# **Airbnb Response Guest Experience Survey**

## Name: Rishav Rana

## Student Id: 0800062

**Raw Survey dataset**

Graphical user interface, text, application

Description automatically generated

**Cleaned dataset.**

**Graphical user interface, text, application

Description automatically generated**

**Cleaning data**

For the data cleaning:

1. Timestamp and Name columns were removed as they did not have much significance in the survey analysis.
2. Column names were shortened for better readability.

**Analyzing Data**

* How often have you used Airbnb in the past year?
* How did you first hear about Airbnb?
* How easy was it to navigate Airbnb's website or app?
* How would you rate the accuracy of the information provided on Airbnb's website or app?
* How would you rate the overall cleanliness of the Airbnb accommodations you've stayed in?
* How would you rate the overall communication with the Airbnb host(s)?
* How would you rate the accuracy of the listing description on Airbnb?
* How likely are you to recommend Airbnb to a friend or family member?
* Have you ever had any issues with an Airbnb host or accommodation?
* How quickly was the issue resolved by Airbnb customer service?
* How safe did you feel in the Airbnb accommodation you stayed in?
* Have you ever felt discriminated against while using Airbnb?
* How would you rate the value for money of the Airbnb accommodations you've stayed in?
* How would you rate the overall experience of using Airbnb?
* How likely are you to use Airbnb again in the future?

**Dashboard:**

Graphical user interface, chart

Description automatically generated

**Conclusion**

As per the Survey report presented as dashboard:

1. It could be seen that visitors from different provinces of Canada visited the Airbnb.
2. It could be seen that there was a positive response from visitors as they showed prominent signs to visit back the Airbnb again.
3. Visitors stated that issue resolution service was neutral that should be worked upon and improved.
4. One of the Female visitors stated that she experienced Discrimination which should be considered, and necessary actions should be taken on it.
5. Most of the visitors visiting the Airbnb got to know about this place via social media followed up by Online Advertisement and Friends/Family.