



REFERENCES

- Al-Hajjar, D. (2015). Applying Sentiment and Emotion Analysis on Brand Tweets for Digital Marketing. *Prince Sultan University Masters Thesis Repository*.
- Aman, S. (2007). Recognizing Emotions in Text. *University of Ottawa Masters Thesis Repository*.
- Bagozzi R., Gopinath, M., & Nyer, P. (1999). The Role of Emotions in Marketing. *Journal of the Academy of Marketing Science*, 27(2), 184–2016. doi: 10.1177/0092070399272005
- Bhattacharyya, P., Bahuguna, A., Talukdar, L., & Phukan, B. (2014). Facilitating Multi-lingual Sense Annotation: Human Mediated Lemmatizer. *Global WordNet Conference*.
- Bird, S. (2016). Natural Language Processing with Python. *O'Reilly Media*.
- Bishop, C. (2006). Pattern Recognition And Machine Learning (1st ed.). *Springer-Verlag*.
- Bolla, R. A. (2014). Crime Pattern Detection Using Online Social Media. *Missouri University of Science and Technology Masters Thesis Repository*.
- Brynielsson, J., Johansson, F., & Westling, A. (2013). Learning to Classify Emotional Content in Crisis-related Tweets. *IEEE International Conference on Intelligence and Security Informatics*. doi: 10.1109/isi.2013.6578782
- Buechel, S., & Hahn, U. (2017). EmoBank: Studying the Impact of Annotation Perspective and Representation Format on Dimensional Emotion Analysis. *Proceedings of the 15th Conference of the European Chapter of the Association for Computational Linguistics*, 2, 578-585. doi: 10.18653/v1/e17-2092
- Camras, L., & Plutchik, R. (1980). Emotion: A Psychoevolutionary Synthesis. *The American Journal of Psychology*, 93(4), 751-753. doi: 10.2307/1422394
- Chowdhury, G. (2003) Natural Language Processing. *Annual Review of Information Science and Technology*, 37, 51-89. ISSN 0066-4200
- Collier, N., & Vo, B.-K. H. (2013). Twitter Emotion Analysis in Earthquake Situations. *International Journal of Computational Linguistics and Applications*, 4(1), 159–173.
- Descartes R. (1989). The Passions of the Soul: An English Translation of Les Passions de l'âme. *Indianapolis: Hackett Pub. Co.*
- Druckman, J. N., & McDermott, R. (2008). Emotion and the Framing of Risky Choice. *Political Behavior*, 30(3), 297–321. doi: 10.1007/s11109-008-9056-y
- Ekman, P. (1992). An Argument for Basic emotions. *Cognition and Emotion*, 6(3-4), 169–200. doi: 10.1080/02699939208411068
- Felipe. (2019, August 31). Choosing C Hyperparameter for SVM Classifiers: Examples with Scikit-Learn. Retrieved August 06, 2020, from <https://queirozf.com/entries/choosing-c-hyperparameter-for-svm-classifiers-examples-with-scikit-learn>



Figure 8. (2016). Sentiment Analysis: Emotion in Text. *Crowdflower Data for Everyone*. Retrieved from <https://www.figure-eight.com/data-for-everyone/>

Ghazi, D., Inkpen, D., & Szpakowicz, S. (2015). Detecting Emotion Stimuli in Emotion Bearing Sentences. *Computational Linguistics and Intelligent Text Processing Lecture Notes in Computer Science*, 152–165. doi: 10.1007/978-3-319-18117-2_12

Glowinski, D., Camurri, A., Volpe, G., Dael, N., & Scherer, K. (2008). Technique for automatic emotion recognition by body gesture analysis. *2008 IEEE Computer Society Conference on Computer Vision and Pattern Recognition Workshops*. doi: 10.1109/cvprw.2008.4563173

Gupta, N., Gilbert, M., & Fabbrizio, G. D. (2012). Emotion Detection In Email Customer Care. *Proceedings of the NAACL HLT 2010 Workshop of Computational Approaches to Analysis and Generation of Emotion in Text*, 29(3), 10–16. doi: 10.1111/j.1467-8640.2012.00454.x

Hasan, M., Rundensteiner, E., & Agu, E. (2014). EMOTEX: Detecting Emotions in Twitter Messages. *ASE Big Data/Socialcom/Cybersecurity Conference*, 27–31. ISBN: 978-1-62551-000-3

Hema Latha, I., Varma, G. P. S. & Govardhan, A. (2012). Preprocessing the Informal Text for efficient Sentiment Analysis. *International Journal of Emerging Trends & Technology in Computer Science*, 1(2), 589–61. ISSN: 2278-6856

Jack, R. E., Sun, W., Delis, I., Garrod, O.G., & Schyns, P.G. (2016). Four Not Six: Revealing Culturally Common Facial Expressions of Emotion. *Journal of Experimental Psychology: General*, 145(6), 708-730. doi: 10.1037/xge0000162

Jain, U., & Sandu, A. (2015). Emotion Detection from Punjabi Text using Hybrid Support Vector Machine and Maximum Entropy Algorithm. *International Journal of Advanced Research in Computer and Communication Engineering*, 4(11), 89–93. doi: 10.17148/IJARCCE.2015.41121

Joachims, T. (1998). Text categorization with Support Vector Machines: Learning with Many Relevant Features. *Machine Learning: ECML-98 Lecture Notes in Computer Science*, 137–142. doi: 10.1007/bfb0026683

Khan, F., Apoorva, M., Meghana, M., Shimpi, P. K., & Rakshanda, B. K. (2018). *Sentiment Analysis Of Twitter Data*. *International Journal of Engineering Research & Technology*, 6(15). ISSN: 2278-0181.

