

SAM AIRLINES PASSENGER SATISFACTION SURVEY REPORT

129.88K

Total Respondants

43%

Satisfaction Rate

57%

Dissatisfaction Rate

14.71

Avg Departure Delay(Mins)

15.09

Avg Arrival Delay(Mins)

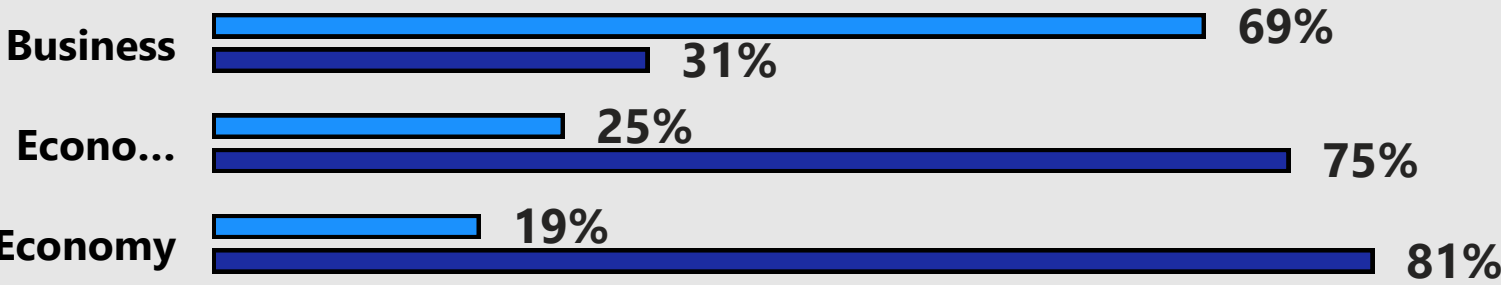
1.19K

Avg Flight Distance

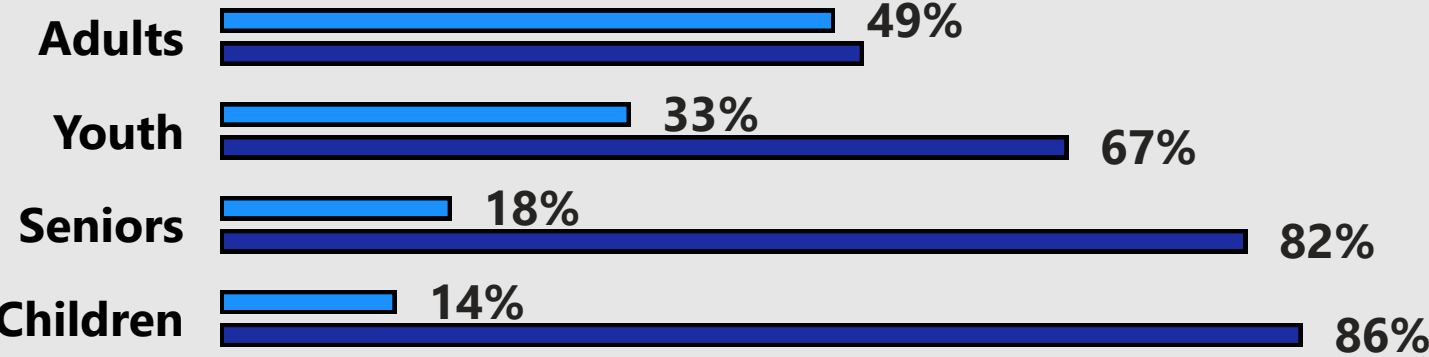


Focus On Improving Services For **Economy**

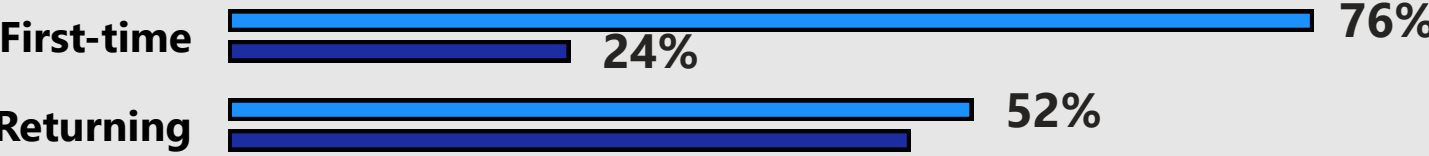
Satisfaction % and Dissatisfaction Rate by Class



