

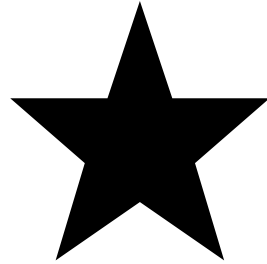
British Airways

Review Analysis



1000

Reviews
Colleted



3.96/10

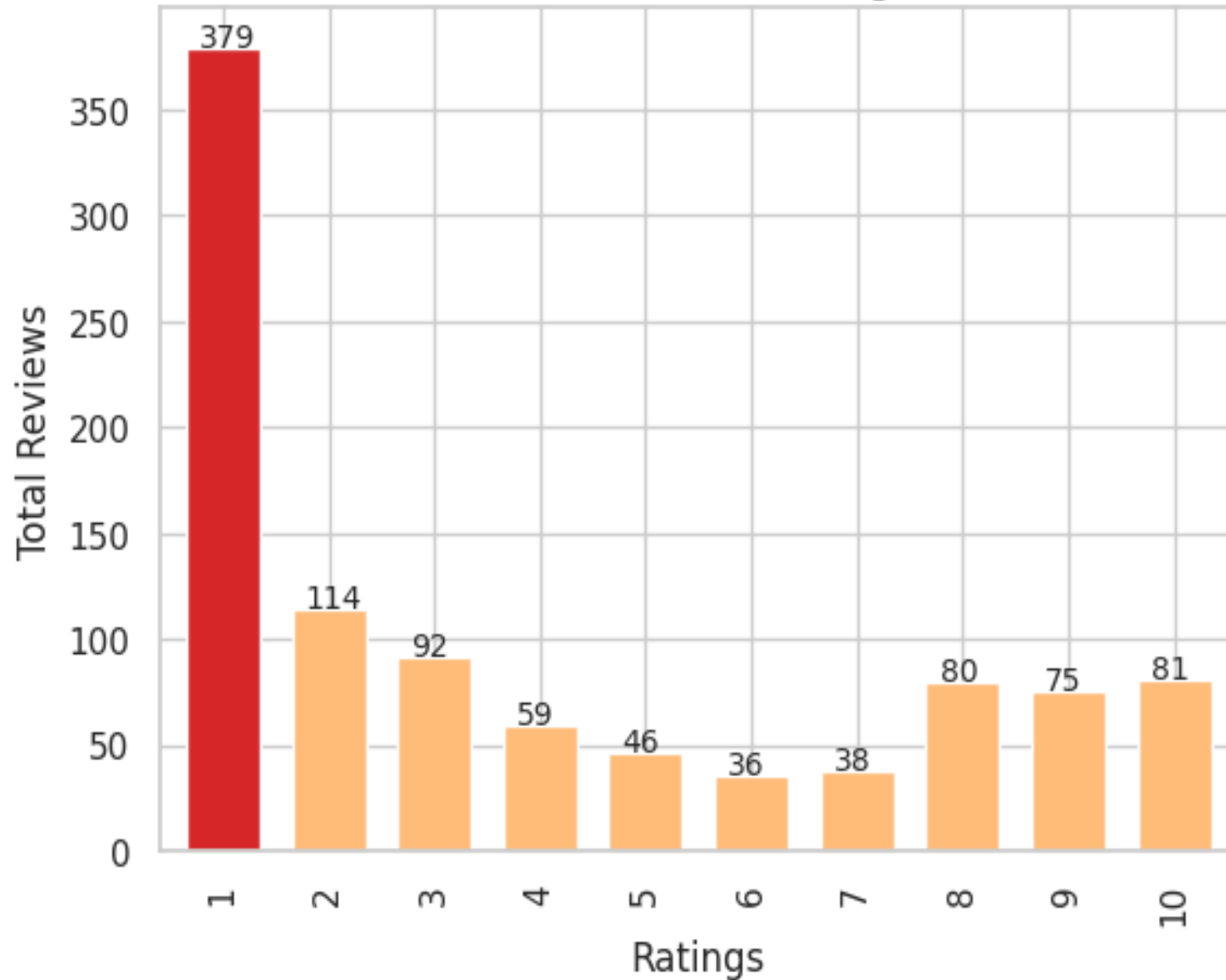
Average Overall
rating



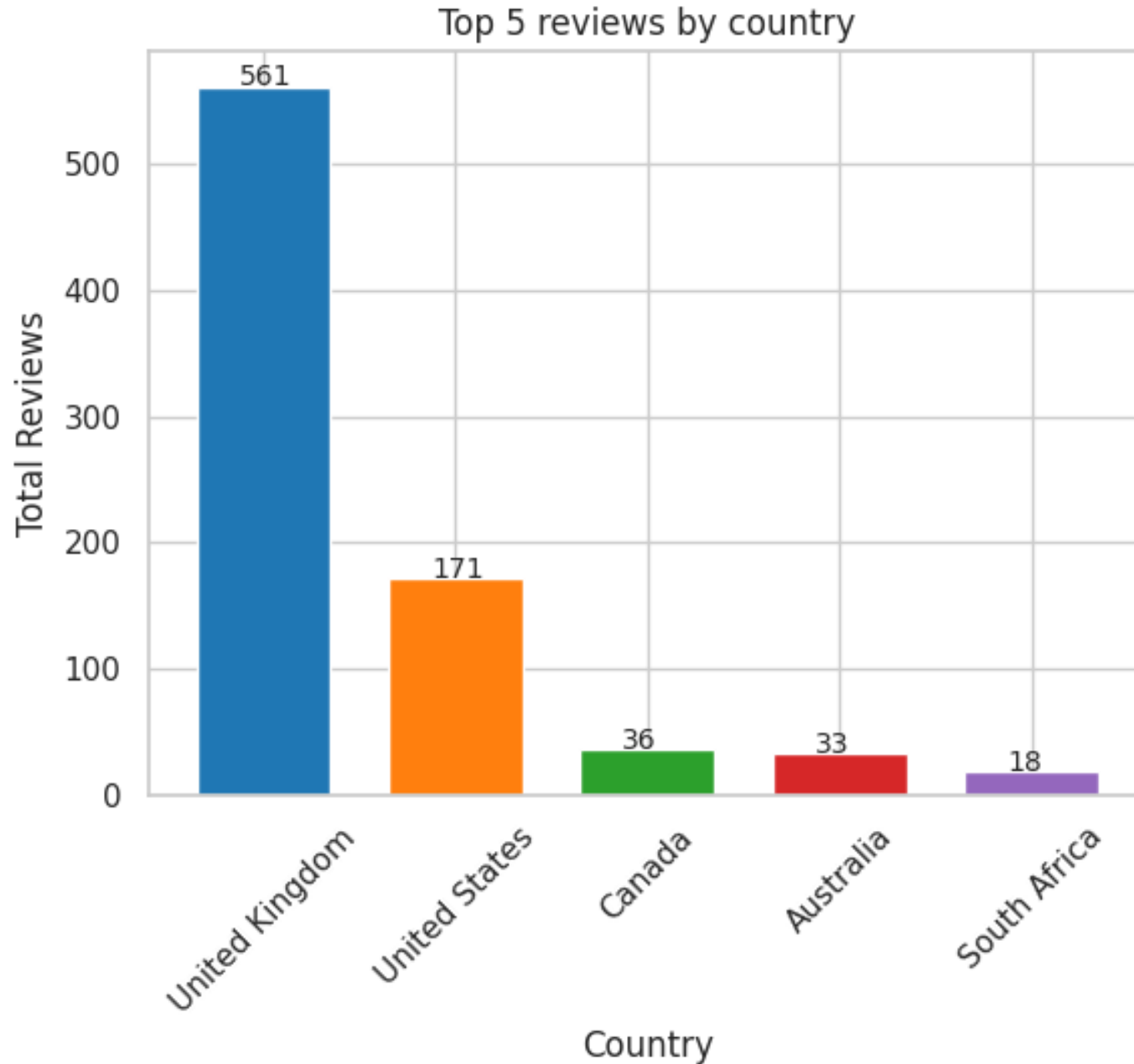
