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ONTOLOGY-BASED REAL-TIME SENTIMENT ANALYSIS FOR PRODUCT REPUTATION

Zeeshan Raza

Department of Computer Science, COMSATS University of Islamabad, Sahiwal, Pakistan

zeeshan4@gmail.com

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Corresponding Author: *
Zeeshan Raza

Abstract
Social media platforms have become influential channels for user interaction, enabling the creation and exchange of content within virtual communities. E-commerce sites like Amazon, eBay, and CNET leverage user-generated reviews and ratings to influence purchasing decisions. However, current review systems are often centralized, static, and vulnerable to false evaluations, lacking the adaptability to reflect real-time consumer sentiment. This research proposes a dynamic, ontology-driven reputation system that continuously evolves to provide accurate and timely product ratings. The system collects online reviews, performs sentiment analysis to extract opinions, and uses a semantic layer to build contextual profiles for decision-making. An adaptive ontology integrates with a database to map relevant structures and generate semantic queries, delivering actionable insights. By enabling real-time adaptation and greater transparency, this approach empowers consumers and manufacturers to make informed decisions based on up-to-date reputational data.

INTRODUCTION

Reputation and influence in the digital age must be earned through genuine engagement and value. Social media serves as one of the fastest and most effective means for individuals and organizations to showcase their credibility and connect with audiences. It enables users to create, share, and exchange information, ideas, and content within virtual communities and networks. A significant application of social media today lies in the realm of e-commerce. Platforms such as Amazon, eBay, and CNET offer users the ability to review and rate products based on their personal experiences. These online rating systems have become essential tools for guiding purchasing decisions and building trust among consumers. Any product made available on such platforms can be reviewed and evaluated, contributing to its overall acceptance and reputation in the marketplace. Clients buy various items from these sites. The clients who bought the items share their experience concerning that item online as survey [1]. This review is vital for client and producer. At whatever point a client needs to take the choice for buying of any item it is assumed a significant part [2]. Prior to buying any new item, the new buyer needs to use the survey of post buyer who are now utilizing that item. Reviews are frequently valuable for the purchasers before buying items. The reviews of the items given by the clients are especially useful for the organizations to know the positive and negative places of their items to work on the nature of the items [3]. Clients can give their customized experiences as text or as appraisals. There are two kinds of client reviews, for example, client rating (numeric rating) and client assessment (text based depiction) [4]. Client rating is

a numeric rating that allows individuals to rate an item or administration with various stars. The quantity of stars can differ from 1 to 5 stars. Assessment is an assertion of counsel by a specialist on an expert matter.

A client assessment can be positive, negative, unbiased feeling or mentality about the item. The feelings present in the feedback in regards to the item includes give exhaustively in understanding the surveys and furthermore help in the investigation of the element opinions of the item. It is hard for the clients to extricate the significant data from the audits. Opinion investigation is the method involved with recognizing positive or negative feeling in verbal form. It is utilized to remove the significant data from the survey [5]. Ache and Lee indicated terms identified with the feeling examination [6]. The space of opinion examination is driven by regular language handling, man-made consciousness and data recovery framework. Feeling investigation is known as assessment mining. The assessment mining is to distinguish the gathering of individuals' viewpoint in regards to one issue or item. The point of opinion examination is to distinguish the direction of the feeling communicated in written form. This space of examination named as Subjectivity Investigation concentrates on the feelings, opinion, assessment, way and assessment [7]. The sentence which offers some viewpoint is called abstract, while the sentence which doesn't contain any assessment is called evenhanded or verifiable [8]. Both, the report level and the sentence level examinations didn't find the exact preference of the customers and what they disliked. Perspective level executed a better analysis. Previously, Perspective level used to be called the highlight level (as it included base assessment along with the rundown) [9]. Instead of taking the language develops into consideration like (reports, passages, sentences, provisos or expressions), angle level simply take into consideration only the actual assessment. It revolves around the probability that the evaluation consists of a feeling (i.e. good or bad) and an objective (of assessment) [10]. Sentiment analysis detects the opinion of people about product either it is good or bad. But on the other hand, product reputation method is used to aggregate both types of rating. In e-commerce sites, product reputation is also very important. In such websites, user can send the ratings and reviews of various products. These ratings are used to calculate the reputation. Reputation of the product is the measurement of its quality [9] and customer satisfaction [10]. Different reputation measures such as aggregated star value (also called five star or simply star value), feature reputation and product reputation are used to calculate the reputation of a product. People or companies can post fake ratings for various reasons like promoting their product or maybe discrediting the alternative products of competiter [12].

The Decay Principle was employed to check the latest ratings and compare them with previous ratings to establish latest viewer thinking. The reputation Model may be used to employ any of the methods in the user interface to compute the data. Similarly, the window selected in hybrid decay is based on parameters, which are also taken from users (who want to compute reputation value of a product) through a user interface. But, sometimes it can be difficult for ordinary users to decide the appropriate decay principle for a product. In addition, if they select hybrid decay, then sometimes they are not able to enter optimal values for the parameters [13]. But linear decay is centralized and whole process is static. Rating is changing with respect of time. Linear decay is not suitable for this type of rating. There is need of dynamic system [14]. This paved the way for constructing new ontology. Anew ontology is to be constructed to enable the continuous detection and taking into account latest reviews also [15]. Ontology structuring gives us real-time changes in different services which are already being stored in it.

Reasoner part uses semantic rules for the assessment of efficiency of ontologies. Ontologies record present or old intelligent techniques for decision making and their results, define the rules, and gives us a hierarchy system do decrease the time of searching. Ontologies present semantics and data together to help make easy information transfer. Ontology reasoning and modelling to help facilitate changing business needs within a time frame.

Many websites here, available in network for online business such as Amazon, EBay, Cnet. These type websites are providers of an excellent rating system of products that is used by consumers for the rating of

certain products according to their usage and experience. When, any new customer wishes to buy any product he goes through the reviews and ratings by the already existing customers and gets the idea of the efficiency of the product. The review of any product existing online or offline is also important to the developers and companies as they can analyze the strengths and weaknesses of their product and those of its competitors. This analysis result in research to enhance the product quality and features. There are two type of review such as numeric review (Star) and other one is textual review (opinion). The number of stars can vary from 1 to 5 stars. A customer's rating can be good, bad, neutral, open or anonymous about the given product. However, the opinion or thinking towards the product may vary as the time passes. This variation in thinking and rating may arise due to different factors like advancement in technology, changed market trend, different customer requirement and quality changes in the given product. The existing product review systems are centralized and the whole process is static and product ratings change rapidly. It is easy to avoid false evaluation, handle new changes and reduce the time to obtain customer review from the perspective of customer and manufactures. Purpose of this research was to create a comprehensive and definite ontology which can evolve with the passage of time. Creation of an ontology that can evolve with time We propose a system those compute dynamic rating. The process was simplified into three layers in order to achieve the desired reputation model. First layer is data collection. We took a dataset which contain reviews of product from internet. Second layer is sentiment layer in which features are extracted from reviews of product. Sentimental analysis is applied in the base of these features. Third layer is semantic layer in which we create semantic profile. Semantic profile can provide central idea of the decision support concepts. Firstly, we make an ontology. In the second step, we build a database connection. The next step is to create mapping. Last step to generate query.

1. LITERATURE REVIEW

It's the age of technology, people are putting their ideas on social media whenever they want to do. Social media a platform for networking, association, social interaction, online evaluation and a great source of online chastity and trustworthiness indicators data. In online business, a product can be defined as a system or thing designed for the use of buyers. Anything which is available on an online store to fulfill the needs and requirements of the customer. The difference in the services delivered public and level of fulfillment of their requirements, effect of the services plan public opinion either positive or negative.

2.1 Sentiment analysis

Text mining is further divided into different categories, one of which is Sentiment analysis, in which IT is used for estimating & elaborating feelings expressed in written form on media. Natural text processing are employed for this cause [16]. Sentiment analysis, also called opinion tracking, works on public's opinions, ideas, analysis, appreciations, behaviors, and mental approach about goods, services, institutions, persons, occurrences, public affairs, ideas and their elaboration [17]. The sentiment may be good, bad or neutral appreciation, feeling or behavior towards a specific context of the product from a person. Opinion dimensions are good, bad, and neutral. The review is categorized as good or bad by the opinion categorizer [18]. The sentence which expresses some opinion is called subjective, whereas the sentence which does not contain any opinion is called objective or factual [22-25].

