# Import all require modules

[nltk\_data] Downloading package punkt to

```
In [1]:
```

```
import pandas as pd
import numpy as np
import warnings
warnings.filterwarnings('ignore')
```

## In [2]:

```
import nltk
nltk.download('punkt') #for word tokenization
nltk.download('stopwords') #for removing or getting list of stopwords
nltk.download('wordnet') #for lemmatization
```

#### Out[2]:

True

#### In [3]:

```
from nltk.tokenize import word_tokenize
from nltk.corpus import stopwords
from nltk.stem import WordNetLemmatizer
import matplotlib.pyplot as plt
from wordcloud import WordCloud
```

#### In [4]:

```
df = pd.read_csv("google.csv")
```

# In [5]:

df

# Out[5]:

review-full-text	review-snippet	feedback	Names	
NaN	NaN	Positive:	Komit Bagate	0
I enrolled for data science course. I got to I	I enrolled for data science course. I got to I	Positive:	omkar thorat	1
All the teaching staff and non- teaching staff	All the teaching staff and non- teaching staff	Positive:	Apoorva Shelar	2
IT vedant is very excellent institution, Becau	IT vedant is very excellent institution, Becau	NaN	Shailesh Jadhav	3
NaN	NaN	Positive:	Siddhi Lale	4
NaN	NaN	NaN	HersheyOP	281
NaN	NaN	Critical:	Yogesh Bhurawane	282
NaN	NaN	NaN	Sunil Bhave	283
NaN	NaN	NaN	swapnil gondkar	284
NaN	NaN	NaN	shelar vaibhav	285

286 rows × 4 columns

# In [6]:

```
df.drop(["review-snippet"],axis=1,inplace=True)
df.drop(["Names"],axis=1,inplace=True)
```

```
In [7]:
```

df

## Out[7]:

	feedback	review-full-text
0	Positive:	NaN
1	Positive:	I enrolled for data science course. I got to I
2	Positive:	All the teaching staff and non-teaching staff
3	NaN	IT vedant is very excellent institution, Becau
4	Positive:	NaN
281	NaN	NaN
282	Critical:	NaN
283	NaN	NaN
284	NaN	NaN
285	NaN	NaN

286 rows × 2 columns

# missing value treatment

#### In [8]:

```
#measure the nan(null) values in df
df.isnull().sum()
```

## Out[8]:

feedback 186 review-full-text 213

dtype: int64

#### In [9]:

```
#percentage of nan(null) values in df
nullper=(df.isnull().sum()/len(df))*100
print(nullper)
```

feedback 65.034965 review-full-text 74.475524

dtype: float64

#### In [10]:

```
# for each column, get value counts in decreasing order and take the index (value) of most \#df_most_common_imputed = df.apply(lambda x: x.fillna(x.value_counts().index[0])) \#df_most_common_imputed
```

## In [11]:

```
#missing value treatment in categorical values using mode
df['feedback'] = df['feedback'].fillna(df['feedback'].mode()[0])
df['review-full-text'] = df['review-full-text'].fillna(df['review-full-text'].mode()[0])
```

## In [12]:

df

## Out[12]:

	feedback	review-full-text
0	Positive:	All the teaching staff and non-teaching staff
1	Positive:	I enrolled for data science course. I got to I
2	Positive:	All the teaching staff and non-teaching staff
3	Positive:	IT vedant is very excellent institution, Becau
4	Positive:	All the teaching staff and non-teaching staff
281	Positive:	All the teaching staff and non-teaching staff
282	Critical:	All the teaching staff and non-teaching staff
283	Positive:	All the teaching staff and non-teaching staff
284	Positive:	All the teaching staff and non-teaching staff
285	Positive:	All the teaching staff and non-teaching staff

## 286 rows × 2 columns

## In [13]:

```
from sklearn.preprocessing import LabelEncoder
le=LabelEncoder()
for col in df:
    df['feedback']=le.fit_transform(df['feedback'])
```

