



## B-FIT AIRLINE Passenger Satisfaction Dashboard



Passengers

129.88K



Male Passengers

63.98K



Female Passengers

65.90K



Maximum Distance

4983 M



Minimum Distance

31 M



Overview

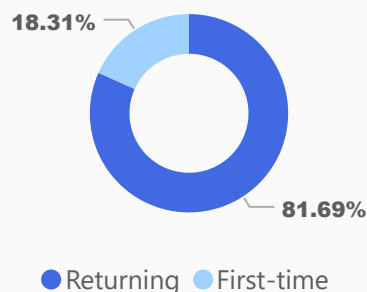


Details

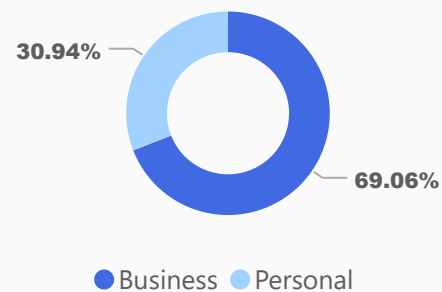


LinkedIn

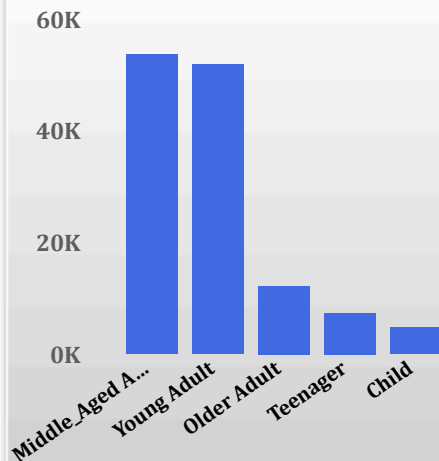
Customer\_type



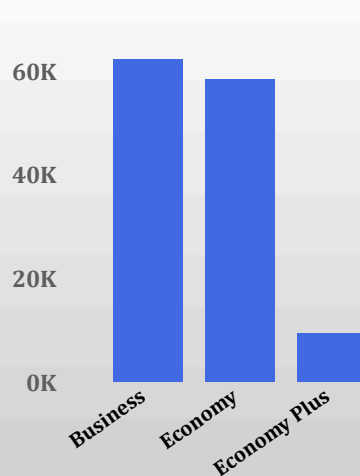
Type\_of\_Travel



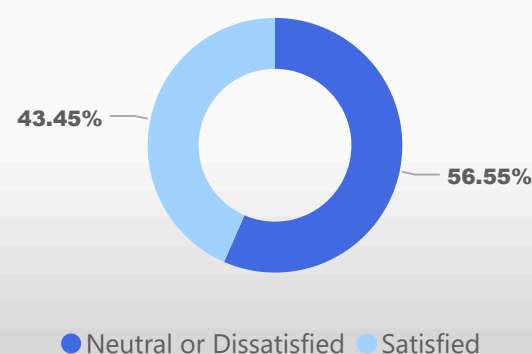
Age\_group



Travel\_Class



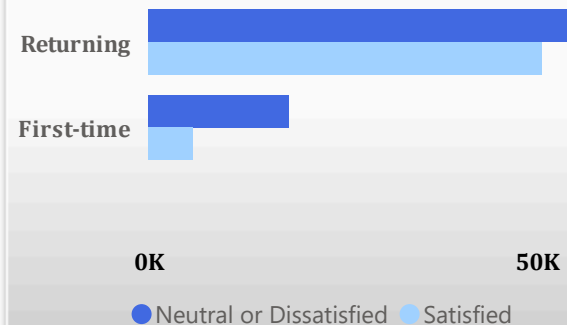
Overall Customer's Satisfaction



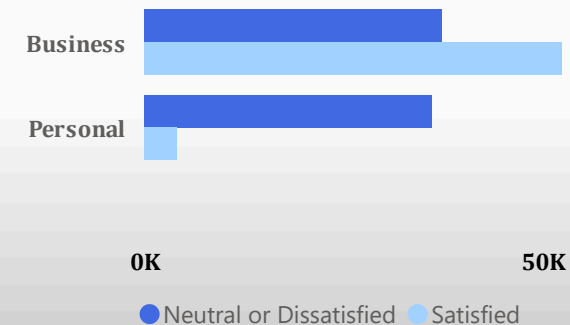
Satisfaction Rate based On 14 Factors

Factors	Avg.Rating
Seat Comfort	3.44 ★
Online Boarding	2.76 ☆
On Board Service	3.38 ★
Leg Room Service	3.35 ★
In-flight Service	3.64 ★
In-flight Entertainment	3.36 ★
In-flight Wifi Service	2.73 ☆
Gate Location	2.98 ☆

