DAFTAR PUSTAKA

Arlot, S., Celisse, A., 2010. A survey of cross-validation procedures for model selection. Stat. Surv. 4, 40–79. https://doi.org/10.1214/09-SS054

Arvis, J.-F., Ojala, L., Wiederer, C., Shepherd, B., Raj, A., Dairabayeva, K., Kiiski, T., 2018. The Logistics Performance Index and Its Indicators. Connect. to Compete 2018. https://doi.org/10.1596/29971

B. Pang and L. Lee, 2008. Opinion Mining and Sentiment Analysis. Found. Trends Inf. Retr. 2, 1–135. https://doi.org/10.1561/1500000001

Baier, L., Kühl, N., Schüritz, R., Satzger, G., 2021. Will the customers be happy? Identifying unsatisfied customers from service encounter data. J. Serv. Manag. 32, 265–288. https://doi.org/10.1108/JOSM-06-2019-0173

Becken, S., Alaei, A.R., Wang, Y., 2020. Benefits and pitfalls of using tweets to assess destination sentiment. J. Hosp. Tour. Technol. 11, 19–34. https://doi.org/10.1108/JHTT-09-2017-0090

Belajarpython, 2019. Networking Python [WWW Document]. URL https://belajarpython.com/tutorial/networking-python

Berrar, D., 2018. Cross-validation. Encycl. Bioinforma. Comput. Biol. ABC Bioinforma. 1–3, 542–545. https://doi.org/10.1016/B978-0-12-809633-8.20349-X

Borg, A., Boldt, M., 2020. Using VADER sentiment and SVM for predicting customer response sentiment. Expert Syst. Appl. 162, 113746. https://doi.org/10.1016/j.eswa.2020.113746

Carley, K.M., Malik, M., Kowalchuck, M., Pfeffer, J., Landwehr, P., 2018. Twitter Usage in Indonesia. SSRN Electron. J. https://doi.org/10.2139/ssrn.2720332

Deng, T., 2020. Investigating the effects of textual reviews from consumers and critics on movie sales. Online Inf. Rev. 44, 1245–1265. https://doi.org/10.1108/OIR-10-2019-0323

G. Vinodhini and R. Chandrasekaran, 2012. Opinion Mining and Sentiment Classification: a Survey. ICTACT J. Soft Comput. 03, 420–427.

https://doi.org/10.21917/ijsc.2012.0065

Garcia, S., Luengo, J., Herrera, F., 2015. Data Preprocessing in Data Mining. Intelligent Systems Reference Library. 2015, Doi.

Gustafsson, M., 2018. Sentiment Analysis for Tweets 42.

Hassan, S.U., Aljohani, N.R., Idrees, N., Sarwar, R., Nawaz, R., Martínez-Cámara, E., Ventura, S., Herrera, F., 2020. Predicting literature's early impact with sentiment analysis in Twitter. Knowledge-Based Syst. 192, 105383. https://doi.org/10.1016/j.knosys.2019.105383

Hollander, J.B., Graves, E., Renski, H., Foster-Karim, C., Wiley, A., Das, D., 2016. Urban social listening: Potential and pitfalls of using microblogging data in studying cities. Urban Soc. List. Potential Pitfalls Using Microblogging Data Stud. Cities 1–97. https://doi.org/10.1057/978-1-137-59491-4

Hutto, C.J., Gilbert, E., 2014. VADER: A parsimonious rule-based model for sentiment analysis of social media text. Proc. 8th Int. Conf. Weblogs Soc. Media, ICWSM 2014 216–225.

Karolina Ilieska, 2013. Customer Satisfaction Index – as a Base for Strategic Marketing Management. TEM J. 2, 327–331.

Kersten, W., Koch, J., 2010. The effect of quality management on the service quality and business success of logistics service providers. Int. J. Qual. Reliab. Manag. 27, 185–200. https://doi.org/10.1108/02656711011014302

Kumaresh, N., Bonta, V., Janardhan, N., 2019. A Comprehensive Study on Lexicon Based Approaches for Sentiment Analysis. Asian J. Comput. Sci. Technol. 8, 1–6.

Kunal, S., Saha, A., Varma, A., Tiwari, V., 2018. Textual Dissection of Live Twitter Reviews using Naive Bayes. Procedia Comput. Sci. 132, 307–313. https://doi.org/10.1016/j.procs.2018.05.182

Liu, B., 2010. Sentiment analysis and subjectivity. Handb. Nat. Lang. Process. Second Ed. 627–666.