57

Reviews from
Countries

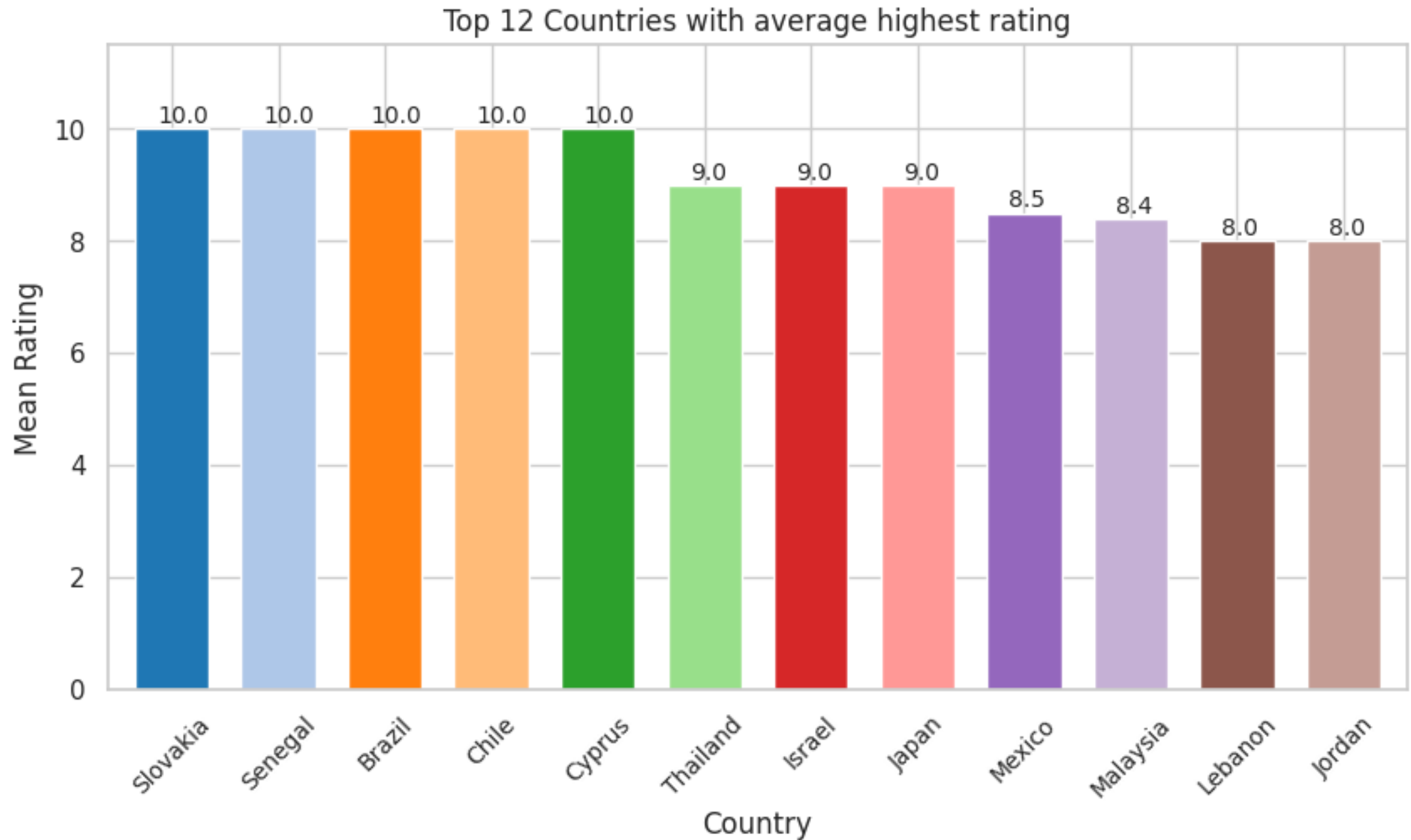
Counts for each ratings



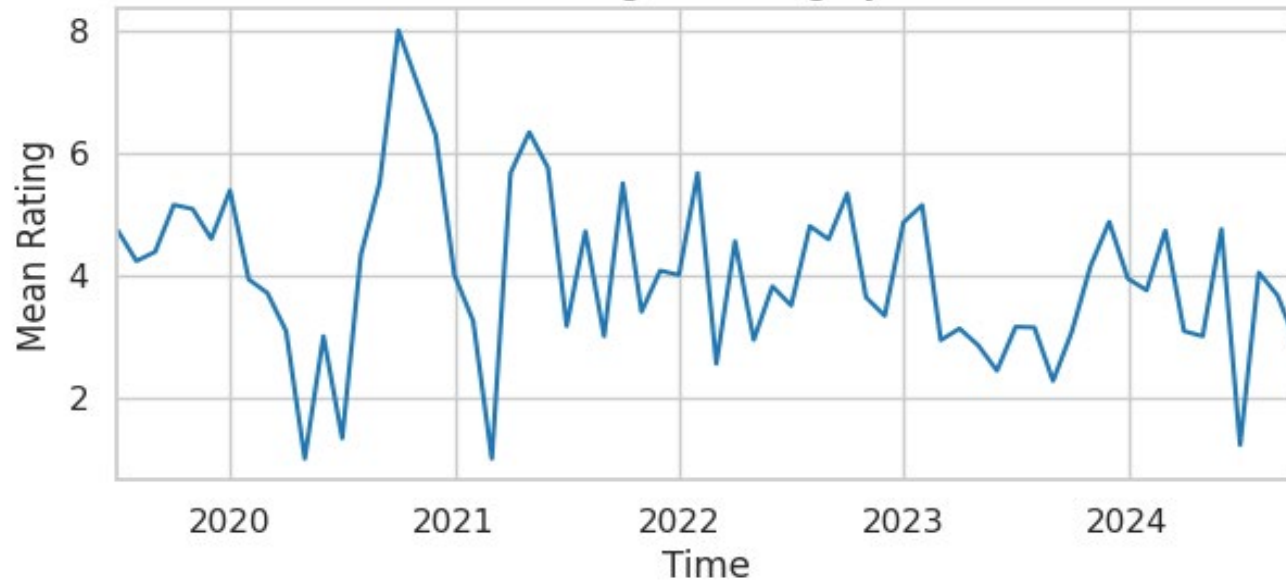
- Highest rating is 1
- Ratio of ratings of 5 or less is 69%
- Ratio of ratings above 5 is 31%



- The highest number of reviews is U.K.
- The number of U.S. and Canada are 171 and 36 respectively
- Many countries have one review such as Isreal, Qatar and Vietnam,...

