

DAFTAR PUSTAKA

- Aggarwal, C. C. (2018). Neural networks and deep learning. *Springer*, 10, 978-3.
- Alamsyah, A., & Ginting, D. M. (2018, August). Analyzing employee voice using real-time feedback. In *2018 4th International Conference on Science and Technology (ICST)* (pp. 1-6). IEEE.
- Alamsyah, A., & Bernatapi, E. A. (2019). Evolving Customer Experience Management in Internet Service Provider Company using Text Analytics. *2019 International Conference on ICT for Smart Society (ICISS)*, 7, 1–6.
- Alcácer, J., Cantwell, J., & Piscitello, L. (2016). Internationalization in the information age: A new era for places, firms, and international business networks? *Journal of International Business Studies*, 47, 499–512.
- Alghamdi, R., & Alfalqi, K. (2015). A survey of topic modeling in text mining. *Int. J. Adv. Comput. Sci. Appl. (IJACSA)*, 6(1).
- Aryani, D., & Rosinta, F. (2011). Pengaruh kualitas layanan terhadap kepuasan pelanggan dalam membentuk loyalitas pelanggan. *BISNIS & BIROKRASI: Jurnal Ilmu Administrasi dan Organisasi*, 17(2).
- Anupriya, P., & Karpagavalli, S. (2015). LDA based topic modeling of journal abstracts. *2015 International Conference on Advanced Computing and Communication Systems*, 1–5.
- Annur, C. M. (2021, July 30). *IndiHome Mendominasi Pasar Internet Fixed Broadband di Indonesia*. Retrieved from [databoks.katadata.co.id: https://databoks.katadata.co.id/datapublish/2021/07/30/indihome-mendominasi-pasar-internet-fixed-broadband-di-indonesia#](https://databoks.katadata.co.id/databoks.katadata.co.id/datapublish/2021/07/30/indihome-mendominasi-pasar-internet-fixed-broadband-di-indonesia#)
- Bricci, L., Fragata, A., & Antunes, J. (2016). The effects of trust, commitment and satisfaction on customer loyalty in the distribution sector. *Journal of Economics, Business and Management*, 4(2), 173-177.

- Boyd, D., Golder, S., & Lotan, G. (2010, January). Tweet, tweet, retweet: Conversational aspects of retweeting on twitter. In *2010 43rd Hawaii international conference on system sciences* (pp. 1-10). IEEE.
- Budi, S. (2017). Text mining untuk analisis sentimen review film menggunakan algoritma K-Means. *Techno. Com*, *16*(1), 1-8.
- Chen, J. L. (2017). User emotion for modeling retweeting behaviors. *Neural Networks*, *96*, 11-21.
- Chollet, F. (2018). *Deep Learning mit Python und Keras: Das Praxis-Handbuch vom Entwickler der Keras-Bibliothek*. MITP-Verlags GmbH & Co. KG.
- Chollet, F. (2017). What is Deep Learning. In *Deep learning with python*. Greenwich: Manning.
- Crowley, F., & Jordan, D. (2016). Does more competition increase business-level innovation? Evidence from domestically focused firms in emerging economies. *Economics of Innovation and New Technology*, *477-488*.
- Devlin, J., Chang, M. W., Lee, K., & Toutanova, K. (2018). Bert: Pre-training of deep bidirectional transformers for language understanding. *arXiv preprint arXiv:1810.04805*.
- Ding, Z., Li, Z., & Fan, C. (2018). Building energy savings: Analysis of research trends based on text mining. *Automation in construction*, *96*, 398-410.
- Dosi, G., & Galambos, L. (2013). *The Third Industrial Revolution in Global Business*. Cambridge University Press.
- Eid, R. (Ed.). (2013). *Managing customer trust, satisfaction, and loyalty through information communication technologies*. IGI Global.
- Fang, X., & Zhan, J. (2015). Sentiment analysis using product review data. *Journal of Big Data*, *2*(1), 1-14.

