

## DAFTAR PUSTAKA

- Abirami, A. M., & Gayathri, V. (2017). A survey on sentiment analysis methods and approach. *2016 Eighth International Conference on Advanced Computing (ICoAC)*, 72–76. <https://doi.org/10.1109/ICoAC.2017.7951748>
- Abrahamsen-Mills, L., Wareing, A., Fowler, L., Jarvis, R., Norris, S., & Banford, A. (2021). Development of a multi criteria decision analysis framework for the assessment of integrated waste management options for irradiated graphite. *Nuclear Engineering and Technology*, 53(4), 1224–1235. <https://doi.org/10.1016/j.net.2020.10.008>
- Achillas, C., Moussiopoulos, N., Karagiannidis, A., Banias, G., & Perkoulidis, G. (2013). The use of multi-criteria decision analysis to tackle waste management problems: a literature review. *Waste Management & Research: The Journal for a Sustainable Circular Economy*, 31(2), 115–129. <https://doi.org/10.1177/0734242X12470203>
- Ali, R., Iqbal, F., & Zada, M. S. H. (2022). Multicriteria Decision Making for Carbon Dioxide (CO<sub>2</sub>) Emission Reduction. *Scientific Programming*, *Query date: 2024-10-14 10:11:433 cites: https://scholar.google.com/scholar?cites=2754702902955139021 & as\_sdt=2005 & sciodt=2007 & hl=en*. <https://doi.org/10.1155/2022/2333821>
- Aminah, N. Z. N., & Muliawati, A. (2021). *Pengelolaan Sampah dalam Konteks Pembangunan Berkelanjutan (Waste Management in the Context of Waste Management)*. Himpunan Mahasiswa Geografi Pembangunan, Universitas Gadjah Mada. <https://hmgp.geo.ugm.ac.id/2021/08/27/pengelolaan-sampah-dalam-konteks-pembangunan-berkelanjutan-waste-management-in-the-context-of-waste-management/>
- Balwada, J., Samaiya, S., & Mishra, R. P. (2021). Packaging Plastic Waste Management for a Circular Economy and Identifying a better Waste Collection System using Analytical Hierarchy Process (AHP). *Procedia CIRP*, 98, 270–275. <https://doi.org/10.1016/j.procir.2021.01.102>
- Bano, M., & Zowghi, D. (2015). EVALUATOR: an automated tool for service selection. *Requirements Engineering in the Big Data Era ...*, *Query date: 2024-10-14 10:11:431 cites: https://scholar.google.com/scholar?cites=4862520793937067054 & as\_sdt=2005 & sciodt=2007 & hl=en*. [https://doi.org/10.1007/978-3-662-48634-4\\_13](https://doi.org/10.1007/978-3-662-48634-4_13)
- Berndt, A. E. (2020). Sampling Methods. *Journal of Human Lactation*, 36(2), 224–226. <https://doi.org/10.1177/0890334420906850>
- Bougdeb, Y., Akachar, E., Ouhbi, B., Frikh, B., & ... (2023). Deep Learning-Driven Multi-Criteria Decision-Making for Effective Recommender Systems. *Journal of Intelligent ...*, *Query date: 2024-10-14 10:11:43*.

- [https://www.researchgate.net/profile/Yahya-Bougteleb/publication/373361765\\_Deep\\_Learning-Driven\\_Multi-Criteria\\_Decision-Making\\_for\\_Effective\\_Recommender\\_Systems/links/64e7cae3434d3f628c45a056/Deep-Learning-Driven-Multi-Criteria-Decision-Making-for-Effective](https://www.researchgate.net/profile/Yahya-Bougteleb/publication/373361765_Deep_Learning-Driven_Multi-Criteria_Decision-Making_for_Effective_Recommender_Systems/links/64e7cae3434d3f628c45a056/Deep-Learning-Driven-Multi-Criteria-Decision-Making-for-Effective)
- Ciner, M. N., Özbaş, E. E., Ozcan, H. K., Aydin, D., & Ayakçı, B. A. (2024). A Decision-Making Framework for Eco-Industrial Park Site Selection in Istanbul using AHP. Dalam C. Özalp & S. Bardak (Ed.), *International Studies and Evaluations in the Field of Engineering* (1 ed., hlm. 277). Serüven Publishing.
