

DAFTAR PUSTAKA

- Abdullah, A. G., dan Feranie, S., 2014, Development of Short Term Load Forecasting Based On Fuzzy Subtractive Clustering, https://www.researchgate.net/publication/228933118_DEVELOPMENT_OF_SHORT_TERM_LOAD_FORECASTING_BASED_ON_FUZZY_SUBTRACTIVE_CLUSTERING, 22 Mei 2014, diakses 15 September 2014.
- Arbelaitz, O., Gurrutxaga, I., Muguerza, J., Perez, J. M., dan Perona, I., 2013, An Extensive Comparative Study of Cluster Validity Indices, *Pattern Recognition* 46, pp. 243-256.
- Battiti, R. dan Brunato, M., 2013, *The LION way. Machine Learning plus Intelligent Optimization*, Lionsolver Inc., Los Angeles.
- Berry, M. J. A., dan Linoff, G., 1996, *Data Mining Techniques for Marketing, Sales and Customer Support*, John Wiley & Sons, Inc, New York.
- Bonchi, F., Gionis, A., dan Ukkonen, A., 2011, Overlapping Correlation Clustering, Data Mining (ICDM), *2011 IEEE 11th International Conference on*, pp. 51-60.
- Cabanes, G. dan Bennani, Y., 2007, A Simultaneous Two-Level Clustering Algorithm for Automatic Model Selection, *Sixth International Conference on Machine Learning and Applications*, pp. 316-321.
- Chen, Y., Qin, B., Liu, T., dan Li, S., 2010, The Comparison of SOM and K-means for Text Clustering, *Computer and Information Science, Vol. 3, No. 2*, pp. 268-274. 117
- Chi, S., dan Yang. C., 2008, A Two-stage Clustering Method Combining Ant Colony SOM and K-means, *Journal of Information Science and Engineering* 24, pp. 1445-1460.
- Desipri, K., Legaki, N. Z., and Assimakopoulos, V., (2014), Determinants of domestic electricity consumption and energy behavior: a Greek case study, *Information, Intelligence, Systems and Applications, IISA, The 5th International Conference on*, 7-9
- Everitt, B. (1974). *Cluster Analysis*. Social Science Research Council.
- Excerpt from Ian McDowell, 2006, *Measuring Health: a Guide to Rating Scales and Questionnaires*. Copyright © Oxford University Press, New York,

- Facca, Tina M., & Allen, Scott J. (2011). Using Cluster Analysis to Segment Students Based on Self-Reported Emotionally Intelligent Leadership Behaviors. *Journal of Leadership Education*, 10 (2), 72 –96
- Gu, L., dan Lu, X. 2012, Semi-supervised Subtractive Clustering by Seeding, *9th International Conference on Fuzzy Systems and Knowledge Discovery*, pp. 738-741.
- Gudono, (2015), *Analisis data Multivariat*, edisi 4, BPFE.Yogyakarta
- Higgs, B. and Abbas, M., (2013), A two-step segmentation algorithm for behavioral clustering of naturalistic driving styles, *16th International IEEE Conference on Intelligent Transportation Systems (ITSC 2013)*,857-862
- Jayanto, P Tri., (2013), Analisis Cluster Loyalitas Pelanggan (Case: Alfamart), https://www.academia.edu/9210420/analisis_cluster_loyalitas_pelanggan.case_-_Alfamart, diakses 12 Juli 2015
- Kazuto, I., Yoshikawa, T., Furuhashi, T., (2014), A Study on Extraction of Minority Groups in Questionnaire Data based on Spectral Clustering, *IEEE International Conference on Fuzzy Systems (FUZZ-IEEE)*, pp, 988-993
- Li, Q., Liu, Q., Zhou, H., (2011), Research on Patient Satisfaction Degree Evaluation of Three A-level Hospital in Jiangxi Province Based on Cluster Analysis, *International Conference on Information Management, Innovation Management and Industrial Engineering*, Volume:1, 563 - 567
- Liu, Y., Li, Z., Xiong, H., Gao, X., dan Wu, J., 2010, Understanding of Internal Clustering Validation Measures, *2010 IEEE International Conference on Data Mining*, pp. 911-916.
- Oroviogioicochea, C., Watson, R (2010), A quantitative analysis of the impact of a computerised information system on nurses' clinical practice using a realistic evaluation framework, *International J. of Medical Informatics* 78,893-894.
- Papadourakis, G. M., Christinaki, E., Hatzi, P., Jean-Marc, Thiriet., Yahoui, H., Bonnaud, O., Friesel, A., Dro-Désiré, Sidibe., Tsirigotis, G., (2013), Clustering Analysis of Questionnaire for Ph.D. studies in Electrical and Information Engineering in Europe, *EAEIE Annual Conference (EAEIE)*, 115-120.
- Rafsanjani, M., K., Varzaneh, Z., A., & Chukanlo, N., E., (2012), A Survey of Hierarchical Clustering Algorithms, *The Journal of Mathematics and Computer Science*, 5(3), 229 –240.

- Rai, S., P., Rajeev, K., K., Jayati, S., dan Laxman, S., (2010), Measuring Patient Satisfaction: A Case Study to Improve Quality of Care at Public Health Facilities. *Indian Journal of Community Medicine*, 35:52-56.
- Ramez, W., S., (2012), Patients' Perception of Health Care Quality, Satisfaction and Behavioral Intention: An Empirical Study in Bahrain. *International Journal of Business and Social Science*, 3:18.
- Rattray, J., C., & Jones, M.,C., (2007), Essential elements of questionnaire design and development, *Journal of Clinical Nursing*, 16, 234-243.
- Santoso, S., (2002), *Buku Latihan SPSS Statistik Multivariat*, PT Elex Media Komputindo, Jakarta.
- Solic, K.,B., Tovjanin and V, Ilakovac., (2012), Assessment Methodology for the Categorization of ICT System Users Security Awareness, *IEEE MIPRO Proceedings of the 35th International Convention*, 1560 -564
- Sugiyono, (2008), *Metode Penelitian Kuantitatif Kualitatif dan R&D*, Alfabeta, Bandung
- Supranto, J., (2004), *Analisis Multivariat Arti dan Interpretasi*, PT Rineka cipta, Jakarta.
- Tim Penelitian dan Pengembangan Wahana Komputer, (2005), *Pengembangan Analisis Multivariat dengan SPSS 12*, Edisi Pertama, Salemba Infotek, Jakarta, Hal.120
- Tan, P.N., Steinbach, M., Kumar, V., (2006) *Introduction to Data Mining*, Boston: Pearson Education.
- Yang, C., dan Chi, S., (2005), An Ant-Based Self-Organizing Feature Maps Algorithm, *5th Workshop On Self-Organizing Maps*.
- Yuepeng, C., Yaping, Z., Yanli, M., Yuqin, F., (2007), Cluster Analysis On Evaluation Indicators Of Driver Characteristics, *Poceedings of the 2007 IEEE Intelegentt Transportation Systems Conference Seattle, USA*,70-75
- Zhao, Y. dan Karypis, G., (2004), Empirical and Theoretical Comparisons of Selected Criterion Functions for Document Clustering, *Machine Learning, Vol.55*, pp.311-331.