We made a model by applying various data preprocessing methods, the first of which was using tf-idf and textrank.

So we use another method ‘n gram’ to find relationship between word or word, and preprocessing.

So we change preprocessing method.

Based on this pre-processed data, we conducted an emotional analysis using the Bernoulli Knives model.

This table is the average of the score values returned by each model 1000 times. As you can see from the table, the overall score of the Korean-language data was about 0.73, which was higher than that of English-language data. Especially in service-related evaluations is nice too.