Project Major NM

Group - 1

April 14, 2019

library(tm)

## Loading required package: NLP

library(e1071)

## Warning: package 'e1071' was built under R version 3.5.3

library(dplyr)

##   
## Attaching package: 'dplyr'

## The following objects are masked from 'package:stats':  
##   
## filter, lag

## The following objects are masked from 'package:base':  
##   
## intersect, setdiff, setequal, union

library(caret)

## Warning: package 'caret' was built under R version 3.5.3

## Loading required package: lattice

## Loading required package: ggplot2

##   
## Attaching package: 'ggplot2'

## The following object is masked from 'package:NLP':  
##   
## annotate

library(ggplot2)  
library(tidyverse)

## -- Attaching packages -------------------------------------------------------------------------------- tidyverse 1.2.1 --

## v tibble 2.0.1 v purrr 0.3.0  
## v tidyr 0.8.2 v stringr 1.3.1  
## v readr 1.3.1 v forcats 0.3.0

## -- Conflicts ----------------------------------------------------------------------------------- tidyverse\_conflicts() --  
## x ggplot2::annotate() masks NLP::annotate()  
## x dplyr::filter() masks stats::filter()  
## x dplyr::lag() masks stats::lag()  
## x purrr::lift() masks caret::lift()

library(textclean)

## Warning: package 'textclean' was built under R version 3.5.3

library(RCurl)

## Loading required package: bitops

##   
## Attaching package: 'RCurl'

## The following object is masked from 'package:tidyr':  
##   
## complete

library(tidytext)  
library(tidyr)  
library(magrittr)

##   
## Attaching package: 'magrittr'

## The following object is masked from 'package:purrr':  
##   
## set\_names

## The following object is masked from 'package:tidyr':  
##   
## extract

library(RColorBrewer)  
library(wordcloud)

## Warning: package 'wordcloud' was built under R version 3.5.3

library(caTools)

## Warning: package 'caTools' was built under R version 3.5.3

### Loading the Data set

reviews\_original <- read.csv(file.choose(), header = TRUE, stringsAsFactors = F )

### Data Wrangling and Data cleaning

reviews <- reviews\_original[c(2,11)]  
colnames(reviews) <- c("sentiment", "tweet")  
glimpse(reviews)

## Observations: 14,640  
## Variables: 2  
## $ sentiment <chr> "neutral", "positive", "neutral", "negative", "negat...  
## $ tweet <chr> "@VirginAmerica What @dhepburn said.", "@VirginAmeri...

set.seed(1)  
reviews<-reviews[sample(nrow(reviews)),]  
reviews<-reviews[sample(nrow(reviews)),]  
glimpse(reviews)

## Observations: 14,640  
## Variables: 2  
## $ sentiment <chr> "negative", "negative", "neutral", "negative", "nega...  
## $ tweet <chr> "@USAirways some people in line have been waiting 55...

reviews$sentiment <- as.factor(reviews$sentiment)  
  
reviews\_text <- reviews$tweet  
reviews\_text <- replace\_emoji(reviews\_text)  
reviews\_text <- replace\_non\_ascii(reviews\_text)  
  
corpus <- Corpus(VectorSource(reviews\_text))  
inspect(corpus[1:3])

## <<SimpleCorpus>>  
## Metadata: corpus specific: 1, document level (indexed): 0  
## Content: documents: 3  
##   
## [1] @USAirways some people in line have been waiting 55 minutes for a customer service representative   
## [2] @SouthwestAir are people in an exit row still supposed to give their verbal approvals? I was never asked on the flight I'm on...  
## [3] @AmericanAir Thanks so much!

corpus\_clean <- corpus %>%  
 tm\_map(content\_transformer(tolower)) %>%   
 tm\_map(removePunctuation) %>%  
 tm\_map(removeNumbers) %>%  
 tm\_map(removeWords, stopwords(kind="en")) %>%  
 tm\_map(removeWords, c("virginamerica", "united", "flight","jetblue",  
 "usairways","americanair","southwestair","get")) %>%   
 tm\_map(stripWhitespace)

