
ABSTRACT

**APPLICATION OF THE ITERATIVE DICHOTOMISER THREE
(ID3) ALGORITHM FOR CLASSIFICATION OF PUBLIC
COMPLAINTS USING RAPIDMINER**

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Good governance is the most prominent issue in the management of public administration. The public service provider, namely DPMPTSP Banyumas Regency itself has tried to serve the community as well as possible. However, in carrying out these services, there must be community dissatisfaction with the services provided, which must be corrected immediately. Management of public complaints is very important so that public dissatisfaction can be accommodated and solutions are sought. Therefore, to improve the quality of services, one way that can be done is by classifying public complaints that are most frequently reported to be able to find solutions or strategies to overcome complaints or public dissatisfaction and will help achieve organizational goals.

Data retrieval was carried out by means of documentation and literature study to the Daldatin Section. Classification of public complaints in DPMPTSP Banyumas Regency uses the application of data mining with the ID3 algorithm. ID3 algorithm is a classification method in data mining by creating a decision tree to solve a problem.

From the classification that has been carried out using the ID3 algorithm method, it can be seen that the classification of the most complaints from residents regarding the Public Service Mall and Licensing in Banyumas Regency and the accuracy resulting from the ID3 algorithm modeling is 83.33%.

Based on the complaint classification, it can be said that the Public Service and Licensing Mall is the complaint material with the most reports from the public, and to be able to reduce the complaint report, the Banyumas Regency DPMPTSP can focus on improving the Public Service and Licensing Mall and create a strategy to reduce the level of complaints.

Keywords: Data Mining, ID3 Algorithm, Public Complaints, Public Service, Rapidminer