

DAFTAR PUSTAKA

- Agarwal, S., Pun, N. S., Sonbhadra, S. K., Tanveer, M., Nagabhushan, P., Pandian, K. K. S., & Saxena, P. (2020a). *Unleashing the power of disruptive and emerging technologies amid COVID-19: A detailed review*. <http://arxiv.org/abs/2005.11507>
- Agarwal, S., Pun, N. S., Sonbhadra, S. K., Tanveer, M., Nagabhushan, P., Pandian, K. K. S., & Saxena, P. (2020b). *Unleashing the power of disruptive and emerging technologies amid COVID-19: A detailed review*. <http://arxiv.org/abs/2005.11507>
- Alshaikh, K. A., Almatrafi, O. A., & Abushark, Y. B. (2024). BERT-Based Model for Aspect-Based Sentiment Analysis for Analyzing Arabic Open-Ended Survey Responses: A Case Study. *IEEE Access*, 12, 2288–2302. <https://doi.org/10.1109/ACCESS.2023.3348342>
- Amazon. (2024, December 29). *Developer Guide: Amazon SageMaker AI*. <https://docs.aws.amazon.com/sagemaker/latest/dg/sms-automated-labeling.html>.
- Amir Latif, R. M., Talha Abdullah, M., Aslam Shah, S. U., Farhan, M., Ijaz, F., & Karim, A. (2019, March 22). Data scraping from google play store and visualization of its content for analytics. *2019 2nd International Conference on Computing, Mathematics and Engineering Technologies, ICoMET 2019*. <https://doi.org/10.1109/ICOMET.2019.8673523>
- Anil Kumar. (2024). *Telemedicine Market Analysis*.
- Beitz, B., Roth, R., Haser, J., Wiegard, T., & Moller, R. (2022). Improving the User Experience for Manual Data Labeling using a Graph-based Approach. *Digest of Technical Papers - IEEE International Conference on Consumer Electronics*, 2022-January. <https://doi.org/10.1109/ICCE53296.2022.9730499>

- Bhattacharjee, K., & Gangadharaiyah, R. (2023). *Document-Level Supervision for Multi-Aspect Sentiment Analysis Without Fine-grained Labels*. <http://arxiv.org/abs/2310.06940>
- Binsar, F., Arief, M., Tjhin, V. U., & Susilowati, I. (2025). Exploring consumer sentiments in telemedicine and telehealth services: Towards an integrated framework for innovation. *Journal of Open Innovation: Technology, Market, and Complexity*, 11(1). <https://doi.org/10.1016/j.joitmc.2024.100453>
- Binsar, F., Mursitama, T., Hamsal, M., & Rahim, R. (2024). Assessing Digital Adoption Capability in Public Healthcare Services Through Online User Reviews and Popularity Trends. *Journal of System and Management Sciences*. <https://doi.org/10.33168/jsms.2024.0719>
- Cadieux, N., Mosconi, E., & Youssef, N. (2019). ICT, permeability between the spheres of life and psychological distress among lawyers. *Proceedings of the Annual Hawaii International Conference on System Sciences, 2019-January*, 6729–6738. <https://doi.org/10.24251/hicss.2019.805>
- Calton, B., Abedini, N., & Fratkin, M. (2020). Telemedicine in the Time of Coronavirus. *Journal of Pain and Symptom Management*, 60(1), e12–e14. <https://doi.org/10.1016/j.jpainsymman.2020.03.019>
- Carmody, P., & Ie, C. (2012). *The Informationalization of Poverty in Africa? Mobile Phones and Economic Structure I* (Vol. 8, Issue 3).
- Chamid, A. A., Widowati, & Kusumaningrum, R. (2024). Labeling Consistency Test of Multi-Label Data for Aspect and Sentiment Classification Using the Cohen Kappa Method. *Ingenierie Des Systemes d'Information*, 29(1), 161–167. <https://doi.org/10.18280/isi.290118>
- Cheewaparakobkit, P. (2019). *Trending Research Topics Detection over Time Using the Latent Dirichlet Allocation Model*.
- Collins, E., Keedle, H., Jackson, M., Lequertier, B., Schmied, V., Boyle, J., Kildea, S., & Dahlen, H. G. (2024). Telehealth use in maternity care during

