S. No.	Paper	Abstract
1	Mouthami, K., Devi, K. N., & Bhaskaran, V. M. (2013b). Sentiment analysis and classification based on textual reviews. IEEE. https://doi.org/10.1109/icices.2013.6508366	In proposed work, a new algorithm called Sentiment Fuzzy Classification algorithm with parts of speech tags is used to improve the classification accuracy on the benchmark dataset of Movies reviews dataset.
2	Cho, N. Y., Im, N. I., Hiltz, R., & Fjermestad, J. (2003). An analysis of online customer complaints: implications for Web complaint management. IEEE. https://doi.org/10.1109/hicss.2002.994162	In this paper, the authors 1) investigate the current sources and causes of online complaints; 2) seek effective ways of handling customer complaints by examining different product types; and 3) provide guidelines for successful e-CRM. One thousand customer complaints from three different publicized e-business customer service centers and five hundred complaints from online feedback systems were analyzed in this study.
3	Deshmukh, K. V., & Shiravale, S. S. (2018). Priority Based Sentiment Analysis for Quick Response to Citizen Complaints. IEEE. https://doi.org/10.1109/i2ct.2018.8529722	In proposed framework for understanding natural language semantic knowledge provided by well-known knowledgebase WordNet is used. In prequery citizens inserts complaint to system and get immediate response to query with the help of knowledgebase and machine learning algorithm. In postquery system analyses the citizen sentiment to handle grievance level and accordingly prioritize the citizens by sentiment analysis.
4	Krishna, G. J., Ravi, V., Reddy, B. V., Zaheeruddin, M., Jaiswal, H., Teja, P. S. R., & Gavval, R. (2019). Sentiment Classification of Indian Banks' Customer Complaints. IEEE. https://doi.org/10.1109/tencon.2019.8929703	Towards pre-processing the raw textual data, they employed techniques like document term matrix (DTM) driven by Term Frequency - Inverse Document Frequency (TFIDF), embedding model likeWord2Vec and psycho-linguistic method like Linguistic Inquiry and Word Count (LIWC). For the purpose of classification, the raw textual data of complaints is labeled as "moderate" or "extreme" by the three human annotators. Results indicate that the LIWC in combination with Random Forest and Naïve Bayes techniques performed the best in three banks datasets. The results were statistically corroborated with a t-test.
5	Trupthi, M., Pabboju, S., & Narasimha, G. (2017). Sentiment Analysis on Twitter Using Streaming API. IEEE. https://doi.org/10.1109/iacc.2017.0186	This paper aims to provide an interactive automatic system which predicts the sentiment of the review/tweets of the people posted in

		social media using hadoop, which can process the huge amount of data.
6	Ogudo, K. A., & Nestor, D. M. J. (2019). Sentiment Analysis Application and Natural Language Processing for Mobile Network Operators' Support on Social Media. IEEE. https://doi.org/10.1109/icabcd.2019.8851052	In this paper, they leveraged on Natural Language Processing (NLP), using sentiment analysis and text mining to analyze mobile network operators, in this case CellC followers' using the R platform. They used the polarity model of sentiment analysis to determine the level of potential detraction and promotion across South African Mobile Network Operator (MNO), based on public tweets.
7	Ramanathan, V., & Meyyappan, T. (2019). Twitter Text Mining for Sentiment Analysis on People's Feedback about Oman Tourism. IEEE. https://doi.org/10.1109/icbdsc.2019.8645596	In this paper, they recommended innovative sentiment analysis method based on common sense knowledge (Domain Specific Ontology). They created their own Oman tourism ontology based on ConceptNet. Entities were identified from the tweets using POS tagger and entities were compared with concepts in the domain specific ontology. Further the sentiment of the extracted entities were determined by the combined sentiment lexicon approach. Finally semantic orientations of domain specific features were combined with respect to the domain. They deliberate conceptual semantic as feature which can be combined with machine learning algorithm to enhance the performance of sentiment analysis of Oman tourism.
8	Aye, Y. M., & Aung, S. S. (2017b). Sentiment analysis for reviews of restaurants in Myanmar text. IEEE. https://doi.org/10.1109/snpd.2017.8022740	This paper proposes the creation of Myanmar sentiment lexicon for food and restaurant domain and analyses the Myanmar text reviews of customers using lexicon-based sentiment analysis for the recommendation.
