

MAVEN AIRLINE PASSENGER SATISFACTION INSIGHTS

Total Respondents

129.88K

Satisfaction Rate

43.45%

Neutral/Dissatisfaction
Rate

56.55%

Average of Flight
Distance in miles

1.19K

Average of Departure
Delay in minutes

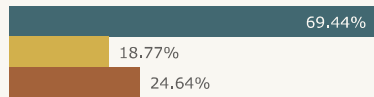
14.71

Average of Arrival
Delay in minutes

15.09

Satisfaction Rate by Class

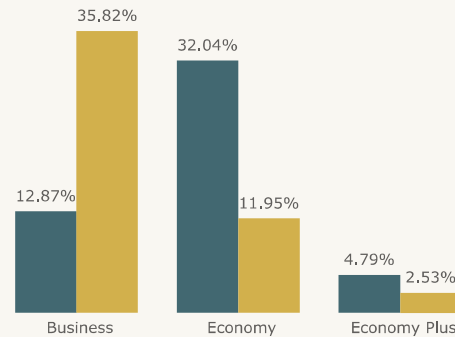
Class ● Business ● Economy ● Economy Plus



Passengers from **business class** are more satisfied.

In-flight Wifi Service by Class

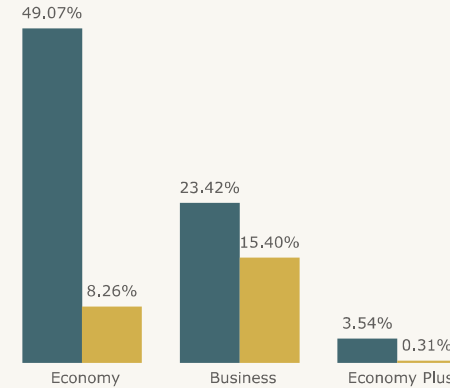
Satisfaction ● Neutral or Dissatisfied ● Satisfied



Passengers from **business class** are more satisfied with WiFi service.

First-time by Class and Satisfaction

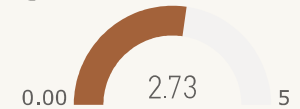
Satisfaction ● Neutral or Dissatisfied ● Satisfied



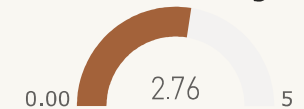
First-time passengers from **economy class** are more dissatisfied.

Top 3 Worst Rated Factors

In-flight Wifi Service



Ease of Online Booking

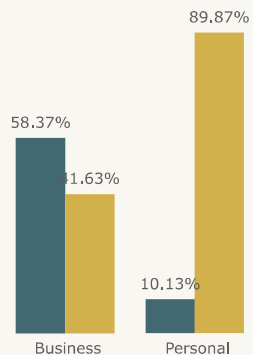


Gate Location



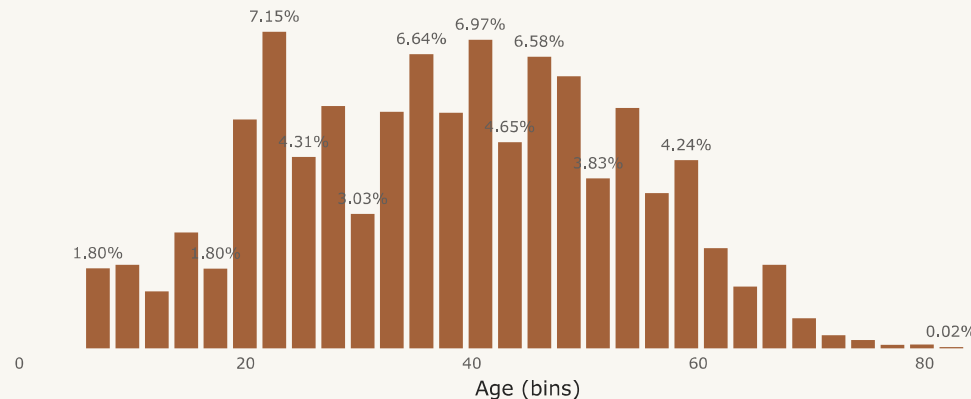
Satisfaction Rate and Dissatisfaction Rate by Type of Travel

● Satisfaction Rate ● Dissatisfaction Rate



Personal travel passengers are more dissatisfied.

Age Distribution



Average Age

39.43

Key Recommendations

In-flight WiFi Service should be improved in the economy and economy plus classes.

Ease of online booking so that passengers are able to book tickets easily. The website/app could be more user friendly.

Gate Location should not be changed frequently and if there is any changes it should be informed well in advance.

More focus could be given on people travelling in **economy class**.