

Chapter 1 : Data Preprocessing & EDA & Visualization

문제 1.

```
library(tidyverse)
```

```
## —— Attaching packages ——  
——— tidyverse 1.3.2 ———  
## ✓ ggplot2 3.4.0      ✓ purrr  1.0.0  
## ✓ tibble  3.1.8      ✓ dplyr  1.0.10  
## ✓ tidyr   1.2.1      ✓ stringr 1.5.0  
## ✓ readr   2.1.3      ✓ forcats 0.5.2  
## —— Conflicts ——  
——— tidyverse_conflicts() ——  
## ✗ dplyr::filter() masks stats::filter()  
## ✗ dplyr::lag()    masks stats::lag()
```

```
library(data.table)
```

```
##  
## 다음의 패키지를 부착합니다: 'data.table'  
##  
## The following objects are masked from 'package:dplyr':  
##  
##   between, first, last  
##  
## The following object is masked from 'package:purrr':  
##  
##   transpose
```

```
library(magrittr)
```

```
##  
## 다음의 패키지를 부착합니다: 'magrittr'  
##  
## The following object is masked from 'package:purrr':  
##  
##   set_names  
##  
## The following object is masked from 'package:tidyr':  
##  
##   extract
```

```
train<-fread('train.csv')
```

```
head(train)
```

```

##      V1      id Gender      Customer Type Age  Type of Travel      Class
## 1:  0  70172   Male    Loyal Customer   13 Personal Travel Eco Plus
## 2:  1   5047   Male disloyal Customer   25 Business travel Business
## 3:  2 110028 Female    Loyal Customer   26 Business travel Business
## 4:  3  24026 Female    Loyal Customer   25 Business travel Business
## 5:  4 119299   Male    Loyal Customer   61 Business travel Business
## 6:  5 111157 Female    Loyal Customer   26 Personal Travel      Eco
##      Flight Distance Inflight wifi service Departure/Arrival time convenient
## 1:           460                      3                      4
## 2:           235                      3                      2
## 3:          1142                      2                      2
## 4:           562                      2                      5
## 5:           214                      3                      3
## 6:          1180                      3                      4
##      Ease of Online booking Gate location Food and drink Online boarding
## 1:           3                      1                      5                      3
## 2:           3                      3                      1                      3
## 3:           2                      2                      5                      5
## 4:           5                      5                      2                      2
## 5:           3                      3                      4                      5
## 6:           2                      1                      1                      2
##      Seat comfort Inflight entertainment On-board service Leg room service
## 1:           5                      5                      4                      3
## 2:           1                      1                      1                      5
## 3:           5                      5                      4                      3
## 4:           2                      2                      2                      5
## 5:           5                      3                      3                      4
## 6:           1                      1                      3                      4
##      Baggage handling Checkin service Inflight service Cleanliness
## 1:           4                      4                      5                      5
## 2:           3                      1                      4                      1
## 3:           4                      4                      4                      5
## 4:           3                      1                      4                      2
## 5:           4                      3                      3                      3
## 6:           4                      4                      4                      1
##      Departure Delay in Minutes Arrival Delay in Minutes      satisfaction
## 1:           25                      18 neutral or dissatisfied
## 2:           1                      6 neutral or dissatisfied
## 3:           0                      0      satisfied
## 4:          11                      9 neutral or dissatisfied
## 5:           0                      0      satisfied
## 6:           0                      0 neutral or dissatisfied

```

```
tail(train)
```

##	V1	id	Gender	Customer Type	Age	Type of Travel	Class
## 1:	103898	60666	Male	Loyal Customer	50	Personal Travel	Eco
## 2:	103899	94171	Female	disloyal Customer	23	Business travel	Eco
## 3:	103900	73097	Male	Loyal Customer	49	Business travel	Business
## 4:	103901	68825	Male	disloyal Customer	30	Business travel	Business
## 5:	103902	54173	Female	disloyal Customer	22	Business travel	Eco
## 6:	103903	62567	Male	Loyal Customer	27	Business travel	Business
##	Flight Distance	Inflight wifi service	Departure/Arrival time convenient				
## 1:	1620	3	1				
## 2:	192	2	1				
## 3:	2347	4	4				
## 4:	1995	1	1				
## 5:	1000	1	1				
## 6:	1723	1	3				
##	Ease of Online booking	Gate location	Food and drink	Online boarding			
## 1:	3	4	2	3			
## 2:	2	3	2	2			
## 3:	4	4	2	4			
## 4:	1	3	4	1			
## 5:	1	5	1	1			
## 6:	3	3	1	1			
##	Seat comfort	Inflight entertainment	On-board service	Leg room service			
## 1:	2	2	4	3			
## 2:	2	2	3	1			
## 3:	5	5	5	5			
## 4:	5	4	3	2			
## 5:	1	1	4	5			
## 6:	1	1	1	1			
##	Baggage handling	Checkin service	Inflight service	Cleanliness			
## 1:	4	2	4	2			
## 2:	4	2	3	2			
## 3:	5	5	5	4			
## 4:	4	5	5	4			
## 5:	1	5	4	1			
## 6:	4	4	3	1			
##	Departure Delay in Minutes	Arrival Delay in Minutes	satisfaction				
## 1:	0	0	neutral or dissatisfied				
## 2:	3	0	neutral or dissatisfied				
## 3:	0	0	satisfied				
## 4:	7	14	neutral or dissatisfied				
## 5:	0	0	neutral or dissatisfied				
## 6:	0	0	neutral or dissatisfied				

```
summary(train)
```

```

##          V1              id          Gender          Customer Type
## Min.    :    0    Min.    :    1    Length:103904    Length:103904
## 1st Qu.: 25976    1st Qu.: 32534    Class :character    Class :character
## Median : 51952    Median : 64857    Mode  :character    Mode  :character
## Mean    : 51952    Mean     : 64924
## 3rd Qu.: 77927    3rd Qu.: 97368
## Max.    :103903    Max.     :129880
##
##          Age          Type of Travel          Class          Flight Distance
## Min.    : 7.00    Length:103904    Length:103904    Min.    : 31
## 1st Qu.:27.00    Class :character    Class :character    1st Qu.: 414
## Median :40.00    Mode  :character    Mode  :character    Median : 843
## Mean    :39.38
## 3rd Qu.:51.00
## Max.    :85.00
##
## Inflight wifi service Departure/Arrival time convenient Ease of Online booking
## Min.    :0.00          Min.    :0.00          Min.    :0.000
## 1st Qu.:2.00          1st Qu.:2.00          1st Qu.:2.000
## Median :3.00          Median :3.00          Median :3.000
## Mean    :2.73          Mean     :3.06          Mean    :2.757
## 3rd Qu.:4.00          3rd Qu.:4.00          3rd Qu.:4.000
## Max.    :5.00          Max.     :5.00          Max.    :5.000
##
## Gate location    Food and drink    Online boarding    Seat comfort
## Min.    :0.000    Min.    :0.000    Min.    :0.00    Min.    :0.000
## 1st Qu.:2.000    1st Qu.:2.000    1st Qu.:2.00    1st Qu.:2.000
## Median :3.000    Median :3.000    Median :3.00    Median :4.000
## Mean    :2.977    Mean     :3.202    Mean     :3.25    Mean     :3.439
## 3rd Qu.:4.000    3rd Qu.:4.000    3rd Qu.:4.00    3rd Qu.:5.000
## Max.    :5.000    Max.     :5.000    Max.     :5.00    Max.     :5.000
##
## Inflight entertainment On-board service Leg room service Baggage handling
## Min.    :0.000          Min.    :0.000    Min.    :0.000    Min.    :1.000
## 1st Qu.:2.000          1st Qu.:2.000    1st Qu.:2.000    1st Qu.:3.000
## Median :4.000          Median :4.000    Median :4.000    Median :4.000
## Mean    :3.358          Mean     :3.382    Mean     :3.351    Mean     :3.632
## 3rd Qu.:4.000          3rd Qu.:4.000    3rd Qu.:4.000    3rd Qu.:5.000
## Max.    :5.000          Max.     :5.000    Max.     :5.000    Max.     :5.000
##
## Checkin service Inflight service Cleanliness    Departure Delay in Minutes
## Min.    :0.000    Min.    :0.00    Min.    :0.000    Min.    : 0.00
## 1st Qu.:3.000    1st Qu.:3.00    1st Qu.:2.000    1st Qu.: 0.00
## Median :3.000    Median :4.00    Median :3.000    Median : 0.00
## Mean    :3.304    Mean     :3.64    Mean     :3.286    Mean     : 14.82
## 3rd Qu.:4.000    3rd Qu.:5.00    3rd Qu.:4.000    3rd Qu.: 12.00
## Max.    :5.000    Max.     :5.00    Max.     :5.000    Max.     :1592.00
##
## Arrival Delay in Minutes satisfaction
## Min.    : 0.00          Length:103904
## 1st Qu.: 0.00          Class :character
## Median : 0.00          Mode  :character
## Mean    : 15.18
## 3rd Qu.: 13.00

