

**A customer satisfaction survey of JST information
service user in FY2020 (J-STAGE User)**

■ Index

- 2 ■ Index
- 3 ■ Outline
- 4 ■ Profile

【Detail】

- 6 ■ How often do you use J-STAGE?
- 7 ■ How do you browse J-STAGE?
- 8 ■ How useful did you find (are you likely to find) J-STAGE?
- 9 ■ Why do you think J-STAGE is (likely to be) useful?
- 10 ■ Why do you think J-STAGE is not (likely to be) useful?
- 11 ■ What features of J-STAGE do you use often or think convenient?
- 12 ■ Are you registered for My J-STAGE?
- 13 ■ What features of My J-STAGE do you use often or think convenient?
- 14 ■ Has there been any change in the frequency of use of J-STAGE since the COVID-19 pandemic?
- 15 ■ What academic databases or search engines do you usually use?
- 16 ■ What are the services of the JST information service you use other than J-STAGE?
- 17 ■ Have you ever reused an article?
- 18 ■ For what purpose did you make secondary use of the paper?
- 19 ■ How did you obtain permission?
- 20 ■ Which services do you think will be useful to you?
- 21 ■ Do you know about J-STAGE Data?
- 22 ■ How would you use such research data if given increased access?
- 23 ■ Do you browse preprints?
- 24 ■ Reasons for viewing the preprints.
- 25 ■ Reasons for not viewing the preprints.
- 26 ■ Have you posted to a preprint server?
- 27 ■ Reasons for submitting your paper to the preprint server.
- 28 ■ Reasons for not submitting your paper to the preprint server.
- 29 ■ If a preprint server was launched in Japan, do you think you would browse articles on the server or post articles to it?
- 30 ■ For what purpose do you plan to use a preprint server in Japan?
- 31 ■ What features would you like to see in a preprint server launched by a Japanese institution?
- 32 ■ What are the preprint servers you usually use?

■ 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

594

Method

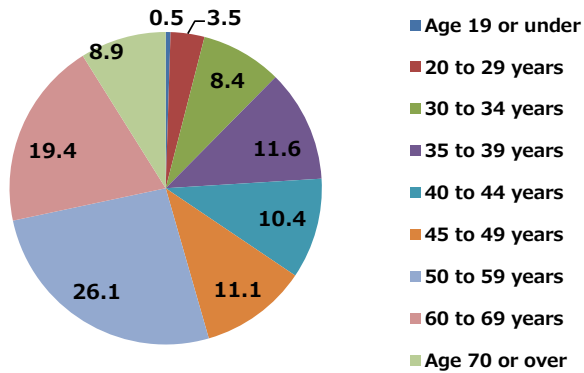
Internet Research

period

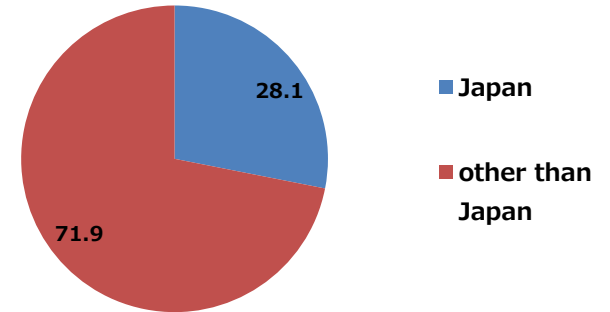
1/7/2021~2/5/2021

Profile

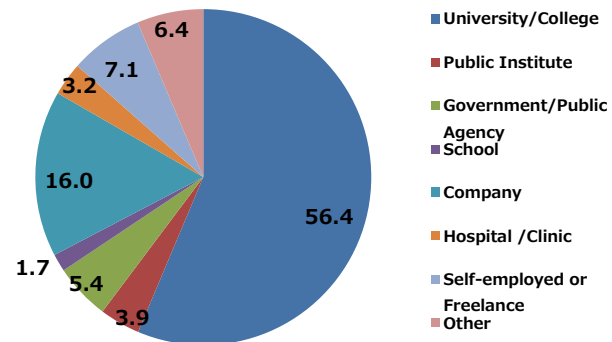
Age N=594



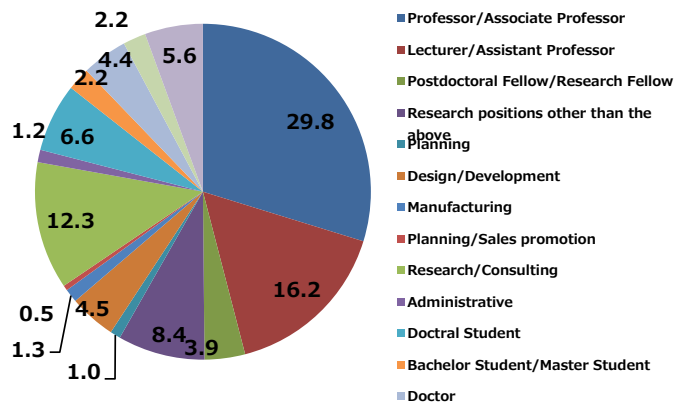
Region you live in N=594



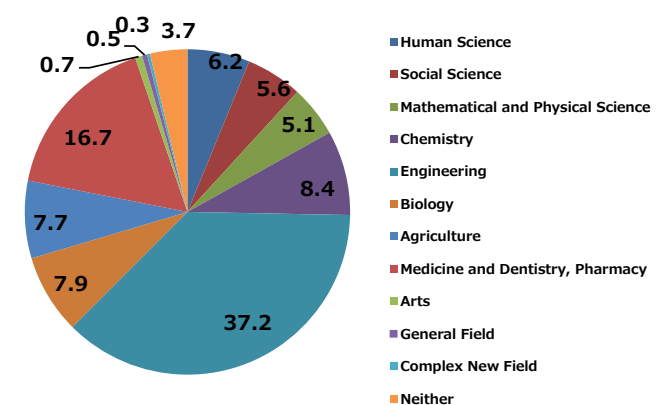
Present occupation N=594



Present job category N=594



The most appropriate research category N=594



 **Detail**

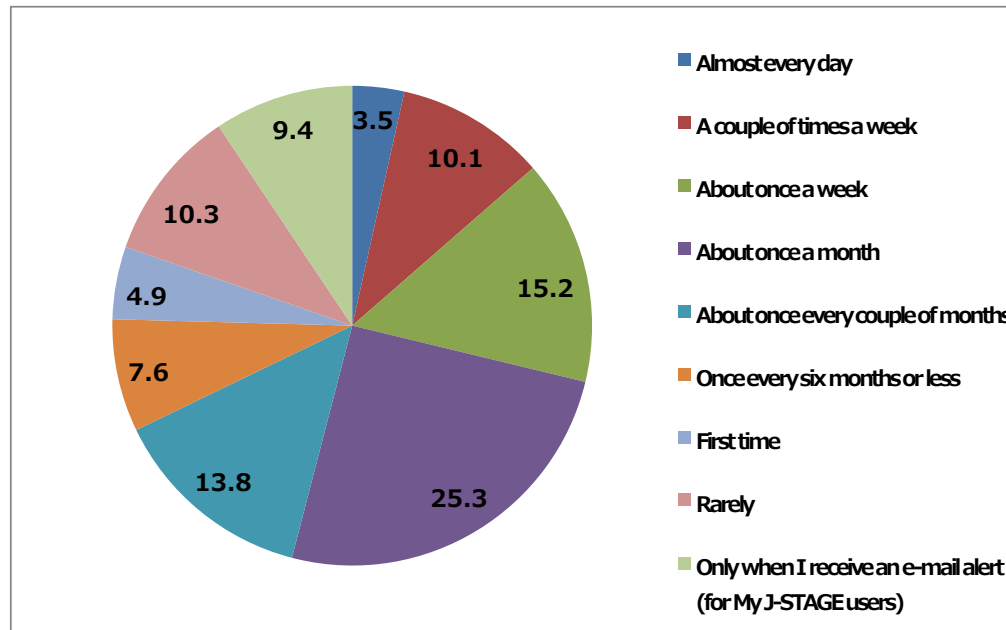
■ How often do you use J-STAGE?

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” 25.3%, next “About once a week” 15.2%, then “About once every couple of months”13.8%.

N=594

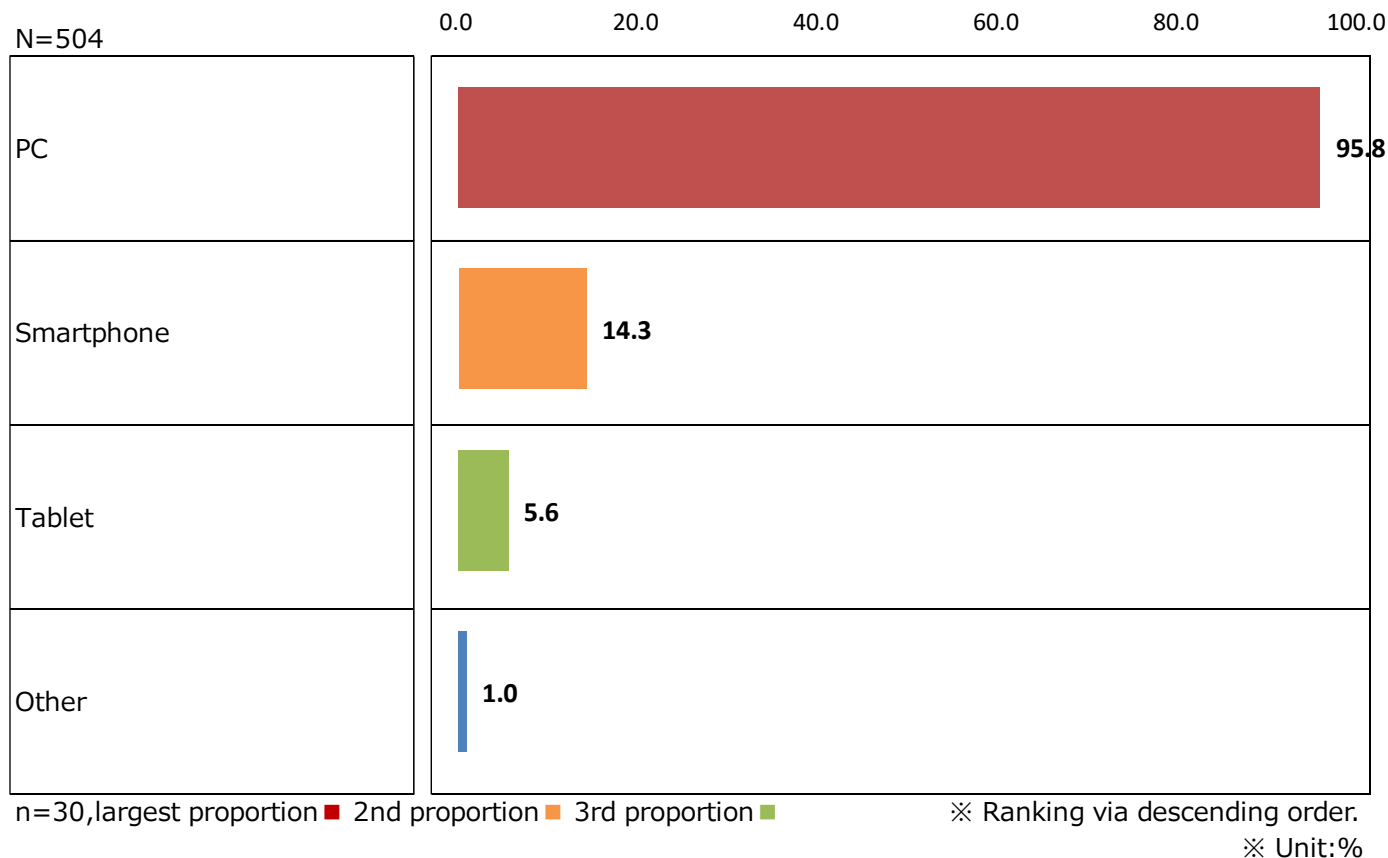
%



■ How do you browse J-STAGE?

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

- The largest proportion of answers to device for browsing J-STAGE is "PC" 95.8%, next "Smartphone" 14.3%, then "Tablet" 5.6%.



