

**KOMPARASI ALGORITMA NAIVE BAYES DAN
K-NEAREST NEIGHBOR BERBASIS PARTICLE
SWARM OPTIMIZATION PADA SENTIMENT
ANALYSIS REVIEW RESTAURANT**



TESIS

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**PROGRAM PASCASARJANA MAGISTER ILMU KOMPUTER
SEKOLAH TINGGI MANAJEMEN INFORMATIKA DAN KOMPUTER
NUSA MANDIRI
JAKARTA
2015**

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TESIS

Diajukan sebagai salah satu syarat untuk memperoleh gelar
Magister Ilmu Komputer (M.Kom)

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JAKARTA
2015**

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Dengan ini menyatakan bahwa tesis yang telah saya buat dengan judul:
“Komparasi Algoritma Naive Bayes Dan K-Nearest Neighbor Berbasis Particle Swarm Optimization Pada Sentiment Analysis Review Restaurant”.

Adalah hasil karya sendiri, dan semua sumber baik yang kutipan maupun yang dirujuk telah saya nyatakan dengan benar dan tesis ini belum pernah diterbitkan atau dipublikasikan dimanapun dan dalam bentuk apapun.

Demikianlah surat pernyataan ini saya buat dengan sebenar-benarnya. Apabila dikemudian hari ternyata saya memberikan keterangan palsu dan atau ada pihak lain yang mengklaim bahwa tesis yang telah saya buat adalah hasil karya milik seseorang atau badan tertentu, saya bersedia diproses baik secara pidana maupun perdata dan kelulusan saya dari Program Pascasarjana Magister Ilmu Komputer Sekolah Tinggi Manajemen Informatika dan Komputer Nusa Mandiri dicabut/dibatalkan.

Jakarta, 19 Agustus 2015

Yang menyatakan,



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Berbasis Particle Swarm Optimization Pada Sentiment
Analysis Review Restaurant

Telah berhasil dipertahankan dihadapan Dewan Penguji dan diterima sebagai bagian persyaratan yang diperlukan untuk memperoleh gelar Magister Ilmu Komputer (M. Kom) pada program Pascasarjana Magister Ilmu Komputer Sekolah Tinggi Manajemen Informatika dan Komputer Nusa Mandiri (STMIK Nusa Mandiri).

Jakarta, 9 September 2015
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2	18 Juni 2015	Acc Bab I dan Periksa Bab II	
3	09 Juli 2015	Acc Bab II, Pengajuan Bab III	
4	06 Agustus 2015	Acc Bab III, Pengajuan Bab IV	
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Disetujui oleh,
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[Dr. Mochamad Wahyudi, MM, M.Kom, M.Pd]

KATA PENGANTAR

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Tujuan dari penelitian tesis ini adalah sebagai salah satu syarat kelulusan program Pascasarjana dan untuk memperoleh gelar Magister Ilmu Komputer pada program Pascasarjana Magister Ilmu Komputer Sekolah Tinggi Manajemen Informatika dan Komputer Nusa Mandiri (STMIK Nusa Mandiri) Jakarta.

Penulis juga lakukan mencari dan menganalisa berbagai macam sumber referensi, baik dalam bentuk jurnal ilmiah, buku-buku literatur, *internet*, dll yang terkait dengan pembahasan pada tesis ini. Penulis menyadari bahwa tanpa adanya dukungan dan bimbingan dari semua pihak maka tesis ini tidak dapat terselesaikan tepat pada waktunya. Oleh karena itu ijinilah penulis mengucapkan terima kasih sebesar-besarnya kepada:

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Jakarta, 19 Agustus 2015



Rizki Aulianita

Peneliti

SURAT PERNYATAAN PERSETUJUAN PUBLIKASI KARYA ILMIAH UNTUK KEPENTINGAN AKADEMIS

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Demi pengembangan ilmu pengetahuan, dengan ini menyetujui untuk memberikan ijin kepada pihak Program Pascasarjana Magister Ilmu Komputer Sekolah Tinggi Manajemen Informatika dan Komputer Nusa Mandiri (STMIK Nusa Mandiri) **Hak Bebas Royalti Non-Eksklusif (*Non-exclusive Royalti-Free Right*)** atas karya ilmiah peneliti yang berjudul: “*Komparasi Algoritma Naive Bayes Dan K-Nearest Neighbor Berbasis Particle Swarm Optimization Pada Sentiment Analysis Review Restaurant*”

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Demikian pernyataan ini saya buat dengan sebenarnya.

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ABSTRAK

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Opinion Mining yang merupakan cabang penelitian dari *Text Mining*. Fokus dari penelitian *Opinion Mining* adalah melakukan analisis opini dari suatu dokumen teks. Hasil dari analisis sentimen tersebut akan membantu Marketing untuk memberikan informasi penting bagi pengguna melalui *review customer* agar mendapatkan pelanggan potensial lainnya, *retailer*, produsen produk dalam upaya untuk memahami opini publik dari pelanggan serta membantu dalam membuat keputusan yang lebih baik. Masalah pada penelitian ini yaitu pemilihan seleksi fitur untuk meningkatkan nilai akurasi Naive Bayes dan K-Nearest Neighbor serta membandingkan akurasi yang paling tinggi untuk analisis sentimen review restoran. Seleksi fitur merupakan proses optimasi untuk mengurangi satu set besar fitur besar sumber asli agar subset fitur yang relatif kecil yang signifikan untuk meningkatkan akurasi klasifikasi cepat dan efektif. Dalam hal ini penulis menggunakan Particle Swarm Optimization sebagai optimasi untuk meningkatkan akurasi pada metode Naive Bayes dan K-Nearest Neighbor, serta melakukan perbandingan dari kedua metode tersebut. Adapun akurasi yang dihasilkan pada algoritma Naive Bayes sebesar 81.00%, kemudian dibandingkan dengan Naive Bayes berbasis Particle Swarm Optimization dengan akurasi 83.80%. Sedangkan hasil pengujian data untuk algoritma k-Nearest Neighbor akurasinya adalah 75.80%, kemudian dibandingkan akurasinya dengan k-Nearest Neighbor berbasis Particle Swarm Optimization sebesar 80.60%. Dapat disimpulkan bahwa penerapan optimasi dapat meningkatkan akurasi. Model di Naive Bayes berbasis Particle Swarm Optimization dapat memberikan solusi terhadap permasalahan klasifikasi review restoran agar lebih akurat dan optimal.

Kata kunci: k-Nearest Neighbors, Naive Bayes, Particle Swarm Optimization, *Text mining*

ABSTRACT

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Opinion Mining which is the research arm of Text Mining. Opinion Mining focus of the research is to analyze the opinion of a text document. Results of sentiment analysis will help Marketing to provide important information to the user through customer reviews in order to get more potential customers, retailers, product manufacturers in an effort to understand the public opinion of our customers and assist in making better decisions. Problems on this research, the choice of feature selection to improve the accuracy value Naive Bayes and K-Nearest Neighbor and comparing the highest accuracy for sentiment analysis review restoran. Seleksi features an optimization process to reduce a large set of great features original to a subset of the features that are relatively Significant little to improve the accuracy of classification quickly and effectively. In this case I use the Particle Swarm Optimization as an optimization to improve the accuracy of the method Naïve Bayes and K-Nearest Neighbor, and do a comparison of the two methods tersebut. Adapun accuracy resulting in Naive Bayes algorithm amounted to 81.00% and AUC by 0.763, then compared with Naive Bayes based Particle Swarm Optimmmization with an accuracy of 83.80% and AUC by 0.784. While the test results data for k-Nearest Neighbor algorithm accuracy was 75.80% and the AUC is 0.853, then compared its accuracy with k-Nearest Neighbor-based Particle Swarm Optimization by 80.60% and the AUC of 0.860. It can be concluded that the application of optimization can improve accuracy. Naive Bayes models based on Particle Swarm Optimization can provide solutions to the problems of classification review of the restaurant in order to more accurately and optimally.

Keywords:

k-Nearest Neighbors, Naïve Bayes, Particle Swarm Optimization, Text mining

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BAB I

PENDAHULUAN

1.1. Latar Belakang

Beberapa tahun terakhir, pengguna internet telah berkembang sangat pesat. Hal itu dibuktikan dengan penggunaan *internet* secara aktif melalui blog, wikipedia, forum, situs resmi, media sosial, *social network* dengan memberikan kontribusi secara faktual terhadap isi konten yang mereka tulis mengenai peristiwa, *lifestyle*, orang, penduduk dll (Balahur, 2015), karena banyaknya data yang terdapat di internet tersebut, tanpa diolah untuk dimanfaatkan lebih dalam maka munculah *Opinion Mining* yang merupakan cabang penelitian dari *Text Mining*. Fokus dari penelitian *Opinion Mining* adalah melakukan analisis opini dari suatu dokumen teks (Rozi et al, 2012).

Berdasarkan penjelasan di atas, analisis tersebut disebut analisis sentimen, yang secara umum dapat didefinisikan sebagai ekstraksi opini dari teks pengguna, mengingat sejumlah besar data yang tersebar di *Website*, memungkinkan untuk menyelidiki *Information Retrieval* seperti niat pengguna dan perasaan tentang fakta atau objek-objek yang didiskusikan (Di Caro, Grella, 2013).

Analisis sentimen yang banyak diteliti yaitu analisis sentimen terhadap produk tertentu, *twitter brand* sentimen analisis (Ghiassi, Skinner, Zimbira, 2013), sentimen analisis terhadap *social media* (Habernal, Ptáček, Steinberger, 2015), sentimen analisis terhadap *mobile users* (Zhang et al, 2014), sentimen analisis terhadap tweet World Cup 2014 (Yu, Wang, 2015), sedangkan penulis akan melakukan penelitian terhadap sentimen analisis restoran review (Kang, Yoo, Han, 2012).

Hasil dari analisis sentimen tersebut akan membantu Marketing untuk memberikan informasi penting bagi pengguna melalui *review customer* agar mendapatkan pelanggan potensial lainnya, *retailer*, produsen produk dalam upaya untuk memahami opini publik dari pelanggan serta membantu dalam membuat keputusan yang lebih baik (Bagheri, Saraee, de Jong, 2013).

Review yang diperoleh dari *Customer* akan menjadi sebuah rating, yang berpengaruh terhadap opini publik sehingga *Customer* lain akan dimudahkan

dalam proses pencarian restaurant. Angka pada review restaurant tersebut akan terus berlanjut dan meningkat. Review restaurant dapat ditemukan melalui blog, facebook, twitter, foursquare, yelp.com dan restaurant.com.

Review restoran yang yang paling banyak dijadikan sumber rujukan yaitu www.yelp.com. Website tersebut dikunjungi oleh 83 juta pengunjung per bulannya melalui perangkat mobile di tahun 2015. (about yelp.com, 2015). Frekuensi pengguna dan pengaruh yang dirasakan yelp.com terhadap review restoran memberikan dampak positif pada masyarakat (Hicks et al, 2012). Dengan adanya review restoran ini, juga akan memudahkan para *customer* sebelum datang ke restoran tujuan sehingga dapat lebih mengetahui mengenai restoran yang ingin dituju. Untuk itu penulis ingin melakukan klasifikasi teks dari review yang diperoleh melalui situs online di atas.

Machine Learning yang memperkenalkan klasifikasi teks seperti KNN, Centroid-Based Classifier, Naive Bayes, Decision Tree dan SVM (Tan, 2005). Naive Bayes. Eksperimental serta evaluasi menunjukkan bahwa SVM, KNN dan NB merupakan tradisional teks klasifikasi. Eksperimen dan evaluasi menunjukkan teks klafikasi yang valid (Yao, Min, 2012). Untuk itulah penelitian ini menggunakan metode K-Nearest Neighbor dan Naive Bayes untuk klasifikasi teks.

K-Nearest Neighbor adalah metode sederhana namun efektif untuk teks kategorisasi tetapi memiliki 3 kelemahan yaitu kompleksitas pada sample yang komputasi kesamaan besar, *performance* KNN mudah dipengaruhi oleh sample tunggal, seperti *noisy sample* dan KNN tidak membangun model klasifikasi karena termasuk ke dalam *lazy learning method* (Jiang et al, 2012).

Naive Bayes banyak digunakan untuk klasifikasi masalah dalam *data mining* dan *machine learning* karena kesederhanaan dan akurasi klasifikasi yang mengesankan (D. Farid et al, 2014). Algoritma Naive Bayes banyak digunakan untuk klasifikasi dokumen. Hal tersebut merupakan kemungkinan klasifikasi berdasarkan pada fitur nilai probabilitas yang dihitung masing-masing untuk setiap model (H. Alshalabi, S.Tiun, N.Omar et al, 2013)

Particle Swarm Optimization (PSO) merupakan teknik komputasi evolusioner yang mampu menghasilkan solusi secara global optimal dalam ruang

pencarian melalui interaksi individu dalam segerombolan partikel. Setiap partikel menyampaikan informasi berupa posisi terbaiknya kepada partikel yang lain dan menyesuaikan posisi dan kecepatan masing-masing berdasarkan informasi yang diterima mengenai posisi yang terbaik tersebut (Shuzhou & Bo, 2011). PSO banyak digunakan untuk memecahkan masalah optimasi serta pada seleksi fitur (Liu, et al., 2011).

Untuk itu, penelitian ini menggunakan Particle Swarm Optimization sebagai seleksi fitur untuk review restoran dengan metode Naive Bayes dan K-Nearest Neighbor.

1.2. Permasalahan Penelitian

Permasalahan penelitian yang ada pada klasifikasi teks Naive Bayes dan K-Nearset Neighbor terbagi menjadi tiga bagian, yaitu:

1.2.1. Identifikasi Masalah

- 1 Tersebar banyak data di internet mengenai analisis sentimen namun tidak dieksplorasi dengan baik untuk kepentingan penelitian, khususnya review restoran. Jumlah restoran yang semakin banyak sehingga akan menarik minat *customer* untuk menulis opini ataupun ulasan terhadap restoran yang sudah dikunjungi serta dicicipi makanannya.
- 2 Banyak teknik atau algoritma yang dapat digunakan untuk klasifikasi. Teknik klasifikasi yang biasa digunakan untuk analisis sentimen review diantaranya Naive Bayes, Support Vector Machines (SVM) dan K-Nearest Neighbor (KNN).
- 3 Pemilihan parameter *k* untuk menghasilkan klasifikasi dengan akurasi yang baik.
- 4 Imbalance data pada problem akurasi klasifikasi positif dan akurasi klasifikasi negatif.
- 5 Pemilihan seleksi fitur yang tepat agar dapat meningkatkan nilai akurasi yang lebih tinggi.

1.2.2. Batasan Masalah

Pembahasan masalah pada penelitian ini yaitu pemilihan seleksi fitur untuk meningkatkan nilai akurasi Naive Bayes dan K-Nearest Neighbor serta

membandingkan akurasi yang paling tinggi untuk analisis sentimen review restoran.

1.2.3. Rumusan Masalah

Seberapa besar efek seleksi fitur Particle Swarm Optimization(PSO), jika diterapkan pada klasifikasi teks Naive Bayes dan K-Nearest Neighbor untuk review restoran. Apakah akurasi yang dihasilkan pada penerapan optimasi PSO akan berpengaruh besar?

1.3. Manfaat dan Tujuan Penelitian

Tujuan dan manfaat penelitian dalam penulisan tesis ini yaitu:

1.3.1. Manfaat Penelitian

- 1 Manfaat praktis penelitian ini adalah membantu memberikan rekomendasi para calon konsumen dalam mengambil keputusan saat ingin menikmati hidangan pada restoran tertentu.
- 2 Manfaat teoritis penelitian ini adalah memberikan bukti empiris di dalam penerapan dan pengembangan teori dalam membantu para peneliti yang berkaitan dengan review restoran agar dapat melakukan penelitian lanjutan

1.3.2. Tujuan Penelitian

Tujuan dari penelitian ini adalah untuk memperoleh dan mendeteksi besarnya efek penerapan metode pemilihan fitur Particle Swarm Optimization dalam menganalisa sentimen pada review restoran dengan menggunakan Naive Bayes dan k-Nearest Neighbor sehingga dapat dihasilkan akurasi tertinggi serta memilih akurasi yang terbaik dari kedua model yang diusulkan.

1.4. Sistematika Penulisan

Sistematika dalam penulisan thesis ini yaitu:

Bab I PENDAHULUAN.

Membahas mengenai latar belakang penulisan, Masalah pada pengklasifikasian teks analisa sentimen dari suatu komentar, pemecahan masalah dan tujuan penelitian.

Bab II LANDASAN TEORI

Membahas tentang teori yang melandasi penelitian, yaitu metode k-Nearest Neighbor, Naive Bayes dan Particle Swarm Optimization serta teori-teori yang berkaitan dengan teks mining atau analisis sentimen.

Bab III METODOLOGI PENELITIAN

Membahas metode pengumpulan data dan eksperimen. Menguji algoritma Naive Bayes dan k-Nearest Neighbor ditingkatkan akurasinya dengan metode pemilihan fitur, yaitu Particle Swarm Optimization untuk meningkatkan akurasi dalam mengklasifikasi komentar pada review restoran.

Bab IV HASIL DAN PEMBAHASAN

Menampilkan hasil dari eksperimen, baik sebelum maupun sesudah model diterapkan. Membandingkan hasil dari kedua model untuk melihat tingkat akurasi yang paling tinggi.

Bab V PENUTUP

Membahas kesimpulan dan kekurangan penelitian, serta kelebihan dari model yang digunakan.

BAB II

LANDASAN TEORI

2.1. Tinjauan Pustaka

Tinjauan pustaka yang digunakan dalam penelitian Thesis ini diambil berdasarkan buku dan sumber yang relevan dalam penelitian ini.

2.1.1. Analisa Sentimen

Sentiment Analysis disebut juga *opinion mining*, yang merupakan salah satu topik penelitian terbaru dalam bidang Informasi Pengolahan. *Tekstual information retrieval* teknik difokuskan pada pengolahan, pencarian atau pertambahan informasi faktual. Fakta memiliki komponen tujuan; Namun, ada unsur-unsur tekstual lain yang mengungkapkan karakteristik subjektif. Unsur-unsur ini terutama pendapat, sentimen, penilaian, sikap, dan emosi, yang merupakan fokus Sentimen analisis. (Liu, 2010).

Analisis sentimen dapat dianggap sebagai proses klasifikasi dengan tiga klasifikasi utama tingkat di SA: dokumen-tingkat, kalimat-tingkat, dan aspek-tingkat SA. Dokumen-tingkat SA bertujuan untuk mengklasifikasikan dokumen opini sebagai mengekspresikan pendapat atau sentimen positif atau negatif. (Medhat et al., 2014).

Menurut Moraes (Moraes et al., 2013) langkah-langkah yang umumnya ditemukan pada klasifikasi teks analisa sentimen adalah:

- 1 **Definisikan domain dataset**
Pengumpulan dataset yang melingkupi suatu domain, misalnya dataset review film, dataset review produk, dan lain sebagainya.
- 2 ***Pre-processing***
Tahap pemrosesan awal yang umumnya dilakukan dengan proses *Tokenization*, *Stopwords removal*, dan *Stemming*.
- 3 ***Transformation***
Proses representasi angka yang dihitung dari data tekstual. *Binary representation* yang umumnya digunakan dan hanya menghitung kehadiran atau ketidakhadiran sebuah kata di dalam dokumen. Berapa kali

sebuah kata muncul di dalam suatu dokumen juga digunakan sebagai skema pembobotan dari data tekstual. Proses yang umumnya digunakan yaitu TF-IDF, *Binary transformation*, dan *Frequency transformation*.

4. *Feature Selection*

Pemilihan fitur (*feature selection*) bisa membuat pengklasifikasi lebih efisien/efektif dengan mengurangi jumlah data untuk dianalisa dengan mengidentifikasi fitur yang relevan yang selanjutnya akan diproses. Metode pemilihan fitur yang biasanya digunakan adalah Expert. Knowledge, Minimum Frequency, Information gain, Chi-Square, dan lain sebagainya.

5. *Classification*

Proses klasifikasi umumnya menggunakan pengklasifikasi seperti Naïve Bayes, Support Vector Machine, dan lain sebagainya.

6. *Interpretation/Evaluation*

Tahap evaluasi biasanya menghitung akurasi, recall, precision, dan F-1

2.1.2. Text Mining

Data mining atau penemuan pengetahuan, bekerja dengan baik pada data yang disimpan dengan cara yang terstruktur. Seringkali, data yang belum terstruktur dengan baik namun masih mengandung banyak informasi yang tersembunyi. Teks mining memerlukan otomatis menganalisis korpus teks dokumen dan menemukan informasi yang sebelumnya tersembunyi. Hasil tersebut, mungkin sepotong teks atau representasi visual. Kita mulai dengan mengekstraksi informasi dari teks seperti fakta dan acara dan akhirnya melakukan beberapa tugas data mining untuk mendapatkan pengetahuan baru. Teks mining umumnya mencakup kategorisasi informasi atau teks, mengelompokkan teks, ekstraksi entitas atau konsep, pengembangan dan perumusan taksonomi umum. (Hashimi, 2015).

Text mining melibatkan semua kegiatan dalam penemuan informasi dan data terkait lainnya dari berbagai sumber tekstual. Namun, data yang diambil telah memiliki nilai yang formatnya kecil. Dalam banyak kasus, Teks Mining membingungkan dengan pencarian web biasa. Sehingga mengakibatkan akuisisi

data, kesenjangan besar ada pada input. Dalam pencarian web umum, pengguna berdedikasi terhadap memperoleh data spesifik, yang mungkin sebagian besar, memerlukan pencarian data yang diketahui dan atau ditetapkan (Achtert et al., 2006).

Text mining adalah proses ekstraksi pola (informasi dan pengetahuan yang berguna) dari sejumlah besar data tak terstruktur. Masukkan untuk pengembangan teks adalah data yang tidak (atau kurang) terstruktur, seperti dokumen Word, PDF, kutipan teks, sedangkan masukkan untuk pengembangan data adalah data yang terstruktur (Ronen Feldman, 2007).

Area penerapan pengembangan teks yang paling populer adalah:

1. Ekstraksi informasi (*Information extraction*): identifikasi frasa kunci dan keterkaitan didalam teks dengan melihat urutan tertentu melalui pencocokan pola.
2. Pelacakan topik (*Tropic Tracking*): Penentuan dokumen lain yang menarik seorang pengguna berdasarkan profil dan dokumen yang dilihat pengguna tersebut.
3. Perangkuman (*Summarization*): Pembuatan rangkuman dokumen untuk mengefisienkan proses membaca.
4. Kategorisasi (*Categorization*): Penentuan tema utama suatu teks dan pengelompokan teks berdasarkan tema tersebut kedalam kategori yang telah ditentukan.
5. Penggugusan (*Clustering*): Pengelompokan dokumen yang serupa tanpa penentuan kategori sebelumnya (berbeda dengan kategorisasi diatas).
6. Panautan konsep (*Concept Linking*): Penautan dokumen terkait dengan identifikasi konsep yang dimiliki bersama sehingga membantu pengguna untuk menemukan informasi yang mungkin tidak akan ditemukan dengan hanya menggunakan metode pencarian tradisional.
7. Penjawaban pertanyaan (*Question Answering*): Pemberian jawaban terbaik terhadap suatu pertanyaan dengan pencocokan pola berdasarkan pengetahuan.

2.1.3. Review Restoran

Ulasan atau review yang terdapat di internet sangat banyak namun tidak diolah menjadi sebuah informasi yang bermanfaat. Kini konsumen semakin meningkat sehingga mereka dapat memberikan opini dan pengalaman yang tersedia secara online (Horriggan, 2008).

Review restoran yang digunakan dalam penelitian ini, menggunakan data yang bersumber dari yelp.com (Kang, 2012) dan restaurant.com.

Yelp.com Didirikan pada tahun 2004, Yelp.com telah menerima lebih dari 63 juta pengunjung hingga Agustus 2011 (About Yelp.com, 2011). Yelp.com memungkinkan konsumen untuk membaca dan menulis ulasan tentang jenis layanan dibayangkan dan telah mengumpulkan lebih dari 21 juta ulasan tentang lokalbisnis (About Yelp.com). Selanjutnya, sebuah perusahaan dari Silicon Valley, baru-baru ini menyatakan website ini bernilai lebih dari \$ 500 juta dolar (Sax, 2011). Kenaikan Yelp.com di nilai dan jumlah pelanggan ulasan telah menggambarkan bagaimana berpengaruh website terhadap konsumen. Hasil studi menunjukkan bahwa individu sangat suka dalam menggunakan Yelp.com untuk tujuan mencari informasi, diikuti oleh hiburan, kenyamanan, utilitas interpersonal, dan waktu lalu (Hicks et al, 2012)

2.1.4. Seleksi Fitur (*Feature Selection*)

Untuk klasifikasi teks masalah utama adalah dimensi ruang yang tinggi. Hal ini sangat sering bahwa domain teks memiliki puluhan bahkan beribu fitur. Kebanyakan dari fitur ini tidak relevan dan tidak bermanfaat untuk tugas klasifikasi teks. Bahkan beberapa fitur noise yang tinggi sehingga mengurangi akurasi klasifikasi. Selanjutnya, sejumlah besar fitur dapat memperlambat proses klasifikasi atau bahkan membuat beberapa pengklasifikasi tidak berlaku. Oleh karena itu pilihan fitur yang umum digunakan dalam klasifikasi teks untuk mengurangi dimensi ruang fitur dan meningkatkan efisiensi dan akurasi klasifikasi. (Chen et al, 2009).

Seleksi fitur merupakan proses optimasi untuk mengurangi satu set besar fitur besar sumber asli agar subset fitur yang relatif kecil yang signifikan untuk meningkatkan akurasi klasifikasi cepat dan efektif. Menurut (Maimon, 2010)

tujuan dari seleksi fitur adalah untuk mengidentifikasi fitur dalam dataset yang sama pentingnya, dan membuang fitur lainnya sebagai informasi yang tidak relevan dan berlebihan.

Tujuan seleksi atribut adalah untuk pengurangan atribut dari dataset untuk menghilangkan variabel yang dianggap tidak relevan. Metode seleksi fitur dapat diklasifikasikan ke dalam tiga kategori utama (Vercellis, 2009):

1. Metode *filter*

Metode Filter adalah memilih atribut yang relevan sebelum pindah ke tahap pembelajaran berikutnya, atribut yang dianggap paling penting yang dipilih untuk pembelajar, sedangkan sisanya dikecualikan.

2. Metode *wrapper*

Metode wrapper menilai sekelompok variabel dengan menggunakan klasifikasi yang sama atau algoritma regresi digunakan untuk memprediksi nilai dari variabel target.

3. Metode *embedded*

Untuk metode embedded, proses seleksi atribut terletak di dalam algoritma pembelajaran, sehingga pemilihan set optimal atribut secara langsung dibuat selama fase generasi model

2.1.5. Particle Swarm Optimization

Particle Swarm Optimization (PSO) sebagai teknik evolusi pertama dikemukakan oleh J Kennedy dan R. Eberhart pada tahun 1995. Seorang Psikolog dan Insinyur Listrik di Amerika Serikat (Menurut Kennedy dalam Lie et al, 2014).

Dalam PSO, setiap individu diperlakukan sebagai partikel, yang merupakan solusi dalam masalah ini. Partikel didefinisikan sebagai titik point $X_i(X_{i1}, X_{i2}, \dots, X_{id}, \dots, X_{iD})$ dalam ruang dimensi. Disini ruang dimensi hanya sebagai lingkungan pencarian. Sementara itu setiap partikel memiliki kecepatan sendiri seperti $V_i(V_{i1}, V_{i2}, \dots, V_{id}, \dots, V_{iD})$. Dengan demikian memungkinkan partikel untuk bergerak dalam pencarian ruang. Dari penjelasan di atas, *array solution* diinisialisasi secara acak dan kemudian memperbaharui posisi kecepatan mereka masing-masing (Liu, Chen, Jiao dan Li, 2014)

Particle Swarm Optimization (PSO) untuk memecahkan masalah optimasi global dalam bentuk algoritma metaheuristik paralel. Dalam beberapa tahun terakhir, banyak algoritma metaheuristik telah maju. PSO adalah salah satu dari mereka, sangat efektif untuk memecahkan masalah ini. Tapi PSO memiliki beberapa kekurangan seperti konvergensi prematur dan terjebak dalam minimum lokal. Untuk mengatasi kekurangan ini, banyak varian PSO telah diusulkan. (Chen et al, 2009).

PSO dan maximum dari fungsi objektif yang diberikan. Dalam analogi burung, fungsi ini akan menjadi ukuran kualitas atau kuantitas makanan disetiap tempat, dan segerombolan partikel akan mencari tempat yang terbaik dan / atau paling berlimpah pasokan makanan. Gerakan dari partikel hanya tergantung pada kecepatan dan memori lokasi dimana solusi yang baik telah ditemukan oleh partikel itu sendiri atau dengan lainnya (tetangga) partikel dalam swarm. Analogi berkelompok burung dimana setiap individu membuat keputusan berdasarkan aspek kognitif (solusi yang baik ditemukan oleh partikel itu sendiri) dan aspek sosial (solusi yang baik ditemukan oleh partikel lain). PSO tidak seperti metode deterministik lainnya, PSO tidak menggunakan informasi gradien untuk mencari solusi (Nouaouria, Boukadoum, 2014). Algoritma mempertahankan populasi partikel (*swarm*) dimana setiap partikel didefinisikan oleh lokasinya dalam ruang pencarian multi dimensional (*problem space*) dan merupakan solusi potensial untuk masalah optimasi. Partikel mulai bergerak dari lokasi secara acak melalui ruang pencarian minimum

Menurut (Abraham, Grosan dan Ramos, 2006) Solusi yang optimal, pada setiap partikel akan bergerak ke arah posisi yang terbaik sebelumnya (*pbest*) dan posisi terbaik secara global (*gbest*). Sebagai contoh, partikel ke- *i* dinyatakan sebagai : $x_i = (x_{i,1}, x_{i,2}, \dots, x_{i,d})$ dalam ruang *d*-dimensi. Posisi terbaik sebelumnya dari partikel ke- *i* disimpan dan dinyatakan sebagai $pbest_i = (pbest_{i,1}, pbest_{i,2}, \dots, pbest_{i,d})$. Modifikasi kecepatan dan posisi tiap partikel dapat dihitung menggunakan kecepatan saat ini dan jarak $pbest_{i,d}$ ke $pbest_d$ seperti ditunjukkan oleh persamaan berikut:

$$v_{i,m} = w \cdot v_{i,m} + c_1 * R * (pbest_{i,m} - x_{i,m}) + c_2 * R * (gbest_m - x_{i,m}) \dots \dots \dots (2.1)$$

$$x_{id} = x_{i,m} + v_{i,m} \dots \dots \dots (2.2)$$

Keterangan:

n : jumlah partikel dalam kelompok
 d : dimensi
 $V_{i,m}$: kecepatan partikel ke- i pada iterasi ke- i
 w : faktor bobot inersia
 c_1, c_2 : konstanta akselerasi (learning rate)
 R : bilangan random (0-1)
 $x_{i,d}$: posisi saat ini dari partikel ke- i pada iterasi ke- i
 $pbest_i$: posisi terbaik sebelumnya dari partikel ke- i
 $gbest$: partikel terbaik diantara semua partikel dalam satu kelompok atau populasi

Persamaan (2.1) menghitung kecepatan baru untuk tiap partikel (solusi potensial) berdasarkan pada kecepatan sebelumnya ($V_{i,m}$), lokasi partikel dimana nilai fitness terbaik telah dicapai ($pbest$), dan lokasi populasi global ($gbest$ untuk versi global, $lbest$ untuk versi local) atau *local neighborhood* pada algoritma versi local dimana nilai fitness terbaik telah dicapai.

Persamaan (2.2) memperbaharui posisi tiap partikel pada ruang solusi. Dua bilangan acak c_1 dan c_2 dibangkitkan sendiri. Penggunaan berat inersia w telah memberikan performa yang meningkat pada sejumlah aplikasi.

Sedangkan menurut penulis, Particle Swarm Optimization adalah salah satu teknik optimasi yang disederhanakan menjadi sebuah partikel, partikel tersebut dalam ruang memiliki posisi yang dikodekan menjadi vektor koordinat. Vektor posisi ini merupakan keadaan yang sedang ditempati pada ruang pencarian. Posisi dalam ruang pencarian inilah yang menjadi solusi untuk dievaluasi menggunakan fungsi objektif.

2.1.6. Algoritma Naive Bayes

Naive Bayes adalah metode sederhana dan banyak digunakan untuk *supervised learning*. Salah satu algoritma dengan pembelajaran tercepat dan dapat menangani sejumlah *feature* atau *class*. Meskipun sederhana dalam model tapi Naive Bayes bekerja dengan baik untuk ssetiap masalah. Naive Bayes berasal dari teorema Bayes untuk menghitung banyaknya label *class* dari *instance* baru, karena semua feature dianggap independen yang dapat memberikan nilai pada class. (Lee, Hwan, 2015).

Naive Bayes Classifier telah terbukti sangat efektif untuk memecahkan masalah skala besar untuk kategorisasi teks dengan akurasi yang tinggi (Kumar, Zayaraz, 2015). Naive Bayes memungkinkan klasifikasi berdasarkan asumsi kondisi tersendiri antara prediksi attributes diberikan *class*. Untuk itu Naive Bayes adalah klasifikasi yang benar-benar kompeten, bekerja cukup baik dalam tugas-tugas klasifikasi sehingga banyak peneliti yang mencoba untuk meningkatkan performa Naive Bayes (Bermejo et al, 2014).

