Web Mining
(網路探勘)

Unsupervised Learning
(非監督式學習)

1011WM04
TLMXM1A
Wed 8,9 (15:10-17:00) U705

Min-Yuh Day
戴敏育
Assistant Professor
專任助理教授
Dept. of Information Management, Tamkang University
淡江大學 資訊管理學系

http://mail. tku.edu.tw/myday/
2012-10-03

課程大綱 (Syllabus)

週次	日期	內容（Subject/Topics）
1	101/09/12	Introduction to Web Mining (網路探勘導論)
2	101/09/19	Association Rules and Sequential Patterns (關聯規則和序列模式)
3	101/09/26	Supervised Learning (監督式學習)
4	101/10/03	Unsupervised Learning (非監督式學習)
5	101/10/10	國慶紀念日(放假一天)
6	101/10/17	Paper Reading and Discussion (論文研讀與討論)
7	101/10/24	Partially Supervised Learning (部分監督式學習)
8	101/10/31	Information Retrieval and Web Search (資訊檢索與網路搜尋)
9	101/11/07	Social Network Analysis (社會網路分析)

課程大綱 (Syllabus)

週次	日期	內容（Subject/Topics）
10	101/11/14	Midterm Presentation (期中報告)
11	101/11/21	Web Crawling (網路爬行)
12	101/11/28	Structured Data Extraction (結構化資料擷取)
13	101/12/05	Information Integration (資訊整合)
14	101/12/12	Opinion Mining and Sentiment Analysis (意見探勘與情感分析)
15	101/12/19	Paper Reading and Discussion (論文研讀與討論)
16	101/12/26	Web Usage Mining (網路使用挖掘)
17	102/01/02	Project Presentation 1 (期末報告1)
18	102/01/09	Project Presentation 2 (期末報告2)

A Taxonomy for Data Mining Tasks

Data Mining	Learning Method	Popular Algorithms
Prediction	Supervised	Classification and Regression Trees, ANN, SVM, Genetic Algorithms
Classification	Supervised	Decision trees, ANN/MLP, SVM, Rough sets, Genetic Algorithms
Regression	Supervised	Linear/Nonlinear Regression, Regression trees, ANN/MLP, SVM
Association	Unsupervised	Apriory, OneR, ZeroR, Eclat
Link analysis	Unsupervised	Expectation Maximization, Apriory Algorithm, Graph-based Matching
Sequence analysis	Unsupervised	Apriory Algorithm, FP-Growth technique
Clustering	Unsupervised	K-means, ANN/SOM
Outlier analysis	Unsupervised	K-means, Expectation Maximization (EM)

Source: Turban et al. (2011), Decision Support and Business Intelligence Systems

Outline

- Unsupervised Learning
  - Clustering
- Cluster Analysis
- k-Means Clustering Algorithm
- Similarity and Distance Functions
- Cluster Evaluation

Supervised learning vs. unsupervised learning

- Supervised learning:
  discover patterns in the data that relate data attributes with a target (class) attribute.
  - These patterns are then utilized to predict the values of the target attribute in future data instances.
- Unsupervised learning:
  The data have no target attribute.
  - We want to explore the data to find some intrinsic structures in them.

Source: Bing Liu (2011) , Web Data Mining: Exploring Hyperlinks, Contents, and Usage Data

Clustering

- Clustering is a technique for finding similarity groups in data, called **clusters**. I.e.,
  - it groups data instances that are similar to (near) each other in one cluster and data instances that are very different (far away) from each other into different clusters.
- Clustering is often called an **unsupervised learning** task as no class values denoting an *a priori* grouping of the data instances are given, which is the case in supervised learning.
- Due to historical reasons, clustering is often considered synonymous with unsupervised learning.
  - In fact, association rule mining is also unsupervised

Outline

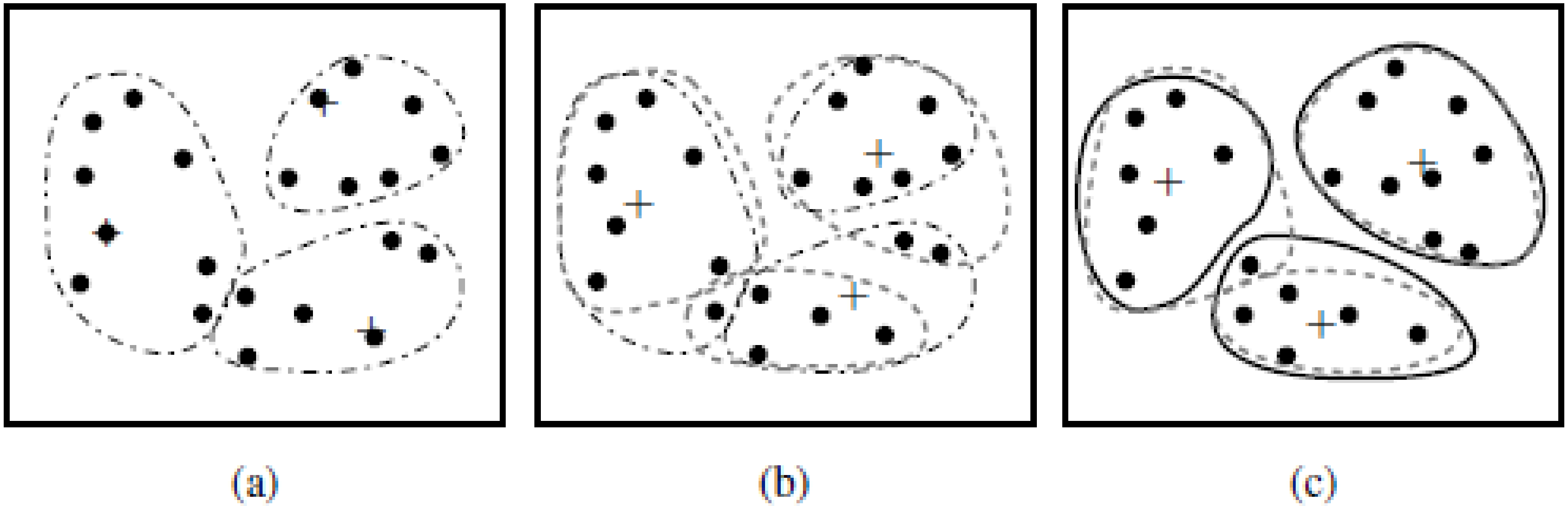
- Unsupervised Learning
  - Clustering
- Cluster Analysis
- k-Means Clustering Algorithm
- Similarity and Distance Functions
- Cluster Evaluation

Cluster Analysis

- Used for automatic identification of natural groupings of things
- Part of the machine-learning family
- Employ unsupervised learning
- Learns the clusters of things from past data, then assigns new instances
- There is not an output variable
- Also known as segmentation

Source: Turban et al. (2011), Decision Support and Business Intelligence Systems

Cluster Analysis



Clustering of a set of objects based on the *k-means method.*
(The mean of each cluster is marked by a "+".)

