

## ***The best airlines indicator***

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### ***Abstract***

*If you are talking about the story of the SKTRAX every year from evaluating the satisfaction of 19.2 million people passengers from 104 countries 280 airlines, airlines use an index for all of the 41 indicators from the boarding process. The airlines received SKYTRAX awards from customers who use these services are very satisfied with the step to win. Now is 10 best airlines in the world. Have the rating indicators, such as security services, ticket prices, and marketing campaigns. Modern, current profit or loss, etc. The airline has reopened and is therefore competitive and advanced marketing services, resulting in more passengers and rely on the use of the following to restore profit. Airlines around the world, important variables and functions of the service crew and passengers of the airline. The rating is considered the primary factor that will make passengers trust. We come to understand the scoring indicators as the best airline in the world ranking by SKYTRAX rated every year and to monitor and find information about the various airlines, to show the world that what airlines is best in the world.*

*Keyword : Ranking*

### ***Introduction***

*Star Ratings are awarded following detailed, professional analysis of an airline's quality standards by the audit office. A typical rating of standards is based on analysis of between 500 and 800 product and service delivery assessment items. This covers airport services at the airline's hub, and onboard standards across all applicable cabin / aircraft types.*

*The Ratings shown on this website show headline extracts of the key areas used in final assessment and grading.*

*Skytrax Star Ratings are recognised as a global Benchmark of airline standards around the world, and use a quality scale from 1-Star through to the exclusive 5-Star Airlines award. Ratings are based on evaluation of product and service standards for both the onboard and airport environments, using a unified and consistent rating system.*

#### ***5-Star Airline Rating***

*Awarded to airlines achieving a very high, overall Quality performance. It recognises high standards of Airport and Onboard Product together with consistent and excellent standards of Staff Service delivery across the Airport and Cabin service environments.*

### **4-Star Airline Rating**

*A seal of Quality Approval awarded to airlines that deliver a good overall Quality performance. The ranking represents airlines providing good Product standards across different travel cabins, and delivering good standards of Staff Service for the Onboard and home-base Airport environments.*

### **3-Star Airline Rating**

*Awarded to airlines delivering a fair Quality performance equating to an industry “average” of acceptable product and service standards. This 3-Star rating signifies a satisfactory Product quality across different travel cabins. It is performing below 4-Star requirements due to inconsistency amongst either product and/or front-line Staff Service for the Onboard and home-base Airport environments.*

### **2-Star Airline Rating**

*Shows airlines delivering a lower total Quality performance, in some instances below the industry average across many rating categories. A 2-Star Airline rating signifies an inconsistent or lower Quality of Product and/or front-line Staff Service for the Onboard and home-base Airport environments.*

### **1-Star Airline Rating**

*This represents a poor quality of Product delivered across the assessment sectors, combining with low and/or inconsistent standards of front-line Staff Service for the Onboard and home-base Airport.*

### **Objective**

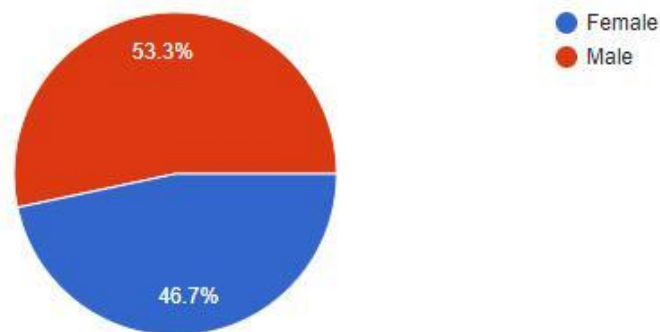
- : For the decision of the passengers in using various airlines services*
- : To allow passengers to know what airline is the best in the world*

### **Research methodology**

*This survey from 35 people, most of them are aged 21-30 , 53.3 % for male 46.7% for female*

