

Natural Language Processing (AI615)

Prepared by Dr. Ashraf Elsayed

Lecture 6





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Sentiment Analysis

Lecture 6

Prepared by
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The objectives of this lecture is to:

- Understand Sentiment Analysis
- Define and explain A Baseline Algorithm
- Understand the Binarized (Boolean) Multinomial Naïve Bayes Classifier
- Understand Sentiment Lexicons
- Understand Finding sentiment of a sentence

Positive or negative movie review?



- unbelievably disappointing



- Full of zany characters and richly applied satire, and some great plot twists



- this is the greatest screwball comedy ever filmed
- It was pathetic. The worst part about it was the boxing scenes.



Google Product Search



HP Officejet 6500A Plus e-All-in-One Color Ink-jet - Fax / copier / printer / scanner

\$89 online, \$100 nearby ★★★★★ 377 reviews

September 2010 - Printer - HP - Inkjet - Office - Copier - Color - Scanner - Fax - 250 sh

Reviews

Summary - Based on 377 reviews



What people are saying

ease of use		"This was very easy to setup to four computers."
value		"Appreciate good quality at a fair price."
setup		"Overall pretty easy setup."
customer service		"I DO like honest tech support people."
size		"Pretty Paper weight."
mode		"Photos were fair on the high quality mode."
colors		"Full color prints came out with great quality."

Bing Shopping

HP Officejet 6500A E710N Multifunction Printer

[Product summary](#) [Find best price](#) **Customer reviews** [Specifications](#) [Related items](#)



\$121.53 - \$242.39 (14 stores)

☐ Compare

Average rating ★★★★★ (144)



Most mentioned



Show reviews by source

[Best Buy \(140\)](#)
[CNET \(5\)](#)
[Amazon.com \(3\)](#)

Sentiment analysis has many other names

- Opinion extraction
- Opinion mining
- Sentiment mining
- Subjectivity analysis

Why sentiment analysis?

- *Movie*: is this review positive or negative?
- *Products*: what do people think about the new iPhone?
- *Public sentiment*: how is consumer confidence? Is despair increasing?
- *Politics*: what do people think about this candidate or issue?
- *Prediction*: predict election outcomes or market trends from sentiment

Sentiment Analysis

- Sentiment analysis is the detection of **attitudes**
 1. **Holder (source)** of attitude
 2. **Target (aspect)** of attitude
 3. **Type** of attitude
 - From a set of types
 - *Like, love, hate, value, desire, etc.*
 - Or (more commonly) simple weighted **polarity**:
 - *positive, negative, neutral, together with strength*
 4. **Text** containing the attitude
 - Sentence or entire document

Sentiment Analysis

- Simplest task:
 - Is the attitude of this text positive or negative?
- More complex:
 - Rank the attitude of this text from 1 to 5
- Advanced:
 - Detect the target, source, or complex attitude types

Sentiment Analysis

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 - Is the attitude of this text positive or negative?
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Sentiment Analysis

A Baseline Algorithm

Sentiment Classification in Movie Reviews

Bo Pang, Lillian Lee, and Shivakumar Vaithyanathan. 2002. Thumbs up? Sentiment Classification using Machine Learning Techniques. EMNLP-2002, 79—86.

Bo Pang and Lillian Lee. 2004. A Sentimental Education: Sentiment Analysis Using Subjectivity Summarization Based on Minimum Cuts. ACL, 271-278

- Polarity detection:
 - Is an IMDB movie review positive or negative?
- Data: *Polarity Data 2.0*:
 - <http://www.cs.cornell.edu/people/pabo/movie-review-data>

IMDB data in the Pang and Lee database



when _star wars_ came out some twenty years ago , the image of traveling throughout the stars has become a commonplace image . [...]

when han solo goes light speed , the stars change to bright lines , going towards the viewer in lines that converge at an invisible point .

cool .

october sky offers a much simpler image—that of a single white dot , traveling horizontally across the night sky . [. . .]



“ snake eyes ” is the most aggravating kind of movie : the kind that shows so much potential then becomes unbelievably disappointing .

it’s not just because this is a brian depalma film , and since he’s a great director and one who’s films are always greeted with at least some fanfare .

and it’s not even because this was a film starring nicolas cage and since he gives a brauvara performance , this film is hardly worth his talents .

