

DAFTAR PUSTAKA

- [1] S. Kom. , M. M. , M. T. I. Elizabeth And Ismail, “Perancangan Sistem Informasi Customer Relationship Management Berbasis Web Untuk Meningkatkan Loyalitas Pelanggan Pada Laundry Xyz,” *Jurnal Informatika & Komputasi*, 2021.
- [2] Azwar Aziz, “Pemanfaatan Teknologi Informasi Dalam Pengembangan Bisnis Pos Information Technology Utilization In Business Post Development ,” 2012.
- [3] Euis Soliha, “Analisis Industri Ritel Di Indonesia,” *Jurnal Bisnis Dan Ekonomi (Jbe)*, Pp. 128–142, 2008.
- [4] Albertus Januaris Kunder, Irya Wisnubadhra, And Thomas Suselo, “Penerapan Customer Relationship Management Dengan Dukungan Teknologi Informasi Pada Po. Chelsy ,” *Seminar Nasional Teknologi Informasi Dan Multimedia 2013*, 2013.
- [5] D. Robianto, I. Kanedi, And R. Zulfiandry, “Operational Customer Relationship Management (Crm) Application To Improve Customer Satisfaction Web-Based Customer Satisfaction,” *Jurnal Komputer, Informasi Dan Teknologi*, Vol. 4, No. 1, Aug. 2024, Doi: 10.53697/Jkomitek.V4i1.1777.
- [6] B. Ade Bandaso *Et Al.*, “Rancang Bangun Aplikasi Buku Kas Berbasis Website Dengan Metode Extreme Programming,” Vol. 10, No. 3, Pp. 258–269, 2023, [Online]. Available: [Http://Jurnal.Mdp.Ac.Id](http://Jurnal.Mdp.Ac.Id)
- [7] S. Keputusan Dirjen Penguatan Riset Dan Pengembangan Ristek Dikti, A. Anisa, G. Gata, S. Informasi, F. Teknologi Informasi, And U. Budi Luhur, “Terakreditasi Sinta Peringkat 2 Penerapan E-Crm Pada Usaha Salon Dalam Meningkatkan Loyalitas Dan Pelayanan Terhadap Pelanggan,” *Masa Berlaku Mulai*, Vol. 1, No. 3, Pp. 268–275, 2017.

- [8] Rahma Syabania And Neny Rosmawarni, “Perancangan Aplikasi Customer Relationship Management (CRM) Pada Penjualan Barang Pre-Order berbasis Website,” *Jurnal Rekayasa Informasi*, 2021.
- [9] Ahmad Fauzi And Eko Harli, “Peningkatan Kualitas Pelayanan Melalui Crm Dengan Metode Rad,” *Jurnal Resti (Rekayasa Sistem Dan Teknologi Informasi)*, Vol. 1, Pp. 76–81, 2017.
- [10] Aliza Husna Izzati And Dodik Arwin Dermawan, “Pengembangan Sistem Informasi Penjualan Buket Berbasis Website Menggunakan Metode CRM (Customer Relationship Management) (Studi Kasus: Toko Rhyuu.Bouquet Kota Ponorogo),” 2023.
- [11] Lala Nilawati And Martin, “Penerapan Metode Rad Pada Perancangan Sistem Informasi Permohonan Data Aduan Smartmaps Berbasis Web,” *Jurikom (Jurnal Riset Komputer)*, Vol. 10, Pp. 648–658, 2023.
- [12] Sandy Kosasi, “Perancangan Sistem Electronic Customer Relationship Management Untuk Mempertahankan Loyalitas Pelanggan,” *Jurnal Sistem Informasi Dan Teknologi Informasi*, 2015.
- [13] Dicky Hariyanto, Ricky Sastra, And Ferina Eka Putri, “Implementasi Metode Rapid Application Development Pada Sistem Informasi Perpustakaan,” 2021.
- [14] Agustinus Noertjahyana, “Studi Analisis Rapid Application Development Sebagai Salah Satu Alternatif Metode Pengembangan Perangkat Lunak,” 2004.
- [15] Jogyanto, *Analisis & Desain Sistem Informasi*. Penerbit Andi, 2005.
- [16] S. Kom. , M. K. Dedy Rahman Prehanto, *Konsep Sistem Informasi* . 2020.
- [17] Khairatun Hisan, “Islamic Financial Literacy Among Students Attending Faculty Of Islamic Economics And Business.,” *Jurnal Manajemen Keuangan Syariah*.