Metode Naïve Bayes Classification (NBC) Metode NBC menempuh dua tahap dalam proses klasifikasi teks, yaitu tahap pelatihan dan tahap klasifikasi. Pada tahap pelatihan dilakukan proses analisis terhadap sampel dokumen berupa pemilihan vocabulary, yaitu kata yang mungkin muncul dalam koleksi dokumen sampel yang sedapat mungkin dapat menjadi representasi dokumen. Selanjutnya adalah penentuan probabilitas prior bagi tiap kategori berdasarkan sampel dokumen. Pada tahap klasifikasi ditentukan nilai kategori dari suatu dokumen berdasarkan term yang muncul dalam dokumen yang diklasifikasi. Lebih konkritnya jika diasumsikan dimiliki koleksi dokumen $D=\{d_i|i=1,2,...,|D|\}=\{d_1,d_2,...,d_{|D|}\}$ dan koleksi kategori $V=\{v_j|j=1,2,...,|V|\}=\{v_1,v_2,...,v_{|V|}\}$. Klasifikasi NBC dilakukan dengan cara mencari probabilitas $P(V=v_j | D=d_i)$, yaitu probabilitas category v_j jika diketahui dokumen d_i . Dokumen d_i dipandang sebagai tuple dari kata-kata dalam dokumen, yaitu \mathbf{d}_i , yang frekuensi kemunculannya diasumsikan sebagai variable random dengan distribusi probabilitas Bernoulli.

Selanjutnya klasifikasi dokumen adalah mencari nilai maksimum dari:

$$VMAP = \underset{v_j \in V}{\operatorname{argmax}} (\prod_{i=1}^n P(d_i=v_j | \mathbf{d}_i)) \quad (2.3)$$

Teorema Bayes menyatakan tentang probabilitas bersyarat menyatakan:

$$P(B|A) = \frac{P(A \cap B)}{P(A)} = \frac{P(A|B)P(B)}{P(B)} \quad (2.4)$$

Dengan menerapkan teorema Bayes persamaan (2.3) dapat ditulis :

$$VMAP = \underset{v_j \in V}{\operatorname{argmax}} (\prod_{i=1}^n P(d_i=v_j | \mathbf{d}_i)) = \underset{v_j \in V}{\operatorname{argmax}} (\prod_{i=1}^n \frac{P(\mathbf{d}_i=v_j) P(v_j)}{P(\mathbf{d}_i)}) \quad (2.5)$$

Karena nilai $\prod_{i=1}^n P(\mathbf{d}_i)$ untuk semua v_j besarnya sama maka nilainya dapat diabaikan, sehingga persamaan (2.5) menjadi :

$$VMAP = \underset{v_j \in V}{\operatorname{argmax}} (\prod_{i=1}^n P(d_i=v_j)) \quad (2.6)$$

Dengan mengasumsikan bahwa setiap kata dalam adalah independent, maka

$(, \dots, |) 1 2 n j P a a v$ dalam persamaan (2.6) dapat ditulis sebagai berikut:

$$(, \dots, |) 1 2 n j P a a v = \prod_{i=1}^n P(a_i | v) \dots\dots\dots(2.7)$$

Sehingga persamaan (2.6) dapat ditulis:

$$V_{MAP} = \arg \max_{v \in V} \prod_{i=1}^n P(a_i | v) \dots\dots\dots(2.8)$$

Nilai $P(v_j)$ ditentukan pada saat pelatihan, yang nilainya didekati dengan :

$$P(v_j) = \frac{\text{Contoh docJ}}{\text{banyaknya dokumen yang memiliki kategori j dalam pelatihan}} \dots\dots\dots(2.9)$$

dimana docJ adalah banyaknya dokumen yang memiliki kategori j dalam pelatihan, sedangkan Contoh banyaknya dokumen dalam contoh yang digunakan untuk pelatihan. Untuk nilai $(|) k j P w v$, yaitu probabilitas kata w_k dalam kategori j ditentukan dengan

$$(|) k j P w v = \frac{n_{kj} + 1}{n + \text{vocabulary}} \dots\dots\dots(2.10)$$

dimana n_k adalah frekuensi munculnya kata w_k dalam dokumen yang berkategori v_j , sedangkan nilai n adalah banyaknya seluruh kata dalam dokumen berkategori v_j , dan vocabulary adalah banyaknya kata dalam contoh pelatihan (Hamzah, 2012).

Sedangkan Naive Bayes menurut (Muralidharan dan Sugumaran, 2012) yaitu klasifikasi algoritma berdasarkan Bayes rules, dengan asumsi atribut X_1, \dots, X_n disebut dengan conditional independent untuk semuanya, dengan memberikan nilai Y . Nilai tersebut diasumsikan untuk menyederhanakan representasi dari $P(X/Y)$ dan problem estimasi dari data training.

Berikut contoh, dimana $X=(X_1, X_2)$, berikut persamaan matematika:

$$P(X/Y) = P(X_1 X_2 / Y) = P(X_1 / X_2, Y) = P(X_2 / Y) = P(X_1 / Y) P(X_2 / Y) \dots\dots\dots(2.11)$$

Lebih umumnya ketika X mengandung n attribute yang termasuk conditional independent dari satu yang diberikan nilai Y .

$$P(X_1, \dots, X_n | Y) = \prod_{i=1}^n P(X_i | Y) \dots\dots\dots(2.12)$$

Memberitahukan bahwa ketika nilai Y dan X adalah variabel boolean, yang hanya 2^n parameter dibutuhkan untuk menetapkan $P(X_i = x_{ik} | Y = y_j)$. Ekspresi untuk kemungkinan nilai Y termasuk ke dalam persamaan Bayes Rule berikut ini:

$$P(Y = y_k | X_1, \dots, X_n) = \frac{P(Y = y_k) \prod_{i=1}^n P(X_i = x_{ik} | Y = y_k)}{\sum_{j=1}^K P(Y = y_j) \prod_{i=1}^n P(X_i = x_{ik} | Y = y_j)} \dots\dots\dots(2.13)$$

Dimana jumlah diberikan untuk untuk nilai y_j pada Y yang memungkinkan. Sekarang asumsi X_i adalah *conditional independent* diberikan Y . Dapat dituliskan pada persamaan berikut:

$$P(Y = y_k | X_1, \dots, X_n) = \frac{P(Y = y_k) \prod_i P(X_i | Y = y_k)}{\sum_j P(Y = y_j) \prod_i P(X_i | Y = y_j)} \quad \text{.....(2.14)}$$

Persamaan di atas merupakan dasar dari Naive Bayes Classifier. Pemberian *instance* yang baru $X_{\text{new}} = (1, \dots, X_n)$, persamaan tersebut mengkalkulasi probabilitas nilai Y yang akan diberikan nilai, diberikan observasi attribute nilai X_{new} dan diberikan distribusi $P(Y)$ dan $P(X_i/Y)$ dan estimasi dari data training. Hal tersebut memungkinkan nilai Y ditemukan, maka dengan ini, persamaan Naive

$$y \leftarrow \arg \max_{y_k} \frac{P(Y = y_k) \prod_i P(X_i | Y = y_k)}{\sum_j P(Y = y_j) \prod_i P(X_i | Y = y_j)} \quad \text{Bayes Classifier menjadi:} \quad \text{.....(2.15)}$$

)

Berdasarkan penjelasan di atas Naive Bayes menurut penulis adalah salah satu metode *supervised learning* yang berfungsi untuk menangani fitur dan kelas pada pemecahan masalah dengan klasifikasi teks yang besar sehingga menghasilkan nilai akurasi yang tinggi.

2.1.7. Algoritma k-Nearest Neighbor

Nearest Neighbor menjadi salah satu metode dalam top 10 metode data mining yang paling populer digunakan (Wu dan Kumar, 2009). Metode NN murni termasuk dalam klasifikasi yang *lazy learning* karena menunda proses pelatihan (atau bahkan tidak melakukan sama sekali) sampai ada data uji yang ingin diketahui label kelasnya, maka metode baru akan menjalankan algoritmanya. Algoritma Nearest Neighbor melakukan klasifikasi berdasarkan kemiripan suatu data dengan data lain (Tan et al, 2005). Prinsip sederhana yang diadopsi oleh algoritma NN adalah “Jika suatu hewan berjalan seperti bebek, maka hewan itu mungkin bebek”. Semakin dekat lokasi data latih terhadap data uji, maka bisa dikatakan bahwa data latih tersebut yang lebih dipandang mirip oleh data uji. Semakin dekat maka akan semakin mirip, yang berarti juga semakin kecil jarak maka akan semakin mirip. Dengan kata lain, semakin kecil nilai ketidakmiripan

(jarak) maka semakin miriplah data uji terhadap sejumlah k tetangga data latih terdekat. (Prasetyo, 2014).

K-Nearest Neighbor merupakan satu metode dari sekian banyak metode nonparametrik yang diperkenalkan oleh Fix dan Hodges pada tahun 1951. Sejak itu hanya satu parameter k (Angka yang dekat dengan tetangga terdekat) sangat mudah digunakan. K-NN Classifier adalah objek baru dari sample testing untuk sample training berdasarkan jarak minimum yang dikalkulasikan melalui jarak Eucliden.(Xiang et al, 2015). Metode k-Nearest Neighbor (k-NN) menjadi salah satu metode berbasis NN yang paling tua dan populer. Nilai k yang digunakan menyatakan jumlah tetangga terdekat yang dilibatkan dalam penentuan prediksi label kelas pada data uji. Dari k tetangga terdekat yang terpilih kemudian dilakukan voting kelas dari k tetangga dekat tersebut (Tan et al, 2005).

Ada beberapa isu kunci yang mempengaruhi kinerja k-NN, diantaranya adalah pemilihan parameter k (Wu dan Kumar, 2009). Jika k terlalu kecil maka berakibat hasil prediksi yang didapat bisa sensitif terhadap keberadaan noise, namun jika k terlalu besar maka tetangga terdekat yang terpilih mungkin terlalu banyak dari kelas lain yang sebenarnya tidak relevan karena jarak yang terlalu jauh. Untuk memperkirakan nilai k yang terbaik, bisa dilakukan dengan teknik validasi silang. Isu lainnya adalah pendekatan untuk menggabungkan label kelas. Metode yang paling sederhana adalah dengan voting mayoritas seperti yang dijelaskan di atas. Akan tetapi, hal tersebut dapat menjadi masalah jika tetangga terdekat mempunyai jarak yang bervariasi, sedangkan tetangga yang lebih dekat lebih handal menunjukan label kelas.

Algoritma klasifikasi KNN memprediksi Kategori uji sampel sesuai dengan pelatihan K sampel yang merupakan tetangga terdekat dengan sampel uji, dan menilai untuk kategori yang memiliki kategori terbesar probabilitas.

Proses algoritma KNN untuk mengklasifikasikan X adalah (Lihua, 2006):

- 1 Misalkan ada j kategori pelatihan C_1, C_2, \dots, C_j dan jumlah sampel pelatihan adalah N setelah pengurangan fitur, mereka menjadi m -dimensi fitur vektor.
- 2 Membuat sampel X menjadi vektor fitur yang sama dari bentuk (X_1, X_2, \dots, X_m) , karena semua sampel pelatihan.

- 3 Hitung kesamaan antara semua pelatihan sampel dan X. Mengambil sampel i di (DI1, Di2, ..., dim) sebagai contoh, kesamaan SIM (X,di) yaitu:

$$SIM(X, d_i) = \frac{\sum_{j=1}^m X_j \cdot d_{ij}}{\sqrt{\left(\sum_{j=1}^m X_j\right)^2} \sqrt{\left(\sum_{j=1}^m d_{ij}\right)^2}} \quad \dots\dots\dots(2.16)$$

- 4 Pilih sampel k yang lebih besar dari N kesamaan SIM (X, di), (i = 1, 2, ..., N), dan mengobati mereka sebagai koleksi KNN X. Kemudian, menghitung probabilitas X milik masing-masing kategori masing-masing dengan

$$P(X, C_j) = \sum SIM(X, d_i) \cdot y(d_i, C_j) \quad \text{rumus berikut:}$$

Dimana y(di, Cj) adalah berfungsi kategori dari atribut, yang hasilnya:

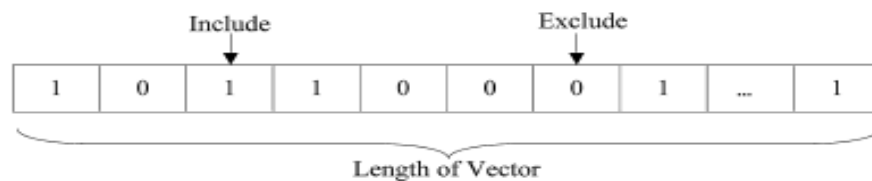
$$y(d_i, C_j) = \begin{cases} 1, & d_i \in C_j \\ 0, & d_i \notin C_j \end{cases} \quad \dots\dots\dots(2.17)$$

- 5 Sampel utama X menjadi kategori yang memiliki P terbesar (X, Cj).

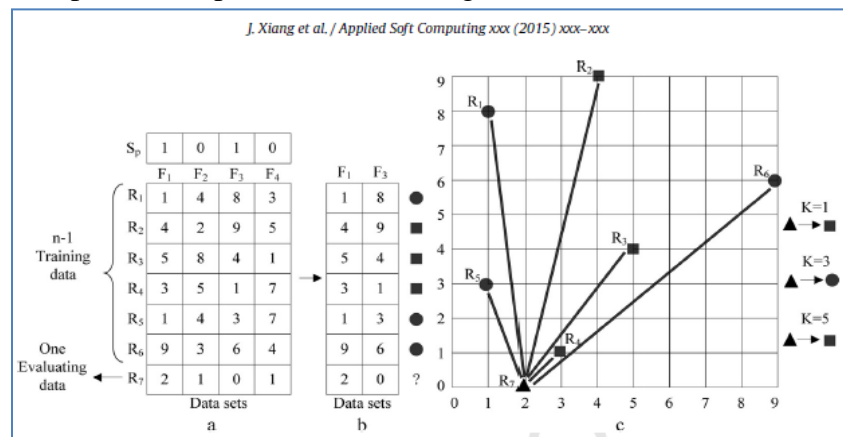
Sedangkan k-Nearest Neighbor menurut penulis adalah salah satu metode yang bersifat *supervised learning* (hasil *query instance* yang baru, diklasifikasikan berdasarkan mayoritas kategori pada KNN) untuk melakukan klasifikasi terhadap objek yang jaraknya paling dekat dengan objek tersebut.

2.1.8. Pemilihan Parameter k Pada k-NN

Berdasarkan penjelasan di atas, hanya ada satu parameter K (jumlah nearest neighbors) yang perlu ditentukan, mudah untuk menerapkan metode k-NN. Jumlah tetangga terdekat adalah kunci untuk dalam melakukan proses klasifikasi. k-NN mengklasifikasikan Object baru dari sampel pengujian terhadap sampel pelatihan berdasarkan jarak minimum yang dihitung menurut Euclidean distance. Jika suatu benda dekat dengan K tetangga terdekat, obyek dikategorikan dalam kategori K-objek. Untuk tujuan enhancing akurasi klasifikasi, parameter K harus diubah sesuai ke berbagai karakteristik data set. Leave-one-out Cross-validation (LOOCV) untuk memilih parameter K. Ketika sampel n harus diklasifikasikan, mereka dibagi menjadi satu sampel pengujian dan n - 1 sampel pelatihan di setiap iterasi dalam proses evaluasi, dan classifier yang dibangun dengan training n - 1 training sampel. Pengujian kelas sampel dapat dievaluasi oleh classifier.



Contoh penerapan nilai k pada k-Nearest Neighbors:



Sumber: Penelitian (Xiang, 2015)

Gambar II.1. Leave-one-out Cross-validasi (LOOCV) untuk pemilihan parameter k pada k-NN

2.1.9. Validasi dan Evaluasi Algoritma

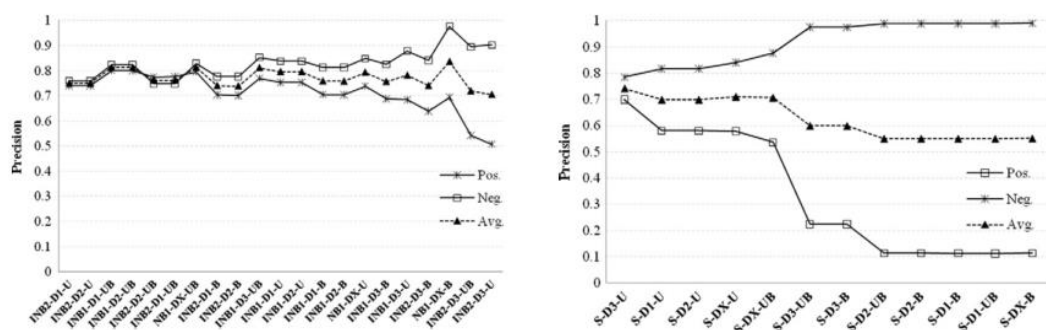
Ada banyak metode yang digunakan untuk memvalidasi suatu model berdasarkan data yang ada, seperti holdout, random sub-sampling, cross-validation, stratified sampling, bootstrap dan lain sebagainya. Menurut Han (Han & Kamber, 2007) confusion matrix adalah alat yang sangat berguna untuk menganalisa seberapa baik pengklasifikasi bias mengenali tuple dari class yang berbeda. Dalam confusion matrix dikenal beberapa istilah seperti True positive yang merujuk pada tuple positif yang secara benar dilabeli oleh pengklasifikasi, sementara True negative adalah tuple negatif yang secara benar dilabeli oleh pengklasifikasi. Adapula False positive yang merupakan tuple negatif yang secara tidak benar dilabeli oleh pengklasifikasi, dan False negative yang merupakan tuple positif yang secara tidak benar dilabeli oleh pengklasifikasi. K-fold cross validation yaitu memecah set data menjadi k bagian set data dengan ukuran yang sama. (Prasetyo, 2014). Kurva ROC akan digunakan untuk mengukur AUC (Area Under Curve). Kurva ROC membagi hasil positif dalam sumbu y dan hasil

negative dalam sumbu x (Witten, Frank, & Hall, 2011). Grafik membandingkan klasifikasi yang berbeda model (Vercellis, 2009). Sehingga semakin besar area yang berada di bawah kurva, semakin baik pula hasil prediksi. kurva ROC (Receiver operasi karakteristik) digunakan untuk mengevaluasi akurasi classifier dan untuk membandingkan klasifikasi yang berbeda model (Vercellis, 2009). Sehingga semakin besar area yang berada di bawah kurva, semakin baik pula hasil prediksi.

2.2. Tinjauan Studi Penelitian Terdahulu yang Terkait

2.2.1. Model Penelitian Kang et al

Penelitian (Kang et al., 2012) dengan judul Senti-lexicon and improved Naïve Bayes algorithms for sentiment analysis of restaurant reviews. Peneliti menggunakan komparasi Naive Bayes dan SVM dengan menggunakan teknik unigrams + bigrams. Review yang digunakan menggunakan data review restoran. Berdasarkan penelitian tersebut diperoleh bahwa dengan menggunakan teknik unigrams dan bigrams dapat meningkatkan hasil akurasi. Berikut adalah gambar hasil pengujian Kang et al:



(a) Precision perbandingan antara Naive Bayes dan improved Naive Bayes

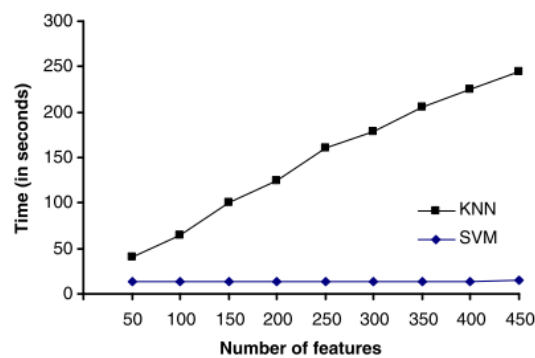
(b) Precision result of SVM

Gambar II. 2 Hasil pengujian Kang et al

2.2.2. Model Penelitian Hmeidi et al

Pada penelitian (Hmeidi et al., 2008) difokuskan untuk membandingkan dua metode *machine learning* pada kategori teks arab. Dataset yang digunakan dalam training dan testing terdiri dari review olahraga dan review ekonomi. Metode *machine learning* yang digunakan yaitu SVM dan k-NN dengan

menggunakan TF.IDF sebagai metode optimasi untuk seleksi fitur. Berdasarkan kedua metode di atas, diperoleh hasil SVM memiliki performa yang lebih baik dibandingkan k-NN. Hal ini terjadi karena k-NN termasuk ke dalam kategori lazy algorithm yang tergantung pada statistik dan perbandingan dan memilih sejumlah besar fitur. SVM menggunakan *offline learning* untuk menemukan hyperplane yang optimal.



Gambar II. 3 Hasil pengujian Hmeidi et al

2.2.3. Model Penelitian Jiang

Peneliti (Jiang, 2012) dalam penelitiannya yang berjudul An improved K-nearest-neighbor algorithm for text categorization. Membahas mengenai teks kategori, dimana metode K-Nearest Neighbor merupakan metode klasifikasi efektif tetapi kurang efisien. Penulis mengusulkan algoritma KNN ditingkatkan untuk teks kategorisasi yang membangun klasifikasi model dengan menggabungkan algoritma clustering dengan KNN teks kategori. Hasilnya diperoleh bahwa algoritma yang diusulkan mengungguli performa dari Naive Bayes, KNN dan Support Vector Machine

Categoryname	Train	Test	INNTC (K = 45)			KNN (K = 10) F1 value	NB F1 value	SVM F1 value
			Cluster vectors	Compression ratio	F1 value			
ACQ	1650	719	686	58.42%	0.9360	0.8998	0.9674	0.9608
Corn	181	56	41	77.35%	0.9126	0.8870	0.9444	0.8807
Crude	389	189	119	69.41%	0.7821	0.8235	0.8429	0.7930
Earn	2877	1087	915	68.20%	0.9643	0.9500	0.9843	0.9799
Interest	347	131	70	79.83%	0.9143	0.8945	0.9231	0.9243
Ship	197	89	98	50.25%	0.7364	0.6503	0.6154	0.6115
Trade	369	117	120	67.48%	0.8872	0.8943	0.8561	0.8739
	6010	2388	2049	65.91%	0.8850	0.8597	0.8843	0.8628

Gambar II. 4 Hasil pengujian Jiang

2.2.4. Model Penelitian Hwa Lu et al

Penelitian dengan judul: Chinese text classification by the Naïve Bayes Classifier and the associative classifier with multiple confidence threshold values yang ditulis oleh (Hwa Lu et al, 2010). Dalam penelitiannya dikatakan bahwa setiap jenis classifier memiliki kekurangan dan kelebihan tertentu. Begituppun dengan NBC (Naive Bayes Classifier) namun NBC memiliki keunggulan dapat meningkatkan akurasi klasifikasi teks sehingga dalam mengklasifikasikan kasus pelatihan dengan Naïve Bayes Classifier dan Class Association Rule (CAR) untuk kelas yang berbeda dengan tingkat akurasi klasifikasi diperoleh dari Naïve Bayes Classifier ke kelas. Karena tingkat keakuratan semua CAR yang dipilih dari kelas yang lebih tinggi dari yang diperoleh Naïve Bayes Classifier maka, kita lebih bisa mengoptimalkan hasil klasifikasi melalui ini CAR dipilih.

Classifier	Lazy classifier		Naïve Bayes Classifier		Multiple classifier	
Correct doc.	1130		1164		1205	
Accuracy%	88.91		91.58		94.81	
Proportion of classified%	AC	94.57	Naïve Bayes	100.0	AC	83.79
	Default class	5.43			Naïve Bayes	16.21
Accuracy of classified%	AC	90.43	Naïve Bayes	91.58	AC	98.78
	Default class	62.32			Naïve Bayes	74.27

Gambar II.5 Hasil pengujian Hwa Lu et al

2.2.5. Model Penelitian Basari et al

(Basari et al, 2013) dalam penelitiannya dengan menggunakan objek twitter seperti opini mengenai buku, movie, produk, politik dan sejenisnya. Metode yang digunakan adalah SVM yang merupakan metode supervised learning untuk menghasilkan klasifikasi. Klasifikasi disini terfokus pada dua class yaitu negatif klasifikasi dan positif klasifikasi. SVM ditingkatkan akurasi dengan hybrid PSO dan menggunakan validasi 10 Fold-Cross Validation.

	SVM	SVM-PSO
Accuracy	71.87	77.00
Precision	68.81	77.56
Recall	81.87	76.13

Gambar II.6 Hasil pengujian Basari et al

2.2.6. Model Penelitian Xiang dan Han

Dalam penelitian Xiang dan Han yang berkaitan dengan feature selection menggunakan algoritma gravitational search (GSA) dan metode k-NN. Seleksi fitur merupakan langkah pra-pemrosesan yang penting untuk memecahkan masalah klasifikasi. Masalah ini sering diselesaikan dengan menerapkan algoritma evolusioner untuk mengurangi jumlah dimensi fitur dilibatkan. Hasil yang diperoleh mengkonfirmasi kinerja tinggi tersebut yang meningkatkan algoritma gravitational search dalam memecahkan masalah pada optimasi. Peneliti juga memkomparasikan dengan metode yang lain. Dataset yang diambil adalah Aus.Credit, Wisconsin Breast Cancer, PIMA Diabetes, berikut hasil accuracy dan AUC dengan komparasi beberapa metode:

	Aus. Credit			Wisconsin Breast Cancer			PIMA Diabetes		
	ACC	AUC	k	ACC	AUC	k	ACC	AUC	k
GA-KNN	83.9	84.1	2	95.1	96.7	30	74.9	73.8	8
BPSO-KNN	84.6	84.7	2	95.9	97.3	25	75.5	74.7	8
QBPSO-KNN	86.9	85.6	14	97.1	97.5	23	76.1	70.6	5
BGSA-KNN	87.1	87.6	14	97.2	97.7	23	76.3	70.9	5
BIGSA-KNN	87.1	87.6	10	98.5	98.1	26	77.9	75.1	8

Gambar II. 7 Hasil pengujian Xiang dan Han

2.2.8. Rangkuman Penelitian Terkait

Berikut merupakan ringkasan dari penelitian terkait yang dijadikan peneliti sebagai panduan untuk penelitian ini:

Tabel II. 1 Rangkuman Penelitian Terkait

Judul	Peneliti	Classifier and Feature Selection	Akurasi	Hasil
Senti-lexicon and improved Naïve Bayes algorithms for sentiment analysis of restaurant reviews	Kang	NB, SVM + unigrams + bigrams	81.3%	Peneliti menghasilkan bahwa SVM memiliki kerja yang optimal
Performance of KNN and SVM classifiers on full word Arabic articles	Hmeidi et al	SVM, KNN, TF +IDF	Recall KNN=0.96, SVM=1	Peneliti menghasilkan pengujian data dengan SVM +TFIDF memiliki akurasi tertinggi

Tabel II. 2 Rangkuman Penelitian Terkait (Lanjutan)

An improved K-nearest-neighbor algorithm for text categorization	Jiang	KNN	83%	Peneliti mengusulkan algoritma INNTC yang memiliki akurasi tertinggi
Chinese text classification by the Naïve Bayes Classifier and the associative classifier with multiple confidence threshold values	Hwa Lu et al	NBC, CAR	91.58%	Peneliti mengusulkan metode yang baru sehingga terbukti dapat meningkatkan akurasi dibandingkan metode classifier yang telah ada.
Opinion Mining of Movie Review using Hybrid Method of Support Vector Machine and Particle Swarm Optimization	Basari et al	Hybrid SVM PSO	77%	Peneliti menggunakan PSO sebagai optimasi dengan 10 Fold-Cross Validation
A novel hybrid system for feature selection based on an improved gravitational search algorithm and k-NN method	Xiang dan Han	GSA, k-NN	83.9%	Peneliti banyak melakukan eksperimen terhadap beberapa banyak dataset, yang diambil contoh dari pengujian k-NN dan GA, ternyata menghasilkan akurasi yang cukup optimal.
Komparasi Algoritma Naive Bayes Dan K-Nearest Neighbor Berbasis Particle Swarm Optimization Pada Sentiment Analysis Review Restaurant	Peneliti	KNN NB PSO	?	Peneliti melakukan pengujian terhadap review restaurant pada NB dan KNN berbasis PSO

Sumber: (Peneliti, 2015)

2.2.9. Summary of Survey

Berikut disajikan tabel hasil Survey oleh peneliti sebelumnya. Tabel ini dijadikan sebagai acuan bagi peneliti dalam penelitian thesis.

Tabel II. 3 Hasil Survey Peneliti Vinodhini dan Chandrasekaran

No	Studies	Mining Technique Used	Feature Selection	Data Source	Performance (Accuracy)	Precision	Recall
1.	Kaiquan Xu(2011)	Multiclass SVM	Linguistic Feature	Amazon reviews	61%	61.9%	93.4%
2.	Long Sheng(2011)	BPN	Point wise Mutual information	Movie review	64%	60%	98%
3.	Rui Xia(2011)	Naïve bayes, Maximum entropy, SVM	Uni gram, bi grams, dependency grammar, joint feature	Movie review, Multi domain dataset, Amazon	NB-85.8% ME-85.4% SVM-86.4%	-	-
4.	Xue Bai(2011)	Naïve bayes	Information gain, two state markov blanket classifier	Movie review	92%	-	-
5.	Ziqiong(2011)	Naïve bayes, SVM	Information gain	Cantone se reviews	93%	-	-
6.	Gamgarn somprasti(2010)	Maximum entropy	Dependency relation	Amazon reviews	-	72.6%	78.7%
7.	Gang Li(2010)	K-means Clustering	TF-IDF	Movie review	78%	-	-
8.	Yulan He(2010)	Sentiment lexicon, General expectation criteria	Self trained features	Movie review	74.7%	-	-
9.	Zhu Jian(2010)	Back propogation	Odds ratio	Movie review	86%	-	-

Tabel II. 4 Hasil Survey Peneliti Vinodhini dan Chandrasekaran (Lanjutan)

10.	Melville(2009)	Bayesian classification	n-grama	Blogs	Blogs: 91.21%	-	-
11.	Rudy(2009)	ID3, SVM, Hybrid	Document frequency	Movie review, mySpace comments	89%	-	-

Sumber : Vinodhini, Chandrasekaran (2012)

2.3. Tinjauan Objek Penelitian

2.3.1. Review Restoran

Peneliti mengambil dataset dari data internet. Data yang digunakan dalam kebanyakan studi klasifikasi sentimen dikumpulkan dari situs e-commerce seperti www.amazon.com (review produk), www.yelp.com (ulasan restoran), [www.CNET download.com](http://www.CNETdownload.com) (review produk) dan www.reviewcentre.com, yang menjadi tuan rumah jutaan ulasan produk oleh konsumen. Selain itu, situs yang tersedia adalah situs review profesional seperti www.dpreview.com, www.zdnet.com dan situs pendapat konsumen tentang topik yang luas dan produk-produk seperti www.consumerreview.com, www.epinions.com, www.bizrate.com (Popescu& Etzioni, 2005; Hu, B.Liu, 2006; Qinliang Mia, 2009; Gamgaran Sompraserti, 2010).

Penggunaan machine learning ke dalam domain ulasan restoran cantonese dengan membandingkan dua algoritma yaitu Naive Bayes dan SVM serta enam presentasi fitur mengenai teknik n-gram. Frekuensi dipilih untuk menguji classifier pada Cantonese sentimen klasifikasi. (Hwa Lu et al, 2010).

2.3.2. Particle Swarm Optimization

Particle Swarm Optimization adalah algoritma dengan teknik pencarian optimasi pada pencarian global. Mirip dengan Algoritma Genetika dan Evolutionary Algorithm (Gas, Eas). PSO adalah alat optimasi probabilistik berbasis populasi, yang mencari nilai optimal untuk memperbaharui generasi.

Namun PSO tidak seperti GA, PSO tidak memiliki operator evolusi seperti crossover dan mutasi. PSO telah banyak diteliti karena pelaksanaannya yang mudah dan memiliki beberapa parameter untuk menyesuaikan. (A. Boubezoul, S.Paris, 2012)

PSO termasuk populer algoritma dari simulasi sederhana perilaku sosial sekelompok burung. Sangat mudah untuk menerapkan dengan sedikit parameter, secara luas digunakan untuk memecahkan masalah sehingga banyak digunakan untuk memecahkan masalah optimasi serta masalah pemilihan fitur. (Liu et al, 2011)

Berdasarkan beberapa penelitian mengenai PSO untuk optimasi yang lebih baik diklasifikasikan menjadi empat kategori, yaitu: algoritma berdasarkan pengaturan parameter, algoritma berdasarkan topologi lingkungan, algoritma berdasarkan strategi pembelajaran dan PSO versi hybrid (Tanweer, Suresh, Sundararajan, 2015), yaitu:

1 Algoritma berdasarkan pengaturan parameter

Pemilihan yang tepat dari parameter kontrol seperti berat inersia, percepatan koefisien signifikan mempengaruhi konvergensi.

2 Algoritma berdasarkan topologi lingkungan

Awalnya, topologi yang berbeda seperti sepenuhnya terhubung dipelajari dan kemudian topologi lainnya diperkenalkan bertujuan terhadap peningkatan kemampuan tioran eksplorasi dari algoritma PSO

3 Algoritma berdasarkan strategi pembelajaran

Baru-baru ini, banyak varian PSO dengan strategi belajar yang berbeda telah diperkenalkan untuk menyediakan konvergensi yang lebih baik terhadap optimum global.

