

# Sentiment Analysis on US Airline Reviews

In [1]:

```
import pandas as pd
import matplotlib.pyplot as plt

from tensorflow.keras.preprocessing.text import Tokenizer
from tensorflow.keras.preprocessing.sequence import pad_sequences
from tensorflow.keras.models import Sequential
from tensorflow.keras.layers import LSTM, Dense, Dropout, SpatialDropout1D
from tensorflow.keras.layers import Embedding

df = pd.read_csv("./Tweets.csv") ra
```

In [2]:

```
df.head()
```

Out[2]:

	tweet_id	airline_sentiment	airline_sentiment_confidence	negativereason	negativereason_confidence	airline
0	570306133677760513	neutral	1.0000	NaN	NaN	Virgin America
1	570301130888122368	positive	0.3486	NaN	0.0000	Virgin America
2	570301083672813571	neutral	0.6837	NaN	NaN	Virgin America
3	570301031407624196	negative	1.0000	Bad Flight	0.7033	Virgin America
4	570300817074462722	negative	1.0000	Can't Tell	1.0000	Virgin America

In [23]:

```
df.columns
```

Out[23]:

```
Index(['tweet_id', 'airline_sentiment', 'airline_sentiment_confidence',
      'negativereason', 'negativereason_confidence', 'airline',
      'airline_sentiment_gold', 'name', 'negativereason_gold',
      'retweet_count', 'text', 'tweet_coord', 'tweet_created',
      'tweet_location', 'user_timezone'],
      dtype='object')
```

In [4]:

```
tweet_df = df[['text', 'airline_sentiment']]
print(tweet_df.shape)
tweet_df.head(5)
```

(14640, 2)

Out [4]:

	text	airline_sentiment
0	@VirginAmerica What @dhepburn said.	neutral
1	@VirginAmerica plus you've added commercials t...	positive
2	@VirginAmerica I didn't today... Must mean I n...	neutral
3	@VirginAmerica it's really aggressive to blast...	negative
4	@VirginAmerica and it's a really big bad thing...	negative

In [22]:

```
tweet_df = tweet_df[tweet_df['airline_sentiment'] != 'neutral']
print(tweet_df.shape)
tweet_df.head(5)
```

(11541, 2)

Out [22]:

	text	airline_sentiment
1	@VirginAmerica plus you've added commercials t...	positive
3	@VirginAmerica it's really aggressive to blast...	negative
4	@VirginAmerica and it's a really big bad thing...	negative
5	@VirginAmerica seriously would pay \$30 a fligh...	negative
6	@VirginAmerica yes, nearly every time I fly VX...	positive

In [21]:

```
tweet_df["airline_sentiment"].value_counts()
```

Out [21]:

```
negative    9178
positive    2363
Name: airline_sentiment, dtype: int64
```

In [6]:

```
sentiment_label = tweet_df.airline_sentiment.factorize()
sentiment_label
```

Out [6]:

```
(array([0, 1, 1, ..., 0, 1, 1], dtype=int64),
 Index(['positive', 'negative'], dtype='object'))
```

In [7]:

```
tweet = tweet_df.text.values
tokenizer = Tokenizer(num_words=5000)
tokenizer.fit_on_texts(tweet)
vocab_size = len(tokenizer.word_index) + 1
encoded_docs = tokenizer.texts_to_sequences(tweet)
padded_sequence = pad_sequences(encoded_docs, maxlen=200)
```

In [8]:

```
print(tokenizer.word_index)
```

```
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```
model.compile(loss='binary_crossentropy',optimizer='adam', metrics=['accuracy'])
print(model.summary())
```

WARNING:tensorflow:Layer lstm will not use cuDNN kernel since it doesn't meet the cuDNN kernel criteria. It will use generic GPU kernel as fallback when running on GPU  
Model: "sequential"

Layer (type)	Output Shape	Param #
embedding (Embedding)	(None, 200, 32)	423488
spatial_dropout1d (SpatialDr	(None, 200, 32)	0
lstm (LSTM)	(None, 50)	16600
dropout (Dropout)	(None, 50)	0
dense (Dense)	(None, 1)	51
Total params: 440,139		
Trainable params: 440,139		
Non-trainable params: 0		
None		

