

Priority Rating of Tweets based on Current Trends of the Society

¹Shivani.R, ¹Sivaranjani.B, ¹Vaishnave.V.S, ²Ms.Pradeepa.S

¹Student, ²Assistant Professor, Department of Computer Science and Engineering,
Sri Krishna College of Engineering and Technology

13bc133@skcet.ac.in, 13bc142@skcet.ac.in, 13bc157@skcet.ac.in, pradeepas@skcet.ac.in

Abstract--Priority rating of tweets based on the current trends of the society mainly focuses on sanitation and development of a municipal corporation. To make it possible, the people who belong to the municipal corporation are provided with an opportunity of raising a complaint regarding any issue that take place in their locality. The issues are garbage management, water supply, electricity management, road repairs or layering of roads and threatening of animals. To raise the complaints through this medium for municipal corporation regarding the above categories, a simplified solution is designed where the different type of complaints made by people are integrated. In existing system there is a lack of communication between people and government which resulted in bribery. The main purpose is to help the public who are facing different problems in the localities by this online application. Identification and solution for the complaints given by the people, rectifying them within the system generated time limit is the main concept of the project. If it is not solved, then the report is automatically forwarded to the higher authorities so that it maintains an effective problem solving solution. This system acts as the best solution for incoming bulk complaints.

Index Terms: Priority, Municipal Corporation, K-Means, issues and Solution for problem.

I. INTRODUCTION

In a developing country like India, there is no direct communication between people & government. Lack of communication

between people and government create a way for bribery. Still if unethical ways are followed there is no grantee that the desired work can be finished or not within given time. It is very costly thing to sacrifice a leave to lodge a complaint in person to the municipal corporation. The main purpose of the project is to help the public who are facing different problems in the localities by this online application. This project is having that potential to reduce the gap between people and Govt. It can control unethical work of bribe and even it can reduce the processing time. In this project, identification and solution for the complaints given by the people, rectifying them within the system generated time limit is the main concept of the project. A clear report is generated by the system which shows assignee name, complaint type/department, etc. All the above attributes help while viewing the report of complaints. The admin examines weather the problem is rectified or not within the grace period. If it is not solved, then the report is automatically forwarded to the higher authorities so that it maintains an effective problem solving solution.

II. RELATED WORK

In earlier existing systems, one must visit the office and complaints given through written statement. Based on the priority, the complaint can be submitted in drop box or directly to the commissioner or the concerned department, which may take physical effort and time consuming task. In this existing system, one cannot get any acknowledgement that the complaint has been received. Guarantee for problem

solution is given through verbal communication. Hence, it is not meant for problem solution.

Xiaojiang Lei (2015) proposed a sentiment-based rating prediction method (RPS) to improve prediction accuracy in recommender systems. It is fully for items/products. It mainly focuses on the sentimental analysis of the product and it gives the review about that product. Allows organizations to deliver highly scalable. Security is a significant concern in public reviews.

Anja Rudar (2015) proposed a method on sharing the content in twitter that spreads within a second. The information will be viewed world-wide. Then the current updating will be possible. The news and events shared in twitter are not always true and hence there occurs some security issues.

Puneet Agarwal (2015) proposed a method which highly extracts all the current trend and activities that shared in the twitter that is real-time event. It will useful to update the current events in the society. There occur some security issues while extracting data from the real-time event like twitter.

In these kind of systems there occurs some security issues and hence there is no acknowledgement about the complaints given by the people. And there is no guarantee about all the issues that is posted by the people. The issues are further analysed and the necessary steps are taken. The main disadvantage of existing system is book keeping for all the complaints given by the customers. Hence, it is paper consuming task. There is no complaint acknowledgement given for the user, which is used for future references. People don't get time period for problem recovery.

III. PROPOSED SYSTEM

This main purpose of this paper is to help the public who are facing different

problems in the localities by this online application. This project is having that potential to reduce the gap between people and Government. It can control unethical work of bribe and even it can reduce the processing time. In this project identification and solution for the complaints given by the people, rectifying them within the system generated time limit is the main concept of the project. A clear report is generated by the system which shows assignee name, complaint type/department, etc. All the above attributes help while viewing the report of complaints. The admin examines whether the problem is rectified or not within the grace period. If it is not solved, then the report is automatically forwarded to the higher authorities so that it maintains an effective problem solving solution.

The main objective of this project is to make easy the process of complaint reporting with very simplified and effective way. This project involves major problem solving modules where these acts as best solution for incoming bulk complaints. For every submission of complaint, the user gets complaint acknowledgement. All these type of acknowledgement is generated by the computer; the solution of time may differ from the type of the complaint and category. To make any complaint, it is made mandatory for the user to mention his contact details, so that it does not receive any anonymous complaint details. Data Mining concepts like k-means clustering algorithm is a method of vector quantization, originally from signal processing, that is popular for cluster analysis in data mining. K-means clustering aims to partition n observations into k clusters in which each observation belongs to the cluster with the nearest mean, serving as a prototype of the cluster. This results in a partitioning of the data space into cells.

3.1 MODULE DESCRIPTION

3.1.1 ADMINISTRATOR MODULE

Login

The authorized administrator this system is provided with the username and password to login in this module.

Add categories

The administrator is able to add new categories of the issues in this module.

