Final Project CS101 BSIT2B Group7

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```r
library(rvest)
library(httr)
library(dplyr)
```

```
##
## Attaching package: 'dplyr'

## The following objects are masked from 'package:stats':
##
##     filter, lag

## The following objects are masked from 'package:base':
##
##     intersect, setdiff, setequal, union
```

```r
library(polite)


polite::use_manners(save_as = 'polite_scrape.R')
```

```
## v Setting active project to '/cloud/project'
```

```r
url <- 'https://www.airlinequality.com/airline-reviews/airasia/'
session <- bow(url,
               user_agent = "Educational")




title <- character(0)


titles_list <- scrape(session) %>%
  html_nodes('h3.text_sub_header') %>%
  html_text

titles_list_sub <- as.data.frame(titles_list[1:10])
colnames(titles_list_sub) <- "ranks"


split_df <- strsplit((titles_list_sub$ranks),"\r\n","reviews",fixed = TRUE)
split_df <- data.frame(do.call(rbind,split_df))
```

```r
title<- data.frame(
  title= split_df)

title<-title[,c(-1,-2,-3)]
split_df <- strsplit((title),"(",fixed = TRUE)
split_df <- data.frame(do.call(rbind,split_df))
name<-as.data.frame(split_df[,1])

split_df <- strsplit((split_df$X2),")",fixed = TRUE)
split_df <- data.frame(do.call(rbind,split_df))
num1<-cbind(name,split_df)



xname<-array(2:30)
xone<-array(2:30)
xtwo<-array(2:30)

for (i in 2:30) {
  url<-paste("https://www.airlinequality.com/airline-reviews/airasia/page/",i,"/", sep = "")

  session <- bow(url,
                 user_agent = "Educational")


  title <- character(0)


  titles_list <- scrape(session) %>%
    html_nodes('h3.text_sub_header') %>%
    html_text

  titles_list_sub <- as.data.frame(titles_list[1:10])
  colnames(titles_list_sub) <- "ranks"


  split_df <- strsplit((titles_list_sub$ranks),"\r\n","reviews",fixed = TRUE)
  split_df <- data.frame(do.call(rbind,split_df))

  title<- data.frame(
    title= split_df)
  title
  title<-title[,c(-1,-2,-3)]
  title
  split_df<- strsplit((title),"(",fixed = TRUE)
  split_df<- data.frame(do.call(rbind,split_df))

  name<-as.data.frame(split_df[,1])

  split_df<- strsplit((split_df$X2),")",fixed = TRUE)
  split_df<- data.frame(do.call(rbind,split_df))

  xname[i]<-name
```

```r
    xone[i]<-as.data.frame(split_df$X1)
    xtwo[i]<-as.data.frame(split_df$X2)
}
for (i in 2:30){
  df1<-data.frame(
    data=c(xone[i])
  )
  colnames(df1)<-"data"

  if(i==2){
    resc<-df1
  }
  else if(i>2){
    resc<-rbind(resc,df1)
  }
}

for (i in 2:30){
  df1<-data.frame(
    data=c(xname[i])
  )
  colnames(df1)<-"data"

  if(i==2){
    resn<-df1
  }
  else if(i>2){
    resn<-rbind(resn,df1)
  }
}

for (i in 2:30){
  df1<-data.frame(
    data=c(xtwo[i])
  )
  colnames(df1)<-"data"

  if(i==2){
    resd<-df1
  }
  else if(i>2){
    resd<-rbind(resd,df1)
  }
}
num2<-cbind(resn,resc,resd)
colnames(num1)<-c("Name","Country","Date")
colnames(num2)<-c("Name","Country","Date")
part3<-rbind(as.data.frame(num1),as.data.frame(num2))

#-------------------------------------------------------------------
name <- character(0)

title_list <- scrape(session) %>%
```

```r
    html_nodes('td.review-value') %>%
  html_text
title_list_sub <- as.data.frame(title_list[])


name<- title_list_sub
colnames(name)<-c("Name")

split_df <- strsplit((name[,1]),"|", fixed = TRUE)
split_df <- data.frame(do.call(rbind,split_df))

colnames(split_df)<-"details"

split_df<-subset(split_df, details!="A320")
b1y5<-seq(1,50,by=5)
g1<-as.data.frame(split_df[b1y5,])
b2y5<-seq(2,50,by=5)
g2<-as.data.frame(split_df[b2y5,])

b3y5<-seq(3,50,by=5)
g3<-as.data.frame(split_df[b3y5,])



b4y5<-seq(4,50,by=5)
g4<-as.data.frame(split_df[b4y5,])
b5y5<-seq(5,50,by=5)
g5<-as.data.frame(split_df[b5y5,])

group1<-cbind(g1,g2,g3,g4,g5)

gc1<-array(2:30)
gc2<-array(2:30)
gc3<-array(2:30)
gc4<-array(2:30)
gc5<-array(2:30)

# Example for loop
for (i in 2:30) {
  url<-paste("https://www.airlinequality.com/airline-reviews/airasia/page/",i,"/", sep = "")

  session <- bow(url,
                 user_agent = "Educational")


  group<- character(0)


  group_list <- scrape(session) %>%
    html_nodes('td.review-value') %>%
    html_text

  group_list_sub <- as.data.frame(group_list[])
```

```r
    colnames(group_list_sub) <- "details"

    split_df<-subset(group_list_sub, details!="A320" & details!="A320-200" & details!="Airbu" & details!=
    b1y5<-seq(1,50,by=5)
    g1<-as.data.frame(split_df[b1y5,])
    colnames(g1)<-c("TypeofTraveller")
    gc1[i]<-g1

    b2y5<-seq(2,50,by=5)
    g2<-as.data.frame(split_df[b2y5,])
    colnames(g2)<-c("SeatType")
    gc2[i]<-g2

    b3y5<-seq(3,50,by=5)
    gc3[i]<-as.data.frame(split_df[b3y5,])


    b4y5<-seq(4,50,by=5)
    g4<-as.data.frame(split_df[b4y5,])
    gc4[i]<-g4

    b5y5<-seq(5,50,by=5)
    g5<-as.data.frame(split_df[b5y5,])
    gc5[i]<-g5


}
for (i in 2:30){
  df1<-data.frame(
    data=c(gc1[i])
  )
  colnames(df1)<-"TypeofTraveller"

  if(i==2){
    restot<-df1
  }
  else if(i>2){
    restot<-rbind(restot,df1)
  }
}
for (i in 2:30){
  df2<-data.frame(
    data=c(gc2[i])
  )
  colnames(df2)<-"SeatType"

  if(i==2){
    resst<-df2
  }
  else if(i>2){
    resst<-rbind(resst,df2)
  }
}
```

```r
for (i in 2:30){
  df3<-data.frame(
    data=c(gc3[i])
  )
  colnames(df3)<-"Route"

  if(i==2){
    resroute<-df3
  }
  else if(i>2){
    resroute<-rbind(resroute,df3)
  }
}
for (i in 2:30){
  df4<-data.frame(
    data=c(gc4[i])
  )
  colnames(df4)<-"DateFlown"

  if(i==2){
    resd<-df4
  }
  else if(i>2){
    resd<-rbind(resd,df4)
  }
}
for (i in 2:30){
  df5<-data.frame(
    data=c(gc5[i])
  )
  colnames(df5)<-"Recomended"

  if(i==2){
    resrec<-df5
  }
  else if(i>2){
    resrec<-rbind(resrec,df5)
  }
}

group2<-cbind(restot,resst,resroute,resd,resrec)
colnames(group1)<-c("TypeofTraveller","SeatType","Route","DateFlown","Recommended")
colnames(group2)<-c("TypeofTraveller","SeatType","Route","DateFlown","Recommended")
part4<-rbind(group1,group2)

#------------------------------------------------------------------------------
title <- character(0)


titles_list <- scrape(session) %>%
  html_nodes('h2.text_header') %>%
  html_text
```

```r
titles_list_sub <- as.data.frame(titles_list[1:10])
colnames(titles_list_sub) <- "Title"


title<- data.frame(
  title= titles_list_sub)

tilt<-as.data.frame(title)
split_df <- strsplit((tilt[,1]),"\"", fixed = TRUE)
split_df <- data.frame(do.call(rbind,split_df))
tilt<-split_df
tilt<-tilt[,-1]
tilt<-as.data.frame(tilt)

xtitle<-array(2:30)


for (i in 2:30) {
  url<-paste("https://www.airlinequality.com/airline-reviews/airasia/page/",i,"/", sep = "")

  session <- bow(url,
                 user_agent = "Educational")


  title <- character(0)


  titles_list <- scrape(session) %>%
    html_nodes('h2.text_header') %>%
    html_text

  titles_list_sub <- as.data.frame(titles_list[1:10])
  colnames(titles_list_sub) <- "Title"

  title<- data.frame(
    title= titles_list_sub)

  title<-as.data.frame(title)

  xtitle[i]<-as.data.frame(title[,1])

}
for (i in 2:30){
  df1<-data.frame(
    data=c(xtitle[i])
  )
  colnames(df1)<-"Title"

  if(i==2){
    rest<-df1
  }
  else if(i>2){
    rest<-rbind(rest,df1)
```

```r
  }
}
colnames(tilt)<-"Title"
part5<-rbind(tilt,rest)

#------------------------------------------------------------------------------

textrev<- character(0)

treviews <- scrape(session) %>%
  html_nodes('div.text_content') %>%
  html_text
treviews_sub <- as.data.frame(treviews[1:10])


textrev<- treviews_sub


split_df <- strsplit((textrev[,1]),"|", fixed = TRUE)
split_df <- data.frame(do.call(rbind,split_df))



reviews1<-as.data.frame(split_df$X2)



reviews2<-array(2:30)
for (i in 2:30) {

  url<-paste("https://www.airlinequality.com/airline-reviews/airasia/page/",i,"/", sep = "")

  session <- bow(url,
                 user_agent = "Educational")


  textrev2 <- character(0)


  treviews2<- scrape(session) %>%
    html_nodes('div.text_content') %>%
    html_text
  treviews_sub2 <- as.data.frame(treviews2[1:10])

  textrev2<- treviews_sub2


  split_df <- strsplit((textrev2[,1]),"|", fixed = TRUE)
  split_df <- data.frame(do.call(rbind,split_df))

  r1<-split_df
  reviews2[i]<-as.data.frame(split_df$X2)
```

```
}

for (i in 2:30){
  dr1<-data.frame(
    data=c(reviews2[i])
  )
  colnames(dr1)<-"Reviews"

  if(i==2){
    resreview<-dr1
  }
  else if(i>2){
    resreview<-rbind(resreview,dr1)
  }
}
reviews1<-as.data.frame(reviews1)
colnames(reviews1)<-"Reviews"
resreview<-as.data.frame(resreview)
colnames(resreview)<-"Reviews"
part6<-rbind(reviews1,resreview)
finaloutput<-cbind(part3,part4,part5,part6)
colnames(finaloutput)<-c("name","country","date","typeoftraveller","seattype","route","dateflown","recom

finaloutput
```

```
##                                    name          country
## 1                         Ben Wiseman    United States
## 2                                D Po      Philippines
## 3                              P Yang        Australia
## 4                         Osman Sadiq        Australia
## 5                         Craig Cutts   United Kingdom
## 6                       Dave Deschenes         Thailand
## 7                         Yoon hye Kim         Malaysia
## 8                             D Murib        Indonesia
## 9                           D Parmeel        Australia
## 10                          C Hawdran        Indonesia
## 11                            P Craig        Australia
## 12                              A Gee          Germany
## 13                           E Carlen    United States
## 14                             M Lee           Canada
## 15                     Ismail Bin Ali         Malaysia
## 16                     Ismail Bin Ali         Malaysia
## 17                           L Wesley    United States
## 18                     Ismail Bin Ali         Malaysia
## 19                           P Onilla         Malaysia
## 20                     Ismail Bin Ali         Malaysia
## 21                           J Nelson        Australia
## 22                            T Yadav            India
## 23                          I Nursija        Hong Kong
## 24                           R Meares           Canada
## 25                    Bernhard Gruende          Ireland
## 26                      Phil soon Jang          Vietnam
## 27                          E Geveelen      Netherlands
## 28                             C Andre   United Kingdom
```