2.2 Product Reputation Model

Olaleye et al explained in their article that sentiment analysis is a prerequisite for management of the services and product reputation online (an extension of public relations). Online reputation management is a long-running way of maintaining the image of an organization by online and printed media [27]. Reputation of the product is a perception of the future behaviors and quality of the product. Numerous reputation techniques including aggregated star system (ranging from one to five stars) [28], reputation of features [29] and product reputation on the basis of features [30] are used in the literature to evaluate a product's reputation. These values of reputation are useful in making decisions for both customers and organizations [31, 32, 33]. The

decay principle is applied for supporting the new ratings in place of the previous ones to show the latest and new opinions. In peer to peer (P2P) and e-commerce environment this principle is applied in three methods or aspects: use of recursive algorithm, exponential decay and window-based system. The easiest method to apply the decay principle is selecting a specific period of time and use the ratings uploaded in that period of time to calculate reputation [35, 36, 40].

2.3 Ontology in sentiment analysis

Ontology is a collection of features and concepts in a subject or domain area that shows relationship between concepts. Mining of opinion or Sentiment analysis is used for analyzing feedback, reviews and opinions given by customers about any services, the movies, and the products. When the buyers think about buying anything online, they have to see the online review of that product before buying that thing. Buyers around the globe using that specific product post their comments on the marketing websites from where the buyers can buy that specific product. Evaluation of all reviews is done on these websites and they are rated from zero to five. Pattern of reviews is the basis of this rating. Exact results are not awarded in this kind of ratings. Bandari et al [14] made a list of all the issues which different languages face using ontology while investigating the feelings and emotions of reviews of the buyers and tried to solve these issues. Kontopoulos et al [40] explains in their paper that advent of Web 2.0 has significantly changed the perception of net users through making a drastic improvement in sharing of information, interoperability, and collaboration. The author suggests the deployment of techniques based on actual ontology for more effective sentiment analysis regarding posts on Twitter. It increases efficiency. Bandari Et al [41] said there are many e-commerce websites available where products are bought and users give their reviews on the products given or the services provided. The purpose of this study is to use ontology to have a survey and analysis of product reviews by customers having different languages. Our purpose is also to highlight the issues present in analyzing products reviews of different languages. So, we performed an experiment by using ontology to sentiment analysis of product reviews on a Hindi mobile phone online platform and tried to decrease the issues in such previous systems. Ali et al[42] said in their study that traffic density is being increased in urban areas at a much faster pace, especially in big cities. This system gets all the transportation and city related tweets and reviews and from this taken data we extract the opinions and use fuzzy ontology to get different transportation and city features. They used OWL and java to devise an intelligent prototype and fuzzy ontology. The results obtained from the experiments show that the experiment was very much satisfactory. Nithish et al [43] said A lot of important information cannot be distinguished from documents because much data is present on the internet. People associated marketing and sales use online forms to conduct surveys and queries to analyze their products distribution. We use OWL format and store the product description and reviews together in domain ontology. After embedding the opinions in the ontology, this method can be used to do reasoning and solving intelligent questions. Sam et al [44] proposed a design which could be a generalized model. This model analyzed unstructured reviews of the users from social media posts related to electronic products. Positive and negative factors were added to increase precision of the model. Kumar [45] explained that WWW is a universal information platform which was at beginning read only but it innovated very fast and changed from 'read only' to 'read and write' and then it evolved into intelligent 'read write and execute' also known as semantic web. The initial experiment results show that the model was successful with 77% accuracy and we should focus on more sentiment analysis-based models. Zehra [46] suggested a system which would recommend schools having sentiment analysis on the basis of ontology. For this study, we used a private group on Facebook which reviews different schools and posts them. We designed a school ontology on the basis of taken reviews/posts manually. This increased reasoning. Ali et al [47] expressed in his paper, most products or services get more potential users due to user reviews present online. The key achievement of the suggested model is integration of Natural Language Processing model and ontology for recording reviews information by customers. The suggested model was experimentally

expressed on the data from customers reviews of a digital camera by Amazon. Yergesh et al [48] states that sentiment analysis is vital and intriguing to use in natural languages. In this paper, we designed sentiment words Kazakh Dictionary. In this study, they did sentiment analysis of Kazakh language works using the dictionary based on ontology and phonological rules. A model was created which determined sentiment on basis of ontology and rule extraction. This method if used on common sentences gained 83% precision. Marstawi et al [49], argued that the existing firmware in sentiment analysis mainly sideline or remove the complex issues arising from the Lexicon based scores (SentiWordNet), while Lexicon analyses classifying the data on basis or word existence and number of words are very less. So, there is automatically very low rate of detection. The result was an OBPSS system that performed better than already existing models in mining and sentiment rating. OBPSS gives linguistic rules working at level of sentences increases the overall efficiency and provides a precise sentiment analysis. Nagano et al [50] proposed designing of a model for analyzing opinions for market research named as WOM Scouter. Other function is the comparison of two products and their features by their link traffic and recurrence in the text. Assessment through experiment expresses blog viewers liked this presented algorithm more than TF-IDF. Abdel-Hafez et al [51] explained that much of the present reputed models use the customers ratings but mostly ignore customer's review texts. Therefore, they said that customer ratings of a product not actually express the original reputation of the product features. So, customer's review mandatory.They also provided experimental results and complete case study for comparison with other such models. Abaalkhail et al [52] explained that ontology can comprehend the relationships between concepts and the association within contents. Their experimental results show that that this ontology is as much efficient as machine learning techniques. Their presented model DFSMD has been accessible to everyone or anyone can use it to analyze different sentiment issues. Rekha [53] said about the semantic analysis that it is a technique which is devised to obtain customer opinions and reviews regarding to a certain product. These days, reviews of most of the products can be mined from web due to evolution of technology. The experimental results of presented algorithm were very satisfactory and presented features of cellphone. Polsawat [54] explained that much of the data in Social Media is being used to aid the users in selecting and buying products. The experimental results show almost 94% efficiency in sentiment analysis. Channa et al [55] explained that OWL-S and RDF-S were designed from Analytical Philosophy and their ideas about ontology and General semantics and techniques of product knowledge were assessed. Semantic languages have been famous and due to their flexibility techniques based on ontology and Semantics were suggested to design product knowledge. Ali et al [56] explained that social media have a vital role in collecting information about transportation and travel services. Systems for management and control of traffic make use of sentiment analysis which with its reasoning helps ITSs (intelligent transportation systems). The presented ontology was designed using OWL and the smart model was created with the help of Java. For the assessment of this model we used classifiers based on Machine learning. The experimental results show that model was effective and gained 93% accuracy.

2.4 Comparative Analysis

The comparison chart below is designed to check various factors such as Static, Dynamic, Efficient, Accuracy, Reasoning, Polarity, Reliability, Precision and recall. Static means not moving or changing. Dynamic Means continuous changing and developing. Efficiency is the ability to produce something with a minimum amount of effort. Accurate is exact and true. Accuracy is the degree of closeness to true value. Reasoning is a way of thinking about anything in a rational approach for forming an assumption or a conclusion. A performance is a way of presenting a show, or any other kind of theater. Polarity is commonly used to describe if an electrically charged stream is negative or positive, the direction of a battery, the polarity of a magnet, etc. Precision is the degree to which an instrument or process will repeat the same value.

Table 1. Comparative analysis of literature review

Study	Static	Dynamic	Reliability	Precision	Recall	Accuracy	Polarity
Twitter Reviews [41]	√					√	
Languages [42]	√			√		√	
Transportation [43]	√		√			√	
Mobile [44]	√		√	√	√		√
Electronic products [45]	√		√	√			√
social web [46]	√		√		√		√
Recommendation Systems [47]	√		√		√		
Online customers' review [48]	√			√		√	
kazakh sentences [49]	√			√		√	
Product reviews [50]	√		√		√		√
Ontology-based topic extraction [51]	√			√		√	√
Ontology product's reputation model [52]	√			√			√
Multimedia [53]			√			√	
Online mobile reviews [54]	√		√	√	√	√	
Customer Reviews [55]	√		√	√		√	√
constructing product knowledge [56]	√		√	√	√	√	

2.5 Analysis

From the analysis of the papers mentioned in table 1, we observe that sentiment analysis or opinion mining is used to analyze the opinions, reviews, and feedback given by the customer about product. Different author uses different techniques to improve Accuracy, Efficiency, Reasoning, Performance, Reliability, Precision and Recall. Current product reputation is used to make an ontology to compute twitter post, languages, review on mobile phones, review on electronic devices and different products. Current product reputation system is centralized and the whole process is static. However, Product Ratings are change rapidly. Therefore, there is a need of dynamic system. Ontology construction is the work of this experiment. By constructing the ontology, automatic identification and extraction of the user opinions from the reviews are possible.

