

Daftar Pustaka

- Academia edu. Review pengunjung internet dapat berdampak positif.
https://www.academia.edu/23279878/The_impact_of_social_media_reviews_on_restaurant_performance_The_moderating_role_of_excellence_certificate. Diakses pada 7 Februari 2020.
- Big data dalam pemrograman R.
<https://medium.com/@mandes95/belajar-data-science-langkah-awal-mengenal-r-dan-rstudio-198ec2246f78>
Diakses pada 15 Februari 2020.
- BOC statistik pengguna digital dan internet Indonesia.
<https://www.boc.web.id/statistik-pengguna-digital-dan-internet-indonesia-2019/>. Diakses pada 30 Januari 2020.
- B. Pang and L. Lee, *Opinion Mining and Sentiment Analysis (2008)*, Foundations and Trends R in Information Retrieval, vol 2, nos 1-2, pp 1-135.
- Chai, K. M. A., Chieu, H. L., & Ng, H. T. (2002, August). Bayesian online classifiers for text classification and filtering. In *Proceedings of the 25th annual international ACM SIGIR conference on Research and development in information retrieval* (pp. 97-104).
- C. Tseng, N. Patel, H. Paranjape, T. Y. Lin, S. Teoh (2012), "Classifying twitter data with Naïve Bayes classifier," in IEEE International Conference on Granular Computing.
- Evans, D., & Mckee, J. (2010). *Social Media Marketing : The Next Generation of Business Engagement*. Canada: Wiley Publishing.

- García, S., Ramírez-Gallego, S., Luengo, J., Benítez, J. M., & Herrera, F. (2016). Big data preprocessing: methods and prospects. *Big Data Analytics*, 1(1), 9.
- Han, J., Pei, J., & Kamber, M. (2011). *Data mining: concepts and techniques*. Elsevier.
- Jianqiang, Z. and Xiaolin, G., (2017). Comparison research on text pre-processing methods on twitter sentiment analysis. *IEEE Access*, 5, pp.2870-2879.
- Jumeilah, F. S. (2018). Klasifikasi Opini Masyarakat Terhadap Jasa Ekspedisi JNE dengan *Naïve Bayes* . *JSINBIS (Jurnal Sistem Informasi Bisnis)*, 8(1), 92-98. Jumeilah, F. S. (2018). Klasifikasi Opini Masyarakat Terhadap Jasa Ekspedisi JNE dengan *Naïve Bayes* . *JSINBIS (Jurnal Sistem Informasi Bisnis)*, 8(1), 92-98.
- Kaplan, A. M., & Haenlein, M. (2010). Users of the world, unite! The challenges and opportunities of Social Media. In B. Horizons.
- K. M. Leung, "Naive Bayesian classifier". Available:<http://www.sharepdf.com/81fb247fa7c54680a94dc0f3a253fd85/naiveBayesianClassifier.pdf>, Diakses pada 15 Februari 2020.
- Ledy Agusta. (2009).Perbandingan Algoritma Stemming Porter Dengan Algoritma Nazief & Adriani Untuk Stemming Dokumen Teks Bahasa Indonesia. <https://yudiagusta.files.wordpress.com/2009/11/196-201-knsi09-036-perbandingan-algoritma-stemming-porter-dengan-algoritma-nazief-adriani->

[untuk-stemming-dokumen-teks-bahasa-indonesia.pdf](#).

Diakses pada 26 Februari 2020.

Liu, B. (2010). Sentiment analysis and subjectivity. Handbook of natural language processing.

Mayfield, A. (2008, August 8). What is Social Media. Retrieved from iCrossing: <http://www.iCrossing.com/ebooks>

M. Brady & J. Loonan, Exploring the use of entity-relationship diagramming as a technique to support grounded theory inquiry. Penerbit Emerald Group Publishing, Bradford, 2010.

Murnawan, M. (2017). PEMANFAATAN ANALISIS SENTIMEN UNTUK PEMERINGKATAN POPULARITAS TUJUAN WISATA. Jurnal Penelitian Pos dan Informatika, 7(2), 109-120.

Okezone pengguna internet di Indonesia. <https://techno.okezone.com/read/2019/05/21/207/2058456/apjii-pulau-jawa-sumbang-kontribusi-paling-besar-pengguna-internet-di-indonesia>. Diakses pada 30 Januari 2020.

Powers, D. M. (2011). Evaluation: from precision, recall and F-measure to ROC, informedness, markedness and correlation.

Proses Preprocessing: Case Folding, Tokenizing, Filtering, Stemming. (Triawati 2009). <http://tugasakhirkami.blogspot.com/2012/04/preprocessing.html>. Diakses pada 28 Februari 2020.

Santos, D. P. D. (2017). The influence of online social media platforms on the choice of restaurants (Doctoral dissertation).

- Santra, A.K. dan Christy, C.J. (2012). Genetic algorithm and confusion matrix for document clustering. *International Journal of Computer Science Issues (IJCSI)*, 9(1), p.322.
- Soliman, T. H. A., Elmasry, M. A., Hedar, A. R., & Doss, M. M. (2012, October). Utilizing support vector machines in mining online customer reviews. In *2012 22nd International Conference on Computer Theory and Applications (ICCTA)* (pp. 192-197). IEEE.
- Sulistiyani, Penjelasan antarmuka sistem <https://bluewordiary.wordpress.com/2017/10/17/rancangan-antar-muka-interface/>. Diakses pada 10 Maret 2020
- Tesis Magister Universitas Indonesia *TWITTER SENTIMENT ANALYSIS TERHADAP BRAND REPUTATION: STUDI KASUS PT XL AXIATA Tbk.* <http://lib.ui.ac.id/file?file=digital/2016-6/20416174-TA-Nur%20Azizah%20Vidya.pdf>. Diakses pada 2 Maret 2020
- Timilsina, M. (2017). Impacts of social media in restaurant businesses: A case study of restaurants based on Oulu region.
- Wardani, F. K. (2019). TA: Analisis Sentimen untuk Peningkatan Popularitas Situs Belanja Online di Indonesia Menggunakan Metode *Naïve Bayes* (Studi Kasus Data Sekunder) (Doctoral dissertation, Institut Bisnis dan Informatika Stikom Surabaya).
- Xhemali, D., Hinde, C.J. dan Stone, R.G. (2009). *Naïve Bayes vs. decision trees vs. neural networks in the classification of training web pages.*

Younis, Emam M.G. (2015). Sentiment Analysis and Text Mining for Social Media Microblogs using Open Source Tools: An Empirical Study. International Journal of Computer Applications (0975 - 8887) Volume 112 - No. 5.

Zhang, Y., & Desouza, P. (2014). Enhance the Power of Sentiment Analysis. International Journal of Computer, Information, Systems and Control Engineering