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# EEE485 Statistical Learning and Data Analytics Term Project Airline Passenger Satisfaction

## Introduction

In today's globalized world, transportation is essential, and air travel stands out for its speed and convenience when compared to land or sea travel. The quality of services provided by airlines has emerged as a critical component in fostering consumer loyalty and industry expansion as the demand for air travel rises globally. Airlines rely significantly on passenger input gathered through surveys and consumer reviews to enhance their offerings. Airlines can modify their services to better suit customer needs by using this data-driven strategy to better understand changing passenger preferences and expectations. The goal of EEE 485/585 term project is to use a dataset created to record different of the flight experience in order to analyze consumer satisfaction. The project's goal in examining this dataset is to offer insights on customers. By exploring this dataset, the project seeks to provide insights that can contribute to enhancing service quality and overall customer happiness in the air transportation sector.

## **Problem Description**

The term project aims to analyze the founded data on different machine learning algorithms. All machine learning algorithms gives result satisfied or not satisfied, which is binary classification. Machine learning algorithms planned to use in the term project are Logistic Regression, Neural Networks, Random Forest and Support Vector Machine. Logistic Regression is selected since it's goal is to predict two outcomes 0 and 1. In the training of each machine learning, model, K-fold cross-validation is used for obtaining more precise result in the training. The scores of each training set in evaluated in the validation parameters. The performance of each machine learning model is shown in the confusion matrix, which shows the result of machine learning run in test data. All chosen machine learning algorithms designed on Python. Custom build machine learning algorithm did not use in the project depending on the project description.

#### **Revision from the First Report**

After first demo, I changed the parts of machine learning models according to advice of course TA. First of all, model can be stuck in local minima in the optimization because of full batch gradient descent. I changed the optimization structure to mini batch stochastic gradient descent. Also, I implemented Random Forest and Support Vector machine algorithms for the final report. I added the desired classification output in the confusion matrix of the data set. I also added tables for increasing the investigation in the network.

## Dataset

Dataset of the term project is "Airline Satisfaction Survey" on Kaagle [1]. The dataset was constructed from airline passenger satisfaction survey. The usability score of this project is 9.41 from 10. The dataset consists of 2 files such as test and training. The project train and test dataset contain information about gender, customer type, age, type of travel, class, inflight WIFI service, departure/ arrival time convenient, ease of online booking, gate location, food and drink, online boarding, seat comfort, inflight entertainment, on-board service, leg room service, baggage handling, check-in service, inflight service, cleanliness, departure delay in minutes and arrival delay in minutes. These information in the dataset is used as a feature in machine learning algorithms. Both datasets set contains id and index number, which does not have meaningful to use in the satisfaction classification. As a result, these columns is deleted in both data set. The train dataset contains 103904 rows and 23 columns.

Features in the dataset are represented categorically, scores and integer values. Categorically classified features are represented by 0 and 1, so that machine learning algorithms understand these features. For instance, gender feature is classified as Male and Female, so they are converted as "Male" is represented "0" and "Female" is represented "1". In the customer type, hierarchal representation is used. Business is considered as higher priority for airline, so it assigned highest value among other classes.

## **Analysis of Machine Learning Algorithms**

In the project, there are 4 different machine learning algorithms is going to implement the binary classification. The algorithms are Logistic Regression, Neural Networks, Random Forest, Support Vector Machine.

## **Logistic Regression**

Logistic regression is one of the machine learning algorithms used in the project for binary classification [2]. It enables to map input vales to probabilities between 0 and 1. The model establishes a linear relationship between input features and the log-odds of the target, creating a simple decision boundary. The advantage of logistic regression is easy to implement with high performance even if less data samples. The disadvantage of logistic regression is that it does not perform well on not linearly separable.

$$\sigma(x) = \frac{1}{1 + e^{-XW}}$$

$$W = weight \ list$$

$$X = input \ data \ set$$

The loss function of the logistic regression is negative-log loss. The first gradient of logistic regression vanishes in the small parameter, and the second derivative of the logistic regression is non-convex. As a result, the negative-logloss is used for the loss calculation. It is maximum like hood of the posterior distribution of logistic regression output and weights with using scores.

$$y = \frac{1}{m} \sum_{i=1}^{m} y_i (\log(\sigma(x))) + (1 - y_i) (\log(1 - \sigma(x)))$$

In the optimization of logistic regression, full-batch gradient descent is used. (Describe here full batch gradient descent). In the full batch gradient descent, the gradient of parameters is represented in the below.

$$dW = \frac{1}{m}X^{T}(y - \sigma(x))$$
$$db = (y - \sigma(x))\frac{1}{m}$$

In the optimization part, mini batch stochastic gradient descent is used.

$$W = W - \propto dW$$

$$b = b - \propto db$$

$$\propto = learning parameter$$

#### **Neural Networks**

Neural networks make the programs to recognize patterns and solve common problems in machine learning [3]. It is able to categorize data into one of two classes even if the data set non-linear separable. The type of neural network designed in the project is called Shallow Neural Network [4]. Shallow Neural Networks consists of input layer, one hidden layer and output layer. Figure 1 represents the schematics of shallow neural network.

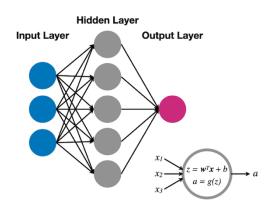


Figure 1: Shallow Neural Network Schematic

Neurons consists of 2 stage, which linear layer and activation layer. The linear layer calculates the linear relation with input and weights of layer. In the linear layer, bias term is added for making more sustainable model. The output of linear layer is passed through activation layer. There are several activations functions such as sigmoid, tanh(x) and ReLu can applied in layers of neural networks. Ta In the project, tanh is used in an activation function of hidden layer, and sigmoid is used as an activation function of output layer.

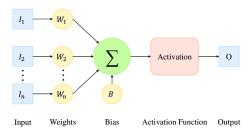


Figure 2: Neuron Schematic

All weights in the neural network layers is updated by full-batch gradient descent in the first report. The gradient of each parameter is updated by the backpropagation. The calculations of each gradient in neural network layer are shown below.

$$dZ2 = A2 - Y$$

$$dW2 = \frac{1}{m}dZ2$$

$$db2 = \frac{1}{m}dZ2$$

$$dZ1 = \frac{1}{m}dZ2$$

$$dW1 = \frac{1}{m}dZ2$$

$$db1 = \frac{1}{m}dZ$$

After obtaining the gradients of the parameters, the values are updated at each epoch. Also, mini batch stochastic gradient descent is used to updating parameters in neural network model. Begin of each epoch train data set is shuffled.

$$W = W - \propto dW$$

$$b = b - \propto db$$

$$\propto = learning parameter$$

#### **Random Forest**

Random Forest is an ensemble learning algorithm used for regression and classification operations [5]. It operates by constructing multiple decision trees during training. Each tree in the forest is trained on a randomly selected subset of data. This process is called bagging. Also, each split in the tree, only random subset of features is considered. As a result, it introduces diversity among the trees and reduces the risk of overfitting. The algorithm uses majority voting among the trees to determine the binary classification.