3. PROPOSED METHODOLOGY

3.1 Proposed approach

In the previous section, we have discussed the product reputation system. Based on the need for a dynamic product reputation approach, we propose a semantic product reputation system answering the research issues highlighted in the state of the art. Figure 1 shows the whole process of the semantic product reputation model which is divided into three phases. First phase is data acquisition in which review is collected from internet. Second phase is sentiment layer in which features are extracted from reviews. Sentimental analysis is applied in the base of these features. In third phase, we use semantic knowledge for purpose of making an automatic system. we develop inference based semantic rules for Dynamic product reputation while query generation has been done.

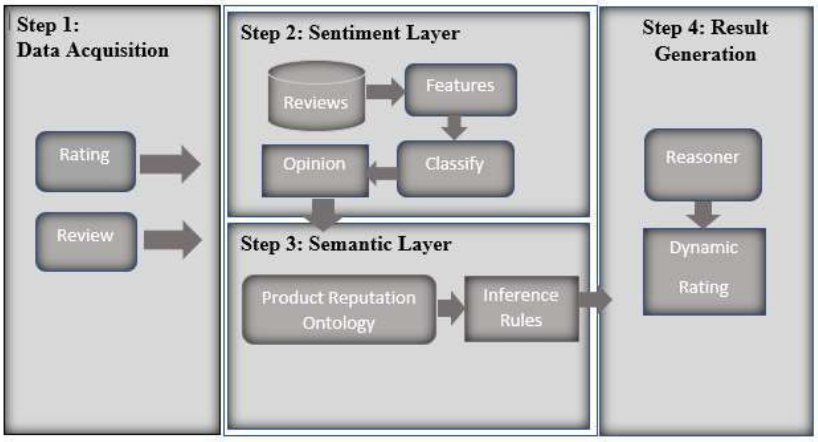

Figure1. Semantic Product Reputation System

3.2 Data Acquisition

First of all, we took a dataset of product reviews of Amazon from kaggle.com [57]. The dataset was designed specially to show user reviews and opinion, how it is viewed in various countries and its promotional potential. We used musical instruments as our product.

The dataset consists of:

- **ID:** Review ID
- **Manufacturer:** Amazon
- **Types:** Product Type
- **Asin:** Product Asin
- **Reviewer:** Reviewer name
- **Helpful:** Helpful for customer
- **Review Text:** Review in Text
- **Rating:** Rating of product (1-5)
- **Review Date:** Review time
- **Opinion:** Customer opinion

The extracted reviews contain opinion about customer service, review about the product, comparison with other products and suggestions to improve features of the product. There are two type of customer review such as customer rating and customer opinion. Customer rating is a numeric rating such as star rating 0-5. A customer opinion can be positive, negative or neutral appraisal, emotion or attitude about an aspect of the entity from an opinion holder. Opinion orientations are positive, negative, and neutral.

3.3 Sentiment Layer

The customer opinion from this dataset consists of sentences that are provided by the customer. Different online tools are available in internet for sentiment analysis. We use MonkeyLearn [56] for classifying positive, neutral and negative reviews. We create a new model. There are two types of models available. First one is classifier in which we define some tags (features) in review sentences. The other one is extractor which extract specific pieces of data from review sentence. We will create a classifier. Then, there are three kind of classifications such as topic classification, sentiment analysis and intent classification. Topic classification classifies texts based on topic and aspects. Sentiment analysis detects sentiment in text such as positive, negative or neutral. Intent classification classifies text based on intent such as complaint or feedback. We will choose sentiment analysis. Then we import our dataset here in CSV column. Our complete dataset was uploaded to the classifier. Then, we extract the features in the review. There are several features of product such as project display, product size, product function, product price and product type. This tool distinguishes positive, negative or neutral reviews based on their features of product.

3.4 Semantic Layer

A semantic profile can capture and represent the core concepts of a decision support system. The process begins with the development of an ontology to define the domain knowledge. Next, a connection to the relevant database is established. In the following step,

semantic mappings are created to link ontology concepts with database elements. Finally, using OWL and SPARQL, we perform queries to extract meaningful insights from the data. As time passes, product reviews given by different people change. These variations might be due to different reasons like change in user requirements, improvement in product quality, market trend and evolution of technology. Mobile phone reviews might not remain same now compared to a few days back due to reason that new phones with better specifications and sophisticated hardware might be available in market. Due to this problem, we make an ontology to automatically compute dynamic reviews. If the new product is introduced with high camera and high video speed, then people will definitely change their review. This changing review is computed by our semantic product reputation system.

3.5 Product reputation Ontology

In this section, we present the ontology developed using Protégé to model and highlight dynamic product reputation. The ontology captures the core concepts related to products and their associated reputations. A product is defined as a tangible good or item available on various e-commerce platforms. For illustration, we focus on Amazon, a widely used online marketplace where users can post reviews and ratings for purchased products. These user-generated reviews significantly contribute to the perceived reputation of products. Ontology, in this context, refers to a structured representation of knowledge that defines concepts and the relationships between them. Our product reputation ontology is designed to formalize these relationships and is depicted in Figure 3. The ontology incorporates multiple classes to represent different concepts within the domain.

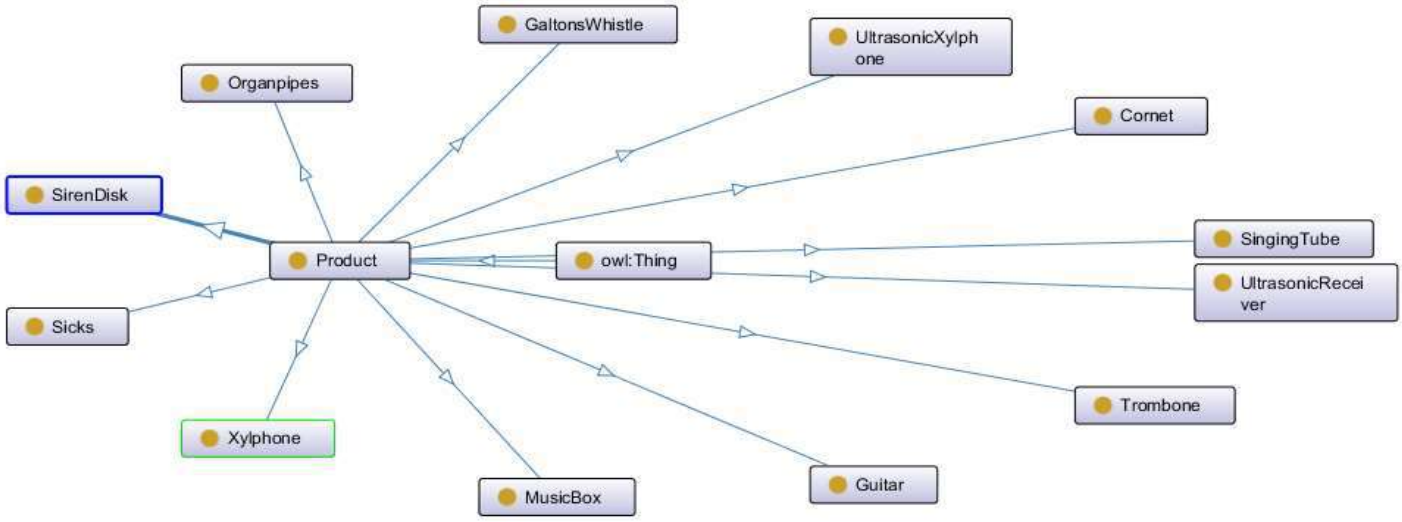

Figure 3. Product Reputation Ontology

3.6 Product Reputation Classes

In an ontology, classes are organized hierarchically into two types: superclasses and subclasses. The 'Product' class serves as a superclass, encompassing various specific product types as its subclasses. These include Guitar, Cornet, Sticks, Singing Tube, Music Box, Trombone, Xylophone, UltrasonicXylophone, Galton's Whistle, Siren Disk, and Ultrasonic Receiver. Object properties are used for making relationship between two individuals. If we want relationships between individual to individual, then we make object properties.

