

Airline Passenger Satisfaction

EXPLORATORY DATA ANALYSIS



RESEARCH **MOTIVATION**

4 STEP SCHEMA:



RESEARCH MOTIVATION

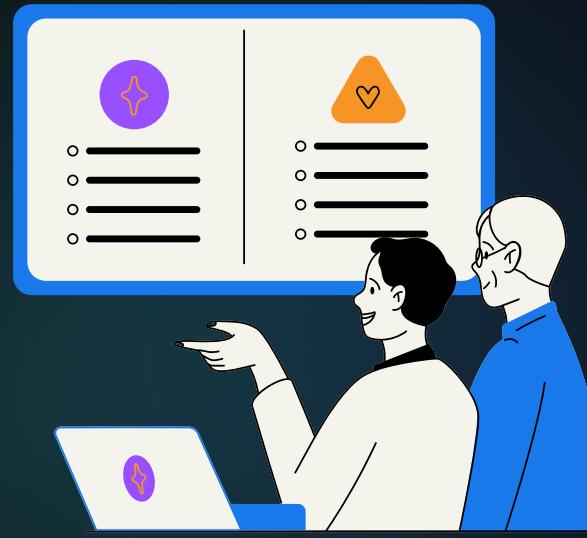
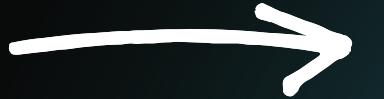
4 STEP SCHEMA:



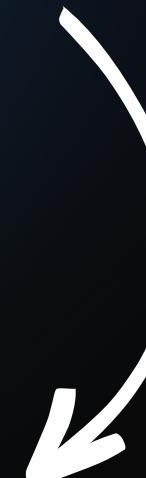
INCOME
INCREASING



Most required and valuable trip type



Airline competition



RESEARCH MOTIVATION

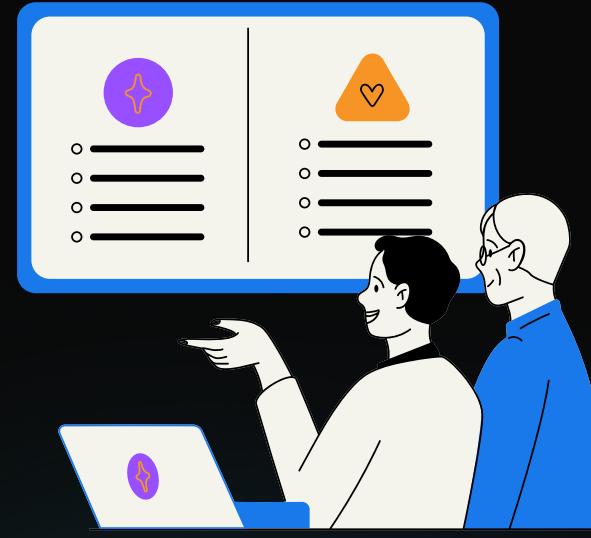
4 STEP SCHEMA:



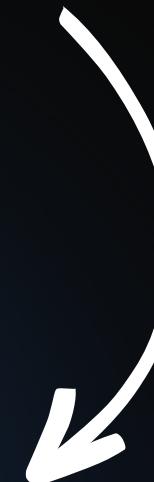
INCOME
INCREASING



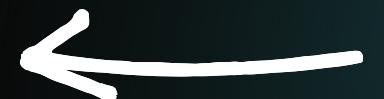
Most required and valuable trip type



Airline competition



Passenger satisfaction



RESEARCH MOTIVATION

4 STEP SCHEMA:



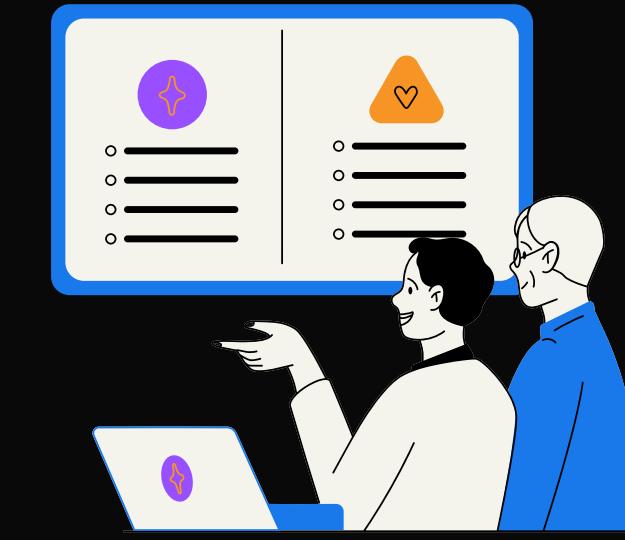
INCOME
INCREASING



Most required and valuable trip type



Service quality



Airline competition



Passenger satisfaction



RESEARCH QUESTIONS

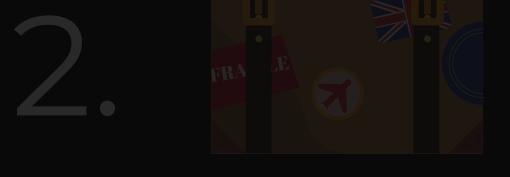
& BUSINESS **BENEFITS**



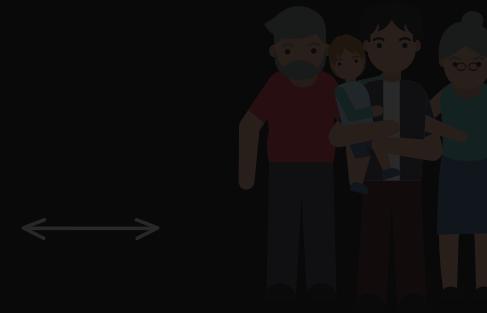
Satisfaction level



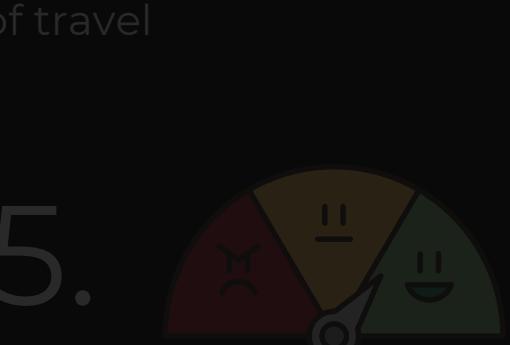
Age group



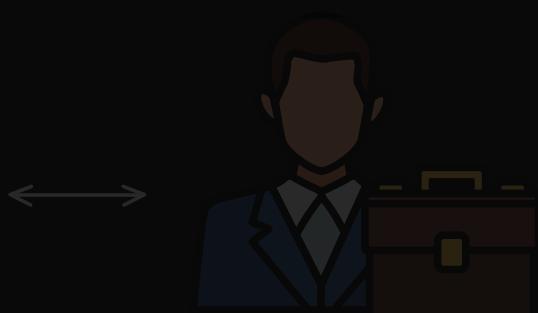
Factor



Age group



Satisfaction level



Type of travel



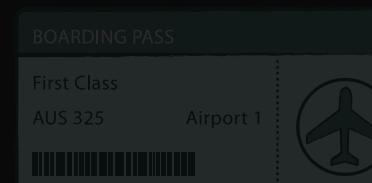
Seat comfort



Flight distance



Satisfaction level



Class

RESEARCH QUESTIONS

& BUSINESS **BENEFITS**



Satisfaction level



Age group



Factor



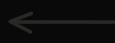
Age group



Type of travel



Satisfaction level



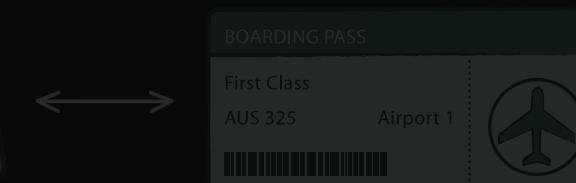
Seat comfort



Flight distance



Satisfaction level



Class



RESEARCH QUESTIONS

& BUSINESS **BENEFITS**



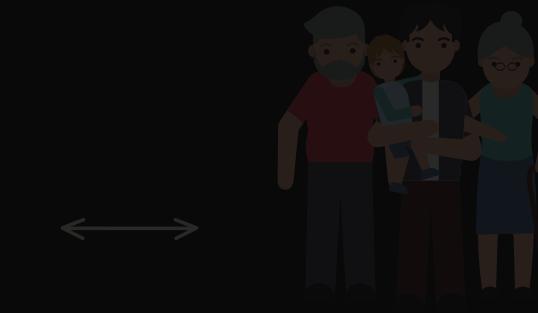
Satisfaction level



Age group



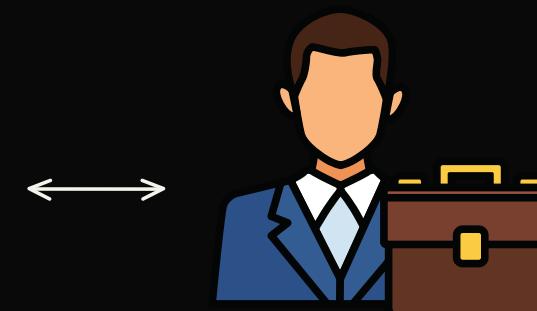
Factor



Age group



Satisfaction level



Type of travel



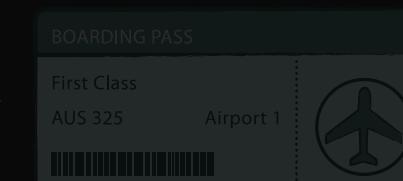
Seat comfort



Flight distance



Satisfaction level



Class

RESEARCH QUESTIONS

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Satisfaction level



Age group



Factor



Age group



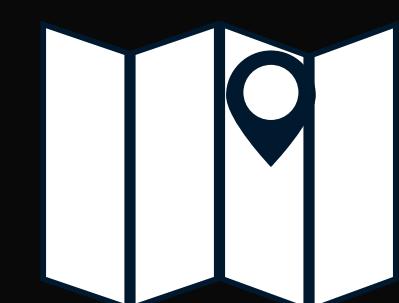
Satisfaction level



Type of travel



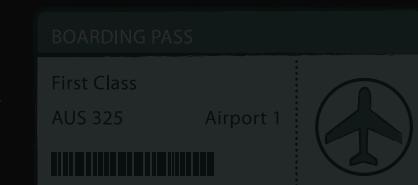
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Flight distance



Satisfaction level



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Age group



Factor



Age group



Satisfaction level



Type of travel



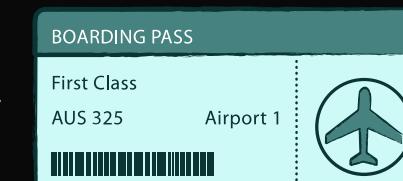
Seat comfort



Flight distance



Satisfaction level



Class



DATA PREPARING

1. PREPROCESSING & CLEANING

1.1 Concatenation

1.2 Label encoding

2. HANDLING MISSING DATA

2.1 Arrival Delay

3. OUTLIERS DETECTION

3.1 Departure/Arrival delay

3.2 Age

3.3 Flight Distance

Concatenation



DATA
SOURCE & PROPERTIES



SIZE	129.880 rows
FEATURES	23
NOMINAL	4
NUMERICAL	4
ORDINAL	14
N/A	393 rows
FEATURES N/A	1
OUTLIERS	33
SOURCE	KAGGLE.COM

DATA PREPARING

1. PREPROCESSING & CLEANING

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1.2 Label encoding

2. HANDLING MISSING DATA

2.1 Arrival Delay

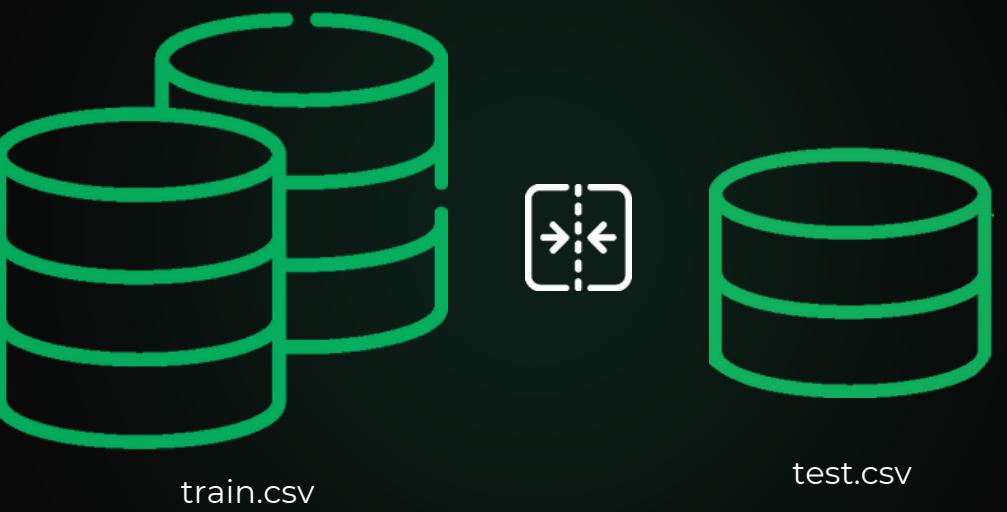
3. OUTLIERS DETECTION

3.1 Flight Distance

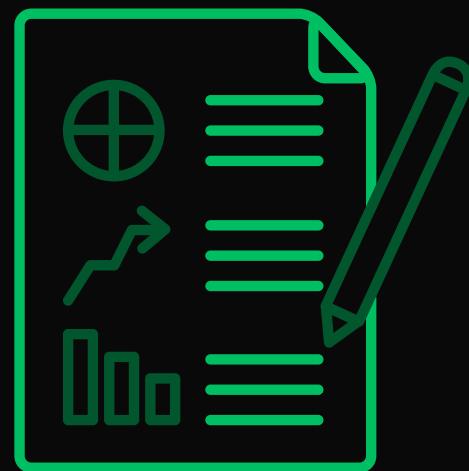
3.2 Age

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Concatenation



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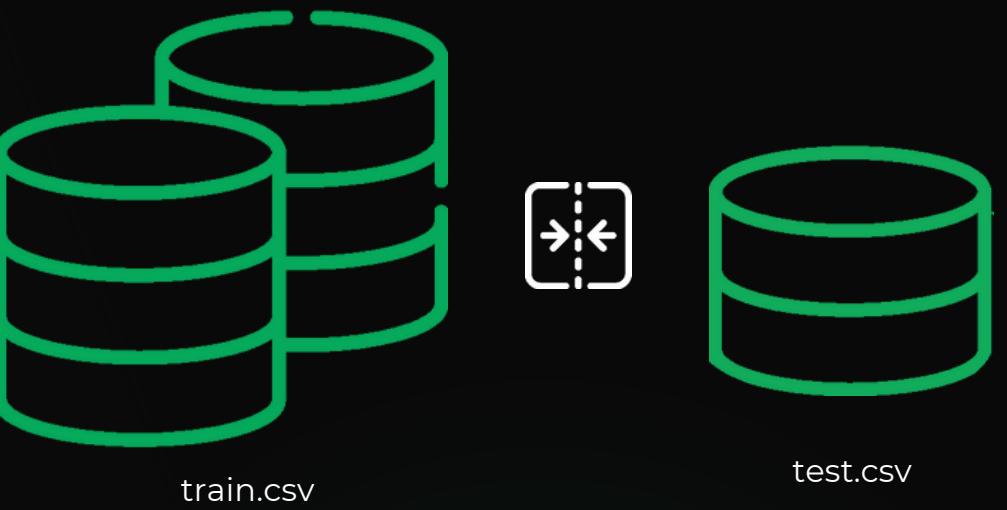
3. OUTLIERS DETECTION

3.1 Flight Distance

3.2 Age

3.3 Departure/Arrival delay

Concatenation



Label encoding

SATISFACTION

neutral or dissatisfied > 0

satisfied > 1

TYPE OF TRAVEL

Business travel > *Business Travel*

CUSTOMER TYPE

disloyal Customer > *Disloyal Customer*

DATA SOURCE & PROPERTIES



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2.1 [Arrival Delay](#)

3. OUTLIERS DETECTION

3.1 Flight Distance

3.2 Age

3.3 Departure/Arrival delay

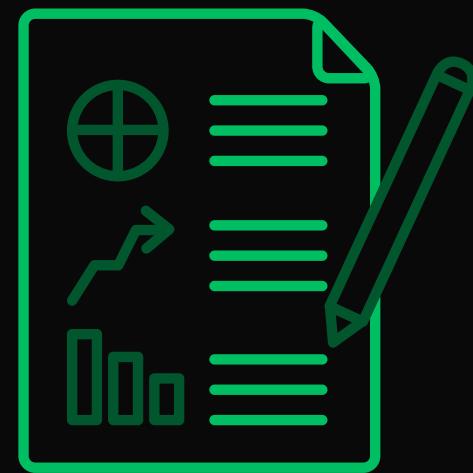
Arrival Delay



393 missing rows
0.3 %

Median: 7min

DATA SOURCE & PROPERTIES



SIZE	129.880 rows
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2.1 [Arrival Delay](#)

