

ABSTRACT

Currently there are facilities to submit complaints and inputs to Telkom University, but because of the many students who do not know in detail the organizational structure and working arrangements at Telkom University, there are often target errors in entering complaints and inputs on iGracias, which causes response and settlement time to be constrained.

To solve the problem, a web-based complaint handling application is created using text mining to get information from text entered into the database and then classify using the K-NEAREST NEIGHBOR method to classify incoming complaints to be on target. So that the existing complaint will be sent to the intended unit directly and to the right unit.

With this application is expected to help the audit part of Telkom University in overcoming existing complaints and inputs and applications easy to use by students.

K-Nearest Neighbor (KNN) is one of the simplest machine learning algorithms. The algorithm aims to classify objects into one of the specified classes The final result of this final task is that the K-Nearest Neighbor (KNN) algorithm gets a training model result of 90% and the data test of 10% KNN can later recognize per word that has been successfully input by the user resulting in an accuracy rate of 78%.

Keywords: *Handling Complaint, K- Nearest Neighbor, Text Mining, Web application,.*