

Topic Modeling Results

Promoters

Best Model Type: LDA + TF-IDF

Number of Topics: 3

Coherence Score: 0.6566

$0.014 \cdot \text{"job"} + 0.010 \cdot \text{"signature"} + 0.009 \cdot \text{"improve"} + 0.009 \cdot \text{"sympathetic"} + 0.008 \cdot \text{"speaking"} + 0.008 \cdot \text{"ample"} + 0.008 \cdot \text{"domestic"} + 0.008 \cdot \text{"member"} + 0.008 \cdot \text{"comfortable"} + 0.008 \cdot \text{"know"} + 0.009 \cdot \text{"long"} + 0.009 \cdot \text{"water"} + 0.008 \cdot \text{"across"} + 0.008 \cdot \text{"short"} + 0.008 \cdot \text{"sure"} + 0.008 \cdot \text{"visible"} + 0.008 \cdot \text{"high"} + 0.008 \cdot \text{"process"} + 0.007 \cdot \text{"professional"} + 0.007 \cdot \text{"along"} + 0.009 \cdot \text{"rep"} + 0.009 \cdot \text{"exact"} + 0.009 \cdot \text{"stupidity"} + 0.008 \cdot \text{"consistent"} + 0.008 \cdot \text{"speaking"} + 0.008 \cdot \text{"love"} + 0.008 \cdot \text{"aircraft"} + 0.008 \cdot \text{"across"} + 0.008 \cdot \text{"name"} + 0.007 \cdot \text{"time"}$

Neutrals

Best Model Type: LSI + Count

Number of Topics: 3

Coherence Score: 0.4025

$0.319 \cdot \text{"n"} + 0.213 \cdot \text{"cabin_crew"} + 0.213 \cdot \text{"herringbone"} + 0.213 \cdot \text{"fine"} + 0.213 \cdot \text{"business"} + 0.141 \cdot \text{"little"} + 0.114 \cdot \text{"strategy"} + 0.106 \cdot \text{"business_class"} + 0.106 \cdot \text{"bed"} + 0.106 \cdot \text{"welcome"} + 0.232 \cdot \text{"waiting"} + 0.215 \cdot \text{"class"} + 0.215 \cdot \text{"rude"} + 0.215 \cdot \text{"perspective"} + 0.215 \cdot \text{"busy"} + 0.142 \cdot \text{"itinerary"} + 0.125 \cdot \text{"first"} + 0.125 \cdot \text{"size"} + -0.110 \cdot \text{"n"} + 0.108 \cdot \text{"always"} + 0.316 \cdot \text{"level"} + 0.316 \cdot \text{"prepared"} + 0.316 \cdot \text{"beyond"} + 0.290 \cdot \text{"itinerary"} + 0.158 \cdot \text{"flat"} + 0.158 \cdot \text{"completely"} + 0.158 \cdot \text{"flight"} + 0.158 \cdot \text{"overly"} + 0.158 \cdot \text{"name"} + 0.158 \cdot \text{"knowing"}$

Detractors

Best Model Type: LSI + Count

Number of Topics: 3

Coherence Score: 0.7525

$0.550 \cdot \text{"said_would"} + 0.295 \cdot \text{"next_day"} + 0.204 \cdot \text{"could_not"} + 0.197 \cdot \text{"amateur"} + 0.160 \cdot \text{"found"} +$
 $0.142 \cdot \text{"charge"} + 0.136 \cdot \text{"treatment"} + 0.132 \cdot \text{"seem"} + 0.129 \cdot \text{"understandable"} + 0.099 \cdot \text{"handed"} +$
 $0.441 \cdot \text{"next_day"} + -0.262 \cdot \text{"amateur"} + 0.202 \cdot \text{"understandable"} + 0.192 \cdot \text{"said_would"} +$
 $-0.187 \cdot \text{"found"} + -0.172 \cdot \text{"far"} + -0.162 \cdot \text{"could"} + 0.141 \cdot \text{"napkin"} + -0.120 \cdot \text{"treatment"} +$
 $-0.119 \cdot \text{"coffee"} +$
 $0.480 \cdot \text{"said_would"} + -0.261 \cdot \text{"understandable"} + -0.249 \cdot \text{"next_day"} + -0.224 \cdot \text{"amateur"} +$
 $-0.153 \cdot \text{"could_not"} + -0.145 \cdot \text{"wrong"} + -0.143 \cdot \text{"therefore"} + 0.130 \cdot \text{"unprofessional"} + -0.128 \cdot \text{"find"} +$
 $-0.122 \cdot \text{"treatment"}$