

Data Analysis To Determine Business Effectiveness Based On User Reviews And Ratings

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ABSTRACT

1. OVERVIEW

Nowadays online search has become one of the most important sources of our information. This information is an accumulation of user generated experiences which we call reviews. We can find reviews of a lot of items, which we use in daily life, from food products to clothes to services, which are provided various business establishments. When it comes to local business, most of the people check reviews to find out about the quality of service provided to the customer from the reviews. Services provided by companies like Yelp, Foursquare, Urbanspoon, Zomato etc. are crowd-sourced reviews about local businesses. These reviews enable fellow users to make a final decision depending on the task, which can be choosing a restaurant to dine, finding a local business. The other side i.e. business side can benefit from such service too as it helps them improve their service or product.

What if a business has not been established and we need to find out people's view about a certain business in a given location and to take a decision about the feasibility of opening up a local business? One of the important questions of the feasibility of the business idea is assessing the competitive advantage and this can be determined by finding people's opinion about the establishment. People's reviews can help a business provide services that can help them differentiate themselves from the competition. With the help of review data one can read up on the negative reviews and see the current demands of people that are lacking in the establishment, which can be used to further improve the services of the business. Companies mentioned above provide such services to the business and Yelp is one of the big players in the market who provided data analysis to various businesses to help them make the appropriate business decisions in future. For academic purposes, Yelp has provided students with large data sets to analyze and we have decided to make use of it in our project [1]. The analysis would involve; clustering of the business rating given to the business,

reviews and tips for that business using rating given by the reviewer and parsing through the review text to identify if the review is positive or negative or neutral that considers the user's view towards the business as an important factor in rating it.

The project's main challenge is to combine the analysis of reviews and tips by the reviewers to provide a specific conclusion. The data that has been provided to us by Yelp has information about businesses in four continents and 10 cities. The number of entries for users data is close to 3,00,000. The database provided contains 4 datasets namely business, check-ins, reviews, tip, and users. The data which we need would be location and category of the business. Then we will need to analyze the reviews of the similar category in the area and mine the reviews from these businesses. These reviews will be used to find an overall sentiment of the business in the area. Of course, we will have to discuss this in greater detail with features of providing top 5 percent of businesses and their associated reviews. Also, we need to identify the negative comments and provide a sample data of those negative comments to the interested party for analysis which help them to find more about the problems associated with the business in that area. Next thing which we need is to find some general tips given by users about business to further help them relate to users needs.

2. DESIGN CONSIDERATIONS

The data set which we have, provides a large variety of data with possibilities of obtaining numerous kinds of information from the dataset. We had to narrow down our decision to selecting one such data mining process where we also finalized to do analysis for local business establishment process. The fact that we could use the consumer's data to benefit the businesses was more lucrative to us. The technologies which we found helpful are R for data mining; this is connected to a MySQL database. To achieve the conversion of the available dataset, which is in JSON format, to an RDBMS we used Java to parse through the data. R and Rattle shall be used as the tools for data visualization and sentiment analysis. For visualization, ggplot2, shiny, leaflet packages and for sentiment analysis sentiment packages will be used. We chose MySQL because it provides us with scalability and integrity of data along with good security. Even if this data doesn't contain any information about the users, we need to consider the security of the dataset to maintain the confidentiality in this model. The tools and packages chosen here go in perfect synchronization.

2.1 JSON

For our dataset, we have chosen the data from Yelp dataset challenge website. The data obtained by us is presented in a JSON format which is semi-structured. Our first challenge was to convert this semi-structured data into a structured RDBMS form, one that would be more appropriate for us to mine or analyze using tools such as R and Rattle. We first looked into converting the data set into CSV format so that it could be easily read by R / Rattle tool but then we decided to learn some of the connecting with Java/JDBC and our MySQL server to parse through the JSON data and store it in our MySQL.

2.2 MySQL

MySQL is the open software for handling of relational databases. We had to deal with data which had a huge number of entries in the form of unstructured JSON format, about a million reviews from 3,00,000 users. Our project required optimized search and RDBMS becomes a natural choice as it can handle large databases. MySQL being open source became our preferred tool to handle such data. As it uses standard query language it is also widely supported by number of data mining tools including R. Using MySQL we created a database called “yelp” and created a user called “sqluser”. We granted this user all privileges so that we could access the database via our JDBC.

