**Airline Passenger Satisfaction**

**Luluh Al Quraishi**

# Agenda

- Abstract
- Data Description
- EDA
- Re-Processing
- Model Evaluation

# Abstract

Airlines strive to satisfy the passengers in all respects .

Through Technology and Advanced science, Airline companies can predict the satisfaction of the traveler.
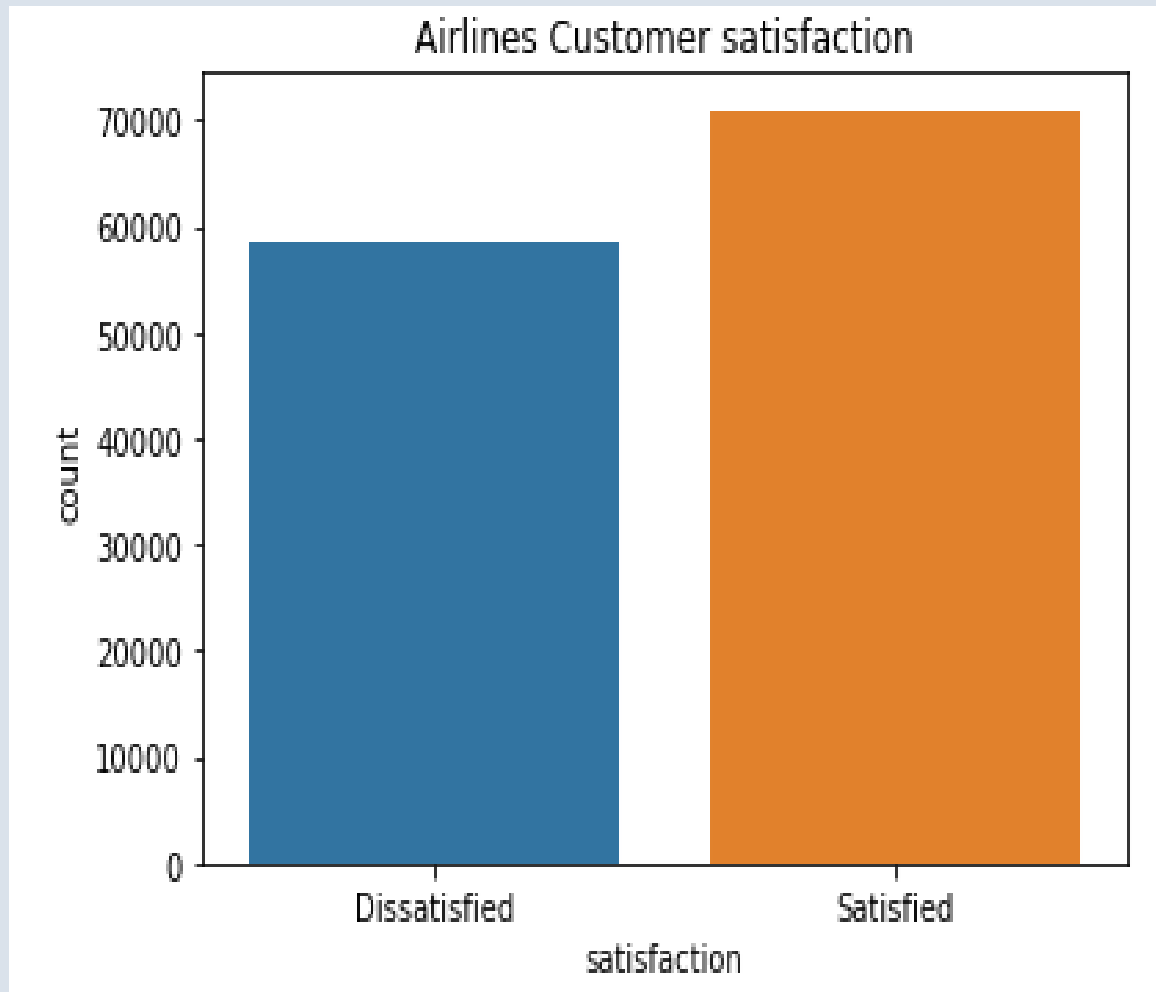
# Data Description

Around **130,000** survey entries.

