

INTRODUCTION

Elicitation is a set of activities to collect data on the needs of a system through direct or indirect communication with clients, users, or related parties who have an interest in the development of the system [1]. The final result of the elicitation will be a system requirements document containing all the system requirements. In the elicitation activities for developing an application called MNC Play Inventory Management, there are several activities to explore the Requirement Specification needed by this application user, namely: interviews [2], tracing business processes through discussions, and analyzing the needs of the application.

The background of this research activity, namely the existence of a gap between the application/research object built from the developer and the elicitation results from the user. This gap can cause a mismatch between the requirements obtained from the elicitation results with the requirements statement contained in the SRS. In the software development stage, it is carried out through a needs analysis with the elicitation method; the elicitation results will produce a requirements specification document [3]. However, the documents written by the developer, in the form of elicitation results obtained from the client, have different perceptions so that the software created by the developer does not match the needs requested by the client.

In general, this study aims to determine the suitability of an application created by an application developer with the needs of a client or user. There are specific steps to achieve this goal, namely: determining the similarity between the software requirements specifications and the elicitation results, analyzing the text contained in the elicitation results using the text mining method, and testing the validity and reliability of the research results through the use of Gwet's AC1 formula.