

# ICOMITEE 2021 PROCEEDING

The 2021 International Conference on Computer Science, Information Technology and Electrical Engineering (ICOMITEE)

> October 27<sup>th</sup> – 28<sup>th</sup>, 2021 El Hotel Royale, Banyuwangi











#### PROCEEDINGS

#### 2021 International Conference on Computer Science, Information Technology, and Electrical Engineering (ICOMITEE 2021)

October, 27<sup>th</sup> - 28<sup>th</sup> 2021, Banyuwangi, Indonesia

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#### **Foreword from Conference Chair ICOMITEE 2021**

In the name of Allah, the Most Beneficent and the Most Merciful.

On behalf of the organizing committees, I would like to welcome all of you to Banyuwangi, Indonesia for the 2021 International Conference on Computer Science, Information Technology and Electrical Engineering (ICOMITEE).

2021 has been a very challenging year due to the COVID-19 pandemic. With the safety and well-being of our participants as our top priority, ICOMITEE, originally planned to be hold in Banyuwangi, Indonesia, has been converted to a hybrid conference. Nevertheless, while we may all be physically distant, we hope we can still connect intellectually. I would like to express my hearty gratitude to all participants for sharing and presenting your experiences in this hybrid conference. Only high-quality selected papers are accepted to be presented in this event, so we are also thankful to all the international reviewers and steering committee for their valuable works. I would like to give a compliment to all partners in publications and sponsorships for their valuable supports.

ICOMITEE 2021 is the international conference hosted by University of Jember (UNEJ), cohosted by Nahdlatul Ulama University of Surabaya (UNUSA), Teknokrat Indonesia University and Banyuwangi State Polytechnic. ICOMITEE 2021 is officially approved by IEEE Indonesia Section and IEEE Indonesia Computer Society Chapter for technical cosponsored.

This event is intended to provide technical forum and research discussion related to advance engineering on electrical & electronics, computer science and informatics. The Conference is aimed to bring researchers, academicians, scientists, students, engineers and practitioners together to participate and present their latest research finding, developments and applications related to the various aspects of Information System Management, Data Analytics & Big Data, IT Infrastructure and Security, Electrical and Telecommunication

Allow me to express my deepest gratitude to those who have made this conference possible. My thanks go to the Rector of the University of Jember. I would also like to thank the invited speakers: Prof. Md Saidur Rahman from Bangladesh University of Engineering and Technologi, Prof. Anton Satria Probuwono from King Abdulaziz University and Assoc. Prof. Dr. Ford Lumban Gaol from IEEE Indonesia Computer Society Chapter for accepting our invitation in the conference.

At this conference, the committee received total 77 full manuscripts from various cities in Indonesia and abroad such as China, Malaysia, Ireland, Australia, Poland, Srilanka, Kazakhstan, and India. But, after the review process, 38 full manuscripts were accepted.

I also want to thank and appreciate to all committee members, all TPC Sponsors and Financial Sponsors, all TPC members, and 393 high reputable reviewers from various countries, for all your dedications to the ICOMITEE 2021.

I look forward to having a successful conference, and we hope that all the attendees enjoy and get benefits from this conference.

**Prof. Saiful Bukhori ST., M.Kom.** Conference Chair of ICOMITEE 2021



#### Foreword from IEEE Indonesia Section

Dear distinguished guests, keynote speakers, colleagues, researchers, professionals, ladies and gentlemen, good morning, a prosperous, warm, and spirited greeting.

On behalf of IEEE Indonesia Section, we would like to extend our warmest welcome to all keynote speakers, presenters, and participants to the 2021 International Conference on Computer Science, Information Technology and Electrical Engineering (ICOMITEE). The conference aims to bring together researchers and experts in information systems to share their ideas, experiences and insights. The conference is organized by Universitas Jember (UNEJ) and technically co-sponsored by IEEE Indonesia Section.

IEEE Indonesia Section has conducted many activities over 33 years in Indonesia. IEEE Indonesia has more than 2,600 members and more than 50 senior members from industry professionals, academia and government. In terms of collaboration, IEEE Indonesia section has a good and mutual relationship with ICT organizations, Industries, Government, Universities as well as the Community in Indonesia. IEEE Indonesia also sponsors more than 50 high quality international conferences indexed by Scopus every year held by various universities in Indonesia. Since its formation in 1988, IEEE Indonesia has sponsored the publication of more than 20,000 publications of IEEE international conferences and more than 260 publications of IEEE international journals by Indonesian authors.

