VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELAGAVI

A PROJECT REPORT ON

"CLASSIFICATION OF PUBLIC FEEDBACK SYSTEM"

Submitted in partial fulfillment for the award of Degree of,

BACHELOR OF ENGINEERING

IN

COMPUTER SCIENCE & ENGINEERING

By

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CERTIFICATE

This is to certify that the project entitled **"CLASSIFICATION OF PUBLIC FEEDBACK SYSTEM"** has been successfully completed by

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ABSTRACT

In the fast-paced, interconnected world of today, the cacophony of public feedback reverberates across cyberspace, shaping perceptions, driving decisions, and wielding influence in every corner of society. Amidst this symphony of voices, organizations find themselves navigating a labyrinth of opinions, sentiments, and critiques, desperately seeking the elusive keys to unlock the secrets hidden within the deluge of data. The Classification of Public Feedback System project embarks on a daring quest to harness the untamed power of this digital torrent, employing the formidable Random Forest algorithm as its trusty compass in the turbulent seas of public opinion. At its core, the project is a testament to the pivotal role of feedback in the modern era, transcending the traditional confines of customer relations to encompass a sprawling ecosystem of public discourse. From the bustling streets of social media to the hallowed halls of online forums, the voices of the public echo with resonance, each utterance a potential nugget of insight waiting to be unearthed. The project's journey begins with the meticulous curation of this eclectic chorus, gathering data from a myriad of sources spanning surveys, social platforms, community forums, and beyond. With data in hand, the project ventures forth into the realm of preprocessing, where the raw chaos of public feedback is tamed into a structured oasis of information. Here, the data undergoes a metamorphosis, shedding its impurities through rigorous cleaning, imbibing structure through careful formatting, and awakening to new possibilities through the alchemy of feature engineering. Textual data is transformed into numerical representations through the arcane arts of tokenization, stemming, and TF-IDF, paving the way for the magic of machine learning to take root. Enter the Random Forest, a majestic forest of decision trees standing tall against the tumultuous winds of uncertainty. With data in hand, the forest becomes a sanctuary of knowledge, a bastion of classification where each tree lends its voice to the chorus of prediction. Through the harmonious collaboration of countless decision trees, a symphony of classification emerges, categorizing public feedback with unrivaled precision and insight.