

# **Integrating LLM Chatbot in HR Business Process of Small IT Enterprise**

By

Adrian Siaril

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SWISS GERMAN UNIVERSITY

The Prominence Tower

Jalan Jalur Sutera Barat No. 15, Alam Sutera

Tangerang, Banten 15143 - Indonesia

Revision after the Thesis Defense on 4th of February 2025

## STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

Adrian Siaril

\_\_\_\_\_  
Student

\_\_\_\_\_  
Date

Approved by:



Dr. Ir. Heru Purnomo Ipung, M.Eng

\_\_\_\_\_  
Thesis Advisor

\_\_\_\_\_  
Date

Assoc. Prof. Dr. Tanika D. Sofianti, S.T., M.T.

\_\_\_\_\_  
Thesis Co-Advisor

\_\_\_\_\_  
Date

Dr. Maulahikmah Galinium, S.Kom., M.Sc.

\_\_\_\_\_  
Dean

\_\_\_\_\_  
Date

\_\_\_\_\_  
Adrian Siaril

## ABSTRACT

### INTEGRATING LLM CHATBOT IN HR BUSINESS PROCESS OF SMALL IT ENTERPRISE

By

Adrian Siaril

Dr. Ir. Heru Purnomo Ipung, M.Eng, Advisor

Assoc. Prof. Dr. Tanika D. Sofianti, S.T., M.T., , Co-Advisor

SWISS GERMAN UNIVERSITY

**Purpose** – The purpose of this study is to design an LLM-powered chatbot that can assist small business in their HR business process, specifically to document knowledge.

**Design/methodology/approach** – The study employs design science research (DSR), starting with problem identification and solution design. The proposed artifact is tested and evaluated using Retrieval Augmented Generation Assessment (RAGAs) and Unified Theory of Acceptance and Use of Technology (UTAUT) frameworks.

**Expected Findings (Hypothesis)** – The artifact successfully help knowledge documentation with minimal issues, and employees will perceive its benefits positively.

**Practical implications** – the artifact design presented in this study can be replicated and improved by future studies to explore the possibility of using LLM to assist knowledge management in organization.

**Originality/value** – Many prior researches have explored the role of LLM in knowledge management, and some studies also designed chatbot that assist knowledge management in organisation. However, this is the first study that attempted to design an LLM-based chatbot in to be used in domain of knowledge management.

*Keywords: Large Language Model, Knowledge Management, Chatbot, Knowledge documentation, Knowledge transfer, Design Science Research, Small Businesses*

## **DEDICATION**

This thesis is dedicated to all the small and medium enterprises (SMEs) in Indonesia, whose resilience and innovation serve as the backbone of our economy, driving growth and sustaining livelihoods across the nation.



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