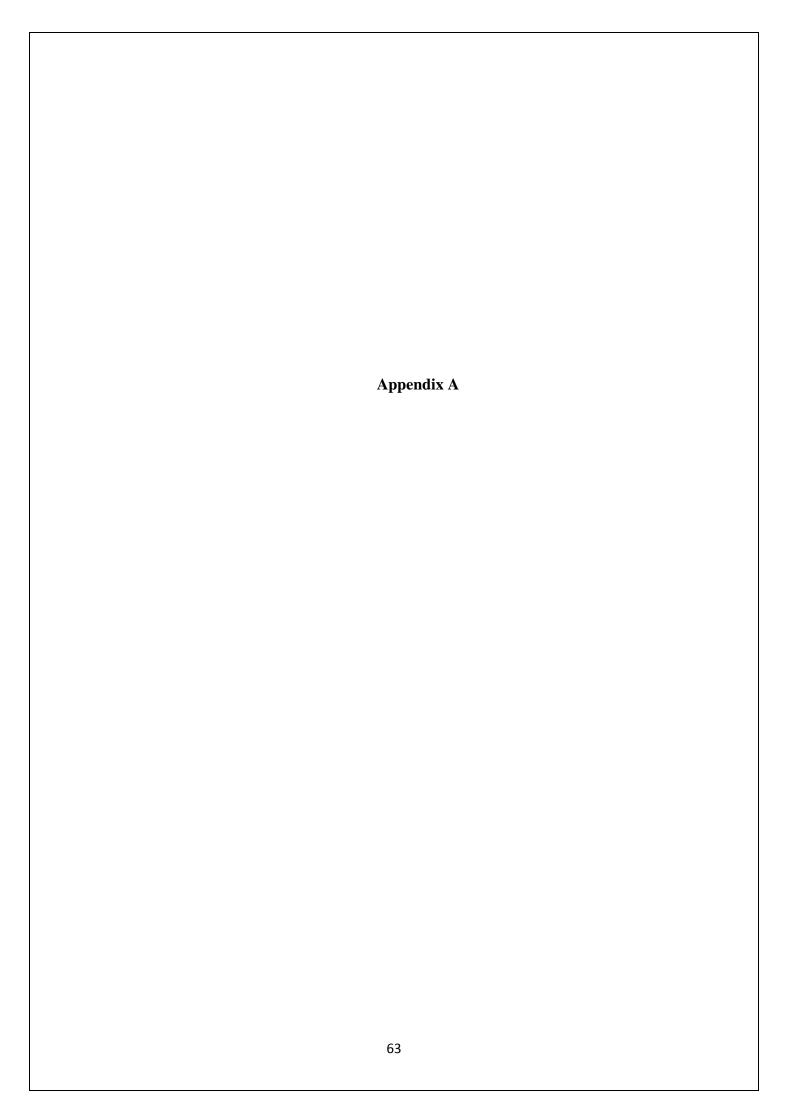## References

1. https://www.dfki.de/web/research/publications/renameFileForDownload?...25...
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14. https://www.cs.helsinki.fi/u/myllymak/Teaching/2004/Fall/Seminar/poroshin.pdf.
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16. http://www.webopedia.com/TERM/W/World_Wide_Web.html
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22. https://github.com/VTwo-Group/Apriori-Algorithm

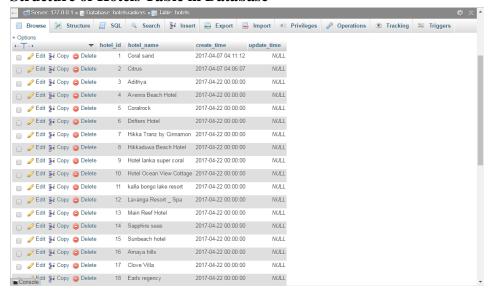**Appendix A**

Structure of Hotels Table in Database

Figure 23: Structure of Hotels Table in Database
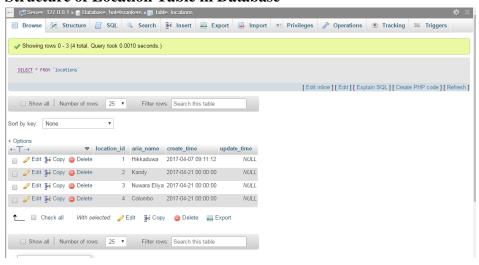
Structure of Location Table in Database