3.7 Product Reputation Data Property:

In Protégé, data property is used to describe relationship between individual to literal. Our data property is Id, Manufacturer, Opinion, Rating, Review date seen, Reviewer Name, Reviews Date, Review Text, Summary, Types and Unix Review Time as shown in figure 4.

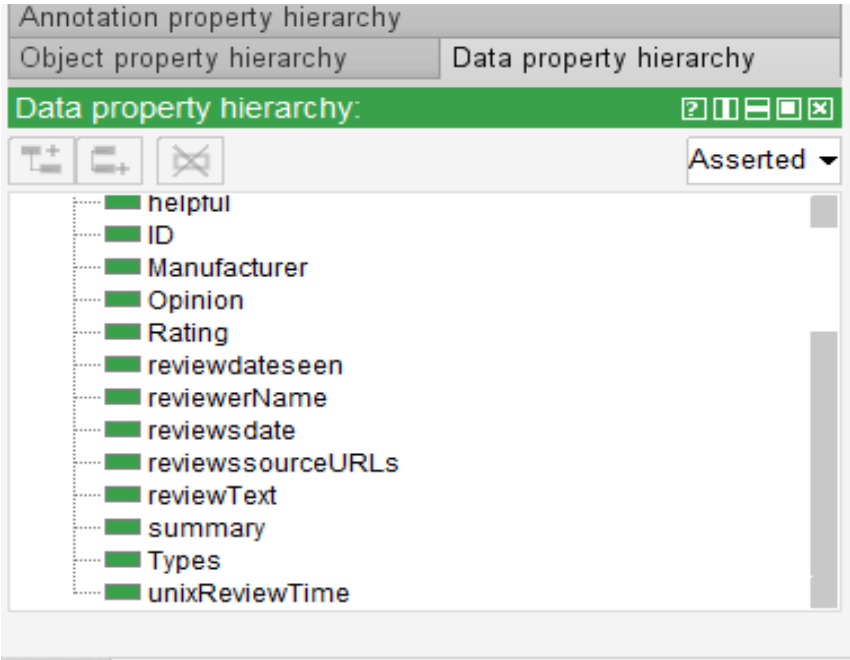

Figure 4. Product Reputation Ontology Data Property

3.8 Database Connectivity and Query

We uploaded the dataset in workbench, then attached the workbench to protégé. Here, we need jdbc driver, Database Username, Database Password and connection URL. Then click on Test Connection and our database connection is created. JDBC driver is used in protégé. JDBC stands Java Database Connectivity Framework. It is used to connect data sources. First download the jdbc driver. Open the protégé, go to files, click the preference and move to JDBC Driver and then add it.

In protégé, we move to ontop Mapping, three tabs are available here on the top including Datasource manager, Mapping manager and Mapping Assistant. Datasource is used to make database connection. Mapping manager is used to store mappings. Mapping assistant is used to make mapping. We select table form database.

4. RESULTS AND DISCUSSION

In this section, we present the semantic rule-based framework developed for modeling dynamic product reputation. The ontology was constructed using Protégé in the Ontology Web Language (OWL), enabling formal representation of domain knowledge. For experimentation and simulation, a structured dataset was utilized, and an intermediate software component was developed to support OWL/XML parsing and integration for implementing the dynamic product reputation model, as illustrated in Figure 1. To facilitate semantic integration, ontology-to-dataset mappings were created for a variety of products including Guitar, Cornet, Galton's Whistle, Music Box, Organ Pipes, Sticks, Singing Tube, Siren Disk, Trombone, Ultrasonic Receiver, Ultrasonic Xylophone, and Xylophone. Inference-driven semantic rules were defined to capture the evolving nature of product reputation based on user-generated reviews and product attributes.

SPARQL queries were formulated to extract and validate semantic insights derived from the ontology. These queries were executed within the Protégé environment, and the Reasoner was configured and initiated via the Reasoner menu to ensure logical consistency and derive inferred knowledge. The use of semantic rules in conjunction with SPARQL enabled dynamic and explainable evaluation of product reputation across multiple product instances.

4.1 Guitar

After developing the ontology in Protégé, we established mappings and applied inference-based semantic rules to distinguish between positive and negative product reviews. The Reasoner was utilized

to infer and validate these classifications. The output for the 'Guitar' product is presented in Figure 5.

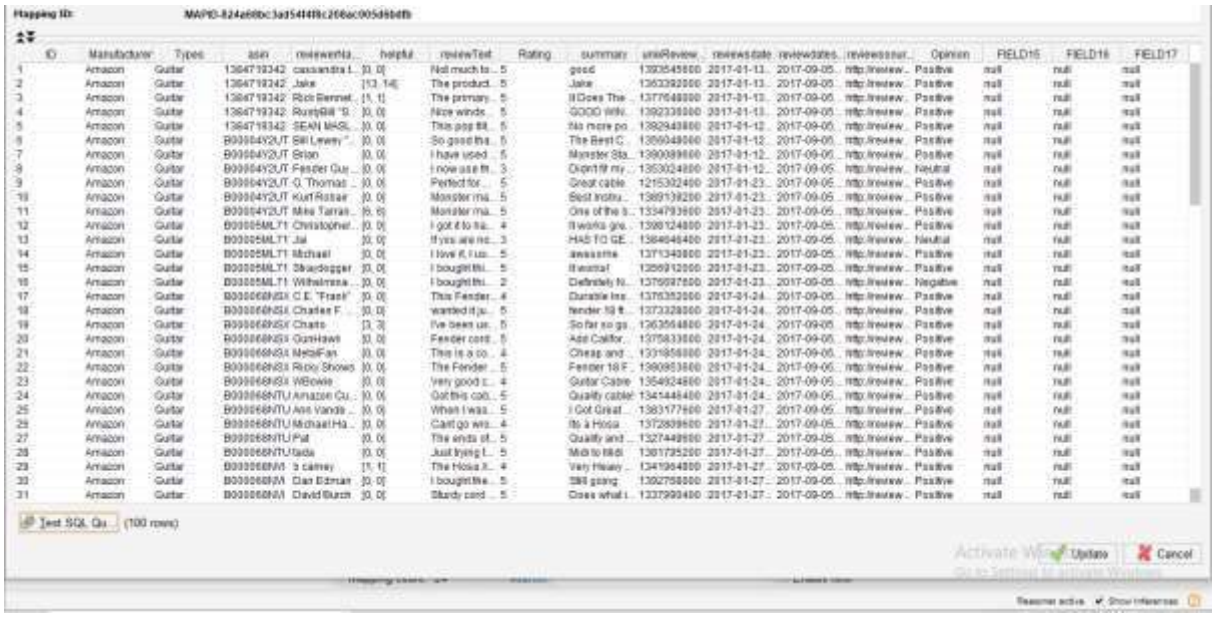

Figure 5, Output of Guitar

4.2 Cornet

After developing Ontology in Protégé, we created mapping, applied inference based semantic rules and got the results from Reasoner to distinguish between positive and negative reviews. The Output of Cornet is shown below figure 6.

