

ToxiShield: A Next-Generation Intelligent Framework for Toxic Comment Detection Using Machine Learning and Natural Language Processing

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Abstract — The rapid growth of social media platforms and online communication has significantly increased the volume of user-generated content, creating new challenges in identifying toxic language, hate speech, cyberbullying, and abusive comments. These harmful interactions negatively affect online communities, user well-being, and digital safety, highlighting the need for intelligent and automated content moderation systems. This paper presents ToxiShield, a next-generation intelligent framework for toxic comment detection that integrates Machine Learning (ML) and Natural Language Processing (NLP) techniques to accurately classify online comments as toxic or non-toxic. The proposed framework employs comprehensive text preprocessing, including tokenization, stop-word removal, text normalization, lemmatization, and feature extraction using Term Frequency–Inverse Document Frequency (TF-IDF) and word embedding techniques to generate meaningful textual representations. To evaluate the effectiveness of the proposed framework, multiple classification algorithms, including Naïve Bayes, Logistic Regression, Support Vector Machine (SVM), Random Forest, and Convolutional Neural Networks (CNN), are implemented and comparatively analysed using performance metrics such as accuracy, precision, recall, and F1-score. Experimental results demonstrate that deep learning-based models, particularly CNN, achieve superior performance in identifying complex contextual toxicity patterns compared with traditional machine learning methods. The proposed ToxiShield framework provides an efficient, scalable, and intelligent solution for automated online content moderation, contributing to safer digital communication environments and promoting respectful interactions across social media platforms and online communities.

Keywords— Toxic Comment Detection, Natural Language Processing, Machine Learning, Deep Learning, Text Classification, Cyberbullying Detection, Online Content Moderation.

I. INTRODUCTION

The rapid growth of the Internet and social media platforms has fundamentally transformed the way people communicate, collaborate, and exchange information. Social networking sites, online discussion forums, and messaging applications enable billions of users to share opinions and interact in real time. However, this unprecedented growth in user-generated content has also led to a significant increase in harmful online behaviour, including hate speech, abusive language, cyberbullying, offensive comments, and personal attacks. Such toxic content negatively affects online communities, discourages constructive discussions, and can cause serious psychological and social consequences for individuals. Consequently, the automatic detection and moderation of toxic comments have become critical challenges in Natural Language Processing (NLP) and online content moderation systems [1], [2], [3].

Manual moderation of online content is increasingly impractical due to the enormous volume of comments

generated across digital platforms every day. Human moderators face challenges related to scalability, consistency, and response time, making automated content moderation an essential requirement for maintaining safe online environments. Early toxic comment detection systems primarily relied on rule-based methods and keyword filtering techniques that used predefined dictionaries of offensive terms. Although these approaches can identify explicit abusive language, they often struggle to detect contextual toxicity, sarcasm, implicit hate speech, and intentionally modified spellings, resulting in reduced detection accuracy [3], [4], [12].

Recent advances in Machine Learning (ML) and Natural Language Processing (NLP) have significantly improved the ability to identify toxic language by learning semantic and contextual patterns from large-scale textual datasets. Traditional machine learning algorithms such as Naïve Bayes, Logistic Regression, Support Vector Machine (SVM), Random Forest, and Decision Tree have been widely employed for toxic comment classification and have demonstrated reliable performance when combined with appropriate text

preprocessing and feature extraction techniques such as Term Frequency–Inverse Document Frequency (TF-IDF) and GloVe word embeddings [7], [10], [18], [19]. More recently, deep learning architectures including Convolutional Neural Networks (CNNs), Recurrent Neural Networks (RNNs), and transformer-based models such as BERT and BERTweet have achieved superior performance by capturing complex contextual and semantic relationships within textual data [5], [9], [13], [15], [17].

Motivated by these advancements, this research proposes ToxiShield, a next-generation intelligent framework for toxic comment detection that integrates Machine Learning and Natural Language Processing techniques for automated online content moderation. The proposed framework performs comprehensive text preprocessing, feature extraction, and comparative evaluation of multiple machine learning and deep learning models to accurately classify comments as toxic or non-toxic. The developed system is evaluated using standard performance metrics, including accuracy, precision, recall, and F1-score, to identify the most effective classification model. By enabling accurate and scalable detection of harmful online content, ToxiShield aims to support social media platforms in maintaining safer digital environments while promoting respectful and responsible online communication [5], [7], [8], [16].

