

DAFTAR PUSTAKA

- Abdillah W dan Hartono J. (2015). *Partial Least Square (PLS), Alternatif Structural Equation Modeling (SEM)*. Penerbit Andi. Yogyakarta.
- Abd-Alrazaq AA, Alajlani M, Ali N, Denecke K, Bewick BM, Househ M. *Perceptions and Opinions of Patients About Mental Health Chatbots: Scoping Review*. J Med Internet Res. 2021 Jan 13;23(1):e17828. doi: 10.2196/17828. PMID: 33439133; PMCID: PMC7840290.
- ACSQHC (Australian Commission on Safety and Quality in Health Care). (2020). *National Safety and Quality Digital Mental Health Standards*. Sydney: ACSQHC.
- Adamopoulou E, Moussiades L. (2020). *An overview of chatbot technology. Proceedings of the 16th International Conference on Artificial Intelligence Applications and Innovations; AIAI '20*Neos Marmaras, Greece. pp. 373–83.
- Ahmed A, Aziz S, Khalifa M, Shah U, Hassan A, Abd-Alrazaq A, Househ M. *Thematic Analysis on User Reviews for Depression and Anxiety Chatbot Apps: Machine Learning Approach*. JMIR Form Res. 2022 Mar 11;6(3):e27654. doi: 10.2196/27654. PMID: 35275069; PMCID: PMC8956988.
- Ajzen, (1991) *The Theory of Planned Behavior*, Organ. Behav. Hum. Decis. Process. 50 179–211. [https://doi.org/10.1016/0749-5978\(91\)90020-T](https://doi.org/10.1016/0749-5978(91)90020-T)
- Alagarsamy S, Mehroliya S. (2023). *Exploring chatbot trust: Antecedents and behavioural outcomes*. Heliyon. doi: 10.1016/j.heliyon.2023.e16074. PMID: 37206046; PMCID: PMC10189503.
- Ayanwale, M.A. and Ndlovu, M., (2024). *Investigating factors of students' behavioral intentions to adopt chatbot technologies in higher education: Perspective from expanded diffusion theory of innovation*. Computers in Human Behavior Reports, p.100396.
- Barbayannis G, Bandari M, Zheng X, Baquerizo H, Pecor KW and Ming X (2022) *Academic Stress and Mental Well-Being in College Students: Correlations, Affected Groups, and COVID-19*. Front. Psychol. 13:886344. doi: 10.3389/fpsyg.2022.886344
- Belda-Medina, J.; Calvo-Ferrer, J.R. (2022). *Using Chatbots as AI Conversational Partners in Language Learning*. Appl. Sci 8427. <https://doi.org/10.3390/app12178427>
- Bhugra D, Till A, Sartorius N. (2013). *What is mental health?* Psikiatri Int J Soc 1 :3–4. 10.1177/0020764012463315

