

Sentiment Analysis Chatbot for Offensive and Hate Speech Detection in Conversations

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Date of Submission: 28-03-2026

Date of Acceptance: 08-04-2026

ABSTRACT: The way people communicate and exchange information has changed considerably as a result of the fast expansion of online communication channels. But this growth has also led to a noticeable rise in offensive language and hatred speech, raising significant ethical, psychological, and social problems. Traditional content moderation techniques include straightforward keyword-based filtering and manual review are becoming more and more inadequate. Scalability with these methods is sometimes difficult, and they frequently miss the contextual subtleties and changing patterns of human language. This research centres on the creation and execution of a Sentiment Analysis Chatbot for the identification of hate and offensive speech. Experimental analysis showed that the model had around 68% validation accuracy and a 99% training accuracy. Although the high learning accuracy suggests great learning ability, the validation performance mirrors modest generalization fit for a prototype system. Further system testing confirmed low-latency classification, accurate real-time flagging of inappropriate content, and seamless integration between the chatbot interface, the classification model, and the administrative tools.

KEYWORDS: Sentiment analysis, Chatbot, Offensive, Hate speech, Conversation.

I. INTRODUCTION

The spread of internet communication channels including social media, messaging applications, and discussion forums has changed how people interact, exchange knowledge, and participate in conversation. These forums have become absolutely necessary for worldwide connection, facilitating quick information sharing and promoting virtual communities. This enhanced connectivity has also exacerbated issues like cyberbullying, hate speech, and the distribution of offensive content that might have significant social, psychological, and even physical repercussions [1].

Often exacerbating disputes and fostering hostile virtual environments, hate speech which is defined as language that attacks or discriminates against people or groups depending on traits such race, religion, or gender [2]. Offensive language which may contain profanity or insulting words similarly destroys meaningful discussion and can cause user withdrawal or mental suffering [3].

Researchers and technologists have increasingly turned to Artificial Intelligence (AI) and Natural Language Processing (NLP) to create automated content moderation systems in order to alleviate these problems. Originally used to detect positive, negative, or neutral sentiments, sentiment analysis, a branch of NLP, has developed from simply to address more complex tasks like spotting hostile or toxic language in text [4]. Using machine learning algorithms, sentiment analysis models can categorize text according to its emotional tone or intent, hence allowing for real-time detection of harmful material. Capturing contextual subtleties in language, recent advances in deep learning especially transformer-based models like BERT (Bidirectional Encoder Representations from Transformers), have greatly improved the accuracy of hate speech detection [5].

As interactive AI systems, chatbots give a hopeful foundation for combining sentiment analysis into online platforms. Chatbots equipped with natural language processing (NLP) can monitor interactions, highlight harmful material, and provide real-time feedback to moderators or users. Unlike conventional moderation technologies based on static keyword filters, current chatbots use complex algorithms to recognize context, humor, and hidden hate speech, hence making them more suited for dynamic internet environments [6]. Integrating sentiment analysis with chatbots, for example, has been demonstrated in studies to lower fake positives in content moderation by differentiating between humorous offensive language and real hate speech [7].

The need of resolving online toxicity is emphasized by the rising number of user-generated

material, which renders hand moderation ineffective. Estimates indicate that many of millions of daily posts processed by sites like Twitter (now X) and Reddit include sensitive or overt varieties of offensive speech [8]. The constraints of manual moderating and simple filtering systems emphasize the need for smart, automated solutions that may scale with data volume while still maintaining great accuracy. Particularly in multilingual environments, recent research stresses how crucial context-aware systems able to adjust to different linguistic patterns and cultural subtleties are [9].

The development and deployment of a Sentiment Analysis Chatbot for Offensive and Hate Speech Detection in Conversations is the main emphasis of this project. The suggested system seeks to immediately find and categorize hazardous content by combining sophisticated NLP techniques, machine learning models, and chatbot systems, hence giving administrators usable insights for content moderation. Building on recent developments in AI-driven moderation solutions, this study aims to help create safer online communication environments by tackling the difficulties of identifying hostile and offensive speech [10].