3. OUTLIERS DETECTION

3.1 Flight Distance

3.2 Age

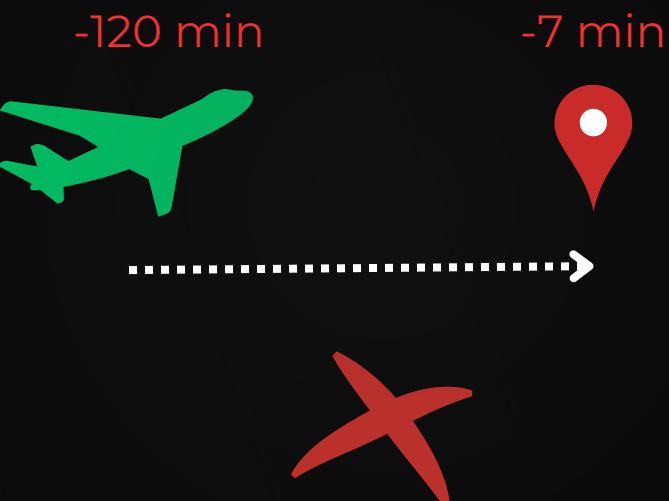
3.3 Departure/Arrival delay

Arrival Delay



393 missing rows
0.3 %

Median: 7min



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3. OUTLIERS DETECTION

3.1 Flight Distance

3.2 Age

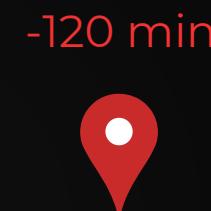
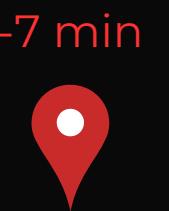
3.3 Departure/Arrival delay

Arrival Delay

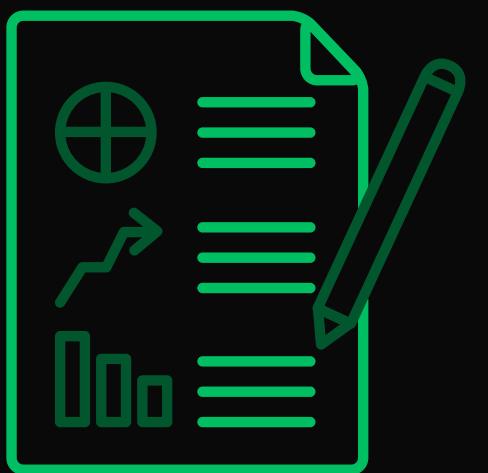


393 missing rows
0.3 %

Median: 7min



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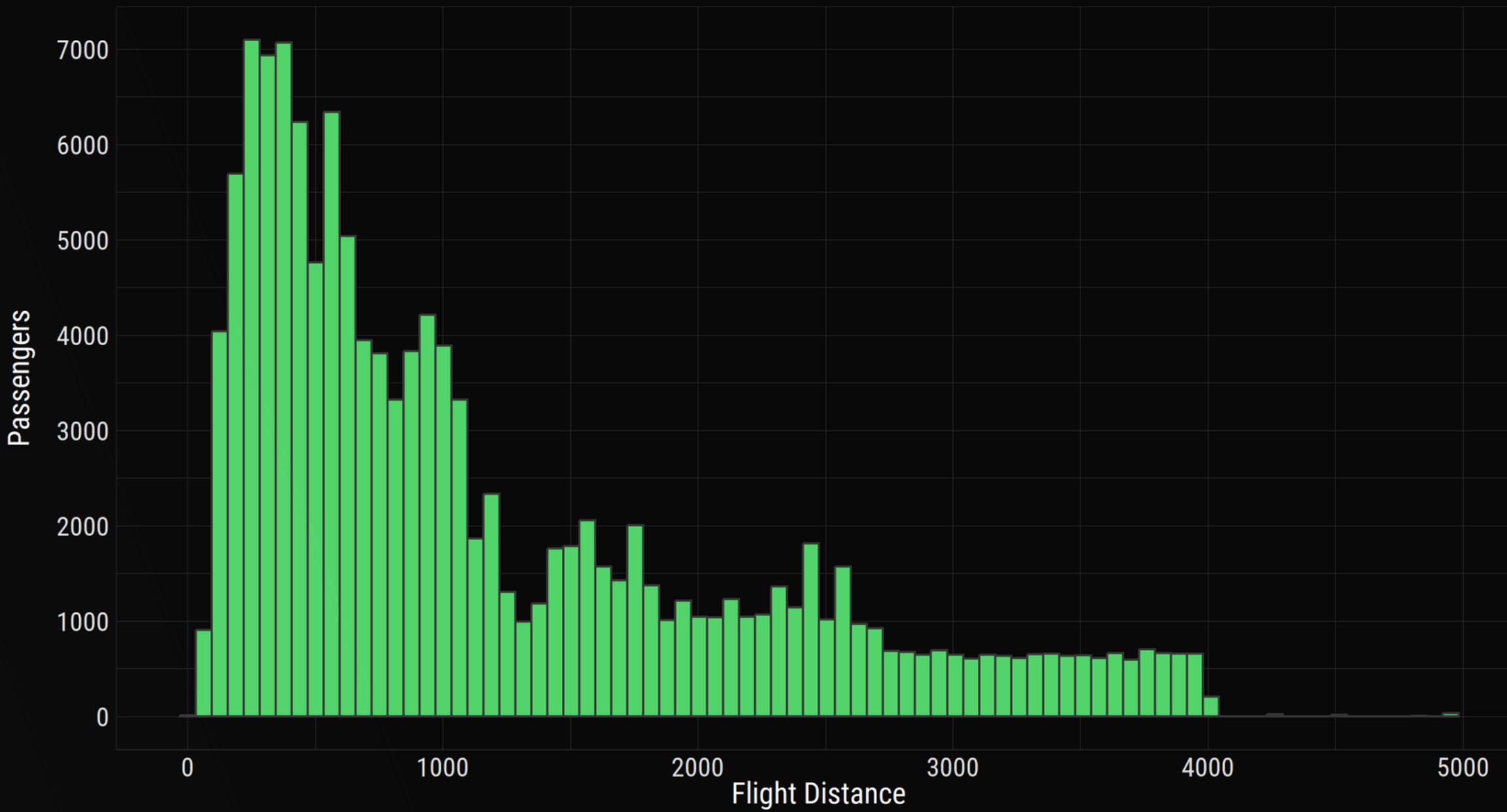
3. OUTLIERS DETECTION

3.1 Flight Distance

3.2 Age

3.3 Departure/Arrival delay

Approximately exponential distribution



DATA PREPARING

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1.1 Concatenation

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2. HANDLING MISSING DATA

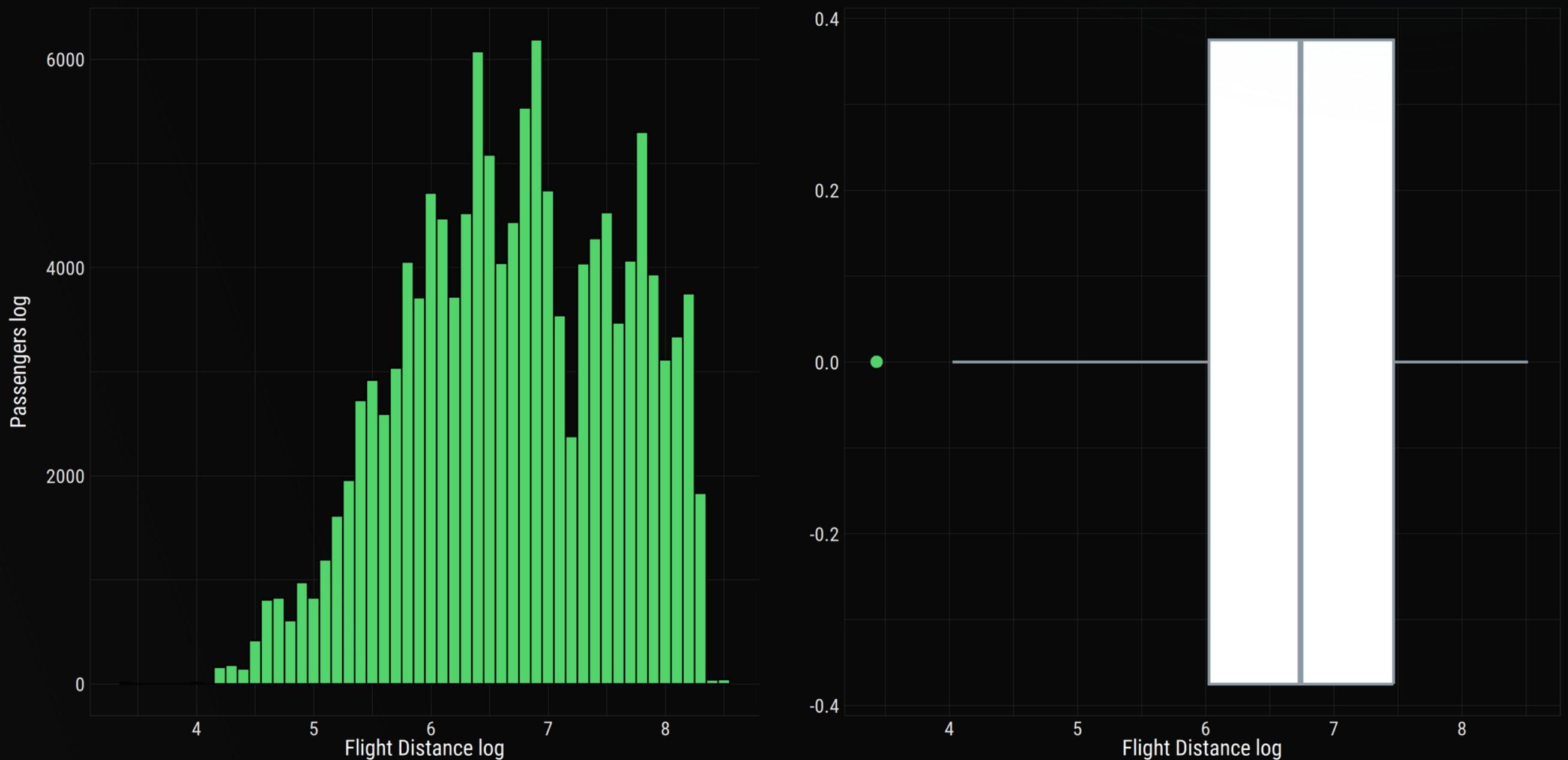
2.1 Arrival Delay

3. OUTLIERS DETECTION

3.1 Flight Distance

3.2 Age

3.3 Departure/Arrival delay



Q1: 6.025
Q3: 7.464

Lower range: 3.869
Upper range: 9.621

DATA PREPARING

* 11 rows

1. PREPROCESSING & CLEANING

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1.2 Label encoding

2. HANDLING MISSING DATA

2.1 Arrival Delay

3. OUTLIERS DETECTION

3.1 Flight Distance

3.2 Age

3.3 Departure/Arrival delay

id	Gender	Customer_Type	Age	Type_of_Travel	Class	Flight Distance
29816	Female	Loyal Customer	38	Business Travel	Eco	3.433987
29824	Female	Disloyal Customer	23	Business Travel	Eco	3.433987
29863	Female	Loyal Customer	53	Business Travel	Eco	3.433987
29992	Female	Disloyal Customer	26	Business Travel	Eco	3.433987
...
30184	Male	Loyal Customer	43	Business Travel	Eco Plus	3.433987

