Assignment\_2

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# Summary

Following inferences were drawn from the analysis of each problem statement

1.Since the knn prediction is 0, the new customer will not be accepting the loan given all the features.   
  
2.Value used for k is 3 and it balances between overfitting and ignoring the predictor information and it yields highest accuracy for validation set for predicting loan acceptance.  
  
3. From the results of confusion matrix, it is indicated that model has low sensitivity(0.693) and high specificity(0.995) which indicates that it is better at identifying non loan acceptors than loan acceptors. However, it has high positive predictive value(0.940) and suggests that model correctly predicts a customer will accept loan or not.  
  
4. From the results of knn prediction it indicates that new customer will not accept the loan  
  
5. It looks like the algorithm is performing well meeting the expectations because training data accuracy is better than the test and validation accuracy.

## Problem Statement

1. Age = 40, Experience = 10, Income = 84, Family = 2, CCAvg = 2, Education\_1 = 0, Education\_2 = 1, Education\_3 = 0, Mortgage = 0, Securities Account = 0, CD Account = 0, Online = 1, and Credit Card = 1. Perform a k-NN classification with all predictors except ID and ZIP code using k = 1. Remember to transform categorical predictors with more than two categories into dummy variables first. Specify the success class as 1 (loan acceptance), and use the default cutoff value of 0.5. How would this customer be classified?  
  
2. What is a choice of k that balances between overfitting and ignoring the predictor information?  
  
3.Show the confusion matrix for the validation data that results from using the best k  
  
4.Consider the following customer: Age = 40, Experience = 10, Income = 84, Family = 2, CCAvg = 2, Education\_1 = 0, Education\_2 = 1, Education\_3 = 0, Mortgage = 0, Securities Account = 0, CD Account = 0, Online = 1 and Credit Card = 1. Classify the customer using the best k.  
  
5.Repartition the data, this time into training, validation, and test sets (50% : 30% : 20%). Apply the k-NN method with the k chosen above. Compare the confusion matrix of the test set with that of the training and validation sets. Comment on the differences and their reason.

# Loading required packages class, caret, e1071  
library(class)  
library(caret)

## Loading required package: ggplot2

## Loading required package: lattice

library(e1071)

Universal\_bank <- read.csv("C:\\Users\\bhita\\OneDrive\\Documents\\hithu\\FML\\UniversalBank.csv")  
head(Universal\_bank)

## ID Age Experience Income ZIP.Code Family CCAvg Education Mortgage  
## 1 1 25 1 49 91107 4 1.6 1 0  
## 2 2 45 19 34 90089 3 1.5 1 0  
## 3 3 39 15 11 94720 1 1.0 1 0  
## 4 4 35 9 100 94112 1 2.7 2 0  
## 5 5 35 8 45 91330 4 1.0 2 0  
## 6 6 37 13 29 92121 4 0.4 2 155  
## Personal.Loan Securities.Account CD.Account Online CreditCard  
## 1 0 1 0 0 0  
## 2 0 1 0 0 0  
## 3 0 0 0 0 0  
## 4 0 0 0 0 0  
## 5 0 0 0 0 1  
## 6 0 0 0 1 0

dim(Universal\_bank)

## [1] 5000 14

summary(Universal\_bank)

