

ABSTRACT

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Topic Modeling and Aspect Analysis of Wuthering Waves Player Reviews Using the BERTopic Method

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(xiii + 76 + Appendix)

The development of the online gaming industry in Indonesia has shown rapid growth, marked by the increasing number of users and the diversity of genres offered. One of the popular games is Wuthering Waves, which was released on both mobile and PC platforms. Although it gained high popularity at its launch, the game did not fully meet player expectations and generated thousands of reviews containing both complaints and positive feedback. These reviews are considered valuable data sources as they directly represent user experiences and provide insights into the quality as well as the weaknesses of the game. This study aims to develop a model capable of identifying and grouping topics within Indonesian-language player reviews of Wuthering Waves using the BERTopic method, as well as analyzing the results to understand the aspects most frequently discussed by players. The research data was obtained through web scraping of 10,000 reviews from the Google Play Store, followed by preprocessing stages including data cleaning, case folding, and filtering to prepare the text for further processing. The topic modeling process was carried out through several stages, starting with embedding using SBERT, dimensionality reduction with UMAP, clustering using HDBSCAN, and topic representation with c-TF-IDF. The topic modeling produced nine main topics with interpretations related to language, gameplay, performance, bugs, server network, and account issues. Evaluation was conducted by measuring topic coherence, which yielded a coherence score of 0.5630. These results demonstrate that BERTopic can be effectively used to map player opinions, thus serving as a reference for game developers in improving and enhancing game quality.

Bibliography (2017-2025)