

TEXT MINING PROJECT: SENTIMENT ANALYSIS IN TWEETS AND EXTERNAL LINKS

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1 Introduction

This project addresses the problem of sentiment analysis in twitter; that is classifying tweets according to the sentiment expressed in them: positive, negative or neutral. Twitter is an online micro-blogging and social-networking platform which allows users to write short status updates of maximum length 140 characters. It is a rapidly expanding service with over 200 million registered users - out of which 100 million are active users and half of them log on twitter on a daily basis - generating nearly 250 million tweets per day. Due to this large amount of usage we hope to achieve a reflection of public sentiment by analysing the sentiments expressed in the tweets. Analysing the public sentiment is important for many applications such as firms trying to find out the response of their products in the market, predicting political elections and predicting socioeconomic phenomena like stock exchange. The aim of this project is to develop a functional classifier for accurate and automatic sentiment classification of an unknown tweet stream.

This project of analyzing sentiments of tweets comes under the domain of "Pattern Classification" and "Data Mining". Both of these terms are very closely related and intertwined, and they can be formally defined as the process of discovering "useful" patterns in large set of data, either automatically (unsupervised) or semi-automatically (supervised). The project would heavily rely on techniques of "Natural Language Processing" in extracting significant patterns and features from the large data set of tweets and on "Machine Learning" techniques for accurately classifying individual unlabelled data samples (tweets) according to whichever pattern model best describes them.

The features that can be used for modelling patterns and classification can be divided into two main groups: formal language based and informal blogging based. Language based features are those that deal with formal linguistics and include prior sentiment polarity of individual words and phrases, and parts of speech tagging of the sentence. Prior sentiment polarity means that some words and phrases have a natural innate tendency for expressing

particular and specific sentiments in general. For example the word "excellent" has a strong positive connotation while the word "evil" possesses a strong negative connotation. So whenever a word with positive connotation is used in a sentence, chances are that the entire sentence would be expressing a positive sentiment. Parts of Speech tagging, on the other hand, is a syntactical approach to the problem. It means to automatically identify which part of speech each individual word of a sentence belongs to: noun, pronoun, adverb, adjective, verb, interjection, etc. Patterns can be extracted from analyzing the frequency distribution of these parts of speech (either individually or collectively with some other part of speech) in a particular class of labeled tweets. Twitter based features are more informal and relate with how people express themselves on online social platforms and compress their sentiments in the limited space of 140 characters offered by twitter. They include twitter hashtags, retweets, word capitalization, word lengthening, question marks, presence of url in tweets, exclamation marks, internet emoticons and internet shorthand/slangs. There are several metrics proposed for computing and comparing the results of our experiments. Some of the most popular metrics include: Precision, Recall, Accuracy, F1-measure, True rate and False alarm rate (each of these metrics is calculated individually for each class and then averaged for the overall classifier performance.) A typical confusion table for our problem is given below along with illustration of how to compute our required metric.

2 Targets

The main objectives of this project are to:

1. To perform hyperlink resolution on external links that resolve to text sources e.g., journalist web page/blog, on a dataset consisting of 2000 microposts about a selected keyword by the user and,
2. further determine the sentiment of each individual micropost.

Once this operation is done, the overall sentiment of the dataset should be represented as a visualisation to the end-user.

In this project, we want to implement techniques to determine sentiment in microposts, which will be tweets. One method will one using a Naive Bayes classifier and another will be using a wordlist(AFINN). Detailed explanations are given below.

2.1 Naive Bayes Classifier

Naive Bayes methods are a set of supervised learning algorithms based on applying Bayes' theorem with the "naive" assumption of independence between every pair of features. Given a class variable y and a dependent feature vector x_1 through x_n , Bayes' theorem states the following relationship:

$$P(y|x_1, x_2, \dots, x_n) = \frac{P(y)P(x_1, \dots, x_n|y)}{P(x_1, \dots, x_n)}$$

Using the naive independence assumption that,

$$P(x_i|y, x_1, x_2, \dots x_{i-1}, x_{i+1}, \dots x_n) = P(x_i|y)$$

,
for all i , this relationship is simplified to,

$$P(y|x_1, x_2, \dots x_n) = \frac{P(y) \prod P(x_i|y)}{P(x_1, \dots x_n)}$$

Since $P(x_1, \dots x_n)$ is constant given the input, we can use the following classification rule:

$$P(y|x_1, x_2, \dots x_n) \propto P(y) \prod P(x_i|y)$$

The resulting class of the entire vector is calculated by product:

$$P(y|x_1, x_2, \dots x_n) = P(y|x_1) \times P(y|x_2) \times \dots \times P(y|x_n)$$

2.2 AFINN

Sentiment analysis of microblogs such as has recently gained a fair amount of attention. One of the simplest sentiment analysis approaches compares the words of a posting against a labeled word list, where each word has been scored for valence, – a "sentiment lexicon" or "affective word lists". There exist several affective word lists, e.g., ANEW (Affective Norms for English Words) developed before the advent of microblogging and sentiment analysis.

