

REFERENSI

- Agus Surya Adi P, I., Satya Kumara, I., & Raka Agung, I. (2022). Status Perkembangan Sepeda Listrik dan Motor Listrik di Indonesia. *Jurnal SPEKTRUM*, 8(4), 8-19. doi:10.24843/SPEKTRUM.2021.v08.i04.p2.
- Afidah, D.I., Kusumaningrum, R. dan Surarso, B. (2020). Long Short Term Memory Convolutional Neural Network for Indonesian Sentiment Analysis Towards Touristic Destination Reviews. *In 2020 International Seminar on Application for Technology of Information and Communication (iSemantic)* (pp. 630-637). IEEE.
- Ahdiat. Adi. (2022). *Penjualan Mobil Listrik di Indonesia Meningkat pada Agustus 2023*. Databoks Katadata. <https://databoks.katadata.co.id/datapublish/2023/09/19/penjualan-mobil-listrik-di-indonesia-meningkat-pada-agustus-2023>.
- Ahdiat. Adi. (2024). *Tren Mobil Listrik di Indonesia Kian Menguat pada 2023*. Databoks Katadata. <https://databoks.katadata.co.id/datapublish/2024/01/16/tren-mobil-listrik-di-indonesia-kian-menguat-pada-2023>.
- Aji, Damawan Bayu. (2019). Analisis Ulasan Pelanggan dalam Penerapan M-Payment di Industri E-Commerce Studi: Ulasan Tokopedia di Google Play. Yogyakarta. Fakultas Ekonomika dan Bisnis Universitas Gadjah Mada.
- Alaei, A., Becken, S., & Stantić, B. (2017). Sentiment Analysis in Tourism: Capitalizing on Big Data. *Journal of Travel Research*, 58(2), 175-191. <https://doi.org/10.1177/0047287517747753>.
- Alexandrescu, A. (2019). Optimization and Security in Information Retrieval, Extraction, Processing, and Presentation on A Cloud Platform. *Information*, 10(6), 200. <https://doi.org/10.3390/info10060200>.
- Alsemgeest, L. and Smit, A. V. A. (2013). The Contribution of Business Units to Overall Company Customer Satisfaction and Profitability. *Journal of Applied Business Research (JABR)*, 29(4), 1093. <https://doi.org/10.19030/jabr.v29i4.7918>.
- Alshura, M. S., Zabadi, A. M., & Abughazaleh, M. (2018). Big Data in Marketing Arena. Big Opportunity, Big Challenge, and Research Trends: an Integrated View. *Management and Economics Review*, 3(1), 75-84. <https://doi.org/10.24818/mer/2018.06-06>,

- Anderson, E. W. and Mittal, V. (2000). Strengthening The Satisfaction-Profit Chain. *Journal of Service Research*, 3(2), 107-120. <https://doi.org/10.1177/109467050032001>.
- Anugrah, A., Hermanto, T. I., & Kaniawulan, I. (2022). Sentiment Analysis of Internet Service Providers Using Naïve Bayes Based on Particle Swarm Optimization. *Jurnal Riset Informatika*, 4(4), 371-378. <https://doi.org/10.34288/jri.v4i4.408>.
- Aryanti, P. G., & Santoso, I. (2023). Analisis Sentimen Pada Twitter Terhadap Mobil Listrik Menggunakan Algoritma Naive Bayes. *IKRA-ITH Informatika: Jurnal Komputer dan Informatika*, 7(2), 133-137.
- Assiri, A., Gumaei, A., Mehmood, F., & Ullah, S. (2024). Social Media User Evaluation for Quantum Computing Technology via Sentiment Analysis. *Research Square*. <https://doi.org/10.21203/rs.3.rs-3999636/v1>.
- Astuti, T. and Pratika, I. (2019). Product Review Sentiment Analysis by Artificial Neural Network Algorithm. *IJIIS International Journal of Informatics and Information Systems*, 2(2), 61-66. <https://doi.org/10.47738/ijiis.v2i2.15>.
- Ateeq, W. and Al-Khalifa, H. S. (2023). Intelligent Framework for Detecting Predatory Publishing Venues. *IEEE Access*, 11, 20582-20618. <https://doi.org/10.1109/access.2023.3250256>.
- Baah, B., Acheampong, A., Osei-Asibey, D., & Afful, A. E. (2022). Assessing The Role of Respectable Engagement in Improving Construction Employee's Safety Perception. *Smart and Sustainable Built Environment*, 12(5), 937-962. <https://doi.org/10.1108/sasbe-04-2022-0073>.
- Badan Pengembangan dan Pembinaan Bahasa (2023). *Kamus Besar Bahasa Indonesia (KBBI) Daring*. <https://kbbi.web.id/sentimen>.
- Bahri-Ammari, N. and Soliman, K. S. (2016). The Effect of CRM Implementation on Pharmaceutical Industry's Profitability. *Management Research Review*, 39(8), 854-878. <https://doi.org/10.1108/mrr-11-2014-0258>.
- Balinado, J. R. O., Prasetyo, Y. T., Young, M. N., Persada, S. F., Miraja, B. A., & Redi, A. A. N. P. (2021). The Effect of Service Quality on Customer Satisfaction in an Automotive After-Sales Service. *Journal of Open Innovation: Technology, Market, and Complexity*, 7(2), 116. <https://doi.org/10.3390/joitmc7020116>.

