**Group 1, 8:30am -11:20 am**

**Airline Passenger Satisfaction**

Customer satisfaction scores from 120,000+ airline passengers, including additional information about each passenger, their flight, and type of travel, as well as their evaluation of different factors like cleanliness, comfort, service, and overall experience has been studied and analyzed.

The parameters for which the passengers have given their rating for the airline are Departure and Arrival Time Convenience, Ease of Online Booking, Check-in Service, Online Boarding, Gate Location, On-board Service, Seat Comfort, Leg Room Service, Cleanliness, Food and Drink, In-flight Service, In-flight Wifi Service, In-flight Entertainment, and Baggage Handling.

The demographic and descriptive characteristics are ID, Gender, Age, Customer Type, Type of Travel, and Class. The parameters which are in absolute values are the Flight Distance, Departure Delay, and Arrival Delay.

Our analysis is along the lines of trying to find how the various parameters vary with respect to each other. We also recommend on how the airline can improve the satisfaction among passengers by improving on some of these parameters.

 

Kaggle Dataset Link:

<https://www.kaggle.com/datasets/mysarahmadbhat/airline-passenger-satisfaction>