Baseline Algorithm (adapted from Pang and Lee)

- Tokenization
- Feature Extraction
- Classification using different classifiers
 - Naïve Bayes
 - MaxEnt
 - SVM

Sentiment Tokenization Issues

- Deal with HTML and XML markup
- Twitter mark-up (names, hash tags)
- Capitalization (preserve for words in all caps)
- Phone numbers, dates
- Emoticons
- Useful code:

Potts emoticons

[<>]?	# optional hat/brow
[:;=8]	# eyes
[\-o*\']?	# optional nose
[\)\]\]\(\[dDpP/\:~\]\{ @\ \\\]	# mouth
	#### reverse orientation
[\)\]\]\(\[dDpP/\:~\]\{ @\ \\\]	# mouth
[\-o*\']?	# optional nose
[:;=8]	# eyes
[<>]?	# optional hat/brow

- [Christopher Potts sentiment tokenizer](#)

Extracting Features for Sentiment Classification

- How to handle negation
 - I **didn't** like this movie
 - vs
 - I really like this movie
- Which words to use?
 - Only adjectives
 - All words
 - All words turns out to work better, at least on this data

Negation

Das, Sanjiv and Mike Chen. 2001. Yahoo! for Amazon: Extracting market sentiment from stock message boards. In Proceedings of the Asia Pacific Finance Association Annual Conference (APFA).
Bo Pang, Lillian Lee, and Shivakumar Vaithyanathan. 2002. Thumbs up? Sentiment Classification using Machine Learning Techniques. EMNLP-2002, 79—86.

Add NOT_ to every word between negation and following punctuation:

didn't like this movie , but I



didn't NOT_like NOT_this NOT_movie but I

Reminder: Naïve Bayes

$$c_{NB} = \operatorname{argmax}_{c_j \in C} P(c_j) \prod_{i \in \text{positions}} P(w_i | c_j)$$

$$\hat{P}(w | c) = \frac{\text{count}(w, c) + 1}{\text{count}(c) + |V|}$$

Binarized (Boolean feature) Multinomial Naïve Bayes

- Intuition:
 - For sentiment (and probably for other text classification domains)
 - Word occurrence may matter more than word frequency
 - The occurrence of the word *fantastic* tells us a lot
 - The fact that it occurs 5 times may not tell us much more.
 - Boolean Multinomial Naïve Bayes
 - Clips all the word counts in each document at 1

Boolean Multinomial Naïve Bayes: Learning

- From training corpus, extract *Vocabulary*
- Calculate $P(c_j)$ terms
 - For each c_j in C do
 - $docs_j \leftarrow$ all docs with class $= c_j$
 - $$P(c_j) \propto \frac{|docs_j|}{|\text{total \# documents}|}$$
- Calculate $P(w_k | c_j)$ terms
 - Remove duplicates in each doc:
 - For each word type w in doc_j
 - Retain only a single instance of w
 - $Text_j \leftarrow$ single doc containing all $docs_j$
 - For each word w_k in *Vocabulary*
 - $n_k \leftarrow$ # of occurrences of w_k in $Text_j$
 - $$P(w_k | c_j) \propto \frac{n_k + a}{n + a | \text{Vocabulary} |}$$

Boolean Multinomial Naïve Bayes on a *test* document d

- First remove all duplicate words from d
- Then compute NB using the same equation:

$$c_{NB} = \operatorname{argmax}_{c_j \in C} P(c_j) \prod_{i \in \text{positions}} P(w_i | c_j)$$

