

DANO AIRLINE ANALYSIS



129880

Total cilent

39.43

Average age

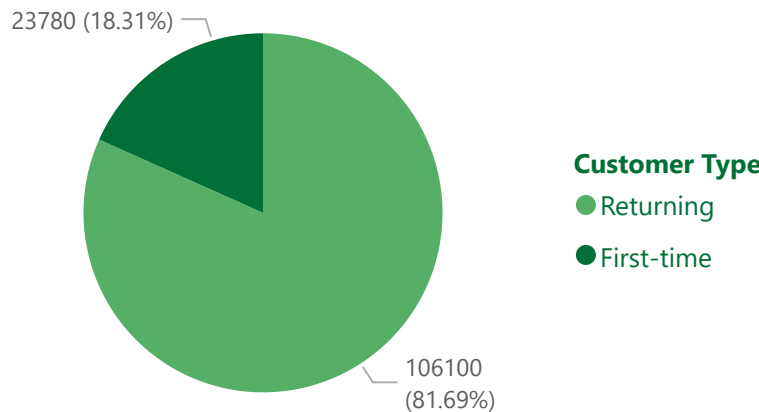
Gender

- Female
- Male

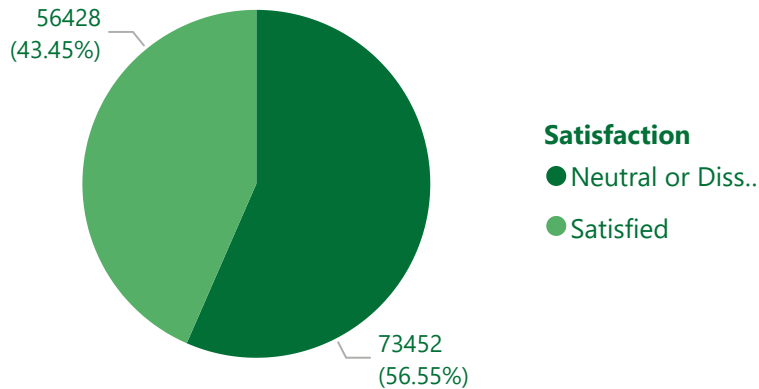
Satisfaction

- Neutral or Dissati...
- Satisfied

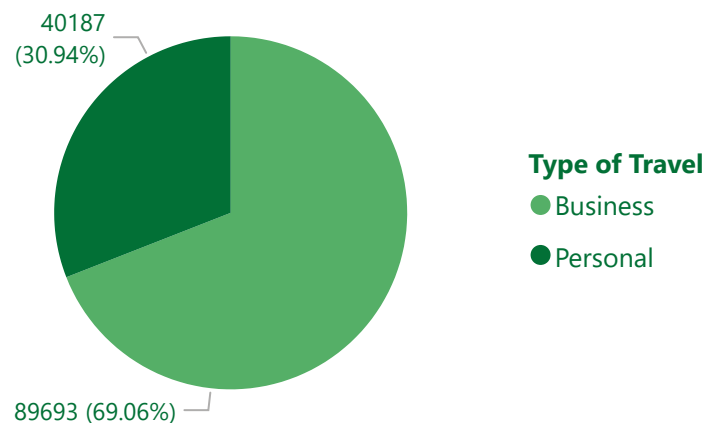
Total client by customer Type



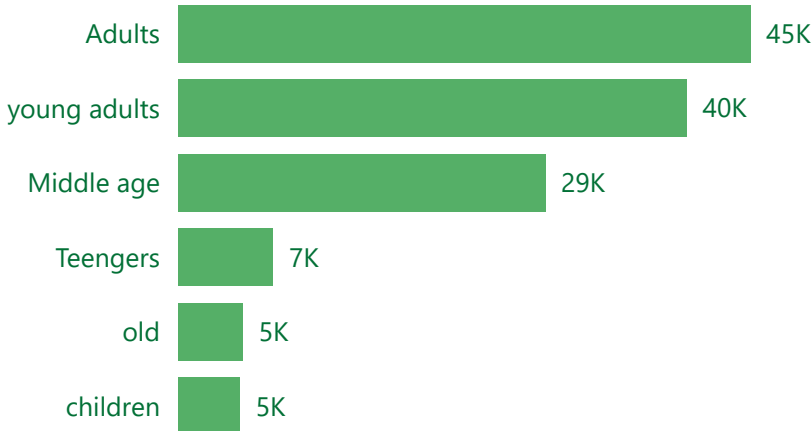
Total cilent by Satisfaction



Total client by type of Travel

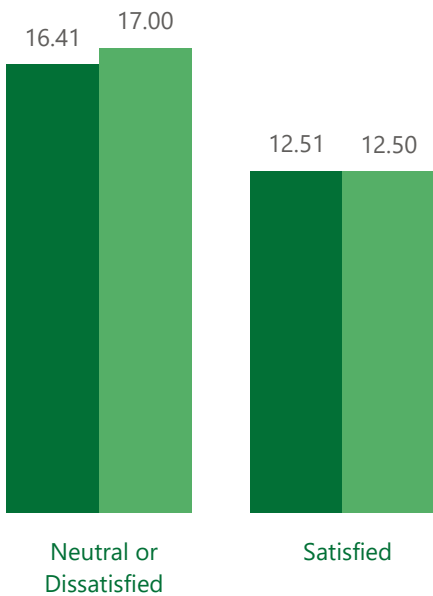


Cilent by Age group



