

DAFTAR PUSTAKA

- about.twitter.com. (2014). Brand Assets and Guidelines. Tersedia
<https://about.twitter.com/press/brand-assets> [7 Juni 2014]
- Alamsyah, Andy., Rahardjo, Budi., Kuspriyanto. (2013). Social Network Analysis Taxonomy Based on Graph Representation. Makalah pada Proceedings of The 5th Indonesian International Conference on Innovation, Entrepreneurship, and Small Business. SBM-ITB. Retrieved from Academia.edu database.
- Blondel, Vincent D., Guillaume, Jean-Loup., Lambiotte, Renaud., Levebvre, Etienne. (2008). Fas Unfolding of Communities in Large Networks. Jurnal pada Journal of Statistical Mechanics: Theory and Experiment. Retrieved from Cornel University Library database.
- Cheliotis, Giorgos Dr. (2010). Social Network Analysis (SNA). Singapore: National University of Singapore. Tersedia: <http://wiki.nus.edu.sg/download/attachments/57742900/Social%20Network%20Analysis.pdf?version=1&modificationDate=1267120366130&api=v2> [12 Juni 2014]
- dev.twitter.com. (2014). Frequently Asked Question ("What's an API"). Tersedia:
<https://dev.twitter.com/docs/faq#5808> [5 Juni 2014]
- Deviani, Kurnia. (2013). Perhitungan Centrality Berbasis Social Network Analysis Untuk Menentukan Aktor yang Berpengaruh pada Event DINAMO (Studi Kasus #Dinamo2013 di Twitter). Skripsi Institut Manajemen Telkom: tidak diterbitkan.
- Dimitria, Ernest. (2012). EMC: Twitter dan Jejaring Sosial Berperan Penting dalam Perkembangan Big Data. Tersedia : <http://www.jagatreview.com/2012/10/emc-twitter-dan-jejaring-sosial-berperan-penting-dalam-big-data/>
- Dumbill, Edd. (2012). "Big Data Now: 2012 Edition. "What Is Big Data?" O'Reilly. USA: O'Reilly Media, Inc.
- Goolsby, Rebecca. (2009). "Lifting Elephants: Twitter and Blogging in Global Perspective". Makalah pada International Workshop on Social Computing, Behavioral Modeling and Prediction, Phoenix, Arizona.
- Han, Jiawei., & Kamber, Micheline. (2006). Data Mining: Concepts and Techniques (2nd Edition). USA: Diane Cerra.
- Hanneman, Robert A., & Riddle, Mark. (2005). Introduction to Social Network Methods[e-Book]. Riverside, United States: University of California. Tersedia:
<http://faculty.ucr.edu/~hanneman/nettext> [12 Juni 2014]

- He, Wu., Zha, Shenghua., Li, Ling (2013). Social media competitive analysis and text mining: A case study in the pizza industry. Jurnal pada 2013 International Journal of Information Management. Retrieved from sciencedirect database.
- Hidayat, Wicak. (2012). Tren Big Data, Indonesia Jangan "Lelet". Tersedia <http://tekno.kompas.com/read/2012/11/22/15021713/Tren.Big.Data..Internet.Indonesia.Jangan.Lelet> [10 Juni 2014]
- Jackson, Matthew O. (2008). Social and Economic Networks. New Jersey: Princeton University Press.
- Kotler, Philip., Armstrong, Gary. (2008). Prinsip-Prinsip Pemasaran, Edisi 12, Jilid 1. Jakarta: Erlangga.
- Liu, Huan., Selarno, John., Young, Michael. (2009). "Preface". Makalah pada International Workshop on Social Computing, Behavioral Modeling and Prediction. Phoenix, Arizona.
- Newman, M. E. J. (2010). Network: An Introduction. New York: Oxford University Press.
- Niu, Huiqing. (2010). Sosial Network Analysis of University Online Forum. Jurnal pada 2010 International Conference on Computational Aspects of Social Network, 422 – 429. Retrieved from IEEE Computer Society database
- O'Reilly, Tim., & Milstein, Sarah. (2009). The Twitter Book (2nd Edition). USA: O'Reilly Media, Inc.
- oauth.net. (2013). Home Page. Tersedia: <http://oauth.net/> [7 Juli 2014]
- Paranyushkin, Dmitry. (2011). Exploring Society and Cognition through the Framework of Network Science. Tersedia : <http://noduslabs.com/research/pathways-meaning-circulation-text-network-analysis/>
- Passmore, David L. (2011). Social Network Analysis Theory and Applications. Tersedia : <http://code.pediapress.com/> [12 Juni 2014]
- PortalHR. (2013). Menggali Potensi Bisnis Melalui Big Data. Tersedia <http://www.portalhr.com/people-management/menggali-potensi-bisnis-melalui-big-data/> [10 Juni 2014]
- Qi, Guo-Jun., Aggarwal, Charu C., Huang, Thomas. (2012). Community Detection with Edge Content in Social Media Networks. Jurnal pada 2010 IEEE 28th International Conference on Data Engineering. 534 – 545. Retrieved from IEEE Computer Society database.
- Rizki, Januar. (2014). Big Data Ciptakan Budaya Baru Perusahaan. Tersedia : <http://swa.co.id/technology/big-data-ciptakan-budaya-baru-perusahaan> [10 Juni 2014]

