8144-SUDHARSAN ENGINEERING COLLEGE

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DEGREE: BTECH

BRANCH: ARTIFICIAL INTELLIGENCE AND DATA SCIENCE

PROJECT TITLE: SENTIMENT ANALYSIS FOR MARKETING

DATA COLLECTION:

To perform sentiment analysis,you'll need a dataset that contains text reviews and corresponding sentiment labels (positive, negative, neutral, etc.).

Kaggle:

Kaggle is a popular platform for data science competitions and datasets. It hosts various datasets, including those related to customer reviews and sentiment analysis. You can search for datasets related to your specific competitor products.

Website: [Kaggle Datasets](https://www.kaggle.com/datasets)

Twitter or Social Media APIs:

You can use Twitter's API or other social media APIs to collect tweets or posts containing customer reviews about competitor products. This is particularly useful if you want to analyze real-time social media sentiment.

Python Libraries: Tweepy (for Twitter API), python-twitter

DATA PREPROCESSING:

Data preprocessing is a crucial step in preparing textual data for sentiment analysis in Python. In this process, you'll clean, tokenize, and transform the text data into a format suitable for analysis.

STEPS:

1.Import Libraries

Import the necessary libraries, including pandas for data handling and NLTK or spaCy for natural language processing.

2.Load the Dataset:

Load your dataset containing customer reviews and sentiments into a DataFrame.

3.Text Cleaning:

Clean the text data by removing special characters, numbers, and converting text to lowercase.

4.Tokenization:

Tokenization involves breaking the text into individual words or tokens.

5.Stopword Removal:

Remove common stopwords that do not carry much sentiment information.

6.Stemming or Lemmatization:

You can choose to apply stemming or lemmatization to reduce words to their root forms.

7.Join Tokens Back to Text:

After preprocessing, join the tokens back together to form cleaned text.

Now, your textual data is preprocessed and ready for sentiment analysis.

SENTIMENT ANALYSIS TECHNIQUE:

Sentiment analysis can be performed using various NLP techniques in Python, including Bag of Words (BoW), Word Embeddings, and Transformer models. Each technique has its own advantages and use cases for marketing.

1. Bag of Words (BoW):

BoW is a simple but effective technique for sentiment analysis. It represents text as a vector of word frequencies or presence/absence of words.

2. Word Embeddings (Word2Vec or GloVe):

Word embeddings represent words as dense vectors in a continuous vector space.

3. Transformer Models (BERT, RoBERTa, etc.):

Transformer models have revolutionized NLP tasks, including sentiment analysis. You can use pre-trained transformer models from Hugging Face Transformers for this purpose.

FEATURE EXTRACTION:

1.Text Preprocessing:

Before feature extraction, make sure your text data is preprocessed as discussed earlier, including cleaning, tokenization, and possibly stemming or lemmatization.

2.Feature Extraction:

Depending on the technique you want to use, you can extract different types of features.

3.Sentiment Analysis:

Once you have extracted features, you can perform sentiment analysis using various methods. For example, if you have labeled sentiment data, you can train a machine learning model on the extracted features, or you can directly use pre-trained sentiment analysis models (e.g., transformer models) to predict sentiment labels.

Training a Sentiment Analysis Model (Optional):

If you want to train your own sentiment analysis model, you can use classifiers like Logistic Regression, Naive Bayes, Support Vector Machine (SVM), or deep learning models (e.g., LSTM or CNN). Train the model using the extracted features and sentiment labels from your dataset.

4.Predict Sentiment:

Use the trained or pre-trained sentiment analysis model to predict sentiment labels for each text entry.

5.Analyze Sentiments:

Analyze the predicted sentiments to gain insights for marketing purposes. You can calculate sentiment statistics, visualize sentiment distributions, or segment your data based on sentiments to tailor marketing strategies.

VISUALIZATION:

Visualizations are a powerful way to analyze sentiment distribution and trends in sentiment analysis results

Sentiment Distribution Histogram:

Create a histogram to visualize the distribution of sentiment scores or labels in your dataset.

Pie Chart of Sentiment Distribution:

A pie chart can also effectively display the distribution of sentiments in your data.

Time Series Analysis:

If your dataset has a time component, you can analyze sentiment trends over time using line plots or time series plots.

Word Clouds:

Create word clouds to visualize the most frequent words associated with different sentiments.

Box Plots or Violin Plots:

Box plots or violin plots can be used to visualize the distribution of sentiment scores and detect outliers or variations in sentiment within different categories or segments of your data.