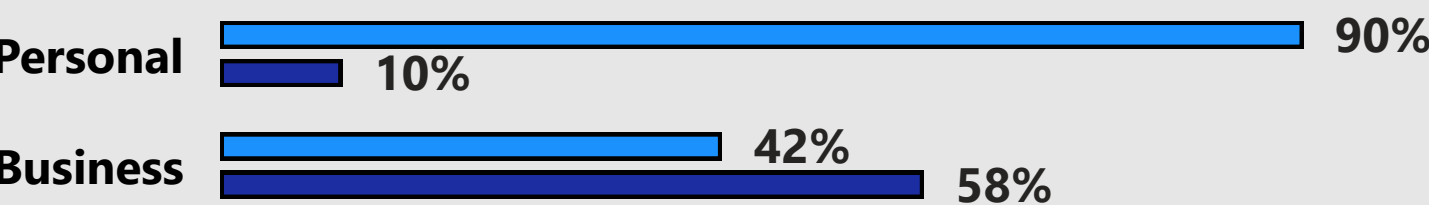
Satisfaction % and Dissatisfaction Rate by Age Group



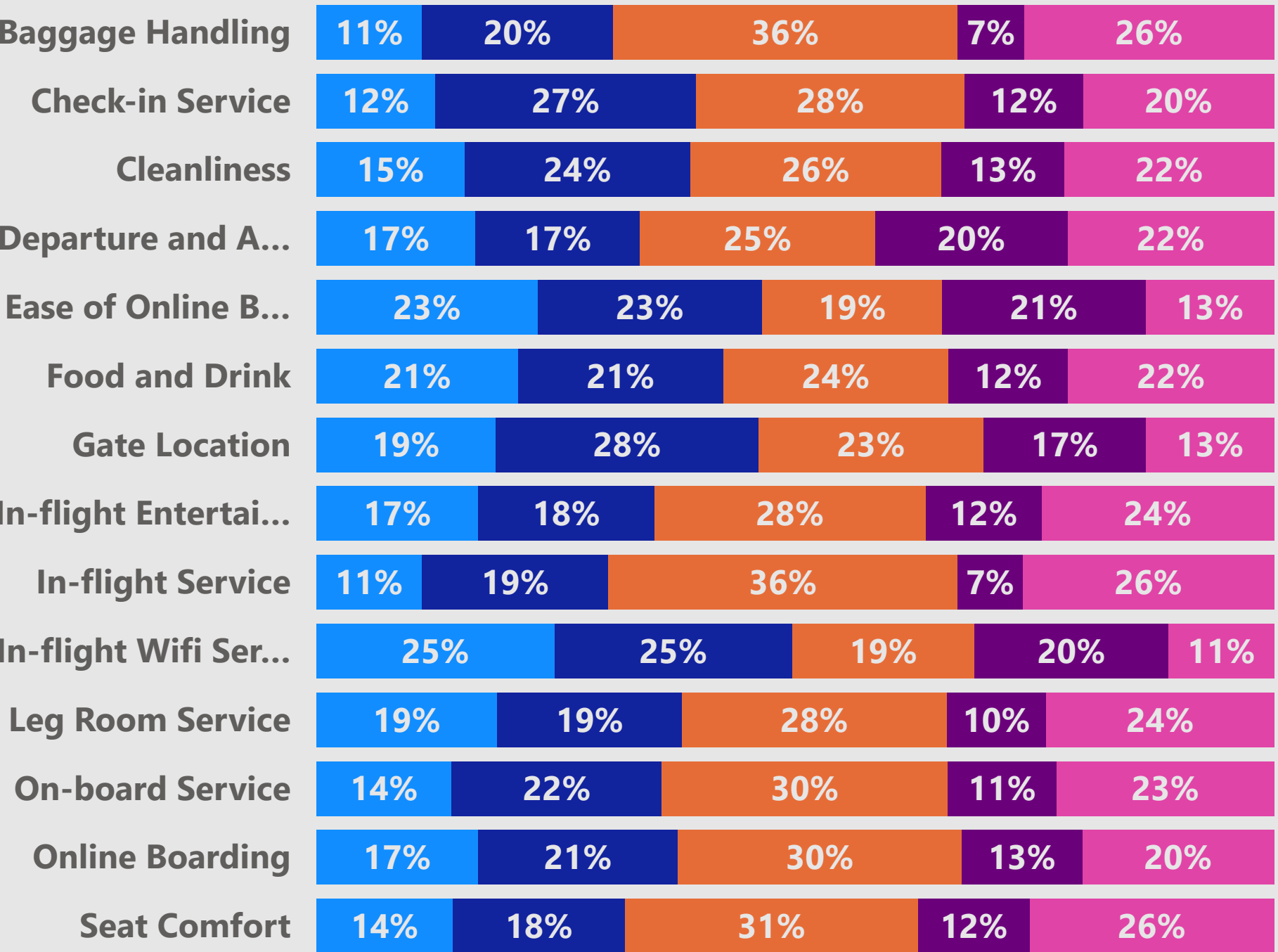
Satisfaction Vs Dissatisfaction Rate by Customer Type



