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LAMPIRAN

Lampiran 1. Data Tweet Setelah Preprocessing

No	Stopword	Sentimen
1	jarang pakai jenius kecuali transaksi visa kecewa biaya admin banget aplikasi berat banding aplikasi bank bank	Negatif
2	ribet urus kartu debit hilang jenius langsung blokir kirim kartu bayar gocap bank digital iya cerah cerah menantii siang	Positif
3	jenius transfer uang masuk bank terima cek kerja butuh banget transfer kemarin timbang pindah	Negatif
4	jenius pindah bank jago ragu nyata enak verifikasi data videocall lucu butuh transfer bank top up ewallet gratis kuota kali	Negatif
5	bingung putus tutup akun jenius buka akun bibit pos uang bareksa bareksa pos putus pilih bank digital tolong	Negatif
6	bank digital ewallet oke aman sih pakai jenius rumor ngeri	Negatif
7	survei layanan bank digital jenius jago swasta cepat super flexi urus bank	Positif
8	akun jenius aktif pakai keren bank mandiri pakai tuh jenius pas maret beli spesial	Positif
9	unggul jago raja ekosistem digital mantap hidup sulit cerdas sulap btpn raksasa bank tanah air jenius ekspansi bisnis matang	Positif
10	jenius iya kait kendala konfirmasi bank kirim dana iya	Positif
11	kesimpulan pakai jenius bank cadang atm orang sih simpan uang iya aman pakai jenius visa kartu beli website negeri gampang contoh merekening idol	Positif
12	instal daftar bank jago buah proses lepas jenius	Negatif
13	jenius ribet sih pindah aplikasi hp bank	Negatif
14	payah nih jenius pesan kartu debit tanggal lapor langsung pesan aplikasi solusi emosi tutup rekening cari digital bank	Negatif
15	bank jago potong admin jenius	Negatif
16	kerja bank bpd sulselbar mandiri coba bni bri jenius btpn fitur sih menang mandiri jenius mandiri jam pas gaji masuk	Negatif
17	jenius feasible pindah bank gratis admin diskon otidakir shopee maksimal online belanja	Negatif
18	jenius transfer bri esensi jenius pakai gratis transfer beda bank	Negatif
19	tutup akun jenius pindah neobank bank jago sayang akun jenius lumayan flexi uang sih	Negatif
20	ganti bank jago jenius malas pindah langgan tutup akun	Negatif
21	line bank jenius ribet banget sih pindah perangkat	Negatif
22	nyata bca layanan bank mengaku jenius habis pulsa pas urus mbanking ganti perangkat kantor	Negatif
23	coba simpan beda atm beda bank pakai bibit pakai digital bank jenius susah dasar boros sih	Negatif
⋮	⋮	⋮
2008	flip cocok jenius fitur gratis transfer bank tarik tunai atm fitur flexi max simpan ecard kartu atm	Positif

Lampiran 2. Hasil Perhitungan *Term Frequency – Inverse Document Frequency* pada Data *Tweet* Dokumen 1

No	Kata	$tf_{d,t}$	df_t	idf_t	$W_{t,d}$
1	Jarang	0.0625	15	2.35882	0.14743
2	Pakai	0.0625	624	0.73973	0.04623
3	Jenius	0.0625	1984	0.23737	0.01484
4	Kecuali	0.0625	11	2.49352	0.15585
5	Transaksi	0.0625	126	1.43454	0.08966
6	Visa	0.0625	74	1.66568	0.10411
7	Kecewa	0.0625	19	2.25616	0.14101
8	Biaya	0.0625	225	1.18273	0.07392
9	Admin	0.0625	264	1.11331	0.06958
10	Banget	0.0625	318	1.03249	0.06453
11	Aplikasi	0.125	236	1.162	0.14525
12	Berat	0.0625	17	2.30447	0.14403
13	Banding	0.0625	50	1.83594	0.11475
14	Bank	0.125	1976	0.23913	0.02989
15	Ribet	0	75	1.65985	0
16	Urus	0	47	1.86282	0
17	Kartu	0	192	1.25161	0
18	Debit	0	100	1.53491	0
19	Hilang	0	47	1.86282	0
20	Langsung	0	97	1.54814	0
21	Blokir	0	27	2.10355	0
22	Kirim	0	39	1.94385	0
23	Bayar	0	158	1.33626	0
24	Gocap	0	1	3.53491	0
25	Digital	0	388	0.94608	0
26	Iya	0	482	0.85187	0
27	Cerah	0	2	3.23388	0
28	Mentari	0	1	3.53491	0
29	Siang	0	1	3.53491	0
30	Transfer	0	336	1.00857	0
⋮	⋮	⋮	⋮	⋮	⋮
3425	Zakat	0	1	3.5349	0
3426	Zaman	0	1	3.5349	0
3427	Zuriya	0	1	3.5349	0