Figure 24: Structure of Location Table in Database
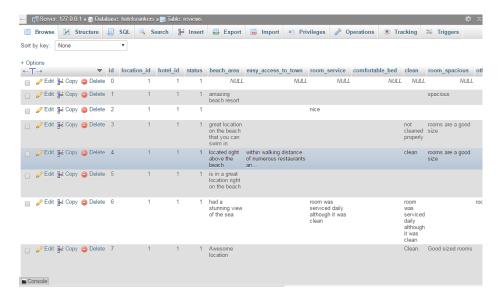
Structure of Reviews Table in Database

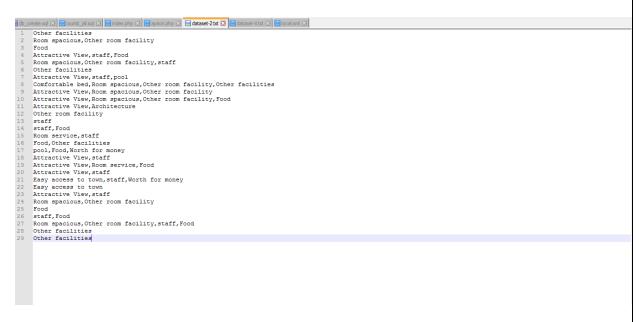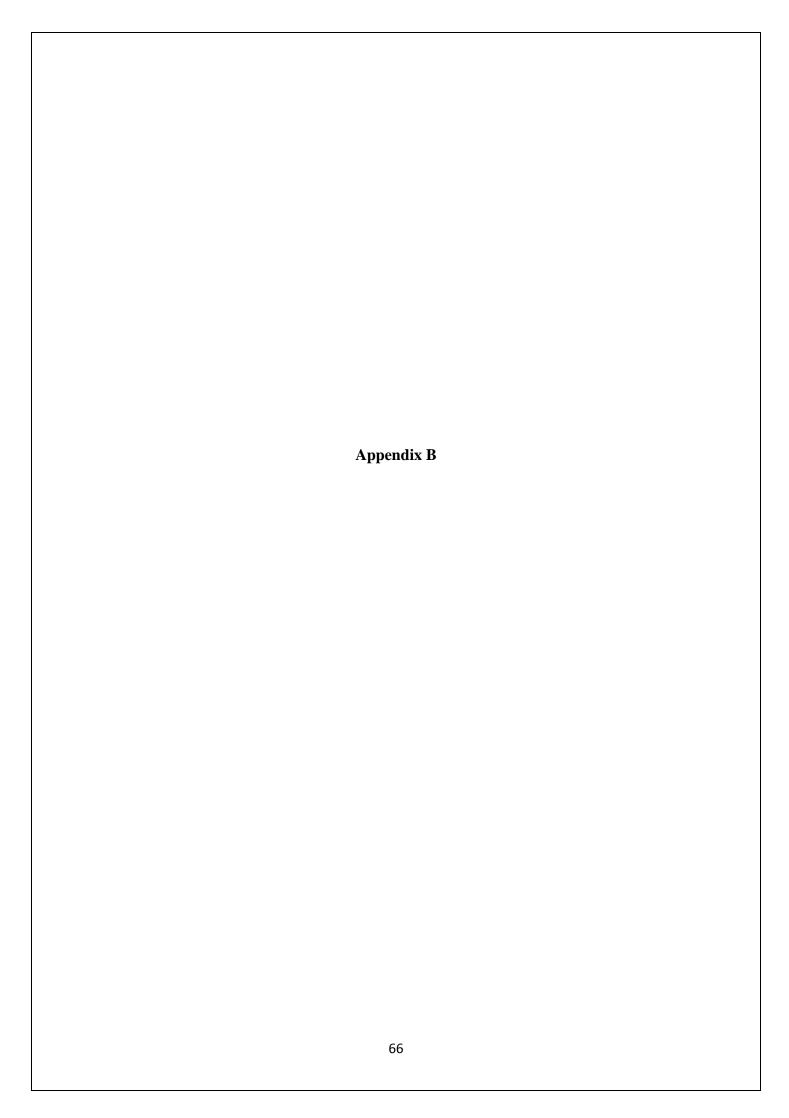## After sentiment Analysis filtered only positive hotel features

