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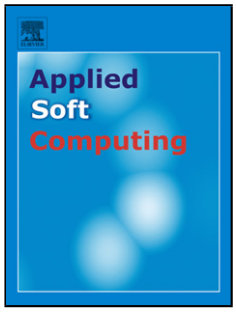

Title: A multi-criteria decision-making model for hotel selection with linguistic distribution assessments

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PII: S1568-4946(17)30491-X
DOI: http://dx.doi.org/doi:10.1016/j.asoc.2017.08.009
Reference: ASOC 4399

To appear in: *Applied Soft Computing*

Received date: 13-11-2016
Revised date: 1-8-2017
Accepted date: 2-8-2017

Please cite this article as: Su-min Yu, Jing Wang, Jian-qiang Wang, Lin Li, A multi-criteria decision-making model for hotel selection with linguistic distribution assessments, <*[CDATA[Applied Soft Computing Journal]]*> (2017), http://dx.doi.org/10.1016/j.asoc.2017.08.009

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1. Numerous online reviews of hotels are described by linguistic distribution assessments that can retain original information effectively.

2. New comparison method is defined based on linguistic scale functions to break through the restriction of previous comparison method for linguistic distribution assessments.

3. New distance measurement between linguistic distribution assessments is defined based on the linguistic scale functions to calculate the distance between any two linguistic distribution assessments that have different numbers of linguistic terms.

4. In order to deal with the conflicting criteria and the preferences for criteria in different groups, a mathematical model is designed based on an extended VIKOR approach and the idea of PA operator to select hotels on tourism websites.

5. A case study of TripAdvisor.com is conducted to select suitable hotels using online reviews of these hotels

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