## Warning in tm\_map.SimpleCorpus(., content\_transformer(tolower)):  
## transformation drops documents

## Warning in tm\_map.SimpleCorpus(., removePunctuation): transformation drops  
## documents

## Warning in tm\_map.SimpleCorpus(., removeNumbers): transformation drops  
## documents

## Warning in tm\_map.SimpleCorpus(., removeWords, stopwords(kind = "en")):  
## transformation drops documents

## Warning in tm\_map.SimpleCorpus(., removeWords, c("virginamerica",  
## "united", : transformation drops documents

## Warning in tm\_map.SimpleCorpus(., stripWhitespace): transformation drops  
## documents

inspect(corpus\_clean[1:19])

## <<SimpleCorpus>>  
## Metadata: corpus specific: 1, document level (indexed): 0  
## Content: documents: 19  
##   
## [1] people line waiting minutes customer service representative   
## [2] people exit row still supposed give verbal approvals never asked im   
## [3] thanks much   
## [4] stand baggage claim hour waiting bag knew never made plane   
## [5] lipstick pig still pig ur new baggage claim sju disaster chairs mins wait baggage fail   
## [6] hold almost two hours trying talk someone cancelled flighted tomorrow morning suggest   
## [7] website seriously horrible call center almost makes tempting fly someone else sodone   
## [8] plenty empty seats coach dissatisfaction understood crew members traveling duty prebooked f   
## [9] pilots plane says still time ground minutes ago   
## [10] never recd cancelled flightlation notice left w options fly ps driving la red eye mon w kids  
## [11] unfortunately think watched take bus rebooked late flightr now planestrainsandautomobiles   
## [12] waited min bags min nomorecheckedbags   
## [13] joined silver preferred heard customer service great pity misguided   
## [14] transf held min b agent answered helped time got person fare id seen gone supv   
## [15] sure youve saying long ive tweeting obsolete fleet promises free   
## [16] hey swair tortured boarding due one gate agent board assisted folks one time   
## [17] will heart flying   
## [18] tbuccherifrnce takes hours fly chicago beijing fly vegas omaha sw   
## [19] lost wifes luggage nobody gives answer say go call

dtm <- DocumentTermMatrix(corpus\_clean)  
inspect(dtm[40:50, 10:15])

## <<DocumentTermMatrix (documents: 11, terms: 6)>>  
## Non-/sparse entries: 2/64  
## Sparsity : 97%  
## Maximal term length: 8  
## Weighting : term frequency (tf)  
## Sample :  
## Terms  
## Docs exit give never row still supposed  
## 40 0 0 0 0 0 0  
## 41 0 0 0 0 1 0  
## 42 0 0 0 0 0 0  
## 43 0 0 0 0 0 0  
## 44 0 0 0 0 0 0  
## 45 0 0 0 0 0 0  
## 46 0 0 0 0 0 0  
## 47 0 0 0 0 1 0  
## 48 0 0 0 0 0 0  
## 49 0 0 0 0 0 0

### Data Exploration and Data Visualization

reviews\_original <- read.csv(file.choose(), stringsAsFactors = F)  
reviews1 <- reviews\_original  
#reviews <- reviews\_original[c(2,6,11)]  
str(reviews1)

