

## DAFTAR PUSTAKA

- Anamisa, D. R., & Mufarroha, F. A. (2022). *Dasar Pemrograman Web: Teori dan Implementasi (HTML, CSS, Javascript, Bootstrap, Codelgniter)*. Media Nusa Creative (MNC Publishing).
- Bashir, M. F., Arshad, H., Javed, A. R., Kryvinska, N., & Band, S. S. (2021). Subjective Answers Evaluation Using Machine Learning and Natural Language Processing. *IEEE Access*, 9, 158972–158983. <https://doi.org/10.1109/ACCESS.2021.3130902>
- Boban, I., Doko, A., & Gotovac, S. (2020). Sentence Retrieval using Stemming and Lemmatization with Different Length of the Queries. *Advances in Science, Technology and Engineering Systems Journal*, 5(3), 349–354. <https://doi.org/10.25046/aj050345>
- Cholifah, W. N., Yulianingsih, Y., & Sagita, S. M. (2018). Pengujian Black Box Testing pada Aplikasi Action & Strategy Berbasis Android dengan Teknologi Phonegap. *STRING (Satuan Tulisan Riset Dan Inovasi Teknologi)*, 3(2), 206. <https://doi.org/10.30998/string.v3i2.3048>
- Datta, S., & Chakrabarti, S. (2021). Aspect based sentiment analysis for demonetization tweets by optimized recurrent neural network using fire fly-oriented multi-verse optimizer. *Sādhanā*, 46(2), 79. <https://doi.org/10.1007/s12046-021-01608-1>
- Enterprise, J. (2016). *Pengenalan HTML dan CSS*. PT Elex Media Komputindo.
- Fajarwati, E., & Rahman, A. (2021). PEMANFAATAN METODE WATERFALL UNTUK PEMBUATAN SISTEM INFORMASI JADWAL KUNJUNGAN PEGAWAI KECAMATAN BUKIT KEMUNING KABUPATEN LAMPUNG UTARA. *Jurnal Ilmiah Informatika & Komputer Surya Intan (JIKSI)*, 8(2), 92–104.
- Fitri, R. (2020). *Pemrograman Basis Data Menggunakan MySQL*. Deepublish.
- Hariguna, T., & Rachmawati, V. (2019). Community Opinion Sentiment Analysis on Social Media Using Naive Bayes Algorithm Methods. *IJIS: International Journal of Informatics and Information Systems*, 2(1), 33–38. <https://doi.org/10.47738/ijis.v2i1.11>
- Hayat, S. F. S., & Nawab, S. (2023). Online Complaint Management System at Government Degree College Wari. *SSRN Electronic Journal*. <https://doi.org/10.2139/ssrn.4352620>
- Hermiati, R., Asnawati, & Kanedi, I. (2021). PEMBUATAN E-COMMERCE PADA RAJA KOMPUTER MENGGUNAKAN BAHASA PEMROGRAMAN PHP DAN DATABASE MYSQL. *JURNAL MEDIA INFOTAMA*, 17(1). <https://doi.org/10.37676/jmi.v17i1.1317>

