

DAFTAR PUSTAKA

- Al-Sharafi, M. A., Al-Qaysi, N., Iahad, N. A., & Al-Emran, M. (2022). Evaluating the sustainable use of mobile payment contactless technologies within and beyond the COVID-19 pandemic using a hybrid SEM-ANN approach. *International Journal of Bank Marketing*, 40(5), 1071–1095. <https://doi.org/10.1108/IJBM-07-2021-0291>
- Alenezi, M. (2021). Deep dive into digital transformation in higher education institutions. *Education Sciences*, 11(12). <https://doi.org/10.3390/educsci11120770>
- Amron M.T, \all. (2024). *E-Wallet Payment Usage Among Young Consumers Using Technology Continuance Theory*. 16(c), 58–79.
- Anbiya, M., Islam, N., Warsito, B., & Nurhayati, O. D. (2024). Ai-Driven Chatbot Implementation for Enhancing Customer Service in Higher Education: a Case Study From Universitas Negeri Semarang. *Journal of Theoretical and Applied Information Technology*, 31(14), 5690–5701. www.jatit.org
- Ashfaq, M., Yun, J., Yu, S., & Loureiro, S. M. C. (2020). I, Chatbot: Modeling the determinants of users' satisfaction and continuance intention of AI-powered service agents. *Telematics and Informatics*, 54(July), 101473. <https://doi.org/10.1016/j.tele.2020.101473>
- Awal, M. R., & Haque, M. E. (2024). Revisiting university students' intention to accept AI-Powered chatbot with an integration between TAM and SCT: a south Asian perspective. *Journal of Applied Research in Higher Education*. <https://doi.org/10.1108/JARHE-11-2023-0514>
- Baker, J. (2012). The Technology-Organization-Environment. In *Information Systems Theory: Explaining and Predicting our Digital Society Vol. 1* (Vol. 28).
- Chen, J. S., Le, T. T. Y., & Florence, D. (2021). Usability and responsiveness of artificial intelligence chatbot on online customer experience in e-retailing. *International Journal of Retail and Distribution Management*, 49(11), 1512–1531. <https://doi.org/10.1108/IJRDM-08-2020-0312>

- Chen, Q., Lu, Y., Gong, Y., & Xiong, J. (2023). Can AI chatbots help retain customers? Impact of AI service quality on customer loyalty. In *Internet Research* (Vol. 33, Issue 6). <https://doi.org/10.1108/INTR-09-2021-0686>
- Cheng, Y. M. (2020). Understanding cloud ERP continuance intention and individual performance: a TTF-driven perspective. *Benchmarking*, 27(4), 1591–1614. <https://doi.org/10.1108/BIJ-05-2019-0208>
- Daragmeh, A., Sági, J., & Zéman, Z. (2021). Continuous intention to use e-wallet in the context of the covid-19 pandemic: Integrating the health belief model (hbm) and technology continuous theory (tct). *Journal of Open Innovation: Technology, Market, and Complexity*, 7(2). <https://doi.org/10.3390/joitmc7020132>
- Erwin Permana, Dela Setia Cahyani, Famita Wijayanti, & Syamsurizal Syamsurizal. (2024). Analisis Kepuasan Generasi Z Terhadap Layanan E-Commerce. *Jurnal Ilmiah Ekonomi, Akuntansi, Dan Pajak*, 1(2), 337–355. <https://doi.org/10.61132/jieap.v1i2.312>
- Foroughi, B., Huy, T. Q., Iranmanesh, M., Ghobakhloo, M., Rejeb, A., & Nikbin, D. (2024). Why users continue E-commerce chatbots? Insights from PLS-fsQCA-NCA approach. *Service Industries Journal*, July, 1–31. <https://doi.org/10.1080/02642069.2024.2371910>
- Foroughi, B., Sitthisirinan, S., Iranmanesh, M., Nikbin, D., & Ghobakhloo, M. (2024). Determinants of travel apps continuance usage intention: extension of technology continuance theory. *Current Issues in Tourism*, 27(4), 619–635. <https://doi.org/10.1080/13683500.2023.2169109>
- Hair et al. (2022). A Primer on Partial Least Squares Structural Equation Modeling. *Long Range Planning*, 46(1–2), 184–185. <https://doi.org/10.1016/j.lrp.2013.01.002>
- Hannan, E., & Liu, S. (2021). AI: new source of competitiveness in higher education. *Competitiveness Review*, 33(2), 265–279. <https://doi.org/10.1108/CR-03-2021-0045>
- Hsu, C. L., & Lin, J. C. C. (2023). Understanding the user satisfaction and loyalty

