

SISTEM PELAYANAN MANDIRI DESA BERBASIS *CHATBOT* DENGAN PENERAPAN KEAMANAN DATA PENGGUNA

Nama : Muhammad Sadhan Muriza
Nim : 6404221131
Dosen Pembimbing : Kasmawi, M.kom
: Muhammad Ikhsan Wibowo, M.T

ABSTRACT

Administrative services in Tameran Village still face various challenges, such as dependence on the presence of village officials, limited service hours, and administrative processes that have not yet been digitally integrated. These conditions result in inefficient services, uncertain administrative processing times, and difficulties for the community in accessing information and village services. This research aims to design and develop a chatbot-based community service system as a solution to improve the effectiveness, efficiency, and accessibility of administrative services in Tameran Village. The developed system allows the community to obtain service information, submit administrative requests, and monitor the status of their applications independently through the WhatsApp platform without having to visit the village office directly. The system development method includes user needs analysis, system architecture and database design, implementation of a chatbot integrated with a backend server, and system testing to ensure that all functions operate according to the requirements of village services. The results of the study indicate that the implementation of a WhatsApp-based chatbot service system can improve administrative process efficiency, accelerate service time, and provide easier access to services for the community. This system is expected to support the digitalization of public services and improve the quality of administrative services in Tameran Village.

Kata Kunci : *Chatbot, Self-service system, Data Security*