

**Implementasi Dan Analisa Sistem Pelayanan Surat Keterangan Berbasis
Chatbot Di Desa Durikulon** (*Implementation and Analysis Chatbot-Based
Certificate Service System in Durikulon Village*)
Aji Seto Arifianto, S.ST., M.T. (*Supervisor*)

Abdul Aziz Rahmawan
Study Program of Informatics Engineering
Majoring of Information Technology
Program Studi Teknik Informatika
Jurusan Teknologi Informasi

ABSTRACT

Durikulon is one of the villages in Laren Subdistrict, Lamongan Regency, with a population of approximately 1,600. Within the government of Durikulon, exist a service to provide making certificates. However, the service system for making certificates in Durikulon is still carried out conventionally, specifically, people come to village hall to apply for a certificate. The preliminary study discovered that there were several constraints experienced by the people during applying for certificates such as the required documents for submitting an incomplete and some people did not have time to come to village hall during working hours. To solve this problem, a solution is needed that can facilitate the public to applying a certificate. Therefore, this research aims to implement chatbots and analyze the implementation of chatbots for making certificates in Durikulon. This research uses a system created by utilizing the bot features of Telegram. The post-research survey was used to analyze chatbot implementation by conducting usability testing and filling out the USE questionnaire in Durikulon community, totaling 30 people. The results of the usability test showed that the effectiveness aspect has a value of 100% and the efficiency aspect is 0.016 goals/sec, which means the bot is easy for users to use. While the USE questionnaire assessment obtained a value of 87% which indicates that users are satisfied with the bot. Based on the results, it can be concluded that the chatbot-based certificate service system in Durikulon can work well and can facilitate the submission of a certificate.

Key Words: *Certificate Service, Chatbots, Usability Testing*