

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