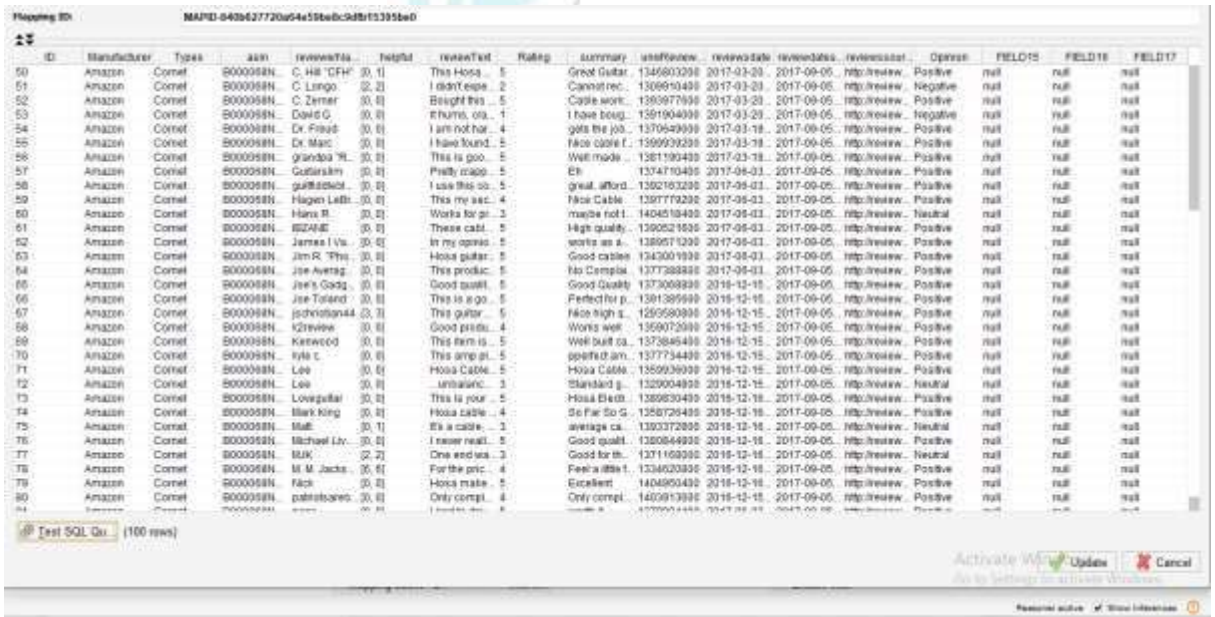

Figure 6. Output of Cornet

4.3 Galton's Whistle

After developing Ontology in Protégé, we created mapping, applied inference based semantic rules and got the results from Reasoner to distinguish between positive and negative reviews. The Output of Galton's Whistle is shown in figure 7.

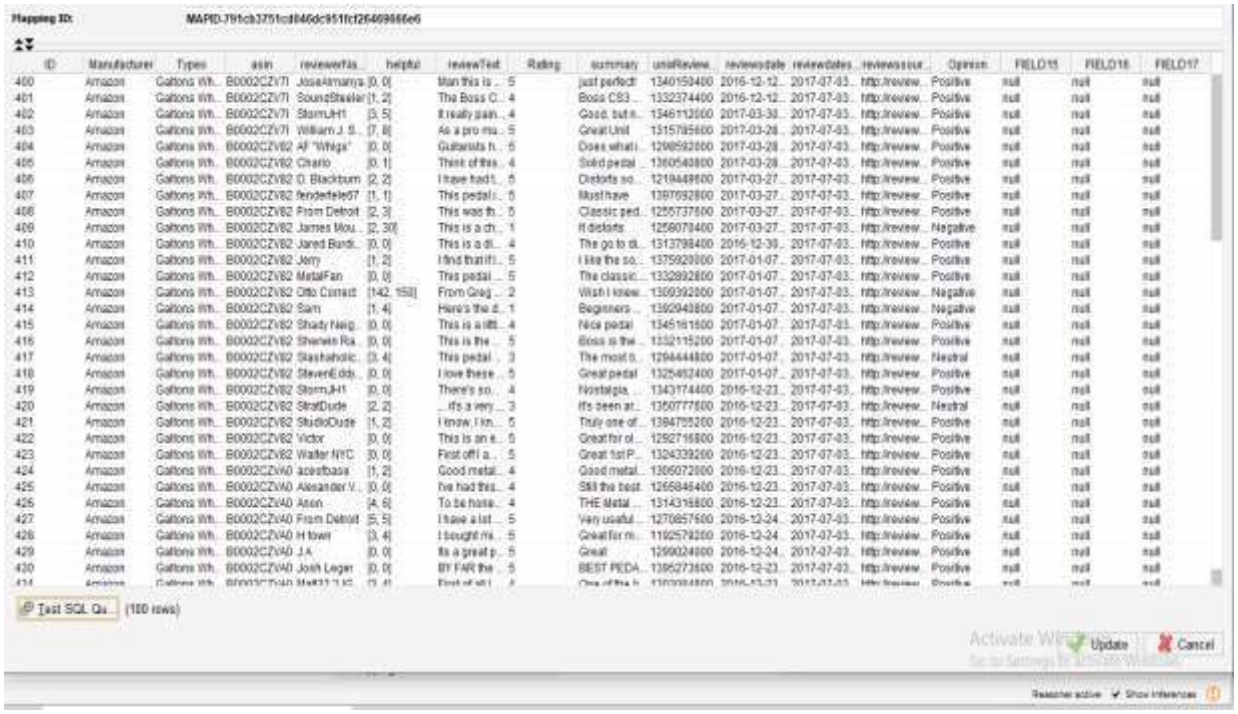

Figure 7. Output of Galton's Whistle

4.4 Music Box

After developing Ontology in Protégé, we created mapping, applied inference based semantic rules and got the results from Reasoner to distinguish between positive and negative reviews. The Output of Music Box is shown in figure 8.

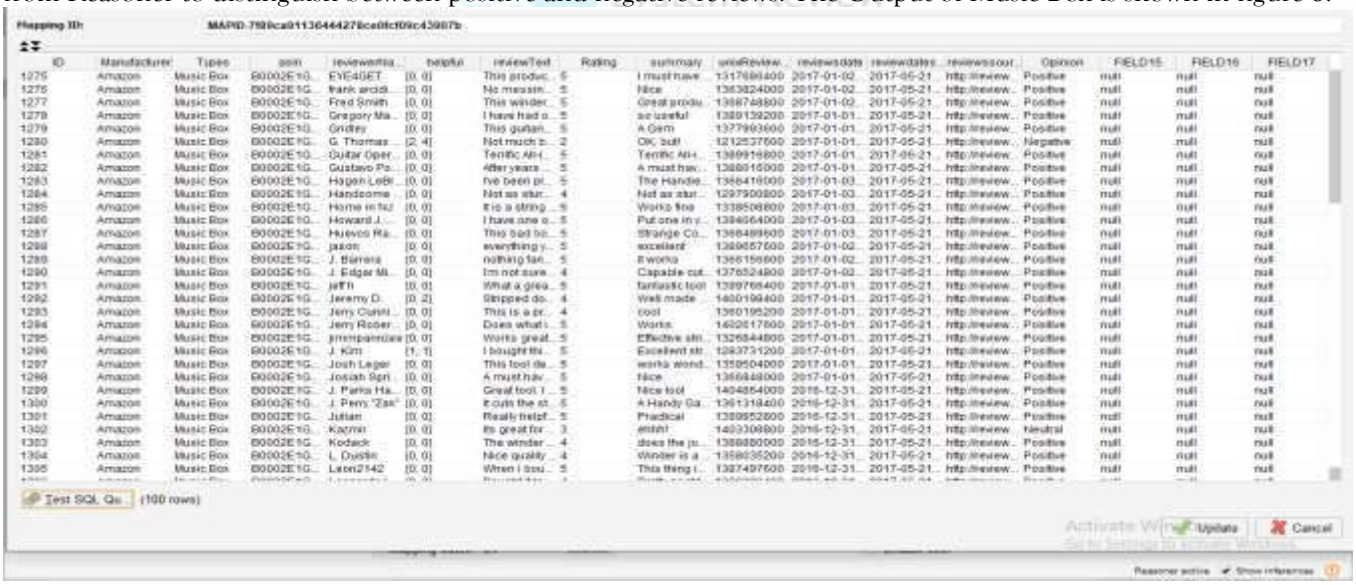

Figure 8. Output of Music Box

4.5 Organ Pipes

After developing Ontology in Protégé, we created mapping, applied inference based semantic rules and got the results from Reasoner to distinguish between positive and negative reviews. The Output of Organ Pipes is shown below figure 9.

