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EMOTION DETECTION OF TWITTER DATA USING ML

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ABSTRACT
In research fields, emotion analysis and opinion mining using data from different platforms are up the burning field. In this paper, we tried to represent the sentiment of Twitter data on core text. But tweets can only be in 140 characters, with lots of noise. Tweets contain few words which is in short forms, ambiguous and noisy, so it is hard to figure out the user's sentiments. So, it becomes very difficult to have the right opinion with these noise and short forms of words. The main job is to pre-process the data and then extract the features from there. But pre-processing demands, different theories, methods, and steps always vary. Our goal is to improve the outcomes using the Naive Bayes classifier and an almost a good trained data set. Finally, we have our average accuracy for the happy class at 60%, the surprise class at 61%, the relief class it is 71% and the worrying class has the highest at 81%, by using the unigram model for pre-processing. On the other hand, using unigram with POS tag model we have an average accuracy of 63% same for the happiness and surprise class, 72% for relief, and 83% for the worrying class.
Keywords—*Sentiment Analysis, Data Pre-processing, Naive Bayes, Unigram, POS tag, Stop words, Emotions, Feature extraction.*

I. INTRODUCTION

In the era of the online function, every topic is discussed and mentioned in various ways. In day-to-day, life people are tweeting publishing and even sharing their thoughts. That's what makes microblogging so popular and a faster way for these facts [1]. Sentiment analysis is known as the interpretation of human thoughts. The classification of emotions like positive, negative, and neutral within text data can be determined using text analysis techniques. The users of Twitter on monthly basis millions from the first quarter of 2010 to third quarter of 2016 where each quarter represents 4 months of a year [2]. When people are sharing their opinion and sentiment towards the society or any specific sector data analyst are getting options for an evaluation. Sentiment analysis, emotion detections, facial expression recognition etc. are burning sectors are to be done now a days. By keeping this in mind, our thesis paper is based on sentiment analysis of tweeter data. We have only analyzed the row test. Because as we know, tweets must be 140 characters. Too small size for sentiment expression. So, people are using short forms of words, emoticons, acronyms, etc. which are not grammatically right but with the trend. We have classified tweets into outclasses happy, relief, surprised, and worriedly. We have tried to classify the basic and mostly used sentiments of tweets. In this research, we have applied two models unigram and unigram with post tags which are for feature extraction, and used a classifier called Naive Bayes for the analysis of emotions.
Another part of the article is arranged as follows: in sections II and III, the related works and methodology have been elaborated. In section IV the outcome of this analysis has been discussed with the impulsion to justify the significance of this exploration. Finally, this research paper is resolved with section V.

II. RELATED WORKS

The authors of this paper Abu Zonayed et al. [3] explained multiple theories for emotional analysis of core text from tweets. They had basic emotions surprise, neutral sadness, disgust, and happiness. They have chosen the unigram model, and POS tag model and used NLTK. They have obtained 81% accuracy in Unigram and 79.5% in Unigram with POS tagging. Nikolaos et al. [4] proposed a distributed algorithm that is implemented in Spark. In their paper sentiment classification framework are done with the combinations of Pattern Features, Punctuation Features, Word, and N-Gram Features. The level of time reduction reaches 17%. In this paper, Komalet et al. [5] showed a way of analyzing Twitter data by using Hadoop. In this paper, POS detects any of these terms like verb, adjective or noun. Then they figured out the POS from given pre-processed data by applying Stanford NLP. In this paper Muqtar et al. [6] they showed opinion mining and clustered the data like reviews, blogs, comments, articles and so on which is usually user generated. They discussed systems like featuring, clustering that are data extraction, data cleaning and normalization, spectral clustering, K-means clustering, feature selection, feature vector, and Hierarchical clustering. In the paper by Bholane et al. [7] they proposed sentiment analysis of Twitter data using SentiStrength support vector machine (SVM) and Twitter Sentiment. Individually 62.3% and 57.2% respectively. With SVM they increased the accuracy to 23.24%. In this paper Pak et al. [8] have done linguistic types of analysis of corpus and clarified a system for building a classifier for sentiment. They had a sentiment classifier using multinomial Naive Bayes classifier. Naive Bayes classifier performed better for achieving best accuracy. In case of accuracy bigrams performed better than unigram and trigrams. The authors of this paper Agrawal et al. [9] works with two ways classification. Binary classification like a 3-way classification of positive, negative and neutral and 2-way classification of positive and negative classes. They obtain a minimum accuracy of 75.1% and 75.39% maximum with the combination of Unigram model and Senti-features.

