

## APPENDIX I

### QUESTIONNAIRE



In this study, to compile a thesis entitled “The Impact of Artificial Intelligence (AI) Recommendation Engine Technology On Online Cosumer Satisfaction” therefore I ask for your willingness to fill out the following questionnaire. For your willingness and participation to fill out the existing questionnaire I thank you.

#### I. Respondent Indedntity :

**Put a mark (✓) on the answer that best suits your situation**

1. Name :
2. Gender :  
 Male  Female
3. Age :  
 15 – 25Years  31-40 Years  
 26 – 30Years  >40Years
4. Job :  
 Students  Employees  
 Entrepreneurs  Other.....

## II. Questions

**Instructions :** Put a mark (✓) on the answer that best suits your situation based on the 5 point scale given.

**SA : Strongly Agree**

**A : Agree**

**N : Netral**

**D : Disagree**

**SD : Strongly Disagree**

### A. Questionnaire X1 : Content-based Filtering

No.	Question	Answer				
		SA	A	N	D	TD
		(5)	(4)	(3)	(2)	(1)
1	The product recommended by the system were helpful and relevant.					
2	I like the products recommended by the system.					
3	I became interested in a product after it was recommended by the system.					
4	I think that the products that the					

	system recommends correspond to my product interests.					
<b>5</b>	The next time I am looking for a recommendation for an product, I would like to use this system					

**B. Questionnaire X2 : Recommendation Cluster Analysis**

No.	Question	Answer				
		SA (5)	A (4)	N (3)	D (2)	TD (1)
<b>1</b>	I was directed to the product I needed and what I was looking for.					
<b>2</b>	I was greatly helped by the recommendation system for selecting multiple products.					
<b>3</b>	I find it very helpful to have a recommendation system in finding products.					

<b>4</b>	I was recommended by the system, product according to the age, gender and proce I wanted.					
<b>5</b>	I find it easier to get products according to the category I am interested in.					

**C. Questionnaire X3 : Collaborative Filtering Recommender System**

No.	Question	Answer				
		SA	A	N	D	TD
		(5)	(4)	(3)	(2)	(1)
<b>1</b>	The system finds the product the consumer wants to view.					
<b>2</b>	The system filters out the products the consumer does not want.					
<b>3</b>	The system recommendation captures the right category.					
<b>4</b>	The system recommendation captures the right					

	consumers interests.					
<b>5</b>	The system finds interesting product efficiently.					

**D. Questionnaire Y = Consumer Satisfaction**

No.	Question	Answer				
		SA (5)	A (4)	N (3)	D (2)	TD (1)
<b>1</b>	I was enthusiastic about the items I chose.					
<b>2</b>	I enjoyed using my chosen item.					
<b>3</b>	I found the products that I chose to buy good.					
<b>4</b>	I am satisfied with the product I chose based on the recommendation of the system.					
<b>5</b>	The system recommended the kinds of products I like.					

## APPEDIX II

### The results of the respondent's answer

#### A. Content-Based Filtering

No	CF1	CF2	CF3	CF4	CF5	CF
1	5	4	5	4	5	23
2	5	4	5	4	4	22
3	4	5	4	4	4	21
4	4	4	3	4	4	19
5	5	4	4	5	5	23
6	5	5	5	5	5	25
7	5	5	5	5	5	25
8	5	5	5	5	5	25
9	4	5	4	4	5	22
10	3	3	4	3	4	17
11	5	5	5	4	5	24
12	4	5	5	5	4	23
13	4	5	5	4	4	22
14	5	3	3	3	3	17
15	5	5	5	3	4	22
16	4	3	4	3	5	19
17	3	4	5	3	5	20
18	4	4	4	4	4	20
19	5	5	5	5	5	25
20	4	4	4	4	5	21
21	0	0	0	0	0	0
22	4	5	4	4	4	21
23	4	3	5	3	5	20
24	4	4	4	3	3	18
25	5	5	5	5	5	25
26	5	5	3	1	5	19

27	4	5	4	4	5	22
28	4	4	4	4	4	20
29	4	5	3	4	4	20
30	5	5	5	5	5	25
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33	4	4	4	4	4	20
34	4	4	4	3	4	19
35	4	4	4	4	4	20
36	1	1	1	1	1	5
37	4	4	4	4	4	20
38	4	5	5	4	4	22
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42	4	5	5	5	4	23
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44	4	4	3	3	4	18
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46	4	5	4	4	5	22
47	5	4	3	4	4	20
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53	0	0	4	4	0	8
54	3	2	5	3	4	17
55	1	1	1	1	0	4
56	3	4	3	4	4	18
57	4	5	4	5	5	23

