Group No.: Group 14
Topic Name: Sentiment Analysis for Grievance Tracking
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S. No.	Paper Title	Year	Publication	Abstract	Future Scope	Algorithms	Datasets
1	Sentiment Analysis and Classification Based On Textual Reviews	2013	Mouthami, K., Devi, K. N., & Bhaskaran, V. M.	The paper highlights that document-level sentiment classification using the Bag of Words approach in the Support Vector Machine (SVM) algorithm has limitations, especially when dealing with multi-theme documents. The proposed method involves the Sentiment Fuzzy Classification algorithm incorporating parts of speech tags to improve classification accuracy, particularly on the Movie Review dataset.	The research indicates that future work could focus on improving sentiment analysis for multi-theme documents and further refining the accuracy of sentiment classification. Enhancements could include leveraging more advanced machine learning techniques, expanding datasets, and exploring the application of sentiment analysis in other domains beyond movie reviews, such as e-commerce and social media analysis.	• **Support Vector Machine (SVM)**: Used for document-level sentiment classification based on a Bag of Words approach. • **Sentiment Fuzzy Classification Algorithm**: Introduced in the paper to address fuzziness in sentiment polarity. The algorithm uses fuzzy set theory to classify sentiments as positive, neutral, or negative. It applies fuzzy membership functions with a semi-trapezoidal distribution for each sentiment class.	The **Movie Review Dataset** from Cornell University is utilized for sentiment classification. This dataset contains movie reviews with sentiments labeled as positive or negative.
2	An Analysis of Online Customer Complaints: Implications for Web	2002	Cho, N. Y., Im, N. I., Hiltz, R., & Fjermestad, J.	The research focuses on the effective resolution of customer complaints in online environments, emphasizing its	The research suggests that future studies could further explore the development of real-time, synchronous feedback	The paper does not mention specific algorithms. Instead, it discusses various strategies and methodologies for	• **Customer Service Centers Data**: The study analyzed 1,000 complaints

	Complaint Management			importance as a "defensive marketing" strategy. The study analyzes 1,000 complaints from e-business customer service centers and 500 complaints from online feedback systems. The findings suggest that fast response times and high-quality online customer service are crucial for maintaining customer satisfaction. Additionally, the study provides guidelines for successful electronic Customer Relationship Management (e-CRM), stressing the need for product-specific strategies in handling complaints.	systems for online customer service. There is also potential for investigating more advanced strategies for managing complaints related to sensory products (e.g., clothing, cosmetics), where physical inspection isn't possible online. Enhancing e-CRM systems by integrating more interactive communication technologies is highlighted as a significant area for further research and development.	analyzing online customer complaints and managing them effectively within the context of e-CRM.	from three major e-business customer service centers (identified as ABC.com, XYZ.com, and PQR.com). • **Online Feedback Systems Data**: The study also considered 500 complaints collected from online feedback systems like Epinions.com, CNET.com, and eComplaints.com.
3	Priority Based Sentiment Analysis for Quick	2018	Deshmukh, K. V., & Shiravale, S. S.	The paper presents a framework developed for the Pune Municipal Corporation (PMC)	The authors suggest implementing this system for the Pune Municipal Corporation (PMC)	• **Support Vector Machine (SVM)**: Used for sentiment analysis to classify the intent of the	The paper mentions creating a **static dataset** consisting of questions and answers for