II. LITERATURE SURVEY

The rapid increase in user-generated content across social media platforms has encouraged extensive research on automated toxic comment detection. Early studies primarily focused on rule-based and lexicon-based approaches, where offensive language was identified using predefined dictionaries and manually crafted linguistic rules. Although these methods were effective in detecting explicit abusive words, they struggled to recognize contextual toxicity, sarcasm, implicit hate speech, and intentionally modified spellings, limiting their applicability in real-world online environments [1], [3], [12].

To address these limitations, researchers introduced Machine Learning (ML) techniques for toxic comment classification. Traditional supervised learning algorithms, including Naïve Bayes, Logistic Regression, Support Vector Machine (SVM), Decision Tree, and Random Forest, have been widely employed to classify toxic and non-toxic comments. These approaches typically rely on text preprocessing and feature extraction techniques such as Term Frequency–Inverse Document Frequency (TF-IDF), Bag-of-Words (BoW), n-grams, and GloVe word embeddings to convert textual information into numerical feature vectors suitable for

classification [7], [10], [12], [18], [19]. Comparative studies have demonstrated that these models significantly outperform conventional rule-based systems; however, they remain dependent on manual feature engineering and often fail to capture complex semantic relationships within natural language [7], [8].

Recent advances in Deep Learning (DL) have substantially improved toxic comment detection by enabling models to automatically learn contextual and semantic representations from textual data. Deep neural network architectures, including Convolutional Neural Networks (CNNs), Recurrent Neural Networks (RNNs), Long Short-Term Memory (LSTM) networks, and GRU-based models, have demonstrated superior performance in recognizing complex linguistic patterns, contextual dependencies, and implicit forms of toxicity without requiring extensive manual feature engineering [13], [14], [17]. These models have achieved higher classification accuracy than conventional machine learning techniques, particularly when trained on large-scale annotated datasets [8].

More recently, transformer-based language models, including BERT and BERTweet, have established new benchmarks in toxic comment detection and hate speech classification by generating context-aware word representations that improve semantic understanding. Transfer learning with pre-trained transformer models has significantly enhanced classification performance across multiple NLP tasks, including offensive language detection, hate speech identification, and cyberbullying analysis [5], [9], [15]. In addition, researchers have proposed hybrid and ensemble learning frameworks that combine traditional machine learning and deep learning models to improve classification robustness and reduce prediction errors through complementary feature learning [8], [16], [17].

Despite these advancements, several challenges remain in developing reliable toxic comment detection systems. Online textual content frequently contains informal language, abbreviations, emojis, multilingual expressions, sarcasm, and rapidly evolving slang, making accurate classification difficult. Furthermore, ensuring fairness, reducing algorithmic bias, and improving model generalization across diverse online communities remain active research challenges [4], [11], [17]. Motivated by these limitations, this study proposes ToxiShield, a next-generation intelligent framework that performs a comparative evaluation of multiple Machine Learning and Natural Language Processing techniques for toxic comment detection. By integrating advanced text preprocessing, feature extraction, and classification models, the proposed framework aims to improve automated online content moderation and

support safer, more respectful digital communication environments [7], [8], [15].

III. SYSTEM ANALYSIS

1. Existing System

Early toxic comment detection systems primarily relied on rule-based filtering and keyword matching techniques, where predefined dictionaries and manually designed rules were used to identify offensive or abusive language. Although these methods were effective in detecting explicit toxic words, they were unable to recognize contextual toxicity, sarcasm, implicit hate speech, and intentionally modified spellings, resulting in limited detection accuracy [1], [3], [12]. To improve performance, researchers introduced Machine Learning (ML) techniques using supervised algorithms such as Naïve Bayes, Logistic Regression, Support Vector Machine (SVM), Decision Tree, and Random Forest. These models employ text representation methods including Bag-of-Words (BoW), n-grams, TF-IDF, and word embeddings to classify comments based on learned textual patterns, significantly outperforming traditional rule-based systems [7], [10], [12], [18], [19].