The prevalence of damaging talks distinguished by offensive remarks, hate speech, and toxic behaviour has been raised by the widespread use of online communication tools. Manual moderation not only takes a long time but also falls short of managing the daily quantity of material produced. Because they depend on keyword matching and miss context-based hatred speech or subdued unpleasant language, existing profanity filters are frequently restricted

Intelligent systems will be able to automatically recognize and categorize dangerous content separate from benign or neutral communication are needed by this gap. Without such solutions, online communities risk exposure to toxic environments that discourage healthy interactions and put users, particularly vulnerable groups, at risk.

II. LITERATURE REVIEW

Early sentiment analysis relied on lexicon-based methods, later improved by machine learning (SVMs, logistic regression). Deep learning approaches, especially LSTMs and transformers like BERT, significantly improved accuracy in hate speech detection. Chatbots have evolved from rule-based systems to intelligent moderation tools capable of contextual analysis. Despite progress, challenges remain in sarcasm detection, multilingual

adaptation, and ethical bias mitigation. This study addresses the gap by integrating a chatbot with real-time detection and administrative tools.

Uses and gratifications theory further clarifies motives for poisonous encounters, including venting frustrations or seeking social validation. Dialogic theory [11] emphasizes polyphonic voices in conversation settings where hate speech interrupts equal exchange. These hypotheses highlight the necessity of artificial intelligence interventions that restore balanced interaction, matching Habermas's ideal speech situation, which promotes undistorted communication free from compulsion [12]. Recent uses in digital sociology show how algorithms might simulate social norms to lessen toxicity [13].

Based on appraisal theory [14], which sees emotions as evaluations of events, sentimental analysis lets computational mapping of text to affective states. Model based on polarity evolved from Quirk grammar, which classifies adjectives and adverbs for valence. Subjectivity detection separates opinionated from real language using stance theory.

Using frame semantics, aspect-based sentiment analysis (ABSA) pinpoints targeted entities in opinions. Using incongruity theory, sarcasms are discovered when incongruent literal and implied meanings produce ironic purpose. Criticisms from cultural linguistics point out relativism as sentiment markers like irony vary cross-culturally. These bases promote sophisticated toxicity identification, moving from rule-based to probabilistic models guided by Bayesian inference for dealing with uncertainty.

Speech act theory identifies words as directions or commissives that evoke harm, therefore connecting pragmatic and sociolinguistics. According to cumulative damage theory, frequent microaggressions degrade dignity. Offensive language pulls from taboo semantics, where profanity signals in-group solidarity or violence.

Critical race theory views hatred as institutionalized repression, therefore strengthening marginalized voices' vulnerability. Theory of intersectionality draws attention to combined detection prejudice. Legal opinions invoke the harm principle, therefore balancing expression with protection. Recent decolonial theories challenge Western-centric definitions and push for culturally sensitive models. These lenses guide ethical detection by stressing purpose above form to differentiate restored language from malice

This research integrated chatbots for general conversations distinguishing humor from hate, lacking admin tools and real-time English

focus without multimedia. This study fills this via BERT-chatbot hybrid for scalable, context-aware detection on public datasets, emphasizing F1 evaluation.

III. METHODOLOGY

The proposed system introduces a modern and automated approach to hate speech and offensive content detection by employing a chatbot framework enhanced with sentiment analysis and deep learning techniques. Central to the system's design is the integration of a Bidirectional Encoder Representations from Transformers (BERT) model, which enables context-aware classification of user inputs. By leveraging transfer learning, the model is fine-tuned on relevant datasets to better distinguish between neutral, offensive, and hate-oriented text, thereby overcoming the limitations of traditional keyword-based systems. This allows the system to interpret conversational language more effectively, particularly in cases involving subtle expressions, indirect aggression, or complex sentence structures.

The system architecture is modular, comprising dedicated components for text preprocessing, feature extraction, model inference, and result presentation. This modular structure enhances maintainability, scalability, and potential extensibility for future improvements. In operation, the chatbot processes user queries in real time and generates both classification outputs and context-aware explanations, offering an interactive and interpretable user experience. Preliminary evaluations suggest that this deep learning-driven design can achieve significant accuracy improvements over rule-based approaches, thereby providing a more reliable and adaptive solution for automated content moderation.