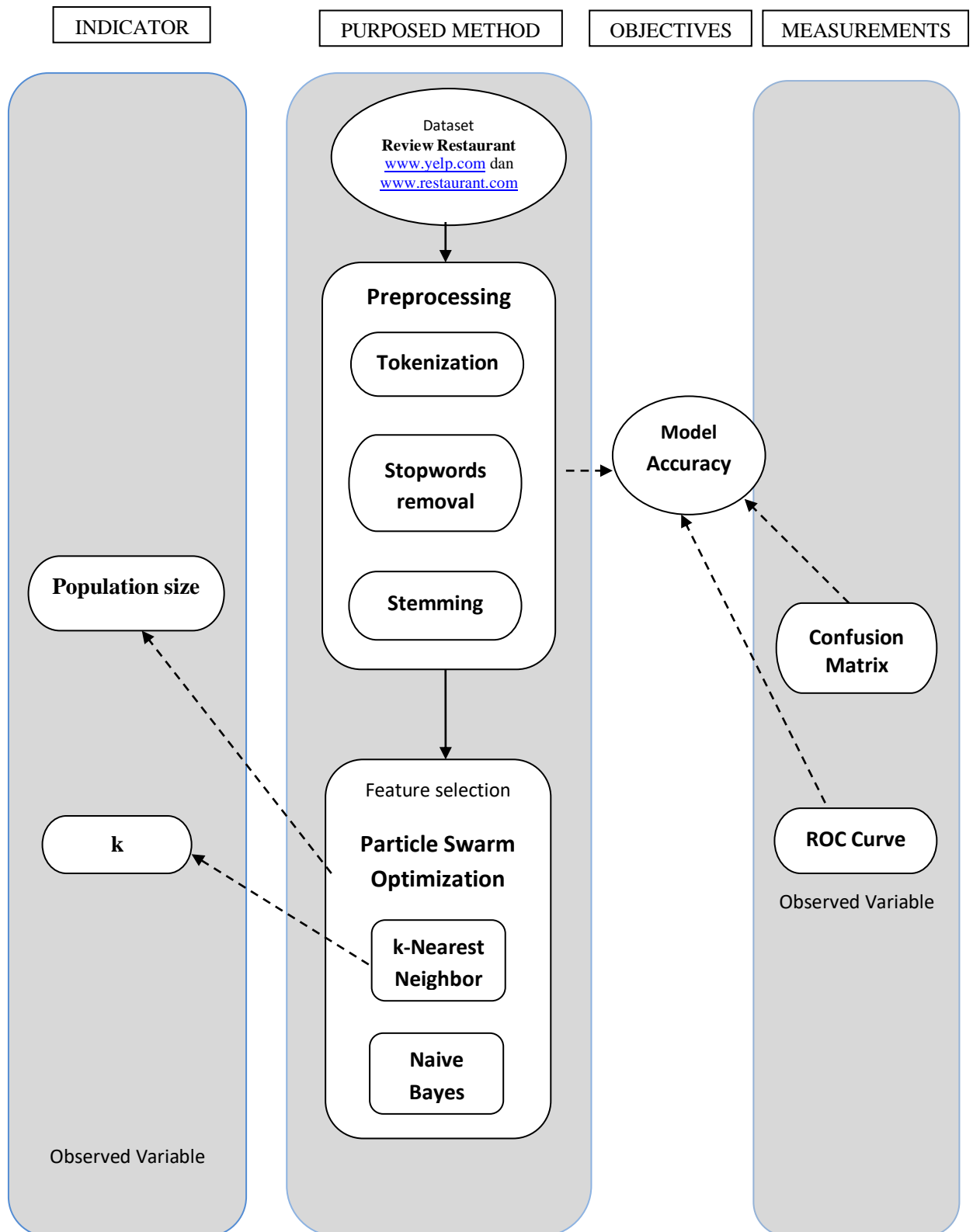
4 PSO versi hybrid

Untuk meningkatkan kinerja algoritma PSO, fokus penelitian telah diarahkan pada kelemahan dari algoritma PSO dengan menggabungkan sifat yang berguna algoritma evolusioner yang berbeda (algoritma genetika, optimasi koloni lebah dan lain-lain)

2.4. Kerangka Pemikiran

Berdasarkan pada latar belakang, maka penelitian ini akan melakukan komparasi terhadap metode k-Nearest Neighbors dan Naive Bayes dalam pengklasifikasian. Dari klasifikasi tersebut akan dioptimasi kembali oleh fitur seleksi PSO agar nilai akurasi yang didapat menjadi lebih optimal dan baik. Peneliti mengambil data dari sumber www.yelp.com dan www.restaurant.com yang terdiri dari beberapa review atau pendapat masyarakat mengenai restoran. Peneliti mengambil sample data secara simple random sebanyak 250 review positif dan 250 review negatif. Sebelum data diklasifikasi, terlebih dahulu dilakukan preprocessing antara lain: *Tokenization*, *Removal Stopword*, dan *Stemming*. Dalam pembobotan yang peneliti lakukan adalah Term Frequency Invers Document Fruquency (TF-IDF) dan pemilihan seleksi fitur menggunakan Particle Swarn Optimization (PSO). Sedangkan klasifikasi yang digunakan adalah k-Nearest Neighbors (k-NN). Pengujian 10 fold cross validation akan dilakukan, akurasi algoritma diukur dengan Confution Metrix dan hasil olahan akan ditampilkan dalam bentuk kurva ROC dan accuracy. Software yang digunakan untuk mengolah data klasifikasi adalah RapidMiner sebagai alat bantu dalam mengukur akurasi data eksperimen. RapidMiner sangat terkemuka di dunia dan tidak perlu dipertanyakan lagi sebagai sistem sumber terbuka untuk *data mining*. RapidMiner umumnya dikenal dengan YALE (*Yey Another Learning Envirotment*) adalah perangkat lunak *open source* untuk *knowledge discovery* dan *data mining* merupakan mesin pembelajaran algoritma yang dikembangkan oleh *University of Dortmund, Germany* pada tahun 2001. RapidMiner memiliki lebih dari 400 prosedur (operator) *data mining*, termasuk operator untuk masukan, keluaran, data *pre-processing* dan visualisasi. Ribuan aplikasi telah banyak dikembangkan di lebih 40 negara, baik dalam dunia bisnis maupun penelitian (Rapid-I Gmbh.2010).

Berikut merupakan kerangka pemikiran pada penelitian thesis ini:



Gambar II. 8 Kerangka Pemikiran

2.5. Hipotesis

- 1 Diduga Naive Bayes dan k-Nearest Neighbor mampu dalam menyelesaikan masalah dalam klasifikasi sentimen pada review restoran
- 2 Diduga seleksi fitur Particle Swarm Optimization mampu meningkatkan akurasi analisa sentiment pada Naive Bayes dan k-Nearest Neighbor
- 3 Diduga akurasi yang dihasilkan Naive Bayes berbasis Particle Swarm Optimization lebih tinggi dibandingkan dengan k-Nearest Neighbor berbasis Particle Swarm Optimization.

BAB III

METODOLOGI PENELITIAN

3.1. Perancangan Penelitian

Pada dasarnya, penelitian merupakan suatu investigasi yang terorganisasi, yang dilakukan untuk menyajikan suatu informasi dan memecahkan masalah. Metode penelitian yang digunakan penulis menggunakan metode penelitian eksperimen. Metode eksperimen merupakan suatu penelitian yang kondisi-kondisi tertentu dikendalikan sehingga satu atau beberapa variabel dapat dikontrol untuk menguji hipotesis (Zikmund dalam Hermawan, 2005). Adapun metode penelitian yang penulis gunakan melalui beberapa tahapan sebagai berikut:

- 1 Pengumpulan Data
Data yang digunakan untuk melakukan eksperimen dikumpulkan melalui website *yelp.com* dan *restaurant.com*, kemudian data restoran tersebut diseleksi dan dikumpulkan ke dalam notepad untuk diolah dalam pengujian data.
- 2 Pengolahan Data awal
Memilih metode yang akan digunakan pada saat pengujian data. Metode yang dipilih, berdasarkan penelitian yang terdahulu. Penulis menggunakan Metode Algoritma Naive Bayes dan k-Nearest Neighbor.
- 3 Metode yang Diusulkan
Metode yang diusulkan penulis ditambahkan optimasi agar dapat meningkatkan nilai akurasi. Optimasi yang digunakan yaitu Particle Swarm Optimization (PSO). Naive Bayes berbasis Particle Swarm Optimization dengan k-Nearest Neighbor berbasis Particle Swarm Optimization.
- 4 Eksperimen dan Pengujian Metode
Eksperimen yang dilakukan peneliti, menggunakan framework RapidMiner 5.3 untuk mengolah data sehingga menghasilkan nilai akurasi yang akurat dan untuk pengujian metode penulis membuat aplikasi menggunakan bahasa pemrograman PHP dan HTML.
- 5 Evaluasi dan Validasi Hasil Evaluasi
Evaluasi berfungsi untuk mengetahui akurasi dari model algoritma yang diusulkan. Validasi digunakan untuk melihat perbandingan hasil akurasi dari model yang digunakan dengan hasil yang telah ada sebelumnya. Teknik validasi yang digunakan adalah *Cross Validation*. Akurasi algoritma akan diukur menggunakan *Confusion Matrix* dan hasil perhitungan akan ditampilkan dalam bentuk *Curve ROC (Receiver Operating Characteristic)*.

3.2. Pengumpulan Data

Data yang akan penulis gunakan yaitu data review restoran. Data tersebut penulis peroleh dari www.yelp.com dan www.restaurant.com. Kedua website tersebut memiliki banyak ulasan mengenai opini restoran, sehingga penulis gunakan untuk mengklasifikasikan data review positif dan data review negatif. Data yang dikumpulkan sebanyak 500 data yang terdiri dari 250 review restoran positif dan 250 review restoran negatif.

Berikut contoh review positif dan negatif restoran berdasarkan www.yelp.com:

★ ★ ★ ★ ★ 4/22/2015

Worst experience ever...They have one employee "Ricardo"...condescending, rude, wants to lecture customers. Today my experience was beyond belief. This a-hole...yes I said it tried to educate me on what I will be ordering. Last I heard I was paying Bish. And yes I can read and I didn't ask for an "Artisan Sandwich". I specifically said what I wanted but somehow you don't make that there...wow news to me cause the other employees have..

NO I don't need an apology...and I highly recommend to anyone reading this to read all the one star reviews before going here. I guess I wasn't the only one that felt mistreated...and I hear your employees steal too. Oh hell no...

★ ★ ★ ★ ★ 6/20/2015

Very happy with my box!
Love the email we receive telling us what's coming in the box so we can prepare for the weekend
The box came with more stuff than I thought it would.
Completely utterly amazed with this CSA box!

Berikut contoh review positif dan negatif restoran berdasarkan www.restaurant.com:

FEB 15 2015 ★ ★ ★ ★ ★ 5 / 5

Gillian P

Food presentation was very good
Great tasting food
attentive and courteous staff



JUN 21 2015 ★ ★ ★ ★ ★ 2 / 5

Ashley F

The coq au vin was not good which is disappointing since its a french restaurant. The crabcakes were surprisingly good. I think they good make dinner entrees better.



3.3. Pengolahan Data Awal

Teks Mining adalah data mining dengan input data berupa teks. Text Mining muncul karena sekitar 90% data di dunia dalam bentuk format tidak terstruktur, adanya kebutuhan bisnis, yang asalnya *document retrieval* menjadi *knowledge discovery* (Widyastuti, 2009). Teks yang belum diolah biasanya memiliki karakteristik dimensi yang tinggi, terdapat *noise* pada data dan terdapat struktur teks yang tidak baik. Untuk itu, dalam pengolahan data awal, teks mining harus melalui beberapa tahapan yang disebut dengan *preprocessing*. Tahapan-tahapan tersebut yaitu:

1 Tokenization

Proses memotong setiap kata dalam teks dan mengubah huruf dalam dokumen menjadi huruf kecil. Hanya huruf yang diterima, sedangkan karakter khusus atau tanda baca akan dihilangkan. Jadi hasil dari proses tokenization adalah kata-kata yang merupakan penyusun kalimat atau string yang dimasukan tanpa ada tanda baca.

2 Stopwords Removal

Penghapusan kata-kata yang tidak relevan seperti *the, on, of, with, and* dan sebagainya.

3 Stemming

Proses untuk menggabungkan atau memecahkan setiap varian-varian suatu kata menjadi kata dasar. Stem (akar kata) adalah bagian dari akar yang tersisa setelah dihilangkan imbuhan (awalan dan akhiran).

3.4. Metode yang Diusulkan

Metode yang diusulkan penulis menggunakan dua algoritma yaitu Naive Bayes dan k-Nearest Neighbor dengan masing-masing menggunakan seleksi fitur Particle Swarm Optimization (PSO). Penggunaan Particle Swarm Optimization akan menghasilkan akurasi yang lebih tinggi. Algoritma k-NN menunjukan hasil yang lebih unggul dalam mengklasifikasikan teks berbahasa inggris, namun k-NN disebut dengan *lazy learning algorithm* yang hanya bergantung pada statistik, juga memiliki masalah pada penentuan parameter k. Hal ini dapat dilakukan dengan melakukan uji coba terhadap nilai parameter k dan memilih nilai yang

menghasilkan akurasi terbaik. Metode Naive Bayes merupakan metode yang sangat sederhana, efisien dan sangat sensitif terhadap seleksi fitur sehingga dapat menghasilkan akurasi yang tinggi. Untuk itu penulis melakukan komparasi terhadap kedua metode di atas, Naive Bayes dan k-Nearest Neighbor berbasis Particle Swarm Optimization.

3.5. Eksperimen dan Hasil Pengujian

Eksperimen terhadap pengujian data dilakukan dengan menggunakan RapidMiner 5.3. Dataset yang digunakan untuk pengujian model diperoleh dari dataset review restoran pada www.yelp.com dan www.restaurant.com sebanyak 500 data, yang kemudian diklasifikasikan ke dalam review restoran positif dan review restoran negatif. Berdasarkan pengujian data tersebut diperoleh 1173 reguler attribute, dengan 4 special attribute. Untuk pengujian model, penulis membuat aplikasi yang berbeda dari data training menggunakan Adobe Dreamweaver CS 6 dengan bahasa pemrograman PHP dan HTML. Adapun spesifikasi komputer yang digunakan dalam penelitian ini yaitu:

Tabel III.1 Spesifikasi Komputer yang Digunakan

Processor	Intel Core i3
Memori	4 GB
Hard Disk	320 GB
Sistem Operasi	Microsoft Windows 2010
Aplikasi Text Mining	Rapid Miner Versi 5.3
Software	Adobe Dreamweaver
Bahasa Pemrograman	PHP, HTML

3.6. Evaluasi dan Validasi Hasil

Penulis mengusulkan model dalam review restoran dengan menerapkan Naive Bayes dan Naive Bayes berbasis Particle Swarm Optimization, k-Nearest Neighbor dan k-Nearest Neighbor berbasis Particle Swarm Optimization. Algoritma k-Nearest Neighbor, pengujian datanya dengan mencari nilai parameter k, yang memiliki nilai akurasi tertinggi sehingga didapatkan hasil yang optimal. Algoritma k-Nearest Neighbor menghasilkan akurasi yang termasuk ke dalam *Fair Classification*, namun setelah dilakukan optimasi dengan Particle Swarm

Optimization, nilai akurasi yang dihasilkan meningkat menjadi *Good Classification*. Sedangkan algoritma Naive Bayes pada saat pengujian data dihasilkan akurasi yang cukup baik, namun penulis mencoba meningkatkan akurasi pada hasil perhitungannya dengan menggunakan optimasi Particle Swarm Optimization, pada optimasi PSO ini, percobaan population size sangat ditentukan agar akurasi yang dihasilkan meningkat sehingga terbentuklah struktur algoritma yang ideal dalam memecahkan masalah.

BAB IV

HASIL DAN PEMBAHASAN

4.1. Hasil Penelitian

Data training yang digunakan pada saat pengujian data diambil dari *restaurant.com* dan *yelp.com*. Pengujian data, dilakukan dengan menggunakan *review restaurant* (500 *data training*, yang terdiri dari 250 review negatif dan 250 review positif) kemudian dilakukan *testing* dan *training dataset* sehingga didapatkan *accuracy* dan AUC. Berikut akan dijelaskan lebih rinci mengenai hasil penelitian yang diperoleh.

4.1.1. Klasifikasi Text Menggunakan Algoritma Naive Bayes

Berikut merupakan tahapan-tahapan dalam melakukan pengolahan data:

1. Pengumpulan Data

Review restaurant, masing-masing dikelompokkan dengan cara disimpan ke dalam satu folder yaitu folder positif dan folder negatif, kemudian tiap dokumennya diberikan ekstensi *.txt* sehingga dapat dibuka dengan aplikasi Notepad.

2. Pengolahan Data Awal (*Preprocessing*)

Berikut merupakan tahapan yang dilakukan dalam *preprocessing*:

- a. *Tokenization*

Dalam proses *tokenization* ini, semua kata yang ada di dalam tiap dokumen dikumpulkan dan dihilangkan tanda baca, serta dihilangkan jika terdapat simbol, karakter khusus atau apapun yang bukan huruf.

**Tabel IV.1. Perbandingan teks sebelum dan sesudah dilakukan proses
*Tokenization***

Teks sebelum dilakukan proses <i>tokenization</i>	<i>I LOVE FALAFEL.</i> <i>This place gets an A+ for deliciousness. They're the most hole-in-the-wall kind of place that I've seen in the city yet. No seating</i>
--	--

	<p><i>inside or outside and instead they have this cart/table thing where you can eat over. Not that you really need it as the falafel sandwiches come in these pita pockets put into a small envelope like holder.</i></p> <p><i>I just wish my SO didn't choose to give me some really bad news while eating here. Couldn't even finish my falafel because I was so upset. :(</i></p>
Teks setelah dilakukan proses tokenization	<p><i>I LOVE FALAFEL This place gets an A for deliciousness They re the most hole in the wall kind of place that I ve seen in the city yet No seating inside or outside and instead they have this cart table thing where you can eat over Not that you really need it as the falafel sandwiches come in these pita pockets put into a small envelope like holder I just wish my SO didn t choose to give me some really bad news while eating here Couldn t even finish my falafel because I was so upset</i></p>

Sumber: Hasil Penelitian (2015)

b. *Stopwords Removal*

Dalam proses ini, kata-kata yang tidak relevan akan dihapus, seperti kata *the, on, of, to, for, was, will, with*, yang merupakan kata-kata yang tidak

mempunyai makna tersendiri jika dipisahkan dengan kata yang lain dan tidak terkait dengan kata sifat yang berhubungan dengan sentimen.

Tabel IV.2. Perbandingan teks sebelum dan sesudah dilakukan proses *Stopwords Removal*

Teks sebelum dilakukan proses <i>stopwords removal</i>	<i>Excellent spicy falafel with an impressive array of toppings to compliment the delicious pita (and falafel of course). The place had about a 20 minute wait during lunch on a weekday, and is literally a hole in the wall - but those are always the best in the city! I got the "snack" size and found it very filling - about 3/4 falafel balls inside the pita and lots of toppings. I will be back again for sure.</i>
Teks setelah dilakukan proses <i>stopwords removal</i>	<i>Excellent spicy falafel impressive array toppings compliment delicious pita falafel course place minute wait lunch weekday literally hole wall city I got snack size found filling falafel balls pita lots toppings I</i>

Sumber: Hasil Penelitian (2015)

c. *Stemming*

Dalam proses ini kata-kata akan dikelompokkan ke dalam beberapa kelompok yang memiliki kata dasar yang sama, seperti *awesome* menjadi *awesom*, *unique* menjadi *uniqu*.

Tabel IV.3. Perbandingan teks sebelum dan sesudah dilakukan proses *Stemming*

Teks sebelum dilakukan proses <i>stemming</i>	<i>I was on my vegan adventure! and it was awesome!</i>
--	---

	<p><i>I love Falafel and i can make them but this</i></p> <p><i>one is unique coz the sauces, Awww!!!</i></p> <p><i>I love the mango sauce. It's all homemade even the pita.</i></p> <p><i>The guys are awesome too.</i></p> <p><i>Can't wait for this biz to get big so they can have</i></p> <p><i>seating and a bathroom LOL.</i></p> <p><i>But overall this is a 5 star, fresh and easy!</i></p>
Teks setelah dilakukan proses stemming	<p><i>i vegan adventur awesom i love falafel i make uniqu coz sauc awww i love mango sauc s homemad pita gui awesom t wait biz get big seat bathroom lol overal star fresh easi</i></p>

Sumber: Hasil Penelitian (2015)

Berikut merupakan desain model *preprocessing* yang digunakan peneliti dalam penelitian thesis ini:



Gambar IV.1 Desain Model Preprocessing

3. Klasifikasi

Proses menentukan bagian kalimat sebagai anggota *class* positif atau *class* negatif berdasarkan nilai perhitungan naive bayes, jika hasilnya kalimat tersebut untuk *class* positif lebih besar dari pada *class* negatif, maka kalimat tersebut termasuk ke dalam *class* positif, jika probabilitas untuk *class* positif lebih kecil dari pada *class* negatif, maka kalimat tersebut termasuk ke dalam *class* negatif. Peneliti hanya menampilkan sample 10 dokumen dari keseluruhan 500 data training dan 5 kata yang berhubungan dengan sentimen, yaitu great, amaz, bad, block dan become. Munculnya kata di dalam suatu dokumen akan diwakili oleh angka 1, dan angka 0 jika kata tersebut tidak muncul di dalam dokumen.

Tabel IV. 4 Tabel Hasil Klasifikasi dengan Label Class

Naive Bayes						
Dokumen	Great	Amaz	Bad	Block	Become	Class
Positif10.txt	1	0	0	0	0	Positif
Positif1.txt	0	0	0	0	1	Positif
Negatif384.txt	0	0	1	0	0	Negatif
Negatif125.txt	0	0	0	1	0	Negatif
Positif386.txt	0	1	0	0	0	Positif
k-Nearest Neighbor						
Positif138.txt	1	0	0	0	0	Positif
Negatif174.txt	0	0	1	0	0	Negatif
Positif176.txt	0	1	0	0	0	Positif
Positif188.txt	0	0	0	1	0	Negatif
Positif246.txt	0	0	0	0	1	Positif

Sumber: Hasil Penelitian (2015)

4.1.2. Hasil Eksperimen Pengujian Metode

1. Metode Naive Bayes

Indikator yang diujikan pada metode Naive Bayes adalah *Laplace Correction*. Pengujian data dengan menggunakan Metode Naive Bayes menghasilkan Accuracy sebesar 81.00% dan AUC sebesar 0.763

2. Metode Naive Bayes berbasis Particle Swarm Optimization

Hasil pengujian data dengan Metode Naive Bayes berbasis PSO menghasilkan Accuracy=83.80% dan AUC sebesar 0.784. Hal ini menunjukkan bahwa dengan menggunakan optimasi Particle Swarm Optimization dapat meningkatkan akurasi yang lebih baik.

3. Metode k-Nearest Neighbor (k-NN)

Metode k-Nearest Neighbor merupakan salah satu metode berbasis NN yang paling populer. Nilai k yang digunakan menyatakan jumlah tetangga terdekat yang dilibatkan dalam penentuan prediksi label kelas pada data uji. Untuk memperkirakan nilai k yang terbaik, bisa dilakukan dengan menggunakan teknik validasi silang (*Cross Validation*). Jika nilai k terlalu kecil, maka berakibat hasil prediksi yang didapat bisa sensitif terhadap keberadaan *noise*, namun jika k terlalu besar maka tetangga terdekat yang terpilih mungkin terlalu banyak dari kelas lain yang sebenarnya tidak relevan karena jarak yang terlalu jauh. Berikut adalah hasil pengujian data dengan cara melakukan uji coba memasukan nilai k (jumlah tetangga terdekat) pada RapidMiner.

Tabel IV.5 Eksperimen Penentuan Nilai Training k-NN

Nilai k	Accuracy	AUC
1	74.60%	0.500
2	67.20%	0.764
3	72.20%	0.798
4	69.00%	0.817
5	75.00%	0.835
6	72.20%	0.844
7	75.40%	0.842
8	71.60%	0.850
9	75.80%	0.853
10	73.40%	0.856

Sumber: Hasil Penelitian (2015)

Hasil pengujian menunjukkan bahwa penerapan metode k-Nearest Neighbor pada Tabel IV.5 dengan penentuan nilai $k=9$ menghasilkan Accuracy=75.80% dan AUC= 0.853 adalah nilai yang paling tertinggi.

4. Metode k-Nearest Neighbors (k-NN) berbasis Particle Swarm Optimization

Penelitian metode k-Nearest Neighbor berbasis PSO, dengan melakukan uji coba nilai k sebagai tetangga terdekat, population size=5. Adapun hasil dari perhitungannya ditunjukkan pada Tabel IV.6.

Tabel IV.6 Eksperimen Penentuan Nilai Training k-NN berbasis PSO

k	k-NN		Population Size	k	k-NN & PSO	
	Accuracy	AUC			Accuracy	AUC
1	74.60%	0.500	5	1	76.20%	0.500
2	67.20%	0.764	5	2	78.00%	0.666
3	72.20%	0.798	5	3	78.20%	0.817
4	69.00%	0.817	5	4	78.80%	0.804
5	75.00%	0.835	5	5	76.70%	0.817
6	72.20%	0.844	5	6	76.80%	0.829
7	75.40%	0.842	5	7	76.60%	0.827
8	71.60%	0.850	5	8	76.20%	0.816
9	75.80%	0.853	5	9	77.40%	0.837
10	73.40%	0.856	5	10	80.60%	0.860

Sumber: Hasil Penelitian (2015)

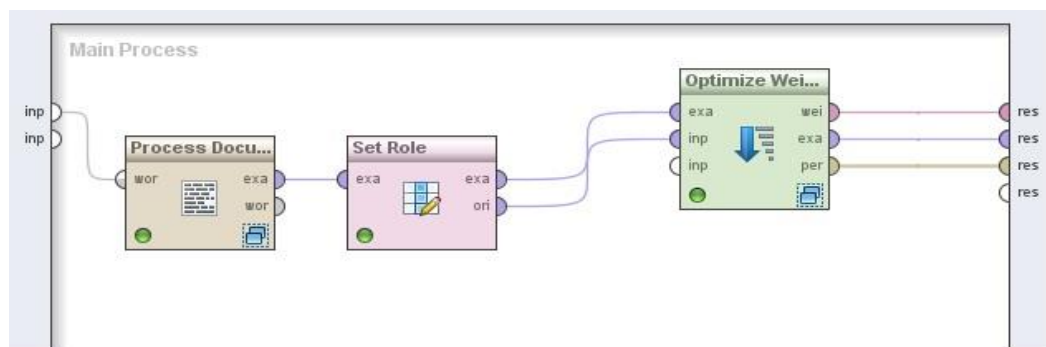
Hasil perhitungan dari Tabel IV.6 di atas menunjukkan dengan memasukan nilai $k=10$ mendapatkan Accuracy=80.60% dan AUC=0.860 adalah nilai yang paling tertinggi.

4.2. Analisis Evaluasi Hasil dan Validasi Model

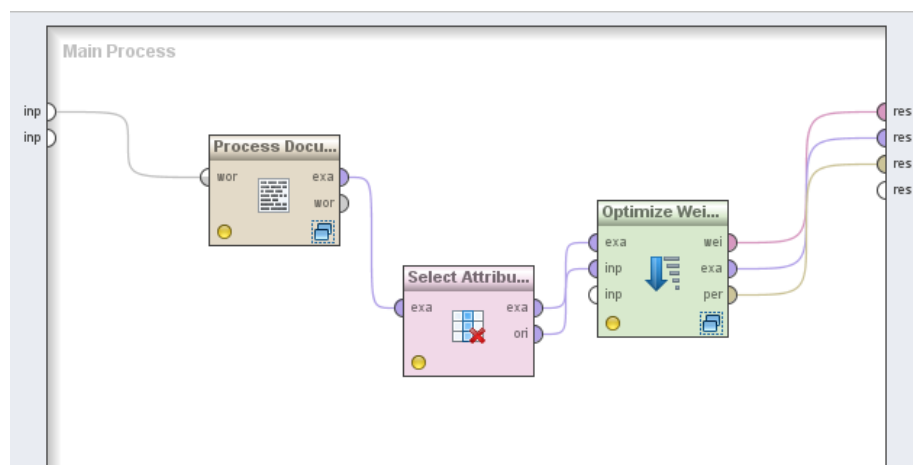
Validation adalah proses untuk mengevaluasi keakuratan prediksi dari model. Validasi digunakan untuk memperoleh prediksi menggunakan model yang ada dan kemudian membandingkan hasil tersebut dengan hasil yang sudah diketahui, ini mewakili langkah paling penting dalam proses

membangun sebuah model (Mabrur dan Lubis, 2012). *Cross Validation* adalah teknik validasi dengan membagi data secara acak ke dalam k bagian dan masing-masing bagian akan dilakukan proses klasifikasi. Dalam *Cross Validation*, jumlah tetap lipatan atau partisi dari data ditentukan sendiri. Cara Standar untuk memprediksi *error rate* dari teknik pembelajaran sebuah *sample* data tetap adalah dengan menggunakan *tenfold cross validation*.

Hasil dari pengujian model yang dilakukan adalah mengklasifikasikan review restaurant negatif dan review restaurant positif menggunakan Naive Bayes (NB) dan Naive Bayes (NB) Particle Swarm Optimization (PSO), k-Nearest Neighbor (k-NN) dan k-Nearest Neighbor (k-NN) Particle Swarm Optimization (PSO) untuk mendapatkan nilai akurasi terbaik. Metode pengujiannya menggunakan Cross Validation dengan desain model berikut ini:

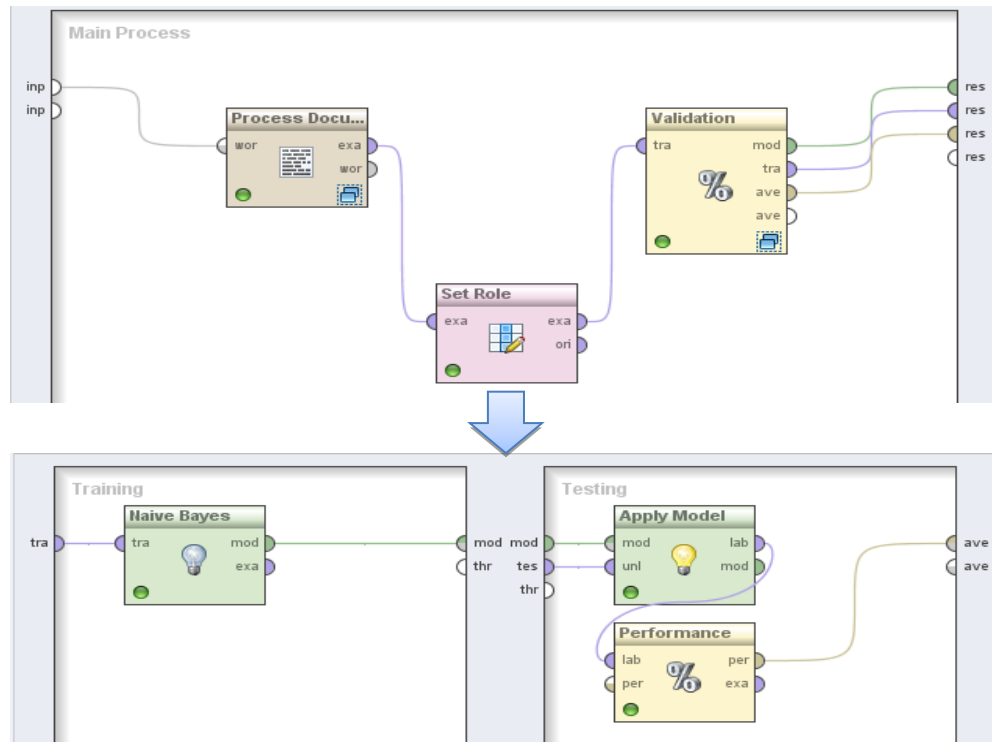


Gambar IV.2 Desain Model Cross Validation Naive Bayes PSO



Gambar IV.3 Desain Model Cross Validation k-NN PSO

4.2.1. Hasil Pengujian Model Metode Naive Bayes



Gambar IV.4 Model Pengujian Validasi Naive Bayes

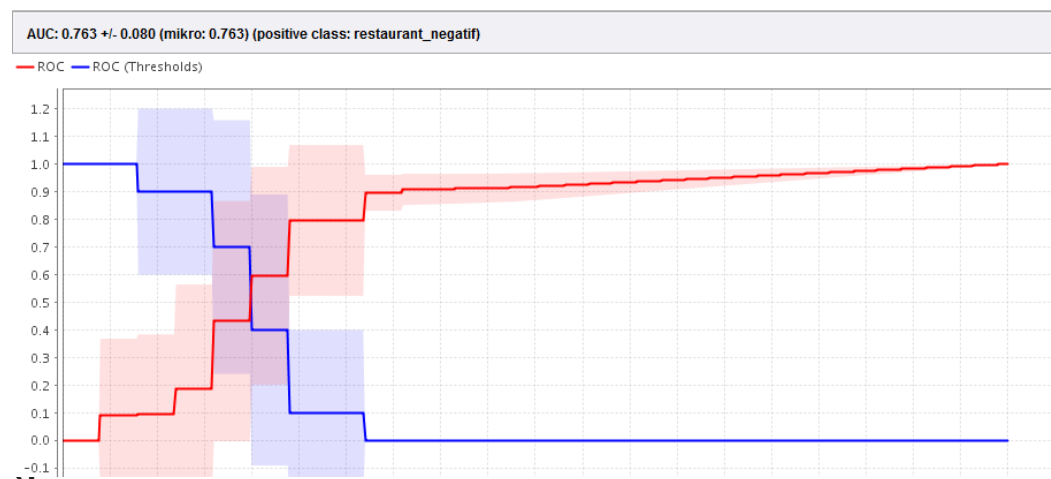
Berdasarkan hasil pengujian Metode Naive Bayes di atas. Pada pengujian ini, data yang digunakan adalah data bersih yang telah melalui *preprocessing*. *Process document from files* yaitu mengkonversi files menjadi dokumen, kemudian proses selanjutnya *set role* dengan menentukan *field* yang akan dijadikan sebagai kelas dan yang terakhir adalah proses validasi. Proses Validasi terdiri dari *data training* dan *data testing*. Berikut akan dijabarkan perhitungan pada tingkat *accuracy*, *class precision* dan *class recall*. Dapat dilihat pada Tabel IV. 6.