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

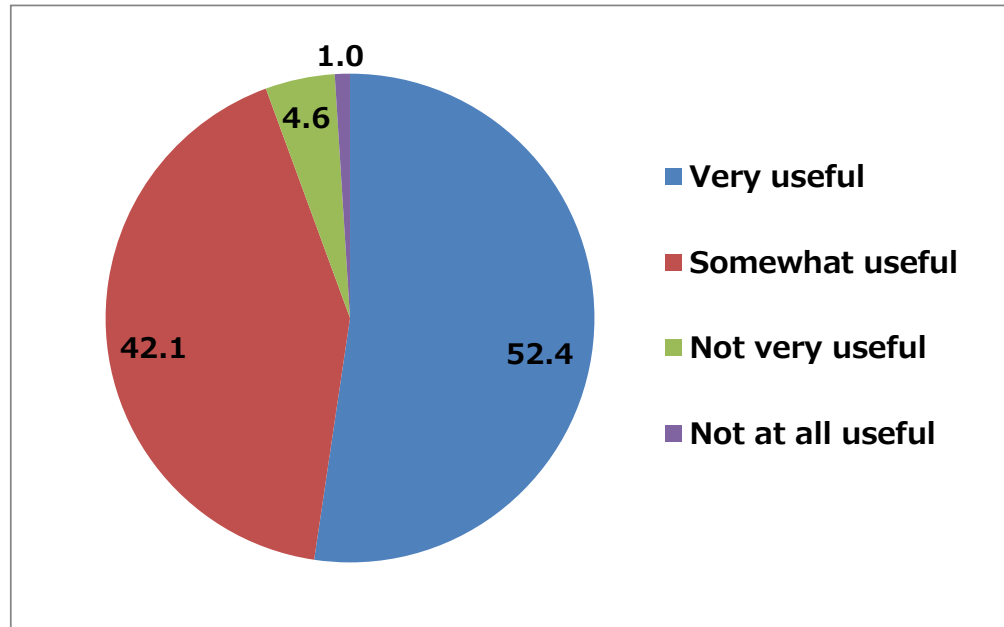
Q3. How useful did you find (are you likely to find) J-STAGE?(Select one)

- The largest proportion of answers to the usefulness of J-STAGE is "Very useful" 52.4%. The positive answer accounts for 94.5%, which shows that they are satisfied.

Useful total	94.5
Not useful total	5.6

N=504

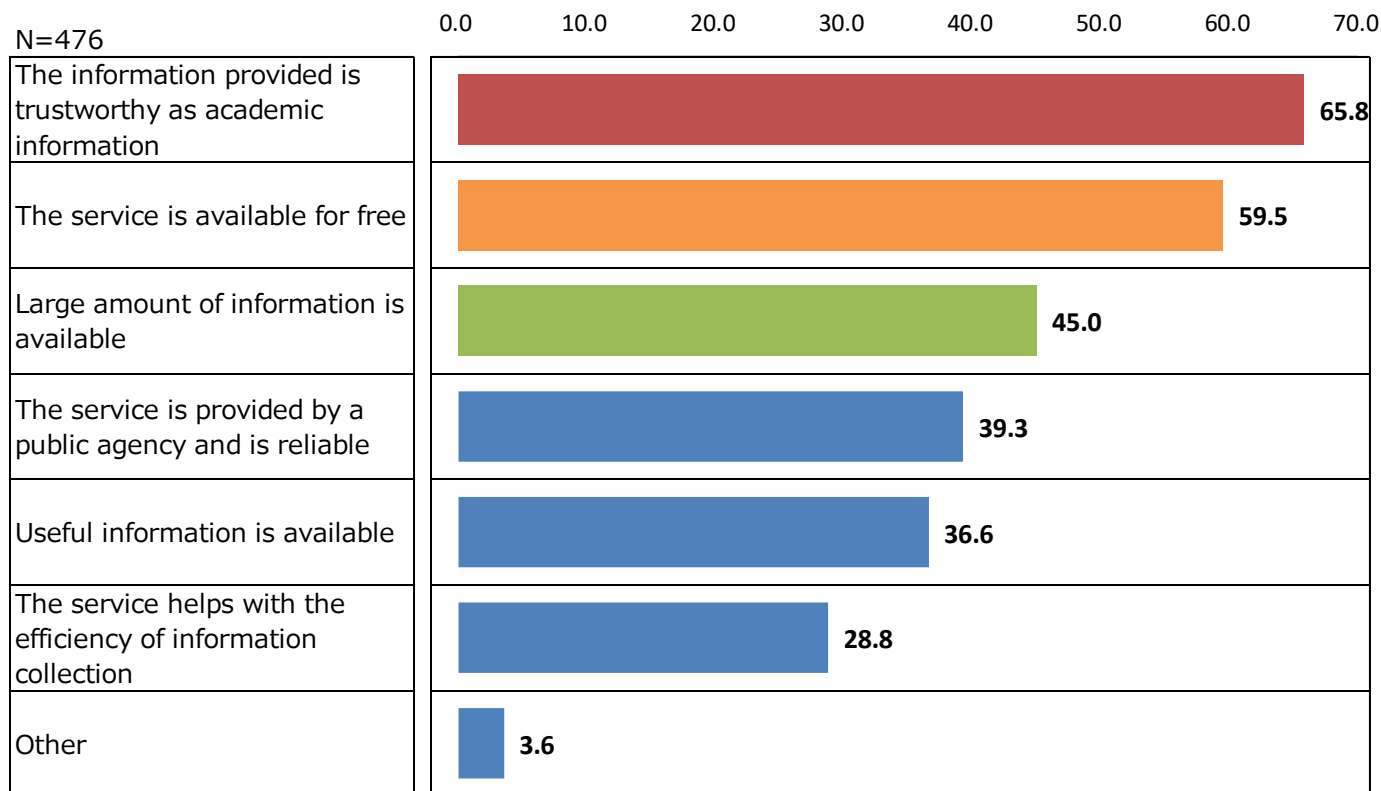
%



■ Why do you think J-STAGE is (likely to be) 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” 65.8%, next “The service is available for free” 59.5%, then “Large amount of information is available” 45.0%.



n=30, largest proportion ■ 2nd proportion ■ 3rd proportion ■

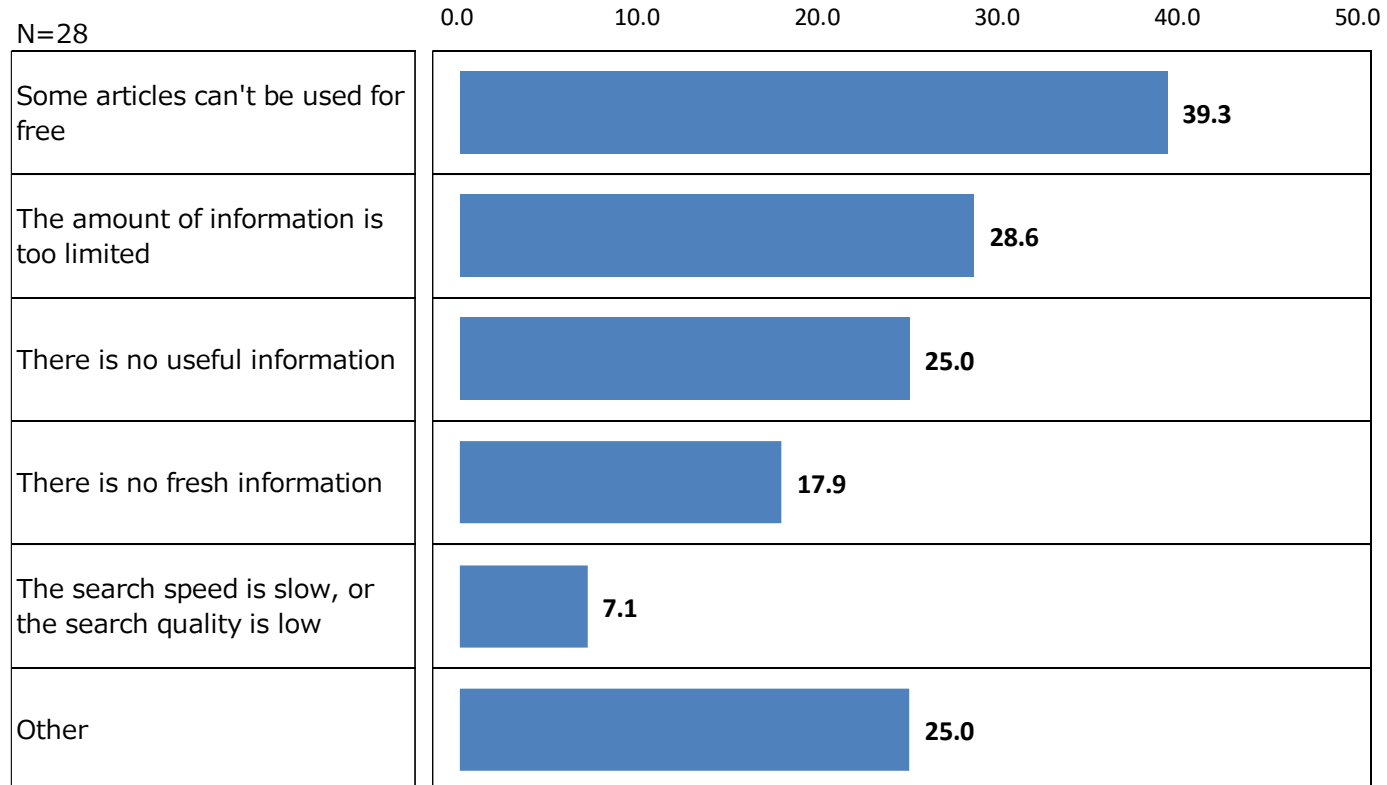
※ Ranking via descending order.

※ Unit:%

■ Why do you think J-STAGE is not (likely to be) useful?

Q5. Why do you think J-STAGE is not (likely to be) useful?(Select all that apply)

- The largest proportion of answers to why it is not useful is “Some articles can’t be used for free” 39.3%, next “The amount of information is too limited” 28.6%, then “There is no useful information ” 25.0%.



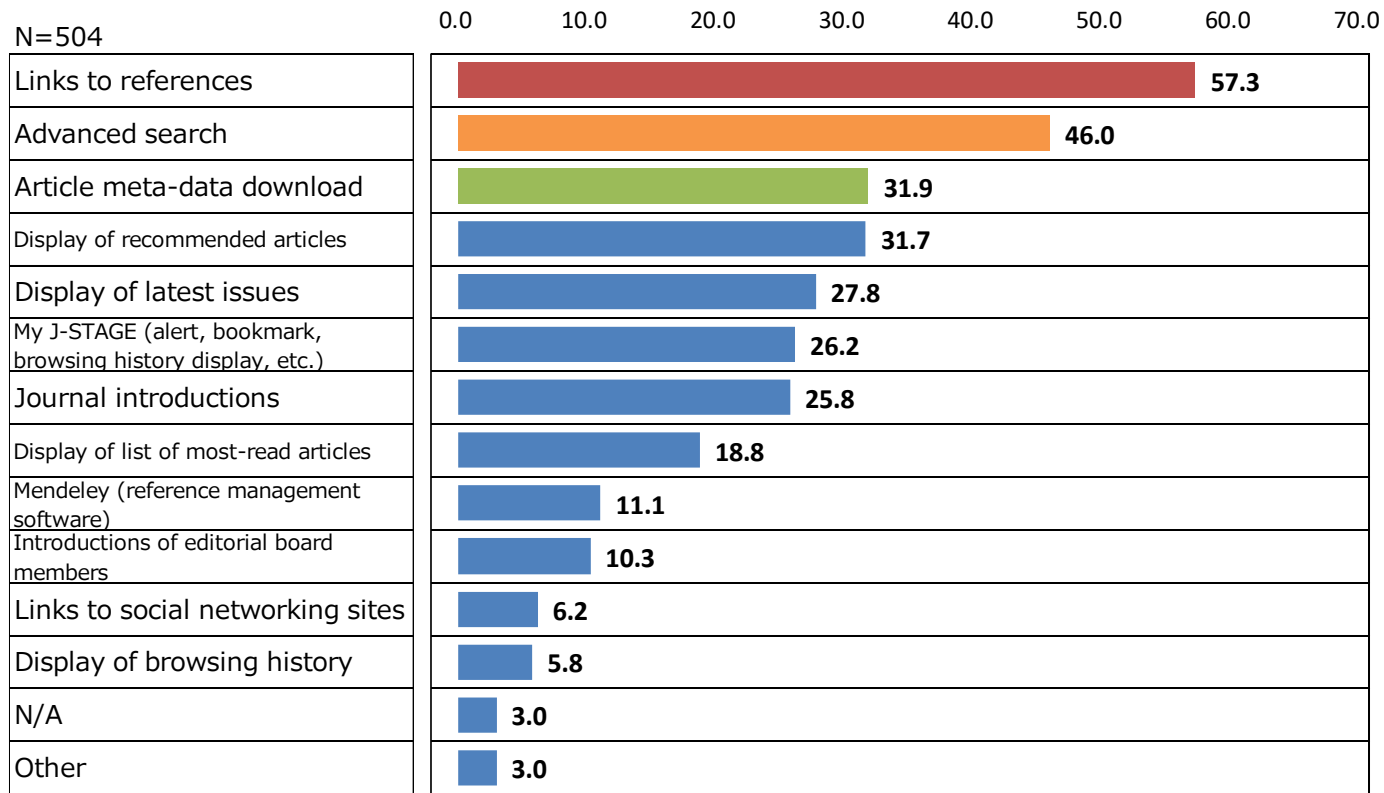
※ Ranking via descending order.

