

お客様関連データ／ Customer-Related Data

| (年度) | 単位/Unit | FY2022 | FY2021 | FY2020 | FY2019 | FY2018 |
|--|---------|--------|--------|--------|---------|---------|
| 「お客様の声」レポート件数／ Number of customer feedback reports | 件 | 91,632 | 69,661 | 59,862 | 117,628 | 105,723 |
| [事業分野別／ Breakdown by route type] | | | | | | |
| 国内線／ Domestic | % | 58.7% | 65.6% | 54.6% | 59.5% | 62.4% |
| 国際線／ International | % | 24.0% | 11.2% | 11.7% | 37.9% | 34.8% |
| その他／ Other | % | 17.4% | 23.2% | 33.7% | 2.7% | 2.7% |
| [内容別／ Breakdown by report type] | | | | | | |
| お叱り／ Complaint | % | 38.3% | 29.1% | 30.1% | 42.3% | 45.8% |
| お褒め／ Compliment | % | 25.3% | 28.3% | 20.8% | 21.1% | 19.8% |
| ご意見・ご要望／ Comment/Request | % | 19.6% | 21.9% | 28.8% | 16.6% | 16.5% |
| その他／ Other | % | 16.8% | 20.7% | 21.3% | 20.1% | 17.8% |