

Universiti Teknologi MARA

**An Online Hotel Search System using Fuzzy Logic
(OHSeS)**

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ABSTRACT

Nowadays there are too many web based or system that have been designed in order to give an easy way to customers to get services on Internet, Customers are face many problem in order to search and get the best hotels which are time consuming, costly, information overloaded and possess security risk to the client. This research is about developing an online hotel search system using fuzzy logic. This system is designed to test the effectiveness of the Fuzzy logic. Fuzzy logic used as a method for searching process and also to make decisions about the best hotels based on customer's criteria like location, price and facilities. As a result, this system can list the best hotels that meet the customer's preferences. Questionnaire is used to evaluate this system. The customers have to use this system and also other system to compare the performance based on usability, efficiency and attractiveness of the system. From data that have been collected, there are about 60% respondent respond to strongly agree and 30% agree that this system provide more efficiency from other system. For usability, about 25 respondents strongly agreed and 15 respondents agreed that this system give an additional information and also give easy way to get the hotels information. The result for analysis on questionnaire showed the satisfaction of customers for this system. As a conclusion, this system show that Fuzzy logic is suitable to be used for search hotels based on analysis from the result and future work have been made as improvement for this system.

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