

# Result of Terminal Customer Satisfaction Survey at Haneda Airport International Passenger Terminal

As 22MAR2018

Tokyo International Air Terminal Co.

**Thank you for using the Haneda Airport International Passenger Terminal.**

**In order to achieve an accurate understanding of customer opinions and wishes and make improvements to our services and facilities, we utilize comments received in our suggestion box as well as the results of customer surveys.**

**Just as in FY 2015 and FY 2016, we conducted a customer satisfaction survey in FY 2017. The results were as follows. We intend to disseminate these survey results among members of our company as well as companies and other organizations operating inside the terminal, and utilize the information gained therein in our efforts to make Haneda Airport an even better place.**

**If you have any comments or opinions you wish to share, we urge you to do so via our suggestion box, concierges, terminal information counters,<sup>\*1</sup> terminal website<sup>\*2</sup> and/or other such means.**

(\*1) [http://www.haneda-airport.jp/inter/en/premises/service/info\\_center.html#info\\_phone](http://www.haneda-airport.jp/inter/en/premises/service/info_center.html#info_phone)

(\*2) <http://www.haneda-airport.jp/inter/en/contact/>

**Lastly, we would like to offer our sincerest thanks to those who contributed their feedback via the survey.**

# Survey Overview

## ■ Survey Method

Staff members distributed survey sheets directly to customers inside the terminal, respondents filled them out on the spot, and staff members then collected the sheets.

## ■ Date of Survey

- 27OCT2017 ~ 28OCT2017 (2days)
- 07NOV2017 ~ 08NOV2017 (2days)

## ■ Eligible Respondents

- Flying Passengers
- Non-flying customers ( Field trip、 Seeing off & picking up people etc.)

## ■ Survey Content

Respondents responded with number values to indicate levels of satisfaction regarding the follow six items

- ① Airport Facilities ( Washrooms, Elevators, Wireless LAN (Wi-Fi) , Cleanliness)
- ② Airport Signs
- ③ Service of Airport staff / Counters
- ④ Shops
- ⑤ Restaurants
- ⑥ Service Facilities

## ■ Number of Respondents

5, 841

## ■ Administering Company: MEMBERS Co.,Ltd

# Results (Summary)

Regarding my use of the Haneda Airport International Passenger Terminal,

values in ( ) are from the previous year

- **I felt satisfied overall** : 94. 3% (95. 2%)
- **I want to use this terminal again** : 94. 3% (95. 2%)

\* Refers to the percentage of “satisfied” and “somewhat satisfied” responses received via five-grade evaluations (possible responses: “satisfied,” “somewhat satisfied,” “neither,” “somewhat dissatisfied” and “dissatisfied”). The same applies to other results as well.