```
## 29                                E Lan         Malaysia
## 30                             R Dalani          Denmark
## 31                       Bunga Herliana        Singapore
## 32                           Lea Madula           Canada
## 33                       Shen Wing Yiu   United Kingdom
## 34                         Tommy Chong        Australia
## 35                          Ian Foster        Australia
## 36                        Jing Ding Ooi        Singapore
## 37                             M Keane          Vietnam
## 38                            John Yap    United States
## 39                         Brent Hastie      New Zealand
## 40                        Akke Elliman        Australia
## 41                       Michael Ennis         Thailand
## 42                          John Ellis        Hong Kong
## 43              Matt Tamayo-Myerson   United Kingdom
## 44                           D Carsena      Philippines
## 45                               W Lin        Singapore
## 46                      Richard Laycock   United Kingdom
## 47                              WC Foo        Singapore
## 48                          Joanne Lim        Australia
## 49                              T Lee        Indonesia
## 50                      Niko Majcenovic         Slovenia
## 51                            S Marton           Canada
## 52                          Vinay Kaul            India
## 53                      Lukas Bischoff          Germany
## 54                              W Beal           Norway
## 55                           Yos Riady        Singapore
## 56                              M Lane    United States
## 57                            S Margut         Malaysia
## 58                            E Miller        Australia
## 59                            S Hawkes   United Kingdom
## 60                      Michael Schade         Thailand
## 61                             F Fratt      Philippines
## 62                        Nicola Ashton   United Kingdom
## 63                            W Malton        Australia
## 64                          Vasan Gobi         Malaysia
## 65                         Anna Tilley    United States
## 66                      Luc Vaillancourt      Philippines
## 67                            Z Haqeer             Iraq
## 68                      Michael Schade         Thailand
## 69                            A Havani        Indonesia
## 70                          R Thornton           Canada
## 71                            S Janovic    United States
## 72                              L Agar          Finland
## 73                            M Hearen   United Kingdom
## 74                          Ismail Ali         Malaysia
## 75                              S Mali         Malaysia
## 76                        Donal Stuart      New Zealand
## 77                              D Toan         Thailand
## 78                              P Lee        Singapore
## 79                      Faris Choudhury           Brunei
## 80                             J Baker    United States
## 81                            M Karsen        Australia
## 82                               N Lee         Malaysia
```

```
## 83            N Satiya           India
## 84              L Kee           China
## 85           A Sudeep       Australia
## 86       Justin Dupuis  United States
## 87              M Lee   United States
## 88       Wailad Suiam           India
## 89           C Samson       Indonesia
## 90       Julian Bosman      Australia
## 91       Kieran Forsyth     Australia
## 92            A Kayne       Australia
## 93         Francis Wong     Hong Kong
## 94              W Gan      Singapore
## 95             G Roye        Thailand
## 96            A Meares       Thailand
## 97    Aaron Butterworth     Australia
## 98      Linda Groeneweg    Netherlands
## 99            I Sprik     Netherlands
## 100       Puneet Singh   United States
## 101             G Han       Singapore
## 102            J Ward        Thailand
## 103   L Thattaparambil          India
## 104  Darya Krasilnikova      Malaysia
## 105           Eric Ho        Malaysia
## 106       Walter Gujer       Thailand
## 107             N Wan       Indonesia
## 108      Robert Custer        Vietnam
## 109     Jeannette Cross      Malaysia
## 110         P Kamarsan       Malaysia
## 111    Venkata Penugonda         India
## 112          E Dalton        Thailand
## 113        David Daum    United States
## 114             J Li        Singapore
## 115      Malcolm Brown       Singapore
## 116         J Hampton        Thailand
## 117     Silvia Bekesova       Slovakia
## 118          S Horton   Czech Republic
## 119           S Heany       Australia
## 120           S Murib       Indonesia
## 121          B Vandil         Austria
## 122    Yehyia Elkhateeb       Malaysia
## 123      Margot Lederer  United States
## 124            J Tan        Singapore
## 125          T Barden       Indonesia
## 126        G Masardon      Philippines
## 127             C How       Singapore
## 128    Anthony Anderson  United States
## 129            S Gan         Malaysia
## 130            B Nik         Malaysia
## 131      Stiffen Phang       Singapore
## 132         Rell Hayes       Australia
## 133         S Mageres        Portugal
## 134          D Karami           India
## 135       Boris Treivus         Canada
## 136       Elfi Podiman       Australia
```

```
## 137          A Fulwadi            India
## 138             Y Tan         Thailand
## 139         Jason webb  United Kingdom
## 140             C Gan         Malaysia
## 141            C Tang         Malaysia
## 142        Rana Singh         Malaysia
## 143           H Lewis        Singapore
## 144             M Han         Malaysia
## 145       Harry Loeben         Malaysia
## 146           C Keane        Australia
## 147       JJohn Jenison       Singapore
## 148         P Kalazan         Malaysia
## 149            R Aifa         Malaysia
## 150        Guy Fowler        Australia
## 151            G Wang         Malaysia
## 152          Ken Chen         Malaysia
## 153           M Newby    United States
## 154         R Gardeng        Indonesia
## 155       Mark Powell   United Kingdom
## 156           L Marks         Cambodia
## 157            L Chan        Singapore
## 158       L McDougall          Vietnam
## 159             P Gan   United Kingdom
## 160    Jonathan Briones           Japan
## 161     Jayshree Keshav           India
## 162          L Dupont           France
## 163      Alan Fletcher  United Kingdom
## 164      Jaroslav Leuko        Slovakia
## 165             K Gan         Malaysia
## 166           M Sousa           Brazil
## 167     Ronal Patterson   United States
## 168         A Marhanto        Indonesia
## 169      Rodelo Salburo      Philippines
## 170      Esmee Siebring      Netherlands
## 171      Leanne Farley          Ireland
## 172         L Garnham      Philippines
## 173          V Halder    United States
## 174          Rose All   United Kingdom
## 175     Keichel Asberger      Switzerland
## 176      Matthew Lornie            China
## 177          Lynn Tay        Singapore
## 178      Arthur Jackson  United Kingdom
## 179         D Stephen        Hong Kong
## 180      Tracey Cosier   United Kingdom
## 181      Dave Jellicoe   United Kingdom
## 182         I Charves    United States
## 183       Andrew Wong         Malaysia
## 184         Gary Hong        Singapore
## 185      Adrian Ryberg           Sweden
## 186     Ravinder Singh        Australia
## 187       Steven Raine   United Kingdom
## 188    Marek Kozielewski          Poland
## 189             W Gan        Australia
## 190            YH Wye        Singapore
```

```
## 191                    Barry McRae        Australia
## 192                    Darrus Goh          Singapore
## 193                         T Lam           Malaysia
## 194              Alexandra Magnien         Hong Kong
## 195                      H Chance     United Kingdom
## 196                    P Karthany          Malaysia
## 197                         K Koh          Australia
## 198                  Natasha Bilos         Hong Kong
## 199                       J Keane          Australia
## 200                      E Marler          Australia
## 201                    S Marshall          Indonesia
## 202                   Anisha Chua           Malaysia
## 203              William Spurling     United Kingdom
## 204                      B Peters          Australia
## 205                  Xiao Yun Sun             Canada
## 206                       A Moule          Australia
## 207                    Sarah Mann          Singapore
## 208                  Drew Crismon      United States
## 209                  Rachel Forbes            Canada
## 210                     Denise Ho          Singapore
## 211                      B Chavun          Australia
## 212                    Swati Bhat              India
## 213                     W Manarlo          Indonesia
## 214                       N Elson      United States
## 215                Gavin Courtney      United States
## 216      Gnanasekaran Vijayalakshmi            India
## 217                      N Aroney          Australia
## 218                   Dominic Beer         Australia
## 219               Matthias Nerlich          Germany
## 220                      A Gruber          Australia
## 221               Stephan Stegner           Germany
## 222               Stephan Stegner           Germany
## 223                      E Marcos              Spain
## 224                     Pam Jones        New Zealand
## 225                       V Tarci             Canada
## 226                     S Haulger             Norway
## 227                     A Vadhale              India
## 228                     A Tabuena            Ireland
## 229                     A Darnyev           Malaysia
## 230                    Frank White             Canada
## 231                     Greg Boss          Singapore
## 232                     Toni Lann             Sweden
## 233                     Linda Sim          Singapore
## 234                     C Ranicio        Philippines
## 235                    Chris Walsh     United Kingdom
## 236                       S Geale          Australia
## 237                   Figen Akgun             Turkey
## 238                     A Saville             Canada
## 239                      L Meares     United Kingdom
## 240                        S Ward          Australia
## 241           Rashid Chattippurayil          Malaysia
## 242                  David Robson       United States
## 243                     S Kawanon          Indonesia
## 244                    Alex Kamis             Canada
```

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```
## 245                      Y Kan         Malaysia
## 246                   L Garner          Hungary
## 247                      W Lee        Indonesia
## 248            Stephan Stegner          Germany
## 249             Steve Brooking         Malaysia
## 250               Jeremy Teng        Singapore
## 251                   G Singh            India
## 252                  T Garcia    United States
## 253             Pavani Sravya            India
## 254                  D Singh             India
## 255                S Thafeer         Maldives
## 256                  R Deane      Netherlands
## 257            Jairo Lizarazu    United States
## 258                    W Lan    United States
## 259               L Edwards    United States
## 260                   K Gan         Malaysia
## 261               E Jundsorn           Norway
## 262           Hitesh Bhagwani           Canada
## 263             Hasan Pamudji        Indonesia
## 264           Sanjay Sonawane            India
## 265              Anh Quan Chu         Malaysia
## 266                  T Sean          Malaysia
## 267             David Robson    United States
## 268             David Robson    United States
## 269                   R Gan      New Zealand
## 270              C Kanasant         Thailand
## 271              C Kanasant         Thailand
## 272                 R Campo      South Korea
## 273     Abdul Rashid Abdul Aziz         Malaysia
## 274            Brandon Krupa           Canada
## 275            Karishma Huda        Indonesia
## 276             David Robson    United States
## 277             David Robson    United States
## 278                   N Lee         Malaysia
## 279                 G Marks         Malaysia
## 280               Mo Hossain    United States
## 281               R Vickers        Indonesia
## 282               R Vickers        Indonesia
## 283                John Lawn        Australia
## 284               Yiyao Lee           Taiwan
## 285                 J Meade        Australia
## 286                 L Young           Taiwan
## 287           Sraboni Sarkar      Switzerland
## 288       Anne Laure Duffaut           France
## 289                   L Yee           Taiwan
## 290           Yew Cheong Lee         Malaysia
## 291               M Barmahan        Singapore
## 292                W Gordon   United Kingdom
## 293               T Malaseef         Malaysia
## 294                P Bishop             Laos
## 295              L Barmardo            Italy
## 296                N Dorlan    United States
## 297           Frederic Dubois           France
## 298               V Malnutra            India
```

```
## 299                                  Ni Ayu Rai Septiarini        Indonesia
## 300                                             M Warten       Netherlands
##                    date typeoftraveller        seattype
## 1      21st December 2023         Business    Economy Class
## 2      21st December 2023         Business    Economy Class
## 3      16th December 2023      Solo Leisure    Economy Class
## 4      14th December 2023    Family Leisure    Economy Class
## 5       9th December 2023         Business    Economy Class
## 6      28th November 2023    Couple Leisure    Economy Class
## 7      17th November 2023    Couple Leisure  Premium Economy
## 8      10th November 2023    Family Leisure    Economy Class
## 9       7th November 2023    Family Leisure    Economy Class
## 10       25th October 2023     Solo Leisure    Economy Class
## 11       18th October 2023    Couple Leisure    Economy Class
## 12        5th October 2023    Couple Leisure    Economy Class
## 13        2nd October 2023     Solo Leisure    Economy Class
## 14     27th September 2023    Couple Leisure    Economy Class
## 15     26th September 2023     Solo Leisure    Economy Class
## 16     26th September 2023     Solo Leisure    Economy Class
## 17     26th September 2023     Solo Leisure    Economy Class
## 18     26th September 2023     Solo Leisure    Economy Class
## 19     26th September 2023    Family Leisure    Economy Class
## 20     26th September 2023     Solo Leisure    Economy Class
## 21     12th September 2023    Family Leisure    Economy Class
## 22     11th September 2023         Business    Economy Class
## 23     10th September 2023     Solo Leisure    Economy Class
## 24     10th September 2023     Solo Leisure    Economy Class
## 25      6th September 2023         Business    Economy Class
## 26      4th September 2023    Family Leisure    Economy Class
## 27      2nd September 2023    Family Leisure    Economy Class
## 28        30th August 2023     Solo Leisure    Economy Class
## 29        25th August 2023    Family Leisure    Economy Class
## 30        22nd August 2023    Couple Leisure    Economy Class
## 31        21st August 2023    Couple Leisure    Economy Class
## 32        20th August 2023    Family Leisure    Economy Class
## 33        20th August 2023    Family Leisure    Economy Class
## 34        20th August 2023    Family Leisure    Economy Class
## 35         8th August 2023     Solo Leisure    Economy Class
## 36         7th August 2023     Solo Leisure    Economy Class
## 37          28th July 2023     Solo Leisure    Economy Class
## 38          28th July 2023    Family Leisure    Economy Class
## 39          23rd July 2023     Solo Leisure    Economy Class
## 40          21st July 2023    Couple Leisure    Economy Class
## 41          21st July 2023         Business    Economy Class
## 42          16th July 2023    Family Leisure    Economy Class
## 43          12th July 2023    Family Leisure    Economy Class
## 44          11th July 2023     Solo Leisure    Economy Class
## 45          11th July 2023     Solo Leisure    Economy Class
## 46          30th June 2023     Solo Leisure    Economy Class
## 47          25th June 2023    Family Leisure    Economy Class
## 48          25th June 2023    Family Leisure    Economy Class
## 49          17th June 2023    Family Leisure    Economy Class
## 50           7th June 2023    Couple Leisure    Economy Class
## 51           7th June 2023    Couple Leisure    Economy Class
```

