

DAFTAR PUSTAKA

- [1] S. Jang, T. Liu, K. J. Hye dan H. Yang, "Understanding Important Hotel Attributes from the Consumer Perspective over Time," *Australasian Marketing Journal*, vol. 26, no. 1, 2018.
- [2] A. A. Amador dan R. D. Estember, "Perception of Hotel Customers Based on Nationality: A Comparative Analysis of Reviews and Ratings," dalam *Proceedings of the 11th Annual International Conference on Industrial Engineering and Operations Management*, Singapore, 2021.
- [3] Y.-J. Kim dan H.-S. Kim, "The Impact of Hotel Customer Experience on Customer Satisfaction through Online Reviews," *Big Data and Sustainability in the Tourism Industry*, vol. 14, no. 2, p. 848, 2022.
- [4] R. Sharda, D. Delen dan E. Turban, "An Overview of Business Intelligence, Analytics and Decision Support," dalam *Business Intelligence and Analytics, Systems for Decision Support, Tenth Edition*, Pearson Education, Inc., 2015, pp. 2-37.
- [5] A. Krishnan dan K. , "Exploring the Power of Topic Modeling Techniques in Analyzing Customer Reviews: A Comparative Analysis," 2023. [Online]. Available: <https://arxiv.org/abs/2308.11520>. [Diakses September 2024].
- [6] M. J. Sánchez-Franco dan M. Rey-Moreno, "Do travelers' reviews depend on the destination? An analysis incoastal and urban peer-to-peer lodgings," *Psychology and Marketing*, vol. 39, no. 2, 2021.
- [7] I. Sutherland dan K. Kiatkawsin, "Determinants of Guest Experience in Airbnb: A Topic Modeling Approach Using LDA," *Web 2.0 in Tourism and Hospitality Industries*, vol. 12, no. 8, p. 3402, 2020.
- [8] D. Angelov, "Top2Vec: Distributed Representations of Topics," 2020. [Online]. Available: <https://arxiv.org/abs/2008.09470>.
- [9] W. Chen, F. Rabhi, W. Liao dan I. Al-Qudah, "Leveraging State-of-the-Art Topic Modeling for News Impact Analysis on Financial Markets: A Comparative Study," *Electronics*, vol. 12, p. 2605, 2023.
- [10] R. Raman, D. Pattnaik, L. Hughes dan P. Nedungadi, "Unveiling the dynamics of AI applications: A review of reviews using scientometrics and BERTopic modeling," *Journal of Innovation & Knowledge*, vol. 9, no. 3, p. 100517, 2024.
- [11] G. Ertek dan L. Kailas, "Analyzing a Decade of Wind Turbine Accident News with Topic Modeling," *Sustainability*, vol. 13, no. 22, 2021.
- [12] R. Egger dan J. Yu, "A Topic Modeling Comparison Between LDA, NMF, Top2Vec, and BERTopic to Demystify Twitter Posts," *Frontiers in Sociology*, vol. 7, 2022.
- [13] L. McInnes dan J. Healy, "Accelerated Hierarchical Density Based Clustering," dalam *IEEE International Conference on Data Mining Workshops*, New Orleans, LA, USA, 2017.
- [14] M. Rajendran, "TopVis: Visual Text Analytics for Deep Topic Modeling of Reddit Data," Dalhousie University, Halifax, Nova Scotia, 2021.
- [15] Y. Yang, Q. Yao dan H. Qu, "VISTopic: A Visual Analytics System for Making Sense of Large Document Collections Using Hierarchical Topic Modeling," *Visual Informatics*, vol. 1, 2017.

- [16] J. Choo, C. Lee, C. K. Reddy dan H. Park, "UTOPIAN: User-Driven Topic Modeling Based on Interactive Nonnegative Matrix Factorization," *IEEE Transactions on Visualization and Computer Graphics*, vol. 19, no. 12, pp. 1992-2001, 2013.
- [17] V. Swaminathan, H. A. Schwartz, R. Menezes dan S. Hill, "The Language of Brands in Social Media: Using Topic Modeling on Social Media Conversations to Drive Brand Strategy," *Journal of Interactive Marketing*, vol. 67, no. 2, pp. 255-277, 2022.
