

# AUTOMATED REVIEW RATING SYSTEM:

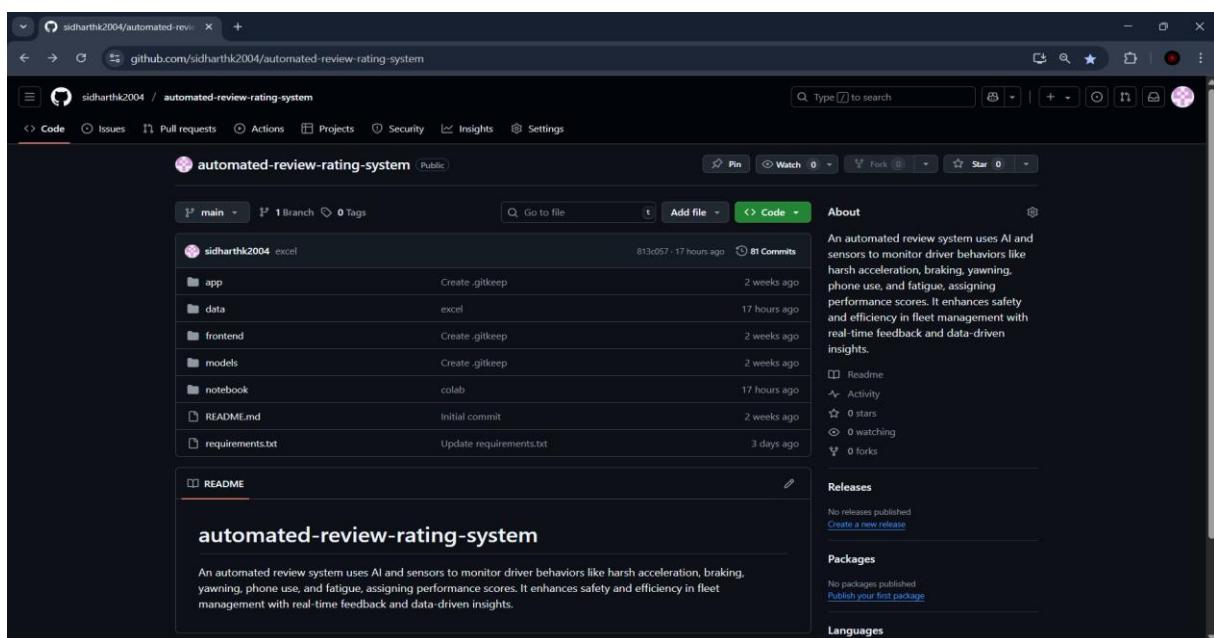
## PROJECT OVERVIEW.

The Automated Review System is developed to collect, process, and analyse customer reviews using Natural Language Processing (NLP) and Sentiment Analysis. It automatically classifies user feedback into positive, negative, or neutral categories and extracts key insights from large volumes of text data. This helps businesses understand customer sentiments and improve their services or products accordingly.

## ENVIRONMENT SETUP.

- Installed python with necessary libraries such as numpy, pandas, matplotlib, scikit-learn, seaborn, nltk
- Doing every code in colab

## GITHUB PROJECT REPOSITORY.



## DATA COLLECTION.

Every dataset was collected from Kaggle.

This project uses 9 different datasets across industries to ensure model generalization.

- Tripadvisor Hotel reviews
- Switch games reviews
- Cleaned reviews
- JAL Tripadvisor reviews
- Amazon reviews
- Musical instruments reviews
- Metacritic reviews
- Psychiatric drug reviews
- ChatGPT reviews

Each dataset contains:

- Review text
- Corresponding user rating (1-5 stars)

