

ABSTRACT

ANALYSIS OF SENTIMENT IN THE DATA EVALUATION OF DOSAGE STUDENTS (EDOM) INFORMATION SYSTEMS TELKOM UNIVERSITY USING THE SUPPORT VECTOR MACHINE ALGORITHM

By

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Telkom University is a private university in Indonesia located in Bandung Regency, West Java and has 7 faculties with a total of 32 study programs, of which are accredited A. Telkom University in particular, the Faculty of Industrial Engineering Information Systems study program applies an online questionnaire in order performance appraisal of teaching staff (lecturers). Therefore, Telkom University especially in the Information Systems study program always evaluates the performance of lecturers by using a questionnaire filled out by students at each turn of the semester before the Final Examination (UAS) is conducted. By writing criticism and suggestions for lecturing activities. Because student satisfaction is considered as one of the important things for higher education that must be solved in order to create a university that is able to occupy national and international ranking. Lecturer Evaluation by Students or commonly referred to as EDOM has a very important role. In addition, EDOM data is also able to improve the quality of learning and academic standardization that needs to be evaluated so as to produce quality students. This research was conducted by sentiment analysis using a support vector machine (SVM) classification method or algorithm, this method can be used to classify opinions into positive, negative or neutral classes. The data used are commentary data 1 odd semester of 2019/2020, the comment data collected there are 2,465 from the data of active lecturers at Telkom University Information System Study Program. From this commentary data it can be seen whether what was written by the students is a rating that is positive, negative or neutral. Then do a sentiment analysis of comments, some stages for sentiment analysis are pre-processing,

feature extraction, classification and evaluation. The results of this study determine the classification of EDOM data so that the results are easy to read. Classification in using this method obtained 75% accuracy, 75% precision, 75% recall, and f-1 score 74%.

Keywords : Telkom University, sentiment analysis, *Support Vector Machine*, classification, evaluation of lecturers by students