VISVESVARAYA TECHNOLOGICAL UNIVERSITY



BELAGAVI – 590018, Karnataka INTERNSHIP REPORT

ON

"Social Media Sentiment Analysis"

Submitted in partial fulfilment for the award of degree(21INT49)

BACHELOR OF ENGINEERING IN COMPUTER SCIENCE AND ENGINEERING

Submitted by:

AFRID

2TG21CS005

Conducted at **VARCONS TECHNOLOGIES**



TONTADARYA COLLEGE OF ENGINEERING Computer Science and Engineering Department Accredited by NBA, New Delhi Mundargi Road, Gadag Karnataka - 582103

TONTADARYA COLLEGE OF ENGINEERING

Computer Science and Engineering Department Accredited by NBA, New Delhi Mundargi Road, Gadag Karnataka - 582103



CERTIFICATE

This is to certify that the Internship titled "Social Media Sentiment Analysis" carried out by Mr. Afrid Hiriyal, a bon-a-fide student of Tontadarya College of Engineering, in partial fulfillment for the award of Bachelor of Engineering, in Computer Science and Engineering under Visvesvaraya Technological University, Belagavi, during the year 2023-2024. It is certified that all corrections/suggestions indicated have been incorporated in the report.

The project report has been approved as it satisfies the academic requirements in respect of Internship prescribed for the course Internship / Professional Practice (21INT49)

Signature of Guide	Signature of HOD	Signature of Principa
	External Viva:	
Name of the Examiner		Signature with Date
1)		
2)		

DECLARATION

I, Afrid Hiriyal, third year student of Computer Science and Engineering, Tontadarya College of Engineering, declare that the Internship has been successfully completed, in VARCONS TECHNOLOGIES. This report is submitted in partial fulfillment of the requirements for award of Bachelor Degree in Computer Science and Engineering, during the academic year 2023-2024.

Date: 5-12-2023

Place: Gadag

USN: 2TG21CS005

NAME: Afrid Hiriyal





Date: 25th October, 2023

Name: **Afrid Hiriyal** USN: **2TG21CS005**

Dear Student,

We would like to congratulate you on being selected for the **Machine Learning with Python** (**Research Based**) Internship position with **Varcons Technologies**, effective Start Date **25**th **October**, **2023**, all of us are excited about this opportunity provided to you!

This internship is viewed as being an educational opportunity for you, rather than a part-time job. As such, your internship will include training/orientation and focus primarily on learning and developing new skills and gaining a deeper understanding of concepts of **Machine Learning with Python (Research Based)** through hands-on application of the knowledge you learn while you train with the senior developers. You will be bound to follow the rules and regulations of the company during your internship duration.

Again, congratulations and we look forward to working with you!

Sincerely,

Spoorthi H C **Director**Varcons Technologies
213, 2st Floor,
18 M G Road, Ulsoor,
Bangalore-560001

ACKNOWLEDGEMENT

This Internship is a result of accumulated guidance, direction and support of several important persons. We take this opportunity to express our gratitude to all who have helped us to complete the Internship.

We express our sincere thanks to our principal, for providing us adequate facilities to undertake this Internship.

We would like to thank our Head of Dept – branch code, for providing us an opportunity to carry out Internship and for his valuable guidance and support.

We would like to thank our (Lab assistant name) Software Services for guiding us during the period of internship.

We express our deep and profound gratitude to our guide, Guide name, Assistant/Associate Prof, for her keen interest and encouragement at every step in completing the Internship.

We would like to thank all the faculty members of our department for the support extended during the course of Internship.

We would like to thank the non-teaching members of our dept, for helping us during the Internship.