# In [14]:

df

# Out[14]:

	feedback	review-full-text
0	1	All the teaching staff and non-teaching staff
1	1	I enrolled for data science course. I got to I
2	1	All the teaching staff and non-teaching staff
3	1	IT vedant is very excellent institution, Becau
4	1	All the teaching staff and non-teaching staff
281	1	All the teaching staff and non-teaching staff
282	0	All the teaching staff and non-teaching staff
283	1	All the teaching staff and non-teaching staff $\dots$
284	1	All the teaching staff and non-teaching staff $\dots$
285	1	All the teaching staff and non-teaching staff $\dots$

286 rows × 2 columns

#### In [15]:

```
wc = WordCloud(width=800, height=800, background_color="white", min_font_size=10)
wc.generate("".join(df[df['feedback']==0]['review-full-text']))
plt.figure(figsize=(6,6))
plt.imshow(wc)
plt.axis("off")
plt.show()
```

```
science helps
3I arrangements progress
experience available assistance encourage everything institute 1st data noninterviewupto portal course got rack professional team followed
```

```
In [16]:
```

```
wc = WordCloud(width=800, height=800, background_color="white", min_font_size=10)
wc.generate("".join(df[df['feedback']==1]['review-full-text']))

plt.figure(figsize=(6,6))
plt.imshow(wc)
plt.axis("off")
plt.show()
```

```
wedant followed course progress data science progress progress science progress progress of the progress of th
```

#### In [17]:

```
stop = stopwords.words("english")
def clean_text(text):
    tokens = word_tokenize(text.lower())
# Filter only alphabets
word_tokens = [t for t in tokens if t.isalpha()]
clean_tokens = [t for t in word_tokens if t not in stop]
lemma = WordNetLemmatizer()
lemma_tokens = [lemma.lemmatize(t) for t in clean_tokens]
return " ".join(lemma_tokens)
```

# In [18]:

```
df['review-full-text'] = df['review-full-text'].apply(clean_text)
```

#### In [19]:

```
df['review-full-text'].head()
```

#### Out[19]:

```
0 teaching staff staff professional available as...
```

- 1 enrolled data science course got learn many th...
- 2 teaching staff staff professional available as...
- 3 vedant excellent institution method teaching g...
- 4 teaching staff staff professional available as...

Name: review-full-text, dtype: object

```
6/16/2021
                                              IT_Vedant_Google_reviews - Jupyter Notebook
  In [20]:
  x= df['review-full-text']
  y= df['feedback']
  In [21]:
  from sklearn.model_selection import train_test_split
  x_train, x_test, y_train, y_test = train_test_split(x, y, test_size=0.3)
  In [22]:
  sent_len = []
  for t in df['review-full-text']:
    sent_len.append(len(word_tokenize(t)))
  df['sent_len'] = sent_len
  df.head()
  Out[22]:
      feedback
                                            review-full-text sent_len
   0
             1
                   teaching staff staff professional available as...
                                                                 32
   1
             1
                enrolled data science course got learn many th...
                                                                 39
   2
                   teaching staff staff professional available as...
                                                                 32
   3
                 vedant excellent institution method teaching g...
                                                                 40
   4
                   teaching staff staff professional available as...
                                                                 32
  In [23]:
  max(sent_len)
  Out[23]:
  96
  In [24]:
```

```
np.quantile(sent_len, 0.95)
```

#### Out[24]:

49.75

## In [25]:

```
max len = 49
```

#### In [26]:

```
from tensorflow.keras.models import Sequential
from tensorflow.keras.layers import Dense
from tensorflow.keras.preprocessing.text import Tokenizer
# Creates dictionary and every unique word is given number key
from tensorflow.keras.preprocessing import sequence
# To perform the padding of the documents with zero's to make the length of the
# document common
from tensorflow.keras.layers import (LSTM, Dropout, Embedding, SimpleRNN, GRU)
# All the index numbers are converted to vectors using Embedding
# SimpleRNN allows to implement the RNN architecture - activation function -tanh
# Dropout - manage overfitting of model
```

#### In [27]:

```
# Tokenization
tok = Tokenizer(char_level=False, split=" ")
tok.fit_on_texts(x_train)
```

#### In [28]:

```
tok.index_word
os: really,
66: 'learning',
67: 'career',
68: 'thing',
69: 'industry',
 70: 'understand',
71: 'skill',
72: 'session',
73: 'namrata',
74: 'company',
75: 'much',
76: 'always',
77: 'support',
78: 'field',
79: 'friendly',
80: 'enrolled',
81: 'highly',
82: 'thank',
83: 'development',
84: 'u',
```

