The customer satisfaction survey of J-STAGE visitor in FY2019 (English)

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■ Outline

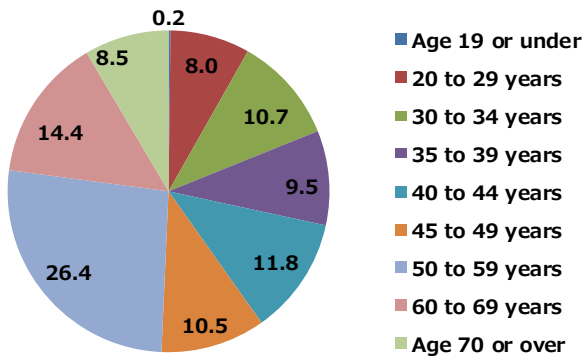|	
Research objectives	Conduct investigations about J-STAGE to clarify conditions such as usage situation, consciousness, usage scenes, comparison and selection situation with similar services, and utilize the results for business planning.
conditions	J-STAGE User
Number of people	515
Method	Internet Research
period	9/1/2020～7/2/2020

■ Profile

Age N=515

- ■ 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

Values: 0.2, 8.0, 10.7, 9.5, 11.8, 10.5, 26.4, 14.4, 8.5

Region you live in N=515

- ■ Japan — 27.8
- ■ other than Japan — 72.2

Occupation N=515

- ■ University/College — 55.3
- ■ Public Institute — 4.7
- ■ Government/Public Agency — 6.2
- ■ School — 1.4
- ■ Company — 14.8
- ■ Hospital /Clinic — 4.5
- ■ Self-employed or Freelance — 6.4
- ■ Other — 6.8

Job category N=515

- ■ Professor/Associate Professor — 25.0
- ■ Lecturer/Assistant Professor — 16.7
- ■ Postdoctoral Fellow/Research Fellow — 4.1
- ■ Research positions other than the above — 9.7
- ■ Planning — 0.6
- ■ Design/Development — 1.9
- ■ Manufacturing — 0.6
- ■ Planning/Sales promotion — 3.7
- ■ Research/Consulting — 9.9
- ■ Administrative — 1.0
- ■ Doctral Student — 7.2
- ■ Bachelor Student/Master Student — 3.5
- ■ Doctor — 4.9
- ■ Nurse — 2.7
- ■ Without Occupation — 8.2
- ■ Other

Research category N=515

- ■ Human Science — 5.2
- ■ Social Science — 4.9
- ■ Mathematical and Physical Science — 5.8
- ■ Chemistry — 9.1
- ■ Engineering — 31.7
- ■ Biology — 9.7
- ■ Agriculture — 10.3
- ■ Medicine and Dentistry, Pharmacy — 18.4
- ■ Arts — 0.8
- ■ General Field — 1.4
- ■ Complex New Field — 1.2
- ■ Neither — 1.6
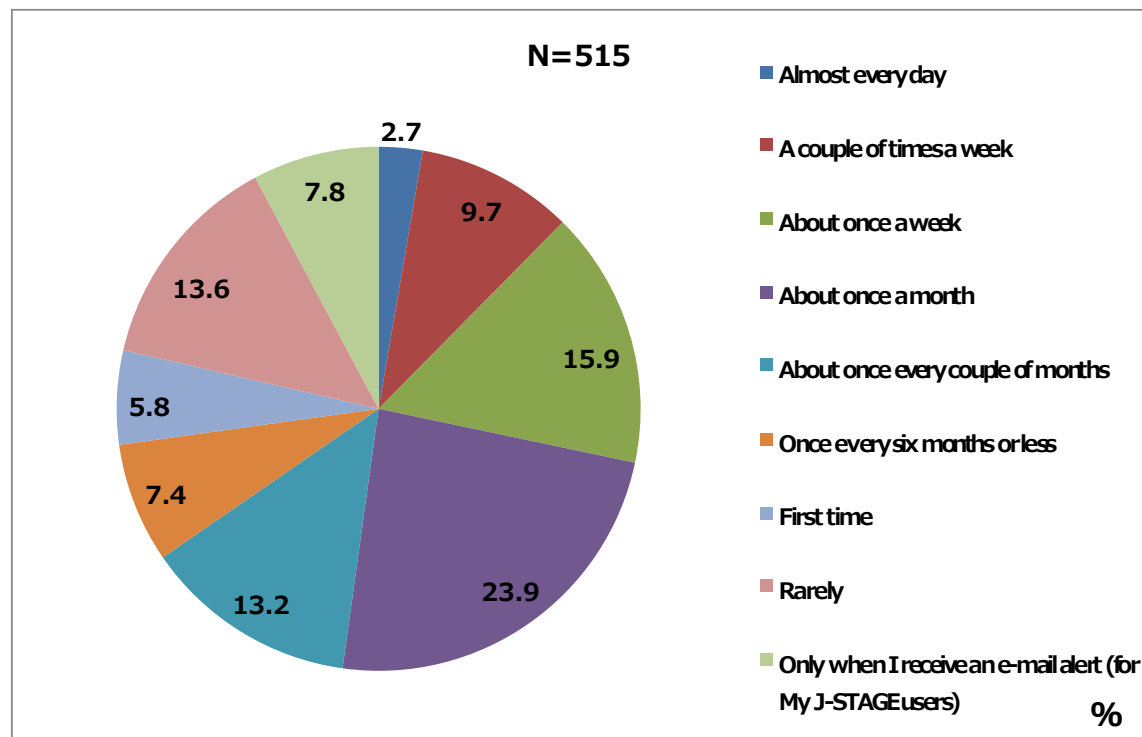
4

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" 23.9%, next "About once a week" 15.9%, then "Rarely" 13.6%.

N=515

Color	Category
■	Almost every day
■	A couple of times a week
■	About once a week
■	About once a month
■	About once every couple of 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: 2.7, 9.7, 15.9, 23.9, 13.2, 7.4, 5.8, 13.6, 7.8 (%)

How do you browse J-STAGE?

●The largest proportion of answers to device for browsing J-STAGE is "PC" 94.9%, next "Smartphone" 12.3%, then "Tablet" 7.2%.
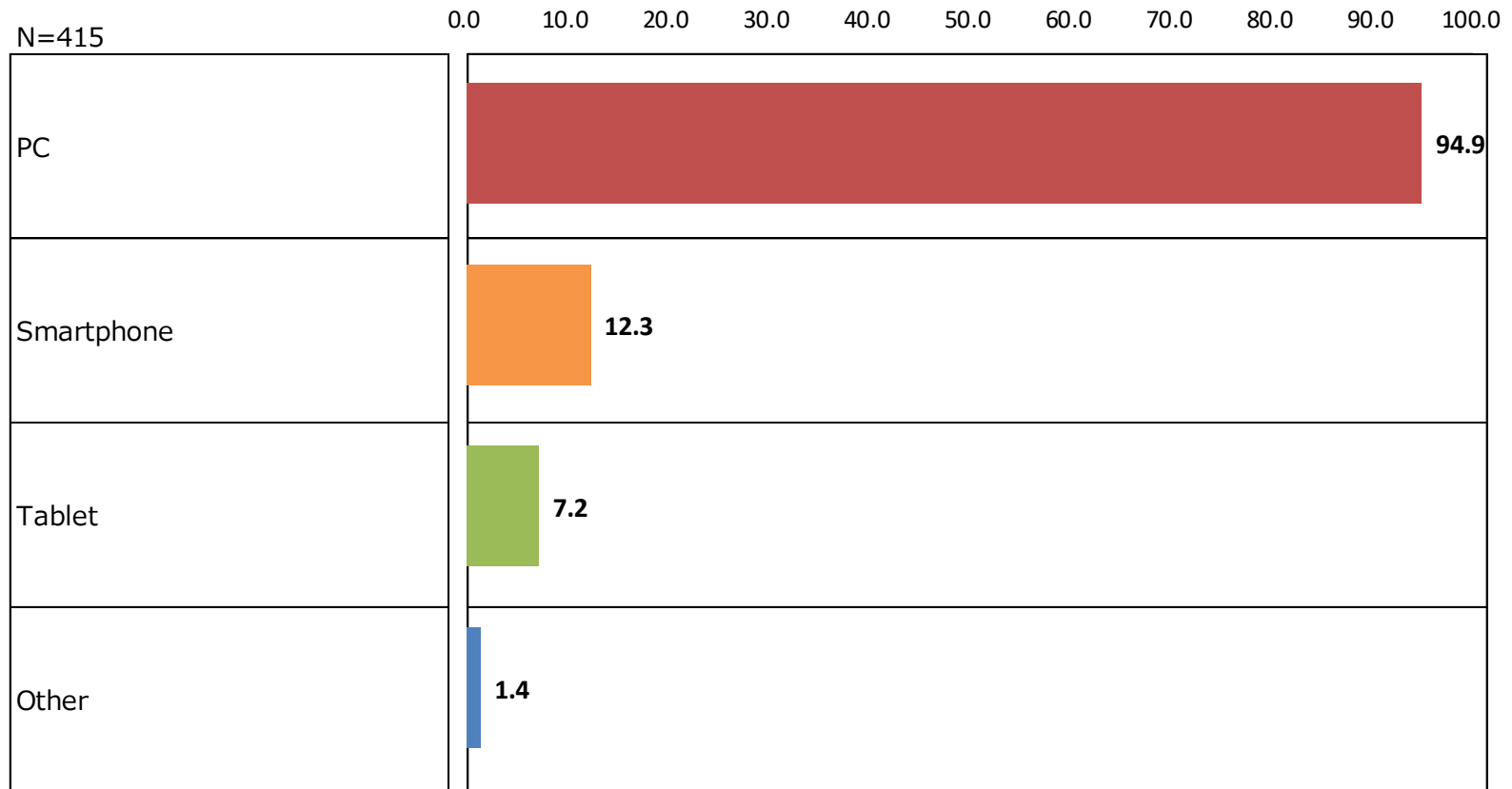
N=415

