


36263 / **Setiawan et al.** / Artificial Intelligence-Based Chatbot to Support Public Health Services in Indonesia

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### Notifications



## [IJIM] Editor Decision

2023-02-15 09:00 AM

Rudi Setiawan, Rossi Iskandar, Nadilla Madjid, Ridwan Kusumawardani:

We have reached a decision regarding your submission to International Journal of Interactive Mobile Technologies (IJIM), "A Conceptual Design of Artificial Intelligence Based Chatbots to Support Public Health Services".

Our decision is: Revisions Required

Enclosed are your reviews. If you should choose to revise your paper, please prepare a separate document describing how each of the reviewers' comments were responded to in your revision and submit through IJIM editorial system within 30 days.

Please upload your revision and summary of changes to IJIM editorial system at <http://online-journals.org/index.php/i-jim>

Sincerely,

Apostolos Gkamas  
University Ecclesiastical Academy of Vella of Ioannina, Greece

Reviewer A:

There are some typos and grammatical mistakes which need to be resolved.

International Journal of Interactive M

← Back to Submissions

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Workflow

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Round 1

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University Ecclesiastical Academy of Vella of Ioannina, Greece

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Reviewer A:

There are some typos and grammatical mistakes which need to be resolved.

There is a limit discussion on state-of-the-arts. The autors need to add and elaborate more references from recent years. Please add following papers to the paper.

- 1) Design City Trip Management App in the Kuala Lumpur Context During Pandemic Covid-19: A Preliminary Research Case.
- 2) A Hybrid Algorithm for Evaluating Trust in Online Social Networks

The proposed method needs to be more discussed. Please add more details about the proposed method.

- 3) E-Health Berbasis Mobile Untuk Meningkatkan Layanan Klinik

Recommendation: Revisions Required

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Reviewer H:

The work addresses a relevant and current topic; it contains the minimum sections required in a paper. However, it does not highlight the use and benefit of the designed applicati  
Gmail accounts.google.com/bj/0/AddMailService

the central area of this journal, so its pertinence is in doubt. On the other ha  
www.ijim.org/issue/view/issue

thorough revision of the writing in English language. The images contain text in another language that makes it difficult for English readers to understand. Occasionally an informal, non-academic style is perceived in the

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The work addresses a relevant and current topic; it contains the minimum sections required in a paper. However, it does not highlight the use and benefit of the designed application to mobile environments, which is the central area of this journal, so its pertinence is in doubt. On the other hand, the whole article needs a thorough revision of the writing in English language. The images contain text in another language that makes it difficult for English readers to understand. Occasionally an informal, non-academic style is perceived in the writing, so an in-depth style revision is also recommended. Although the work is interesting, it requires further review of the literature and a greater number of references to support it. The article presents only the design of an application. It is recommended to include a more advanced stage of the process. That is, to include at least an initial functional prototype to validate that the proposed design is correct or provides good results when implemented. Please see the comments inserted in the attached document with the Word tool.

Recommendation: See Comments

Reviewer I:

The manuscript proposes a conceptual design of an artificial intelligence-based chatbot application to support public health services. The Scrum method has been used to produce a plan consisting of functional and non-functional requirements analysis and conceptual design of the chatbot. The obtained results of the study are the conceptual design designed and the graph master pattern matching algorithm that the authors will use for chatbot development that proposes the users interact like interacting with fellow humans.

The article title is appropriate and accurately reflects the article's content. The summary is a bit short and should include information about the results obtained. The used keywords are appropriate. In the introduction section, the authors discuss various literary sources related to chatbot development and research but they did not specify the main goal of their study. The methodology used is described in Section 2. In the Results section, the chatbot conceptual model is proposed. The conclusion is presented in the last section.

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The manuscript content is structured correctly and contains all the relevant sections marked with subheadings. The figures are enough for the presentation of the obtained results. The source of image 1 must be cited. The manuscript consists of 8 pages, 23 references, 4 sections, and 4 figures. The cited literature is from authoritative sources.

