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ABSTRAK

Website sekolah dengan integrasi *chatbot* berbasis *Artificial Intelligence* layanan informasi sekolah merupakan salah satu media yang dapat membantu sekolah dalam menyediakan layanan informasi yang lebih efektif, interaktif, dan mudah diakses oleh pengguna. SMK Negeri 3 Bangkalan menghadapi kebutuhan akan media informasi sekolah yang mampu memberikan informasi secara cepat dan efisien kepada siswa maupun masyarakat. Oleh karena itu, dikembangkan website sekolah dengan integrasi *chatbot* berbasis *Artificial Intelligence* sebagai solusi dalam meningkatkan layanan informasi sekolah. Penelitian ini menggunakan model *System Development Life Cycle (SDLC) Waterfall* dengan lima tahapan, yaitu *analysis, design, implementation, testing, dan maintenance*. Hasil dari penelitian ini adalah sebuah website sekolah dengan integrasi *chatbot* berbasis *Artificial Intelligence* layanan informasi sekolah. Selain itu, website ini juga memenuhi empat aspek kualitas sistem berdasarkan ISO 25010. Kualitas sistem dalam penelitian ini menunjukkan hasil sebagai berikut: 1) aspek *functional suitability* dinilai “sangat baik” dengan persentase sebesar 100% dari ahli sistem. 2) aspek *performance efficiency* menunjukkan rata-rata waktu respon sebesar 1,28 detik yang dinyatakan dalam kategori “sangat baik”. 3) aspek *portability* memperoleh persentase sebesar 100% dan mampu berjalan dengan baik pada beberapa browser yang berbeda. 4) aspek *usability* memperoleh persentase sebesar 90,5% setelah dilakukan uji coba kepada pengguna dan dinyatakan “sangat layak”.

Kata kunci: *waterfall, website sekolah, chatbot, artificial intelligence*

Riva Ananda Yuanova Kamajaya. 2026. *Development of a School Website with Artificial Intelligence-Based Chatbot Integration for School Information Services*. Thesis, Informatics Education Study Program, Faculty of Teacher Training and Education, Universitas Trunodjoyo Madura. Advisor: Ana Tsalitsatun Ni'mah, S.Kom., M.Kom.

ABSTRACT

A school website integrated with an Artificial Intelligence-based chatbot for school information services is one of the media that can assist schools in providing information services that are more effective, interactive, and easily accessible to users. SMK Negeri 3 Bangkalan faced the need for a school information medium capable of delivering information quickly and efficiently to students and the public. Therefore, a school website integrated with an Artificial Intelligence-based chatbot was developed as a solution to improve school information services. This research used the System Development Life Cycle (SDLC) Waterfall model with five stages, namely analysis, design, implementation, testing, and maintenance. The result of this research is a school website integrated with an Artificial Intelligence-based chatbot for school information services. In addition, this website fulfills four system quality aspects based on ISO 25010. The system quality results in this research are as follows: 1) the functional suitability aspect was rated "very good" with a percentage of 100% by system experts. 2) the performance efficiency aspect showed an average response time of 1.28 seconds, which was categorized as "very good". 3) the portability aspect obtained a percentage of 100% and was able to run properly on several different browsers. 4) the usability aspect obtained a percentage of 90.5% after user testing and was categorized as "highly feasible".

Keywords: *waterfall, school website, chatbot, artificial intelligence*