A Government of Canada Initiative



User Story

# Public Service Commission

## Unstructured text mining from surveys

### Business Issue

As an analyst, I would like to extract and analyse information in unstructured text from open-ended questions from surveys, as well as providing summaries using interactive visuals.

### Background Material

The Public Service Commission is responsible for promoting and safeguarding a merit based, representative and non-partisan public service that serves all Canadians, in collaboration with its stakeholders. It also manages the tools for public service recruitment, providing applicants and managers with a single portal to access all public service job opportunities.

### Key Points to Remember

Identify topics or concepts that appear in the unstructured texts, determine the feasibility of clustering documents into homogenous subgroups or classifying documents into predefined categories. Ideally, user-influenced topic tables or converting unstructured text based character data into structured numeric data from unstructured data is expected. Summaries and visualizations that illustrate outcomes is beneficial.

You can use the following dataset to train your model:



### Relevant Keywords

Text mining, Analytics, Data Visualization, Knowledge Discovery, Natural Language Processing