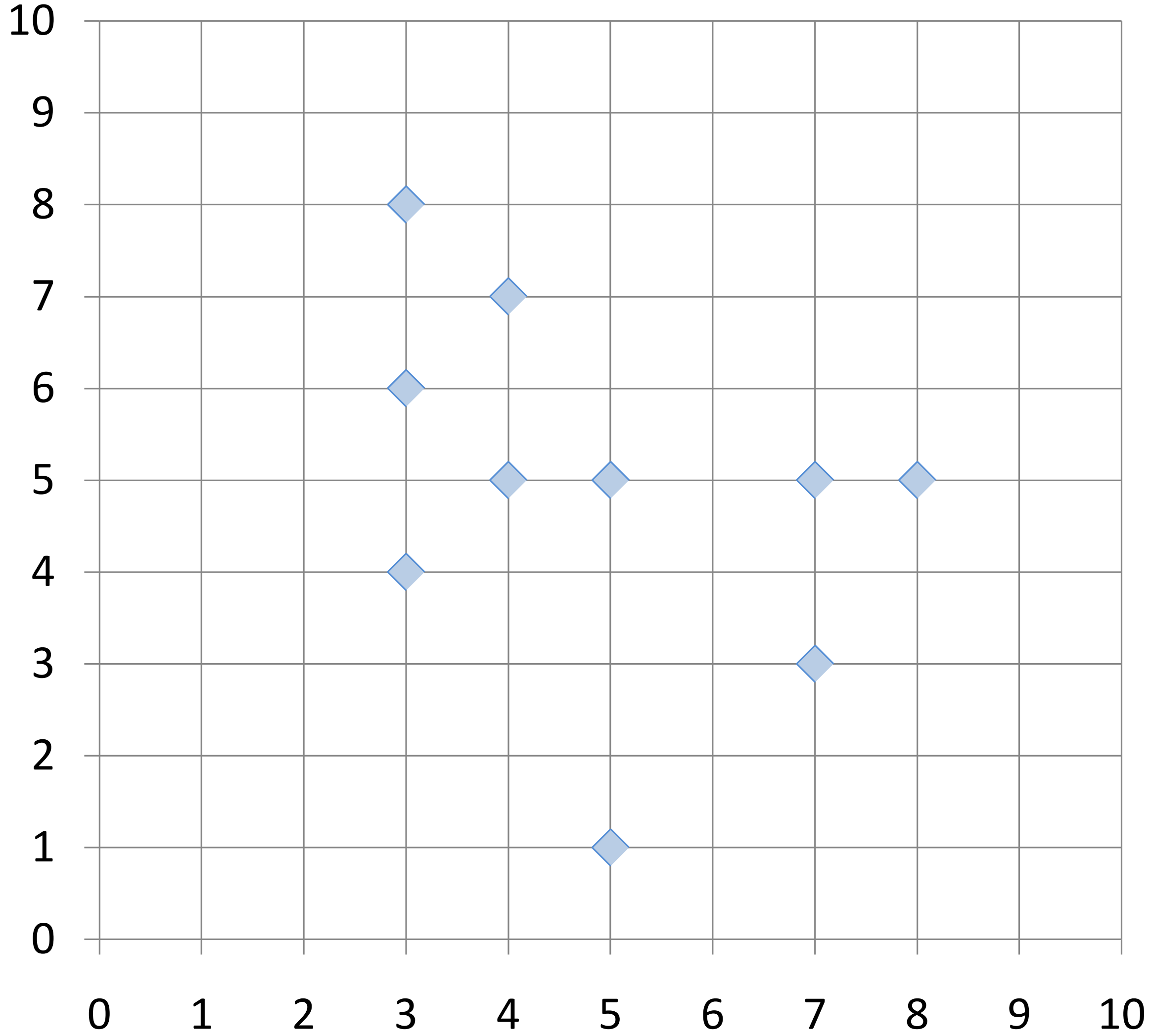
Source: Han & Kamber (2006)

Cluster Analysis

- Clustering results may be used to
  - Identify natural groupings of customers
  - Identify rules for assigning new cases to classes for targeting/diagnostic purposes
  - Provide characterization, definition, labeling of populations
  - Decrease the size and complexity of problems for other data mining methods
  - Identify outliers in a specific domain (e.g., rare-event detection)

Source: Turban et al. (2011), Decision Support and Business Intelligence Systems

Example of Cluster Analysis



Point	P	P(x,y)
p01	a	(3, 4)
p02	b	(3, 6)
p03	c	(3, 8)
p04	d	(4, 5)
p05	e	(4, 7)
p06	f	(5, 1)
p07	g	(5, 5)
p08	h	(7, 3)
p09	i	(7, 5)
p10	j	(8, 5)

Cluster Analysis for Data Mining

- Analysis methods
  - Statistical methods (including both hierarchical and nonhierarchical), such as *k*-means, *k*-modes, and so on
  - Neural networks (adaptive resonance theory [ART], self-organizing map [SOM])
  - Fuzzy logic (e.g., fuzzy c-means algorithm)
  - Genetic algorithms
- Divisive versus Agglomerative methods

Source: Turban et al. (2011), Decision Support and Business Intelligence Systems

Cluster Analysis for Data Mining

- How many clusters?
  - There is not a “truly optimal” way to calculate it
  - Heuristics are often used
    1. Look at the sparseness of clusters
    2. Number of clusters = $(n/2)^{1/2}$ (n: no of data points)
    3. Use Akaike information criterion (AIC)
    4. Use Bayesian information criterion (BIC)
- Most cluster analysis methods involve the use of a distance measure to calculate the closeness between pairs of items
  - Euclidian versus Manhattan (rectilinear) distance

Source: Turban et al. (2011), Decision Support and Business Intelligence Systems

Outline

- Unsupervised Learning
  – Clustering
- Cluster Analysis
- k-Means Clustering Algorithm
- Similarity and Distance Functions
- Cluster Evaluation

k-Means Clustering Algorithm

- *k* : pre-determined number of clusters
- Algorithm (Step 0: determine value of *k*)

Step 1: Randomly generate *k* random points as initial cluster centers

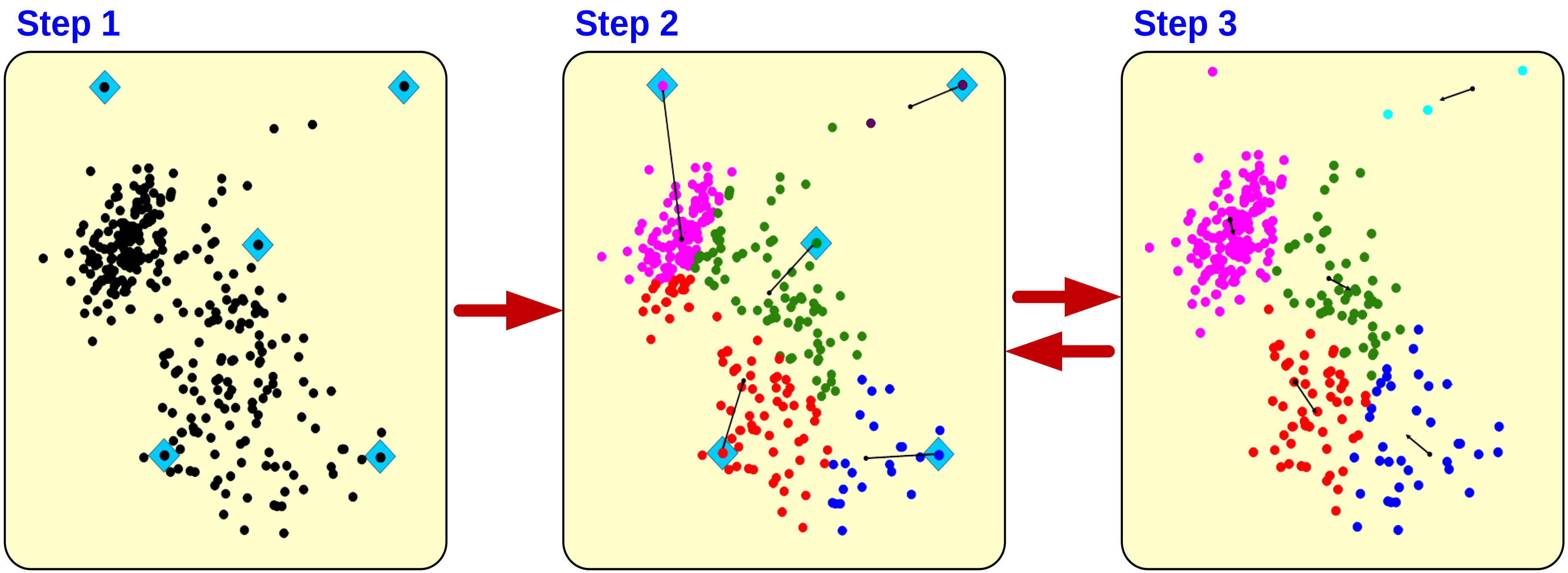
Step 2: Assign each point to the nearest cluster center