- Fang, Y., Tan, H., & Zhang, J. (2018). Multi-strategy sentiment analysis of consumer reviews based on semantic fuzziness. *Ieee Access*, 6, 20625-20631.
- Ghosh, S., Roy, S., & Bandyopadhyay, S. K. (2012). A tutorial review on Text Mining Algorithms. *International Journal of Advanced Research in Computer and Communication Engineering*, 1(4), 7.
- Giddens, A. (2003). Globalization. In *Runaway world: How globalization is reshaping our lives* (pp. 6-10). New York: Routledge.
- Goldberg, Y. (2017). Neural network methods for natural language processing. *Synthesis lectures on human language technologies*, 10(1), 1-309.
- Günther, W. A., Mehrizi, M. H. R., Huysman, M., & Feldberg, F. (2017). Debating big data: A literature review on realizing value from big data. *The Journal of Strategic Information Systems*, 26(3), 191-209.
- Hagen, L. (2018). Content analysis of e-petitions with topic modeling: How to train and evaluate LDA models?. *Information Processing & Management*, 54(6), 1292-1307.
- Herry. (2019). Apa Itu Pemasaran. In *Manajemen Pemasaran* (pp. 3-4). Jakarta: PT Grasindo.
- IndiHome. (2020, November 16). *Paket IndiHome*. Retrieved from indihome.co.id: <https://indihome.co.id/>
- Indrawati, P. D. (2015). *Metode Penelitian Manajemen dan Bisnis Konvergensi Teknologi Komunikasi dan Informasi*. Bandung: PT Refika Aditama.
- Irawan, H., Akmalia, G., & Masrury, R. A. (2019, September). Mining Tourist's Perception toward Indonesia Tourism Destination Using Sentiment Analysis and Topic Modelling. In *Proceedings of the 2019 4th International Conference on Cloud Computing and Internet of Things* (pp. 7-12).

- Kahimpong, I. R., & Tielung, M. V. (2016). The influence of consumer perception on purchase intention of using indihome product in Manado City. *Jurnal EMBA: Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi*, 4(1).
- Kang, D., & Park, Y. (2014). Based measurement of customer satisfaction in mobile service: Sentiment analysis and VIKOR approach. *Expert Systems with Applications*, 41(4), 1041-1050.
- Kateb, F., & Kalita, J. (2015). Classifying Short Text in Social Media: Twitter as CaseStudy. *International Journal of Computer Applications*, 1-12.
- Kotler, P., & Keller, K. L. (2016). *A framework for marketing management* (p. 352). Boston, MA: Pearson.
- Koto, F., Rahimi, A., Lau, J. H., & Baldwin, T. (2020). IndoLEM and IndoBERT: A benchmark dataset and pre-trained language model for Indonesian NLP. *arXiv preprint arXiv:2011.00677*.
- Leninkumar, V. (2017). The relationship between customer satisfaction and customer trust on customer loyalty. *International Journal of Academic Research in Business and Social Sciences*, 7(4), 450-465.
- Liu, B. (2020). *Sentiment Analysis: Mining Opinions, Sentiments, and Emotions* (2nd ed.). Britania Raya: Cambridge University Press.
- Lutfi, A. A., Permanasari, A. E., & Fauziati, S. (2018). Sentiment analysis in the sales review of Indonesian marketplace by utilizing Support Vector Machine. *Journal of Information Systems Engineering and Business Intelligence*, 4(1), 57-64.
- McAfee, A., Brynjolfsson, E., Davenport, T. H., Patil, D. J., & Barton, D. (2012). Big data: the management revolution. *Harvard business review*, 90(10), 60-68.
- Majmundar, A. A.-P. (2018). The Why We Retweet scale. *PLOS ONE*, 13(10), e0206076.

