

Airline Passengers Satisfaction Survey

130K

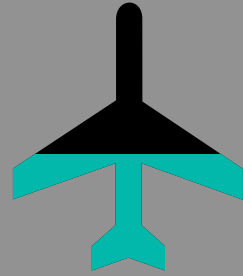
Total Passengers

Customer type

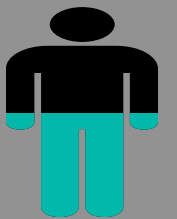
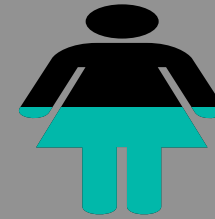
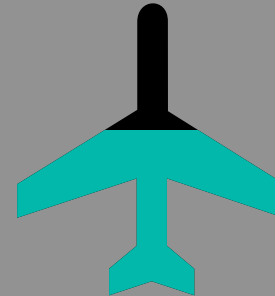
First-time

Returning

Satisfied



Dissatisfied



Type of travel

Business

Economy

Economy Plus

Average of Ease of Online Booking



Average of Cleanliness



Average of Check-in Service



Average of Food and Drink



Leg Room Service



Gate Location



Departure and Arrival Time Convenience



In-Flight Service



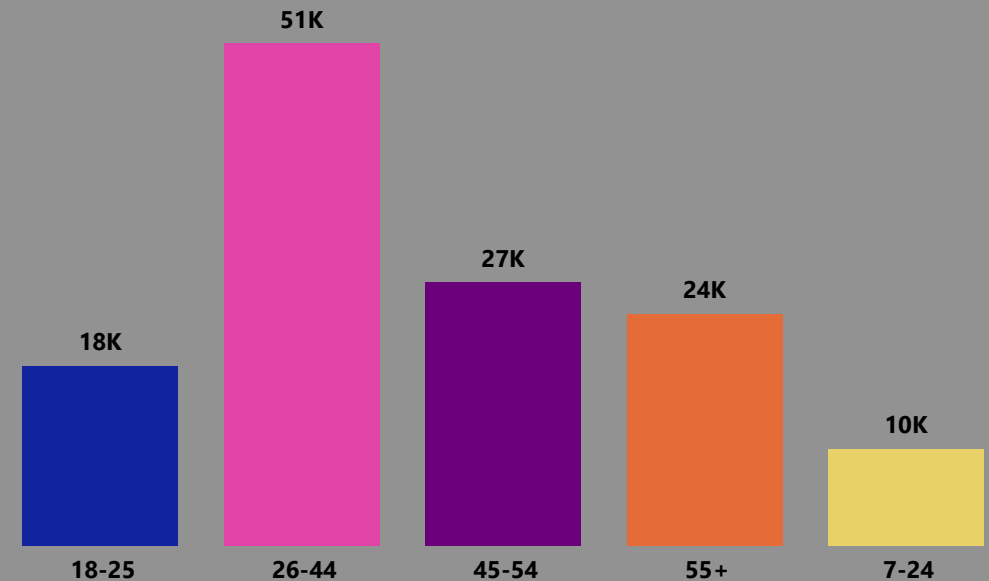
Wifi Service



In-Flight Entertainment



TRAVEL TRENDS BY AGE DEMOGRAPHIC



On-Board Service



Seat Comfort

