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ISMODE

INTERNATIONAL SEMINAR ON
MACHINE LEARNING
OPTIMIZATION &
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Jakarta - Indonesia, 29 January 2022

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2021 International Seminar on Machine Learning, Optimization, and Data Science (ISMODE) | 978-1-6654-0544-7/22/$31.00 ©2022 IEEE | DOI: 10.1109/ISMODE53584.2022.9742835

2021 International Seminar on Machine Learning, Optimization, and Data Science (ISMODE) | 978-1-6654-0544-7/22/$31.00 ©2022 IEEE | DOI: 10.1109/ISMODE53584.2022.9742873

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Sentiment Analysis of Madura Tourism in New Normal Era using Text Blob and KNN with Hyperparameter Tuning

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***Abstract*— Tourism during the Covid-19 pandemic has paralysis, even though tourism is a source of regional income. In the new normal period, tourism began to rise again. Madura Tourism Sentiment Analysis is needed for regional parties and tourism developers to find a public opinion about tourism places in Madura that have been vacuumed for a long time. The dataset used is opinion data on Twitter for nature, culinary and religious tourism in Madura. Data was taken during the New Normal period between April 2020 to August 2021. This research compared Manual Lexicon Based and TextBlob for labeling data. TF-IDF for term weighting. SVM, Naïve Bayes, and KNN methods with Tuning Parameters are compared for classification methods in sentiment analysis. Based on this research, the best Accuracy value is 94% for SVM Method or KNN Method using Manhattan measure and K-Value = 1. The most positive labels are obtained for three tourism categories: nature, culinary, and religious.**

Keywords—Sentiment Analysis, TextBlob, TF-IDF, KNN, Tuning Parameter, SVM, Tourism

I. INTRODUCTION

The location of Madura is in East Java that has a diversity of tourist attractions. Several categories of tourist attractions managed in Madura include nature tourism, historical tourism, cultural tourism, culinary tourism, religious tourism, and artificial tourism. The Covid-19 Pandemic period had indirectly paralyzed the tourism sector, which lasted almost two years. In contrast, the tourism sector is one source of local revenue [1]. Along with the New Normal, Tourism began to rise again. People are starting to follow health protocols in their activities outside the home, especially while on vacation.

Twitter is one of the social media platforms used by the public to accommodate opinions or share information through the internet [2]. In terms of tourism, tourists also sometimes provide reviews of places visited through tweets on social media Twitter [3]. This New Normal period is the initial period for developing tourist areas after a long vacuum due to the Covid-19 Pandemic. Sentiment analysis techniques can be used to analyze review data from tourists to determine tourist satisfaction with the places visited. This technique can be helpful for the management of tourism places or local parties to develop the place according to tourist attractions.

Previous research has used sentiment analysis techniques to determine visitor expectations of natural attractions [4]. In addition, sentiment analysis techniques have also been applied to determine the location of halal tourism globally, which visitors widely review on Twitter [5]. The sentiment analysis results can also be a feature in the forecasting concept [6] and can also be applied to the case of predicting visitors to a tourist spot [7]. The application of sentiment analysis as a complementary technique in the tourism recommendation system has been carried out previously [8]. The classification method used in sentiment analysis can also affect the system's accuracy value. Research [9] shows results that the use of the KNN method is better than the SVM method for real-time-based twitter data sentiment analysis. So in this study uses KNN as a method of classification. The data to be used is tweet data for each tourism category, not only nature tourism. It is hoped that the three categories of popular tourist attractions and the level of satisfaction with these tourism categories will be known.

Twitter data (tweet) was taken using a scrapper technique. A Groundtruth dataset is created for training and testing data from this Twitter data. Humans are often used as experts in the dataset labeling process to label the data. However, for large amounts of data, the labeling process in this way takes a very long time. The scrapper process can generate hundreds, thousands, and even hundreds of thousands of review data used as datasets. With this condition, it is hoped that there will be other labeling techniques that can help make ground truth with good accuracy. Previous studies used different lexicon-based techniques in the dataset labeling process. Research [10] used a lexicon manual-based technique with the help of a lexicon dictionary. Research [11][12] uses a lexicon-based technique using the python library, namely TextBlob. The use of TextBlob can be used for annotating tweets [13].

