

お客様関連データ／ Customer-Related Data						
(年度)	単位/Unit	FY2020	FY2019	FY2018	FY2017	FY2016
「お客様の声」レポート件数／ Number of customer feedback reports	件	59,862	117,628	105,723	114,273	73,892
[事業分野別／ Breakdown by route type]						
国内線／ Domestic	%	54.60%	59.5%	62.4%	56.0%	48.3%
国際線／ International	%	11.69%	37.9%	34.8%	40.1%	37.4%
その他／ Other	%	33.70%	2.7%	2.7%	3.9%	14.3%
[内容別／ Breakdown by report type]						
お叱り／ Complaint	%	30.07%	42.3%	45.8%	41.1%	43.4%
お褒め／ Compliment	%	20.79%	21.1%	19.8%	18.5%	16.8%
ご意見・ご要望／ Comment/Request	%	28.81%	16.6%	16.5%	20.8%	21.5%
その他／ Other	%	21.33%	20.1%	17.8%	19.5%	18.3%