# Final Term Project

Submission Details

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## Introduction

Sentiment Analysis, also known as Opinion Mining is the process of analysing various stakeholder or customer reviews to detect positive or negative sentiment. It is one of the important tools used by businesses to get to know about their brand reputation and understand customer's varied needs.

This project deals with analysis of sentiments by making use of three different classifiers: Support Vector Machine (SVM), Random Forest and Naive Bayes. As we have reviews labelled as, positive and negative, for textual reviews we can use these machine learning models for analysis. Also, we have the raw text, we will first preprocess the data using NLTK and extract certain features using Tf-IDF vectorizer.

The subsequent sections will describe the problem definition and algorithm, experimental evaluation and future work.

## **Problem Statement**

The goal is to create a sentiment analyser using different classification algorithms. The tasks involved are the following:

- 1. Download and preprocess the Sentiment Labelled Sentences data set from UCI Machine Learning Repository
- 2. Train three different classifiers using the preprocessed data
- 3. Use K-fold cross validation on the training data for every classifier
- 4. Generate report comprising of different scores like specificity, sensitivity, TSS, HSS, etc. and confusion matrices for every iteration of K-Fold cross validation
- Compare the accuracy scores of customised K-Fold Cross Validation and SKLearn's K-Fold Cross Validation
- 6. Predict the sentiments using the trained models
- 7. Use the predictions to generate the confusion matrix for every model
- 8. Generate report using the confusion matrix obtained comprising of different scores like specificity, sensitivity, TSS, HSS, etc. and confusion matrices for every model

## **Metrics**

The metrics taken into account while comparing the model performance are as follows:

- 1. *Confusion Matrix:* It is known as "error matrix" and can be used for either binary or multi classification problems. It evaluates the model performance by evaluating true positive, false positive, false negative and true negative.
- 2. **Recall or Sensitivity:** It is the ratio of no. of data points classified correctly as positive to no. of data points that are actually positive.
- 3. **Specificity:** It is the ratio of no. of data points classified correctly as negative to no. of data points classified as negative.
- 4. **Precision:** It is the ratio of no. of data points classified correctly as positive to no. of data points classified as positive.
- 5. *Negative Predictive Value:* It is the ratio of no. of data points classified correctly as negative to no. of data points classified as negative.
- 6. *False Positive Rate:* It is the ratio of no. of data points classified correctly as positive to no. of data points that are actually negative.
- 7. **False Discovery Rate:** It is the ratio of no. of data points wrongly classified as positive to the no. of data points classified as positive.
- 8. *False Negative Rate:* It is the ratio of no. of data points wrongly classified as negative to the no. of data points that are actually positive.
- 9. Accuracy: It is the ratio of no. of data points classified correctly to the total no. of data points.
- 10. *F1 Score*: It is defined as the harmonic mean of model's precision and recall.
- 11. **Balanced Accuracy:** It measures the average sensitivity and specificity.
- 12. True Skill Statistics: It measures the difference between recall minus the probability of false detection.
- 13. *Heidke Skill Score:* It measures the fractional prediction over random prediction.

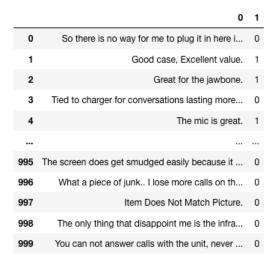
- 14. *Brier Score*: It is the mean squared error between expected probabilities and the predicted probabilities.
- 15. Brier Skill Score: It measure the likelihood of an event to happen.
- 16. *K-fold cross validation:* It is the resampling procedure used to evaluate the machine learning models on limited data sample. It has a single parameter k which refers to the number of groups data sample is to be split into.

# Methodology

This section describes the methodology followed while implementing the sentiment analysis using NLP.

