Sentimental Analysis for Marketing

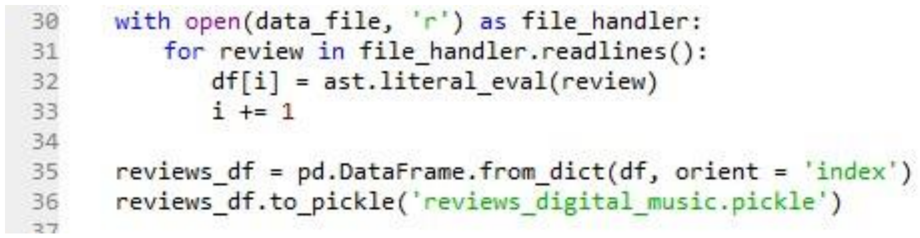
Project 3

Data Set 1:

Data Set Link: https://www.kaggle.com/datasets/crowdflower/twitter-airline-sentiment

The training of dataset consists of the following steps:

- **Unpacking of data:** The huge dataset of reviews obtained from amazon.com comes in a .json file format. A small python code has been implemented in order to read the dataset from those files and dump them in to a pickle file for easier and fastaccess and object serialization.



```
with open(data_file, 'r') as file_handler:
    for review in file_handler.readlines():
        df[i] = ast.literal_eval(review)
        i += 1

reviews_df = pd.DataFrame.from_dict(df, orient = 'index')
reviews_df.to_pickle('reviews_digital_music.pickle')
```

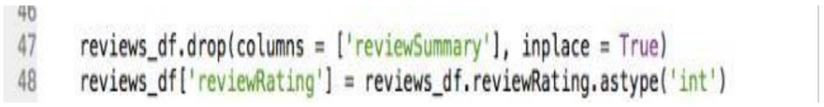
Hence initial fetching of data is done in this section using Python File Handlers.

- **Preparing Data for Sentiment Analysis:**

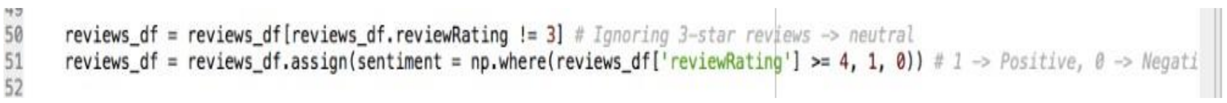
i) The pickle file is hence loaded in this step and the data besides the one used for sentiment analysis is removed. As shown in our sample dataset in Page 11, there are a lot of columns in the data out of which only rating and text review is what we require. So, the column, “reviewSummary” is dropped from the data file.

ii) After that, the review ratings which are 3 out of 5 are removed as they signify neutral review, and all we are concerned of is positive and negative reviews.

iii) The entire task of preprocessing the review data is handled by this

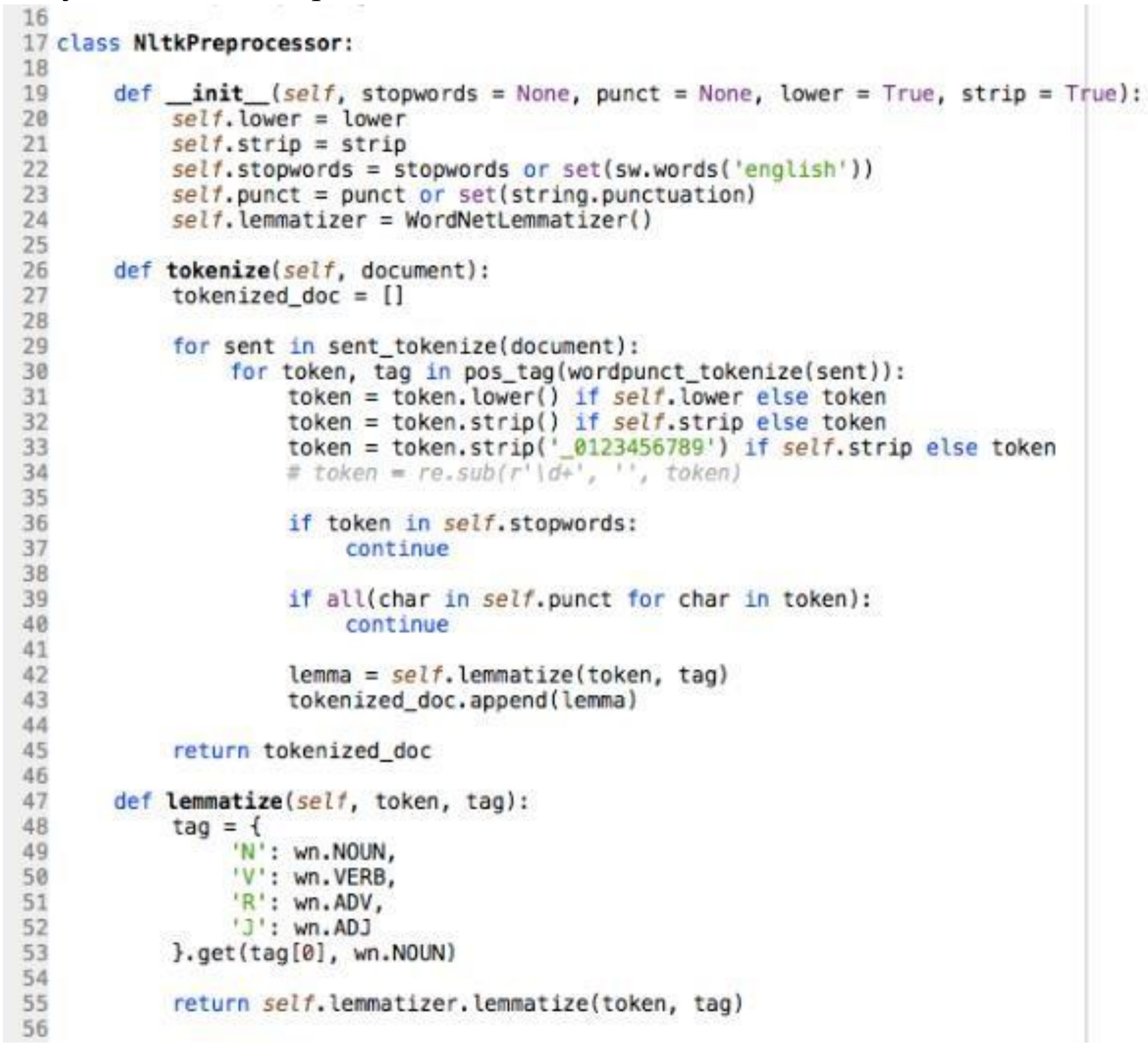


```python
reviews_df.drop(columns = ['reviewSummary'], inplace = True)
reviews_df['reviewRating'] = reviews_df.reviewRating.astype('int')
```



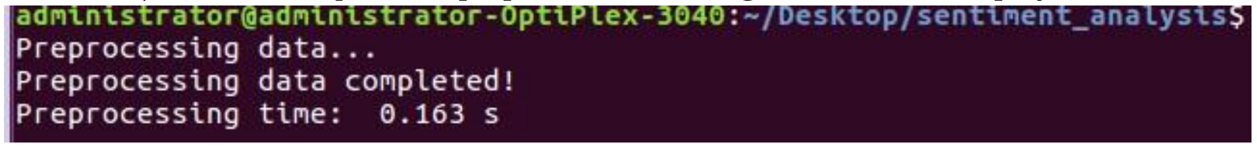
```python
reviews_df = reviews_df[reviews_df.reviewRating != 3] # Ignoring 3-star reviews -> neutral
reviews_df = reviews_df.assign(sentiment = np.where(reviews_df['reviewRating'] >= 4, 1, 0)) # 1 -> Positive, 0 -> Negati

```

utility class- "NltkPreprocessor".



```python

class NltkPreprocessor:

    def __init__(self, stopwords = None, punct = None, lower = True, strip = True):
        self.lower = lower
        self.strip = strip
        self.stopwords = stopwords or set(sw.words('english'))
        self.punct = punct or set(string.punctuation)
        self.lemmatizer = WordNetLemmatizer()

    def tokenize(self, document):
        tokenized_doc = []

        for sent in sent_tokenize(document):
            for token, tag in pos_tag(wordpunct_tokenize(sent)):
                token = token.lower() if self.lower else token
                token = token.strip() if self.strip else token
                token = token.strip('_0123456789') if self.strip else token
                # token = re.sub(r'\d+', '', token)

                if token in self.stopwords:
                    continue

                if all(char in self.punct for char in token):
                    continue

                lemma = self.lemmatize(token, tag)
                tokenized_doc.append(lemma)

        return tokenized_doc

    def lemmatize(self, token, tag):
        tag = {
            'N': wn.NOUN,
            'V': wn.VERB,
            'R': wn.ADV,
            'J': wn.ADJ
        }.get(tag[0], wn.NOUN)

        return self.lemmatizer.lemmatize(token, tag)

```

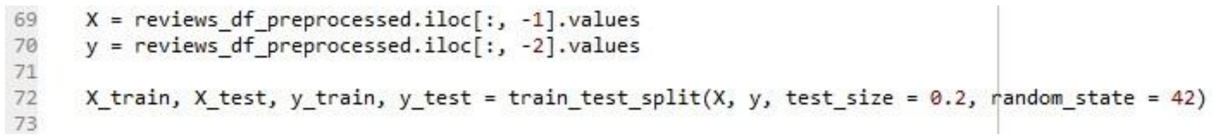
iv) The time required to prepare the following data is hence displayed.



```
administrator@administrator-OptiPlex-3040:~/Desktop/sentiment_analysis$
Preprocessing data...
Preprocessing data completed!
Preprocessing time:  0.163 s
```

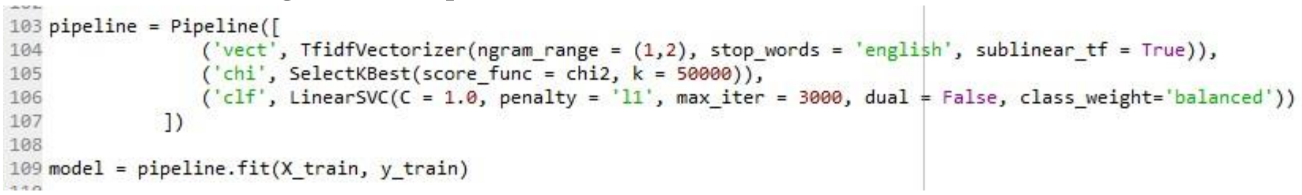
The time taken to preprocess the data is calculated and displayed

- **Preprocessing Data:**This is a vital part of training the dataset. Here Words present in the file are accessed both as a solo word and also as pair of words. Because, for example the word “bad” means negative but when someone writes “not bad” it refers to as positive. In such cases considering single word for training data will work otherwise. So words in pairs are checked to find the occurrence to modifiers before any adjective which if present which might provide a different meaning to the outlook.



```
X = reviews_df_preprocessed.iloc[:, -1].values
y = reviews_df_preprocessed.iloc[:, -2].values

X_train, X_test, y_train, y_test = train_test_split(X, y, test_size = 0.2, random_state = 42)
```

- **Training Data/ Evaluation:**The main chunk of code that does the whole evaluation of sentimental analysis based on the preprocessed data is a part of this. The following are the steps followed:



```
pipeline = Pipeline([
             ('vect', TfidfVectorizer(ngram_range = (1,2), stop_words = 'english', sublinear_tf = True)),
             ('chi', SelectKBest(score_func = chi2, k = 50000)),
             ('clf', LinearSVC(C = 1.0, penalty = 'l1', max_iter = 3000, dual = False, class_weight='balanced'))
         ])

model = pipeline.fit(X_train, y_train)
```

i) The Accuracy, Precision, Recall, and Evaluation time is calculated and displayed.

ii) Navie Bayes, Logistic Regression, Linear SVM and Random forest classifiers are applied on the dataset for evaluation of sentiments.

iii) Prediction of test data is done and Confusion Matrix of prediction isdisplayed. **iv)** Total positive and negative reviews are counted.

v) A review like sentence is taken as input on the console and if positive the console gives 1 as output and 0 for negative input.

