

## DAFTAR PUSTAKA

- [1] P. Ekman, "An argument for basic emotions," *Cognition and Emotion*, vol. 6, no. 3, pp. 169-200, 1992.
- [2] A. Przegalinska, L. Ciechanowski, A. Stroz, P. Gloor and G. Mazurek, "In bot we trust: A new methodology of chatbot performance measures," *Business Horizons*, vol. 62, no. 6, pp. 785-797, 2019.
- [3] A. Xu, Z. Liu, Y. Guo, V. Sinha and R. Akkiraju, "A New Chatbot for Customer Service on Social Media," in *CHI '17: Proceedings of the 2017 CHI Conference on Human Factors in Computing Systems*, 2020.
- [4] J. Meng and Y. (.) Dai, "Emotional Support from AI Chatbots: Should a Supportive Partner Self-Disclose or Not?," *Journal of Computer-Mediated Communication*, vol. 26, p. 207–222, 2021.
- [5] P. Kossack and H. Unger , "Emotion-Aware Chatbots: Understanding, Reacting and Adapting to Human Emotions in Text Conversations," 2024.
- [6] P. B. Brandtzaeg and A. Følstad, "Why People Use Chatbots," in *International Conference on Internet Science*, Thessaloniki, Greece, 2017.
- [7] M. Adam, M. Wessel and A. Benlian, "AI-based chatbots in customer service and their effects on user compliance," *Electronic Markets*, vol. 31, no. 2, pp. 427 - 445, June 2021.
- [8] U. Gnewuch, S. Morana and A. Mädche, "Towards Designing Cooperative and Social Conversational Agents for Customer Service," in *Thirty Eighth International Conference on Information Systems (ICIS)*, South Korea, 2017.
- [9] M. F. Shahzad, S. Xu, X. An and I. Javed, "Assessing the impact of AI-chatbot service quality on user e-brand loyalty through chatbot user

- trust, experience and electronic word of mouth," *Journal of Retailing and Consumer Services*, vol. 79, 2024.
- [10] E. V. d. Broeck, B. Zarouali and K. Poels, "Chatbot advertising effectiveness: When does the message get through?," *Computers in Human Behavior*, vol. 98, pp. 150-157, September 2019.
- [11] T. Araujo, "Living up to the chatbot hype: The influence of anthropomorphic design cues and communicative agency framing on conversational agent and company perceptions." *Computers in Human Behavior*, vol. 85, pp. 183-189, August 2018.
- [12] M.-H. Huang and R. T. Rust, "Artificial intelligence in service," *Journal of Service Research*, vol. 21, pp. 155-172, 2018.
- [13] F. Holderried, C. Stegemann-Philipps, L. Herschbach, J.-A. Moldt, A. Nevins, J. Griewatz, M. Holderried, A. Herrmann-Werner, T. Festl-Wietek and M. Mahling, "A Generative Pretrained Transformer (GPT)-Powered Chatbot as a Simulated Patient to Practice History Taking: Prospective, Mixed Methods Study," *JMIR Medical Education*, vol. 10, 2024.
- [14] S. W. Taju, G. F. Mandias, J. H. Moedjahedy, A. K. Wahyudi, R. Rotikan and E. Y. Putra, "AI-powered Chatbot for Information Service at Klabat University by Integrating OpenAI GPT-3 with Intent Recognition and Semantic Search," in *2023 5th International Conference on Cybernetics and Intelligent System (ICORIS)*, Pangkalpinang, Indonesia, 2023.
- [15] S. Safitri, T. Mantoro, M. A. C. Bhakti and W. Wandy, "Cooking and Food Information Chatbot System using GPT-3," in *2023 IEEE 9th International Conference on Computing, Engineering and Design (ICCED)*, Kuala Lumpur, Malaysia, 2023.
- [16] M. A. Khadija, A. Aziz and W. Nurharjadmo, "Automating Information

Retrieval from Faculty Guidelines: Designing a PDF-Driven Chatbot powered by OpenAI ChatGPT," in *2023 International Conference on Computer, Control, Informatics and its Applications (IC3INA)*, Bandung, Indonesia, 2023.

