

DAFTAR ISI

1	PENDAHULUAN.....	1
1.1	Latar Belakang.....	1
1.2	Perumusan Masalah	3
1.3	Batasan Masalah.....	3
1.4	Tujuan	3
1.5	Organisasi Tulisan	3
2	KAJIAN PUSTAKA	5
2.1	Studi Terkait.....	5
2.2	Dasar Teori.....	8
2.2.1	User Experience.....	8
2.2.2	Perbandingan <i>Pragmatic Quality</i> dan <i>Hedonic Quality</i>	8
2.2.3	Chatbot.....	10
2.2.4	Percakapan <i>Chatbot</i>	10
2.2.5	Mekanisme Interaksi <i>Chatbot</i>	13
2.2.6	<i>Activity Diagram</i>	15
2.2.7	Eksperimental Desain	15
2.3	Kesimpulan Hasil Kajian	17
3	ALUR PEMODELAN	18
3.1	Plan the Experiment.....	18
3.2	<i>Design the Experiment</i>	20
3.2.1	Perancangan Desain Faktorial	20
3.2.2	Perancangan Desain Interaksi <i>Chatbot</i>	20
3.2.3	Pembuatan Kuesioner	20
3.3	Pilot Project.....	24
3.4	Perform the Experiment	25
3.5	Analyze the Data of Experiment	26
3.6	Confirm the Result of Experiment	26
3.7	Evaluate the Conclusion of the Experiment.....	26
4	PEMBAHASAN	27
4.1	Plan the Experiment.....	27
4.2	Design the Experiment.....	27
4.2.1	Perancangan Desain Faktorial	27
4.2.2	Perancangan Desain Interaksi <i>Chabot</i>	27

4.3	Pilot Project.....	53
4.4	Perform the Experiment	54
4.4.1	Rekapitulasi data kuesioner pengukuran	54
4.4.2	A (<i>Task-led button interaction & Topic-led free-text interaction</i>) 55	
4.4.3	B (<i>Task-led free text interaction & Topic-led button interaction</i>) 57	
4.4.4	C (<i>Topic-led button interaction & Task-led free-text</i>	59
4.4.5	D (<i>Topic-led free-text interaction & Task-led button interaction</i>) 61	
4.5	Analyze the Data of Experiment	63
4.5.1	<i>Task-led Button Interaction</i>	63
4.5.2	<i>Topic-led Button Interaction</i>	64
4.5.3	<i>Topic-led Free-text Interaction</i>	64
4.5.4	<i>Task-led Free-text Interaction</i>	65
4.5.5	Kesimpulan hasil analisis	65
4.6	Confirm the Result of Experiment	66
4.7	Evaluate the Conclusion Of the Experiment	67
5	PENUTUP	69
5.1	Kesimpulan	69
5.2	Saran	69