- Bangsa, M., Priyanta, S., & Suyanto, Y. (2020). Aspect-Based Sentiment Analysis of Online Marketplace Reviews Using Convolutional Neural Network. *IJCCS (Indonesian Journal of Computing and Cybernetics Systems)*, 14(2), 123. <https://doi.org/10.22146/ijccs.51646>.
- Barbarossa, C., Pelsmacker, P., & Moons, I. (2017). Personal Values, Green Self-Identity and Electric Car Adoption. *Ecological Economics*, 140, 190-200. <https://doi.org/10.1016/j.ecolecon.2017.05.015>.
- Bashir, H. A. and Kumar, D. (2022). Investor Attention, Twitter Uncertainty and Cryptocurrency Market Amid The Covid-19 Pandemic. *Managerial Finance*, 49(4), 620-642. <https://doi.org/10.1108/mf-09-2021-0414>.
- Behdenna, S., Barigou, F., & Belalem, G. (2018). Document Level Sentiment Analysis: a Survey. *EAI Endorsed Transactions on Context-Aware Systems and Applications*, 4(13), 154339. <https://doi.org/10.4108/eai.14-3-2018.154339>.
- Bello-Orgaz, G., Jung, J., & Camacho, D. (2016). Social Big Data: Recent Achievements and New Challenges. *Information Fusion*, 28, 45-59. <https://doi.org/10.1016/j.inffus.2015.08.005>.
- Bílková, R. (2021). Digital Marketing Communication in The Age of Globalization. *SHS Web of Conferences*, 129, 06002. <https://doi.org/10.1051/shsconf/202112906002>.
- Boukabous, M. and Azizi, M. (2022). Crime Prediction Using A Hybrid Sentiment Analysis Approach Based On The Bidirectional Encoder Representations From Transformers. *Indonesian Journal of Electrical Engineering and Computer Science*, 25(2), 1131. <https://doi.org/10.11591/ijeecs.v25.i2.pp1131-1139>.
- Braig, N., Benz, A., Voth, S., Breitenbach, J., & Buettner, R. (2023). Machine Learning Techniques for Sentiment Analysis of Covid-19 Related Twitter Data. *IEEE Access*, 11, 14778-14803. <https://doi.org/10.1109/access.2023.3242234>.
- Brownlee, Jason. (2020). *How to Calculate Precision, Recall, and F-Measure for Imbalanced Classification*. Machine Learning Mastery. <https://machinelearningmastery.com/precision-recall-and-f-measure-for-imbalanced-classification/>.

- Burdack, J., Horst, F., Giesselbach, S., Hassan, I., Daffner, S., & Schöllhorn, W. I. (2020). Systematic Comparison of The Influence of Different Data Preprocessing Methods on The Performance of Gait Classifications Using Machine Learning. *Frontiers in Bioengineering and Biotechnology*, 8. <https://doi.org/10.3389/fbioe.2020.00260>.
- Burity, J. (2021). The Importance of Logistics Efficiency on Customer Satisfaction. *Journal of Marketing Development and Competitiveness*, 15(3). <https://doi.org/10.33423/jmdc.v15i3.4537>.
- Campbell, S., Greenwood, M., Prior, S., Shearer, T., Walkem, K., Young, S., ... & Walker, K. (2020). Purposive Sampling: Complex or Simple? Research Case Examples. *Journal of Research in Nursing*, 25(8), 652-661. <https://doi.org/10.1177/1744987120927206>.
- Candra, C. S. (2022). Evaluation of Barriers to Electric Vehicle Adoption in Indonesia Through Grey Ordinal Priority Approach. *International Journal of Grey Systems*, 2(1), 38-56. <https://doi.org/10.52812/ijgs.46>.
- Chernova, V. Y. and Starostin, V. S. (2019). Leading Trends in Marketing Research: A Case Of Big Data. *Proceedings of the 5th International Conference on Social, Economic, and Academic Leadership (ICSEALV 2019)*. <https://doi.org/10.2991/assehr.k.191221.200>.
- Chen, X., Jiao, C., Ji, R., & Yu, L. (2021). Examining Customer Motivation and Its Impact on Customer Engagement Behavior in Social Media: The Mediating Effect of Brand Experience. *Sage Open*, 11(4), 215824402110522. <https://doi.org/10.1177/21582440211052256>.
- Cho, D., Lee, H., & Kang, S. (2021). An Empirical Study of Korean Sentence Representation with Various Tokenizations. *Electronics*, 10(7), 845. <https://doi.org/10.3390/electronics10070845>.
- Chowdhury, S. and Nath, A. (2021). Trends in Natural Language Processing : Scope and Challenges. *International Journal of Scientific Research in Computer Science Engineering and Information Technology*, 393-401. <https://doi.org/10.32628/cseit217698>.
- Christidis, P and Focas, C. (2019). Factors Affecting the Uptake of Hybrid and Electric Vehicles in the European Union. *Collection of open articles in transport research*. Vol. 26. https://www.scipedia.com/public/Christidis_Focas_2019a.
- Crabtree, G. W., Kocs, E., & Tillman, B. (2017). Where is Transportation Going?. *Europhysics News*, 48(3), 21-25. <https://doi.org/10.1051/epn/2017303>.

- Cui, Z., Qiu, Q., Yin, C., Yu, J., Wu, Z., & Deng, A. (2019). A Barrage Sentiment Analysis Scheme Based On Expression and Tone. *IEEE Access*, 7, 180324-180335. <https://doi.org/10.1109/access.2019.2957279>.
- Darley, W., Blankson, C., & Luethge, D. (2010). Toward an Integrated Framework For Online Consumer Behavior And Decision Making Process: A Review. *Psychology and Marketing*, 27(2), 94-116. <https://doi.org/10.1002/mar.20322>.
- Davis, F., Bagozzi, R., & Warshaw, P. (1989). User Acceptance of Computer Technology: A Comparison of Two Theoretical Models. *Management Science*, 35(8), 982-1003. <https://doi.org/10.1287/mnsc.35.8.982>.
- Devlin, J., Chang, M. W., Lee, K., & Toutanova, K. (2018). BERT: Pre-Training of Deep Bidirectional Transformers for Language Understanding. *arXiv preprint arXiv:1810.04805*.
- Doorn, J. v., Lemon, K. N., Mittal, V., Nass, S., Pick, D., Pirner, P., ... & Verhoef, P. C. (2010). Customer Engagement Behavior: Theoretical Foundations and Research Directions. *Journal of Service Research*, 13(3), 253-266. <https://doi.org/10.1177/1094670510375599>.
- Ehrenberger, S., Dasgupta, I., Brost, M., Gebhardt, L., & Seiffert, R. (2022). Potentials of Light Electric Vehicles for Climate Protection By Substituting Passenger Car Trips. *World Electric Vehicle Journal*, 13(10), 183. <https://doi.org/10.3390/wevj13100183>.
- Elnadree, R. S., El-Sisi, A. B., & Atwa, W. (2021). Performance Investigation Of Features Extraction and Classification Approaches for Sentiment Analysis Systems. *IJCI. International Journal of Computers and Information*, 0(0), 0-0. <https://doi.org/10.21608/ijci.2021.65578.1044>.
- Emanović, M., Jakara, M., & Barić, D. (2022). Challenges and Opportunities for Future Bevs Adoption in Croatia. *Sustainability*, 14(13), 8080. <https://doi.org/10.3390/su14138080>.
- Fang, L., Li, F., & Yang, H. (2023). How is Customer Commitment Established in The Era of Experience ? An Impact Mechanism Research on Customer Commitment to Customer Experience from Utilitarian and Hedonic Perspectives. *BMC Psychology*. <https://doi.org/10.21203/rs.3.rs-3127039/v1>.
- Febransyah, A. (2021). Predicting Purchase Intention Towards Battery Electric Vehicles: A Case of Indonesian Market. *World Electric Vehicle Journal*, 12(4), 240. <https://doi.org/10.3390/wevj12040240>.