Insights Generation:

> Aggregate Sentiments by Product/Service/Category

> Identify Key Positive and Negative Themes

> Monitor Sentiment Trends Over Time

> Compare Sentiment Across Channels

> Analyze Sentiment Impact on Sales or KPIs

> Create Actionable Recommendations

> A/B Testing

Python libraries like pandas, scikit-learn, and visualization libraries will be instrumental in the above tasks.

```
[1]: import pandas as pd
     import matplotlib.pyplot as plt
     from tensorflow.keras.preprocessing.text import Tokenizer
     from tensorflow.keras.preprocessing.sequence import pad_sequences
     from tensorflow.keras.models import Sequential
     from tensorflow.keras.layers import LSTM,Dense, Dropout, SpatialDropout1D
     from tensorflow.keras.layers import Embedding
```

```
[3]: df = pd.read_csv("D:\Tweets.csv")
     df.head()
```

```
[3]:          tweet_id airline_sentiment  airline_sentiment_confidence  \
     0  570306133677760513           neutral                        1.0000
     1  570301130888122368          positive                        0.3486
     2  570301083672813571           neutral                        0.6837
     3  570301031407624196          negative                        1.0000
     4  570300817074462722          negative                        1.0000

       negativereason  negativereason_confidence         airline  \
     0            NaN                        NaN  Virgin America
     1            NaN                     0.0000  Virgin America
     2            NaN                        NaN  Virgin America
     3      Bad Flight                     0.7033  Virgin America
     4      Can't Tell                     1.0000  Virgin America

       airline_sentiment_gold        name negativereason_gold  retweet_count  \
     0                    NaN     cairdin                 NaN              0
     1                    NaN    jnardino                 NaN              0
     2                    NaN  yvonnalynn                 NaN              0
     3                    NaN    jnardino                 NaN              0
     4                    NaN    jnardino                 NaN              0

                                          text tweet_coord  \
     0              @VirginAmerica What @dhepburn said.          NaN
     1  @VirginAmerica plus you've added commercials t…          NaN
     2  @VirginAmerica I didn't today… Must mean I n…          NaN
     3  @VirginAmerica it's really aggressive to blast…          NaN
```

```
4  @VirginAmerica and it's a really big bad thing…              NaN

                tweet_created tweet_location                 user_timezone
0  2015-02-24 11:35:52 -0800            NaN  Eastern Time (US & Canada)
1  2015-02-24 11:15:59 -0800            NaN  Pacific Time (US & Canada)
2  2015-02-24 11:15:48 -0800      Lets Play  Central Time (US & Canada)
3  2015-02-24 11:15:36 -0800            NaN  Pacific Time (US & Canada)
4  2015-02-24 11:14:45 -0800            NaN  Pacific Time (US & Canada)
```

[4]: `df.columns`

[4]:
```
Index(['tweet_id', 'airline_sentiment', 'airline_sentiment_confidence',
       'negativereason', 'negativereason_confidence', 'airline',
       'airline_sentiment_gold', 'name', 'negativereason_gold',
       'retweet_count', 'text', 'tweet_coord', 'tweet_created',
       'tweet_location', 'user_timezone'],
      dtype='object')
```

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

```
(14640, 2)
```

[5]:
```
                                       text airline_sentiment
0             @VirginAmerica What @dhepburn said.           neutral
1  @VirginAmerica plus you've added commercials t…          positive
2  @VirginAmerica I didn't today… Must mean I n…           neutral
3  @VirginAmerica it's really aggressive to blast…          negative
4  @VirginAmerica and it's a really big bad thing…          negative
```

[6]:
```python
tweet_df = tweet_df[tweet_df['airline_sentiment'] != 'neutral']
print(tweet_df.shape)
tweet_df.head(5)
```

```
(11541, 2)
```

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

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

```
[7]: negative    9178
     positive    2363
     Name: airline_sentiment, dtype: int64
```

```
[8]: sentiment_label = tweet_df.airline_sentiment.factorize()
     sentiment_label
```

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

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

```
[10]: print(tokenizer.word_index)
```

```
{'to': 1, 'the': 2, 'i': 3, 'a': 4, 'united': 5, 'you': 6, 'for': 7, 'flight':
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[11]:
```python
print(tweet[0])
print(encoded_docs[0])
```

@VirginAmerica plus you've added commercials to the experience… tacky.
[103, 575, 530, 1287, 2416, 1, 2, 177]

[12]:
```python
print(padded_sequence[0])
```

