

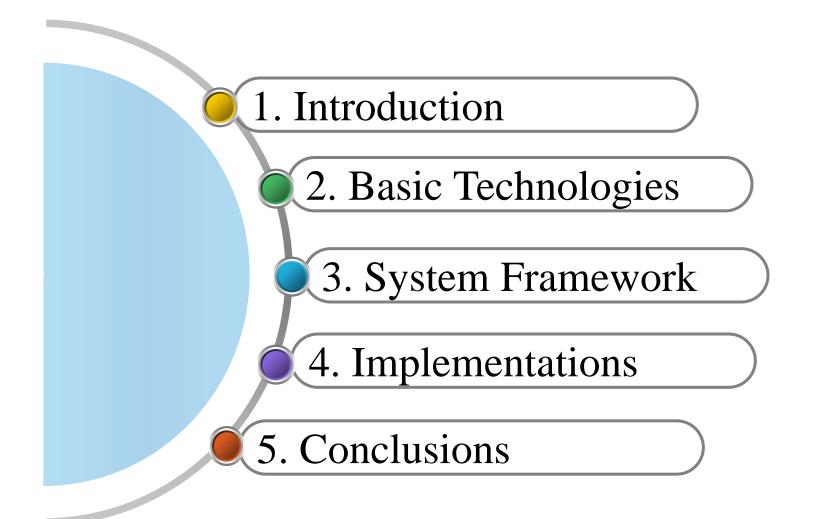
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Web Product Ranking Using Opinion Mining

Presenter: Yin-Fu Huang



Contents









With the rapid growth of the Web and the convenience of the Internet, more and more people have been changing their shopping habits from traditional to online shopping.

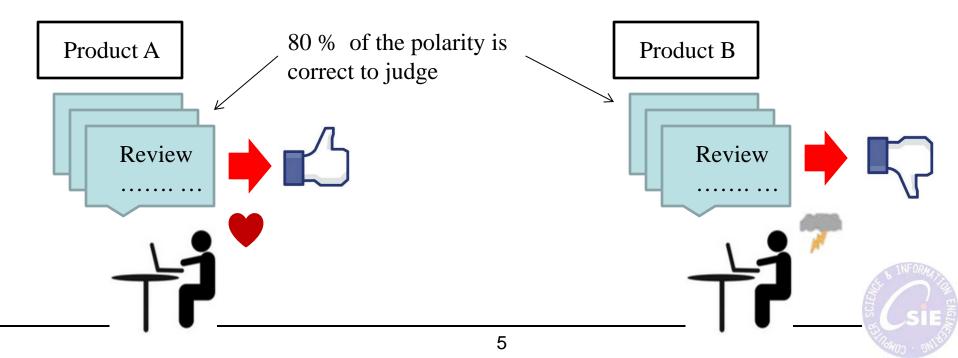
Tian et al. proposed opinion mining techniques for product ranking, the sentence polarity in product reviews is used as the only one influenced factor.

P. Tian, Y. Liu, M. Liu, and S. Zhu, "Research of product ranking technology based on opinion mining," *Proc. the 2nd International Conference on Intelligent Computation Technology and Automation*, pages. 239-243, 2009.



1. Introduction(2)

Opinion mining is very suitable for the applications "many users to discuss a single topic" when a large number of sentences and reviews are on the criticism of a single topic or when exactly identifying the correct rate of a bias direction is required to improve accuracy.



In this research, a product ranking system using opinion mining techniques to find favorable products for users is presented.

Here, our product ranking system considers three issues while calculating product scores:

- ✤1) product reviews.
- 2) product popularity.
- ♦ 3) product release month.



Eventually, our system would provide users to specify product features in a query, and send back the ranking results of all matched products.







2.1 XML Path Language (XPath)

XPath uses path expressions to select nodes or node-sets in an XML document.

```
<html>
<body>
<name kind="Camera">Nikon D3000</name>
<name kind="Laptop" MacBook Air</name>
</body>
</html>
```

We can use the path expression "// name[@kind='Laptop']", then call function text() to get the text "MacBook Air".



2.2 Part of Speech Tagging

The Part-of-speech tagging (i.e., POS tagging or POST), also called grammatical tagging or word-category disambiguation, is the process for assigning the correct part of speeches (e.g. noun, adjective, verb, adverb, etc.) to each word in a text based on both its definition and context as follows:

Word	This	article	is	about	the	sport	
POST	DT	NN	VBZ	RB	DT	NN	SENT

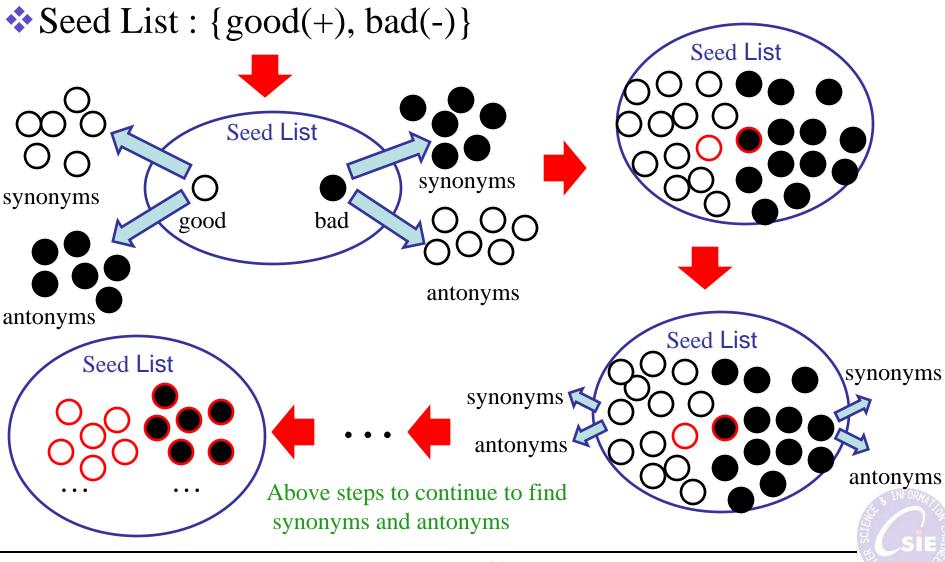


2.3 Semantic Orientation(1)

- The semantic orientation method is to identify the polarity by WordNet.
- **We use the procedure OrientationPrediction** (OP)
 - First, positive and negative opinion words are defined to construct a "seed list".
 - and then, by the seed list, synonyms and antonyms are found using WordNet.