AFINN is a Python module to add sentiment analysis using a wordlist. A detailed explanation can be found at [1].

Essentially, it contains a list of words and their variations, and a polarity between 5 and -5 associated with it. 5 represents very positive and -5 represents very negative. These polarities are defined for adjectives and verbs, which usually describe action of a person or their thoughts and opinions. A simple sum of all the polarities corresponding to the words in a tweet will determine the sentiment of a tweet.

Snippet from the wordlist, where a set of words have a pre-defined polarity:

```
astounding 3
astoundingly 3
astounds 3
attack -1
attacked -1
```

2.3 Software used:

Python programming language was with no specific IDE. The program was run via command line in Linux or windows. JSON files are used to collect and store data. PyCharm IDE was used for development in Python programming language. Additionally, the program was run via command line in Linux or windows and testing via Jupyter notebook at the beginning of development. Github was used for collaboration among team mates.

The github repo can be found at: <https://github.com/aswinpai/TwitSenti>

Django framework was used for creating GUI website, SQLite database was used to store user queries, Ajax, jQuery technologies were used for adding dynamic to website (result images are loaded automatically without reloading the page). Virtualenv was used to create isolated Python environments.

3 Design

3.1 Structure

The program functions in the following way: On the web interface, we enter a keyword based on which we want to perform sentiment analysis. The program then collects tweets related to the keyword in a limited timeframe. The information from the external links in a tweet is also extracted. All the information is then stored in a JSON file. Using this information, a classifier determines the overall sentiment related to the keyword. As an output, the user receives a pie chart of degrees of sentiment and a wordcloud.

3.2 Packages Used

There are several packages used in the project. They are the following:

1. TextBlob(Used in classifier approach): TextBlob is a Python (2 and 3) library for processing textual data. It provides a simple API for diving into common natural language processing (NLP) tasks such as part-of-speech tagging, noun phrase extraction, sentiment analysis, classification, translation, and more.
2. AFINN(Used in second approach): AFINN is actually a Python module, which contains a wordlist with sentiment scores between 5 and -5. These scores are used to compute the overall sentiment in microblogs.
3. NumPy: is an extension to the Python programming language, adding support for large, multi-dimensional arrays and matrices, along with a large library of high-level mathematical functions to operate on these arrays.
4. URLLib: is a package that collects several modules for working with URLs.
5. Pandas: is a Python package providing fast, flexible, and expressive data structures designed to make working with relational or labeled data both easy and intuitive. It aims to be the fundamental high-level building block for doing practical, real world data analysis in Python.

6. NLTK library: suite of libraries and programs for symbolic and statistical natural language processing (NLP) for English.
7. BeautifulSoup: is a Python library for pulling data out of HTML and XML files. It works with your favorite parser to provide idiomatic ways of navigating, searching, and modifying the parse tree.
8. MatPlotLib: is a python 2D plotting library which produces publication quality figures in a variety of hardcopy formats and interactive environments across platforms.
9. WordCloud: is a python package that produces a figure containing the most frequently used words.
10. Tweepy: Python library for accessing the Twitter API.

3.3 JSON Files Used

There are no pre-defined JSON files, they are dynamically created and used during the run of the program to collect and store tweets and information relating to the keyword used. For example, during run time, the user is required to enter a query word and tweets will be retrieved relating to this query. All the collected information will be stored in a new JSON file which will be titled "<query>.json".

3.4 Python Files Used

There are four python files used:

1. sentiment.py: The code that determines the sentiment of the collected data from the tweets. Plots the tweet sentiment pie chart and wordCloud.
2. url_sentiment.py: The code that determines the sentiment of the external links, if present, in tweets. The resulting sentiment of the link is stored in url_sentiment.txt along with the link itself.
3. mainfile.py: The mainfile where the keyword based on which tweets are retrieved is used.
4. twitterauth.py: Authentication to retrieve tweets from twitter and also sets the limit on the number of tweets to be collected. A txt file containing the retrieved tweets is created and stored.
5. hashtag.py: Mines the hashtags used in tweets, counts them and displays the data in the form of a bar graph. It collects all the hashtags and stores them in a text file, hashtags.txt.
6. create_gui.py: Once all the data has been collected, this file is used to create an impromptu gui to show the results.
7. get_url.py: Contains code which extracts url links in a tweet. The link is opened and relevant information is retrieved using certain packages.