The ICOMITEE shows its sustainability due to the hard work of the conference organizers, well organized conference and high quality papers. We do hope in the near future some high quality conferences will be continued and strengthened, so the result will give more benefit and positive impact to the human being, especially to Indonesian people.

In this occasion, I would also like to say welcome to Banyuwangi, which serves beautiful heritages, culture, with warm, polite and friendly people, a vibrant culture and lifestyle.

Finally, we do hope all of you will have enjoyable and valuable experience during this event. You may share your best knowledge in your area of research and professional activities. Thank you.



<u>Dr. Ing. Wahyudi Hasbi</u> Chairman, IEEE Indonesia Section

#### Foreword from the IEEE Computer Society Chapter

#### Greetings!

It is our great pleasure and honor to welcome you to The 2021 International Conference on Computer Science, Information Technology, and Electrical Engineering (ICOMITEE) that will be held in El Royal Hotel Banyuwangi, 27-28 Oktober 2021.

In this event we will have the opportunities to exchange knowledge and information on latest researches and strengthening relationships amongs us, while enjoying the relaxing yet entertaining environment of Banyuwangi.

ICOMITEE is the international conference that will be held on the Faculty of Computer Science, University of Jember that collaborate with IEEE (Institute of Electrical and Electronics Engineers) Indonesia Section & IEEE Computer Society Indonesia Chapter.

The accepted papers will be published and presented Paper on the IEEE Xplore that will be indexed in SCOPUS.

Previously, ICOMITEE already held on October 2019 with the number of articiles with 84 papers from 4 countries, that already held with Blind-Review by more than 300 reviewers

Yours sincerely,

<u>Dr Ford Lumban Gaol</u> IEEE Computer Society Chapter - Chair Bina Nusantara University, Indonesia



#### Foreword from Rector of University of Jember

In the name of Allah, the Most Gracious and the Most Merciful.

First of all, I would like to welcome you all to the University of Jember, Indonesia. I am delighted to have you here to participate and attend the 2021 International Conference on Computer Science, Information Technology, and Electrical Engineering (ICOMITEE 2021). Thank you for joining and participating in the present conference that held in Banyuwangi during 27-28 October 2021

As almost occurring in every country, the COVID-19 outbreak resulted in a hard impact on some human development aspects, including human health, education, research, and social-economic. This situation has forced us to find an innovative and creative way in adapting the running situation, including how we carry out the international conference without interfering the participants health and safety. Therefore, this conference has been changed into hybrid method in order to harmonize between the continuation of conference agenda and the currently COVID-19 pandemic situation worldwide.

The conference is aimed to provide a forum for presentation and discussion among academics, researchers, and policymakers in this region relating to the current progresses in some topics like telecommunication, electrical, data analytics & big data, IT infrastructure & security, also management information system. I expect that all scientific papers resulted in and shared during this conference will inspire us to be more productive in this field and also enable further improvement of our work.

The hard work and valuable contributions of both the organizing and scientific conference committee members have made this conference organization possible. I thank everybody who in one way or other has contributed to make this international conference a success. Additional thanks is also delivered to our sponsors (IEEE Indonesian Section and IEEE Computer Society Indonesian Chapter) for providing support and assist us for this conference



<u>Dr. Ir. Iwan Taruna, M.Eng, IPM.</u> Rector of University of Jember, Indonesia

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Analysis of The Effect of Promotion an Technology Acceptance Model on Purchase Interest in Tokopedia

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Why do People Continue using the Webinar Application? Insight in the New Normal Period

#### LINE-based Virtual Friend Development for Borderline Personality Disorder

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Abstract-During the COVID-19 pandemic situation, the Indonesian government has declared various restrictions on human daily activities to minimize physical contact between people and reduce the transmission of COVID-19. After a very long time, these restrictions may be felt like "eating a simalakama fruit" as not only does it cause a positive result by breaking the chain of virus transmission between humans, but the restriction may also decrease the financial stability and increase people's level of stress. Meanwhile, it is known that Borderline Personality Disorder (BPD) as well as other mental health disorders, may happen to people with high fragility to stress. The original purpose of the development of LINE chatbot discussed in this paper, named "Sovi Lau" which is an acronym that stands for "Sobat Virtual Anti Galau" or "Anti-Stress Virtual Friend" is mainly to make a chatbot that can act as a friend who is always able to talk with and to discuss with. People suffering from BPD can also use it whenever they need. The use of LINE Messenger and Program-O is found to be the simplest way to develop a chatbot that can be used by psychologists to provide a good communication for people suffering from BPD.