Specific comments and suggestions:

- There are some typing errors. The author can reread all the text and correct them.
- At the end of the abstract, a summary of the obtained results and the effectiveness of the proposed method should be added.
- At the end of the introduction, the purpose of the study should be indicated.
- Figure 1 is not prepared by the authors of the paper. It is taken from the website: <https://www.topisqa.com/agile/agile-methodology/>. If the authors choose to leave it, they must add the necessary in my opinion, common facts and images in a new scientific article have no place and should be removed.
- Section 2 is too short. The description of the methodology is superficial and unsatisfactory. It is unclear why the authors believe that Scrum is the most suitable method for developing a chatbot.
- Figure 2 has non-English texts.
- The proposed "Graph master Pattern Matching Algorithm" closely resembles the description at the beginning of chapter 2 "AIML Pattern Matching" from a source "Wallace, R. (2003). The elements of AIML style. Alice AI Foundation, 139. <https://files.ifi.uzh.ch/efhess/classes/seminare/chatbots/style.pdf>"

Recommendation: Revisions Required

Submission Review Copyediting Production

Round 1

Round 1 Status  
Submission accepted.

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<a href="#">IJIM   [36263] Editor Decision</a>	2023-08-02 11:38 AM
<a href="#">IJIM   [36263] Editor Decision</a>	2023-08-05 11:43 AM


Reviewer's Attachments

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No Files

Revisions

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Review Discussions

Add discussion

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<a href="#">Reaction to review comments</a>	gkamas 2023-07-19 09:05 PM	rudisetiawan 2023-07-23 02:53 PM	1	<input type="checkbox"/>

### Reaction to review comments

**Participants**

- Apostolos Gkamas (gkamas)
- Rudi Setiawan (rudisetiawan)

**Messages**

Note	From
Dear Author, Could you please sent a document regarding your reaction to each review comments? Best regards Apostolos Gkamas	gkamas 2023-07-19 09:05 PM
Dear Editors, We hereby attach documents regarding the improvements we have made to each comment from the reviewer. Best Regards, Rudi Setiawan <a href="#">reviewer notes and improvements that have been made.docx</a>	rudisetiawan 2023-07-23 02:53 PM

[Add Message](#)

2023-07-19 09:05 PM      2023-07-23 02:53 PM

*Summary of revision notes from reviewers and improvement efforts that we have made*  
"Artificial Intelligence Based Chatbot to Support Public Health Services in Indonesia"

**Reviewer A:**

There are some typos and grammatical mistakes which need to be resolved.

There is a limit discussion on state-of-the-arts. The authors need to add and elaborate more references from recent years. Please add following papers to the paper.

1) Design City Trip Management App in the Kuala Lumpur Context During Pandemic Covid-19: A Preliminary Research Case.

2) A Hybrid Algorithm for Evaluating Trust in Online Social Networks

The proposed method needs to be more discussed. Please add more details about the proposed method.

3) E-Health Berbasis Mobile Untuk Meningkatkan Layanan Klinik

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We have made improvements by adding more relevant references as suggested by reviewers. We took as many as 8 references from the last few years from the International Journal of Interactive Mobile Technologies.

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**Reviewer H:**

The work addresses a relevant and current topic; it contains the minimum sections required in a paper. However, it does not highlight the use and benefit of the designed application to mobile environments, which is the central area of this journal, so its pertinence is in doubt. On the other hand, the whole article needs a thorough revision of the writing in English language. The images contain text in another language that makes it difficult for English readers to understand. Occasionally an informal, non-academic style is perceived in the writing, so an in-depth style revision is also recommended. Although the work is interesting, it requires further review of the literature and a greater number of references to support it. The article presents only the design of an application. It is recommended to include a more advanced stage of the process. That is, to include at least an initial functional prototype to validate that the proposed design is correct or provides good results when implemented. Please see the comments inserted in the attached document with the Word tool.