- Cox, T., Badawi, I., & Sharkh, M. A. (2024). Predicting Public Sentiment to Proposed Laws: E-waste Management Laws as a Use Case. *2024 International Symposium on Networks, Computers and Communications (ISNCC)*, 1–6. <https://doi.org/10.1109/ISNCC62547.2024.10758992>
- Data Science PM. (2025). *What is the Data Science Process?* Data Science PM. <https://www.datascience-pm.com/data-science-process/>
- Demirbas, A. (2011). Waste management, waste resource facilities and waste conversion processes. *Energy Conversion and Management*, 52(2), 1280–1287. <https://doi.org/10.1016/j.enconman.2010.09.025>
- Deshpande, P. C., Skaar, C., Brattebø, H., & Fet, A. M. (2020). Multi-criteria decision analysis (MCDA) method for assessing the sustainability of end-of-life alternatives for waste plastics: A case study of Norway. *Science of the Total Environment*, 719. <https://doi.org/10.1016/j.scitotenv.2020.137353>
- Duthil, B., Imoussaten, A., & ... (2017). A text-mining and possibility theory based model using public reports to highlight the sustainable development strategy of a city. *2017 IEEE International ...*, Query date: 2024-10-14 10:11:432 cites: [https://scholar.google.com/scholar?cites=15711548539634752417&as\\_sdt=2005&sciodt=2007&hl=en](https://scholar.google.com/scholar?cites=15711548539634752417&as_sdt=2005&sciodt=2007&hl=en). <https://ieeexplore.ieee.org/abstract/document/7995298/> <https://hal.science/hal-01556483/file/CIVESMAIEEEv7.pdf>
- Eden, S. (1996). Public participation in environmental policy: considering scientific, counter-scientific and non-scientific contributions. *Public Understanding of Science*, 5(3), 183–204. <https://doi.org/10.1088/0963-6625/5/3/001>
- Fadzoli, T., Subekti, R., & Waluyo. (2023). Dampak Kebijakan Pengelolaan Sampah Sebagai Parameter Kinerja Pemerintah Dalam Bidang Lingkungan Hidup . *Jurnal Ilmu Hukum dan Administrasi Negara* , 1(3).
- Fersini, E. (2017). Sentiment Analysis in Social Networks. Dalam *Sentiment Analysis in Social Networks* (hlm. 91–111). Elsevier. <https://doi.org/10.1016/B978-0-12-804412-4.00006-1>

- Firmansyah, D., & Dede. (2022). Teknik Pengambilan Sampel Umum dalam Metodologi Penelitian: Literature Review. *Jurnal Ilmiah Pendidikan Holistik (JIPH)*, 1(2), 85–114. <https://doi.org/10.55927/jiph.v1i2.937>
- Fitri, V. A., Andresswari, R., & Hasibuan, M. A. (2019). Sentiment Analysis of Social Media Twitter with Case of Anti-LGBT Campaign in Indonesia using Naïve Bayes, Decision Tree, and Random Forest Algorithm. *Procedia Computer Science*, 161, 765–772. <https://doi.org/10.1016/j.procs.2019.11.181>
- Gombojav, D., & Matsumoto, T. (2023). Multi criteria decision analysis to develop an optimized municipal solid waste management scenario: a case study in Ulaanbaatar, Mongolia. *Journal of Material Cycles and Waste Management*, 25(3), 1344–1358. <https://doi.org/10.1007/s10163-023-01603-0>
- Heinelt, H. (2007). Do Policies Determine Politics? Dalam *Handbook of Public Policy Analysis: Theory, Politics, and Methods* (hlm. 109–110). Taylor & Francis Group.
