

## DAFTAR PUSTAKA

- Adam, M., Wessel, M., & Benlian, A. (2021). AI-based chatbots in customer service and their effects on user compliance. *Electronic Markets*, 31(2), 427–445. <https://doi.org/10.1007/s12525-020-00414-7>
- 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, 101473. <https://doi.org/10.1016/j.tele.2020.101473>
- Balakrishnan, J., & Dwivedi, Y. K. (2024). Conversational commerce: entering the next stage of AI-powered digital assistants. *Annals of Operations Research*, 333(2–3), 653–687. <https://doi.org/10.1007/s10479-021-04049-5>
- Bawack, R. E., & Ahmad, M. O. (2021). Understanding business analytics continuance in agile information system development projects: an expectation-confirmation perspective. *Information Technology & People*, 34(6), 1551–1569. <https://doi.org/10.1108/ITP-10-2020-0681>
- Bhatnagr, P., & Rajesh, A. (2024). Artificial intelligence features and expectation confirmation theory in digital banking apps: Gen Y and Z perspective. *Management Decision*. <https://doi.org/10.1108/MD-07-2023-1145>
- Bhatnagr, P., Rajesh, A., & Misra, R. (2024). Continuous intention usage of artificial intelligence enabled digital banks: a review of expectation confirmation model. *Journal of Enterprise Information Management*, 37(6), 1763–1787. <https://doi.org/10.1108/JEIM-11-2023-0617>
- Bhattacharjee, A. (2001). Understanding Information Systems Continuance: An Expectation-Confirmation Model. *MIS Quarterly*, 25(3), 351. <https://doi.org/10.2307/3250921>
- Blut, M., Wang, C., Wunderlich, N. V., & Brock, C. (2021). Understanding anthropomorphism in service provision: a meta-analysis of physical robots, chatbots, and other AI. *Journal of the Academy of Marketing Science*, 49(4), 632–658. <https://doi.org/10.1007/s11747-020-00762-y>
- Bölen, M. C., & Özen, Ü. (2020). Understanding the factors affecting consumers' continuance intention in mobile shopping: the case of private shopping clubs. *International Journal of Mobile Communications*, 18(1), 101. <https://doi.org/10.1504/IJMC.2020.104423>
- Chang, Y., Lee, S., Wong, S. F., & Jeong, S. (2022). AI-powered learning application use and gratification: an integrative model. *Information Technology & People*, 35(7), 2115–2139. <https://doi.org/10.1108/ITP-09-2020-0632>
- Cheng, Y., & Jiang, H. (2022). Customer–brand relationship in the era of artificial intelligence: understanding the role of chatbot marketing efforts. *Journal of*

*Product & Brand Management*, 31(2), 252–264. <https://doi.org/10.1108/JPBM-05-2020-2907>

Dhiman, N., & Jamwal, M. (2023). Tourists' post-adoption continuance intentions of chatbots: integrating task–technology fit model and expectation–confirmation theory. *foresight*, 25(2), 209–224. <https://doi.org/10.1108/FS-10-2021-0207>

Go, E., & Sundar, S. S. (2019). Humanizing chatbots: The effects of visual, identity and conversational cues on humanness perceptions. *Computers in Human Behavior*, 97, 304–316. <https://doi.org/10.1016/j.chb.2019.01.020>

Grudin, J., & Jacques, R. (2019a). Chatbots, Humbots, and the Quest for Artificial General Intelligence. *Proceedings of the 2019 CHI Conference on Human Factors in Computing Systems*, 1–11. <https://doi.org/10.1145/3290605.3300439>

Gupta, A., Yousaf, A., & Mishra, A. (2020). How pre-adoption expectancies shape post-adoption continuance intentions: An extended expectation-confirmation model. *International Journal of Information Management*, 52, 102094. <https://doi.org/10.1016/j.ijinfomgt.2020.102094>

Hair, J. F., Tomas, G., Hult, M., Ringle, C. M., & Sarstedt, M. (2022). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. <https://www.researchgate.net/publication/354331182>

Huang, Y., & Yu, Z. (2023). Understanding the Continuance Intention for Artificial Intelligence News Anchor: Based on the Expectation Confirmation Theory. *Systems*, 11(9), 438. <https://doi.org/10.3390/systems11090438>