SN.	DATASET NAME	DOMAIN	SOURCE	SIZE	COLUMNS	LINK
1	Tripadvisor Hotel reviews	Hospitality	Kaggle	14616	8	<a href="https://github.com/sidharthk2004/automated-review-rating-system/blob/main/data/kaggle%20datasets/tripadvisor%20hotel%20reviews.csv">https://github.com/sidharthk2004/automated-review-rating-system/blob/main/data/kaggle%20datasets/tripadvisor%20hotel%20reviews.csv</a>
2	Switch games reviews	Games	Kaggle	5546	15	<a href="https://github.com/sidharthk2004/automated-review-rating-system/blob/main/data/kaggle%20datasets/switch-games.csv">https://github.com/sidharthk2004/automated-review-rating-system/blob/main/data/kaggle%20datasets/switch-games.csv</a>
3	Cleaned reviews	Items	Kaggle	4642	5	<a href="https://github.com/sidharthk2004/automated-review-rating-system/blob/main/data/kaggle%20datasets/cleaned.csv">https://github.com/sidharthk2004/automated-review-rating-system/blob/main/data/kaggle%20datasets/cleaned.csv</a>
4	JAL Tripadvisor reviews	E-commerce	Kaggle	5973	12	<a href="https://github.com/sidharthk2004/automated-review-rating-system/blob/main/data/kaggle%20datasets/JAL%20tripadvisor%20reviews.csv">https://github.com/sidharthk2004/automated-review-rating-system/blob/main/data/kaggle%20datasets/JAL%20tripadvisor%20reviews.csv</a>
5	Amazon reviews	E-commerce	Kaggle	4634	13	<a href="https://github.com/sidharthk2004/automated-review-rating-system/blob/main/data/kaggle%20datasets/amazon.csv">https://github.com/sidharthk2004/automated-review-rating-system/blob/main/data/kaggle%20datasets/amazon.csv</a>
6	Musical instruments reviews	E-commerce	Kaggle	5950	6	<a href="https://github.com/sidharthk2004/automated-review-rating-system/blob/main/data/kaggle%20datasets/Musical%20instruments%20reviews.csv">https://github.com/sidharthk2004/automated-review-rating-system/blob/main/data/kaggle%20datasets/Musical%20instruments%20reviews.csv</a>
7	Metacritic reviews	E-commerce	Kaggle	5246	9	<a href="https://github.com/sidharthk2004/automated-review-rating-system/blob/main/data/kaggle%20datasets/metacritic%20reviews.csv">https://github.com/sidharthk2004/automated-review-rating-system/blob/main/data/kaggle%20datasets/metacritic%20reviews.csv</a>
8	Psychiatric drug reviews	Drug	Kaggle	24686	18	<a href="https://github.com/sidharthk2004/automated-review-rating-system/blob/main/data/kaggle%20datasets/psychiatric%20drug%20reviews.csv">https://github.com/sidharthk2004/automated-review-rating-system/blob/main/data/kaggle%20datasets/psychiatric%20drug%20reviews.csv</a>
9	ChatGPT reviews	Information platform	Kaggle	13931	9	<a href="https://github.com/sidharthk2004/automated-review-rating-system/blob/main/data/kaggle%20datasets/clean%20chatgpt%20reviews.csv">https://github.com/sidharthk2004/automated-review-rating-system/blob/main/data/kaggle%20datasets/clean%20chatgpt%20reviews.csv</a>

All datasets are merged into one

Merged dataset link= [https://github.com/sidharthk2004/automated-review-rating-system/blob/main/notebook/merge%20dataset/merge\\_datasets.ipynb](https://github.com/sidharthk2004/automated-review-rating-system/blob/main/notebook/merge%20dataset/merge_datasets.ipynb)

## DATA PREPROCESSING.

Preprocessing is the first and most important step in any machine learning or data science project. It involves cleaning, transforming, and organizing raw data into a format that your machine learning model can understand and learn from effectively.