※ Unit:%

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

Q6. 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" 57.3%, next "Advanced search" 46.0%, then "Article meta-date download " 31.9%.



n=30, largest proportion ■ 2nd proportion ■ 3rd proportion ■

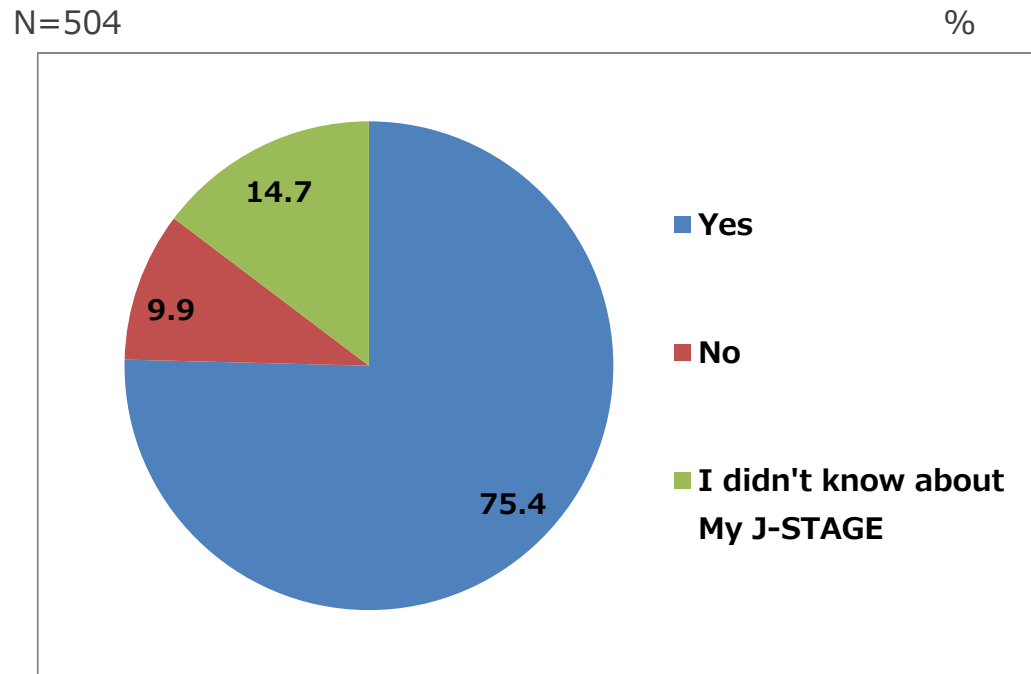
※ Ranking via descending order.

※ Unit:%

■ Are you registered for My J-STAGE?

Q7. Are you registered for My J-STAGE?(Select one)

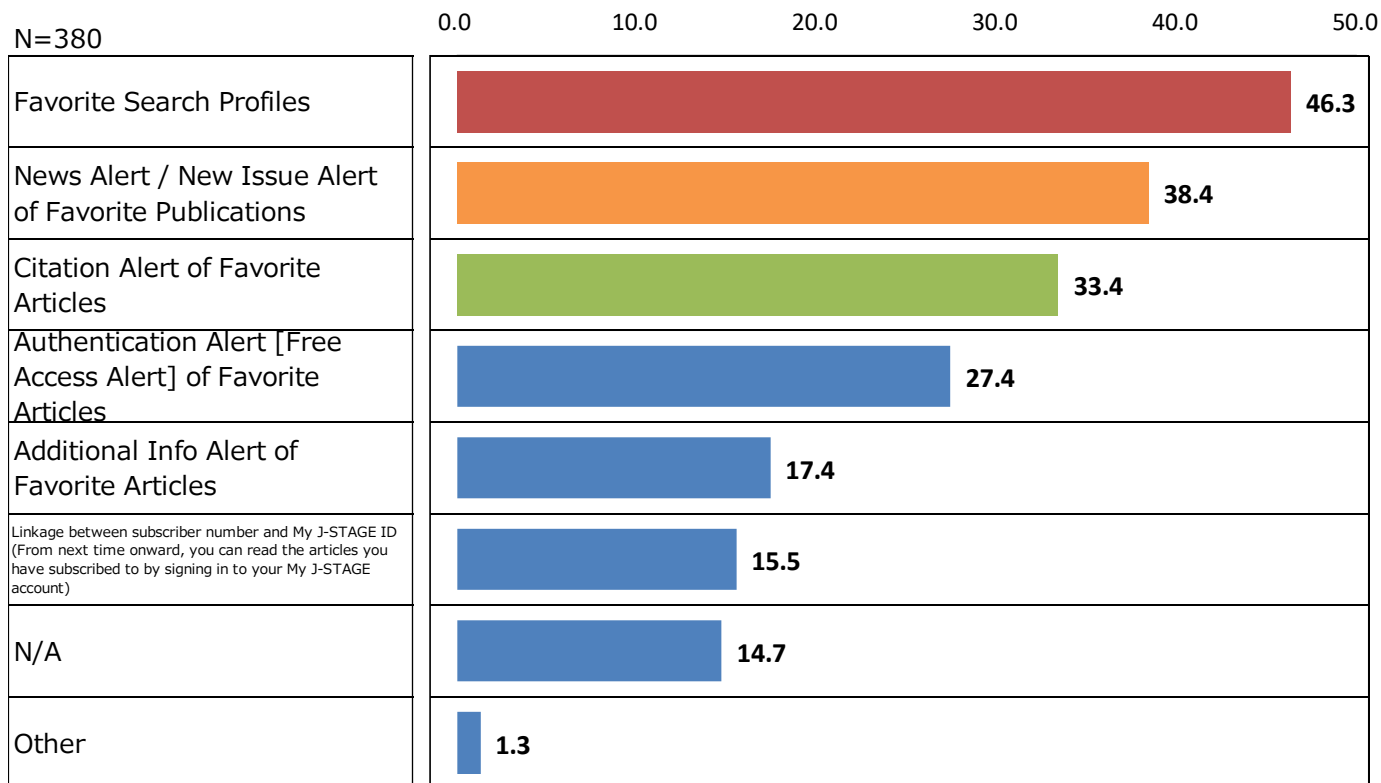
- About whether to register or not, the answer of "yes" is 75.4% and it has a great majority. The answer of "no" is 9.9%, and the degree of recognition of My J-STAGE is 85.3%.



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

Q8. 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 Search Profiles" 46.3%, next "News Alert / New Issue Alert of Favorite Publications" 38.4%, then "Citation Alert of Favorite Articles" 33.4%.



n=30, largest proportion ■ 2nd proportion ■ 3rd proportion ■

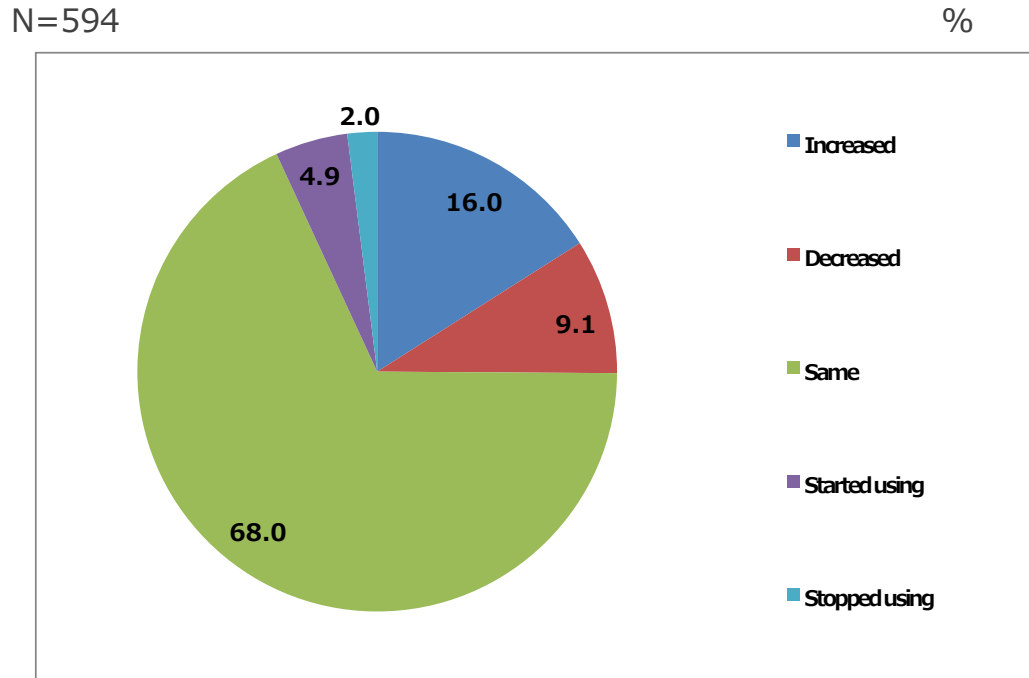
※ Ranking via descending order.

※ Unit:%

■ Has there been any change in the frequency of use of J-STAGE since the COVID-19 pandemic?

Q9. Has there been any change in the frequency of use of J-STAGE since the COVID-19 pandemic?(Select one)

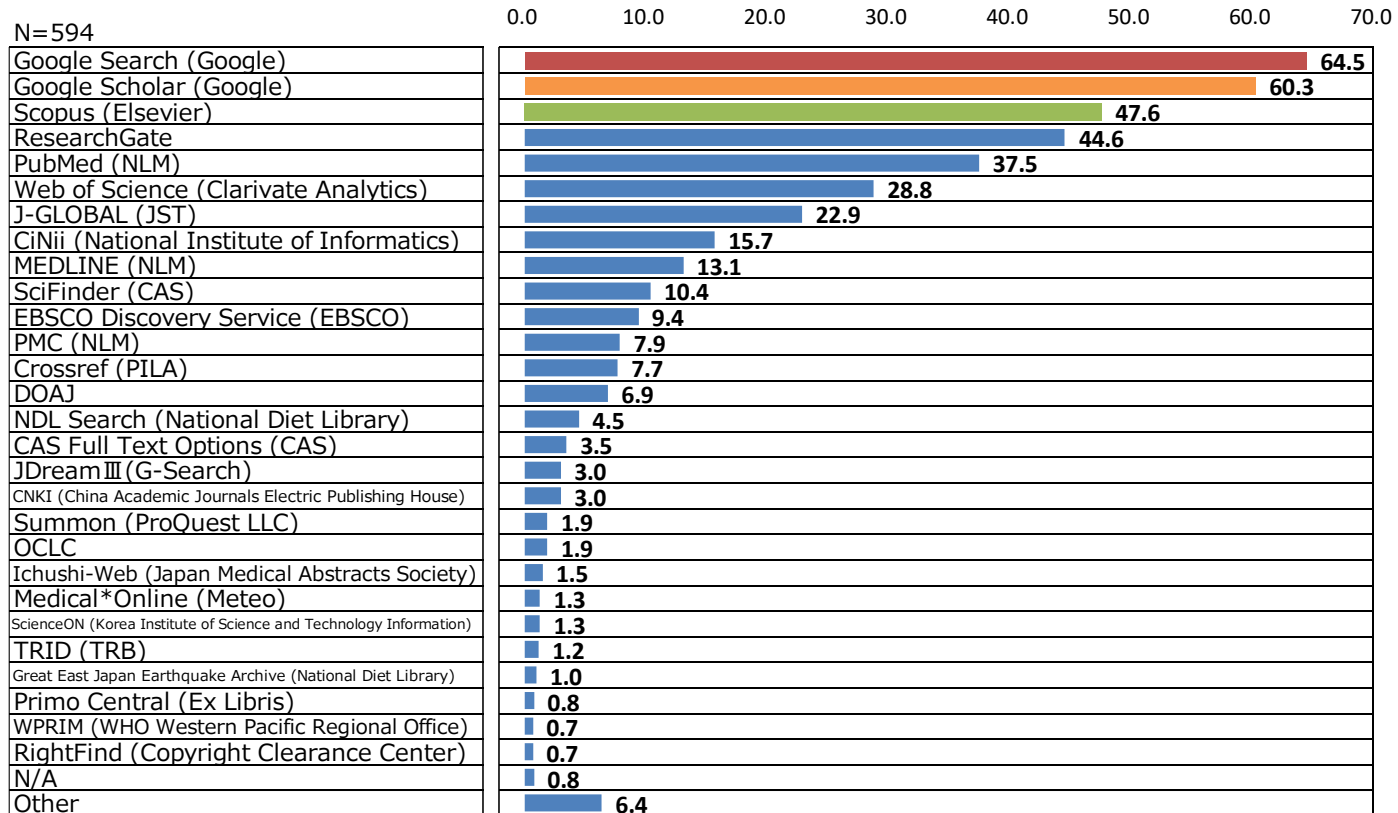
- The most common answer to Q9 is "Same" at 68.0%. The proportion of answers showing change in the frequency of using J-STAGE is around 25% ("Increased" at 16.0% and "Decreased" at 9.1%).