## 'data.frame': 14640 obs. of 15 variables:  
## $ tweet\_id : num 5.7e+17 5.7e+17 5.7e+17 5.7e+17 5.7e+17 ...  
## $ airline\_sentiment : chr "neutral" "positive" "neutral" "negative" ...  
## $ airline\_sentiment\_confidence: num 1 0.349 0.684 1 1 ...  
## $ negativereason : chr "" "" "" "Bad Flight" ...  
## $ negativereason\_confidence : num NA 0 NA 0.703 1 ...  
## $ airline : chr "Virgin America" "Virgin America" "Virgin America" "Virgin America" ...  
## $ airline\_sentiment\_gold : chr "" "" "" "" ...  
## $ name : chr "cairdin" "jnardino" "yvonnalynn" "jnardino" ...  
## $ negativereason\_gold : chr "" "" "" "" ...  
## $ retweet\_count : int 0 0 0 0 0 0 0 0 0 0 ...  
## $ text : chr "@VirginAmerica What @dhepburn said." "@VirginAmerica plus you've added commercials to the experience... tacky." "@VirginAmerica I didn't today... Must mean I need to take another trip!" "@VirginAmerica it's really aggressive to blast obnoxious \"entertainment\" in your guests' faces &amp; they hav"| \_\_truncated\_\_ ...  
## $ tweet\_coord : chr "" "" "" "" ...  
## $ tweet\_created : chr "2015-02-24 11:35:52 -0800" "2015-02-24 11:15:59 -0800" "2015-02-24 11:15:48 -0800" "2015-02-24 11:15:36 -0800" ...  
## $ tweet\_location : chr "" "" "Lets Play" "" ...  
## $ user\_timezone : chr "Eastern Time (US & Canada)" "Pacific Time (US & Canada)" "Central Time (US & Canada)" "Pacific Time (US & Canada)" ...

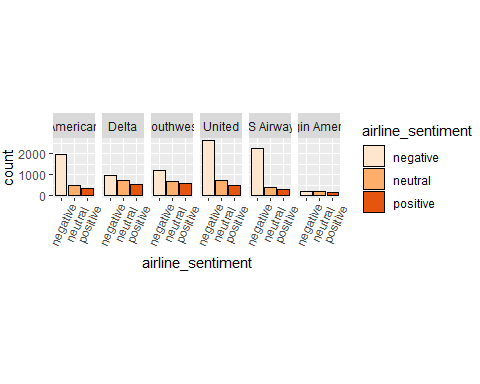
table(reviews1$airline\_sentiment)

##   
## negative neutral positive   
## 9178 3099 2363

# So there are 2363 positive and 9178 negative reviews in out dataset  
  
#reviews$text <- as.character(reviews$text)  
#reviews\_clean <- reviews %>% unnest\_tokens(word, text)  
  
summary(reviews1$airline\_sentiment)

## Length Class Mode   
## 14640 character character

barplot <- ggplot(reviews1, aes(x = airline\_sentiment, fill = airline\_sentiment)) +  
 geom\_bar(color="black") +  
 facet\_grid(. ~ airline) +  
 theme(axis.text.x = element\_text(angle=65, vjust=0.6),  
 plot.margin = unit(c(3,0,3,0), "cm"))  
barplot + scale\_fill\_brewer(palette="Oranges")



#datacleaning and exploring  
  
### postive  
  
positive.reviews <- reviews1 %>% filter( airline\_sentiment == "positive")  
positive.text <- positive.reviews$text  
#positive.text <- unnest\_tokens(positive.text)  
positive.text <-replace\_emoji(positive.text)  
positive.text <- replace\_non\_ascii(positive.text)  
  
positive.corpus <- gsub("http.\*","",positive.text)  
positive.corpus <- Corpus(VectorSource(positive.corpus))  
  
positive.corpus <- tm\_map(positive.corpus, removePunctuation)

## Warning in tm\_map.SimpleCorpus(positive.corpus, removePunctuation):  
## transformation drops documents

positive.corpus <- tm\_map(positive.corpus, stripWhitespace)

## Warning in tm\_map.SimpleCorpus(positive.corpus, stripWhitespace):  
## transformation drops documents

positive.corpus <- tm\_map(positive.corpus, content\_transformer(tolower))

