DAFTAR PUSTAKA

[1] Jogiyanto, HM., (2005), *Analisis dan Desain Sistem Informasi*. ANDI: Yogyakarta.

[2] Freddy Rangkuti , *Measuring Customer Satisfaction*, Gramedia Pustaka Utama, 2005

[3] Buttle Francis., *Customer Relationship Management : Concept and Tools*, Second Edition, HB.

[4] Budiarjo dkk., Analisis Fitur CRM Untuk Meningkatkan Kepuasan Pasien Berbasis *Framework on Dynamic* CRM, Seminar Nasional Informatika 2008, Yogyakarta

[5] S.Winer, Russell., (2001), *A Framework For Customer Relationship Management*, *Jurnal California Management Review*, **volume 43**, 89-105.

[6] R. A.S and M. Shalahuddin, Modul Pembelajaran Rekayasa Perangkat Lunak (Terstruktur Dan Berorientasi Objek), Modula Bandung, 2011.