DATA PREPARING

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1.2 Label encoding

2. HANDLING MISSING DATA

2.1 Arrival Delay

3. OUTLIERS DETECTION

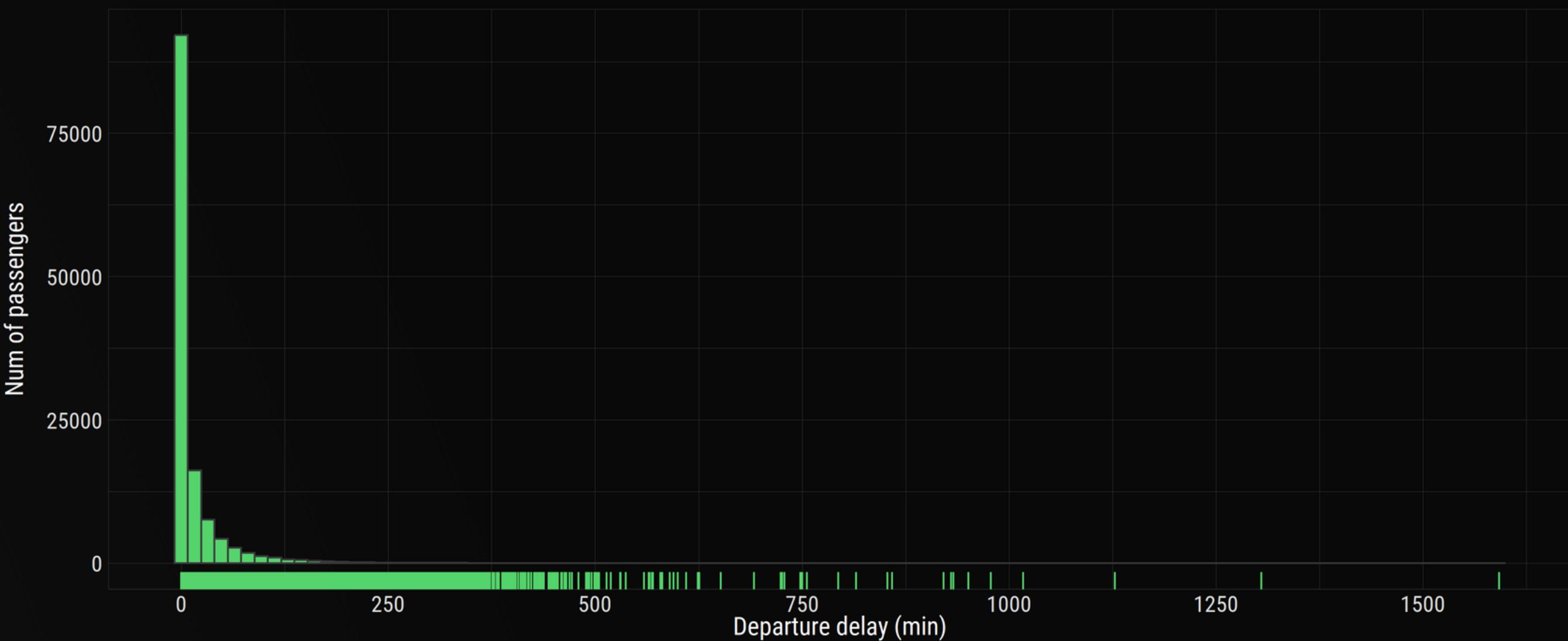
3.1 Flight Distance

3.2 Age

3.3 Departure/Arrival delay

Exponential distribution

Most flights were without delays



SEE MORE IN

CODEBOOK

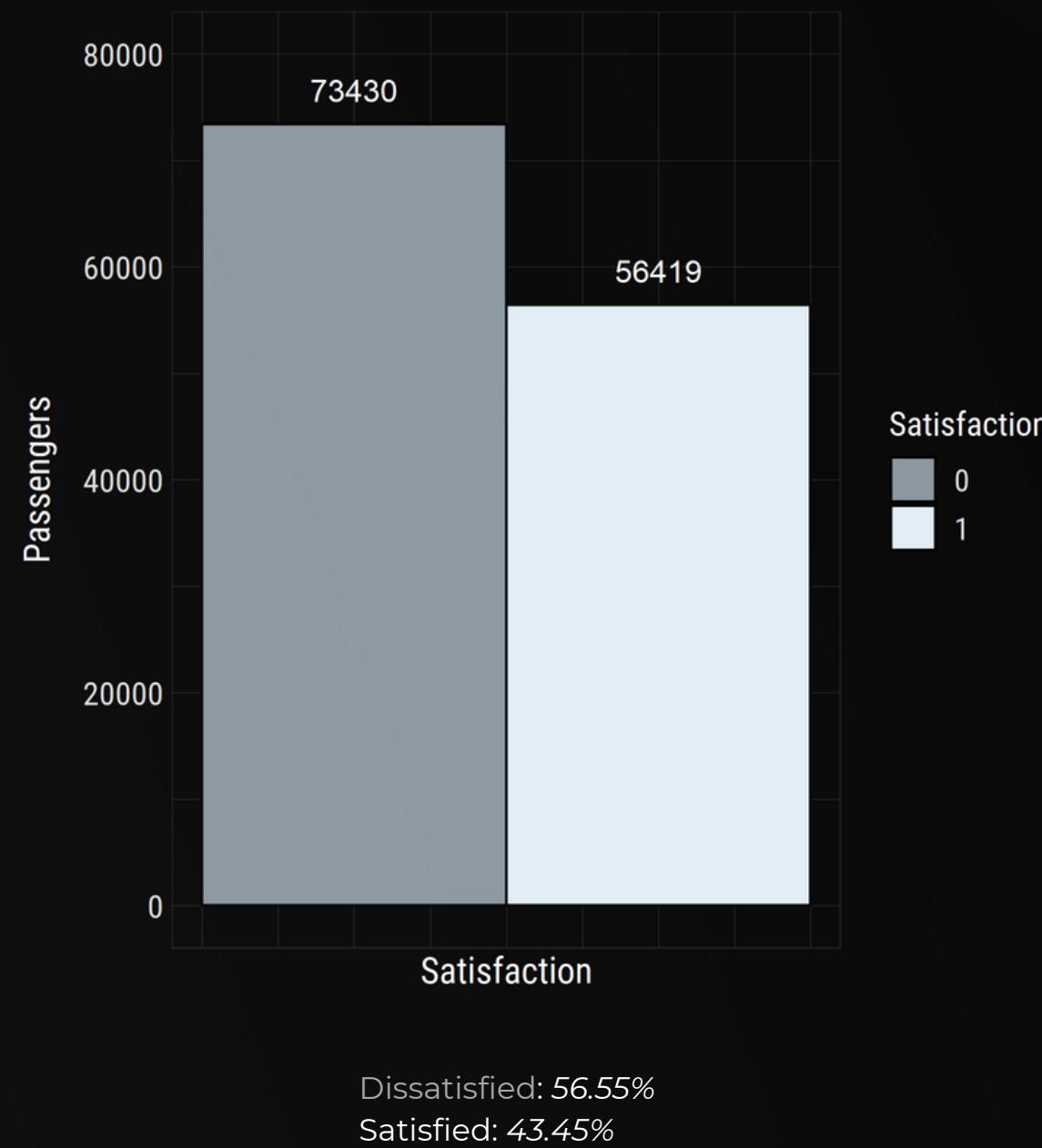
VARIABLE INFORMATION



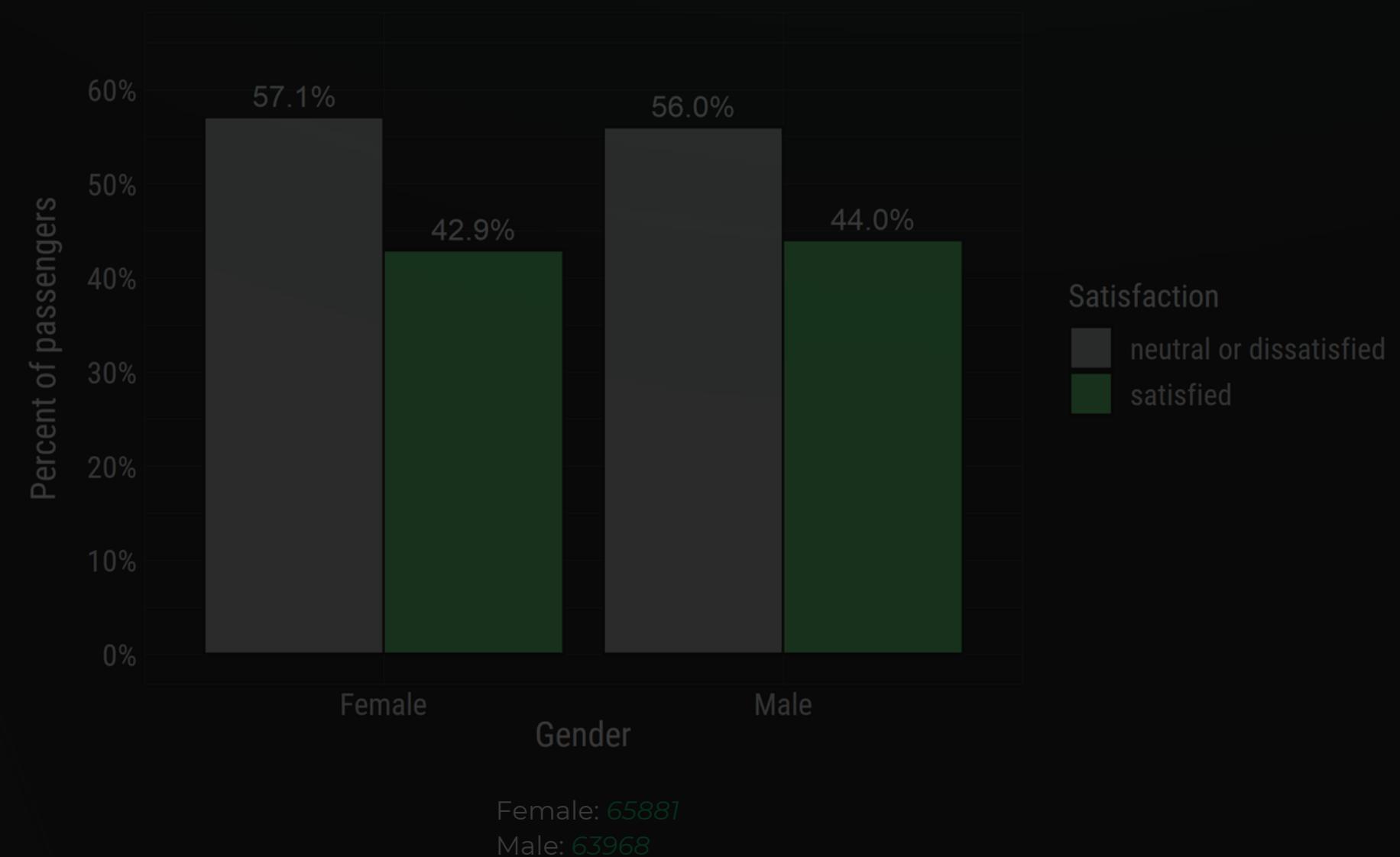
CODEBOOK						
Airline Passenger Satisfaction						
Team Four						
1 Variable Information						
Nº	Variable	Attribute Type	Label	Units of measurement	Details	
1.	id	numerical	id number of the passengers	-	not used in our research	
2.	Satisfaction	binary class label	airline satisfaction level	-	2 class 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	-		
8.	Flight distance	ordinal	the flight distance of this journey	-		
9.	Inflight Wi-Fi service convenient	ordinal	-	-		
10.	Departure/Arrival time convenient	ordinal	-	-		

EDA: Overview

The difference is 17 thousand people

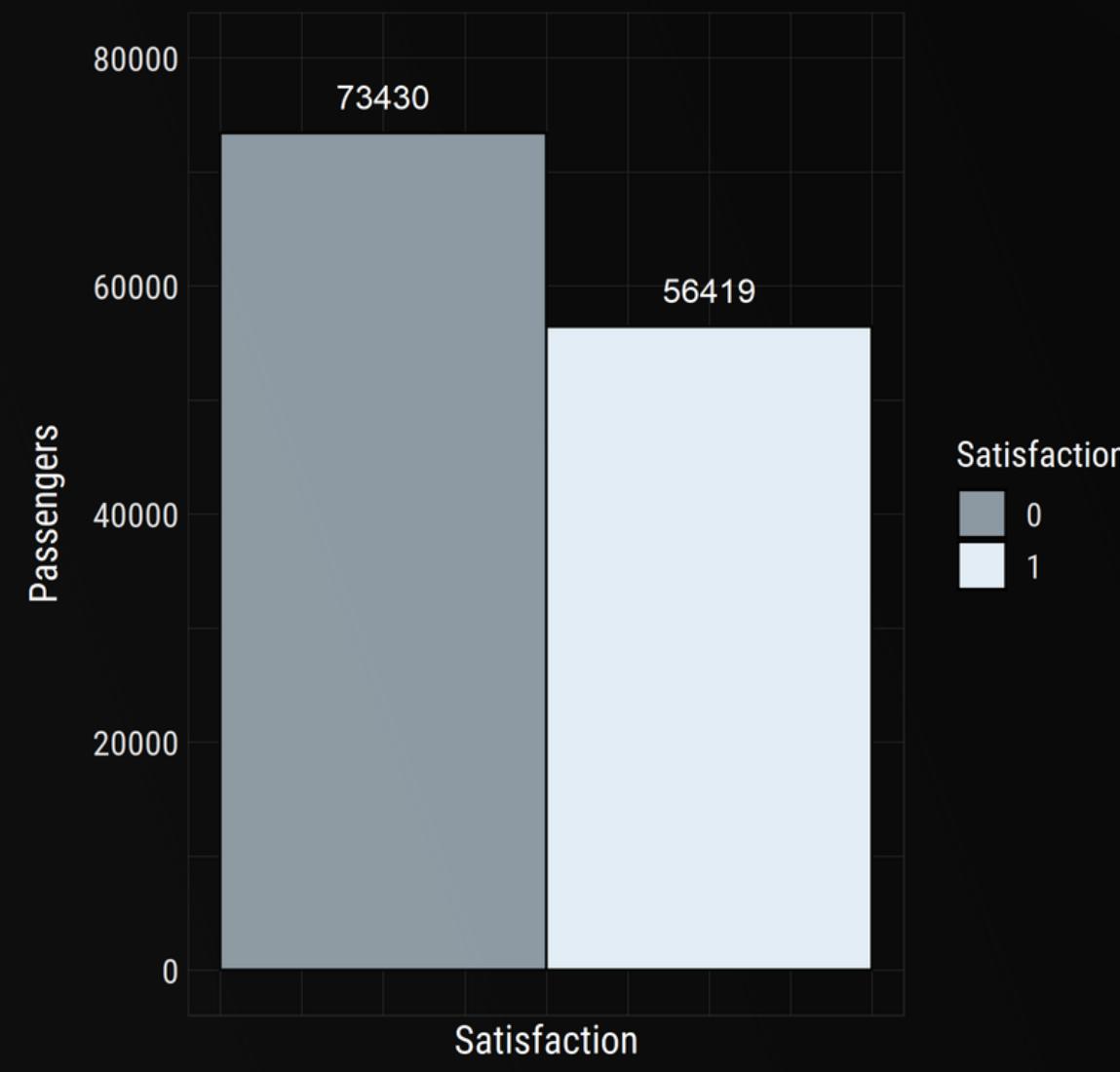


There is no gender problem



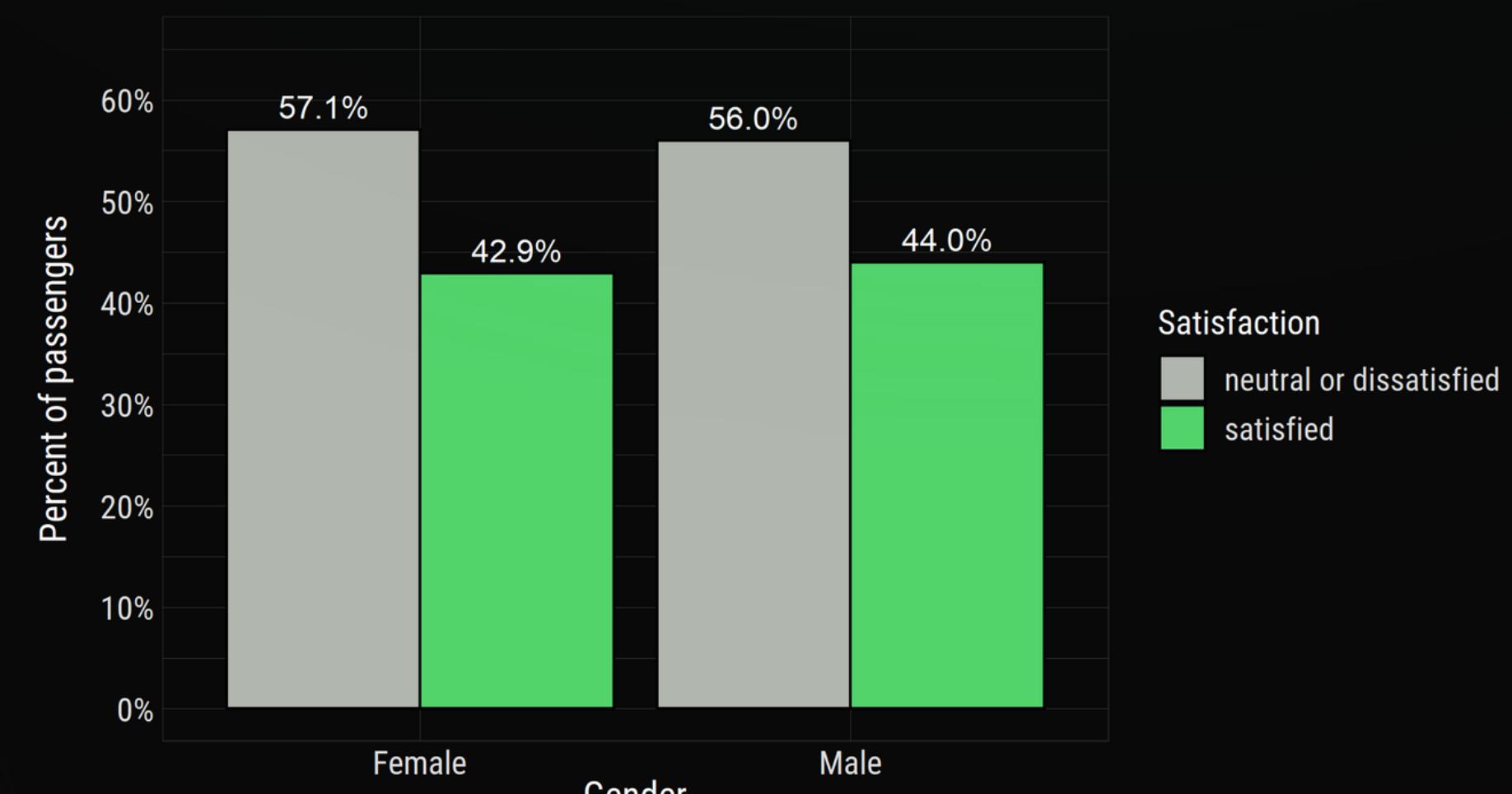
EDA: Overview

The difference is 17 thousand people



Dissatisfied: 56.55%
Satisfied: 43.45%

There is no gender problem

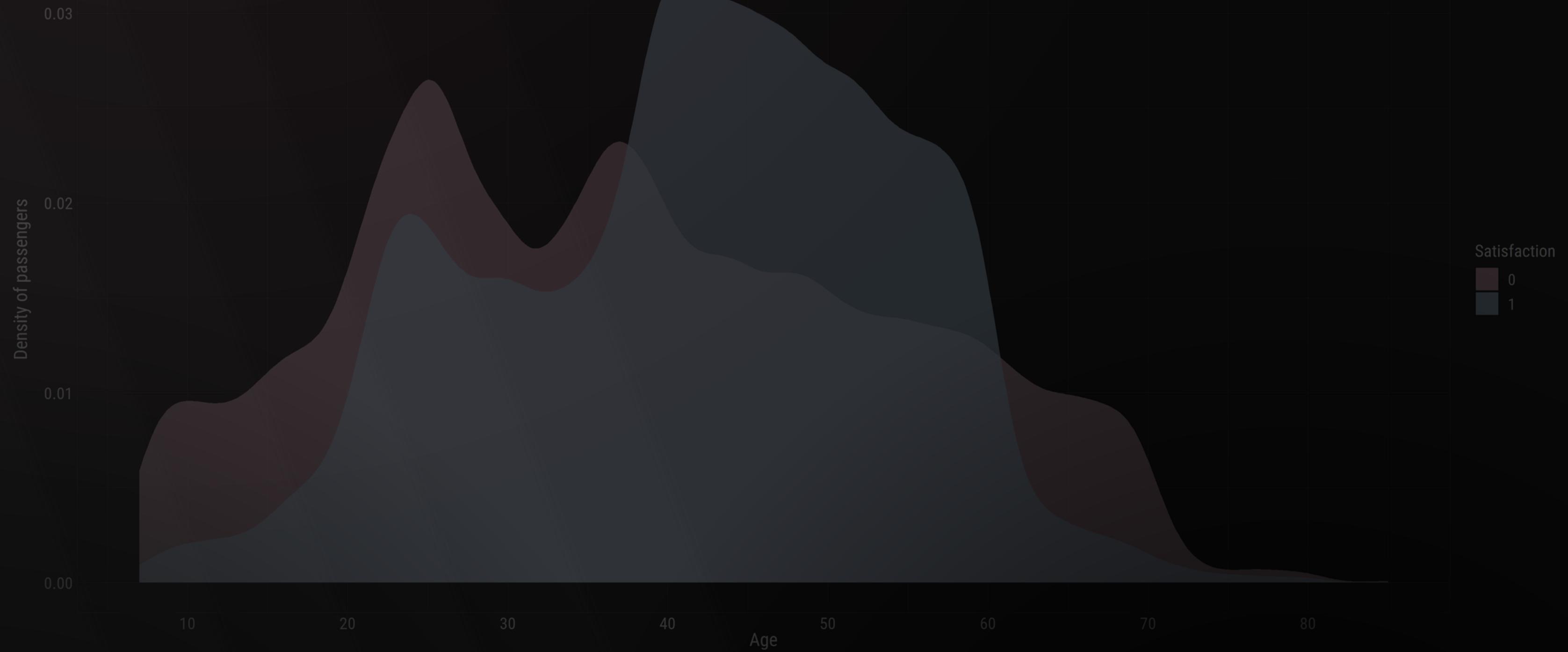


Female: 65881
Male: 63968

Q: Is there a dependence between flight satisfaction and age categories of passengers?

