**Airline Passenger Satisfaction**

What factors lead to customer satisfaction for an Airline?



**Airline Passenger Satisfaction**

Data Card

Code (241)

Discussion (8)

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**New Notebook**[file\_download**Download (3 MB)**](https://www.kaggle.com/datasets/teejmahal20/airline-passenger-satisfaction/download?datasetVersionNumber=1)A yellow circle with a black background

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**About Dataset**

**Context**

This dataset contains an airline passenger satisfaction survey. What factors are highly correlated to a satisfied (or dissatisfied) passenger? Can you predict passenger satisfaction?

**Content**

*Gender:* Gender of the passengers (Female, Male)

*Customer Type:* The customer type (Loyal customer, disloyal customer)

*Age:* The actual age of the passengers

*Type of Travel:* Purpose of the flight of the passengers (Personal Travel, Business Travel)

*Class:* Travel class in the plane of the passengers (Business, Eco, Eco Plus)

*Flight distance:* The flight distance of this journey

*Inflight wifi service:* Satisfaction level of the inflight wifi service (0:Not Applicable;1-5)

*Departure/Arrival time convenient:* Satisfaction level of Departure/Arrival time convenient

*Ease of Online booking:* Satisfaction level of online booking

*Gate location:* Satisfaction level of Gate location

*Food and drink:* Satisfaction level of Food and drink

*Online boarding:* Satisfaction level of online boarding

*Seat comfort:* Satisfaction level of Seat comfort

*Inflight entertainment:* Satisfaction level of inflight entertainment

*On-board service:* Satisfaction level of On-board service

*Leg room service:* Satisfaction level of Leg room service

*Baggage handling:* Satisfaction level of baggage handling

*Check-in service:* Satisfaction level of Check-in service

*Inflight service:* Satisfaction level of inflight service

*Cleanliness:* Satisfaction level of Cleanliness

*Departure Delay in Minutes:* Minutes delayed when departure

*Arrival Delay in Minutes:* Minutes delayed when Arrival

*Satisfaction:* Airline satisfaction level(Satisfaction, neutral or dissatisfaction)

* Note that this data set was modified from this dataset by John D [here](https://www.kaggle.com/johndddddd/customer-satisfaction). It has been cleaned up for the purposes of classification.