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## 52             27th May 2023  Family Leisure    Economy Class
## 53             27th May 2023    Solo Leisure    Economy Class
## 54             21st May 2023    Solo Leisure    Economy Class
## 55             19th May 2023    Solo Leisure    Economy Class
## 56             18th May 2023  Family Leisure    Economy Class
## 57             14th May 2023  Family Leisure    Economy Class
## 58              9th May 2023  Family Leisure    Economy Class
## 59              5th May 2023  Couple Leisure    Economy Class
## 60           27th April 2023    Solo Leisure    Economy Class
## 61           25th April 2023  Family Leisure    Economy Class
## 62           20th April 2023    Solo Leisure      First Class
## 63           16th April 2023  Family Leisure    Economy Class
## 64           15th April 2023  Family Leisure    Economy Class
## 65           12th April 2023  Couple Leisure    Economy Class
## 66           24th March 2023  Family Leisure    Economy Class
## 67           19th March 2023  Family Leisure    Economy Class
## 68           17th March 2023    Solo Leisure    Economy Class
## 69           17th March 2023         Business    Economy Class
## 70       26th February 2023  Couple Leisure    Economy Class
## 71       22nd February 2023  Couple Leisure    Economy Class
## 72       16th February 2023  Couple Leisure    Economy Class
## 73       14th February 2023  Couple Leisure    Economy Class
## 74       11th February 2023         Business    Economy Class
## 75       11th February 2023         Business    Economy Class
## 76        7th February 2023  Family Leisure    Economy Class
## 77        5th February 2023  Family Leisure    Economy Class
## 78        30th January 2023    Solo Leisure    Economy Class
## 79        23rd January 2023  Family Leisure    Economy Class
## 80        19th January 2023    Solo Leisure    Economy Class
## 81        16th January 2023  Couple Leisure    Economy Class
## 82        12th January 2023  Couple Leisure Premium Economy
## 83         8th January 2023  Couple Leisure    Economy Class
## 84         7th January 2023  Family Leisure    Economy Class
## 85         6th January 2023    Solo Leisure    Economy Class
## 86         6th January 2023  Family Leisure    Economy Class
## 87         5th January 2023  Family Leisure    Economy Class
## 88         5th January 2023  Family Leisure    Economy Class
## 89         4th January 2023    Solo Leisure    Economy Class
## 90       27th December 2022  Family Leisure    Economy Class
## 91       27th December 2022  Family Leisure    Economy Class
## 92       26th December 2022    Solo Leisure    Economy Class
## 93       25th December 2022    Solo Leisure    Economy Class
## 94       23rd December 2022  Family Leisure    Economy Class
## 95       22nd December 2022  Couple Leisure    Economy Class
## 96       11th December 2022         Business    Economy Class
## 97        9th December 2022  Couple Leisure    Economy Class
## 98        4th December 2022    Solo Leisure    Economy Class
## 99       28th November 2022    Solo Leisure    Economy Class
## 100      26th November 2022  Couple Leisure    Economy Class
## 101      24th November 2022    Solo Leisure    Economy Class
## 102      21st November 2022    Solo Leisure    Economy Class
## 103      17th November 2022    Solo Leisure    Economy Class
## 104      11th November 2022  Couple Leisure    Economy Class
## 105       9th November 2022    Solo Leisure    Economy Class
```

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## 106    7th November 2022    Solo Leisure    Economy Class
## 107    6th November 2022    Solo Leisure    Economy Class
## 108    2nd November 2022  Couple Leisure    Economy Class
## 109    1st November 2022    Solo Leisure    Economy Class
## 110   31st October 2022  Couple Leisure    Economy Class
## 111   30th October 2022  Family Leisure    Economy Class
## 112   28th October 2022  Couple Leisure    Economy Class
## 113   26th October 2022  Couple Leisure    Economy Class
## 114   21st October 2022  Family Leisure    Economy Class
## 115    7th October 2022    Solo Leisure    Economy Class
## 116 30th September 2022  Family Leisure    Economy Class
## 117 25th September 2022  Couple Leisure    Economy Class
## 118 13th September 2022    Solo Leisure    Economy Class
## 119  8th September 2022    Solo Leisure    Economy Class
## 120  7th September 2022  Couple Leisure    Economy Class
## 121  2nd September 2022    Solo Leisure    Economy Class
## 122  2nd September 2022    Solo Leisure    Economy Class
## 123    26th August 2022    Solo Leisure    Economy Class
## 124    14th August 2022    Solo Leisure    Economy Class
## 125     8th August 2022        Business    Economy Class
## 126     5th August 2022  Family Leisure    Economy Class
## 127     2nd August 2022    Solo Leisure    Economy Class
## 128      29th July 2022    Solo Leisure    Economy Class
## 129      28th July 2022  Couple Leisure    Economy Class
## 130      27th July 2022  Couple Leisure    Economy Class
## 131      23rd July 2022    Solo Leisure    Economy Class
## 132      23rd July 2022  Family Leisure    Economy Class
## 133      19th July 2022  Couple Leisure    Economy Class
## 134       9th July 2022    Solo Leisure    Economy Class
## 135       4th July 2022    Solo Leisure    Economy Class
## 136      19th June 2022    Solo Leisure    Economy Class
## 137      10th June 2022  Family Leisure    Economy Class
## 138       8th June 2022  Family Leisure    Economy Class
## 139       6th June 2022  Couple Leisure    Economy Class
## 140       5th June 2022    Solo Leisure    Economy Class
## 141       1st June 2022  Couple Leisure    Economy Class
## 142       29th May 2022    Solo Leisure    Economy Class
## 143       24th May 2022        Business    Economy Class
## 144       22nd May 2022    Solo Leisure    Economy Class
## 145       19th May 2022  Family Leisure    Economy Class
## 146       18th May 2022  Couple Leisure    Economy Class
## 147       18th May 2022    Solo Leisure    Economy Class
## 148        7th May 2022  Couple Leisure    Economy Class
## 149     30th April 2022    Solo Leisure    Economy Class
## 150     29th April 2022  Couple Leisure    Economy Class
## 151     18th April 2022  Family Leisure    Economy Class
## 152     14th April 2022        Business    Economy Class
## 153     14th April 2022  Couple Leisure    Economy Class
## 154      8th April 2022        Business    Economy Class
## 155      1st April 2022  Couple Leisure    Economy Class
## 156     30th March 2022  Family Leisure    Economy Class
## 157     24th March 2022        Business    Economy Class
## 158     10th March 2022  Couple Leisure    Economy Class
## 159      9th March 2022    Solo Leisure    Economy Class
```

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## 160      4th March 2022    Solo Leisure    Economy Class
## 161  23rd February 2022  Family Leisure    Economy Class
## 162   18th January 2022    Solo Leisure    Economy Class
## 163   6th December 2021    Solo Leisure    Economy Class
## 164   1st December 2021        Business    Economy Class
## 165     9th October 2021    Solo Leisure    Economy Class
## 166     8th October 2021  Family Leisure    Economy Class
## 167    20th August 2021  Family Leisure    Economy Class
## 168    15th August 2021    Solo Leisure    Economy Class
## 169     2nd August 2021    Solo Leisure    Economy Class
## 170       17th June 2021    Solo Leisure    Economy Class
## 171       11th June 2021  Couple Leisure    Economy Class
## 172      26th April 2021    Solo Leisure    Economy Class
## 173      24th April 2021  Couple Leisure    Economy Class
## 174      13th April 2021  Family Leisure    Economy Class
## 175      20th March 2021  Family Leisure    Economy Class
## 176   20th February 2021    Solo Leisure    Economy Class
## 177   27th December 2020    Solo Leisure    Economy Class
## 178    30th October 2020  Family Leisure  Premium Economy
## 179    29th October 2020    Solo Leisure    Economy Class
## 180    25th October 2020  Family Leisure    Economy Class
## 181  22nd September 2020    Solo Leisure    Economy Class
## 182   2nd September 2020    Solo Leisure  Premium Economy
## 183    20th August 2020    Solo Leisure    Economy Class
## 184    18th August 2020  Family Leisure    Economy Class
## 185      22nd July 2020    Solo Leisure    Economy Class
## 186      15th July 2020  Couple Leisure    Economy Class
## 187      10th July 2020  Family Leisure    Economy Class
## 188       1st July 2020  Family Leisure    Economy Class
## 189       14th May 2020  Couple Leisure    Economy Class
## 190       13th May 2020    Solo Leisure    Economy Class
## 191        8th May 2020  Couple Leisure    Economy Class
## 192      30th April 2020  Couple Leisure    Economy Class
## 193      28th April 2020        Business    Economy Class
## 194      24th April 2020  Couple Leisure    Economy Class
## 195      16th April 2020    Solo Leisure    Economy Class
## 196      16th April 2020  Family Leisure    Economy Class
## 197      12th April 2020  Family Leisure    Economy Class
## 198       8th April 2020    Solo Leisure    Economy Class
## 199       7th April 2020  Family Leisure   Business Class
## 200       5th April 2020    Solo Leisure    Economy Class
## 201       1st April 2020  Family Leisure    Economy Class
## 202       1st April 2020    Solo Leisure    Economy Class
## 203       1st April 2020    Solo Leisure    Economy Class
## 204      28th March 2020  Couple Leisure    Economy Class
## 205      28th March 2020  Couple Leisure    Economy Class
## 206      22nd March 2020    Solo Leisure    Economy Class
## 207      22nd March 2020    Solo Leisure    Economy Class
## 208      18th March 2020    Solo Leisure    Economy Class
## 209      15th March 2020    Solo Leisure    Economy Class
## 210      13th March 2020  Family Leisure    Economy Class
## 211      10th March 2020  Couple Leisure    Economy Class
## 212       8th March 2020  Family Leisure    Economy Class
## 213       7th March 2020  Family Leisure    Economy Class
```

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## 214  28th February 2020  Family Leisure  Economy Class
## 215  23rd February 2020        Business  Economy Class
## 216  22nd February 2020  Family Leisure  Economy Class
## 217  20th February 2020  Couple Leisure  Economy Class
## 218  20th February 2020        Business  Economy Class
## 219  19th February 2020  Family Leisure  Economy Class
## 220  18th February 2020    Solo Leisure  Economy Class
## 221  18th February 2020    Solo Leisure  Economy Class
## 222  18th February 2020    Solo Leisure  Economy Class
## 223  18th February 2020  Family Leisure  Economy Class
## 224  16th February 2020  Couple Leisure  Economy Class
## 225   7th February 2020        Business  Economy Class
## 226   6th February 2020  Couple Leisure  Economy Class
## 227   5th February 2020  Family Leisure  Economy Class
## 228   4th February 2020  Couple Leisure  Economy Class
## 229   4th February 2020    Solo Leisure  Economy Class
## 230   4th February 2020  Couple Leisure  Economy Class
## 231   3rd February 2020    Solo Leisure  Economy Class
## 232   29th January 2020        Business  Economy Class
## 233   21st January 2020  Family Leisure  Economy Class
## 234   16th January 2020  Couple Leisure  Economy Class
## 235   14th January 2020  Couple Leisure  Economy Class
## 236   14th January 2020  Couple Leisure  Economy Class
## 237   14th January 2020  Family Leisure  Economy Class
## 238   13th January 2020    Solo Leisure  Economy Class
## 239   10th January 2020  Couple Leisure  Economy Class
## 240    8th January 2020  Couple Leisure  Economy Class
## 241    4th January 2020        Business  Economy Class
## 242    4th January 2020    Solo Leisure  Economy Class
## 243    3rd January 2020  Family Leisure  Economy Class
## 244  28th December 2019  Family Leisure  Economy Class
## 245  20th December 2019    Solo Leisure  Economy Class
## 246  16th December 2019    Solo Leisure  Economy Class
## 247  15th December 2019    Solo Leisure  Economy Class
## 248  13th December 2019    Solo Leisure  Economy Class
## 249   1st December 2019    Solo Leisure  Economy Class
## 250  24th November 2019    Solo Leisure  Economy Class
## 251  23rd November 2019  Family Leisure  Economy Class
## 252  22nd November 2019    Solo Leisure  Economy Class
## 253  21st November 2019  Family Leisure  Economy Class
## 254  16th November 2019        Business  Economy Class
## 255  13th November 2019  Family Leisure  Economy Class
## 256  13th November 2019  Couple Leisure  Economy Class
## 257   9th November 2019  Couple Leisure  Economy Class
## 258   9th November 2019    Solo Leisure  Economy Class
## 259   6th November 2019  Family Leisure  Economy Class
## 260   5th November 2019  Family Leisure  Economy Class
## 261   5th November 2019  Couple Leisure  Economy Class
## 262   31st October 2019  Couple Leisure  Economy Class
## 263   18th October 2019        Business  Economy Class
## 264   15th October 2019        Business  Economy Class
## 265    4th October 2019    Solo Leisure  Economy Class
## 266    2nd October 2019        Business  Economy Class
## 267 30th September 2019    Solo Leisure  Economy Class
```