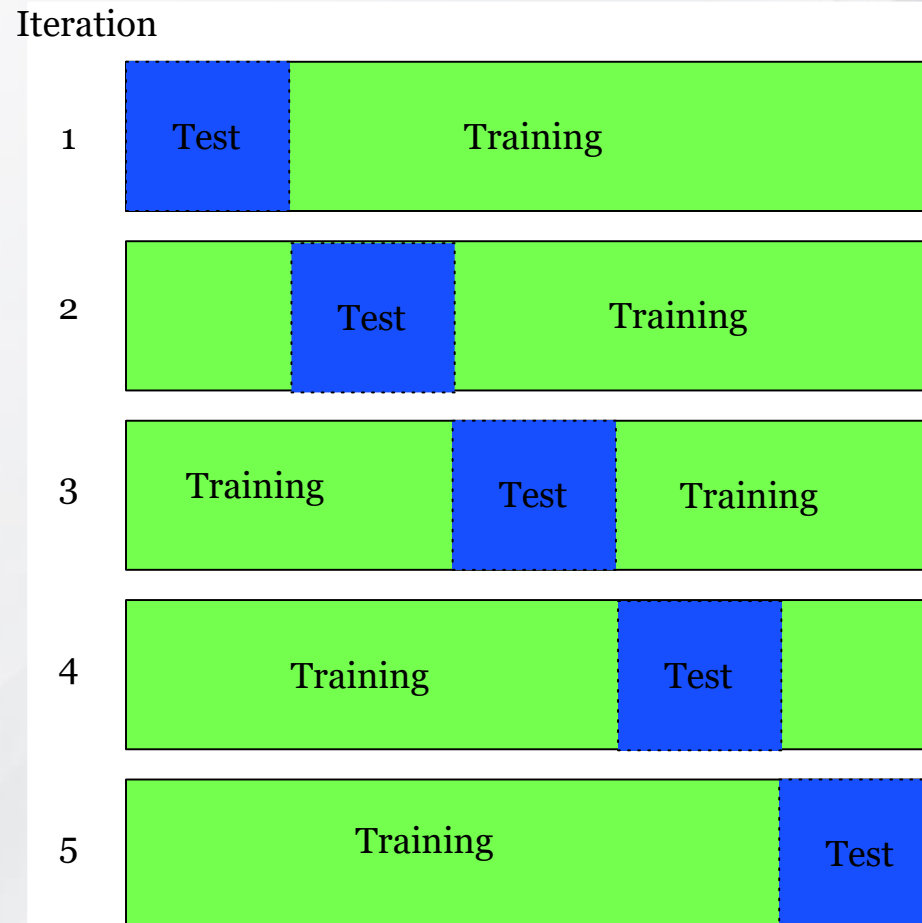
Normal vs. Boolean Multinomial NB

Normal	Doc	Words	Class
Training	1	Chinese Beijing Chinese	c
	2	Chinese Chinese Shanghai	c
	3	Chinese Macao	c
	4	Tokyo Japan Chinese	j
Test	5	Chinese Chinese Chinese Tokyo Japan	?

Boolean	Doc	Words	Class
Training	1	Chinese Beijing	c
	2	Chinese Shanghai	c
	3	Chinese Macao	c
	4	Tokyo Japan Chinese	j
Test	5	Chinese Tokyo Japan	?

Cross-Validation

- Break up data into 10 folds
 - (Equal positive and negative inside each fold?)
- For each fold
 - Choose the fold as a temporary test set
 - Train on 9 folds, compute performance on the test fold
- Report average performance of the 10 runs



Other issues in Classification

- MaxEnt and SVM tend to do better than Naïve Bayes

Thwarted Expectations and Ordering Effects

- “This film should be **brilliant**. It sounds like a **great** plot, the actors are **first grade**, and the supporting cast is **good** as well, and Stallone is attempting to deliver a good performance. However, it **can’t hold up**.”
- Well as usual Keanu Reeves is nothing special, but surprisingly, the **very talented** Laurence Fishbourne is **not so good** either, I was surprised.

Sentiment Analysis

Sentiment Lexicons

What is a Lexicon?

- A (usually hand-built) list of words that correspond to some meaning or class
- Possibly with numeric values
- Commonly used as simple classifiers, or as features to more complex classifiers

LIWC (Linguistic Inquiry and Word Count)

Pennebaker, J.W., Booth, R.J., & Francis, M.E. (2007). Linguistic Inquiry and Word Count: LIWC 2007. Austin, TX

- Home page: <http://www.liwc.net/>
- 2300 words, >70 classes
- **Affective Processes**
 - negative emotion (*bad, weird, hate, problem, tough*)
 - positive emotion (*love, nice, sweet*)
- **Cognitive Processes**
 - Tentative (*maybe, perhaps, guess*), Inhibition (*block, constraint*)
- **Pronouns, Negation** (*no, never*), **Quantifiers** (*few, many*)

MPQA Subjectivity Cues Lexicon

Theresa Wilson, Janyce Wiebe, and Paul Hoffmann (2005). Recognizing Contextual Polarity in Phrase-Level Sentiment Analysis. Proc. of HLT-EMNLP-2005.

Riloff and Wiebe (2003). Learning extraction patterns for subjective expressions. EMNLP-2003.

- Home page:
http://www.cs.pitt.edu/mpqa/subj_lexicon.html
- 6885 words from 8221 lemmas
 - 2718 positive
 - 4912 negative
- Each word annotated for intensity (strong, weak)

Bing Liu Opinion Lexicon

Minqing Hu and Bing Liu. Mining and Summarizing Customer Reviews. ACM SIGKDD-2004.

- [Bing Liu's Page on Opinion Mining](#)
- [<http://www.cs.uic.edu/~liub/FBS/opinion-lexicon-English.rar>](#)
- 6786 words
 - 2006 positive
 - 4783 negative

Sentiment Analysis

Learning Sentiment Lexicons

Semi-supervised learning of lexicons

- Use a small amount of information
 - A few labeled examples
 - A few hand-built patterns
- To bootstrap a lexicon

Hatzivassiloglou and McKeown intuition for identifying word polarity

Vasileios Hatzivassiloglou and Kathleen R. McKeown. 1997. Predicting the Semantic Orientation of Adjectives. ACL, 174–181