Killingsworth, C. (2019). Apple's iPhone 11 Pro is Causing People with A Phobia of Small Holes to Freak Out. *Fox4news*. Retrieved from <https://www.fox4news.com/news/apples-iphone-11-pro-is-causing-people-with-a-phobia-of-small-holes-to-freak-out>

Kosoff, M. (2018). Yes, Amazon's Alexa is Laughing at You. *Vanity Fair*. Retrieved from <https://www.vanityfair.com/news/2018/03/yes-amazons-alexa-is-laughing-at-you>

Kwak, H., Lee, C., Park, H., & Moon, S. (2010). What is Twitter, a Social Network or a News Media? *Proceedings of the 19th International Conference on World Wide Web*, 592-600. doi: 10.1145/1772690.1772751



LeDoux, J. E. (2000). Emotion Circuits in the Brain. *Annual Review of Neuroscience*, 23(1), 155–184. doi: 10.1146/annurev.neuro.23.1.155

Li, Z. (2013). Analyzing Emotion on Twitter for User Modeling. *Delft University of Technology Masters Thesis Repository*.

Liu, V., Banea, C., & Mihalcea, R. (2017). Grounded emotions. *2017 Seventh International Conference on Affective Computing and Intelligent Interaction (ACII)*, 1, 477-483. doi: 10.1109/acii.2017.8273642

Mahadevan, T. C. (2019). iPhone 11 Camera Design Is Triggering Trypophobia for Some People. *Complex*. Retrieved from <https://www.complex.com/life/2019/09/apple-iphone-11-camera-design-triggering-trypophobia-for-some>

Mohammad, S. M., & Kiritchenko, S. (2014). Using Hashtags to Capture Fine Emotion Categories from Tweets. *Computational Intelligence*, 31(2), 301–326. doi: 10.1111/coin.12024

Mohammad, S. M., Zhu, X., Kiritchenko, S., & Martin, J. (2014). Sentiment, Emotion, Purpose, and Style in Electoral Tweets. *Information Processing & Management*, 51(4), 480–499. doi: 10.1016/j.ipm.2014.09.003

Mohammad, S., & Bravo-Marquez, F. (2017). Emotion Intensities in Tweets. *Proceedings of the 6th Joint Conference on Lexical and Computational Semantics (*SEM 2017)*, 2104–2119. doi: 10.18653/v1/s17-1007

Mohri, M., Rostamizadeh, A., & Talwalkar, A. (2018). Foundations of Machine Learning. *Cambridge, Massachusetts: MIT Press*.

Mouthami, K., Devi, K. N., & Bhaskaran, V. M. (2013). Sentiment Analysis and Classification Based on Textual Reviews. *International Conference on Information Communication and Embedded Systems (ICICES)*. doi: 10.1109/icices.2013.6508366

Nagmoti, R., Teredesai, A., & DeCock, M. (2010). Ranking Approaches for Microblog Search Web. *Proceedings 201 IEEE/ACM International Conference on Web Intelligence - Intelligent Agent Technology (WT-IAI)*, 1, 153-157.

Oatley K., & Johnson-laird, P. (1987). Towards A Cognitive Theory of Emotions. *Cognition and Emotion*, 1 , 29-50. doi: 10.1080/02699938708408362.

Ou, Y. C., & Verhoef, P. C. (2017) The Impact of Positive and Negative Emotions on Loyalty Intentions and their Interactions with Customer Equity Drivers. *Journal of Business Research*, 80, 106–115.

Pang, B., & Lee, L. (2008) Opinion Mining and Sentiment Analysis. *Foundations and Trends in Information Retrieval*, 2(1–2), 1-135.

Passonneau, R., Habash, N., & Rambow, O. (2006). Inter- annotator agreement on a multilingual semantic annotation task. *Proceedings of the International Conference on Language Resources and Evaluation (LREC)*.



Patwardhan, A., & Knapp, G. (2013). Multimodal Affect Analysis for Product Feedback Assessment. *IIE Annual Conference and Expo 2013*, 178–186.

Picard, R. W. (1997). Affective Computing. *PsycEXTRA Dataset*. doi: 10.1037/e526112012-054

Rahmawan, A. D., Suyanto, Y., & Priyanta, S. (2018). Analisis Emosi Pada Tweet Berbahasa Indonesia Tentang Ulasan Film. *Universitas Gadjah Mada Masters Thesis Repository*.

