

DAFTAR PUSTAKA

- [1] D. M. Aritonang, "The Impact of E-Government System on Public Service Quality in Indonesia," *Eur. Sci. Journal, ESJ*, vol. 13, no. 35, pp. 99-111, 2017, doi: 10.19044/esj.2017.v13n35p99.
- [2] R. Feldman and J. Sanger, *The text mining handbook*, New York, USA: Cambridge University Press, 2007.
- [3] Y. A. Sari, E. K. Ratnasari, S. Mutrofin, and A. Z. Arifin, "User emotion identification in twitter using specific feature: hashtag, emoji, emoticon, and adjective term," *Journal of Computer Science and Information*, vol. 7, pp. 18-23, Feb. 2014, doi : <http://dx.doi.org/10.21609/jiki.v7i1.252>
- [4] P. Dellia and A. Tjahyanto, "Tax complaints classification on twitter using text mining," *IPTEK, Journal of Science*, vol. 2, pp. 11-15, 2017.
- [5] G. L. Y. Londo, D. H. Kartawijaya, H. T. Ivaryani, Y. S. Purnomo, M. R. Aryasuta, and D. Ariyandi, "A study of text classification for Indonesian news article," in 2019 International Conference of Artificial Intelligence and Information Technology (ICAIIIT), 2019, pp. 205-208, doi : 10.1109/ICAIIIT.2019.8834611.
- [6] M. O. Pratama, W. Satyawan, R. Jannati, B. Pamungkas, Raspiani, M. E. Syahputra, and I. Neforawati, "The sentiment analysis of Indonesia commuter line using machine learning based on twitter data," *Journal of Physics: Conference Series* 1193, pp. 1-6, 2019, doi : 10.1088/1742-6596/1193/1/012029
- [7] Bahwari. "Sentiment analysis using random forest algorithm-online social media based," *Journal of Information Technology and its utilization, KOMINFO*, vol. 2, issue 2, pp. 29-33, 2019.
- [8] K. P. Murphy, *Machine learning a probabilistic perspective*, Cambridge, The MIT Press, 2012.
- [9] M. Galar, A. Fernadez, E. Barrenchea, H. Bustince, and F. Herrera, "A review on Ensembles for The Class Imbalances Problem : Bagging-Boosting and Hybrid-Based Approaches." *IEEE Transactions on Systems, Man, and Cybernetics-Part C: Applications and Reviews*, 2011, doi: 10.1109/TSMCC.2011.2161285.
- [10] J. A. Saez, J. Luengo, J. Stefanowski, and F. Herrera, "SMOTE-IPF : addressing the noisy and borderline examples problem in imbalanced classification by a re-sampling method with filtering," *Information Systems*, Elsevier, vol. 291, pp. 184-203, 2015, doi : 10.1016/j.ins.2014.08.051.

- [11] N. A. Verdikha, T. B. Adji, and A. E. Permanasari, “*Komparasi metode oversampling untuk klasifikasi teks ujaran kebencian,*” in Seminar Nasional Teknologi Informasi dan Multimedia, 2018, pp. 85-90.
- [12] A. A. Arifiyanti and E. D. Wahyuni, “SMOTE : *metode penyeimbang kelas pada klasifikasi data mining,*” SCAN : Jurnal Teknologi Informasi dan Komunikasi, vol. 15, no. 1, pp. 34-39, Feb. 2020, doi : 10.33005/scan.v15i1.1850.
- [13] B. Santoso, H. Wijayanto, K. A. Notodiputro, and B. Sartono, “Synthetic oversampling Methods for Handling Class Imbalanced Problems : A Review,” in IOP Conference Series: Earth and Environmental Science, vol. 58, no. 1, 2017, doi:10.1088/1755-1315/58/1/012031.
- [14] B. Juba and H. S. Le, “Precision-Recall versus Accuracy and the Role of Large Data Sets,” Proceedings of the AAAI Conference on Artificial Intelligence, vol. 33, pp. 4039-4048, 2019.
- [15] F. K. Dewi, M. R. Fadhlurrahman, M. D. Rahmianto and R. Mahendra, “Multiclass SMS message Categorization : Beyond Spam Binary Classification,” in the 2017 International Conference on Advanced Computer Science and Information Systems, pp. 210-215, 2017, doi : 10.1109/ICACISIS.2017.8355035.
- [16] U. Salamah. “*A comparison of text classification techniques applied to Indonesian text dataset.*” International Journal of Scientific Research in Computer Science, Engineering and Information Technology, Vol. 13, Issue 6, 2019, doi : 10.32628/CSEIT195629.
- [17] H. Suryotrisongko, O. Suryadi, A. F. Mustaqim and A. Tjahyanto, “*Classification of citizen tweets using naive bayes classifier for predictive public complaints,*” in 2018 IEEE 3rd International Conference on Communication and Information Systems, 2018, pp. 177-182, doi: 10.1109/ICOMIS.2018.8644771.
- [18] A. Luthfiarta, R. Herliana, Rismiyati, J. Zeniarja, H. A. Santoso, D. P. Kusumaningrum, A. Nugraha, and E. Y. Hidayat. “*Classification of governer’s public report from SMS LaporanGub using naive bayes classifier method,*” in International Seminar on Application for Technology of Information and Communication (iSemantic), 2018, pp. 214-218, doi : 10.1109/ISEMANTIC.2018.8549710.
- [19] Fatkhurrochman, F. D. Noviandha, and A. Setyanto, “*Twitter classification of public service complaints,*” in 3rd International Conference on Information Technology, Information Systems and Electrical Engineering (ICITISEE), 2018, pp. 220-223, doi : 10.1109/ICITISEE.2018.8721006.