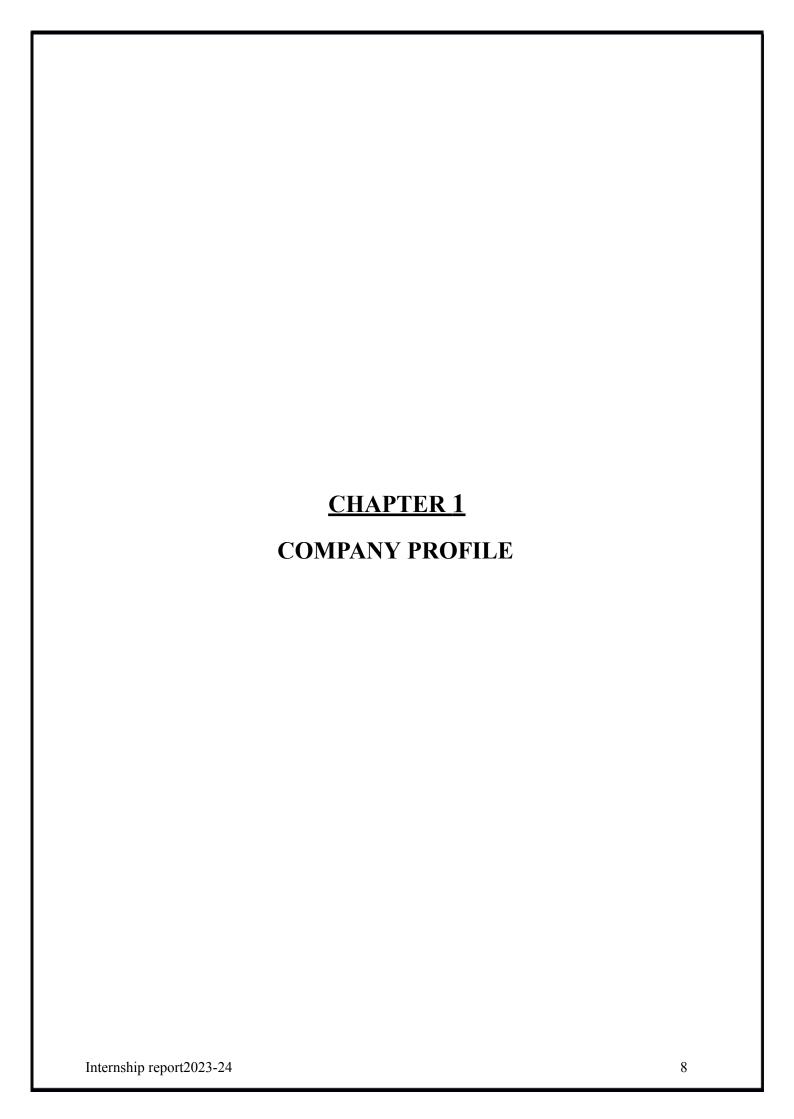
Last but not the least, we would like to thank our parents and friends without whose constant help, the completion of Internship would have not been possible.

Afrid Hiriyal 2TG21CS005

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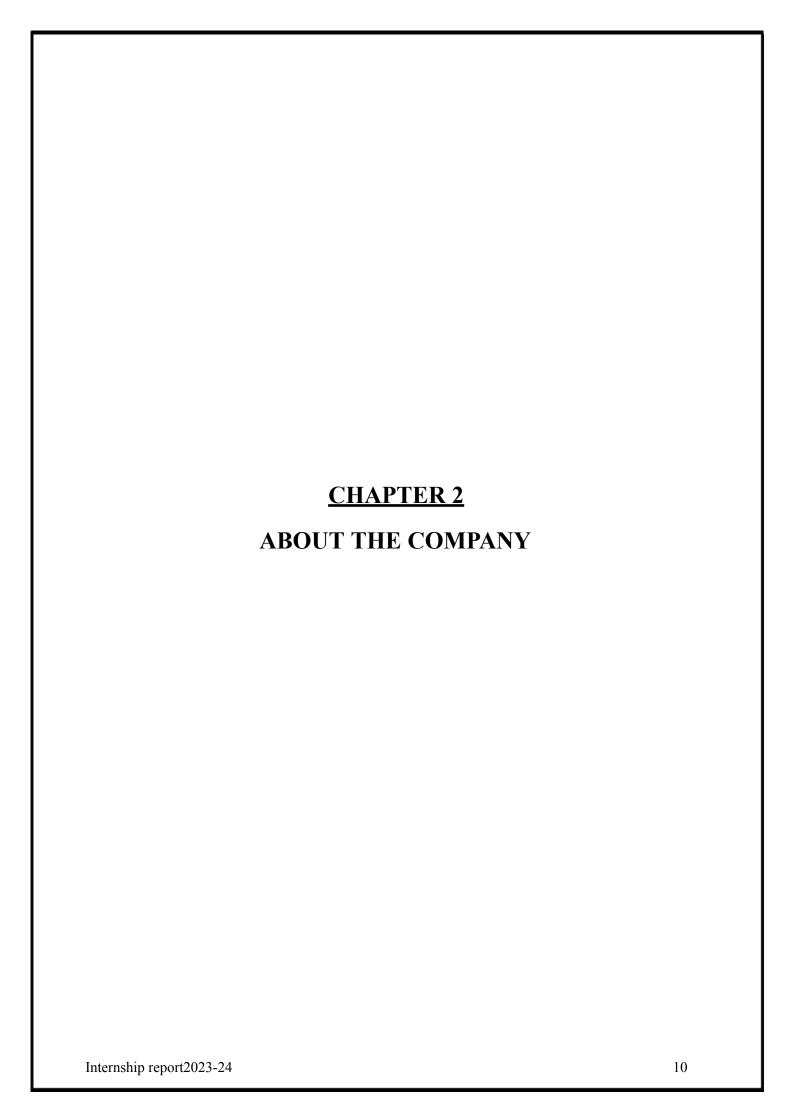
1. COMPANY PROFILE

A Brief History of Varcons Technologies

Varcons Technologies, strive to be the front runner in creativity and innovation in software development through their well-researched expertise and establish it as an out of the box software development company in Bangalore, India. As a software development company, they translate this software development expertise into value for their customers through their professional solutions.

