

DAFTAR PUSTAKA

- APJII, 2018, Survei Internet APJII 2018, <https://apjii.or.id/survei>, online accessed on 10 Dec. 2020.
- Ardi, H.L., Sedyono, E., dan Kusumaningrum, R., 2017, Support Vector Machine Classifier for Sentiment Analysis of Feedback Marketplace with a Comparison Feature Aspect Level, *International Journal of Innovative Research in Advanced Engineering*, Vol. 4, No. 11, Edisi November 2017.
- Arikunto, S., 2002, *Prosedur Penelitian Suatu Pendekatan Praktik*, Rineka Cipta: Jakarta.
- Ariola, M.M, 2006, *Principles and Methods of Research 2006 Ed.*, Rex Book Store: Sampaloc.
- Brody, S. and Elhadad, N., 2010, An Unsupervised Aspect Sentiment Model for Online Reviews, *Human Language Technologies: The 2010 Annual Conference of the North American Chapter of the ACL*, pp. 804–812.
- Clark, A., 2003, Preprocessing Very Noisy Text, *Proceedings of Workshop on Shallow Processing of Large Corpora*, pp. 12–22.
- Fauzy, A., 2015, *Buku Distribusi Z dan Kegunaannya*, Universitas Islam Indonesia Press: Yogyakarta.
- Feldman, R., and Sanger, J., 2006, *The Text Mining Handbook*, Cambridge: Cambridge University Press.
- Gunawan, D., Rahmat, R.F., Putra, A., Pasha, M.F., 2018, Filtering Spam Text Messages by Using Twitter-LDA Algorithm, *2018 IEEE International Conference on Communication, Networks, and Satellite (Commnetsat)*.
- Hanafiah, N., Kevin, A., Sutanto, C., Fiona, Arifin, Y., dan Hartanto, J., 2017, Text Normalization Algorithm on Twitter in Complaint Category, *Procedia Computer Science*, Vol. 116, pp. 20–26.
- Hatzivassiloglou, V., and McKeown, K.R., 1997, Predicting the Semantic Orientation of Adjectives, *In Proceedings of the 8th Conference on European Chapter of the Association for Computational Linguistics in Madrid, Spain*, pp. 174–181.
- Hutasuhut, A.H., Anggraeni, W., and Tyasnurita, R., 2014, Pembuatan Aplikasi Pendukung Keputusan untuk Peramalan Persediaan Bahan Baku Produksi Plastik Blowing dan Inject Menggunakan Metode ARIMA (*Autoregressive Integrated Moving Average*) di CV. Asia, *Jurnal Teknik ITS*, Vol. 3, No. 2, pp. A-169–A-174.
- Iskandar, D., Suprpto, Y.K., 2015, Perbandingan Akurasi Klasifikasi Tingkat Kemiskinan Antara Algoritma C 4.5 dan Naive Bayes, *Jurnal Ilmiah NERO*, Vol. 2, No. 1, hlm. 37–43.
- Jaka H., A.T., 2015, *Preprocessing Text* untuk Meminimalisir Kata yang Tidak Berarti dalam Proses *Text Mining*, *Jurnal Informatika UPGRIS*, Vol. 1, Edisi Juni 2015.
- Jakarta Research Community, 2020, Maleo - A Text Preprocessing Tool for Natural