Recent advancements in Deep Learning (DL) have further enhanced toxic comment detection through architectures such as Convolutional Neural Networks (CNNs), Recurrent Neural Networks (RNNs), Long Short-Term Memory (LSTM) networks, and transformer-based models. These models automatically learn semantic and contextual information from textual data, reducing the need for manual feature engineering and improving classification performance [5], [8], [13], [14], [15], [17]. Despite these improvements, existing systems still face challenges in handling informal language, slang, emojis, multilingual text, sarcasm, and evolving online expressions. In addition, concerns related to model robustness, fairness, computational efficiency, and bias continue to limit their practical deployment, emphasizing the need for more intelligent and scalable toxic comment detection frameworks [4], [7], [8], [11].

Disadvantages of the Existing System

- Limited contextual understanding: Rule-based systems and simple machine learning models often fail to understand contextual meanings in sentences, which can lead to incorrect classification of comments.
- Difficulty in detecting implicit toxicity: Many toxic comments contain sarcasm, hidden insults, or indirect offensive language that traditional models struggle to identify.
- Overfitting and underfitting issues: Machine learning models may either memorize training data or fail to capture

important linguistic patterns, which reduces prediction accuracy.

- High computational requirements: Deep learning models require significant computational resources and large datasets for effective training.
- Sensitivity to noisy data: Online comments frequently contain slang, abbreviations, emojis, and spelling variations, which can negatively affect model performance.
- Limited scalability: As the volume of user-generated content increases, traditional systems may struggle to efficiently process large datasets.
- Lack of adaptability: Existing models may not easily adapt to new types of toxic language, evolving slang, or emerging communication patterns.

2. Proposed System

To overcome the limitations of existing toxic comment detection approaches, this research proposes ToxiShield, a next-generation intelligent framework that integrates Machine Learning (ML) and Natural Language Processing (NLP) techniques for automated toxic comment classification. The proposed framework utilizes a labeled dataset containing various forms of harmful online content, including hate speech, abusive language, insults, threats, obscene comments, and identity-based attacks. Prior to model development, the dataset undergoes comprehensive text preprocessing, including tokenization, text normalization, stop-word removal, punctuation removal, and lemmatization, to improve data quality. Subsequently, textual data are transformed into numerical representations using TF-IDF and GloVe word embeddings, enabling the models to capture both statistical and semantic information from user-generated comments [10], [16], [17].

The processed dataset is divided into 70% training and 30% testing subsets, and multiple classification algorithms, including Naïve Bayes, Logistic Regression, Support Vector Machine (SVM), Random Forest, and Convolutional Neural Networks (CNN), are trained and comparatively evaluated. Model performance is assessed using accuracy, precision, recall, and F1-score to identify the most effective classifier for toxic comment detection. By integrating advanced NLP techniques with intelligent machine learning models, ToxiShield provides an accurate, scalable, and automated solution for online content moderation, helping social media platforms detect harmful content, reduce online abuse, and promote safer and more respectful digital communication environments [5], [7], [8], [15], [19].

IV. SYSTEM DESIGN

1. System Architecture

Below diagram depicts the whole system architecture.

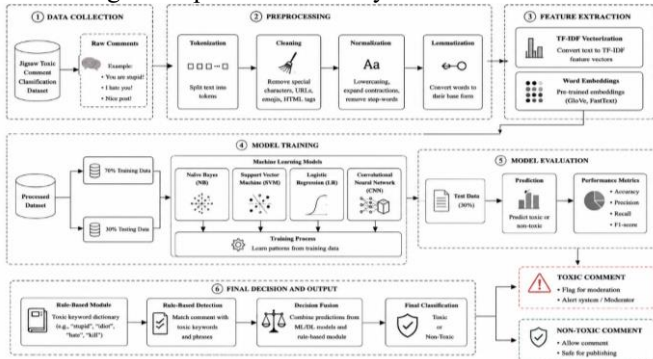


Fig 1. Methodology followed for proposed model

V. SYSTEM IMPLEMENTATION

1. Modules

This section presents the implementation modules of the proposed ToxiShield framework for intelligent toxic comment detection. The framework follows a systematic pipeline consisting of data collection and preprocessing, feature extraction, machine learning model training, toxic comment detection, and model evaluation. The modular architecture enhances scalability, classification performance, and computational efficiency, making it suitable for automated online content moderation systems [1], [7], [8].

