

## お客様関連データ / Customer-Related Data

項目	Items	単位/Unit	2024	2023	2022	2021	2020	年度
「お客様の声」レポート件数	Number of customer feedback reports	件 /Cases	98,662	96,087	91,632	69,661	59,862	
[事業分類別]	Breakdown by route type							
国内線	Domestic	%	54.9%	54.4%	58.7%	65.6%	54.6%	
国際線	International	%	32.4%	30.8%	24.0%	11.2%	11.7%	
その他	Other	%	12.7%	14.8%	17.4%	23.2%	33.7%	
[内容別]	Breakdown by report type							
お叱り	Complaint	%	40.7%	40.8%	38.3%	29.1%	30.1%	
お褒め	Compliment	%	22.7%	24.0%	25.3%	28.3%	20.8%	
ご意見・ご要望	Comment/Request	%	16.6%	17.4%	19.6%	21.9%	28.8%	
その他	Other	%	20.0%	17.9%	16.8%	20.7%	21.3%	