Appendix B

Cording of Data base creation

```sql
CREATE TABLE IF NOT EXISTS `hotels` (
 `hotel_id` INT,
  `hotel_name` varchar(200),
`create_time` datetime DEFAULT NULL,
 `update_time` datetime DEFAULT NULL,
  PRIMARY KEY (`hotel_id`)
) DEFAULT CHARSET=utf8;

CREATE TABLE IF NOT EXISTS `locations` (
 `location_id` INT,
`aria_name` varchar(200),
`create_time` datetime DEFAULT NULL,
 `update_time` datetime DEFAULT NULL,
 PRIMARY KEY (`location_id`)
) DEFAULT CHARSET=utf8;


CREATE TABLE `reviews` (
 `id` bigint(20) NOT NULL,
`location_id` int(11) DEFAULT NULL,
 `hotel_id` int(11) DEFAULT NULL,
 `status` int(11) DEFAULT '1',
 `beach_area` varchar(200) DEFAULT NULL,
`easy_access_to_town` varchar(200) DEFAULT NULL,
`room_service` varchar(200) DEFAULT NULL,
 `comfortable_bed` varchar(200) DEFAULT NULL,
 `clean` varchar(200) DEFAULT NULL,
 `room_spacious` varchar(200) DEFAULT NULL,
 `other_room_facility` varchar(200) DEFAULT NULL,
 `staff` varchar(200) DEFAULT NULL,
 `pool` varchar(200) DEFAULT NULL,
 `wifi` varchar(200) DEFAULT NULL,
 `architecture` varchar(200) DEFAULT NULL,

 `food` varchar(200) DEFAULT NULL,

`worth_for_money` varchar(200) DEFAULT NULL,

`spa` varchar(200) DEFAULT NULL,

 PRIMARY KEY (`id`),

 FOREIGN KEY (location_id) REFERENCES locations(location_id),

 FOREIGN KEY (hotel_id) REFERENCES hotels(hotel_id)

) ENGINE=InnoDB DEFAULT CHARSET=utf8;
```

Test script of efficiency of Sentiment Analysis

```php
<?php

include_once "dbcon.php";
include 'class.apriori.php';
/* Get all locations */
$sql = "SELECT DISTINCT aria_id, aria_name, hotel_id, hotel_name FROM reviews";
$result = $conn->query($sql);
$locations = array();
$hotels = array();
while($row = $result->fetch_assoc())
{
        $hotels[$row['hotel_name']] = $row['hotel_id'];
        $locations[$row['aria_id']] = $row;

}
/* Get all features */
$features = array(

                "attractive_view" => "Attractive View",
                "easy_access_to_town" => "Easy access to town",
                "room_service" => "Room service",
                "comfortable_bed" => "Comfortable bed",
                "clean" => "Clean",
                "room_spacious" => "Room spacious",
                "other_room_facility" => "Other room facility",
                "staff" => "staff",
                "pool" => "pool",
                "wifi" => "wifi",
                "architecture" => "Architecture",
                "food" => "Food",
                "worth_for_money" => "Worth for money",
                "spa" => "Spa",
                "other_facilities" => "Other facilities"
            );

/* Print the page header */
print "<h1>Hotel Ranking System</h1><br/>";
/* Print the form */
print '<form action="index.php" method="post">';

/* Print Locations */
print '<lable for="aria">Location: </lable>';
print '<select name="aria">';
/* Foreach location */
foreach($locations as $location)
{
        $seleted = '';
        /* Check if submit was click before and the aria_id is set */
        if(isset($_POST['aria']) && $_POST['aria'] == $location['aria_id'])
        {
                $seleted = 'selected';
        }
        /* Ingore values where 'aria_name' is not set */
        if(!$location['aria_name'])
        {
                continue;
        }
        print '<option value="'.$location['aria_id'].'" '.$seleted.'> '.$location['aria_name'].'</option>';
}
print '</select>';
print '<br/><br/>';

/* Print Feature */
print '<lable for="feature">Feature: </lable>';
print '<select name="feature">';
/* Foreach feature */
foreach($features as $key => $value)
```

```php
{
            $seleted = '';
            /* Check if submit was click before and the aria_id is set */
            if(isset($_POST['feature']) && $_POST['feature'] == $key)
            {
                        $seleted = 'selected';
            }
            print '<option value="'.$key.'" '.$seleted.'> '.$value.'</option>';
}
print '</select>';

/* Print submit button */
print        '<br/><br/><input type="submit" value="Search">';

print '</form>';

/* check if the submit button was click */
if(isset($_POST['aria']) && isset($_POST['feature']))
{

            $aria_id = $_POST['aria'];
            $feature_col = $_POST['feature'];
            /* Get all reviews for the given hotel */
            $sql = "SELECT DISTINCT hotel_id AS hid, hotel_name AS hname, ".$feature_col." AS feature
FROM reviews WHERE aria_id=".$aria_id;
            $result = $conn->query($sql);
            $results = array();
            /* Foreach Review */
            while($row = $result->fetch_assoc())
            {
                        /* Curl request to http://text-processing.com API */
                        $ch = curl_init();
                        curl_setopt($ch, CURLOPT_URL,"http://text-processing.com/api/sentiment/");
                        curl_setopt($ch, CURLOPT_POST, TRUE);
                        curl_setopt($ch, CURLOPT_POSTFIELDS, 'text='.$row["feature"]);
                        curl_setopt($ch, CURLOPT_RETURNTRANSFER, true);
                        /* Process Curl response */
                        $response = curl_exec ($ch);
                        $res = json_decode($response, true);
                        /* save the result */
                        $results[$row["hname"]][] = $res['label'];
                        curl_close ($ch);
            }

            /* Get the positive rating for each hotel */
            $finalResult = array();
            foreach($results as $hotel => $reviews)
            {
                        /* Total number of reviews */
                        $totalReviews = count($reviews);
                        $posReviews = 0;
                        /* Get the number of positive reviews */
                        foreach($reviews as $review)
                        {
                                    if($review=='pos')
                                    {
                                                $posReviews++;
                                    }
                        }
                        /* Calculate the positive rating */
                        $finalResult[$hotel] = $posReviews*100/$totalReviews;
            }
            /* Sort using the rating */
            arsort($finalResult);
            /* Print the values */
            print '<table>';
            print '<table border=1px><th>Hotel</th><th>Ranking</th><th>Association</th>';
```

