A customer satisfaction survey of J-STAGE subscribers in 2018 （English）

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■ How useful did you find (are you likely to find) J-STAGE?
■ Why do you think J-STAGE is (likely to be) useful?
■ Are you registered for "My J-STAGE"?
■ What features of My J-STAGE do you use often or think convenient?
■ What academic databases and search engines do you usually use?
■ Please provide your opinion on new features usability.
■ Please let us know which features you think are particularly beneficial in publishing electronic journals.

■ Outline

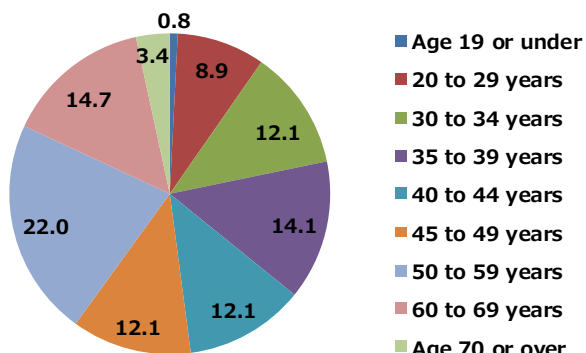|	
Research objectives	For major information services provided by JST, conduct investigations to clarify conditions such as usage situation, consciousness, usage scenes, comparison and selection situation with similar services, and utilize the results for business planning .
conditions	J-STAGE User
Number of people	505
Method	Internet Research
period	15/1/2018〜14/2/2018

Profile

Profile

Age N=505

- Age 19 or under
- 20 to 29 years
- 30 to 34 years
- 35 to 39 years
- 40 to 44 years
- 45 to 49 years
- 50 to 59 years
- 60 to 69 years
- Age 70 or over

0.8, 8.9, 12.1, 14.1, 12.1, 12.1, 22.0, 14.7, 3.4

Region you live in N=505

- Japan
- Asia (other than Japan)
- Oceania
- North America
- Central and South America
- Europe
- Russia / CIS
- Middle East
- Africa

24.4, 42.2, 1.6, 6.3, 3.2, 12.3, 1.8, 6.1, 2.2
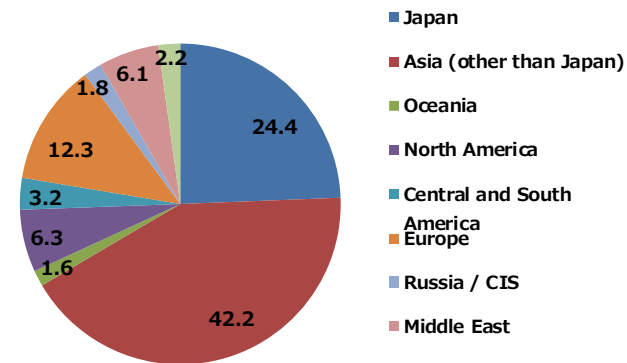
Present occupation N=505

- University/College
- Public Institute
- Government/Public Agency
- School
- Company
- Hospital/Clinic
- Self-employed or Freelance
- Other

59.6, 3.2, 5.0, 1.4, 16.4, 5.1, 6.1, 3.2
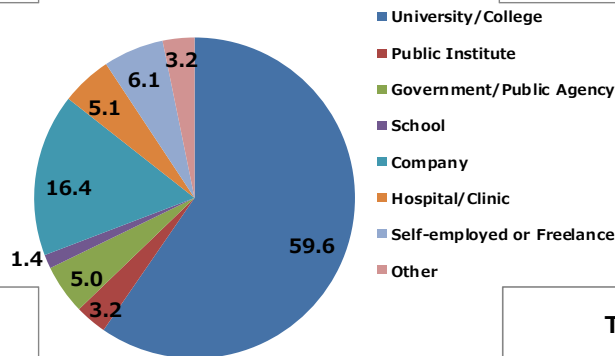
Present job category N=505

- Professor/Associate Professor
- Lecturer/Assistant Professor
- Postdoctoral Fellow/Research Fellow
- Research positions other than the above
- Planning
- Design/Development
- Manufacturing
- Planning/Sales promotion
- Research/Consulting
- Administrative
- Doctral Student
- Bachelor Student/Master Student
- Doctor
- Nurse