Results and Sample Output

The ultimate outcome of this Training of Public reviews dataset is that, the machine is capable of judging whether an entered sentence bears positive response or negative response.

Precision (also called positive predictive value) is the fraction of relevant instances among the retrieved instances, while **Recall** (also known as sensitivity) is the fraction of relevant instances that have been retrieved over the total amount of relevant instances. Both precision and recall are therefore based on an understanding and measure of relevance.

$$\text{precision} = \frac{|\{\text{relevant documents}\} \cap \{\text{retrieved documents}\}|}{|\{\text{retrieved documents}\}|}$$

$$\text{recall} = \frac{|\{\text{relevant documents}\} \cap \{\text{retrieved documents}\}|}{|\{\text{relevant documents}\}|}$$

F_1 score (also **F-score** or **F-measure**) is a measure of a test's accuracy. It considers both the precision p and the recall r of the test to compute the score: p is the number of correct positive results divided by the number of all positive results returned by the classifier, and r is the number of correct positive results divided by the number of all relevant samples (all samples that should have been identified as positive). The F_1 score is the harmonic average of the precision and recall, where an F_1 score reaches its best value at 1 (perfect precision and recall) and worst at 0.

$$F_1 = \frac{2}{\frac{1}{\text{recall}} + \frac{1}{\text{precision}}} = 2 \cdot \frac{\text{precision} \cdot \text{recall}}{\text{precision} + \text{recall}}.$$

In statistics, a **receiver operating characteristic curve**, i.e. **ROC curve**, is a graphical plot that illustrates the diagnostic ability of a binary classifier system as its discrimination threshold is varied. The Total Operating Characteristic (TOC) expands on the idea of ROC by showing the total information in the two-by-two contingency table for each threshold. ROC gives only two bits of relative information for each threshold, thus the TOC gives strictly more information than the ROC.

When using normalized units, the area under the curve (often referred to as simply the AUC) is equal to the probability that a classifier will rank a randomly chosen positive instance higher than a randomly chosen negative one (assuming 'positive' ranks higher than 'negative'). This can be seen as follows: the area under the curve is given by (the integral boundaries are reversed as large T has a lower value on the x-axis).

$$A = \int_{\infty}^{-\infty} \mathrm{TPR}(T)\mathrm{FPR}'(T)\,dT = \int_{-\infty}^{\infty}\int_{-\infty}^{\infty} I(T' > T) f_1(T') f_0(T)\,dT'\,dT = P(X_1 > X_0)$$

The machine evaluates the accuracy of training the data along with precision Recall and F_1

The Confusion matrix of evaluation is calculated.

It is thus capable of judging an externally written review as positive or negative.

A positive review will be marked as [1], and a negative review will be hence marked as [0].

Results obtained using Hold-out Strategy(Train-Test split) [values rounded upto 2 decimal places]**.**

Name of classifier	F_1	Accuracy	Precision	Recall	ROC AUC
Multinomial NB	**85.25%**	**85.31%**	**85.56%**	**84.95%**	**85.31%**
Logistic Regression	**88.12%**	**88.05%**	**87.54%**	**88.72%**	**88.05%**
Linear SVC	**88.12%**	**88.11%**	**87.59%**	**88.80%**	**88.11%**
Random Forest	**82.43%**	**81.82%**	**79.74%**	**85.30%**	**81.83%**

The Confusion Matrix Format is as follows:

True Negative	False Positive
False Negative	True Positive

The Confusion Matrix of Each Classifier are as follows:

