Abstract

Current technological developments make it easier for everyone to find out information quickly. And everyone also has the right to express his opinion on a matter on social networking media. One of them conducted a review of the restaurant on the Zomato application. Everyone can read reviews from other users but reading the review can be time consuming. Therefore in this study classifying reviews based on consumer reviews of restaurants. The classification in this study is by grouping consumer reviews into positive and negative sentiments. The review produced features that were selected using a feature selection algorithm. The feature selection algorithm used in this study is the Genetic Algorithm and the Mutual Information Algorithm using the classification method, Support Vector Machine. From the testing that has been done, the accuracy of using Genetic Algorithm feature selection is 82.84% and the accuracy of using Mutual Information feature selection is 84.59%. Based on these accuracy results the use of the Mutual Information feature selection method can help in making more appropriate decisions for restaurant reviews, because the resulting accuracy is greater than using the Genetic Algorithm feature selection method..

Keywords: Reviews, Rating, Text Classification, Support Vector Machine, Genetic Algorithm, Mutual Information