H: There are age categories that have a **lower** level of satisfaction of flights than others

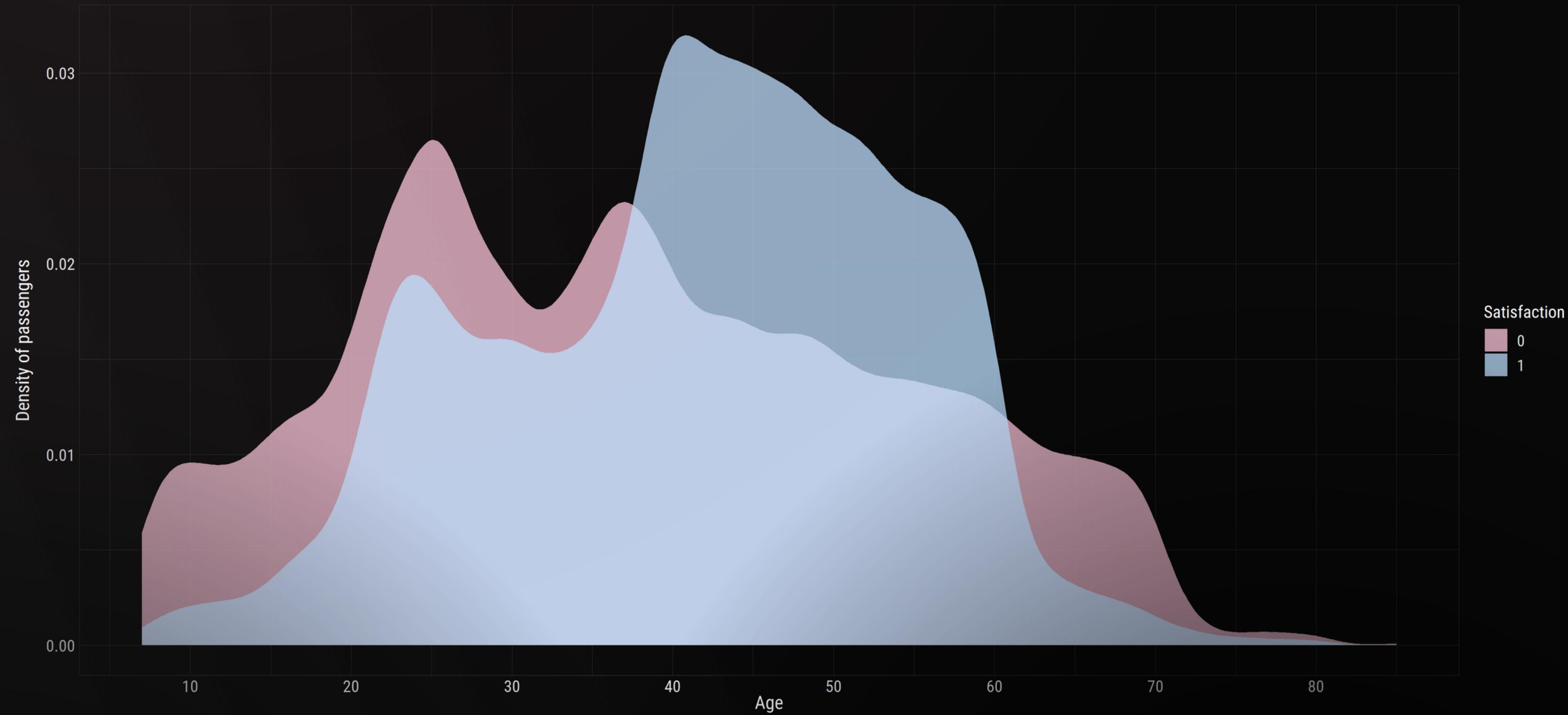
The growth of satisfaction begins after the age of 37



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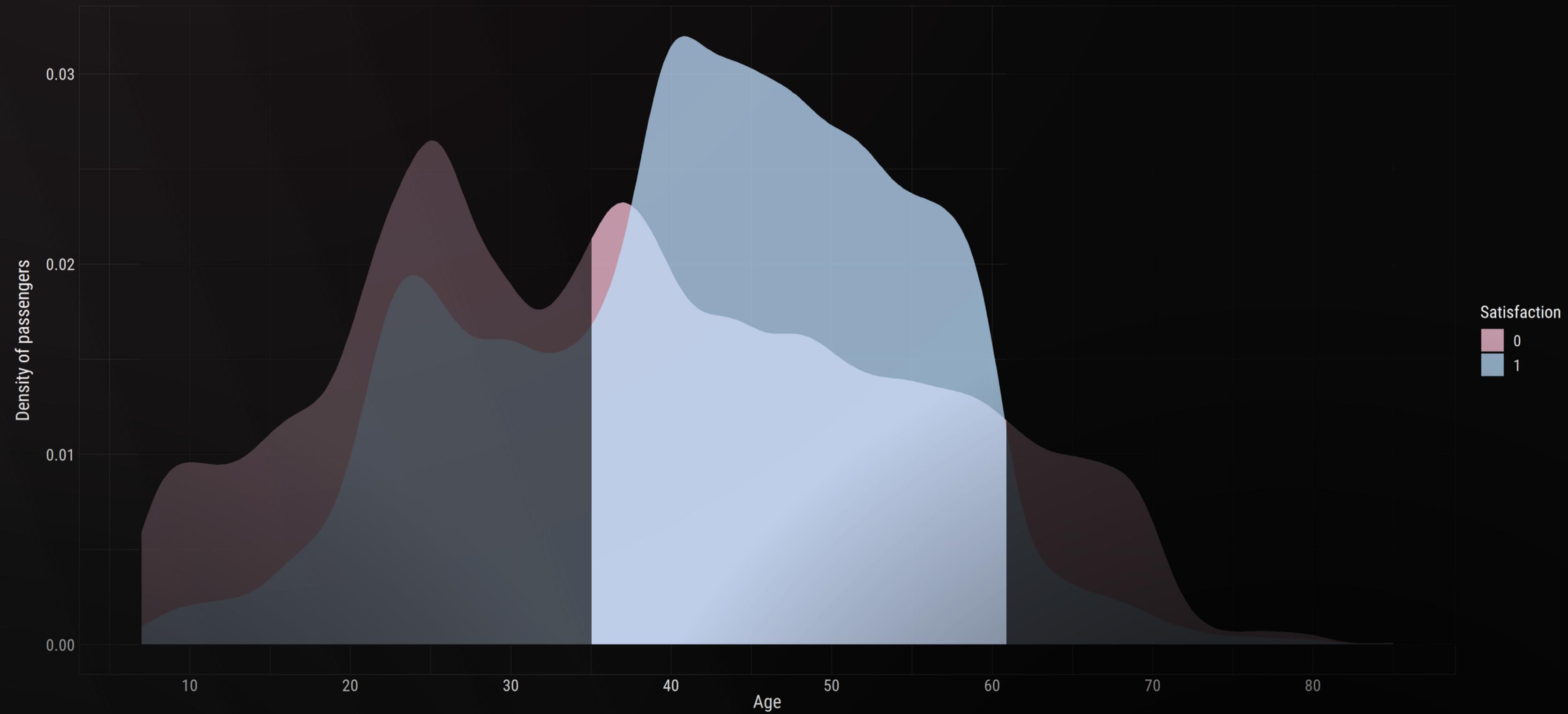
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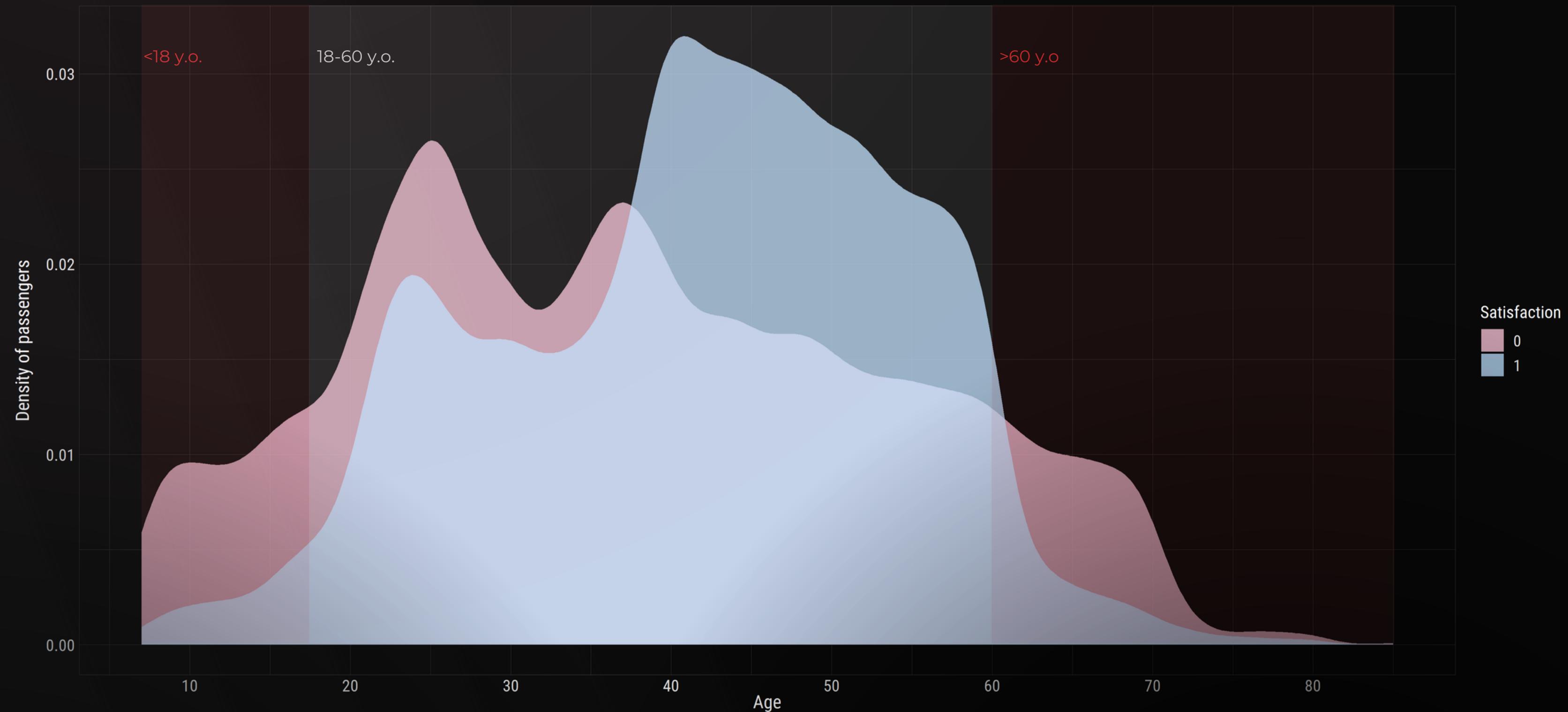
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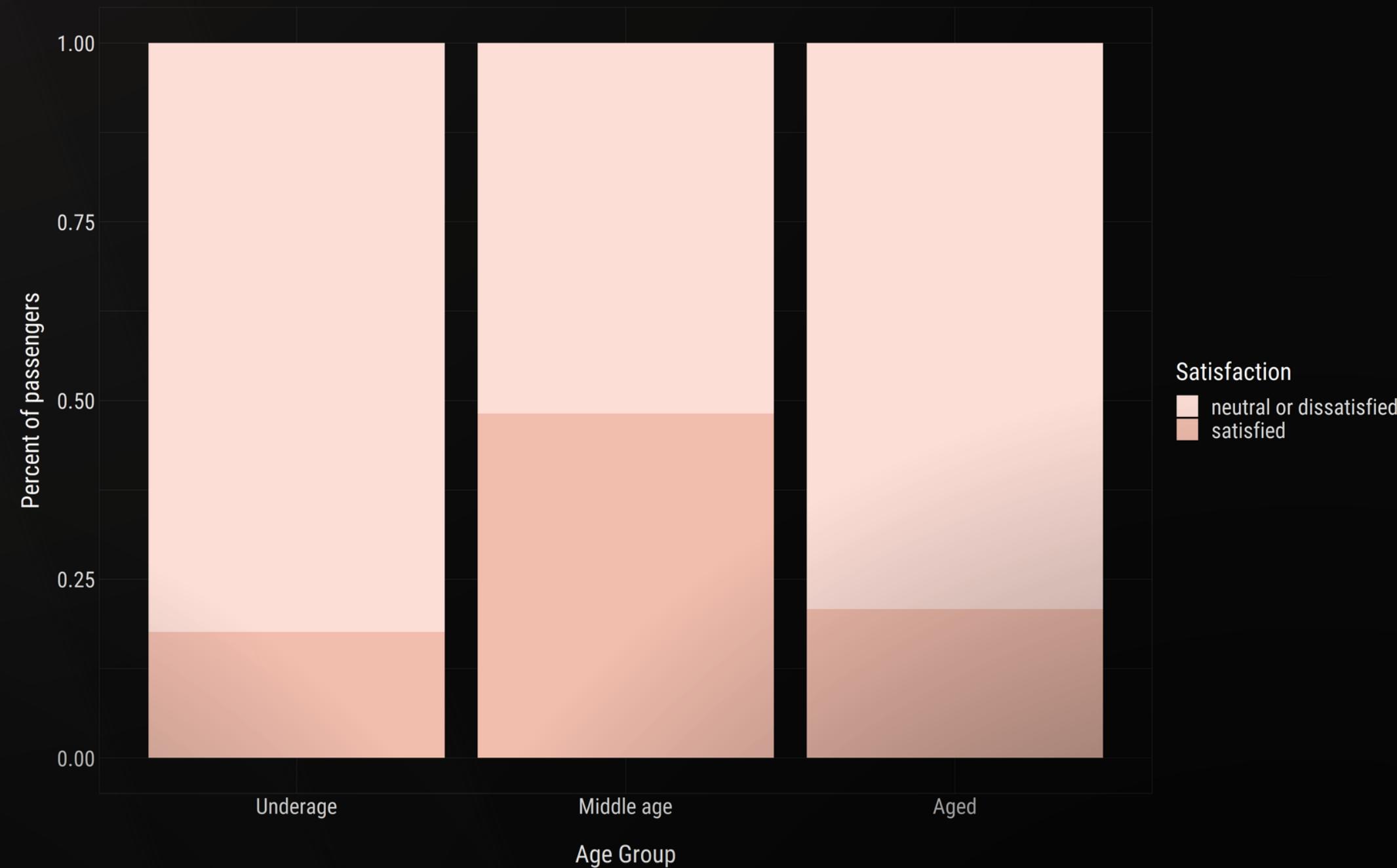
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There is a difference in the level of satisfaction

Middle age:
Satisfied: 51163
Dissatisfied: 55407
Satisfied / amount of pas.: 48.01%

Underage & Aged:
Satisfied: 5256
Dissatisfied: 18023
Satisfied / amount of pas.: 22.58%



Q: Is there a dependence between flight satisfaction and age categories of passengers?

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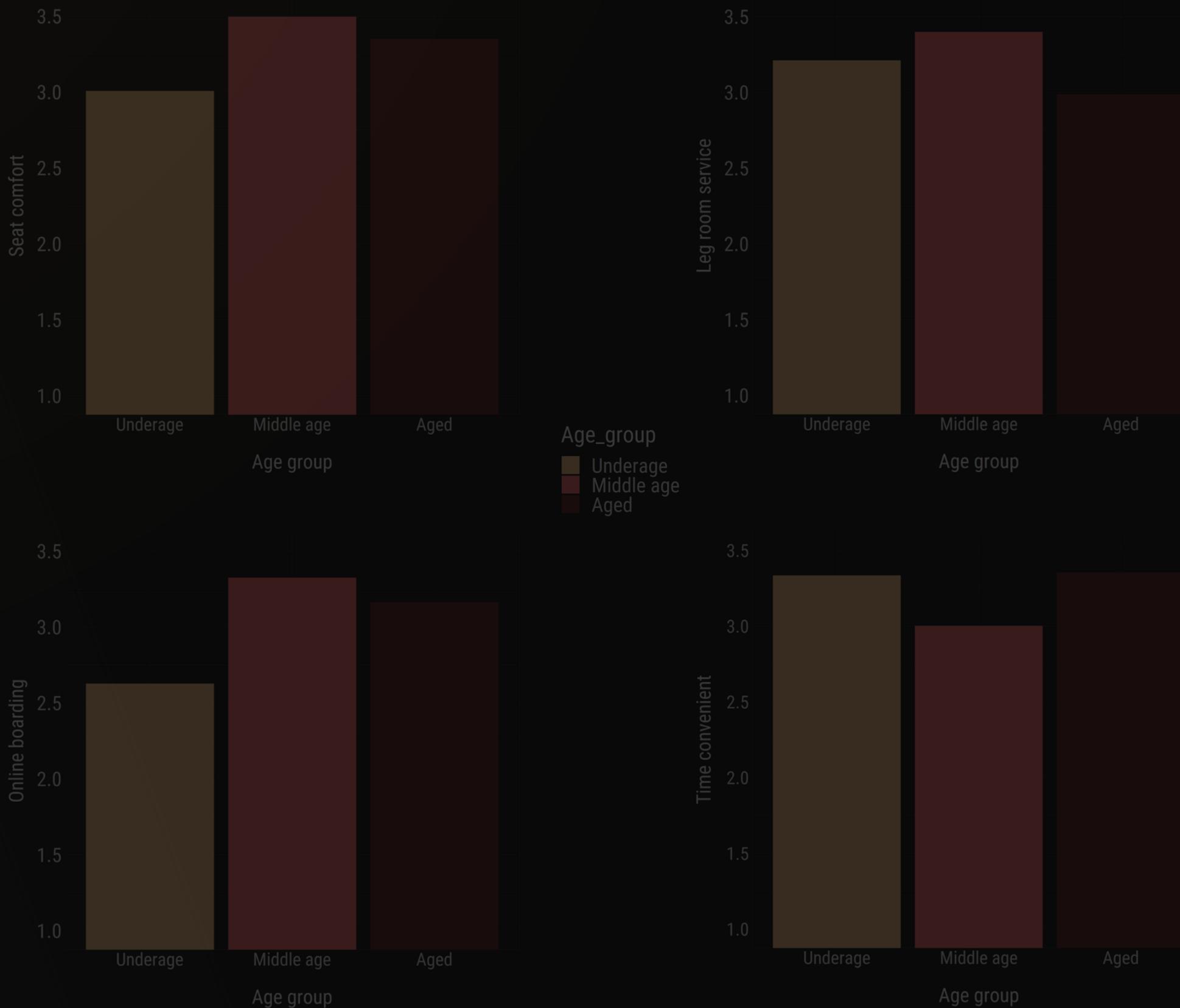
There is a difference in the level of satisfaction

Middle age:
Satisfied: 57163
Dissatisfied: 55407
Satisfied / amount of pas.: 48.01%