9	Ray, P., & Chakrabarti, A. (2017). Twitter sentiment analysis for product review using lexicon method. IEEE. https://doi.org/10.1109/icdmai.2017.8073512	In this paper a framework for sentiment analysis using R software which can analyze sentiment of users on Twitter data using Twitter API is proposed. Their methodology involves collection of data from twitter, its pre-processing and followed by a lexicon based approach to analyze user's sentiment.
10	Porntrakoon, P., & Moemeng, C. (2018). Thai Sentiment Analysis for Consumer's Review in Multiple Dimensions Using Sentiment Compensation Technique (SenseComp). IEEE. https://doi.org/10.1109/ecticon.2018.8619892	In this paper, sentiment compensation technique is used to automatically compensate the sentiment to a dimension where consumer's review mentions the sentiment without a dimension. The results show that the proposed method outperform sentiment to

		dimension (S2D) and dimension to sentiment (D2S) methods with the overall accuracy 93.60%.
11	Haque, M. R., Lima, S. A., & Mishu, S. Z. (2019). Performance Analysis of Different Neural Networks for Sentiment Analysis on IMDb Movie Reviews. IEEE. https://doi.org/10.1109/icecte48615.2019.9303573	In this paper, they have compared between CNN, LSTM and LSTM-CNN architectures for sentiment classification on the IMDb movie reviews in order to find the best-suited architecture for the dataset. Experimental results have shown that CNN has achieved an F-Score of 91% which has outperformed LSTM, LSTM-CNN and other state-ofthe-art approaches for sentiment classification on IMDb movie reviews.
12	Zhan, G., Wang, M., & Zhan, M. (2020). Public Opinion Detection in an Online Lending Forum: Sentiment Analysis and Data Visualization. IEEE. https://doi.org/10.1109/icccbda49378.2020.9095690	This research aims to employ natural language processing (NLP), sentiment analysis and data mining technologies to build a public opinion analysis system to serve enterprises' need of online public opinion detection.
13	Parikh, S. M., & Shah, M. K. (2021). Analysis of Various Sentiment Analysis Techniques of NLP. 2021 Third International Conference on Intelligent Communication Technologies and Virtual Mobile Networks (ICICV). https://doi.org/10.1109/icicv50876.2021.9388525	This work is centered around implementing a fresh approach to sentiment analysis. The sentiment analysis techniques have various phases which include pre-processing, feature extraction and classification. The various machine learning algorithms for sentiment analysis are reviewed in terms of certain parameters.
14	S, H., & Ramathmika, R. (2019). Sentiment Analysis of Yelp Reviews by Machine Learning. IEEE. https://doi.org/10.1109/iccs45141.2019.9065812	In this paper, the textual yelp reviews of businesses are analyzed to assign a probability for the review as having positive or negative sentiment. The data considered for the sentiment analysis are the reviews on restaurants about food, service, price and ambience. Machine learning algorithms in the nltk library of python proved to be very useful in any such research on Natural Language Processing and the library has been used extensively in this work. Each algorithm used has been analyzed and has been compared on the basis of their efficiency (confidence).
15	Hadiya, N., & Nanavati, N. (2019). Indic SentiReview: Natural Language Processing based Sentiment Analysis on major Indian Languages. IEEE. https://doi.org/10.1109/iccmc.2019.8819786	In this paper, they discussed various available lexicon resources and often used SA techniques in some Indian languages. Moreover, they presented the theoretical parametric evaluation of their studied techniques and also discussed challenges, which were identified during SA in Indian Languages.

16	Yang, N. K., Cai, N. Y., Huang, N. D., Li, N. J., Zhou, N. Z., & Lei, N. X. (2017). An effective hybrid model for opinion mining and sentiment analysis. IEEE. https://doi.org/10.1109/bigcomp.2017.7881759	In this paper, they construct the domain sentiment dictionary using external textual data. They propose a highly effective hybrid model combining different single models to overcome the weaknesses of single models.
