



Swami Keshvanand Institute of Technology, Management & Gramothan
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Department of Computer Science & Engineering
Minor Project-Odd Semester (2022-23)
ABSTRACT

Title: Airport Feedback App

Using digital feedback software, airport management can hear the voice of each passenger – about airport staff, airport amenities, and general passenger perception about the airport and the flights. It gives you a platform to recognize key trends, track repetitive issues and resolve them faster than before. Through our Airport Feedback App, airport management can get 100% more passenger feedback at airports and in airlines, and that too in real-time. First of all, we research the airline surveys and the kind of facilities available at the airport and we found that none of the survey forms covers all the departments and even if they covers all the departments, they were very large so we decided to split the forms according to various departments and passengers can give the reviews of all the departments they want. We have also included visual representations of all the surveys through which it will be easier for the airport management team to understand the survey results. We learned that whenever we want to solve a problem the best way is to look for the solutions around us. We also learned how to work in a team and make use of online project management tools such as Notion, etc.

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