## Warning in tm\_map.SimpleCorpus(positive.corpus,  
## content\_transformer(tolower)): transformation drops documents

positive.corpus <- tm\_map(positive.corpus, removeNumbers)

## Warning in tm\_map.SimpleCorpus(positive.corpus, removeNumbers):  
## transformation drops documents

positive.corpus <- tm\_map(positive.corpus, removeWords, stopwords("english"))

## Warning in tm\_map.SimpleCorpus(positive.corpus, removeWords,  
## stopwords("english")): transformation drops documents

positive.corpus <- tm\_map(positive.corpus, removeWords, c("virginamerica", "united", "flight","jetblue","usairways","americanair","southwestair","get",  
 "hour","can","will","amp",'cant',"one",  
 "thank","flighted"))

## Warning in tm\_map.SimpleCorpus(positive.corpus, removeWords,  
## c("virginamerica", : transformation drops documents

positive.corpus <- tm\_map(positive.corpus, stripWhitespace)

## Warning in tm\_map.SimpleCorpus(positive.corpus, stripWhitespace):  
## transformation drops documents

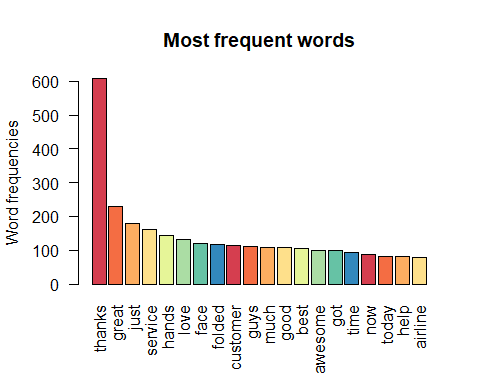
inspect(positive.corpus[1:5])

## <<SimpleCorpus>>  
## Metadata: corpus specific: 1, document level (indexed): 0  
## Content: documents: 5  
##   
## [1] plus youve added commercials experience tacky   
## [2] yes nearly every time fly vx ear worm wont go away   
## [3] well didntbut now d   
## [4] amazing arrived early youre good   
## [5] lt pretty graphics much better minimal iconography d

positiveTDM <- TermDocumentMatrix(positive.corpus)  
positiveTDM

## <<TermDocumentMatrix (terms: 3990, documents: 2363)>>  
## Non-/sparse entries: 15941/9412429  
## Sparsity : 100%  
## Maximal term length: 28  
## Weighting : term frequency (tf)

matrix.positive <- as.matrix(positiveTDM) #matric of tdm  
sorting.positive <- sort(rowSums(matrix.positive),decreasing = T) #sorting  
dataframe.positive <- data.frame(word=names(sorting.positive),freq=sorting.positive) #frequency of words used  
  
  
Spectral <- brewer.pal(8,"Spectral")  
DarkColor <- brewer.pal(8,"Dark2")  
barplot(dataframe.positive[1:20,]$freq, las = 2,   
 names.arg = dataframe.positive[1:20,]$word,  
 col =Spectral, main ="Most frequent words",  
 ylab = "Word frequencies")



wordcloud(dataframe.positive$word,dataframe.positive$freq, scale=c(3,0.5), max.words=2000, random.order=FALSE, rot.per=0.4,   
 colors=DarkColor,use.r.layout=T)

