Decision Tree

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```
library(dplyr)

##
## Attaching package: 'dplyr'

## The following objects are masked from 'package:stats':
##
## filter, lag

## The following objects are masked from 'package:base':
##
## intersect, setdiff, setequal, union

data <- read.csv("BankChurners.csv") #dataset menggunakan data Problem Churner Kartu Kredit di sebuah Bank head(data)</pre>
```

```
##
     CLIENTNUM
                  Attrition Flag Customer Age Gender Dependent count
## 1 768805383 Existing Customer
                                             49
                                                                     5
## 2 818770008 Existing Customer
                                                                      3
## 3 713982108 Existing Customer
                                            51
                                                     Μ
## 4 769911858 Existing Customer
                                             40
                                                                      4
                                                                      3
## 5 709106358 Existing Customer
                                             40
                                                     Μ
## 6 713061558 Existing Customer
                                            44
                                                     Μ
     Education Level Marital Status Income Category Card Category Months on book
## 1
                                                                                 39
         High School
                             Married
                                         $60K - $80K
                                                               Blue
## 2
            Graduate
                              Single Less than $40K
                                                               Blue
                                                                                 44
## 3
            Graduate
                             Married
                                        $80K - $120K
                                                               Blue
                                                                                 36
## 4
         High School
                             Unknown Less than $40K
                                                               Blue
                                                                                 34
## 5
                                                               Blue
          Uneducated
                             Married
                                         $60K - $80K
                                                                                 21
## 6
            Graduate
                             Married
                                         $40K - $60K
                                                               Blue
                                                                                 36
##
     Total Relationship Count Months Inactive 12 mon Contacts Count 12 mon
## 1
                             5
## 2
                                                                            2
                                                     1
## 3
                                                     1
                                                                            0
## 4
## 5
                             5
                                                     1
                                                                            0
## 6
##
     Credit Limit Total Revolving Bal Avg Open To Buy Total Amt Chng Q4 Q1
## 1
            12691
                                   777
                                                  11914
                                                                       1.335
## 2
             8256
                                   864
                                                   7392
                                                                       1.541
## 3
                                     0
                                                                       2.594
             3418
                                                   3418
## 4
             3313
                                  2517
                                                    796
                                                                       1.405
## 5
             4716
                                     0
                                                   4716
                                                                       2.175
## 6
             4010
                                  1247
                                                   2763
                                                                       1.376
##
     Total_Trans_Amt Total_Trans_Ct Total_Ct_Chng_Q4_Q1 Avg_Utilization_Ratio
## 1
                1144
                                                    1.625
                                  42
                                                                           0.061
## 2
                1291
                                  33
                                                    3.714
                                                                           0.105
## 3
                1887
                                  20
                                                    2.333
                                                                           0.000
## 4
                1171
                                                    2.333
                                                                           0.760
                                  20
## 5
                 816
                                  28
                                                    2.500
                                                                           0.000
## 6
                1088
                                  24
                                                    0.846
                                                                          0.311
    Naive Bayes Classifier Attrition Flag Card Category Contacts Count 12 mon Dependent count Education Level Months Inacti
ve_12_mon_1
## 1
9.3448e-05
```

```
## 2
5.6861e-05
## 3
2.1081e-05
## 4
1.3366e-04
## 5
2.1676e-05
## 6
5.5077e-05
## Naive_Bayes_Classifier_Attrition_Flag_Card_Category_Contacts_Count_12_mon_Dependent_count_Education_Level_Months_Inacti
ve_12_mon_2
## 1
0.99991
## 2
0.99994
## 3
0.99998
## 4
0.99987
## 5
0.99998
## 6
0.99994
```

```
data <- read.csv("BankChurners.csv")