- a pandemic: A lot of bad, some good and possibility. *Women and Birth*, 37(2), 419–427. <https://doi.org/10.1016/j.wombi.2023.12.008>
- Dai, J., Yan, H., Sun, T., Liu, P., & Qiu, X. (2021). *Does syntax matter? A strong baseline for Aspect-based Sentiment Analysis with RoBERTa*. <http://arxiv.org/abs/2104.04986>
- Fauzi, R., Permanasari, A. E., & Fauziati, S. (2024). Exploring User Satisfaction for Health Application Among Pregnant Women in Indonesia : A Case Study with Aspect Based Sentiment Analysis. *8th International Conference on Information Technology 2024, InCIT 2024*, 502–507. <https://doi.org/10.1109/InCIT63192.2024.10810583>
- Fernandis, R., Swanjaya, D., Ramadhani, R. A., Kasih, P., & Sahertian, J. (2024). Topic Modeling Using Latent Dirichlet Allocation Method Based On Child Anecdotal Record Data. *ICSINTESA 2024 - 2024 4th International Conference of Science and Information Technology in Smart Administration: The Collaboration of Smart Technology and Good Governance for Sustainable Development Goals*, 299–304. <https://doi.org/10.1109/ICSINTESA62455.2024.10747976>
- Frawley, W. J., Piatetsky-Shapiro, G., & Matheus, C. J. (1992). *Knowledge Discovery in Databases: An Overview*.
- Gao, Z., Li, Z., Luo, J., & Li, X. (2022). Short Text Aspect-Based Sentiment Analysis Based on CNN + BiGRU. *Applied Sciences (Switzerland)*, 12(5). <https://doi.org/10.3390/app12052707>
- Gaur, A., & Yadav, D. K. (2024). Analyzing Sentiments in Social Media Posts through Hybrid Models. *KST 2024 - 16th International Conference on Knowledge and Smart Technology*, 232–237. <https://doi.org/10.1109/KST61284.2024.10499657>
- Grootendorst, M. (2022). *BERTopic: Neural topic modeling with a class-based TF-IDF procedure*. <http://arxiv.org/abs/2203.05794>

- Hadsell, R., Rao, D., Rusu, A. A., & Pascanu, R. (2020). Embracing Change: Continual Learning in Deep Neural Networks. *Trends in Cognitive Sciences*, 24(12), 1028–1040. <https://doi.org/10.1016/j.tics.2020.09.004>
- Haleem, A., Javaid, M., Singh, R. P., & Suman, R. (2021). Telemedicine for healthcare: Capabilities, features, barriers, and applications. *Sensors International*, 2, 100117. <https://doi.org/10.1016/j.sintl.2021.100117>
- Harjadinata, A., & Sibaroni, Y. (2022). Multi-Aspect Sentiment Analysis on Tiktok Using Random Forest Classifier and Word2Vec. *2022 1st International Conference on Software Engineering and Information Technology, ICoSEIT 2022*, 261–266. <https://doi.org/10.1109/ICoSEIT55604.2022.10029958>
- He, P., Gao, J., & Chen, W. (2023). *DeBERTaV3: Improving DeBERTa using ELECTRA-Style Pre-Training with Gradient-Disentangled Embedding Sharing*. <http://arxiv.org/abs/2111.09543>
- Hemalatha, R., Amulya, G., & Sai Lalitha, C. S. N. (2024). Natural Language Processing for Analyzing Social Media Trends. *2024 2nd International Conference Computational and Characterization Techniques in Engineering and Sciences, IC3TES 2024*. <https://doi.org/10.1109/IC3TES62412.2024.10877677>
- Mangoma, J., & Sulistiadi, W. (2024). Island Health Crisis: Bridging Gaps in Indonesia's Healthcare Deserts. *Journal of Indonesian Health Policy and Administration*, 9(2). <https://doi.org/10.7454/ihpa.v9i2.1005>
- Jayakody, D., Isuranda, K., Malkith, A. V. A., de Silva, N., Ponnampereuma, S. R., Sandamali, G. G. N., & Sudheera, K. L. K. (2024a). *Aspect-Based Sentiment Analysis Techniques: A Comparative Study*. <https://doi.org/10.1109/MERCon63886.2024.10688631>
- Jayakody, D., Isuranda, K., Malkith, A. V. A., de Silva, N., Ponnampereuma, S. R., Sandamali, G. G. N., & Sudheera, K. L. K. (2024b). *Aspect-Based Sentiment Analysis Techniques: A Comparative Study*. <https://doi.org/10.1109/MERCon63886.2024.10688631>

