The customer satisfaction survey of J-STAGE visitors in FY2018 （English）

Index

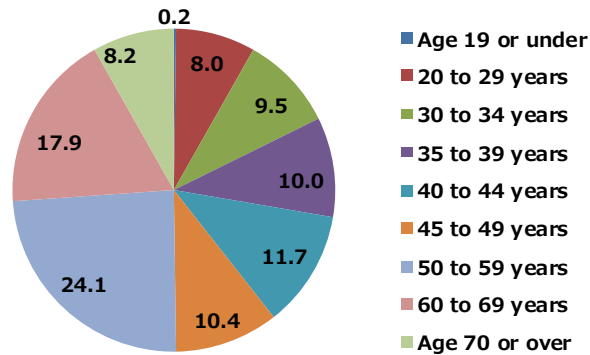【Outline of the survey】
【Profile of the respondents】

【Details】
- How often do you use J-STAGE?
- How do you browse J-STAGE?
- How useful did you find (are you likely to find) J-STAGE?
- Why do you think J-STAGE is (likely to be) useful?
- What features of J-STAGE do you use often or think convenient?
- Are you registered for "My J-STAGE"?
- What features of My J-STAGE do you use often or think convenient?
- Please select your request for J-STAGE if any applies.
- What academic databases and search engines do you usually use?
- Have you ever reused the article ?
- How did you obtain permission for reuse?
- Which services do you think will be useful to you?
- Would you like J-STAGE to publish open research data in addition to articles?
- Do you browse preprints?
- Have you ever posted to the preprint server?
- Do you think the preprint server is necessary in Japan or not?
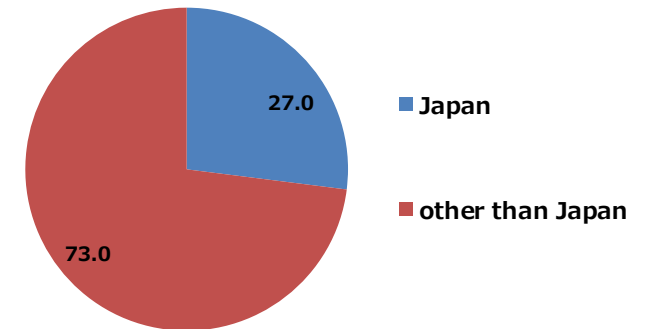
■ Outline of the survey

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	588
Method	Internet Research
period	10/1/2019～8/2/2019

Profile of the respondents

Age N=588

- 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

0.2, 8.0, 9.5, 10.0, 11.7, 10.4, 24.1, 17.9, 8.2

Region you live in N=588

- Japan — 27.0
- other than Japan — 73.0

Occupation N=588

- University/College — 54.3
- Public Institute — 5.1
- Government/Public Agency — 4.1
- School — 0.9
- Company — 18.4
- Hospital /Clinic — 3.7
- Self-employed or Freelance — 7.3
- Other — 6.3

Job category N=588

- Professor/Associate Professor — 26.9
- Lecturer/Assistant Professor — 14.5
- Postdoctoral Fellow/Research Fellow — 4.4
- Research positions other than the above — 9.0
- Planning — 0.5
- Design/Development — 1.4
- Manufacturing — 0.9
- Planning/Sales promotion
- Research/Consulting — 4.6
- Administrative — 13.3
- Doctral Student — 1.2
- Bachelor Student/Master Student — 7.3
- Doctor — 2.2
- Nurse — 3.2
- Without Occupation — 1.7
- Other — 9.0

Research category N=588

- Human Science — 4.1
- Social Science — 3.7
- Mathematical and Physical Science — 6.8
- Chemistry — 13.3
- Engineering — 34.2
- Biology — 8.5
- Agriculture — 8.5
- Medicine and Dentistry, Pharmacy — 15.6
- Arts — 0.2
- General Field — 0.7
- Complex New Field — 1.4
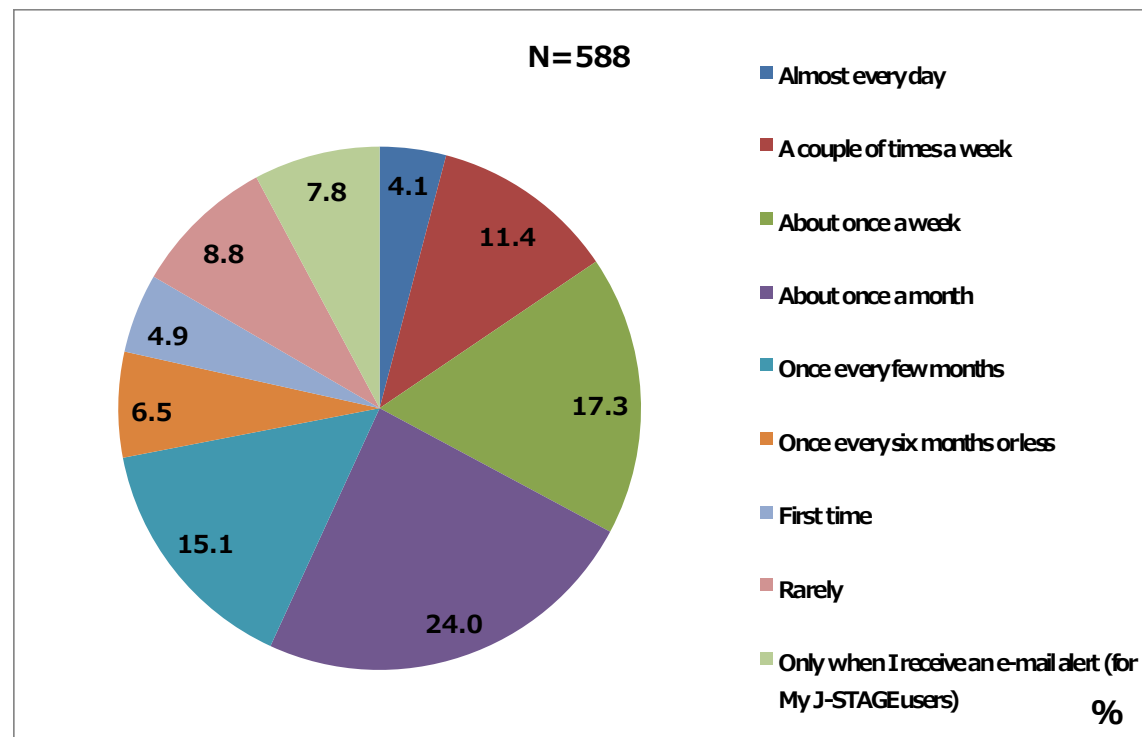- Neither — 3.1

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Details

■ How often do you use J-STAGE?

Q1. How often do you use J-STAGE? (Select one)

● The largest proportion of answers to usage frequency of J-STAGE is "About once a month" 24.0%, next "About once a week" 17.3%, then "Once every few months" 15.1%.

N=588

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

Pie chart values: 4.1, 11.4, 17.3, 24.0, 15.1, 6.5, 4.9, 8.8, 7.8

Q2. How do you browse J-STAGE? (Select all that apply)

●The largest proportion of answers to device for browsing J-STAGE is "PC" 96.4%, next "Smartphone" 10.2%, then "Tablet" 5.4%.

