

13 June, 2025

## FY2024 Employee Survey Results at KIX, ITAMI, and KOBE

Kansai Airports Group announces the results of employee survey at Kansai International Airport (KIX), Osaka Itami Airport (ITAMI), and Kobe Airport (KOBE). The number of employees at the three airports has been increasing in line with the recovery in passenger traffic. In particular, KIX experienced a significant increase in staff numbers due to the expansion of restaurants following the T1 renovation.

Looking ahead to further growth in passenger traffic, Kansai Airports Group will strengthen cooperation with business operators at our airports and surrounding communities, while remaining flexible in responding to various situations and continuing efforts to secure personnel and develop human resources.

### Contents of the survey

Questionnaire survey on the number of employees engaged in operations at each airport site, etc.

### Survey subjects

Businesses that have offices and stores at each airport as of 1 January 2025

### Purpose of the survey

For BCP response in the event of earthquakes, tsunamis, epidemics of infectious diseases, improvement of airport facilities, and understanding of the employment situation

### Survey results and summary

KIX\* The previous survey was conducted in FY2021 (as of 1 January 2022)

Number of businesses: 344 (Down by 14, -4% from the previous survey)

Number of employees: 17,992 (Up by 3,394, +19% from the previous survey)

- By industry, the largest increase in the number of employees was seen in the restaurant industry, which more than doubled, followed by the retail and the cargo service.
- Changes were also observed in the composition of employees by age group and employment type.

ITAMI\* The previous survey was conducted in FY2021 (as of 1 January 2022)

Number of businesses: 132 (Down by 7, -5% from the previous survey)

Number of employees: 7,056 (Up by 827, +13% from the previous survey)

- By industry, the increase was largest in the restaurant industry, followed by the passenger service industry, and the air transport industry. On the other hand, there was a significant decrease in the construction industry.
- By age group, large increases were observed among female in their 20s and younger, female in their 30s, and male in their 20s and younger.
- Regarding means of commuting, the use of the railway (monorail) has increased.

KOBE\* The previous survey was conducted in FY2021 (as of 1 January 2022)

Number of businesses: 31 (Down by 1 from the previous survey)

Number of employees: 1,221 (Up by 113, +10% from the previous survey)

- The number of businesses decreased by 1, but the number of employees increased by 10% from the previous survey.
- By industry, there were large increases in passenger service industry and the other service industry.

\*Please refer to the attached document for details.

### Contact

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Kansai Airports was established by a consortium made up of VINCI Airports and ORIX Corporation as its core members. Kansai Airports took over the operations of Kansai International Airport ("KIX") and Osaka Itami Airport ("ITAMI") from New Kansai International Airport Company ("NKIAC") and has been operating the two airports since April 1, 2016.

Kansai Airports Kobe, Kansai Airports' wholly-owned subsidiary, took over the operations of Kobe Airport ("KOBE") from Kobe City and started its business as an operating company on April 1, 2018.

Under the concept of "One Kansai Airports Group", Kansai Airports group strives to continuously improve its services for all airport guests through appropriate investments and efficient operations, with safety and security being the top priority. Kansai Airports group aims to maximize the potential of the three airports, for the benefit of the communities they serve.

For more information, please visit : <http://www.kansai-airports.co.jp/en/>

## Kansai Airports

Location	1-banchi, Senshu-kuko kita, Izumisano-shi, Osaka	Shareholders	ORIX 40%, VINCI Airports 40%, Other investors 20% <sup>1</sup>
Company Representatives	Representative Director and CEO:Yoshiyuki Yamaya Representative Director and Co-CEO: Benoit Rulleau		
Business Scope	Operation and management services, etc. of Kansai International Airport and Osaka International Airport		

## Kansai Airports Kobe

Location	1-ban, Kobe-kuko, Chuo-ku, Kobe-shi, Hyogo	Shareholder	Kansai Airports 100%
Company Representatives	Representative Director and CEO: Yoshiyuki Yamaya Representative Director and Co-CEO: Benoit Rulleau		
Business Scope	Operation and management services, etc. of Kobe Airport		



ORIX Group was established in 1964 and is a corporate group active around the world in financing and investment, life insurance, banking, asset management, real estate, concession, environment and energy, automobile-related services, industrial/ICT equipment, ships and aircraft. We operate in around 30 countries and regions with approximately 34,000 people. We unite globally around our Purpose: "Finding Paths. Making Impact.", combining diverse expertise and innovative thinking to help our world develop in a sustainable way.

For more information: <https://www.orix.co.jp/grp/en/>



VINCI Airports, as the leading private airport operator in the world, manages the development and operation of more than 70 airports located in 14 countries. VINCI Airports draws on its expertise as a comprehensive integrator to develop, finance, build and operate airports, leveraging its investment capability and know-how to optimise operational performance and modernise infrastructure while bringing about their environmental transition. In 2016, VINCI Airports became the first airport operator to commit to an international environmental strategy, setting itself the aim of reaching zero net emissions across the network by 2050.

For more information: [www.vinci-airports.com](http://www.vinci-airports.com)

<sup>1</sup> ASICS Corporation; Iwatani Corporation; Osaka Gas Co., Ltd.; Obayashi Corporation; OMRON Corporation; The Kansai Electric Power Company, Incorporated; Kintetsu Group Holding Co., Ltd.; Keihan Holdings Co., Ltd.; Suntory Holdings Limited; JTB Corp.; Sekisui House, Ltd.; Daikin Industries, Ltd.; Daiwa House Industry Co., Ltd.; Takenaka Corporation; Nankai Electric Railway Co., Ltd.; NIPPON TELEGRAPH AND TELEPHONE WEST CORPORATION; Panasonic Holdings Corporation; Hankyu Hanshin Holdings, Inc.; Rengo Co., Ltd.; The Senshu Ikeda Bank, Ltd.; Kiyo Holdings, Inc.; The Bank of Kyoto, Ltd.; THE SHIGA BANK, LTD.; The Nanto Bank, Ltd.; Nippon Life Insurance Company; Mizuho Bank, Ltd.; Sumitomo Mitsui Trust Bank, Limited; MUFG Bank, Ltd.; Resona Bank, Limited; and the Private Finance Initiative Promotion Corporation of Japan.

## Summary of FY2024 Employee Survey at KIX, ITAMI and KOBE

### 1.Outline of the survey

#### (1) Subjects

- Conducted survey on the total number of businesses who set up offices and stores, or assign full-time employees, and the number of employees who are registered at such businesses and are engaged in work at airport premises.
- Reference date for this survey: 1 January 2025 (previous survey: 1 January 2022)
- Conducted to address BCP in the event of earthquakes, tsunamis, epidemics of infectious diseases, etc., to improve airport facilities, and to understand the employment situation.

#### (2) Survey method

Kansai Airports and Kansai Airports Kobe distributed the survey to each business and received responses via a website, email, etc.

#### (3) Survey items

1. Number of businesses
2. Number of employees
3. Composition by gender
4. Composition by age group
5. Work location
6. Employment type
7. Means of commute
8. Employees' residence
9. Number of employees enrolled by time
10. Number of foreign employees (KIX only)

2.Summary of survey results

Employee Operator	Previous survey (FY2021)	This time (FY2024)
KIX	14,598ppl 358	17,992ppl 344
ITAMI	6,229ppl 139	7,056ppl 132
KOBE	1,108ppl 32	1,221ppl 31

\*The previous survey was conducted in FY2021 (as of 1 January 2022)

## Summary of FY2024 employee survey results -KIX-

### 1. Summary of survey results

**Number of businesses: 344 (down 14, -4% from the previous survey \*)**

**Number of employees: 17,992 (Up 3,394, +23% from the previous survey \*)**

\*The last survey was conducted in FY2021 (as of 1 January 2022)

### 2. Summary

- The largest increase in the number of employees was observed in the F&B industry, which was more than doubled, followed by the retail and the cargo service.
- Changes were also observed in the composition of employees by age group and employment type.

### 3. Key highlights among the survey items

#### ● Number of businesses and employees

The number of employees increased by 239 points in the F&B industry.

#### ● Composition by age group

The number of employees in their 20s and younger increased significantly.

#### ● Work location

T1 and T2 increased by 7 and 6 points, respectively, compared to the previous survey.

#### ● Employment type

The percentage of non-regular employees increased by 12 points.

#### ● Means of commute

More than 70% of commute was by train, unchanged from the previous survey, but the total number of users increased significantly.

#### ● Number of foreign employees

The number of foreign employees was 2,294 (12.8% of total employees), an increase of 9 points from the previous survey.

Nationalities from Asia and the Middle East accounted for 95% of the total number of foreign employees.

#### ● Employees' residence

As in the previous survey, 80% of employees live in the Senshu region. (More than one in four employees live in Izumisano City.)

## 4.Survey results details

(1) Composition by industry (Comparison with the previous survey)

Category			Number of Organizations			Number of Employees			
			FY2024	FY2021	change	FY2024	FY2021	change	Rate of change
1	Airport operating company, Government	National/local gov't, airport operating companies, etc.	14	18	▲ 4	2,772	2,745	27	1%
2	Air transportation	Airline	60	49	11	2,280	1,856	424	23%
3	Aircraft service	Ground service, in-flight meal, fuel supply, etc.	28	25	3	4,560	3,964	596	15%
4	Passenger service	Travel agent, transportation, bank, railway, bus, etc.	30	28	2	608	483	125	26%
5	Cargo service	Cargo agents (forwarder, customs broker, cargo handling)	87	82	5	2,261	1,701	560	33%
6	Other service	Media, facility mgmt., hygienic environment, security, real estate leasing, etc.	61	56	5	2,639	2,289	350	15%
7	Retail		22	58	▲ 36	1,268	947	321	34%
8	F&B		29	23	6	1,409	416	993	239%
9	Construction		13	19	▲ 6	195	197	▲ 2	-1%
			344	358	▲ 14	17,992	14,598	3,394	23%

- In terms of the number of employees, 5. Cargo service (up 33%), 7. Retail (up 34%), and 8. F&B (up 239%) saw large increases.
- 8. F&B observed an increase in the number of employees by 239% compared to the previous survey, mainly due to the increase of restaurants through the T1 renovation.
- Although the number of businesses in 7. Retail decreased compared to the previous survey, the number of employees increased by 34%.

(2) Composition of employees by gender and age group

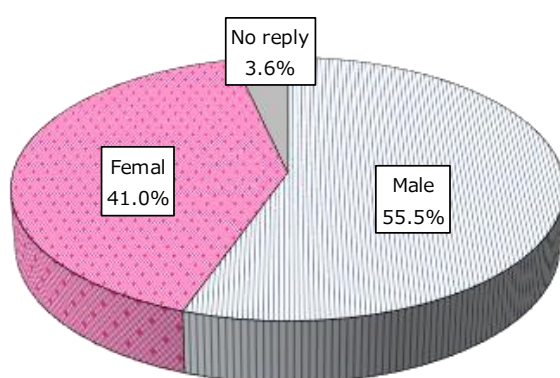
## Gender

Male accounted for 56% of the total, while female accounted for 41%.