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : attendants could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : pretty could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : inflight could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : month could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : oscars could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : loved could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : direct could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : hearteyes could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : minutes could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : vacation could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : responding could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : confirmation could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : customers could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : impressed could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : issues could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : company could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : connection could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : delays could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : situation could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : friends could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : fortunemagazine could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : youve could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : customerservice could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : might could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : smooth could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : thankyou could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : perfect could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : loyal could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : days could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : listening could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : coming could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : via could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : send could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : taken could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : reflight could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : media could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : totally could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : lounge could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : orlando could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : wife could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : fast could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : wasnt could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : handled could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : sorry could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : crossed could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : goes could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : received could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : kind could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : charlotte could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : anything could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : live could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : phx could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : flyfi could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : airways could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : reason could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : cold could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : support could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : something could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : route could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : second could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : yesterday could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : incredible could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : popper could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : email could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : future could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : birthday could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : folks could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : luck could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : claim could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : try could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : followed could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : ready could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : tried could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : works could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : cheers could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : flightlations could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : connecting could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : following could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : terminal could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : resolved could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : put could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : fingers could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : food could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : maybe could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : imagine could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : club could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : onboard could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : okay could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : nashville could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : pleasant could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : snacks could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : rocks could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : theyre could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : hoping could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : god could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : mint could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : plus could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : arrived could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : congrats could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : member could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : hearts could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : may could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : come could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : comfortable could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : status could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : sounds could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : return could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : course could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : doesnt could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : open could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : man could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : thnx could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : quickly could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : missed could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : delivered could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : delta could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : exceptional could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : destination could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : hours could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : passengers could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : shout could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : understand could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : note could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : dealing could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : seen could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : companion could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : sending could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : professional could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : lovedragonss could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : eventually could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : fabulous could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : skies could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : news could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : around could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : sun could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : flown could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : running could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : moved could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : sitting could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : texas could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : friday could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : adding could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : charge could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : part could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : couldnt could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : philly could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : method could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : connections could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : captain could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : touch could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : assistance could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : extra could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : daughter could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : luggage could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : enough could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : checked could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : refund could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : almost could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : atlanta could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : anyway could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : hes could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : evening could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : fault could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : came could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : departure could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : employee could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : provided could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : missing could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : miles could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : checkin could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : gets could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : bringing could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : replying could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : area could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : terry could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : mine could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : dragons could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : commercial could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : heading could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : read could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : aww could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : saturday could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : sunday could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : white could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : usair could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : added could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : yet could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : america could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : heard could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : award could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : absolute could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : together could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : met could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : dancing could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : faster could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : seriously could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : pdx could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : nicely could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : giving could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : years could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : thought could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : black could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : houston could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : points could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : whole could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : seating could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : ahead could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : bird could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : access could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : sleep could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : karen could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : international could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : exactly could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : opportunity could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : pleasure could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : treat could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : talking could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : move could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : pvd could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : weekend could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : effort could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : changes could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : boarded could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : must could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : frustrating could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : form could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : seems could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : palm could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : brought could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : cabin could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : report could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : matter could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : flightr could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : history could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : theres could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : although could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : reservation could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : beaming could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : seattle could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : song could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : apparently could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : crisis could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
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## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : glowing could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : accept could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : beer could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : opening could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : application could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : flightlation could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : smirking could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : letting could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : idea could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : lucky could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : save could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : easier could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : southwestairlines could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : yeah could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : resolution could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : sound could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : gosh could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : different could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : mother could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : legroom could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : switch could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : link could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : tree could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : afternoon could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : straight could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : expect could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : videos could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : choice could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : iphone could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : real could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : aviation could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : handling could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : reach could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : nuts could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : important could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : rocked could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : control could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : thankfully could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : curious could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : beverage could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : jetbluesofly could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : wed could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : airbus could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : yep could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : camera could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : whenever could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : circle could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : worry could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : questions could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : less could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : complimentary could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : jetbluerocks could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : brandloveaffair could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : praise could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : recovery could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : admirals could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : jetbae could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : monday could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : angel could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : lovejetblue could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : frequent could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : holder could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : gorgeous could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : greatest could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : sju could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : crewmembers could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : jayvig could not be fit on page. It will not be plotted.

