

**A customer satisfaction survey of JST information
service user in FY2022 (J-STAGE User)**

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■ Survey overview

Survey objectives

The Japan Science and Technology Agency(JST) conducted surveys for the major information services it's providing, to clarify the usage situations, the awareness, the use scenes, and the states of comparison/selection versus similar services. JST will utilize the findings in its business planning.

Survey respondents

J-STAGE users

No. of valid responses

144

Survey method

Online survey

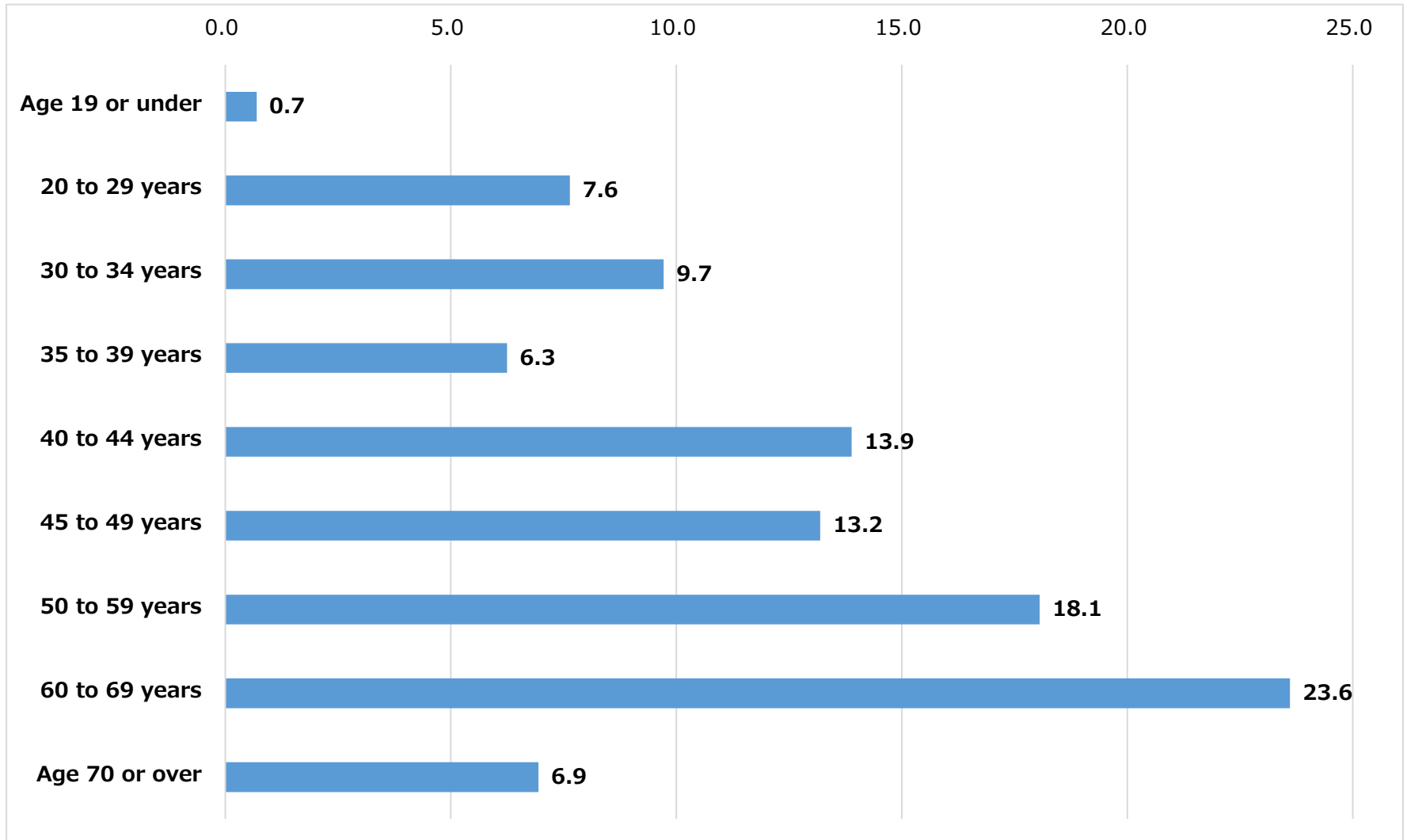
