

Daftar Pustaka

- [1] J. B. Schafer, J. A. Konstan, and J. Riedl, "E-Commerce Recommendation Applications," *Data Mining and Knowledge Discovery*, vol. 5, no. 1, pp. 115–153, Jan. 2001, doi: 10.1023/A:1009804230409.
- [2] C. Xu, D. Peak, and V. Prybutok, "A customer value, satisfaction, and loyalty perspective of mobile application recommendations," *Decision Support Systems*, vol. 79, pp. 171–183, Nov. 2015, doi: 10.1016/j.dss.2015.08.008.
- [3] M. Zhou, Z. Ding, J. Tang, and D. Yin, "Micro Behaviors: A New Perspective in E-commerce Recommender Systems," in *Proceedings of the Eleventh ACM International Conference on Web Search and Data Mining*, Marina Del Rey CA USA: ACM, Feb. 2018, pp. 727–735. doi: 10.1145/3159652.3159671.
- [4] "What I learned about Shopee's and Garena's user engagement game," *Tech in Asia*, Aug. 12, 2020. <https://www.techinasia.com/learned-shopees-garenas-user-engagement-game> (accessed Aug. 12, 2023).
- [5] X. Luo, Y. Yang, K. Q. Zhu, Y. Gong, and K. Yang, "Conceptualize and Infer User Needs in E-commerce," in *Proceedings of the 28th ACM International Conference on Information and Knowledge Management*, Beijing China: ACM, Nov. 2019, pp. 2517–2525. doi: 10.1145/3357384.3357812.
- [6] S. Fazeli, H. Drachsler, M. Bitter-Rijpkema, F. Brouns, W. van der V. Brouns, and P. B. Sloep, "User-Centric Evaluation of Recommender Systems in Social Learning Platforms: Accuracy is Just the Tip of the Iceberg," *IEEE Trans. Learning Technol.*, vol. 11, no. 3, pp. 294–306, Jul. 2018, doi: 10.1109/TLT.2017.2732349.
- [7] "Effects of the Placement of Diverse Items in Recommendation Lists," in *Proceedings of the 14th International Conference on Enterprise Information Systems*, Wrocław, Poland: SciTePress - Science and Technology Publications, 2012, pp. 201–208. doi: 10.5220/0003974802010208.
- [8] K. Swearingen and R. Sinha, "Interaction Design for Recommender Systems".
- [9] N. Jones and P. Pu, "User Technology Adoption Issues in Recommender Systems," 2007. Accessed: May 15, 2023. [Online]. Available: <https://www.semanticscholar.org/paper/User-Technology-Adoption-Issues-in-Recommender-Jones-Pu/a1c08331ce4fc91f72d105ec779beddf2b6e03f3>
- [10] C.-N. Ziegler, S. M. McNee, J. A. Konstan, and G. Lausen, "Improving recommendation lists through topic diversification," in *Proceedings of the 14th international conference on World Wide Web - WWW '05*, Chiba, Japan: ACM Press, 2005, p. 22. doi: 10.1145/1060745.1060754.
- [11] S. M. McNee, J. Riedl, and J. A. Konstan, "Being accurate is not enough: how accuracy metrics have hurt recommender systems," in *CHI '06 Extended Abstracts on Human Factors in Computing Systems*, Montréal Québec Canada: ACM, Apr. 2006, pp. 1097–1101. doi: 10.1145/1125451.1125659.
- [12] S. M. McNee, J. Riedl, and J. A. Konstan, "Making recommendations better: an analytic model for human-recommender interaction," in *CHI '06 Extended Abstracts on Human Factors in Computing Systems*, Montréal Québec Canada: ACM, Apr. 2006, pp. 1103–1108. doi: 10.1145/1125451.1125660.
- [13] F. J. Martin, "Recsys'09 industrial keynote: top 10 lessons learned developing deploying and operating real-world recommender systems," in *Proceedings of the third ACM conference on Recommender systems - RecSys '09*, New York, New York, USA: ACM Press, 2009, pp. 1–2. doi: 10.1145/1639714.1639715.
- [14] P. Castells, S. Vargas, and J. Wang, "Novelty and Diversity Metrics for Recommender Systems: Choice, Discovery and Relevance," *Proceedings of International Workshop on Diversity in Document Retrieval (DDR)*, Jan. 2011.
- [15] P. Castells, N. J. Hurley, and S. Vargas, "Novelty and Diversity in Recommender Systems," in *Recommender Systems Handbook*, F. Ricci, L. Rokach, and B. Shapira, Eds., Boston, MA: Springer US, 2015, pp. 881–918. doi: 10.1007/978-1-4899-7637-6_26.
- [16] P. Bedi, A. Gautam, Richa, and C. Sharma, "Using novelty score of unseen items to handle popularity bias in recommender systems," in *2014 International Conference on Contemporary Computing and Informatics (IC3I)*, Mysore, India: IEEE, Nov. 2014, pp. 934–939. doi: 10.1109/IC3I.2014.7019608.
- [17] Ò. Celma and P. Herrera, "A new approach to evaluating novel recommendations," in *Proceedings of the 2008 ACM conference on Recommender systems*, Lausanne Switzerland: ACM, Oct. 2008, pp. 179–186. doi: 10.1145/1454008.1454038.
- [18] P. Pu and L. Chen, "Trust building with explanation interfaces," in *Proceedings of the 11th international conference on Intelligent user interfaces*, Sydney Australia: ACM, Jan. 2006, pp. 93–100. doi: 10.1145/1111449.1111475.
- [19] P. Pu, L. Chen, and R. Hu, "A user-centric evaluation framework for recommender systems," in *Proceedings of the fifth ACM conference on Recommender systems - RecSys '11*, Chicago, Illinois, USA: ACM Press, 2011, p. 157. doi: 10.1145/2043932.2043962.
- [20] B. P. Knijnenburg, M. C. Willemse, Z. Gantner, H. Soncu, and C. Newell, "Explaining the user experience of recommender systems," *User Model User-Adap Inter*, vol. 22, no. 4–5, pp. 441–504, Oct. 2012, doi: 10.1007/s11257-011-9118-4.
- [21] Xiao and Benbasat, "E-Commerce Product Recommendation Agents: Use, Characteristics, and Impact," *MIS Quarterly*, vol. 31, no. 1, p. 137, 2007, doi: 10.2307/25148784.