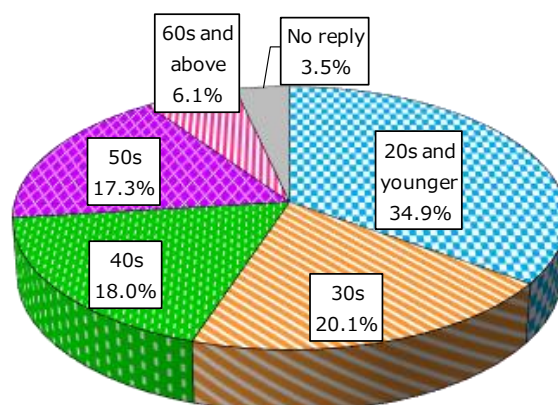
## Age group

By age group, 35% were in their 20s and younger, 20% in their 30s, 18% in their 40s, 17% in their 50s, and 6% in their 60s and older. There was a significant increase in the number of male and female in their 20s and younger.

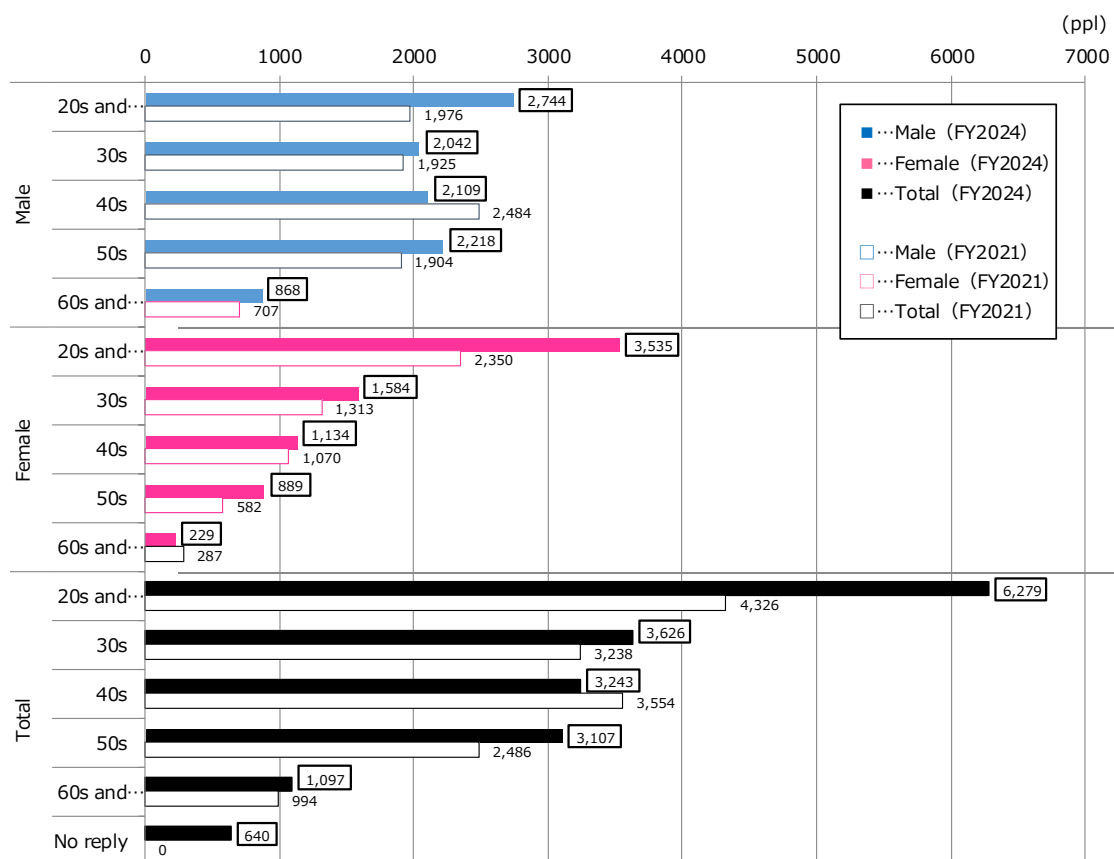
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<Percentage by age group>



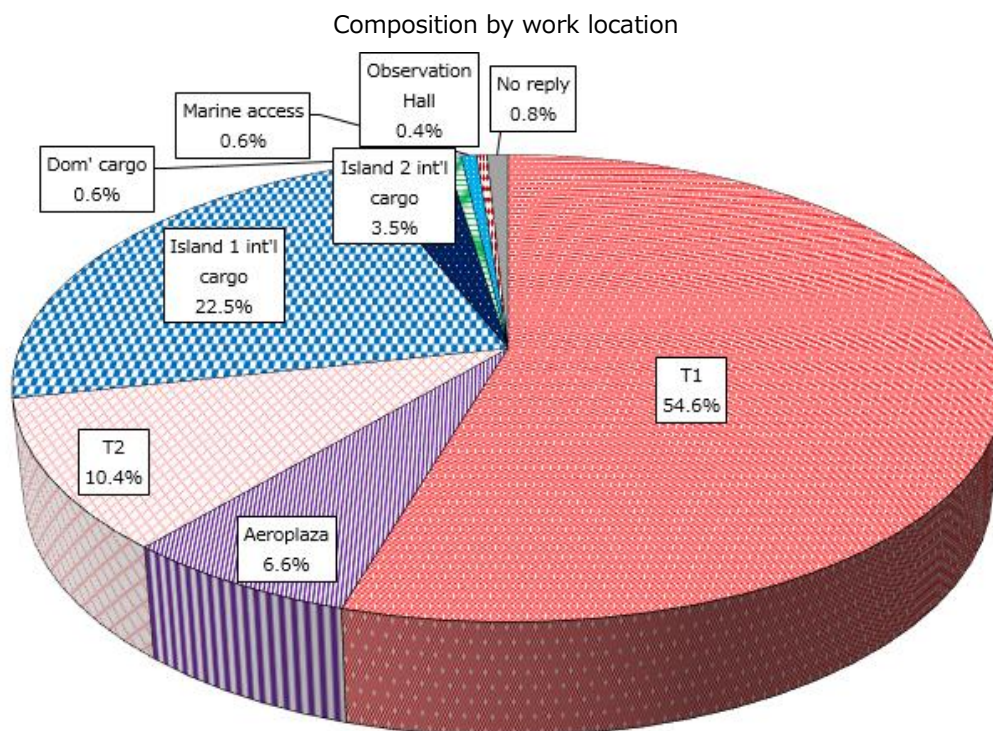
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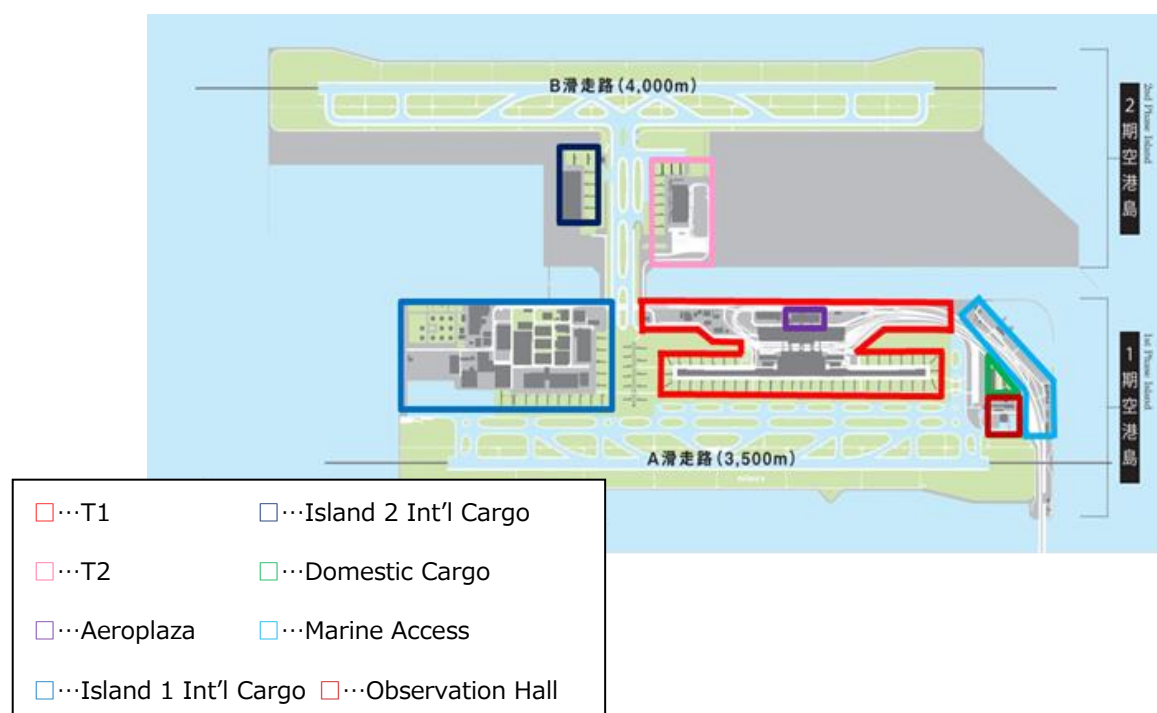
(3) Work location

57% work in Terminal 1 (T1), 6% in Aeroplaza, 11% in Terminal 2 (T2), 21% in Island 1 international cargo area, 3% in Island 2 international cargo area, 1% in domestic cargo area, 1% in marine access area, and 0.4% in Observation Hall area.

(85% of employees work in the island 1 and 14% on the island 2)



Work area





(4) Employment type

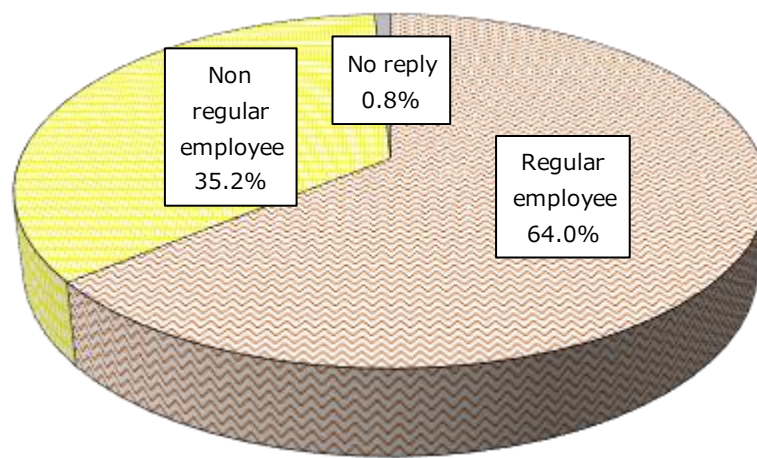
64% of employees were regular employees, and 35% were non-regular employees whose percentage has increased.

