

MAVEN AIRLINE PASSENGER SATISFACTION INSIGHTS

Total Respondents

129.88K

Satisfaction Rate

43.45%

Neutal/Dissatisfaction
Rate

56.55%

Average of Flight
Distance in metres

1.19K

Average of Departure
Delay in minutes

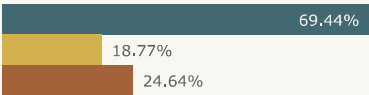
14.71

Average of Arrival
Delay in minutes

15.09

Satisfaction Rate by Class

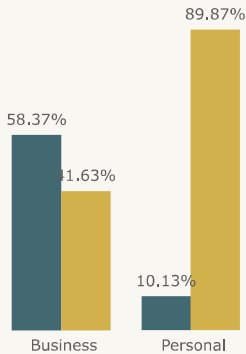
Class ● Business ● Economy ● Economy Plus



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

Satisfaction Rate and Dissatisfaction Rate by Type of Travel

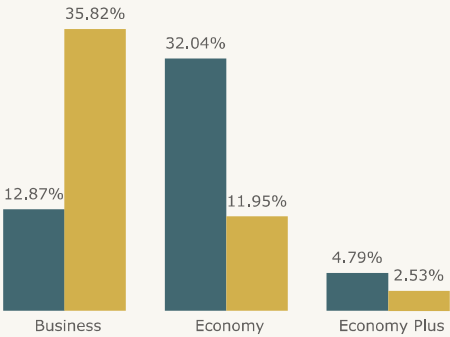
● Satisfaction Rate ● Dissatisfaction Rate



Personal travel passengers are more dissatisfied.

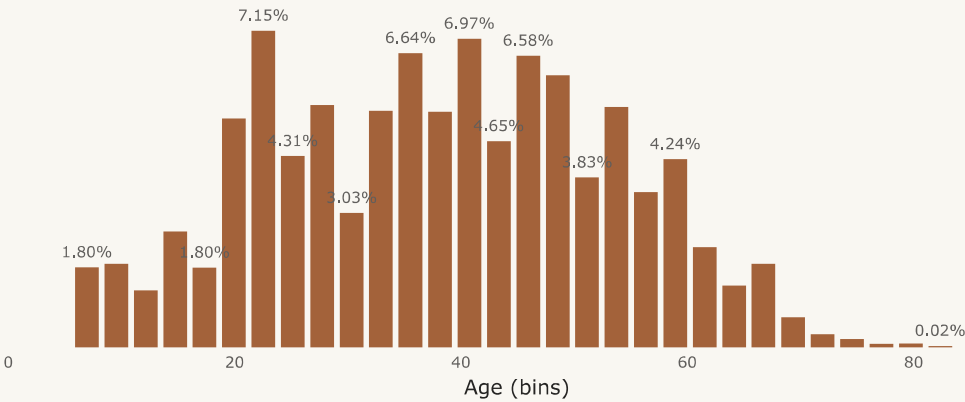
In-flight Wifi Service by Class

Satisfaction ● Neutral or Dissatisfied ● Satisfied



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

Age Distribution

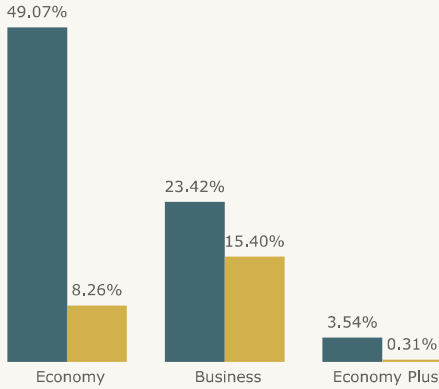


Average Age

39.43

First-time by Class and Satisfaction

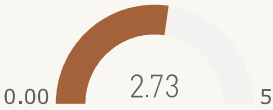
Satisfaction ● Neutral or Dissatisfied ● Satisfied



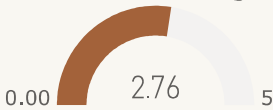
First-time passengers from **economy class** are more dissatisfied.

Top 3 Worst Rated Factors

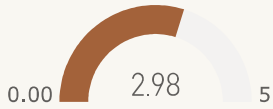
In-flight Wifi Service



Ease of Online Booking



Gate Location



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.