

Airlines Passenger Satisfaction Survey Analysis

Analysis Scope:

Overview

First Timer Passenger Rating Analysis

Experienced Passenger Ratings Analysis

Overall Ratings Analysis

Key Drivers



Click anywhere in the plane to start with the analysis



Airlines Passenger Satisfaction Survey Analysis | Overview

Flight Distance (in Miles)

154.60M

Total Passenger

63981



129.88K



65899

Travel Type

Business

89693

Personal

40187

Avg. Departure Delay (in Mins)

14.71

Avg. Arrival Delay (in Mins)

15.09

Seat Class Type

Business

62160

Economy

58309

Economy +

9411

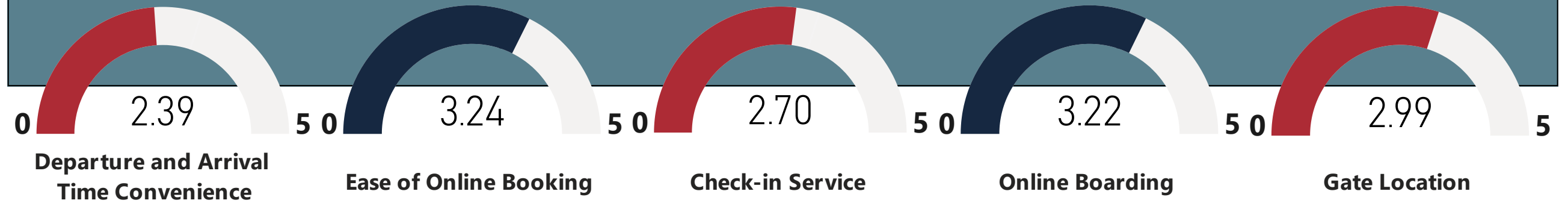
Age Category



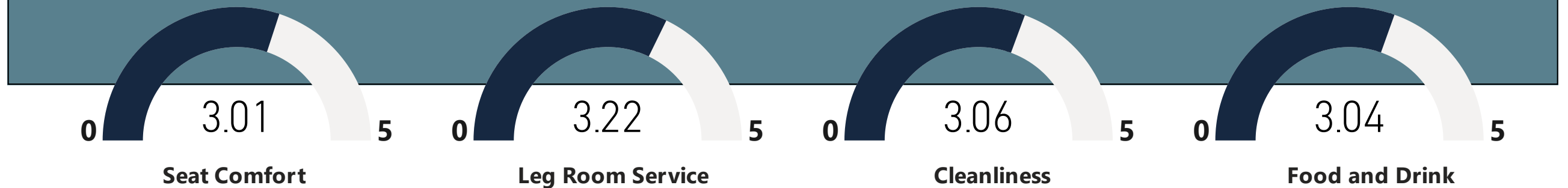


Airlines Passenger Satisfaction Analysis | First Timer Ratings

Pre-Boarding Ratings



Comfort Ratings



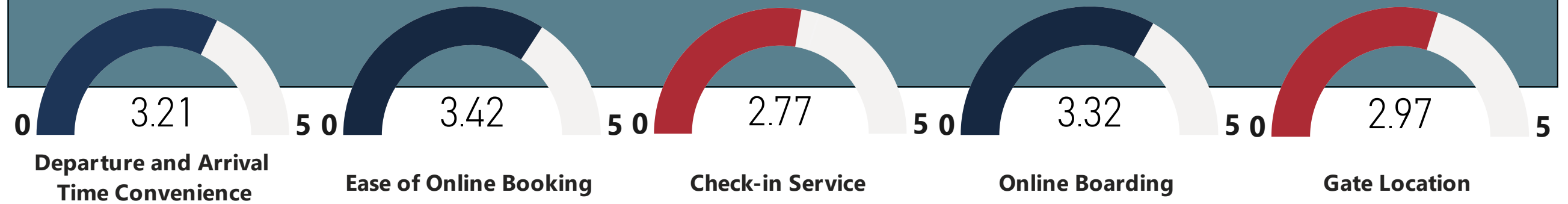
In-flight Ratings



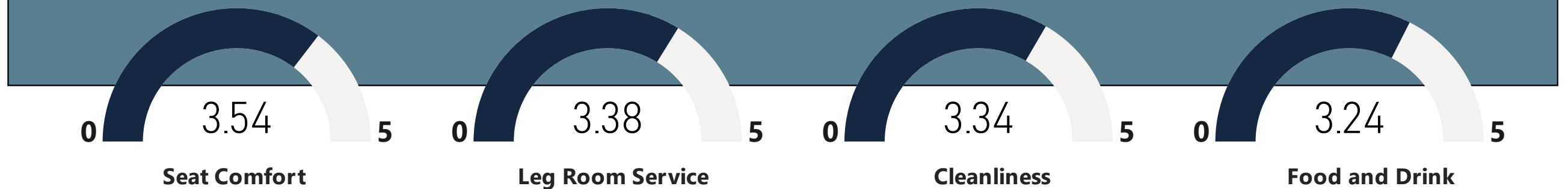


Airlines Passenger Satisfaction Survey Analysis | Experienced Ratings

Pre-Boarding Ratings



Comfort Ratings



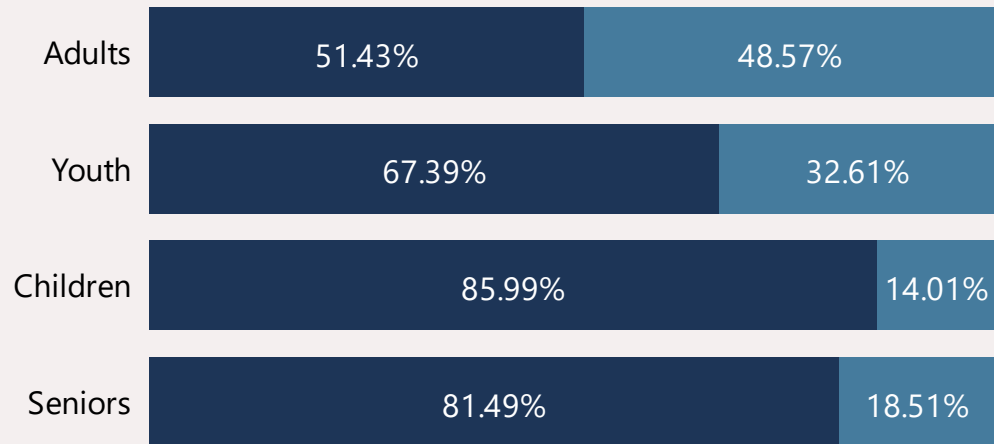
In-flight Ratings



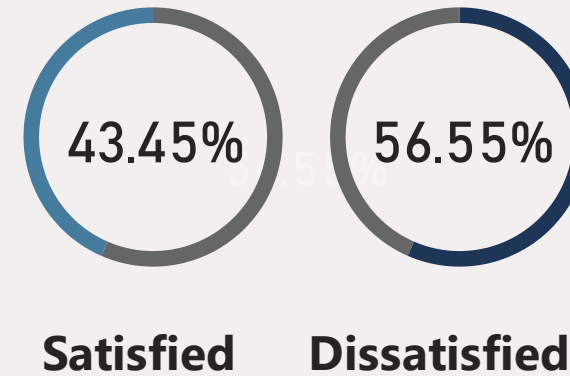


Airlines Passenger Satisfaction Survey Analysis | Overall Ratings Analysis

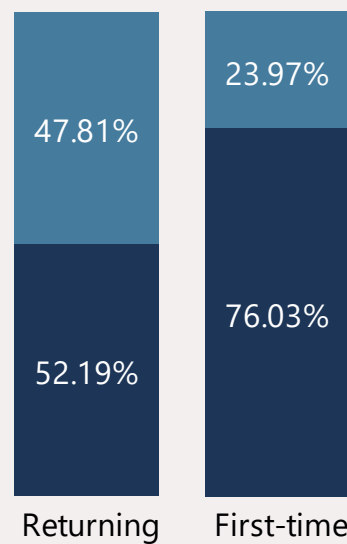