Purver et al. [10] mainly worked with twitter data on hashtags and emoticons. In their paper, they showed six basic emotions and explained hashtags and emoticons. After completing the survey by 492 individuals, they got accuracy of nearly 5080% which technically varies by experiments. Deebha et al. [11] proposed a lexicon-based technique which consists of a collection of negation words, negative and positive. They judge a whole sentence by a single word. Ex. Good, Bad, Okay etc. Zhao et al. [12] discussed neural network model for tweets with negative or positive sentiments. They used a BoW-SVM model, BoW-LR model and GloVe-SVM model and obtain 66.49%, 74.12% and 81.95% accuracy respectively.

In the previous works, emotions like sadness, happiness and surprise are mentioned in majority. As it is cleared that these and neutral are the most common emotions which are experimented with. Besides the Naive Bayes theory, unigram and unigram with POS tags models are used in several times for good outcomes. In that case for a new paper, there is a need of new or some unique emotions to work with. Also, Naive Bayes theorem can be used for this kind of need. By keep this mind, our research has come up with new emotions like worry and relief including happiness and surprise parallelly. As it is mentioned earlier, these theories come with good results and so we have used the unigram and unigram with POS tags models along with Naive Bayes theorem with good percentages of accuracy.

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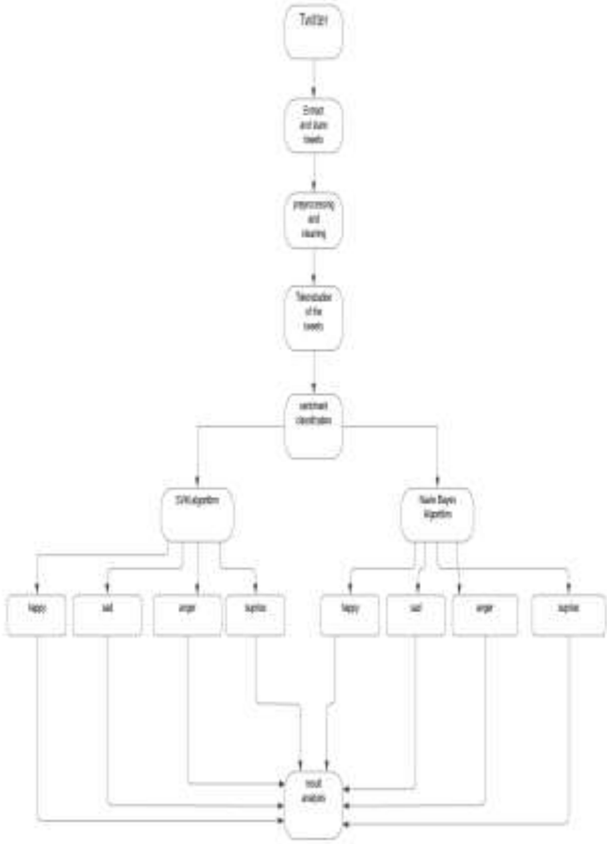
III.PROPOSED METHODOLOGY



Most of the research is about 3-way classifications in previous years. We are working on 4-way classifications. Now, this is the discussion about our framework on emotions analysis using tweets. Fig. 1 is our proposed framework on emotion analysis.

