

## Model Development Phase Template

Date	1 July 2024
Team ID	team-739896
Project Title	Identifying Airline Passenger Satisfaction Using Machine Learning
Maximum Marks	5 Marks

## Feature Selection Report Template

In the forthcoming update, each feature will be accompanied by a brief description. Users will indicate whether it's selected or not, providing reasoning for their decision. This process will streamline decision-making and enhance transparency in feature selection.

Feature	Description	Selected (Yes/No)	Reasoning
Unnamed:0	Undefined column	No	Feature name is not mentioned
id	Passenger id	No	Passenger id is not necessary to identify whether passenger satisfied with airlines or not
Gender	Passenger's gender	Yes	Ensure the comfort and safety of all passengers and crew members
Age	Passenger's age	Yes	the process of analyzing or understanding behavior, preferences,

			capabilities, or needs based on a person's age group
Type of Travel	Purpose of travel undertaken by the passenger.	No	Categorised based on the purpose and nature of the journey
Class	service class that the passenger booked for their flight.	Yes	Different catagories and levels of service provided to passengers
Flight Distance	The total distance of the flight.	Yes	involves analyzing how the length of a flight impacts various aspects of the passenger experience and airline operations
Inflight Wifi Services	Internet connectivity provided to passengers during a flight journey.	Yes	Allow passenger to stay connected to the internet for work, entertainment, or communication
Departure/ Arrival Time Convenient	Rating provided by passengers regarding the convenience of the departure and arrival times of their flight.	Yes	Impacts passenger travel planning, efficiency and overall experience
Ease of Online Booking	How easy and convenient it was to book flight tickets through the airline's	Yes	Refers to the process of reserving and purchasing airline tickets through the internet

	website or mobile app		
Gate Location	satisfaction with the location of the departure gate within the airport terminal.	Yes	Specific area where passengers board their flight
Food and Drink	passengers' satisfaction with the quality, variety	Yes	Consumption of meals, snacks and beverages by passengers during flights
Online Boarding	passengers' satisfaction with the ease and convenience of checking in for their flight via the airline's website or mobile app.	Yes	Passengers use their mobile devices or computers to check in for a flight ,receive a digital boarding pass
Seat comfort	passengers' satisfaction with the comfort and ergonomics of their seating arrangements during the flight.	Yes	Evaluating various factors that contribute to the comfort and satisfaction of airline passengers with their seating arrangements.
Inflight Entertainment	Entertainment options available to passengers during a flight,	Yes	Enhance the travel experience and provide passengers with the variety of choices to pass the time

	such as movies, TV shows, music.		
On Board Service	Quality and level of service provided to passengers by the cabin crew during a flight.	Yes	Range of services and amenities provided to passengers during a flight
Leg room service	Passengers to stretch their legs while seated onboard an aircraft.	Yes	The amount of space between seats in terms of seat pitch and seat width
Baggage Handling	Airlines manage passengers' checked baggage from check-in to its delivery at the destination airport	Yes	Process of managing passengers luggage from check in to arrival at the destination
Check in Service	The process and experience of checking in for a flight, either at the airport or online.	Yes	passengers' satisfaction with the check-in process, whether it's done at the airport or online.
Inflight Service	The services provided to passengers during a flight on an airplane	Yes	Enhance the overall service experience and meet the expectations of their passengers

Cleanliness	Ensures passengers comfort health and safety	Yes	Airlines can enhance the overall passenger experience, promote health and safety, and contribute to positive perceptions of their brand and service quality
Departure Delay in Minutes	The amount of time beyond the scheduled departure time	Yes	Each situation is unique ,airlines work to minimize these delays whenever possible to ensure smooth operations
Arrival Delay in Minutes	The amount of time by which a flight arrives later than its scheduled arrival time.	Yes	Airlines and airports work to manage these situations to minimize in convenience to passengers and ensure safety and efficiency in operations
Satisfaction	Contribute overall comfort, experience, convenience during a flight	Yes	analyzing the factors that contribute to passenger satisfaction in the context of airline services.