Step 3: Re-compute the new cluster centers

Repetition step: Repeat steps 2 and 3 until some convergence criterion is met (usually that the assignment of points to clusters becomes stable)

Source: Turban et al. (2011), Decision Support and Business Intelligence Systems

Cluster Analysis for Data Mining - *k*-Means Clustering Algorithm



Source: Turban et al. (2011), Decision Support and Business Intelligence Systems

Similarity and Dissimilarity Between Objects

- Distances are normally used to measure the similarity or dissimilarity between two data objects
- Some popular ones include: *Minkowski distance*:

$$d(i,j) = \sqrt[q]{(|x_{i_1} - x_{j_1}|^q + |x_{i_2} - x_{j_2}|^q + ... + |x_{i_p} - x_{j_p}|^q)}$$

where $i = (x_{i1}, x_{i2}, ..., x_{ip})$ and $j = (x_{j1}, x_{j2}, ..., x_{jp})$ are two p-dimensional data objects, and q is a positive integer

- If $q = 1$, d is Manhattan distance

$$d(i,j) = |x_{i_1} - x_{j_1}| + |x_{i_2} - x_{j_2}| + ... + |x_{i_p} - x_{j_p}|$$

Source: Han & Kamber (2006)

Similarity and Dissimilarity Between Objects (Cont.)

- *If q = 2, d* is Euclidean distance:

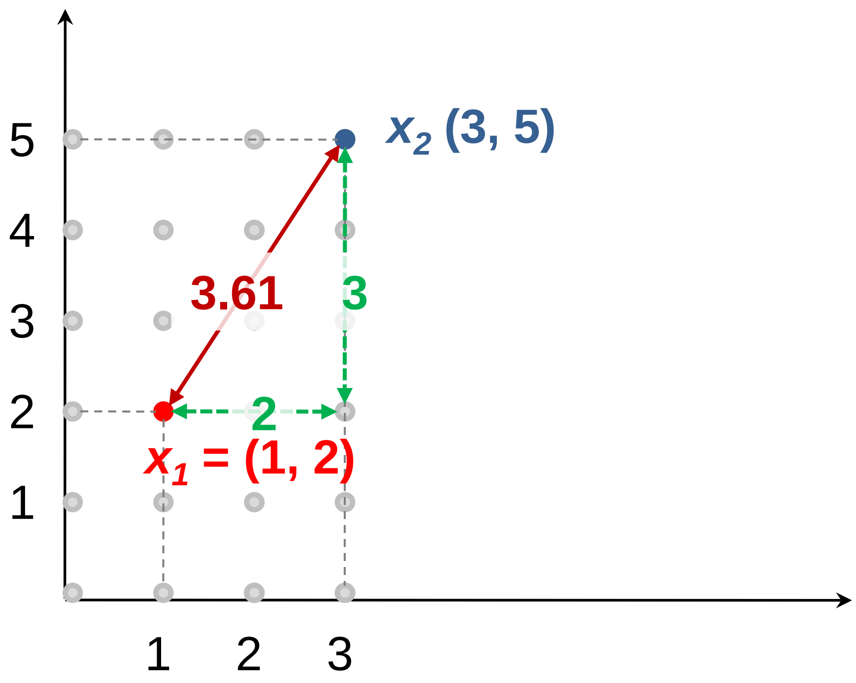
$$d(i,j)=\sqrt{(|x_{i_1}-x_{j_1}|^2+|x_{i_2}-x_{j_2}|^2+...+|x_{i_p}-x_{j_p}|^2)}$$

  - Properties
    - $d(i,j) \geq 0$
    - $d(i,i) = 0$
    - $d(i,j) = d(j,i)$
    - $d(i,j) \leq d(i,k) + d(k,j)$
- Also, one can use weighted distance, parametric Pearson product moment correlation, or other disimilarity measures

Source: Han & Kamber (2006)

Euclidean distance vs Manhattan distance

- Distance of two point $x_1 = (1, 2)$ and x_2 $(3, 5)$



Euclidean distance:

$= ((3-1)^2 + (5-2)^2)^{1/2}$

$= (2^2 + 3^2)^{1/2}$

$= (4 + 9)^{1/2}$

$= (13)^{1/2}$

$= 3.61$

Manhattan distance:

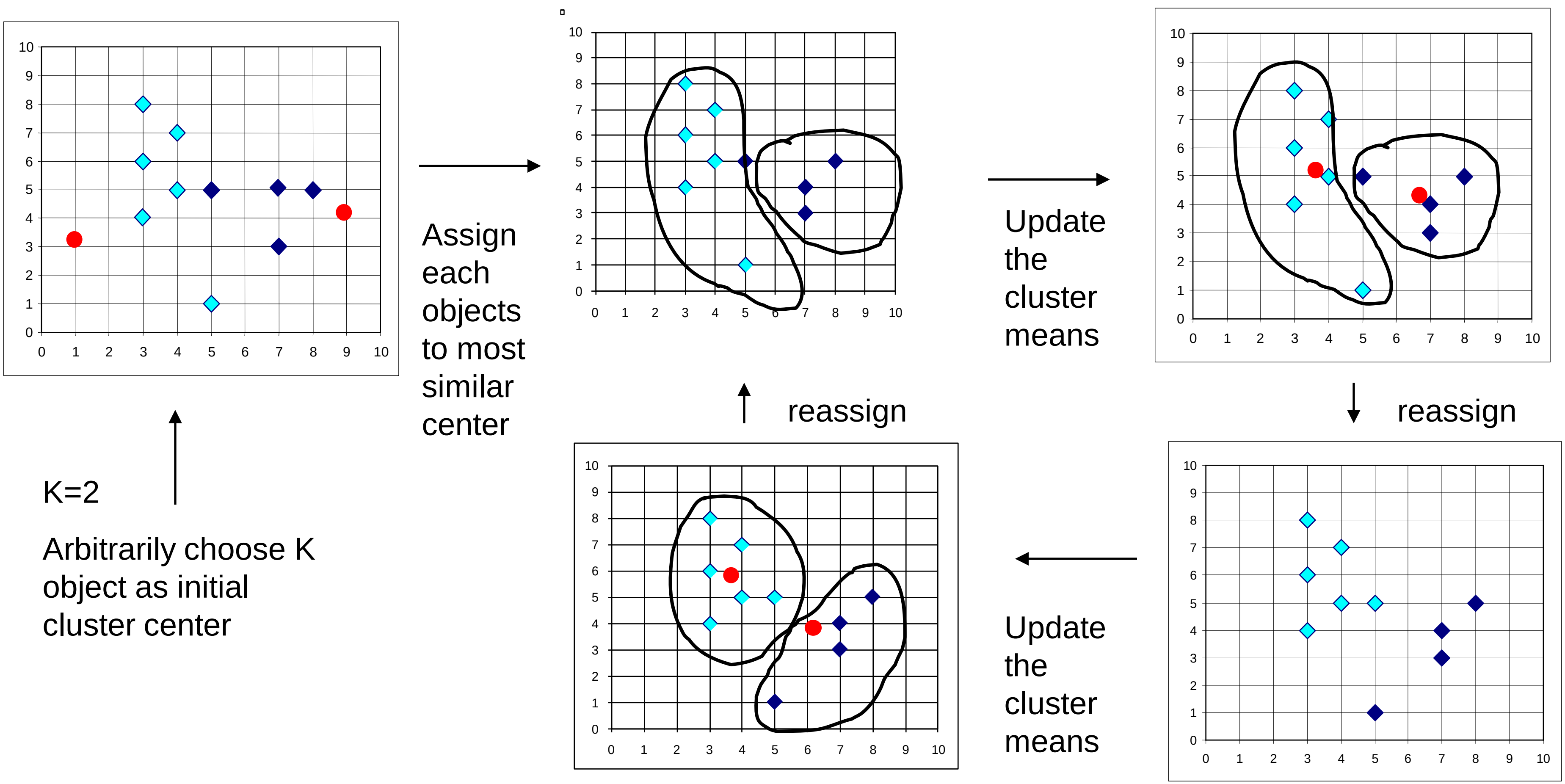
$= (3-1) + (5-2)$

$= 2 + 3$

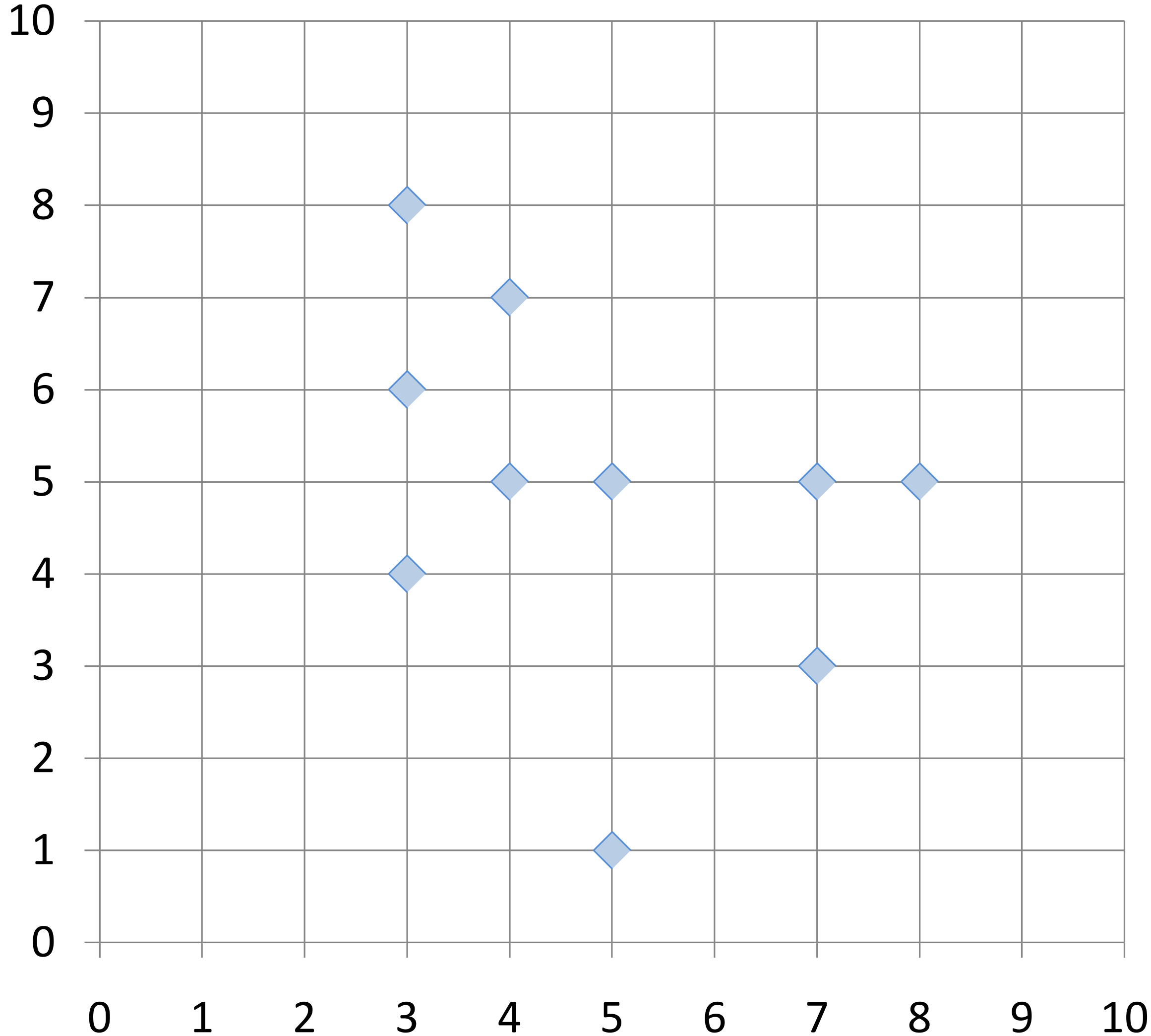
$= 5$

The *K-Means* Clustering Method

- Example



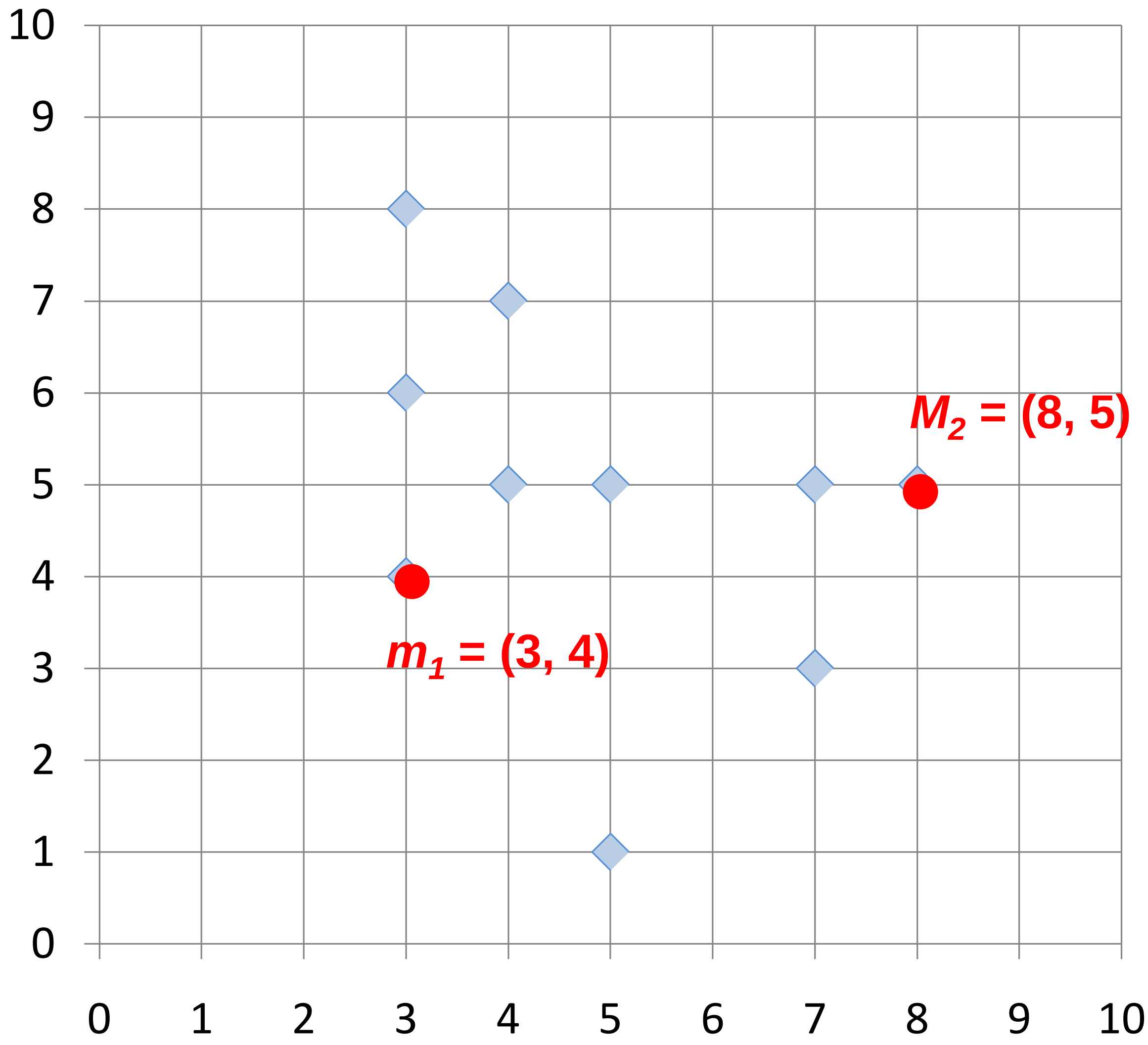
K-Means Clustering Step by Step



Point	P	P(x,y)
p01	a	(3, 4)
p02	b	(3, 6)
p03	c	(3, 8)
p04	d	(4, 5)
p05	e	(4, 7)
p06	f	(5, 1)
p07	g	(5, 5)
p08	h	(7, 3)
p09	i	(7, 5)
p10	j	(8, 5)