- [22] A. Gunawardana and G. Shani, "Evaluating Recommender Systems," in *Recommender Systems Handbook*, F. Ricci, L. Rokach, and B. Shapira, Eds., Boston, MA: Springer US, 2015, pp. 265–308. doi: 10.1007/978-1-4899-7637-6_8.
- [23] S. Vargas and P. Castells, "Rank and relevance in novelty and diversity metrics for recommender systems," in *Proceedings of the fifth ACM conference on Recommender systems - RecSys '11*, Chicago, Illinois, USA: ACM Press, 2011, p. 109. doi: 10.1145/2043932.2043955.
- [24] N. Tintarev and J. Masthoff, "Explaining Recommendations: Design and Evaluation," in *Recommender Systems Handbook*, F. Ricci, L. Rokach, and B. Shapira, Eds., Boston, MA: Springer US, 2015, pp. 353–382. doi: 10.1007/978-1-4899-7637-6_10.
- [25] N. Tintarev and J. Masthoff, "A Survey of Explanations in Recommender Systems," in *2007 IEEE 23rd International Conference on Data Engineering Workshop*, Istanbul, Turkey: IEEE, Apr. 2007, pp. 801–810. doi: 10.1109/ICDEW.2007.4401070.
- [26] J. L. Herlocker, J. A. Konstan, and J. Riedl, "Explaining collaborative filtering recommendations," in *Proceedings of the 2000 ACM conference on Computer supported cooperative work*, Philadelphia Pennsylvania USA: ACM, Dec. 2000, pp. 241–250. doi: 10.1145/358916.358995.
- [27] A. Felfernig, E. Teppan, and B. Gula, "KNOWLEDGE-BASED RECOMMENDER TECHNOLOGIES FOR MARKETING AND SALES," *Int. J. Patt. Recogn. Artif. Intell.*, vol. 21, no. 02, pp. 333–354, Mar. 2007, doi: 10.1142/S0218001407005417.
- [28] H. Cramer *et al.*, "The effects of transparency on trust in and acceptance of a content-based art recommender," *User Model User-Adap Inter*, vol. 18, no. 5, pp. 455–496, Nov. 2008, doi: 10.1007/s11257-008-9051-3.
- [29] H. Cramer *et al.*, "The effects of transparency on perceived and actual competence of a content-based recommender," Apr. 2008. Accessed: Jun. 20, 2023. [Online]. Available: <https://www.semanticscholar.org/paper/The-effects-of-transparency-on-perceived-and-actual-Cramer-Wielinga/8171f633fa1c20706bb516dfd4612f982a9f31f9>
- [30] K. McCarthy, J. Reilly, L. Meginty, and B. Smyth, "Thinking Positively - Explanatory Feedback for Conversational Recommender Systems," presented at the European Conference on Case-Based Reasoning (ECCBR-04) Explanation Workshop, Jan. 2004.
- [31] B. P. Knijnenburg and M. C. Willemse, "Evaluating Recommender Systems with User Experiments," in *Recommender Systems Handbook*, F. Ricci, L. Rokach, and B. Shapira, Eds., Boston, MA: Springer US, 2015, pp. 309–352. doi: 10.1007/978-1-4899-7637-6_9.
- [32] M. Willemse, B. P. Knijnenburg, M. P. Graus, L. C. M. Velter-Bremmers, and K. Fu, "Using latent features diversification to reduce choice difficulty in recommendation lists," Dec. 2011. Accessed: Jun. 20, 2023. [Online]. Available: <https://www.semanticscholar.org/paper/Using-latent-features-diversification-to-reduce-in-Willemse-Knijnenburg/4a06fd18e537af700b1a4e46fc4baa13d7631f77>
- [33] F. N. (Fred N. Kerlinger, *Foundations of behavioral research*. Fort Worth, TX : Harcourt College Publishers, 2000. Accessed: Jun. 21, 2023. [Online]. Available: http://archive.org/details/foundationsofbeh0000kerl_x7k9
- [34] M. D. Ekstrand, F. M. Harper, M. C. Willemse, and J. A. Konstan, "User perception of differences in recommender algorithms," in *Proceedings of the 8th ACM Conference on Recommender systems*, Foster City, Silicon Valley California USA: ACM, Oct. 2014, pp. 161–168. doi: 10.1145/2645710.2645737.
- [35] B. Alyoubaky and R. Durriad, "The Effect of Information Overload, and Social Media Fatigue on Online Consumers Purchasing Decisions: The Mediating Role of Technostress and Information Anxiety," vol. 12, pp. 195–220, Feb. 2022, doi: 10.33168/JSMS.2022.0209.

Lampiran

Data user-centric evaluation

<https://docs.google.com/spreadsheets/d/1HYCZBl60CrG6Mekba73OqPzck5C1DLUr9mlzHStwUoE/edit?usp=sharing>

Desain daftar rekomendasi

<https://www.figma.com/file/GZzC5xCpLe5C4Bviy1jx2v/Shopee?type=design&node-id=4%3A30&mode=design&t=QTCO6qNefseLPu1-1>