```

```
## Max.      :1584.00
## NA's      :310
```

```
str(train)
```

```
## Classes 'data.table' and 'data.frame':  103904 obs. of  25 variables:
## $ V1                : int  0 1 2 3 4 5 6 7 8 9 ...
## $ id                : int 70172 5047 110028 24026 119299 111157 82113 96462
79485 65725 ...
## $ Gender            : chr  "Male" "Male" "Female" "Female" ...
## $ Customer Type     : chr  "Loyal Customer" "disloyal Customer" "Loyal Custo
mer" "Loyal Customer" ...
## $ Age              : int  13 25 26 25 61 26 47 52 41 20 ...
## $ Type of Travel    : chr  "Personal Travel" "Business travel" "Business tra
vel" "Business travel" ...
## $ Class            : chr  "Eco Plus" "Business" "Business" "Business" ...
## $ Flight Distance   : int  460 235 1142 562 214 1180 1276 2035 853 1061 ...
## $ Inflight wifi service : int  3 3 2 2 3 3 2 4 1 3 ...
## $ Departure/Arrival time convenient: int  4 2 2 5 3 4 4 3 2 3 ...
## $ Ease of Online booking : int  3 3 2 5 3 2 2 4 2 3 ...
## $ Gate location     : int  1 3 2 5 3 1 3 4 2 4 ...
## $ Food and drink    : int  5 1 5 2 4 1 2 5 4 2 ...
## $ Online boarding   : int  3 3 5 2 5 2 2 5 3 3 ...
## $ Seat comfort      : int  5 1 5 2 5 1 2 5 3 3 ...
## $ Inflight entertainment : int  5 1 5 2 3 1 2 5 1 2 ...
## $ On-board service  : int  4 1 4 2 3 3 3 5 1 2 ...
## $ Leg room service  : int  3 5 3 5 4 4 3 5 2 3 ...
## $ Baggage handling  : int  4 3 4 3 4 4 4 5 1 4 ...
## $ Checkin service   : int  4 1 4 1 3 4 3 4 4 4 ...
## $ Inflight service  : int  5 4 4 4 3 4 5 5 1 3 ...
## $ Cleanliness       : int  5 1 5 2 3 1 2 4 2 2 ...
## $ Departure Delay in Minutes : int  25 1 0 11 0 0 9 4 0 0 ...
## $ Arrival Delay in Minutes : num  18 6 0 9 0 0 23 0 0 0 ...
## $ satisfaction      : chr  "neutral or dissatisfied" "neutral or dissatisfie
d" "satisfied" "neutral or dissatisfied" ...
## - attr(*, ".internal.selfref")=<externalptr>
```

```
glimpse(train)
```

```
## Rows: 103,904
## Columns: 25
## $ V1                                <int> 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, ...
## $ id                                <int> 70172, 5047, 110028, 24026, 119299...
## $ Gender                            <chr> "Male", "Male", "Female", "Female"...
## $ `Customer Type`                  <chr> "Loyal Customer", "disloyal Custom...
## $ Age                               <int> 13, 25, 26, 25, 61, 26, 47, 52, 41...
## $ `Type of Travel`                  <chr> "Personal Travel", "Business trave...
## $ Class                             <chr> "Eco Plus", "Business", "Business"...
## $ `Flight Distance`                 <int> 460, 235, 1142, 562, 214, 1180, 12...
## $ `Inflight wifi service`           <int> 3, 3, 2, 2, 3, 3, 2, 4, 1, 3, 4, 2...
## $ `Departure/Arrival time convenient` <int> 4, 2, 2, 5, 3, 4, 4, 3, 2, 3, 5, 4...
## $ `Ease of Online booking`          <int> 3, 3, 2, 5, 3, 2, 2, 4, 2, 3, 5, 2...
## $ `Gate location`                   <int> 1, 3, 2, 5, 3, 1, 3, 4, 2, 4, 4, 2...
## $ `Food and drink`                   <int> 5, 1, 5, 2, 4, 1, 2, 5, 4, 2, 2, 1...
## $ `Online boarding`                  <int> 3, 3, 5, 2, 5, 2, 2, 5, 3, 3, 5, 2...
## $ `Seat comfort`                     <int> 5, 1, 5, 2, 5, 1, 2, 5, 3, 3, 2, 1...
## $ `Inflight entertainment`           <int> 5, 1, 5, 2, 3, 1, 2, 5, 1, 2, 2, 1...
## $ `On-board service`                 <int> 4, 1, 4, 2, 3, 3, 3, 5, 1, 2, 3, 1...
## $ `Leg room service`                 <int> 3, 5, 3, 5, 4, 4, 3, 5, 2, 3, 3, 2...
## $ `Baggage handling`                 <int> 4, 3, 4, 3, 4, 4, 4, 5, 1, 4, 5, 5...
## $ `Checkin service`                  <int> 4, 1, 4, 1, 3, 4, 3, 4, 4, 4, 3, 5...
## $ `Inflight service`                 <int> 5, 4, 4, 4, 3, 4, 5, 5, 1, 3, 5, 5...
## $ Cleanliness                        <int> 5, 1, 5, 2, 3, 1, 2, 4, 2, 2, 2, 1...
## $ `Departure Delay in Minutes`       <int> 25, 1, 0, 11, 0, 0, 9, 4, 0, 0, 0,...
## $ `Arrival Delay in Minutes`         <dbl> 18, 6, 0, 9, 0, 0, 23, 0, 0, 0, 0,...
## $ satisfaction                       <chr> "neutral or dissatisfied", "neutra..."
```

문제2.

```
train %<>% select(-c(V1,id))
```

문제3.

```
train %>% lapply(n_distinct)
```

```
## $Gender
## [1] 2
##
## $`Customer Type`
## [1] 2
##
## $Age
## [1] 75
##
## $`Type of Travel`
## [1] 2
##
## $Class
## [1] 3
##
## $`Flight Distance`
## [1] 3802
##
## $`Inflight wifi service`
## [1] 6
##
## $`Departure/Arrival time convenient`
## [1] 6
##
## $`Ease of Online booking`
## [1] 6
##
## $`Gate location`
## [1] 6
##
## $`Food and drink`
## [1] 6
##
## $`Online boarding`
## [1] 6
##
## $`Seat comfort`
## [1] 6
##
## $`Inflight entertainment`
## [1] 6
##
## $`On-board service`
## [1] 6
##
## $`Leg room service`
## [1] 6
##
## $`Baggage handling`
## [1] 5
##
## $`Checkin service`
## [1] 6
##
## $`Inflight service`
```

```
## [1] 6
##
## $Cleanliness
## [1] 6
##
## $`Departure Delay in Minutes`
## [1] 446
##
## $`Arrival Delay in Minutes`
## [1] 456
##
## $satisfaction
## [1] 2
```