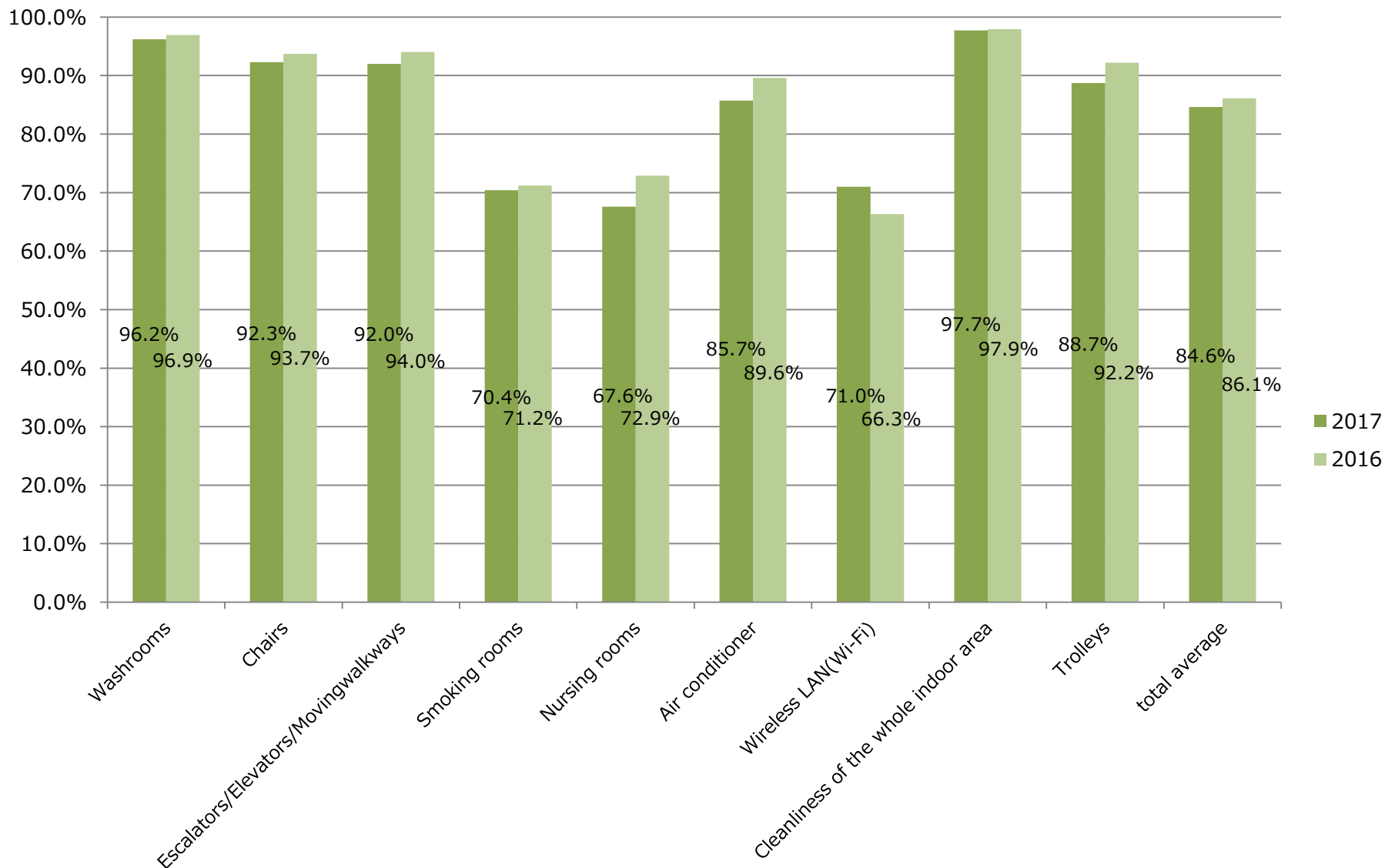
**Although our terminal facilities received very positive feedback overall, we also received negative feedback in certain categories (refer to graphs on the following pages). We will make use of this information as we continuing striving for higher levels of customer satisfaction among terminal users. In FY 2017, we implemented the following improvements based on the overall results of the previous year’s survey.**

- We added additional flight information display monitors in restaurant and cafe dining areas (located inside, past security checks) as well as in the food court area so guests can check flight times, gates and other details while they dine.
- We remodeled the 4th-floor nursery to make it more appealing to children, and more user-friendly and comfortable for all guests.
- We added antibacterial toilet seat cleaner to each stall. In addition, we replaced existing sanitary napkin disposal boxes in all women's bathrooms and multipurpose bathrooms with new types featuring sensor-operated lids (for opening/closing). These improvements were made as part of efforts to improve bathroom sanitation.
- In order to address the diverse needs of airport users, we have added CNN broadcasts to our program lineup, which currently includes NHK WORLD as well.