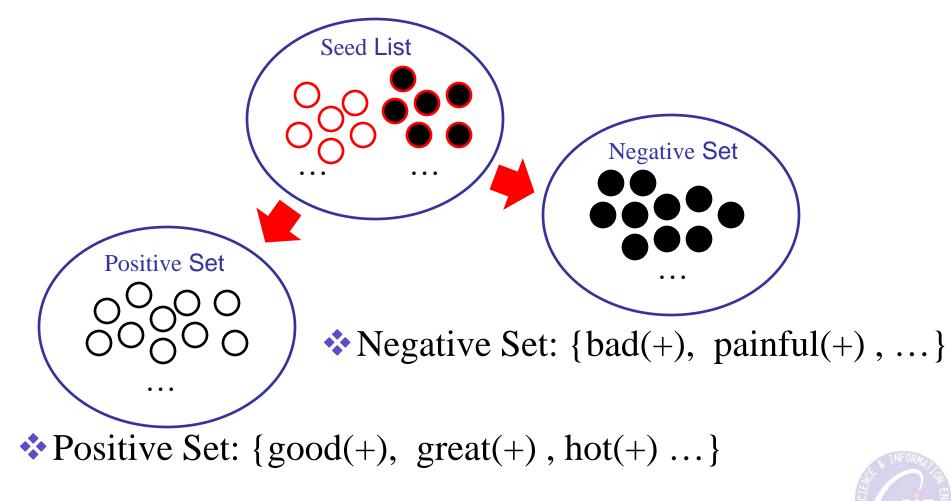


2.3 Semantic Orientation(2)



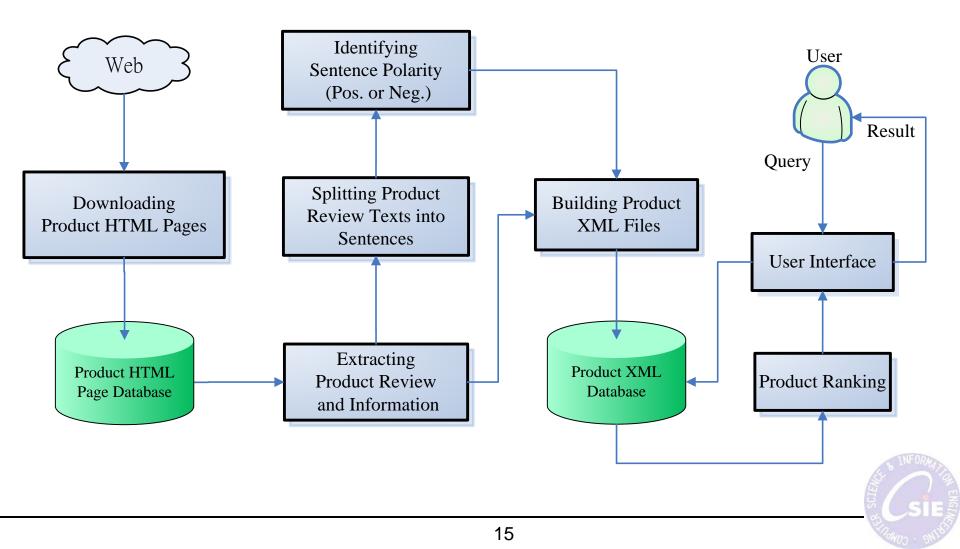
2.3 Semantic Orientation(3)

