Sentiment Analysis of People's opinion on High Speed Train

Abstract

Sentiment analysis is a popular theme in the natural language processing (NLP) domain. In this modern era online social media provide a platform for the people to share their experiences in the form of text, images and videos. YouTube is one of the well known social media platform across the world. In this study, we are using the comments done by the people on the YouTube Videos in respect to their opinion on High Speed Trains. This data is used to analyze the hidden sentiments using machine learning techniques such as Naive Bayes Classifier, Random forest (RF) and K Nearest Neighbors (KNN). Till now, the results show that Naive Bayes Classifier provides high accuracy with more training on the data. The results achieved from KNN and RF was also satisfactory but couldn't outperform Naive Bayes Classifier.

Contents

- Introduction
- Materials and Methods
 - Data Gathering
 - Data Cleaning
- Labeling the unlabeled Data
- Data Preprocessing
- Training
- Classifiers
- Classification Reports
- Results
- Conclusion
- Future Work
- Bibliography /References
- Appendix: 1
- Appendix: 2
- GitHub
- Vote of Thanks

Introduction

Sentiments or opinions can be defined as a mental situation or feeling of a person in certain circumstances and conditions. These feelings may be a reflection of joy, sadness, discomfort or nervousness. Present world is full of technology and smart devices. Moreover, as stated above people love to share their views and feelings based on a particular topic on various internet platforms.

In this documentary we will try to draw out the Sentiments of people about what they feel regarding the functioning of high speed rails in India through the comments they had done on YouTube.

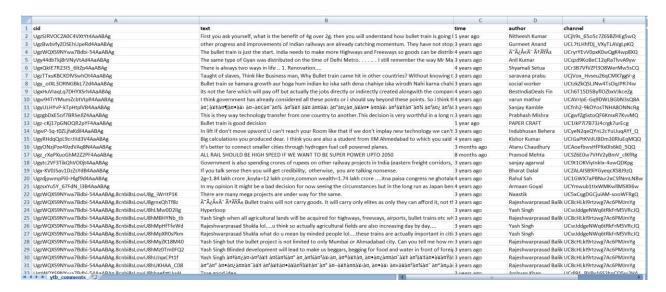
Materials and Methods

Data Gathering

The data has been gathered by scrapping the YouTube links related to the High Speed Rails.

The code for the same is attached in the Appendix.

The raw scrapped data is a csv file with around 25000 records in it.



Data Cleaning

Data Cleaning was one of the most important part of this project. As the data was scrapped from the YouTube Comments, it was containing a lot of irregularities such as use of mixed languages, emojis and lots of special characters in it, thus it

was necessary for us to remove it otherwise it would result in deprecating the accuracy of the model.

This removal however did not affect the results whatsoever since the word preprocessing and tokenization we implemented through Scikit-learn (CountVectorizer) only considers alphanumeric characters.

Also, Regex and character replacing were used to make all datasets adhere to the same format.

```
In [7]: for i in range(len(df)):
    df.loc[[i],['votes']]=int(df.loc[i]['votes'])#converting votes to int
    df.loc[[i],['text']]=df.loc[i]['text'].lower()#converting text to lower case
    df.loc[[i],['text']]=re.sub('[^a-ZA-Z 0-9]','',df.text[i])#removing all the characters except a-z,A-Z,0-9 and space
    df
```

Word Tokenization

```
In [8]: #Word Tokenization and removing the words that are not the part of English Language

e = enchant.Dict("en_Us")
a=[]
for i in range(len(df)):
    b=[]
    j=nltk.word_tokenize(df.text[i])
    for k in j:
        if(e.check(k)==True):
             b.append(k)
        a.append(b)
    print(a)
```

Lemmatization and Stopwords Removal

```
In [9]: # Lemmatizing and stopwords removal

from nltk.stem import WordNetLemmatizer
from nltk.corpus import stopwords

lemmatizer=WordNetLemmatizer()

d=[]
for i in a:
    b=''
    for j in range(len(i)):
        if(i[j] not in stopwords.words('english') and len(i[j])>3):
        b=b+lemmatizer.lemmatize(i[j])+' '
    d.append(b)
    d
```

Finally after the data cleaning our dataset looks something like this:



18639 rows × 2 columns

Labeling the unlabeled Data:

Now since we had scrapped the data manually from the YouTube it do not contains label suggesting the polarity of the sentences.

