

## DAFTAR ISI

ABSTRAK .....	iii
ABSTRACT .....	iv
LEMBAR PENGESAHAN .....	v
LEMBAR PERNYATAAN ORISINALITAS .....	vi
KATA PENGANTAR .....	vii
DAFTAR ISI.....	viii
Daftar Gambar.....	xii
Daftar Tabel .....	xiv
Daftar Simbol .....	xv
Daftar Istilah.....	xvi
Bab I PENDAHULUAN.....	1
I.1 Latar Belakang .....	1
I.2 Perumusan Masalah.....	7
I.2.1 Tujuan Penelitian .....	7
I.3 Batasan Penelitian .....	8
I.4 Manfaat Penelitian.....	8
I.5 Sistematika Penulisan.....	9
Bab II TINJAUAN PUSTAKA .....	11
II.1 Aplikasi kesehatan.....	11
II.2 Faktor Adopsi .....	14
II.3 <i>Natural Language Processing</i> .....	16
II.4 <i>Deep Learning</i> .....	17
II.4.1 <i>Long Short Term Memory</i> .....	18
II.4.2 <i>Convolution Neural Network</i> .....	20

<i>II.4.3</i>	<i>Reccurent Neural Network</i> .....	22
<i>II.4.4</i>	<i>Bidirectional Long Short-Term Memory</i> .....	23
II.5	<i>Text Classification</i> .....	24
II.6	<i>Text Pre-Processing</i> .....	26
II.7	<i>Aspect-Based Sentiment Analysis</i> .....	27
II.8	<i>Confusion Matrix</i> .....	28
II.9	Perbandingan Algoritma <i>LSTM</i> , <i>CNN</i> , dan <i>RNN</i> .....	30
II.10	<i>State of The Art</i> .....	31
Bab III	Metodologi Penelitian.....	36
III.1	Kerangka Berpikir.....	36
III.2	Sistematika Penyelesaian Masalah .....	38
III.2.1	Tahap Identifikasi Masalah .....	39
III.2.2	Tahap Implementasi .....	39
III.2.3	Tahap Penutup.....	40
III.3	Alasan pemilihan metode.....	41
III.4	Rencana jadwal kegiatan .....	42
Bab IV	ANALISIS DAN PERANCANGAN .....	45
IV.1	Wawancara.....	45
IV.2	<i>Speech to Text</i> .....	46
IV.3	<i>Labeling</i> .....	46
IV.4	<i>Data PreProcessing</i> .....	47
IV.4.1	<i>Removal of Punctuation</i> .....	47
IV.4.2	<i>Remove Multiple Space</i> .....	48
IV.4.3	<i>Removal of Numbers</i> .....	49
IV.4.4	<i>Case Folding</i> .....	50
IV.4.5	<i>Stopwords Removal</i> .....	51

<i>IV.4.6</i>	<i>Stemming</i> .....	52
<i>IV.4.7</i>	<i>Tokenizing</i> .....	53
<i>IV.4.8</i>	<i>Padding</i> .....	54
<b>IV.5</b>	<b><i>Modeling</i></b> .....	<b>55</b>
<i>IV.5.1</i>	<i>Pembagian Data</i> .....	55
<i>IV.5.2</i>	<i>Pemodelan Data</i> .....	56
<i>IV.5.3</i>	<i>Compile Model</i> .....	57
<i>IV.5.4</i>	<i>Train Data</i> .....	58
<b>IV.6</b>	<b><i>Evaluation</i></b> .....	<b>58</b>
<i>IV.6.1</i>	<i>Confusion Matrix</i> .....	58
<i>IV.6.2</i>	<i>Classification Report</i> .....	60
<b>IV.7</b>	<b>Visualisasi</b> .....	<b>61</b>
<b>Bab V</b>	<b>HASIL DAN DISKUSI</b> .....	<b>62</b>
<b>V.1</b>	<b>Evaluasi Skenario Pertama</b> .....	<b>63</b>
<i>V.1.1</i>	<i>Confussion Matrix</i> Skenario Pertama .....	64
<i>V.1.2</i>	<i>Classification Report</i> Skenario Pertama .....	69
<b>V.2</b>	<b>Evaluasi Skenario Kedua</b> .....	<b>70</b>
<i>V.2.1</i>	<i>Confusion Matrix</i> Skenario Kedua.....	71
<i>V.2.2</i>	<i>Classification Report</i> Skenario Kedua.....	76
<b>V.3</b>	<b>Visualisasi</b> .....	<b>77</b>
<i>V.3.1</i>	<i>Wordcloud Perceived Ease of Use</i> .....	77
<i>V.3.2</i>	<i>Wordcloud performance expectancy</i> .....	78
<i>V.3.3</i>	<i>Wordcloud effort expectancy</i> .....	80
<i>V.3.4</i>	<i>Wordcloud system quality</i> .....	81
<i>V.3.5</i>	<i>Wordcloud perceived usefulness</i> .....	82
<i>V.3.6</i>	<i>Wordcloud resistance to change</i> .....	84

V.3.7	<i>Wordcloud facilitating conditions</i> .....	85
V.3.8	<i>Wordcloud technological incapability</i> .....	86
V.3.9	<i>Wordcloud functionality</i> .....	88
V.3.10	<i>Wordcloud cost</i> .....	89
Bab VI	KESIMPULAN DAN SARAN .....	91
VI.1	Kesimpulan .....	91
VI.2	Saran .....	92
	Daftar Pustaka .....	93
	Lampiran .....	99