Mini Project – Bank_Personal_Loan

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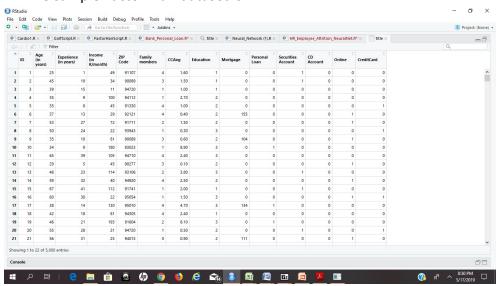
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1. Project Objective

The objective of the report is to explore the Bank_Personal_Loan_Modelling data set ("Bank_Personal_Loan_Modelling.xlsx") in R and prepare a Managerial Report by explaining the following points. This Managerial report consists of the following:

- Business Objective Statement
- Exploratory Data Analysis
- Hypothesis Statement
- Hypothesis Validation
- Splitting data in Train and Test dataset
- Feature Engineering / Derived Variable creation based on Hypothesis
- Some Charts and Graphs to show case the relationship between Independent and Dependent Variables
- Model Development (With the help of below techniques to be used)
 - CART
- Model Performance Measures
- Validation of Model
- Model Performance on Hold Out Sample
- Model Implementation / Deployment Strategy

The sample Factor-Hair dataset is:



Note: This is a sample data set of 22 rows. The actual provided data set has 5000 rows.

Business Objective: To build a model that helps bank to identify the potential customers who have higher probability of purchasing the loan.

2. Assumptions

Since, the data provided in the dataset is continuous and not appears on same scale, it is required to scale the data.

Please refer Appendix A for Source Code.

3. Step by step approach

We shall follow a step by step approach to arrive to the final conclusion as follows:

- 1. Environment set up and Data import
- 2. Identifying dependant and independent variables
- 3. Identify Correlation between independent and target variables
- 4. Divide the data into Train and Test Data sets.
- 5. Balance the Train Data Set
- 6. Build the CART Model
- 7. Predict Model performance using Train and Test data sets
- 8. Validate model
- 9. Conclusion

3.1. Environment Set up and Data Import

Please refer Appendix A for Source Code.

3.2. Variable Identification

In the given data set, first column is an ID column, which is not considered as a variable.

10th Column "Personal Loan" is the dependant variable.

These are the Independent variables with their expansion in the given data set.

```
$ Age (in years)
                     : num
                           25 45 39 35 35 37 53 50 35 34 ...
                           1 19 15 9 8 13 27 24 10 9 ...
$ Experience (in years): num
$ Income (in κ/month) : num 49 34 11 100 45 29 72 22 81 180 ...
$ ZIP Code
                     : num 91107 90089 94720 94112 91330 ...
$ Family members
                     : num 4 3 1 1 4 4 2 1 3 1 ...
$ CCAVG
                     : num 1.6 1.5 1 2.7 1 0.4 1.5 0.3 0.6 8.9 ...
$ Education
                     : num
                           1 1 1 2 2 2 2 3 2 3 ...
$ Mortgage
                     : num
                           0 0 0 0 0 155 0 0 104 0
                     : num 000000001
$ Personal Loan
                           1100000000
$ Securities Account
                    : num
                           0000000000
$ CD Account
                     : num
$ online
                           0000011010
                     : num
                           0000100100...
$ CreditCard
                     : num
```

The Summary statistics of the data is shown below.

