



# Opinion mining with the Hourglass of Emotions Model

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## **Keywords**

Opinion mining;  
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**Abstract:** *Opinion mining is an independent area related to identification of extraction, sentiment analysis and attitudes. The main aim of this paper is to propose and evaluate a method for extracting opinions by using Hourglass of Emotions. Human emotions can be explained easily by using the Hourglass of Emotions model. The Hourglass of Emotions is developed based on the idea of human mind, that is made with various independent resources and that emotional states result from turning with these resources. The Hourglass of Emotions is used to understand how much in that order: (i) the customer is happy with the service provided, (ii) the customer is interested in the information supplied, (iii) the customer is comfortable with the interface and (iv) the customer is disposed to use the application.*