

ABSTRACT

Counseling is an activity which aimed to help people in a good relation. Professionally, a counselor as an expert in human psychology handles this activity. Counseling usually occurs in daily activity such as chatting with a friend.

This system implements a psychiatry ability as a counselor by helps counsees on recognize their problem, helps counselee to know about their personality, and (if necessary) advices some solution for their problem. Counselee interacts by type the answer of expert system's question. The occurred interactions is interactions on text chatting. The expert system serves counseling session by chatting until counselee recognizes the problem. If expert system recognizes that case as a similar case with the other case on casebase, then the system will suggest a solution from the retrieved case. System uses counselee's responses to predict the problem, learn to repair miss prediction, and increase knowledge. Recognized problem is the problem which stored according to system counseling experience. System is using human behavior classification and case-based reasoning method on problem prediction.

There are many variations on daily Indonesian sentences. The same word on user sentence for difference case makes an impact for learning system process. It cause the success of problem prediction depend on previous learning process. Narrative form on user sentence respond is an effective way on give the information for problem prediction process. User's mental diagnosing on the beginning of counseling makes problem prediction process with on sentence variations becomes convergent.