- Hendra, Y. (2016). Perbandingan Sistem Pengelolaan Sampah di Indonesia dan Korea Selatan: Kajian 5 Aspek Pengelolaan Sampah. *Jurnal Direktorat Pengembangan PLP*, 7(1).
- Hibberts, M., Burke Johnson, R., & Hudson, K. (2012). Common Survey Sampling Techniques. Dalam *Handbook of Survey Methodology for the Social Sciences* (hlm. 53–74). Springer New York. [https://doi.org/10.1007/978-1-4614-3876-2\\_5](https://doi.org/10.1007/978-1-4614-3876-2_5)
- Hilal, A. M., Alzahrani, J. S., Alsolai, H., Negm, N., Nafie, F. M., & ... (2023). Sentiment Analysis Technique for Textual Reviews Using Neutrosophic Set Theory in the Multi-Criteria Decision-Making System. *academia.edu*, Query date: 2024-10-14 10:11:431 cites: [https://scholar.google.com/scholar?cites=17789370192386245794&as\\_sdt=2005&sciodt=2007&hl=en](https://scholar.google.com/scholar?cites=17789370192386245794&as_sdt=2005&sciodt=2007&hl=en). [https://www.academia.edu/download/105030580/07\\_Sentiment\\_Analysis\\_Technique\\_HCIS\\_Published.pdf](https://www.academia.edu/download/105030580/07_Sentiment_Analysis_Technique_HCIS_Published.pdf)  
[https://www.academia.edu/download/105030580/07\\_Sentiment\\_Analysis\\_Technique\\_HCIS\\_Published.pdf](https://www.academia.edu/download/105030580/07_Sentiment_Analysis_Technique_HCIS_Published.pdf)
- Huang, H., Zavareh, A. A., & Mustafa, M. B. (2023). Sentiment Analysis in E-Commerce Platforms: A Review of Current Techniques and Future Directions. *IEEE Access*, 11, 90367–90382. <https://doi.org/10.1109/ACCESS.2023.3307308>
- Ikhlayel, M. (2018). Development of management systems for sustainable municipal solid waste in developing countries: a systematic life cycle thinking approach. *Journal of Cleaner Production*, 180, 571–586. <https://doi.org/10.1016/j.jclepro.2018.01.057>
- Ishizaka, A., & Nemery, P. (2013). *Multi-Criteria Decision Analysis*. Wiley. <https://doi.org/10.1002/9781118644898>
- Jabreel, M., Maaroof, N., Valls, A., & Moreno, A. (2020). Introducing sentiment analysis of textual reviews in a multi-criteria decision aid system. *applied*

- sciences*, *Query date: 2024-10-14 10:11:4316 cites: https://scholar.google.com/scholar?cites=12807290722325489082 & as\_sdt=2005 & sciodt=2007 & hl=en.* <https://doi.org/10.3390/app11010216>
- Jiang, P., Zhou, J., Fan, Y. Van, Klemeš, J. J., Zheng, M., & Varbanov, P. S. (2021). Data analysis of resident engagement and sentiments in social media enables better household waste segregation and recycling. *Journal of Cleaner Production*, 319, 128809. <https://doi.org/10.1016/j.jclepro.2021.128809>
- Kanakaraddi, S. G., Chikaraddi, A. K., Gull, K. C., & Hiremath, P. S. (2020). Comparison Study of Sentiment Analysis of Tweets using Various Machine Learning Algorithms. *2020 International Conference on Inventive Computation Technologies (ICICT)*, 287–292. <https://doi.org/10.1109/ICICT48043.2020.9112546>
- Kang, N., Min, D., Cho, Y., Ko, D. W., Kim, H. H., & ... (2024). Online News-Based Economic Sentiment Index. ... *Transactions on Big ...*, *Query date: 2024-10-14 10:11:43*. <https://ieeexplore.ieee.org/abstract/document/10705082/>
