

dengan berjalannya epoch, maka kenaikan dapat dilihat pada mulai epoch ke 2, dengan nilai diatas 80%, kemudian akurasi dan validasi terus mengalami peningkatan hingga ke epoch-5.

Dari gambar (b) dapat diketahui bahwa, pada awalnya loss sangat tinggi, seiring berjalannya epoch maka semakin menurun hingga hampir mencapai angka 0.

Tabel 6. Confusion Metrix dari Hasil Pengujian Skenario Terbaik

Aktual	Prediksi				
	<i>Sangat Tidak Puas</i>	<i>Tidak Puas</i>	<i>Netral</i>	<i>Puas</i>	<i>Sangat Puas</i>
<i>Sangat Tidak Puas</i>	1121	10	12	41	30
<i>Tidak Puas</i>	0	1139	9	65	22
<i>Netral</i>	0	5	966	201	64
<i>Puas</i>	0	7	21	960	252
<i>Sangat Puas</i>	37	22	35	462	706

5. Kesimpulan

Analisis sentimen review pengguna pada aplikasi Traveloka berdasarkan review Google Play Store dapat membuahkan hasil yang baik, sesuai temuan penelitian menggunakan metode LSTM dan pengujian dengan parameter batch size 256, Adam optimizer, 100 epochs, dan akurasi 80%. cukup mahir dalam membedakan dari evaluasi pengguna apakah pengulas sangat tidak senang, tidak puas, netral, puas, atau sangat puas. Dengan menggunakan parameter tersebut, model yang dihasilkan mampu mencapai akurasi sebesar 80% dalam melakukan klasifikasi sentimen ulasan pengguna.

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