K-Means Clustering

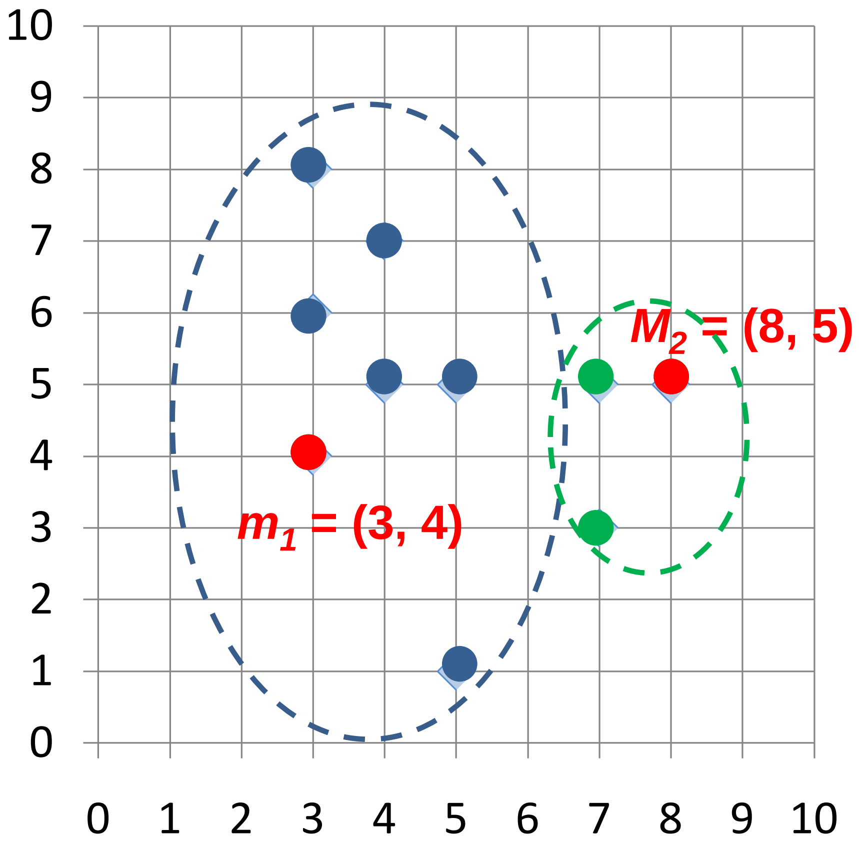
Step 1: K=2, Arbitrarily choose K object as initial cluster center



Point	P	P(x,y)
p01	a	(3, 4)
p02	b	(3, 6)
p03	c	(3, 8)
p04	d	(4, 5)
p05	e	(4, 7)
p06	f	(5, 1)
p07	g	(5, 5)
p08	h	(7, 3)
p09	i	(7, 5)
p10	j	(8, 5)
Initial	m1	(3, 4)
Initial	m2	(8, 5)

Step 2: Compute seed points as the centroids of the clusters of the current partition

Step 3: Assign each objects to most similar center



Point	P	P(x,y)	m1 distance	m2 distance	Cluster
p01	a	(3, 4)	0.00	5.10	Cluster1
p02	b	(3, 6)	2.00	5.10	Cluster1
p03	c	(3, 8)	4.00	5.83	Cluster1
p04	d	(4, 5)	1.41	4.00	Cluster1
p05	e	(4, 7)	3.16	4.47	Cluster1
p06	f	(5, 1)	3.61	5.00	Cluster1
p07	g	(5, 5)	2.24	3.00	Cluster1
p08	h	(7, 3)	4.12	2.24	Cluster2
p09	i	(7, 5)	4.12	1.00	Cluster2
p10	j	(8, 5)	5.10	0.00	Cluster2

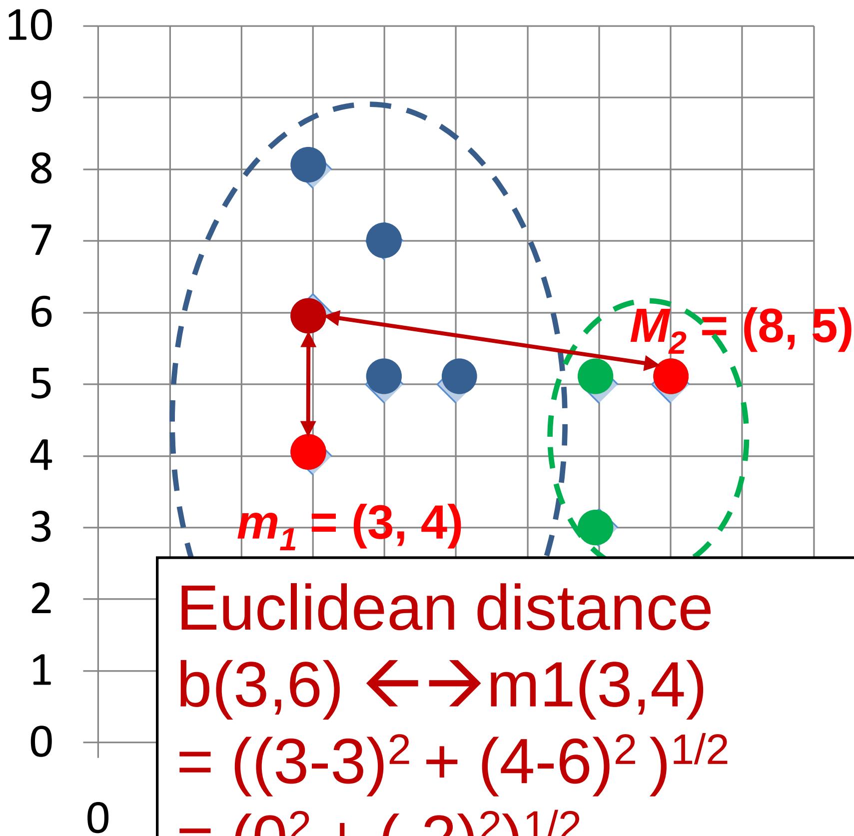
***K-Means* Clustering**

Initial m1 (3, 4)

Initial m2 (8, 5)

Step 2: Compute seed points as the centroids of the clusters of the current partition

Step 3: Assign each objects to most similar center



Point	P	P(x,y)	m1 distance	m2 distance	Cluster
p01	a	(3, 4)	0.00	5.10	Cluster1
p02	b	(3, 6)	2.00	5.10	Cluster1
p03	c	(3, 8)	4.00	5.83	Cluster1
p04	d	(4, 5)	1.41	4.00	Cluster1
p0					er1
p0					er1
p0					er1
p0					er2
p0					er2
p1					er2