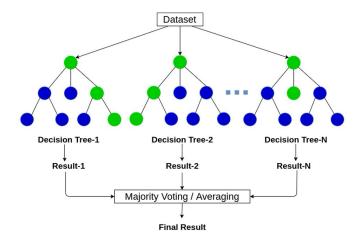


Figure 3: Random Forest Schematic

In the training process of random forest, the machine learning model minimizes "impurity" at each decision tree split, rather than a single global loss function. Gini impurity is used impurity measurement for guiding how splits are made at each node of the decision trees. Gini impurity measures the probability of incorrect classification if a random sample was labeled according to the class distribution in a node.  $p_k$  is the proportion of class belonging to class k in the node, and K is the total number of classes. Lower Gini impurity shows a more homogeneous node, which means the samples within the node predominantly belong to one class [6]. Durning training, random forest selects the feature and threshold that result in the greatest reduction in Gini impurity at each split. Also, entropy is used to measure the randomness in the class distribution. A perfectly homogeneous node has a 0 entropy.

Gini Impurirty = 
$$1 - \sum_{k=1}^{K} p_k^2$$

## **Support Vector Machine**

Support Vector Machine (SVM) in supervised machine learning algorithm primarily used for classification and regression tasks. In classification tsks, SVM aim to find the optimal hyperplane that best separates data points of different classes. The hyperplane with maximum margin, which is the distance between the hyperplane and the nearest data points from each class.

Support Vectors are the data points closet to the hyperplane and directly influence its position and orientation. The margin is the gap between 2 classes separated by the hyperplane. A larger margin implies a better generalizing classifier, reducing the risk of misclassification. There are 2 types of margins: soft and hard margin. Soft margin allows some misclassifications to achieve better generalizations, when data is noisy or not perfectly separable. In this project hard margin is used in SVM classification.

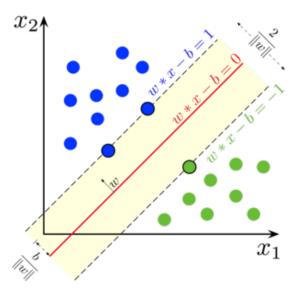


Figure 4: Support Vector Machine (SVM)

The equation of SVM classification is shown below. The classification is done by -1 and +1 parameters. However, satisfaction column is converted to 0 and 1. For solving this issue, satisfaction is converted to -1 and +1 for SVM training and remapped to 0 and 1 in the prediction.

$$\hat{y} = \begin{cases} -1, & w^T \cdot x + b < 0 \\ 1, & w^T \cdot x + b \ge 0 \end{cases}$$

In the optimization, stohasctic gradient descent algorithm is used. The loss function of SVM consists of 2 equations, which are hinge loss and L2 regularization. Hinge loss is used to maximize the margin between different classes, promoting just correct classification but also margin around the decision boundary. L2 regularization is used to balance the trade-off between maximizing the margin and minimizing classification errors. It helps to separate classes with maximum margin but also ensures that the model remains simple and generalizes well when it faces with new data.

$$\begin{split} L_{\text{hinge}}\big(y_i, f(\mathbf{x_i})\big) &= \max \big(0.1 - y_i \cdot f(\mathbf{x_i})\big) \\ \\ L_2 &= \lambda |\mathbf{w}|_2^2 = \lambda \sum_{j=1}^d w_j^2 \\ \\ L_{\text{SVM}}(y_i, f(\mathbf{x_i}) = L_2 + L_{\text{hinge}}(y_i, f(\mathbf{x_i})) \end{split}$$

#### K-fold Cross Validation

K-fold Cross-Validation is one of the methods used to estimate the performance of machine learning model [7]. When K value increases, the obtained result in the final model is more precise, but the training of the machine learning model is increased. Initially, train data shuffled and separated into number of K sets. For each iteration, one-fold selected as validation fold. Remained one is used as a training fold. Machine learning model is trained K-1 times with each training set. This process is repeated K times. At the end of K iteration, the average of performances is found. Additionally, K-fold CV applies for each hypermeter value. In the project, K value is selected as 5. Also, train and test data set have already separated, so there no need for separation.

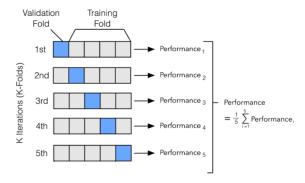


Figure 5: K-fold Cross Validation

#### **Methods Performance Validation**

The performance in each machine learning algorithms is calculated 4 different values for trained dataset. True positive is corrected predicted positive cases. True negative is correctly predicted negative cases. False positive is incorrectly predicted as positive, which is Type 1 Error. False negatives are incorrectly predicted as negative, which are Type 2 error.

 $TP = True \ Positive$   $TN = True \ Negative$   $FP = False \ Positive$  $FN = False \ Negative$ 

Also, accuracy, precision, specify and F1 score validation metrics are used for performance checking of machine learning model. Accuracy is the proportion of all classifications that were correct, without considering positive or negative. Recall is the proportion of all actual positives that were classified correctly as positives. Precession is the ratio of correctly classified actual positives, and everything classified as positive. F1 score is a statistical measure used to evaluate the performance of a classification model, particularly during deal with imbalance dataset [8].

$$Accurarcy = \frac{TP + TN}{TP + TN + FP + FN}$$

$$Precision = \frac{TP}{TP + FP}$$

$$Recall = \frac{TP}{TP + FN}$$

$$F1 = 2 x \frac{Precision x Recall}{TN + FP}$$

All results gathered test set output of each model is showed in the confusion matrix [9]. Confusion matrix shows the performance of a classification model by comparing the actual target values with the predicted target values.

