

DAFTAR PUSTAKA

- [1] Q. Bi, K. E. Goodman, J. Kaminsky, and J. Lessler, “What is machine learning? A primer for the epidemiologist,” *Am J Epidemiol*, vol. 188, no. 12, pp. 2222–2239, Dec. 2019, doi: 10.1093/aje/kwz189.
- [2] McKinsey Analytics, “The State of AI in 2021,” *McKinsey Digital*, no. December, 2021.
- [3] “Natural Language Processing Market Growth Report, 2030.” Accessed: Nov. 03, 2024. [Online]. Available: <https://www.grandviewresearch.com/industry-analysis/natural-language-processing-market-report#>
- [4] A. Sahata Sitanggang, R. F. Syafariani, F. W. Sari, W. Wartika, and N. Hasti, “Relation of Chatbot Usage Towards Customer Satisfaction Level in Indonesia,” *International Journal of Advances in Data and Information Systems*, vol. 4, no. 1, pp. 86–96, Apr. 2023, doi: 10.25008/ijadis.v4i1.1261.
- [5] H. Sari and R. Adinda, “Examining Customer Experience in Using a Chatbot,” *International Journal of Asian Business and Information Management*, vol. 14, no. 1, 2023, doi: 10.4018/IJABIM.322438.
- [6] J. Shrager, “ELIZA Reinterpreted: The world’s first chatbot was not intended as a chatbot at all,” Jun. 2024, [Online]. Available: <http://arxiv.org/abs/2406.17650>
- [7] E. Adamopoulou and L. Moussiades, “Chatbots: History, technology, and applications,” *Machine Learning with Applications*, vol. 2, 2020, doi: 10.1016/j.mlwa.2020.100006.
- [8] G. Yenduri *et al.*, “Generative Pre-trained Transformer: A Comprehensive Review on Enabling Technologies, Potential Applications, Emerging Challenges, and Future Directions,” May 2023, [Online]. Available: <http://arxiv.org/abs/2305.10435>
- [9] R. Pascanu, T. Mikolov, and Y. Bengio, “On the difficulty of training recurrent neural networks,” in *30th International Conference on Machine Learning, ICML 2013*, 2013.
- [10] “Understanding Large Language Model Parameters and Memory Requirements: A Deep Dive - Unite.AI.” Accessed: Nov. 02, 2024. [Online]. Available: <https://www.unite.ai/understanding-large-language-model-parameters-and-memory-requirements-a-deep-dive/>
- [11] “Microsoft and LinkedIn Release the 2024 Work Trend Index on the State of AI at Work in Indonesia – Indonesia News Center.” Accessed: Nov. 03, 2024. [Online]. Available: <https://news.microsoft.com/id->

id/2024/06/11/microsoft-and-linkedin-release-the-2024-work-trend-index-on-the-state-of-ai-at-work-in-indonesia/

