

Home

Passengers

Key Points

Overview

Airline Passengers Satisfaction Analysis



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49%

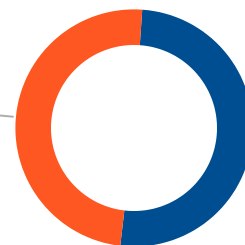
Gender

51%



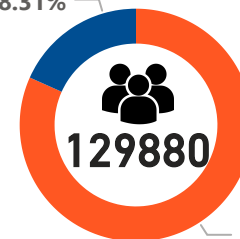
Male

Female

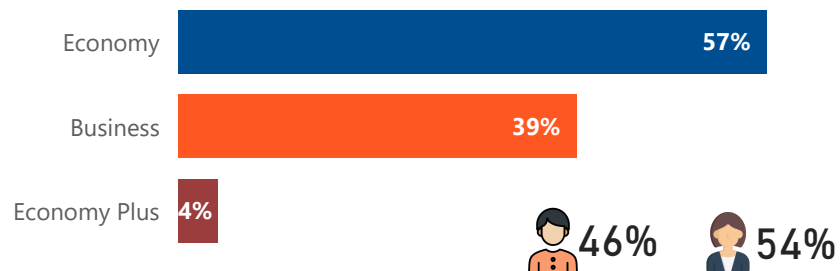


Passenger Type

First-time 18.31%

Returning
81.69%

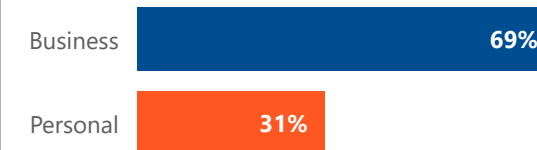
First Time Passengers By Class



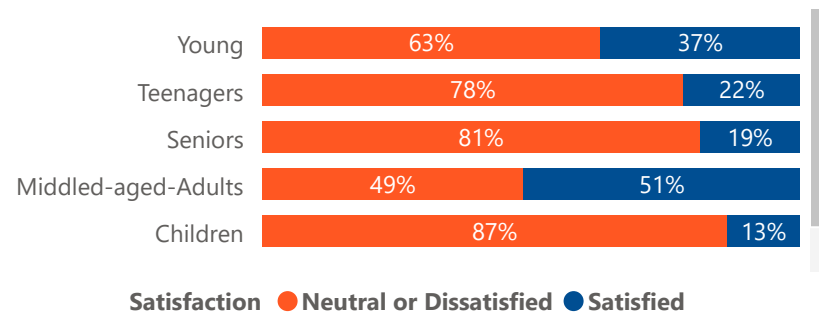
Returning Passengers By Class



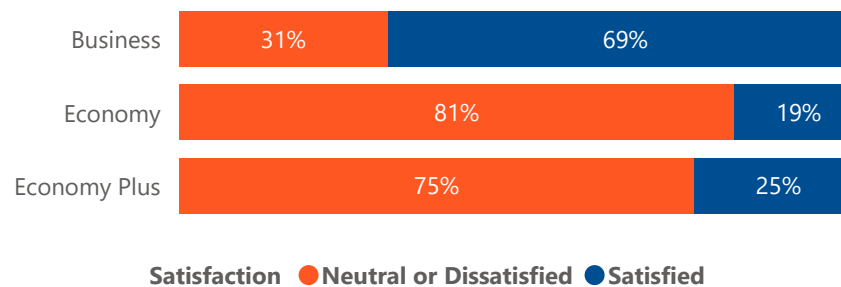
Type Of Travel



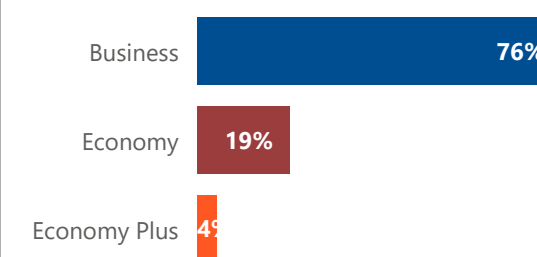
Satisfaction By Age Group



Satisfaction By Class



Satisfied Passengers By Class



43%

Satisfaction Rate

15.0

Avg Arrival Delay(Min)

