

DAFTAR PUSTAKA

- Abdul, K., Adhi, S., 2013. Teori dan Aplikasi Pengolahan Citra. Penerbit Andi.
- Agastya, I.M.A., 2018. PENGARUH STEMMER BAHASA INDONESIA TERHADAP PEFORMA ANALISIS SENTIMEN TERJEMAHAN ULASAN FILM. J. Tekno Kompak 12, 18. <https://doi.org/10.33365/jtk.v12i1.70>
- Alam, K.N., Khan, M.S., Dhruba, A.R., Khan, M.M., Al-Amri, J.F., Masud, M., Rawashdeh, M., 2021. Deep Learning-Based Sentiment Analysis of COVID-19 Vaccination Responses from Twitter Data. Comput. Math. Methods Med. 2021, 1–15. <https://doi.org/10.1155/2021/4321131>
- Amer, M., 2022. Classification Evaluation Metrics: Accuracy, Precision, Recall, and F1 Visually Explained [WWW Document]. URL <https://cohere.com/blog/classification-eval-metrics>
- Aralikatte, R., Sridhara, G., Gantayat, N., Mani, S., 2018. Fault in your stars: An Analysis of Android App Reviews, in: Proceedings of the ACM India Joint International Conference on Data Science and Management of Data. pp. 57–66. <https://doi.org/10.1145/3152494.3152500>
- AreaTopik, 2023. Rating Growtopia di Play Store Anjlok Usai Windah Basudara Terkena Ban. AreaTopik. URL <https://areatopik.com/games/rating-growtopia-di-play-store-anjlok-usai-windah-basudara-kena-banned/>
- Ayush, A., 2020a. Google Apps Playstore Reviews [WWW Document]. URL <https://www.kaggle.com/datasets/tiquasar/playstore-reviews-google-apps> (accessed 4.22.25).
- Ayush, A., 2020b. Google Apps Playstore Reviews.
- Balakrishnan, V., Shi, Z., Law, C.L., Lim, R., Teh, L.L., Fan, Y., 2022. A deep learning approach in predicting products' sentiment ratings: a comparative analysis. J. Supercomput. 78, 7206–7226. <https://doi.org/10.1007/s11227-021-04169-6>
- Bengio, Y., Goodfellow, I., Courville, A., 2015. Deep Learning.
- Bhavik, 2024. Complete Guide to Semantic and Sentiment Annotation for NLP. URL <https://content-whale.com/us/blog/semantic-sentiment-annotation-nlp-guide/>

- Cesaerea, J., 2023. Berita : Banyak Bot Serta Akun Terbanned Tanpa Alasan, Rating Growtopia Saat ini Mencapai 1,2! [WWW Document]. kotakgame. URL <https://www.kotakgame.com/berita/detail-static.php?id=99855>
- Chaerul Haviana, S.F., Mulyono, S., Badie'Ah, 2023. The Effects of Stopwords, Stemming, and Lemmatization on Pre-trained Language Models for Text Classification: A Technical Study, in: 2023 10th International Conference on Electrical Engineering, Computer Science and Informatics (EECSI). Presented at the 2023 10th International Conference on Electrical Engineering, Computer Science and Informatics (EECSI), pp. 521–527. <https://doi.org/10.1109/EECSI59885.2023.10295797>
- Corral, L., Fronza, I., 2015. Better Code for Better Apps: A Study on Source Code Quality and Market Success of Android Applications, in: 2015 2nd ACM International Conference on Mobile Software Engineering and Systems. Presented at the 2015 2nd ACM International Conference on Mobile Software Engineering and Systems (MOBILESoft), IEEE, Florence, Italy, pp. 22–32. <https://doi.org/10.1109/MobileSoft.2015.10>
- Devlin, J., Chang, M.-W., Lee, K., Toutanova, K., 2019. BERT: Pre-training of Deep Bidirectional Transformers for Language Understanding. <https://doi.org/10.48550/arXiv.1810.04805>
- Ding, B., Qian, H., Zhou, J., 2018. Activation functions and their characteristics in deep neural networks, in: 2018 Chinese Control And Decision Conference (CCDC). Presented at the 2018 Chinese Control And Decision Conference (CCDC), pp. 1836–1841. <https://doi.org/10.1109/CCDC.2018.8407425>
- Donges, N., 2024. What Are Recurrent Neural Networks (RNNs)? [WWW Document]. Built In. URL <https://builtin.com/data-science/recurrent-neural-networks-and-lstm> (accessed 4.17.25).
- Elsayed, N., Zaghoul, Z.S., Azumah, S.W., Li, C., 2021. Intrusion Detection System in Smart Home Network Using Bidirectional LSTM and Convolutional Neural Networks Hybrid Model. <https://doi.org/10.48550/ARXIV.2105.12096>
- Hendrycks, D., Gimpel, K., 2023. Gaussian Error Linear Units (GELUs). <https://doi.org/10.48550/arXiv.1606.08415>

