

Abstrak

Tourism in Indonesia is one of the resources that can be developed and devisa earner for the Indonesian state. Most tourists always look for digital information about their tourist destinations before traveling. Therefore, it is necessary to optimize finding information on tourism destinations so that the number of tourists can increase. One of the cities that has tourism potential is the city of Bandung and its surrounding area Unfortunately, sources of information about the city of Bandung are still very minimal, so tourists always find it challenging to find tourist destinations. So we developed a chatbot for recommendations of tourist attractions in Bandung, using a dialogflow combined with a content-based recommendation method. The recommendation system used aims to make recommendations using tourism data information. This chatbot application aims to make it easier for tourists to determine the place according to their wishes by using bots' question and answer method. The observed user satisfaction survey shows that the recommendation system made that conversations with chatbots are easy to understand (EOU), efficient (PE), and recommendations can be trusted by users (TR). This can be seen in the results of the (EOU) survey getting a score of 87.5%, (PE) getting a score of 84.4%, (TR) getting a score of 69%. This shows that the results of conversations with chatbots are easy to understand but have a shortage of 32% of users who think that the chatbots built are pretty challenging to use.

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