Previous survey: 76.5% were regular employees and 23.4% were non-regular employees.

This survey: 64.0% were regular employees and 35.2% were non-regular employees.

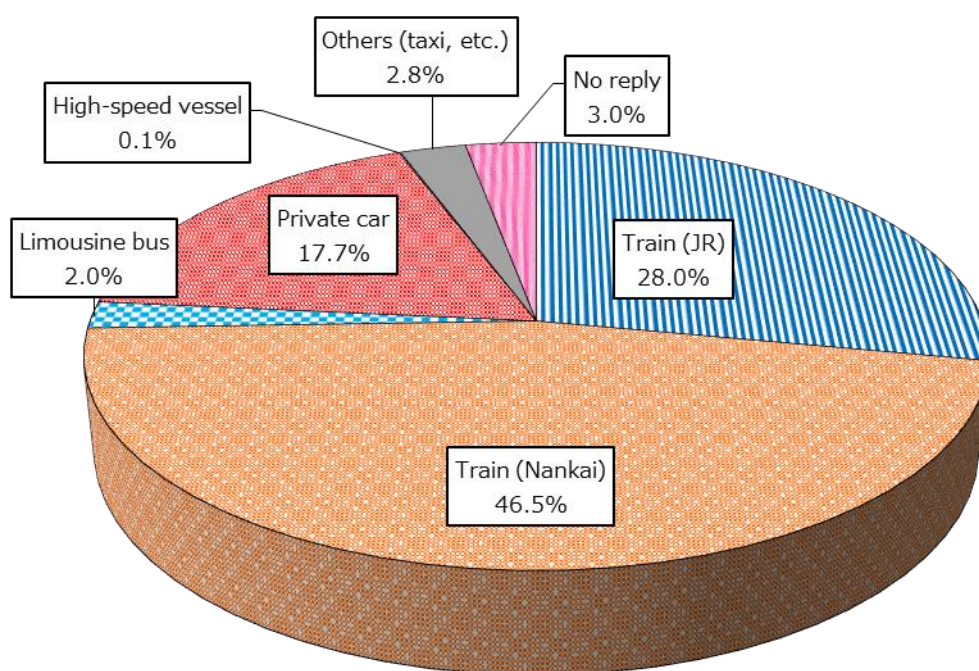
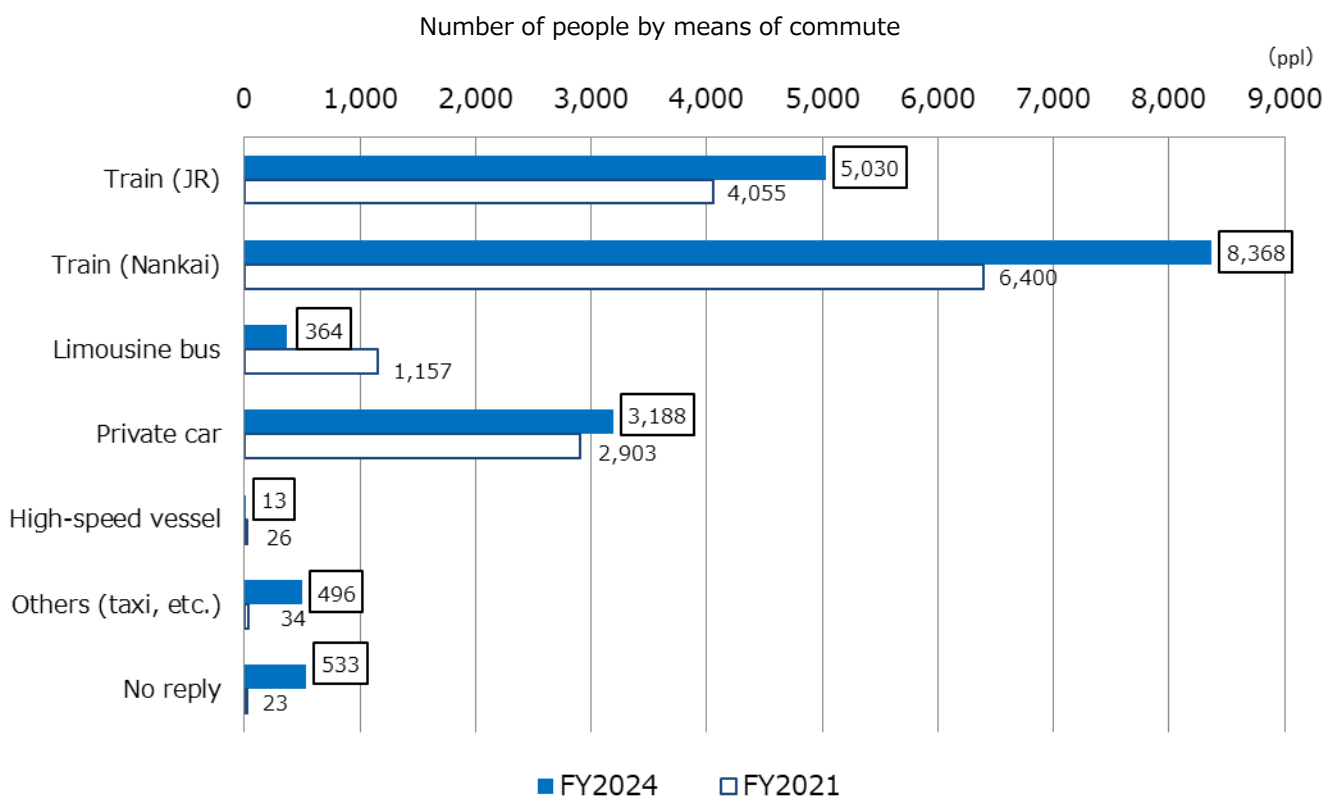
The main industries in which the ratio of regular employees decreased were air transportation, retail, and construction.

Composition by employment



(5) Means of commute

As in the previous survey in FY2021, Nankai Electric Railway was the most common method of commuting to the airport, accounting for 47%. This was followed by JR at 28%, private car at 18%, and others (shuttle buses, taxis, etc.) at 3%. Nankai Electric Railway and JR saw large increases in the total number of commuters.



Note : Shuttle buses will be included in "Limousine bus" in FY2021 and "Others (taxis, etc.)" in FY2024.

(6) Number of foreign employees

12.8% of all employees are foreign nationals, an increase of 9 points from 4.2% in the previous survey in FY2021.

95% of foreign employees are from Asia and the Middle East, and the remaining 5% are from countries and regions other than Asia.

Breakdown by Country/Region

Nationality	# of employee	Ratio
China	577	25.2%
Nepal	369	16.1%
Korea	315	13.7%
Vietnam	296	12.9%
Taiwan	209	9.1%
Philippines	123	5.4%
Sri Lanka	84	3.7%
Myanmar	45	2.0%
Bangladesh	42	1.8%
Indonesia	34	1.5%
Iran	15	0.7%
Thailand	13	0.6%
Other Asian countries	54	2.4%
Asia and Middle East	2,176	94.9%
Non-Asian countries	118	5.1%
Total	2,294	

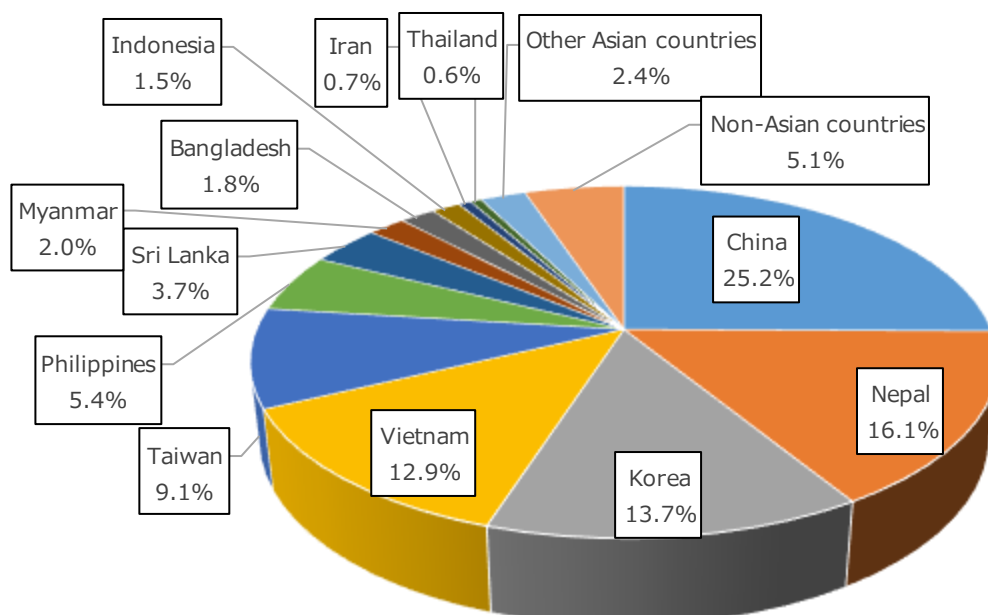
\*Other Asia:

India, Hong Kong, Malaysia, Turkey, Syria, Singapore, Bhutan, Pakistan, Kyrgyzstan, United Arab Emirates, Uzbekistan, Cambodia, Mongolia, Kazakhstan

\*Outside Asia:

France, Brazil, Argentina, Colombia, Norway, South Africa, Venezuela, Peru, United States, United Kingdom, Australia, Italy, Russia, Ghana, Netherlands, Switzerland, Germany, Colombia, Spain, Canada, Mexico, New Zealand, Nigeria, Cyprus, Mali, Kenya, Denmark

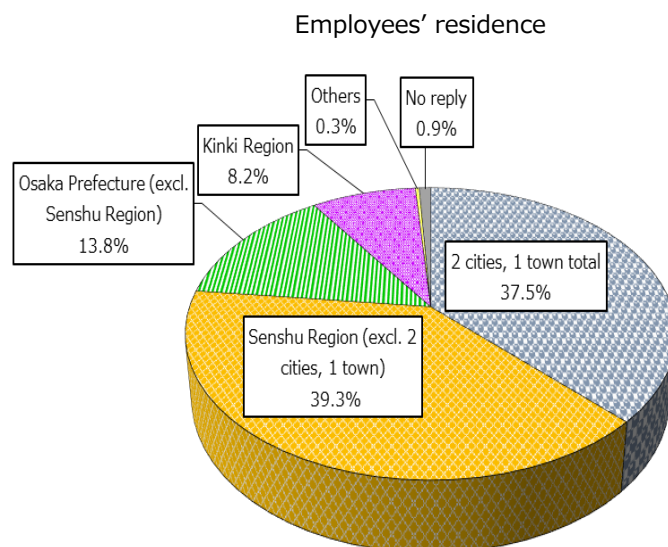
Breakdown by Country/Region



(Total 2,294 ppl, 12.8% of the all employees)

## (7) Employees' residence

38% of employees live in the two cities and one town which are Izumisano City, where KIX is located, Sennan City, and Tajiri Town. 77% of employees live in the Senshu area which includes the two cities and one town (south of Sakai City and north of Misaki Town) and 91% of employees live in Osaka Prefecture. Although the overall ratio has not changed significantly since the previous survey in FY2021, the total number of employees living in Osaka Prefecture has increased by 23%.