- Majmudar, A. A.-P. (2018). The Why We Retweet scale. *PLOS ONE*, *13*(10), e0206076.
- McAfee, A., Brynjolfsson, E., Davenport, T. H., Patil, D. J., & Barton, D. (2012). Big data: the management revolution. *Harvard business review*, *90*(10), 60-68.
- Meurers, D. (2012). Natural language processing and language learning. *Encyclopedia of applied linguistics*, 4193-4205.
- Nurmartiani, E., Hasan, M., & Komaladewi, R. (2019). Customer value in improving indihome customer's trust in West Java. *Academy of Marketing Studies Journal*, *23*(4), 1-13.
- O'Glasser, A. Y. (2020). To Tweet pr Not to Tweet, That Is The Question. *Seminars in Nephrology*, *40*(3), 249-263.
- Osinga, D. (2018). *Deep learning cookbook: practical recipes to get started quickly*. " O'Reilly Media, Inc."
- Pebrianto, F. (2021, June 22). *Survei PwC: Kepuasan Pelanggan Internet Indonesia Menurun selama Pandemi*. Retrieved from bisnis.tempo.co:https://bisnis.tempo.co/read/1375374/survei-pwc-kepuasan-pelanggan-internet-indonesia-menurun-selama-pandemi/full&view=ok
- Pekel, E., & Soner Kara, S. (2017). A comprehensive review for artificial neural network application to public transportation. *Sigma: Journal of Engineering & Natural Sciences/Mühendislik ve Fen Bilimleri Dergisi*, *35*(1).
- Pustejovsky, J., & Stubbs, A. (2012). *Natural Language Annotation for Machine Learning: A guide to corpus-building for applications*. " O'Reilly Media, Inc."
- Putra, H. K., Bijaksana, M. A., & Romadhony, A. (2021). *Deteksi Penggunaan Kalimat Abusive Pada Teks Bahasa Indonesia Menggunakan Metode Indobert*. *eProceedings of Engineering*, *8*(2).

- Rangkuti, F. (2018). *Measuring Customer Satisfaction Teknik Mengukur Strat. Meningk. Kep. Plg.* Gramedia Pustaka Utama.
- Rauf, S. A., Qiang, Y., Ali, S. B., & Ahmad, W. Using BERT for Checking the Polarity of Movie Reviews. *International Journal of Computer inApplications*, 975, 8887.
- Rizkinaswara, L. (2020, Januari 28). Revolusi Industri 4.0. aptika.kominfo.go.id [online]. Tersedia: <https://aptika.kominfo.go.id/2020/01/revolusi-industri-4-0/> [25 Juni 2021]
- Rofiqoh, U., Perdana, R. S., & Fauzi, M. A. (2017). *Analisis sentimen tingkat kepuasan pengguna penyedia layanan telekomunikasi seluler indonesia pada twitter dengan metode Support Vector Machine dan Lexicon Based Features. Jurnal Pengembangan Teknologi Informasi dan Ilmu Komputer e-ISSN, 2548, 964X.*
- Roiger, R. (2017). *Data mining: a tutorial-based prier.* CRC press.
- Samia Khalid. (2019). *BERT Explained: A Complete Guide with Theory and Tutorial.* Medium. <https://medium.com/@samia.khalid/bert-explained-a-complete-guide-with-theory-and-tutorial-3ac9ebc8fa7c>
- Sudarsono, H. (2020). Konsep Manajemen Pemasaran. In *Manajemen Pemasaran* (pp. 2-7). Gramedia.al
- Tala, F. (2003). A study of stemming effects on information retrieval in Bahasa Indonesia.
- Tjiptono, F. (2019). Strategi pemasaran.
- Wang, L. N. (2019). SentiDiff: Combining textual information and sentiment diffusion patterns for Twitter sentiment analysis. *IEEE Transactions on Knowledge and Data Engineering.*
- Wearesocial. (2021). *Digital 2020 a: The Lastest Insight into the “states of digital.”* <https://wearesocial.com/blog/2020/12/digital-2020-the-latest-insights-into->

the-state-of-digital

Wilson, A., Zeithaml, V., Bitner, M. J., & Gremler, D. (2016). *Services marketing: Integrating customer focus across the firm* (No. 3rd Eu). McGraw Hill.

Wolf, T., Debut, L., Sanh, V., Chaumond, J., Delangue, C., Moi, A., . . . Rush, A. (2020). Transformers: State-of-the-art natural language processing. *Proceedings of the 2020 Conference on Empirical Methods in Natural Language Processing: System Demonstrations*. doi:10.18653/v1/2020.emnlp-demos.6