They understand that the best desired output can be achieved only by understanding the clients demand better. Varcons Technologies work with their clients and help them to define their exact solution requirement. Sometimes even they wonder that they have completely redefined their solution or new application requirement during the brainstorming session, and here they position themselves as an IT solutions consulting group comprising of high caliber consultants.

They believe that Technology when used properly can help any business to scale and achieve new heights of success. It helps Improve its efficiency, profitability, reliability; to put it in one sentence" Technology helps you to Delight your Customers" and that is what we want to achieve.



2. ABOUT THE COMPANY

Varcons Technologies is a Technology Organization providing solutions for all web design and development, MYSQL, PYTHON Programming, HTML, CSS, ASP.NET and LINQ. Meeting ever increasing automation requirements, Varcons Technologies specialize in ERP, Connectivity, SEO Services, Conference Management, effective web promotion and tailor-made software products, designing solutions best suiting client's requirements. The organization where they have a right mix of professionals as stakeholders help us serve our clients with best of our capability and with at par industry standards. They have young, enthusiastic, passionate and creative Professionals to develop technological innovations in the field of Mobile technologies, Web applications as well as Business and Enterprise solution. Motto of our organization is to "Collaborate with our clients to provide them with best Technological solution hence creating Good Present and Better Future for our client which will bring a cascading a positive effect in their business shape as well". Providing a Complete suite of technical solutions is not just our tag line, it is Our Vision for Our Clients and for Us, we strive hard to achieve it

Products of Varcons Technologies.

Android Apps

It is the process by which new applications are created for devices running the Android operating system. Applications are usually developed in Java (and/or Kotlin; or other such option) programming language using the Android software development kit (SDK), but other development environments are also available, some such as Kotlin support the exact same Android APIs (and bytecode), while others such as Go have restricted API access.

The Android software development kit includes a comprehensive set of development tools. These include a debugger, libraries, a handset emulator based on QEMU, documentation, sample code, and tutorials. Currently supported development platforms include computers running Linux (any modern desktop Linux distribution), Mac OS X 10.5.8 or later, and Windows 7 or later. As of March 2015, the SDK is not available on Android itself, but software development is possible by using specialized Android applications.

Web Application

It is a client–server computer program in which the client (including the user interface and client- side logic) runs in a web browser. Common web applications include web mail, online

retail sales, online auctions, wikis, instant messaging services and many other functions. web applications use web documents written in a standard format such as HTML and JavaScript, which are supported by a variety of web browsers. Web applications can be considered as a specific variant of client—server software where the client software is downloaded to the client machine when visiting the relevant web page, using standard procedures such as HTTP. The Client web software updates may happen each time the web page is visited. During the session, the web browser interprets and displays the pages, and acts as the universal client for any web application. The use of web application frameworks can often reduce the number of errors in a program, both by making the code simpler, and by allowing one team to concentrate on the framework while another focuses on a specified use case. In applications which are exposed to constant hacking attempts on the Internet, security- related problems can be caused by errors in the program.

Frameworks can also promote the use of best practices such as GET after POST. There are some who view a web application as a two-tier architecture. This can be a "smart" client that performs all the work and queries a "dumb" server, or a "dumb" client that relies on a "smart" server. The client would handle the presentation tier, the server would have the database (storage tier), and the business logic (application tier) would be on one of them or on both. While this increases the scalability of the applications and separates the display and the database, it still doesn't allow for true specialization of layers, so most applications will outgrow this model. An emerging strategy for application software companies is to provide web access to software previously distributed as local applications. Depending on the type of application, it may require the development of an entirely different browser-based interface, or merely adapting an existing application to use different presentation technology. These programs allow the user to pay a monthly or yearly fee for use of a software application without having to install it on a local hard drive. A company which follows this strategy is known as an application service provider (ASP), and ASPs are currently receiving much attention in the software industry.

Security breaches on these kinds of applications are a major concern because it can involve both enterprise information and private customer data. Protecting these assets is an important part of any web application and there are some key operational areas that must be included in the development process. This includes processes for authentication, authorization, asset handling, input, and logging and auditing. Building security into the applications from the beginning can be more effective and less disruptive in the long run.

Web design

It encompasses many different skills and disciplines in the production and maintenance of websites. The different areas of web design include web graphic design; interface design; authoring, including standardized code and proprietary software; user experience design; and

search engine optimization. The term web design is normally used to describe the design process relating to the front-end (client side) design of a website including writing mark up. Web design partially overlaps web engineering in the broader scope of web development. Web designers are expected to have an awareness of usability and if their role involves creating markup then they are also expected to be up to date with web accessibility guidelines. Web design partially overlaps web engineering in the broader scope of web development.