The suggested solution provides a number of important upgrades that solve the constraints of current technologies. First, it helps context-aware detection by using BERT's capacity to record semantic relationships and deep contextual embeddings, hence allowing the model to distinguish subdued or implied forms of hate speech from harmless expressions. Reducing reliance on manual moderation also improves automation and operational efficiency, thereby lowering human involvement and operating expenses greatly in large-scale installations. Its design also aids real-time moderation by including integrated notifications and administrative dashboards that enable instantaneous flagging, monitoring, and intervention a vital feature for dynamic communication environments like live chats. To guarantee robustness and efficiently deal with class

imbalance issues present in hate speech datasets, the system next includes thorough evaluation methods utilizing performance measures as accuracy, precision, recall, F1-score, and AUC

Program Development: Environment Choice: Python selected for its ecosystem in NLP/ML, facilitating rapid prototyping.

Methodology: Agile iterative development, with unit tests (pytest) for modules and integration testing post-assembly.

Artificial Intelligence: The chatbot employs rule-based and ML-driven logic for conversation flow, using sentiment analysis to route responses (e.g., empathetic replies for negative sentiment). Integration with APIs like OpenAI for advanced dialogue if needed.

Machine Learning: BERT fine-tuning involves freezing lower layers, training classifier head on labeled data. Hyperparameter tuning via GridSearchCV. Evaluation includes confusion matrices and ROC curves to assess per-class performance.

Data Analysis: Involves cleaning datasets for noise/imbalance (e.g., SMOTE oversampling), statistical tests (chi-square for feature significance), and visualizations (word clouds for common hate terms) to derive insights.

IV. RESULTS AND DISCUSSION

The system's classification engine is powered by a Long Short-Term Memory (LSTM) neural network, selected for its effectiveness in handling sequential text data. The model was trained on a labeled hate-speech dataset and evaluated across multiple epochs. Key results include:

- **Training Accuracy:** The model achieved a peak training accuracy of 99.0% by the 9th epoch, demonstrating strong learning capacity and effective pattern recognition.
- **Loss Reduction:** The training loss significantly decreased from 0.69 to 0.033, indicating that the model progressively minimized prediction errors.
- **Validation Accuracy:** The model achieved a validation accuracy of approximately 68%, reflecting reasonable generalization to unseen data although with room for improvement.

User Interface Implementation:

The conceptual system architecture was translated into a fully functional, responsive web application. The interface

- **Performance Analysis:** The LSTM network achieved excellent training performance (99%) and demonstrated its ability to detect harmful language. The notable difference between training and validation accuracy (68%) suggests the need for more diverse training data to handle broader linguistic variations. Nonetheless, the model is reliable for prototype-level deployment.

- **System Usability and User Experience:**

The chat-based design replicates real-world communication platforms, making the system intuitive. The instant feedback mechanism (color-coded warnings) acts as both a moderation tool and a behavioral guide.

From the administrative perspective, the dashboard provides:

- High-level insights
- Actionable moderation tools
- Exportable logs for analysis

was designed with usability, clarity, and real-time interactivity in mind. Below are the major modules implemented:

This enhances transparency and usability.

- **Real-Time Responsiveness:** The use of WebSocket was pivotal in achieving high responsiveness. Unlike traditional HTTP cycles, WebSocket maintained continuous communication, enabling dynamic message flagging without refreshing the page. This confirms the viability of integrating automated toxicity detection in real-time communication systems.

The findings reveal that the implemented system effectively detects and flags offensive and hate speech in real-time. The integration of a deep learning model with a responsive web interface delivers a practical solution for automated moderation. The project successfully meets its objectives and establishes a strong foundation for future enhancements such as multilingual support, improved model generalization, and extended analytics.

