DAFTAR PUSTAKA

[1] Drs. H . Inga Palandra, Interviewee, *wawancara.* [Wawancara]. 10 Februari 2017.

[2] F. Buttle, Customer Relationship Management Concept and Tools, Sydney: Bayumedia Publishing, 2004.

[3] V. A. Z. d. L. L. B. A. Parasuraman, "SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality.," *Journal of Retailing,* vol. 64, pp. 12-40, 1988.

[4] G. C. Fandy Tjiptono, Service, Quality & Satisfaction, Yogyakarta: Penerbit Andi, 2005.

[5] M. E. Porter, "How Competitive Forces Shape Strategy," *Harvard Business Review,* pp. 137-145, 1979.

[6] W. J. Xu M, "Gaining Customer Knowledge Through Analytical CRM," *Industrial Management & Data System,* vol. 105, no. 7, pp. 955-977, 2005.

[7] P. A. Budiardjo Eko K, "Kesamaan Antara Front-Crm Dengan Dynamic-Crm Sebagai Customer Relationship Management(Crm) Framework," dalam *SESINDO2008-ITS,* Surabaya, 2008.

[8] M. B. Wendy Boggs, Mastering UML with Rational Rose, San Francisco: SYBEX, 2002.

[9] K. Peranginangin, Aplikasi Web dengan PHP dan MySQL, Yogyakarta: Penerbit Andi, 2006.

[10] R. Yanto, Manajemen Basis Data Menggunakan MySql, Yogyakarta: Deepublish, 2016.

[11] W. Gulo, Metodologi Penelitian, Jakarta: Gramedia Widiasarana Indonesia, 2002.

[12] A. S. Humprey, *SWOT Analisys for Management Consulting,* California: SRI Alumni Newsletter, 2005.

[13] Bizagi.com, “Bizagi Modeler,” 2016. [Online]. Available: http://www.bizagi.com/en/products/bpm-suite/modeler. [Diakses 17 Oktober 2016].

[14] T. A. J. Stephen P. Robbins, Perilaku Organisasi (Organizational Behavior), Jakarta: Salemba Empat, 2008.

[15] T. Sutabri, Sistem Informasi Manajemen, Jakarta, 2005.

[16] S. M. Gage, Strategi Pelayanan Pelanggan, Yogyakarta: Tugu Publisher, 2013.

[17] Microsoft, “Visio Professional 2016,” 2016. [Online]. Available: www.microsoftstore.com. [Diakses 14 Desember 2016].

[18] Sugiyono, Statistika Untuk Penelitian, Bandung: CV. Alfabeta, 2004.

[19] G. Perlman, Interaction Design Beyond Human-Computer Interaction, New York: John Willey & Sons, Inc, 2002.

[20] J. Simarmata, Rekayasa Perangkat Lunak, Yogyakarta: Penerbit Andi, 2010.

[21] P. Roger S, Software engineering: a practitioner's approach, 7th penyunt., 2014.

[22] M. Irianto, IT Audit : Audit Berbasis Risiko, 2015.