

DAFTAR PUSTAKA

- Antony. 2016. *CRM Dan Manfaatnya*. [online] Tersedia di : <<http://www.olsera.com/id/blog/crm-dan-manfaatnya/72>> [Diakses 19 April 2017]
- Asosiasi Penyelenggara Jasa Internet Indonesia. 2016. *Survei Internet APJII 2016*. [online] Tersedia di : <<https://www.apjii.or.id/content/read/39/264/Survei-Internet-APJII-2016>> [Diakses : 4 Maret 2017]
- Beighley, L. Morrison, M., 2009. *Head First PHP & MySQL*. San Francisco: O'Reilly Media.
- Dewi, U., & Satriya, A. (2012). Analisis Kebutuhan Tenaga Kerja Berdasarkan Beban Kerja Karyawan Pada PT.PLN (Persero) Distribusi Jakarta Raya dan Tangerang Bidang Sumber Daya Manusia Dan Organisasi. Jakarta: Jurusan Manajemen SDM Fakultas Ekonomi Universitas Indonesia.
- Hayder, H., 2007. *Object Oriented Programming with PHP5*. Birmingham: Packt Publishing.
- Ibrahim, A., 2013. *Pengertian Aplikasi dan Sejarah Perkembangan Aplikasi*. [online] Tersedia di : <<http://pengertiandefinisi.com/pengertian-aplikasi-dan-sejarah-perkembangan-aplikasi/>> [Diakses : 10 Mei 2017]
- Izza, J., 2016. *Pengguna Internet di Indonesia Capai 132 Juta*. [online] Tersedia di : <http://tekno.kompas.com/read/2016/10/24/15064727/2016.pengguna.internet.di.indonesia.capai.132.juta>. [Diakses 4 Maret 2017]
- Kadir, A., 2014. *Pengenalan Sistem Informasi Edisi Revisi*. Yogyakarta: ANDI.
- Larman, C., 2004. *Applying UML and Pattern: An Introduction to Object-Oriented Analysis and Design and Iterative Development*. 3rd ed. London: Addison Wesley.
- Mahanani, A, F., 2012. *Mengenal Javascript* [online]. Tersedia di : <http://www.mahanani.web.id/2012/12/mengenal-javascript.html> [Diakses 10 Mei 2017]

Maya, N., 2013. *Fungsi Koordinasi dalam Sebuah Organisasi* [online]. Tersedia di : <http://www.kompasiana.com/nur_maya/fungsi-koordinasi-dalam-sebuah-organisasi_551f984b813311f0379df203> [Diakses 26 April 2017]

Pohan dalam Prastowo, 2012. *Kajian Pustaka*. [online] Tersedia di : <<http://www.eurekapedidikan.com/2014/12/kajian-pustaka.html>> [Diakses 4 Maret 2017].

Powers, D., 2008. *PHP Object-Oriented Solutions*. New York: Apress.

Pressman, S.R., 2010. *Software Engineering: A Practitioner's Approach*. 7th ed. New York: McGraw-Hill.

Solichin, A., 2010. *MySQL 5 : Dari Pemula Hingga Mahir*. 1st ed. Jakarta: Universitas Budi Luhur.

Software Engineering Institute, 1997. *C4 Software Technology Reference Guide*. [pdf] Software Engineering Institute. Tersedia di:<<http://www.sei.cmu.edu/reports/97hb001.pdf>> [Diakses 10 Mei 2017]

Sommerville, I., 2011. *Software Engineering*. 9th ed. London: Addison Wesley.

Seidl, C. Schuster, S. Schaefer, I., 2016. Generative Software Product Line Development using Variability-Aware Design Pattern. *Computer Languages, System & Structures* [e-journal]. Tersedia melalui: <<http://www.sciencedirect.com>> [Diakses 4 Maret 2017]

Serbest, S., Goksen, Y., Dogan, O & Tokdemir, A., 2015. Design and Implementation of Help Desk System on the Effective Focus of Information System. *Procedia Economics and Finance*. 33(2015), pp.461-467.

Siahaan, A, P., 2016. *Comparison Analysis of CPU Scheduling : FCFS, SJF and Round Robin* [e-journal]. Tersedia melalui : <<https://osf.io/preprints/inarxiv/6dq3p/download>> [Diakses 16 November 2017]

Sukamto, A, S. Shalahudin, M., 2015. *Rekayasa Perangkat Lunak Terstruktur dan Berorientasi Objek*. Bandung: Informatika.

- Vanesha, B. 2017. *Pentingnya Fitur Tracking Pada Jasa Kurir*, [online] Tersedia di : <<http://www.parselday.com/blog/pentingnya-fitur-tracking-pada-jasa-kurir>> [Diakses 16 November 2017]
- Walter, B. Alkheir, T., 2016. The relationship between design patterns and code smells: An exploration study. *Information and Software Technology* [e-journal]. Tersedia melalui: <<http://www.sciencedirect.com>> [Diakses 4 Maret 2017]
- Wang, P, P. Gong, M. Lee, T., 2003. Waiting Time in a combined first-come-first-served and shortest-time-first queue. *Computer & Operation Research* [e-journal]. Tersedia melalui : <<<http://www.sciencedirect.com>> > [Diakses 10 Mei 2017]
- Wijaya, R.H. Adi, P., 2017. Pengukuran beban kerja pada departemen PPIC di PT.X. *Jurnal Titra*, [e-journal] 5(2). Tersedia melalui: <http://publication.petra.ac.id/index.php/teknik-industri/article/view/23> [Diakses 20 Desember 2017]
- Zhang, C. Budgen, D., 2013. A survey of experienced *user* perceptions about *software* design patterns. *Information and Software Technology* [e-journal]. 55(822-835). Tersedia melalui : <<http://www.sciencedirect.com>> [Diakses 4 Maret 2017]