



Passenger satisfaction on flights

Patryk Choma, 1617474

Lorenzo Chicca, 1708956

Nicolò D'Evangelista, 1698229

Rigels Hysaj, 1706263

Task and Motivation

- Predict if a passenger of a flight is going to be satisfied based on data given by an airline organization.
- It could be interesting to determine which factors influence a satisfying experience

Models and Tools

- Dataset to be used: <https://www.kaggle.com/sjleshrac/airlines-customer-satisfaction>
- We intend to implement a logistic regression algorithm, since the value for satisfaction is binary ("satisfied"/"dissatisfied")
- There are plenty of features that may be correlated with satisfaction
 - "Seat comfort", "Flight distance", "Cleanliness", etc.

Analysis

- We plan on splitting the huge dataset for the training and the evaluation.
- Aim to maximize the area under the RoC curve