

BUKTI KORESPONDENSI ARTIKER SINTA 4

Judul : CLASSIFICATION OF MYPERTAMINA APP REVIEWS USING SUPPORT VECTOR MACHINE

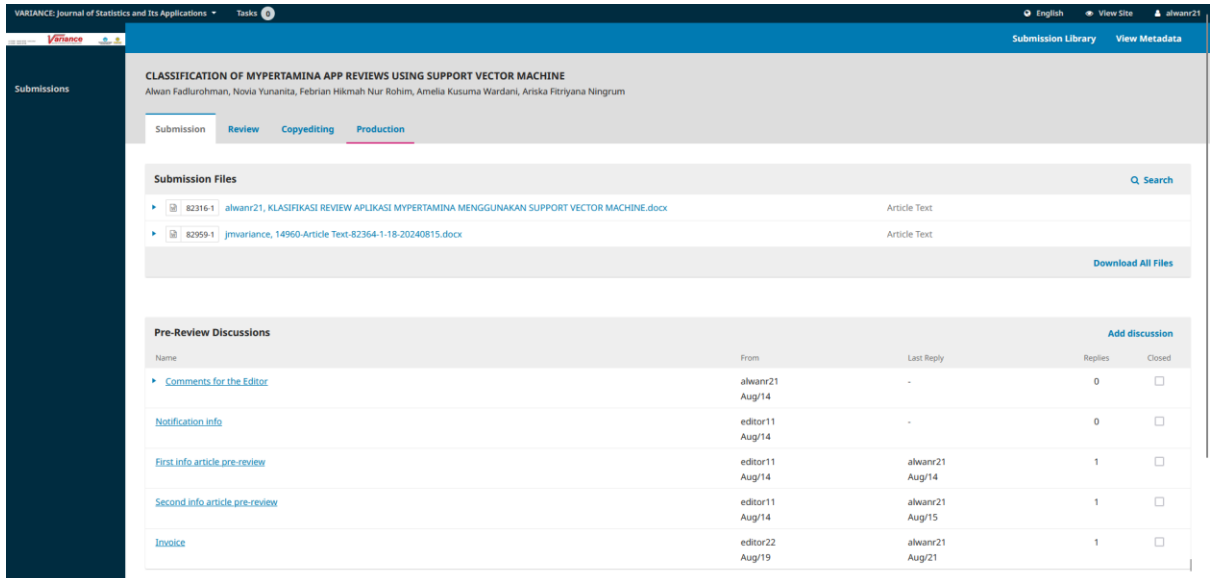
Penulis : Alwan Fadlurohman, Novia Yunanita, Febrian Hikmah Nur Rohin, Amelia Kusuma Ningrum, dan Ariska Fitriyana Ningrum

Jurnal : VARIANCE: Journal of Statistics and Its Applications

Link : <https://ojs3.unpatti.ac.id/index.php/variance/article/view/14960>

Bukti korespondensi artikel dengan judul “CLASSIFICATION OF MYPERTAMINA APP REVIEWS USING SUPPORT VECTOR MACHINE” di Jurnal VARIANCE: Journal of Statistics and Its Applications adalah ebagai berikut:

1. Submit Artikel



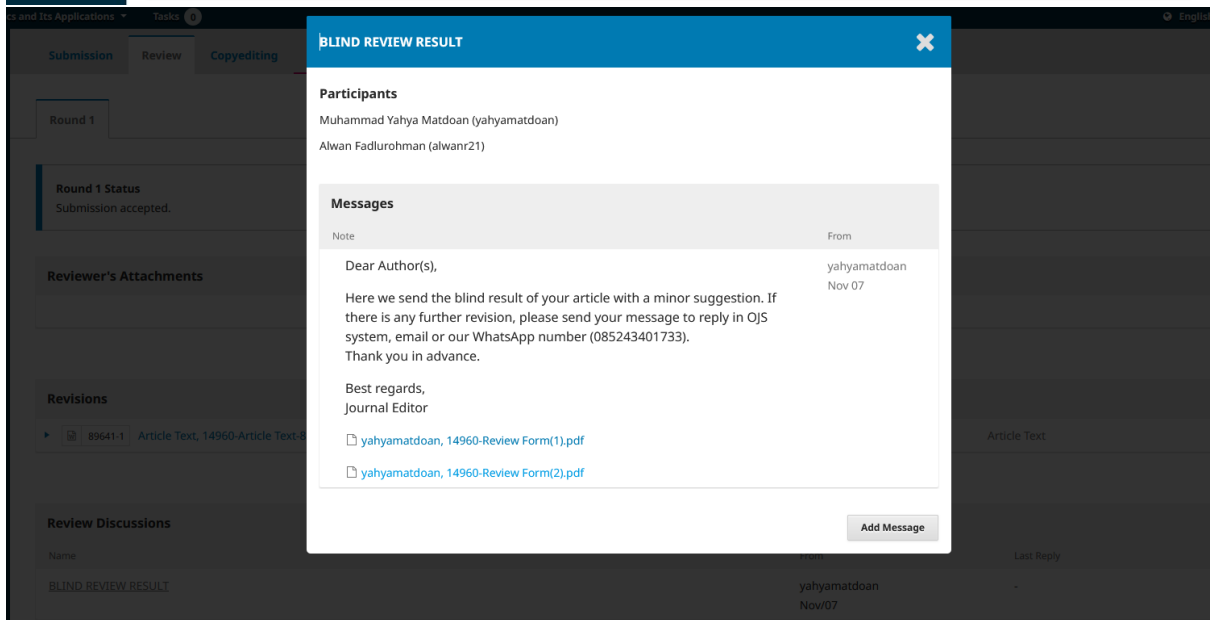
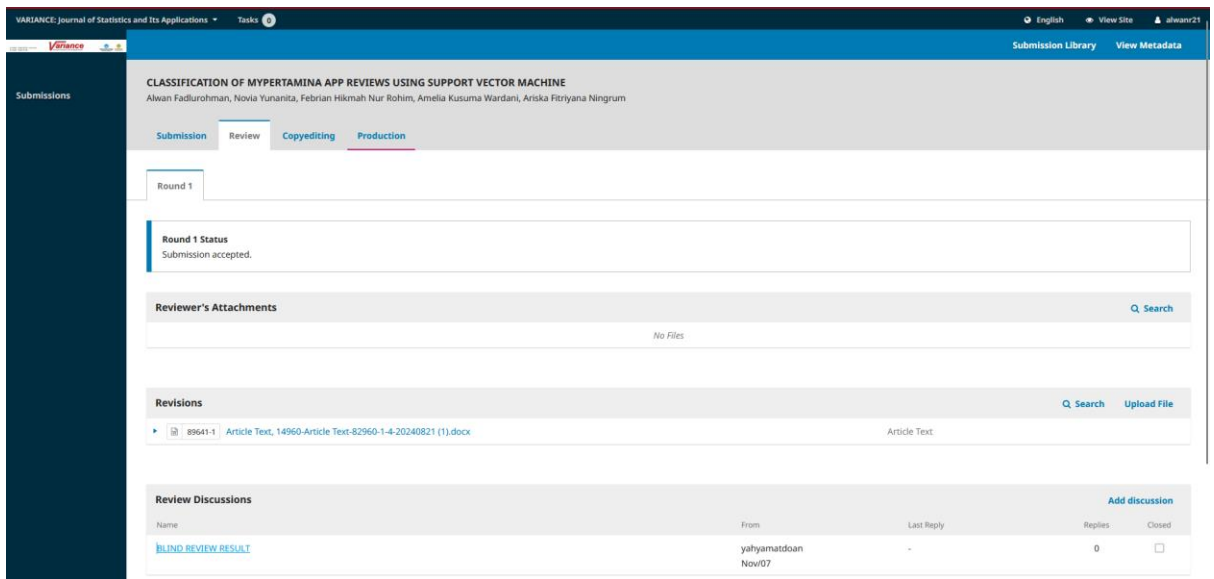
The screenshot displays the submission interface for the article "CLASSIFICATION OF MYPERTAMINA APP REVIEWS USING SUPPORT VECTOR MACHINE" in the VARIANCE journal. The interface includes a navigation menu with "Submission", "Review", "Copyediting", and "Production" tabs. The "Submission Files" section lists two files: "alwanr21_KLASIFIKASI REVIEW APLIKASI MYPERTAMINA MENGGUNAKAN SUPPORT VECTOR MACHINE.docx" and "jmvvariance_14960-Article Text-82364-1-18-20240815.docx". The "Pre-Review Discussions" section shows a table of communications:

Name	From	Last Reply	Replies	Closed
Comments for the Editor	alwanr21 Aug/14	-	0	<input type="checkbox"/>
Notification info	editor11 Aug/14	-	0	<input type="checkbox"/>
First info article pre-review	editor11 Aug/14	alwanr21 Aug/14	1	<input type="checkbox"/>
Second info article pre-review	editor11 Aug/14	alwanr21 Aug/15	1	<input type="checkbox"/>
Invoice	editor22 Aug/19	alwanr21 Aug/21	1	<input type="checkbox"/>

Artikel dengan judul “CLASSIFICATION OF MYPERTAMINA APP REVIEWS USING SUPPORT VECTOR MACHINE” telah di submit di VARIANCE: Journal of Statistics and Its Applications pada tanggal 14 Agustus 2024.