- Chang IC, Shih YS, Kuo KM. *Why would you use medical chatbots? interview and survey*. Int J Med Inform. 2022 Sep;165:104827. doi: 10.1016/j.ijmedinf.2022.104827. Epub 2022 Jun 30. PMID: 35797921.
- Cheng, E.W.L. (2019). *Choosing between the theory of planned behavior (TPB) and the technology acceptance model (TAM)*. Education Tech Research Dev 67, 21–37 (<https://doi.org/10.1007/s11423-018-9598-6>).
- Chin H, Song H, Baek G, Shin M, Jung C, Cha M, Choi J, Cha C. (2023). *The Potential of Chatbots for Emotional Support and Promoting Mental Well-Being in Different Cultures: Mixed Methods Study*. J Med Internet Res;25:e51712 doi: 10.2196/51712, PMID: 37862063, PMCID: 10625083
- Choerunisa, M. (2022). *Rancangan Telegram Bot Sebagai Media Informasi dan Pelayanan Pelanggan*. Jurnal Ilmiah Wahana Pendidikan, 8(17), 266-272. <https://doi.org/10.5281/zenodo.7076520>
- Da Tao, Tieyan Wang, Tieshan Wang, Tingru Zhang, Xiaoyan Zhang, Xingda Qu. (2020). *A systematic review and meta-analysis of user acceptance of consumer-oriented health information technologies*, Computers in Human Behavior, Volume 104, 2020, 106147, ISSN 0747-5632, <https://doi.org/10.1016/j.chb.2019.09.023>.
- Davis, F. D. (1989). *Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology*. MIS Quarterly, 13(3), 319–340. <https://doi.org/10.2307/249008>
- Ferdinand, A. (2014). *Metode Penelitian Manajemen : Pedoman Penelitian untuk Penulisan Skripsi Tesis dan Disertasi Ilmu Manajemen (5th ed.)*. Universitas Diponegoro.
- Graham, C. R. (2015). *Emerging Practice and Research in Blended Learning*. In *Handbook of Distance Education* (3rd ed., pp. 333-350). Routledge. <https://doi.org/10.4324/9780203803738.ch21>
- Hair, J.F., Hult, G.T.M., Ringle, C.M., Sarstedt, M., Danks, N.P., Ray, S. (2021). *An Introduction to Structural Equation Modeling*. In: *Partial Least Squares Structural Equation Modeling (PLS-SEM) Using R*. Classroom Companion: Business. Springer, Cham. https://doi.org/10.1007/978-3-030-80519-7_1
- Haque MDR, Rubya S. (2023). *An Overview of Chatbot-Based Mobile Mental Health Apps: Insights From App Description and User Reviews*. JMIR Mhealth Uhealth.;11:e44838. doi: 10.2196/44838. PMID: 37213181; PMCID: PMC10242473.
- Hartono, J. (2007). *Sistem Informasi Keperilakuan*. Penerbit Andi. Yogyakarta.

- Hsieh, H.-L.; Lai, J.-M.; Chuang, B.-K.; Tsai, C.-H. (2022). *Determinants of Telehealth Continuance Intention: A Multi-Perspective Framework*. Healthcare 2022, 10, 2038. <https://doi.org/10.3390/healthcare10102038>
- Hsu, Y. P., Chih-Hsi, Y., & Hsu, W. C. (2019). *Factors Influencing Users' Willingness to Consult Chatbots for Health Information*. International Journal of Innovation in Management, 7(2), 117-126.
- Iancu I, Iancu B. *Interacting with chatbots later in life: A technology acceptance perspective in COVID-19 pandemic situation*. Front Psychol. 2023 Jan 16;13:1111003. doi: 10.3389/fpsyg.2022.1111003. PMID: 36726494; PMCID: PMC9884968.
- Institute for Health Metrics and Evaluation (IHME). (2020). *Findings from the Global Burden of Disease Study 2019*. Seattle, WA: IHME <https://doi.org/10.6069/P5WM-5A36>. available from [https://vizhub.healthdata.org/gbd-results/\(link is external\)](https://vizhub.healthdata.org/gbd-results/(link is external))
- Into the Light Indonesia. (2021). *Seri Laporan ke-1: Laporan Perilaku Penggunaan Layanan Kesehatan Mental di Indonesia 2021 - Hasil Awal*. Jakarta: Into The Light Indonesia. Diunduh dari www.intothelightid.org.
- Ioana R. Podina, Ana-Maria Bucur, Liviu Fodor & Rareş Boian. (2023). *Screening for common mental health disorders: a psychometric evaluation of a chatbot system*, Behaviour & Information Technology, DOI: 10.1080/0144929X.2023.2275164
- Podina, I. R., Bucur, A.-M., Fodor, L., & Boian, R. (2023). Screening for common mental health disorders: A psychometric evaluation of a chatbot system. Behaviour & Information Technology. Advance online publication. <https://doi.org/10.1080/0144929X.2023.2275164>
- Kasilingam, Dharun Lingam. (2020). *Understanding the attitude and intention to use smartphone chatbots for shopping*. Technology in Society, Elsevier, vol. 62(C).
- Kemenkes (Kementerian Kesehatan RI). (2018). *Hasil Riset Kesehatan Dasar (Riskesdas) 2018*. Jakarta: Badan Penelitian dan Pengembangan Kesehatan Kementerian RI.
- Kelly Sage, Sherrie-Anne Kaye, and Oscar Oviedo-Trespalacios. 2023. *What factors contribute to the acceptance of artificial intelligence? A systematic review*. Telemat. Inf. 77, C (Feb 2023). <https://doi.org/10.1016/j.tele.2022.101925>
- Keyes CLM. (2014). *Mental health as a complete state: how the salutogenic perspective completes the picture*. In: Bauer GF, Hämmig O, editors. Bridging

occupational, organizational and public health. Dordrecht: Springer; pp. 179–92

Kim AJ, Yang J, Jang Y, Baek JS. (2021). *Acceptance of an Informational Antituberculosis Chatbot Among Korean Adults: Mixed Methods Research*. JMIR Mhealth Uhealth 2021;9(11):e26424. doi: 10.2196/26424. PMID: 34751667. PMCID: 8663686

