# DAFTAR PUSTAKA

Agresti, A. (2007). An introduction to categorical data analysis. Hoboken, NJ: Wiley-Interscience.

Bae, J.-H., Son, J.-E., & Song, M. (2013). Analysis Of Twitter For 2012 South Korea Presidential Election By Text Mining Techniques. Journal Of Intelligence And Information Systems, 19(3), 141-156.

Beier, M., & Wagner, K. (2016). Social Media Adoption: Barriers To The Strategic Use Of Social Media In Smes. Proceedings Of The European Conference On Information Systems.

Bindra, G. S., Kandwal, K. K., Singh, P. K., & Khanna, S. (2012). *Tracing Information Flow And Analyzing The Effects Of Incomplete Data In Social Media. 2012 Fourth International Conference On Computational Intelligence, Communication Systems And Networks.* Doi:10.1109/Cicsyn.2012.51

Budi, T.S.W., Shen, Chien-Wen, Ratnawati, K. (2017). Using Social Media Mining To Understand Public Opinion Towards Destination Image. Asia-Pacific Management And Business Application, 5 (3), 147-172

Buhalis, D. (1998). *Strategic Use Of Information Technologies In The Tourism Industry. Tourism Management, 19(5), 409–421.* Doi:10.1016/S0261-5177(98)00038-7

Chen, F., & Zhang, L. (2016). How To Integrate Social Media In IS Curriculum, Especially Fora Small IS Program? Proceedings Of The Americas Conference On Information Systems.

Chung, Y., & Buhalis, D. (2008). Information Needs In Online Social Networks. *Informationtechnology & Tourism*, *10*(4), 267-281.

Datareportal. (2019). Global Digital Overview. Retrieved From Https://Datareportal.Com/Reports/Digital-2019-Global-Digital-Overview

Dellarocas, C. (2003). The Digitization Of Word Of Mouth: Promise And Challenges Of Online Feedback Mechanisms. Management Science, 49(10), 1407-1424.

Emarketer. (2008). Online Reviews Sway Shoppers. Retreived From Http://Www.Emarketer.Com/Article.Aspx?R=100640

Emarsys. (2019). Top 5 Social Media Prediction. Retrieved From Https://Emarsys.Com/Learn/Blog/Top-5-Social-Media-Predictions-2019/

Fotis, J., Buhalis, D., & Rossides, N. (2012). *Social Media Use And Impact During The Holiday Travel Planning Process. Information And Communication Technologies In Tourism 2012, 13–24.* Doi:10.1007/978-3-7091-1142-0_2

Globalwebindex. (2019). Digital Snapshot: Global. Retrieved From Https://Www.Globalwebindex.Com/Digital-Snapshot-Global

Golder, S. A., & Macy, M. W. (2011). Diurnal And Seasonal Mood Vary With Work, Sleep, And Daylength Across Diverse Cultures. Science, 333(6051), 1878—1881. Https://Doi.Org/10.1126/Science.1202775

Gretzel, U., Fesenmaier, D., & O'Leary, J. (2006). The Transformation Of Consumer Behaviour. *Tourism Business Frontiers: Consumers, Products And Industry*, 9-18.

Gretzel, U., Yoo, K., & Purifoy, M. (2007). *Online Travel Review Study: Role And Impact Ofonline Travel Reviews.* Laboratory For Intelligent Systems In Tourism, Texas A & Muniversity. Retrieved Fromhttp://Www.Tripadvisor.Com/Pdfs/Onlinetravelreviewreport.Pdf

Hosmer, D.W And S.Lemeshow. 2000. *Applied Logistic Regression.* Second Edition.New York: John Wiley And Sons,Inc.

Ji, X., Chun, S. A., Wei, Z., & Geller, J. (2015). Twitter Sentiment Classification Formeasuring Public Health Concerns. Social Network Analysis And Mining, 5(1), 1–25. Http://Dx.Doi.Org/10.1007/S13278-015-0253-5

Kaplan, Andreas M, And Michael Haenlein. (2010). Users Of The World, Unite! The Challenges And Opportunities Of Social Media. *Business Horizons* 53: 59-68.