문제4.

```
train %<>%
  mutate(`Customer Type`=
    recode(`Customer Type`, "Loyal Customer"="Loyal", "disloyal Customer"="Disloyal"),
    `Type of Travel`=
    recode(`Type of Travel`, "Personal Travel"="Personal", "Business travel"="Business"))
%>%
  rename('Time Convenient'='Departure/Arrival time convenient',
    'Departure Delay'='Departure Delay in Minutes',
    'Arrival Delay'='Arrival Delay in Minutes')
```

```
train %>% select(c(`Customer Type`, `Type of Travel`))%>%lapply(unique)
```

```
## $`Customer Type`
## [1] "Loyal" "Disloyal"
##
## $`Type of Travel`
## [1] "Personal" "Business"
```

```
train %>% colnames
```

```
## [1] "Gender" "Customer Type" "Age"
## [4] "Type of Travel" "Class" "Flight Distance"
## [7] "Inflight wifi service" "Time Convenient" "Ease of Online booking"
## [10] "Gate location" "Food and drink" "Online boarding"
## [13] "Seat comfort" "Inflight entertainment" "On-board service"
## [16] "Leg room service" "Baggage handling" "Checkin service"
## [19] "Inflight service" "Cleanliness" "Departure Delay"
## [22] "Arrival Delay" "satisfaction"
```

##문제5.


```
num<-c('Age','Flight Distance','Departure Delay','Arrival Delay')
cate<-setdiff(colnames(train),num)

train %<>%
  mutate_at(num,as.numeric) %>%
  mutate_at(cate,as.factor)
```

문제6.

```
train %>% is.na %>% colSums
```

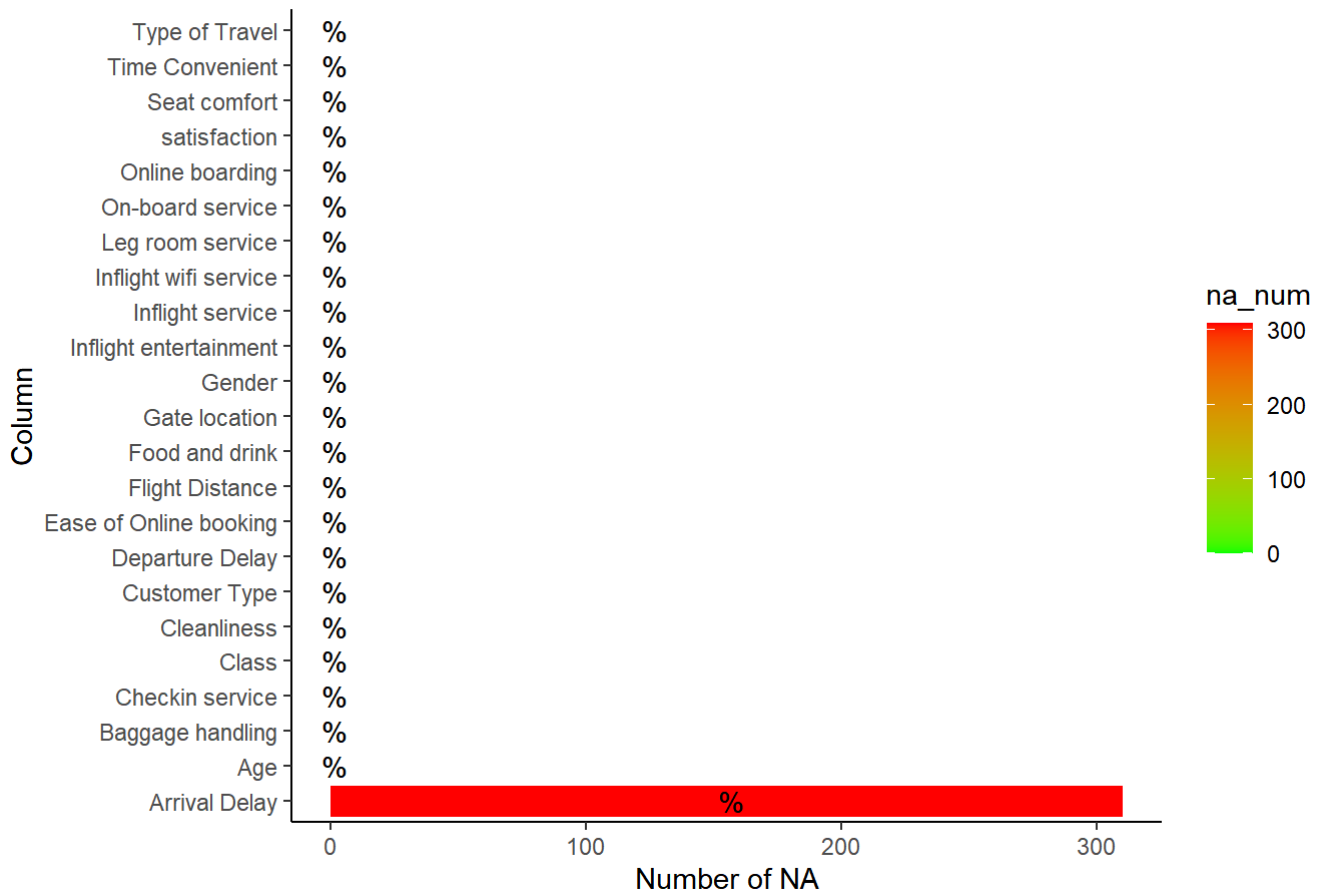
```
##           Gender           Customer Type           Age
##           0             0             0
##      Type of Travel           Class      Flight Distance
##           0             0             0
## Inflight wifi service      Time Convenient Ease of Online booking
##           0             0             0
##      Gate location      Food and drink      Online boarding
##           0             0             0
##      Seat comfort Inflight entertainment      On-board service
##           0             0             0
##      Leg room service      Baggage handling      Checkin service
##           0             0             0
##      Inflight service      Cleanliness      Departure Delay
##           0             0             0
##      Arrival Delay      satisfaction
##           310             0
```

```
col<-colnames(train)
na<-colSums(is.na(train)) %>% as.vector
percent<-((na/nrow(data))*100) %>% round(2)

na_data<-data.frame(col=col,
                    na=na,
                    percentage=paste(percent %>% as.character,'%'))

na_data %>%
  ggplot(aes(reorder(col,-na),na,fill=na))+
  geom_bar(stat='identity')+
  scale_fill_gradient(low='green',high='red')+
  labs(title='Number and Ratio of NA by column',
       x='Column',
       y='Number of NA',
       fill='na_num')+
  geom_text(aes(x=col,label=percentage),
            position=position_stack(vjust=0.5))+
  theme_classic()+
  coord_flip()+
  theme(plot.title=element_text(face="bold"))
```

Number and Ratio of NA by column



문제7.

```
train$`Arrival Delay` <-ifelse(train$`Arrival Delay` %>% is.na,
                               median(train$`Arrival Delay`,na.rm=T),
                               train$`Arrival Delay`)
```

문제8.

```
train %<>%
  mutate_if(is.numeric,as.numeric) %>%
  mutate_if(is.factor,as.factor)
```

문제9.

