

Airline Passenger Satisfaction dashboard

Total Passengers

129,880

Gender of Passengers

Female

65,899

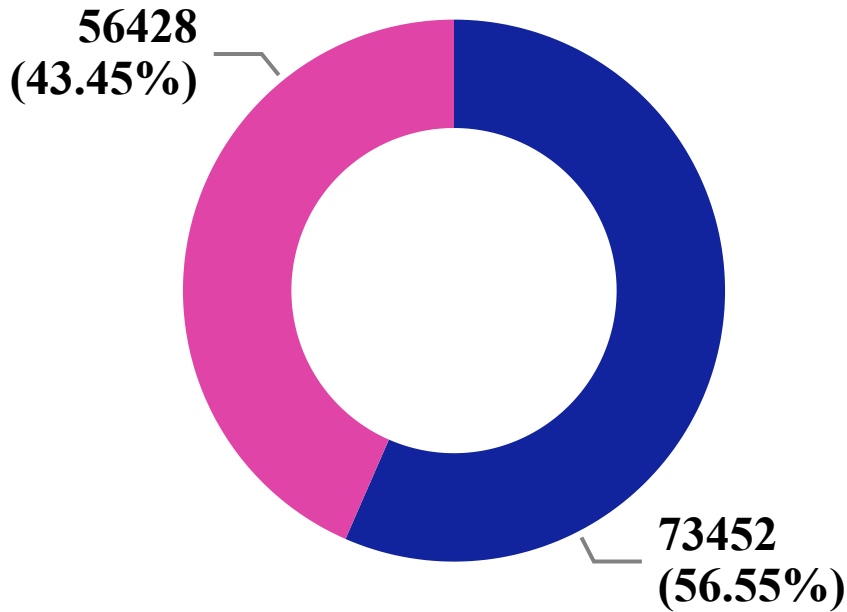
Male

63,981

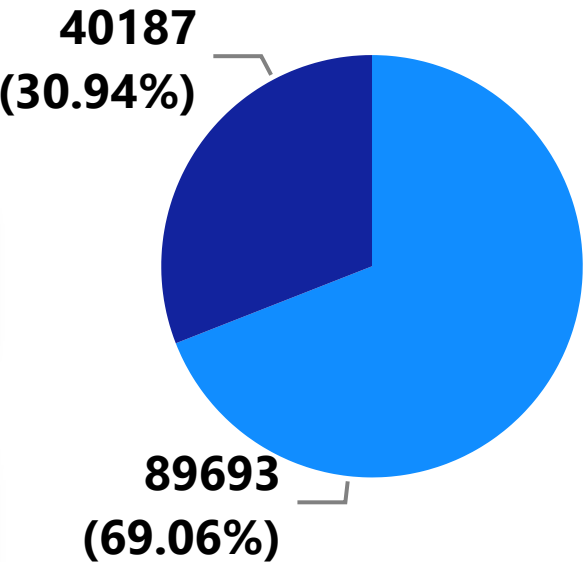
Average of Flight dittance

1,190.32

Satisfaction of Passengers



Type of Travel of Passengers



Type of T...

- Busine...
- Person...

