

お客様関連データ / Customer-Related Data

項目	Items	単位/Unit	2025	2024	2023	2022	2021	年度
「お客様の声」レポート件数	Number of customer feedback reports	件 /Cases	102758	98,662	96,087	91,632	69,661	
[事業分類別]	Breakdown by route type							
国内線	Domestic	%	50.82%	54.93%	54.43%	58.65%	65.58%	
国際線	International	%	34.73%	32.38%	30.79%	23.99%	11.24%	
その他	Other	%	14.45%	12.69%	14.77%	17.36%	23.18%	
[内容別]	Breakdown by report type							
お叱り	Complaint	%	40.09%	40.82%	40.80%	38.30%	29.06%	
お褒め	Compliment	%	23.35%	22.77%	23.96%	25.27%	28.31%	
ご意見・ご要望	Comment/Request	%	15.12%	16.60%	17.39%	19.62%	21.88%	
その他	Other	%	21.44%	19.81%	17.85%	16.81%	20.74%	