2.3 Java/JDBC

Java is an excellent platform for us to write our code. For one it's highly customizable, we can take exactly the data we need and leave out sections that wouldn't be useful for us. We imported the necessary libraries which were the JSON and MySQL connector libraries. This helped us connect to our created database mentioned in the earlier section. We created two files - a driver and a parser. Our driver files connect to the respective DB and our parser file parses through the JSON data and stores it in its proper columns in our RDBMS. The important part of the whole loading process was to design the RDBMS schema and it took us quite a while. We had a number of JSON files so we all got together a number of times to discuss and polish our RDBMS schema. Once decided, we implemented the same structure on our Java code to populate the SQL tables accordingly.

2.4 R and Rattle

R being a powerful statistical tool and also used for data mining. The rattle is GUI which sits on top of R and provides better usability. R can be easily connected a MySQL server with RMySQL package. This package provides full functionality to use the SQL and obtain the results from the database. The next step is sentiment analysis of the reviews. For this, we shall be using the method proposed by Jeffrey Breen [2] which uses Bing Liu and Minqing Hu's [3] opinion lexicon words to find the polarity of the text. Based on the results obtained from these methods applied on the reviews we can use R for data visualizations.

3. ARCHITECTURE

Here we are loading the Yelp JSON files into MySQL DB. The JSON files contain a non-flat structure, so we need to re-format the data and convert them to flat structures that we'll insert into the DB tables. We are also creating val-

idation tables from the data available so as to maintain the integrity of the data in the DB.

The project has been divided into following steps:

Data Preparation: This is the phase which we have completed the interpreting of the data, converting it from JSON to RDBMS MySQL format, these are data retrieval and data loading stages. Then we validated and clean the data by removing the values which are irrelevant. The intermediate stage in this was the development of ER models and designing of table structures before loading and populating the data.

Data Mining and Analysis: This is the phase where we will be working on packages which we have installed for sentiment analysis and retrieving the sample results after the analysis. The data mined from MySQL database will be used to perform sentiment analysis on the results will be displayed on the R console.

Visualizations: This phase will be implemented looking at its feasibility and will have an interface to display the results based on the inputs. This will take the data which is output from the R and display it accordingly on a map which has few interactive elements like popups, providing information about the data which has been retrieved about a particular business.

4. IMPLEMENTATION

The data that has been provided to us by Yelp has information about businesses in four continents and 10 cities. The number entries for users data is close to 3,00,000. The database provided contains 5 datasets namely business, check-ins, reviews, tip, and users. The data which we need would be location and category of the business. Then we will need to analyze the reviews of the similar category in the area and we will mine the reviews from these businesses. These reviews will be used to find an overall sentiment of the business in the area. Of course, we will have to modify this to include greater details with features of providing top 5 business and their reviews. Also, we need to identify the negative comments and provide a sample data of those negative comments to the business for analysis which helps them to find more about the problems associated with the business in that area. Next thing which we need is to find some general tips given by users about businesses to further help them relate to users needs.

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We have set up our MySQL servers as well on our mac systems using MySQL homebrew. It took us a while to get past some permission and other errors, but we've got past all that now and it's working fine for all of us. We've also finished writing our java codes to push data into 3 databases

after parsing through the 3 JSON files.

Using a JSONObject in Java we can use its pre-defined API like “get(String)” to pull out necessary information from our JSON file. Once we get the string we can push the same values into a “PreparedStatement” object using “set-String()”, “setLong()” etc and finally update the values into the MySQL DB using the “executeCommand()”. We have set-up 3 databases so far, the first is the “business” database, the second is “review” database and the third is “users” database. Our “business” database comprises of five tables. They are business, business hours, business category, categories, and states. For two of the tables, we use business_id as our primary key and category name and state abbreviation as primary keys for two other tables. Our business category table will have a manytomany relation and hence would not have a primary key associated with it. Our “review” database will have just one table for now and our “users” database will have two tables. Both the tables will have user_id as the primary key. Our relational scheme is as shown in figure 4.