- Karanik, M., Bernal, R., Peláez, J. I., & Gomez-Ruiz, J. A. (2019). Combining user preferences and expert opinions: a criteria synergy-based model for decision making on the Web. *Soft Computing*, *Query date: 2024-10-14 10:11:4312 cites: https://scholar.google.com/scholar?cites=12599587332284552676 & as\_sdt=2005 & sciodt=2007 & hl=en.* <https://doi.org/10.1007/s00500-017-2863-5>
- Wisnubroto, K. (2025). *Komitmen Pemerintah Melindungi Anak di Ruang Digital*. Indonesia.go.id. <https://indonesia.go.id/kategori/editorial/9037/komitmen-pemerintah-melindungi-anak-di-ruang-digital>
- Kitsios, F., Kamariotou, M., Karanikolas, P., & ... (2023). Digital Transformation in Hospitality: Identifying Customer Satisfaction Based on Online Hotel Guests' Ratings. *Digital Transformation of ...*, *Query date: 2024-10-14 10:11:431 cites: https://scholar.google.com/scholar?cites=11370653366199644393 & as\_sdt=2005 & sciodt=2007 & hl=en.* [https://doi.org/10.1007/978-3-031-31682-1\\_9](https://doi.org/10.1007/978-3-031-31682-1_9)
- Kumar, G., & Parimala, N. (2020). An integration of sentiment analysis and MCDM approach for smartphone recommendation. *International Journal of Information ...*, *Query date: 2024-10-14 10:11:4323 cites: https://scholar.google.com/scholar?cites=13078109582219916617 & as\_sdt=2005 & sciodt=2007 & hl=en.* <https://doi.org/10.1142/S021962202050025X>
- Kumar, R., & Sharan, A. (2018). Hybrid Multi-Criteria Decision Making Approach for Product Ranking Using Customers Reviews. *Data Process*, *Query date: 2024-10-14 10:11:432 cites: https://scholar.google.com/scholar?cites=11177778304776570911 & as\_sdt=2005 & sciodt=2007 & hl=en.*

- [https://www.dline.info/jdp/fulltext/v8n1/jdpv8n1\\_1.pdf](https://www.dline.info/jdp/fulltext/v8n1/jdpv8n1_1.pdf)
- Kyriakidis, A., & Tsafarakis, S. (2024). Extracting knowledge from customer reviews: an integrated framework for digital platform analytics. *International Transactions in ...*, Query date: 2024-10-14 10:11:43. <https://doi.org/10.1111/itor.13537>
- Liu, L., Tu, Y., & Zhou, X. (2022). How local outbreak of COVID-19 affect the risk of internet public opinion: A Chinese social media case study. *Technology in Society*, Query date: 2024-10-14 10:11:43 15 cites: [https://scholar.google.com/scholar?cites=5432416304049520672&as\\_sdt=2005&sciodt=2007&hl=en](https://scholar.google.com/scholar?cites=5432416304049520672&as_sdt=2005&sciodt=2007&hl=en). <https://www.sciencedirect.com/science/article/pii/S0160791X22002548> <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9463078/>
- Lowi, T. J. (1985). The State in Politics: The Relation Between Policy and Administration. Dalam *Regulatory Policy and the Social Sciences* (hlm. 67–110). University of California Press. <https://doi.org/10.1525/9780520313651-005>
- Mahmoud, A. B., Hack-Polay, D., Grigoriou, N., Mohr, I., & Fuxman, L. (2021). A generational investigation and sentiment and emotion analyses of female fashion brand users on Instagram in Sub-Saharan Africa. *Journal of Brand Management*, 28(5), 526–544. <https://doi.org/10.1057/s41262-021-00244-8>
- Maimon, O., & Rokach, L. (2005). Introduction to Knowledge Discovery in Databases. Dalam *Data Mining and Knowledge Discovery Handbook* (hlm. 1–17). Springer-Verlag. [https://doi.org/10.1007/0-387-25465-X\\_1](https://doi.org/10.1007/0-387-25465-X_1)