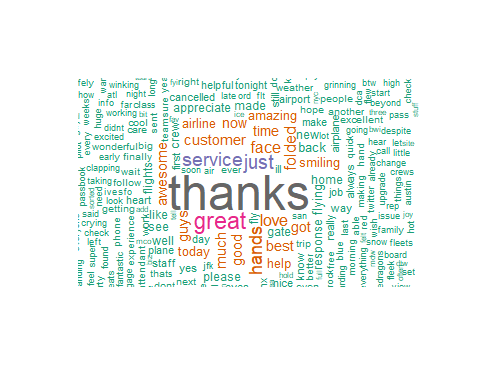
## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : tough could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : responses could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : stuck could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : stressful could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.positive$word, dataframe.positive$freq,  
## scale = c(3, : conditions could not be fit on page. It will not be plotted.



#negative  
  
negative.reviews <- reviews1 %>% filter( airline\_sentiment == "negative")  
negative.text <- negative.reviews$text  
#negative.text <- unnest\_tokens(negative.text)  
negative.text <-replace\_emoji(negative.text)  
negative.text <- replace\_non\_ascii(negative.text)  
  
negative.corpus <- gsub("http.\*","",negative.text)  
negative.corpus <- Corpus(VectorSource(negative.corpus))  
  
negative.corpus <- tm\_map(negative.corpus, removePunctuation)

## Warning in tm\_map.SimpleCorpus(negative.corpus, removePunctuation):  
## transformation drops documents

negative.corpus <- tm\_map(negative.corpus, stripWhitespace)

## Warning in tm\_map.SimpleCorpus(negative.corpus, stripWhitespace):  
## transformation drops documents

negative.corpus <- tm\_map(negative.corpus, content\_transformer(tolower))

## Warning in tm\_map.SimpleCorpus(negative.corpus,  
## content\_transformer(tolower)): transformation drops documents

negative.corpus <- tm\_map(negative.corpus, removeNumbers)

## Warning in tm\_map.SimpleCorpus(negative.corpus, removeNumbers):  
## transformation drops documents

negative.corpus <- tm\_map(negative.corpus, removeWords, stopwords("english"))

## Warning in tm\_map.SimpleCorpus(negative.corpus, removeWords,  
## stopwords("english")): transformation drops documents

negative.corpus <- tm\_map(negative.corpus, removeWords, c("virginamerica", "united", "flight","jetblue","usairways","americanair","southwestair","get",  
 "hour","can","will","amp",'cant',"one",  
 "thank","flighted"))

## Warning in tm\_map.SimpleCorpus(negative.corpus, removeWords,  
## c("virginamerica", : transformation drops documents

negative.corpus <- tm\_map(negative.corpus, stripWhitespace)

## Warning in tm\_map.SimpleCorpus(negative.corpus, stripWhitespace):  
## transformation drops documents

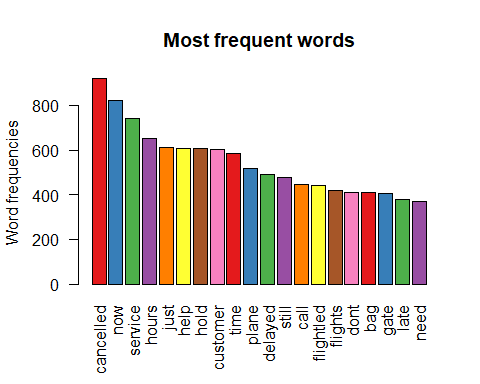
inspect(negative.corpus[1:5])

## <<SimpleCorpus>>  
## Metadata: corpus specific: 1, document level (indexed): 0  
## Content: documents: 5  
##   
## [1] really aggressive blast obnoxious entertainment guests faces little recourse   
## [2] really big bad thing   
## [3] seriously pay seats didnt playing really bad thing flying va   
## [4] sfopdx schedule still mia   
## [5] flew nyc sfo last week couldnt fully sit seat due two large gentleman either side help

negativeTDM <- TermDocumentMatrix(negative.corpus)  
negativeTDM

## <<TermDocumentMatrix (terms: 9654, documents: 9178)>>  
## Non-/sparse entries: 80984/88523428  
## Sparsity : 100%  
## Maximal term length: 46  
## Weighting : term frequency (tf)

matrix.negative <- as.matrix(negativeTDM) #matric of tdm  
sorting.negative <- sort(rowSums(matrix.negative),decreasing = T) #sorting  
dataframe.negative <- data.frame(word=names(sorting.negative),freq=sorting.negative) #frequency of words used  
  
