

## DAFTAR GAMBAR

<b>Gambar 3.1</b> Gambaran umum sistem <i>handling complaint</i> . .....	14
<b>Gambar 3.2</b> Diagram konteks sistem <i>handling complaint</i> . .....	14
<b>Gambar 3.3</b> <i>Use case</i> diagram aplikasi mobile. ....	16
<b>Gambar 3.4</b> <i>Activity</i> diagram sistem <i>handling complaint</i> . .....	17
<b>Gambar 3.5</b> Sequence diagram login dan input keluhan.....	18
<b>Gambar 3.6</b> Sequence diagram input keluhan.....	18
<b>Gambar 3.7</b> Class diagram sistem <i>handling complaint</i> .....	19
<b>Gambar 3.8</b> Rancangan ERD sistem <i>handling complaint</i> . .....	20
<b>Gambar 3.9</b> Flowchart tahapan <i>preprocessing</i> . .....	23
<b>Gambar 3.10</b> Flowchart TFIDF. ....	25
<b>Gambar 3.11</b> Matriks hasil perhitungan TFIDF. ....	26
<b>Gambar 3.12</b> Feature names hasil TFIDF. ....	27
<b>Gambar 3.13</b> Visualisasi hasil TFIDF. ....	28
<b>Gambar 3.14</b> Flowchart sistem klasifikasi. ....	29
<b>Gambar 3.15</b> Mockup halaman login. ....	35
<b>Gambar 3.16</b> Mockup halaman register. ....	35
<b>Gambar 3.17</b> Mockup halaman utama. ....	36
<b>Gambar 3.18</b> Mockup halaman add complaint. ....	36
<b>Gambar 3.19</b> Mockup halaman history. ....	37
<b>Gambar 3.20</b> Mockup halaman feedback. ....	37
<b>Gambar 4.1</b> Screenshot halaman login. ....	39
<b>Gambar 4.2</b> Screenshot halaman register. ....	40
<b>Gambar 4.3</b> Screenshot halaman utama. ....	41
<b>Gambar 4.4</b> Screenshot halaman add complaint. ....	42
<b>Gambar 4.5</b> Screenshot halaman history. ....	43
<b>Gambar 4.6</b> Screenshot halaman feedback. ....	44