ABSTRACT

Every year, Indonesia's education world tries to improve the education system. However, not always efforts to improve education in Indonesia will produce good results. One example that does not have good results is the zoning system that was implemented a while ago. Where, this policy only uses student domicile in the process of admitting new students which will certainly be problematic for students who have domicile quite far from their school. This makes most parents worried about the system that has been implemented by the government. Therefore, a sentiment analysis system was created from Twitter social media about the school zoning system using the support vector machine method. This system will classify opinions circulating on Twitter, which will be categorized in several categories which is, positive, negative, and neutral. The result of this final task research is 90.41% accuracy, 90.39% precission, 90.42% recall, and 90.40% f1 score with total used 3440 features.