Add area

The areas are added in this system by the admin so that the user can select their particular area during registration.

View user

The administrator can view the registered social media users in this module.

Add location

The admin can add the location in this module. Then the user can select their current location to post the issues.

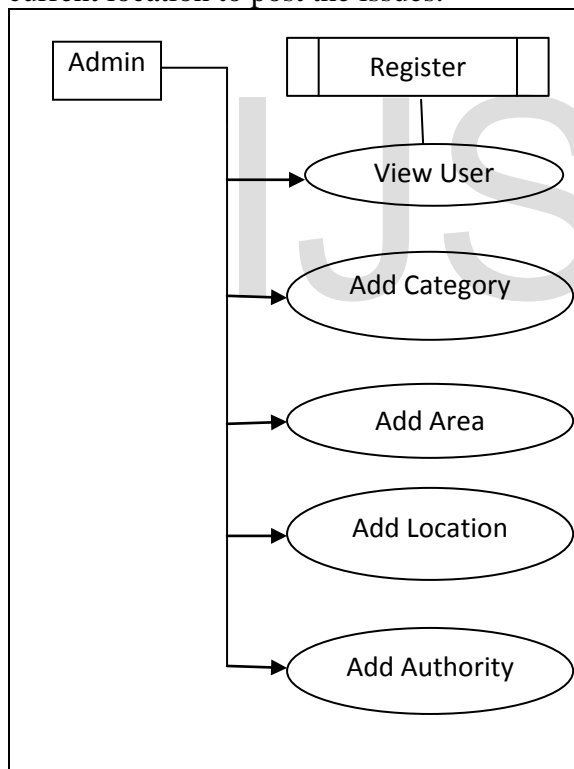


Fig. 3.1 Proposed system (admin)

Figure 3.1 represents the work of admin like adding category, area, location and authority. Then the user can select their current location to post their issues.

3.1.2. USER MODULE

Register

This module allows the new user to get registered in this system by providing the basic necessary information.

Login

The registered users provide their username and password and login in this module to access their account.

Update profile

In this module the users can update their profile by changing the user name and password and also their current location.

Share post

The registered user can share their issues in this page. The issues will be displayed only to the other users of the same location.

View post

The user of the particular area and location can view the issue posted by other user of the same location.

Rating

The rating can be done by all the other users of the particular area. Based on the rating the mail will be send to the higher authority of the particular area. Then the necessary steps will be taken by the higher authorities.

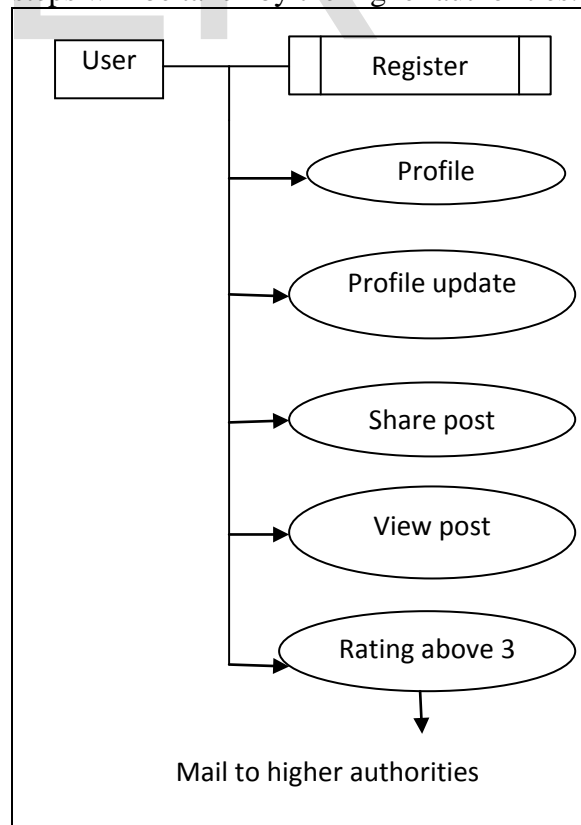


Fig 3.2 proposed system (user)

IV. RESULTS AND DISCUSSION

Hence the proposed system will be so useful for the person who wants to share their needs and issues of their area. This system provides guarantee for the user that the issues posted by the people will be definitely taken to the higher authorities of their area. Then the actions will be taken immediately. If suppose the higher authorities are not responding properly for the mail then the warning post will be automatically posted in the public page. Hence the higher authorities will consider the issues posted by the people.

V. CONCLUSION AND FUTURE WORK

This system is fully online based and it is used to help the public who are facing different problems in the localities by this online application. This system is having that potential to reduce the gap between people and government. It can control unethical work of bribe and even it can reduce the processing time. A clear report is generated by the system which shows assignee name, complaint type/ department, etc. All the above attributes help while viewing the report of complaints. The admin examines weather the problem is rectified or not within the grace period. If it is not solved, then the report is automatically forwarded to the higher authorities so that it maintains an effective problem solving solution.

This system will be used by all the people to post about the issues and needs occurred in their area. Then all theirs issues will be gathered by using k-means clustering algorithm. It is metric to measure the similarity of issues posted by other users in their area, and calculate user issues and needs based on the particular area. Then by using JavaMail API the mail will be send to the higher authority.

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