**Additional examples of improvements made, as expressed through customer comments, are available on our website.**

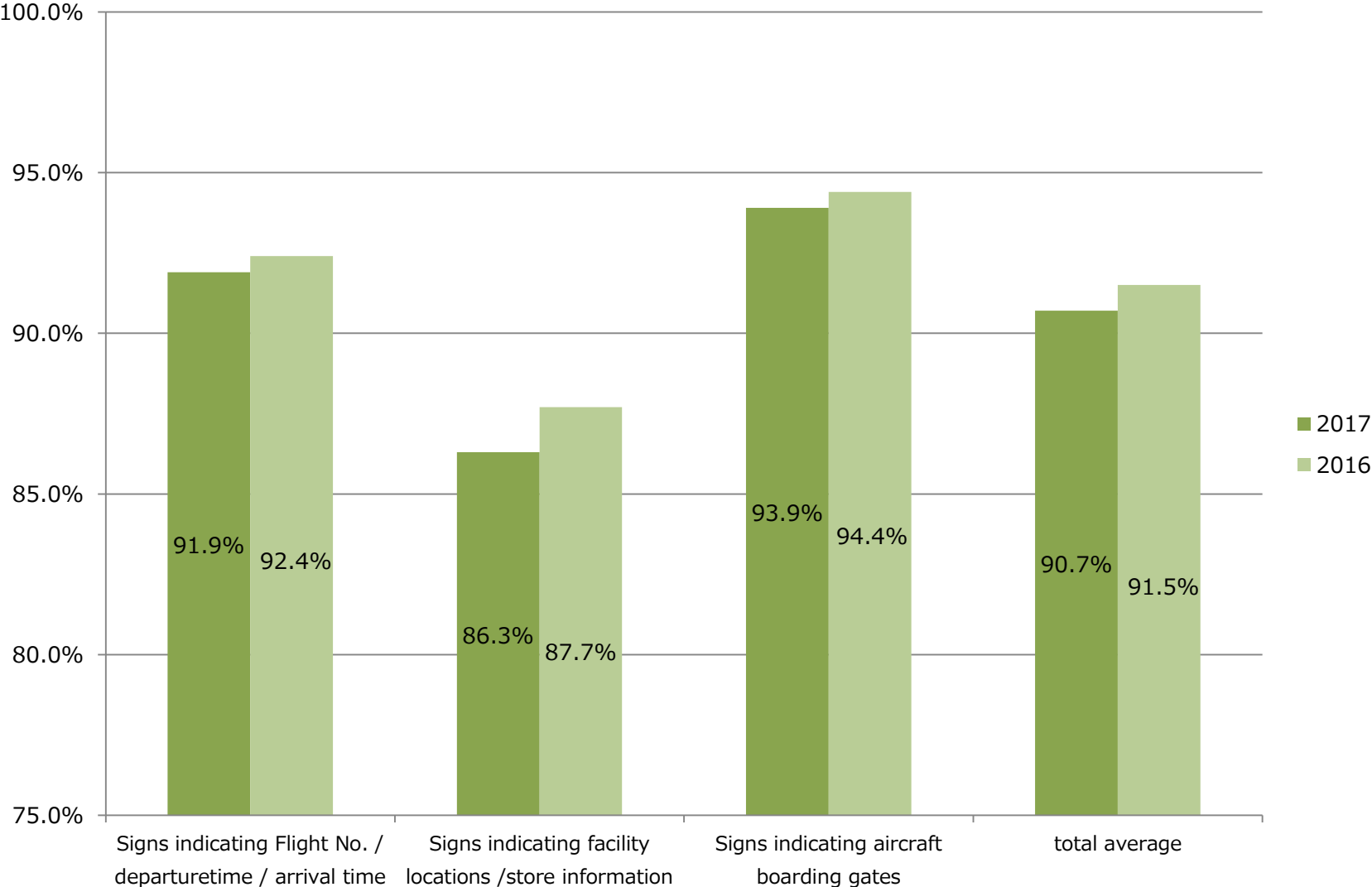
[http://www.haneda-airport.jp/inter/en/contact/CSreport/customer\\_feedback\\_en.pdf](http://www.haneda-airport.jp/inter/en/contact/CSreport/customer_feedback_en.pdf)

