Table 1. Summary/extraction of research papers based on XXXXXtopicXXX

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Reference (in APA style)** | **Main research question / problem** | **Used approach** | **Field Studied / Application domain** | **Dataset used** | **Attributes used for prediction** | **Evaluation of the approach** | **Comparison with other works** | **Result** |
|  |  | N/A (not described clearly) |  |  | The article examines multiple dimensions, including usefulness, ease of use, innovativeness, loyalty, and quality factors. | N/A |  | Bank customers show lower levels of innovation and optimism towards new technologies, but perceiving the technology as useful positively influences their attitude and intention to use it. |
|  |  | Data mining |  |  | N/A | N/A |  | This study shows that using data mining techniques in CRM will improve CRM's efficiency and provide a better prediction ability to companies, organizations and industries to achieve more Profitability. |