

CHAPTER I

INTRODUCTION

1.1 Project Background

MSU Information Service is a service that provides information about everything on campus, for example providing information about exam dates to students, providing registration schedule information for the general public, providing information about study programs and majors. To get MSU information, you can come directly to campus, but for the current pandemic we are having trouble. There is also an easier and faster way to access the MSU website so that prospective students/visitors don't have to come to campus to get information.

Utilization of the Information website has been running quite well, but it is not yet practical and effective. Students and the general public can only view information on the website without the concept of a brief question and answer. Users or website visitors must provide input such as clicking a menu button to display information such as the program offered, costs, intake, and others. So that when students or the general public have questions, users can only send comments or email to the address provided and can only wait for a reply that doesn't know when it will be answered. In addition, the interface that is deemed too small when opened using a mobile browser causes some students or the general public to find it difficult to visit the website.

Applications that will be made specifically for students and the general public. To be able to login and access MSU information services with the chatbot application that has been created, students must have a Matrix to login and for the general public are required to register first by email. provide answers that match the statement of the results of matching keywords in the knowledge base. According to [1] A chatbot is a computer program that processes natural language input from a user and generates an intelligent and relative response which is then sent back to the user. According to [2], Android is an opens source software stack that

includes an operating system, middleware, and applications. main cell phone. *Development open* and all applications are written using the same API and run at the same runtime.

Chatbot is a computer application development designed to be able to interact with humans via text messages. The chatbot has been equipped with artificial intelligence and natural language processing / NLP which makes it an intelligent computer application that can answer questions posed by humans. Chatbots are built to help humans in terms of information services / customer service, with existing topics. Artificial Intelligence Markup Language (AIML) is derived from the extensible Markup language (XML) which is used to artificially build conversational agents. AIML-based chatbots are renowned for being light in weight, easy to configure, and at a minimum cost. AIML has a class of data objects called AIML objects that describe the behavior of computer programs.

Based on the problems described above. There are solutions that can be offered so that students and the general public can access MSU's information services quickly and practically by using an AI-based chatbot. which presents the MSU Android Chatbot application. Where users only need to input questions into the chatbot, the user will immediately get the desired response quickly. With the creation of a chatbot, it is hoped that it will simplify, speed up, and improve the efficiency of MSU's information services.

1.2 Problems Statement

To get information about the MSU campus can be done by coming to campus, this is one of the obstacles for the public to get more detailed information. There is also an easier and faster way by visiting the MSU campus website, so that people don't need to come to campus to get information but when they have questions about further information or are not understood, users can only send emails without knowing when they will get a reply to the question. And also when the user wants to ask for information, it is not uncommon for the user to get a reply that is not

in accordance with questions asked by users. So its just a waste of time waiting for an answer.

1.3 Objectives

This project has the following objectives:

1. To Provide a platform for visitors to get information
2. To provide visitors more accurate feedback regarding registration information
3. The Chatbot Android application provides a short question and answer information service concept.

1.4 Scope

1.4.1 System Scope

1. There is a feedback feature that serves as a means to accommodate criticism and suggestions from users.
2. There is a notification feature as a reminder for students or the public about the event being held and a notification appears a few days before the event takes place.
3. The staff information feature has detailed information about the biodata and contacts of staff and lecturers.

1.4.2 Scope of User

1. Users are required to register first
2. User can access more detailed information about campus
3. There is a notification feature as a reminder for student or public about the event being held and a notification appears a few days before
4. The staff information feature has detailed information about biodata and contact lecturers

1.5 Assumption and Limitation

1.5.1 Assumption

With this AI-based Android Chatbot application, it is hoped that students and the general public will find it easier to get information services about the MSU campus quickly, practically and accurately.

1.5.2 Limitation

The focus of this Project is limited to:

1. Only registered people can access the chatbot
2. All users can access information about the campus in general, such as: registration date, application requirements for admission to MSU campus, exam date, major, etc..