Seeing stars:

Exploiting class relationships for sentiment categorization w.r.t. rating scales

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Sentiment Analysis Text Categorization

VS.

Binary Classification





Bad

Multiclass Classification



Bad

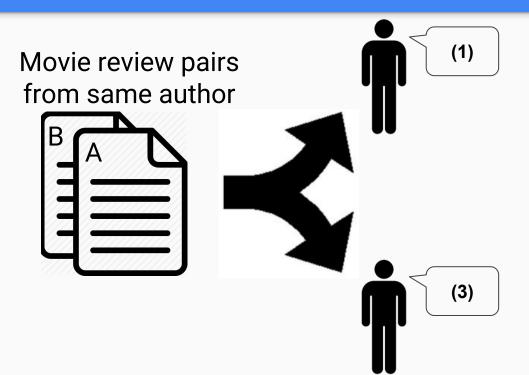
Below Average

Average

Above Average

Good

Can a human tell the difference?



Determine:

- (1) A is more positive than B
 OR
- (2) A is less positive than B
 OR
 - (3) A is as positive as B

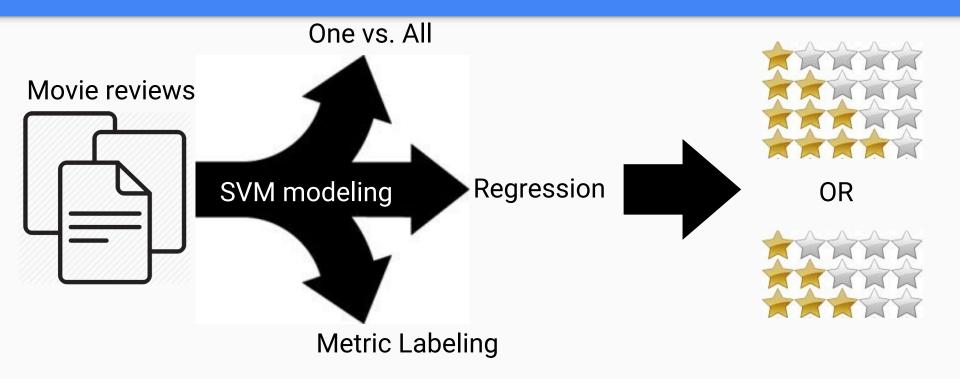
Can a human tell the difference?

Rating diff.	Pooled	Subject 1	Subject 2
3 or more	100%	100% (35)	100% (15)
2 (e.g., 1 star)	83%	77% (30)	100% (11)
1 (e.g., $\frac{1}{2}$ star)	69%	65% (57)	90% (10)
0	55%	47% (15)	80% (5)

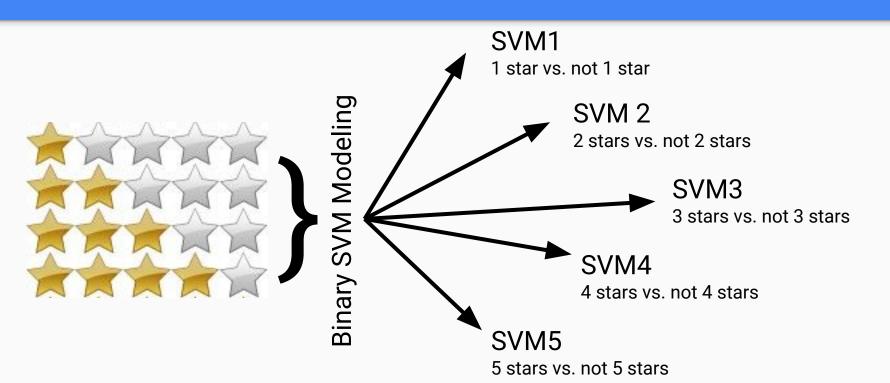
Can a computer tell the difference?



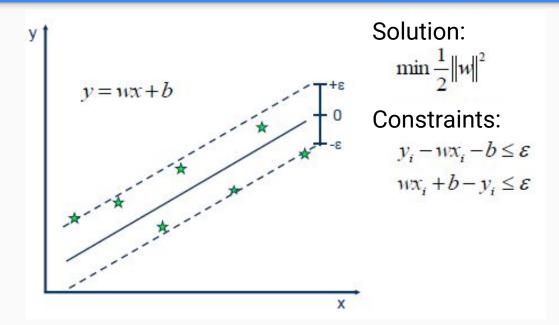
Computer implementation



Using One vs. All



Using SVM regression



implicitly encodes the "similar items, similar labels" heuristic

Using Metric Labeling



is more similar to



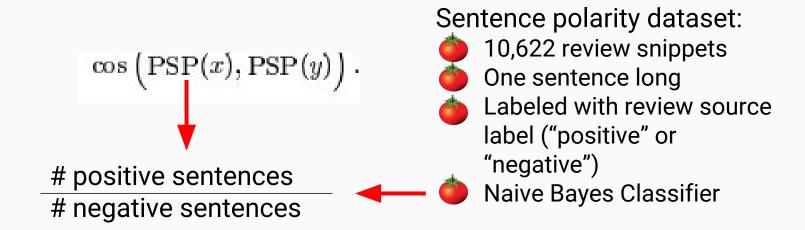
than to



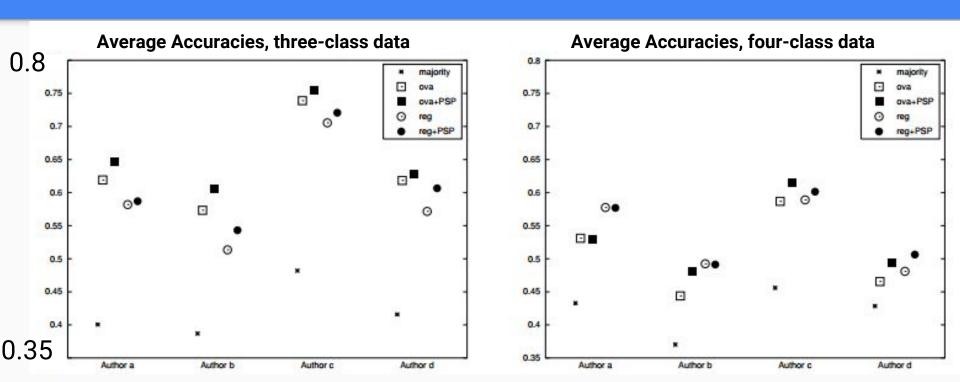


explicitly encodes the "similar items, similar labels" heuristic

Feature Engineering: Positive Sentence Percentage (PSP)



Modeling Results



Model Comparison

Significant differences, three-class data

	ova a b c d	ova+PSP	reg	reg+PSP
ova	2 5 C d	790	4444	
ova+PSP	444	ΔΔΔ	4444	444.
reg	ΔΔΔΔ	ΔΔΔΔ		
reg+PSP		ΔΔΔ.	. 4 . 4	

Significant differences, four-class data

7	ova a b c d	ova+PSP	reg	reg+PSP
ova		٠۵۵	ΔΔ	۵۷
ova+PSP	.444		Δ	Δ
reg	44	4		
reg+PSP	$a \cdot \cdot a$	4 · · ·		

Takeaways

Improvements

Validates the 'rotten tomatoes' method

Evaluates modeling techniques

Can be used in aggregate across many authors as a multiclass classifier

Criticisms

Doesn't compare to binary classification

Only really adds one class

{Good, Meh, Bed}