Device	%
PC	94.9
Smartphone	12.3
Tablet	7.2
Other	1.4

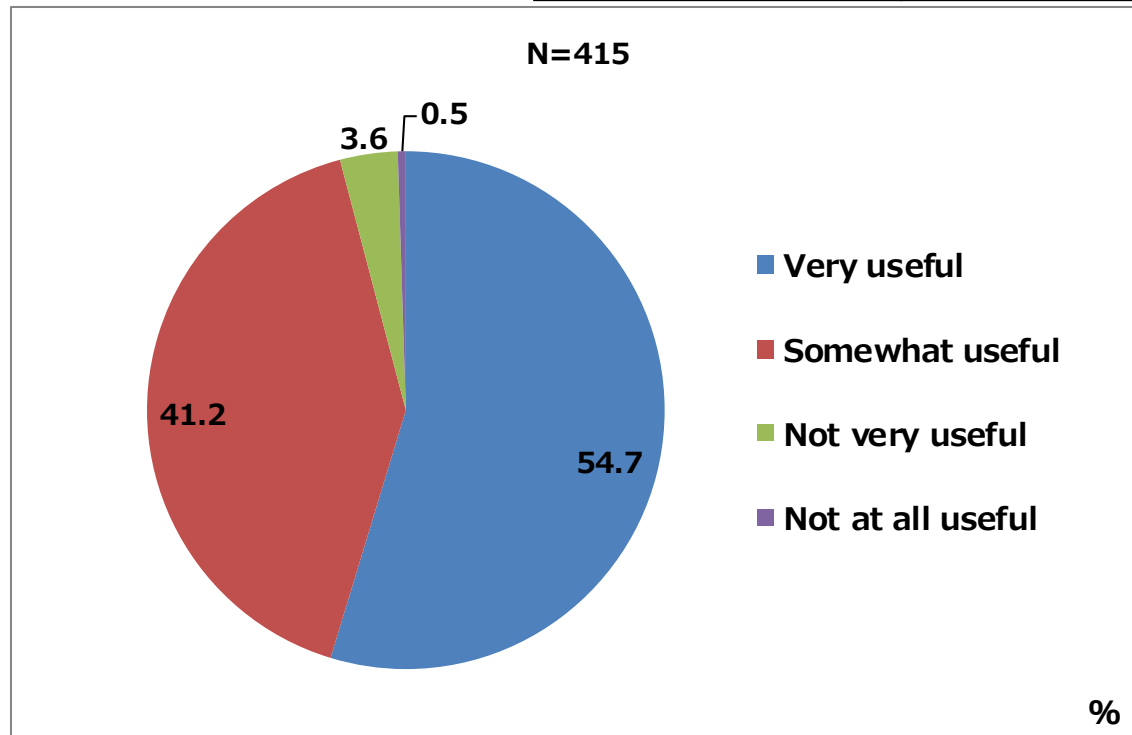n=30,largest proportion ■ 2nd proportion ■ 3rd proportion ■   ※ Ranking via descending order.

※ Unit:%

7

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" 54.7%. The positive answer accounts for 95.9%, which shows that they are satisfied.

Useful total	95.9
Not useful total	4.1

N=415

0.5
3.6
41.2
54.7

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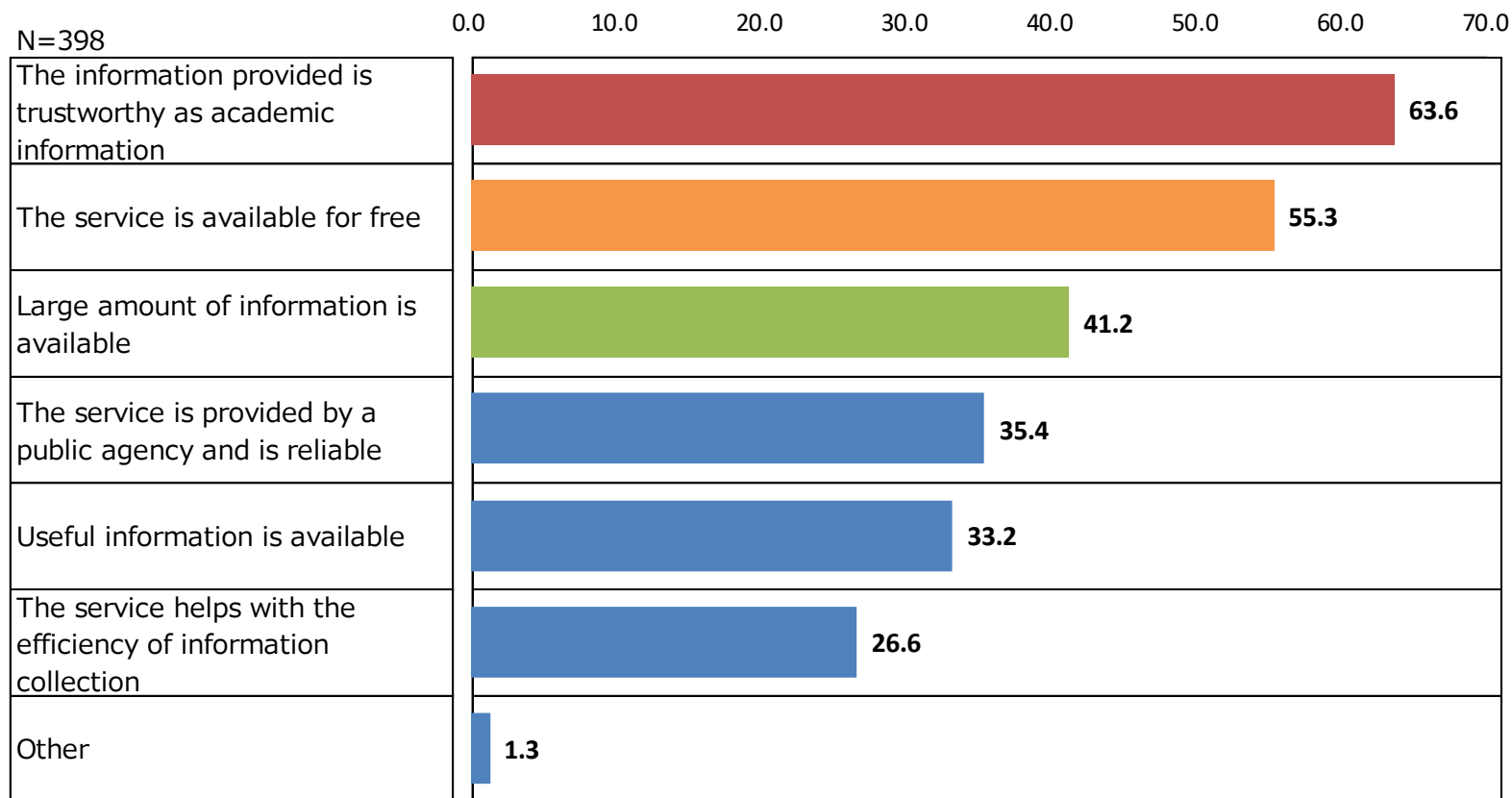- Somewhat useful
- Not very useful
- Not at all useful

%

■ 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" 63.6%, next "The service is available for free" 55.3%, then "Large amount of information is available" 41.2%.