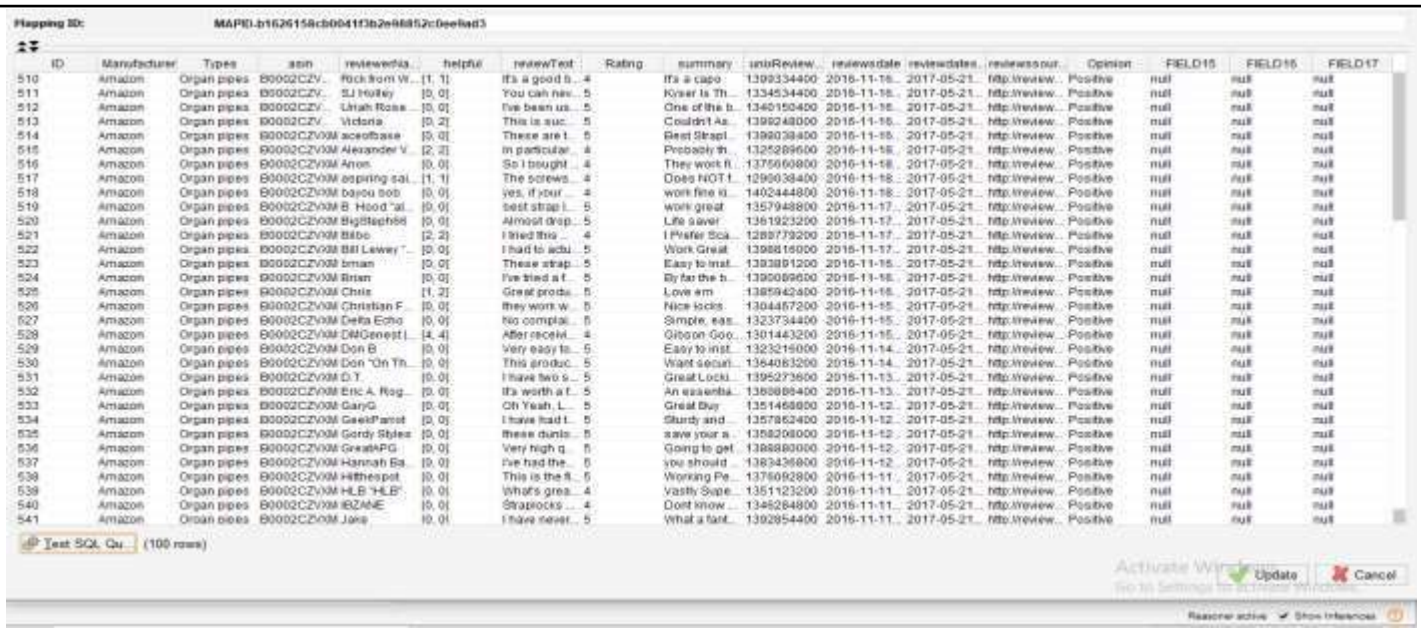

Figure 9. Output of Organ pipes

4.6 Sicks

After developing Ontology in Protégé, we created mapping, applied inference based semantic rules and got the results from Reasoner to distinguish between positive and negative reviews. The figure 10 shows the output of Sicks.

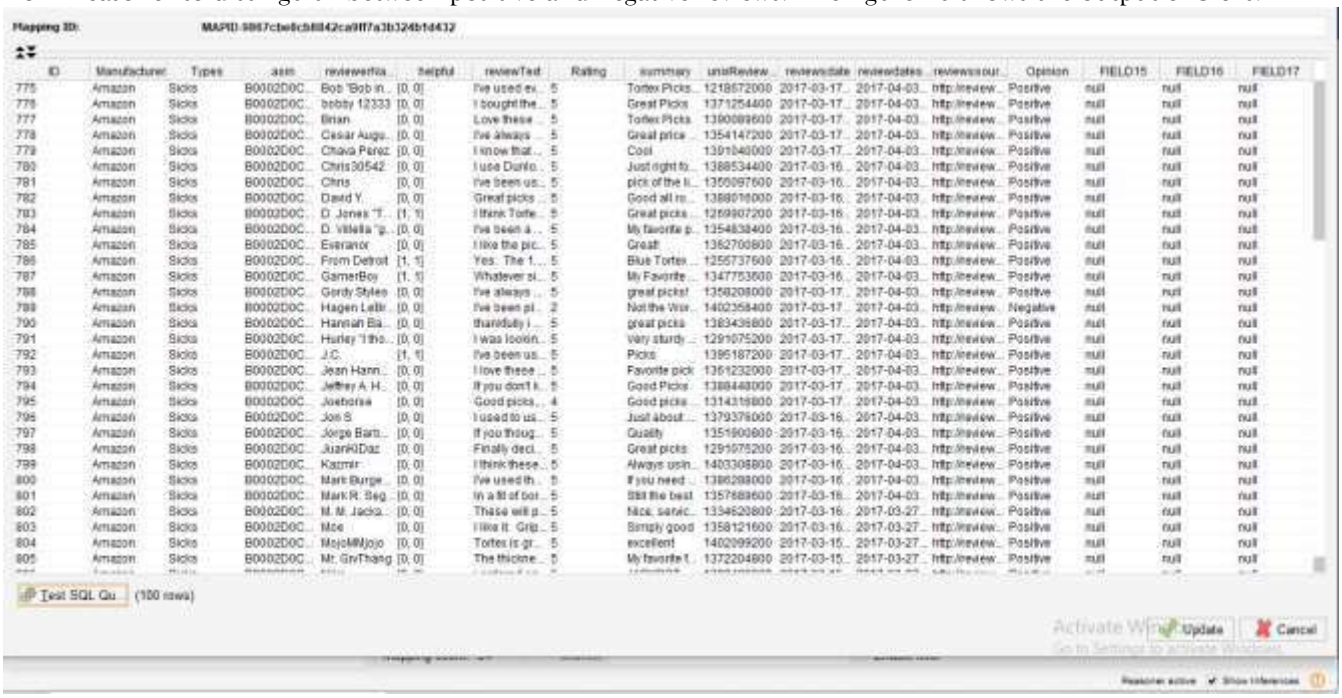

Figure 10. Output of Sicks

4.7 Singing Tube

After developing Ontology in Protégé, we created mapping, applied inference based semantic rules and got the results from Reasoner to distinguish between positive and negative reviews. The figure 11 illustrate the output of Singing Tube.

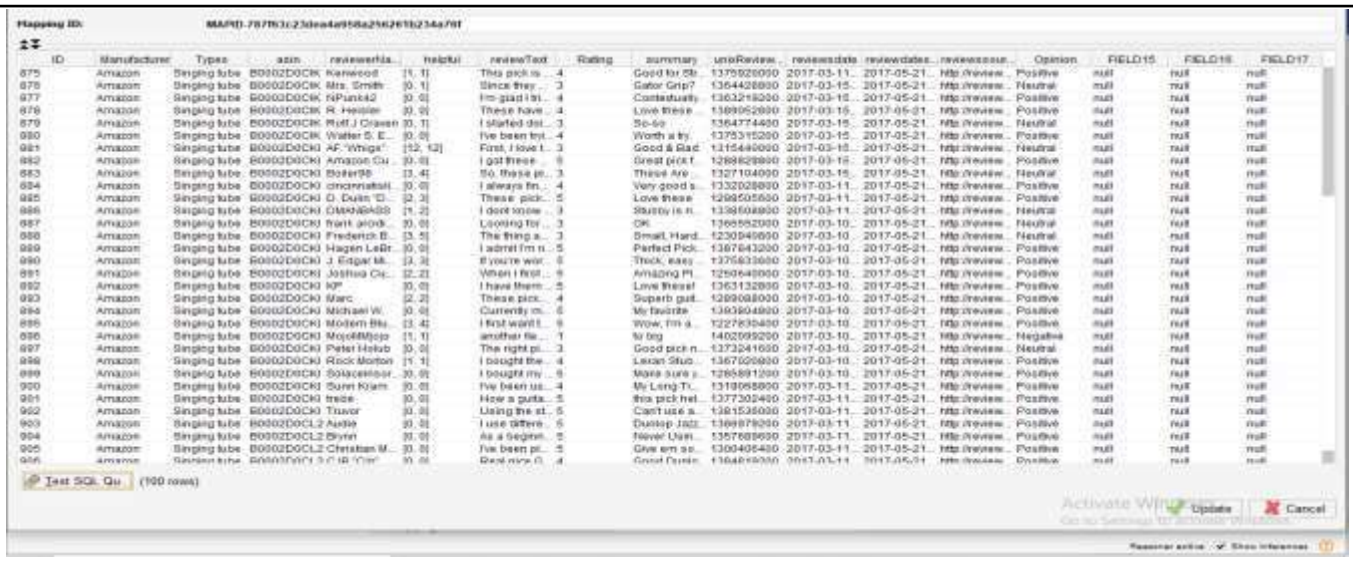

Figure 11. Output of Singing Tube

4.8 Siren Disk

After developing Ontology in Protégé, we created mapping, applied inference based semantic rules and got the results from Reasoner to distinguish between positive and negative reviews. The Output of Siren Disk is shown below figure 12.