N=588

0.0	20.0	40.0	60.0	80.0	100.0	120.0

PC — 96.4

Smartphone — 10.2

Tablet — 5.4

Other — 1.5
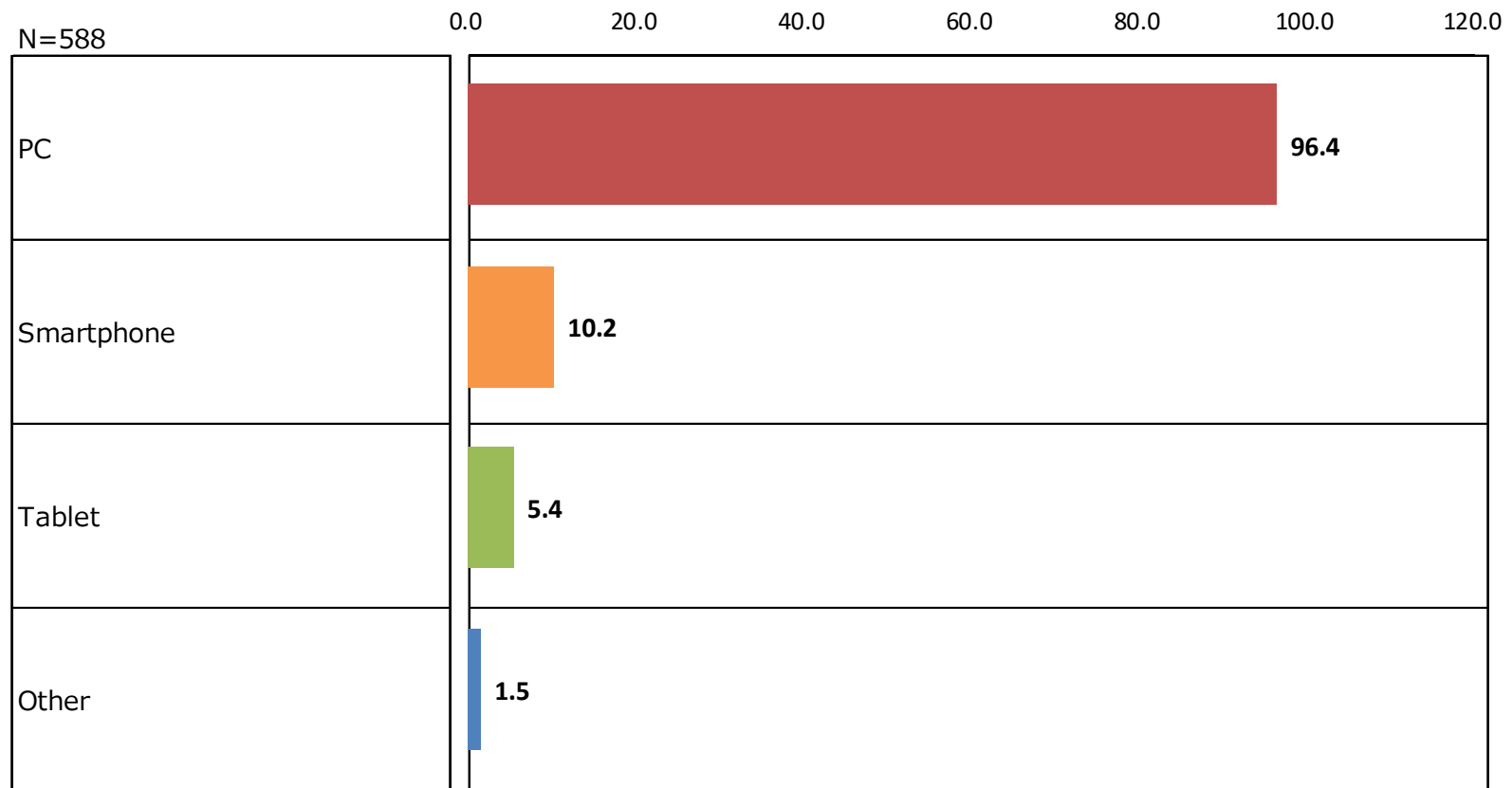
n=30,largest proportion ■ 2nd proportion ■ 3rd proportion ■   ※ Ranking via descending order.
※ Unit:%

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

Q3. How useful did you find (are you likely to find) J-STAGE?(Select one)

● The largest proportion of answers to the useful of J-STAGE is "Very useful" 52.4%. The positive answer accounts for 93.0%, which shows that they are satisfied.
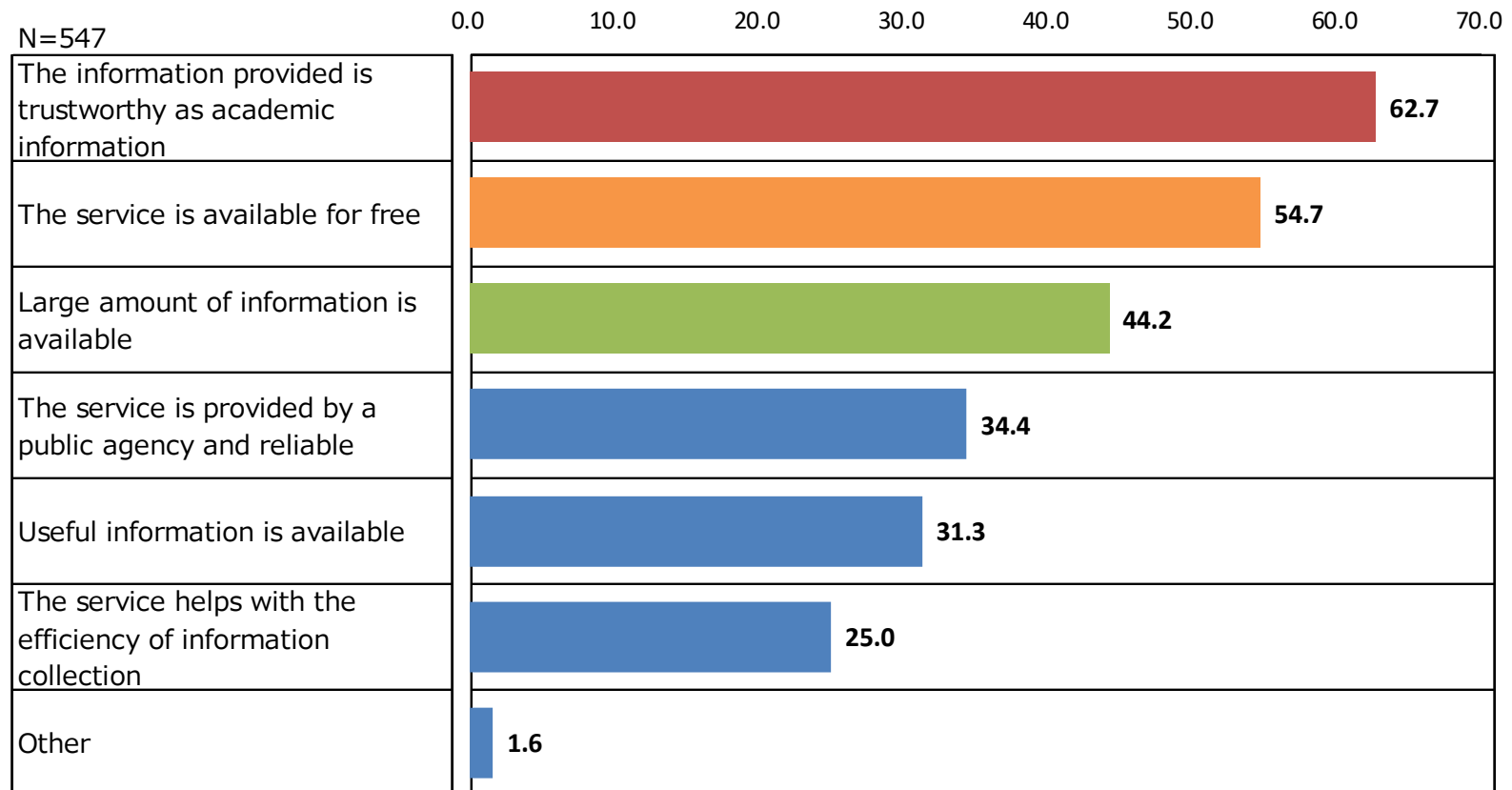
Useful total	93.0
Not useful total	7.0

