

## Menu

Peserta

Jurnal (Riwayat)

**Nama Mata Kuliah** : Costumer Relations Management **Dosen** : EUIS HERYATI (5844)  
**Kode MK dan Kelas** : HMS 405 (EU201) AGUS Satriawan (8150)  
**Jadwal dan Ruang** : Jumat, 20:40 - 23:10 ()  
**Jumlah Mahasiswa** : 15  
**Semester** : SEMESTER GANJIL 2020 - 2021

## Perencanaan Jurnal Perkuliahan



| Pertemuan ke / Kelompok | Rencana Perkuliahan                 |                                |       |         |                            | Realisasi Perkuliahan |  |               | Option  |            |                   |
|-------------------------|-------------------------------------|--------------------------------|-------|---------|----------------------------|-----------------------|--|---------------|---------|------------|-------------------|
|                         | Tanggal/Jam                         | Dosen/Ruang                    | Jenis | Peserta | Rencana Materi Perkuliahan | Pelaksanaan           | Materi/Kegiatan                                      | Catatan Dosen | Status  | Gen. Honor | Realisasi         |
| 1/1                     | Jumat, 25 Sep 2020<br>20:40 - 23:10 | 5844 - EUIS HERYATI<br>Ruang : | Teori | 15      |                            | Online                | Pengertian Customer Relationship                     |               | Selesai | ✓          | <a href="#">🔗</a> |
| 2/1                     | Jumat, 2 Okt 2020<br>20:40 - 23:10  | 5844 - EUIS HERYATI<br>Ruang : | Teori | 15      |                            | Online                | Konsep relationship dalam Pemasaran, CRM dan Humas   |               | Selesai | ✓          | <a href="#">🔗</a> |
| 3/1                     | Jumat, 9 Okt 2020<br>20:40 - 23:10  | 5844 - EUIS HERYATI<br>Ruang : | Teori | 14      |                            | Online                | Rantai Nilai Manajemen Hubungan Pelanggan            |               | Selesai | ✓          | <a href="#">🔗</a> |
| 4/1                     | Jumat, 16 Okt 2020<br>20:40 - 23:10 | 5844 - EUIS HERYATI<br>Ruang : | Teori | 15      |                            | Online                | Teknologi informasi dan manajemen hubungan pelanggan |               | Selesai | ✓          | <a href="#">🔗</a> |
| 5/1                     | Jumat, 23 Okt 2020<br>20:40 - 23:10 | 5844 - EUIS HERYATI<br>Ruang : | Teori | 15      |                            | Online                | Analisis Portofolio pelanggan                        |               | Selesai | ✓          | <a href="#">🔗</a> |
| 6/1                     | Jumat, 30 Okt 2020<br>-             | 5844 - EUIS HERYATI<br>Ruang : | Teori | 14      |                            | Online                | Integrasi data pelanggan                             |               | Selesai | ✓          | <a href="#">🔗</a> |
| 7/1                     | Jumat, 6 Nov 2020<br>-              | 5844 - EUIS HERYATI<br>Ruang : | Teori | 12      |                            | Online                | Jaringan Bisnis                                      |               | Selesai | ✓          | <a href="#">🔗</a> |
| 8/1                     | Jumat, 27 Nov 2020<br>-             | 5844 - EUIS HERYATI<br>Ruang : | Teori | 12      |                            | Online                | Kepuasan Pelanggan                                   |               | Selesai | ✓          | <a href="#">🔗</a> |
| 9/1                     | Jumat, 4 Des 2020<br>-              | 5844 - EUIS HERYATI<br>Ruang : | Teori | 12      |                            | Online                | Nilai Produk   |               | Selesai | ✓          | <a href="#">🔗</a> |
| 10/1                    | Jumat, 11 Des 2020<br>-             | 5844 - EUIS HERYATI<br>Ruang : | Teori | 11      |                            | Online                | SIKLUS PELANGGAN                                     |               | Selesai | ✓          | <a href="#">🔗</a> |
| 11/1                    | Jumat, 18 Des 2020<br>-             | 5844 - EUIS HERYATI<br>Ruang : | Teori | 13      |                            | Online                | Perawatan Pelanggan                                  |               | Selesai | ✓          | <a href="#">🔗</a> |
| 12/1                    | Jumat, 8 Jan 2021<br>-              | 5844 - EUIS HERYATI<br>Ruang : | Teori | 11      |                            | Online                | Pengembangan pelanggan                               |               | Selesai | ✓          | <a href="#">🔗</a> |
| 13/1                    | Jumat, 15 Jan 2021<br>-             | 5844 - EUIS HERYATI<br>Ruang : | Teori | 10      |                            | Online                | Pengorganisasian Implementasi CRM                    |               | Selesai | ✓          | <a href="#">🔗</a> |

