CHAPTER 6
CONCLUSION

Based on the results of research on Comparing the Support Vector Machine and Random Forest Algorithms for predicting the level of flight satisfaction, it can be concluded that:

1. Classification of random forests is carried out through tree merging by conducting training on the sample data owned and based on the results of the voting tree that is formed, while the classification of the SVM algorithm is carried out by means of a supervised learning approach that works by finding the best hyperlane or separator function to separate class.

2. The comparison between the Random Forest and SVM algorithms to predict the level of passenger satisfaction with public services on board is that the Random Forest algorithm has a greater value than the SVM algorithm in terms of accuracy, precision, recall and F1 scores from 6 trials.

3. Calculation of accuracy results is obtained from the number of correct predictions divided by the actual value or the entire data.

4. Based on the results of the accuracy values, the SVM algorithm shows that the accuracy results are not high than the Random Forest algorithm with 6 times of data testing because the SVM accuracy value is only below 70% compared to the Random Forest algorithm which is 95%.

Based on the above conclusions, The following suggestion are given for future research:

1. For the future it will be better to use an algorithm that has never existed before.
2. It is better if further research uses more data and various variables.
3. Can use more than 2 algorithms that have never been used before.