

# Airline Tweets Sentiment Analysis



# Can machine learning help airline companies gauge customer satisfaction?



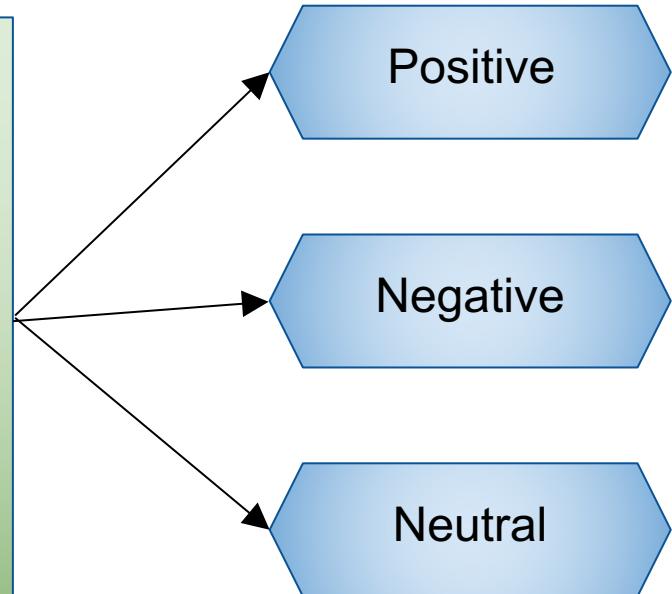
By Sangita Gupta

# Airline Sentiment Classification

- Airline Sentiment dataset, from kaggle
- 14,640 tweets
- Human classified tweets as Positive, Negative, Neutral
  - +
- Retrieved airline customer feedback from twitter API



Natural Language Processing (NLP) + Machine Learning



# Conversion of tweets into airline sentiment

I ❤️ flying @VirginAmerica. ☺👍

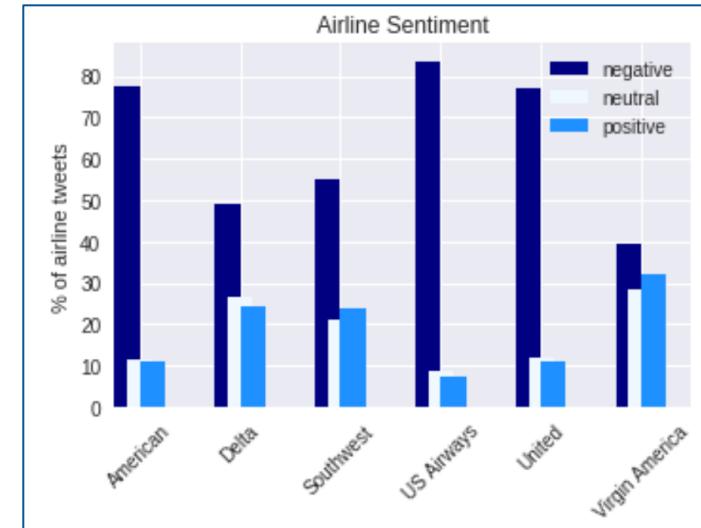
👍👍✈️✈️❤️ When are you guys going to start flying to Paris?

@VirginAmerica: @LizaUtter You're welcome."

@VirginAmerica awaiting my return phone call, just would prefer to use your online self-service option :(

@VirginAmerica plz help me win my bid upgrade for my flight 2/27  
LAX--->SEA!!! 🍷👍✈️✈️

NLP  
+  
Machine  
Learning



# Natural Language Processing

- Natural language processing includes many different techniques for interpreting human language.
- NLP methods used ⇒ tokenization, stop words removal, lemmatization and stemming.

## Processing Tweets:

Raw Tweets

Clean Tweets: remove urls, @users, numbers, punctuation, ...

Remove Stop Words: I, you, some, so, to, ...

