



5th International Conference on Emerging Smart Computing and Informatics : Submission (465) has been edited.

Microsoft CMT <email@msr-cmt.org>

Wed, Jan 4, 2023 at 9:56 PM

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Hello,

The following submission has been edited.

Track Name: 1. Smart Computing

Paper ID: 465

Paper Title: Sentiment Analysis of Restaurant Reviews from Bangladeshi Food Delivery Apps

Abstract:

In this study, we conducted sentiment analysis on restaurant reviews from Bangladeshi food delivery apps using natural language processing techniques. Food delivery apps have become increasingly popular in Bangladesh, and understanding the sentiment of customer reviews can provide valuable insights for restaurant owners and food delivery app companies. We collected a dataset of reviews from Foodpanda and Hungrynaki, two major food delivery apps in Bangladesh. We used RoBERTa, AFINN, and DistilBERT to perform the sentiment analysis. Overall, this research paper highlights the importance of sentiment analysis in the food delivery industry and demonstrates the effectiveness of different models in performing this task. It also provides insights for businesses looking to use sentiment analysis to improve their services and products. Accuracy percentages for the three models tested were as follows: 74% for RoBERTa, 73% for AFINN, and 77% for DistilBERT.

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Secondary Subject Areas: Not Entered

Submission Files: Sentiment Analysis of Restaurant Reviews from Bangladeshi Food Delivery Apps.pdf
(158 Kb, Thu, 29 Dec 2022 17:23:48 GMT)

Submission Questions Response: Not Entered

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