

DAFTAR PUSTAKA

- Adams, A., & Cox, A.L., 2008, Questionnaires, In-Depth Interviews and Focus Groups.
In : Cairns, Paul and Cox, Anna L. eds, *Research Methods for Human Computer Interaction*. Cambridge, UK
- Ahkter, J. K., & Soria, S., 2010, Sentiment analysis: Facebook status messages,
Unpublished master's thesis, Stanford, CA.
- Apple.com. 2018. iPhone Xs Max: Environmental Report. Available:
https://www.apple.com/environment/pdf/products/iphone/iPhone_XS_Max_PER_s_ept2018.pdf. (Online Accessed: 25 Mei 2020).
- Azhar, Y., Arifin, A. Z., & Purwitasari, D., 2013, Otomatisasi Perbandingan Produk Berdasarkan Bobot Fitur pada Teks Opini, *Jurnal Ilmu Komputer*, 6(2).
- Baeza-Yates, R., & Ribeiro-Neto, B., 1999, *Modern information retrieval* (Vol. 463),
New York: ACM press.
- Balazs, J.A., Velásquez, J.D., 2016, Opinion Mining and Information Fusion: a Survey,
Information Fusion, Vol. 27, pp. 95–110 .
- Beleites, C., Salzer, R., & Sergo, V., 2013, Validation of Soft Classification Models using Partial Class Memberships: An Extended, *Chemometrics and Intelligent Laboratory Systems*, Vol. 122, pp. 12-22.
- Bertot, J.C., Jaeger, P.T., Hansen, D., 2012, The Impact of Polices on Government Social Media Usage: Issues, Challenges, and Recommendations, *Government Information Quarterly*, Vol. 29, pp 30–40.
- Bird, S., Klein, E., & Loper, E., 2009, *Natural Language Processing with Python (1st ed.)*. O'Reilly Media, Inc.
- Bird, S., Klein, E., & Loper, E., 2019, Preface, <https://www.nltk.org/book/ch00.html>
(Online Accessed : 30 April 2020)

- Buslim, N., & Iswara, R. P., 2019, Pengembangan Algoritma Unsupervised Learning Technique Pada Big Data Analysis di Media Sosial sebagai media promosi Online Bagi Masyarakat, *JURNAL TEKNIK INFORMATIKA*, 12(1), 79-96.
- Cao, J., Zeng, K., Wang, H., Cheng, J., Qiao, F., Wen, D., & Gao, Y., 2013, Web-based traffic sentiment analysis: Methods and applications, *IEEE transactions on Intelligent Transportation systems*, 15(2), 844-853.
- Cui, H., Mittal, V., & Datar, M., 2006, Comparative Experiments on Sentiment Classification for Online Product Reviews, *In Proceedings of the 21st National Conference on Artificial Intelligence, Vol. 2*, AAAI Press, pp. 1265-1270.
- Everitt, B. S., Landau, S., Leese, M., & Stahl, D., 2011, *Cluster analysis*, John Wiley & Sons.
- Febuariyanti, H., Santoso D. B., 2017, “Hierarchical Agglomerative Clustering Untuk Pengelompokan Skripsi Mahasiswa”, Teknologi Informasi, Universitas Stikubank, Semarang.
- Gaur, M., & Pruthi, J., 2017, A Survey on Sentiment Analysis and Opinion Mining, *International Journal of Current Engineering and Technology*, Vol. 7, No. 2, pp. 444-446.
- Gesenhues, A, “Survey: 90% Of Customers Say Buying Decisions Are Influenced By Online Reviews”, Marketing Land, Available: <http://marketingland.com/survey-customers-morefrustrated-by-how-long-it-takes-to-resolve-a-customer-service-issue-than-the-resolution-38756>. (Online Accessed 13 Mei 2020).
- Han, J., Kamber, M., & Pei, J., 2012, Data mining: concepts and techniques, Waltham, MA. *Morgan Kaufman Publishers*, 10, 978-1.
- Ireland, R., & Liu, A., 2018, Application of Data Analytics for Product Design: Sentiment analysis of Online Product Reviews, *CIRP Journal of Manufacturing Science and Technology*, Vol. 23, pp. 128–144.
- Johnson, 2007, Applied Multivariate Statistical Analysis, USA: *Pearson Education International*.