Apply Lemmatization:  
(find root of word)

am, are, is ⇒ be      better, great, best ⇒ good

OR

Apply Stemming:  
(trim ends of word)

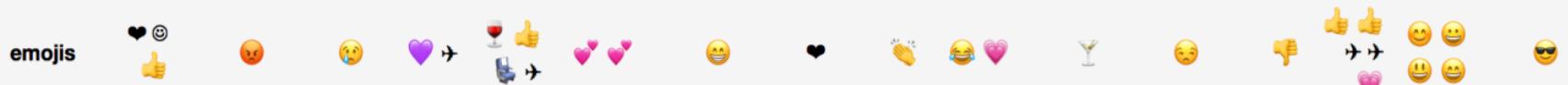
caresses, ponies, cats ⇒ caress, poni, cat

# Process Tweets

- ❑ **Raw Tweet:**
  - ❑ @VirginAmerica Applied for Status Match on Feb 1. Got confirmation email same day. Still no news though. You guys have dropped ball Late Flightly 😢
- ❑ **Cleaned and Emoji Encoded Tweet:**
  - ❑ applied for status match on feb got confirmation email same day still no news though you guys have dropped ball late flightly emoji\_34
- ❑ **Stop Words Removed Tweet:**
  - ❑ applied status match feb got confirmation email day news guys dropped ball late flightly emoji\_34
- ❑ **Stemming Applied to Tweet:**
  - ❑ appli statu match feb got confirm email day news guy drop ball late flightli emoji\_34
- ❑ **Lemmatization Applied to Tweet:**
  - ❑ apply status match feb get confirmation email day news guy drop ball late flightly emoji\_34

# Explore Emojis as sentiment predictors

Extract emojis from tweets to see how they relate to the classified sentiment.



airline\_sentiment positive negative negative positive neutral positive negative positive positive positive negative negative neutral neutral positive

They look like good sentiment predictors. They are symbols so we have to encode them.

Users tend to group emojis together.

@VirginAmerica plz help me win my bid upgrade for my flight 2/27 LAX--->SEA!!! A tweet from @VirginAmerica asking for a flight upgrade. The tweet ends with three arrows pointing right, followed by a row of grouped emojis: a wine glass, a yellow thumbs up, a blue airplane, and a blue chair.

So first separate the emojis into individual symbols.

@VirginAmerica plz help me win my bid upgrade for my flight 2/27 LAX--->SEA!!! The same tweet from @VirginAmerica, but the emojis are now separated into individual symbols: a wine glass, a yellow thumbs up, a blue airplane, and a blue chair.

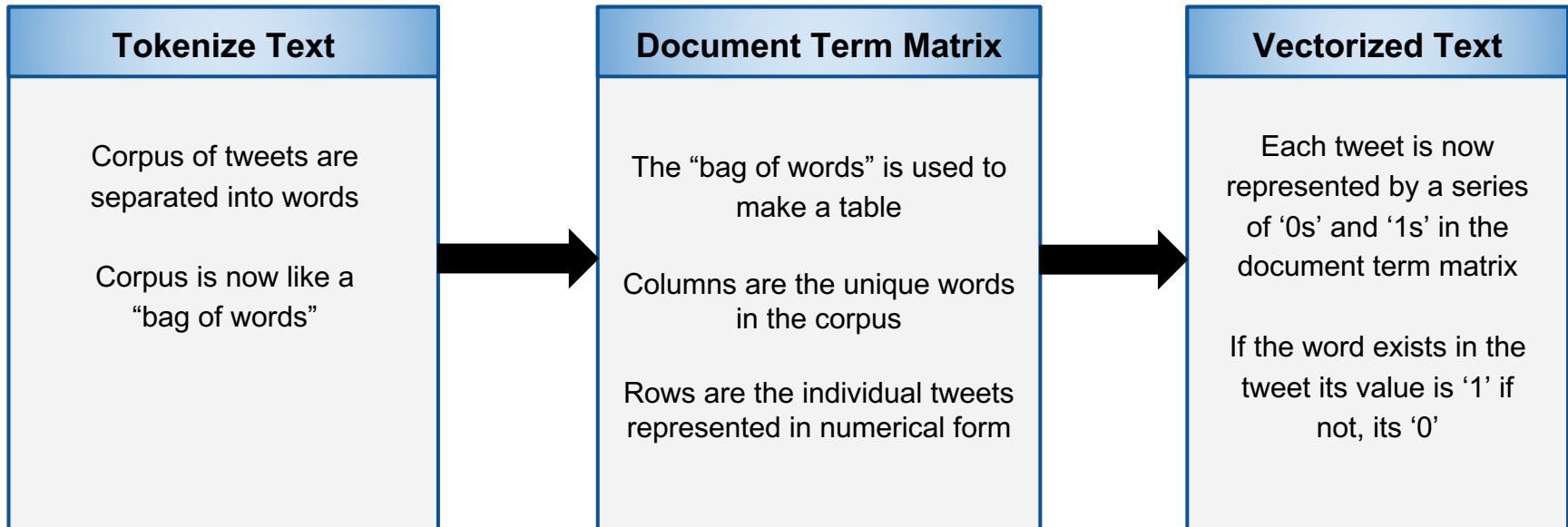
Now that they are separate, encode them as features.

