Abstract

Online transportation is the new innovation in transport sector which demand increasingly by society. A few people give argument and opinion about using online transportation through social media Twitter. Opinion can be used for sentiment analysis to understand the polarity of using online transportation, which is positive or negative, also find out the category of online transport service quality assessment. Based on the idea, the method of Naive Bayes Classifier is chosen because the advantage of this, it has fast and simple method. And to deal with the high dimension of data (the number of features or words in the opinion) so it can improve the performance of the Naive Bayes Classifier then the Naive Bayes Classifier combined with Chi-square as feature selection. The results showed that, the accuracy and f-measure for sentiments classification with Chi-square feature selection is better which has 99.09% and 97.14% for Gojek therewith 99.31% and 95.65% for Grab. However, the accuracy and f-measure for category classification without using the Chi-square feature selection is better than with Chi-square feature selection.