## ID Age Experience Income ZIP.Code   
## Min. : 1 Min. :23.00 Min. :-3.0 Min. : 8.00 Min. : 9307   
## 1st Qu.:1251 1st Qu.:35.00 1st Qu.:10.0 1st Qu.: 39.00 1st Qu.: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.:3750 3rd Qu.:55.00 3rd Qu.:30.0 3rd Qu.: 98.00 3rd Qu.:94608   
## Max. :5000 Max. :67.00 Max. :43.0 Max. :224.00 Max. :96651   
## Family CCAvg Education Mortgage   
## Min. :1.000 Min. : 0.000 Min. :1.000 Min. : 0.0   
## 1st Qu.:1.000 1st Qu.: 0.700 1st Qu.:1.000 1st Qu.: 0.0   
## Median :2.000 Median : 1.500 Median :2.000 Median : 0.0   
## Mean :2.396 Mean : 1.938 Mean :1.881 Mean : 56.5   
## 3rd Qu.:3.000 3rd Qu.: 2.500 3rd Qu.:3.000 3rd Qu.:101.0   
## Max. :4.000 Max. :10.000 Max. :3.000 Max. :635.0   
## Personal.Loan Securities.Account CD.Account Online   
## Min. :0.000 Min. :0.0000 Min. :0.0000 Min. :0.0000   
## 1st Qu.:0.000 1st Qu.:0.0000 1st Qu.:0.0000 1st Qu.:0.0000   
## Median :0.000 Median :0.0000 Median :0.0000 Median :1.0000   
## Mean :0.096 Mean :0.1044 Mean :0.0604 Mean :0.5968   
## 3rd Qu.:0.000 3rd Qu.:0.0000 3rd Qu.:0.0000 3rd Qu.:1.0000   
## Max. :1.000 Max. :1.0000 Max. :1.0000 Max. :1.0000   
## CreditCard   
## Min. :0.000   
## 1st Qu.:0.000   
## Median :0.000   
## Mean :0.294   
## 3rd Qu.:1.000   
## Max. :1.000

Universal\_bank$ID <- NULL  
Universal\_bank$ZIP.Code <- NULL  
summary(Universal\_bank)

## Age Experience Income Family   
## Min. :23.00 Min. :-3.0 Min. : 8.00 Min. :1.000   
## 1st Qu.:35.00 1st Qu.:10.0 1st Qu.: 39.00 1st Qu.:1.000   
## Median :45.00 Median :20.0 Median : 64.00 Median :2.000   
## Mean :45.34 Mean :20.1 Mean : 73.77 Mean :2.396   
## 3rd Qu.:55.00 3rd Qu.:30.0 3rd Qu.: 98.00 3rd Qu.:3.000   
## Max. :67.00 Max. :43.0 Max. :224.00 Max. :4.000   
## CCAvg Education Mortgage Personal.Loan   
## Min. : 0.000 Min. :1.000 Min. : 0.0 Min. :0.000   
## 1st Qu.: 0.700 1st Qu.:1.000 1st Qu.: 0.0 1st Qu.:0.000   
## Median : 1.500 Median :2.000 Median : 0.0 Median :0.000   
## Mean : 1.938 Mean :1.881 Mean : 56.5 Mean :0.096   
## 3rd Qu.: 2.500 3rd Qu.:3.000 3rd Qu.:101.0 3rd Qu.:0.000   
## Max. :10.000 Max. :3.000 Max. :635.0 Max. :1.000   
## Securities.Account CD.Account Online CreditCard   
## Min. :0.0000 Min. :0.0000 Min. :0.0000 Min. :0.000   
## 1st Qu.:0.0000 1st Qu.:0.0000 1st Qu.:0.0000 1st Qu.:0.000   
## Median :0.0000 Median :0.0000 Median :1.0000 Median :0.000   
## Mean :0.1044 Mean :0.0604 Mean :0.5968 Mean :0.294   
## 3rd Qu.:0.0000 3rd Qu.:0.0000 3rd Qu.:1.0000 3rd Qu.:1.000   
## Max. :1.0000 Max. :1.0000 Max. :1.0000 Max. :1.000

Universal\_bank$Education <- as.factor(Universal\_bank$Education)  
#Converting Education column into Dummy variable  
Dummy <- dummyVars(~., data = Universal\_bank)  
Universal\_bank\_1 <- as.data.frame(predict(Dummy,Universal\_bank))

#Splitting the data(100%) into two sets- Training and testing in the ratio of 6:4 respectively  
set.seed(1)  
train.data <- sample(row.names(Universal\_bank\_1), 0.6\*dim(Universal\_bank\_1)[1])  
valida.data <- setdiff(row.names(Universal\_bank\_1), train.data)  
train.df <- Universal\_bank\_1[train.data,]  
valid.df <- Universal\_bank\_1[valida.data,]  
summary(train.df)