Survey period

(Fri) Jan. 13 ~ (Mon) Feb. 13, 2023

■ Respondents profile (1/5) : Age

N=144

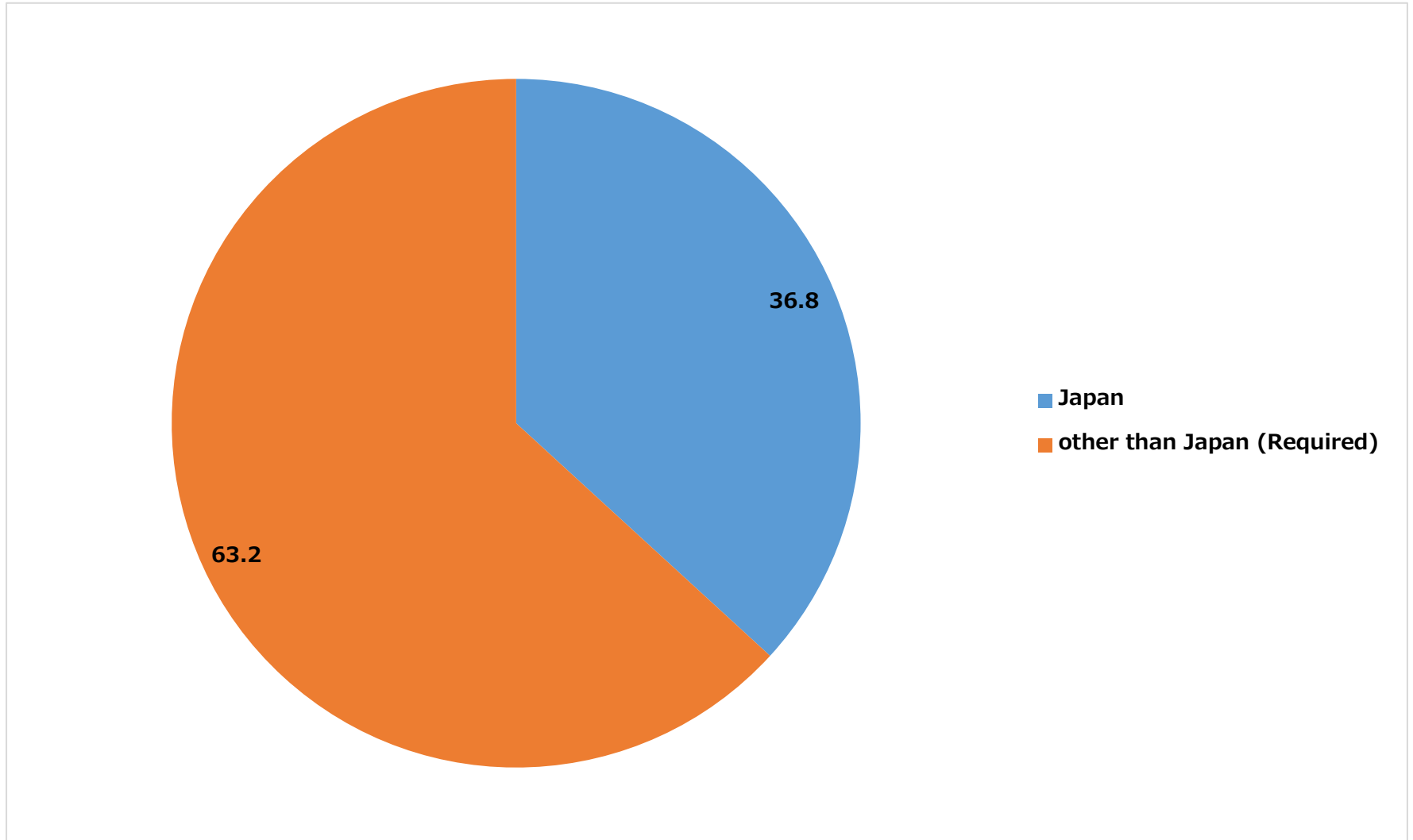
Unit : %



■ Respondents profile (2/5) : Region the users live in

N=144

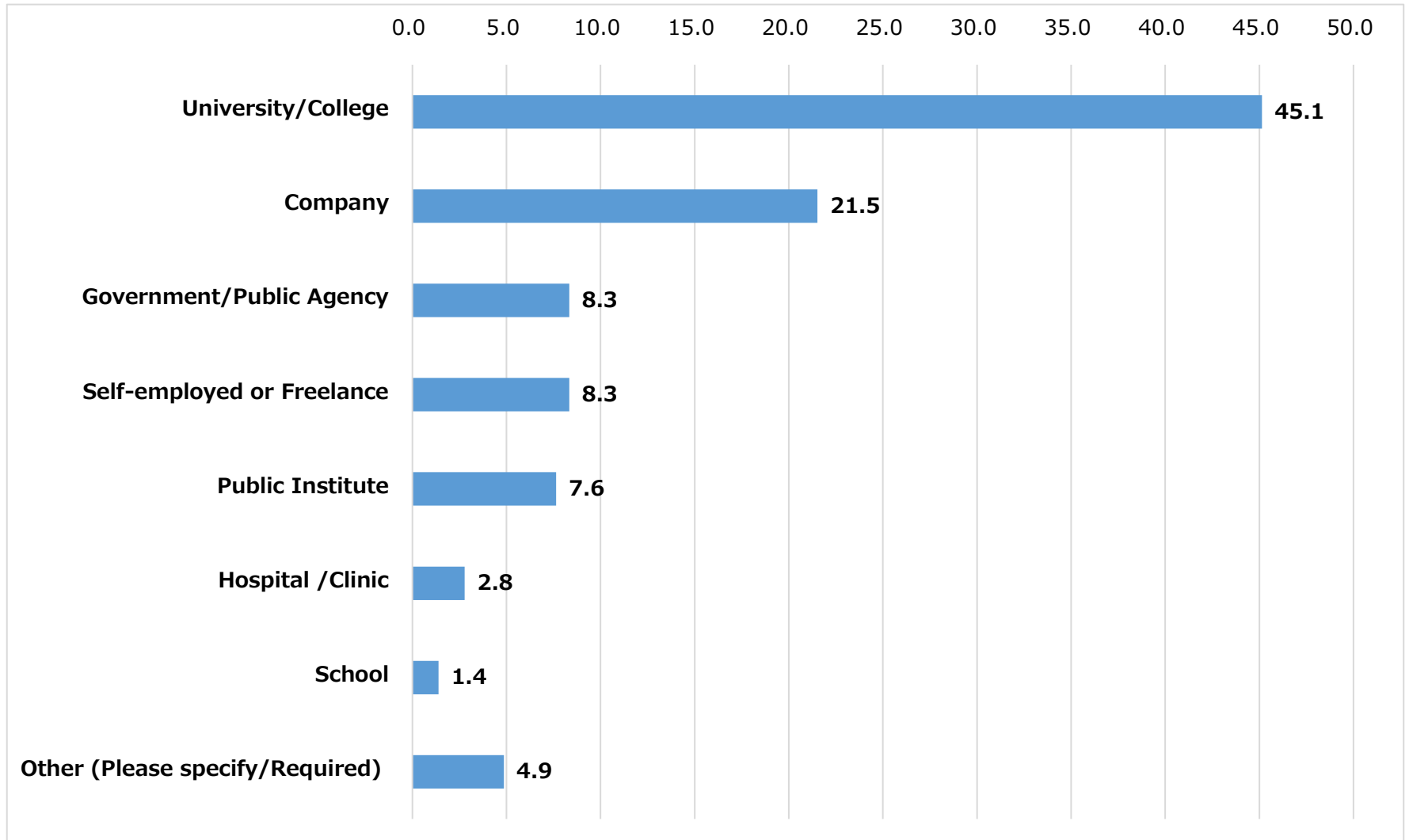
Unit : %



■ Respondents profile (3/5) : Present occupation

N=144

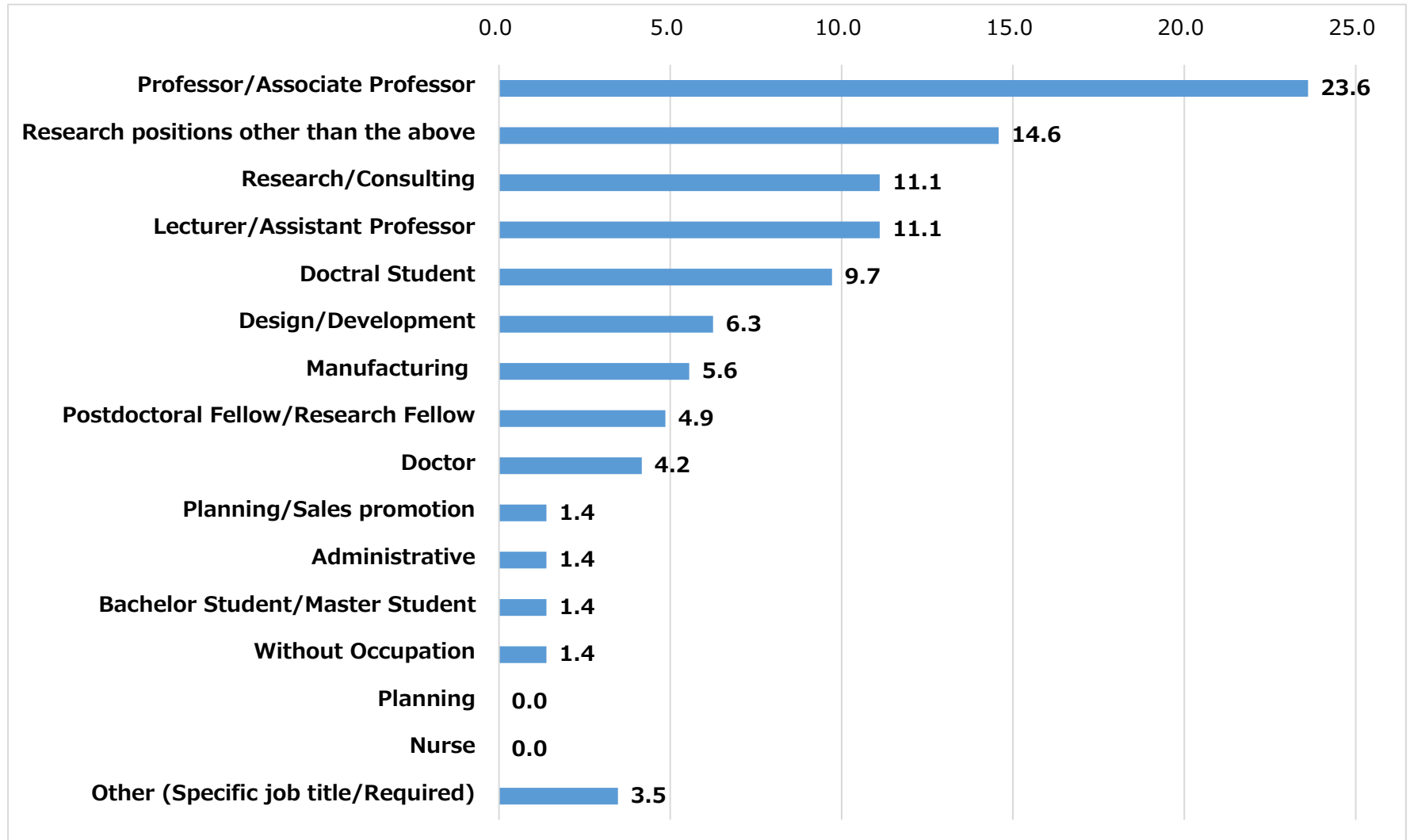
Unit : %



■ Respondents profile (4/5) : Present job category

N=144

Unit : %

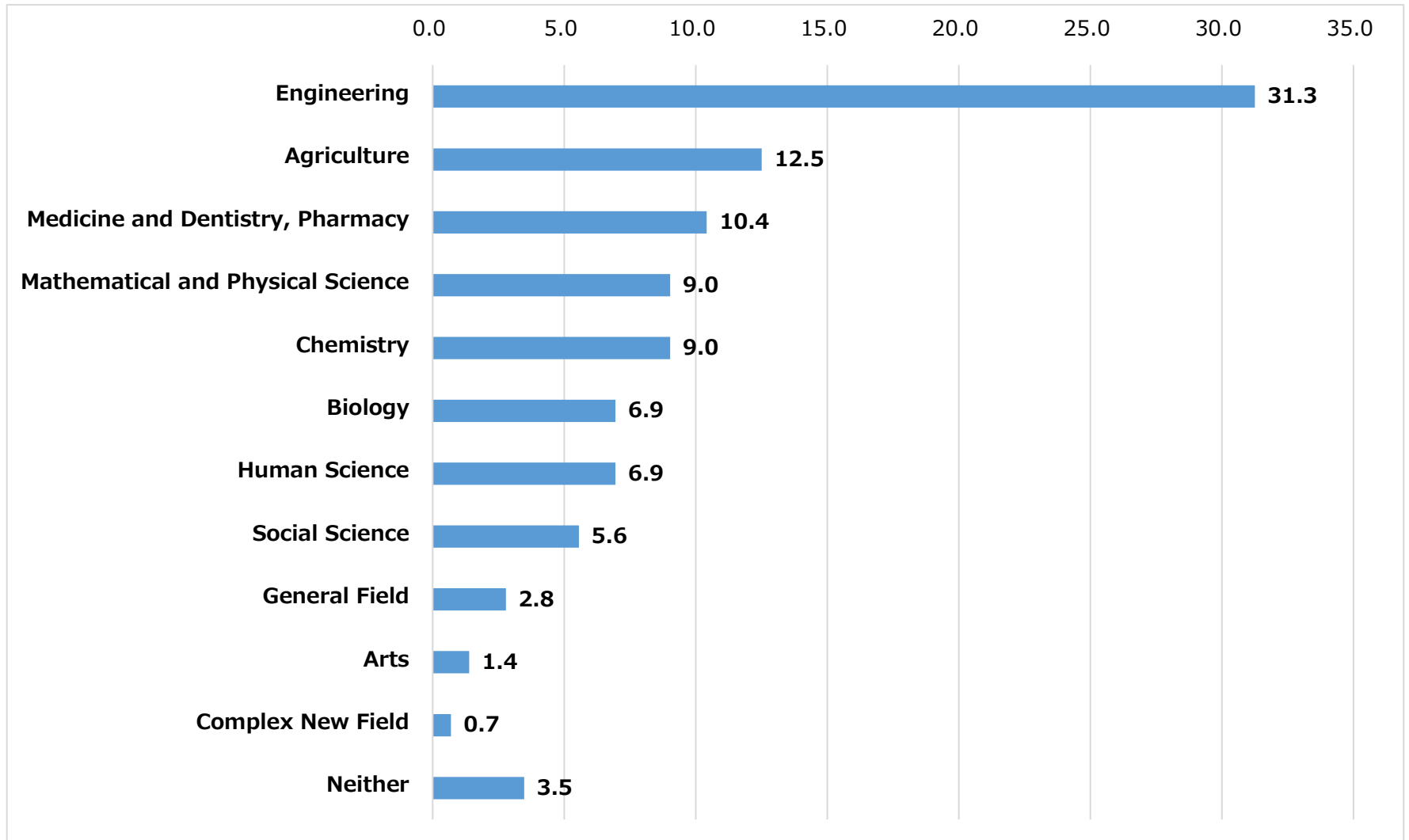


※Research positions other than the above : Professor, Associate Professor, Lecturer, Assistant Professor, Postdoctoral Fellow, Research Fellow