Average of Baggage handling

3.63

Average of seat comfort

3.44

Passengers Delay in Minutes

Average Departure

14.71

Maximum Departure

1,592

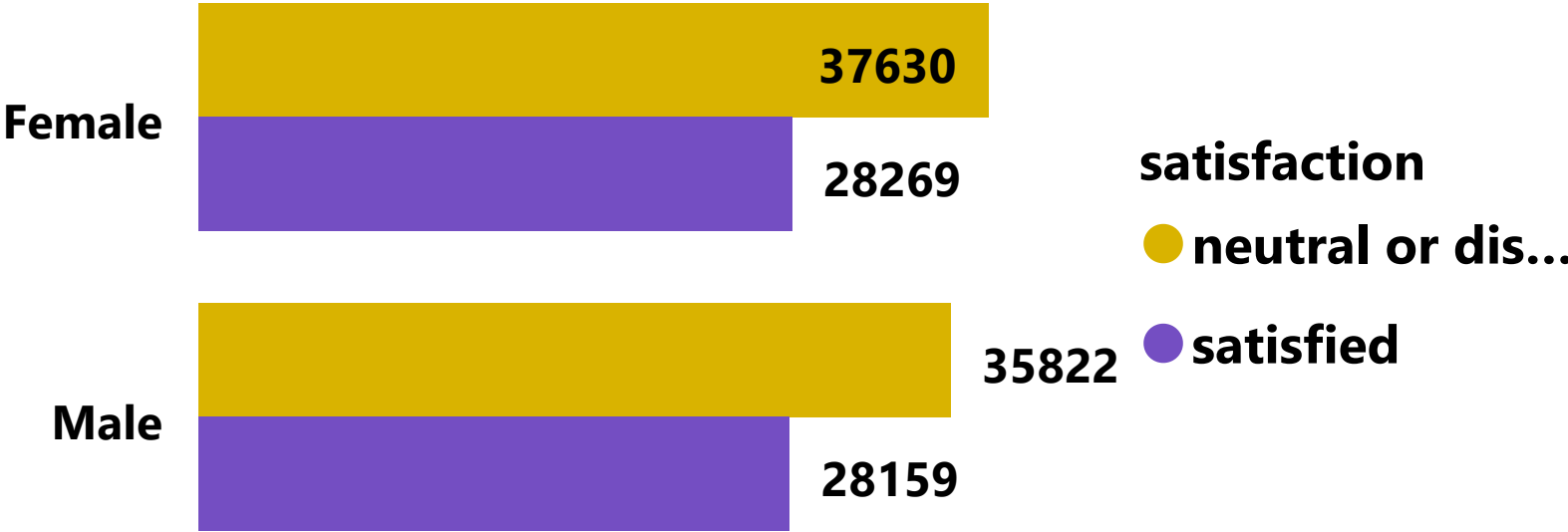
Average Arival

15.09

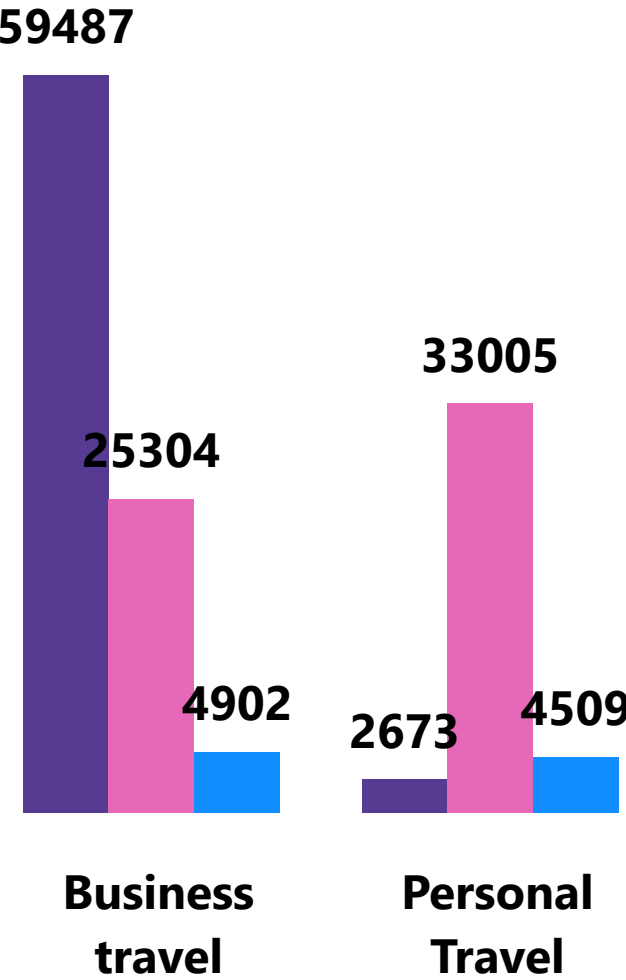
Maximum Arrival

1,954K

Satisfaction in Gender



Class of Passengers to the Travel Type



Questions and their answers

1. What are the major challenges facing RwandAir?
 - Competiton from other airlines
 - Limited network
 - Financial sustainability
2. What are the reasons behind the poor reputation of the airline?
 - poor customer service
 - Flight delay and cancellations
 - Baggage handling
 - Poor onboard experience
3. How does RwandAir's route network and aircraft fleet compare to other regional and international airlines?
 - RwandAir's route network and aircraft fleet are relatively small compared to other regional and international airlines. However, the airline has been expanding its network and fleet in recent years.
 - Overall, while RwandAir's route network and aircraft fleet are smaller than those of other regional and international
4. How can RwandAir improve its operational efficiency and reduce costs?
 - Increase fleet utilization.
 - Collaborate with other airlines.
 - Focus on customer service.

Summary of main findings

In the summary, Basing on how the charts look like , some information is shown by the totals which means that there is no other more explanations about it.

But there are other charts that need some explanations in order to to know well their meaning , some of them are the following:

- . It is shown that business travel is highly participated more than personal travel.
- . Most passengers were neutral compare to those who were satisfied in terms of satisfaction
- . Number of Female is higher than number of males.
- . Business class is high class that belong in business travel type.
- . Average departure delay is higher than average arrival delay.

Recommendation to the stakeholders

- . The passenger are late in Departure, as we have seen in report, the average and maximum departure delay is 14.71 and 1,592 minutes respectively. I recommend our stakeholders to work together to create the way that reduce or minimize this time delay in order to gives to passenger the better service.
- . To create the way to solve the problem of those passengers who are neutral or dissatisfaction.