DAFTAR PUSTAKA

Amm. (2017, November 4). *Tren Positif Wisata RI Harus Dijaga*. Diambil kembali dari Sindonews: https://ekbis.sindonews.com/read/1254402/34/tren-positif-wisata-ri-harus-dijaga-1509772327

Anonim. (2017). *Peran Smart Tourism dalam Industri Pariwisata*. Diambil kembali dari Indonesia Future City: https://indonesiafuturecity.com/news-article/peran-smart-tourism-dalam-industri-pariwisata

Anastasi, A., & Urbina, S. (1997). Psychological Testing (7th ed.). Upper Saddle River, NJ: Prentice Hall.

Arianita, P. (2018, September 18). *Liburan, Kunjungi 10 Destinasi Wisata Prioritas Indonesia Ini Yuk!* Diambil kembali dari IDN Times: https://www.idntimes.com/travel/destination/peni-arianita/liburan-ke-10-destinasi-wisata-prioritas-indonesia-c1c2/full

Ayub, M. (2007). Proses Data Mining dalam Sistem Pembelajaran Berbantuan Komputer. *Jurnal Sistem Informasi Vol. 2 No. 1*.

Badan Pusat Statistik. (2017). *Statistik Indonesia Dalam Infografis 2017*. Badan Pusat Statistik.

Biolab. (2018). *Orange3 Text Mining Documentation*.

Biro Perencanaan dan Keuangan Sekretariat Kementrian. (2017). *Laporan Kinerja Kementrian Pariwisata Tahun 2016*. Jakarta.

Blei, D. M. (2012). *Topic Modeling and Digital Humanities*. Dipetik 12 8, 2018, dari Journal of Digital Humanities: http://journalofdigitalhumanities.org/2-1/topic-modeling-and-digital-humanities-by-david-m-blei/

Brett, M. R. (2012). *Topic Modeling: A Basic Introduction*. Dipetik 12 8, 2018, dari Journal of Digital Humanities: http://journalofdigitalhumanities.org/2-1/topic-modeling-a-basic-introduction-by-megan-r-brett/

Carew, A. (2015). *What is Service Design and Why is it Important for Tourism?* Diambil kembali dari Georgina Campbell's Ireland: http://www.ireland-guide.com/article/what-is-service-design-and-why-is-it-important-for-tourism.12053.html

Chareyron, G., Da-Rugna, J., & Raimbault, T. (2014). Big Data: a new challenge for tourism Ga¨. *2014 IEEE International Conference on Big Data*.

Chowdury, G. (2003). Natural Language Processing. *Annual Review of Information Science and Technology*.

Gartner. (2019). *Big Data*. Diambil kembali dari Gartner: https://www.gartner.com/it-glossary/big-data/

Gummesson, E. (1994). Making Relationship Marketing Operational. *International Journal of Service Industry Management*.

Han, J., Khamber, M., & Pei, J. (2012). *Data Mining Concepts and Techniques*. Massachusetts: Elsevier.

Holllins, B., & Shinkins, S. (2006). *Managing Service Operation*. London: SAGE Publications.

Holloway, J. C., Humphreys, C., & Davidson, R. (2009). *The Business of Tourism*. London: Pearson Education.

HortonWorks. (2013). *Big Data Defined*. Diambil kembali dari Hortonworks: https://hortonworks.com/blog/big-data-defined/

IndonesiaFutureCity.com. (2017). *Peran Smart Tourism dalam Industri Pariwisata*. Diambil kembali dari Indonesia Future City: https://indonesiafuturecity.com/news-article/peran-smart-tourism-dalam-industri-pariwisata

Indrawati. (2015). *Metode Penelitian Manajemen Dan Bisnis*. Bandung: PT Refika Aditama.

Kementrian Pariwisata. (2016). *Pembangunan Destinasi Pariwisata Prioritas 2016 -2019*. Jakarta.

Kementerian Pariwisata. (2017). *Laporan Kinerja Kementrian pariwisara Tahun 2017*. Jakarta.

Kementrian Pariwisata Republik Indonesia. (2018). *Laporan Akuntabilitas Kinerja Kementrian Pariwisata Tahun 2017*. Jakarta.

Ko, N., Jeong, B., Choi, S., & Joon, J. (2017). Identifying Product Opportunities Using Social Media Mining. *IEEE Access*.

