ACKNOWLEDGEMENT

With all praise and gratitude for the presence of God, the writer was able to complete the thesis with the title "**Customer Adoption Toward ChatGPT in Educational Institutions in Botswana**" The purpose of writing this thesis is to fulfill one of the graduation requirements for the Master in Management Study Program Faculty of Economics and Business, Telkom University Bandung.

Supervisors

I gained significantly from my report supervisors, Prof. Indrawati., M.M., Ph.D. and Sri Widiyanesti S.T.,M.M., Ph.D who have always been a source of inspiration, motivation, and encouragement for me. Without them, I would have been unable to complete this report. I truly thank them for inspiring me to strive and seek new information in the field of management.

Family and friends

I want to thank my loving family, friends, classmates like Fayza Najeela Pakutandang and others for all of their care and support throughout my academic path. I am honored to have you in my life, and I am grateful for the financial, emotional, and material support you have provided. I salute each of you. God bless you.

Organizations

My heartfelt gratitude goes to all of the organisations who contributed to the successful completion of this research. I greatly appreciate the assistance provided by these organizations.

The participants

Finally, I want to thank the research participants for their contributions. With due respect, I thank the Botswana student community, educators, and administrators in the educational sector for their assistance in making my research successful. There is no greater way to show my appreciation than to say, "God bless you all," for your efforts were not in vain.

 Bandung, June 2024

Kutlo Peace Letjani