A. Data Preparation

Nowadays, emotions analysis on tweets is an interesting field for researches and there are available data online. Twitter data can be used from Twitter APIs. As the tweets are too noisy so it has to processed before starting implementation. More than 1600000 tweets together having three polarities like neutral, negative and positive is sentiment140 which provides human labelled corpus. We have labelled manually after using this site.

B. Pre-processing

In data preparation of getting that label data, we have pre-processed our data. Fig. 2 represents the steps of preprocessing of noisy data set.

1) **Acronym Expansion***:* We have generated a dictionary where we kept acronyms and used their English expansion along with. In social media, some mostly used acronyms were collected [13]. Tweets cannot exceed the limit of 140 characters, users use short form to represent their opinion.

2) **Removing Emoticons and Symbols***:* In preprocessing we have removed the emoticons and different kind of symbols used in the tweets. We want to identify the emotion of a tweet by using only the text. For example,'no new good news for 3 months. *sniffs* I'm going to be so worried / ', here the symbol '*', '*'will be removed and the emoticon '   'will also be deleted.

3) **Word Correction***:* We have seen in tweets there are some repeated alphabets like ‘niceeeeeeeeeeeeeeee’, ‘thanksssssssssssssss’, ‘gooddddddddddddd’, etc. To correct the words like these we have converted the repeated sequence of characters into two characters like ‘nice’, ‘thanks’, ‘good’.

4) **Punctuation Removal***:* In preprocessing of this step, we can remove the punctuation marks. Because any sentiment or emotion does not represent punctuation marks in a text. For example: full stop '.', '?', '!', ':', '*'etc.

5) **Hashtag Removal***:* By clicking the # symbol named hashtag, users can view and experience other tweets or points of viewers which contains the same type keywords or topic [14]. In the hashtag removal process all hashtags marked with the sign (#) in front of unspaced phrase are removed from the entire text.

6) **@username Removal***:* In tweeter medium, when we want to mention another usernames, the @ sign is used [14] . Then any kind of emotions do not mention by these usernames. Then these usernames had removed.

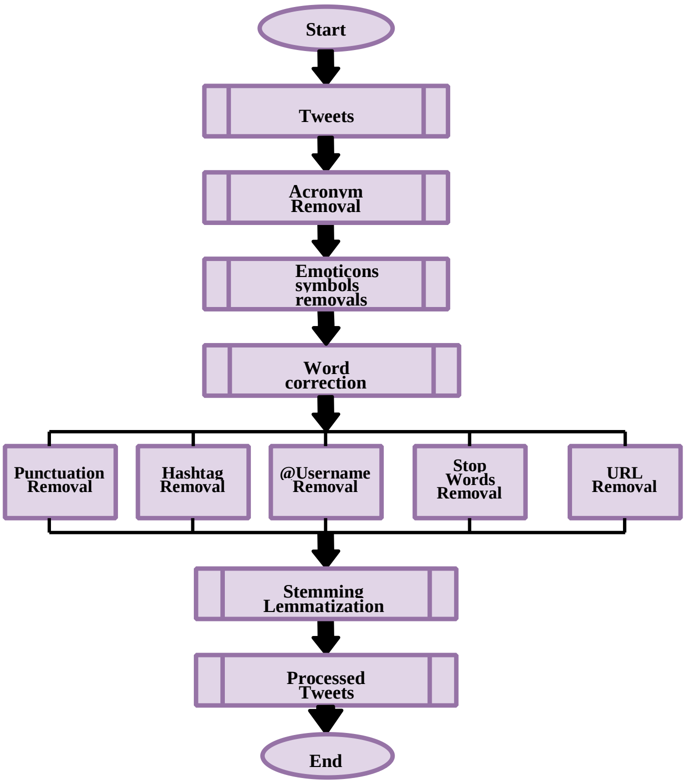


Fig. 2: Block Diagram of Pre-processing

7) **Stop Words Removal***:* There is no limitation of stop words. 153 stop words defined in python. That stop words are their, that, with, into, etc. We can remove this stop words from our tweets.

