

## Daftar Pustaka

- Adamopoulou, E. and Moussiades, L. (2020) ‘Chatbots: History, technology, and applications’, *Machine Learning with Applications*, 2(October), p. 100006. Available at: <https://doi.org/10.1016/j.mlwa.2020.100006>.
- Brown, I.A. and Bindel, G. (2020) ‘When Chatbots answer their private questions’, *Innovation and Technology for Gender Equality* [Preprint]. Available at: <https://www.unicef.org/eap/media/5376/file>.
- Chakraborty, C. *et al.* (2023) ‘Overview of Chatbots with special emphasis on artificial intelligence-enabled ChatGPT in medical science’, *Frontiers in Artificial Intelligence*, 6. Available at: <https://doi.org/10.3389/frai.2023.1237704>.
- Chi, N.T.K. (2024) ‘The Effect of AI Chatbots on Pro-environment Attitude and Willingness to Pay for Environment Protection’, *SAGE Open*, 14(1), pp. 1–12. Available at: <https://doi.org/10.1177/21582440231226001>.
- Deng, X. and Yu, Z. (2023) ‘A Meta-Analysis and Systematic Review of the Effect of Chatbot Technology Use in Sustainable Education’, *Sustainability (Switzerland)*, 15(4). Available at: <https://doi.org/10.3390/su15042940>.
- Deshpande, B. and Chandak, M.B. (2022) ‘Survey of Designing Tools for Chatbot Application’, *International journal of health sciences*, 6(June), pp. 1403–1413. Available at: <https://doi.org/10.53730/ijhs.v6ns5.8889>.
- Elharrar, D. (2018) ‘Types of Chatbots’, *HubSpot*, pp. 1–4. Available at: <https://blog.hubspot.com/marketing/team-structure-diagrams>.
- Fletcher, S.R. *et al.* (2020) ‘Adaptive automation assembly: Identifying system requirements for technical efficiency and worker satisfaction’, *Computers and Industrial Engineering*, 139(March 2019), p. 105772. Available at: <https://doi.org/10.1016/j.cie.2019.03.036>.
- Gani, M. (2018) ‘Perlindungan Anak dari Kekerasan’, *QUANTUM : Jurnal Ilmiah Kesejateraan Sosial*, 14(1), p. 137.
- Gilbert, N., Parton, N. and Skivenes, M. (2011) ‘Child Protection Systems’, *Child*

- Protection Systems* [Preprint], (November). Available at: <https://doi.org/10.1093/acprof:oso/9780199793358.001.0001>.
- Haugeland, I.K.F. *et al.* (2022) ‘Understanding the user experience of customer service chatbots: An experimental study of chatbot interaction design’, *International Journal of Human Computer Studies*, 161(January). Available at: <https://doi.org/10.1016/j.ijhcs.2022.102788>.
- Huseynov, F. (2023) ‘Chatbots in digital marketing: Enhanced customer experience and reduced customer service costs Farid Huseynov’, *Contemporary Approaches of Digital Marketing and the Role of Machine Intelligence*, (January), pp. 46–72. Available at: <https://doi.org/10.4018/978-1-6684-7735-9.ch003>.
- IBM (2019) ‘What is a chatbot | IBM’, *Chatbots* [Preprint]. Available at: <https://www.ibm.com/topics/chatbots%0Ahttps://www.ibm.com/topics/chatbots%0Ahttps://www.ibm.com/cloud/learn/chatbots-explained>.
- Indonesia, U. (2020) ‘Situasi Anak di Indonesia - Tren, peluang, dan Tantangan dalam Memenuhi Hak-Hak Anak’, *Unicef Indonesia*, pp. 8–38.
- Ke, X. *et al.* (2022) ‘Human–Machine Multi-Turn Language Dialogue Interaction Based on Deep Learning’, *Micromachines*, 13(3). Available at: <https://doi.org/10.3390/mi13030355>.
- Kepuska, V. and Bohouta, G. (2018) ‘Next-generation of virtual personal assistants (Microsoft Cortana, Apple Siri, Amazon Alexa and Google Home)’, *2018 IEEE 8th Annual Computing and Communication Workshop and Conference, CCWC 2018*, 2018-January(December), pp. 99–103. Available at: <https://doi.org/10.1109/CCWC.2018.8301638>.
- Kooli, C. (2023) ‘Chatbots en educación e investigación: un examen crítico de las implicaciones y soluciones éticas’, *Sustainability (Switzerland)*, 15(7).
- Labadze, L., Grigolia, M. and Machaidze, L. (2023) ‘Role of AI chatbots in education: systematic literature review’, *International Journal of Educational Technology in Higher Education*, 20(1), pp. 1–17. Available at: <https://doi.org/10.1186/s41239-023-00426-1>.
- Lafrance St-Martin, L.I. and Villeneuve, S. (2024) ‘The uses of chatbots in the

