Sentiment Analysis for Marketing PHASE -2

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DATA PREPROCESSING:

Data preprocessing is a crucial step in sentiment analysis, as it helps clean and prepare the text data for analysis. It involves the cleaning and transformation of raw data into a format that is suitable for analysis or for training machine learning models. The goal of data preprocessing is to enhance the quality of the data, making it more reliable and easier to work with.

Here are the steps you can follow to perform data preprocessing for sentiment analysis:

1.DATA CLEANING:

This involves identifying and correcting errors or inconsistencies in the data, such as missing values, outliers, and duplicates. Various techniques can be used for data cleaning, such as imputation, removal, and transformation.

- ✓ **Handling missing values:** Identifying and filling in or removing missing data points.
- ✓ **Outlier detection and treatment:** Identifying and handling data points that are significantly different from the majority of the data.
- ✓ **Noise reduction:** Reducing random variations and errors in the data.

2.DATA INTEGRATION:

This involves combining data from multiple sources to create a unified dataset. Data integration can be challenging as it requires handling data with different formats, structures, and semantics. Techniques such as record linkage and data fusion can be used for data integration.

3.DATA TRANSFORMATION:

This involves converting the data into a suitable format for analysis. Common techniques used in data transformation include normalization, standardization, and discretization. Normalization is used to scale the data to a common range, while standardization is used to transform the data to have zero mean and unit variance. Discretization is used to convert continuous data into discrete categories.

4.DATA REDUCTION:

This involves reducing the size of the dataset while preserving the important information. Data reduction can be achieved through techniques such as feature selection and feature extraction. Feature selection involves selecting a subset of relevant features from the dataset, while feature extraction involves transforming the data into a lower-dimensional space while preserving the important information.

TEXT PREPROCESSING:

Text preprocessing in sentiment analysis is a crucial step that involves cleaning and transforming textual data to prepare it for analysis.

The goal of text preprocessing is to improve the quality of the text data, reduce noise, and make it suitable for sentiment analysis tasks.

TECHNIQUES USED IN TEXT PREPROCESSING:

- Lowercasing: Converting all text to lowercase helps ensure that the analysis is not case-sensitive. This way, "good" and "Good" are treated as the same word.
- ➤ **Tokenization:** Tokenization is the process of splitting text into individual words or tokens. It breaks down sentences or paragraphs into a list of words or sub-phrases, making it easier to analyze.
- Removing Punctuation: Removing punctuation marks like commas, periods, and exclamation points can help reduce noise and improve the accuracy of sentiment analysis.
- ➤ Removing Stop Words: Stop words are common words like "the," "and," "is," etc., that often do not carry significant sentiment information. Removing them can reduce the dimensionality of the data and improve processing speed.
- > Stemming and Lemmatization: Stemming and lemmatization are techniques for reducing words to their root forms. For example, "running," "ran," and "runner" might be reduced to "run." This helps to group similar words together and reduce dimensionality.
- ➤ Handling Emoticons and Emoji: Sentiment analysis should take into account emoticons and emoji as they convey sentiment. You may choose to map them to sentiment labels.
- > Removing HTML Tags: If dealing with text from web sources, it's common to encounter HTML tags. Removing these tags is essential to ensure that the analysis focuses on the text content.
- ➤ Handling URLs and User Mentions: URLs and user mentions (e.g., @username) are often irrelevant for sentiment analysis and can be removed or replaced.
- > Spell Checking and Correction: Correcting spelling errors can improve the accuracy of sentiment analysis by ensuring that words are correctly recognized.

1)IMPORT MODULES OR LIBRARIES:

CODE AND OUTPUT:

```
[] #import the required libraries
import numpy as np
import pandas as pd
import nltk
import string
import re
!pip install demoji
import demoji

Requirement already satisfied: demoji in /usr/local/lib/python3.10/dist-packages (1.1.0)
```

EXPLANATION:

Numpy: A library which is used for numerical operations and working with arrays or matrices.

Pandas: It is used for data manipulation and analysis.

Matplotlib: It is a data visualization library for creating various types of plots and charts.

Nltk: It is a library for natural language processing tasks.

Re: The **re** module is used for working with regular expressions to match and manipulate text patterns.

Demoji: It is a library for working with emojis in text data.

