

Data Dictionary

1. Satisfaction: Airline satisfaction level (0 = dissatisfied, 1 = satisfied)
2. Gender: Gender of the passengers (0 = female, 1 = male)
3. Customer Type: The customer type (0 = disloyal, 1 = loyal)
4. Age: The actual age of the passengers (numeric, 7 to 85)
5. Type of Travel: Purpose of the flight of the passengers (0 = personal travel, 1 = business travel)
6. Class: Travel class in the plane of the passengers (0 = Eco, 1 = Eco Plus, 2 = Business)
7. Flight Distance: The flight distance of this journey (numeric, 50 to 6951)
8. Seat Comfort: Satisfaction level of seat comfort (numeric, 1 to 5)
9. Departure/Arrival Time Convenience: Satisfaction level of departure/arrival time convenience (numeric, 1 to 5)
10. Food and Drink: Satisfaction level of food and drink (numeric, 1 to 5)
11. Gate Location: Satisfaction level of gate location (numeric, 1 to 5)
12. Inflight WiFi Service: Satisfaction level of inflight WiFi service (numeric, 1 to 5)
13. Online Support: Satisfaction level of online support (numeric, 1 to 5)
14. Ease of Online Booking: Satisfaction level of ease of online booking (numeric, 1 to 5)
15. On-board Service: Satisfaction level of on-board service (numeric, 1 to 5)
16. Leg Room Service: Satisfaction level of leg room service (numeric, 1 to 5)
17. Baggage Handling: Satisfaction level of baggage handling (numeric, 1 to 5)
18. Check-in Service: Satisfaction level of check-in service (numeric, 1 to 5)
19. Cleanliness: Satisfaction level of cleanliness (numeric, 1 to 5)
20. Online Boarding: Satisfaction level of online boarding (numeric, 1 to 5)
21. Departure Delay in Minutes: Minutes delayed when departure (numeric, 0 to 1592)
22. Arrival Delay in Minutes: Minutes delayed when arrival (numeric, 0 to 1584)