

## LIST OF FIGURE

Figure 1. 1 Market Share Smartphone Indonesia.....	1
Figure 3.1 Conceptual Model.....	16
Figure 3.2 Systematic problem solving.....	17
Figure 3.3 Case Folding Process.....	20
Figure 3.4 Tokenizing Process .....	20
Figure 3.5 Stopword removal Process.....	21
Figure 3.6 Stemming Process.....	21
Figure 4. 1 Sastrawi word list.....	27
Figure 4.2 TF-IDF Result.....	28
Figure 4.3 Classification Stage.....	29
Figure 5.1 Samsung Data Visualization.....	31
Figure 5.2 Vivo Data Vizualization .....	32