**Machine Learning | CA1 | Louis Wilkie | sba22529**

**Introduction**

This assignment will analyse an airline customer satisfaction dataset. Supervised learning machine learning models will be developed for this dataset. Different models will be built to classify (Harrison, p. 105) if an entry in the dataset is *satisfied* or *dissatisfied.*

This dataset fits under the umbrella of transport as per the assignment requirements. More specifically, the dataset contains anonymised survey responses on an anonymised airline as *Invistico Airlines.*

**Dataset**

The dataset is titled “Airlines Customer satisfaction” and is sourced from Kaggle.com. The dataset is available here: <https://www.kaggle.com/datasets/sjleshrac/airlines-customer-satisfaction>. The dataset itself is fairly

**References**

Harrison, M. (2019). “Machine Learning Pocket Reference”, O’Reilly Media: Sebastopol

Kaggle (2019). “Airlines Customer Satisfaction”, Available at: <https://www.kaggle.com/datasets/sjleshrac/airlines-customer-satisfaction> (Accessed: 26/11/23)