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# Web Data Scraping Technology using TF-IDF to Enhance the Big Data Quality on Sentiment Analysis

A. Sangita Pokhrel, B. Nalinda Somasiri, C. Rebecca Jeyavadhanam, D. Swathi Ganesan

**Abstract**— Tourism is a booming industry, with huge future potential for global wealth and employment. There are countless data generated over social media sites every day creating numerous opportunities to bring more insights to decision-makers. The integration of Big Data Technology into the tourism industry will allow companies to conclude where their customers have been and what they like. This information can then be used by businesses, such as those in charge of managing visitor centers or hotels, etc and the tourist can get a clear idea of places before visiting. The technical perspective of natural language is processed by analysing the sentiment features of online reviews from tourists, and we then supply an enhanced long short-term memory (LSTM) framework for sentiment feature extraction of travel reviews. We have constructed a web review database using a crawler and web scraping technique for experimental validation to evaluate the effectiveness of our methodology. The text form of sentences first classified through Vader and Roberta model to get the polarity of the reviews. In this paper, we have conducted study methods for feature extraction, such as Count Vectorization, TFIDF Vectorization, and implemented Convolutional Neural Network (CNN) classifier algorithm for the sentiment analysis to decide the tourist's attitude towards the destinations is positive, negative, or simply neutral based on the review text that they posted online. The results demonstrated that from the CNN algorithm after pre-processing and cleaning the dataset, we have received an accuracy of 96.12% for the positive and negative sentiment analysis.

**Keywords**— Counter Vectorization, Convolutional Neural Network, Crawler, Data technology, Long Short-Term Memory- LSTM, Web Scraping, Sentiment analysis.

## I. INTRODUCTION

Most people use social media to share their thoughts and opinions on services, goods, and places. These opinions are based on the feelings, reflection of the thoughts, and rating connected with a reference. Millions of people travel the world for work, recreation, sightseeing, or other purposes to meet their needs. Visitors will now have the chance from various sources of information that produce their content and make their components available easily. Internet sharing content of tourists has extremely prestigious tourism-related

data. Currently, consumer opinions about hotels, restaurants, and places are critical components of the tourist industry which helps to make choices before they made their decision of booking plane tickets experience while visiting Nepal based on the sentiment polarity and will check the accuracy by using CNN algorithm.

This paper follows the following structure: the section 2 illustrates how sentimental analysis is now in use and has been used to nourish tourism industry. The background of previous similar papers on the system will be described in section 3 and followed by system's primary steps, all the data collection, scraping, converting into sentiment polarity and CNN algorithm model in section 4. The proposed method about the sentiment analysis framework and algorithm development is discussed in section 5. The results with evaluation of findings and discussions and the conclusion will be talking in section 6 and 7.

## II. BACKGROUND

According to the International Labour Organization 2022, it is said that there is 1 job created in every 11 jobs based on tourism so it's no surprise why this sector plays such a significant role when increasing the world economy which currently stands at around \$80 trillion dollars per year. It is estimated that by 2050, there will be more than 9 billion people living in countries around the world. This means that every year millions of people travel to visit places they have never seen before and experience new things. Travel and tourism contributed 5.81 trillion US dollars to the global GDP in 2021, a rise of about one trillion US dollars from 2020 but a decrease from pre-pandemic levels. In terms of employment, the World Travel & Tourism Council (WTTC) estimates that the tourism sector supported 292 million jobs worldwide in 2017, 1 in 10 jobs globally. For every 1 newly created job, nearly 1.5 added jobs were created through the indirect or induced effect on tourism-related economic activity [1].

Variety of data types are increasing over social media platforms (including Google Maps, Twitter, Instagram, Facebook, Flickr, etc.). So that the big data analytics is used to describe the process of defining, collecting, storing, retrieving, and analyzing large data sets to understand their contents, and feelings and use them for decision-making [2].

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The tracking of visitor behaviour is a significant challenge for TD management. Destination managers need to be aware of the specifics of tourist hotspots, what draws visitors to each spot, how visitors themselves interpret their experiences, and how they intend to behave when they travel in the future. Most present approaches, in general, are unable to deal with these problems in a decision-centric, integrated, and proficient manner. The majority of the currently used techniques for studying social media data are more concerned with providing answers to predetermined questions from their research than with gaining a broad understanding of how tourists move through their surroundings and what interests and experiences they have traveling, they do some research about the place where they will come across several websites, lengthy descriptive articles, records, etc. which is a challenging thing to understand such lengthy facts [3]. To make it easier we are doing the sentiment analysis to make a proper update on their perspectives.

