

DAFTAR ISI

ABSTRAK	ii
<i>ABSTRACT</i>	iii
LEMBAR PENGESAHAN	iv
LEMBAR PERNYATAAN ORISINALITAS	v
Kata Pengantar	vi
Daftar Isi	vii
Daftar Gambar	x
Daftar Tabel	xii
Daftar Istilah	xiii
Bab I PENDAHULUAN	1
I.1 Latar Belakang	1
I.2 Perumusan Masalah	4
I.3 Tujuan Tugas Akhir	4
I.4 Batasan Tugas Akhir	4
I.5 Manfaat Tugas Akhir	5
I.6 Sistematika Penulisan	5
Bab II TINJAUAN PUSTAKA	7
II.1 Dasar Teori	7
II.1.1 PeduliLindungi	7
II.1.2 <i>Text Mining</i>	8
II.1.3 <i>Natural Language Processing (NLP)</i>	8
II.1.4 Analisis Sentimen	9
II.1.5 <i>Text Preprocessing</i>	10
II.1.6 <i>Imbalance Class</i>	11
II.1.7 <i>Synthetic Minority Oversampling Technique (SMOTE)</i>	11

II.1.8	<i>Term Frequency – Inverse Document Frequency (TF-IDF)</i>	12
II.1.9	<i>Holdout Method</i>	13
II.1.10	<i>K-Fold Cross Validation</i>	14
II.1.11	<i>Support Vector Machine (SVM)</i>	15
II.1.12	<i>Confusion Matrix</i>	16
II.1.13	<i>Receiver Operating Characteristic (ROC)</i>	17
II.1.14	Python	18
II.1.15	Tableau	19
II.2	Penelitian Terdahulu	20
Bab III	METODOLOGI PENELITIAN	25
III.1	Kerangka Pemecahan Masalah / Pengembangan Model Konseptual	25
III.2	Sistematika Penyelesaian Masalah	26
III.3	Pengumpulan Data	27
III.4	Pengolahan Data	30
III.5	Metode Evaluasi	31
Bab IV	IDENTIFIKASI DAN ANALISIS KEBUTUHAN	32
IV.1	Pemahaman Proses Bisnis (<i>Business Understanding</i>)	32
IV.2	Pemahaman Data (<i>Data Understanding</i>)	32
IV.3	Persiapan Data (<i>Data Preparation</i>)	33
IV.3.1	Labeling	33
IV.3.2	<i>Case Folding</i>	35
IV.3.3	<i>Remove Whitespace</i>	37
IV.3.4	<i>Remove Username</i>	38
IV.3.5	<i>Remove URL</i>	39
IV.3.6	<i>Remove Encoded Text Formats</i>	40
IV.3.7	<i>Remove Hashtag</i>	42

IV.3.8	<i>Remove Punctuation</i>	43
IV.3.9	<i>Remove Emoticon</i>	44
IV.3.10	<i>Remove Number</i>	45
IV.3.11	<i>Spelling Correction</i>	46
IV.3.12	<i>Remove Stopwords</i>	48
IV.3.13	<i>Stemming</i>	49
IV.3.14	TF-IDF	50
Bab V IMPLEMENTASI DAN PENGUJIAN		53
V.1	Pemodelan (<i>Modelling</i>)	53
V.1.1	<i>Test Design</i>	53
V.1.2	<i>Class Balancing</i>	54
V.1.3	<i>Data Training</i>	55
V.2	Evaluasi Model (<i>Evaluation</i>)	56
V.2.1	<i>Confusion Matrix</i>	56
V.2.2	<i>ROC Curve</i>	61
V.2.3	Metriks Penilaian Klasifikasi	66
V.3	Implementasi Model (<i>Deployment</i>)	68
V.3.1	Klasifikasi Sentimen	68
V.3.2	Analisis Sentimen	70
Bab VI KESIMPULAN DAN SARAN		76
VI.1	Kesimpulan	76
VI.2	Saran	77
Daftar Pustaka		78