■ What academic databases or search engines do you usually use?

Q10. What academic databases or 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)" 64.5%, next "Google Scholar (Google)" 60.3%, then "Scopus (Elsevier)" 47.6%.



n=30, largest proportion ■ 2nd proportion ■ 3rd proportion ■

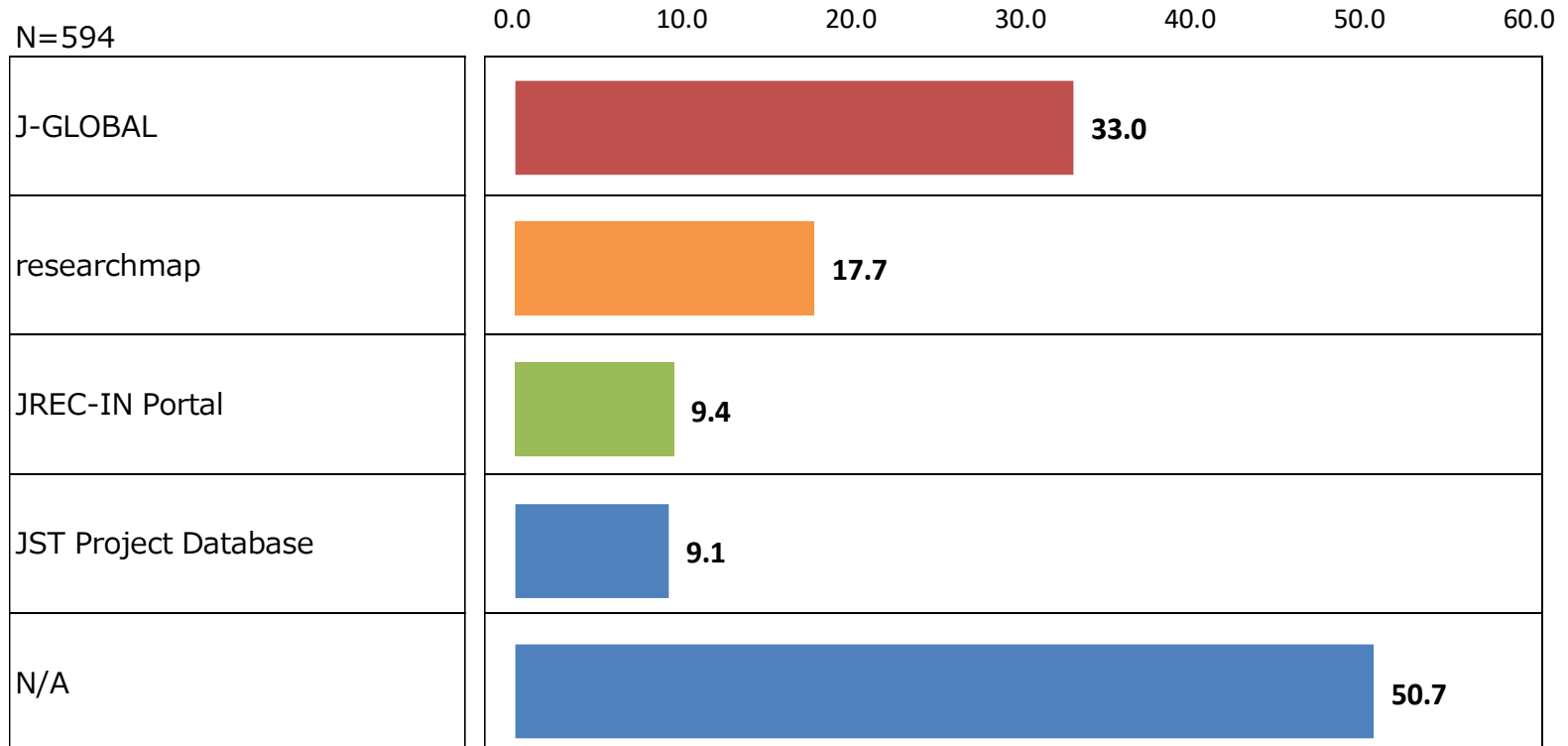
※ Ranking via descending order.

※ Unit:%

■ What are the services of the JST information service you use other than J-STAGE?

Q11. What are the services of the JST information service you use other than J-STAGE?(Select all that apply)

- The most common answer to Q11 is "J-GLOBAL" at 33.0%, next "researchmap" at 17.7%, then "Article meta-date download" at 9.4%. About half of answers (50.7%) are "N/A".



n=30, largest proportion ■ 2nd proportion ■ 3rd proportion ■

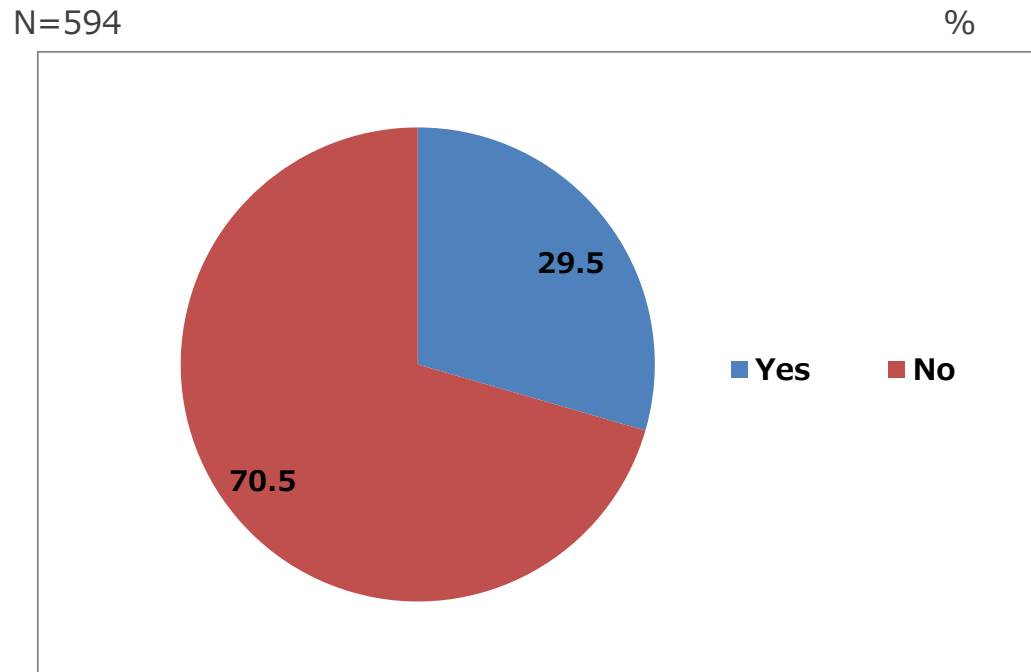
※ Ranking via descending order.

※ Unit: %

■ Have you ever reused an article?

Q12. Most articles on J-STAGE can be read for free. Meanwhile, there are a lot of articles which have no information and / or settings concerning reuse. For these it is necessary to make enquiries to the copyright holder regarding reuse conditions. Have you ever reused an article? (excluding citation)(Select one)

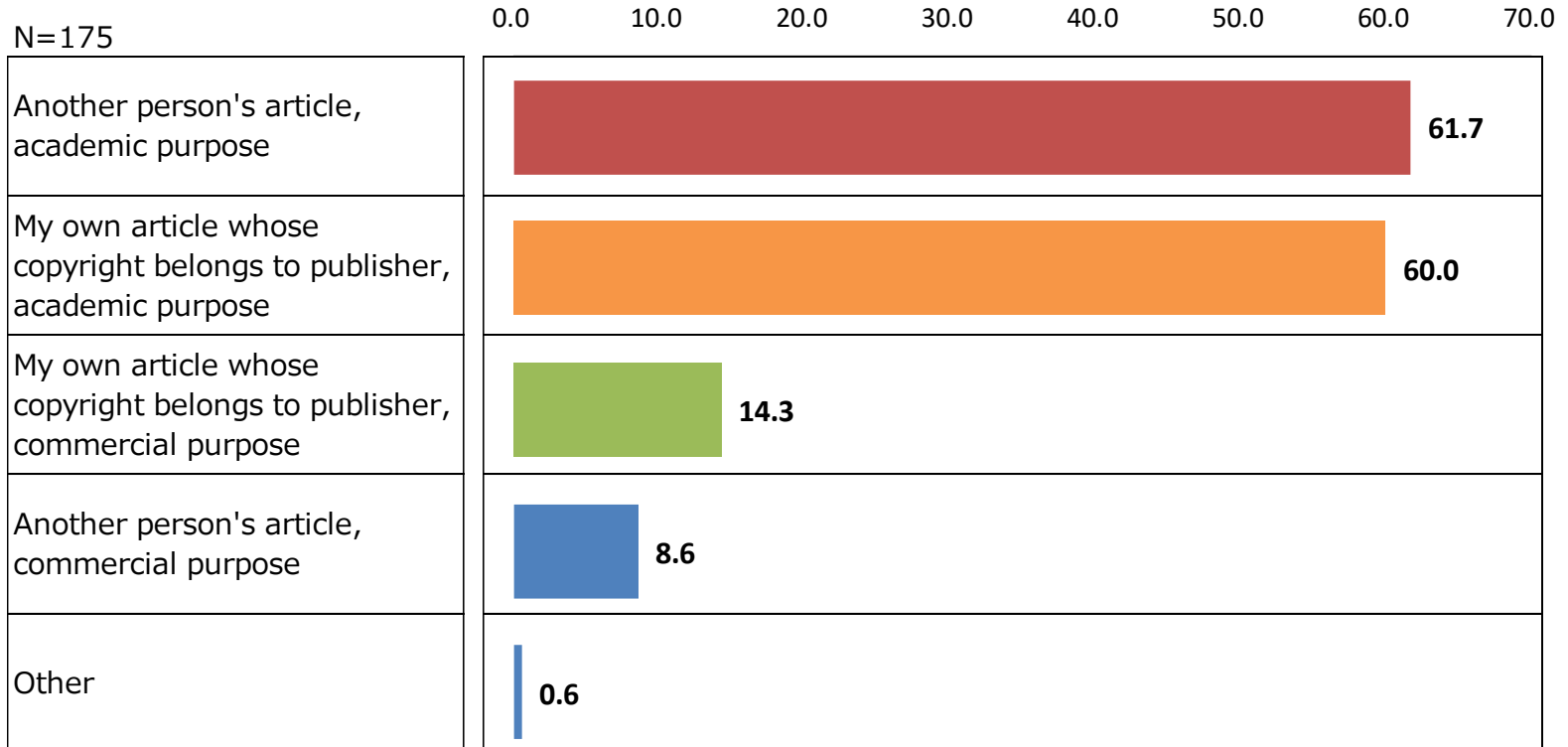
- The most common answer to Q12 is "No" at 70.5%.



■ For what purpose did you make secondary use of the paper?