- [18] X. Zhang dan H.-S. Kim, "Customer Experience and Satisfaction of Disneyland Hotel through Big Data Analysis of Online Customer Reviews," *Sustainability*, vol. 13, no. 22, 2021.
- [19] B. Asier, "Is Customer Satisfaction Achieved Only with Good Hotel Facilities? A Moderated Mediation Model," *Administrative Sciences*, vol. 13, no. 108, p. 2, 2023.
- [20] T. Waluyo, "Pengaruh Citra Perusahaan dan Kualitas Pelayanan terhadap Kepuasan Pelanggan untuk Membangun Minat Berkunjung Kembali: Studi pada Hotel X Kota Pekalongan," *Jurnal Ilmu dan Budaya*, vol. 41, no. 71, pp. 8463-8494, 2020.
- [21] S. Sugiarto dan V. Octaviana, "Service Quality (SERVQUAL) Dimensions on Customer Satisfaction: Empirical Evidence from Bank Study," *Golden Ratio of Marketing and Applied Psychology of Business*, vol. 1, no. 2, pp. 93-106, 2021.
- [22] Z. Gang dan C. Liao, "Dynamic Measurement and Evaluation of of Hotel Customer Satisfaction Through Sentiment Analysis on Online Reviews," *Journal of Organizational and End User Computing*, vol. 33, pp. 1-27, 2021.
- [23] R. Albalawi, T. H. Yeap dan M. Benyoucef, "Using Topic Modeling Methods for Short-Text Data: A Comparative Analysis," *Sec. Machine Learning and Artificial Intelligence*, vol. 3, 2020.
- [24] D. V. S. G. Raju, "The Dynamic Role of Business Analytics in Hotel," *International Journal for Research Trends and Innovation*, vol. 8, no. 5, pp. 2221-2227, 2023.
- [25] A. Amaro dan F. Bacao, "Topic Modeling: A Consistent Framework for Comparative Studies," *Emerging Science Journal*, vol. 8, no. 1, 2024.
- [26] C. B. Asmussen dan C. Møller, "Smart Literature Review: A Practical Topic Modelling Approach to Exploratory Literature Review," *Journal of Big Data*, vol. 6, p. 93, 2019.
- [27] F. Wachirapong, "Exploring the Effect of Preprocess Techniques on the Topic Modeling in Social Science Data," University of Helsinki, 2023.
- [28] M. Grootendorst, "BERTopic: Neural Topic Modeling with a Class-Based TF-IDF Procedure," 2022. [Online]. Available: <https://arxiv.org/abs/2203.05794>.
- [29] F. González-Pizarro dan S. Alavi, "MultiModalTopicExplorer: A Visual Text Analytics System for Exploring a Collection of Multi-modal Online Conversations," 2021. [Online]. Available: https://www.cs.ubc.ca/~felipegp/projects_documents/547.pdf. [Diakses Agustus 2024].
- [30] Y. Liu, "Comparison of LDA and BERTopic in News Topic Modeling A Case Study of the New York Times Reports on China," *Pacific International Journal*, vol. 7, no. 3, 2024.
- [31] A. Farea, S. Tripathi, G. Glazko dan F. Emmert-Streib, "Investigating the Optimal Number of Topics by Advanced Text-Mining Techniques: Sustainable Energy Research," *Engineering Applications of Artificial Intelligence*, vol. 136, p. 108877, 2024.

- [32] A. K. Singh dan M. Shashi, "Vectorization of Text Documents for Identifying Unifiable News Articles," *Internaional Journal of Advanced Computer Science and Applications*, vol. 10, no. 7, 2019.
- [33] B. Dai, X. Shen dan J. Wang, "Embedding Learning," *J Am Stat Association*, vol. 117, no. 537, pp. 307-319, 2023.
- [34] K. Babić, S. Martinčić-Ipšić dan A. Meštrović, "Survey of Neural Text Representation Models," *Information*, vol. 11, no. 11, p. 511, 2020.
- [35] J. Devlin, M.-W. Chang, K. Lee dan K. Toutanova, "BERT: Pre-training of Deep Bidirectional Transformers for Language Understanding," dalam *Proceedings of the 2019 Conference of the North American Chapter of the Association for Computational Linguistics: Human Language Technologies, Volume 1 (Long and Short Papers)*, Minneapolis, Minnesota, 2019.
