

AIRLINE PASSENGER SATISFACTION

Midterm Project: Introduction to Data Science

TEAM-7

Description of the Dataset:

The dataset, based on a survey of 103,904 customers, reveals airline passenger satisfaction. It includes gender, travel type, class, flight distance, and ratings on aspects like check-in and hospitality, offering insightful passenger experience data.

SMART QUESTIONS:

1. How satisfied are travellers overall according to the dataset?
2. How does the overall satisfaction score affect the quality of the in-flight entertainment?
3. How does customer satisfaction vary with respect to the service class (for instance, first class, business)?
4. What connection does the ease of online booking contribute to online booking satisfaction ratings?
5. Is there a connection between passengers' ages and their degrees of satisfaction?
6. Are there any satisfaction trends that correspond with a person's gender or type of travel?
7. Is there a relationship of any kind between overall satisfaction and flying distance?
8. What is the relationship between satisfaction with food and drink services and cleanliness?

This dataset offers insights into factors like traveler profiles, enabling airlines to optimize services based on factors like seat comfort, Wi-Fi, and punctuality, thereby enhancing customer satisfaction.

Source of the Dataset:

Our research project obtained its dataset from Kaggle, a widely recognised platform for sharing and accessing datasets.

<https://www.kaggle.com/datasets/teejmahal20/airline-passenger-satisfaction/data?select=train.csv>

Link to our GitHub Repository:

https://github.com/Richik-main/Team_7.git