King DR, Emerson MR, Tartaglia J, Nanda G, Tatro NA. (2023). *Methods for Navigating the Mobile Mental Health App Landscape for Clinical Use*. Curr Treat Options Psychiatry. 24:1-15. doi: 10.1007/s40501-023-00288-4. Epub ahead of print. PMID: 37360961; PMCID: PMC10206563.

Kucuk S, Baydas Onlu O, Kapakin S. (2020). *A Model for Medical Students' Behavioral Intention to Use Mobile Learning*. J Med Educ Curric Dev. 1;7:2382120520973222. doi: 10.1177/2382120520973222. PMID: 33313399; PMCID: PMC7716062.

Lai, P.C. (2017) *The Literature Review of Technology Adoption Models and Theories for The Novelty Technology*. Journal of Information Systems and Technology Management, 14, 21-38.

Lattie EG, Adkins EC, Winkquist N, Stiles-Shields C, Wafford QE, Graham AK. (2019). *Digital Mental Health Interventions for Depression, Anxiety, and Enhancement of Psychological Well-Being Among College Students: Systematic Review*. J Med Internet Res. 22;21(7):e12869. doi: 10.2196/12869. PMID: 31333198; PMCID: PMC6681642.

Lee, Y. C., Yamashita, N., & Huang, Y. (2020). *Designing a Chatbot as a Mediator for Promoting Deep Self-Disclosure to a Real Mental Health Professional*. Proceedings of the ACM on Human-Computer Interaction, 4(CSCW1), Article 31. <https://doi.org/10.1145/3392836>

Li Q. (2020). *Healthcare at Your Fingertips: The Acceptance and Adoption of Mobile Medical Treatment Services among Chinese Users*. Int J Environ Res Public Health. 2020 Sep 21;17(18):6895. doi: 10.3390/ijerph17186895. PMID: 32967230; PMCID: PMC7558837.

Mann, F., Wang, J., Pearce, E. et al. (2022). *Loneliness and the onset of new mental health problems in the general population*. Soc Psychiatry Psychiatr Epidemiol 57, 2161–2178 (2022). <https://doi.org/10.1007/s00127-022-02261-7>

Maples, B., Cerit, M., Vishwanath, A. et al. *Loneliness and suicide mitigation for students using GPT3-enabled chatbots*. npj Mental Health Res 3, 4 (2024). <https://doi.org/10.1038/s44184-023-00047-6>