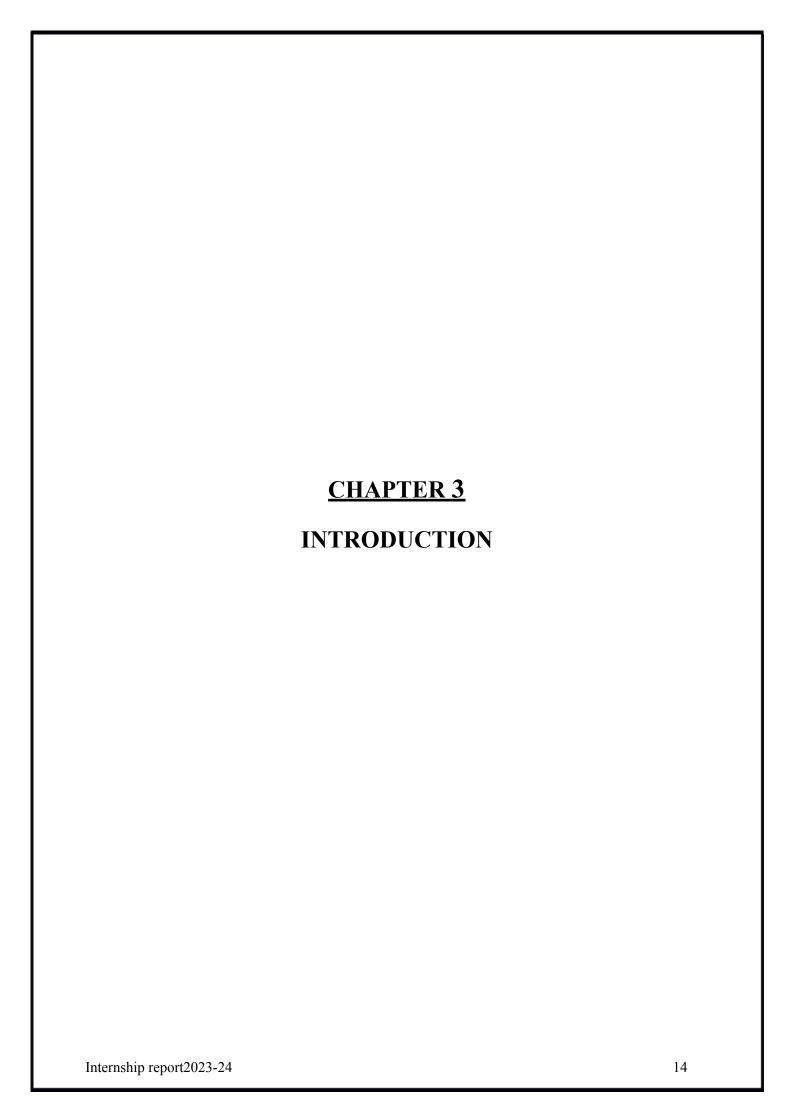
Departments and services offered

Varcons Technologies plays an essential role as an institute, the level of education, development of student's skills are based on their trainers. If you do not have a good mentor then you may lag in many things from others and that is why we at Varcons Technologies gives you the facility of skilled employees so that you do not feel unsecured about the academics. Personality development and academic status are some of those things which lie on mentor's hands. If you are trained well then you can do well in your future and knowing its importance Varcons Technologies always tries to give you the best.

They have a great team of skilled mentors who are always ready to direct their trainees in the best possible way they can and to ensure the skills of mentors we held many skill development programs as well so that each and every mentor can develop their own skills with the demands of the companies so that they can prepare a complete packaged trainee.

Services provided by Varcons Technologies.

- Core Java and Advanced Java
- Web services and development
- Dot Net Framework
- Python
- Selenium Testing
- Conference / Event Management Service
- Academic Project Guidance
- On The Job Training
- Software Training