- [12] “AI in Real Estate: Data-Driven Insights, & Smarter Decisions.” Accessed: Oct. 29, 2024. [Online]. Available: <https://evincedev.com/blog/impact-of-ai-in-real-estate-industry/>
- [13] “Digital Hub | Sinar Mas Land.” Accessed: Oct. 29, 2024. [Online]. Available: <https://www.sinarmasland.com/id/development/office/digital-hub/>
- [14] “Digital Hub.” Accessed: Oct. 29, 2024. [Online]. Available: <https://digitalhub-bsdcity.com/>
- [15] O. I. Gifari, Muh. Adha, F. Freddy, and F. F. S. Durrand, “Film Review Sentiment Analysis Using TF-IDF and Support Vector Machine,” *Journal of Information Technology*, vol. 2, no. 1, 2022.
- [16] A. S. Alammary, “Arabic Questions Classification Using Modified TF-IDF,” *IEEE Access*, vol. 9, 2021, doi: 10.1109/ACCESS.2021.3094115.
- [17] M. A. Chandra and S. S. Bedi, “Survey on SVM and their application in image classification,” *International Journal of Information Technology (Singapore)*, vol. 13, no. 5, 2021, doi: 10.1007/s41870-017-0080-1.
- [18] “Halaman Tentang Kami - sinarmasland.com | Sinar Mas Land.” Accessed: Nov. 03, 2024. [Online]. Available: <https://www.sinarmasland.com/id/about-us/>
- [19] B. Tamizharasi, L. M. Jenila Livingston, and S. Rajkumar, “Building a medical chatbot using support vector machine learning algorithm,” in *Journal of Physics: Conference Series*, 2021. doi: 10.1088/1742-6596/1716/1/012059.
- [20] R. P. Putra, A. H. Pratomo, and R. I. Perwira, “Text Message Classification using Multiclass Support Vector Machine on Information Service Chatbot in the Informatics Department UPN ‘Veteran’ Yogyakarta,” *Telematika*, vol. 19, no. 3, 2022, doi: 10.31315/telematika.v19i3.7418.
- [21] T. Ige and S. Adewale, “AI Powered Anti-Cyber Bullying System using Machine Learning Algorithm of Multinomial Naïve Bayes and Optimized Linear Support Vector Machine Interception of Cyberbully Contents in a Messaging System by Machine Learning Algorithm,” *International Journal of Advanced Computer Science and Applications*, vol. 13, no. 5, 2022, doi: 10.14569/IJACSA.2022.0130502.
- [22] J. V. Raj, J. V. J. Anton, and J. P. Durai Raj, “Detection of recovery of covid-19 cases using machine learning,” *Int J Curr Res Rev*, vol. 13, no. 6 special Issue, 2021, doi: 10.31782/IJCRR.2021.SP183.

- [23] M. Płaza, S. Trusz, J. Kęczkowska, E. Boksa, S. Sadowski, and Z. Koruba, “Machine Learning Algorithms for Detection and Classifications of Emotions in Contact Center Applications,” *Sensors*, vol. 22, no. 14, 2022, doi: 10.3390/s22145311.
- [24] N. Tri Romadloni and N. Dwi Septiyanti, “Optimasi Feature Selection Pada Komentar Media Sosial Terhadap Peralihan Tv Digital Menggunakan Naïve Bayes, Support Vector Machine dan K-Nearest Neighbor,” *Decode: Jurnal Pendidikan Teknologi Informasi*, vol. 3, no. 2, pp. 151–160, Apr. 2023, doi: 10.51454/decode.v3i2.121.
- [25] D. A. Kristiyanti and Sri Hardani, “Sentiment Analysis of Public Acceptance of Covid-19 Vaccines Types in Indonesia using Naïve Bayes, Support Vector Machine, and Long Short-Term Memory (LSTM),” *Jurnal RESTI (Rekayasa Sistem dan Teknologi Informasi)*, vol. 7, no. 3, pp. 722–732, Jun. 2023, doi: 10.29207/resti.v7i3.4737.
- [26] R. Ng, “Pembuatan Aplikasi Chatbot Berbasis Web Menggunakan Dialogflow dengan Integrasi Dialogflow Messenger pada Situs Journal of Multidisciplinary Issues,” 2022.
- [27] “AI Index Report 2024 – Artificial Intelligence Index.” Accessed: Oct. 29, 2024. [Online]. Available: <https://aiindex.stanford.edu/report/>
- [28] Mahesh Batta, “Machine Learning Algorithms - A Review,” *International Journal of Science and Research (IJSR)*, no. January 2019, 2020, doi: 10.21275/ART20203995.
- [29] A. Alamsyah, M. A. Arya Saputra, and R. A. Masrury, “Object Detection Using Convolutional Neural Network to Identify Popular Fashion Product,” *J Phys Conf Ser*, vol. 1192, no. 1, 2019, doi: 10.1088/1742-6596/1192/1/012040.
- [30] “Artificial Intelligence: An Accountability Framework for Federal Agencies and Other Entities | U.S. GAO.” Accessed: Oct. 29, 2024. [Online]. Available: <https://www.gao.gov/products/gao-21-519sp>
- [31] A. S. M. Zailan, N. H. I. Teo, N. A. S. Abdullah, and M. Joy, “State of the Art in Intent Detection and Slot Filling for Question Answering System: A Systematic Literature Review,” 2023, *Science and Information Organization*. doi: 10.14569/IJACSA.2023.0141103.
- [32] G. Caldarini, S. Jaf, and K. McGarry, “A Literature Survey of Recent Advances in Chatbots,” *Information (Switzerland)*, vol. 13, no. 1, 2022, doi: 10.3390/info13010041.