68556	11470
12032	67942

Classifier 1: Multinomial NB

69928	10098
9023	70951

Classifier 2: Logistic Regression

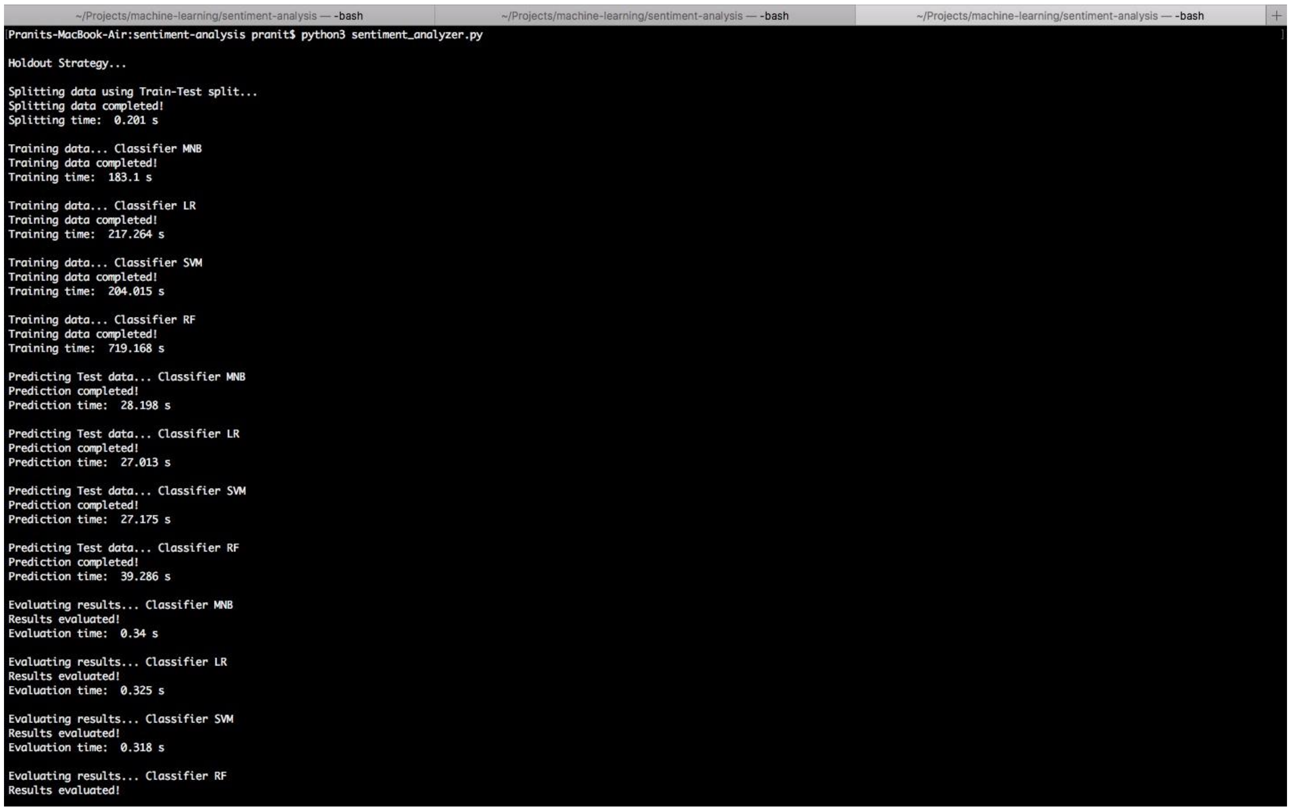
69963	10063
8955	17019

Classifier 3: Liner SVC

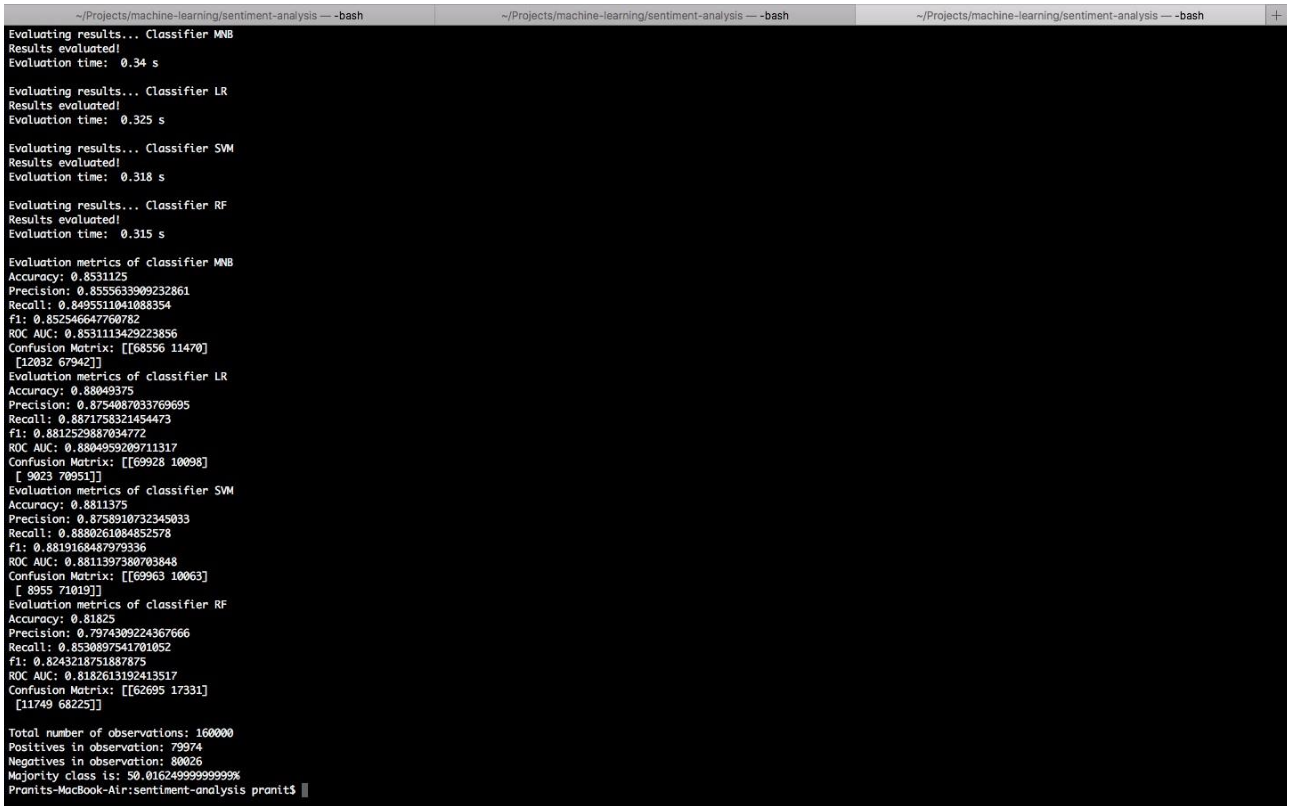
62695	17331
11749	68225

Classifier 4: Random Forest

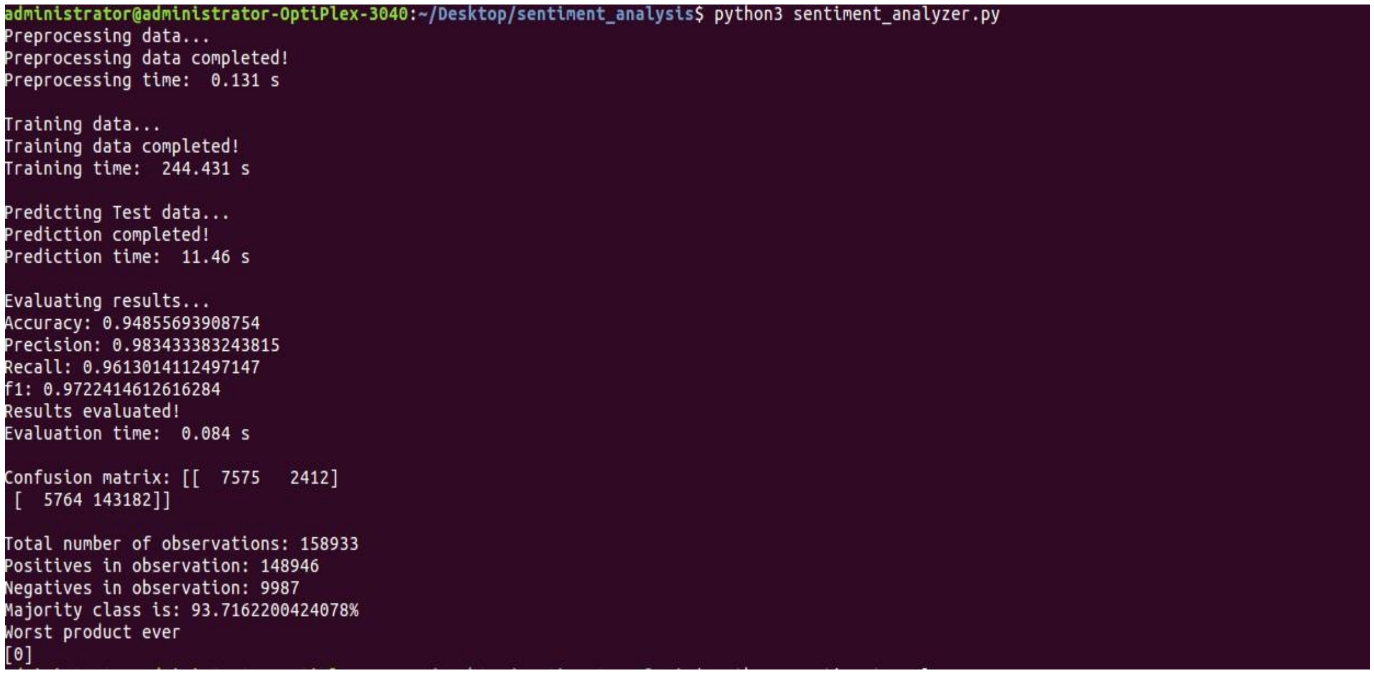
The following are the images of such sample output after successful dataset training using the classifiers:


~/Projects/machine-learning/sentiment-analysis — -bash
~/Projects/machine-learning/sentiment-analysis — -bash
~/Projects/machine-learning/sentiment-analysis — -bash

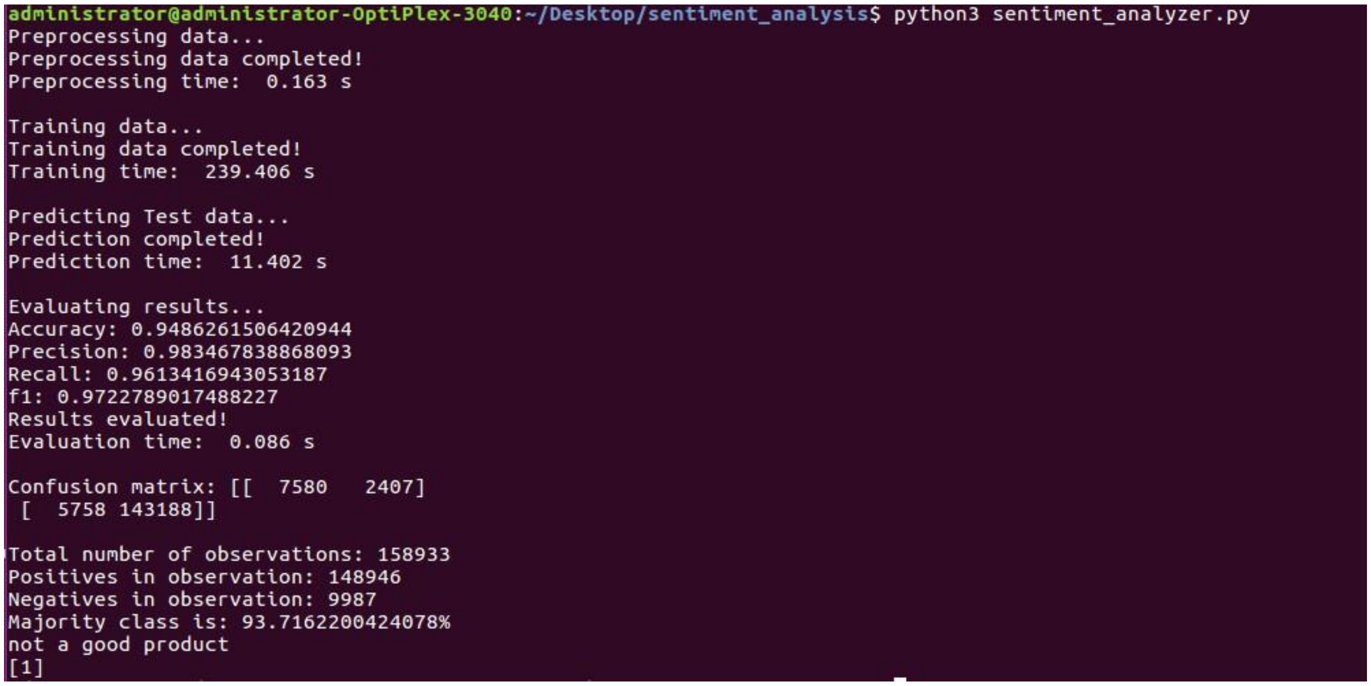
```
Pranits-MacBook-Air:sentiment-analysis pranit$ python3 sentiment_analyzer.py

Holdout Strategy...

Splitting data using Train-Test split...
Splitting data completed!
Splitting time:  0.201 s

Training data... Classifier MNB
Training data completed!
Training time:  183.1 s

Training data... Classifier LR
Training data completed!
Training time:  217.264 s

Training data... Classifier SVM
Training data completed!
Training time:  204.015 s

Training data... Classifier RF
Training data completed!
Training time:  719.168 s

Predicting Test data... Classifier MNB
Prediction completed!
Prediction time:  28.198 s

Predicting Test data... Classifier LR
Prediction completed!
Prediction time:  27.013 s

Predicting Test data... Classifier SVM
Prediction completed!
Prediction time:  27.175 s

Predicting Test data... Classifier RF
Prediction completed!
Prediction time:  39.286 s

Evaluating results... Classifier MNB
Results evaluated!
Evaluation time:  0.34 s

Evaluating results... Classifier LR
Results evaluated!
Evaluation time:  0.325 s

Evaluating results... Classifier SVM
Results evaluated!
Evaluation time:  0.318 s

Evaluating results... Classifier RF
Results evaluated!
```


~/Projects/machine-learning/sentiment-analysis — -bash
~/Projects/machine-learning/sentiment-analysis — -bash
~/Projects/machine-learning/sentiment-analysis — -bash

```
Evaluating results... Classifier MNB
Results evaluated!
Evaluation time:  0.34 s

Evaluating results... Classifier LR
Results evaluated!
Evaluation time:  0.325 s

Evaluating results... Classifier SVM
Results evaluated!
Evaluation time:  0.318 s

Evaluating results... Classifier RF
Results evaluated!
Evaluation time:  0.315 s

Evaluation metrics of classifier MNB
Accuracy: 0.8531125
Precision: 0.8555633909232861
Recall: 0.8495511041088354
f1: 0.852546647760782
ROC AUC: 0.8531113429223856
Confusion Matrix: [[68556 11470]
 [12032 67942]]
Evaluation metrics of classifier LR
Accuracy: 0.88049375
Precision: 0.8754087033769695
Recall: 0.8871758321454473
f1: 0.8812529887034772
ROC AUC: 0.8804959209711317
Confusion Matrix: [[69928 10098]
 [ 9023 70951]]
Evaluation metrics of classifier SVM
Accuracy: 0.8811375
Precision: 0.8758910732345033
Recall: 0.8880261084852578
f1: 0.8819168487979336
ROC AUC: 0.8811397380703848
Confusion Matrix: [[69963 10063]
 [ 8955 71019]]
Evaluation metrics of classifier RF
Accuracy: 0.81825
Precision: 0.7974309224367666
Recall: 0.8530897541701052
f1: 0.8243218751887875
ROC AUC: 0.8182613192413517
Confusion Matrix: [[62695 17331]
 [11749 68225]]

Total number of observations: 160000
Positives in observation: 79974
Negatives in observation: 80026
Majority class is: 50.01624999999999%
Pranits-MacBook-Air:sentiment-analysis pranit$
```

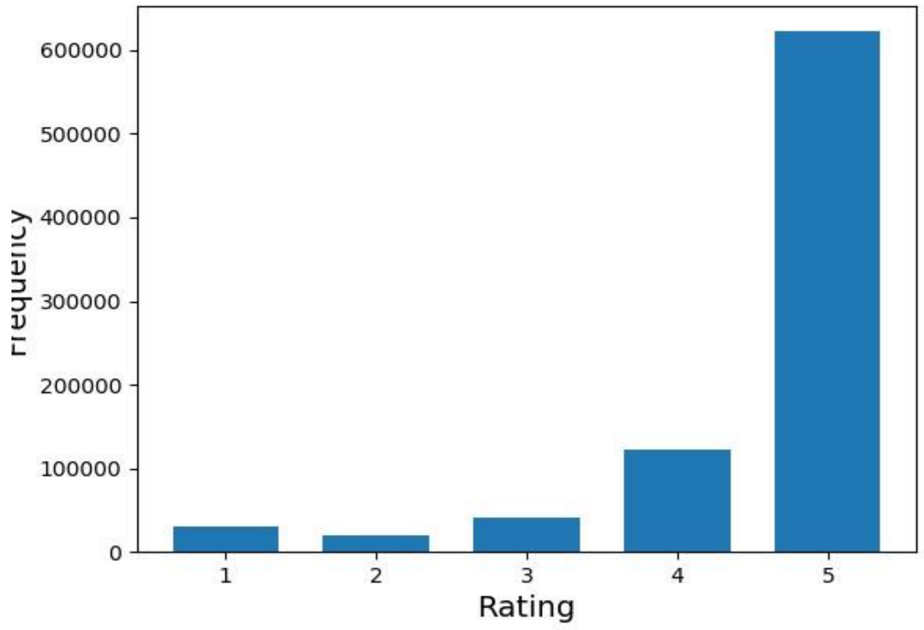


```
administrator@administrator-OptiPlex-3040:~/Desktop/sentiment_analysis$ python3 sentiment_analyzer.py
Preprocessing data...
Preprocessing data completed!
Preprocessing time:  0.131 s

Training data...
Training data completed!
Training time:  244.431 s

Predicting Test data...
Prediction completed!
Prediction time:  11.46 s

Evaluating results...
Accuracy: 0.94855693908754
Precision: 0.983433383243815
Recall: 0.9613014112497147
f1: 0.9722414612616284
Results evaluated!
Evaluation time:  0.084 s

Confusion matrix: [[  7575   2412]
 [  5764 143182]]

Total number of observations: 158933
Positives in observation: 148946
Negatives in observation: 9987
Majority class is: 93.7162200424078%
Worst product ever
[0]
```

