

ABSTRACT

There are facilities for submitting complaints and suggestions at Telkom University, one of them is iGracias. However, there are still many students who do not know in detail the organizational structure and work procedures at Telkom University. This resulted in mistargeting in giving complaints and suggestions to iGracias. Errors in entering the intended unit cause response and completion times to be constrained.

To solve these problems, an easy-to-use mobile-based complaint handling application was created. This application uses the principle of text mining to extract information from a set of texts and uses a classification model. This study uses the centroid based classifier method to classify complaints into the appropriate unit. In this classification system there are several stages, namely preprocessing, word weighting, and classification models. The output of this system is the target unit based on incoming complaints.

The final result of this final project shows that the centroid based classifier method obtains an accuracy of 85% by using a dataset comparison of 90:10. And the f1-score value of 87% is the result by dividing the average of precision and recall.

Keywords: *Centroid Based Classifier, Handling Complaint, Mobile Application, Text Mining.*