Thus in order to deal with this python provides an amazing library known as **SentimentIntensityAnalyzer** which provides us with the negative, positive, neutral and compound scores of the particular record.

According to the Industry Standards:

- If the compound score \geq 0.05, then the text is categorized as Positive.
- If the compound score <= -0.05, then the text is categorized as Negative.
- If the compound score falls in the range (-0.05 0.05) then the text is categorized as Neutral.

Here, the compound score is the sum of positive, negative & neutral scores which is then normalized between -1 (most extreme negative) and +1 (most extreme positive).

Labelling the Unlabelled Data In [13]: sentiments = SentimentIntensityAnalyzer() final_df["Positive"] = [sentiments.polarity_scores(i)["pos"] for i in final_df["processed_comments"]] final_df["Negative"] = [sentiments.polarity_scores(i)["neg"] for i in final_df["processed_comments"]] final_df["Neutral"] = [sentiments.polarity_scores(i)["neu"] for i in final_df["processed_comments"]] final_df['Compound'] = [sentiments.polarity_scores(i)["compound"] for i in final_df["processed_comments"]] final df.head() Out[13]: processed_comments votes Positive Negative Neutral Compound first benefit understand bullet train going be... 9 0.500 0.000 0.500 1 progress improvement railway already catching ... 0.496 0.162 0.342 0.5994 2 bullet train start need make highway freeway g... 0.358 0.000 0.642 0.6908 3 type distributed time metro still remember opp... 26 0.000 0.000 1.000 0.0000 always way life repair create traditional foot... 0 0.130 0.000 0.870 0.2732 In [15]: final_df.replace('Positive',1,inplace=True) final_df.replace('Negative',-1,inplace=True) final_df.replace('Neutral',0,inplace=True) Out[15]: processed_comments votes Positive Negative Neutral Compound Sentiment first benefit understand bullet train going be... 9 0.500 0.000 0.500 0.7184 1 progress improvement railway already catching ... 3 0.496 0.162 0.342 0.5994 2 bullet train start need make highway freeway g... 50 0.358 0.000 0.642 0.6908 type distributed time metro still remember opp... 26 0.000 0.000 1.000 0.0000 always way life repair create traditional foot... 0 0.130 0.000 0.870 0.2732 18634 know percent population poverty line want gove... 2 0.236 0.400 0.364 -0.5719 18635 double line 0 0.000 0.000 1 000 0.0000 project approve survey completion work start n... 3 0.000 1.000 0.0000 18636 0.000 state contribution direct central 0 0.000 18637 0.000 1.000 0.0000 18638 stupidity limit project bring people poverty t... 2 0.099 0.576 -0.6499

The insight which we could draw after labeling the data is that our data contains around 10k neutral values, around 6k values which are positively labeled and around 2.3k values which are negatively labeled.

Insights after Labelling

Data Preprocessing

Now in order to make the machine understand the textual data so that it could be further used for the classification purpose we need to make use of Tf-Idf Vector which converts the textual data into the mathematical vectors.

Converting Text Data to Numeric using TfidfVectorizer In [19]: from sklearn.feature_extraction.text import TfidfVectorizer In [20]: final df.processed comments.values Out[20]: array(['first benefit understand bullet train going benefit country ', progress improvement railway already catching momentum stopped ' 'bullet train start need make highway freeway good distributed throughout faster thus allowing economic growth ', 'project approve survey completion work start news paper news land purchase ', 'state contribution direct central 'stupidity limit project bring people poverty thousand people sleep without food stop eating feed '], dtype=object) In [21]: vectorizer = TfidfVectorizer(max_features=5000) features = vectorizer.fit_transform(final_df.processed_comments.values) tdf=pd.DataFrame(features.toarray()) tdf['Sentiment']=final_df['Sentiment'] tdf Out[21]: 0 1 2 3 4 5 6 7 8 9 ... 4991 4992 4993 4994 4995 4996 4997 4998 4999 Sentiment 0.0 0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0

Training

All the three classifiers were trained on the training datasets with a test train split of 80/20 percent. This enabled us to see the accuracy of the classifiers on the training datasets. The same random state was used between the classifiers to make sure that the training is reproducible between the classifiers.