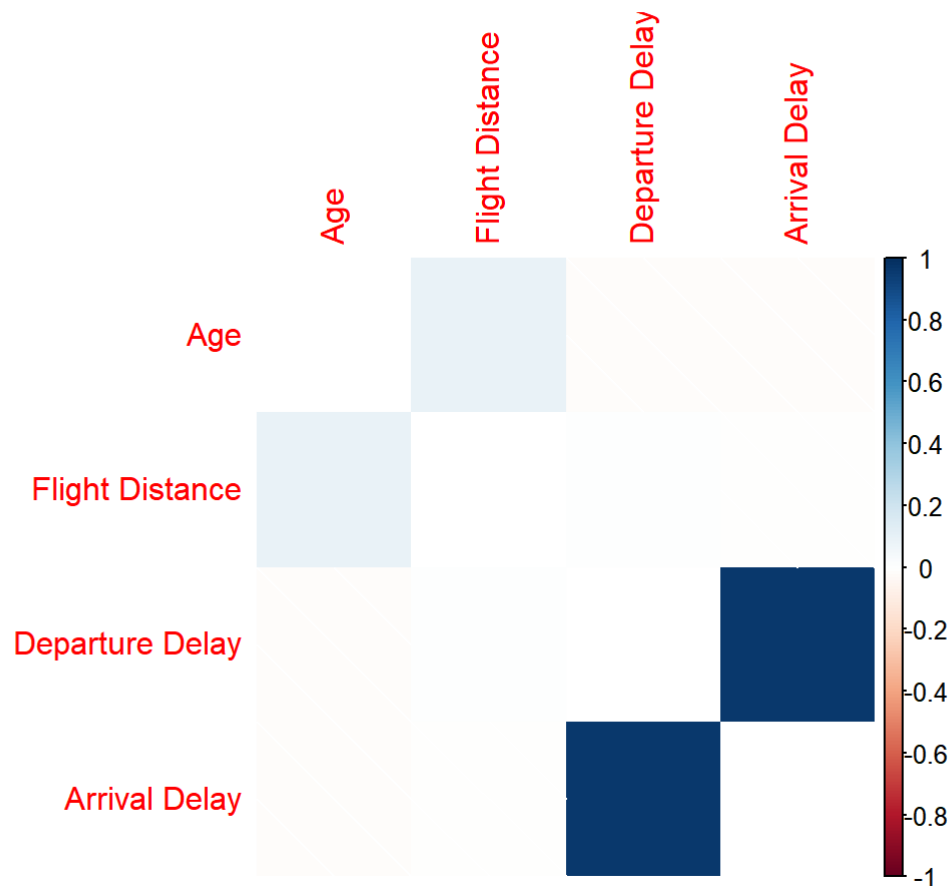
```
library(corrplot)
```

```
## corrplot 0.92 loaded
```

```
num_cor<-cor((train %>% select_if(is.numeric)),method='pearson')
```

```
corrplot(num_cor,method='shade',order='AOE',diag=FALSE,
          title="Correlation of Numeric Variables",
          mar=c(0,0,2,0))
```

Correlation of Numeric Variables

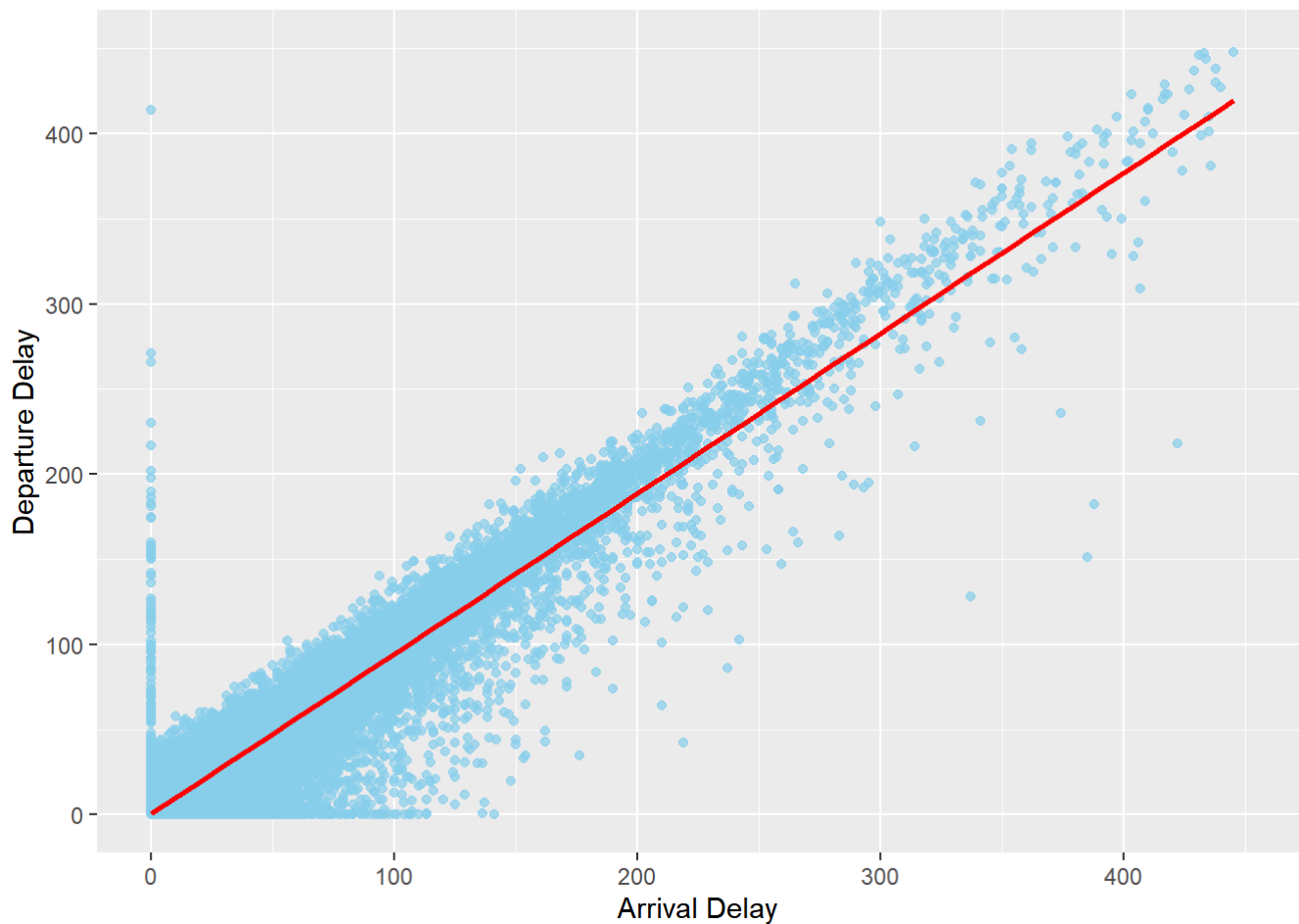


```
train %>%  
  ggplot(aes(`Arrival Delay`, `Departure Delay`))+  
  geom_point(color='skyblue', alpha=0.7)+  
  scale_x_continuous(limits=c(0,450))+  
  scale_y_continuous(limits=c(0,450))+  
  geom_smooth(method='lm', colour='red')
```

```
## `geom_smooth()` using formula = 'y ~ x'
```

```
## Warning: Removed 55 rows containing non-finite values (`stat_smooth()`).
```

```
## Warning: Removed 55 rows containing missing values (`geom_point()`).
```



