

## Analyzing civic satisfaction on public service using twitter data / Ade Hendraputra

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Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20471958&lokasi=lokal>

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Abstrak

**ABSTRACT**

In recent years the digital technology has transformed rapidly, allowing social media to become an important place for people for people to express their thoughts and opinion on any topic that they want. In this paper we present analysis of twitter data regarding civic satisfaction and opinion of public service in Indonesia.