- Febiani, T., Sari, K., & Slamet, S. (2023). Pengaruh Ulasan Pelanggan Daring dan Berbagi Pengetahuan Konsumen pada Keputusan Pembelian di TikTok Shop. *Brainy: Jurnal Riset Mahasiswa*, 4(2), 72-81.
- Ferdian, M. (2023). Tax Policy to Accelerate EV Infrastructure and Reducing National Carbon Towards Net Zero Emission. *Indonesian Journal of Multidisciplinary Science*, 2(5), 2541-2549. <https://doi.org/10.55324/ijoms.v2i5.453>.
- Fikri, M. I., Sabrila, T. S., & Azhar, Y. (2020). Perbandingan Metode Naïve Bayes dan Support Vector Machine pada Analisis Sentimen Twitter. *Smatika Jurnal*, 10(02), 71-76. <https://doi.org/10.32664/smatika.v10i02.455>.
- Fornell, C., Johnson, M. D., Anderson, E. W., Cha, J., & Bryant, B. E. (1996). The American Customer Satisfaction Index: Nature, Purpose, And Findings. *Journal of Marketing*, 60(4), 7-18. <https://doi.org/10.1177/002224299606000403>.
- GAIKINDO. (2022). “Wuling Kuasai Penjualan Mobil Listrik di Indonesia”. <https://www.gaikindo.or.id/wuling-kuasai-penjualan-mobil-listrik-di-indonesia/>.
- GAIKINDO. (2023). “Hyundai Ioniq 5 Teratas di Penjualan Mobil Listrik 2023”. <https://www.gaikindo.or.id/hyundai-ioniq-5-teratas-di-penjualan-mobil-listrik-2023/>.
- GAIKINDO. (2023). “BEV & Hybrid Production by Brand January-September 2023”. <https://www.gaikindo.or.id/bev-hybrid-production-by-brand-january-september-2023/>.
- Gao, Z., Feng, A., Song, X., & Wu, X. (2019). Target-Dependent Sentiment Classification with BERT. *IEEE Access*, 7, 154290-154299. <https://doi.org/10.1109/access.2019.2946594>.
- Glerum, A., Stankovikj, L., & Bierlaire, M. (2014). Forecasting The Demand for Electric Vehicles: Accounting for Attitudes And Perceptions. *Transportation Science*, 48(4), 483–499.
- Götz, F. M., Maertens, R., Loomba, S., & Linden, S. v. d. (2023). Let The Algorithm Speak: How to Use Neural Networks for Automatic Item Generation in Psychological Scale Development. *Psychological Methods*. <https://doi.org/10.1037/met0000540>.
- Gretzel, Ulrike. (2006). Consumer Generated Content - Trends and Implications for Branding . *E-review of Tourism Research*, 4(3), 9-11. <http://ertr.tamu.edu>.

- Hadisumarto, A. D. (2021). The Role Of Electronic Word Of Mouth, Health Protocol, Perceived Usefulness And Perceived Enjoyment To Intention To Book Of Boutique Hotel During Covid-19 Pandemic. *In International Conference on Business and Engineering Management (ICONBEM 2021)* (pp. 110-117). Atlantis Press.
- Hallowell, R. H. (1996). The Relationships of Customer Satisfaction, Customer Loyalty, and Profitability: An Empirical Study. *International Journal of Service Industry Management*, 7(4), 27-42. <https://doi.org/10.1108/09564239610129931>.
- Hendriyanto, M. D., Ridha, A. A., & Enri, U. (2022). Analisis Sentimen Ulasan Aplikasi Mola pada Google Play Store Menggunakan Algoritma Support Vector Machine. *INTECOMS: Journal of Information Technology and Computer Science*, 5(1), 1-7. <https://doi.org/10.31539/intecom.s.v5i1.3708>.
- Handayanto, Rahmadya Trias. (2020). *Membagi Data Latih dan Uji Secara Otomatis Pada Python*. Rahmadya.com. <https://rahmadya.com/2020/04/10/membagi-data-latih-dan-uji-secara-otomatis-pada-python/>.
- Holmes, A., Byrne, A. and Rowley, J. (2014). Mobile Shopping Behaviour: Insights into Attitudes, Shopping Process Involvement and Location. *International Journal of Retail & Distribution Management*, Vol. 42 No.1, pp. 25-39. <https://doi-org.ezproxy.ugm.ac.id/10.1108/IJRDM-10-2012-0096>.
- Holmes, D. E. (2017). Big Data: A Very Short Introduction. *Network Security*, 2017(11), 4. [https://doi.org/10.1016/s1353-4858\(17\)30091-0](https://doi.org/10.1016/s1353-4858(17)30091-0).
- Hotchkiss, J., Ridderman, E., & Buftin, W. (2023). Overall US Hospice Quality According to Decedent Caregivers—Natural Language Processing and Sentiment Analysis of 3389 Online Caregiver Reviews. *American Journal of Hospice and Palliative Medicine®*, 41(5), 527-544. <https://doi.org/10.1177/10499091231185593>.
- Izzati, M. A. and Gusnita, N. (2022). Analisis Performa dan Daya Konsumsi Brushless Direct Current Motor 1000-Watt Pada Mobil Listrik Hykorasaki. *Briliant: Jurnal Riset dan Konseptual*, 7(4), 1111. <https://doi.org/10.28926/briliant.v7i4.1050>.
- Jagannatha, A., Liu, F., Liu, W., & Yu, H. (2019). Overview of The First Natural Language Processing Challenge for Extracting Medication, Indication, and Adverse Drug Events from Electronic Health Record Notes (Made 1.0). *Drug Safety*, 42(1), 99-111. <https://doi.org/10.1007/s40264-018-0762-z>.