Kim, H., So, K. K. F., & Wirtz, J. (2022). Service robots: Applying social exchange theory to better understand human–robot interactions. *Tourism Management*, 92, 104537. <https://doi.org/10.1016/j.tourman.2022.104537>

Le, X. C. (2023). Inducing AI-powered chatbot use for customer purchase: the role of information value and innovative technology. *Journal of Systems and Information Technology*, 25(2), 219–241. <https://doi.org/10.1108/JSIT-09-2021-0206>

Lee, J. C., Tang, Y., & Jiang, S. Q. (2023). Understanding continuance intention of artificial intelligence (AI)-enabled mobile banking applications: an extension of AI characteristics to an expectation confirmation model. *Humanities and Social Sciences Communications*, 10(1). <https://doi.org/10.1057/s41599-023-01845-1>

Lee, J.-C., & Chen, X. (2022). Exploring users' adoption intentions in the evolution of artificial intelligence mobile banking applications: the intelligent and anthropomorphic perspectives. *International Journal of Bank Marketing*, 40(4), 631–658. <https://doi.org/10.1108/IJBM-08-2021-0394>

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>

- Mariani, M. M., Hashemi, N., & Wirtz, J. (2023). Artificial intelligence empowered conversational agents: A systematic literature review and research agenda. *Journal of Business Research*, *161*, 113838. <https://doi.org/10.1016/j.jbusres.2023.113838>
- Melián-González, S., Gutiérrez-Taño, D., & Bulchand-Gidumal, J. (2021). Predicting the intentions to use chatbots for travel and tourism. *Current Issues in Tourism*, *24*(2), 192–210. <https://doi.org/10.1080/13683500.2019.1706457>
- Moussawi, S., Koufaris, M., & Benbunan-Fich, R. (2021). How perceptions of intelligence and anthropomorphism affect adoption of personal intelligent agents. *Electronic Markets*, *31*(2), 343–364. <https://doi.org/10.1007/s12525-020-00411-w>
- Neuman, W. L. (2014). *Social Research Methods: Qualitative and Quantitative Approaches (7th ed.)*. Pearson.
- Nguyen, D. M., Chiu, Y.-T. H., & Le, H. D. (2021). Determinants of Continuance Intention towards Banks' Chatbot Services in Vietnam: A Necessity for Sustainable Development. *Sustainability*, *13*(14), 7625. <https://doi.org/10.3390/su13147625>
- Oloveze, A. O., Ugwu, P. A., Okeke, V. C., Chukwuoyims, K., & Ahaiwe, E. O. (2022). Factors motivating end-users' behavioural intention to recommend m-health innovation: multi-group analysis. *Health Economics and Management Review*, *3*(3), 17–31. <https://doi.org/10.21272/hem.2022.3-02>
- Statista. (2024). *E-commerce in Indonesia - statistics & Facts. Recurring interactions with e-commerce AI chatbots in 2024, by type*. Available at: <https://www-statista-com.ezproxy.ugm.ac.id/topics/5742/e-commerce-in-indonesia/>. Accessed on February 3, 2025
- Sundjaja, A. M., Utomo, P., & Colline, F. (2025). 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>
- Tang, Y., Jiang, S., & Lee, J. C. (2022). *Continuous Usage Intention of Artificial Intelligence (AI)-Enabled Mobile Banking: A Preliminary Study* (hlm. 135–139). [https://doi.org/10.2991/978-94-6463-036-7\\_20](https://doi.org/10.2991/978-94-6463-036-7_20)
- Tanwar, M., & Verma, H. V. (2024). Scientific Mapping of Chatbot Literature: A Bibliometric Analysis. *International Journal of Mathematical, Engineering and Management Sciences*, *9*(2), 323–340. <https://doi.org/10.33889/IJMEMS.2024.9.2.017>
- Yan, M., Filieri, R., & Gorton, M. (2021). Continuance intention of online technologies: A systematic literature review. Dalam *International Journal of Information Management* (Vol. 58). Elsevier Ltd. <https://doi.org/10.1016/j.ijinfomgt.2021.102315>



Yang, B., Sun, Y., & Shen, X.-L. (2025). Building harmonious human–AI relationship through empathy in frontline service encounters: underlying mechanisms and journey stage differences. *International Journal of Contemporary Hospitality Management*, 37(3), 740–762. <https://doi.org/10.1108/IJCHM-05-2024-0676>