# Percentage of satisfied (Airport Facilities)



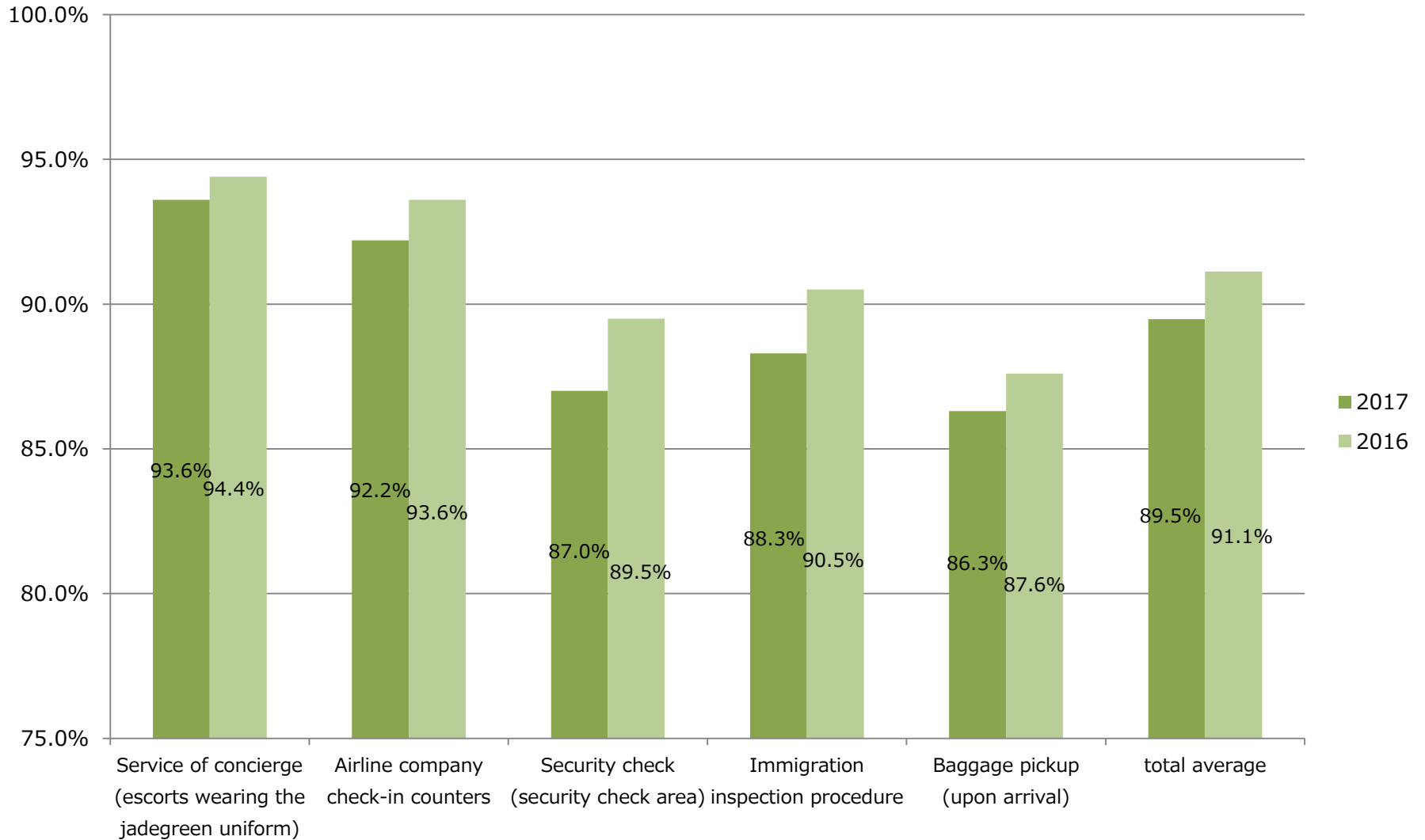
Refers to the percentage of “satisfied” and “somewhat satisfied” responses received via five-grade evaluations (possible responses: “satisfied,” “somewhat satisfied,” “neither,” “somewhat dissatisfied” and “dissatisfied”).

