

CHAPTER 6

CONCLUSION

Based on the research work completed in this project, the answer for the problem formulation is written as follow :

1. The c4.5 algorithm can be used to determine passenger satisfaction as long as the data have a discrete attribute. For the continuous data, there is an option to create a threshold and split the data into segment thus making the data discrete or processed as it is. It can be used to determine passenger satisfaction on this research because it has a good accuracy around 80 to 90 percent. This level of accuracy is obtained from the comparison between the calculation from decision tree and the original results.
2. Based on the answer above the attributes that can be used for the calculation in the algorithm from the data is inflight wifi service, departure arrival time, easy of booking, gate location, food and drink, online boarding, seat comfort, inflight entertainment, on board service, leg room service, baggage handling, checking service, inflight service and cleanliness. These attributes can be used because they have a finite value that can be segmented for the algorithm to calculate. For the attribute that can't be used is id.
3. The difference in calculation time from 100 and 200 data is increase by around 70 percent. The difference in calculation time from 100 and 500 data is increase by around 500 percent. The difference in calculation time from 100 and 1000 data is increase by around 1200 percent.