Maven Airlines Passenger Satisfaction Dashboard ✈️

INSIGHTS FROM THE DATA:
- Returning type customers are more satisfied than the first time customers
- Business travelers are more satisfied than personal travelers
- Business class passengers are more satisfied than Economy class and Economy Plus passengers
- Female passengers are satisfied as compared to male passengers
- People with 39 age group are more satisfied than people with 85 age group
- Passengers are satisfied with the online boarding services and dissatisfied with the in-flight services

STRATEGIES FOR ENHANCING SATISFACTION RATES FOR MAVEN AIRLINES:
- More focus required on first time travelers and improving services in Economy class and Economy plus class
- Services like: in-flight services, baggage handling, departure and arrival time convenience, gate location, ease of online booking and in-flight internet services need to be improve

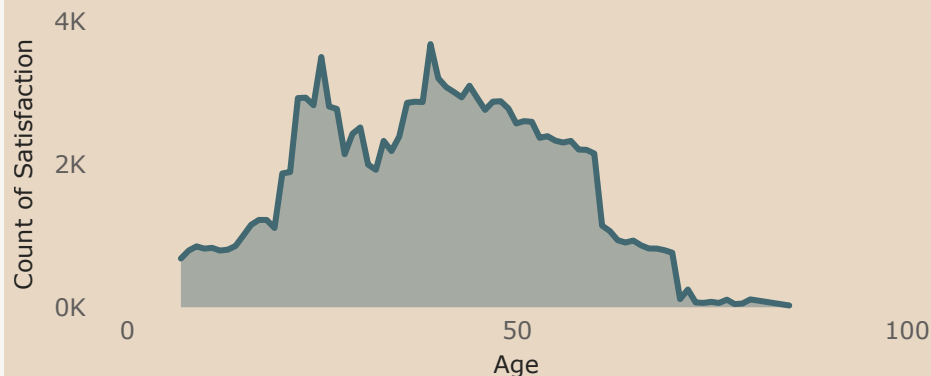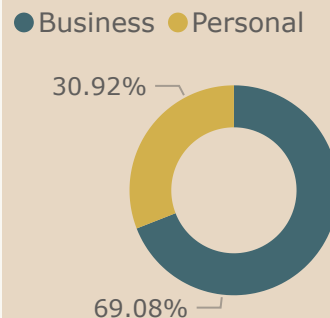| **14.64**	**15.09**
Average of Departure Delay	Average of Arrival Delay
129880	**154M**
Total Passengers	Flight Distance

Count of Satisfaction by Age

Count of Satisfaction by Type of Travel
- Business
- Personal

30.92%
69.08%

Count of Satisfaction by Class
- Business
- Econo...
- Econo...

7.24%
47.87%
44.88%

Count of Satisfaction by Customer Type
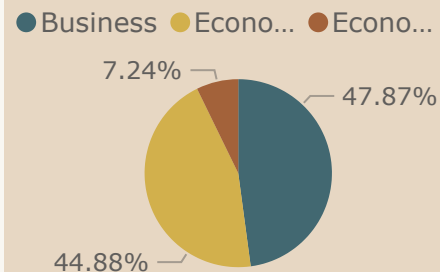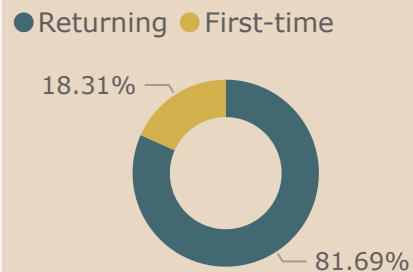- Returning
- First-time

18.31%
81.69%

Count of Satisfaction by Gender
- Female
- Male

49.26%
50.74%

Satisfaction and dissatisfaction rating by services
- Online Boarding
- On-board Service
- Leg Room Service
- In-flight Wifi Servi...
- In-flight Service
- In-flight Entertain...
- Seat Comfort
- Gate Location
- Food and Drink
- Ease of Online Bo...
- Departure and Arr...
- Cleanliness
- Baggage Handling
- Check-in Service

Satisfied / Neutral or Dissatisfied
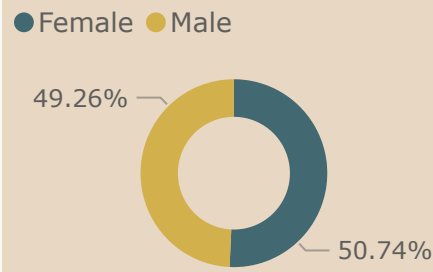
✈️ Airlines Passenger Satisfaction Dashboard ✈️

Gender
All

Type of Tra...
All

Class
All

Satisfaction
All

Customer ...
All

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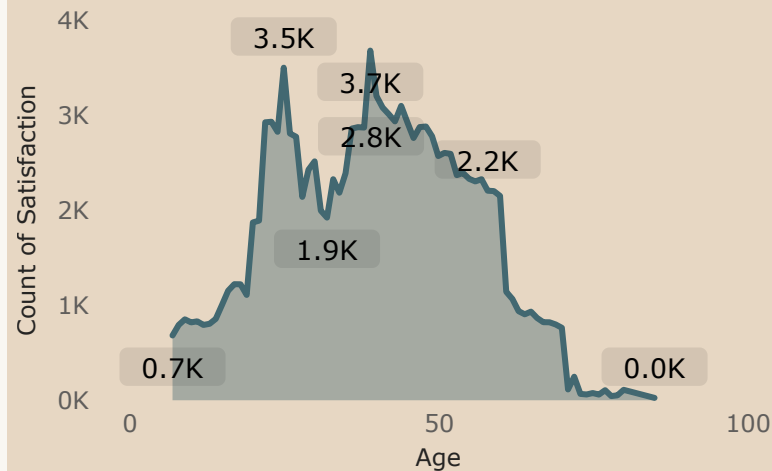
129880
Total Passengers

Satisfaction by Age

14.64
Average of Departure Delay

154M
Flight Distance

15.09
Average of Arrival Delay

In-flight Wifi Service
54.57% ★★★☆☆ 2.73/5

Seat Comfort
68.83% ★★★⯨☆ 3.44/5

Check-in Service
66.12% ★★★☆☆ 3.31/5

Leg Room Service
67.02% ★★★☆☆ 3.35/5

Ease of Online Booking
55.14% ★★★☆☆ 2.76/5

On-board Service
67.66% ★★★⯨☆ 3.38/5

Gate Location
59.54% ★★★☆☆ 2.98/5

Food and Drink
64.09% ★★★☆☆ 3.20/5

In-flight Service
72.85% ★★★⯨☆ 3.64/5

In-flight Entertainment
67.16% ★★★⯨☆ 3.36/5

Online Boarding
65.05% ★★★☆☆ 3.25/5

Departure & Arrival Time Convenience
61.15% ★★★☆☆ 3.06/5

Cleanliness
65.72% ★★★⯨☆ 3.29/5

Baggage Handling
72.64% ★★★⯨☆ 3.63/5