Q13. For what purpose did you make secondary use of the paper?(Select all that apply)

- The most common answer to Q13 is "Another person's article, academic purpose" at 61.7%, next "My own article whose copyright belongs to publisher, academic purpose" at 60.0%, then "My own article whose copyright belongs to publisher, commercial purpose" at 14.3%.



n=30, largest proportion ■ 2nd proportion ■ 3rd proportion ■

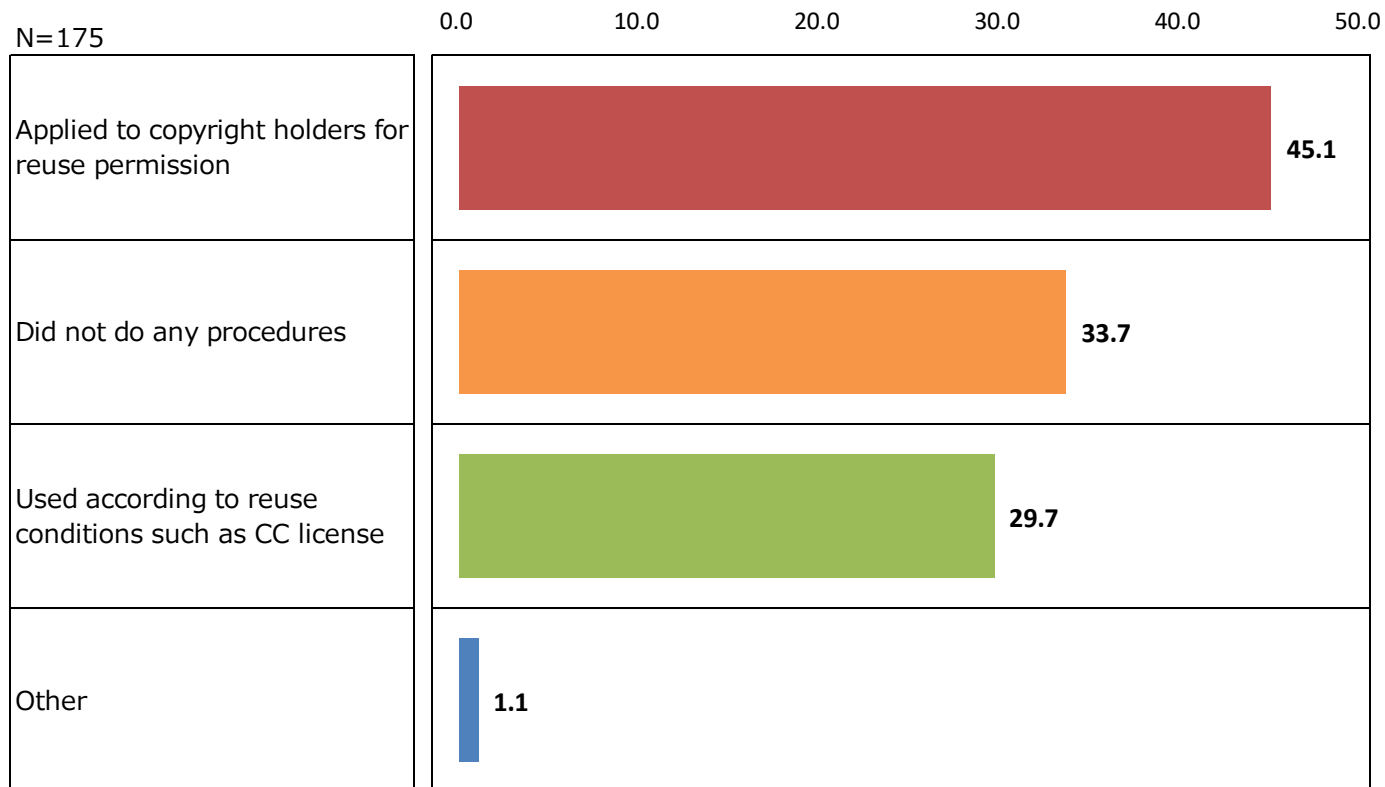
※ Ranking via descending order.

※ Unit: %

■ How did you obtain permission?

Q14. How did you obtain reuse permission?(Select all that apply)

- The largest proportion of answers to the means of obtaining reuse permission is “Applied to copyright holders for reuse permission” 45.1%, next “Did not do any procedures” 33.7%, then “Used according to reuse conditions such as CC license” 29.7%.



n=30, largest proportion ■ 2nd proportion ■ 3rd proportion ■

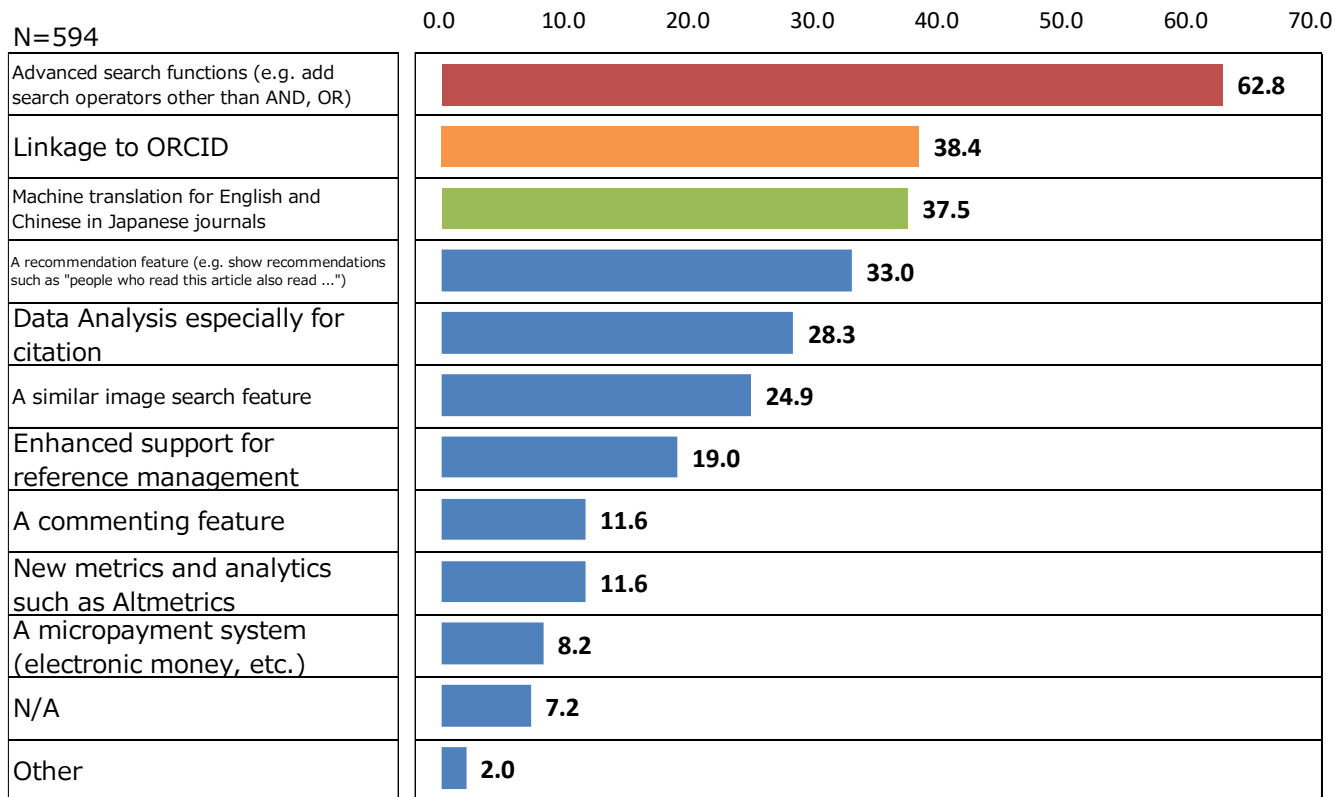
※ Ranking via descending order.

※ Unit:%

■ Which services do you think will be useful to you?

Q15. New services are planned for J-STAGE. Which services do you think will be useful to you?(Select all that apply)

- The largest proportion of answers to the useful service is “Advanced search functions (e.g. add search operators other than AND, OR)” 62.8%, next “Linkage to ORCID” 38.4%, then “Machine translation for English and Chinese in Japanese journals” 37.5%.



n=30, largest proportion ■ 2nd proportion ■ 3rd proportion ■

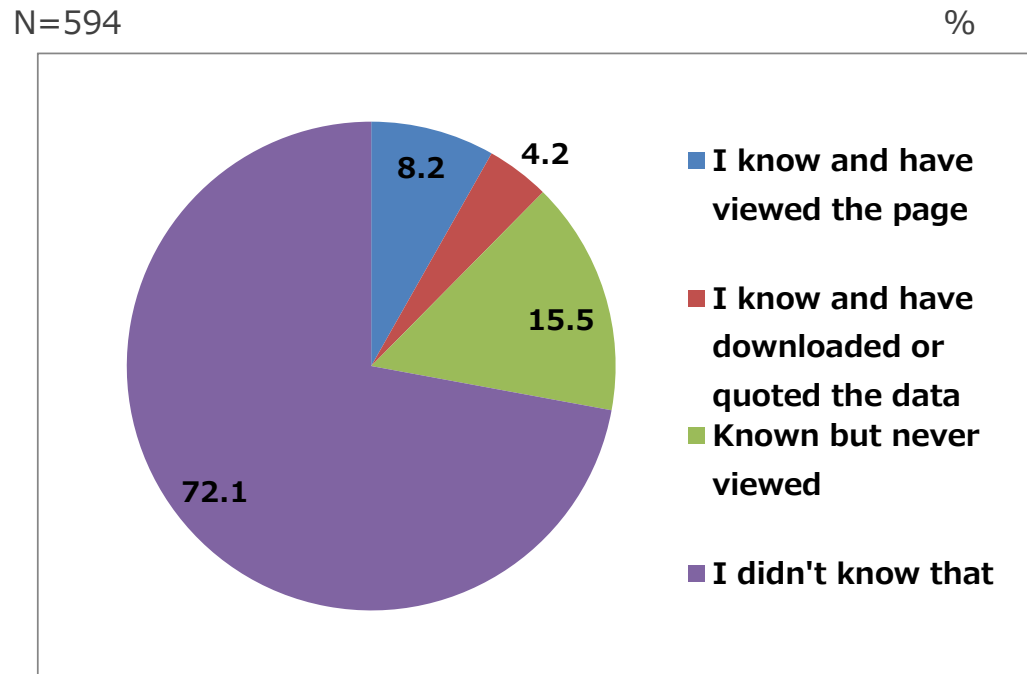
※ Ranking via descending order.

※ Unit:%

■ Do you know about J-STAGE Data?

Q16. J-STAGE has launched a data repository "J-STAGE Data" in March 2020 to link articles and research data to be used as the evidence for the articles and make them available to the public. Do you know about J-STAGE Data?(Select one)

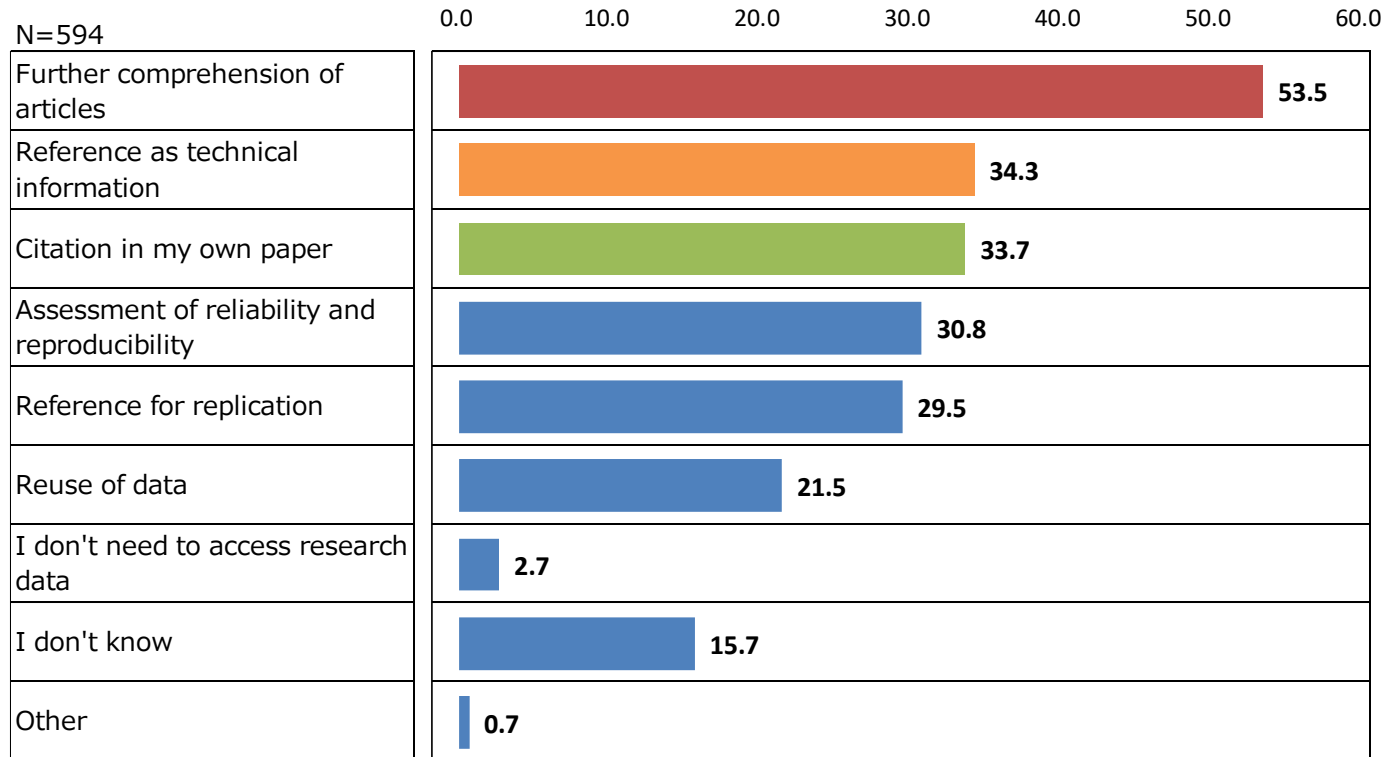
- 27.9% of respondents know about J-STAGE Data. Among the respondents to Q16, 8.2% answered "I know and have viewed the page" and 4.2% answered "I know and have downloaded or quoted the data."