- [36] A. Vaswani, N. Shazeer, N. Parmar, J. Uszkoreit, L. Jones, A. N. Gomez, Ł. Kaiser dan I. Polosukhin, "Attention is All You Need," dalam *Proceedings of the 31st International Conference on Neural Information Processing Systems*, 2017.
- [37] R. Sinharoy, "A Study on the Journey of Natural Language Processing Models: From Symbolic Natural Language Processing to Bidirectional Encoder Representations from Transformers," *International Journal of Scientific Research in Computer Science Engineering and Information Technology*, pp. 331-345, 2021.
- [38] N. Reimers dan I. Gurevych, "Sentence-BERT: Sentence Embeddings using Siamese BERT-Networks," dalam *Proceedings of the 2019 Conference on Empirical Methods in Natural Language Processing and the 9th International Joint Conference on Natural Language Processing (EMNLP-IJCNLP)*, Hong Kong, 2019.
- [39] B. Parker, "Transformer Attention: A Guide to the Q, K, and V Matrices," Oktober 2024. [Online]. Available: <https://www.billparker.ai/2024/10/transformer-attention-simple-guide-to-q.html>. [Diakses Januari 2025].
- [40] C. Saedi dan M. Dras, "Siamese Networks for Large-Scale Author Identification," *Computer Speech & Language*, vol. 70, 2021.
- [41] F. Schroff, D. Kalenichenko dan J. Philbin, "FaceNet: A unified embedding for face recognition and clustering," dalam *2015 IEEE Conference on Computer Vision and Pattern Recognition (CVPR)*, 2015.
- [42] M. Rovira, K. Engvall dan C. Duwig, "Identifying key features in reactive flows: A tutorial on combining dimensionality reduction, unsupervised clustering, and feature correlation," *Chemical Engineering Journal*, vol. 438, 2022.
- [43] L. McInnes, J. Healy dan J. Melville, "UMAP: Uniform Manifold Approximation and Projection for Dimension Reduction," 2020.
- [44] L. McInnes, "How UMAP Works," 2018. [Online]. Available: https://umap-learn.readthedocs.io/en/latest/how_umap_works.html. [Diakses September 2024].
- [45] B. Ghojogh, A. Ghodsi, F. Karray dan M. Crowley, "Uniform Manifold Approximation and Projection (UMAP) and its Variants: Tutorial and Survey," 2021.
- [46] B. Ghojogh, A. Ghodsi, F. Karray dan M. Crowley, "Laplacian-Based Dimensionality Reduction Including Spectral Clustering, Laplacian Eigenmap, Locality Preserving Projection, Graph Embedding, and Diffusion Map: Tutorial and Survey," 2022.
- [47] B. Ghojogh, F. Karray dan M. Crowley, "Eigenvalue and Generalized Eigenvalue Problems: Tutorial," arXiv, 2023.

- [48] R. J. G. B. Campello, D. Moulavi, A. Zimek dan J. Sander, "Hierarchical Density Estimates for Data Clustering, Visualization, and Outlier Detection," *ACM Transactions on Knowledge Discovery from Data (TKDD)*, vol. 10, no. 1, pp. 1-51, 2015.
- [49] P. Mitra, "A Survey of Density Based Clustering Algorithms," *Frontiers of Computer Science (electronic)*, vol. 15, no. 1, 2021.
- [50] L. McInnes, "How HDBSCAN Works," 2016. [Online]. Available: https://hdbscan.readthedocs.io/en/latest/how_hdbscan_works.html. [Diakses Agustus 2024].
- [51] K. Shivaani, K. N. Kanna dan T. J. Devadas, "Performance Analysis of Minimum Spanning Tree Algorithms," *International Journal of Computer Engineering Research and Technology (IJCET)*, vol. 11, no. 5, pp. 17-28, 2020.
- [52] M. Grootendorst, "BERTopic," 2024. [Online]. Available: <https://maartengr.github.io/BERTopic/index.html>. [Diakses Oktober 2024].
- [53] D. Pisič, R. Dammers, E. Boersma dan V. Volovici, "Tenets of Good Practice in Regression Analysis. A Brief Tutorial," *World Neurosurgery*, vol. 161, pp. 230-239.e6, 2022.