#### Keywords— anti-stress, borderline personality disorder, chatbot, virtual friend

#### I. INTRODUCTION

The prolonged COVID-19 pandemic that comes along with various restrictions on human activities and public anxiety about the pandemic situation ultimately resulted in various negative impacts in the health, economic, tourism, socio-cultural, and other sectors. Especially for mentally fragile people, the ongoing COVID-19 pandemic situation may cause stress that ultimately leads to physical health problems as well as mental health issues [1]. This fragile group includes those people with borderline personality disorder whose fragility is caused by an act of overreaction to stress compared to normal people [2]. It is necessary to fully understand that borderline personality disorder as well as any other types of mental disorder can happen to anyone, even to some people who may think they have a tough personality or considered to have always been mentally strong.

Borderline personality disorder (BPD) is a mental disorder characterized by extreme mood swings and followed by impulsive behavior. According to the Diagnostic and Statistical Manual of Mental Disorders, 4th Edition (DSM-IV), BPD is commonly found in late adolescence and early adulthood. The main factor in BPD is childhood trauma and inappropriate parenting patterns, while the rest is heredity and other factors in adulthood. People with BPD also commonly shows unhappy childhood and difficulties to develop an interpersonal relationship with other people. However, as the number of people with BPD keeps increasing, the lack of research regarding borderline personality disorder in Indonesia sadly makes the number of people with BPD unclearly known [3].

Nevertheless, although the actual number of people with BPD in Indonesia is not yet being known, according to the Rencana Aksi Kegiatan 2020-2024 of Directorate General of P2P and Ministry of Health, the number of people with mental disorders in Indonesia has reached 236 million people and only fewer than 15% of people with mental disorders get mental health services they need because of not only the income problems but also the wrong stigma to mental illness. There is also lack of awareness and public knowledge on the symptoms of mental disorders that causes people with mental disorders to become unaware of their actual mental health situation, so that they are treated late by psychiatrists.

Unfortunately, delay in BPD treatments can be dangerous for the sufferer. The existence of impulses for impulsive and self-destructive behavior in people with BPD may cause them to tend to doing reckless things, such as promiscuity and substance abuse. As many as 50% of people with BPD in the United States are known to consume alcohol and illicit substances. Even worse, about 60-78% people in United States who suffer from BPD also showed suicidal tendencies, while 90% of them showed self-harm behavior [4]. The suicidal tendencies will continue increasing until they reach their highest percentage in the 20s. Meanwhile, the mortality rate of BPD patients reaches its highest percentage in the 30s. These problems certainly require special attention, considering the ages that are most vulnerable in people with BPD are at the age of 20 to 30 years old who are actually still at the age of the productive workforce and are naturally expected to have a good mental health condition to be able to live well.

In general, most people with BPD in Indonesia are known to avoid treatment due to various factors, such as the expensive cost of mental health treatments as well as the public perception that people who suffer any kind of mental disorders bring disgrace and embarrasment on their family [5]. People found to have mental disorders are often being underestimated, considered strange, and deserve to be ostracized from the society, so that people who experience symptoms of mental disorders tend to ignore their condition and choose not to seek any mental health experts or psychologists just so their conditions not being realized by their communities.

Meanwhile, the rapid development of technology and the massive use of gadgets in Indonesia can certainly be used to develop a chatbot that is easily accessible to the public in a broad range to identify symptoms of mental disorders and get the necessary recommendations from the psychiatric experts that can be used by people as an initial treatment for their psychological condition. The chatbot referred in this paper is a LINE chatbot named "Sovi Lau" which is an acronym that stands for "Sobat Virtual Anti Galau" or "Anti-Stress Virtual Friend".

According to Lexico Dictionaries, a chatbot is a computer program designed to have conversations with humans, especially over the internet. Chatbots allow humans to interact with technology using various kinds of voice, text, and touch input, and can be activated 24/7 [6]. Chatbots work by analyzing the user input, considering the appropriate response, and sending it to the user by using various outputs in the form of voice, text, or by completing a task ordered by the user. While from the user's perspective, users generally use the chatbots to increase productivity and other factors, such as entertainment factors, social factors, or just to try new things. Chatbots are also often being used to replace the role of personal assistants by adopting the characteristics of human behavior.

