

DAFTAR PUSTAKA

- Abdullatif, N., & Kassem, S. S. (2020). *Modelling of Agent-Based Vehicle Routing Problem Using Unified Modelling Language*.
<https://api.semanticscholar.org/CorpusID:234393951>
- Alam, S. (2020). Examining the impact of ethical online retailing on consumers' repurchase intention in India. *International Journal of Management (IJM)*, 11(6), 361–368.
- Al-Hurmuzy, S., Al-Khanjari, Z., & Al-Kindi, I. (2018). Proposed Feasible PEF framework for User Acceptance Testing. *2018 8th International Conference on Computer Science and Information Technology (CSIT)*, 242–248.
<https://doi.org/10.1109/CSIT.2018.8486225>
- Allaymoun, M. H., Khaled, M., Saleh, F., & Merza, F. (2022). Data Visualization and Statistical Graphics in big data analysis by Google Data Studio – Sales Case Study. *2022 IEEE Technology and Engineering Management Conference (TEMSCON EUROPE)*, 228–234.
<https://doi.org/10.1109/TEMSCONEUROPE54743.2022.9801964>
- Anitha, P., & Patil, M. M. (2022). RFM model for customer purchase behavior using K-Means algorithm. *Journal of King Saud University - Computer and Information Sciences*, 34(5), 1785–1792.
<https://doi.org/https://doi.org/10.1016/j.jksuci.2019.12.011>
- Arif, E., & Soko, I. P. (2022). The Evaluation of web-based and android face-to-face tutorial applications quality using the user acceptance testing (UAT) method. *Journal of World Science*. <https://api.semanticscholar.org/CorpusID:251992255>
- Aryuni, M., Madyatmadja, E. D., & Miranda, E. (2018). Customer Segmentation in XYZ Bank Using K-Means and K-Medoids Clustering. *2018 International Conference on Information Management and Technology (ICIMTech)*, 412–416.
<https://doi.org/10.1109/ICIMTech.2018.8528086>
- Ashari, I. F., Banjarnahor, R., Farida, D. R., Aisyah, S. P., Dewi, A. P., & Humaya, N. (2022). Application of Data Mining with the K-Means Clustering Method and Davies Bouldin Index for Grouping IMDB Movies. *Journal of Applied Informatics and Computing*. <https://api.semanticscholar.org/CorpusID:250371540>
- Aulia, G., Fadhilah, H., Indah, F. P. S., & Pratiwi, R. D. (2022). Determinants of Patient Characteristics With Satisfaction Level of Outpatients Regarding Pharmaceutical Services in Pharmaceutical Installations of Rumah Sakit Umum Daerah Banten. *Health and Medical Journal*. <https://api.semanticscholar.org/CorpusID:255256176>
- Azzahra, D., & Ramadhani, S. (2020). Pengembangan Aplikasi Online Public Access Catalog (Opac) Perpustakaan Berbasis Web Pada Stai Auliaurasyiddin Tembilahan. *Jurnal Teknologi Dan Sistem Informasi Bisnis*, 2(2), 152–160.
- Barbiero, P., Ciravegna, G., Georgiev, D., & Giannini, F. (2021). Pytorch, explain! a python library for logic explained networks. *ArXiv Preprint ArXiv:2105.11697*.
- Barile, S., Polese, F., & Sarno, D. (2018). Grocery retailing in the I4. 0 era. *Symphonya. Emerging Issues in Management*, 2, 38–51.
- Bhatia, S. C. (2008). *Retail management*. Atlantic Publishers & Dist.
- Brown, M. E., Treviño, L. K., & Harrison, D. A. (2005). Ethical leadership: A social learning perspective for construct development and testing. *Organizational Behavior and Human Decision Processes*, 97(2), 117–134.

- Burgoon, L. D., Fuentes, C., & Borgert, C. J. (2022). A novel approach to calculating the kinetically derived maximum dose. *Archives of Toxicology*, 96(3), 809–816.
- Campbell, S., Greenwood, M., Prior, S., Shearer, T., Walkem, K., Young, S., Bywaters, D., & Walker, K. (2020). Purposive sampling: complex or simple? Research case examples. *Journal of Research in Nursing*, 25(8), 652–661.
<https://doi.org/10.1177/1744987120927206>
- Chang, E.-C., Huang, S.-C., & Wu, H.-H. (2010). Using K-means method and spectral clustering technique in an outfitter's value analysis. *Quality & Quantity*, 44, 807–815.