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```php
foreach($finalResult as $hotel => $data)
{
        $file = 'dataset/dataset-'.$hotels[$hotel].'.txt';
        $Apriori = new Apriori();

        $Apriori->setMaxScan(20);       //Scan 2, 3, ...
        $Apriori->setMinSup(2);         //Minimum support 1, 2, 3, ...
        $Apriori->setMinConf(60);       //Minimum confidence - Percent 1, 2, ..., 100
        $Apriori->setDelimiter(',');    //Delimiter
        $Apriori->process($file);
        $ruleString = '';
        $rule = $Apriori->getAssociationRules();
        $ruleDatas = array();
        if(isset($rule[$features[$feature_col]]))
        {
                $ruleDatas = $rule[$features[$feature_col]];
        }
        foreach($ruleDatas as $key => $value)
        {
                $ruleString .= $key.'<br/>';
        }
        print '<tr>';
                print '<td>'.$hotel.'</td>';
                print '<td>'.$data.'%</td>';
                print '<td>'.$ruleString.'</td>';
        print '</tr>';
}
print '</table>';
}
```

Apriori Test script

```php
<!DOCTYPE HTML>
<html>
<head>
   <meta http-equiv="content-type" content="text/html; charset=utf-8" />
        <title>Apriori Alghoritm</title>
</head>
<body style="font-family: monospace;">
<?php
include 'class.apriori.php';
include_once "dbcon.php";
$rows = array();
$sql = "SELECT * FROM reviews";
$result = $conn->query($sql);
while($row = $result->fetch_assoc())
{
        $rows[$row['hotel_id']] = $row;
}
print '<form action="apriori.php" method="post">';
print '<lable for="hotel_id">Hotel ID: </lable>';
print '<select name="hotel_id">';
foreach($rows as $row)
{
        $seleted = '';
        if(isset($_POST['hotel_id']) && $_POST['hotel_id'] == $row['hotel_id'])
        {
                $seleted = 'selected';
        }
        print '<option value="'.$row['hotel_id'].'" '.$seleted.'>
'.$row['hotel_name'].'</option>';
}
print '</select>';
print '<br/><br/>';
print    '<input type="submit" name="submit" value="Search">';
print '</form>';
if(isset($_POST['submit']))
{
        $file = 'dataset/dataset-'.$_POST['hotel_id'].'.txt';
        $Apriori = new Apriori();

        $Apriori->setMaxScan(20);      //Scan 2, 3, ...
        $Apriori->setMinSup(2);        //Minimum support 1, 2, 3, ...
        $Apriori->setMinConf(1);       //Minimum confidence - Percent 1, 2, ..., 100
        $Apriori->setDelimiter(',');   //Delimiter

