

## DAFTAR PUSTAKA

- Amras Mauluddin, Sk. (2011). a Plikasi W Eb B Rowser M Enggunakan M Etode Url ( U Niversal R Esource L Ocator ). *Jurnal INFORMASI*, 4(2), 41–52.
- As, Y. A. (2013). Perancangan Aplikasi Berbasis Costumer Relationship Management ( CRM ) untuk IKM Tas Yanri di Bogor Design Aplication Based On Costumer Relationship Management ( CRM ) for SME " Yanri " In Bogor, 16(2), 131–144.
- Ashdown, L., & Kyte, T. (2011). Sql. *Oracle Database Concepts*, 2(September), 133–156.
- Aswati, S., & Siagian, Y. (2016). Model Rapid Application Development Dalam Rancang Bangun Sistem Informasi Pemasaran Rumah ( Studi Kasus : Perum Perumnas Cabang Medan. *Sesindo*, 317–324.
- Budi, D. S. (2016). Analisis Pemilihan Penerapan Proyek Metodologi Pengembangan Rekayasa Perangkat Lunak, 5(November), 24–31.
- Buttle, F. (2007). Customer Relationship Management, concept and Tools, (October), 82–83.
- Chandra, V. (2015). Comparison between Various Software Development Methodologies, 131(9), 7–10.
- Esearch, S. Y. R., Hevner, B. A. R., March, S. T., Park, J., & Ram, S. (2004). D ESIGN S CIENCE IN I NFORMATION, 28(1), 75–105.
- Fajri, F. N. (2016). Perbandingan\_Model\_Pengembangan\_Perangka.
- Kalakota, R., & Robinson, M. (2001). *Table of Contents Chapter 6 . Integrating Processes to Build Relationships : Customer Relationship Management*.
- Khan, M. E. (2012). A Comparative Study of White Box , Black Box and Grey Box Testing Techniques, 3(6), 12–15.
- Ningrum, M., Fajar, S., Gumilang, S., Ambarsari, N., Industri, F. R., & Telkom, U. (2018). MEMBANGUN APLIKASI BACKPACKER MANAGEMENT SYSTEM BERBASIS ANDROID MOBILE APPLICATION DEVELOPMENT DEVELOP BACKPACKER MANAGEMENT SYSTEM BASED ON ANDROID MOBILE APPLICATION DEVELOPMENT FOR.

- Novac, O. C., Gordan, C., & Berczes, T. (2017). Comparative Study of Google Android , Apple iOS and Microsoft Windows Phone Mobile Operating Systems, 154–159.
- Padilla, L. (2014). Transformation of Business Process Models : A Case Study. *Lecture Notes in Computer Science*, 286–298.  
<https://doi.org/http://hdl.handle.net/10216/71755>
- Putri, M. P., & Effendi, H. (2018). Implementasi Metode Rapid Application Development Pada Website Service Guide “ Waterfall Tour South Sumatera ,” 07(September), 130–136.
- Rinny, O. :, Kalalo, E., Ekonomi, F., Bisnis, D., Manajemen, J., Sam, U., & Manado, R. (2013). Customer Relationship Management Dan Kualitas Pelayanan Pengaruhnya Terhadap Loyalitas Konsumen Pt. Matahari Dept. Store, Manado. *Jurnal EMBA*, 1(4), 1553–1561.  
<https://doi.org/10.1017/CBO9781107415324.004>
- Riyadi, A. S. (2012). PERANCANGAN SISTEM INFORMASI BERBASIS WEBSITE SUBSISTEM GURU DI SEKOLAH PESANTREN PERSATUAN ISLAM 99 RANCABANGO.
- Singh, M. (2017). Customer Relationship Management in Travel & Tourism Industry, 19(6), 47–53. <https://doi.org/10.9790/487X-1906064753>
- Solichin, A. (2016). Pemrograman Web Dengan PHP dan MySQL, (June), 10.
- Strauss, J., & Frost, R. (2014). *E-Marketing*.
- Turban, E., King, D., Lee, J. K., Liang, T.-P., & Turban, D. C. (2015). *Electronic commerce: A Managerial and Social Networks Perspective. The Journal of Academic Librarianship* (Vol. 26). [https://doi.org/10.1016/S0267-3649\(03\)00504-1](https://doi.org/10.1016/S0267-3649(03)00504-1)
- Utami, K. S., Liandana, M., Hadi, R., Studi, P., Informasi, S., Studi, P., ... Informasi, S. (2018). IMPLEMENTASI CUSTOMER RELATIONSHIP MANAGEMENT ( CRM ) PADA SISTEM INFORMASI, 1–12.
- Yadav, R. S. (2012). Improvement in the V-Model. *International Journal of Scientific & Engineering Research*, 3(1), 2229–5518.