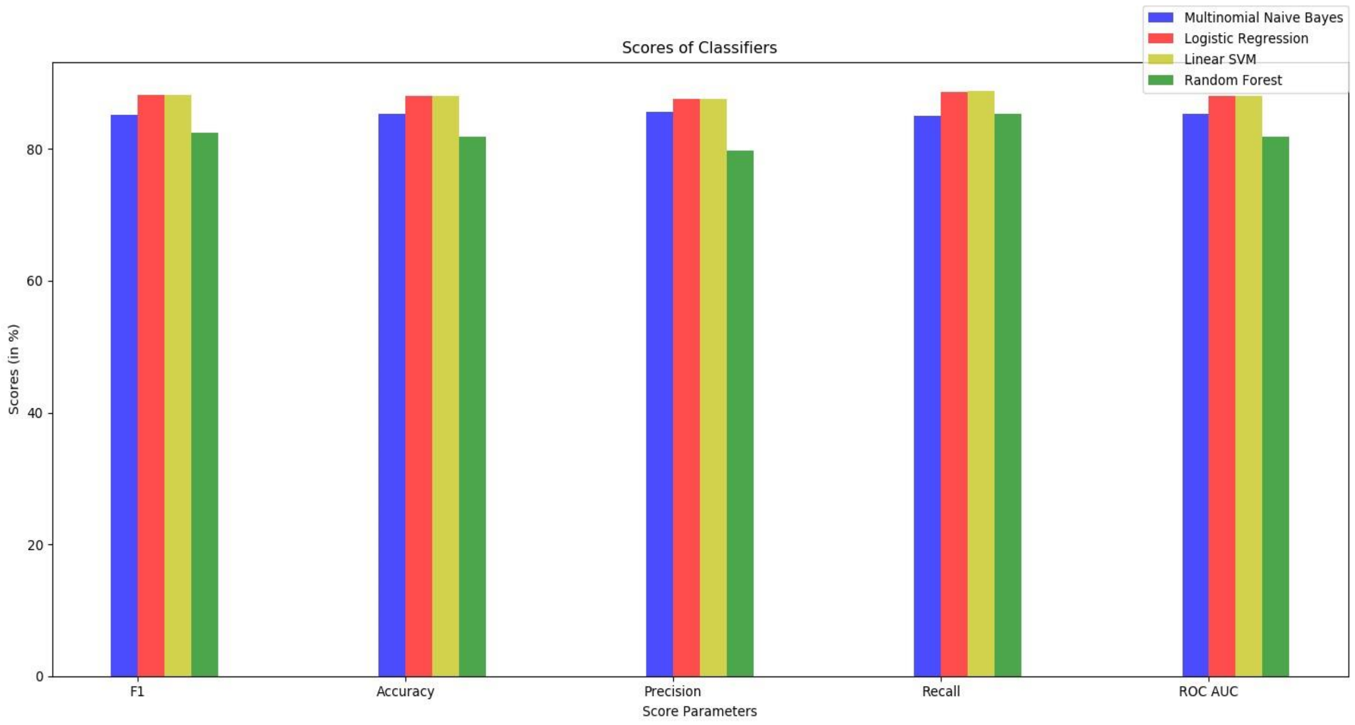


```
administrator@administrator-OptiPlex-3040:~/Desktop/sentiment_analysis$ python3 sentiment_analyzer.py
Preprocessing data...
Preprocessing data completed!
Preprocessing time:  0.163 s

Training data...
Training data completed!
Training time:  239.406 s

Predicting Test data...
Prediction completed!
Prediction time:  11.402 s

Evaluating results...
Accuracy: 0.9486261506420944
Precision: 0.983467838868093
Recall: 0.9613416943053187
f1: 0.9722789017488227
Results evaluated!
Evaluation time:  0.086 s

Confusion matrix: [[  7580   2407]
 [  5758 143188]]

Total number of observations: 158933
Positives in observation: 148946
Negatives in observation: 9987
Majority class is: 93.7162200424078%
not a good product
[1]
```

The Bar Graph showing the Frequency of Ratings in the dataset



This Bar graph shows the score of each classifier after successful training. The parameters be: F_1 Score, Accuracy, Precision, Recall and Roc-Auc.



Program

Code:

Loading the dataset:

```
import json import pickle import

numpy as np from matplotlib

import pyplot as plt from textblob

import TextBlob


# fileHandler = open('datasets/reviews_digital_music.json', 'r')

# reviewDatas = fileHandler.read().split('\n')

# reviewText = []

# reviewRating = []


# for review in reviewDatas:
#           if review == "":
#                       continue

#           r = json.loads(review)

#           reviewText.append(r['reviewText'])

#           reviewRating.append(r['overall'])


# fileHandler.close()

# saveReviewText = open('review_text.pkl', 'wb')

# saveReviewRating = open('review_rating.pkl','wb')

# pickle.dump(reviewText, saveReviewText) #

pickle.dump(reviewRating, saveReviewRating)

reviewTextFile = open('review_text.pkl', 'rb')

reviewRatingFile = open('review_rating.pkl', 'rb')

reviewText = pickle.load(reviewTextFile)

reviewRating = pickle.load(reviewRatingFile)

# print(len(reviewText))
# print(reviewText[0])
# print(reviewRating[0]) # ratings
= np.array(reviewRating)
 plt.hist(ratings, bins=np.arange(ratings.min(), ratings.max()+2)-0.5, rwidth=0.7)
plt.xlabel('Rating', fontsize=14)  plt.ylabel('Frequency', fontsize=14)
plt.title('Histogram of Ratings', fontsize=18) plt.show() lang = {} i = 0 for
review in reviewText:
        tb = TextBlob(review)
l = tb.detect_language()
if l != 'en':
                lang.setdefault(l, [])
        lang[l].append(i)
print(i, l)             i += 1 print(lang)
```

<u>Scrapping</u> <u>data:</u>

```
from selenium import webdriver from
selenium.webdriver.chrome.options import Options from
bs4 import BeautifulSoup import openpyxl class
Review():       def __init__(self):
                self.rating=""
                self.info=""
                self.review=""
def scrape():
        options = Options()     options.add_argument("--headless") # Runs Chrome in
headless mode.          options.add_argument('--no-sandbox') # # Bypass OS security
model   options.add_argument('start-maximized')         options.add_argument('disable-
infobars')      options.add_argument("--disable-extensions")
driver=webdriver.Chrome(executable_path=r'C:\chromedriver\chromedriver.exe')
        url='https://www.amazon.com/Moto-PLUS-5th-Generation-Exclusive/product-
reviews/B0785NN142/ref=cm_cr_arp_d_paging_btm_2?ie=UTF8&reviewerType=all_reviews&pageNumb
er=5'
```

```
            driver.get(url)


            soup=BeautifulSoup(driver.page_source,'lxml')
    ul=soup.find_all('div',class_='a-section review')
    review_list=[]   for d in ul:
                a=d.find('div',class_='a-row')
    sib=a.findNextSibling()
                b=d.find('div',class_='a-row a-spacing-medium review-data')
                '''print sib.text'''
                new_r=Review()
    new_r.rating=a.text              new_r.info=sib.text
            new_r.review=b.text


                review_list.append(new_r)
    driver.quit()    return review_list def
    main():
            m = scrape()
            i=1 for r in
            m:


                book = openpyxl.load_workbook('Sample.xlsx')              sheet =
    book.get_sheet_by_name('Sample Sheet')              sheet.cell(row=i, column=1).value = r.rating
            sheet.cell(row=i, column=1).alignment = openpyxl.styles.Alignment(horizontal='center',
    vertical='center', wrap_text=True)
                sheet.cell(row=i, column=3).value = r.info
                sheet.cell(row=i, column=3).alignment =
    openpyxl.styles.Alignment(horizontal='center', vertical='center', wrap_text=True)
    sheet.cell(row=i, column=5).value = r.review.encode('utf-8')              sheet.cell(row=i,
    column=5).alignment = openpyxl.styles.Alignment(horizontal='center', vertical='center',
    wrap_text=True)
                book.save('Sample.xlsx')
```

```
                    i=i+1                if
__name__ == '__main__':
    main()
```

Preprocessing Data:

```
import string from nltk.corpus import stopwords as sw from nltk.corpus import wordnet
as wn from nltk import wordpunct_tokenize from nltk import sent_tokenize from nltk
import WordNetLemmatizer from nltk import pos_tag class NltkPreprocessor:     def
__init__(self, stopwords = None, punct = None, lower = True, strip = True):
self.lower = lower                    self.strip = strip
                    self.stopwords = stopwords or set(sw.words('english'))
                    self.punct = punct or set(string.punctuation)
                    self.lemmatizer = WordNetLemmatizer()

          def tokenize(self, document):
                    tokenized_doc = []

                    for sent in sent_tokenize(document):                    for token, tag in
pos_tag(wordpunct_tokenize(sent)):                              token = token.lower() if
self.lower else token                              token = token.strip() if self.strip else
token                              token = token.strip('_0123456789') if self.strip else token
                              # token = re.sub(r'\d+', '', token)
                              if token in self.stopwords:
                                        continue
                              if all(char in self.punct for char in token):
                                        continue

                              lemma = self.lemmatize(token, tag)
tokenized_doc.append(lemma)

                    return tokenized_doc
          def lemmatize(self, token,
tag):
                    tag = {
                              'N': wn.NOUN,
                              'V': wn.VERB,
                              'R': wn.ADV,
                              'J': wn.ADJ
                    }.get(tag[0], wn.NOUN)
                    return self.lemmatizer.lemmatize(token, tag)
```

Sentiment Analysis:

```
 import ast import numpy as np import pandas as pd
import re from nltk.corpus import stopwords from
nltk.stem import SnowballStemmer from
sklearn.model_selection import train_test_split
from sklearn.feature_selection import SelectKBest, chi2, SelectPercentile, f_classif from
sklearn.feature_extraction.text import TfidfVectorizer from sklearn.pipeline import Pipeline from
sklearn.metrics import accuracy_score, precision_score, recall_score, f1_score, roc_auc_score,
confusion_matrix from sklearn.svm import LinearSVC # from textblob import TextBlob from time
import time


def getInitialData(data_file):
          print('Fetching initial data...')
          t = time()

          i = 0     df = {}          with
open(data_file, 'r') as file_handler:
                    for review in file_handler.readlines():
          df[i] = ast.literal_eval(review)
                              i += 1
```