2) LOAD THE DATASET

CODE:

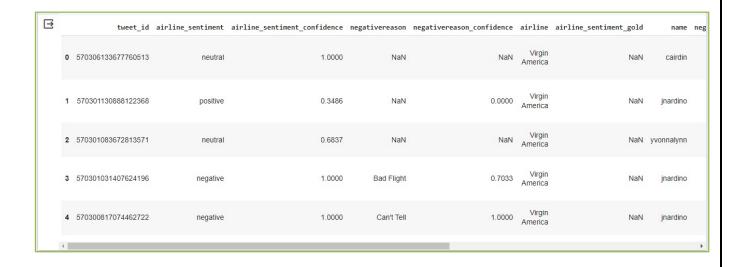
```
#Load the dataset

df=pd.read_csv('Tweets.csv')

#df.head() returns first five rows

df.head()
```

OUTPUT:



EXPLANATION:

pd.read_csv() - Used to read the data from csv file named "Tweets.csv" and stored it in a dataframe "df".df.head() - Display the first five rows of dataframe "df"

CODE AND OUTPUT:



EXPLANATION:

df.tail() - Display last five rows of dataframe "df".

CODE AND OUTPUT:

```
[ ] #df.info() returns information about dataframe
       df.info()
       <class 'pandas.core.frame.DataFrame'>
       RangeIndex: 14640 entries, 0 to 14639
       Data columns (total 15 columns):
        # Column
                                                              Non-Null Count Dtype
                                                             14640 non-null int64
        1 airline_sentiment 14640 non-null object 2 airline_sentiment_confidence 14640 non-null float64
               negativereason
                                                             9178 non-null
              negativereason_confidence 10522 non-null float64 airline 14640 non-null object
              airline_sentiment_gold 40 non-null
       6 airline_sentiment_gold
7 name 14640 non-null object
8 negativereason_gold 32 non-null object
9 retweet_count 14640 non-null int64
10 text 14640 non-null object
11 tweet_coord 1019 non-null object
12 tweet_created 14640 non-null object
13 tweet_location 9907 non-null object
14 user timezone 9820 non-null object
       14 user_timezone 9820 dtypes: float64(2), int64(2), object(11)
       memory usage: 1.7+ MB
```

EXPLANATION:

df.info() -It gives information about the dataframe "df".

The typical output of `df.info()` includes:

- The total number of rows in the DataFrame.
- The total number of columns in the DataFrame.
- A list of column names.
- The count of non-null values in each column, which helps identify missing data.
- The data type of each column (e.g., integer, float, object).
- The approximate memory usage of the DataFrame.

CODE AND OUTPUT:

```
[ ] #df.isnull().sum() is used to count the missing values in each column of a dataframe
    df.isnull().sum()
    tweet id
    airline_sentiment
                                       0
    airline_sentiment_confidence
    negativereason
                                    5462
    negativereason_confidence
                                   4118
    airline sentiment gold
                                   14600
    negativereason_gold
                                   14608
    retweet_count
    text
                                   13621
    tweet coord
    tweet_created
    tweet_location
                                    4733
    user_timezone
                                    4820
    dtype: int64
```

EXPLANATION:

df.isnull().sum() - It counts the missing values in each column of a dataframe "df".

df is a DataFrame containing your data.

df.isnull() creates a DataFrame of the same shape as 'df', where each element is 'True' if the corresponding element in 'df' is null (missing), and 'False' otherwise.

.sum() is a method applied to the DataFrame resulting from `df.isnull()`. It sums the boolean values (`True` and `False`) along each column. Since `True` is treated as 1 and `False` as 0.

3) HANDLING MISSING VALUES:

CODE AND OUTPUT:

```
[ ] #df.fillna() is used to fill the missing values
    df['airline_sentiment_confidence'].fillna(df['airline_sentiment_confidence'].mean(), inplace=True)
    df['negativereason_confidence'].fillna(df['negativereason_confidence'].median(), inplace=True)
    df['negativereason'].fillna(df['negativereason'].mode(),inplace=True)
    df['user_timezone'].fillna(method='ffill', inplace=True)
    col=["negativereason_gold","airline_sentiment_gold","tweet_coord","tweet_location"]
    df.drop(col,axis=1,inplace=True)
    df['negativereason'].fillna('No text', inplace=True)
     #Recheck whether the dataframe has null values or not
    df.isnull().sum()
    airline_sentiment
    airline_sentiment_confidence
    negativereason
    negativereason_confidence
    airline
    name
    retweet count
    tweet_created
    user_timezone
    dtype: int64
```

EXPLANATION:

df.fillna() –is used to fill the missing columns in dataframe "df" with the means() or median() or mode().

df.fillna(method='ffill') carries the previous valid value forward to fill missing values.

df.fillna(df.mean()) fills missing values in each column with the mean of that column.

df.fillna(df.median()) fills missing values in each column with the median of that column.

df.fillna(df.mode()) fills missing values in each column with the mode of that column.