  
Set1 <- brewer.pal(8,"Set1")  
Blues <- brewer.pal(6,"Blues")  
barplot(dataframe.negative[1:20,]$freq, las = 2,   
 names.arg = dataframe.negative[1:20,]$word,  
 col =Set1, main ="Most frequent words",  
 ylab = "Word frequencies")



wordcloud(dataframe.negative$word,dataframe.negative$freq, scale=c(3,0.5), max.words=200, random.order=FALSE, colors=Blues,use.r.layout=T)

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : experience could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : number could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : doesnt could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : since could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : problems could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : flightr could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : good could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : nothing could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : response could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : right could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : system could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : agents could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : mins could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : made could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : website could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : passengers could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : long could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : better could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : rude could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : staff could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : already could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : trip could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : hotel could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : boarding could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : tried could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : connection could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : issue could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : book could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : refund could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : says could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : youre could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : missed could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : well could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : delays could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : called could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : left could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : booked could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : rebooked could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : pay could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : rebook could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : miles could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : care could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : sure could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : reservation could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : night could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : whats could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : issues could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : anyone could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : airlines could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : booking could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : disappointed could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : terrible could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : answer could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : missing could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : use could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : much could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : wifi could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : without could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : keep could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : person could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : couldnt could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : working could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : morning could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : checked could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : every could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : business could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : havent could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : paid could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : unacceptable could not be fit on page. It will not be  
## plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : tonight could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : speak could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : delta could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : say could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : hung could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : problem could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : credit could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : ridiculous could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : almost could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : money could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : board could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : understand could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : great could not be fit on page. It will not be plotted.

## Warning in wordcloud(dataframe.negative$word, dataframe.negative$freq,  
## scale = c(3, : talk could not be fit on page. It will not be plotted.



### Formation of training and validation set

reviews.train <- reviews[1:9232,]  
reviews.test <- reviews[9233:11541,]  
  
dtm.train <- dtm[1:9232,]  
dtm.test <- dtm[9233:11541,]  
  
  
corpus.clean.train <- corpus\_clean[1:9232]  
corpus.clean.test <- corpus\_clean[9233:11541]  
  
  
dim(dtm.train)

## [1] 9232 14235

fivefreq <- findFreqTerms(dtm.train, 5)  
length((fivefreq))

## [1] 2073

dtm.train.nb <- DocumentTermMatrix(corpus.clean.train,  
 control=list(dictionary = fivefreq))  
dim(dtm.train.nb)

## [1] 9232 2073

dtm.test.nb <- DocumentTermMatrix(corpus.clean.test,  
 control=list(dictionary = fivefreq))  
dim(dtm.test.nb)

## [1] 2309 2073

convert\_count <- function(x) {  
 y <- ifelse(x > 0, 1,0)  
 y <- factor(y, levels=c(0,1), labels=c("No", "Yes"))  
 y  
}  
trainNB <- apply(dtm.train.nb, 2, convert\_count)  
testNB <- apply(dtm.test.nb, 2, convert\_count)

### Naive Bayes ML Algorithm

classifier <- naiveBayes(trainNB, reviews.train$sentiment, laplace = 1)  
pred <- predict(classifier, newdata=testNB)  
  
table("Predictions"= pred, "Actual" = reviews.test$sentiment )