        /*
        Use Array:
        $dataset   = array();
        $dataset[] = array('A', 'B', 'C', 'D');
        $dataset[] = array('A', 'D', 'C');
        $dataset[] = array('B', 'C');
```

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```php
            $dataset[] = array('A', 'E', 'C');
            $Apriori->process($dataset);
            */
            $Apriori->process($file);

            //Frequent Itemsets
            echo '<h1>Frequent Itemsets</h1>';
            $Apriori->printFreqItemsets();

            echo '<h3>Frequent Itemsets Array</h3>';
            print_r($Apriori->getFreqItemsets());

            //Association Rules
            echo '<h1>Association Rules</h1>';
            $Apriori->printAssociationRules();

            echo '<h3>Association Rules Array</h3>';
            print_r($Apriori->getAssociationRules());

            //Save to file
            //$Apriori->saveFreqItemsets('freqItemsets.txt');
            //$Apriori->saveAssociationRules('associationRules.txt');
        }
        ?>
    </body>
</html>
```

Hotel Ranking System/ MyCode PHP

```php
<?php

include_once "dbcon.php";
include 'class.apriori.php';
/* Get all locations */
$sql = "SELECT DISTINCT aria_id, aria_name, hotel_id, hotel_name FROM reviews";
$result = $conn->query($sql);
$locations = array();
$hotels = array();
while($row = $result->fetch_assoc())
{
        $hotels[$row['hotel_name']] = $row['hotel_id'];
        $locations[$row['aria_id']] = $row;
}
/* Get all features */
$features = array(
                "attractive_view" => "Attractive View",
                "easy_access_to_town" => "Easy access to town",
                "room_service" => "Room service",
                "comfortable_bed" => "Comfortable bed",
                "clean" => "Clean",
                "room_spacious" => "Room spacious",
                "other_room_facility" => "Other room facility",
                "staff" => "staff",
                "pool" => "pool",
                "wifi" => "wifi",
                "architecture" => "Architecture",
                "food" => "Food",
                "worth_for_money" => "Worth for money",
                "spa" => "Spa",
                "other_facilities" => "Other facilities"
        );

/* Print the page header */
print "<h1>Hotel Ranking System</h1><br/>";
/* Print the form */
print '<form action="index.php" method="post">';

/* Print Locations */
print '<lable for="aria">Location: </lable>';
print '<select name="aria">';
/* Foreach location */
foreach($locations as $location)
{
        $seleted = '';
        /* Check if submit was click before and the aria_id is set */
        if(isset($_POST['aria']) && $_POST['aria'] == $location['aria_id'])
        {
                $seleted = 'selected';
```

```php
        }
        /* Ingore values where 'aria_name' is not set */
        if(!$location['aria_name'])
        {
                continue;
        }
        print '<option value="'.$location['aria_id'].'" '.$seleted.'>
'.$location['aria_name'].'</option>';
}
print '</select>';
print '<br/><br/>';

/* Print Feature */
print '<lable for="feature">Feature: </lable>';
print '<select name="feature">';
/* Foreach feature */
foreach($features as $key => $value)
{
        $seleted = '';
        /* Check if submit was click before and the aria_id is set */
        if(isset($_POST['feature']) && $_POST['feature'] == $key)
        {
                $seleted = 'selected';
        }
        print '<option value="'.$key.'" '.$seleted.'> '.$value.'</option>';
}
print '</select>';

/* Print submit button */
print    '<br/><br/><input type="submit" value="Search">';

print '</form>';

/* check if the submit button was click */
if(isset($_POST['aria']) && isset($_POST['feature']))
{

        $aria_id = $_POST['aria'];
        $feature_col = $_POST['feature'];
        /* Get all reviews for the given hotel */
        $sql = "SELECT DISTINCT hotel_id AS hid, hotel_name AS hname, ".$feature_col." AS
feature FROM reviews WHERE aria_id=".$aria_id;
        $result = $conn->query($sql);
        $results = array();
        /* Foreach Review */
        while($row = $result->fetch_assoc())
        {
                /* Curl request to http://text-processing.com API */
                $ch = curl_init();
                curl_setopt($ch, CURLOPT_URL,"http://text-
processing.com/api/sentiment/");
```

```php
            curl_setopt($ch, CURLOPT_POST, TRUE);
            curl_setopt($ch, CURLOPT_POSTFIELDS, 'text='.$row["feature"]);
            curl_setopt($ch, CURLOPT_RETURNTRANSFER, true);
            /* Process Curl response */
            $response = curl_exec ($ch);
            $res = json_decode($response, true);
            /* save the result */
            $results[$row["hname"]][] = $res['label'];
            curl_close ($ch);
    }

    /* Get the positive rating for each hotel */
    $finalResult = array();
    foreach($results as $hotel => $reviews)
    {
            /* Total number of reviews */
            $totalReviews = count($reviews);
            $posReviews = 0;
            /* Get the number of positive reviews */
            foreach($reviews as $review)
            {
                    if($review=='pos')
                    {
                            $posReviews++;
                    }
            }
            /* Calculate the positive rating */
            $finalResult[$hotel] = $posReviews*100/$totalReviews;
    }
    /* Sort using the rating */
    arsort($finalResult);
    /* Print the values */
    print '<table>';
    print '<table border=1px><th>Hotel</th><th>Ranking</th><th>Association</th>';
    foreach($finalResult as $hotel => $data)
    {
            $file = 'dataset/dataset-'.$hotels[$hotel].'.txt';
            $Apriori = new Apriori();

            $Apriori->setMaxScan(20);      //Scan 2, 3, ...
            $Apriori->setMinSup(2);        //Minimum support 1, 2, 3, ...
            $Apriori->setMinConf(60);      //Minimum confidence - Percent 1, 2, ..., 100
            $Apriori->setDelimiter(',');   //Delimiter
            $Apriori->process($file);
            $ruleString = '';
            $rule = $Apriori->getAssociationRules();
            $ruleDatas = array();
            if(isset($rule[$features[$feature_col]]))
            {
                    $ruleDatas = $rule[$features[$feature_col]];
            }
```