CODE AND OUTPUT:

EXPLANATION:

df["text"] is used to access the column named 'text' from a dataframe "df".

4) LOWERCASING:

CODE AND OUTPUT:

EXPLANATION:

df["text"].astype(str).str.lower() is used to convert the column 'text' in dataframe "df" into lowercase

5) REMOVING SPECIAL CHARACTERS AND HTML TAGS:

CODE AND OUTPUT:

```
def clean_txt(text):
    text=re.sub(r'@[a-zA-Z0-9]+','',text)#removes username
    text=re.sub(r'#\w+','',text)#removes hashtag
    text=re.sub(r'https?:/\/\s+','',text)#removes URL
text=re.sub(r'RT[\s]+','',text)#removes retweet
    return text
df['new_text']=df['new_text'].astype(str).apply(clean_txt)
df['new_text']
           plus you've added commercials to the experien...
           i didn't today... must mean i need to take an...
           it's really aggressive to blast obnoxious "en..
                    and it's a really big bad thing about it
14635 thank you we got on a different flight to chi...
14636 leaving over 20 minutes late flight. no warni...
14637
                          please bring american airlines to
14638
        you have my money, you change my flight, and ...
14639
           we have 8 ppl so we need 2 know how many seat...
Name: new_text, Length: 14640, dtype: object
```

EXPLANATION:

re.sub() is a method provided by the 're' module, which stands for regular expressions. It is used for performing regular expression-based substitutions in strings. This function allows you to find and replace patterns in text using regular expressions.

Syntax:

re.sub(pattern, replacement, text)

pattern: This is the regular expression pattern you want to search for in the text.

replacement: This is the string that you want to replace the matched pattern with.

text: This is the input text in which you want to perform the substitutions.

6) REMOVING PUNCTUATION:

CODE AND OUTPUT:

```
[ ] #Removing Punctuation
    def remove_punctuation(text):
        return ''.join([char for char in text if char not in string.punctuation])
    df['new_text'] = df['new_text'].apply(remove_punctuation)
    df['new_text']
              plus youve added commercials to the experienc...
              i didnt today must mean i need to take anothe...
             its really aggressive to blast obnoxious ente...
                       and its a really big bad thing about it
    14635 thank you we got on a different flight to chi...
            leaving over 20 minutes late flight no warnin...
    14636
    14637
                           please bring american airlines to
             you have my money you change my flight and do...
               we have 8 ppl so we need 2 know how many seat...
    14639
    Name: new_text, Length: 14640, dtype: object
```

EXPLANATION:

import string: This line imports the 'string' module, which contains a string constant 'string.punctuation' that holds all punctuation characters.

def remove_punctuation(text): This defines a function called `remove_punctuation` that takes a `text` input as a parameter.

return ".join([char for char in text if char not in string.punctuation]): This line is the core of the function. It uses a list comprehension to iterate through each character ('char') in the input 'text'. It checks if the character is not in the 'string.punctuation' constant (i.e., it's not a punctuation character) and adds it to the list. Then, it uses 'join' to concatenate the characters in the list back into a single string without punctuation.

df['new_text'] = df['new_text'].apply(remove_punctuation): This line applies the `remove_punctuation` function to each element in the 'new_text' column of the DataFrame `df` using the `apply` method. It then assigns the result to a new column in the DataFrame, also named 'new text'.

df['new_text']: This line prints the contents of the 'new_text' column after the punctuation removal has been applied.

As a result, the 'new_text' column in your DataFrame will contain the original text with all punctuation characters removed, making it cleaner and more suitable for text analysis or processing.

