



Swami Keshvanand Institute of Technology, Management & Gramothan  
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**Department of Information Technology**  
**Major Project (2022-23)**  
**ABSTRACT**

**Title: Smart App for Airport Feedback**

Airport management can quickly obtain each passenger's opinion - about airport staff, airport amenities, and general passenger perception of the airport and flights - by using digital feedback tools. It provides a platform for identifying important trends, tracking recurrent issues, and resolving them more quickly than before. Airport management can collect more passenger feedback at airports and airlines in real-time using our Smart App for Airport Feedback. To begin, we researched airport surveys and the types of services available at the airport and discovered that none of the survey forms cover all of the departments, and even if they do, they are very lengthy, so we decided to split the forms according to various departments and passengers can give reviews of all of the departments they want. We have also included graphical visualization of all the surveys so that airport management can better comprehend the survey data. We realized that the best way to tackle an issue is to look for solutions and work on that solution. We understood that in any kind of business customer satisfaction is most important, and one should do every possible action in his will to provide best experience to their customers.

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