**We break down the reviewer's comments into the following sections**

1. The work addresses a relevant and current topic; it contains the minimum sections required in a paper. However, it does **not highlight the use and benefit of the designed application to mobile environments**, which is the central area of this journal, so its pertinence is in

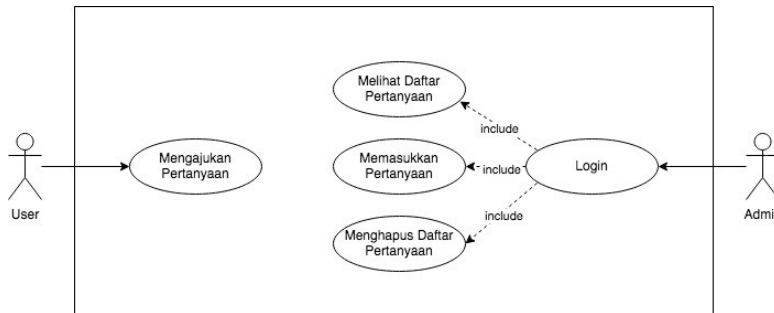


Summary of revision notes from reviewers and improvement efforts that we have made  
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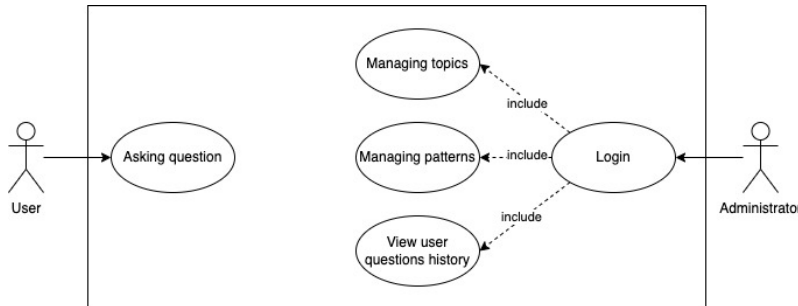
doubt. On the other hand, the whole article needs a thorough revision of the writing in English language.

**Open access to health information is a challenge ahead. This research aims to develop chatbots that support the public in the process of searching for health information, so that access to health services is easily accessible and can increase public satisfaction with health information services**

2. The images contain text in another language that makes it difficult for English readers to understand. Occasionally an informal, non-academic style is perceived in the writing, so an in-depth style revision is also recommended.



Our revision



3. Although the work is interesting, it requires further review of the literature and a greater number of references to support it.

**We have added more relevant literature including from IJIM journals**

E. Asfoura, G. Kassem, B. Alhuthaifi, and F. Belhaj, “Developing Chatbot Conversational Systems & the Future Generation Enterprise Systems,” *International Journal of Interactive Mobile Technologies*, vol. 17, no. 10, pp. 155-175, 2023. <https://doi.org/10.3991/ijim.v17i10.37851>

D. N. Bestari and A. Wibowo, “An IoT Based Real-Time Weather Monitoring System Using Telegram Bot and Thingsboard Platform,” *International Journal of Interactive Mobile Technologies*, vol. 17, no. 6, pp. 4-19, 2023. <https://doi.org/10.3991/ijim.v17i06.34129>

*Summary of revision notes from reviewers and improvement efforts that we have made*  
“Artificial Intelligence Based Chatbot to Support Public Health Services in Indonesia”

R. L. Ayala, S. R. Cosi, and L. A. Arenas, “Design of a Mobile Application to Improve the Lifestyle of Patients with Diabetes,” *International Journal of Interactive Mobile Technologies*, vol. 17, no. 05, pp. 100–116. 2023. <https://doi.org/10.3991/ijim.v17i05.37441>

M. Kabiljagić, J. Wachtler, M. Ebner, and M. Ebner, “Math Trainer as a Chatbot Via System (Push) Messages for Android,” *International Journal of Interactive Mobile Technologies*, vol. 16, no. 17, pp. 75–87. 2022. <https://doi.org/10.3991/ijim.v16i17.33351>