## Age Experience Income Family   
## Min. :23.00 Min. :-3.00 Min. : 8.00 Min. :1.000   
## 1st Qu.:36.00 1st Qu.:10.00 1st Qu.: 39.00 1st Qu.:1.000   
## Median :45.00 Median :20.00 Median : 63.00 Median :2.000   
## Mean :45.43 Mean :20.19 Mean : 73.08 Mean :2.388   
## 3rd Qu.:55.00 3rd Qu.:30.00 3rd Qu.: 98.00 3rd Qu.:3.000   
## Max. :67.00 Max. :43.00 Max. :224.00 Max. :4.000   
## CCAvg Education.1 Education.2 Education.3   
## Min. : 0.000 Min. :0.0000 Min. :0.000 Min. :0.0000   
## 1st Qu.: 0.700 1st Qu.:0.0000 1st Qu.:0.000 1st Qu.:0.0000   
## Median : 1.500 Median :0.0000 Median :0.000 Median :0.0000   
## Mean : 1.915 Mean :0.4173 Mean :0.285 Mean :0.2977   
## 3rd Qu.: 2.500 3rd Qu.:1.0000 3rd Qu.:1.000 3rd Qu.:1.0000   
## Max. :10.000 Max. :1.0000 Max. :1.000 Max. :1.0000   
## Mortgage Personal.Loan Securities.Account CD.Account   
## Min. : 0.00 Min. :0.00000 Min. :0.0000 Min. :0.00000   
## 1st Qu.: 0.00 1st Qu.:0.00000 1st Qu.:0.0000 1st Qu.:0.00000   
## Median : 0.00 Median :0.00000 Median :0.0000 Median :0.00000   
## Mean : 57.34 Mean :0.09167 Mean :0.1003 Mean :0.05367   
## 3rd Qu.:102.00 3rd Qu.:0.00000 3rd Qu.:0.0000 3rd Qu.:0.00000   
## Max. :635.00 Max. :1.00000 Max. :1.0000 Max. :1.00000   
## Online CreditCard   
## Min. :0.0000 Min. :0.0000   
## 1st Qu.:0.0000 1st Qu.:0.0000   
## Median :1.0000 Median :0.0000   
## Mean :0.5847 Mean :0.2927   
## 3rd Qu.:1.0000 3rd Qu.:1.0000   
## Max. :1.0000 Max. :1.0000

#Normalizing the data  
train.norm.df <- train.df[,-10] #the 10 th variable is personal.loan  
valid.norm.df <- valid.df[,-10]  
norm.values <- preProcess(train.df[, -10], method = c("center", "scale"))  
train.norm.df <- predict(norm.values, train.df[, -10])  
valid.norm.df <- predict(norm.values, valid.df[, -10])

Q1. Age = 40, Experience = 10, Income = 84, Family = 2, CCAvg = 2, Education\_1 = 0, Education\_2 =1, Education\_30,Mortgage = 0, Securities Account = 0, CD Account = 0, Online = 1, and Credit Card = 1. Perform a k-NN classification with all predictors except ID and ZIP code using k = 1. Remember to transform categorical predictors with more than two categories into dummy variables first. Specify the success class as 1 (loan acceptance), and use the default cutoff value of 0.5. How would this customer be classified?

New\_customer <- data.frame( Age = 40,  
 Experience = 10,  
 Income = 84,  
 Family = 2,  
 CCAvg = 2,  
 Education.1 = 0,  
 Education.2 = 1,  
 Education.3 = 0,  
 Mortgage = 0,  
 Securities.Account = 0,  
 CD.Account = 0,  
 Online = 1,  
 CreditCard = 1)  
  
New\_customer\_normalising <- New\_customer  
New\_customer\_normalising <- predict(norm.values, New\_customer\_normalising)  
#Normalising of the New Customer is done above.  
knn.prediction1 <- class::knn(train = train.norm.df,  
 test = New\_customer\_normalising,  
 cl = train.df$Personal.Loan, k = 1)  
knn.prediction1

## [1] 0  
## Levels: 0 1

Inference: Since the knn prediction is 0, the new customer will not be accepting the loan given all the features.

Q2. What is a choice of k that balances between overfitting and ignoring the predictor information?