- [17] A. Merizig, H. Belouaar, M. M. Bakhouché and O. Kazar, "Empowering customer satisfaction chatbot using deep learning and sentiment analysis," *Bulletin of Electrical Engineering and Informatics*, vol. 13, no. 3, pp. 1752 - 1761, 2024.
- [18] F. Florindi, P. Fedele and G. M. Dimitri, "A novel solution for the development of a sentimental analysis chatbot integrating ChatGPT," *Personal and Ubiquitous Computing*, 2024.
- [19] D. M. Suraj, V. A. Prasad, S. Mitra, A. R. Rohan and V. E. Salis, "Conversational Assistant based on Sentiment Analysis," *International Research Journal of Engineering and Technology*, vol. 6, no. 9, pp. 20-23, 2019.
- [20] F. Khennouche, Y. Elmir, Y. Himeur, N. Djebbari and A. Amira, "Revolutionizing generative pre-trained: Insights and challenges in deploying ChatGPT and generative chatbots for FAQs," *Expert Systems with Applications*, vol. 246, 2024.
- [21] L. M. Qaisi and I. Aljarah, "A twitter sentiment analysis for cloud providers: A case study of Azure vs. AWS," in *2016 7th International Conference on Computer Science and Information Technology (CSIT)*, Amman, Jordan, 2016.
- [22] A. Følstad, T. Araujo, E. L.-C. Law, P. B. Brandtzaeg, S. Papadopoulos, L. Reis, M. Baez, G. Laban, P. McAllister, C. Ischen, R. Wald, F. Catania, R. M. v. Wolff, S. Hobert and E. Luger, "Future directions for chatbot research: an interdisciplinary research agenda," *Computing*, vol. 103, p. 2915–2942, 2021.
- [23] A. Mehta, S. Virkar, J. Khatri, R. Thakur and A. Dalvi, "Artificial

- Intelligence Powered Chatbot for Mental Healthcare based on Sentiment Analysis," in *2022 5th International Conference on Advances in Science and Technology (ICAST)*, Mumbai, India, 2022.
- [24] A. El-Ansari and A. Beni-Hssane , "Sentiment Analysis for Personalized Chatbots in E-Commerce Applications," *Wireless Personal Communications*, vol. 129, p. 1623–1644, 2023.
- [25] J. Casas, M. O. Tricot, O. A. Khaled, E. Mugellini and P. C. Mauroux, "Trends & Methods in Chatbot Evaluation," in *ICMI '20 Companion: Companion Publication of the 2020 International Conference on Multimodal Interaction*, Virtual Event, Netherlands, 2020.
- [26] A. Sharma, P. E. Undheim and S. Nazir , "Design and implementation of AI chatbot for COLREGs training," *WMU Journal of Maritime Affairs*, vol. 22, p. 107–123, 2022.
- [27] A. Arora, A. Arora and J. McIntyre, "Developing Chatbots for Cyber Security: Assessing Threats through Sentiment Analysis on Social Media," *Sustainability*, vol. 15, no. 17, p. 13178, 2023.
- [28] M. Dongbo, S. Miniaoui, L. Fen, S. A. Althubiti and T. R. Alsenani , "Intelligent chatbot interaction system capable for sentimental analysis using hybrid machine learning algorithms," *Information Processing & Management*, vol. 60, no. 5, p. 103440, 2023.
- [29] "ISO (2019). ISO 9214-210:2019 (E). Ergonomics of human system interaction-Part 210: human-centred design for interactive systems.," International Organization for Standardization (ISO), [Online]. Available: <https://www.iso.org/obp/ui/#iso:std:iso:9241:-210:ed-2:v1:en>.
- [30] E. L.-C. Law and P. v. Schaik, "Modelling user experience – An agenda for research and practice," *Interacting with Computers*, vol. 22, no. 5, pp. 313-322, 2010.
- [31] M. Hassenzahl, "The Thing and I: Understanding the Relationship Between