Sentiment Analysis is the research that focuses on people's attitudes, perceptions, feelings, and views on things including people, organizations, services, events, subjects, places, and so on. The purpose of this paper is to determine if a particular review is subjective by representing the tourist's ideas or objectives by conveying their thoughts of them about the places, they visit [4]. Automated technologies like text mining are needed since they cannot be analyzed manually which is the process of analyzing the data from unstructured sources [5]. With the advent of natural language processing (NLP), computer systems can easily read natural languages like English. Sentiment analysis makes it possible to understand the emotions and extract the hidden sentiments, attitudes, and expressions present in the textual content with the use of text mining and NLP techniques [6]. This paper develops a sentiment analysis model and offers an overview of sentiment analysis, text mining, and natural language processing in the tourist industry. Apart from these, there are many intelligent classification techniques such as support vector machines (SVM), Bayesian classification, decision trees, and KNN algorithms and alternative text classification methods like text classification using neural networks. By building the semantic features and binary models for sentiment analysis of comment data, it is needed to classify the text according to its emotional polarity and we are analyzing all those things using Convolutional Neural Network [7].

### III. LITERATURE SURVEY

Since the use of sentiment analysis in the tourist industry has grown in popularity. Most of the research investigates sentiment categorization in tourism using machine learning techniques. The study of sentiment is a significant text-mining research topic where the analysis has been a hot topic in recent years. These papers cover a range of methods including objective and subjective phrases. Since the inspiration of our topic is based on previous works which we will evaluate first The growth of regulatory frameworks and technological advancements have a direct impact on the tourist and hospitality industries. Automated sentiment analysis, which has been used to extract thoughts from the public and a variety of other sources for varied uses in tourism, advertising, and

hospitality, compares their effectiveness to that of human evaluators to estimate the compatibility of diverse types of automated classifiers [8].

In the paper of [9], they offered a method for sentiment analysis of the movie reviews to evaluate the polarity of movies by collecting the data from the IMDB website. A special machine learning approach was used to break the number of separate phrases in which the sentence's overall meaning was determined by the synonyms for each word in the Tamil language. The sentences were grouped into several pre-established clusters, and they were categorized as similar sentences and belonged to the same cluster only if those sentences have the same meaning. And at last, the text elements were retrieved including the bag-of-words model, defining adjectives and adverbs, controlling negations, enforcing word frequency bounds, and using Word Net synonyms information. [10] demonstrated the variety of NLP tasks benefits from the usage of language vector representations. In this research, the performance of word vector representations for sentiment analysis is issued in three sub-tasks on prediction, word recognition, and extraction. To compute the numerous vector-based attributes, the methodological studies showed how successful they were in the analysis of APP reviews by obtaining F1 86.77%, recall 85.20%, and accuracy 86.35% using the straightforward vector-based features. From the writing research of [11] on the Dubai city restaurants, we can conclude that the evaluation was utilized by a web crawler scraping methods based on R statistical software suite. Based on the concealed emotions of eight distinct categories, the tourist emotion distinction was helpful for the various restaurant categories. Text mining models for the decision support tool to analyze the intriguing remarks made by the visitors online that are broken into the stages: retrieving the documents on a particular topic, building a database, and removing stop words, stemming, clustering documents matrix, and at the result identifying the associations with a build word cloud.

Long Short-Term Memory (LSTM) approach is considered a moderately high classification approach that falls in the range from 0.73 to 0.85 on the AUC value. The refined dataset is tailored using an LSTM model for high-accuracy achievement and accurate prediction. According to the [12] journal research paper, we can get an idea about managing the unbalanced dataset by the sampling techniques like under-sampling and over-sampling [13]. In addition to categorizing for sentiment analysis, this study evaluates the model's effectiveness by determining the recall, macro average, accuracy, F1-Score, and weight average values for each categorization of a beach. A Convolutional Neural Network is a Deep Learning system that can take in an input picture, rank distinct parts of the image according to relevance, and distinguish between them [14]. The study develops an emotion classification model based on a convolutional neural network to categorize emotions. The model's precision was examined on the sentiment outperforms with the accuracy of 91.6%, demonstrating the model's usefulness. Comparatively speaking [15], the input picture was taken using the deep learning system CNN, ranked distinct parts of the image according to their relevance, and distinguish between them. A ConvNet's architecture was influenced by how the Visual