- of customer service chatbots. *Journal of Retailing and Consumer Services*, 71(October 2022), 103211. <https://doi.org/10.1016/j.jretconser.2022.103211>
- Huang, D., Markovitch, D. G., & Stough, R. A. (2024). Can chatbot customer service match human service agents on customer satisfaction? An investigation in the role of trust. *Journal of Retailing and Consumer Services*, 76(October 2023), 103600. <https://doi.org/10.1016/j.jretconser.2023.103600>
- Kang, H. (2021). Sample size determination and power analysis using the G*Power software. *Journal of Educational Evaluation for Health Professions*, 18, 1–12. <https://doi.org/10.3352/JEEHP.2021.18.17>
- Khayer, A., & Bao, Y. (2019). The continuance usage intention of Alipay: Integrating context-awareness and technology continuance theory (TCT). *Bottom Line*, 32(3), 211–229. <https://doi.org/10.1108/BL-07-2019-0097>
- Lei, S. I., Shen, H., & Ye, S. (2021). A comparison between chatbot and human service: customer perception and reuse intention. *International Journal of Contemporary Hospitality Management*, 33(11), 3977–3995. <https://doi.org/10.1108/IJCHM-12-2020-1399>
- Li, L., Lee, K. Y., Emokpae, E., & Yang, S. B. (2021). What makes you continuously use chatbot services? Evidence from chinese online travel agencies. *Electronic Markets*, 31(3), 575–599. <https://doi.org/10.1007/s12525-020-00454-z>
- Li, M., & Wang, R. (2023). Chatbots in e-commerce: The effect of chatbot language style on customers' continuance usage intention and attitude toward brand. *Journal of Retailing and Consumer Services*, 71(August 2022), 103209. <https://doi.org/10.1016/j.jretconser.2022.103209>
- Liao, C., Palvia, P., & Chen, J. L. (2009). Information technology adoption behavior life cycle: Toward a Technology Continuance Theory (TCT). *International Journal of Information Management*, 29(4), 309–320. <https://doi.org/10.1016/j.ijinfomgt.2009.03.004>
- Linh, P. M., & Wu, T.-T. (2023). A conceptual framework on learner's attitude toward using AI chatbot based on TAM model in English classroom. *The*

Proceedings of the English Language Teaching, Literature, and Translation (ELTLT), 12(1), 2580–7528.

