

DAFTAR PUSTAKA

- Adamopoulou, E. (2020). *An Overview of Chatbot Technology*. IFIP International Conference on Artificial Intelligence Applications and Innovations.
- Aleryani, A. (2019). *Refutation of Artificial Intelligence' Myth "Artificial Intelligence will ultimately replace human employees*. International Journal of Digital Information and Wireless Communications.
- Alshurideh et al. (2022). *Fuzzy assisted human resource management for supply chain management issues*. Annals of Operations Research, 1–19.
- Bhagavan, N. (2020). *Water pollutants monitoring based on Internet of Things*.
- Burhannudin, B., Zainul, M., & Harlie, M. (2019). *Pengaruh Disiplin Kerja, Lingkungan Kerja, dan Komitmen Organisasional terhadap Kinerja Karyawan*. Jurnal Maksipreneur: Manajemen, Koperasi, Dan Entrepreneurship, 8(2), 191.
- Calandra, D. (2022). *Knowledge management and digital transformation for Industry 4.0: a structured literature review*. Knowledge Management Research & Practice.
- Chen, J. (2022). *Building data-driven dynamic capabilities to arrest knowledge hiding: A knowledge management perspective*. Journal of Business Research. p 1138-1154.
- Danielson, J. (2022). *Artificial intelligence and systemic risk*. Journal of Banking & Finance.
- Duan et al. (2019). *Artificial intelligence for decision making in the era of Big Data – evolution, challenges and research agenda*. International Journal of Information Management.
- Duli, N. (2019). *Metodologi Penelitian Kuantitatif : Beberapa Konsep Dasar untuk Penulisan Skripsi & Analisis Data dengan SPSS*. Yogyakarta: CV. Budi Utama.
- Ghozali, Imam., & Latan, H. (2020). *Partial Least Squares: Konsep, Teknik, dan Aplikasi Menggunakan Program SmartPLS 3.0*. Badan Penerbit Undip.
- Gurteen, D. (2012). *Creating a Knowledge Sharing Culture*, Knowledge Management Magazine, vol 2. No 2, Februari.
- Goralski, M. A., & Tan, T. K. (2020). *Artificial intelligence and sustainable development*. International Journal of Management Education.
- Haider et al. (2022). *The impact of responsible leadership on knowledge sharing behavior through the mediating role of person–organization fit and moderating role of higher educational institute culture*. Journal of Innovation & Knowledge.
- Haleem et al. (2022). *Artificial intelligence (AI) applications for marketing: A literature-based study*. International Journal of Intelligent Networks.