- Kamran, M., & Mansoor, S. (2016). Named Entity Recognition System for Postpositional Languages: Urdu as a Case Study. *International Journal of Advanced Computer Science and Applications*, 7(10). <https://doi.org/10.14569/IJACSA.2016.071019>
- Kartika, K., Rukmini, S. D., Haksama, S., Ismuntania, I., & Rakhman, F. (2024). Determinant factors of antenatal care used by pregnant women in Indonesia: A systematic review. *African Journal of Reproductive Health*, 28(10), 226–238. <https://doi.org/10.29063/ajrh2024/v28i10s.27>
- Ketkar, N., & Moolayil, J. (2021). Introduction to PyTorch. In *Deep Learning with Python* (pp. 27–91). Apress. https://doi.org/10.1007/978-1-4842-5364-9_2
- Khan, B., Aurangzeb, ;, Pirkkalainen, H. ;, Salo, M., Khan, B. A., & Salo, M. (. (2024). *TECHNOSTRESS IN WORK-RELATED USE OF SOCIAL VIRTUAL REALITY*. <http://rightsstatements.org/page/InC/1.0/?language=en>
- Kim, J., & Kabir, M. F. (2023). Automated Data Labeling for Object Detection via Iterative Instance Segmentation. *Proceedings - 22nd IEEE International Conference on Machine Learning and Applications, ICMLA 2023*, 845–850. <https://doi.org/10.1109/ICMLA58977.2023.00124>
- Kurniati, A., Efendi, F., Ismawiningsih, I., Mulyani, N., Zakaria, Z., Ambarwati, R., Prasetyo, H., Muljandari, E., Damayanti, I., Noor, A., McKenna, L., & Nurlinawati, I. (2024). Retention of Doctors and Dentists to Serve in Remote Areas in Indonesia: A Discrete Choice Experiment. *Journal of Multidisciplinary Healthcare, Volume 17*, 2215–2225. <https://doi.org/10.2147/JMDH.S459158>
- Levina, A., Ilin, I., Gugutishvili, D., Kochetkova, K., & Tick, A. (2024). Towards a smart hospital: Smart infrastructure integration. *Journal of Open Innovation: Technology, Market, and Complexity*, 10(3), 100339. <https://doi.org/10.1016/j.joitmc.2024.100339>
- Mathayomchan, B., & Taecharungroj, V. (2020). “How was your meal?” Examining customer experience using Google maps reviews. *International*

- Moulaei, K., Sheikhtaheri, A., Fatehi, F., Shanbehzadeh, M., & Bahaadinbeigy, K. (2023). Patients' perspectives and preferences toward telemedicine versus in-person visits: a mixed-methods study on 1226 patients. *BMC Medical Informatics and Decision Making*, 23(1). <https://doi.org/10.1186/s12911-023-02348-4>
- Narushynska, O., Teslyuk, V., Doroshenko, A., & Arzubov, M. (2024). Data Sorting Influence on Short Text Manual Labeling Quality for Hierarchical Classification. *Big Data and Cognitive Computing*, 8(4). <https://doi.org/10.3390/bdcc8040041>
- Neville, P., & van der Zande, M. M. (2020). Dentistry, e-health and digitalisation: A critical narrative review of the dental literature on digital technologies with insights from health and technology studies. *Community Dental Health*, 37(1), 51–58. https://doi.org/10.1922/CDH_4664Neville08
- Nurmiati, E., Qomarul Huda, M., & Mitsalina, S. (2024). Sentiment Analysis and Topics Modeling on Mobile Banking Reviews of Sharia Bank in Indonesia Using Naive Bayes and Latent Dirichlet Allocation. *2024 12th International Conference on Cyber and IT Service Management (CITSM)*, 1–6. <https://doi.org/10.1109/CITSM64103.2024.10775521>
- Pondawati, L. W. O., Sulistyaningsih, Zahra, T., Arofah, T. H., & Ningrum, N. A. (2023). Telehealth Effectiveness in Pregnancy Service: Integrative Review. *Unnes Journal of Public Health*, 12(2), 44–56. <https://doi.org/10.15294/ujph.v12i2.60007>
- Pontiki, M., Galanis, D., Papageorgiou, H., Androutsopoulos, I., Manandhar, S., AL-Smadi, M., Al-Ayyoub, M., Zhao, Y., Qin, B., De Clercq, O., Hoste, V., Apidianaki, M., Tannier, X., Loukachevitch, N., Kotelnikov, E., Bel, N., Jiménez-Zafra, S. M., & Eryiğit, G. (2016). SemEval-2016 Task 5: Aspect Based Sentiment Analysis. *Proceedings of the 10th International Workshop*