Sovi Lau is a LINE chatbot developed using the LINE Messaging API and can be accessed easily via LINE Messenger application. LINE Messaging API is an application programming interface (API) feature on LINE Messenger that allows two-way communication between the bot server service and LINE Messenger application. It is known to be reliable, easy to use and modify, and has various features that can make chats feel more realistic. LINE Messenger is chosen to run the chatbot because of its flexibility to be used freely on various platforms, such as smartphones and PCs with no additional charges. Besides, LINE Messenger is currently one of the most popular cross-platform social media with 167 million active users worldwide every month [7].

Considering the fact that there is slightly more than onehalf of BPD patients that can be fully recovered by having at least one stable and supportive relationship with a friend or partner [8], Sovi Lau's purpose is to be such a friend to the people with BPD so they have someone to talk with and they do not feel being alone. Sovi Lau is being equipped with the knowledge about BPD symptoms and treatments from a psychologist. Hopefully, the user can talk to Sovi Lau like talking to a friend as well as consulting with psychologist. This way, people suffering from BPD—who are commonly known to face struggle while establishing an interpersonal relationship with another—can have a virtual friend without having to directly being in touch with anyone if they do not want to while also getting the proper initial psychotherapy to their BPD symptoms from the psychologist.

#### II. CONCEPT OVERVIEW

Nowadays, we live in a digitalization era where so many kind of human daily activities can easily be done online. Our works these days are now hard to being separated to the use of an intelligent machine that make our life to be easier, even including our private lives. This digitalization trends can also affect the development of clinical psychology and psychotherapy, for example, chatbots can be used increasingly as the next generation of psychological interventions [9]. Using the same context, chatbots are computer programs that can have conversations with users, which technically based on dialog scripts that should be created by psychologists [10].

In Indonesia, patients with severe mental disorders have reached the number of 0.46% or about 1 million people. Of the total risk population of 1,093,150 people, only about 3.5% or 38,260 served in mental hospitals, general hospitals, or health center communities with sufficient mental health facilities [5]. These numbers are still to small and undeniably shows that many Indonesian people suffering from mental disorders not getting the necessary treatments for their condition. Lately be known, the main reason for this phenomenon is that people with mental disorders in Indonesia are oftenly being negatively stigmatized by their society, even by their families and closest relatives. Not only that their families labelled them as "strange" and "disgraced", but the families of people with mental disorders also face complex financial problems to pay for expensive costs of mental health treatments or hospitals. The minimum knowledge about mental health problems also cause them to be close-minded enough to assume that people with mental disorders can not be cured and deserve to be excluded from society.

Meanwhile, psychological internet interventions have been evaluated and viewed as an independent medium that does not depend on time and has no place limitations [11]. These can bridge to help to reduce treatment barriers and expand the availability of mental health care [12]. There should be no doubts on using an AI to take care of any mental health disorders, including the BPD, since numerous studies have also shown that this kind of interventions using cognitive-behavior AI have the same effectiveness as traditional face-to-face psychotherapy [13]. By the use of Sovi Lau chatbot, people with BPD are being able to have independent psychotherapy whenever necessary without having to worry about treatment costs, places, time, society stigmas, or any other matters simply just by accessing Sovi Lau through LINE Messenger application.

Sovi Lau is being built by combining the use of LINE Messaging API and Program-O AIML (Artificial Intelligence Markup Language) Interpreter. According to Github, Program-O was initially developed by Elizabeth Perreau and Dave Morton in 2014 using PHP and MySQL to store chatbot informations and AIML files. AIML itself is being defined as a scripting interpreter language that is one of the derivatives of XML (Extensible Markup Language) with more specific functions, one of which is to create a knowledge-based stimulus-response system [14]. While LINE Messaging API works by granting user requests from LINE Messenger and sending those requests in a form of Javascript Object Notation (JSON) to our bot server [15], Program-O that has been installed to the bot server helps to manage, store, add, delete, and edit Sovi Lau's knowledge from the external AIML files using MySQL as the database [16]. These activities are made possible since the Program-O itself has a control panel for the botmaster to do such things easily and overtime it can help to develop Sovi Lau to be a more intelligent and interactive chatbot with minimum time and risks.