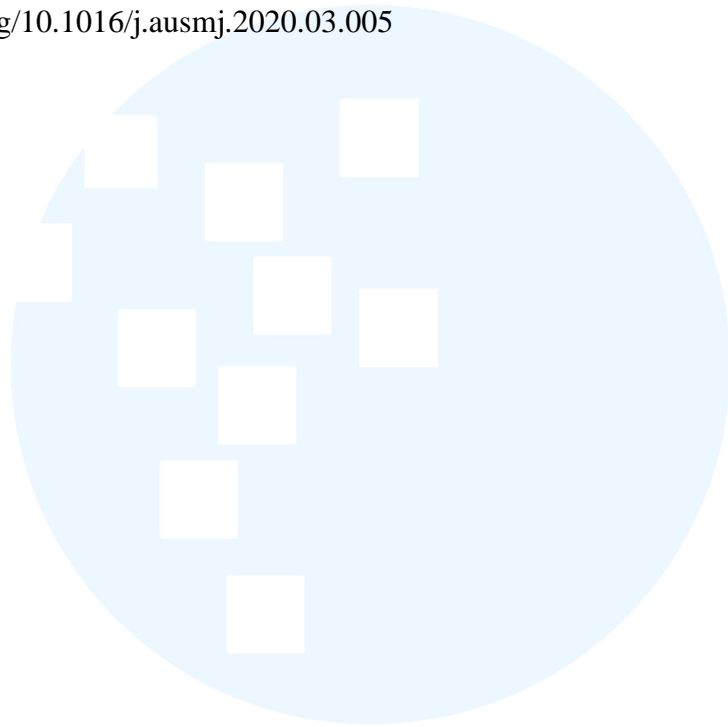
- Lu, Z., Min, Q., Jiang, L., & Chen, Q. (2024). The effect of the anthropomorphic design of chatbots on customer switching intention when the chatbot service fails: An expectation perspective. *International Journal of Information Management*, 76(January 2023), 102767. <https://doi.org/10.1016/j.ijinfomgt.2024.102767>
- Mandasari, C. S., & Giantari, I. G. A. K. (2017). Pengaruh Perceived Usefulness, Perceived Ease of Use, Dan Kualitas Layanan Terhadap Kepuasan Untuk Membangun Loyalitas. *E-Jurnal Ekonomi Dan Bisnis Universitas Udayana*, 10, 3637. <https://doi.org/10.24843/eeb.2017.v06.i10.p08>
- Maulidina, W. (2022). Evaluasi ERP SAP Business One dan Rekomendasi Perbaikan Sistem Menggunakan Odoo Ver.15.0 (Studi Kasus : PT Bando Indonesia). *Nuevos Sistemas de Comunicación e Información*, 2003, 2022.
- Mostafa, R. B., & Kasamani, T. (2022). Antecedents and consequences of chatbot initial trust. *European Journal of Marketing*, 56(6), 1748–1771. <https://doi.org/10.1108/EJM-02-2020-0084>
- Naqvi, M. H. A., Hongyu, Z., Naqvi, M. H., & Kun, L. (2024). Impact of service agents on customer satisfaction and loyalty: mediating role of Chatbots. *Journal of Modelling in Management*, 19(2), 470–491. <https://doi.org/10.1108/JM2-01-2023-0004>
- Novianta, E., Andani, A., . F., & Pane, S. G. (2024). Financial Technology Dan Literasi Keuangan Terhadap Generasi Z. *Jurnal Ekonomika Dan Bisnis (JEBS)*, 4(1), 1–8. <https://doi.org/10.47233/jebs.v4i1.1423>
- Nusantara et al., 2024. (2024). *Mimbar Agribisnis : Jurnal Pemikiran Masyarakat Ilmiah Berwawasan Agribisnis Analisis Faktor-faktor yang Memengaruhi Minat Masyarakat Terhadap Urban Farming (Kasus pada Kelurahan Sungai Jawi Dalam Pontianak Kota) Analisyis of Influencing Factors Communi.* 10, 3276–3283.
- Nyagadza, B., Muposhi, A., Mazuruse, G., Makoni, T., Chuchu, T., Maziriri, E. T.,

