Is Hainan Airline the BEST Airline in China? Let's reconsider that

On June 20th, Hainan Airlines was honoured with the award 'Best Airline in China' for Skytrax 2023[1]. Skytrax is a prestigious award that is often referred as the Oscars of the aviation industry. This award is a passenger-review based.

China Southern Airlines Hainan Airlines

"overall ride is very comfortable"

"attentive flight attendants"

On August, 2023

China Southern Airline has an Overall Rating of 3.91

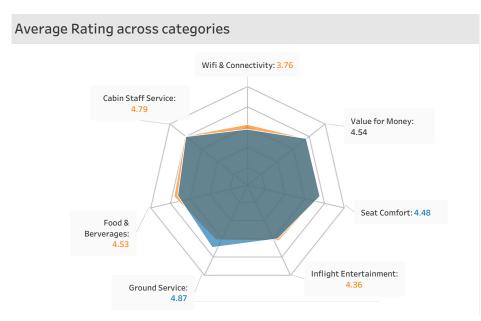
Hainan Airline has an Overall Rating of 3.75

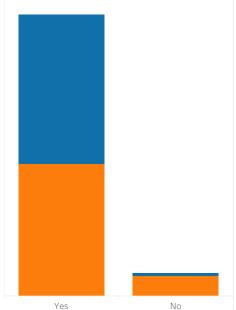
"dismissive and borderline rude"

"Very disappointing experience"

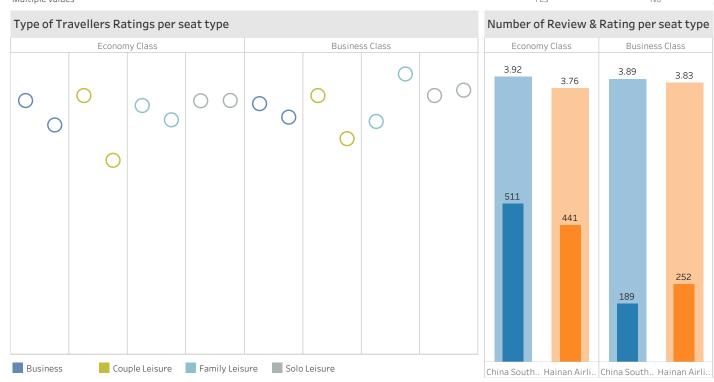
"excellent ground and cabin service"

Would you recommend?





Seat Type Multiple values



 $Source: \underline{https://www.kaggle.com/datasets/juhibhojani/airline-reviews?resource=download..}$