



EduBridge



# Airline Passenger Satisfaction Data Analysis using Python

# AIM

- The aim of this mini project is to analyze the Airline Passenger Satisfaction Data to get a clear information about the areas where the customers are satisfied with airline service and areas where improvement is needed. Analyzes is using Python. Visualization is used to improve the analysis.

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# INTRODUCTION

- The data is Passenger Satisfaction from an Airline Company. This is a csv file which consist of 25976 rows and 25 columns. The data contains mainly the rating given by customers for different areas of Airline Industry starting from online line reservation, booking, check-in, boarding, food and drinks etc.

# CODE & RESOURCES

- Descriptive Information

|              |  |
|--------------|--|
| Name         | Airline Passenger Satisfaction Data Analysis |
| Language     | Python - 3                                   |
| IDE          | Jupyter Notebook                             |
| Platform     | Windows                                      |
| Library Used | Pandas, NumPy, Seaborn and Matplotlib        |

- Code

<https://github.com/sandeepsuresh16/Airline-Passenger-Satisfaction-Data-Analysis.git>

# Graph Plotted

- For data visualization I have used Seaborn and Matplotlib libraries in Python, these are very useful libraries for data visualization.
- 11 graphs were plotted for visualisation which includes pie charts and bar plots

# Summary

- Analysis shows different sections of areas in Airline Industry where customer rating is good and below average. In some areas company needs to put more effort in order to get more customer rating
- More passengers are from working age group, so strategy has to be made in order to satisfy the working class.
- 48% of customers are using Business class.

# Reference

- <http://kaggle.com/>
- <https://seaborn.pydata.org/>
- <http://www.edubridgeindia.com/students/courses/overview/>



# Acknowledgement

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