

DAFTAR PUSTAKA

- ABPMP International . 2013. *BPM CBOOK*. [pdf] ABPMP Internasional. Tersedia di: <[http://c.ymcdn.com/sites/www.abpmp.org/resource/resmgr/Docs/ABPMP_P_CBOOK_Guide_English.pdf](http://c.ymcdn.com/sites/www.abpmp.org/resource/resmgr/Docs/ABPMP_CBOOK_Guide_English.pdf)> [Diakses 23 Desember 2016]
- Anastasi, A., 1976. *Psychological Testing*. Macmillan, NewYork
- A.S, Rosa, dan M. Shalahudin. *Rekayasa Perangkat Lunak Terstruktur dan Berorientasi Objek*. Bandung: Informatika, 2015.
- Adi Nugroho, A.S., 2014. *Pembangunan Sistem Informasi Kerjasama dan Promosi Berbasis Web (Studi Kasus Universitas Atma Jaya Yogyakarta)*. S1. Universitas Atma Jaya Yogyakarta. Tersedia di <<http://e-journal.uajy.ac.id/6371>> [Diakses 23 Desember 2016]
- Agarwal, B. B., Tayal, S. P. & Gupta, M., 2010. *Software Engineering & Testing*. 1st ed. Massachusetts: Jones and Bartlett.
- Amin, Widjaja Tunggal., 2008. *Konsep Dasar Customer Relationship Management (CRM)*. Jakarta. Penerbit Harvarindo.
- Basuki, Awan Pribadi, 2014. *Proyek Membangun Website Berbasis Php Dengan Codeigniter*. Yogyakarta.
- Bittner, K. & Spence, I., 2003. *Use Case Modeling*. Boston: Pearson Education.
- Booch, G., Jacobson, I. & Rumbaugh, J., 2007. *Object-Oriented Analysis and Design with Applications*. 3rd ed. Boston: Pearson Education.
- Burch, J., dan Grudnitski, G., 1986. *Information System Theory and Practice*, Diterjemahkan dari Bahasa dari Bahasa Inggris oleh Jogiyanto.2005. Yogyakarta: Penerbit Andi
- Buttle, Francis,. 2009. *Customer Relationship Management: Concepts and Technology, 2nd ed., Butterworth-Heinemann, Burlington*.
- Caesar,. 2009. *Sekilas Customer Relationship Management (CRM)*. Jakarta.
- Connolly, T. & Begg, C., 2005. *Database Systems A Practical Approach to Design, Implementation and Management*. 4th ed. Boston: Pearson Education.
- Farbey B, Land F, Targett D (1992) Evaluating Investment in IT. In *Journal of Information Technology*.
- Friedrich, Ina. 2008. *An Approach For Selecting Software Package*. Univeritat Hannover: Kronberg.
- Gede Karya, elisati hulu. 2012. *Otomasi Uji Fungsional Web Enterprise*. Parahyangan
- Graham, D., van Veenendaal, E., Evans, I. & Black, R., 2008. *Foundations of Software Testing*. 1st ed. Cengage Learning: Boston.

- Hasibuan, Zainal A. 2015. *Metodologi Penelitian Pada Bidang Ilmu Komputer Dan Teknologi Informasi*. Depok. Universitas Indonesia
- IBM Corporation Rational Software, 2011. *Essentials of IBM Rational Requirements Composer*. 3rd ed. New York: IBM.
- ISO (*International Organization for Standardization*). 2010. ISO 9241-210. Switzerland.
- Jogiyanto, HM. 2008. *Metodologi Penelitian Sistem Informasi: Pedoman dan Contoh Melakukan Penelitian di Bidang Sistem Teknologi Informasi*. Yogyakarta: ANDI
- Kaner, C., Falk, J. & Nguyen, H.Q., 1999. *Testing Computer Software*. 2nd ed. New Jersey: Wiley.
- Kemper HG, Baars H, Lasi H (2006) Integration von Customer Relationship Management System. In: MKWI 2006 1, Munich.
- Kendall, S., 2004. *Fast Track UML 2.0*. 1st ed. New York: Apress.
- Landauer, T.K., 1997. Behavioral Research Method In Human-Computer Interaction. In: Helander, M., Landauer, T.K., Prabhu, P. (Eds), *Handbook of Human-Computer Interaction*. Second ed. Elsevier, Amsterdam, Netherlands.
- Laudon, K.C. & Laudon, J.P., 2012. *Management Information Systems Managing the Digital Firm*. 12th ed. New Jersey: Prentice Hall.
- Lewis, J.R., 2012., Usability Testing. In: Salvendy, G. (Ed), *Handbook of Human Factors and Ergonomic*. Fourth ed. John Wiley, New York.
- Lutfiyah, Dwi Setia. 2012. *Jurnal Evaluasi Usability Untuk Mengetahui Akseptabilitas Aplikasi Berbasis Web*. Ponorogo.
- Machiky., 2011. *Sales Force Automation "CRM"*. Jakarta.
- Maluto, W.S, 2013. *Peranan Room Attendant Dalam Upaya Mengatasi Keluhan Tamu Di Hotel Quality Gorontalo*. Jurusan Pariwisata Fakultas Sastra dan Budaya, Universitas Negeri Gorontalo: Gorontalo.
- Monk, E.F. & Wagner, B. J., 2013. *Concepts In Enterprises Resource Planning*. 4th ed. Boston: Cengage Learning.
- Nielsen, Jakob. 2000. Why You Only Need to Test with 5 Users [Online]. Tersedia di: <https://www.nngroup.com/articles/why-you-only-need-to-test-with-5users/> [15 Juni 2017].
- Nielsen, Jakob. 2012. Usability 101: Introduction to Usability [Online]. Tersedia di: <https://www.nngroup.com/articles/usability-101-introduction-to-usability/> [15 Juni 2017].

