

## お客様関連データ / Customer-Related Data

項目	Items	単位/Unit	2023	2022	2021	2020	2019	2018
「お客様の声」レポート件数	Number of customer feedback reports	件 /Cases	96,087	91,632	69,661	59,862	117,628	105,723
[事業分類別]	Breakdown by route type							
国内線	Domestic	%	54.4%	58.7%	65.6%	54.6%	59.5%	62.4%
国際線	International	%	30.8%	24.0%	11.2%	11.7%	37.9%	34.8%
その他	Other	%	14.8%	17.4%	23.2%	33.7%	2.7%	2.7%
[内容別]	Breakdown by report type							
お叱り	Complaint	%	40.8%	38.3%	29.1%	30.1%	42.3%	45.8%
お褒め	Compliment	%	24.0%	25.3%	28.3%	20.8%	21.1%	19.8%
ご意見・ご要望	Comment/Request	%	17.4%	19.6%	21.9%	28.8%	16.6%	16.5%
その他	Other	%	17.9%	16.8%	20.7%	21.3%	20.1%	17.8%