58	5	5	5	5	5	25
59	4	5	5	5	5	24
60	5	5	5	5	5	25
61	4	4	5	5	5	23
62	4	5	4	4	4	21
63	4	4	5	4	4	21
64	4	3	5	4	4	20
65	5	5	4	3	4	21
66	4	3	4	4	3	18
67	4	5	5	5	4	23
68	5	4	2	4	3	18
69	3	2	2	4	4	15
70	5	3	5	5	5	23
71	4	3	4	5	4	20
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73	4	5	4	5	4	22
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86	5	3	2	3	4	17
87	2	2	4	4	4	16
89	4	4	4	3	4	19



90	4	4	3	4	3	18
91	3	4	4	4	4	19
92	4	4	4	4	4	20
93	2	2	2	1	3	10
94	4	4	4	5	5	22
95	3	3	3	3	3	15
96	5	5	5	5	5	25
97	2	3	4	3	3	15
98	4	4	3	4	3	18
99	2	3	4	4	2	15
100	4	3	4	5	5	21
101	1	2	2	2	3	10
102	3	3	3	3	3	15
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107	2	3	2	2	2	11
108	3	3	2	2	1	11
109	2	2	2	1	2	9
110	3	3	4	5	5	20
111	4	4	4	4	4	20
112	4	4	4	4	4	20
113	4	4	4	4	4	20
114	3	3	3	3	3	15
115	3	2	2	2	2	11
116	5	5	5	5	5	25
117	3	3	4	4	4	18
118	3	5	4	5	3	20
119	4	4	4	4	5	21
120	5	4	3	5	4	21

121	4	3	5	5	5	22
122	5	5	4	4	5	23
123	5	3	5	4	4	21
124	5	4	4	3	3	19
125	4	5	4	5	3	21
126	5	5	5	4	5	24
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140	4	5	4	5	4	22
141	4	4	3	3	5	19
142	5	3	5	3	3	19
143	4	4	4	3	5	20
144	4	5	4	5	4	22
145	3	5	3	5	3	19
146	4	5	3	4	5	21
147	4	4	5	4	3	20
148	4	3	3	3	4	17
149	3	3	4	4	4	18
150	4	4	3	3	4	18
151	1	3	3	4	4	15

152	4	3	4	3	4	18
153	3	3	4	4	4	18
154	1	3	3	4	4	15
155	2	4	2	2	3	13
156	4	4	3	5	4	20
157	3	3	3	3	3	15
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160	4	4	3	4	3	18
161	2	4	3	4	5	18
162	4	4	3	4	4	19
163	4	4	5	4	3	20
164	4	4	5	4	3	20
165	4	4	2	3	4	17
166	3	4	3	4	5	19
167	3	4	4	3	4	18
168	2	3	3	4	3	15
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171	4	3	4	3	3	17
172	4	3	4	4	4	19
173	3	3	4	4	5	19
174	4	3	4	5	4	20
175	4	2	4	4	5	19
176	4	3	4	4	4	19
177	4	3	4	1	3	15
178	4	3	2	3	4	16
179	4	4	3	4	4	19
180	4	4	4	4	4	20
181	4	4	3	4	3	18
182	4	4	3	4	4	19

183	3	2	3	4	4	16
184	4	4	3	5	4	20
185	3	4	3	4	3	17
186	4	4	3	4	5	20
187	4	3	4	4	4	19
188	4	3	4	5	4	20
189	4	4	3	4	3	18
190	4	4	3	4	5	20
191	4	4	4	3	4	19
192	3	3	3	3	3	15
193	3	4	4	3	4	18
194	4	3	4	5	4	20
195	4	4	5	4	3	20
196	4	3	4	5	4	20
197	4	3	4	3	5	19
198	2	2	3	4	2	13
199	4	4	4	4	5	21
200	4	3	4	4	4	19

B. Recommender Cluster Analysis

No	RCA1	RCA2	RCA3	RCA4	RCA5	RCA
1	4	3	5	4	4	20
2	5	4	5	5	5	24
3	5	4	4	4	4	21
4	3	4	4	4	3	18
5	5	5	5	4	4	23
6	5	5	5	5	5	25
7	5	5	5	5	5	25
8	5	5	5	5	5	25
9	5	5	5	4	4	23
10	4	3	3	3	3	16
11	5	5	5	4	5	24