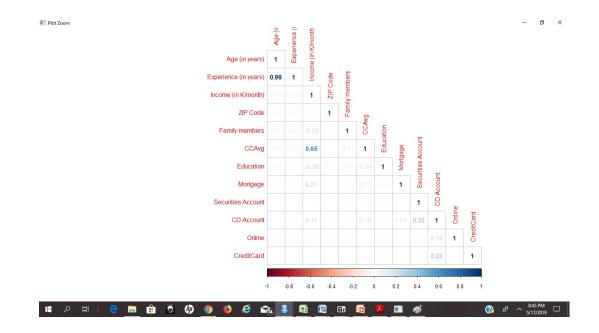
```
Age (in years) Experience (in years) Income (in K/month)
                                                                  ZIP Code
                                                            Min. : 9307
Min.
             Min.
                  :23.00
                           Min.
                                :-3.0
                                              Min. : 8.00
1st Qu.:1251
             1st Ou.:35.00
                           1st Ou.:10.0
                                              1st Ou.: 39.00
                                                               1st ou.:91911
Median :2500
           Median:45.00
                           Median :20.0
                                            Median : 64.00
                                                                Median :93437
Mean :2500
            Mean :45.34
                           Mean :20.1
                                             Mean : 73.77
                                                                Mean :93153
                                             3rd Qu.: 98.00
            3rd Qu.:55.00 3rd Qu.:30.0
3rd Qu.: 3750
                                                                3rd Qu.:94608
     :5000 Max.
                  :67.00
                          Max.
                                :43.0
                                             Max. :224.00
                                                                Max.
                                                                     :96651
                              Education
                                                         Personal Loan
Family members
                CCAVG
                                             Mortgage
                                                                       Securities Account
             Min. : 0.000 Min. :1.000 Min. : 0.0
     :0.000
                                                        Min. :0.000
                                                                            :0.0000
Min.
                                                                      Min.
             1st Qu.: 0.0 1st Qu.:0.000 1st Qu.:0.0000
1st Qu.:1.000
                                          Median: 0.0
                                                         Median :0.000
Median :2.000
                                                                       Median :0.0000
             Mean : 1.938
                                          Mean : 56.5
Mean :2.389
                            Mean :1.881
                                                         Mean :0.096
                                                                      Mean :0.1044
3rd Qu.:3.000
             3rd Qu.: 2.500
                            3rd Ou.:3.000
                                          3rd Qu.:101.0
                                                        3rd Qu.:0.000
                                                                       3rd ou.:0.0000
      :4.000
                    :10.000
                                          Max.
                                                :635.0 Max.
                                                               :1.000
Max.
             Max.
                            Max.
                                  :3.000
                                                                      Max.
 CD Account
                 online
                              CreditCard
Min.
              Min.
                    :0.0000
     :0.0000
                             Min.
                                   :0.000
1st Qu.:0.0000
              1st Qu.:0.0000
                             1st Qu.: 0.000
Median :0.0000
              Median :1.0000
                             Median:0.000
                    :0.5968
Mean :0.0604
              Mean
                             Mean :0.294
3rd Qu.: 0.0000
               3rd Qu.:1.0000
                              3rd Qu.: 1.000
Max.
     :1.0000 Max.
                    :1.0000
                             Max.
                                   :1.000
```

3.3. Identify Correlation between Independent variables

A Correlation matrix gives the correlation scores of each variable against each variable. Also, "corrplot" method of "corrplot" Package is used to obtain the correlation diagram with the correlation scores as shown below.

The highlighted values in the correlation diagram shows the dependency between target variable and independent variables. As per the correlation diagram, Experience is highly correlated with Age, hence, we remove the Experience variable from the data set.

Please refer Appendix A for Source Code.



3.4. Divide data into Train and Test Data Sets

Please refer Appendix A for Source Code.

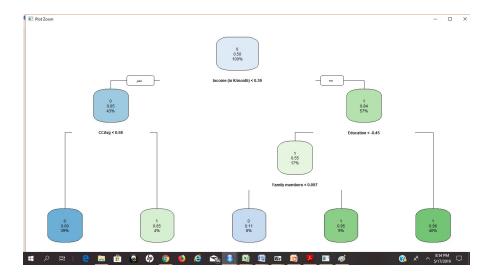
3.5. Balance the Train Data Set

Please refer Appendix A for Source Code.

3.6. Build CART Model

Please refer Appendix A for Source Code to build the CART model using Train Data set.

The CART model is

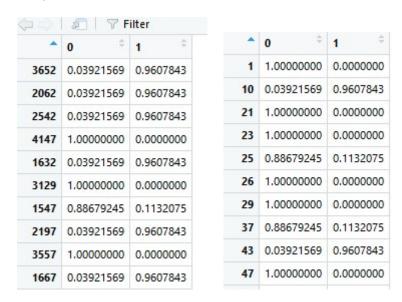


3.7. Predict Model performance using Train and Test Data Sets

The CP table for the CART model is shown below.

```
> DTModel$cptable
CP nsplit rel error xerror xstd
1 0.7656250 0 1.000000 1.112500 0.03927753
2 0.0640625 1 0.234375 0.253125 0.02628503
3 0.0218750 3 0.106250 0.209375 0.02420331
4 0.0000000 4 0.084375 0.175000 0.02233883
```

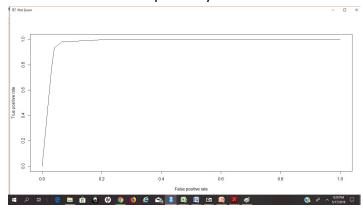
The predicted model with Train and Test Data sets is shown below(with few rows)



Please refer Appendix A for Source Code.

