Chatbot as Online Learning and Exam Media

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ABSTRACT

This study has two main objectives, namely (1) building a chatbot as a learning media and online exams equipped with gamification features to increase student motivation; (2) evaluate and compare user experiences in conducting online learning and exams through chatbot-based e-learning with web-based e-learning using Moodle. This research was conducted following the Research and Development (R&D) procedure and the development model which is a combination of Lee and Owens (2004) and Pressman and Maxim (2014) models. The targets to be achieved are publications in accredited national journals or international proceedings and prototypes of a chatbot-based e-Learning platform for Digital Transformation courses running on Telegram instant messages. The built chatbot will apply a retrieval-based model. In addition, the gamification feature on the chatbot will allow students to obtain information related to top users on the leaderboard, progress or rewards obtained by other students, as well as other information that will be able to generate students' competitive motivation.

Kata Kunci: *e-learning, chatbot, gamification, online testing, telegram*