Cortex is organized like the connection network of neurons in the human brain. ConvNet can learn the filters and properties in the constrained area of the visual field, known as the Receptive Field, where the fields are grouped and encompass the full image. To determine the optimum method for extracting data from internet sources, the [16] described the data extraction using wrapper techniques. They did a single web page data extraction performance with several models, such as document object model, wrapper using hybrid JSON, and extraction of an image using DOM to determine the effectiveness of the suggested models. One of the important aspects of this extraction procedure was that the execution time of bulk images with the filenames was reduced and it can extend up to many deep web pages in further work. The hospitality industry now has more chances for study since customers are increasingly researching and buying travel and hospitality services online. Despite numerous attempts to employ analytical models, experiments, or survey data to better understand the internet travel business, these studies frequently fall short of capturing the entire complexity of the sector. Another similar research [17] provides the tools and techniques needed to supplement the data sources easily and accessible information that travelers use to plan their trips. This paper offered instructions along with the Python code on how to gather/scrape data from any websites that are available online. Then the python library Selenium was introduced for dealing with interactive, JavaScript-heavy pages like TripAdvisor, Airbnb, and Expedia and from other platforms too [18].

#### IV. EXPERIMENTAL STUDY

##### A. Web Scraping and Data Extraction

At present, one of the key issues while collecting the data is web traffic. For various purposes and significant advantages, people are more concerned about the method of extracting data from web pages. Since the website structures vary from one another and are semi-structured, manual selection of the data takes a lot of time. To eliminate this problem, the term ‘Wrapper’ comes as a useful time that is used for web data extraction (WDE). While dealing with useful extraction, post-processing may be necessary when using online data extraction to gather the information quickly for users and with great accuracy and recall.

Document Object Model (DOM), visual segmentations, and other approaches have been used in several research to try and extract structured information from web pages [19]. Today, information is extracted using an extractor since the online pages have oceans of data that make finding information a difficult effort. The practice of extracting information from web documents in HTML format which may or may not be structured using tools and wrappers is known as Web Data Extraction (WDE)[20].

##### B. Methods of Web Scraping

As the World Wide Web developed, so did the techniques for web scraping. Not all the techniques were accessible at

first. Since these are now the most popular methods, Document Object Model (DOM), HTML parsing, XPath, and the APIs. It is used in applications for web mining, contact scraping, data mining, monitoring, and web indexing, and helps to gather real

estate listings, weather data, monitor online presence and reputation, web mashup, and data integration. Moreover, few websites employ the techniques to stop web scraping by identifying and preventing bots from crawling their pages [20].

##### Manual Scraping

It is carried out manually where all we need to do is retrieve the data and keep it in a spreadsheet one by one. This is only suitable when the dataset we are expecting is small enough to copy and paste.

##### HTML Parsing

Transforming a program into an internal format where a runtime environment executes is known as parsing. The information on websites isn’t always available in convenient file types like .csv or .json files. The server responds to a request from the user by producing an HTML page. The offered web page’s repeated parts can be seen by analyzing the HTML structure and the output in the browser is what matters the most. Each page is a reoccurring pattern of source data which can be saved in the spreadsheet using a programming language script or web scraping software. HTML parsing is composed of tokenization and tree building. There are start and end tags, attribute names, and values, which are all included in HTML tokens. If the document is properly formatted, parsing it is simple and quick. Tokenized input is parsed into the document, creating the document tree.

