

ABSTRACT

Student satisfaction with services is a priority for every university in improving the quality according to what students want. In improving the quality of education, a university is required to measure the services provided to students. This is done to improve the quality standards of education and meet student expectations regarding services that are students' rights. Where one of the determining factors in knowing the level of student satisfaction is the survey of academic and non-academic services provided by Telkom University to students.

In this final project the classification method uses K-NN. is a method that uses a supervised learning approach where the results of the new test sample are classified based on the majority of categories in the K-NN. The purpose of this algorithm is to classify new objects based on training attributes and data. Classifying Telkom University, student review surveys can help to determine the level of student satisfaction.

This study uses the K-Nearest Neighbor method, which is a method of grouping objects based on test data that is closest to the object. The goal is to implement to evaluate student satisfaction with Telkom University academic services. In this study, the results of the calculation of the dataset with an accuracy value of 94.2%, a precision value of 97.02%, with a k value of 2 and for the best recall value of the system, a k value of 3 is obtained, which is 93.2%.

Keywords: K-Nearest Neighbor, Student Satisfaction, Service, Satisfaction survey.