■ Respondents profile (5/5) : The most appropriate research category

N=144

Unit : %



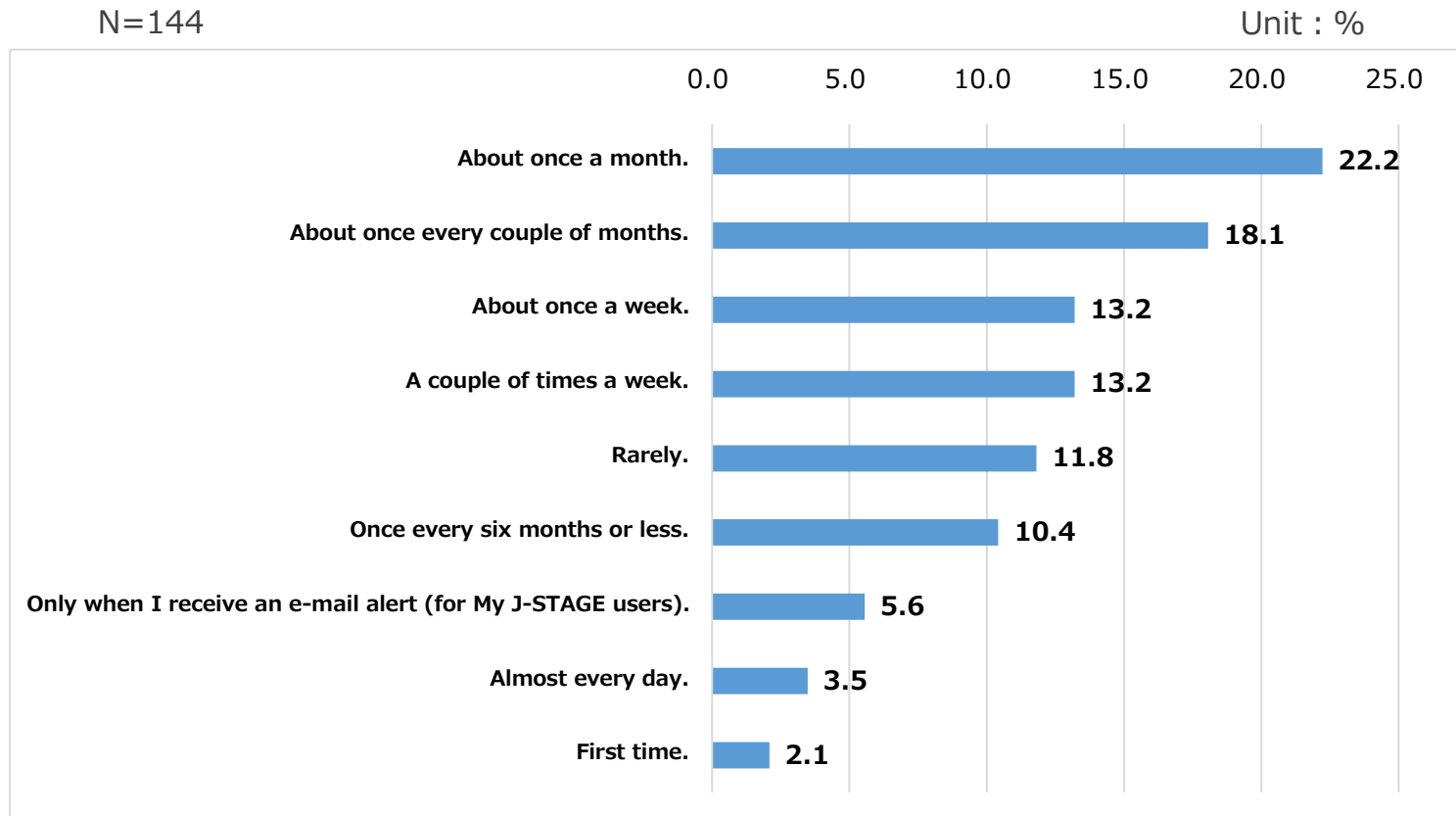


Findings from survey: details

■ Frequency of use of J-STAGE

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

● Regarding the frequency of use of J-STAGE, 22.2% answered "About once a month.", which was the highest, followed by "About once every couple of months." at 18.1%, and "About once a week.", "A couple of times a week." at 13.2%.



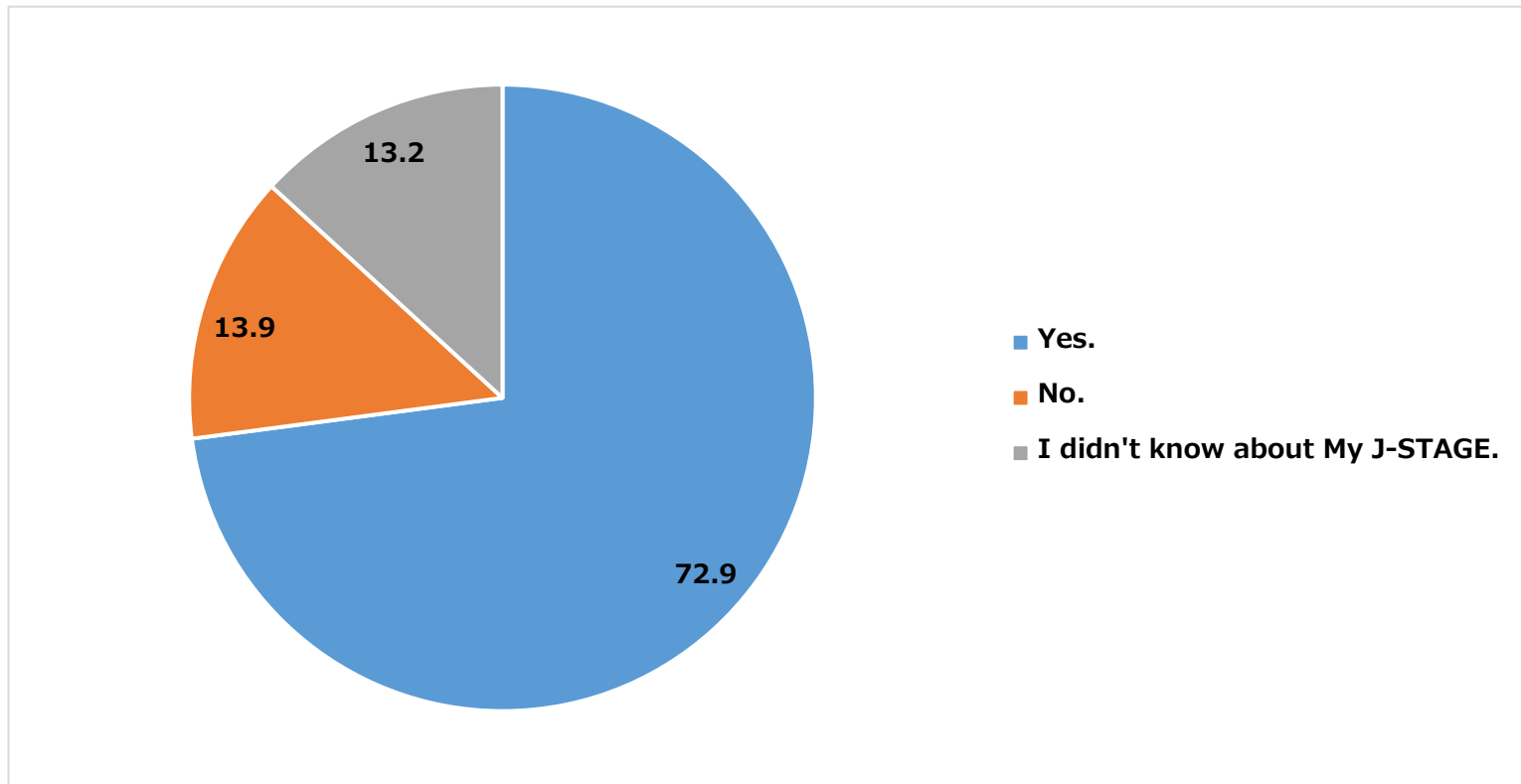
■ Registration for My J-STAGE

Q2. Are you registered for My J-STAGE?(Select one)

● Regarding the registration for My J-STAGE, 72.9% answered "Yes.", which was the highest, followed by "No." at 13.9%, and "I didn't know about My J-STAGE." at 13.2%.

