Abstract

The Recurrect Neural Network (RNN) method is an artificial neural network with repeated processing. In this study the RNN method will be used to process the Telkom University student satisfaction questionnaire data in the form of free content. The advantage of using data processing methods like this aims to accelerate the results obtained with great accuracy in a short time. The RNN architecture used for processing this data is LSTM (Long Short Term Memory). the use of LSTM can facilitate the processing of data in the form of text, because it has memory for each word in the document. In this final project will analyze the accuracy obtained by using the LSTM method. The test results obtained in this study are good enough to see the highest accuracy in the positive class for the ratio (50:50) of 56.73%, the neutral class for the ratio (70:30) of 82.49%, and the negative class for the ratio (80:20) by 79.84%.