#Calculating accuracy for each value of k  
#Setting the range of k values  
Accuracy.df <- data.frame(k = seq(1, 15, 1), overallaccuracy = rep(0, 15))  
for (i in 1:15) {  
 knn.prediction2 <- class::knn(train = train.norm.df,  
 test = valid.norm.df,  
 cl = train.df$Personal.Loan, k = i)  
 Accuracy.df[i, 2] <- confusionMatrix(knn.prediction2,  
 as.factor(valid.df$Personal.Loan),positive = "1")$overall[1]  
   
}  
which(Accuracy.df[,2] == max(Accuracy.df[,2]))

## [1] 3

Inference: Based on the above results, value used for k is 3 and it balances between overfitting and ignoring the predictor information and it yields highest accuracy for validation set for predicting loan acceptance.

Q3.Show the confusion matrix for the validation data that results from using the best k.

knn.prediction3 <- class::knn(train = train.norm.df,  
 test = valid.norm.df,  
 cl = train.df$Personal.Loan, k=3)  
knn.prediction3

## [1] 0 0 0 0 1 0 0 1 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 1 0 1 0 0  
## [38] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0  
## [75] 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [112] 0 0 1 0 0 1 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0  
## [149] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0  
## [186] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0  
## [223] 0 1 0 0 0 0 0 1 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [260] 0 0 1 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 1 1 0 1 0 0 0 0 0 1  
## [297] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0  
## [334] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 1 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0  
## [371] 0 0 0 1 0 0 0 0 1 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 1 0 0 0 0 1 0 0 0  
## [408] 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0  
## [445] 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 1 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0  
## [482] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 1 0 0  
## [519] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 1 0 0 1 0 0 0 0  
## [556] 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 1 0 0 1 0 0 0 0 0 0 0 0 0 0  
## [593] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0  
## [630] 0 0 0 0 0 0 0 1 0 1 0 0 0 0 1 0 0 0 0 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [667] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0  
## [704] 0 0 0 0 0 1 1 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [741] 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [778] 0 0 1 0 0 1 0 0 0 0 0 0 1 1 0 0 0 0 0 0 1 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0  
## [815] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1  
## [852] 0 0 0 0 1 0 1 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 1 0 0 0 0 0 0 0 0 0  
## [889] 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 1 0 0 0 0 1 0 0 0  
## [926] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 1 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0  
## [963] 0 1 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0  
## [1000] 0 0 0 0 0 0 0 0 0 0 0 1 0 1 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1037] 0 1 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0  
## [1074] 0 0 0 0 0 0 0 1 0 0 0 1 0 0 0 0 0 0 0 0 0 1 0 1 0 0 0 0 0 0 0 0 0 0 1 0 0  
## [1111] 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 1 0 0 1 1 0 0 0 0 0 0 0 0  
## [1148] 0 0 0 0 0 0 0 1 0 0 1 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 1 0 0 0 0 0  
## [1185] 0 0 0 0 0 0 0 0 0 0 0 0 1 0 1 1 0 0 0 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1222] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1259] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1296] 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0  
## [1333] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1370] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 1 0 0 0 0  
## [1407] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1444] 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1481] 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1518] 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1555] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1592] 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 1 1 0 0 0 0 0 0 0  
## [1629] 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0  
## [1666] 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1703] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 1 0 0 0 0 0 1 0 0 1 1 0 0 0 0  
## [1740] 0 0 0 1 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 1 1 0 0 0  
## [1777] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1814] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0  
## [1851] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1888] 1 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1925] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0  
## [1962] 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1999] 0 0  
## Levels: 0 1

#creating confusion matrix  
Confusion\_matrix <- confusionMatrix(knn.prediction3, as.factor(valid.df$Personal.Loan), positive = "1")  
Confusion\_matrix