- Hair et al. (2019) *Multivariate Data Analysis* (8 ed.). United Kingdom: Cengage Learning.
- Hakim, F. (2020). *Pengaruh Komunikasi, Motivasi dan Lingkungan Kerja Terhadap Kinerja Karyawan Pada PT. Angkasa Pura II (Persero) Kantor Cabang Kualanamu*. *Jurnal Ilmiah Magister Manajemen* Vol 3, No. 1, Maret 2020, 107-119.
- Haryati, R. (2019). *Analisis Penilaian Kinerja Pegawai Pada Bagian Kepegawaian dan Umum Direktorat Jenderal P2P Kementerian Kesehatan*. *Widya Cipta*, p 61-70.
- Harb et al., (2021). *The impact of responsible leadership on knowledge sharing behavior through the mediating role of person–organization fit and moderating role of higher educational institute culture*. *Journal of Innovation & Knowledge* Vol.7.
- Hasibuan, H. (2019). *Manajemen Sumberdaya Manusia*. Jakarta: Bumi Aksara.
- Hazmanan, K.(2020). *Pengaruh Komunikasi, Motivasi dan Lingkungan Kerja Terhadap Kinerja Karyawan Pada PT. Angkasa Pura II (Persero) Kantor Cabang Kualanamu*. *Jurnal Ilmiah Magister Manajemen* Vol 3.
- Kaur et al. (2019). *Organizational ambidexterity through global strategic partnerships: a cognitive computing perspective*. *Technological Forecasting and Social Change*. p 43-54.
- Lee, S. (2020). *Industrial human resource management optimization based on skills and characteristics*. *Computers & Industrial Engineering*.
- Maria, P. (2019). *Pengaruh Artificial Intelligence dan Digital Marketing Terhadap Minat Beli Konsumen*. *Semantic scholar*.
- Marwansyah. (2019). *Manajemen sumber daya manusia* (2nd ed.). Bandung: Alfabeta.
- Meliana, D. L., Sofia, A. S., dan Olivia, F. (2020). *Knowledge Management dan Pengembangan Sumber Daya Manusia terhadap Kinerja Karyawan Bank Mandiri KC Tahuna*, Vol 1, No 4, 334-338.
- Monticolo, D. (2020). *OCEAN: A multi agent system dedicated to knowledge management*. *Journal of Industrial Information Integration*.
- Nana, D., Abdul, K.M. (2020). *The influence of knowledge management towards employee's competence and its effect to the employee's performance*.
- Navleen, K. (2020). *The Influence of Artificial Intelligence on the Banking Industry & How AI Is Changing the Face of Modern Day Banks*. *International Journal of Management*.
- Nurdin, I., & Hartati, S. (2019). *Metodologi Penelitian Sosial*. Media Sahabat Cendekia.
- Opatha. (2019) *A study of bachelor's degrees in human resource management in three Sri Lankan leading state universities*. *Universal Journal of Educational Research*.

- Pereira, L. (2021). *Knowledge Management Maturity Contributes to Project-Based Companies in an Open Innovation Era*. Journal of Open Innovation: Technology, Market, and Complexity.
- Priyadharshini, B. (2023). *Artificial Intelligence-Enabled Knowledge Management Using a Multidimensional Analytical Framework of Visualizations*. International Journal of Cognitive Computing in Engineering. P. 240-247.
- Robbins (2016:260) dalam Bintoro dan Daryanto (2017:107) *Manajemen Penilaian Kinerja Karyawan*. Penerbit Gaya Media
- Reni, J. (2019). *Analisis Pengaruh Pelatihan Dan Pengembangan SDM Terhadap Kinerja Pada Pegawai BPS Kabupaten Ogan Ilir*. Jurnal Ilmiah Bina Manajemen.
- Russell, S.J. and Norvig, P. (2016). *Artificial Intelligence: A Modern Approach*. Pearson Education Limited, Malaysia.
- Satheesh, K. (2021). *Applications of Artificial Intelligence on Customer Experience and Service Quality of the Banking Sector*. International Management Review.
- Sinambela. (2019). *Manajemen Kinerja Pengelolaan Pengukuran, dan Implikasi Kinerja*. Depok: RajaGratindo Persada.
- Sinambela. (2021). *Metodologi Penelitian Kuantitatif - Teori Dan Praktik*. Depok: Rajawali Pers.
- Smith, P. (2023). *Artificial Intelligence and Knowledge Management: A Partnership Between Human and AI*. Business Horizons.
- Sugiyono. (2019). *Metodelogi Penelitian Kuantitatif dan Kualitatif Dan R&D*. Bandung: ALFABETA.
- Sugiyono. (2020). *Metode Penelitian Kualitatif*. Bandung: Alfabeta.
- Yuniar, E. (2019). *Implementasi Chatbot "Alitta" Asisten Virtual Dari Balittas Sebagai Pusat Informasi Di Balittas*. Antivirus Jurnal Ilmiah Teknik Informatika.
- Whysall et al. (2019). *The new talent management challenges of Industry 4.0*. Journal of Management Development. p 118-129.
- Zulkifli, (2019). *Does Knowledge Management Enhance Innovation: A Literature Review*. International journal of scientific and technology research.