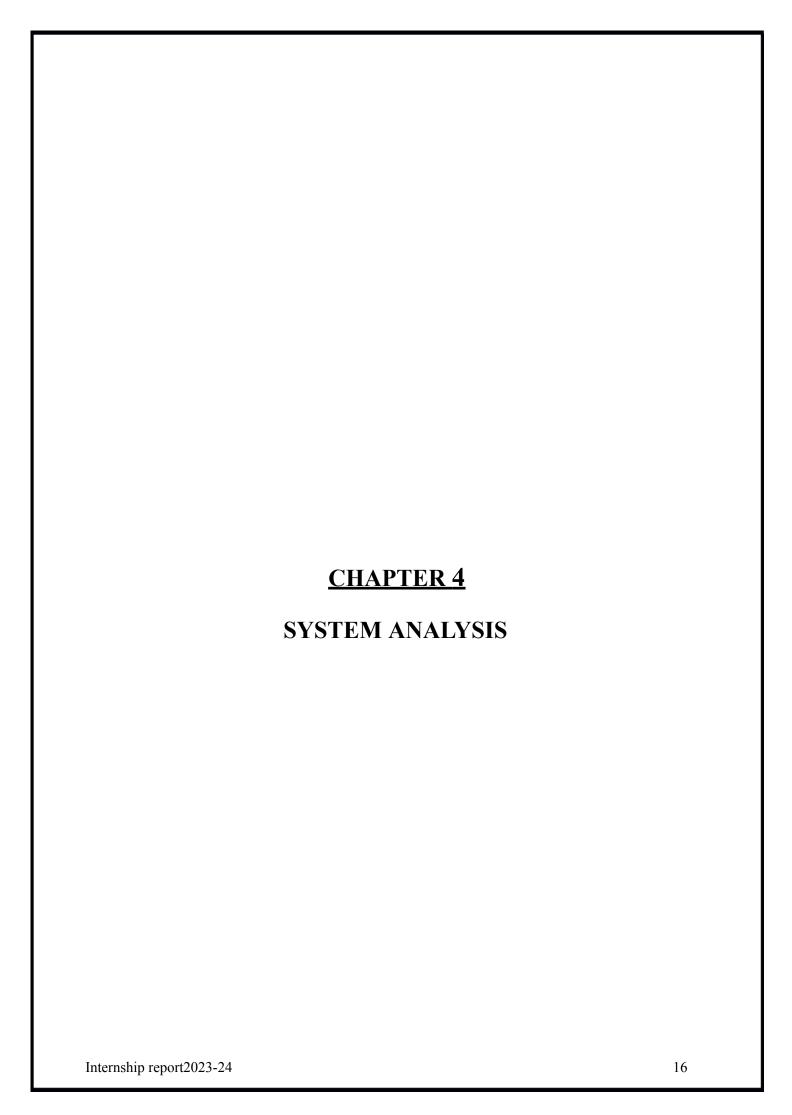
3. INTRODUCTION

Introduction to ML

Machine Learning (ML) is a transformative branch of artificial intelligence that's reshaping how we interact with data and technology. It involves creating algorithms that can learn from and make predictions or decisions based on data. Unlike traditional programming, where tasks are explicitly programmed, ML allows systems to learn and improve from experience without being explicitly programmed. This capability is especially crucial in areas where coding explicit rules is challenging or impractical.

Problem Statement

In the realm of social media, where data is vast and varied, understanding public sentiment is essential yet challenging. This project focuses on sentiment analysis, a specialized area of ML, aimed at deciphering the sentiment behind social media content, with a particular focus on movie reviews. Sentiment analysis is crucial for businesses and individuals to gauge public response, track brand reputation, and understand customer needs. By categorizing opinions into sentiments like positive, negative, or neutral, valuable insights can be gained from seemingly unstructured data.



4. SYSTEM ANALYSIS

1. Existing System

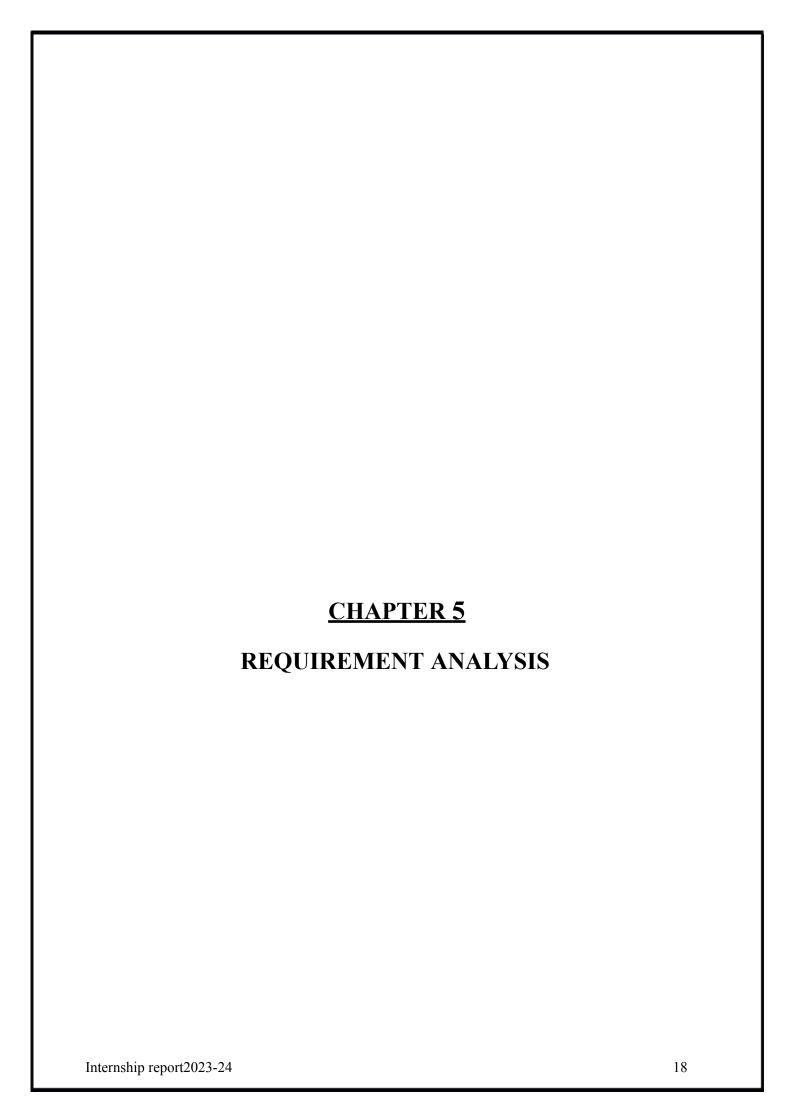
Traditional sentiment analysis systems often employ basic linguistic algorithms that process text through predefined rules. These systems struggle with the complexity of human language, especially when dealing with the informal and varied nature of social media text. Common challenges include understanding context, idiomatic expressions, sarcasm, and evolving internet slang, which often result in inaccurate sentiment classification.