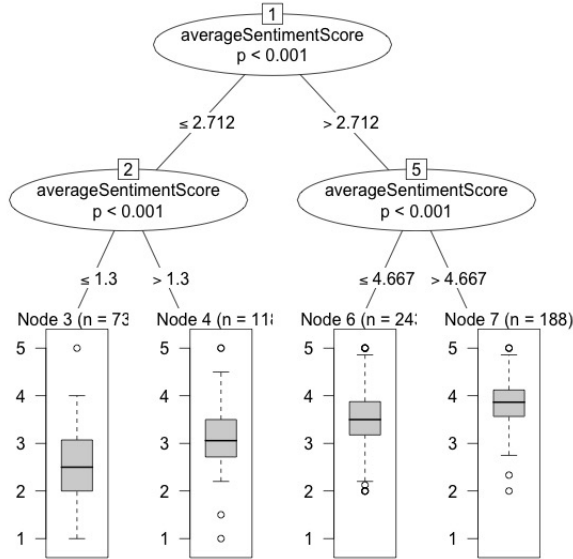


Figure 1: Decision Tree Comparing Review Rating with Sentiment Score

The database for the business is huge and contains information about different businesses. At a given point of time, we need to concentrate on the certain business category for a certain location. So to show an example of the analysis we have narrowed down the dataset to one state i.e., Arizona, USA. The business category that will be considered is ‘Bars’. Out of the 1.5 million reviews taken from 780 different business from 10 different cities, we narrowed down to about 54,000 reviews for ‘Bars’ category in Arizona state. As we have a dataset which is related to very specific requirements of business and location we can do predictive numeric analysis to give insights regarding the people’s sentiment based on the ratings received by the business and vice versa as shown in Figure 1.

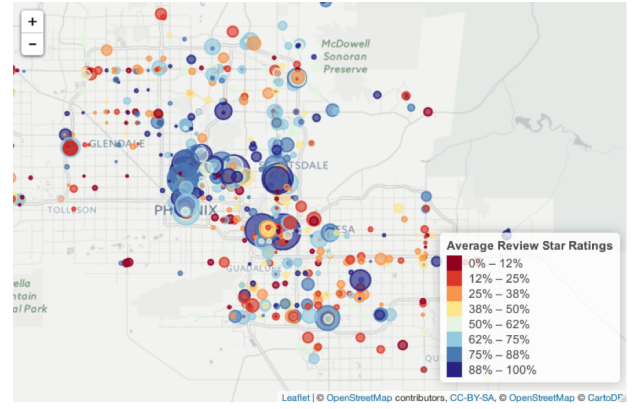


Figure 2: Distribution of ‘Bars’ in Arizona

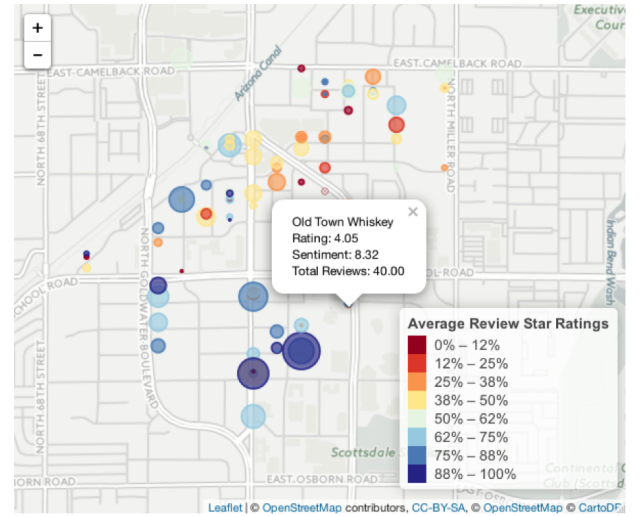


Figure 3: Distribution of ‘Bars’ in East Indian Street, Scottsdale, AZ

One of the goals of our project is to provide the user with results which are visually appealing. For this, we chose to present the information on the map since the location is the primary concern. Segregating the information for a specific business was the next step, then this information had to be shown in a way which can be easily read, is intuitive to the user and the user can interpret the information to obtain conclusions about the business feasibility. The information which we displayed on the map was the name of the business, their average star ratings, average sentiment score and a total number of reviews. To make the information more interesting, we used colors to depict the average star rating of the business and size of the circle markers to depict the total number of reviews in comparison to the other business. From the visualization as shown in figure 2 and 3 we can see the information displayed for an example which is ‘Bar’ category in the area of East Indian Street in Scottsdale area in Arizona state. We can see the size of the circles represent that the particular business has more reviews and color represent the average rating, so from the image we can see that the one with the blue color and bigger circle size as compared to the other circles means that this particular business has

good average rating and large number of customers. Selecting the circle will give the name of the business and we can also retrieve the other information about that business like the reviews that they have got and from the reviews one can see special things about the business. All this information about the number reviews, star rating, sentiment score and finally the text help the person using our project to make a decision about the feasibility of doing business in that area and about their competition.