## Load and Inspect Datasets.

- Load all data sets (e.g. tripadvisor, drug reviews etc)
- Inspect: check names, data types, records
- Verify presence of review and rating columns pd.read\_csv ()-Load CSV files into a dataframe pd.read\_excel()-For Excel files

```
#view first few rows
df.head()

#View last few rows
df.tail()

#view sample rows
df.sample()

#check column names
df.columns

#get dataframe shape (rows, columns)
df.shape

#check column data types
df.types #full summary

info df.info()

#summary statistics (numeric columns) df.describe()
```

## Remove Unnecessary Columns.

- Drop columns not required for prediction, such as:  
User\_id, product\_id, timestamp, title, image, Url, etc.
- Keep only relevant columns: usually review\_text and rating

## Remove Null or Missing Values.

- Remove rows with null values in review or rating

```
#Check for missing values in each column
Print(df.isnull().sum())

#removing null values
Df.dropna(inplace=True)

#Remove rows where review_text or rating is missing df.dropna(subset=['review_text','rating'], inplace=True)
```

## Remove Duplicates and Conflicting Reviews.

- Exact duplicates: same review and rating keep one
- Conflicting reviews: same review text, different ratings remove all

```
#check duplicates print(df.duplicated().sum()) #Remove all duplicate rows
Df.drop_duplicates(inplace=True)
```

## Clean Text Data.

- Convert text to lowercase
- Remove:
  - URL, Punctuation, Numbers and special characters, Extra spaces

## Stopwords Removal.

Stopwords in a language (like 'a', 'about', 'above', 'after', 'again', 'against', 'ain', 'all', 'am', 'an', 'and', 'any', 'are', 'aren', "aren't", 'as', 'at', 'be', 'because', 'been', 'before', 'being', 'below', 'between', 'both', 'but', 'by', 'can', 'couldn', "couldn't", 'd', 'did', 'didn', "didn't", 'do', 'does', 'doesn', "doesn't", 'doing', 'don', "don't", 'down', 'during', 'each', 'few', 'for', 'from', 'further', 'had', 'hadn', "hadn't", 'has', 'hasn', "hasn't", 'have', 'haven', "haven't", 'having', 'he', 'he'd', "he'll", "he's", 'her', 'here', 'hers', 'herself', 'him', 'himself', 'his', 'how', 'i', "i'd", "i'll", "i'm", "i've", 'if', 'in', 'into', 'is', 'isn', "isn't", 'it', 'it'd', "it'll", "it's", 'its', 'itself', 'just', 'll', 'm', 'ma', 'me', 'mightn', "mightn't", 'more', 'most', 'mustn', "mustn't", 'my', 'myself', 'needn', "needn't", 'no', 'nor', 'not', 'how', 'o', 'of', 'off', 'on', 'once', 'only', 'or', 'other', 'our', 'ours', 'ourselves', 'out', 'over', 'own', 're', 's', 'same', 'shan', "shan't", 'she', "she'd", "she'll", "she's", 'should', "should've", 'shouldn', "shouldn't", 'so', 'some', 'such', 't', 'than', 'that', "that'll", 'the', 'their', 'theirs', 'them', 'themselves', 'then', 'there', 'these', 'they', "they'd", "they'll", "they're", "they've", 'this', 'those', 'through', 'to', 'too', 'under', 'until', 'up', 've', 'very', 'was', 'wasn', 'wasn't', 'we', 'we'd', "we'll", "we're", "we've", 'were', 'weren', "weren't", 'what', 'when', 'where', 'which', 'while', 'who', 'whom', 'why', 'will', 'with', 'won', 'wont', 'wouldn', "wouldn't", 'y', 'you', "you'd", "you'll", "you're", "you've", 'your', 'yours', 'yourself', 'yourselves')

These are the stopwords that do not add significant meaning to text and are usually removed during text preprocessing in NLP tasks.

## Why do we Remove Stopwords?

- Improves Clarity
  - Removes filler words, making bullet points crisp and easier to scan quickly.
- Focuses on Meaningful Words
  - Highlights keywords or core ideas (e.g., "high accuracy model" vs "The model has high accuracy").
- Saves Space
  - Keeps bullet points short and visually clean — useful in presentations, reports, or slides.
- Enhances NLP Processing
  - In text analysis, removing stopwords helps algorithms focus on informative words.
- Speeds Up Search & Matching
  - Reduces noise during keyword-based search, indexing, or comparison.

## What is Lemmatization?

Lemmatization is the process of reducing a word to its base or dictionary form, called a *lemma*.