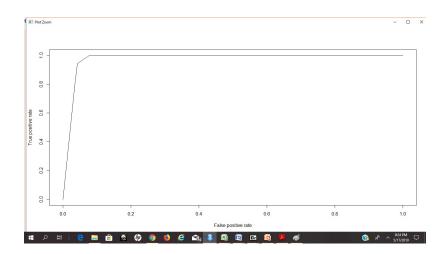
3.8. Validate Model

ROCR Confusion matrix is built using Train and Test Data sets and their plots have been shown below respectively.



The AUC calculated as per the above plot for Train Data set is: 0.976875

Which means, 97% times we can differentiate between True Positive Rate and False Positive Rate.



The AUC calculated as per the above plot for Test Data set is: 0.9773298

Which means, 97% times we can differentiate between True Positive Rate and False Positive Rate.

Both AUC values are almost equal which shows the model fits well. Please refer Appendix A for Source Code.

KS values for Train and Test Data are shown below.

```
> #KS ON TRAIN
> KS = max(attr(perf1, 'y.values')[[1]]-attr(perf1, 'x.values')[[1]])
> KS
[1] 0.915625
> #KS on Test
> KS = max(attr(perf, 'y.values')[[1]]-attr(perf, 'x.values')[[1]])
> KS
[1] 0.9231343
```

As per the above values, the model seems to be over fitting.

Gini Values for Train and Test Data are shown below.

```
- #Gini For Train
> gini = ineq(predTrain[,2], type = "Gini")
> gini
[1] 0.476875
> #Gini for Test
> gini = ineq(predDT[,2], type="Gini")
> gini
[1] 0.8035083
```

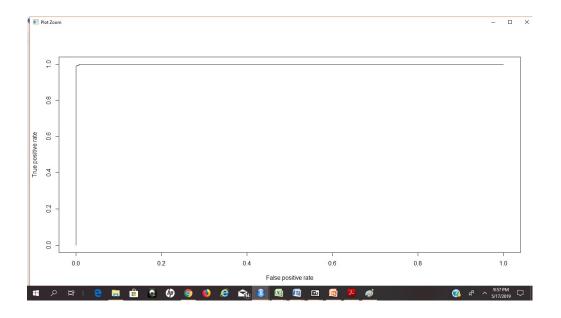
Gini Value for Train data set seems to be a good fit, however, on test data set, it seems to be over fitting.

RandomForest model and Neural Network models are also built with the above Train and Test Data Sets and the model performance measures are shown below.

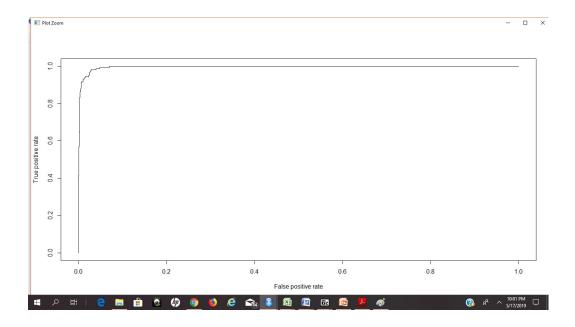
Random Forest model built with Train data set is:

```
> print(k+mode)
call:
randomForest(formula = PersonalLoan ~ ., data = train.new[, -12],
                                                                   mtry = 3, nodesize = 10, ntree = 1
00, importance = TRUE)
              Type of random forest: regression
                    Number of trees: 100
No. of variables tried at each split: 3
         Mean of squared residuals: 0.03552027
                   % Var explained: 85.79
> |
Random Forest model built with Test data set is:
> print(RFmodel1)
call:
randomForest(formula = PersonalLoan ~ ., data = test_bank_data,
                                                                    mtry = 3, nodesize = 10, ntree = 100
, importance = TRUE)
              Type of random forest: regression
                    Number of trees: 100
No. of variables tried at each split: 3
         Mean of squared residuals: 0.01875294
                   % Var explained: 80.32
```

Confusion matrix ROCR plots for Random Forest models of Train and Test data are shown below.



