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COMPUTER ENGINEERING DEPARTMENT

BLG 202E
NUMERICAL METHODS
PROJECT 2 REPORT

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1 INTRODUCTION

This project aims to implement Latent Semantic Analysis (LSI) by using Singular Value Decomposition (SVD). LSI is a method for indexing and retrieving information from a big data set. SVD represents the matrix in form of USVt. U holds information about terms, V about documents, and S is matrix for singular values. We reduce the dimension of original matrix by SVD, then perform search of queries using the most optimal truncation with minimum errors.

2 MATERIALS AND METHODS

2.1 Dataset

The dataset is a large .csv document containing 4 columns: author, posted on date, rating and text. Since information posted prior to 2009 is not taken into account, they were deleted. Number of rows decreased from about 6189 to 5144 in VSCode editor using pandas code as provided below. It deletes empty rows as well as dates prior to 2009 as shown in code below. Document is a row of "text" column in the given .csv file. Since dataset is very large, running time of code is very long.

```
13 df = pd.read_csv('comcast_consumeraffairs_complaints.csv') #read the file, create df(table)
14 df = df.dropna(subset=['text']) #delete null rows
15 df['posted_on'] = pd.to_datetime(df['posted_on'], errors='coerce', format='mixed')
16 df = df[df['posted_on'].dt.year >= 2009] #delete less than 2009
17 df.to_csv('comcast_consumeraffairs_complaints.csv', index=False) #update csv
```

Figure 1: csv file editing

2.2 Term-by-Document Matrix

I used numpy, pandas, nltk libraries in order to create term-by-document. It is shown in figure below:

```
1 import numpy as np
2 import pandas as pd
3 from nltk.tokenize import word_tokenize
4 from nltk.stem import PorterStemmer
5 from nltk.corpus import stopwords
6 import nltk
```

Figure 2: libraries

During preprocessing, I performed tokenization, removed stopwords, stemming, and lemmatization. so now tokens contain only one term for resembling words and non-

meaningful words(stopwords) are also not counted. This significantly reduces the size of term index matrix, thus reducing complexity of all project.

```

19 #preprocessing text function
20 def preprocess_text(text):
21     tokens = word_tokenize(text.lower()) #lowercasing
22     tokens = [word for word in tokens if word.isalpha()] #check alphabetic
23     stop_words = set(stopwords.words('english')) #create stopwords
24     tokens = [word for word in tokens if word not in stop_words] #remove stopwords
25     stemmer = PorterStemmer()
26     tokens = [stemmer.stem(word) for word in tokens]
27     return tokens
28
29 df['tokens'] = df['text'].apply(preprocess_text)

```

Figure 3: preprocessing

After preprocessing text, and creating tokens, I create and fill term-index and term document matrices as in following code. Term index matrix maps each term to one id(index). I create an empty matrix, then fill it by each cycle of loop, with elements in tokens, so that they are unique. Term document matrix shows if document has a term in it.

```

31 #index of each term into matrix
32 term_index = {}
33 for tokens in df['tokens']:
34     for token in tokens:
35         if token not in term_index:
36             term_index[token] = len(term_index)
37
38 # # no of unique terms
39 # print("number of unique terms:", len(term_index))
40
41 # create td matrix and fill
42 td_matrix = np.zeros((len(term_index), len(df)))
43 for doc_id, tokens in enumerate(df['tokens']):
44     for term in tokens:
45         term_id = term_index.get(term, -1)
46         if term_id != -1:
47             td_matrix[term_id, doc_id] += 1

```

Figure 4: term-index and term-doc

2.3 SVD implementation

SVD is used to decompose matrix into form of USV^t , so it can be reduced in size. U is an $m \times m$ orthogonal matrix whose columns are the left singular vectors of A . S is an $m \times n$ diagonal matrix whose non-zero elements are the singular values of A . V^t is an $n \times n$ orthogonal matrix whose rows are the right singular vectors of A . Since we are restricted from using SVD libraries, I implement SVD using Power method. Generally, Power method is a method to find a dominant(biggest) eigenvector and largest eigenvalue. In my code, it starts with a random vector, and by iterating $b = Ab / \text{norm}$ many times, it eventually provides approximate eigenvector.