- Irsyad, R. (2018). Penggunaan Python Web Framework Flask Untuk Pemula. *Laboratorium Telematika, Sekolah Teknik Elektro & Informatika*, 1–4.
- IŞIK, M., & DAĞ, H. (2020). The impact of text preprocessing on the prediction of review ratings. *TURKISH JOURNAL OF ELECTRICAL ENGINEERING & COMPUTER SCIENCES*, 28(3), 1405–1421. <https://doi.org/10.3906/elk-1907-46>
- Jha, A., Dave, M., & Madan, S. (2019). Comparison of Binary Class and Multi-Class Classifier Using Different Data Mining Classification Techniques. *SSRN Electronic Journal*, 894–903. <https://doi.org/10.2139/ssrn.3464211>
- Khozaimi, Ach. (2020). *Dasar Pemrograman Web-HTML, CSS dan JavaScript*. Media Nusa Creative (MNC Publishing).
- Kim, S.-W., & Gil, J.-M. (2019). Research paper classification systems based on TF-IDF and LDA schemes. *Human-Centric Computing and Information Sciences*, 9(1), 9–30. <https://doi.org/10.1186/s13673-019-0192-7>
- Marisa, F., Maukar, A. L., & Akhriza, T. M. (2021). *Data Mining Konsep dan Penerapannya*. Deepublish.
- Mulaab. (2017). *Data Mining : Konsep dan Aplikasi*. Media Nusa Creative (MNC Publishing).
- Nasr, O., & Alkhider, E. (2015). Online Complaint Management System. *International Journal of Innovative Science, Engineering & Technology*, 2(6).
- Nemade, B., Bharadi, V., Alegavi, S. S., & Marakarkandy, B. (2023). A Comprehensive Review: SMOTE-Based Oversampling Methods for Imbalanced Classification Techniques, Evaluation, and Result Comparisons. *International Journal of Intelligent Systems and Applications in Engineering*, 11(9s), 790–803.
- Nofriansyah, D., & Nurcahyo, G. W. (2015). *Algoritma Data Mining dan Pengujian*. Deepublish.
- Nugroho, A. S., & Wiyono, A. S. (2022). *PEMROGRAMAN WEB UNTUK PEMULA*. Stiletto Indie Book.
- Nurfauziah, H., & Jamaliyah, I. (2022). PERBANDINGAN METODE TESTING ANTARA BLACKBOX DENGAN WHITEBOX PADA SEBUAH SISTEM INFORMASI. *Jurnal VISUALIKA*, 8(2), 105–113.
- Pi, Y. (2021). Machine learning in Governments: Benefits, Challenges and Future Directions. *JeDEM - EJournal of EDemocracy and Open Government*, 13(1), 203–219. <https://doi.org/10.29379/jedem.v13i1.625>
- Prehanto, D. R. (2020). *BUKU AJAR KONSEP SISTEM INFORMASI*. Scopindo Media Pustaka.

- Pricillia, T., & Zulfachmi. (2021). Perbandingan Metode Pengembangan Perangkat Lunak (Waterfall, Prototype, RAD). *Jurnal Bangkit Indonesia*, 10(1), 6–12. <https://doi.org/10.52771/bangkitindonesia.v10i1.153>
- Rani, R., & Lobiyal, D. K. (2022). Performance evaluation of text-mining models with Hindi stopwords lists. *Journal of King Saud University - Computer and Information Sciences*, 34(6), 2771–2786. <https://doi.org/10.1016/j.jksuci.2020.03.003>
- Reza, M. H. (2020). *Pelayanan dalam Dunia Perguruan Tinggi (Pengaruhnya Terhadap Kepuasan dan Loyalitas)*. Literasi Nusantara.
- Saad, S. E., & Yang, J. (2019). Twitter Sentiment Analysis Based on Ordinal Regression. *IEEE Access*, 7, 163677–163685. <https://doi.org/10.1109/ACCESS.2019.2952127>
- Sahi, A. (2020). Aplikasi Test Potensi Akademik Seleksi Saringan Masuk LP3I Berbasis Web Online menggunakan Framework Codeigniter. *TEMATIK*, 7(1), 120–129. <https://doi.org/10.38204/tematik.v7i1.386>
- Singh, M., Verma, A., Parasher, A., Chauhan, N., & Budhiraja, G. (2019). Implementation of Database Using Python Flask Framework. *International Journal of Engineering and Computer Science*, 8(12), 24894–24899. <https://doi.org/10.18535/ijecs/v8i12.4390>
- Suntoro, J. (2019). *Data Mining: Algoritma dan Implementasi dengan Pemrograman PHP*. PT Elex Media Komputindo.
- Syafitri, Y., Siregar, G. Y. K. S., Muharni, S., Saputri, T. A., Wulandari, I. A., Wulandari, Puspita, I. L., Syaputra, M. A., Ardhy, F., Sariningsih, E., Erlangga, & Susianto, D. (2022). *SISTEM INFORMASI MANAJEMEN*. Penerbit Adab.
- Watratana, A. F., Puspita, A. B., & Moeis, D. (2020). Implementasi Algoritma Naive Bayes Untuk Memprediksi Tingkat Penyebaran Covid-19 Di Indonesia. *Journal of Applied Computer Science and Technology*, 1(1), 7–14. <https://doi.org/10.52158/jacost.v1i1.9>
- Wijayanto, S., Putra, R. A., Darmansah, Aranski, A. W., & Astiti, S. (2024). *Buku Ajar Analisa perancangan sistem Informasi*. PT. Sonpedia Publishing Indonesia.
- Xu, J., Zhang, Y., & Miao, D. (2020). Three-way confusion matrix for classification: A measure driven view. *Information Sciences*, 507, 772–794. <https://doi.org/10.1016/j.ins.2019.06.064>