N=588

1.7
5.3
40.6
52.4

■ Very useful

■ Somewhat useful

■ Not very useful
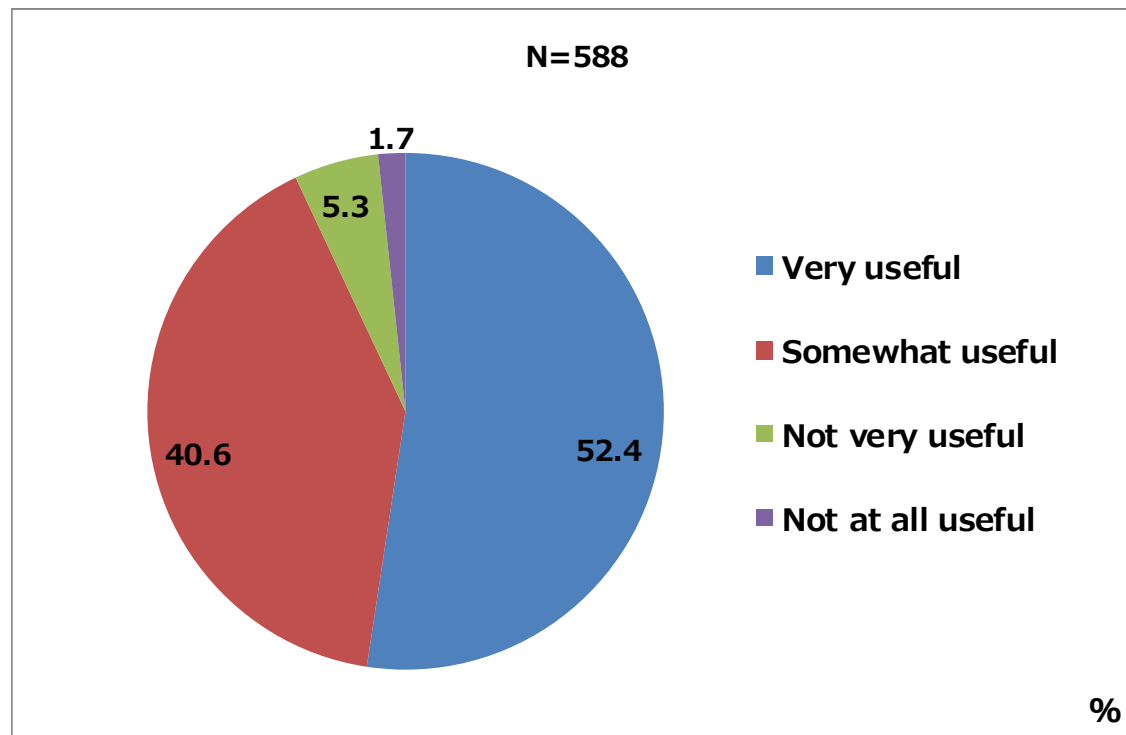
■ Not at all useful

%

Q4. 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" 62.7%, next "The service is available for free" 54.7%, then "Large amount of information is available" 44.2%.

N=547

The information provided is trustworthy as academic information	62.7
The service is available for free	54.7
Large amount of information is available	44.2
The service is provided by a public agency and reliable	34.4
Useful information is available	31.3
The service helps with the efficiency of information collection	25.0
Other	1.6

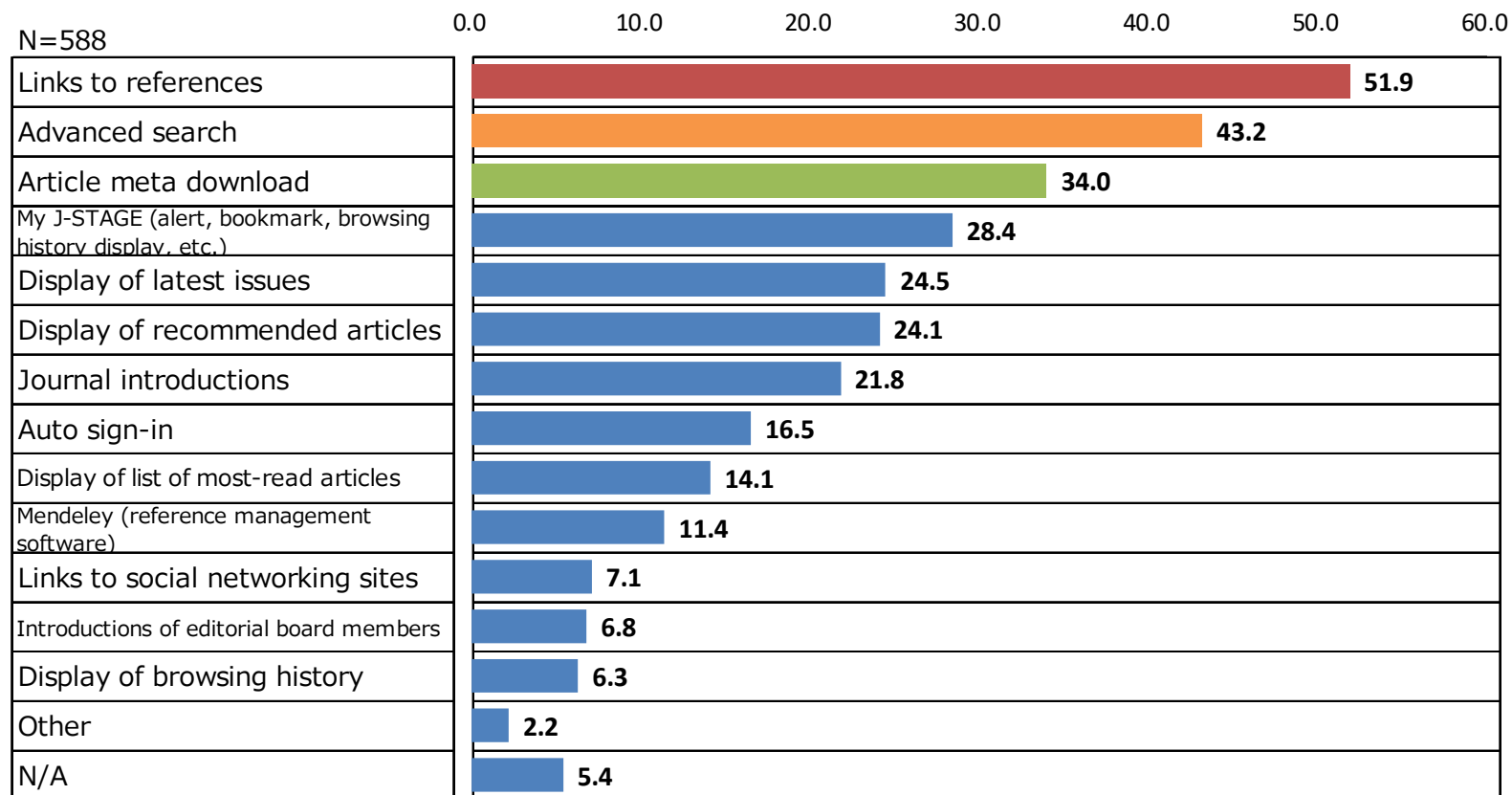n=30,largest proportion ■ 2nd proportion ■ 3rd proportion ■   ※ Ranking via descending order.
※ Unit:%

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

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

● The largest proportion of answers to features of using J-STAGE often or thinking it's convenient is "Links to references" 51.9%, next "Advanced search" 43.2%, then "Article meta download " 34.0%.

