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

<table>
<thead>
<tr>
<th>Research objectives</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>conditions</td>
<td>J-STAGE User</td>
</tr>
<tr>
<td>Number of people</td>
<td>588</td>
</tr>
<tr>
<td>Method</td>
<td>Internet Research</td>
</tr>
<tr>
<td>period</td>
<td>10/1/2019～8/2/2019</td>
</tr>
</tbody>
</table>
### Profile of the respondents

#### Age
- N=588

- Age 19 or under: 0.2
- 20 to 29 years: 8.2
- 30 to 34 years: 8.0
- 35 to 39 years: 9.5
- 40 to 44 years: 10.0
- 45 to 49 years: 11.7
- 50 to 59 years: 24.1
- 60 to 69 years: 10.4
- Age 70 or over: 0.2

#### Occupation
- N=588

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

#### Region you live in
- N=588

- Japan: 27.0
- Other than Japan: 73.0

#### Job category
- N=588

- Professor/Associate Professor: 2.2
- Lecturer/Assistant Professor: 3.2
- Postdoctoral Fellow/Research Fellow: 0.7
- Research positions other than the above: 1.4
- Planning: 0.9
- Design/Development: 4.6
- Manufacturing: 4.1
- Planning/Sales promotion: 9.0
- Research/Consulting: 13.3
- Administrative: 26.9
- Doctoral Student: 3.1
- Bachelor Student/Master Student: 15.6
- Doctor: 13.3
- Nurse: 8.5
- Without Occupation: 8.5
- Other: 0.5

#### Research category
- N=588

- Human Science: 1.2
- Social Science: 11.7
- Mathematical and Physical Science: 13.3
- Chemistry: 8.5
- Engineering: 8.5
- Biology: 34.2
- Agriculture: 0.2
- Medicine and Dentistry, Pharmacy: 0.7
- Arts: 0.2
- General Field: 0.2
- Complex New Field: 1.4
- Neither: 0.2
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%.
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" 96.4%, next "Smartphone" 10.2%, then "Tablet" 5.4%.

N=588

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:%
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.

<table>
<thead>
<tr>
<th></th>
<th>Useful total</th>
<th>Not useful total</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>93.0</td>
<td>7.0</td>
</tr>
</tbody>
</table>

N=588
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%.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>The information provided is trustworthy as academic information</td>
<td>62.7%</td>
</tr>
<tr>
<td>The service is available for free</td>
<td>54.7%</td>
</tr>
<tr>
<td>Large amount of information is available</td>
<td>44.2%</td>
</tr>
<tr>
<td>The service is provided by a public agency and reliable</td>
<td>34.4%</td>
</tr>
<tr>
<td>Useful information is available</td>
<td>31.3%</td>
</tr>
<tr>
<td>The service helps with the efficiency of information collection</td>
<td>25.0%</td>
</tr>
<tr>
<td>Other</td>
<td>1.6%</td>
</tr>
</tbody>
</table>

N=547

※ Ranking via descending order.
※ Unit:%
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%.
Are you registered for "My J-STAGE"?

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%. 

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N=409

- Yes: 72.8%
- No: 11.7%
- I didn't know about My J-STAGE: 15.5%

N=588

- Yes: 72.8%
- No: 11.7%
- I didn't know about My J-STAGE: 15.5%
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%.

![Bar chart showing the distribution of feature usage](chart.png)

- **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**: 12.4%
- **N/A**: 2.3%

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

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

※ Ranking via descending order.
※ Unit:%
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%.
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
- 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%

※ Ranking via descending order.
※ Unit:%
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%.
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.
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

- Yes: 22.1%
- No: 76.4%
- Other: 1.5%
The majority of respondents answered “No” (79.4%) to the experience posting on a preprint server.
The necessity of a preprint server in Japan is “Yes” 32.1%, “No” 33.0%.