```
[   0    0    0    0    0    0    0    0    0    0    0    0    0    0
    0    0    0    0    0    0    0    0    0    0    0    0    0    0
    0    0    0    0    0    0    0    0    0    0    0    0    0    0
    0    0    0    0    0    0    0    0    0    0    0    0    0    0
    0    0    0    0    0    0    0    0    0    0    0    0    0    0
    0    0    0    0    0    0    0    0    0    0    0    0    0    0
    0    0    0    0    0    0    0    0    0    0    0    0    0    0
    0    0    0    0    0    0    0    0    0    0    0    0    0    0
    0    0    0    0    0    0    0    0    0    0    0    0    0    0
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    0    0    0    0    0    0    0    0    0    0    0    0    0    0
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    0    0    0    0    0    0    0    0    0    0  103  575  530 1287
 2416    1    2  177]
```

```
[13]: embedding_vector_length = 32
      model = Sequential()
      model.add(Embedding(vocab_size, embedding_vector_length, input_length=200) )
      model.add(SpatialDropout1D(0.25))
      model.add(LSTM(50, dropout=0.5, recurrent_dropout=0.5))
      model.add(Dropout(0.2))
      model.add(Dense(1, activation='sigmoid'))
      model.compile(loss='binary_crossentropy',optimizer='adam', metrics=['accuracy'])
      print(model.summary())
```

```
Model: "sequential"
_____
 Layer (type)                Output Shape              Param #
=================================================================
 embedding (Embedding)       (None, 200, 32)           423488

 spatial_dropout1d (Spatial  (None, 200, 32)           0
 Dropout1D)

 lstm (LSTM)                 (None, 50)                16600

 dropout (Dropout)           (None, 50)                0

 dense (Dense)               (None, 1)                 51

=================================================================
Total params: 440139 (1.68 MB)
Trainable params: 440139 (1.68 MB)
Non-trainable params: 0 (0.00 Byte)
_____
None
```
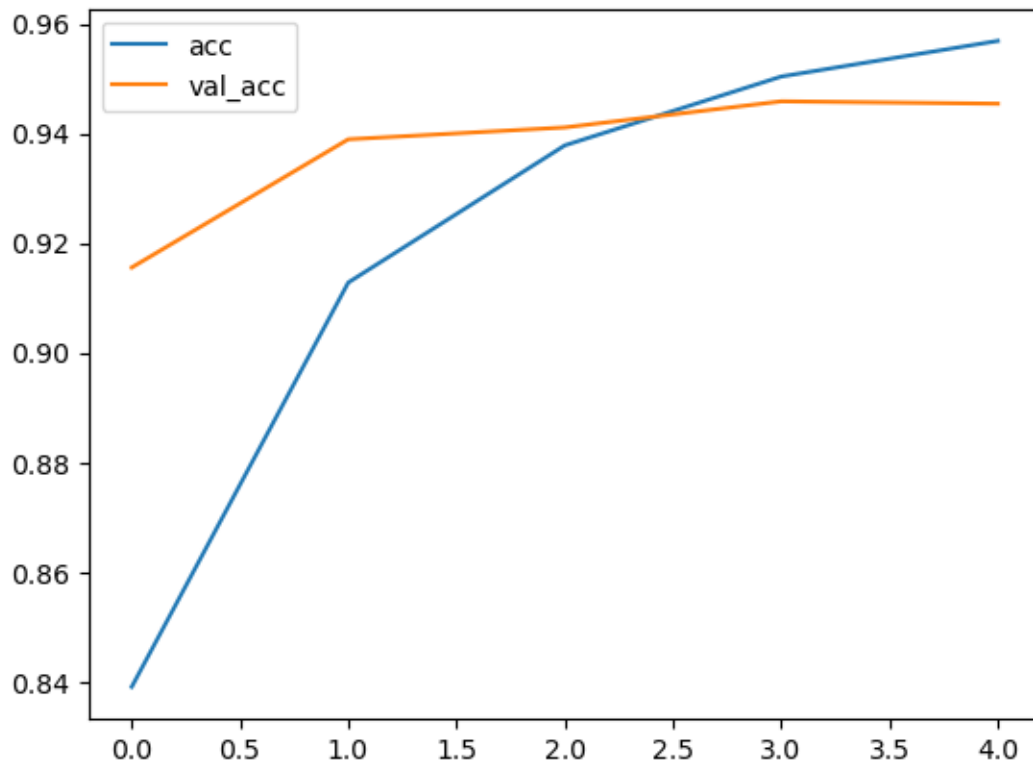
```
[14]: history = model.fit(padded_sequence,sentiment_label[0],validation_split=0.2,␣
      ↪epochs=5, batch_size=32)
```