Satisfaction based on customer\_Type



Satisfaction based on Type\_of\_Travel





# B-FIT AIRLINE Passenger Satisfaction Dashboard

Age\_Group

Gender

Satisfaction

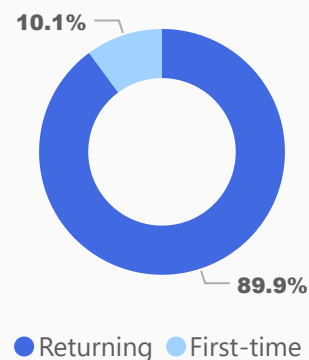
All

All

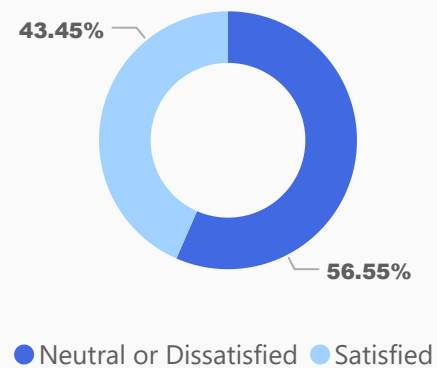
All

Overview

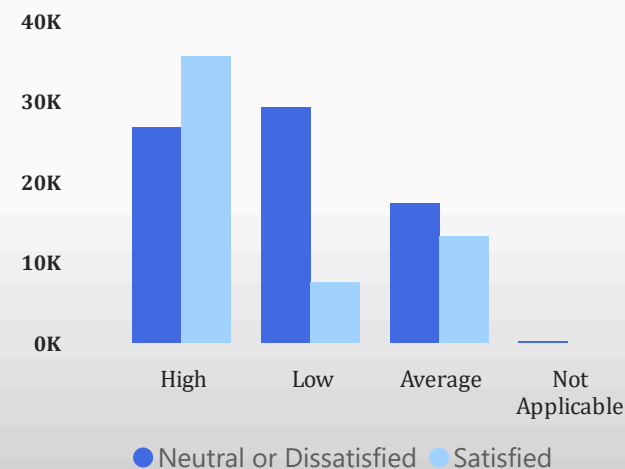
Satisfied Passengers by their Customer\_Type



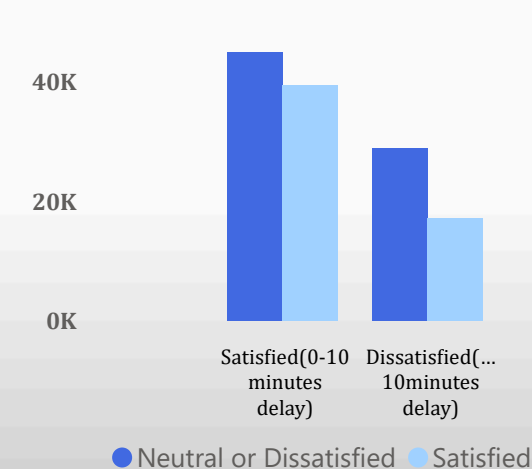
Satisfaction Distribution



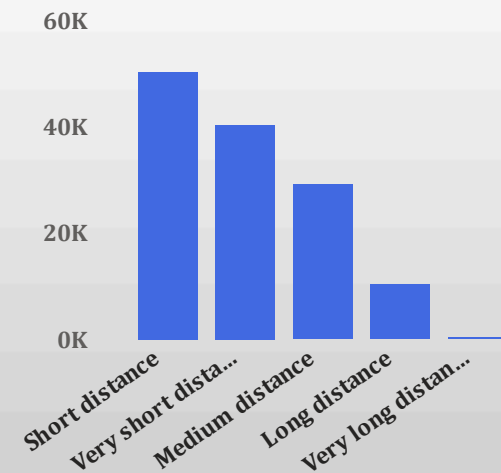
Relationship between Cleanliness\_rating and Overall Satisfaction



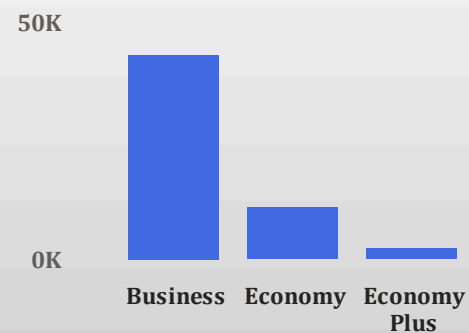
Flight delay influence in Overall Satisfaction



Flight\_Distance\_category



Satisfied Passengers by their Travel Class



Top 5 Services that Contribute to Overall Satisfied Passengers

Factors	No_of_Satisfaction
In-Flight Service	81389
Baggage Handling	80639
Seat Comfort	72914
In-Flight Entertainment	68335
On Board Service	68195

Top 5 Services that Contribute to Overall Dissatisfied Passengers

Factors	No_of_dissatisfied
In-flight-Wifi booking	54648
Ease of online booking	51937
Gate location	46287
Food and Drink	43434
Departure and Arrival time inconvenience	40943