7) TOKENIZATION:

CODE AND OUTPUT:

```
[ ] #Tokenization
     nltk.download('punkt')
      from nltk.tokenize import word_tokenize
     def tokenize_text(text):
          tokens = word tokenize(text)
          return tokens
     df['new_text'] = df['new_text'].astype(str).apply(word_tokenize)
     df['new text']
      [nltk_data] Downloading package punkt to /root/nltk_data...
      [nltk_data] Package punkt is already up-to-date!
                                                            [what, said]
                [plus, youve, added, commercials, to, the, exp...
                [i, didnt, today, must, mean, i, need, to, tak...
[its, really, aggressive, to, blast, obnoxious...
                [and, its, a, really, big, bad, thing, about, it]
     14635 [thank, you, we, got, on, a, different, flight...
     14636 [leaving, over, 20, minutes, late, flight, no,...
                            [please, bring, american, airlines, to]
     14637
     14638 [you, have, my, money, you, change, my, flight...
14639 [we, have, 8, ppl, so, we, need, 2, know, how,...
Name: new_text, Length: 14640, dtype: object
```

EXPLANATION:

from nltk.tokenize import word_tokenize: This line imports the `word_tokenize` function from the NLTK library. This function is used for tokenizing text into words.

def tokenize_text(text): This defines a function called 'tokenize_text' that takes a 'text' input as a parameter.

tokens = word_tokenize(text): Inside the function, it uses 'word_tokenize' to tokenize the input 'text' into a list of words or tokens, and stores the result in the 'tokens' variable.

df['new_text'] = df['new_text'].astype(str).apply(word_tokenize): This line applies the `word_tokenize` function to each element in the 'new_text' column of the DataFrame `df`. It first converts each element to a string using `astype(str)` (assuming the elements may not all be strings initially), and then applies `word_tokenize` to tokenize each text in the column. The result is assigned back to the 'new text' column.

df['new text']: This line prints the contents of the 'new text' column after tokenization.

8) REMOVING STOPWORDS:

CODE:

```
#Removing stopwords
nltk.download('stopwords')
from nltk.corpus import stopwords
stop_words=stopwords.words('english')

def remove_stopwords(text):
    words = nltk.word_tokenize(text)
    filtered_words = [word for word in words if word.lower() not in stopwords.words('english')]
    return ' '.join(filtered_words)

df['new_text'] = df['new_text'].astype(str).apply(remove_stopwords)

df['new_text']
```

OUTPUT:

EXPLANATION:

nltk.download('stopwords'): This line downloads the NLTK stopwords dataset for the English language. It's a one-time operation to fetch the stopwords data.

from nltk.corpus import stopwords: This line imports the 'stopwords' corpus from NLTK, which contains a list of common English stopwords.

stop_words = stopwords.words('english'): This line retrieves the list of English stopwords from NLTK and stores it in the 'stop words' variable.

def remove_stopwords(text): This defines a function called `remove_stopwords` that takes a `text` input as a parameter.

words = nltk.word_tokenize(text): Inside the function, it tokenizes the input 'text' into words using 'nltk.word tokenize' and stores the result in the 'words' variable.

filtered_words = [word for word in words if word.lower() not in stopwords.words('english')]: This line creates a list called 'filtered_words' by iterating through the 'words' list and including only those words that are not in the list of English stopwords (ignoring case). This effectively removes stopwords from the text.

return ' '.join(filtered_words): Finally, the function joins the `filtered_words` list back into a single string, with words separated by spaces, and returns the result.

df['new_text'] = df['new_text'].astype(str).apply(remove_stopwords): This line applies the 'remove_stopwords' function to each element in the 'new_text' column of the DataFrame 'df'. It first converts each element to a string using 'astype(str)' and then applies 'remove_stopwords' to remove stopwords from each text in the column. The result is assigned back to the 'new text' column.

9) LEMMATIZATION:

CODE:

```
[] #Lemmatization

nltk.download('wordnet')
nltk.download('punkt')
from nltk.stem import WordNetLemmatizer
lemmatizer = WordNetLemmatizer()
def lemmatize_text(text):
    words = nltk.word_tokenize(text)
    lemmatized_words = [lemmatizer.lemmatize(word) for word in words]
    return ' '.join(lemmatized_words)

df['new_text'] = df['new_text'].astype(str).apply(lemmatize_text)
df['new_text']
```

OUTPUT:

EXPLANATION:

nltk.download('wordnet'): This line downloads the WordNet dataset for NLTK. WordNet is a lexical database that contains lemmas, synonyms, and other linguistic information.

from nltk.stem import WordNetLemmatizer: This line imports the `WordNetLemmatizer` class from NLTK, which is used for lemmatization.

lemmatizer = **WordNetLemmatizer():** This line initializes a WordNet lemmatizer, creating an instance of the `WordNetLemmatizer` class.

def lemmatize_text(text): This defines a function called `lemmatize_text` that takes a `text` input as a parameter.