Performing Train_Test_Split on our Converted Data

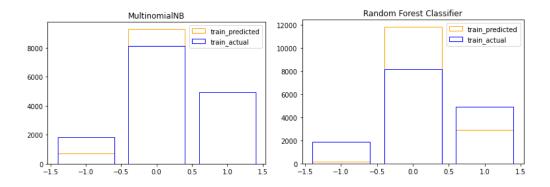
```
In [23]: from sklearn.model_selection import train_test_split
    train_set,test_set=train_test_split(tdf,test_size=0.2,random_state=42)
    x_train=train_set.drop(['Sentiment'],axis=1)
    y_train=train_set.Sentiment
    x_test=test_set.drop(['Sentiment'],axis=1)
    y_test=test_set.Sentiment
```

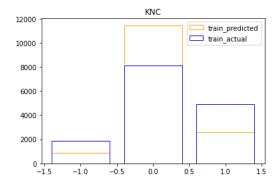
Classifiers

All the classifiers used were used with the standard parameters in Scikit-learn except for Random Forest Classifier where the max_features parameter was taken to be 500 and max_depth was setup to 10. This was done in order to prevent the model from overfitting and to reduce the computational cost.

Classifiers were selected based on what is suitable for text and social media sentiment analysis and what has been used in previous work in the field. Naive Bayes classifiers such as multinomial and complement naive Bayes are common for use in text classification due to being fast and simple to implement.

Comparative Analysis of all the three classifiers:

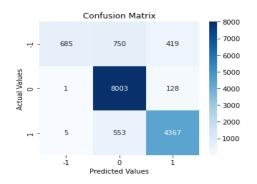




We can clearly notice from the above figures that the difference between the count of predicted values and actual values is minimum in case of Multinomial NB Classifier.

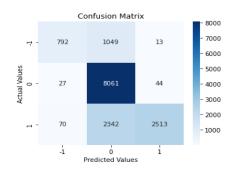
Thus from here we can estimate a rough idea that since count of predicted and actual values are almost same may be this model is perfectly fitted. Still we are not sure as we haven't measured the accuracy yet.

Classification Reports



Training clas	sification_re precision		f1-score	support
-1	0.99	0.37	0.54	1854
0	0.86	0.98	0.92	8132
1	0.89	0.89	0.89	4925
accuracy			0.88	14911
macro avg	0.91	0.75	0.78	14911
weighted avg	0.89	0.88	0.86	14911

Classification Report of MultinomialNB



Training clas	sification_r precision		f1-score	support
-1	0.89	0.43	0.58	1854
0	0.70	0.99	0.82	8132
1	0.98	0.51	0.67	4925
accuracy			0.76	14911
macro avg	0.86	0.64	0.69	14911
weighted avg	0.82	0.76	0.74	14911

Classification Report of KNN



Training clas	sification_r precision		f1-score	support
-1	0.96	0.09	0.17	1854
0	0.69	1.00	0.81	8132
1	0.94	0.56	0.70	4925
accuracy			0.74	14911
macro avg	0.86	0.55	0.56	14911
weighted avg	0.80	0.74	0.70	14911

Classification Report of RFC

From the above Classification Reports it is very clear that Naive Bayes Algorithm has outperformed the other two algorithms in almost all the parameters be it in accuracy, recall, precision or f1_score.

Results:

Let us have a final accuracy check over both train and test dataset:

```
In [29]: print('train accuracy_score MNB',accuracy_score(pred,y_train))
print('test accuracy_score MNB 0.8755281335926497
test accuracy_score MNB 0.8361051502145923

In [35]: print('train accuracy_score KNC',accuracy_score(pred,y_train))
print('test accuracy_score KNC',accuracy_score(model.predict(x_test),y_test))

train accuracy_score KNC 0.7622560525786333
test accuracy_score KNC 0.7223712446351931

In [41]: print('train accuracy_score Random Forest Classifier',accuracy_score(pred,y_train))
print('test accuracy_score Random Forest Classifier',accuracy_score(pred,y_train))
print('test accuracy_score Random Forest Classifier',accuracy_score(model.predict(x_test),y_test))
train accuracy_score Random Forest Classifier 0.7395211588759976
test accuracy_score Random Forest Classifier 0.744098712446352
```

It is clearly visible that the Multinomial NB has outperformed the rest of the two models with a train set accuracy of around 87% and test set accuracy of around 83%.