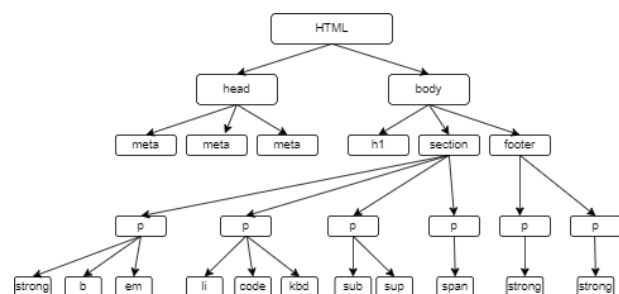


Fig.1. HTML Structure

##### DOM Parsing

Document Object Model (DOM) parser is designed to operate .xml data as an object graph tree structure in memory. First, the parser goes through the input XML file and constructs DOM objects that corresponded through the nodes. These DOM items are connected to one another in a manner like a tree. When the parser is finished, we receive this DOM object structure through which we can go back and forth to change, delete, or edit it. JavaScript and Cascading Stylesheets (CSS) make extensive use of the DOM [21]. Containers with

individual DOM addresses are seen in the figure below. These are used in web scraping to make it simpler to navigate website content.

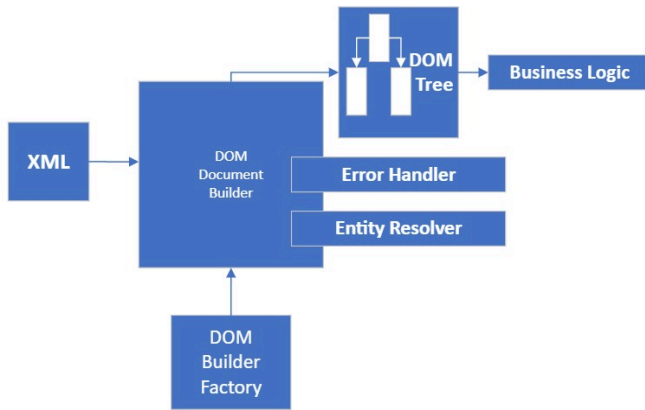


Fig.2. DOM Parsing Selector

### XPath

XPath is used by path expressions to choose specific XML nodes or node sets. It offers a similar addressing option to that of the DOM in the HTML format as well. XPath defines a more finely organized webpage with a better ability to address webpage parts. To utilize it to parse a document, packages relevant to XML should be imported followed by document builder. The stream or file is converted to a document to make the path expression and object. The list of nodes is produced by compiling () and evaluating () in the repeated format [22].

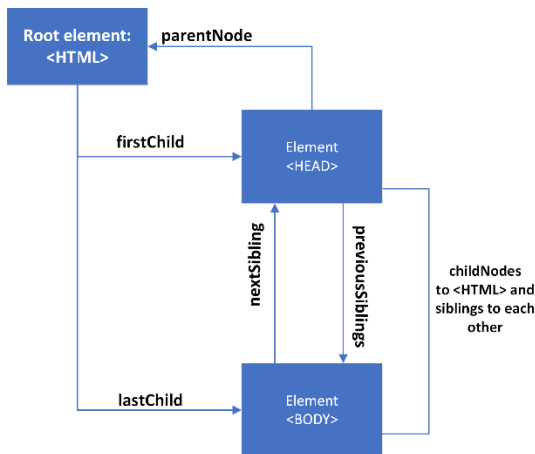


Fig.3. XPath Navigation

### API

Machine-readable interfaces are another term for application programming interfaces (APIs). Most of the APIs that are available are listed, explained, and provide pertinent connections to the sources in the directory. An API Endpoint

receives a response from the server in response to a typical HTTP request. Each API has its own choices and specifications. The request can specify the format of the response. However, it is more of a feature that website and software owners can decide to use than a data extraction tool. APIs serve as a middleman, enabling communication and information sharing between websites and software. Nowadays, many websites that deal with enormous volumes of data, such as Facebook, YouTube, Twitter, and even Wikipedia, have a dedicated API. While an API is organized in its data extraction, a web scraper is a tool that lets you search and scrape the furthest reaches of a website for data [23].

The custom-made communication protocol used by a website or app might be compared to an API. It must first talk in its language and be accepted by specific laws for you to interact with it. We don't have to be concerned about using a proxy server or having our IP address blocked because they are an official tool provided by the website [24]. Additionally, APIs only offer you access to the data the owner wishes to share, so we don't have to worry about breaking any moral boundaries and taking info you weren't supposed to do.