Seed List : {good(+), great(+), ..., bad(-), painful(-), ...}

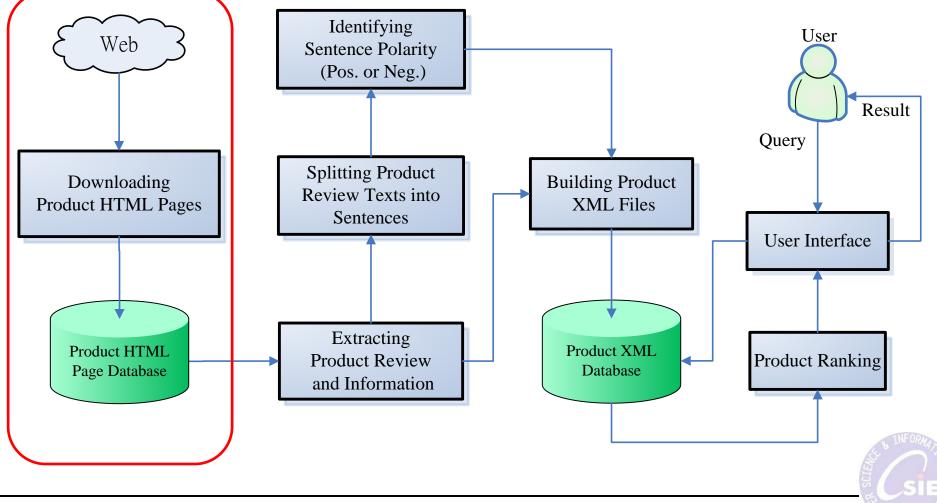








3.1 Downloading Product HTML Pages(1)

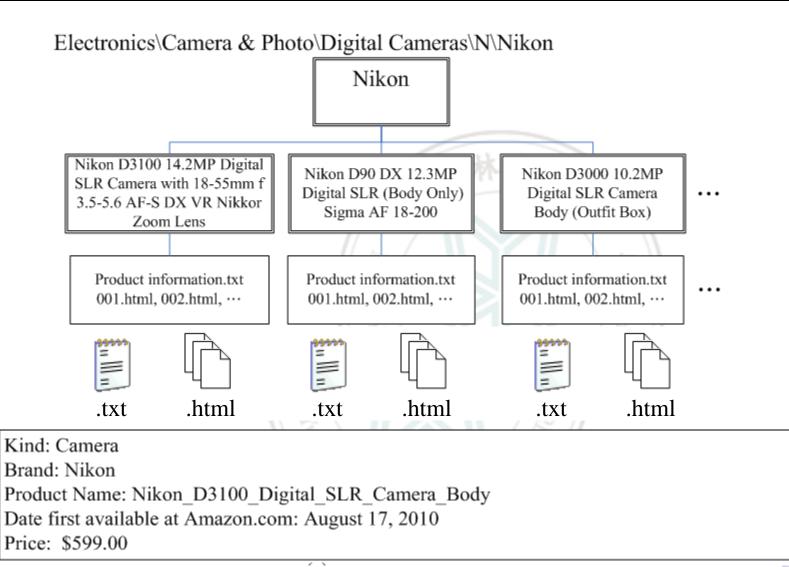


3.1 Downloading Product HTML Pages(2)

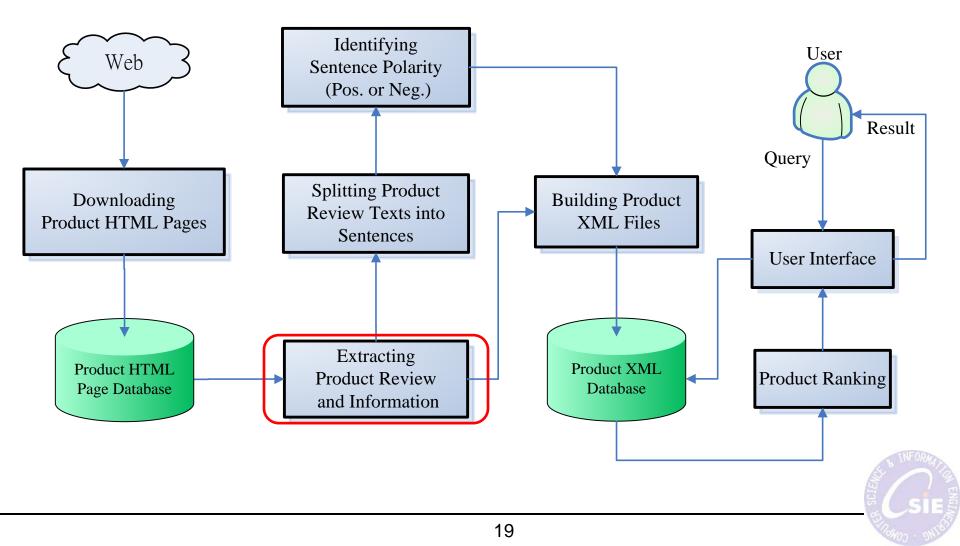
For the Amazon product home page, users can specify product categories and brands to download the specified product information.



3.1 Downloading Product HTML Pages(3)



3.2 Extracting Product Review Information(1)



3.2 Extracting Product Review Information(2)

We can use XPath to extract five kinds of information.

1) Helpful: 0 of 2 people found the following review helpful-

- 2) Star: 5.0 out of 5 stars.
- 3) Title: Great camera.
- 4) Date: March 15, 2011.

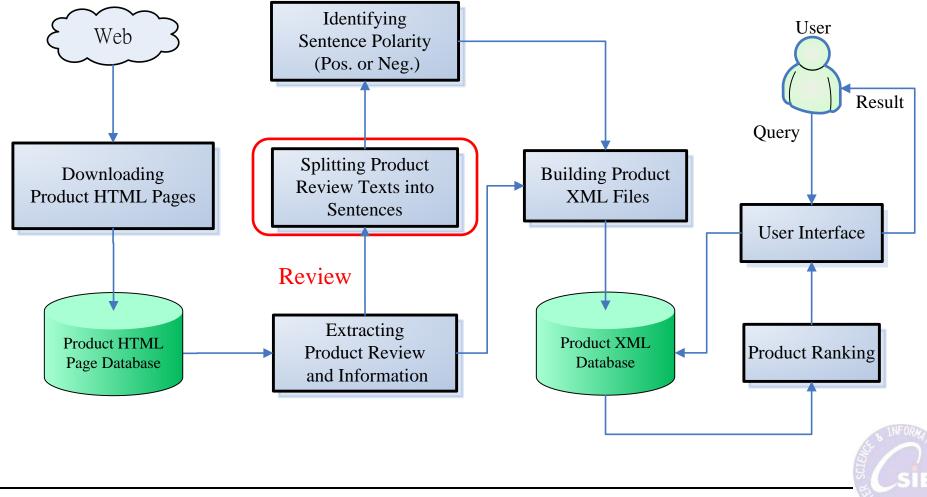
5) Review: For many years, I used a Nikon FG, which was a mid-level camera.

Took great pictures if you knew what you were doing, but of course it was a film camera. Then came digital cameras. For the last 10 years, I was basically using point

and shoot cameras, which were great for general landscapes......



3.3 Splitting Product Review Texts into Sentences(1)



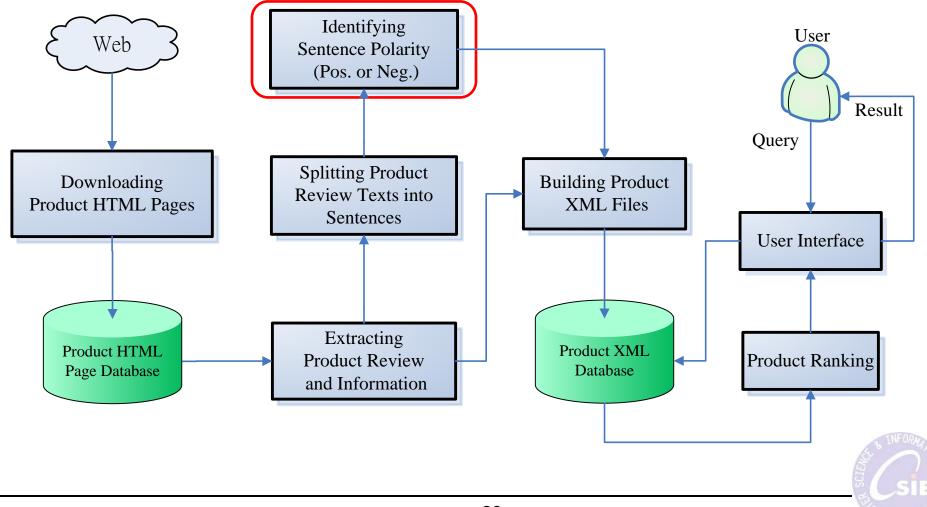
3.3 Splitting Product Review Texts into Sentences(2)

We parse a product review to split texts into sentences, and produce POS (part of speech) tags, such as noun, verb, adjective, etc., for each word.

The POS tagger (or called TreeTagger) developed at the University of Stuttgart in annotating words with POS tags is employed. TreeTagger has been verified to achieve 96.36% accuracy on Penn-Treebank data.



3.4 Identifying Sentence Polarity(1)



3.4 Identifying Sentence Polarity⁽²⁾

- This step is to determine the polarity of opinion words, and then to identify sentence polarity.
- In the system, only the adjectives in product reviews are used as opinion words.
- We extract opinion words using a dictionary-based approach (i.e., by procedure OrientationPrediction (OP) proposed by Hu and Liu to determine the polarity).
 M. Hu and B. Liu, "Mining and summarizing customer reviews," *Proc. the ACM SIGKDD International Conference on Knowledge Discovery and Data Mining*, pages. 168-177, 2004.

3.4.1 Extracting Opinion Words

Seed List

Here, OP is used to collect the positive set and negative set.