N=144

Unit : %



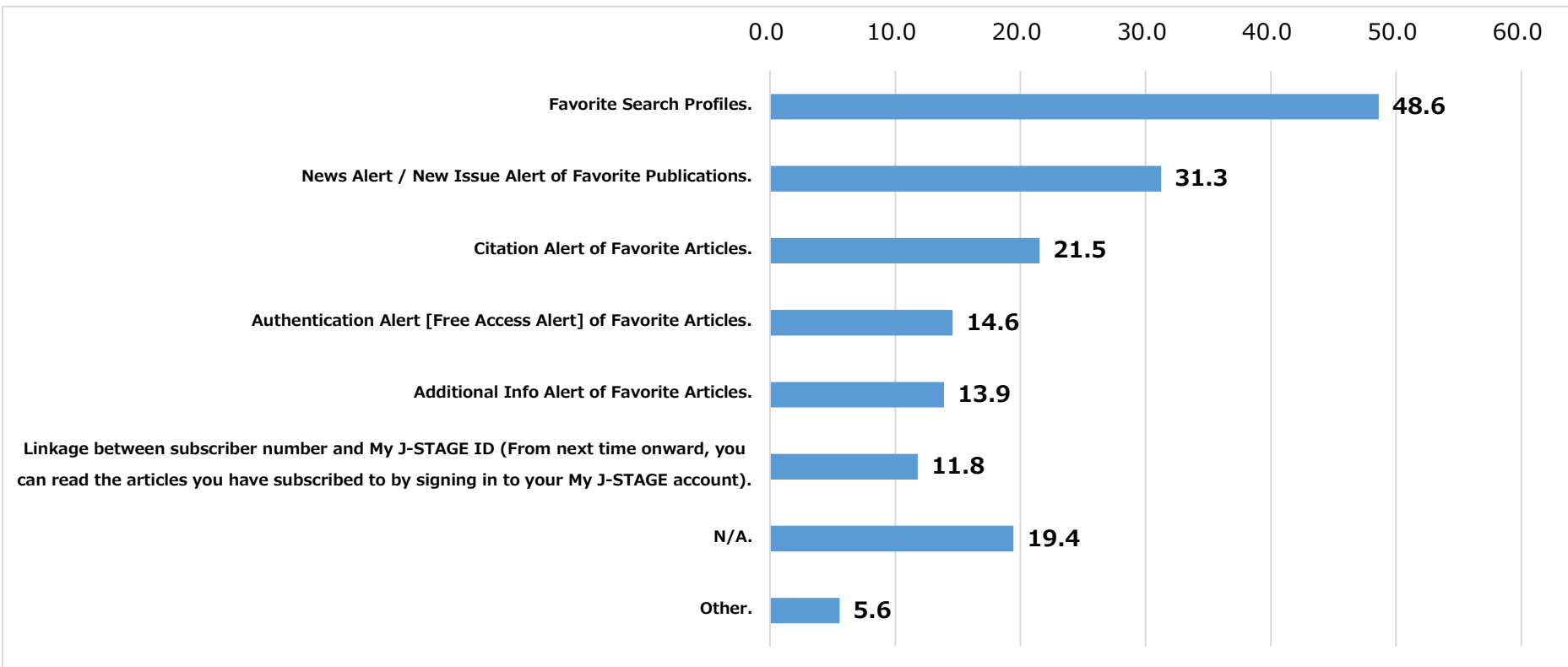
■ Features of My J-STAGE the users often use or think convenient

Q3. What features of My J-STAGE do you use often or think convenient?(Select all that apply)

● Regarding the features of My J-STAGE the users often use or think convenient, 48.6% answered "Favorite Search Profiles.", which was the highest, followed by "News Alert / New Issue Alert of Favorite Publications." at 31.3%, and "Citation Alert of Favorite Articles." at 21.5%.

N=144

Unit : %



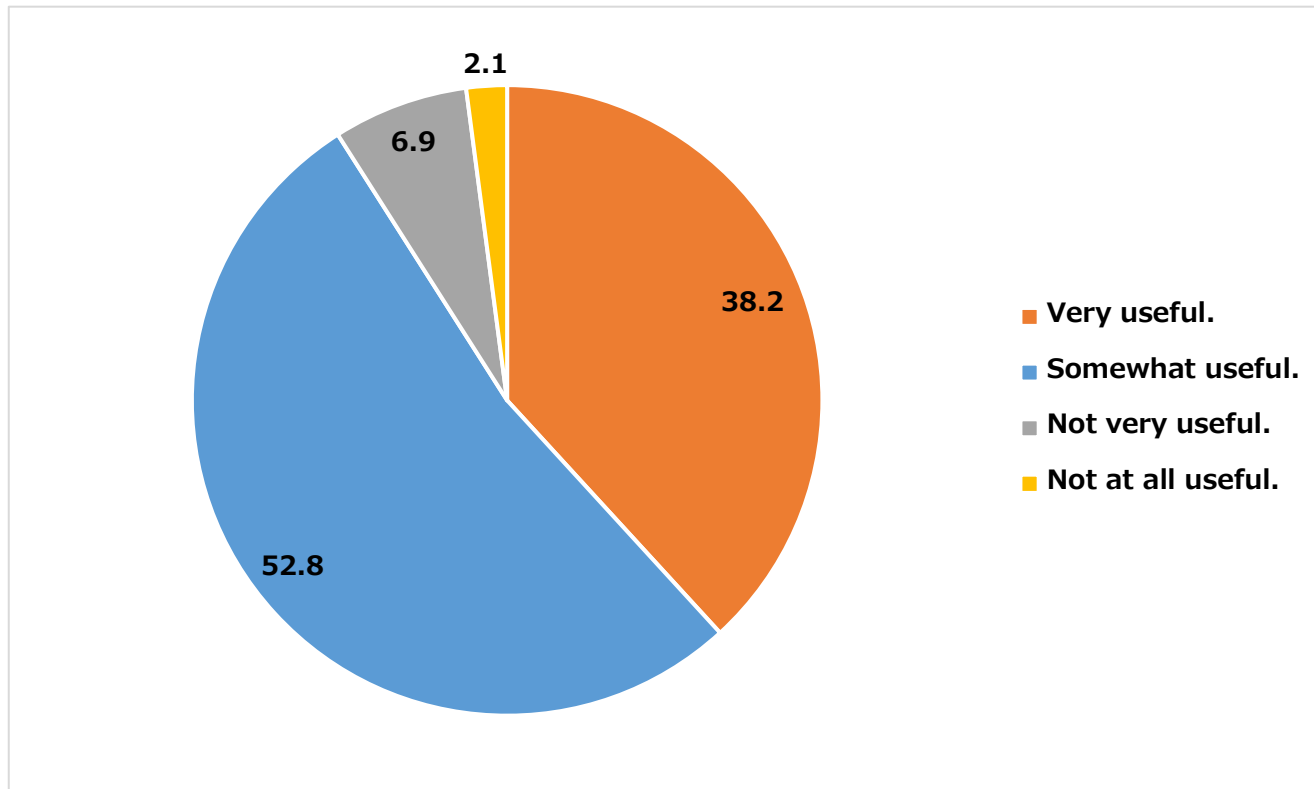
■ Usefulness of J-STAGE

Q4. How useful did you find (are you likely to find) J-STAGE?(Select one)

● Regarding the usefulness of J-STAGE, 38.2% answered "Very useful.", and 52.8% answered "Somewhat useful.", resulting in positive responses from 91.0%.

N=144

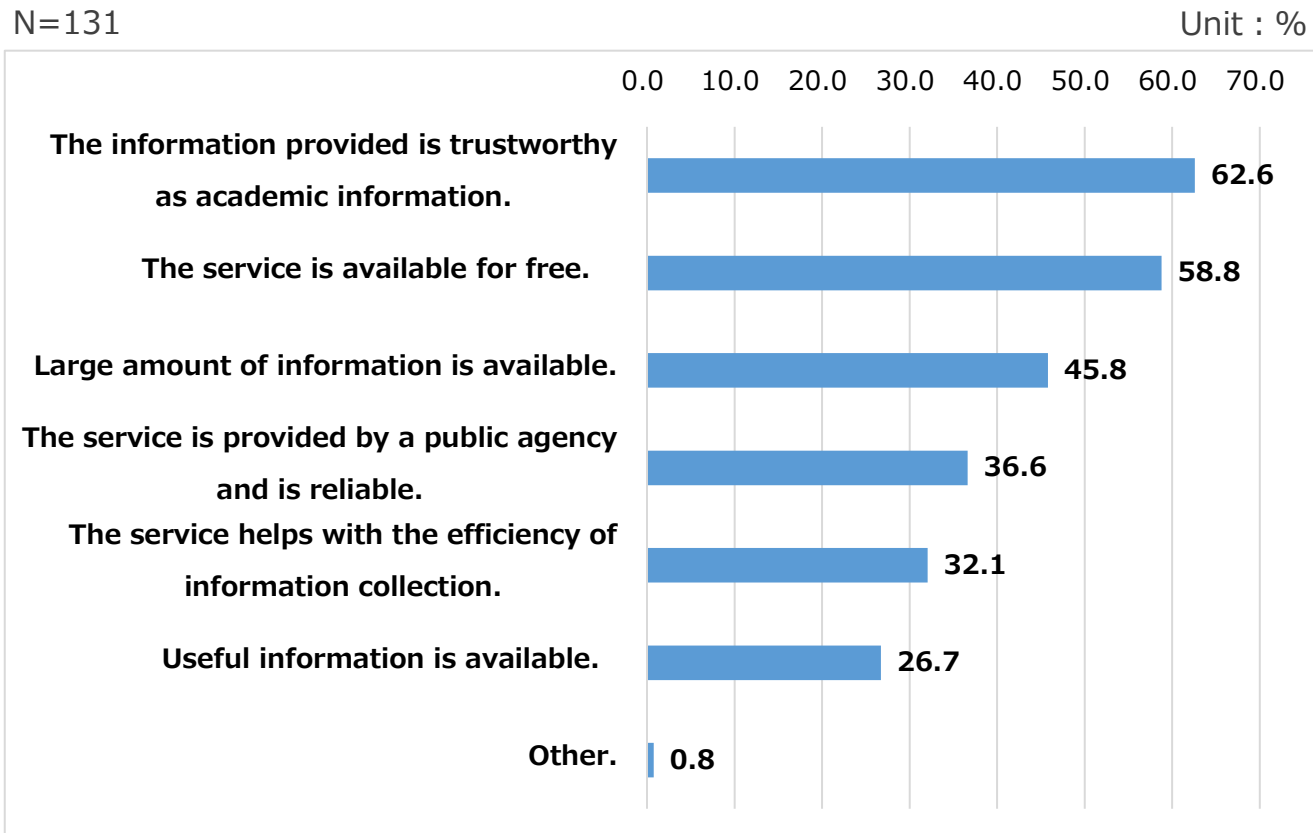
Unit : %



Reason why the users think J-STAGE is (likely to be) useful

Q4-1. Why do you think J-STAGE is (likely to be) useful?(Select all that apply)

● Regarding the reason why the users think J-STAGE is (likely to be) useful, 62.6% answered "The information provided is trustworthy as academic information.", which was the highest, followed by "The service is available for free." at 58.8%, and "Large amount of information is available." at 45.8%.