N=588

Feature	%
Links to references	51.9
Advanced search	43.2
Article meta download	34.0
My J-STAGE (alert, bookmark, browsing history display, etc.)	28.4
Display of latest issues	24.5
Display of recommended articles	24.1
Journal introductions	21.8
Auto sign-in	16.5
Display of list of most-read articles	14.1
Mendeley (reference management software)	11.4
Links to social networking sites	7.1
Introductions of editorial board members	6.8
Display of browsing history	6.3
Other	2.2
N/A	5.4

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

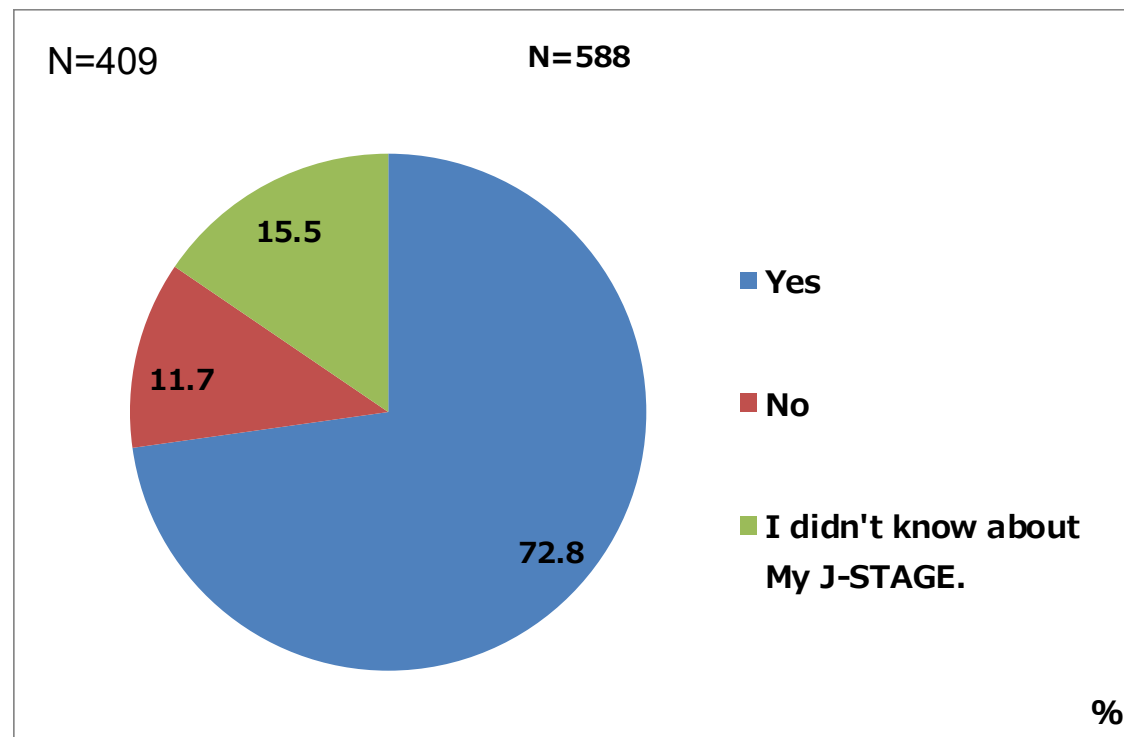※ Unit:%

Q6. Are you registered for My J-STAGE?(Select one)
(My J-STAGE allows account holders to save favorite publications, articles, search profiles, etc.)
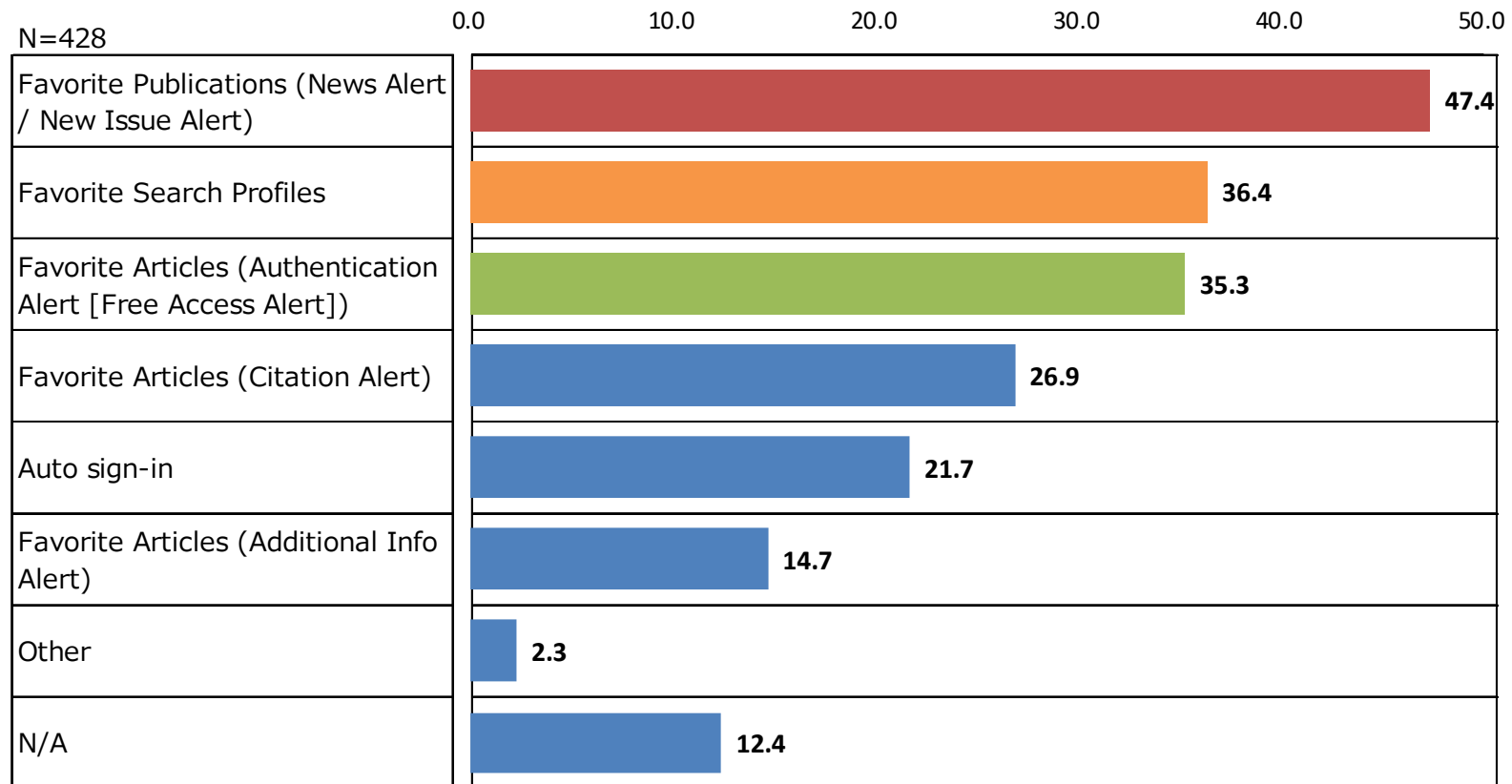
●About whether to register or not, the answer of "yes" is 72.8% and it has a great majority. The answer of "no" is 11.7%, and the degree of recognition of My J-STAGE is 84.5%.

