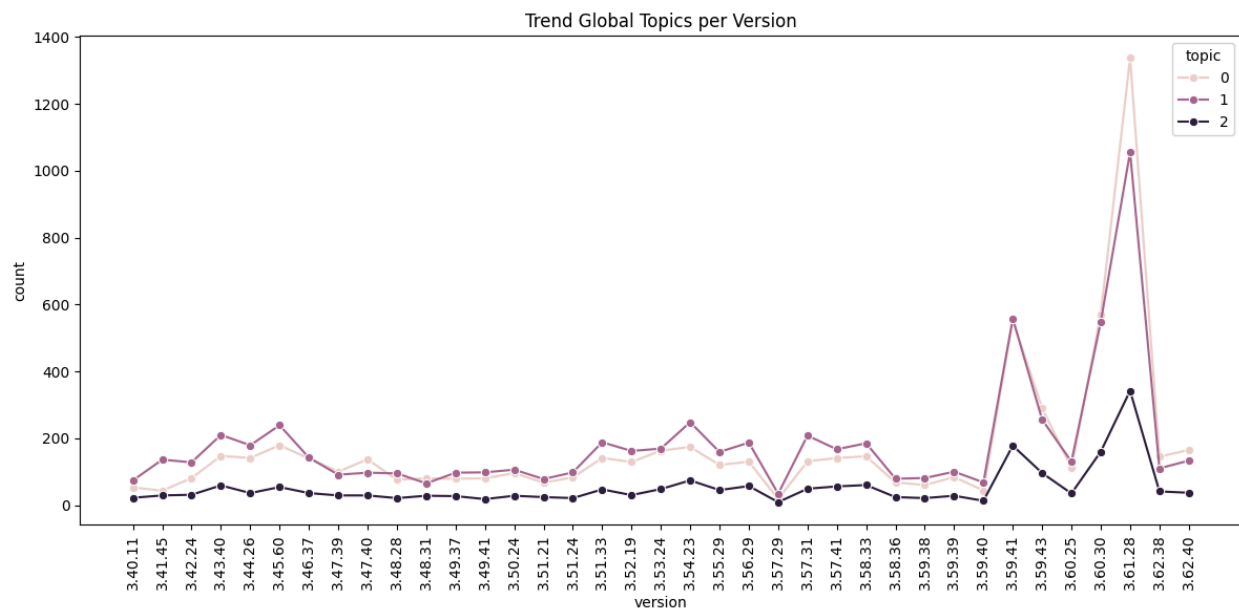
Topic	Dominant Keywords	Trend	Interpretation	Notes
0	pengiriman, lama, barang, paket, kurir	Stable, fluctuates	Shipping issues	Operational; no strong correlation with app versions
1	aplikasi, buka, video, iklan, makin	Upward trend; dominant	App/UX issues	Main pain point; persistent across versions
2	lama, lemot, iklan, lambat	Persistent, minor	Technical performance	Low-level but consistent; relevant for long-term optimization

Representative Reviews (Sample):

- **Topic 0:** "Barang sampai terlambat, paket lama sekali dikirim SPX."
- **Topic 1:** "Aplikasi sering tidak bisa dibuka, iklan muncul terus."
- **Topic 2:** "Aplikasi lemot dan lambat, sering hang saat video diputar."