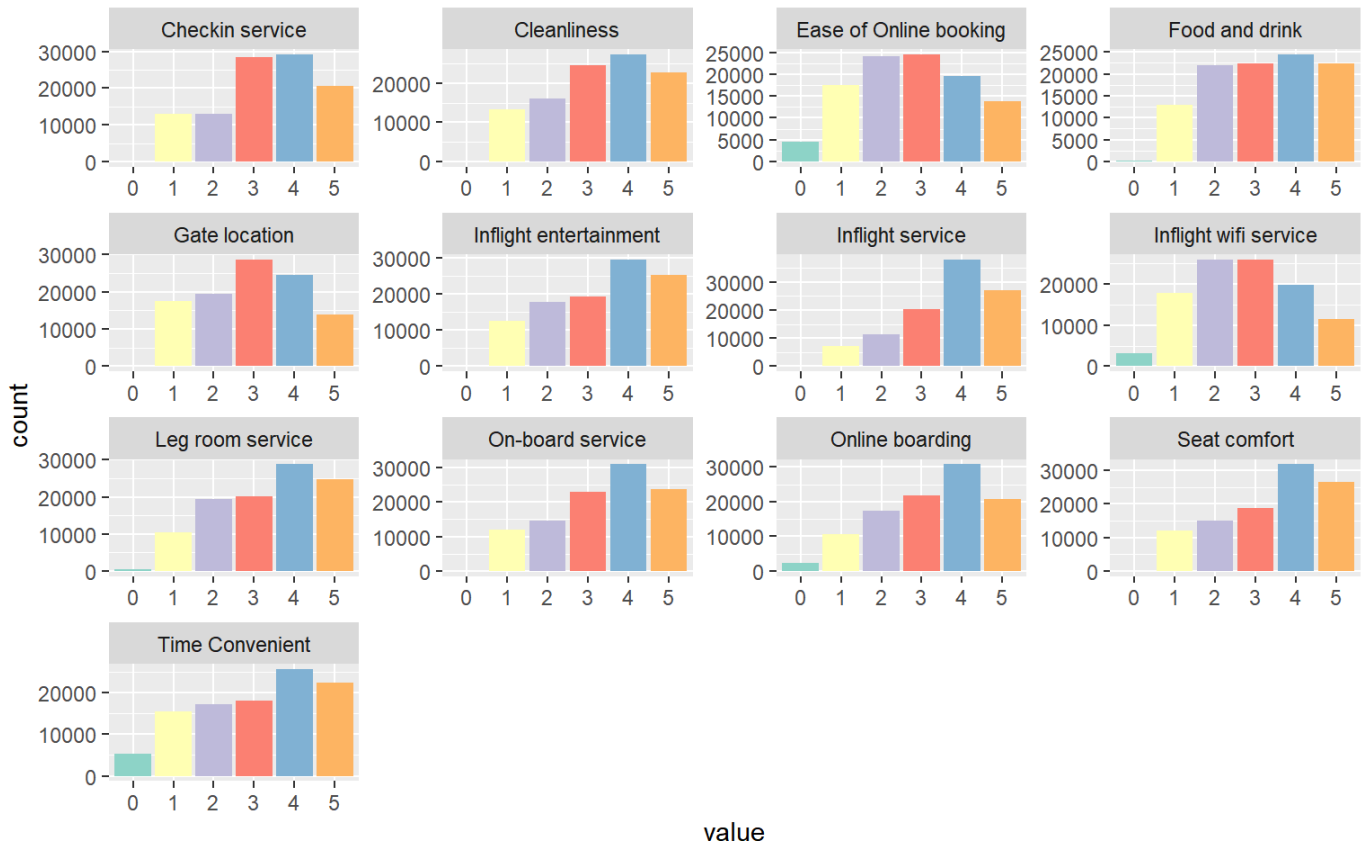
```
unique<-train %>% summarise_all(n_distinct) %>% as.vector
levels_6<-colnames(train)[which(unique==6)]
under_6<-colnames(train)[which(unique<=3)];under_6<-under_6[-length(under_6)]
```

문제10.

```
train %>% select(levels_6) %>%
  gather %>%
  group_by(key,value) %>%
  summarise(count=n()) %>%
  ggplot(aes(value,count))+
  geom_bar(aes(fill=value),stat='identity')+
  scale_fill_brewer(palette='Set3')+
  facet_wrap(vars(key),ncol=4,scales='free')+
  theme(legend.position='none')
```

```
## Warning: Using an external vector in selections was deprecated in tidyselct 1.1.0.
## ─ Please use `all_of()` or `any_of()` instead.
##   # Was:
##   data %>% select(levels_6)
##
##   # Now:
##   data %>% select(all_of(levels_6))
##
## See <https://tidyselct.r-lib.org/reference/faq-external-vector.html>.
```

`summarise()` has grouped output by 'key'. You can override using the `.groups`
argument.



```
train %>% select(c(levels_6,'satisfaction')) %>%
  gather(levels_6,key='key',value='value') %>%
  group_by(satisfaction,key,value) %>%
  summarise(count=n()) %>%
  ggplot(aes(value,count))+
  geom_bar(aes(fill=value),stat='identity',
           fill='darkgreen',alpha=0.5)+
  facet_grid(satisfaction~key)+
  theme(legend.position='none')
```

`summarise()` has grouped output by 'satisfaction', 'key'. You can override
using the `.groups` argument.



```
nd<-train %>% filter(satisfaction=='neutral or dissatisfied') %>%
  select(all_of(under_6)) %>%
  gather %>%
  group_by(key,value) %>%
  summarise(count=n()) %>%
  ggplot(aes(value,count))+
  geom_bar(aes(fill=value),stat='identity')+
  scale_fill_brewer(palette='Set3')+
  facet_wrap(vars(key),ncol=4,scales='free')+
  theme(legend.position='none')+
  labs(x='',title='Neutral or Dissatisfied')
```

```
## Warning: attributes are not identical across measure variables;
## they will be dropped
```

```
## `summarise()` has grouped output by 'key'. You can override using the `.groups`
## argument.
```

```
sa<-train %>% filter(satisfaction=='satisfied') %>%
  select(all_of(under_6))%>%
  gather %>%
  group_by(key,value) %>%
  summarise(count=n()) %>%
  ggplot(aes(value,count))+
  geom_bar(aes(fill=value),stat='identity')+
  scale_fill_brewer(palette='Set3')+
  facet_wrap(vars(key),ncol=4,scales='free')+
  theme(legend.position='none')+
  labs(x='',title='Satisfied')
```

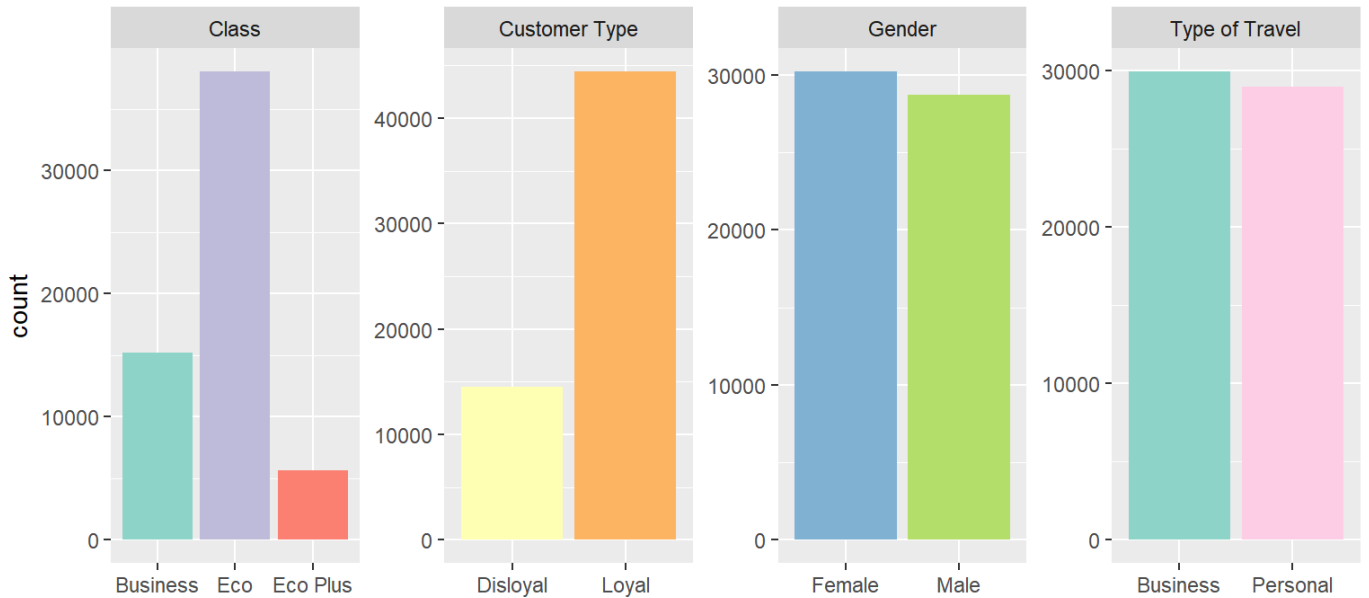
```
## Warning: attributes are not identical across measure variables;
## they will be dropped
```

```
## `summarise()` has grouped output by 'key'. You can override using the `.groups`
## argument.
```