N=398

Category	Value
The information provided is trustworthy as academic information	63.6
The service is available for free	55.3
Large amount of information is available	41.2
The service is provided by a public agency and is reliable	35.4
Useful information is available	33.2
The service helps with the efficiency of information collection	26.6
Other	1.3

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

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" 47.1%, next "There is no useful information" 29.4%, then "The amount of information is too limited" 17.6%.

N=17

	Value
Some articles can't be used for free	47.1
There is no useful information	29.4
The amount of information is too limited	17.6
The search speed is slow, or the search quality is low	17.6
There is no fresh information	11.8
Other	17.6
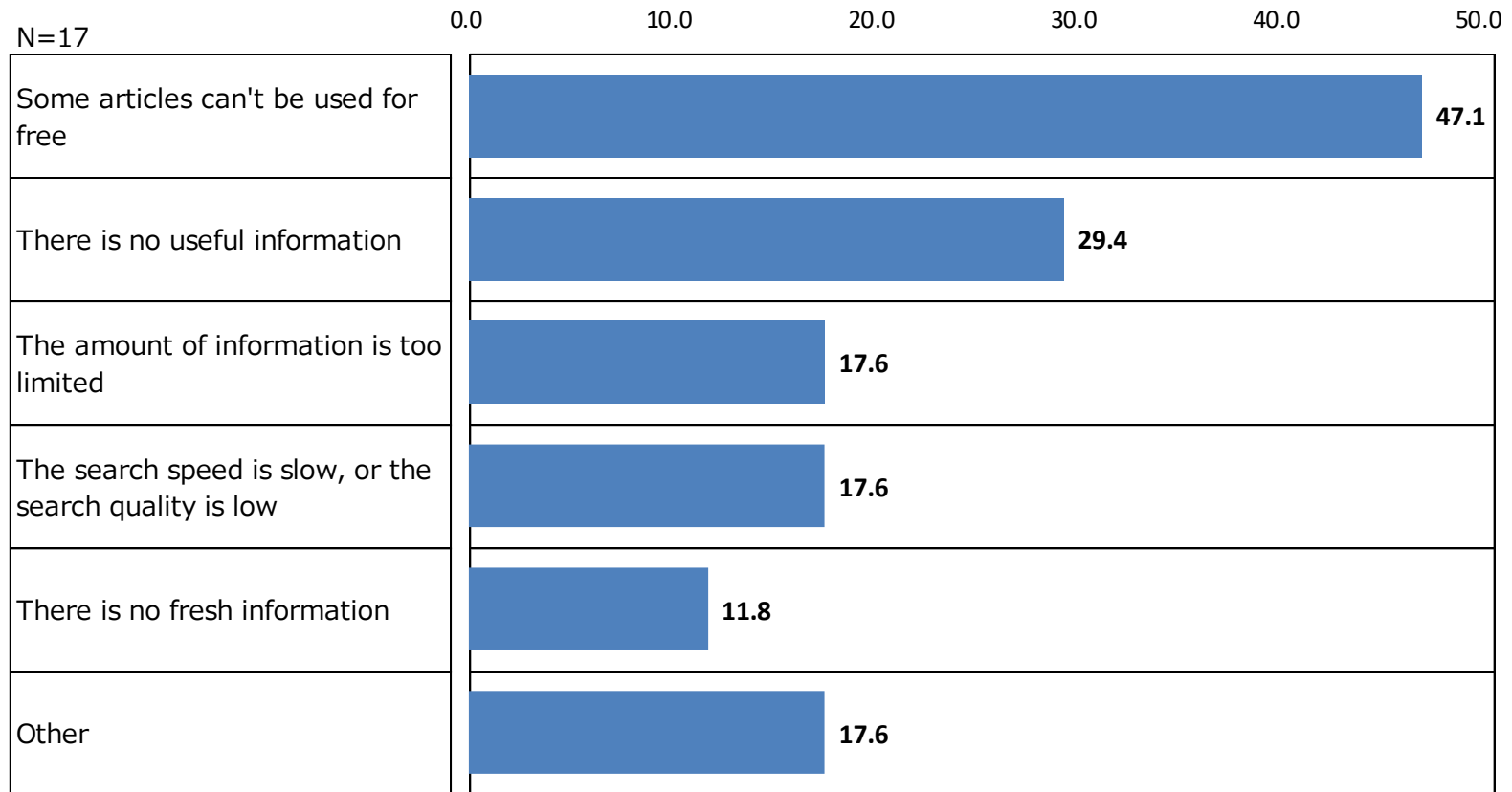
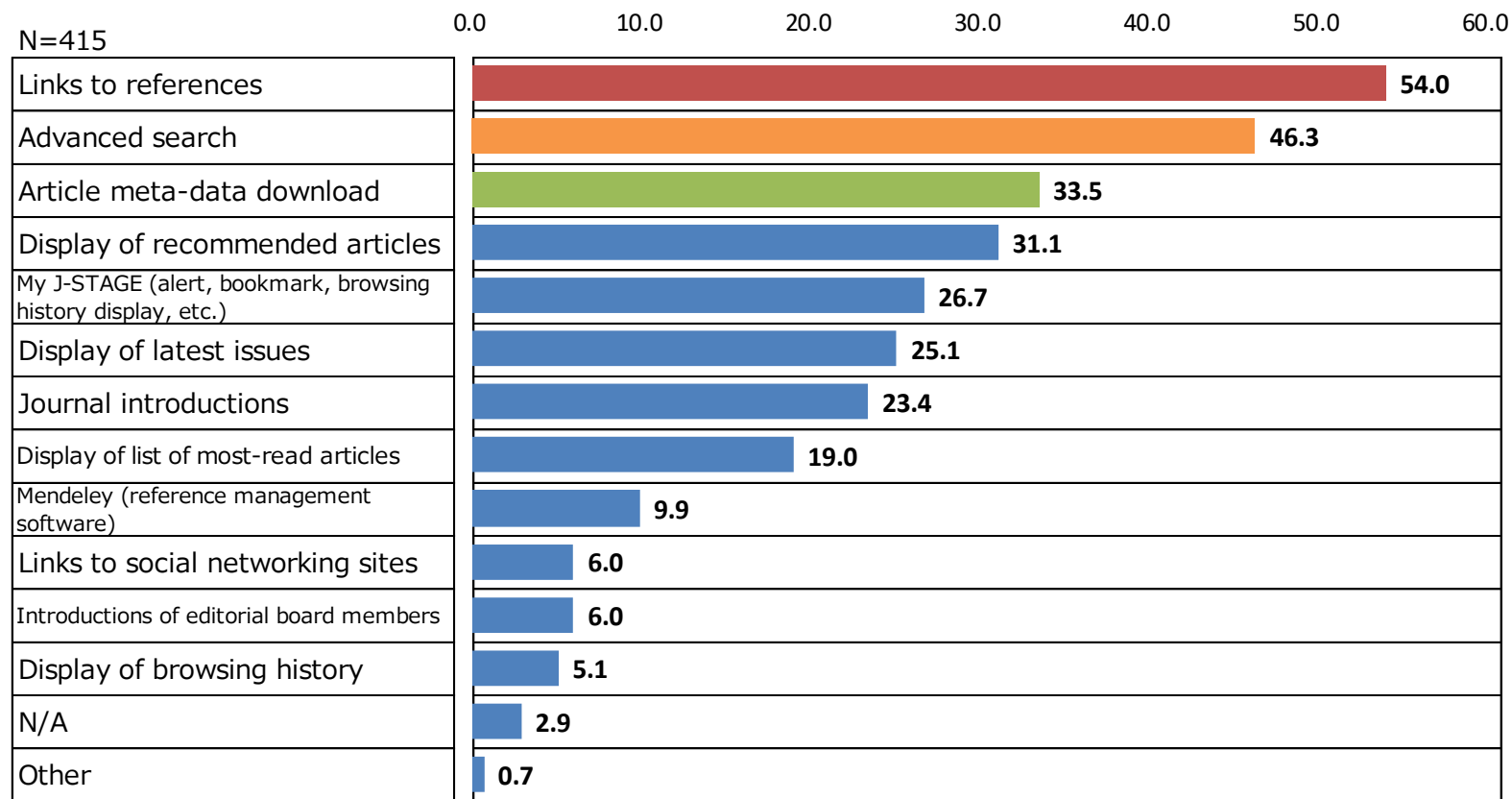※n=less than 30, the sample size is too small, thus is used as a reference.