Conclusion

- In the study, while determining the labels for the dataset we realized that the sentiments of the people were ranging from neutral to mildly positive. There were very few comments (around 12%) which account for the negative sentiments regarding the High Speed Rails. On the contrary there was huge number of comments which were having the neutral sentiments (54%) followed by positive ones (34%).
- Results showed that Multinomial NB provides better results in comparison
 with KNN and RFC. Further, different categories of comments with more
 positive, neutral or negative tweets have been discussed. The study can be
 extended with gathering more data and applying deep learning technique to
 seek if there are any further improvements or not.

Future Work

- Accuracy of the predictions could possibly be improved by using more advanced classifiers such as neural networks or by tuning the Hyper Parameters using techniques like Grid Search CV and Randomized Search CV.
- Emojis are common in YouTube comments. It would be interesting to include both the text and emojis in the sentiment analysis since emojis can be indicative of sentiment in the comment.
- Additions of features like up vote on comments and likes and dislikes on the video can be another indicative for analyzing the sentiments of the comment.

Bibliography

- http://www.diva-portal.org/smash/get/diva2:1593439/FULLTEXT01.pdf
- <u>file:///C:/Users/Hp/Downloads/RoughPowerSetTreeforFeatureSelection.p</u> df
- https://www.researchgate.net/figure/Classification-results-Accuracy-Mean-absolute-errorMAE-Root-mean-squared-error tbl2 256390097
- https://scholar.google.co.in/scholar?hl=en&as-sdt=0,5&q=sentiment+analy-sis+high+speed+rail+India
- https://www.researchgate.net/profile/Vinodhini-G-2/publication/265163299_Sentiment_Analysis_and_Opinion_Mining_A_Surv ey/links/54018f330cf2bba34c1af133/Sentiment-Analysis-and-Opinion-Mining-A-Survey.pdf
- https://analyticsindiamag.com/sentiment-analysis-made-easy-using-vader/

Web Scrapping YouTube Links

https://youtu.be/9e_0SLlAX0Q

https://youtu.be/v0zipdSnI7g

https://youtu.be/k-sEsNVcBKE

https://youtu.be/LQ-xm-S7U18

https://youtu.be/ZA4qYgHXXWg

https://youtu.be/huGc2e9Sg6I

https://youtu.be/4Un0n0BXqZo

https://youtu.be/Nkj9-ITMnDQ

https://youtu.be/0kJLCAaMNlw

https://youtu.be/HCZQn4X19m4

https://youtu.be/cl_IhRGZuks https://youtu.be/hSdtjyf7188 https://youtu.be/1GE-o5DS6lI https://youtu.be/HmQ9r7NQENU https://youtu.be/fkkkVt_m59Q https://youtu.be/jxRiZsS0e0 https://youtu.be/HYgkXBIgY1A https://youtu.be/1lmxGMYre9A https://youtu.be/4BvKiRLrHyo