This study aims to analyze tourist satisfaction with several categories of tourist attractions in Madura. The contribution of this study is to measure the best accuracy of the K-Nearest Neighbor (KNN) method using hyper tuning parameters and compare the performance of the Lexicon-based manual with TextBlob in the dataset labeling process.

II. PROPOSED METHOD

A. Dataset

Scrapping Twitter data is done using the python library: twint. In the process, there are keywords used to produce reviews by Madura tourism. Some of keyword used are: "Wisata Madura" (Madura Tourism), "Wisata Bangkalan" (Bangkalan Tourism), "Wisata Sampang" (Sampang

Tourism), "Wisata Pamekasan" (Pamekasan Tourism), and "Wisata Sumenep" (Sumenep Tourism), with a time period between April 2020 to August 2021. Other keywords used are by the characteristics of the tourist attractions as in Table 1.

TABLE I. TOURISM CATEGORY KEYWORD FOR SCRAPPING DATA

Tourism category	Keywords
Nature tourism	'pantai', 'gunung', 'bukit', 'air terjun', 'gua', 'api alam' ('beach', 'mountain', 'hill', 'waterfall', 'cave', 'natural fire')
Artificial tourism	'mercusuar', 'wisata buatan' ('lighthouse', 'artificial tourism')
Culinary tourism	'kuliner', 'soto', 'sate', 'rujak', 'nasi', 'keripik' ('culinary', 'soto', 'sate', 'rujak', 'rice', 'chips')
Religious tourism	'makam', 'sunan', 'masjid', 'wali', 'religi' ('tomb', 'sunan', 'mosque', 'wali', 'religion')
History tourism	'sejarah', 'museum' ('history', 'museum')
Culture tourism	'tari', 'kerapan sapi' 'adat' ('dance', 'kerapan sapi' 'custom')

Then the data from the scrapper will be cleaned, and duplication data removed process. The data text uses Bahasa Indonesian. The amount of data that will be used is 522 data. It can be seen from the amount of data that the most significant distribution is for the category of natural tourism. This shows that in the New Normal Era, many people visit natural or outdoor attractions than another category of tourism. The distribution of the scrapper data is shown in Figure 1.

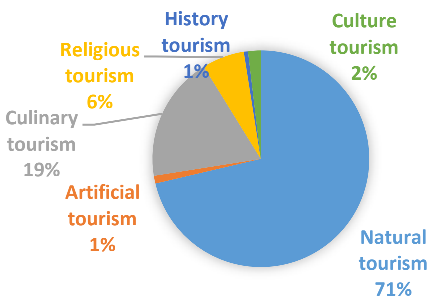

Fig 1. Distribution of tourism category tweet data

Then the data will be labeled to create Groundtruth. In the labeling process, this research compares the labeling method using the manual Lexicon-based and Python library Textblob. This dataset is preprocessed so as to produce terms that will later be extracted. Feature extraction is done using TF-IDF. Feature data is used in the classification process so as to produce a sentiment label.

The stages of the sentiment analysis process are shown in Figure 2. The stages carried out from the proposed methods are preparing the dataset, feature extraction, classification process, and evaluation. In preparing the dataset, there is a Twitter data scraping process, data cleaning process, preprocessing, and dataset labeling process. The label sentiments used as the target class are 'positive', 'negative', and 'neutral'. The evaluation process is carried out by using a confusion matrix to determine the evaluation value of analysis sentiment. Hypertuning parameters are performed during the classification process to form the best model. The best model is used by data testing to predict data sentiment.

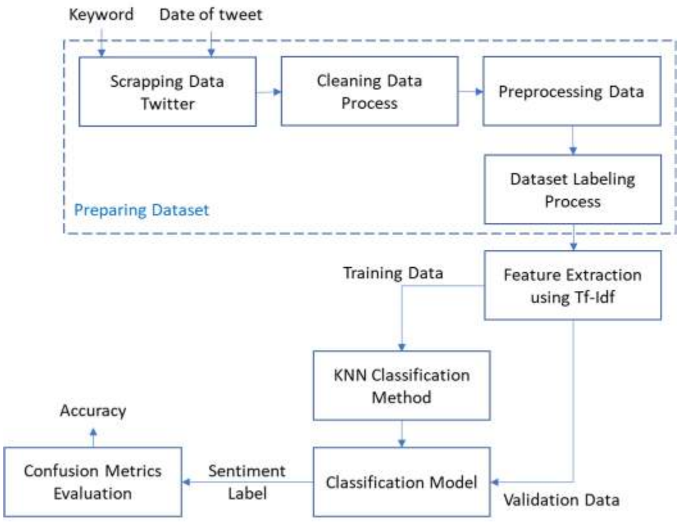

Fig 2. Proposed methods of sentiment analysis

B. *Scrapping Data Twitter*

The Twint Python library is used for the scrapping process. The additional configuration to filter data search, since, until, and output. In the configuration, the search is to enter the keywords used.