Ex:

- "running" → "run"
- "better" → "good"
- "studies" → "study"

Purpose:

To treat related words (like "runs", "ran", "running") as the same word ("run") for better text analysis.

## What is stemming?

Stemming is the process of reducing a word to its root form by cutting off suffixes or prefixes, without considering the word's actual meaning.

Example:

- "running" → "run"
- "studies" → "studi"
- "faster" → "faster"
- Purpose:  
To group related words by their base form for text analysis or search indexing.

Difference from Lemmatization:

Stemming is faster but less accurate. It may produce non-dictionary words (e.g., "studies" → "studi"), unlike lemmatization which gives real words.

## Why Lemmatization is better (in most ML tasks):

- Produces real words  
→ Outputs valid dictionary words (e.g., "studies" → "study")
- Understands context  
→ Considers part of speech (e.g., "better" → "good")
- Improves ML accuracy  
→ Helps models learn from consistent, meaningful features
- Reduces feature noise  
→ Avoids non-standard roots like "studie", "runn"
- Essential for deep NLP tasks  
→ Used in tasks like sentiment analysis, translation, topic modelling
- More precise than stemming  
→ Avoids over-simplification and retains linguistic correctness

## DATA VISUALIZATION.

Data Visualization is the graphical representation of data using visual elements like charts, graphs, and maps.

Purpose:

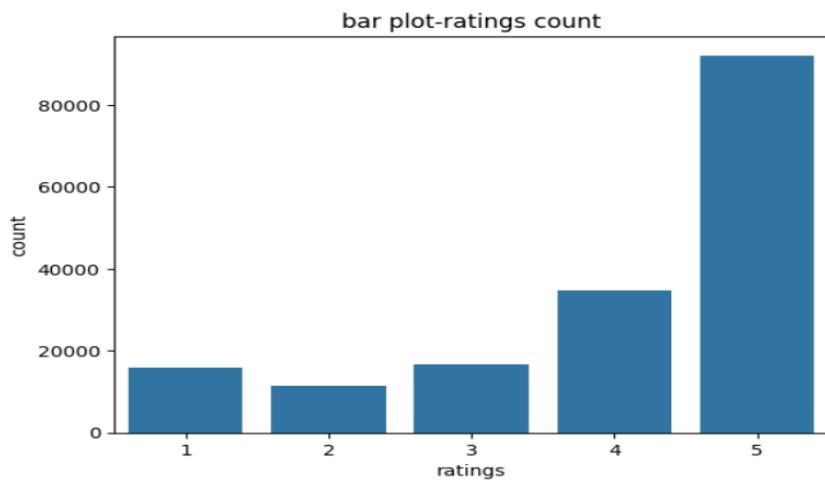
To make data easier to understand, identify patterns, trends, and outliers, and support data-driven decision-making.

## BAR CHART.

A bar chart is a graphical representation of data using rectangular bars to show the size or frequency of different categories.

Key Features:

- Bars can be vertical or horizontal
- Length/height of bar = value of the category
- Useful for comparing discrete (categorical) data

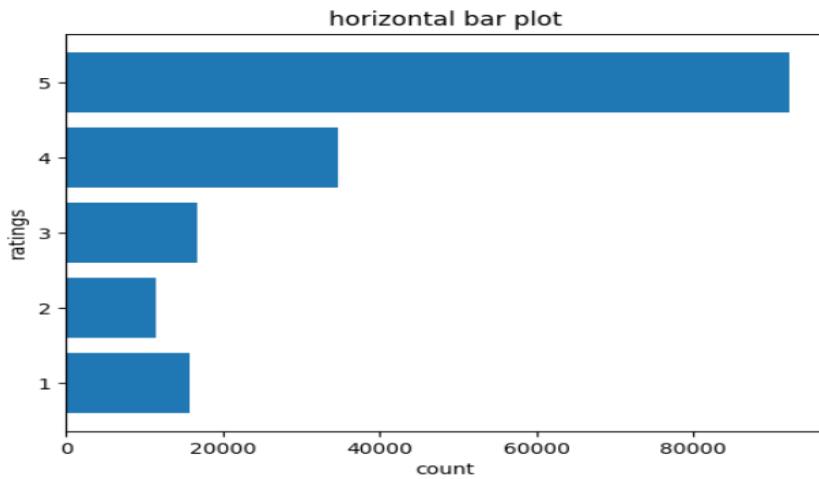


## Horizontal Bar Chart (HBar).

A horizontal bar chart displays data with rectangular bars placed horizontally. The length of each bar represents the value of the category.