- User and Product," in *M. Blythe, A. Monk (Eds.), Funology 2: From Usability to Enjoyment*, Springer, Cham, 2018, p. 301–313.
- [32] A. Følstad and P. B. Brandtzaeg, "Users' experiences with chatbots: findings from a questionnaire study," *Quality and User Experience*, vol. 5, no. 3, 2020.
- [33] E. Go and S. S. Sundar, "Humanizing chatbots: The effects of visual, identity and conversational cues on humanness perceptions," *Computers in Human Behavior*, vol. 97, pp. 304-316, 2019.
- [34] S. Lee and J. Choi, "Enhancing user experience with conversational agent for movie recommendation: Effects of self-disclosure and reciprocity," *International Journal of Human-Computer Studies*, vol. 103, pp. 95-105, 2017.
- [35] R. M. Schuetzler, G. M. Grimes and J. S. Giboney, "An investigation of conversational agent relevance, presence, and engagement," in *Proceedings of ACIS 2018, AISEL (2018)*, 2018.
- [36] T. Araujo, "Living up to the chatbot hype: The influence of anthropomorphic design cues and communicative agency framing on conversational agent and company perceptions," *Computers in Human Behavior*, vol. 85, pp. 183-189, 2018.
- [37] S. Diederich, M. Janssen-Müller, A. Brendel and S. Morana, "Emulating empathetic behavior in online service encounters with sentiment-adaptive responses: insights from an experiment with a conversational agent," in *Proceedings of ICIS2019 (Paper no. 1560), AISEL (2019)*, 2019.
- [38] D. Suryani and E. L. Amalia, "Aplikasi Chatbot Objek Wisata Jawa Timur Berbasis AIML," *SMARTICS Journal*, vol. 3, p. 47, 2017.
- [39] J. Weizenbaum, "ELIZA - A Computer Program For The Study of Natural Language Communication Between Man and Machine," *Communication of The ACM*, vol. 9, no. 1, pp. 36-45, 1966.

- [40] T. Lalwani, S. Bhalotia,, A. Pal, S. Bisen and V. Rathod, "Implementation of a Chat Bot System using AI and NLP," *International Journal of Innovative Research in Computer Science & Technology (IJIRCST)*, vol. 6, no. 3, pp. 26-30, 2018.
- [41] D. Braun, A. H. Mendez, F. Matthes and M. Langen, "Evaluating Natural Language Understanding Services," in *Proceedings of the SIGDIAL 2017 Conference*, Germany, 2017.
- [42] "Deep Learning chatbot – analysis and implementation," Sigmoidal LLC, 10 October 2017. [Online]. Available: <https://sigmoidal.io/chatbots-for-b2c-and-deep-learning>. [Accessed 16 Juni 2021].
- [43] R. Ferdiana, "Designing the Bot," 23 September 2018. [Online]. Available: <http://ridilabs.net/post/2018/09/23/Designing-the-Bot.aspx#.XIDKXigzbIV>. [Accessed 16 Juni 2021].
- [44] A. Vaswani, N. Shazeer, N. Parmar, J. Uszkoreit, L. Jones, A. N. Gomez and Ł. Kaiser, "Attention Is All You Need," in *31st Conference on Neural Information Processing Systems (NIPS 2017)*, Long Beach, CA, USA, 2017.
- [45] Y. Zhu, R. Kiros, R. S. Zemel, R. Salakhutdinov, R. Urtasun, A. Torralba and S. Fidler, "Aligning Books and Movies: Towards Story-like Visual Explanations by Watching Movies and Reading Books," in *IEEE International Conference on Computer Vision (ICCV)*, Santiago, Chile, 2015.
- [46] A. Radford, J. Wu, R. Child, D. Luan, D. Amodei and I. Sutskever, "Language models are unsupervised multitask learners," OpenAI Blog, 2019. [Online].
- [47] A. Wang, A. Singh, J. Michael, F. Hill, O. Levy and S. Bowman, "GLUE: A Multi-Task Benchmark and Analysis Platform for Natural Language Understanding," in *Proceedings of the 2018 EMNLP Workshop BlackboxNLP: Analyzing and Interpreting Neural*

*Networks for NLP*, Brussels, Belgium, 2018.

