

DAFTAR GAMBAR

Gambar I-1 Pengguna Media Sosial di Indonesia.....	2
Gambar II-1 <i>IS Success Model</i> (Pohonțu-Dragomir & Herghiligiu, 2023)	10
Gambar II-2 <i>Support Vector Machine Linear</i> (García-Gonzalo dkk., 2016)	21
Gambar II-3 <i>Proses BERTopic</i>	25
Gambar II-4 <i>Confusion Matrix</i> (Aras, 2020)	27
Gambar III-1 Sistematika Penelitian.....	42
Gambar IV-1 Proses Klasifikasi Multilabel dengan SVM OvR	69
Gambar IV-2 Proses Klasifikasi dengan SVM	72
Gambar IV-3 Alur Analisis Topik dan Isu Kritis.....	75
Gambar V-1 <i>Confusion Matrix Per Label</i>	83
Gambar V-2 <i>Confusion Matrix Information Quality</i>	93
Gambar V-3 <i>Confusion Matrix Service Quality</i>	95
Gambar V-4 <i>Confusion Matrix System Quality</i>	97
Gambar V-5 <i>Hierarchical Clustering Information Quality Positive</i>	101
Gambar V-6 <i>Hierarchical Clustering Information Quality Negative</i>	105
Gambar V-7 <i>Hierarchical Clustering Service Quality Positive</i>	108
Gambar V-8 <i>Hierarchical Clustering Service Quality Negative</i>	112
Gambar V-9 <i>Hierarchical Clustering SystemQuality Positive</i>	116
Gambar V-10 <i>Hierarchical Clustering System Quality Negative</i>	119