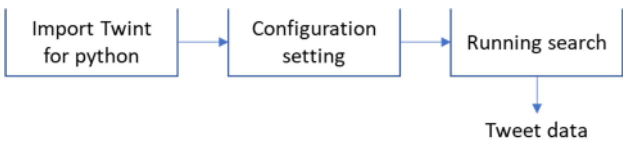

Fig. 3 Stages of Scraping data using Twint

Configuration since inputted time to start scrapping data is April 1, 2020. Configuration until inputted time to finish scrapping data is August 30, 2021. Configuration output is used to save tweet data from scrapping by a specific file name.

C. *Preprocessing Data*

Before preprocessing the data, a data cleaning stage is passed. Data Cleaning Process is cleaning tweet data that is not a review but in the form of information. In addition, the deleted tweet data is duplicate tweet data, and this happens because users often retweet the last tweet data. This kind of data needs to be deleted and not included in the dataset formation process.

Preprocessing is carried out on the data resulting from the cleaning process. The preprocessing stages carried out are case folding, tokenizing, stopword removal, stemming using the python library sastrawi.

D. *Dataset Labeling*

The process of labeling tweet data is done by comparing the concept of manual Lexicon-based and Text Blob. The manual lexicon-based concept analyzes data by looking at the context of the sentiment lexicon of the words used in composing sentences. This process requires a lexicon dictionary according to the language used in the tweet data. The dictionary produced from the research [10] is used for the Indonesian lexicon dictionary. This lexicon dictionary has 6,609 negative and 3,609 positive words with scoring between -5 to +5. So the label is seen based on the total scoring value. A negative score means negative sentiment, a score of 0 means neutral sentiment, and an upbeat score means positive sentiment.

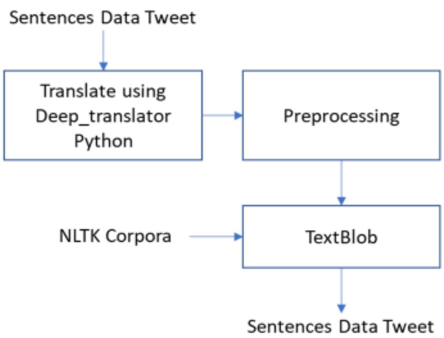

Fig 4. Diagram of Labelling Process using TextBlob

Using the Python library: Textblob is a tool for sentence-level sentiment analysis. This textblob is also lexicon-based; only the corpus is taken from the NLTK corpora [14]. Polarity is taken based on the maximum number of words in the positive, negative, and neutral categories. The polarity score is worth -1 to 1, and there is a subjectivity value worth 0 to 1. The problem is that the corpora NLTK is a collection of English words, so that a translator will be needed for Indonesian documents.

E. *Feature Extraction using TF-IDF*

This research uses the TF-IDF feature obtained from tweet data. This feature is expected to represent and characterize in a review that has a specific polarity of sentiment [15]. Term Frequency (TF) is the value of the occurrence of a word in the document. Document Frequency (DF) describes how many documents contain a certain word. Each document will have a TF-IDF feature used in the document classification process. The TF-IDF formulation, according to [16], is as follows:

$$TF_{m,k} = \frac{X_{m,k}}{\sum_n X_{n,k}} \tag{1}$$

$$DF_{m,k} = \frac{|d_k \in D : X_k \in d_k|}{|D|} \tag{2}$$

$$IDF_{m,k} = log \frac{|D|}{|d_k \in D : X_k \in d_k|} \tag{3}$$

$$TF - IDF = TF \ x \ IDF \tag{4}$$

Where :
$|D|$ = total documents
$|d_k \in D : X_k \in d_k|$ = number of documents that have term X_k
$X_{m,k}$ = number of occurences term X_k in document d_k
$\sum_n X_{n,k}$ = number of occurences all term in document d_k

F. *Classification Process*

Three classification methods are used, namely the K-Nearest Neighbor (KNN), Support Vector Machine (SVM), and Naïve Bayes methods.

