

ABSTRAK

Kasus kekerasan seksual di lingkungan perguruan tinggi masih sering tidak dilaporkan karena berbagai hambatan, seperti rasa takut, trauma, dan tidak tersedianya sarana pelaporan yang aman dan anonim. Kondisi ini menunjukkan perlunya solusi digital yang empatik dan responsif dalam mendampingi korban sejak awal. Penelitian ini bertujuan untuk merancang dan mengembangkan chatbot berbasis Natural Language Processing (NLP) sebagai media konsultasi dan pelaporan kekerasan seksual di lingkungan UPN Veteran Jakarta. Chatbot dirancang menggunakan pendekatan rule-based NLP dengan integrasi library Sastrawi untuk stemming Bahasa Indonesia dan TextBlob untuk analisis sentimen. Metode penelitian yang digunakan meliputi tahap identifikasi masalah, studi literatur, pengumpulan dan persiapan data, serta pengujian alur percakapan dan respons sistem. Data laporan disimpan dalam format CSV dan dapat diakses melalui antarmuka admin dengan otorisasi khusus. Untuk mendukung keamanan dan autentikasi admin, sistem juga diintegrasikan dengan Firebase Authentication. Hasil menunjukkan bahwa chatbot mampu mengarahkan percakapan secara bertahap, memberikan saran berdasarkan emosi pengguna, serta memfasilitasi pelaporan yang lebih aman dan terstruktur.

Kata Kunci : *Chatbot, Kekerasan Seksual, Natural Language Processing, Pelaporan, Sastrawi*

ABSTRACT

Sexual violence cases in university environments often go unreported due to various barriers, such as fear, trauma, and the absence of a safe and anonymous reporting platform. This condition highlights the need for a digital solution that is both empathetic and responsive in assisting victims from the beginning. This research aims to design and develop a chatbot based on Natural Language Processing (NLP) as a medium for consultation and reporting of sexual violence at UPN Veteran Jakarta. The chatbot is built using a rule-based NLP approach, integrating the Sastrawi library for Indonesian stemming and TextBlob for sentiment analysis. The research method includes problem identification, literature review, data collection and preparation, as well as testing of the conversation flow and system responses. Report data is stored in CSV format and can be accessed through an admin interface with special authorization. To enhance security and admin authentication, the system is also integrated with Firebase Authentication. The results show that the chatbot is capable of guiding users through structured conversations, providing recommendations based on emotional analysis, and facilitating safer and more organized reporting.

Keywords: *Chatbot, Natural Language Processing, Reporting, Sastrawi, Sexual Violence*