- Ho, Y., Wookey, S., 2020. The Real-World-Weight Cross-Entropy Loss Function: Modeling the Costs of Mislabeling. *IEEE Access* 8, 4806–4813. <https://doi.org/10.1109/ACCESS.2019.2962617>
- Islam, Md.J., Datta, R., Iqbal, A., 2023. Actual rating calculation of the zoom cloud meetings app using user reviews on google play store with sentiment annotation of BERT and hybridization of RNN and LSTM. *Expert Syst. Appl.* 223, 119919. <https://doi.org/10.1016/j.eswa.2023.119919>
- Joshi, A., Bhattacharyya, P., Ahire, S., 2017. Sentiment Resources: Lexicons and Datasets, in: Cambria, E., Das, D., Bandyopadhyay, S., Feraco, A. (Eds.), *A Practical Guide to Sentiment Analysis, Socio-Affective Computing*. Springer International Publishing, Cham, pp. 85–106. https://doi.org/10.1007/978-3-319-55394-8_5
- Joshi, S., 2024. Understanding Text Annotation Process for Sentiment Analysis | HitechDigital [WWW Document]. URL <https://www.hitechdigital.com/blog/text-annotation-process-for-customer-sentiment-analysis> (accessed 4.21.25).
- Keylabs, 2024. Overview of Evaluation Metrics for Classification Models | Keylabs [WWW Document]. Keylabs Latest News Updat. URL <https://keylabs.ai/blog/overview-of-evaluation-metrics-for-classification-models/> (accessed 4.7.25).
- Kim, J., Moon, N., 2019. BiLSTM model based on multivariate time series data in multiple field for forecasting trading area. *J. Ambient Intell. Humaniz. Comput.* <https://doi.org/10.1007/s12652-019-01398-9>
- Lackermair, G., Kailer, D., Kanmaz, K., 2013. Importance of Online Product Reviews from a Consumer's Perspective. *Adv. Econ. Bus.* 1, 1–5. <https://doi.org/10.13189/aeb.2013.010101>
- Lang, N., 2024. Activation Functions in Neural Networks: How to Choose the Right One [WWW Document]. *Data Sci.* URL <https://towardsdatascience.com/activation-functions-in-neural-networks-how-to-choose-the-right-one-cb20414c04e5/> (accessed 4.13.25).
- Lederer, J., 2021. Activation Functions in Artificial Neural Networks: A Systematic Overview. <https://doi.org/10.48550/arXiv.2101.09957>
- Liddy, E.D., 2001. *Natural Language Processing* 16.

