

# Table of Contents

## International Journal of Sociotechnology and Knowledge Development

Volume 11 • Issue 3 • July-September-2019 • ISSN: 1941-6253 • eISSN: 1941-6261

*An official publication of the Information Resources Management Association*

### Research Articles

- 1     **The Concept of Big Data in Bureaucratic Service Using Sentiment Analysis**  
Lia Muliawaty, Universitas Pasundan, Bandung, Indonesia  
Kamal Alamsyah, Universitas Pasundan, Bandung, Indonesia  
Ummu Salamah, Universitas Pasundan, Bandung, Indonesia  
Dian Sa'adillah Maylawati, UIN Sunan Gunung Djati Bandung, Bandung, Indonesia & Universiti Teknikal Malaysia Melaka, Melaka, Malaysia
- 14    **Employment and Technology in Manufacturing**  
Alister McLeod, Indiana State University, Indiana, USA
- 30    **Modeling the Success of Windows Domain Network (WDN) Using the DeLone and McLean Information System (IS) Success Model: A University Case**  
Melanie Mamites Himang, Cebu Technological University, Cebu, Philippines  
Eduardo Mendoza Jr., Cebu Technological University, Cebu, Philippines  
Rebecca Manalastas, Cebu Technological University, Cebu, Philippines  
Lanndon Ocampo, Cebu Technological University, Cebu, Philippines  
Celbert Mirasol Himang, Cebu Technological University, Cebu, Philippines

### COPYRIGHT

The **International Journal of Sociotechnology and Knowledge Development (IJSKD)** (ISSN 1941-6253; eISSN 1941-6261), Copyright © 2019 IGI Global. All rights, including translation into other languages reserved by the publisher. No part of this journal may be reproduced or used in any form or by any means without written permission from the publisher, except for noncommercial, educational use including classroom teaching purposes. Product or company names used in this journal are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark. The views expressed in this journal are those of the authors but not necessarily of IGI Global.

*The International Journal of Sociotechnology and Knowledge Development* is indexed or listed in the following: Bacon's Media Directory; Cabell's Directories; DBLP; GetCited; Google Scholar; INSPEC; JournalTOCs; MediaFinder; SCOPUS; The Index of Information Systems Journals; The Standard Periodical Directory; Ulrich's Periodicals Directory