Untuk melakukan akurasi pada Algoritma Naive Bayes dilakukan pengujian dengan menggunakan Kurva ROC dan Confusion Matrix.

a. Kurva ROC

Kurva ROC (*Receiver Operating Characteristic*) adalah cara lain untuk mengevaluasi akurasi dari klasifikasi secara visual. Sebuah grafik ROC adalah plot dua dimensi dengan proporsi positif salah pada sumbu X dan

positif benar pada sumbu Y. Hasil perhitungan pada kurva ROC, menggambarkan kurva ROC untuk algoritma Naive Bayes. Dapat disimpulkan bahwa satu point pada kurva ROC adalah lebih baik dari pada yang lainnya jika arah garis melintang dari kiri bawah ke kanan atas didalam grafik. Kurva ROC Naive Bayes memiliki **AUC sebesar 0.763** yang termasuk ke dalam kategori *fair classification*. Berikut dapat dilihat Kurva ROC Naive Bayes pada Gambar IV. 3.



Gambar IV.5 Kurva ROC Naive Bayes

Keterangan:

Akurasi 0.90 – 1.00 = *Excellent classification*

Akurasi 0.80 – 0.90 = *Good classification*

Akurasi 0.70 – 0.80 = *Fair classification*

Akurasi 0.60 – 0.70 = *Poor classification*

Akurasi 0.50 – 0.60 = *Failure*

b. Confusion Matrix

Memberikan keputusan yang diperoleh dalam *training* dan *testing*, *confusion matrix* memberikan penilaian *performance* klasifikasi berdasarkan objek benar atau salah. *Confusion matrix* berisi informasi aktual (*actual*) dan prediksi (*predicted*) pada sistem klasifikasi.

Tabel IV.7 Confusion Matrix Naive Bayes

CLASSIFICATION	PREDICTED CLASS	
	Class=Yes	Class=No
Class=Yes	A (True Positive-TP)	B (False Negative-FN)
Class=No	C (False Positive-FP)	D (True Negative-TN)

Berikut merupakan persamaan model *Confusion Matrix* untuk menghitung akurasi pada percobaan Naive Bayes:

Tabel IV.8 Confusion Matrix dengan Model Naive Bayes

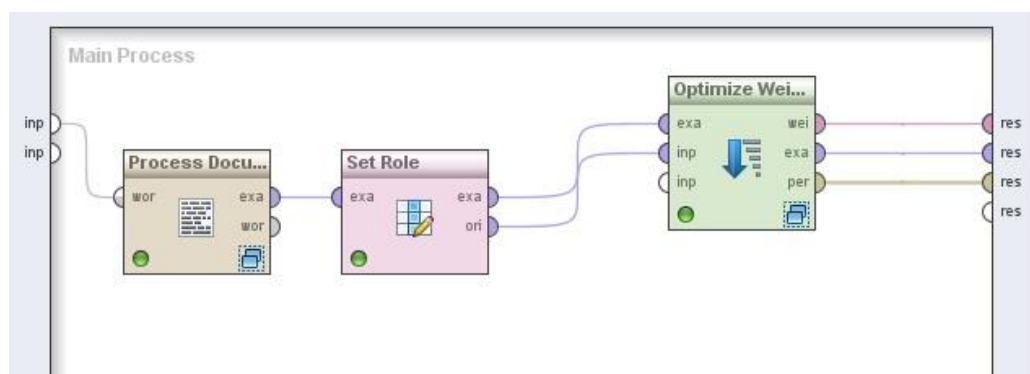
Accuracy : 81.00% +/- 6.15% (mikro: 81.00%)			
	True Positif	True Negatif	Class Precission
Prediksi Positif	203	48	80.88%
Prediksi Negatif	47	202	81.12%
Class Recall	81.20%	80.80%	

Sumber: Hasil Penelitian (2015)

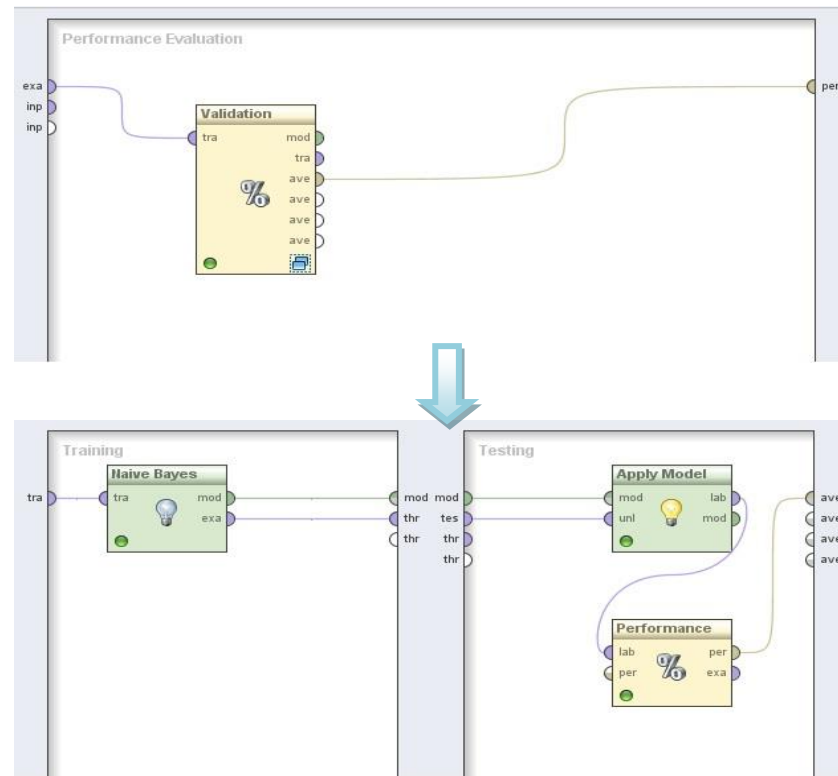
$$\text{Acc (Accuracy)} = \frac{\text{TP} + \text{TN}}{\text{TP} + \text{TN} + \text{FP} + \text{FN}} = \frac{203 + 202}{203 + 48 + 47 + 202} = \frac{405}{500} = 0.81$$

Akurasi yang diperoleh yaitu 81.00% dari 250 data review positif restoran dan 250 data review negatif restoran. Data review yang dihasilkan RapidMiner dengan model Naive Bayes menunjukkan bahwa klasifikasi untuk review positif yang sesuai prediksi yaitu **203**. Data review negatif yang termasuk ke dalam prediksi positif yaitu **48**. Data review positif yang termasuk ke dalam prediksi negatif yaitu **47** dan data review negatif yang termasuk ke dalam prediksi negatif yaitu **202**.

4.2.2. Hasil Pengujian Model Metode Naive Bayes berbasis Particle Swarm Optimization



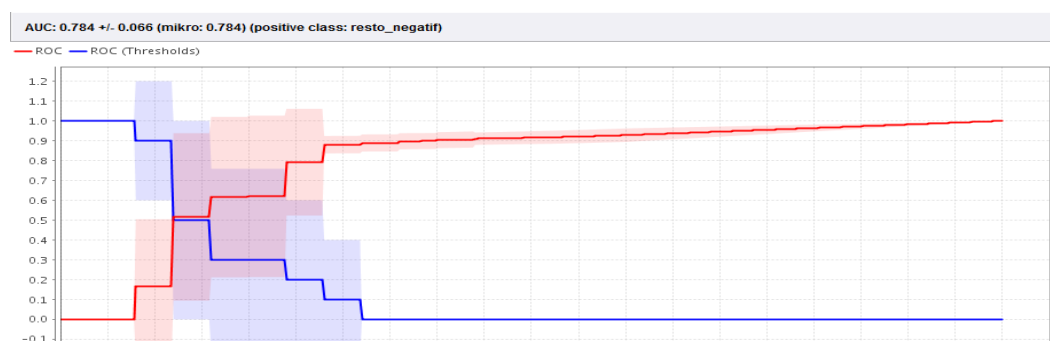
Gambar IV.6 Model Pengujian Naive Bayes berbasis Particle Swarm Optimization



Gambar IV.7 Model Pengujian Naive Bayes berbasis Particle Swarm Optimization (Lanjutan)

Hasil pengujian data training metode Naive Bayes berbasis Particle Swarm Optimization menggunakan *Set Role* yang berfungsi untuk menentukan field pada kelas kemudian diberikan optimasi menggunakan *Particle Swarm Optimization* agar akurasi yang dihasilkan lebih tinggi. Pengukuran akurasi tersebut, akan dijabarkan melalui Kurva ROC dan Confusion Matrix di bawah ini:

a. Kurva ROC



Gambar IV.8 Kurva ROC Naive Bayes Particle Swarm Optimization

Kurva ROC yang dihasilkan berdasarkan pengujian data pada gambar di atas, menunjukkan bahwa ada peningkatan pada **akurasi** menggunakan Naive Bayes berbasis Particle Swarm Optimization sebesar **83.80%** dan AUC sebesar **0.784**

b. Confusion Matrix

Tabel IV.9 Confusion Matrix Naive Bayes Particle Swarm Optimization

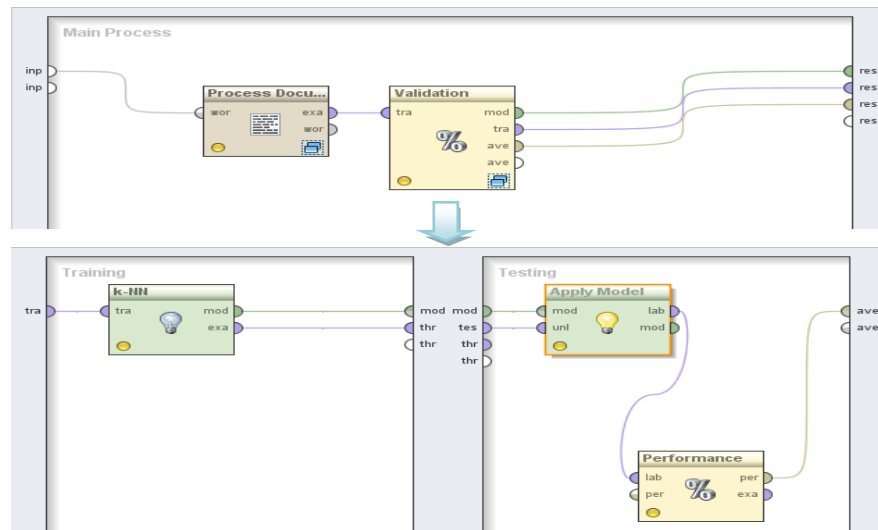
Accuracy : 83.80% +/- 3.84% (mikro: 83.80%)			
	True Positif	True Negatif	Class Precission
Prediksi Positif	211	42	83.40%
Prediksi Negatif	39	208	84.21%
Class Recall	84.40%	83.20%	

Sumber: Hasil Penelitian (2015)

$$\text{Acc (Accuracy)} = \frac{\text{TP} + \text{TN}}{\text{TP} + \text{TN} + \text{FP} + \text{FN}} = \frac{211 + 208}{211 + 42 + 39 + 208} = \frac{419}{500} = 0.83$$

Data training yang digunakan terdiri dari **250** data review positif mengenai review restoran dan **250** data review negatif pada review restoran. Data review negatif, setelah melalui beberapa tahap pengolahan pada RapidMainer dengan model Naive Bayes berbasis Particle Swarm Optimization, diklasifikasikan untuk review positif yang sesuai prediksi sebanyak **211** data, kemudian **42** data yang diprediksi positif namun masuk kedalam kategori review negatif. Sedangkan untuk data review positif, yang diprediksi bahwa data tersebut negatif adalah **39**, dan untuk prediksi review negatif yang masuk dalam prediksi review negatif adalah **208** data, hasil akurasi yang muncul adalah **83.80%**.

4.2.3. Hasil Pengujian Model Metode k-Nearest Neighbors (k-NN)

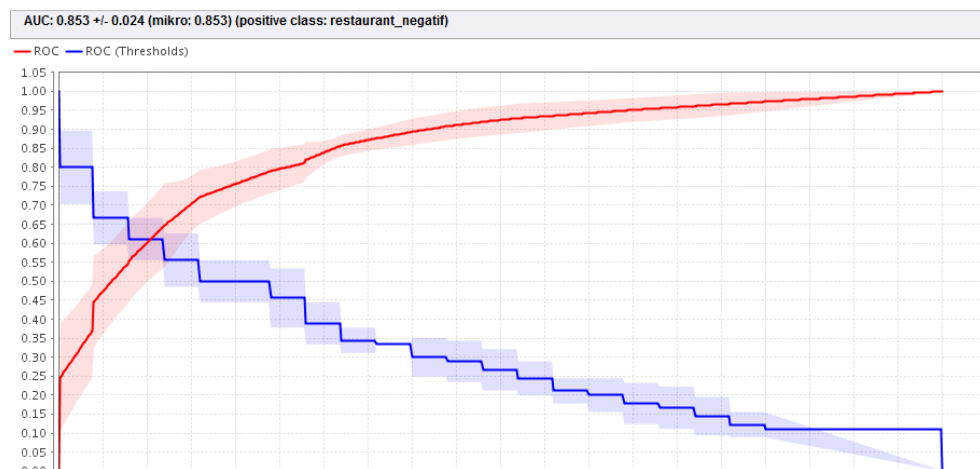


Gambar IV.9 Model Pengujian k-Nearest Neighbor

Hasil pengujian data pada gambar IV.8 di atas, dengan Metode k-Nearest Neighbor menggunakan nilai uji coba $k=9$ yang memiliki akurasi tertinggi. Adapun hasil perhitungan *accuracy*, *class precision* dan *class recall*. Dapat dilihat pada Tabel IV.10 di bawah ini:

a. Kurva ROC

Kurva ROC k-Nearest Neighbor yang dtunjukkan pada Gambar IV.9 Kurva ROC juga dapat mengekspresikan *Confusion Matrix* dari Tabel IV.10. Kurva ROC tersebut diartikan dengan False Positif untuk garis horizontal dan True Positif untuk garis vertikal dengan nilai $AUC = 0.853$



Gambar IV.10 Kurva ROC k-Nearest Neighbor (k-NN)

b. Confusion Matrix

Data training yang digunakan terdiri dari **250** data review positif mengenai restoran dan **250** data review negatif. Data review negatif, setelah melalui beberapa tahap pengolahan pada RapidMainer dengan model k-NN,

Tabel IV. 10 Confusion Matrix k-Nearest Neighbor (k-NN)

Accuracy : 75.80% +/- 4.42% (mikro: 75.80%)			
	True Positif	True Negatif	Class Precission
Prediksi Positif	225	96	70.09%
Prediksi Negatif	25	154	86.03%
Class Recall	90.00%	61.60%	

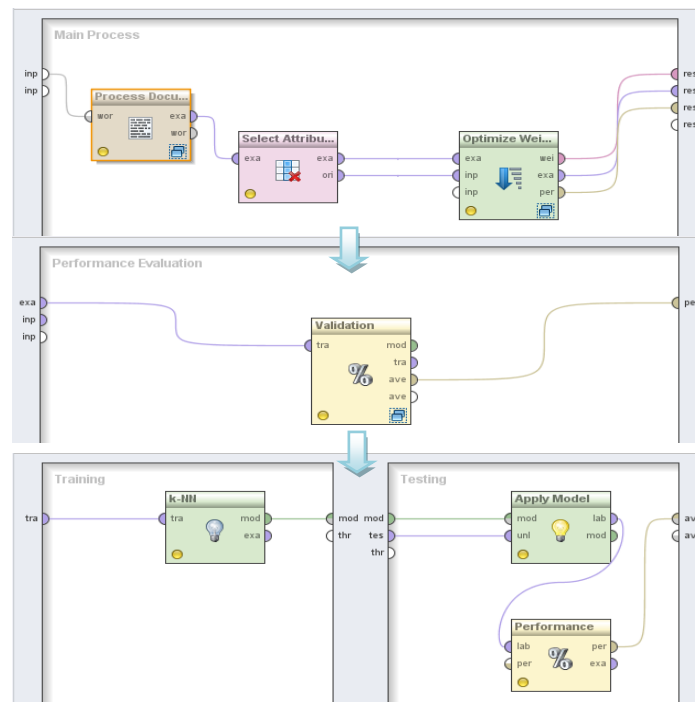
Sumber: Hasil Penelitian (2015)

$$\text{Acc (Accuracy)} = \frac{\text{TP} + \text{TN}}{\text{TP} + \text{TN} + \text{FP} + \text{FN}} = \frac{225 + 154}{225 + 96 + 25 + 154} = \frac{379}{500} = 0.758$$

diklasifikasikan untuk review positif yang sesuai prediksi sebanyak **225** data, kemudian **96** data yang diprediksi positif namun masuk kedalam kategori review negatif. Sedangkan untuk data review negatif, yang sesuai dengan prediksi bahwa data tersebut negatif adalah **154**, dan untuk prediksi negatif yang masuk dalam review positif adalah **25** data. Hasil akurasi yang muncul adalah **75.80%**.

4.2.4. Hasil Pengujian Model Metode k-Nearest Neighbors (k-NN) berbasis Particle Swarm Optimization

Model Pengujian data untuk menentukan hasil review restaurant menggunakan algoritma k-Nearest Neighbor berbasis Particle Swarm Optimization pada framework RapidMiner sebagai berikut:

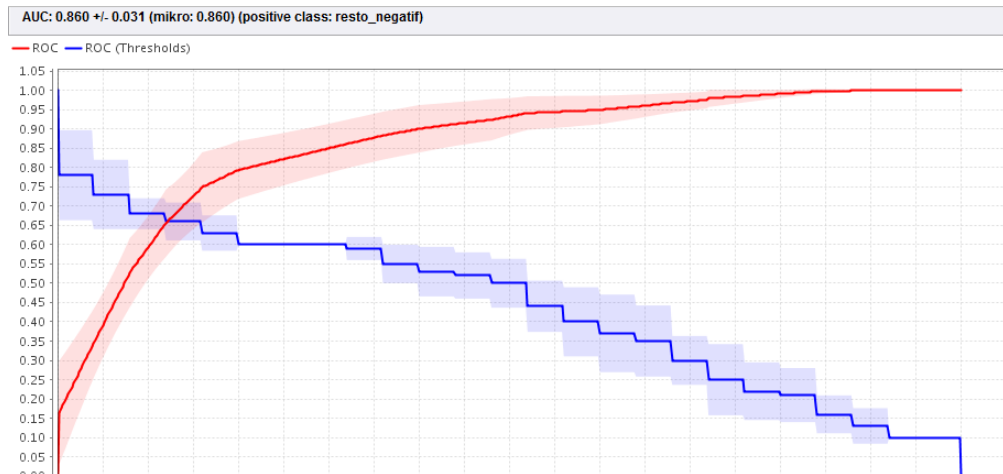


Gambar IV.12 Model Pengujian k-Nearest Neighbor berbasis Particle Swarm Optimization

Nilai accuracy, precision dan recall dari data training dapat dihitung dengan menggunakan RapidMiner. Hasil pengujian dengan menggunakan model k-Nearest Neighbor berbasis PSO didapatkan hasil pada tabel 4.10 dengan melakukan uji coba nilai **k=10** yang memiliki nilai akurasi tertinggi.

a. Kurva ROC

Hasil perhitungan divisualisasikan dengan Kurva ROC. Perbandingan dengan kedua metode komparasi bisa dilihat pada Gambar IV.10 yang merupakan Kurva ROC untuk algoritma k-Nearest Neighbor berbasis Particle Swarm Optimization. Kurva ROC pada Gambar IV.10 mengekspresikan Confusion Matrix dari Tabel IV.11. Garis horizontal adalah False Positif dan untuk garis vertikal True Positif.



Gambar IV.13 Kurva ROC k-Nearest Neighbor berbasis Particle Swarm Optimization

Nilai AUC yang dihasilkan dari gambar IV.10 di atas sebesar 0.806, yang termasuk ke dalam *Good Classification*. Untuk itu k-Nearest Neighbor dioptimasi dengan Particle Swarm Optimization dapat meningkatkan nilai akurasi yang lebih tinggi.

b. Confusion Matrix

Tabel IV.11 data training yang digunakan terdiri dari 250 review restoran positif dan 250 review restoran negatif. Untuk data review positif restoran, yang sesuai prediksi positif 213 data, sedangkan review negatif yang termasuk ke dalam prediksi positif sebanyak 60 data.

Tabel IV. 11 Confusion Matrix k-Nearest Neighbor berbasis PSO

Accuracy : 80.60% +/- 4.00% (mikro: 80.60%)			
	True Positif	True Negatif	Class Precission
Prediksi Positif	213	60	78.02%
Prediksi Negatif	37	190	83.70%
Class Recall	85.20%	76.00%	

Sumber: Hasil Penelitian (2015)

$$\text{Acc (Accuracy)} = \frac{\text{TP} + \text{TN}}{\text{TP} + \text{TN} + \text{FP} + \text{FN}} = \frac{213 + 190}{213 + 60 + 37 + 190} = \frac{403}{500} = 0.806$$

Data review positif yang termasuk ke dalam prediksi negatif sebanyak 37 data dan review restoran negatif yang sesuai dengan prediksi negatif

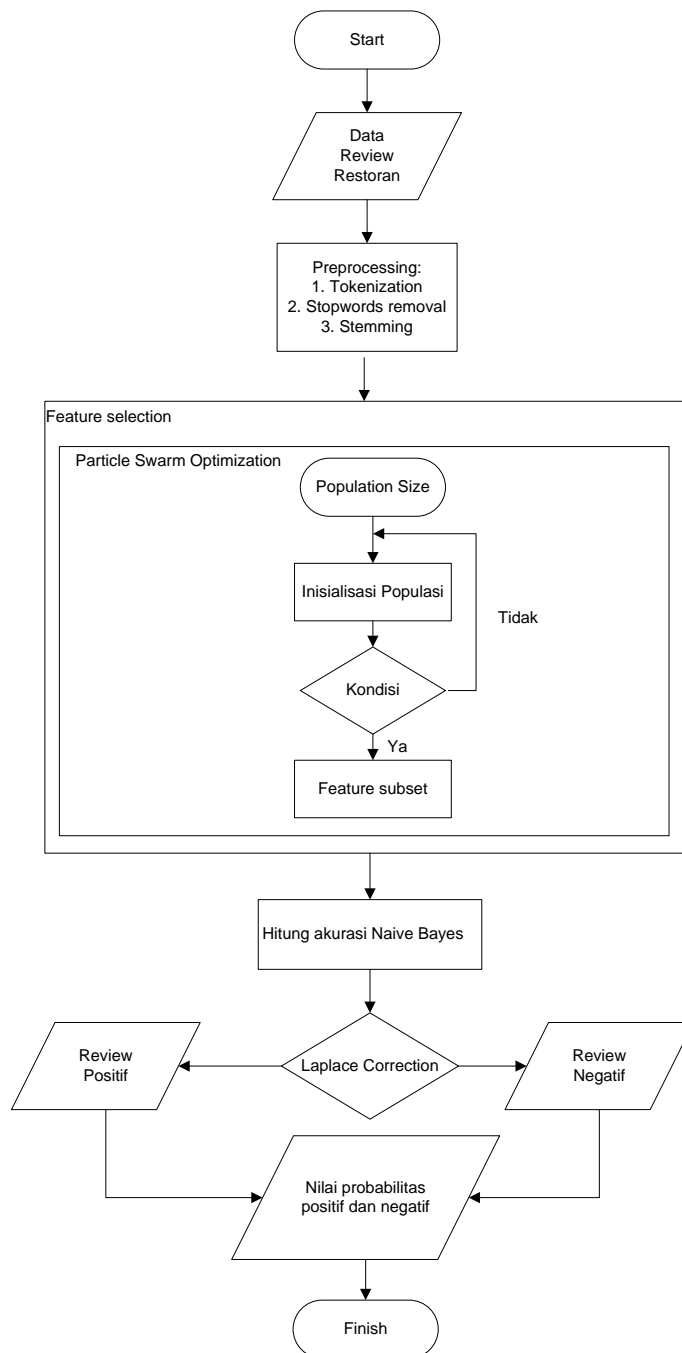
sebanyak 190 data. Hasil tersebut diperoleh dengan menggunakan metode k-Nearest Neighbor berbasis Particle Swarm Optimization.

4.3. Pembahasan

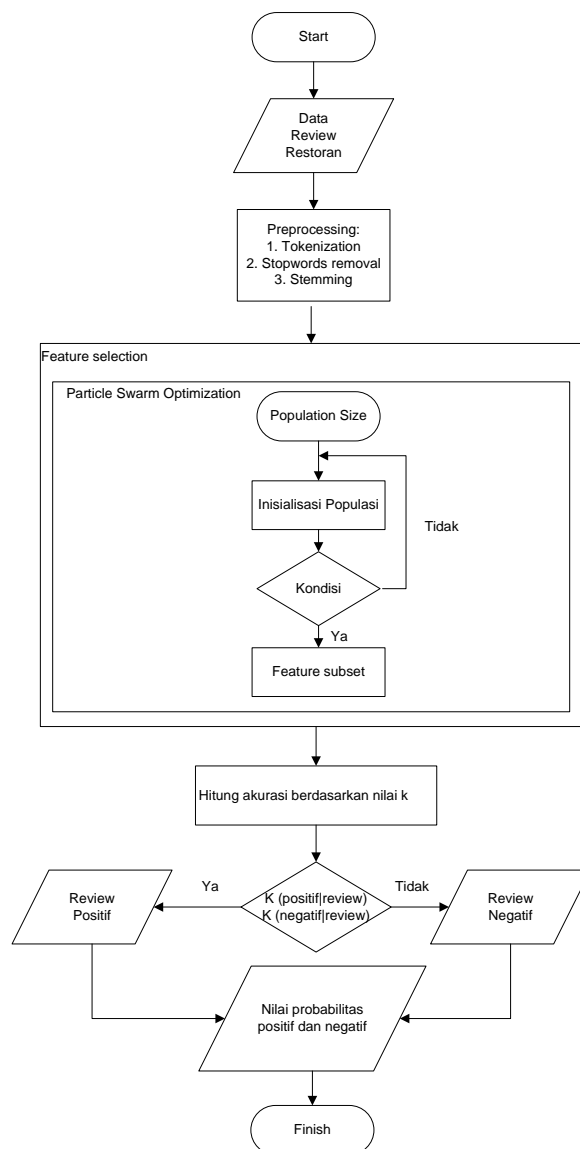
Berdasarkan pengujian yang telah dilakukan terhadap review restoran dengan menggunakan metode Naive Bayes, Naive Bayes berbasis Particle Swarm Optimization, k-Nearest Neighbor, k-Nearest Neighbor berbasis Particle Swarm Optimization. Penerapan Particle Swarm Optimization (PSO) terbukti dapat meningkatkan akurasi pada klasifikasi review restoran untuk mengidentifikasi antara review positif dan review negatif. Apabila sudah memiliki model klasifikasi teks pada review maka akan lebih memudahkan pembaca untuk mengetahui review positif dan review negatif. Berdasarkan data review yang sudah diolah melalui RapidMiner, kemudian hasilnya terpisah menjadi kata-kata. Kata-kata tersebut, masing-masing memiliki bobot sehingga dapat dilihat kata mana saja yang berhubungan dengan sentimen yang sering muncul dan memiliki bobot tertinggi. Dengan demikian dapat diketahui review tersebut termasuk ke dalam review restoran positif dan review restoran negatif. Dalam penelitian ini, hasil perhitungan metode Naive Bayes (NB) memiliki Accuracy sebesar 81.00% dan AUC sebesar 0.763 sedangkan Metode Naive Bayes berbasis Particle Swarm Optimization (NB PSO) menghasilkan Accuracy sebesar 83.80% dan AUC sebesar 0.784. Hal ini menunjukkan bahwa penggunaan optimasi Particle Swarm Optimization dapat meningkatkan nilai akurasi, kemudian pengujian juga akan dibandingkan dengan metode k-Nearest Neighbor. Hasil perhitungan yang diperoleh dari pengujian data dengan metode k-Nearest Neighbor (k-NN) yaitu Accuracy sebesar 75.80% dan AUC sebesar 0.853, kemudian dibandingkan dengan k-Nearest Neighbor berbasis Particle Swarm Optimization (k-NN PSO) menghasilkan nilai Accuracy sebesar 80.60% dan AUC sebesar 0.860. Dengan ini dapat disimpulkan bahwa Naive Bayes berbasis Particle Swarm Optimization (NB PSO) dengan k-Nearest Neighbor berbasis Particle Swarm Optimization (k-NN PSO) lebih tinggi nilai akurasi Naive Bayes Particle Swarm Optimization (NB PSO).