- & Chare, A. (2023). Prognosticating anthropomorphic chatbots' usage intention as an e-banking customer service gateway: cogitations from Zimbabwe. *PSU Research Review*. <https://doi.org/10.1108/PRR-10-2021-0057>
- Panjaitan, H. Y., Masnita, Y., & Kurniawati, K. (2023). Penambahan Variabel Tingkat Kecerdasan dari Chatbot untuk Mempengaruhi Kepercayaan Pengguna dalam Aplikasi Telekonsultasi Kesehatan. *J. Sistem Info. Bisnis*, 13(1), 78–87. <https://doi.org/10.21456/vol13iss1pp78-87>
- Pillai, R., Ghanghorkar, Y., Sivathanu, B., Algharabat, R., & Rana, N. P. (2024). Adoption of artificial intelligence (AI) based employee experience (EEX) chatbots. *Information Technology and People*, 37(1), 449–478. <https://doi.org/10.1108/ITP-04-2022-0287>
- Rabaa'i, A. A., & ALMaati, S. A. (2021). Exploring the Determinants of Users' Continuance Intention to Use Mobile Banking Services in Kuwait: Extending the Expectation-Confirmation Model. *Asia Pacific Journal of Information Systems*, 31(2), 141–184. <https://doi.org/10.14329/apjis.2021.31.2.141>
- Rahi, S., Khan, M. M., & Alghizzawi, M. (2021). Extension of technology continuance theory (TCT) with task technology fit (TTF) in the context of Internet banking user continuance intention. *International Journal of Quality and Reliability Management*, 38(4), 986–1004. <https://doi.org/10.1108/IJQRM-03-2020-0074>
- Rosdiana, V., Vitra, I., & Luthfi, A. (2024). *Integration of DeLone and McLean ISSM to Evaluate the Quality Waste Bank Application*. 6(4), 723–731.
- Sander, T. and T. P. L. (2014). SmartPLS for the Human Resources Field to Evaluate a Model. *New Challenges of Economic and Business Development*, May 2014, 346–357.
- Savitri, C., Faddila, S. P., Iswari, H. R., Anam, C., Syah, S., Mulyani, S. R., & Sihombing, P. (2021). Statistik Multivariat Dalam Riset. In *Widina* (Issue 15018).
- Shahzia Khan, M. I. (2020). *AI-Powered Customer Service*. 590–594.

- Sidaoui, K., Jaakkola, M., & Burton, J. (2020). AI feel you: customer experience assessment via chatbot interviews. *Journal of Service Management*, 31(4), 745–766. <https://doi.org/10.1108/JOSM-11-2019-0341>
- Song, M., Xing, X., Duan, Y., Cohen, J., & Mou, J. (2022). Will artificial intelligence replace human customer service? The impact of communication quality and privacy risks on adoption intention. *Journal of Retailing and Consumer Services*, 66(January), 102900. <https://doi.org/10.1016/j.jretconser.2021.102900>
- Sosianika, A., Rafdinal, W., & Amalia, F. A. (2024). *Exploring Students' Continuance Intention Toward Artificial Intelligence Exploring Students' Continuance Intention Toward Artificial Intelligence*. 4(3), 1726–1741.
- Sulistiyowati, W. (2017). Buku Ajar Statistika Dasar. *Buku Ajar Statistika Dasar*, 14(1), 15–31. <https://doi.org/10.21070/2017/978-979-3401-73-7>
- Sundjaja, A. M., Utomo, P., & Colline, F. (2024). The determinant factors of continuance use of customer service chatbot in Indonesia e-commerce: extended expectation confirmation theory. *Journal of Science and Technology Policy Management*, 16(1), 182–203. <https://doi.org/10.1108/JSTPM-04-2024-0137>
- Tata, S. V., Prashar, S., & Parsad, C. (2020). Examining the influence of satisfaction and regret on online shoppers' post-purchase behaviour. *Benchmarking*, 28(6), 1987–2007. <https://doi.org/10.1108/BIJ-06-2020-0332>
- Tyas, E. I., & Darma, E. S. (2017). Pengaruh Perceived Usefulness, Perceived Ease of Use, Perceived Enjoyment, dan Actual Usage Terhadap Penerimaan Teknologi Informasi: Studi Empiris Pada Karyawan Bagian Akuntansi dan Keuangan Baitul Maal Wa Tamwil Wilayah Daerah Istimewa Yogyakarta. *Reviu Akuntansi Dan Bisnis Indonesia*, 1(1), 25–35. <https://doi.org/10.18196/rab.010103>
- Wu, B., & Chen, X. (2017). Continuance intention to use MOOCs: Integrating the technology acceptance model (TAM) and task technology fit (TTF) model. *Computers in Human Behavior*, 67, 221–232.

<https://doi.org/10.1016/j.chb.2016.10.028>

Xu, Y., Shieh, C. H., van Esch, P., & Ling, I. L. (2020). AI customer service: Task complexity, problem-solving ability, and usage intention. *Australasian Marketing Journal*, 28(4), 189–199.
<https://doi.org/10.1016/j.ausmj.2020.03.005>



UMN
UNIVERSITAS
MULTIMEDIA
NUSANTARA