

Daftar Pustaka

- [1] DPMPPT Kulon Progo, "Prinsip-Prinsip Pelayanan Publik," DPMPPTSP Kabupaten Kulon Progo, 31 Oktober 2019. [Online]. Available: <https://dpmppt.kulonprogokab.go.id/detil/509/prinsip-prinsip-pelayanan-publik>.
- [2] S. Samsuri, "Tata Kelola Pelayanan Publik," Ombudsman Republik Indonesia, 06 Maret 2019. [Online]. Available: <https://www.ombudsman.go.id/pengumuman/r/artikel--tata-kelola-pengaduan-pelayanan-publik>.
- [3] B. Raharjo, Deep Learning dengan Python, Semarang, 2022.
- [4] E. D. Pratama, "Implementasi Model Long-Short Term Memory (LSTM) pada Klasifikasi Teks Data SMS Spam Berbahasa Indonesia," *The Journal on Machine Learning and Computational Intelligence (JMLCI)*, pp. 38-42, 2022.
- [5] A. Silvanie and R. Subekti, "Aplikasi Chatbot untuk FAQ Akademik di IBI-K57 dengan LSTM dan Penyematan Kata," *JIKO (Jurnal Informatika dan Komputer)*, vol. 5, no. 1, pp. 19-27, 2022.
- [6] P. B. Wintoro, H. Hermawan, M. A. Muda and Y. Mulyani, "Implementasi Long Short-Term Memory pada Chatbot Informasi Akademik Teknik Informatika Unila," *Jurnal Manajemen Sistem Informasi dan Teknologi*, vol. 12, no. 1, pp. 69-75, 2022.
- [7] E. Sedyono, S. N. Wahyuni and I. Sembiring, "Optimizing the long short-term memory algorithm to improve the accuracy of infectious diseases prediction," *IAES International Journal of Artificial Intelligence (IJ-AI)*, vol. 13, no. 3, p. 2893~2903, 2024.
- [8] Meeradevi, Sowmya B. J. and Swetha B. N., "Evaluating the machine learning models based on natural language processing tasks," *IAES International Journal of Artificial Intelligence (IJ-AI)*, vol. 13, no. 2, p. 1954~1968, 2024.
- [9] M. S. Ahmed, S. M. Maher and M. E. Khudhur, "Arabic cyberbullying detecting using ensemble deep learning technique," *Indonesian Journal of Electrical Engineering and Computer Science*, vol. 32, no. 2, pp. 1031-1041, 2023.
- [10] R. A. Bagate and R. Suguna, "Sarcasm detection of tweets without #sarcasm: data science approach," *Indonesian Journal of Electrical Engineering and Computer Science*, vol. 23, no. 2, pp. 993-1001, 2021.
- [11] D. G. Mandhasiya, H. Murfi and A. Bustamam, "The hybrid of BERT and deep learning models for Indonesian sentiment analysis," *Indonesian Journal of Electrical Engineering and Computer Science*, vol. 33, no. 1, pp. 591-602, 2024.