

DAFTAR PUSTAKA

- Ali-Fauzi, M. (2018). Automatic complaint classification system using classifier ensembles. *Telfor Journal*, 10(2), 123–128. <https://doi.org/10.5937/telfor1802123a>
- Amsury, F., Ruhyana, N., Saputra, I., & Sulistyowati, D. N. (2020). Classification of Customer Complaints on Instagram Comments Using Naïve Bayes Algorithm With N-Gram Feature Extension. *Jurnal Techno Nusa Mandiri*, 17(2), 109–116. <https://doi.org/10.33480/techno.v17i2.1632>
- Bai, S., Kolter, J. Z., & Koltun, V. (2018). *An Empirical Evaluation of Generic Convolutional and Recurrent Networks for Sequence Modeling*. <http://arxiv.org/abs/1803.01271>
- Bojanowski, P., Grave, E., Joulin, A., & Mikolov, T. (2017). Enriching Word Vectors with Subword Information. *Transactions of the Association for Computational Linguistics*, 5, 135–146. https://doi.org/10.1162/tacl_a_00051
- Camacho-Collados, J., & Pilehvar, M. T. (2017). On the Role of Text Preprocessing in Neural Network Architectures: An Evaluation Study on Text Categorization and Sentiment Analysis. *EMNLP 2018 - 2018 EMNLP Workshop BlackboxNLP: Analyzing and Interpreting Neural Networks for NLP, Proceedings of the 1st Workshop*, 40–46. <https://doi.org/10.48550/arxiv.1707.01780>
- Casella, G., & George, E. I. (1992). Explaining the gibbs sampler. *American Statistician*, 46(3), 167–174. <https://doi.org/10.1080/00031305.1992.10475878>
- Chen, Q., Zhuo, Z., & Wang, W. (2019). *BERT for Joint Intent Classification and Slot Filling*.
- Devlin, J., Chang, M. W., Lee, K., & Toutanova, K. (2019). BERT: Pre-training of deep bidirectional transformers for language understanding. *NAACL HLT 2019 - 2019 Conference of the North American Chapter of the Association for Computational Linguistics: Human Language Technologies - Proceedings of the Conference, 1(Mlm)*, 4171–4186.
- Dewi, R. N. (2018). Model Text Mining Untuk Identifikasi Keluhan Pelanggan Produk Perusahaan Perangkat Lunak. *Dspace.Uii.Ac.Id*. <https://dspace.uii.ac.id/handle/123456789/10239>
- Duc, T. N., Minh, C. T., Xuan, T. P., & Kamioka, E. (2020). Convolutional Neural Networks for Continuous QoE Prediction in Video Streaming Services. *IEEE Access*, 8, 116268–116278. <https://doi.org/10.1109/ACCESS.2020.3004125>
- Géron, A. (2019). Hands-on Machine Learning with Scikit-Learning, Keras and Tensorflow. In *O'Reilly Media, Inc.*