Euclidean distance
b(3,6) ←→ m2(8,5)
$= ((8-3)^2 + (5-6)^2)^{1/2}$
$= (5^2 + (-1)^2)^{1/2}$
$= (25 + 1)^{1/2}$
$= (26)^{1/2}$
$= 5.10$

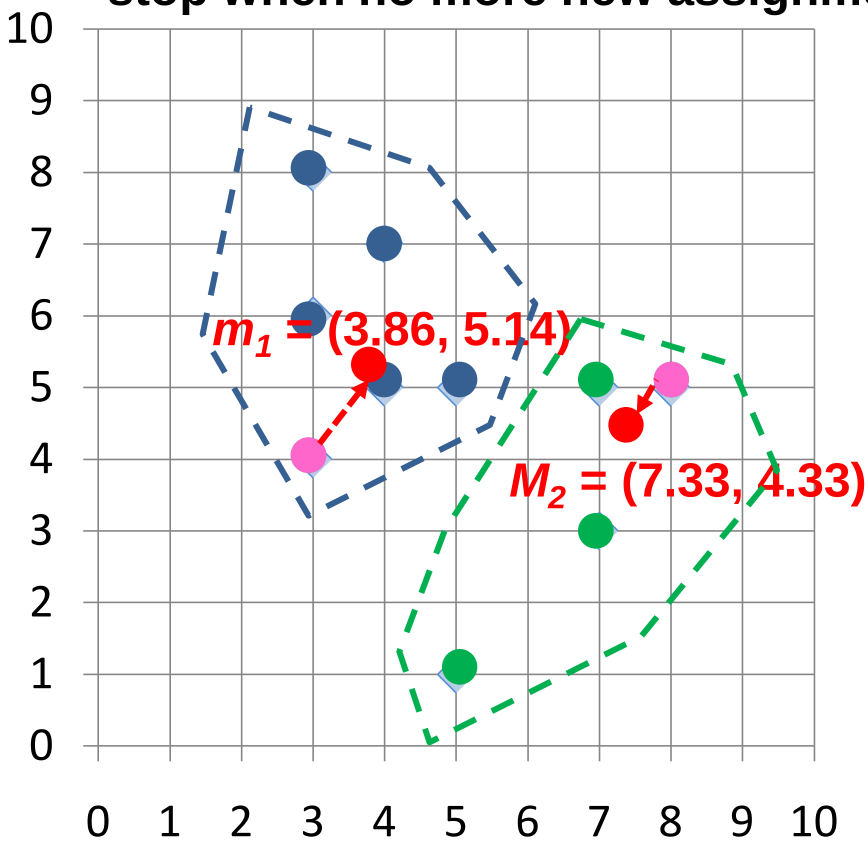
Euclidean distance
b(3,6) ←→ m1(3,4)
$= ((3-3)^2 + (4-6)^2)^{1/2}$
$= (0^2 + (-2)^2)^{1/2}$
$= (0 + 4)^{1/2}$
$= (4)^{1/2}$
$= 2.00$

K-

Initial m1 (3, 4)

Initial m2 (8, 5)

Step 4: Update the cluster means,
Repeat Step 2, 3,
stop when no more new assignment

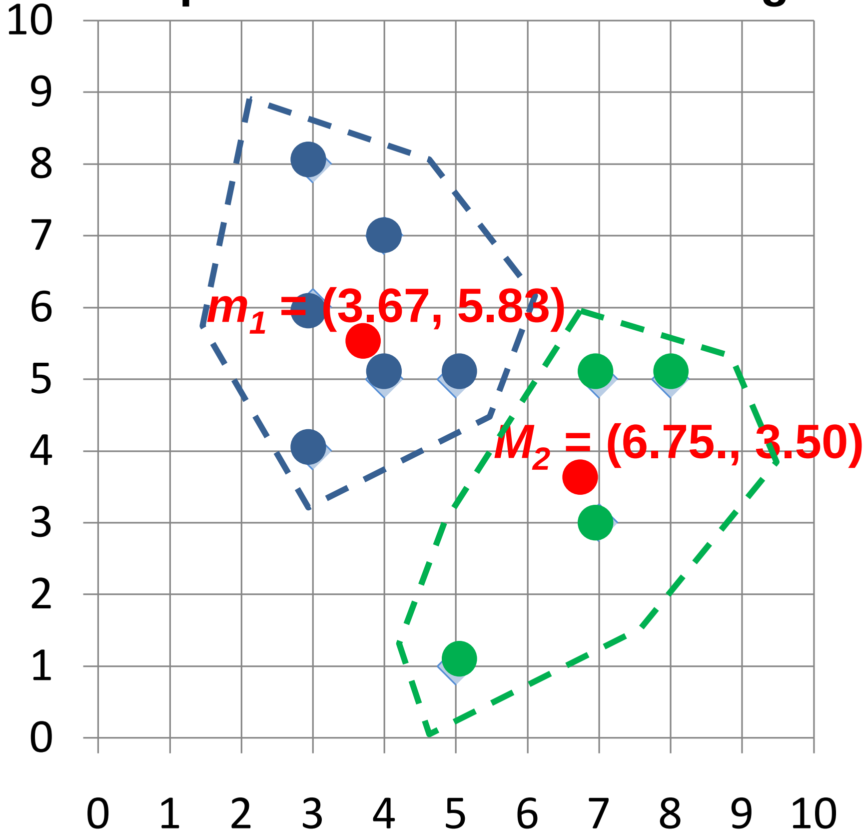


Point	P	P(x,y)	m1 distance	m2 distance	Cluster
p01	a	(3, 4)	1.43	4.34	Cluster1
p02	b	(3, 6)	1.22	4.64	Cluster1
p03	c	(3, 8)	2.99	5.68	Cluster1
p04	d	(4, 5)	0.20	3.40	Cluster1
p05	e	(4, 7)	1.87	4.27	Cluster1
p06	f	(5, 1)	4.29	4.06	Cluster2
p07	g	(5, 5)	1.15	2.42	Cluster1
p08	h	(7, 3)	3.80	1.37	Cluster2
p09	i	(7, 5)	3.14	0.75	Cluster2
p10	j	(8, 5)	4.14	0.95	Cluster2

m1 (3.86, 5.14)
m2 (7.33, 4.33)

K-Means Clustering

Step 4: Update the cluster means,
Repeat Step 2, 3,
stop when no more new assignment



