

Abstract

The existence of a questionnaire can help any agency to improve its facilities or performance. But with hundreds or thousands of questionnaires it will be difficult for agencies to find conclusions from all questionnaire data. Questionnaire data taken as a reference are data that contain positive, negative, and neutral responses. Therefore, this study tried to analyze the questionnaire regarding facilities at Telkom University. The analysis was carried out by classifying questionnaires containing student sentiments about facilities at Telkom University. The classification method used in this study is Artificial Neural Networks (ANN) with a Multi Layer Perceptron model combined with extraction features to be able to detect negation and weighting using Term Frequency – Inverse Document Frequency (TF-IDF). The test results on the applications that are built show that accuracy provides a good level of accuracy, and can be implemented.

Keywords: sentiment analysis, artificial neural network, multi layer perceptron, TF-IDF