

ABSTRACT

The unfortunate Kanjuruhan tragedy is an accident and a tragedy that is quite terrible in football in Indonesia, where hundreds of lives just disappear in the world of sports which should be a spectacle for public entertainment. This incident became a public conversation in Indonesia and even the world, especially on Twitter social media. This incident was immediately included in the number 1 trending list in Indonesia. Various condolences to opinions regarding the cause of the tragedy were expressed by Twitter users, to the extent that it involved the Indonesian police agency as a security unit at the incident and also PSSI as the person in charge of managing football in Indonesia. Of course, from the crowds of the public discussing the incident, it becomes a question of how to respond and what opinions are issued by Twitter users regarding the unfortunate Kanjuruhan tragedy as an object of research.

The purpose of this study is to find out how the responses issued by Twitter users are related to the unfortunate kanjuruhan tragedy, whether it is positive, negative or neutral, and to find out what topics are discussed or discussed related to the incident.

In this study, to achieve the research objectives, the authors used the sentiment analysis method to find out the responses of Twitter users in a positive, negative or neutral direction. In addition, the author also uses the Topic Modeling method as a method to find out what topics of conversation are discussed by Twitter users related to the kanjuruhan tragedy.

Based on the results of the analysis that has been carried out, the results of the analysis of 10,918 tweet data (text) expressed by Twitter users, received a negative response regarding the incident, this is supported by the results of a research accuracy of 97% and a precision of 88%. Based on the results of topic modeling processing, 5 main topics with keywords were obtained, of which 2 main topics led to the Indonesian police agency and 1 other main topic led to PSSI as the football management organization in Indonesia.

The results of this study are expected to be able to provide an overview of the responses of Twitter social media users to the Kanjuruhan Malang tragedy, where the incident will give a negative opinion to both the Indonesian police and PSSI. Apart from that, it is also hoped that this research can become information for the police and PSSI regarding an incident which of course involves these 2 agencies, and the researcher also hopes that this research can become a reference for further research on similar topics or methods.

Keywords: Sentiment Analysis, Twitter, Topic Modeling, Kanjuruhan Tragedy.

