

**Analisis Sentimen Tingkat Kepuasan Layanan Jasa Dompot Digital XYZ
Dengan Metode *Support Vector Machine* (*Sentiment Analysis Satisfaction
Service Level of Digital Wallet XYZ Using Support Vector Machine*)**

Nugroho Setyo Wibowo, ST, MT as chief counselor

Ady Bagus Sugih Susanto
Study Program of Informatics Engineering
Majoring of Information Technology
Program Studi Teknik Informatika
Jurusan Teknologi Informasi

ABSTRACT

The physical conventional wallet now turned into a digital wallet that provides security to its users. This digital wallet can be used as a conventional wallet to make a payment, only use the smartphone without bringing a physical wallet whenever we want to go shopping. One of the digital wallet providers is XYZ. Inc, in 2019 service provider XYZ suffer decreasing download count of their application. To understand how public opinion about service provider XYZ with sentiment analysis. Sentiment analysis is used to understand public opinion about XYZ, media that is usually used to express their opinion is social media. One of the social media that have a lot of users is Twitter. The way how to get data from Twitter with Text Mining by using API from Twitter to get their data. Then obtained data will be processed through Text Preprocessing and the data that already processed is classified with Support Vector Machine RBF Kernel. Validation process that produces an accuracy of 91.2% and precision of 82.4%.

Keywords: *Sentiment Analysis, Support Vector Machine, Text Mining, Twitter, Text Preprocessing.*