

ABSTRACT

The purpose of this research is knowing the dynamic phenomenon of social network which occurs on Twitter user interaction about the biggest cellular telecommunication operators company in Indonesia namely Telkomsel and Indosat Ooredoo. This research use descriptive qualitative methods. Data were collected by crawling activities on social media Twitter using Rstudio software. The data taken is user interaction in the form of tweets which contain 'telkomsel' and 'indosatooredoo' or 'indosat' keyword during 1 Desember 2017 until 1 January 2018. The data collected will be processed for social network modelling along with network properties and centrality analysis using Gephi software. Then, the evolution of network properties and centrality overtime will be analyzed with Dynamic Network Analysis (DNA) approach.

Keywords: Network Properties, Centrality, Dynamic Network Analysis, Twitter.