#### **Results**

In the first part of project, dataset is prepared for training machine learning model. Initially, data set is checked for balanced or imbalanced. There is some missing value at "Arrival Delay in Minutes". Not fill parts filled with the median of the data set, so there is no lost observed in the train dataset. The same process applied for the test data set. Afterwards, the features contain scores, and integer values are standardized. At the end of the data-preprocessing, the covariance matrix of features is represented in the figure 5.

$$S = \frac{X - \mu}{\sigma}$$

$$\mu = mean. of feature$$

$$\sigma = standard devation of feature$$

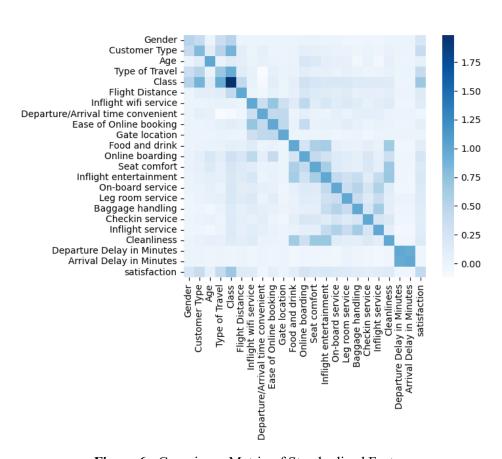


Figure 6: Covariance Matrix of Standardized Features

Moreover, the logistic regression model is implemented. The hyperparameters of logistic regression are iteration and learning rate and threshold. The highest validation parameters are selected in the hyperparameter tuning. The parameters selected for logistic regression is learning rate 0.1, iteration 500 and threshold 0.6.

Learning Rate	[0.05,0.1,0.25]
Iteration	[100,500,1000]
Threshold List	[0.4, 0.5, 0.6]
Training Time	55 minutes 2.5 seconds

Table 1	Hyperparameters	of Logistic	Regression
Table 1	TIVDCIDALAIHCUCIS	of Logistic	KCEICSSIOH

Accuracy	0.87
Precision	0.91
Recall	0.79
F1 Score	0.84

**Table 2** Validation Paramteres of Logistic Regression on Test Data Set

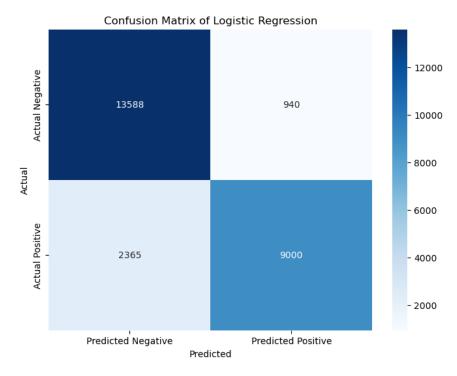


Figure 7: Confusion Matrix for Logistic Regression Run on Test Data set

Additionally, shallow neural network is implemented on code. The code for shallow neural network is designed according to equations in the analysis of machine learning part. The hyperparameters of the neural network are 8 hidden layer, 500 iteration, learning rate 0.1, and mini batch 16.

Learning Rate	[0.1, 0.25]	
Iteration	[100,200,500]	
Hidden Layer Number	[5,6,7,8]	
Mini Batch Size	[16,32]	
Training Time	302 minutes 25.0 seconds	

Accuracy	0.95
Precision	0.97
Recall	0.92
F1 Score	0.94

Table 4 Validation Parameters of Neural Networks on Test Data

Table 3 Hyperparameters of Neural Networks

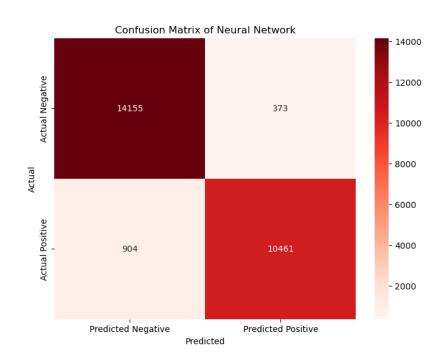


Figure 8: Confusion Matrix for Neural Network Run on Test Data set

Furthermore, Random Forest is designed according to given in the document and train preprocessed data set. The hyperparameters of random forest is in table 5. After training process, the highest. The optimal value for Random Forest is 15 features, 7 max depth and 10 trees.

Number of Trees	[3,5,10]	
Max Depth	[5,6,7]	
Max Features	[10,15,22]	
Training Time	400 minutes	

Table 5 Hyperparameters of Random Forest

Accuracy	0.84
Precision	0.78
Recall	0.90
F1 Score	0.84

Table 6 Validation Parameters of Random Forest on Test Data

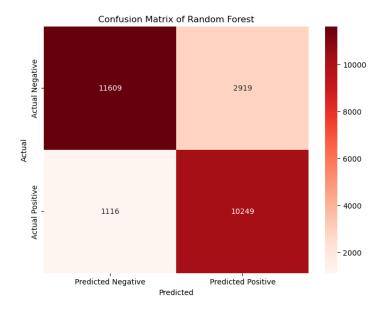


Figure 9: Confusion Matrix for Random Forest Run on Test Data

Moreover, Support Vector Machine is trained on the test data. The SVM is designed according to given formulas in the document. The hyperparameters for SVM are shown in table 7. After the training of SVM, the highest validation accuracy is selected between other hyperparameters. The selected parameters are 0.001 learning rate, 0.001 learning rate and 400 iteratipn. The accuracy of optimal parameter values on test set is shown in the table.

Iteration	[100,200,400]
Lambda	[0.001,0.01]
Learning Rate	[0.1,0.001]
Training Time	169 minutes 16.1 second

Accuracy	0.87
Precision	0.87
Recall	0.84
F1 Score	0.85

**Table 7** Hyperparameters of SVM

Table 8 Validation Parameters of SVM on Test Data

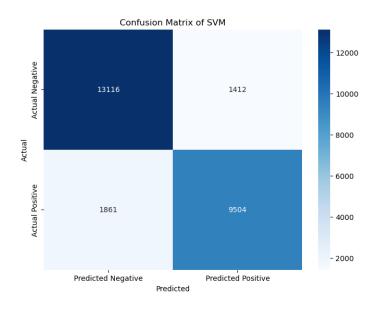


Figure 10: Confusion Matrix for SVM Run on Test Data

	Logistic Regression	Neural Network	Random Forest	SVM
Accuracy	0.87	0.95	0.84	0.87
Precision	0.91	0.97	0.78	0.87
Recall	0.79	0.92	0.90	0.84
F1 Score	0.84	0.94	0.84	0.85

 Table 9 Validation Parameters of Machine Learning on Test Data

According to result obtained in the test set, all models have accuracy higher than 80 %, which shows all models work well on new data. Among machine learning models, Neural Network has highest validation parameters among other models.

## Conclusion

The objective of the EEE 485/585 term project is to analyze consumer satisfaction by examining a data set records various aspects of flight experiences. In the term project, 4 different machine learning algorithms designed from scratch to perform binary classification categorizing outcomes as either "satisfied" or "not satisfied". The selected algorithms are Logistic Regression, Neural Networks Random Forest, and Support Vector Machine. During the training phase of each machine learning model, K-fold cross-validation is employed to achieve more accurate and reliable results. The performance of each machine learning model is assessed using validation metrics, and the effectiveness of each algorithm is further illustrated through confusion matrix. After models are trained, the highest validation parameters is selected for each machine learning model. Finally, Neural Network model worked the highest accuracy between implemented machine learning models. To sum up, all process done in the term project can be considered as a success since all algorithms are work well and give high accuracy result on test result.