Chatbots made on LINE, Telegram, and Facebook Messenger chat applications are not really different from the genuine applications in presenting questions and answers interactively in the form of text [17]. Below are some basic steps in the development of Sovi Lau chatbot using LINE Messenger :

#### A. Setting Up the Program-O

Program-O works as an AIML interpreter whose job is to run bots and provide bot responses for user input. The latest version of Program-O can be downloaded through https://github.com/Program-O/Program-O. After being downloaded, Program-O has to be installed on the webserver that supports PHP and MySQL, then the botmaster has to finish all the configuration.

#### B. Writing AIML

The AIML program contains a series of categories, patterns, and templates that determine the response of Sovi Lau to user chat input. The AIML files must be uploaded to the Program-O to run and are used as a reference for Sovi Lau's response to requests sent by users through LINE Messaging API.

#### C. Creating LINE Official Account

In the making process of LINE chatbots, a registered LINE OA is required to log into https://developers.line.biz/. To do so, researchers have to visit https://account.line.biz/login to login with their pre-owned OA or visit https://account.line.biz/signup to create a new LINE OA.

#### D. Creating a New Channel for LINE Chatbot

Next step, researchers have to go to https://developers.line.biz/en/ and click the "Console" button. Researchers will have to log into their registered LINE OA in the previous step and then click the "Create" button to create a new LINE chatbot channel provider and enter the desired provider name. Right after that, simply researchers have to click "Create a Messaging API Channel" button to create a new LINE chatbot channel for Sovi Lau.

#### E. Setting Up the LINE Messaging API

One of the most crucial steps of the making of LINE chatbots is entering the webhook URL of researchers' original bot server. This webhook URL serves as the location where requests from LINE Messaging API are sent to chatbots. Basically, through a webhook URL, LINE Messenger intends to connect researchers' bot server to their LINE OA. Technically, after entering the webhook URL, researchers' have to click the "Verify" button and check the "Use Webhook" button after making sure the webhook URL is correct.

#### F. Writing PHP Program

Researchers can use PHP, Python, Java, or any other programming languages. The researchers must follow the Application Programming Interface (API) of LINE Messenger at https://developers.line.biz/en/docs/messagingapi [18].

#### III. STRATEGIES

This section will mainly discuss the knowledge base of Sovi Lau chatbot that is written in Artificial Intelligence Markup Language (AIML). The main function of AIML is to make a stimulus-response system based on knowledge [14]. Theoretically, AIML files commonly consist of some important elements, such as:

#### A. Category

A category usually consists of other AIML elements, such as patterns and templates. Basically, when a category is loaded in AIML memory, the chatbot will respond to a question written in the pattern tag with the answer written in the template tag. Below is an example of simple AIML category.

<category> <pattern>SAMPAI JUMPA</pattern> <template>makasih obrolannya teman! Sampai jumpa lagi :)</template> </category>

Fig. 1. Example of AIML Category

When the user sends a message "Sampai jumpa" (transl. "See you soon"), the chatbot will immediately reply with "makasih obrolannya teman! Sampai jumpa lagi ©" (transl. "thankyou for the chats buddy! See you again ©").

#### B. Pattern

Pattern contains a series of letters that are expected to match user input. Wildcards (\*) can also be applied to the patterns to extend the compatibility of a pattern to the user input. Below is an example of simple AIML pattern.

<category>
cpattern>\* NAMAMU</pattern>
<template>Nama saya Lysbeth</template>
</category>

#### Fig. 2. Example of AIML Pattern

When the user sends a message such as "Siapa namamu" (transl. "Who is your name?"), "Boleh tanya namamu" (transl. "May I know your name?"), or any other phrases or sentences with similar meanings, the chatbot will immediately reply with "nama saya Lysbeth" (transl. "My name is Lysbeth").

#### C. Template

A template determines the response of the corresponding pattern. Templates may contain pure texts, variables, or passing a pattern to another using the AIML elements called <srai>. If a pattern is equipped with a <srai> element, user questions contained in the same <srai> element will be considered to have the same meaning so that they will get the same response too. The use of a <srai> element can also be supplemented with a <random> element, so that the chatbot can answer questions in the same category with a variety of different answers so as not to be monotonous. Below is an example of simple AIML template.

li>
kan?