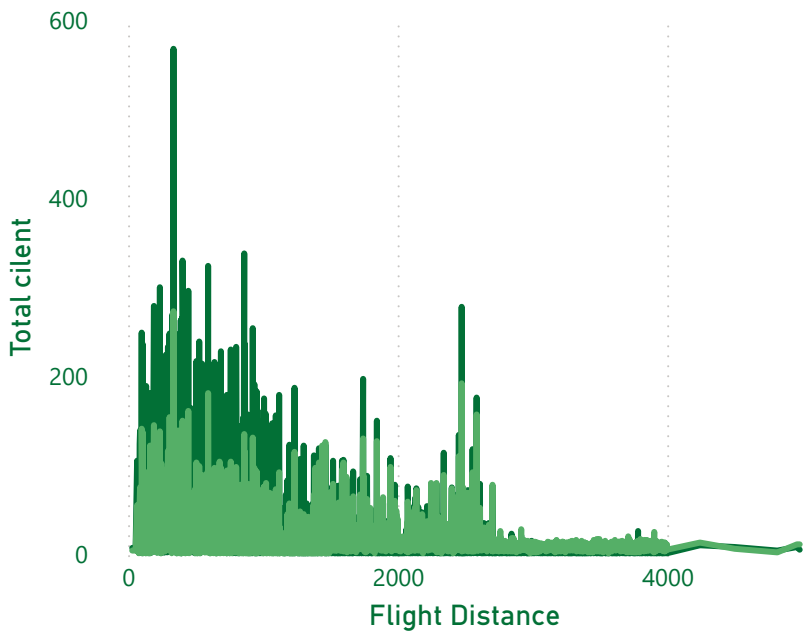
Satisfaction based on delay

● Average of Departure Delay ● Average of Arrival Delay



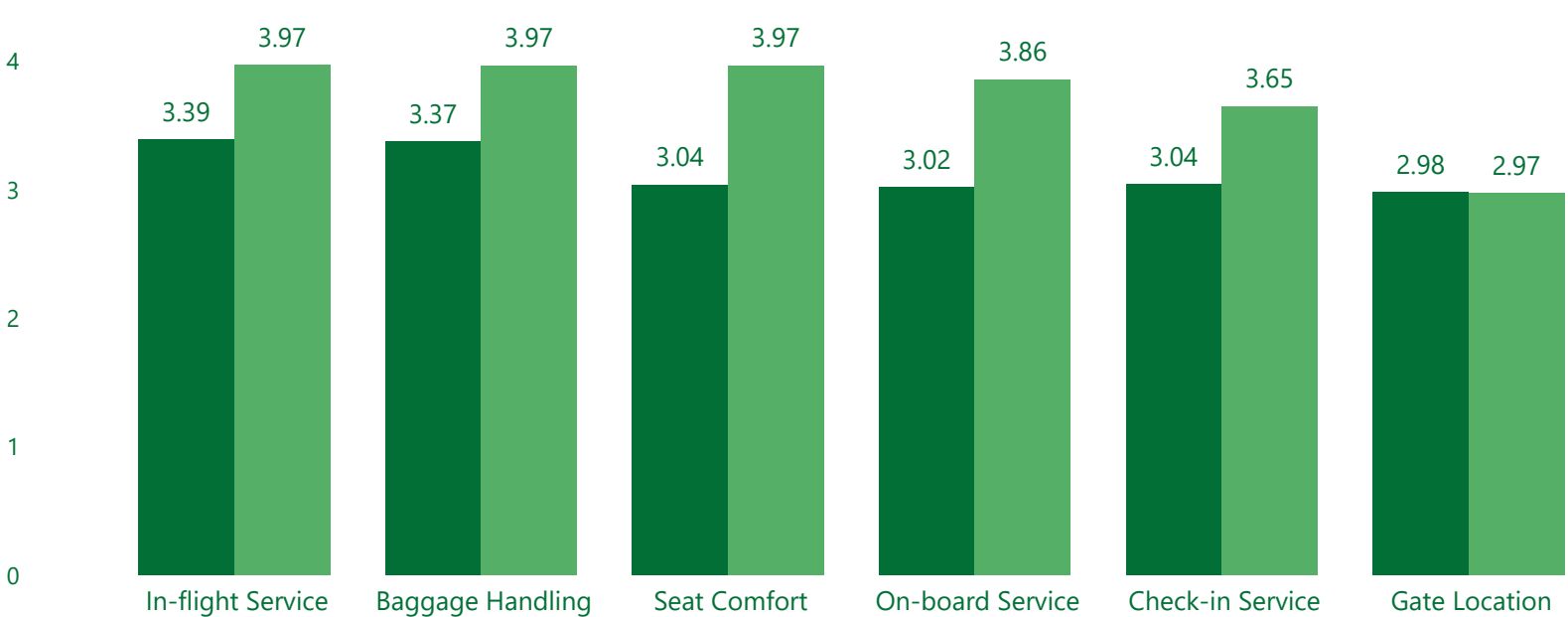
Client satisfaction by Flight distance

Satisfaction ● Neutral or Dissatisfied ● Satisfied

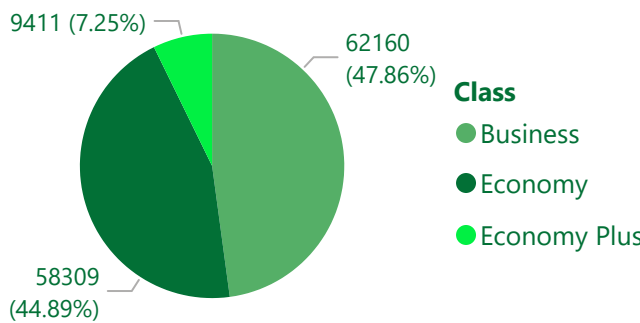


Average rate by services

Satisfaction ● Neutral or Dissatisfied ● Satisfied

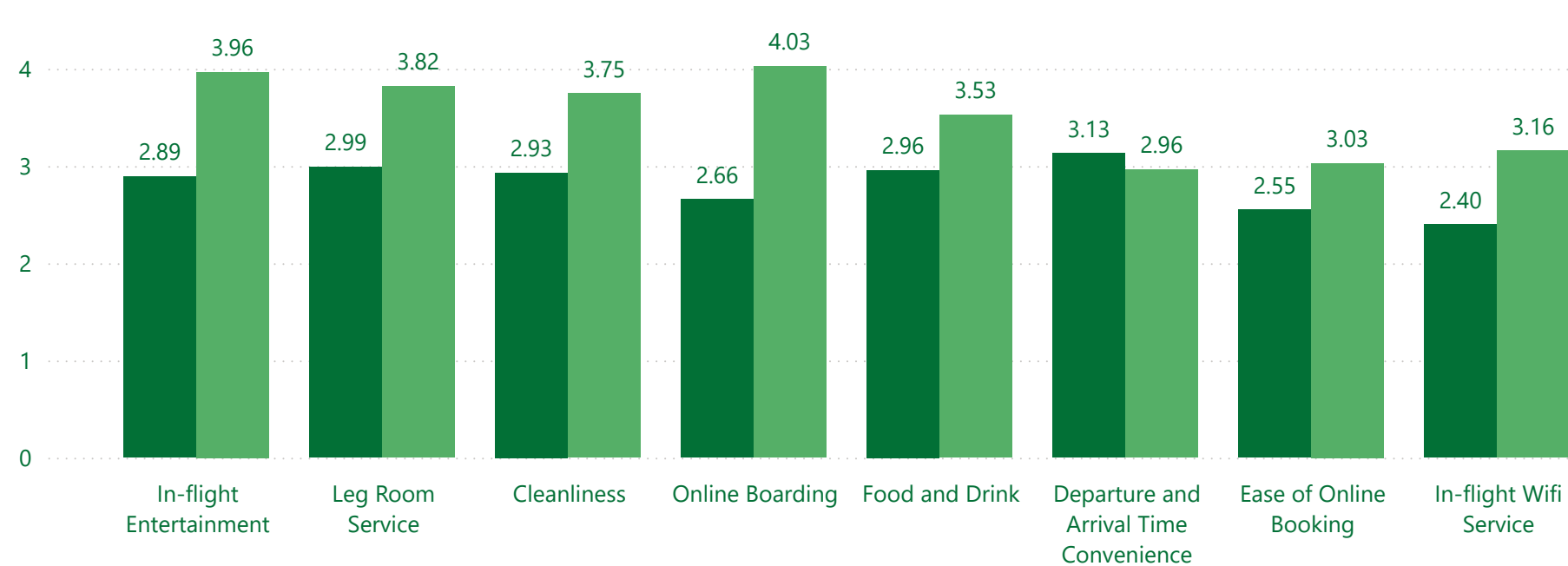


Total client by Class



Average rate by service

Satisfaction ● Neutral or Dissatisfied ● Satisfied



INSIGHT

1. Most client are returning customer(81.69%), but many are dissatisfied (43.45%) which could make them stop flying with Dano airline.
2. Dissatisfied customer report significantly higher average delays in departure and arrival time compared to satisfied customer.
3. Service where improvement should be more on departure and arrival time convenience, inflight wi-fi , ease of online booking and gate location.