#mengubah kolom tertentu ke faktor dan numerik

data<- data%>% select(-CLIENTNUM,-Avg_Open_To_Buy,-Avg_Utilization_Ratio,-Total_Trans_Amt, -Total_Trans_Ct)

data$Customer_Age <- as.numeric(data$Customer_Age)

data$Gender <- as.factor(data$Gender)

data$Dependent_count <- as.numeric(data$Dependent_count)

data$Education_Level <- as.factor(data$Education_Level)

data$Income_Category <- as.factor(data$Income_Category)

data$Marital_Status <- as.factor(data$Marital_Status)

data$Card_Category <- as.factor(data$Marital_Status)

data$Card_Category <- as.numeric(data$Months_on_book)

data$Total_Relationship_Count <- as.numeric(data$Total_Relationship_Count)

data$Months_Inactive_12_mon <- as.numeric(data$Contacts_Count_12_mon)

head(data)
```

```
##
        Attrition Flag Customer Age Gender Dependent count Education Level
## 1 Existing Customer
                                          Μ
                                                                High School
                                 45
                                 49
                                          F
                                                          5
                                                                   Graduate
## 2 Existing Customer
                                                          3
## 3 Existing Customer
                                  51
                                          Μ
                                                                   Graduate
                                                          4
## 4 Existing Customer
                                  40
                                                                High School
                                          Μ
                                                          3
                                                                 Uneducated
## 5 Existing Customer
                                  40
## 6 Existing Customer
                                 44
                                          Μ
                                                          2
                                                                   Graduate
     Marital Status Income Category Card Category Months on book
## 1
            Married
                        $60K - $80K
                                              Blue
                                                                39
## 2
             Single Less than $40K
                                              Blue
                                                               44
                       $80K - $120K
## 3
            Married
                                              Blue
                                                               36
                                                                34
## 4
            Unknown Less than $40K
                                              Blue
## 5
            Married
                        $60K - $80K
                                              Blue
                                                               21
## 6
            Married
                        $40K - $60K
                                              Blue
                                                                36
     Total Relationship Count Months Inactive 12 mon Contacts Count 12 mon
##
## 1
                            5
                                                                           3
## 2
                                                    1
                                                                           2
                             6
## 3
                             4
                                                    1
                                                                           0
## 4
                             3
                                                                           1
## 5
                            5
                                                                           0
                                                    1
## 6
##
     Credit Limit Total Revolving Bal Total Amt Chng Q4 Q1 Total Ct Chng Q4 Q1
## 1
            12691
                                  777
                                                      1.335
                                                                          1.625
## 2
             8256
                                   864
                                                      1.541
                                                                           3.714
## 3
                                    0
                                                      2.594
                                                                           2.333
             3418
## 4
             3313
                                  2517
                                                      1.405
                                                                           2.333
## 5
             4716
                                                      2.175
                                                                           2.500
                                     0
## 6
             4010
                                 1247
                                                      1.376
                                                                          0.846
## Naive_Bayes_Classifier_Attrition_Flag_Card_Category_Contacts_Count_12_mon_Dependent_count_Education_Level_Months_Inacti
ve 12 mon 1
## 1
9.3448e-05
## 2
5.6861e-05
## 3
2.1081e-05
## 4
1.3366e-04
## 5
```

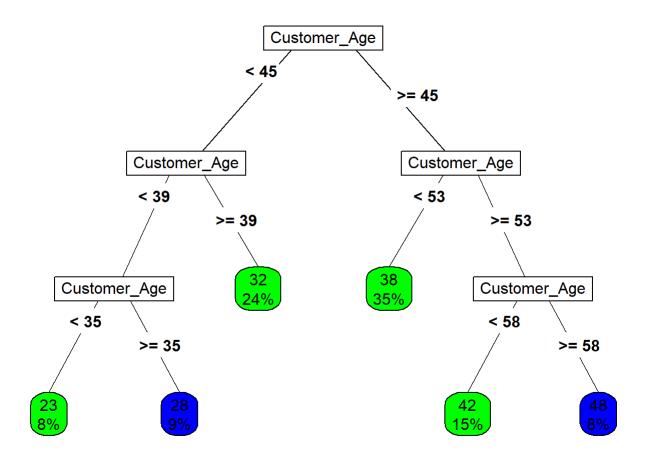
```
2.1676e-05
## 6
5.5077e-05
## Naive_Bayes_Classifier_Attrition_Flag_Card_Category_Contacts_Count_12_mon_Dependent_count_Education_Level_Months_Inacti
ve_12_mon_2
## 1
0.99991
## 2
0.99994
## 3
0.99998
## 4
0.99987
## 5
0.99998
## 6
0.99994
nrow(data)
## [1] 10127
ncol(data)-1
## [1] 17
sum(is.na(data)) #check data missing value
## [1] 0
```