N=409   **N=588**

- Yes
- No
- I didn't know about My J-STAGE.

15.5
11.7
72.8
%

Q7. 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)" 47.4%, next "Favorite Search Profiles" 36.4%, then "Favorite Articles (Authentication Alert [Free Access Alert])" 35.3%.

N=428

Feature	%
Favorite Publications (News Alert / New Issue Alert)	47.4
Favorite Search Profiles	36.4
Favorite Articles (Authentication Alert [Free Access Alert])	35.3
Favorite Articles (Citation Alert)	26.9
Auto sign-in	21.7
Favorite Articles (Additional Info Alert)	14.7
Other	2.3
N/A	12.4

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

※ Unit:%

Q8. (optional)Please select your requests for J-STAGE if any applies.(Select all that apply)

● The largest proportion of answers to requests to J-STAGE is "Display relevant articles" 45.0%, next "Speed up searches" 35.0%, then "Improve search accuracy" 32.4%.

N=500

	%
Display relevant articles	45.0
Speed up searches	35.0
Improve search accuracy	32.4
Add search functions (e.g. add search operators other than AND, OR)	29.0
Data Analysis especially for citation	22.4
Add a recommendation feature (e.g. show recommendations as "people who read this article also read")	20.8
Enhance support for reference management software (ENDNOTE, etc.)	16.8
Add a similar image search feature	15.8
Add storage and publication features for accompanying data (research data, etc.)	15.4
Improve page design	14.0
Implement new metrics and analytics such as altmetrics	9.4
Add a commenting feature	7.2
Implement a micropayment system (electronic money, etc.)	6.4
Other	4.8

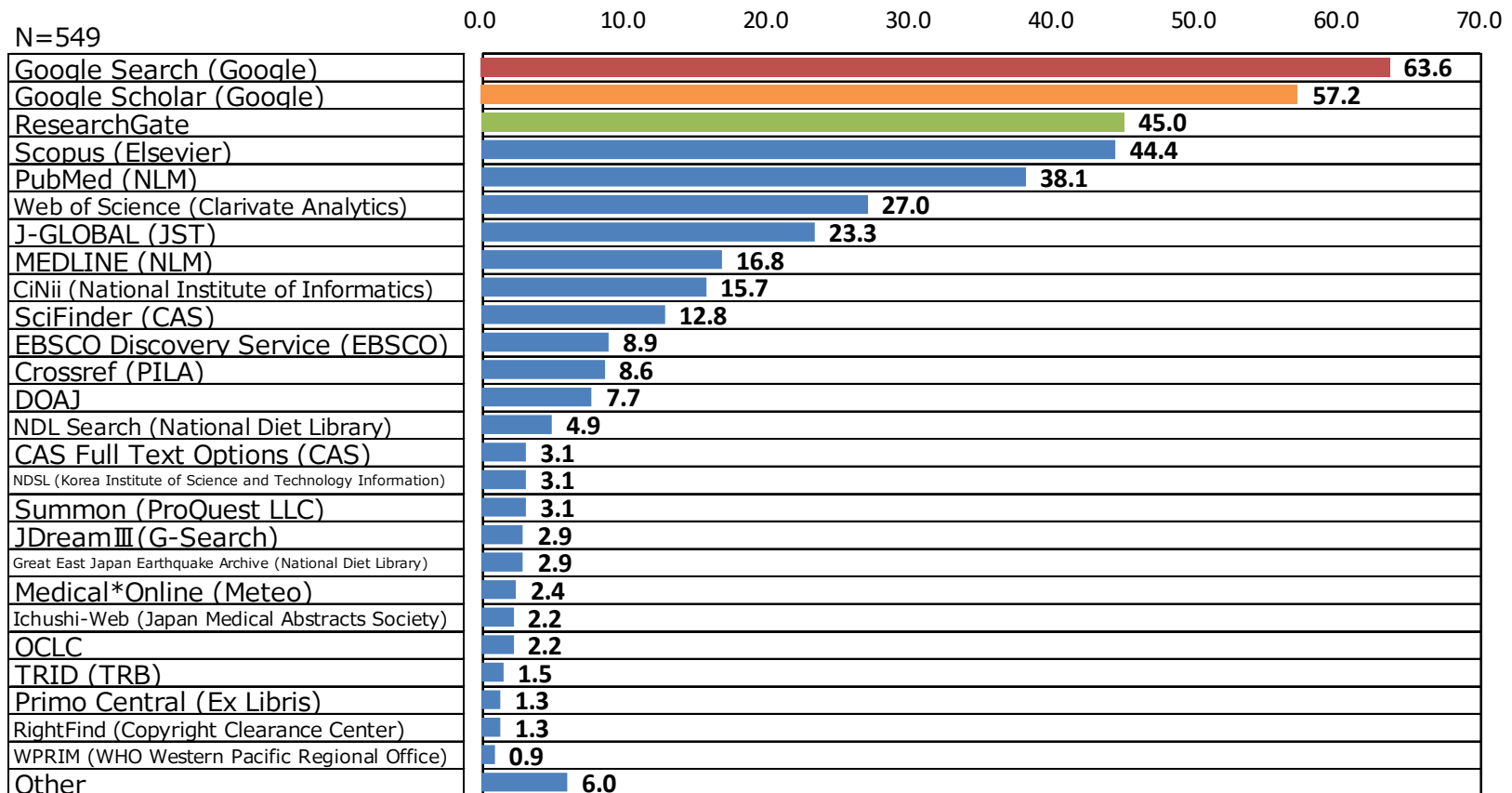n=30,largest proportion ■ 2nd proportion ■ 3rd proportion ■   ※ Ranking via descending order.

※ Unit:%

What academic databases and search engines do you usually use?

Q9. (optional)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 Search (Google)" 63.6%, next "Google Scholar (Google)" 57.2%, then "ResearchGate" 45.0%.

N=549

Database	%
Google Search (Google)	63.6
Google Scholar (Google)	57.2
ResearchGate	45.0
Scopus (Elsevier)	44.4
PubMed (NLM)	38.1
Web of Science (Clarivate Analytics)	27.0
J-GLOBAL (JST)	23.3
MEDLINE (NLM)	16.8
CiNii (National Institute of Informatics)	15.7
SciFinder (CAS)	12.8
EBSCO Discovery Service (EBSCO)	8.9
Crossref (PILA)	8.6
DOAJ	7.7
NDL Search (National Diet Library)	4.9
CAS Full Text Options (CAS)	3.1
NDSL (Korea Institute of Science and Technology Information)	3.1
Summon (ProQuest LLC)	3.1
JDreamⅢ(G-Search)	2.9
Great East Japan Earthquake Archive (National Diet Library)	2.9
Medical*Online (Meteo)	2.4
Ichushi-Web (Japan Medical Abstracts Society)	2.2
OCLC	2.2
TRID (TRB)	1.5
Primo Central (Ex Libris)	1.3
RightFind (Copyright Clearance Center)	1.3
WPRIM (WHO Western Pacific Regional Office)	0.9
Other	6.0