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## 268  30th September 2019    Solo Leisure    Economy Class
## 269  24th September 2019        Business    Economy Class
## 270  18th September 2019    Solo Leisure    Economy Class
## 271  18th September 2019    Solo Leisure    Economy Class
## 272  15th September 2019  Couple Leisure    Economy Class
## 273  13th September 2019    Solo Leisure    Economy Class
## 274  10th September 2019  Couple Leisure    Economy Class
## 275   2nd September 2019    Solo Leisure    Economy Class
## 276   2nd September 2019    Solo Leisure    Economy Class
## 277   2nd September 2019    Solo Leisure    Economy Class
## 278   1st September 2019    Solo Leisure    Economy Class
## 279     31st August 2019  Couple Leisure    Economy Class
## 280     21st August 2019    Solo Leisure    Economy Class
## 281     20th August 2019    Solo Leisure    Economy Class
## 282     20th August 2019    Solo Leisure    Economy Class
## 283     14th August 2019  Family Leisure    Economy Class
## 284     13th August 2019  Family Leisure    Economy Class
## 285       26th July 2019  Family Leisure    Economy Class
## 286       18th July 2019  Family Leisure    Economy Class
## 287       13th July 2019    Solo Leisure    Economy Class
## 288        7th July 2019  Couple Leisure    Economy Class
## 289        6th July 2019  Family Leisure    Economy Class
## 290        5th July 2019  Family Leisure    Economy Class
## 291        4th July 2019        Business    Economy Class
## 292       28th June 2019        Business    Economy Class
## 293       25th June 2019    Solo Leisure    Economy Class
## 294       25th June 2019  Family Leisure    Economy Class
## 295       22nd June 2019        Business    Economy Class
## 296       20th June 2019  Couple Leisure    Economy Class
## 297       15th June 2019  Couple Leisure  Premium Economy
## 298       12th June 2019  Family Leisure    Economy Class
## 299       10th June 2019  Family Leisure    Economy Class
## 300       10th June 2019    Solo Leisure    Economy Class
##                                          route    dateflown recommended
## 1                        Singapore to Jakarta    June 2019          no
## 2                       Phuket to Chiang Mai    June 2019          no
## 3             Kuala Lumpur to Johor Bahru    June 2019          no
## 4                         Krabi to Bangkok    June 2019          no
## 5                           Cebu to Manila    June 2019          no
## 6               Lombok to Kuala Lumpur    June 2019          no
## 7           Bangkok Don Muang to Penang    June 2019          no
## 8                  Kuala Lumpur to Bali    June 2019          no
## 9                        Jakarta to Bali    June 2019         yes
## 10    Lombok to Guangzou via Kuala Lumpur    June 2019          no
## 11            Luang Prabang to Bangkok    October 2023          no
## 12     Berlin to Sydney via Kuala Lumpur  September 2023          no
## 13            Yangon to Kuala Lumpur    October 2023          no
## 14                    Bangkok to Male  November 2022          no
## 15    Ho Chi Minh City to Kuala Lumpur      June 2023         yes
## 16           Kuala Lumpur to Ho chi Minh      June 2023         yes
## 17              Vientiane to Bangkok  September 2023          no
## 18           Kuala Lumpur to Bangkok      May 2023         yes
## 19           Kuala Lumpur to Langkawi      May 2023          no
## 20        Denpasar to Kuala Lumpur  September 2023         yes
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## 21                       Gold Coast to Kuala Lumpur September 2023      no
## 22                                    Delhi to Kochi September 2023     yes
## 23        Hong Kong to Jakarta via Kuala Lumpur September 2023      no
## 24                        Kuala Lumpur to Siem Reap September 2023      no
## 25                               Taipei to Manila September 2023     yes
## 26                    Kuala Lumpur to Ho chi Minh September 2023      no
## 27                    Kuala Lumpur to Singapore September 2023      no
## 28                             Manila to Bacolod September 2022      no
## 29                        Johor Bahru to Surabaya    August 2023      no
## 30                         Krabi to Kuala Lumpur    August 2023      no
## 31                      Singapore to Yogyakarta    August 2023      no
## 32                         Hong Kong to Manila    August 2023      no
## 33                    Kuala Lumpur to Hong Kong    August 2023     yes
## 34                    Melbourne to Kuala Lumpur      July 2023      no
## 35         Bangkok to Perth via Kuala Lumpur    August 2023      no
## 36                         Singapore to Penang    August 2023      no
## 37                       Penang to Kuala Lumpur      July 2023      no
## 38                         Kuala Lumpur to Hanoi      July 2023      no
## 39     Cebu to Gold coast via Kuala Lumpur      July 2023      no
## 40                            Bangkok to DaNang      July 2023     yes
## 41                            Bangkok to Sydney       May 2023      no
## 42                    Kota Kinabalu to Hong Kong      July 2023      no
## 43     Siem Reap to Sandakan via Kuala Lumpur      July 2023      no
## 44                     Seoul Incheon to Manila    August 2022      no
## 45     Kuala Lumpur to Singapore via Taipei      July 2023      no
## 46                       Chiang Mai to Bangkok  November 2022     yes
## 47                    Kuala Lumpur to Singapore      June 2023     yes
## 48                       Perth to Kuala Lumpur      June 2023      no
## 49                         Surabaya to Denpasar      June 2023      no
## 50                       Labuan Bojo to Denpasar       May 2023      no
## 51                    Da Nang to Kuala Lumpur       May 2023     yes
## 52                   Visakhapatnam to Bangalore       May 2023      no
## 53                               Bali to Labuan       May 2023      no
## 54                             Kansai to Phuket       May 2023      no
## 55                       Singapore to Chiang Mai     April 2023      no
## 56                       Singapore to Yogyakarta  December 2022      no
## 57                       Delhi to Kuala Lumpur       May 2023      no
## 58                       Kuala Lumpur to Langkawi       May 2023      no
## 59                       Langkawi to Singapore       May 2023      no
## 60                 Bangkok Don Muang to Krabi     April 2023     yes
## 61                      Puerto Princesa to Cebu     April 2023      no
## 62                               Jakarta to Bali       May 2022      no
## 63                       Denpasar to Labuon Bajo  November 2022      no
## 64                      Langkawi to Kuala Lumpur     April 2023      no
## 65                     Surat Thani to Chang Mai  November 2022      no
## 66                            Manila to Denpasar     March 2023      no
## 67                      Langkawi to Kuala Lampur     March 2023     yes
## 68                       Kuala Lumpur to Bangkok     March 2023      no
## 69                               Jakarta to Bali     March 2023     yes
## 70                          Chiang Mai to Hua Hin  February 2023     yes
## 71                       Kuala Lumpur to Sandakan  February 2023     yes
## 72     Phnom Penh to Colombo via Kuala Lumpur    January 2023      no
## 73                             Langkawi to Penang  February 2023      no
## 74                       Kuala Lumpur to Penang  February 2023     yes
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## 75                             Penang to Kuala Lumpur  February 2023       no
## 76                             Kuala Lumpur to Penang   January 2023        no
## 77                                   Hanoi to Bangkok   February 2023       no
## 78                              Singapore to Bandung   November 2022        no
## 79            Bandar Seri Begawan to Kuala Lumpur  December 2022        no
## 80                       Puerto Princessa to Manila  February 2022        no
## 81                            Surat Thani to Bangkok   January 2023        no
## 82                            Kuala Lumpur to Taipei  December 2022        no
## 83                       Denpasar to Kuala Lumpur    January 2023        no
## 84                            Tawau to Kuala Lumpur    January 2023        no
## 85       Melbourne to Hyderabad via Kuala Lumpur  December 2022        no
## 86                       Manila to Puerto Princesa   January 2023        no
## 87                       Kuala Lumpur to Bangkok    December 2022        no
## 88                       Kuala Lumpur to Kolkata     January 2023        no
## 89                               Jakarta to Bangkok  November 2022        no
## 90          Sydney to Phuket via Kuala Lumpur  December 2022        no
## 91                                    Labuan to Bali  December 2022        no
## 92                           Perth to Kuala Lumpur   December 2022        no
## 93                      Hong Kong to Kuala lumpur  December 2022       yes
## 94                     Kota kinabalu to Singapore  December 2022        no
## 95                             Kuala Lumpur to Miri  December 2022        no
## 96                       Kota Kinabalu to Bangkok  December 2022        no
## 97                         Delhi  to Kuala Lumpur  December 2022        no
## 98                       Kuala lumpur to Surabaya  November 2022        no
## 99              Kuala Lumpur to Kota Kinabalu  November 2022        no
## 100                   Kuala Lumpur to Singapore  November 2022        no
## 101                         Bandung to Singapore  November 2022        no
## 102                     Kuala Lumpur to Bangkok  November 2022        no
## 103               Cochi to Phuket via Bangkok   October 2022        no
## 104                       Kuala Lumpur to Tawau  November 2022        no
## 105                       Krabi to Kuala Lumpur   October 2022        no
## 106                       Udon Thani to Bangkok  November 2022       yes
## 107         Bangkok (Don Muang) to Jakarta  November 2022        no
## 108        Penang to Danang via Kuala Lumpur   October 2022       yes
## 109                 Singapore to Kuala lumpur   October 2022        no
## 110                 Alor Setar to Kuala Lumpur   October 2022       yes
## 111                          Bengaluru to Bangkok   October 2022        no
## 112            Cebu to Bangkok via Manila September 2022        no
## 113                            Bangkok to Danang   October 2022        no
## 114                          Singapore to Bali   October 2022        no
## 115                      Siem Reap to Singapore   October 2022        no
## 116                      Bangkok to Phuket September 2022        no
## 117                     Jakarta to Medan September 2022        no
## 118                Bangkok to Phnom Penh September 2022        no
## 119        Phuket to Siem Reap via Bangkok     August 2022        no
## 120                     Jakarta to Denpasar     August 2022        no
## 121           Denpasar to Kulala Lumpur September 2022        no
## 122           Kuala Lumpur to Sibu September 2022        no
## 123                          Penang to Jakarta     August 2022        no
## 124                 Singapore to Kuala lumpur     August 2022        no
## 125               Jakarta to Kuala Lumpur         May 2022       yes
## 126                       Dumaguete to Manila     August 2022       yes
## 127                     Singapore to Kuching     August 2022        no
## 128                          Bangkok to Phuket       July 2022        no
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## 129              Kuala Lumpur to Kota Kinabalu         July 2022        no
## 130                    Kuala Lumpur to Lombok          July 2022        no
## 131                      Singapore to Jakarta          July 2022        no
## 132                  Langkawi to Kuala Lumpur          July 2022        no
## 133                 Chiang Mai to Kuala Lumpur         July 2022        no
## 134                        Chennai to Bangkok          July 2022        no
## 135                    Kuala Lumpur to Phuket          July 2022        no
## 136                            Jakarta to Bali         June 2022        no
## 137                        Bangalore to Mumbai         June 2022        no
## 138         Bangkok to Kuching via Kuala Lumpur        June 2022        no
## 139                         singapore to Jakarta       June 2022        no
## 140                 Kuala Lumpur to Singapore          June 2022        no
## 141             Kuala Lumpur to Kota Kinabalu          May 2022         no
## 142    Kuala Lumpur to Denpasar via Kuala Lumpur       May 2022         no
## 143                 Kuala Lumpur to Singapore          May 2022         no
## 144                 Sandakan to Kuala Lumpur           May 2022         no
## 145                     Kuala Lumpur to Sabah         April 2022        no
## 146                        Perth to Denpasar           May 2022         no
## 147   Tiruchirappalli to Singapore via Kuala Lumpur    May 2022         no
## 148             Kuala Lumpur to Kota Kinabalu          May 2022         no
## 149                 Kuala Lumpur to Alor Setar        April 2022        no
## 150                             Perth to Bali          May 2021         no
## 151                 Singapore to Kuala Lumpur         April 2022        no
## 152                        Johor to Kelantan         April 2022        no
## 153                    Hua Hin to Chiang Mai         April 2022        no
## 154                    Surabaya to Denpasar          April 2022        no
## 155                          Bangkok to Krabi         March 2022        no
## 156                     Sibu to Kuala Lumpur          March 2022        no
## 157                    Malaysia to Singapore          March 2022        no
## 158                    Ho Chi Minh to Penang          March 2022        no
## 159                      Penang to Langkawi          March 2022        no
## 160                          Osaka to Manila          March 2022        no
## 161                            Goa to Mumbai       February 2022        no
## 162                   Chiang Mai to Phuket       December 2021        no
## 163                  Singapore to Denpasar       December 2021        no
## 164                 Phuket to Kuala Lumpur        November 2021        no
## 165                 Kota Kinabalu to Johor Bahru    October 2021        no
## 166                        Phuket to Bangkok       October 2021        no
## 167                            Manila to Cebu    September 2020        no
## 168                    Surabaya to Denpasar          June 2021         no
## 169                          Cebu to Manila         August 2021        no
## 170                         Cebu to Manilla          July 2020         no
## 171                      Caticlan to Manila          July 2020         no
## 172                 Kuala Lumpur to Manila          May 2020          no
## 173                    Bangkok to Chiang Mai        April 2021        no
## 174                        Singapore to Bali          May 2020          no
## 175                       Manila to Tagbilara       April 2020        no
## 176                        Macau to Bangkok          June 2020         no
## 177                     Singapore to Jakarta          July 2020         no
## 178                 Da Nang to Kuala Lumpur          March 2020        no
## 179                 Chiang Mai to Hong Kong       February 2020        no
## 180                          Manila to Bohol          April 2020        no
## 181                         Manila to Kalibo          July 2020         no
## 182                 Tokyo to Kuala Lumpur           July 2020         no
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## 183                 Kuala Lumpur to Singapore    August 2020       no
## 184                      Singapore to Taipei      April 2020       no
## 185         Chiang Mai to Kolkata via Bangkok      April 2020       no
## 186     Amritsar to Melbourne via Kuala Lumpur     April 2020      yes
## 187            Kota Kinabalu to Kuala Lumpur       April 2020       no
## 188                       Caticlan to Clark        March 2020       no
## 189         Sydney to Taipei via Kuala Lumpur      April 2020       no
## 190        Singapore to Sabah via Kuala Lumpur     April 2020      yes
## 191              Melbourne to Kuala Lumpur      February 2020       no
## 192                      Osaka to Singapore        April 2020       no
## 193            Kota Kinabalu to Kuala Lumpur       April 2020       no
## 194              Hong Kong to Kuala Lumpur         April 2020       no
## 195                      Singapore to Bali         April 2020       no
## 196          Penang to Bali via Kuala Lumpur        July 2019       no
## 197              Melbourne to Kuala Lumpur      February 2020       no
## 198                          Perth to Bali        April 2020       no
## 199               Tokyo Narita to Bangkok         March 2020       no
## 200     Melbourne to Vientiane via Kuala Lumpur    March 2020       no
## 201        Jakarta to Krabi via Kuala Lumpur        May 2019       no
## 202     Kuala Lumpur to Bandar Seri Begawan   December 2019       no
## 203              Bangkok to Surat Thani       December 2019       no
## 204                     Bangkok to Lombok        March 2020       no
## 205     Beijing to Siem Reap via Kuala Lumpur   February 2020       no
## 206               Phnom Penh to Gold Coast        March 2020      yes
## 207                     Penang to Singapore        March 2020      yes
## 208                 Chiang Mai to Phuket         March 2020       no
## 209              Hanoi to Kuala Lumpur         March 2020       no
## 210                      Bali to Singapore        March 2020       no
## 211         Male to Perth via Kuala Lumpur        March 2020       no
## 212         Phuket to Bangalore via Bangkok        April 2019      yes
## 213             Kuala Lumpur to Makassar      January 2020      yes
## 214                 Kuala Lumpur to Cebu      February 2020       no
## 215                  Bangkok to Siem Riep    February 2020       no
## 216              Chennai to Kuala Lumpur    February 2020       no
## 217              Kuching to Kuala Lumpur  September 2019      yes
## 218     Gold Coast to Phuket via Kuala Lumpur    January 2020       no
## 219                  Phuket to Phnom Penh     January 2020       no
## 220                        Jakarta to Bali   February 2020      yes
## 221              Puerto Pricesa to Manila   February 2020      yes
## 222                    Shanghai to Manila    January 2020      yes
## 223              Chiang Mai to Surathani     January 2020       no
## 224                   Krabi to Singapore    February 2020      yes
## 225                 Lombok to Jakarta  September 2019       no
## 226              Bangkok to Phnom Penh    February 2020      yes
## 227                     Bali to Singapore   February 2020       no
## 228                       Manila to Cebu    February 2020       no
## 229         Kuala Lumpur to Yogyakarta      January 2020       no
## 230         Chiang mai to Kuala lumpur    February 2020       no
## 231         Kuala Lumpur to Singapore    February 2020       no
## 232                   Bangkok to Siem Reap     January 2020      yes
## 233           Singapore to Kuala Lumpur   December 2019      yes
## 234     Manila to Singapore via Kuala Lumpur    January 2020       no
## 235                   Denpasar to Perth      January 2020      yes
## 236                      Lombok to Perth      January 2020       no
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## 237                      Kuala Lumpur to Sihanoukville   January 2020    no
## 238                                Osaka to Honolulu     January 2020    no
## 239                          Kuala lumpur to Bali        January 2020    no
## 240                          Hanoi to Kuala Lumpur       January 2020    no
## 241                        Kuala Lumpur to Cochin       December 2019    no
## 242                        Utapao to Kuala Lumpur       November 2019   yes
## 243                       Jakarta to Kuala Lumpur       December 2019    no
## 244                          Chiang Mai to Phuket       December 2019    no
## 245                     Kuala Lumpur to Shenzhen        December 2019    no
## 246                        Kuala Lumpur to Hanoi        December 2019   yes
## 247                       Jakarta to Kuala Lumpur       December 2019   yes
## 248                     Denpasar to Kuala Lumpur        November 2019   yes
## 249                            Bangkok to Medan         December 2019   yes
## 250                   Singapore to Kuala Lumpur         November 2019   yes
## 251                 Bengaluru to Bali via Malaysia      November 2019    no
## 252          Siem Reap to Krabi via Kuala Lumpur        November 2019    no
## 253                          Hyderabad to Mumbai        October 2019    yes
## 254                                Delhi to Goa         November 2019    no
## 255          Male to Kota Bharu via Kuala Lumpur        November 2019    no
## 256                            Singapore to Bali        November 2019    no
## 257                          Lombok to Denpasar         November 2019   yes
## 258                       Kuala Lumpur to Jakarta       November 2019    no
## 259                          Tagbilaran to Manila       October 2019    no
## 260                     Kuala Lumpur to Guangzhou       October 2019    yes
## 261              Hanoi to Bali via Kuala Lumpur         October 2019    no
## 262              Delhi to Bali via Kuala Lumpur         October 2019    no
## 263                          Jakarta to Singapore       August 2019     no
## 264                          Hyderabad to Mumbai        October 2019    no
## 265                          Hanoi to Kuala Lumpur      October 2019    no
## 266            Kuala Lumpur to Kota Kinabalu September 2019              no
## 267                  Langkawi to Kuala Lumpur September 2019            yes
## 268                  Kuala Lumpur to Denpasar September 2019            yes
## 269                     Sibu to Kota Kinabalu September 2019             no
## 270                            Bali to Bangkok    August 2019            no
## 271                          Bangkok to Hat Yai September 2019           no
## 272             Bali to Seoul via Kuala Lumpur September 2019            no
## 273                  Kuching to Kuala Lumpur September 2019              no
## 274       Hanoi to Denpasar via Kuala Lumpur September 2019             no
## 275                       Kuala Lumpur to Jakarta     August 2019       no
## 276                     Colombo to Kuala Lumpur        July 2019       yes
## 277                   Kuala Lumpur to Melbourne        July 2019       yes
## 278                   Kuala Lumpur to Nha Trang      August 2019        no
## 279                   Kuala Lumpur to Nha Trang      August 2019        no
## 280 Bandar seri Begawan to Bangkok via Kuala Lumpur    August 2019      no
## 281                            Bangkok to Jakarta     August 2019      yes
## 282                            Jakarta to Bangkok     August 2019      yes
## 283                          Perth to Denpasar Bali     July 2019       no
## 284             Male to Taipei via Kuala Lumpur        June 2019        no
## 285                          Hanoi to Kuala Lumpur      July 2019       no
## 286                          Kuala Lumpur to Taipei     July 2019       no
## 287             Bali to Siem Reap via Kuala Lumpur      July 2019       no
## 288             Cebu to Penang via Kuala Lumpur        July 2019        no
## 289                          Male to Kuala Lumpur      June 2019        no
## 290                        Kuala Lumpur to Penang       July 2019       no
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## 291                         Singapore to Jakarta       June 2019      no
## 292                         Phuket to Chiang Mai       June 2019      no
## 293                Kuala Lumpur to Johor Bahru          June 2019      no
## 294                           Krabi to Bangkok          June 2019      no
## 295                            Cebu to Manila           June 2019      no
## 296                  Lombok to Kuala Lumpur             June 2019      no
## 297            Bangkok Don Muang to Penang              June 2019      no
## 298                     Kuala Lumpur to Bali            June 2019      no
## 299                            Jakarta to Bali          June 2019     yes
## 300  Lombok to Guangzou via Kuala Lumpur                June 2019      no
##                                                                      title
## 1                              waiting for their follow up
## 2                       Worst service I have ever experienced
## 3                              90.10MYR for 15kg baggage
## 4                               Absolutely no leg room
## 5                               I had issues in booking
## 6                             luggage fees are outrageous
## 7                             do not travel with Air Asia
## 8                               be skipping this airline
## 9                       attendants friendly and very helpful
## 10                             food you need to pay for it
## 11                            "Total disregard for passengers"
## 12                            "so cheap and badly put together"
## 13                            "delayed 2 hours arriving in Yangon"
## 14                            "rescheduled several times"
## 15                            "need some constant improvement"
## 16                            "very moderate experience"
## 17                            "hate their non reliability"
## 18                              "legroom was tight"
## 19                            "so many unnecessary problems"
## 20                            "crew was polite and responsive"
## 21                   "worst customer service I have experienced"
## 22                               "plane was clean"
## 23                            "tried to change my flight booking"
## 24                            "There is no customer service"
## 25                            "the best low cost airline"
## 26                               "terrible experience"
## 27                            "have to pay for everything"
## 28                            "impossible to contact them"
## 29                            "will never fly this airline again"
## 30                            "never flying with AirAsia again"
## 31                            "we got two different seats"
## 32                            "hand luggage exceeded the weight limit"
## 33                            "cabin crew was kind and gentle"
## 34                            "told that all 3 of us were overweight"
## 35                            "poor staffing in the terminals"
## 36                            "shocked with such rude response"
## 37                            "Can someone buy Air Asia a Timepiece"
## 38                            "misinterpreted visa rules"
## 39                            "carry on bag was over weight"
## 40                            "very helpful and friendly staff"
## 41                            "aircraft is only economy seating"
## 42                               "gets you from A to B"
## 43                            "wanted to charge 58USD per bag"
```

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## 44                                        "I did not receive any refund"
## 45                                           " it's very poor management"
## 46                                   "a low cost carrier with no frills"
## 47                                     "Appreciate the thoughtfulness"
## 48                            "website has taken such a step backwards"
## 49                                     "avoid this airline at all cost"
## 50                                         "no refund was received"
## 51                                         "the best value for money"
## 52                                         "Very terrible experience"
## 53                                    "impossible to talk to a human"
## 54                                        "Terrible check in service"
## 55                            "Rescheduled my flight at short notice"
## 56                                           "has so many hidden fees"
## 57                                   "AirAsia is weighing cabin baggage"
## 58                                  "Worst airline I've ever flown with"
## 59                                  "not fly again with this airline"
## 60                                         "No apology or explanation"
## 61                                   "Never again will we fly Air Asia"
## 62                                            "Avoid at all costs!"
## 63                                  "still waiting for my refund Air Asia"
## 64                                             "now retimed to 9pm"
## 65                                         "never received the refund"
## 66                                     "Avoid Air Asia at all cost"
## 67                                     "both were top quality flights"
## 68                                         "Flight itself uneventful"
## 69                                     "Good airline, faster checkin"
## 70                                              "worth every penny"
## 71                                      "we will fly with you again"
## 72                                  "didn't accept our booking ref no."
## 73                                         "Flight was delayed 2 hours"
## 74                                          "very moderate experience"
## 75                                      "Delayed for more than 2 hours"
## 76                                         "you pay for what you get"
## 77                                            "endless frustration"
## 78                            "Calling or chatting to human is impossible"
## 79                                             "Terrible airline"
## 80                            "AirAsia booking policies are deceptive!"
## 81                                         "scalp you for every dollar"
## 82                                  "lousy way to treat your customer"
## 83                                  "totally screwing the entire day"
## 84                                     "Bad experience of this airline"
## 85                                     "never get on these flights"
## 86                                  "Nothing on time. Nothing organized"
## 87                            "the support staff were not helpful at all"
## 88                                     "worst flight experience ever"
## 89                            "just don't care and disconnect you at will"
## 90                                  "we will avoid flying AirAsia again"
## 91                                  "notified that my flight was cancelled"
## 92                                             "not worth the trouble"
## 93                                  "so nice to welcome back AirAsia"
## 94                                         "Worst customer service"
## 95                                     "customer service is non-existent"
## 96                                     "non existent customer service"
## 97                                     "not let me take my small bag on"
```