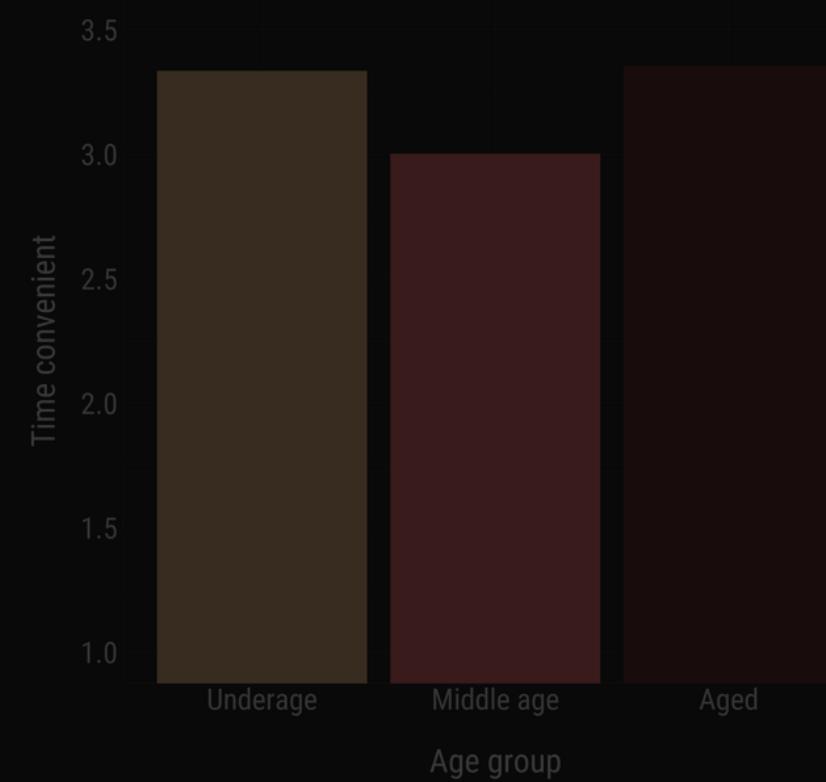
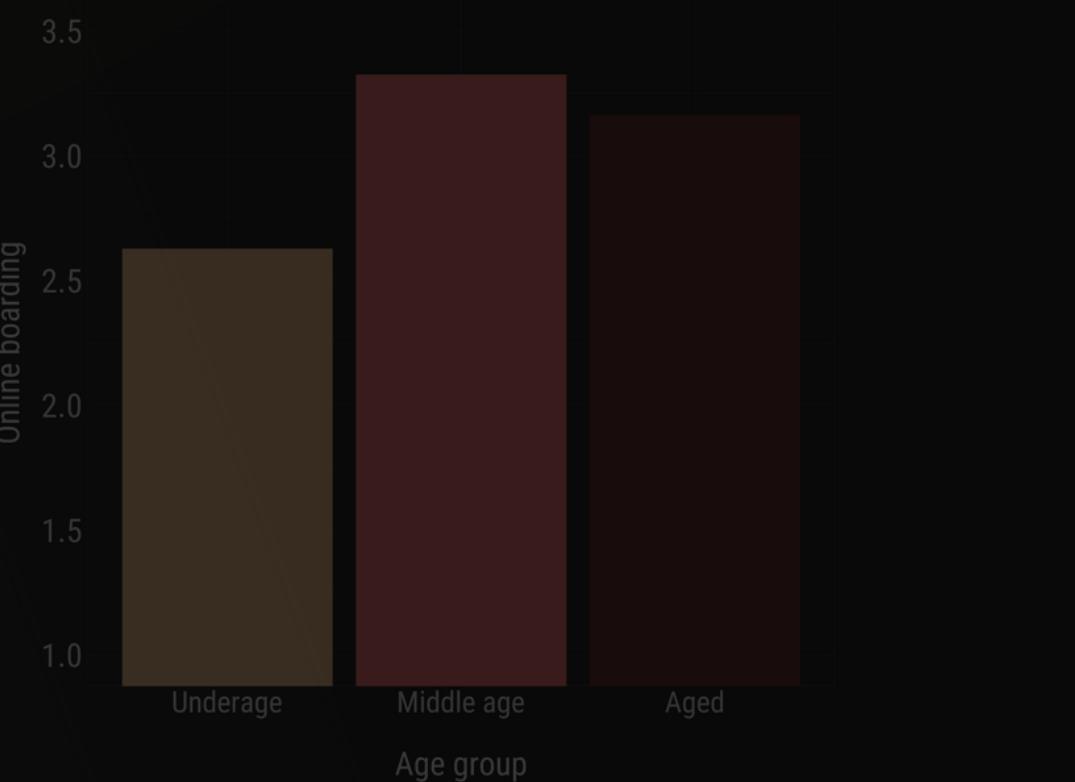
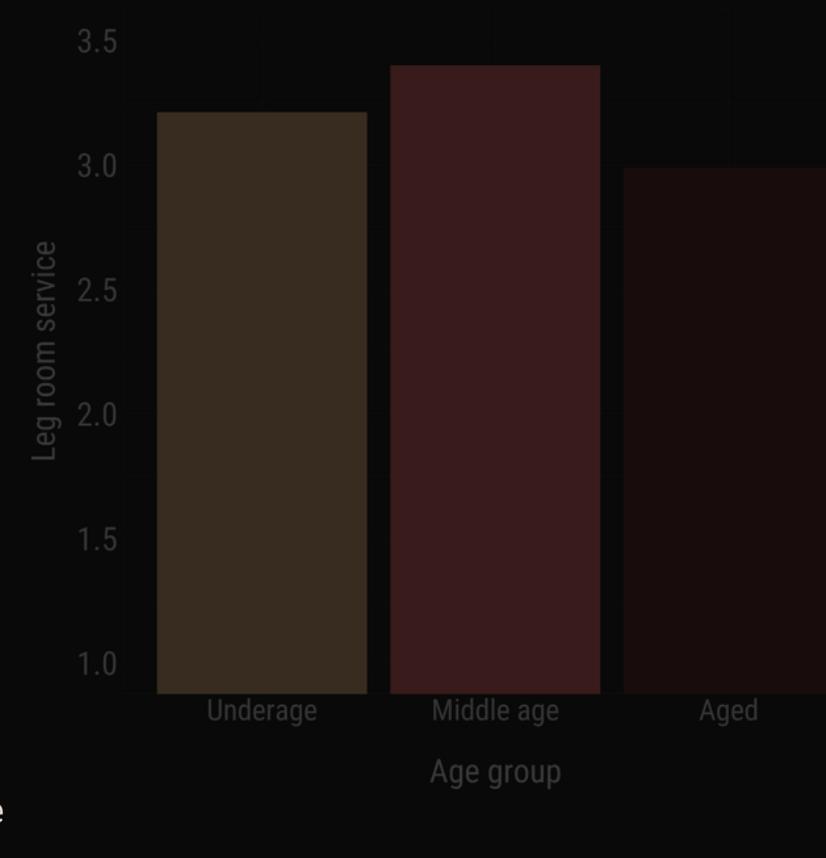
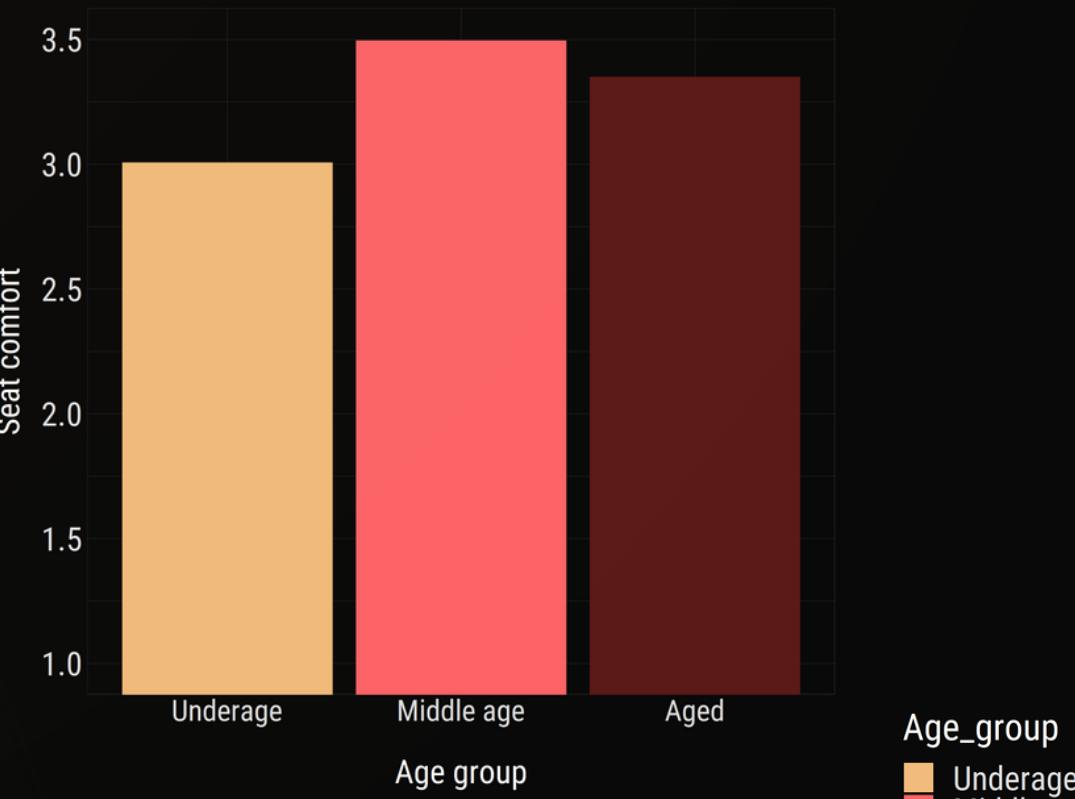
Q: Is there a dependence between specific flight satisfaction factors and age categories of passengers?
H: There are age categories with less effect of some satisfaction factors than others.

SEAT COMFORT

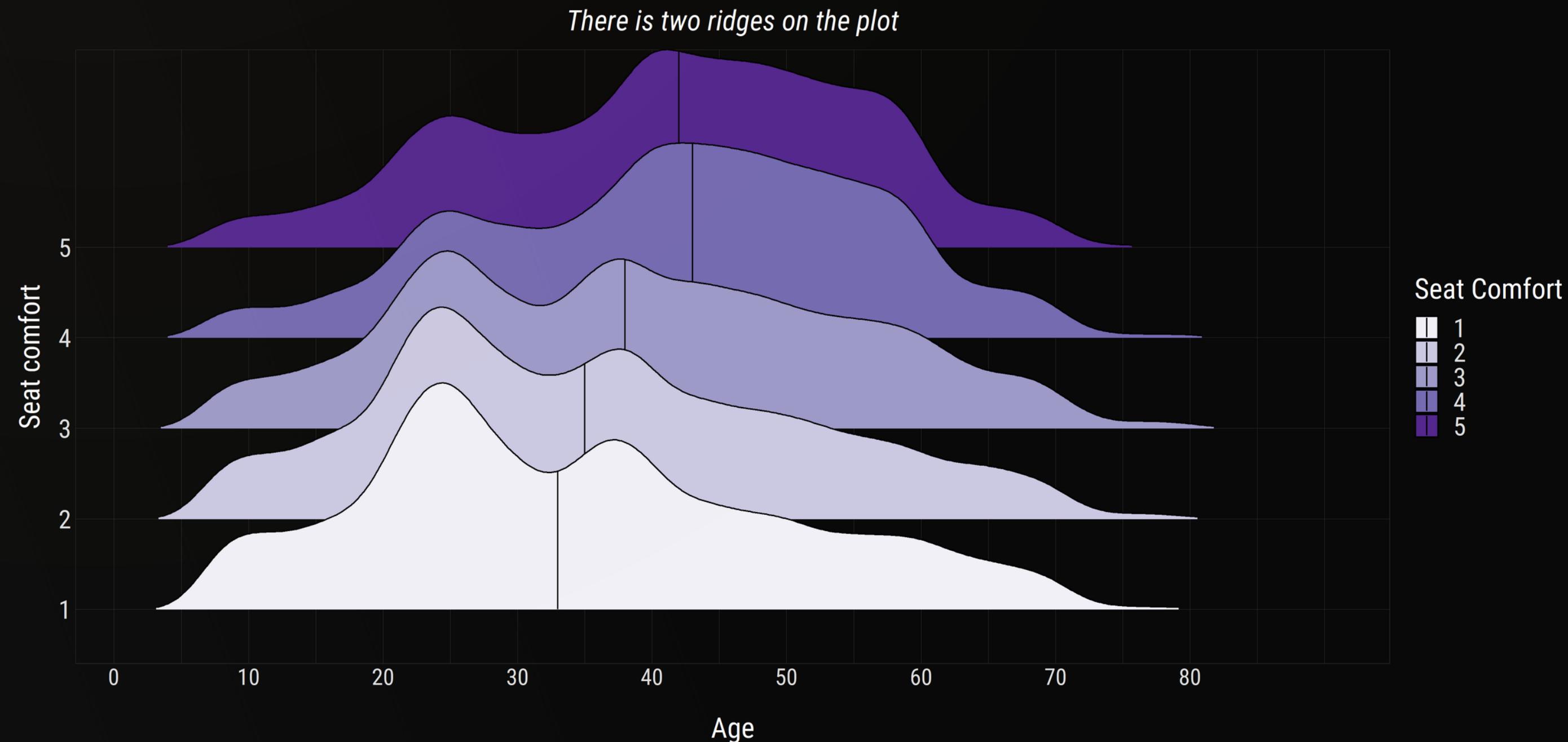


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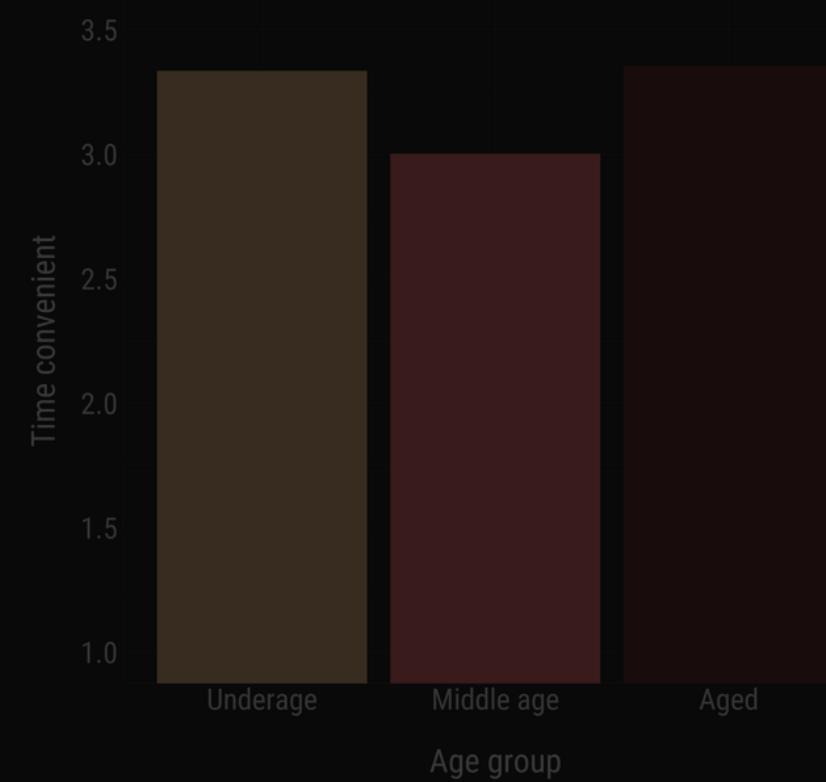
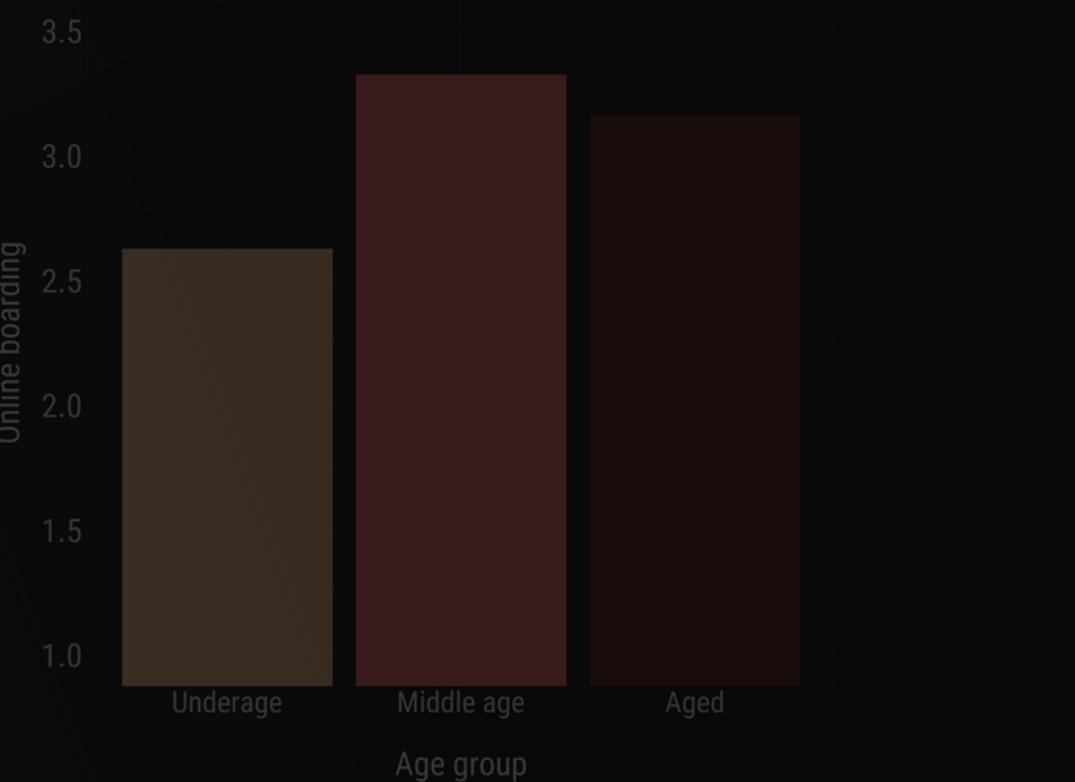
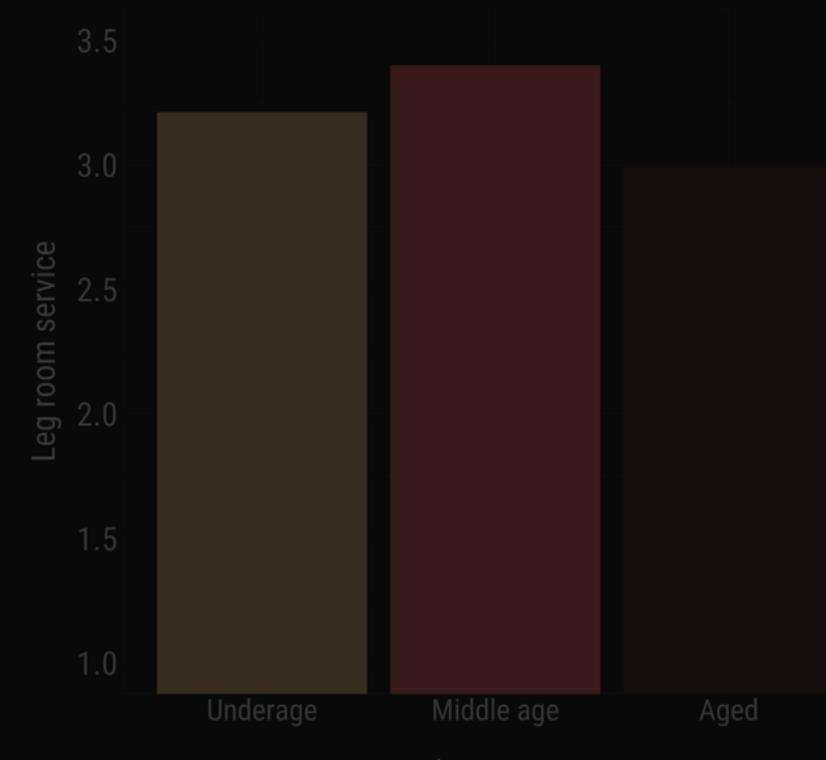
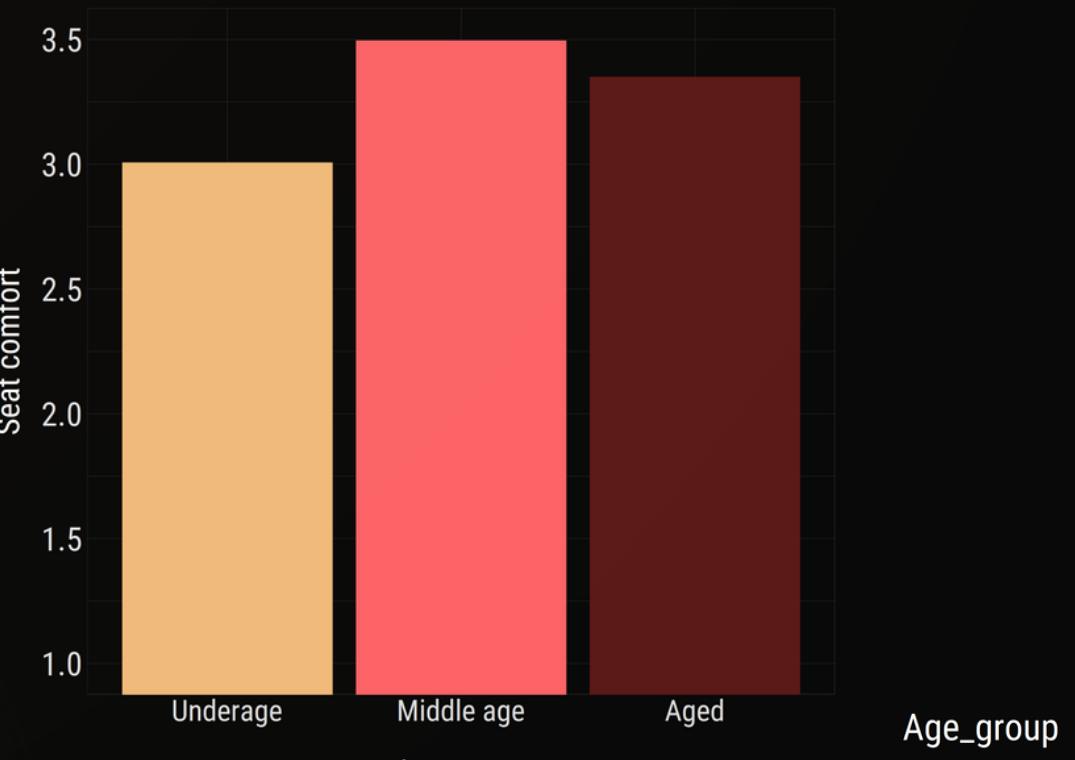