The AUC calculated as per the above plot for Test Data set is: 0. 9999512



The AUC calculated as per the above plot for Test Data set is: 0.9966931

Both AUC values are almost equal which shows the model fits well. Please refer Appendix A for Source Code.

KS values for Train and Test Data are shown below.

As per the above values, the model seems to be over fitting.

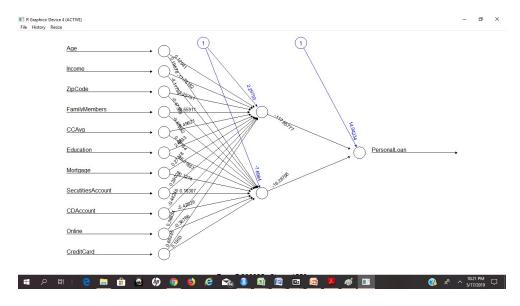
Gini Values for Train and Test Data sets are shown below:

```
#Gini For Train
> gini = ineq(predRF1, type = "Gini")
> gini
0.4767935

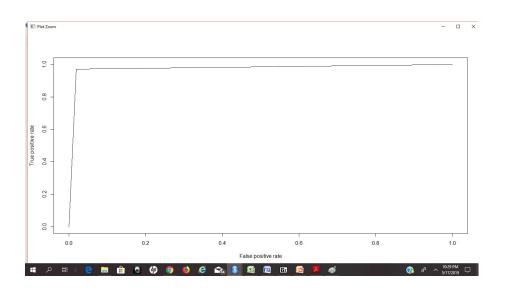
> #Gini For Test
> gini = ineq(predRF, type = "Gini")
> gini
0.7061141
```

Gini Value for Train data set seems to be a good fit, however, on test data set, it seems to be over fitting.

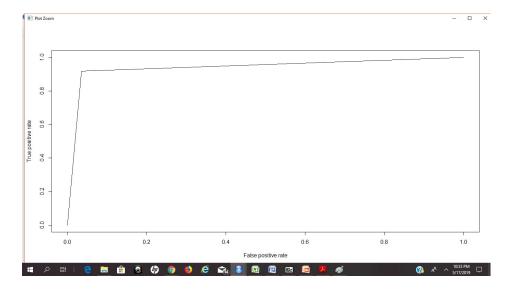
The Neural network built with Train Data is



The Neural Network built with Test data is



The AUC calculated as per the above plot for Train Data set is: 0.9765625



The AUC calculated as per the above plot for Test Data set is: 0.9765625

Both AUC values are almost equal which shows the model fits well. Please refer Appendix A for Source Code.

```
KS values of Train Data set of NN model is
```

As per the above values, the model seems to be over fitting.

Gini Values for Train and Test Data sets are shown below:

```
#Gini for Train data
> gini = ineq(predNN.round[,1], type="Gini")
> gini
  0.5046875
> #Gini for Test data
> gini = ineq(predNN1.round[,1], type="Gini")
> gini
  0.8706667
```

Gini Value for Train data set seems to be a good fit, however, on test data set, it seems to be over fitting.

3.9. Conclusion

The model performance measures of the various models built are :

CART Model:

Model Performance	Train	Test
measures		
AUC	0.976875	0.9773298
KS	0.915625	0.9231343
Gini	0.476875	0.8035083

Random Forest Model:

Model Performance	Train	Test
measures		
AUC	0.9999512	0.9966931
KS	0.99375	0.9528918
Gini	0.4767935	0.7061141

Neural Network Model:

Model Performance	Train	Test
measures		
AUC	0.9765625	0.9765625
KS	0.953125	0.8836754
Gini	0.5046875	0.8706667

Above results show that the models being built are over fitting and hence there is need to improve the model performance in order meet the business objective.

