

# DAFTAR ISI

<b>ABSTRAK</b> .....	<b>i</b>
<b>ABSTRACT</b> .....	<b>ii</b>
<b>LEMBAR PENGESAHAN</b> .....	<b>iii</b>
<b>LEMBAR PERNYATAAN ORISINALITAS</b> .....	<b>iv</b>
<b>KATA PENGANTAR</b> .....	<b>v</b>
<b>DAFTAR ISI</b> .....	<b>vi</b>
<b>DAFTAR GAMBAR</b> .....	<b>viii</b>
<b>DAFTAR TABEL</b> .....	<b>ix</b>
<b>DAFTAR ISTILAH</b> .....	<b>x</b>
<b>BAB I PENDAHULUAN</b> .....	<b>1</b>
I.1 Latar Belakang.....	<b>1</b>
I.2 Perumusan Masalah .....	<b>3</b>
I.3 Tujuan Penelitian .....	<b>3</b>
I.4 Batasan Masalah .....	<b>3</b>
I.5 Batasan Penelitian.....	<b>4</b>
<b>BAB II TINJAUAN PUSTAKA</b> .....	<b>5</b>
II.1 Knowledge Discovery in Database.....	<b>5</b>
II.2 Text Mining .....	<b>5</b>
II.3 Data Preprocessing .....	<b>6</b>
II.4 Term Frequency-Inverse Document Frequency .....	<b>6</b>
II.5 Oversampling.....	<b>7</b>
II.6 Analisis Sentimen .....	<b>7</b>
II.7 Naïve Bayes.....	<b>7</b>
II.8 Data Splitting.....	<b>8</b>
II.10 Confusion Matrix.....	<b>9</b>
II.11 My Tel-U Mobile.....	<b>10</b>

II.12 Penelitian Sebelumnya .....	11
<b>BAB III METODE PENELITIAN.....</b>	<b>16</b>
III.1 Model Konseptual.....	16
III.2 Sistematika Penyelesaian Masalah .....	17
III.3 Perbandingan Algoritma .....	18
III.4 Pengolahan Data.....	19
III.4.1 Tahapan Preprocessing.....	19
III.4.2 Tahapan Implementasi .....	19
III.4.3 Metode Evaluasi.....	19
<b>BAB IV ANALISIS.....</b>	<b>21</b>
IV.1 Pengumpulan Data.....	21
IV.2 Data Preprocessing.....	22
<b>Bab V IMPLEMENTASI DAN EVALUASI.....</b>	<b>26</b>
V.1 Term Frequency-Inverse Document Frequency .....	26
V.2 Implementasi .....	26
V.3 Oversampling .....	27
V.4 Hasil Evaluasi Performansi Menggunakan Confusion Matrix.....	28
V.5 Hasil Validasi Menggunakan K-Fold Cross Validation.....	30
<b>BAB VI KESIMPULAN DAN SARAN .....</b>	<b>32</b>
VI.1 Kesimpulan .....	32
VI.2 Saran.....	33
<b>DAFTAR PUSTAKA.....</b>	<b>34</b>