※ Ranking via descending order.
※ Unit:%

10

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" 54.0%, next "Advanced search" 46.3%, then "Article meta-date download " 33.5%.

N=415

Feature	%
Links to references	54.0
Advanced search	46.3
Article meta-data download	33.5
Display of recommended articles	31.1
My J-STAGE (alert, bookmark, browsing history display, etc.)	26.7
Display of latest issues	25.1
Journal introductions	23.4
Display of list of most-read articles	19.0
Mendeley (reference management software)	9.9
Links to social networking sites	6.0
Introductions of editorial board members	6.0
Display of browsing history	5.1
N/A	2.9
Other	0.7

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

※ Unit:%

11

Are you registered for My J-STAGE?

●About whether to register or not, the answer of "yes" is 76.6% and it has a great majority. The answer of "no" is 9.9%, and the degree of recognition of My J-STAGE is 86.5%.

N=415

Value	Legend
76.6	■ Yes
9.9	■ No
13.5	■ I didn't know about My J-STAGE

%

12
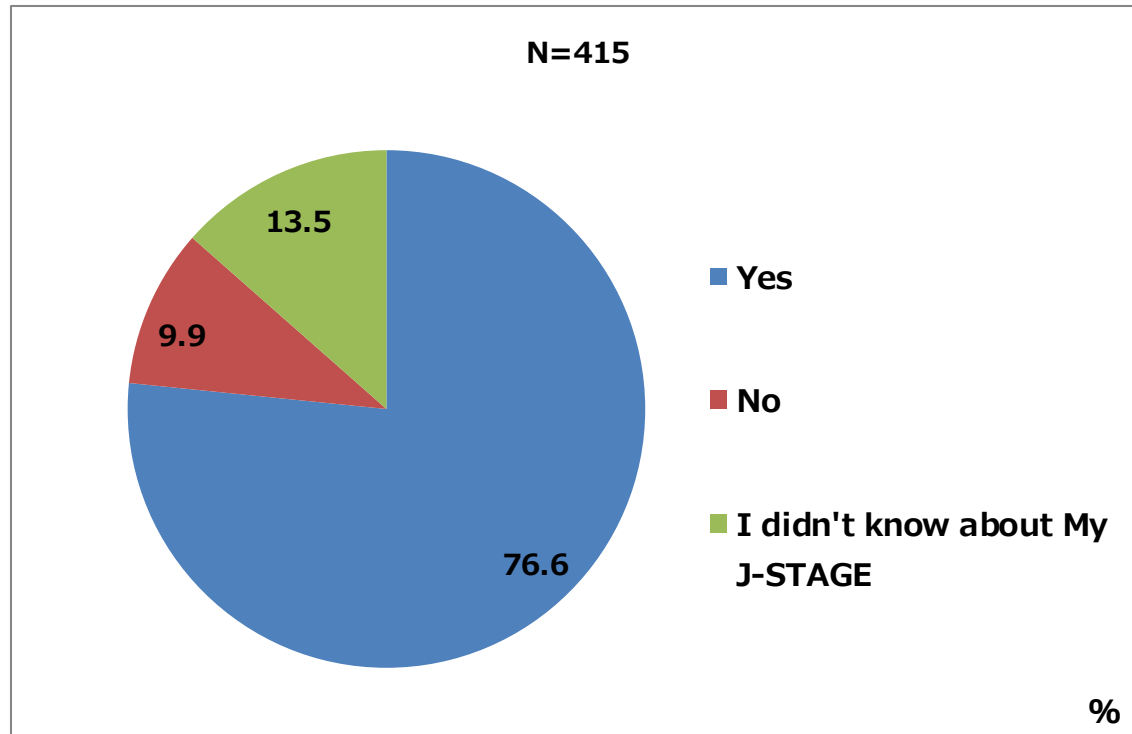
What features of My J-STAGE do you use often or think convenient?

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 "News Alert / New Issue Alert of Favorite Publications " 42.5%, next "Favorite Search Profiles" 40.9%, then "Citation Alert of Favorite Articles" 33.0%.

N=318

Feature	%
News Alert / New Issue Alert of Favorite Publications	42.5
Favorite Search Profiles	40.9
Citation Alert of Favorite Articles	33.0
Authentication Alert [Free Access Alert] of Favorite Articles	27.0
Linkage between subscriber number and My J-STAGE ID	17.3
Additional Info Alert of Favorite Articles	12.6
N/A	12.3
Other	0.9