2. Proposed System

To address these challenges, this project employs the Multinomial Naive Bayes classifier. This probabilistic classifier is adept at handling large datasets and excels in categorizing text into distinct classes based on word frequency. It's particularly effective in scenarios where the context and subtlety of language play a significant role, as in social media. By analyzing word occurrence and frequency, the algorithm can classify text data with a higher degree of accuracy compared to traditional models.

3. Objective of the System

The objective is to create a robust, efficient system capable of accurately analyzing and categorizing sentiments expressed in movie reviews on social media platforms. The system aims to improve the accuracy of sentiment analysis, adapting to the evolving language and expressions used in social media, and providing valuable insights for businesses and individuals alike.



5. <u>REQUIREMENT ANALYSIS</u>

Hardware Requirement Specification

The project requires a standard computer setup with a reliable internet connection. The hardware should be capable of handling moderate data processing tasks, including running Python scripts and managing sizable datasets.

Software Requirement Specification

- 1. Python: A versatile and widely-used programming language, essential for writing and running the ML script.
- 2. Jupyter Notebook: This interactive tool allows for the combination of explanatory text, live code, and visualizations in a single document, facilitating an intuitive development process.
- 3. Libraries: Key Python libraries are utilized:
 - a. NLTK (Natural Language Toolkit): Essential for text processing and cleaning tasks.
 - b. scikit-learn: Provides the necessary tools to implement and work with the Multinomial Naive Bayes model and other ML algorithms.

CHAPTER 6 DESIGN ANALYSIS

6. DESIGN & ANALYSIS

The design and analysis phase is a cornerstone of the sentiment analysis project, laying the groundwork for an effective and efficient system. This phase encompasses several critical steps, each contributing to the system's overall functionality and performance.

Data Preprocessing

Data preprocessing is the first and one of the most crucial steps in the design phase. This process involves preparing the raw data (movie reviews) for analysis. Key activities include:

- **Text Cleaning**: Removing unnecessary characters, such as punctuation, special characters, and numbers, which might not contribute to sentiment analysis. This also includes correcting typos and handling abbreviations.
- **Text Normalization**: Converting all text to a standard format, typically lowercase, to ensure uniformity. This step eliminates discrepancies caused by case differences in textual data.
- **Tokenization**: Breaking down the text into smaller units called tokens, usually words. Tokenization helps in analyzing the text at a granular level.

Vectorization

After preprocessing, the text data needs to be transformed into a numerical format that machine learning algorithms can interpret. This transformation is achieved through vectorization, a process where text data is converted into a numerical format. The project utilizes CountVectorizer, a tool provided by the scikit-learn library, for this purpose. Key aspects of vectorization include:

- **Term Frequency Representation**: CountVectorizer works by converting the collection of text documents into a matrix of token counts. This process involves counting the occurrence of each word or term in the document, providing a numerical representation of the text.
- **Handling Stop Words**: Commonly used words that do not contribute much to the sentiment of the text (like 'the', 'is', 'in') are filtered out during this process, as they are not useful for the analysis.

Model Selection and Design

The heart of the system's design is the selection of the appropriate machine learning model. The Multinomial Naive Bayes classifier is chosen for its effectiveness in text classification tasks. This model operates on the principle of Naive Bayes, which is based on Bayes' theorem with the 'naive' assumption of conditional Internship report2023-24

independence between every pair of features. Key considerations in model design include:

- **Handling Imbalanced Data**: Ensuring the model is trained on a balanced dataset where each sentiment category (positive, negative, neutral) is adequately represented.
- **Parameter Tuning**: Adjusting the model parameters to optimize performance. This includes setting the prior probabilities of each class and smoothing parameters to account for features not present in the learning samples.
- **System Architecture:** The overall architecture of the system is designed to be modular and scalable. It comprises several interconnected modules:
- Data Ingestion Module: Responsible for acquiring and importing data.
- **Preprocessing Module**: Handles all preprocessing tasks.
- Analysis and Modeling Module: Where the core analysis and machine learning modeling take place.
- Output and Visualization Module: Translates the model's findings into understandable and actionable insights, often visualized for ease of interpretation.

Evaluation Metrics

The design phase also outlines the key metrics for evaluating the system's performance. These include accuracy, precision, recall, and F1-score. These metrics provide a comprehensive assessment of the model's ability to correctly classify sentiments and are crucial for refining and improving the model.

CHAPTER 7 IMPLEMENTATION

7. IMPLEMENTATION

Implementation is the stage where the theoretical design is turned into a working system. The most crucial stage in achieving a new successful system and in giving confidence on the new system for the users that it will work efficiently and effectively.

