# Article information:

Foods | Free Full-Text | Unboxing Deep Learning Model of Food Delivery Service Reviews Using Explainable Artificial Intelligence (XAI) Technique  
<https://www.mdpi.com/2304-8158/11/14/2019>

# Article summary:

1. COVID-19 lockdowns have increased the demand for online food delivery services, leading to significant changes in the restaurant sector and a rise in meal delivery services.

2. FDS companies can use AI and sentiment analysis to better understand customer feedback and improve customer satisfaction.

3. DL models offer higher accuracy but lack explainability, making it important to use XAI techniques to understand how the model makes decisions.

# Article rating:

Appears strongly imbalanced: The article is written in a biased or one-sided way, and the information it provides is not trustworthy enough to be considered a reliable source. You should consult other sources to find reliable information on the presented issues.

# Article analysis:

该文章主要介绍了COVID-19疫情期间在线食品配送服务的增长和发展，并探讨了使用可解释人工智能（XAI）技术的深度学习模型来分析食品配送服务评论的可能性。然而，该文章存在以下问题：

1. 偏见来源：该文章没有提到在线食品配送服务对餐厅业务的影响，特别是小型餐厅和家庭经营餐厅。这些餐厅可能无法承受在线平台的高额佣金和运营成本，从而导致它们被迫关闭或面临财务困境。

2. 片面报道：该文章只关注了消费者对食品配送服务的需求和便利性，但没有考虑到员工在这些平台上工作的条件和待遇。一些员工曾抱怨他们收入低、缺乏保险和福利等问题。

3. 无根据主张：该文章声称使用XAI技术可以帮助企业节省成本并解决客户反馈问题，但没有提供任何证据支持这一主张。

4. 缺失考虑点：该文章没有涉及在线食品配送服务对环境的影响，例如包装浪费、交通拥堵和碳排放等问题。

5. 主张缺失证据：该文章提到在线食品配送服务的盈利能力受到高运营成本的影响，但没有提供任何数据或研究来支持这一主张。

6. 未探索反驳：该文章没有探讨在线食品配送服务可能存在的负面影响，例如对传统餐厅业务的冲击、员工权益和消费者隐私等问题。

7. 宣传内容：该文章似乎在宣传使用XAI技术来解决企业问题的优势，而忽略了潜在的风险和限制。例如，XAI模型可能会出现偏见或错误分类，并且需要大量数据和专业知识来构建和维护。

8. 偏袒：该文章似乎更关注在线食品配送服务的商业机会和发展前景，而忽略了其他相关方面的利益和需求。

# Topics for further research:

* Impact on small restaurants and businesses
* Working conditions and treatment of employees
* Lack of evidence for XAI technology claims
* Environmental impact of food delivery services
* Lack of evidence for profitability challenges
* Negative impacts and potential risks of food delivery services

# Report location:

<https://www.fullpicture.app/item/a10fa06c7269eac691679c1436405440>