



CUSTOMER REVIEW ANALYSIS

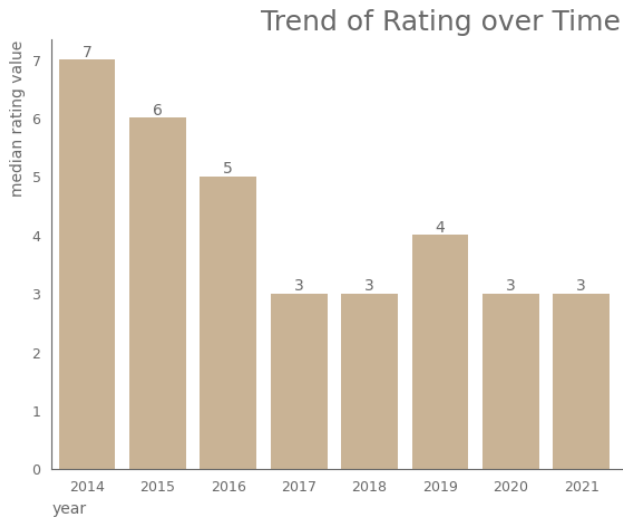
NATALIA KOVAL

May 2024

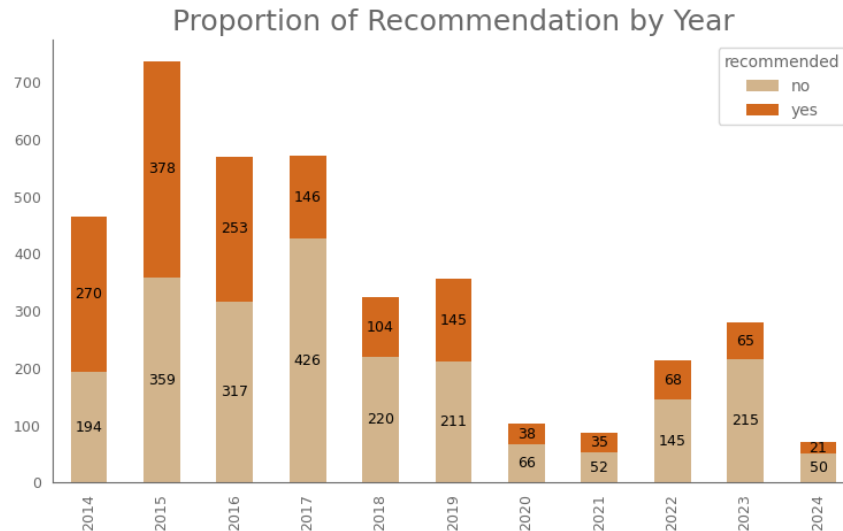
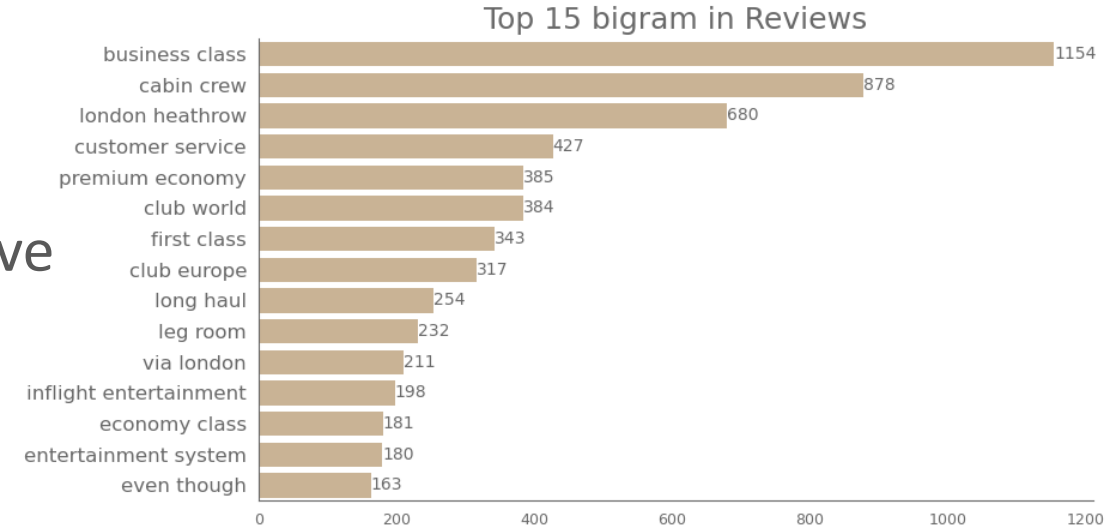
RESULTS

3778 reviews from 2014 year
755 reviews for last 5 years
(from 2020)

Median Rating Value: **4**
Median Rating Value
for last 5 year: **2**



Results of Sentiment Analysis:
65% of reviews are positive
33% - negative
2% - neutral



The most discussed topics in reviews: “service”, “seat”, “food”, “crew”, “time”, “staff”.

Most users have a negative experience
and do not recommend the airline
Recommended: 40.3%
Not recommended: 59.7%