# Encode Emojis

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```

# Transform text into numerical data

Divide tweets into words and create a document term matrix. The columns are unique words in the corpus of tweets. The rows are tweets represented by a sequence of '0s' and '1s', depending on whether the word is present or not.

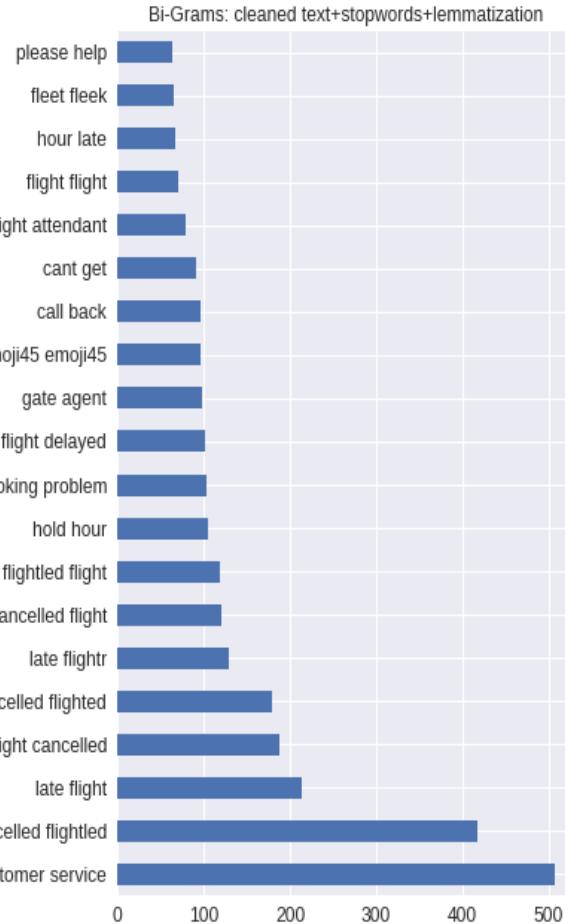


# Word Features: n-grams



- ❑ Given a sentence, we can construct a list of n-grams by finding groups of words that occur next to each other.
  - ❑ An n-gram is a contiguous sequence of n words.
  - ❑ There can be 1-grams, 2-grams, 3-grams...
  - ❑ These are also referred to as uni-gram, bi-gram, tri-gram.
- ❑ In Natural Language Processing, n-grams become features of the text data.
- ❑ N-grams are then used to perform text analytics, such as computing their occurrence frequencies throughout the corpus of text data.
- ❑ The graph to the left shows the top 20 “1-grams”, also known as “uni-grams”, for tweets in the dataset.
  - ❑ flight, hour, get, service cancelled, customer, time, thanks, bag, help, hold, plane, im, amp, call, still, delayed, day, airline, need