First, we define 30 common adjectives in a seed list, of which 15 adjectives are positive and another 15 adjectives are negative.
Positive Set

Seed List

25

4308

4911

Negative Set

3.4.2 Calculating the Opinion Strength(1)

The polarity strength of opinion words could be calculated as follows:

$$OS_p = Sign(SET(p)) \frac{|CS(p)|}{|Set(p)|}$$

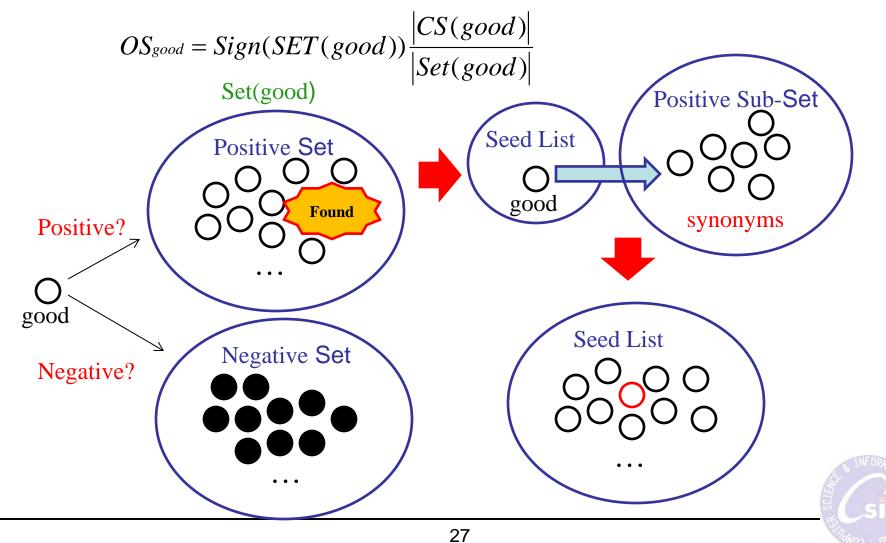
where p is an adjective, Set(p) is the positive set or negative set based on the polarity of p, CS(p) is the closed set extended by p using synonyms.

 OS_p is the opinion strength of *p* in the range [-1, 1].



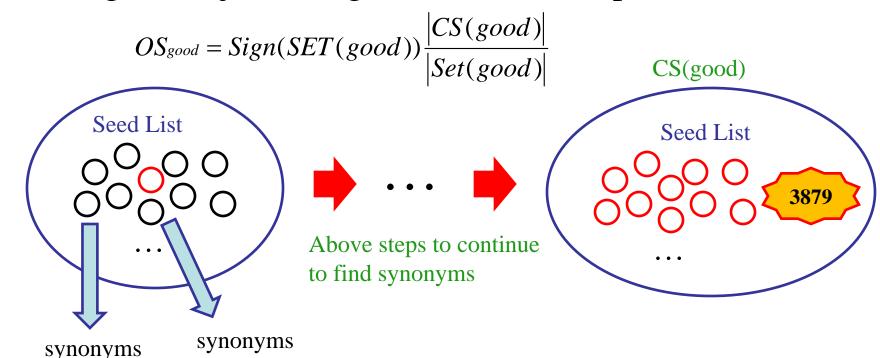
3.4.2 Calculating the Opinion Strength(2)

Taking the adjective "good" as an example.



3.4.2 Calculating the Opinion Strength(3)

Taking the adjective "good" as an example.



Then, OS_{good} can be calculated as 3879/4308 = +0.900418



3.4.3 Inverse Document Frequency

- Usually, the opinion strength of p (i.e., OS_p) is relatively high if p is a common adjective.
- Here, we use IDF to reduce the effects of common adjectives and enhance important adjectives. IDF could be calculated as follows.

$$IDF_p = \ln(\frac{R}{RCA_p}) \times \gamma, \qquad \gamma = \frac{1}{\ln(R)}$$

where RCA_p is the number of product reviews containing p, R is the number of all product reviews, and γ is a normalization formula making *IDF* value in the range [0, 1].

3.4.4 Degree of Adverbs

An adverb can modify an adjective (i.e., Adverb+ Adjective) and enhance or weaken the adjective strength or even change the polarity (i.e., not+Adjective).

* $Degree_p$ represents the degree of an adverb modifying an adjective p.

High level (0.6)	Medium level (0.5)	Low level (0.4)	Negative level (-1)
much, so, too,	fairly, pretty, rather, as, almost, partly, half,, etc.	slightly, a little, a bit, somewhat,, etc.	not

✤ If no adverb is used to modify an adjective, the weight would be 0.5.

3.4.5 Calculating Sentence Polarity

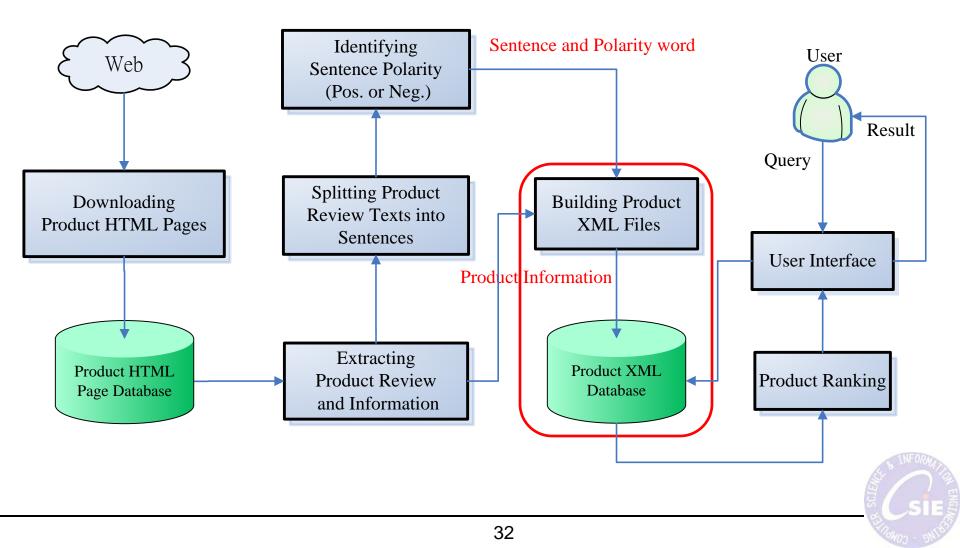
We use three weights described above to calculate sentence polarity as follows:

 $Sentence_p = OS_p \times IDF_p \times Degree_p$

where p is an adjective, OS_p is the opinion strength of p, IDF_p is inverse document frequency of p, and $Degree_p$ is the degree of adverbs modifying p.



3.5 Building Product XML Files(1)



3.5 Building Product XML Files(2)

- The product information and sentence polarity would be integrated into an XML file.
- This file consists of three parts:
 - ✤1) product information.
 - 2) review section describing review information and sentence polarity.
 - ♦ 3) specific section describing other information.



