

DAFTAR PUSTAKA

Anton, J. & Petouhoff, N.L. (2002). Customer Relationship Management: The Bottom Line to Optimizing Your ROI. Upper Saddle River, NJ:Prentice-Hall.

Baran, Galka, & Strunk (2008). Principles of Customer Relationship Management. Mason, OH: Integral Software Service.

Bergeron, B. (2002). Essentials of CRM: A Guide to Customer Relationship Management. New York: John Wiley & Sons.

Bodenberg, T. M. (2001). Customer Relationship Management: New Ways of Keeping the Customer Satisfied. New York: The Conference Board.

Button, T. (2002). PHP By Example. Indiana Polis, Indiana: Que

Danardatu, A. H. (2003). Pengenalan Customer Relationship Management (CRM) Ilmukomputer.com. diakses 24 Agustus 2010, from <http://www.ilmukomputer.org/wp-content/uploads/2006/08/heru-crm.zip>

Green, D. & Ridings, C.M. (2002). Implementation Team Responsiveness and User Evaluation of Customer Relationship Management: A Quasi-Experimental Design Study of Social Exchange Theory. Journal of Management Information Systems 19, 47-69.

Gosney, W. J. & Boehm, P. T. (2000). Customer Relationship Management Essentials. California: Primatech

Greenberg, P. (2004). CRM at The Speed of Light. McGraw Hill Osborne, California: Emeryville.

Hakim, L. (2010). Bikin website super keren dengan PHP & jQuery. Bandung: Lokopedia.

Hamilton, D. P. (May 21, 2001). E-Commerce (A Special Report): A Guide to the Baffling Jargon of Online Business-to-Business Commerce. Wall Street Journal, R6.

Imbar, R. & Suteja, B. (2006). Pemrograman Web–Commerce dengan ORACLE & ASP. Bandung: Informatika.

Oetomo, B. S. D. (2002). Perencanaan dan Pembangunan Sistem Informasi. Yogyakarta: Andi.

Swift, R. S. (2001). Accelerating Customer Relationships. Upper SaddleRiver, NJ: Prentice-Hall.

Universitas Gunadarma, *tavipia.staff.gunadarma.ac.id:Electronic references*.

Diakses 25 Desember 2009, from

<http://tavipia.staff.gunadarma.ac.id/Downloads/files/15425/DFD.pdf>

Zikmund, W.G., McLeod, R. & Gilbert, F.W. (2003). Customer Relationship Management. New York: Wiley & Sons.