

My Submissions

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ICCED 2022 Submission 15

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Submission 15

Title	Sentiment Analysis of the Use of Telecommunication Providers on Twitter Social Media using Convolutional Neural Network
Paper:	 (Nov 30, 09:08 GMT)
Author keywords	convolutional neural network deep learning sentiment analysis telecommunication provider
EasyChair keyphrases	sentiment analysis (383), testing data (340), official account (222), official account telkomsel (221), convolutional neural network (221), neural network (140), social medium (140), deep learning (133), telecommunication operator (130), internet network (90), data science (80), convolutional neural network algorithm (80), official account myxlcare (79), official account indosatcare (79), sentiment classification (70), negative sentiment (70), word embedding (70), entire dataset consisting (63), deep learning method (63), informatics uin (60), text preprocessing (60), sinyal datamu kemana kok (60), data mining (50), convolutional layer (50), business understanding (50), telecommunication provider (50), positive sentiment (50), convolution layer (50), negative data (50), fully connected layer (47)
Abstract	Telecommunication technology continues to develop starting from 1G, 2G, 3G, 4G, and currently entering the 5G era. The Global System for Mobile Communications (GSM) based telecommunication industry in Indonesia consists of three big names: Telkomsel, XL, and Indosat. During the Covid-19 pandemic, activities carried out outside the home should be done online. People hope that the internet network can work properly. However, the reality is not as expected, because many networks are experiencing slow internet problems and many complaints are delivered through social media. Therefore, this research aims to find the insight opinions that have been conveyed to the telecommunications operator in social media. This research used the Convolutional Neural Network (CNN) algorithm to classify text sentiment (negative or positive) about telecommunication providers. The experiment with text data from Twitter is conducted after preprocessing and weighting of the Word2Vec process. The confusion matrix experiment shows that the CNN algorithm's performance reaches an average accuracy value of around 86.22%. The experiment was carried out by dividing the training data and testing the data 5 times in 10 times. The study results indicated that disruption of cellular telecommunications operators provided many sentiments, especially negative sentiment at the beginning of the COVID-19 pandemic.
Submitted	Nov 30, 09:08 GMT
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Reviews

Review 1

Overall evaluation

2: (accept)

Generally the study is well structured and well written. the author has written a methodology with systematic stages. However, it is advisable to add a literature review section to discuss important concepts used in the study. In addition, at the end, explain the theoretical and practical implications of the research. Mention the contribution of this research to the relevant stakeholders.

Review 2

Overall evaluation

0: (borderline paper)

Below are my comments on this paper:

1. Although the Introduction section is very long, however, its didn't capture the essential motivation behind this study. Give the sentiment analysis of network provider is not new, what are the states of the art regarding this topic? What are the shortcoming of the existing studies? What are the gaps that you want to address in this study? Why did you choose deep learning for overcoming such gaps?

2. Please provide the Related Works section.

3. The research activities (CRISP DM) in II.B was written from the theory perspective. How did you use it in this research?

4. Regarding the experimental design, why did you variate the proportion of testing and training data? Why

didn't you use for example cross validation?

5. How is the performance of the proposed method compared to traditional machine learning approach such as SVM, naive bayes, etc? I noted the accuracy is still low (below 90%).

6. What topics are considered negative/positive based on your analysis?

Review 3

1: (weak accept)

Below are my comments:

*Overall
evaluation*

- Please format your paper based on IEEE-style guidelines.
- Reduce your paper length to 6 pages at max to comply with the IEEE standard.
- The introduction section does not motivate at all. What are the states of the art? What gaps did you find in the literature that will be addressed in this paper?
- Please add a related works section.

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