Airline Passenger Satisfaction Survey Exercises

1. Import airline data set to R.

2. Construct a table with the variables satisfaction and Customer type. Interpret joint and conditional probabilities.

3. Construct a table by cross classifying satisfaction and airline Class. Find the joint and conditional probabilities.

5. Visualize the probabilities of contingency table in the second question (satisfaction vs. airline Class) by using bar chart and mosaic plots. Would you prefer to use joint or conditional probabilities? Why?

6. Construct a descriptive statistics table showing the average satisfaction of customers from seat comfort, food and drink, online support and cleanliness. Interpret findings.