

Flight Passengers Satisfaction - Power BI Desktop

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This data shows percentage of Customer Satisfaction and Dissatisfaction. The objective of the project is to determine what factors might affect the satisfaction rate of Customers

Metric	Value
Percentage of Satisfied Customer	43.90%
Avg Departure Delay (Min)	14.31
Total Customers	25.98K
Percentage of Dissatisfied Customer	56.10%

Visualizations >> << Filters

Build visual Visualize

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Values

Add data fields here

Drill through Cross-report Keep all filters On Off Add drill-through fields here

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Class

Select allBusinessEcoEco Plus

Customers by Age Category

Distribution of Satisfaction by Age Category

Customers by Age Category and Loyalty

VisualizationsData

Build visual

Filters

test (1)

Visuals pane with various chart types and data fields.

Values: Add data fields here, Drill through, Cross-report, Keep all filters, Add drill-through fields here.

infight factors

Satisfaction by Flight Distance

Delay

· The chart illustrates that across various age groups, **Passenger Satisfaction** is notably **highest** in the business class compared to others

· A possible explanation could be the **superior in-flight services** provided in business class

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Average Rating of Seat comfort by Gender and Class

Class ● Business ● Eco ● Eco Plus

Gender	Business	Eco	Eco Plus
Female	3.78	3.28	3.20
Male	3.77	3.03	3.00

Average Rating of Seat comfort

Average Rating of Inflight entertainment by Gender and Class

Class ● Business ● Eco ● Eco Plus

Gender	Business	Eco	Eco Plus
Female	3.65	3.11	3.03
Male	3.66	3.07	3.04

Average of Inflight entertainment

Average Rating of Inflight service by Gender and Class

Class ● Business ● Eco ● Eco Plus

Gender	Business	Eco	Eco Plus
Female	3.84	3.57	3.46
Male	3.87	3.38	3.27

Average of Inflight service

Average of Inflight will service by Gender and Class

Class ● Business ● Eco ● Eco Plus

Gender	Business	Eco	Eco Plus
Female	2.80	2.67	2.70
Male	2.76	2.67	2.73

Average of Inflight will service

It is evident that the ratings for various in-flight services, including Wi-Fi, seat comfort, legroom, and overall services, are notably higher in the business class when compared to both economy and eco plus.

Customer Type
☐ Select all
☐ disloyal Customer
☐ Loyal Customer

Visualizations >> Data

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Filters

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Drill through Cross-report Keep all filters On Off

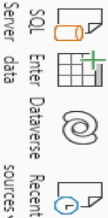
Add drill-through fields here



Clipboard



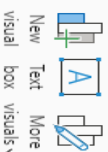
Data



Data



Queries



Insert



Calculations



Sensitivity



Share

Types of Travel

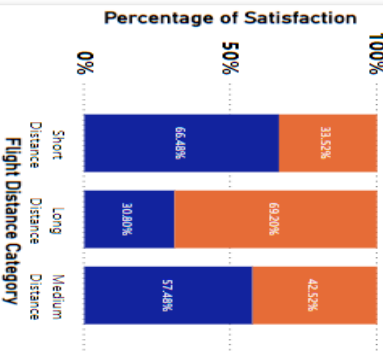
Select all

Business travel

Personal Travel

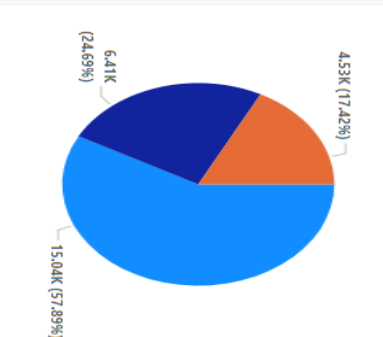
Satisfaction and Dissatisfaction based on Flight Distance

● neutral or dissatisfied ● satisfied



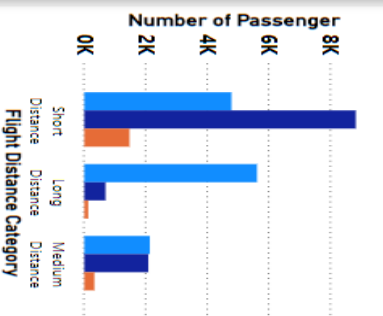
Distribution of Customers Based on Flight Distance

Flight Distanc... ● Short Distance ● Long Distance ● Medium ...



Count of Passenger by Flight Distance Category and Class

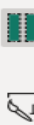
Class ● Business ● Eco ● Eco Plus



. Satisfaction percentage **Increases** with increase in Distance as duration of flight increases and there is more time for customers to explore the inflight facilities.
. Satisfaction is most in **Business Class**

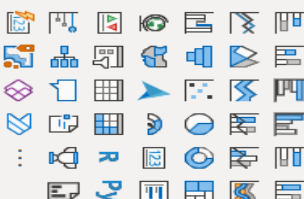
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Values

Add data fields here

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Add drill-through fields here

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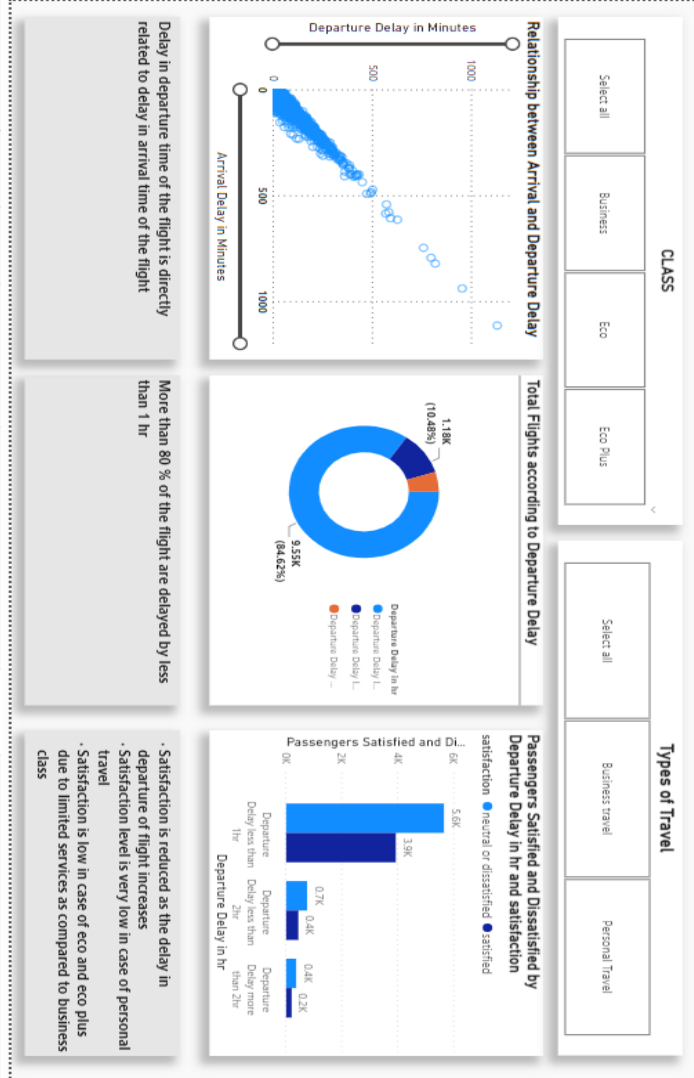
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inflight factors

Satisfaction by Flight Distance

Delay

Visualizations

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