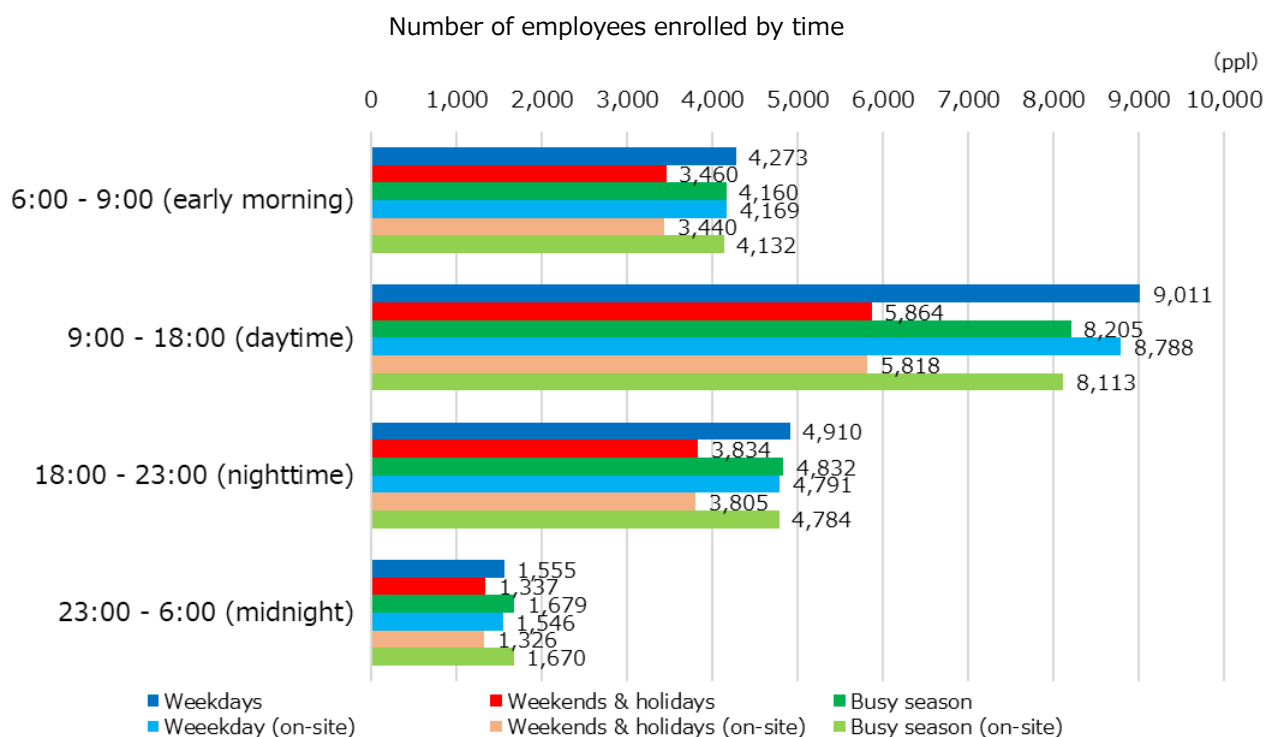
Number and composition by residence

Place of residence	Number of people					Ratio			
	FY2024		FY2021 (previous)	Change	Ratio from last survey	FY2024		FY2021 (previous)	Change
	Total	Foreign employee				Total	Foreign employee		
Izumi-Sano City	5,072	727	4,060	1,012	25%	28.2%	32.3%	27.8%	0.4%
Sennan City	971	62	764	207	27%	5.4%	2.8%	5.2%	0.2%
Tajiri Town	711	75	646	65	10%	4.0%	3.3%	4.4%	-0.5%
2 cities, 1 town total	6,754	864	5,470	1,284	23%	37.5%	38.4%	37.5%	0.1%
Sakai City	1,708	236	1,369	339	25%	9.5%	10.5%	9.4%	0.1%
Takaishi City	237	8	210	27	13%	1.3%	0.4%	1.4%	-0.1%
Izumi-Otsu City	830	131	735	95	13%	4.6%	5.8%	5.0%	-0.4%
Izumi City	565	44	481	84	17%	3.1%	2.0%	3.3%	-0.2%
Tadaoka Town	98	3	60	38	63%	0.5%	0.1%	0.4%	0.1%
Kishiwada City	1,222	179	981	241	25%	6.8%	7.9%	6.7%	0.1%
Kaizuka City	1,092	212	837	255	30%	6.1%	9.4%	5.7%	0.3%
Kumatori Town	570	48	536	34	6%	3.2%	2.1%	3.7%	-0.5%
Hannan City	606	21	561	45	8%	3.4%	0.9%	3.8%	-0.5%
Misaki City	141	4	115	26	23%	0.8%	0.2%	0.8%	0.0%
Senshu Region (excl. 2 cities, 1 town)	7,069	886	5,885	1,184	20%	39.3%	39.3%	40.3%	-1.0%
Senshu Region	13,823	1,750	11,355	2,468	22%	76.8%	77.7%	77.8%	-1.0%
Osaka City	1,662	313	1,194	468	39%	9.2%	13.9%	8.2%	1.1%
Hokusei Region	343	8	258	85	33%	1.9%	0.4%	1.8%	0.1%
Kitakawachi Region	124	2	85	39	46%	0.7%	0.1%	0.6%	0.1%
Naka-Kawachi Region	148	10	112	36	32%	0.8%	0.4%	0.8%	0.1%
Minami Kawachi Region	197	9	182	15	8%	1.1%	0.4%	1.2%	-0.2%
Osaka Prefecture (excl. Senshu)	2,474	342	1,831	643	35%	13.8%	15.2%	12.5%	1.2%
Osaka Prefecture	16,297	2,092	13,186	3,111	24%	90.6%	92.9%	90.3%	0.3%
Hyogo Prefecture	476	46	437	39	9%	2.6%	2.0%	3.0%	-0.3%
Wakayama Prefecture	817	28	732	85	12%	4.5%	1.2%	5.0%	-0.5%
Nara Prefecture	119	2	99	20	20%	0.7%	0.1%	0.7%	0.0%
Kyoto Prefecture	57	2	75	▲ 18	-24%	0.3%	0.1%	0.5%	-0.2%
Shiga Prefecture	9	0	20	▲ 11	-55%	0.1%	0.0%	0.1%	-0.1%
Kinki Region	1,478	78	1,363	115	8%	8.2%	3.5%	9.3%	-1.1%
Others	55	2	39	16	41%	0.3%	0.1%	0.3%	0.0%
No reply	162	80	10	152	1520%	0.9%	3.6%	0.1%	0.8%
Total	17,992	2,252	14,598	3,394	23%	100.0%	100.0%	100.0%	0.0%

(8) Number of employees enrolled by time

Regardless of the busy season, the number of employees working during the daytime on weekdays was the highest. The number of employees working from home was also lower at night and early in the morning, with the majority working during the daytime.

Compared to the previous survey in FY2021, the percentage of employees working from home other than late at night decreased significantly.



## Summary of FY2024 employee survey results -ITAMI-

### 1. Summary of survey results

**Number of businesses: 132 (Down 7, -5% from the previous survey \*)**

**Number of employees: 7,056 (Up 827, +13% from the previous survey \*)**

\*Last survey was conducted in FY2021 (as of 1 January 2022)

### 2. Summary

- By industry category, the largest increases were observed in the F&B industry, followed by passenger service and air transportation. On the other hand, the construction industry declined significantly. By age group, large increases were observed among female in their 20s and younger, female in their 30s, and male in their 20s and younger.
- In terms of means of commuting, the use of railway (monorail) increased.

### 3. Key highlights among the survey items

- **Number of businesses and employees**

The number of businesses decreased in the construction industry and increased in the passenger service industry.

The number of employees increased significantly in the F&B, passenger service, and air transport industries. On the other hand, the number of employees decreased significantly in the construction industry.

- **Composition by age group**

The number of employees increased among female in their 20s and younger, female in their 30s, and male in their 20s and younger.

- **Employees' residence**

70% of employees live in Osaka Prefecture. (One in three employees live in Toyonaka City.)

- **Means of commute**

More than 50% commute by railway (monorail). While the number of employees commuting by railway (monorail) increased significantly, the number of employees using their own cars, motorcycles, and walking decreased slightly.

## Details of the survey results

### (9) Composition by industry (Comparison with the previous survey)

Category			Number of Organizations			Number of Employees			
			FY2024	FY2021	change	FY2024	FY2021	change	Rate of change
1	Airport operating company, Government	National/local gov't, airport operating companies, etc.	8	8	0	346	328	18	5%
2	Air transportation	Airline	5	5	0	2,211	1,662	549	33%
3	Aircraft service	Ground service, in-flight meal, fuel supply, etc.	17	19	▲ 2	1,691	1,778	▲ 87	-5%
4	Passenger service	Travel agent, transportation, bank, railway, bus, etc.	18	14	4	294	199	95	48%
5	Cargo service	Cargo agents (forwarder, customs broker, cargo handling)	8	8	0	84	98	▲ 14	-14%
6	Other service	Media, facility mgmt., hygienic environment, security, real estate leasing, etc.	24	26	▲ 2	1,073	972	101	10%
7	Retail		23	22	1	412	380	32	8%
8	F&B		26	27	▲ 1	902	607	295	49%
9	Construction		3	10	▲ 7	43	205	▲ 162	-79%
			132	139	▲ 7	7,056	6,229	827	13%

\*Of the number of businesses, one business responded only to the category of industry.

- Regarding the number of employees, industries with a particularly high rate of increase were 8. F&B (+ 49%), 4. Passenger service (+ 48%), and 2. Air transportation (+ 33%).