Key Features:

- Categories are listed on the y-axis
- Values are represented along the x-axis
- Useful when category names are long or when comparing many items

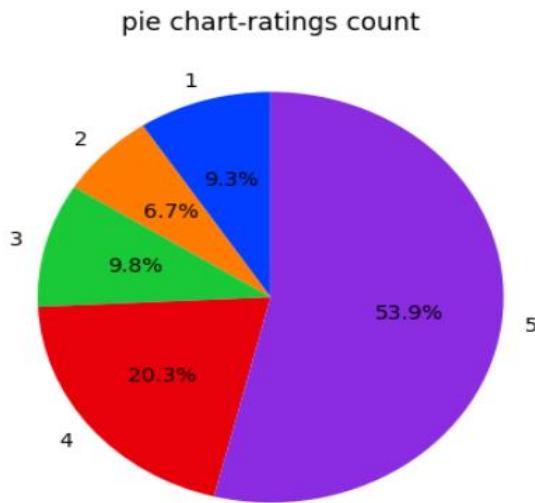


## Pie Chart.

A pie chart is a circular graph divided into slices to show the proportional size of parts relative to the whole.

Key Features:

- Each slice = one category's value
- Entire circle = 100%
- Great for visualizing percentages or part-to-whole relationships



## BALANCED DATASET.

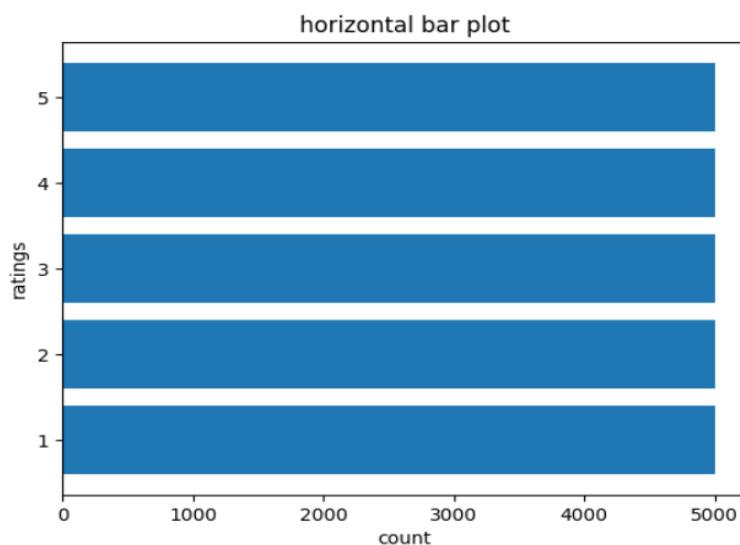
A balanced dataset is one where all classes (categories or labels) have roughly the same number of samples.

### Why It's Important:

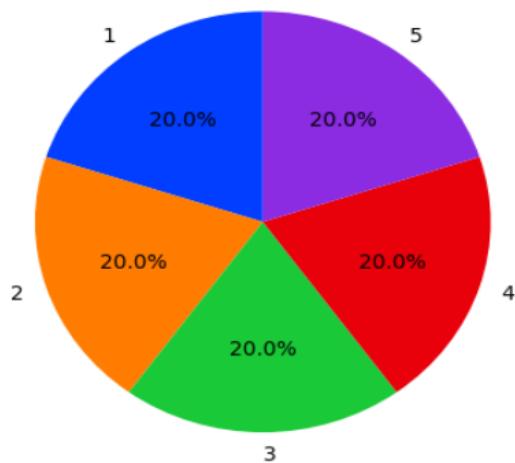
- Prevents ML models from becoming biased toward the majority class
- Helps in achieving better accuracy, recall, and precision
- Crucial for classification problems, especially in binary and multi-class tasks

