

Abstract

The development of the web around the world such as social media, forums, blogs has made it easier for people to express their opinions on electronic products. But it is difficult to get a general picture of the reviews because the public does not have time to read many reviews one at a time. This research presents an approach that summarizes the sentiments of these reviews to produce a summary of a product. This research will use case studies on electronic products, namely laptops. The method applied uses Conditional Random Fields (CRFs) to create a model that will get a summary of the sentiments in the review. The system will summarize sentiment from electronic product reviews. The test results produce a summary accuracy on the sentiment that is 76% using the gaussian prior and maximum iteration parameters in the model.

Keywords: Summarization of sentiments, reviews of electronic products, Conditional Random Fields.