

DAFTAR PUSTAKA

- Cheliotis, Giorgos Dr. (2010). *Social Network Analysis*. Singapore: National University of Singapore.
- Chua, Tat-Seng; Juanzi, Li; Moens, Marie-Francine (2014). *Mining user generated content*. Chapman and Hall/CRC
- Dumbill, Edd. (2012). “ *Big Data Now: 2012 Edition*. “*What Is Big Data?*” O’Reilly, USA: O’Reilly Media, Inc.
- Feldman, R. & Sanger, J (2007). *The Text Mining Handbook*. New York: Cambridge University Press.
- Gartner (2015) *What is Big Data?* [Online]. Retrieved from <http://www.gartner.com/it-glossary/big-data>
- Hurwitz, Judith. Nugent, Alan. Halper, Fern dan Kaufman, Marcia (2013). *Big Data For Dummies*. Hoboken, NJ: John Wiley & Sons, Inc.
- Han, Jiawei., Kamber, Micheline. (2006). *Data Mining: Concepts and Techniques (2nd Edition)*.USA: Diane Cerra.
- Han, Jiawei., Kamber, Micheline. (2012). *Data Mining: Concepts and Techniques (3rd Edition)*. USA: Diane Cerra
- Id.techinasia.com (2015). *Laporan pengguna website mobile media sosial Indonesia* [Online]. Retrieved from : <http://id.techinasia.com/laporan-pengguna-website-mobile-media-sosial-indonesia/>
- Indrawati. (2015). *Metode Penelitian Manajemen dan Bisnis Konvergensi Teknologi Komunikasi Dan Informasi*. Bandung: Refika Aditama.
- Industri.bisnis (2015). *Fitch Afiriasi Peringkat Telkomsel Di Level AAA* [Online]. Retrieved from <http://industri.bisnis.com/read/20150502/101/428941/fitch-afiriasi-peringkat-telkomsel-di-level-aaa>

- Kaplan, Andreas M. & Haenlein, Michael. (2010). “*User of the world, unite! The Challenges and Opportunities of Social Media*”. Retrieved from <http://michaelhaenlein.eu/Publications/Kaplan,%20Andreas%20%20Users%20of%20the%20world,%20unite.pdf>
- Khan Ahmad, R., dan Quadri, S.M.K. (2012). *Business Intelligence: An Integrated Approach*. University of Kashmin, Vol.V, 64-72. Retrieved from <http://www.saycocorporativo.com>
- Liu, Huan., Salerno, J, John., Young, Michael. (2009). *Social Computing and Behavioral Modeling*. USA. Phoenix Arizona.
- Manyika, James., Chui, Michale. Brown, Brad. (2011). *Are You Ready for the Era of “Big Data”*, Page 2-3. Retrieved from McKinsey
- Marketing.co.id. (2013, Februari 25). *USER GENERATED CONTENT*. Retrieved from Marketing.co.id: <http://www.marketing.co.id/user-generated-content/>
- Mayfield (2008). *What is Social Media?* Retrieved from <http://ebooksoneverything.com/marketing/WhatisSocialMedia.pdf>
- Miranda, Eka (2008). *Pengembangan Bisnis Intelligence bagi Perkembangan Bisnis Perusahaan*, Page 111-112. Retrieved from portal.garuda.org
- Mooney, R. (2006). *Machine Learning Text Categorization*. Austin: University of Texas
- Muntean, M. (2012). *Theory and Practice In Business Intelligence*, Page 1-3. Retrieved from uni.muenchen.de
- Noverion Rifai, Kharizt Attria Gupta, *Business Intelligence*, ITB, 2004
- Newman, M. E. J. (2010). *Network : An Introduction*. New York : Oxford Press.
- O’Reilly, Tim., & Milstein, Sarah. (2009). *The Twitter Book (2nd Editio)*. USA: O’Reily Media, Inc.
- Passmore, David L. (2011). *Social Network Analysis Theory and Applications*.
- Provost, Foster. Fawcett, Tom (2013). *Data Science for Business*. USA: O’Reilly Media, Inc.
- Topsy.com (2015). *Tweets per day : Telkomsel* [Online]. Retrieved from <http://topsy.com/analytics?q1=Telkomsel&via=Topsy> (30 September 2015)

Telkomsel. (2014, Februari 12). *Telkomsel Raih 4 Penghargaan di Top Brand Award*. Retrieved from Telkomsel: <http://www.telkomsel.com/about/news/1059-Telkomsel-Raih-4-Penghargaan-di-Top-Brand-Award-2014>

Twitter (2015). *Getting started with twitter* [Online] Retrieved from <https://support.twitter.com/groups/50-welcome-to-twitter/topics/204-the-basics/articles/215585getting-started-with-twitter> [2 Juni 2015]

Twitter (2015). *About.Twitter* [Online]. Tersedia di: <https://about.twitter.com/what-is-twitter/story-of-a-tweet> [2 Juni 2015]

Twitter (2015). [Online]. Retrieved from <https://dev.twitter.com/overview/documentation>

Tavalikofard, Mozghan., Almeroth, Kevin C. (2012). *Social Computing: And Intersection of Recommender Systems, Reputation System, and Social Network.*, 53-58. Retrieved from IEEE Network

Tribunnews (2015). *Telkomsel sabet penghargaan terbaik di Asia-Pasifik* [Online]. Retrieved from <http://jogja.tribunnews.com/2015/06/20/telkomsel-sabet-penghargaan-terbaik-di-asia-pasifik> [20 Agustus 2015]

Selular.id (2015). *Selular Award 2015. XL Axiata borong 3 Penghargaan sekaligus* Retrieved from <http://selular.id/news/2015/04/di-selular-award-2015-xl-axiata-borong-3-penghargaan-sekaligus/>

Susanto, H. (2013, April 9). *Social Network Analysis (SNA)*. Retrieved from <http://hari-cio-8a.blog.ugm.ac.id/2013/04/09/social-network-analysis-sna>

Tsvetovat, Maksim., Kouznetsov, Alexander. (2011). *Social Network for Startup*. California: O'Reilly Media, Inc.

Wearesocial (2015). *Digital, Social, Mobile in APAC 2015* [Online]. Retrieved from <http://www.slideshare.net/wearesocialsg/digital-social-mobile-in-apac-in-2015>

Westerman, David., Spence, Partic R., Heide, Brandon Van Der. (2013). *Social Media as Information Source: Recency of Updates and Credibility of Information*. Journal of Computer-Mediated Communication, 1-13

XL Axiata (2015). XL Axiata [Online]. Retrieved from <http://www.xl.co.id/XL/images/logo.png>

Zhao, Yanchang. (2013). *R and Data Mining: Examples and Case Studies*. Amsterdam: Elsevier.

Zikopoulos, Paul C., Eaton, Chris., deRoos, Dirk., Deutsch, Thomas., Lapis, George. (2012). *Understanding Big Data*. US: Mc-Graw-Hill Books.