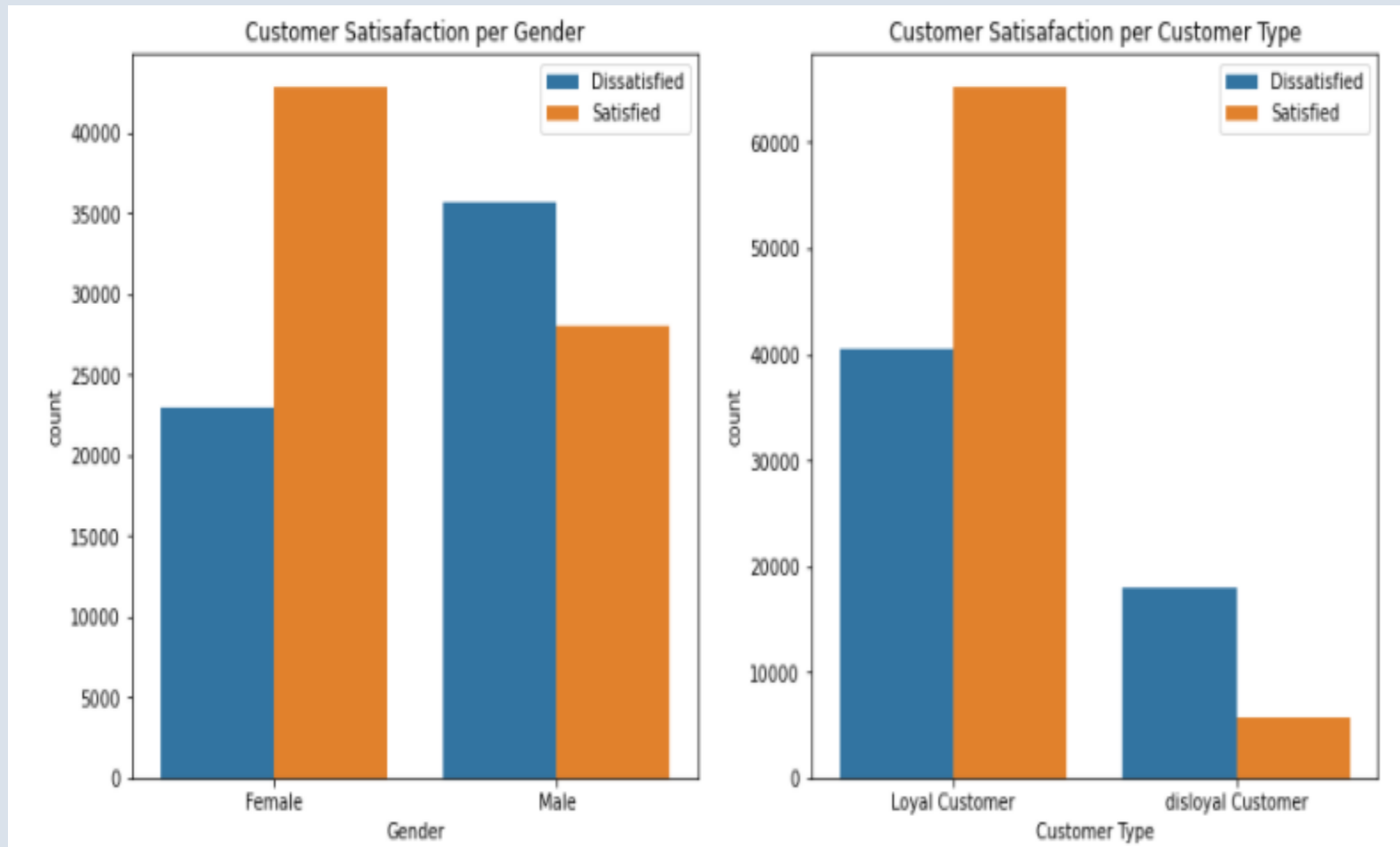**23** feature columns and the passengers rate the flight experience on a scale of 1 to 5.