B. Ramdurai, “A study on Mobile apps in the Healthcare Industry,” *International Journal of Mobile Computing and Application*, vol. 8, no. 1, pp. 17-21, 2021. <https://doi.org/10.14445/23939141/IJMCA-V8I1P104>

S. A. Azlan, N. Zakaria, K. Z. Umi, “Building Operation and Maintenance: A Framework for Simplified Building Information Modeling (BIM) Digital Mobile Application,” *International Journal of Interactive Mobile Technologies*, vol. 15, no. 20, pp. 146-160, 2021. <https://doi.org/10.3991/ijim.v15i20.23753>

R. Alotaibi, A. Ali, H. Alharthi, and R. Almehamdi, “AI Chatbot for Tourist Recommendations: A Case Study in the City of Jeddah, Saudi Arabia,” *International Journal of Interactive Mobile Technologies*, vol. 14, no. 19, pp. 18–30. 2020. <https://doi.org/10.3991/ijim.v14i19.17201>

S. Davey and A. Davey, “Mobile-health technology: Can it Strengthen and improve public health systems of other developing countries as per Indian strategies? A systematic review of the literature,” *International Journal of Medicine and Public Health*, vol. 4, no. 1, pp. 40-45, 2014. <https://doi.org/10.4103/2230-8598.127121>

4. The article presents only the design of an application. It is recommended to include a more advanced stage of the process. That is, to include at least an initial functional prototype to validate that the proposed design is correct or provides good results when implemented. Please see the comments inserted in the attached document with the Word tool.

**We have improved the stages of the research process that we have carried out over the past 4 months by carrying out development and testing. We have written the results of the development and testing in the revision of the article.**

Several stages of the process that have been added to the article include:

3.1 Pregame Stage (Planning, Architectural design)

3.2 Game Stage (Analysis, Conceptual Design, Chatbot Architecture)

3.3 Post Game (Application Demo, Usability Measurement Result)

**Reviewer I:**

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**Specific comments and suggestions:**

- There are some typing errors. The author can reread all the text and correct them.

We have tried to fix the typo

- At the end of the abstract, a summary of the obtained results and the effectiveness of the proposed method should be added.

Tests conducted on six topics showed an average correct answer ratio of 93.1% of a total of 251 questions, and usability measurement on the chatbot application that has been built obtained a system usability scale value of 80.1, which indicates that chatbots that have been developed are acceptable for use.

- At the end of the introduction, the purpose of the study should be indicated.

This research aims to develop chatbots that support the public in the process of searching for health information, so that access to health services is easily accessible and can increase public satisfaction with health information services.

- Figure 1 is not prepared by the authors of the paper. It is taken from the website: <https://www.toolsqa.com/agile/agile-methodology/>. If the authors choose to leave it, they must add the necessary In my opinion, common facts and images in a new scientific article have no place and should be removed.

We chose to remove Figure 1 (Scrum Process) and replace it with a description of the process in Scrum

*Summary of revision notes from reviewers and improvement efforts that we have made*  
"Artificial Intelligence Based Chatbot to Support Public Health Services in Indonesia"

- Section 2 is too short. The description of the methodology is superficial and unsatisfactory. It is unclear why the authors believe that Scrum is the most suitable method for developing a chatbot.

We have added a description of the scrum methodology from various sources and the reasons for selecting Scrum as the most suitable method in the revised article, along with excerpts of the reasons for using scrum. "The Scrum method was chosen because the daily meetings held in each sprint period can identify potential problems that occur during the system development process that may be experienced by all team members."

- Figure 2 has non-English texts.

