

Table of Contents

Table of Contents.....	I
List of Figures.....	III
List of Tables.....	IV
List of Abbreviations.....	V
1 Introduction.....	1
1.1 Structure of this Study.....	1
1.2 Importance of Customer Understanding.....	1
2 Related Background.....	4
2.1 Customer Needs from User-generated Content.....	4
2.2 Current State of Needmining.....	6
3 Problem Statement and Objective.....	9
3.1 Research Gaps.....	9
3.2 Research Questions.....	11
4 Overview of the Research Articles.....	14
4.1 Collaboration with Co-Authors.....	15
4.2 Research Article A.....	16
4.3 Research Article B.....	16
4.4 Research Article C.....	17
4.5 Research Article D.....	18
4.6 Research Article E.....	19
4.7 Research Article F.....	19
References.....	21
Research Article A.....	26
Research Article B.....	37

Research Article C	47
Research Article D.....	63
Research Article E	68
Research Article F	103