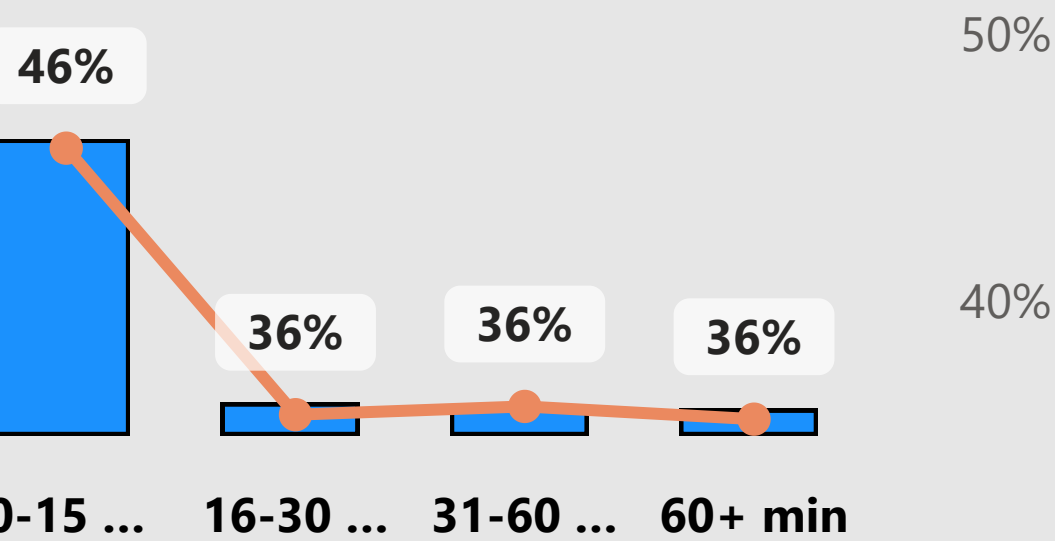
Satisfaction Vs Dissatisfaction Rate by Type of Travel



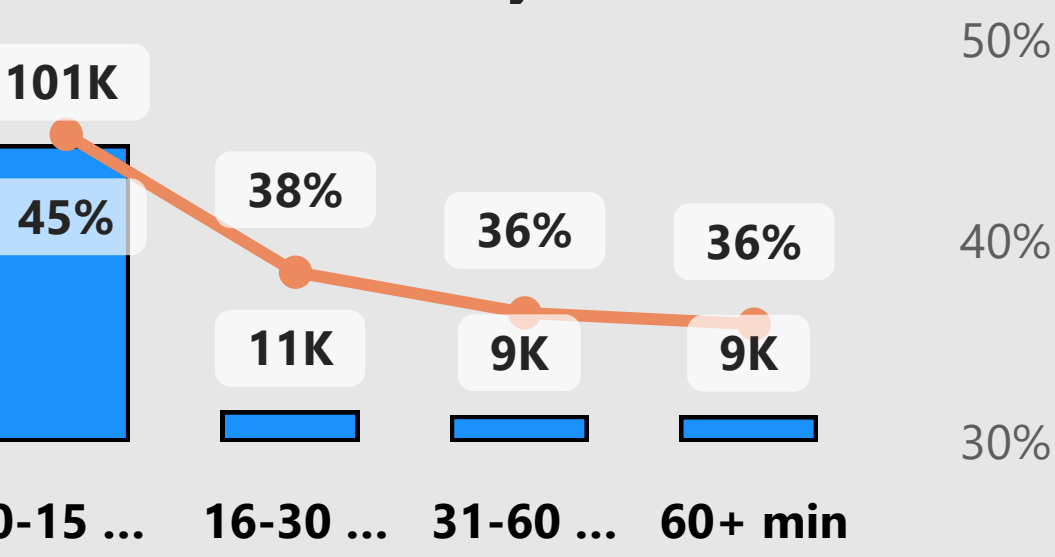
Sentiment ● Dissatisfied ● Neutral ● Satisfied ● Very Dissati... ● Very Satis...



Passengers Vs Satisfaction % by Arrival Delay



Passengers Vs Satisfaction % by Dep Delay



Key Recommendations

- 1. **Inflight Wifi Services**:-Worst rated factor. Inspection & Improvement should be done immediately to achieve quality standards.
- 2. **Online Booking**:- Should be optimized by exploring websites and customer feedbacks.
- 3. **Gate Location** :- Should be convenient & accessible for smooth boarding.
- 4. **Reducing Arrival & Departure Delay Time** :- Ensure timely departure & Arrival to improve satisfaction ratio.

Satisfied VS Dissatisfied