8) **Uniform Resource Locator (URL) Removal***:* Nowadays user also post URL or link along with their tweets. That will be like @username these links do not represent any sentiment or opinion. That's why we can remove all the links or URLs from tweets.

9) **Stemming and Lemmatization***:* By reducing inflectional forms lemmatization and stemming is used to find out the raw or root form of the marked words. They both generate the root form of the inflected words. For example, book, books, book's these all words will be reduced into book.

TABLE I: Some POS Tags from feature extraction.

Short Form	Full Form
NN	Proper singular Noun
VB	Verb in base form

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VBP	Verb in present tense as not third person singular
VBG	Verb in present participle or gerund
JJR	Adjective as comparative
JJS	Adjective as superlative
UH	Interjection
RBR	Adverb as comparative

C. Ngram Model

An N-gram language model predicts the probability of a given N-gram within any sequence of words in the language. A good N-gram model can predict the next word in the sentence i.e the value of p(w|h) Example of N-gram such as unigram (“This”, “article”, “is”, “on”, “NLP”) or bi-gram (‘This article’, ‘article is’, ‘is on’,’on NLP’)

IV. ALGORITHMS

Naive Bayes Classifier

Naive Bayes algorithm which is based on well known Bayes theorem which ismathematically represented as

$$P(A/B) = \frac{P(B/A)P(A)}{P(B)}$$

Where ,

A and B are events

P(A/B) is the likeliness of happening of event A given that event B is true and has happened, Which is known to be as posterior probability .

P(A) is the likeliness of happening of an event A being true,Which is known to be as prior probability.

P(B/A) is the likeliness of happening of an event B given A was true ,Which is knownto be as Likelihood.

P(B) is the likeliness of happening of an event B, Which is known to be as Evidence .

Bayes theorem can now be applied on data sets in following way

Naive Bayes is one of the simple models which performs well in text classification. Pang et al. [15], Pak and Paroubek [8] have showed the better performance of Naive Bayes classifier in sentiment analysis as well as text classification.

1) *Multinomial Naive Bayes:* A upgrade version of Naive Bayes and it captures frequency of given words information from documents. By using the frequencies from the data,

$$P\left(xi \mid cj\right) = count\left(xi, cj\right) \sum count\left(x, cj\right) w\epsilon V$$

where, v is the vocabulary.

2) *Laplace (add-1) Smoothing:* Zero probabilities should not be considered, whatever the other evidence can be if there is no training document with the certain word *xi* then the calculation will be an error in Naive Bayes [15]. So, both in presence or absence of the particular words, multinomial Naive Bayes manipulates the word counts and add one smoothing to adjusts the underlying calculations. This technique is known as the Laplacian correction or Laplace estimator and also add one smoothing [3].

$$P\left(xi \mid c\right) = count\left(xi, c\right) + 1 \sum \left(count\left(x, c\right) + 1\right) w\epsilon V$$

Support Vector Machine

or SVM is one of the most popular Supervised Learning algorithms, which is used for Classification as well as Regression problems. However, primarily, it is used for Classification problems in Machine Learning.

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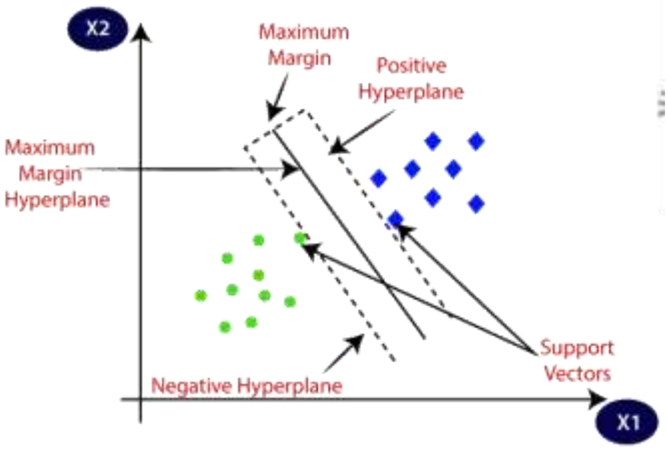
The goal of the SVM algorithm is to create the best line or decision boundary that can segregate n-dimensional space into classes so that we can easily put the new data point in the correct category in the future. This best decision boundary is called a hyperplane.
SVM chooses the extreme points/vectors that help in creating the hyperplane. These extreme cases are called as support vectors, and hence algorithm is termed as Support Vector Machine. Consider the below diagram in which there are two different categories that are classified using a decision boundary or hyperplane