4. Appendix A – Source Code

```
2 # Data Analysis - Bank Personal Loan
4 #Environment Set up and Data Import
5 #Set up working Directory
6 setwd("C:/Users/Radhika/Desktop/R Programming/Project_DataMining")
   aetwd()
9 #Import the required packages and install them
10 #install.packages("readxl")
#install.packages("tidyverse")
  #install.packages("dplyr")
L3 #install.packages("ROCR")
#install.packages("caret")
#install.packages("ModelMetrics")
16 #install.packages("corrplot")
18 library(readxl)
  library(tidyverse)
20 library(dplyr)
library(ROCR)
  library(caret)
22
23 library(ModelMetrics)
24 library(corrplot)
26 #Read the input file
27 bank_data <- read_excel("Bank_Personal_Loan_Modelling.xlsx", sheet = "Bank_Personal_Loan_Modelling")
27 bank_data <- read_excel("Bank_Personal_Loan_Modelling.xlsx", sheet = "Bank_Personal_Loan_Modelling")
28 attach(bank_data)
29 view(bank data)
30 sum(is.na(bank_data))
31 #Find the internal structure of the data
32 str(bank_data)
33
    #Find the descriptive statistics of the data
34 summary(bank_data)
#Remove target variable before scaling the data
temp_data <- bank_data %>% select (-`Personal Loan`)
    str(temp_data)
38 new_bank_data = scale(temp_data[,-1])
39
    summary(new_bank_data)
40 new_bank_data = as.data.frame(new_bank_data)
41
    str(new_bank_data)
42
43 cor.mat <- cor(new_bank_data)
44
    corrplot(cor.mat, type = "lower", method = "number")
45
46 ### Experience is highly correlated with Age
    ## For now we decide to remove Experience
47
48 new_bank_data <- new_bank_data %>% select (-`Experience (in years)`)
49
    dim(new_bank_data)
50
    names (new_bank_data)
    view(new_bank_data)
    #Add the Target variable that was removed while scaling the data
52
    new_bank_data = cbind(new_bank_data, `Personal Loan` = bank_data$`Personal Loan`)
53
    str(new_bank_data)
54
55
    ### Check the proportion of data in bank_data
56
    nrow(subset(new_bank_data, `Personal Loan` == 1))/nrow(new_bank_data)
58
59 set.seed(1000)
```

```
60 train_indx <- sample(c(1:nrow(new_bank_data)), round(nrow(new_bank_data) * 0.7,0), replace = FALSE)
     train_bank_data <- new_bank_data[train_indx,</pre>
62
     test_bank_data <- new_bank_data[-train_indx,
     sum(is.na(train_bank_data))
63
     sum(is.na(test_bank_data))
64
     dim(train_bank_data)
 65
 66 dim(test_bank_data)
 67
68 train.pos <- subset(train_bank_data, `Personal Loan` == 1)
69
     nrow(train.pos)
70
71
     train.neg <- subset(train_bank_data, `Personal Loan` == 0)</pre>
     nrow(train.neg)
73
74
75
76
     dim(train.pos)
     dim(train.neg)
77
     set.seed(200)
                        ## Set the seed
79 ## Take the sample subset from the major class (here negative)
80 train.neg.sub_idx <- sample(c(1:nrow(train.neg)), nrow(train.pos), replace = FALSE)
81
     train.new <- train.neg[train.neg.sub_idx,]</pre>
     dim(train.new)
 82
 83
     sum(is.na(train.new))
 84
     train.new <- rbind(train.new, train.pos) ## Merge the negative and positive cases
 85 dim(train.new)
86
    train.new <- train.new[sample(1:nrow(train.new)),]</pre>
87
88
 89
    ### Now check the proportion of Attrition in the sample
 90
     ## in train_data
 91
     nrow(subset(train_bank_data, `Personal Loan` == 1))/nrow(train_bank_data)
92
     ## in train.new
   nrow(subset(train.new, 'Personal Loan' == 1))/nrow(train.new)
nrow(subset(train.new, 'Personal Loan' == 1))/nrow(train.new)
93
94
95
    ###CART Model
    library(rpart)
install.packages("rpart.plot")
97
98 library(rpart.plot)
99 r.ctrl = rpart.control(minsplit = 100, minbucket = 10, cp=0, xval=10)