- Chen, A. H. L., Liang, Y.-C., Chang, W.-J., Siau, H.-Y., & Minanda, V. (2022). RFM model and K-means clustering analysis of transit traveller profiles: a case study. *Journal of Advanced Transportation*, 2022.
- Chen, D. (2015). Online Retail. *UCI Machine Learning Repository*.
- Chen, D. (2019). Online Retail II. *UCI Machine Learning Repository*.
- Chen, D., Sain, S. L., & Guo, K. (2012a). Data mining for the online retail industry: A case study of RFM model-based customer segmentation using data mining. *Journal of Database Marketing & Customer Strategy Management*, 19, 197–208.
- Chen, D., Sain, S. L., & Guo, K. (2012b). Data mining for the online retail industry: A case study of RFM model-based customer segmentation using data mining. *Journal of Database Marketing & Customer Strategy Management*, 19, 197–208.
- Choi, Y., & Mai, D. Q. (2018). The sustainable role of the e-trust in the B2C e-commerce of Vietnam. *Sustainability*, 10(1), 291.
- Dunne, P. M., Lusch, R. F., & Carver, J. R. (2013). *Retailing*. Cengage Learning.
- Et-taleby, A., Boussetta, M., & Benslimane, M. (2020). Faults Detection for Photovoltaic Field Based on K-Means, Elbow, and Average Silhouette Techniques through the Segmentation of a Thermal Image. *International Journal of Photoenergy*, 2020, 6617597. <https://doi.org/10.1155/2020/6617597>
- Fan, C., Chen, M., Wang, X., Wang, J., & Huang, B. (2021). A Review on Data Preprocessing Techniques Toward Efficient and Reliable Knowledge Discovery From Building Operational Data. *Frontiers in Energy Research*.
<https://api.semanticscholar.org/CorpusID:232387214>
- Faturohim, I., & Baita, A. (2022). PENERAPAN ALGORITMA KMEANS CLUSTERING UNTUK MENGELOMPOKKAN KERAWANAN ROB DI DAERAH PEKALONGAN. *JuTI "Jurnal Teknologi Informasi"*.
<https://api.semanticscholar.org/CorpusID:251793749>
- Febri, A., Ningsih, N., & Lemantara, J. (2021). *Aplikasi Analisis Segmentasi Pelanggan untuk Menentukan Strategi Pemasaran Menggunakan Kombinasi Metode K-Means dan Model RFM*. <https://api.semanticscholar.org/CorpusID:234087800>
- Grewal, D., Iyer, G. R., & Levy, M. (2004). Internet retailing: enablers, limiters and market consequences. *Journal of Business Research*, 57(7), 703–713.
- Gustriansyah, R., Suhandi, N., & Antony, F. (2020). Clustering optimization in RFM analysis based on k-means. *Indonesian Journal of Electrical Engineering and Computer Science*, 18(1), 470–477.
- Hadi, F., Mustakim, M., Rahmadia, D. O., Nugraha, F. H., Bulan, N. P., & Monalisa, S. (2017). Penerapan K-Means Clustering Berdasarkan RFM Mofek Sebagai Pemetaan dan Pendukung Strategi Pengelolaan Pelanggan (Studi Kasus: PT. Herbal Penawar Alwahidah Indonesia Pekanbaru). *SITEKIN: Jurnal Sains, Teknologi Dan Industri*, 15(1), 69–76.

- Hamilton, J. (2009). A customer centric approach to front-end-business intelligence deployment. *E-Business Review*, 9, 58–68.
- Haris, A. A. D., Sudaryanto, A., & Sulistyawati, D. H. (2021). Uji Fungsional Sistem Pengukur Suhu Tubuh Berbasis Arduino Dengan Metode Blackbox Testing. *Informatics, Electrical and Electronics Engineering (Infotron)*.
<https://api.semanticscholar.org/CorpusID:246498113>
- Hnatkowska, B., & Cebinka, M. (2021). Activity Diagram Generation Based on Use-Case Textual Specification. *Comput. Informatics*, 40.
<https://api.semanticscholar.org/CorpusID:245304839>
- Huang, S.-C., Chang, E.-C., & Wu, H.-H. (2009). A case study of applying data mining techniques in an outfitter's customer value analysis. *Expert Systems with Applications*, 36(3), 5909–5915.
- Hung, C., & Tsai, C.-F. (2008). Market segmentation based on hierarchical self-organizing map for markets of multimedia on demand. *Expert Systems with Applications*, 34(1), 780–787.
