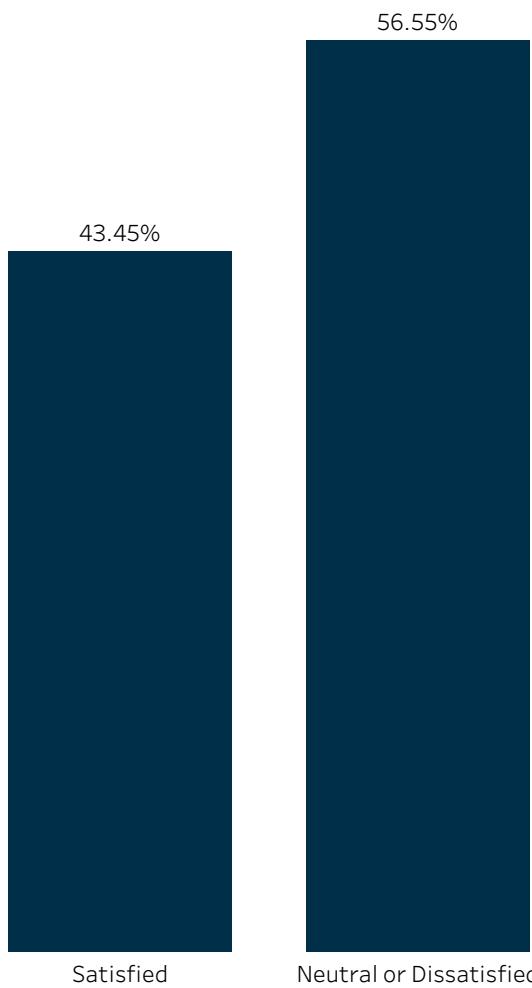


Airline Passenger Satisfaction

What is the percentage of satisfied and dissatisfied customers?	What was the percentage of first-time customers and returning customers? Which type of customer was mostly satisfied?	What was the main reason customers chose this airline? Did travel reason have an impact on customer satisfaction?	What is the customer profile for a repeating airline passenger?	How far did returning customers travelled?
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	Number of passengers	Percentage of passengers
Satisfied	56,428	43.45%
Neutral or Dissatisfied	73,452	56.55%

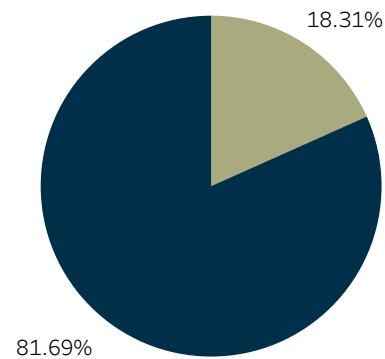
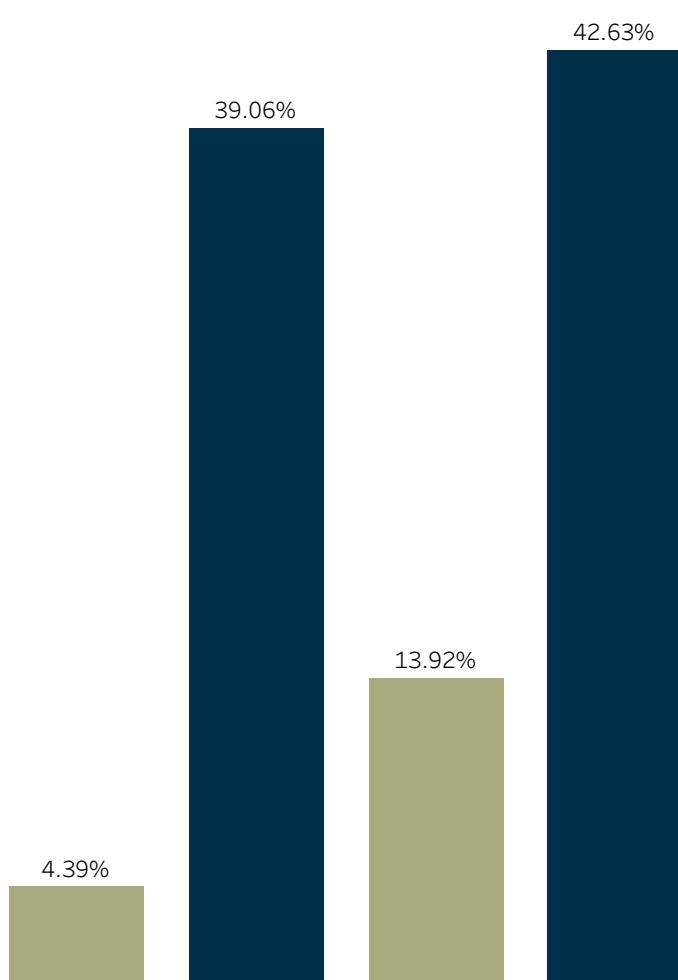
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Satisfied

