

DAFTAR PUSTAKA

- Adamopoulou, E., & Moussiades, L, (2020), An overview of chatbot technology, *Artificial Intelligence Applications and Innovations: 16th IFIP WG 12,5 International Conference, AIAI 2020, Neos Marmaras, Greece, June 5--7, 2020, Proceedings, Part II* 16, 373–383,
- Al Kurdi, B., Alshurideh, M., & Alnaser, A, (2020), The impact of employee satisfaction on customer satisfaction: Theoretical and empirical underpinning, *Management Science Letters*, 10(15), 3561–3570,
- Al Maududi, A, A,, & Jaksa, S, (2024), Effect of Brand Image and Relationship Quality on Patient Satisfaction, *Siber Journal of Advanced Multidisciplinary*, 2(1), 78–95, <https://doi.org/10.38035/sjam,v2i1,128>
- Alagarsamy, S., Mehrolia, S., & Singh, B, (2021), Mediating Effect of Brand Relationship Quality on Relational Bonds and Online Grocery Retailer Loyalty, *Journal of Internet Commerce*, 20(2), 246–272, <https://doi.org/10.1080/15332861.2020.1868213>
- Athota, L,, Shukla, V, K,, Pandey, N,, & Rana, A, (2020), Chatbot for healthcare system using artificial intelligence, *2020 8th International Conference on Reliability, Infocom Technologies and Optimization (Trends and Future Directions)(ICRITO)*, 619–622,
- Basari, M, A, M, D,, & Shamsudin, M, F, (2020), Does customer satisfaction matters? *Journal of Undergraduate Social Science and Technology*, 2(1),
- Bodker, S, (2021), *Through the interface: A human activity approach to user*

- interface design*, CRC Press,
- Bollenbach, J., Halbrügge, S., Wederhake, L., Weibelzahl, M., & Wolf, L, (2024), Customer satisfaction at large charging parks: Expectation-disconfirmation theory for fast charging, *Applied Energy*, 365, 122735,
- Carraher-Wolverton, C, (2022), The co-evolution of remote work and expectations in a COVID-19 world utilizing an expectation disconfirmation theory lens, *Journal of Systems and Information Technology*, 24(1), 55–69,
- Cayolla, R., Loureiro, S., & Reis, J, L, (2020), *Fournier (BRQ) Versus Rusbult (IM): Is Love Really Important in Consumer-Brand Relationship?* (pp, 341–349), https://doi.org/10.1007/978-981-15-1564-4_32
- Eckert, C., Neunsinger, C., & Osterrieder, K, (2022), Managing customer satisfaction: digital applications for insurance companies, *The Geneva Papers on Risk and Insurance-Issues and Practice*, 47(3), 569–602,
- Hair, J., & Alamer, A, (2022), Partial Least Squares Structural Equation Modeling (PLS-SEM) in second language and education research: Guidelines using an applied example, *Research Methods in Applied Linguistics*, 1(3), 100027,
- Hamzah, A, A., & Shamsudin, M, F, (2020), Why customer satisfaction is important to business? *Journal of Undergraduate Social Science and Technology*, 1(1),
- Hatmawan, & Riyanto, (2020), *Metode Riset Penelitian Kuantitatif*,
- Hien, N, N., Long, N, T., Liem, V, T., & Luu, D, X, (2024), Customer responses to airline service failure: Perspectives from expectation disconfirmation theory, *Sage Open*, 14(2), 21582440241248336,

- Johnson, J, (2020), *Designing with the mind in mind: simple guide to understanding user interface design guidelines*, Morgan Kaufmann,
- Lokman, A, S,, & Ameedeen, M, A, (2019), Modern chatbot systems: A technical review, *Proceedings of the Future Technologies Conference (FTC) 2018: Volume 2*, 1012–1023,
- Nagarhalli, T, P,, Vaze, V,, & Rana, N, K, (2020), A review of current trends in the development of chatbot systems, *2020 6th International Conference on Advanced Computing and Communication Systems (ICACCS)*, 706–710,
- Panda, S,, & Kaur, N, (2023), Exploring the viability of ChatGPT as an alternative to traditional chatbot systems in library and information centers, *Library Hi Tech News*, 40(3), 22–25,
- Saputra, I, G, E,, Prawitasari, P, P,, Lestari, N, P, E,, & Suryanata, I, G, N, P, (2025), STRATEGI E-COMMERCE ERA MODERN: USER EXPERIENCE DAN AI CHATBOT SEBAGAI FAKTOR LOYALITAS PENGGUNA GEN Z, *Jurnal Bina Bangsa Ekonomika*, 18(1), 1010–1026,
- Sinha, S,, Jawahar, I, M,, Ghosh, P,, & Mishra, A, (2020), Assessing employers' satisfaction with Indian engineering graduates using expectancy-disconfirmation theory, *International Journal of Manpower*, 41(4), 473–489,
- Soetiyono, A,, Kurnia, Y,, & Kurnia, R, (2024), Pengaruh Penggunaan Chatbot dan Asisten Virtual terhadap Peningkatkan Kepuasan Pengguna serta Dampaknya terhadap Pengambilan Keputusan Pembelian, *ECo-Buss*, 6(3), 1367–1381,
- Unger, R,, & Chandler, C, (2023), *A Project Guide to UX Design: For user*

experience designers in the field or in the making, New Riders,
Zhai, X, (2022), ChatGPT user experience: Implications for education, *Available
at SSRN 4312418*