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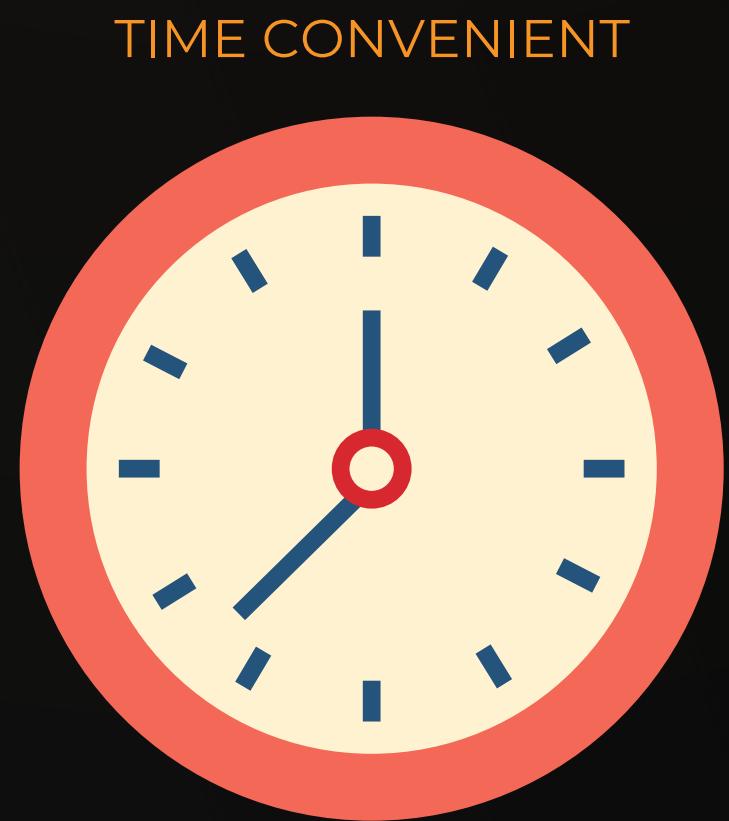


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ONLINE BOARDING



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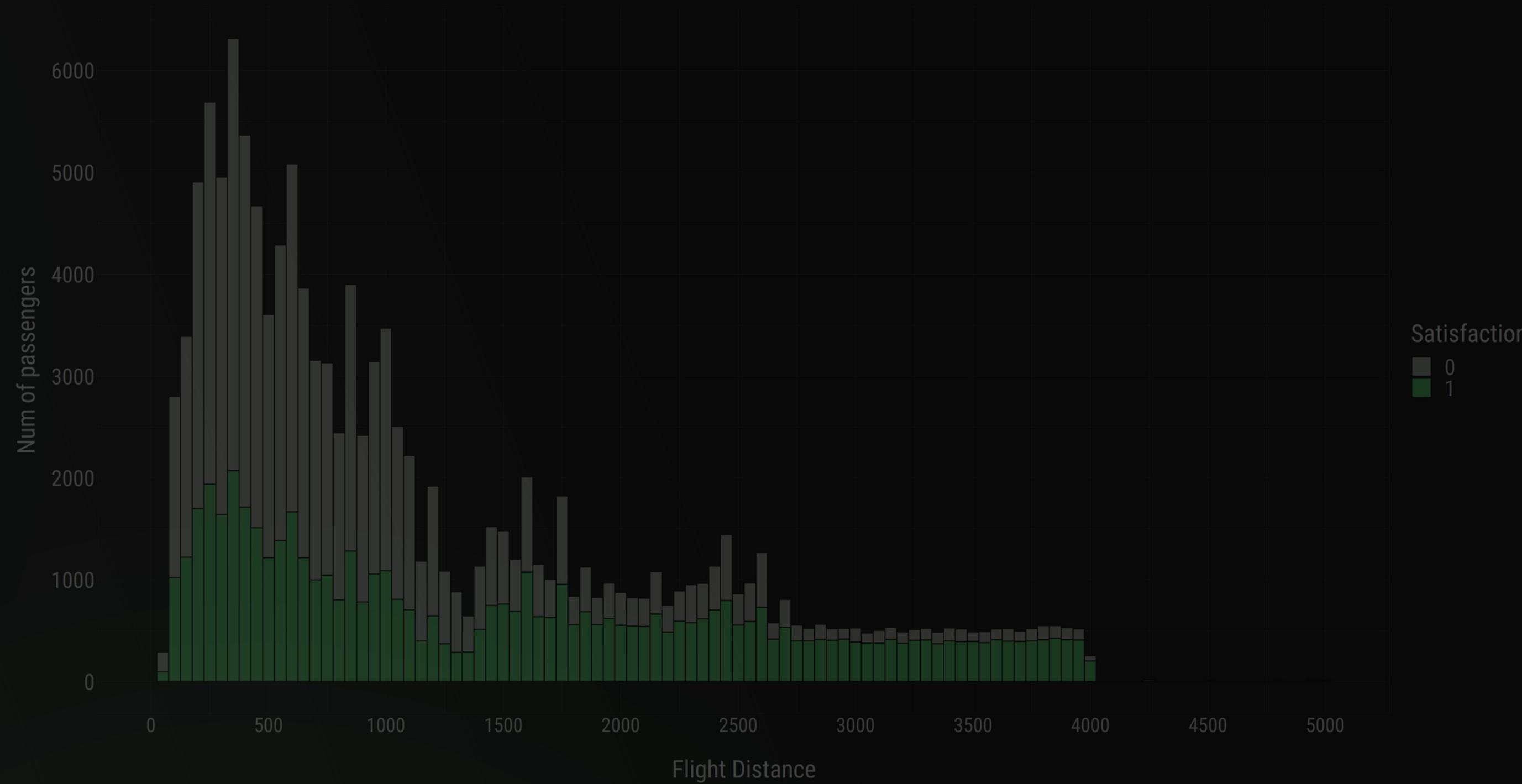


TIME CONVENIENT

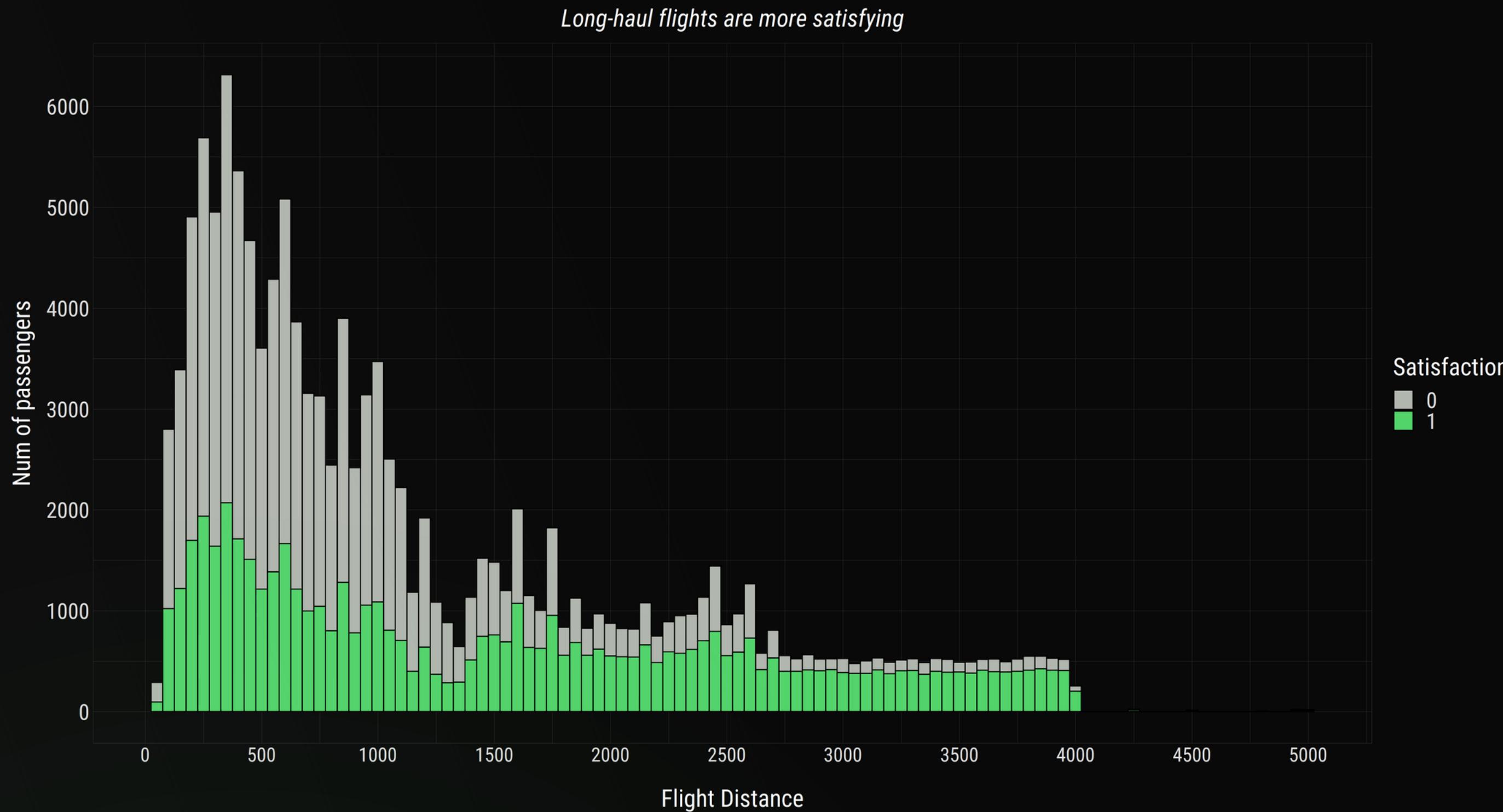


Q: Is there a dependence between flight passenger **satisfaction** and flight **goals**?
H: Passengers traveling for personal purposes are **less** satisfied with the flight.