8. classify.py(Used in the NB classifier approach): Contains the classifier which is used to classify the text of tweet and the external link. This file is not required any further.

4 Implementation

Implementation of the project revolved around the method by which the text would be classified. Initially, a Naive Bayes Classifier was used that computes the probability of the sentiment in the tweet and the external link. The classifier is first trained on a train set and then implemented on a test set. Initially, an accuracy of 80% was achieved. However, when the test set was expanded to include higher range of sentences containing varying range of sentiments, the accuracy of the classifier dropped. To ensure a higher range of words and sentiments are incorporated, *TextBlob* package was used to accomplish tasks such as POS tagging and determining the polarity of text.

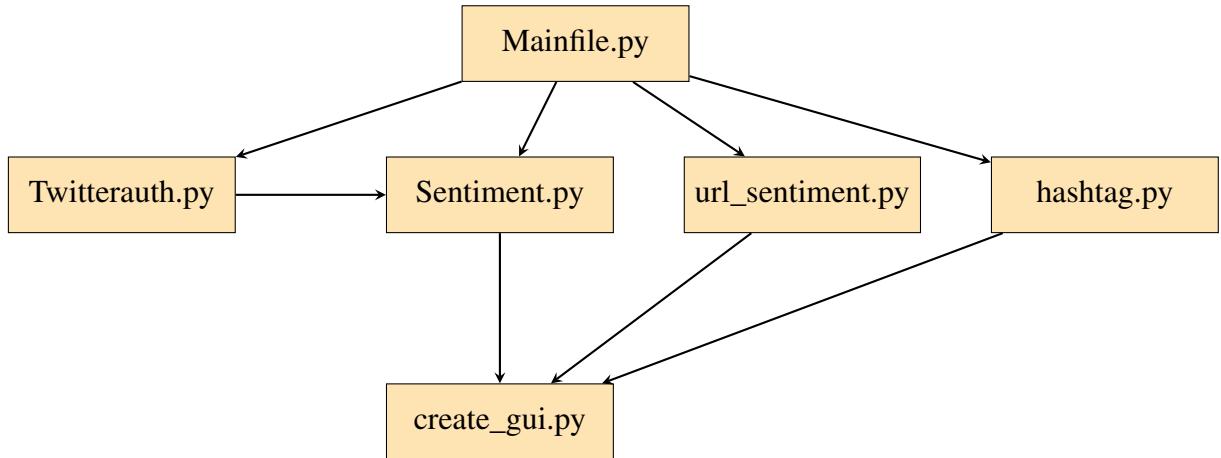
With further experimentation, it was discovered that better results were achieved when the *AFINN* package was used rather than *TextBlob*. AFINN consists of wordlist with a sentiment score between 5 and -5, where 5 is the most positive and -5 is the most negative. With the use of AFINN, the sentiment classification seemed to be more precise, ostensibly due to the pre-defined scores. This was observed by comparing the pie charts of the classification: In case of the classifier, tweets were largely classified as "Neutral", while with the use of AFINN, the so-called "Neutral" tweets from under the classifier were being correctly classified as "Positive" or "Negative". It then followed with the use of AFINN package that a classifier itself was not required.

The running process of the program is the following: When a tweet is received, the text of tweet is extracted from the tweet itself, hashtags(which is a main criteria for collecting tweets) and external links. *Beautiful Soup* package is used to strip the webpage and retrieve the important information. Sentiment analysis is then performed on the entire text.

The text will eventually be classified as Positive or Negative or Neutral. As an output, the following is received:

- A Wordcloud containing the most used words in tweets,
- A bar graph depicting the frequency of hashtags,
- A text file containing links to each individual tweet and their corresponding sentiment,
- A pie chart depicting percentage of sentiment of the total set of tweets

A confusion matrix depicting the accuracy of the classifier from the first approach is also given below.



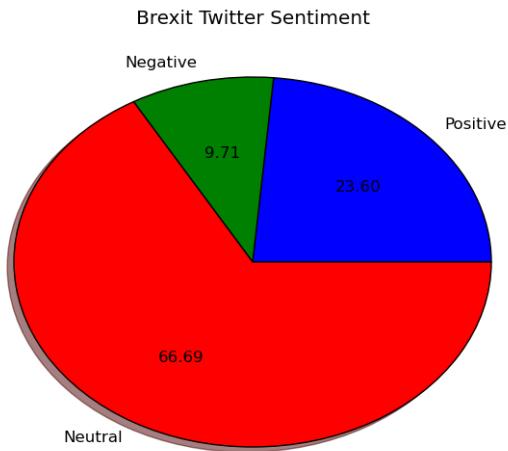
4.1 Output files

The following files are created as an output after the programs runs. The images are displayed on the interface and the text files are stored on disk.