4.4. Desain dan Implementasi

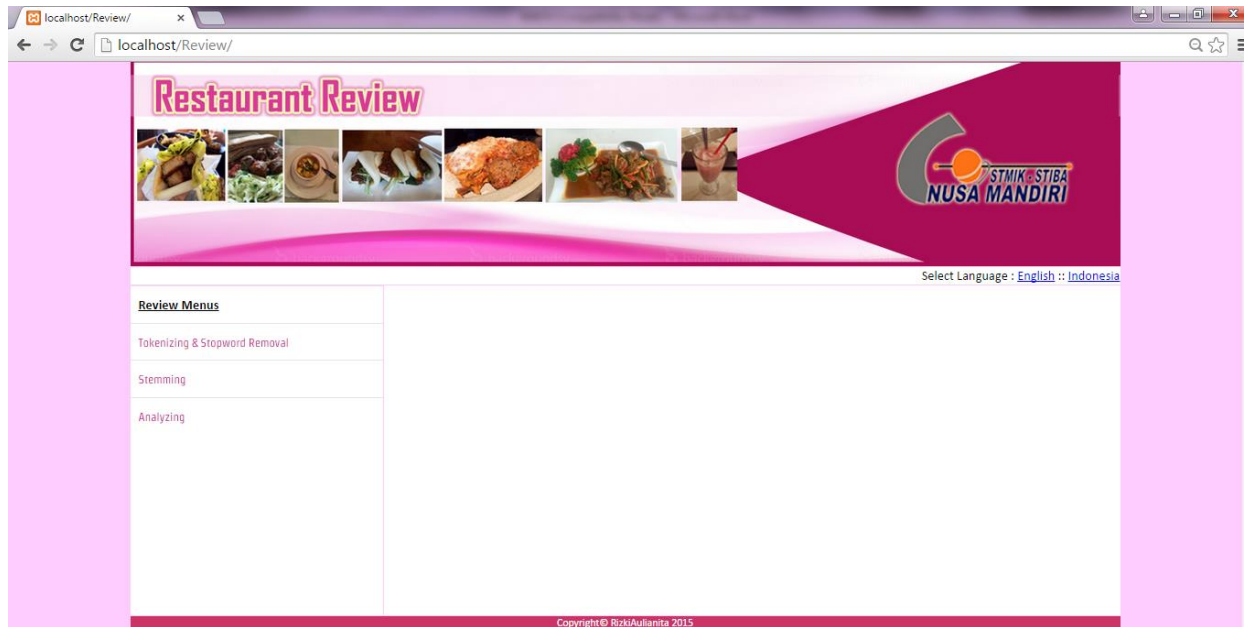
Penulis merancang aplikasi berbasis website untuk menguji model dengan menggunakan dataset restoran. Dibuat dengan menggunakan bahasa pemrograman PHP dan HTML. Berikut merupakan Diagram Alir Data proses klasifikasi:



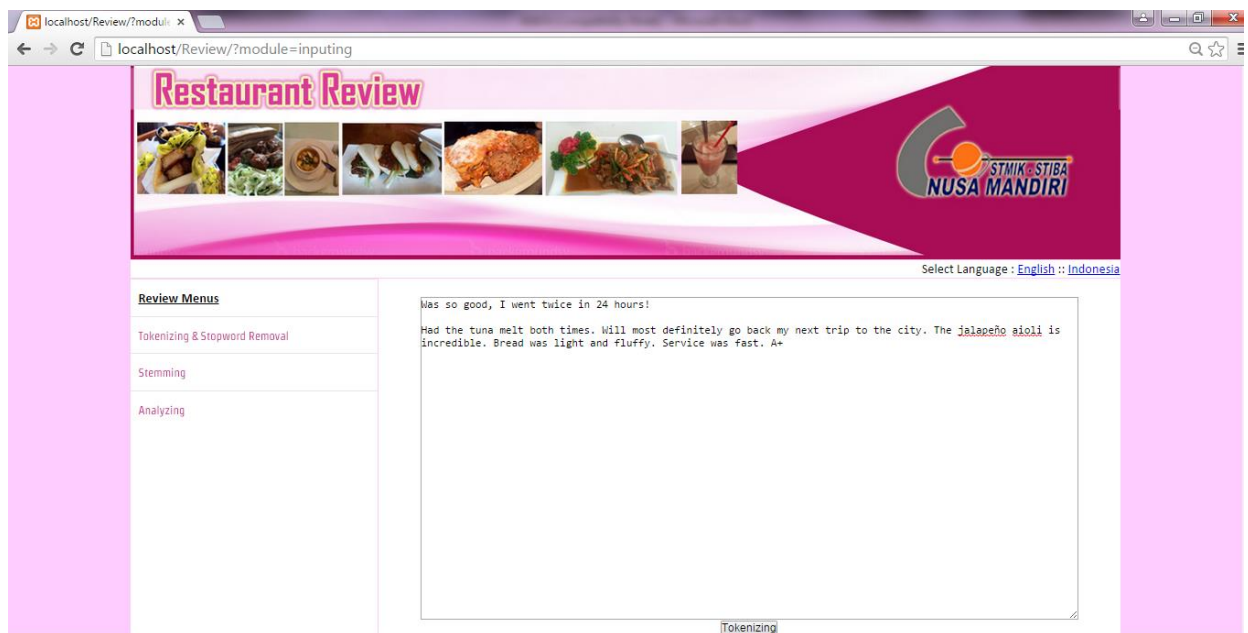
Gambar IV.14 Diagram Alir Tahapan Proses Klasifikasi Algoritma Naive Bayes berbasis Particle Swarm Optimization



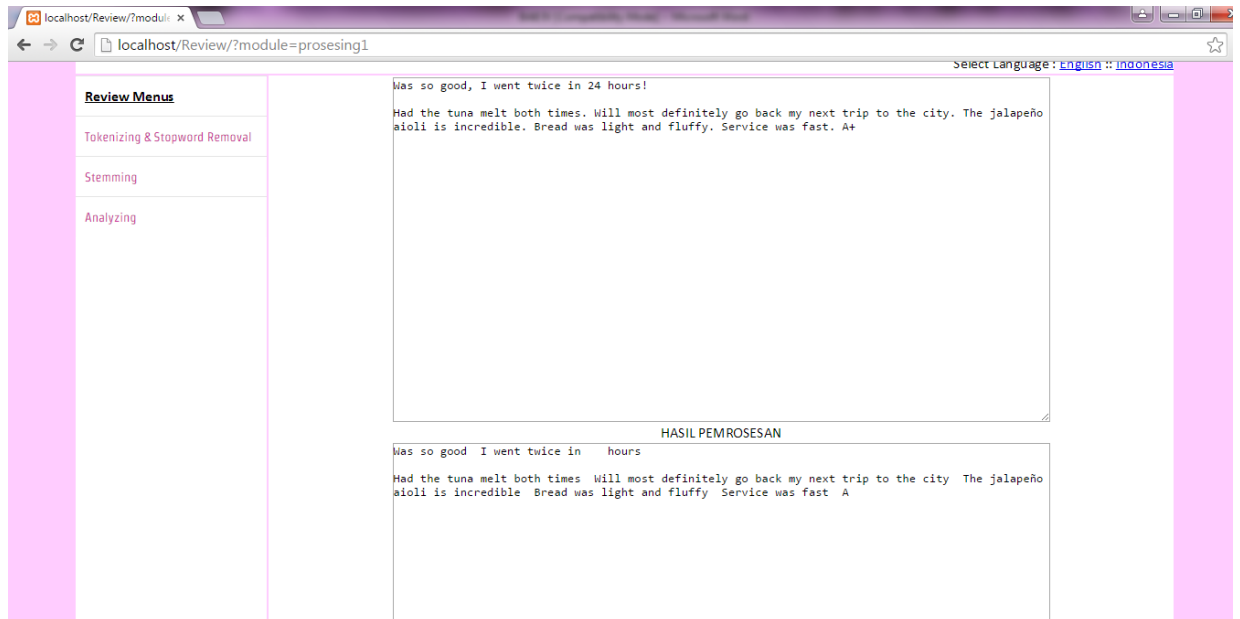
Gambar IV.15 Diagram Alir Tahapan Proses Klasifikasi Algoritma k-Nearest Neighbor berbasis Particle Swarm Optimization



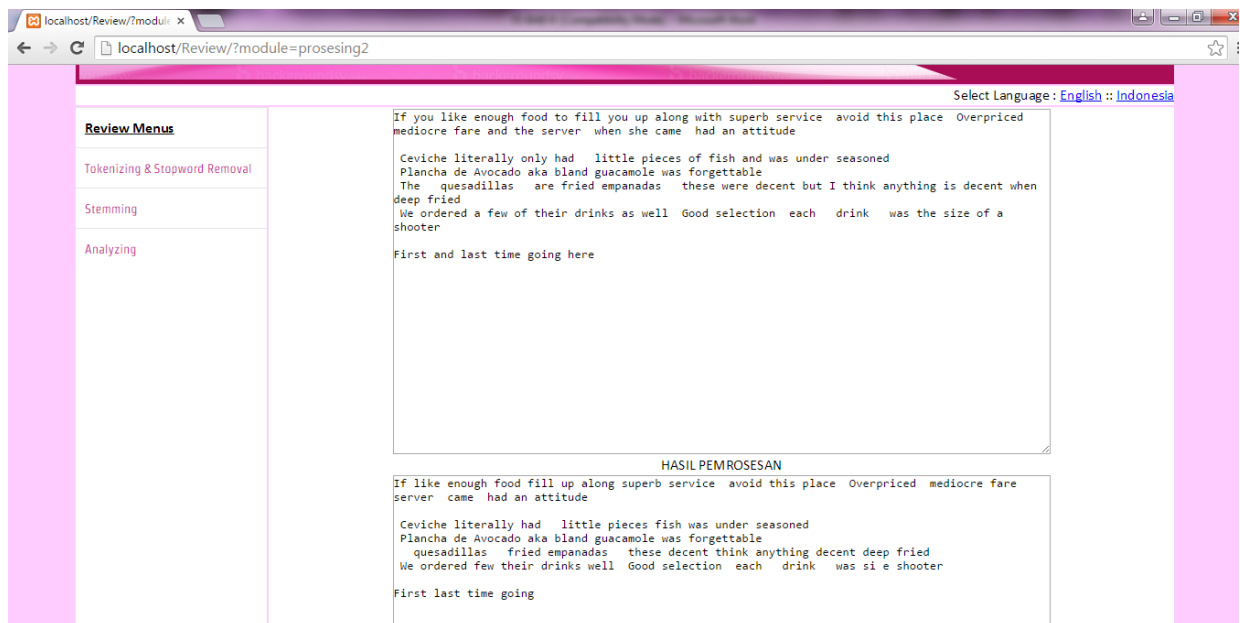
Gambar IV.16 Home Restaurant Review



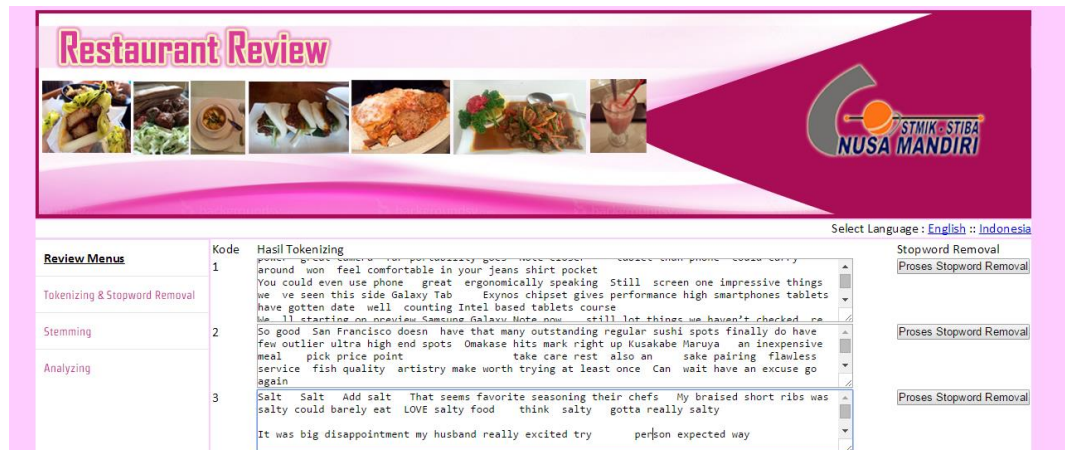
Gambar IV.17 Tampilan Preprocessing Tokenization



Gambar IV.18 Tampilan Hasil Tokenization



Gambar IV.19 Tampilan Hasil Stopwords Removal



Gambar IV.20 Tampilan Stemming

4.5. Implikasi Penelitian

1 Implikasi terhadap sistem

Berdasarkan hasil pengujian data, terbukti bahwa penerapan Particle Swarm Optimization terhadap seleksi fitur dapat meningkatkan akurasi pada algoritma Naive Bayes dan k-Nearest Neighbor. Namun setelah dihasilkan perhitungan yang akurat, diperoleh nilai akurasi terbaik dari algoritma Naive Bayes berbasis Particle Swarm Optimization sehingga dapat mempermudah *customer* dalam menentukan restoran yang terbaik.

2 Implikasi terhadap aspek manajerial

Memudahkan pengembang sistem untuk mereview restoran baik dari situs penyedia review atau ulasan produk tertentu maupun dari sosial media lainnya seperti Four Square, Twitter, Blogspot dan lain-lain.

3 Implikasi terhadap aspek manajerial lanjutan

Penelitian selanjutnya selain seleksi fitur, pada saat preprocessing juga bisa menggunakan berbagai teknik seperti n-gram, bi-gram dan seterusnya, serta dapat menggunakan dataset daari domain seperti kamera, perguruan tinggi, wedding organizer dan sebagainya.

BAB V

PENUTUP

5.1. Kesimpulan

Berdasarkan pemaparan yang telah dijelaskan pada bab sebelumnya, penelitian ini menghasilkan akurasi dalam bentuk Confusion Matrix dan Kurva ROC. Adapun akurasi yang dihasilkan pada algoritma Naive Bayes sebesar 81.00% dan AUC sebesar 0.763, kemudian dibandingkan dengan Naive Bayes berbasis Particle Swarm Optimization dengan akurasi 83.80% dan AUC sebesar 0.784. Sedangkan hasil pengujian data untuk algoritma k-Nearest Neighbor akurasinya adalah 75.80% dan AUC yaitu 0.853, kemudian dibandingkan akurasinya dengan k-Nearest Neighbor berbasis Particle Swarm Optimization sebesar 80.60% dan AUC sebesar 0.860. Dengan demikian Naive Bayes berbasis Particle Swarm Optimization lebih besar dibandingkan dengan k-NN berbasis Particle Swarm Optimization sehingga dapat disimpulkan bahwa penerapan optimasi dapat meningkatkan akurasi. Model di Naive Bayes berbasis Particle Swarm Optimization dapat memberikan solusi terhadap permasalahan klasifikasi review restoran agar lebih akurat dan optimal.

5.2. Saran

Agar penelitian ini bisa ditingkatkan, berikut adalah saran-saran yang diusulkan:

- 1 Menggunakan metode pemilihan fitur yang lain, seperti Chi Square, Gini Index, Mutual Information, dan lain-lain agar hasilnya bisa dibandingkan
- 2 Menggunakan pengklasifikasi lain yang mungkin di luar Supervised learning. Sehingga bisa dilakukan penelitian yang berbeda dari umumnya yang sudah ada.
- 3 Menggunakan data review dari domain yang berbeda, misalnya review kamera, review film, review saham dan lain sebagainya

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Demikianlah Daftar Riwayat Hidup ini saya buat dengan sebenar-benarnya. Atas perhatiannya, saya ucapkan terima kasih.

Hormat Saya,



Rizki Aulianita

Lampiran 1. Review Negatif

No	File Name	Comment Negative
1	Negatif1	Our waiter was excellent. However, two people in our party was not satisfied with entree
2	Negatif2	My husband ordered the duck. The met was so old it was inedible
3	Negatif3	No liquor available, license is in process of renewal.
4	Negatif4	Server was good. They didn't have any alcohol beverages, which was disappointing for date night.
5	Negatif5	Alcohol was on the menu however I was told after arriving that the business did not have a liquor license.
6	Negatif6	Service was slow and inattentive. Manager and waiter both acted as if our presence were an inconvenience. Food was standard. Same stuff you could get from any standard Chinese take out.
7	Negatif7	Forgot one of our dishes and overall quality was lacking
8	Negatif8	Cx service lacked tremendously with waiter and staff in general. The guy as I was exiting said thank you which was the nicest and only thing said the whole time.
9	Negatif9	The waiter was clueless and barely spoke English. The food was not good. None of the food came out at the right time. We used to be regular patrons of Mu Lan, because we live very nearby. I doubt we'll ever be back. This was one of the five WORST dining experiences we have ever had.
10	Negatif10	We use to love going to MuLan. Unfortunatley the last few times it has been a disappointment. I don't know if there is a new ownership or if the cooks have changed, but we will not return.
11	Negatif 11	The place was beautiful and the people were friendly to us, but what seemed to be the manager was yelling at a customer or employee on the front steps as we walked in... Then the service was incredibly slow even after we mentioned we were trying to make a movie. Also - they don't validate parking. The seafood was clearly frozen, and all deep fried even though that wasn't mentioned on the menu. Nothing was creative. The soup was practically cold. The martinis tasted like powerade.
12	Negatif 12	Time to get bill was excrutianglt slow
13	Negatif 13	food was way too salty!
14	Negatif 14	It was very unsatisfactory, and I would never go back there.
15	Negatif 15	The staff was friendly and nice, but a little slow with tending to our table
16	Negatif 16	Bad food.
17	Negatif 17	Junk food. Wasted money. Chinese vegetables in a garlic sauce had an orange color and tastes sweet like tangerines. Walnut Prawns was smothered with tons of mayonnaise sauce. Yuck!
18	Negatif 18	Horrible
19	Negatif 19	Very seedy restaurant. Needs an overhaul.
20	Negatif 20	The decor and setting was pleasant. However, the service didn't meet my expectations.
21	Negatif	i ordered spring rolls and i fried shrimp rolls. they were to greasy. the server said she didn't charge me for them.

	21	
22	Negatif 22	The food is not authentic Chinese
23	Negatif 23	Facility needs freshening. Food was bland and not hot enough.
24	Negatif 24	LOVELY CONCEPT- BUILDING NOT CLEAN AND FOOD NOT FREsH
25	Negatif 25	The food was good but I thought was overpriced. The place was very quiet and not busy for a Saturday night.
26	Negatif 26	We went to try to "romantic, outdoor dining." What we got was the front porch with traffic zooming by -- outdoors, but not romantic.
27	Negatif 27	Service was slow and inattentive. Manager and waiter both acted as if our presence were an inconvenience. Food was standard. Same stuff you could get from any standard Chinese take out.
28	Negatif 28	Forgot one of our dishes and overall quality was lacking
29	Negatif 29	Intermezzo
30	Negatif 30	We had a problem with the manager on duty would not let us use a 50.00 credit. he would only take 25.00 off the bill. i will be contacting the owner to find out what is going to happen.
31	Negatif 31	There really wasnt much of a dining experience. Our server was just an order taker and didn't interact or converse with us. Food was good, nothing to write home about.
32	Negatif 32	The food is not that great.
33	Negatif 33	Very noisy, even though we sat in the back of the room away from bar
34	Negatif 34	The restaurant has a very loud bar scene
35	Negatif 35	The food & service was good but the volume was so loud becuz the dining area was full - despite the coupon as an older couple, would prefer quieter dining area.
36	Negatif 36	too much dressing on greens too much sauce on meat dish we should have told them to put the sauce and dressing on the side, but forgot to do this
37	Negatif 37	Very noisy. The crowded bar and large noisy groups plus the loud music (speaker was directly overheard) made conversation very difficult. Even after most of the noisy tables emptied, the acoustics were poor. In spite of the good food it was just uncomfortable to eat there.
38	Negatif 38	Food portion is too small for the price we paid. The receptionist gave us Attitude.
39	Negatif 39	The calamari was bland and the sauce had no flavor. Too little for the price. The Pera salad was good. The pasta dish was tasty but the pasta itself was way undercooked and hard. Did you find this review helpful?yes0 Report inappropriate content
40	Negatif 40	Everything was fine except for the food, which was bland and lackluster. Very disappointing, as it would not be hard to fix - just get another chef and change all the recipes. Was overpriced even with the voucher.

41	Negatif 41	Portions were small. Calamari was rubbery-sent it back, received shrimp in it's place (got 8 small shrimp). Left hungry. Ordered dessert (warm apple tart w/vanilla ice cream). Worst ice cream I ever tasted. Didn't even taste like ice cream. Beet salad with goat cheese & greens was good & so was the bread with flavored olive oil. Friend had crabmeat ravioli & they were just fair.
42	Negatif 42	Not a great experience this time. Waited 45 minutes, with a reservation to be seated, took forever to take our order and forever for the food to come
43	Negatif 43	Food took over an hour to come out.
44	Negatif 44	My dish was so salty I could nit eat it and the waiter never asked how our food was then the bus boy wisked away my full plate.
45	Negatif 45	The music is too loud.
46	Negatif 46	NO special present/treatment/surprise for birthday - great disappointment!
47	Negatif 47	The coq au vin was not good which is disappointing since its a french restaurant. The crabcakes were surprisingly good. I think they good make dinner entrees better.
48	Negatif 48	I have been to Chez Oskar many times. The food is usually very good. However, on this visit I order the steak and it didn't seem of good quality and was overcooked. May not return as often in the future.
49	Negatif 49	Where is management? Who is watching what is going on in the kitchen? The food seems to have deteriorated dramatically. With the exception of our server, staff do not seem engaged with customers. I keep going back because it is close to home and I like th ambience but am always disappointed. I actually had to tell them not to put my hamburger bun in the microwave!
50	Negatif 50	the service was pretty good - not the best - and the food was disappointing.
51	Negatif 51	The drinks came after the meal, no apologies. The meal was substituted. Poor experience.
52	Negatif 52	The food was overly salty for my taste and poorly cooked. The service was below expectation.
53	Negatif 53	Several things we ordered were not available, a bottle of wine, the soup du jour that was initially described to us.
54	Negatif 54	Server was terrible
55	Negatif 55	Was served "bad" crab, had to send back. The waiter was very pleasant and accommodating, however.
56	Negatif 56	Poor wait staff.
57	Negatif 57	After 20 minutes of being ignored i got up and went to the bar for a glass of water.. The older Asian woman walked by my table several times and finally i asked her if i could get a waiter. She said that i wasn't in her section and took my order as a favor to me. The food was stale and tasteless. This is the firsttime in my life that I refused to leave a tip. And i will also write a very bad review on yelp.. It's too bad that have such an incredible location you can't provide better food & service. Perhaps you do well with one time tourists who will never return and don't care enough to say something.
58	Negatif 58	The food was NOT fresh, and bland. For the prices they charge, its probably the worst restaurant on the Wharf.
59	Negatif 59	Service was decent, good in the beginning and sparse afterward. The filet was overcooked and the rice with the crab cakes was tasteless.
60	Negatif 60	The salad was great, but the rest of the meal I didn't much care for. Prices were high and food quality low. I would not recommend or go

		back
61	Negatif 61	Salty and poorly cooked bisque soup
62	Negatif 62	Well done for a piece of beef does not mean BURNT
63	Negatif 63	The food was terrible. The bread was stale and soaked in butter. The rice was not fully cooked. The waitress was surly. Everything was awful and very overpriced.
64	Negatif 64	It took forever to get food then had to return one meal because it was way over cooked and added on "prawns" to dinner for \$9.00 and got 3 regular boiled shrimp, a huge disappointment because they were supposed to be prawns.
65	Negatif 65	The quality of the food was very poor! The preparation left a lot to be desired. Just a poor experience! Service was poor - seen our waiter twice - once to order and once to see the bill.
66	Negatif 66	The wait staff apparently thought that the guaranteed tip meant they didn't need to provide service such as water, or things you ask for such as lemon- had to ask 3 times. We weren't the only table getting up to get our own water. Caught the waitress rolling her eyes at my daughter who was getting her own water, yet the waitress spent most of her time talking to the cashier who was doing nothing either.
67	Negatif 67	There were only 3 tables of people in the whole restaurant, yet we had to get up to get our own water service. Wait staff never came back to pick up the check so we walked it to the cashier ourself. Fish and chips, what a joke. \$19 for a two very, small fish portions, the coleslaw came in one of those tiny nut cups, like 2 TBS worth. The upgrade for clam chowder instead of fries was \$4 more and it was about 6 oz. After 4 years using restaurant.com, this was our first bad experience. And it was really bad.
68	Negatif 68	First it took over 10 minutes for a waiter to come to get our order, after we asked a buss boy to find hime. Second: the music was so loud from the sound system it was hard to hear. Third: The food was rather expensive for the quality we received. We would never return
69	Negatif 69	Slow service, bad food.
70	Negatif 70	hight price and the worse food we are naever had.
71	Negatif 71	Poor service, substandard food preperation and quality along with overpricing---made this a dinning disaster
72	Negatif 72	Not impressed with the menu, prices, or service.
73	Negatif 73	double charged tip on my credit card took a long time to correct it
74	Negatif 74	our order was wrong, and then we were still charged for the wrong item, and a member in the party was suspected to have food poisoning that night
75	Negatif 75	The location was great, so we wanted to like this place--but unfortunately, it wasn't a good experience (in a city of many wonderful dining choices)
76	Negatif 76	Food was just average but very overpriced view was nice
77	Negatif 77	A bit expensive for what it is
78	Negatif 78	Lasagna was tasty and hot. Seafood mixed grilled had a lovely and generous assortment but wasn't quite hot enough. I always wonder why

		the bread basket here is so blah when Scoma's next door serves just what you'd expect in San Francisco.
79	Negatif 79	the waiter had to be constantly asked to refill our drinks. My food was not hot so had to be returned. The waiter was not the most pleasant. He just wanted to get the food out and have us move on so he could get to the next customer. It is strictly a tourist restaurant where they don't really care for the customer.
80	Negatif 80	too expensive
81	Negatif 81	The food was good but very overpriced. We went in because we recognized the music of James as we were walking down the street and I remembered I had a certificate. We ate here 2 years ago for my birthday and thought it was only average but very pricey. We are locals and will not dine again but will go for happy hour if James is playing
82	Negatif 82	Food and service was good but the view was like a swamp
83	Negatif 83	Good Service but limited menu, food about adverage nothing special.
84	Negatif 84	The place was not at all full and we were seated in a very noisey area near a band that was in another part of the place. Also expected the view to be better based on the picture.
85	Negatif 85	we were not seated when we came in, nobody at the counter, cook came and seated us, finally server showed up, didnt ask us if we wanted anything to drink, came took our order of appetizers, still no questions about drinks, finally order our food, after food came, nobody came for 20 minutes, we wanted more drinks, no water,no drinks, no asking about how our food is, had to flag down bus boy to get more drinks, not a busy time we were the only customers sitting in the restaurant.. no tip, BAD service! never going back!
86	Negatif 86	Rude, Extremely Slow Service, Overcharged, Food Was Terrible
87	Negatif 87	The service was terrible. There were only two tables, including my own, when we were there, but the waitress still needed to be called over every time we needed anything. She was on her personal phone for the majority of our visit, and when asked for more water for the table (of two), she came back with only one glass of water. The food was sub-par (ordered a pizza, garlic bread, and ravioli, only the latter was decent), the service was terrible, and the overall experience was bad
88	Negatif 88	Service was great. Food was just not good. The new owners changed everything.
89	Negatif 89	The pizza was very good,the calzone maybe had a small meatball in the whole pie and way too many onions and too much sauce, it was soggy. For \$16.99 you should do much better. NO THANKS!
90	Negatif 90	prices too high
91	Negatif 91	Waiting for completion of remodel.
92	Negatif 92	saw it in passing
93	Negatif 93	Water was warm had very little ice in it. Food was expensive. Not busy but the tables were not cleaned off when we arrived.
94	Negatif 94	Meal was tasteless.
95	Negatif 95	The place smelled like stinky cheese. The food was very old school and bland. They overcooked my veal and the friend's fettuccine was over coated with this bland white sauce that he could not taste anything else. The cranberry Italian the soda was flat and full of syrup. The antipasti was deli pickles, garbanzo beans, carrots, jalapeño peppers, pepperoni and some god awful melon. Definitely not your traditional Italian restaurant.

96	Negatif 96	Restaurant was less than half full, which makes the wait confusing. Had to wait to get seated. Took over half an hour to get the salad course. Waitress was braindead.
97	Negatif 97	unappealing plates, prociutto and melon old and unripe. smallest martinis we have ever seen
98	Negatif 98	The food was so tasteless and the quality was just so poor. Tasted like everything was from a can. Could not pay me to eat there again.
99	Negatif 99	The art-decor is so old-fashioned. As a college student, it draws no appeal to me or the people I brought. The food was unimaginative, boring, and had simple flavor. They brought out a platter of a weird assortment of garnishes (pickles, jalapenos, radishes, beans, cheese, salami, etc.). The worst part is that I love bread and butter and they had the worst bread of any restaurant I've ever been to
100	Negatif 100	Food was horrible. Service was very slow. Two servers, the girl was all business, no smiles. Absolutely, will never return or recommend to anyone. The icing on the cake was the girl did not bother to tell us there was a charge for the taramasu when she asked what we wanted for desert.
101	Negatif 101	Very friendly service, pretty, albeit dated decor, but the food was disgusting.
102	Negatif 102	I ordered chicken dinner. Meat was too tough and veg was over cooked. dinner included small pasta dish and I was so disappointed that pasta was too soft almost like baby food.I was thinking about Villa d'Este is an Italian restaurant or not. Last thing coffee was just awful taste, almost no flavour. So much so about price of the dinner was neither so reasonable nor too expensive. either.
103	Negatif 103	The restaurant is need a major refurbishment. Service was fair. Food was ok.
104	Negatif 104	The ambiance needs an upgrade as well as the restaurant decor. Very dated. Antipasto was very cheaply done with old ingredients. Veal Saltimboca was very salty and meal presentation was poor. Vegatables were luke warm. Service was average. On thje positive side, bread was nice and hot.
105	Negatif 105	the two most expensive dinners: NY steak tough and very hard to swallow, prawns (only 4) were soggy and chewy
106	Negatif 106	While the service and staff were excellent and the decor old time charming, the food was just "ok" and one dish, prawns, was awful. Based on this dinner, we would not revisit this restaurant.
107	Negatif 107	Food served was slow.
108	Negatif 108	We felt that the waitress was not very attentive to our needs.
109	Negatif 109	Bad customer service, wrong order and small portion and chips are stale.
110	Negatif 110	There was a sharp bone in my burrito, the guitar player walked around and held a bag out to each customer and said he likes tips, even if you just got there. The food was poor quality and microwaved.
111	Negatif 111	Not friendly, do not follow the order, even i repeat few times they did burrito with different meat, than i wanted.
112	Negatif 112	Solid, not outstanding
113	Negatif 113	Drinks were not good

114	Negatif 114	They were rushing us because the place will turn in to club at 10pm
115	Negatif 115	They are out of dessert on saturday????!
116	Negatif 116	lots of fees added onto bill. gift certificate basically only paid for tax and gratuity
117	Negatif 117	They didn't have some of the menu items available. They don't accept credit cards. The owner of the place was so loud and cursing some of his employees. Very unpleasant place.
118	Negatif 118	Food need more taste n need items in the menu little bit pricey
119	Negatif 119	I do not remember a time when I was treated so poorly at a restaurant. Our main waitress was so incredibly rude I could hardly believe it. It was clear that she had an attitude, though I am not sure what about. She did not say one word when she put our food on our table, nor did she say anything when she dropped off our bill. I don't remember her smiling once and she did her best not to make any eye contact. She completely ignored us the entire time we were there and to top it off, she asked us twice if we wanted the change from our bill despite receiving an 18% gratuity. The second time she asked with an attitude as if to suggest that we were being ridiculous for wanting all of our change. I was looking forward to having a nice dinner out with my family but I left that restaurant feeling completely mistreated and very upset. Very, very bad for business.
120	Negatif 120	Very slow service with the restaurant almost empty
121	Negatif 121	The quality of the food was just not there. Very average to under average for price.
122	Negatif 122	the eggplant needs to be cooked much softer
123	Negatif 123	The main course is bad and watery.
124	Negatif 124	The management is not pleased when they see that I purchase this offer and we received poor service
125	Negatif 125	food not great
126	Negatif 126	Food was generally overpriced for the quality and quantity.
127	Negatif 127	Service was fair, not great. had to make 2 requests for water. Food was nothing memorable, shrimp scampi and eggplant parm, too many tomatoes on the shrimp scampi and the eggplant was flavorless and the sauce was plain
128	Negatif 128	2 out of three dishes were too spicy
129	Negatif 129	All the flavors were delicious and just the right amount of spice. I would have given them a 4 or 5 for dining experience, but the waiter was not very happy that we brought our own wine and let us know through his demeanor.
130	Negatif 230	I was expecting more of a restaurant, this was more a bar atmosphere. The atmosphere was ok, but the food was poor quality.
131	Negatif 131	The food was all right, but the service was awful. I'm a server myself and understand that it can get busy, but the service we received was ridiculous. I had to go up to the bar to get a refill on our water. We waited for over 20 minutes for our check. It's not fair to hold people hostage. The server should have asked for help if she needed it.
132	Negatif 132	Service was incredibly slow, checks were mixed up, took a very long time.

133	Negatif 133	Noisy pub
134	Negatif 134	It was much too loud in the restaurant.
135	Negatif 135	Service really fell short - and they were not that busy. Food- new menu - was not as good as in the past.
136	Negatif 136	They were repairing the doors had to walk around the mess with my disabled 4yr old niece in a wheelchair, was told soda machine was broke waited 15 minutes for them to bring us a half full glass each, I ordered a steak burrito with no beans, they put beans on it...waited 15 minutes for them to remake it, when I received it, it had tons of rice with little steak....food wasn't worth the price. Constantly had to get up and come to our server, very poor service!!
137	Negatif 137	The food was disappointing. It was nasty
138	Negatif 138	The chips were okay. The food was quality was okay. They charged for additional salsa bowls after two. I am fine with that, but they should have told us before hand. It was a Friday night and the restaurant was empty. We went there because of the ratings (& coupon). Service was slow
139	Negatif 139	They were way under staffed, our waitress was the only waitress there, and she was also the bartender for the entire restaurant. We were ready to drink, but unfortunately were sitting without drinks for 30 mins at a time. Food was ok as usual. Not sure this will be my go to Mexican place anymore.
140	Negatif 140	Food took a very long time to come out. We asked what was on a particular sandwich (Torta) but were not told it had a hot salsa on it. We had bought it for my 7 year old daughter who could not eat it because of the spiciness.
141	Negatif 141	When we arrived hostess said they weren't sure if they had any tables. Rather than her checking we had to ask if they could confirm that. Afterwards we got seated at the bar. The bartender took 10 minutes before wiping our table and provide menus. All the while the bartender was surfing on the phone and helping some other guests. Then after we got seated to a table our server provided minimal service and was rarely available. Getting the cheque was half the dining experience.
142	Negatif 142	The waiter was biased, taking special care of a larger group leaving us ignored. The food was excellent though and presented nicely and not at all sloppy.
143	Negatif 143	Their services is excellent but the quality of food, especially against their price tag is not satisfying.
144	Negatif 144	Quesadilla too oily service horrible
145	Negatif 145	The food didn't taste great. All 4 dishes came out luke warm!! We didn't want to send it back we were starving after not eating all day and saving our appetites for this place.
146	Negatif 146	The food was not good at ALL! They ran out of appetizers on a Friday!!!! Then the waitress had the audacity to add a 20% gratuity charge and it was ONLY 3 of Us.
147	Negatif 147	The prices on our check did not match the prices on the menu - - we were overcharged by a significant margin. Felt ripped off, and the entire experience was ruined.
148	Negatif 148	\$3 coat check is a joke and I will not go back
149	Negatif 149	I think we came at the wrong time or was seated in an area that was not good. Some people that were there, after their dinner they had some children with them that were running back and forth, making a lot of noise with adult helping them along with the noise. Then they began to

		set up for dancing. They began to move all the table and chair/benches around. This was not a good experience. No one said what they were doing or offer to move us to a location. I will not be going back ever.
150	Negatif 150	They took forever to bring our food to the table and it was still cold than on top they made mistake on one of the order and also didn't take my restaurant gift cert the night we eat there and I had to bring back my cert Will never go there again
151	Negatif 151	the water wasn't very attentive, the food was inedible and the atmosphere wasn't very nice.
152	Negatif 252	The chips were okay. The food was quality was okay. They charged for additional salsa bowls after two. I am fine with that, but they should have told us before hand. It was a Friday night and the restaurant was empty. We went there because of the ratings (& coupon). Service was slow
153	Negatif153	The Service and people were very nice and accommodating. However the food was not traditional Mexican.
154	Negatif 154	We had to wait over 30 minutes as they made errors on out bill
155	Negatif 155	They did not get the food order correct.
156	Negatif 156	nothing to brag about
157	Negatif 157	The food was terrible and the service was worse
158	Negatif 158	they do not give u the dim sum menu, only know inside the small car pass by, u have to ask them what is in the kitchen, i do not go there before , how come i know their menu for dim sum. plus, it too expense compare to other
159	Negatif 159	never given bad review. I went with some relatives to show them the Dim Sum experience. food was good but, I was embarrassed when the waitresses went to the side, and we could still see them fighting over the tip! very tacky!
160	Negatif 160	The waitress wasn't the greatest - we ordered Shrimp and she sent over soup
161	Negatif 161	<p>WARNING: This restaurant is full of critical food inspections violations -- violations that could potentially force the San Francisco Department of Public Health to revoke its operating permit. Not to be confused with the academic grading systems The Social Study's 77 health score endangers its current operations and potentially your health.</p> <p>Concerning Food Inspection Violations Include:</p> <ul style="list-style-type: none"> * Unapproved or unmaintained equipment or utensils * Improper thawing methods ! * Unpermitted food facility * Inadequate and inaccessible handwashing facilities ! * Unclean or unsanitary food contact surfaces !
162	Negatif 162	The Social Study is a pretty average place. I do really like their decor and their collection of board games, but there's something lacking in the place. The menu is pretty decent, although I would like a more in-depth description of the wines.