- Jain, R., Aagja, J. P., & Bagdare, S. (2017). Customer Experience – A Review And Research Agenda. *Journal of Service Theory and Practice*, 27(3), 642-662. <https://doi.org/10.1108/jstp-03-2015-0064>.
- Jaiswal, D., Kant, R., Singh, P., & Yadav, R. (2021). Investigating The Role of Electric Vehicle Knowledge in Consumer Adoption: Evidence from An Emerging Market. *Benchmarking: An International Journal*, 29(3), 1027-1045. <https://doi.org/10.1108/bij-11-2020-0579>.
- Javed, M. A. and Kamal, S. (2018). Normalization of Unstructured and Informal Text In Sentiment Analysis. *International Journal of Advanced Computer Science and Applications*, 9(10). <https://doi.org/10.14569/ijacsa.2018.091011>.
- Jawahar, G., Sagot, B., & Seddah, D. (2019). What Does BERT Learn about The Structure of Language?. *Proceedings of the 57th Annual Meeting of the Association for Computational Linguistics*. <https://doi.org/10.18653/v1/p19-1356>.
- Jena, Rabindra. (2020). An Empirical Case Study on Indian Consumers' Sentiment Towards Electric Vehicles: A Big Data Analytics Approach. *Industrial Marketing Management*, 90, 605-616. https://www.sciencedirect.com/science/article/pii/S0019850118307557?ref=pdf_download&fr=RR-2&rr=808dac765e084a65.
- Jin, Yuping. (2017). Development of Word Cloud Generator Software Based on Python. *Procedia Engineering*, 174, 788 – 792. <https://doi.org/10.1016/j.proeng.2017.01.223>.
- Joseph, A. and Jayaraman, C. (2023). Preprocessing Techniques for Neuroimaging Modalities: An In-Depth Analysis. *Neuroimaging - New Insights*. <https://doi.org/10.5772/intechopen.109803>.
- Kamath, U., Graham, K., & Emara, W. (2022). Bidirectional Encoder Representations from Transformers (BERT). *Transformers for Machine Learning*, 43-70. <https://doi.org/10.1201/9781003170082-3>.
- Kasprzyk, L. (2017). Modelling and Analysis of Dynamic States of The Lead-Acid Batteries In Electric Vehicles. *Eksploatacja I Niezawodnosc - Maintenance and Reliability*, 19(2), 229-236. <https://doi.org/10.17531/ein.2017.2.10>.
- Kastrati, Z., Dalipi, F., Imran, A. S., Nuci, K. P., & Wani, M. A. (2021). Sentiment Analysis of Students' Feedback with NLP And Deep Learning: A Systematic Mapping Study. *Applied Sciences*, 11(9), 3986. <https://doi.org/10.3390/app11093986>.

- Kaura, V., Prasad, C. S. D., & Sharma, S. (2015). Service Quality, Service Convenience, Price and Fairness, Customer Loyalty, and The Mediating Role of Customer Satisfaction. *International Journal of Bank Marketing*, 33(4), 404-422. <https://doi.org/10.1108/ijbm-04-2014-0048>.
- Khatri, S., Iqbal, M., Ubakanma, G., & Vliet-Firth, S. v. d. (2022). Skillbot: Towards Data Augmentation Using Transformer Language Model and Linguistic Evaluation. *2022 Human-Centered Cognitive Systems (HCCS)*. <https://doi.org/10.1109/hccs55241.2022.10090376>.
- Kolajo, T., Daramola, O., Adebisi, A. A., & Seth, A. (2020). A Framework For Pre-Processing of Social Media Feeds Based on Integrated Local Knowledge Base. *Information Processing & Management*, 57(6), 102348. <https://doi.org/10.1016/j.ipm.2020.102348>.
- Komlósi, I., Varga, T. Z., Menyhárt, J., & Araujo, P. V. D. S. (2020). Maintenance of Electric and Hybrid Vehicles. *International Journal of Engineering and Management Sciences*, 5(3), 37-46. <https://doi.org/10.21791/ijems.2020.3.5>
- Kostyk, A., Niculescu, M., & Leonhardt, J. M. (2017). Less is More: Online Consumer Ratings' Format Affects Purchase Intentions and Processing. *Journal of Consumer Behaviour*, 16(5), 434-441. <https://doi.org/10.1002/cb.1643>.
- Kotler, P., & Armstrong, G. (2018). *Principles of Marketing (17th Global Edition)*. Harlow. Pearson.
- Kozinets, R. V. (2022). Immersive Netnography: A Novel Method for Service Experience Research in Virtual Reality, Augmented Reality and Metaverse Contexts. *Journal of Service Management*, 34(1), 100-125. <https://doi.org/10.1108/josm-12-2021-0481>.
- Kumar, S and Gawade, S. (2023). Sentiment Analysis of Opinions About Electric Vehicles using Twitter Data. *IEEE 7th Conference on Information and Communication Technology (CICT)*. Jabalpur, India. pp. 1-5. doi: 10.1109/CICT59886.2023.10455654.
- Kusal, S., Patil, S., Kotecha, K., Aluvalu, R., & Vijayakumar, V. (2021). AI Based Emotion Detection for Textual Big Data: Techniques and Contribution. *Big Data and Cognitive Computing*, 5(3), 43. <https://doi.org/10.3390/bdcc5030043>.
- Lamantia, Joe. (2007). "Text Clouds: A New Form of Tag Cloud?". http://www.joelamantia.com/blog/archives/tag_clouds/text_clouds_a_new_form_of_tag_cloud.html.