- hashtag.png: A PNG file depicting the hashtags used.
- sentiment.png: A PNG depicting the sentiment of the tweets related to the keyword.
- wc.png: A PNG depicting the wordcloud, which shows the most used words in the set of tweets.
- hashtag.txt: A text file containing all the hashtags used in the entore set of tweets retrieved.
- tweet_out.txt: A text file containing all the tweets retrieved in the timeframe.
- url_sentiment.txt: A text file containing the sentiments of all the urls present in the set of tweets.

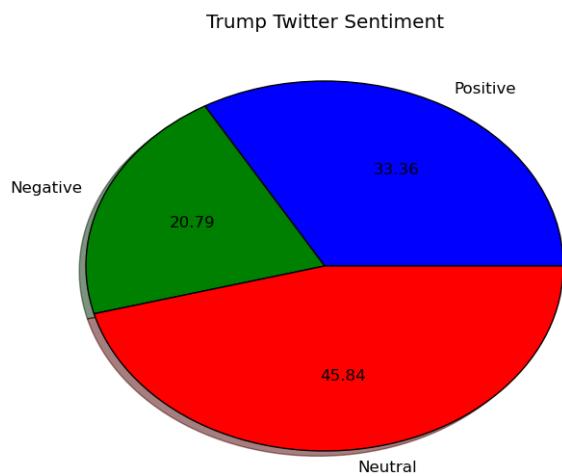
An Interface was designed such that user can enter a keyword and the program runs taking this keyword as an input. Some screenshots of the interface in use are given below.

Figure 1: Brexit sentiment analysis



Brexit analysis using the Naive Bayes classifier; Note how the majority of the tweets are classified as "Neutral".

Figure 2: Donald Trump Sentiment Analysis



Sentiment analysis on Trump using the Naive Bayes classifier; Note how the majority of the tweets are classified as "Neutral".

Figure 3: Brexit WordCloud



A WordCloud depicting the most used words in a set of tweets.

Figure 4: Donald Trump WordCloud

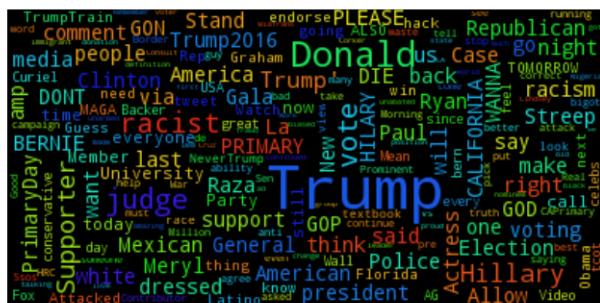
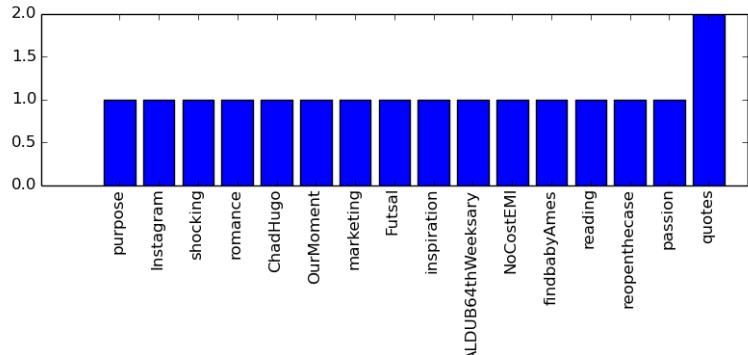


Figure 5: Confusion Matrix

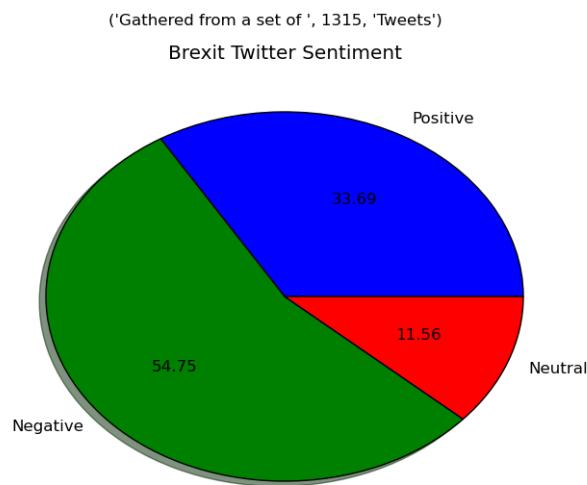
| N = 22 | Predicted NO | Predicted YES | |
|------------|--------------|---------------|----|
| Actual NO | TN = 5 | FP = 3 | 8 |
| Actual YES | FN = 6 | TP = 8 | 14 |
| | 11 | 11 | |

Figure 6: HashTag Bar Graph



A bar graph depicting the frequency of use of certain words in hashtags.

