



UNIVERSITAS BUDI LUHUR

FAKULTAS TEKNOLOGI INFORMASI

Daftar Hadir Mahasiswa

Matakuliah: Customer Relationship Management [IF060]

Kelompok: AA

Semester: Gasal 2025/2026

Dosen: Hendri Irawan, S.Kom., M.T.I.

No	NIM	Nama	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
			17/09	24/09	01/10	08/10	15/10	22/10	29/10	05/11	12/11	19/11	26/11	03/12	08/12	10/12	17/12	14/01
1	2112500158	Muhammad Apri Putra Kurniawan	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
2	2112501081	Evan Danner Manalu	I	I	H	A	A	A	H	A	A	A	A	A	H	H	A	H
3	2211501388	Athalla Rakha Syafa'At	H	H	H	H	H	H	H	H	H	H	H	H	H	H	A	H
4	2211501826	Billy Achmad Bangun Wibawa	I	H	H	H	S	H	H	A	H	A	H	I	H	H	H	H
5	2212500066	Philipus Marcheliano De Da'ar	I	I	H	H	H	H	H	H	A	H	H	H	H	H	H	H
6	2212500090	Akmalul Fasha	A	H	H	H	H	H	H	H	A	H	H	H	H	H	H	H
7	2212500207	Rafi Fatahilla Rizki Siregar	A	H	H	S	H	H	H	A	S	A	H	H	H	H	H	H
8	2212500348	Hendi Kristiyanto	H	I	H	H	S	H	H	H	H	A	H	H	H	H	A	H
9	2212500728	Al Bian Dwi Kurniawan	H	H	H	H	H	H	H	H	H	A	H	H	H	H	H	H
10	2212501221	Muhamad Ravly Akbar	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
11	2212501361	Iqbal Mandiyansah	I	H	S	H	I	H	H	H	H	H	A	A	H	H	A	H
12	2311500710	Muhammad Rafi Imam Hernawan	I	I	H	H	A	H	H	H	I	I	H	H	H	A	H	H
13	2311501460	Dihya Afwan Maliki	A	H	H	H	A	H	H	I	H	H	S	H	H	H	A	H
14	2312500198	Aries Rizal Maulana	H	H	I	I	I	H	H	I	I	H	A	H	H	A	A	H
15	2312500271	Dinda Armevia Dau	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
16	2312500313	Surya Khansa Aryaputra	S	H	H	H	H	H	H	H	H	H	H	A	H	S	H	H
17	2312500438	Muhammad Adri Wildan	H	H	H	H	H	H	H	H	H	H	H	A	A	H	H	H
18	2312500529	Jihaan Khoiriyah	H	H	H	H	H	H	H	H	S	H	H	H	H	S	H	H
19	2312500594	Nadira Elfani	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
20	2312500610	Ferdi Hariansyah	H	H	H	S	H	H	H	H	S	H	H	H	H	A	A	H

21	2312500693	Ikhwan Hakim	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
22	2312500701	Fatimah Az Zahra	H	H	H	H	H	H	H	S	H	H	H	H	H	I	H	H
23	2312500719	Muhammad Dzikron Sabilal Rosyad	I	I	H	H	H	H	H	H	H	H	H	H	H	H	H	H
24	2312500768	Muhammad Syauqil Adib	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
25	2312500800	Rofi Khorl Andini	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
26	2312500826	Aulia Destiana Putri	I	I	I	H	A	H	H	I	I	I	I	I	A	H	A	H
27	2312500834	Fayza Alivia Khairunnisa	H	H	H	H	S	H	H	H	H	H	H	H	H	H	H	H
28	2312500925	Saeutomo	H	H	H	H	H	H	H	H	H	H	H	A	A	H	H	H
29	2312500958	Nazwa Nadyra	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
30	2312500966	Shania Amalia Laysanov	H	H	H	H	H	H	H	H	I	I	A	H	H	H	H	H
31	2312501089	Nihla Octafiani	H	H	H	H	H	H	H	S	H	H	H	H	H	I	H	H
32	2412502169	Nugraha Dwiky Mei Saputra	H	H	I	H	A	H	H	H	H	H	H	H	H	H	H	H

Keterangan:

H: Hadir; A: Alpha (Tidak Hadir); I: Ijin; S: Sakit;



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Berita Acara Mengajar

Matakuliah: Customer Relationship Management [IF060]

Kelompok: AA

Semester: Gasal 2025/2026

Dosen: Hendri Irawan, S.Kom., M.T.I.