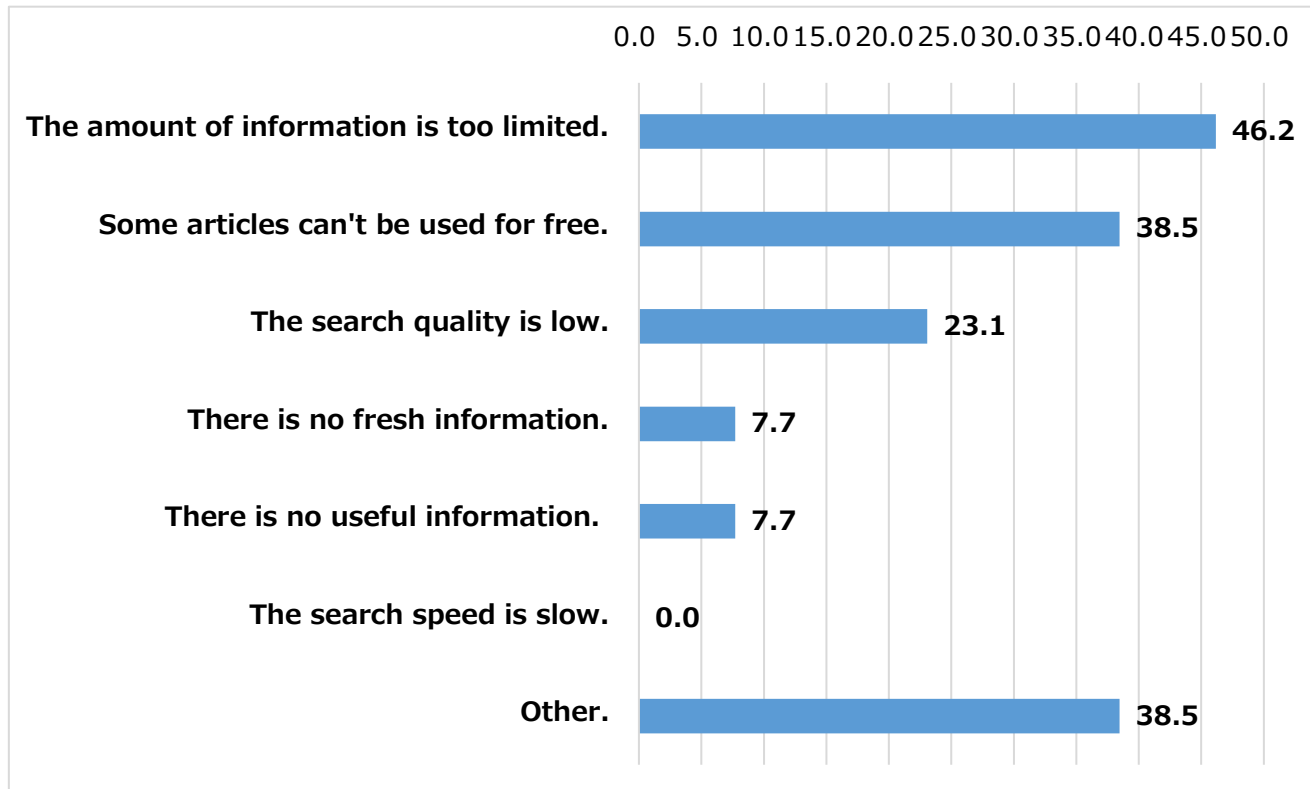
Reason why the users don't think J-STAGE is (likely to be) useful

Q4-2. Why do you think J-STAGE is not (likely to be) useful ?(Select all that apply)

● Regarding the reason why the users don't think J-STAGE is (likely to be) useful, 46.2% answered "The amount of information is too limited.", which was the highest, followed by "Some articles can't be used for free." at 38.5%, and "The search quality is low." at 23.1%.

N=13

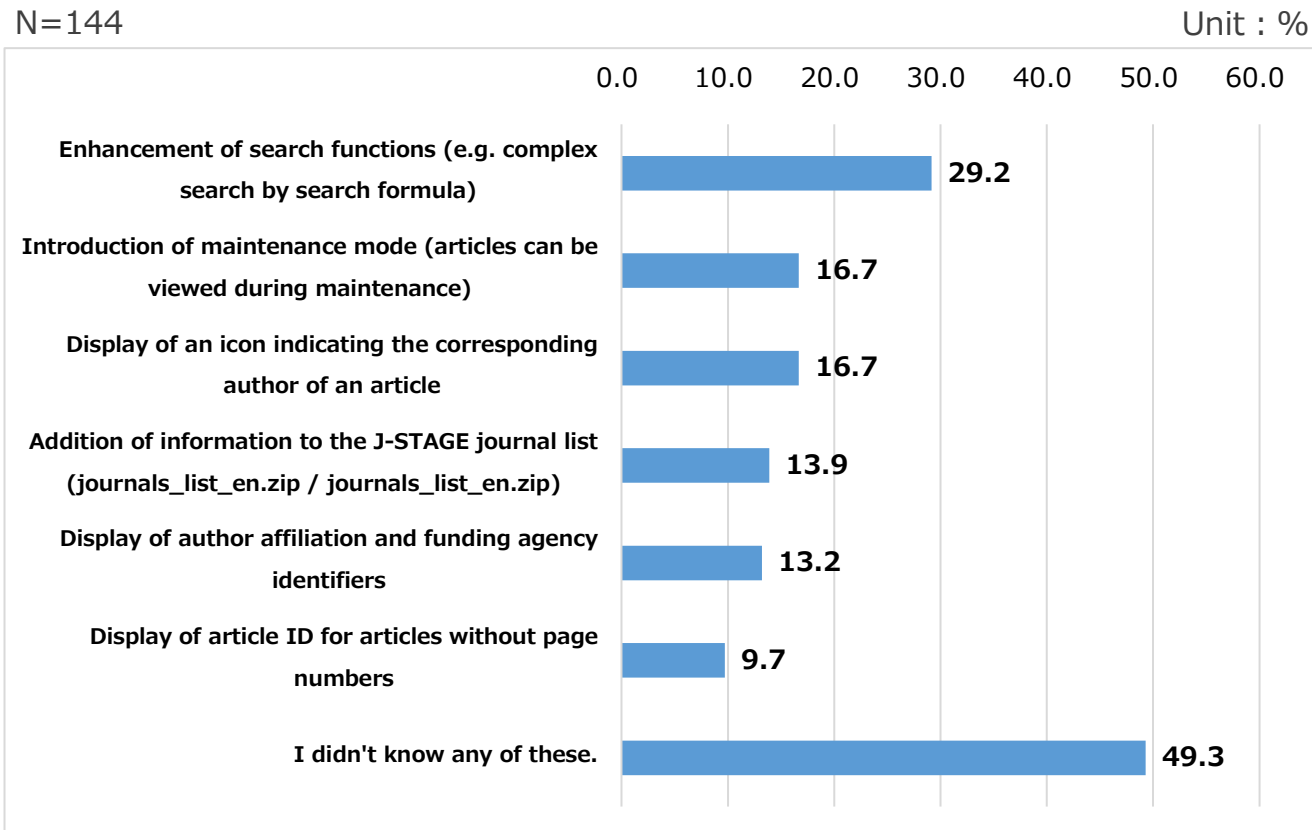
Unit : %



■ Awareness of new features and displays J-STAGE was updated with in the past year

Q5. In the past year, J-STAGE was updated with new features and displays. Which of the following did you know? (Select all that apply)

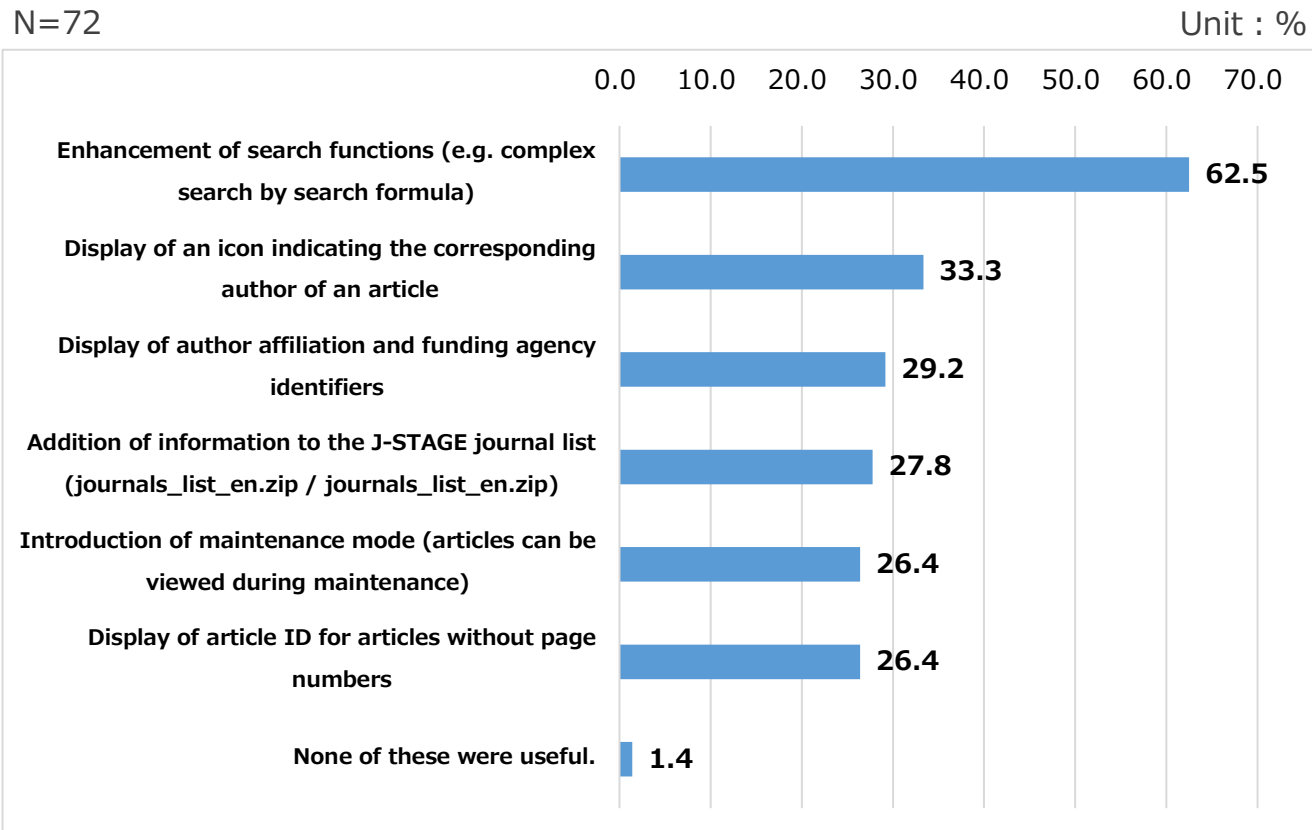
● Regarding the awareness of new features and displays J-STAGE was updated with in the past year, 29.2% answered "Enhancement of search functions (e.g. complex search by search formula)", which was the highest, followed by "Introduction of maintenance mode (articles can be viewed during maintenance)" and "Display of an icon indicating the corresponding author of an article" at 16.7%. "I didn't know any of these." stood at 49.3%.