(10) Composition by gender and age group

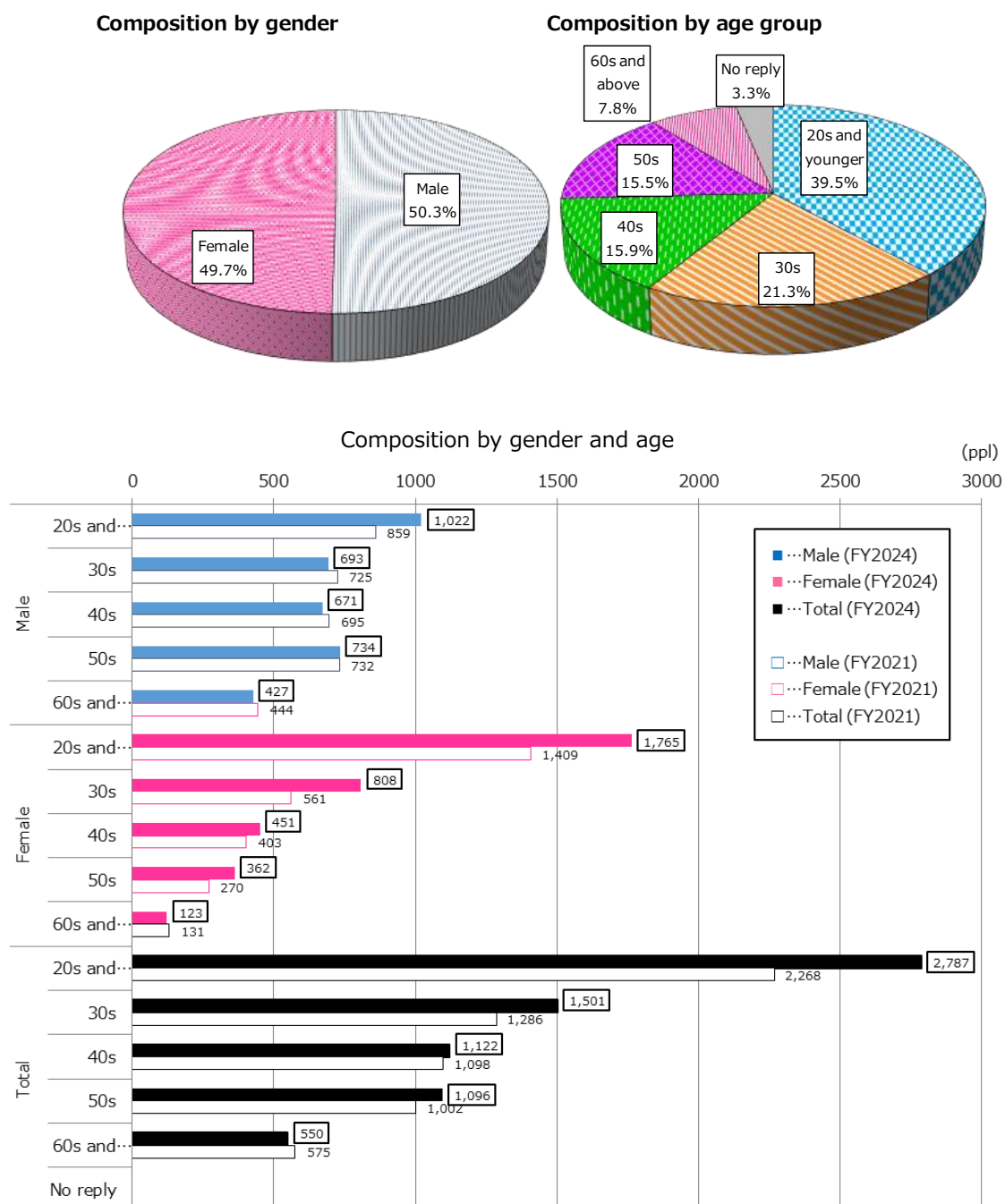
## Gender

The gender ratio was evenly split, with 50% male and 50% female.

## Age group

The ratio by age group was 40% for those in their 20s and younger, 21% for those in their 30s, 16% for those in their 40s and 50s, and 8% for those in their 60s and older.

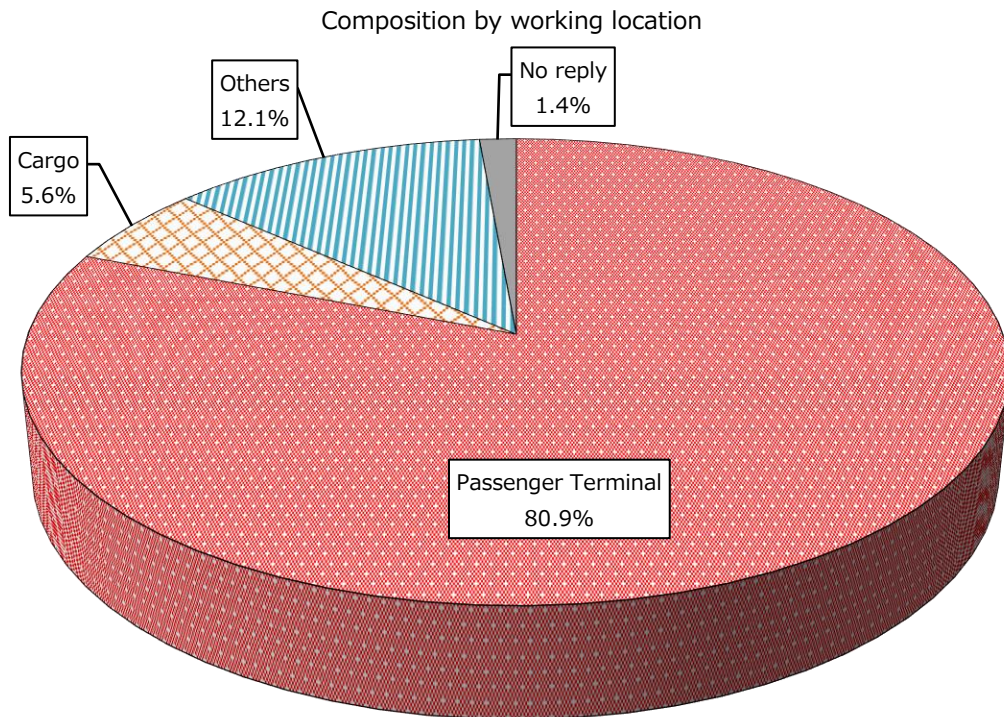
Compared to the previous survey, there was a significant increase in the number of female in their 20s and younger, female in their 30s, and male in their 20s and younger.



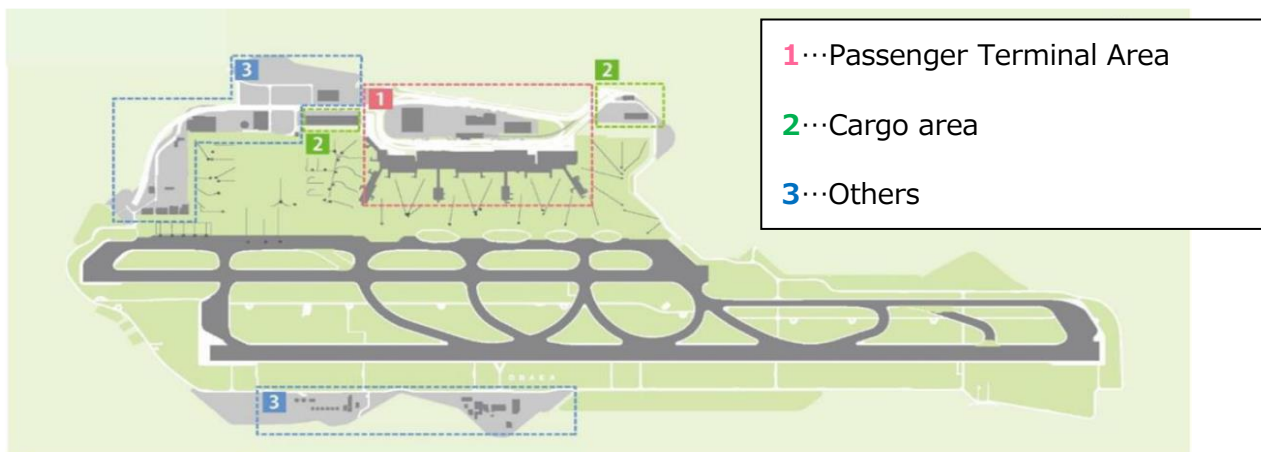


(11) Work location

The passenger terminal building area accounted for 81%, the cargo area for 6%, and other areas for 12%.



Work area

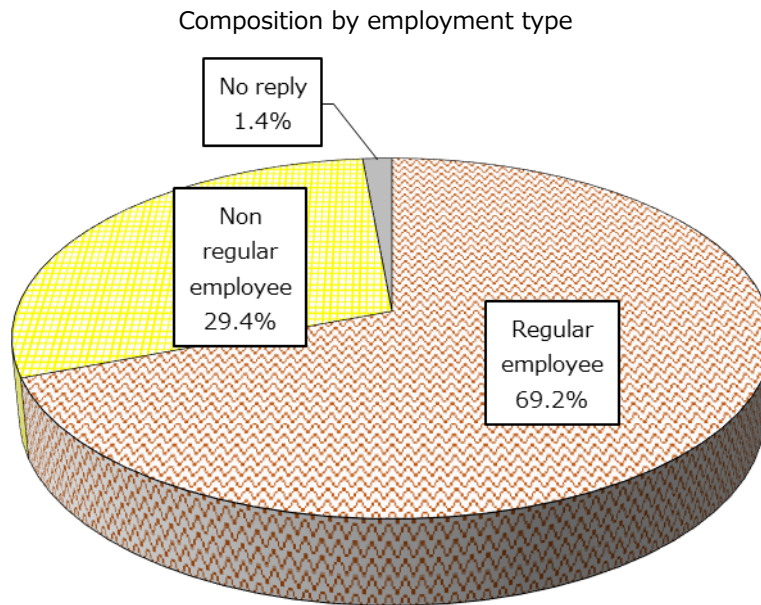


(12) Employment type

Regular employees accounted for 70% of all employees.

In the previous survey, regular employees accounted for 72%, non-regular employees for 28%, and no-reply for 0.2%.

