Improvisation of Experience of Indian Railways using Sentimental Analysis

Abstract

Over the past decade Indian Railways is the biggest public sector enterprise in India. Market is becoming more users oriented these days and customers' feedbacks have taken a central place. Thus, in this paper sentimental analysis has been performed on the commuters' feedback by using the concepts of polarity dictionary and sentimental orientation calculation. Each sentence has been allotted with a score calculated by mappings from the polarity dictionary, with the scores varying within a fixed pre-defined range. Thus the score gives an insight into the feedbacks of the customers and hence, the experience of commuters and railway industry revenue generation can be improved by using this study.

References


Index Terms

Computer Science
Information Sciences
Keywords

Indian Railways  Sentimental analysis  Polarity dictionary  Sentimental Orientation
Calculation
language processing