		My main issue with the venue is their service. We were there on a Thursday night and there was only one bartender. She was, to be honest, pretty incompetent. She messed up our order, poured wine all down the stem of the wine glass and never wiped it off, and then the biggest offense came at the end of our stay when we closed out our tab and she gave us someone else's credit card! Apparently she had already closed out someone else's tab with my fiance's credit card, they left with it, and then we were given that person's card. Needless to say the person who was given our credit card bought themselves dinner at State Bird Provision and we had to deal with the credit card company and cancel our card the next day. We won't be going back.
163	Negatif 263	The seats are too small, and it's beer and wine only. A great spot to hang prior to a movie or a State Bird reservation.
164	Negatif 164	Yikes! Their wine classes are washed with bleach and the wine is totally screwed up from it. If you are a wine lover do not go here for wine. Ambiance was very cool, very small place, you have to go to the bar to order. I was hoping for a better experience here but its worth a second try!
165	Negatif 165	Really like this spot for the ambiance and generally awesome music playing in the background. The sangria is dangerously good. In my experience the food is overpriced for the quality/quantity, but I usually just go for drinks and get dinner elsewhere. I've always had pleasant experiences here, but was a bit put off the last time by the bartender (blonde guy with glasses) tipping himself two dollars for pouring me a glass of already made sangria before having me sign the bill. The sad thing is that I probably would have given him the same tip... guess he thought he was being very clever or that I wouldn't notice. :/ Kinda sleazy.
166	Negatif 166	Unfortunately, nifty interiors don't equal good coffee. I could only get through 1/2 of the weak, watery mocha I ordered. My wife's cappuccino was equally uninspired. Too bad, we were hopeful for this place. Maybe when the cafe transforms into a bar at night it's better?
167	Negatif 167	I didn't like the wine selection in terms of quality. I didn't try the food bc I didn't see anything that i wanted to pair. There wasn't a cheese plate or charcuterie or lil nibbles or its or something. They had tacos and stuff, which is fine but thats not what Im looking for when i goto a wine bar. I felt the music was blasting and tasteless. Its ok to have loud music if its later in the evening but 430 ish, I felt the person that worked there wanted to rock out. It was loud and i trying to unwind, but i guess I'm a buddy duddy. I thought the space itself was was quite charming, i loved the exposed brick but the wine selection needs to be upgraded.
168	Negatif 168	Go to this place if you have plenty of time to waste in order to order a drink or food. The ordering process is a total chaos. Bartender was very rude and not attentive. The only good thing about this place is the ambiance..
169	Negatif 169	I've been twice - for coffee only. This review is limited to the coffee. The coffee is not hot. I, and most, like hot coffee. The coffee was good otherwise. However, like a lot of new coffee bars, the place is trying to be condiment hip. Stevia is NOT a good sugar substitute - not sweet and leaves a metallic aftertaste. Why not blue or pink packets? Where is whole milk, or even 1/2 & 1/2? Soy milk and lo-fat milk only. Let me decide for myself what I like in my coffee. And the coffee is expensive: \$2.50 for a small. It is not THAT good. The entire package for a coffee drinker is not appealing.

		<p>The atmosphere/environment is nice. Especially if one is not drinking coffee ha ha. Better for the wine/beer crowd later.</p> <p>Windows were dirty (noticeable since the entire front is window - which is nice) and many cob webs above.</p> <p>I'll go back one more time in a few weeks. I think this place might make it with the wine/beer. But it is not a coffee destination, and to attract morning coffee drinkers, it needs to be a destination since it is out of the way. I hope they make it.</p>
170	Negatif 170	<p>Inexcusably poor service. I inquired as to whether the bartender/barista recommended a particular mixed drink. He, despite it being his first day on the job, responded that he did. The drink was DISGUSTING. I hand it back after two sips and order a beer. At the conclusion of my stay, the bartender/barista insists upon charging me for the recommended/terrible/unconsumed drink. I have been a service professional for over two decades, and it makes me sick to my stomach to think that this person can claim to be in the same industry. I used to be a regular at Social Study, but some affronts simply cannot be brooked.</p>
171	Negatif 171	<p>Expensive appetizers! Drinks are watered down. But the dark wood decor is nice and location is convenient with ample parking.</p>
172	Negatif 72	<p>While I agree with previous reviews that the place is aesthetically pleasing... It definitely doesn't work as a coffee bar/internet cafe.. perhaps a relaxed bar? Laptop unfriendly (i found 1 outlet in the whole place next to the window with 1 available plug) and uber expensive for joe (3\$ for a normal size mug and \$3 refills-- are you kidding?). A better place for four barrell coffee is just a healthy walk up Fillmore at Jane Cafe (\$2 a cup with FREE refills and a fair amount of plugs for people who like to study on their laptops). Jane also has decent food at anytime of day- for some strange reason Social Study doesn't serve real food before 4pm, just day old scones, bananas, and chocolate muffins. Their tapas menu did sound appetizing however. Has potential but i'm not satisfied that the owners have really defined what they're trying to be yet.</p>
173	Negatif 173	<p>I don't know about for others, but trying to study over loud R&B and gangsta rap tends not to be very effective.</p>
174	Negatif 174	<p>Having given it a second thought and try, me and my partner decided to drop by to grab a drink before we went to dinner.</p> <p>Entering in, the place was somewhat busy (roughly about 15 people) but a good quiet crowd, we walked up to the bar.</p> <p>At the bar..</p> <p>Waiting...</p> <p>Waiting...</p> <p>Waiting... (5 Minutes Later)</p> <p>Looking around for a menu, I asked the bartender, the same chick again from my previous experience months prior (see previous entry) puts a finger in the air to say I'll be right with you in a minute.</p> <p>(Um, ok, did she really just raise her finger to say one minute.) So once again, I looked around to see if I can grab a menu, then I asked her, "may I get a menu," to no avail she ignored me and went on catering to the people around me.</p> <p>I don't know what this chick's problem is.</p>

		<p>Observing her work as we WAITED to place our order for drinks, I can see that she's the only one working, well missy, it's time to hire someone else to help you.</p> <p>What makes you think you can do it all?</p> <p>15 minutes later, still waiting for a menu, I've decided to just go with whatever they had that was a house white wine. I politely said, can I get a glass of..</p> <p>IMMEDIATELY SHE CUTS ME OFF AND SAYS..</p> <p>One more minute, then she goes to open up a bottle of wine.</p> <p>After that she hands over the Ipad to the other patrons, sitting next to me, looks at me then focuses on another person who walks by and TOOK the order of wine for their table.</p> <p>WHAT THE F*CK!</p> <p>At this moment, I'm like hold up, this B!TCH sure didn't give me the time of day and she's going to order from him?</p> <p>This place has so much potential! I know she's the owner and all but damn, you are a F*cking Rude C-yoU-Next-Tuesday.</p> <p>RUDE RUDE RUDE RUDE RUDE</p> <p>DEFINITELY will never go back.</p> <p>Yes she wrote to me awhile saying she apologized but I guess things haven't changed much.</p>
175	Negatif 175	<p>Since Fat Angel is packed now-a-days, this is the next best thing.</p> <p>The decor is very funky and fun. It's right around the corner from Fillmore Street and alittle hidden but definitely a great find.</p> <p>I've only had wine here and my experience with the wine was great. The experience with the chick bartender, not so great. She was rude, inconsiderate and is way too busy finishing up her conversations with her friends to realize there were 5 other people waiting on her to hurry the eff up!</p> <p>I hate bartenders who think they rule the world just because they're behind a gawd damn bar. This hussy had the nerve to ask for tip afterwards on the Ipad after making everyone wait for 15 minutes, while she laughed and giggled with her friend only to come over and say, you know what you want? No hussy, I'm new to this place how about you give everyone a gawd damn menu or better yet introduce yourself,</p>

		<p>tell people the specials.</p> <p>Anyway after our first round, it was about 11ish, we decided to go for one more round before it closes, her reply was she just cut off on pouring at 11. It's 11:30 and they close at 12. So we asked can we buy a bottle, she refused, so we opted for beer.</p> <p>After I paid and grabbed my beers, I see this hussy go on and pour 4 glasses to her friends!</p> <p>My friend ran up to the counter and just asked, well it's weird that you said you cut off on pouring but we just saw you pour glasses to them, so help us understand. Her reply, well I don't want you guys to linger around at 2am, I have a life and a job too. Ok, with the attitude.</p> <p>Listen here, hussy, your life is based on making tips from people. If you didn't want to pour drinks to people, you should reconsider your decision to be a bartender. Me and my friends were just dropping by before we head out and going to this place as a starter was WRONG!</p> <p>Pros: The music, the people and the place itself is definitely a must try. Love love the R&B mixed with a little bit of everything.</p> <p>Would I come back, yes if Fat Angel is packed and I have no other options. Go to Sheba Lounge for starters before this venue.</p> <p>I'll give it a year before I come back to this overpriced place with uncomfortable seating</p>
176	Negatif 176	Nice little pub I stopped in at after dinner around the area they have a cozy feel with books on the walls and brick with soft chairs along both walls. The music was mellow and relaxing with a good crowd of people. The crowd on a Saturday night was mostly white and around older 20s to 30s. Bartenders were nice but a little bit slow the drink selection is limited not a full bar they don't have whiskey and stick to their list of prepared drinks. the drinks were good but nothing amazing
177	Negatif 177	I got a nojito and some pork sliders there recently, and oh boy, I experienced food poisoning for the first time in my life! Within one hour after I ate there, I started breaking into a cold sweat and feeling dizzy and nauseous. It was right before a live show and I had to rush out through the screaming crowd and vomit like a baby. It was the worst feeling I've ever had. I'm sure it was the food that I ate there that got me sick because I hardly had anything else to eat all day that day.
178	Negatif 178	Small, loud party bar for Klub Kids - uncomfortable seating, blaring techno & hip hop (even in the afternoon). If that's your scene.
179	Negatif 179	I love the idea, just not the execution. The Social Study is a bar/cafe/lunch/dinner/study place, meant to be a hip place that people can both work and socialize at. But truly, it's impossible to get any work done here, due to the blaring pop music that prevents you from thinking. And the food and drinks are simply unremarkable.
180	Negatif 180	<p>This place is pretty chill. I particularly like the dark wood and the old school hip hop that was playing the day I ventured in. I had some citrus-y type of beverage that was pretty tasty.</p> <p>However, the bartender had a bit of an attitude. She kept me waiting, while she chatted it up with people who seemed to be her friends. When she did finally take my order, there was no "Hi, how are you," and she seemed annoyed when I asked what she recommends. Needless to say,</p>

		<p>it's not the type of place you want to hang out while you're waiting for a friend to arrive... unless you know the bartender.</p> <p>Even though I loved the music, I wouldn't return due to the service.</p>
181	Negatif 181	<p>Bacon Dog was delicious and spicy but came out lukewarm. The tacos are delicious as well as beautifully prepared and are only \$2 on Tuesday. Atmosphere is pretty loud but makes sense for a bar environment.</p> <p>Have lengthy cocktail menu but didn't try any to provide feedback.</p>
182	Negatif 182	<p>We had lunch on Sunday. Chicken and short rib tacos. They tasted delicious. Both my friend and I were up a good part of the night very sick with food poisoning. I phoned the restaurant yesterday telling them how sick we had both become after eating there. I have received no response.</p>
183	Negatif 183	<p>This is my second attempt to eat here. This place is super pretentious. Almost \$30 for tacos. An hour wait time for a table if I want a "private table" or I can sit at the "communal table now"...the host is snooty and disinterested. The bar is unreasonably loud. One has to endure all this attitude for some tacos! This place represents what is wrong with San Francisco. What the market will bear attitude with food, attitude-laden atmosphere, and just not worth it. I won't be stopping in to give this pretension filled restaurant a chance again. Spend your hard earned dollar at the wonderful warm taqueria just a little north of this place. Make a u-turn and don't look back.</p>
184	Negatif 184	<p>Overpriced not even delicious Mexican food. I don't mind spending \$\$\$ on food, but only if it's worth it and delicious... but overpriced mediocre food? That's the worse! It was so terrible, we cancelled our last dish before it could come out.</p>
185	Negatif 185	<p>Waste of time and money. Pompous, overpriced food in tiny portions. The quesadilla was actually an empanada. The ceviche had a hair in it. Yuck! Their dishes are very photogenic, but don't be fooled you will be disappointed.</p>
186	Negatif 186	<p>The price point is too high, the portions are too small and the flavors are a bit of a let down. The ceviche lacked acidity. The Sopas are nice but you'll need to order two portions to really enjoy them... and the Carne Asada was a disgrace. Pre-cut chunky fat pieces? ... really... La Urbana is definitely tailored to please the young hipster who does not have notion of what real Mexican gastronomy is. The one star is for the nice tile work display.... In my opinion Nopalito still far better option for good Mexican food</p>
187	Negatif 187	<p>Couldn't get past the asshole host to get a table. He said they were fully booked until 10:30 (on a Wednesday night) and later called us with an open table. Luckily we were already enjoying dinner at Ziryab down the block.</p>
188	Negatif 188	<p>I give it one star because there was nothing there I could even eat! I am a vegetarian and all of their offerings have meat in them. The woman serving us told me she could remove the meat from any of the dishes, but considering how overpriced and tiny every thing here is I did not think it would be wise to remove the main ingredient.</p> <p>The ambiance is nice, but no better than Tsunami, Crudo, Nopa, Ziryab or any number of awesome restaurants in the area with better prices and offerings.</p> <p>I ordered a flower margarita. It was ok. I didn't like that it was neon blue though. It cost \$12. It was all I ordered, so I escaped this place</p>

		<p>without breaking the bank. Only because they had nothing for me though.</p> <p>Dear La Urbana, please increase your offerings. Your limited menu is not impressing us. We are kind of spoiled by the other delicious places in this neighborhood. You need to step up your game before the excitement over your newness fizzles out or you will go out of business.</p> <p>I really want you to be awesome and successful, but right now you are just offensive.</p>
189	Negatif 189	<p>My husband and I were excited to check this place out. We ordered four plates which I thought would be enough food. Turns out I was wrong. Neither of us eat that much. However, we left this place starving. Starving to the point that we drove straight to the Mission afterwards to have another dinner. This place is cute but I think that the food cost versus the amount of food they serve needs to be looked at. None of the plates were filling so it seemed like ordering more food was not really a solution to the problem of leaving here hungry. I can only imagine how hungry a large man would be leaving this place! I think some changes are in order.</p>
190	Negatif 190	<p>ame here at 630 on a Thursday and was able to snag a spot at the bar pretty quickly. We came for drinks and a quick bite. The drinks were good -- particularly the violet margarita -- and the service was friendly. The food, however, was mediocre, and extremely overpriced for what you get.</p> <p>We had ceviche that was good but kind of bland - 3 stars</p> <p>We then shared the tierra y mar -- steak and dungeness crab with a fruit puree, served with blue tortillas. The steak was chewy and lacked seasoning. The fruity sweet sauce was overpowering. Not to mention that the portion was ridiculously tiny for an entree. 2 stars.</p> <p>The ambiance, however, is great, and terrific location. Bar stools are very wobbly though so watch out.</p> <p>Overall - 2.5 stars, rounding down because of the high prices.</p> <p>3.5 stars if you go just for drinks.</p>
191	Negatif 191	<p>I was pumped for this place. I really was. Always down for a new spot in my hood, but hey Jack, this is Divisadero. If you're gonna stand out, you need more than ambiance and decor (which I will admit, they kinda nailed).</p> <p>Made a 9:30 reservation cause it was all they had available on one day's notice. Got seated right on time. That was tight. Sat down and got a couple cocktails. I went with a classic Marg, my lovely lady got some red joint with cilantro in it. They were good and they were small and they were expensive. Whatever. Optimism was still in tact.</p> <p>Waiter was cool. He recommended the oysters but we weren't in the mood so we got the ceviche, which was the highlight of the meal. Downhill from there. I got the Tierra y Mar (steak and crab). I had this vision of a huge steak with this monster king crab leg chillin' right next to it, with like veggies and stuff just piled high. Cause for \$26, on Divisadero, at a place that's not NOPA, I feel like that's OK to expect.</p>

		<p>I couldn't have been wronger (is that a word?). It was about 6 bites of steak with a little lump of crab meat on a plate smaller than my ceviche came on. Not chill.</p> <p>I won't speak on my girlfriends salmon cause I'm sick of typing. It was good but not great. \$113 dollars later and I'm about to go make popcorn in this b!tch. Do better, Urbana.</p>
192	Negatif 192	I had high hopes for La Urban but that went downhill quick~ We ordered our drinks which didn't show up till about 30 minutes later! Once our drinks came out we ordered our food from our waiter ~ We got The Duck Confit for our appetizer followed by our entrees which were the mar y tierra n the costillas with a side of papas! My dish the mar y tierra came out first n about 20 minutes later my lady's dish came out the costillas and no one remembered our papas until we mentioned it to three different food runners~15 minutes later they arrived but by that time the rest of the food was cold! Bummer~ We definitely will not be coming back for the food its to overpriced and you only get a tiny bit for what you pay for~ Our drinks did rock! Overall I understand F-UPS will be made on the first night~ but that being said management or our waiter could of made the situation better~ but they didn't! Come here for the drinks n not food unless you wanna leave starving!
193	Negatif 193	Great drinks,wonderful space but the food was unimpressive and the miniscule portions left our party feeling robbed. I don't mind paying these prices for top notch food that is innovative and flavorful alongside with top notch service. Unfortunately this wasn't the case for us.
194	Negatif 194	Seems like they really want to milk us, cool young people from Divisadero... Too expensive for what you get in your plate.
195	Negatif 195	Over priced and completely disappointing food. We live in the neighborhood and were sad that a better Mexican restaurant didn't crop up. We are sticking with Mexican take out from El Rancho Grande down the street.
196	Negatif 296	Brunch- food sucks- nothing special. Chilaquiles were barely correct, which is pretty hard to do. The sopa was a bowl mashed beans overwhelmed by pasilla peppers- and nothing else- totally incorrect! This was ordered by our friend from DF who declared it inedible. Brunch for 4 was \$160, which is absurd for how bland it was. Oh, and coffee was \$4/cup- including a 'refill'- so if each ya'll have a cup and a 'refill' the coffee for 4 adds \$40 to your tab! Just go to The Mill instead- \$4 toast sounds like a bargain- at least it's good.
197		i hate writing bad reviews but this place deserves one. save your time and money and go somewhere else. while i liked the decor, the restaurant lacks good service (was actually so turned off by the service we decided to leave after appetizers instead of staying for an entire meal), food was 100% less than average, didn't even want to finish the drinks i got, and based on this - is not reasonably priced. the only good thing was the host. he was nice. it wasn't horrible but there are many great restaurants in the city, and near by. you aren't missing anything.
198	Negatif 198	My partner and I had brunch at your restaurant this Sunday Jan. 26th. When our waiter took our order my partner asked for eggs over hard and our waiter responded that they only cooked them the way it is described on the menu, when my partner told him that he was very familiar with the dish (chilequiles) and that's how he preferred them, the waiter acquiesced. After a wait of 35 minutes someone came over and apologized for the wait and brought us two coffees as compensation and when the food arrived a woman who appeared to be a manager said that she appreciated our patience and that brunch was new for the restaurant and they were working out the glitches. My dish which was steak tacos were room temperature, my partners dish which included fried tortilla had a cardboard like consistency and had a faint burnt taste to them, his eggs were not cooked as he asked. We cancelled his order even though they offered to redo them. In the end we were given a limp apology. The right thing to do would have been to comp us the meal and invite us a back in hopes of encouraging repeat buisness.

		<p>Telling a customer you're working out the kinks in your new brunch hours doesn't cut it and by the way you have been serving brunch for awhile according to my estimation from an old article I had kept from the Bay Guardian.</p> <p>Needless to say we won't be returning to your restaurant nor will we be recommending it.</p>
199	Negatif 199	<p>Salt. Salt. Add more salt. That seems to be the favorite seasoning for their chefs. My braised short ribs was so salty I could barely eat it, and I LOVE salty food!! If I think it's salty, it's gotta be really salty.</p> <p>It was a big disappointment as my husband and I were really excited to try it. For \$75/person, we expected way more.</p> <p>Padrecitos is a mucho, mucho, mucho better choice.</p>
200	Negatif 200	Pretty slow service and horrible chairs. You are better off standing.
201	Negatif 201	So disappointing. In SF to visit USF and met friends living in town. I feel bad because our friend chose this restaurant for us to have a fun experience. However we got Terrible service. It took forever to get drink order. Then apps came out one at a time. Server Never came back for drink refills, though we got lots of water refills. Food came out one at a time. One item was wrong and apparently they burnt another. Still spent \$250 for 6 people (only 3 cocktails total)
202	Negatif 202	Pretty clear this place relies on NOPA and Bar Crudo overflow. Small portions and overpriced.
203	Negatif 203	<p>So, went back to La Urbana tonight with a friend and I have to reduce my star rating to 2 because the place is so overly priced for what you get and the service is non existent. I understand paying good money for good food but you have to give me more than 3-4 bites for a \$25 entree. And, provide a level of service that warrants such prices.</p> <p>This place is the epitome of an over-hyped hipster restaurant with inflated prices only because...well, they can, and these young kids don't know any better.</p> <p>Your food is good, but not that good. This will be my last time coming here.</p>
204	Negatif 204	The quality of the food and atmosphere is amazing. The sangria is great. However, the portion sizes are very small and the prices are high. Plan to spend \$50 per person if you don't want to leave hungry.
205	Negatif 205	We had a mixed experience, both in service and in food. My cocktails were fab (I had a margarita and a gin/egg white drink), my friend's wine, not so great. The ceviche was pretty good but the chicken a little undercooked. The service in the restaurant was ok. I waited at the door before someone asked if they could help me, but was seated at our reserved table right away. Service at the table was not bad, but it was unclear who exactly our waiter was. The really negative part was that I called twice to change the time of our reservation but no one called me back. We almost went somewhere else before even eating there.
206	Negatif 206	Food was great, even though I think it was a bit overpriced. But please, train your hostess to smile and stop giving your customers attitude. I don't want to come only because I don't want to see her grumpy face and rolling eyes again.
207	Negatif 207	Trendy, Great plating. Underwhelming

		<p>Really excited for the range of mescal and variety of food. Food was overpriced with decent appetizers with some nice highlights but much further lowlights.</p> <p>Ceviche was really served in a jar and really tasty. Roasted corn was delicious as long as you don't mind lots and lots of butter.</p> <p>Mole chicken was pretty good and fun to eat in the baby tortillas. Scallops were tasty but there were only 3 of them and the accompanying broccoli was pretty weak. Mescal flight was shots of mescal with a bit of orange and had some nice flavors but I should have just gotten a cocktail.</p> <p>The quesadillas were devastating. I was so excited for the okra and cheese and it was just cheese in fried dough. I was crestfallen. The squash was just terrible. It had no flavor at all. I really like squash and was excited for it so this was so disappointing.</p>
208	Negatif 208	<p>4th time here. This time I went for brunch. Service was poor, in attentive and actually not responsive. Food was great but I won't be coming back any time soon to be treated like I was this time.</p> <p>The last time I was there for dinner I had the chicken mole and it was great but it could have used a little more mole sauce which I asked for and was told "what do you think we have extra mole sauce for you?" and walked away away</p>
209	Negatif 209	<p>Went there last night. The Decor is great and the ity bity portions were good. I enjoyed it but at over \$200, for 3 people and coming out neither tipsy or full I doubt I will return.</p> <p>I love their collection of Mezcal, very extensive.</p> <p>The service was attentive but not well informed about the food, single bites ay \$8 is way out of line even for the financial district, I was shocked that the chorizo and eggs came with a raw egg, for many people with food issues that should be noted on the menu. You would think the waiter would have noticed and asked about an uneaten dish, poorly written menu, ingreditans but now how prepared or served, except the sides.</p> <p>We only had starters and sides as the entrees were in the mid \$20 range.</p> <p>I would meet for drinks there in the future but doubt I would eat there again</p>
210	Negatif 210	<p>Disappointing experience overall. Overpriced place. 'Deconstructed' guacamole had too much lemon in it. Quesadillas were too greasy and plain. Squash didn't taste like anything. Does Mexican cuisine work when it tries to be pretentious and hip???</p> <p>Beautiful decor though.</p>

211	Negatif 211	I get that it's across the street from Nopa (which is, in and of itself, a bit over-hyped), but the value-to-quality ratio just isn't here. Yes, you will get excellently crafted food and drinks, but with near-fine dining pricing this place loses in providing any of the nuances that a more established restaurant would provide. Either up the game or bring down the price and they'll have my business again.
212	Negatif 1212	I was so disappointed! The chicken I ordered was really salty. I would recommend sticking to appetizers and sides because the entrees are really not worth the price. Definitely try somewhere else!
213	Negatif 213	I'm sad that I chose this place over Nopalito for my husband's birthday dinner last weekend (figured we should try somewhere new instead of eating at the same place we've been before! Wish I had just gone with Nopalito). The cocktails were interesting, but they all just tasted a bit off, like the ingredient combinations should have been a bit more thought out. And the food was all so surprisingly bland! Such a disappointment. How is it even possible to make bland Latin-inspired food? We also waited an hour between our appetizers and entrees, and our server never once gave a reason, purposely avoided coming by our table, and offered very little in the way of apologies (a free drink or discount perhaps? she could clearly tell we were frustrated even though we were very pleasant about the wait). Plus, they don't display prices on their menu on their website, so what I expected would be a reasonably priced restaurant turned out to be incredibly expensive, especially for the TINY portions of food. I won't make the mistake of coming here again.
214	Negatif 214	<p>Having dropped \$125 on two drinks & dinner I'd hope it would be a memorable, delicious meal. Sadly not so.</p> <p>Pros: friendly hostess & skilled bartender.</p> <p>Cons: we waited AN HOUR between appetizers & entrees. Yikes. Our barely-there waitress only came by twice to (falsely) promise that our food would be right out.</p> <p>When it arrived we thought we got our sides. Nope. Just tiny portion sizes. Also not that great. The fish had soggy skin and monotonous flavor.</p> <p>I don't imagine we'll be back.</p>
215	Negatif 215	Food was decent. But the service was terrible. Took forever to get waited on, server must've forgot to put in our order. Never acknowledged there was a problem, acted barely interested in serving us. Too bad, the space is cool but won't be back.
216	Negatif 216	Came here for dinner. Extremely over priced for mediocre food. The only good aspects of the meal were the cocktails and quesadillas appetizer. Shrimp tacos were \$24 for 3 small tacos with a few pieces of shrimp and cabbage, definitely not worth it.

217	Negatif 217	This review is based on the restaurant itself, and not on the garage venue. I went here last night with a date, and wasn't really impressed by the overall experience.. I read a couple of the other reviews and tend to agree with two critiques that reviewers seem to make consistently: 1. The restaurant has prices issues. 2. Overall, the food lacks flavor. To address the price issue, my biggest problem wasn't necessarily the price of the food, but it irritates me when I see something like a Catena Malbec 2011(red wine) on the menu for \$52. I don't mind red wines for that price, BUT when I know it can be bought at Whole Foods or at Trade Joe's for \$15-18 (retail price), and a glass cost \$12 than something is just wrong. If you are charging such prices, at least make sure it is a unique wine that I can't get at the local Trade Joe's... In regards to the food, I tried the asparagus which was dripping in oil with flavorless cheese. As a person that likes spicy foods, the habanero sauce was disappointing - tasted like a medium spiced salsa. The tacos were okay but again nothing to write home about - even when I filled them up with habanero sauce. Overall, I ended up with a bill around \$105 and felt fairly dissatisfied.
218	Negatif 218	Wildly mediocre food. Small portions. Overpriced. Nice looking place. If the new formula for SF restaurants is double the price and remove the flavor, count me out.
219	Negatif 219	1.5 stars. Over-rated, overpriced. Loud. Poor service. Weak food. Overcooked chicken. Thin and uninteresting mole sauce. They gave us 4 chips with our ceviche. We asked for just one more and they gave us 8. By that time there was almost no ceviche left. The kale salad was too spicy. The mezcal was uninteresting. The waiter was useless in giving us suggestions from their enormous mezcal list, partially because he didn't seem to have much of an idea himself and partially because we couldn't hear him and he couldn't hear us because the damn place was so loud because the acoustics were so bad. And the place wasn't even full. There was no music. The acoustics are just terrible. I have no idea why anyone would go here.
220	Negatif 220	<p>The food isn't bad, the problem is the price. I don't mind paying for a yummy meal, I've been to COI which was \$200 a person or a few places in Tokyo for \$300+ a person. The problem is the food and ambience doesn't live up to the price. 4 of us, 2 drinks 2 soft drinks, 2 appetizers, 1 main each, \$185 + tip.</p> <p>Maybe if the food was amazing but ceviche was not nearly as good as Fresca. The avocado creme was good. For mains we had the chicken mole, the short rib (x2) and the lamb shank. It was good just not up to the price, at least for me. I can't put my finger on why. Maybe it place is too hipster and not enough classy? I don't remember what I spent at Nopa. I do remember I have better memories of Nopa though the two are comparable.</p> <p>I don't know what they'd need to change for me to feel it was worth the price. Maybe it was just my expectations but for whatever reason it just wasn't there. The portions were small but I actually liked that part since I didn't leave feeling stuffed. Maybe it's the location next to 4505 outdoor BBQ and other things in the area which made me expect it to be less. Sorry guys. I'll try the garage next time though ;)</p>
222	Negatif 222	<p>This is definitely the most disappointing new restaurants I've tried. I was anticipating their opening for weeks along with some neighborhood friends so we went shortly after they opened.</p> <p>We tried a number of small plates and a few cocktails. Both of my drinks tasted watered down. The oysters were underwhelming and lacked</p>

		much flavor. I'm hesitant to try this place again
223	Negatif 223	I live three blocks from this place and went for dinner for the first time tonight, big mistake. This place is impressively bad, both in terms of food and service. Any taqueria in the mission has significantly better food. Octopus had way too much sauce, sopas had flavorless pork, brussel sprouts were undercooked and thoroughly forgettable. Drinks were only OK, mixed mescal with so much sugar I could barely taste the tequila. Sat at the bar and halfway through our meal they switched bartenders. Bartender was so busy making drinks for all the other tables that we barely got paid attention took to (not his fault, but they need to account for this) and it took us 15 minutes to get his attention to pay. This place gets one star back for having decent tacos and cheap drinks at happy hour but never never never go for dinner, do Fly Bar, Wine Kitchen, 4505, Nopa (if you have time to wait), Popeye's Chicken, or McDonalds instead. Really, do anything else. Not recommended.
224	Negatif 224	Way over priced, portions are very small and the taste is ok. The 2 stars are for the staff and the atmosphere.
225	Negatif 225	<p>The one star goes to our waitress who was working hard on New Year's Day.</p> <p>We should have used the no-wait, almost empty restaurant as a clue before entering. The decor was cool and service was decent. Unfortunately the food could not keep up. We each ordered the Bloody Mary which was sour and tangy like a mild salsa, lacked the quality spice and signature olive for traditional Bloody's. The shrimp ceviche had fresh ingredients, but lacked any real flavor - needed lime and cilantro. The sweet potato fries were good, but when served, they barely filled the bowl and they didn't come with the aioli as suggested. We asked another waitress to bring some and she dropped it off with her finger touching the aioli. Gross. Moments later a much fuller plate of sweet potatoes (with aioli) was dropped off at the table next to us. Noticeably inconsistent plating.</p> <p>Our main courses were the least enjoyable part. Our eggs on top of the chillaquiles were underdone and clear. Chicken had good flavor but was cold. Our friend's chorizo sandwich had maybe 2 oz of chorizo and was flavorless. Luckily our waitress comped two plates / very nice of her.</p> <p>All in all, great decor and spacious seating, but food not quite worth stopping in for.</p>
226	Negatif 226	If you like to spend \$200 and leave hungry and sober then this place is for you! La Urbana is such a money grab "hip" and "cool" space, I live half a block away and have decided that after 3 visits now that you can't pay me to eat or drink at this MEXi-phony hole. Go to Nopalito, that is a place that has food, service, and cocktails dialed. I have no idea how this space survives, if you read reviews you will find the same thing over and over again "small portions" "bad service" "WEAK cocktails" it's kind of amazing actually. The menu and the design of the interior dazzle people with distraction while emptying your wallet. This is the product of a wealthy resto group with other establishments in the bay area, they dumped big cash into the design etc. but I see it as another 5 year money grab which is common in this town, I look forward to it closing. Do yourself a favor and go around the corner to Bar Crudo, NOPA, or an F'ing taco truck for that matter, this place just doesn't get it.
227	Negatif 227	If you like enough food to fill you up along with superb service, avoid this place. Overpriced, mediocre fare and the server (when she came) had an attitude.

