ABSTRACT

The Government of the Republic of Indonesia in an effort to provide protection to the community through social security programs by establishing BPJS Kesehatan (Health & Social Security Agency) as the provider of social security in the health sector. Its implementation received positive, negative, and neutral responses by the public through social media such as Twitter regarding the quality of its services and policies. Twitter is a platform to convey the opinions, criticisms, and suggestions of Twitter users on BPJS Kesehatan. Many sentiments of them can make it difficult to understand the discussion topics related to the quality of services and policies from BPJS Kesehatan. This study aims to group topics from Twitter user sentiment related to BPJS Kesehatan using the Latent Dirichlet Allocation (LDA) method. Hence, it can make it easier to find out the topics of conversation often discussed by Twitter users related to BPJS Kesehatan. At the performance testing on LDA stage obtained perplexity 6,0907 with the alpha value of 0.01, the beta value of 0.1, at iteration 170, and 2 topic for positive sentiment. Thus, the value of perplexity 6,7364 with the alpha value of 0.001, the beta value of 0.1, at iteration 180, and 2 topics for negative sentiment, whereas the sentiment of the neutral values obtained perplexity 6,2094 with the alpha value of 0.001, the beta value is equal to 1, at iteration 160, and 2 topics.

Keywords: *topic modelling, latent dirichlet allocation, BPJS Kesehatan.*