The system can be implemented only after thorough testing is done and if it is found to work according to the specification. It involves careful planning, investigation of the current system and it constraints on implementation, design of methods to achieve the change over and an evaluation of change over methods a part from planning.

Two major tasks of preparing the implementation are education and training of the users and testing of the system. The more complex the system being implemented, the more involved will be the system analysis and design effort required just for implementation.

The implementation phase comprises of several activities. The required hardware and software acquisition is carried out. The system may require some software to be developed. For this, programs are written and tested. The user then changes over to his new fully tested system and the old system is discontinued.

TESTING

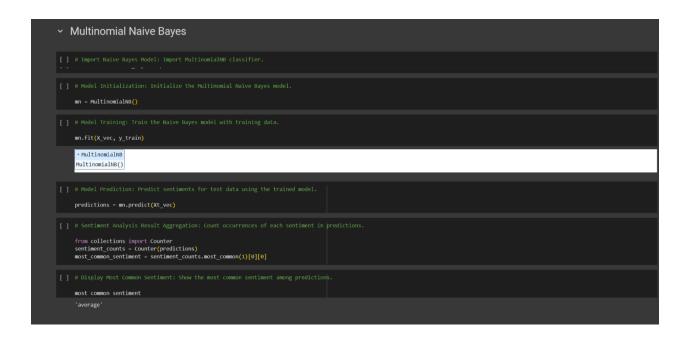
The testing phase is an important part of software development. It is the Information zed system will help in automate process of finding errors and missing operations and also a complete verification to determine whether the objectives are met and the user requirements are satisfied. Software testing is carried out in three steps:

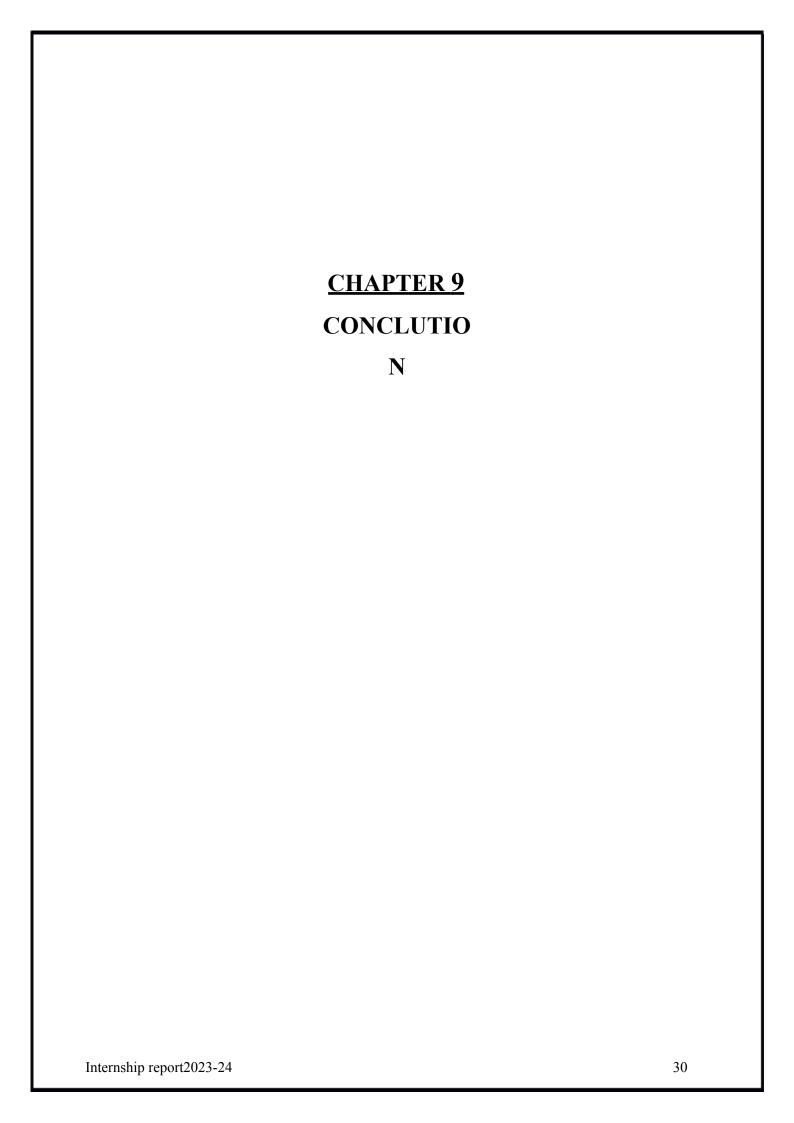
- 1. The first includes unit testing, where in each module is tested to provide its correctness, validity and also determine any missing operations and to verify whether the objectives have been met. Errors are noted down and corrected immediately.
- 2. Unit testing is the important and major part of the project. So errors are rectified easily in particular module and program clarity is increased. In this project entire system is divided into several modules and is developed individually. So unit testing is conducted to individual modules.
- 3. The second step includes Integration testing. It need not be the case, the software whose modules when run individually and showing perfect results, will also show perfect results when run as a whole.