```
Epoch 1/5
289/289 [==============================] - 42s 126ms/step - loss: 0.3946 -
accuracy: 0.8390 - val_loss: 0.2110 - val_accuracy: 0.9155
Epoch 2/5
289/289 [==============================] - 35s 121ms/step - loss: 0.2188 -
accuracy: 0.9128 - val_loss: 0.1680 - val_accuracy: 0.9389
Epoch 3/5
289/289 [==============================] - 38s 132ms/step - loss: 0.1642 -
accuracy: 0.9378 - val_loss: 0.1619 - val_accuracy: 0.9411
Epoch 4/5
289/289 [==============================] - 35s 122ms/step - loss: 0.1376 -
accuracy: 0.9504 - val_loss: 0.1651 - val_accuracy: 0.9459
Epoch 5/5
```
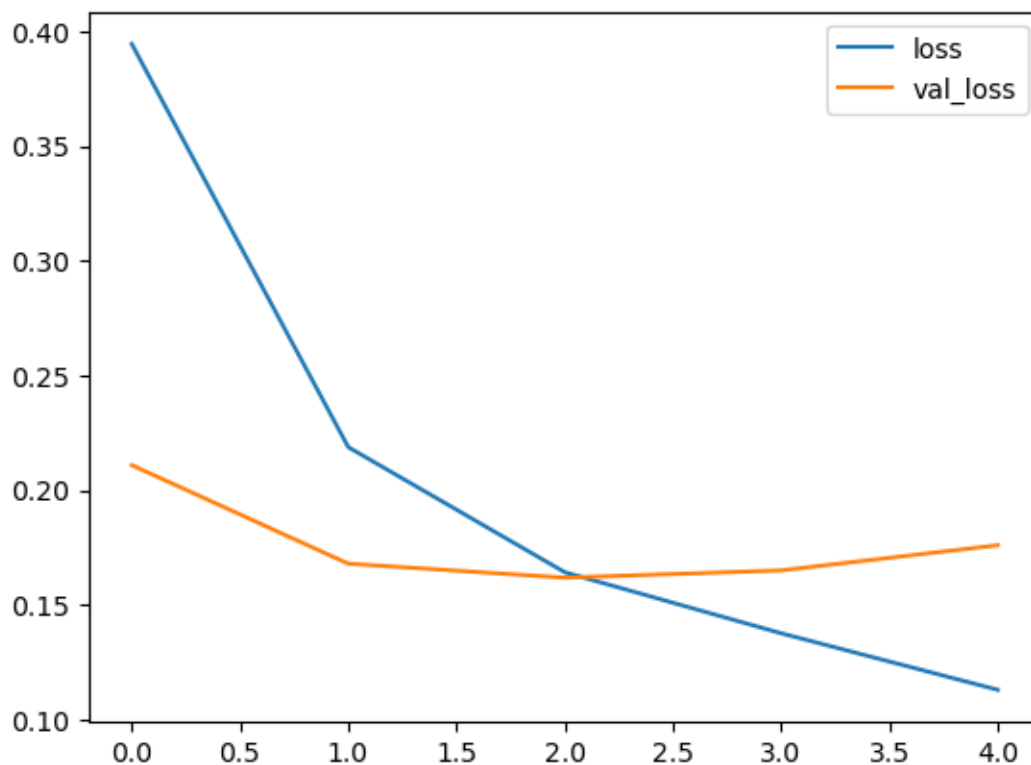
```
289/289 [==============================] - 37s 130ms/step - loss: 0.1130 -
accuracy: 0.9569 - val_loss: 0.1760 - val_accuracy: 0.9454
```

[15]:
```python
plt.plot(history.history['accuracy'], label='acc')
plt.plot(history.history['val_accuracy'], label='val_acc')
plt.legend()
plt.show()
plt.savefig("Accuracy plot.jpg")
```



```
<Figure size 640x480 with 0 Axes>
```

[16]:
```python
plt.plot(history.history['loss'], label='loss')
plt.plot(history.history['val_loss'], label='val_loss')
plt.legend()
plt.show()
plt.savefig("Loss plot.jpg")
```

```
<Figure size 640x480 with 0 Axes>
```

[17]:
```python
def predict_sentiment(text):
    tw = tokenizer.texts_to_sequences([text])
    tw = pad_sequences(tw,maxlen=200)
    prediction = int(model.predict(tw).round().item())
    print("Predicted label: ", sentiment_label[1][prediction])
```

[18]:
```python
test_sentence1 = "I enjoyed my journey on this flight."
predict_sentiment(test_sentence1)

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

```
1/1 [==============================] - 0s 301ms/step
Predicted label:  positive
1/1 [==============================] - 0s 28ms/step
Predicted label:  negative
```

[ ]: