

Airline Passenger Satisfaction Analysis

Total Customers

130K

Arrival delay

15.09

Departure Delay

14.71

Arrival delay %

44%

Departure Delay %

43.5%

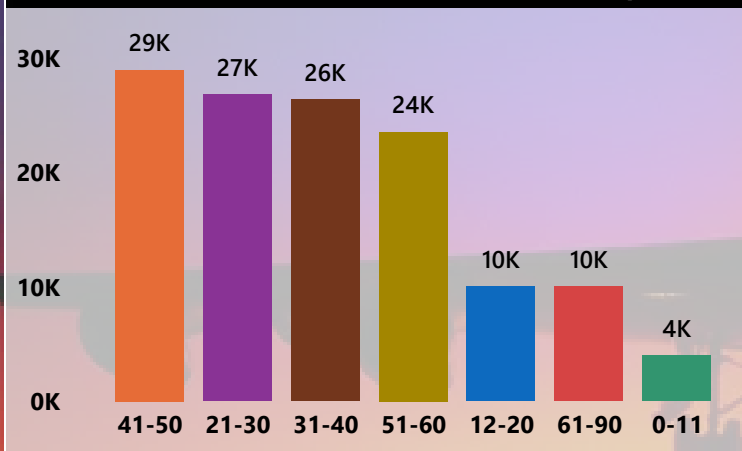
Class

- ☐ Business
- ☐ Economy
- ☐ Economy Plus

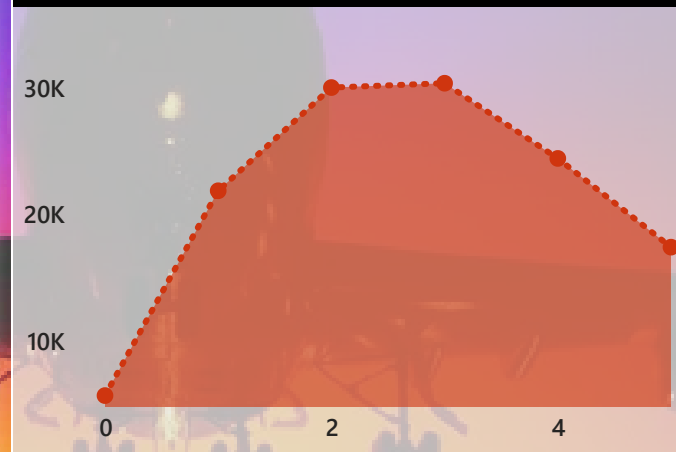
Travel

- ☐ Business
- ☐ Personal

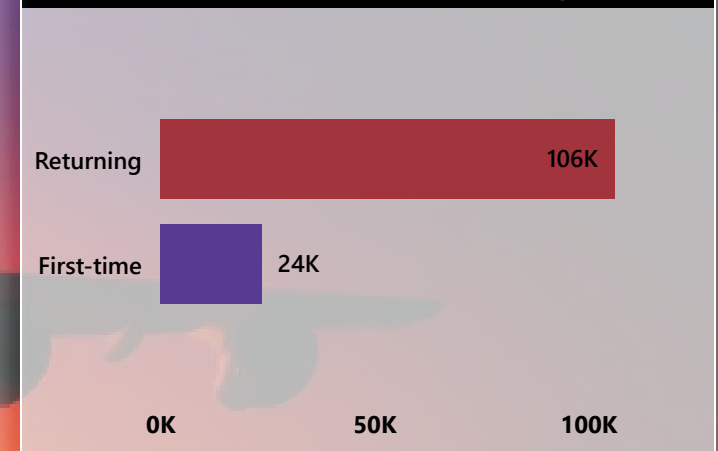
Passenger travelled by Age group



Passengers Travelled by Online Booking

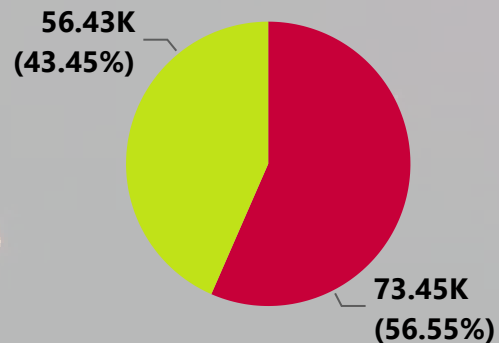


Passengers Travelled by Type



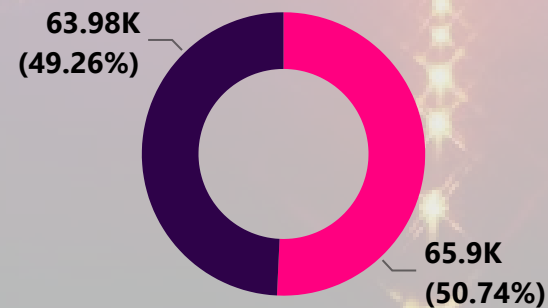
Passengers Satisfaction

Satisfacti... ● Neutral or Dissatisfied ● Satisfied

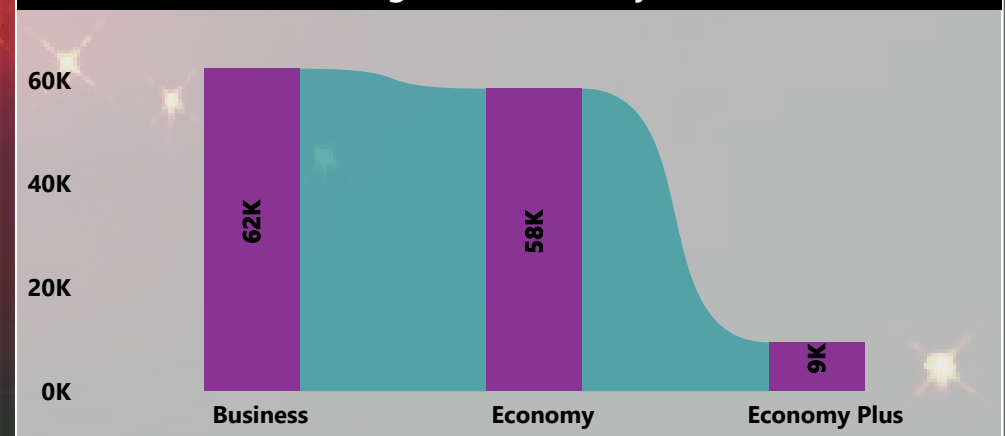


Passenger Travelled by Gender

Gender ● Female ● Male



Passengers Travelled by Class



RATINGS BY PASSENGER'S

Average Ratings

Average of In-flight Service

3.64

Average of On-board Service

3.38

Average of Online Boardi...

3.25

Average of Food and Dri...

3.20

Average of Baggage Handling

3.63

Average of Leg Room Service

3.35

Average of Gate Location

2.98

Average of Seat Comfort

3.44

Average of Cleanliness

3.29

Average of In-flight Wi...

2.73