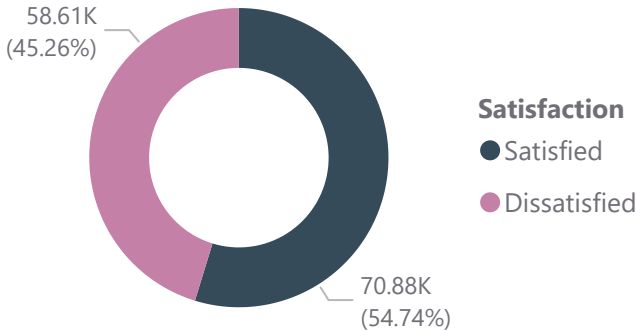




Airline Passenger Satisfaction Report

Kamilia Firzanah
(2024)

Satisfaction Level



Gender



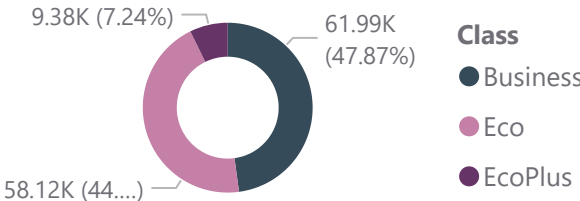
Customer Type



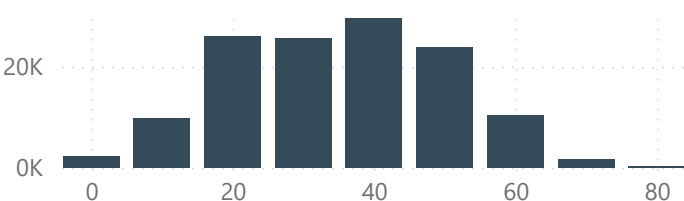
Average of Departure Delay (in Minutes)

14.64

Class



Age

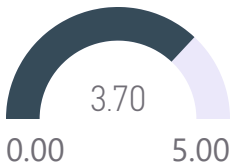


Average of Arrival Delay (in Minutes)

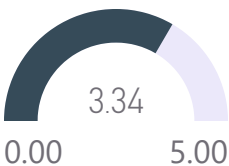
15.09

Satisfaction Metrics

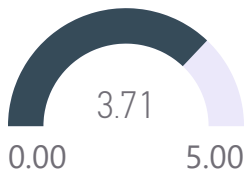
Baggage Handling



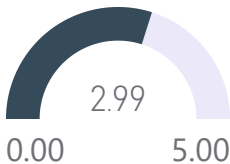
Check-in Service



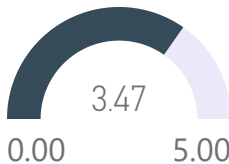
Cleanliness



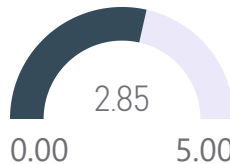
Departure-Arrival Time Convenience



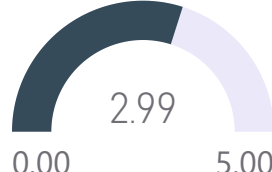
Ease of Online Booking



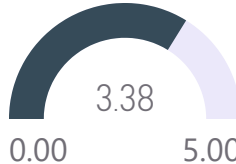
Foods and Beverages



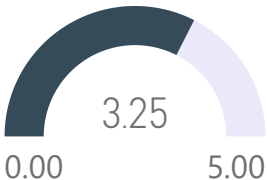
Gate Location



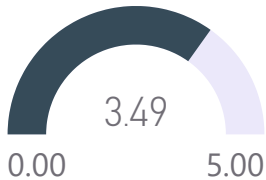
In-Flight Entertainment



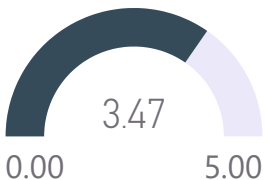
In-Flight Wi-Fi Service



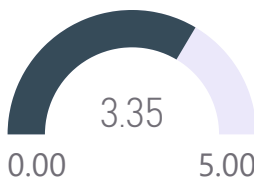
Leg Room Service



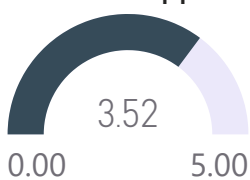
On-Board Service



Online Boarding



Online Support



Seat Comfort