# Word Features: bi-grams and tri-grams

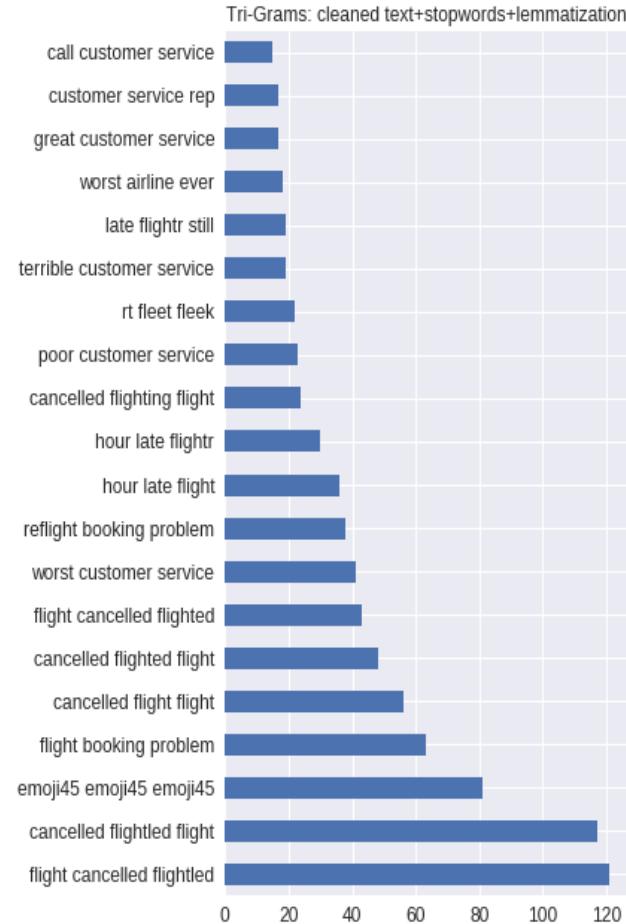


## Top bi-grams:

- Customer service
- late flight
- flight cancelled
- hold hour
- booking problem
- flight delayed
- gate agent
- emoji45 emoji45
- hour late
- please help

## Top tri-grams:

- Flight cancelled flightled
- cancelled flightled flight
- emoji45 emoji45 emoji\_45
- flight booking problems
- cancelled flight flight
- worst customer service
- great customer service
- reflight booking problem
- hour late flight
- call customer service



# Word Frequency: for sentiment classified tweets

# Positive Classification



## Negative Classification



# Model Selection

## Naive Bayes

### Learning Mechanism

- Called a generative model.
- Learns a model of the joint probability,  $p(x,y)$ , of the inputs  $x$  and label  $y$ , from the training data.
- Makes predictions by using Bayes rules to calculate the posterior probability  $p(y|x)$ , and then picks the most likely label  $y$ .

### Model Assumptions

- Assumes that every word in a sentence is independent from the other words.
- So for Naive Bayes the following sentences would all be the same.

“this was a fun party”

“this party was fun”

“party fun was this”

## Logistic Regression

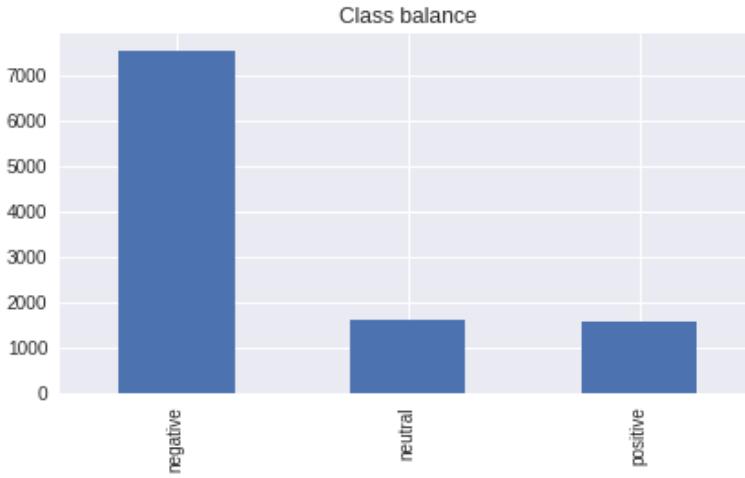
### Learning Mechanism

- Called a discriminative model.
- Directly models the posterior probability distribution  $p(y|x)$ , by learning the mapping from the inputs  $x$  to the labels  $y$ , from the training data.