## Confusion Matrix and Statistics  
##   
## Reference  
## Prediction 0 1  
## 0 1786 63  
## 1 9 142  
##   
## Accuracy : 0.964   
## 95% CI : (0.9549, 0.9717)  
## No Information Rate : 0.8975   
## P-Value [Acc > NIR] : < 2.2e-16   
##   
## Kappa : 0.7785   
##   
## Mcnemar's Test P-Value : 4.208e-10   
##   
## Sensitivity : 0.6927   
## Specificity : 0.9950   
## Pos Pred Value : 0.9404   
## Neg Pred Value : 0.9659   
## Prevalence : 0.1025   
## Detection Rate : 0.0710   
## Detection Prevalence : 0.0755   
## Balanced Accuracy : 0.8438   
##   
## 'Positive' Class : 1   
##

Inference: From the results of confusion matrix, it is indicated that model has low sensitivity(0.693) and high specificity(0.995) which indicates that it is better at identifying non loan acceptors than loan acceptors. However, it has high positive predictive value(0.940) and suggests that model correctly predicts a customer will loan or not.

Q4. Consider the following customer: Age = 40, Experience = 10, Income = 84,Family = 2, CCAvg = 2, Education\_1 = 0, Education\_2 = 1, Education\_3 = 0,Mortgage = 0, Securities Account = 0, CD Account = 0, Online = 1 and Credit Card = 1. Classify the customer using the best k.

#Data frame creation and normalizing  
New\_customer1 <- data.frame( Age = 40,  
 Experience = 10,  
 Income = 84,  
 Family = 2,  
 CCAvg = 2,  
 Education.1 = 0,  
 Education.2 = 1,  
 Education.3 = 0,  
 Mortgage = 0,  
 Securities.Account = 0,  
 CD.Account = 0,  
 Online = 1,  
 CreditCard = 1)  
  
New\_customer1\_normalising <- New\_customer1  
New\_customer1\_normalising <- predict(norm.values, New\_customer1\_normalising)  
#predicting knn  
knn.prediction4 <- knn(train = train.norm.df,  
 test = New\_customer1\_normalising,  
 cl = train.df$Personal.Loan, k=3)  
knn.prediction4

## [1] 0  
## Levels: 0 1

Inference: From the results of knn prediction it indicates that new customer will not accept the loan

1. Repartition the data, this time into training, validation, and test sets (50% : 30% : 20%). Apply the k-NN method with the k chosen above. Compare the confusion matrix of the test set with that of the training and validation sets. Comment on the differences and their reason.

set.seed(1)  
train\_index1 <- sample(row.names(Universal\_bank\_1), 0.5\*dim(Universal\_bank\_1)[1])  
train.df1 <- Universal\_bank\_1[train\_index1,]  
  
valid\_index1 <- setdiff(row.names(Universal\_bank\_1), train\_index1)  
valid.df1 <- Universal\_bank\_1[valid\_index1, ]  
  
valid\_index2 <- sample(row.names(valid.df1),0.6\*dim(valid.df1)[1])  
valid.df2 <- valid.df1[valid\_index2, ]  
  
test\_index1 <- setdiff(row.names(valid.df1),valid\_index2)  
test.df1 <- valid.df1[test\_index1, ]

#Normalizing the data  
train.norm.df1 <- train.df1[,-10]  
valid.norm.df2 <- valid.df2[,-10]  
test.norm.df1 <- test.df1[,-10]  
  
norm.values1 <- preProcess(train.df1[,-10], method = c("center", "scale"))  
train.norm.df1 <- predict(norm.values1, train.df1[,-10])  
valid.norm.df2 <- predict(norm.values1, valid.df2[,-10])  
  
test.norm.df1 <- predict(norm.values1, test.df1[,-10])

#spliting data 50% for training   
knn.prediction5 <- class::knn(train = train.norm.df1,  
 test = train.norm.df1,  
 cl = train.df1$Personal.Loan, k= 3)  
knn.prediction5