- [18] Ravi. Kalakota And Marcia. Robinson, *E-Business 2.0 : Roadmap For Success*. Addison-Wesley, 2001.
- [19] P. Persson, “Customer Relationship Management How A Crm System Can Be Used In The Sales Process,” 2003.
- [20] I. A. Pangestu And G. T. Mardiani, “Sistem Informasi Rekomendasi Produk Dengan Pendekatan Customer Relationship Management Di Cv. Xyz,” *Komputa : Jurnal Ilmiah Komputer Dan Informatika*, Vol. 10, No. 2, 2021.
- [21] R. A. Feinberg, R. Kadam, L. Hokama, And I. Kim, “The State Of Electronic Customer Relationship Management In Retailing,” *International Journal Of Retail & Distribution Management*, Vol. 30, No. 10, Pp. 470–481, Oct. 2002, Doi: 10.1108/09590550210445344.
- [22] Fredrick Newell, “Loyalty.Com: Customer Relationship Management In The New Era Of Internet Marketing. Mcgraw Hill Professional, New York. ”.
- [23] Mochammad Rizki Romdoni, Lia Rosanty, Liza Safitri, And Aggry Saputra, “Implementasi Crm (Customer Relationship Management) Berbasis Website Pada Angkasa Photo Studio Tanjungpinang,” *Jurnal Bangkit Indonesia*, Vol. 12, 2019.
- [24] M. S. Dr. Deni Darmawan. S.Pd., *Desain Dan Pemrograman Website*. 2013.
- [25] Gottfried Vossen, Frank Schönthaler, And Stuart Dillon, *The Web At Graduation And Beyond*, 1st Ed. Springer Cham, 2017.
- [26] Misty E. Vermaat, Susan L. Sebok, Steven M. Freund, Jennifer T. Campbell, And Mark Frydenberg, *Discovering Computers ©2018: Digital Technology, Data, And Devices*, 16th Ed. Cengage Learning, 2017, 2018.
- [27] Barry W Boehm, *Software Engineering Economics*. 1983.

- [28] Rima Tamara Aldisa, “Penerapan Metode Rad (Rapid Application Development) Pada Sistem Informasi Promosi Dan Pemesanan Makanan Berbasis Website Studi Kasus Restoran Waroenk Anak Kuliah,” *Building Of Informatics, Technology And Science (Bits)*, Vol. 3, Pp. 446–452, 2021.
- [29] David C. Yen And William S. Davis, *The Information System Consultant’s Handbook*. 1998.
- [30] Mcleod Raymond, “Sistem Informasi Manajemen,” 2002.
- [31] Ihsan Djuanda And Catur Nugrahaeni Puspita Dewi, “Metode Rad Untuk Perancangan Sistem Informasi Perwira Tugas Belajar Bagi Pegawai Di Kementerian Pertahanan Republik Indonesia,” 2020.
- [32] Martin James, *Inside Rad : How To Build Fully Functional Computer Systems In 90 Days Or Less*. 1994.
- [33] D. Susanti And E. Elmiyati, “Perancangan Website Media Informasi Dan Pemesanan Pada Pt. Trita Musi Prasada Dengan Metode Rad,” *Matrik : Jurnal Manajemen, Teknik Informatika Dan Rekayasa Komputer*, Vol. 20, No. 1, Pp. 35–46, Sep. 2020, Doi: 10.30812/Matrik.V20i1.723.
- [34] Dedi Saputra, Weiskhy Steven Dharmawan, Muhamad Syarif, And Deni Risdiansyah, “Analisis & Perancangan Sistem Informasi,” 2023.
- [35] Damelio And Robert, “Robert Damelio 2nd Edition The Basics Of Process Mapping.”
- [36] Fintri Indriyani, Yunita, Dinda Ayu Muthia, Artika Suniandari, And Sriyadi, *Analisa Perancangan Sistem Informasi*. 2019.
- [37] Adhitama Akbar And Mira Ziveria, “Pembangunan Sistem Informasi Perpustakaan

