

ABSTRACT

Football is the most popular sport in Indonesia and is part of the national identity. The dismissal of the national team coach, Shin Tae-yong, in early 2025 created many public reactions on X (Twitter), especially about his coaching competence. These mixed opinions show the need for a method that can organize and understand public views in a clearer way. This study aims to classify public opinions on the coach's competence based on six aspects communication, leadership, education, sport-specific skills, team development, and external factors. A total of 8,084 tweets were collected, labeled by annotators, processed through text cleaning, and turned into vector representations using FastText. IndoBERT was then used for two tasks, sentiment and aspect classification. The results show that a batch size of 16 gave the most stable performance. For sentiment, the best configuration with a $5e-5$ learning rate and two epochs reached 91.17% accuracy and a 91.03% F1-score. For aspect classification, the best configuration with the same learning rate and four epochs reached 78.32% accuracy and a 78.01% F1-score. These findings are expected to give a clearer view of public opinion patterns and may help PSSI when reviewing coaching policies..

Keywords: *Football, Shin Tae-yong, Twitter, IndoBERT, Coaching Competence*