- Mardani, A., Jusoh, A., & Zavadskas, E. K. (2015). Fuzzy multiple criteria decision-making techniques and applications – Two decades review from 1994 to 2014. *Expert Systems with Applications*, 42(8), 4126–4148. <https://doi.org/10.1016/j.eswa.2015.01.003>
- Marešová, D., Mareš, K., Alexiou-Ivanova, T., Satyakti, Y., & Pilařová, T. (2023). Evaluating the waste management situation and attitudes of residents in Bandung, Indonesia. *Integrated Environmental Assessment and Management*, 19(1), 114–125. <https://doi.org/10.1002/team.4630>
- Marlina, N. I. V., Joko, T., & Setiani, O. (2021). Evaluasi Aspek Pengelolaan Sampah Pasar Tradisional Kedunggalar Kecamatan Kedunggalar Kabupaten Ngawi Jawa Timur. *MEDIA KESEHATAN MASYARAKAT INDONESIA*, 20(5), 308–316. <https://doi.org/10.14710/mkmi.20.5.308-316>
- Michael, C., & Utama, D. N. (2021). Social Media Based Decision Support Model To Solve Indonesian Waste Management Problem: An Improved Version. *International Journal of Emerging Technology and Advanced Engineering*, 11(10), 1–12. [https://doi.org/10.46338/ijetae1021\\_01](https://doi.org/10.46338/ijetae1021_01)
- Mitchell, R. (2015). *Web Scraping with Python* (S. St. Laurent & A. MacDonald, Ed.; First). O'Reilly Media, Inc.

- Nagaraj, P., Deepalakshmi, P., Muneeswaran, V., & Muthamil Sudar, K. (2022). *Sentiment Analysis on Diabetes Diagnosis Health Care Using Machine Learning Technique* (hlm. 491–502). [https://doi.org/10.1007/978-981-16-9416-5\\_35](https://doi.org/10.1007/978-981-16-9416-5_35)
- Nanda, M. A., Wijayanto, A. K., Imantho, H., Nelwan, L. O., & ... (2022). *Research Article Factors Determining Suitable Landfill Sites for Energy Generation from Municipal Solid Waste: A Case Study of Jabodetabek Area, Indonesia*. *Query date: 2024-10-14 10:11:43*. <https://doi.org/10.1155/2022/9184786>
- Nguyen, D.-M. T., Robinson, D. T., Zurbrügg, C., Nguyen, T. H. T., Dang, H.-L., & Pham, V.-M. (2025). Strategic landfill site selection for sustainable waste management in Phu Yen Province, Vietnam using geospatial technologies. *Ecological Informatics*, 89, 103198. <https://doi.org/10.1016/j.ecoinf.2025.103198>
- Novas, D., Papakyriakopoulos, D., Kartaloglou, E., & ... (2023). User Comments as a Resource to Rank with Multiple Criteria: The Case of TripAdvisor Athens's Restaurants. *Multicriteria Decision Aid* ..., *Query date: 2024-10-14 10:11:43*. [https://doi.org/10.1007/978-3-031-34892-1\\_8](https://doi.org/10.1007/978-3-031-34892-1_8)
- Nugroho, R. A., Wijono, S. H., Pinaryanto, K., Gunawan, R., & Sinungharjo, F. X. (2024). Sentiment Analysis on Tweets about Waste Problem in Yogyakarta using SVM. *International Journal of Applied Sciences and Smart Technologies*, 6(1), 183–196. <https://doi.org/10.24071/ijasst.v6i1.7415>
- Omran, I. I., Al-Saati, N. H., Salman, A. A., & Hashim, K. (2023). A new framework for assessing the sustainability of municipal solid waste treatment techniques applying multi-criteria decision analysis. *International Journal of Environmental Science and Technology*, 20(9), 9683–9692. <https://doi.org/10.1007/s13762-022-04642-6>
- Paradita, A. X., Fakhrurroja, H., & Hamami, F. (2023). Sentiment Analysis of Waste Management in Bandung with Naïve Bayes Algorithm. *10th International Conference on ICT for Smart Society, ICIS 2023 - Proceeding*. <https://doi.org/10.1109/ICISS59129.2023.10291214>