## [1] 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [38] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0  
## [75] 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0  
## [112] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [149] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 1 0 0 0 0 1 0 0 0 0 0 0 0  
## [186] 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0  
## [223] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 1 0  
## [260] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0  
## [297] 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [334] 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0  
## [371] 0 0 0 0 0 0 0 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0  
## [408] 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [445] 0 1 0 0 0 0 0 1 0 0 0 0 0 0 0 0 1 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0  
## [482] 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [519] 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 1 0 0 0 0 0 1 1 0 0 0 0 0 1 1 0  
## [556] 1 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0  
## [593] 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [630] 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [667] 0 0 1 1 0 0 0 0 0 1 0 0 0 0 0 1 0 1 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0  
## [704] 0 1 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 1 0 0 0  
## [741] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [778] 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [815] 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0  
## [852] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [889] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [926] 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0  
## [963] 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0  
## [1000] 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1037] 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1074] 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 1 0 0 0 0 1 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0  
## [1111] 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0  
## [1148] 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 1 0 0 0 0 0 1 0 0 0 0 0 0  
## [1185] 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 1 0 0 0 0 1  
## [1222] 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 1 0 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1259] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0  
## [1296] 0 0 1 0 0 0 0 1 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1333] 0 0 0 0 0 0 1 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 1 0 0 0 0 0 0 0  
## [1370] 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0  
## [1407] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1444] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 1  
## [1481] 1 0 0 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0  
## [1518] 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 1 0 1 0 0 0 0 0 0 0 0 0  
## [1555] 1 0 0 1 0 0 1 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0  
## [1592] 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1629] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1666] 1 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1  
## [1703] 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1740] 0 0 1 0 0 0 0 1 1 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1777] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1814] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 1 0 0 0 0  
## [1851] 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1888] 0 0 0 0 0 0 1 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0  
## [1925] 0 0 0 0 1 0 0 0 0 1 0 0 0 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1962] 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1999] 1 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 1 0  
## [2036] 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1  
## [2073] 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [2110] 1 0 0 0 1 0 1 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 1 0 1 0 0 0 0  
## [2147] 0 0 1 0 0 1 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0  
## [2184] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 1  
## [2221] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0  
## [2258] 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 1  
## [2295] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 1  
## [2332] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [2369] 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [2406] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 1 0 0 0 1 0 0 0 0 0 0 0 1 0 1  
## [2443] 0 1 0 0 0 1 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [2480] 1 0 0 0 1 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0  
## Levels: 0 1

Confusion\_matrix1 <- confusionMatrix(knn.prediction5, as.factor(train.df1$Personal.Loan))  
Confusion\_matrix1

## Confusion Matrix and Statistics  
##   
## Reference  
## Prediction 0 1  
## 0 2263 54  
## 1 5 178  
##   
## Accuracy : 0.9764   
## 95% CI : (0.9697, 0.982)  
## No Information Rate : 0.9072   
## P-Value [Acc > NIR] : < 2.2e-16   
##   
## Kappa : 0.8452   
##   
## Mcnemar's Test P-Value : 4.129e-10   
##   
## Sensitivity : 0.9978   
## Specificity : 0.7672   
## Pos Pred Value : 0.9767   
## Neg Pred Value : 0.9727   
## Prevalence : 0.9072   
## Detection Rate : 0.9052   
## Detection Prevalence : 0.9268   
## Balanced Accuracy : 0.8825   
##   
## 'Positive' Class : 0   
##

#validation set - splitting data into 30%  
knn.prediction6 <- class::knn(train = train.norm.df1,  
 test = valid.norm.df2,  
 cl = train.df1$Personal.Loan, k= 3)  
knn.prediction6

## [1] 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 1 1 0 0  
## [38] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [75] 0 0 0 0 0 0 1 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [112] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [149] 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [186] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0  
## [223] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 1 0  
## [260] 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 1 0 0 0 0  
## [297] 0 0 0 0 0 0 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 1  
## [334] 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 1 0 0 0 0 0 0 0  
## [371] 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0  
## [408] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0  
## [445] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [482] 0 0 1 0 1 0 0 1 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0  
## [519] 0 0 0 0 0 0 0 0 1 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 1 1 1 0 0 0 0 0 1 0 0  
## [556] 0 1 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 1 0 0 0 0 0 0 0  
## [593] 0 0 1 0 1 0 0 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [630] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 1 0 0  
## [667] 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 1 1 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0  
## [704] 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [741] 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [778] 0 0 0 0 0 0 0 0 1 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0  
## [815] 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [852] 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0  
## [889] 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 1 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0  
## [926] 0 0 0 0 0 1 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0  
## [963] 0 0 0 0 0 0 1 0 0 0 0 0 1 0 0 0 1 1 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1000] 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1037] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0  
## [1074] 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1111] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 1 0 0 0 0 0 0 0 1 0 0 0 0 1 0 0  
## [1148] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 1 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0  
## [1185] 0 0 0 0 0 0 1 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1222] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0  
## [1259] 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1296] 0 0 0 0 0 0 0 0 1 0 0 1 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 1 0 0 0 0 0 0 0  
## [1333] 0 0 0 0 0 1 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1370] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 1 0 0 0 0  
## [1407] 1 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1444] 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1481] 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0  
## Levels: 0 1