- [48] T. B. Brown, B. Mann, N. Ryder and M. Subbiah, "Language Models are Few-Shot Learners," in *34th Conference on Neural Information Processing Systems (NeurIPS 2020)*, Vancouver, Canada, 2020.
- [49] S. Hua, S. Jin and S. Jiang, "The Limitations and Ethical Considerations of ChatGPT," *Data Intelligence*, vol. 6, no. 1, p. 201–239, 2024.
- [50] Y. Chai, Q. Liu, S. Wang, Y. Sun, Q. Peng and H. Wu, "On Training Data Influence of GPT Models," in *Proceedings of the 2024 Conference on Empirical Methods in Natural Language Processing*, Miami, Florida, US, 2024.
- [51] M. Alawida, S. Mejri , A. Mehmood, B. Chikhaoui and O. I. Abiodun, "A Comprehensive Study of ChatGPT: Advancements, Limitations, and Ethical Considerations in Natural Language Processing and Cybersecurity," *Information* , vol. 14, no. 8, p. 462, 2023.
- [52] R. Habibi, D. B. Setyohadi and E. , "Analisis Sentimen pada Twitter Mahasiswa Menggunakan Metode Back-Propagation," *INFORMATIKA*, vol. 12, pp. 103-109, 2016.
- [53] R. Ferdiana, F. Jatmiko, D. D. Purwanti, A. S. T. Ayu and W. F. Dicka, "Dataset Indonesia untuk Analisis Sentimen," *Jurnal Nasional Teknik Elektro dan Teknologi Informasi*, vol. 8, p. 334, 2019.
- [54] Z. Ali, A. Razzaq, S. Ali, S. Qadri and A. Zia, "Improving Sentiment Analysis Efficacy Through Feature Synchronization," *Multimedia Tools and Applications*, vol. 80, p. 13325–13338, 2021.
- [55] J. R. C. Mamani, Y. J. R. Álamo, J. A. A. Aguirre and E. E. G. Toledo, "Cognitive services to improve user experience in searching for academic information based on chatbot," in *2019 IEEE XXVI International Conference on Electronics, Electrical Engineering and Computing (INTERCON)*, Lima, Peru, 2019.
- [56] D. Jahnavi, S. Sami, S. Pulata, G. B. Mohan and R. P. Kumar, "Robust

Hybrid Model for Social Media Sentiment Analysis," in *15th International Conference on Computing Communication and Networking Technologies (ICCCNT)*, Kamand, India, 2024.

- [57] D. R. Darmawan and R. Arifudin, "Enhancing Durrotalk Chatbot Accuracy Utilizing a Hybrid Model Based on Recurrent Neural Network (RNN) Algorithm and Decision Tree," *JUITA: Jurnal Informatika*, vol. 12, pp. 81-89, 2024.
- [58] I. Hamsar, N. Febrianti, A. U. Khasanah, A. Rauf and E. Nurjannah, "Analisis Pengaruh Chatbot AI terhadap Pengalaman Mahasiswa Menggunakan E-commerce," *Journal of Vocational, Informatics and Computer Education*, vol. 2, pp. 82-89, 2024.
- [59] R. Socher, A. Perelygin, J. Wu, J. Chuang, C. D. Manning, A. Ng and C. Potts, "Recursive Deep Models for Semantic Compositionality Over a Sentiment Treebank," in *Proceedings of the 2013 Conference on Empirical Methods in Natural Language Processing*, Seattle, Washington, USA, 2013.