3. Dataset

We had 40000 tweets using Sentiment140 website. Then we selected total 3200 and where 800 tweets each for classes happy, surprise, relief, worry. Now we have trained data. Then, we have 800 as test data and 2400 tweets as training data. Using unigram with POS tagging, we had total 91243 individual words.

$|V| = 91243$

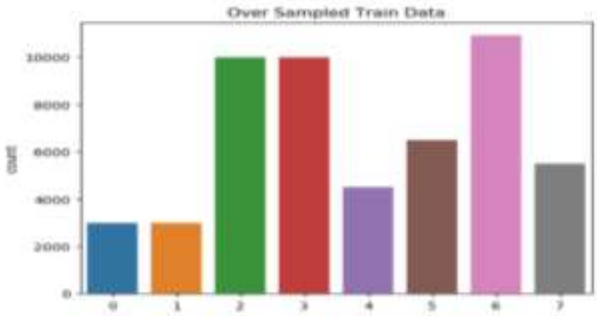
99033 is the number of terms contained in vocabulary V.
Using unigram method, we had total 5006 individual words.

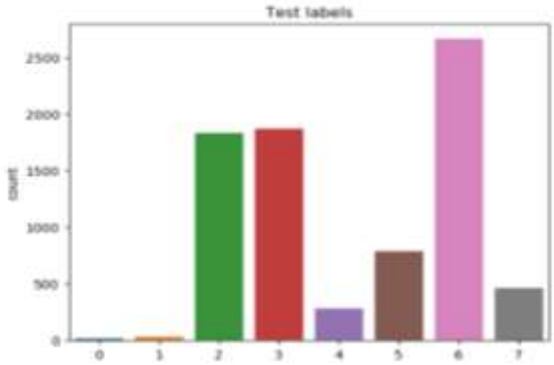
$|V| = 990$

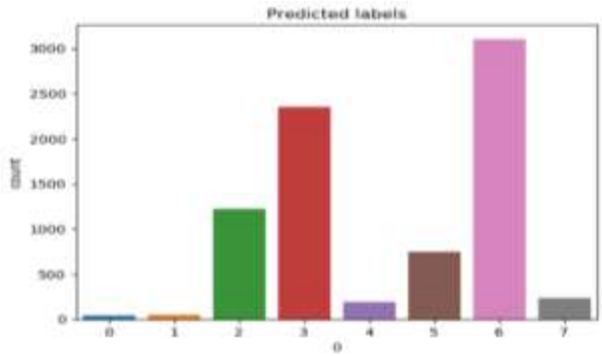
TABLE : Precision, recall and F-score

Class	Precision	Recall	F-score	Accuracy
Happy	62%	80%	69.8%	67.5%
Worry	81%	61.1%	69.6%	
Relief	71%	64.6%	67.6%	
Surprise	56%	70%	62.2%	