- Norman, Don & Jakob Nielsen. The Definition of *User Experience* [Online]. Tersedia di: <https://www.nngroup.com/articles/definition-user-experience/> [18 Juni 2017]
- Nunnally, J.C., 1978. *Psychometric Theory*. McGraw-Hill, New York.
- Object Management Group, 2011. *Business Process Model and Notation (BPMN)*. [pdf] Object Management Group. Tersedia di: <http://www.omg.org/cgi-bin/doc?formal/11-01-03.pdf> [Diakses 15 Februari 2016]
- Payne, Adrian, and Pennie Frow., 2005. “*Handbook of CRM : Achieving Excellence in Customer Management*”. Butterworth-Heinemann : Burlington, Great Britain..
- Pressman, Roger S., 2010. *Software Engineering A Practitioner’s Approach*. 7th ed. New York: McGraw-Hill.
- Rainer, R.K. & Turban, E., 2009. *Introduction To Information Systems*. 2nd ed. New Jersey: John Wiley & Sons.
- Rosa As, Shalahudin M., 2011. *Modul Pembelajaran Rekayasa Perangkat Lunak*. Bandung
- Royce, Winston W. 1970, “Managing the Development of Large Software System”, *Concepts and Techniques*. London:TRW Publishing Ltd.
- Salim, H., Abdullah, H. & Wahyuningsih, W., 2007. *Perancangan Kontrak dan Memorandum Of Understanding*. 4th ed. Jakarta: Sinar Grafika.
- Sauro, Jeff., James R Lewis. 2016. *Quantifying the User Experience: Practical Statistics for User Research*. Cambridge. Morgan Kauffman
- Silver, B., 2012. *BPMN 2.0 Handbook*. 2nd ed. Florida: Future Strategist.
- Software Engineering Institute, 1997. *C4 Software Technology Reference Guide*. [pdf] Software Engineering Institute. Tersedia di: <http://www.sei.cmu.edu/reports/97hb001.pdf> >
- Sommerville, I., 2011. *Software Engineering*. 9th ed. Boston: Addison-Wesley.
- Sparx Systems, 2004. *The Business Process Model*. [pdf] Sparx Systems. Tersedia di: http://www.sparxsystems.com.au/downloads/whitepapers/The_Business_Process_Model.pdf [Diakses 9 Januari 2017]
- Stapleton, J., 1997. *DSDM Business Focused Development*. 2nd ed. Boston: Addison-Wesley.
- Sukanto, R.A. & Shalahuddin, M., 2014. *Rekayasa Perangkat Lunak Terstruktur dan Berorientasi Objek*. 2nd ed. Bandung: Informatika.
- Supranto, J. 2000. *Statistik Teori dan Aplikasi*. Jakarta. Erlangga
- Suryana, Febriyanno,. 2013. *Metode Pengujian Perangkat Lunak “Black Box”*. Jakarta.
- Susanto, A., 2002. *Sistem Informasi Manajemen*. Edisi 2, Bandung : Lingga jaya.

- Susanto, A., 2008. Sistem Informasi Akuntansi, Struktur-Pengendalian Resiko Pengembangan. Bandung: Lingga Jaya.
- Sutriyani, 2013. Rancang Bangun Sistem Informasi Administrasi Mahasiswa Berbasis Web Menggunakan Metode User Centered Design (Studi Kasus : STMIK Aub Surakarta). STIMIK AUB: Surakarta.
- Turban, E., Aronson, J. E. 1998. Decision Support Systems and Intelligent Systems, 5th edition. New Jersey: Prentice Hall.
- Usability.gov. Personas [Online]. Tersedia di: <https://www.usability.gov/how-to-and-tools/methods/personas.html> [19 Juni 2017]
- Whitten, J. L. & Bentley, L.D., 2007. *System Analysis and Design Methods*. 7th ed. Boston: McGraw-Hill.