

DAFTAR PUSTAKA

- [1] J. M. P. Hartono, Analisis dan Disain Sistem Informasi : Pendekatan Terstruktur Teori dan Praktek Aplikasi Bisnis, Yogyakarta: Andi, 1999.
- [2] W. O. Purbo and A. A. Wahyudi, Mengenal eCommerce, Jakarta: Elex Media Komputindo.
- [3] J. Dyche, The CRM Handbook: a business guide to customer relationship management, Boston: U.S. Corporate and Government Sales, 2002.
- [4] J. C. Rodrigues, CRM for Dummies, West Sussex: John Wiley and Sons, Ltd, 2012.
- [5] A. Payne, Handbook of CRM: Achieving Excellence in Customer, India: Adrian Payne, 2005.
- [6] T. A. Powell and J. H. Pence, The Complete Reference HTML & CSS, New York: McGraw-Hill, 2010.
- [7] Fathansyah, Basis Data Cetakan Keempat, Bandung: Informatika, 2002.
- [8] H. Jogiyanto, Analisis dan Desain Sistem Informasi Edisi Kedua, Yogyakarta: Andi, 2001.
- [9] E. Yourdon, Modern Structured Analysis, Englewood Cliffs: Prentice Hall, 1989.
- [10] R. S. Pressman, Rekayasa Perangkat Lunak Pendekatan Praktisi (Buku I), Yogyakarta: Andy, 2002.
- [11] W. J. Gilmore, Beginning PHP 5 and MySQL From Novice to Professional, Berkely: Apress, 2004.
- [12] B. Sidik, Pemrograman Web Dengan PHP, Bandung: Informatika, 2006.
- [13] J. M. Hartono, Analisis dan Desain Sistem Informasi, Yogyakarta, Central Java: Andi, 2000.