# Airline Passenger Satisfaction info

This dataset contains an airline passenger satisfaction survey. What factors are highly correlated to a satisfied (or dissatisfied) passenger?

**Question:**

Can you predict passenger satisfaction?

**Content:**

**Gender:** Gender of the passengers (Female, Male)

**Customer Type:** The customer type (Loyal customer, disloyal customer)

**Age:** The actual age of the passengers

**Type of Travel:** Purpose of the flight of the passengers (Personal Travel, Business Travel)

**Class:** Travel class in the plane of the passengers (Business, Eco, Eco Plus)

**Flight distance:** The flight distance of this journey

**Inflight Wi-Fi service:** Satisfaction level of the inflight wi-fi service (0:Not Applicable;1-5)

**Departure/Arrival time convenient**: Satisfaction level of Departure/Arrival time convenient

**Ease of Online booking:** Satisfaction level of online booking

**Gate location:** Satisfaction level of Gate location

**Food and drink:** Satisfaction level of Food and drink

**Online boarding:** Satisfaction level of online boarding

**Seat comfort:** Satisfaction level of Seat comfort

**Inflight entertainment:** Satisfaction level of inflight entertainment

**On-board service:** Satisfaction level of On-board service

**Legroom service:** Satisfaction level of Legroom service

**Baggage handling:** Satisfaction level of baggage handling

**Check-in service:** Satisfaction level of Check-in service

**Inflight service:** Satisfaction level of inflight service

**Cleanliness:** Satisfaction level of Cleanliness

**Departure Delay in Minutes:** Minutes delayed when departure

**Arrival Delay in Minutes:** Minutes delayed when Arrival

**Satisfaction:** Airline satisfaction level (Satisfaction, neutral, or dissatisfaction)

## Problem statement

Our purpose is to use the labeled training data to train our models and accurately predict, given a test dataset, which passengers were left satisfied.

## Data Description

The data that will be used in this project has been downloaded from Kaggle

https://www.kaggle.com/teejmahal20/airline-passenger-satisfaction/code

## Algorithm

We are going to build different classification models, then we will choose the best model based on the classification metrics that we are going to use. Some feature engineering will be done to enhance the performance of the models.

## Tools

- Technologies: Python, Jupyter notebook.
- Libraries: NumPy, Pandas, Sklearn, Matplotlib, Seaborn, Tableau.