

ABSTRACT

Twitter is a social media used to convey opinions, exchange information, upload videos and photos. On social media Twitter the exchange of information is fast becoming an advantage, so it is often used in delivering news and opinions in the form of criticism and suggestions such as to government agencies, for example, every time there is an issue of increasing dues to BPJS Kesehatan, it is always a battle of opinion between the public. BPJS Kesehatan is a government agency that guarantees the health of the Indonesian people, in this case civil servants and private workers are required to register for this insurance, as well as insurance for the poor. Opinion wars related to the issue of increasing BPJS Kesehatan contributions between the community in the form of positive and negative opinions, a sentiment analysis system will be created using the Recurrent Neural Network classification method. With this system, it can help analyze opinions based on people's perspectives on Twitter social media. From the research results in this final project, in the sentiment analysis of Twitter users, accuracy is 86.67%, precision is 87%, recall is 86.66%, and F1 score is 86.63%.

Keyword: BPJS Kesehatan, Sentiment analysis, Twitter, Recurrent Neural Network.