25.7, 14.3, 4.8, 9.1, 1.2, 1.4, 1.2, 3.4, 11.7, 1.0, 8.9, 3.2, 6.1, 0.2, 2.2, 5.7
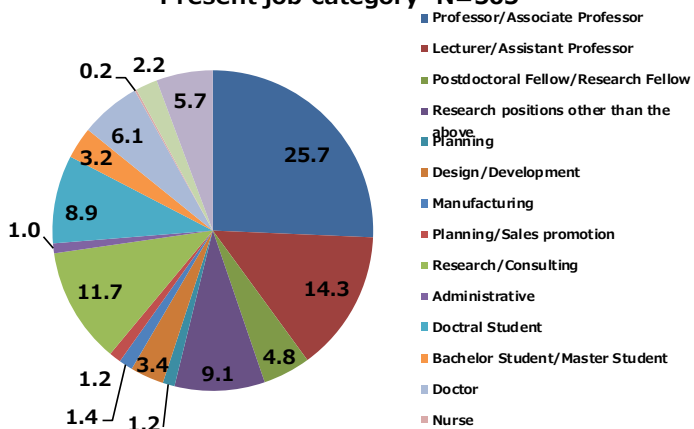
The most appropriate research category N=505

- Human Science
- Social Science
- Mathematical and Physical Science
- Chemistry
- Engineering
- Biology
- Agriculture
- Medicine and Dentistry, Pharmacy
- Arts
- General Field
- Complex New Field
- Neither

7.7, 4.0, 4.6, 12.1, 29.9, 8.3, 10.1, 19.2, 0.6, 1.6, 0.8, 1.2
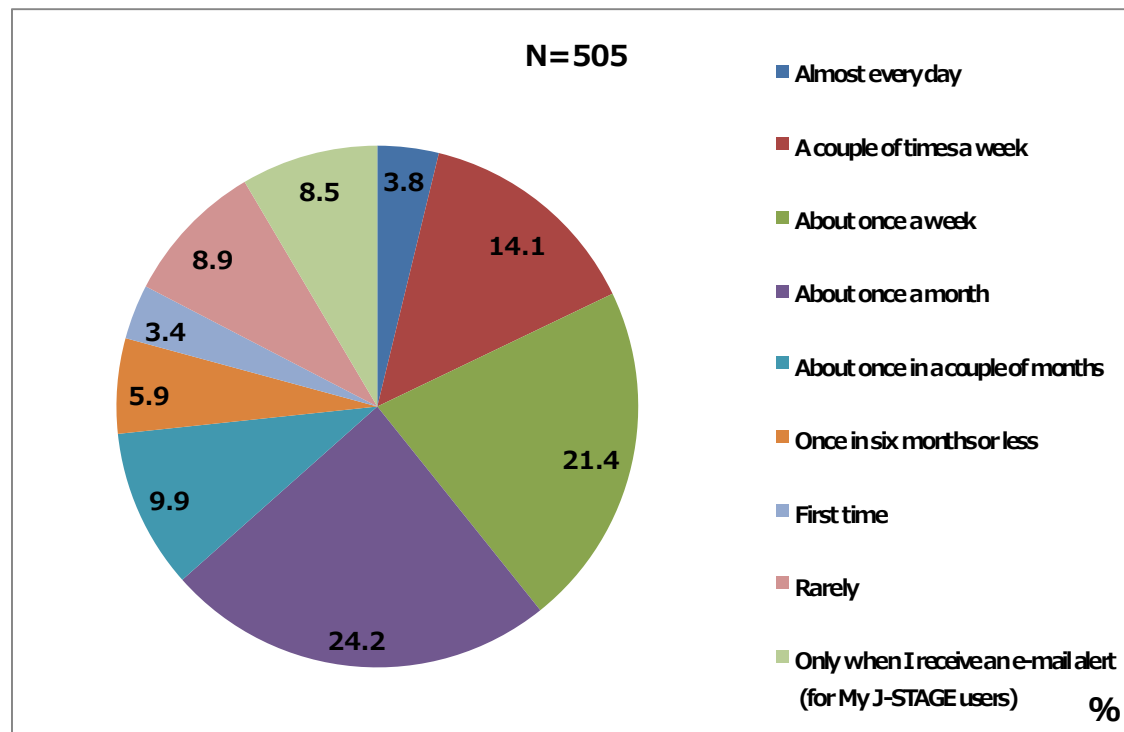
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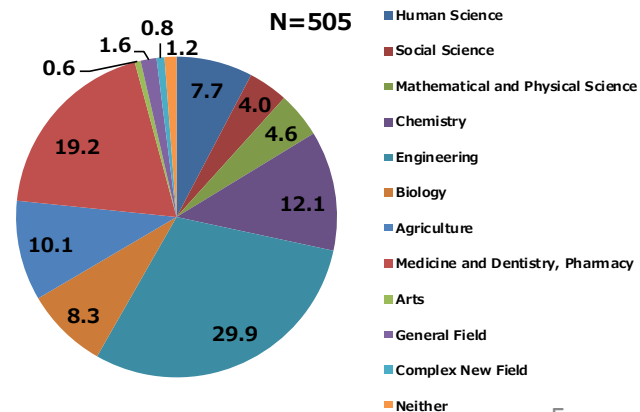
Detail

<type>

SA・・・・・・Single
MA・・・・・・ Multi
NA・・・・・・・Number
FA・・・・・・・Free

■ How many times do you usually use J-STAGE?

