

# CORRELATION COEFFICIENT BETWEEN THE NORMALIZED SENTIMENT SCORES AND RATING INDICATORS (EVs)

id	Topics labels	Normalized Rating	Normalized Sentiment Scores
1	Pricing	0.010	0.009
2	Presentation	0.008	-0.002
3	Safety features	0.018	0.017
4	Speed	0.031	0.039
5	Comparisons	0.012	0.025
6	Technical Service	-0.186	-0.152
7	Charging	-0.007	0.001
8	Manufacturing defects	-0.085	-0.054
9	Battery capacity	-0.069	-0.054
10	Driving experience	0.083	0.069
11	Fuel-cost savings	0.036	0.010
12	Financing	0.008	0.006
13	Transition experience (ICV -> EV)	0.023	0.020
14	Software updates	0.029	0.020
15	Size	0.059	0.053
16	Design	-0.041	-0.036
17	Ecology	0.024	0.014
18	Spaciousness	0.038	0.020
19	Superchargers	0.035	0.024
20	Range	0.019	0.018
21	Build quality	-0.029	-0.037
22	Customer service	-0.081	-0.036
23	Overall performance	0.025	0.005
24	Steering wheel functionalities	-0.019	-0.025
25	Quality	0.030	0.026
26	Maintenance	0.032	0.018
27	Dead battery	-0.002	-0.001
28	General	-0.019	-0.010
29	Traffic performance	0.013	0.007
30	Quietness	0.002	0.002

## Correlation coefficients

	Normalized Rating	Normalized Sentiment Scores
Normalized Rating	1	
Normalized Rating	0.9715	1

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id	Topics labels	Normalized Rating	Normalized Sentiment Scores
1	Purchase worthiness	-0.023	-0.011
2	Driving experience	0.039	0.039
3	Value for the money	0.021	0.023
4	After-purchase experience	0.001	0.000
5	Fun factor	0.005	0.022
6	Sound system	-0.011	-0.008
7	Size	0.024	0.015
8	Package types	0.021	0.019
9	Electronics	-0.170	-0.135
10	Reliability	0.014	0.011
11	Engine	-0.060	-0.040
12	Trunk	-0.012	-0.017
13	Legroom	0.019	0.010
14	Seats	-0.004	-0.005
15	Test drive	0.018	0.018
16	City/Highway performance	0.001	-0.012
17	Purchase experience	0.009	-0.005
18	Design	0.006	0.002
19	Comparison Shopping Engines	0.011	0.017
20	Lighting	-0.041	-0.036
21	Highway gas mileage	0.020	0.019
22	Gas mileage	0.057	0.056
23	Driving modes	0.015	0.001
24	Parts needed service	-0.010	-0.035
25	Pricing	0.004	0.002
26	Expectations	0.014	0.008
27	Performance in different conditions	0.008	0.007
28	Looks	0.050	0.051
29	Handling	0.037	0.038
30	Speed	0.006	-0.002

## Correlation coefficients

	Normalized Rating	Normalized Sentiment Scores
Normalized Rating	1	
Normalized Rating	0.9678	1

31	<i>General safety</i>	-0.009	0.002
32	<i>Transmission</i>	-0.095	-0.069
33	<i>General</i>	0.016	0.013
34	<i>Safety features</i>	0.018	0.011
35	<i>SUVs</i>	0.013	0.003
36	<i>Dealerships' service</i>	0.005	0.006
37	<i>Color</i>	0.008	0.005
38	<i>Phone integration</i>	-0.007	0.000
39	<i>Brand opinion</i>	-0.021	-0.022
40	<i>After-purchase opinion</i>	0.001	0.001