		<p>-Ceviche literally only had 5 little pieces of fish and was under-seasoned</p> <p>-Plancha de Avocado aka bland guacamole was forgettable</p> <p>-The "quesadillas" are fried empanadas...these were decent but I think anything is decent when deep fried.</p> <p>-We ordered a few of their drinks as well. Good selection, each "drink" was the size of a shooter</p> <p>First and last time going here.</p>
228	Negatif 228	Food and drinks were both good, but not great, and definitely not in line with the pricing.
229	Negatif 229	<p>Great cocktails, not great food.</p> <p>This place is a trendy spot in the hood but it doesn't pull off the high-end Mexican restaurant thing it's going for. The space is awesome, and the bar /bartenders are wonderful, but the food is super slow, super small, and super over priced.</p> <p>Go for the bevs, and go elsewhere for dinner.</p>
230	Negatif 230	The food is great, but during our most recent visit we waited several minutes to be helped without any acknowledgement. There were 6 employees behind the counter and not one of them made eye contact or greeted us for the five minutes we stood at the counter. Unfortunately my partner only gets an hour for his lunch break, so we decided to get something at Trader Joe's instead. We will return at some point in the future to see if see improves
231	Negatif 231	The organization of the menu doesn't make any sense. There's no difference between what you can get to go or to stay, on the board it says they offer every type of meat but chicken? Just make the menu more comprehensible, I left because j didn't even know where to order or what was even available
232	Negatif 232	good chicken but not sure it's great as everyone raves
233	Negatif 233	<p>Menu Confusing... Staff were 'helpful' but con-de-scend-ing at best! The dude in the pink shirt (Saturady June 13, 2015 at 7:30ish) GM meterial kept reaching over the counter arranging the frying pans so that they looked ap-peasing! WRONG as the ones dining @ your establishment (or the one you are managing) would make me throw up!</p> <p>Three things on the menu was not available EVEN though they were written up on the chalk board! ERASE THE ITEM!!!!</p> <p>Serving whole half or quarter seems k! but NOT everyone prefers such a dry n cut piece of a bird!</p> <p>Sustainable Salmon and Responsibly Raised Tri Tip would NOT be cooked to order. Peri Peri Hot Sause tasted like Spicy Hummus.</p> <p>OVERALL Fuck Never Again! If it was the last chicken on the rotisserie.</p>

		Oh ByTheWay... we pointed out that one of the chickens on the rotisserie was trying to fly the coop! GUESS GUESS Pray GUESS what they did with the Flying Chick! (that had for over many minutes scrapped againsts the oven walls that seldom gets cleaned) NABBED It and caged the dirty bird back in the rotisserie!!!! A 15 dollar bird per the menu contaminating the other 5 birds in the COOP! Now You Know WHY I SAY FUCK NEVER AGAIN
234	Negatif 234	Seems like people really like the food here. I have eaten at spin twice. I got the chicken and tri tip. I tried many of the sides. The service was fine but I didn't really care for the food. The meat was great quality but there is a ton of seasoning on both the chicken and especially the tri tip. I could barely taste the meat. The "fancy" sides also had too much flavor for my taste. If you like lots of spice and flavor on your food, this is your spot! Since the meat is spiced before cooking, I won't be back again.
235	Negatif 235	<p>I want to give this place more stars, but they have messed up my order the three times that I have been there. That just is pretty unacceptable in my opinion.</p> <p>The food is good (but maybe a tiny bit overpriced for what it is). I like the concept and the options. If you live nearby, it is a nice place for quick takeout if you don't feel like cooking.</p> <p>The first time I went, my take out didn't have the chicken that I requested in the salad. The second time, they gave me the wrong salad. The third time, I went with my boyfriend, and because of past mistakes we tried to be careful. He asked if the peri chicken was a little spicy, and the woman taking the order said yes, so he specifically asked for mediterranean, and then he asked for a side of cauliflower. When we got our food, I repeated back what it should be and she confirmed that's what it was. When we got home, it was the spicy peri chicken and potatoes.</p> <p>So I guess you should go if you don't care about getting what you actually order.</p>
236	Negatif 236	<p>The makings of this restaurant are there. The ingredients are there---but Spinnerie fails to deliver. I love the concept. I love rotisserie. But I didn't get any of the roasted, crispy yumminess a rotisserie chicken can make in my sandwich.</p> <p>I got the "Farmer" sandwich which was laden with surgery sweetness instead of rotisserie goodness. No joke, it was a diabetics nightmare (which I'm not...yet...as long as I stay away from this sandwich). The sandwich had a weird chili jam that tasted like sugar syrup. It also had too many things on it. This place needs to focus in on what they're good at instead of throwing everything at you. It also needs to dial down the sweet. To top it off the sandwich came with "roasted butternut squash" that ended up being "raw butternut squash". After alerting the line cooks about this they offered us "more raw butternut squash". That was not gonna fit the bill, so I showed the cashier and she offered us a free side in replacement. Thanks. But everything here is weirdly sweet...including the replacement grilled veggies you so graciously offered us. If Spinnerie can figure out how to streamline their menu with more crispy, yummy goodness that their name implies I would come back. But they need to stop with the sweet.</p>
237	Negatif 237	After watching 2 seasons of HBO's "Looking" where one of its main character's biggest dream is to open a takeout shop specializing in Peri Peri Chicken, I was really looking forward to finally finding out for myself what this might taste like. If what I had at Spinnerie is a true

		<p>representation of this dish, I'd start a campaign to have the writers of the show give him a new dream for the next season.</p> <p>I have to start off by saying the staff there were very friendly. When my friend and I went there 2 days ago and were having a hard time deciding which style of chicken we'd have for our dinner, we were immediately offered a taste of both. Though I was ready to just order the Peri Peri style, I was happy to have the taste first and found out that this style taste as if the chicken has been immersed in water for some time after having been fully cooked. That's how bland it taste. The Mediterranean style has much more flavor, with the herbs and spices at front and center. So I ordered 1/2 chicken, with a quarter of it for my partner when I get home. I also ordered 2 sides, the mac and cheese that has a strangely sweet aftertaste to it and roasted vegetables that is dominated by mini sweet peppers where their thinness did not fare well to the roasting process.</p> <p>My partner enjoyed her quarter chicken well enough, but about 1/2 hr. later, she started feeling slightly headache-y, with some facial pressure and seemingly unquenchable thirst, sure signs of her MSG allergy rearing its ugly head. So, as charming as this place is, I'm afraid I won't be coming back in its current incarnation.</p>
238	Negatif 238	<p>I gave this place a try finally after waiting almost a full month after they went live to test out the food. I normally am OK with slow service but the food was not great. Firstly, the lines are long given all the food is basically pre-made in advance. But it was over half an hour to get a full order of chicken and fingerling potatoes.</p> <p>My mistake was to order a full order thinking it was good when the meat was rubbery and the skin was not crispy, with the latter the makings of good roast chicken. Although the potatoes were very good and crispy. I ended up throwing away about half the chicken after eating a quarter of it the first night because it wasn't good enough to be left overs.</p>
239	Negatif 239	<p>Dry! If chicken is your main thing, don't overcook it. My first time here was disappointing. I don't think chicken should need dipping sauce. It should be juicy and flavorful all on its own. I very much like the concept- but please! Don't overcook the chicken!!!</p>
240	Negatif 240	<p>Did not get to try the food as they lost the order. Out of a few items on the menu--Seems like there are still working on the kinks of just opening up.</p> <p>Luckily, there are so close to Victor's pizza where a yummy pizza was savored!</p>
241	Negatif 241	<p>Though the concept is great, the food is not. Granted, if you can find a table to dine in this poorly designed restaurant, the quality of the food is good. But the food items do not do well upon take out, especially the salmon. Several times they failed to put on tri tip before running out, causing the selection of a different item. I've given Spinnerie several opportunities to improve, as I was one of the first customers. However, the staff is either poorly trained or they have a poorly designed operation.</p> <p>Great concept, poor delivery.</p>
242	Negatif242	<p>Super slow and terrible customer service. Called in a take out order and they said it would be 5-10 minutes. Showed up 15 minutes later and it was clear the order was never put in. The then placed it but put me behind everyone else. Waited 30 more minutes for my food. No discount offered.</p>

243	Negatif 243	<p>Was running some errands on Polk and wanted to stop by and try this place out. Got there at 11:25am and saw the sign that said they didn't open until 11:30. Cool, no biggie - so I walked away and did something else for 15 minutes. When I got back at 11:40 not only were they still not open, they had put a sandwich board sign against the door to make SURE nobody came in, and inside were several employees standing around with their arms crossed chatting.</p> <p>If that's indicative of the service, I'd rather not subject myself to it. Instead I went to a Chinese restaurant down the street and had a delicious meal served very quickly with great service, which is where I'll return to the next time I'm in the area and hungry.</p>
244	Negatif 244	<p>First time got a tasteless salad with zero dressing. Second time the peri peri with chimi churri made me sick. Third time, tri tip to go was a couple dry slices in a box. Fourth time, wanted to try the chicken not drenched in the peri sauce which is way too strong, the receptionist took my order wrong.... One last try to eat healthy without being dissappointed.</p>
245	Negatif 245	<p>We ordered to go last night. I had the peri peri chicken and my girlfriend the Mediterranean. We both noticed the skin was a bit slimy, not the crispness you would expect from a rotisserie chicken. Her chicken was a little less well done than mine, but foolishly I told her that it was still good to eat. Fast forward to this morning/today where my girlfriend has not stopped throwing up. She cannot hold down any solid foods and has been in extreme pain all day.</p> <p>The chicken was clearly under done. 100% unacceptable. I also noticed something when I picked up the food last night. On the top rack of the rotisserie was a fresh string of uncooked chicken that was dripping down on the cooked rack below it. I highly doubt this is safe to have drippings of raw chicken above a chicken that's already done.</p> <p>I believe roli roti a brand that I trust constantly rotates the skewers so that the new(uncooked) chicken is always placed on the bottom rack.</p> <p>I hope that management will take this critique seriously and make proper adjustments to ensure chicken is properly cooked.</p>
246	Negatif 246	<p>Totally overrated--the food is not good, wouldn't warrant going back even if it was cheaper (and it's not cheap at all). Chicken greasy and almost undercooked ("secret" ingredient in Mediterranean is curry seasoning--uh, OK), the tri-tip at \$8 was a tiny amount of chewy, no crust, gray slabs long past cooked taken out from a moist drawer under the chicken grills. The sides are basically what Safeway has, including some really awful macaroni and cheese. And the service--the cashier was picking her tattoo as my order sat right behind her to be bagged and she forgot sauce I paid for, my beet order was covered in goat cheese even though the menu shows it doesn't come with it. And the one easy small tri-tip and beet order took at least 15 minutes bc their staff was running all around not knowing who was doing what--at one point, I watched the guy cut a beef slice and then walk away to talk to someone else leaving the meat to cool, then come back, then get distracted again, it was painful to watch, clearly no obvious manager there. Pandering to the new rich tech crowd who don't realize there's a Trader Joe's a block up, sad to see this place was not taken by an actually good restaurant given its location.</p>
247	Negatif 247	<p>I was very excited about this restaurant before it opened. The huge amount of time between putting up signage and opening for business maxed out the hype. Sadly, I now think this is may be the fastest open-to-close of 2015. Don't be fooled by the fact that other people are going there; the "new-in-town" card doesn't last that long.</p>

		<p>I ordered a half chicken and mashed potatoes. The food has no redeeming qualities other than the sustainable/locally sourced gimmick. A half chicken sounds like a lot but these chickens are tiny. Look at the pictures from others to see what I mean. The chicken was dry (like I have been chewing this for 2 minutes bc it is so dry that I can't swallow it) and the mashed potatoes were dry too. You know how you have left over mashed potatoes after Thanksgiving and the top layer dries out a bit the next morning? They were like that, and they were cold. Food is expensive for what you get, not fresh, and not good. When I pass Spinnerie and see new people ordering there, I feel sorry for them.</p>
248	Negatif 248	<p>Unfortunately despite at least 7 attempts to eat here I have never been successful. So I cannot comment on the food, however I can comment on the disorganization of this place. I live 2 blocks away and have been so wanting to try this place since I saw the sign out front that they were opening on 1/12/2015 - which never happened. Attempt #1 was when I rocked up on 1/12 to find them not open. Their website says they open at 11am....I've been there at noon, 1pm, 2pm so many times, trying different days of the week - Tue, Wed, Fri, Sat.....but not a single time have they been open at 11 and they stick a hand written sign saying they'll open at 4. Today, I thought I'd do one better and actually call to see what time they were open (even though their website still says 11am). The person that answered the phone said they weren't open today....huh? but your website says open at 11am on Sunday.....yeah, but we're not opening up again until Tue lunch - totally confused.....if you can't get your act together about something as simple as opening times can I trust you to get your act together about something a little more complicated like cooking the food I'm going to eat?</p> <p>Update: I turned up at lunch time on Tue as I was told to and surprise surprise they were closed. I don't know whether to laugh or cry.</p>
249	Negatif 249	<p>is this a joke? seriously, are these people for real? 25 minutes (I could've cooked my own damn chicken) and \$20 for bland chicken and pasty mac & cheese. no WAY. i want to support my neighborhood, but not when it's gimmicky bullshit. Go to Whole Foods, even better go to Le Beau Market for tasty, reasonably priced, organic rotisserie chicken.</p> <p>Staff = idiots - Who puts the sides on the BOTTOM of the to go order?</p> <p>If you're gonna do chicken, DO chicken!! skip the meat, skip the fish. salads OK, but FOCUS. there is WAY to much going on in there.</p>
250	Negatif 250	<p>Well I created a new Yelp account to actually write a review!</p> <p>SAY hello to the New Chick Fil-A on the block!</p> <p>This nascent establishment has been promising to opening for awhile now and still have not "opened"!</p>

		<p>Today they were having a soft open for friends and family and the girl at the door told us they did not want to serve food that has not been perfected to the public. Hmm but you will serve that food to your friends and family...not off to a good start here.</p> <p>It gets worse a man behind us said that he tried to come and was disappointed that it was still closed. He was apologized to and immediately ushered in. Thanks you made me feel horrible! People always remember how you made them feel! Maybe you should treat everyone the same and fairly! There are a million places to eat and almost everyone on this street is like family, I won't come back when and if you decide to open! This street is full of friends and family and you are not! Now off to Facebook, Yammer, Reddit, and Twitter!</p>
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Lampiran 2. Review Positif

No	File Name	Comment Positive
1.	Positif1	This place is quickly becoming an all time favorite. Tonight was the third visit. Had one of the most interesting red wines I've ever tasted as recommended by our server. ALL food was perfect from cheese plate to patatas bravas to paella. 100 % perfect. The desserts here are also incredible. I found the service attentive without being overbearing. It's a nice addition to the neighborhood.
2.	Positif2	Charming atmosphere and friendly staff!
3.	Positif3	The food was really good. They give you a lot.
4.	Positif4	Great atmosphere. Service a bit slow. Meats a bit too fatty. Overall, a good dining experience
5.	Positif5	Tassili's Raw Reality is super--provides the best raw food ever..The chef is superb, met her some years back..Always strives for excellence..HATS off to her!!
6.	Positif6	excellent selection of raw food at a good price. small restaurant with a very easygoing, community feel.
7.	Positif7	Wonderful people, free samples, great food!
8.	Positif8	Third time in one week. The food is excellent and I love the smell of freshness when you walk in.
9.	Positif9	The place has a earthly feeling. Loved the smell of fresh food
10.	Positif10	Best food ever!!!!
11.	Positif11	Food was good for an ethnical cuisine. The service was very good.
12.	Positif12	The food was really delicious, the service was great, and the whole experience was great!
13.	Positif13	The food and the service was excellent.
14.	Positif14	The servers are professional with the service. The food is great!!! The restaurant overall experience is great !!!!
15.	Positif15	Loved the Ethiopian decor, music, and news channel! Food was good and service was friendly
16.	Positif16	Don't let the outside look of this place turn you off like it did most of our party. The food and service here is very good. It is a very traditional Ethiopian restaurant: Food, atmosphere and how you eat it. We told our server, who was also the cook that we were in a hurry. She did a great job and got right to work. We received our food very fast and it was in great condition. I look forward to returning to this restaurant
17.	Positif17	Building should be better heated.
18.	Positif18	Nice place. Excellent Service. Friendly staff
19.	Positif19	oh my where to start we first came to the resturaunt because our resturaunt waa out of food yes i said out of food but your breakfast was so good we came back the rest of the week that we were in atlanta also i would like to add originally we did not have resturaunt.com certificates. ALSO STAFF IS AMAZING CAME FOR A LATE LATE DINNER OUR TODDLER HAD FELL ASLEEP DURING NORMAL NAP TIME CAME TO BAR DINNER MENU WAS OVER AND OUR SUPER AWESOME AMAZING WAITRESS AND HER BOSS STILL LET OUR TODDLER ORDER OFF THE KIDS MENU (EVEN THOUGH TECHNICALLY THEY WERE SERVING IT ANYMORE) AWESOME RESTURAUNT AWESOME STAFF GREAT FOOD
20.	Positif20	The service was great. The view of the airport is awesome. The food was delicious.

21.	Positif21	The foods available to choose from for the breakfast brunch buffet were varied and very good. The server who brought our beverages to us was very polite.
22.	Positif22	The atmosphere was nice. The waitress was professional. Most of all, the food was great.
23.	Positif23	Service was very good and all of the staff were very friendly and helpful. I will be dining there again.
24.	Positif24	The waiter remembers me and he remembers what I like to eat.
25.	Positif25	Very friendly staff and excellent breakfast buffet.
26.	Positif26	Everything was very nice.. The view was even great.. Will add this place to our must visit again restaurant.
27.	Positif27	Great food and great service!
28.	Positif28	timely delivery of food. Friendly server. And good company at the bar. The food was hot and tasted very good.
29.	Positif29	The food was excellent but it was a little slow coming out of the kitchen.
30.	Positif30	When I first arrived I wasn't greeted at all. I had to find and seat myself. After about 15 mins or so I was greeted by Balsim she was very attentive & nice. The food was blend
31.	Positif31	The food was great. We tried several different sandwiches to get a variety of tastes, and were quite satisfied with all of them. We were especially happy we ordered the crawfish mac 'n cheese, which was delicious! Be warned that the prices are not cheap (but that should be expected for a high-class hotel restaurant). The view of the airport was not bad, as it was fun watching planes taking off and landing
32.	Positif32	Great selection and the staff is amazing!
33.	Positif33	The food and the service was excellent.
34.	Positif34	The food was awesome , staff was very friendly and engaging
35.	Positif35	Great service and great food
36.	Positif36	John was a great waiter.
37.	Positif37	Burger was awesome and we go for the creme brulee!
38.	Positif38	Customer service was great, atmosphere very relaxing and quiet, menu selection very inviting. Everything we ate was terrific, to the extend we over ate and ordered to go items. Would definitely recommend and plan to eat there again.
39.	Positif39	Enjoyed the entire experience. The food was very good. Salmon was excellent. The chef came out and I told her how I enjoyed it. Also had pasta dish which was good. Vanessa was friendly and attentive. My only negative was that tea (arnold palmer) was very weak. Other than that, it was great! Nice ambiance
40.	Positif40	Great service and great food.
41.	Positif41	Our waiter John was very nice and attentive
42.	Positif42	food was hot and service was great!
43.	Positif43	really nice comfortable place. the food was so good that I had the chef brought out so that I could hug him! he recommended the bread pudding for desert. I thought I went to heaven!

44.	Positif44	Love the view ...waiter and waitress are always nice
45.	Positif45	Service was great...view of ATL airport was great, food was great..
46.	Positif46	The food was excellent.The person who served me was very helpful and polite.The dining area was very beautiful and gave me the feeling of being in a luxurious resort.
47.	Positif47	this was my first time for 2014 however my daughter and I were there in 2013. And the experience was good. I loved everything, especially the omelette. I also forgot to mention that my husband and I was at a New Years eve function 2012, and we ordered a burger which was very good.
48.	Positif48	Breakfast buffet was great
49.	Positif49	They have the best Crème Brulee in the area plus the Flat Iron Steak salad has always been my favorite. Today, I had a field green salad, chicken noodle soup and Crème Brulee. VERY good.
50.	Positif50	The staff and food were excellent. We sat in the bar area at a table in front of the window so we could watch the planes. I love being able to sit at a table and look out at the planes as I eat. I got the short ribs over corn pudding and a house salad. Almost licked my plate. We were told there was a limited menu or a small buffet to choose from for our meals. However when we said we expected the full menu they said 'no problem' and gave us the full menu. The wait staff were so pleasant and attentive
51.	Positif51	Awesome crab cake and shrimp and grits!
52.	Positif52	Was just delicious and nicely presented. It was our honeymoon night too so that was nice.
53.	Positif53	The food was amazing! The view was gorgeous. Or server was very friendly and efficient.
54.	Positif54	Ate in the bar and great view of airport. Service and food were excellent.
55.	Positif55	Excellent food and presentation.
56.	Positif56	My husband and I had a great time at your facility
57.	Positif57	Food was great and so was service
58.	Positif58	Great food and service. Would definately come back again
59.	Positif59	Friendly staff, excellent service, cozy and clean
60.	Positif60	Friendly staff, excellent service, cozy and clean.
61.	Positif61	Excellent staff, delicious meal, and wonderful atmosphere. Highly recommended!
62.	Positif62	The food here is always very good.
63.	Positif63	The restaurant is tastefully decorated, the wait staff attentive and it is walking distance to the FOX The food was incredible and was served on ceramic "hotplates" to insure that the dish would not get cold. And they serve a delectable dessert as part of your dining experience...divine!
64.	Positif64	The restaurant is tastefully decorated, the wait staff attentive and it is walking distance to the FOX The food was incredible and was served on ceramic "hotplates" to insure that the dish would not get cold. And they serve a delectable dessert as part of your dining experience...divine!

65	Positif65	Service was phenomenal! My fiance and I commented several times to each other how perfectly attentive our waitress was. We never were waiting for her to check in on us, and she was always ready with a helpful suggestion to box up leftovers or remove empty plates to make room. The complimentary dessert at the end was a nice touch, too. :)
66	Positif66	The restaurant was nice but it was very cold in there. We had to eat with our jackets and hats on
67	Positif67	Food delicious; prices very reasonable; service very efficient and friendly.
68	Positif68	Its was Halloween night. The food and service was excellent. The resturant was having a Halloween party upstairs. (:
69	Positif69	Offered a nice experience after a hard day's work. Love the new interior colors and atmosphere.
70	Positif70	Great service and great food.
71	Positif71	Friendly staff and good customer service.
72	Positif72	Great service, very tentative to customers. Food was delicious.
73	Positif73	Delicious food, fresh and hot, great service, ample serving sizes, we ate very good for the price and plan on going back.
74	Positif74	Service was great!
75	Positif75	Waiter seemed very inexperienced.
76	Positif76	Everything was delicious and fresh.
77	Positif77	The Staff was EXCELLENT!!!
78	Positif78	Great Service!
79	Positif79	Good food. Good service. Nice atmosphere.
80	Positif80	The food is exceptional and the service is very good. Also, the ambiance is perfect for a nice, relaxing dinner.
81	Positif81	everything was perfect along with service, food, atmosphere, friendliness.. perfect
82	Positif82	everything was perfect along with service, food, atmosphere, friendliness.. perfect
83	Positif83	Fast serving and good taste.
84	Positif84	Excellent waiters and service!
85	Positif85	I love the setting of the restaurant. It's in an old mansion, I loved as a storybook place for my grand daughter.
86	Positif86	Food was good, waiter a bit off but still pleasant.
87	Positif87	Great food from an excellent server!
88	Positif88	The atmosphere was not quite what I hoped, but everything was delicious and the service was great!
89	Positif89	Food and service was excellent.
90	Positif90	Brought my wife for Lunch/Dinner. Great weather for Patio Dining. Very satisfied with service. Food came fast, and was very tasty. Will go back.
91	Positif91	It was a great casual experience and the food was awesome too!
92	Positif92	The server was patient with us, as it took a while for us to decide on what to eat. The food portions were good and filling.
93	Positif93	Server was great. Good was amazing.
94	Positif94	Friendly staff and excellent food.

95	Positif95	Friendly staff and great food.
96	Positif96	The food was excellent and the service was outstanding
97	Positif97	First time at MuLan. Food was excellent and arrived hot and delicious. Service was great and a delicious dessert was an extra perk. I would certainly return another time.
98	Positif98	Over all..The food was ok.The rice was a little cold.but everything else was ok.green tea ice cream was delish!
99	Positif99	Great food...great service! The stairs are difficult for older folks with arthritis...worth it though!
100	Positif100	Great service from a most enjoyable server! Fine food.
101	Positif101	Excellent food, large seafood portions, fresh vegetables, unexpected complimentary dessert was great.
102	Positif102	the food and service was very good
103	Positif103	Very nice wait staff. We dined early on a Friday night, around 6:15 PM, no wait, only a few people in the restaurant. Good food, very well prepared. Outside decoration needs a little fine tuning, seems a little too much going on with Chinese lanterns and etc.
104	Positif104	Food and service were excellent. Wine was good and reasonably priced. We liked the decor and the quiet atmosphere.
105	Positif105	The food quality and flavor are excellent.
106	Positif106	Our waiter was friendly and the food was delicious.
107	Positif107	Our dinning experience at Mu Lan was wonderful our waitress was so willing to satisfy us. I don't usually have desert but today I did "Green Tea Ice Cream and a small piece of cake it was delicious
108	Positif108	service is fast and friendly. i like the place a lot
109	Positif109	I forget how great this place is.....food is always very, very good, and service is exceptional. They definitely aim to please...
110	Positif110	You won't find a better dining experience with Chinese/Thai cuisine.
111	Positif111	Waiter was very nice and personable. Food was good and I would go back there again
112	Positif112	The good was delicioso and the service grest!
113	Positif113	Great Service! I will go back again. Thank you
114	Positif114	waiter very helpful in menu selection. fast attentive service if you are hungry they are quick.
115	Positif115	The staff was friendly from the moment we walked in until we left. Dinner came out in a timely manner. The food was delicious. The complimentary tiramisu was a sweet surprise! Pad Thai and basil rolls were especially good.
116	Positif116	Really cool place - nice setting in an old house in a nice neighborhood. Parking available. Loved the whole experience!
117	Positif117	the service was excellent, waiter had a crowded section however you would never have known it. we were attended as if there was no one else but us in building. the food was very well prepared and plating was beautiful. can't wait to go again
118	Positif118	The food is tremendous, the wait-staff were amazing, and the atmosphere is great! I love this restaurant.

119	Positif119	the menu had creative and different selections from the ordinary Chinese and Thai...nicely presented... delicious...wonderful service...everything made it a delightful evening
120	Positif120	service excellent as was the food. The staff made us feel that we were special guests
121	Positif121	service excellent as was the food. The staff made us feel that we were special guests
122	Positif122	the menu had creative and different selections from the ordinary Chinese and Thai...nicely presented... delicious...wonderful service...everything made it a delightful evening
123	Positif123	Excellent food, decent portions, good service
124	Positif124	The place was very nice, built in an old home converted to a restaurant. I liked the unique atmosphere. The server was very entertaining and knowledgeable about the menu and wines. I would return again just to experience his friendliness again.
125	Positif125	Immediate family gathering. Loved the privacy.
126	Positif126	The servers were really nice and sociable. The food was great but expensive and they do not have a kids menu so I would suggest sharing an entree they are huge.
127	Positif127	server and host very friendly, despite being short-handed ... gave us a free martini too!
128	Positif128	The food is great and the service was awesome
129	Positif129	The service is always great! There is never an issue with accepting the certificate and the food is consistently good!
130	Positif130	The food was excellent! Probably the best Chinese in Atlanta!
131	Positif131	Enjoyed the atmosphere. Since there were very few diners that day, we got a lot of attention from our waiter.
132	Positif132	Slow, inattentive service, but excellent quality, portions, and taste made up for average service
133	Positif133	Peaceful atmosphere, friendly personnel, quality food and good variety of choices.
134	Positif134	Top notch service, fast, friendly, fun! And the food was great -- esp the sauteed broccoli in brown sauce (we subbed for the garlic sauce), the sizzling rice shrimp, and the Taiwanese chicken!
135	Positif135	Great hot tasty food and perfect service
136	Positif136	The server was very nice and the food was good!
137	Positif137	The ambiance and the manager and staff are excellent and make you feel like you are a guest in their home.
138	Positif138	great food and service
139	Positif139	Allways love dining at MuLan!
140	Positif140	Have always had a wonderful experience at MuLan.
141	Positif141	Our waiter is so friendly! Best Chinese food in Atlanta!
142	Positif142	The service and atmosphere was great. The server was funny and entertaining. I will go back again.
143	Positif143	Food was great and our waitress was sweet.
144	Positif144	Everything was great, except for a minimal wait to order food after we got our beverages.
145	Positif145	The waitress was so sweet and the food fantastic.

146	Positif146	While the server had to question the particulars of the restaurant.com gift certificate, he was kind, quick, and professional. The food and service were excellent!
147	Positif147	Everything was great, except for a minimal wait to order food after we got our beverages
148	Positif148	The waitress was so sweet and the food fantastic.
149	Positif149	From the food to the service, everything felt personal...but it always has whenever I dine here.
150	Positif150	Great food and great waitstaff.
151	Positif151	lovely setting, excellent service and delicious food.
152	Positif152	Food was great and the service as well.
153	Positif153	Service is always quick. The food is good and the prices are good too.
154	Positif154	The server was quick, prompt, nice, and attentive.
155	Positif155	Server was beyond amazing. He offered extra sauces, made great recommendations, entertained our tweenager, and added much to our experience.
156	Positif156	Great service. Very friendly staff. Very nice food.
157	Positif157	Server was very nice and funny and made us feel at home.
158	Positif158	food and service were both fantastic!
159	Positif159	Excellent dining experience for my family of 5. The food was excellent. Portions were substantial. We had plenty leftovers. We will definitely return.
160	Positif160	Service and food was excellent
161	Positif161	Amazing service. Food was excellent, large portions and prices were super affordable!
162	Positif162	If you like falafels, delicious warm pitas, and all the delicious Mediterranean flavors, you have to try this place! The food is amazing! The pitas are soft, fluffy, and warm. The falafel is super crunchy on the outside but moist in the middle. And the sauces and toppings only enhance the flavor of the falafel and aren't overpowering!(I could drink the green sauce) Not only is the food delicious but the staff is so amazing! They are so fun and make you feel welcome and part of the restaurant. They are also very efficient and get the food out fast, especially since they customize each order! Keep it up, you guys are truly the original ballers!
163	Positif163	I'm middle eastern so I've had bomb falafels; home made and restaurant made. This place is amazingly delicious. Portion is a great size - I'm a big guy with a matching appetite and the pocket wrap filled me up. What to get: flying falafel pocket sandwich with everything on it. I also got 10 extra falafels. It was very savory and good, definitely very unexpected. Coming back here for sure and bringing people next time I come through SF
164	Positif164	Get the Flying Falafel with everything, extra spicy, and you'll be set. As far as falafels go, these guys have got their craft down. The falafel is fresh; tender on the inside and crisp on the outside. Their home-made pita is soft and aromatic, really delicious. The fixin's taste garden-fresh and put the flavor over the top.