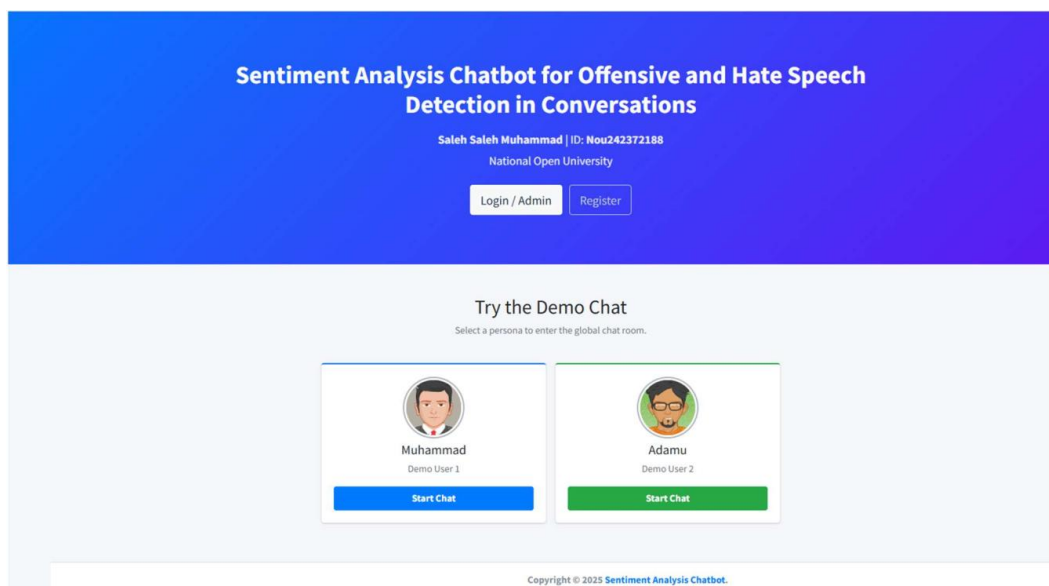


Figure 1: Landing Page Screenshot

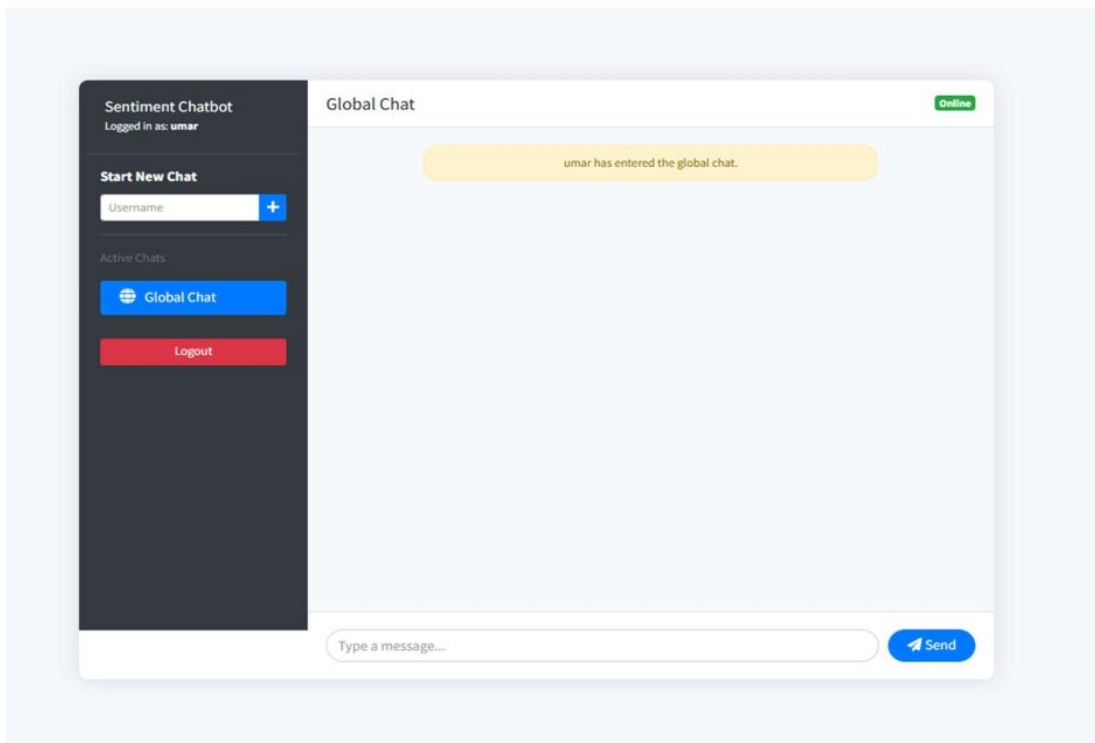