3.5 Building Product XML Files(3)

File structure

<kind>Product kind</kind>			
<brand>Product brand</brand>			
<productname>Full name of the product</productname>			
<producturl>Hyperlinks product reviews</producturl>	product information		
<pre><productdatefirstavailable></productdatefirstavailable></pre>			
Date first available at Amazon.com (PRM)			
<pre><productdatefirstavailable></productdatefirstavailable></pre>			
<pre>price>Product price</pre>			
<numberofreview>Number of review</numberofreview>			
<review></review>	marriery agentic		
Review section	review section		
<searchforspecificinformation></searchforspecificinformation>			
Search for specific information section	specific section		

3.5 Building Product XML Files(4)

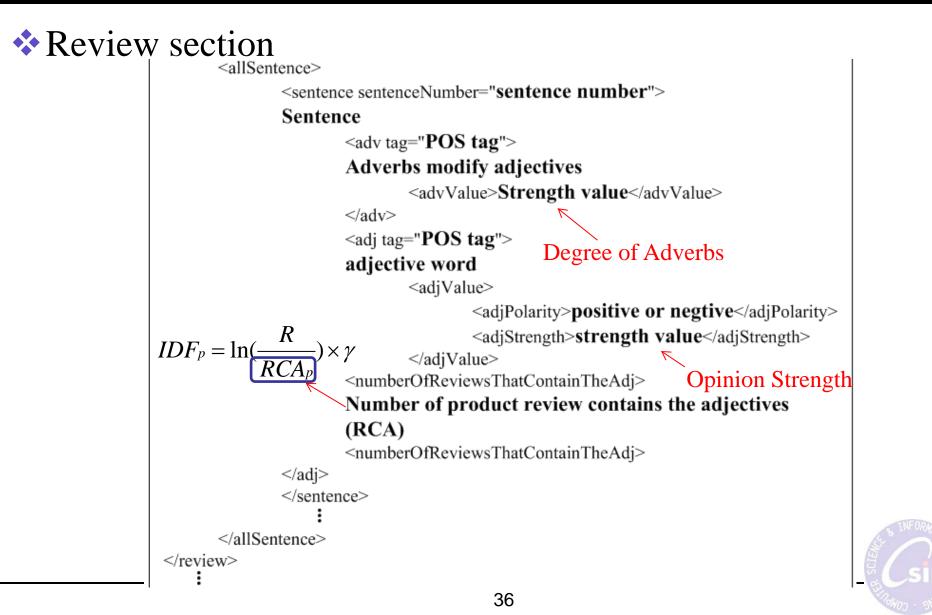
Review section

<review reviewNumber="review number">

<helpful>? of ? people found the following review helpful</helpful> <star>Posting people for product ratings</star> <title>Review title</title> <reviewPostDate>Review post date (RPD)</reviewPostDate> <originalReview>Original review</originalReview>

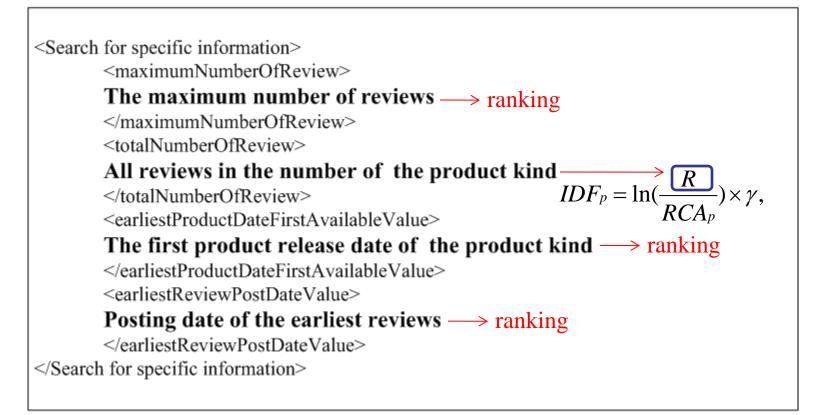


3.5 Building Product XML Files(5)



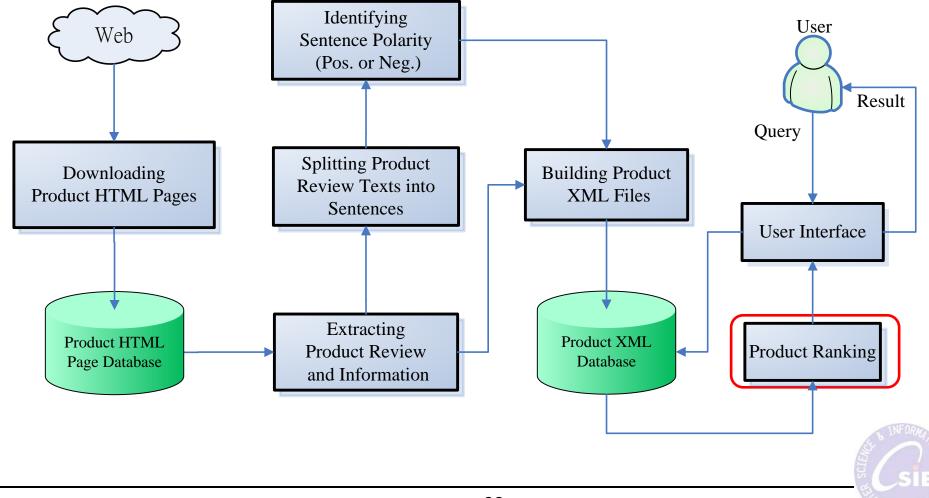
3.5 Building Product XML Files(6)

Specific section





3.6 Product Ranking(1)



Our product ranking system is to rank the products specified by users, not all the products.

✤ Users can specify product features such as kind, brand, available date, and price as they need. Then, the system searches matched products and ranks them according to their scores.



The product scores could be calculated as follows:

 $Score_i = APR_i \times PW_i \times WPRM_i$

where *i* is product *i*, APR_i is the Average Polarity of Reviews, PW_i is the Popularity Weight, and $WPRM_i$ is the Weight of Product Release Month.



3.6.1 Average Polarity of Reviews (APR)(1)

Since a product contains a number of reviews, the average polarity of all reviews should be considered for the product.

APR could be calculated as follows:

$$APR_{i} = \frac{\sum_{j=1}^{n} [(Polarity_{j} + HF_{j}) \times WRPD_{j}]}{VRPD_{j}}$$

where *n* is the number of reviews, *Polarity_j* is the polarity of review *j* in the range [-1, 1].

 HF_j is the extent of clicking "helpful" in the range (-0.99, 0.99).

 $WRPD_j$ is the Weight of Review Post Date in the range (0.36, 0.99).

3.6.1 Average Polarity of Reviews (APR)(2)

1) Polarity could be calculated as follows: $Polarity_{j} = \frac{\sum_{p=1}^{k} Sentence_{p}}{k}, \text{ where } k \text{ is the number of sentences in review } j.$ (2) *HF* could be calculated as follows: $HF_{j} = \frac{\alpha \times [\ln(|Help_{j} - NotHelp_{j}| + 2)]}{10}$ $\alpha = \begin{cases} -1, if 1) \ Polarity_{j} > 0 \ and \ Help_{j} - NotHelp_{j} < 0 \\ 2) \ Polarity_{j} < 0 \ and \ Help_{j} - NotHelp_{j} > 0 \\ 1, if 3) \ Polarity_{j} > 0 \ and \ Help_{j} - NotHelp_{j} > 0 \\ 4) \ Polarity_{j} < 0 \ and \ Help_{j} - NotHelp_{j} < 0 \end{cases}$ *HF* value is in the range (-0.99, 0.99).