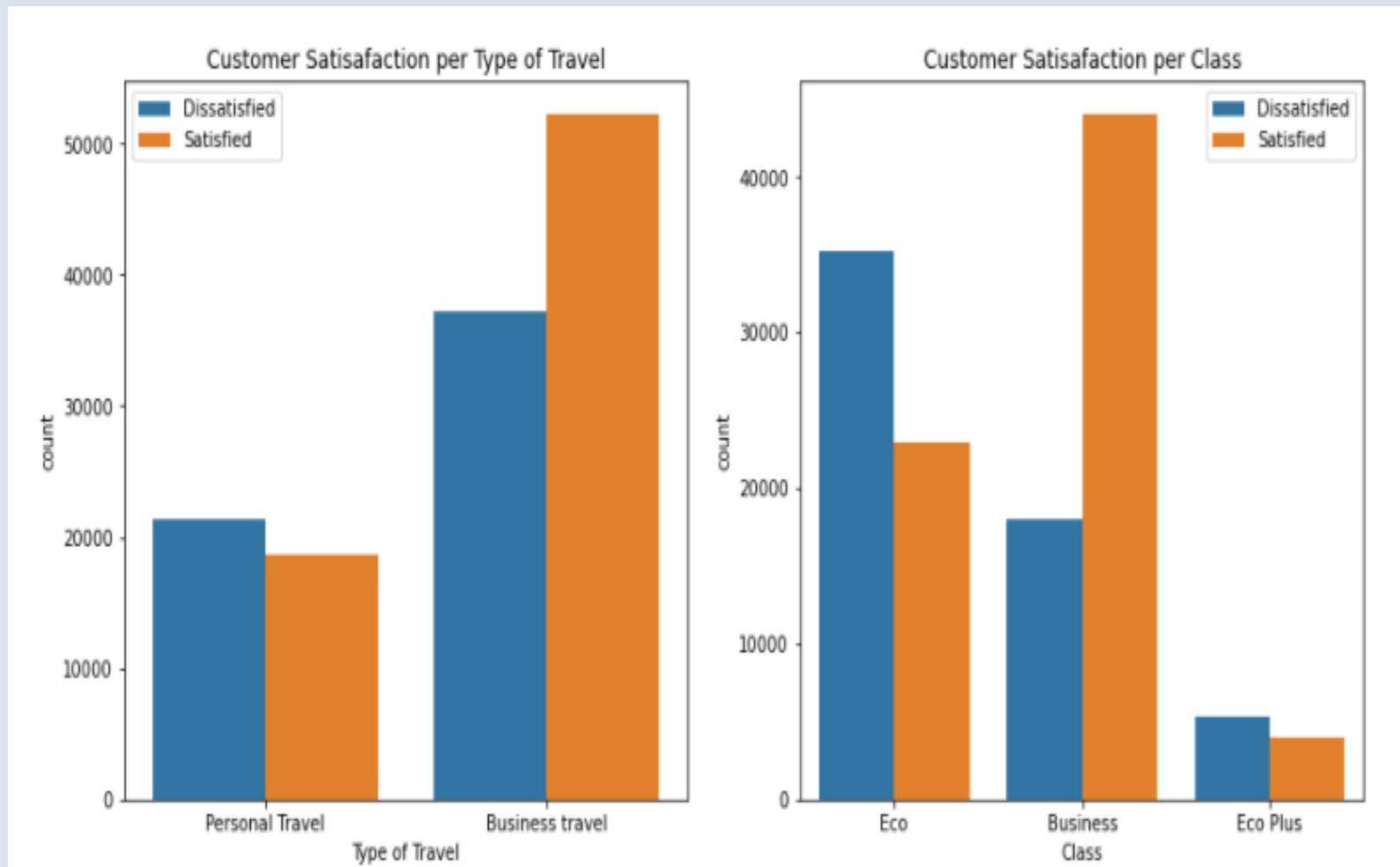**Target** -> **Satisfied**

# Exploratory Data Analysis (EDA)



Airlines Customer satisfaction

**Balanced Dataset**

# Exploratory Data Analysis (EDA)

# Exploratory Data Analysis (EDA)

# Re-Processing

- **Cleansing**

There is a NULL value in of the columns .