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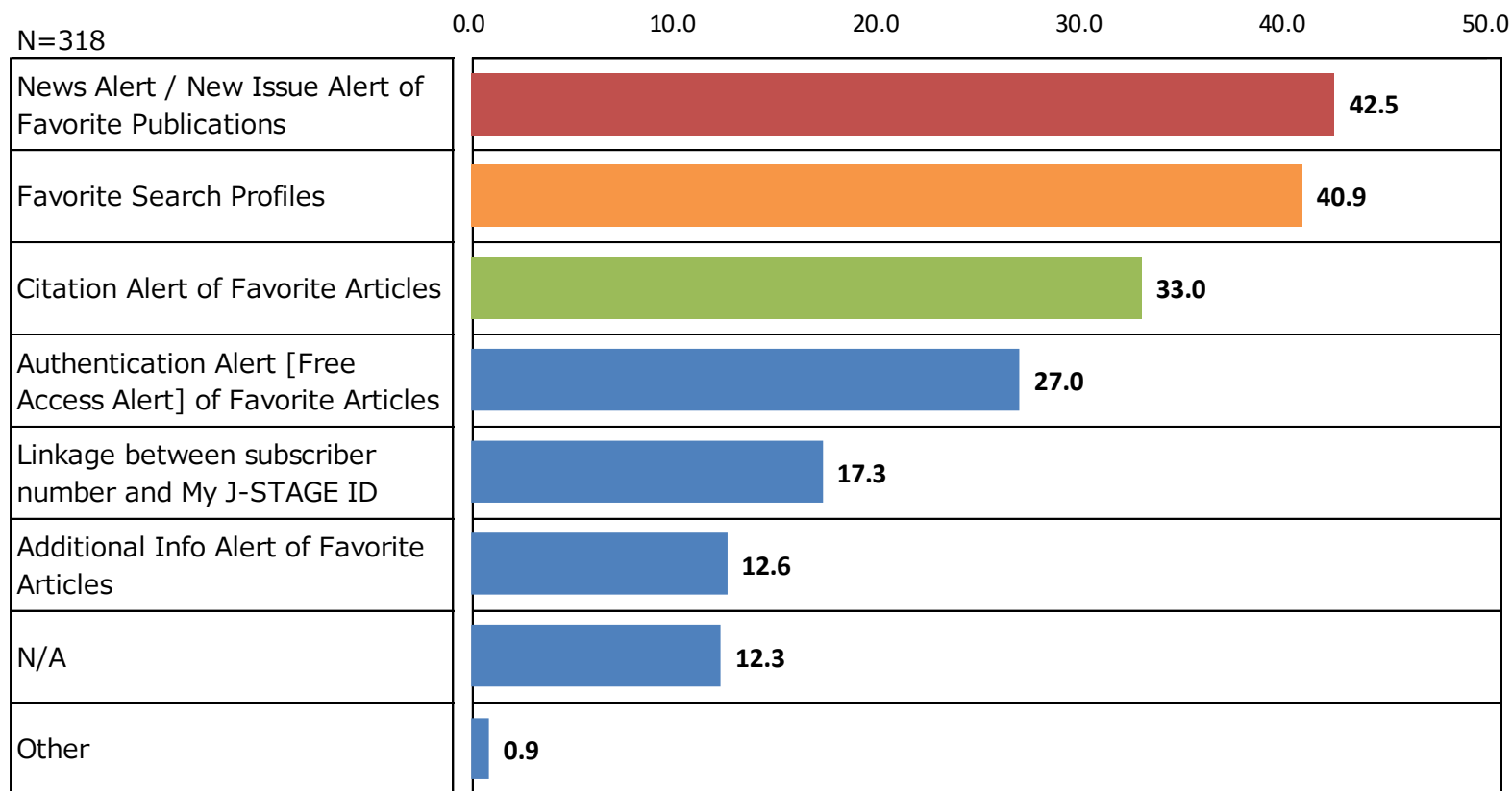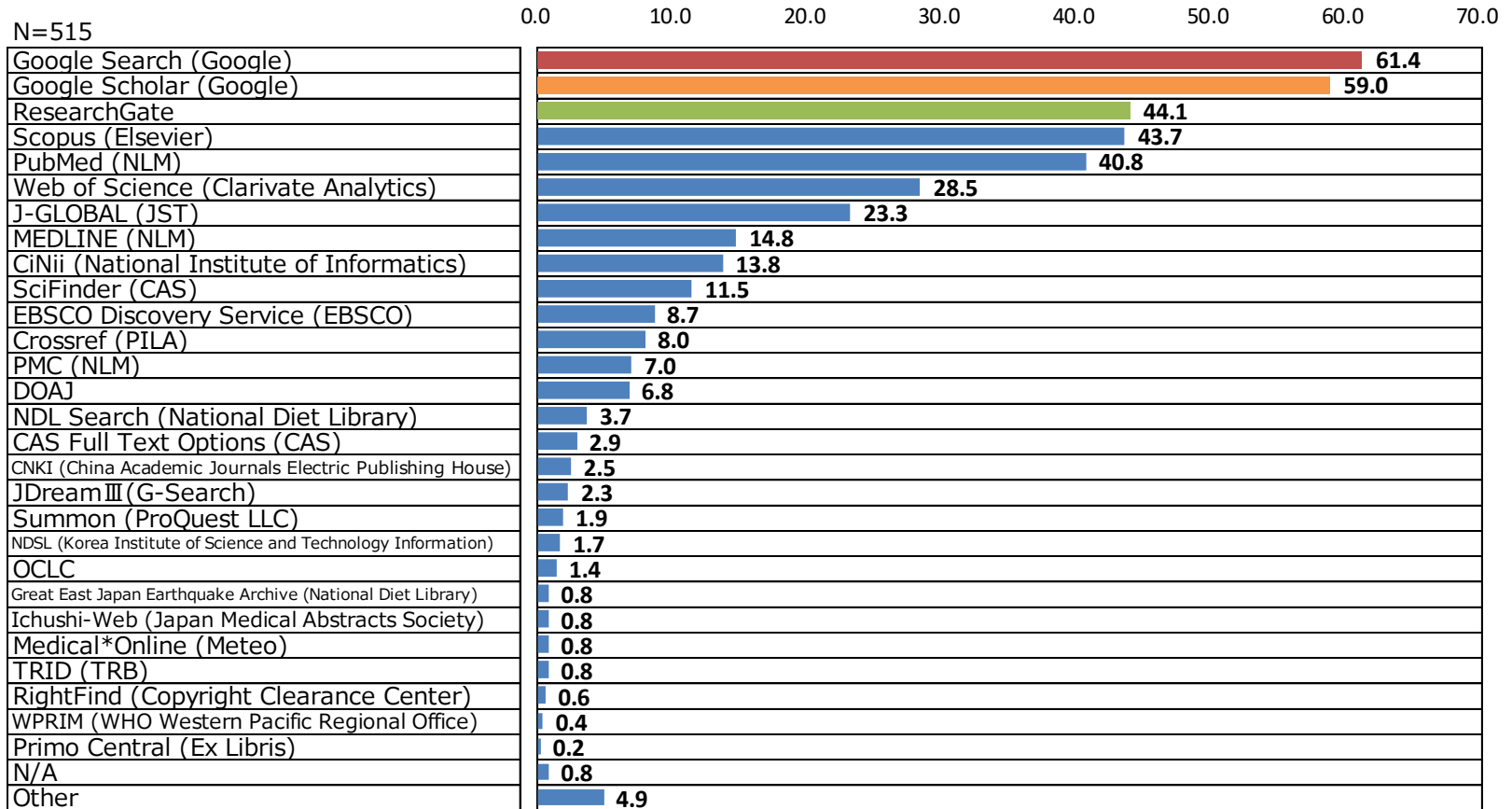
※ Ranking via descending order.
※ Unit:%

13

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)" 61.4%, next "Google Scholar (Google)" 59.0%, then "ResearchGate" 44.1%.

N=515

Database / Search Engine	%
Google Search (Google)	61.4
Google Scholar (Google)	59.0
ResearchGate	44.1
Scopus (Elsevier)	43.7
PubMed (NLM)	40.8
Web of Science (Clarivate Analytics)	28.5
J-GLOBAL (JST)	23.3
MEDLINE (NLM)	14.8
CiNii (National Institute of Informatics)	13.8
SciFinder (CAS)	11.5
EBSCO Discovery Service (EBSCO)	8.7
Crossref (PILA)	8.0
PMC (NLM)	7.0
DOAJ	6.8
NDL Search (National Diet Library)	3.7
CAS Full Text Options (CAS)	2.9
CNKI (China Academic Journals Electric Publishing House)	2.5
JDreamⅢ (G-Search)	2.3
Summon (ProQuest LLC)	1.9
NDSL (Korea Institute of Science and Technology Information)	1.7
OCLC	1.4
Great East Japan Earthquake Archive (National Diet Library)	0.8
Ichushi-Web (Japan Medical Abstracts Society)	0.8
Medical*Online (Meteo)	0.8
TRID (TRB)	0.8
RightFind (Copyright Clearance Center)	0.6
WPRIM (WHO Western Pacific Regional Office)	0.4
Primo Central (Ex Libris)	0.2
N/A	0.8
Other	4.9

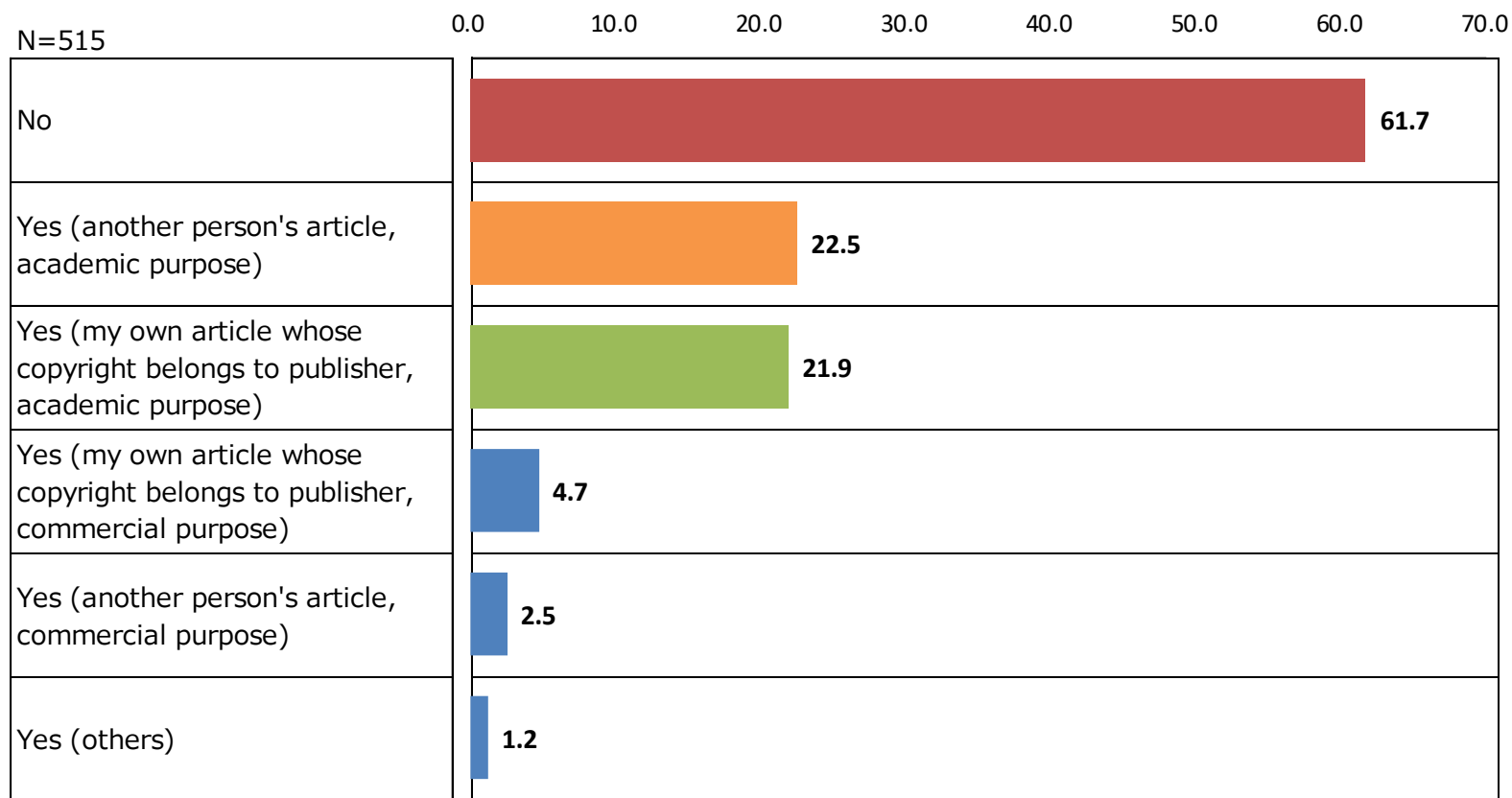n=30,largest proportion ■ 2nd proportion ■ 3rd proportion ■

