

PREFACE

Alhamdullilahirabbilalaamiin, all praise and gratitude to Allah SWT because of the abundance of His mercy and guidance, the author was able to complete the thesis entitled “**Sentiment Analysis of User Reviews of Financial Applications In Google Playstore For Msmes (Case Study: Bukuwarung, Moneylover, Kledo)**”.

The purpose of this research is to fulfil one of requirement graduate from S1 International ICT Business, Faculty of Economic and Business, Telkom University. In fact, author could not have reached current level of success without the continuous support that has been given since the beginning of this thesis proposal. As a result, the author wishes to express his gratitude to:

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In terms of writing technique, language structure, and scientific awareness, the writer recognizes that this final product is far from ideal. As a result, the authors eagerly await constructive feedback and recommendations for future enhancements. The author also hopes that this Final Project can be useful especially for the author himself, and generally for Telkom University students.

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Rega Primantara