

DAFTAR GAMBAR

Gambar 1. 1 Logo Gojek.....	1
Gambar 1. 2 Pengguna Internet Terbanyak di Asia	2
Gambar 1. 3 Negara Jumlah Pengguna <i>Smartphone</i> Terbanyak.....	2
Gambar 2. 1 Arsitektur <i>Transformer</i>	19
Gambar 2. 2 Perbedaan <i>BERT, OpenAI GPT, ELMo</i>	19
Gambar 2. 3 <i>Embedding Layers</i>	20
Gambar 2. 4 <i>Fase Pre-training</i> dan <i>Fine-Tuning</i>	21
Gambar 2. 5 Kerangka Pemikiran.....	36
Gambar 3. 1 Tahapan Penelitian	41
Gambar 3. 2 Teknik Analisis Data.....	44
Gambar 3. 3 <i>Script Crawling</i>	45
Gambar 3. 4 Sampel hasil Data.....	45
Gambar 3. 5 <i>Flowchart Pre-processing</i>	46
Gambar 3. 6 <i>Flowchart Sentiment Analysis</i>	48
Gambar 3. 7 <i>Flowchart Topic Modelling</i>	51
Gambar 4. 1 <i>Report Sentiment Analysis</i>	55
Gambar 4. 2 <i>Confussion Matrix</i>	56
Gambar 4. 3 Proporsi Hasil Keseluruhan <i>Sentiment Analysis</i>	57
Gambar 4. 4 <i>Clustering</i> Sentimen Positif	58
Gambar 4. 5 <i>Clustering</i> Sentimen Negative	63
Gambar 4. 6 <i>Clustering</i> Sentimen Neutral.....	70