

Daftar Pustaka

- [1] Purwanto, S., & Perkasa, D. H. (2024). ANALISIS TRANSFORMASI BANK DIGITAL YANG TERDAFTAR DI BURSA EFEK INDONESIA. *Jurnal Revenue: Jurnal Ilmiah Akuntansi*, 4(2), 622-633.
- [2] Ansor, M. K. (2022). Analisis faktor penerimaan teknologi bank digital menggunakan modifikasi UTAUT2.
- [3] Keuangan, O. J. (2021). Salinan Peraturan Otoritas Jasa keuangan Republik Indonesia Nomor 12/POJK.03/2021 Tentang Bank Umum. [Online]. Available: <https://www.ojk.go.id/id/regulasi/Documents/Pages/Bank-Umum/POJK%2012%20-%2003%20-2021.pdf>
- [4] Barquin, S., de Gantès, G., Vinayak, H. V., & Shrikhande, D. (2019). Digital banking in Indonesia: Building loyalty and generating growth. McKinsey & Company, February, 6.
- [5] Irawan, F. A., Atmadja, A. R., & Wahana, A. (2024). Analisis Sentimen Ulasan Aplikasi Bank Digital Menggunakan Algoritma Naïve Bayes. *Explorer*, 4(2), 60-68.
- [6] Liu, B. (2020). *Sentiment Analysis: Mining Opinions, Sentiments, and Emotions*. Cambridge University Press.
- [7] Liu, B. (2022). *Sentiment analysis and opinion mining*. Springer Nature.
- [8] Sun, Y., & Zhang, Q. (2024). Navigating the Digital Transformation of Commercial Banks: Embracing Innovation in Customer Emotion Analysis. *Journal of the Knowledge Economy*, 1-22.
- [9] Reiki, M. K. A., Sibaroni, Y., & Setiawan, E. B. (2022). Comparison of Term Weighting Methods in Sentiment Analysis of the New State Capital of Indonesia with the SVM Method. *International Journal on Information and Communication Technology (IJoICT)*, 8(2), 53-65.
- [10] Mangngalle, R. A., Purbolaksono, M. D., & Astuti, W. (2023, December). Sentiment Analysis of Lazada App Review Using Word2Vec and Support Vector Machine. In *2023 3rd International Conference on Intelligent Cybernetics Technology & Applications (ICICyTA)* (pp. 182-187). IEEE.
- [11] Soliha, A. N., Munandar, T. A., & Yasir, M. (2023). Sentiment analysis of the use of digital banking service applications on Google Play store reviews using naïve Bayes method. *International Journal of Information Technology and Computer Science Applications*, 1(3), 129-137.
- [12] Wahyudi, R., Kusumawardhana, G., Purwokerto, A., Letjend, J., Soemarto, P., Purwanegara, K., ... & Banyumas, K. (2021). Analisis Sentimen pada review Aplikasi Grab di Google Play Store Menggunakan Support Vector Machine. *Jurnal Informatika*, 8(2), 200-207.
- [13] Aziz, M. M., Purbalaksono, M. D., & Adiwijaya, A. (2023). Method comparison of Naïve Bayes, logistic regression, and svm for analyzing movie reviews. *Building of Informatics, Technology and Science (BITS)*, 4(4), 1714-1720.
- [14] Andrian, B., Simanungkalit, T., Budi, I., & Wicaksono, A. F. (2022). Sentiment analysis on customer satisfaction of digital banking in Indonesia. *International Journal of Advanced Computer Science and Applications*, 13(3).
- [15] Angiani, G., Ferrari, L., Fontanini, T., Fornacciari, P., Iotti, E., Magliani, F., & Manicardi, S. (2016). A comparison between preprocessing techniques for sentiment analysis in Twitter. *KDWeb*, 1748, 1-11.
- [16] Krouska, A., Troussas, C., & Virvou, M. (2016, July). The effect of preprocessing techniques on Twitter sentiment analysis. In *2016 7th international conference on information, intelligence, systems & applications (IISA)* (pp. 1-5). IEEE.
- [17] Ahuja, R., Chug, A., Kohli, S., Gupta, S., & Ahuja, P. (2019). The impact of features extraction on the sentiment analysis. *Procedia Computer Science*, 152, 341-348.
- [18] Aufa, R. N., Prasetyowati, S. S., & Sibaroni, Y. (2023). The Effect of Feature Weighting on Sentiment Analysis TikTok Application Using The RNN Classification. *Building of Informatics, Technology and Science (BITS)*, 5(1), 345-353.
- [19] Sabani, A. F., Adiwijaya, A., & Astuti, W. (2022). Analisis sentimen review film pada website rotten tomatoes menggunakan metode svm dengan mengimplementasikan fitur extraction word2vec. *eProceedings of Engineering*, 9(3).
- [20] Pisner, D. A., & Schnyer, D. M. (2020). Support vector machine. In *Machine learning* (pp. 101-121). Academic Press.
- [21] Jeni, L. A., Cohn, J. F., & De La Torre, F. (2013, September). Facing imbalanced data--recommendations for the use of performance metrics. In *2013 Humaine association conference on affective computing and intelligent interaction* (pp. 245-251). IEEE.
- [22] ILLAHI, I. R. (2024). Sentimen Analisis pada Media Sosial Menggunakan Ekspansi Fitur Fasttext dan Recurrent Neural Network (RNN) dengan Optimasi Genetic Algorithm-Dalam bentuk buku karya ilmiah.
- [23] Rizal, S., & Purbolaksono, M. D. (2022, November). Sentiment analysis on movie review from rotten

- tomatoes using word2vec and naive bayes. In 2022 1st International Conference on Software Engineering and Information Technology (ICoSEIT) (pp. 180-185). IEEE.
- [24] Putranto, R. A., Purbolaksono, M. D., & Astuti, W. (2023). Sentiment Analysis of Practo Application Reviews Using Naïve Bayes and TF-IDF Methods. JURNAL MEDIA INFORMATIKA BUDIDARMA, 7(3), 1070-1078.
- [25] Fazri, A., Purbolaksono, M. D., & Astuti, W. (2024, July). Aspect-Based Sentiment Analysis of Beauty Product Reviews on Female Daily Website Using Support Vector Machine and Word2Vec. In 2024 International Conference on Data Science and Its Applications (ICoDSA) (pp. 230-235). IEEE.