



DAFTAR PUSTAKA

- Aguero-Torales, M.M., Cobo, M.J., Herrera-Viedma, Lopez-Herrera., A.G., 2019, A cloud-based tool for sentiment analysis in reviews about restaurants on TripAdvisor, *7th International Conference on Information Technology and Quantitative Management*, pp. 392-399.
- Alli, I., 2004, Food quality assurance: Principles and practices, CRC Press, Florida
- Alqaryouti, O., Siyam, N., Monem, A.A., Shaalan, K., 2019, Aspect-based sentiment analysis using smart government review data. *Applied Computing and Informatics*.
- 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.
- Bhaskar, J., Sruthi, K., Nedungadi, P., 2015, Hybrid Approach for Emotion Classification of Audio Conversation Based on Text and Speech Mining, *Procedia Computer Science*, Vol. 46, pp. 635-643.
- Bi, J., Liu, Y., Fan, Z., 2019, Representing sentiment analysis results of online reviews using interval type-2 fuzzy numbers and its application to product ranking, *Information Sciences*, Vol. 504, pp. 293-307.
- Bird, Steven, Loper, E., Klein, E., 2009, Natural Language Processing with Python, *O'Reilly Media Inc.*
- De Veirman, M., Cauberghe, V., Hudders, L., 2017, Marketing through Instagram influencers: The impact of number of followers and product divergence on brand attitude, *International Journal of Advertising*, pp. 798–828.
- Djafarova, E., & Rushworth, C., 2017, Exploring the credibility of online celebrities' Instagram Profiles in Influencing the Purchase Decisions of Young Female Users, *Computers in Human Behavior*, pp. 1–7.
- Feldman, R., & Dagan, I., 1995, Knowledge Discovery in Textual Database, *AAAI*.
- Few, S., 2004, Eenie, Meenie, Minie, Moe: Selecting the Right Graph for Your Message.
- Gannon, V., Prothero, A., 2018, Beauty bloggers and YouTubers as a community of practice, pp. 592–619.
- Guerreiroa, J., & Ritac, P., 2019, How to Predict Explicit Recommendations in Online Reviews Using Text Mining and Sentiment Analysis, *Journal of Hospitality and Tourism Management*, pp. 1-4.
- Hsu, C., 2020, How vloggers embrace their viewers: Focusing on the roles of parasocial interactions and flow experience, *Telematics and Informatics*, Vol. 49.
- Hu, M. & Liu, B., 2004, Mining and Summarizing Customer Reviews, *In Proceedings of the Tenth ACM SIGKDD International Conference on Knowledge Discovery and Data Mining*, pp. 168-177.
- Huang, T., & Chang, C., 2004, The Role of Data Mining in the Product Design and Development Process, pp 1-9.
- Huh, J., Liu, L.S., Neogi, T., Inkpen, K., Pratt, W., 2014, Health Vlogs as Social Support for Chronic Illness Management, *ACM Transactions on Computer-Human Interaction*, pp. 1–31.