	Response to Citizen Complaints			that allows citizens to register complaints in natural language and receive immediate responses. The system tackles challenges in understanding short text, which often lacks proper syntax, is noisy, and ambiguous. The framework uses WordNet for semantic knowledge and applies machine learning algorithms to analyze and prioritize citizen complaints based on sentiment analysis. The goal is to ensure efficient service delivery and enhanced customer satisfaction with minimal human intervention.	and highlight the potential for expanding the system to other municipalities. Future work could focus on enhancing the accuracy of short text understanding and sentiment analysis, possibly by integrating more sophisticated natural language processing techniques and expanding the knowledge base.	user's short text input and determine the intensity of the sentiment (positive, negative, or neutral). • **Naïve Bayes Classifier**: Employed to classify text based on the probability of specific words belonging to a particular label. • **Maximum Entropy (ME)**: A probabilistic classifier used when there are no assumptions about the data. It helps in determining the polarity of the text.	common queries. A **dynamic dataset** is also used for handling new or unlisted queries, which are managed by an administrator.
4	Sentiment Classification of Indian Banks' Customer Complaints	2019	Krishna, G. J., Ravi, V., Reddy, B. V., Zaheeruddin, M., Jaiswal, H.,				

			Teja, P. S. R., & Gavval, R.				
5	SENTIMENT ANALYSIS ON TWITTER USING STREAMING API	2017	Trupthi, M., Pabboju, S., & Narasimha, G.				
6	Sentiment Analysis Application and Natural Language Processing for Mobile Network Operators' Support on Social Media	2019	Ogudo, K. A., & Nestor, D. M. J.				
7	Twitter Text Mining for Sentiment Analysis on People’s Feedback about Oman Tourism	2019	Ramanathan, V., & Meyyappan, T.				

8	Sentiment Analysis for Reviews of Restaurants in Myanmar Text	2017	Aye, Y. M., & Aung, S. S.				
9	Twitter Sentiment Analysis for Product Review Using Lexicon Method	2017	Ray, P., & Chakrabarti, A.				
10	Thai Sentiment Analysis for Consumer's Review in Multiple Dimensions Using Sentiment Compensation Technique (SenseComp)	2018	Porntrakoon, P., & Moemeng, C.				
11	Performance Analysis of Different	2019	Haque, M. R., Lima, S. A., & Mishu, S. Z.				

	Neural Networks for Sentiment Analysis on IMDb Movie Reviews						
12	Public Opinion Detection in an Online Lending Forum: Sentiment Analysis and Data Visualization	2020	Zhan, G., Wang, M., & Zhan, M.				
13	Analysis of Various Sentiment Analysis Techniques of NLP	2021	Parikh, S. M., & Shah, M. K.				
14	Sentiment Analysis of Yelp Reviews by Machine Learning	2019	S, H., & Ramathmika, R.				

15	Indic SentiReview: Natural Language Processing based Sentiment Analysis on major Indian Languages	2019	Hadiya, N., & Nanavati, N.				
16	An Effective Hybrid Model for Opinion Mining and Sentiment Analysis	2017	Yang, N. K., Cai, N. Y., Huang, N. D., Li, N. J., Zhou, N. Z., & Lei, N. X.				
17	Sentiment Analysis of Chinese Product Reviews using Gated Recurrent Unit	2019	Lee, J. S., Zuba, D., & Pang, Y.				
18	Social Network and Sentiment Analysis:	2020	Nkomo, L. M., Ndukwe, I. G., &				

	Investigation of Students' Perspectives on Lecture Recording		Daniel, B. K.				
19	Sentiment Analysis of IMDb Movie Reviews Using Long Short-Term Memory	2020	Qaisar, S. M.				
20	Feature Extracted Sentiment Analysis of Customer Product Reviews	2016	Devasia, N., & Sheik, R.				
21	Aspect-based Sentiment Analysis for Indonesian Restaurant Reviews	2017	Ekawati, D., & Khodra, M. L.				
22	Extracting Sentiment from	2015	Georgiou, D., MacFarlane				

	Healthcare Survey Data: An Evaluation of Sentiment Analysis Tools		, A., & Russell-Rose, T.				
23	Implementation of Sentiment Classification of Movie Reviews by Supervised Machine Learning Approaches	2019	Untawale, T. M., & Choudhari, G.				
24	A Framework for Laptop Review Analysis	2015	Chatchaithanawat, T., & Pugsee, P.				
25	An Effective Social Network Sentiment Mining Model for Healthcare Product	2018	Kao, L. J., & Huang, Y. P.				

	Sales Analysis						