Lampiran 3. Bobot dari Setiap Kata Dasar pada Data *Tweet* dari Hasil Perkalian Nilai TF dan IDF

No	Kata	D1	D2	D3	D4	...	D2008
1	Jarang	0.14743	0	0	0	...	0
2	Pakai	0.04623	0	0	0	...	0
3	Jenius	0.01484	0.01249	0.01696	0.01187	...	0.01396
4	Kecuali	0.15585	0	0	0	...	0
5	Transaksi	0.08966	0	0	0	...	0
6	Visa	0.10411	0	0	0	...	0
7	Kecewa	0.14101	0	0	0	...	0
8	Biaya	0.07392	0	0	0	...	0
9	Admin	0.06958	0	0	0	...	0
10	Banget	0.06453	0	0	0	...	0
11	Aplikasi	0.14525	0	0	0	...	0
12	Berat	0.14403	0	0	0	...	0
13	Banding	0.11475	0	0	0	...	0
14	Bank	0.02989	0.01259	0.01708	0.02391	...	0.01407
15	Ribet	0	0.08736	0	0	...	0
16	Urus	0	0.09804	0	0	...	0
17	Kartu	0	0.13175	0	0	...	0.07362
18	Debit	0	0.08078	0	0	...	0
19	Hilang	0	0.09804	0	0	...	0
20	Langsung	0	0.08148	0	0	...	0
21	Blokir	0	0.11071	0	0	...	0
22	Kirim	0	0.10231	0	0	...	0
23	Bayar	0	0.07033	0	0	...	0
24	Gocap	0	0.18605	0	0	...	0
25	Digital	0	0.04979	0	0	...	0
26	Iya	0	0.04484	0	0	...	0
27	Cerah	0	0.34041	0	0	...	0
28	Mentari	0	0.18605	0	0	...	0
29	Siang	0	0.18605	0	0	...	0
30	Transfer	0	0	0	0.05043	...	0.05933
⋮	⋮	⋮	⋮	⋮	⋮	⋮	⋮
3425	Zakat	0	0	0	0	...	0
3426	Zaman	0	0	0	0	...	0
3427	Zuriya	0	0	0	0	...	0

Lampiran 4. Hasil Perhitungan *Query Expansion Ranking* pada Data *Tweet*

No	Kata	Positif	Negatif	p_f	q_f	Score
1	Bank	947	1061	0.999472	1	3786.8788
2	Jenius	947	1061	0.999472	1	3786.8788
3	Rekening	85	95	0.090190	0.089967	808.4381
4	Aplikasi	111	125	0.117616	0.118229	384.8095
5	Mobile	7	8	0.007911	0.008008	165.5736
6	Tahan	9	10	0.010021	0.009892	153.8445
7	Untung	20	23	0.021624	0.022138	85.1402
8	Aktif	11	12	0.012131	0.011776	67.3401
9	Sambung	6	7	0.006857	0.007065	66.6338
10	Serius	6	7	0.006857	0.007065	66.6338
11	Sayang	11	13	0.012131	0.012718	42.3280
12	Butuh	29	31	0.031118	0.029675	42.1252
13	Konvensional	22	26	0.023734	0.024965	39.5766
14	Kecuali	5	6	0.005802	0.006123	37.0664
15	Jujur	17	18	0.018460	0.017428	34.7838
16	Informasi	17	18	0.018460	0.017428	34.7838
17	Oke	20	21	0.021624	0.020254	30.5659
18	Nomor	25	30	0.026899	0.028733	30.3304
19	Suka	21	22	0.022679	0.021196	29.5877
20	Orang	43	45	0.045886	0.042864	29.3660
21	Moga	9	11	0.010021	0.010834	25.6634
22	Nyata	28	29	0.030063	0.027791	25.4592
23	Loh	18	22	0.019515	0.021196	24.2090
24	Admin	119	145	0.126055	0.137070	23.8872
25	Kasih	35	36	0.037447	0.034385	23.4597
26	Menang	4	5	0.004747	0.005181	22.8491
27	Performa	4	5	0.004747	0.005181	22.8491
28	Ringan	4	5	0.004747	0.005181	22.8491
29	Nama	21	26	0.022679	0.024965	20.8476
30	Biaya	122	123	0.129219	0.116345	19.0735
31	Cepat	23	23	0.024789	0.022138	17.7048
32	Wajar	2	2	0.002637	0.002355	17.7048
33	Mega	2	2	0.002637	0.002355	17.7048
34	Voucher	2	2	0.002637	0.002355	17.7048
35	Fintech	2	2	0.002637	0.002355	17.7048
36	Strategi	2	2	0.002637	0.002355	17.7048
⋮	⋮	⋮	⋮	⋮	⋮	⋮
2210	Emosi	0	15	0.000527	0.014602	1.0749
2211	Kecewa	0	19	0.000527	0.018370	1.0591
2212	Parah	0	22	0.000527	0.021196	1.0510