Q1. How many times do you usually use J-STAGE?(Select one)

●The largest proportion of answers to usage frequencies of J-STAGE is "About once a month" 24.2%, next "About once a week" 21.4%, and then "A couple of times a week" 14.1%.

N=505

- Almost every day
- A couple of times a week
- About once a week
- About once a month
- About once in a couple of months
- Once in six months or less
- First time
- Rarely
- Only when I receive an e-mail alert (for My J-STAGE users)

%

Pie chart values: 3.8, 14.1, 21.4, 24.2, 9.9, 5.9, 3.4, 8.9, 8.5

■ How useful did you find (are you likely to find) J-STAGE?

Q2. How useful did you find (are you likely to find) J-STAGE?(Select one)

●The largest proportion of answers to how useful of J-STAGE is "Very useful" 48.1%. The positive answer accounts for 91.9%, which tells that they are satisfied.
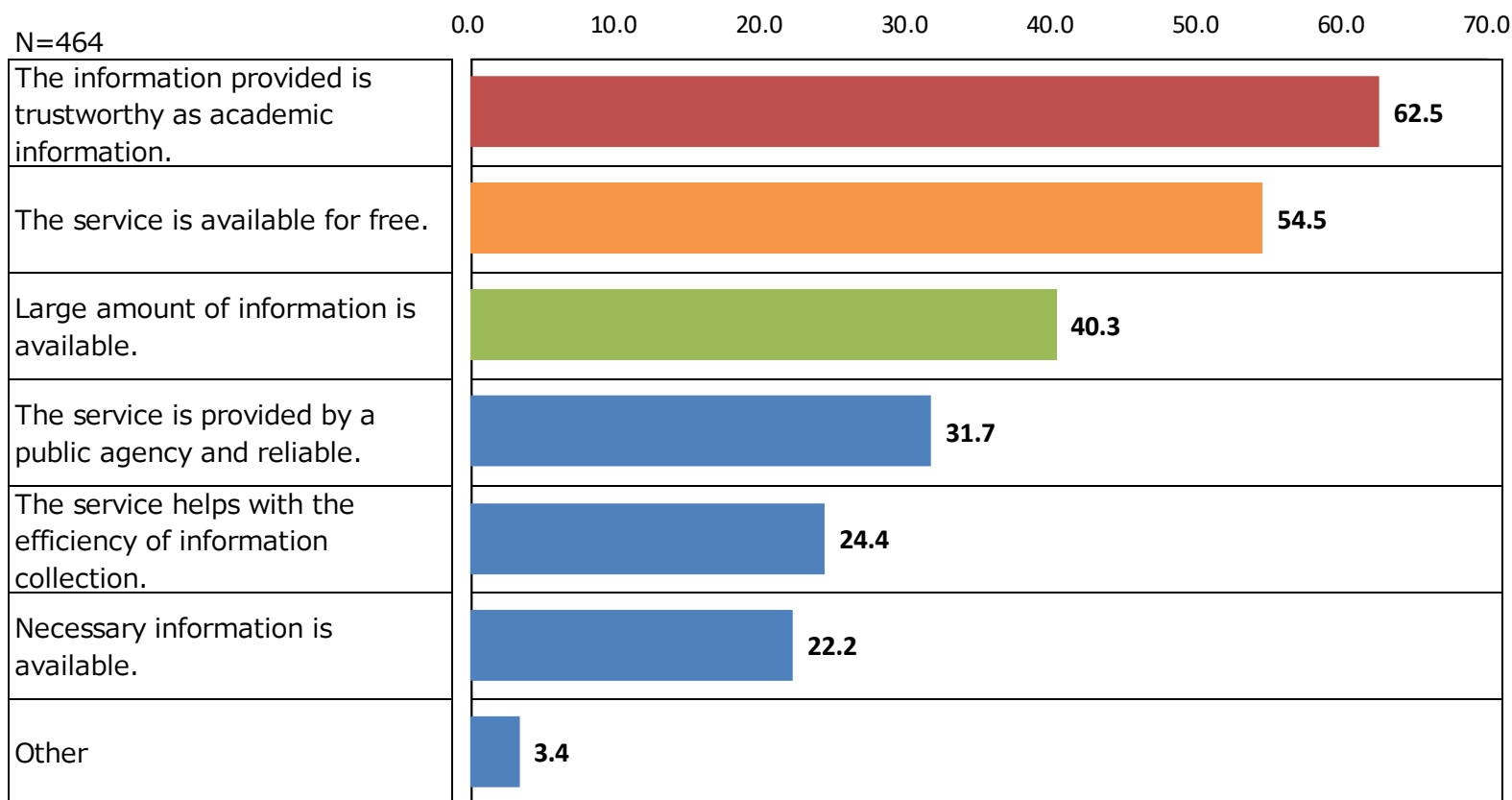
Useful total	91.9
Not useful total	8.1

