

Abstract

In the fast-paced information era, university students often face difficulties in accessing the academic information they need. This study aims to develop an IndoBERT-based chatbot with a transformer architecture to provide timely and contextual academic information. The IndoBERT model was chosen for its ability to better understand the context of Indonesian conversations. An analysis was conducted on variations in batch size and the number of epochs during training to find an optimal configuration that balances accuracy and training time. The results show that a batch size of 128 and 125 epochs provide the best balance. However, prediction testing revealed difficulties in handling questions with keywords present in multiple labels, due to inconsistencies in pattern creation within the dataset. This study suggests improvements and additions to the pattern variations to enhance accuracy in dealing with more complex and ambiguous questions.

Keywords: *Chatbot, IndoBERT, Transformer, Academic Services*