※ Ranking via descending order.
※ Unit:%

14

Have you ever reused the article ? If so, what purpose was it?

Q11. 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? If so, for what purpose was it?(Select all that apply)

- The largest proportion of answers to the experience and purpose of reusing articles is "No" 61.7%, next "Yes (another person's article, academic purpose)" 22.5%, then "Yes (my own article whose copyright belongs to publisher, academic purpose)" 21.9%.

N=515

No	61.7
Yes (another person's article, academic purpose)	22.5
Yes (my own article whose copyright belongs to publisher, academic purpose)	21.9
Yes (my own article whose copyright belongs to publisher, commercial purpose)	4.7
Yes (another person's article, commercial purpose)	2.5
Yes (others)	1.2

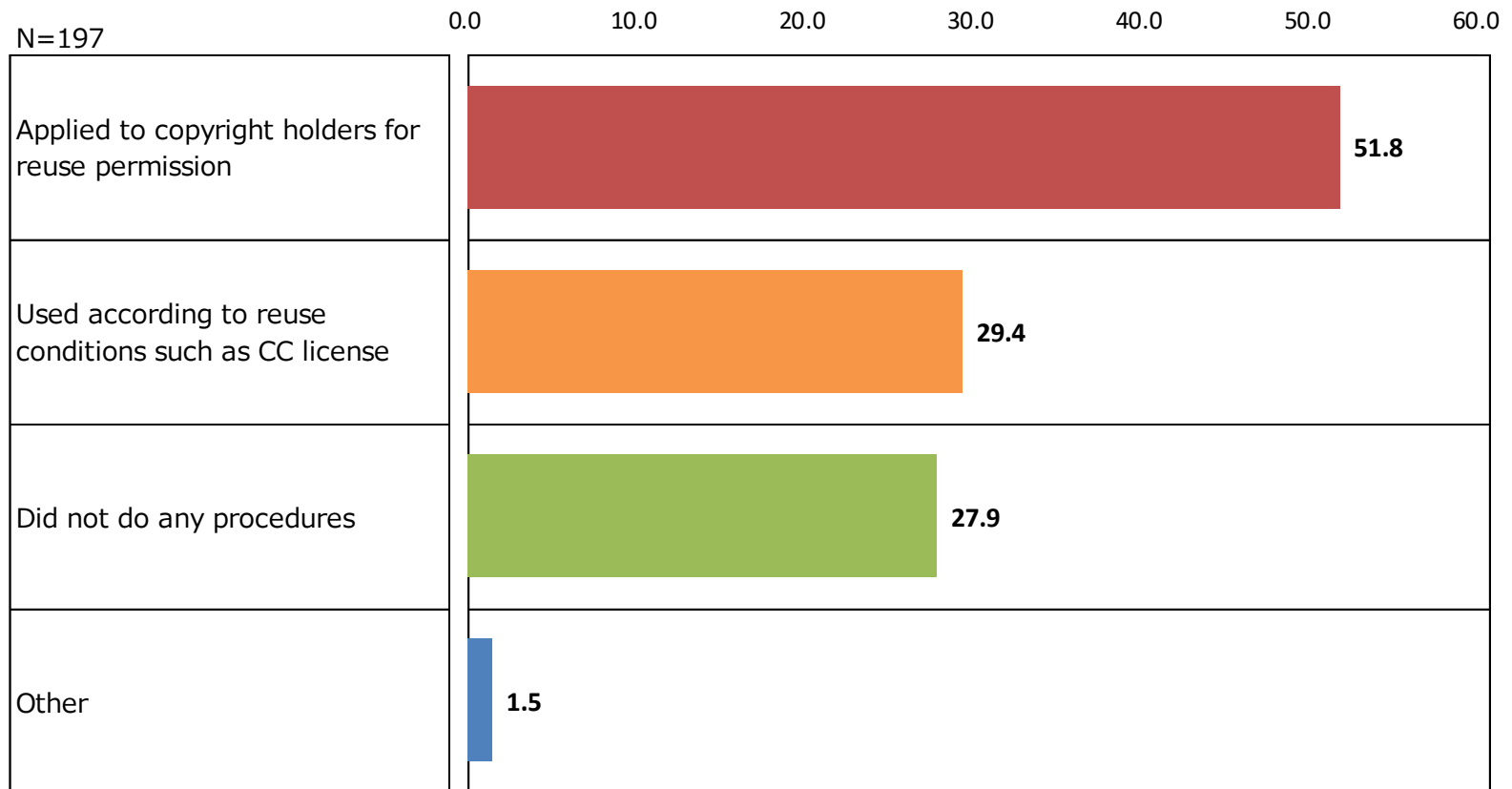n=30,largest proportion ■ 2nd proportion ■ 3rd proportion ■   ※ Ranking via descending order.

※ Unit:%

How did you obtain permission?

Q12. 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" 51.8%, next "Used according to reuse conditions such as CC license" 29.4%, then "Did not do any procedures" 27.9%.

N=197

Applied to copyright holders for reuse permission	51.8
Used according to reuse conditions such as CC license	29.4
Did not do any procedures	27.9
Other	1.5

