

DAFTAR PUSTAKA

- Abdillah, L. A. (2022). *Peranan Media Sosial Modern*. Bening media Publishing. www.bening-mediapublishing.com
- Adamopoulou, E., & Moussiades, L. (2020). An Overview of Chatbot Technology. In *IFIP Advances in Information and Communication Technology: Vol. 584 IFIP* (Issue May). Springer International Publishing. https://doi.org/10.1007/978-3-030-49186-4_31
- Al Fajri, M. R., & Hartono, B. (2024). Pengembangan Aplikasi Chatbot Telegram Menggunakan Framework Rasa untuk Pelayanan Administrasi di Perguruan Tinggi Universitas Stikubank. *Jurnal JTIK (Jurnal Teknologi Informasi Dan Komunikasi)*, 8(1), 133–136. <https://doi.org/10.35870/jtik.v8i1.1370>
- Alamulhuda, M., Wahyudi, W., & Afrisal, H. (2023). Perancangan Grasping Control Pada Robot Tangan Menggunakan Reinforcement Learning. *Transient: Jurnal Ilmiah Teknik Elektro*, 12(2), 79–86. <https://doi.org/10.14710/transient.v12i2.79-86>
- Anindyati, L. (2023). Analisis dan Perancangan Aplikasi Chatbot Menggunakan Framework Rasa dan Sistem Informasi Pemeliharaan Aplikasi (Studi Kasus: Chatbot Penerimaan Mahasiswa Baru Politeknik Astra). *Jurnal Teknologi Informasi Dan Ilmu Komputer*, 10(2), 291–300. <https://doi.org/10.25126/jtiik.20231026409>
- Bestari, N. P. (2022). *Jokowi Ungkap Penyebab 90 persen Startup RI Gagal Berkembang*. CNBC Indonesia. <https://www.cnbcindonesia.com/tech/20220927064418-37-375163/jokowi-ungkap-penyebab-90-persen-startup-ri-gagal-berkembang>
- Bocklisch, T., Faulkner, J., Pawlowski, N., & Nichol, A. (2017). *Rasa : Open Source Language Understanding and Dialogue Management*. 1–9.
- Dennis, A., Wixom, B. H., & Roth, R. M. (2021). *Systems Analysis and Design, 8th Edition*. Wiley.
- Grandini, M., Bagli, E., & Visani, G. (2020). Metrics for Multi-Class Classification: an Overview. *ArXiv*, 1–17. <http://arxiv.org/abs/2008.05756>
- Itonsaputri, M. Z., Saputra, R. E., & Nugrahaeni, R. A. (2023). Implementasi Rasa Pada Chatbot Layanan Akademik. *E-Proceeding of Engineering*, 10(1), 397–403.
- Juningsih, E. H., & Yanto, Y. (2022). Rancang Bangun Sistem Informasi Penggajian Karyawan Pada Pt. Bangunbina Primasarana Serpong. *CONTEN : Computer and Network Technology*, 2(2), 127–136. <https://doi.org/10.31294/conten.v2i2.1617>