Neutral or Dissatisfied

First-time
Returning



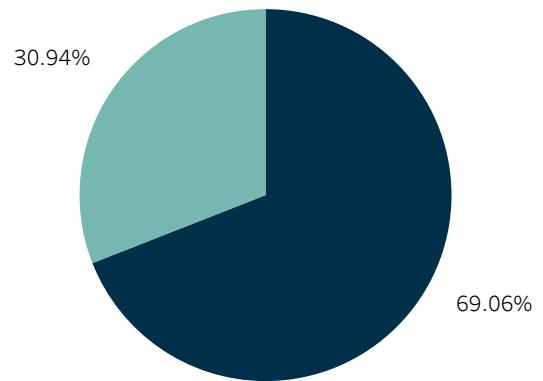
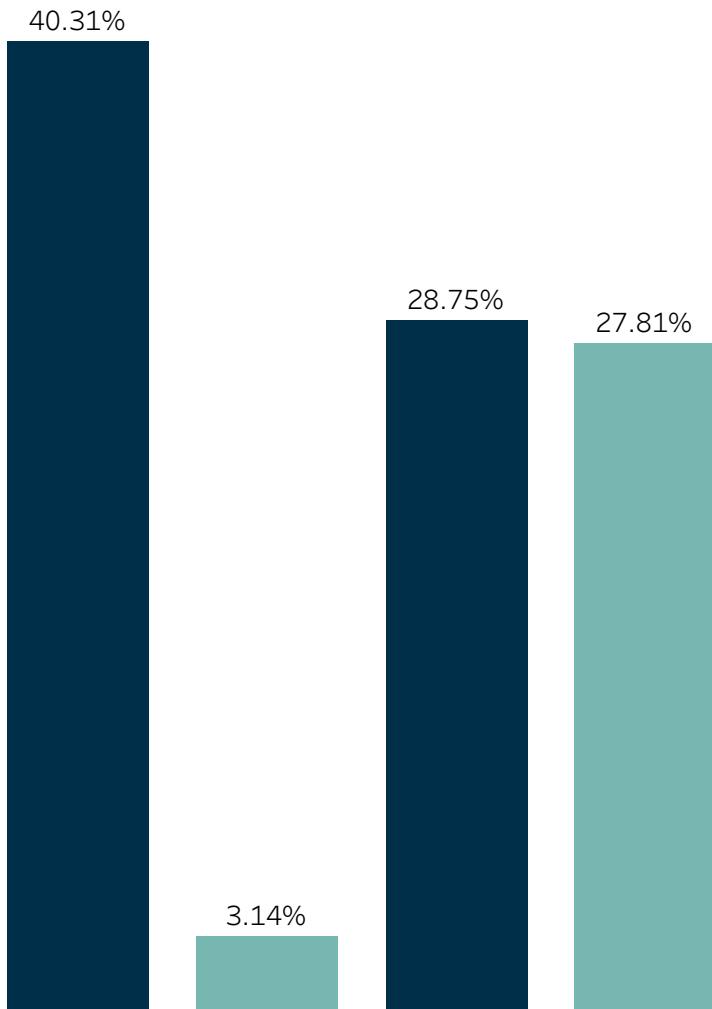
Airline Passenger Satisfaction

