

Overview:

1. What is the trend in the number of ratings below 2.5 over time? Using the same method, what is the trend in the number of low ratings (below 2.5) for each service aspect over time?
2. What is the average rating for each aspect? Which aspects have the lowest rating?
3. Which flight route has the highest proportion of bad reviews?

Since 2022 (After Covid-19):

4. What are the main complaint themes identified through topic analysis, how many reviews fall into each category, and which themes appear most frequently in bad-to-medium reviews?
5. Identify 5 flight routes that have the highest proportion of bad reviews since 2022. **Which themes are mentioned most frequently in those reviews?**
6. For each theme , what did customers complain about?