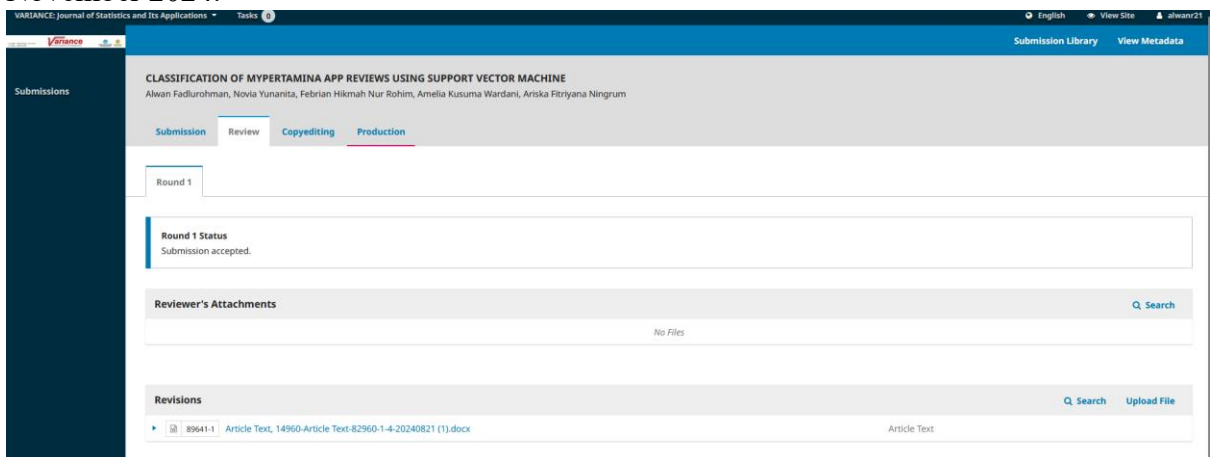
2. Proses Review Artikel

Artikel dengan judul “CLASSIFICATION OF MYPERTAMINA APP REVIEWS USING SUPPORT VECTOR MACHINE” telah di review pada tanggal 07 November 2024.



3. Proses Perbaikan Artikel


Artikel dengan judul “CLASSIFICATION OF MYPERTAMINA APP REVIEWS USING SUPPORT VECTOR MACHINE” melakukan perbaikan pada tanggal 07 November 2024.



4. Pembayaran Publikasi

INFORMASI TAGIHAN BIAYA PUBLIKASI

Yth. Alwan Fadlurohman
ID Artikel : 14960
Judul : Klasifikasi Review Aplikasi MyPertamina Menggunakan Support Vector Machine




Item	Deskripsi	Harga Satuan	Total
1	Biaya publikasi 1 artikel pada edisi Oktober 2024 (DOI cost, plagiarism checks, layout editing, dll.)	Rp 350.000,-	Rp 350.000,-
TOTAL			Rp 350.000,-

Terbilang: Tiga Ratus Lima Puluh Ribu Rupiah

- Pembayaran dilakukan ke Rekening BRI atas nama: Variance Journal (4864-01-012083-50-9)
- Bukti pembayaran **wajib** dikirimkan ke nomor Whatsapp 081364386776 (Ibu Gabriella Haumahu) dan email jurnalvariance@gmail.com . Artikel akan diproses ke tahapan selanjutnya setelah bukti pembayaran dikirimkan.

Editor in Chief



Norisca Lewaherilla

5. Penerbitan Galley Proof

Artikel dengan judul “CLASSIFICATION OF MYPERTAMINA APP REVIEWS USING SUPPORT VECTOR MACHINE” di cek untuk terakhir kalinya sebelum di publish.

Galley Proof ✕

Participants

Yonlib Weldri Arnold Nanlohy (editor44)
Alwan Fadlurohman (alwanr21)

Messages

Note	From
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Dear Editor, We have checked the Galley proof file of our article, and overall there is nothing to improve. Thank you in advance. Best regards, Alwan F	alwanr21 Nov 08

Add Message

6. Penerbitan Artikel

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CLASSIFICATION OF MYPERTAMINA APP REVIEWS USING SUPPORT VECTOR MACHINE



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Abstract

Indonesia is rich in natural resources, including oil and gas, and it manages these strategic assets through state-owned enterprises, one of which is PT Pertamina. Pertamina is responsible for domestic fuel production, distribution, and price stabilization. To improve efficiency and transparency, Pertamina developed the MyPertamina application that enables cashless fuel purchases, stock monitoring, and up-to-date price information. The application aims to streamline distribution and control fuel prices, thus helping to stabilize the cost of goods and services. MyPertamina also ensures subsidized fuel distribution is more effective and targeted by identifying and verifying subsidy recipients, reducing the potential for abuse. A sentiment analysis of subsidized fuel user reviews using this application is needed to understand the public's views. This research uses the Support Vector Machine (SVM) method to analyze the sentiment of MyPertamina app reviews. This research produced a stable model. Out of 200 reviews, 190 were negative, and nine were positive, with an SVM model accuracy of 97%. Wordcloud visualization shows the words that appear frequently in each settlement. Positive reviews appreciated the photo verification feature, easy payment, and good service. Negative reviews included verification difficulty, app error, and feature failure.



Issue

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