

DAFTAR PUSTAKA

- Adih Adih, Wahyu Aji Dwi Pangestu, Muhamad Fauzi Akbar, Purnamasari Purnamasari, Farlin Wabula, & Ines Heidiani Ikasari. (2025). Literature Review : Penggunaan Machine Learning Berbasis SVM untuk Klasifikasi Penyakit Diabetes. *Merkurius : Jurnal Riset Sistem Informasi Dan Teknik Informatika*, 3(1), 156–168. <https://doi.org/10.61132/merkurius.v3i1.616>
- Aprihartha, Moch. A., & Idham, I. (2024). Optimization of Classification Algorithms Performance with k-Fold Cross Validation. *EIGEN MATHEMATICS JOURNAL*, 7(2), 61–66. <https://doi.org/10.29303/emj.v7i2.212>
- Basheer Ahmed, M. I., Zaghdoud, R., Ahmed, M. S., Sendi, R., Alsharif, S., Alabdulkarim, J., Albin Saad, B. A., Alsabt, R., Rahman, A., & Krishnasamy, G. (2023). A Real-Time Computer Vision Based Approach to Detection and Classification of Traffic Incidents. *Big Data and Cognitive Computing*, 7(1). <https://doi.org/10.3390/bdcc7010022>
- Bei, F., & Saepudin, S. (2021). Analisis Sentimen Aplikasi Tiket Online Di Play Store Menggunakan Metode Support Vector Machine (Svm). *Prosiding Seminar Nasional Sistem Informasi Dan Manajemen Informatika Universitas Nusa Putra*, 1, 91–97.
- Caldeira, F., Nunes, L., & Ribeiro, R. (2022). Classification of Public Administration Complaints. *OpenAccess Series in Informatics*, 104. <https://doi.org/10.4230/OASIS.SLATE.2022.9>
- Darujati, C., & Gumelar, A. B. (2012). Pemanfaatan teknik supervised untuk klasifikasi teks bahasa indonesia. *Jurnal Bandung Text Mining*, 16(1), 1–5.
- Dmytro, P. (2024). Review of methods for semantic text classification. *Системні Технології*, 5(154), 120–136.
- Dogra, V., Verma, S., Kavita, Chatterjee, P., Shafi, J., Choi, J., & Ijaz, M. F. (2022). A Complete Process of Text Classification System Using State-of-the-Art NLP Models. *Computational Intelligence and Neuroscience*, 2022(1), 1883698. <https://doi.org/https://doi.org/10.1155/2022/1883698>
- Fakhri, A., & Winursito, Y. C. (2024). ANALISIS PENUMPANG KAPAL TITANIC MENGGUNAKAN TITANIC DATASET DENGAN BANTUAN PEMROGRAMAN PYTHON. *JOURNAL SAINS STUDENT RESEARCH*, 2(1), 537–542.

- Guntara, R. G. (2023). Pemanfaatan Google Colab Untuk Aplikasi Pendeteksian Masker Wajah Menggunakan Algoritma Deep Learning YOLOv7. *Jurnal Teknologi Dan Sistem Informasi Bisnis*, 5(1). <https://doi.org/10.47233/jteksis.v5i1.750>
- Hafidz, I. H., Sulistya, A., & Lidiawaty, B. R. (2025). Sentiment Analysis of Public Complaints: A Machine Learning Comparison of SVM, Naive Bayes, Random Forest, and XGBoost. *ICADEIS 2025 - 2025 International Conference on Advancement in Data Science, E-Learning and Information System: Integrating Data Science and Information System, Proceeding*. <https://doi.org/10.1109/ICADEIS65852.2025.10933382>
- Indrawan, G., Setiawan, H., & Gunadi, A. (2022). Multi-class SVM Classification Comparison for Health Service Satisfaction Survey Data in Bahasa. *HighTech and Innovation Journal*, 3(4), 425–442. <https://doi.org/10.28991/HIJ-2022-03-04-05>
- Irmanda, H. N., & Astriratma, R. (2020). Klasifikasi Jenis Pantun Dengan Metode Support Vector Machines (SVM). *Jurnal RESTI (Rekayasa Sistem Dan Teknologi Informasi)*, 4(5), 915–922.
- Jha, S., Krogmeier, J. V, Buckmaster, D. R., & Balmos, A. D. (2024). *Case Studies and Modules for Data Science Instruction Python Programming in Digital Agriculture*. <https://github.com/oats-center/PythonInDigitalAg>
- Kunilovskaya, M., & Plum, A. (2021). Text Preprocessing and its Implications in a Digital Humanities Project. In S. Djabri, D. Gimadi, T. Mihaylova, & I. Nikolova-Koleva (Eds.), *Proceedings of the Student Research Workshop Associated with RANLP 2021* (pp. 85–93). INCOMA Ltd. <https://aclanthology.org/2021.ranlp-srw.13>
- Kurniawan, D. A., Wibirama, S., & Setiawan, N. A. (2016). Real-time traffic classification with Twitter data mining. *2016 8th International Conference on Information Technology and Electrical Engineering (ICITEE)*, 1–5. <https://doi.org/10.1109/ICITEED.2016.7863251>
- Lee, W.-M. (2019). *Python machine learning*. John Wiley & Sons.
- Libnao, M., Misula, M., Andres, C., Mariñas, J., & Fabregas, A. (2023). Traffic incident prediction and classification system using naïve bayes algorithm. *Procedia Computer Science*, 227, 316–325. <https://doi.org/10.1016/j.procs.2023.10.530>
- Lidiawaty, B. R., Suryani, E., & Vinarti, R. A. (2023). Analyzing Traffic-Complaint Tweets Based on Time-Location Context Analysis to Develop A

