

Daftar Pustaka

- [1] F. Tjiptono, *Manajemen Jasa*, Yogyakarta: Andi, 2004.
- [2] A. Muri Yusuf, *Metode penelitian : kuantitatif, kualitatif dan penelitian gabungan*, Jakarta: Kencana, 2017.
- [3] M. L. Mauldin, "ChatterBots, TinyMuds, and the Turing Test: Entering the Loebner Prize Competition," in *Proceedings of the AAAI Conference on Artificial Intelligence*, Palo Alto.
- [4] E. Yuniar and P. Heri, "IMPLEMENTASI CHATBOT "ALITTA"ASISTEN VIRTUAL DARI BALITTASSEBAGAI PUSAT INFORMASI DI BALITTAS," *ANTIVIRUS: Jurnal Ilmiah Teknik Informatika*, vol. 12, no. 1, pp. 24-35, 2019.
- [5] S. Bhattacharyya and A. Nath, "Application of TypeScript Language: A Brief Overview," *International Journal of Innovative Research in Computer and Communication Engineering*, vol. 4, pp. 10585-10590, 2007.
- [6] Munawar, *Analisis Perancangan Sistem Berorientasi Objek dengan UML (Unified Modeling Language)*, Bandung: Informatika, 2018.
- [7] N. Jayanti and N. K. Sumiari, *Teori Basis Data*, Yogyakarta: Andi, 2018.
- [8] H. A. Fatta, *Analisis Dan Perancangan Sistem Informasi Untuk Keunggulan Bersaing Perusahaan Dan Organisasi Modern*, Yogyakarta: Andi, 2007.
- [9] A.-L. Jäger, *Global Purchasing Processes in the Business Sector Automotive Aftermarket*, Springer Fachmedien Wiesbaden, 2013.
- [10] R. Likert, A technique for the measurement of attitudes, *Archives of Psychology*, 1932.