

SKYTRAX AIRLINE REVIEW ANALYSIS

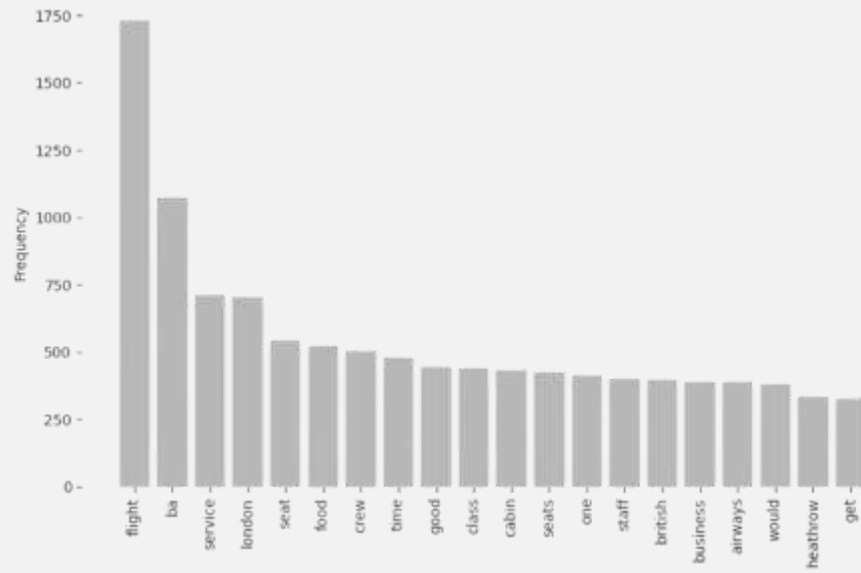
Nekender Shekhawat

<https://github.com/nekender>

RESULT

Key topics

The frequency chart below shows that the key topics within the reviews include “service”, “seat”, “crew” and “staff”, showing that people are actively talking about their experience and staff.



Sentiment

Out of 3400 reviews, 1870 were positive, 1462 were negative and 68 were neutral. This means the majority of reviews were polarised as either positive or negative.

55%

positive

43%

negative

2%

neutral