DAFTAR PUSTAKA

Aggarwal, C. C., & Zhai, C. X. (2013). An introduction to text mining. Dalam *Mining Text Data* (Vol. 9781461432234, hlm. 1–10). Springer US. https://doi.org/10.1007/978-1-4614-3223-4_1

Ailiyya, S. (2020). *ANALISIS SENTIMEN BERBASIS ASPEK PADA ULASAN APLIKASI TOKOPEDIA MENGGUNAKAN SUPPORT VECTOR MACHINE*.

Alita, D., Fernando, Y., & Sulistiani, H. (2020). IMPLEMENTASI ALGORITMA MULTICLASS SVM PADA OPINI PUBLIK BERBAHASA INDONESIA DI TWITTER. *Jurnal TEKNOKOMPAK*, *14*(2), 86.

Al-Mejibli, I. S., Alwan, J. K., & Abd, D. H. (2020). The effect of gamma value on support vector machine performance with different kernels. *International Journal of Electrical and Computer Engineering*, *10*(5), 5497–5506. https://doi.org/10.11591/IJECE.V10I5.PP5497-5506

Al-Smadi, M., Qawasmeh, O., Al-Ayyoub, M., Jararweh, Y., & Gupta, B. (2018). Deep Recurrent neural network vs. support vector machine for aspect-based sentiment analysis of Arabic hotels' reviews. *Journal of Computational Science*, *27*, 386–393. https://doi.org/10.1016/j.jocs.2017.11.006

Anguita, D., Ghelardoni, L., Ghio, A., Oneto, L., & Ridella, S. (2012). The 'K' in K-fold Cross Validation. *European Symposium on Artificial Neural Networks, Computational Intelligence and Machine Learning.* .

Ari Bangsa, M. T., Priyanta, S., & Suyanto, Y. (2020). Aspect-Based Sentiment Analysis of Online Marketplace Reviews Using Convolutional Neural Network. Dalam *IJCCS (Indonesian Journal of Computing and Cybernetics Systems)* (Vol. 14, Nomor 2). Universitas Gadjah Mada. https://doi.org/10.22146/ijccs.51646

Ben Ammar, L., Sattam bin Abdul-Aziz University Kharj, P., & Arabia, S. (2019). A Usability Model for Mobile Applications Generated with a Model-Driven Approach. Dalam *IJACSA) International Journal of Advanced Computer Science and Applications* (Vol. 10, Nomor 2). www.ijacsa.thesai.org

cermati.com. (2021, Mei 12). *Apa itu Pegadaian Digital?* https://www.cermati.com/artikel/gokil-pakai-aplikasi-pegadaian-digital-bisa-dapat-rumah-rp-125-m-begini-caranya

Duan, K., Sathiya Keerthi, S., & Neow Poo, A. (2003). Evaluation of simple performance measures for tuning SVM hyperparameters. *Neurocomputing*, *51*, 41–59. www.elsevier.com/locate/neucom

Fikria, N. (2018). *ANALISIS KLASIFIKASI SENTIMEN REVIEW APLIKASI E-TICKETING MENGGUNAKAN METODE SUPPORT VECTOR MACHINE DAN ASOSIASI*. Universitas Islam Indonesia.

Hendrian, S. (2018). Algoritma Klasifikasi Data Mining Untuk Memprediksi Siswa Dalam Memperoleh Bantuan Dana Pendidikan. *Faktor Exacta*, *11*(3), 266–274. https://doi.org/10.30998/faktorexacta.v11i3.2777

Humaira Aliya. (2023, Februari 10). *Pegadaian: Pengertian, Sejarah, Manfaat, dan Produk yang Digadaikan*. https://glints.com/id/lowongan/pegadaian-adalah/#.Y2EeO3bP3rc

humas. (t.t.). *OJK Pedia*. Diambil 11 Desember 2022, dari https://www.ojk.go.id/id/ojk-pedia/default.aspx

Ihsan, I., Nurjanah, D., & Nurrahmi, H. (2021). Sentiment Analysis RKUHP Pada Twitter Menggunakan Metode Support Vector Machine. *e-Proceeding of Engineering*, *8*(2), 1–17.