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Satisfied

Neutral or Dissatisfied

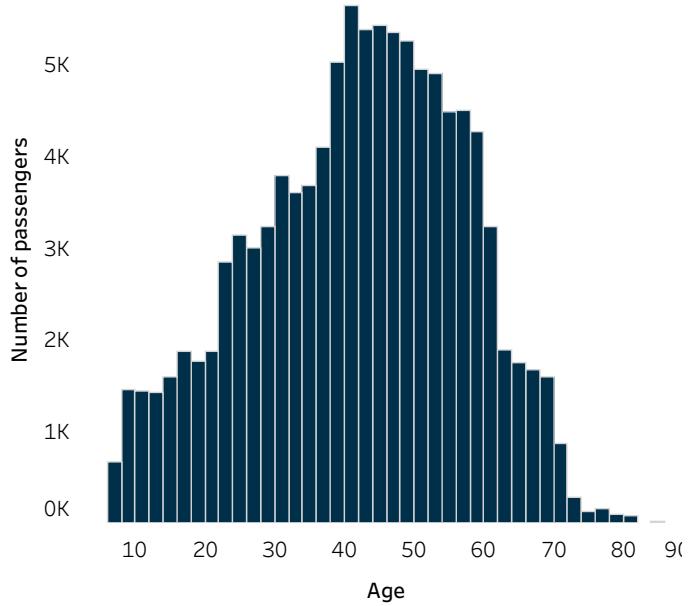
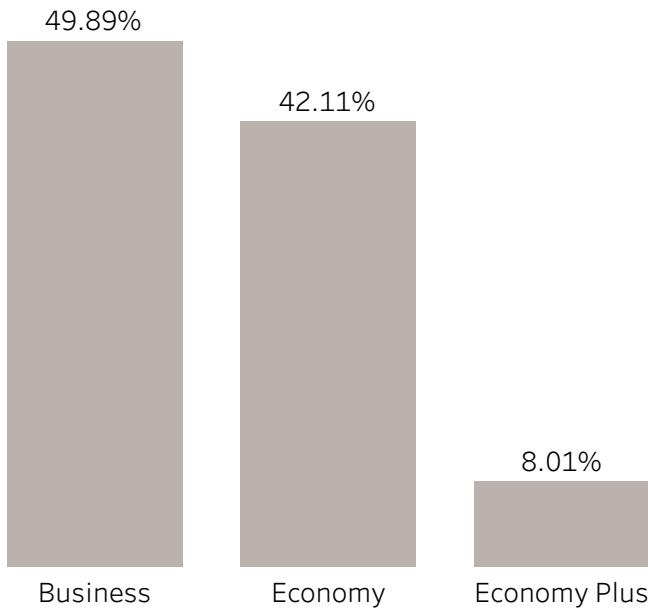
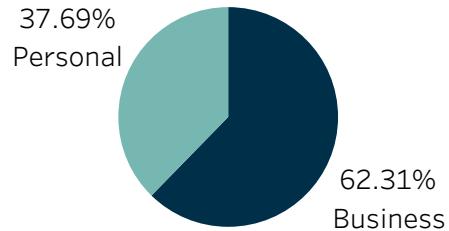
■ Business
■ Personal