## Actual  
## Predictions negative neutral positive  
## negative 1234 152 69  
## neutral 142 301 58  
## positive 68 46 239

conf.mat <- confusionMatrix(pred, reviews.test$sentiment)  
conf.mat

## Confusion Matrix and Statistics  
##   
## Reference  
## Prediction negative neutral positive  
## negative 1234 152 69  
## neutral 142 301 58  
## positive 68 46 239  
##   
## Overall Statistics  
##   
## Accuracy : 0.7683   
## 95% CI : (0.7505, 0.7854)  
## No Information Rate : 0.6254   
## P-Value [Acc > NIR] : <2e-16   
##   
## Kappa : 0.5667   
## Mcnemar's Test P-Value : 0.6298   
##   
## Statistics by Class:  
##   
## Class: negative Class: neutral Class: positive  
## Sensitivity 0.8546 0.6032 0.6530  
## Specificity 0.7445 0.8895 0.9413  
## Pos Pred Value 0.8481 0.6008 0.6771  
## Neg Pred Value 0.7541 0.8905 0.9351  
## Prevalence 0.6254 0.2161 0.1585  
## Detection Rate 0.5344 0.1304 0.1035  
## Detection Prevalence 0.6301 0.2170 0.1529  
## Balanced Accuracy 0.7995 0.7464 0.7972

conf.mat$byClass

## Sensitivity Specificity Pos Pred Value Neg Pred Value  
## Class: negative 0.8545706 0.7445087 0.8481100 0.7540984  
## Class: neutral 0.6032064 0.8895028 0.6007984 0.8904867  
## Class: positive 0.6530055 0.9413278 0.6770538 0.9350716  
## Precision Recall F1 Prevalence Detection Rate  
## Class: negative 0.8481100 0.8545706 0.8513280 0.6253790 0.5344305  
## Class: neutral 0.6007984 0.6032064 0.6020000 0.2161109 0.1303595  
## Class: positive 0.6770538 0.6530055 0.6648122 0.1585102 0.1035080  
## Detection Prevalence Balanced Accuracy  
## Class: negative 0.6301429 0.7995397  
## Class: neutral 0.2169770 0.7463546  
## Class: positive 0.1528800 0.7971667

conf.mat$overall

## Accuracy Kappa AccuracyLower AccuracyUpper AccuracyNull   
## 7.682980e-01 5.667483e-01 7.505377e-01 7.853749e-01 6.253790e-01   
## AccuracyPValue McnemarPValue   
## 4.565002e-49 6.298319e-01

conf.mat$overall['Accuracy']

## Accuracy   
## 0.768298

### Support Vector Mechanism

svm\_classifier <- svm(dtm.train.nb,reviews.train$sentiment,kernel = "linear")  
predSvm <- predict(svm\_classifier,newdata = dtm.test.nb)  
conf.mat1 <- confusionMatrix(predSvm, reviews.test$sentiment)  
conf.mat1

## Confusion Matrix and Statistics  
##   
## Reference  
## Prediction negative neutral positive  
## negative 1124 325 204  
## neutral 254 144 125  
## positive 66 30 37  
##   
## Overall Statistics  
##   
## Accuracy : 0.5652   
## 95% CI : (0.5447, 0.5855)  
## No Information Rate : 0.6254   
## P-Value [Acc > NIR] : 1   
##   
## Kappa : 0.1202   
## Mcnemar's Test P-Value : <2e-16   
##   
## Statistics by Class:  
##   
## Class: negative Class: neutral Class: positive  
## Sensitivity 0.7784 0.28858 0.10109  
## Specificity 0.3884 0.79061 0.95059  
## Pos Pred Value 0.6800 0.27533 0.27820  
## Neg Pred Value 0.5122 0.80123 0.84881  
## Prevalence 0.6254 0.21611 0.15851  
## Detection Rate 0.4868 0.06236 0.01602  
## Detection Prevalence 0.7159 0.22650 0.05760  
## Balanced Accuracy 0.5834 0.53959 0.52584

conf.mat1$overall['Accuracy']

## Accuracy   
## 0.5651797