12	4	5	5	4	3	21
13	4	5	4	4	4	21
14	5	5	5	3	5	23
15	5	5	5	4	5	24
16	4	4	5	4	4	21
17	3	4	5	3	4	19
18	4	4	4	4	4	20
19	5	5	5	5	5	25
20	4	5	4	4	4	21
21	0	0	0	0	0	0
22	4	3	4	4	4	19
23	4	4	3	5	3	19
24	3	4	3	3	3	16
25	5	3	4	3	5	20
26	3	5	5	5	5	23
27	4	5	4	5	4	22
28	4	4	4	4	4	20
29	4	5	5	3	4	21
30	5	5	5	5	5	25
31	5	3	5	3	5	21
32	2	1	4	4	5	16
33	4	4	4	4	4	20
34	4	4	4	5	5	22
35	4	4	4	4	4	20
36	1	1	1	1	1	5
37	4	4	4	4	4	20
38	5	5	5	5	5	25
39	4	4	3	5	4	20
40	5	5	5	5	5	25
41	4	4	4	4	4	20
42	5	5	4	4	4	22

43	3	3	3	3	3	15
44	3	4	5	4	4	20
45	5	5	5	5	5	25
46	4	3	4	4	3	18
47	3	4	5	5	4	21
48	4	3	2	3	4	16
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50	5	5	3	4	3	20
51	5	5	4	4	5	23
52	4	4	4	3	5	20
53	0	0	0	0	0	0
54	3	5	4	5	2	19
55	0	0	0	0	0	0
56	4	4	4	4	5	21
57	4	5	4	5	4	22
58	5	5	5	5	5	25
59	5	5	5	5	5	25
60	5	4	4	5	5	23
61	4	4	5	4	4	21
62	4	5	5	5	4	23
63	5	4	5	4	5	23
64	3	4	3	4	4	18
65	5	5	3	4	4	21
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69	3	2	4	3	3	15
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71	2	4	3	3	4	16
72	5	5	5	4	5	24
73	5	5	5	5	4	24

74	4	5	5	4	5	23
75	5	5	3	4	5	22
76	4	5	4	3	3	19
77	4	5	5	5	4	23
78	4	5	4	4	5	22
79	5	5	5	3	4	22
80	4	0	3	4	4	15
81	3	3	4	4	3	17
82	5	3	2	1	3	14
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89	3	2	3	2	3	13
90	2	4	4	4	3	17
91	5	2	4	3	4	18
92	4	4	4	4	4	20
93	3	3	3	4	3	16
94	3	3	4	4	4	18
95	3	3	3	3	3	15
96	5	5	5	5	5	25
97	2	4	4	4	5	19
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100	5	5	5	5	4	24
101	3	4	4	4	4	19
102	3	3	3	2	1	12
103	4	4	4	4	5	21
104	2	3	4	3	4	16
105	4	4	4	4	3	19

106	2	3	3	3	3	14
107	2	2	2	2	1	9
108	1	1	2	3	3	10
109	2	2	2	2	2	10
110	5	5	5	5	5	25
111	4	4	4	4	4	20
112	5	5	5	4	3	22
113	4	4	3	3	3	17
114	4	3	3	3	3	16
115	2	3	3	3	4	15
116	5	5	5	5	5	25
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120	3	5	5	4	3	20
121	5	5	5	5	5	25
122	4	3	5	4	5	21
123	3	5	5	3	4	20
124	3	4	5	3	4	19
125	4	5	5	4	5	23
126	5	5	3	4	5	22
127	4	4	4	4	4	20
128	5	4	5	3	3	20
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134	5	5	5	3	4	22
135	4	5	4	4	5	22
136	4	4	3	5	5	21



137	4	5	1	5	4	19
138	4	4	4	5	5	22
139	5	5	4	3	4	21
140	3	4	3	3	5	18
141	5	4	5	4	4	22
142	4	3	4	4	5	20
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146	4	4	3	3	3	17
147	4	2	3	3	4	16
148	5	2	3	4	3	17
149	4	4	4	4	4	20
150	3	4	3	4	3	17
151	4	4	5	3	4	20
152	5	3	3	2	2	15
153	4	4	5	3	4	20
154	3	2	2	2	4	13
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163	4	4	4	5	3	20
164	2	4	4	4	5	19
165	5	4	4	4	3	20
166	4	3	4	5	4	20
167	3	4	4	4	4	19

