

## DAFTAR ISI

<b>LEMBAR PERSETUJUAN</b> .....	<b>i</b>
<b>LEMBAR PENGESAHAN</b> .....	<b>ii</b>
<b>LEMBAR PERSETUJUAN</b> .....	Error! Bookmark not defined.
<b>LEMBAR PENGESAHAN</b> .....	Error! Bookmark not defined.
<b>KATA PENGANTAR</b> .....	Error! Bookmark not defined.
<b>LEMBAR PERNYATAAN</b> .....	Error! Bookmark not defined.
<b>ABSTRAK</b> .....	Error! Bookmark not defined.
<b>ABSTRACT</b> .....	Error! Bookmark not defined.
<b>DAFTAR ISI</b> .....	<b>ix</b>
<b>DAFTAR TABEL</b> .....	<b>xi</b>
<b>DAFTAR GAMBAR</b> .....	<b>xii</b>
<b>DAFTAR LAMPIRAN</b> .....	<b>xiii</b>
<b>BAB I PENDAHULUAN</b> .....	Error! Bookmark not defined.
1.1 Latar Belakang .....	<b>Error! Bookmark not defined.</b>
1.2 Rumusan Masalah .....	<b>Error! Bookmark not defined.</b>
1.3 Tujuan Penelitian.....	<b>Error! Bookmark not defined.</b>
1.4 Manfaat.....	<b>Error! Bookmark not defined.</b>
<b>BAB II TINJAUAN PUSTAKA</b> .....	Error! Bookmark not defined.
2.1 TANGKAR (Tanggap Karawang) .....	<b>Error! Bookmark not defined.</b>
2.2 Data Mining.....	<b>Error! Bookmark not defined.</b>
2.3 Klasifikasi.....	<b>Error! Bookmark not defined.</b>
2.4 <i>Text Mining</i> .....	<b>Error! Bookmark not defined.</b>
2.5 <i>Support Vector Machine</i> .....	<b>Error! Bookmark not defined.</b>
2.6 <i>Random Forest</i> .....	<b>Error! Bookmark not defined.</b>
2.7 Evaluasi .....	<b>Error! Bookmark not defined.</b>
2.8 Penelitian Terkait .....	<b>Error! Bookmark not defined.</b>
<b>BAB III METODE PENELITIAN</b> .....	Error! Bookmark not defined.
3.1 Objek Penelitian .....	<b>Error! Bookmark not defined.</b>
3.2 Prosedur Penelitian.....	<b>Error! Bookmark not defined.</b>
3.2.1 Studi Literatur .....	<b>Error! Bookmark not defined.</b>

3.2.2	Pengumpulan Data .....	<b>Error! Bookmark not defined.</b>
3.2.3	<i>Preprocessing</i> .....	<b>Error! Bookmark not defined.</b>
3.2.4	Pembagian Data .....	<b>Error! Bookmark not defined.</b>
3.2.5	Pelatihan Model .....	<b>Error! Bookmark not defined.</b>
3.2.6	Evaluasi Model .....	<b>Error! Bookmark not defined.</b>
3.2.7	Kesimpulan .....	<b>Error! Bookmark not defined.</b>
<b>BAB IV HASIL DAN PEMBAHASAN .....</b>		<b>Error! Bookmark not defined.</b>
4.1	Gambaran Umum Dataset .....	<b>Error! Bookmark not defined.</b>
4.2	Prapremrosesan Data .....	<b>Error! Bookmark not defined.</b>
4.3	Pembagian Data .....	<b>Error! Bookmark not defined.</b>
4.4	Pelatihan Model .....	<b>Error! Bookmark not defined.</b>
4.4.1	<i>Random Forest</i> .....	<b>Error! Bookmark not defined.</b>
4.4.2	<i>Support Vector Machine</i> .....	<b>Error! Bookmark not defined.</b>
4.5	Evaluasi Model .....	<b>Error! Bookmark not defined.</b>
4.6	Analisis Hasil Prediksi Model .....	<b>Error! Bookmark not defined.</b>
<b>BAB V KESIMPULAN DAN SARAN .....</b>		<b>Error! Bookmark not defined.</b>
5.1	Kesimpulan .....	<b>Error! Bookmark not defined.</b>
5.2	Saran .....	<b>Error! Bookmark not defined.</b>
<b>DAFTAR PUSTAKA .....</b>		<b>Error! Bookmark not defined.</b>
<b>LAMPIRAN .....</b>		<b>Error! Bookmark not defined.</b>
<b>RIWAYAT PENULIS .....</b>		<b>Error! Bookmark not defined.</b>

## DAFTAR TABEL

Tabel 2. 1 Tabel penelitian terkait .....**Error! Bookmark not defined.**

Tabel 3. 1 Waktu pelaksanaan penelitian.....**Error! Bookmark not defined.**

Tabel 3. 2 Perbandingan kesimpulan .....**Error! Bookmark not defined.**

Tabel 4. 1 Akurasi, Precision, Recall, F1-Score ....**Error! Bookmark not defined.**



## DAFTAR GAMBAR

Gambar 2. 1 Hyperplane Memisahkan Dua Kelas.	<b>Error! Bookmark not defined.</b>
Gambar 3. 1 Flowmap penelitian .....	<b>Error! Bookmark not defined.</b>
Gambar 3. 2 Memuat data keluhan masyarakat .....	<b>Error! Bookmark not defined.</b>
Gambar 3. 3 Evaluasi akurasi, presisi, recall, f1-score .....	<b>Error! Bookmark not defined.</b>
	<b>defined.</b>
Gambar 3. 4 Confusion Matrix .....	<b>Error! Bookmark not defined.</b>
Gambar 4. 1 Isi dataset keluhan masyarakat .....	<b>Error! Bookmark not defined.</b>
Gambar 4. 2 Clean text .....	<b>Error! Bookmark not defined.</b>
Gambar 4. 3 Penggabungan kolom fitur teks .....	<b>Error! Bookmark not defined.</b>
Gambar 4. 4 Mapping Label .....	<b>Error! Bookmark not defined.</b>
Gambar 4. 5 Pembagian Data .....	<b>Error! Bookmark not defined.</b>
Gambar 4. 6 Akurasi Random Forest .....	<b>Error! Bookmark not defined.</b>
Gambar 4. 7 Akurasi SVM .....	<b>Error! Bookmark not defined.</b>
Gambar 4. 8 Grafik hasil prediksi .....	<b>Error! Bookmark not defined.</b>

## DAFTAR LAMPIRAN

Lampiran 1 Formulir Pendaftaran Sidang Tugas Akhir..... **Error! Bookmark not defined.**

Lampiran 2 Lembar Bimbingan Tugas Akhir.....**Error! Bookmark not defined.**

Lampiran 3 Lembar Pengesahan Seminar Proposal Tugas Akhir ..... **Error! Bookmark not defined.**

Lampiran 4 Form Naskah Ilmiah .....**Error! Bookmark not defined.**