CHAPTER 8 SNAPSHOTS

8. SNAPSHOTS

```
Vectorize
[7] # Import Vectorizer: Import CountVectorizer for text vectorization.
        from sklearn.feature extraction.text import CountVectorizer
[8] # Vectorization of Training Data: Convert cleaned training data to numerical format using CountVectorizer
        cv = CountVectorizer()
X_vec = cv.fit_transform(X_clean).toarray()
       ['acting' average' awesome' bad' better 'could' 'decent' deliver' didnt 'disappointed' 'doesnt' either' ending 'engaging' excitement' film' 'good' great' happy' hero' home' impression' leave' liked' lot 'loved' mark' movie' 'much' 'neither' 'nothing' 'okay' ordinary' 'particularly' 'plot' 'potential' 'really' 'special' 'stand' 'watch' 'write']
o, [11] # Vectorization of Test Data: Convert cleaned test data to numerical format using the same vectorizer.
        Xt vec = cv.transform(xt clean).toarray()
[12] # Display Vectorized Test Data: Show the numerical matrix of the vectorized test data.
```





9. CONCLUTION

The culmination of this project marks a significant achievement in the realm of sentiment analysis, particularly in the context of social media content. The system, designed around the principles of machine learning, specifically employing the Multinomial Naive Bayes algorithm, has demonstrated its capability to efficiently and accurately categorize sentiments in movie reviews. This chapter aims to encapsulate the successes, learnings, and future potential of the project.

Achievements

The primary achievement of this project lies in its ability to automate the sentiment analysis process, which traditionally required significant manual effort and was prone to subjectivity. Key achievements include:

- **High Accuracy**: The system has shown high accuracy in classifying sentiments, which is paramount in sentiment analysis.
- **Efficient Processing**: Capable of processing large datasets swiftly, the system ensures timely analysis, a critical factor in the fast-paced social media environment.
- **User-Friendly Interface**: The development of an intuitive interface allows users, regardless of their technical expertise, to interact with and benefit from the system.
- **Robustness**: The system demonstrates robustness in handling varied linguistic expressions found in social media content.

Challenges and Learnings

Throughout the project, several challenges were encountered and overcome, providing valuable learnings:

- **Handling Nuanced Language**: One of the most significant challenges was interpreting the nuances of human language, such as sarcasm and idioms. This was addressed through advanced NLP techniques and model tuning.
- **Dealing with Evolving Language**: Social media language is dynamic. The project highlighted the importance of continuously updating the system to adapt to new expressions and slang.
- Balancing Precision and Recall: Finding the right balance between precision (the system's ability to correctly identify positive sentiments) and recall (its ability to find all positive instances) was critical in ensuring the system's effectiveness.

Future Directions

Looking forward, the system holds immense potential for further enhancements and adaptations:

Algorithmic Improvements: Exploring more sophisticated algorithms and deep learning models could further enhance accuracy and efficiency.

Expanding the Dataset: Incorporating a more diverse and extensive dataset can help the system learn from a broader range of expressions and sentiments.

Real-Time Analysis: Integrating the system for real-time sentiment analysis on social media platforms could provide immediate insights into public opinion. Application in Other Domains: While the current focus is on movie reviews, the system's application could be expanded to other domains such as product reviews, customer feedback, and political discourse.

Final Thoughts

The project's success not only illustrates the power of machine learning in understanding human sentiments but also opens avenues for numerous applications where such insights are valuable. The journey from conceptualization to realization of this sentiment analysis system underscores the transformative potential of AI and ML technologies in harnessing the wealth of information available in social media content.

10. REFERENCE

- **Two Minute Papers**: A YouTube channel that provides short discussions on the latest research papers in artificial intelligence and computer science.

 <u>Two Minute Papers YouTube</u>
- Machine Learning Mastery: A website offering tutorials, advice, and tips on machine learning for developers. <u>Machine Learning Mastery</u>
- **Sentdex**: A YouTube channel focused on Python programming tutorials with an emphasis on machine learning, data analysis, and robotics. <u>Sentdex YouTube</u>
- **DeepMind**: The official website of DeepMind, a leading research organization in artificial intelligence, providing insights into their latest research and breakthroughs. <u>DeepMind</u>
- **Siraj Raval**: A YouTube channel offering educational videos on artificial intelligence, machine learning, and data science. <u>Siraj Raval YouTube</u>
- MIT Computer Science and Artificial Intelligence Laboratory: The website of MIT CSAIL, offering access to a range of research papers and articles in AI and computer science. MIT CSAIL
- **OpenAI**: The official website of OpenAI, an AI research and deployment company, providing resources and research papers. <u>OpenAI</u>
- Data Science Dojo: A YouTube channel that offers tutorials and lectures on data science, machine learning, and AI. <u>Data Science Dojo - YouTube</u>