Fig. 3. Example of AIML Template

When the user sends a message that contains words like "Hey" or "Hello", the chatbot will assume that the two combinations of words are the same, and then the chatbot will immediately answer both of them with two choices of answers provided, such as "Halo, nama saya Vanika, Virtual Assistant Unika! Ada yang bisa saya bantu?" (transl. "Hello, my name is Vanika, Virtual Assistant Unika! Is there anything I can help?") or "Hai, nama saya Vanika, Virtual Assistant Unika! Apa yang ingin kamu tanyakan?" (transl. "Hi, my name is Vanika, Virtual Assistant Unika! What would you like to ask?").

#### D. That

A <that> element in AIML refers to the previous response of the chatbot. By using a <that> element inside a category, the chatbot will respond to the user input with an answer that is still correlated to the previous response of the chatbot. This element is one of the most crucial component of the development of Sovi Lau discussed in this paper because researchers need to educate Sovi Lau users to be clearer with a kind of probably long statements in some categories, but researchers definitely do not want the users to find these long statements boring or hard to understand.

In the AIML file of Sovi Lau, the <that> element is being used to shorten Sovi Lau's response to user input by dividing these long statements to two parts; the "brief answer" part and the "explanation part", and letting the users to decide if they want a further explanation from Sovi Lau simply by typing one to two provided keywords.

Below is the sample of a category that combines pattern, templates, and <that> element in the AIML file of Sovi Lau.

<category>

<pattern>\* SEPI \*</pattern>

<template>

<srai>TAKUT</srai>

</template>

</category>

<category>

<pattern>TAKUT</pattern>

<template>Wah, Sovi paham banget karena pernah merasakan hal ini. Mau tahu yang Sovi lakukan kalau merasa begitu? (Boleh/Ga)</template>

</category>

<category>

<pattern>BOLEH</pattern>

<that>Wah, Sovi paham banget karena pernah merasakan hal ini. Mau tahu yang Sovi lakukan kalau merasa begitu? (Boleh/Ga)</that>

<template>Beberapa hal yang Sovi lakukan yaitu melihat dan menikmati awan, daun, sungai. Mendengarkan gemerisik daun, burung berkicau, penjual roti, suara kendaraan. Merasakan hangat matahari, daun basah dan merasakan langkahmu saat berjalan. Jangan lupa untuk mencium bau bunga, masakan tetangga atau makananmu. Kamu pernah melakukan itu? (Pernah/Belum)</template>

</category>

<category>

<pattern>PERNAH</pattern>

<template>Dengan melakukan seperti yang Sovi ceritakan tadi, kamu makin sadar bahwa ada banyak hal di sekeliling kita yang sering kita abaikan. Padahal semua itu ada untuk kita. Demikian pula saat ini. Kamu tidak sendirian walau mungkin orang yang kamu harapkan tidak bersamamu. Rasakan kehadiran teman-teman lain yang menunggu kamu kunjungi atau kamu sapa. Contohnya seperti apa? Coba ketik "sapa"...</template>

</category>

The above AIML program mainly show that when users type a message that contains word "Sepi" (transl. "Lonely"), such as "Aku sedang kesepian saat ini" (transl. "I'm currently feeling lonely"), "Aku merasa sepi" (transl. "I feel lonely"), "Aku takut kesepian" (transl. "I'm afraid to feel lonely") or any other similar messages, Sovi Lau will assume those user inputs as template "Takut" (transl. "Afraid") and then it will be responded by saying, "Wah, Sovi paham banget karena pernah merasakan hal ini. Mau tahu yang Sovi lakukan kalau merasa begitu? (Boleh/Ga)" (transl. "Wow, Sovi really understands what you feel because Sovi has ever experienced those feelings too before. Wanna know what Sovi does whenever Sovi feels that way? (Okay/No)").

After that, if the user replies by "Boleh" (transl. "Okay"), Sovi will continue sending her tips to the user by saying, "Beberapa hal yang Sovi lakukan yaitu melihat dan menikmati awan, daun, sungai. Mendengarkan gemerisik daun, burung berkicau, penjual roti, suara kendaraan. Merasakan hangat matahari, daun basah dan merasakan langkahmu saat berjalan. Jangan lupa untuk mencium bau bunga, masakan tetangga atau makananmu. Kamu pernah melakukan itu? (Pernah/Belum)" (transl. "Some of the things that Sovi does are viewing and enjoying the view of clouds, leaves, rivers. Listening to the rustling of the leaves, bird chirping, bakers, the sound of vehicles. Feeling the warm sun, wet leaves, and feeling my steps as Sovi walks. Don't forget to smell the flowers, your neighbors' cooking or your meals. Have you ever done them? (Never/Ever)").