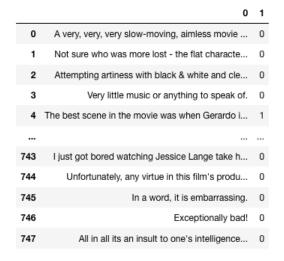
#### **Data Extraction**

For extracting data, dataset is downloaded, saved locally and then fetched in dataframe through pandas library. The extracted data contain reviews from three different websites: imdb.com, amazon.com and yelp.com. Figure 1.1 depicts the amazon data in dataframe, figure 1.2 depicts the imdb data in dataframe and figure 1.3 depicts the yelp data in dataframe. Refer appendix A.1 for data extraction.



1000 rows x 2 columns

Figure 1.1: Amazon Data



748 rows x 2 columns

Figure 1.2: IMDB Data



1000 rows x 2 columns

Figure 1.3: Yelp Data

### **Data Preprocessing**

The data fetched is in raw format or unprocessed state. For preprocessing of data, we encode the sentiment values, 0 as 'negative' and 1 as 'positive'. Refer appendix B.1 for encoding.

We, then remove all the stop words, occurring in NLTK corpus, from the fetched data. Refer appendix B.2 for stop words removal.

Finally, we extract the features from training data using TfIdf-vectorizer. We randomly select features as 30 and these features also comprise of one word sequence (1-gram) and two words sequence (2-gram/ bi-gram). Refer appendix B.3 for features extraction using TfIDF vectorizer.

Figure 1.4 depicts the preprocessed data in dataframe.

	also	back	bad	best	could	even	ever	film	food	go	 place	product	quality	really	service	the	time	ve	well	would
0	0.000000	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	 0.000000	0.0	0.0	0.000000	0.0	0.0	0.000000	0.0	0.0	0.0
1	0.000000	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	 0.000000	1.0	0.0	0.000000	0.0	0.0	0.000000	0.0	0.0	0.0
2	0.000000	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	 0.702693	0.0	0.0	0.000000	0.0	0.0	0.711493	0.0	0.0	0.0
3	0.000000	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	 0.000000	0.0	0.0	0.000000	0.0	0.0	0.000000	0.0	0.0	0.0
4	0.000000	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	 0.000000	0.0	0.0	0.000000	0.0	0.0	0.000000	0.0	0.0	0.0
1836	0.000000	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	 0.000000	0.0	0.0	0.000000	0.0	0.0	0.000000	0.0	0.0	0.0
1837	0.000000	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	 0.000000	0.0	0.0	0.000000	0.0	0.0	0.000000	0.0	0.0	0.0
1838	0.784914	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	 0.000000	0.0	0.0	0.000000	0.0	0.0	0.000000	0.0	0.0	0.0
1839	0.000000	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	 0.000000	0.0	0.0	0.730721	0.0	0.0	0.000000	0.0	0.0	0.0
1840	0.000000	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	 0.000000	0.0	0.0	0.000000	0.0	0.0	1.000000	0.0	0.0	0.0

1841 rows × 30 columns

Figure 1.4: Preprocessed Data

#### **Model Training**

The preprocessed data is now fed to three different classifiers: Support Vector Machine(SVM), Random Forest and Naive Bayes along with appropriately hyper-tuned parameters. Refer appendix C for model training.

#### **Model Evaluation**

The trained model/classifier is then evaluated on the basis of K-Fold Cross Validation and metrics discussed in one of the previous sections.

For K-Fold Cross Validation, we build our own K-Fold Cross Validation function and then compare it with the SKLearn's Cross Validation to verify if it's correct. Refer appendix D.1 for custom K-Fold Cross Validation function. Also, we take K=10. The customised K-fold cross validation takes argument as classifier, x\_train, y\_train, no of folds and shuffle value as input. It divides the x\_train into (K-1) sets. The (K-1) sets indicates training data and K<sup>th</sup> set indicates testing data. The model is trained and tested using the corresponding training and testing data. This is performed K number of times and accuracy scores are noted down for every iteration of K-Fold Cross Validation. Finally, we get the mean of accuracy scores. This gives us an idea about the performance of model/classifier on unseen dataset.

