

Survey Results of the Customer Satisfaction Survey in FY 2023

June 2024

CS Promotion Office, Passenger Service Department
Tokyo International Air Terminal Corporation



Greeting

Thank you very much for using the International Passenger Terminal of Tokyo International Airport.

We have been striving to understand the evaluations and requests with regard to our services from customers and working to improve our services on a routine basis.

Although we hear the voices of customers through our website and the suggestion boxes installed in the terminal on a daily basis, we also implement a satisfaction survey on an annual basis in the form of our researchers directly interviewing customers.

Although we had postponed the implementation of the survey after the survey in FY 2019 because of the COVID-19 crisis, we resumed the survey from the last fiscal year, and this is to inform you of the summarized results of the Customer Satisfaction Survey for FY 2023.


We would like to take this opportunity to thank you for your cooperation during the survey period.

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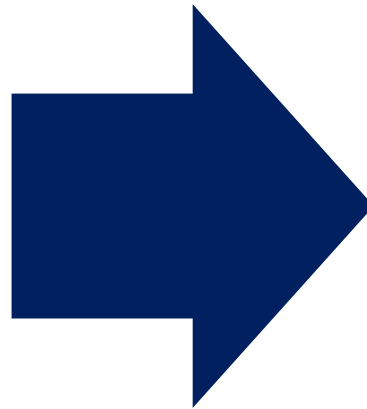
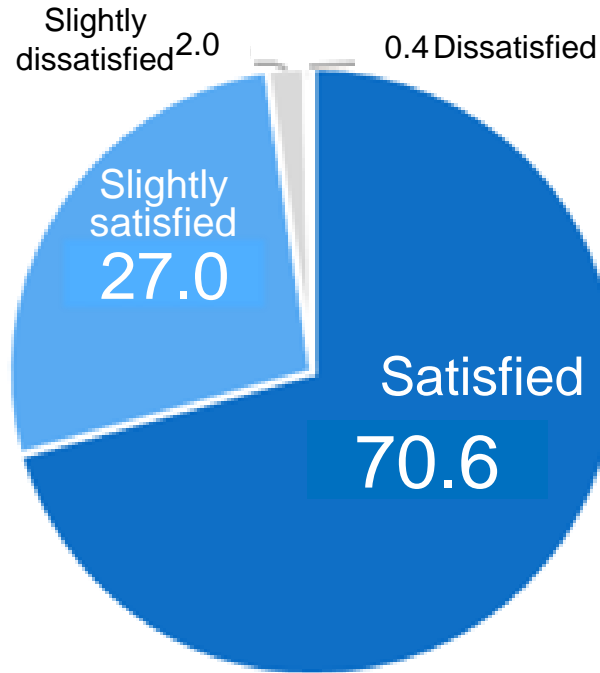


Survey Overview

- Purpose of the Survey: The purpose is to quantify customer satisfaction, understand customer evaluations of the facilities in the international passenger terminal and of the variety of services as well as further improvements to the facilities and increases in customer satisfaction.
- Survey Targets: Customers who use international flights at Tokyo International Airport (international flights at the Terminal 3/Terminal 2)
- Survey Method: A face-to-face interview survey using iPad terminals
- Survey Date and Time: Four days from February 6 (Tue.) to 9 (Fri.), 2024
- Number of Samples Collected: 1,025 samples
- Survey Company:  **株式会社サーベイリサーチセンター**
SURVEY RESEARCH CENTER CO.,LTD.



Survey Results (1)



