# *Abstract*

*The development of internet influences the change of selling and buying transaction process. The conventional process than changes into modern one utilizing the internet. The fact that there are a lot of websites supplying online service ease consumers to choose the product they desire. Know the quality of the product they are going to purchase is among others can be done by reading the product review written by consumers who have once done purchasing transaction of the product. However, the so many reviews will make the potential buyers difficult if the read all the reviewers and their conclusion. To overcome the problem, this research will make a system capable of classifying sentiments and summarizing processes that have been done before.*

*In a review sentence it is possible to have more than one comments on the product feature, so in determining the sentiment aspect level is used so that the positive or negative sentiment is obtained based on the feature. The product feature obtained through a method known as N-grams and TF-IDF in determining the sentiment on every product review. The researches uses supervised learning approach to determine the sentiment of the product review. This is done by labelling the feature on the product feature. The classification of sentimenon is done by using Support Vector Machine method known as classification method capable of giving high accurate value. Micro average f1-score will be used for evaluation for the using of classification method.*

***Key words*** : *review, N-Gram, TF-IDF, supervised learning, sentiment, Support Vector Machine.*