For each iteration of K-Fold Cross Validation, we generate confusion matrix and on the basis of confusion matrix we calculate different scores like sensitivity, specificity, TSS, HSS, and so on.

#### **Model Comparison**

The previous section discusses about individual model's/classifier's comparison against different metrics. Now, we compare the models with each other against the metrics stated. Refer appendix E.1 for model comparison function.

# **Result Analysis**

This section describes the comparison analysis of models against different metrics. The various scores against which we evaluate the model forms the basis for result analysis. Figure 1.5 depicts the model performance comparison against different evaluation metrics. Figure 1.6 depicts the confusion matrix for SVM, Random Forest and Naive Bayes.

_		<b></b>	+	·				
	Measure	SVM	Random Forest	Naive Bayes				
•	Sensitivity Specificity	0.6990740740740741 0.5157894736842106	0.9236111111111112   0.16210526315789472	0.75 0.4357894736842105				
	Precision	0.5676691729323309	0.5006273525721455	0.5472972972972973				
	Negative Predictive Value	0.6533333333333333	0.7	0.6571428571428571				
	False Positive Rate	0.4842105263157895	0.8378947368421052	0.5642105263157895				
	False Discovery Rate	0.4323308270676692	0.4993726474278545	0.4527027027027027				
	False Negative Rate	0.30092592592592593	0.076388888888888	0.25				
	Accuracy	0.2971211298207496	0.2585551330798479	0.2884302009777295				
	F1 Score	0.6265560165975104	0.6493083807973963	0.6328125				
	BACC	0.6074317738791424	0.542858187134503	0.5928947368421053				
	TSS	0.2148635477582846	0.08571637426900591	0.1857894736842105				
	HSS	0.2126356402218471	0.08255905373214893	0.18272622699386504				
-								

**Figure 1.5: Model Performance Comparison** 

ix =>	
Count	
245 230 130 302	       
fusion Ma	atrix =>
Count	
77 398 33 399	
sion Mat	rix =>
Count	
207 268 108 324	-        -
	Count  245 230 130 302  fusion Ma  Count  77 398 33 399  Sion Matri  Count  207 268 108

Figure 1.6: Confusion Matrices for SVM, Random Forest and Naive Bayes

#### **Result Basis**

- *Sensitivity*: Higher sensitivity means that we have few false negative results. Thus, we can conclude Random Forest performs better as compared to SVM and Naive Bayes. Random Forest ~ 92%, Naive Bayes ~ 75% and SVM ~ 70%.
- *Specificity*: Higher sensitivity means that we have few false positive results. Thus, we can conclude SVM performs better as compared to Naive Bayes and Random Forest. SVM ~ 52%, Naive Bayes ~ 44% and Random Forest ~ 16%.
- *Precision*: Higher precision gives us the measure of relevant data points. Thus, we can conclude SVM performs better as compared to Naive Bayes and Random Forest. SVM ~ 57%, Naive Bayes ~ 55% and Random Forest ~ 51%.
- *Negative Predictive Value*: Higher negative predictive value means high true negative results out of total negatives. Thus, we conclude Random Forest performs better as compared to Naive Bayes and SVM. Random Forest ~ 70%, Naive Bayes ~ 66% and SVM ~ 65%.
- *False Positive Rate*: Higher false positive rate means that the model will predict wrong value that is false positive given the training data point. Thus, we can conclude, SVM performs better as compared to Naive Bayes and Random Forest. SVM ~ 48%, Naive Bayes ~ 56% and Random Forest ~ 84%.

