Airline Passenger Satisfaction Dataset - File Metadata

1. Column Descriptions

Column Name	Description
satisfaction	Whether the passenger was satisfied or not.
Gender	Passenger's gender.
Customer Type	Loyal or disloyal customer.
Age	Age of the passenger.
Type of Travel	Business or personal travel.
Class	Ticket class: Business, Eco, or Eco Plus.
Flight Distance	Distance of the flight in miles.
Seat comfort	Rating of seat comfort
Departure/Arrival time convenient	Rating of flight schedule convenience
Food and drink	Satisfaction with food and beverages
Gate location	Satisfaction with gate location
Inflight wifi service	Satisfaction with in-flight Wi-Fi
Inflight entertainment	Satisfaction with entertainment options
Online support	Satisfaction with online customer support
Ease of Online booking	Ease of booking the flight online
On-board service	General satisfaction with on-board service
Leg room service	Satisfaction with legroom
Baggage handling	Satisfaction with baggage handling
Checkin service	Check-in process rating
Cleanliness	Cleanliness of the plane

Online boarding	Satisfaction with online boarding
Departure Delay in Minutes	Flight departure delay in minutes.

Arrival Delay in Minutes	Flight arrival delay in minutes.

2. Background Story

This dataset represents passenger feedback from Invistico Airline's satisfaction survey system. Passengers rated various aspects of their travel experience including comfort, service, and digital interactions. The company wants you, as a Data Specialist to comprehensively utilize the given data and come up with significant insights about various aspects of the flights which mainly affect the customers' experience.

We highly recommend using a wide variety of models and parameter settings for Accuracy comparison. Utilizing the Cost and Efficiency metrics (Accuracy, F1, Precision for Classification, R2, RMSE, MAPE for Regression…..)

3. Model Project Ideas

1. Passenger Satisfaction Prediction: Build a model to predict if a customer will be satisfied.

2. Customer Segmentation: Find out which makes a Customer Loyal or not

3. Flights Segmentation: Cluster types of flights using given attributes