- [20] A. J. Ordonez, R. E. J. Paje, and R. N. Naz, “SMS classification method for disaster response using naïve bayes algorithm,” in International Symposium on Computer, Consumer and Control (IS3C), 2018, pp. 233-236, doi : 10.1109/IS3C.2018.00066.
- [21] M. I. Ananto, W. S. Winahju, and K. Fithriasari, “Klasifikasi Kategori Pengaduan Masyarakat Melalui Kanal LAPOR! Menggunakan Artificial Neural Network,” INFERENSI, Vol. 2, Issue 2, 2019, pp. 71-79.
- [22] R. N. Waykole, and A. D. Thakare, “A review of feature extraction methods for text classification,” International Journal of Advance Engineering and Research Development, vol. 5, issue 4, pp. 351-354, Apr. 2018.
- [23] N. V. Chawla, K. W. Bowyer, L. O. Hall, and W. P. Kegelmeyer, “SMOTE (Synthetic Minority Oversampling Techniques),” Journal Artificial Intelligence Research, pp. 321-357, 2002, doi : 10.1613/jair.953.
- [24] Y. Charfaoui. (2019). “Resampling to Properly Handle Imbalanced Datasets in Machine Learning” Heartbeat. [Online]. Available: <https://heartbeat.fritz.ai/resampling-to-properly-handle-imbalanced-datasets-in-machine-learning-64d82c16ceaa> [Diakses: 05 Mei 2020].
- [25] Z. Ulhaq and T. B. Adji, “Integrasi Synthetic Minority Over-Sampling Technique (SMOTE) dengan Correlated Naïve Bayes Classifier (C-NBC) pada Klasifikasi Siswa Berkesulitan Belajar,” in Conference on Information Technology and Electrical Engineering, 2017, pp. 201-205.
- [26] R. Kunert. (2017). “SMOTE explained for noobs – Synthetic Minority Over-sampling Technique line by line. [Online]. Available: https://rikunert.com/SMOTE_explained [Diakses: 14 Juni 2020].
- [27] I. Listiowarni and E. R. Setyaningsih, “Analisis Kinerja Smoothing pada Naive Bayes untuk Pengkategorian Soal Ujian,” Jurnal Teknologi dan Manajemen Informatika, Vol. 4, Nomor 1, 2018, pp. 1-6.
- [28] M. Maalouf, “Logistic regression in data analysis : an overview,” International Journal of Data Analysis Technique and Strategies, vol. 3, pp. 281-299, 2011, doi : 10.1504/IJDATS.2011.041335.
- [29] A. F. Mashat, M. M. Fouad, P. S. Yu and T. F. Gharib, “A decision tree classification model for university admission system,” International Journal of Advanced Computer Science and Applications, vol. 3, pp. 17-21, 2012, doi: 10.14569/IJACSA.2012.031003.
- [30] B. Klein. (2020). “What are Decision Trees?” Python Machine Learning Tutorial. [Online]. Available: https://www.python-course.eu/Decision_Trees.php [Diakses: 05 Mei 2020].

- [31] L. Breiman, “*Random forests*,” Machine Learning, Kluwer Academic Publishers, vol. 45, issue 1, pp. 5-32, 2001.
- [32] W. Koehrsen. (2017). “Random Forest Simple Explanation” Medium. [Online]. Available: <https://medium.com/@williamkoehrsen/random-forest-simple-explanation-377895a60d2d> [Diakses: 05 Mei 2020].
- [33] A. Liaw and M. Wiener, “*Classification and Regression by RandomForest*,” 2002