

DAFTAR PUSTAKA

- Alamsyah, A., Ayu, S. P., & Rikumahu, B. (2019). Exploring relationship between headline news sentiment and stock return. *2019 7th International Conference on Information and Communication Technology, ICoICT 2019*, 1–6. <https://doi.org/10.1109/ICoICT.2019.8835298>
- Alan Januszewski, & Molenda, M. (2008). *Educational Technology* (A. Januszewski & M. Molenda (eds.); A Definitive). Lawrence Erlbaum Associates.
- Amat-Lefort, N., Barravecchia, F., & Mastrogiacomo, L. (2022). Quality 4.0: big data analytics to explore service quality attributes and their relation to user sentiment in Airbnb reviews. *International Journal of Quality and Reliability Management*. <https://doi.org/10.1108/IJQRM-01-2022-0024>
- Creswell, J. W., & Creswell, J. D. (2018). Mixed Methods Procedures. In *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches*.
- Huang, E. Y., Lin, S., & Fan, Y. (2015). Electronic Commerce Research and Applications M-S-QUAL: Mobile service quality measurement. *ELECTRONIC COMMERCE RESEARCH AND APPLICATIONS*, January. <https://doi.org/10.1016/j.elerap.2015.01.003>
- Indrawati. (2015). *Metode Penelitian Manajemen dan Bisnis: Konvergensi Teknologi Komunikasi dan Informasi*. Refika Aditama.
- Indrawati. (2018). *Metode penelitian kualitatif: manajemen dan bisnis konvergensi teknologi informasi dan komunikasi* (Rachmi (ed.); Cetakan Ke). Refika Aditama.
- Irawan, H., Akmalia, G., & Masrury, R. A. (2019). Mining tourist's perception toward Indonesia tourism destination using sentiment analysis and topic modelling. *ACM International Conference Proceeding Series, September*, 7–12. <https://doi.org/10.1145/3361821.3361829>
- Junruo, S. (2020). *Software Defect Classification Approach Based on the Modified Latent L i Hai Feng*. 478–482. <https://doi.org/10.1109/DSA51864.2020.00081>
- Kencanasari, R. A. M., Dhewanto, W., & Rustiadi, S. (2021). Digital Product Perception and User Satisfaction Relationship: Can They Create Feedback Intention? *The Asian Journal of Technology Management (AJTM)*, 14(2), 109–

127. <https://doi.org/10.12695/ajtm.2021.14.2.1>

- Khan, S. (2022). *Big Data and Analytics*. Notion Press Media Pvt Ltd.
- Kotler & Keller. (2016). Capturing Marketing Insights (Electronic Version). In *Marketing Management*.
- Kreutzer, R. T., & Sirrenberg, M. (2020). *Understanding Artificial Intelligence*. Springer Nature Switzerland AG.
- Martin-Domingo, L., Martín, J. C., & Mandsberg, G. (2019). Social media as a resource for sentiment analysis of Airport Service Quality (ASQ). *Journal of Air Transport Management*, 78, 106–115. <https://doi.org/10.1016/j.jairtraman.2019.01.004>
- Munandar, J. M., Udin, F., & Amelia, M. (2004). *ANALISIS FAKTOR YANG MEMPENGARUHI PREFERENSI KONSUMEN PRODUK AIR MINUM DALAM KEMASAN DI BOGOR*.
- Naury, C., Fudholi, D. H., & Hidayatullah, A. F. (2021). *Topic Modelling pada Sentimen Terhadap Headline Berita Online Berbahasa Indonesia Menggunakan LDA dan LSTM*. 5, 24–33. <https://doi.org/10.30865/mib.v5i1.2556>
- Omar, S., Mohsen, K., Tsimonis, G., Oozeerally, A., & Hsu, J. (2021). Journal of Retailing and Consumer Services M-commerce : The nexus between mobile shopping service quality and loyalty. *Journal of Retailing and Consumer Services*, 60(April 2020), 102468. <https://doi.org/10.1016/j.jretconser.2021.102468>
- Putra, P., & Yudhoatmojo, S. B. (2021). User Perception Analysis of Online Learning Platform “Zenius” During the Coronavirus Pandemic Using Text Mining Techniques. *Jurnal Sistem Informasi*, 17(2), 33–47.
- R, N. A., Kadry, S., Gandomi, A. H., & Balusamy, B. (2021). *Big Data*. Wiley.
- Rahim, A. I. A., Ibrahim, M. I., Musa, K. I., Chua, S. L., & Yaacob, N. M. (2021). Assessing patient-perceived hospital service quality and sentiment in malaysian public hospitals using machine learning and facebook reviews. *International Journal of Environmental Research and Public Health*, 18(18). <https://doi.org/10.3390/ijerph18189912>

- Sari, P. K., Alamsyah, A., & Wibowo, S. (2018). Measuring e-Commerce service quality from online customer review using sentiment analysis. *Journal of Physics: Conference Series*, 971(1). <https://doi.org/10.1088/1742-6596/971/1/012053>
- Sekaran, U., & Bougie, R. (2016a). Research Method for Business. In *Journal of Chemical Information and Modeling* (Vol. 53).
- Sekaran, U., & Bougie, R. (2016b). *Research methods for business : a skill-building approach* (7th ed.). Chichester, West Sussex, United Kingdom : John Wiley & Sons.
- Setiawan, D. F., & Hijriani, A. (2020). *APLIKASI WEB SCRAPING DESKRIPSI PRODUK*. 14(1), 41–47.
- StatCounter. (2022). Mobile Operating System Market Share Indonesia | StatCounter Global Stats. In *Www.Gs.Statcounter.Com* (pp. 1–4). <https://gs.statcounter.com/os-market-share/mobile/indonesia%0Ahttps://gs.statcounter.com/os-market-share/mobile/indonesia/2021>
- Sugiyono. (2011). *Metode Penelitian Kuantitatif Kualitatif dan R & B*.
- Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Alfabeta.
- Susanto, I. K. (2022). *JOINTECS Analisis Sentimen dan Topic Modelling Pada Pembelajaran Online di*. 3(28), 85–98.
- Widyanti, R., & Afra, F. (2023, April 8). Belajar Kembali ke Sekolah, Bagaimana Masa Depan EdTech? *Kompas.Com*. <https://www.kompas.com/edu/read/2023/04/08/070000171/belajar-kembali-ke-sekolah-bagaimana-masa-depan-edtech-?page=all>