In KNN, various types of calculations identify a distance between the test sample and the training data. The distance similarity measure is an important role for final classification results. Euclidean distance is one of the most frequently used similarity measure methods in the KNN classification [17]. In this research, a comparison of accuracy with similarity measures using Euclidean Distance, Cosine, and Manhattan will be carried out. The K value also affects the accuracy [18], so a test scenario will also be carried out by changing the K value.

Classification techniques is used to determine the class of sentiment document. The methods often used by previous studies are SVM [15][19] and Naïve Bayes [20]. This study will compare the method with the best KNN model after the hypertuning parameter process is carried out.

The evaluation of the system that will be used is accuracy, recall, precision, and F-Measure. Here is the formula that will be used:

$$Accuracy = \frac{(TP+TN)}{(TP+FP+FN+TN)} \tag{5}$$

$$Recall = \frac{TP}{(TP+FN)} \tag{6}$$

$$Precision = \frac{TN}{(TN+FP)} \tag{7}$$

$$F - Measure = 2 \ x \frac{Recall \ x \ Precision}{(Recall+Precision)} \tag{8}$$

Where:

TN = True Negative
TP = True Positive
FP = False Positive
FN = False Negative

III. Result And Discussion

The data processed in this sentiment analysis process amounted to 522 tweets. There is a test scenario in the Labeling Process and Classification Method.

A. *Labeling Process Testing*

The system testing results using dataset labeling from Lexicon-based and TextBlob are shown in Table 2. The use of

TextBlob using KNN classifiar in the system produces higher accuracy than Lexicon Based, which is 0.94. Although it is better than Lexicon Based, this model does not provide optimal accuracy values. It is possible because the NLTK corpora use English, so the translator process can also affect the accuracy of the results.

TABLE II. COMPARING ACCURACY RESULT USING LEXICON BASED AND TEXTBLOB

Labeling model	Accuracy
Lexicon Based	0,58
TextBlob	**0,94**

From Table 2, it is known that the use of Text Blob is better than manual Lexicon based. Figure 5 is the data distribution based on the results of labeling with Text Blob for each category of tourist attractions. From Figure 5, it can be seen that the most positive labels were obtained sequentially for three tourism categories: category of nature tourism, culinary tourism, and religious tourism.

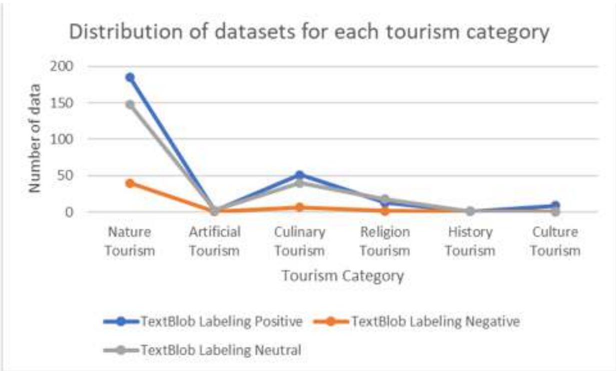

Fig 5. Distribution of dataset for each tourism category

B. *Classification Process Testing*

In the classification process testing, two scenarios are carried out. The scenario use a split dataset, 80% training and 20% testing. The first test scenario measures the system's accuracy using the KNN method by tuning the K-value parameter and metric of the similarity measure. The results of the comparison of accuracy are shown in Table 3.

TABLE III. COMPARING ACCURACY USING KNN CLASSIFICATION WITH TUNING PARAMETER K VALUE AND SIMILARITY MEASURE

K value	Metric Similarity Measure	Accuracy
K=1	Cosine Similarity	0.93
K=3	Cosine Similarity	0.90
K=5	Cosine Similarity	0.89
K=10	Cosine Similarity	0.84
K=1	**Manhattan**	**0.94**
K=3	Manhattan	0.88
K=5	Manhattan	0.89
K=10	Manhattan	0.84
K=1	Euclidean Distance	0.93
K=3	Euclidean Distance	0.87
K=5	Euclidean Distance	0.91
K=10	Euclidean Distance	0.82

From Table 3, it can be seen that the best K-value is 5 with a metric similarity measure using Cosine Similarity. For Fig.6, we can analyze that the value of K-value = 1 is the peak value of the system's maximum accuracy for the overall metric similarity measure.