```
#membagi data training & data testing
set.seed(145)
train <- sample(1:nrow(data), .4*nrow(data))
data.train = data[train, ]
data.test = data[-train, ]</pre>
```

```
#Decision tree untuk target pada Month on Book Kasus Churn kartu Kredit di Bank
library(rpart)
library(rpart.plot)

# membuat model decision tree
fit <- rpart(Months_on_book ~ ., data = data.train)

# membuat plot pohon keputusan
rpart.plot(fit,type = 5, box.col = c("blue", "green"), fallen.leaves = FALSE)</pre>
```



```
#MSE regression tree
pred.data <- predict(fit, data.test)
MSETR <- mean((data.test$Months_on_book - pred.data)^2)
paste("Test MSE of tree model = ", MSETR)</pre>
```

```
## [1] "Test MSE of tree model = 26.9164662744249"
```

 $\verb|summary(fit)| #ringkasan cart pada target months_on_book|\\$

```
## Call:
## rpart(formula = Months on book ~ ., data = data.train)
##
     n= 4050
##
##
             CP nsplit rel error
                                                   xstd
                                    xerror
## 1 0.42058934
                     0 1.0000000 1.0013158 0.024187821
## 2 0.09389959
                     1 0.5794107 0.5802897 0.012409949
## 3 0.05833847
                     2 0.4855111 0.4879206 0.010217086
## 4 0.02235797
                     3 0.4271726 0.4327800 0.009000161
## 5 0.01519624
                     4 0.4048146 0.4139315 0.008864005
## 6 0.01000000
                     5 0.3896184 0.3979826 0.008843957
##
## Variable importance
##
                             Dependent count Total Amt Chng Q4 Q1
           Customer Age
##
                     90
##
   Total_Ct_Chng_Q4_Q1
##
                      1
##
## Node number 1: 4050 observations,
                                        complexity param=0.4205893
##
     mean=35.87605, MSE=64.6755
##
     left son=2 (1672 obs) right son=3 (2378 obs)
##
     Primary splits:
##
         Customer Age
                                < 44.5
                                              to the left, improve=0.420589300, (0 missing)
         Dependent count
                                < 1.5
                                              to the right, improve=0.009159007, (0 missing)
##
##
         Months Inactive 12 mon < 3.5
                                              to the left, improve=0.008223545, (0 missing)
##
         Total Amt Chng Q4 Q1 < 0.6205
                                              to the right, improve=0.005690824, (0 missing)
                                splits as LRLL, improve=0.003406310, (0 missing)
##
         Marital Status
##
     Surrogate splits:
##
         Total Amt Chng Q4 Q1 < 1.146
                                            to the right, agree=0.591, adj=0.010, (0 split)
##
         Total Ct Chng Q4 Q1 < 0.1775
                                            to the left, agree=0.588, adj=0.001, (0 split)
##
## Node number 2: 1672 observations,
                                        complexity param=0.05833847
##
     mean=29.6561, MSE=39.27946
##
     left son=4 (696 obs) right son=5 (976 obs)
##
     Primary splits:
##
         Customer Age
< 38.5
              to the left, improve=0.232674100, (0 missing)
##
         Dependent count
< 1.5
              to the left, improve=0.081141320, (0 missing)
```

