**Call with Hardjosoedarmo, Monieka (224644)-20231024\_163613-Meeting Recording**

0:03  
So let's start with this interview about AI in facility management .

0:05  
yep

0:06  
Whenever you're ready.

0:07  
Yes.

0:07  
OK. Can you, first introduce yourself and tell me about your experience in facility management studies and what it motivates you to pursue in this?

0:17  
My name is Monica.

0:19  
I'm 19 years old.

0:21  
I choose this course because, yeah, I didn't really have, didn't really have an idea what I wanted to do.

0:30  
So, yeah, then I heard about facility management and I heard it was pretty broad program and yeah, you can go like different kind of directions.

0:41  
So I thought maybe I can try that and then, yeah, I'll see.  
  
0:46  
Yeah.

0:46  
And what are the top three most important concepts or skills you've learned in facility management studies so far?

0:55  
Well, there are lots of things I've learned, but some of the interesting ones I think about maintenance, management, space utilization.

1:14  
But yeah, the use of space.

1:18  
What else?

1:22  
Predictive maintenance?

1:31  
How do you see yourself applying like thesse concept in real life?

1:39  
Well, I work in a restaurant and sometimes I see things and then I think this could be changed.

1:46  
And then, yeah, for example, I had to learn about.

1:52  
I didn't mention it before, but for example, I had to learn about HACCP and test too, about hygiene, cleaning, food waste, the kind of stuff in restaurants and stuff.

2:09  
And yeah, when you work in a restaurant, you begin to see things like, yeah, you can change this or this could be done different and that kind of sometimes I also tell my manager about it.

2:24  
Yeah.

2:25  
So let's get on the topic of artificial intelligence.

2:29  
When did you first hear about AI and in few words, how would you describe your understanding of it?

2:36  
Well, at the end of last school year, yeah.

2:42  
First of all, I was a bit sceptical about it because yeah, I didn't really want to use it because I felt like if I use it, I use the words of the jet GPT for example, and then they'll use other sources and they'll use my own words.

2:58  
So, yeah, I just, I first wanted to avoid that, but later I changed my mind and saw also advantages of AI.

3:06  
So yeah, yeah, yeah, OK.

3:08  
Are there any fears you associate with AI and if so, could you elaborate on them?

3:14  
Well, yeah.

3:15  
I recently saw some videos in which they Photoshop, for example, photos or videos and they use AI.

3:22  
They look so real.

3:23  
But yeah, it can look so real.

3:25  
It can give false information and that kind of stuff and influence people.

3:30  
And yeah, yeah, I totally agree on this.

3:34  
So in your opinion, where is AI most commonly used in today's world?

3:41  
Well, for example, on phones by, for example, Siri or Alexa or the smart devices, you know, and then you ask things and then, yeah, they provide information and it's for example.

3:59  
But also if you visit their websites and you have questions, you have these chat box, for example.

4:07  
Yeah, yeah, for example.

4:10  
And in your opinion, how can AI technologies be used to improve the overall experience here?

4:16  
Campus, I think the service desk maybe.

4:21  
Oh yeah, a service desk, but also maybe the directions in school.

4:28  
Because in my first year, yeah, I was totally lost often.

4:36  
So yeah, I had to use mapic sometimes, Yeah.

4:41  
Yeah.

4:41  
Maybe some AI navigation.

4:44  
Yes, exactly.

4:45  
When you enter the building, you have a screen or something.

4:48  
Yes, yes, I totally agree.

4:51  
So have you ever used AI tools?

4:53  
You mentioned you have used ChatGPT to assist your university studies like what else have you used in this matter?

5:03  
ChatGPT converts images for example in a specific style like whatever style, historic style for example, to design something for example a logo, yeah yeah.

5:22  
How frequently do you use these kind of applications and what kind of questions or assistance do you seek from them?

5:31  
Well the the one I use the most, it's just is ChatGPT.

5:39  
Yeah, I asked Chat GPT for additional information from clock courses, but also As for example, to make a schedule for school or something.

5:55  
Planning because my plan isn't a great.

6:02  
Yeah.

6:02  
What was the question again?

6:03  
How frequently do you use?

6:05  
And like what kind of questions do you usually ask?

6:07  
Like assistance?

6:09  
Yeah.

6:09  
So what else do I ask?

6:13  
Yeah, mostly school is school related.

6:17  
And how helpful do you find these chat modes for your studies?

6:22  
It's partly helpful because it can give you inspiration.

6:28  
But yeah, we also, the school has turned it in so they can detect AI, so you can copy paste, So you do have to use your own words and stop and find own sources.

6:43  
So yeah, you can get inspiration like I said and then do some further research on it on Internet, yeah.

6:51  
And how do you see your academic experience without the assistance of AI tools or chat bots?

6:58  
I think I can still handle, but it will take more time because these AI tools, they they are great for.

7:10  
Yeah, they are.

7:11  
They consume less time.