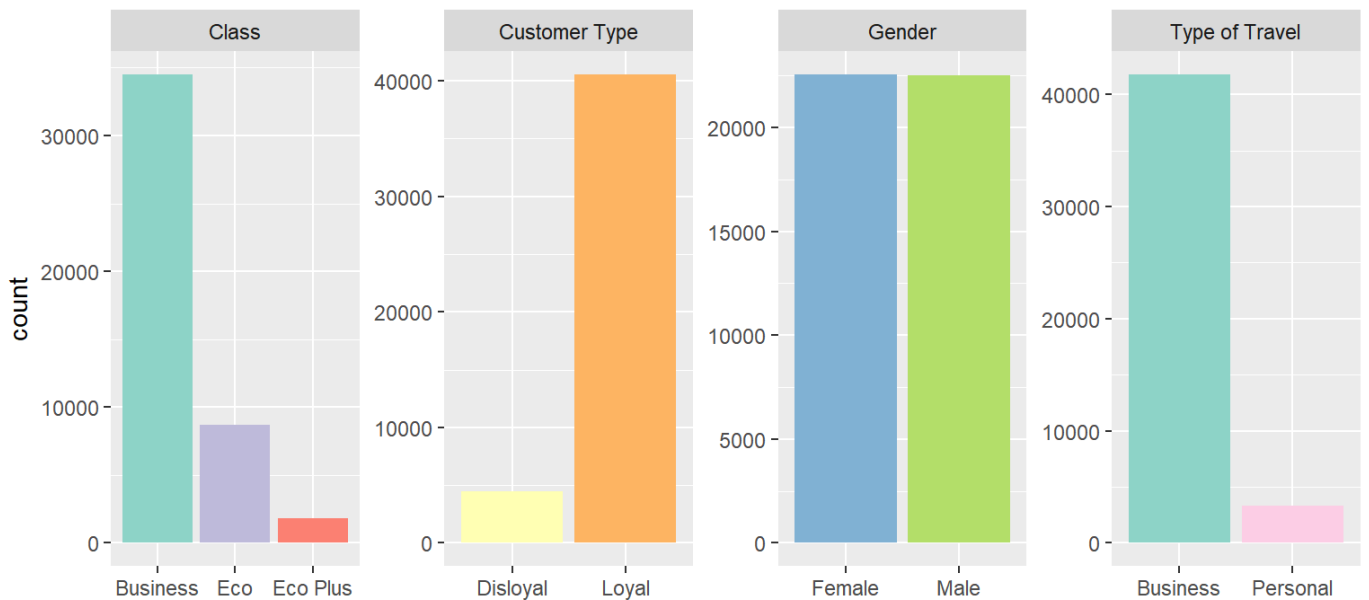
```
library(ggpubr)
```

```
ggarrange(nd,sa,ncol=1,legend='none')
```

Neutral or Dissatisfied



Satisfied



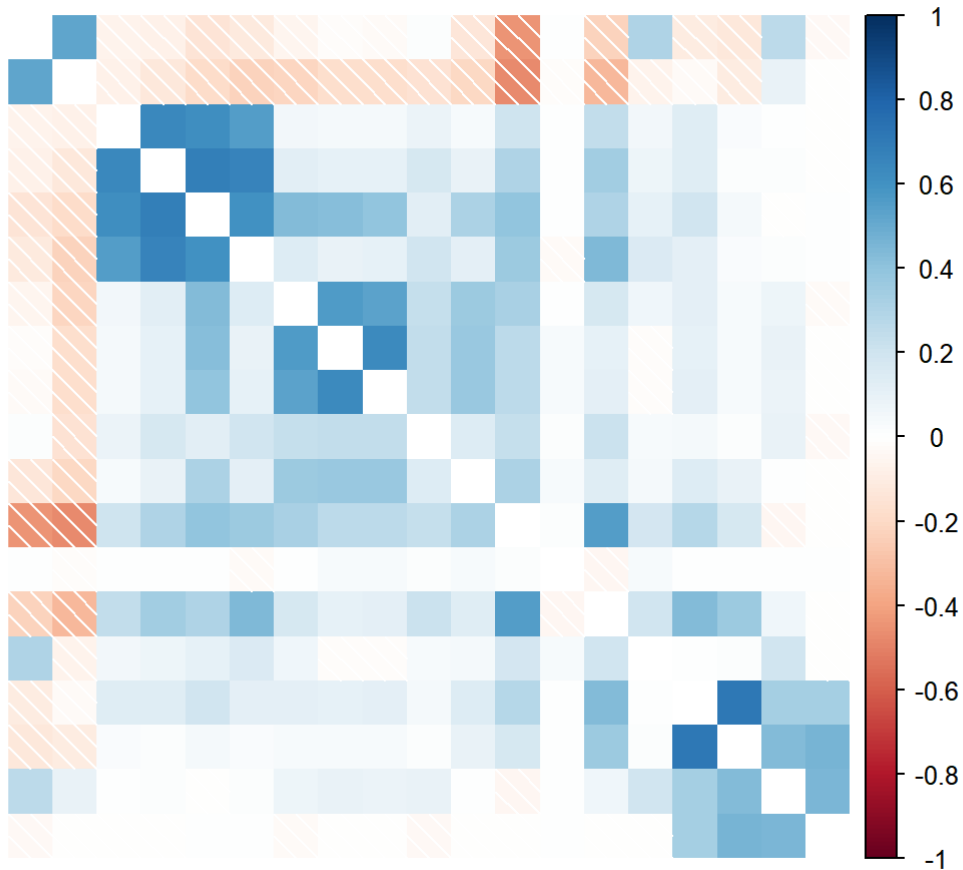
##문제 11.

```
category<-train %>%
  select(all_of(cate))) %>%
  mutate_at(cate,as.numeric)

cat_cor<-cor(category,method='spearman')
```

```
corrplot(cat_cor,method='shade',order='AOE',diag=FALSE,
  title="Correlation of Categorical Variables",
  tl.pos='n',
  mar=c(1,1,1,1))
```

Correlation of Categorical Variables



##문제13.

```
for_pi<-train %>%
  group_by(satisfaction) %>%
  summarise(count=n()) %>%
  mutate(percent=count/sum(count),
           ymax=cumsum(percent),
           ymin=ymax-percent,
           label=paste((round(percent,3)*100) %>% as.character,'%'),
           labelpos=ymax-percent/2)
```

```
theme_clean=function(base_size=12){
  theme_grey(base_size) %+replace%
  theme(
    axis.title=element_blank(),
    axis.text=element_blank(),
    panel.background=element_blank(),
    panel.grid=element_blank(),
    axis.ticks.length=unit(0,"cm"),
    axis.ticks.margin=unit(0,"cm"),
    panel.margin=unit(0,"lines"),
    plot.margin=unit(c(0,0,0,0),"lines"),
    complete=TRUE
  )
}
```



```

donut<-for_pi %>% ggplot+
  geom_rect(aes(xmin=2,xmax=4,ymin=ymin,ymax=ymax,fill=satisfaction))+
  coord_polar(theta='y')+
  xlim(0,4)+
  geom_text(aes(x=3.2,y=labelpos,label=label))+
  theme_clean()+
  scale_fill_brewer(palette='Pastel1')

```

```

## Warning: The `axis.ticks.margin` argument of `theme()` is deprecated as of ggplot2
## 2.0.0.
## ⓘ Please set `margin` property of `axis.text` instead

```

```

## Warning: The `panel.margin` argument of `theme()` is deprecated as of ggplot2 2.2.0.
## ⓘ Please use the `panel.spacing` argument instead.

