Abstract:

Steam provides a place for buyers to write reviews of the software or games that have been purchased, in this case, it also helps developers to find out the criticisms and suggestions from the community. But the number of reviews by users is so many that it is very difficult for developers to know whether users like or dislike the games they make and also the content reviews are different from the labels they provide, therefore sentiment analysis is used to make it easier for developers to see the reviews they give. has been by the user. In this study, the sentiment analysis method used was Random forest and TF-IDF feature extraction. This study also compared the effect of Bigram and Trigram TF-IDF and the effect of using Lemmatize on preprocessing. Based on the results of the scenario test using TF-IDF Bigram and without Lemmatize, it got good results with an average F1-Score of 62% compared to other scenarios using Trigram and without Lemmatize.