#### References

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## **Appendix**

```
import pandas as pd
import numpy as np
import seaborn as sns
import matplotlib.pyplot as plt
import time
# Obtaining Training Data Set
training set = pd.read csv("train.csv")
print(training set.head())
print(training set.info())
print(training set.isna().sum())
training set['Arrival Delay in Minutes'].fillna(training set['Arrival Delay in Minutes'].median(axis = 0),
inplace = True
print(training set.isna().sum())
# Dropping out unnecessarily columns
training set = training set.drop(columns = ['Unnamed: 0','id'])
weights name list = training set.columns
training set
# Standardization
def standardization(weights name list,t set):
  t set l = t set
  for i in weights name list:
     if t set[i].dtype != object:
       t \text{ set } l[i] = (t \text{ set } l[i] - t \text{ set } l[i].mean()) / t \text{ set } l[i].std()
  return t set 1
training set = standardization(weights name list,training set)
# Hierarchal Encoding
training set['Gender'].replace({'Male': 0, 'Female': 1}, inplace=True)
training set['Customer Type'].replace({'Loyal Customer': 1, 'disloyal Customer': 0}, inplace=True)
training set['Type of Travel'].replace({'Personal Travel': 0, 'Business travel': 1}, inplace=True)
training set['Class'].replace({'Eco': 0, 'Eco Plus': 1, 'Business': 2}, inplace=True)
training set['satisfaction'].replace({'neutral or dissatisfied': 0, 'satisfied': 1}, inplace=True)
def covariance(x):
  return np.dot(x.T,x)/(x.shape[0]-1)
y = training set['satisfaction']
training set encoded = training set.drop(columns=(['satisfaction']))
weights list = training set.columns
weights name list pre=training set encoded.columns
```

```
cov mat = covariance(training set)
sns.heatmap(cov mat, square = True, cmap = 'Blues',xticklabels=weights list,yticklabels=weights list)
# Arraning Test Set
test set = pd.read csv("test.csv")
test set = test set.drop(columns = ['Unnamed: 0','id'])
test set.isna().sum()
test set.dropna(inplace=True)
print(test set.shape)
test set['Gender'].replace({'Male': 0, 'Female': 1}, inplace=True)
test_set['Customer Type'].replace({'Loyal Customer': 1, 'disloyal Customer': 0}, inplace=True)
test_set['Type of Travel'].replace({'Personal Travel': 0, 'Business travel': 1}, inplace=True)
test_set['Class'].replace({'Eco': 0, 'Eco Plus': 1, 'Business': 2}, inplace=True)
test set['satisfaction'].replace({'neutral or dissatisfied': 0, 'satisfied': 1}, inplace=True)
print(test set.info())
test set y = test set['satisfaction'].values
test set x = test set.drop(columns=["satisfaction"])
test set x = test set x.values
# Logistic Regression
class LogisticRegression():
  def init (self, learning rate, W, X,b, y, epochs):
     np.random.seed(38)
     self.learning rate = learning rate
     self.W = W
     self.X = X
     self.b = b
     self.y = y
     self.epochs = epochs
  def sigmoid(self,input x):
     result = 1/(1 + \text{np.exp}(-(\text{np.dot(input } x, \text{self.W}) + \text{self.b})))
     return result
  def log loss(self,res,y temp):
     cost = y temp* np.log(res+ 1e-9) + (1-y temp)* np.log(1-res+ 1e-9)
     return -cost.mean()
  def update weights(self):
     m = self.y.size
     cost list = []
```

```
for in range(1,self.epochs):
       np.random.seed(42)
       start = 0
       end = 32
       # Shuffle dataset
       indices = np.arange(self.X.shape[0])
       np.random.shuffle(indices)
       X shuffle = self.X[indices]
       y shuffle = self.y.values[indices]
       temp cost = 0
       for in range(self.X.shape[0] // 32):
         X \text{ temp} = X \text{ shuffle[start:end]}
         y temp = y shuffle[start:end]
         res = self.sigmoid(X temp)
         cost = self.log loss(res,y temp)
         temp cost += cost
         #compute gradient w.r.t 'W'
         dW = np.dot(X temp.T,(res-y temp))/m
          db = np.sum(res-y temp)/m
         self.W = self.W - self.learning rate * dW
         self.b = self.b - self.learning rate * db
         start = end
         end += 32
       temp cost = temp cost / (self.X.shape[0] // 32)
       cost list.append(temp cost)
     #plt.plot(range(1,len(cost list)+1),cost list)
     #plt.show()
    return cost list
  def get parameters(self):
    return self.W, self.b
definitliaze weights logistic(n):
  W = np.random.randn(len(n)-1)*0.01
  b = 0
  return W,b
```

```
def K fold splitting dataset(k,training set encoded):
  #split the data set
  training set shuffled = training set encoded.sample(frac = 1)
  splited data set = []
  m,n = training set shuffled.shape
  boundary = m // k
  for i in range(0,k):
    splited data set.append(training set shuffled.iloc[i*boundary:(i+1)*boundary])
  return splited data set
def confusion matrix(actual,predicted):
  TP = 0 # True Positive
  TN = 0 # True Negative
  FP = 0 # False Positive
  FN = 0 # False Negative
  for a, p in zip(actual, predicted):
    if a == 1 and p == 1:
       TP += 1
     elif a == 0 and p == 0:
       TN += 1
     elif a == 0 and p == 1:
       FP += 1
     elif a == 1 and p == 0:
       FN += 1
  return {"TP": TP,"TN": TN,"FP": FP,"FN": FN}
def calculate metrics(conf matrix):
  TP = conf matrix['TP']
  TN = conf matrix['TN']
  FP = conf matrix['FP']
  FN = conf matrix['FN']
  accuracy = (TP + TN) / (TP + TN + FP + FN)
  precision = TP / (TP + FP) if (TP + FP) != 0 else 0
  recall = TP / (TP + FN) if (TP + FN) != 0 else 0
  fl score = (2 * precision * recall) / (precision + recall) if (precision + recall) != 0 else 0
  return {
     "Accuracy": accuracy,
     "Precission": precision,
    "Recall": recall,
     "F1 Score": f1 score
```

```
def print calculated metrcis(cm):
  accuracy = cm["Accuracy"]