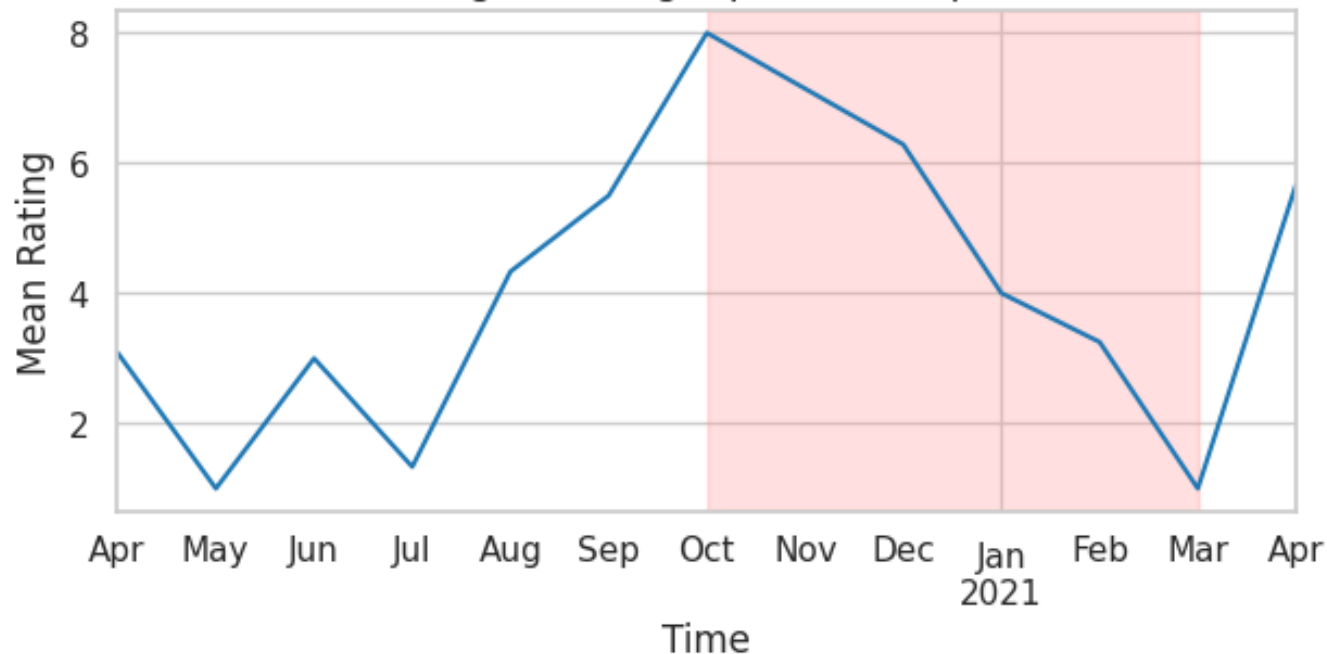


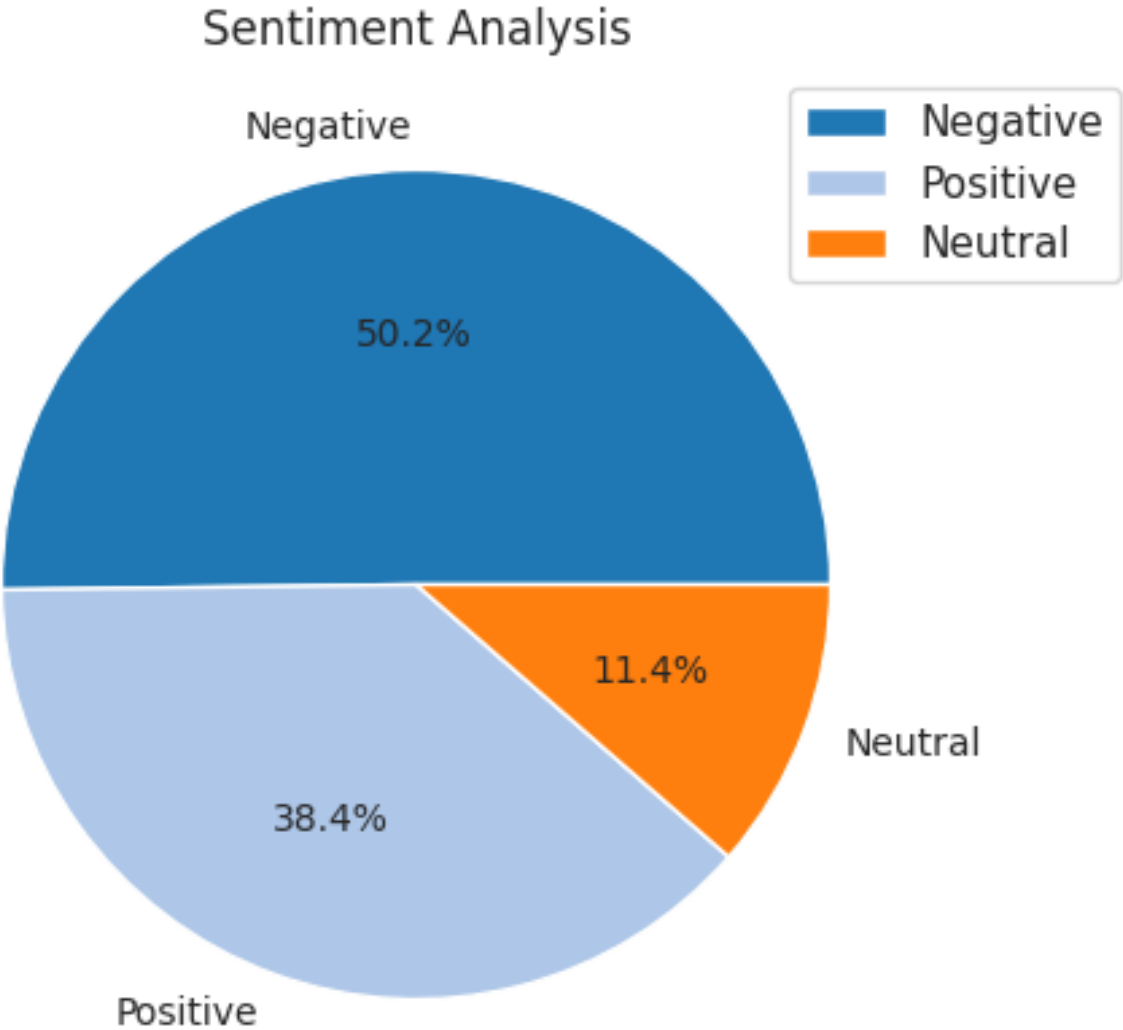
The average of rating by time



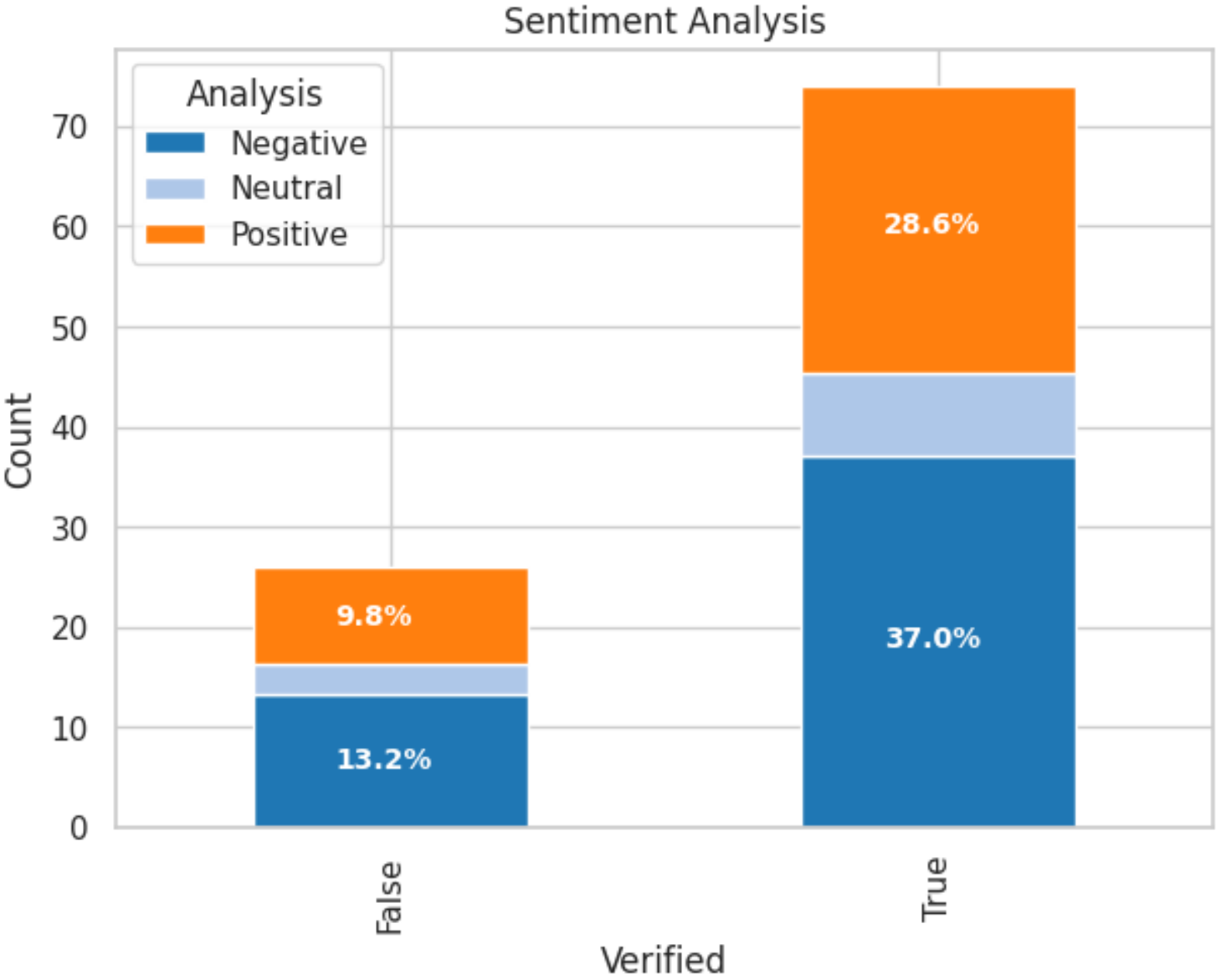
- The highest rating occurred around October 2020.
- The ratings show high volatility from 2020 to 2021.
- Ratings stabilize from 2022 onwards with smaller fluctuations.

The average of rating (April 2020 - April 2021)





Analysis	Number
Negative	502
Positive	384
Neutral	144



Trip Verified	True	False
Analysis		
Negative	37.0	13.2
Positive	28.6	9.8
Neural	8.4	3.0

Wordcloud

