

## **Using Google Maps Review Data for BPS Statistics Indonesia Office Evaluation**

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### *Abstract*

Every National Statistical Office (NSO) needs to evaluate the public services that have been provided to the community, including BPS as NSO Indonesia. Google currently provides facilities for users of public facilities to review and give ratings to a place, including the services of the BPS office. Big Data reviews from the public attached to the google map can be used to evaluate the performance of BPS throughout Indonesia, both local, provincial, and central BPS. This study collects rating and review data from 274 district/city BPS offices in 34 provinces in Indonesia with 2204 reviews containing comments and ratings. From this data, we can classify local BPS offices with the lowest rating to the perfect rating from users who do reviews. We can also sort the BPS city with the most reviews to the lowest. In this study, we also make a sentiment analysis of the BPS offices of districts and cities throughout Indonesia.