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```php
                        foreach($ruleDatas as $key => $value)
                        {
                                $ruleString .= $key.'<br/>';
                        }
                        print '<tr>';
                                print '<td>'.$hotel.'</td>';
                                print '<td>'.$data.'%</td>';
                                print '<td>'.$ruleString.'</td>';
                        print '</tr>';
                }
                print '</table>';
        }
```

Appendix C

Evaluation

User1:

Survey

Hotel Ranking System

Name: *Dewmi*   Profession: *Teacher*

1. How likely is it that you would recommend this Hotel Ranking System to someone?
☐ Very Satisfied   ☐ Satisfied   ☒ Neutral
☐ Dissatisfied   ☐ Very Dissatisfied

2. How satisfied are you with the reliability of this software?
☐ Very Satisfied   ☐ Satisfied   ☐ Neutral
☒ Dissatisfied   ☐ Very Dissatisfied

3. How satisfied are you with this software's ease of use?
☐ Very Satisfied   ☒ Satisfied   ☐ Neutral
☐ Dissatisfied   ☐ Very Dissatisfied

4. How satisfied are you with the look and feel of this software?
☐ Very Satisfied   ☒ Satisfied   ☐ Neutral
☐ Dissatisfied   ☐ Very Dissatisfied

5. Do you have any thought on how to improve this software?

None

6. How would you rate the efficiency of our Hotel Ranking System?
☐ Very Satisfied   ☐ Satisfied   ☒ Neutral
☐ Dissatisfied   ☐ Very Dissatisfied

7. How would you rate the overall performance of the software?
☐ 100%-80%   ☐ 79%-60%   ☒ 59%-40%
☐ 39%-20%   ☐ 19%-0%

Figure 27: Survey of user 1

User 2:

Survey

Hotel Ranking System

Name: *Archana*   **Profession:** *House wife*

1. How likely is it that you would recommend this Hotel Ranking System to someone?
☐ Very Satisfied   ☐ Satisfied   ☒ Neutral
☐ Dissatisfied   ☐ Very Dissatisfied

2. How satisfied are you with the reliability of this software?
☐ Very Satisfied   ☐ Satisfied   ☒ Neutral
☐ Dissatisfied   ☐ Very Dissatisfied

3. How satisfied are you with this software's ease of use?
☒ Very Satisfied   ☐ Satisfied   ☐ Neutral
☐ Dissatisfied   ☐ Very Dissatisfied

4. How satisfied are you with the look and feel of this software?
☒ Very Satisfied   ☐ Satisfied   ☐ Neutral
☐ Dissatisfied   ☐ Very Dissatisfied

5. Do you have any thought on how to improve this software?

Speed should improve and should have some more information for a traveler

6. How would you rate the efficiency of our Hotel Ranking System?
☐ Very Satisfied   ☒ Satisfied   ☐ Neutral
☐ Dissatisfied   ☐ Very Dissatisfied

7. How would you rate the overall performance of the software?
☐ 100%-80%   ☐ 79%-60%   ☒ 59%-40%
☐ 39%-20%   ☐ 19%-0%

Figure 28: Survey of user 2

User 3:

Survey

Hotel Ranking System

Name: *Gunathilaka*   **Profession:** *Associate QA Engineer*

1. How likely is it that you would recommend this Hotel Ranking System to someone?
    ☐ Very Satisfied   ☒ Satisfied   ☐ Neutral
    ☐ Dissatisfied   ☐ Very Dissatisfied

2. How satisfied are you with the reliability of this software?
    ☐ Very Satisfied   ☐ Satisfied   ☒ Neutral
    ☐ Dissatisfied   ☐ Very Dissatisfied

3. How satisfied are you with this software's ease of use?
