

ABSTRACT

Telkom University or known as Telkom University is a private university under the auspices of the Telkom Education Foundation (YPT). In carrying out all elements of the activity many parties involved such as students with the directorate, students with faculty, staff with faculty, and others. This was not immune to mistakes in the administration asking for various parties to support it. To discuss complaints and discuss them, we can use the features in iGracias, but that is still too complicated for ordinary users. In this research, an opinion mining system made using the Deep Neural Network and library weighting using Term Frequency – Inverse Document Frequency (TF – IDF) which can allocate complaints and input it is directed to the right unit. The results of research using the Deep Neural Network produce test values obtained from this study by testing the level of learning by using a learning rate of 0.001 and producing an accuracy of 77%, there is also the testing of partition data with training data and test data of 0.1 then it produces accuracy of 72%, and the last in the test of time, the results with the best accuracy are in epoch 50 and epoch 100.

Keywords : *complaints, suggestion, opinion mining, Deep Neural Network , Term Frequency – Inverse Document Frequency (TF – IDF)*