- Peláez, J. I., Martínez, E. A., & Vargas, L. G. (2019). Decision making in social media with consistent data. *Knowledge-Based Systems*, *Query date: 2024-10-14 10:11:43* *cites: https://scholar.google.com/scholar?cites=11241017352221969539 & as\_sdt=2005 & sciodt=2007 & hl=en.* <https://www.sciencedirect.com/science/article/pii/S0950705119300620>
- Phonphoton, N., & Pharino, C. (2019). Multi-criteria decision analysis to mitigate the impact of municipal solid waste management services during floods. *Resources, Conservation and Recycling*, 146, 106–113. <https://doi.org/10.1016/j.resconrec.2019.03.044>
- Ramos-Quintana, F., Tovar-Sánchez, E., Saldaña-Noreña, H., Sotelo-Navarrete, H., Sánchez-Hernández, J. P., & Castrejón-Godínez, M.-L. (2019). A CBR–AHP Hybrid Method to Support the Decision-Making Process in the Selection of

- Environmental Management Actions. *Sustainability*, 11(20), 5649. <https://doi.org/10.3390/su11205649>
- Rocca, L., Giacomini, D., & Zola, P. (2021). Environmental disclosure and sentiment analysis: state of the art and opportunities for public-sector organisations. *Mediterranean Accountancy Research*, Query date: 2024-11-01 15:01:40. <https://doi.org/10.1108/MEDAR-09-2019-0563>
- Rodríguez-Capitán, J., Vaccaro-Witt, G. F., & ... (2022). Spanish citizens' opinions on future trends in cardiology as expressed in digital ecosystems. *Humanities and Social ...*, Query date: 2024-10-14 10:11:43. <https://www.nature.com/articles/s41599-022-01235-z>
- Rosenberg, E., Tarazona, C., Mallor, F., Eivazi, H., Pastor-Escuredo, D., Fusonnerini, F., & Vinuesa, R. (2023). Sentiment analysis on Twitter data towards climate action. *Results in Engineering*, 19, 101287. <https://doi.org/10.1016/j.rineng.2023.101287>
- Rothwell, W. J., & Bakhshandeh, B. (2022). *High-Performance Coaching for Managers*. Productivity Press. <https://doi.org/10.4324/9781003155928>
- Roy, B. (1981). The Optimisation Problem Formulation: Criticism and Overstepping. *The Journal of the Operational Research Society*, 32(6), 427. <https://doi.org/10.2307/2581530>
- Saaty, R. W. (1987). The analytic hierarchy process—what it is and how it is used. *Mathematical Modelling*, 9(3–5), 161–176. [https://doi.org/10.1016/0270-0255\(87\)90473-8](https://doi.org/10.1016/0270-0255(87)90473-8)
- Sepahi, N., Ilinca, A., & Rousse, D. R. (2025). Multi-criteria decision analysis for evaluating carbon capture technologies in power plants. *Renewable and Sustainable Energy Reviews*, 219, 115699. <https://doi.org/10.1016/j.rser.2025.115699>
- SIPSN. (2024). *Sistem Informasi Pengelolaan Sampah Nasional*. <https://sipsn.menlhk.go.id/sipsn/public/data/capaian>
- SteelFisher, G. K. (2018). Including the public perspective in health-related MCDA: ideas from the field of public opinion research and polling. *Cost Effectiveness and Resource Allocation*, Query date: 2024-10-14 10:11:435 cites: [https://scholar.google.com/scholar?cites=15606385657957783299&as\\_sdt=2005&sciodt=2007&hl=en](https://scholar.google.com/scholar?cites=15606385657957783299&as_sdt=2005&sciodt=2007&hl=en). <https://doi.org/10.1186/s12962-018-0123-x>