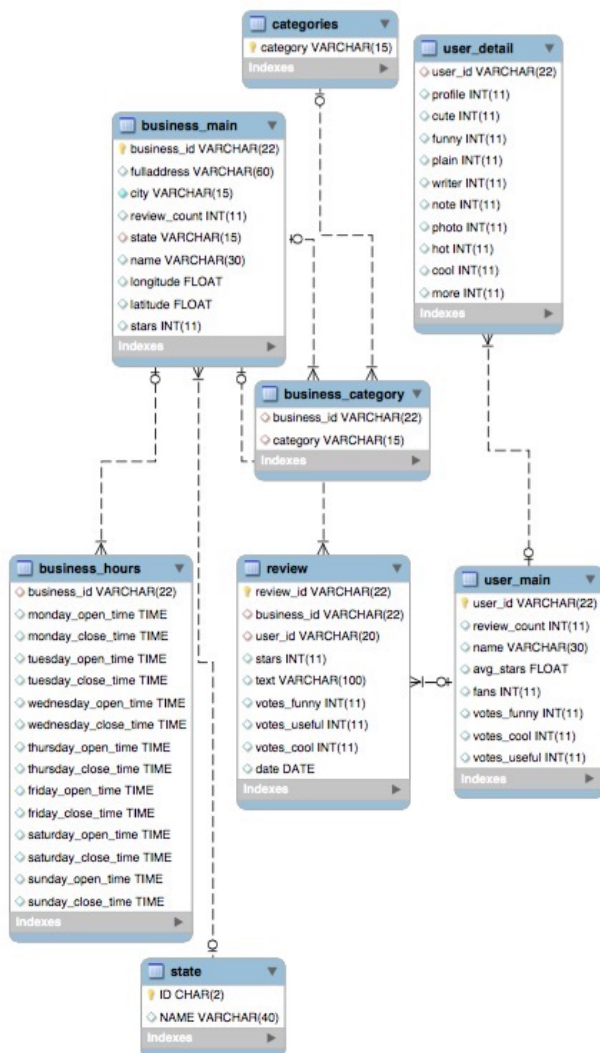


Figure 4: Relational Schema

5. LESSONS LEARNED

We were going to use CSV to read the dataset but realized that it won't provide the relations required for mining of the dataset. Instead of trying to put in too many features and doing different data analysis it is better to concentrate on asks which we would provide better data analysis. While progressing through the different stages of the project some requirements of the project may change and we will have to take that into consideration like we did in the case of the using RDBMS instead of CSV files. We realized as research for the development of this project proceeds we

will be adding new tools and packages to achieve our work. Managing our 2.5 million dataset entry at first was a huge challenge. On multiple occasions, our group had loaded an inconsistent number of data, due to heap memory allocation failure, while parsing through the massive original JSON file. We overcame this by doing batch processing and processing the huge amount of data in small batches e.g. we broke the 1.5 million reviews into batches of 100,000 to 200,000 reviews per session. We have also learned that a good data is along with good visualization helps to interpret the data in the much more precise manner and increases the quality of the information.

6. CURRENT STATUS & FUTURE WORK

We are successful in showing the required information about the business along with the sentiment analysis. All this has been shown on very intuitive visualizations. One can select specific criteria where we can access the data depending upon the value of the attributes, location and business category. Using rattle we have achieved a model for the dataset which we chose to predict the possible rating that a business would receive based on the review and vice-versa. The web application has been deployed at the following url: https://latishk.shinyapps.io/my_shiny_v2-6

The future work which can be done is using more advanced sentiment analysis based on some classification where it takes the structure of the sentence into consideration instead of just the frequency of the positive and negative words. Finding out the reliability of the user's rating and reviews based upon their followers, the votes that they have got for the quality of their reviews. The reliability can be transformed into numeric value which can be used in the formula to improve the final star rating and sentiment score of the business, this would be much more accurate reflection of businesses value and its quality of service.

7. REFERENCES

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