|      |                            |                                   |       |    |  |        |                          |  |         |   |  |
|------|----------------------------|-----------------------------------|-------|----|--|--------|--------------------------|--|---------|---|--|
| 14/1 | Jumat, 22<br>Jan 2021<br>- | 5844 - EUIS<br>HERYATI<br>Ruang : | Teori | 12 |  | Online | PR dalam aplikasi<br>CRM |  | Selesai | ✓ |  |
|------|----------------------------|-----------------------------------|-------|----|--|--------|--------------------------|--|---------|---|--|

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Untuk mengisi absensi, diharuskan mengisi jurnal pada pertemuan yang diinginkan. Untuk mengisi jurnal perkuliahan klik [di sini](#).

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Pengisian Absensi Kuliah Kelompok 1



| No. | NIM         | Nama                           | Perkuliahan Ke           |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |
|-----|-------------|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------|
|     |             |                                | 1                        | 2                        | 3                        | 4                        | 5                        | 6                        | 7                        | 8                        | 9                        | 10                       | 11                       | 12                       | 13                       | 14     |
|     |             |                                | 25 Sep                   | 02 Okt                   | 09 Okt                   | 16 Okt                   | 23 Okt                   | 30 Okt                   | 06 Nov                   | 27 Nov                   | 04 Des                   | 11 Des                   | 18 Des                   | 08 Jan                   | 15 Jan                   | 22 Jan |
|     |             |                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |        |
| 1.  | 201552120   | ALDO REYNALDI                  | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        |        |
| 2.  | 20160502133 | SEPTIANA ALFIANINGRUM          | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | A                        |        |
| 3.  | 20160502135 | MUHAMMAD FADHILLAH             | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        |        |
| 4.  | 20160502186 | DWIKY ANDREW PRATIKTO          | H                        | H                        | I                        | H                        | H                        | H                        | A                        | H                        | H                        | A                        | H                        | H                        | A                        |        |
| 5.  | 20170502035 | MUTIARA SASKIA PUTRI           | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        |        |
| 6.  | 20170502048 | MUTIARA SHALSAH                | H                        | H                        | H                        | H                        | H                        | H                        | H                        | A                        | H                        | H                        | H                        | H                        | H                        |        |
| 7.  | 20170502049 | MARIA NOVIRANDRA ANINDYA PUTRI | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        |        |
| 8.  | 20170502050 | NURUL AINI HIDAYATI            | I                        | I                        | I                        | H                        | I                        | I                        | H                        | H                        | H                        | A                        | H                        | H                        | H                        |        |
| 9.  | 20170502078 | FADILAH HASAN                  | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        |        |
| 10. | 20170502080 | PUPUT MERDIANA                 | I                        | I                        | I                        | H                        | I                        | I                        | H                        | H                        | H                        | H                        | H                        | A                        | H                        |        |
| 11. | 20170502112 | NUR ALFI LAILA                 | H                        | I                        | I                        | H                        | H                        | H                        | A                        | H                        | H                        | H                        | H                        | A                        | H                        |        |
| 12. | 20170502136 | ALBINA FATRASAWI               | I                        | I                        | I                        | I                        | I                        | H                        | H                        | H                        | H                        | A                        | A                        | A                        | A                        |        |
| 13. | 20170502138 | SINTA DEWI WIDYASARI           | I                        | I                        | I                        | I                        | I                        | I                        | H                        | H                        | H                        | H                        | H                        | H                        | A                        |        |
| 14. | 20170502152 | REYNOLD MAHAPUTRA              | H                        | H                        | H                        | H                        | H                        | I                        | H                        | A                        | A                        | A                        | A                        | A                        | A                        |        |
| 15. | 20170502160 | HARSYA OKTAVIANI               | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | H                        | A                        |        |



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**Nilai perkuliahan kelas ini sudah disahkan dan dikunci oleh AGUS SATRIAWAN pada tanggal 12-02-2021**