- Stevens, F., Grigoroudis, E., Zopounidis, C., & Tsagarakis, K. P. (2024). Decision Analytics Journal. *researchgate.net*, Query date: 2024-10-14 10:11:43. [https://www.researchgate.net/profile/Konstantinos-Tsagarakis/publication/382610595\\_An\\_integrated\\_evaluation\\_framework\\_for\\_Environmental\\_Social\\_and\\_Governance-driven\\_social\\_media\\_performance\\_through\\_Multi-criteria\\_Decision-Analysis/links/66e928d901cba963bf](https://www.researchgate.net/profile/Konstantinos-Tsagarakis/publication/382610595_An_integrated_evaluation_framework_for_Environmental_Social_and_Governance-driven_social_media_performance_through_Multi-criteria_Decision-Analysis/links/66e928d901cba963bf)

- Suasih, N. N. R., Saputra, I. M. Y., Mustika, M. D. S., & Widiani, N. M. N. (2024). Waste Management Policy in Bali Province, Indonesia. *Journal of Law and Sustainable Development*, 12(1), e2677. <https://doi.org/10.55908/sdgs.v12i1.2677>
- Taherdoost, H., & Madanchian, M. (2023). Multi-Criteria Decision Making (MCDM) Methods and Concepts. *Encyclopedia*, 3(1), 77–87. <https://doi.org/10.3390/encyclopedia3010006>
- Torkayesh, A. E., Rajaeifar, M. A., Rostom, M., Malmir, B., Yazdani, M., Suh, S., & Heidrich, O. (2022). Integrating life cycle assessment and multi criteria decision making for sustainable waste management: Key issues and recommendations for future studies. *Renewable and Sustainable Energy Reviews*, 168, 112819. <https://doi.org/10.1016/j.rser.2022.112819>
- Vergara, S. E., & Tchobanoglous, G. (2012). Municipal Solid Waste and the Environment: A Global Perspective. *Annual Review of Environment and Resources*, 37(1), 277–309. <https://doi.org/10.1146/annurev-environ-050511-122532>
- Verma, S. (2022). Sentiment analysis of public services for smart society: Literature review and future research directions. *Government Information Quarterly*, 39(3), 101708. <https://doi.org/10.1016/j.giq.2022.101708>
- Wandhöfer, T., Fernandez, M., Joshi, S., Larsson, A., & ... (2015). Policy Making in a Complex World: The Opportunities and Risks Presented by New Technologies. *diva-portal.org*, Query date: 2024-10-14 10:11:43. <https://www.diva-portal.org/smash/get/diva2:1040235/ATTACHMENT03.pdf><https://www.diva-portal.org/smash/get/diva2:1040235/ATTACHMENT03.pdf>
- Wankhade, M., Rao, A. C. S., & Kulkarni, C. (2022). A survey on sentiment analysis methods, applications, and challenges. *Artificial Intelligence Review*, 55(7), 5731–5780. <https://doi.org/10.1007/s10462-022-10144-1>
- Wong, T.-T., & Yeh, P.-Y. (2020). Reliable Accuracy Estimates from K-Fold Cross Validation. *IEEE Transactions on Knowledge and Data Engineering*, 32(8), 1586–1594. <https://doi.org/10.1109/TKDE.2019.2912815>
- Xu, Q. A., Chang, V., & Jayne, C. (2022). A systematic review of social media-based sentiment analysis: Emerging trends and challenges. *Decision Analytics Journal*, 3, 100073. <https://doi.org/10.1016/j.dajour.2022.100073>
- Yadav, S., & Shukla, S. (2016). Analysis of k-Fold Cross-Validation over Hold-Out Validation on Colossal Datasets for Quality Classification. *2016 IEEE 6th International Conference on Advanced Computing (IACC)*, 78–83. <https://doi.org/10.1109/IACC.2016.25>
- Zhang, J., Qin, Q., Li, G., & Tseng, C.-H. (2021). Sustainable municipal waste management strategies through life cycle assessment method: A review. *Journal of Environmental Management*, 287, 112238. <https://doi.org/10.1016/j.jenvman.2021.112238>