  precision = cm["Precission"]
  recall = cm["Recall"]
  fl score = cm["Fl Score "]
  print("\nMetrics:")
  print(f"Accuracy: {accuracy:.2f}")
  print(f"Precision: {precision:.2f}")
  print(f"Recall: {recall:.2f}")
  print(f"F1 Score: {f1 score:.2f}")
  return
# Determine Hyperparameters
learning rate = [0.05, 0.1, 0.25]
iteration = [100,500,1000]
threshold list = [0.4, 0.5, 0.6]
splited data set= K fold splitting dataset(5,training set)
record list = []
temp = []
temp mean =[]
result k flod = []
weights list = []
bias list = []
# Selecting Hyperparameters
for threshold in threshold list:
  for 1 i in learning rate:
     for each iteration in iteration:
       #Initliaze weights
       # Apply Algorithms on K-1
       temp store values = []
       W,b = initliaze weights logistic(weights name list)
       start time = time.time()
       print(f'Learning parameter {1 i} and iteration {each iteration} and threshold {threshold} ")
       for each split in range(0,len(splited data set)):
          # Taking out validation set
          for t i in range(0,len(splited data set)):
            if t i != each split:
               temp.append(splited data set[t i])
               val set = splited data set[each split]
          for each temp split in range(0,len(temp)):
            ##Train the data set on remained sets
            predicted values = temp[each temp split]["satisfaction"]
            training set final = temp[each temp split].drop(columns=["satisfaction"])
```

```
traning set final = traning set final.values
            model =
LogisticRegression(learning rate=1 i,W=W,X=traning set final,y=predicted values,b=b,epochs=each it
eration)
            model.update weights()
            W,b = model.get parameters()
         # Check the validation score
         val set predicted values = val set["satisfaction"].values
         val set final = val set.drop(columns=["satisfaction"])
         val set final = val set final.values
         predicted val = 1/(1+np.exp(-(np.dot(val set final, W)+b)))
         predicted val = (predicted val>threshold).astype(int)
         cm = confusion matrix(val set predicted values, predicted val)
         validation score = calculate metrics(cm)
         temp store values.append(validation score)
         temp = []
       epoch value = {
       "Accuracy": 0,
       "Precission": 0,
       "Recall": 0,
       "F1 Score ": 0
       # Taking average of all parameteres
       for val value in range(len(temp store values)):
         epoch value["Accuracy"] += temp store values[val value]["Accuracy"]
         epoch value["Precission"] += temp store values[val value]["Precission"]
         epoch value["Recall"] += temp store values[val value]["Recall"]
         epoch value["F1 Score"] += temp store values[val value]["F1 Score"]
         if val value == len(temp store values) - 1:
            epoch_value["Accuracy"] = epoch_value["Accuracy"]/(len(temp_store_values))
            epoch value["Precission"] = epoch value["Precission"]/(len(temp store values))
            epoch value["Recall"] = epoch value["Recall"]/(len(temp store values))
            epoch value["F1 Score "] = epoch value["F1 Score "]/(len(temp store values))
       end time = time.time()
       elasped time = end time-start time
       print calculated metrcis(epoch value)
       print(f"{elasped time:.2f}")
       print(" ")
       # record the result on list
       record list.append([l i,each iteration,W,b,epoch_value,threshold])
       temp mean =[]
       weights list.append(W)
```

```
bias list.append(b)
predicted = 1/(1 + \text{np.exp}(-(\text{np.dot(test set x,weights list[26]}) + \text{bias list[26]})))
predicted = (predicted>record list[26][5]).astype(int)
cm = confusion matrix(test set y,predicted)
validation score = calculate metrics(cm)
print calculated metrcis(validation score)
confusion matrix list= [[cm["TN"],cm["FP"]],[cm["FN"],cm["TP"]]]
plt.figure(figsize=(8, 6))
sns.heatmap(confusion matrix list, annot=True, fmt='d', cmap='Blues', xticklabels=['Predicted Negative',
'Predicted Positive'],
       yticklabels=['Actual Negative', 'Actual Positive'])
plt.title('Confusion Matrix of Logistic Regression')
plt.xlabel('Predicted')
plt.ylabel('Actual')
plt.show()
# Neural Network
class NeuralNetworks():
  def init (self,parameters,X data,Y data,epochs,learning rate,mini batch):
     self.parameters = parameters
     self.X data= X data
     self.Y data = Y data
     self.epochs = epochs
     self.learning rate = learning rate
     self.prediction = 0
     self.mini batch = mini batch
  def sigmoid(self,z):
     return 1/(1 + \text{np.exp}(-z))
  def tanh(self,x):
     return np.tanh(x)
  def predict nn(self,activation,x):
     L = len (self.parameters) // 2
     A = x
     result= {}
     for 1 in range(1,L+1):
       Z = np.dot(A,self.parameters["W"+str(l)]) + self.parameters["b"+str(l)]
       if activation[1 - 1]== "tanh":
```

```
A = self.tanh(Z)
       elif activation[1 - 1] == "sigmoid":
         A = self.sigmoid(Z)
       result["Z"+str(1)]=Z
       result["A"+str(1)] = A
    return result
  def get parameters(self):
    return self.parameters
  def get prediction(self,x):
     L = len(self.parameters) // 2
     activation = ["tanh", "sigmoid"]
     predicted = self.predict nn(activation,x)
     self.prediction = predicted["A"+str(L)]
     return self.prediction
  def cost function nn(self,predicted values,real result):
     cost = -(np.dot(real result,np.log(predicted values + 1e-9))+np.dot(1-real result,np.log(1-
predicted values+1e-9)))/ real result.size
     cost = np.squeeze(cost)
    return cost
  def model back(self, Y, result, parameters, X):
    W2 = parameters["W2"]