```
##
         Marital Status
splits as LRLR, improve=0.010405120, (0 missing)
         Naive_Bayes_Classifier_Attrition_Flag_Card_Category_Contacts_Count_12_mon_Dependent_count_Education_Level_Months_In
active 12 mon 2 < 0.006055
                              to the right, improve=0.006281008, (0 missing)
         Naive_Bayes_Classifier_Attrition_Flag_Card_Category_Contacts_Count_12_mon_Dependent_count_Education_Level_Months_In
active 12 mon 1 < 0.993945
                              to the left, improve=0.006281008, (0 missing)
##
    Surrogate splits:
##
         Dependent count
                               < 1.5
                                             to the left, agree=0.704, adj=0.289, (0 split)
##
         Total Amt Chng 04 01 < 1.0175
                                             to the right, agree=0.611, adj=0.066, (0 split)
##
         Contacts_Count_12_mon < 3.5</pre>
                                             to the right, agree=0.599, adj=0.037, (0 split)
##
         Income Category
                               splits as RRRRRL, agree=0.590, adj=0.014, (0 split)
##
         Education Level
                               splits as RRRRLRR, agree=0.586, adj=0.004, (0 split)
##
## Node number 3: 2378 observations,
                                        complexity param=0.09389959
##
    mean=40.24937, MSE=36.20401
##
    left son=6 (1431 obs) right son=7 (947 obs)
##
     Primary splits:
##
         Customer Age
                         < 52.5
                                       to the left, improve=0.285686700, (0 missing)
##
         Dependent count < 1.5
                                       to the right, improve=0.102613000, (0 missing)
##
         Marital Status splits as LRRL, improve=0.009849039, (0 missing)
##
         Credit Limit
                         < 17010.5
                                       to the right, improve=0.007834934, (0 missing)
##
         Income Category splits as LRLLRL, improve=0.005686279, (0 missing)
##
    Surrogate splits:
##
         Dependent count
< 1.5
              to the right, agree=0.692, adj=0.226, (0 split)
##
         Total Amt Chng Q4 Q1
< 0.4965
              to the right, agree=0.613, adj=0.027, (0 split)
##
         Total Ct Chng Q4 Q1
< 1.1645
              to the left, agree=0.610, adj=0.020, (0 split)
##
         Months Inactive 12 mon
< 5.5
              to the left, agree=0.604, adj=0.006, (0 split)
##
         Naive Bayes Classifier Attrition Flag Card Category Contacts Count 12 mon Dependent count Education Level Months In
active 12 mon 1 < 2.06045e-05 to the right, agree=0.604, adj=0.006, (0 split)
##
## Node number 4: 696 observations,
                                       complexity param=0.01519624
##
    mean=26.07615, MSE=44.89219
##
    left son=8 (312 obs) right son=9 (384 obs)
##
     Primary splits:
##
         Customer Age
```