# Percentage of satisfied (Airport Signs)



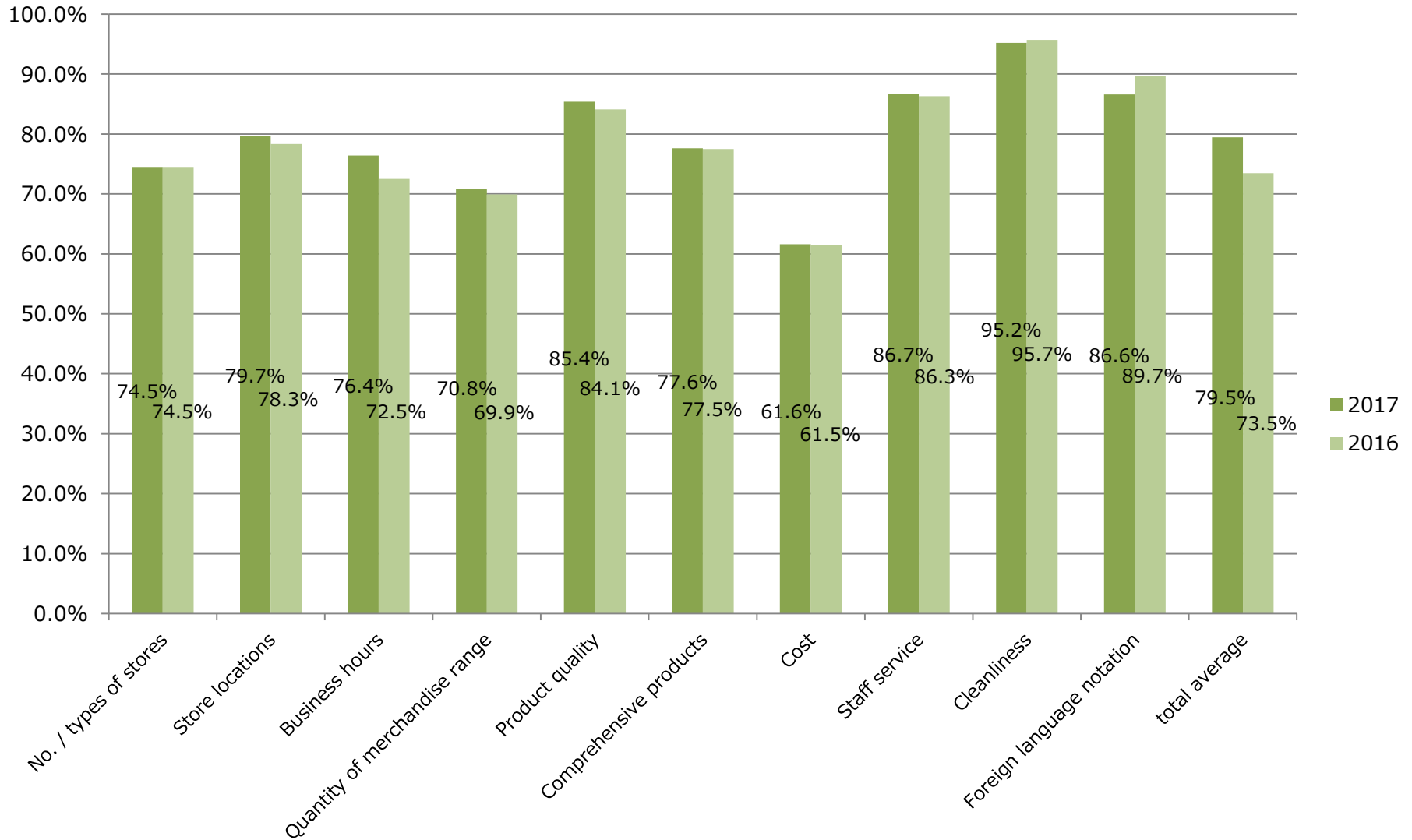
Refers to the percentage of "satisfied" and "somewhat satisfied" responses received via five-grade evaluations (possible responses: "satisfied," "somewhat satisfied," "neither," "somewhat dissatisfied" and "dissatisfied").

# Percentage of satisfied (Service of Airport staff / Counters)



Refers to the percentage of "satisfied" and "somewhat satisfied" responses received via five-grade evaluations (possible responses: "satisfied," "somewhat satisfied," "neither," "somewhat dissatisfied" and "dissatisfied").