No.	Tanggal	Materi yang diberikan
1	17-09-2025	Kontrak kuliah, kebudiluhuran, pengantar CRM, tahapan CRM. 1. Fatimah Az Zahra 2312500701 2. Nadira Elfani 2312500702
2	24-09-2025	Pelanggan, customer value, perilaku pengambilan keputusan, customer journey. 1. Ferdi Ariansyah. 2. Athhala Rakha 3. Billy Achmad
3	01-10-2025	Strategi kuat untuk mempertahankan loyalitas pelanggan. Muhammad Ravli Akbar, Rofi Khorri, Shania Amalia 5 poin UTS.
4	08-10-2025	Service Excellence Athhala Rakha Billy Achmad 5 point UTS
5	15-10-2025	Aktivitas pada CRM System (Marketing Sales, Support and Service Automation) 6. Athhala Rakha
6	22-10-2025	Aktivitas pada CRM System Lanjutan. Presentasi tahapan CRM. 7. Athhala Rakha
7	29-10-2025	Ujian Tengah Semester
8	05-11-2025	Rantai Nilai CRM
9	12-11-2025	Studi Kasus SI Penanganan Komplain Terintegrasi diskusi berkelompok
10	19-11-2025	Presentasi dan Demo Software CRM, 6 kelp.
11	26-11-2025	Social CRM. Perbedaan CRM 1.0 dan CRM 2.0, Function and Tools. Billy Achmad dan Athalla Rakha Syafaat 5 poin untuk UAS
12	03-12-2025	IT for CRM System
13	08-12-2025	Sales Force Automation
14	10-12-2025	Implementasi CRM pada Studi Kasus. Literatur Review Penerapan CRM 5 kasus.
15	17-12-2025	Teknologi AI pada CRM
16	14-01-2026	Ujian Akhir Semester



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Daftar Nilai

Matakuliah: Customer Relationship Management [IF060]

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Semester: Gasal 2025/2026

Dosen: Hendri Irawan, S.Kom., M.T.I.

No.	NIM	Nama	Presensi	Tugas	UTS	UAS	GRADE
1	2112500158	Muhammad Apri Putra Kurniawan	100	82	74	82	80 => A-
2	2112501081	Evan Danner Manalu	44	42	58	999	30 => -
3	2211501388	Athalla Rakha Syafa'At	94	95	85	88	89 => A
4	2211501826	Billy Achmad Bangun Wibawa	88	80	79	86	82 => A-
5	2212500066	Philipus Marcheliano De Da'ar	94	62	76	80	73 => B
6	2212500090	Akmalul Fasha	88	78	76	999	46 => -
7	2212500207	Rafi Fatahilla Rizki Siregar	81	58	82	80	74 => B
8	2212500348	Hendi Kristiyanto	88	73	88	83	82 => A-
9	2212500728	Al Bian Dwi Kurniawan	94	73	89	83	82 => A-
10	2212501221	Muhamad Ravly Akbar	100	73	98	87	86 => A
11	2212501361	Iqbal Mandiyansah	81	38	74	83	67 => B-
12	2311500710	Muhammad Rafi Imam Hernawan	88	77	86	79	81 => A-
13	2311501460	Dihya Afwan Maliki	81	82	58	79	74 => B
14	2312500198	Aries Rizal Maulana	81	65	82	82	77 => B+
15	2312500271	Dinda Armevia Dau	100	97	100	85	93 => A
16	2312500313	Surya Khansa Aryaputra	94	82	68	79	77 => B+
17	2312500438	Muhammad Adri Wildan	88	68	82	80	77 => B+
18	2312500529	Jihaan Khoiriyah	100	98	92	85	91 => A
19	2312500594	Nadira Elfani	100	96	93	85	91 => A
20	2312500610	Ferdi Hariansyah	88	96	81	82	86 => A
21	2312500693	Ikhwan Hakim	100	96	86	79	86 => A
22	2312500701	Fatimah Az Zahra	100	100	100	85	94 => A

23	2312500719	Muhammad Dzikron Sabilal Rosyad	100	89	74	80	81 => A-
24	2312500768	Muhammad Syauqil Adib	100	98	88	79	87 => A
25	2312500800	Rofi Khorl Andini	100	97	97	85	92 => A
26	2312500826	Aulia Destiana Putri	81	65	74	88	77 => B+
27	2312500834	Fayza Alivia Khairunnisa	100	67	84	88	81 => A-
28	2312500925	Saeutomo	88	81	86	79	82 => A-
29	2312500958	Nazwa Nadyra	100	98	86	90	91 => A
30	2312500966	Shania Amalia Laysanov	94	94	100	88	93 => A
31	2312501089	Nihla Octafiani	100	58	90	90	80 => A-
32	2412502169	Nugraha Dwiky Mei Saputra	94	30	66	80	61 => C