

ABSTRACT

The internship selection process at the Faculty of Applied Sciences faces significant challenges in terms of complexity and increasing student numbers. The increasing workload for Career and Internship Services (CIS) staff requires innovative solutions to improve the efficiency and effectiveness of the selection process. This research aims to develop a solution through Intelligent Chat Design for Internship Selection Process with a case study at the MFI Unit of the Faculty of Applied Sciences. The development method used is the waterfall method starting from needs analysis, design, implementation, testing and maintenance. The tools used utilise the Dialogflow platform, a chatbot application developed to conduct text-based automated interviews. The results of this study successfully implemented an intelligent chatbot that will be used as a virtual assistant for the internship selection process at the MFI Unit of the Faculty of Applied Sciences so as to increase the efficiency and effectiveness of the internship selection process, reduce the workload of MFI staff, and create a more positive experience for students and partner companies. Based on the results of blackbox testing that has been carried out, this chatbot application has successfully provided information in accordance with user needs.

Keywords: Chatbot, Internship, Dialogflow, waterfall, Intelligent Chat.