We have fixed images that are not written in English

- The proposed "Graph master Pattern Matching Algorithm" closely resembles the description at the beginning of chapter 2 "AIML Pattern Matching" from a source "Wallace, R. (2003). The elements of AIML style. Alice AI Foundation, 139. <https://files.ifi.uzh.ch/cl/hess/classes/seminare/chatbots/style.pdf>"

We apply AIML to our chatbot development, we have included original source references regarding AIML

**Workflow** **Publication**

**Submission** Review Copyediting Production

Round 1

**Round 1 Status**  
Submission accepted.

**Notifications**

<a href="#">[IJIM] Editor Decision</a>	2023-02-15 09:00 AM
<a href="#">[IJIM] [36263] Editor Decision</a>	2023-08-02 11:38 AM
<a href="#">[IJIM] [36263] Editor Decision</a>	2023-08-05 11:43 AM

### Notifications

## [ijIM] [36263] Editor Decision

2023-08-02 11:38 AM

Rudi Setiawan, Rossi Iskandar, Nadilla Madjid, Ridwan Kusumawardani:

We have reached a decision regarding your submission to International Journal of Interactive Mobile Technologies (ijIM), "A Artificial Intelligence Based Chatbot to Support Public Health Services in Indonesia".

Our decision is to: **Accept Submission**

Congratulations on your interesting work presented in the paper!  
The reviewers haven't had major recommendations for the submission's narrative.

We kindly ask you to include if possible up to three references to papers from our other journals from <http://www.online-journals.org> (ijET, ijIM, ijEP, ijOE, ijAC), not primarily to the same journal you submitted the paper. In this way you can help to increase our journals' position in listings.

You will receive an invoice for the APC by separate email.

Please do a final language check. We always encourage authors to ask for support from an English language native speaker. If you want to edit minor aspects of your paper, you are free to do so but please don't change the overall narrative.

Before uploading the final version of the accepted paper, please check whether it's really final:

- **Have the authors' names been added** to the manuscript (names, affiliation, email, bio section at the end)?
- **Reference style correct?** IEEE style: Numbers in the text [1], numbered list at the end of the paper. Citations like *Miller et al. (2002)* must be replaced, otherwise the paper will be returned to you.
- **References languages coherent?** References may be in different languages, but each reference must be in one language: *[5] Miller, Myer, y Smith: "Blended Learning..."* should not occur and must be changed to *[5] Miller, Myer, and Smith: "Blended Learning..."*.
- **Are all references there?** Take a quick look: when there is a [35] in the manuscript text, but only 20

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Review

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more options at your disposal concerning preparation of your paper; you are free to do so but please don't change the overall narrative.

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- **Are all references there?** Take a quick look: when there is a [35] in the manuscript text, but only 20 references in the list at the end, something is wrong and must be corrected.
- **No figures/tables/appendices missing?** Take a quick look: it happens quite often that figures or tables are mentioned in the text that are actually not there
- **Check metadata:** we work with these data – they must be correct! Are they the same as in the manuscript? ALL authors filled in? Names spelled correctly, fields correctly filled... (you find the metadata in the Publication tab of your submission)

If you don't understand the points cited above, please have a look at the explanations in the template that you find here: <https://online-journals.org/index.php/i-jim/about/submissions>

Again, thank you for considering our journal to publish your work and research!

As we appreciate your high level of experience, we welcome you considering the option to join in this journal reviewer team. If you agree, please send me your reviewing interests (up to 10), and I will enroll you as a reviewer.

Sincerely,

University Ecclesiastical Academy of Vella of Ioannina, Greece

International Journal of Interactive Mobile Technologies (IJIM) – <http://www.ijim.org>

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### Notifications

## [ijIM] [36263] Editor Decision

2023-08-05 11:43 AM

Rudi Setiawan, Rossi Iskandar, Nadilla Madjid, Ridwan Kusumawardani:

The editing of your submission, "A Artificial Intelligence-Based Chatbot to Support Public Health Services in Indonesia," is complete. We are now sending it to production.

Changes to the paper are no longer possible. You will receive a proof in good time prior to publication. The paper is expected to be published in ijIM issue 19 in October.

Submission URL: <https://online-journals.org/index.php/i-jim/authorDashboard/submission/36263>

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Reviewer's Attachments

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