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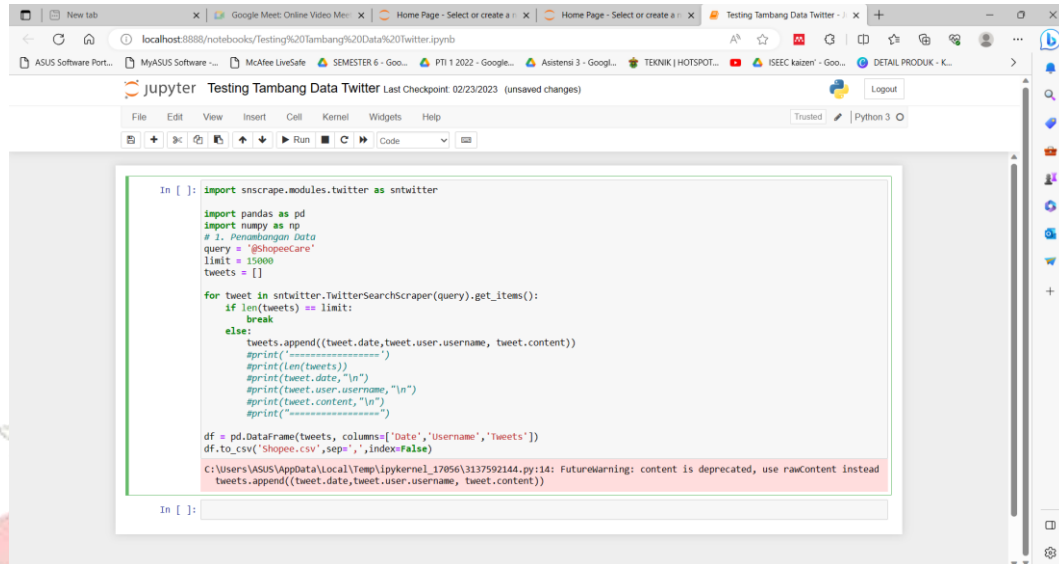
LAMPIRAN

Lampiran 1. Dataset

<i>Tweet</i>
@ShopeeCare kok halaman tagihan pdam, pln, dll gak bisa ya? Sebelumnya mang ada tagihan yg diblokir, sampe skrg gak bisa diklik lagi. Gimana nih?
@ShopeeCare selamat malam. Kenapa saya tidak bisa pakai Shopeepay yg conventional ya? Knp diarahkan untuk mendownload Seabank? Trs saldo yang sudah ada di Shopeepay bagaimana? Saya tidak mau download2. Ribet bgt.
gimana sih Shopee xpress bisa sampe ilang gini barang nya???? @ShopeeID @ShopeeCare https://t.co/vQ94SA8Th5
@ShopeeID @ShopeeCare baca nih anjing, manajemen lo hancur banget. Perusahaan toxic. Semoga admin yg pegang akun Shopee ini kena PHK juga, aamiin.
Entah kenapa kalau buka @ShopeeCare @ShopeeID baik di app iOs atau android terus buka di komputer kok semuanya lola ya, termasuk pas buka pesan nungguin pesan kebuka bisa 10 detik lebih. FYI buka situs/app lain lancar jaya https://t.co/jhBbgJS5e9
@ShopeeCare knapa nyari buku via desktop kenapa byk keluar yg nggak relate min. mksdku kebanyakan pencarian aku sblmnya yg byk keluar yg bukan keyword baru ini sesuai link bawah. moga diperbaiki min. pusing nyarinya. https://t.co/ImcsIymeQr
@ShopeeCare dari semalem mau pasang iklan gabisa trs malah ke logout, pas login malah eror
@ShopeeID @ShopeeCare mending fitur Shopee xpress dihapus aja deh min, kalah sama ekspedisi sebelah. pdhl c/o nya bareng. pas dicek malah nyangsang di cakung, jadi muter2 dah tuh paket gue.
@ShopeeCare ka kenapa Shopeepay ga bisa yaa?
@ShopeeCare kiw, akun gua ke blokir nih gegara lu ngapa dah
@ShopeeCare 2 jam lebih nungguin gabisa cetak resi. Kongtol
Shopee trouble diwaktu yg urgent. Semoga segera normal lagi @ShopeeID @ShopeeCare https://t.co/hJzR4CX1cd
@ShopeeCare Shopee kenapa <i>error</i> melulu sih? Tiap admin naik katanya untuk pelayanan yg lebih baik. Boro2 makin baik
Yg Shopee <i>error</i> bisa pake cara ini ya Barusan gw pake cara ini lalu nunggu 10 menit udah bisa kebuka toko sayanya #Shopeeerror @ShopeeCare @ShopeeID https://t.co/nVhs8Due7V
@ShopeeCare Kebanyakan game lu min. Server <i>error</i> mulu tambah leletttt
@ShopeeCare Bug nya tolong di fixed min, tiap buka di website lemot mulu kadang <i>error</i> juga udah seminggu lebih.
@ShopeeCare <i>error</i> sampai kapan ya min?
tolong dong @ShopeeCare perbaiki seller centre nya, mau packing nihh, udah jam-jam kurir pickup nihh :)
@ShopeeCare Shopee <i>error</i> sampai jam berapa ya hari ini? saya mau edit produk dan akses resi