- *False Discovery Rate*: Higher false discovery rate means that the model will predict wrong value that is false positive given a training data point. Thus, we can conclude, SVM performs better as compared to Naive Bayes and Random Forest. SVM ~ 43%, Naive Bayes ~ 45% and Random Forest ~ 50%.
- False Negative Rate: Higher false positive rate means that the model will predict wrong value that is false negative given the training data point. Thus, we can conclude, Random Forest performs better as compared to Naive Bayes and SVM. Random Forest ~ 7%, Naive Bayes ~ 25% and SVM ~ 30%.
- Accuracy: High accuracy means higher the number of correct predictions. Thus, we can conclude SVM is
  much better as compared to Naive Bayes and Random Forest. SVM ~ 30%, Naive Bayes ~ 29% and
  Random Forest 26%.
- *F1 Score*: High F1 Score means good precision and recall. Thus, we can conclude Random Forest performs better as compared to Naive Bayes and SVM. Random Forest ~ 65%, Naive Bayes ~ 63% and SVM ~ 62%.
- *BACC*: High BACC means good sensitivity and specificity on an average. Thus, we can conclude SVM performs better as compared to Naive Bayes and Random Forest. SVM ~ 61%, Naive Bayes ~ 59% and Random Forest ~ 54%.
- TSS: Higher TSS means more sensitivity and less false positive rate. Thus, we can conclude SVM performs better as compared to Naive Bayes and Random Forest. SVM  $\sim 21\%$ , Naive Bayes  $\sim 19\%$  and Random Forest  $\sim 9\%$ .
- *HSS*: Higher HSS means more fractional improvement in prediction over standard/random prediction. Thus, we can conclude SVM performs better as compared to Naive Bayes and Random Forest. SVM ~ 21%, Naive Bayes ~ 18% and Random Forest ~ 8%.

# **Appendices**

# Appendix A

# **Data Fetching**

#### A.1 Sentiment Dataset Extraction

```
import pandas as pd
from nltk import pos_tag
from nltk.tokenize import word_tokenize

amazon_data = pd.read_csv('amazon_cells_labelled.txt', sep="\t", header=None)
imdb_data = pd.read_csv('imdb_labelled.txt', sep="\t", header=None)
yelp_data = pd.read_csv('yelp_labelled.txt', sep="\t", header=None)
```

# Appendix B

## **Data Preprocessing**

#### **B.1** Encoding

```
data = pd.DataFrame()
data = data.append(amazon_data)
data = data.append(imdb_data)
data = data.append(yelp_data)
data.columns = ['sentence', 'sentiment']

def preprocess_sentiment(x):
    if x==0:
        return 'negative'
    else:
        return 'positive'

data['sentiment']=data['sentiment'].apply(preprocess_sentiment)
```

#### **B.2 Stop Words Removal**

#### **B.3** Feature Extraction

```
from sklearn.feature_extraction.text import TfidfVectorizer
vectorizer = TfidfVectorizer(max_features = 30, ngram_range=(1, 2))
vectors = vectorizer.fit_transform(x_train)
vectorizer.get_feature_names()
```

# **Appendix C**

# **Model Training**

## C.1 Support Vector Machine (SVM)

```
from sklearn.svm import SVC
svc = SVC(C=1.0, kernel='rbf', coef0=1, gamma=1)
svc.fit(x_train, y_train)
x_test = vectorizer.transform(x_test_intermediate).todense()
y_pred = svc.predict(x_test)
```

#### C.2 Random Forest

```
from sklearn.ensemble import RandomForestClassifier
rfc = RandomForestClassifier(max_depth=2, random_state=0)
rfc.fit(x_train, y_train)
y_pred = rfc.predict(x_test)
```

## C.3 Naive Bayes

```
from sklearn.naive_bayes import GaussianNB
gnb = GaussianNB()
gnb.fit(x_train, y_train)
y_pred = gnb.predict(x_test)
```