#### In [29]:

```
vocab_len = len(tok.index_word)
vocab_len
```

#### Out[29]:

670

```
In [30]:
```

```
seq_train = tok.texts_to_sequences(x_train)
seq_train
  18,
  28,
  19,
  15,
  29,
  30,
  20,
  31,
  7,
  11,
  14],
 [2,
  1,
  1,
  13,
  16,
  21,
  10,
  9,
  22,
In [31]:
seq_padded_train = sequence.pad_sequences(seq_train, maxlen=max_len)
seq_padded_train
Out[31]:
array([[ 0, 0, 0, ..., 7, 11, 14],
       [0, 0, 0, \ldots, 7, 11, 14],
             0, 0, ..., 7, 11, 14],
       [ 0,
       [0, 0, 0, \ldots, 50, 42, 97],
       [0, 0, 0, \ldots, 7, 11, 14],
       [0, 0, 0, \ldots, 7, 11, 14]])
In [32]:
model = Sequential()
# vectorization
model.add(Embedding(vocab len+1,49, input length=max len, mask zero=True))
# RNN Layer
model.add(SimpleRNN(32, activation="tanh"))
# ANN's hidden layer
model.add(Dense(32, activation="relu"))
# To check on overfitting
model.add(Dropout(0.2))
# output layer
model.add(Dense(1, activation="sigmoid"))
```

# In [33]:

# model.summary()

Model: "sequential"

Layer (type)	Output Shape	Param #
embedding (Embedding)	(None, 49, 49)	32879
simple_rnn (SimpleRNN)	(None, 32)	2624
dense (Dense)	(None, 32)	1056
dropout (Dropout)	(None, 32)	0
dense_1 (Dense)	(None, 1)	33

Total params: 36,592 Trainable params: 36,592 Non-trainable params: 0

# In [34]:

model.compile(loss="binary\_crossentropy", optimizer="adam")

#### In [35]:

model.fit(seq\_padded\_train, y\_train, batch\_size=50, epochs=50)

```
Epoch 1/50
Epoch 2/50
Epoch 3/50
4/4 [============= ] - 0s 10ms/step - loss: 0.3437
Epoch 4/50
Epoch 5/50
4/4 [============== ] - 0s 13ms/step - loss: 0.2040
Epoch 6/50
4/4 [============== ] - 0s 13ms/step - loss: 0.1742
Epoch 7/50
4/4 [============== ] - 0s 11ms/step - loss: 0.1205
Epoch 8/50
Epoch 9/50
4/4 [============== ] - 0s 12ms/step - loss: 0.1012
Epoch 10/50
4/4 [============== ] - 0s 13ms/step - loss: 0.0890
Epoch 11/50
4/4 [============= ] - 0s 11ms/step - loss: 0.0654
Epoch 12/50
4/4 [============== ] - 0s 11ms/step - loss: 0.0475
Epoch 13/50
Epoch 14/50
Epoch 15/50
Epoch 16/50
Epoch 17/50
Epoch 18/50
Epoch 19/50
4/4 [============= ] - 0s 10ms/step - loss: 0.0378
Epoch 20/50
4/4 [=============== ] - 0s 10ms/step - loss: 0.1154
Epoch 21/50
4/4 [============== ] - 0s 13ms/step - loss: 0.0474
Epoch 22/50
4/4 [============== ] - 0s 13ms/step - loss: 0.0321
Epoch 23/50
Epoch 24/50
4/4 [============== ] - 0s 11ms/step - loss: 0.0398
Epoch 25/50
4/4 [============== ] - 0s 10ms/step - loss: 0.0700
Epoch 26/50
4/4 [============= ] - 0s 12ms/step - loss: 0.0453
Epoch 27/50
Epoch 28/50
4/4 [============== ] - 0s 10ms/step - loss: 0.0430
```

```
Epoch 29/50
Epoch 30/50
4/4 [============ ] - 0s 10ms/step - loss: 0.0605
Epoch 31/50
4/4 [============== ] - 0s 10ms/step - loss: 0.0856
Epoch 32/50
Epoch 33/50
Epoch 34/50
4/4 [============== ] - 0s 10ms/step - loss: 0.0835
Epoch 35/50
4/4 [=============== ] - 0s 10ms/step - loss: 0.0567
Epoch 36/50
4/4 [============= ] - 0s 11ms/step - loss: 0.0854
Epoch 37/50
4/4 [============== ] - 0s 10ms/step - loss: 0.0497
Epoch 38/50
4/4 [============== ] - 0s 12ms/step - loss: 0.0394
Epoch 39/50
4/4 [============= ] - 0s 10ms/step - loss: 0.0439
Epoch 40/50
Epoch 41/50
4/4 [============== ] - 0s 12ms/step - loss: 0.1091
Epoch 42/50
4/4 [============== ] - 0s 12ms/step - loss: 0.0548
Epoch 43/50
4/4 [============= ] - 0s 9ms/step - loss: 0.0588
Epoch 44/50
Epoch 45/50
4/4 [============== ] - 0s 11ms/step - loss: 0.0416
Epoch 46/50
4/4 [============= ] - 0s 12ms/step - loss: 0.0884
Epoch 47/50
Epoch 48/50
4/4 [============= ] - 0s 12ms/step - loss: 0.0456
Epoch 49/50
Epoch 50/50
4/4 [============= ] - 0s 12ms/step - loss: 0.0404
```