4.2 Trend Analysis

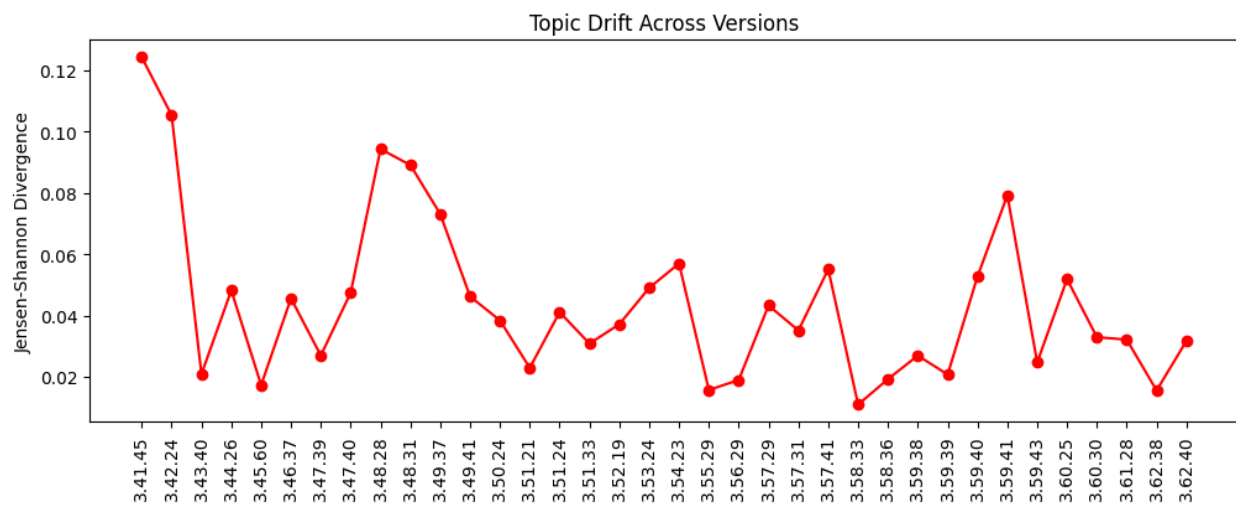
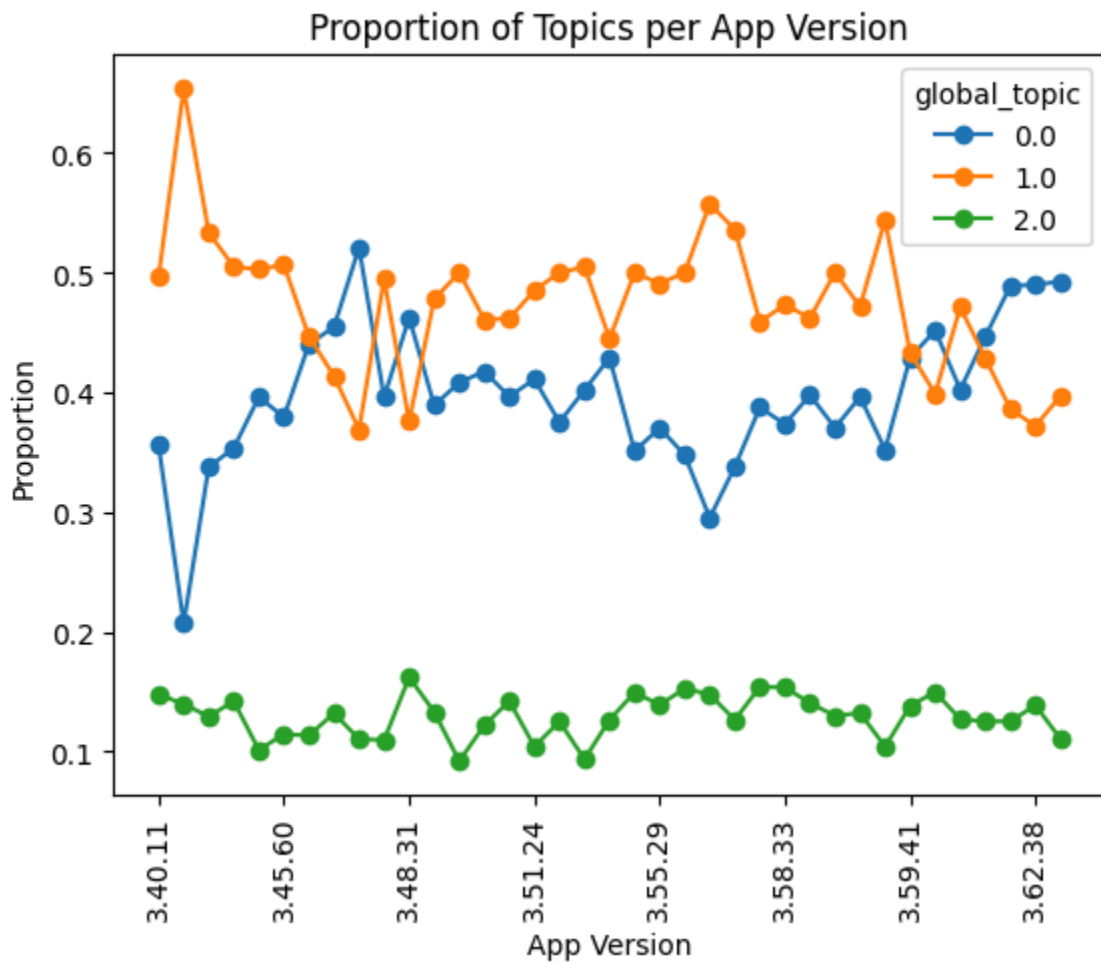
- **Topic 1 (App/UX issues)** dominates recent versions (3.54–3.62), indicating **persistent UX concerns**.
- **Topic 0 (Shipping)** fluctuates but remains significant; operational problem rather than technical update.
- **Topic 2 (Performance)** minor but consistent across versions.