■ How would you use such research data if given increased access?

Q17. How do you think you can/would like to use J-STAGE Data in the future, even if it allows you to access more data from experiments and other sources than before?(Select all that apply)

- The largest proportion of answers to the purpose of using a data repository is "Further comprehension of articles" 53.5%, next "Reference as technical information" 34.3%, then "Citation in my own paper" 33.7%.



n=30, largest proportion ■ 2nd proportion ■ 3rd proportion ■

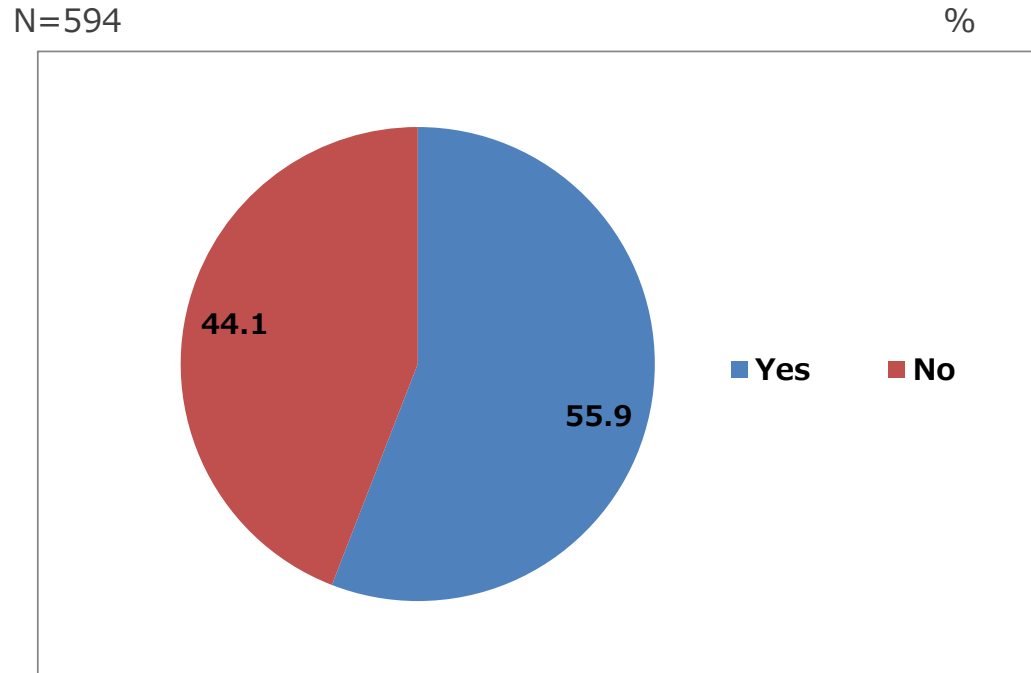
※ Ranking via descending order.

※ Unit:%

■ Do you browse preprints?

Q18. Do you browse preprints*?(Select one)

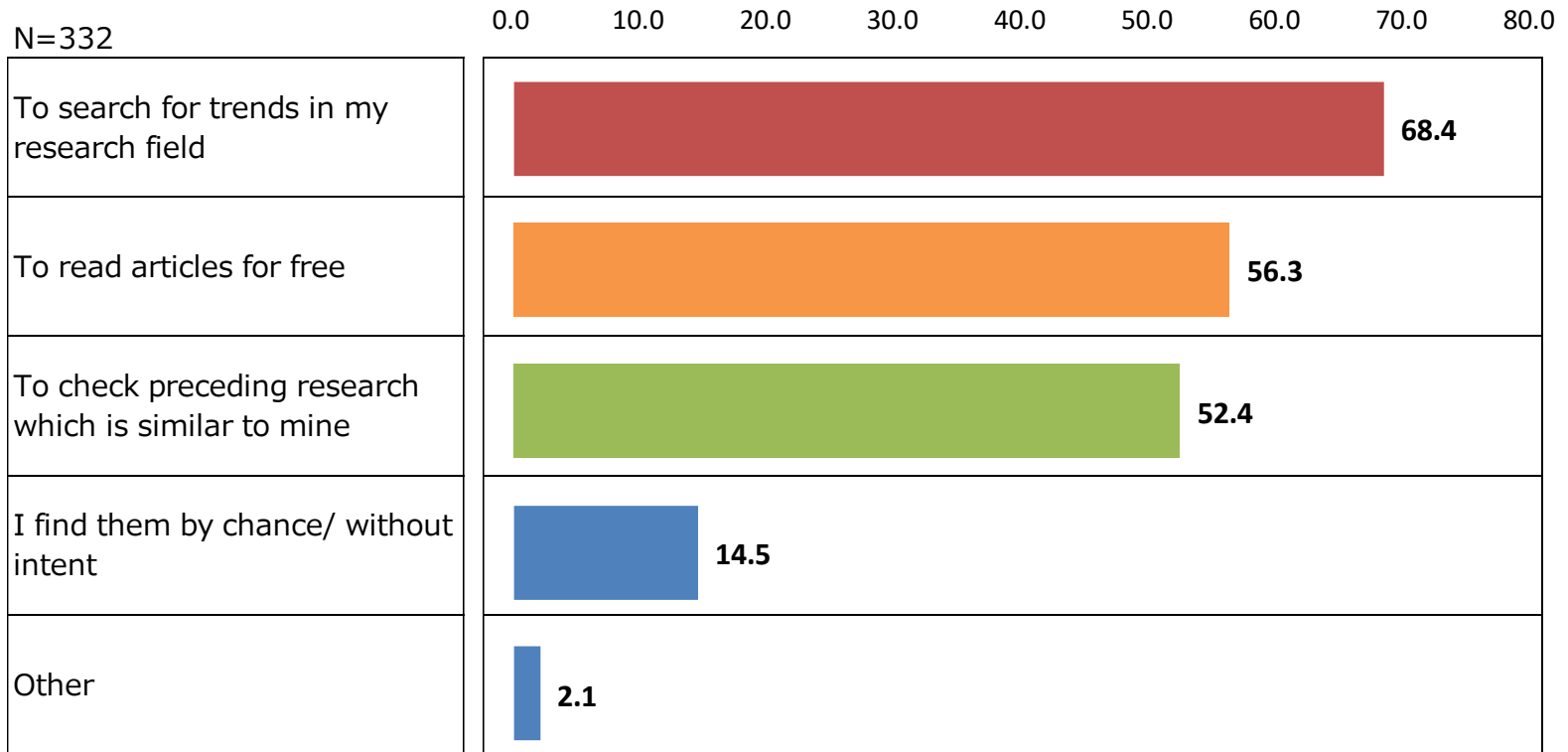
- 55.9% of respondents browse preprints.



Reasons for viewing the preprints.

Q19. Please select the applicable reasons for viewing the preprints.(Select all that apply)

- The most common answer to Q19 is "To search for trends in my research field" at 61.7%", next "To read articles for free" at 56.3%, then "To check preceding research which is similar to mine" at 52.4%.



n=30, largest proportion ■ 2nd proportion ■ 3rd proportion ■

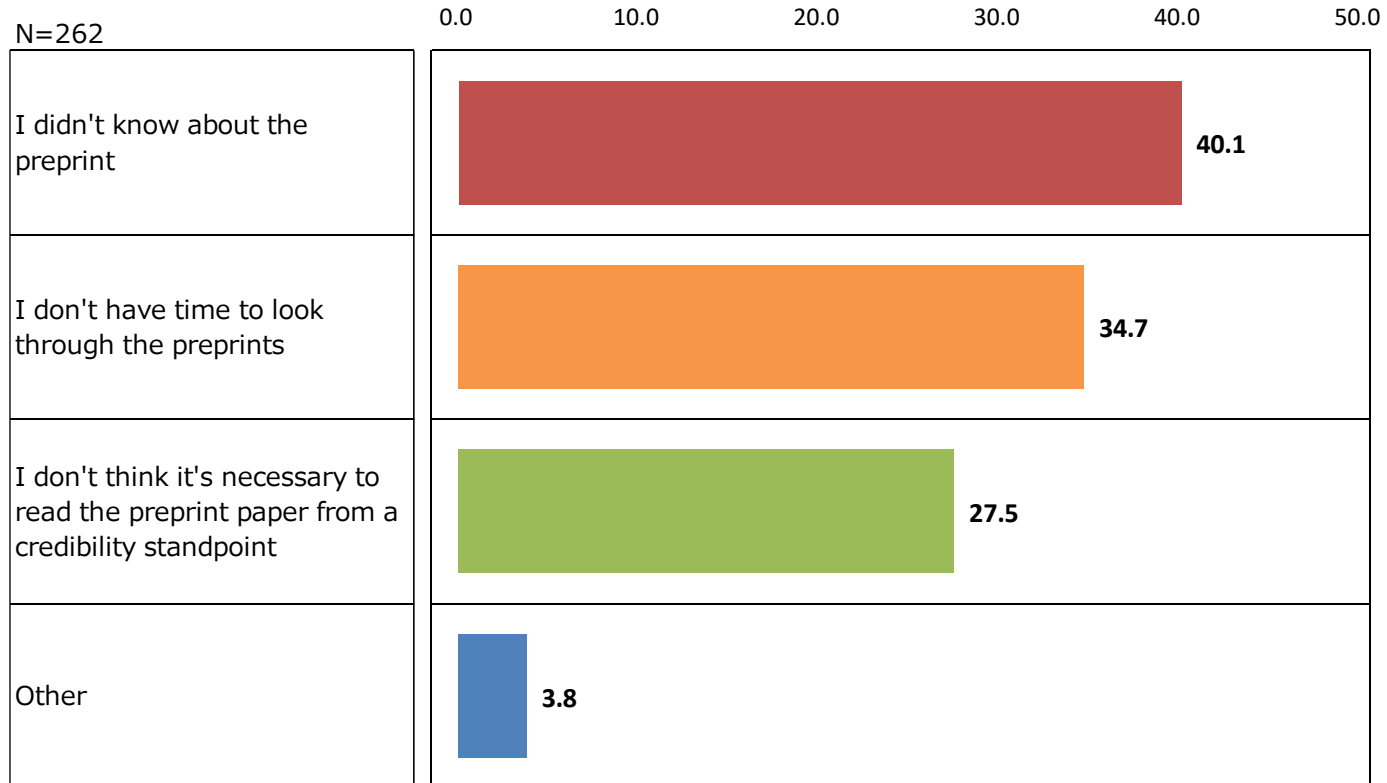
※ Ranking via descending order.

※ Unit:%

Reasons for not viewing the preprints.