## Out[35]:

<tensorflow.python.keras.callbacks.History at 0x205a8cf23d0>

```
In [36]:
```

```
seq_test = tok.texts_to_sequences(x_test)
seq_test
 [2,
  1,
  1,
  13,
  16,
  21,
  10,
  9,
  22,
  4,
  3,
  6,
  23,
  24,
  17,
  5,
  25,
  26,
  8,
  12
In [37]:
```

```
seq_padded_test = sequence.pad_sequences(seq_test, maxlen=max_len)
seq_padded_test
```

## Out[37]:

## In [38]:

```
y_hat = model.predict(seq_padded_test)
```

## In [39]:

```
# y_hat contains probability
y_hat = np.where(y_hat>=0.5, 1, 0)
```

# In [40]:

from sklearn.metrics import classification\_report
print(classification\_report( y\_test, y\_hat))

	precision	recall	f1-score	support
0	0.00	0.00	0.00	0
1	1.00	0.87	0.93	86
accuracy			0.87	86
macro avg	0.50	0.44	0.47	86
weighted avg	1.00	0.87	0.93	86

#### In [41]:

```
model = Sequential()
# vectorization
model.add(Embedding(vocab_len+1,49, input_length=max_len, mask_zero=True))
# RNN Layer
# model.add(SimpleRNN(32, activation="tanh"))
model.add(LSTM(32, activation="tanh"))
# ANN's hidden Layer
model.add(Dense(32, activation="relu"))
# To check on overfitting
model.add(Dropout(0.2))
# output Layer
model.add(Dense(1, activation="sigmoid"))
model.compile(loss="binary_crossentropy", optimizer="adam")
model.fit(seq_padded_train, y_train, batch_size=50, epochs=50)
```

```
Epoch 1/50
4/4 [=============== ] - 4s 13ms/step - loss: 0.6792
Epoch 2/50
4/4 [============== ] - 0s 16ms/step - loss: 0.6477
Epoch 3/50
4/4 [============== ] - 0s 16ms/step - loss: 0.6054
Epoch 4/50
4/4 [============== ] - 0s 13ms/step - loss: 0.5432
Epoch 5/50
4/4 [============= ] - 0s 16ms/step - loss: 0.4544
Epoch 6/50
4/4 [============== ] - 0s 16ms/step - loss: 0.3094
Epoch 7/50
4/4 [============= - - os 13ms/step - loss: 0.1476
Epoch 8/50
Epoch 9/50
4/4 [============== ] - 0s 16ms/step - loss: 0.0615
Epoch 10/50
4/4 [============== ] - 0s 16ms/step - loss: 0.0577
Epoch 11/50
4/4 [=============== ] - 0s 16ms/step - loss: 0.0567
Epoch 12/50
Epoch 13/50
4/4 [=============== ] - 0s 16ms/step - loss: 0.0411
Epoch 14/50
4/4 [=============== ] - 0s 16ms/step - loss: 0.0399
Epoch 15/50
4/4 [=============== ] - 0s 16ms/step - loss: 0.0539
