

ABSTRACT

The COVID-19 virus was first discovered in December 2019 in Wuhan, the Capital of China's Hubei Province, and has since spread globally throughout the world resulting in a coronavirus pandemic. Especially in Indonesia, the COVID-19 virus only appeared for the first time in March 2020. One of the efforts of the Indonesian government to overcome COVID-19 is through an Android application called PeduliLindungi. The PeduliLindungi application is a forum for handling and community participation to share data at locations so that tracing contact history with COVID-19 sufferers in Indonesia can be carried out immediately. This study aims to determine public sentiment towards the PeduliLindungi application which can be categorized as positive, negative, negative sentiments using the Support Vector Machine (SVM). Data collection was taken by taking data from a google play review, namely PeduliLindungi. The review data from users was collected as much as 10,000 and then manually labeled according to sentiment. Then the preprocessing process is carried out to delete emoji, convert all sentences into lowercase letters, remove numbers, punctuation marks, and symbols, delete duplicate data, delete Null values, break sentences into words, remove words that have no meaning, and make the words have meaning. basic word. Then the results of the data that have been preprocessed are given weights so that they can be classified using the SVM algorithm. The data will be divided into two, namely training data and testing data using a ratio of 70:30 and an experiment using a comparison of the sigmoid kernel, RBF kernel, and poly kernel which produces the best kernel, namely the RBF kernel. Then an evaluation was carried out using a confusion matrix with a ratio of 70:30 using a sigmoid kernel resulting in an average precision of 91%, 91% recall, 97% f1-score, and 91% accuracy. Then the results of the evaluation of the confusion matrix were validated with k-fold cross validation which resulted in an average of 90,7%.

Keywords: Covid-19, PeduliLindungi, Sentiment Analysis, SVM