100 DTModel = rpart(`Personal Loan`~.,data=train.new, method="class", control = r.ctrl)
101 rpart.plot(DTModel)
    attributes(DTModel)
102
103 DTModel$cptable
104
    ptree = prune(DTModel, 0.0218750, "CP")
    ptree$variable.importance
105
     #CART Validation on Train Data
106
107
    predTrain = predict(ptree, newdata = train.new)
108
    view(predTrain)
109 predDT = predict(ptree, newdata = test_bank_data)
110
    view(predDT)
111
112 library(ROCR)
    #Validation on Train data
113
TypredRoC1 = ROCR::prediction(predTrain[,2], train.new$`Personal Loan`)

perf1 = performance(DTpredRoC1, "tpr", "fpr")
116
    plot(perf1)
    as.numeric(performance(DTpredROC1, "auc")@y.values)
117
118
122 plot(perf)
123 as.numeric(performance(DTpredROC, "auc")@y.values)
```

```
124 #Decile code
 125 decile <- function(x){
126 deciles <- vector(length=10)
  127 -
             for (i in seq(0.1,1,.1)
               deciles[i*10] <- quantile(x, i, na.rm=T)</pre>
  128
  129
  130
            return (
               ifelse(x<deciles[1], 1,
ifelse(x<deciles[2], 2,
  131
  132
                                              133
                                    ifelse(x<deciles[3],
  134
  135
  136
  137
  138
                                                                                        ifelse(x<deciles[8], 8,
  139
                                                                                                   ifelse(x<deciles[9], 9, 10
  140
  141
  142
  143 train.new$deciles = decile(predTrain[,2])
  144
         predTrain[,2]
         test_bank_data$deciles = decile(predDT[,2])
  145
  146
         predDT[,2]
  147
          #KS on Train
  148
         install.packages("ineq")
  149
         library(ineq)
  150
         #KS on Train
         KS = max(attr(perf1, 'y.values')[[1]]-attr(perf1, 'x.values')[[1]])
  151
 152
         KS
  153
         #KS on Test
         KS = max(attr(perf, 'y.values')[[1]]-attr(perf, 'x.values')[[1]])
  155
 156
         #Gini For Train
 157 gini = ineq(predTrain[,2], type = "Gini")
158 gini
159 #Gini for Test
160 gini = ineq(predDT[,2], type="Gini")
161 gini
162 #RandomForest
163 install.packages("randomForest")
164 library(randomForest)
165 names (train.new)
     Hames(train.news' Family members'))
train.new = train.news' **select (-'deciles')
test_bank_data = test_bank_data %% select (-'deciles')
167
168
Les__vair_uata = Les__vair_Qata >>> Select (- GeCiles )

169 colnames(train.new) = c("Age", "Income", "ZipCode", "FamilyMembers", "CCAvg", "Education", "Mortgage", "SecutitiesAccount", "CDAccount", "Online", "CreditCard

170 colnames(test_bank_data) = c("Age", "Income", "ZipCode", "FamilyMembers", "CCAvg", "Education", "Mortgage", "SecutitiesAccount", "CDAccount", "Online", "CreditCard

171 RFmodel = randomForest('PersonalLoan'~ ., data=train.new[,-12], mtry = 3, nodesize = 10, ntree = 100, importance = TRUE)

172 print(RFmodel)
      names(test_bank_data)
174
      view(test bank data)
      RFmodel1 = randomForest(PersonalLoan ~ ., data=test_bank_data[,-12], mtry = 3, nodesize = 10, ntree = 100, importance = TRUE)
176
     print(RFmodel1)
     #Validate RE Model on Train Data
178
      predRF1 = predict(RFmodel, newdata = train.new)
180
      predRF1.round = round(predRF1, 0)
181
      predRF1.round
      table(train.new$PersonalLoan, predRF1.round)
182
     mean(train.new$PersonalLoan==predRF1.round)
183
184
185 RFPredROC1 = ROCR::prediction(predRF1, train.new$PersonalLoan)
186 perf1 = performance(RFPredROC1,"tpr","fpr")
187 plot(perf1)
188
      as.numeric(performance(RFPredROC1, "auc")@y.values)