Here, HF is used to adjust the polarity.



3.6.1 Average Polarity of Reviews (APR)(3)

✤ 3) WRPD could be calculated as follow:

$$WRPD_{j} = \exp(\frac{RPD_{j} - t}{30 \times \beta}), \quad \beta = \left\lceil \frac{t - \min(RPD_{j})}{30} \right\rceil$$

where RPD_j is the post date of review *j*, *t* is the current date, and β normalizes *WRPD* value in the range (0.36, 0.99).

$Score_i = APR_i \times PW_i \times WPRM_i$



3.6.2 Popularity Weight (PW)

The more popular a product is, the more discussion it has. Therefore, we use the number of product reviews to represent the product popularity.

◆*PW* could be calculated as follows:

$$PW_i = \frac{\ln(m_i + 1)}{\ln(\max(m) + 1)}$$

where m_i is the number of reviews for product *i*, and max(m) is the maximum number of reviews among all products.

3.6.3 Weight of Product Release Month (WPRM)

WPRM is similar to *WRPD* in the calculation as follows:

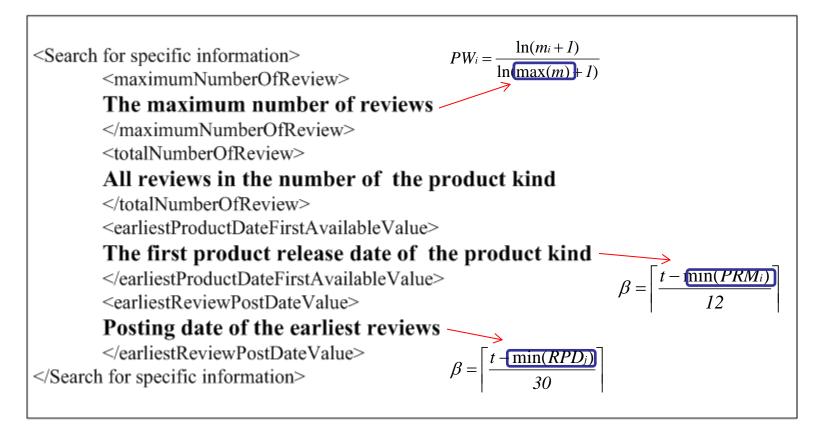
$$WPRM_{i} = \exp(\frac{PRM_{i} - t}{12 \times \beta}), \quad \beta = \left\lceil \frac{t - \min(PRM_{i})}{12} \right\rceil$$

where PRM_i is the release month of product *i*, *t* is the current month, and β normalizes *WPRM* value in the range (0.36, 0.99).



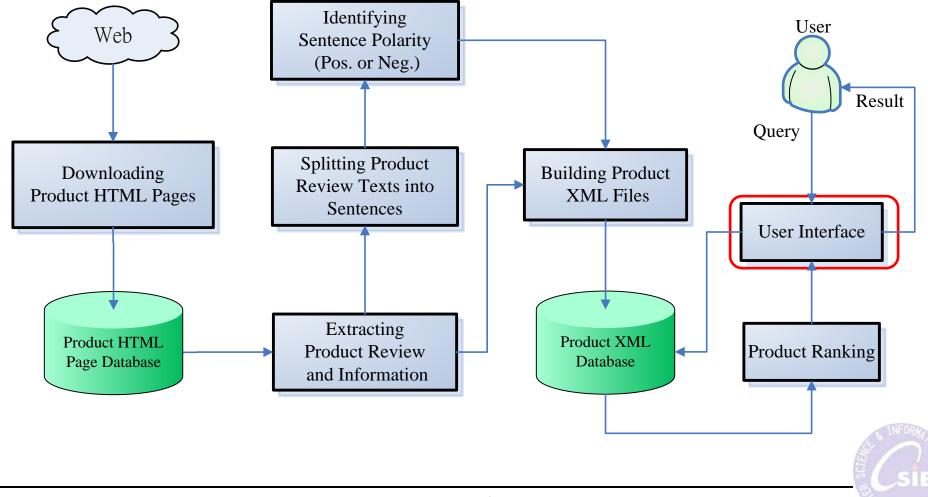
Building Product XML Files

Specific section





3.7 User Interface(1)



We have implemented a user interface through which users can specify products and/or their features (e.g. quality, power, etc.) Through the product ranking system, users can get back the ranking results of all matched products.

S Product Ranking System	\mathcal{O}		
ile			
Create Product XML File	Select Products	Ranking Result	
Kind		Price :	
Select	Products :		
		=>	
		Execute	





The product ranking system was implemented in Java and conducted on an Intel Core 2 Duo E7200 2533MHz CPU with 2G main memory in Window XP professional.

In this system, we provide three functional pages for users:
1) creating product XML files.
2) selecting products.

♦ 3) ranking results.



