ABSTRACT

Title	**:**	**HANDPHONE DIAGNOSIS EXPERT SYSTEM USING BACKWARD CHAINING METHOD USING PHP AND MYSQL DATABASE PROGRAMING LANGUAGE**
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Programs of study	**:**	**Information Systems**
Level of Education	**:**	**STRATA 1(SI)**
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The Information and Communication Technology (ICT) era is now able to replace the complex roles and tasks performed by humans, even being able to mimic human biological processes in decision making called artificial intelligence. Expert system is one branch of artificial intelligence that is based on knowledge or basic knowledge as the core of the system in solving an existing problem. The use of a smartphone is also one of the sophisticated tools that support human activity. The tendency to operate is greater than interacting directly with fellow humans. The use of a smartphone that is too frequent and without proper care is one of the triggering factors of damage caused to its components. An assistive tool in the form of a cellphone repair expert system is needed in providing smartphone damage detection so that the user does not have to directly bring his smartphone to the cellphone repair shop. Through the method of interviewing a cellphone repair expert in gathering a knowledge base for problems related to cellphones, it is known the kinds of problems that exist and the solutions that will be provided. In drawing conclusions, a backward chaining method is used which starts with a hypothesis which is then traced to the facts, so that the problem found is sought. It was found that for each category of damage has a detailed explanation and solution, so as to provide convenience for users in solving problems that occur on smartphones.

Keywords: application, ict, problem, expert system, smartphone.

ABSTRAK

Judul Skripsi	**:**	**SISTEM PAKAR DIAGNOSA KERUSAKAN PADA HANDPHONE MENGGUNAKAN METODE BACKWARD CHAINING MENGGUNAKAN BAHASA PEMOGRAMAN PHP DAN DATABASE MYSQL**
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Jenjang Pendidikan	**:**	**STRATA 1(SI)**
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Era Information and Communication Technology(ICT) saatinimampumenggantikanperanmaupuntugasrumit yang dilakukanmanusia, bahkansanggupmenirukan proses biologismanusiadalampengambilankeputusan yang disebutdengankecerdasanbuatan.
Sistempakarmerupakansalahsatucabangdarikecerdasanbuatan yang didasarkanpada knowledge ataupengetahuandasarsebagaiintisistemdalammenyelesaikansebuahmasalah yang ada.Penggunaansmartphonejugamerupakansalahsatualatcanggih yang menunjangaktivitasmanusia.Kecenderunganpengoperasiannyalebihbesardibandingkanberinteraksilangsungdengansesamamanusia.Pemakaian smartphone yangterlaluseringdantanpaperawatandenganbaikmenjadisalahsatufaktorpemicukerusakan yang ditimbulkanpadakomponen-komponennya.Alatbantuberupasistempakarreparasihandphonediperlukandalammemberikandeteksikerusakan smartphone sehinggapenggunatidakharuslangsungmembawa smartphone-nyaketempatreparasihandphone.
Melaluimetodewawancarapadaseorangpakarreparasihandphonedalammengumpulkan basis pengetahuanterhadapmasalah-masalah yang terkaitdenganhandphone, diketahuimacam-macammasalah yang adadansolusi yang akandiberikan.
Dalampenarikankesimpulannya, digunakanmetode backward chaining dimanadimulaidengansebuahhipotesayangkemudiandirunutfakte-faktanya, sehinggaditemukanmasalah yang dicari.Didapatkanbahwauntukmasing-masingkategorikerusakanmemilikipenjelasandansolusiterperinci, sehinggamampumemberikankemudahanbagipenggunadalammenyelesaikanmasalah yang terjadipada smartphone.

Kata Kunci: aplikasi, ict, masalah, sistempakar, smartphone.