

お客様関連データ／ Customer-Related Data

(年度)	単位/Unit	FY2023	FY2022	FY2021	FY2020	FY2019
「お客様の声」レポート件数／ Number of customer feedback reports	件	96,087	91,632	69,661	59,862	117,628
[事業分野別／ Breakdown by route type]						
国内線／ Domestic	%	54.4%	58.7%	65.6%	54.6%	59.5%
国際線／ International	%	30.8%	24.0%	11.2%	11.7%	37.9%
その他／ Other	%	14.8%	17.4%	23.2%	33.7%	2.7%
[内容別／ Breakdown by report type]						
お叱り／ Complaint	%	40.8%	38.3%	29.1%	30.1%	42.3%
お褒め／ Compliment	%	24.0%	25.3%	28.3%	20.8%	21.1%
ご意見・ご要望／ Comment/Request	%	17.4%	19.6%	21.9%	28.8%	16.6%
その他／ Other	%	17.9%	16.8%	20.7%	21.3%	20.1%