**Pengembangan *Chabot* Pelayanan Informasi Akademik
Di Jurusan Informasi Polieteknik Negeri Jember**
*(Chatbot Development Academic Information Service on
Information Technology In Politeknik Negeri Jember).*

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ABSTRACT

To create a new platform in the distribution of valid academic information about TA, PKL, and KKN in the field of information technology at the Jember State Polytechnic, as well as to make the distribution of information effective and efficient. who can help the admin of the Information Technology Department at the Jember State Polytechnic and the Lecturer of the Information Technology Department at the Jember State Polytechnic to answer questions from students whose questions may be the same and keep repeating, of course admins and lecturers can answer the same questions over and over Of course it is not effective and efficient. Not to mention if students are shy and don't ask the admin directly and ask their friends, they also don't necessarily have valid answers. Based on this problem, the researchers built a chatbot to assist students in obtaining information on academic and non-procedural procedures about TA, PKL and KKN. Which is where the answers from the chatbots that have been developed are validated to their respective section coordinators. The chatbot built using the dialogueflow platform can be accessed using a browser because the application is in the form of a website. The results obtained are from the test questionnaire 46,5% chose very good, as much as 51,2% chose good, as much as 2,3% choose mooderate from 43 respondents felt chatbot was useful and from the accuracy test it was still lacking because it got scores for the TA category 52,5%,KHS 57,5%, and for the category of PKL 57,5%.

**Keywords*:* *chatbot, academic information, google dialogflow, Accuracy and precision testing chatbot.*