**ABSTRACT**

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**TWITTER USER SENTIMENT ANALYSIS OF JAKARTA MRT USING MULTINOMIAL NAIVE BAYES METHOD**

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Keywords: Sentiment Analysis, Python, Machine Learning, Multinomial Naive Bayes, Classification, Twitter, Jakarta MRT.

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MRT is a public transportation that can be used by people from various circles, of course there will be positive and negative comments that represent satisfaction when using the facilities and services of officers at each station. The majority of internet users today are social media users, which is where Twitter is one of the most widely used social media. Through Twitter users can provide opinions on everything easily. The same thing is done by Jakarta MRT users, not a few MRT users who express their opinions through social media Twitter.

This study aims to conduct sentiment analysis of Indonesian Language tweets on the topic of the Jakarta MRT by applying the classification method or Machine Learning algorithm, namely Multinomial Naive Bayes. The model result obtained during the training are tested on testing data. Based on the trials conducted, the Multinomial Naive Bayes Classifier model produces an accuracy of 82,9% with 653 composition of training data and 164 composition of testing data.

Bibliography (2003 – 2019)