Liu, B. (2015). *Sentiment Analysis*. USA: Cambridge University.

Lohmann, G., & Netto, A. P. (2018). *Tourism Theory Concepts, Models and Systems.* UK: CABI.

Moens, M., Li, J., & Chua, T. (2014). *Mining User Generated Content.* Boca Raton: CRC Press, Taylor and Francis Group .

Mohammad, S. M. (2015). Sentiment Analysis: Detecting Valence, Emotions, and Other Affectual States from Text. *Emotion Measurement.*

Olson, D. L., & Delen, D. (2008). *Advanced Data Mining Techniques.* USA: Springer.

O'Reilly. (2012). *Big Data Now.* California: O'Reilly Media.

Prebensen, N. K., Chen, J. S., & Uysal, M. (2018). *Creating experience value in tourism.* Cabi.

Rachman, F. (2017, November 27). *Konsep Big Data.* Dipetik Maret 08, 2018, dari Data Science Indonesia: https://www.datascience.or.id/detail_artikel/30/konsep-big-data

Rodriguez, M. R. (2016). Post-visit and pre-visit tourist destination image through eWOM sentiment analysis and perceived helpfulness.

Santra, A. K., & Christy, C. J. (2012). Genetic Algorithm and Confusion Matrix for Document Clustering. *International Journal of Computer Science Issues.*

Schroeck, M., Shockley, S., Smart, D., Romero-Morales, P., & Tufano, P. (2012, 10). *IBM Offering Information.* Diambil kembali dari IBM: https://www-01.ibm.com/common/ssi/cgi-bin/ssialias?htmlfid=GBE03519USEN

Sekaran, U., & Bougie, R. (2017). *Metode Penelitian untuk Bisnis.* Jakarta: Salemba Empat.

Setiawan, W. (2009). *UNDANG-UNDANG REPUBLIK INDONESIA NOMOR 10.TAHUN 2009 TENTANG KEPARIWISATAAN.*

Spillane, J. J. (1993). *Ekonomi Pariwisata: Sejarah Dan Prospeknya.* Yogyakarta: Kanisius Yogyakarta.

Sugiyono. (2011). *Metode Penelitian Administrasi.* Bandung: Alfabeta.

Teradata. (2019). *Big Data.* Diambil kembali dari Teradata: https://www.teradata.com/Outcomes/Big-Data

Tim Viva. (2017, Mei 04). *Alasan Kemenpar Gencar Promosikan 10 'Bali' Baru*. Dipetik November 04, 2018, dari Viva.co.id: https://www.viva.co.id/gaya-hidup/travel/912151-alasan-kemenpar-gencar-promosikan-10-bali-baru

TripAdvisor. (2018). *Tentang TripAdvisor*. Dipetik Oktober 28, 2018, dari TripAdvisor: https://tripadvisor.mediaroom.com/id-about-us

UNWTO. (2018). *UNWTO Tourism Resilience Committee Stresses Need for "Smart Tourism"*. Diambil kembali dari http://sdg.iisd.org/news/unwto-tourism-resilience-committee-stresses-need-for-%E2%80%9Csmart-tourism%E2%80%9D/

Utama, I. G. (2017). *Pemasaran Pariwisata*. Yogyakarta: Penerbit Andi.

WeAreSocial. (2018). *Digital in 2018 in Southeast Asia*. WeAreSocial. Diambil kembali dari https://www.slideshare.net/wearesocial/digital-in-2018-in-southeast-asia-part-2-southeast-86866464

Wikipedia. (2018). *BIg Data*. Diambil kembali dari Wikipedia: https://en.wikipedia.org/wiki/Big_data

Witten, I. H., Frank, E., & Hall, M. A. (2011). Data Mining: Practical Machine Learning Tools and Technic. *Elsevier*.

World Economic Forum. (2017). *The Travel & Tourism Competitiveness Report 2017*. Geneva: World Economic Forum.

Yoeti, O. A. (2003). *Tours and Travel Marketing*. Jakarta: Pradnya Paramita.

Zehrer, A. (2009). Service experience and service design: concepts and application in tourism SMEs. *Managing Service Quality*.

Zikmund, W. G., Babin, B. J., Carr, J. C., & Griffin, M. (2009). *Business Research Method, 8th edition*. Cengage Learning.