Next function does decomposition using previous power method function. It finds most significant eigenvector and eigenvalue many times iterating num-singular-values times and fills U, S and Vt matrices. Elements of U are calculated by Av/s. The function returns U, S and Vt matrices, so decomposes original matrix.

```

58 def power_method(matrix, num_iterations=100):
59     b = np.random.rand(matrix.shape[1]) #random 1D vector
60     for _ in range(num_iterations): #converges as iterates
61         b = np.dot(matrix, b) #A @ b
62         b /= np.linalg.norm(b) #normalize
63     return b #eigvector for
64
65 def svd_power_method(matrix, num_singular_values):
66     m, n = matrix.shape
67     U = np.zeros((m, num_singular_values))
68     S = np.zeros(num_singular_values)
69     Vt = np.zeros((num_singular_values, n))
70     matrix_copy = matrix.copy() #to preserve original matrix
71     for i in range(num_singular_values):
72         v = power_method(matrix_copy.T @ matrix_copy) #input to power method func is
73         sigma = np.linalg.norm(matrix_copy @ v)
74         u = (matrix_copy @ v) / sigma #Av/s
75         matrix_copy -= np.outer(u, v) * sigma
76         U[:, i] = u #shoten
77         S[i] = sigma
78         Vt[i, :] = v
79     return U, S, Vt

```

Figure 5: SVD using power method

2.4 Question 1

Question 1 aims to create a lower-rank approximation of original matrix with minimum loss. Lower-rank approximation is done by selecting most significant k columns of V matrix(most significant k eigenvectors), and creating new matrix called A-hat.

k is found using two methods: mean square error method and Frobenius Norm method. k is said to be optimal when MSE and FN are minimal, thus A-hat is closest to original matrix A. During iteration for both methods, k is between 10 and min(t,d)/10 and increments by 20. Formulas for mean square error and Frobenius Norm are given below.

$$MSE = \frac{1}{td} \sum_{i,j} (A_{ij} - \hat{A}_{ij})^2$$

$$\|A - \hat{A}\|_F = \sqrt{\sum_{i,j} (A_{ij} - \hat{A}_{ij})^2}$$

Figure 6: MSE and FN formula

According to that formula, the function of calculating MSE and FN is created as shown in code. It calculates MSE and FN for different value of k, and appends result into an array. Returns arrays containing all values of MSE and FN.

```

81 def calculate_mse_and_fn(matrix, U, S, VT, k_values):
82     mse_results = {}
83     fn_results = {}
84     for k in k_values:
85         U_k = U[:, :k] #shorten
86         S_k = S[:k] #shorten
87         VT_k = VT[:k, :] #shorten
88         A_hat = U_k @ np.diag(S_k) @ VT_k #low-approx Ahat
89         mse = np.mean((matrix - A_hat) ** 2) #formula
90         fn = np.linalg.norm(matrix - A_hat) #formula
91         mse_results[k] = mse #fill array
92         fn_results[k] = fn #fill array
93     return mse_results, fn_results
94
95 def find_optimal_k(mse_results, fn_results):
96     optimal_k_mse = min(mse_results, key=mse_results.get) #minimal error
97     optimal_k_fn = min(fn_results, key=fn_results.get)
98     return optimal_k_mse, optimal_k_fn

```

Figure 7: MSE and FN functions, optimal k function

And then using the given arrays, by finding minimal MSE and minimal FN, and its index(corresponding k), optimal k is calculated and returned.