- Jurafsky, D., & Martin, J. H. (2024). Speech and Language Processing. In *Stanford University*. <https://doi.org/10.4159/9780674039315-001>
- Kemp, S. (2024). *DIGITAL 2024: GLOBAL OVERVIEW REPORT*. DataReportal. <https://datareportal.com/reports/digital-2024-global-overview-report#:~:text=5 billion social media user identities>
- Khan, R., & Das, A. (2018). Build Better Chatbots: A Complete Guide to Getting Started with Chatbots. In *Build Better Chatbots*. <https://doi.org/10.1007/978-1-4842-3111-1>
- Kulkarni, A., & Shivananda, A. (2019). Natural language processing recipes: Unlocking text data with machine learning and deep learning using python. In *Natural Language Processing Recipes: Unlocking Text Data with Machine Learning and Deep Learning using Python*. <https://doi.org/10.1007/978-1-4842-4267-4>
- Kumar, S., Roy, P. P., Dogra, D. P., & Kim, B.-G. (2023). *A Comprehensive Review on Sentiment Analysis: Tasks, Approaches and Applications*. 1–29. <http://arxiv.org/abs/2311.11250>
- McDonald, J. (2024). *INTRODUCTION TO ARTIFICIAL INTELLIGENCE (AI) TECHNOLOGY* (Issue January).
- Mustaqim, M., Gunawan, A., Bagus Pratama, Y., & Zaliman, I. (2023). PENGEMBANGAN CHATBOT LAYANAN PUBLIK MENGGUNAKAN MACHINE LEARNING DAN NATURAL LANGUAGE PROCESSING. In *Journal of Information Technology and society (JITS)* (Vol. 1, Issue 1). <https://jits.unmuhbabel.ac.id/>
- Nugraha, K. A., & Sebastian, D. (2021). Chatbot Layanan Akademik Menggunakan K-Nearest Neighbor. *Jurnal Sains Dan Informatika*, 7(1), 11–19. <https://doi.org/10.34128/jsi.v7i1.285>
- Permatasari, P. A., Linawati, L., & Jasa, L. (2021). Survei Tentang Analisis Sentimen Pada Media Sosial. *Majalah Ilmiah Teknologi Elektro*, 20(2), 177. <https://doi.org/10.24843/mite.2021.v20i02.p01>
- Peronto, R. (2024). *Breaking Down The Numbers: How Much Data Does The World Create Daily in 2024?* Edge Delta. <https://edgedelta.com/company/blog/how-much-data-is-created-per-day>
- Pressman, Roger; Maxim, B. (2019). *Software Engineering: A Practitioner's Approach 9th Edition*. McGraw-Hill Education.
- Putra, R. F., Mukhlis, I. R., Datya, A. I., Pipin, S. J., Reba, F., Al-Husaini, M., Mandowen, S. A., Zain, N. N. L. E., & Judijanto, L. (2024). *ALGORITMA PEMBELAJARAN MESIN (Dasar, Teknik, dan Aplikasi)* (Issue April). www.buku.sonpedia.com
- Rachman, A., Mardhiyah, I., & Jannah, M. (2023). Implementasi Chatbot FAQ

- pada Aplikasi Monev Kinerja Direktorat Jenderal Anggaran Menggunakan Framework Rasa Open Source. *KLIK: Kajian Ilmiah Informatika Dan Komputer*, 4(1), 62–72. <https://doi.org/10.30865/klik.v4i1.1020>
- Roihan, A., Sunarya, P. A., & Rafika, A. S. (2020). Pemanfaatan Machine Learning dalam Berbagai Bidang: Review paper. *IJCIT (Indonesian Journal on Computer and Information Technology)*, 5(1), 75–82. <https://doi.org/10.31294/ijcit.v5i1.7951>
- Santoso, J. T. (2023). KECERDASAN BUATAN (Artificial Intelligence). In M. Sholikan (Ed.), *YAYASAN PRIMA AGUS TEKNIK*. <https://penerbit.stekom.ac.id/index.php/yayasanpat/article/view/437>
- Sharma, R. K., & Joshi, M. (2020). An Analytical Study and Review of open source Chatbot framework, Rasa. *International Journal of Engineering Research & Technology (IJERT)*, V9(06), 1011–1014. <https://doi.org/10.17577/ijertv9is060723>
- Sitorus, S. A., Sahir, S. H., Damanik, J. B., Jony, Wardoyo, S. K. ., Sudarso, A., Simanjuntak, M., C. Rantung, R., Dewi, I. K., Hastalona, D., Anindya, D. A., R, S. A., & Hendra. (2024). *Kewirausahaan: Memahami Bisnis Yang Sukses*.
- Titoni, E., Firgana, D., Aditya, B., Pribadi, T. A., & Lianto, R. (2024). Peran chatbot artificial Intelligence dalam membentuk kepuasan pelanggan. *Technologia : Jurnal Ilmiah*, 15(1), 20. <https://doi.org/10.31602/tji.v15i1.13220>
- Wulandari, D., & Wibowo, J. S. (2023). Implementasi Chatbot Menggunakan Framework Rasa Untuk Layanan Informasi Wisata Di Kota Pati. *INTECOMS: Journal of Information Technology and Computer Science*, 6(2), 794–801. <https://doi.org/10.31539/intecom.v6i2.7107>
- Yuniar, E., & Purnomo, H. (2019). Implementasi Chatbot “Alitta” Asisten Virtual Dari Balittas Sebagai Pusat Informasi Di Balittas. *Antivirus : Jurnal Ilmiah Teknik Informatika*, 13(1), 24–35. <https://doi.org/10.35457/antivirus.v13i1.714>