97.6

Satisfied + Slightly satisfied =
Overall satisfaction

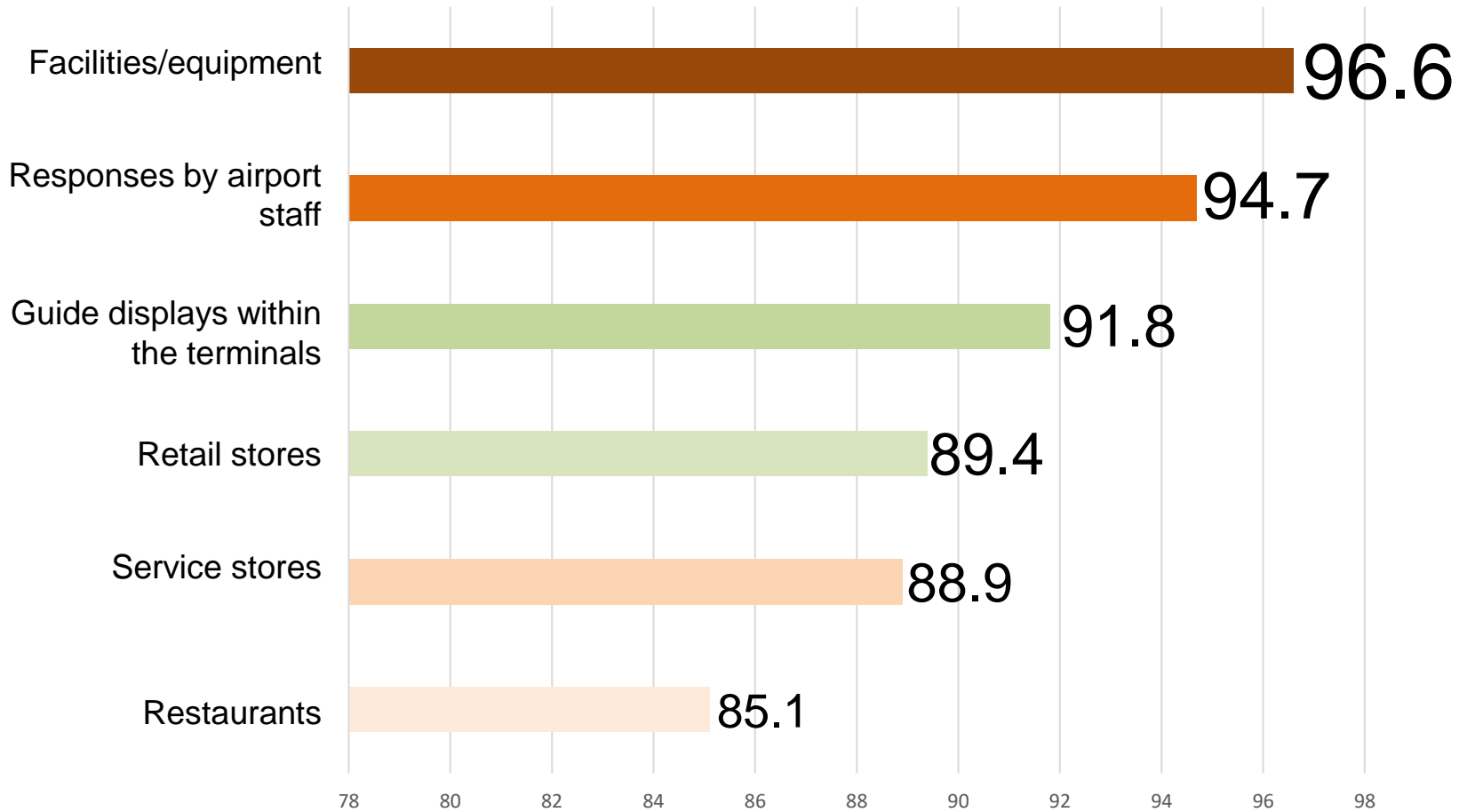
Satisfaction of customers who used the international terminals at Tokyo International Airport was 97.6 points, which led to a highly satisfactory result in general.

While facilities/equipment, responses by the airport staff, guide displays within the terminals, and other elements were generally highly satisfactory, and although the satisfaction of store management was high, there tended to be many points on fewer restaurants that offered greater food diversity, such as halal, vegetarian, and vegan.



Survey Results (2)

Satisfaction by Key Item















*Satisfaction showed the percentages of “Satisfied” and “Slightly satisfied” among the five-point scale of “Satisfied,” “Slightly satisfied,” “Yes and no,” “Slightly dissatisfied,” and “Dissatisfied.”



Survey Results (3)

(Partial) Comments received from customers while implementing the interview survey

Item	Evaluation Content
Facilities/equipment	 -The entire airport was clean -Toilets were clean -Air conditioning was working well  -There were fewer chairs and charging facilities -The Wi-Fi connection environment was not good
Responses by airport staff	 -The concierge was easy to talk to -Overall staff responses  -Some staff members' wording was not good
Guide displays	 -It was easy to find the boarding gate  -Guide signs leading to ground transportation were difficult to understand
Retail stores	 -I could find what I wanted to buy  -Product lineup -Number of stores -Opening hours
Service stores	 -The baggage storage service was good -There were plenty of vending machines  -Congestion in the shower room -Congestion in the lounge
Restaurants	 -The atmosphere was good -There were many foods on the menu  -Food diversity (halal, vegan, and vegetarian) -Opening hours