### C. System Architecture

At first, we will crawl the review data from the web and the feature words are to be extracted in preprocessing stage. Since the multiple feature terms might relate to the same aspect, we will determine if a phrase refers to an aspect after classifying it into several algorithms. Later, we use POS to extract feature words based on the word structure. We will employ emotional words to quantify the sentiment strength of features: whenever a feature is modified by positive emotion, we remember to assign it a sentiment strength value of +1, and whenever a feature is modified by negative emotion, we remember to assign it a sentiment strength value of -1. The emotional intensity levels for each quality are then added together. The findings of our study highlight the tourist sentiments and will draw a conclusion.

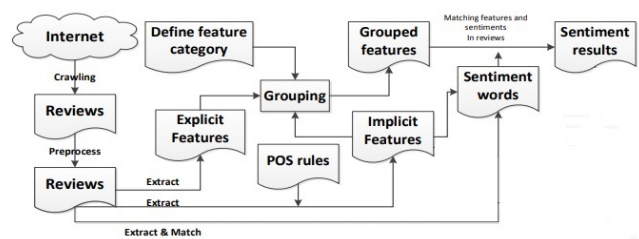


Fig.4. System architecture in sentiment analysis

Sentiment analysis may be broken down into two study levels for words and phrases, sentences, and chapters depending on how finely the text is processed. The characteristic or purpose of the review is generally an aspect, often known as a feature. For instance, the features of some areas include restaurants, roads, and temples which impact the services [25].

## V. PROPOSED METHOD

In this proposed work, there 10 websites were considered. In visiting the website, our web browser sends a request to a web server, this request is known as GET request. After that, the server returns files that instruct our browser on how to display the page for us. Typically, these files include the HTML for page. Our web browser sends a request to a web server whenever we access a web page. Since we are downloading files from the server, this request is known as a GET request. After that, the server returns files that instruct our browser on how to display the page for us. Typically, these files will include HTML for the main content, CSS for styling web pages and improve their appearance, Java Script to make webpages more interactive and images [26].

Procedure for scraping the data:

- 1) Send an HTTP request to the website's URL that you want to visit. When a request is made, the server responds by returning the webpage's HTML.
- 2) Parse the data after accessing the HTML content. Almost all the html data is nested so that string processing itself cannot be used simply to extract data. There are many HTML parser libraries, and among them html5lin is the advanced and most used one.
- 3) Using the python library BeautifulSoup to search and extract the data from the parse tree.

Capitalize only the first word in a paper title, except for proper nouns and element symbols. For papers published in translation journals, please give the English citation first, followed by the original foreign-language citation [8].

### A. Sentiment Analysis Framework

A subfield of artificial intelligence known as "machine learning" focuses on designing and creating algorithms that enable computers to evolve behaviors based on empirical data, such as that gathered from databases or sensor data. Examples (data) can be used by a learner to identify key features of an unidentified underlying probability distribution. The goal of machine learning research is to develop software that can automatically identify intricate patterns and draw informed conclusions from data. This goal is challenging since the set of all potential behaviors for all potential inputs is too large to be covered by the training data set of observed examples so we will split the data into training and test datasets.

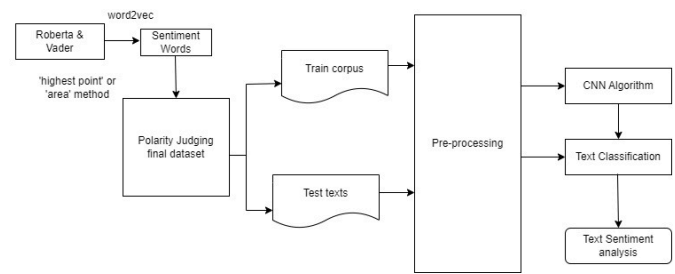


Fig.5. Overall Architecture of the Proposed System

### B. Pre-processing of data

Pre-processing the data is an important step since it affects how well the subsequent processes work. The sentences must be contextually corrected as needed. For the measures to decrease uncertainty in feature extraction, the data should be made more machine readable.

