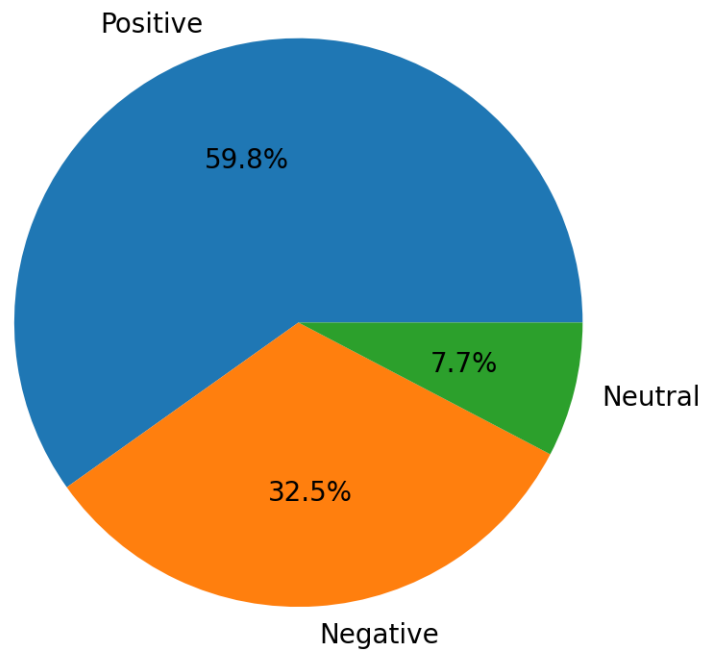


SKYTRAX AIRLINE BRITISH AIRWAYS REVIEW ANALYSIS

ANALYSIS

Sentiment Analysis

For the analysis we had 3000 reviews, of which 1795 were positive, 975 were negative and 230 were neutral.



Topic Modelling and word Frequency

Below are the topics found in the reviews and the frequency of words. It is clear that customers discussed about topics like seat, service, food, crew and staff.

