

ABSTRACT

Anaphora resolution is a process to determine an object or a noun in the previous sentence that replaces a pronoun. Anaphora resolution has a function to determine the noun in the previous sentence that replaces the word “it”. The word “it” as is often found in simple sentence or a text document, for example on consumer review at Amazon.com.

In this thesis, the authors tries to apply the Mitkov’s Robust Knowledge-Poor Algorithm on a review data on Amazon.com, both long and short review. The data is taken from a customer review in hopes of using real text, the system could help further research in the field of opinion mining. The result of the experiments shows that the system can detect the noun phrase that substitute the word "it" with the highest success rate of 80% for the short review and the highest success rate of 76.5% for the long review.

Keywords: *Anaphora Resolution, Mitkov’s Robust Knowledge-Poor Algorithm, Review*