- Matos, PV, Romao, M., Sarmento, JM, & Abaladas, A. (2019). *The adoption of project management methodologies and tools by NGOs: A mixed methods perspective*. Journal of Business Research Volume 101, August 2019, Pages 651-659. <https://doi.org/10.1016/j.jbusres.2019.01.067>
- Mattioli, Michael. (2021). *Pooling Mental Health Data with Chatbots*. Books & Book Chapters by Maurer Faculty. 241. Governing Privacy in Knowledge Commons (pp.70-97). 'doi: 10.1017/9781108749978.004'
- Muhammad Zudhy Irawan, Faza Fawzan Bastarianto, Sigit Priyanto. (2022). *Using an integrated model of TPB and TAM to analyze the pandemic impacts on the intention to use bicycles in the post-COVID-19 period*. IATSS Research, Volume 46, Issue 3, Pages 380-387, ISSN 0386-1112, <https://doi.org/10.1016/j.iatssr.2022.05.001>.
- Nikita, N., (2015). *The impact of attitude, subjective norm, perceived behavioral control, trust, perceived benefit and perceived risk toward KlikBCA usage intention in Surabaya*. iBuss Management, 3(2).
- Nurfauzan, J. A., & Priyono, A. (2022). *Analisis TAM dan TPB dalam Penerimaan Aplikasi Perdagangan Saham Seluler (Mobile) di Kalangan Investor di Indonesia*. Selektamanajemen: Jurnal Mahasiswa Bisnis & Manajemen, 1(4), 79–96. Retrieved from <https://journal.uin.ac.id/selma/article/view/24883>
- O'Sullivan R, Burns A, Leavey G, Leroi I, Burholt V, Lubben J, Holt-Lunstad J, Victor C, Lawlor B, Vilar-Compte M, Perissinotto CM, Tully MA, Sullivan MP, Rosato M, Power JM, Tiilikainen E, Prohaska TR. (2021). *Impact of the COVID-19 Pandemic on Loneliness and Social Isolation: A Multi-Country Study*. Int J Environ Res Public Health. doi: 10.3390/ijerph18199982. PMID: 34639283; PMCID: PMC8508181.
- Palos-Sanchez PR, Saura JR, Rios Martin M, Aguayo-Camacho M. *Toward a Better Understanding of the Intention to Use mHealth Apps: Exploratory Study*. JMIR Mhealth Uhealth. 2021 Sep 9;9(9):e27021. doi: 10.2196/27021. PMID: 34499044; PMCID: PMC8461538
- Park, D.Y.; Kim, H. (2023). *Determinants of Intentions to Use Digital Mental Healthcare Content among University Students, Faculty, and Staff: Motivation, Perceived Usefulness, Perceived Ease of Use, and Parasocial Interaction with AI Chatbot*. Sustainability 15, 872. <https://doi.org/10.3390/su15010872>
- Park S Y, Nicksic Sigmon C, Boeldt D. (2022). *A Framework for the Implementation of Digital Mental Health Interventions: The Importance of Feasibility and Acceptability Research*. Cureus 14(9): e29329. doi:10.7759/cureus.29329

- Prescott MR, Sagui-Henson SJ, Welcome Chamberlain CE, Castro Sweet C, Altman M. (2022). *Real world effectiveness of digital mental health services during the COVID-19 pandemic*. PLoS One. 18;17(8):e0272162. doi: 10.1371/journal.pone.0272162. PMID: 35980879; PMCID: PMC9387818.
- Ramdani B, Duan B, Berrou I. (2020). *Exploring the Determinants of Mobile Health Adoption by Hospitals in China: Empirical Study*. JMIR Med Inform 2020;8(7):e14795 doi: 10.2196/14795
- Sánchez Andr  s, J., & Gen  -Albesa, J. (2024). *Not with the bot! The relevance of trust to explain the acceptance of chatbots by insurance customers*. Humanities and Social Sciences Communications, 11(1), 1-12.
- Silva, F.A.; Shojaei, A.S.; Barbosa, B. (2023). *Chatbot-Based Services: A Study on Customers' Reuse Intention*. J. Theor. Appl. Electron. Commer. Res. 18, 457-474. <https://doi.org/10.3390/jtaer18010024>
- Sorkin, Dara & Janio, Emily & Eikey, Elizabeth & Schneider, Margaret & Davis, Katelyn & Schueller, Stephen & Stadnick, Nicole & Zheng, Kai & Neary, Martha & Safani, David & Mukamel, Dana. (2021). *Rise in Use of Digital Mental Health Tools and Technologies in the U.S. During the COVID-19 Pandemic*. Journal of Medical Internet Research. 23. 10.2196/26994.
- Sudana, O., Paramartha, A., Wirdiani, A., & Rusjayanthi, D. (2022). *Design and Implementation of Telegram Bot for Integrated Hospital Information System*. JST (Jurnal Sains dan Teknologi). Volume 11 Number 1, Tahun 2022, pp. 165-174P-ISSN: 2303-3142E-ISSN: 2548-8570Open Access: <https://dx.doi.org/10.23887/jst-undiksha.v11i1>
- Sugiyono. (2019). *Metode Penelitian Kuantitatif*. Bandung: Alfabeta, CV.ISBN 9786022893738
- Sujood. (2022). *Consumers' intention towards the use of smart technologies in tourism and hospitality (T&H) industry: a deeper insight into the integration of TAM, TPB and trust*. Journal of Hospitality and Tourism Insights: ISSN: 2514-9792 .Vol. ahead-of-print No. ahead-of-print. <https://doi.org/10.1108/JHTI-06-2022-0267>
- Taylor, S., & Todd, P. (1995). *Assessing IT Usage: The Role of Prior Experience*. MIS Quarterly, 19(4), 561–570. <https://doi.org/10.2307/249633>
- The Lancet Digital Health. (2022). *Mental health in the digital age*. Lancet Digit Health. Nov;4(11):e765. doi: 10.1016/S2589-7500(22)00191-1. Epub 2022 Oct 10. PMID: 36229344.
- Too LS, Spittal MJ, Bugeja L, Reifels L, Butterworth P, Pirkis J. (2019). *The association between mental disorders and suicide: A systematic review and*