7:13  
Yeah, they're helpful, but like you can’t really rely fully on them.

7:16  
Yes, exactly.

7:18  
And like what?

7:20  
Let's talk about about the domain of facility management, what specific aspects of facility management do you believe AI will play significant role?

7:33  
Well, first of all, in my first year I had an assignment and then we had to do cost calculations and calculations about.

7:47  
It's fine, it's OK.

7:48  
You can take your time.

7:48  
Yeah.

7:49  
Calculations about space and stuff, like how you design workplaces and how much space does do things like a space optimization.

8:00  
Yes, exactly.

8:01  
Oh, that's that's very nice.

8:04  
Do you think AI can assist?

8:06  
Yeah, that's actually my next question.

8:07  
Do you think AI can assist in space optimization with facilities?

8:11  
Yeah, yes.

8:12  
And like, do you have some examples for it?

8:18  
Do you have, like anything in mind for how this, like AI can assist in space optimization?

8:26  
So yeah, you can let AI tools calculate things.

8:35  
That's what I did as well.

8:36  
And yeah, for the space maybe like buildings for example, like what exactly it needs to be put.

8:53  
Yeah.

8:54  
For the maintenance stuff needs to be done and yeah, OK, yeah.

8:59  
And while AI offers many benefits, are there any like drawbacks or concerns you associate with it in its use in facility management?

9:13  
Yes, data could be like, how do you say that, Like not accurate for example.

9:22  
Yeah.

9:22  
Or old data.

9:23  
They use old information.

9:25  
You can provide false information.

9:27  
Yes, exactly.

9:30  
And it also doesn't have like a human touch or something like, Oh yeah, or something.

9:38  
Because facility management is also interacting with people.

9:46  
Yeah.

9:46  
In this matter, of course, yes.

9:49  
Do you believe that perceptions and attitudes towards the use of AI facility management would vary among different age groups?

9:58  
Yes, I think they're different, yes.

10:00  
And if so, in what ways do you think age like influences these perceptions?

10:05  
I think the older generation, they, I don't think they like it more than the younger generation because yeah, they are not that much, that much used to this technology or don't know how it works.

10:21  
And yeah, they are used to the just.

10:25  
Yeah, yeah.

10:26  
They're not really introduced to new technologies, don't really trust them, let's say.

10:32  
Yeah, Yeah.

10:33  
And also, these older people have more experience.

10:36  
And these younger generations, the younger generation does have as much experience as the older generation.

10:45  
And yeah, they can use AI to.

10:49  
How do you say that for like experience to get more understanding.

10:57  
Yeah.

10:58  
But the older generation has more experience.

11:02  
Yeah.

11:03  
Needs AI as much as the younger.

11:06  
Yeah.

11:07  
It's basically maybe because like the older generation have used different approaches to like get the information and now we're like pretty much rely on technology.

11:20  
So yeah, maybe these are like the differences that influence it.

11:25  
Yeah.

11:26  
And in your opinion, should students be actively involved in decision related to AI implementation?

11:33  
They decide if AI should be implemented.

11:36  
Yeah, I do think so.

11:38  
But yeah, yeah, I do think so, but not always.

11:44  
It depends on what.

11:48  
So like let's say students can choose like what programs should be developed here.

11:57  
It's or like partially they shouldn't have like this much power over like what programs should be developed.

12:04  
Yeah.

12:06  
OK.

12:23  
Let's dive into the topic of campus facilities.

12:29  
How would you define your present experience within campus facilities, particularly in terms of comfort and convenience.

12:37  
Overall, it's pretty comfortable.

12:41  
But like I said, the classrooms, it's kind of like not logical or something.

12:47  
So sometimes I still search on that pick where it's some classrooms are, but some other facilities, for example, these kind of rooms.

12:58  
The.

12:59  
Yeah, Hurricane.

13:00  
Yeah.

13:01  
Like these are more open rooms that are more.

13:06  
Yeah.

13:07  
I mean.

13:07  
Innovation Square, you mean.

13:09  
Yeah.

13:10  
Today I've been to the Innovation Square for the first time, actually.

13:14  
And yeah, there were also like large computer screens and that kind of stuff.

13:18  
But usually I go to my own building and there we have like rooms just for individuals.

13:27  
Yeah, Just studying on your own and in silence.

13:30  
These are like the silence areas.

13:33  
Yeah.

13:34  
Yeah, I've used but these rooms a lot as well.

13:37  
I like it.

13:38  
Yeah, nice.

13:39  
The library as well.

13:42  
How would you define your ideal learning environment within BUas camps facilities?

13:49  
Well, actually BUas already provides a lot of facilities, which I think are pretty good.

14:03  
And what was the first part of the question like would you, how would you define your your the ideal learning environment?

14:10  
Yeah.

14:11  
So it's actually pretty great because yeah, if I wanna study, I can, I always can find a place to study in that kind of stuff.

14:19  
Yeah.

