

DAFTAR SINGKATAN

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| ASQ | : Airport Service Quality |
| CNN | : Convolutional Neural Network |
| CPU | : Central Processing Unit |
| GPU | : Graphical Processing Unit |
| LDA | : Latent Dirichlet Allocation |
| LSTM | : Long Short-Term Memory |
| NMF | : Negative Matrix Factorization |
| NLP | : Natural Language Processing |
| NLTK | : Natural Language Toolkit |
| PT PLN | : Perseroan Terbatas Perusahaan Listrik Negara |
| SVM | : Support Vector Machine |
| TF-IDF | : Term Frequency–Inverse Document Frequency |