- Traffic Urgency Model. *2023 8th International Conference on Business and Industrial Research (ICBIR)*, 585–590. <https://doi.org/10.1109/ICBIR57571.2023.10147706>
- Ma'aruf, M., Eprilianto, D., & Megawati, S. (2021, November 25). *Collaborative Governance in Handling Traffic Problems in the City of Surabaya*. <https://doi.org/10.4108/eai.21-10-2020.2311914>
- Markoulidakis, I., & Markoulidakis, G. (2024). Probabilistic Confusion Matrix: A Novel Method for Machine Learning Algorithm Generalized Performance Analysis. *Technologies*, 12(7). <https://doi.org/10.3390/technologies12070113>
- Munthe, C. J. E., Hasibuan, N. A., & Hutabarat, H. (2022). Penerapan Algoritma Text Mining Dan TF-RF Dalam Menentukan Promo Produk Pada Marketplace. *Resolusi: Rekayasa Teknik Informatika Dan Informasi*, 2(3), 110–115.
- Naradhipa, A. R., & Purwarianti, A. (2012). Sentiment classification for Indonesian message in social media. *2012 International Conference on Cloud Computing and Social Networking (ICCCSN)*, 1–5.
- Noneng Marthiawati, Kevin Kurniawansyah, Hafiz Nugraha, & Fiqa Khairunnisa. (2024). Pelatihan Pembuatan UML (Unified Modelling Language) Menggunakan Aplikasi Draw.io Pada Prodi Sistem Informasi Universitas Muhammadiyah Jambi. *Transformasi Masyarakat : Jurnal Inovasi Sosial Dan Pengabdian*, 1(2), 25–33. <https://doi.org/10.62383/transformasi.v1i2.109>
- Octaviani, P. A., Wilandari, Y., & Ispriyanti, D. (2014). Penerapan Metode Klasifikasi Support Vector Machine (SVM) pada Data Akreditasi Sekolah Dasar (SD) di Kabupaten Magelang. *Jurnal Gaussian*, 3(4), 811–820.
- Pratama, J. A., Suprijadi, Y., & Zulhanif, Z. (2017). The Analisis Sentimen Sosial Media Twitter Dengan Algoritma Machine Learning Menggunakan Software R. *Jurnal Fourier*, 6(2), 85–89.
- Qiu, J. (2024). An Analysis of Model Evaluation with Cross-Validation: Techniques, Applications, and Recent Advances. *Advances in Economics, Management and Political Sciences*, 99(1), 69–72. <https://doi.org/10.54254/2754-1169/99/2024OX0213>
- Rabbimov, I. M., & Kobilov, S. S. (2020). Multi-Class Text Classification of Uzbek News Articles using Machine Learning. *Journal of Physics: Conference Series*, 1546(1). <https://doi.org/10.1088/1742-6596/1546/1/012097>
- Rahman, O. H., Abdillah, G., & Komarudin, A. (2021). Klasifikasi Ujaran Kebencian pada Media Sosial Twitter Menggunakan Support Vector Machine.