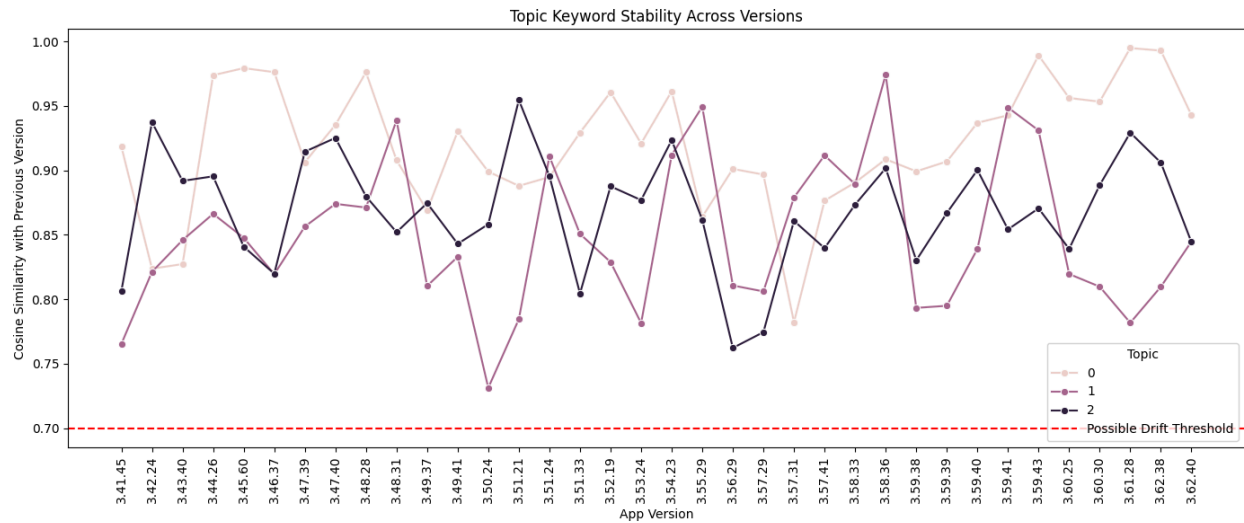


4.3 Topic Drift

- Cosine similarity between consecutive versions > 0.8 for all topics. **Stable semantic clusters**.
- JS divergence peaks aligned with system-wide spikes in all topics. Not indicative of drift.

- Conclusion: **No significant topic drift detected.**





5. Key Insights

- **Three major complaint clusters** identified: Shipping, UX/Features, Technical Performance.
- **UX issues** are the fastest-growing, persistent pain point.
- **Shipping issues** remain operational but fluctuating.
- **Technical performance** minor yet persistent; long-term optimization required.
- Version-specific spikes highlight the impact of large app updates or sudden user surges.
- Sentiment prediction ensures reliable classification, avoiding misinterpretation from ratings alone.

6. Visualizations

1. **WordClouds** for top keywords per topic.
2. **Line chart** of topic counts per version.
3. **Cosine similarity heatmap** for consecutive versions.
4. **JS divergence plot** highlighting potential drift.

7. Conclusion

- Topic modeling successfully separated user complaints into **distinct, meaningful clusters**.
- Analysis provides **actionable insights** for prioritizing app improvements:
 - Focus on **UX and app functionality issues** first.
 - Address **shipping operations** as recurring operational concern.
 - Monitor **technical performance** over time.

- Version-based trend tracking and topic drift analysis **ensure robustness of findings.**