### Model Assumptions

- The independent variables  $x$ , are not linear combinations of each other.

# Modeling



- Data is highly unbalanced.

**Baseline Accuracy = 0.70**

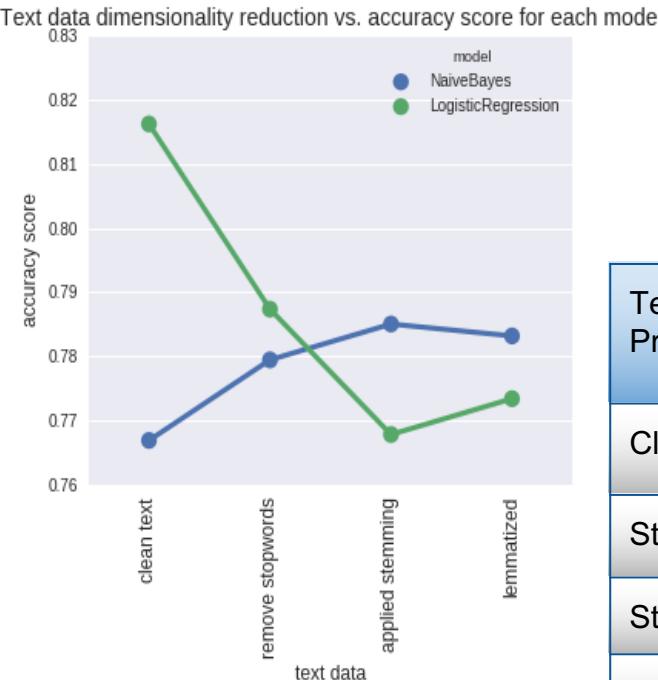
- We will be right 70% of the time if we always guess the most common class

## Insights we want to gain

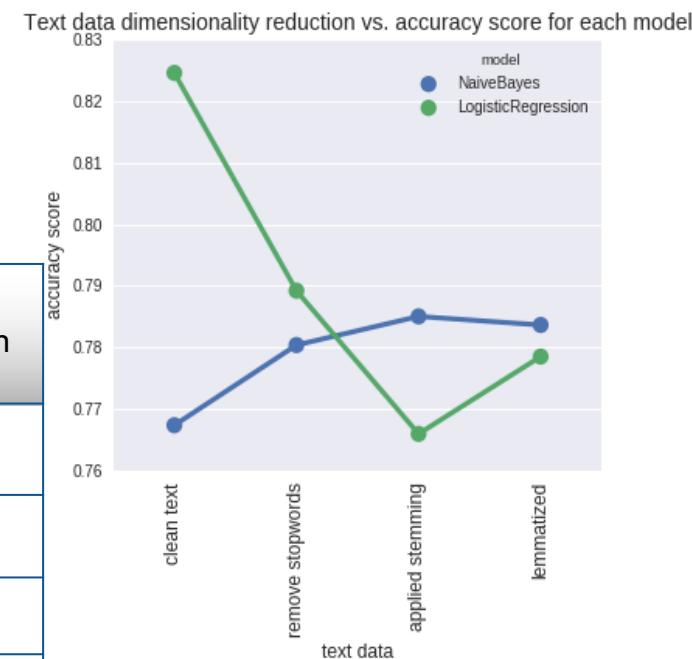
- ❑ What effects do *emojis* have on model predictions?
- ❑ What effects do different *dimensionality reductions methods* have on model predictions?
  - ❑ Stop Words Removal, Lemmatization/Stemming
- ❑ What effects does *tuning* the model's hyper parameters have on model predictions?