Meidutė, I., Litvinenko, M., Aranskis, A., 2012. Logistics cooperation: Integrated logistics services. Bus. Theory Pract. 13, 343–351. https://doi.org/10.3846/btp.2012.36

Mittal, R., Ahmed, W., Mittal, A., Aggarwal, I., 2021. Twitter users exhibited coping behaviours during the COVID-19 lockdown: an analysis of tweets using mixed methods. Inf. Discov. Deliv. ahead-of-p. https://doi.org/10.1108/idd-08-2020-0102

Neogi, A.S., Garg, K.A., Mishra, R.K., Dwivedi, Y.K., 2021. Sentiment analysis and classification of Indian farmers' protest using twitter data. Int. J. Inf. Manag. Data Insights 1, 100019. https://doi.org/10.1016/j.jjimei.2021.100019

Nur, W., Wan, S., Zulkarnain, N.Z., Teknologi, F., Dan, M., Teknikal, U., 2020. Comparative evaluation of lexicons in performing sentiment analysis. J. Adv. Comput. Technol. Appl. 2, 14–20.

Pakaja, F., Naba, A., 2015. Peramalan Penjualan Mobil Menggunakan Jaringan Syaraf Tiruan dan Certainty Factor. Neural Networks 6, 23–28.

Park, C.W., Seo, D.R., 2018. Sentiment analysis of Twitter corpus related to artificial intelligence assistants. 2018 5th Int. Conf. Ind. Eng. Appl. ICIEA 2018 495–498. https://doi.org/10.1109/IEA.2018.8387151

Park, S.B., Ok, C.M., Chae, B.K., 2016. Using Twitter Data for Cruise Tourism Marketing and Research. J. Travel Tour. Mark. 33, 885–898. https://doi.org/10.1080/10548408.2015.1071688

Prasetya, S., Ibrahim, M., 2017. PERANMEDIA SOSIAL TWITTER DALAM INTERAKSI SOSIAL PELAJAR SEKOLAH MENENGAH PERTAMA DI KOTA PEKANBARU (studi kasus pelajar SMPN 1 kota Pekanbaru). Strateg. Bertahan Hidup Petani Penggarap Di Jorong Sarilamak Nagari Sarilamak Kec. Harau Kabupaten Lima Puluh Kota 4, 1–13.

Rambocas, M., Pacheco, B.G., 2018. Online sentiment analysis in marketing research: a review. J. Res. Interact. Mark. 12, 146–163. https://doi.org/10.1108/JRIM-05-2017-0030

Ramyasri, V.I.S., Niharika, C., Maneesh, K., Ismail, M., 2019. Sentiment Analysis of Patients' Opinions in Healthcare using Lexicon-based Method. Int. J. Eng. Adv. Technol. 9, 6977–6981. https://doi.org/10.35940/ijeat.a2141.109119

Rushton, A., Croucher, P. and Baker, P., 2014. Handbook of logistics and distribution management.

S.V, P., Ittamalla, R., Subramanian, D., 2020. Challenges in successful implementation of Digital contact tracing to curb COVID-19 from global citizen's perspective: A text analysis study. Int. J. Pervasive Comput. Commun. https://doi.org/10.1108/IJPCC-09-2020-0147

Sarstedt, M., Mooi, E., 2014. Regression Analysis 7. https://doi.org/10.1007/978-3-642-53965-7

Singgih, I.K., 2017. Menilik Permasalahan Logistik di Indonesia.

SupplyChainIndonesia, 2018. Perkembangan dan Permasalahan Logistik Nasional.

Sutoyo, E., Almaarif, A., 2020. Twitter sentiment analysis of the relocation of Indonesia's capital city. Bull. Electr. Eng. Informatics 9, 1620–1630. https://doi.org/10.11591/eei.v9i4.2352

Taboada, M., Brooke, J., Tofiloski, M., Voll, K., Stede, M., 2011. Lexicon-Based Methods for Sentiment Analysis. Comput. Linguist. 37, 267–307.

Tafesse, W., 2020. YouTube marketing: how marketers' video optimization practices influence video views. Internet Res. 30, 1689–1707. https://doi.org/10.1108/INTR-10-2019-0406

Top Brand Index With Complete Category | Top Brand Award, 2020. . 2020.

WorldBank, 2018. Logistics Performance Index.

Yu, J., Liu, C., 2020. The impact of employee participation in online innovation communities on idea quality. Kybernetes. https://doi.org/10.1108/K-04-2020-0228