- Adjectives conjoined by “*and*” have same polarity
 - Fair **and** legitimate, corrupt **and** brutal
 - *fair **and** brutal, *corrupt **and** legitimate
- Adjectives conjoined by “*but*” do not
 - fair **but** brutal

Hatzivassiloglou & McKeown 1997

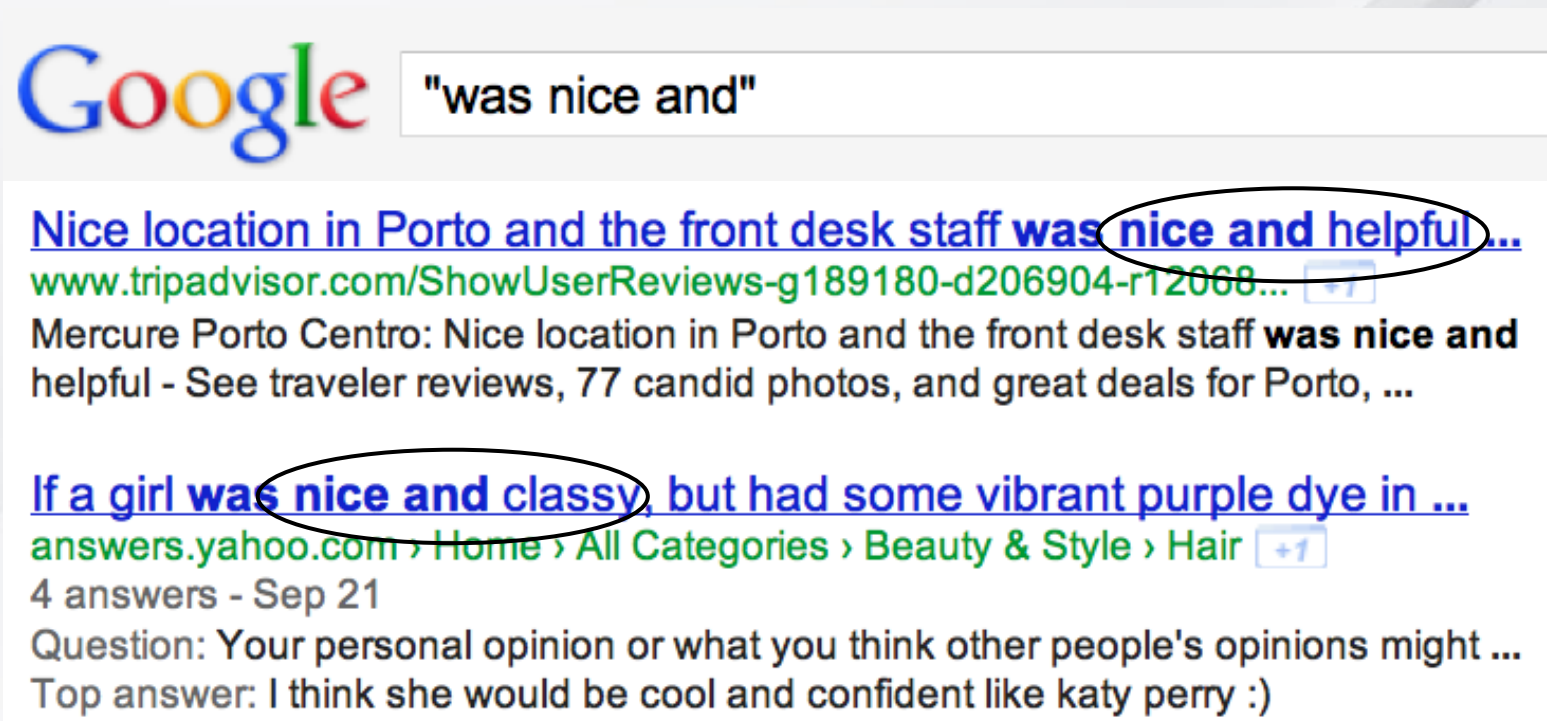
Step 1

- Label **seed set** of 1336 adjectives
 - 657 positive
 - adequate central clever famous intelligent remarkable reputed sensitive slender thriving...
 - 679 negative
 - contagious drunken ignorant lanky listless primitive strident troublesome unresolved unsuspecting...

Hatzivassiloglou & McKeown 1997

Step 2

- Expand seed set to conjoined adjectives



The screenshot shows a Google search interface with the query "was nice and" entered in the search bar. Below the search bar, two search results are displayed. The first result is a link to a TripAdvisor page titled "Nice location in Porto and the front desk staff **was nice and helpful**...", with the phrase "nice and helpful" circled in black. The second result is a link to a Yahoo! Answers page titled "If a girl **was nice and classy**, but had some vibrant purple dye in ...", with the phrase "nice and classy" circled in black. To the right of each result, an orange box contains the extracted adjectives: "nice, helpful" for the first result and "nice, classy" for the second result.

