



MAVEN AIRLINE PASSENGER SATISFACTION



Insights from passenger's survey.

The latest passenger survey results just came in and it looks like the satisfaction rate dipped **under 50%** for the first time ever.



Airline Details

Flight Distance
154,598,293.00 Miles

Avg. Arrival Delay
15.09 mins

Avg. Departure Delay
14.71 mins

Passenger's Demography



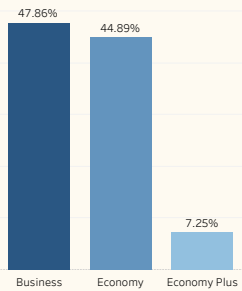
50.7%



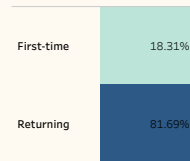
49.3%

129,880

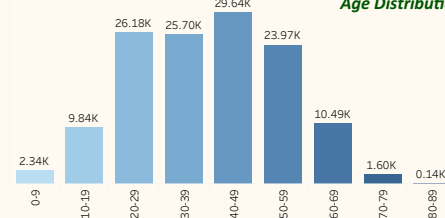
Travel Type by Passenger



Passenger type



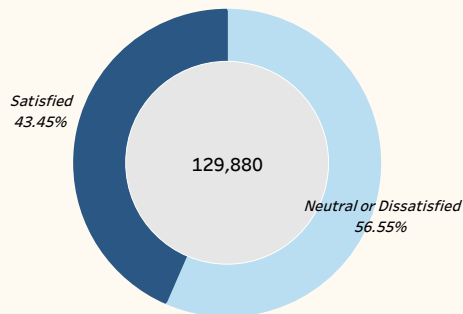
Age Distribution



People between the age bracket of **40-49** patronize the airline followed by people in age bracket **20-29**

Business classes has the highest number of bookings with about **47.86%** and Economy Plus class has the least bookings with **7.25%**.
Most of the Passengers are Returning Passenger

Satisfaction Rate



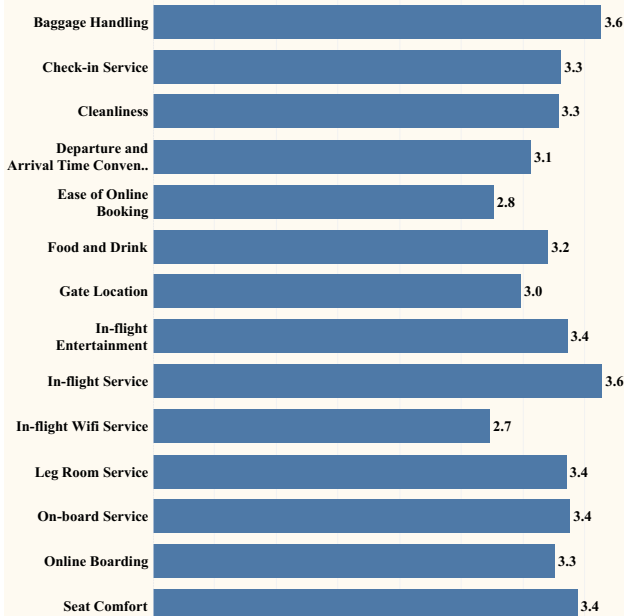
Satisfaction rate by class

	Neutral or Dissatisfied	Satisfied
Business	30.56%	69.44%
Economy	81.23%	18.77%
Economy Plus	75.36%	24.64%

56.55% of the passengers are not satisfied with the services rendered by the airline , majority of them are those that travel with the **Economy** and the **Economy Plus** Class

Services Rendered

Services Rendered Average



Key Insights and Recommendations



1. The main focus should be placed on passengers that board the Economy and Economy Plus class
2. Services like In-flight Wifi Services, Ease of Online Booking should be improved.
3. Depature and Arrival time Convenience should be improved by reducing the Arrival and Depature delay time.
4. Services to passengers between the age of **20-59** should be improved as they occupy the largest number of passengers. Services like Online booking ease and In-flight services to this group will increase the satisfaction rate.

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