ABSTRACT

The development of artificial intelligence has major impact in our daily life, one of the impacts is on the application in industrial field. Service and manufacturing industry is one of the largest industrial field that affect economic growth. This research tries to analyse the influence of artificial intelligence development on the service and manufacturing industry as the large sectors on economic growth by systematically reviewing 55 research articles from past 5 years (from 2015 to 2019) and gathered from related sources including conference proceedings and academic journals. The artificial intelligence techniques reviewed in this research is expert system, fuzzy logic and artificial neural network. This review presents the applications of expert system, fuzzy logic and artificial neural network applications on service and manufacturing industry and suggestion for further application for more exploration of application.

Keywords : Systematic literature review, Artificial intelligence, Expert system, Fuzzy logic, Artificial Neural Network, Application.