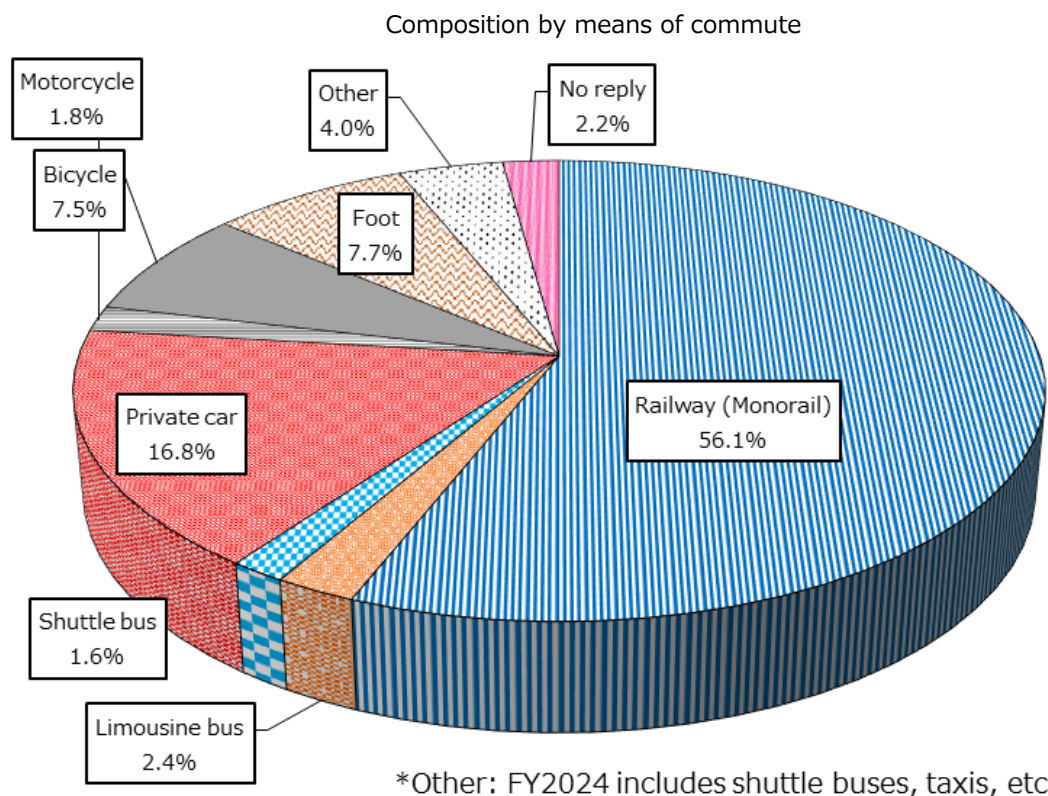
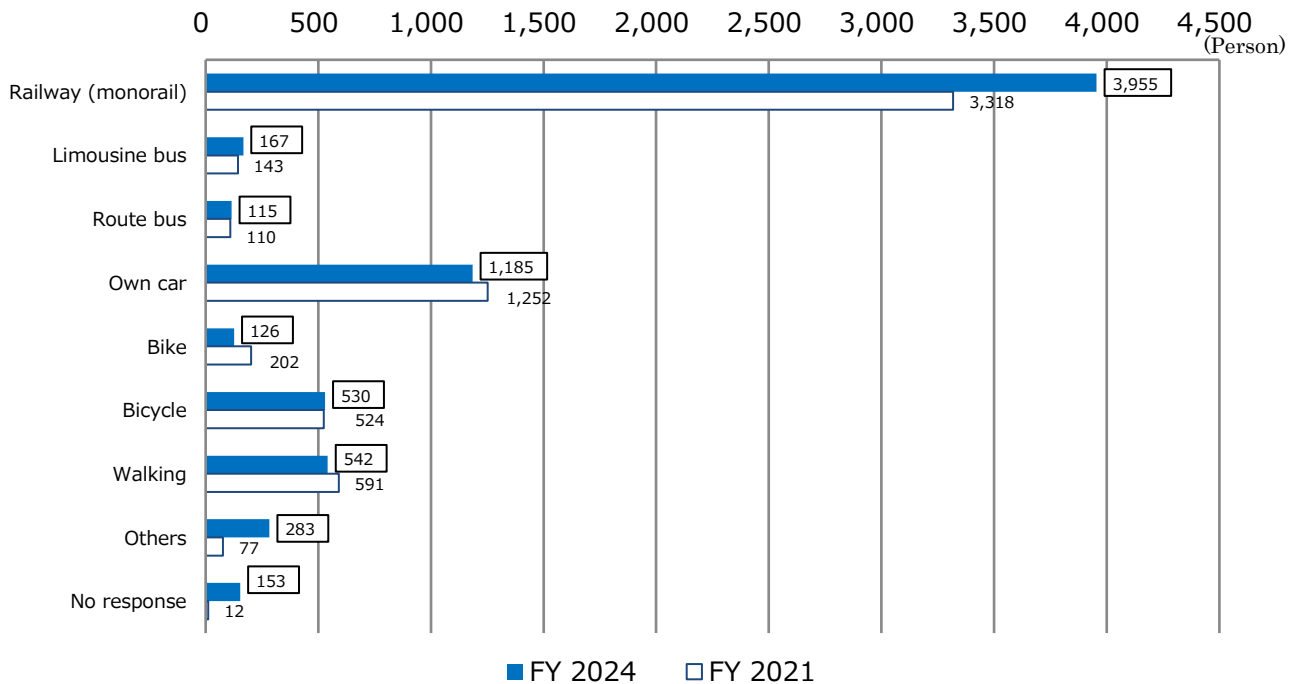
The main industries where the ratio of regular employees declined were passenger service, other services, and retail.



(13) Means of commute

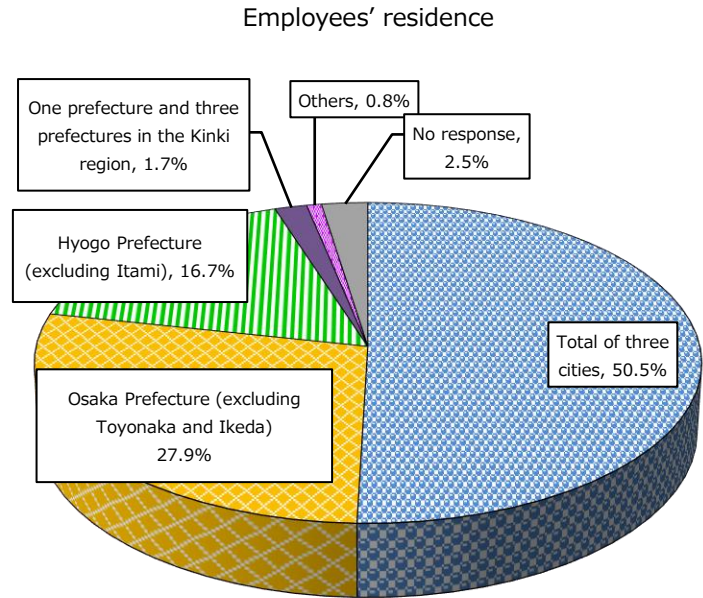
As in the previous survey, railway (monorail) accounted for the largest share at 56%. This was followed by private cars at 17%, and walking and bicycling at 8% each.

As for the number of people, railway (monorail) users increased significantly, while private cars, motorcycles and walking decreased slightly.



(14) Employees' residence

The three cities of Toyonaka, Ikeda, and Itami, where ITAMI is located, account for 50%. 73% of the total is concentrated in Osaka Prefecture, with Hyogo Prefecture contributing around 22%, together comprising the majority share. A decrease was observed in the Senboku and Sennan regions, other cities in Hyogo Prefecture, and areas other than three prefectures in the Kinki region, while the number of employees increased overall in cities around ITAMI.



## Number of employees by place of residence

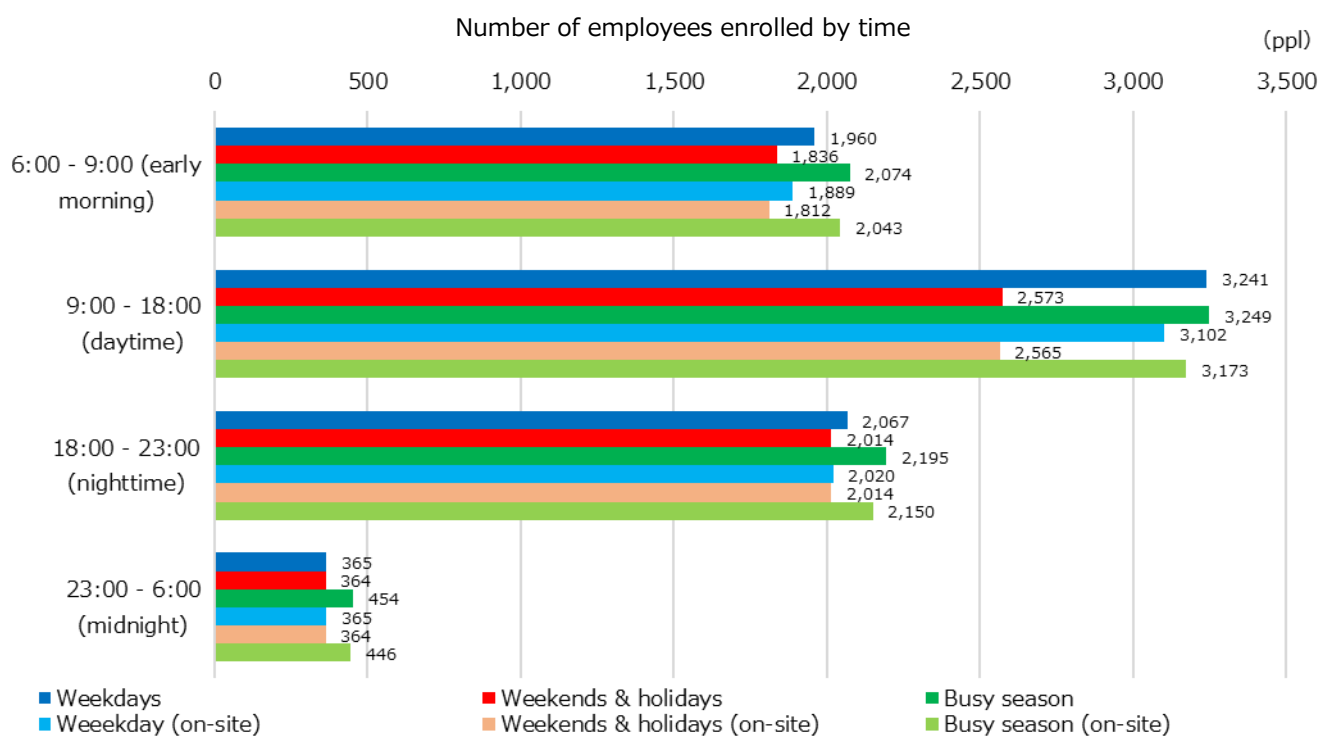
Place of residence	Number of people				Ratio		
	FY2024	FY2021 (previous)	Change	Ratio from last survey	FY2024	FY2021 (previous)	Change
Toyonaka City	2,310	2,194	116	5%	32.7%	35.2%	-2.5%
Ikeda City	899	733	166	23%	12.7%	11.8%	1.0%
Itami City	352	291	61	21%	5.0%	4.7%	0.3%
3 cities total	3,561	3,218	343	11%	50.5%	51.7%	-1.2%
Minoo City	338	330	8	2%	4.8%	5.3%	-0.5%
Suita City	384	367	17	5%	5.4%	5.9%	-0.4%
Osaka City	590	491	99	20%	8.4%	7.9%	0.5%
Takatsuki City	68	55	13	24%	1.0%	0.9%	0.1%
Ibaraki City	139	107	32	30%	2.0%	1.7%	0.3%
Settsu City	33	28	5	18%	0.5%	0.4%	0.0%
Shimamoto Town	5	4	1	25%	0.1%	0.1%	0.0%
Toyono Town	28	25	3	12%	0.4%	0.4%	0.0%
Nose Town	11	7	4	57%	0.2%	0.1%	0.0%
Kita-kawachi Region	122	108	14	13%	1.7%	1.7%	0.0%
Naka-kawachi Region	64	49	15	31%	0.9%	0.8%	0.1%
Minami-kawachi Region	46	44	2	5%	0.7%	0.7%	-0.1%
Senboku Region	82	94	▲ 12	-13%	1.2%	1.5%	-0.3%
Sennan Region	58	97	▲ 39	-40%	0.8%	1.6%	-0.7%
Osaka Pref. (excl. Toyonaka,	1,968	1,806	162	9%	27.9%	29.0%	-1.1%
Osaka Prefecture	5,177	4,733	444	9%	73.4%	76.0%	-2.6%
Kawanishi City	322	245	77	31%	4.6%	3.9%	0.6%
Takarazuka City	250	224	26	12%	3.5%	3.6%	-0.1%
Sanda City	25	21	4	19%	0.4%	0.3%	0.0%
Inagawa Town	31	32	▲ 1	-3%	0.4%	0.5%	-0.1%
Amagasaki City	142	130	12	9%	2.0%	2.1%	-0.1%
Nishinomiya City	154	157	▲ 3	-2%	2.2%	2.5%	-0.3%
Ashiya City	32	25	7	28%	0.5%	0.4%	0.1%
Kobe City	186	137	49	36%	2.6%	2.2%	0.4%
Other Hyogo Pref.	34	62	▲ 28	-45%	0.5%	1.0%	-0.5%
Hyogo Pref. (excl. Itami)	1,176	1,033	143	14%	16.7%	16.6%	0.1%
Hyogo Prefecture	1,528	1,324	204	15%	21.7%	21.3%	0.4%
Wakayama Prefecture	4	2	2	100%	0.1%	0.0%	0.0%
Nara Prefecture	45	38	7	18%	0.6%	0.6%	0.0%
Kyoto Prefecture	66	55	11	20%	0.9%	0.9%	0.1%
Shiga Prefecture	6	0	6	—	0.1%	0.0%	0.1%
Kinki Region (excl. Osaka and	121	95	26	27%	1.7%	1.5%	0.2%
Others	56	65	▲ 9	-14%	0.8%	1.0%	-0.2%
No reply	174	12	162	1350%	2.5%	0.2%	2.3%
Total	7,056	6,229	827	13%	100.0%	100.0%	0.0%