```
< 34.5
              to the left, improve=0.12739450, (0 missing)
##
         Dependent count
< 1.5
              to the left, improve=0.03703222, (0 missing)
##
         Naive Bayes Classifier Attrition Flag Card Category Contacts Count 12 mon Dependent count Education Level Months In
active 12 mon 2 < 0.003558315 to the right, improve=0.02067505, (0 missing)
##
         Naive Bayes Classifier Attrition Flag Card Category Contacts Count 12 mon Dependent count Education Level Months In
active 12 mon 1 < 0.99644
                              to the left, improve=0.02067505, (0 missing)
##
         Months Inactive 12 mon
< 2.5
              to the left, improve=0.01079876, (0 missing)
##
     Surrogate splits:
##
         Dependent count
                             < 1.5
                                           to the left, agree=0.677, adj=0.279, (0 split)
         Total_Ct_Chng_Q4_Q1 < 0.4825
                                           to the left, agree=0.572, adj=0.045, (0 split)
##
##
         Marital Status
                            splits as LRRR, agree=0.570, adj=0.042, (0 split)
##
         Card Category
                             splits as RL-L, agree=0.565, adj=0.029, (0 split)
##
         Education Level
                             splits as RRRRLRR, agree=0.559, adj=0.016, (0 split)
##
## Node number 5: 976 observations
##
     mean=32.20902, MSE=19.62025
##
## Node number 6: 1431 observations
##
    mean=37.63312, MSE=16.75359
##
## Node number 7: 947 observations,
                                       complexity param=0.02235797
    mean=44.20275, MSE=39.6231
##
    left son=14 (621 obs) right son=15 (326 obs)
##
     Primary splits:
##
         Customer Age
                                < 57.5
                                              to the left, improve=0.156073400, (0 missing)
##
         Dependent count
                                < 1.5
                                              to the right, improve=0.055345210, (0 missing)
##
                                splits as LRLLLL, improve=0.020332490, (0 missing)
         Income Category
##
         Months Inactive 12 mon < 4.5
                                              to the left, improve=0.009997846, (0 missing)
##
         Total Amt Chng Q4 Q1
                               < 0.3975
                                              to the left, improve=0.006560102, (0 missing)
##
    Surrogate splits:
##
         Dependent count
< 0.5
              to the right, agree=0.758, adj=0.298, (0 split)
##
         Total Ct Chng Q4 Q1
< 0.229
              to the right, agree=0.661, adj=0.015, (0 split)
##
         Total_Amt_Chng_Q4_Q1
< 0.2785
              to the right, agree=0.660, adj=0.012, (0 split)
##
         Naive Bayes Classifier Attrition Flag Card Category Contacts Count 12 mon Dependent count Education Level Months In
```

```
active 12 mon 1 < 0.99815
                             to the left, agree=0.660, adj=0.012, (0 split)
         Naive Bayes Classifier Attrition Flag Card Category Contacts Count 12 mon Dependent count Education Level Months In
active 12 mon 2 < 0.00159847 to the right, agree=0.660, adj=0.012, (0 split)
## Node number 8: 312 observations
     mean=23.42308, MSE=51.16716
##
## Node number 9: 384 observations
##
    mean=28.23177, MSE=29.42805
##
## Node number 14: 621 observations
     mean=42.40097, MSE=26.52361
##
## Node number 15: 326 observations
    mean=47.63497, MSE=46.61215
```

```
# Menghitung akurasi model
threshold <- 40 # threshold untuk mengklasifikasikan hasil prediksi

pred_class <- ifelse(pred.data < threshold, "0", "1")

actual_class <- ifelse(data.test$Months_on_book < threshold, "0", "1")

accuracy <- sum(pred_class == actual_class) / length(actual_class)

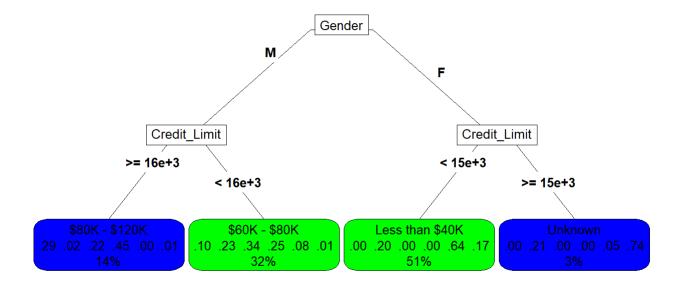
print(paste0("Akurasi model: ", round(accuracy, 2)))</pre>
```

```
## [1] "Akurasi model: 0.82"
```

```
#Decision tree untuk target pada Income Category Kasus Churn kartu Kredit di Bank
library(rpart)
library(rpart.plot)

# membuat model decision tree
fit <- rpart(Income_Category ~ ., data = data.train)

# membuat plot pohon keputusan
rpart.plot(fit,type = 5, box.col = c("blue", "green"), fallen.leaves = FALSE)</pre>
```

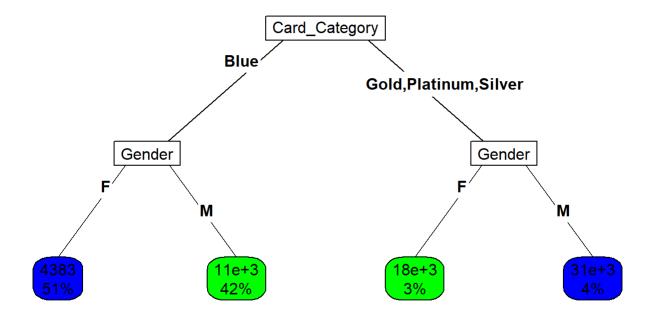