168	4	4	4	4	4	20
169	4	4	3	4	4	19
170	4	4	4	3	4	19
171	2	5	5	5	5	22
172	4	4	3	4	4	19
173	4	4	3	4	4	19
174	4	3	4	5	4	20
175	4	3	4	3	4	18
176	3	4	4	3	5	19
177	4	5	4	2	3	18
178	4	4	5	5	5	23
179	3	3	4	5	5	20
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186	4	4	4	4	3	19
187	3	4	5	5	4	21
188	4	3	4	4	4	19
189	5	4	3	4	4	20
190	4	3	4	4	3	18
191	5	2	4	4	5	20
192	3	3	3	3	3	15
193	4	4	3	5	4	20
194	4	3	4	4	5	20
195	4	5	4	3	4	20
196	3	5	4	3	4	19
197	4	4	5	4	3	20
198	4	3	4	3	2	16

199	4	3	4	5	4	20
200	3	4	3	4	4	18

**C. Collaborative Filtering Recommender System**

No	CFRS1	CFRS2	CFRS3	CFRS4	CFRS5	CFRS
1	4	4	4	3	5	20
2	5	5	5	5	4	24
3	5	4	4	4	3	20
4	4	3	4	4	5	20
5	5	4	5	5	5	24
6	5	5	5	5	5	25
7	5	5	5	5	5	25
8	5	5	5	5	5	25
9	4	4	4	5	4	21
10	3	3	3	3	3	15
11	5	5	4	5	5	24
12	5	4	4	5	4	22
13	4	4	5	5	5	23
14	5	3	5	5	5	23
15	5	5	5	5	5	25
16	4	3	4	4	3	18
17	5	3	4	5	3	20
18	4	4	4	4	4	20
19	5	5	5	5	5	25
20	4	4	4	4	4	20
21	0	0	0	0	0	0
22	4	4	5	5	4	22
23	5	4	4	3	5	21
24	3	3	4	3	4	17
25	4	4	5	4	4	21
26	5	5	5	5	5	25
27	4	4	4	4	4	20

28	4	4	4	4	4	20
29	3	5	4	4	5	21
30	5	5	5	5	5	25
31	4	4	5	5	5	23
32	2	4	3	4	1	14
33	4	4	4	4	4	20
34	5	4	5	4	5	23
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36	5	1	5	1	5	17
37	4	4	4	4	4	20
38	4	4	4	4	4	20
39	4	4	4	4	3	19
40	5	5	5	5	5	25
41	4	4	4	4	4	20
42	4	5	4	4	5	22
43	3	3	3	3	3	15
44	4	3	4	5	5	21
45	5	5	5	5	5	25
46	5	5	4	4	4	22
47	3	5	4	3	4	19
48	4	2	3	3	4	16
49	4	4	4	5	4	21
50	4	3	3	3	3	16
51	5	4	5	4	5	23
52	5	4	5	4	4	22
53	0	0	0	0	0	0
54	2	1	1	2	2	8
55	0	0	0	0	0	0
56	5	4	5	4	4	22
57	5	4	5	4	5	23
58	5	5	5	5	5	25

59	5	5	5	5	4	24
60	4	5		4	5	18
61	4	5	5	4	4	22
62	5	4	4	4	5	22
63	4	5	5	4	5	23
64	5	5	5	4	4	23
65	4	5	3	4	5	21
66	5	4	3	3	4	19
67	4	5	4	4	4	21
68	4	2	4	5	5	20
69	3	2	3	4	2	14
70	5	5	5	5	4	24
71	5	2	4	3	5	19
72	5	4	5	5	5	24
73	5	4	4	5	5	23
74	4	4	5	4	4	21
75	4	4	5	5	5	23
76	4	4	4	4	3	19
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94	4	5	4	4	4	21
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#### D. Online Consumer Satisfaction

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11	5	4	5	4	5	23

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14	5	5	5	3	5	23
15	5	5	5	5	5	25
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17	4	5	3	4	5	21
18	4	4	4	4	4	20
19	5	5	5	5	5	25
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23	5	5	5	5	3	23
24	3	3	3	3	3	15
25	5	4	4	4	5	22
26	5	5	5	5	5	25
27	5	4	4	4	4	21
28	4	4	4	4	4	20
29	3	4	5	5	3	20
30	5	5	5	5	5	25
31	5	5	5	4	4	23
32	2	2	1	2	1	8
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35	5	4	4	4	4	21
36	1	2	1	1	1	6
37	4	4	4	4	4	20
38	5	5	5	5	5	25
39	4	5	4	4	3	20
40	5	5	5	5	5	25
41	4	4	4	4	4	20
42	4	4	4	5	4	21

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