

CHAPTER 6

CONCLUSION

Based on the results of the tests that have been carried out, the following conclusions can be drawn:

1. Naive Bayes can be used to classify airline passenger satisfaction. It is proven that the Naive Bayes algorithm can be implemented for customer satisfaction data obtained through Kaggle.

2. Learning Vector Quantization can also classify airline passenger satisfaction. This is because this algorithm can be implemented on the same data to implement Naive Bayes.

3. Of the two algorithms, Naive Bayes is better at classifying airline passenger satisfaction than Learning Vector Quantization. This is based on the average accuracy of the two algorithms. Naive Bayes has an average accuracy of 89.076% while the LVQ is 79.39%.

Suggestions for further research is to focus on one algorithm, namely Learning Vector Quantization (LVQ). From the results of the study, with an alpha of 0.9 and different eps produce the same result. However, some tests with other alphas, namely 0.1, 0.01, and 0.05 produced different results when the eps were changed. With the same data, LVQ is implemented but with the aim of finding the most optimal value. The combination of alpha and eps at the most optimal so that it can get the best accuracy for this airline's flight satisfaction data.