

Daftar Pustaka

- [1] Benjamins, V. R., & Perez, A. G. (2000). Knowledge-System Technology: Ontologies and Problem-Solving Methods.
- [2] Blanco-Fernandez, Y., Pazos-Arias, J. J., Gil-Solla, A., Ramos-Cabrer, M., & Lopez-Nores, M. (2008). Providing Entertainment by Content-based Filtering and Semantic Reasoning in Intelligent Recommender Systems. 727-735.
- [3] Blanco-Fernandez, Y., Pazos-Arias, J. J., Gil-Solla, A., Ramos-Cabrer, M., Lopez-Norez, M., Garcia-Duque, J., . . . Bernejo-Mufloz, J. (2008). A Flexible Semantic Inference Methodology to Reason About User Preferences in Knowledge-based Recommender Systems. *Knowledge-Based Systems*, 305-320.
- [4] Bridge, D., Goker, M. H., McGinty, L., & Smyth, B. (2006). Case-based recommender systems. *The Knowledge Engineering Review*, 315-320.
- [5] Burke, R. (2000). Knowledge-based Recommender Systems.
- [6] Cao, Y., & Li, Y. (2007). An intelligent Fuzzy-based Recommendation System for Consumer Electronic Products. *Expert Systems with Applications*, 230-240.
- [7] Chen, L., & Pu, P. (2012). Preference-based Organization Interfaces: Aiding User.
- [8] del Olmo, F. H., & Gaudioso, E. (2008). Evaluation of recommender systems: A new approach. *Expert Systems with Applications*, 790-806.
- [9] DuCharme, B. (2011). *Learning SPARQL*. United States of America: O'Reilly Media.
- [10] Guizzardi, G. (2005). *Ontological Foundation for Structural Conceptual Models*. Netherlands: Telematics Instituut Fundamental Research Series.
- [11] Hu, B., & Aufaure, M.-A. (2013). A Query Refinement Mechanism for Mobile Conversational Search in Smart Environments.
- [12] Jannach, D., Zanker, M., Felfernig, A., & Friedrich, G. (2011). *Recommender System An Introduction*. New York: Cambridge University Press.
- [13] Juwandi, H. I. (2004). *Kepuasan Pelayanan Jasa*. Jakarta: Erlangga.
- [14] Lupioadi, R., & Hamdani, A. (2001). *Manajemen Pemasaran Jasa*. Jakarta: Salemba Empat.
- [15] Mahmood, T., & Ricci, F. (2009). Improving Recommender Systems with Adaptive Conversational Strategies.
- [16] Oktoria, R., Maharani, W., & Firdaus, Y. (2010). Content Based Recommender System Menggunakan Algoritma Apriori. *Konferensi Nasional Sistem dan Informatika 2010*, 124-129.
- [17] Ruotsalo, T. (2010). *Methods and Applications for Ontology-based Recommender Systems*. Finland: Multiprint Oy.
- [18] Shimazu, H. (2002). ExpertClerk: A Conversational Case-Based Reasoning Tool for Developing Salesclerk Agents in E-Commerce Webshops. *Artificial Intelligence Review*, 223-244.
- [19] Wicaksana, I. S. (2004). Survei dan Evaluasi Metode Pengembangan Ontology.

- [20] Widyantoro, D., & Baizal, ZKA. (2014). A Framework of Conversational Recommender System Based on User Functional Requirement. *The 2nd IEEE Conference, International Convergence on ICT*.