BAB V

PENUTUP

5.1   Kesimpulan

Berdasarkan dari hasil penelitian yang telah dipaparkan, maka peneliti dapat menarik beberapa kesimpulan yaitu:

1. Telah dirancang aplikasi *chatbot* sebagai *digital assistant* untuk membantu Hubungan Masyarakat (Humas) Universitas Universal dalam menyampaikan informasi, serta membantu pengguna dalam memperoleh informasi yang dibutuhkan seputar *Frequently Asked Question* (FAQ) Universitas Universal.

2. Tingkat akurasi yang didapatkan dari model terlatih *loss* akhir mencapai 0.0003. Hasil dari pengujian kelayakan aplikasi didapatkan melalui penyebaran kuesioner kepada pengguna akhir setelah mereka menggunakan *chatbot*. Dalam pengujian ini, didapatkan sebanyak 33 pengguna akhir dan 1 staf Humas Universitas Universal diminta untuk mengisi kuesioner. Berdasarkan hasil pengujian kelayakan aplikasi, *chatbot* memperoleh skor akhir sebesar 86,72% dengan kategori sangat layak.

5.2   Saran

Berdasarkan hasil dalam penelitian ini, terdapat beberapa saran untuk penelitian selanjutnya:

1. Meluaskan ruang lingkup pembahasan, tidak hanya mencakup tentang *Frequently Asked Questions* (FAQ) atau informasi yang diperlukan ketika ingin mendaftar ke Universitas Universal, tetapi juga topik-topik

2. seperti prestasi dan kerja sama. Mengingat kemungkinan topik-topik tersebut juga dapat menjadi pertanyaan umum dari calon mahasiswa di masa depan.

3. Memperbanyak himpunan data dengan bahasa yang tidak baku, seperti bahasa-bahasa yang sering digunakan oleh anak muda.

4. Meningkatkan basis pengetahuan dan melatih *chatbot* dengan lebih banyak informasi mengenai Universitas Universal, agar *chatbot* dapat memberikan tanggapan yang lebih akurat.

5. Memberikan langkah-langkah atau skenario yang lebih spesifik dan terperinci dalam percakapan antara pengguna dan *chatbot*.

6. Menggunakan model yang terbaru dalam melatih himpunan data.

7. Menambahkan fitur *idle,* dimana jika pengguna *idle* selama beberapa waktu, maka layanan chatbot akan dihentikan untuk menutup percakapan.

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