189 train.new$deciles = decile(predRF)
191 #Validate RF Model on Test Data
192 predRF = predict(RFmodel, newdata = test_bank_data)
193 predRF.round = round(predRF, 0)
```

```
predRF.round = round(predRF, 0)
193
194
        predRF.round
195
         table(test_bank_data$PersonalLoan, predRF.round)
        mean(test_bank_data$PersonalLoan==predRF.round)
196
197
RFPredROC = ROCR::prediction(predRF, test_bank_data$PersonalLoan)
perf = performance(RFPredROC, "tpr", "fpr")
plot(perf)
200
         as.numeric(performance(RFPredROC, "auc")@y.values)
202
        test_bank_data$deciles = decile(predRF)
203
204
         #KS on Train
205
         install.packages("ineq")
        library(ineq)
207
208
209
        KS = max(attr(perf1, 'y.values')[[1]]-attr(perf1, 'x.values')[[1]])
210 KS
211 #KS on Test
212 KS = max(attr(perf, 'y.values')[[1]]-attr(perf, 'x.values')[[1]])
213 KS
214 #Gini For Train
215
        gini = ineq(predRF1, type = "Gini")
216
        gini
217
         #Gini For Test
218
219
        gini = ineq(predRF, type = "Gini")
        gini
220 #Neural Network model
221 install.packages("neuralnet")
222 library(neuralnet)
223
224 names(train.new)
225
       attach(train.new)
226 attach(test_bank_data)
227 #NN Built with Train data
228 NNmodel = neuralnet(formula = PersonalLoan ~ Age+Income+ZipCode+FamilyMembers+CCAvg+Education+Mortgage+SecutitiesAccount+CDAccount+Online+CreditCard, data =
                                  linear.output = FALSE,
lifesign = "full",
lifesign.step = 10,
threshold = 0.01,
stepmax = 2000)
229
230
231
232
233
234 plot(NNmodel)
235
236 #NN built with
237 NNmodel1 = neu
      #NN built with Test data
NNmodel1 = neuralnet(formula = PersonalLoan ~ Age+Income+ZipCode+FamilyMembers+CCAvg+Education+Mortgage+SecutitiesAccount+CDAccount+Online+CreditCard, data =
                                   t(formula = Personalloa
linear.output = FALSE,
lifesign = "full",
lifesign.step = 10,
threshold = 0.01,
stepmax = 2000)
238
239
240
241
242
243
244
245
     plot(NNmodel1)
str(train.new)
names(test_bank_data)
246
247
248
249
       #For Train data
predNn = neuralnet::compute(NNmodel, train.new)
predNn
predNn.round = round(predNn$net.result, 0)
250 predNN. round
251
252
253
254
255
       table(train.new$PersonalLoan, predNN.round[,1])
mean(train.new$PersonalLoan==predNN.round)
library(ROCR)
       library(ROCR)
NNpredROC = ROCR::prediction(predNN.round[,1], train.new$PersonalLoan)
perf = performance(NNpredROC, "tpr", "fpr")
plot(perf)
as.numeric(performance(NNpredROC, "auc")@y.values)
256
257
258
       #For Test data
predNN1 = neuralnet::compute(NNmodel, test_bank_data)
predNN1
```

```
262 predNN1.round = round(predNN1$net.result, 0)
263 predNN1.round
264
table(test_bank_data$PersonalLoan, predNN1.round[,1])
mean(test_bank_data$PersonalLoan==predNN1.round)
library(ROCR)
NNpredROC1 = ROCR::prediction(predNN1.round[,1], test_bank_data$PersonalLoan)
perf1 = performance(NNpredROC1, "tpr", "fpr")
270 plot(perf1)
     as.numeric(performance(NNpredROC, "auc")@y.values)
272 ## deciling Train data
273 train.new$deciles <- decile(predNN.round[,1])</pre>
274
275 library(ineq)
276 KS <- max(attr(perf, 'y.values')[[1]]-attr(perf, 'x.values')[[1]])
277 KS
278
279 ## deciling Test data
280 test_bank_data$deciles <- decile(predNN1.round[,1])</pre>
281
282 library(ineq)
283 KS <- max(attr(perf1, 'y.values')[[1]]-attr(perf1, 'x.values')[[1]])
284 KS
285 #Gini for Train data
286 gini = ineq(predNN.round[,1], type="Gini")
287
     gini
     #Gini for Test data
288
289
     gini = ineq(predNN1.round[,1], type="Gini")
```