@ShopeeCare Terima kasih kak, iya <i>error</i> terus masuk Shopee
@ShopeeCare kenapa Shopee seller <i>error</i> di jam packing sih? https://t.co/7mweRMIptj
hari2 <i>error</i> mulu nih? gimana pertanggung jawabannya kl sampe seller yg disalahkan buyer pdhl aplikasi kalian <i>error</i> mulu? @ShopeeID @ShopeeCare
@ShopeeCare ini Shopee lagi eror yaa ? Mau CO gak bisa mulu
@UniledId @ShopeeCare iya kak.. belakangan lemot parah.. sering ga bisa buka gambar2, sama masuk toko muter2 mulu
Shopee <i>error</i> nya ini kk @ShopeeCare @ShopeeID tapi pesannya tuh username password salah .. mohon di cek kk #ShopeeID #Shopeeerror https://t.co/NUFh37i1Rv
@ShopeeCare min Shopee seller <i>error</i> mulu kenapa dah, mau cetak resi nih:(
@ShopeeID @ShopeeCare <i>error</i> mulu lo anjing, kebanyakan PHK sih
@ShopeeCare lagi gangguan ya min?
@ShopeeCare belum cetak sama sekali udah jam pick up juga hadehhh
@ShopeeCare min akun seller saya knp ya gabisa login udah 2 jam?
@ShopeeCare Kirain cuma aku aja yang <i>error</i> ternyata emang lagi gangguan $\delta\ddot{Y}^{\text{TM}}$,
@ShopeeCare Astaga min paketan terhambat bs dimaki \hat{A}^2 customer ini
Untuk #ShopeeError masuk seller center tidak bisa, cek pesanan bisa berarti bukan username password kan problemnya? Mohon tidak membuat pesan kesalahan yang bikin panik ya kakak @ShopeeID @ShopeeCare #ShopeeID
@ShopeeCare Oalah lagi <i>error</i> toh
@ShopeeCare pantesan toko gak bisa dibuka
@opiuminsane tidak bisa buka seller center, web <i>error</i> , android <i>error</i> , produk di toko hilang semua @ShopeeCare @ShopeeID
yaelah ini Shopee kenapa lagi dah kenapa ga bisa masuk ke akun penjualan $\delta\ddot{Y}^{\text{TM}}$ @ShopeeCare @ShopeeID
@m3m3s0s @ShopeeCare @ShopeeID aku kira Shopee Ku aja yg lagi <i>error</i>
@ShopeeCare aq login aja nggak bisa, tapi akhir2 ini shope memang lemot banget di buka apa cuma saya aja?
@ShopeeCare min lg gangguan kah ini ko tiba2 nge log ot sendiri ya di pc maupun hp
@ShopeeCare Kiarin punya sy doang, ternyata emang gangguan sistem. buruan diperbaiki min..
@ShopeeID @ShopeeCare keneaa eror mulu sih, min. lagi cariii cuaaann nih ah. masa gabisa proses penjualan. terus tiba2 logout gabisa login lagi
@ShopeeCare Shopee lg <i>error</i> ? Mau masuk ke seller center ga bisa
Pdhal koneksi internet bagusss tp gabsa buka Shopee pay @ShopeeID @ShopeeCare https://t.co/M13TH1bZHT
@ShopeeCare minnn seller center ga bisa di buka nihhh tolong di diperbaiki dong
@ShopeeCare <i>Error</i> benerin kak