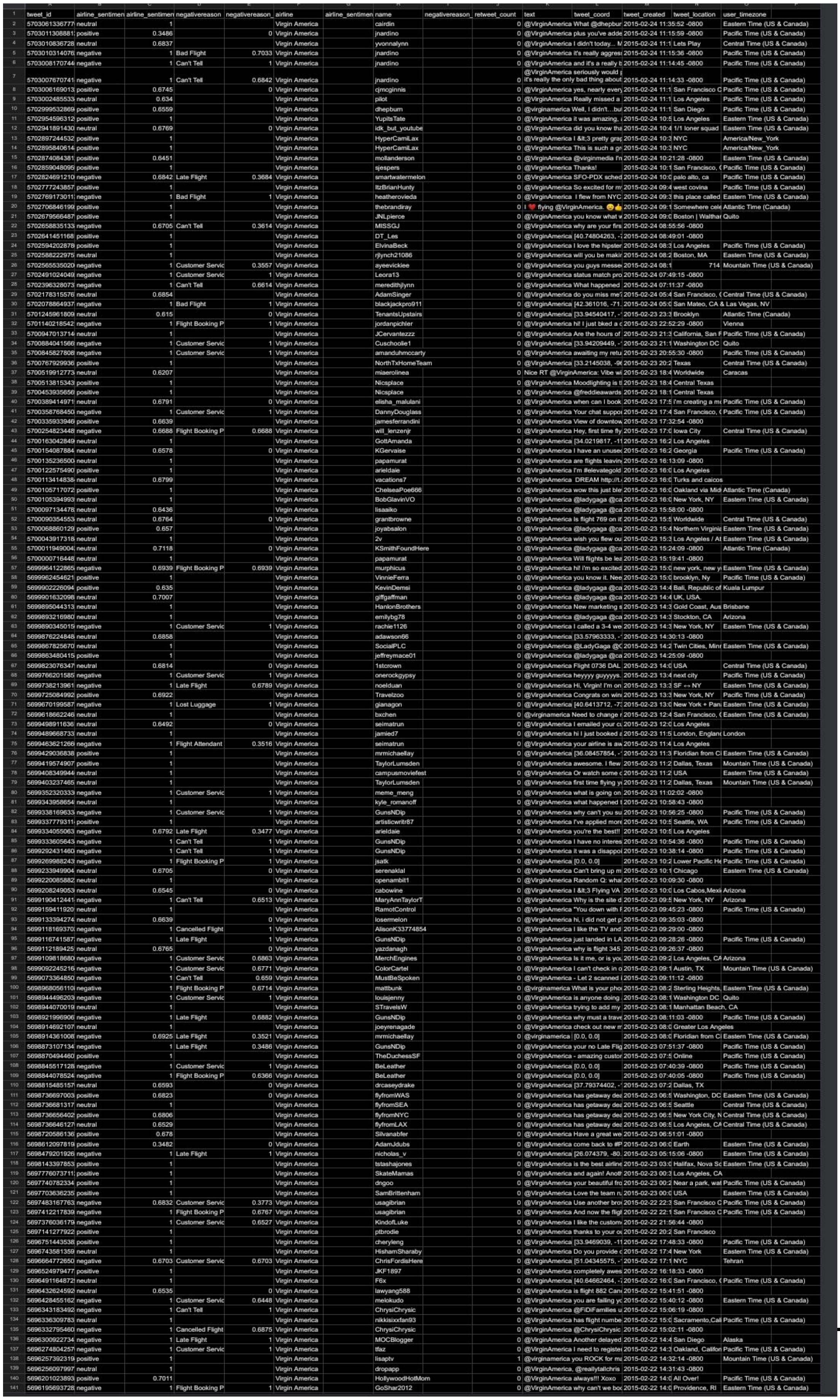
```
            reviews_df = pd.DataFrame.from_dict(df, orient = 'index')
reviews_df.to_pickle('reviews_digital_music.pickle')  print('Fetching data completed!')  print('Fetching time:
', round(time()-t, 3), 's\n')



# def filterLanguage(text):
#           text_blob = TextBlob(text)
#           return text_blob.detect_language()

def     prepareData(reviews_df):
print('Preparing   data...')     t   =
time()

            reviews_df.rename(columns = {"overall" : "reviewRating"}, inplace=True)
reviews_df.drop(columns = ['reviewerID', 'asin', 'reviewerName', 'helpful', 'summary', 'unixReviewTime',
'reviewTime'], inplace = True)



            reviews_df = reviews_df[reviews_df.reviewRating != 3.0] # Ignoring 3-star reviews -> neutral
reviews_df = reviews_df.assign(sentiment = np.where(reviews_df['reviewRating'] >= 4.0, 1, 0)) # 1 ->
Positive, 0 -> Negative

            stemmer = SnowballStemmer('english')
stop_words = stopwords.words('english')

            # print(len(reviews_df.reviewText))
            # filterLanguage = lambda text: TextBlob(text).detect_language()
            # reviews_df = reviews_df[reviews_df['reviewText'].apply(filterLanguage) == 'en']
# print(len(reviews_df.reviewText))

            reviews_df = reviews_df.assign(cleaned = reviews_df['reviewText'].apply(lambda text: '
'.join([stemmer.stem(w) for w in re.sub('[^a-z]+|(quot)+', ' ', text.lower()).split() if w not in stop_words])))
reviews_df.to_pickle('reviews_digital_music_preprocessed.pickle')

            print('Preparing data completed!')
print('Preparing time: ', round(time()-t, 3), 's\n')

def preprocessData(reviews_df_preprocessed):
 print('Preprocessing data...')  t =
time()

            X = reviews_df_preprocessed.iloc[:, -1].values
y = reviews_df_preprocessed.iloc[:, -2].values

            X_train, X_test, y_train, y_test = train_test_split(X, y, test_size = 0.2, random_state = 42)

            print('Preprocessing data completed!')
print('Preprocessing time: ', round(time()-t, 3), 's\n')

            return X_train, X_test, y_train, y_test

def evaluate(y_test, prediction):
print('Evaluating results...')
            t = time()

            print('Accuracy: {}'.format(accuracy_score(y_test, prediction)))
print('Precision: {}'.format(precision_score(y_test, prediction)))
print('Recall: {}'.format(recall_score(y_test, prediction)))            print('f1:
{}'.format(f1_score(y_test, prediction)))

            print('Results evaluated!')
print('Evaluation time: ', round(time()-t, 3), 's\n')
```

```
# getInitialData('datasets/reviews_digital_music.json')
# reviews_df = pd.read_pickle('reviews_digital_music.pickle')

# prepareData(reviews_df) reviews_df_preprocessed =
pd.read_pickle('reviews_digital_music_preprocessed.pickle')
# print(reviews_df_preprocessed.isnull().values.sum()) # Check for any null values

X_train, X_test, y_train, y_test = preprocessData(reviews_df_preprocessed)

print('Training data...') t
= time()

pipeline = Pipeline([
                                        ('vect', TfidfVectorizer(ngram_range = (1,2), stop_words = 'english',
sublinear_tf = True)),
                                        ('chi', SelectKBest(score_func = chi2, k = 50000)),
                                        ('clf', LinearSVC(C = 1.0, penalty = 'l1', max_iter = 3000, dual = False,
class_weight = 'balanced'))
                              ])

model = pipeline.fit(X_train, y_train)

print('Training data completed!') print('Training
time: ', round(time()-t, 3), 's\n')

print('Predicting Test data...') t
= time()

prediction = model.predict(X_test)

print('Prediction completed!')
print('Prediction time: ', round(time()-t, 3), 's\n')


evaluate(y_test, prediction)


print('Confusion matrix: {}'.format(confusion_matrix(y_test, prediction)))
print() l = (y_test == 0).sum() + (y_test ==
1).sum() s = y_test.sum()
print('Total number of observations: ' + str(l))
print('Positives in observation: ' + str(s)) print('Negatives
in observation: ' + str(l - s))
print('Majority class is: ' + str(s / l * 100) + '%')
```

__Graph Plotting Code:__ import numpy as np import matplotlib.pyplot as plt from matplotlib.ticker import MaxNLocator from collections import namedtuple n_groups = 5

```
score_MNB = (85.25,    85.31, 85.56, 84.95, 85.31)
score_LR = (88.12,     88.05, 87.54, 88.72, 88.05)
score_LSVC=(88.12,     88.11, 87.59, 88.80, 88.11)
score_RF=(82.43,       81.82, 79.74, 85.30, 81.83)


#n1=(score_MNB[0], score_LR[0], score_LSVC[0], score_RF[0])
#n2=(score_MNB[1], score_LR[1], score_LSVC[1], score_RF[1])
#n3=(score_MNB[2], score_LR[2], score_LSVC[2], score_RF[2])
#n4=(score_MNB[3], score_LR[3], score_LSVC[3], score_RF[3])
#n5=(score_MNB[4], score_LR[4], score_LSVC[4], score_RF[4])
fig, ax = plt.subplots() index = np.arange(n_groups) bar_width =
0.1 opacity = 0.7 error_config = {'ecolor': '0.3'} rects1 =
ax.bar(index,score_MNB, bar_width,          alpha=opacity,
color='b',

        error_kw=error_config,
label='Multinomial Naive Bayes') z=index
```

```
+ bar_width rects2 = ax.bar(z, score_LR,
bar_width,                alpha=opacity,
color='r',                error_kw=error_config,
label='Logistic Regression') z=z+
bar_width
rects3 = ax.bar(z, score_LSVC, bar_width,
alpha=opacity, color='y',
error_kw=error_config,
label='Linear SVM') z=z+ bar_width
rects4 = ax.bar(z, score_RF, bar_width,
alpha=opacity, color='g',
error_kw=error_config,
label='Random Forest') ax.set_xlabel('Score
Parameters') ax.set_ylabel('Scores (in %)')
ax.set_title('Scores of Classifiers')
ax.set_xticks(index + bar_width / 2)
ax.set_xticklabels(('F1', 'Accuracy', 'Precision', 'Recall', 'ROC AUC'))
ax.legend(bbox_to_anchor=(1, 1.02), loc=5, borderaxespad=0)
fig.tight_layout() plt.show()
```



