

DAFTAR PUSTAKA

- Belhaj, N., Hamdane, A., Chaoui, N. E. H., Chaoui, H., & El Bekkali, M. (2021). Engaging students to fill surveys using chatbots: University case study. *Indones. J. Electr. Eng. Comput. Sci*, 24(1), 473–483.
- Chia, H., Oliveira, A. I., & Azevedo, P. (2024). Implementation of an intelligent virtual assistant based on LLM models for irrigation optimization. *2024 8th International Young Engineers Forum on Electrical and Computer Engineering (YEF-ECE)*, 94–100.
- Dam, S. K., Hong, C. S., Qiao, Y., & Zhang, C. (2024). A Complete Survey on LLM-based AI Chatbots. *ArXiv Preprint ArXiv:2406.16937*.
- Emsley, R. (2023). ChatGPT: these are not hallucinations – they’re fabrications and falsifications. *Schizophrenia*, 9(1), 52. <https://doi.org/10.1038/s41537-023-00379-4>
- Fan, L., Li, L., Ma, Z., Lee, S., Yu, H., & Hemphill, L. (2023). A bibliometric review of large language models research from 2017 to 2023. *ArXiv Preprint ArXiv:2304.02020*.
- Gao, Y., Xiong, Y., Gao, X., Jia, K., Pan, J., Bi, Y., Dai, Y., Sun, J., & Wang, H. (2023). Retrieval-augmented generation for large language models: A survey. *ArXiv Preprint ArXiv:2312.10997*.
- Graser, S., Snimshchikova, A., Schrepp, M., & Böhm, S. (2024). *Enhancing UX Research Activities Using GenAI–Potential Applications and Challenges*. CENTRIC.
- Hillmann, S., Kowol, P., Ahmad, A., Tang, R., & Möller, S. (2024). Usability and User Experience of a Chatbot for Student Support. *Elektronische Sprachsignalverarbeitung 2024, Tagungsband Der 35. Konferenz, Regensburg, 6.-8. März 2024*, 22–29.
- Jeong, C. (2023). A Study on the Implementation of Generative AI Services Using an Enterprise Data-Based LLM Application Architecture. *Advances in Artificial*

Intelligence and Machine Learning, 03(04), 1588–1618.
<https://doi.org/10.54364/aaiml.2023.1191>

- Khder, M. (2021). Web Scraping or Web Crawling: State of Art, Techniques, Approaches and Application. *International Journal of Advances in Soft Computing and Its Applications*, 13, 145–168.
- Kuhail, M. A., Alturki, N., Alramlawi, S., & Alhejori, K. (2023). Interacting with educational chatbots: A systematic review. *Education and Information Technologies*, 28(1), 973–1018.
- Lewis, P., Perez, E., Piktus, A., Petroni, F., Karpukhin, V., Goyal, N., Küttler, H., Lewis, M., Yih, W., & Rocktäschel, T. (2020). Retrieval-augmented generation for knowledge-intensive nlp tasks. *Advances in Neural Information Processing Systems*, 33, 9459–9474.
- Maryamah, M., Irfani, M. M., Raharjo, E. B. T., Rahmi, N. A., Ghani, M., & Raharjana, I. K. (2024). Chatbots in academia: a retrieval-augmented generation approach for improved efficient information access. *2024 16th International Conference on Knowledge and Smart Technology (KST)*, 259–264.
- Mulyono, J. A., & Sfenrianto, S. (2022). Evaluation of customer satisfaction on Indonesian banking chatbot services during the COVID-19 pandemic. *CommIT (Communication and Information Technology) Journal*, 16(1), 69-85.
- Neupane, S., H., E., K., J., T., H., G., F., A. G., N., A., A., M., & Rahimi, S. (2024). From Questions to Insightful Answers: Building an Informed Chatbot for University Resources. *International Journal of Educational Technology*, 15, 123–145.
- Okonkwo, C. W., & Ade-Ibijola, A. (2021). Chatbots applications in education: A systematic review. *Computers and Education: Artificial Intelligence*, 2, 100033.
- Omrani, P., Hosseini, A., Hooshanfar, K., Ebrahimian, Z., Toosi, R., & Akhaee, M. A. (2024). Hybrid Retrieval-Augmented Generation Approach for LLMs Query Response Enhancement. *2024 10th International Conference on Web Research (ICWR)*, 22–26.

- Putra, I. N. T. A., Kartini, K. S., Aditama, P. W., & Tahalea, S. P. (2021). Analisis Sistem Informasi Eksekutif Menggunakan User Experience Questionnaire (UEQ). *International Journal of Natural Science and Engineering*, 5(1), 25–29.
- Rafailidis, D., & Manolopoulos, Y. (2019). The technological gap between virtual assistants and recommendation systems. *ArXiv Preprint*. <https://arxiv.org/abs/1901.00431>
- S. Es, J. James, L. Espinosa-Anke, & S. Schockaert. (2023). RAGAS: Automated Evaluation of Retrieval Augmented Generation. *ArXiv*.
- Sugianto, E. N., Sujangga, J. A., Delvia, N., Ayustika, V., & Nugroho, A. C. (2022). Pengembangan Chatbot ‘Ciovita’ Virtual Assistant Cioccolato Brownie Semarang Dengan Metode Waterfall. *J. Appl. Comput. Sci. Technol*, 3(2), 179–185.
- Wang, S., Song, J. L. S., Cheng, J., Fu, Y., Guo, P., Fang, K., Zhu, Y., & Dou, Z. (2024). DomainRAG: A Chinese Benchmark for Evaluating Domain-specific Retrieval-Augmented Generation. *ArXiv Preprint ArXiv:2406.05654*.
- Wu, S., Xiong, Y., Cui, Y., Wu, H., Chen, C., Yuan, Y., Huang, L., Liu, X., Kuo, T.-W., & Guan, N. (2024). Retrieval-Augmented Generation for Natural Language Processing: A Survey. *ArXiv Preprint ArXiv:2407.13193*.
- Wu, T., He, S., Liu, J., Sun, S., Liu, K., Han, Q.-L., & Tang, Y. (2023). A Brief Overview of ChatGPT: The History, Status Quo and Potential Future Development. *IEEE/CAA Journal of Automatica Sinica*, 10(5), 1122–1136. <https://doi.org/10.1109/JAS.2023.123618>
- Xie, Q., Lu, W., Zhang, Q., Zhang, L., Zhu, T., & Wang, J. (2023). Chatbot Integration for Metaverse-A University Platform Prototype. *2023 IEEE International Conference on Omni-Layer Intelligent Systems (COINS)*, 1–6.