```

```

bar<-for_pi %>% ggplot(aes(x=satisfaction,y=percent))+
  geom_bar(aes(fill=satisfaction),stat='identity',width=0.6)+
  scale_fill_brewer(palette='Pastel1')+
  geom_text(aes(x=satisfaction,y=percent,label=label),
            position=position_stack(vjust=0.5))+
  theme_classic()

```

```

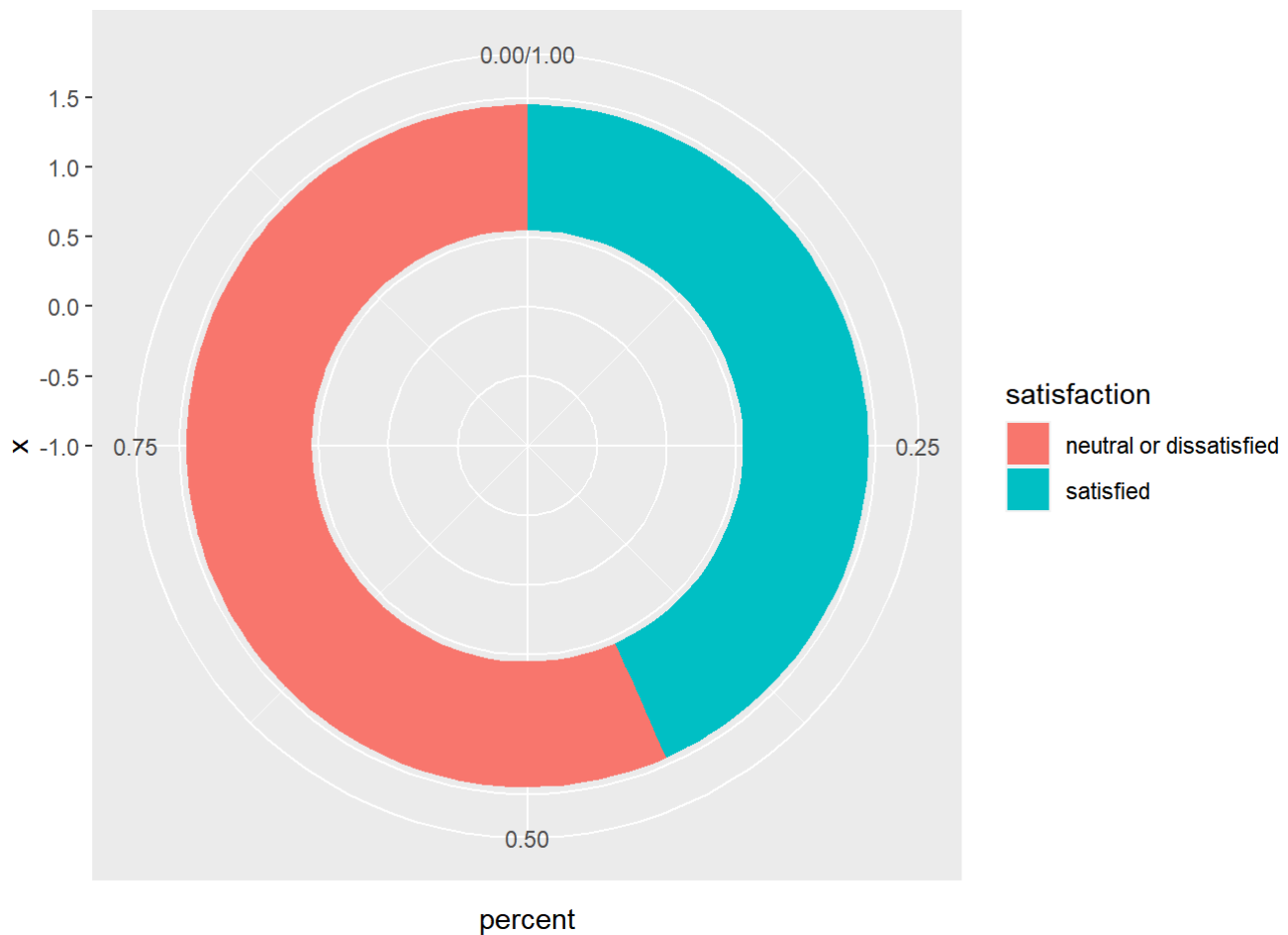
satisfaction<-train %>%
  group_by(satisfaction) %>%
  summarise(count=n()) %>%
  mutate(percent=count/sum(count),
          label=paste((round(percent,3)*100) %>% as.character,'%'))

```

```

ggplot(satisfaction,aes(x=1,y=percent,fill=satisfaction))+
  geom_bar(stat='identity')+
#  theme_void()+
  coord_polar('y', start=0)+
  xlim(c(-1, 1.5))