- Hwang, H., Jung, T., & Suh, E. (2004). An LTV model and customer segmentation based on customer value: a case study on the wireless telecommunication industry. *Expert Systems with Applications*, 26(2), 181–188.
- Istiyani, N., Nyoto, R. D., & Muhandi, H. (2020). Aplikasi Learning Management System Pada Jenjang Madrasah Aliyah. *Justin (Jurnal Sistem Dan Teknologi Informasi)*, 8(1), 105–115.
- Jai, T.-M. C., Burns, L. D., & King, N. J. (2013). The effect of behavioral tracking practices on consumers' shopping evaluations and repurchase intention toward trusted online retailers. *Computers in Human Behavior*, 29(3), 901–909.
- Kohavi, R., & Parekh, R. (2004). Visualizing RFM segmentation. *Proceedings of the 2004 SIAM International Conference on Data Mining*, 391–399.
- Komer, B., Bergstra, J., & Eliasmith, C. (2014). Hyperopt-Sklearn: Automatic Hyperparameter Configuration for Scikit-Learn. *SciPy*.
<https://api.semanticscholar.org/CorpusID:6083252>
- Kotler, P., Armstrong, G., & Armstrong, G. M. (2010). *Principles of marketing*. Pearson Education India.
- Lange, D. J. (2018). Building a scalable python distribution for HEP data analysis. *Journal of Physics: Conference Series*, 1085(4), 042041.
- Li, Z. (2022). Forecasting Weekly Dengue Cases by Integrating Google Earth Engine-Based Risk Predictor Generation and Google Colab-Based Deep Learning Modeling in Fortaleza and the Federal District, Brazil. *International Journal of Environmental Research and Public Health*, 19(20), 13555.
- Liao, S.-H., Chen, C.-M., & Wu, C.-H. (2008). Mining customer knowledge for product line and brand extension in retailing. *Expert Systems with Applications*, 34(3), 1763–1776.
- Mahesh, B. (2020). Machine learning algorithms-a review. *International Journal of Science and Research (IJSR)*. [Internet], 9(1), 381–386.
- Marcus, C. (1998). A practical yet meaningful approach to customer segmentation. *Journal of Consumer Marketing*, 15(5), 494–504.
<https://doi.org/10.1108/07363769810235974>
- Martino, A., & Rossetto, A. (2022). A Hybrid Score to Optimize Clustering Hyperparameters for Online Search Term Data. *2022 IEEE International Conference*

- on *Big Data (Big Data)*, 2317–2322.
<https://doi.org/10.1109/BigData55660.2022.10020638>
- Marutho, D., Handaka, S. H., Wijaya, E., & Muljono. (2018). The Determination of Cluster Number at k-Mean Using Elbow Method and Purity Evaluation on Headline News. *2018 International Seminar on Application for Technology of Information and Communication*, 533–538. <https://doi.org/10.1109/ISEMANTIC.2018.8549751>
- Maryani, I., Riana, D., Astuti, R. D., Ishaq, A., Sutrisno, & Pratama, E. A. (2018). Customer Segmentation based on RFM model and Clustering Techniques With K-Means Algorithm. *2018 Third International Conference on Informatics and Computing (ICIC)*, 1–6. <https://doi.org/10.1109/IAC.2018.8780570>
- McCarty, J. A., & Hastak, M. (2007). Segmentation approaches in data-mining: A comparison of RFM, CHAID, and logistic regression. *Journal of Business Research*, 60(6), 656–662.
- McKinney, W. (2010). Data structures for statistical computing in python. *Proceedings of the 9th Python in Science Conference*, 445(1), 51–56.
- Miglautsch, J. R. (2000). Thoughts on RFM scoring. *Journal of Database Marketing & Customer Strategy Management*, 8, 67–72.
- Mnih, V., Badia, A. P., Mirza, M., Graves, A., Lillicrap, T. P., Harley, T., Silver, D., & Kavukcuoglu, K. (2016). Asynchronous Methods for Deep Reinforcement Learning. *CoRR*, abs/1602.01783. <http://arxiv.org/abs/1602.01783>
- Mohamad, I. Bin, & Usman, D. (2013). Research Article Standardization and Its Effects on K-Means Clustering Algorithm. *Research Journal of Applied Sciences, Engineering and Technology*, 6(17), 3299–3303.