words = nltk.word_tokenize(text): Inside the function, it tokenizes the input 'text' into words using 'nltk.word tokenize' and stores the result in the 'words' variable.

lemmatized_words = [lemmatizer.lemmatize(word) for word in words]: This line creates a list called `lemmatized_words` by iterating through the `words` list and lemmatizing each word using the `lemmatizer.lemmatize` method.

return ' '.join(lemmatized_words): Finally, the function joins the `lemmatized_words` list back into a single string, with words separated by spaces, and returns the result.

df['new_text'] = df['new_text'].apply(lemmatize_text): This line applies the `lemmatize_text` function to each element in the 'new_text' column of the DataFrame `df`. It lemmatizes each text in the column and assigns the result back to the 'new_text' column.

10) REMOVING EMOJIS:

CODE AND OUTPUT:

EXPLANATION:

demoji.download_codes(): This line downloads the emoji codes required by the 'demoji' library. These codes are used to identify and replace emojis in text.

def remove_emojis(text): This defines a function called `remove_emojis` that takes a `text` input as a parameter.

return demoji.replace(text, ''): Inside the function, it uses the `demoji.replace` function to remove emojis from the input `text`. This function replaces emojis with an empty string, effectively removing them from the text.

df['new_text'] = df['new_text'].apply(remove_emojis): This line applies the `remove_emojis` function to each element in the 'new_text' column of the DataFrame `df`. It removes emojis from each text in the column and assigns the result back to the 'new text' column.

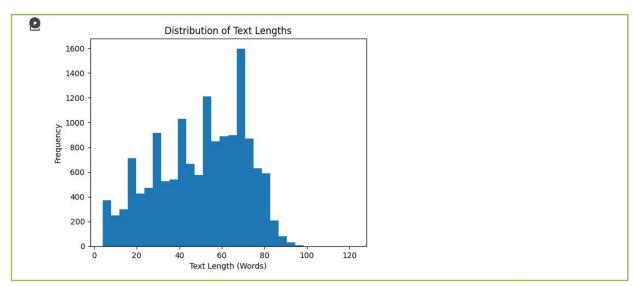
11) TEXT LENGTH BASED OUTLIER DETECTION:

CODE:

```
[ ] #Text length based outlier detection
    df['text_length_words'] = df['new_text'].apply(lambda x: len(x.split()))

[ ] import matplotlib.pyplot as plt
    plt.hist(df['text_length_words'], bins=30)
    plt.xlabel('Text_Length (Words)')
    plt.ylabel('Frequency')
    plt.title('Distribution of Text_Lengths')
    plt.show()
```

OUTPUT:



EXPLANATION:

Import the pyplot from matplotlib library as plt.

Plt.hist(df['text_length_words'],bins=30) is used to create a histogram of data with 30 bins.

Plt.xlabel("Text_lenght(words)") - To set label for x-axis as "Text_lenght(words)"

Plt.ylabel("Frequency)—To set label for y-axis as "Frequency"

Plt.title("Distribution of text lengths")-To set title for the plot as "Distribution of text lengths"

Plt.show()—To display plot with labeled x and y axis.

CODE AND OUTPUT:

	CWCCC_IU	airline_sentiment	airline_sentiment_confidence	negativereason	negativereason_confidence	airline	name	retweet_count	te
0	570306133677760513	neutral	1.0000	Customer Service Issue	0.6706	Virgin America	cairdin	0	@VirginAmeri VVh @dhepbu sa
1	570301130888122368	positive	0.3486	No text	0.0000	Virgin America	jnardino	0	@VirginAmeri plus you' add commercials
2	570301083672813571	neutral	0.6837	No text	0.6706	Virgin America	yvonnalynn	0	@VirginAmeri I didn't today Must mean I n
3	570301031407624196	negative	1.0000	Bad Flight	0.7033	Virgin America	jnardino	0	@VirginAmerio it's rea aggressive blast
4	570300817074462722	negative	1.0000	Can't Tell	1.0000	Virgin America	jnardino	0	@VirginAmeric and it's a real big bad thing

EXPLANATION:

Set the threshold value as 300.

df['outlier_flag'] = False

It will add a new column "outlier_flag" to your DataFrame `df`, and each row in that column will have the value `False`.

df.loc[df]'text_length_words'] > threshold, 'outlier_flag'] = True

.loc is used to locate rows in the DataFrame where a specific condition is met, and then we set the "outlier_flag" to `True` for those rows.