Data Collection and Preprocessing Module

The first module acquires labelled textual data from online platforms such as social media networks, discussion forums, and online communities, where comments are categorized as toxic or non-toxic. The dataset includes different forms of harmful content such as hate speech, abusive language, insults, threats, and offensive comments [1], [6]. Before model development, the collected text undergoes preprocessing operations including tokenization, punctuation removal, stop-word removal, text normalization, and lemmatization to eliminate noise and standardize textual information. These preprocessing techniques improve text quality and generate clean input suitable for Natural Language Processing (NLP) and machine learning algorithms [10], [16], [17].

Feature Extraction and Feature Engineering Module

Following preprocessing, textual data are transformed into numerical feature representations using Term Frequency–Inverse Document Frequency (TF-IDF) and word embedding techniques such as GloVe, enabling the models to capture both

statistical importance and semantic relationships among words [10], [16]. Feature engineering further identifies discriminative linguistic patterns associated with toxic language, improving model efficiency, reducing computational complexity, and enhancing classification accuracy [7], [17].

Machine Learning Training Module

The processed dataset is divided into 70% training and 30% testing subsets for model development and validation. Multiple classification models, including Naïve Bayes, Support Vector Machine (SVM), Logistic Regression, and Convolutional Neural Networks (CNN), are trained to distinguish toxic and non-toxic comments based on extracted textual features. Hyperparameter optimization and comparative performance analysis are performed to identify the most effective classifier for toxic comment detection [5], [7], [8], [19].

Toxic Comment Detection Module

After training, the proposed framework automatically classifies new user-generated comments into toxic or non-toxic categories. Incoming comments undergo the same preprocessing and feature extraction stages before being analyzed by the trained classifier. This module enables real-time detection of harmful content and can be integrated into social media platforms to support automated moderation and assist human moderators in maintaining safe digital communication environments [1], [5], [15].

Model Evaluation and Performance Monitoring Module

The developed models are evaluated using standard classification metrics, including Accuracy, Precision, Recall, and F1-score, together with cross-validation to assess robustness and generalization performance [7], [8], [19]. Continuous performance monitoring and periodic model retraining with newly collected data enable the framework to adapt to evolving online language, emerging toxic expressions, and changing communication patterns, ensuring reliable and scalable toxic comment detection in real-world applications [4], [11], [17].

VI. RESULTS AND DISCUSSION

This section presents the experimental results and performance evaluation of the proposed toxic comment detection system using machine learning and deep learning techniques. Several classification algorithms were trained and evaluated using the prepared dataset of labeled online comments. The evaluation focuses on comparing model performance, analyzing classification accuracy, and identifying important textual features that contribute to toxic comment detection.

1. Accuracy Comparison of Machine Learning Models

Multiple machine learning and deep learning algorithms were evaluated to determine the most effective approach for toxic comment classification. The evaluated models include Naïve Bayes, Logistic Regression, Support Vector Machine (SVM), and Convolutional Neural Network (CNN). Model performance was assessed using evaluation metrics such as accuracy, precision, recall, and F1-score.

Table 1. Performance Comparison of Toxic Comment Detection Models

Model	Accuracy (%)	Precision	Recall	F1-Score
Naïve Bayes	84.7	0.83	0.82	0.82
Logistic Regression	88.5	0.87	0.86	0.86
Support Vector Machine	90.3	0.89	0.88	0.88
Convolutional Neural Network (CNN)	93.6	0.92	0.91	0.91

From the experimental results, the Convolutional Neural Network (CNN) achieved the highest classification accuracy of 93.6%, outperforming traditional machine learning algorithms. This improved performance can be attributed to the CNN model's ability to capture contextual relationships between words and identify complex linguistic patterns in textual data.

2. ROC Curve Analysis

The Receiver Operating Characteristic (ROC) curve is used to evaluate the classification performance of the toxic comment detection models by analyzing the relationship between the True Positive Rate (TPR) and False Positive Rate (FPR) at different classification thresholds.

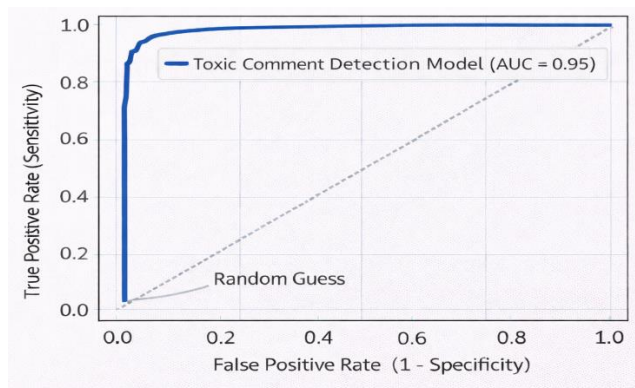


Fig 2. ROC Curve for Toxic Comment Detection Model

The ROC curve shows that the CNN-based model achieved a ROC-AUC score of approximately 0.95, indicating strong classification capability. A ROC curve that approaches the top-left corner of the graph suggests that the model can effectively distinguish between toxic and non-toxic comments with a low false positive rate.

