

Analisis Sentimen terhadap Kegiatan *Work from Home* selama Pandemi COVID-19 menggunakan *Support Vector Machine* dengan Optimasi *Randomized Search*

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Abstract

Government policy on a problem can lead to pros and cons, including the implementation of work from home during the COVID-19 pandemic in Indonesia. Lots of social media users express their opinions through social media, such as Twitter. Therefore, this study contains an analysis of public sentiment on the work from home policy using various *preprocessing* methods with optimization of Support Vector Machine with randomized search. Based on the research conducted, it shows that the use of the acronym expansion method, slang word translation, and emoji translation in the *preprocessing* stage can increase the F1 Score value. The best results obtained were 83.362%. The results of the *preprocessing* method used to predict unlabeled data. Prediction results show that 62.35% of tweets have positive sentiments, on the contrary 37.65% of tweets have negative sentiments. So it can conclude that most netizens support the policy of work from home.

Keywords: sentiment analysis, randomized search, hyperparameter tuning, SVM