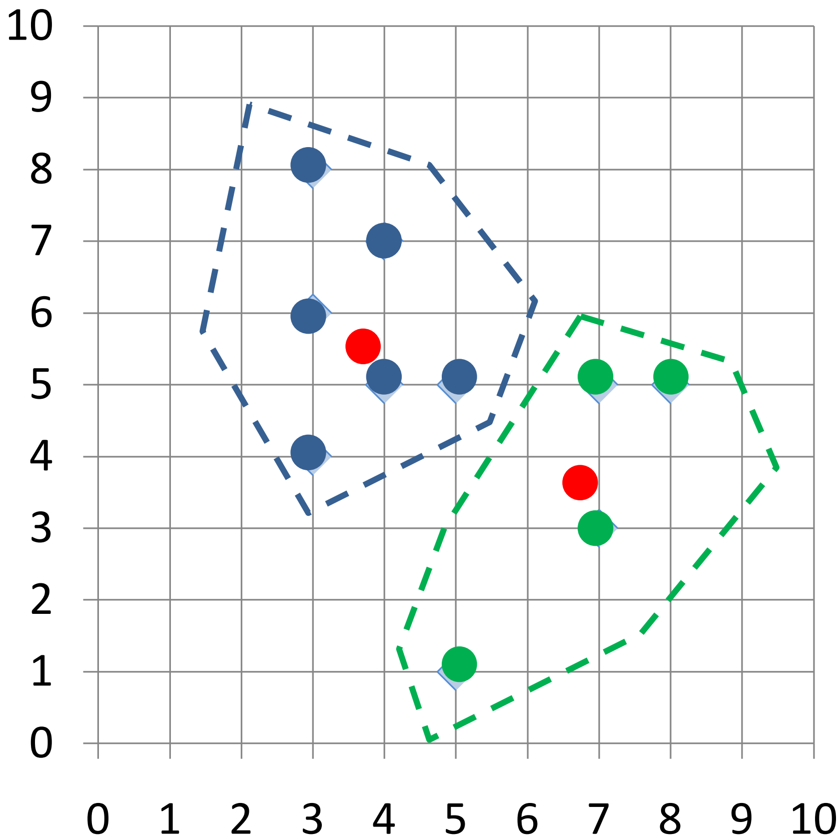
Point	P	P(x,y)	m1 distance	m2 distance	Cluster
p01	a	(3, 4)	1.95	3.78	Cluster1
p02	b	(3, 6)	0.69	4.51	Cluster1
p03	c	(3, 8)	2.27	5.86	Cluster1
p04	d	(4, 5)	0.89	3.13	Cluster1
p05	e	(4, 7)	1.22	4.45	Cluster1
p06	f	(5, 1)	5.01	3.05	Cluster2
p07	g	(5, 5)	1.57	2.30	Cluster1
p08	h	(7, 3)	4.37	0.56	Cluster2
p09	i	(7, 5)	3.43	1.52	Cluster2
p10	j	(8, 5)	4.41	1.95	Cluster2

m1 (3.67, 5.83)

m2 (6.75, 3.50)

K-Means Clustering

stop when no more new assignment



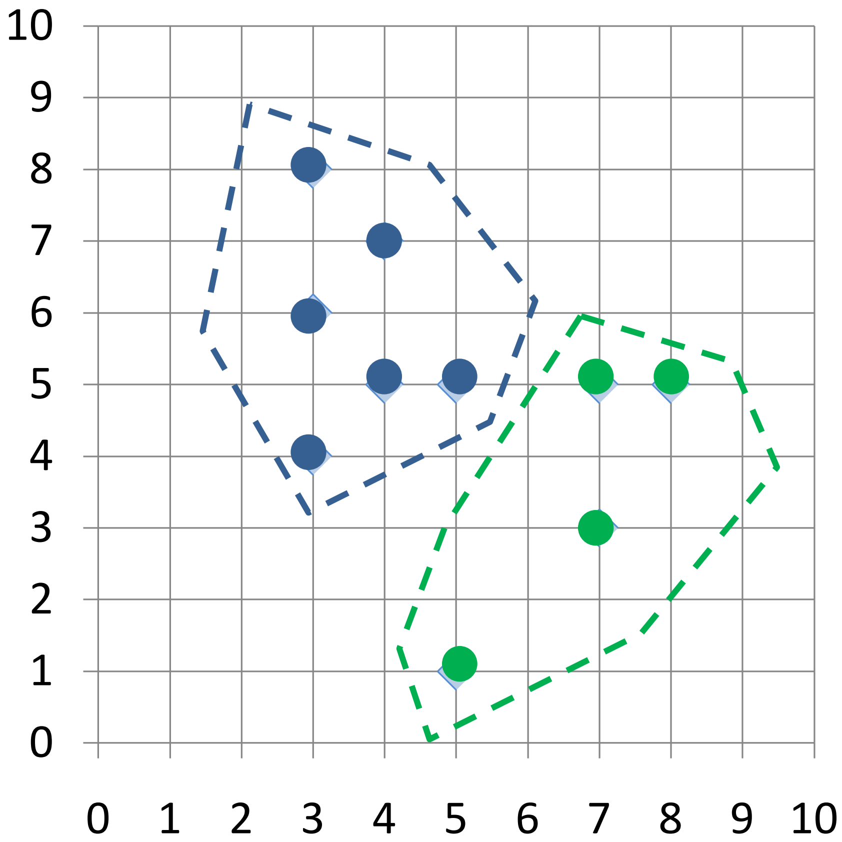
Point	P	P(x,y)	m1 distance	m2 distance	Cluster
p01	a	(3, 4)	1.95	3.78	Cluster1
p02	b	(3, 6)	0.69	4.51	Cluster1
p03	c	(3, 8)	2.27	5.86	Cluster1
p04	d	(4, 5)	0.89	3.13	Cluster1
p05	e	(4, 7)	1.22	4.45	Cluster1
p06	f	(5, 1)	5.01	3.05	Cluster2
p07	g	(5, 5)	1.57	2.30	Cluster1
p08	h	(7, 3)	4.37	0.56	Cluster2
p09	i	(7, 5)	3.43	1.52	Cluster2
p10	j	(8, 5)	4.41	1.95	Cluster2

m1 (3.67, 5.83)

m2 (6.75, 3.50)

K-Means Clustering

stop when no more new assignment



Point	P	P(x,y)	m1 distance	m2 distance	Cluster
p01	a	(3, 4)	1.95	3.78	Cluster1
p02	b	(3, 6)	0.69	4.51	Cluster1
p03	c	(3, 8)	2.27	5.86	Cluster1
p04	d	(4, 5)	0.89	3.13	Cluster1
p05	e	(4, 7)	1.22	4.45	Cluster1
p06	f	(5, 1)	5.01	3.05	Cluster2
p07	g	(5, 5)	1.57	2.30	Cluster1
p08	h	(7, 3)	4.37	0.56	Cluster2
p09	i	(7, 5)	3.43	1.52	Cluster2
p10	j	(8, 5)	4.41	1.95	Cluster2

m1 (3.67, 5.83)

m2 (6.75, 3.50)

K-Means Clustering

Outline

- Unsupervised Learning
  - Clustering
- Cluster Analysis
- k-Means Clustering Algorithm
- Similarity and Distance Functions
- Cluster Evaluation

Distance functions

- Key to clustering. “similarity” and “dissimilarity” can also commonly used terms.
- There are numerous distance functions for
  - Different types of data
    - Numeric data
    - Nominal data
  - Different specific applications

Distance functions for numeric attributes

- Most commonly used functions are
  - Euclidean distance and
  - Manhattan (city block) distance
- We denote distance with: $dist(\mathbf{x}_i, \mathbf{x}_j)$, where $\mathbf{x}_i$ and $\mathbf{x}_j$ are data points (vectors)
- They are special cases of Minkowski distance. h is positive integer.

$$dist(\mathbf{x}_i, \mathbf{x}_j) = ((x_{i1} - x_{j1})^h + (x_{i2} - x_{j2})^h + \ldots + (x_{ir} - x_{jr})^h)^{\frac{1}{h}}$$

Euclidean distance and Manhattan distance

- If h = 2, it is the Euclidean distance

$$dist(\mathbf{x}_i, \mathbf{x}_j) = \sqrt{(x_{i1} - x_{j1})^2 + (x_{i2} - x_{j2})^2 + ... + (x_{ir} - x_{jr})^2}$$

- If h = 1, it is the Manhattan distance

$$dist(\mathbf{x}_i, \mathbf{x}_j) = |x_{i1} - x_{j1}| + |x_{i2} - x_{j2}| + ... + |x_{ir} - x_{jr}|$$

- Weighted Euclidean distance

$$dist(\mathbf{x}_i, \mathbf{x}_j) = \sqrt{w_1(x_{i1} - x_{j1})^2 + w_2(x_{i2} - x_{j2})^2 + ... + w_r(x_{ir} - x_{jr})^2}$$

Squared distance and Chebychev distance

- Squared Euclidean distance: to place progressively greater weight on data points that are further apart.

$$dist(\mathbf{x}_i, \mathbf{x}_j) = (x_{i1} - x_{j1})^2 + (x_{i2} - x_{j2})^2 + ... + (x_{ir} - x_{jr})^2$$