Fakultas Ilmu Sosial Universitas Negeri Jakarta,” *Sains Dan Teknologi*, Vol. 6, 2020.

[38] Russ. Miles And Kim. Hamilton, *Learning Uml 2.0*. O’reilly, 2006.

[39] Chamdan Mashuri *Et Al.*, *Evaluasi Lms Google Classroom Menggunakan Usability Testing, Webqual 4.0, Dan End User Computing Satisfaction*. Perkumpulan Rumah Cemerlang Indonesia, 2022.

[40] Zidni Elma, “Implementasi Metode Usability Testing Dengan System Usability Scale Dalam Evaluasi Website Layanan Penyedia Subtitle,” *Ultima Infosys : Jurnal Ilmu Sistem Informasi*, 2020.

[41] K. Eka Oktavian And K. Umam Syaliman, “Sistem Informasi Pelaporan Kendaraan Dan Alat Berat Menggunakan Metode Rapid Application Development (Studi Kasus: Pt. Andalas Karya Mulia) Information System For Vehicles And Heavy Equipment Using Rapid Application Development Method (Case Study: Pt. Andalas Karya Mulia).”

[42] Jakob Nielsen, *Usability Engineering*. 1993.

[43] Yahya Dwi Wijaya And Muna Wardah Astuti, “Pengujian Blackbox Sistem Informasi Penilaian Kinerja Karyawan Pt Inka (Persero) Berbasis Equivalence Partitions,” *Jurnal Digital Teknologi Informasi Volume 4 Nomor 1 2021*, Vol. 4, 2021.

[44] S. Pd. , M. Johan Reimon Batmetan, *Teknik Testing Software Dan Multimedia*. 2023.

[45] Fitriani Dwi Ramadhani And Maulana Ardhiansyah, *Sistem Prediksi Penjualan Dengan Metode Single Exponential Smoothing Dan Trend Parabolik*. 2022.

[46] Bagus Bayu Sasongko, Fajar Malik, Febry Ardiansyah, Ajeng Fitria Rahmawati, Faisal Dharma Adhinata, And Diovianto Putra Rakhmadani, “Pengujian Blackbox Menggunakan Teknik Equivalence Partitions Pada Aplikasi Petgram Mobile,” *Jurnal Ictee*,

Vol. 2, 2021.

[47] M. N. Anggoro, N. C. Wibowo, And D. S. Y. Kartika, “Rancang Bangun Sistem Informasi Kkn Lppm Upn ‘Veteran’ Jawa Timur Berbasis Web Menggunakan Metode Rapid Application Developmet,” *Jurnal Teknologi Sistem Informasi Dan Aplikasi*, Vol. 7, No. 3, Pp. 1397–1406, Jul. 2024, Doi: 10.32493/Jtsi.V7i3.41898.

[48] Rudi Supriatna, “Implementasi Dan User Acceptance Test (Uat) Terhadap Aplikasi E-Learning Pada Madrasah Aliyah Negeri (Man) 3 Kota Banda Aceh,” 2019.

[49] M. Odeh *Et Al.*, “Modeling Processes Using Rad And Uml Activity Diagrams: An Exploratory Study Modelling Processes Using Rad And Uml Activity Diagrams: An Exploratory Study,” 2002. [Online]. Available: <https://www.researchgate.net/publication/228828850>