## (15) Number of employees enrolled by time

Regardless of the busy season, the largest number of employees worked during the daytime on weekdays. The number of employees working from home was also smaller at night and early in the morning, with the majority working during the daytime.

Compared to the previous survey in FY2021, the percentage of employees working from home other than late at night decreased significantly.



## Overview of FY2024 employee survey results -KOBÉ-

### 1. Summary of survey results

**Number of businesses: 31 (Down 1 from the previous survey \*)**

**Number of employees: 1,221 (Up 113, +10% from the previous survey \*)**

\*The previous survey was conducted in FY2021 (as of 1 January 2022)

### 2. Summary

- The number of businesses decreased by 1 from the previous survey, but the number of employees increased by 10%.
- By industry, there was a large increase in the passenger service and other services.

### 3. Key highlights among the survey items

- **Number of businesses and employees**

There was no significant change in the number of businesses, but there was a decrease in the retail business.

- **Employment type**

The percentage of regular employees decreased by 10%, while the percentage of non-regular employees increased by 10%.

- **Means of commute**

Port Liner and private cars together accounted for 80% of the total, with the number of users increasing. (Port Liner alone accounted for 64% of the total.)

- **Employees' residence**

More than 80% of employees live in Hyogo Prefecture, a decrease of 8 points from the previous survey. Kobe City, the location of the airport, accounted for 65% of the total, but the ratio of Kobe City decreased.

## 4.Details of survey results

(16) Composition by industry (Comparison with the previous survey)

Category			Number of businesses			Number of employees			
			FY2024	FY2021	Change	FY2024	FY2021	Change	Rate of change
1	Airport operating company, Government	National/local govt, airport operating companies, etc.	5	5	0	113	115	▲ 2	-2%
2	Air transportation	Airline	3	3	0	162	232	▲ 70	-30%
3	Aircraft service	Ground service, in-flight meal, fuel supply, etc.	4	4	0	156	148	8	5%
4	Passenger service	Travel agent, transportation, bank, railway, bus, etc.	3	3	0	32	17	15	88%
5	Other service	Media, facility mgmt., hygienic environment, security, real estate leasing, etc.	6	6	0	218	121	97	80%
6	Retail		3	4	▲ 1	48	62	▲ 14	-23%
7	F&B		4	4	0	88	70	18	26%
8	Construction		1	1	0	12	7	5	71%
9	Others		2	2	0	392	336	56	17%
			31	32	▲ 1	1,221	1,108	113	10%

- Regarding the number of employees, the industries with the highest increase were 4. Passenger service (up 88%) and 5. Other services (up 80%).



(17) Composition by gender and age group

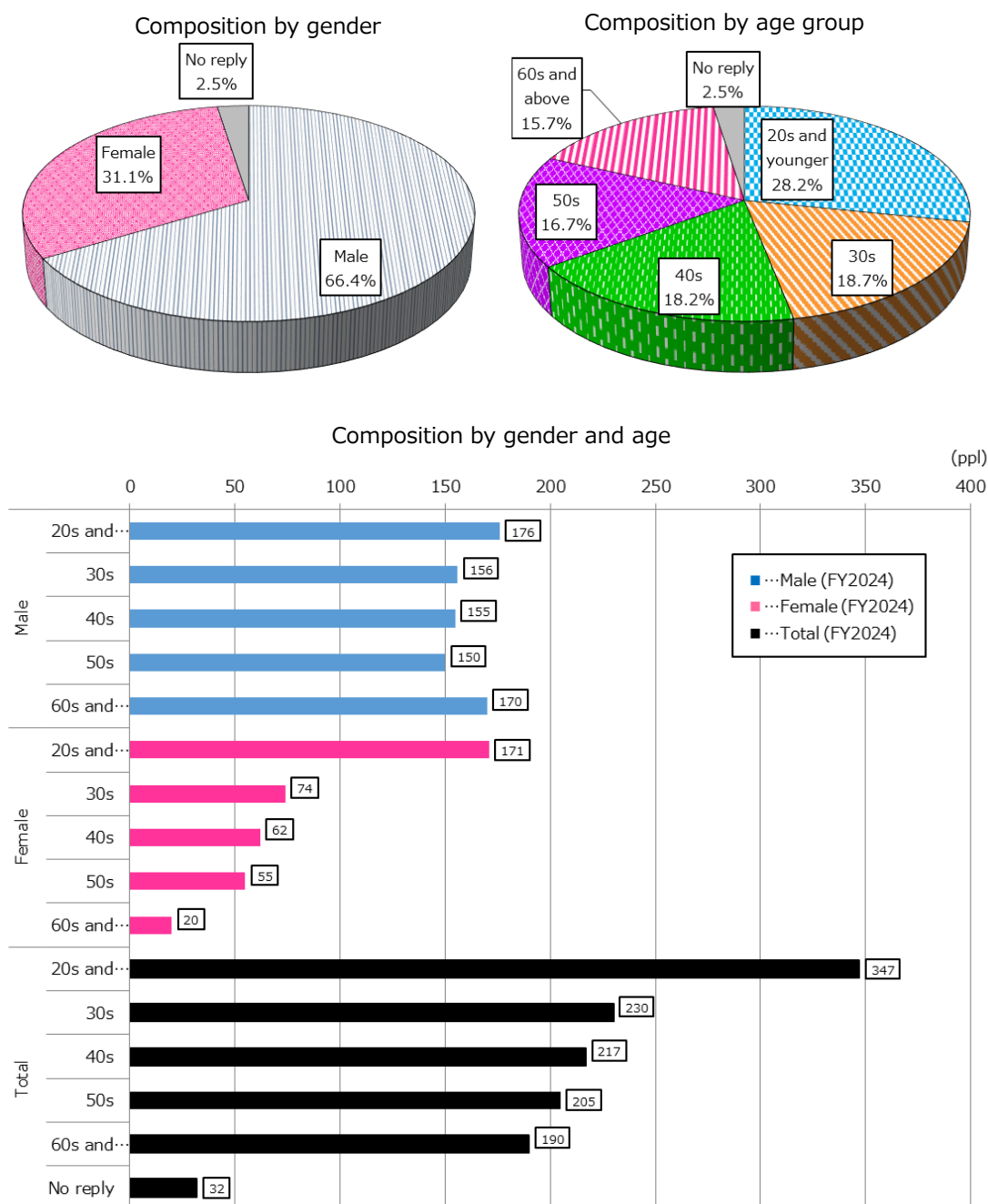
## Gender

66% of employees were male and 31% were female.

## Age group

By age group, 28% were in their 20s or younger, 19% in their 30s, 18% in their 40s, 17% in their 50s, and 16% in their 60s or older.

For male, there was no difference in the composition by age group, but for female, nearly half were in their 20s or younger.

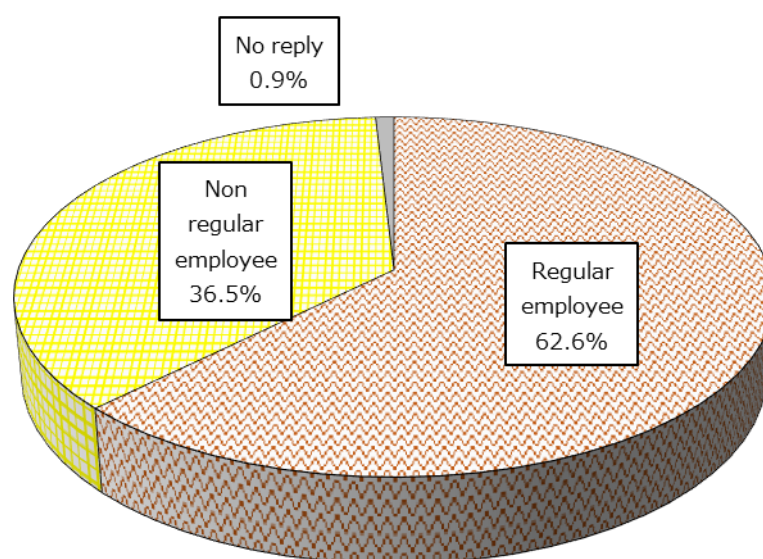


## (18) Employment type

Regular employees accounted for 63% of the total.