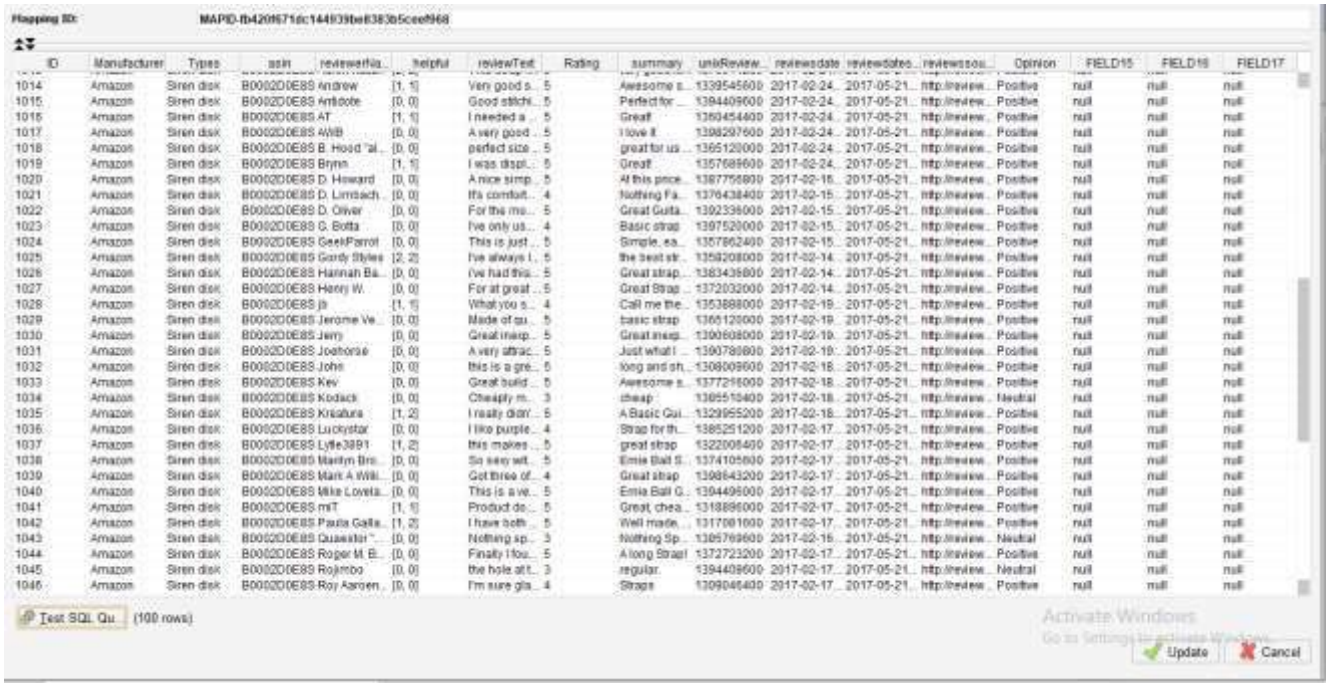

Figure 12. Output of Siren Disk

4.9 Trombone

After developing Ontology in Protégé, we created mapping, applied inference based semantic rules and got the results from Reasoner to distinguish between positive and negative reviews. The figure 13 illustrate the output of Trombone.

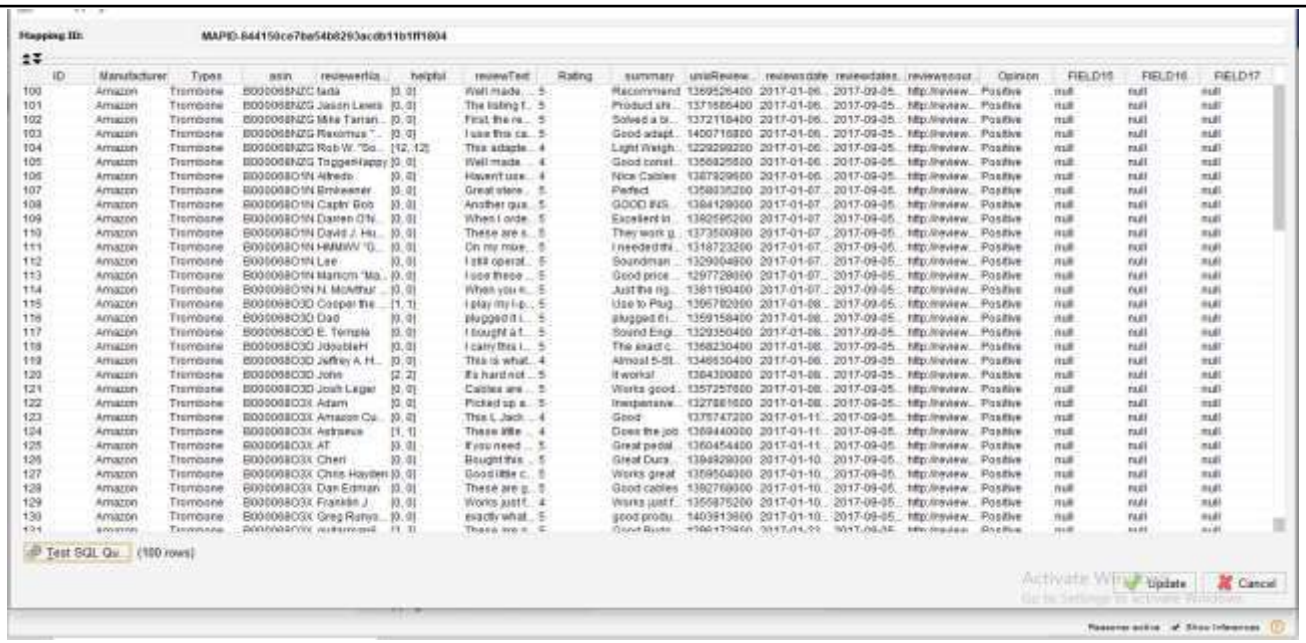

Figure13. Output of Trombone

4.10 Ultrasonic Receiver

After developing Ontology in Protégé, we created mapping, applied inference based semantic rules and got the results from Reasoner to distinguish between positive and negative reviews. The Output of Ultrasonic Receiver is shown in figure 14.

