

I achieved an F1 score of 0.7 using an SVM with an rbf kernel (with  $C=10$ ). I also performed a PCA on the data and determined that the most important questions were the following (in order of importance):

1. I am satisfied with my courier
2. I ordered everything I wanted to order
3. my order was delivered on time (tied with I paid a good price for my order)

I believe my solution is superior because I did a grid search using various binary classification schemes and determined the best solution.