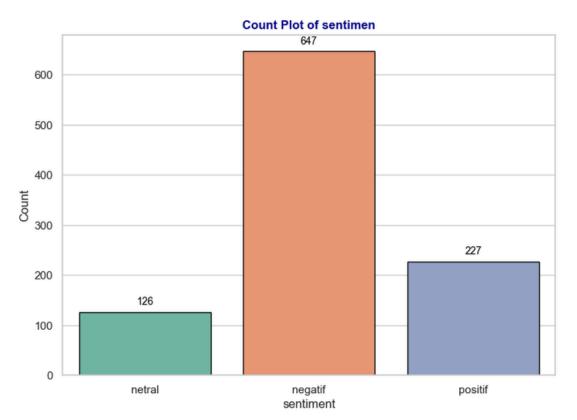


Background

Instagram is a popular social media platform used by millions globally. **User reviews** on the Google Play Store provide insights into satisfaction and feedback. This project aims to predict the sentiment of Instagram reviews using a multiclass classifier.

What Happened?



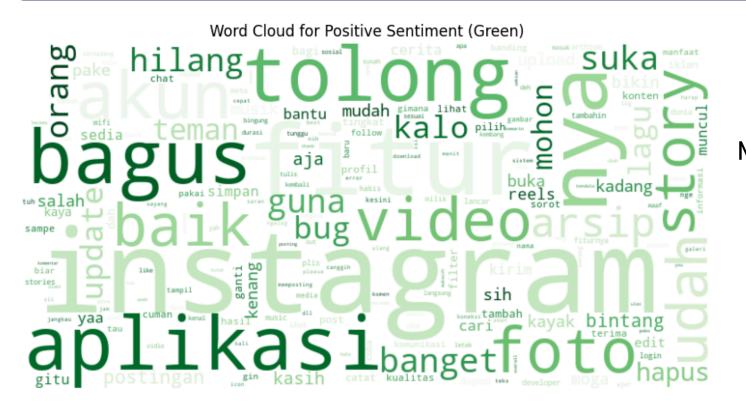
There are 3 types of sentiments: 227 for positive, 647 for negative, and 126 for neutral.

What words frequently appear in the reviews?



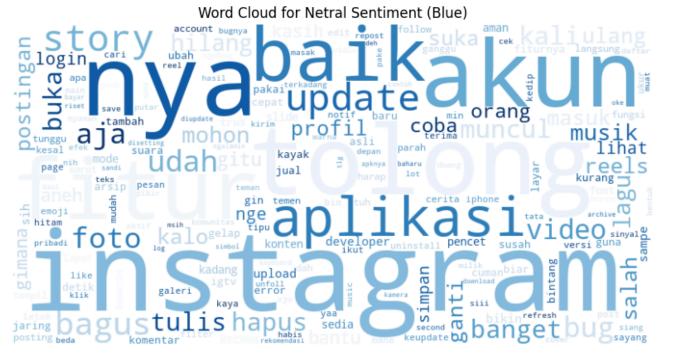
Most **users type words** such as "saya", "tidak", "bisa", "dan", "instagram", "akun", "fitur", and others when writing Instagram reviews.

What positive words often appear in reviews?



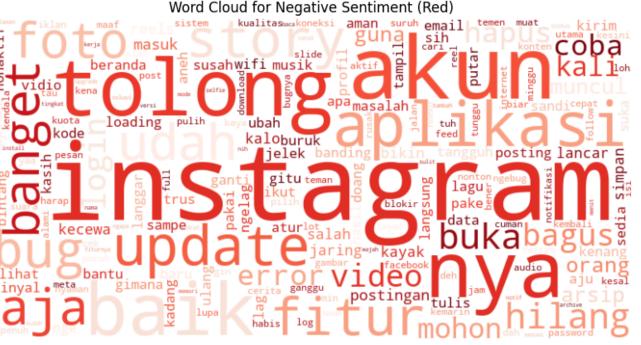
Most users type words such as "bagus", "aplikasi", "instagram", "akun", "fitur", and others when writing Instagram reviews.

What neutral words often appear in reviews?



Most users type words such as "aplikasi", "baik", "update", "instagram", "akun", "fitur", and others when writing Instagram reviews.

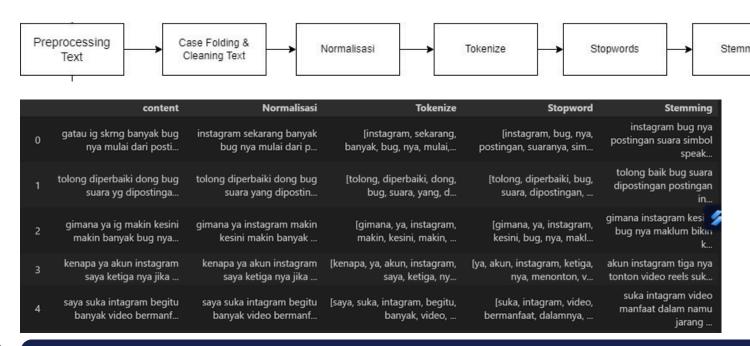
What negative words often appear in reviews?



Most users type words such as "tolong", "bug", "instagram", "akun", "fitur", "buruk" and others when writing Instagram reviews.

Preprocessing

Workflow for Preprocessing Text:

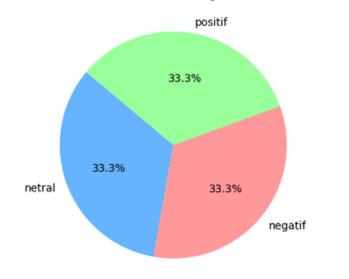


Feature Extraction

I did **TF-IDF method** on feature extraction.

Oversampling with SMOTE

Distribution of Sentiment Categories After SMOTE



This dataset is **imbalanced**, I use **SMOTE** to make it **balanced**.

Modeling

I use Random Forest, Decision Tree, Logistic Regression, Naive Bayes, KNeighborsClassifier and Linear SVC for Model Development.

Evaluation

- I'm still **paying attention** to the **accuracy score** as well since this metric is easier to interpret.
- The model's performance was evaluated using metrics such as **precision**, **recall**, and **F1-score**.

| | Model | Accuracy | F1_Score | Recall | Precisions |
|---|--------------------------|----------|----------|----------|------------|
| 0 | Random Forest Classifier | 91.8% | 0.918828 | 0.917738 | 0.925450 |
| 1 | SVM | 89.5% | 0.893663 | 0.894602 | 0.894957 |
| 2 | LogisticRegression | 87.1% | 0.870770 | 0.871465 | 0.871669 |
| 3 | Naive Bayes | 79.7% | 0.794447 | 0.796915 | 0.812976 |
| 4 | Decision Tree Classifier | 73.0% | 0.729313 | 0.730077 | 0.729701 |
| 5 | KNeighbors Classifier | 65.6% | 0.556268 | 0.655527 | 0.778645 |

Random Forest Classifier give the highest performance

Deployment with Streamlit

To deploy the Streamlit app, I ensured all dependencies were installed, prepared a requirements.txt file, and deployed via Streamlit Sharing, linking a GitHub repository for automated updates.



Conclusion

The RandomForestClassifier demonstrated the best performance with an accuracy of 91.8%, F1-score of 0.9188, recall of 0.9177, and precision of 0.9254. This model exhibits an excellent balance between precision and recall, making it the top choice for sentiment classification. It was deployed via Streamlit, enabling an interactive interface for real-time sentiment predictions (positive, negative, or neutral).