

**Abstract**

The Indonesian government plans to carry out mass vaccinations as an effort to deal with COVID-19, whose cases have entered the highest ranking in the Southeast Asian region. This policy plan certainly triggers various opinions in the community, one of which is on Twitter. Moreover, the COVID-19 vaccine is still new and is in the human trial stage. These diverse public opinions can be used as input for the government in formulating mass vaccination policies. To find out the picture of public opinion, sentiment analysis will be carried out. People's sentiments are classified into three classes of labels (multiclass), namely positive, negative and neutral. Using the support vector machine(SVM) method with a kernel string that has the best test results. From the experimental results, it is known that the community is predicted to have a positive opinion regarding this mass vaccination policy. The best model for predicting public opinion is obtained by using gridsearch parameter optimization with an f1-weighted performance value of 0.8373. By implementing a linear kernel string that has a higher f1-score than the rbf, sigmoid, and polynomial kernels.

**Keywords:** sentiment analysis, SVM, kernel, multiclass,twitter,covid-19

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