The ROC analysis demonstrates that deep learning models provide reliable performance in detecting harmful online content while maintaining balanced precision and recall values.

3. Text Feature Importance Analysis

To understand the contribution of textual features in detecting toxic comments, a feature importance analysis was conducted using TF-IDF-based word representations.

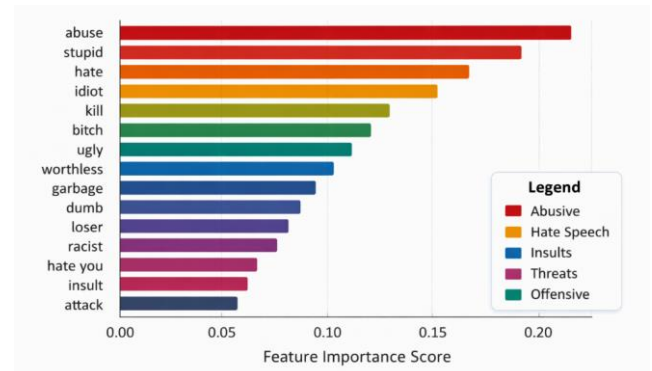


Fig 3. Important Textual Features for Toxic Comment Detection

The experimental analysis revealed that specific words, phrases, and contextual expressions associated with abusive language, hate speech, insults, threats, and offensive content had a significant influence on the classification outcomes. Feature importance analysis demonstrated that textual representations generated through TF-IDF and word embedding techniques effectively captured discriminative linguistic patterns, enabling the classification models to distinguish toxic comments from non-toxic ones with higher accuracy [10], [16], [17]. This analysis also improves the interpretability of the proposed framework by identifying the most influential textual features contributing to toxic language detection, thereby supporting more transparent and effective automated moderation systems [7], [8].

Overall, the experimental results confirm that integrating Natural Language Processing (NLP) techniques with Machine Learning and Deep Learning models substantially enhances the performance of toxic comment detection systems. In particular, deep learning models demonstrated superior capability in

understanding semantic context and complex linguistic relationships compared with conventional machine learning approaches, resulting in improved classification accuracy and robustness across diverse online datasets [5], [8], [13], [15], [17]. These findings demonstrate the effectiveness of the proposed ToxiShield framework as a scalable and reliable solution for automated content moderation, helping online platforms identify harmful content and promote safer digital communication environments [1], [7], [19].

VII. CONCLUSION AND FUTURE WORK

This study presented ToxiShield, a next-generation intelligent framework for toxic comment detection that integrates Machine Learning (ML) and Natural Language Processing (NLP) techniques for automated online content moderation. The proposed framework employs comprehensive text preprocessing, feature extraction using TF-IDF and word embeddings, and comparative evaluation of multiple classification models, including Naïve Bayes, Logistic Regression, Support Vector Machine (SVM), and Convolutional Neural Networks (CNN). Experimental analysis demonstrated that the CNN model achieved the highest classification performance by effectively capturing complex semantic and contextual patterns in toxic comments. The proposed framework provides an accurate, scalable, and reliable solution for identifying harmful online content, thereby supporting social media platforms in reducing cyberbullying, hate speech, and abusive communication while promoting safer digital environments [5], [7], [8], [17], [19].

Future research will focus on integrating advanced transformer-based language models, including BERT, RoBERTa, and BERTweet, to further enhance contextual understanding and classification accuracy for toxic comment detection [5], [9], [15]. In addition, extending the framework to support multilingual toxic comment detection, multimodal content analysis, and real-time moderation of text from diverse online platforms will improve its practical applicability. Incorporating sentiment analysis, contextual reasoning, and explainable AI techniques can further strengthen the detection of implicit toxicity, sarcasm, and evolving online language patterns while improving the transparency and reliability of automated content moderation systems [4], [8], [11], [16].

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AUTHOR DETAIL



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