

Natural Language Processing for the Classification of Social Media Posts in Post-Disaster Management

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Abstract : Information extracted from social media has received great attention since it has become an effective alternative for collecting people's opinions and emotions based on specific experiences in a faster and easier way. The paper aims to put data in a meaningful way to analyze users' posts and get a result in terms of the experiences and opinions of the users during and after natural disasters. The posts collected from Reddit are classified into nine different categories, including injured/dead people, infrastructure and utility damage, missing/found people, donation needs/offers, caution/advice, and emotional support, identified by using labelled Twitter data and four different machine learning (ML) classifiers.

Keywords : disaster, NLP, postdisaster management, sentiment analysis

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