- Lee, J. D. (2014). Visualizing Human Factors and Ergonomics Publications. *Proceedings of the Human Factors and Ergonomics Society Annual Meeting*, 58(1), 355-359. <https://doi.org/10.1177/1541931214581073>.
- Lemon, K. N. and Verhoef, P. C. (2016). Understanding Customer Experience Throughout The Customer Journey. *Journal of Marketing*, 80(6), 69-96. <https://doi.org/10.1509/jm.15.0420>.
- Lennox, R., Veríssimo, D., Twardek, W., Davis, C., & Jarić, I. (2019). Sentiment Analysis as A Measure of Conservation Culture in Scientific Literature. *Conservation Biology*, 34(2), 462-471. <https://doi.org/10.1111/cobi.13404>.
- Lestari, K. F., dan Lazuardi, L. (2018). Analisis Sentiment pada Twitter Mengenai Program Imunisasi Meales Rubella di Indonesia, *Journal of Information system for Public Health*, vol 3(3): 45-52.
- Li, W., Wang, M., Cheng, X., & Long, R. (2023). The Impact of Interaction on The Adoption Of Electric Vehicles: Mediating Role Of Experience Value. *Frontiers in Psychology*, 14. <https://doi.org/10.3389/fpsyg.2023.1129752>.
- Liao, F., Molin, E., & Wee, B. v. (2016). Consumer Preferences for Electric Vehicles: A Literature Review. *Transport Reviews*, 37(3), 252-275. <https://doi.org/10.1080/01441647.2016.1230794>.
- Liao, W., Lin, L., & Fu, J. (2019). A Comparative Study on The Routing Problem of Electric and Fuel Vehicles Considering Carbon Trading. *International Journal of Environmental Research and Public Health*, 16(17), 3120. <https://doi.org/10.3390/ijerph16173120>.
- Lidero, Md Hugo. (2021). "Indonesian BERT Base Sentiment Classifier". *Hugging Face*. <https://huggingface.co/mdhugol/indonesia-bert-sentiment-classification>.
- Li, X., Zhao, F., Hou, J., & Wei, G. (2021). Features and Spread Mechanism of Thermal Runaway for Electric Car Batteries. *International Journal of Heat and Technology*, 39(4), 1066-1074. <https://doi.org/10.18280/ijht.390404>.
- Liu, Y. and LI, P. (2022). The Difficulties and Optimization Mechanism of Big Data Application in SMEs. *Advances in Social Science, Education and Humanities Research*. <https://doi.org/10.2991/assehr.k.220109.081>.
- Lu, M. and Lin, G. (2018). The Application f Big Data in Marketing. 2018 *4th International Conference on Innovative Development of E-Commerce and Logistics (ICIDEL 2018)*. <https://doi.org/10.23977/icidel.2018.006>.

- Machado, C., Rebholz-Schuhmann, D., Freitas, A., & Couto, F. (2013). The Semantic Web in Translational Medicine: Current Applications and Future Directions. *Briefings in Bioinformatics*, 16(1), 89-103. <https://doi.org/10.1093/bib/bbt079>.
- Maharani, A. and Sutopo, A. (2021). Government Policy in The Development of Electric Motor Vehicle Technology for An Environmental Friendly Transportation. *Advances in Social Science, Education and Humanities Research*. <https://doi.org/10.2991/assehr.k.211221.012>.
- Majaliwa, W. (2023). Discovering Patterns in Textual Data Using SAS Visual Analytic. *International Journal of Information Technology and Computer Science Applications*, 1(1), 44-50. <https://doi.org/10.58776/ijitcsa.v1i1.18>.
- Mbama, C. and Ezepue, P. (2018). Digital Banking, Customer Experience and Bank Financial Performance. *The International Journal of Bank Marketing*, 36(2), 230-255. <https://doi.org/10.1108/ijbm-11-2016-0181>.
- McLeod, Saul. (2024). "Maslow's Hierarchy Of Needs". Simply Psychology. <https://www.simplypsychology.org/maslow.html>.
- McNaught, C. and Lam, P. (2014). Using Wordle as A Supplementary Research Tool. *The Qualitative Report*. <https://doi.org/10.46743/2160-3715/2010.1167>.
- Meinzer, S., Jensen, U., Thamm, A., Hornegger, J., & Eskofier, B. M. (2016). Can Machine Learning Techniques Predict Customer Dissatisfaction? A Feasibility Study for The Automotive Industry. *Artificial Intelligence Research*, 6(1), 80. <https://doi.org/10.5430/air.v6n1p80>.
- Michael, K. and Miller, K. (2013). Big Data: New Opportunities and New Challenges. *Computer*, 46(6), 22-24. <https://doi.org/10.1109/mc.2013.196>.
- Mierlo, J. and Maggetto, G. (2007). Fuel Cell or Battery: Electric Cars are The Future. *Fuel Cells*, 7(2), 165-173. <https://doi.org/10.1002/fuce.200600052>.
- Min, H., Yun, J., & Geum, Y. (2018). Analyzing Dynamic Change in Customer Requirements: An Approach using Review-Based Kano Analysis. *Sustainability*, 10(3), 746. <https://doi.org/10.3390/su10030746>.

- Miner, G. D., Elder, J., & Nisbet, R. A. (2012). Practical Text Mining and Statistical Analysis for Non-Structured Text Data Applications. *Practical Text Mining and Statistical Analysis for Non-structured Text Data Applications*. Elsevier Inc. <https://doi.org/10.1016/C2010-0-66188-8>
- Mu, R., Zheng, Y., & Zhang, K. (2021). Research on Customer Satisfaction Based on Multidimensional Analysis. *International Journal of Computational Intelligence Systems*, 14(1), 605. <https://doi.org/10.2991/ijcis.d.210114.001>.
- Muslim, A. (2021). Exploring The Determinants of Customer Satisfaction in Pakistan Automotive Industry. *Journal of Marketing Strategies*, 2(1), 10-19. <https://doi.org/10.52633/jms.v2i1.24>.
- Muratori, M., Alexander, M., Arent, D. J., Bazilian, M., Cazzola, P., Dede, E. M., ... & Ward, J. (2021). The Rise of Electric Vehicles—2020 Status And Future Expectations. *Progress in Energy*, 3(2), 022002. <https://doi.org/10.1088/2516-1083/abe0ad>.
- Mušanović, J., Dorčić, J., & Baldigara, T. (2021). Sentiment Analysis of Social Media Content in Croatian Hotel Industry. *Zbornik Veleučilišta U Rijeci*, 9(1), 37-57. <https://doi.org/10.31784/zvr.9.1.3>.
- Ounacer, S., Mhamdi, D., Ardchir, S., Daif, A., & Azzouazi, M. (2023). Customer Sentiment Analysis in Hotel Reviews through Natural Language Processing Techniques. *International Journal of Advanced Computer Science and Applications*, 14(1). <https://doi.org/10.14569/ijacsa.2023.0140162>.
- Palinkas, L. A., Horwitz, S. M., Green, C. A., Wisdom, J. P., Duan, N., & Hoagwood, K. (2013). Purposeful Sampling for Qualitative Data Collection and Analysis in Mixed Method Implementation Research. *Administration and Policy in Mental Health and Mental Health Services Research*, 42(5), 533-544. <https://doi.org/10.1007/s10488-013-0528-y>.
- Pang, B. and Lee, L. (2008). Opinion Mining and Sentiment Analysis. *Foundations and Trends® in Information Retrieval*, 2(1–2), 1-135. <https://doi.org/10.1561/15000000011>.
- Pardede, J. (2020). Deteksi Komentar Cyberbullying pada Media Sosial Berbahasa Inggris Menggunakan Naïve Bayes Classification. *Jurnal Informatika*, 7(1), 46-54. <https://doi.org/10.31311/ji.v7i1.6920>.
- Park, J. (2020). Framework for Sentiment-Driven Evaluation of Customer Satisfaction with Cosmetics Brands. *IEEE Access*, 8, 98526-98538. <https://doi.org/10.1109/access.2020.2997522>.