N=505

- ■ Very useful
- ■ Somewhat useful
- ■ Not very useful
- ■ Not at all useful

2.0
6.1
48.1
43.8

%
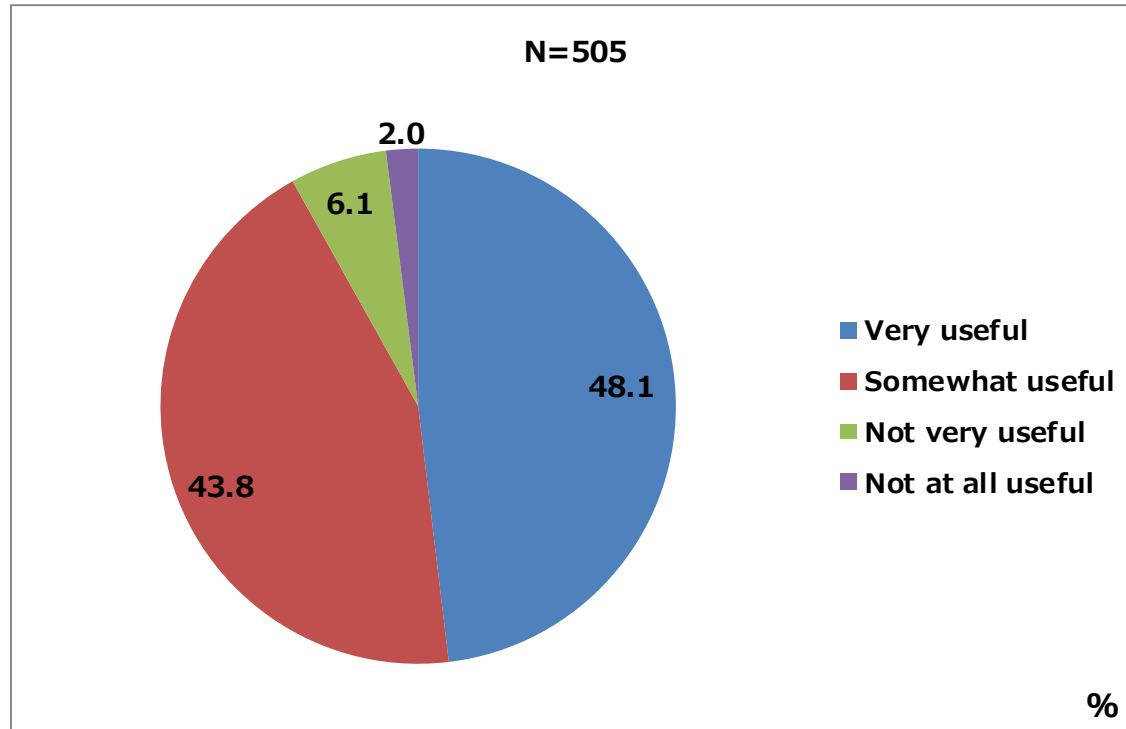
Why do you think J-STAGE is （likely to be） useful?

Q3. Why do you think J-STAGE is (likely to be) useful?(Select all that apply)

●The largest proportion of answers to why it is useful is "The information provided is trustworthy as academic information. " 62.5%, next "The service is available for free." 54.5%, and then "Large amount of information is available. " 40.3%.

