

Abstract

In business world, online review is one of the most important input as a critic and suggestion for the on going business. Online review commonly contained opinion of how the business being review, where the opinion could be positive, negative, or neutral. In general, review only could be measured by ratings without knowing of how the review written as how the rating should be. To get to known of problem, it could be identified by Aspect-Based Sentiment Analysis (ABSA). In this Final Project, this research was carried out by ABSA in restaurant review, which was including processes: Aspect extraction in review using grammar rules based on dependency parser in each sentences, and the polarity weight will be given in corresponding with the Indonesian language opinion lexicon. Detected aspects would be grouped into five main topics according to detection result by Support Vector Machine (SVM) namely ambience, food, miscellaneous, price, and service, and fitted into corresponding topic by word embedding and cosine similarity. Lastly, those topics were identified their polarity according to the corresponding aspect polarity weight. Research result shown the performance in extraction aspect task with result of 39.195% precision and 40.634% recall, in accuracy result aspect term polarity was 38.352%, then the F1-Score in aspect category detection was 68%, and lastly the accuracy in category polarity classification was 15.119%.

Keywords: aspect-based sentiment analysis, support vector machine, review