

UNDERGRADUATE THESIS

SENTIMENT ANALYSIS AND MULTI-LABEL CLASSIFICATION FOR DETERMINING SHOPEE'S CUSTOMER SATISFACTION

In partial fulfilment of the requirements for bachelor's degree in Computer
Science



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**UNDERGRADUATE PROGRAM OF COMPUTER SCIENCE
DEPARTMENT OF COMPUTER SCIENCE AND ELECTRONICS
FACULTY OF MATHEMATICS AND NATURAL SCIENCES
UNIVERSITAS GADJAH MADA
YOGYAKARTA**

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