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	tweet_id	airline_sentimen	airline_sentimen	negativereason	negativereason_	airline	airline_sentimen	name	negativereason_	retweet_count	text	tweet_coord	tweet_created	tweet_location	user_timezone	
2	5703061336777	neutral	1			Virgin America		cairdin		0	@VirginAmerica What @dhepbur		2015-02-24 11:35:52 -0800		Eastern Time (US & Canada)	
3	5703011308881	positive	0.3486		0	Virgin America		jnardino		0	@VirginAmerica plus you've adde		2015-02-24 11:15:59 -0800		Pacific Time (US & Canada)	
4	5703010836728	neutral	0.6837			Virgin America		yvonnalynn		0	@VirginAmerica I didn't today... M		2015-02-24 11:1	Lets Play	Central Time (US & Canada)	
5	5703010314076	negative	1	Bad Flight	0.7033	Virgin America		jnardino		0	@VirginAmerica it's really aggres		2015-02-24 11:15:36 -0800		Pacific Time (US & Canada)	
6	5703008170744	negative	1	Can't Tell	1	Virgin America		jnardino		0	@VirginAmerica and it's a really b		2015-02-24 11:14:45 -0800		Pacific Time (US & Canada)	
7	5703007670741	negative	1	Can't Tell	0.6842	Virgin America		jnardino		0	@VirginAmerica seriously would p it's really the only bad thing about		2015-02-24 11:14:33 -0800		Pacific Time (US & Canada)	
8	5703006169013	positive	0.6745		0	Virgin America		cjmcginnis		0	@VirginAmerica yes, nearly every		2015-02-24 11:1	San Francisco C	Pacific Time (US & Canada)	
9	5703002485533	neutral	0.634			Virgin America		pilot		0	@VirginAmerica Really missed a		2015-02-24 11:1	Los Angeles	Pacific Time (US & Canada)	
10	5702999532869	positive	0.6559			Virgin America		dhepburn		0	@virginamerica Well, I didn't…but		2015-02-24 11:1	San Diego	Pacific Time (US & Canada)	
11	5702954596312	positive	1			Virgin America		YupitsTate		0	@VirginAmerica it was amazing, a		2015-02-24 10:5	Los Angeles	Eastern Time (US & Canada)	
12	5702941891430	neutral	0.6769		0	Virgin America		idk_but_youtube		0	@VirginAmerica did you know tha		2015-02-24 10:4	1/1 loner squad	Eastern Time (US & Canada)	
13	5702897244532	positive	1			Virgin America		HyperCamiLax		0	@VirginAmerica I <3 pretty grap		2015-02-24 10:3	NYC	America/New_York	
14	5702895840614	positive	1			Virgin America		HyperCamiLax		0	@VirginAmerica This is such a gr		2015-02-24 10:3	NYC	America/New_York	
15	5702874084381	positive	0.6451			Virgin America		mollanderson		0	@VirginAmerica @virginmedia I'm		2015-02-24 10:21:28 -0800		Eastern Time (US & Canada)	
16	5702859048095	positive	1			Virgin America		sjespers		0	@VirginAmerica Thanks!		2015-02-24 10:1	San Francisco, (	Pacific Time (US & Canada)	
17	5702824691210	negative	0.6842	Late Flight	0.3684	Virgin America		smartwatermelon		0	@VirginAmerica SFO-PDX sched		2015-02-24 10:0	palo alto, ca	Pacific Time (US & Canada)	
18	5702777243857	positive	1			Virgin America		ItzBrianHunty		0	@VirginAmerica So excited for my		2015-02-24 09:4	west covina	Pacific Time (US & Canada)	
19	5702769173011	negative	1	Bad Flight	1	Virgin America		heatherovieda		0	@VirginAmerica I flew from NYC		2015-02-24 09:3	this place called	Eastern Time (US & Canada)	
20	5702706846199	positive	1			Virgin America		thebrandiray		0	I ❤️ flying @VirginAmerica. 😊👍		2015-02-24 09:1	Somewhere cele	Atlantic Time (Canada)	
21	5702679566487	positive	1			Virgin America		JNLpierce		0	@VirginAmerica you know what w		2015-02-24 09:0	Boston | Walthar	Quito	
22	5702658835133	negative	0.6705	Can't Tell	0.3614	Virgin America		MISSGJ		0	@VirginAmerica why are your firs		2015-02-24 08:55:56 -0800			
23	5702641451168	positive	1			Virgin America		DT_Les		0	@VirginAmerica	[40.74804263, -7	2015-02-24 08:49:01 -0800			
24	5702594202878	positive	1			Virgin America		ElvinaBeck		0	@VirginAmerica I love the hipster		2015-02-24 08:3	Los Angeles	Pacific Time (US & Canada)	
25	5702588222975	neutral	1			Virgin America		rjlynch21086		0	@VirginAmerica will you be makir		2015-02-24 08:2	Boston, MA	Eastern Time (US & Canada)	
26	5702565535020	negative	1	Customer Servic	0.3557	Virgin America		ayeevickiee		0	@VirginAmerica you guys messe		2015-02-24 08:1	714	Mountain Time (US & Canada)	
27	5702491024049	negative	1	Customer Servic	1	Virgin America		Leora13		0	@VirginAmerica status match pro		2015-02-24 07:49:15 -0800			
28	5702396328073	negative	1	Can't Tell	0.6614	Virgin America		meredithjlynn		0	@VirginAmerica What happened		2015-02-24 07:11:37 -0800			
29	5702178315576	neutral	0.6854			Virgin America		AdamSinger		0	@VirginAmerica do you miss me?		2015-02-24 05:4	San Francisco, (	Central Time (US & Canada)	
30	5702078864937	negative	1	Bad Flight	1	Virgin America		blackjackpro911		0	@VirginAmerica	[42.361016, -71.	2015-02-24 05:0	San Mateo, CA & Las Vegas, NV		
31	5701245961809	neutral	0.615		0	Virgin America		TenantsUpstairs		0	@VirginAmerica	[33.94540417, -	2015-02-23 23:3	Brooklyn	Atlantic Time (Canada)	
32	5701140218542	negative	1	Flight Booking P	1	Virgin America		jordanpichler		0	@VirginAmerica hi! I just bked a c		2015-02-23 22:52:29 -0800		Vienna	
33	5700947013714	neutral	1			Virgin America		JCervantezzz		0	@VirginAmerica Are the hours of		2015-02-23 21:3	California, San F	Pacific Time (US & Canada)	
34	5700884041566	negative	1	Customer Servic	1	Virgin America		Cuschoolie1		0	@VirginAmerica	[33.94209449, -	2015-02-23 21:1	Washington DC	Quito	
35	5700845827808	negative	1	Customer Servic	1	Virgin America		amanduhmccarty		0	@VirginAmerica awaiting my retu		2015-02-23 20:55:30 -0800		Pacific Time (US & Canada)	
36	5700767929936	positive	1			Virgin America		NorthTxHomeTeam		0	@VirginAmerica	[33.2145038, -96	2015-02-23 20:2	Texas	Central Time (US & Canada)	
37	5700519912773	neutral	0.6207			Virgin America		miaerolinea		0	Nice RT @VirginAmerica: Vibe wi		2015-02-23 18:4	Worldwide	Caracas	
38	5700513815343	positive	1			Virgin America		Nicsplace		0	@VirginAmerica Moodlighting is t		2015-02-23 18:4	Central Texas		
39	5700453935656	positive	1			Virgin America		Nicsplace		0	@VirginAmerica @freddieawards		2015-02-23 18:1	Central Texas		
40	5700389414971	neutral	0.6791		0	Virgin America		elisha_malulani		0	@VirginAmerica when can I book		2015-02-23 17:5	i'm creating a mo	Pacific Time (US & Canada)	
41	5700358768450	negative	1	Customer Servic	1	Virgin America		DannyDouglass		0	@VirginAmerica Your chat suppo		2015-02-23 17:4	San Francisco, (	Pacific Time (US & Canada)	
42	5700335933946	positive	0.6639			Virgin America		jamesferrandini		0	@VirginAmerica View of downtow		2015-02-23 17:32:54 -0800			
43	5700254823448	negative	0.6688	Flight Booking P	0.6688	Virgin America		will_lenzenjr		0	@VirginAmerica Hey, first time fly		2015-02-23 17:0	Iowa City	Central Time (US & Canada)	
44	5700163042849	neutral	1			Virgin America		GottAmanda		0	@VirginAmerica	[34.0219817, -11	2015-02-23 16:2	Los Angeles		
45	5700154087884	neutral	0.6578		0	Virgin America		KGervaise		0	@VirginAmerica I have an unuse		2015-02-23 16:2	Georgia	Pacific Time (US & Canada)	
46	5700135236500	neutral	1			Virgin America		papamurat		0	@VirginAmerica are flights leavin		2015-02-23 16:13:09 -0800			
47	5700122575490	positive	1			Virgin America		arieldaie		0	@VirginAmerica I'm #elevategold		2015-02-23 16:0	Los Angeles		
48	5700113414838	neutral	0.6799			Virgin America		vacations7		0	@VirginAmerica DREAM http://t.		2015-02-23 16:0	Turks and caicos		
49	5700105717072	positive	1			Virgin America		ChelseaPoe666		0	@VirginAmerica wow this just ble		2015-02-23 16:0	Oakland via Mid	Atlantic Time (Canada)	
50	5700105394993	neutral	1			Virgin America		BobGlavinVO		0	@VirginAmerica @ladygaga @ca		2015-02-23 16:0	New York, NY	Eastern Time (US & Canada)	
51	5700097134478	neutral	0.6436			Virgin America		lisaaiko		0	@VirginAmerica @ladygaga @ca		2015-02-23 15:58:00 -0800			
52	5700090354553	neutral	0.6764		0	Virgin America		grantbrowne		0	@VirginAmerica Is flight 769 on it		2015-02-23 15:5	Worldwide	Central Time (US & Canada)	
53	5700068860129	positive	0.657			Virgin America		joyabsalon		0	@VirginAmerica @ladygaga @ca		2015-02-23 15:4	Northern Virginia	Eastern Time (US & Canada)	
54	5700043917318	neutral	1			Virgin America		2v		0	@VirginAmerica wish you flew ou		2015-02-23 15:3	Los Angeles / At	Eastern Time (US & Canada)	
55	5700011949004	neutral	0.7118		0	Virgin America		KSmithFoundHere		0	@VirginAmerica @ladygaga @ca		2015-02-23 15:24:09 -0800		Atlantic Time (Canada)	
56	5700000716448	neutral	1			Virgin America		papamurat		0	@VirginAmerica Will flights be lea		2015-02-23 15:19:41 -0800			
57	5699964122865	negative	0.6939	Flight Booking P	0.6939	Virgin America		murphicus		0	@VirginAmerica hi! i'm so excited		2015-02-23 15:0	new york, new y	Eastern Time (US & Canada)	
58	5699962454621	positive	1			Virgin America		VinnieFerra		0	@VirginAmerica you know it. Nee		2015-02-23 15:0	brooklyn, Ny	Pacific Time (US & Canada)	
59	5699902226094	positive	0.635			Virgin America		KevinDemsi		0	@VirginAmerica @ladygaga @ca		2015-02-23 14:4	Bali, Republic of	Kuala Lumpur	
60	5699901632098	neutral	0.7007			Virgin America		giffgaffman		0	@VirginAmerica @ladygaga @ca		2015-02-23 14:4	UK, USA.		
61	5699895044313	neutral	1			Virgin America		HanlonBrothers		0	@VirginAmerica New marketing s		2015-02-23 14:3	Gold Coast, Aus	Brisbane	
62	5699893216980	neutral	1			Virgin America		emilybg78		0	@VirginAmerica @ladygaga @ca		2015-02-23 14:3	Stockton, CA	Arizona	
63	5699890345015	negative	1	Customer Servic	1	Virgin America		rachie1126		0	@VirginAmerica I called a 3-4 we		2015-02-23 14:3	New York, NY	Eastern Time (US & Canada)	
64	5699876224848	neutral	0.6858			Virgin America		adawson66		0	@VirginAmerica	[33.57963333, -	2015-02-23 14:30:13 -0800			
65	5699867825670	neutral	1			Virgin America		SocialPLC		0	@VirginAmerica @LadyGaga @C		2015-02-23 14:2	Twin Cities, Minr	Eastern Time (US & Canada)	
66	5699863480415	positive	1			Virgin America		jeffreymace01		0	@VirginAmerica @ladygaga @ca		2015-02-23 14:25:09 -0800			
67	5699823076347	neutral	0.6814		0	Virgin America		1stcrown		0	@VirginAmerica Flight 0736 DAL		2015-02-23 14:0	USA	Central Time (US & Canada)	
68	5699766201585	negative	1	Customer Servic	1	Virgin America		onerockgypsy		0	@VirginAmerica heyyyy guyyyys.		2015-02-23 13:4	next city	Pacific Time (US & Canada)	
69	5699738213961	negative	1	Late Flight	0.6789	Virgin America		noelduan		0	@VirginAmerica Hi, Virgin! I'm on		2015-02-23 13:3	SF ↔ NY	Eastern Time (US & Canada)	
70	5699725084992	positive	0.6922			Virgin America		Travelzoo		0	@VirginAmerica Congrats on win		2015-02-23 13:3	New York, NY	Pacific Time (US & Canada)	
