

IMPLEMENTATION OF HISTORICAL TOURISM OBJECT INFORMATION SYSTEM CHATBOT IN YOGYAKARTA CITY

Andhika Putri Nur Firdauzi
Informatics Study Program, Faculty of Science & Technology
University of Technology Yogyakarta
Jl. Ringroad Utara Jombor Sleman Yogyakarta
E-mail : andhikaputri0@gmail.com

ABSTRACT

Historical tourist destinations in the city of Yogyakarta can be easily searched via a browser. However, sometimes tourists who come to visit tourist attractions want to explore the city of Jogja more individually or without a tour guide. The information provided by the browser is sometimes too broad, making tourists confused about the choice of tourist attraction they want to visit. Many tourists are hesitant to come to historical tourist attractions due to lack of information. Such as information about the destination tourist attraction, the facilities provided, and transportation that can be used to get to the tourist attraction. If tourists cannot know this, it can reduce the level of tourist satisfaction because the information obtained and what is seen in the field is often different. Therefore, a chatbot model will be developed to make it easier for tourists to get information easily and in an integrated manner, so that tourists do not need to search for information from many websites, but with this chatbot website they can meet the required information needs.

The SVM model with manual TF-IDF that was developed has a dataset of 1816 rows obtained through website crawling. The results of the model evaluation carried out were an accuracy value of 96%. The model that was built can run well and can respond to input questions according to the context. However, based on a comparison of manual and library models, it was found that several adjustments need to be made to certain classes to achieve more optimal performance.

Keywords: Chatbot, Yogyakarta, Historical Tourism, Website, Information