- Liu, Z., Park, S., 2015. What makes a useful online review? Implication for travel product websites. *Tour. Manag.* 47, 140–151.
<https://doi.org/10.1016/j.tourman.2014.09.020>
- Medsker, L.R., Jain, L.C., 2001. RECURRENT NEURAL NETWORKS.
- Mehdi, S., 2019. Google Play Store Apps Reviews (+110K Comment) [WWW Document]. URL
<https://www.kaggle.com/datasets/mehdislim01/google-play-store-apps-reviews-110k-comment>
- Mouhamed, F., 2020. Sentiment Analysis dataset-Google Play App Reviews [WWW Document]. URL
<https://www.kaggle.com/datasets/farhaouimouhamed/sentiment-analysis-datasetgoogle-play-app-reviews>
- Pratama, B.T., Utami, E., Sunyoto, A., 2019. An optimization of a Lexicon Based Sentiment Analysis Method on Indonesian App Review, in: 2019 4th International Conference on Information Technology, Information Systems and Electrical Engineering (ICITISEE). Presented at the 2019 4th International Conference on Information Technology, Information Systems and Electrical Engineering (ICITISEE), IEEE, Yogyakarta, Indonesia, pp. 341–346. <https://doi.org/10.1109/ICITISEE48480.2019.9003900>
- Ravichandiran, S., 2019. Hands-on deep learning algorithms with Python: master deep learning algorithms with extensive math by implementing them using TensorFlow. Packt Publishing Ltd, Birmingham.
- Rumelhart, D.E., Hinton, G.E., Williams, R.J., 1986. Learning Internal Representations by Error Propagation. *Parallel distributed processing: explorations in the microstructure of cognition 1*, 319–362.
- Sadiq, S., Umer, M., Ullah, S., Mirjalili, S., Rupapara, V., Nappi, M., 2021. Discrepancy detection between actual user reviews and numeric ratings of Google App store using deep learning. *Expert Syst. Appl.* 181, 115111.
<https://doi.org/10.1016/j.eswa.2021.115111>
- Saha, S., Showrov, Md.I.H., Rahman, Md.M., Majumder, Md.Z.H., 2023. VADER vs. BERT: A Comparative Performance Analysis for Sentiment on Coronavirus Outbreak, in: Satu, Md.S., Moni, M.A., Kaiser, M.S., Arefin, M.S. (Eds.), *Machine Intelligence and Emerging Technologies, Lecture Notes*

- of the Institute for Computer Sciences, Social Informatics and Telecommunications Engineering. Springer Nature Switzerland, Cham, pp. 371–385. https://doi.org/10.1007/978-3-031-34619-4_30
- Sajjacholapunt, P., Jatuviriyapornchai, W., 2023. From Positive Feedback to Comprehensive Rating: An Auto-Rating Models for Online Fictions in Sharing Communities, in: 2023 27th International Computer Science and Engineering Conference (ICSEC). Presented at the 2023 27th International Computer Science and Engineering Conference (ICSEC), IEEE, Samui Island, Thailand, pp. 85–93. <https://doi.org/10.1109/ICSEC59635.2023.10329677>
- Saxena, S., 2021. Softmax Activation Function for Neural Network. Anal. Vidhya. URL <https://www.analyticsvidhya.com/blog/2021/04/introduction-to-softmax-for-neural-network/> (accessed 4.11.25).
- Sokolova, M., Lapalme, G., 2009. A systematic analysis of performance measures for classification tasks. Inf. Process. Manag. 45, 427–437. <https://doi.org/10.1016/j.ipm.2009.03.002>
- Sparse Categorical Crossentropy vs. Categorical Crossentropy [WWW Document], 2025. GeeksforGeeks. URL <https://www.geeksforgeeks.org/sparse-categorical-crossentropy-vs-categorical-crossentropy/> (accessed 4.20.25).
- Suzuki, K. (Ed.), 2011. Artificial Neural Networks - Methodological Advances and Biomedical Applications. InTech. <https://doi.org/10.5772/644>
- Van Houdt, G., Mosquera, C., Nápoles, G., 2020. A review on the long short-term memory model. Artif. Intell. Rev. 53, 5929–5955. <https://doi.org/10.1007/s10462-020-09838-1>
- Wang, F., 2024. Comparative Evaluation of Sentiment Analysis Methods: From Traditional Techniques to Advanced Deep Learning Models. Appl. Comput. Eng. 105, 23–29. <https://doi.org/10.54254/2755-2721/105/2024TJ0056>
- Zheng, T., Wu, F., Law, R., Qiu, Q., Wu, R., 2021. Identifying unreliable online hospitality reviews with biased user-given ratings: A deep learning forecasting approach. Int. J. Hosp. Manag. 92, 102658. <https://doi.org/10.1016/j.ijhm.2020.102658>