

DAFTAR PUSTAKA

- Adamopoulou, E., & Moussiades, L. (2020). Chatbots: History, technology, and applications. *Machine Learning with Applications*, 2, 100006.
<https://doi.org/10.1016/j.mlwa.2020.100006>
- Alamsyah, S., & Putri, J. A. (2018). Implementation of the FIFO system in the management of raw material inventory in the kitchen at R-Gina Hotel Pemalang. *Journal of International Multidisciplinary Research*, 20(4), 45–52.
- Anataya, A., & Haryanti, T. (2022). Pembangunan sistem penyewaan baju adat berbasis web site. *Jurnal Teknologi Informasi dan Ilmu Komputer*, 4(2), 25–29.
- Ashari, B. A. (2025, February 18). Reservasi adalah: Kenali manfaat dan cara reservasi online yang praktis. *ESB*. <https://www.esb.id/id/inspirasi/reservasi-adalah>
- Bagui, S. S., & Earp, R. W. (2011). *Essential SQL on SQL Server 2008*. Sudbury: Jones and Bartlett Publishers.
- Behl, R., O'Brien, J. A., & Marakas, G. M. (2019). *Management information systems*. McGraw Hill Education (India) Private Limited.
- Django Project. (2023). *Security in Django*.
<https://docs.djangoproject.com/en/stable/topics/security/>
- Dobbala, M. K., & Lingolu, M. S. S. (2024). Conversational AI and chatbots: Enhancing user experience on websites. *American Journal of Computer Science and Technology*, 7(3), 62–70.
<https://doi.org/10.11648/j.ajcst.20240703.11>
- EconStor. (2023). *Digitalization and economic transformation*.
<https://www.econstor.eu/bitstream/10419/297089/1/sdp2023-20.pdf>
- European Rental Association. (2024). *The impact of digitalization in the rental industry*. <https://www.linkedin.com/pulse/what-driving-digitalization-rental-market-klexu-alzmf>
- Fahmi, M., & Capah, T. M. (2020). Aplikasi penyewaan lapangan futsal berbasis web. *Jurnal Teknologi Informasi dan Komunikasi*, 8(2), 123–132.
- Firdausya, L. Z., & Ompusunggu, D. P. (2023). Usaha mikro kecil dan menengah (UMKM) di era digital abad 21. *Tali Jagad Journal*, 1(1), 16–20.

- Gan, W., Ye, Z., Wan, S., & Yu, P. S. (2023). Web 3.0: The future of internet. In *Companion of the ACM Web Conference 2023*.
<https://doi.org/10.1145/3543873.3587583>
- Geiger, D., & Schader, M. (2014). Personalized task recommendation in crowdsourcing information systems. *Decision Support Systems*, 65, 3–16.
<https://doi.org/10.1016/j.dss.2014.05.007>
- Gong, B., Guo, C., Liu, Y.-J., & Wang, Q. (2023). Toward secure data storage in Web 3.0: Ciphertext-policy attribute-based encryption. *IEEE Network*, PP(99), 1–1. <https://doi.org/10.1109/MNET.2023.3317109>
- Gupta, S. (2024). *Driving digital strategy: A guide for businesses*.
<https://www.techtarget.com/searchcio/tip/10-must-read-digital-transformation-books>
- Hasanah, F. N., & Untari, R. S. (2020). *Buku ajar rekayasa perangkat lunak*. Umsida Press. <https://doi.org/10.21070/2020/978-623-6833-89-6>
- Herdiansyah, R., & Voutama, D. (2024). Implementasi chatbot IBM NLP pada sistem penyewaan kamera. *Jurnal Teknologi dan Sistem Komputer*, 12(1), 45–54.
- Jurafsky, D., & Martin, J. H. (2025). *Speech and language processing* (3rd ed.).
<https://web.stanford.edu/~jurafsky/slp3/>
- Kertawijaya, D., Mulyani, I., & Hardiansyah, H. (2021). Sistem informasi penyewaan wedding organizer Doni Organizer berbasis web. *Jurnal Ilmiah Teknik Informatika*, 7(1), 34–42.
- Laudon, K. C., & Laudon, J. P. (2013). *Management information systems: Managing the digital firm* (13th ed.). Pearson Education.
- Mardani, A. (Ed.). (2024). The role of digital innovation in business transformation [Call for papers]. *Journal of Innovation & Knowledge*.
<https://www.elsevier.es/es-revista-journal-innovation-knowledge-376-call-for-papers-the-role-digital-innovation-transformation-76>
- McKinsey & Company. (2023). *Tren digitalisasi UMKM dan dampaknya terhadap efisiensi bisnis*. <https://www.mckinsey.com/>
- Nicholas, Y., & Duha, A. R. (2024). Penerapan chatbot berbasis NLP untuk penjualan elektronik dan bahan bangunan. *Jurnal Teknologi dan Inovasi Digital*, 10(2), 88–96.