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## 98                                                "had to sleep at the airport"
## 99                                                      "Never again for me"
## 100                                             "never travel AirAsia again"
## 101                                                    AirAsia customer review
## 102                                          "Terrible experience all around"
## 103                                        "Customer service is only a robot"
## 104                                    "Customer service is as low as it could be"
## 105                                             "They should bring more food"
## 106                                          "Nice, uneventful short flight"
## 107                                              "Never again with AirAsia"
## 108                                    "when it was time to board no wheelchair"
## 109                                            "a very bad experience for me"
## 110                                        "please respect your customer's time"
## 111                                        "not able to reach customer care"
## 112                                              "too short time to connect"
## 113                                                "I'll pay more elsewhere"
## 114                                                "Go with another airline"
## 115                                          "I guess Air Asia does not care"
## 116                                                     "terrible online chat"
## 117                                                    "4 times rescheduled"
## 118                                      "I haven't received any correspondence"
## 119                                            "never book with AirAsia again"
## 120                                          "Worst flight experience ever"
## 121                                      "tell me my flight its the other flight"
## 122                                          "of course I missed the flight"
## 123                                                "Horrible communication"
## 124                                    "cannot check in anymore as counter is closed"
## 125                                                    "Good value for money"
## 126                                          "hard work deserves recognition"
## 127                                          "requested refund via their AVA bot"
## 128                                              "The worst customer service"
## 129                                          "no customer service whatsoever"
## 130                                                  "What a waste of money!"
## 131                                                  "I had lost both tickets"
## 132                                          "lousy service and terrible airline"
## 133                                          "canceled due to operational reasons"
## 134                                                    "Worst experience ever"
## 135                                              "I'll never fly AirAsia again"
## 136                                      "Rp. 223,009 for additional 10 kg baggage"
## 137                                                "So much inconvenience"
## 138                                          "I will never take AirAsia again"
## 139                                          "We will never travel AirAsia again"
## 140                                    "customer service is poor beyond reasoning"
## 141                                              "No apology to the passenger"
## 142                              "there is zero understanding of customer service concept"
## 143                                                    "Disappointing flight"
## 144                                            "the service is getting worse"
## 145                                          "they are not paying the money back"
## 146                                          "Absolutely no customer service"
## 147                                            "I was asked to pay for 2.1 kg"
## 148                                                "Worst customer service"
## 149                                      "Why overbook a flight during a major holiday?"
## 150                                              "Terrible customer service"
## 151                                        "Requested a refund but was being rejected"
```

28

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## 152                                                "I haven't get my refund back"
## 153                                        "abysmal customer service experience"
## 154                                                          "Worst airline ever"
## 155                                                        "Nil customer service"
## 156                                                       "Arrogant ground staff"
## 157                                   "This will be my last time flying with AirAsia"
## 158                                         "I will never use this company again"
## 159                                                    "unethical business acumen"
## 160                                              "airline keeps cancelling flight"
## 161                                      "repeatedly trying to do an online web check"
## 162                                          "stay away from this low-cost company"
## 163                                                   "appalling customer service"
## 164                                 "cancelled my flight and refused to give refund"
## 165                                                        "$148 for overweight fine"
## 166                                                        "Stay away from AirAsia!"
## 167                                                    "AirAsia you owe me money"
## 168                                                          "can't refund money"
## 169                                                          "Very disappointing"
## 170 "I simply want to speak to a human-being to ask them about my refund request"
## 171                                                 "We've been waiting 15 months"
## 172                                              "still waiting for my money back"
## 173                                                    "never use Air Asia again"
## 174                                              "Thieves, liars, no compassion"
## 175                                              "My wife had to pay his luggage"
## 176                                                      " they refused my refund"
## 177                                                          "refused to refund me"
## 178                                      "an awful company with zero customer service"
## 179                            "I will do everything in my power to never fly AA again"
## 180                                  "Their customer service is seriously sub standard"
## 181                                                            "I wanted a refund"
## 182                                              "refund that would take 12+ weeks"
## 183                                                          "This is unethical!"
## 184                                                    "offered with credit account"
## 185                                                        "Don't accept the credit"
## 186                                              "they didn't refund ticket money"
## 187                                                        "they will not refund"
## 188                                              "informed that I'll get a refund"
## 189                                                  "I have chosen credit account"
## 190                                                    "satisfied with the services"
## 191                                                    "Been waiting for something"
## 192                                                          "trying to get a refund "
## 193                                              "ask if I could change my flight"
## 194                                                  "never use that airline again"
## 195                                              "AVA bot chat is beyond useless"
## 196                                                      "Worst customer service"
## 197                                              "Refund not generated automatically"
## 198                                          "They do anything not to talk to you"
## 199                                                  "30 days and still no refund"
## 200                                              "online chat to attempt refunds"
## 201                                                          "highly disappointed"
## 202                                                  "I was not emailed or contacted"
## 203                                                          "very sad company"
## 204                                                      "Worst customer service"
## 205                                                  "no refund was received yet"
```