71	5699670199587	negative	1	Lost Luggage	1	Virgin America		gianagon		0	@VirginAmerica	[40.6413712, -73	2015-02-23 13:0	New York + Pan	Eastern Time (US & Canada)	
72	5699618662246	neutral	1			Virgin America		bxchen		0	@virginamerica Need to change r		2015-02-23 12:4	San Francisco, (	Eastern Time (US & Canada)	
73	5699498911636	neutral	0.6492		0	Virgin America		seimatrun		0	@VirginAmerica I emailed your cu		2015-02-23 12:0	Los Angeles		
74	5699489668733	neutral	1			Virgin America		jamied7		0	@VirginAmerica hi I just booked a		2015-02-23 11:5	London, England	London	
75	5699463621266	negative	1	Flight Attendant	0.3516	Virgin America		seimatrun		0	@VirginAmerica your airline is aw		2015-02-23 11:4	Los Angeles		
76	5699429036838	positive	1			Virgin America		mrmichaellay		0	@VirginAmerica	[36.08457854, -	2015-02-23 11:3	Floridian from Ci	Eastern Time (US & Canada)	
77	5699419574907	positive	1			Virgin America		TaylorLumsden		0	@VirginAmerica awesome. I flew		2015-02-23 11:2	Dallas, Texas	Mountain Time (US & Canada)	
78	5699408349944	neutral	1			Virgin America		campusmoviefest		0	@VirginAmerica Or watch some c		2015-02-23 11:2	USA	Eastern Time (US & Canada)	
79	5699403237465	neutral	1			Virgin America		TaylorLumsden		0	@VirginAmerica first time flying y		2015-02-23 11:2	Dallas, Texas	Mountain Time (US & Canada)	
80	5699352320333	negative	1	Customer Servic	1	Virgin America		meme_meng		0	@VirginAmerica what is going on		2015-02-23 11:02:02 -0800			
81	5699343958654	neutral	1			Virgin America		kyle_romanoff		0	@VirginAmerica what happened t		2015-02-23 10:58:43 -0800			
82	5699338169633	negative	1	Customer Servic	1	Virgin America		GunsNDip		0	@VirginAmerica why can't you su		2015-02-23 10:56:25 -0800		Pacific Time (US & Canada)	
83	5699337779311	positive	1			Virgin America		artisticwritr87		0	@VirginAmerica I've applied more		2015-02-23 10:5	Seattle, WA	Pacific Time (US & Canada)	
84	5699334055063	negative	0.6792	Late Flight	0.3477	Virgin America		arieldaie		0	@VirginAmerica you're the best!!		2015-02-23 10:5	Los Angeles		
85	5699333605643	negative	1	Can't Tell	1	Virgin America		GunsNDip		0	@VirginAmerica I have no interes		2015-02-23 10:54:36 -0800		Pacific Time (US & Canada)	
86	5699292431460	negative	1	Can't Tell	1	Virgin America		GunsNDip		0	@VirginAmerica it was a disappoi		2015-02-23 10:38:14 -0800		Pacific Time (US & Canada)	
87	5699269988243	negative	1	Flight Booking P	1	Virgin America		jsatk		0	@VirginAmerica	[0.0, 0.0]	2015-02-23 10:2	Lower Pacific He	Pacific Time (US & Canada)	
88	5699233949904	neutral	0.6705		0	Virgin America		serenaklal		0	@VirginAmerica Can't bring up m		2015-02-23 10:1	Chicago	Eastern Time (US & Canada)	
89	5699220085882	neutral	1			Virgin America		openambit1		0	@VirginAmerica Random Q: what		2015-02-23 10:09:30 -0800			
90	5699208249053	neutral	0.6545		0	Virgin America		cabowine		0	@VirginAmerica I <3 Flying VA		2015-02-23 10:0	Los Cabos,Mexi	Arizona	
91	5699190412441	negative	1	Can't Tell	0.6513	Virgin America		MaryAnnTaylorT		0	@VirginAmerica Why is the site d		2015-02-23 09:5	New York, NY	Arizona	
92	5699159411920	neutral	1			Virgin America		RamotControl		0	@VirginAmerica "You down with F		2015-02-23 09:45:23 -0800		Pacific Time (US & Canada)	
93	5699133394274	neutral	0.6639		0	Virgin America		losermelon		0	@VirginAmerica hi, i did not get p		2015-02-23 09:35:03 -0800			
94	5699118169370	negative	1	Cancelled Flight	1	Virgin America		AlisonK33774854		0	@VirginAmerica I like the TV and		2015-02-23 09:29:00 -0800			
95	5699116741587	negative	1	Late Flight	1	Virgin America		GunsNDip		0	@VirginAmerica just landed in LA		2015-02-23 09:28:26 -0800		Pacific Time (US & Canada)	
96	5699112189425	neutral	0.6765		0	Virgin America		yazdanagh		0	@VirginAmerica why is flight 345		2015-02-23 09:26:37 -0800			
97	5699109818680	negative	1	Customer Servic	0.6863	Virgin America		MerchEngines		0	@VirginAmerica Is it me, or is you		2015-02-23 09:2	Los Angeles, CA	Arizona	
98	5699092245216	negative	1	Customer Servic	0.6771	Virgin America		ColorCartel		0	@VirginAmerica I can't check in o		2015-02-23 09:1	Austin, TX	Mountain Time (US & Canada)	
99	5699073364850	negative	1	Can't Tell	0.659	Virgin America		MustBeSpoken		0	@VirginAmerica - Let 2 scanned i		2015-02-23 09:11:12 -0800			
100	5698968056110	negative	1	Flight Booking P	0.6714	Virgin America		mattbunk		0	@virginamerica What is your pho		2015-02-23 08:2	Sterling Heights,	Eastern Time (US & Canada)	
101	5698944496203	negative	1	Customer Servic	1	Virgin America		louisjenny		0	@VirginAmerica is anyone doing		2015-02-23 08:1	Washington DC	Quito	
102	5698944070019	neutral	1			Virgin America		STravelsW		0	@VirginAmerica trying to add my		2015-02-23 08:1	Manhattan Beach, CA		
103	5698921996906	negative	1	Late Flight	0.6882	Virgin America		GunsNDip		0	@VirginAmerica why must a trave		2015-02-23 08:11:03 -0800		Pacific Time (US & Canada)	
104	5698914692107	neutral	1			Virgin America		joeyrenagade		0	@VirginAmerica check out new m		2015-02-23 08:0	Greater Los Angeles		
105	5698914361008	negative	0.6925	Late Flight	0.3521	Virgin America		mrmichaellay		0	@virginamerica	[0.0, 0.0]	2015-02-23 08:0	Floridian from Ci	Eastern Time (US & Canada)	
106	5698873107134	negative	1	Late Flight	0.3486	Virgin America		GunsNDip		0	@VirginAmerica your no Late Flig		2015-02-23 07:51:37 -0800		Pacific Time (US & Canada)	
107	5698870494460	positive	1			Virgin America		TheDuchessSF		0	@VirginAmerica - amazing custor		2015-02-23 07:5	Online	Pacific Time (US & Canada)	
108	5698845517128	negative	1	Customer Servic	1	Virgin America		BeLeather		0	@VirginAmerica	[0.0, 0.0]	2015-02-23 07:40:39 -0800		Pacific Time (US & Canada)	
109	5698844078524	negative	1	Flight Booking P	0.6366	Virgin America		BeLeather		0	@VirginAmerica	[0.0, 0.0]	2015-02-23 07:40:05 -0800		Pacific Time (US & Canada)	
110	5698815485157	neutral	0.6593		0	Virgin America		drcaseydrake		0	@VirginAmerica	[37.79374402, -	2015-02-23 07:2	Dallas, TX		
111	5698736697003	positive	0.6823		0	Virgin America		flyfromWAS		0	@VirginAmerica has getaway dea		2015-02-23 06:5	Washington, DC	Eastern Time (US & Canada)	
112	5698736681317	neutral	1			Virgin America		flyfromSEA		0	@VirginAmerica has getaway dea		2015-02-23 06:5	Seattle	Central Time (US & Canada)	
113	5698736656402	positive	0.6806			Virgin America		flyfromNYC		0	@VirginAmerica has getaway dea		2015-02-23 06:5	New York City, N	Central Time (US & Canada)	
114	5698736646127	neutral	0.6529			Virgin America		flyfromLAX		0	@VirginAmerica has getaway dea		2015-02-23 06:5	Los Angeles, CA	Central Time (US & Canada)	
115	5698720586136	positive	0.678			Virgin America		Silvanabfer		0	@VirginAmerica Have a great we		2015-02-23 06:51:01 -0800			
116	5698612097819	positive	0.3482		0	Virgin America		AdamJdubs		0	@VirginAmerica come back to #P		2015-02-23 06:0	Earth	Eastern Time (US & Canada)	
117	5698479201926	negative	1	Late Flight	1	Virgin America		nicholas_v		0	@VirginAmerica	[26.074379, -80.	2015-02-23 05:15:06 -0800		Eastern Time (US & Canada)	
118	5698143397853	positive	1			Virgin America		tstashajones		0	@VirginAmerica is the best airline		2015-02-23 03:0	Halifax, Nova Sc	Eastern Time (US & Canada)	
119	5697776073711	positive	1			Virgin America		SkateMamas		0	@VirginAmerica and again! Anoth		2015-02-23 00:3	Los Angeles, CA		
120	5697740782334	positive	1			Virgin America		dngoo		0	@VirginAmerica your beautiful fro		2015-02-23 00:2	Near a park, wat	Pacific Time (US & Canada)	
121	5697703636235	positive	1			Virgin America		SamBrittenham		0	@VirginAmerica Love the team ru		2015-02-23 00:0	USA	Eastern Time (US & Canada)	
122	5697483167763	negative	0.6832	Customer Servic	0.3773	Virgin America		usagibrian		0	@VirginAmerica Use another bro		2015-02-22 22:3	San Francisco C	Pacific Time (US & Canada)	
123	5697412217839	negative	1	Flight Booking P	0.6767	Virgin America		usagibrian		0	@VirginAmerica And now the fligh		2015-02-22 22:1	San Francisco C	Pacific Time (US & Canada)	
124	5697376036179	negative	1	Customer Servic	0.6527	Virgin America		KindofLuke		0	@VirginAmerica I like the custom		2015-02-22 21:56:44 -0800			
125	5697141277922	positive	1			Virgin America		ptbrodie		0	@VirginAmerica thanks to your o		2015-02-22 20:2	San Francisco		
126	5696751443538	positive	1			Virgin America		cheryleng		0	@VirginAmerica	[33.9469039, -11	2015-02-22 17:48:33 -0800		Pacific Time (US & Canada)	
127	5696743581359	neutral	1			Virgin America		HishamSharaby		0	@VirginAmerica Do you provide c		2015-02-22 17:4	New York	Eastern Time (US & Canada)	
128	5696664772650	negative	0.6703	Customer Servic	0.6703	Virgin America		ChrisFordisHere		0	@VirginAmerica	[51.04345575, -	2015-02-22 17:1	NYC	Tehran	
129	5696524979477	positive	1			Virgin America		JKF1897		0	@VirginAmerica completely awes		2015-02-22 16:18:33 -0800			
130	5696491164872	neutral	1			Virgin America		F6x		0	@VirginAmerica	[40.64662464, -7	2015-02-22 16:0	San Francisco, (	Pacific Time (US & Canada)	
131	5696432624592	neutral	0.6535		0	Virgin America		lawyang588		0	@VirginAmerica is flight 882 Can		2015-02-22 15:41:51 -0800			
132	5696428455162	negative	1	Customer Servic	0.6448	Virgin America		melokudo		0	@VirginAmerica you are failing yo		2015-02-22 15:40:12 -0800		Eastern Time (US & Canada)	
133	5696343183492	negative	1	Can't Tell	1	Virgin America		ChrysiChrysic		0	@VirginAmerica @FiDiFamilies u		2015-02-22 15:06:19 -0800			
134	5696336309783	neutral	1			Virgin America		nikkisixxfan93		0	@VirginAmerica has flight numbe		2015-02-22 15:0	Sacramento,Cali	Pacific Time (US & Canada)	
135	5696332795460	negative	1	Cancelled Flight	0.6875	Virgin America		ChrysiChrysic		0	@VirginAmerica @ChrysiChrysic		2015-02-22 15:02:11 -0800			
136	5696300922734	negative	1	Late Flight	1	Virgin America		MOCBlogger		0	@VirginAmerica Another delayed		2015-02-22 14:4	San Diego	Alaska	
137	5696274804257	negative	1	Customer Servic	1	Virgin America		tfaz		0	@VirginAmerica I need to registe		2015-02-22 14:3	Oakland, Califor	Pacific Time (US & Canada)	
138	5696257392319	positive	1			Virgin America		lisaptv		1	@virginamerica you ROCK for ma		2015-02-22 14:32:14 -0800		Mountain Time (US & Canada)	
139	5696256097997	neutral	1			Virgin America		dropapp		0	@VirginAmerica, @reallytallchris		2015-02-22 14:31:43 -0800			
140	5696201023893	positive	0.7011			Virgin America		HollywoodHotMom		0	@VirginAmerica always!!! Xoxo		2015-02-22 14:0	All Over!	Pacific Time (US & Canada)	
141	5696195693728	negative	1	Flight Booking P	1	Virgin America		GoShar2012		0	@VirginAmerica why can't we boo		2015-02-22 14:0	Providence, RI	Eastern Time (US & Canada)	

