

Analisis Sentimen Pada Twitter Terhadap Transportasi Online di Indonesia Menggunakan Ensemble Stacking

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Online transportation is a transportation innovation that emerged along with the development of online-based applications that provide many features and conveniences. Online transportation in its development, many users have written their responses to the application on social media such as Twitter. So that there are many opinions and responses that are directly conveyed by users of online transportation modes to the official account of the online transportation application. The responses given by these users are massive and can be used as sentiment analysis on online transportation. The analysis process cannot be done manually. Therefore, we need a system that can help analyze user responses on Twitter automatically. This final project research builds a sentiment analysis system on online transportation in Indonesia using the ensemble stacking algorithm. Ensemble stacking is one of the solutions for advanced machine learning methods that can improve the performance of the base classifier. The system built on ensemble stacking uses three base classifiers svm kernel rbf, svm kernel linear and logistic regression. The best accuracy results on the Gojek dataset are 88% and the best F1-score is 87%. Ensemble Stacking which is applied to the research that the author conducted on the analysis of online transportation sentiment on Twitter, obtained better accuracy results than the base classifier used.

Keywords: sentiment analysis, online transportation, ensemble stacking, twitter, machine learning.