

DAFTAR PUSTAKA

- Anderson-Meli, L., & Koshy, S. (2020). A new public relations crisis communication model. In *Public Relations Crisis Communication*. <https://doi.org/10.4324/9780429287763-6>
- Anggraini, C. A., Perbawasari, S., & Budiana, H. R. (2018). Cyber Branding Sebagai Upaya Membangun Brand Awareness Shopee Indonesia. *Commed : Jurnal Komunikasi Dan Media*, 2(2), 72. <https://doi.org/10.33884/commed.v2i2.471>
- Entman, R. M., & Usher, N. (2018). Framing in a Fractured Democracy: Impacts of Digital Technology on Ideology, Power and Cascading Network Activation. *Journal of Communication*, 68(2), 298–308. <https://doi.org/10.1093/joc/jqx019>
- Fitriyah, P., & Nurhaeni, I. D. A. (2021). Netnography and social network analysis: Centrality actors reopening Indonesia's tourism industry in a transitional era. *Jurnal Komunikasi: Malaysian Journal of Communication*, 37(3), 257–273. <https://doi.org/10.17576/JKMJC-2021-3703-15>
- Fitri, V. A., Andreswari, R., & Hasibuan, M. A. (2019). Sentiment analysis of social media Twitter with case of Anti-LGBT campaign in Indonesia using Naïve Bayes, decision tree, and random forest algorithm. *Procedia Computer Science*, 161, 765–772. <https://doi.org/10.1016/j.procs.2019.11.181>
- Gorodnichenko, Y., Pham, T., & Talavera, O. (2021). Social media, sentiment and public opinions: Evidence from #Brexit and #USElection. *European Economic Review*, 136, 103772. <https://doi.org/10.1016/j.euroecorev.2021.103772>
- Hsieh, H. F., & Shannon, S. E. (2005). Three approaches to qualitative content analysis. *Qualitative Health Research*, 15(9), 1277–1288. <https://doi.org/10.1177/1049732305276687>
- Jindal, K., & Aron, R. (2021). A systematic study of sentiment analysis for social media data. *Materials Today: Proceedings*, xxxx. <https://doi.org/10.1016/j.matpr.2021.01.048>
- Knüpfer, C. B., & Entman, R. M. (2018). Framing conflicts in digital and transnational media environments. *Media, War and Conflict*, 11(4), 476–488. <https://doi.org/10.1177/1750635218796381>
- Li, S., Liu, Z., & Li, Y. (2020). Temporal and spatial evolution of online public sentiment on emergencies. *Information Processing and Management*, 57(2), 102177. <https://doi.org/10.1016/j.ipm.2019.102177>

- Lipizzi, C., Iandoli, L., & Marquez, J. E. R. (2016). Combining structure, content and meaning in online social networks: The analysis of public's early reaction in social media to newly launched movies. *Technological Forecasting and Social Change*, 109, 35–49. <https://doi.org/10.1016/j.techfore.2016.05.013>
- Melton, C. A., Olusanya, O. A., Ammar, N., & Shaban-Nejad, A. (2021). Public sentiment analysis and topic modeling regarding COVID-19 vaccines on the Reddit social media platform: A call to action for strengthening vaccine confidence. *Journal of Infection and Public Health*, 14(10), 1505–1512. <https://doi.org/10.1016/j.jiph.2021.08.010>
- Muliawaty, L., Alamsyah, K., Salamah, U., & Maylawati, D. S. (2019). The concept of big data in bureaucratic service using sentiment analysis. *International Journal of Sociotechnology and Knowledge Development*, 11(3), 1–13. <https://doi.org/10.4018/IJSKD.2019070101>
- Öztürk, N., & Ayvaz, S. (2018). Sentiment analysis on Twitter: A text mining approach to the Syrian refugee crisis. *Telematics and Informatics*, 35(1), 136–147. <https://doi.org/10.1016/j.tele.2017.10.006>
- Tsai, W. H. S., Tao, W., Chuan, C. H., & Hong, C. (2020). Echo chambers and social mediators in public advocacy issue networks. *Public Relations Review*, 46(1), 101882. <https://doi.org/10.1016/j.pubrev.2020.101882>
- Tubaro, P., Ryan, L., Casilli, A. A., & D'Angelo, A. (2021). Social network analysis: New ethical approaches through collective reflexivity. Introduction to the special issue of Social Networks. *Social Networks*, 67(2), 1–8. <https://doi.org/10.1016/j.socnet.2020.12.001>
- Wang, D., Zhou, Y., Qian, Y., & Liu, Y. (2021). The echo chamber effect of rumor rebuttal behavior of users in the early stage of COVID-19 epidemic in China. *Computers in Human Behavior*, October, 107088. <https://doi.org/10.1016/j.chb.2021.107088>
- Wang, Y., & Fikis, D. J. (2019). Common Core State Standards on Twitter: Public Sentiment and Opinion Leaders. *Educational Policy*, 33(4), 650–683. <https://doi.org/10.1177/0895904817723739>
- Wasserman, S. & Faust, K. (2013). Análisis de redes sociales. Métodos y aplicaciones. *Centro de Investigaciones Sociológicas*, 874.
- Watanabe, N. M., Kim, J., & Park, J. (2021). Social network analysis and domestic and international retailers: An investigation of social media networks of cosmetic brands. *Journal of Retailing and Consumer Services*, 58(September 2020), 102301.

<https://doi.org/10.1016/j.jretconser.2020.102301>

Yang, X. (2021). Business big data analysis based on microprocessor system and mathematical modeling. *Microprocessors and Microsystems*, 82(December 2020), 103846. <https://doi.org/10.1016/j.micpro.2021.103846>

Yuan, F., Li, M., & Liu, R. (2020). Understanding the evolutions of public responses using social media: Hurricane Matthew case study. *International Journal of Disaster Risk Reduction*, 51(July), 101798. <https://doi.org/10.1016/j.ijdrr.2020.101798>

Zhao, X., Zhan, M., & Ma, L. (2020). How publics react to situational and renewing organizational responses across crises: Examining SCCT and DOR in social-mediated crises. *Public Relations Review*, 46(4), 101944. <https://doi.org/10.1016/j.pubrev.2020.101944>

Zheng, X., Le, Y., Chan, A. P. C., Hu, Y., & Li, Y. (2016). Review of the application of social network analysis (SNA) in construction project management research. *International Journal of Project Management*, 34(7), 1214–1225. <https://doi.org/10.1016/j.ijproman.2016.06.005>