Long-haul flights are more satisfying

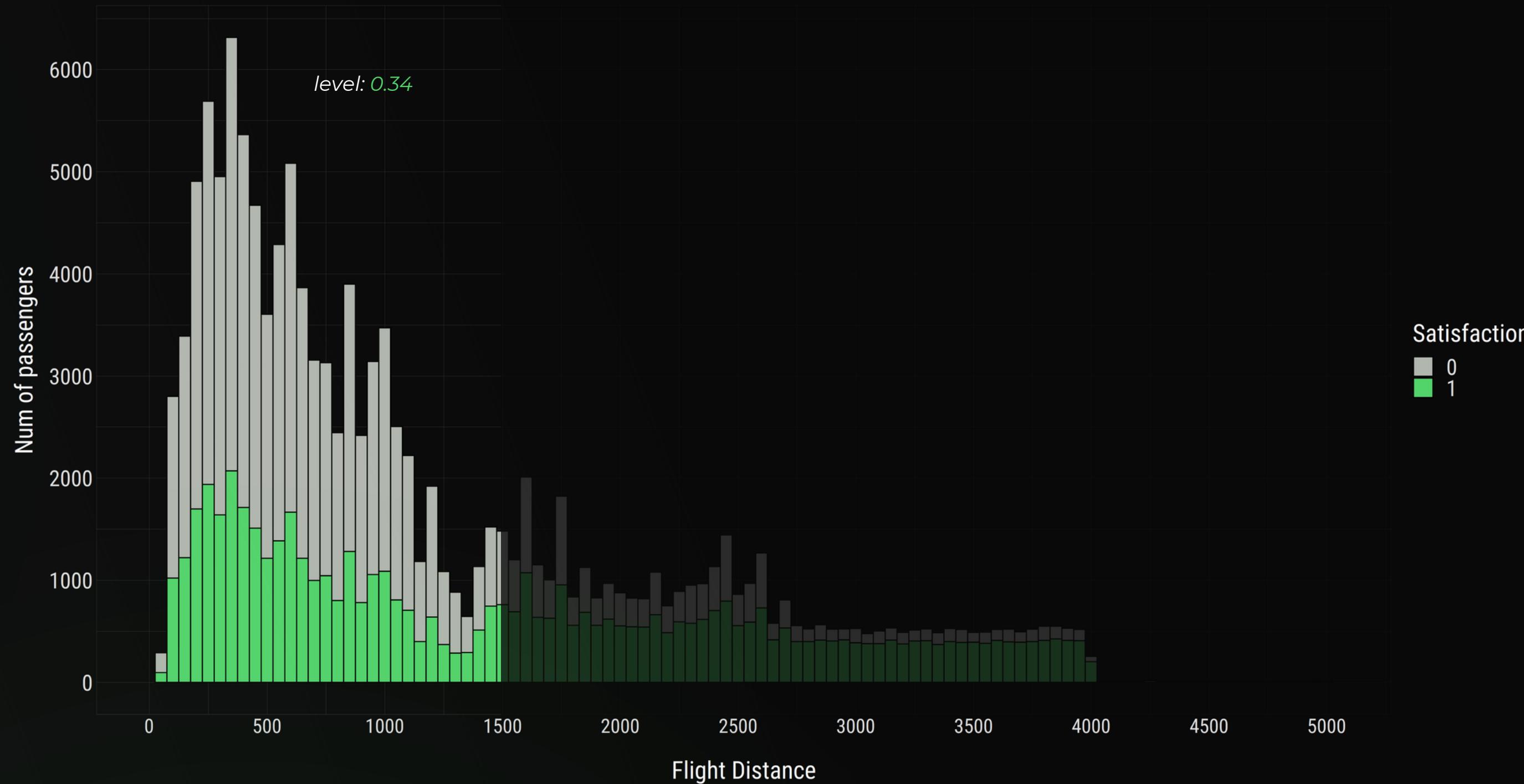


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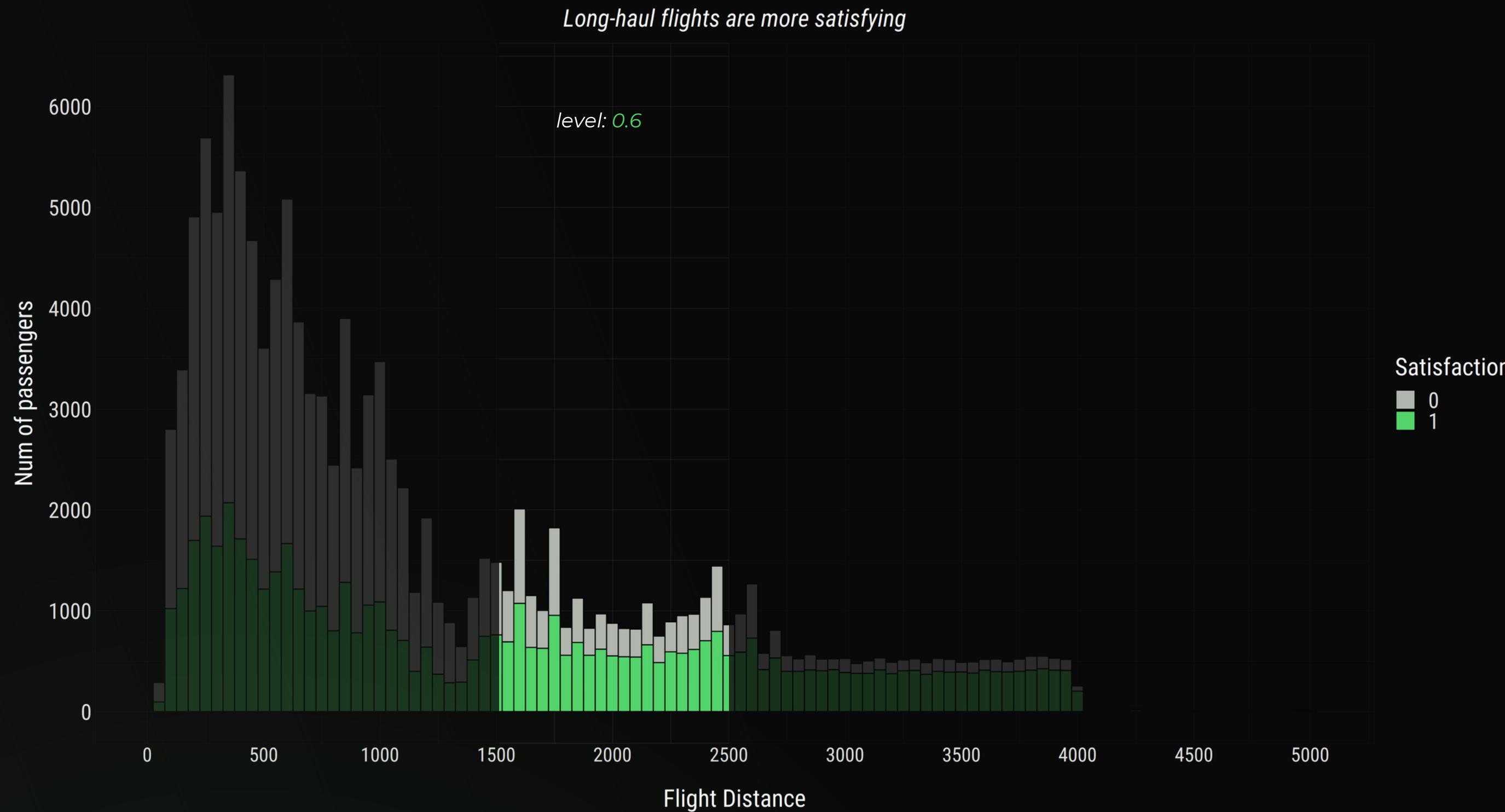


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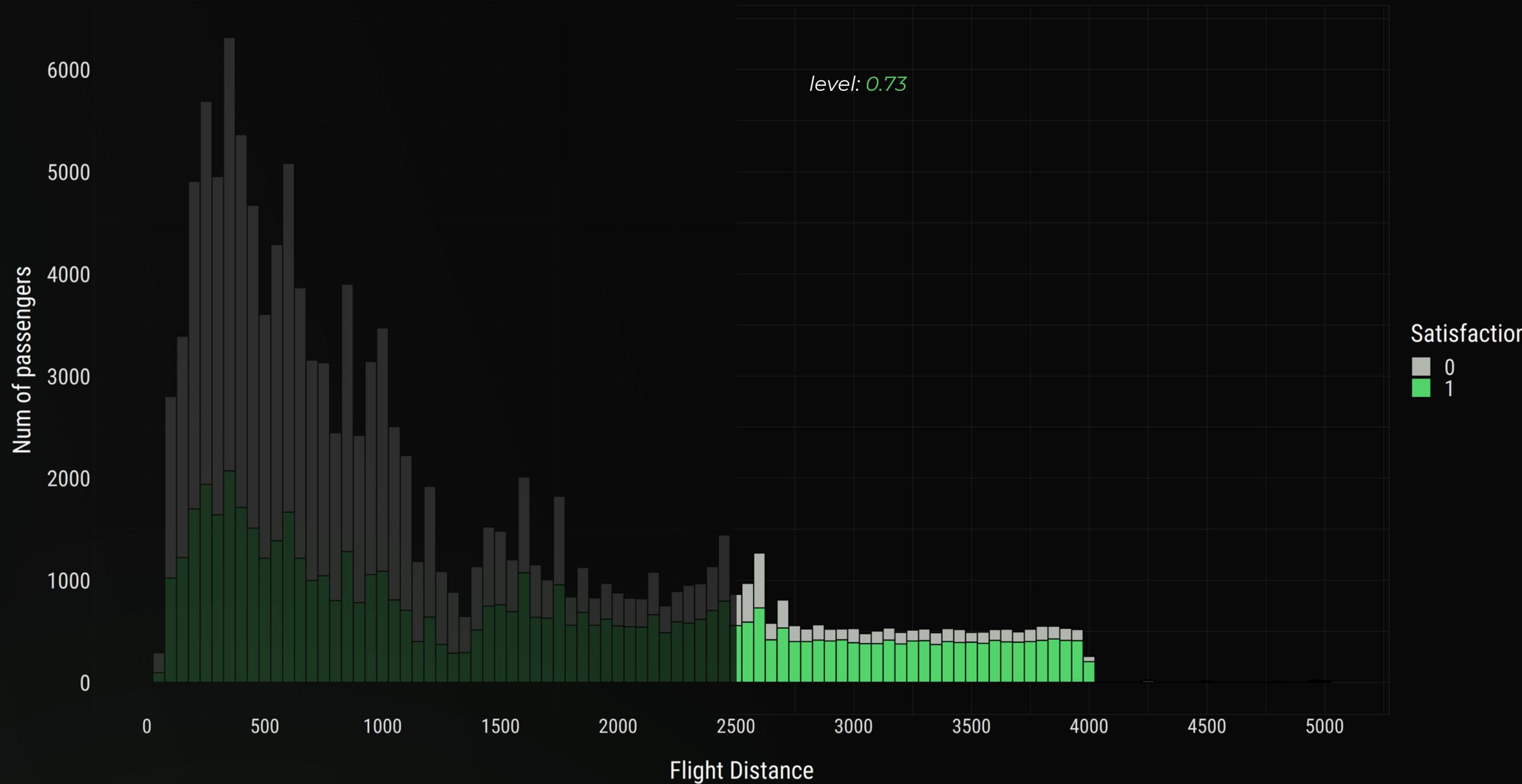


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H: Passengers traveling for personal purposes are **less** satisfied with the flight.

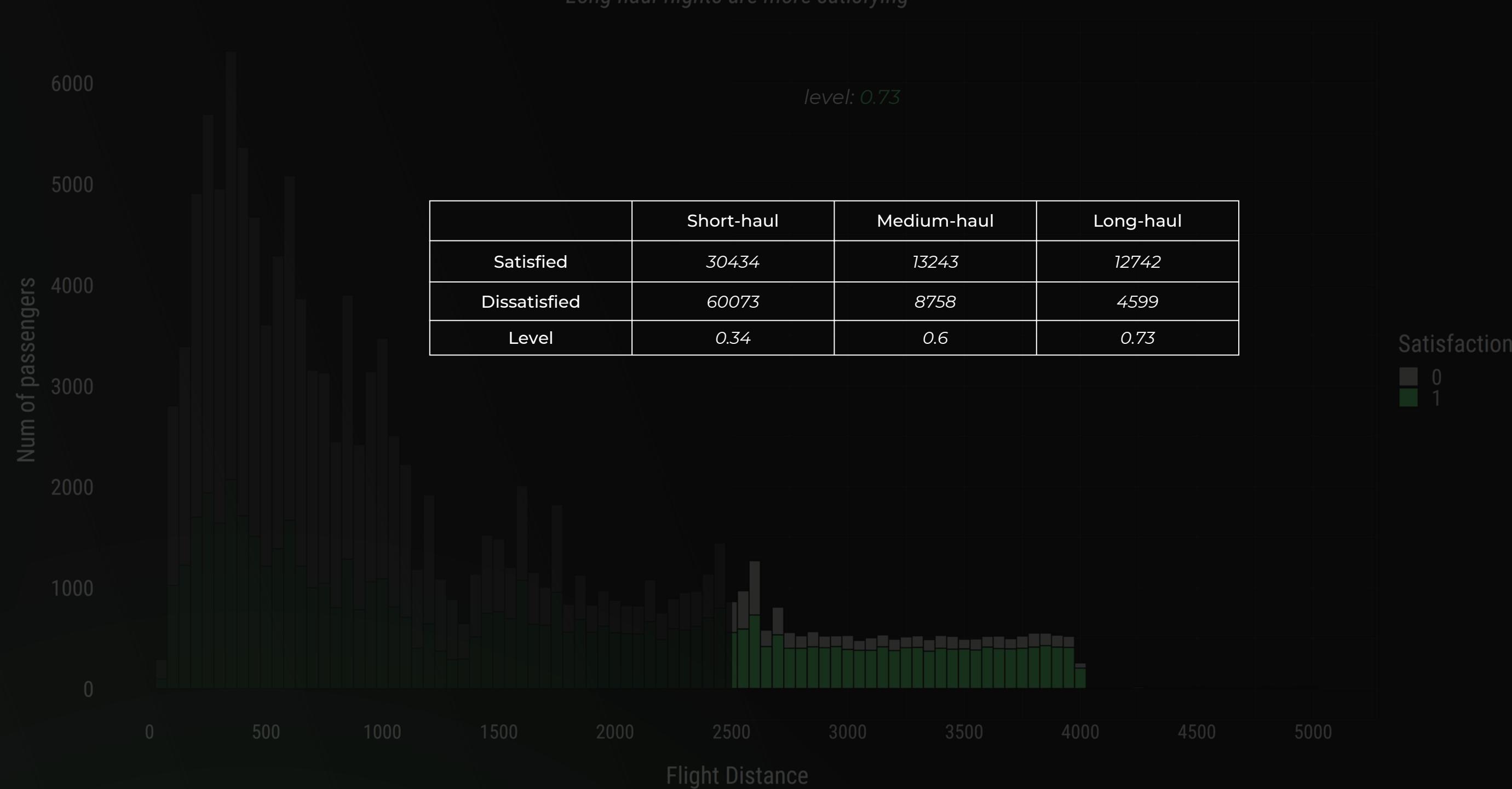


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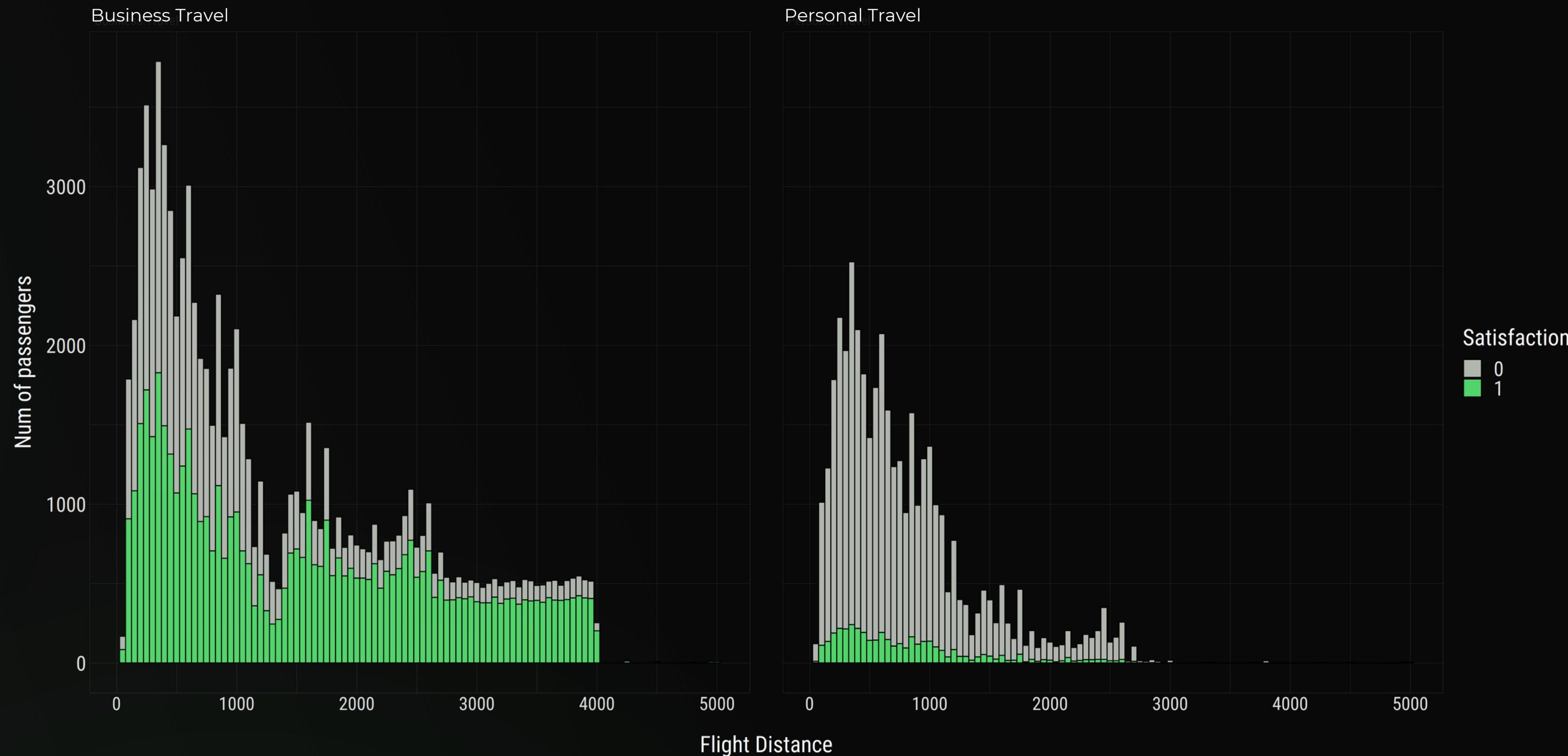
Long-haul flights are more satisfying



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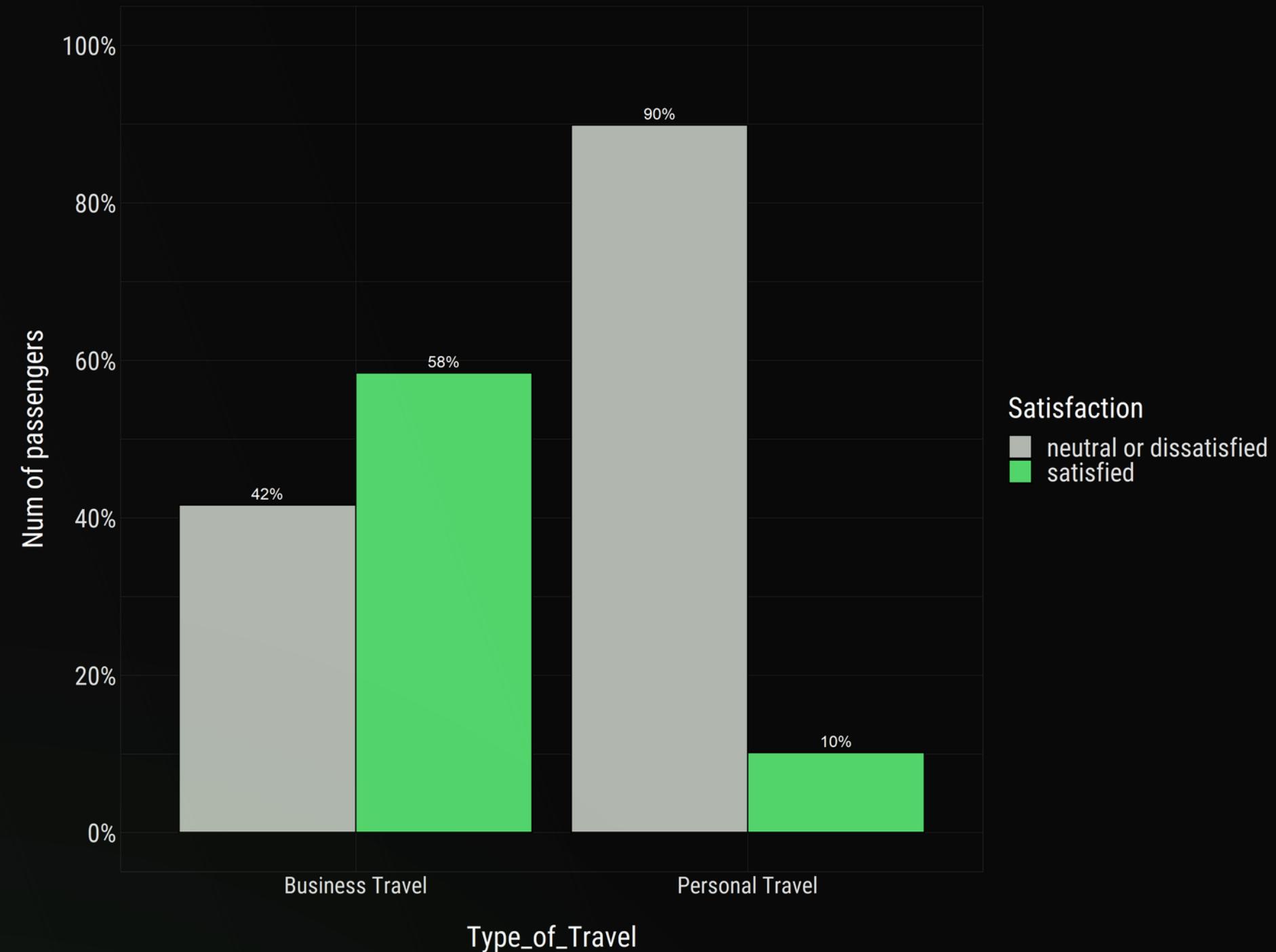