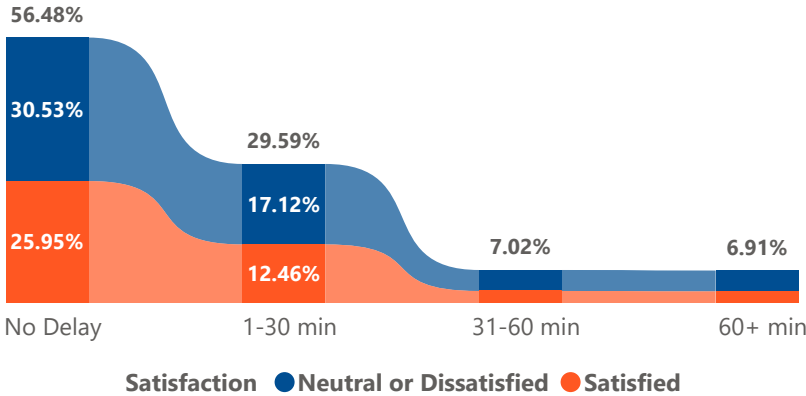
14.7

Avg Departure Delay(Min)

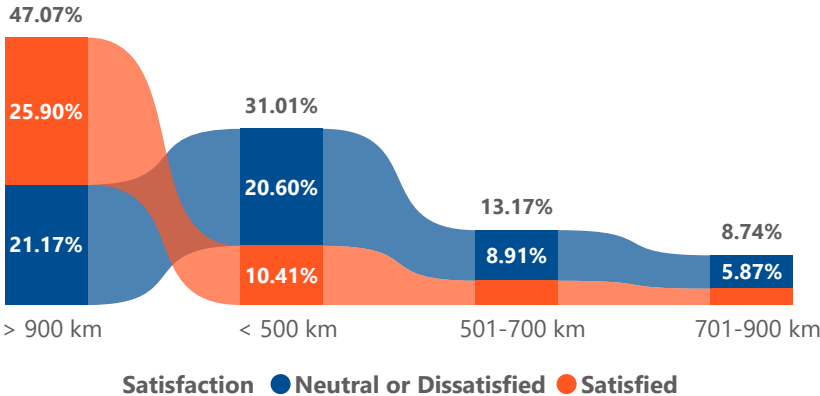
1190

Avg Flight Distance(Km)

Satisfaction By Departure Delay



Satisfaction By Distances



Important Highlights



63% Youngs, 78% Teenagers, 81% Seniors are Dissatisfied.



81% Economy & 75% Economy Plus Class Passengers Dissatisfied.



76% First-Time Passengers are Dissatisfied



34% Middled-aged-Adults and 30% Young Passengers.



Total 82% Returning Passengers.

Average Rating

In-flight Service	3.64
Baggage Handling	3.63
Seat Comfort	3.44
On-board Service	3.38
In-flight Entertainment	3.36
Leg Room Service	3.35
Check-in Service	3.31
Cleanliness	3.29
Online Boarding	3.25
Food and Drink	3.20
Departure and Arriva...	3.06
Gate Location	2.98
Ease of Online Booking	2.76
In-flight Wifi Service	2.73



Airline Passenger Satisfaction Insights

Services Recommendations



Upgrade in-flight Wi-Fi infrastructure to enhance speed and reliability, ensuring a better connectivity experience for passengers during their flights.



Improve the accuracy and responsiveness of location services through updated technology and regular performance assessments to boost user satisfaction.



Revamp the online booking system for improved user experience and streamlined navigation, addressing customer concerns and enhancing satisfaction.

Top Services Correlated with Passenger Satisfaction

Online Boarding



In-Flight Entertainment



Seat Comfort



Key Points on Passenger



Given that **63%** of young passengers are dissatisfied, conduct targeted surveys to identify their specific concerns and implement changes in services and amenities to enhance their travel experience.



With only **19%** of Economy class and **4%** of Economy Plus class passengers satisfied, focus on improving service quality and comfort to enhance satisfaction rates, such as upgrading seating and offering better meal options.