meta-analysis of record linkage studies. J Affect Disord. 1;259:302-313. doi: 10.1016/j.jad.2019.08.054. PMID: 31450139.

Torous J, Jän Myrick K, Rauseo-Ricupero N, Firth J. (2020). *Digital Mental Health and COVID-19: Using Technology Today to Accelerate the Curve on Access and Quality Tomorrow*. JMIR Ment Health (3):e18848 doi: 10.2196/18848 PMID: 32213476 PMCID: 7101061

Universitas Gadjah Mada. (2023). *Seminar Kesehatan Mental dan Launching ChatbotLintang; Creative Conversation Space; The Art of Creating a Safe Discussion Forum*. Materi Pengembangan LintangBot sebagai Upaya Kreatif untuk Percakapan terkait Kesehatan Mental berbasis Teknologi disampaikan oleh dr. Fatwa Sari Tetra Dewi, MPH., Ph.D. akses melalui <https://www.youtube.com/watch?v=kZA2BG0RJ7c>

Vilas Sawrikar, Kellie Mote. (2022). *Technology acceptance and trust: Overlooked considerations in young people's use of digital mental health interventions*. *Health Policy and Technology*. Volume 11, Issue 4, 100686, ISSN 2211-8837, <https://doi.org/10.1016/j.hlpt.2022.100686>.

WHO (World Health Organization). (2004). *Promoting Mental Health: Concepts, Emerging Evidence, Practice (Summary Report)*. World Health Organization, Geneva, Switzerland. <https://www.who.int/publications/i/item/9241562943>

WHO (World Health Organization). (2015). *Mental health atlas 2014*. World Health Organization. <https://apps.who.int/iris/handle/10665/178879>

Wies B, Landers C and Ienca M. (2021). *Digital Mental Health for Young People: A Scoping Review of Ethical Promises and Challenges*. Front. Digit. Health 3:697072. doi: 10.3389/fdgth.2021.697072

Wren-Lewis S, Alexandrova A. (2021). *Mental Health Without Well-being*. *J Med Philos*. 2;46(6):684-703. doi: 10.1093/jmp/jhab032. PMID: 34668012; PMCID: PMC8643588.

Xiwei Wang, Ran Luo, Yutong Liu, Peng Chen, Yuanyuan Tao, Yuming He, *Revealing the complexity of users' intention to adopt healthcare chatbots: A mixed-method analysis of antecedent condition configurations*. *Information Processing & Management*, Volume 60, Issue 5, 103444, ISSN 0306-4573, <https://doi.org/10.1016/j.ipm.2023.103444>.

Yao Y, Wang P, Jiang Y, Li Q, Li Y. (2022). *Innovative online learning strategies for the successful construction of student self-awareness during the COVID-19 pandemic: Merging TAM with TPB*. *Journal of Innovation & Knowledge*. 7(4):100252. doi: 10.1016/j.jik.2022.100252. Epub 2022 Aug 24. PMCID: PMC9399126.

- Y.J, Oh., Zhang, J., Fang, ML. et al. (2021). *A systematic review of artificial intelligence chatbots for promoting physical activity, healthy diet, and weight loss*. Int J Behav Nutr Phys Act 18, 160 <https://doi.org/10.1186/s12966-021-01224-6>
- Zin, K.S.L.T.; Kim, S.; Kim, H.-S.; Feyissa, I.F. (2023). *A Study on Technology Acceptance of Digital Healthcare among Older Korean Adults Using Extended Tam (Extended Technology Acceptance Model)*. Adm. Sci. 13, 42. <https://doi.org/10.3390/admsci13020042>