## **Appendix D**

#### K-Fold Cross Validation

#### D.1 Custom K-Fold Cross Validation Function

```
from sklearn import metrics
from sklearn.metrics import confusion matrix, classification report
import numpy as np
from prettytable import PrettyTable
from sklearn.utils import shuffle
def kfoldCrossValidation(clf, x_train, y_train, noOfFolds, shuffleValue):
    kfold df x = x train
    kfold df x = kfold df x.reset index(drop=True)
    kfold_df_y = y_train
    kfold_df_y = kfold_df_y.reset_index(drop=True)
    kfold df = kfold df x.join(kfold df y)
    if shuffleValue==True:
        kfold_df = shuffle(kfold_df)
    list df = []
    temp = 0
    for i in range(0,noOfFolds,1):
        first_slicing_value = temp;
        second_slicing_value = first_slicing_value + (len(kfold_df) + 1) //noOfFolds
        list df.append(kfold df[first slicing value : second slicing value])
        temp = second slicing value + 1
    accuracy scores = []
    for i in range(0, len(list df)):
        print("\nIteration ",(i+1)," for K-Fold Cross Validation : ")
        print("===
        x_test_cv = list_df[i].iloc[:, :list_df[i].shape[1]-1]
y_test_cv = list_df[i].iloc[:, list_df[i].shape[1]-1 : list_df[i].shape[1]+1]
        x train cv = pd.DataFrame()
        y_train_cv = pd.DataFrame()
        for j in range(0, len(list_df)):
            if j!=i:
                x train cv = x train cv.append(list df[j])
        y_train_cv = x_train_cv.iloc[:, x_train_cv.shape[1]-1 : x_train_cv.shape[1]+1]
        x_train_cv = x_train_cv.iloc[:, :x_train_cv.shape[1]-1]
        print(x train cv)
        clf.fit(x_train_cv, y_train_cv)
        y_test_cv_pred = clf.predict(x_test_cv)
        results = metrics.accuracy_score(y_test_cv, y_test_cv_pred)
        print("Accuracy Score : ",results)
        accuracy_scores.append(results)
        labels = np.unique(np.array(y_test_cv))
        cm = confusion_matrix(np.array(y_test_cv), np.array(y_test_cv_pred), labels = labels)
        print("\n\nConfusion Matrix ==>\n")
        print(pd.DataFrame(cm, index=labels, columns=labels))
        generate_reports(cm)
    print("Mean Accuracy Score : ",np.array(accuracy_scores).mean())
```

