

Survey on Railway Customers' Consciousness of Cleaning Quality in Men's Restrooms in Railway Stations

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In order to extract factors that affect customers' evaluation of men's restrooms in railway stations, we conducted surveys on railway customers' consciousness of cleaning quality in men's restrooms in railway stations. Statistical processing of the survey results revealed that two indicators, "odor satisfaction" and "urine stains on skirting boards", affect the users' evaluation of whether they would like to use the same restroom again. It also became clear that men's restrooms with dry cleaning in railway stations had statistically significantly better evaluations than men's restrooms with wet cleaning in railway stations from the viewpoint of odor.