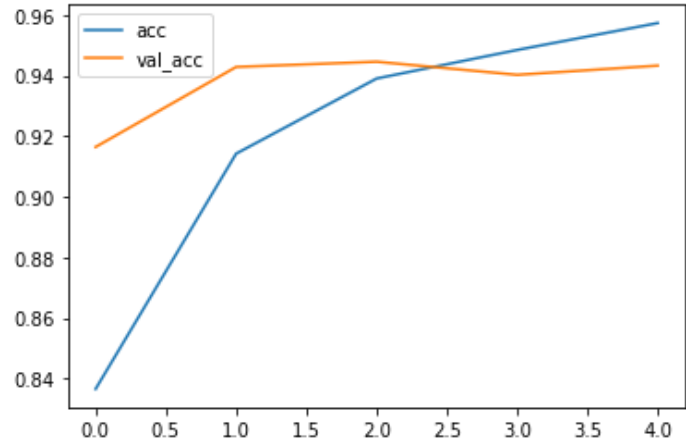
In [12]:

```
history = model.fit(padded_sequence,sentiment_label[0],validation_split=0.2, epochs=5, batch_size=32)
```

Epoch 1/5  
289/289 [=====] - 471s 2s/step - loss: 0.4916 - accuracy: 0.7980  
- val\_loss: 0.2133 - val\_accuracy: 0.9164  
Epoch 2/5  
289/289 [=====] - 457s 2s/step - loss: 0.2282 - accuracy: 0.9118  
- val\_loss: 0.1624 - val\_accuracy: 0.9428  
Epoch 3/5  
289/289 [=====] - 423s 1s/step - loss: 0.1755 - accuracy: 0.9340  
- val\_loss: 0.1667 - val\_accuracy: 0.9446  
Epoch 4/5  
289/289 [=====] - 420s 1s/step - loss: 0.1292 - accuracy: 0.9519  
- val\_loss: 0.1678 - val\_accuracy: 0.9402  
Epoch 5/5  
289/289 [=====] - 420s 1s/step - loss: 0.1117 - accuracy: 0.9600  
- val\_loss: 0.1818 - val\_accuracy: 0.9433

In [16]:

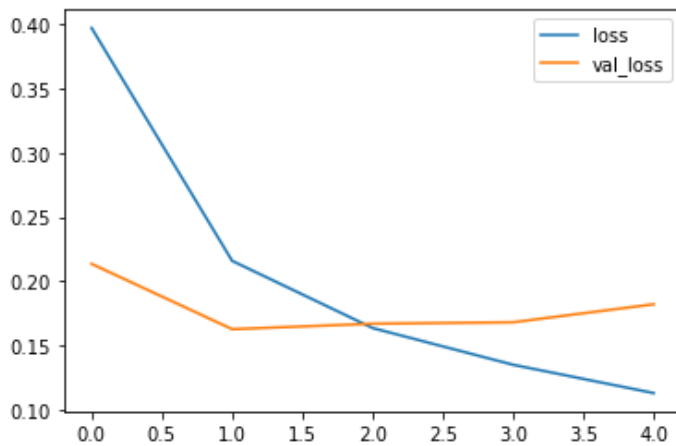
```
plt.plot(history.history['accuracy'], label='acc')
plt.plot(history.history['val_accuracy'], label='val_acc')
plt.legend()
plt.show()
plt.savefig("Accuracy plot.jpg")
```



<Figure size 432x288 with 0 Axes>

In [25]:

```
plt.plot(history.history['loss'], label='loss')
plt.plot(history.history['val_loss'], label='val_loss')
plt.legend()
plt.show()
plt.savefig("Loss plot.jpg")
```



<Figure size 432x288 with 0 Axes>

In [18]:

```
def predict_sentiment(text):
    tw = tokenizer.texts_to_sequences([text])
    tw = pad_sequences(tw,maxlen=200)
    prediction = int(model.predict(tw).round().item())
    print("Predicted label: ", sentiment_label[1][prediction])
```

In [19]:

```
test_sentence1 = "I enjoyed my journey on this flight."
predict_sentiment(test_sentence1)

test_sentence2 = "This is the worst flight experience of my life!"
predict_sentiment(test_sentence2)
```

Predicted label: positive  
Predicted label: negative

In [ ]: