

Haneda Airport Terminal 3 Customer Satisfaction Survey (Results)

August 31, 2020

Tokyo International Air Terminal Corporation

Thank you for your patronage of Haneda Airport Terminal 3.

Along with the suggestion boxes we have installed throughout the terminal, we conduct questionnaire surveys to receive customer feedback and requests regarding our current service to improve our facilities and services.

We have collected the results of the questionnaire survey conducted last fiscal year and announce them here.

We will share these results within our company and with other businesses within the terminal as we strive for better facilities and services.

We extend our thanks to everyone who participated in the questionnaire survey.

Method: Survey personnel distributed questionnaire forms to customers within the terminal, and customers filled in the forms

Period: November 13–15, December 8–10 and 19, 2019

Survey Targets:

Customers who came for their own flights

Customers who came for a reason other than their own flight

(visiting the terminal, picking someone up/seeing someone off, etc.)

Survey Content:

A wide sampling of areas that may need improvement with the goal of quantifying customer satisfaction for the following six categories and of improving facilities and services

(1) Facilities/equipment, (2) Guide displays/signage, (3) Customer service of airport staff/counter staff,

(4) Restaurants, (5) Shops, (6) Service facilities

Responses Collected: 3,071

Survey Company: Nikkei Research, Inc.

Users of Haneda Airport Terminal 3

Results from previous FY given in ()

Overall satisfaction 93.2% (90.4%)

(*): Percentage of "Extremely satisfied" and "Satisfied" answers on a five-grade evaluation scale (consisting of "Extremely satisfied," "Satisfied," "Somewhat satisfied," "Unsatisfied," and "Extremely unsatisfied"). Same for previous FY.

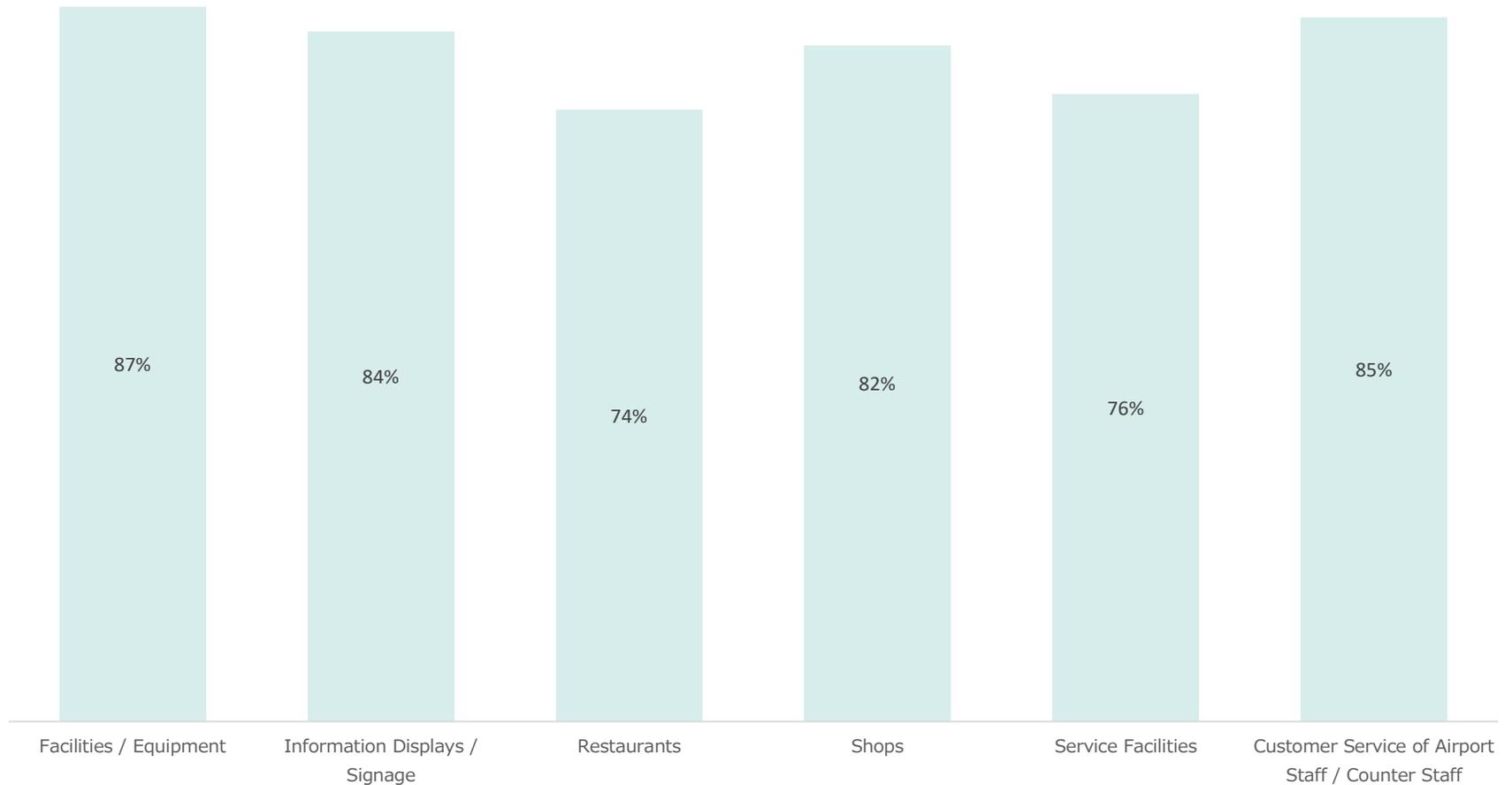
We made the following improvements after receiving the previous overall questionnaire survey results.