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

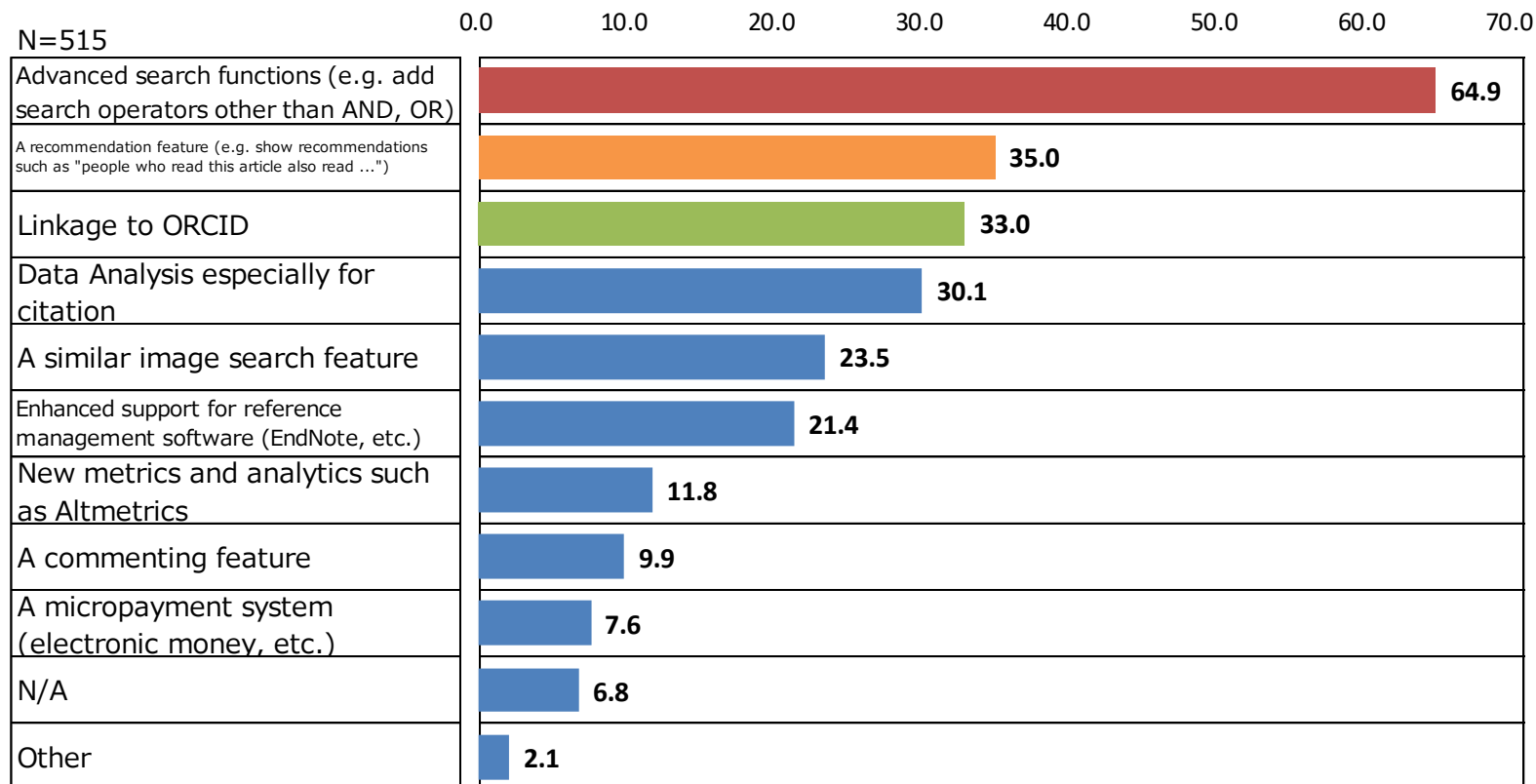※ Ranking via descending order.
※ Unit:%

Which services do you think will be useful to you?

Q13. 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)" 64.9%, next "A recommendation feature (e.g. show recommendations such as "people who read this article also read ...")" 35.0%, then "Linkage to ORCID" 33.0%.
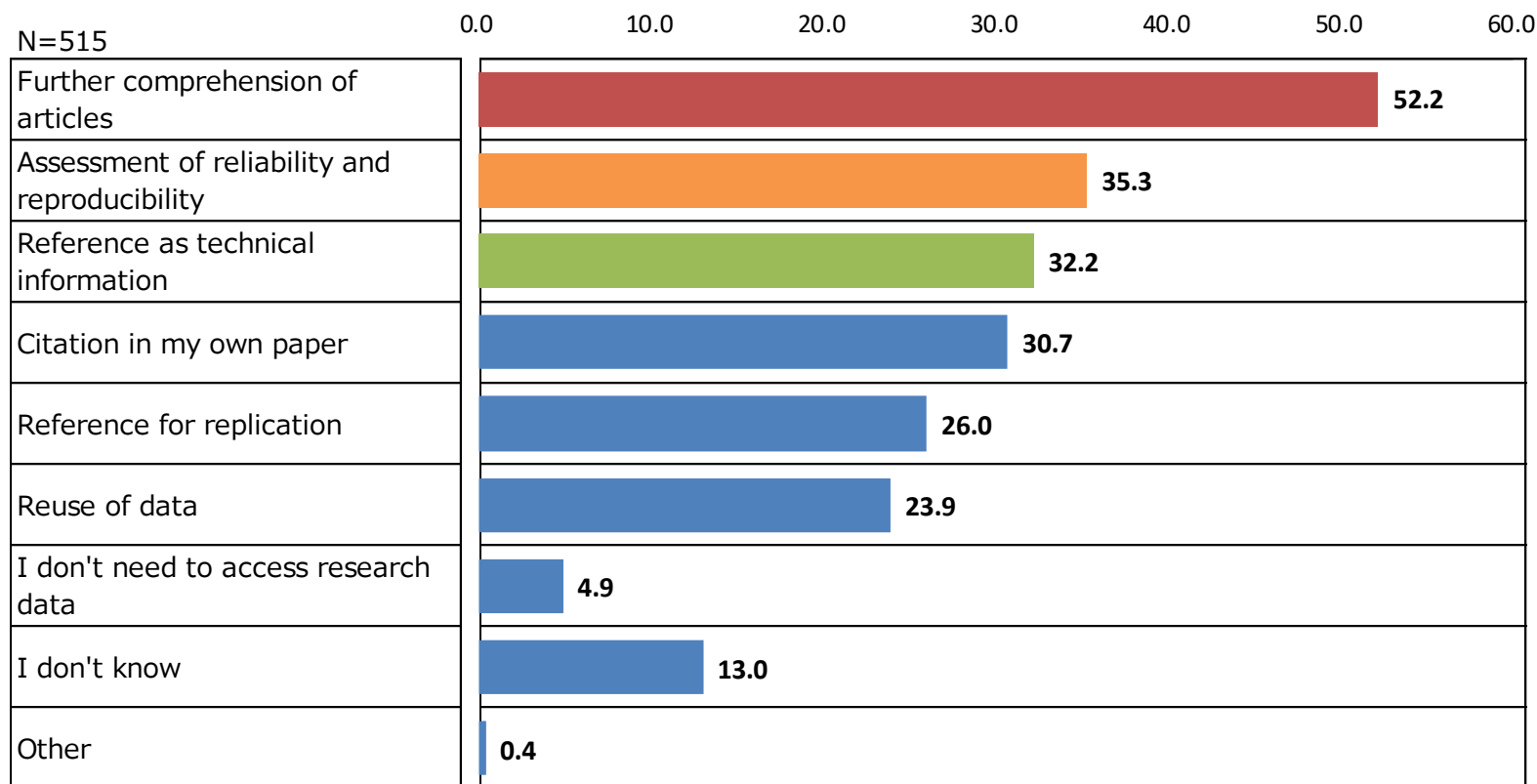
N=515

Service	%
Advanced search functions (e.g. add search operators other than AND, OR)	64.9
A recommendation feature (e.g. show recommendations such as "people who read this article also read ...")	35.0
Linkage to ORCID	33.0
Data Analysis especially for citation	30.1
A similar image search feature	23.5
Enhanced support for reference management software (EndNote, etc.)	21.4
New metrics and analytics such as Altmetrics	11.8
A commenting feature	9.9
A micropayment system (electronic money, etc.)	7.6
N/A	6.8
Other	2.1

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

※ Ranking via descending order.
※ Unit:%

17

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

Q14. We plan to launch a data repository in which authors can open research data in addition to articles and link each other. How would you use such research data if given increased access?(Select all that apply)

● The largest proportion of answers to the purpose of using a data repository is "Further comprehension of articles" 52.2%, next "Assessment of reliability and reproducibility" 35.3%, then "Reference as technical information" 32.2%.

N=515

Further comprehension of articles	52.2
Assessment of reliability and reproducibility	35.3
Reference as technical information	32.2
Citation in my own paper	30.7
Reference for replication	26.0
Reuse of data	23.9
I don't need to access research data	4.9
I don't know	13.0
Other	0.4

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

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Q15. Do you browse preprints*, and why?(Select all that apply)
*Articles uploaded to servers on the Internet before publication of academic journals.

