**Passengers Satisfaction**

Airlines company always strive to satisfy the passengers , Also the airlines need to know on which aspect of the services offered by them have to be emphasized more to improve passenger's Satisfaction , And through data science, we can predict passengers satisfaction .

The main purpose of this dataset is to predict whether a future customer would be satisfied with their service given the details of the other parameters values.

The used dataset from Kaggle (<https://www.kaggle.com/sjleshrac/airlines-customer-satisfaction> ) contains around 130,000 survey entries. There are 23 feature columns and the passengers rate the flight experience on a scale of 1 to 5.

**Exploratory Data Analysis :**

* Who’s will satisfied more by Gender, Travel Type & Class ?
* Is the traveler's age related to satisfaction?
* Is the delay of the trip will affect the satisfaction ?

**Data Description:**

1. Satisfaction: Airline satisfaction level(satisfied or dissatisfaction)
2. Gender: Gender of the passengers (Female, Male)
3. Customer Type: The customer type (Loyal customer, disloyal customer)
4. Age: The actual age of the passengers
5. Type of Travel: Purpose of the flight of the passengers (Personal Travel, Business Travel)
6. Class: Travel class in the plane of the passengers (Business, Eco, Eco Plus)
7. Flight distance: The flight distance of this journey
8. Seat comfort: Satisfaction level of Seat comfort
9. Departure/Arrival time convenient: Satisfaction level of Departure/Arrival time convenient
10. Food and drink: Satisfaction level of Food and drink
11. Gate location: Satisfaction level of Gate location
12. Inflight wifi service: Satisfaction level of the inflight wifi service (0:Not Applicable;1-5)
13. Inflight entertainment: Satisfaction level of inflight entertainment
14. Online support: Satisfaction level of online support
15. Ease of Online booking: Satisfaction level of online booking
16. On-board service: Satisfaction level of On-board service
17. Leg room service: Satisfaction level of Leg room service
18. Baggage handling: Satisfaction level of baggage handling
19. Check-in service: Satisfaction level of Check-in service
20. Cleanliness: Satisfaction level of Cleanliness
21. Online boarding: Satisfaction level of online boarding
22. Departure Delay in Minutes: Minutes delayed when departure
23. Arrival Delay in Minutes: Minutes delayed when Arrival

In this project I will use the following libraries to help us with implement the model : numpy, pandas .

In order to improve accuracy of the model , will remove the unhelpful columns , dealing with incorrect value ”Cleaning” .