Airline Passenger Satisfaction

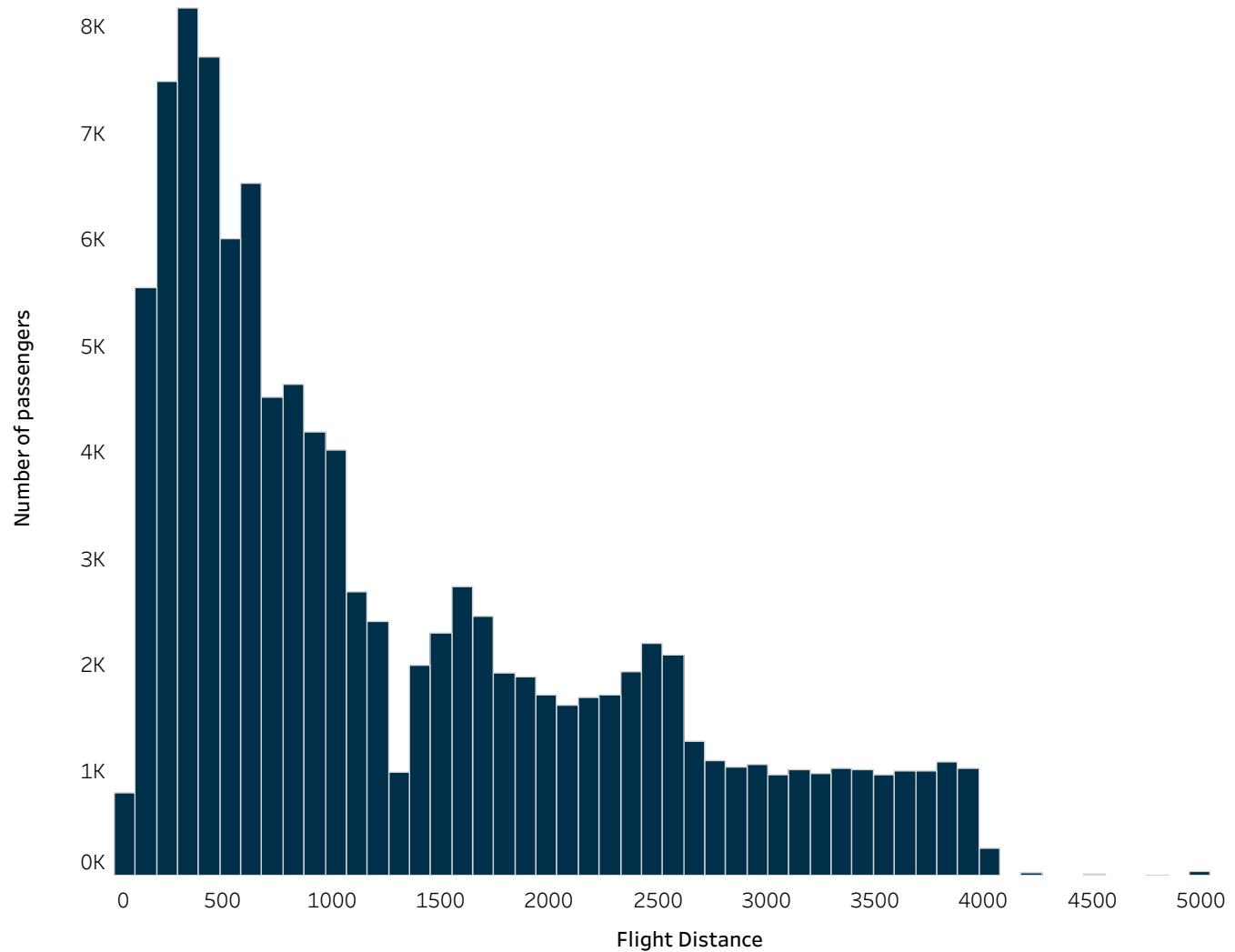
What was the percentage of first-time customers and returning customers? ...	What was the main reason customers chose this airline? Did travel reason have an impact on customer satisfaction?	What is the customer profile for a repeating airline passenger?	How far did returning customers travelled?	Does flight distance affect customer satisfaction and how?
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	Number of passengers	Percentage of passengers
Female	53,056	50.01%
Male	53,044	49.99%
All	106,100	100.00%

