**Homework: Writing the literature review by this template (More than 10 papers)**

**Title:** ………….

**Abstract:**

………….

**English:**

(Topic) ………………………… (Theory) ………………………………………

(Synthesis) ………………………..(Conclusion) ……………………………………….

(Analysis) ………………..…… (Gap) ………………………………………………….

**Keyword:**

* key 1
* key 2

**Citation:**

(Who) …………………………, “(What) …………………………………… ,” (Where) ……………………….., (When) ……………………………………… **.**

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**Title:** **Predicting satisfaction of airline passengers using classification**

**Abstract:**

This research paper is exploring the application of classification data mining algorithms on specific data. The data set used in this paper is open and available to everyone, it contains several attributes that are measuring the overall quality of the flight. The main aim of the paper is to explore the effect of different flight attributes on the overall satisfaction of the passenger

**English:**

Topic: predicting satisfaction of airline passengers using classification.

Theory: Use classification data mining algorithms to a specific dataset to test the effect of different flight attributes on passenger satisfaction.

Synthesis: The results of applying various data mining algorithms to the dataset to determine the most effective method for predicting passenger satisfaction.

Conclusion: All features of the dataset are important for predicting passenger satisfaction and that the Boruta algorithm is the most effective method for feature selection.

Analysis: The Applying various data mining algorithms to the dataset and compares their effectiveness in predicting passenger satisfaction.

Gap: It does note that the dataset was challenging to work with and required extensive pre-processing.

**Keyword:**

* key 1 flight, satisfaction
* key 2 classification, algorithm

**Citation:**

Dr. Emine Yaman ‘Predicting satisfaction of airline passengers using

Classification’ International University of Sarajevo Faculty of Engineering and Natural Sciences

Sarajevo, Bosnia and Herzegovina

**Title:** **Airline Passenger Satisfaction Prediction Using Novel Hybrid Random Forest Model Comparison with K-Nearest Neighbour Model**

**Abstract:**

The objective of this study was to analyze the passenger satisfaction questionnaire using existing

machine learning algorithms and methods, in this case, KNN, and compare their performance with the model. Random Forest Novel Hybrid. 50 samples were taken for this analysis with two groups of 25 samples each. Group 1 uses a hybrid random forest model and group 2 uses K-nearest neighbor (KNN). Through the workflow of this study, the dataset was imported using

the Kaggle engine and trained with the Novel Hybrid Random Forest algorithm using Jupiter Notebook. The sample size was calculated from values obtained in previous studies using an online statistical tool with a pre-test power of 95% and an alpha value of 0.016

**English:**

(Topic) analyze the passenger satisfaction questionnaire (Theory) machine learning algorithms and methods, in this case, KNN, and compare their performance with the model (Synthesis) . Random Forest Novel Hybrid (Conclusion) findings and compare the performance of two machine learning algorithms, K-Nearest Neighbor (KNN) and Random Forest Novel Hybrid, in predicting airline passenger satisfaction. (Analysis) The authors found that the Random Forest Novel Hybrid algorithm outperformed (Gap) an accurate and efficient machine learning algorithm to predict passenger satisfaction.

**Keyword:**

* key 1 Novel Random Forest
* key 2 Prediction, Passenger

**Citation:**

Bhargav1 and R.Thandaiah Prabu Research Scholar, 2Associate Professor, Department of ECE, Saveetha School of Engineering, SIMATS, Chennai Technology, Chennai

**Title:** Airline Customer Segmentation based on Complex Behavioral Approach using K-Mode and XG-Boost Algorithm

**Abstract:**

Passenger disappointment with quality of services is one of the key component affecting the revenue deprivation of the airline industry. Now the airline industry has realized that

traditional customer segmentation based on demographics does not reflect customer behavior.

Airline is one of the global industries in which customer expectations change very rapidly.

Dealing with those expectations in a highly competitive market means airlines must re-formulate their customer segmentation process, from social demography to more composite behavioral

approach that consider the entire travel experience of the customer. To overcome above limitation, this study uses passenger booking GDS data having attributes such as user

origin, destination, flight class, price, travel search category, trip span, time of fly, number of passengers, trip break and is round trip in order to predict the type of traveler I.e. whether a user is

a family traveler, group traveler, business traveler and solo traveler. To find the pattern in the data this study illustrates the idea of applying K-Mode clustering which calculates the most

optimal clusters within the data points. Then to predict the class of the traveler XG Boost algorithm is applied and for explaining the outcome of any machine learning model. Shapley Additive Explanations value analysis is used

**English:**

Topic: "Airline Customer Segmentation based on Complex Behavioral Approach using K-Mode and XG-Boost Algorithm".

Theory: the application of machine learning algorithms such as K-Mode clustering and XG Boost algorithm to predict the type of traveler based on various features of the booking data.

Synthesis: use of these algorithms to create a more composite behavioral approach to customer segmentation in the airline industry.

Conclusion: Traditional customer segmentation based on demographics does not reflect customer behavior and that airlines must re-formulate their customer segmentation process to consider the entire travel experience of the customer.

Analysis: The limitations of traditional customer segmentation and proposes a novel approach to customer segmentation based on unique features of the booking data.

Gap: the need for a more composite behavioral approach to customer .

**Keyword:**

* key 1 Customer Segmentation
* key 2 K-Mode Clustering

**Citation:**

Mansi Mahendru Computer Science and Engineering Amity University, Uttar Pradesh Noida, India ,2023 International Conference on Disruptive Technologies (ICDT)