

DAFTAR PUSTAKA

- Barthos, B. (1992). *Perguruan Tinggi Swasta di Indonesia: Proses Pendirian, Penyelenggaraan dan Ujian*. Bumi Aksara.
- Booch, G., Maksimchuk, R. A., Engle, M. W., Young, B. J., Conallen, J., & Houston, K. A. (2007). *Object-Oriented Analysis And Design With Applications*. Boston: Addison-Wesley.
- Connolly, T., & Begg, C. (2005). *Database Systems - A Practical Approach to Design, Implementation, and Management*. Harlow: Addison-Wesley.
- Deming, W. (1986). *Out of the Crisis*. Boston: MA: Massachusetts Institute of Technology, Center for Advanced Engineering Study.
- FitzGerald, J. (1981). *Fundamentals of Systems Analysis*. John Wiley & Sons Inc.
- Fornell, C., & Wernerfelt, B. (1988). A Model for Customer Complaint Management. *Marketing Science* , 287-298.
- Fornell, C., & Wernerfelt, B. (1987). Defensive Marketing Strategy by Customer Complaint Management. *Journal of Marketing Research* , 337-346.
- Kroll, Kruchten, & Wesley, A. (2003). *The Rational Unified Process Made Easy –A Practitioner’s Guide to RUP*. Boston: Addison Wesley.
- Larman, C. (2003). *Agile and Iterative Development: A Manager's Guide*. Boston: Addison Wesley.
- Leitel, & Davis. *Accounting Information System*.
- Lynn, S. (2011, August 18). *What is CRM?* Retrieved August 2015, from PC Mag: <http://www.pcmag.com/article2/0,2817,2391297,00.asp>
- Mahaffey, T., Neut, D., & Taylor, A. (1991). Exit, Voice, Loyalty and Neglect as Student Responses. *The Canadian Journal Of Higher Education* , 71-89.
- McLeod, R. (1990). *Management Information Systems*. Macmillan USA.
- NSW Ombudsman. (2014). *Complaint handling at universities:.* Canberra: Crown.

Perlu Moratorium Pendirian Perguruan Tinggi Baru. (2015, Juli). Retrieved Agustus 15, 2015, from Asosiasi Perguruan Tinggi Swasta Indonesia:
<http://aptisi.org/2015/07/perlu-moratorium-pendirian-perguruan-tinggi-baru/>

Pressman, R. S. (2001). *Software Engineering: A PRACTITIONER'S APPROACH*. New York: McGraw-Hill.

School of Industrial and System Engineering. (2015). Retrieved Agustus 15, 2015, from School of Industrial and System Engineering:
<http://sie.telkomuniversity.ac.id/>

Sejarah. (n.d.). Retrieved Agustus 15, 2015, from Telkom University:
<http://www.telkomuniversity.ac.id/index.php/page/history>

Taylor, V. (2011). Supply Chain Management: The Next Big Thing? *Business Week* .

Tiap Dua Hari, Muncul 1 Perguruan Tinggi Baru di Indonesia. (2015, Juni 4). Retrieved Agustus 15, 2015, from Kabar24:
<http://kabar24.bisnis.com/read/20150604/255/440148/tiap-dua-hari-muncul-1-perguruan-tinggi-baru-di-indonesia>