- context of children and teenagers bullying: a systematic literature review’, *Cogent Education*, 11(1), p. Available at: <https://doi.org/10.1080/2331186X.2024.2312032>.
- Morgan, J. et al. (2018) ‘A chatbot framework for the children’s legal centre’, *Frontiers in Artificial Intelligence and Applications*, 313(December), pp. 205–209. Available at: <https://doi.org/10.3233/978-1-61499-935-5-205>.
- Müller, H.M. and Oppermann, R. (2023) ‘Changebots - Designing Chatbots to Support Blood Donor Behaviour Change Association for Information Systems AIS Electronic Library ( AISeL ) Changebots - Designing Chatbots to Support Blood Donor Behaviour Change’, *Forty-Fourth International Conference on Information Systems, Hyderabad* [Preprint], (November 2023).
- OECD (2021) ‘The impact of Artificial Intelligence on the labour market and the workplace: What role for social dialogue?’, *Oecd* [Preprint].
- Oktasya Ross, H. et al. (2021) ‘Perancangan Aplikasi Kesehatan Mental “NAFS” (Islamic Psycho Spiritual Therapy) Berbasis Android Menggunakan Metode PDCA (Plan-Do-Check-Action)’, *Jurnal Informatika Universitas Pamulang*, 6(4), pp. 849–856. Available at: <http://openjournal.unpam.ac.id/index.php/informatika849>.
- Oliveira, P.F. and Matos, P. (2023) ‘Introducing a Chatbot to the Web Portal of a Higher Education Institution to Enhance Student Interaction †’, *Engineering Proceedings*, 56(1), pp. 1–6. Available at: <https://doi.org/10.3390/ASEC2023-16621>.
- Puspitasari, A. et al. (2024) ‘Natural Language Processing (NLP) Technology for Chatbot Website’, *Jurnal Penelitian Pendidikan IPA*, 10(SpecialIssue), pp. 319–324. Available at: <https://doi.org/10.29303/jppipa.v10ispecialissue.8241>.
- Rana, J. (no date) ‘21 Key Benefits of Chatbots in Education You Shouldn’t Miss!’
- Singh, J., Joesph, M.H. and Jabbar, K.B.A. (2019) ‘Rule-based chabot for student enquiries’, *Journal of Physics: Conference Series*, 1228(1). Available at: <https://doi.org/10.1088/1742-6596/1228/1/012060>.

- Sujarwo, F., Sariyatun and Rejekiningsih, T. (2023) ‘Interactive Mobile Learning-Based Gamification to Improve the Collaboration Skills of 11th Grade Students in High School’, *Journal of Education Technology*, 7(3), pp. 400–410. Available at: <https://doi.org/10.23887/jet.v7i3.63210>.
- Toupin, S. (2024) ‘Civil Society Chatbots: A Plurality of Conceptual Approaches’, *International Journal of Communication*, 18, pp. 947–966.
- UNICEF (2023) ‘Situation of Children in Europe and Central Asia’. [www.unicef.org](http://www.unicef.org). Available at: <https://www.unicef.org/eca/media/27346/file/Report.pdf>.
- Wulczyn, F. et al. (2010) ‘Adapting a systems approach to child protection: key concepts and considerations’, *Working Paper*, (January), pp. 1–47.
- Yagamurthy, D.N. (2023) ‘Advancements in Natural Language Processing (NLP) and Its Applications in Voice Assistants and Chatbots’, *Journal of Artificial Intelligence & Cloud Computing*, 2(4), pp. 1–6. Available at: [https://doi.org/10.47363/jaicc/2023\(2\)326](https://doi.org/10.47363/jaicc/2023(2)326).
- Zota, R.D. et al. (2024) ‘Practical Approach for Smart and Circular Cities: Chatbots Used in Waste Recycling’, *Applied Sciences (Switzerland)*, 14(7). Available at: <https://doi.org/10.3390/app14073060>.