# **Appendix E**

## **Model Comparison**

#### E.1 Generate Comparison

```
{\tt def generate\_comparison(cm1, cm2, cm3):}
         tn1, fp1, fn1, tp1 = cm1.ravel()
         table = PrettyTable()
         table.field names = ["TN, FP, FN, TP", "Count"]
         table.add_row(["True Negative", tn1])
table.add_row(["False Postive", fp1])
         table.add row(["False Negative", fn1])
         table.add_row(["True Postive", tp1])
         print("\nSVM Confusion Matrix =>")
         print(table)
         tn2, fp2, fn2, tp2 = cm2.ravel()
         table = PrettyTable()
         table.field names = ["TN, FP, FN, TP", "Count"]
         table.add_row(["True Negative", tn2])
table.add_row(["False Postive", fp2])
         table.add row(["False Negative", fn2])
         table.add row(["True Postive", tp2])
         print("\nRandom Forest Confusion Matrix =>")
         print(table)
         tn3, fp3, fn3, tp3 = cm3.ravel()
         table = PrettyTable()
         table.field_names = ["TN, FP, FN, TP", "Count"]
         table.add_row(["True Negative", tn3])
         table.add_row(["False Postive", fp3])
         table.add row(["False Negative", fn3])
         table.add row(["True Postive", tp3])
         print("\nNaive Bayes Confusion Matrix =>")
         print(table)
         sen1 = tp1 / (tp1 + fn1)
         sen2 = tp2 / (tp2 + fn2)

sen3 = tp3 / (tp3 + fn3)
         # print("Sensitivity : ", sen)
         spec1 = tn1 / (fp1 + tn1)
spec2 = tn2 / (fp2 + tn2)
spec3 = tn3 / (fp3 + tn3)
         # print("Specificity : ", spec)
         prec1 = tp1 / (tp1 + fp1)
prec2 = tp2 / (tp2 + fp2)
prec3 = tp3 / (tp3 + fp3)
         # print("Precision : ", prec)
         npv1 = tn1 / (tn1 + fn1)
         npv2 = tn2 / (tn2 + fn2)
         npv3 = tn3 / (tn3 + fn3)
         # print("Negative Predictive Value : ", npv)
```

```
fpr1 = fp1 / (fp1 + tn1)
 fpr2 = fp2 / (fp2 + tn2)
fpr3 = fp3 / (fp3 + tn3)
  # print("False Positive Rate : ", fpr)
fdr1 = fp1 / (fp1 + tp1)
fdr2 = fp2 / (fp2 + tp2)
fdr3 = fp3 / (fp3 + tp3)
  # print("False Discovery Rate : ", fdr)
fnr1 = fn1 / (fn1 + tp1)
fnr2 = fn2 / (fn2 + tp2)
fnr3 = fn3 / (fn3 + tp3)
  # print("False Negative Rate : ", fnr)
acc1 = (tp1 + tn1) / (len(y_train))
acc2 = (tp2 + tn2) / (len(y_train))
acc3 = (tp3 + tn3) / (len(y_train))
# print("Accuracy : ", acc)
flscore1 = (2 * tp1) / (2*tp1 + fp1 + fn1)
flscore2 = (2 * tp2) / (2*tp2 + fp2 + fn2)
flscore3 = (2 * tp3) / (2*tp3 + fp3 + fn3)
# print("F1 Score : ", flscore)
bacc1 = 0.5 * (sen1 + spec1)
bacc2 = 0.5 * (sen2 + spec2)
 bacc3 = 0.5 * (sen3 + spec3)
  # print("BACC : ", bacc)
  tss1 = sen1 - fpr1
  tss2 = sen2 - fpr2
  tss3 = sen3 - fpr3
  # print("TSS : ", tss)
 hss1 = (2 * (tp1 * tn1 - fp1 * fn1)) / (((tp1 + fn1) * (fn1 + tn1)) + (tp1 + fp1) * (fp1 + fp1) * 
                                            tn1))
  hss2 = (2 * (tp2 * tn2 - fp2 * fn2)) / (((tp2 + fn2)* (fn2 + tn2)) + (tp2 + fp2) * (fp2 + fp2) + (fp2 + fp2) * (
                                            tn2))
  hss3 = (2 * (tp3 * tn3 - fp3 * fn3)) / (((tp3 + fn3)* (fn3 + tn3)) + (tp3 + fp3) * (fp3 + fp3) + (fp3 + fp3) * (
                                            tn3))
  # print("HSS : ", hss)
  table = PrettyTable()
  table.field_names = ["Measure", "SVM", "Random Forest", "Naive Bayes"]
  table.add_row(["Sensitivity", sen1, sen2, sen3])
table.add_row(["Specificity", spec1, spec2, spec3])
   table.add_row(["Precision", prec1, prec2, prec3])
  table.add_row(["Negative Predictive Value", npv1, npv2, npv3])
 table.add_row(["False Positive Rate", fpr1, fpr2, fpr3])
table.add_row(["False Discovery Rate", fdr1, fdr2, fdr3])
table.add_row(["False Negative Rate", fnr1, fnr2, fnr3])
  table.add_row(["Accuracy", acc1, acc2, acc3])
table.add_row(["F1 Score", f1score1, f1score2, f1score3])
  table.add_row(["BACC", bacc1, bacc2, bacc3])
  table.add_row(["TSS", tss1, tss2, tss3])
  table.add_row(["HSS", hss1, hss2, hss3])
print(table)
```