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## 206                          "I want to credit my flight"
## 207                                   "Very impressed"
## 208                     "still have to pay the change fee"
## 209                             "no free water served"
## 210                         "not fly with AirAsia anymore"
## 211                         "virtual assistant to chat"
## 212                 "big shout out to the AirAsia staff"
## 213                           "in-flight meal is great"
## 214                         "no online customer service"
## 215                         "overweight by a few pounds"
## 216                 "pay extra for check in my luggage"
## 217                           "in flight crew are great"
## 218                       "the flight had been cancelled"
## 219                       "flight in March was cancelled"
## 220                             "couldn't fault them"
## 221                         "Overall a good experience"
## 222                     "a good price performance ratio"
## 223                         " good if you get the deal"
## 224                 "we had a very positive experience"
## 225                         "Had to dispute the charge"
## 226                         "satisfied with Air Asia"
## 227                 "refusing to allow cabin baggage"
## 228                 "They don't provide any support"
## 229                               "not so low cost"
## 230                     "check in process is the worst"
## 231                     "Refused to print the ticket"
## 232                             "Never  had a problem"
## 233                         "smooth relaxing trip"
## 234                 "did not check-in 2 hours before "
## 235                             "Really impressed"
## 236                 "not loaded passengers luggage"
## 237                 "entered check in a little late"
## 238                         "Shameless price gouging"
## 239                 "refused us access to the pod hotel"
## 240                         "could not sit together"
## 241                 "waste 1 hour time at the counter"
## 242                     "love flying from this airport"
## 243                     "never fly this airline again"
## 244                     "recommend a different airline"
## 245                     "not see any crowd at the gate"
## 246                     "more comfortable window seat"
## 247         "a good selection of food for purchase"
## 248                         "good but not special"
## 249                             "Significant delay"
## 250                     "definitely pick AirAsia again"
## 251                             "seats are horrible"
## 252                     "We had to rebook new tickets"
## 253                 "an excellent customer experience"
## 254                         "no alternative was given"
## 255                         "they said I was too late"
## 256                         "we had to buy new tickets"
## 257                 " most unique personal touch"
## 258                             "my last flight them"
## 259                         "utterly unprofessional"
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## 260                                        "seats are quite comfortable"
## 261                                     "Worst seats I have experienced"
## 262                                     "ticket did not include checked bags"
## 263          "improve the service or good luck in the future"
## 264                                "One of the most lowest grade airlines"
## 265                                            "they did okay service"
## 266                                      "by far the worst experience"
## 267                                        "Cabin staff were humorous"
## 268                                       "The flight was comfortable"
## 269                                              "I miss the flight"
## 270                                             "Chaos at check in"
## 271                                    "refused to check in both bags"
## 272                                        "not good customer service"
## 273                                        "departs 10 minutes earlier"
## 274                               "could not have been more unhelpful"
## 275                                     "could not be more unhelpful"
## 276                                  "a nice flight with no problems"
## 277                                          "Will fly AirAsia again"
## 278                          "Still waiting to board, holiday ruined"
## 279                                      "Awful service, always late"
## 280                                           "7kg carry on limit"
## 281                             "we landed 30mins ahead of schedule"
## 282                                            "Food was just bad"
## 283                                      "gave us a partial credit"
## 284                              "doubt they will refund this fee"
## 285                                    "inefficient car hire partner"
## 286                                    "customer service is terrible"
## 287                                     "250 dollars for my baggage"
## 288                                            "Company to avoid"
## 289                                    "I got only one meal served"
## 290                                    "check in close 1 hour before"
## 291                                    "waiting for their follow up"
## 292                         "Worst service I have ever experienced"
## 293                                    "90.10MYR for 15kg baggage "
## 294                                      "Absolutely no leg room"
## 295                                      "I had issues in booking"
## 296                                    "luggage fees are outrageous"
## 297                                    "do not travel with Air Asia"
## 298                                      "be skipping this airline"
## 299                         "attendants friendly and very helpful"
## 300                                    "food you need to pay for it"
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## 140    Purchased baggage in advance with tickets. Tried to luggage drop exactly an hour before flight
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## 287
## 288
## 289
## 290
## 291
## 292
## 293
## 294
## 295
## 296
## 297
## 298
## 299
## 300
```

Malaysia has the most number of passengers that review the Airasia.