- [54] G. James, D. Witten, T. Hastie, R. Tibshirani dan J. Taylor, "Linear Regression," dalam *An Introduction to Statistical Learning*, Springer, 2023, pp. 69-134.
- [55] N. Roustaei, "Application and Interpretation of Linear Regression Analysis," *Med Hypothesis Discov Innov Ophthalmol*, vol. 13, no. 3, pp. 151-159, 2024.
- [56] E. C. Zabor, C. A. Reddy, R. D. Tendulkar dan S. Patil, "Logistic Regression in Clinical Studies," *International Journal of Radiation Oncology Biology Physics*, vol. 112, no. 2, pp. 271-277, 2022.
- [57] A. Abdulhafedh, "Incorporating the Multinomial Logistic Regression in Vehicle Crash Severity Modeling: A Detailed Overview," *Journal of Transportation Technologies*, vol. 7, no. 3, 2017.
- [58] T. J. Leeper, "Interpreting Regression Results using Average Marginal Effects with R's Margins," 31 Juli 2024. [Online]. Available: <https://cran.r-project.org/web/packages/margins/vignettes/TechnicalDetails.pdf>. [Diakses Juni 2025].
- [59] A. Liu, H. He, X. M. Tu dan W. Tang, "On Testing Proportional Odds Assumptions for Proportional Odds Models," *General Psychiatry*, vol. 36, 2023.
- [60] H. Alkharusi, "Categorical Variables in Regression Analysis: A Comparison of Dummy and Effect Coding," *International Journal of Education*, vol. 4, no. 2, 2012.
- [61] F. Bolikulov, R. Nasimov, A. Rashidov, F. Akhmedov dan Y.-I. Cho, "Effective Methods of Categorical Data Encoding for Artificial Intelligence Algorithms," *Mathematics*, vol. 12, p. 2553, 2024.
- [62] R. G. Clark, W. Blanchard, F. K. C. Hui, R. Tian dan H. Woods, "Dealing with Complete Separation and Quasi-Complete Separation in Logistic Regression for Linguistic Data," *Research Methods in Applied Linguistics 2*, vol. 2, no. 1, p. 100044, 2023.
- [63] T. T. Wu dan K. Lange, "Coordinate Descent Algorithms for Lasso Penalized Regression," *The Annals of Applied Statistics*, vol. 2, no. 1, pp. 224-244, 2008.
- [64] C. Nwangburuka, M. A. Ijomah dan M. T. Nwakuya, "Heteroscedasticity of Unknown Form: A Comparison of Five Heteroscedasticity-Consistent Covariance

- Matrix (HCCM) Estimators,” *Global Journal of Pure and Applied Sciences*, vol. 29, no. 1, pp. 83-90, 2023.
- [65] D.-H. Ham, “The State of the Art of Visual Analytics,” dalam *EKC 2009 Proceedings of the EU-Korea Conference on Science and Technology*, 2010.
- [66] S. Al-Hajj, I. Pike dan B. Fisher, “Interactive Dashboards: Using Visual Analytics for knowledge Transfer and Decision Support,” dalam *Proceedings of the 2013 Workshop on Visual Analytics in Healthcare*, Washington, DC, USA, 2013.
- [67] K. Sedig, P. Parsons dan A. Babanski, “Towards a Characterization of Interactivity in Visual Analytics,” *Journal of Multimedia Processing and Technologies*, vol. 3, no. 1, 2012.
- [68] Y. Zhang dan C. Ding, “Using MDS Preference Plot as Visual Analytics of Data: A Machine Learning Approach,” *Methodological INnovations*, vol. 16, no. 1, pp. 67-77, 2023.
- [69] G.-D. Sun, Y.-C. Wu, R.-H. Liang dan S.-X. Liu, “A Survey of Visual Analytics Techniques and Applications: State-of-the-Art Research and Future Challenges,” *Journal of Computer Science and Technology*, vol. 28, no. 5, pp. 852-867, 2013.
- [70] X. Qin, Y. Luo, N. Tang dan G. Li, “Making Data Visualization More Efficient and Effective: A Survey,” *The VLDB Journal*, vol. 29, pp. 93-117, 2020.
