Abstract

Nowadays, especially during the Covid-19 pandemic time, there is enormous rise in online transactions. There are several popular marketplaces that provide review facility to help customers choosing the right products or sellers. Sentiment analysis is a study to classify a review text to sentiment classes Tables. In this paper, we present a study of sentiment analysis on marketplace review text using hybrid method: based on lexicon from Sentiwordnet 3.0 and Support Vector Machine (SVM) method. The experimental results show that the hybrid method outperforms the lexicon approach and SVM approach.