HANDLING IMBALANCED DATA IN CUSTOMER CHURN PREDICTION USING COMBINED-SAMPLING AND WEIGHTED RANDOM FOREST

A THESIS SUBMITTED TO THE ENGINEERING GRADUATE SCHOOL OF TELKOM UNIVERSITY

 $\mathbf{B}\mathbf{Y}$

VERONIKHA EFFENDY

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IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE DEGREE OF

MASTER OF INFORMATICS

IN

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