		Service is friendly, quick and profesh.
165	Positif165	Excellent spicy falafel with an impressive array of toppings to compliment the delicious pita (and falafel of course). The place had about a 20 minute wait during lunch on a weekday, and is literally a hole in the wall - but those are always the best in the city! I got the "snack" size and found it very filling - about 3/4 falafel balls inside the pita and lots of toppings. I will be back again for sure.
166	Positif166	This place has fresh pita that is gluten free. You can tell but since it tastes fresh so it does not matter. Everything tastes fresh and delicious. And do not get me started on the Falafel. It feels like it is flying in your mouth because it is so good. That's why it is called The Flying Falafel. Best falafel in San Francisco
167	Positif167	Yumm.. Unhealthy deliciousness :) will be back
168	Positif168	Literally it's a hole in a wall, but make sure you give it a try! I got Falafel frisbee and it was great. Fast service, neat place. Very tasty food!
169	Positif169	What a great business! Great food, friendly to clueless tourists like us. Enjoyed all of it
170	Positif170	<p>ou know you're a damn good restaurant when you completely mess up a persons order, and still get 5 stars. I've heard so much about this place, and knew I had to give it a try at some point. I had a completely random craving for hummus that took over my body, and before I knew it I was staring at the Eat24 receipt with an estimated delivery of 45 minutes. Yes, this review is for a delivery order.</p> <p>I guess you could say I'm addicted to delivery. I order delivery from Eat24 around 3-5 times a week, if not more. As an Eat24 VIP with over 300 orders under my belt (NO SHAME), I have high standards for my deliveries! Estimated delivery windows are useless, and I usually always allow an hour, and if it exceeds that I just give them a ring to check on it. I kid you not, I got a call at 47 minutes on the DOT that my food had arrived. As someone who does this a lot, I have to admit that's pretty awesome!</p> <p>Right as I got to my gate to get the food, I realized I forgot the cash tip, so I told him to wait a hot second as I ran up to grab cash. When I came back, he was so thankful. He said it was so unnecessary for me to go all the way back up, although he really appreciated it. He shook my hand, thanked me a million times, and was super nice. Major points for that.</p> <p>I ordered the Combo Meal #1, which comes with a whole spicy falafel pita pocket, 2 dolmas and a cinnamon baklava. I also ordered a hummus saucer. After I went down 2 flights of stairs to get my order, I came up to my apartment only to realize I had actually received a "Plate Me", an extra side of 10 falafel, and a cinnamon baklava. No dolma in sight, and certainly no pita pocket!</p> <p>Stunned and devastated, I ran to computer to double check my order. Sure enough, my order was normal and had not changed. I immediately started formulating the 2 star review in my head, planning the wordage I would use to critique my failed order. All that negativity simply faded away into space the moment I actually tried the food.</p> <p>The "Plate Me" was so delicious - the veggies were fresh, the hummus was so flavorful, and the falafel was hot and seemed like it had just got out of the fryer. The extra falafel was the perfect amount, and allowed me to finish the plate without running out of falafel. The</p>

		<p>baklava was a great treat, and seemed much higher quality than the baklava I've had at other Mediterranean restaurants.</p> <p>I should THANK Flying Falafel for messing up my order. The pita bread wrapped around falafel would have probably been carb overload, and the plate was the best alternative to combat that. I plan on ordering from here very soon, and I will definitely be ordering what they sent me.</p>
171	Positif171	<p>I've passed by so many times but never stopped, well today was the day and I was more than pleased. Everything is made fresh and you can tell at the first bite. The staff are helpful and friendly, nice vibe even though it's a micro eatery. The prices are unfair, on their end, considering the freshness and quality. Try the spicy falafel and sample their sauces, which are all delicious! Def a go to when I don't want to cook and I need a fast meal, and don't want to spend much.</p>
172	Positif172	<p>This is a great falafel place in San Fransisco. I have never had a better falafel. We loved the fact that you can choose what you want on it. Defiantly would recommend to anyone in the area.</p>
173	Positif173	<p>One of the best falafel sandwiches I've had since NYC. The line can get a little long but it is well worth the wait. Lots of veggies and full of flavor. I saved some for later and it was still delicious 4 hours later. The staff was very friendly and helped with any questions I had. I loved that they didn't throw out any bread but gave the cuttings from the pita away to people waiting in line. Highly recommend this place!!</p>
174	Positif174	<p>I LOVE FALAFEL.</p> <p>This place gets an A+ for deliciousness. They're the most hole-in-the-wall kind of place that I've seen in the city yet. No seating inside or outside and instead they have this cart/table thing where you can eat over. Not that you really need it as the falafel sandwiches come in these pita pockets put into a small envelope like holder.</p> <p>I just wish my SO didn't choose to give me some really bad news while eating here. Couldn't even finish my falafel because I was so upset. :(</p>
175	Positif175	<p>I was on my vegan adventure! and it was awesome!</p> <p>I love Falafel and i can make them but this one is unique coz the sauces, Awwww!!! I love the mango sauce. It's all homemade even the pita.</p> <p>The guys are awesome too. Can't wait for this biz to get big so they can have seating and a bathroom LOL.</p>

		But overall this is a 5 star, fresh and easy!
176	Positif176	Was visiting my SO in Berkeley and he took me to this little hole in the wall that promised amazing falafel pita sandwiches. It didn't disappoint! The spicy falafels were delicious and the place had a variety of toppings (pickles, cucumbers, tomatoes, mango sauce, etc). The workers were caring and interested in their customers! Will definitely come back next time I'm in San Fran.
177	Positif177	This is an amazing eatery. Amazing people work here. Their falafel is fresh and very yummy. We had their plateme and pocket, both of them the spicy version. It was very good. 5 stars is not enough for the food and the people who work here
178	Positif178	Food is delicious but the service is fantastic! It was my first time and the staff was extremely patient. He took his time explaining the menu and even gave me a free sample. I had the pocket sandwich and the falafel was really flavorful. Will definitely come back again! :D
179	Positif179	Quick, fresh and friendly. The staff is always friendly, they clearly love their job. The "restaurant" is a tiny hole in the wall so you can see your food being prepared and they gladly make it to order.
180	Positif180	Fantastic falafel place .. The mix of veggies and goodies in the wrap goes so well together. I haven't seen such a variety anywhere else! I love how they toss the final falafel in the wrap, fun atmosphere and customer service. The falafels are a perfect size, smaller so the center doesn't get dry... Flavorful throughout! Extremely good price for the quality of food!
181	Positif181	Yummiest Falafels and a Happy place! We placed an order online and went there to pick it up. The owners are fun and will surely keep you entertained as well! Overall a great place for a quick falafel fix! :)
182	Positif182	I was so excited to eat here after reading the hype and seeing the long lines on market st at all hours of the day...happy to report it really is that good! I had the plate because they were out of pita bread. Those dudes stuffed my box to the brim with carrots, pickles, cucumbers, tomatoes, cabbage, crout, and hummus. Oh and can't forget the falafel- probably the best I've ever had, extremely fresh and well spiced, not soggy fried tasting. I also had every single sauce they offered, heck when it's all vegan why not?! The guys chatted and cracked jokes as I waited for my mount Olympus of food. And as I was leaving they gave me some leftover pita (guess the pita was cut so they were too small to stuff) but they gave me a whole BAG of pita! No need to grocery shop I've got leftovers for the week! So fresh so good I'll be back when this stash runs out!
183	Positif183	I went there with my family for lunch during the Long Weekend. We had the Flying Falafel Pocket and it was the best Falafel I've ever had. The portions are quite large and the best time to go is when you're really, really hungry. Also, a special mention to the Cinnamon Baklava, which was so awesome that we ordered 4 more. Very friendly and patient staff. 5 stars is the least I can give.
184	Positif184	I honestly would have never paid this place any attention while I was visiting SF if it wasn't for yelp. I was looking to get a last minute

		<p>quick bite to eat before exploring the city and this popped up on my feed. Everyone who gave rave reviews to this place was right. The food was really freaking good and I wish I had gotten TWO falafels instead of one.</p> <p>For those who are expecting this to be a fine dinning experience, this is more of a grab and go kinda place. There's a small table outside and that's it.</p> <p>Will absolutely return!</p>
185	Positif185	<p>Love this place and the guys who started it all... it's in a seedy part of town, the TL but like most of Sf it's getting better. I'm absolutely impressed and thrilled about this theatre opening and putting on kick ass shows. It was a kickstarted project, so I was there during the opening and helped support the campaign. I think this is an establishment that will help the neighborhood and elevate the arts in the TL. A must go to place in SF!</p>
186	Positif186	<p>Friends came from London kitchen was closed. They penned the kitchen and gave us the best cajun fries and burgers I've had in a while. 5 stars would recommend to everyone. Guess I'm coming in for the shows later.</p>
187	Positif187	<p>Great food and drinks. This place is absolutely amazing. You walk into live music and an atmosphere you wish more places had. Looking forward to more nights and shows at Pianofight!</p>
188	Positif188	<p>PianoFight is your new, awesome home for kick-ass independent theater (or theatre, if you prefer). But wait! It's better than that. They have a giant full bar, with good drinks, and a nice selection of beers. AND they have food - tasty pulled pork sandwiches, excellent spiced fries, and other good stuff. AND(!) they have live music on a regular basis.</p> <p>I mean, seriously. It's awesome.</p> <p>And nearly all the shows are super-local - written, produced, directed, and acted by people who might live down the block from you. They'll probably join you for a beer after the show. And they're funny. Or dramatic. Or sad. Or inspirational. Or thought-provoking. (but mostly funny)</p> <p>Anyway, go. Support good local theater. You'll be happy you did.</p>
189	Positif189	<p>Really fantastic new bar. Drinks are great, live music is cool, bartenders are really nice. Would like to check out more of the shows but my timing is always bad. Check it out!</p>
190	Positif190	<p>This place is really fun and really right. It's the right place to drink, to eat, and to be merry.</p> <p>I went on a Monday and got to see the Wake. It was fun that it was a volatile show and that spectators were encouraged to roam about listening in on conversations of the performers. Richard Pryor would have been proud of the gratuitous use of the F bomb and the C word.</p> <p>The food is superb. I had the portobello mushroom sando and it was heavenly and just 10 bux. I drank Guinness because there were no ambers, reds, or lagers on tap. Next time Gimlets are in order.</p>

		<p>The opening musicians were good. Couldn't get the one guy's name but the other who stopped in and joined for one song, Travis Hayes, I'd drive back to the bay to see him.</p> <p>Will return with friends.</p>
191	Positif191	Great gem.wish the menu had more options But the live music was great and the service was good too. We liked this place a lot.
192	Positif192	Totally fun and satisfying experience! Took my girlfriend for a night of theater at Piano Fight only to discover that aside from the great performance, the food in the bar was also superb. Really a gem of a place. Highly recommend it!
193	Positif193	<p>Pretty amazing and unexpected! A little sketchy area but don't let that deter you! Once you walk in, you're transported to a fun, hip bar (with bites) and tons of comedy options and often times live entertainment on stage. The environment and atmosphere is great, especially when they have live music going.</p> <p>Came here many times in the past and will continue to frequent this establishment. The times I've come it's 21+ only (not sure if it ever isn't) but it's always been after dinner.</p>
194	Positif194	amazing place. they were funded from a kickstarter and numerous of my friends know the guy who owns the place. theres a front room with a bar, tables, and live music. there are two show rooms in the back, currently one is the headlining room and one is generally available for entertainers to rent out. everything about this place is really cool
195	Positif195	PianoFight is fabulous. It's kind of like a larger Brass Tacks with food and a theatre. Went to see an 8 pm show (which was very well done) and had drinks at the bar beforehand. The bar tenders were friendly, service was fantastic and the drinks were exactly what I wanted (I asked the bar tender to make me something straight up and smokey). This is a great spot for those looking to have a drink and/or a laugh (I really do recommend the show... just give it a go) or also food (though I didn't have any, so I can't vouch for it).
196	Positif196	<p>What a cool place!!! I came here on Friday to watch Mission CTRL and left sore from laughing so much. Getting here was interesting, as I was walking by what people usually refer to as the stereotypical Tenderloin scene. But then you open the door and walk into this really awesome place. There is a bar at the front with plenty of seating (i've heard the food is great) with nice booths and tables, At the back there are the theatres which you can actually bring drinks inside! and the bartenders were great, and not only that, but after we saw the show, we went back out to the main area and there was a band playing on stage in front of the bar.</p> <p>I really liked the set up and there seems to be a lot of things going on here. I will definitely be back soon to see another show and try the food.</p>
197	Positif197	This place is amazing. It's a cool environment, we had an attentive and friendly waitress, the cocktails were strong and tasty, the curly fries were some of the best I've had, and the burger was large and delicious. Hard to believe they also specialize in sketch comedy. I'll definitely be coming back.
198	Positif198	I went to this place because of the reviews I read on yelp, and they were all true. Great burgers, great cocktails, great atmosphere. Awesome live music. Totally recommend this place.
199	Positif199	After walking through a sketchy area to get there was greeted by a nice door man who ushered us in. Very nice venue for a variety of

		performing artists. The staff was incredibly nice, super friendly and professional. What truly surprised us was the quality of the food. We were expecting overpriced blah but were totally surprised at the quality of their food, really great burger, mushroom sandwich and their superb croissant thingy that I forgot what they called it ! Great job !!!
200	Positif200	Cool spot. I definitely want to come back for a show but, stopping in for a late night drink and bite to eat was great. Get the burger!!
201	Positif201	Some restaurants are just expensive, Gary Danko is expensive and also have amazing food. We celebrated our anniversary there this year, and had a really good experience there. The waiter isn't as attentive as other high end restaurants, but I'm fine with it. That leaves us some privacy. All my main courses are tasty. The only thing I don't like is the strawberry soufflé, which is too sweet.
202	Positif202	Gary Danko is a really great place. The service is one of the top around. The staff is very nice, and friendly, and they are always looking for ways to make your dinner better. You can order 3 courses, 4 courses, and 5 courses. The food was really, really good. One of the things I recommend is the foie gras, which is very tasty. Everything on the menu is worthy of order. Finally, the restaurant is very beautiful, and there is a really good ambience in the restaurant. Service 5/5. Food 5/5. Total 5/5 Highly recommend it.
203	Positif203	Had such an amazing experience here, it met my expectations and more. Took out my boyfriend here to celebrate his birthday and he really had a good time . Food and service was really good.
204	Positif204	There really isn't much I can say about the food that hasn't been said here a thousand times already. The food is excellent! I really wanted to write this review in order to compliment our wine director, Chris. We had an excellent time thanks largely to Chris's help. He was quite knowledgeable and friendly, and was ready to answer almost any question I could think of. It was a great time and I highly recommend it.
205	Positif205	What a great meal, everything prepared with Love & Enthusiasm. Still one of my favorite restaurants in San Fransisco.
206	Positif206	After several years, this place is still consistently amazing. Great food and great service. Definitely one of my favorite restaurant.
207	Positif207	Fabulous fabulous Fabulous! Went there last night for a friends birthday and we were treated like royalty. Staff was super friendly and even cracked s few jokes. The menu wasn't too overwhelming but everything looked good and it was difficult to pick. My favorite of the night crab, shrimp risotto and the sea scallops. A couple fun things....they hung my purse from the table with a special monogrammed GD purse holder, we got a plate of treats at the end of the meal and we were sent home with a breakfast treat for the next day.
208	Positif208	Had a fantastic dinner. Delicious dishes celebrating a birthday with friends. Started out with the risotto & shrimp; which was outstanding. The risotto was light and the shrimp was cooked perfectly. For my main dish I had lobster over mashed potatoes; and it was out of this

		world. The lobster was perfectly cooked and the mashed potatoes were not heavy but rather fluffy. For dessert I had the strawberry soufflé which was delicious. It came with fresh homemade strawberry gelato. The ambiance is great. The rooms are nicely decorated. The service is outstanding and everyone is very attentive. You definitely feel the attention the staff displays towards their customers. They also offer very good drinks and a large selection of wines from all over the world. I had a great cosmopolitan and some very soothing Jasmine tea with dessert. Overall the experience was superb and worth the expense. This is an expensive restaurant perfect for special occasions.
209	Positif209	Came here Monday night to celebrate my wedding anniversary with my husband and it was an overall amazing experience. Food was amazing, service was great, atmosphere was nice. Only negative was that we had to wait for our table. We had a reservation at 9:30 pm, arrived at 9:23 pm and were seated at 9:45 pm. I would still come back. Its a nice restaurant for celebrating a special event. Thank you Gary Danko
210	Positif210	I have nothing to say that hasn't been said already by thousands of people but for some reason i feel compelled to come here and say, go check it out, you will not be disappointed. Also, if you are fairly hungry appetite and experience wise and are hesitating between the four and five course menu, get the five course. We got the four course menu and though i was full, i felt like i wanted to experience more of the awesomeness that GD has to offer. Also, if i could get a bucket of "Glazed Oysters with Osetra Caviar, Zucchini Pearls and Lettuce Cream", that would be great! :D
211	Positif211	still one of our most favorite restaurant in the city. knowledgeable staff. awesome menu. relatively, i stress relatively, compared to other Michelin star restaurants, this is a good deal.
212	Positif212	I've ordered several of their sandwiches and have loved them every time. All of the ingredients are great and the combinations are quite unique. The place is unassuming from the outside but usually packed.
213	Positif213	Really has some of the best sandwiches I've ever had. They are reasonably priced and delicious. I was skeptical at first but so glad I went
214	Positif214	Fast service + delicious and creative sammies = epic combo. I ordered the Risky Business (hot pastrami, crab salad, bacon, avocado, pepper jack, peperoncino peppers, Lou's special sauce, and jalapeno spread + all the normal trimmings on Dutch Crunch). What a bold and beautiful sandwich! It was epic. My wife had the Veggie and it was equally good. These sandwiches are precision-crafted. They don't fall apart, very robust and balanced creations.
215	Positif215	Casual lunch spot, epic sammies, Lou's special sauce (think spicy:). Lou put TIME into concocting that sauce. Try it, you will feel me on this. I ordered the veggie sandwich. A posse of veggies, cheese, Lou's special sauce on a toasted 9-grain bun. The creamy special sauce blew

		<p>that sammie up. I should've asked for extra. What a delight (yes, delight). My husband had an equally epic pastrami sandwich. He also had a big effen cue upon tasting the level of greatness he was served.</p> <p>We'll be back. No doubt.</p>
216	Positif216	<p>I'm sitting here eating the other half of my ami-cado (pastrami, salami, avocado, fresh veggies) and I felt absolutely compelled to write a review.</p> <p>Made-to-order large sandwiches for \$7-8 (easily two meals for those with a light appetite) with fresh ingredients and tasty bread. How can you go wrong?</p> <p>I came at 6pm on a weekday and there was no wait, and you can also call in your order.</p> <p>Grab a sandwich to-go, stroll over to Golden Gate Park, sit on a bench. Happiness to ensue.</p>
217	Positif217	<p>I had the Loquito. This was the best sandwich I've ever had.</p> <p>The place is small, seating is beyond limited, and there is always a line out onto the sidewalk. But for good reason; the sandwiches are gigantic and they are so flavorful. The combination of Lou's housemate aioli and the jalapeño spread is fantastic!</p> <p>I highly recommend the Loquito.</p>
218	Positif218	<p>If I had to choose between Ike's or Lou's, I would hands down choose Lou's.</p> <p>I have cravings for their veggie licious sandwich!!! The soft roll is delicious, all the veggies and on top of that, cheese and their famous spread that adds a kick to the sandwich.</p> <p>I've been vegetarian for a month, and this is probably the tastiest and best thing I've had! I'm sure their meat sandwiches are great as well, but I think I'm going to have the vegetarian one every time!</p> <p>Pro tip: order ahead and pick it up, also, get a stamp card! Credit card accepted.</p>
219	Positif219	<p>Place is bomb. They have the best Dutch crunch bread I have ever tried..</p> <p>They kinda remind me of IkES sandwiches but a little more mom and pop!!</p> <p>Get the mushroom roast beef sando u will not be disapointed</p> <p>There will be a long line because it's bomb</p> <p>One of the top 5 sandwiches I have eaten all time</p>

220	Positif220	<p>Mom wanted sandwiches and Lou's was close by. Wandered over and looked over the menu. They have a crab melt! Mom loves crab. For me, I'm a total carnivore so their Ultimate Club with all the meat was my choice.</p> <p>I passed on the jalapeno spread but had everything else. Waited a few minutes then they handed me my bag. It was surprisingly heavy. Went to Mom's and took out the sandwiches.</p> <p>Wrapped up they don't look too big, but Lou's somehow manages to pack in a lot. Mom's crab sandwich was so dense she could only eat half. I was hungry but could only eat half of mine. I did manage to eat the other in a couple of hours though. I knew that half wouldn't make it home.</p> <p>Great service, great sandwiches, reasonable prices. What more could you want when you're hungry?</p>
221	Positif221	<p>It's ALL about the Amycado sammich for me. The sandwich by which all other sandwiches will be measured for the rest of my days. The bread is flakey and just the right amount of crispy (toasted Dutch roll). A generous amount of avocado is used. I don't know what else is going on in that thing because I was too busy eating it. It's ruined all other sandwiches for me! We were in town for 3 days and were so impressed that we kept coming back for that damn sandwich day after day! Do yourself a favor and order it. You're welcome.</p>
222	Positif222	<p>I came here about a year ago. Was craving a sandwich for lunch and decided to finally check out Lou's.</p> <p>*Chicken pesto on 9 grain: chicken breast, avocado, american cheese, pesto aioli spread (\$6.79) -Sooo good! I can't remember if you have to ask them to heat it up, but I got mine toasted, so all the ingredients melded together. I love pesto and this had great flavor. Sandwich normally comes on a soft and sweet roll, but since I'm more of a whole wheat girl, I asked for 9 grain bread.</p> <p>*New England clam chowder (\$2.49) -I don't remember much about the clam chowder, so it must have been okay. Was served with a slice of cheesy bread.</p> <p>Great sandwiches! I've read some nice things about their Ami-cado and would love to come back and try that. So glad they're in my neighborhood!</p>
223	Positif223	<p>Beyond delicious. I didn't know what a good sandwich tasted like until I ate here.</p> <p>I always order the veggie-licious with chicken. How do they make vegetables taste good? A ton of veggie variety and just the right amount of secret sauce. I've also tried the crab melt, amicado, Lou-Ben, turkey cranberry and their breakfast sammies. You won't be disappointed!</p> <p>Definitely superior to the infamous Ike's. In comparison, their sammies are feeble and soggy.</p>

224	Positif224	<p>Was so good, I went twice in 24 hours!</p> <p>Had the tuna melt both times. Will most definitely go back my next trip to the city. The jalapeño aioli is incredible. Bread was light and fluffy. Service was fast. A+</p>
225	Positif225	<p>This place is a great value for the quality! It's about 7 or 8 dollars for a sandwich, and 3 dollars for a cup of soup.</p> <p>It took 11 minutes for them to make our two sandwiches, and the cashier was very attentive and friendly. :)</p> <p>I got the veggie-licious, and it was amazing. Definitely wasn't missing anything without the meat, but the meat ones are great too! My friend got the BPHV and said the bacon was just the right smokiness, not overpowering.</p> <p>The sandwiches are big and if you're looking to eat light you should probably plan to split one, but i guarantee that after eating one half you'll want the other. My friend wasn't planning on eating...and ended up eating both halves.</p>
226	Positif226	<p>One of the rest sandwiches I've had ever. I got the buffalo chicken, and my wife got the turkey cranberry. Both were incredible. So much flavor. We're coming back tomorrow.</p>
227	Positif227	<p>This place is great. More than reasonable pricing, amazing sandwich combos. Very east coast sub shop vibe, cappuccino and thangs.</p> <p>The breakfast sandwiches are amazing, tuna was good, buffalo chicken. Saw the this place over Ike's comparison - agree.</p>
228	Positif228	<p>So good. San Francisco doesn't have that many outstanding regular sushi spots, but we finally do have a few outlier ultra high end spots. Omakase hits the mark and is right up there with Kusakabe and Maruya. It's not an inexpensive meal... you pick a price point of either \$100, \$150, or \$200 and they take care of the rest. There is also an \$80 sake pairing. The flawless service, fish quality, and artistry make it worth trying at least once. Can't wait to have an excuse to go again.</p>
229	Positif229	<p>The real deal.</p> <p>Pros-</p> <ul style="list-style-type: none"> -Wasabe is grated fresh from root imported from japan. Not the horseradish concoction found in most japanese restaurants in the US -strong wine list, small but well defined -quality of the fish has already been stated. shipments tues, fri, sat. from japan -hokaido uni paired with fresh mendocino uni. would have been nice to have SB uni as well. -genuine value and excellent service -customized size of rice is a bit overboard <p>Cons- saba was a little off. the freshest saba has surprisingly no fishy taste</p> <ul style="list-style-type: none"> - too many torched pieces. usually to hide lack of freshness in some pieces but here just masked the inherent quality of fish
230	Positif230	<p>Wow, just wow, freshest and most beautiful fish I've ever had! Had a chance to eat here when they first opened. Sat directly in front of</p>

		the head chef and just sat and enjoyed dish after dish of amazing food. Aside from the beauty of the plates the tastes were clean and delicious. The decor was nice as well, very clean and modern. The plates were gorgeous and each one for the 16 courses were different. I also loved the different Sake glasses they used. All in all a great experience. I recommend the large menu because go big or go home. The only thing I wish they had when I went was the menu written out because it's hard to remember all the great things I ate and I want to brag to everyone! I guess that's hard when the menu can change nightly. Great place to bring an out of town friend, someone you love for a special occasion or just a great night out to treat yourself and feel special! Take a look at my pics, they speak for themselves :)j
231	Positif231	<p>What a great experience. My wife and I went to Omakase and tried their \$150 menu. Such a treat to start with a glass of Krug Champagne. The food was phenomenal and the fish was so fresh. We tried some new fishes that we have not tried before and I love how they pace your meal. It was just the right amount of food for us. We drank more champagne (one of my favorite Ruinart Rose) and some sake. Their Sake selection was great and the quality of the sake we chose was so good.</p> <p>Service from our lady server was perfect, she always came at the right moment. Our Sushi Chef, Jackson, was so great as well. He is funny and really know his fish. His knife skills are very impressive.</p> <p>Some of the highlight were, the Japanses Foie Gras (Fish liver) and the Uni Dish. The other fish were super good too but I could not remember the name.</p> <p>This new restaurant is perfect for a great special occasion. It made our date night so enjoyable.</p>
232	Positif232	Comparing to the Maruya and Kusakabe, the fishes here are fresh and have high quality as same as those two places, but you will feel full after finishing the courses. I met chef Masa who left from Maruya last year. He is currently working here to help his friend (I believe chef Jackson). He made the sushi for me. All pieces were amazing. Some of them were melting in my mount especially Iwashi (sardine) and Kinmedai (golden-eye red snapper) and Toro. I will definitely come back again. For now it is easy to make a reservation, but it will be hard to get the reservation easily soon.
233	Positif233	I dream of Jackson! He did it again but this time he took a dream team along with him. Chefs from the best of the best work together to create a tantalizing melt in your mouth experience. The presentation is beautiful and you will not leave hungry. The lobster is a must!
234	Positif234	<p>Omakase is not just a foodies dream but an experience. The restaurant is small but the attention to both the layout and detail is apparent in every square inch of the space. Even the plateware is unique and blends antiques with modern artistic design.</p> <p>The service is excellent and seeing Chef Jackson in his element is always a treat.</p> <p>The flavors and freshness of the fish are indescribable and only add to the high level Omakase is operating at.</p> <p>My boyfriend and I are looking forward to visiting again soon :-)</p>
235	Positif235	I surrendered my taste buds to these masterful chefs and was not disappointed. Freshly shipped from Japan, prepared in front of you, and served in imported pottery, crystal, and etc. it's like being a food submissive. Every littlest detail planned out and executed by the master

		sushi chefs. Just surrender to the experience... #fiftyshadesofsushi
236	Positif236	<p>Very intimate setting with only 13 seats. The space looks pretty minimalist but doesn't lack any attention to detail. Along the wall are fully functional pottery rice cookers. Jackson Yu was our sushi chef for the evening and explained a lot of the decor and its origins to us. He trained to become a sushi chef in Japan with strict 80 hour work weeks for months at a time. Real dedication to his craft and it shows.</p> <p>I opted for the \$150 omakase option. This included two appetizers, one sashimi (3 kinds), 12 pieces of nigiri, one maki, and one owan. I'm glad I went with this option because it was just the right amount of food. I wasn't overly stuffed that I had to shovel food into my mouth but left very satisfied.</p> <p>Almost everything from the fishes, dishes, and the decorations are flown in from Japan. The details of this restaurant truly make it an authentic experience outside of Japan. Because they only fly in the freshest fish from the Tsukiji Fish Market in Japan, every meal here will vary. This is the main reason why I'll be back again.</p>
237	Positif237	<p>Dined here for the first time on Monday 6/15/15 and the restaurant had only been open for about 2 weeks. I've been to many fine sushi places in SF, and around the world, and I was very pleased with my experience here.</p> <p>Quick highlights:</p> <ul style="list-style-type: none"> -Great sushi experience - quality and taste of the ingredients is apparent -Great ambiance - what you should expect and appreciate in a fine sushi bar -Good service - given that it's a new restaurant I would imagine they're extra attentive and on-point with the service, but I don't believe that will deteriorate -Cost - very expensive in terms of absolute \$ amount (3 menu options at the moment, \$100, \$150, or \$200 omakase), but not very expensive given what you get over the course of your meal <p>I got the \$200 omakase my first time here and I believe it was worth it. Sushi isn't for everyone and I think you need to have a certain level of appreciation and palate for it before you think something like this is worth it. The chef was generous, so I definitely got a lot of food and left feeling very satisfied and full. Some of the items I remember having/can recognize from my photos were:</p> <p>Appetizers: assortment of small vegetables (e.g., radish, carrots), Osaka-style sardine sushi, fish cake, house-made tofu</p> <p>Sashimi: mirugai(?), Japanese saba</p> <p>Nigiri: hotate, aji, ika, half beak, kinmedai, ankimo (very nice texture, cooked differently than how it's made at a lot of other places), hamo(?), lobster, kohada, seared chutoro, baby sweet shrimp with caviar, uni, ikura, negitoro (great way of preparing with small slices of fish rather than a chopped/mixed bunch), anago</p> <p>Cooked lobster with kale sauce</p> <p>Soup</p>

		<p>One slight piece of criticism I have is that they could use a little less rice because it really adds up throughout a lengthy tasting menu. Also on the topic of rice, I think they can further experiment with how they make their rice because it wasn't anything special or memorable, and great rice can elevate sushi to the next level.</p> <p>Overall I enjoyed the meal very much and also had a good conversation with the chef, Jackson Yu (off the bat I've got mad respect for a bro from China with great training and who's doing serious work in a fine sushi establishment). I used to frequent Maruya, a 1 Michelin-starred sushi bar in the Mission, and a key chef there, Masa, is currently a consultant for Omakase after leaving Maruya, so it was a pleasant surprise to see him here when I walked in. I will return again!</p>
238	Positif238	<p>ho-lee-crapppppp!! i had heard about this place from some friends that live in the city, and i decided to bring my gf here on our vacation from socal..... and we were both pretty blown away by the quality and friendliness of the chefs! in LA, we are spoiled by tons of these sushi bars with 10-15 seats, but if you put this joint in socal, it would be some stiff competition.</p> <p>this is definitely something SF needed, and im glad we found it! i cant even tell you what we ate, because they only serve what they can find fresh... so what i ate on this day might be completely different from what you have weeks later.</p> <p>but we both chose to do the \$150 omakase, and were stuffed.... if i were super super hungry after 18 holes of golf, and i had won the round so my challengers would have to pay for my dinner, im sure i could demolish the \$200 omakase easy!</p> <p>***</p> <p>LIKES: Everything we had was super fresh, super tasty, and overall affordable for what it is... the chefs work their knife magic, and they're super friendly.</p> <p>DISLIKES: It's cold in SF...</p> <p>VERDICT: \$200 is a lot to ask for a meal.... \$150 is too... hell.... even \$100 per head... but with this level of quality, and comparing it to any other omakase place, its a good value. Obviously you're not going to come here on a whim unless your company just IPOed and you got some equity to burn.... but definitely a place worth trying if you want to spoil yourself on some raw fish</p>
239	Positif239	<p>A bit of a hidden gem, this restaurant is located next to Adobe and Zynga and the first thing I noticed was how many parking spots were available during dinnertime. Score!</p> <p>I am greeted by beautiful geisha's who quickly pour me a glass of delicious champagne. Each plate of fish is decorated with organic ingredients and I immediately notice how well thought out each plate ware is. A few dishes had gold flakes on them which I loved b/c I felt so rich :)</p>

		I actually could not finish the entire Omakase but next time I come, I will surely bring a bigger appetite. I like how you can choose which price point you would spend it on, but I assure you that you truly pay for what you get.
240	Positif240	This restaurant is the best sushi restaurant I have ever been to. The fish and sushi are extremely fresh and delicious. The staffs are very friendly. Definitely recommend this place!
241	Positif241	Absolutely amazing food! After a busy day, all I want to do is go home and relax. I don't want to cook, and I don't want to go out. But I get so tired of the usual pizza/chinese food take out. This is such a fabulous, gourmet, healthy alternative that I can grab and go. And I don't feel guilty for having eaten it after the fact. I'd go there every night if I could!!!
242	Positif242	Love this place! I've now had the thai curry and miso sea bass and both were great even after a pretty long drive to get home and reheat. Its a great option to pick up a quick dinner on the way home when I'm in the Marina. I just wish there was another location on the peninsula closer to where I live
243	Positif243	We loved Plate. Wholesome and tasty. We are on holiday and were delighted (and desperate) to find this and have some really brilliant food - rather than other tourist fare. Shame we only found it on our last day in SF. Children really loved it too (age 3 and 6)!
244	Positif244	<p>Discovered this hot spot when we were walking on Chestnut, and then a very kind smile flagged us to try out their take-home dinners. This was before the store had opened, and the store owners were handing out free meals for everyone to try. It was heartwarming, grass-roots reaching out that really touched me. I'm usually not one to accept free food samples, but I'm so glad I made the exception for Plate.</p> <p>We got the Panang Beef dinner and the Pork Chop dinner. Although it was a meal made for heating up in the microwave before consumption, it tasted like they just came fresh off the wok! The beans had a nice fresh snap and the beef and pork chop was tender.</p> <p>On our next visit to SF, we got the Miso Butterfish and the Lasagna, and both were excellent. Light, fresh and tasty.</p> <p>I really wish that there's a concept like this on the East Bay. For a busy bee that doesn't get out of work till late, I'm in need for good tasting, perfectly portioned, healthy and balanced meal when I get home. A big plus is that every meal comes on a real ceramic plate that you can microwave in. Bring your plates back for your next visit and you get credit for your next purchase.</p> <p>I'll be back when I'm in area again! Stocking up this time!</p>
245	Positif245	<p>There are a bunch of prepared food options in SF so the bar for a new entry is pretty high- Plate exceeds expectations. Healthy, great tasting food prepared and presented in an appetizing and convenient format. Tired of a soggy box of sweating food from Sprig? Plate's food comes, wait for it, on a plate, portioned out and ready to heat and eat.</p> <p>Try the Signature MeatLoaf!</p>
246	Positif246	Definitely going to become a regular meal for me, high quality, easy to pick up and love being able to select my own sides. This really blows most of the current delivery services (sprig, munchery, spoonrocket etc) out of the water if you don't really need it delivered, with the possible exception of Bento which is a similar concept + delivery.

		<p>The only thing I was a bit disappointed in is the value for the price. I opted for the \$18 plate which had been advertised as big enough for two when I visited the store, definitely could not have split it with anyone, they should probably stop mentioning that two people could share it...since I might order it anyway and wouldn't be quite as disappointed with the portions (particularly the sides...very cheap to add more of these).</p> <p>Welcome to the neighborhood Plate!</p>
247	Positif247	<p>Girlfriend and I just rolled by this place. They were like two minutes "late" with the order and gave us a free salad. Off to a great start. Went home and the food was even better. I am amazed at how good and affordable this is and it was super fast. Love that it's walking distance from us. I will be frequenting this place a lot!</p>
248	Positif248	<p>We had the chance to eat at Plate when it first opened. First off, the ambiance was lovely, clean and warm, due to simple design and beautiful woodwork. And the food was delicious: my husband loved his jerk chicken. I got the turkey lasagna which was amazing - the only problem was trying to keep the kids and husband from eating all of it. The kids' mac & cheese was so yummy without being too rich. And we love the reusable plates - perfect for our kids and to encourage us to eat smaller portions every night! Plate provides a great, easy and healthy alternative to homecooked meals. I only wished we lived closer!</p>
249	Positif249	<p>This place is great! The decor is very cool and the food is delicious. Its great to get a sneak peek of the dishes before you order. I had the prawns and they were delicious.</p> <p>I love the concept. If you want a great, healthy meal without having to cook you can drop by Plate and pick up your order to take home and heat it up there. Its quick and easy, and its cheaper than ordering through the delivery services. Plus, if you use it often, bring back the plates your meals are provided on and you get a discount off your next order.</p> <p>I'll definitely be coming back often!</p>
250	Positif250	<p>Wow - this place is awesome! Healthy, fresh, convenient, not too expensive. I love it! I am having the chicken kabob, balsamic tomatoes and mashed potatoes for dinner right now at my very own kitchen table and they are delicious! The only thing I mentioned to them tonight - and it is such a nit that it doesn't take away from my 5 star rating - is that they should "advertise" more about the plate return process. Lovely porcelin plates - I feel guilty letting them pile up.</p> <p>It appears that the one bad review - 1 star - is for some other place entirely. Some expensive chi chi place in Malibu. I hope Yelp is able to straighten that out, because this Plate on Pierce in SF is very worthy of its accolades!</p>