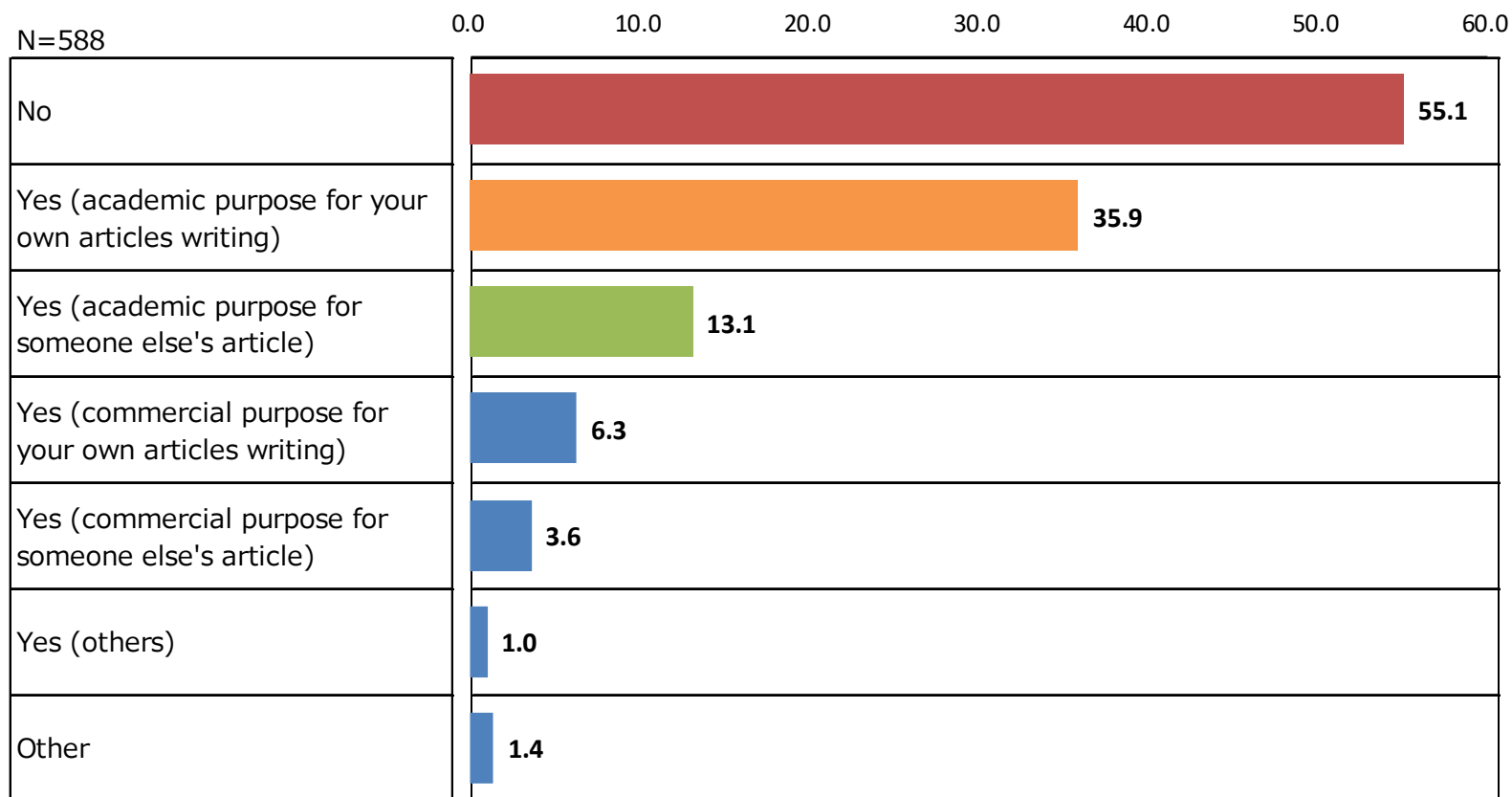n=30,largest proportion ■ 2nd proportion ■ 3rd proportion ■   ※ Ranking via descending order.

※ Unit:%

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■ Have you ever reuse the article ?

Q10. Most of the articles on J-STAGE can be read for free. However, there are a lot of articles which have no information and/or settings concerning reuse, so it is necessary to contact the copyright holder regarding conditions for reuse. Have you ever reused the article ?

● The largest proportion of answers to the experience and purpose of reusing articles is "No" 55.1%, next "Yes (academic purpose for your own articles writing)" 35.9%, then "Yes (academic purpose for someone else's article)" 13.1%.

N=588

	0.0 ... 60.0
No	55.1
Yes (academic purpose for your own articles writing)	35.9
Yes (academic purpose for someone else's article)	13.1
Yes (commercial purpose for your own articles writing)	6.3
Yes (commercial purpose for someone else's article)	3.6
Yes (others)	1.0
Other	1.4

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

15

Q11. (optional)If you answered that you have reused articles in the previous question (selected more than one answer), how did you obtain permission for reuse?(Select all that apply)

● The largest proportion of answers to the means of obtaining reuse permission is "Applied for the permission from the copyright holder(s)" 45.9%, next "Used according to reuse conditions such as CC license" 34.0%, then "Did not do any procedure" 28.2%.
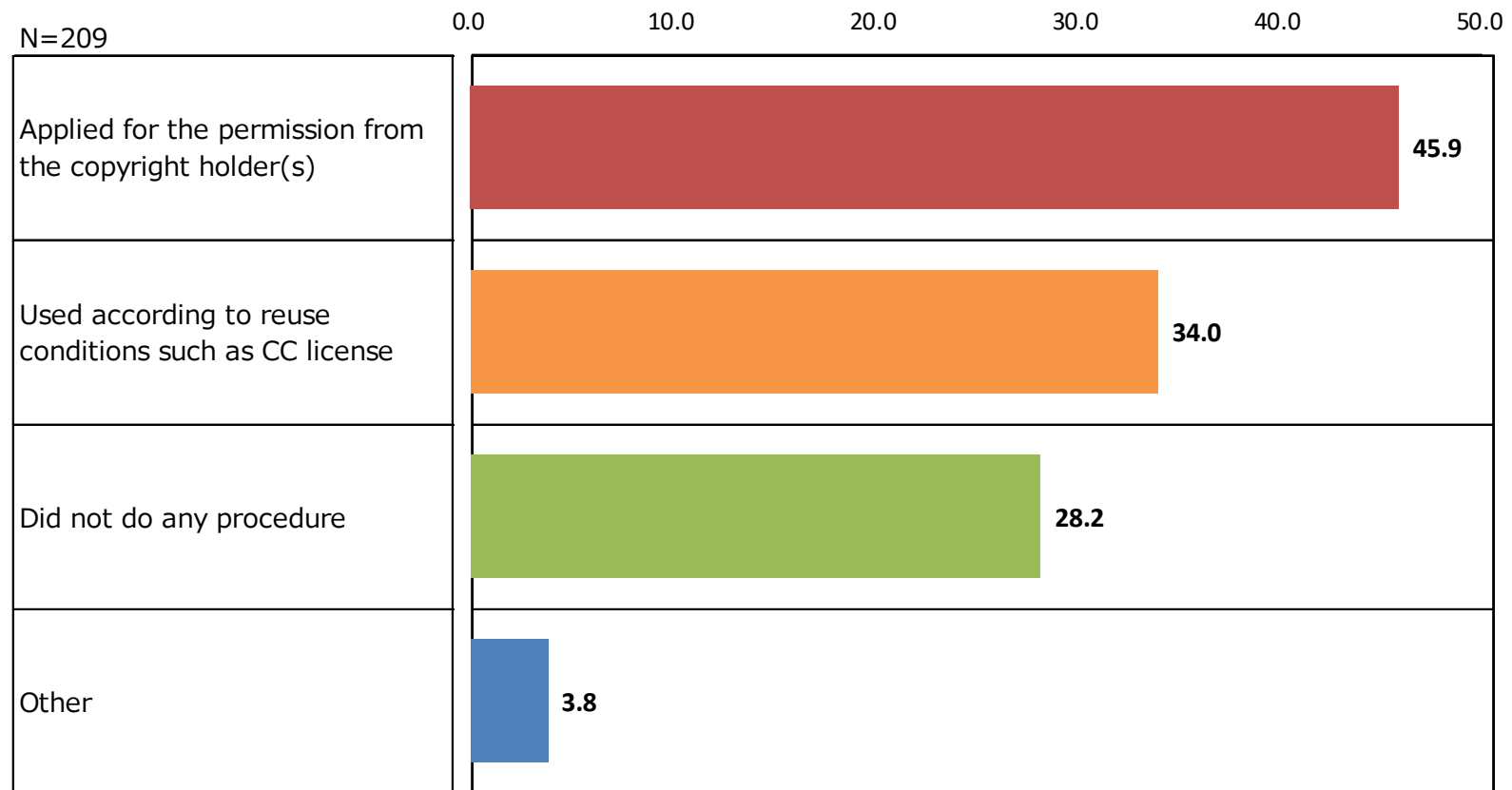
N=209