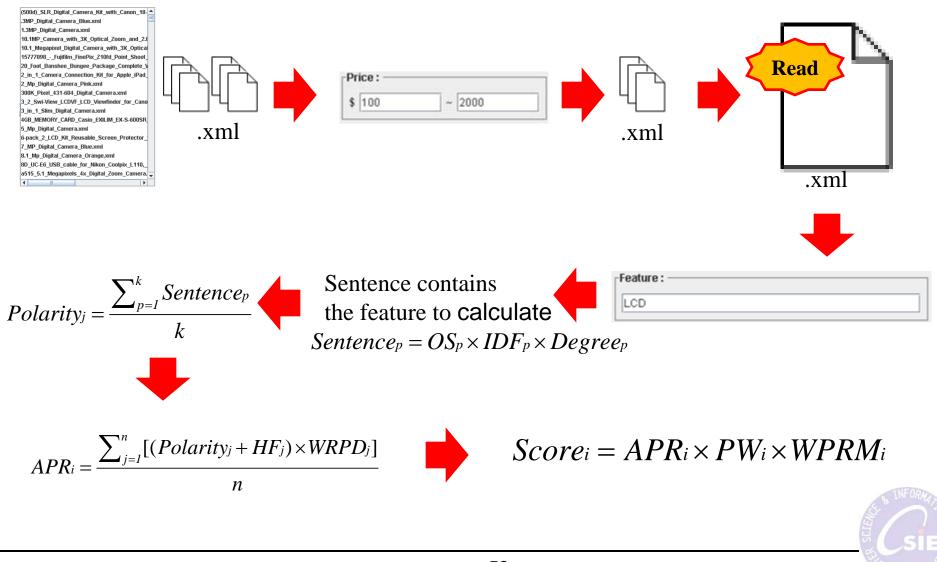
4.1.1 Creating Product XML Files

🛓 Product Ranking System	
File	
Create Product XML File Select Products Ranking Result	
Download DataSet :	_
Set Kind:	
camera	
Set Brand Website:	
http://www.amazon.com/gp/search/other?redirect=true&rh=n%3A172282%2Cn%3A%21493964%2Cn%3A502394%2Cn%3A281052&bbn=281052&pickerToLis t=brandtextbin&ie=UTF8&qid=1325520461&rd=1	
Download	
Set the Polarity of the Seed List :	
good positive, cheap positive, perfect positive, light positive, fast positive, excellent positive, easy positive, new positive, happy positive, high positive, classic positive, like positive, cool positive, top positive, popular positive, bad negative, expensive negative, heavy negative, slow negative, poor negative, difficult negative old negative, like positive, disappointed negative, low negative, garbage negative, angry negative, sad negative, wrong negative, nasty negative	
Calculate	
Set Degrees of Adverbs :	
completely, totally, quite, altogether, entirely, definitely, perfectly, amazingly, fully, very, extremely, incredibly, much, so, too, considerably, awfully, terribly, deeply, hardly, immensely, nearly, really, virtually]
Medium Level:	
fairly, pretty, rather, as, almost, barely, partly, half	
Low Level:	
slightly, a little, a bit, somewhat	
Set	
Create Product XML File : $Sentence_p = OS_p imes IDF_p imes Degree_p$	7
Create XML Set Polarity Set IDF Set Degree	

4.1.2 Selecting Products(1)

Execute

4.1.2 Selecting Products(2)



4.1.3 Ranking Results

Product Ranking System			
Create Product XML File	Select Products	Rankin	g Result
	Soloti Foundis	- turnsm	
Top Products :			Product review :
1. Canon_PowerShot_S	D780IS_12.1_MP_D	igital 📤	Name:
2. Canon_PowerShot_S	D1100IS_8MP_Digit	al_C	
3. Panasonic_Lumix_D	MC-ZS3_10.1_MP_D	igital	URL: http://www.amazon.com/Canon-SD780IS-Stabilized-Deep-Red/dp/B001SER48I Kind: camera
4. Panasonic_Lumix_D	MC-ZS3_10MP_Digit	al_C	Brand: Canon
5. Canon_Digital_Rebel_	_XSi_12.2_MP_Digit:	al_SI	Price: \$986.95
6. Canon_Digital_Rebel_	_XSI_12.2_MP_Digit:	al_SI	Date first available at Amazon.com: February 17, 2009
7. Canon_Digital_Rebel_	_XSI_12MP_Digital_	SLR_	
8. Canon_Digital_Rebel_	_XSi_12.2_MP_Digit:	al_SI	helpful: 1,071 of 1,091 people found the following review helpful:
9. Canon_PowerShot_A			star: 5.0 out of 5 stars
10. Panasonic_Lumix_D	MC-ZS7_12.1_MP_I	Digita	title: A True Pocket Camera with HD Video
11. Nikon_D90_Digital_9	SLR_Camera_with_1	18-10	review post date: March 16, 2009
12. Nikon_D90_12.3MP_	DX-Format_CMOS_	Digit	review containing features: I just purchased this Canon on a whim, earlier today at Best Buy. I have been tinkering
13. Nikon_D90_12.3MP_	Digital_SLR_Camer	a_(B	with it for the majority of the evening. My previous SD300 is still working like a champ, however I have been considering a video camera for some timeafter some peering at the video camera counter I wandered over to
14. Canon_PowerShot_	D10_12.1_MP_Wate	грго	the point and shoot table what initially drew me in to the SD780IS was its appearance on the display stand. The
15. Kodak_Zi8_Pocket_	Video_Camera_(Ras	spbe	sleek matte-black body is very eye-pleasingthen I looked at the specs, and realized that it shoots video in HD!
16. Canon_PowerShot_	SD1100IS_8MP_Digi	tal_((1280x720) Then all the other attributes made me realize that it was time to update my "everywhere, anytime"
17. Canon_PowerShot_	SD1200IS_10_MP_D	igita	cameraI proceeded to check out some of the other Canon SD cameras. The SD960 became the other
18. Nikon_Coolpix_L22_	12.0MP_Digital_Car	nera	candidateit has a little more glass(4x)zoom, over the SD780's (3x)zoom. The SD960 has an appealing f2.8
19. Nikon_Coolpix_L22_	12.0MP_Digital_Car	nera	apeture over the SD780's f3.2. The SD960's screen is more tailored for the HD video capture as it has a 16:9 ratio
20. Nikon_Coolpix_L22_	12.0MP_Digital_Car	nera	LCD panel. (Kinda nice for instant viewing ON THE CAMERA). After some thought I went with the SD780 for these
21. Nikon_Coolpix_L22_	12_MP_Digital_Can	nera_	reasons: 1. The HD video capability is awesome and comparible with the SD960. It has a HDMI jack. The
22. Canon_PowerShot_	Pro_Series_S3_IS_(SMP_	traditional 4:3 screen does not bother me, because the video is ultimately going to be viewed on a HD TV. (There
23. Canon_EOS_Rebel_	T2i_18_MP_CMOS_	APS-	will be an upper and lower bar on 16:9 playback through the SD780's LCD)2.The weaker 3x zoom is not a big
24. Canon_EOS_Rebel_	T2i_18_MP_CMOS_	APS-	deal as this camera is for general shooting(out w/ freinds, bars, random afternoon at the beach, mountain biking, etc.)and with this camera EASLIY fitting in my jeans pocket or camelbak, the portability is what gives me the
25. Canon_EOS_Rebel_	T2i_18_MP_CMOS_	APS-	opportunity to document those moments, that would otherwise be missed. The SD960 is a little bulkier(but still
26. Canon_PowerShot_	SD1300IS_12_MP_0	igita	small). I do also shoot with a Canon 40D, accompanied with L optics, but the weight and bulkiness do not lend to
27. Panasonic_Lumix_D	MC-TZ5A_9.1MP_Di	gital	certain shooting circumstances. (as mentined above).3. The user interface on the SD780IS is like most (if not
28. Panasonic_Lumix_D	MC-TZ5K_9MP_Digi	tal_(all?) preceeding SD cameras. While there is not much control in the way of shooting settings, feature buttons like
			flash override, AE lock, AF lock, and exposure compensation are present on the camera body. The SD960IS has 📃

4.2 Experimental Results(1)

Here, the dataset used in the experiment is downloaded from the Amazon product home page; three kinds of products tested in the system are "camera", "laptop", and "mobile phone".

