

DAFTAR PUSTAKA

- [1] D. Ordóñez-Camacho, R. Melgarejo-Heredia, M. Abbasi, and L. González-Solis, "Aurel_AI: Automating an Institutional Help Desk Using an LLM Chatbot," *Proc. 28th World Multi-Conference Syst. Cybern. Informatics WMSCI 2024*, vol. 22, no. 5, pp. 81–84, 2024, doi: 10.54808/wmsci2024.01.81.
- [2] A. M. Nair, N. G. Jacob, V. Gopika, M. V. K. Rao, and M. S. Nair, "A Survey On Automation of Local Government Services using Retrieval- Augmented Generation," pp. 0–6, 2024, doi: 10.20944/preprints202412.1644.v1.
- [3] M. Bucur, "Exploring Large Language Models and Retrieval Augmented Generation for Automated Form Filling," vol. 1, no. 1, 2023.
- [4] A. Vaswani et al., "Attention Is All You Need," in *Adv. Neural Inf. Process. Syst.*, vol. 30, pp. 5999–6009, Dec. 2017, doi: 10.5555/3295222.3295349
- [5] T. Pandey, "Design based Retrieval Augmented Generation Oriented Education Chatbot : Edubot," *2024 2nd Int. Conf. Adv. Comput. Commun. Inf. Technol.*, vol. 1, pp. 1278–1283, 2024, doi: 10.1109/ICAICIT64383.2024.10912174.
- [6] T. B. Brown et al., "Language Models Are Few-Shot Learners," in *Adv. Neural Inf. Process. Syst.*, vol. 33, pp. 1877–1901, Dec. 2020, doi: 10.5555/3495724.3495883
- [7] L. Ouyang et al., "Training Language Models to Follow Instructions with Human Feedback," in *Adv. Neural Inf. Process. Syst. (NeurIPS)*, vol. 35, pp. 27749–27776, Dec. 2022, doi: 10.5555/3524938.3525306
- [8] L. Xu and J. Liu, "A Chat Bot for Enrollment of Xi 'an Jiaotong-Liverpool University Based on RAG," *2024 8th Int. Work. Control Eng. Adv. Algorithms, IWCEAA 2024*, pp. 125–129, 2024, doi: 10.1109/IWCEAA63616.2024.10823979.
- [9] P. Lewis et al., "Retrieval-Augmented Generation for Knowledge-Intensive NLP Tasks," in *Adv. Neural Inf. Process. Syst.*, vol. 33, pp. 9459–9474, Dec. 2020, doi: 10.5555/3495724.3496517.
- [10] V. Karpukhin et al., "Dense Passage Retrieval for Open-Domain Question Answering," in *Proc. Conf. on Empirical Methods in Natural Language Processing (EMNLP)*, pp. 6769–6781, 2020, doi: 10.18653/v1/2020.emnlp-main.550
- [11] K. Guu, K. Lee, Z. Tung, P. Pasupat, and M. W. Chang, "realm: retrieval-augmented language model pre-training," in *Proc. 37th Int. Conf. Mach. Learn. (ICML)*, vol. 119, *Proc. Mach. Learn. Res.*, pp. 3929–3938, Jul. 2020, doi: 10.5555/3524938.3525306
- [12] A. Kowsik, B. Patel, and C. Sharma, "Towards Optimizing and Evaluating a Retrieval-Augmented QA Chatbot Using LLMs with Human-in-the-Loop," *arXiv preprint arXiv:2407.05925*, Jul. 2024. [Online]. Available: <https://arxiv.org/abs/2407.05925>
- [13] G. Izacard and E. Grave, "Leveraging passage retrieval with generative models for open domain question answering," *EACL 2021 - 16th Conf. Eur. Chapter Assoc. Comput. Linguist. Proc. Conf.*, pp. 874–880, 2021, doi: 10.18653/v1/2021.eacl-main.74.
- [14] C. Wangwiwattana and W. Jantarick, "Building Intelligent Academic Service Agents: FAQ Extraction and Chatbots with Large Language Models," in *Proc. 8th Int. Conf. on Information Technology (InCIT)*, pp. 370–375, Mar. 2024, doi: 10.1109/InCIT63192.2024.10810553.
- [15] S. Abedu, A. Abdellatif, and E. Shihab, "LLM-Based Chatbots for Mining Software Repositories: Challenges and Opportunities," in *Proc. ACM Int. Conf. Proceeding Ser.*, pp. 201–210, 2024, doi: 10.1145/3661167.3661218.
- [16] C. Antico, S. Giordano, C. Koyuturk, and D. Ognibene, "Unimib Assistant: Designing a Student-Friendly RAG-Based Chatbot for All Their Needs," in *Proc. 3rd Workshop on Artificial Intelligence for Human-Machine Interaction, CEUR Workshop Proc.*, vol. 3903, pp. 71–82, 2024. [Online]. Available: https://ceur-ws.org/Vol-3903/AIxHMI2024_paper8.pdf
- [17] Lang, G., and Gürpınar, T., "AI-Powered Learning Support: A Study of Retrieval-Augmented Generation (RAG) Chatbot Effectiveness in an Online Course," *Information Systems Education Journal*, vol. 23, no. 2, pp. 4–13, 2025, doi:10.62273/ZKLLK5988.
- [18] R. Shan, "Certifying Generative AI: Retrieval-Augmented Generation Chatbots in High-Stakes Environments," *Computer*, vol. 57, no. 9, pp. 35–44, Sep. 2024, doi: 10.1109/MC.2024.3401085.
- [19] G. Perković, A. Drobnjak and I. Botički, "Hallucinations in LLMs: Understanding and Addressing Challenges," *2024 47th MIPRO ICT and Electronics Convention (MIPRO)*, Opatija, Croatia, 2024, pp. 2084–2088, doi: 10.1109/MIPRO60963.2024.10569238.
- [20] R. Vannala, S. B. Swathi and Y. Puranam, "AI Chatbot For Answering FAQ's," *2022 IEEE 2nd International Conference on Sustainable Energy and Future Electric Transportation (SeFeT)*, Hyderabad, India, 2022, pp. 1–5, doi: 10.1109/SeFeT55524.2022.9908774.
- [21] Prompt Engineering Guide, "PromptingGuide.ai," PromptingGuide.ai. [Online]. Available: <https://www.promptingguide.ai/>.