■ Convenience of new features and displays J-STAGE was updated with in the past year

Q6. In the past year, J-STAGE was updated with new features and displays. What features do you use or think convenient? (Select all that apply)

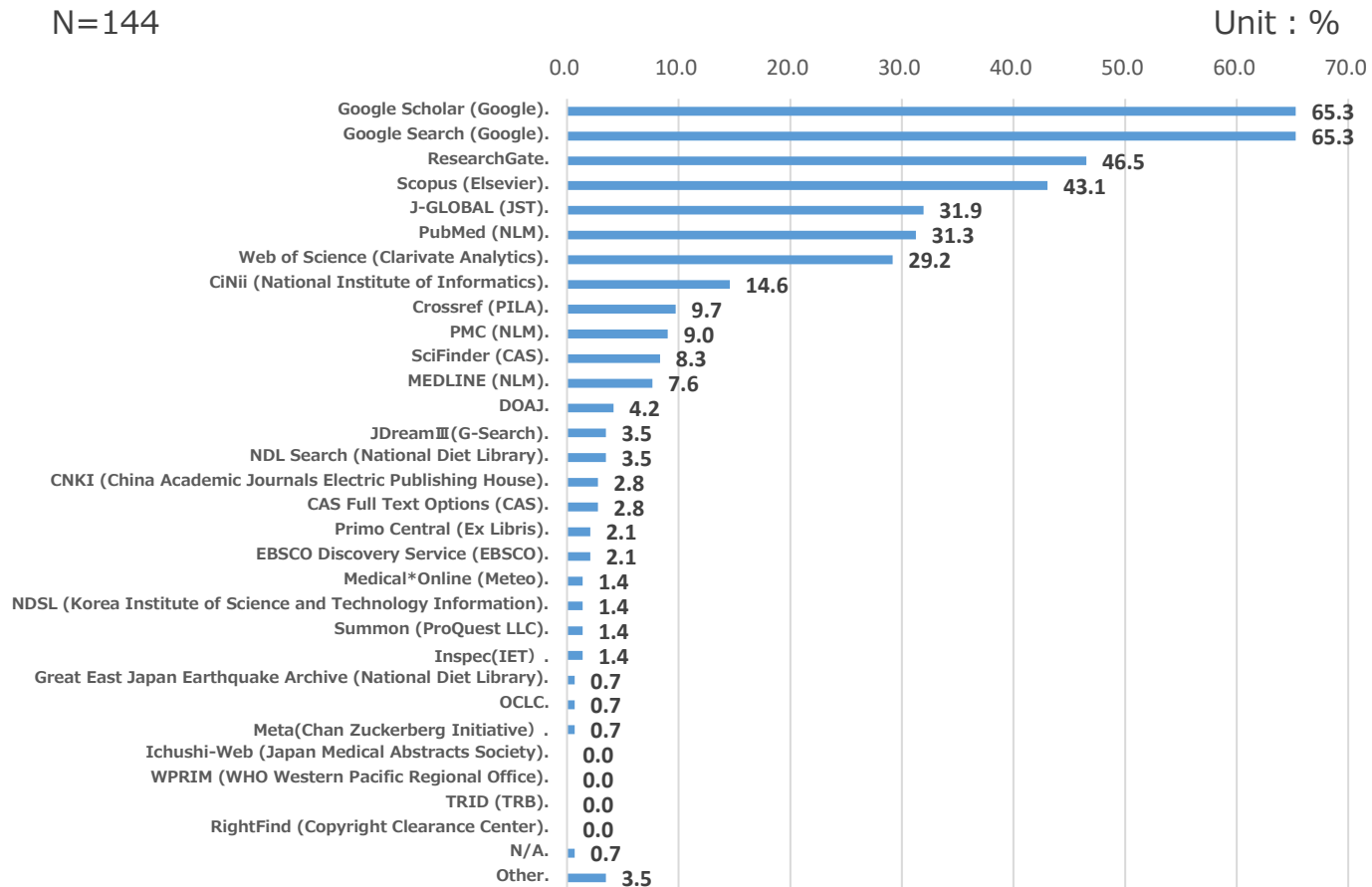
● Regarding the convenience of new features and displays J-STAGE was updated with in the past year, 62.5% answered "Enhancement of search functions (e.g. complex search by search formula)", which was the highest, followed by "Display of an icon indicating the corresponding author of an article" at 33.3%, and "Display of author affiliation and funding agency identifiers" at 29.2%.



■ J-STAGE: Academic databases or search engines the users usually use

Q7. What academic databases or search engines do you usually use?(Select all that apply)

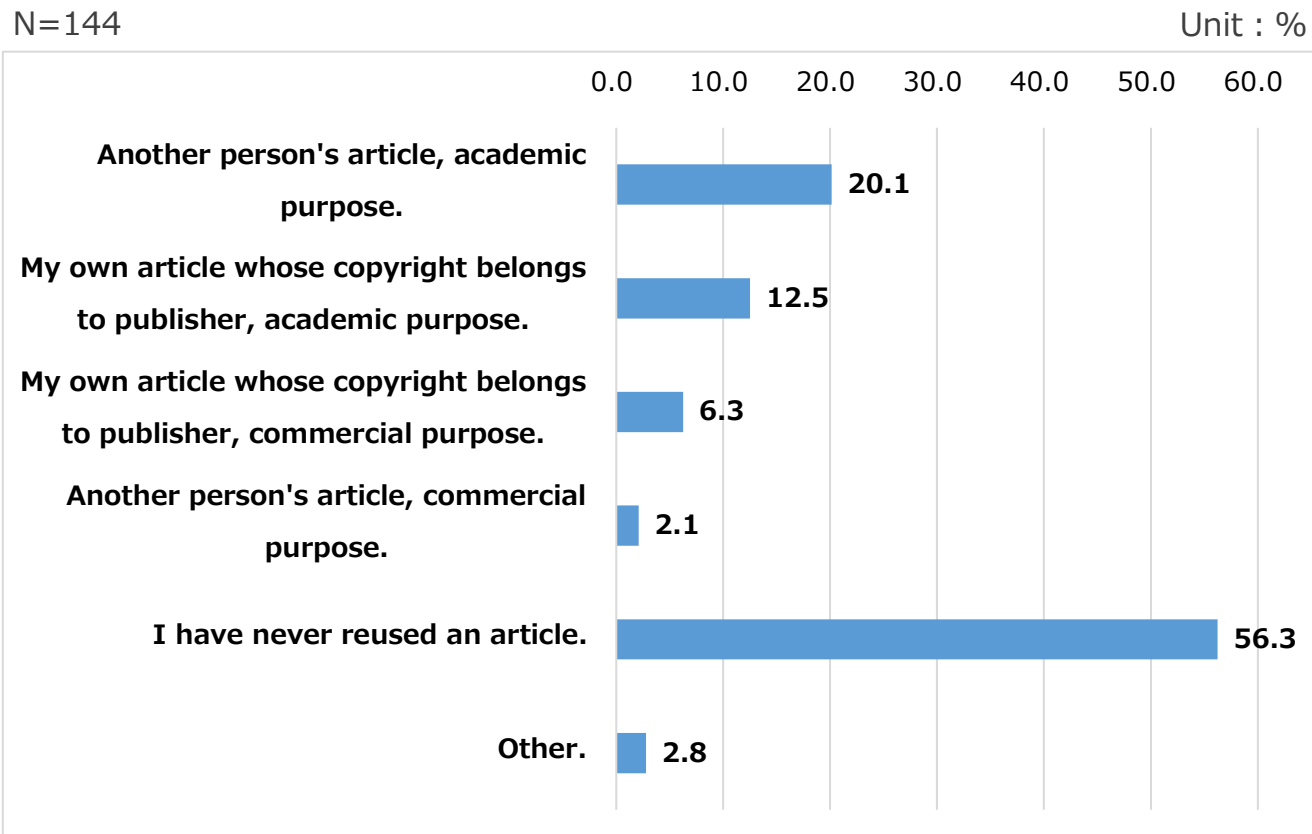
● Regarding the academic databases or search engines the users usually use, 65.3% answered "Google Scholar (Google)." and "Google Search (Google)." respectively, which was the highest, followed by "ResearchGate." at 46.5%, and "Scopus (Elsevier)." at 31.9%.



