

DAFTAR REFERENSI

- Adamopoulou, E., & Moussiades, L. (2020). *An overview of Chatbot technology. In IFIP advances in information and communication technology* (pp. 373–383).
https://doi.org/10.1007/978-3-030-49186-4_31
- Aman, A. (2019). *The Effect of Contact Center on Customer Satisfaction: The Case of Ethio Telecom Contact Center* (Tesis master, St. Mary's University School of Graduate Studies). Addis Ababa, Ethiopia.
- Blank, I. (2023). *What are large language models supposed to model? Trends in Cognitive Sciences*, 27(11), 987–989.
<https://doi.org/10.1016/j.tics.2023.08.006>
- Bocevska, A., Krsteski, S., & Savoska, S. (2020). *An Example of Application Design Using SolidWorks Application Programming Interface. In Information Systems & Grid Technologies*
- D'Souza, J. (2023). *A Review of Transformer Models*. ORKG.
<https://orkg.org/review/R609546>
- Fatima, N., Imran, A. S., Kastrati, Z., Daudpota, S. M., & Soomro, A. R. (2022b). *A Systematic Literature Review on text generation using deep Neural Network models*. 10, 53490–53503.
<https://doi.org/10.1109/access.2022.3174108>
- Følstad, A., & Brandtzaeg, P.B. (2020). *Users' experiences with chatbots: findings from a questionnaire study. Quality and User Experience*, 5(3), 1-16.
<https://doi.org/10.1007/s41233-020-00033-2>
- Ichsan, M. (2023). *Merak-7B: The LLM for Bahasa Indonesia*. Hugging Face Repository.
- Jeong, C. (2023). *A Study on the Implementation of Generative AI Services Using an Enterprise Data-Based LLM Application Architecture*. Principal Consultant & the Technical Leader for AI Automation Platform at SAMSUNG SDS, 125, Olympic-ro 35-gil, Songpa-gu, Seoul 05510, Korea. Email: csu.jeong@samsung.com.
- Jiang, Z., Xu, F. F., Gao, L., Sun, Z., Liu, Q., Dwivedi-Yu, J., Yang, Y., Callan, J., & Neubig, G. (2023). *Active Retrieval Augmented generation*. arXiv (Cornell University).
<https://doi.org/10.48550/arxiv.2305.06983>

- Kachris, C. (2024). *A Survey on Hardware Accelerators for Large Language Models*. University of West Attica, Greece.
- Kasneci, E., Sessler, K., Küchemann, S., Bannert, M., Dementieva, D., Fischer, F., Gasser, U., Groh, G., Günemann, S., Hüllermeier, E., Krusche, S., Kutyniok, G., Michaeli, T., Nerdel, C., Pfeffer, J., Poquet, O., Sailer, M., Schmidt, A., Seidel, T., . . . Kasneci, G. (2023). *ChatGPT for good? On opportunities and challenges of large language models for education. Learning and Individual Differences*, 103, 102274. <https://doi.org/10.1016/j.lindif.2023.102274>
- Kurniawatik, A. T., Khaerunnisa, K., & Tasya, T. (2021). *Melek information and Communications technology (ICT) pada masyarakat pedesaan di era globalisasi*. Cebong Journal, 1(1), 1–9. <https://doi.org/10.35335/cebong.v1i1.3>
- Lewis, P., Perez, E., Piktus, A., Petroni, F., Karpukhin, V., Goyal, N., Küttler, H., Lewis, M., Yih, W., Rocktäschel, T., Riedel, S., & Kiela, D. (2020). *Retrieval-Augmented Generation for Knowledge-Intensive NLP tasks*. arXiv (Cornell University). <https://arxiv.org/pdf/2005.11401>
- Li, S., Park, S., Lee, I., & Bastani, O. (2023). *TRAC: Trustworthy Retrieval Augmented Chatbot*. arXiv (Cornell University). <https://doi.org/10.48550/arxiv.2307.04642>
- Melz, E. (2023). *Enhancing LLM Intelligence with ARM-RAG: Auxiliary Rationale Memory for Retrieval Augmented Generation*. arXiv (Cornell University). <https://doi.org/10.48550/arxiv.2311.04177>
- Microsoft. (2023). *Retrieval Augmented Generation using Azure Machine Learning prompt flow*. <https://learn.microsoft.com/en-us/azure/machine-learning/concept-retrieval-augmented-generation?view=azureml-api-2> on November 9, 2023.
- Martínez Toro, I., Gallego Vico, D., & Orgaz, P. (2023). *PrivateGPT [Computer software]*. <https://github.com/imartinez/privateGPT>
- NVIDIA Developer. (2024). *CUDA Toolkit Documentation*. <https://developer.nvidia.com/cuda-download>
- Naveed, H., Khan, A., Qiu, S., Saqib, M., Anwar, S., Usman, M., Barnes, N., & Mian, A. (2023). *A comprehensive overview of large language models*. arXiv (Cornell University). <https://doi.org/10.48550/arxiv.2307.06435>

- Nicolescu, L., & Tudorache, M. T. (2022). *Human-Computer Interaction in Customer Service: The Experience with AI Chatbots—A Systematic Literature Review*. *Electronics*, 11(10), 1579. <https://doi.org/10.3390/electronics11101579>
- Otoritas Jasa Keuangan. (2019). *Aspek Perpajakan Sektor Jasa Keuangan*. Otoritas Jasa Keuangan.
- Otoritas Jasa Keuangan. (2019). *Perbankan*. Otoritas Jasa Keuangan.
- Otoritas Jasa Keuangan. (2019). *Industri Jasa Keuangan Syariah*. Otoritas Jasa Keuangan.
- Otoritas Jasa Keuangan. (2019). *Lembaga Pembiayaan*. Otoritas Jasa Keuangan.
- Otoritas Jasa Keuangan. (2019). *Program Pensiun*. Otoritas Jasa Keuangan.
- Pandya, K., & Holia, M. S. (2023). *Automating Customer Service using LangChain: Building custom open-source GPT Chatbot for organizations*. arXiv (Cornell University). <https://doi.org/10.48550/arxiv.2310.05421>
- Paz-Trillo, C., Wassermann, R., & Braga, P. P. (2005). *An information retrieval application using ontologies*. *Journal of the Brazilian Computer Society*, 11(2), 17–31. <https://doi.org/10.1007/bf03192373>
- Peters, S. E., & McClennen, M. (2015). *The Paleobiology Database application programming interface*. *Paleobiology*, 42(1), 1–7. <https://doi.org/10.1017/pab.2015.39>
- Prasetyo, S. M., Nugroho, M. I. P., Putri, R. L., & Fauzi, O. (2022). *Pembahasan Mengenai Front-End Web Developer dalam Ruang Lingkup Web Development*. *BULLET: Jurnal Multidisiplin Ilmu*, 01(6), 1015-1020.
- Schindler, J., & Richter, T. (2023). *Text generation benefits learning: A Meta-Analytic Review*. *Educational Psychology Review*, 35(2). <https://doi.org/10.1007/s10648-023-09758-w>
- Siriwardhana, S., Weerasekera, R., Wen, E., Kaluarachchi, T., Rana, R., & Nanayakkara, S. (2023). *Improving the Domain Adaptation of Retrieval Augmented Generation (RAG) Models for Open Domain Question Answering*. *Transactions of the Association for Computational Linguistics*, 11, 1–17. https://doi.org/10.1162/tacl_a_00530
- Thirteenth International Conference ISGT'2020 (pp. 1-3). Online, May 29 – 30, 2020. *Faculty of Information and Communication Technologies*, St. Kliment Ohridski University, ul. Partizanska bb, 7000 Bitola, North Macedonia.

- Topsakal, O., & Akinci, T. C. (2023). *Creating large language model applications utilizing LangChain: A primer on developing LLM Apps Fast*. International Conference on Applied Engineering and Natural Sciences, 1(1), 1050–1056.
<https://doi.org/10.59287/icaens.1127>
- Vaswani, A., Shazeer, N., Parmar, N., Uszkoreit, J., Jones, L., Gomez, A. N., Kaiser, Ł., & Polosukhin, I. (2017). *Attention is All you Need*. arXiv (Cornell University), 30, 5998–6008.
<https://arxiv.org/pdf/1706.03762v5>
- Wu, X., Xiao, L., Sun, Y., Zhang, J., Ma, T., & He, L. (2022). *A survey of human-in-the-loop for machine learning*. *Future Generation Computer Systems*, 135, 364–381.
<https://doi.org/10.1016/j.future.2022.05.014>
- Xu, S. et al. (2023) ‘Nir-prompt: A Multi-task Generalized Neural Information Retrieval Training Framework’, *ACM Transactions on Information Systems*, 42(2), pp. 1–32.
doi:10.1145/36260