- Language Processing, <https://jakartaresearch.github.io/maleo/>, online accessed on 15 Dec. 2020.
- Khomsah, S., dan Ariwibowo, A.S., 2020, Model *Text Preprocessing* Komentar Youtube dalam Bahasa Indonesia, *Jurnal Rekayasa Sistem dan Teknologi Informasi*, Vol. 4, No. 4, pp. 648–654.
- Kusumawardani, R.P., Priansya, S., dan Atletiko, F.J., 2018, Context-sensitive Normalization of Social Media Text in Bahasa Indonesia Based on Neural Word Embeddings, *Procedia Computer Science: INNS Conference on Big Data and Deep Learning 2018*, Vol. 144, pp. 105–117.
- Latha, I.H., and Govardhan, A., 2012, Preprocessing the Informal Text for Efficient Sentiment Analysis, *International Journal of Emerging Trends and Technology in Computer Science*, Vol. 1, Issue 2, pp. 58–61.
- Liu, B., 2012, *Sentiment Analysis and Opinion Mining*, Morgan & Claypool Publishers: California.
- Liu, Y., Bi, J.W. and Fan, Z.P., 2017, Ranking Products through Online Reviews: A Method Based On Sentiment Analysis Technique And Intuitionistic Fuzzy Set Theory, *Information Fusion Journal*, Vol. 36, pp. 149–161.
- Mawardi, V.C., Susanto, N., and Naga, D.S., 2018, Spelling Correction for Text Documents in Bahasa Indonesia Using Finite State Automata and Levinshtein Distance Method, *MATEC Web of Conferences*, Vol. 164.
- Maylawati, D.S., Zulfikar, W.B., dan Slamet, C., 2018, An Improved of Stemming Algorithm for Mining Indonesian Text with Slang on Social Media, *The 6th International Conference on Cyber and IT Service Management (CITSM 2018)*.
- Mujilahwati, S., 2016, Preprocessing Text Mining pada Data Twitter, *Jurnal Seminar Nasional Teknologi Informasi dan Komunikasi (SENTIKA) 2016*.
- Naradhipa, A.R., dan Purwarianti, A., 2012, Sentiment Classification for Indonesian Message in Social Media, *International Conference on Cloud Computing and Social Networking (ICCCSN)*, pp. 1–5.
- Nielsen, J., 2012, Usability 101: Introduction to Usability, Alertbox, <http://www.nngroup.com/articles/usability-101-introduction-to-usability/>, online accessed on 20 Oct. 2020.
- Novantirani, A., Sabariah, M. K. dan Effendy, V., 2015, Analisis Sentimen pada Twitter untuk Mengenai Penggunaan Transportasi Umum Darat Dalam Kota dengan Metode Support Vector Machine, *E-Proceeding of Engineering*, Vol. 2, No. 1, hlm. 1–7.
- Reynaldo, J., Adikara, P.P., dan Wihandika, R.C., 2020, Analisis Sentimen Mengenai Produk Toyota Avanza Menggunakan Metode Learning Vector Quantization Versi 3 (LVQ3) dengan Seleksi Fitur Chi Square, Lexicon-Based Features serta Normalisasi Min-Max, *Jurnal Pengembangan Teknologi Informasi dan Ilmu Komputer*, Vol. 4, No. 3, Edisi Maret 2020, hlm. 830–839.
- Rosid, M.A., Fitriani, A.S., Astutik, I.R.I, Mulloh, N.I., Gozali, H.A., 2020, Improving Text Preprocessing for Student Complain Document Classification Using Sastrawi, *IOP Conference Series: Materials Science and Engineering Journal*, Vol. 874, Issue 1, pp. 012–017.

- Salih, B.A., Wongthongtham, P., and Chan, K.Y., 2018, Twitter Mining for Ontology-based Domain Discovery Incorporating Machine Learning, *Journal of Knowledge Management*, Vol. 22, No. 5, pp. 949–981.
- Saputra, N., Adji, T.B., dan Permanasari A.E., 2015, Analisis Sentimen Data Presiden Jokowi dengan *Preprocessing* Normalisasi dan *Stemming* Menggunakan Metode Naïve Bayes dan SVM, *Jurnal Dinamika Informatika*, Vol. 5, No. 1, Edisi November 2015.
- Seraya Motor, 2012, Profil Seraya Motor, <https://www.serayamotor.com/diskusi/aboutus?sid=e54aebcd9595b285069d587f0658a2df>, online accessed on 10 Dec. 2020.
- Sevilla, C.G., Ochave, J.A., Punsalan, T.G., Regala, B.P., and Uriarte, G.G., 1984, *An Introduction to Research Methods*, Rex Printing Company: Manila.
- Srividhya, V., and Anitha, R., 2010, Evaluation Preprocessing Techniques in Text Categorization, *International Journal of Computer Science and Application Issue 2010*.
- Sukerti, N.K., 2015, Peramalan Deret Waktu Menggunakan S-Curve Dan Quadratic Trend Model, *In Konferensi Nasional Sistem & Informatika (KNS&I)*, pp. 592–597.
- Supriyanto, W., dan Iswandiri, R., 2017, Kecenderungan Sivitas Akademika dalam Memilih Sumber Referensi untuk Penyesunan Karya Tulis Ilmiah di Perguruan Tinggi, *Berkala Ilmu Perpustakaan dan Informasi*, Vol. 13, No. 1, Edisi Juni 2017.
- Suryadi, A., dan Harahap, E., 2018, Sistem Rekomendasi Penerimaan Mahasiswa Baru Menggunakan Naïve Bayes Classifier di Institut Pendidikan Indonesia, *JOUTICA*, Edisi September 2018.
- Taboada, M., Brooke, J., Tofiloski, M., Voll, K., and Stede, M., 2011, *Lexicon-based Methods for Sentiment Analysis*, *Computational Linguistics Journal*, Vol. 34, No. 2, pp. 267–307.
- Tong, R.M., 2001, An Operational System for Detecting and Tracking Opinions in Online Discussions, *In Proceedings of SIGIR Workshop on Operational Text Classification*.
- Toyota Astra Motor, 2020, Toyota New Avanza, <https://www.toyota.astra.co.id/product/avanza>, online accessed on 5 Dec. 2020.
- Wang, Y., Mo, D.Y., Tseng, M.M., 2018, Mapping Customer Needs to Design Parameters in the Front End of Product Design by Applying Deep Learning, *CIRP Annals-Manufacturing Technology*, Vol. 67, pp. 145–148.
- Zhang, W., and Gao, F., 2011, *An Improvement to Naïve Bayes for Text Classification*, *Procedia Engineering*, Vol 15, pp. 2160-2164.