	0.0	10.0	20.0	30.0	40.0	50.0
Applied for the permission from the copyright holder(s)					45.9	
Used according to reuse conditions such as CC license				34.0		
Did not do any procedure			28.2			
Other	3.8					

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

16

Which services do you think will be useful to you?

● The largest proportion of answers to the useful service is "Link function from research paper to its underlying research data" 59.8%, next "Release of research data papers (data journal)" 50.8%, then "A server that publishes preprints" 34.9%.
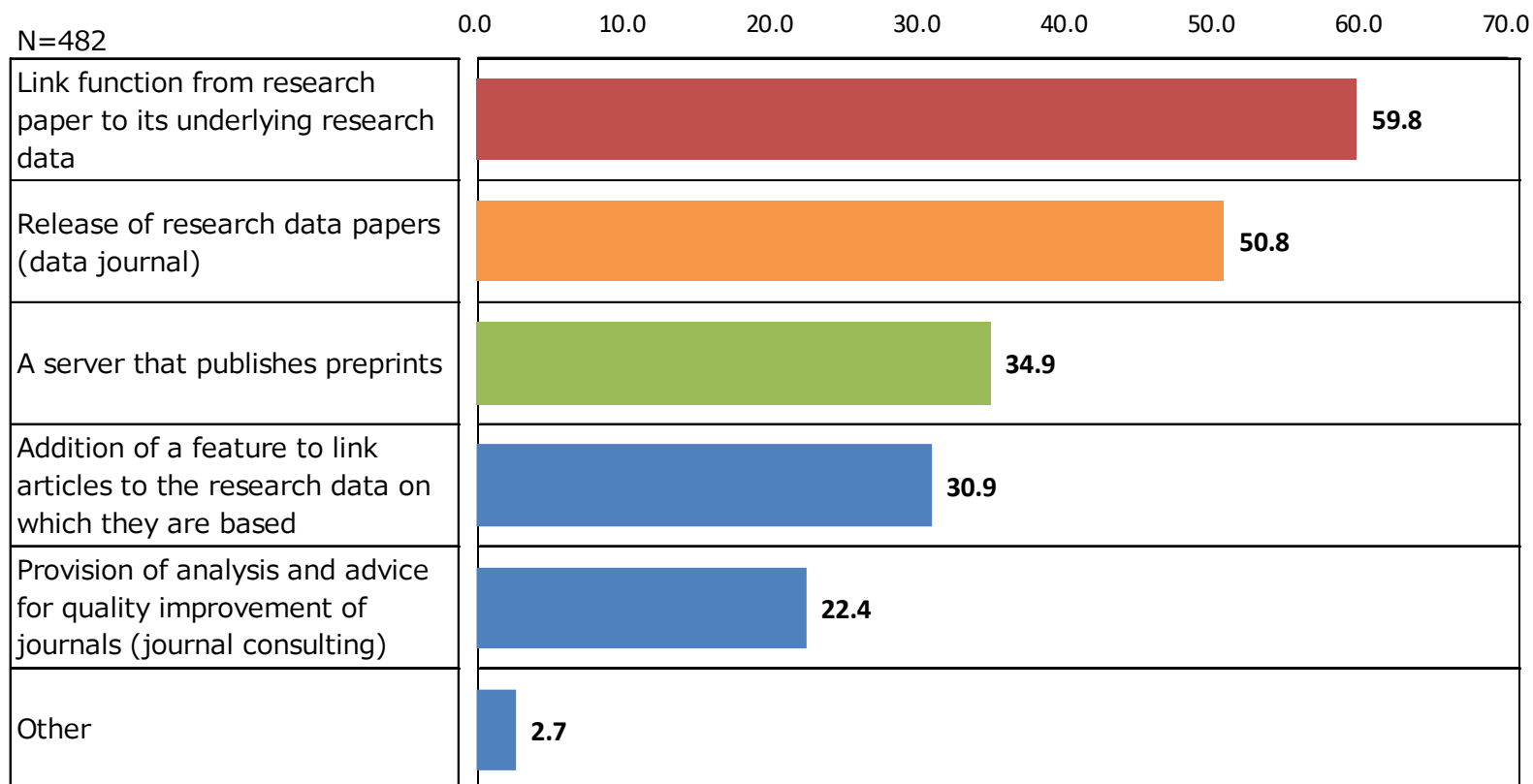
N=482

Link function from research paper to its underlying research data	59.8
Release of research data papers (data journal)	50.8
A server that publishes preprints	34.9
Addition of a feature to link articles to the research data on which they are based	30.9
Provision of analysis and advice for quality improvement of journals (journal consulting)	22.4
Other	2.7

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

※ Unit:%

■ Would you like J-STAGE to open research data in addition to articles?

Q13. Would you like J-STAGE to publish open research data in addition to articles?(Select one)

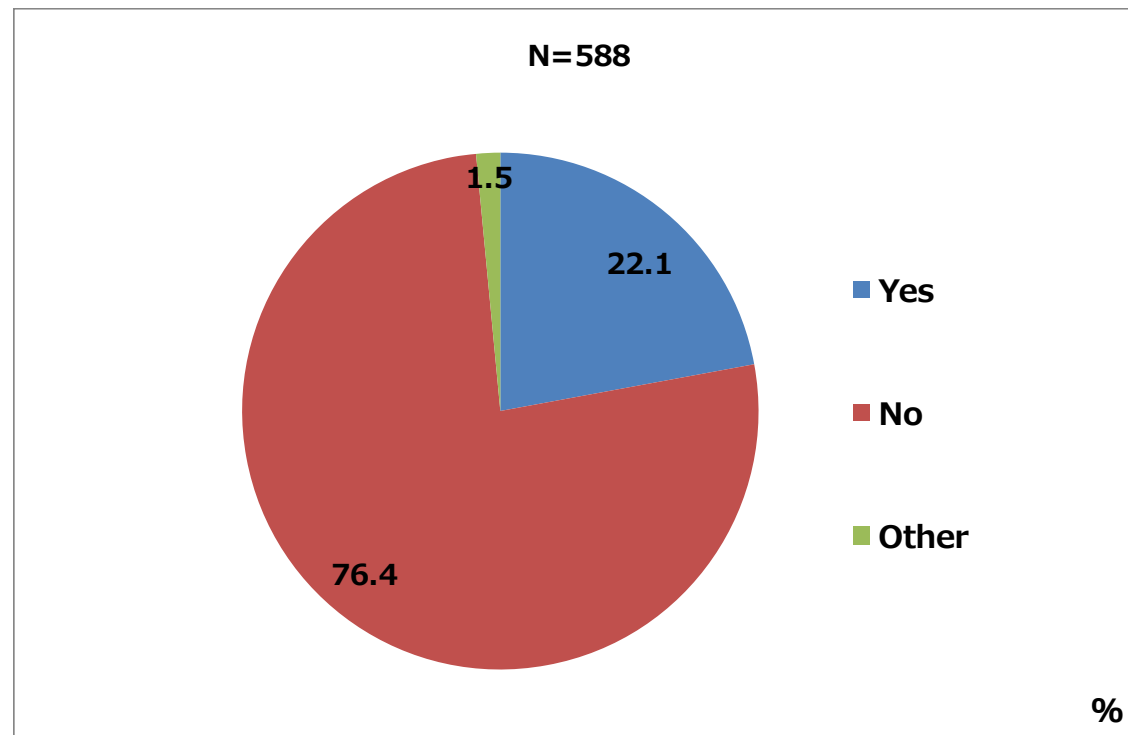● The majority of the respondents answered "No" (59.4%) to wanting J-STAGE to publish open research data.