```r
library(ggplot2)
ggplot(finaloutput, aes(x =name, y = country),colors=class) + geom_point()
```
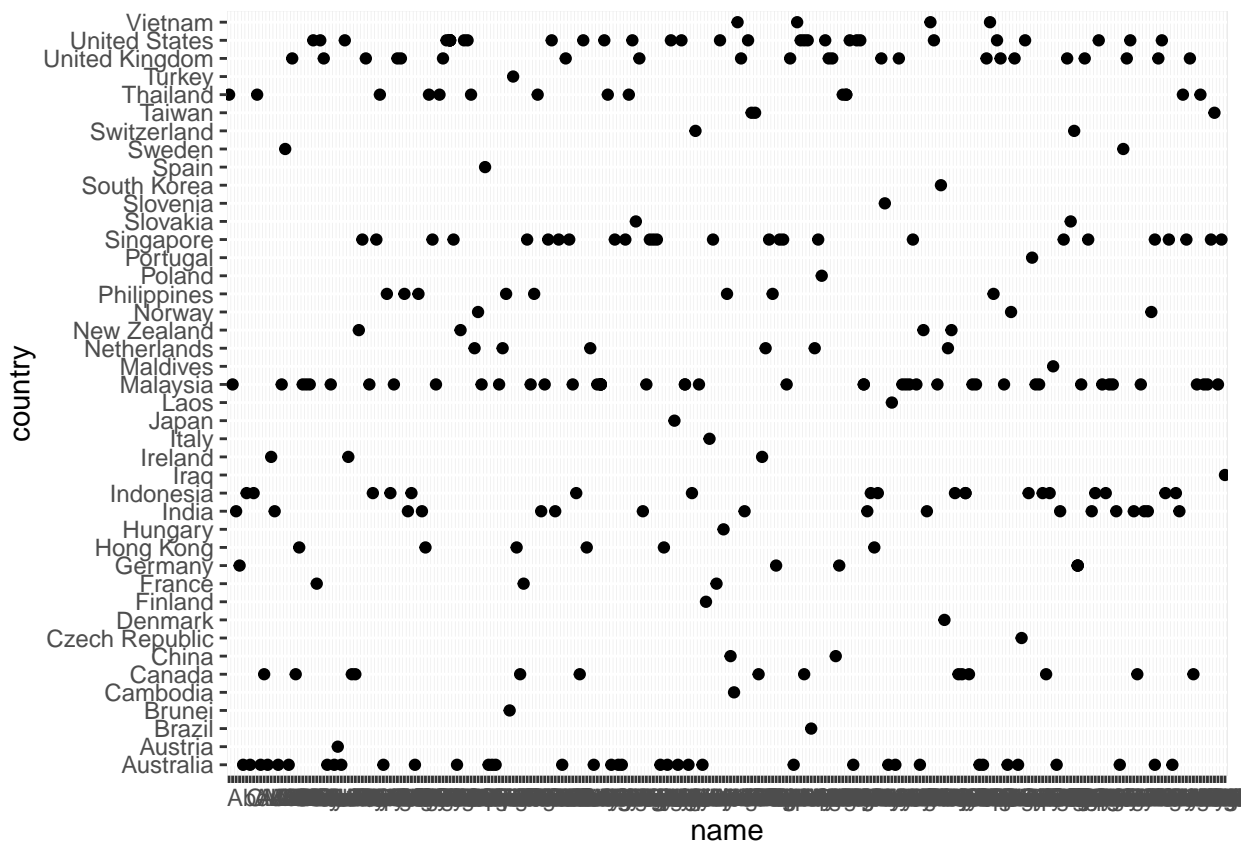


```r
library(ggplot2)

library(dplyr)
```

```
groupofcountry<- finaloutput %>%
  group_by(country) %>%
  summarise(count=n())

ggplot(groupofcountry, aes(x = country, y = count, fill = country)) +
  geom_bar(stat = "identity") +
  coord_flip() +
  theme_minimal() +
  labs(title = "Number Reviews per Country",
       x = "Country",
       y = "Number of Reviews") +
  scale_fill_hue()+ guides(fill=FALSE)
```

```
## Warning: The `<scale>` argument of `guides()` cannot be `FALSE`. Use "none" instead as
## of ggplot2 3.3.4.
## This warning is displayed once every 8 hours.
## Call `lifecycle::last_lifecycle_warnings()` to see where this warning was
## generated.
```
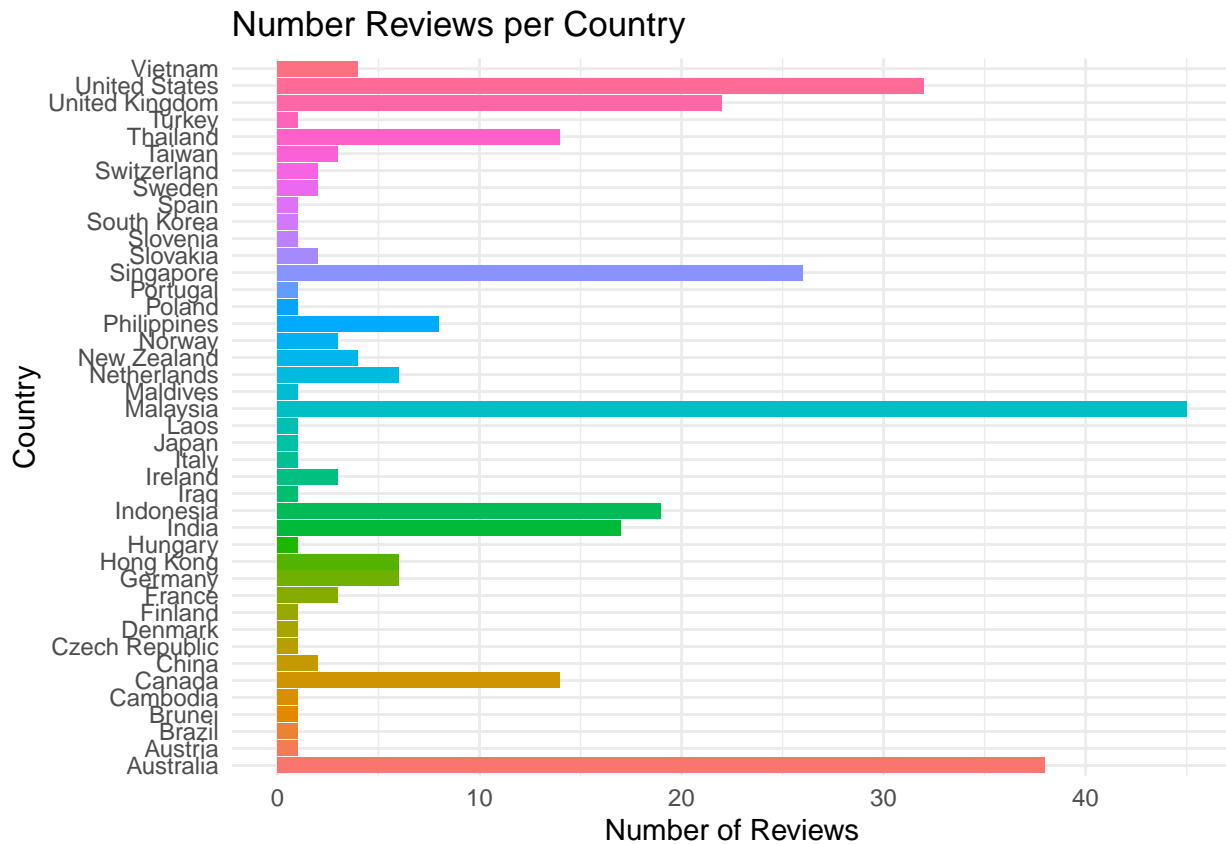

Passenger's recommendation reviews to Air Asia Airline. Most passengers prefer/voted to not recommend the airline.

```
recommendedfactor<-factor(finaloutput$recommended)
barcolors <- c("red", "green")
plot(recommendedfactor,col=c(barcolors),main="Passenger Recommendations for Air Asia",xlab = "Recommenda
legend("topright", legend = levels(recommendedfactor), fill = barcolors)
```

Passenger Recommendations for Air Asia
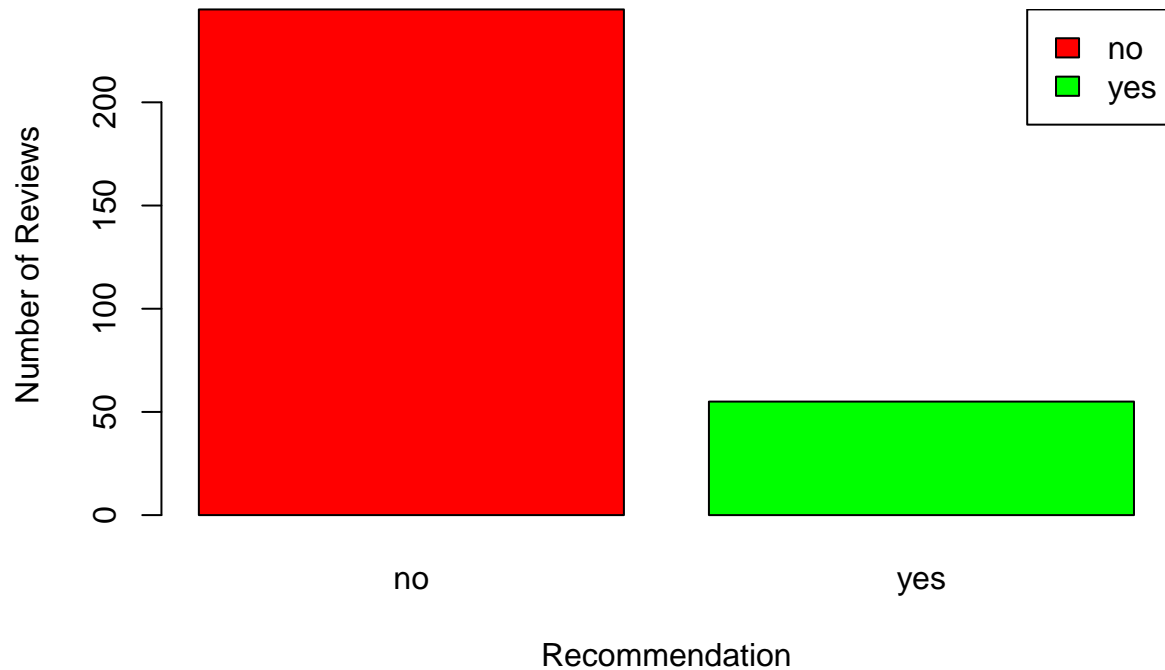
The analysis of passenger data for Air Asia reveals a diverse distribution of traveler
types, with 30 business travelers, 70 couples on leisure trips, 86 family leisure , and
114 solo leisure travelers.

```
library(dplyr)

groupoftraveller<- finaloutput %>%
  group_by(typeoftraveller) %>%
  summarise(count=n())

colors <- c("maroon", "pink", "skyblue", "purple")


pie(groupoftraveller$count, labels = groupoftraveller$count, col = colors, main = "Traveller Types Distr
legend(x = 1.2, y = 1.2,cex = 0.8, legend = groupoftraveller$typeoftraveller, fill = colors, title = "Ty
```

Traveller Types Distribution on Air Asia
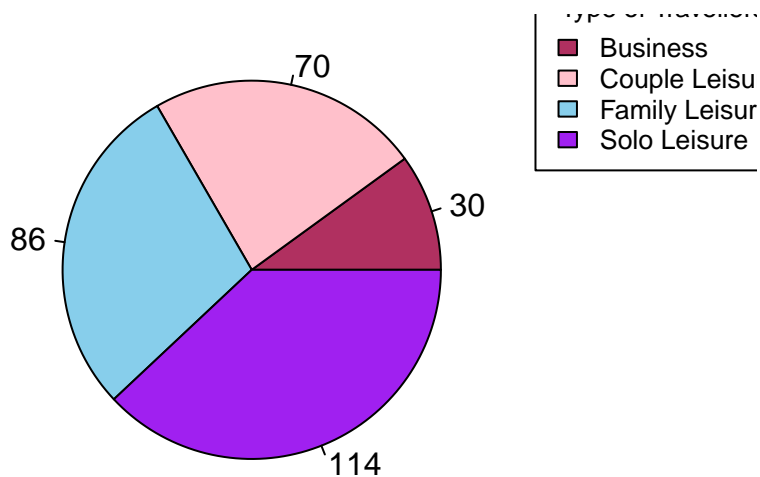
The most word that has been spotted in the comment reviewsis the word flight followed by the airasia,service,refund,airline,time,get and customer.

