

Abstract

Presidential and vice presidential candidates in the 2019 general election, consisting of incumbent and one of the new presidential candidates. Incumbent has worked for 4 years to develop Indonesia. In his leadership program many work programs he has done. Various considerations on the results of discussions emerged. There are pros, but there are also cons with the work of incumbents. Social media Twitter is one of platform that is often used to present various assessments of incumbent's work. Information suggested on Twitter includes questions, opinions or comments, both positive and negative. Every tweet that expresses appreciation is also a form of response from the community in response to the incumbent's work. In this study, a system was built that could classify tweets based on community sentiment towards the incumbent's work based on tweets. To classify sentiments based on their parameters the Support Vector Machine (SVM) method is used as the classifier. The results obtained were scenario 3 (TF-IDF + Stemming combination) and scenario 6 (Word Count + Stemming combination) have good accuracy that is 81,58% and 77,56%.

Keywords: support vector machine, sentiment, twitter, general election