N=464

Category	%
The information provided is trustworthy as academic information.	62.5
The service is available for free.	54.5
Large amount of information is available.	40.3
The service is provided by a public agency and reliable.	31.7
The service helps with the efficiency of information collection.	24.4
Necessary information is available.	22.2
Other	3.4

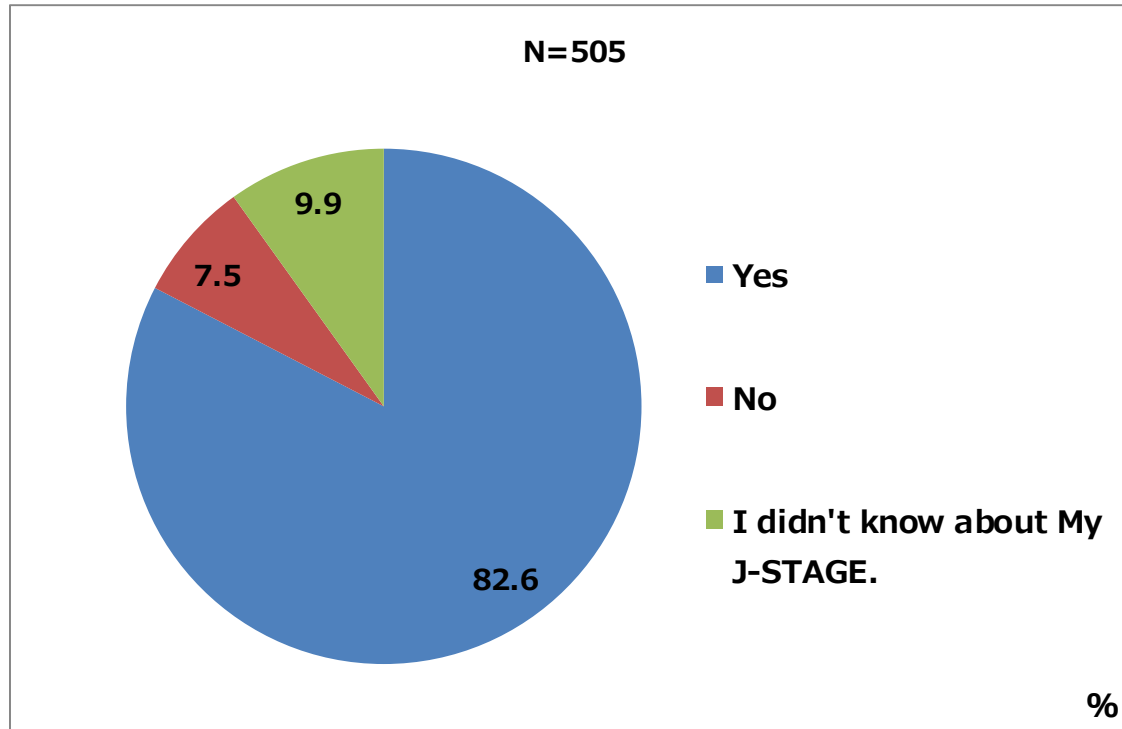n=30,largest proportion ■ 2nd proportion ■ 3rd proportion ■   ※ Ranking via descending order.
※ Unit:%

■ Are you registered for "My J-STAGE"?