    Z1 = result["Z1"]
    A1 = result["A1"]
    Z2 = result["Z2"]
    A2 = result["A2"]
    Y = np.array([Y]).T
    m = \hat{Y}.size
     dZ2 = A2 - Y
     dW2 = np.dot(A1.T,dZ2)/m
     db2 = np.sum(dZ2, axis=0,keepdims=True)/m
     dZ1 = np.dot(dZ2,W2.T)*(1-np.power(A1,2))
     dW1 = np.dot(X.T,dZ1)/m
     db1 = np.sum(dZ1,axis=0,keepdims=True)/m
     grads = {\text{"dW1": dW1,"db1": db1,"dW2": dW2,"db2": db2}}
    return grads
  def update parameters(self, grads):
     self.parameters["W1"] = self.parameters["W1"] - self.learning rate*grads["dW1"]
     self.parameters["b1"] = self.parameters["b1"] - self.learning rate*grads["db1"]
```

```
self.parameters["W2"] = self.parameters["W2"] - self.learning\_rate*grads["dW2"]
  self.parameters["b2"] = self.parameters["b2"] - self.learning rate*grads["db2"]
  return self.parameters
def train nn(self):
  cost list = []
  activation = ["tanh","sigmoid"]
  for epoch in range(0,self.epochs):
    np.random.seed(42)
    # Shuffle dataset
    indices = np.arange(self.Y data.shape[0])
    np.random.shuffle(indices)
    X shuffle = self.X data[indices]
    y shuffle = self.Y data.values[indices]
    # Adding mini batch
    start = 0
    end = self.mini batch
    num batches = self.Y data.shape[0] // self.mini batch
    for in range(num batches):
       x batch = X shuffle[start:end]
       y batch = y shuffle[start:end]
       # Run forward
       predicted = self.predict nn(activation,x batch)
       # Find cost
       cost = self.cost function nn(predicted["A2"],y batch)
       cost list.append(cost)
       # Backpropagate
       grads = self.model back(y batch,predicted,self.parameters,x_batch)
       # Update Parameters
       self.parameters = self.update parameters(grads)
       start = end
       end += self.mini batch
```

```
return self.parameters
  definit parameters nn(s input,s hidden,s output):
  ## Initliaze parameters in the network
  W1 = np.random.randn(s input, s hidden)*0.01
  b1 = np.zeros((1,s hidden))
  W2 = np.random.randn(s hidden,s output)*0.01
  b2 = np.zeros((1,s output))
  parameters = {"W1": W1,"b1": b1,"W2": W2,"b2": b2}
  return parameters
# Determine Hyperparameters
number hidden list = list(range(5,9))
iteration list = [200,500,1000]
learning rate list = [0.1,0.25]
mini batch list = [16,32]
splited data set= K fold splitting dataset(5,training set)
parameters list = []
record list = []
for mini batch in mini batch list:
  for number hidden in number hidden list:
     for iteration in iteration list:
       for learning rate in learning rate list:
         #Initliaze weights
         # Apply Algorithms on K-1
         parameters = init parameters nn(s input = len(weights name list)-1,s hidden=number hidden
s output = 1)
         print(f'Learning parameter {learning rate} and iteration {iteration} hidden {number hidden}
mini batch: {mini batch}")
         temp store values = []
         for each split in range(0,len(splited data set)):
            # Taking out validation set
            for t i in range(0,len(splited data set)):
              if t i != each split:
                 temp.append(splited data set[t i])
                 val set = splited data set[each split]
            for each temp split in range(0,len(temp)):
            ##Train the data set on remained sets
              traning set y = temp[each temp split]["satisfaction"]
              training set x = temp[each temp split].drop(columns=["satisfaction"])
              traning set x = traning set x.values
```

```
model =
NeuralNetworks(parameters=parameters,epochs=iteration,learning rate=learning rate,X data=traning se
t x,Y data=traning set y,mini batch=mini batch)
              model.train nn()
              parameters = model.get parameters()
           # Check the validation score
           val set y = val set["satisfaction"].values
           val set x = val set.drop(columns=["satisfaction"])
           val set x = val set x.values
           model val =
NeuralNetworks(parameters=parameters,epochs=iteration,learning rate=learning rate,X data=val set x,
Y data=val set y,mini batch=mini batch)
           predicted nn value = model val.get prediction(val set x)
           predicted nn = (predicted nn value>0.6).astype(int)
           cm nn = confusion matrix(val set v,predicted nn)
           validation score nn = calculate metrics(cm nn)
           temp store values.append(validation score nn)
           temp =[]
         epoch value = {
           "Accuracy": 0,
           "Precission": 0,
           "Recall": 0,
           "F1 Score ": 0
         # Taking average of all parameteres
         for val value in range(len(temp store values)):
           epoch value["Accuracy"] += temp store values[val value]["Accuracy"]
           epoch value["Precission"] += temp store values[val value]["Precission"]
           epoch value["Recall"] += temp store values[val value]["Recall"]
           epoch value["F1 Score "] += temp store values[val value]["F1 Score "]
           if val value == len(temp store values) - 1:
              epoch_value["Accuracy"] = epoch_value["Accuracy"]/(len(temp_store_values))
              epoch value["Precission"] = epoch value["Precission"]/(len(temp store values))
              epoch value["Recall"] = epoch value["Recall"]/(len(temp store values))
              epoch value["F1 Score "] = epoch value["F1 Score "]/(len(temp store values))
         print calculated metrcis(epoch value)
         print(" ")
         # record the result on list
         record list.append({"learning rate":
learning rate, "iteration": iteration, "number hidden, "parameters," epoch": epo
ch value,"mini batch":mini batch})
         temp mean =[]
```

