

Airline Passenger Satisfaction Dashboard

Rating of Service Areas

Total Customers

129880

Satisfied

71087
54.73 %

Dissatisfied

58793
45.27 %

Select Rating Option

All

Seat Comfort

2.84

Departure/Arrival

2.99

Food and Drink

2.85

Gate Location

2.99

Inflight Wifi Service

3.25

Inflight Entertainment

3.38

Online Support

3.52

Ease of Online Booking

3.47

On-board Service

3.47

Legroom Service

3.49

Bagging Handling

3.70

Checking Service

3.34

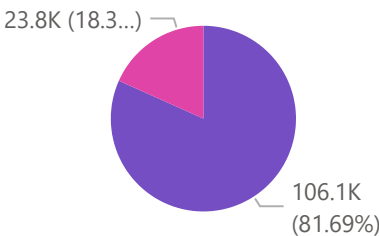
Cleanliness

3.71

Online Boarding

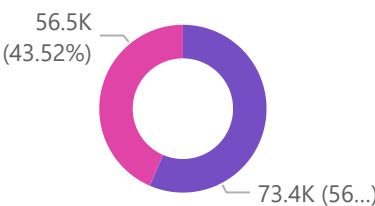
3.35

Customers Loyalty



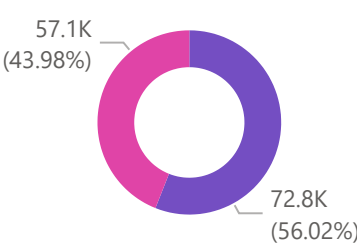
● Loyal Customer ● disloyal Customer

Departure Delay



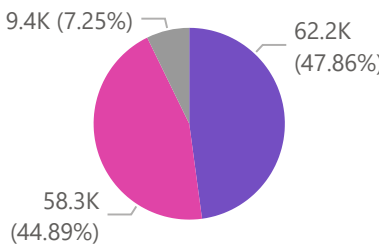
● Not Delayed ● Delayed

Arrival Delay



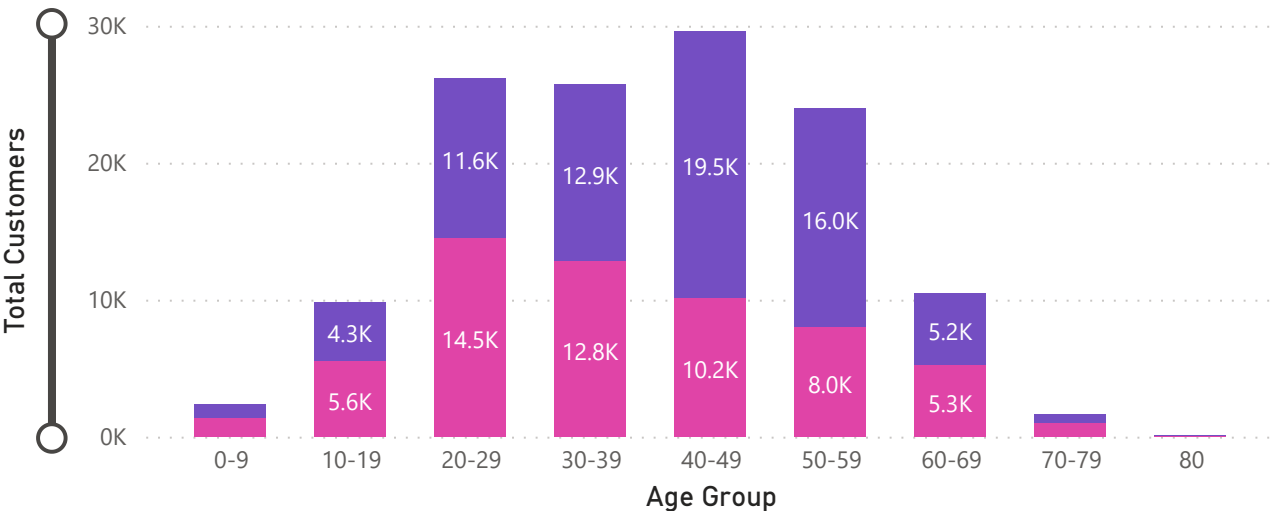
● Not Delayed ● Delayed

Customers Class



● Business ● Eco ● Eco Plus

Customer Satisfaction by Age Group



● dissatisfied ● satisfied

Customers Rating