# Model Accuracy Effects: using emojis as sentiment predictors

## Emoji Not Encoded



## Emoji Encoded

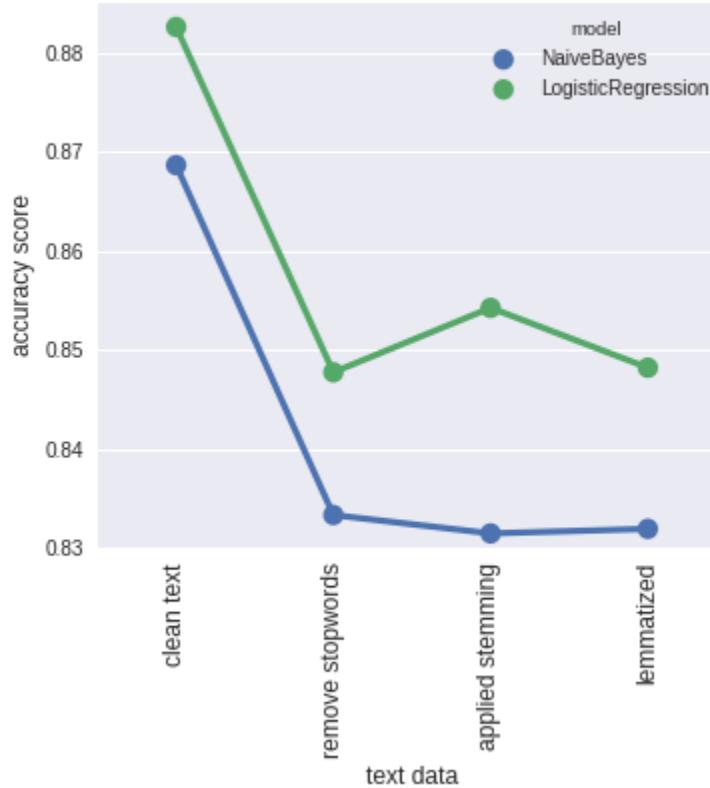


## Model accuracy effects from encoding emojis

Text Processing	Naive Bayes	Logistic Regression
Clean Text	+ 0.047%	+ 0.836%
Stop Words	+ 0.093%	+ 0.186%
Stemming	+ 0%	- 0.186%
Lemmatization	+ 0.046%	+ 0.51%

# Model Accuracy Effects: tuning model hyper-parameters

Text data dimensionality reduction vs. accuracy score for each model



## Parameters Tuned:

- Countvectorizer
  - min\_df = 5, max\_df = 0.95, ngram\_range = (1,2)
- Logistic Regression model
  - C = 1.0
- Naive Bayes model
  - Alpha = 0 .1

## Model Accuracy effects from tuning models

Text Processing	Naive Bayes	Logistic Regression
Clean Text	+ 10.12%	+ 5.803%
Stop Words	+ 5.292%	+ 5.850%
Stemming	+ 4.642%	+ 8.82%
Lemmatization	+ 4.828%	+ 6.9642%

# Best tuned model results

**Model Accuracy of tuned models  
for different NLP methods,  
which reduce data dimensionality**

Text Processing (Emoji Encoded)	Naive Bayes	Logistic Regression
Clean text	86.7%	88.3%
Stop Words	83.3%	84.8%
Stemming	83.1%	85.4%
Lemmatization	83.1%	84.8%

## No data dimensionality reduction:

- Logistic Regression achieves an accuracy of 88.3%.
- Naïve Bayes achieves an accuracy of 86.7%.

## With data dimensionality reduction:

- Logistic Regression achieves an accuracy of about 85%.
- Naïve Bayes achieves an accuracy of about 83%.