Next, if the user replies by "Pernah" (transl. "Ever"), Sovi will answer by "Dengan melakukan seperti yang Sovi ceritakan tadi, kamu makin sadar bahwa ada banyak hal di sekeliling kita yang sering kita abaikan. Padahal semua itu ada untuk kita. Demikian pula saat ini. Kamu tidak sendirian walau mungkin orang yang kamu harapkan tidak bersamamu. Rasakan kehadiran teman-teman lain yang menunggu kamu kunjungi atau kamu sapa. Contohnya seperti apa? Coba ketik "sapa" ... " (transl. "By doing what Sovi has explained before, you will realize that there are so many things around us that we have ignored although they exist for us. The same thing goes right now. You are not alone eventhough some people that you are expecting to be around are not currently being there with you. Feel the existences of your other buddies that may have waited for you to visit or to greet. What can be the example? Try to send me 'greeting"..."). And so on.

The same logic goes to if a user rejects Sovi Lau's offers by saying "No" in the provided answer choices at the end of Sovi Lau's message, Sovi Lau will not force to send further explanations to the corresponding user. Not only are these kinds of strategies practically simple, but they are also the easiest and understandable ways to communicate with people, especially to people with BPD simply through text messages.

#### IV. IMPLEMENTATION

Building a chatbot using Program-O is considered easy since it does not require any advanced programming skill and a programmer does not need to be an expert in Artificial Intelligence to work well with Program-O [18]. Using Program-O, anyone including the psychologists themselves with basic computer literacy can even easily build a chatbot without a programmer.

The main component of building a chatbot using Program-O is the AIML file. To make an interactive chatbot, a botmaster just has to write a communicative compilation of question and answer keywords using the syntax written in section III. As long as the program can direct user's questions to Program-O and the Program-O can direct responses to the user, the work is done [18]. Below is the text flow that occurs between LINE Messenger and Program-O.

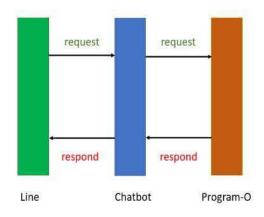


Fig. 4. Text Flow between LINE Messenger and Program-O

Fig. 4 depicts how a request sent by user from LINE Messenger application is being directed to the chatbot that will forward the request to Program-O. Furthermore, Program-O sends a respond to the chatbot that will direct it to LINE Messenger user.

Finally, using the flow displayed in Fig. 4, the Sovi Lau chatbot in screenshots below has been done.

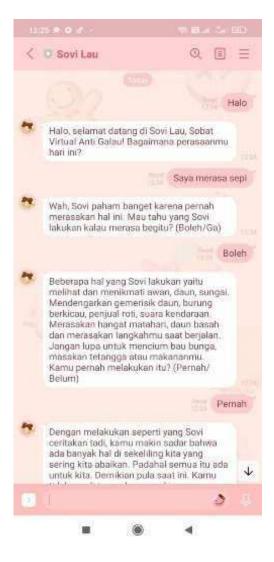




Fig. 5. Conversations with Sovi Lau

All questions and answers provided in the AIML file of Sovi Lau are all being extracted originally from the psychologist. Sovi Lau chatbot is also under the supervision and approval of the psychologist. Therefore, every response sent by Sovi Lau to the user is considered valid, credible, and reliable. All conversations are saved on the database for further research. It is privately secured, and can only be viewed by three responsible parties such as the users, psychologist, and researcher/programmer as the botmaster.

#### V. CONCLUSION

The purpose of functional development of a LINE chatbot named "Sovi Lau" is to provide a virtual friend for people, especially people with borderline personality disorder who commonly indicate risky symptoms such as feeling lonely, easily overwhelmed, fear of abandonment, unstable relationship, and difficulties to involve in interpersonal relationship, explosive anger, impulsive behaviors, and selfharm. Sovi Lau chatbot is equipped with the knowledge of a psychologist as the BPD expert to make sure that all the conversations between users and Sovi Lau is being handled and supervised by a credible party.

Meanwhile, the use of LINE Messenger and Program-O is considered to be the easiest and simplest way to develop a chatbot that can be used by psychologists to communicate with people suffering from BPD. The psychologists only need to prepare the possible conversations with the users and provide the necessary responses for the users, especially the people suffering from BPD, stated with friendly statements like a real friend. These keywords will be extracted into AIML to send the response to the user anytime needed.

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