Google "was nice and"

[Nice location in Porto and the front desk staff **was nice and helpful**...](#)
[www.tripadvisor.com/ShowUserReviews-g189180-d206904-r12068...](#) +1
Mercure Porto Centro: Nice location in Porto and the front desk staff **was nice and helpful** - See traveler reviews, 77 candid photos, and great deals for Porto, ...

[If a girl **was nice and classy**, but had some vibrant purple dye in ...](#)
[answers.yahoo.com > Home > All Categories > Beauty & Style > Hair](#) +1
4 answers - Sep 21
Question: Your personal opinion or what you think other people's opinions might ...
Top answer: I think she would be cool and confident like katy perry :)

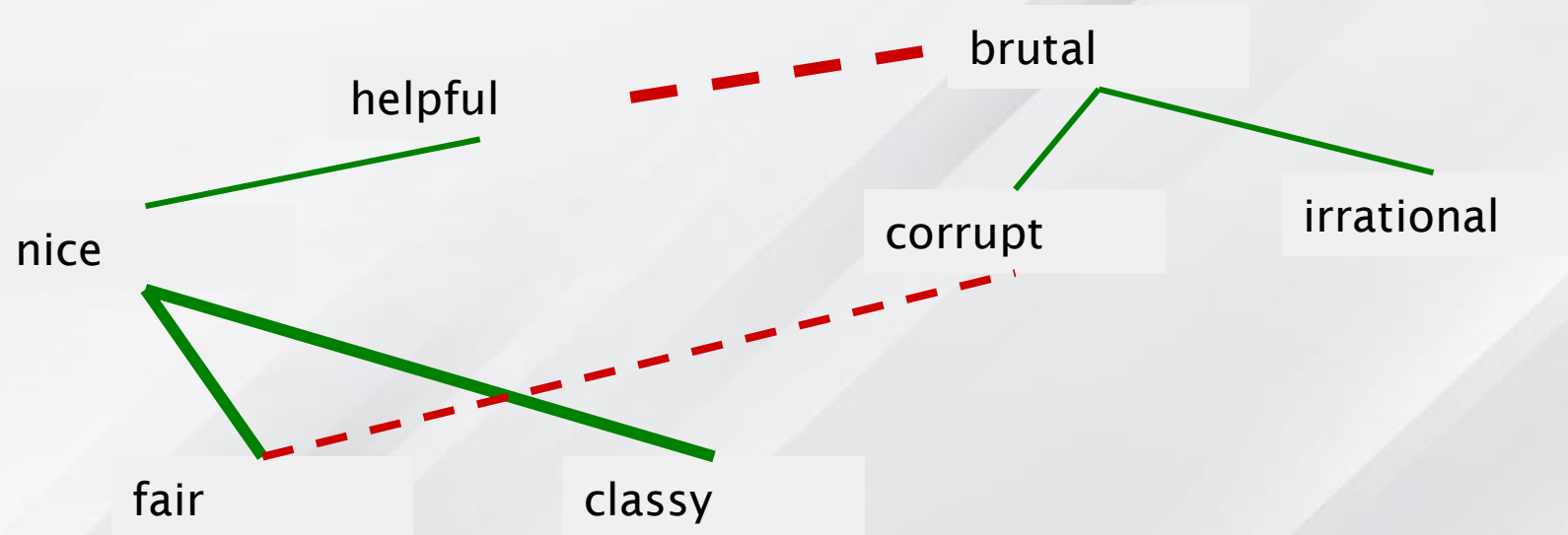
nice, helpful

nice, classy

Hatzivassiloglou & McKeown 1997

Step 3

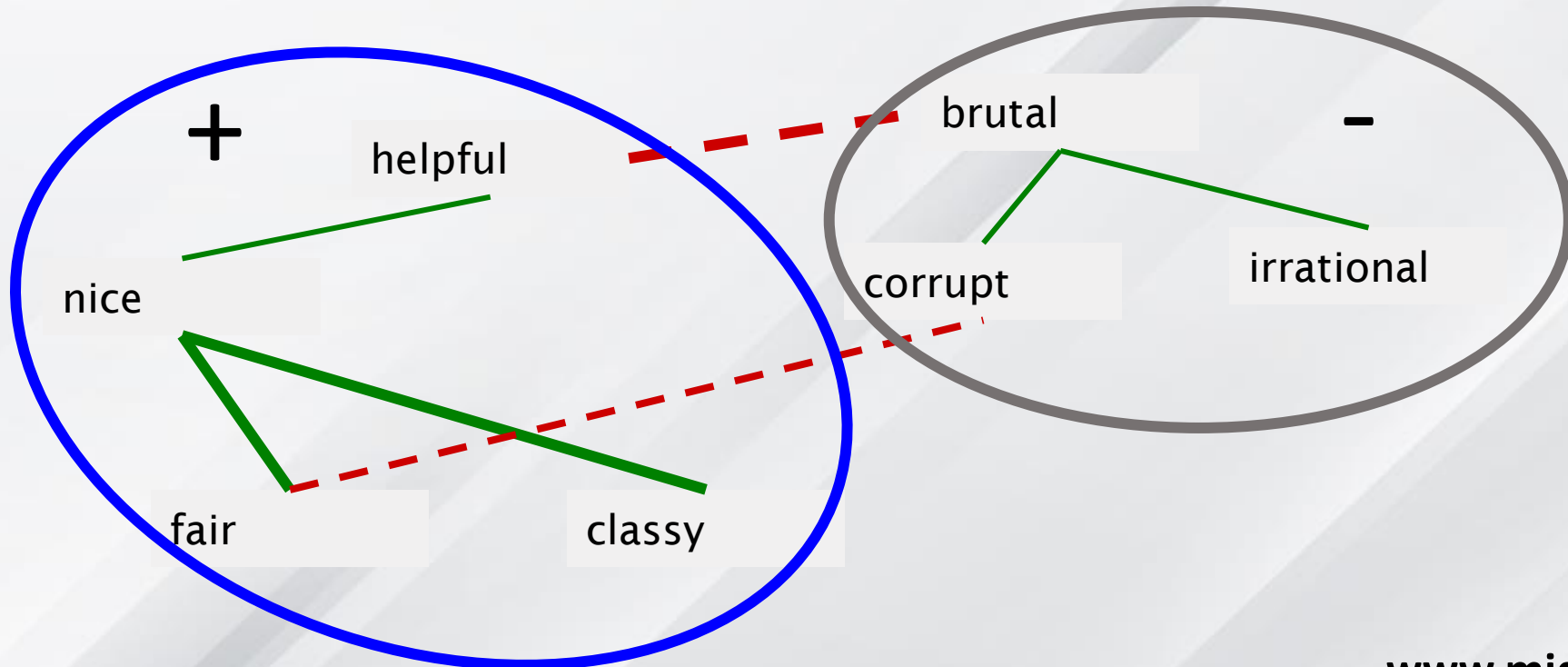
- Supervised classifier assigns “polarity similarity” to each word pair, resulting in graph:



Hatzivassiloglou & McKeown 1997

Step 4

- Clustering for partitioning the graph into two



Output polarity lexicon

- Positive
 - bold decisive disturbing generous good honest important large mature patient peaceful positive proud sound stimulating straightforward strange talented vigorous witty...
- Negative
