**Bibliography for SVM Model**

Pedregosa, F. V. (2011). *Scikit-Learn : Machine Learning in Python "Journal of Machine Learning Research"*.

This journal provided tools for implementing and tuning SVM model, including kernel selection (RBF), parameter tuning (C and gamma), and model evaluation.

Kuhn, M. &. (2013). Springer. *Applied Predictive Modelling*.

This journal emphasized the importance of scaling features for distance-based algorithms like SVM, which was implemented using StandardScaler

Hsu, C. W. (2003). *A practical Guide to Support Vector Classification.*

This report guided the tuning of C and gamma for the RBF kernel to balance bias and variance effectively

Powers, D. M. (2011). Evaluation: From Precision, Recall and F-measures to ROC, informedness, markedness and correlation. *The journal of Machine Learning Technologies*.

This journal clarifies metrics like precision, recall, and F1-score for assessing the SVM's performance, particularly for the minority class (attrition).

He, H. &. (2009). Learning from imbalanced Data "IEEE Transactions on Knowledge and Data Engineering".

This journal provided strategies for addressing class imbalance, such as oversampling, which was applied to balance attrition (1) and non-attrition (0) cases