Figure 2: Chat Interface Screenshot

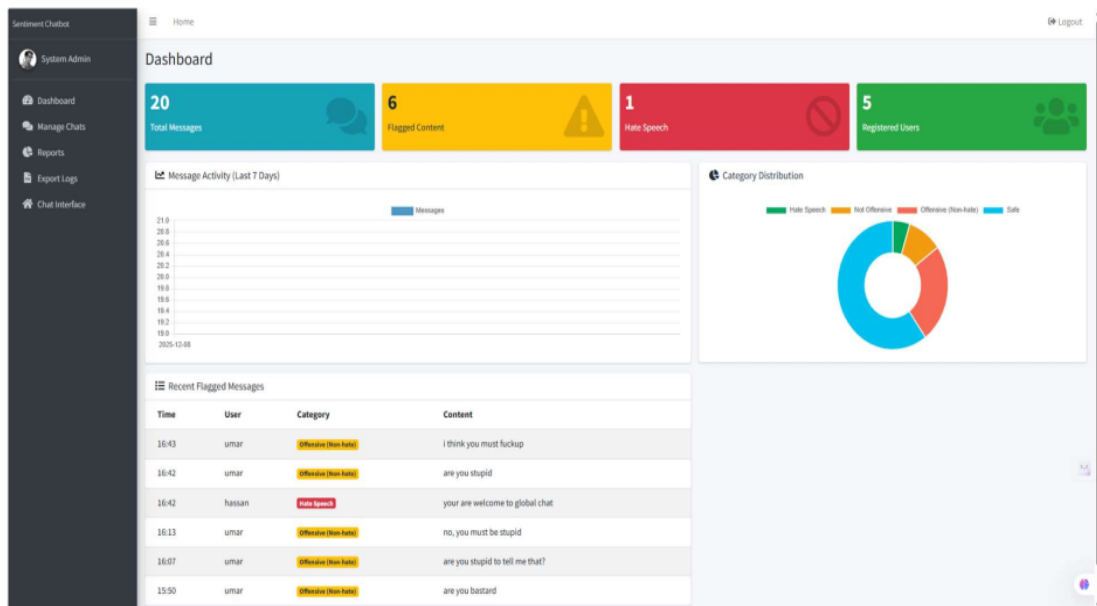
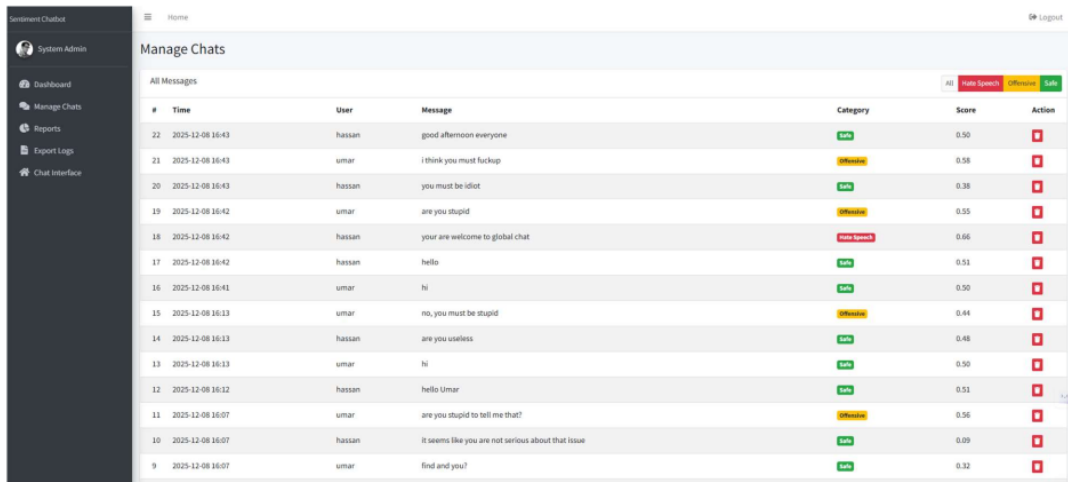