17	Lee, J. S., Zuba, D., & Pang, Y. (2019). Sentiment Analysis of Chinese Product Reviews using Gated Recurrent Unit. IEEE. https://doi.org/10.1109/bigdataservice.2019.0003	This paper looks into the nascent area of Natural Language Processing (NLP) in the Sentiment Analysis of Chinese Text. The proposed Deep Learning method is the use of a sentence-based approach in the sentiment analysis of online reviews to gain more granularity and increased classification accuracy. Experimental results on a balanced (50:50), 2 class (positive, negative) test dataset of 1669 product reviews show an empirical accuracy of 87.66%, while results on an imbalanced (18:82) test dataset of 2519 product reviews show an accuracy of 87.9%, thus demonstrating the effectiveness and robustness of this proposed approach.
18	Nkomo, L. M., Ndukwe, I. G., & Daniel, B. K. (2020). Social Network and Sentiment Analysis: Investigation of Students' Perspectives on Lecture Recording. IEEE Access, 8, 228693–228701. https://doi.org/10.1109/access.2020.3044064	Work presented in this article adds to the growing debate on the institutional deployment of lecture recordings and their impact on students' engagement and learning. It also demonstrated how educational researchers could utilise social network and sentiment analysis to examine critical issues in education.
19	Qaisar, S. M. (2020). Sentiment Analysis of IMDb Movie Reviews Using Long Short-Term Memory. IEEE. https://doi.org/10.1109/iccis49240.2020.9257657	In this paper the Long Short-Term Memory (LSTM) classifier is used for analyzing sentiments of the IMDb movie reviews. It is based on the Recurrent Neural Network (RNN) algorithm. The data is effectively preprocessed and partitioned to enhance the post classification performance. The classification performance is studied in terms of accuracy. Results show a best classification accuracy of 89.9%. It confirms the potential of integrating the designed solution in modern text based sentiments analyzers.
20	Devasia, N., & Sheik, R. (2016). Feature extracted sentiment analysis of customer product reviews. IEEE. https://doi.org/10.1109/icett.2016.7873646	In this paper, Recursive Deep model is used to identify sentiment orientation of review sentences. A review matrix is constructed to find the importance and polarity of each product feature. The experimental results show that the method proposed is effective and has achieved the desired objective.

21	Ekawati, D., & Khodra, M. L. (2017). Aspect-based sentiment analysis for Indonesian restaurant reviews. IEEE. https://doi.org/10.1109/icaicta.2017.8090963	In this paper, they adapt the first rank research at SemEval 2016 to improve the performance of aspect-based sentiment analysis for Indonesian restaurant reviews. They use six steps for aspect-based sentiment analysis i.e.: preprocess the reviews, aspect extraction, aspect categorization, sentiment classification, opinion structure generation, and rating calculation.
22	Ekawati, D., & Khodra, M. L. (2017). Aspect-based sentiment analysis for Indonesian restaurant reviews. IEEE. https://doi.org/10.1109/icaicta.2017.8090963	This project aimed to examine a number of tools regarding their suitability for healthcare data. Different approaches were followed for each tool to determine the polarity of each response (i.e. positive, negative or neutral). In addition, single-sentence responses were tested in isolation to determine the extent to which they more clearly express a single polarity.
23	Untawale, T. M., & Choudhari, G. (2019). Implementation of Sentiment Classification of Movie Reviews by Supervised Machine Learning Approaches. IEEE. https://doi.org/10.1109/iccmc.2019.8819800	In this study, naïve bayes and RF machine learning techniques were compared for measuring negative, positive and neutral reviews.
24	Chatchaithanawat, T., & Pugsee, P. (2015). A framework for laptop review analysis. IEEE. https://doi.org/10.1109/icaicta.2015.7335358	In this paper, firstly, subjective paragraphs were detected from the source materials by detecting subjective words. Secondly, the aspects of subjective paragraphs were defined by the frequency of words in each aspect. Finally, the sentiment of texts were classified by the machine learning for laptop data.
25	Kao, L., & Huang, Y. (2018). An Effective Social Network Sentiment Mining Model for Healthcare Product Sales Analysis. IEEE. https://doi.org/10.1109/smc.2018.00370	This study proposes a framework based on data mining method to find interesting patterns of sentiment and sales. The proposed model starts by defining sentiment topics with their corresponding terms and then follows by a fuzzy model to infer the sentiment scores for user opinions. Each transaction in the database is transformed to attach with public sentiment scores, influential users' sentiment scores and volume of product sales. To better obtain the relationship among public sentiment, users' sentiment and volume of product sales, a mining method of inter-transaction association rules is considered to extract the interesting patterns of sentiment and sales.