■ J-STAGE: Experience with reusing an article

Q8. Have you ever reused an article? (excluding citation) (Select one)

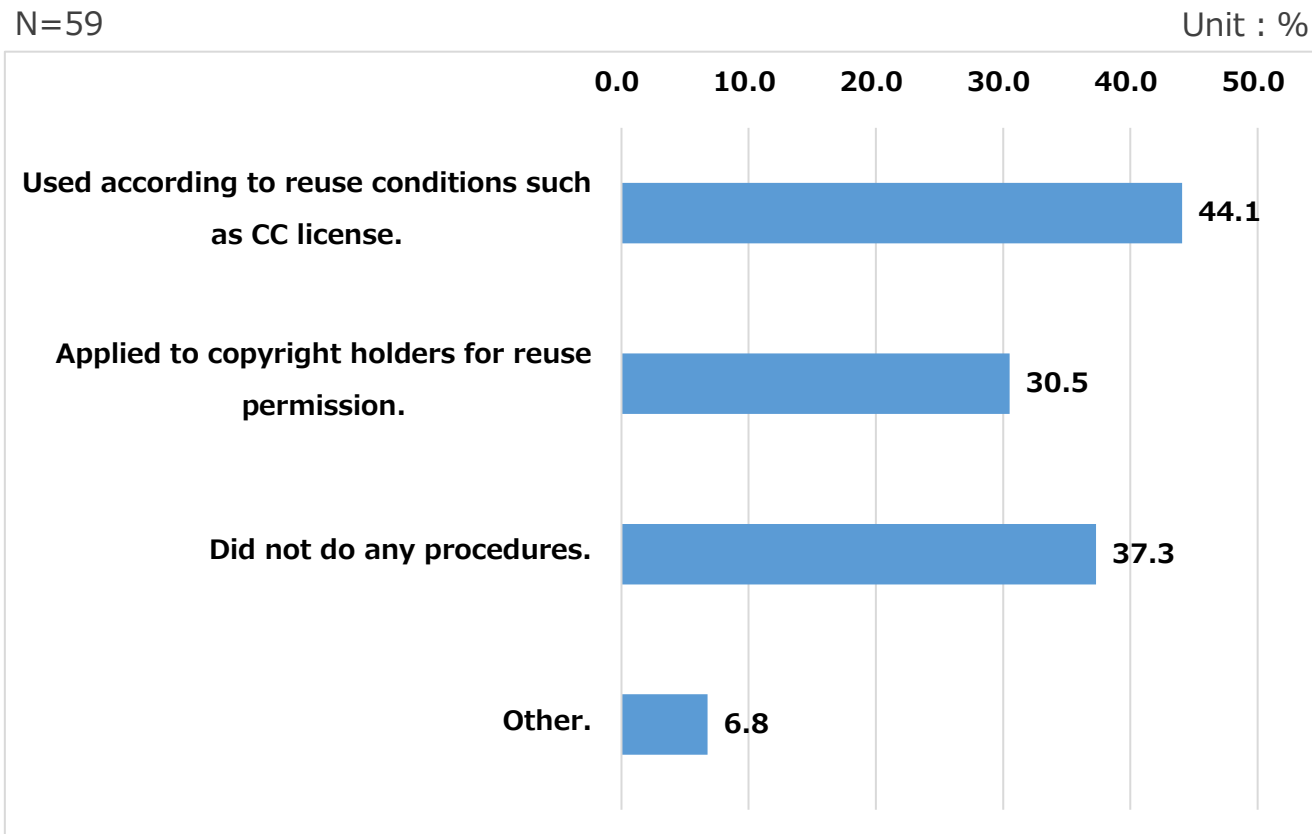
● Regarding the experience with reusing an article, 20.1% answered "Another person's article, academic purpose.", which was the highest, followed by "My own article whose copyright belongs to publisher, academic purpose." at 12.5%, and "My own article whose copyright belongs to publisher, commercial purpose." at 6.3%. "I have never reused an article." stood at 56.3%.



■ J-STAGE: How the users obtained reuse permission

Q9. How did you obtain reuse permission?(Select all that apply)

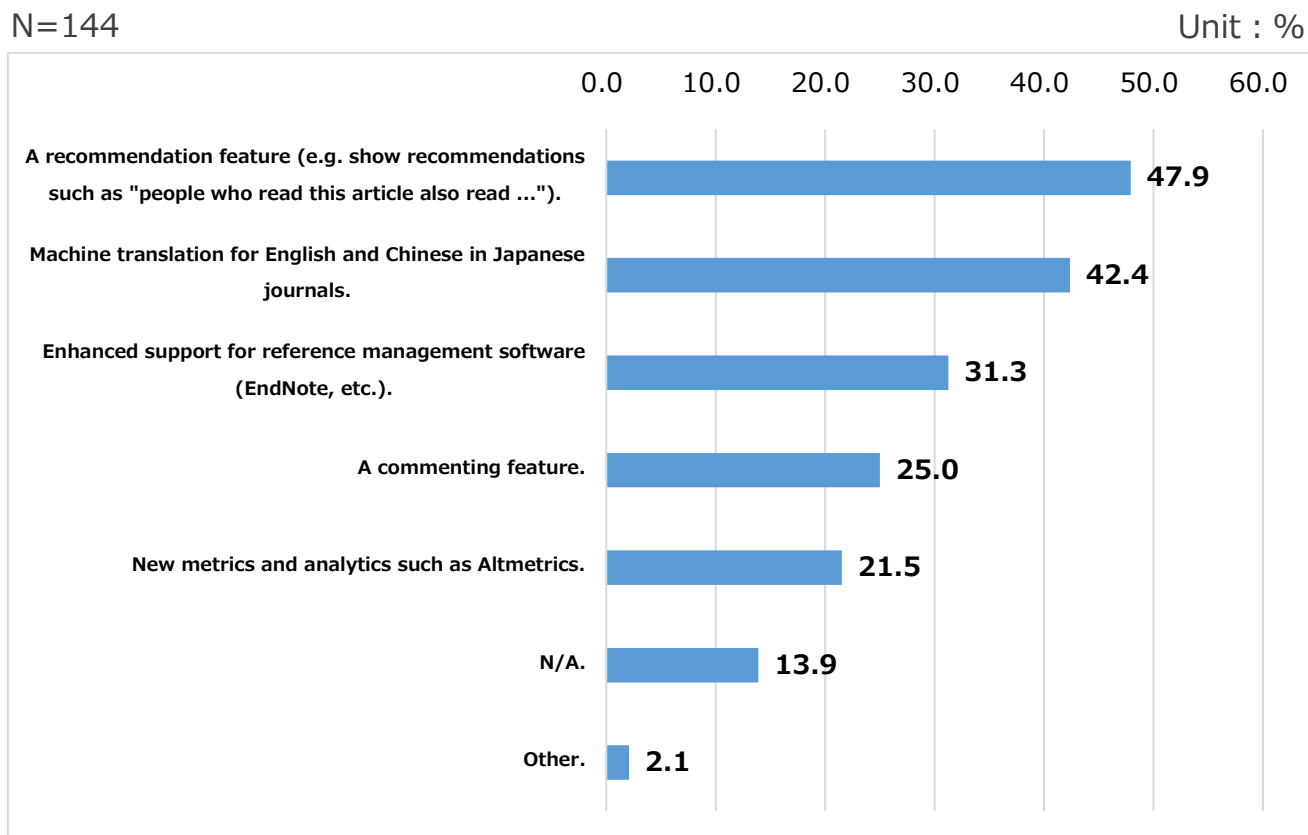
● Regarding how the users obtained reuse permission, 44.1% answered "Used according to reuse conditions such as CC license.", which was the highest, followed by "Applied to copyright holders for reuse permission." at 30.5%.



■ J-STAGE: The new services the users think will be useful

Q10. New services are planned for J-STAGE. Which services do you think will be useful to you?(Select all that apply)

● Regarding the new services, which are planned for J-STAGE, the users think will be useful, 47.9% answered "A recommendation feature (e.g. show recommendations such as "people who read this article also read ...").", which was the highest, followed by "Machine translation for English and Chinese in Japanese journals." at 42.4%, and "Enhanced support for reference management software (EndNote, etc.)." at 31.3%.



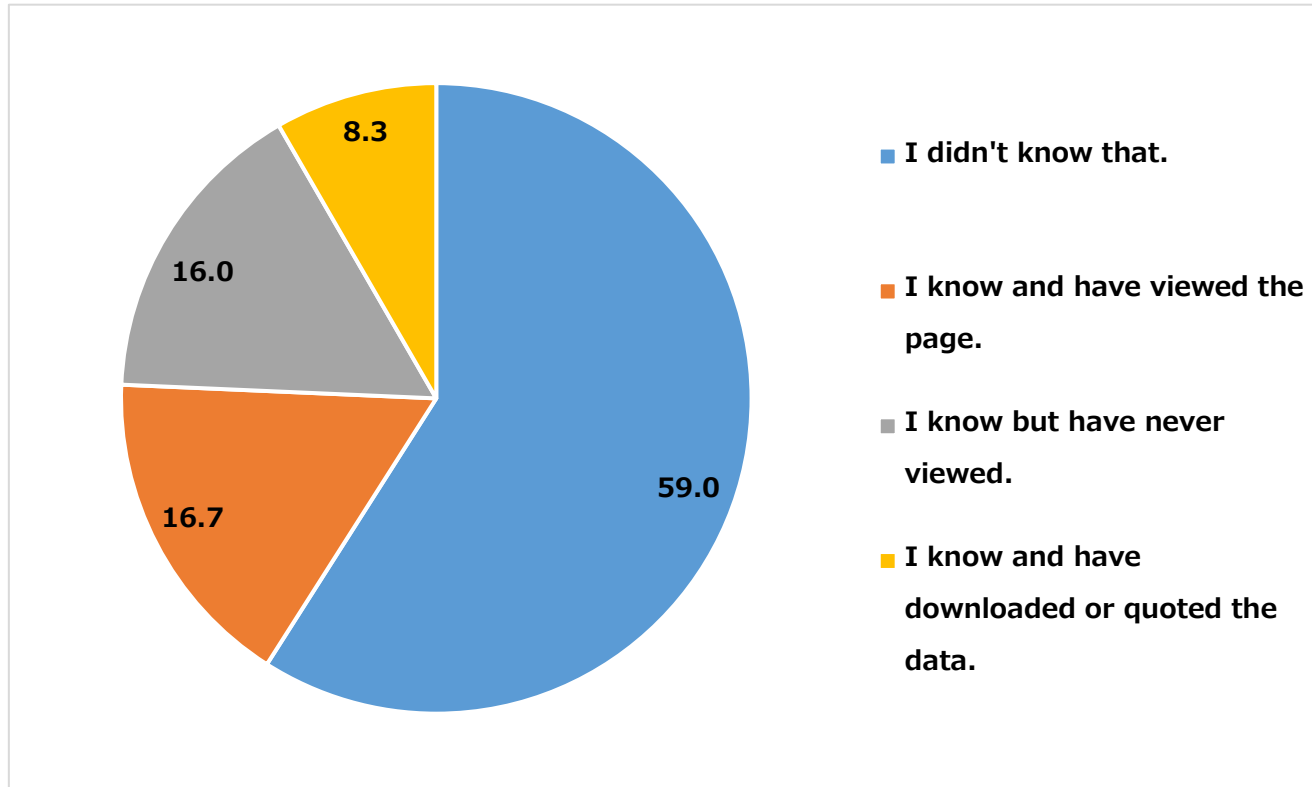
■ Awareness of J-STAGE Data

Q11. Do you know about J-STAGE Data?(Select one)

