Context

This dataset contains an airline passenger satisfaction survey. The dataset can be used to determine the factors that are highly correlated to a satisfied/dissatisfied passenger, or to predict passenger satisfaction.

Content

1. ***Gender****:* Gender of the passenger (Female, Male)
2. ***Customer******Type****:* The customer type (Loyal Customer, Disloyal Customer)
3. ***Age****:* The actual age of the passenger
4. ***Type of Travel:*** Purpose of the flight of the passenger (Personal Travel, Business Travel)
5. ***Class:*** Travel class in the plane of the passenger (Business, Eco, Eco Plus)
6. ***Flight Distance:*** The flight distance of this journey in miles.
7. ***Inflight Wi-Fi Service:*** Satisfaction level of the inflight Wi-Fi service (0: Not Applicable; 1-5)
8. ***Departure/Arrival Time Convenient:*** Satisfaction level of Departure/Arrival time convenient (1 – 5)
9. ***Ease of Online Booking:*** Satisfaction level of online booking (1 – 5)
10. ***Food and Drink:***Satisfaction level of food and drink (1 – 5)
11. ***Inflight Entertainment:*** Satisfaction level of inflight entertainment (1 – 5)
12. ***Baggage Handling:*** Satisfaction level of baggage handling (1 – 5)
13. ***Cleanliness:*** Satisfaction level of cleanliness (1 – 5)
14. ***Departure Delay in Minutes:*** Minutes delayed before departure
15. ***Arrival Delay in Minutes:*** Minutes delayed before arrival
16. ***Satisfaction:*** Airline satisfaction level (Satisfied, Neutral, or Dissatisfied)