- Pemerintah Pusat Republik Indonesia. (2019). *Peraturan Presiden (PERPRES) tentang Percepatan Program Kendaraan Bermotor Listrik Berbasis Baterai (Battery Electric Vehicle) untuk Transportasi Jalan*. peraturan.bpk.go.id/Home/Details/116973/perpres-no-55-tahun-2019.
- Pemerintah Pusat Republik Indonesia. (2022). *Instruksi Presiden (INPRES) tentang Penggunaan Kendaraan Bermotor Listrik Berbasis Baterai (Battery Electric Vehicle) Sebagai Kendaraan Dinas Operasional dan/atau Kendaraan Perorangan Dinas Instansi Pemerintah Pusat dan Daerah*. peraturan.bpk.go.id/Home/Details/225262/inpres-no-7-tahun-2022.
- Petrović, T., Pešić, R., Petrovic, M., & Mijailovic, M. (2020). Electric Cars: Are They Solution To Reduce Co2 Emission?. *Thermal Science*, 24(5 Part A), 2879-2889. <https://doi.org/10.2298/tsci191218103p>.
- Potter, R. (1979). Factors Influencing Consumer Decision-Making. *Psychological Reports*, 44(2), 674-674. <https://doi.org/10.2466/pr0.1979.44.2.674>.
- Purnamasari, B., Jamaluddin, T., Halidah, H., & Armansyah, F. (2022). Cost and Benefit Battery Swapping Business Model for Indonesian Electric Two-Wheeler. *IOP Conference Series Earth and Environmental Science*, 1108(1), 012010. <https://doi.org/10.1088/1755-1315/1108/1/012010>.
- Que, V. K. S., Iriani, A., & Purnomo, H. D. (2020). Analisis Sentimen Transportasi Online menggunakan Support Vector Machine Berbasis Particle Swarm Optimization. *Jurnal Nasional Teknik Elektro Dan Teknologi Informasi*, 9(2), 162-170. <https://doi.org/10.22146/jnteti.v9i2.102>.
- Rababah, O. and Alokaily, N. (2019). A Novel Machine Learning System for Sentiment Analysis and Extraction. *6th International Conference on Computer Science, Engineering and Information Technology (CSEIT-2019)*. <https://doi.org/10.5121/csit.2019.91330>.
- Rahman, M. A., Budianto, H., & Setiawan, E. I. (2019). *Aspect Based Sentiment Analysis* Opini Publik pada Instagram dengan *Convolutional Neural Network*. *Journal of Intelligent System and Computation*, 1(2), 50-57. <https://doi.org/10.52985/insyst.v1i2.83>.
- Ramagopalan, S., Wasiak, R., & Cox, A. (2014). Using Twitter to Investigate Opinions About Multiple Sclerosis Treatments: A Descriptive, Exploratory Study. *F1000 Research*, 3, 216. <https://doi.org/10.12688/f1000research.5263.1>.

- Rao, A. C. and Kulkarni, C. (2022). A Survey on Sentiment Analysis Methods, Applications, and Challenges. *Artificial Intelligence Review*, 55(7), 5731-5780. <https://doi.org/10.1007/s10462-022-10144-1>.
- Rezvani, Z. and Jansson, J. (2016). Cause I'll Feel Good! The Influence of Anticipated Emotions on Consumer Pro-Environmental Behavior. *Rediscovering the Essentiality of Marketing*, 117-125. https://doi.org/10.1007/978-3-319-29877-1_27.
- Rosalen, R. (2019). Youtube: Online Video and Participatory Culture. *New Media & Society*, 21(9), 2095-2096. <https://doi.org/10.1177/1461444819859476>.
- Saad, M. M., Jamil, N., & Hamzah, R. (2018). Evaluation of Support Vector Machine and Decision Tree for Emotion Recognition of Malay Folklores. *Bulletin of Electrical Engineering and Informatics*, 7(3), 479-486. <https://doi.org/10.11591/eei.v7i3.1279>.
- Sabrila, T. S., Sari, V. R., & Minarno, A. E. (2021). Analisis Sentimen pada *Tweet* tentang Penanganan Covid-19 Menggunakan *Word Embedding* Pada Algoritma *Support Vector Machine* dan *K-Nearest Neighbor*. *Fountain of Informatics Journal*, 6(2), 69. <https://doi.org/10.21111/fij.v6i2.5536>.
- Salas-Zárate, M., Medina-Moreira, J., Lagos-Ortiz, K., Luna-Aveiga, H., Rodríguez-García, M., & Valencia-García, R. (2017). Sentiment Analysis on Tweets About Diabetes: An Aspect-Level Approach. *Computational and Mathematical Methods in Medicine*, 2017, 1-9. <https://doi.org/10.1155/2017/5140631>.
- Santoso, A., Nugroho, A., & Sunge, A. S. (2022). Analisis Sentimen tentang Mobil Listrik dengan Metode *Support Vector Machine* dan *Feature Selection Particle Swarm Optimization*. *Journal of Practical Computer Science*, 2(1), 24-31. <https://doi.org/10.37366/jpcs.v2i1.1084>.
- Schmitt, B., Zarantonello, L., & Brakus, J. (2009). Brand Experience: What is it? How is it Measured? Does it Affect Loyalty?. *Journal of Marketing*, 73(3), 52-68. <https://doi.org/10.1509/jmkg.73.3.052>.
- Schouten, K. and Fräsincár, F. (2016). Survey on Aspect-Level Sentiment Analysis. *IEEE Transactions on Knowledge and Data Engineering*, 28(3), 813-830. <https://doi.org/10.1109/tkde.2015.2485209>.