https://youtu.be/mQXTicrUdQI

Appendix: 1

Source Code

```
import nltk
import pandas as pd
import numpy as np
import re #here re stands for regular expression library
import enchant \#spell checker and word finder library
from wordcloud import WordCloud
import seaborn as sns
from matplotlib import pyplot as plt
from sklearn.metrics import classification report
from sklearn.metrics import confusion_matrix
from sklearn.metrics import accuracy score
from nltk.sentiment.vader import SentimentIntensityAnalyzer
nltk.download("vader_lexicon")
df=pd.read csv('ytb comments.csv')
df.drop(['cid','time','author','channel','photo','heart'],axis=1,inplace=True)
df.index=[i for i in range(len(df))]
df.index
for i in range(len(df)):
    if(str(df.loc[i]['votes']).find('2.5K')!=-1):
        print(i)
df.votes[11949]=2500
for i in range(len(df)):
    df.loc[[i],['votes']]=int(df.loc[i]['votes']) #converting votes to int
    \label{loc:index} $$ df.loc[[i],['text']]=df.loc[i]['text'].lower() $$ $$ converting text to lower case $$ $$
    df.loc[[i],['text']]=re.sub('[^a-zA-Z 0-9]','',df.text[i]) #removing all the characters
except a-z, A-Z, 0-9 and space
df
#Word Tokenization and removing the words that are not the part of English Language
e = enchant.Dict("en US")
a=[]
for i in range(len(df)):
    b=[]
    j=nltk.word tokenize(df.text[i])
    for k in j:
        if (e.check(k) == True):
           b.append(k)
    a.append(b)
print(a)
# lemmatizing and stopwords removal
from nltk.stem import WordNetLemmatizer
from nltk.corpus import stopwords
lemmatizer=WordNetLemmatizer()
d=[]
for i in a:
    for j in range(len(i)):
        if (i[j] \text{ not in stopwords.words ('english')} \text{ and len}(i[j])>3):
            b=b+lemmatizer.lemmatize(i[j])+' '
    d.append(b)
d
final_df=pd.concat([pd.DataFrame(d,columns=['processed_comments']),df['votes']],axis=1)
final_df_1=final_df.copy()
final_df
final df.processed comments.value counts()
to drop=final df[final df.processed comments==''].index
final df.drop(to drop,axis=0,inplace=True)
final df.index=[i for i in range(len(final df))]
```

```
final df
sentiments = SentimentIntensityAnalyzer()
final df["Positive"] = [sentiments.polarity_scores(i)["pos"] for i in
final df["processed comments"]]
final df["Negative"] = [sentiments.polarity scores(i)["neg"] for i in
final df["processed comments"]]
final df["Neutral"] = [sentiments.polarity scores(i)["neu"] for i in
final df["processed_comments"]]
final df['Compound'] = [sentiments.polarity scores(i)["compound"] for i in
final df["processed comments"]]
final_df.head()
score = final df["Compound"].values
sentiment = []
for i in score:
    if i >= 0.05:
        sentiment.append('Positive')
    elif i <= -0.05:
        sentiment.append('Negative')
        sentiment.append('Neutral')
final df["Sentiment"] = sentiment
final df.head()
final_df.replace('Positive',1,inplace=True)
final df.replace('Negative',-1,inplace=True)
final df.replace('Neutral',0,inplace=True)
final_df
final df.Sentiment.value counts()
plt.bar([0,1,-1],final df.Sentiment.value counts())
wordcloud = WordCloud(width = 1200, height = 600,
                background_color ='white',
                min font size =
7, random state=42).generate(str(final df.processed comments))
# plot the WordCloud image
plt.figure(figsize = (6,6), facecolor = None)
plt.imshow(wordcloud)
plt.axis("off")
plt.tight layout(pad = 0)
plt.show()
from sklearn.feature extraction.text import TfidfVectorizer
final df.processed comments.values
vectorizer = TfidfVectorizer(max features=5000)
features = vectorizer.fit transform(final df.processed comments.values)
tdf=pd.DataFrame(features.toarray())
tdf['Sentiment']=final_df['Sentiment']
tdf
features.shape
from sklearn.model selection import train test split
train set, test set=train test split(tdf, test size=0.2, random state=42)
x train=train set.drop(['Sentiment'],axis=1)
y train=train set.Sentiment
x test=test set.drop(['Sentiment'],axis=1)
y test=test set.Sentiment
from sklearn.naive bayes import MultinomialNB
model=MultinomialNB()
model.fit(x train,y_train)
print('train predicted')
pred=pd.DataFrame(model.predict(x train))
print(pred.value counts())
print("\n")
print('train actual')
print(y train.value counts())
plt.bar([0,1,-1],pred.value counts(),edgecolor='orange',fill=None,label='train predicted')
plt.bar([0,1,-1],y train.value counts(),edgecolor='blue',fill=None,label='train actual')
```

```
plt.title('MultinomialNB')
plt.legend()
plt.show()
cm=confusion matrix(y train,pred)
cm_df = pd.DataFrame(\overline{cm,index} = [-1,0,1],columns = [-1,0,1])
#Plotting the confusion matrix
plt.figure(figsize=(5,4))
sns.heatmap(cm df, annot=True, cmap="Blues", fmt='g')
plt.title('Confusion Matrix')
plt.ylabel('Actual Values')
plt.xlabel('Predicted Values')
plt.show()
print('Training classification report')
print(classification report(y train, pred))
print('train accuracy_score MNB',accuracy_score(pred,y_train))
print('test accuracy_score MNB',accuracy_score(model.predict(x_test),y_test))
from sklearn.neighbors import KNeighborsClassifier as KNC
model=KNC(n neighbors=3)
model.fit(x train, y train)
print('train predicted')
pred=pd.DataFrame(model.predict(x train))
print(pred.value counts())
print("\n")
print('train actual')
print(y train.value counts())
plt.bar([0,1,-1],pred.value counts(),edgecolor='orange',fill=None,label='train predicted')
plt.bar([0,1,-1],y_train.value_counts(),edgecolor='blue',fill=None,label='train actual')
plt.title('KNC')
plt.legend()
plt.show()
cm=confusion matrix(y train,pred)
cm df = pd.DataFrame(cm, index = [-1, 0, 1], columns = [-1, 0, 1])
#Plotting the confusion matrix
plt.figure(figsize=(5,4))
sns.heatmap(cm df, annot=True, cmap="Blues", fmt='g')
plt.title('Confusion Matrix')
plt.ylabel('Actual Values')
plt.xlabel('Predicted Values')
plt.show()
print('Training classification report')
print(classification report(y train, pred))
print('train accuracy score KNC',accuracy score(pred,y train))
print('test accuracy_score KNC',accuracy_score(model.predict(x_test),y_test))
from sklearn.ensemble import RandomForestClassifier as RFC
model=RFC(max features=500,max depth=10)
model.fit(x train, y train)
print('train predicted')
pred=pd.DataFrame(model.predict(x train))
print(pred.value counts())
print("\n")
print('train actual')
print(y train.value counts())
plt.bar([0,1,-1],pred.value_counts(),edgecolor='orange',fill=None,label='train predicted')
plt.bar([0,1,-1],y train.value counts(),edgecolor='blue',fill=None,label='train actual')
plt.title('Random Forest Classifier')
plt.legend()
plt.show()
cm=confusion matrix(y train,pred)
cm df = pd.DataFrame(cm, index = [-1, 0, 1], columns = [-1, 0, 1])
#Plotting the confusion matrix
plt.figure(figsize=(5,4))
```

```
sns.heatmap(cm_df, annot=True,cmap="Blues",fmt='g')
plt.title('Confusion Matrix')
plt.ylabel('Actual Values')
plt.xlabel('Predicted Values')
plt.show()
print('Training classification_report')
print(classification_report(y_train,pred))
print('train accuracy_score Random Forest Classifier',accuracy_score(pred,y_train))
print('test accuracy_score Random Forest
Classifier',accuracy score(model.predict(x test),y test))
```