Ramshaw, A. (2019). Customer Feedback Root Cause Analysis & Action. *Genroe*. Retrieved July 02, 2020, from <https://www.genroe.com/blog/customer-feedback-critical-element-11281>

Rangel, F., & Rosso, P. (2016). On the Impact of Emotions on Author Profiling. *Information Processing and Management*, 52(1), 73–92. doi: 10.1016/j.ipm.2015.06.003

Rennie, J.D, Shin, L., Teevan, J. & Karger, D. R. (2003). Tackling in The Poor Assumptions of Naive Bayes Text Classifiers. *Proceedings of the Twentieth International Conference on Machine Learning*, 3, 616-623.

Roberts, K., Roach, M. A., Johnson, J., Guthrie, J., & Harabagiu, S. M. (2012). EmpaTweet: Annotating and Detecting Emotions on Twitter. *Proceedings of the Eighth International Conference on Language Resources and Evaluation (LREC'12)*, 3806–3813.

Russell, J. A. (1980). A Circumplex Model of Affect. *Journal of Personality and Social Psychology*, 39(6), 1161–1178. doi: 10.1037/h0077714

Saif, H., He, Y., & Alani, H. (2012). Semantic Sentiment Analysis of Twitter. International Semantic Web Conference. *Springer Berlin Heidelberg*,

Sailunaz, K. (2019). Emotion and Sentiment Analysis from Twitter Text. *University of Calgary Masters Thesis Repository*.

Sandler, R. (2018). Amazon says the laughing Echo devices that terrified some users happened because Alexa 'mistakenly' thought it heard instructions to laugh. *Business Insider*. Retrieved from <https://www.businessinsider.com/amazon-confirms-echo-devices-laughing-working-fix-2018-3?r=US&IR=T>

Samuel, A. L. (1959). Some Studies in Machine Learning Using the Game of Checkers. *IBM Journal of Research and Development*, 3(3), 210–229. doi: 10.1147/rd.33.0210

Samui, P. (2008). Slope Stability Analysis: A Support Vector Machine Approach. *Environmental Geology*, 56(2), 255-267. doi:10.1007/s00254-007-1161-4

Schachter, S., & Singer, J. (1963). Cognitive, Social, and Physiological Determinants of Emotional State. *Psychological Review*, 69(5), 379–380. doi: 10.1037/h0038845

Schuff, H., Barnes, J., Mohme, J., Padó, S., & Klinger, R. (2017). Annotation, Modelling and Analysis of Fine-Grained Emotions on a Stance and Sentiment Detection Corpus. *Proceedings of the 8th Workshop on Computational Approaches to Subjectivity, Sentiment and Social Media Analysis*, 13-23. doi: 10.18653/v1/w17-5203



Schwartz, N. (2018). People are freaking out over Alexa's creepy, spontaneous laughter. *USA Today*. Retrieved from <https://ftw.usatoday.com/2018/03/amazon-alex-laugh-people-freaking-out-jimmy-kimmel-video>

Shaver, P., Schwartz, J., Kirson, D., & O'Connor, C. (1987). Emotion knowledge: Further Exploration of A Prototype Approach. *Journal of Personality and Social Psychology*, 52(6), 1061–1086. doi: 10.1037/0022-3514.52.6.1061

Shepherd, K. (2019). Does the new iPhone creep you out? Scientists grapple with why tiny holes scare some people. *Washington Post*. Retrieved from <https://www.washingtonpost.com/nation/2019/09/12/iphone-trypophobia-three-lenses-camera/>

Strapparava, C., & Mihalcea, R. (2008). Learning to identify emotions in text. Proceedings of the 2008 ACM Symposium on Applied Computing - SAC. doi: 10.1145/1363686.1364052

Swider, M. (2020). iPhone 11 Pro review. *Tech Radar*. Retrieved from <https://www.techradar.com/reviews/iphone-11-pro-review>

Temkin, B. (2017). Customer Emotions (Joy, Anger, Sadness, and Fear) Affect Contact Center Interactions. *Experience Matters*. Retrieved from <https://experiencematters.blog/2016/09/29/customer-emotions-joy-anger-sadness-and-fear-affect-contact-center-interactions/>.

Tkalčić, M., Andrej, K., Kunaver, M., & Tasivc, J. (2011). Affective Recommender Systems: The Role of Emotions in Recommender Systems. *Joint Proceedings of the RecSys*, 9–13.

Toman M., & Jezek K. (2005). Document Categorization in Multilingual Environment. *Proceedings of the 9th ICCC International Conference on Electronic Publishing*.

Twitter, Inc. (2019). *2018 Annual Report*. Retrieved from <https://investor.twitterinc.com/financial-information/annual-reports/default.aspx>

Upadhyay, N., & Singh, A. (2016). Sentiment Analysis on Twitter by using Machine Learning Technique. *International Journal for Research in Applied Science & Engineering Technology (IJRASET)*, 4(5), 488–494. ISSN: 2321-9653

Voeffray, C. (2012). Emotion-sensitive Human-Computer Interaction (HCI): State of the Art-Seminar Paper*.

Wang, J., Neskovic, P., & Cooper, L. N. (2005). Training Data Selection for Support Vector Machines. *Lecture Notes in Computer Science Advances in Natural Computation*, 554–564. doi: 10.1007/11539087_71