- Mokoginta, M. G., Sugihen, B. G., Susanto, D., & Asngari, P. S. (2009). Karakteristik Pelanggan Dan Persepsi Pelanggan Terhadap Pelayanan Puskesmas (Kasus di Kota Kotamobagu dan Kabupaten Bolaang Mongondow Utara, Provinsi Sulawesi Utara). *Jurnal Penyuluhan*, 5(1).
- Morisada, M., Miwa, Y., & Dahana, W. D. (2019). Identifying valuable customer segments in online fashion markets: An implication for customer tier programs. *Electronic Commerce Research and Applications*, 33, 100822. <https://doi.org/https://doi.org/10.1016/j.elerap.2018.100822>
- Muningsih, E. (2018). Komparasi metode clustering k-means dan k-medoids dengan model fuzzy RFM untuk pengelompokan pelanggan. *EVOLUSI: Jurnal Sains Dan Manajemen*, 6(2).
- Muñoz-Carpio, J. C., Cowling, M., & Birt, J. (2018). Framework to Enhance Teaching and Learning in System Analysis and Unified Modelling Language. *2018 IEEE International Conference on Teaching, Assessment, and Learning for Engineering (TALE)*, 91–98. <https://doi.org/10.1109/TALE.2018.8615284>
- Murphy, A. (2017). Supervised learning (machine learning). *Radiopaedia.Org*. <https://api.semanticscholar.org/CorpusID:239988945>
- Mutandwa, E., Kanuma, N. T., Rusatira, E., Kwiringirimana, T., Mugenzi, P., Govere, I., & Foti, R. (2009). Analysis of coffee export marketing in Rwanda: Application of the Boston consulting group matrix. *African Journal of Business Management*, 3(5), 210.
- Nidhra, S., & Dondeti, J. (2012). Black box and white box testing techniques-a literature review. *International Journal of Embedded Systems and Applications (IJESA)*, 2(2), 29–50.
- NM, S. R. (2021). PENERAPAN METODE INKUIRI DALAM MENINGKATKAN KREATIVITAS SISWA DALAM PEMBELAJARAN SEJARAH DI SMA

- MUHAMMADIYAH 1 TAMAN SIDOARJO. *Dar El-Ilmi : Jurnal Studi Keagamaan, Pendidikan Dan Humaniora*.
<https://api.semanticscholar.org/CorpusID:254907312>
- Nurdiantoro, F., Asnar, Y., & Widagdo, T. E. (2017). The development of data collection tool on spreadsheet format. *2017 International Conference on Data and Software Engineering (ICoDSE)*, 1–6. <https://doi.org/10.1109/ICODSE.2017.8285889>
- Obilor, E., & Isaac. (2023). *Convenience and Purposive Sampling Techniques: Are they the Same?* <https://api.semanticscholar.org/CorpusID:263753435>
- Oktarian, S., Defit, S., & Sumijan. (2020). Clustering Students' Interest Determination in School Selection Using the K-Means Clustering Algorithm Method. *Jurnal Informasi Dan Teknologi*. <https://api.semanticscholar.org/CorpusID:229141758>
- Pajankar, A., & Joshi, A. (2022). Getting Started with Python 3 and Jupyter Notebook. In *Hands-on Machine Learning with Python: Implement Neural Network Solutions with Scikit-learn and PyTorch* (pp. 3–21). Springer.
- Parasuraman, A. (1997). Reflections on gaining competitive advantage through customer value. *Journal of the Academy of Marketing Science*, 25(2), 154–161.
<https://doi.org/10.1007/BF02894351>
- Parikh, Y., & Abdelfattah, E. (2020). Clustering Algorithms and RFM Analysis Performed on Retail Transactions. *2020 11th IEEE Annual Ubiquitous Computing, Electronics & Mobile Communication Conference (UEMCON)*, 506–511.
<https://doi.org/10.1109/UEMCON51285.2020.9298123>
- Park, H.-S., & Jun, C.-H. (2009). A simple and fast algorithm for K-medoids clustering. *Expert Systems with Applications*, 36(2, Part 2), 3336–3341.
<https://doi.org/https://doi.org/10.1016/j.eswa.2008.01.039>
- Patil, S., Khan, H., Mehta, S., & Mandawkar, U. (2021). Study of Customer Segmentation Using K-Means Clustering and Rfm Modelling. *Journal of Engineering Sciences*, 12(6), 556–559.