Balanced dataset link= [https://github.com/sidharthk2004/automated-review-rating-system/blob/main/notebook/BALANCED\\_DATA\\_VISUALIZATION%20\(1\).ipynb](https://github.com/sidharthk2004/automated-review-rating-system/blob/main/notebook/BALANCED_DATA_VISUALIZATION%20(1).ipynb)

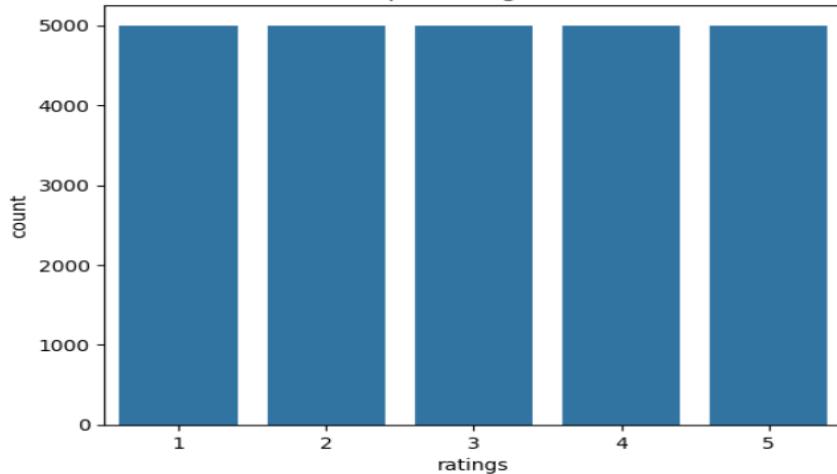
Balanced dataset with 5000 reviews and ratings



pie chart-ratings count



bar plot-ratings count



## SAMPLES.

Showing 5 sample review(s) for Rating 1:

1. diamond lost lustre time ago hotel availability busy holiday weekend pm hotels booked beware clue shine gone hope good service updated accommodations the floor room failure respects furnishings old bed hard floor curtains open way window bathroom missing pane glass tub like standing squashy mud carpet worn ceiling tiles mis shaped installed worst extremely rude desk manager apologize try appease room cleaned checked hotel treated like number hotel wrong worst breakfast I've seen past breakfast following horrible experience higher management

2. good app instore as well

3. people help bad people cheating answers

4. taking medicine year started gaining weight really fast started feeling really bad time dr ordered blood tests much Surprise triglycerides supposed dr called day said stop taking medicine immediately i'm heart problems also dizzy

spells loose sense coordination longer drive go medicine really done number wouldn't recommend anyone taking turned life upside down read less

5. instead low dose Ativan previously prescribed oncologist something zero side effects gap decided shouldn't taking week taking mg paroxetine bedtime told mild side effects similar severe reaction Prozac recommended extended release paroxetine mg instead overall i've taking product less month i've determined reason constantly foggy state mind feel like could stay bed day head feels pressurized eyes face puffy Sunday doc pharmacy aren't open i'm going take chances hope withdrawal symptoms i'm taking starting today read less

Showing 5 sample review(s) for Rating 2:

1. worst customer support their product appears provide much convoluted nearly impossible new customers set without assistance firm however whenever met someone managed account expressed worries knowing perform certain things would reactions ill email Zendesk support articles okay i've googling plainly hasn't helped i'm requesting assistance Zendesk representative advised stated needed additional assistance would pay large sum money specialized person assist us already paying much utilize platform many technical issues least provide sort help needless say left years struggling use platform thanks never helping