on *Semantic Evaluation (SemEval-2016)*, 19–30.
<https://doi.org/10.18653/v1/S16-1002>

- Putu Gede Kayika, I., Abdul Madjid, O., Maria Seno Adjie, J., & Immanuel Marceliano Rumopa, H. (2024). Effectiveness of the Telemedicine Approach on Maternal Health Practices among Pregnant Women in Rural Areas. In *Effectiveness of the Telemedicine Approach* (Vol. 12, Issue 3).
- Raffel, C., Shazeer, N., Roberts, A., Lee, K., Narang, S., Matena, M., Zhou, Y., Li, W., & Liu, P. J. (2020). Exploring the Limits of Transfer Learning with a Unified Text-to-Text Transformer. In *Journal of Machine Learning Research* (Vol. 21). <http://jmlr.org/papers/v21/20-074.html>.
- Rahman, M. D. A., Saputra, M., & Panduwiyasa, H. (2024). Technostress and Fintech Adoption: Understanding Gen Z's Response to Digital Payment Innovations in Indonesia. *Proceedings - International Seminar on Intelligent Technology and Its Applications, ISITIA, 2024*, 448–453. <https://doi.org/10.1109/ISITIA63062.2024.10668147>
- Ramshaw, L. A., & Marcus, M. P. (1995). *Text Chunking using Transformation-Based Learning*.
- Rehman, I. U., Ali, Z., & Jan, Z. (2024). A Collaborative CNN-LSTM Framework with Attention Mechanism for Aspect-Based Sentiment Analysis. *2024 International Conference on Frontiers of Information Technology, FIT 2024*. <https://doi.org/10.1109/FIT63703.2024.10838345>
- Sanjeeva Kumar, P. (2024). TECHNOSTRESS: A comprehensive literature review on dimensions, impacts, and management strategies. In *Computers in Human Behavior Reports* (Vol. 16). Elsevier B.V. <https://doi.org/10.1016/j.chbr.2024.100475>
- Saputra, M., Santosa, P. I., & Permanasari, A. E. (2023). Technostress Effects on Indonesian e-Wallet Users: A Case Study with LDA Modeling and Sentiment Analysis. *7th International Conference on Information Technology, InCIT 2023*, 115–120. <https://doi.org/10.1109/InCIT60207.2023.10413062>

- Sarwar, M. S., Asgher, U., & Rehman, S. ur. (2024). Enhancing Amazon Product Review Analysis by Using Bidirectional LSTM Neural Networks for Deep Multi-Domain Sentiment. *2024 19th International Conference on Emerging Technologies (ICET)*, 1–6. <https://doi.org/10.1109/ICET63392.2024.10935260>
- Schimpf, C., & Goldstein, M. H. (2022). Large data for design research: An educational technology framework for studying design activity using a big data approach. *Frontiers in Manufacturing Technology*, 2. <https://doi.org/10.3389/fmtec.2022.971410>
- Sharma, K., & Aggarwal, S. (2022). *Digital Marketing Outreach*. Routledge India. <https://doi.org/10.4324/9781003315377>
- Singh, D., Barve, S., & Dwivedi, A. K. (2025). OptiASAR: Optimized Aspect Sentiment Analysis with BiLSTM-GRU and NER-BERT in Healthcare Decision-making. *IEEE Access*. <https://doi.org/10.1109/ACCESS.2025.3549303>
- Stentzel, U., Grabe, H. J., Schmidt, S., Tomczyk, S., van den Berg, N., & Beyer, A. (2023). Mental health-related telemedicine interventions for pregnant women and new mothers: a systematic literature review. *BMC Psychiatry*, 23(1). <https://doi.org/10.1186/s12888-023-04790-0>
- Stoltzfus, M., Kaur, A., Chawla, A., Gupta, V., Anamika, F. N. U., & Jain, R. (2023). The role of telemedicine in healthcare: an overview and update. *The Egyptian Journal of Internal Medicine*, 35(1), 49. <https://doi.org/10.1186/s43162-023-00234-z>
- Sun, T., He, X., Song, X., Shu, L., & Li, Z. (2022). The Digital Twin in Medicine: A Key to the Future of Healthcare? *Frontiers in Medicine*, 9, 907066. <https://doi.org/10.3389/fmed.2022.907066>
- Tapsai, C., Haruechaiyasak, C., & Meesad, P. (2016). *TLS-ART: Thai Language Segmentation by Automatic Ranking Trie*. <https://www.researchgate.net/publication/311705165>