2.5 Question 2

Question 2 requires implementing cosine similarity function, and finding most relevant document to given queries using it. When q is query vector, and d is document vector, similarity function is defined as below:

$$\text{Equation.10: } \text{sim}(q, d) = \frac{\vec{q} \cdot \vec{d}}{||q|| \cdot ||d||}$$

Figure 8: Cosine similarity formula

```

140 def cosine_similarity(v1, v2):
141     norm_v1 = np.linalg.norm(v1) #normalize q
142     norm_v2 = np.linalg.norm(v2) #normalize v
143     if norm_v1 == 0 or norm_v2 == 0:
144         return 0 # Return 0 similarity if either vector has zero length to avoid division by zero
145     return np.dot(v1, v2) / (norm_v1 * norm_v2) #formula
146
147 def query_vector(query, term_index, U, S, k):
148     q = np.zeros(len(term_index))
149     for word in query:
150         if word in term_index:
151             q[term_index[word]] = 1 #create a query vector so it has 1 where it has terms for term-index matrix
152     return q @ U[:, :k] @ np.linalg.inv(np.diag(S[:k]))
153
154 def find_most_relevant_document(query, term_index, U, S, VT, k):
155     q_vec = query_vector(query, term_index, U, S, k)
156     VT_reduced = VT[:k, :] # Here VT should have rows up to k
157     document_similarities = [cosine_similarity(q_vec, VT_reduced[i, :]) for i in range(VT_reduced.shape[1])] #array with cosine values
158     return np.argmax(document_similarities), df.iloc[np.argmax(document_similarities)][['text']] #the more cos -> the more similar

```

Figure 9: cos-similarity, query-vector and finding document functions

In the code, i have 3 functions: cosine-similarity, query-vector and find-most-relevant-document. First, i normalize q and v vectors, then apply the formula given in Figure 8. Then in second function, create a query vector, same as term-document matrices'. So i fill 1-s where it has elements of term-index matrix.

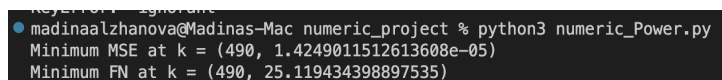
Third function calls second function, and creates query vector. Then second argument

given as d in equation is row of reduced V_t . Given q and d , we call first function, and get array or cosine values. We take maximum of it, because bigger cosine value corresponds to bigger similarity. So, third function returns index of maximum similarity and its content. After that, we call the function according to the given queries, and wait for the code to run.

3 OUTPUTS

3.1 Question 1

According to results of Question 1, optimal k is same for MSE and FN methods. It should be 490 after .csv file has been modified. $MSE = 1.4249011512613608e-05$ whereas $FN = 25.119434398897535$, which shows that SVD approximated the matrix with a little loss.



```

madinaalzhanova@Madinas-Mac numeric_project % python3 numeric_Power.py
Minimum MSE at k = (490, 1.4249011512613608e-05)
Minimum FN at k = (490, 25.119434398897535)