Khairul Hilmi A Manap, K.H. And Adzharudin, N.A. (2013). The Role Of User Generated Content (UGC) In Social Media For Tourism Sector. WEI International Academic Conference P Roceedings. Istanbul, Turkey

Kumar, S., & Rishi, R. (2015). Data Collection And Analytics Strategies Of Social Networking Websites. In Green Computing And Internet Of Things (Icgciot), 2015 International Conference On 643-48. Https://Doi.Org/10.1109/Icgciot.2015.7380543

Lai, V., Rajashekar, C., & Rand, W. (2011). Comparing Social Tags To Microblogs. Inproceedings–2011 IEEE International Conference On Privacy, Security, Risk Andtrust And IEEE International Conference On Social Computing, PASSAT/Socialcom2011 1380-1383. Https://Doi.Org/10.1109/PASSAT/Socialcom.2011.52.

Liu, B. (2012). Opinion Mining. Chicago, United States Of America

Liu, B. And Zhang, L. (2017). A Survey Of Opinion Mining And Sentiment Analysis. Chicago: University Of Illinois

Manap, K. H. A., & Adzharudin, N. A. 2013. The Role Of User Generated Content (UGC) In Social Media For Tourism Sector. In West East Institute International Academic Conference Proceedings (Pp. 52–58). Istanbul, Turkey.

Miguéns, J., Baggio, R., & Costa, C. (2008). Social Media And Tourism Destinations: Trip Advisor Case Study. Advances In Tourism Research, 26(28), 1-6.

Schmallegger, D., & Carson, D. (2008). Blogs In Tourism: Changing Approaches To Information Exchange. Journal Of Vacation Marketing, 14(2), 99-110.

Shen, Y., Hock Chuan, C., & Cheng, S. H. (2016). The Medium Matters: Effects On What Consumers Talk About Regarding Movie Trailers. In Proceedings Of The International Conference On Information Systems.

Siddiqui, S., & Singh, T. (2016). Social Media Its Impact With Positive And Negative Aspects. *International Journal Of Computer Applications Technology And Research*, 5(2), 71-75. Http://Www.Ijcat.Com/Archives/Volume5/Issue2/Ijcatr05021006.Pdf

Stieglitz, S., Bunker, D., Mirbabaie, M., & Ehnis, C. (2017). Sense-Making In Social Media During Extreme Events. Journal Of Contingencies And Crisis Management (JCCM). Http://Dx.Doi.Org/10.1111/1468-5973.12193.

Stieglitz, S., & Dang-Xuan, L. (2013). Social Media And Political Communication: A Social Media Analytics Framework.Social Network Analysis And Mining, 3(4), 1277–1291. Http://Dx.Doi.Org/10.1007/S13278-012-0079-3.

Stieglitz, S., Mirbabaie, M., Ross, B., & Neuberger, C. (2018). Social Media Analytics– Challenges In Topic Discovery, Data Collection, And Data Preparation. International Journal Of Information Management, 39, 156–168. Https://Doi.Org/10.1016/J.Ijinfomgt.2017.12.002

Turban, E., King, D., Lee, J. K., Liang, TP., & Turban, D. C. (2015). *Electronic Commerce: A Managerial And Social Networks Perspective* (8th Ed). Switzerland: Springer International Publishing.

Yoo, K.H., Gretzel, U., & Zach, F. (2011). Travel Opinion Leaders And Seekers. In R. Law,M. Fuchs & F. Ricci (Eds.), *Information And Communicationtechnologies In Tourism2011* (Pp. 525-535). New York, NY: Springer.

Yoo, K. H., Lee, K. S., And Gretzel, U. (2007). The Role Of Source Characteristics In Ewom:What Makes Online Travel Reviewers Credible And Likeable? In Sigala, M., Mich, L.,Murphy, J., & Frew, A. (Eds.), *Proceedings Of The 14th International Enterconference In Ljubljana, Slovenia, January 24-26, 2007* (Pp. 23-34). UK, Axonimprint.

Yoo, K.H., Lee, Y., Gretzel, U., & Fesenmaier, D. R. (2009). Trust In Travel-Related Consumergenerated Media. In: Höpken, W., Gretzel, U., & Law, R. (Eds),*Information Andcommunication Technologies In Tourism 2009* (Pp. 49-59). New York, NY: Springer.