



Airlines Customer Satisfaction Analysis

130K

Total Passengers

Overall Rating (From 1 to 5)

★★★★★ 3.28/5

1190

Avg. Flight Distance (Mile)

15

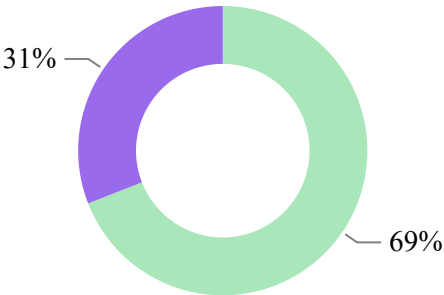
Avg. Arrival Delay (Minute)

15

Avg. Departure Delay (Minute)

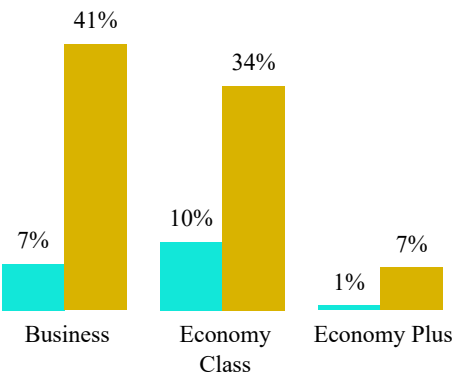
Travel Purpose

● Business ● Personal



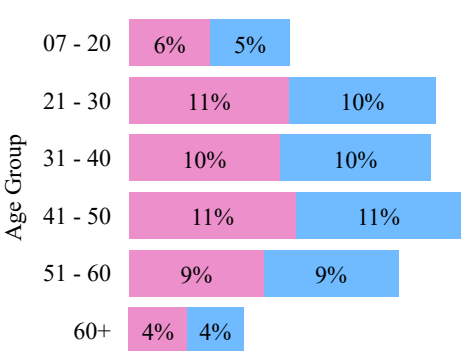
Travel Type

● First-time ● Returning

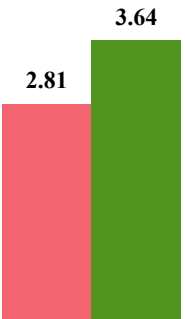


Age Range

● Female ● Male



● Lowest Rating ● Highest Rating



Pre Flight Services

In Flight Services

Online Booking

★★★★★ 2.88/5

Wi-Fi

★★★★★ 2.81/5

Gate Location

★★★★★ 2.98/5

Food and Drink

★★★★★ 3.21/5

Dep / Arv

★★★★★ 3.22/5

Cleanliness

★★★★★ 3.29/5

Check-in Service

★★★★★ 3.31/5

Entertainment

★★★★★ 3.36/5

Boarding

★★★★★ 3.33/5

Leg Comfort

★★★★★ 3.37/5

On-board Service

★★★★★ 3.38/5

Seat Comfort

★★★★★ 3.44/5

Baggage Handling

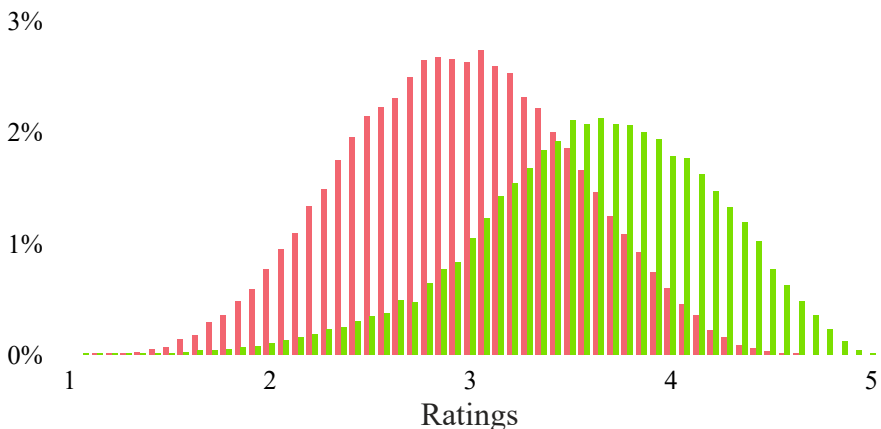
★★★★★ 3.63/5

Service

★★★★★ 3.64/5

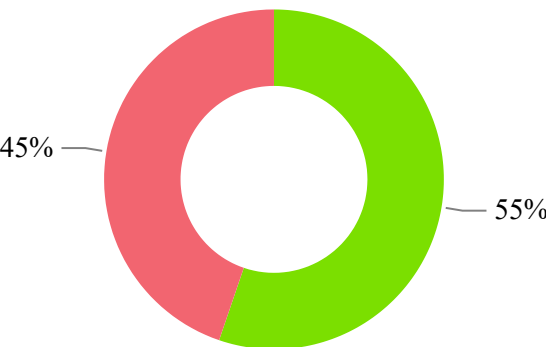
Ratings Analysis

● Neutral or Dissatisfied ● Satisfied



Satisfaction Analysis

● Satisfied ● Neutral or Dissatisfied



Insights:

- **Wi Fi Service** needs to be improved along with **Online Booking Service** to grab more passengers attention
- To attract Teenagers (07-20) & Senior citizens (60+), **Seat Comfort Service** needs to be improved
- For business travel, most of the passenger are not satisfied with the **Departure and Arrival Time Convenience Service**, this service needs some attention
- More promotions are needed to attack passengers to book **Economy Plus** tickets