Abstract

Opinion of a product has an important role as an information for consumers and product manufactures. Opinion in the product review is often used as a reference to determine the level of customer satisfaction with products and analyze information to improving the product. A large number of review, makes it difficult to analyze the overall product quickly. So its need a particular solution to recommend on a product. This research will build the opinion classification and prediction system for more effective and efficient, one method can be applied to build the system is Support Vector Regression (SVR). In this system, Support Vector Regression is used to combine the features to get a model which is used to predict the positive and negative value of each sentence is then used to extract the sentences and build the summary. The using of the model is expected to provide a summary of the results are close to the ideal, i.e summaries that defines the content of the review product. Results of the classification performance of this research ranges between 33-77%. The document summarization can be done on a dataset that has similarities as well as the number of sentences that are not too small.

Keywords: product reviews, classification, review summarization, Support Vector Regression