The processes for pre-processing data are listed below:

- i. Removal of Duplicate Reviews
- ii. Since we are utilizing the case sensitive analysis, we should convert all the words into upper cases to lower case for a good analysis.
- iii. Stop words that have no significance on the text of the sentences are eliminated (such as and, or, yet etc.).
- iv. Feature removal of unnecessary columns like username, locations, URLs or changed to generic tags.
- v. Stemming: Replacing words with their origins and summarizing various word types with comparable meanings.
- vi. Digits and special characters should be removed since they lack emotional meaning. Sometimes they are combined with words, therefore getting rid of them might assist connect two words that would otherwise be viewed as distinct.
- vii. A dictionary to filter out unwanted words and punctuation from the text and the spelling improvement. After that, generating a dictionary for words that are important or for emotions.
- viii. Part of Speech (POS) tagging: It assigns the word by classifying into specific category such as noun, adverb, adjective etc. These taggers are really useful for explicating the feature extraction.

### C. Vader and Roberta Sentiment Analysis

As we know computer understands only binary language i.e., 0 and 1. With the help of NLP, we will convert the human language to the numbers in terms of polarity. VADER (Valence Aware Dictionary and Sentiment Reasoner) is a vocabulary and rule-based sentiment analysis tool used to extract the sentiments expressed in social media. It is an open-source model to analyse the text sentiment to both polarity (positive/negative) and strength of emotion by returning a sentiment score in the range -1 to 1, from most negative to most positive. The sentiment score is determined by adding the sentiment of all the words in the sentence that are listed in the VADER dictionary.

For applications like evaluating public opinion, customers experience, product and place review, Vader approach might



the negative and neutral words based on the same word cloud technique. In this research, we employed web mining and Python programming tool to get insight on tourist attitude about tourism attractions of Nepal. Most of the data reveal that each tourist site has a positive opinion.

From the convolutional neural network for epoch 3 of model training, we get the following result in terms of loss, accuracy, validation loss and validation accuracy with the range of time per epoch.

TABLE I  
PERFORMANCE OF THE CONVOLUTIONAL NEURAL NETWORK MODEL

Epoch	Loss	Accuracy	Val loss	Val accuracy
1/5	0.6570	0.9522	0.6182	0.9815
2/5	0.5903	0.9601	0.5592	0.9815
3/5	0.5324	0.9601	0.4959	0.9815
4/5	0.4823	0.9601	0.4464	0.9815
5/5	0.4390	0.9601	0.4034	0.9815

In the case of Convolutional neural network, we can see that the validation accuracy is constant for all the five epochs of 98.15% and the accuracy of 95.22% from the first epoch increased to the 96.01% to all other four epochs.

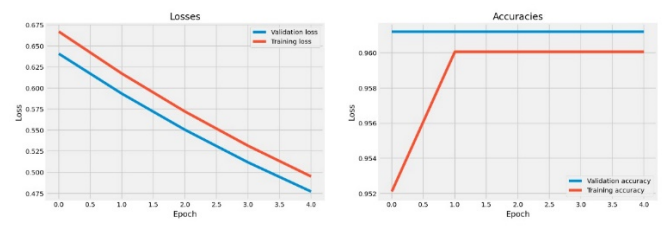


Fig.8. Accuracy and losses plot

The above figure shows the relationship in between the losses and accuracies of training and validation data from the model where we can compare the model's performance in a graphical format. While increasing every epoch, accuracy should go higher, and loss goes lower for the better prediction. The possible cases with the val\_loss and val\_acc are:

1. Val\_loss starts increasing, val\_acc starts decreasing that means model is not learning properly
2. Val loss starts increasing, val\_acc also increases that might be a sign of overfitting
3. Val\_loss starts decreasing, val\_acc starts increasing, which is correct and indicates that the model build is learning and working perfectly fine.

## VIII. CONCLUSION

In the case of Convolutional neural network, we have splitted data into two parts for every epoch i.e., training and validation data. The model is trained on training data and

validation data is used for checking the accuracy of the model with the loss entity. There is an accuracy of 96.12% and loss of 59.32% for the loaded CNN model. Since we have tried the three sequential for keras.model, for all of them the val\_loss is decreasing and val\_acc starts increasing and similarly loss and accuracy also follows the same pattern. Thus, we can conclude that the CNN is learning and working accurately. We believe that the combined volume of study and a huge number of datasets can further inspire other academics to employ more deep learning models such as bidirectional recurrent neural networks to grasp the emotion in tourist reviews even more precisely with the much more data to concentrate in depth performance. This analysis can further be utilized by building a system to store the results in database and make it visible in different graphs and techniques to understand by any simple person easily.

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