Lampiran 2. Crawling Data



```
In [ ]: import sntwitter

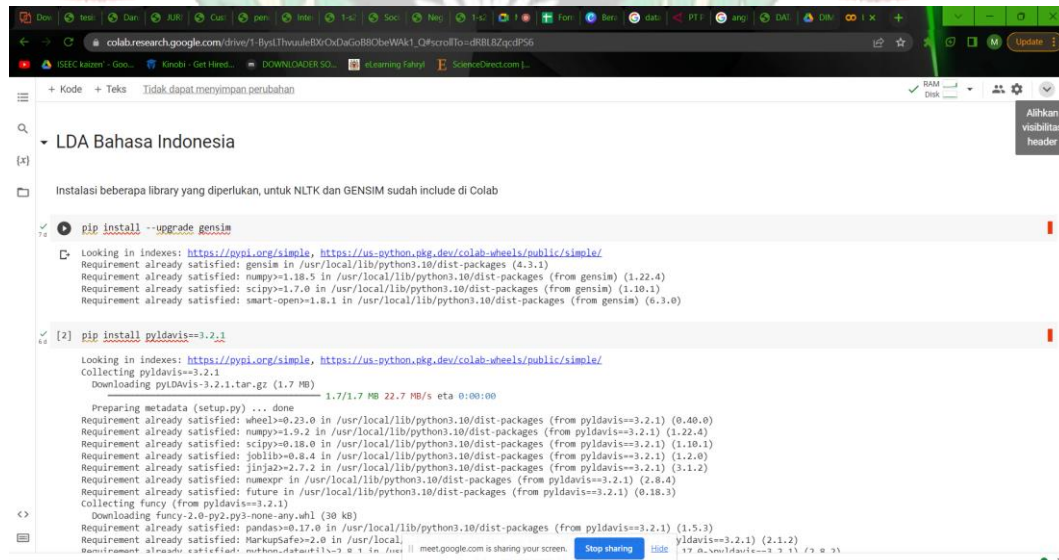
import pandas as pd
import numpy as np
# 1. Penambangan Data
query = '@shopeeCare'
limit = 15000
tweets = []

for tweet in sntwitter.TwitterSearchScrapper(query).get_items():
    if len(tweets) == limit:
        break
    else:
        tweets.append((tweet.date, tweet.user.username, tweet.content))
        #print("=====")
        #print(len(tweets))
        #print(tweet.date, "\n")
        #print(tweet.user.username, "\n")
        #print(tweet.content, "\n")
        #print("=====")

df = pd.DataFrame(tweets, columns=['Date', 'Username', 'Tweets'])
df.to_csv('shopee.csv', sep=',', index=False)
C:\Users\ASUS\AppData\Local\Temp\ipykernel_17056\3137592144.py:14: FutureWarning: content is deprecated, use rawContent instead
tweets.append((tweet.date, tweet.user.username, tweet.content))

In [ ]:
```

Lampiran 3. Pemodelan Topik (GoogleColab)



```
+ Kode + Teks Tidak dapat menyimpan perubahan RAM 12 GB Disk 100 GB
↳ LDA Bahasa Indonesia
Instalasi beberapa library yang diperlukan, untuk NLTK dan GENSIM sudah include di Colab

[1] pip install --upgrade gensim
Looking in indexes: https://pypi.org/simple, https://us-python.pkg.dev/colab-wheels/public/simple/
Requirement already satisfied: gensim in /usr/local/lib/python3.10/dist-packages (4.3.1)
Requirement already satisfied: scipy<1.7.0 in /usr/local/lib/python3.10/dist-packages (from gensim) (1.22.4)
Requirement already satisfied: smart-open>=1.8.1 in /usr/local/lib/python3.10/dist-packages (from gensim) (6.3.0)

[2] pip install pyldavis==3.2.1
Looking in indexes: https://pypi.org/simple, https://us-python.pkg.dev/colab-wheels/public/simple/
Collecting pyldavis==3.2.1
  Downloading pyLDavis-3.2.1.tar.gz (1.7 MB)
    Preparing metadata (setup.py) ... done
Requirement already satisfied: wheel==0.23.0 in /usr/local/lib/python3.10/dist-packages (from pyldavis==3.2.1) (0.40.0)
Requirement already satisfied: numpy>=1.9.2 in /usr/local/lib/python3.10/dist-packages (from pyldavis==3.2.1) (1.22.4)
Requirement already satisfied: scipy==0.18.0 in /usr/local/lib/python3.10/dist-packages (from pyldavis==3.2.1) (1.10.1)
Requirement already satisfied: joblib==0.8.4 in /usr/local/lib/python3.10/dist-packages (from pyldavis==3.2.1) (1.2.0)
Requirement already satisfied: Jinja2>=2.7.2 in /usr/local/lib/python3.10/dist-packages (from pyldavis==3.2.1) (3.1.2)
Requirement already satisfied: numexpr in /usr/local/lib/python3.10/dist-packages (from pyldavis==3.2.1) (2.8.4)
Requirement already satisfied: future in /usr/local/lib/python3.10/dist-packages (from pyldavis==3.2.1) (0.18.3)
Collecting fancy (from pyldavis==3.2.1)
  Downloading fancy-2.0-py2.py3-none-any.whl (30 kB)
Requirement already satisfied: pandas>=0.17.0 in /usr/local/lib/python3.10/dist-packages (from pyldavis==3.2.1) (1.5.3)
Requirement already satisfied: MarkupSafe>=2.0 in /usr/local/lib/python3.10/dist-packages (from fancy) (2.1.2)
Requirement already satisfied: python-dateutil<3.0, >=1.5 in /usr/local/lib/python3.10/dist-packages (from pandas>=0.17.0 in /usr/local/lib/python3.10/dist-packages (from pyldavis==3.2.1)) (2.8.2)
```