

# Sentiment Annotation Guidelines

Labels: **Positive · Neutral · Negative**

## 1. Task Description

Annotate short user-generated texts by assigning a single overall sentiment label that best represents the author's final evaluation. Each text must receive exactly one label.

## 2. Label Definitions

### Positive

Texts that express satisfaction, approval, or a favorable outcome.

Examples:

“*I'm satisfied with the overall experience.*”  
“*This is one of the best purchases I've made.*”

### Negative

Texts that express dissatisfaction, frustration, disappointment, or unmet expectations.

Examples:

“*The app crashes frequently.*”  
“*I expected more for the price.*”

### Neutral

Texts that are factual, mixed without dominance, or express no strong emotional judgment.

Examples:

“*It does the job.*”  
“*The experience was average.*”

## 3. Dominant Sentiment Rule

When a text contains both positive and negative elements, label according to the dominant or final evaluation. Special attention is given to contrast markers such as “but”, “although”, “however”.

Example:

“*The design looks great, but it's confusing to use.*” = **Negative**

## 4. Expectation vs Reality

Statements indicating unmet expectations are labeled Negative, even if phrased mildly.

Example:

“*It's not terrible, but I expected better.*” = **Negative**

## 5. Neutral vs Weak Positive

Polite or minimal approval does not automatically imply Positive sentiment.

Example:

“*The product arrived on time.*” = **Neutral**

## 6. Ambiguity Handling

If a text explicitly expresses mixed feelings without a clear outcome, label Neutral and optionally add a comment.

Example:

“*I have mixed feelings about this.*” = **Neutral**

## 7. Annotation Comments

Comments are added only when helpful, such as:

- Mixed sentiment
- Borderline cases
- Rule application clarification