- Johnson, M. D., & Kirchain, R.E., 2011, The Importance of Product Development Cycle Time and Cost in the Development of Product Families, *Journal of Engineering Design*, Vol. 22, No. 2, pp. 87–112.
- Kotler, P., & Amstrong, G., 1997, Dasar-Dasar Pemasaran (Principles of Marketing. *Jilid II. Edisi Bahasa Indonesia*, Jakarta: PT. Prenhalindo Indonesia.
- Kundi, F. M., Khan, A., Ahmad, S., & Asghar, M. Z., 2014, Lexicon-based sentiment analysis in the social web, *Journal of Basic and Applied Scientific Research*, 4(6), 238-48.
- Liu, B., 2015, Sentiment Analysis: Mining Opinions, Sentiments, and Emotions, New York, *Cambridge University Press*.
- Liu, Y., Bi, J., Fan, Z., 2017, Ranking Products Through Online Reviews, *Information Fusion* 36, pp. 149-161.
- Marrese-Taylor, E., Velásquez, J.D., Bravo-Marquez, F., 2012, A Novel Deterministic Approach for Aspect-Based Opinion Mining in Tourism Products Reviews, *Expert Syst. Appl.*, Vol 41, pp 7764–7775.
- Medhat, W., Hassan, A., & Korashy, H., 2014, Sentiment analysis algorithms and applications: A survey, *Ain Shams engineering journal*, 5(4), 1093-1113.
- Meng, L., Huang, R., Gu, J., 2014, Measuring Semantic Similarity of Word Pairs Using Path and Information Content, *International Journal of Future Generation Communication and Networking*, vol.7, no. 3, pp. 183-194.
- Michael D., 1991, User-Based Document Clustering by Redescribing Subject Descriptions with a Genetic Algorithm, *Journal of American Society for Information Science*, 311-322.
- Mirtalaie, M., Hussain, O., Chang, E., & Hussain, F., 2018, Extracting Sentiment Knowledge from Pros/Cons Product Reviews Discovering Features Along with the Polarity Strength of Their Associated Opinions, *Expert Systems with Applications*, Vol. 114.
- Naili, M., Chaibi, A.H., & Ghezala, H.H., 2017, Comparative Study of Word Embedding Methods in Topic Segmentation, *Procedia Computer Science*, Vol. 112, pp. 340-349.

- Qi, J., Zhang, Z., Jeon, S., & Zhou, Y., 2016, Mining Customer Requirements from Online Reviews: A Product Improvement Perspective, *Information & Management*, Vol. 53, pp. 951-963.
- Ravi, K., Ravi, V., 2015, A Survey on Opinion Mining and Sentiment Analysis: Tasks, Approaches and Applications, *Knowl. Based Syst.*, Vol. 89, pp. 14–46.
- Schuff, D., & Mudambi, S., 2012, What makes a helpful online review? A study of customer reviews on Amazon. Com, *Social Science Electronic Publishing*, 34(1), 185-200.
- Suharno, M. A., 2019, “Identifikasi Sentimen Fitur Produk pada Ulasan Online Menggunakan *Aspect-Based Sentiment Analysis*”, Teknik, Universitas Gadjah Mada, Yogyakarta.
- Turney, P. D., 2002, Thumbs up or thumbs down?: semantic orientation applied to unsupervised classification of reviews, In *Proceedings of the 40th annual meeting on association for computational linguistics* (pp. 417-424), Association for Computational Linguistics.
- Ulrich, T., & Eppinger, S., 2003, *Product Design and Development*, McGraw Hill, New York.
- Yessenov, K., & Misailovic, S., 2009, Sentiment analysis of movie review comments, *Methodology*, 17, 1-7.
- Zagibalov, T., & Carroll, J. A., 2008, Automatic seed word selection for unsupervised sentiment classification of Chinese text, In *Proceedings of the 22nd International Conference on Computational Linguistics (Coling 2008)* (pp. 1073-1080).
- Zhang, W.H., Xu, H., Wan, W., 2012, Weakness Finder: Find Product Weakness from Chinese Reviews by Using Aspects Based Sentiment Analysis, *Expert System with Application*, Vol. 39, No. 11, pp. 10283–10291.