```
## Call:
## rpart(formula = Income Category ~ ., data = data.train)
##
     n= 4050
##
##
             CP nsplit rel error
                                    xerror
                                                 xstd
## 1 0.18085106
                     0 1.0000000 1.0000000 0.01153367
## 2 0.04255319
                     1 0.8191489 0.8191489 0.01206427
## 3 0.03305471
                     2 0.7765957 0.7830547 0.01208768
## 4 0.01000000
                     3 0.7435410 0.7610182 0.01208888
##
## Variable importance
##
                  Gender
                                  Credit Limit
                                                       Card Category
##
                                            34
                                                                   5
                      58
##
     Total_Ct_Chng_Q4_Q1 Total_Amt_Chng_Q4_Q1 Contacts_Count_12_mon
##
                       1
                                             1
                                                                   1
##
## Node number 1: 4050 observations,
                                        complexity param=0.1808511
##
     predicted class=Less than $40K expected loss=0.6498765 P(node) =1
##
       class counts:
                       296 735 562
                                        581 1418
##
      probabilities: 0.073 0.181 0.139 0.143 0.350 0.113
##
     left son=2 (1867 obs) right son=3 (2183 obs)
##
     Primary splits:
##
         Gender
                         splits as RL, improve=550.979000, (0 missing)
                         < 9687.5
                                      to the right, improve=213.645800, (0 missing)
##
         Credit Limit
##
         Customer Age
                         < 63.5
                                      to the left, improve= 7.482250, (0 missing)
##
         Card Category
                         splits as RLLL, improve= 6.657424, (0 missing)
         Dependent_count < 1.5</pre>
##
                                      to the right, improve= 5.781067, (0 missing)
##
     Surrogate splits:
##
         Credit Limit
                               < 7663.5
                                            to the right, agree=0.698, adj=0.344, (0 split)
##
         Card Category
                               splits as RLRL, agree=0.555, adj=0.035, (0 split)
##
         Total Ct Chng Q4 Q1 < 0.4395
                                            to the left, agree=0.548, adj=0.020, (0 split)
##
         Total Amt Chng Q4 Q1 < 0.9405
                                            to the right, agree=0.547, adj=0.018, (0 split)
##
         Contacts Count 12 mon < 4.5
                                            to the right, agree=0.545, adj=0.013, (0 split)
##
## Node number 2: 1867 observations,
                                        complexity param=0.04255319
##
     predicted class=$80K - $120K
                                     expected loss=0.6888056 P(node) =0.4609877
##
       class counts:
                       296 304 562 581
                                              105
##
      probabilities: 0.159 0.163 0.301 0.311 0.056 0.010
##
     left son=4 (578 obs) right son=5 (1289 obs)
```

