

From: ICADEIS 2020 icadeis2020@easychair.org 
Subject: ICADEIS 2020 notification for paper 13
Date: 31 July 2020 19.23
To: Alam Rahmatulloh alam@unsil.ac.id



Dear Dr. Alam Rahmatulloh,

On behalf of the Committee for International Conference on Advancement in Data Science, E-learning and Information Systems (ICADEIS 2020) we are pleased to inform you that your submission:

Paper id: 13

Title: Sentiment Analysis of Ojek Online User Satisfaction Based on the Net Brand Reputation Method

Has been reviewed by the technical reviewer(s) and accepted for presentation at ICADEIS 2020 through a fully virtual conference.

After fulfilling all requirements, the papers will be published in IEEE Xplore

You are therefore requested to:

1. Submit a Camera-ready (CR) paper by August, 15th 2020 by updating the paper submission in the Easy Chair as well as send an email Word (Doc) & PDF Version to the Program Chair (icadeis2020@gmail.com)

Please refer to the CR template and submission guidelines at <http://www.icadeis.com/> before submitting the paper. You are required to strictly follow the format and incorporate the reviewers' comments, which have been included in this message.

2. Pay for the conference's registration fee (the US \$ 486) / Rp. 7.000.000,- through :

Account Number : 8321066202000040

Account Name : ICADEIS 2020

Swift Code : BNINIDJA

Bank Name : Bank Nasional Indonesia (BNI)

Bank Address : Jl, Perintis Kemerdekaan no. 3 Bandung

IBAN : 3333873333

Payment References: PaperID, ICADEIS2020

Registration payment via Bank Transfer should be done before August 15, 2020.

(Actual debit amount is subject to change according to the exchange rate)

3. Email to icadeis2020@gmail.com for the receipt as a proof of the payment. Paper(s) without payment will not be considered for publication.

Send a copy of the plagiarism report (under 15 %) to your Program Chair. Below is the email address of the Program Chair: icadeis2020@gmail.com

Congratulations and hope to see you in the icadeis2020!

Best regards,

Program Committee,

ICADEIS2020

SUBMISSION: 13

TITLE: Sentiment Analysis of Ojek Online User Satisfaction Based on the Net Brand Reputation Method

----- REVIEW 1 -----

SUBMISSION: 13

TITLE: Sentiment Analysis of Ojek Online User Satisfaction Based on the Net Brand Reputation Method

AUTHORS: Alam Rahmatulloh, Rahmi Nur Shofa, Irfan Darmawan and Ardiansah

----- Overall evaluation -----

SCORE: 1 (weak accept)

----- TEXT:

General

1. The entire paper requires proofread to make it readable and understandable.

Most of the sentences in abstract are not understandable. For example:

2. The research problem and research objective of this study are not clear. There are not being specified any way but in abstract, introduction, related work, this study gives the illusion that the focus is on getting the sentiment of Ojek service. However in methodology and results, this study

mentioned about the process model of a sentiment analysis without explaining if the actually tool is really existed. Suddenly, in result, accuracy that seems to be derived from a tool is explained. The reason of measuring the accuracy is not explained in this study. In conclusion, this study seems to

focus back on getting the sentiment between Grab and Gojek without mentioning about the accuracy of the tool.

3. Some paragraph are written in different language.

4. The contribution of this research is not clear as the research objective and research problem are not specified

Please describe how the results and analysis prove that your proposed solution is able to resolve your research problem.

"We Are Social for January 2019 on the ranking of mobile applications by active monthly users of Indonesia, which shows Gojek and Grab and Ten."

"Not yet responded to how the response of the online motorcycle taxi users."

Abstract

1. Please state the problem that you are trying to resolve.
2. Why sentiment on ojek users is important. What is the objective of this sentiment analysis.
3. Why the sentiment uses data from Twitter. (Explain the evaluation framework of other researches to justify the use of twitter dataset)
4. Explain briefly what is net brand reputation method
5. Then only explain the results.
6. Add conclusion. The meaning of negative sentiment and how does this achieve your research objectives.

Introduction

1. Please standardise the term "Ojek", "Ojeg" or "Gojek". If there are different, please give the definition of each before using these terms.
2. Please revise "has a base (at the T-junction...)"
3. In paragraph 4, relate how Ojek online services with the need of finding out the level of satisfaction. What are the consequences of not conducting the sentiment analysis (this can be your research problem that you are trying to resolve)
4. In paragraph 6, precision, recall and f measure are the performance matrix for accuracy
5. How this accuracy can be used by online motorcycle taxi users?
6. In paragraph 6, there are 2 methods used in this study, but only Net Brand Reputation method is mentioned on the title.

Related work

1. define positive and negative
2. In paragraph 2, sentiment analysis has been done in what domain? Ojek? If yes, why does this research wants to replicate other researches (naives bayes)
3. Do other researches exclude the emoticon conversion? Is emoticon conversion is your research objective? If yes need to highlight this in title, abstract, introduction and LR on emoticon.

Methodology

1. Methodology is how you conduct this research. Example how data is collected, how techniques are chosen to be used as the proposed solution.
2. Some information in this section can be included in a new section which is IV: Proposed solution and V: Result and Analysis

Proposed solution

1. this section illustrate process model from pre-processing to classification

Result and Analysis

This section shall only describe about the result and the analysis of the evaluation. Thus:

1. Relocate A. Getting data in Methodology section
2. Relocate B. Pre-processing and C. classification in proposed solution section
3. Need to have reference on how this study determine the number of training data and testing data
4. Table VI, VII, why positive and negative exist in y axis and x axis? Describe how prediction values relate with the sentiment.
5. Some analysis is written in another language (Bahasa Indonesia). Please translate
6. Why is this study discuss about the error rate when your research objective is just to get the sentiment of Gojek's services?

Conclusion

Please describe how the results and analysis prove that your proposed solution is able to resolve your research problem.

----- REVIEW 2 -----

SUBMISSION: 13

TITLE: Sentiment Analysis of Ojek Online User Satisfaction Based on the Net Brand Reputation Method

AUTHORS: Alam Rahmatulloh, Rahmi Nur Shofa, Irfan Darmawan and Ardiansah

----- Overall evaluation -----

SCORE: 2 (accept)

----- TEXT:

- Good technical paper with valuable contribution
- The English, grammar and style need to be improved
- Some paragraphs are still in Indonesian language