- Schreiber, M., Kraft, B., & Zündorf, A. (2018). NLP Lean Programming Framework: Developing NLP Applications More Effectively. *In Proceedings of the 2018 Conference of the North American Chapter of the Association for Computational Linguistics: Demonstrations*, pages 1–5, New Orleans, Louisiana. Association for Computational Linguistics. <https://doi.org/10.18653/v1/n18-5001>.
- Şenyapar, H. N. D. and Akil, M. (2023). Analysis of Consumer Behavior Towards Electric Vehicles: Intentions, Concerns, and Policies. *Gazi Üniversitesi Fen Bilimleri Dergisi Part C: Tasarım Ve Teknoloji*, 11(1), 161-183. <https://doi.org/10.29109/gujsc.1232071>.
- Setiawan, V. N. (2023). “Heboh RI Gencarkan EV, Ternyata Pemakainya Baru Segini”. CNBC Indonesia. <https://www.cnbcindonesia.com/news/20230914181607-4-472553/heboh-ri-gencarkan-ev-ternyata-pemakainya-baru-segini>.
- Shaik, T., Tao, X., Li, Y., Dann, C., McDonald, J., Redmond, P., ... & Galligan, L. (2022). A Review of The Trends and Challenges in Adopting Natural Language Processing Methods For Education Feedback Analysis. *IEEE Access*, 10, 56720-56739. <https://doi.org/10.1109/access.2022.3177752>.
- Shao, Y., & Li, Y. M. (2009). Building Trust in M-commerce: Contributions From Quality and Satisfaction. *Online Information Review*, 33(6), 1066-1086. <https://www-emerald-com.ezproxy.ugm.ac.id/insight/content/doi/10.1108/14684520911011016/full/html>.
- Shinde, K., Bendre, P., Kundargi, P., Sanap, A., & Kamble, A. (2023). Selection of Electric Vehicle Battery using Multi Attribute Decision Making Methods. *Research Square*. <https://doi.org/10.21203/rs.3.rs-2418686/v1>.
- Singaraju, S. and Niininen, O. (2021). Understanding Big Data and Its Application in The Digital Marketing Landscape. *Contemporary Issues in Digital Marketing*, 9-21. <https://doi.org/10.4324/9781003093909-3>.
- Simon, D. and DeVaro, J. (2006). Do The Best Companies to Work for Provide Better Customer Satisfaction?. *Managerial and Decision Economics*, 27(8), 667-683. <https://doi.org/10.1002/mde.1303>.
- Situmeang, F., Boer, N. d., & Zhang, A. (2019). Looking Beyond The Stars: A Description of Text Mining Technique to Extract Latent Dimensions from Online Product Reviews. *International Journal of Market Research*, 62(2), 195-215. <https://doi.org/10.1177/1470785319863619>.

- Soltani, S., Sobhani, F. M., & Najafi, S. E. (2021). Determining The Increased Numerical Value of Customer Satisfaction, which Has Been Impacted By Latent and Observed Factors in After-Sales Service in The Automotive Industry, Based on System Dynamics Method. *Journal of Engineering Research*. <https://doi.org/10.36909/jer.12121>.
- Son, J., Lee, H., Choi, H., & Oh, O. (2022). Are Neutral Sentiments Worth Considering when Investigating Online Consumer Reviews? Their Relationship with Review Ratings. *Proceedings of the Annual Hawaii International Conference on System Sciences*. <https://doi.org/10.24251/hicss.2022.565>.
- Sperling, Daniel., Deborah Gordon. (2009). *Two Billion Cars: Driving Toward Sustainability*. Oxford University Press, New York. p. 22–26. ISBN 978-0-19-537664-7.
- Srivastava, M., Garg, R., & Mishra, P. (2015). Analysis of Data Extraction and Data Cleaning in Web Usage Mining. *Proceedings of the 2015 International Conference on Advanced Research in Computer Science Engineering & Technology (ICARCSE)*. <https://doi.org/10.1145/2743065.2743078>.
- Stróżyńska, M., Abramowicz, W., Węcel, K., Filipiak, D., & Małyszko, J. (2022). *Data Analysis in The Maritime Domain*. Poznan University of Economics and Business. <https://doi.org/10.18559/978-83-8211-137-8>.
- Su, J., Yu, S., & Luo, D. (2020). Enhancing Aspect-Based Sentiment Analysis with Capsule Network. *IEEE Access*, 8, 100551-100561. <https://doi.org/10.1109/access.2020.2997675>.
- Sulistiyono, D., Yuniaristanto, Y., Sutopo, W., & Hisjam, M. (2021). Proposing Electric Motorcycle Adoption-Diffusion Model in Indonesia: A System Dynamics Approach. *Jurnal Optimasi Sistem Industri*, 20(2), 83-92. <https://doi.org/10.25077/josi.v20.n2.p83-92.2021>.
- Tang, D., Qin, B., & Liu, T. (2015). Deep Learning for Sentiment Analysis: Successful Approaches and Future Challenges. *WIREs Data Mining and Knowledge Discovery*, 5(6), 292-303. <https://doi.org/10.1002/widm.1171>.
- Tape, T. G. (2015). The Area Under an ROC Curve. *Interpreting Diagnostic Tests*. University of Nebraska Medical Center. <https://darwin.unmc.edu/dxtests/roc3.htm>.

- T.C., Sandanayake. (2019). Automated Classroom Lecture Note Generation using Natural Language Processing and Image Processing Techniques. *International Journal of Advanced Trends in Computer Science and Engineering*, 8(5), 1920-1926. <https://doi.org/10.30534/ijatcse/2019/16852019>.
- Tharwat, A. (2020). Classification Assessment Methods. *Applied Computing and Informatics*, 17(1), 168-192. <https://doi.org/10.1016/j.aci.2018.08.003>.
- Triany, N. A. and Isa, S. M. (2020). Sentiment Classification from Social Media for Stock Prediction with Data Mining. *International Journal of Innovative Technology and Exploring Engineering*, 9(5), 155-161. <https://doi.org/10.35940/ijitee.e2226.039520>.
- Tsao, H., Campbell, C., Sands, S., Ferraro, C., Mavrommatis, A., & Lu, S. (2019). A Machine-Learning Based Approach to Measuring Constructs Through Text Analysis. *European Journal of Marketing*, 54(3), 511-524. <https://doi.org/10.1108/ejm-01-2019-0084>.
- Tokuç, A. Aylin. (2023). "Splitting A Dataset into Train and Test Sets". Baeldung. <https://www.baeldung.com/cs/train-test-datasets-ratio>.
- Vallejo, W., Díaz-Urbe, C., & Fajardo, C. (2022). Google Colab and Virtual Simulations: Practical E-Learning Tools to Support The Teaching of Thermodynamics and To Introduce Coding To Students. *ACS Omega*, 7(8), 7421-7429. <https://doi.org/10.1021/acsomega.2c00362>.
- Venkatesh, V. and Davis, F. (2000). A Theoretical Extension of The Technology Acceptance Model: Four Longitudinal Field Studies. *Management Science*, 46(2), 186-204. <https://doi.org/10.1287/mnsc.46.2.186.11926>.
- Vliet, O., Brouwer, A., Kuramochi, T., Broek, M., & Faaij, A. (2011). Energy Use, Cost and Co2 Emissions Of Electric Cars. *Journal of Power Sources*, 196(4), 2298-2310. <https://doi.org/10.1016/j.jpowsour.2010.09.119>.
- Wahyudi, J. (2023). The Acceptance of A Smartphone Application for Disaster: Technology Acceptance Model Approach. *IOP Conference Series Earth and Environmental Science*, 1180(1), 012002. <https://doi.org/10.1088/1755-1315/1180/1/012002>.
- Walker, S. J. (2014). Big Data: A Revolution that will Transform how We Live, Work, and Think. *International Journal of Advertising*, 33(1), 181-183. <https://doi.org/10.2501/ija-33-1-181-183>.