Appendix: 2

Math behind the Classification Report

How to calculate FN, FP, TN, TP?

FN: The False-negative value for a class will be the sum of values of corresponding rows except for the TP value.

FP: The False-positive value for a class will be the sum of values of the corresponding column except for the TP value.

TN: The True Negative value for a class will be the sum of values of all columns and rows except the values of that class that we are calculating the values for.

TP: The True positive value is where the actual value and predicted value are the same.

Three class classification

Let us calculate the TP, TN, FP, FN values for the class -1 using the above tricks:

- 1. TP: The actual value and predicted value should be the same = (cell 1) = 127
- 2. FN: The sum of values of corresponding rows except the TP value = (cell 2 + cell3) = (186+133)
- 3. FP: The sum of values of corresponding column except the TP value = (cell 4 + cell 7) = (0 + 3) = 3
- 4. TN: The sum of values of all columns and row except the values of that class that we are calculating the values for = (cell 5 + cell 6 + cell 8 + cell 9) = 1983 + 98 + 191 + 1007 = 3279

Similarly, for 0 the values/ metrics are calculated as below:

```
    TP: 1983 (cell 5)
    FN: 0 + 98 = 98 (cell 4 + cell 6)
    FP: 186 + 191 = 377 (cell 2 + cell 8)
```

4. TN: 127 + 133 + 3 + 1007 = 1270 (cell 1 + cell 3 + cell 7 + cell 9).

Similarly, for 1 the values/ metrics are calculated as below:

```
    TP: 1007 (cell 9)
    FN: 3 + 191 = 194 (cell 7 + cell 8)
    FP: 133 + 98 = 231 (cell 3 + cell 6)
    TN: 127 + 186 + 0 + 1983 = 2296 (cell 1 + cell 2 + cell 4 + cell 5).
```

Precision = TP/Predicted Yes Recall = TP/Actual Yes

Github

To excess the Jupyter notebooks for source code and comment extraction notebook, Please follow the link:

https://github.com/sarthakkedia123/sentimental-analysis

Owing to Dr.Mudgal

I hereby thank Dr. Abhishek Mudgal Sir for giving me the opportunity to use my skills on such an innovative project. Your support and advice helped me a lot. I promise to honor your belief on me by giving my absolute 100%.

Sarthak Kedia 19065109 <u>sarthak.kedia.cd.civ19@itbhu.ac.in</u> Civil Engineering Part-III