● The largest proportion of answers to having browsed for preprints before and the reason why/why not is "Yes (to search for trends in my research field)" 45.4%, next "Yes (to read articles for free)" 39.6%, then "Yes (to check preceding research which is similar to mine)" 28.7%.
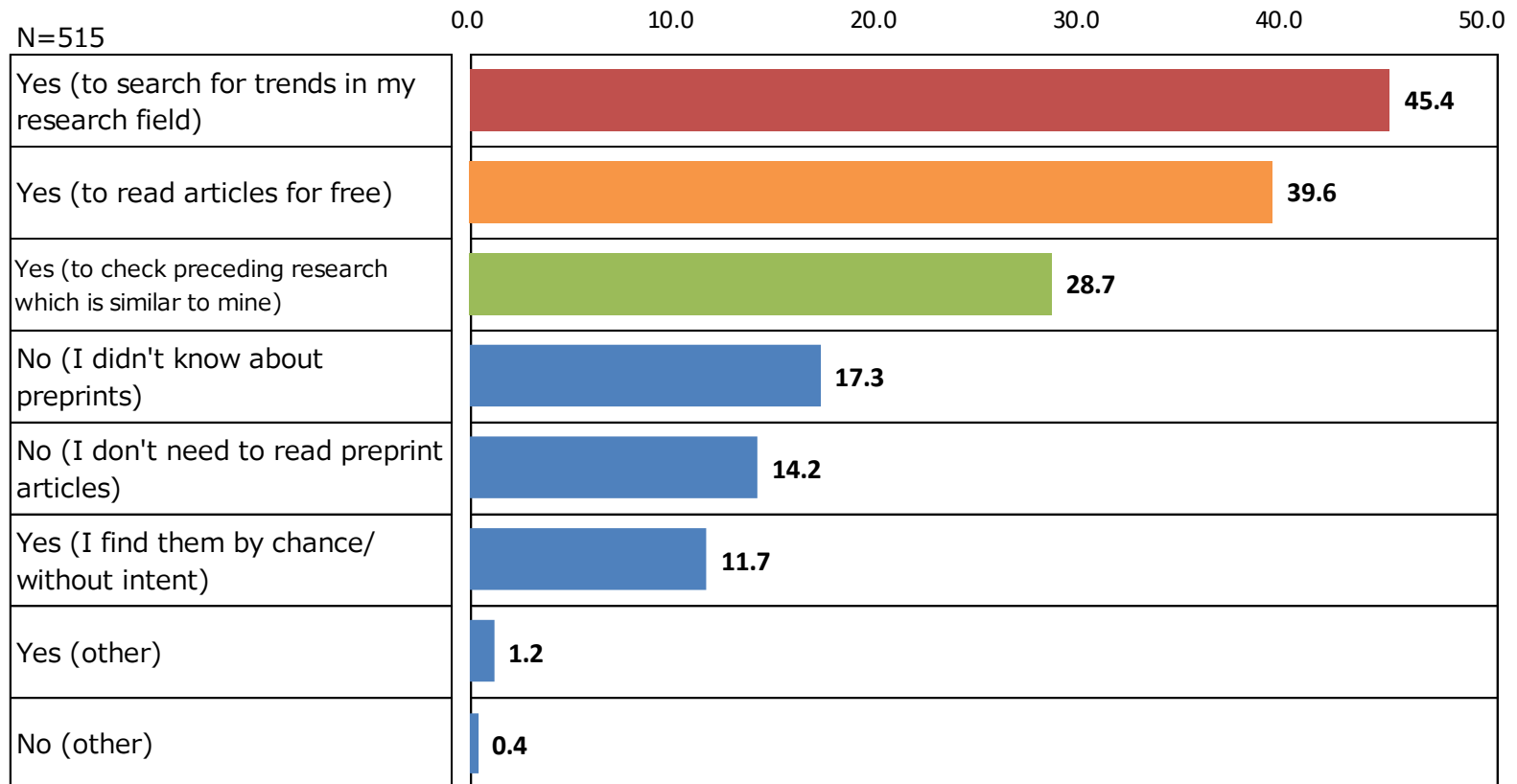
N=515

Yes (to search for trends in my research field)	45.4
Yes (to read articles for free)	39.6
Yes (to check preceding research which is similar to mine)	28.7
No (I didn't know about preprints)	17.3
No (I don't need to read preprint articles)	14.2
Yes (I find them by chance/ without intent)	11.7
Yes (other)	1.2
No (other)	0.4

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

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Q16. Have you posted to a preprint server, and why?(Select all that apply)

●The largest proportion of answers to having posted to a preprint server before and the reason why/why not is "No (I didn't know about preprint servers)" 26.2%, next "No (I don't need to post to preprint servers)" 22.3%, then "Yes (to release research result as soon as possible)" 15.9%.
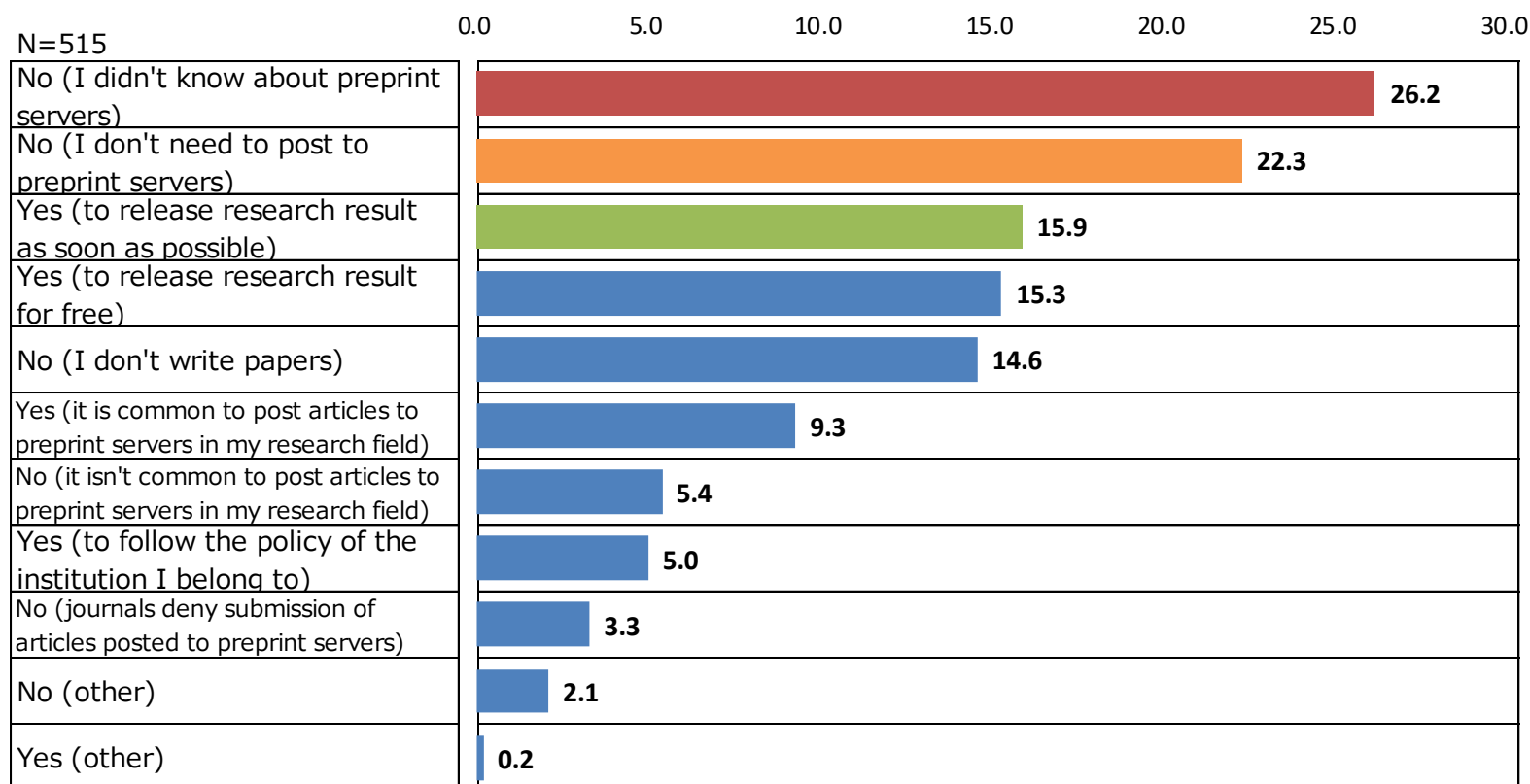
N=515

	%
No (I didn't know about preprint servers)	26.2
No (I don't need to post to preprint servers)	22.3
Yes (to release research result as soon as possible)	15.9
Yes (to release research result for free)	15.3
No (I don't write papers)	14.6
Yes (it is common to post articles to preprint servers in my research field)	9.3
No (it isn't common to post articles to preprint servers in my research field)	5.4
Yes (to follow the policy of the institution I belong to)	5.0
No (journals deny submission of articles posted to preprint servers)	3.3
No (other)	2.1
Yes (other)	0.2

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

※ Ranking via descending order.
※ Unit:%

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Q17. 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 38.3%, followed by "I don't know"with 31.8%、and "I would browse but not post" with 21.7%.

N=515

- I would browse and post: 38.3
- I would browse but not post: 21.7
- I would post but not browse: 1.7
- I wouldn't browse or post: 5.6
- I don't know: 31.8
- Other: 0.8

%