N=588

- Yes — 38.4
- No — 59.4
- Other — 2.2

%
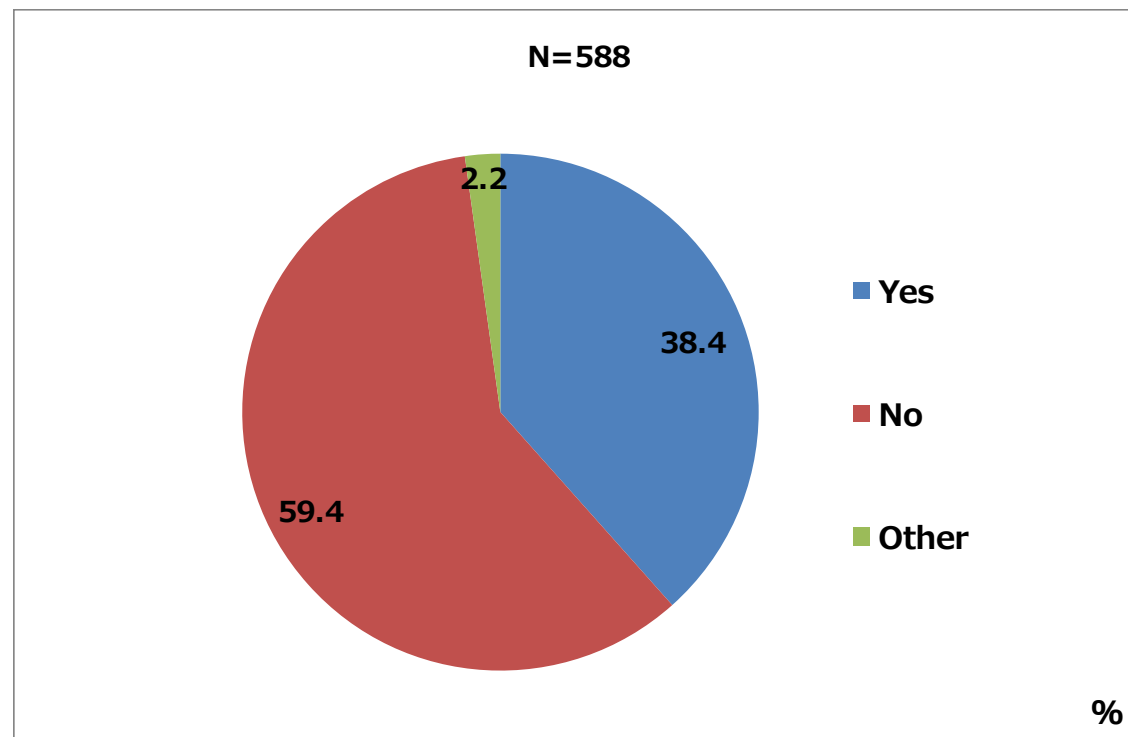
■ Do you browse preprints?

Q14. Do you browse preprints*? (Select one)
<preprints> *Upload articles to servers on the Internet before publication of academic journals.
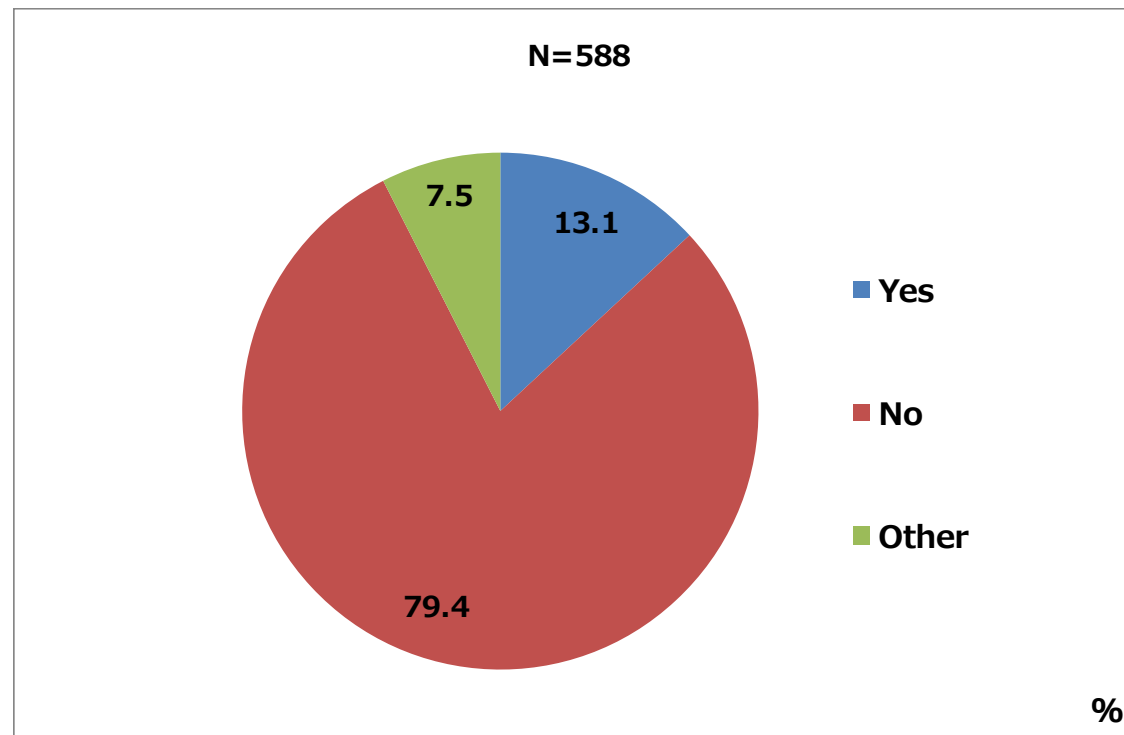
● The largest proportion of answers to browsing of preprint is "No" 76.4%.

N=588

1.5

22.1

76.4

■ Yes

■ No

■ Other

%

■ Have you posted to the pre-print server?

Q15. Have you posted to the pre-print server? (Select one)

● The majority of respondents answered "No" (79.4%) to the experience posting on a preprint server.

N=588

7.5

13.1

■ Yes

■ No

79.4

■ Other

%

Q16. Do you think the preprint server is necessary in Japan or not? (Select one)

● The necessity of a preprint server in Japan is "Yes" 32.1%, "No" 33.0%.

N=588

- Yes
- No
- Other