Q4. Are you registered for My J-STAGE?(Select one) (My J-STAGE allows account holders to save favorite publications, articles, search profiles, etc.)
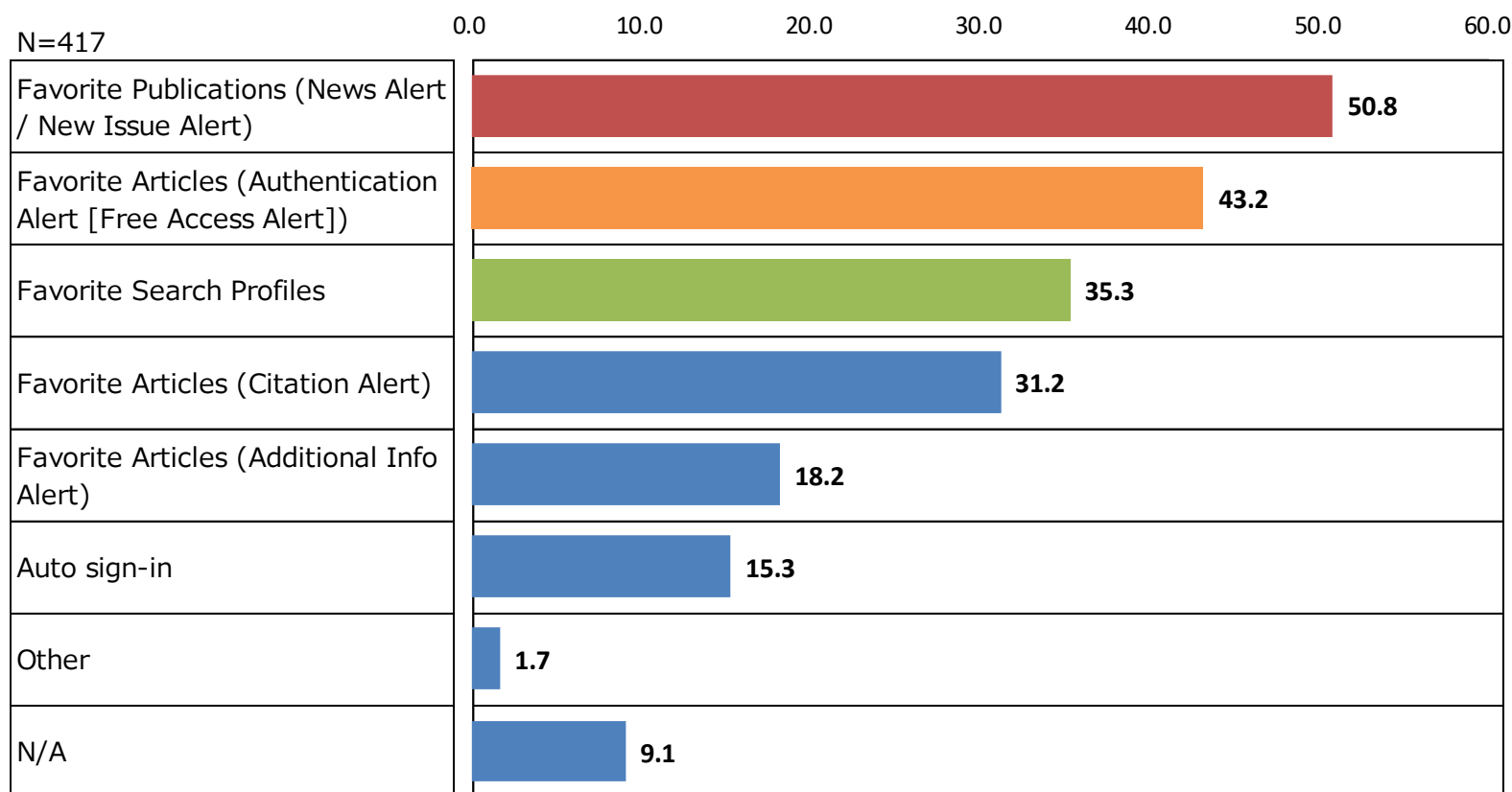
●About whether to register or not, the answer of "yes" is 82.6% and "no" is 7.5%. The degree of recognition of My J-STAGE is 90.1%.

N=505

9.9

7.5

82.6

■ Yes

■ No

■ I didn't know about My J-STAGE.

%

■ What features of My J-STAGE do you use often or think convenient?

Q5. What features of My J-STAGE do you use often or think convenient?(Select all that apply)

●The largest proportion of answers to features of using My J-STAGE often or thinking it's convenient is "Favorite Publications (News Alert / New Issue Alert)" 50.8%, next "Favorite Articles (Authentication Alert [Free Access Alert])" 43.2%, and then "Favorite Search Profiles " 35.3%.

N=417

Feature	%
Favorite Publications (News Alert / New Issue Alert)	50.8
Favorite Articles (Authentication Alert [Free Access Alert])	43.2
Favorite Search Profiles	35.3
Favorite Articles (Citation Alert)	31.2
Favorite Articles (Additional Info Alert)	18.2
Auto sign-in	15.3
Other	1.7
N/A	9.1

n=30,largest proportion ■ 2nd proportion ■ 3rd proportion ■   ※ Ranking via descending order.

※ Unit:%

11

Q6. What academic databases and search engines do you usually use?(Select all that apply)

●The largest proportion of answers to the academic database and search engines they usually use is "Google Scholar (Google)" 59.4%, next "Google Search (Google)" 56.6%, and then "ScienceDirect (Elsevier)" 52.7%.