- Perdana, S. A., Florentin, S. F., & Santoso, A. (2022). ANALISIS SEGMENTASI PELANGGAN MENGGUNAKAN K-MEANS CLUSTERING STUDI KASUS APLIKASI ALFAGIFT. *Sebatik*.
<https://api.semanticscholar.org/CorpusID:255654820>
- Phillips, J. R. (2019). *A Complete Introduction to SASPy and Jupyter Notebooks*.
<https://api.semanticscholar.org/CorpusID:195060603>
- Pramakrisna, F. D., Adhinata, F. D., & Tanjung, N. A. F. (2022). Aplikasi Klasifikasi SMS Berbasis Web Menggunakan Algoritma Logistic Regression. *Teknika*.
<https://api.semanticscholar.org/CorpusID:250318511>
- Puspitasari, N., Haviluddin, H., & Puadi, F. U. J. H. (2022). Klasterisasi Wilayah Penghasil Tanaman Lada Menggunakan Algoritma K-Means. *Indonesian Journal of Computer Science*, 11(3).
- Qumsiyeh, E. M., & Sabha, M. N. (2022). *Classification of Leaf Disease via Deep Neural Network combined with Clustering Algorithm*.
- Rachwał, A., Popławska, E., Gorgol, I., Cieplak, T., Pliszczyk, D., Skowron, Ł., & Rymarczyk, T. (2023). Determining the Quality of a Dataset in Clustering Terms. *Applied Sciences*, 13(5). <https://doi.org/10.3390/app13052942>
- Regnell, B., Andersson, M., & Bergstrand, J. (1996). A hierarchical use case model with graphical representation. *Proceedings IEEE Symposium and Workshop on Engineering of Computer-Based Systems*, 270–277.
<https://doi.org/10.1109/ECBS.1996.494538>

- Ronen, B., Palley, M. A., & Lucas Jr, H. C. (1989). Spreadsheet analysis and design. *Communications of the ACM*, 32(1), 84–93.
- Rungruang, C., Riyapan, P., Intarasit, A., Chuarkham, K., & Muangprathub, J. (2024). RFM model customer segmentation based on hierarchical approach using FCA. *Expert Systems with Applications*, 237, 121449.
- Rusdianto, D. S., Arwan, A., Pradana, F., Kurniawan, T. A., & Amalia, F. (2022). Pelatihan Pemodelan Kebutuhan Perangkat Lunak dengan Menggunakan Usecase Diagram. *Bubungan Tinggi: Jurnal Pengabdian Masyarakat*.
<https://api.semanticscholar.org/CorpusID:251209043>
- Saadeh, H., Saadeh, M., Almobaideen, W., & Al-Tawil, M. (2022). Evaluating the Optimal Number of Clusters to Identify Similar Gene Expression Patterns During Erythropoiesis. *2022 International Conference on Computer, Information and Telecommunication Systems (CITS)*, 1–5.
<https://doi.org/10.1109/CITS55221.2022.9832988>
- Sadiku, M., Shadare, A. E., Musa, S. M., Akujuobi, C. M., & Perry, R. (2016). Data visualization. *International Journal of Engineering Research And Advanced Technology (IJERAT)*, 2(12), 11–16.
- Sarmah, R. Das, Kalita, J. K., & Bhattacharyya, D. K. (2011). A pattern matching approach for clustering gene expression data. *Int. J. Data Min. Model. Manag.*, 3, 130–149. <https://api.semanticscholar.org/CorpusID:10380267>
- Schneider, G. P. (2002). *Electronic commerce*. Course Technology Ptr.
- Severin, V., Louviere, J. J., & Finn, A. (2001). The stability of retail shopping choices over time and across countries. *Journal of Retailing*, 77(2), 185–202.
- Sharyanto, S., & Lestari, D. (2022). Penerapan Data Mining Untuk Menentukan Segmentasi Pelanggan Dengan Menggunakan Algoritma K-Means dan Model RFM Pada E-Commerce. *JURIKOM (Jurnal Riset Komputer)*.
<https://api.semanticscholar.org/CorpusID:255665256>
- Sholeh, M., & Aeni, K. (2023). Perbandingan Evaluasi Metode Davies Bouldin, Elbow dan Silhouette pada Model Clustering dengan Menggunakan Algoritma K-Means. *STRING (Satuan Tulisan Riset Dan Inovasi Teknologi)*.