Figure 7: Brexit Sentiment Analysis using AFINN



Sentiment analysis of Brexit using the AFINN wordlist approach. Due to strict definition of word polarities Neutral tweets are now classified as Negative.

Figure 8: Trump Sentiment Analysis using AFINN
(Gathered from a set of 734 'Tweets')

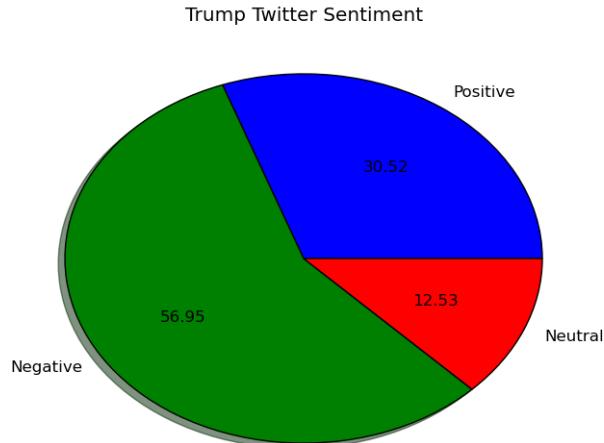


Figure 9: Improved WordCloud



Figure 10: Clinton Sentiment Analysis using Naive Bayes

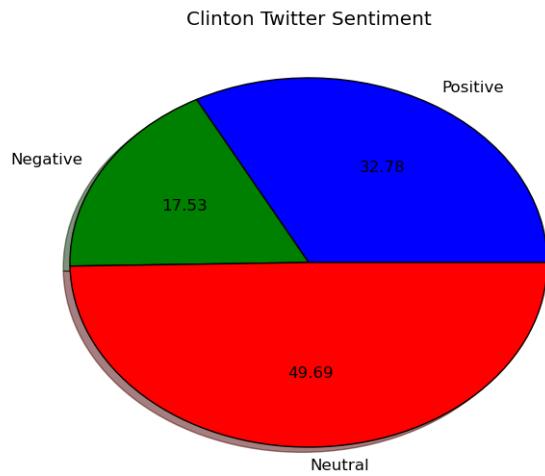


Figure 11: Clinton Sentiment Analysis using AFINN
('Gathered from a set of ', 506, 'Tweets')