 - ambiguous cautious cynical evasive harmful hypocritical inefficient insecure irrational irresponsible minor outspoken pleasant reckless risky selfish tedious unsupported vulnerable wasteful...

Output polarity lexicon

- Positive

- bold decisive **disturbing** generous good honest important large mature patient peaceful positive proud sound stimulating straightforward **strange** talented vigorous witty...

- Negative

- ambiguous **cautious** cynical evasive harmful hypocritical inefficient insecure irrational irresponsible minor **outspoken pleasant** reckless risky selfish tedious unsupported vulnerable wasteful...

Turney Algorithm

Turney (2002): Thumbs Up or Thumbs Down? Semantic Orientation Applied to Unsupervised Classification of Reviews

1. Extract a *phrasal lexicon* from reviews
2. Learn polarity of each phrase
3. Rate a review by the average polarity of its phrases

Extract two-word phrases with adjectives

First Word	Second Word	Third Word (not extracted)
JJ	NN or NNS	anything
RB, RBR, RBS	JJ	Not NN nor NNS
JJ	JJ	Not NN or NNS
NN or NNS	JJ	Nor NN nor NNS
RB, RBR, or RBS	VB, VBD, VBN, VBG	anything

How to measure polarity of a phrase?

- Positive phrases co-occur more with “*excellent*”
- Negative phrases co-occur more with “*poor*”
- But how to measure co-occurrence?