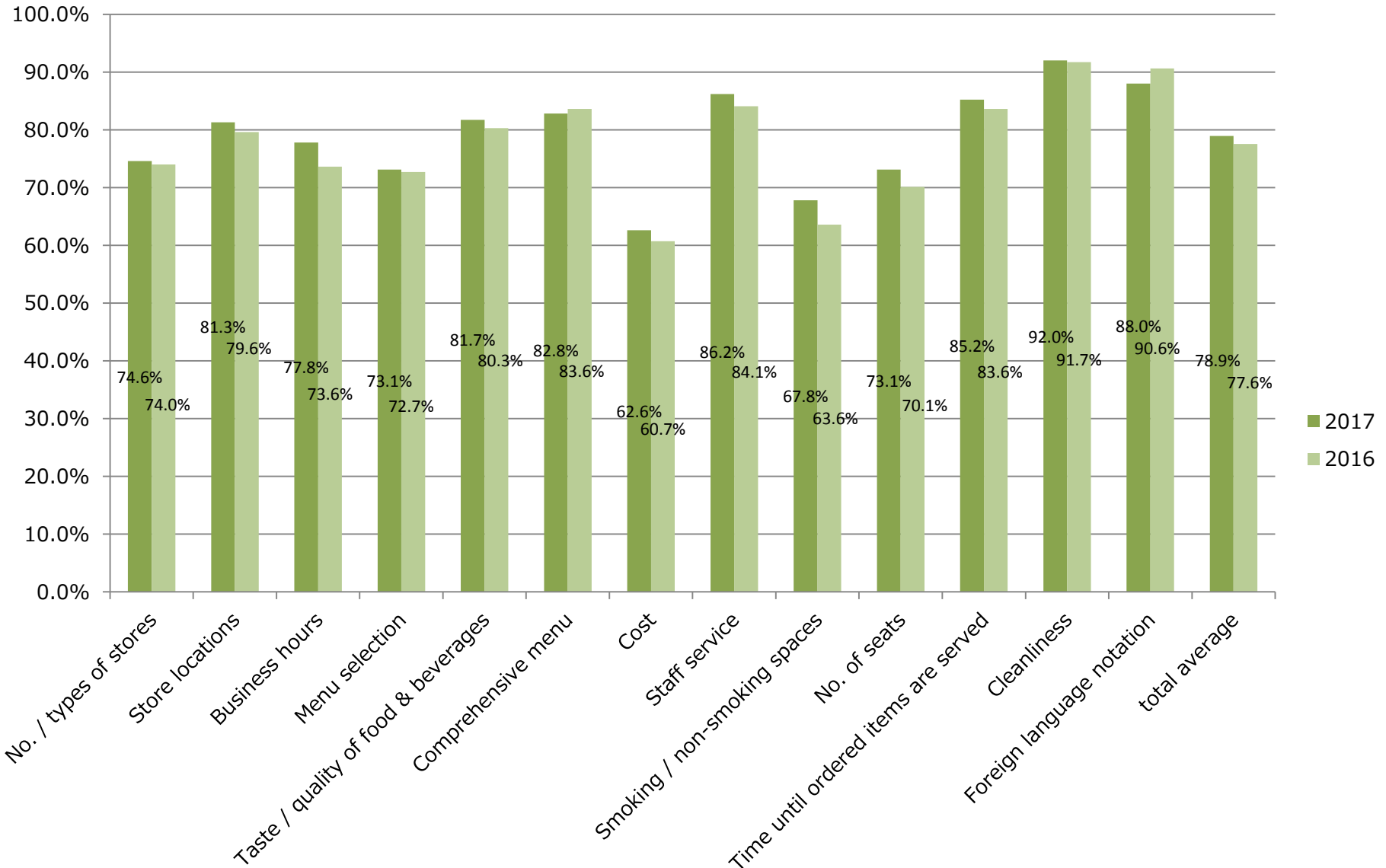
# Percentage of satisfied (Shops)



Refers to the percentage of "satisfied" and "somewhat satisfied" responses received via five-grade evaluations (possible responses: "satisfied," "somewhat satisfied," "neither," "somewhat dissatisfied" and "dissatisfied").

