

**MAPPING RESPON PUBLIK TERHADAP KEBIJAKAN GUBERNUR
DKI JAKARTA DALAM PENANGANAN COVID-19 DENGAN TEKNIK
ANALYSIS SENTIMENT MENGGUNAKAN SUPPORT VECTOR
MACHINE**

Riska Nur Maulida¹, Bagus Setya Rintyarna², Triawan Adi Cahyanto³
Jurusan Teknik Informatika, Fakultas Teknik, Universitas Muhammadiyah Jember
E-mail: imriskanm29@gmail.com¹, bagus.setya@unmuhjember.ac.id², triawanac@unmuhjember.ac.id³

ABSTRAK

Sejak wabah virus corona atau biasa disebut COVID-19 merebak ke seluruh dunia terumata di Indonesia, Gubernur DKI Jakarta mengeluarkan beberapa kebijakan menangani penyebaran COVID-19. Namun kebijakan tersebut menjadi perbincangan di media sosial seperti Youtube. Melalui interaksi penonton pada kolom komentar banyak yang memberikan komentar bersentimen positif maupun negatif maka dilakukan klasifikasi respon penonton dengan teknik sentiment analysis komentar untuk mengetahui sentimen mana yang termasuk positif, negatif dan netral dari setiap komentar. Pada penelitian ini data diambil dari komentar video berita. Metode yang digunakan adalah Support Vector Machine dan fitur seleksi Term Frequency-Inverse Document Frequency (TF-IDF). Data yang digunakan berjumlah 945 data komentar berbahasa Indonesia dengan perbandingan 80% data training dan 20% data testing. Hasil akurasi terbaik diperoleh dengan menggunakan tambahan stoplist pada tahap preprocessing setelah dilakukan optimasi parameter kernel RBF nilai akurasi sebesar 64%, nilai precision 63%, nilai recall 58,33%, dan nilai F1 Score 58.33%.

Kata Kunci: Youtube, *Sentiment Analysis*, TF-IDF, *Support Vector Machine*

**MAPPING PUBLIC RESPONSE TO DKI JAKARTA GOVERNOR'S POLICY
IN HANDLING COVID-19 WITH SENTIMENT ANALYSIS TECHNIQUES
USING SUPPORT VECTOR MACHINE**

Riska Nur Maulida¹, Bagus Setya Rintyarna², Triawan Adi Cahyanto³

*Department of Informatics Engineering, Faculty of Engineering,
Universitas Muhammadiyah Jember*

E-mail: imriskanm29@gmail.com¹, bagus.setya@unmuhjember.ac.id², triawanac@unmuhjember.ac.id³

ABSTRACT

Since the coronavirus outbreak or known as COVID-19 spread throughout the world, especially in Indonesia, the Governor of DKI Jakarta has issued several policies to deal with the spread of COVID-19. However, this policy is a topic of conversation on social media such as Youtube. Through the interaction of the audience in the comment column, many of them gave positive and negative sentiment comments, the audience response was classified using the comment sentiment analysis technique to find out which sentiments were positive, negative and neutral for each comment. In this study the data were taken from news video comments. The method used is the Support Vector Machine and the Term Frequency-Inverse Document Frequency (TF-IDF) selection feature. The data used amounted to 945 comment data in Indonesian with a comparison of 80% training data and 20% testing data. The best accuracy results were obtained by using an additional stoplist at the preprocessing stage after optimizing the RBF kernel parameters, the accuracy value was 64%, the precision value was 63%, the recall value was 58.33%, and the F1 score was 58.33%.

Keywords: *Youtube, Sentiment Analysis, TF-IDF, Support Vector Machine*