Pointwise Mutual Information

- **Mutual information** between 2 random variables X and Y

$$I(X,Y) = \sum_x \sum_y P(x,y) \log_2 \frac{P(x,y)}{P(x)P(y)}$$

- **Pointwise mutual information:**
 - How much more do events x and y co-occur than if they were independent?

$$\text{PMI}(X,Y) = \log_2 \frac{P(x,y)}{P(x)P(y)}$$

Pointwise Mutual Information

- **Pointwise mutual information:**

- How much more do events x and y co-occur than if they were independent?

$$\text{PMI}(X, Y) = \log_2 \frac{P(x, y)}{P(x)P(y)}$$

- **PMI between two words:**

- How much more do two words co-occur than if they were independent?

$$\text{PMI}(\text{word}_1, \text{word}_2) = \log_2 \frac{P(\text{word}_1, \text{word}_2)}{P(\text{word}_1)P(\text{word}_2)}$$

How to Estimate Pointwise Mutual Information

- Query search engine (Altavista)
 - $P(\text{word})$ estimated by $\text{hits}(\text{word}) / N$
 - $P(\text{word}_1, \text{word}_2)$ by $\text{hits}(\text{word1 NEAR word2}) / N^2$

$$\text{PMI}(\text{word}_1, \text{word}_2) = \log_2 \frac{\text{hits}(\text{word}_1 \text{ NEAR } \text{word}_2)}{\text{hits}(\text{word}_1) \text{hits}(\text{word}_2)}$$

Does phrase appear more with “poor” or “excellent”?

$$\text{Polarity}(\textit{phrase}) = \text{PMI}(\textit{phrase}, \text{"excellent"}) - \text{PMI}(\textit{phrase}, \text{"poor"})$$

$$= \log_2 \frac{\text{hits}(\textit{phrase} \text{ NEAR "excellent"})}{\text{hits}(\textit{phrase})\text{hits}(\text{"excellent"})} - \log_2 \frac{\text{hits}(\textit{phrase} \text{ NEAR "poor"})}{\text{hits}(\textit{phrase})\text{hits}(\text{"poor"})}$$

$$= \log_2 \frac{\text{hits}(\textit{phrase} \text{ NEAR "excellent"})}{\text{hits}(\textit{phrase})\text{hits}(\text{"excellent"})} \frac{\text{hits}(\textit{phrase})\text{hits}(\text{"poor"})}{\text{hits}(\textit{phrase} \text{ NEAR "poor"})}$$

$$= \log_2 \frac{\text{hits}(\textit{phrase} \text{ NEAR "excellent"})\text{hits}(\text{"poor"})}{\text{hits}(\textit{phrase} \text{ NEAR "poor"})\text{hits}(\text{"excellent"})}$$

Phrases from a thumbs-up review

Phrase	POS tags	Polarity
online service	JJ NN	2 . 8
online experience	JJ NN	2 . 3
direct deposit	JJ NN	1 . 3
local branch	JJ NN	0 . 42
...		
low fees	JJ NNS	0 . 33
true service	JJ NN	-0 . 73
other bank	JJ NN	-0 . 85
inconveniently located	JJ NN	-1 . 5
<i>Average</i>		0 . 32

Phrases from a thumbs-down review

Phrase	POS tags	Polarity
direct deposits	JJ NNS	5 . 8
online web	JJ NN	1 . 9
very handy	RB JJ	1 . 4
...		
virtual monopoly	JJ NN	-2 . 0
lesser evil	RBR JJ	-2 . 3
other problems	JJ NNS	-2 . 8
low funds	JJ NNS	-6 . 8
unethical practices	JJ NNS	-8 . 5
<i>Average</i>		-1 . 2

Results of Turney algorithm

- 410 reviews from Opinions
 - 170 (41%) negative
 - 240 (59%) positive
- Majority class baseline: 59%
- Turney algorithm: 74%
- Phrases rather than words
- Learns domain-specific information

Using WordNet to learn polarity

S.M. Kim and E. Hovy. 2004. Determining the sentiment of opinions. COLING 2004

M. Hu and B. Liu. Mining and summarizing customer reviews. In Proceedings of KDD, 2004

- WordNet: online thesaurus .
- Create positive (“good”) and negative seed-words (“terrible”)
- Find Synonyms and Antonyms
 - Positive Set: Add synonyms of positive words (“well”) and antonyms of negative words
 - Negative Set: Add synonyms of negative words (“awful”) and antonyms of positive words (“evil”)
- Repeat, following chains of synonyms
- Filter

Summary on Learning Lexicons

- Advantages:
 - Can be domain-specific
 - Can be more robust (more words)
- Intuition
 - Start with a seed set of words ('good', 'poor')
 - Find other words that have similar polarity:
 - Using "and" and "but"
 - Using words that occur nearby in the same document
 - Using WordNet synonyms and antonyms
 - Use seeds and semi-supervised learning to induce lexicons

Sentiment Analysis

Other Sentiment Tasks

Finding sentiment of a sentence

- Important for finding aspects or attributes
 - Target of sentiment
- The food was great but the service was awful

Finding aspect/attribute/target of sentiment

M. Hu and B. Liu. 2004. Mining and summarizing customer reviews. In Proceedings of KDD.

S. Blair-Goldensohn, K. Hannan, R. McDonald, T. Neylon, G. Reis, and J. Reynar. 2008. Building a Sentiment Summarizer for Local Service Reviews. WWW Workshop.