Data Set 2:

Amazon product data

Description

This dataset contains product reviews and metadata from Amazon, including 142.8 million reviews spanning May 1996 - July 2014.

This dataset includes reviews (ratings, text, helpfulness votes), product metadata (descriptions, category information, price, brand, and image features), and links (also viewed/also bought graphs).

Files

"Small" subsets for experimentation.

Books	5-core (8,898,041 reviews)	ratings only (22,507,155 ratings)
Electronics	5-core (1,689,188 reviews)	ratings only (7,824,482 ratings)
Movies and TV	5-core (1,697,533 reviews)	ratings only (4,607,047 ratings)
CDs and Vinyl	5-core (1,097,592 reviews)	ratings only (3,749,004 ratings)
Clothing, Shoes and Jewelry	5-core (278,677 reviews)	ratings only (5,748,920 ratings)
Home and Kitchen	5-core (551,682 reviews)	ratings only (4,253,926 ratings)
Kindle Store	5-core (982,619 reviews)	ratings only (3,205,467 ratings)
Sports and Outdoors	5-core (296,337 reviews)	ratings only (3,268,695 ratings)
Cell Phones and Accessories	5-core (194,439 reviews)	ratings only (3,447,249 ratings)
Health and Personal Care	5-core (346,355 reviews)	ratings only (2,982,326 ratings)
Toys and Games	5-core (167,597 reviews)	ratings only (2,252,771 ratings)

Video Games	5-core (231,780 reviews)	ratings only (1,324,753 ratings)
Tools and Home Improvement	5-core (134,476 reviews)	ratings only (1,926,047 ratings)
Beauty	5-core (198,502 reviews)	ratings only (2,023,070 ratings)
Apps for Android	5-core (752,937 reviews)	ratings only (2,638,172 ratings)
Office Products	5-core (53,258 reviews)	ratings only (1,243,186 ratings)
Pet Supplies	5-core (157,836 reviews)	ratings only (1,235,316 ratings)
Automotive	5-core (20,473 reviews)	ratings only (1,373,768 ratings)
Grocery and Gourmet Food	5-core (151,254 reviews)	ratings only (1,297,156 ratings)
Patio, Lawn and Garden	5-core (13,272 reviews)	ratings only (993,490 ratings)
Baby	5-core (160,792 reviews)	ratings only (915,446 ratings)
Digital Music	5-core (64,706 reviews)	ratings only (836,006 ratings)
Musical Instruments	5-core (10,261 reviews)	ratings only (500,176 ratings)
Amazon Instant Video	5-core (37,126 reviews)	ratings only (583,933 ratings)

Complete review data

Please see the **per-category** files below, and only download these (large!) files if you really need them:

raw review data (20gb) - all 142.8 million reviews

The above file contains some duplicate reviews, mainly due to near-identical products whose reviews Amazon merges, e.g. VHS and DVD versions of the same movie. These duplicates have been removed in the files below:

user review data (18gb) - duplicate items removed (83.68 million reviews), sorted by user

product review data (18gb) - duplicate items removed, sorted by product

ratings only (3.2gb) - same as above, in csv form without reviews or metadata

5-core (9.9gb) - subset of the data in which all users and items have at least 5 reviews (41.13 million reviews)

Finally, the following file removes duplicates more aggressively, removing duplicates even if they are written by different users. This accounts for users with multiple accounts or plagiarized reviews. Such duplicates account for less than 1 percent of reviews, though this dataset is probably preferable for sentiment analysis type tasks:

aggressively deduplicated data (18gb) - no duplicates whatsoever (82.83 million reviews)

Format is one-review-per-line in (loose) json. See examples below for further help reading the data.

Sample review:

```
{ "reviewerID": "A2SUAM1J3GNN3B", "asin": "0000013714",
"reviewerName": "J. McDonald", "helpful": [2, 3], "reviewText": "I
bought this for my husband who plays the piano. He is having a
wonderful time playing these old hymns. The music is at times hard
to read because we think the book was published for singing from
more than playing from. Great purchase though!", "overall": 5.0,
"summary": "Heavenly Highway Hymns", "unixReviewTime": 1252800000,
"reviewTime": "09 13, 2009" }
```

where

- `reviewerID` - ID of the reviewer, e.g. A2SUAM1J3GNN3B
- `asin` - ID of the product, e.g. 0000013714
- `reviewerName` - name of the reviewer
- `helpful` - helpfulness rating of the review, e.g. 2/3
- `reviewText` - text of the review
- `overall` - rating of the product
- `summary` - summary of the review
- `unixReviewTime` - time of the review (unix time)
- `reviewTime` - time of the review (raw)

Metadata

Metadata includes descriptions, price, sales-rank, brand info, and co-purchasing links:

metadata (3.1gb) - metadata for 9.4 million products

Sample metadata:

```
{ "asin": "0000031852", "title": "Girls Ballet Tutu Zebra Hot
Pink", "price": 3.17, "imUrl": "http://ecx.images-
amazon.com/images/I/51fAmVkTbyL._SY300_.jpg", "related": {
"also_bought": ["B00JHONN1S", "B002BZX8Z6", "B00D2K1M3O",
"0000031909", "B00613WDTQ", "B00D0WDS9A", "B00D0GCI8S",
"0000031895", "B003AVKOP2", "B003AVEU6G", "B003IEDM9Q",
"B002R0FA24", "B00D23MC6W", "B00D2K0PA0", "B00538F5OK",
"B00CEV86I6", "B002R0FABA", "B00D10CLVW", "B003AVNY6I",
"B002GZGI4E", "B001T9NUFS", "B002R0F7FE", "B00E1YRI4C",
"B008UBQZKU", "B00D103F8U", "B007R2RM8W"], "also_viewed":
["B002BZX8Z6", "B00JHONN1S", "B008F0SU0Y", "B00D23MC6W",
"B00AFDOPDA", "B00E1YRI4C", "B002GZGI4E", "B003AVKOP2",
"B00D9C1WBM", "B00CEV8366", "B00CEUX0D8", "B0079ME3KU",
"B00CEUWY8K", "B004FOEEHC", "0000031895", "B00BC4GY9Y",
"B003XRKA7A", "B00K18LKX2", "B00EM7KAG6", "B00AMQ17JA",
"B00D9C32NI", "B002C3Y6WG", "B00JLL4L5Y", "B003AVNY6I",
"B008UBQZKU", "B00D0WDS9A", "B00613WDTQ", "B00538F5OK",
"B005C4Y4F6", "B004LHZ1NY", "B00CPHX76U", "B00CEUWUZC",
"B00IJVASUE", "B00GOR07RE", "B00J2GTM0W", "B00JHNSNSM",
"B003IEDM9Q", "B00CYBU84G", "B008VV8NSQ", "B00CYBULSO",
"B00I2UHSZA", "B005F50FXC", "B007LCQI3S", "B00DP68AVW",
"B009RXWNSI", "B003AVEU6G", "B00HSOJB9M", "B00EHAGZNA",
"B0046W9T8C", "B00E79VW6Q", "B00D10CLVW", "B00B0AVO54",
"B00E95LC8Q", "B00GOR92SO", "B007ZN5Y56", "B00AL2569W",
"B00B608000", "B008F0SMUC", "B00BFXLZ8M"], "bought_together":
["B002BZX8Z6"] }, "salesRank": {"Toys & Games": 211836}, "brand":
"Coxlures", "categories": [["Sports & Outdoors", "Other Sports",
"Dance"]] }
```

where

- `asin` - ID of the product, e.g. 0000031852
- `title` - name of the product
- `price` - price in US dollars (at time of crawl)
- `imUrl` - url of the product image
- `related` - related products (also bought, also viewed, bought together, buy after viewing)
- `salesRank` - sales rank information
- `brand` - brand name
- `categories` - list of categories the product belongs to

Visual Features

We extracted visual features from each product image using a deep CNN (see citation below). Image features are stored in a binary format, which consists of 10 characters (the product ID), followed by 4096 floats (repeated for every product). See files below for further help reading the data.

visual features (141gb) - visual features for all products

The images themselves can be extracted from the `imUrl` field in the metadata files.

Per-category files

Below are files for individual product categories, which have already had duplicate item reviews removed.

Books	reviews (22,507,155 reviews)	metadata (2,370,585 products)	image features
Electronics	reviews (7,824,482 reviews)	metadata (498,196 products)	image features
Movies and TV	reviews (4,607,047 reviews)	metadata (208,321 products)	image features
CDs and Vinyl	reviews (3,749,004 reviews)	metadata (492,799 products)	image features
Clothing, Shoes and Jewelry	reviews (5,748,920 reviews)	metadata (1,503,384 products)	image features
Home and Kitchen	reviews (4,253,926 reviews)	metadata (436,988 products)	image features
Kindle Store	reviews (3,205,467 reviews)	metadata (434,702 products)	image features
Sports and Outdoors	reviews (3,268,695 reviews)	metadata (532,197 products)	image features
Cell Phones and Accessories	reviews (3,447,249 reviews)	metadata (346,793 products)	image features
Health and Personal Care	reviews (2,982,326 reviews)	metadata (263,032 products)	image features
Toys and Games	reviews (2,252,771 reviews)	metadata (336,072 products)	image features
Video Games	reviews (1,324,753 reviews)	metadata (50,953 products)	image features

Tools and Home Improvement	reviews (1,926,047 reviews)	metadata (269,120 products)	image features
Beauty	reviews (2,023,070 reviews)	metadata (259,204 products)	image features
Apps for Android	reviews (2,638,173 reviews)	metadata (61,551 products)	image features
Office Products	reviews (1,243,186 reviews)	metadata (134,838 products)	image features
Pet Supplies	reviews (1,235,316 reviews)	metadata (110,707 products)	image features
Automotive	reviews (1,373,768 reviews)	metadata (331,090 products)	image features
Grocery and Gourmet Food	reviews (1,297,156 reviews)	metadata (171,760 products)	image features
Patio, Lawn and Garden	reviews (993,490 reviews)	metadata (109,094 products)	image features
Baby	reviews (915,446 reviews)	metadata (71,317 products)	image features
Digital Music	reviews (836,006 reviews)	metadata (279,899 products)	image features
Musical Instruments	reviews (500,176 reviews)	metadata (84,901 products)	image features
Amazon Instant Video	reviews (583,933 reviews)	metadata (30,648 products)	image features

Citation

Please cite one or both of the following if you use the data in any way:

Ups and downs: Modeling the visual evolution of fashion trends with one

Code

Reading the data

Data can be treated as python dictionary objects. A simple script to read any of the above the data is as follows:

```
def parse(path): g = gzip.open(path, 'r') for l in g: yield
eval(l)
```

Convert to 'strict' json

The above data can be read with python 'eval', but is not strict json. If you'd like to use some language other than python, you can convert the data to strict json as follows:

```
import json import gzip def parse(path): g = gzip.open(path, 'r')
for l in g: yield json.dumps(eval(l)) f = open("output.strict",
'w') for l in parse("reviews_Video_Games.json.gz"): f.write(l +
'\n')
```

Pandas data frame

This code reads the data into a pandas data frame:

```
import pandas as pd import gzip def parse(path): g =
gzip.open(path, 'rb') for l in g: yield eval(l) def getDF(path): i
= 0 df = {} for d in parse(path): df[i] = d i += 1 return
pd.DataFrame.from_dict(df, orient='index') df =
getDF('reviews_Video_Games.json.gz')
```

Read image features

```
import array def readImageFeatures(path): f = open(path, 'rb')
while True: asin = f.read(10) if asin == '': break a =
array.array('f') a.fromfile(f, 4096) yield asin, a.tolist()
```

Example: compute average rating

```
ratings = [] for review in parse("reviews_Video_Games.json.gz"):
ratings.append(review['overall']) print sum(ratings) /
len(ratings)
```

Example: latent-factor model in mymedialite

Predicts ratings from a rating-only CSV file

```
./rating_prediction --recommender=BiasedMatrixFactorization --
training-file=ratings_Video_Games.csv --test-ratio=0.1
```