



Kampus
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Kampus Merdeka

Advance Project

Prepared and presented by

+ TIM 9



Inovatif & Kolaboratif

Universal

Dataset





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About The Project

- Universal Studio Dataset consists of 50.860 reviews
- Universal Studio has 3 branches (Florida, Singapore, and Japan)
- Chatbot that can help customers and company
- Using Amazon Q Business



Dataset Condition

- Change the data type in review date column (`string` -> `datetime`)
- Change the data type in rating column (`float` -> `int`)
- Delete `45` duplicate data

DATASET



About the dataset

This dataset has **6 columns**:

- `reviewer`
- `rating`
- `written_date`
- `review_text`
- `branch`



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Cleaning Dataset



Use SQL

```
This example of
Single::ToString( >,
Single::ToString( String ),
Single::ToString( IFormatProvider ), and
Single::ToString( String*, IFormatProvider* )
generates the following output when run in the [en-US] culture.
A Single number is formatted with various combinations of format
strings and IFormatProvider.

IFormatProvider is not used; the default culture is [en-US]:
No format string:           11876.54
'E' format string:          1.187654E+004
'ES' format string:         1.18765E+004

A CultureInfo object for Inl-NLL is used for the IFormatProvider:
No format string:           11876.54
'M5' format string:         11.87654E+000
'E' format string:          1.187654E+004

A NumberFormatInfo object with digit group size = 2 and
digit separator ',' is used for the IFormatProvider:
'N' format string:          1.1876.54
'E' format string:          1.187654E+004
Press any key to continue . . .
```





Can you give me information what should i avoid in Universal Studio Japan



Based on the reviews in the data source, here are some things to avoid when visiting Universal Studios Japan (USJ):

Avoid visiting on weekends, public holidays, and school holidays, as the park can get extremely crowded with long wait times for the rides, sometimes over 2 hours. [1](#) The crowds can be overwhelming, with one reviewer describing it as feeling "like I was among a hive of ants." [1](#)

Avoid wearing slippers or sandals, as they may not be ideal for the roller coaster rides. The park provides rubber bands to tie your footwear, but the reviewer notes they may not be able to hold on to slippers. [1](#)

If you don't speak Japanese, the experience may not be as enjoyable, as the rides and attractions are primarily in Japanese with little to no English support. [1](#) One reviewer said "if you don't speak Japanese, then your experience would be bad." [1](#)

Unless you are willing to wait in very long lines, it's best to avoid the park if you don't purchase an express pass, which can significantly reduce wait times. [1](#) As one reviewer stated, "You'll spend most of your day in a line unless you can skip with your VIP pass." [1](#)

Overall, the reviews suggest that to have the best experience at USJ, visitors should plan ahead, purchase tickets and express passes in advance, and avoid peak visitation periods. [1](#)

Sources ▾



Insight for Customers



Can you tell me some bad reviews and which branches are those about?



Here is the answer to the question based on the information provided in the data source:

The data source contains several negative reviews about different Universal Studios locations. One review criticizes the Universal Studios park in Orlando, saying it is "in serious need of an overhaul" and that some of the rides "need to be scrapped and replaced". The reviewer states they would skip the Universal park altogether and only visit Islands of Adventure if they returned to Orlando . [\[1\]](#)

Another review of the Universal Studios park in Singapore describes it as "very disappointing", with long lines, overcrowding, and two of the main rides being out of order. The reviewer notes the park is small and the staff are unenthusiastic compared to the California and Florida branches . [\[2\]](#)

Additionally, a review of the Universal Studios park in Florida criticizes the long wait times, poor line management, and overcrowding, stating that the Harry Potter area is "really overcrowded" and that waiting hours for a short ride "takes the good out of the day" . [\[3\]](#)