```
library(wordcloud)
```

```
## Loading required package: RColorBrewer
```

```
library(tm)
```

```
## Loading required package: NLP
```

```
##
## Attaching package: 'NLP'
```

```
## The following object is masked from 'package:ggplot2':
##
##     annotate
```

```
## The following object is masked from 'package:httr':
##
##     content
```

```
reviewCorpus <- Corpus(VectorSource(finaloutput$review))
```

```
reviewCorpus <- tm_map(reviewCorpus, content_transformer(tolower))
```

```
## Warning in tm_map.SimpleCorpus(reviewCorpus, content_transformer(tolower)):
## transformation drops documents
```

```
reviewCorpus <- tm_map(reviewCorpus, removePunctuation)
```

```
## Warning in tm_map.SimpleCorpus(reviewCorpus, removePunctuation): transformation
## drops documents
```

```
reviewCorpus <- tm_map(reviewCorpus, removeNumbers)
```

```
## Warning in tm_map.SimpleCorpus(reviewCorpus, removeNumbers): transformation
## drops documents
```

```
reviewCorpus <- tm_map(reviewCorpus, removeWords, stopwords("english"))
```

```
## Warning in tm_map.SimpleCorpus(reviewCorpus, removeWords,
```

```
## stopwords("english")): transformation drops documents

reviewCorpus <- tm_map(reviewCorpus, stripWhitespace)

## Warning in tm_map.SimpleCorpus(reviewCorpus, stripWhitespace): transformation
## drops documents

reviewCorpus <- tm_map(reviewCorpus, removeWords, c("the","just","even","will","my","kg", "us", "said",

## Warning in tm_map.SimpleCorpus(reviewCorpus, removeWords, c("the", "just", :
## transformation drops documents

str(reviewCorpus)

## Classes 'SimpleCorpus', 'Corpus'  hidden list of 3
##  $ content: chr [1:300] " singapore jakarta flight jakarta delayed airasia sent email saying option g
##  $ meta    :List of 1
##   ..$ language: chr "en"
##   ..- attr(*, "class")= chr "CorpusMeta"
##  $ dmeta  :'data.frame': 300 obs. of  0 variables

pal <- brewer.pal(9, "Reds")
pal<- pal[-(1:3)]

set.seed(1234)
wordcloud(words = reviewCorpus, min.freq = 1, scale = c(2, 0.2), max.words = 100, random.order = FALSE,
```


There are more very positive sentiments with the number of 136 found in AirAsia followed by the very negative=107,negative=37,positive=18,neutral=2.

```
library(syuzhet)
library(SentimentAnalysis)

##
## Attaching package: 'SentimentAnalysis'

## The following object is masked from 'package:base':
##
##     write

library(ggplot2)
library(SnowballC)

reviewP <- data.frame(text = sapply (reviewCorpus, as.character), stringsAsFactors= FALSE)

reviewSentiments <- get_sentiment (reviewP$text,method = "syuzhet")

reviewsen <- cbind(reviewP, reviewSentiments)

#positive and negative sentiments
```

```r
reviewsen$sentiment <- ifelse(reviewsen$reviewSentiments <= -0.5, "1) very negative",
                        ifelse(reviewsen$reviewSentiments > -0.5 & reviewsen$reviewSentiments < 0
                          ifelse(reviewsen$reviewSentiments == 0, "3) neutral",
                            ifelse(reviewsen$reviewSentiments > 0 & reviewsen$reviewSen
                              ifelse(reviewsen$reviewSentiments >= 0.5, "5) very po
df <- head(reviewsen, n = 10)


sentiment_counts <- table(reviewsen$sentiment)


ggplot(reviewsen, aes(x = sentiment, fill = sentiment)) +
geom_bar() +
  labs(title = "Air Asia Customer Sentiments",
       x = "Sentiment",
       y = "Count",
       subtitle = paste("Total Counts: Very Negative =", sentiment_counts["1) very negative"],
                        "| Negative =", sentiment_counts["2) negative"],
                        "| Neutral =", sentiment_counts["3) neutral"],
                        "| Positive =", sentiment_counts["4) positive"],
                        "| Very Positive =", sentiment_counts["5) very positive"])) +
  scale_fill_manual(values = c("1) very negative" = "darkred",
                               "2) negative" = "red",
                               "3) neutral" = "yellow",
                               "4) positive" = "lightgreen",
                               "5) very positive" = "darkgreen")) +
  scale_y_continuous(breaks = seq(0, 150, 25)) +
  theme_minimal()
```

Air Asia Customer Sentiments
Total Counts: Very Negative = 107 | Negative = 37 | Neutral = 2 | Positive = 18 | Very Pos
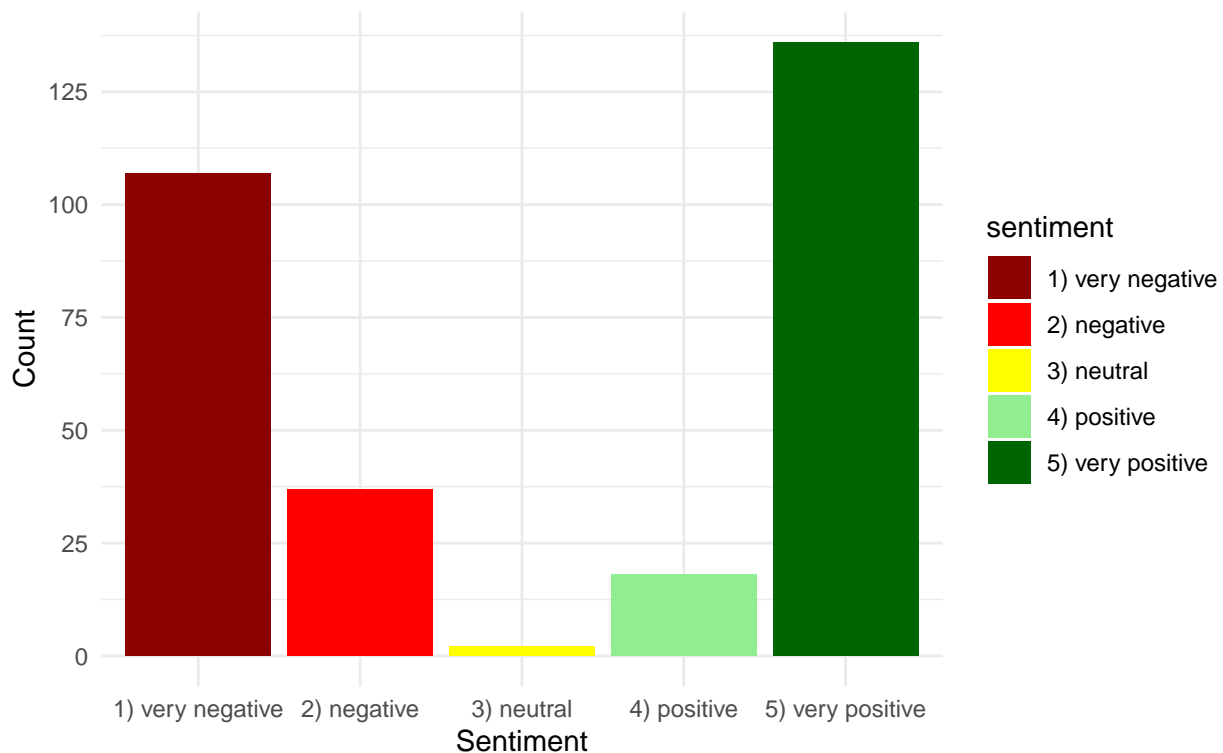

The maximum number of the number of reviews per date is in the date of September 26, 2023 that has 6 reviews, followed by 4 reviews in date of February 18,2020, 5counts of 3 reviews per date,30counts of 2 reviews per date, and 215counts per 1 review per date in the remaining dates.

```r
library(ggplot2)
library(viridis)
```

```
## Loading required package: viridisLite
```

```r
library(dplyr)
ggplot(data = finaloutput, aes(x = date)) +
  geom_bar(aes(fill = ..count..), stat = "count") +
  theme(legend.position = "none") +
  xlab("Date") + ylab("Number of Reviews") +
  scale_fill_viridis_c()
```

```
## Warning: The dot-dot notation (`..count..`) was deprecated in ggplot2 3.4.0.
## i Please use `after_stat(count)` instead.
## This warning is displayed once every 8 hours.
## Call `lifecycle::last_lifecycle_warnings()` to see where this warning was
## generated.
```
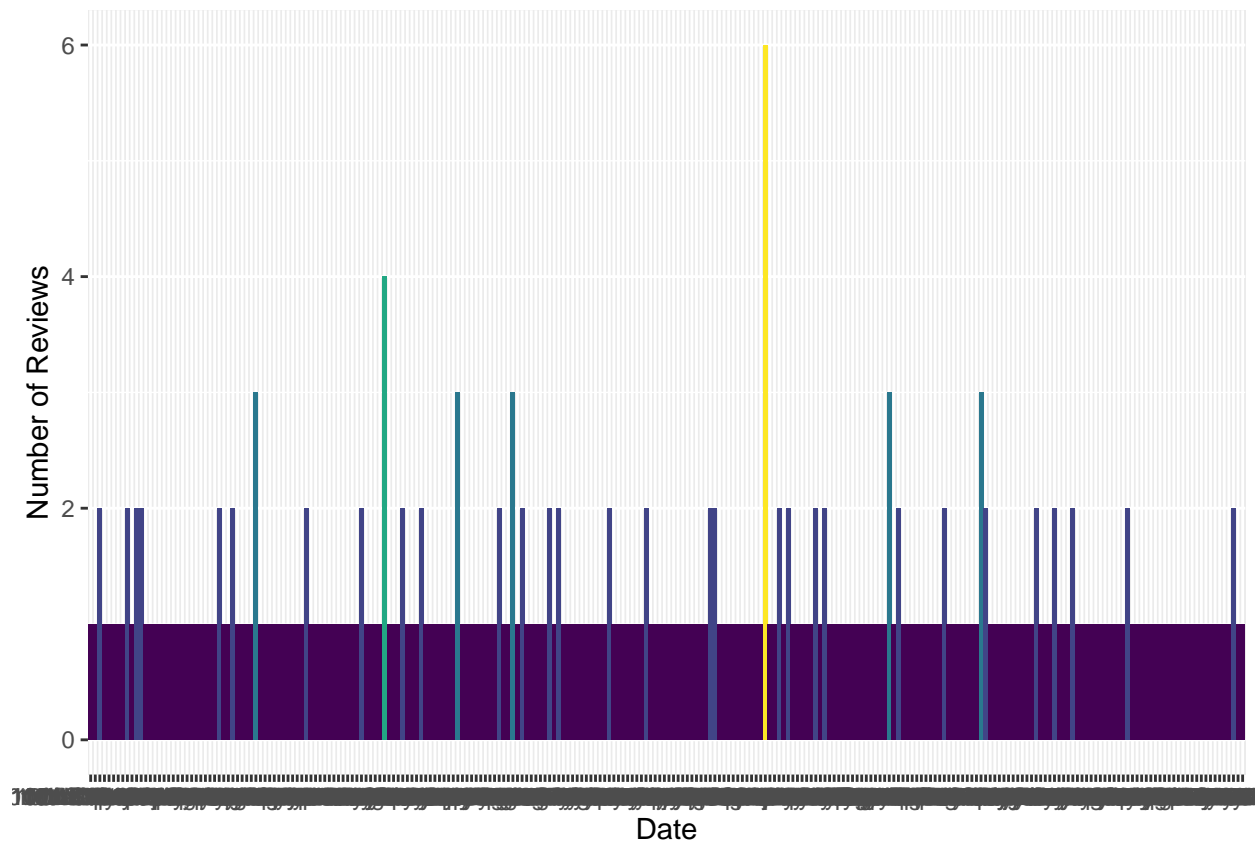
```r
dateof<-finaloutput%>%
  group_by(date)%>%
  summarise(count=n())
md<-max(dateof$count)
subset(dateof,count==md)
```

```
## # A tibble: 1 x 2
##   date                count
##   <chr>               <int>
## 1 " 26th September 2023"    6
```

```r
subset(dateof,count==4)
```

```
## # A tibble: 1 x 2
##   date                count
##   <chr>               <int>
## 1 " 18th February 2020"    4
```

```r
subset(dateof,count==3)
```

```
## # A tibble: 5 x 2
##   date                count
##   <chr>               <int>
## 1 " 14th January 2020"     3
## 2 " 1st April 2020"        3
## 3 " 20th August 2023"      3
## 4 " 2nd September 2019"    3
## 5 " 4th February 2020"     3
```

```
subset(dateof,count==2)
```

```
## # A tibble: 30 x 2
##    date                count
##    <chr>               <int>
##  1 " 10th June 2019"        2
##  2 " 10th September 2023"   2
##  3 " 11th February 2023"    2
##  4 " 11th July 2023"        2
##  5 " 13th November 2019"    2
##  6 " 14th April 2022"       2
##  7 " 16th April 2020"       2
##  8 " 17th March 2023"       2
##  9 " 18th May 2022"         2
## 10 " 18th September 2019"   2
## # i 20 more rows
```

```
subset(dateof,count==1)
```

```
## # A tibble: 215 x 2
##    date                count
##    <chr>               <int>
##  1 " 10th January 2020"     1
##  2 " 10th July 2020"        1
##  3 " 10th June 2022"        1
##  4 " 10th March 2020"       1
##  5 " 10th March 2022"       1
##  6 " 10th November 2023"    1
##  7 " 10th September 2019"   1
##  8 " 11th December 2022"    1
##  9 " 11th June 2021"        1
## 10 " 11th November 2022"    1
## # i 205 more rows
```