```



```
c_chart<-function(full=T,data,var,text=T,alpha=1){

  graph<-data %>%
    group_by({{var}}) %>%
    summarise(count=n()) %>%
    mutate(percent=count/sum(count),
             ymax=cumsum(percent),
             ymin=ymax-percent,
             label=paste((round(percent,3)*100) %>% as.character,'%'),
             labelpos=ymax-percent/2) %>%
    ggplot()+
    geom_rect(aes(xmin=2,xmax=4,ymin=ymin,ymax=ymax,fill={{var}}),
              alpha=alpha)+
    coord_polar(theta='y')+
    theme_void()

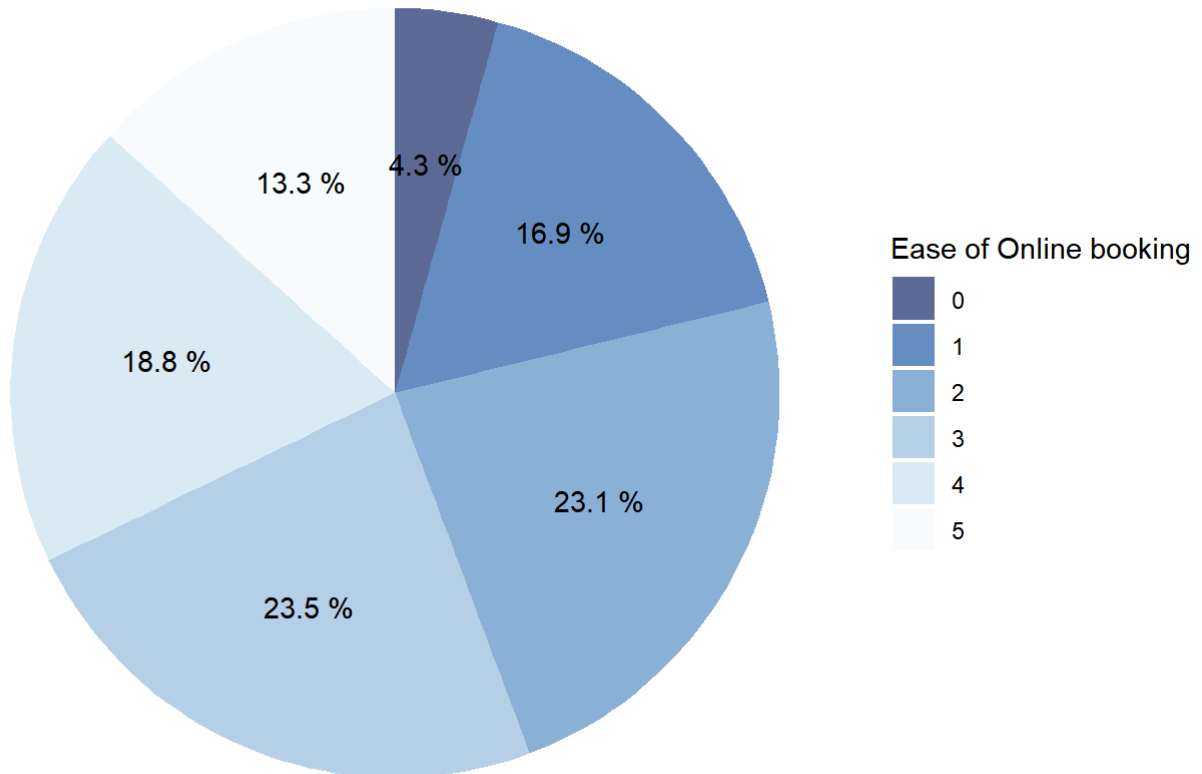
  if(full==T){graph<-graph}else{
    graph<-graph+xlim(0,4)}

  if(text==T){
    graph<-graph+geom_text(aes(x=3.2,y=labelpos,label=label))}else{
    graph<-graph
  }

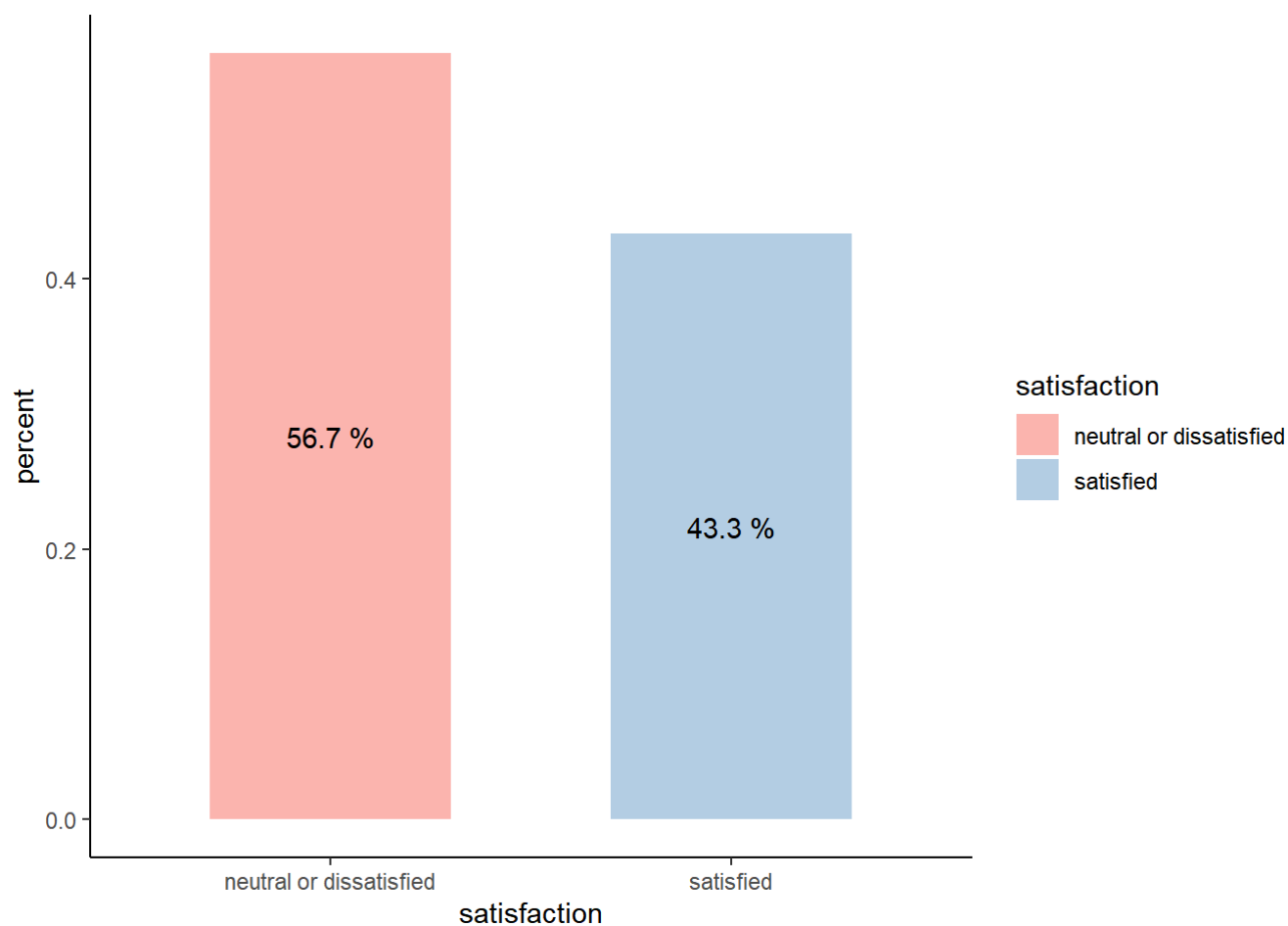
  return(graph)
}
```

```
col <- hcl.colors(6, palette ="Blues")

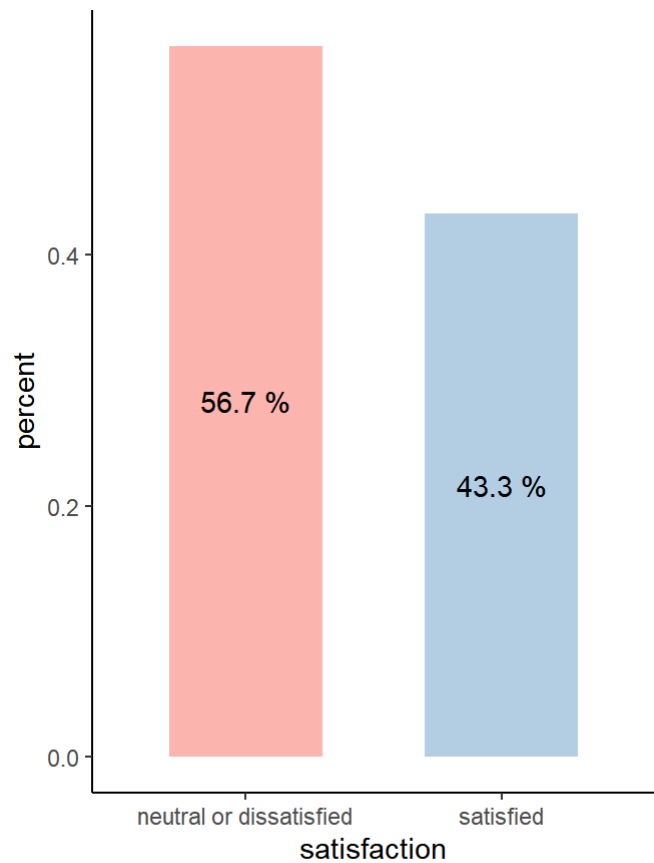
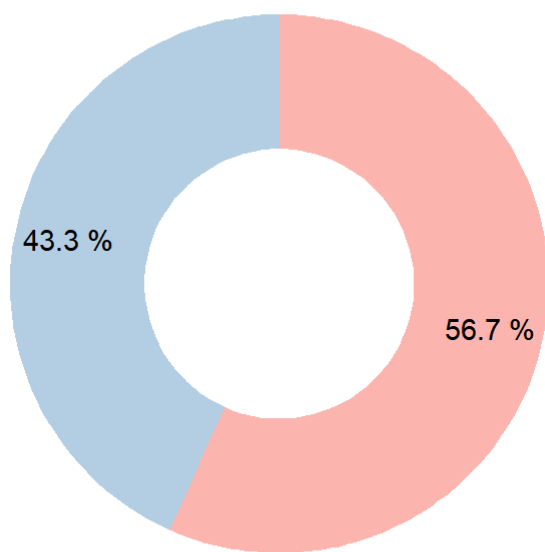
c_chart(data=train,var=`Ease of Online booking`,
        text=T,full=T,alpha=0.75)+
  scale_fill_manual(values=col)
```



bar



```
ggarrange(donut, bar, ncol=2, common.legend=TRUE, legend='bottom')+  
  theme(plot.title=element_text(hjust=0.5, vjust=-1,  
    size=20, face='bold'))
```



satisfaction ■ neutral or dissatisfied ■ satisfied

```
train %>% select(c(num, 'satisfaction')) %>%
  gather(num, key='key', value='value') %>%
  group_by(satisfaction, key, value) %>%
  ggplot()+
  geom_density(mapping=aes(x=value, color=satisfaction, group=satisfaction))+
  facet_wrap(vars(key), ncol=length(num)/2, scales="free")+
  theme_classic()+
  theme(legend.position = "bottom")+
  labs(x=NULL, y=NULL)
```

```
## Warning: Using an external vector in selections was deprecated in tidyselect 1.1.0.
## | Please use `all_of()` or `any_of()` instead.
## # Was:
## data %>% select(num)
##
## # Now:
## data %>% select(all_of(num))
##
## See <https://tidyselect.r-lib.org/reference/faq-external-vector.html>.
```