Sources ▾



Insight for Company



Which branches has the highest rating in 2021



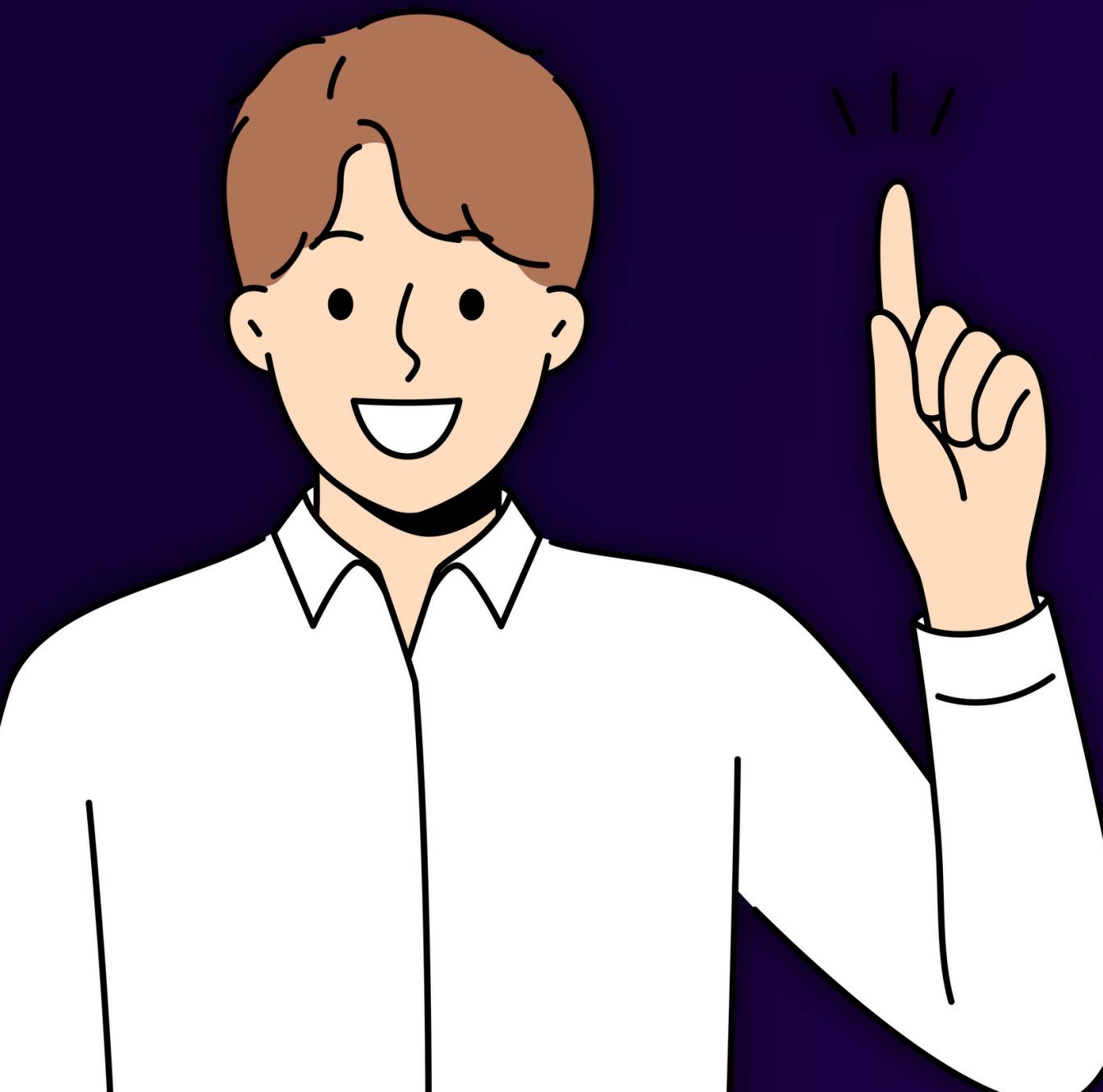
Sorry, I could not find relevant information to complete your request.



Improvement needed



Recomendation



Dataset Refinement

Improve error handling
messages in Amazon Q

Regular updates



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Apendix



https://github.com/Rr-Diajeng/capstone_revou_chatbot



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Thank You |



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