Satisfaction by Age Category



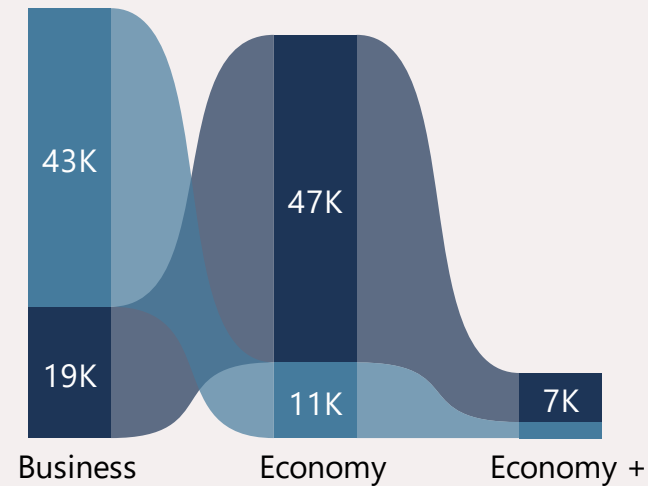
Overall Satisfaction



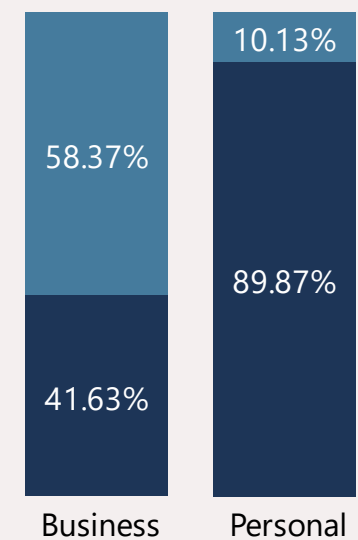
Satisfaction by Customer Type



Satisfaction by Class



Satisfaction by Travel Type





Airlines Passenger Satisfaction Survey Analysis | Conclusion

Insights:

- The **20.01 %** first time flyers have very disappointing experience traveling in economy class in which most of them traveling for business purpose.
- Children and Seniors in which most of them travelled for personal purpose in economy and economy plus class are highly dissatisfied with the services catered.
- Ease of online booking, in-flight wifi service and gate-location are the common lowest rated services among the passengers.

Recommendations:

- Focusing on first time flyers requirements will help airlines to increase passengers satisfaction.
- In-flight wifi services has the highest dissatisfaction ratings amongst the passengers which needs to be improved immediately.
- Provide user-friendly website/app interface and improve the glitches for the ease of online booking.
- The inconvenience experienced by first time flyers for departure and arrival delay time might lead in big compensation.