- Installed standing monitors throughout the terminal that display security check waiting times so that customers can confirm waiting times outside the security check area itself.
- Updated the play equipment in the kids' corner on the third-floor departures airside area.
- Improved multilingual customer service by installing AI interpretation devices in stores, restaurants, and some service facilities.
- Installed additional charging poles, each with four outlets, in the third-floor departure area.

Other examples of improvements made to meet customer needs are given on our company website.

<http://www.tiat.co.jp/en/environment/docs/1b6e456d9283adaa5f3fb86e834f9b14ccff353e.pdf>

Percentage of satisfied (Six Categories)



Percentage of "Extremely satisfied" and "Satisfied" answers on a five-grade evaluation scale (consisting of "Extremely satisfied," "Satisfied," "Somewhat satisfied," "Unsatisfied," and "Extremely unsatisfied").

Category	Assessment
<p>Facilities/Equipment</p> <p><small>*restrooms, seating, escalators, air conditioning, interior sanitary conditions, etc.</small></p>	<p>We received very positive feedback on our facilities/equipment overall, with some responses calling for further improvement to functionality/user-friendliness regarding Wi-Fi, availability of power supply outlets for electronics, etc.</p>
<p>Information displays / Signage</p>	<p>Some found displays to be difficult to understand and lettering to be too small, and we received some corrections regarding the accuracy of foreign-language signage, but we also received many satisfied responses.</p>
<p>Restaurants</p>	<p>We received positive feedback on employees' multilingual capabilities and resourcefulness, but we received negative feedback regarding the number of restaurants, variety of cuisine, and uneven distribution of restaurants location-wise.</p>
<p>Shops</p>	<p>Some responses called for more convenience stores and a greater variety in product lineup, while we also received very positive feedback on multilingual customer service (including hardware) and employees' performance.</p>
<p>Service Facilities</p>	<p>We received positive feedback on employees' multilingual capabilities, but responses also called for more vending machines, lounges, and shower rooms, as well as pointing out that facilities were difficult to find.</p>
<p>Customer Service of Airport Staff / Counter Staff</p> <p><small>*excluding restaurant and shop staff</small></p>	<p>While some responses called for further improvement to reception (e.g., "I want customer service staff to smile," "I want more polite customer service"), many responses expressed satisfaction with "sincerely hospitable customer service."</p>