

**UNDERGRADUATE THESIS**

**LEXICON-BASED SENTIMENT ANALYSIS AND TOPIC MODELING  
TO EXTRACT USER EXPERIENCE PAIN POINTS FROM USER  
REVIEWS: A CASE STUDY ON M-PASPOR GOOGLE PLAY STORE  
USER REVIEWS**



**MUHAMMAD ZHAFARI SYAH**

**20/454536/PA/19567**

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

**2024**

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Submitted to fulfill one of the requirements for obtaining the degree of  
Bachelor of Computer Science



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**SKRIPSI (RISET AKADEMIK)**

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(IUP)**

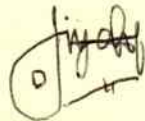
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Telah dipertahankan di depan Tim Penguji  
pada tanggal 20 Pebruari 2024

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Pembimbing

Mengetahui,  
a.n. Dekan FMIPA UGM  
Wakil Dekan Bidang Pendidikan, Pengajaran  
dan Kemahasiswaan



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