- Jindal, R., Malhotra, R., & Jain, A. (2015). Techniques for text classification: Literature review and current trends. *Webology*, 12(2), 1–28.
- Karad, V. (2021). *Research Paper on Chatbot Development for Educational Institute*. <https://ssrn.com/abstract=3903212>
- Karthick, S., Victor, R. J., Manikandan, S., & Goswami, B. (2018). Professional chat application based on natural language processing. *2018 IEEE International Conference on Current Trends in Advanced Computing, ICCTAC 2018*, 1–4. <https://doi.org/10.1109/ICCTAC.2018.8370395>
- Khedkar, S., & Shinde, S. (2020). Deep Learning and Ensemble Approach for Praise or Complaint Classification. *Procedia Computer Science*, 167(2019), 449–458. <https://doi.org/10.1016/j.procs.2020.03.254>
- Konuk, F. A. (2019). The influence of perceived food quality, price fairness, perceived value and satisfaction on customers' revisit and word-of-mouth intentions towards organic food restaurants. *Journal of Retailing and Consumer Services*, 50(February), 103–110. <https://doi.org/10.1016/j.jretconser.2019.05.005>
- Markoulidakis, I., Rallis, I., Georgoulas, I., Kopsiaftis, G., Doulamis, A., & Doulamis, N. (2020). A Machine Learning Based Classification Method for Customer Experience Survey Analysis. *Technologies*, 8(4), 76. <https://doi.org/10.3390/technologies8040076>
- Mazarura, J., & de Waal, A. (2016). *A comparison of the performance of latent Dirichlet allocation and the Dirichlet multinomial mixture model on short text*. <https://doi.org/10.1109/RoboMech.2016.7813155>
- Mimno, D., Wallach, H. M., Talley, E., Leenders, M., & McCallum, A. (2011). Optimizing semantic coherence in topic models. *EMNLP 2011 - Conference on Empirical Methods in Natural Language Processing, Proceedings of the Conference*, 2, 262–272.
- Mohan, V. (2015). *Preprocessing Techniques for Text Mining - An Overview*.
- Nasser, M., & Mohammed, S. (2020). *Customer Complaints Auto-assignment using Machine Learning Algorithms*.
- Nigam, K., McCallum, A. K., Thrun, S., & Mitchell, T. (2000). Text classification from labeled and unlabeled documents using EM. *Machine Learning*, 39(2), 103–134. <https://doi.org/10.1023/a:1007692713085>
- Nwankpa, C. E., Ijomah, W., Gachagan, A., & Marshall, S. (2018). *Activation Functions: Comparison of Trends in Practice and Research for Deep Learning*. 1–20.
- Raihan, D. (2021). *Deep learning techniques for text classification*.
- Razak, A. A., & Shamsudin, M. F. (2019). The influence of atmospheric experience

on Theme Park Tourist's satisfaction and loyalty in Malaysia. *International Journal of Innovation, Creativity and Change*, 6(9), 10–20.

Schuermans, J., & Frasincar, F. (2020). Intent Classification for Dialogue Utterances. *IEEE Intelligent Systems*, 35(1), 82–88. <https://doi.org/10.1109/MIS.2019.2954966>

Shelhamer, E., Long, J., & Darrell, T. (2017). Fully Convolutional Networks for Semantic Segmentation. *IEEE Transactions on Pattern Analysis and Machine Intelligence*, 39(4), 640–651. <https://doi.org/10.1109/TPAMI.2016.2572683>

Sintoris, K., & Vergidis, K. (2017). Extracting business process models using natural language processing (NLP) techniques. *Proceedings - 2017 IEEE 19th Conference on Business Informatics, CBI 2017*, 1, 135–139. <https://doi.org/10.1109/CBI.2017.41>

Stevens, K., Kegelmeyer, P., Andrzejewski, D., & Buttler, D. (2012). Exploring topic coherence over many models and many topics. *EMNLP-CoNLL 2012 - 2012 Joint Conference on Empirical Methods in Natural Language Processing and Computational Natural Language Learning, Proceedings of the Conference, July*, 952–961.

Vaswani, A., Shazeer, N., Parmar, N., Uszkoreit, J., Jones, L., Gomez, A. N., Kaiser, Ł., & Polosukhin, I. (2017). Attention is all you need. *Advances in Neural Information Processing Systems, 2017-Decem(Nips)*, 5999–6009.

Wang, H., & Deng, S. (2017). A paper-text perspective. *The Electronic Library*, 35(4), 689–708. <https://doi.org/10.1108/EL-09-2016-0192>

Yin, J., & Wang, J. (2014). A Dirichlet multinomial mixture model-based approach for short text clustering. *Proceedings of the ACM SIGKDD International Conference on Knowledge Discovery and Data Mining*, 233–242. <https://doi.org/10.1145/2623330.2623715>

Zuo, Y., Jiang, L., Sun, H., Ma, C., Liang, Y., Nie, S., & Zhou, Y. (2020). Short text classification based on bidirectional TCN and attention mechanism. *Journal of Physics: Conference Series*, 1693(1). <https://doi.org/10.1088/1742-6596/1693/1/012067>