Figure 3: Admin Dashboard Screenshot



#	Time	User	Message	Category	Score	Action
22	2025-12-08 16:43	hassan	good afternoon everyone	Safe	0.50	[X]
21	2025-12-08 16:43	umar	i think you must fuckup	Offensive	0.58	[X]
20	2025-12-08 16:43	hassan	you must be idiot	Safe	0.38	[X]
19	2025-12-08 16:42	umar	are you stupid	Offensive	0.55	[X]
18	2025-12-08 16:42	hassan	your are welcome to global chat	Hate Speech	0.66	[X]
17	2025-12-08 16:42	hassan	hello	Safe	0.51	[X]
16	2025-12-08 16:41	umar	hi	Safe	0.50	[X]
15	2025-12-08 16:13	umar	no, you must be stupid	Offensive	0.44	[X]
14	2025-12-08 16:13	hassan	are you useless	Safe	0.48	[X]
13	2025-12-08 16:13	umar	hi	Safe	0.50	[X]
12	2025-12-08 16:12	hassan	hello Umar	Safe	0.51	[X]
11	2025-12-08 16:07	umar	are you stupid to tell me that?	Offensive	0.56	[X]
10	2025-12-08 16:07	hassan	it seems like you are not serious about that issue	Safe	0.09	[X]
9	2025-12-08 16:07	umar	find and you?	Safe	0.32	[X]

Figure 4: Manage Chats Screenshot

V. SUMMARY

This research focused on the design and implementation of a Sentiment Analysis Chatbot for Offensive and Hate Speech Detection using an LSTM-based deep learning model integrated into a real-time web-based chat application. The project addressed the increasing concerns surrounding toxic communication on digital platforms by creating a system capable of identifying and flagging harmful content instantly.

A detailed review of related works, system design methodologies, and implementation strategies was presented in earlier chapters. The system was developed using Flask-SocketIO for real-time communication, a secure user authentication module, an intuitive chat interface, and an administrative dashboard for system monitoring. The LSTM model was trained on a hate-speech dataset and demonstrated high performance in classifying text into Safe, Offensive, and Hate Speech categories. Comprehensive testing including unit testing, integration testing, and interface validation confirmed that the system operated effectively with minimal latency.

Overall, the research successfully demonstrated how artificial intelligence techniques can be embedded into modern web communication systems for improved digital safety and content moderation.

Conclusion: The study concludes that the integration of deep learning techniques with modern web technologies provides an effective and practical solution for detecting and managing offensive and hate speech in online interactions. The LSTM model's high training accuracy and reasonable

validation accuracy indicate its capacity to learn toxic linguistic patterns and provide reliable real-time classifications.

The implemented web application proved efficient, user-friendly, and responsive, with features that support both regular users and administrators. The Admin Dashboard, real-time feedback mechanism, and secure authentication system collectively contribute to the system's robustness. The research findings demonstrate that automated moderation can significantly enhance the safety of digital communication spaces without compromising user experience.

Although the model showed strong performance, its generalization capability could be further enhanced with larger and more diverse datasets. Nonetheless, the system serves as a valuable prototype capable of being scaled and extended for broader adoption

Recommendations: Based on the findings and limitations identified in this study, the following recommendations are proposed:

- Dataset Expansion:** Future implementations should incorporate larger, multilingual, and more diverse datasets to improve model generalization across different linguistic contexts and cultural expressions.
- Model Upgrade:** Advanced transformer-based models such as BERT, RoBERTa, or DistilBERT could be integrated to achieve superior accuracy and contextual understanding beyond what LSTM networks provide.
- Enhanced User Education:** Introducing educational prompts or suggestions could help

users better understand why certain messages are flagged, promoting more responsible digital communication.

4. **Improved Admin Tools:** Additional functionalities such as predictive analytics, incident reporting, or automated banning systems could further enhance moderation capabilities.

5. **Security Enhancements:** Strengthening the authentication system using multi-factor authentication (MFA) and encrypting chat logs can help protect user data and maintain platform integrity.

Application Areas: The developed system has potential applications across numerous domains, including:

- **Social Media Platforms:** For monitoring and moderating user-generated content.

- **Educational Institutions:** To promote safe online learning communities and prevent cyberbullying.

- **Customer Service Chat Systems:** To detect abusive or inappropriate messages directed at customer support agents.

- **Online Gaming Communities:** To minimize toxicity in multiplayer chat environments.

- **Corporate Communication Tools:** For maintaining professional standards in internal communication networks.

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