# Re-Processing

- **Split :**

The data has been split to Train data & Test Data
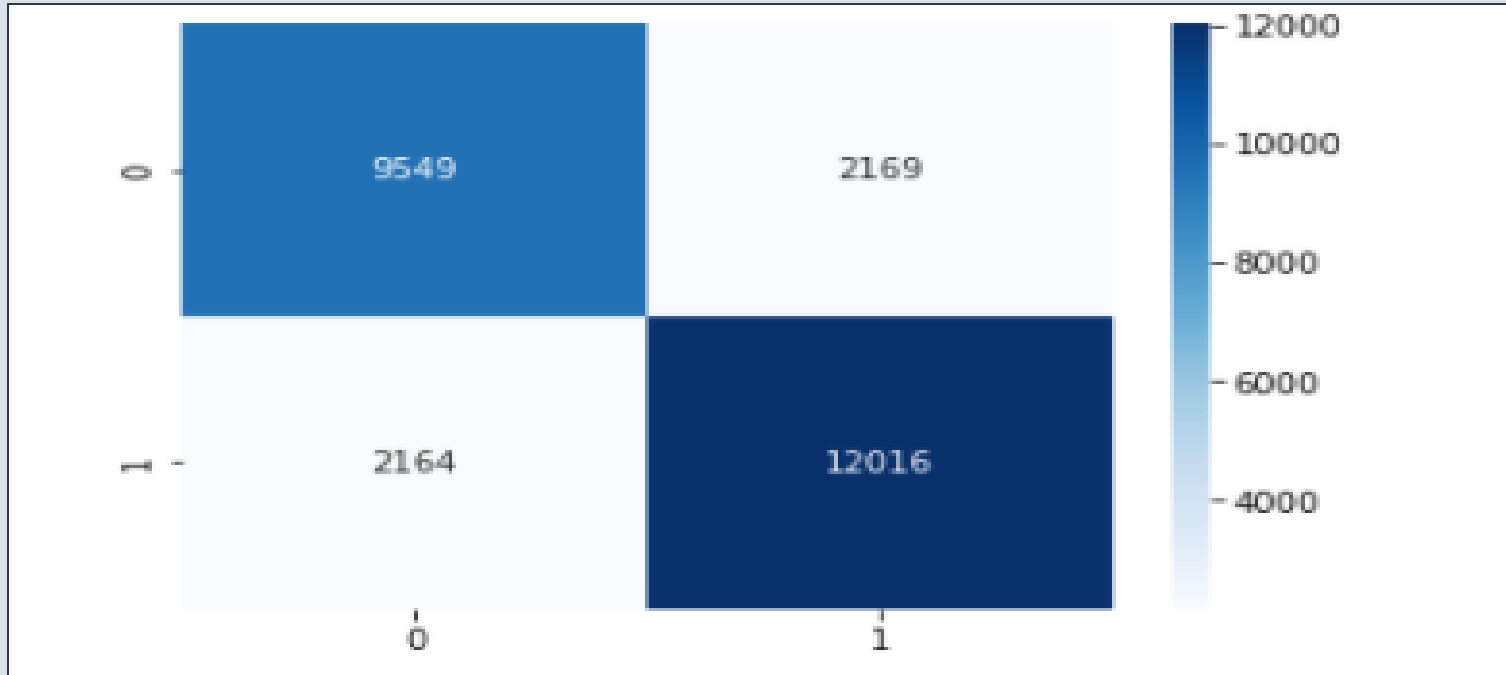
# Model Evaluation

1) Logistic Regression

Training Accuracy: % 83.62
Test Accuracy: % 83.27

# Model Evaluation

2) Confusion Matrix

# Thank You ..