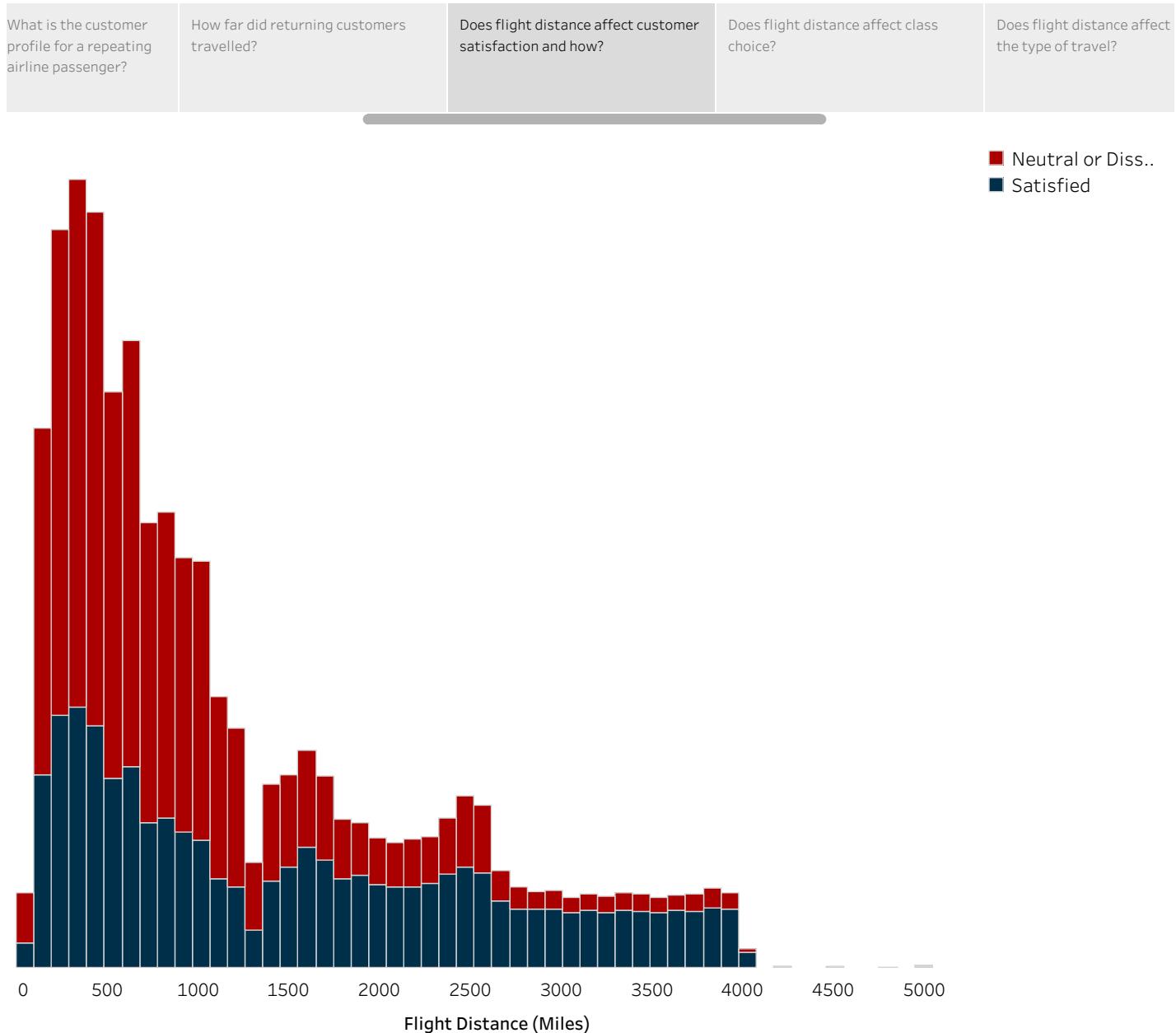


Airline Passenger Satisfaction

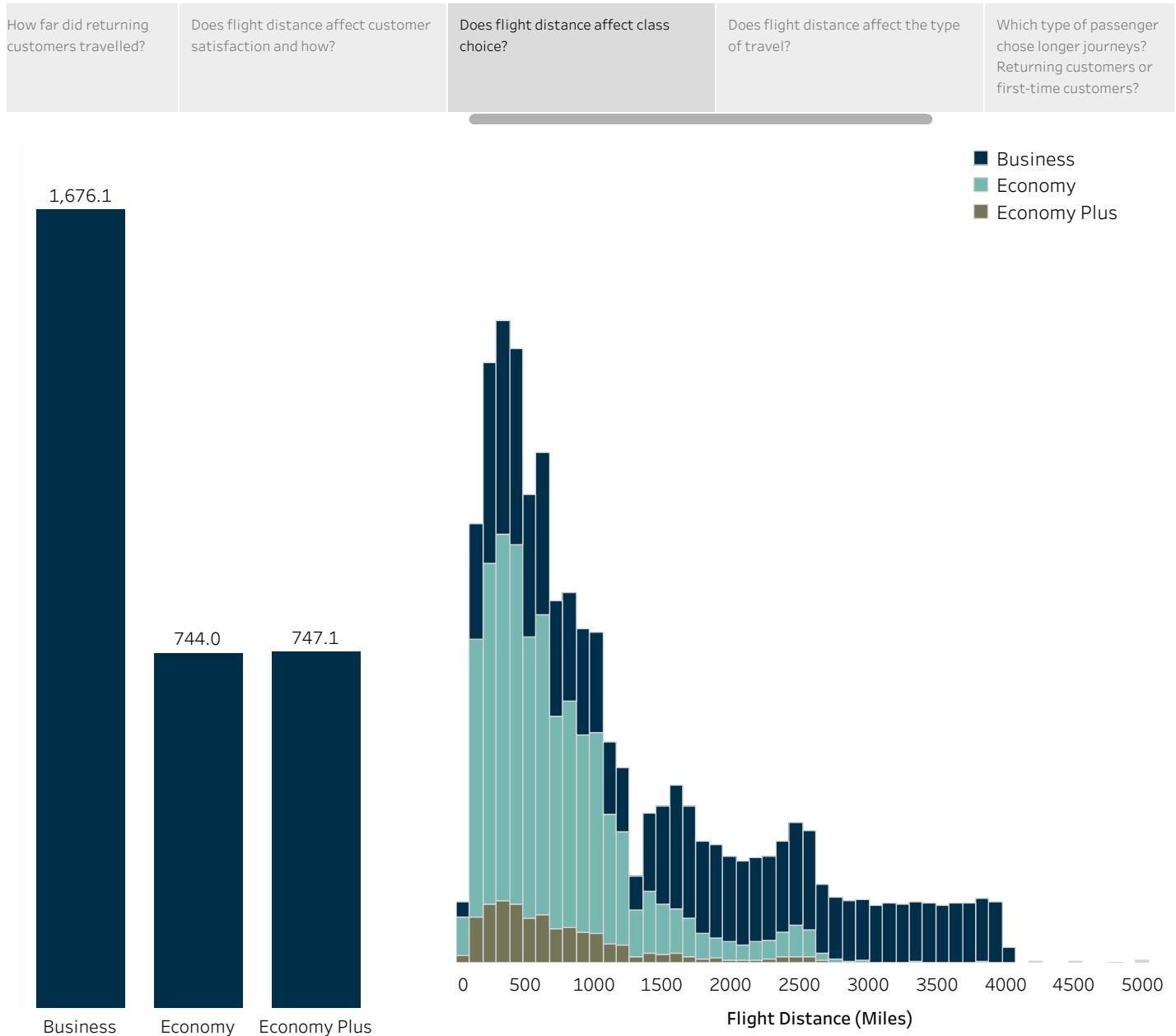
What was the main reason customers chose this airline? Did travel reason have an impact ..	What is the customer profile for a repeating airline passenger?	