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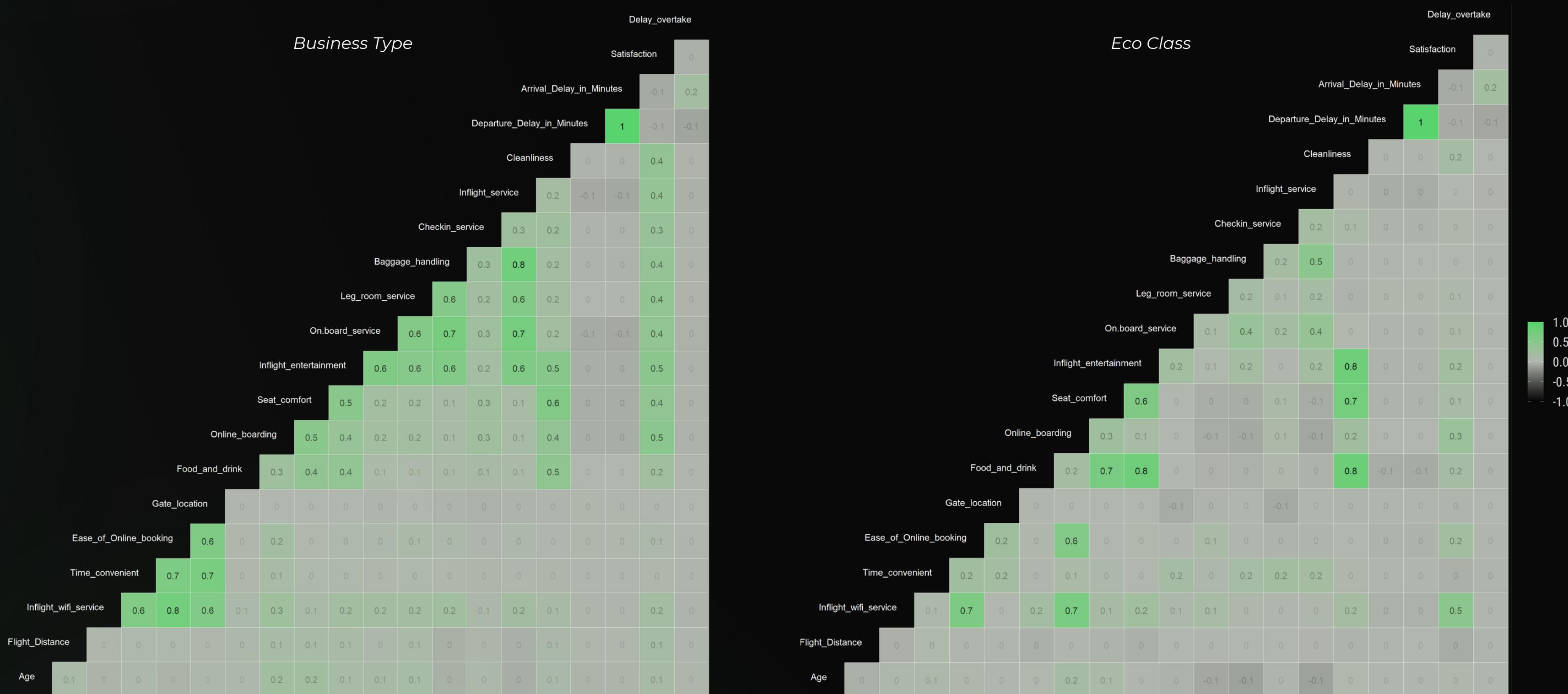
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Q: What attributes have the greatest/least impact on business/economy class passenger satisfaction?

H: There are factors that affect people traveling in different classes differently



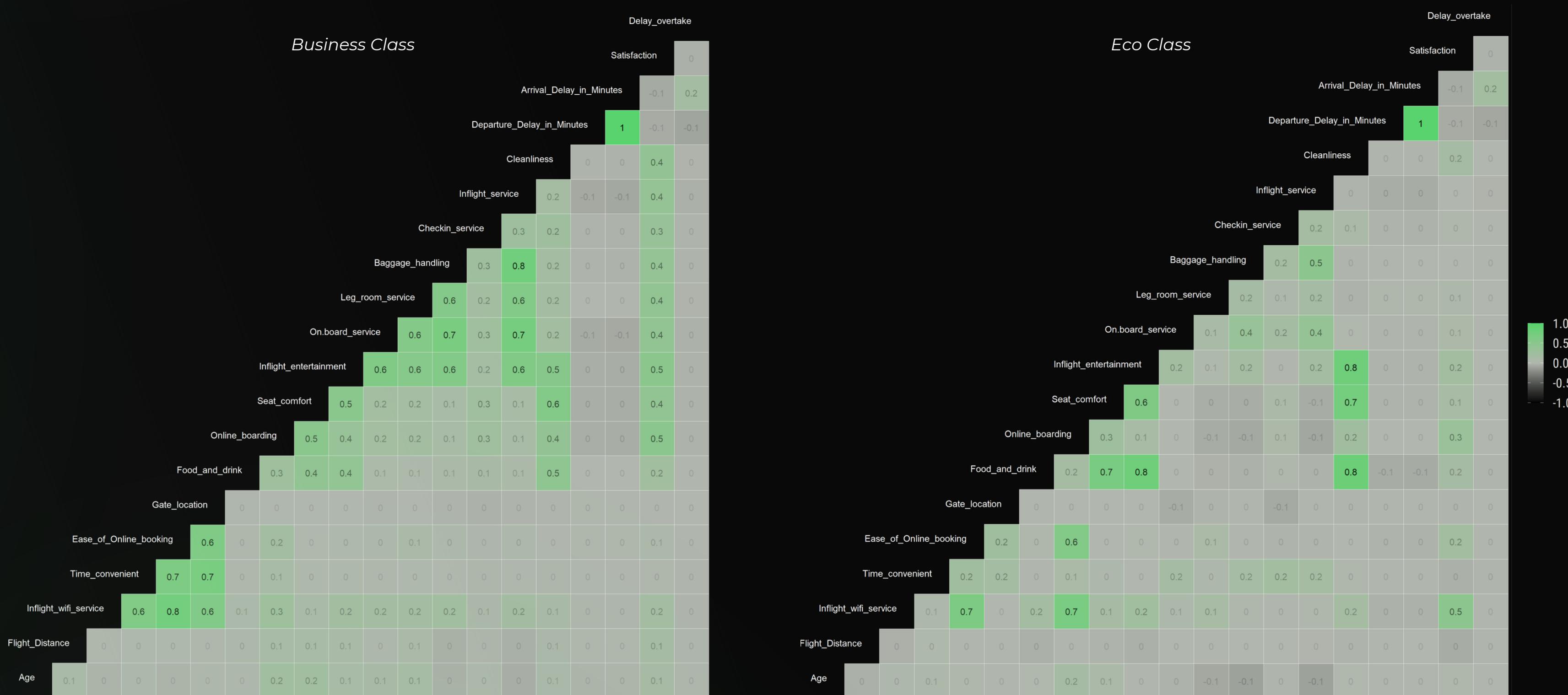
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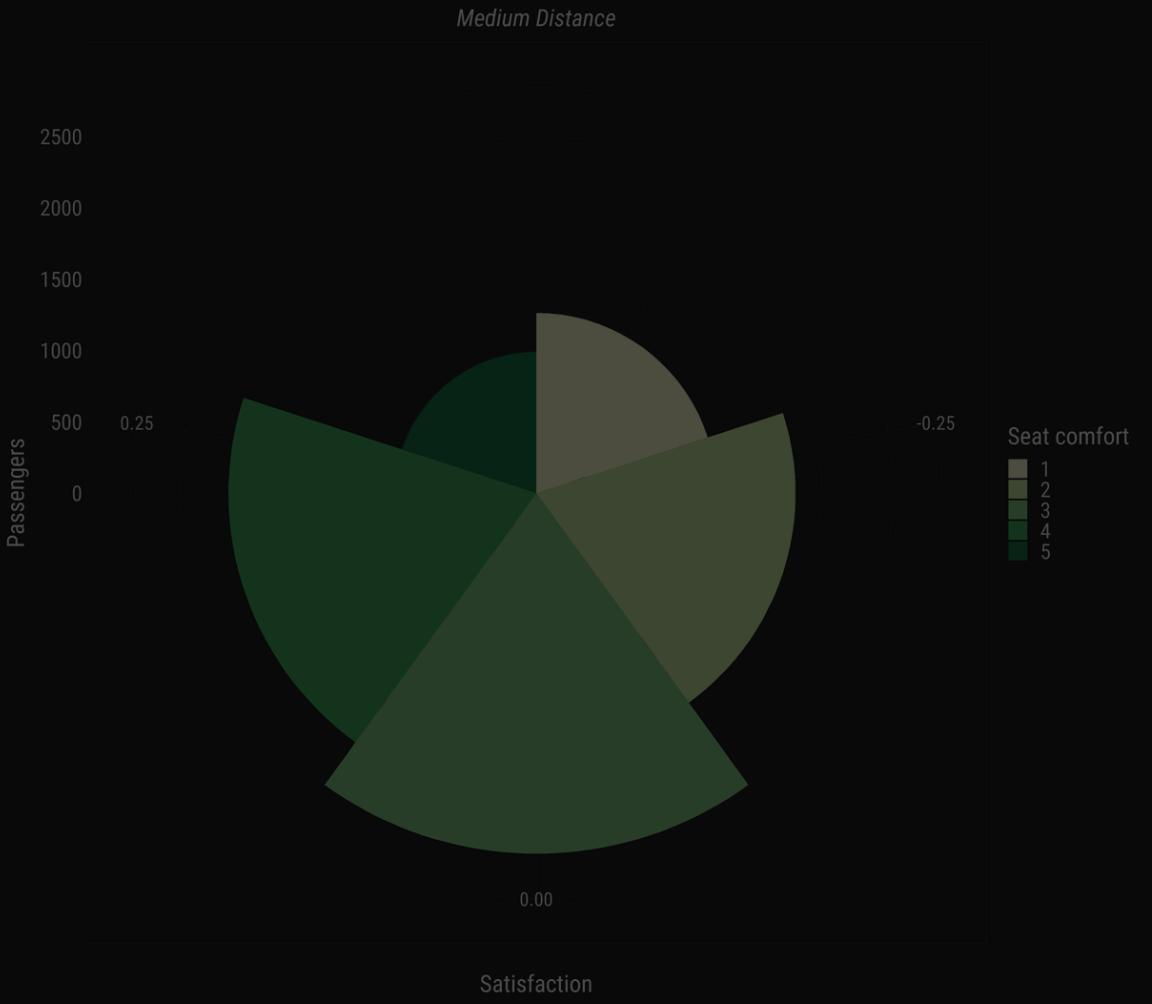
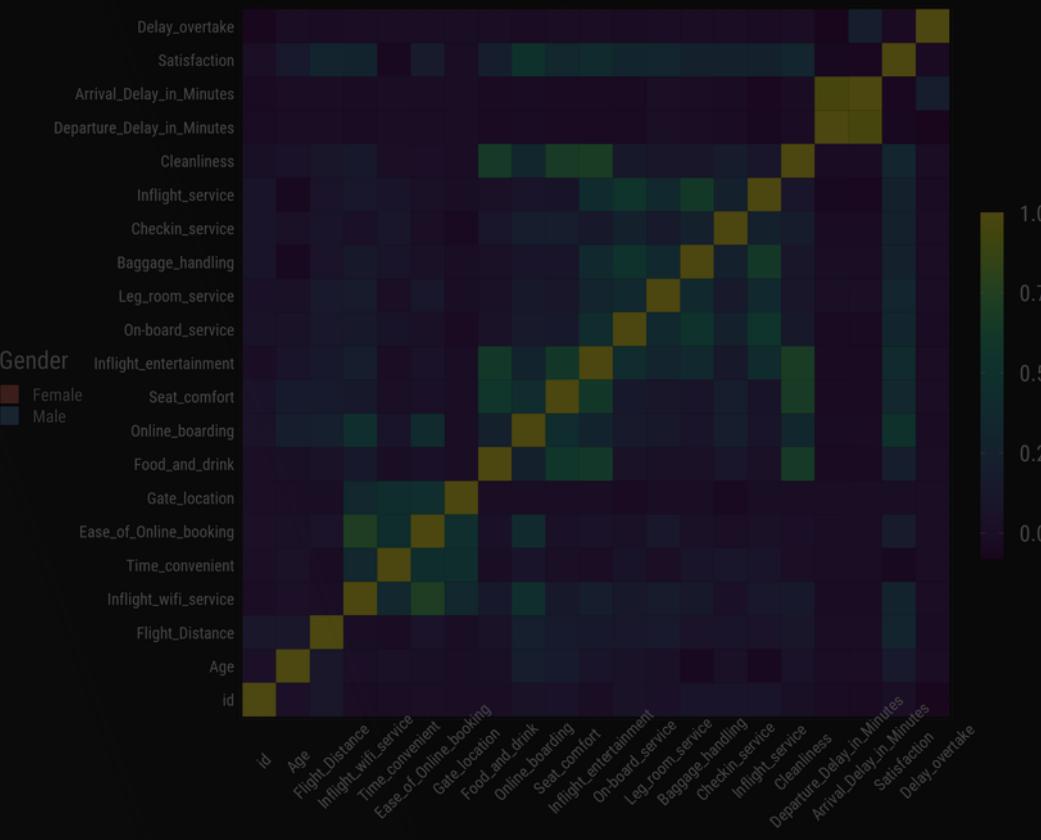
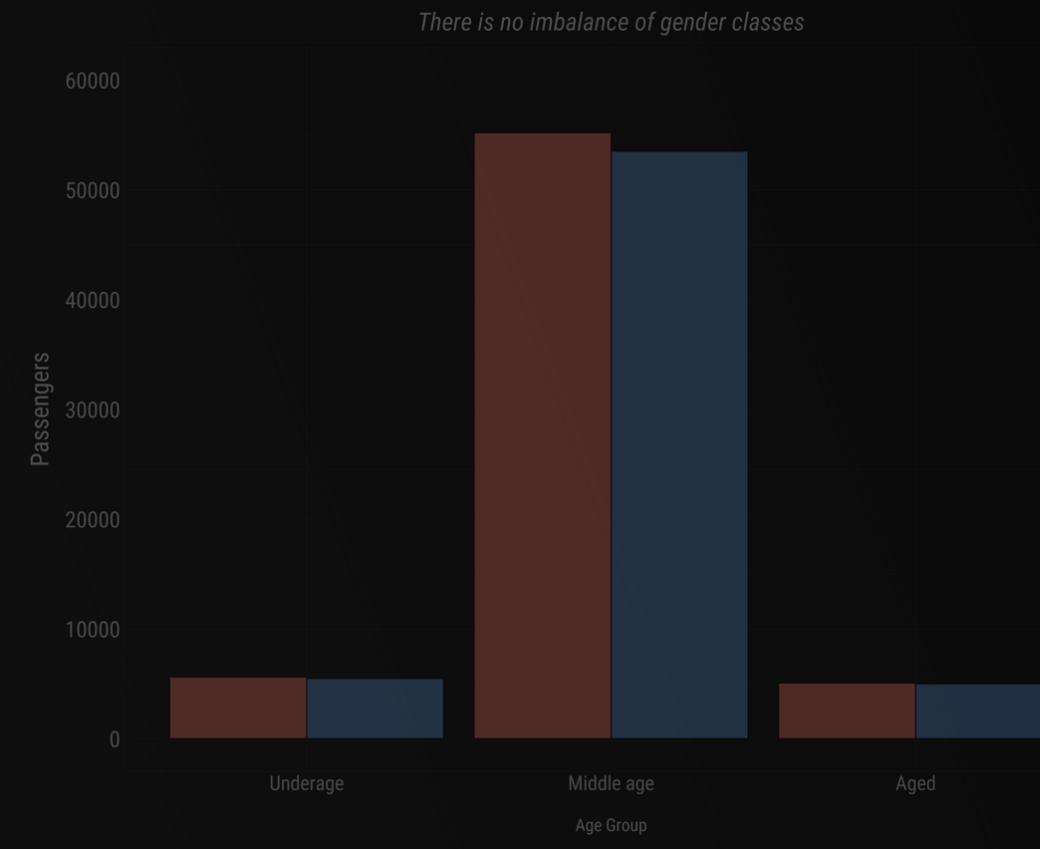
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& BUSINESS **BENEFITS**



Children & aged mostly dissatisfied of airline

There is problem in seat comfort in airplanes for children



Low satisfaction of online-boarding among aged group

Airline targeting on business trips



Most impact factors - online boarding, inflight entertainment, wifi service

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REALIZED **FEATURES**



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«Business Intelligence in Airline Passenger Satisfaction Study — A Fuzzy-Genetic Approach with Optimized Interpretability-Accuracy Trade-Off» - Marian B. Gorzałczany, Filip Rudziński, and Jakub Piekoszewski, Department of Electrical and Computer Engineering, Kielce University of Technology, Poland, 2021

«Investigating airline passenger satisfaction: Data mining method» - Tri Noviantoro, Jen-Peng Huang, College of Business, Southern Taiwan University of Science and Technology, Taiwan, 2022

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