In the previous survey, regular employees accounted for 74% and non-regular employees for 26%, indicating a change in the proportion.

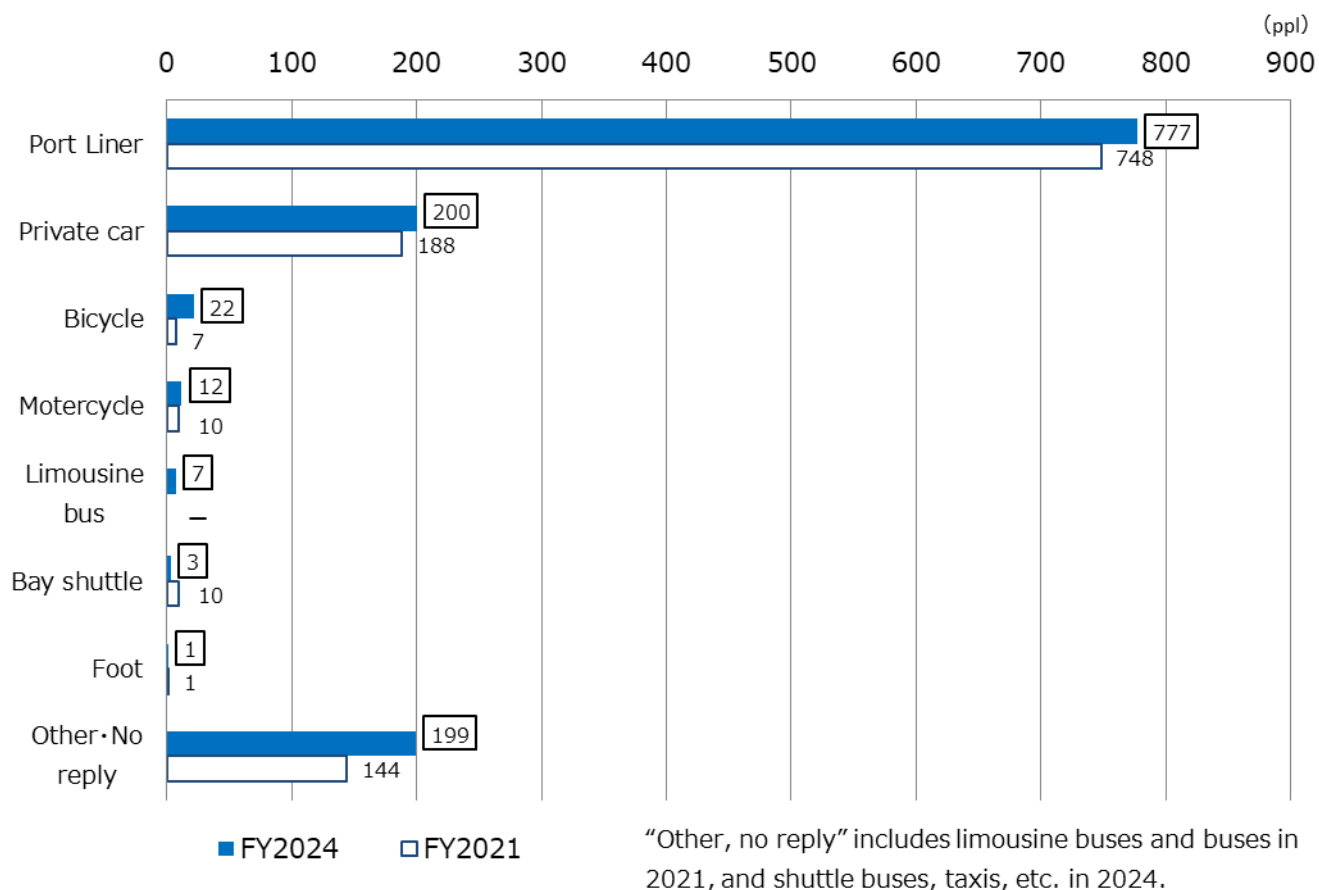
The main industries in which the ratio of regular employees declined were air transportation, passenger service, and other services.



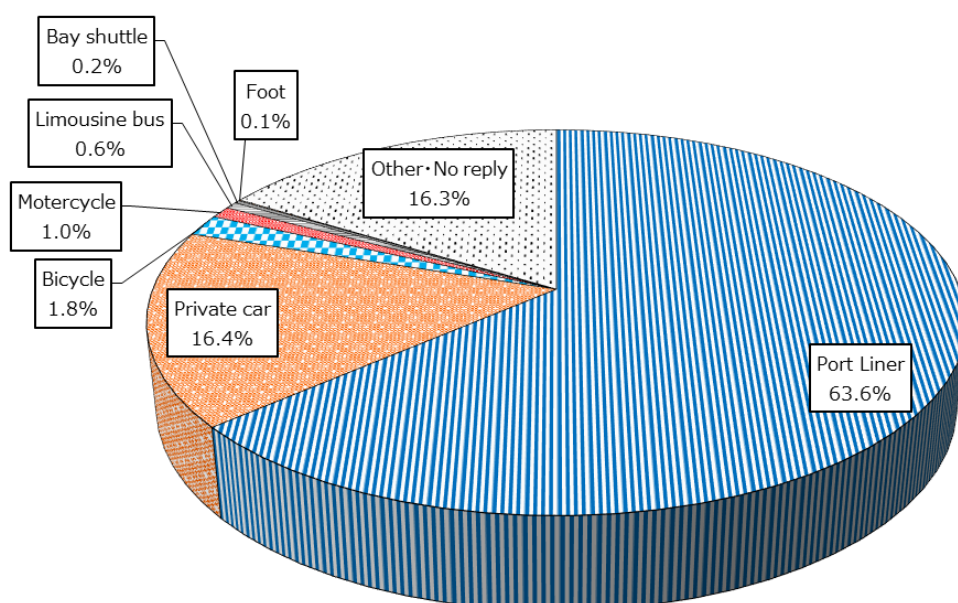
## (19) Means of commute

As in the previous survey in FY2021, Port Liner was the most common commuting method, accounting for 64%. This was followed by private car, accounting for 17%.

Composition by means of commute



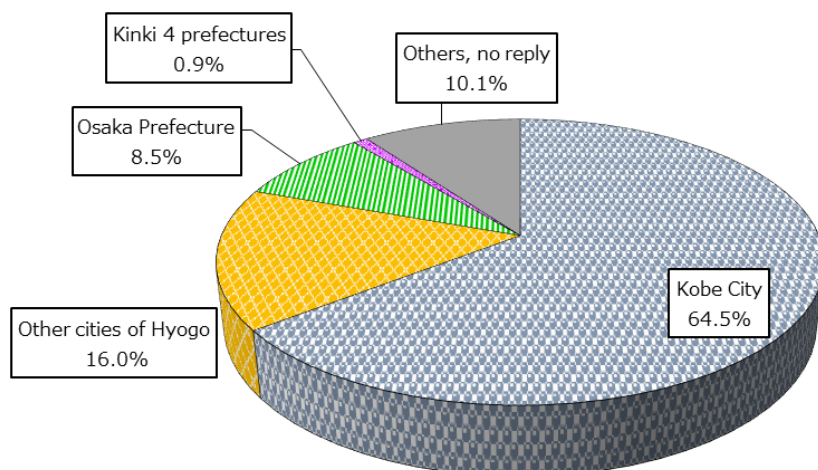
Composition by means of commute



## (20) Employees' residence

Kobe City, the location of Kobe Airport, accounts for 65% while Hyogo Prefecture as a whole accounts for 81%, with many employees living in Hyogo Prefecture. 9% of employees live in Osaka Prefecture.

Kobe City, which has the highest number, decreased by 10 points from the previous survey.



Place of residence	Number of people				Ratio		
	FY2024	FY2021 (previous)	Change	Ratio from last survey	FY2024	FY2021 (previous)	Change
Kobe City	788	820	▲ 32	-4%	64.5%	74.0%	-9.5%
Kobe City	788	820	▲ 32	-4%	64.5%	74.0%	-9.5%
Ashiya City	16	14	2	14%	1.3%	1.3%	0.0%
Nishinomiya City	57	55	2	4%	4.7%	5.0%	-0.3%
Amagasaki City	32	21	11	52%	2.6%	1.9%	0.7%
Itami City	11	7	4	57%	0.9%	0.6%	0.3%
Takarazuka City	9	13	▲ 4	-31%	0.7%	1.2%	-0.4%
Kawanishi City	9	6	3	50%	0.7%	0.5%	0.2%
Mita City	4	6	▲ 2	-33%	0.3%	0.5%	-0.2%
Miki City	1	3	▲ 2	-67%	0.1%	0.3%	-0.2%
Akashi City and Harima T	25	21	4	19%	2.0%	1.9%	0.2%
Other cities of Hyogo	31	21	10	48%	2.5%	1.9%	0.6%
Hyogo Pref. total (excl. K	195	167	28	17%	16.0%	15.1%	0.9%
Hyogo Pref. total	983	987	▲ 4	-0%	80.5%	89.1%	-8.6%
Osaka City	29	25	4	16%	2.4%	2.3%	0.1%
Osaka Pref. total (excl. Osaka Ci	75	74	1	1%	6.1%	6.7%	-0.5%
Osaka Pref. total	104	99	5	5%	8.5%	8.9%	-0.4%
Wakayama Prefecture	2	0	2	—	0.2%	0.0%	0.2%
Nara Prefecture	6	5	1	20%	0.5%	0.5%	0.0%
Kyoto Prefecture	0	1	▲ 1	—	0.0%	0.1%	-0.1%
Shiga Prefecture	3	1	2	200%	0.2%	0.1%	0.2%
Total of 4 prefectures	11	7	4	57%	0.9%	0.6%	0.3%
Others, no reply	123	15	108	720%	10.1%	1.4%	8.7%
Total	1,221	1,108	113	10%	100.0%	100.0%	0.0%

## (21) Number of employees enrolled by time

Regardless of the busy season, the number of employees working during the daytime on weekdays was the highest. The number of employees working from home was also lower at night and early in the morning, with the majority working during the daytime.

In every time slot, the difference in staffing levels between weekdays and weekends/holidays is substantial, averaging around 55%. Compared to the previous survey in FY2021, the number of employees working from home decreased.