How far did returning customers travelled?	Does flight distance affect customer satisfaction and how?	Does flight distance affect class choice?
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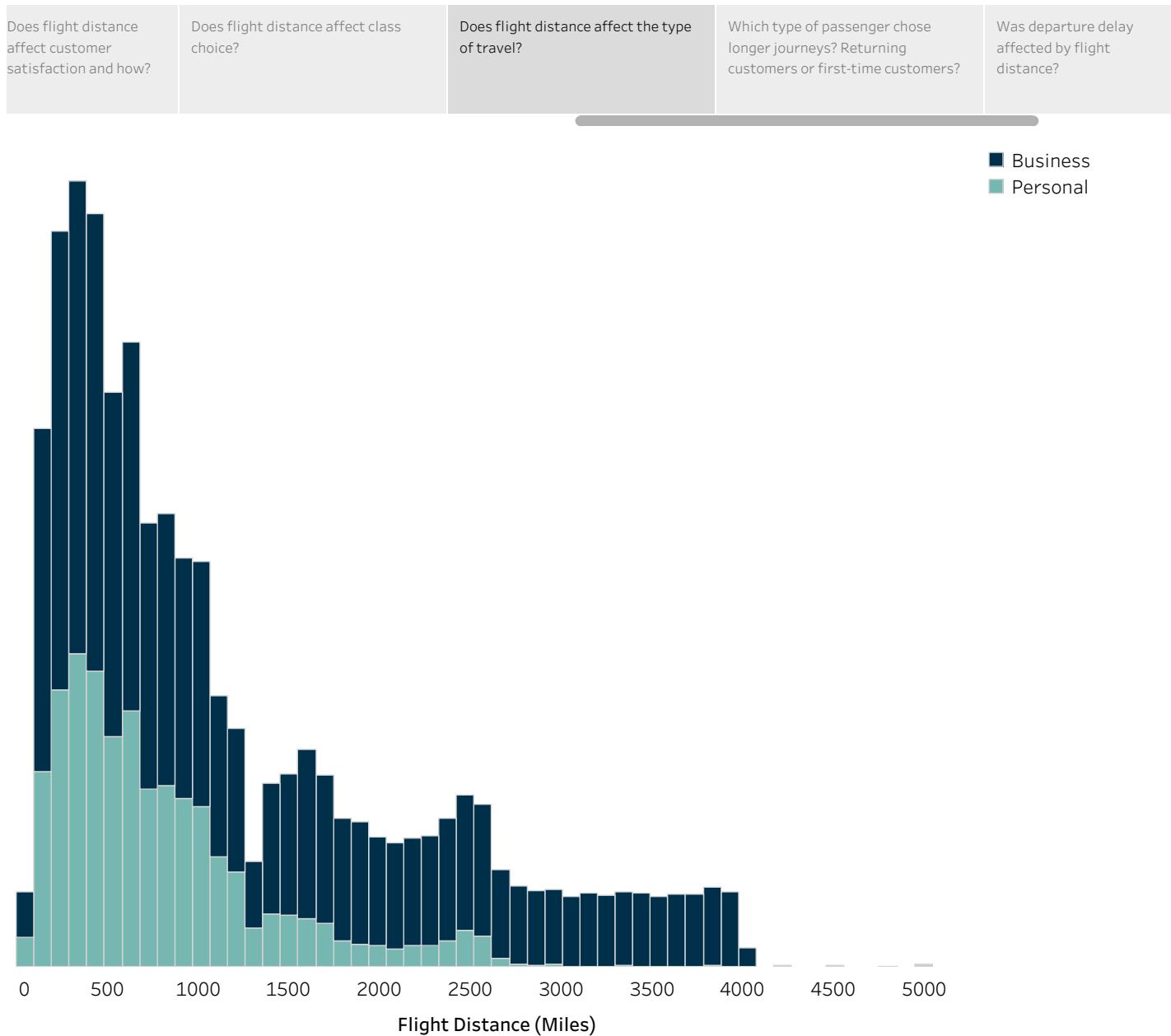
Airline Passenger Satisfaction