- Prabowo, A., Setiawan, B., & Rachman, F. (2025). Digitalisasi penyewaan baju adat di Sanggar Riak Renteng Tingang. *Jurnal Teknologi Informasi dan Aplikasi*, 11(1), 55–64.
- Priyaungga, B. A., Aji, D. B., Syahroni, M., Aji, N. T. S., & Saifudin, A. (2020). Pengujian Black Box pada Aplikasi Perpustakaan Menggunakan Teknik Equivalence Partitions. *Jurnal Teknologi Sistem Informasi dan Aplikasi*, 3(3), 150. <https://doi.org/10.32493/jtsi.v3i3.5343>
- Pressman, R. S., & Maxim, B. R. (2014). *Software engineering: A practitioner's approach* (8th ed.). McGraw-Hill.
- Rahmadani, R. (2024). Implementasi chatbot berbasis NLP pada sistem penyewaan. *Jurnal Teknologi Informasi dan Komunikasi*, 12(1), 45–53.
- Resmi Hayati, K., Nugraha, I., Sholeha, F., Adriyanto, A., & Astutik, R. L. (2023). Penerapan E-Business dan Teknologi Informasi dalam Revolusi Industri 5.0. *Prosiding Seminar Nasional Waluyo Jatmiko*, 16(1), 401–410. <https://doi.org/10.33005/wj.v16i1.56>
- Sambas, & Ripai, I. (2022). Implementasi dan User Acceptance Test (UAT) Aplikasi Integrated Library System (INLIS Lite) di MTs Negeri 7 Kuningan. *ICT Learning*, Vol. XX, 1–10.
- Sidik, F., & Sari, A. O. (2023). Rancang bangun sistem informasi penyewaan pakaian adat. *JIKA (Jurnal Informatika)*, 7(3), 321. <https://doi.org/10.31000/jika.v7i3.8027>
- Soetopo, T. D., Yudhistira, B., & Wambrauw, Y. (2024). Perancangan sistem penyewaan kendaraan berbasis web pada PT. SKY Jayapura. *Jurnal Sistem Informasi dan Komputer*, 14(1), 101–110.
- StackShare. (2023). *Django vs Laravel vs Flask: A detailed comparison*. <https://stackshare.io/compare/Django-vs-laravel-vs-flask>
- Turban, E., Volonino, L., & Wood, G. (2019). *Information technology for management* (11th ed.). Wiley.
- Widarti, E., Joosten, S., & Pratiwi, P. Y. (2019). *Buku ajar pengantar sistem informasi*. Sonpedia Publishing.
- World Bank. (2024). *Global SME digital transformation report*. <https://www.worldbank.org/en/publication/sme-digitalization>
- World Wide Web Consortium (W3C). (n.d.). *Web technologies overview*. Retrieved March 14, 2025, from <https://www.w3.org/standards/>

- Yuliana, S., & Firdaus, A. (2024). Pengaruh chatbot terhadap kepuasan pengguna. *Jurnal Sistem Informasi dan Teknologi*, 10(2), 89–97.
- Zhou, L., Gao, J., Li, D., & Shum, H. Y. (2020). The design and implementation of XiaoIce. *Computational Linguistics*, 46(1), 53–93.
https://doi.org/10.1162/coli_a_00368
- Zhou, Y., He, Y., Yang, Z., & Fei, Z. (2022). How human–chatbot interaction impairs charitable giving. *International Journal of Human-Computer Interaction*, 38(12), 1125–1140.
<https://doi.org/10.1080/10447318.2022.2073773>

PERPUSTAKAAN
UNIVERSITAS JENDERAL ACHMAD YANI
YOGYAKARTA