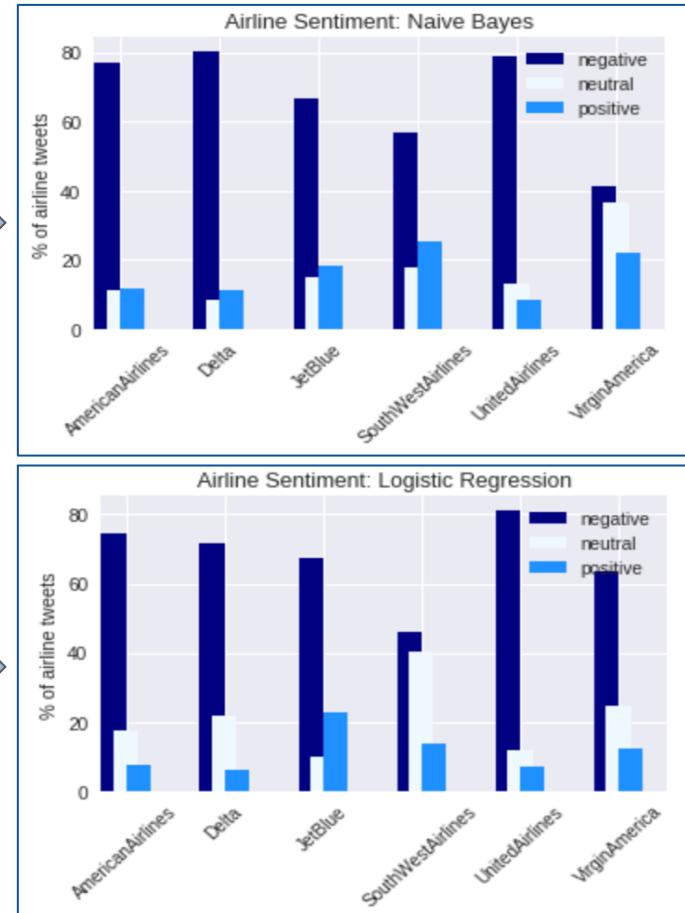
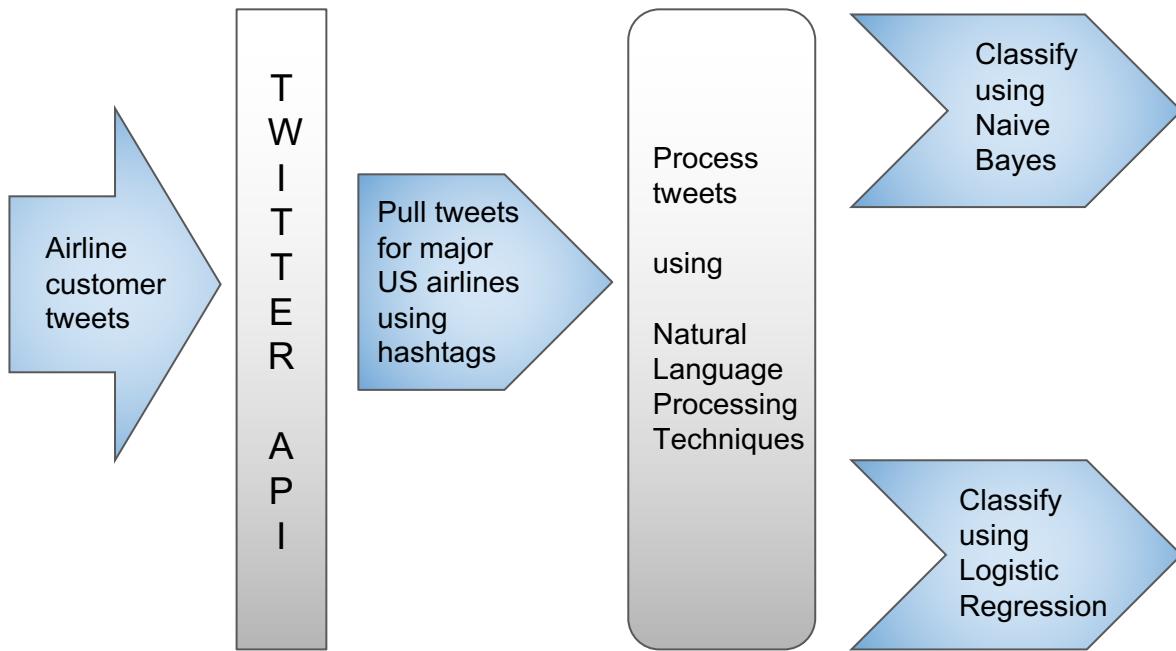
## Model performance compared to baseline accuracy:

- Baseline accuracy was 70%, if always guessing the most common class, which in this case is the negative class.
- Logistic Regression achieves 18% better accuracy without dimensionality reduction and 15% better with.
- Naive Bayes achieves 16.7% better accuracy without dimensionality reduction and 13% better with.
- The machine learning models outperform the baseline accuracy by 13 to 18 percent.