Liu, B. (2012). Sentiment Analysis and Opinion Mining. Dalam *Synthesis Lectures On Human Language Technologies*. Morgan & Claypool Publishers. liub@cs.uic.edu

Manning, C. D., Raghavan, P., & Schütze, H. (2009). *An Introduction to Information Retreival*. https://nlp.stanford.edu/IR-book/pdf/irbookonlinereading.pdf

Ma'rifah, H., Wibawa, A. P., & Akbar, M. I. (2020). Klasifikasi artikel ilmiah dengan berbagai skenario preprocessing. *Sains, Aplikasi, Komputasi dan Teknologi Informasi*, *2*(2), 70–78.

Mubarok, M. S., Adiwijaya, A., & Aldhi, M. D. (2017). Aspect-based sentiment analysis to review products using Naïve Bayes. *AIP Conference Proceedings*, *1867*. https://doi.org/10.1063/1.4994463

Nielsen, J. (1993). *Usability Engineering*. Academic Press.

Nugroho, K. S. (2019, November 13). *Confusion Matrix untuk Evaluasi Model pada Supervised Learning*. Medium. https://ksnugroho.medium.com/confusion-matrix-untuk-evaluasi-model-pada-unsupervised-machine-learning-bc4b1ae9ae3f

Pegadaian. (2023a). *Sejarah Pegadaian*. https://www.pegadaian.co.id/profil/sejarah-perusahaan

Pegadaian. (2023b, Maret 24). *Pegadaian Digital*. play.google.com. https://play.google.com/store/apps/details?id=com.pegadaiandigital&hl=id

Puspaningtyas Lida. (2022, September 29). *Pengguna Pegadaian Digital Capai 2,9 Juta*. https://ekonomi.republika.co.id/berita//riya62383/pengguna-pegadaian-digital-capai-29-juta?

Rachmalia Feta, N., Rahmat Ginanjar, A., Teknologi dan Bisnis Bank Rakyat Indonesia, I., Harsono No, J. R., Minggu, P., & Selatan, J. (2019). KOMPARASI FUNGSI KERNEL METODE SUPPORT VECTOR MACHINE UNTUK PEMODELAN KLASIFIKASI TERHADAP PENYAKIT TANAMAN KEDELAI. *Sains dan Teknologi Terapan)*, *1*(1).

Ramadan, M. Y. (2018). *IMPLEMENTASI METODE KLASIFIKASI SUPPORT VECTOR MACHINE (SVM) TERHADAP PEMAKAIAN MINYAK GORENG*. Universitas Brawijaya.

Rodrigue, A. P., & Chiplunkar, N. N. (2018). *Aspect Based Sentiment Analysis on Product Reviews*. NMAM Institue of Technology.

Suryadi, A. (2019, Juni 27). *Machine Learning: Support Vector Machine*. medium.com. https://medium.com/@azizahasuryadi/machine-learning-support-vector-machine-943ec3559fff

The Knowledge Discovery in Databases (KDD) process . (2023). researchgate.net. https://www.researchgate.net/figure/The-Knowledge-Discovery-in-Databases-KDD-process_fig1_274425359

Yustihan, S. R., Adikara, P. P., & Indriati. (2021). Analisis Sentimen berbasis Aspek terhadap Data Ulasan Rumah Makan menggunakan Metode Support Vector Machine (SVM). *Pengembangan Teknologi Informasi dan Ilmu Komputer*, *5*(3), 1017–1023. http://j-ptiik.ub.ac.id

Zhang, W., Zhang, H., Liu, J., Li, K., Yang, D., & Tian, H. (2017). Weather prediction with multiclass support vector machines in the fault detection of photovoltaic system. *IEEE/CAA Journal of Automatica Sinica*, *4*(3), 520–525. https://doi.org/10.1109/JAS.2017.7510562