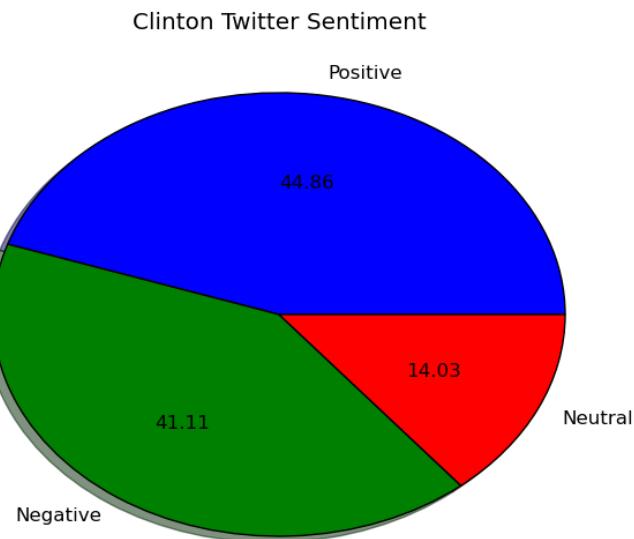


Figure 12: The Interface

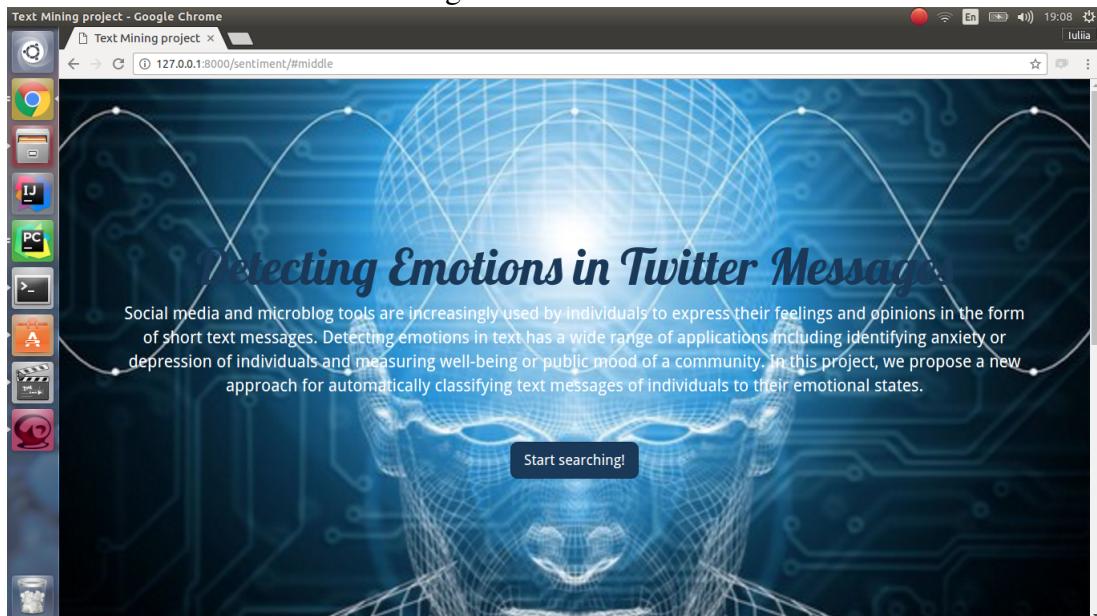


Figure 13: Members of the project

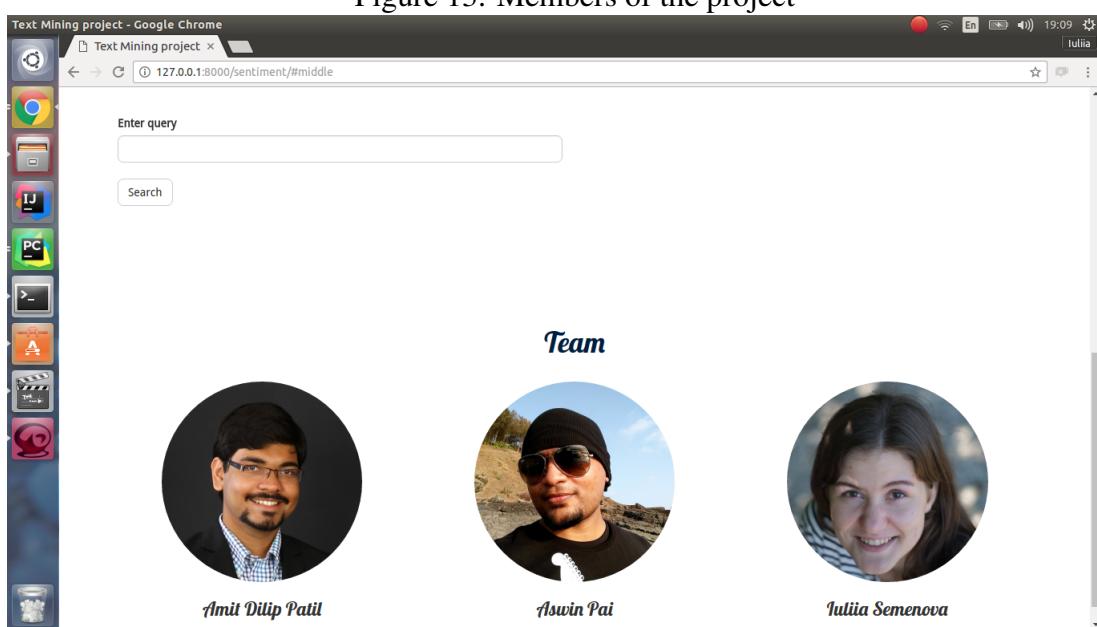


Figure 14: Interface to enter query

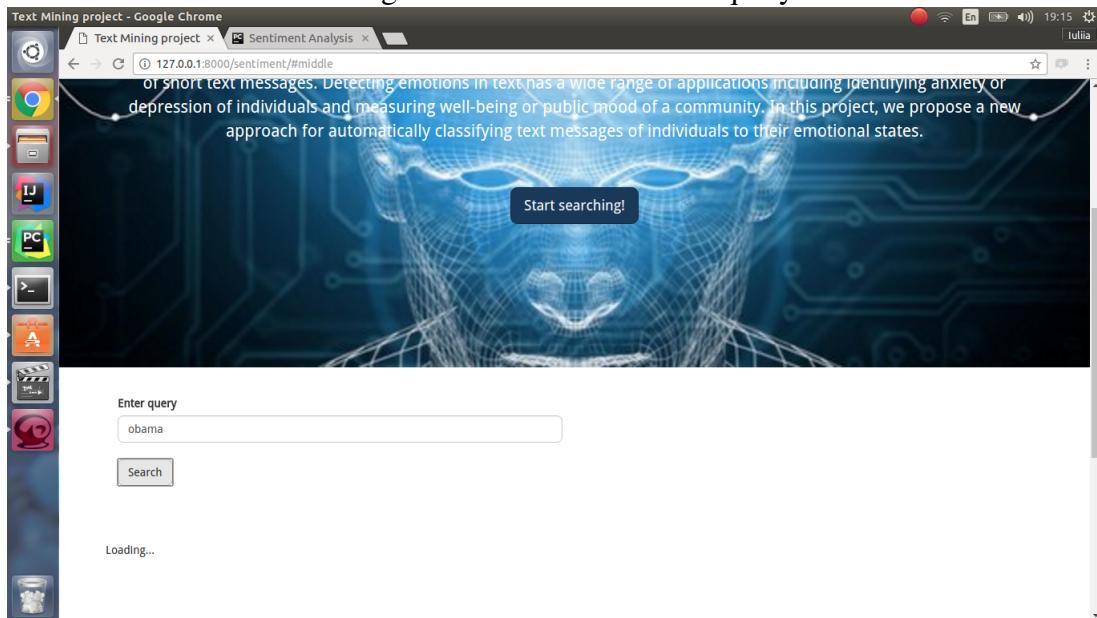


Figure 15: Resulting sentiment in pie chart

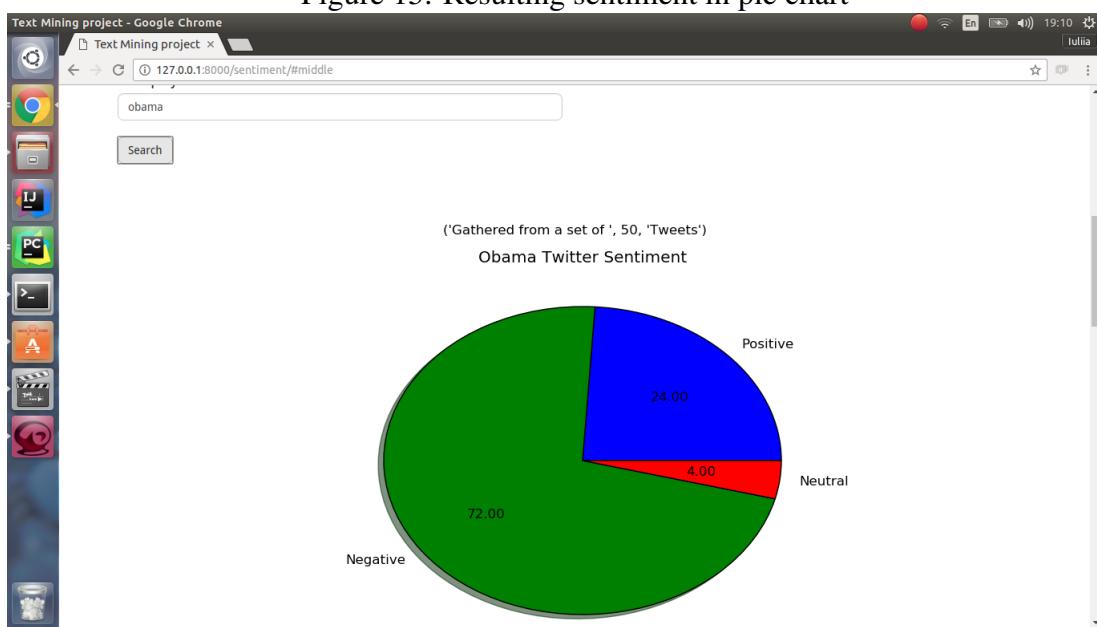


Figure 16: WordCloud for the set of tweets

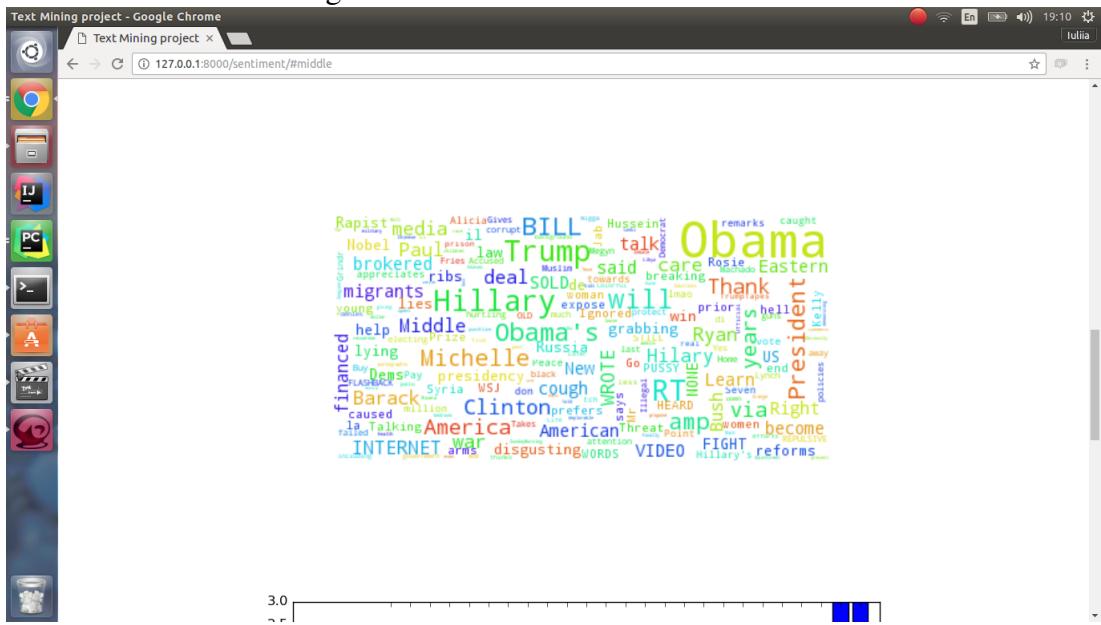
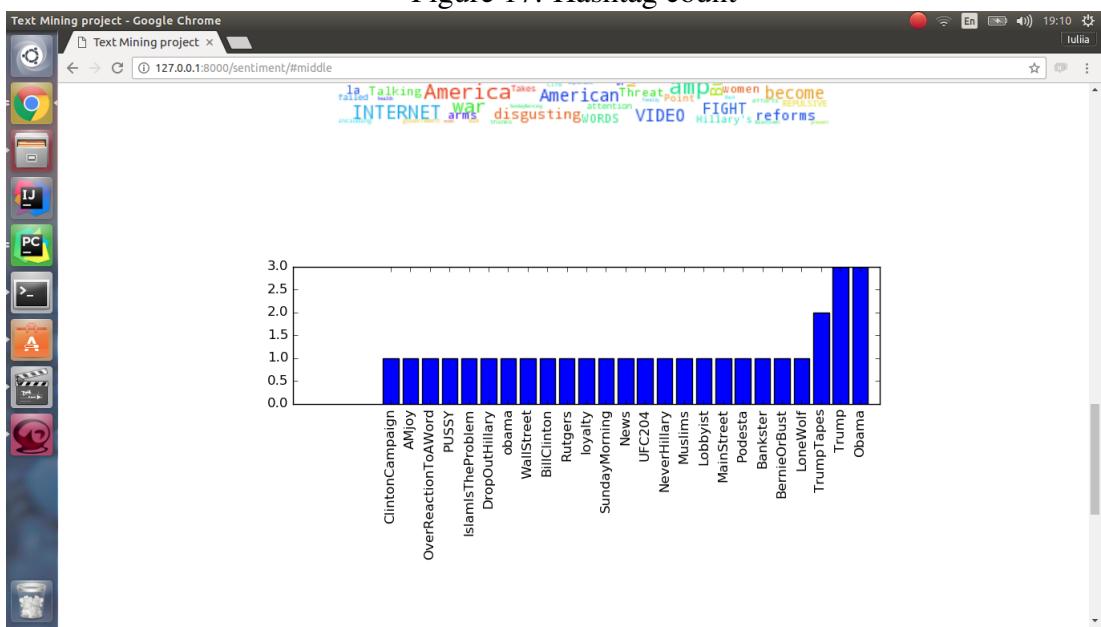


Figure 17: Hashtag count



5 Conclusion

The project was designed and implemented. The primary goals were achieved and a few other implementations were added. The classifier was successful in achieving modest results. The implementation using AFINN resulted in more accurate classification of sentiment.

References

- [1] Finn Årup Nielsen, *A new ANEW: evaluation of a word list for sentiment analysis in microblogs*, Proceedings of the ESWC2011 Workshop on 'Making Sense of Microposts': Big things come in small packages, 93–98, May, 2011,
- [2] Kinsella, Sheila and Passant, Alexandre and Breslin, John G., *Using Hyperlinks to Enrich Message Board Content with Linked Data*, Proceedings of the 6th International Conference on Semantic Systems, 978-1-4503-0014-8, 1:1–1:9, 2010
- [3] Knowledge Discovery in Distributed Social Web Sharing Activities., Scerri, Simon and Cortis, Keith and Rivera, Ismael and Handschuh, Siegfried, 26–33, 2012
- [4] Official NLTK documentation.