

ABSTRACT

A hotel is a building or place to stay and various services or other facilities that are rented out. However, it is very difficult to determine the hotel that we will choose based on the reviews of other people, maybe we can choose more easily and faster. Hotel review is a collection of comments from service users who have occupied a hotel. Many hotel reviews are used by travelers to find out whether the conditions of the hotel to be booked or occupied are appropriate or not.

With the hotel reviews can be seen how the hotel description with the verification. Classification is the process of finding a model (or function) that describes and distinguishes classes of data or concepts. With the aim that it can be used to predict classes of objects whose class labels are unknown.

In this final project the classification method uses KNN. (K-Nearest Neighbor) is a method that uses a supervised learning approach where the results of the new test sample are classified based on the majority of the categories in the KNN. The purpose of this algorithm is to classify new objects based on training attributes and data. Classifying hotel reviews can help users to choose a hotel without having to waste time reading reviews again and have the image and confidence to choose the best hotel, . In this research this dataset calculation results with the highest accuracy value of 96.6% with a value of $K = 6$ with precision of 97% and also a recall of 98%.

Keywords: *Hotel, Hotel Review, Classification, K-Nearest Neighbor*