Passenger Satisfaction Classification

Abstract:

The purpose of this project is to look at the Data survey of the passenger’s satisfaction and identify critical factors that ensure satisfaction by using the models that we have study during the last two weeks.

Design:

The data obtained from Kaggle link: <https://www.kaggle.com/teejmahal20/airline-passenger-satisfaction> which contain a survey about the airline passenger satisfaction

Data:

The dataset has 129880 rows and & 27 columns include age, gender, customer type, type of travel, class, flight distance, inflight Wi-Fi service, departure/arrival time convenient, ease of online booking, gate location, food and drink, online boarding, seat comfort, inflight entertainment, on-board service, leg room, baggage handling, check-in service, Inflight service, cleanliness, departure delay.

Feature Enhancement:

Make some new features out of the existing ones to have more clearing from the data. We have combined department delay and arrival delay, rows with score of 0 in the survey are removed, rows with null values are removed, renamed some columns. Satisfaction target reassigned as zeros and ones.

Tools:

Pandas

Numpy

Matpolotlib

Seaborn

Scikit-learn