● Regarding the awareness of J-STAGE Data, 59.0% answered "I didn't know that.", which was the highest, followed by "I know and have viewed the page." at 16.7%, and "I know but have never viewed." at 16.0%.

N=144

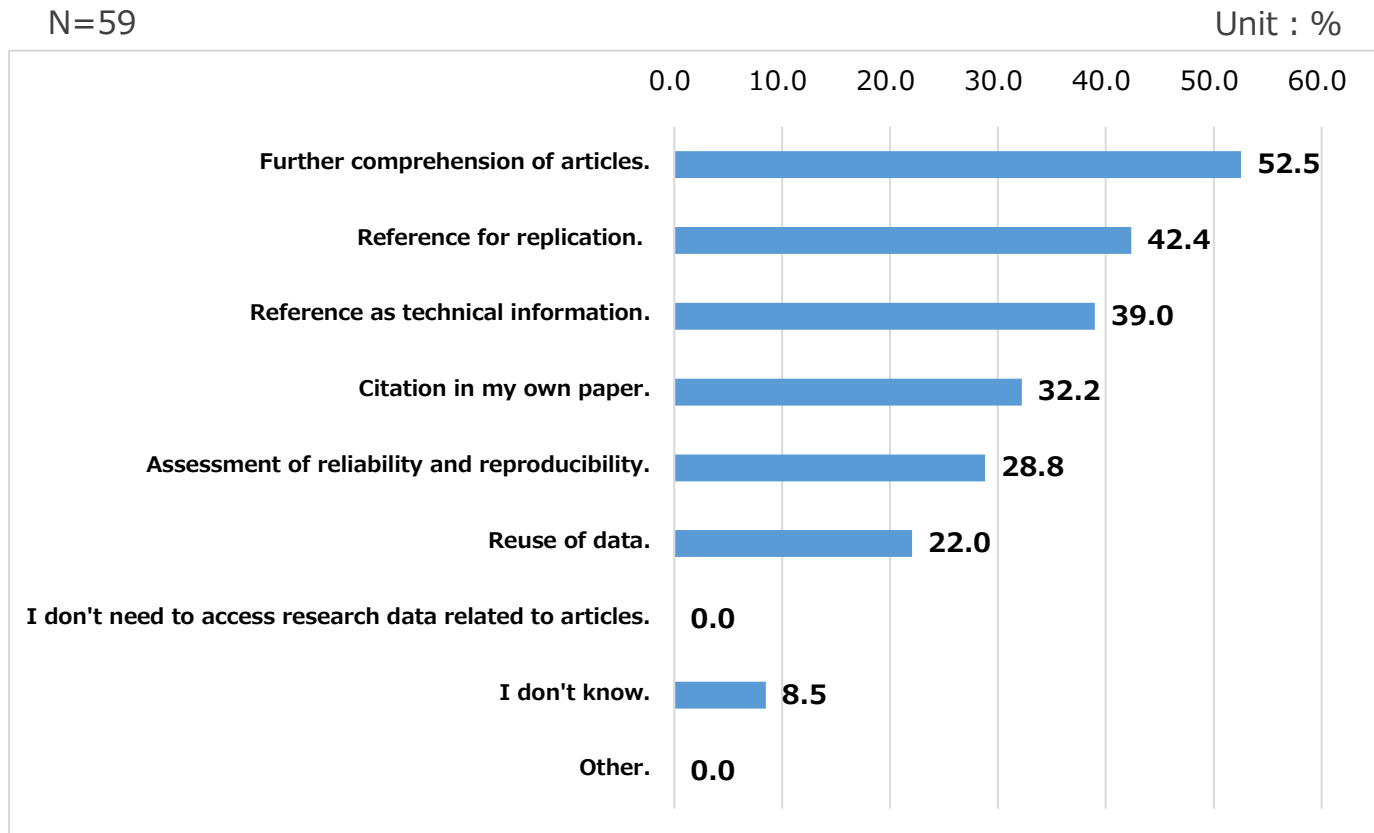
Unit : %



■ How the users might use J-STAGE Data in the future

Q12. How might you use J-STAGE Data in the future ? (Select all that apply)

● Regarding how the users might use J-STAGE Data in the future, 52.5% answered "Further comprehension of articles.", which was the highest, followed by "Reference for replication." at 42.4%, and "Reference as technical information." at 39.0%.



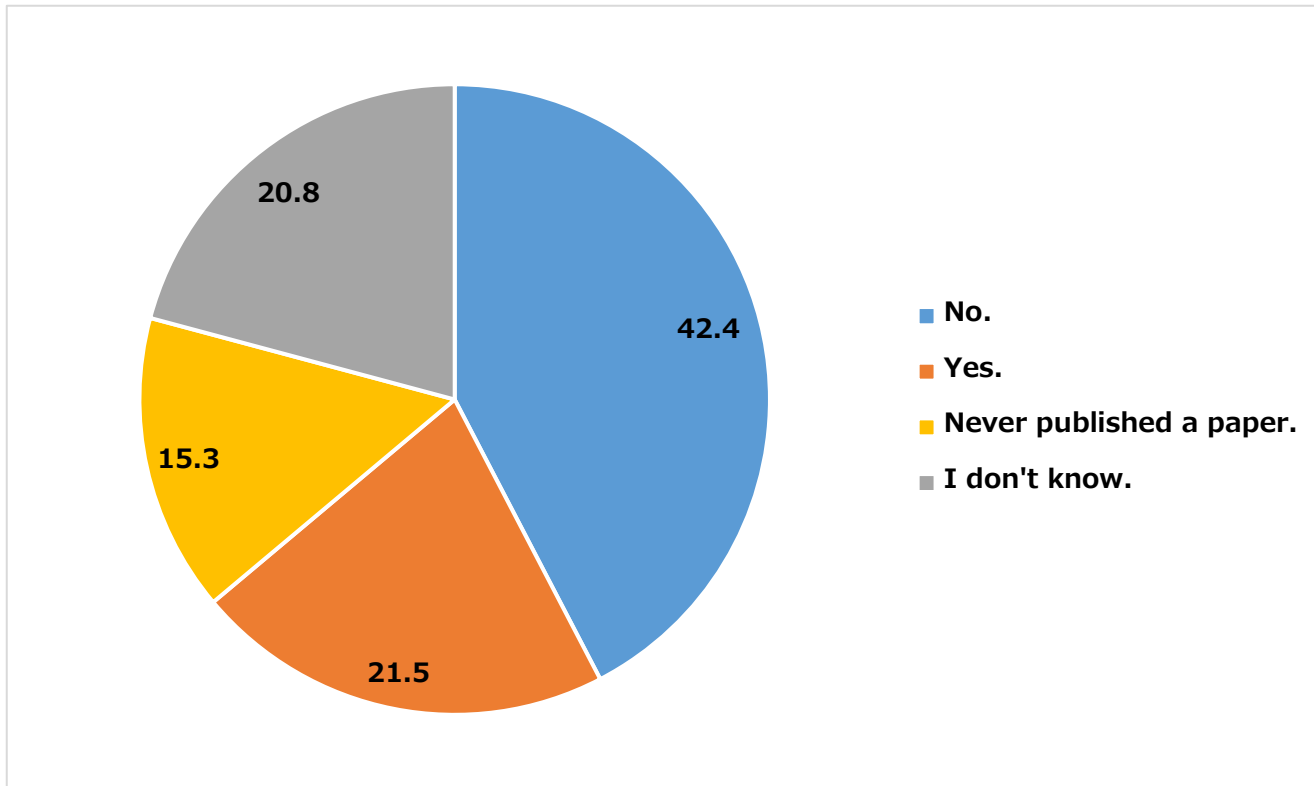
■ **J-STAGE: Experience to be asked to disclose the data on which the users' paper is based for publication**

Q13. Have you ever been asked to disclose the data on which your paper is based for publication?(Select one)

● Regarding the experience to be asked to disclose the data on which the users' paper is based for publication, 42.4% answered "No.", which was the highest, followed by "Yes." at 21.5%, and "Never published a paper." at 15.3%.

N=144

Unit : %



■ Willingness to publish the users' research data as open access on J-STAGE Data and others

Q14. Would you consider publishing your research data as open access on J-STAGE Data and others?
(Select one)

● Regarding the willingness to publish the users' research data as open access on J-STAGE Data and others, 59.0% answered "I would publish.", which was the highest, followed by "I wouldn't publish." at 8.3%.

N=144

Unit : %

