

Tokopedia Customer Review Sentiment Analysis



FILTER PANEL

Location



All



Category



All



2M

Total Review



47.76%

Positive Sentiment



52.24%

Negative Sentiment



Positive Word Wordcloud

berkualitas puas
bagus rapi
pas
baik amanah
cepat
aman mantap
sesuai ramah
senang
alhamdulillah memuaskan

2K



5-Star Rating

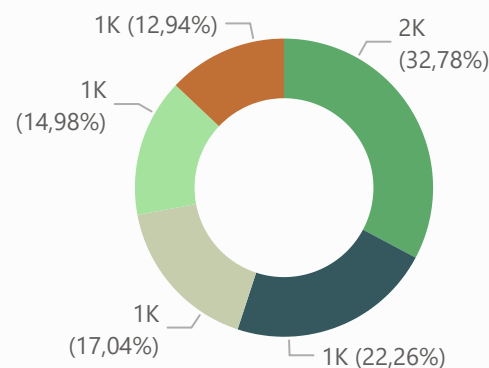
2K



1-Star Rating

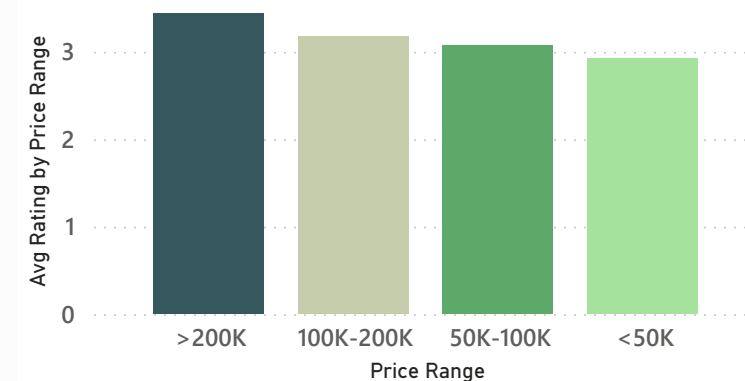
Emotion Distribution

Emotion ● Happy ● Sadness ● Fear ● Love ▶



Average Rating by Price Range

Price Range ● >200K ● 100K-200K ● 50K-100K ● <50K



Negative Word Wordcloud

masalah lambat
lama buruk
jelek jelek
tidak
rusak
parah penyok
cacat kurang
mengecewakan
salah salah
boros hancur
payah error error
kw palu
salah

Popular Product

Product Name	Price	Number Sold	Customer Rating
Hang Tag Label / Hang Tag Baju / Pakaian / Kartu Ucapan - Art Carton 210, Custom Size	100	1000000	5

Unpopular Product

Product Name	Price	Number Sold	Customer Rating
Security Analysis versi indonesia by Benjamin Graham	458000	25	1