14:20  
It's everything approachable to you.

14:22  
Here in the campus.

14:23  
Yeah, nice.

14:24  
Can you share like any specific challenges or inconvenience you've encounter in BUas campus facilities like you've mentioned the lack of navigation for example.

14:35  
Yeah, and like pretty much related to comfort, convenience or accessibility.

14:42  
And service desk, you mentioned as well, right?

14:44  
Yes.

14:46  
So yeah, sometimes I have to wait really long at the service desk.

14:54  
And then, yeah, it's just for just a quick question.

14:58  
And then you might think, yeah, if they have, like, yeah, they do have a service desk or something online.

15:05  
But maybe if there's like an AI thing or something, it could be more convenient.

15:11  
Like the server service desk could be improved with AI tools.

15:17  
Yes, let's say.

15:18  
Yeah, I also agree on this.

15:26  
Are there any specific areas or zone within campus facilities, libraries, study rooms, cafeteria where you believe AI implementation could have the most positive impact on the student experience?

15:48  
I think it's.

15:51  
Yeah, it doesn't really need that much AI thing.

15:54  
Yeah.

15:55  
Because yeah, I don't know, I don't think they need much AI tools or something.

16:06  
Yeah, it's it really depends on different opinions, yeah.

16:11  
But also for example, the sided areas or something.

16:14  
You just want to focus on yourself and you have your own AI tools and that kind of stuff.

16:19  
And yeah, but here, for example, you can work in groups.

16:25  
But so maybe these kind of areas can have AI or something, maybe to collaborate or something.

16:37  
Yeah, yeah, that's actually a very nice example.

16:42  
And are there any specific facility related task or procedures that you feel AI could simplify or make more convenient?

17:09  
For example, what we talked about this space optimization, maybe also the maintenance prevention, what else?

17:28  
Energy efficiency.

17:29  
Yeah, yeah, yeah.

17:31  
How important is it for BUas to continually invest in campus facility for the benefit of students in your opinion?

17:40  
Well, AI is part of the future and of the innovations.

17:45  
And, yeah, we keep innovating.

17:47  
So I think it's important, but not that important.

17:54  
Yeah.

17:55  
Yeah, to keep innovating and introduce students to technology and stuff.

18:14  
So let's move on the impact of AI, how important do you see the use of artificial intelligence in facility management from your perspective?

18:28  
I think it can be important because it's save could save a lot of money, time and storage for data or something.

18:45  
In your opinion, what impact will the integration of artificial intelligence have on the practice of facility management in the coming years?

19:09  
I think people do need to change and adopt or something.

19:16  
But I think the younger generation will adapt faster.

19:23  
And like I said, it would save a lot of time and money.

19:30  
Do you believe that introducing AI into facility management is necessary to meet future challenges and demands effectively?

19:38  
Yes, I do think so.

19:41  
Could you provide some insights into when AI should be ideally used in facility management processes?

19:56  
Yeah, actually you, I think you've answered this, what specific aspects of facility management do you think AI will play key role?

20:07  
Actually, you've mentioned space optimization.

20:10  
Yeah, a couple times.

20:11  
Yeah.

20:12  
Yeah.

20:12  
OK.

20:13  
So let's conclude this interview.

20:15  
So in your opinion, what excites you the most about the potential applications of AI in facility management?

20:28  
So, well, it is the future.

20:33  
And yeah, there are still a lot of disadvantages of AI of course.

20:39  
But I think we, if we keep improving, it will, yeah, be great or something and it can be a very good.

20:50  
Yeah, like let's say the use of AAI may prevent many challenges, challenges in different industry like facility management including.

21:02  
So is there anything else you would like to add regarding your thoughts of AI in this role in the future for facility management?

21:14  
Yeah, it is.

21:19  
It is already a great tool.

21:21  
And yeah, like I said, improvement is always good and it will make it even better.

21:29  
And yeah, yeah.

21:31  
So let's go to the last question, finally, considering AI's potential role, how do you see the future of Bua's campus facility and the students experience changing in the next years?

21:44  
Well, I think I'm not the only one with the inconvenience of the classrooms, for example, which are not really logical or something.

21:59  
So I hope they will develop something, for example, AI to make more convenient for others, new students, for example.

22:13  
What else?

22:13  
And for example, the service desk.

22:16  
Yeah, that there will be, yeah, less time standing in there.

22:22  
Yeah, it could save a lot of time if there's like some kind of child bots in service desk.

22:28  
So yeah, yeah, it's actually main point.

22:31  
So like, do you, would you consider studying someone with something with AI in your industry?

22:37  
Sorry.

22:38  
Would you consider studying something with AI in your industry facility management?

22:43  
Yes, I do think so, because it's a great tool And yeah.

22:46  
OK.

22:47  
Yeah.

22:48  
OK.

22:48  
So that's all.

22:49  
Thank you.

22:50  
Thank you so much it was a pleasure for your answers.