- Russel, Matthew A. (2011). 21 Recipes for Mining Twitter. California: O'Reilly Media, Inc.
- Russel, Matthew A. (2011). Mining the Social Web. USA: O'Reilly Media, Inc.
- Safko, Lon., Brake, David K.. (2009). The Social Media Bible. New Jersey: John Wiley & Sons, Inc.
- Sangadji, Etta M., Sopiah. (2010). Metodologi Penelitian – Pendekatan Praktis dalam Penelitian. Yogyakarta: Penerbit Andi.
- Sathi, Arvind. (2012). Big Data Analytics: Druptive Technologies for Changing the Game. Idaho: MC Press.
- Sattikar, A. A., Kulkarni, R. V. (2012). Natural Language Processing For Content Analysis in Social Networking . Jurnal pada 2012 International Journal of Engineering Inventions. Retrieved from ijejournal database.
- Semiocast. (2012). Twitter Reaches Half A Bilion Accounts More Than 140 Milions in The U.S. Tersedia: http://semiocast.com/en/publications/2012_07_30_Twitter_reaches_half_a_billion_accounts_140_m_in_the_US [7 Juni 2014]
- Subkhan, Farid. (2011). Menguak Sentimen Netizrn Pada Operator Seluler?. Dari Majalah Marketeers, edisi bulan Juni 2011. Tersedia: <http://blog.mediawave.co.id/?p=178#more-178> [10 Juni 2014]
- Sugiyono. (2013). Metode Penelitian Kuantitatif, Kualitatif, dan Kombinasi (Mixed Method). Bandung: Alfabeta.
- Sumarwan, Ujang., Puspitawati, Herien., Hariadi, Agustinus., Mukti Ali, Mochammad., Gazali, Muhammad., Hartono, Sri., Farina, Tara. (2013). Riset Pemasaran dan Konsumen, Seri 3. Bogor: IPB Press.
- support.twitter.com. (2014). Getting Started With Twitter. Tersedia <https://support.twitter.com/groups/50-welcome-to-twitter/topics/204-the-basics/articles/215585-getting-started-with-twitter> [7 Juni 2014]
- support.twitter.com. (2014). The Twitter Glossary. Tersedia <https://support.twitter.com/groups/50-welcome-to-twitter/topics/204-the-basics/articles/166337-the-twitter-glossary> [7 Juni 2014]
- Suryawan, Andry. [2013]. SAS mensurvei sinyal big data; baru 12 persen perusahaan yang menangani big data. Tersedia: https://www.sas.com/offices/asiapacific/indonesia/news/SAS_survey_signals_big_data_disconnect_IDN.html [10 Juni 2014]

- Tang, Lei., Liu, Huan. (2010). *Community Detection and Mining in Social Media*. California: Morgan & Claypool Publisher.
- telkomsel.com (2014). Berita Telkomsel. Tersedia: <http://www.telkomsel.com/about/news> [7 Juni 2014]
- telkomsel.com (2014). Telkomsel award. Tersedia: <http://www.telkomsel.com/awards> [7 Juni 2014]
- telkomsel.com (2014). Telkomsel Products. Tersedia: <http://www.telkomsel.com> [7 Juni 2014]
- Tsvetovat, Maksim., Kouznetsov, Alexander. (2011). *Social Network Analysis for Startups*. California: O'Reilly Media, Inc.
- Tundjungsari, Vitri. (2013). Business Intelligence with Social Media and Data Mining to Support Customer Satisfaction in Telecommunication Industry. Jurnal pada 2013 International Journal of Computer Science and Electronics Engineering. Retrieved from isaet.org database.
- Wahyuni, Febri. (2012). Pengaruh Brand Awareness Brand Association dan Perceived Quality Terhadap Minat Mereferensi Produk Speedy di Kota Yogyakarta. Skripsi Institut Manajemen Telkom: tidak diterbitkan.
- Wibisono, Dermawan. (2013). *Panduan Menyusun Skripsi, Tesis, dan desertasi*. Yogyakarta: Andi.
- Witten, Ian H., & Frank, Eibe. (2005). *Data mining : practical machine learning tools and technique (2nd Edition)*. USA: Diane Cerra.
- Xu, Kaiquan, Liao, Stephen Shaoyi, Li, Jiexun, Song, Yuxia. (2010). Mining Comparative Opinions from Customer Reviews from Competitive Intelligence, 743-754. Retrieved from Elsevier
- Zafarani, Reza., Ali Abbasi, Mohammad., Liu, Huan. (2014). *Social Media Mining an Introduction*. New York: Cambridge University Press.
- Zdravko, Markov., Larose, Daniel T. (2007). *Data-mining the Web : Uncovering Patterns in Web Content, Structure, and Usage*. Hokoben, New jersey: John Wiley & Sons, Inc.
- Zhao, Yanchang. (2013). *R and Data Mining: Examples and Case Studies*. Amsterdam: Elsevier.
- Zikopoulos, Paul C., Eaton, Chris., deRoos, Dirk., Deutsch, Thomas., Lapis, George. (2012). *Understanding Big Data*. US: Mc-Graw-Hill Books.