

Review of: "An Explorative Review of Artificial Intelligence Software (Chatbot) Impact on Education System"

Surbhi Choudhary¹

¹ National Institute of Technology, Kurukshetra

Potential competing interests: No potential competing interests to declare.

The manuscript provides review of how AI integration in educational system effect the industry. It touches upon the positives and negatives of using chatbots in an educational setup. Here are few points which may be considered. The improvements of each section is as follows:

Introduction

The problem statement needs to be **more structured** and should be curated in a way that it dispels the **importance** of this research. Following points may be considered

- The usage and dispersion of chatbot (educational context) should be mentioned using grey literature.
- After discussing the usage, the gap for the study should be defined (supported by some reserach gap available in the literature).
- Paper structure needs to be illustrated in the closing paragraph of Introduction (organisation of sections).

Literature review

Elaborate the **mention** of **past related studies** and describe their **methodology** and **substantial findings**.

Methodology

The methology seems very cummmbersome. The following stepwise way can be followed to improvise it

- Define exploratory research
- Why is exploratory research in used in this area (Chatbot usage in educational field)
- Justification for the methodolgy (Relevance of employing)

Results

Results have been framed comprehensively. No major modification required.

Conclusion

The sugguestions and points of practice should be mentioned. The implications for relevant stakeholders are altogether missing.

General points

- The article should incorporate more **latest studies** and should quote work from Journals like **Computers in human behavior, Journal of retailing and consumer services**
- Following articles may be referred <https://www.sciencedirect.com/science/article/pii/S0747563222002886>
<https://www.emerald.com/insight/content/doi/10.1108/ITP-02-2021-0152/full/html>
- The article is losing the touch of academic language and structure. Journals mentioned in 1st point can be considered.
- Incorporation of relevant Implications for the literature and practice.