

Table 5. Type of counseling cases

	Products				Service				Other counseling				Total no. of cases			
	1991	1992	1993	1994	1991	1992	1993	1994	1991	1992	1993	1994	1991	1992	1993	1994
Classifiable cases	177,217	187,261	213,447	217,142	130,963	157,075	171,526	182,401	18,243	18,762	17,892	18,040	326,423	363,098	402,865	417,583
Safety, hygiene	13,418 (7.6)	12,782 (6.8)	12,421 (5.8)	12,381 (5.7)	1,868 (1.4)	2,381 (1.5)	2,133 (1.2)	2,043 (1.1)					15,310 (4.7)	15,206 (4.2)	14,584 (3.6)	14,424 (3.5)
Quality, function, service quality	42,061 (23.7)	43,947 (23.5)	46,301 (21.7)	46,325 (21.3)	25,633 (19.6)	27,397 (17.4)	29,147 (17.0)	27,268 (14.9)					67,738 (20.8)	71,410 (19.7)	75,525 (18.8)	73,593 (17.6)
Law, standards	5,992 (3.4)	6,222 (3.3)	7,549 (3.5)	7,154 (3.3)	9,006 (6.9)	9,924 (6.3)	10,823 (6.3)	10,533 (5.8)					15,218 (4.7)	16,446 (4.5)	18,673 (4.6)	17,687 (4.2)
Price, fees	17,151 (9.7)	19,837 (10.6)	25,596 (12.0)	25,582 (11.8)	16,973 (13.0)	20,115 (12.8)	22,620 (13.2)	25,299 (13.9)					34,277 (10.5)	40,179 (11.1)	48,381 (12.0)	50,881 (12.2)
Weight, volume	555 (0.3)	553 (0.3)	727 (0.3)	577 (0.3)	99 (0.1)	93 (0.1)	107 (0.1)	116 (0.1)					657 (0.2)	648 (0.2)	838 (0.2)	693 (0.2)
Labeling, advertising	6,287 (3.5)	5,856 (3.1)	7,932 (3.7)	7,608 (3.5)	2,011 (1.5)	2,526 (1.6)	3,883 (2.3)	4,180 (2.3)					8,313 (2.5)	8,408 (2.3)	11,838 (2.9)	11,788 (2.8)
Selling method	50,781 (28.7)	56,842 (30.4)	70,746 (33.1)	73,003 (33.6)	25,976 (19.8)	34,172 (21.8)	43,915 (25.6)	47,391 (26.0)					76,815 (23.5)	91,104 (25.1)	114,726 (28.5)	120,394 (28.8)
Contract/cancellation	83,214 (47.0)	94,546 (50.5)	110,766 (51.9)	116,517 (53.7)	73,913 (56.4)	95,956 (61.1)	104,088 (60.7)	110,854 (60.8)					157,393 (48.2)	190,840 (52.6)	215,177 (53.4)	227,371 (54.4)
Customer service	14,849 (8.4)	15,856 (8.5)	17,430 (8.2)	16,769 (7.7)	17,858 (13.6)	20,560 (13.1)	21,375 (12.5)	20,511 (11.2)					32,089 (9.8)	36,521 (10.1)	38,917 (9.7)	37,280 (8.9)
Packaging, containers	453 (0.3)	356 (0.2)	368 (0.2)	335 (0.2)	58 (0.0)	32 (0.0)	40 (0.0)	42 (0.0)					522 (0.2)	392 (0.1)	410 (0.1)	377 (0.1)
Facilities, equipment	221 (0.1)	229 (0.1)	204 (0.1)	239 (0.1)	247 (0.2)	229 (0.2)	243 (0.1)	270 (0.1)					486 (0.1)	470 (0.1)	462 (0.1)	509 (0.1)
Shopping counseling	11,710 (6.6)	11,619 (6.2)	12,830 (6.0)	10,867 (5.0)	5,787 (4.4)	6,465 (4.1)	7,246 (4.2)	7,547 (4.1)					17,561 (5.4)	18,146 (5.0)	20,127 (5.0)	18,414 (4.4)
Knowledge related to living	9,483 (5.4)	8,948 (4.8)	8,481 (4.0)	8,005 (3.7)	3,494 (2.7)	3,789 (2.4)	3,796 (2.2)	3,810 (2.1)					13,815 (4.2)	13,509 (3.7)	12,948 (3.2)	11,815 (2.8)
Others	4,872 (2.7)	5,369 (2.9)	5,827 (2.7)	5,689 (2.6)	6,595 (5.0)	7,597 (4.8)	7,254 (4.2)	7,760 (4.3)					12,606 (3.9)	14,214 (3.9)	14,282 (3.6)	13,449 (3.2)

Note: The breakdown for each category represents multiple counting.

Figures in parentheses represent the ratio of the total number of cases received. The sum does not total 100%.