<https://api.semanticscholar.org/CorpusID:260754135>
- Siagian, R., Sirait, P., & Halim, A. (2022). The Implementation of K-Means dan K-Medoids Algorithm for Customer Segmentation on E-commerce Data Transactions. *Sistemasi: Jurnal Sistem Informasi*, 11(2), 260–270.
- Singh, N. (2019). *Designing for Optimum Experiences in Online Retail: The Impact of Website Design on Flow in Online Retail Environments*.
<https://api.semanticscholar.org/CorpusID:208090536>
- Siregar, H. L., Zarlis, M., & Efendi, S. (2023). Cluster Analysis using K-Means and K-Medoids Methods for Data Clustering of Amil Zakat Institutions Donor. *JURNAL MEDIA INFORMATIKA BUDIDARMA*, 7(2), 668–677.
- Spiller, P., & Lohse, G. L. (1997). A classification of Internet retail stores. *International Journal of Electronic Commerce*, 2(2), 29–56.
- Syakur, M. A., Khotimah, B. K., Rochman, E. M. S., & Satoto, B. D. (2018). Integration k-means clustering method and elbow method for identification of the best customer profile cluster. *IOP Conference Series: Materials Science and Engineering*, 336, 012017.
- Tosi, S. (2009). *Matplotlib for Python developers*. Packt Publishing Ltd.

- Toumpanakis, D., & Gaillard, F. (2017). Unsupervised learning (machine learning). *Radiopaedia.Org*. <https://api.semanticscholar.org/CorpusID:239946828>
- van Burg, J. M. (2020). *Customer segmentation using RFM analysis*.
- Van Rossum, G., & Drake, F. L. (2003). *An introduction to Python*. Network Theory Ltd. Bristol.
- Verhoef, P. C., Franses, P. H., & Hoekstra, J. C. (2002). The effect of relational constructs on customer referrals and number of services purchased from a multiservice provider: does age of relationship matter? *Journal of the Academy of Marketing Science*, 30, 202–216.
- Vu, D.-L., Pashchenko, I., Massacci, F., Plate, H., & Sabetta, A. (2020). Typosquatting and combosquatting attacks on the python ecosystem. *2020 Ieee European Symposium on Security and Privacy Workshops (EuroS&PW)*, 509–514.
- Wang, C.-H. (2010). Apply robust segmentation to the service industry using kernel induced fuzzy clustering techniques. *Expert Systems with Applications*, 37(12), 8395–8400.
- Wang, Y., Tang, S., Liang, F., Zhang, Y., & Li, J. (2013). Beyond Kmedoids: Sparse Model Based Medoids Algorithm for Representative Selection. In S. Li, A. El Saddik, M. Wang, T. Mei, N. Sebe, S. Yan, R. Hong, & C. Gurrin (Eds.), *Advances in Multimedia Modeling* (pp. 239–250). Springer Berlin Heidelberg.
- Wiguno, T. C., & Nataliani, Y. (2022). Penerapan k-Means Clustering Berdasarkan Analisis RFM Terhadap Segmentasi Pembeli untuk Meningkatkan Strategi CRM. *JURNAL MEDIA INFORMATIKA BUDIDARMA*. <https://api.semanticscholar.org/CorpusID:255677557>
- Yanto, B., Sudaryanto, A., & Pratiwi, H. A. (2023). Data Visualization Analysis of Waste Production Volume in Every District of Tangerang Regency in 2021 Using Looker Studio and Big Query Platforms. *JOURNAL OF ICT APPLICATIONS AND SYSTEM*, 2(1), 35–40.
- Ye, Y. (2021). Clustering Algorithms. *Wireless RF Energy Transfer in the Massive IoT Era*. <https://api.semanticscholar.org/CorpusID:2819537>
- Zaharia, S., & Schmitz, M. (2020). Customer Experience in Online-Retailing – An Analysis of the Main Segments in German Online-Retailing. In J. I. Kantola & S. Nazir (Eds.), *Advances in Human Factors, Business Management and Leadership* (pp. 177–188). Springer International Publishing.
- Zhao, Q., Xu, M., & Fränti, P. (2008). Knee point detection on bayesian information criterion. *2008 20th Ieee International Conference on Tools with Artificial Intelligence*, 2, 431–438.
- Zulfa, F., Siahaan, D. O., Fauzan, R., & Triandini, E. (2020). Inter-Structure and Intra-Structure Similarity of Use Case Diagram using Greedy Graph Edit Distance. *2020 2nd International Conference on Cybernetics and Intelligent System (ICORIS)*, 1–6.