Passenger Satisfaction

Introduction

Data analytics and machine learning are playing very essential role in setting up organization's strategies and directions. This dataset is about airways passengers' satisfaction. The dataset is showing insights about passengers who intended to travel during the year. In more details, it is showing the purpose of travel, gender, age and customer type. Moreover, such a data set can be very helpful and supportive for many different organizations such as airways, airports and loyalty programs providers.

Dataset description

The dataset that will be used in this work is **Passenger Satisfaction** found in kaggle.

This dataset contains the result of an US Airline passenger satisfaction survey. The dataset contains 24 columns and 129880 rows as following:

Satisfaction	Airline satisfaction level(Satisfaction, neutral or dissatisfaction)
Age	The actual age of the passengers
Gender	Gender of the passengers (Female, Male)
Type of Travel	Purpose of the flight of the passengers (Personal Travel, Business Travel)
Class	Travel class in the plane of the passengers (Business, Eco, Eco Plus)
Customer Type	The customer type (Loyal customer, disloyal customer)
Flight distance	The flight distance of this journey
Inflight wifi service	Satisfaction level of the inflight wifi service (0:Not Applicable;1-5)
Ease of Online booking	Satisfaction level of online booking
Inflight service	Satisfaction level of inflight service
Online boarding	Satisfaction level of online boarding
Inflight entertainment	Satisfaction level of inflight entertainment
Food and drink	Satisfaction level of Food and drink
Seat comfort	Satisfaction level of Seat comfort
On-board service	Satisfaction level of On-board service
Leg room service	Satisfaction level of Leg room service

Departure/Arrival time convenient	Satisfaction level of Departure/Arrival time convenient
Baggage handling	Satisfaction level of baggage handling
Gate location	Satisfaction level of Gate location
Cleanliness	Satisfaction level of Cleanliness
Check-in service	Satisfaction level of Check-in service
Departure Delay in Minutes	Minutes delayed when departure
Arrival Delay in Minutes	Minutes delayed when Arrival
Flight cancelled	Whether the Flight cancelled or not (Yes, No)
Flight time in minutes	Minutes of Flight takes

This dataset will answer the following questions:

- What factors and colorations between satisfied and unsatisfied passengers?
- Can you predict passenger satisfaction?

Tools

This work will be done using Jupyter Notebook with some tools such as pandas, numpy and matplotlib.

What to do

Explore the data and find out a model that fits it.