Abstract

Research on multi-opinion summaries have been done by various methods. In this study used the approach preprocessing with Natural Language Processing (NLP) and methods klasfikasi k-Nearest Neighbor (k-NN) based on Cosine Similarity to measure the performance of k-Nearest Neighbor (k-NN) in classifying sentiment on text data opinions clients to services Go-Jek taken through social networks Twitter and to produce a summary of which has a high level of similarity with that opinion has been expressed by the client. The results of the implemented system is evaluated using ROUGE.

Implementation of the approach of Natural Language Processing (NLP) and classification methods k-Nearest Neighbor (k-NN) proved capable of providing an accuracy of about 70%.

Keywords*: sentiment analysis, a summary of the multi-opinions, NLP, k-NN, Cosine Similarity.*