Confusion\_matrix2 <- confusionMatrix(knn.prediction6, as.factor(valid.df2$Personal.Loan))  
Confusion\_matrix2

## Confusion Matrix and Statistics  
##   
## Reference  
## Prediction 0 1  
## 0 1358 42  
## 1 6 94  
##   
## Accuracy : 0.968   
## 95% CI : (0.9578, 0.9763)  
## No Information Rate : 0.9093   
## P-Value [Acc > NIR] : < 2.2e-16   
##   
## Kappa : 0.7797   
##   
## Mcnemar's Test P-Value : 4.376e-07   
##   
## Sensitivity : 0.9956   
## Specificity : 0.6912   
## Pos Pred Value : 0.9700   
## Neg Pred Value : 0.9400   
## Prevalence : 0.9093   
## Detection Rate : 0.9053   
## Detection Prevalence : 0.9333   
## Balanced Accuracy : 0.8434   
##   
## 'Positive' Class : 0   
##

#test set - splitting data 20%  
knn.prediction7 <- class::knn(train = train.norm.df1,  
 test = test.norm.df1,  
 cl = train.df1$Personal.Loan, k= 3)  
knn.prediction7

## [1] 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [38] 0 0 0 0 1 0 0 1 0 0 1 1 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [75] 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [112] 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 1 1 1 0 1 0 0 0 0 0 0 0 0 0  
## [149] 0 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 1 0 0 1 0 0 0 0 0 0 0 1 0  
## [186] 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 1  
## [223] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 1 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0  
## [260] 0 0 0 1 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [297] 0 0 0 0 1 0 0 0 0 0 1 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [334] 1 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [371] 0 1 0 0 0 1 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [408] 0 0 0 0 0 0 0 1 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 1 0 0 0 0  
## [445] 0 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 1 0 0 0 0 0 0 0 0 1 0  
## [482] 0 0 0 0 0 0 0 0 0 0 0 0 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0  
## [519] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0  
## [556] 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 1 1 0 0 0 0 0 0 0 0 1 1  
## [593] 0 0 0 0 1 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0  
## [630] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [667] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0  
## [704] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [741] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0  
## [778] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0  
## [815] 0 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0  
## [852] 0 0 0 0 1 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0  
## [889] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 1  
## [926] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0  
## [963] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0  
## [1000] 0  
## Levels: 0 1

#creating confusion matrix  
Confusion\_matrix3 <- confusionMatrix(knn.prediction7, as.factor(test.df1$Personal.Loan))  
Confusion\_matrix3

## Confusion Matrix and Statistics  
##   
## Reference  
## Prediction 0 1  
## 0 884 35  
## 1 4 77  
##   
## Accuracy : 0.961   
## 95% CI : (0.9471, 0.9721)  
## No Information Rate : 0.888   
## P-Value [Acc > NIR] : < 2.2e-16   
##   
## Kappa : 0.777   
##   
## Mcnemar's Test P-Value : 1.556e-06   
##   
## Sensitivity : 0.9955   
## Specificity : 0.6875   
## Pos Pred Value : 0.9619   
## Neg Pred Value : 0.9506   
## Prevalence : 0.8880   
## Detection Rate : 0.8840   
## Detection Prevalence : 0.9190   
## Balanced Accuracy : 0.8415   
##   
## 'Positive' Class : 0   
##

Inference: From the results, it looks like the algorithm is performing well meeting the expectations because training data accuracy is better than the test and validation accuracy.