2. good app students

3. looks fool wife stayed Bavaro princess hotel dec the look lobby filled sense opulent grandeur open air concept marble floors various levels numerous cosy couches chairs courtyards filled ponds grown coconut palm trees various plants numerous mention checking drink bars caught shuttle fourplex near beach hungry walked short distance complex beach served various finger foods things notice Dominicans run hour clock pizza French fries chicken fingers salads fruit wine beer good fare the fun started went room figured hot shower bed hot water apparently pipe burst half resort problem fixed days fixed acknowledgement staff hotel happened used using face cloth unless speak Spanish maid look like speaking Russian ask not key lock wall safe reason wife left silver bracelet makeup bag room let say maid little cleaning apart setbacks actually goodtime till night wife developed stomach infection ate resort know reason doctor Punta Cana hospital gave morning day left luckily covered Medi passport employment reimbursed services cost thing cash traveller checks hotel change pesos bank town short walk away

4. would like know average time withdrawal Cymbalta

5. laptop ChatGPT opening oops error occurred showing solve problem

Showing 5 sample review(s) for Rating 3:

1. problem leaving heavy drugged feeling month side helping sleep night main goal

2. med eight months done good depression nothing anxiety am also taking Seroquel or pm anxiety far working well all going ask doc Effexor seems work better anxiety chronic pain think need mood stabilizer well side effects bearable far

3. mature ai well developed

4. drug addictive came cold turkey time know recommended thought would die benzodiazepines horrible use severe cases week

5. appreciate overall look feel tool think lot options order stick sole ticketing system

Showing 5 sample review(s) for Rating 4:

1. good replay thank much

2. seems help curve ups downs even longer periods time

3. job winder squeaks good

4. gotten point leaving house unless absolutely heart would go haywire atrial tachycardias Zoloft made life liveable

5. neuropathy feet much better

Showing 5 sample review(s) for Rating 5:

1. lex a pro years problems drug helped much believe time change drug

2. wired much serotonin a tide pression meds dr prescribed help get sleep mg wiped lower dose mg function next day worked well
3. knowledge power knowledge crack pure form snorted eyes
4. fast data telling object
5. app helpful we use many works

## Train-Test Split.

### What is Train-Test Split?

Train-test split is a technique used to divide a dataset into two parts:

- Training set – used to train the machine learning model
  - Testing set – used to evaluate the model's performance on unseen data
- Typical Ratio:
- 70%–80% for training
  - 20%–30% for testing
- Purpose:
- To check if the model generalizes well to new, unseen data
  - Prevents overfitting and ensures realistic performance metrics
- Common Tools:
- Python: `train_test_split()` from `sklearn.model_selection`

### Why use stratify?

To ensure that the class distribution (i.e., the ratio of labels) is the same in both training and testing sets.

Why it's Important:

- Prevents class imbalance in the test set
- Helps model evaluation be more realistic and reliable
- Especially useful in classification tasks (e.g., spam vs. not spam)

## TF-IDF Vectorization

### What is TF-IDF?

TF-IDF is a numerical statistic that reflects how important a word is to a document in a collection (corpus).

Components:

- TF (Term Frequency):  
Measures how often a word appears in a document.  
$$\text{TF} = (\text{Number of times word appears}) / (\text{Total words in document})$$
- IDF (Inverse Document Frequency):  
Measures how rare a word is across all documents.  
$$\text{IDF} = \log (\text{Total Documents} / \text{Documents with the word})$$

## How it Works?

Step 1: Calculate TF (Term Frequency)

- Measures how frequently a word appears in a document
- $TF = (\text{word count in doc}) / (\text{total words in doc})$

Step 2: Calculate IDF (Inverse Document Frequency)

- Measures how rare the word is across all documents
- $IDF = \log (\text{Total documents} / \text{Documents containing the word})$

Step 3: Multiply TF  $\times$  IDF for each word

- Words that appear often in a doc but rarely elsewhere get high scores
- Common words across all docs get low scores

## What is a TF-IDF Score?

- It's a numerical value assigned to each word in a document
- Shows how important that word is in that document
- Higher score = more unique & relevant to the document

## How It's Calculated.

- $TF = \text{Frequency of the word in the document}$
- $IDF = \text{Inverse of how common the word is across documents}$
- $\text{TF-IDF Score} = TF \times IDF$