    ☐ Very Satisfied   ☒ Satisfied   ☐ Neutral
    ☐ Dissatisfied   ☐ Very Dissatisfied

4. How satisfied are you with the look and feel of this software?
    ☐ Very Satisfied   ☒ Satisfied   ☐ Neutral
    ☐ Dissatisfied   ☐ Very Dissatisfied

5. Do you have any thought on how to improve this software?

    Speed should improve

6. How would you rate the efficiency of our Hotel Ranking System?
    ☐ Very Satisfied   ☒ Satisfied   ☐ Neutral
    ☐ Dissatisfied   ☐ Very Dissatisfied

7. How would you rate the overall performance of the software?
    ☐ 100%-80%   ☐ 79%-60%   ☒ 59%-40%
    ☐ 39%-20%   ☐ 19%-0%

Figure 29: Survey of user 3

User 4:

Survey

Hotel Ranking System

Name: *Kawindo*   **Profession:** *Software Engineer*

1. How likely is it that you would recommend this Hotel Ranking System to someone?
☐ Very Satisfied   ☒ Satisfied   ☐ Neutral
☐ Dissatisfied   ☐ Very Dissatisfied

2. How satisfied are you with the reliability of this software?
☐ Very Satisfied   ☒ Satisfied   ☐ Neutral
☐ Dissatisfied   ☐ Very Dissatisfied

3. How satisfied are you with this software's ease of use?
☒ Very Satisfied   ☐ Satisfied   ☐ Neutral
☐ Dissatisfied   ☐ Very Dissatisfied

4. How satisfied are you with the look and feel of this software?
☒ Very Satisfied   ☐ Satisfied   ☐ Neutral
☐ Dissatisfied   ☐ Very Dissatisfied

5. Do you have any thought on how to improve this software?

> To increase the speed

6. How would you rate the efficiency of our Hotel Ranking System?

☒ Very Satisfied   ☐ Satisfied   ☐ Neutral
☐ Dissatisfied   ☐ Very Dissatisfied

7. How would you rate the overall performance of the software?
☐ 100%-80%   ☒ 79%-60%   ☐ 59%-40%
☐ 39%-20%   ☐ 19%-0%

Figure 30: Survey of user 4

User 5:

Survey

Hotel Ranking System

Name: *Aaqil*   **Profession:** *QA Engineer*

1. How likely is it that you would recommend this Hotel Ranking System to someone?
   ☒ Very Satisfied   ☐ Satisfied   ☐ Neutral
   ☐ Dissatisfied   ☐ Very Dissatisfied

2. How satisfied are you with the reliability of this software?
   ☐ Very Satisfied   ☐ Satisfied   ☒ Neutral
   ☐ Dissatisfied   ☐ Very Dissatisfied

3. How satisfied are you with this software's ease of use?
   ☐ Very Satisfied   ☒ Satisfied   ☐ Neutral
   ☐ Dissatisfied   ☐ Very Dissatisfied

4. How satisfied are you with the look and feel of this software?
   ☐ Very Satisfied   ☒ Satisfied   ☐ Neutral
   ☐ Dissatisfied   ☐ Very Dissatisfied

5. Do you have any thought on how to improve this software?

   Speed should improve

6. How would you rate the efficiency of our Hotel Ranking System?
   ☐ Very Satisfied   ☒ Satisfied   ☐ Neutral
   ☐ Dissatisfied   ☐ Very Dissatisfied

7. How would you rate the overall performance of the software?
   ☐ 100%-80%   ☒ 79%-60%   ☐ 59%-40%
   ☐ 39%-20%   ☐ 19%-0%

Figure 31: Survey of user 5

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User 6:

Survey

Hotel Ranking System

Name: *Udara*   **Profession:** *Associate Software Engineer*

1. How likely is it that you would recommend this Hotel Ranking System to someone?
☒ Very Satisfied   ☐ Satisfied   ☐ Neutral
☐ Dissatisfied   ☐ Very Dissatisfied

2. How satisfied are you with the reliability of this software?
