

ABSTRACT

DEVELOPMENT OF CHATBOT FOR FREQUENTLY ASKED QUESTIONS IN UNDERGRADUATE PROGRAM OF COMPUTER SCIENCE

HIMAWAN SETYA DHARMA

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The rapid advancement of Artificial Intelligence (AI) has led to the development of intelligent agents such as chatbots, which are increasingly integrating into various aspects of daily life. Chatbots, leveraging Natural Language Processing (NLP), can provide human-like responses and handling numerous user queries efficiently. Historically, the concept of intelligent machines interacting with humans was first introduced by Alan Turing in 1950, with significant milestones including the creation of ELIZA in 1966 and ALICE in 1995. Modern chatbots are utilized across platforms like Google, Facebook, and Apple, and are even integrated with the Internet of Things (IoT). The deployment of chatbots in educational settings can significantly enhance service quality by providing quick and accurate information to students, thereby reducing the administrative workload. In the context of the Computer Science Undergraduate Program, students have reported dissatisfaction due to inadequate and delayed information regarding the Kampus Merdeka Program. This research aims to address these issues by developing a chatbot designed to handle frequently asked questions from university students. The chatbot employs NLP to learn from student queries and provide accurate and timely information, thus improving communication and operational efficiency within the educational institution. The primary objective of this research is to implement a conversational agent that can facilitate better information dissemination and enhance productivity by automating routine administrative tasks. The successful deployment of this chatbot is expected to bridge the communication gap between students and the administration, ensuring that students receive necessary information promptly and accurately.

Keywords: Artist Identification (AI), Chatbot, NLP, Administrative automation