

DAFTAR GAMBAR

Gambar I-1. Aplikasi <i>E-Wallet</i> Terpopuler di Indonesia	1
Gambar II-1 <i>KDD Method</i>	11
Gambar II-2. <i>CRISP-DM Method</i>	12
Gambar II-3. Alur BERTopic	18
Gambar II-4. Proses Perhitungan <i>Coherence Score</i>	27
Gambar III-1. Sistematika Penyelesaian Masalah	37
Gambar IV-1. Hasil <i>Scrapping</i>	41
Gambar IV-2. Kata yang sering Muncul	49
Gambar IV-3. Penyesuaian Sentimen Netral	50
Gambar IV-4. Penyesuaian Ulang <i>Label</i>	51
Gambar IV-5. Hasil <i>Pre-labelling</i>	51
Gambar IV-6. Hasil <i>Training</i> Model BERTopic	57
Gambar IV-7. Hasil <i>Reduce Topic</i>	58
Gambar IV-8. Visualisasi <i>Heatmap</i> sebelum <i>Merge</i> Topik	58
Gambar V-1. <i>Confusion Matrix</i> MultinomialNB 75:25	62
Gambar V-2. <i>Confusion Matrix</i> MultinomialNB 80:20	62
Gambar V-3. <i>Confusion Matrix</i> MultinomialNB 90:10	63
Gambar V-4. <i>Confusion Matrix</i> ComplementNB 75:25	63
Gambar V-5. <i>Confusion Matrix</i> ComplementNB 80:20	63
Gambar V-6. <i>Confusion Matrix</i> ComplementNB 90:10	64
Gambar V-7. Visualisasi Probabilitas Distribusi Topik	67
Gambar V-8. Visualisasi <i>Intertopic</i> setelah <i>Training</i>	68
Gambar V-9. Visualisasi <i>Hierarchical Clustering</i>	69
Gambar V-10. Visualisasi <i>Heatmap</i> setelah <i>Merge Topic</i>	70
Gambar V-11. Visualisasi <i>Intertopic</i> setelah <i>Merge Topic</i>	70
Gambar V-12. Grafik <i>Coherence Score</i>	71
Gambar V-13. Distribusi Sentimen per-Aspek Data <i>Train</i>	75
Gambar V-14. Kode <i>Load Model</i>	76
Gambar V-15. <i>Confusion Matrix</i> Validasi Data <i>Test</i>	77
Gambar V-16. <i>Coherence Score</i> Validasi Data <i>Test</i>	78
Gambar V-17. Distribusi Sentimen per-Aspek Data <i>Test</i>	79

Gambar V-18. Distribusi Sentimen Aktual.....	81
Gambar V-19. Distribusi Sentimen Prediksi.....	81
Gambar V-20. Distribusi Sentimen Data <i>Train</i>	82
Gambar V-21. Distribusi Sentimen Data <i>Test</i>	83
Gambar V-22. <i>Word cloud</i> Aspek <i>Feature & Functionality</i>	84
Gambar V-23. <i>Word cloud</i> Aspek <i>User Satisfaction</i>	85
Gambar V-24. <i>Word cloud</i> Aspek <i>App Interface</i>	86
Gambar V-25. <i>Word cloud</i> Aspek <i>Privacy</i>	87
Gambar V-26. <i>Word cloud</i> Aspek <i>Customer Service</i>	87