- Hunter, J. D., 2007, "Matplotlib: A 2D Graphics Environment", *Computing in Science & Engineering*, Vol. 9, pp. 90-95.
- Hussein, D. M., 2018, A Survey on Sentiment Analysis Challenges, *Journal of King Saud University – Engineering Sciences*, Vol. 30, pp. 330–338.
- Hutto, C.J., & Gilbert, E.E., 2014, VADER: A Parsimonious Rule-based Model for Sentiment Analysis of Social Media Text, *Eighth International Conference on Weblogs and Social Media*.
- Jiménez-Castillo, D., & Sánchez-Fernández, R., 2019, The role of digital influencers in brand recommendation: Examining their impact on engagement, expected value and purchase intention, *International Journal of Information Management*, Vol. 49, pp. 366-376.
- Jin, J., Ji, P., Liou, Y., 2014, Recommending Rating Values on Reviews for Designers.
- Kirlinc, A. & Zeynep, O., 2017, Measuring human and Vader performance on sentiment analysis, *Invention Journal of Research Technology in Engineering & Management*, pp. 42-46.
- Kim, R., Y., 2019, Does national culture explain consumers' reliance on online reviews? Cross-cultural variations in the effect of online review ratings on consumer choice, *Electronic Commerce Research and Applications*, Vol. 37.
- Kleinberg, B., Mozes, M., Vegt, I., 2018, Identifying the sentiment styles of YouTube's vloggers.
- Kleinberg, B., Mozes, M., Vegt, V.D., Isabelle., 2018, Identifying the sentiment styles of YouTube's vloggers.
- Kuhl, N., Martin, D., Satzger, G., 2019, Automatically Extracting and Analyzing Customer Needs from Twitter: A “Needmining” Prototype and Development Process, *14th International Conference on Wirtschaftsinformatik*, pp. 1967-1970.
- Kuhlman, D., 2012, "A Python Book: Beginning Python, Advanced Python, and Python Exercises", Section 1.1.
- Li, H., Wang, C., Meng, F., Zhang, Z., 2019, Making restaurant reviews useful and/or enjoyable? The impacts of temporal, explanatory, and sensory cues, *International Journal of Hospitality Management*, Vol. 83, pp. 257-265.
- Li, K., Chen, Y., Zhang, L., 2020, Exploring the influence of online reviews and motivating factors on sales: A meta-analytic study and the moderating role of product category, *Journal of Retailing and Consumer Services*, Vol. 55.
- Liu, B., 2007, Web Data Mining: Exploring Hyperlinks, Contents, and Usage Data, *Springer Science & Business Media*.
- McKinney, W., 2017, Python for Data Analysis: Data Wrangling with Pandas, NumPy, and IPython.
- 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.
- Mouthami, K., Devi, K.N., Bhaskaran, V.M., 2013, Sentiment analysis and classification based on textual reviews.



- Munnukka, J., Maity, D., Reinikainen, H., Luoma-aho, V., 2019, "Thanks for watching". The effectiveness of YouTube vlog endorsements, *Computers in Human Behavior*, Vol. 93, pp. 226-234.
- Nakayama, M., & Wan, Y., 2018, Is culture of origin associated with more expressions? An analysis of Yelp reviews on Japanese restaurants. *Tourism Management*.
- Nakayama, M., & Wan, Y., 2019, The cultural impact on social commerce: A sentiment analysis on Yelp ethnic restaurant reviews, *Information & Management*, Vol. 56, pp. 271-279.
- Namkung, Y., & Jang, S.S.C., 2007, Does food quality really matter in restaurants? Its impact on customer satisfaction and behavioral intention, *Journal of Hospitality & Tourism Research*, pp.387-410.
- Rao, H., M., & Shashukumar, D., 2017, Automatic Product Review Sentiment Analysis Using Vader and Feature Visualization.
- Serrano-Guerrero, J, Olivas, J. A., Romero, F.P., Herrera-Viedma, E., 2015, Sentiment analysis: A review and comparative analysis of web services, *Information Sciences*, Vol. 311, pp. 18-38.
- Sivakumar, R., 2019, Hybrid approach: naive bayes and sentiment VADER for analyzing sentiment of mobile unboxing video comments, *International Journal of Electrical and Computer Engineering*, Vol. 9, pp. 4452-4459.
- Song, Wen., Li, W., Geng, S., 2020, Effect of online product review on third's parties' selling on retail platforms, *Electronic Commerce Research and Applications*, Vol. 39.
- Soriano, D.R., 2002, Customer's expectations factors in restaurants, The situation in Spain, *International Journal Quality and Reliability Management*, pp.1055-1067.
- Stehman, S.V., 1997, Selecting and interpreting measures of thematic classification accuracy, *Remote Sensing of Environment*, 62 (1), 77–89.
- Ulrich, T., & Eppinger, S., 2003, Product Design and Development, McGraw Hill, New York.
- Valdivia, A., Hrabova, E., Chaturvedi, I., Luzon, M.V., Troiano, L., Cambria, E., Herrera, F., 2019, Inconsistencies on TripAdvisor reviews: A unified index between users and Sentiment Analysis Methods, *Neurocomputing*, Vol. 353, pp. 3-16.
- Wang, Z., Chong, C.S., Lan, L., Yang, Y., Beng Ho, S., Tong, J. C., 2016, Fine-grained sentiment analysis of social media with emotion sensing, San Francisco, *Future Technologies Conference*, pp. 1361-1364.
- Zhang, W., 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.