Epoch 16/50
4/4 [=============== ] - 0s 16ms/step - loss: 0.0877
Epoch 17/50
4/4 [============== ] - 0s 16ms/step - loss: 0.0753
Epoch 18/50
4/4 [============= - - os 16ms/step - loss: 0.0817
Epoch 19/50
4/4 [============== ] - 0s 16ms/step - loss: 0.1130
Epoch 20/50
4/4 [============== ] - 0s 16ms/step - loss: 0.0719
Epoch 21/50
4/4 [============= ] - 0s 16ms/step - loss: 0.0829
Epoch 22/50
```

```
4/4 [============= ] - 0s 13ms/step - loss: 0.0367
Epoch 23/50
4/4 [============ ] - 0s 16ms/step - loss: 0.0453
Epoch 24/50
4/4 [============== ] - 0s 19ms/step - loss: 0.0918
Epoch 25/50
Epoch 26/50
Epoch 27/50
Epoch 28/50
4/4 [=============== ] - 0s 16ms/step - loss: 0.0651
Epoch 29/50
4/4 [============ ] - 0s 13ms/step - loss: 0.0744
Epoch 30/50
4/4 [=============== ] - 0s 16ms/step - loss: 0.0577
Epoch 31/50
4/4 [============== ] - 0s 16ms/step - loss: 0.0286
Epoch 32/50
4/4 [============= ] - 0s 13ms/step - loss: 0.0460
Epoch 33/50
4/4 [============== ] - 0s 13ms/step - loss: 0.0460
Epoch 34/50
4/4 [============= ] - 0s 16ms/step - loss: 0.0399
Epoch 35/50
4/4 [============== ] - 0s 13ms/step - loss: 0.0428
Epoch 36/50
4/4 [============== ] - 0s 16ms/step - loss: 0.0380
Epoch 37/50
Epoch 38/50
4/4 [============= ] - 0s 16ms/step - loss: 0.0620
Epoch 39/50
4/4 [============= ] - 0s 13ms/step - loss: 0.0485
Epoch 40/50
Epoch 41/50
4/4 [============== ] - 0s 16ms/step - loss: 0.0393
Epoch 42/50
Epoch 43/50
Epoch 44/50
Epoch 45/50
4/4 [============== ] - 0s 16ms/step - loss: 0.0667
Epoch 46/50
4/4 [=============== ] - 0s 13ms/step - loss: 0.0571
Epoch 47/50
4/4 [============= ] - 0s 16ms/step - loss: 0.0434
Epoch 48/50
4/4 [============= ] - 0s 13ms/step - loss: 0.0635
Epoch 49/50
Epoch 50/50
4/4 [============== ] - 0s 16ms/step - loss: 0.0782
```

#### Out[41]:

<tensorflow.python.keras.callbacks.History at 0x205ae1b2100>

# In [42]:

```
y_hat = model.predict(seq_padded_test)
y_hat = np.where(y_hat>=0.5, 1, 0)
print(classification_report(y_test, y_hat))
```

support	f1-score	recall	precision	
86	1.00	1.00	1.00	1
86 86 86	1.00 1.00 1.00	1.00 1.00	1.00 1.00	accuracy macro avg weighted avg