Q20. Please select the applicable reasons for not viewing the preprints.(Select all that apply)

- The most common answer to Q20 is "I didn't know about the preprint" at 40.1%, next "I don't have time to look through the preprints" at 34.7%, then "I don't think it's necessary to read the preprint paper from a credibility standpoint " at 27.5%.



n=30, largest proportion ■ 2nd proportion ■ 3rd proportion ■

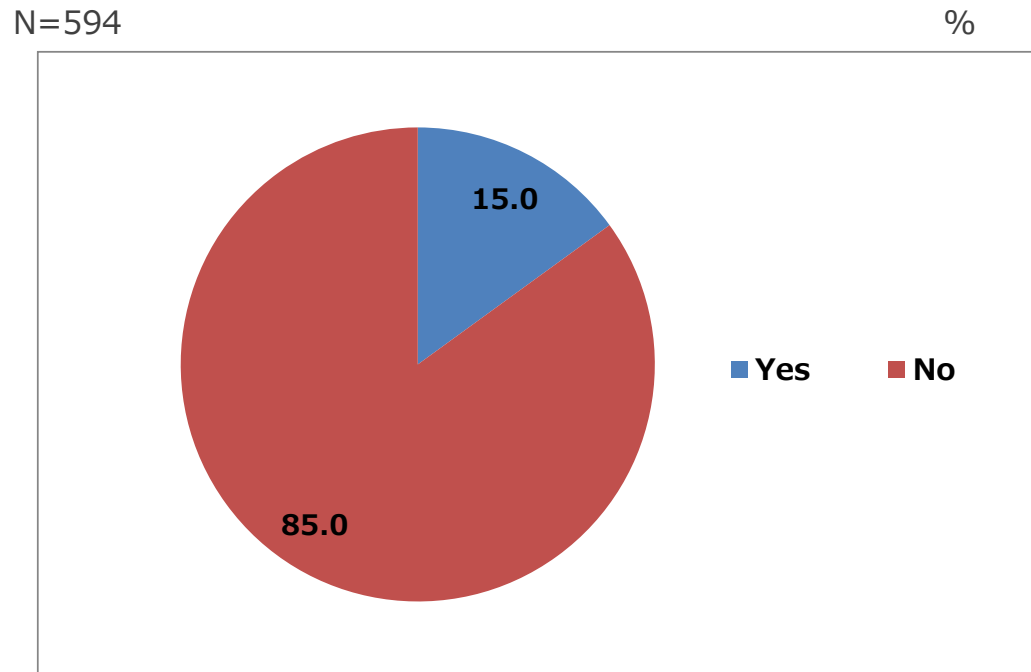
※ Ranking via descending order.

※ Unit:%

■ Have you posted to a preprint server?

Q21. Have you posted to a preprint server?(Select one)

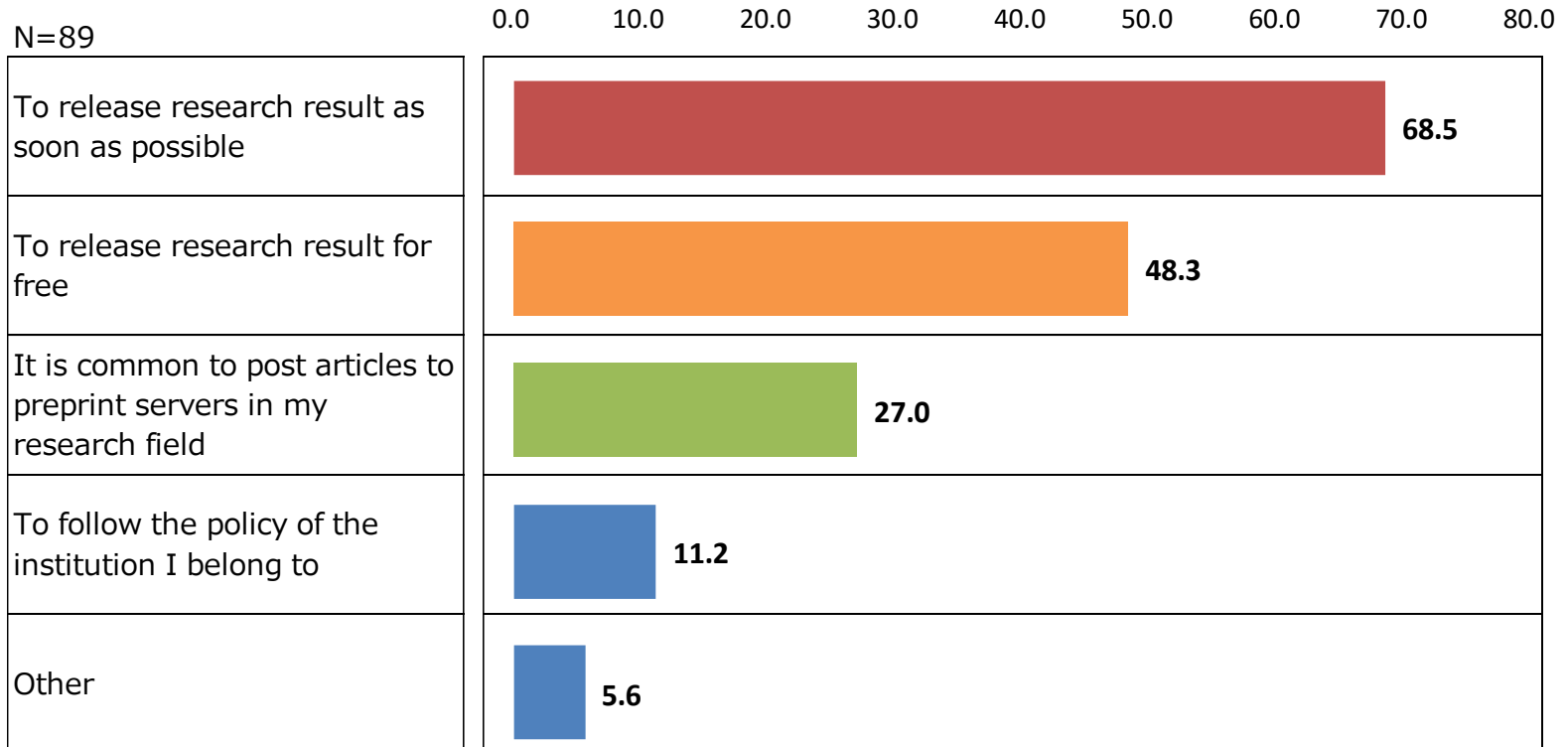
- 15% of respondents have posted to a preprint server.



Reasons for submitting your paper to the preprint server.

Q22. Please select the applicable reasons for submitting your paper to the preprint server.(Select all that apply)

- The most common answer to Q22 is "To release research result as soon as possible" at 68.5%, next "To release research result for free" at 48.3%, then "It is common to post articles to preprint servers in my research field" at 27.0%.



n=30, largest proportion ■ 2nd proportion ■ 3rd proportion ■

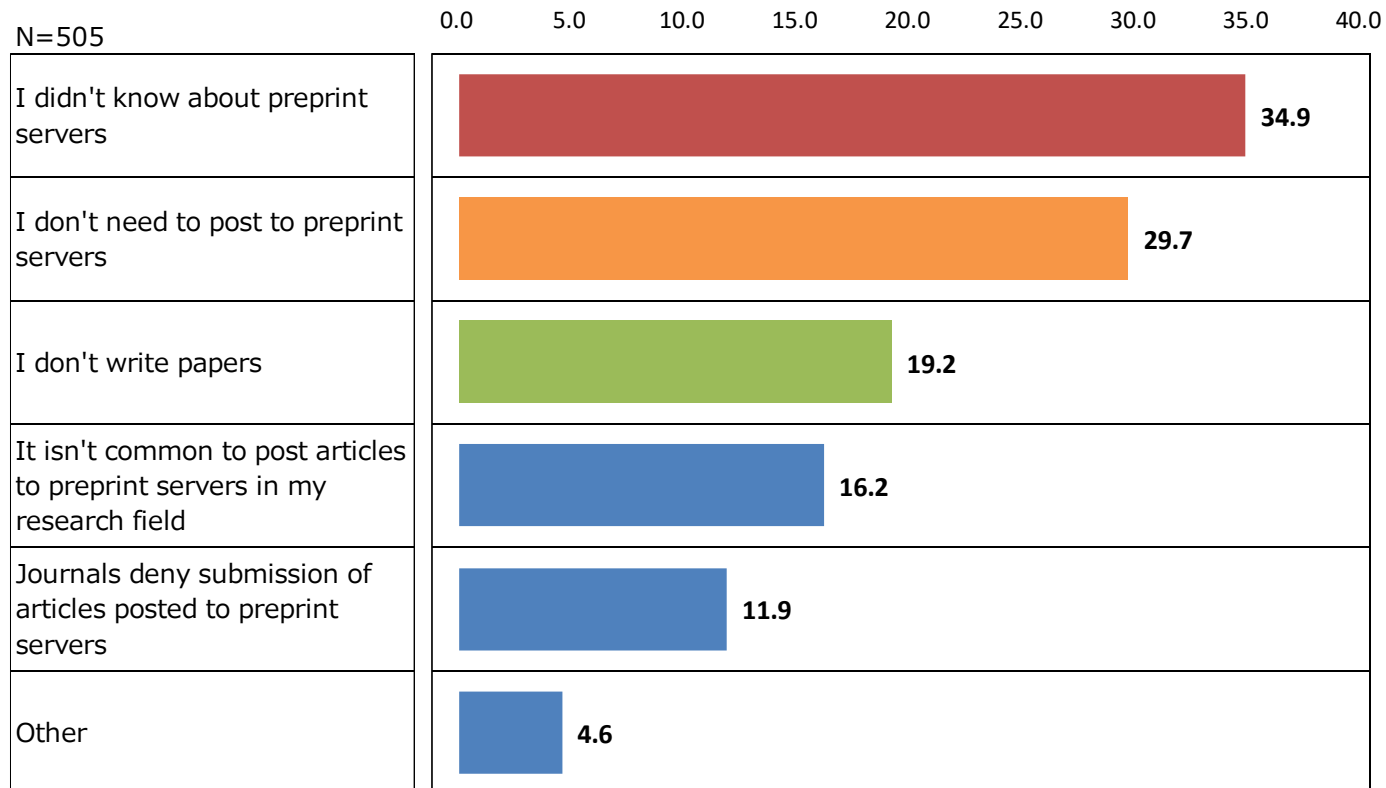
※ Ranking via descending order.

※ Unit: %

Reasons for not submitting your paper to the preprint server

Q23. Please select the applicable reasons for not submitting your paper to the preprint server.(Select all that apply)

- The most common answer to Q23 is "I didn't know about preprint servers "at 34.9%, next "I don't need to post to preprint servers" at 29.7%, then "I don't write papers" at 19.2%.



n=30, largest proportion ■ 2nd proportion ■ 3rd proportion ■

※ Ranking via descending order.

※ Unit: %

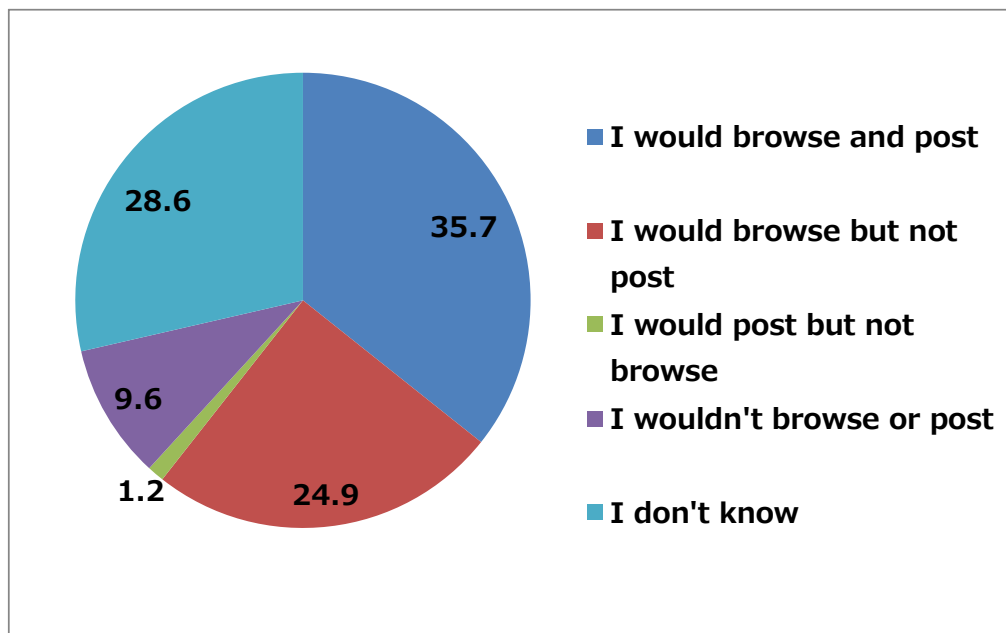
■ If a preprint server was launched in Japan, do you think you would browse articles on the server or post articles to it?