#### **Gender**

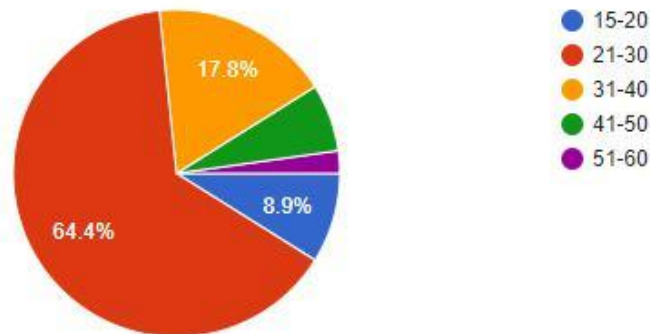
45 responses



The survey by the majority of passengers will use the fly will look cheap is 28.9% 22.2% Safety and the beauty of an Air hostess is to consider is at 6.7% .

## Age

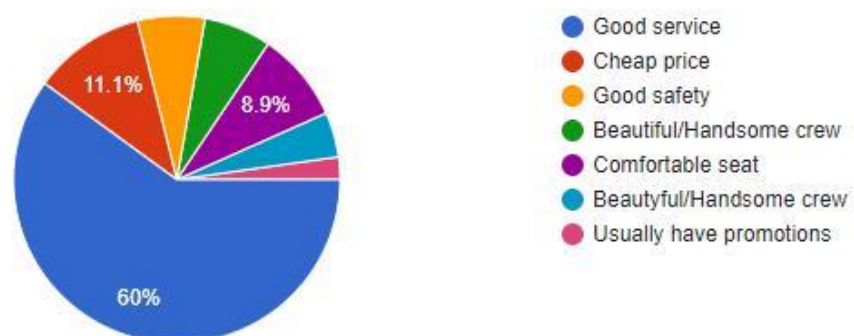
45 responses



According to this survey of passengers, most agree that Qatar airways is an airline's best because of the excellent service was 60% and the price is 11.1% and the one taking into account the comfortable seat is 8.9%.

## What makes Qatars airways the best airlines in 2019 ( in your opinion )

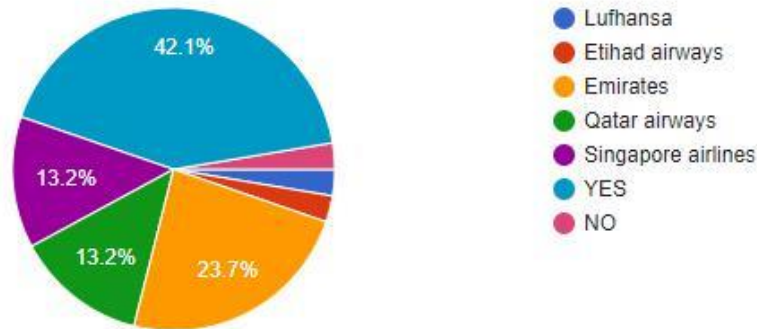
45 responses



And in terms of the best airline of passengers who think that the airline is the best airline, the airline is 23.7% Emirates and Qatar Airlines and Singapore Airlines The same is 13.2%.

### What is the best airlines (for you)?

38 responses



In parts of the country, Thailand, then most people think the best airline in Thailand is the Thai airways, representing percentage is 29.4%, try Air asia is located at 20.6%, and Bangkok airways located at 5.96%.

### What is the best airlines in Thailand ( for you ) ?

34 responses



### Conclusion

Ranking the best airline in the world by several factors such as comfort, cleanliness, or even taste. It uses the food served on each flight, so every year the skytrax will each star rating, giving the airline standards. 5 star airlines such as Cathay pacific, Qatar airways, Etihad, Singapore airlines, etc. 4 star airlines such as Air france , Air new zealand, British airways, Bangkok airways, Emirates, China airlines, etc. 3 star airlines such as Jet airways, Kenya airways, Kuwait airways, etc. Airlines that 3-4 isn't a bad airline, but because there are still some factors that may not be appropriate for level 5 stars.

### ***Recommendation***

*Research on the various airlines, which the results can be used for the analysis of commercial information in determining. Strategic plan or development of a product or service to create profits for the enterprise. The researcher wants to summarize recommendations for entrepreneurs by considering the factors influencing the decision to use the service.*

### ***References***

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