CODEBOOK

Airline Passenger Satisfaction

Team Four

1 Variable Information

№	Variable	Attribute Type	Label	Units of measurement	Details
1.	id	numerical	id number of the passengers	-	not used in our research
2.	Satisfaction	binary class label	airline satisfaction level	-	2 class labels: "dissatisfied" and "satisfied"
3.	Gender	nominal	gender of the passengers	-	2 terms: "female" and "male"
4.	Customer type	nominal	the customer type	-	2 terms: "loyal customer" and "disloyal customer"
5.	Age	numerical	the actual age of the passengers	year	integer numbers from 7 to 85
6.	Type of travel	nominal	purpose of the flight of the passengers	-	2 terms: "personal travel" and "business travel"
7.	Class	nominal	travel class in the plane of the passengers	-	3 terms: "eco", "business" and "eco plus"
8.	Flight distance	ordinal	the flight distance of this journey	km	integer from 56 to 4893
9.	Inflight Wi-Fi service	ordinal	*	-	from 0 = least satisfied to 5 = most satisfied
10.	Departure/Arrival time convenient	ordinal	*	-	from 0 = least satisfied to 5 = most satisfied
11.	Ease of online booking	ordinal	*	-	from 0 = least satisfied to 5 = most satisfied
12.	Gate location	ordinal	*	-	from 0 = least satisfied to 5 = most satisfied
13.	Food and drink	ordinal	*	-	from 0 = least satisfied to 5 = most satisfied
14.	Online boarding	ordinal	*	-	from 0 = least satisfied to 5 = most satisfied
15.	Seat comfort	ordinal	*	-	from 0 = least satisfied to 5 = most satisfied

№	Variable	Attribute Type	Label	Units of measurement	Details
16.	Inflight entertainment	ordinal	*	-	from 0 = least satisfied to 5 = most satisfied
17.	On-board service	ordinal	*	-	from 0 = least satisfied to 5 = most satisfied
18.	Leg room service	ordinal	*	-	from 0 = least satisfied to 5 = most satisfied
19.	Baggage handling	ordinal	*	-	from 0 = least satisfied to 5 = most satisfied
20.	Checkin service	ordinal	*	-	from 0 = least satisfied to 5 = most satisfied
21.	Cleanliness	ordinal	*	-	from 0 = least satisfied to 5 = most satisfied
22.	Departure delay	numerical	minutes delayed when departure	min	integer from 0 to 652
23.	Arrival delay	numerical	minutes delayed when arrival	min	integer from 0 to 638

means satisfaction level (1-5) of current variable