**About Airline Passenger Satisfaction Dataset**

**Context**

This dataset contains an US airline passenger satisfaction survey from Kaggle. (Source: <https://www.kaggle.com/code/teejmahal20/classification-predicting-customer-satisfaction/input>).

There are 24 fields and 120,000++ observation. The description of each column is shown as below.

**Content**

|  |  |  |  |
| --- | --- | --- | --- |
| **Col.no** | **Field** | **Description** | **Example** |
| 1. | ID | A unique ID that identifies each customer | Numeric |
| 2. | Gender | Gender of the passengers | Female, Male |
| 3. | Customer Type | The type of the customer | Loyal customer, Disloyal customer |
| 4. | Age | The actual age of the passengers | Numeric |
| 5. | Type of Travel | Purpose of the flight of the passengers | (Personal Travel, Business Travel |
| 6. | Class | Travel class in the plane of the passengers | (Business, Eco, Eco Plus) |
| 7. | Flight distance | The flight distance of this journey | Numeric |
| 8. | Inflight wifi service | Satisfaction level of the inflight wifi service | 0:Not Applicable;  1-5 scales (1: lowest, 5 highest) |
| 9. | Departure/Arrival time convenient | Satisfaction level of Departure/Arrival time convenient | 0:Not Applicable;  1-5 scales |
| 10. | Ease of Online booking | Satisfaction level of online booking | 0:Not Applicable;  1-5 scales |
| 11. | Gate location | Satisfaction level of Gate location | 0:Not Applicable;  1-5 scales |
| 12. | Food and drink | Satisfaction level of Food and drink | 0:Not Applicable;  1-5 scales |
| 13. | Online boarding | Satisfaction level of online boarding | 0:Not Applicable;  1-5 scales |
| 14. | Seat comfort | Satisfaction level of Seat comfort | 0:Not Applicable;  1-5 scales |
| 15. | Inflight entertainment | Satisfaction level of inflight entertainment | 0:Not Applicable;  1-5 scales |
| 16. | On-board service | Satisfaction level of On-board service | 0:Not Applicable;  1-5 scales |
| 17. | Leg room service | Satisfaction level of Leg room service | 0:Not Applicable;  1-5 scales |
| 18. | Baggage handling | Satisfaction level of baggage handling | 0:Not Applicable;  1-5 scales |
| 19. | Check-in service | Satisfaction level of Check-in service | 0:Not Applicable;  1-5 scales |
| 20. | Inflight service | Satisfaction level of inflight service | 0:Not Applicable;  1-5 scales |
| 21. | Cleanliness | Satisfaction level of Cleanliness | 0:Not Applicable;  1-5 scales |
| 22. | Departure Delay in Minutes | Minutes delayed when departure | Numeric |
| 23. | Arrival Delay in Minutes | Minutes delayed when Arrival | Numeric |
| 24. | Satisfaction | Airline satisfaction level | (Satisfaction, neutral or dissatisfaction |