



# PASSENGER SATISFACTION SURVEY

## MAVEN AIRLINE

129 880

Total passenger

1190,32

Average of Flight Distance

15,09

Average of Arrival Delay

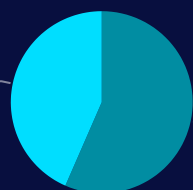
14,71

Average of Departure Delay

### Total Satisfaction

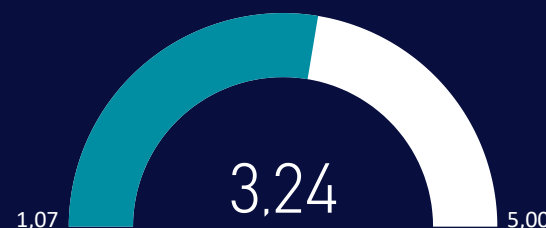
Neutral or Dissatisfied  
Satisfied

56428 (43,45%)



73452 (56,55%)

### Average Rating



### SERVICE RATING

Check-in Service	Seat Comfort	In-flight Service
★★★★★3.31/5	★★★★★3.44/5	★★★★★3.64/5
Online Boarding	Leg Room Service	Baggage Handling
★★★★★3.25/5	★★★★★3.35/5	★★★★★3.63/5
Gate Location	Online Boarding	In-flight Entertainment
★★★★★2.98/5	★★★★★3.25/5	★★★★★3.36/5
Ease of Online Booking	Cleanliness	In-flight Wifi Service
★★★★★2.76/5	★★★★★3.29/5	★★★★★2.73/5
	Food and Drink	
	★★★★★3.20/5	
	Departure and Arrival Time Convenience	
	★★★★★3.06/5	

### Reset Filters

#### Type of Travel

- ☐ Business
- ☐ Personal

#### Class

- ☐ Business
- ☐ Economy
- ☐ Economy Plus

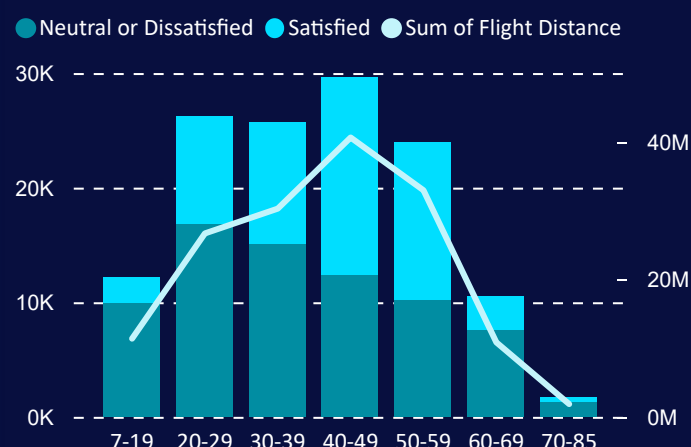
#### Gender

- ☐ Female
- ☐ Male

#### Customer Type

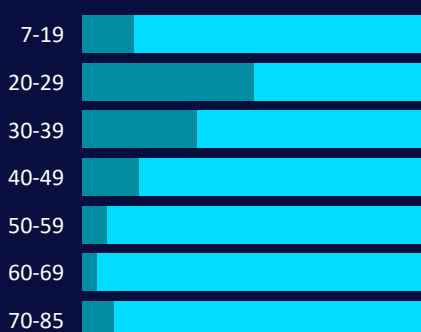
- ☐ First-time
- ☐ Returning

### Passengers by Age Group



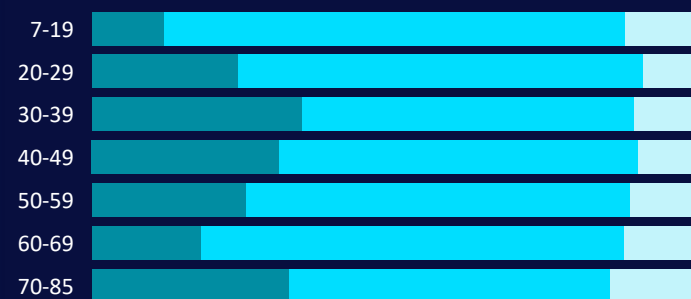
### Neutral or dissatisfied Customer Type by Age Group

First-time Returning



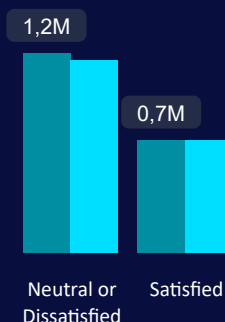
### Neutral or dissatisfied passenger class by age group

Business Economy Economy Plus



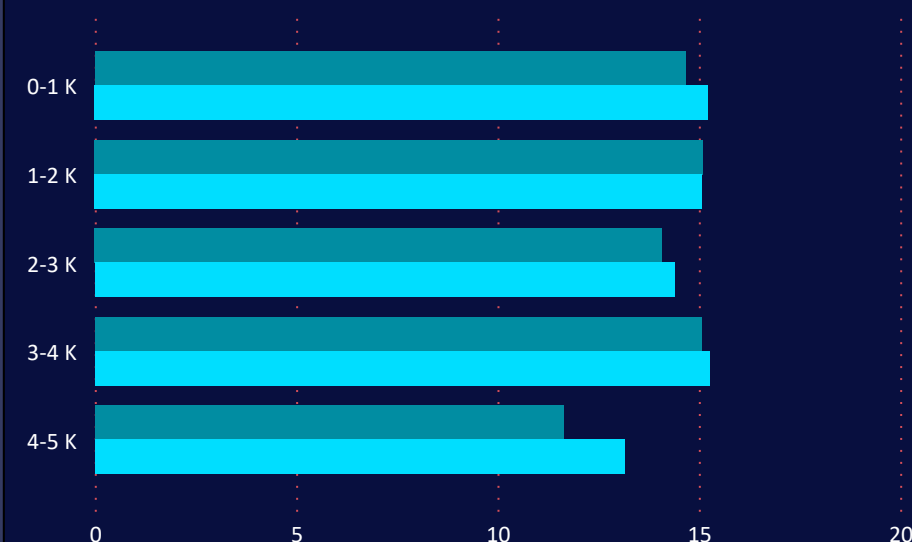
### Arrival Delay and Departure Delay by Satisfaction

Arrival Delay Departure Delay



### Average of Departure Delay and Average of Arrival Delay by Distance

Average of Departure Delay Average of Arrival Delay



### Recommended areas for improvement:

- Resolve issues of **Wi-Fi Services, Online Booking and Gate Location**, because customers are not satisfied with them.
- More services can be provided to **Economy class** Passengers. And also make changes for **returning** customers, especially aged **7-19**.

Distance	Passengers	Average of Arrival Delay	Average of Departure Delay	Average of Rating	Neutral or Dissatisfied
0-1 K	75089	15,23	14,66	3,16	50259
1-2 K	27910	15,07	15,11	3,28	15055
2-3 K	16554	14,40	14,08	3,39	5800
3-4 K	10237	15,27	15,06	3,47	2302
4-5 K	90	13,16	11,63	3,28	36