N=495

Database	%
Google Scholar (Google)	59.4
Google Search (Google)	56.6
ScienceDirect (Elsevier)	52.7
ResearchGate	46.7
Scopus (Elsevier)	41.6
PubMed (NLM)	35.6
Web of Science (Clarivate	30.5
J-GLOBAL (JST)	27.3
ORCID iD (ORCID)	19.2
CiNii (National Institute of	17.2
IEEE Xplore (IEEE)	16.6
MEDLINE (NLM)	14.5
SciFinder (CAS)	11.7
EBSCO Discovery Service	10.3
Crossref (PILA)	7.9
NDL Search (National Diet	4.2
CAS Full Text Options (CAS)	3.4
NBDC (JST)	3.0
Summon (ProQuest LLC)	3.0
NDSL (Korea Institute of Science and Technology Information)	2.8
JDreamⅢ(G-Search)	2.6
Great East Japan Earthquake	1.6
Medical*Online (Meteo)	1.6
Ichushi-Web (Japan Medical	1.4
TRID (TRB)	1.0
Primo Central (Ex Libris)	1.0
WPRIM (WHO Western Pacific	0.2
Other	4.6

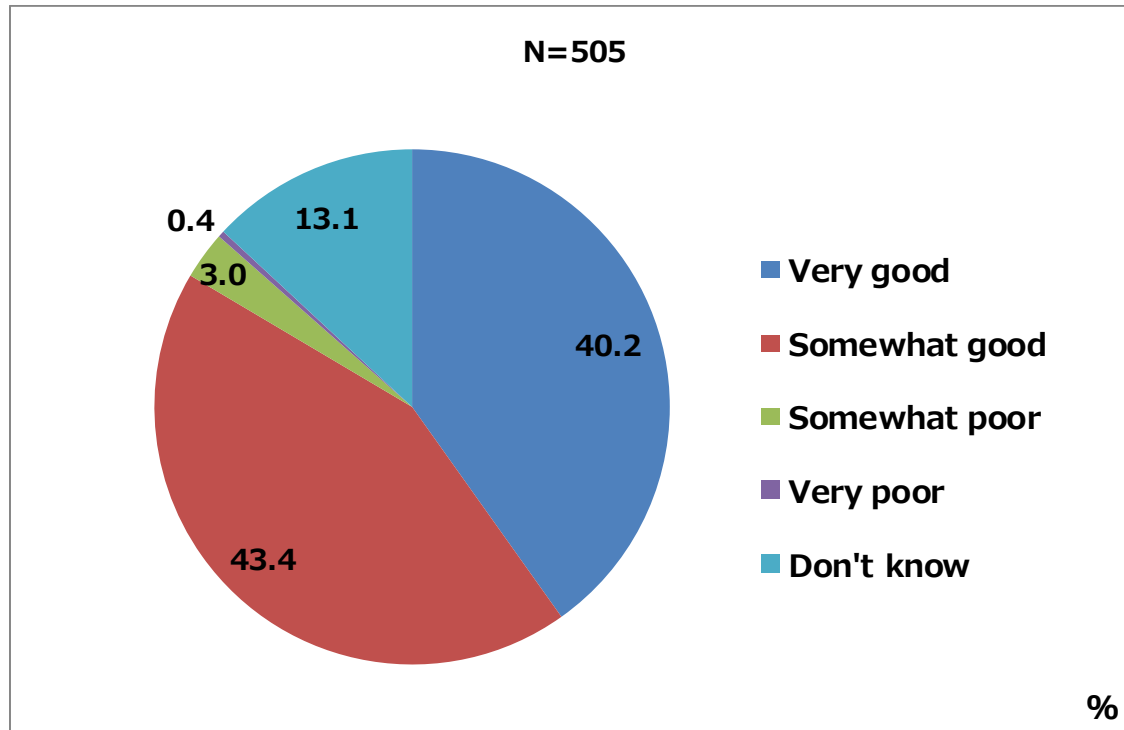n=30,largest proportion ■ 2nd proportion ■ 3rd proportion ■   ※ Ranking via descending order.

※ Unit:%

Please provide your opinion on new features usability.

Q7. The user interface of J-STAGE was redesigned and new features were added on November 25, 2017. Please provide your opinion on their usability.(Select one)