☐ Very Satisfied   ☒ Satisfied   ☐ Neutral
☐ Dissatisfied   ☐ Very Dissatisfied

3. How satisfied are you with this software's ease of use?
☒ Very Satisfied   ☐ Satisfied   ☐ Neutral
☐ Dissatisfied   ☐ Very Dissatisfied

4. How satisfied are you with the look and feel of this software?
☒ Very Satisfied   ☐ Satisfied   ☐ Neutral
☐ Dissatisfied   ☐ Very Dissatisfied

5. Do you have any thought on how to improve this software?

Can add some more features which travelers looking for

6. How would you rate the efficiency of our Hotel Ranking System?

☒ Very Satisfied   ☒ Satisfied   ☐ Neutral
☐ Dissatisfied   ☐ Very Dissatisfied

7. How would you rate the overall performance of the software?
☒ 100%-80%   ☒ 79%-60%   ☐ 59%-40%
☐ 39%-20%   ☐ 19%-0%

Figure 32: Survey of user 6

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User 7:

Survey

Hotel Ranking System

Name: *Ranjani*   **Profession:** *Hotel Manager*

1. How likely is it that you would recommend this Hotel Ranking System to someone?
   - ☐ Very Satisfied
   - ☒ Satisfied
   - ☐ Neutral
   - ☐ Dissatisfied
   - ☐ Very Dissatisfied

2. How satisfied are you with the reliability of this software?
   - ☐ Very Satisfied
   - ☒ Satisfied
   - ☐ Neutral
   - ☐ Dissatisfied
   - ☐ Very Dissatisfied

3. How satisfied are you with this software's ease of use?
   - ☒ Very Satisfied
   - ☐ Satisfied
   - ☐ Neutral
   - ☐ Dissatisfied
   - ☐ Very Dissatisfied

4. How satisfied are you with the look and feel of this software?
   - ☐ Very Satisfied
   - ☒ Satisfied
   - ☐ Neutral
   - ☐ Dissatisfied
   - ☐ Very Dissatisfied

5. Do you have any thought on how to improve this software?

   Identify some hotel feature that customer looking for because current system is limited for 15 features only

6. How would you rate the efficiency of our Hotel Ranking System?
   - ☐ Very Satisfied
   - ☒ Satisfied
   - ☐ Neutral
   - ☐ Dissatisfied
   - ☐ Very Dissatisfied

7. How would you rate the overall performance of the software?
   - ☒ 100%-80%
   - ☐ 79%-60%
   - ☐ 59%-40%
   - ☐ 39%-20%
   - ☐ 19%-0%

Figure 33: Survey of user 7

User 8:

Survey

Hotel Ranking System

Name: *Ushani*   **Profession:** *Tutor*

1. How likely is it that you would recommend this Hotel Ranking System to someone?
   ☒ Very Satisfied   ☒ Satisfied   ☐ Neutral
   ☐ Dissatisfied   ☐ Very Dissatisfied

2. How satisfied are you with the reliability of this software?
   ☐ Very Satisfied   ☐ Satisfied   ☒ Neutral
   ☐ Dissatisfied   ☐ Very Dissatisfied

3. How satisfied are you with this software's ease of use?
   ☐ Very Satisfied   ☒ Satisfied   ☐ Neutral
   ☐ Dissatisfied   ☐ Very Dissatisfied

4. How satisfied are you with the look and feel of this software?
   ☒ Very Satisfied   ☐ Satisfied   ☐ Neutral
   ☐ Dissatisfied   ☐ Very Dissatisfied

5. Do you have any thought on how to improve this software?

   None

6. How would you rate the efficiency of our Hotel Ranking System?

   ☐ Very Satisfied   ☒ Satisfied   ☐ Neutral
   ☐ Dissatisfied   ☐ Very Dissatisfied

7. How would you rate the overall performance of the software?
   ☐ 100%-80%   ☐ 79%-60%   ☒ 59%-40%
   ☐ 39%-20%   ☐ 19%-0%

Figure 34: Survey of user 8