## parameters list.append(parameters)

```
model test =
NeuralNetworks(parameters=record list[20]["parameters"],epochs=record list[20]["iteration"],learning r
ate=record list[20]["learning rate"],X data=test set x,Y data=test set y,mini batch=record list[20]["m
ini batch"])
predicted test nn value = model test.get prediction(test set x)
predicted nn = (predicted test nn value>0.6).astype(int)
cm nn = confusion matrix(test set y,predicted nn)
validation score nn = calculate metrics(cm nn)
print calculated metrcis(validation score nn)
confusion matrix list nn=[[cm nn["TN"],cm nn["FP"]],[cm nn["FN"],cm nn["TP"]]]
plt.figure(figsize=(8, 6))
sns.heatmap(confusion matrix list nn, annot=True, fmt='d', cmap='Reds', xticklabels=['Predicted
Negative', 'Predicted Positive'].
       yticklabels=['Actual Negative', 'Actual Positive'])
plt.title('Confusion Matrix of Neural Network')
plt.xlabel('Predicted')
plt.ylabel('Actual')
plt.show()
# SVM
class SVM:
  def init (self, learning rate, lambda param, n iters, w, b):
    self.lr = learning rate
    self.lambda param = lambda_param
    self.n iters = n iters
    self.w = w
    self.b = b
  def cost(self,output of svm):
    # Hinge loss per sample: max(0, 1 - margin)
    loss values = np.maximum(0, 1 - output of svm)
    # Compute total loss = regularization + average hinge loss
    loss = self.lambda param * np.sum(self.w**2) + np.mean(loss values)
    return loss
  def get parameters(self):
```

```
return self.w, self.b
  def fit(self, X, y):
    n samples, n features = X.shape
    y = np.where(y \le 0, -1, 1)
    total cost = []
     for i in range(self.n iters):
       cost temp = []
       for idx, x i in enumerate(X):
          forward run = y [idx] * (np.dot(x i, self.w) - self.b)
          cost = self.cost(forward run)
          cost temp.append(cost)
          condition = forward run >= 1
         if condition:
            self.w -= self.lr * (2 * self.lambda param * self.w)
          else:
            self.w -= self.lr * (2 * self.lambda param * self.w - np.dot(x i, y [idx]))
            self.b -= self.lr * y [idx]
       cost temp = np.array(cost temp)
       total cost.append(float(np.mean(cost temp)))
    return total cost
  def predict(self, X):
     approx = np.dot(X, self.w) - self.b
     approx = np.sign(approx)
     approx = np.where(approx \le -1, 0, 1)
    return approx
definit weights sym(number of features):
  # init weights
  W = np.zeros(number of features)
  b = 0
  parameteres = {
    "W": W,
     "b": b
  }
  return parameteres
iterations list svm = [100,200,400]
lambda parameteres svm = [0.001, 0.01]
lr parameteres svm = [0.1,0.001]
splited data set= K fold splitting dataset(5,training set)
```

```
counter = 0
record list svm = []
n samples, n features = training set.shape
parameters = init weights svm(training set.shape[1]-1)
np.random.seed(42)
# Applying K- fold Cross Validation
for iteration in iterations list svm:
  for lr in lr parameteres svm:
     for lambda svm in lambda parameteres svm:
         print(f"Learning parameter: {lr} and iteration: {iteration} lambda: {lambda svm} list
number:{counter} ")
         temp store values = []
         temp =[]
         start time = time.time()
         parameters = init weights svm(training set.shape[1]-1)
         for each split in range(0,len(splited data set)):
            print(each split)
            # Taking out validation set
            for t i in range(0,len(splited data set)):
              if t i!= each split:
                 temp.append(splited data set[t i])
                 val set = splited data set[each split]
            for each temp split in range(0,len(temp)):
            ##Train the data set on remained sets
              traning set y = temp[each temp split]["satisfaction"]
              traning set x = temp[each temp split].drop(columns=["satisfaction"])
              traning set x = traning set x.values
              w = parameters['W']
              b = parameters['b']
              model = SVM(n iters=iteration,lambda param=lambda svm,learning rate=lr,w=w,b=b,)
              cost = model.fit(X=traning set x,y=traning set y)
              parameters["W"], parameters["b"] = model.get parameters()
            # Check the validation score
            val set y = val set["satisfaction"].values
            val set x = val set.drop(columns=["satisfaction"])
            val set x = val set x.values
            model val =
SVM(n iters=iteration,lambda param=lambda svm,learning rate=lr,w=parameters["W"],b=
parameters["b"])
```

```
predicted svm value = model val.predict(val set x)
           cm svm = confusion matrix(val set y,predicted svm value)
           validation score svm = calculate metrics(cm svm)
           temp store values.append(validation score svm)
           temp =[]
         epoch value = {
         "Accuracy": 0,
         "Precission": 0,
         "Recall": 0,
         "F1 Score ": 0
         # Taking average of all parameteres
         for val value in range(len(temp store values)):
           epoch value["Accuracy"] += temp store values[val value]["Accuracy"]
           epoch value["Precission"] += temp store values[val value]["Precission"]
           epoch value["Recall"] += temp store values[val value]["Recall"]
           epoch value["F1 Score"] += temp store values[val value]["F1 Score"]
         if val value == len(temp store values) - 1:
           epoch value["Accuracy"] = epoch value["Accuracy"]/(len(temp store values))
           epoch value["Precission"] = epoch value["Precission"]/(len(temp store values))
           epoch value["Recall"] = epoch value["Recall"]/(len(temp store values))
           epoch value["F1 Score "] = epoch value["F1 Score "]/(len(temp store values))
         end time = time.time()
         elasped time = end time-start time
         print calculated metrcis(epoch value)
         print(f"{elasped time:.2f}")
         print(" ")
         counter += 1
         # record the result on list
         record list svm.append({"learning rate":
lr,"iteration":iteration,"lambda":lambda svm,"parameters":parameters,"epoch":epoch value})
         temp mean =[]
modeltest = SVM(n iters=record list svm[2]["iteration"],
         lambda param=record list svm[2]["lambda"],
         learning rate=record list svm[2]["learning rate"],
         w=record list svm[2]["parameters"]["W"],
         b= record list svm[2]["parameters"]["b"],
         c=record list svm[2]["c"])
result = modeltest.predict(test_set_x)
cm svm = confusion matrix(test set y,result)
```

```
validation score svm = calculate metrics(cm svm)
print calculated metrcis(validation score svm)
confusion matrix list svm= [[cm svm["TN"],cm svm["FP"]],[cm svm["FN"],cm svm["TP"]]]
plt.figure(figsize=(8, 6))
sns.heatmap(confusion matrix list svm, annot=True, fmt='d', cmap='Blues', xticklabels=['Predicted
Negative', 'Predicted Positive'],
       yticklabels=['Actual Negative', 'Actual Positive'])
plt.title('Confusion Matrix of SVM')
plt.xlabel('Predicted')
plt.ylabel('Actual')
plt.show()
from collections import Counter
class Node:
  def init (self,feature index= None, threshold=None,left=None,right= None,*, value = None):
     self.feature index = feature index
     self.threshold = threshold
     self.left = left
     self.right = right
     self.value = value
  def is leaf node(self):
     return self.value is not None
def split dataset(X, y, feature idx, threshold):
     """Split dataset into left and right subsets based on a feature threshold."""
     left mask = X[:, feature idx] \le threshold
     right mask = \simleft mask
     return X[left mask], y[left mask], X[right mask], y[right mask]
def most common label(y):
  """Return the most common class label in y."""
  counter = Counter(y)
  return counter.most common(1)[0][0]
class DecisionTree:
  def init (self,max depth= 10, min samples split = 2, n features = None):
     np.random.seed(38)
     self.min samples split=min samples split