## In [43]:

```
model = Sequential()
# vectorization
model.add(Embedding(vocab_len+1,49, input_length=max_len, mask_zero=True))
# RNN Layer
model.add(GRU(32, activation="tanh"))
# ANN's hidden Layer
model.add(Dense(32, activation="relu"))
# To check on overfitting|
model.add(Dropout(0.2))
# output Layer
model.add(Dense(1, activation="sigmoid"))
model.compile(loss="binary_crossentropy", optimizer="adam")
model.fit(seq_padded_train, y_train, batch_size=50, epochs=50)
```

```
Epoch 1/50
4/4 [============== ] - 3s 13ms/step - loss: 0.6942
Epoch 2/50
4/4 [============== ] - 0s 11ms/step - loss: 0.6574
Epoch 3/50
4/4 [============== ] - 0s 13ms/step - loss: 0.6250
Epoch 4/50
4/4 [============ - - os 13ms/step - loss: 0.5851
Epoch 5/50
4/4 [============== ] - 0s 11ms/step - loss: 0.5381
Epoch 6/50
4/4 [============== ] - 0s 13ms/step - loss: 0.4736
Epoch 7/50
4/4 [============== ] - 0s 16ms/step - loss: 0.4055
Epoch 8/50
Epoch 9/50
Epoch 10/50
4/4 [============== ] - 0s 13ms/step - loss: 0.1027
Epoch 11/50
Epoch 12/50
Epoch 13/50
4/4 [============= ] - 0s 13ms/step - loss: 0.0558
Epoch 14/50
Epoch 15/50
4/4 [============== ] - 0s 13ms/step - loss: 0.0639
Epoch 16/50
4/4 [============== ] - 0s 13ms/step - loss: 0.0620
Epoch 17/50
4/4 [============== ] - 0s 11ms/step - loss: 0.0938
Epoch 18/50
4/4 [============= ] - 0s 13ms/step - loss: 0.0358
Epoch 19/50
4/4 [============== ] - 0s 13ms/step - loss: 0.0373
Epoch 20/50
4/4 [============= ] - 0s 13ms/step - loss: 0.0370
Epoch 21/50
Epoch 22/50
4/4 [=============== ] - 0s 13ms/step - loss: 0.0567
```

```
Epoch 23/50
4/4 [============== ] - 0s 13ms/step - loss: 0.0752
Epoch 24/50
4/4 [============= ] - 0s 13ms/step - loss: 0.0490
Epoch 25/50
Epoch 26/50
Epoch 27/50
4/4 [============= ] - 0s 13ms/step - loss: 0.0396
Epoch 28/50
4/4 [============== ] - 0s 13ms/step - loss: 0.0903
Epoch 29/50
4/4 [============== ] - 0s 13ms/step - loss: 0.0729
Epoch 30/50
Epoch 31/50
4/4 [============== ] - 0s 13ms/step - loss: 0.0431
Epoch 32/50
4/4 [============= ] - 0s 13ms/step - loss: 0.0934
Epoch 33/50
4/4 [============== ] - 0s 13ms/step - loss: 0.0333
Epoch 34/50
Epoch 35/50
4/4 [============== ] - 0s 11ms/step - loss: 0.0353
Epoch 36/50
4/4 [============== ] - 0s 11ms/step - loss: 0.0516
Epoch 37/50
4/4 [============= ] - 0s 13ms/step - loss: 0.0851
Epoch 38/50
Epoch 39/50
Epoch 40/50
Epoch 41/50
Epoch 42/50
4/4 [=============== ] - 0s 13ms/step - loss: 0.1024
Epoch 43/50
Epoch 44/50
4/4 [============== ] - 0s 13ms/step - loss: 0.0336
Epoch 45/50
4/4 [=============== ] - 0s 13ms/step - loss: 0.0668
Epoch 46/50
4/4 [============== ] - 0s 16ms/step - loss: 0.0402
Epoch 47/50
4/4 [=============== ] - 0s 13ms/step - loss: 0.0558
Epoch 48/50
4/4 [============== ] - 0s 13ms/step - loss: 0.0567
Epoch 49/50
4/4 [============= ] - 0s 16ms/step - loss: 0.0672
Epoch 50/50
4/4 [============== ] - 0s 13ms/step - loss: 0.0271
```

#### Out[43]:

<tensorflow.python.keras.callbacks.History at 0x205b53657c0>

# In [44]:

```
y_hat = model.predict(seq_padded_test)
y_hat = np.where(y_hat>=0.5, 1, 0)
print(classification_report(y_test, y_hat))
```

	precision	recall	f1-score	support
1	1.00	1.00	1.00	86
accuracy			1.00	86
macro avg	1.00	1.00	1.00	86
weighted avg	1.00	1.00	1.00	86

# In [ ]:

 $local host: 8888/notebooks/NLP\ Case\ Study/IT\_Vedant\_Google\_reviews.ipynb$