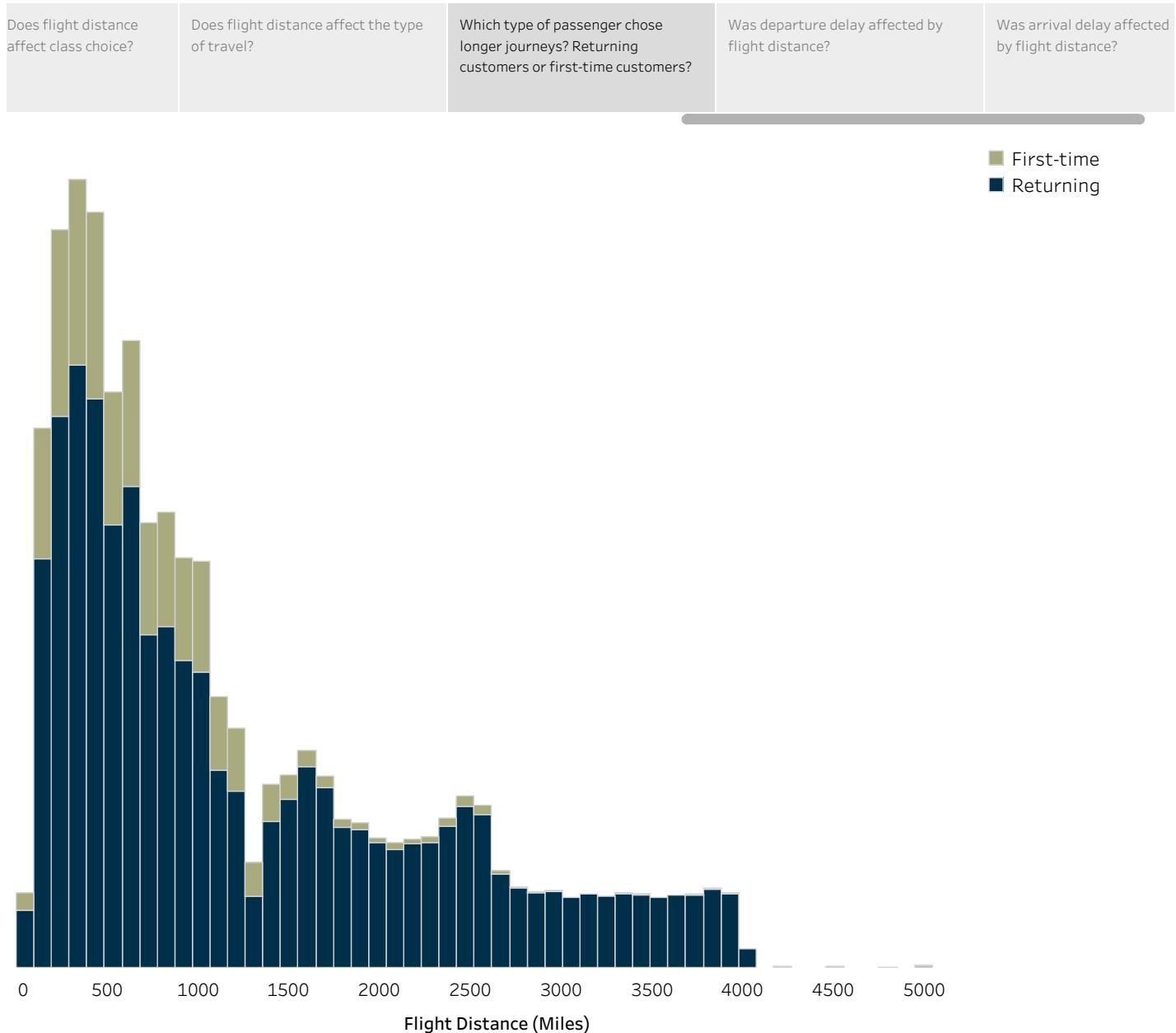
Airline Passenger Satisfaction



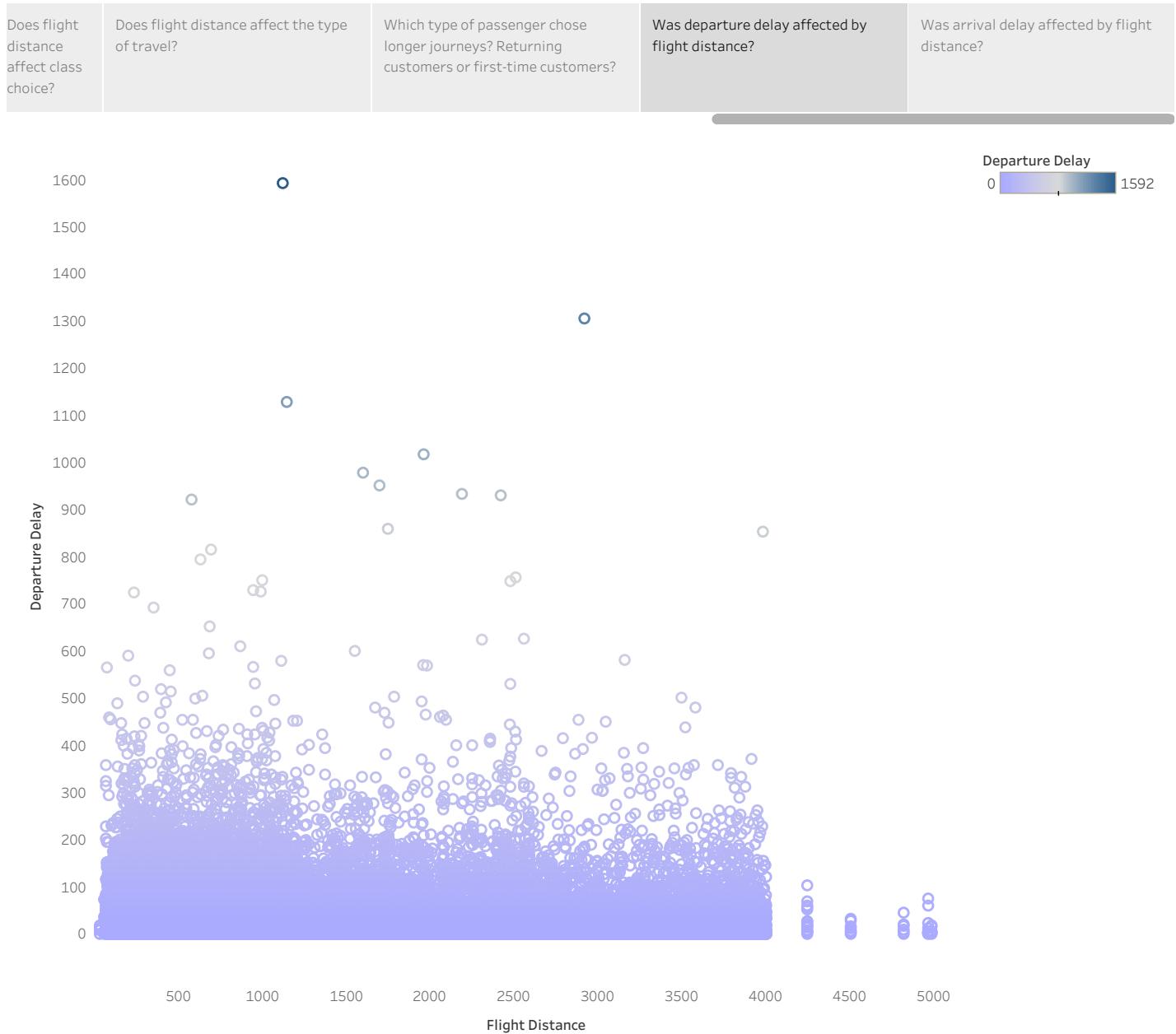
Airline Passenger Satisfaction



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Airline Passenger Satisfaction



Airline Passenger Satisfaction

