

DAFTAR ISI

ABSTRAK	i
ABSTRACT.....	ii
LEMBAR PENGESAHAN	iii
LEMBAR PERNYATAAN ORISINALITAS	iv
KATA PENGANTAR	v
DAFTAR ISI.....	vi
DAFTAR TABEL.....	x
DAFTAR GAMBAR	xi
DAFTAR ISTILAH	xiii
Bab I Pendahuluan	1
I.1 Latar Belakang	1
I.2 Rumusan Masalah	5
I.3 Tujuan Tugas Akhir.....	5
I.4 Manfaat Tugas Akhir.....	5
I.5 Batasan dan Asumsi Tugas Akhir	6
I.6 Sistematika Laporan	6
Bab II Landasan teori	8
II.1 Literatur	8
II.1.1 <i>Financial Technology</i> (Fintech).....	8
II.1.2 Dompot Digital	8
II.1.3 GoPay.....	9
II.1.4 <i>Technostress</i>	9
II.1.5 <i>Text Mining</i>	10
II.1.6 Metodologi untuk <i>Text Mining</i>	11

II.1.7	<i>Text Preprocessing</i>	13
II.1.8	<i>Term Frequency-Inserve Document Frequency (TF-IDF)</i>	14
II.1.9	<i>Social Network Analysis (SNA)</i>	15
II.1.10	<i>Sentiment Analysis (SA)</i>	15
II.1.11	<i>Aspect Based Sentiment Analysis (ABSA)</i>	17
II.1.12	<i>BERTopic</i>	18
II.1.13	<i>Naïve Bayes</i>	20
II.1.14	<i>Light Gradient Booster Machine (LightGBM)</i>	22
II.1.15	<i>Decision Tree</i>	24
II.1.16	<i>Metric Evaluation</i>	25
II.2	<i>Kerangka Kerja</i>	28
II.2.1	<i>Pemilihan Metodologi Data Mining</i>	28
II.2.2	<i>State of the Art</i>	29
II.2.3	<i>Pemilihan Kerangka Kerja Final</i>	35
Bab III	<i>Metode Penyelesaian masalah</i>	36
III.1	<i>Metode Penelitian</i>	36
III.1.1	<i>Data Selection</i>	36
III.1.2	<i>Data Preprocessing</i>	36
III.1.3	<i>Data Transformation</i>	36
III.1.4	<i>Data Mining</i>	36
III.1.5	<i>Evaluation</i>	37
III.2	<i>Sistematika Penyelesaian Masalah</i>	37
III.2.1	<i>Identifikasi Masalah</i>	38
III.2.2	<i>Data Selection</i>	38
III.2.3	<i>Data Preprocessing</i>	38
III.2.4	<i>Data Transformation</i>	39

III.2.5	<i>Data Mining</i>	39
III.2.6	<i>Evaluation</i>	39
III.2.7	Tahap Akhir	40
Bab IV	Penyelesaian Permasalahan	41
IV.1	<i>Data Selection</i>	41
IV.2	<i>Data Preparation</i>	42
IV.2.1	<i>Case Folding</i>	42
IV.2.2	<i>Removal of Punctuation</i>	43
IV.2.3	<i>Removal of Number</i>	44
IV.2.4	<i>Removal of Symbol</i>	45
IV.2.5	<i>Normalization</i>	46
IV.2.6	<i>Stopword Removal</i>	47
IV.2.7	<i>Tokenization</i>	48
IV.2.8	<i>Word Distribution Filters</i>	48
IV.2.9	<i>Pre-Labeling Sentiment</i>	49
IV.3	<i>Data Transformation</i>	51
IV.3.1	<i>Split Dataset</i>	51
IV.3.2	TF-IDF	52
IV.4	<i>Modeling</i>	54
IV.4.1	Klasifikasi Sentimen Naïve Bayes.....	54
IV.4.2	<i>Topic Modeling BERTopic</i>	55
IV.5	<i>Evaluation</i>	61
Bab V	Analisis Hasil dan Implikasi.....	62
V.1	Analisis Hasil	62
V.1.1	Hasil Klasifikasi Naïve Bayes Data <i>Train</i>	62
V.1.2	Hasil <i>Topic Modeling BERTopic Data Train</i>	67

V.1.3	Validasi Model terhadap <i>Data Test</i>	76
V.1.4	<i>Evaluation</i>	80
V.1.5	Visualisasi	84
V.2	Implikasi Tugas Akhir	88
Bab VI	Kesimpulan dan Saran	90
VI.1	Kesimpulan	90
VI.2	Saran	91
Daftar Pustaka		92