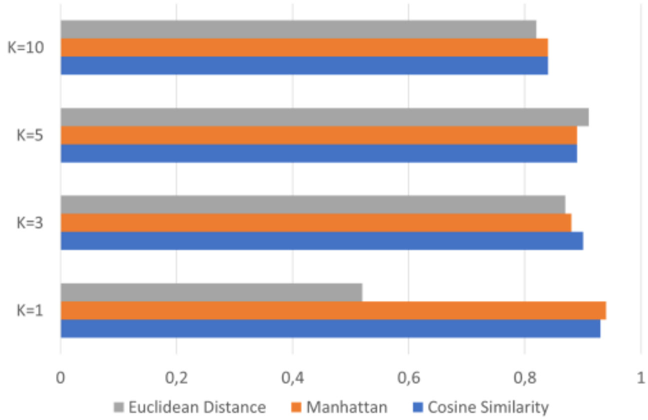

Fig 6. Graph of Kvalue - similarity measure on KNN method

The second test scenario compares the system accuracy values using three classification methods: KNN (K-value=1, Manhattan similarity), SVM, and Naïve Bayes. Table 4 shows the experimental results obtained in the test. The comparison of the three classification methods shows that the classification with the SVM method or KNN obtains the highest accuracy than the others, which is 0.94.

TABLE IV. COMPARATION RESULT OF CLASSIFICATION METHOD

Method	Accuracy	Recall	Precision	F-Measure
KNN	**0.94**	0.92	0.94	0.94
SVM	**0.94**	0.92	0.94	0.94
Naive Bayes	0.93	0.92	0.93	0.93

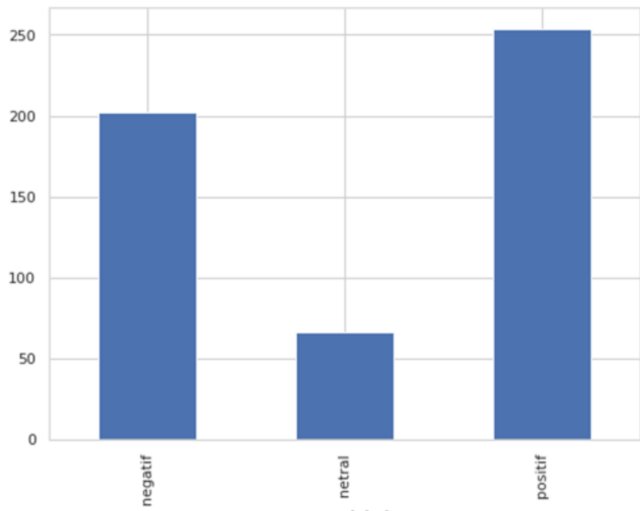

Fig 7. Graph of distribution polarity on tweet data

The selection of algorithm performance that can be used as a reference is generally seen from the amount of FN and FP data. If the value is close to or symmetric, then the best reference that can be used is the accuracy value, but the F-Measure value is the reference if it is not symmetric.

Figure 6 shows the distribution of sentiment labels for classified tweet data; it can be seen that Madura Tourism is still considered reasonable by the public, with positive reviews that are still higher than negative reviews.

IV. Conclusion

Based on the experimental results that have been carried out, it can be concluded that Madura Tourism is still considered reasonable by the community, as evidenced by the high polarity value of tweet review data for positive sentiment compared to negative sentiment, which is 48.7%.

This research found that the labeling process using Text Blob produces better accuracy for the own dataset than manual lexicon-based. Based on the data distribution of Text Blob labeling results, it is known that the most positive labels are obtained sequentially for three tourism categories, namely: category of nature tourism, culinary tourism, and religious tourism.

From the test scenario, it is found that sentiment analysis uses the SVM Method or KNN method with a K-value of 1, and the metric used is Manhattan which has the best accuracy value, which is 94%. The translation results for tweet before labelling process using TextBlob, word correction method and POS Tagging in tweet reviews can affect the evaluation result.

Acknowledgment

This research is part of the Independent Research 2021 with the research topic of Madura tourism trend prediction in LPPM Universitas Trunojoyo Madura.

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Sentiment Analysis of Madura Tourism in New Normal Era using Text Blob and KNN with Hyperparameter Tuning

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