- Chebychev distance: one wants to define two data points as "different" if they are different on any one of the attributes.

$$dist(\mathbf{x}_i, \mathbf{x}_j) = \max(| x_{i1} - x_{j1} |, | x_{i2} - x_{j2} |, ..., | x_{ir} - x_{jr} |)$$

Distance functions for binary and nominal attributes

- Binary attribute: has two values or states but no ordering relationships, e.g.,
  - Gender: male and female.
- We use a confusion matrix to introduce the distance functions/measures.
- Let the *i*th and *j*th data points be $\mathbf{x}_i$ and $\mathbf{x}_j$ (vectors)

Confusion matrix

		Data point j		
		1	0	
Data point i	1	a	b	$a+b$
	0	c	d	$c+d$
		$a+c$	$b+d$	$a+b+c+d$

(10)

- a: the number of attributes with the value of 1 for both data points.
- b: the number of attributes for which $x_{if} = 1$ and $x_{jf} = 0$, where x_{if} (x_{jf}) is the value of the fth attribute of the data point $\mathbf{x}_i$ ($\mathbf{x}_j$).
- c: the number of attributes for which $x_{if} = 0$ and $x_{jf} = 1$.
- d: the number of attributes with the value of 0 for both data points.

Source: Bing Liu (2011) , Web Data Mining: Exploring Hyperlinks, Contents, and Usage Data

Symmetric binary attributes

- A binary attribute is **symmetric** if both of its states (0 and 1) have equal importance, and carry the same weights, e.g., male and female of the attribute Gender
- Distance function: Simple Matching Coefficient, proportion of mismatches of their values

$$dist(\mathbf{x}_i, \mathbf{x}_j) = \frac{b + c}{a + b + c + d}$$

Symmetric binary attributes: example

$\mathbf{x}_1$	1	1	1	0	1	0	0
$\mathbf{x}_2$	0	1	1	0	0	1	0

$$dist(\mathbf{x}_i, \mathbf{x}_j) = \frac{2+1}{2+2+1+2} = \frac{3}{7} = 0.429$$

Asymmetric binary attributes

- Asymmetric: if one of the states is more important or more valuable than the other.
  - By convention, state 1 represents the more important state, which is typically the rare or infrequent state.
  - Jaccard coefficient is a popular measure

$$dist(\mathbf{x}_i, \mathbf{x}_j) = \frac{b + c}{a + b + c}$$

  - We can have some variations, adding weights

Nominal attributes

- Nominal attributes: with more than two states or values.
  - the commonly used distance measure is also based on the simple matching method.
  - Given two data points $\mathbf{x}_i$ and $\mathbf{x}_j$, let the number of attributes be r, and the number of values that match in $\mathbf{x}_i$ and $\mathbf{x}_j$ be q.

$$dist(\mathbf{x}_i, \mathbf{x}_j) = \frac{r - q}{r}$$

Distance function for text documents

- A text document consists of a sequence of sentences and each sentence consists of a sequence of words.
- To simplify: a document is usually considered a “bag” of words in document clustering.
  - Sequence and position of words are ignored.
- A document is represented with a vector just like a normal data point.
- It is common to use similarity to compare two documents rather than distance.
  - The most commonly used similarity function is the **cosine similarity**.

Outline

- Unsupervised Learning
  - Clustering
- Cluster Analysis
- k-Means Clustering Algorithm
- Similarity and Distance Functions
- Cluster Evaluation

Cluster Evaluation: hard problem

- The quality of a clustering is very hard to evaluate because
  - We do not know the correct clusters
- Some methods are used:
  - User inspection
    - Study centroids, and spreads
    - Rules from a decision tree.
    - For text documents, one can read some documents in clusters.

Cluster evaluation: ground truth

- We use some labeled data (for classification)
- Assumption: Each class is a cluster.
- After clustering, a confusion matrix is constructed. From the matrix, we compute various measurements, entropy, purity, precision, recall and F-score.
  – Let the classes in the data D be $C = (c_1, c_2, \ldots, c_k)$. The clustering method produces k clusters, which divides D into k disjoint subsets, $D_1, D_2, \ldots, D_k$.

Evaluation measures: Entropy

Entropy: For each cluster, we can measure its entropy as follows:

$$entropy(D_i) = -\sum_{j=1}^{k} \Pr_i(c_j)\log_2 \Pr_i(c_j), \tag{29}$$

where $\Pr_i(c_j)$ is the proportion of class c_j data points in cluster i or D_i. The total entropy of the whole clustering (which considers all clusters) is

$$entropy_{total}(D) = \sum_{i=1}^{k} \frac{|D_i|}{|D|} \times entropy(D_i) \tag{30}$$

Source: Bing Liu (2011) , Web Data Mining: Exploring Hyperlinks, Contents, and Usage Data

Evaluation measures: purity

Purity: This again measures the extent that a cluster contains only one class of data. The purity of each cluster is computed with

$$purity(D_i) = \max_j(\Pr_i(c_j)) \quad (31)$$

The total purity of the whole clustering (considering all clusters) is

$$purity_{total}(D) = \sum_{i=1}^{k} \frac{|D_i|}{|D|} \times purity(D_i) \quad (32)$$

Source: Bing Liu (2011) , Web Data Mining: Exploring Hyperlinks, Contents, and Usage Data

An example

Example 14: Assume we have a text collection *D* of 900 documents from three topics (or three classes), Science, Sports, and Politics. Each class has 300 documents. Each document in *D* is labeled with one of the topics (classes). We use this collection to perform clustering to find three clusters. Note that class/topic labels are not used in clustering. After clustering, we want to measure the effectiveness of the clustering algorithm.

Cluster	Science	Sports	Politics		Entropy	Purity
1	250	20	10		0.589	0.893
2	20	180	80		1.198	0.643
3	30	100	210		1.257	0.617
Total	300	300	300		1.031	0.711

Source: Bing Liu (2011) , Web Data Mining: Exploring Hyperlinks, Contents, and Usage Data

A remark about ground truth evaluation

- Commonly used to compare different clustering algorithms.
- A real-life data set for clustering has no class labels.
  - Thus although an algorithm may perform very well on some labeled data sets, no guarantee that it will perform well on the actual application data at hand.
- The fact that it performs well on some label data sets does give us some confidence of the quality of the algorithm.
- This evaluation method is said to be based on **external data** or information.

Evaluation based on internal information

- **Intra-cluster cohesion** (compactness):
  - Cohesion measures how near the data points in a cluster are to the cluster centroid.
  - Sum of squared error (SSE) is a commonly used measure.
- I**nter-cluster separation** (isolation):
  - Separation means that different cluster centroids should be far away from one another.
- In most applications, expert judgments are still the key.

Indirect evaluation

- In some applications, clustering is not the primary task, but used to help perform another task.
- We can use the performance on the primary task to compare clustering methods.
- For instance, in an application, the primary task is to provide recommendations on book purchasing to online shoppers.
  - If we can cluster books according to their features, we might be able to provide better recommendations.
  - We can evaluate different clustering algorithms based on how well they help with the recommendation task.
  - Here, we assume that the recommendation can be reliably evaluated.

Summary

- Unsupervised Learning
  - Clustering
- Cluster Analysis
- k-Means Clustering Algorithm
- Similarity and Distance Functions
- Cluster Evaluation

References

- Bing Liu (2011) , "Web Data Mining: Exploring Hyperlinks, Contents, and Usage Data," 2nd Edition, Springer. http://www.cs.uic.edu/~liub/WebMiningBook.html
- Efraim Turban, Ramesh Sharda, Dursun Delen (2011), "Decision Support and Business Intelligence Systems," 9th Edition, Pearson.
- Jiawei Han and Micheline Kamber (2006), "Data Mining: Concepts and Techniques", 2nd Edition, Elsevier.