ABSTRACT

In early March 2020 the president of the Republic of Indonesia, Mr. President Joko Widodo, announced the first case of COVID-19 in Indonesia. With a high level of transmission and spread, COVID-19 has managed to spread to various regions in Indonesia, including the province of DKI Jakarta. In view of this, the DKI Jakarta provincial government has taken various actions to break the chain of the spread of COVID-19, including starting from physical distancing, implementing 3M (wearing masks, maintaining distance and washing hands with running water) to large-scale social restrictions (LSSR) policies. When the PSBB or (LSSR) policy was implemented, it reaped various opinions and responses on various social media, especially on Twitter social media. Based on this, this study aims to conduct a sentiment analysis to find out the phenomena that occur based on the opinions or views of Twitter users on the implementation of the Large-Scale Social Restrictions (LSSR) policy in DKI Jakarta. This research was conducted using the Support Vector Machine algorithm and using the Bag of words and TF-IDF extraction features. In this study, the authors compare the classification results from the Support Vector Machine using the Bag of words extraction feature and the Support Vector Machine using the TF-IDF extraction feature. The final result of this research shows that the classification accuracy results using the Support Vector Machine algorithm using the TF-IDF extraction feature is superior with an accuracy value of 85.185%, which is superior when compared to the Support Vector Machine algorithm with the Bag of words extraction feature which produces an accuracy value of 83.333%. As for this research, twitter users tend to give opinions with negative sentiments, which contain complaints and discomfort for twitter users regarding the implementation of the PSBB policies, both the first PSBB and the second PSBB.

Keywords— ***Sentiment Analysis, Twitter, PSBB, LSSR, COVID-19, Jakarta***