# Conclusions about Models

- ❑ **Using encoded emojis as sentiment predictors:**
  - ❑ Logistic Regression model accuracy seems to improve.
    - ❑ However, when using stemming accuracy actually decreases.
  - ❑ Naive Bayes model accuracy seems to marginally show improvement. For the most part it seem to be unaffected.
- ❑ **Tuning model hyper-parameters:**
  - ❑ Logistic Regression and Naive Bayes have significant accuracy gains by tuning hyper-parameters.
  - ❑ Naive Bayes has the highest accuracy gain when using data that is only cleaned and emoji encoded.
  - ❑ Logistic Regression has the highest accuracy gain when using data with stemming applied.
- ❑ **Applying data dimensionality reduction methods:**
  - ❑ Logistic Regression model accuracy seems to be about 3% worse than without dimensionality reduction.
  - ❑ Naïve Bayes model accuracy seems to be about 4% worse than without dimensionality reduction.

# Classify airline tweets from Twitter



# Word Frequency: for sentiment classified tweets

# Positive Classification



## Negative Classification



# Airline Sentiment Classification

- Tweet:** Kudos to the #unitedairlines staff for helping us with our crazy reservations. Nice send-off from CHS  
**Sentiment Prediction NB:** positive      **Sentiment Prediction LR:** positive
- Tweet:** @united YESSSSSSSSSSSSSSSSSSSSSSSSSSS! I don't know how today can get any better, this is amazing! #ThankYou  
#UnitedAirlines #FlyingTheTahitiSkies  
**Sentiment Prediction NB:** positive      **Sentiment Prediction LR:** positive
- Tweet:** A peek inside Classified, where CEOs and celebrities dine in a hidden restaurant at Newark Liberty International Airport.  
<https://t.co/bpmhavKTSh> #TableReady #speakeasy #UnitedAirlines #exclusive  
**Sentiment Prediction NB:** neutral      **Sentiment Prediction LR:** neutral
- Tweet:** @united That's too bad. 😞 #YYJ would love some more #UnitedAirlines service choices   
**Sentiment Prediction NB:** positive      **Sentiment Prediction LR:** negative
- Tweet:** Montreal, Canada to Phoenix, Arizona for only \$271 CAD roundtrip with United. #UnitedAirlines #Montreal  
<https://t.co/3PErNhmXZ0>  
**Sentiment Prediction NB:** negative      **Sentiment Prediction LR:** neutral
- Tweet:** I am really pissed off with @united Luggage missing since Jan 3 and no one from the airline has made any attempt to explain the problem #unitedairlines does not care  
**Sentiment Prediction NB:** negative      **Sentiment Prediction LR:** negative

# Next Steps

## Challenges in predicting sentiment from tweets

- Machines learn best with precise, unambiguous and structured data. Tweets however, are not generally precise, often ambiguous and the language used is highly unstructured.
- Highly imbalanced dataset in favor of the negative class.

To improve model prediction accuracy, I will explore techniques of dealing with class imbalance.

### Step 1 - Dealing with Class imbalance in the dataset

- Resample the most frequent class to have a similar corpus size as the other classes.
- Tune the penalty hyper-parameter of Logistic Regression.
- Evaluate other algorithms which deal well with imbalanced datasets.

### Step 2 – Explore topic modeling and content categorization

- Infer topics from sentiment classified tweets.

# Questions?

To test out my airline sentiment classifiers go to:

<http://34.212.204.117:5000/predict-sentiment-interface>