- Frequent phrases + rules
 - Find all highly frequent phrases across reviews (“fish tacos”)
 - Filter by rules like “occurs right after sentiment word”
 - “...great fish tacos” means fish tacos a likely aspect

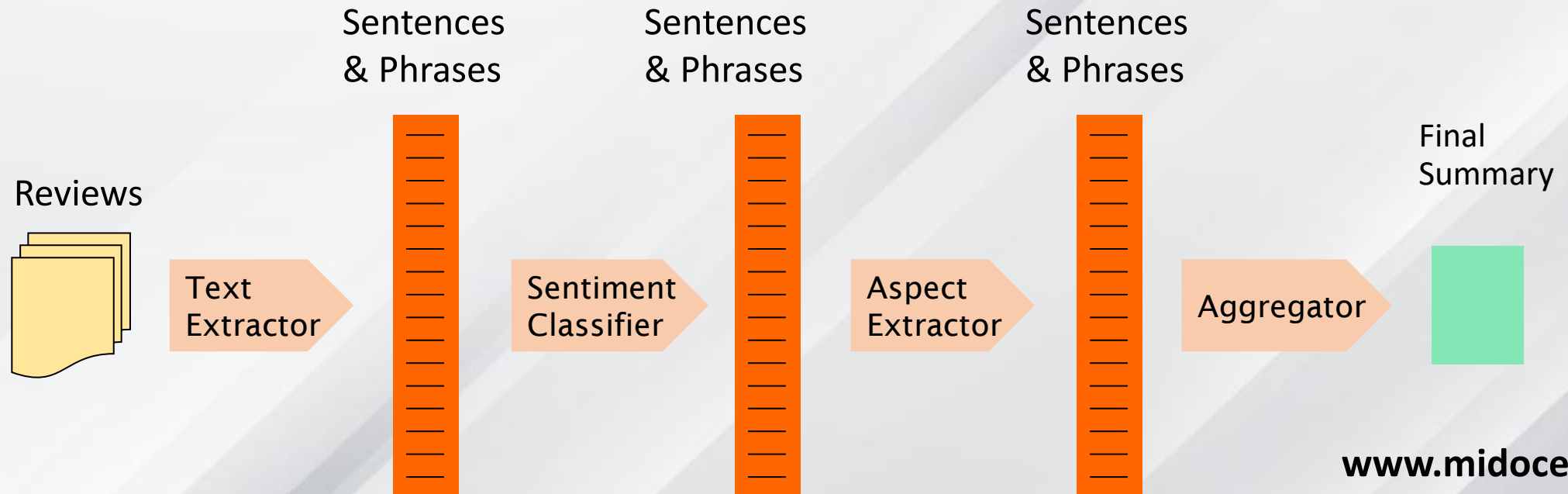
Casino	casino, buffet, pool, resort, beds
Children’s Barber	haircut, job, experience, kids
Greek Restaurant	food, wine, service, appetizer, lamb
Department Store	selection, department, sales, shop, clothing

Finding aspect/attribute/target of sentiment

- The aspect name may not be in the sentence
- For restaurants/hotels, aspects are well-understood
- Supervised classification
 - Hand-label a small corpus of restaurant review sentences with aspect
 - food, décor, service, value, NONE
 - Train a classifier to assign an aspect to a sentence
 - “Given this sentence, is the aspect *food, décor, service, value, or NONE*”

Putting it all together: Finding sentiment for aspects

S. Blair-Goldensohn, K. Hannan, R. McDonald, T. Neylon, G. Reis, and J. Reynar. 2008. Building a Sentiment Summarizer for Local Service Reviews. WWW Workshop



Results of Blair-Goldensohn et al. method

Rooms (3/5 stars, 41 comments)

- (+) The room was clean and everything worked fine – even the water pressure ...
- (+) We went because of the free room and was pleasantly pleased ...
- (-) ...the worst hotel I had ever stayed at ...

Service (3/5 stars, 31 comments)

- (+) Upon checking out another couple was checking early due to a problem ...
- (+) Every single hotel staff member treated us great and answered every ...
- (-) The food is cold and the service gives new meaning to SLOW.

Dining (3/5 stars, 18 comments)

- (+) our favorite place to stay in biloxi. the food is great also the service ...
- (+) Offer of free buffet for joining the Play

Summary on Sentiment

- Generally modeled as classification or regression task
 - predict a binary or ordinal label
- Features:
 - Negation is important
 - Using all words (in naïve bayes) works well for some tasks
 - Finding subsets of words may help in other tasks
 - Hand-built polarity lexicons
 - Use seeds and semi-supervised learning to induce lexicons



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Thank You