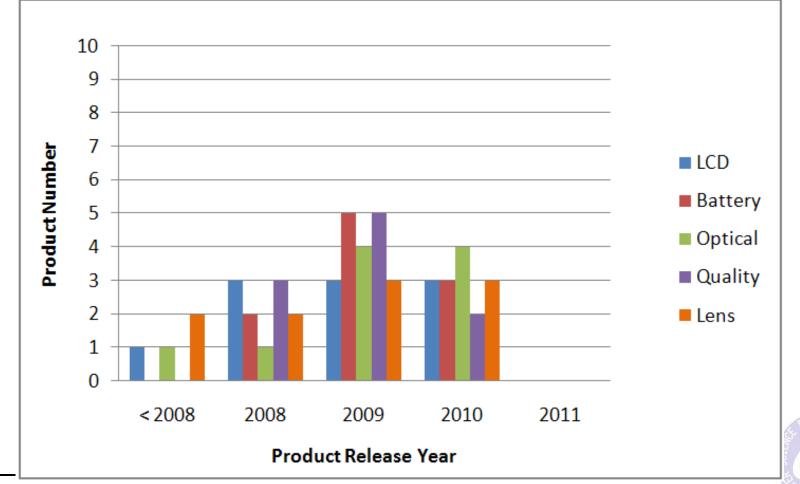
Kind of product	camera	laptop	mobile phone
Number of products	3,205	270	1,847
Number of reviews	168,285	2,935	29,041
Number of sentences	1,452,391	43,247	97,743

- In the dataset from the Amazon product home page, the release months of products (i.e., WPRM) are only provided for "camera" and "laptop", but not for "mobile phone".
- According to the formula used to calculate product scores, the popularity weight (i.e., PW) is favorable for old products whereas the weight of product release month (i.e., WPRM) is favorable for new products. Next, we would like to observe what ranking happens to new and old products in these three kinds.



4.2 Experimental Results(3)

Release year distribution of top-ten <u>cameras</u> with specified features.

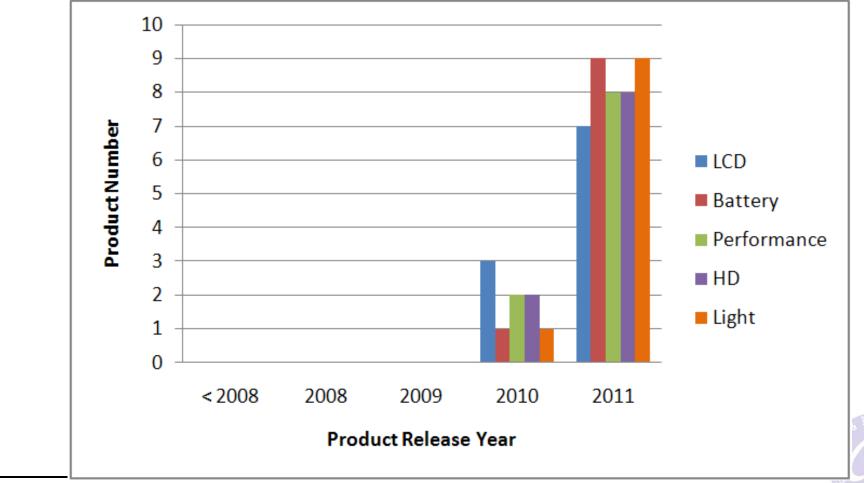


Kind of product	camera	laptop	mobile phone
Number of products	3,205	270	1,847
Number of reviews	168,285	2,935	29,041
Number of sentences	1,452,391	43,247	97,743



4.2 Experimental Results(5)

Release year distribution of top-ten <u>laptops</u> with specified features.



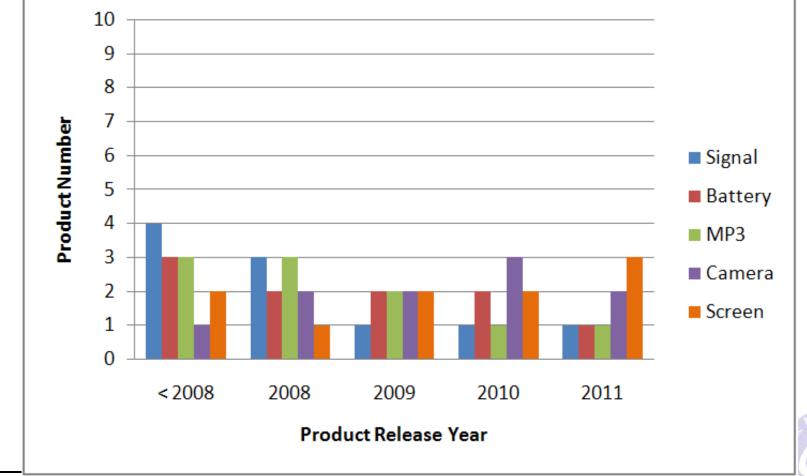
4.2 Experimental Results₍₆₎

Kind of product	camera	laptop	mobile phone
Number of products	3,205	270	1,847
Number of reviews	168,285	2,935	29,041
Number of sentences	1,452,391	43,247	97,743



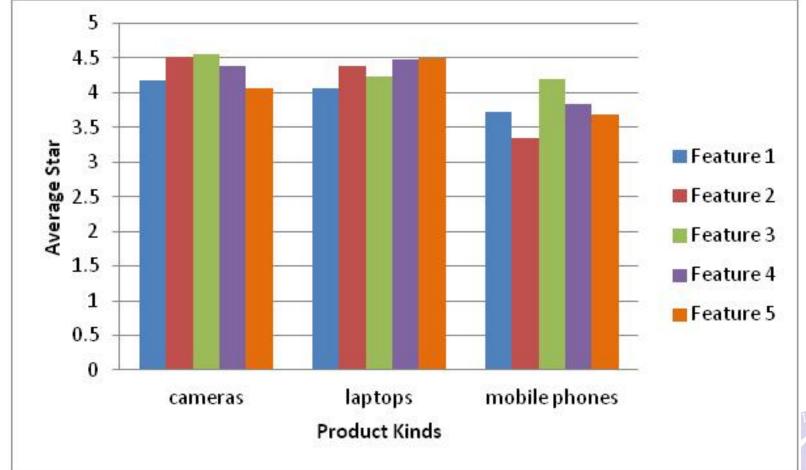
4.2 Experimental Results(7)

Release year distribution of top-ten <u>mobile phones</u> with specified feature, and no WPRM is counted in.



4.2 Experimental Results(8)

Average stars of top-ten cameras laptops, and mobile phones with specified features.



5. Conclusions



5. Conclusions

- In this research, we propose a product ranking system where users can specify product features to get back the ranking results of all matched products.
- The experimental results show that the system is practical and the ranking results are interesting.
- Especially, the system can be used to find the release year distribution of top-ten products with specified features. The results reveal that new products are not always more favorable than old products.









7 Core Skills You'll need

- Cloud Computing
- Social Media
- Information Security
- JQuery a JavaScript library
- Mobile App Development
- HTML5
- Database Management





Thank You !