- [71] S. V. H. V. G. Somisetty, A. Songa, S. T. Raavi, S. Edara, S. T. K. R. Tetali dan B. Madireddy, “A Comparative Study of Various Data Visualization Techniques using COVID-19 Data,” *International Research Journal of Engineering and Technology (IRJET)*, vol. 8, no. 8, pp. 1306-1328, 2021.
- [72] draw.io, “What’s the Difference Between Diagrams, Charts and Graphs?,” 12 April 2022. [Online]. Available: <https://www.drawio.com/blog/diagrams-charts-graphs>. [Diakses Desember 2024].
- [73] L. Sönning, “Drawing on Principles of Perception: The Line Plot,” dalam *Data visualization in corpus linguistics: Critical reflections and future directions*, VARIENG, 2023.
- [74] J. L. Hintze dan R. D. Nelson, “Violin Plots: A Box Plot-Density Trace Synergism,” *The American Statistician*, vol. 52, no. 2, pp. 181-184, 1998.
- [75] M. Röder, A. Both dan A. Hinneburg, “Exploring the Space of Topic Coherence Measures,” dalam *WSDM '15: Proceedings of the Eighth ACM International Conference on Web Search and Data Mining*, Shanghai, China, 2015.
- [76] M. Rüdiger, D. Antons, A. M. Joshi dan T.-O. Salge, “Topic Modeling Revisited: New Evidence on Algorithm Performance and Quality Metrics,” *PLOS ONE*, vol. 17, no. 4, pp. 1-25, 2022.
- [77] A. B. Dieng, F. J. R. Ruiz dan D. M. Blei, “Topic Modeling in Embedding Spaces,” *Transactions of the Association for Computational Linguistics*, vol. 8, pp. 439-453, 2020.
- [78] R. Hossain dan D. Timmer, “Machine Learning Model Optimization with Hyper Parameter Tuning Approach,” *Global Journal of Computer Science and Technology: D Neural & Artificial Intelligence*, vol. 21, no. 2, pp. 7-13, 2021.
- [79] T. Akiba, S. Sano, T. Yanase, T. Ohta dan M. Koyama, “Optuna: A Next-generation Hyperparameter Optimization Framework,” dalam *Proceedings of the 25th ACM SIGKDD International Conference on Knowledge Discovery & Data Mining*, New York, 2019.

- [80] A. A. Wahid, "Analisis Metode Waterfall Untuk Pengembangan Sistem," *Ilmu-ilmu Informatika dan Manajemen STMIK*, 2020.
- [81] D. B. Muslimin, D. Kusmanto, K. F. Amilia, M. S. Ariffin, S. Mardiana dan Y. , "Pengujian Black Box pada Aplikasi Sistem Informasi Akademik Menggunakan Teknik Equivalence Partitioning," *Jurnal Informatika Universitas Pamulang*, vol. 5, no. 1, pp. 19-26, 2020.
- [82] Mintarsih, "Pengujian Black Box Dengan Teknik Transition Pada Sistem Informasi Perpustakaan Berbasis Web Dengan Metode Waterfall Pada SMC Foundation," *Jurnal Teknologi Dan Sistem Informasi Bisnis*, vol. 5, no. 1, pp. 33-35, 2023.
- [83] A. Jailani dan M. A. Yaqin, "Pengujian Aplikasi Sistem Informasi Akademik menggunakan Metode Blackbox dengan Teknik Boundary Value Analysis," *Journal Automation Computer Information System*, vol. 4, no. 2, pp. 60-66, 2024.
- [84] L. Sharma dan V. Singh, "Equivalence Partitioning - A Black Box Testing Technique," 27 Juli 2021. [Online]. Available: <https://www.toolsqa.com/software-testing/istqb/equivalence-partitioning/>. [Diakses Desember 2024].
- [85] C. Sievert dan K. E. Shirley, "LDavis: A Method for Visualizing and Interpreting Topics," dalam *Workshop on Interactive Language Learning, Visualization, and Interfaces at the Association for Computational Linguistics*, 2014.
- [86] R. Řehůřek dan P. Sojka, "Software Framework for Topic Modelling with Large Corpora," dalam *Proceedings of the LREC 2010 Workshop on New*, Valletta, Malta, 2010.
- [87] Seabold, Skipper dan J. Perktold, "Statsmodels: Econometric and Statistical Modeling with Python," dalam *Proceedings of the 9th Python in Science Conference*, 2010.