- Tarafdar, M., Cooper, C. L., & Stich, J. F. (2019). The technostress trifecta - techno eustress, techno distress and design: Theoretical directions and an agenda for research. In *Information Systems Journal* (Vol. 29, Issue 1, pp. 6–42). Blackwell Publishing Ltd. <https://doi.org/10.1111/isj.12169>
- Theron, D. (2023). *Contextualizing the Limits of Model & Evaluation Dataset Curation on Semantic Similarity Classification Tasks*. <http://arxiv.org/abs/2311.04927>
- Vishniakov, D., Kasiev, N., & Abdrasulova, F. (2023). HEALTHCARE SYSTEM EFFICIENCY AND ITS DRIVERS IN PRE- AND COVID-19 PANDEMIC SETTINGS. *Business, Management and Economics Engineering*, 21(02), 293–310. <https://doi.org/10.3846/bmee.2023.20409>
- Vishwakarma, H., Lin, H., Sala, F., & Vinayak, R. K. (2022). *Promises and Pitfalls of Threshold-based Auto-labeling*. <http://arxiv.org/abs/2211.12620>
- Wahab, R. A., Kusumawardani, Q. D., & Wijaya, F. P. (2021a). The Potential Implementation of Telemedicine in Frontier, Outmost, and Underdeveloped Region of Indonesia. *2021 2nd International Conference on ICT for Rural Development (IC-ICTRuDev)*, 1–6. <https://doi.org/10.1109/IC-ICTRuDev50538.2021.9656502>
- Wahab, R. A., Kusumawardani, Q. D., & Wijaya, F. P. (2021b). The Potential Implementation of Telemedicine in Frontier, Outmost, and Underdeveloped Region of Indonesia. *Proceeding - 2021 2nd International Conference on ICT for Rural Development, IC-ICTRuDev 2021*. <https://doi.org/10.1109/IC-ICTRuDev50538.2021.9656502>
- Waller, M., & Stotler, C. (2018). Telemedicine: a Primer. *Current Allergy and Asthma Reports*, 18(10), 54. <https://doi.org/10.1007/s11882-018-0808-4>
- Williams, A., & Kovalerchuk, B. (2024). Synthetic Data Generation and Automated Multidimensional Data Labeling for AI/ML in General and Circular Coordinates. *Proceedings of the International Conference on Information Visualisation*, 272–279. <https://doi.org/10.1109/IV64223.2024.00054>

- Yang, H., Zhang, C., & Li, K. (2022). *PyABSA: A Modularized Framework for Reproducible Aspect-based Sentiment Analysis*. <http://arxiv.org/abs/2208.01368>
- Zeng, B., Yang, H., Xu, R., Zhou, W., & Han, X. (2019). LCF: A Local context focus mechanism for aspect-based sentiment classification. *Applied Sciences (Switzerland)*, 9(16). <https://doi.org/10.3390/app9163389>
- Zhang, W., Li, X., Deng, Y., Bing, L., & Lam, W. (2022). *A Survey on Aspect-Based Sentiment Analysis: Tasks, Methods, and Challenges*. <http://arxiv.org/abs/2203.01054>
- Zhang, Y., Yang, F., Hosseinia, M., & Mukherjee, A. (2020). Multi-aspect sentiment analysis with latent sentiment-aspect attribution. *Proceedings - 2020 IEEE/WIC/ACM International Joint Conference on Web Intelligence and Intelligent Agent Technology, WI-IAT 2020*, 532–539. <https://doi.org/10.1109/WIIAT50758.2020.00080>
- Zoran Gacovski. (2021). *Natural Language Processing*. Arcler Press.