- Wang, Y., Huang, M., Zhu, X., & Zhao, L. (2016). Attention-Based LSTM for Aspect-Level Sentiment Classification. *Proceedings of the 2016 Conference on Empirical Methods in Natural Language Processing*. <https://doi.org/10.18653/v1/d16-1058>.
- Wang, Z., Schuller, B., Xia, Y., & Havasi, C. (2013). New Avenues in Opinion Mining and Sentiment Analysis. *IEEE Intelligent Systems*, 28(2), 15-21. <https://doi.org/10.1109/mis.2013.30>.
- Wardhani, I. P., Chandra, Y. I., & Yusra, F. (2023). Application of The Naïve Bayes Classifier Algorithm to Analyze Sentiment for The Covid-19 Vaccine On Twitter In Jakarta. *International Journal of Innovation in Enterprise System*, 7(01), 1-18. <https://doi.org/10.25124/ijies.v7i01.171>.
- Widodo, Prasetyo. (2023). Aspect Based Sentiment Analysis pada Data Twitter Kementerian Luar Negeri Menggunakan *Bidirectional Encoder Representations from Transformer* (BERT). Yogyakarta. Program Pascasarjana Fakultas Teknik Universitas Gadjah Mada.
- Wilberforce, T., El-Hassan, Z., Khatib, F., Makky, A., Baroutaji, A., Carton, J., & Olabi, A. (2017). Developments of Electric Cars and Fuel Cell Hydrogen Electric Cars. *International Journal of Hydrogen Energy*, 42(40), 25695-25734. <https://doi.org/10.1016/j.ijhydene.2017.07.054>.
- Win, M. N., Ravana, S. D. R., & Shuib, L. (2022). Sentiment Attribution Analysis with Hierarchical Classification and Automatic Aspect Categorization on Online User Reviews. *Malaysian Journal of Computer Science*, 35(2), 89-110. <https://doi.org/10.22452/mjcs.vol35no2.1>.
- Wiratmoko, A. (2023). Policy Analysis of Electric Vehicle Infrastructure Supporting Sustainable Energy Use. *IOP Conference Series Earth and Environmental Science*, 1267(1), 012036. <https://doi.org/10.1088/1755-1315/1267/1/012036>.
- Wright, P. (1998). Knowledge Discovery Preprocessing. *Proceedings of the 36th Annual Southeast Regional Conference on - ACM-SE 36*. <https://doi.org/10.1145/275295.275372>.
- Wulansari, I. and Aziz, V. (2023). Challenges of Transforming Indonesia's Circular Economy in The Context of Electric Vehicle Policy. *IOP Conference Series Earth and Environmental Science*, 1220(1), 012037. <https://iopscience.iop.org/article/10.1088/1755-1315/1220/1/012037>.
- Xu, H., Liu, B., Shu, L., & Yu, P. S. (2019). BERT Post-Training for Review Reading Comprehension and Aspect-Based Sentiment Analysis. *arXiv preprint arXiv:1904.02232*.

- Yang, J., Yang, R., Wang, C., & Xie, J. (2018). Multi-Entity Aspect-Based Sentiment Analysis with Context, Entity and Aspect Memory. *Proceedings of the AAAI Conference on Artificial Intelligence*, 32(1). <https://doi.org/10.1609/aaai.v32i1.12059>.
- Yang, Z., Xiong, G., Cao, Z., Li, Y., & Huang, L. (2019). A Decision Method for Online Purchases Considering Dynamic Information Preference Based on Sentiment Orientation Classification And Discrete Difwa Operators. *IEEE Access*, 7, 77008-77026. <https://doi.org/10.1109/access.2019.2921403>.
- Yee, R. W., Yeung, A. C., & Cheng, T. (2008). The Impact of Employee Satisfaction on Quality and Profitability in High-contact Service Industries. *Journal of Operations Management*, 26(5), 651-668. <https://doi.org/10.1016/j.jom.2008.01.001>.
- Yuniza, M., Pratama, I., & Ramadhaniati, R. (2021). Indonesia's Incentive Policies on Electric Vehicles: The Questionable Effort from The Government. *International Journal of Energy Economics and Policy*, 11(5), 434-440. <https://doi.org/10.32479/ijeep.11453>.
- Zeithaml, V. A. (2000). Service Quality, Profitability, and The Economic Worth of Customers: What We Know and What We Need to Learn. *Journal of the Academy of Marketing Science*, 28(1), 67-85. <https://doi.org/10.1177/0092070300281007>.
- Zhang, S., Fernicola, F., Garcea, F., Bonora, P., & Barrón-Cedeño, A. (2022). Ariemozione 2.0: Identifying Emotions in Opera Verses and Arias. *Italian Journal of Computational Linguistics*, 8(2). <https://doi.org/10.4000/ijcol.1039>.
- Zhao, L., Cai, Y., & Ding, Y. (2022). Research on Rural Tourism Precision Marketing Path Based on Big Data Application. *Proceedings of the 2022 3rd International Conference on Big Data and Social Sciences (ICBDSS 2022)*, 1055-1061. https://doi.org/10.2991/978-94-6463-064-0_110.
- Zhao, P. and Yang, G. (2011). Torque Density Improvement Of Five-Phase PMSP Drive For Electric Vehicles Applications. *Journal of Power Electronics*, 11(4), 401-407. <https://doi.org/10.6113/jpe.2011.11.4.401>.
- Zheng, S., Jin, X., & Wen, Z. (2022). Big Data Usage in Marketing Research. *Frontiers in Business, Economics and Management*, 5(3), 242-248. <https://doi.org/10.54097/fbem.v5i3.2029>.