```
##
     Primary splits:
##
         Credit Limit
                            < 15624.5
                                         to the right, improve=55.477880, (0 missing)
##
         Customer Age
                            < 63.5
                                         to the left, improve=15.365210, (0 missing)
                            < 0.5
                                         to the right, improve=10.294330, (0 missing)
##
         Dependent count
##
         Months on book
                            < 51.5
                                         to the left, improve= 8.130918, (0 missing)
##
         Total Ct Chng Q4 Q1 < 0.2945
                                         to the left, improve= 2.754293, (0 missing)
##
     Surrogate splits:
##
         Card Category
splits as RLLL, agree=0.767, adj=0.247, (0 split)
         Naive_Bayes_Classifier_Attrition_Flag_Card_Category_Contacts_Count_12_mon_Dependent_count_Education_Level_Months_In
active 12 mon 1 < 1.9004e-05 to the left, agree=0.691, adj=0.003, (0 split)
         Naive Bayes Classifier Attrition Flag Card Category Contacts Count 12 mon Dependent count Education Level Months In
active 12 mon 2 < 0.0008535 to the left, agree=0.691, adj=0.003, (0 split)
##
         Total Ct Chng Q4 Q1
< 1.866
             to the right, agree=0.691, adj=0.002, (0 split)
##
## Node number 3: 2183 observations,
                                       complexity param=0.03305471
     predicted class=Less than $40K expected loss=0.3985341 P(node) =0.5390123
##
      class counts:
                        0 431
                                    0
                                          0 1313 439
##
     probabilities: 0.000 0.197 0.000 0.000 0.601 0.201
     left son=6 (2057 obs) right son=7 (126 obs)
##
     Primary splits:
##
         Credit Limit
< 14571.5
            to the left, improve=79.615020, (0 missing)
##
         Naive Bayes Classifier Attrition Flag Card Category Contacts Count 12 mon Dependent count Education Level Months In
active 12 mon 2 < 0.00299343 to the left, improve= 5.117774, (0 missing)
##
         Naive Bayes Classifier Attrition Flag Card Category Contacts Count 12 mon Dependent count Education Level Months In
active 12 mon 1 < 0.997005 to the right, improve= 4.895387, (0 missing)
##
         Months on book
< 45.5
             to the right, improve= 4.058076, (0 missing)
##
         Customer Age
< 32.5
            to the right, improve= 2.691338, (0 missing)
##
     Surrogate splits:
##
         Card Category splits as LRRL, agree=0.95, adj=0.135, (0 split)
##
## Node number 4: 578 observations
##
     predicted class=$80K - $120K
                                    expected loss=0.5484429 P(node) =0.142716
##
       class counts: 169
                             13 130 261
##
      probabilities: 0.292 0.022 0.225 0.452 0.000 0.009
```

```
##
## Node number 5: 1289 observations
    predicted class=$60K - $80K
                                   expected loss=0.6648565 P(node) =0.3182716
##
      class counts: 127 291 432 320 105
      probabilities: 0.099 0.226 0.335 0.248 0.081 0.011
##
##
## Node number 6: 2057 observations
##
    predicted class=Less than $40K expected loss=0.3646087 P(node) =0.5079012
                        0 404
                                    0
##
      class counts:
                                          0 1307 346
     probabilities: 0.000 0.196 0.000 0.000 0.635 0.168
##
##
## Node number 7: 126 observations
    predicted class=Unknown
##
                                    expected loss=0.2619048 P(node) =0.03111111
##
      class counts:
                             27
                                          0
                                               6
##
      probabilities: 0.000 0.214 0.000 0.000 0.048 0.738
```

```
#Decision tree untuk target pada Credit Limit Kasus Churn kartu Kredit di Bank
fit <- rpart(Credit_Limit~ .-Income_Category, data = data.train)
# membuat plot pohon keputusan dengan kotak-kotak berwarna
rpart.plot(fit,type = 5, box.col = c("blue", "green"), fallen.leaves = FALSE)</pre>
```



summary(fit) #ringkasan cart pada target Credit_Limit