- Jurnal RESTI (Rekayasa Sistem Dan Teknologi Informasi)*, 5(1), 17–23.
<https://doi.org/10.29207/resti.v5i1.2700>
- Rianto, Mutiara, A. B., Wibowo, E. P., & Santosa, P. I. (2021). Improving the accuracy of text classification using stemming method, a case of non-formal Indonesian conversation. *Journal of Big Data*, 8(1), 26.
<https://doi.org/10.1186/s40537-021-00413-1>
- Rizki, A. S., Aristi, N. M., Ridha, N., Zulfahri, A. F., & Wibowo, D. A. (2023). Implementation of The Indonesian Language Stemming Algorithm in Twitter Data Preprocessing. Case Study: Twitter Wargabanua and Instakasel. *Fidelity: Jurnal Teknik Elektro*, 5(3), 175–183.
<https://doi.org/10.52005/fidelity.v5i3.170>
- Sari, V. A. K. (2021). Analisis Keruangan Kejadian Darurat Dan Pemanfaatan Layanan Aduan Darurat Command Center 112 Kota Surabaya Tahun 2019. *Jurnal PolGov*, 2(1), 83–108. <https://doi.org/10.22146/polgov.v2i1.1233>
- Schröer, C., Kruse, F., & Gómez, J. M. (2021). A Systematic Literature Review on Applying CRISP-DM Process Model. *Procedia Computer Science*, 181, 526–534. <https://doi.org/https://doi.org/10.1016/j.procs.2021.01.199>
- Septiany, E. S., Handayani, H. H., Mudzakir, T. Al, & Masruriyah, A. F. N. (2024). Optimasi Metode Support Vector Machine Menggunakan Seleksi Fitur Recursive Feature Elimination dan Forward Selection untuk Klasifikasi Kanker Payudara. *TIN: Terapan Informatika Nusantara*, 5(2), 144–154.
<https://doi.org/10.47065/tin.v5i2.5324>
- Shama, F., Aziz, A., & Deya. (2024). CitySolution: A complaining task distributive mobile application for smart city corporation using deep learning. *ArXiv (Cornell University)*, 2410(12882).
<https://doi.org/10.48550/arxiv.2410.12882>
- Shevira, S., Suarjaya, I., & Buana, P. W. (2022). Pengaruh Kombinasi dan Urutan Pre-Processing pada Tweets Bahasa Indonesia. *JITTER-Jurnal Ilmiah Teknologi Dan Komputer*, 3(2).
- Shukla, S., Maheshwari, A., & Johri, P. (2021). *Comparative Analysis of ML Algorithms & Stream Lit Web Application*.
<https://doi.org/10.1109/ICAC3N53548.2021.9725496>
- Siino, M., Tinnirello, I., & La Cascia, M. (2024). Is text preprocessing still worth the time? A comparative survey on the influence of popular preprocessing methods on Transformers and traditional classifiers. *Information Systems*, 121, 102342. <https://doi.org/https://doi.org/10.1016/j.is.2023.102342>

- Sumajouw, J., Sompie, B. F., & Timboeleng, J. A. (2013). ANALISIS DAMPAK LALU LINTAS (ANDALALIN) KAWASAN KAMPUS UNIVERSITAS SAM RATULANGI. In *Jurnal Ilmiah MEDIA ENGINEERING* (Vol. 3, Issue 2).
- Supono, R. A., & Suprayogi, M. A. (2021). Perbandingan Metode TF-Abs dan TF-IDF Pada Klasifikasi Teks Helpdesk Menggunakan K-Nearest Neighbor. *Jurnal RESTI (Rekayasa Sistem Dan Teknologi Informasi)*, 5(5), 911–918. <https://doi.org/10.29207/resti.v5i5.3403>
- Titis Hutama Syah. (2022). The Role of Genetics in Domestic Research on Forestry Issues: A Text Mining Analysis. *Jurnal RESTI (Rekayasa Sistem Dan Teknologi Informasi)*, 6(6), 1006–1013. <https://doi.org/10.29207/resti.v6i6.4228>
- Turkerud, I. R., & Mengshoel, O. J. (2021). Image Captioning using Deep Learning: Text Augmentation by Paraphrasing via Backtranslation. *2021 IEEE Symposium Series on Computational Intelligence (SSCI)*, 1–10. <https://doi.org/10.1109/SSCI50451.2021.9659834>
- Ulinuha, A., Majid, E., & Nuari, R. (n.d.). *PERFORMANCE COMPARISON OF BERT METRICS AND CLASSICAL MACHINE LEARNING MODELS (SVM, NAIVE BAYES) FOR SENTIMENT ANALYSIS PERBANDINGAN KINERJA METRIK BERT DAN MODEL MACHINE LEARNING KLASIK (SVM, NAIVE BAYES) UNTUK ANALISIS SENTIMEN*. 10(2), 2025.
- Wei, J., & Zou, K. (2019). *EDA: Easy Data Augmentation Techniques for Boosting Performance on Text Classification Tasks*. <http://arxiv.org/abs/1901.11196>
- Widaningrum, I., Mustikasari, D., Arifin, R., Tsaqila, S. L., & Fatmawati, D. (2022). Algoritma Term Frequency–Inverse Document Frequency (TF-IDF) dan K-Means Clustering Untuk Menentukan Kategori Dokumen. *Prosiding SISFOTEK*, 6(1), 145–149.
- Widiastuti, N. I., Rainarli, E., & Dewi, K. E. (2017). Peringkasan dan support vector machine pada klasifikasi dokumen. *Jurnal Infotel*, 9(4), 416–421.
- Wirth, R., & Hipp, J. (n.d.). *CRISP-DM: Towards a Standard Process Model for Data Mining*.
- Zhai, ChengXiang., & Massung, Sean. (2016). *Text data management and analysis : a practical introduction to information retrieval and text mining*. ACM Books ; Morgan & Claypool.