Sentiment Annotation Guide (Positive, Negative, Neutral)

1- Positive Sentiment

Definition: Expresses user satisfaction, appreciation, or approval toward the app's features, performance, or design. The tone reflects positive emotions such as happiness, trust, or enjoyment.

- Examples:

  - "I love this app, it's very easy to use."
  - "Great performance and quick updates."

2- Negative Sentiment

Definition: Conveys user dissatisfaction, frustration, or criticism toward the app's functionality, reliability, or overall experience. The tone reflects negative emotions such as anger, disappointment, or annoyance.

- Examples:

  - "This app crashes all the time."
  - "Very slow and full of bugs."

3- Neutral Sentiment

Definition: States factual or descriptive information without expressing clear positive or negative emotions. The review provides observations or requests without emotional intensity.

- Examples:

  - "I used the app yesterday to check my balance."
  - "I downloaded the app for my phone."

Aligned with best practices in sentiment analysis for user-generated content, reflecting emotional polarity (positive, negative, neutral) as core indicators of user perception.