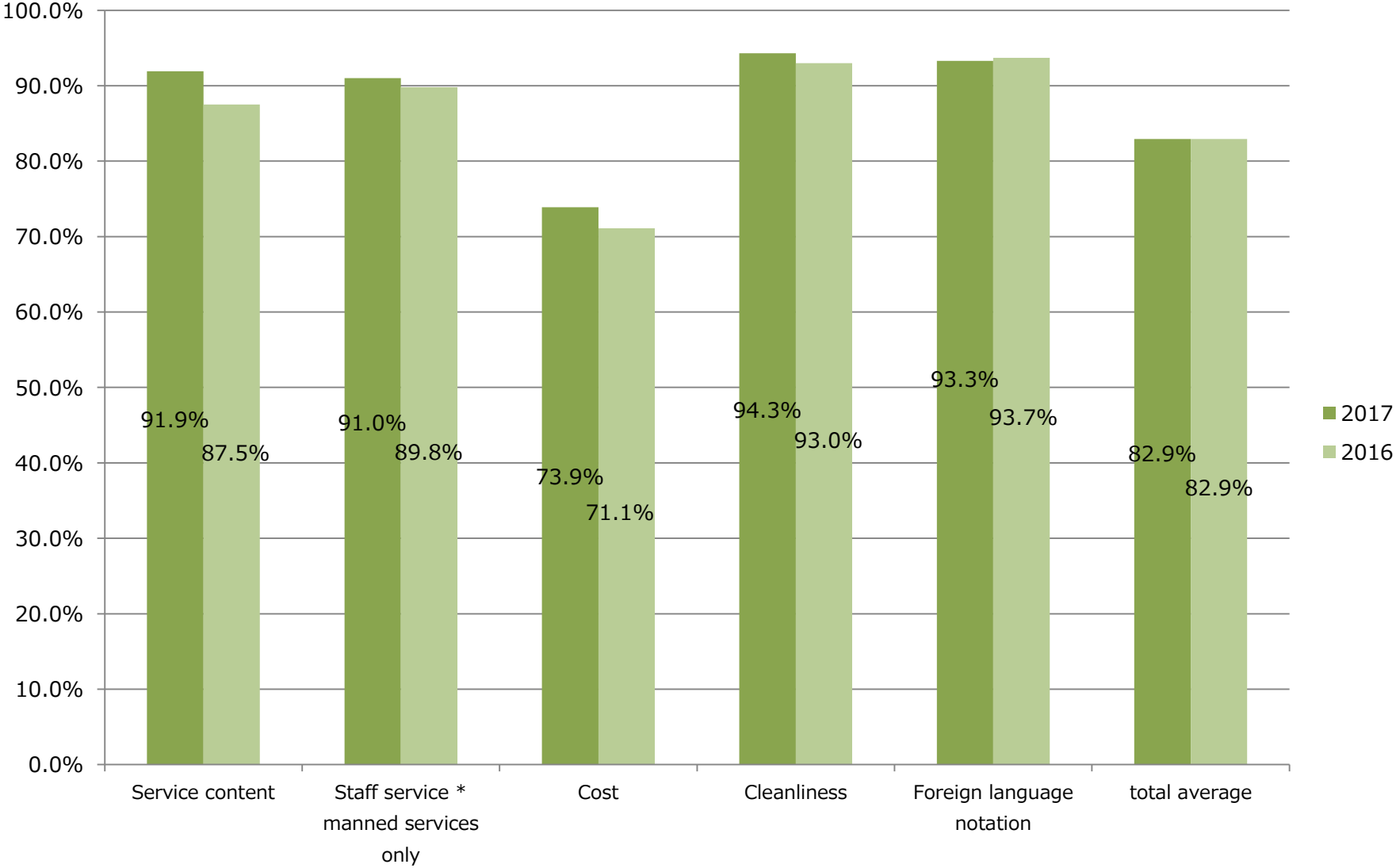


# Percentage of satisfied (Restaurants)



Refers to the percentage of "satisfied" and "somewhat satisfied" responses received via five-grade evaluations (possible responses: "satisfied," "somewhat satisfied," "neither," "somewhat dissatisfied" and "dissatisfied").

# Percentage of satisfied (Service Facilities)



Refers to the percentage of "satisfied" and "somewhat satisfied" responses received via five-grade evaluations (possible responses: "satisfied," "somewhat satisfied," "neither," "somewhat dissatisfied" and "dissatisfied").