●The largest proportion of answers to usability of new features is "Somewhat good" 43.4%. The positive answer accounts for 83.6%, which tells that they satisfied very much.
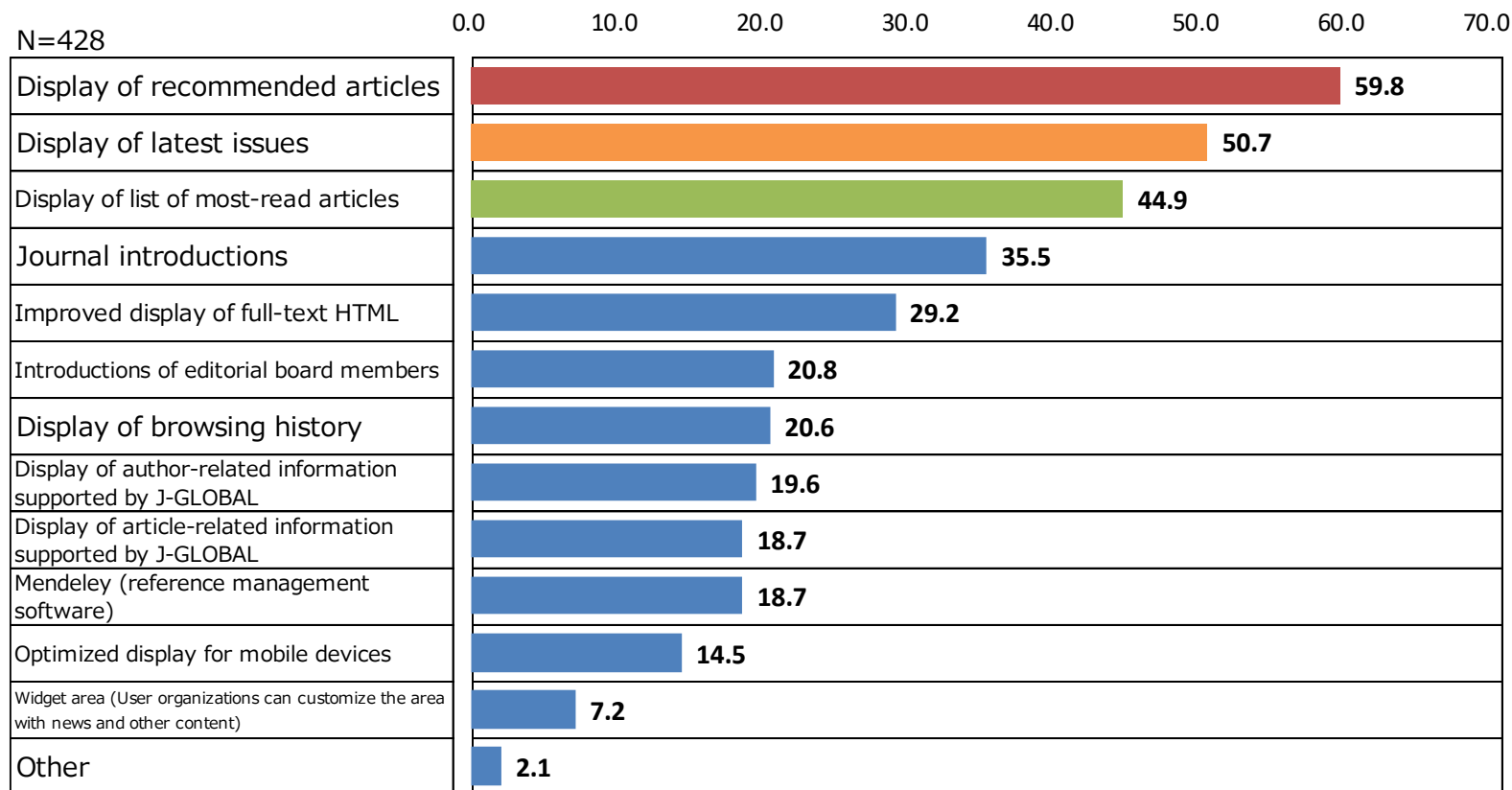
Good total	83.6
Poor total	3.4

N=505

Pie chart legend:
- Very good — 40.2
- Somewhat good — 43.4
- Somewhat poor — 3.0
- Very poor — 0.4
- Don't know — 13.1

%

Q8. Several features were added to the new user interface. Please let us know which features you think are particularly beneficial in publishing electronic journals.(Select all that apply)

●The largest proportion of answers to the features that seem to be particularly useful for the publication of electronic journals is "Display of recommended articles" 59.8%, next "Display of latest issues" 50.7%, and then "Display of list of most-read articles" 44.9%.

N=428

Feature	%
Display of recommended articles	59.8
Display of latest issues	50.7
Display of list of most-read articles	44.9
Journal introductions	35.5
Improved display of full-text HTML	29.2
Introductions of editorial board members	20.8
Display of browsing history	20.6
Display of author-related information supported by J-GLOBAL	19.6
Display of article-related information supported by J-GLOBAL	18.7
Mendeley (reference management software)	18.7
Optimized display for mobile devices	14.5
Widget area (User organizations can customize the area with news and other content)	7.2
Other	2.1

n=30,largest proportion ■ 2nd proportion ■ 3rd proportion ■   ※ Ranking via descending order.
※ Unit:%