- [33] C. C. Lin, A. Y. Q. Huang, and S. J. H. Yang, “A Review of AI-Driven Conversational Chatbots Implementation Methodologies and Challenges (1999–2022),” 2023. doi: 10.3390/su15054012.
- [34] S. Roller *et al.*, “Recipes for building an open-domain chatbot,” in *EACL 2021 - 16th Conference of the European Chapter of the Association for Computational Linguistics, Proceedings of the Conference*, 2021. doi: 10.18653/v1/2021.eacl-main.24.
- [35] H. Abdulla, A. M. Eltahir, S. Alwahaishi, K. Saghair, J. Platos, and V. Snasel, “Chatbots Development Using Natural Language Processing: A Review,” in *Proceedings - 26th International Conference on Circuits, Systems, Communications and Computers, CSCC 2022*, 2022. doi: 10.1109/CSCC55931.2022.00030.
- [36] I. Kolyshkina and S. Simoff, “Interpretability of Machine Learning Solutions in Public Healthcare: The CRISP-ML Approach,” *Front Big Data*, vol. 4, 2021, doi: 10.3389/fdata.2021.660206.
- [37] “The Machine Learning Lifecycle - KDnuggets.” Accessed: Nov. 03, 2024. [Online]. Available: <https://www.kdnuggets.com/2022/06/making-sense-crispmlq-machine-learning-lifecycle-process.html>
- [38] “CRISP-ML(Q).” Accessed: Nov. 03, 2024. [Online]. Available: <https://ml-ops.org/content/crisp-ml#monitoring-and-maintenance>
- [39] “Support Vector Machine (SVM) Algorithm - GeeksforGeeks.” Accessed: Oct. 30, 2024. [Online]. Available: <https://www.geeksforgeeks.org/support-vector-machine-algorithm/>
- [40] “An Idiot’s guide to Support vector machines (SVMs) R. Berwick, Village Idiot SVMs: A New Generation of Learning Algorithms”.
- [41] “Support Vector Machine — Introduction to Machine Learning Algorithms | by Rohith Gandhi | Towards Data Science.” Accessed: Oct. 30, 2024. [Online]. Available: <https://towardsdatascience.com/support-vector-machine-introduction-to-machine-learning-algorithms-934a444fca47>
- [42] “Penjelasan Lengkap Algoritma Support Vector Machine (SVM) - Trivusi.” Accessed: Oct. 30, 2024. [Online]. Available: <https://www.trivusi.web.id/2022/04/algoritma-svm.html>
- [43] “Linear vs. Non-linear Classification: Analyzing Differences Using the Kernel Trick - GeeksforGeeks.” Accessed: Oct. 30, 2024. [Online]. Available: <https://www.geeksforgeeks.org/linear-vs-non-linear-classification-analyzing-differences-using-the-kernel-trick/>