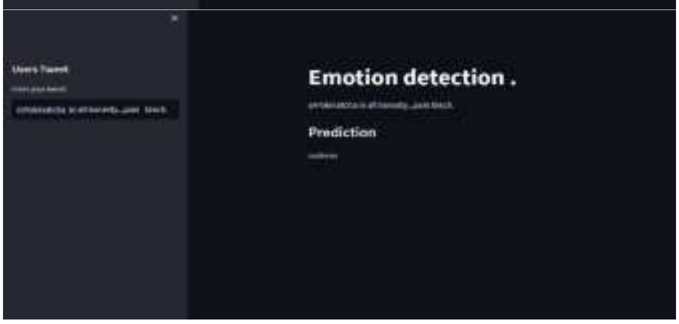
IV. GRAPHS







V . OUTPUTS



B. Discussions

We have experimented with Naive Bayes algorithm and extracted the features for 4-way classification. Fig. 3 represents the accuracy of unigram and represents the accuracy of unigram with POS tags. We have classified sentiment into happy, worry, relief and surprise. We have considered the highest caring value belongs to that defined class. If the algorithm finds out the document is caring higher value in happy class then the document will count as happy sentiment. After that, we have used PR (precision recall curve) curve. The recall and precision have been calculated for those values. Here, that takes true values as input and probabilities of positive class as output. The recall-precision values as a curve showed in Fig. 4 and 5 curve.

Precision-Recall curve turns out useful measure for success prediction of our four classes. A recall-precision curve is done by plotting the precision in y-axis and the recall in x-axis using the values from the table. The high area represents high recall and high precision in the curve. Our PR curve created by TP/(TP+FN) and TP/(TP+FP) on y-axis and on xaxis respectively.

We have our average accuracy on unigram model 68.25% and unigram with POS tag model 70.25%. Accuracy comparison of our both approaches has shown in Fig. 3. First, we have preprocessed our data set which was simply twitter posts. Then we have manually labeled some data and ready train data set and test data set. We have applied unigram with POS tags and unigram model for preprocessing our data set. After that we have used these raw and tokenized data set for classification using Naive Bayes. Through this procedure we have reached on Table II. Then we calculated precision, recall, f-score and accuracy in Table III for unigram and Table IV for unigram with POS tags. In the part of Precision, it has showed how much good the model is at predicting positive class. So, Precision can also be known as the positive predictive value. Recall is the ratio of true positives which is divided by sum of the true positives and false negatives. Recall is the number of positive class predictions in our dataset. F-score shows single score to do the balance of both the concerns of precision and recall.

The major objectives of our research, collecting tweets data and then manually labeling those. Preparing training data set and preprocess data using unigram and unigram with POS tag. Extracting features and then use Naive Bayes. Classify in 4way Determine whether a tweet represents happiness, worry, surprise or relief. Showing the accuracy and to compare the accuracy of different models.

VI. CONCLUSION

Now-a-days microblogging sites have solid effect on personal to political lives. It has been a part of our daily life. So, sentiment analysis is a burning demand and rising issue. So, we wanted to do emotion analysis for twitter data using Naive Bayes classifier. We have our average accuracy for happy class which is 60%, for surprise class we have 61%, for relief class it is 71% and worry class has the highest 81%, by using unigram model for preprocessing. On the other hand, using unigram with POS tag model we have average accuracy of 63% same for happy and surprise class, 72% for relief and 83% for worry class. Besides we have calculated precision, recall, f-score and accuracy where we have accuracy of 67.5% by using unigram model and 72.25% by using unigram with POS tag model which is nearly equal to average accuracy. It would be better if we could do the experiment with a huge training data. Another problem is to find the correct emotion. This limitation will be solved in future. Our research shows that if we can use two or more algorithms combined and train more data, the results will be more satisfying. Comparing with similar researches, we can assure there is not much difference in our result from theirs using core text. It would be better if we could do the experiment with a huge training data and find more than two unique emotions. Another problem is to find the exact correct emotion. Worry and relief kinds of emotions are opposite to each other but happy and surprised are nearly equal as one can be happy to be surprised. This kind of situations weren't handled well in our paper. Our research shows that if we can use two or more algorithms combined and train more data, the results will be more satisfying. We could use more emotions to find out then. This limitation can be solved in future work.

Comparing with similar researches, we can assure there is not much difference in accuracy of our results from theirs using core text.

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