     self.max depth = max depth
     self.n features = n features
     self.root = None
```

```
def predict(self.X):
  return np.array([self.predict one(row) for row in X])
def predict one(self,X):
  current = self.root
  while current.value is None:
     if X[current.feature index] <= current.threshold:
       current = current.left
     else:
       current = current.right
  return current.value
def gini impurity(self,input):
  classes, counts = np.unique(input, return counts = True)
  p = counts /counts.sum()
  return 1.0 - np.sum(p**2)
def fit(self,train X, train Y):
  if self.n features is None:
     self.n features = train X.shape[1]
  self.root = self.grow tree(train X,train Y,depth=0)
def grow tree(self, train X, train Y, depth):
  n sample, n feats = train X.shape
  n labels = len(np.unique(train Y))
  # check the stopping criteria
  if (depth >= self.max depth or n labels == 1 or n samples < self.min samples split):
     leaf value = most common label(train Y)
     return Node(value = leaf value)
  feat idxs = np.random.choice(n feats,self.n features,replace=False)
  # find the best split
  best feature, best thresh = self.best split(train_X,train_Y,feat_idxs)
  # If no improvement, return leaf
  if best feature is None:
     leaf value = most common label(y)
     return Node(value=leaf value)
  # create child nodes
  X left, y left, X right, y right = split dataset(train X, train Y, best feature, best thresh)
  left = self.grow_tree(X_left,y_left,depth+1)
  right = self.grow tree(X right,y right,depth+1)
  return Node(feature index=best feature, threshold=best thresh,left=left,right=right)
def best split(self, train X, train Y, feat idxs):
  best gain = 0.0
  best feature, best threshold = None, None
```

```
current impurity = self.gini impurity(y)
     n samples = train X.shape[0]
     for feat in feat idxs:
       values = np.unique(train X[:, feat])
       for threshold in values:
          X left, y left, X right, y right = split dataset(train X, train Y, feat, threshold)
         p left = len(y left) / n samples
         p right = 1 - p left
         gain = current impurity - (p left * self.gini impurity(y left) + p right *
self.gini impurity(y right))
         if gain > best gain:
              best gain = gain
               best feature = feat
               best threshold = threshold
     return best feature, best threshold
class RandomForest:
  """A simple random forest classifier for binary classification."""
  def init (self, n trees=10, max depth=5, min samples split=2, max features=8,trees=[]):
    self.n trees = n trees
     self.max depth = max depth
     self.min samples split = min samples split
     self.max features = max features
     self.trees = trees
  def bootstrap sample(self, X, y):
     """Create a bootstrap sample from X and y."""
    n = len(X)
     indices = np.random.randint(0, n, n)
    return X[indices], y[indices]
  def fit(self, X, y):
     n features total = X.shape[1]
     n features sub = self.max features
     self.trees = []
     for j in range(self.n trees):
       # Bootstrap sample
       X sample, y sample = self.bootstrap sample(X, y)
       # Train a decision tree
       tree = DecisionTree(max depth=self.max depth,
                   min samples split=self.min samples split,
                   n features=n features sub)
       tree.fit(X sample, y sample)
       self.trees.append(tree)
n trees list = [3,5,10]
```

```
max depth list = [5,6,7]
max feature list = [10,15,22]
splited data set= K fold splitting dataset(5,training set)
counter = 0
record list rm = []
n samples, n features = training set.shape
for ma feature in max feature list:
  for max depth in max depth list:
    for n trees in n trees list:
       trees = []
       print(f" Features {ma feature} Max Depth {max depth} Number of Trees : {n trees} ")
       temp store values = []
       temp =[]
       start time = time.time()
       for each split in range(0,len(splited data set)):
         # Taking out validation set
         for t i in range(0,len(splited data set)):
            if t i != each split:
              temp.append(splited data set[t i])
            else:
              val set = splited data set[each split]
         for each temp split in range(0,len(temp)):
            ##Train the data set on remained sets
            traning set y = temp[each temp split]["satisfaction"].values
            traning set x = temp[each temp split].drop(columns=["satisfaction"])
            traning set x = traning set x.values
            model = RandomForest(n trees=n trees,
max depth=max depth,max features=ma feature,trees=trees)
            model.fit(traning set x,traning set y)
            trees = model.trees
         # Check the validation score
         val set y = val set["satisfaction"]
         val set x = val set.drop(columns=["satisfaction"])
         val set x = val set x.values
         model val = RandomForest(n trees=n trees,
max depth=max depth,max features=ma feature,trees=trees)
         predicted rm value = model val.predict(val set x)
         cm rm = confusion matrix(val set v,predicted rm value)
         validation_score_rm = calculate metrics(cm rm)
         temp store values.append(validation score rm)
```

```
temp = []
       epoch value = {
         "Accuracy": 0,
         "Precission": 0,
         "Recall": 0,
         "F1 Score ": 0
         # Taking average of all parameteres
       for val value in range(len(temp store values)):
         epoch value["Accuracy"] += temp store values[val value]["Accuracy"]
         epoch value["Precission"] += temp store values[val value]["Precission"]
         epoch value["Recall"] += temp store values[val value]["Recall"]
         epoch value["F1 Score"] += temp store values[val value]["F1 Score"]
       if val value == len(temp store values) - 1:
         epoch_value["Accuracy"] = epoch_value["Accuracy"]/(len(temp_store_values))
         epoch value["Precission"] = epoch value["Precission"]/(len(temp store values))
         epoch value["Recall"] = epoch value["Recall"]/(len(temp store values))
         epoch value["F1 Score "] = epoch value["F1 Score "]/(len(temp store values))
       end time = time.time()
       elasped time = end time-start time
       print calculated metrcis(epoch value)
       print(f"{elasped time:.2f}")
       print(" ")
       counter += 1
       # record the result on list
       record list rm.append({"trees":trees,"n trees,"Max Depth":max depth,"Max
Features":ma feature,"epoch":epoch value})
       temp mean =[]
  def predict(self, X):
    # Get predictions from all trees
    tree preds = [tree.predict(X) for tree in self.trees]
    # Convert to array (n trees, n samples)
    tree preds = np.array(tree preds)
    # Majority vote: sum along trees, if > half trees say 1, predict 1 else 0
    summed predictions = np.sum(tree preds, axis=0)
    # Majority vote threshold
    final preds = (summed predictions > self.n trees / 2).astype(int)
    return final preds
  def get trees(self):
    return self.trees
```

```
# Test a random forest
rf = RandomForest(n trees=record list rm[17]["n trees"], max depth=record list rm[17]["Max
Depth"],max features=record list rm[17]["Max Features"],trees=record list rm[17]["trees"])
# Compute accuracy
result = rf.predict(test set x)
print(result)
cm randomforest = confusion matrix(test set y,result)
validation score randomforest = calculate metrics(cm randomforest)
print calculated metrcis(validation score randomforest)
confusion matrix list randomforest =
[[cm\_randomforest["TN"], cm\_randomforest["FP"]], [cm\_randomforest["FN"], cm\_randomforest["TP"]]]\\
plt.figure(figsize=(8, 6))
sns.heatmap(confusion matrix list randomforest, annot=True, fmt='d', cmap='Reds',
xticklabels=['Predicted Negative', 'Predicted Positive'],
       yticklabels=['Actual Negative', 'Actual Positive'])
plt.title('Confusion Matrix of Random Forest')
plt.xlabel('Predicted')
plt.ylabel('Actual')
plt.show()
```