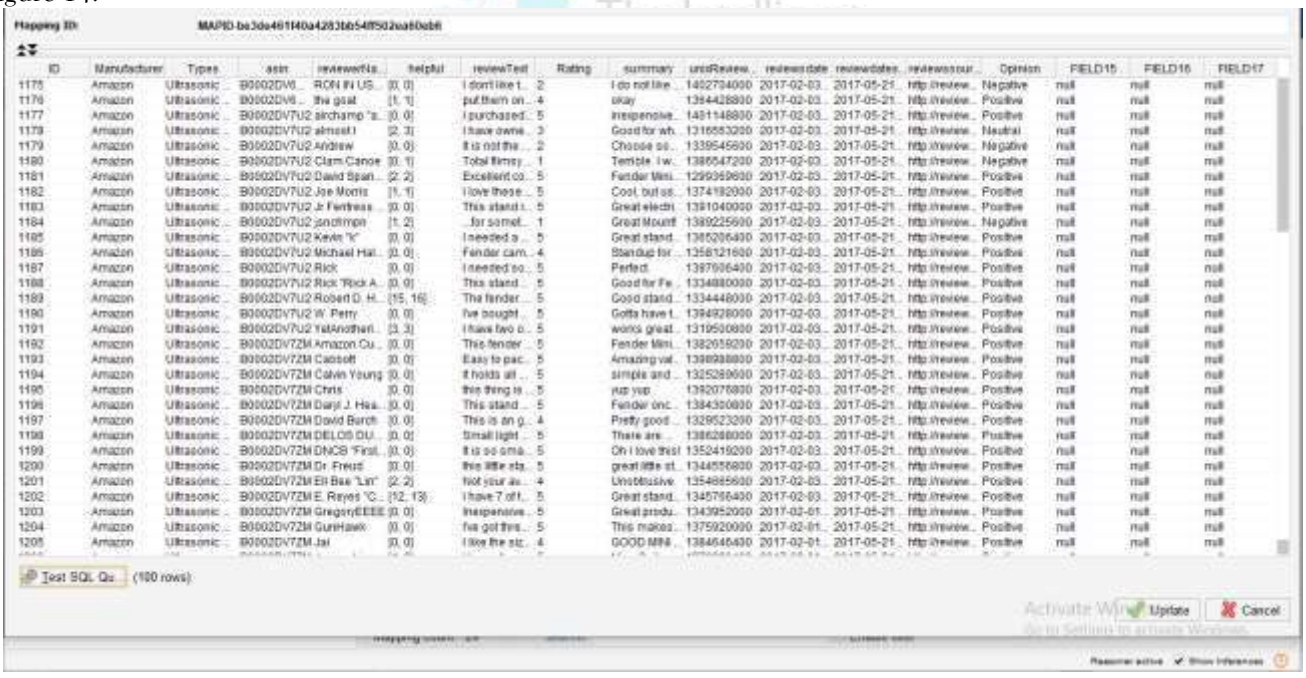

Figure 14. Output of Ultrasonic Receiver

4.11 Ultrasonic Xylophone

After developing Ontology in Protégé, we created mapping, applied inference based semantic rules and got the results from Reasoner to distinguish between positive and negative reviews. The Output of Ultrasonic Xylophone is shown figure 15.

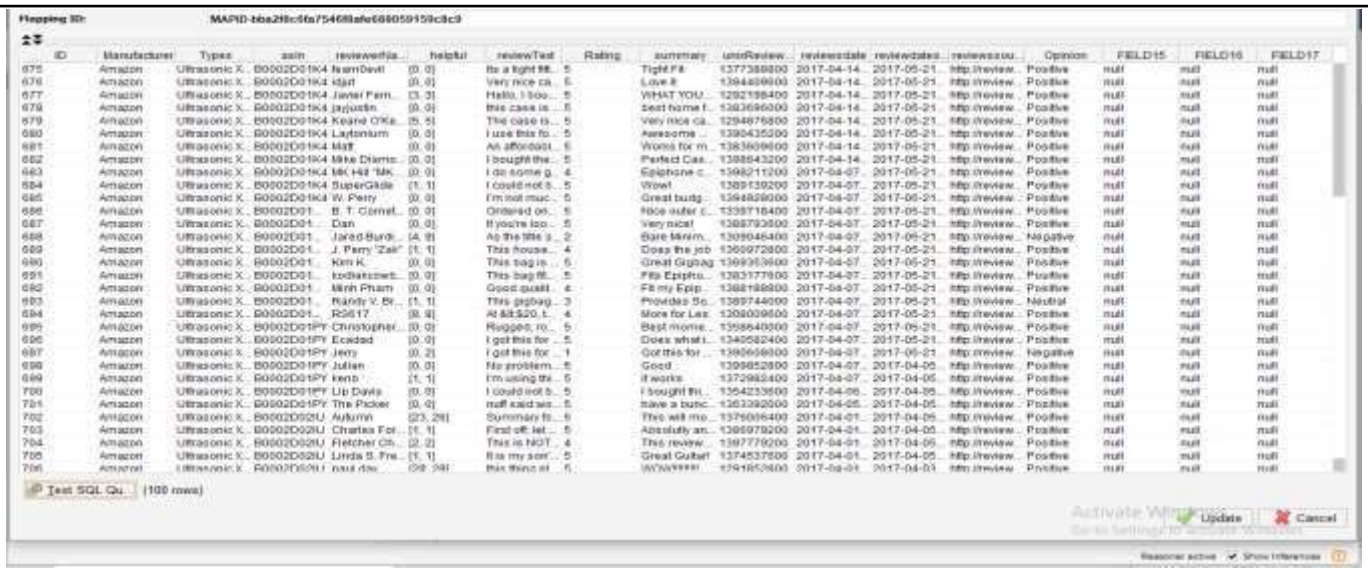

Figure 15. Ultrasonic Xylophone

4.12 Xylophone

After developing Ontology in Protégé, we created mapping, applied inference based semantic rules and got the results from Reasoner to distinguish between positive and negative reviews. The figure 16 shows the Output of Xylophone.

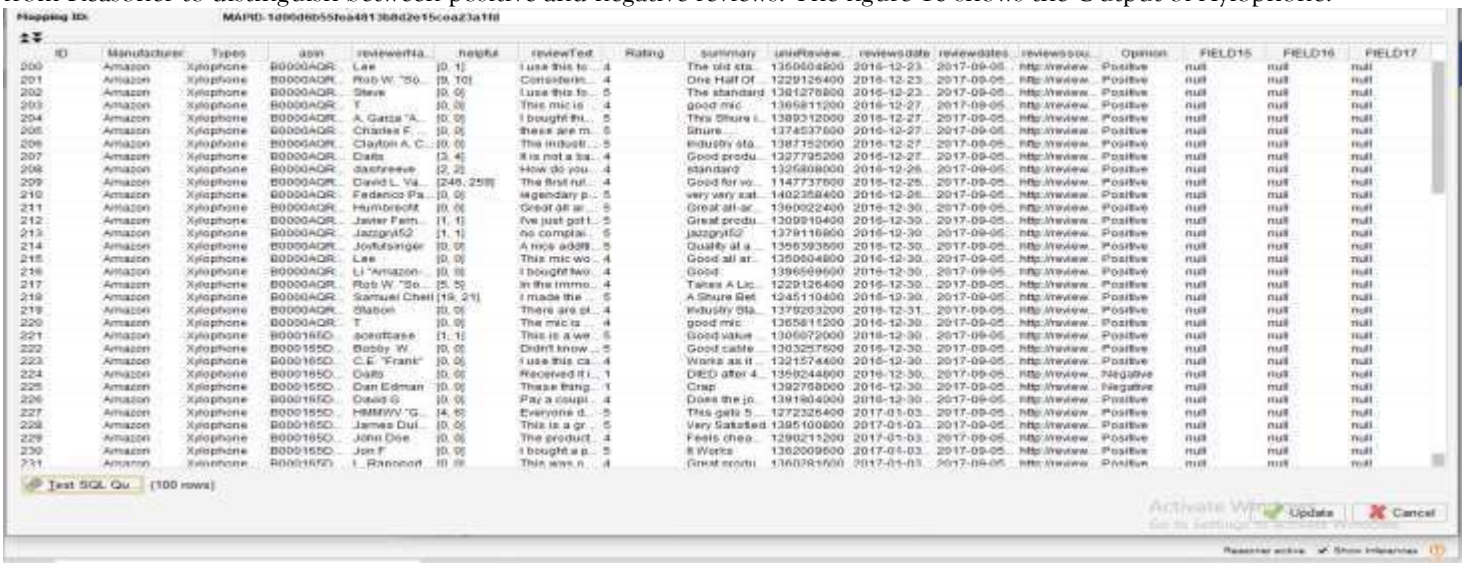

Figure 16. Output of Xylophone

5. CONCLUSION AND FUTURE WORK

As time passes, product reviews given by different people change. These variations might be due to different reasons like change in user requirements, improvement in product quality, market trend and evolution of technology. This research is focused to make automatic product reputation model to compute dynamic rating. Our Proposed model has different layers such as sentiment layer and semantic layer. Reviews are collected from internet such as amazon, then features are extracted from those reviews. Sentiment analysis is applied in the base of these features. In second layer, we use semantic knowledge to infer new knowledge for scaling past ratings. We have developed an ontology by using protégé tool. An inference based semantic rules for Dynamic product reputation are defined and query generation has been done using SPARQL query to validate results. We have developed automatic product reputation model to compute dynamic

(changing) rating of product. We performed sentiment analysis manually. In future, work can be done to fully automate the sentiment analysis by coding in java.

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