```
## Call:
## rpart(formula = Credit Limit ~ . - Income Category, data = data.train)
##
     n= 4050
##
##
             CP nsplit rel error
                                    xerror
                                                  xstd
## 1 0.27032445
                     0 1.0000000 1.0003917 0.03087604
## 2 0.12004317
                     1 0.7296755 0.7303960 0.02495747
## 3 0.03007386
                     2 0.6096324 0.6107377 0.01934606
## 4 0.01000000
                     3 0.5795585 0.5809953 0.01954203
##
## Variable importance
##
          Card Category
                                      Gender Total Ct Chng Q4 Q1
##
                                           35
## Total_Amt_Chng_Q4_Q1
##
                      1
##
## Node number 1: 4050 observations,
                                        complexity param=0.2703245
##
     mean=8604.584, MSE=8.231369e+07
##
     left son=2 (3773 obs) right son=3 (277 obs)
##
     Primary splits:
##
         Card Category
                                  splits as LRRR, improve=0.270324500, (0 missing)
##
         Gender
                                  splits as LR, improve=0.178192000, (0 missing)
         Total_Relationship_Count < 2.5</pre>
##
                                                to the right, improve=0.008711110, (0 missing)
         Dependent count
                                  < 1.5
                                                to the left, improve=0.005346975, (0 missing)
##
##
         Marital Status
                                  splits as RLRR, improve=0.004447622, (0 missing)
##
## Node number 2: 3773 observations,
                                        complexity param=0.1200432
##
     mean=7326.454, MSE=5.75931e+07
##
     left son=4 (2077 obs) right son=5 (1696 obs)
##
     Primary splits:
##
         Gender
                               splits as LR, improve=0.184165100, (0 missing)
##
         Dependent count
                               < 0.5
                                             to the left, improve=0.004688497, (0 missing)
##
         Total Amt Chng Q4 Q1 < 0.9155
                                             to the left, improve=0.004516374, (0 missing)
##
         Contacts Count 12 mon < 3.5
                                             to the left, improve=0.003859603, (0 missing)
##
         Customer Age
                               < 37.5
                                             to the left, improve=0.003366444, (0 missing)
##
     Surrogate splits:
##
         Total Amt Chng Q4 Q1
< 0.9515
              to the left, agree=0.557, adj=0.015, (0 split)
##
         Total Ct Chng Q4 Q1
```

```
< 0.4455
              to the right, agree=0.557, adj=0.015, (0 split)
##
         Contacts Count 12 mon
< 4.5
              to the left, agree=0.556, adj=0.012, (0 split)
##
         Naive Bayes Classifier Attrition Flag Card Category Contacts Count 12 mon Dependent count Education Level Months In
active 12 mon 1 < 0.9982
                              to the left, agree=0.553, adj=0.005, (0 split)
##
         Naive Bayes Classifier Attrition Flag Card Category Contacts Count 12 mon Dependent count Education Level Months In
active 12 mon 2 < 0.001802605 to the right, agree=0.553, adj=0.005, (0 split)
##
## Node number 3: 277 observations,
                                       complexity param=0.03007386
    mean=26013.92, MSE=9.369492e+07
     left son=6 (106 obs) right son=7 (171 obs)
##
##
     Primary splits:
##
         Gender
                         splits as LR, improve=0.38629620, (0 missing)
         Dependent count < 1.5
                                       to the left, improve=0.05269036, (0 missing)
##
                         < 33.5
##
         Customer Age
                                       to the left, improve=0.04262481, (0 missing)
         Card Category splits as -RRL, improve=0.04162684, (0 missing)
##
##
         Months on book < 51.5
                                       to the right, improve=0.03305434, (0 missing)
##
     Surrogate splits:
##
         Total Ct Chng Q4 Q1 < 1.122
                                            to the right, agree=0.632, adj=0.038, (0 split)
                              < 1.5
##
         Dependent count
                                            to the left, agree=0.628, adj=0.028, (0 split)
                              < 33.5
##
         Customer Age
                                            to the left, agree=0.625, adj=0.019, (0 split)
                              splits as RLRRRRR, agree=0.625, adj=0.019, (0 split)
##
         Education Level
##
         Total Amt Chng Q4 Q1 < 1.407
                                            to the right, agree=0.625, adj=0.019, (0 split)
##
## Node number 4: 2077 observations
     mean=4383.499, MSE=1.519539e+07
##
##
## Node number 5: 1696 observations
##
    mean=10930.53, MSE=8.591928e+07
##
## Node number 6: 106 observations
    mean=18372.69, MSE=7.144288e+07
##
##
## Node number 7: 171 observations
    mean=30750.59, MSE=4.885854e+07
```