

DAFTAR PUSTAKA

- [1] P. William, G. R. Lanke, V. N. R. Inukollu, P. Singh, A. Shrivastava, and R. Kumar, "Framework for Design and Implementation of Chat Support System using Natural Language Processing," in *4th International Conference on Intelligent Engineering and Management, ICIEM 2023*, Institute of Electrical and Electronics Engineers Inc., 2023. doi: 10.1109/ICIEM59379.2023.10166939.
- [2] M. Fakhriyah and R. Kurniawan, "Design and Development of A Web-Based Internet Complaint Information System using A Rule-Based Method at PT Integra Kreasitama Solusindo," *International Journal of Information System & Technology Akreditasi*, vol. 8, no. 158, pp. 117–129, 2024.
- [3] W. U. S. Manalu, L. Hakim, and C. Wulandari, "Sistem Informasi Pengaduan Siswa Berbasis Website Dengan Framework Laravel," *J. Inf. Syst. Res*, vol. 4, no. 3, pp. 1005–1013, 2023.
- [4] M. Naomi, "Analisa Dan Perancangan Sistem Pengaduan Mahasiswa Berbasis Web (Studi Kasus: Universitas Mercu Buana Kranggan)," *JUSIBI (Jurnal Sistem Informasi dan E-Bisnis)*, vol. 1, no. 5, 2019.
- [5] G. I. U. Jayawickrama, "Customer Complaint Management System using SOA," 2021.
- [6] D. Febri Kuncoro, U. Juniarti, J. Syahputra, R. Bagus, B. Sumantri, and R. Suryani, "Rancang Bangun Sistem Pengaduan Masyarakat Berbasis Web Dengan Metode Waterfall," 2022.
- [7] M. Ilmu and A. Publik, "PENERAPAN PELAYANAN PUBLIK BERBASIS E-GOVERNANCE PADA ERA REVOLUSI INDUSTRI 4.0 Djakit Prihartono," *Jurnal Ilmu Administrasi*, vol. 14, no. 2, 2023.
- [8] D. P. yudhi Ardiana and I. M. S. Dwiputra, "Sistem Informasi Penanganan Keluhan Pelanggan di Rumah Sakit Umum Surya Husadha Denpasar Berbasis Web," *MATRIK : Jurnal Manajemen, Teknik Informatika dan Rekayasa Komputer*, vol. 18, no. 2, pp. 257–267, May 2019,
- [9] S. M. Williamson and V. Prybutok, "Balancing Privacy and Progress: A Review of Privacy Challenges, Systemic Oversight, and Patient Perceptions in AI-Driven Healthcare," Jan. 01, 2024, *Multidisciplinary Digital Publishing Institute (MDPI)*. doi: 10.3390/app14020675.
- [10] Faridah Siti Luthfiana, Enas Enas, and Ferey Herman, "Pengaruh Kualitas Pelayanan Kesehatan dan Kepercayaan Terhadap Kepuasan Pasien," *Digital Bisnis: Jurnal Publikasi Ilmu Manajemen dan E-Commerce*, vol. 3, no. 2, pp. 283–298, May 2024.
- [11] R. S. Wahono, "Unified Modeling Language (UML)." [Online]. Available: <http://romisatriawahono.net08118228331>

- [12] R. S. Wahono, "Systems Analysis and Design." [Online]. Available: <http://romisatriawahono.net>
- [13] W. Ade Mulyani and D. Ade Handayani Capah, "Perancangan Sistem Informasi Penyandang Disabilitas Berbasis Web 'Able for Disable (AforD),' " 2019.
- [14] A. Krianajaya, I. Jaelani, and M. A. Komara, "Design and Build a Student Activity Proposal Application Using Web-Based Digital Signature With Extreme Programming Method At Wastukancana College Of Technology Purwakarta," 2021.
- [15] Ardiansyah, A.R.M.A. (2022). *Implementasi Web Engineering pada Sistem Dokumen Elektronik Berkas Syarat Pendaftaran Mahasiswa Baru di Universitas Bina Darma*. Jurnal Kewarganegaraan.