```

Figure 10: Results for Question 1

3.2 Question 2

Outputs of Question 2 say that query1's relevant document is at index 8, query2's is 4912, query3 and query4's is 1030 in modified dataset. The terminal screenshots are provided below.



```

Document for query [ignorant overwhelming] is at index 8:
Charges overwhelming. Comcast service rep was so ignorant and rude when I call to resolve my issue with my bill. I emailed Tom ** his rep was rude to me. None of the representative was helpful. They all just pass me on to other people. I am cutting my service with Comcast.

Document for query [infinity frustrate adapter verizon router] is at index 4912:
I am very angry right now. I spent a lot of money at Comcast adding a router, adapter and installation. My brother's XP desktop had the adapter and it kept losing the signal. The first technician came here and changed some settings, changed my password and couldn't manage to keep the computer connected. He said we would have to go to Intel and follow their instructions, left and said he was going to contact his supervisor and get back to us as I was not going to fool around with technical stuff I did not understand. I called and a second technician came out. He happened to be the one that made the initial installation and had had a hard time. The computer is older and slower. I tried to explain to him that the computer would not hold the signal and what the first technician had done and said. He stated that he remembered the computer and since my other computer was working okay, it was not Comcast's problem. He never looked at anything. Comcast set up the settings, not me and the first technician changed stuff and I don't know what he did. My son looked into the diagnostics and found that the computer had been set up for a corporate network connection and I had to disable that. I did not set it up that way and either the installer or the first technician that came the other day did that. The second technician made me feel stupid and didn't even take the time to look at anything. My son was the one that found the problem for me, as the computer had worked fine previously. All of a sudden, we started getting a message that said we would get a better connection if the adapter we re-plugged into a high speed port. That message had never occurred before and that is when we started having problems. We may have never understood what was wrong if my son had not been here. I'm just very disappointed as the first technician's supervisor never got back to us, the problem was not written up properly, and the second technician wouldn't even look. I don't want either of them at my house again. I also hope that from now on we get better service.

Document for query [terminate rent promotion joke liar internet horrible] is at index 1030:
Comcast has to be the worst company I have ever dealt with in my life. First, their customer service is on a level to compare it to kindergartener. Not only do they lie to their customers to their faces but they have inaccurate information at all times, not to mention they fail at doing their own job most of the times, like setting up appointments. Second, their Internet service is a piece of **, since no other words can describe this. I have had issues with them since Adelphi turned into Comcast and still having issues to this day. Four to five years now of unstable Internet service. After calling for months now on a more serious note and escalating this issue to supervisors and managers, no one has yet to return my call or cared to fix this issue. In my opinion, instead of wasting the millions of dollars on advertising false service, fix your current crappy service!

Document for query [kindergarten ridiculous internet clerk terrible] is at index 1030:
Comcast has to be the worst company I have ever dealt with in my life. First, their customer service is on a level to compare it to kindergartener. Not only do they lie to their customers to their faces but they have inaccurate information at all times, not to mention they fail at doing their own job most of the times, like setting up appointments. Second, their Internet service is a piece of **, since no other words can describe this. I have had issues with them since Adelphi turned into Comcast and still having issues to this day. Four to five years now of unstable Internet service. After calling for months now on a more serious note and escalating this issue to supervisors and managers, no one has yet to return my call or cared to fix this issue. In my opinion, instead of wasting the millions of dollars on advertising false service, fix your current crappy service!

madinaalzhanova@Madinas-Mac numeric_project %

```

Figure 11: Results for Question 2

In second question, the document has same words as in query, or other forms of that word or synonyms. There are some examples:

Document for query1 contains both overwhelming and ignorant.

Document for query2 contains "adapter" 4 times, also has "router" and etc.

Document for query3 contains lie(=liar), advertising(=promotion), crappy(=horrible) and etc.

Document for query4 contains intrenet, kindergartener(kindergarten), supervisor/managers(=clerk), crappy(=horrible) and etc.

4 DISCUSSION

In general, in this project I used latent semantic indexing method by using SVD.

Before every process, it is crucial to reduce number of rows in dataset. Even reduced, it takes much time to run the code, so without getting rid of unnecessary texts, compile time will be too long. At first, I erased last several rows starting from 2008 year manually, but it was not enough, because file still contained empty rows and complains of older years randomly in file. So, using pandas library for this was efficient. nltk library was used to perform preprocessing of text, and creation of term-index, term-document matrices.

In order to perform SVD I used Power method. Power method works by finding approximate eigenvector, and from that calculates eigenvalues. Having eigenvectors, we fill matrix V, with eigenvalues we calculate singular values and fill diagonal matrix S. Using formula, we fill matrix U. Thus, I got SVD.

Question 1 is very useful for finding most optimal reduction size. It also can be used for compression of any text data, as well as images, so that it takes much less memory but has comparably same content. I used MSE and FN methods, and they gave same k, which means that original matrix of size about 5000 can be represented as size of 490. It reduces size more than 10 times, while its MSE is only 1.4249011512613608e-05(very negligible).

Question 2 works as a search engine. Provided queries, it finds most relevant document from large dataset. For example, google search works similarly. Searchbar gets queries, and it outputs webpages(documents) in order of relevance. In our case, we outputted only most relevant one. There are some terms in queries that are not found in a document, but it is counted as most relevant, because other terms fit the document very well. In our assignment, queries are given as terms, but they should be also preprocessed. If this code is used in larger scope, user's input must be checked for stopwords, then lemmatized, tokenized and etc.

5 CONCLUSION

In conclusion, one of efficient applications of SVD - LSI was implemented in this project. It can be used efficiently for reducing size of big dataset and to work as search engine. This project was difficult to implement because running the code takes much time, also I was not familiar with python and its libraries. But, the project was implemented successfully and results look correct.