

Gender: Gender of the passengers (Female, Male)

Passenger Type: The customer type (Loyal customer, disloyal customer)

Age: The actual age of the passengers

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

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

Distance: The flight distance of this journey

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

Arrival time: Satisfaction level of Departure/Arrival time convenient

Ease of Online booking: Satisfaction level of online booking

Gate: Satisfaction level of Gate location

Foods: 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)