Analisis Sentiment Data Twitter Terhadap Pembelajaran Tatap Muka Di Masa Pandemi Menggunakan Latent Dirichlet Allocation Dan Support Vector Machine

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Abstract
Face-to-face learning is a learning activity in the form of an interaction process between students and educators specifically based on teaching materials and process standards in their application. Meanwhile, during the COVID-19 pandemic, almost all teaching and learning activities are carried out remotely. But over time this has become a problem for the community and there are many complaints because distance learning is less effective. In this study, the authors conducted a sentiment analysis by analyzing the sentiment about face-to-face learning by the community through Twitter using the Latent Dirichlet Allocation and Support Vector Machine methods. The system is built by collecting data from Twitter and labeling the data into positive, negative, and neutral classes manually, topic modeling by the LDA model which produces topics that include things discussed by the community, SVM classification and evaluation of the confusion matrix. The public gave an opinion of 54% positive sentiment, 27% negative sentiment, and 19% neutral sentiment with prediction accuracy of 53.38%. The community is positive and hopes that face-to-face learning will be held during the pandemic as seen from the results of the high positive sentiment analysis.

Keywords: *Face-to-face learning, LDA, SVM, confusion matrix*