- [44] “Support Vector Machine (SVM) Algorithm - Javatpoint.” Accessed: Oct. 30, 2024. [Online]. Available: <https://www.javatpoint.com/machine-learning-support-vector-machine-algorithm>
- [45] S. Siddiqi and A. Sharan, “Keyword and Keyphrase Extraction Techniques: A Literature Review,” *Int J Comput Appl*, vol. 109, no. 2, 2015, doi: 10.5120/19161-0607.
- [46] “TF-IDF — Term Frequency-Inverse Document Frequency – LearnDataSci.” Accessed: Nov. 03, 2024. [Online]. Available: <https://www.learndatasci.com/glossary/tf-idf-term-frequency-inverse-document-frequency/>
- [47] Y. Zhang, R. Jin, and Z. H. Zhou, “Understanding bag-of-words model: A statistical framework,” *International Journal of Machine Learning and Cybernetics*, vol. 1, no. 1–4, 2010, doi: 10.1007/s13042-010-0001-0.
- [48] S. W. Kim and J. M. Gil, “Research paper classification systems based on TF-IDF and LDA schemes,” *Human-centric Computing and Information Sciences*, vol. 9, no. 1, 2019, doi: 10.1186/s13673-019-0192-7.
- [49] H. Kurniawan and K. Kusrini, “Klasifikasi Pengenalan Wajah Siswa Pada Sistem Kehadiran dengan Menggunakan Metode Convolutional Neural Network,” *Jurnal Media Informatika Budidarma*, vol. 7, no. 2, 2023.
- [50] F. Demir, “Deep autoencoder-based automated brain tumor detection from MRI data,” in *Artificial Intelligence-Based Brain-Computer Interface*, 2022. doi: 10.1016/B978-0-323-91197-9.00013-8.
- [51] E. B. Susanto, P. A. Christianto, M. R. Maulana, and N. Fadhilah, “Closed Beta Testing on Filariasis Treatment Monitoring Applications,” *International Journal of Information Technology and Business*, vol. 4, no. 2, pp. 49–54, May 2023, doi: 10.24246/ijiteb.422023.49-54.
- [52] A. B. Pulungan, Z. Nafis, M. Anwar, Hastuti, Hamdani, and D. E. Myori, “Object Detection With a Webcam Using the Python Programming Language,” *Journal of Applied Engineering and Technological Science*, vol. 2, no. 2, pp. 103–111, 2021, doi: 10.37385/jaets.v2i2.247.
- [53] O. N. Abdumalikovich, “CLASSIFICATION OF PYTHON LANGUAGE MODULES,” *Curr Probl Diagn Radiol*, vol. 52, no. 5, pp. iii–iv, 2023, doi: 10.1067/s0363-0188(23)00109-3.
- [54] J. F. Pimentel, L. Murta, V. Braganholo, and J. Freire, “Understanding and improving the quality and reproducibility of Jupyter notebooks,” *Empir Softw Eng*, vol. 26, no. 4, Jul. 2021, doi: 10.1007/s10664-021-09961-9.

- [55] A. Smajić, M. Grandits, and G. F. Ecker, “Using Jupyter Notebooks for re-training machine learning models,” *J Cheminform*, vol. 14, no. 1, Dec. 2022, doi: 10.1186/s13321-022-00635-2.
- [56] “Project Jupyter | Home.” Accessed: Oct. 19, 2023. [Online]. Available: <https://jupyter.org/>
- [57] J. Tan, Y. Chen, and S. Jiao, “Visual Studio Code in Introductory Computer Science Course: An Experience Report,” *ASEE Annual Conference and Exposition, Conference Proceedings*, Mar. 2023, doi: 10.18260/1-2--48259.
- [58] “Streamlit documentation.” Accessed: Oct. 29, 2024. [Online]. Available: <https://docs.streamlit.io/>
- [59] “Mengenai Streamlit, Tools Favorit Data Scientist.” Accessed: Oct. 29, 2024. [Online]. Available: <https://dqlab.id/mengenai-streamlit-tools-favorit-data-scientist>
- [60] “MULTIPLE DISEASE PREDICTION USING MACHINE LEARNING, DEEP LEARNING AND STREAM-LIT,” *International Research Journal of Modernization in Engineering Technology and Science*, Jul. 2023, doi: 10.56726/irjmets42818.
- [61] “About Digital Hub.” Accessed: Oct. 06, 2024. [Online]. Available: <https://digitalhub-bsdcity.com/about>