Q24. If a preprint server was launched in Japan, do you think you would browse articles on the server or post articles to it?(Select one)

- Regarding the intent of using a preprint server after launch, most respondents have answered “I would browse and post” with 35.7%, followed by “I don’t know” with 28.6%, and “I would browse but not post” with 24.9%.

N=594

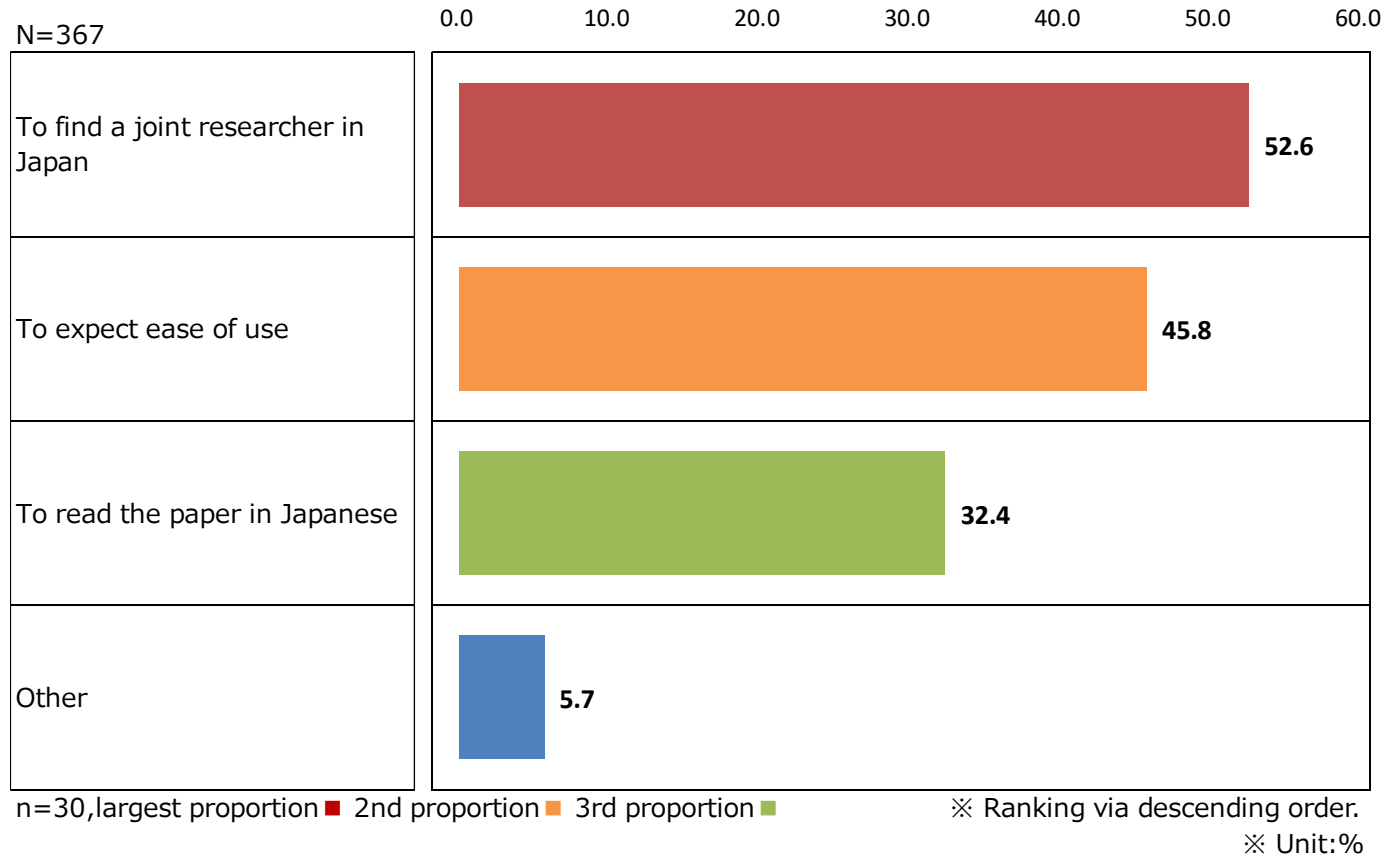
%



■ For what purpose do you plan to use a preprint server in Japan?

Q25. For what purpose do you plan to use a preprint server in Japan?(Select all that apply)

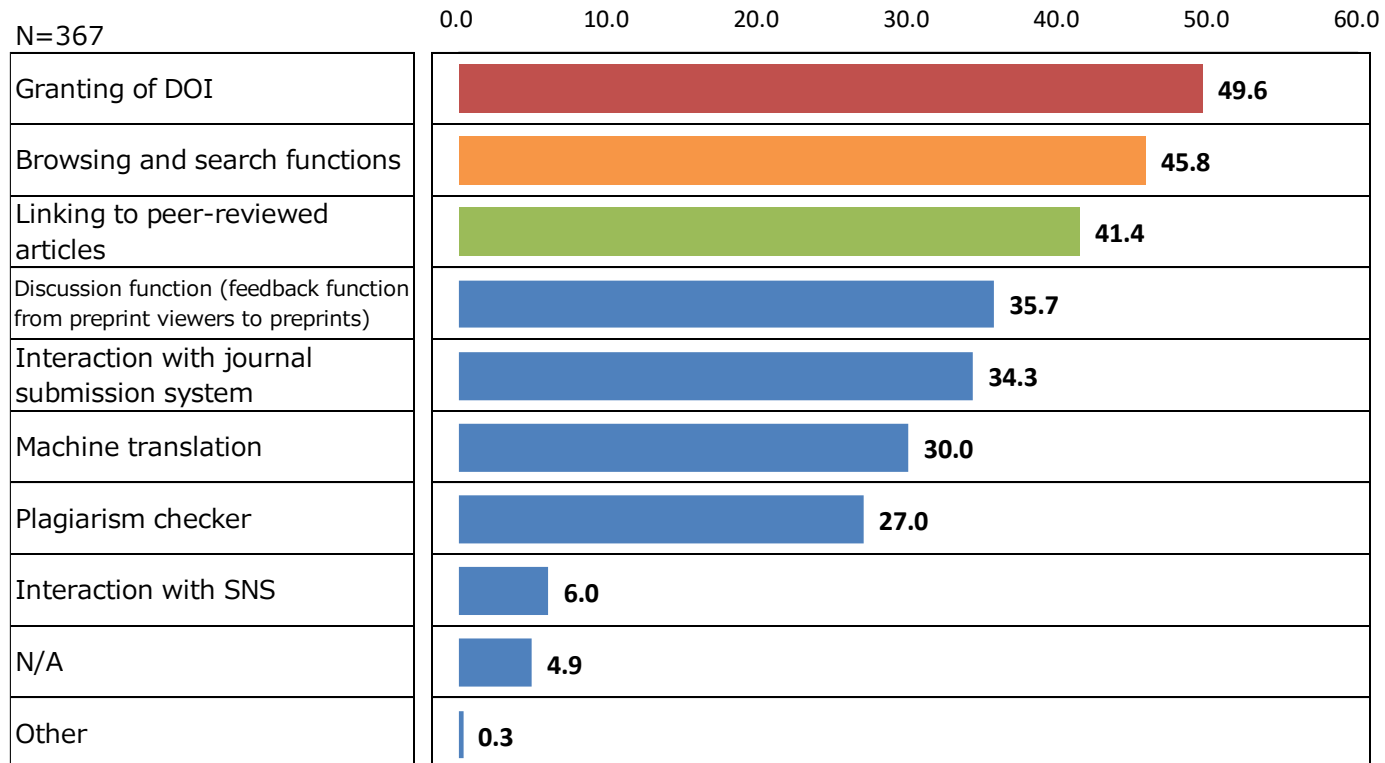
- The most common answer to Q25 is "To find a joint researcher in Japan" at 52.9%, next "To expect ease of use" at 45.8%, then "To read the paper in Japanese" at 32.4%.



■ What features would you like to see in a preprint server launched by a Japanese institution?

Q26. What features would you like to see in a preprint server launched by a Japanese institution?(Select all that apply)

- The most common answer to Q26 is "Granting of DOI" at 49.6%, next "Browsing and search functions" at 45.8%, then "Linking to peer-reviewed articles" at 41.4%.



n=30, largest proportion ■ 2nd proportion ■ 3rd proportion ■

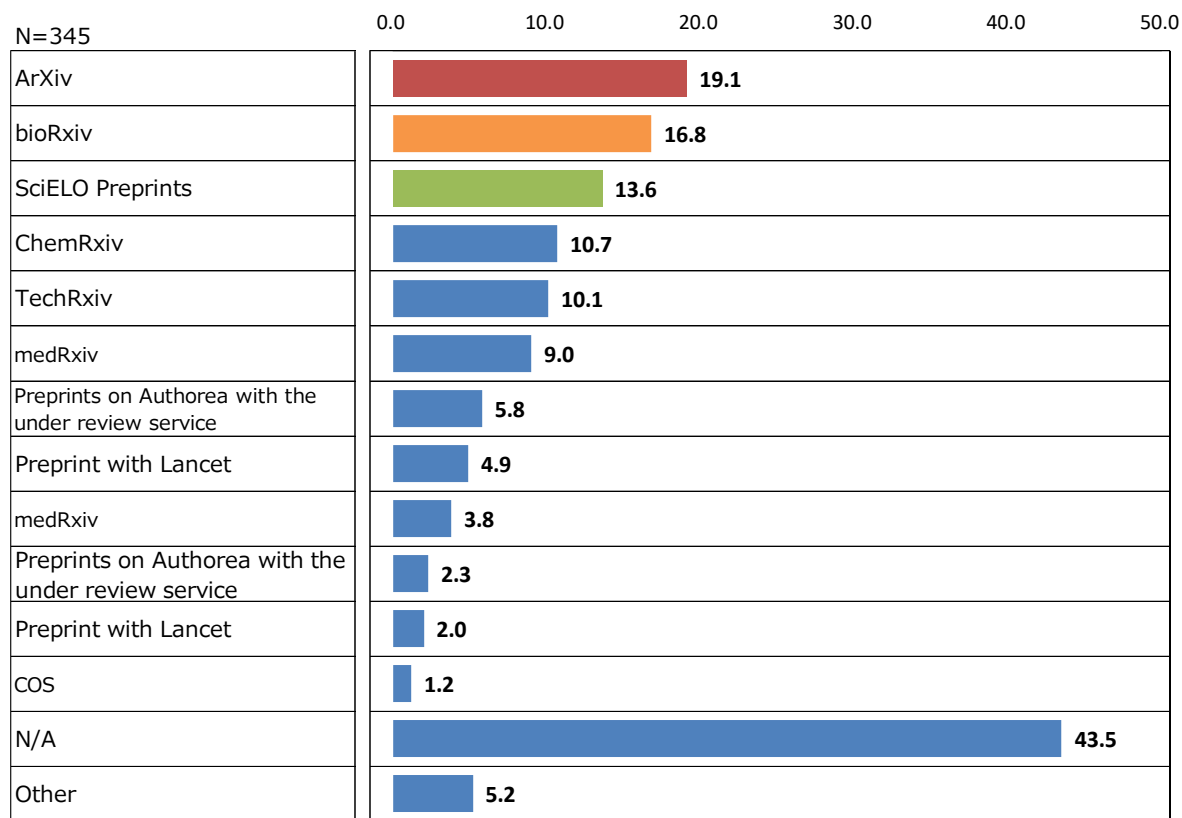
※ Ranking via descending order.

※ Unit:%

■ What are the preprint servers you usually use?

Q27. What are the preprint servers you usually use?(Select all that apply)

- The most common answer to Q27 is "ArXiv" at 19.1%, next "bioRxiv" at 16.8%, then "SciELO Preprints" at 13.6%. Less than half of respondents (43.5%) answered "N/A".



n=30, largest proportion ■ 2nd proportion ■ 3rd proportion ■

※ Ranking via descending order.

※ Unit:%