

ABSTRAK

Permasalahan hubungan asmara dapat memberikan dampak psikologis yang signifikan bagi mahasiswa, salah satunya berupa *emotional distress* yang dapat memengaruhi kondisi emosional, motivasi belajar, serta aktivitas sehari-hari. Identifikasi dini terhadap kondisi tersebut diperlukan agar mahasiswa dapat memperoleh penanganan yang tepat sebelum kondisi yang dialami semakin memburuk. Penelitian ini bertujuan untuk menganalisis tingkat *emotional distress* pada mahasiswa akibat permasalahan hubungan asmara menggunakan *Bidirectional Encoder Representations from Transformers* (BERT) dan metode *Certainty Factor* berbasis *website*. Pada penelitian ini, model BERT digunakan untuk menganalisis jawaban teks responden dan menghasilkan klasifikasi beserta nilai *confidence score*. Nilai tersebut kemudian diproses menggunakan metode *certainty factor* untuk menentukan tingkat keyakinan terhadap kondisi *emotional distress* yang dialami pengguna. Sistem yang dikembangkan mampu mengelompokkan tingkat *emotional distress* ke dalam kategori normal, ringan, sedang, dan berat berdasarkan hasil analisis jawaban pengguna. Hasil pengujian terhadap 203 responden menunjukkan bahwa sebanyak 86 responden (42,36%) berada pada kategori normal, 27 responden (13,30%) berada pada kategori ringan, 28 responden (13,79%) berada pada kategori sedang, dan 62 responden (30,54%) berada pada kategori berat. Hasil penelitian menunjukkan bahwa BERT dan metode *Certainty Factor* dapat diimplementasikan untuk menganalisis tingkat *emotional distress* berdasarkan jawaban teks pengguna serta memberikan hasil *skrining* awal secara otomatis melalui *website*.

Kata Kunci: *Emotional Distress*, Hubungan Asmara, Mahasiswa, BERT, *Certainty Factor*

ABSTRACT

Romantic relationship problems are one of the factors that may affect university students' emotional well-being and potentially lead to emotional distress. This condition can influence learning motivation, concentration, social interactions, and daily activities. Therefore, a tool is needed to assist in conducting initial screening of emotional distress levels experienced by students. This study aims to analyze the level of emotional distress among university students caused by romantic relationship problems using Bidirectional Encoder Representations from Transformers (BERT) and the Certainty Factor (CF) method through a web based application. In this study, the BERT model was employed to analyze respondents' textual responses and generate classification results along with confidence scores. The confidence scores were then processed using the Certainty Factor method to determine the level of certainty regarding the user's emotional distress condition, the developed system is capable of classifying emotional distress into four categories: normal, mild, moderate, and severe based on the analysis of users' responses. The testing results involving 203 respondents showed that 86 respondents (42,36%) were classified as normal, 27 respondents (13,30%) as mild, 28 respondents (13,79%) as moderate, and 62 respondents (30,54%) as severe. The findings indicate that the combination of BERT and Certainty Factor can be effectively implemented to analyze emotional distress levels based on textual responses and provide automated preliminary screening results through a web based platform.

Keywords: Emotional Distress, Romantic Relationship Problems, University Students, BERT, Certainty Factor.