Versi Cetak

[Cetak Nilai...](#) [Download Versi Excel...](#)

| Parameter Nilai |          |
|-----------------|----------|
| Subjek          | Bobot(%) |
| UTS             | 30       |
| absensi         | 10       |
| tugasonline     | 20       |
| quizonline      | 10       |
| UAS             | 30       |

#### Petunjuk Penulisan Parameter Penilaian

- Jika ada tugas 1 sampai 3 gunakan subjek : tugas1, tugas2, dan tugas3
- Tugas online subjek : tugasonline (menggunakan huruf kecil tanpa spasi)
- Quiz online subjek : quizonline (menggunakan huruf kecil tanpa spasi)
- Absensi gunakan subjek : absensi (menggunakan huruf kecil)
- Ujian Tengah Semester gunakan subjek : UTS, Ujian Akhir Semester gunakan subjek : UAS
- Setiap kali ada perubahan Parameter Penilaian mohon lakukan simpan ulang

#### Perhatian

- Menghapus parameter nilai dapat mengakibatkan nilai mahasiswa pada parameter terkait terhapus

#### Pengisian Nilai



Absensi di bawah 75 %

| No. | NIM         | Nama                           | UTS   | absensi | tugasonline | quizonline | UAS   | NA    | N. Remidi | NH | Lulus | Dipakai |
|-----|-------------|--------------------------------|-------|---------|-------------|------------|-------|-------|-----------|----|-------|---------|
|     |             |                                | 30 %  | 10 %    | 20 %        | 10 %       | 30 %  |       |           |    |       |         |
| 1.  | 201552120   | Aldo Reynaldi                  | 70,00 | 100     | 80,00       | 63,19      | 80,00 | 77.32 |           | A- | ✓     | ✓       |
| 2.  | 20160502133 | Septiana Alfianingrum          | 75,00 | 92,86   | 75,71       | 65,38      | 79,00 | 77.17 |           | A- | ✓     | ✓       |
| 3.  | 20160502135 | Muhammad Fadhillah             | 75,00 | 100     | 74,71       | 70,76      | 80,00 | 78.52 |           | A- | ✓     | ✓       |
| 4.  | 20160502186 | Dwiky Andrew Pratikto          | 78,00 | 78,57   | 55,86       | 55,38      | 83,00 | 72.87 |           | B  | ✓     | ✓       |
| 5.  | 20170502035 | Mutiara Saskia Putri           | 80,00 | 100     | 82,64       | 92,10      | 80,00 | 83.74 |           | A  | ✓     | ✓       |
| 6.  | 20170502048 | Mutiara Shalsah                | 78,00 | 92,86   | 73,36       | 74,62      | 80,00 | 78.82 |           | A- | ✓     | ✓       |
| 7.  | 20170502049 | Maria Novirandra Anindya Putri | 80,00 | 100     | 81,43       | 77,48      | 83,00 | 82.94 |           | A  | ✓     | ✓       |
| 8.  | 20170502050 | Nurul Aini Hidayati            | 75,00 | 92,86   | 71,07       | 72,10      | 80,00 | 77.21 |           | A- | ✓     | ✓       |
| 9.  | 20170502078 | Fadilah Hasan                  | 80,00 | 100     | 82,07       | 79,66      | 83,00 | 83.28 |           | A  | ✓     | ✓       |
| 10. | 20170502080 | Puput Merdiana                 | 75,00 | 92,86   | 73,14       | 75,38      | 82,00 | 78.56 |           | A- | ✓     | ✓       |
| 11. | 20170502112 | Nur Alfi Laila                 | 78,00 | 85,71   | 62,64       | 52,19      | 82,00 | 74.32 |           | B+ | ✓     | ✓       |
| 12. | 20170502136 | Albina Fatraswi                | 75,00 | 64,29   | 47,57       | 31,43      | 0,00  | 41.58 |           | E  |       | ✓       |
| 13. | 20170502138 | Sinta Dewi Widyasari           | 75,00 | 92,86   | 71,93       | 63,95      | 83,00 | 77.48 |           | A- | ✓     | ✓       |
| 14. | 20170502152 | Reynold Mahaputra              | 0,00  | 50      | 39,71       | 28,57      | 0,00  | 15.80 |           | E  |       | ✓       |
| 15. | 20170502160 | Harsya Oktaviani               | 80,00 | 92,86   | 73,21       | 76,72      | 79,00 | 79.30 |           | A- | ✓     | ✓       |