

DAFTAR TABEL

| | |
|--|----|
| Tabel 2. 1 Penelitian Tedahulu | 15 |
| Tabel 3. 1 Karakteristik Penelitian | 29 |
| Tabel 3. 2 Operasional Variabel | 29 |
| Tabel 3. 3 Contoh Label Data Training | 35 |
| Tabel 3. 4 Confusion Matrix..... | 36 |
| Tabel 4. 1 Contoh label data training Skill Academy by Ruangguru | 39 |
| Tabel 4. 2 Naive Bayes Performasi Skill Academy..... | 41 |
| Tabel 4. 3 Contoh label data training udemy..... | 42 |
| Tabel 4. 4 Naive Bayes Performasi Udemy..... | 43 |
| Tabel 4. 5 Hasil Topik Modeling Setiap Sentimen..... | 49 |
| Tabel 4. 6 Dimensi E-Satisfaction | 50 |