Design of Opinion Mining and Sentiment Analysis Application on Air Transportation Systems in Indonesia

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ABSTRACT

Air transportation system whose existence has an important role in strategic and include human needs during this time. Air transport is one of the means of transport that is fast compared to other means of transport in the economy of a country and facilitate a wheel. The importance of the transportation system is reflected by the increasing needs of the current air transport services, therefore it needs an application Opinion Mining and Sentiment Analysis using Naive Bayes method to distinguish sentiment from air transport customers who've found before that sentence are positive or negative sentiment. Based on the results of the analysis of the message classification system using Naive Bayes method can help determine the outcome of a classification so that it can help users of air transport in knowing the results of the analysis of sentiment.

Keywords: Opinion Mining, Sentiment Analysi, Naïve Bayes, Air Transportation.