The customer satisfaction survey of J–STAGE visitor in FY2019 (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?
■ Why do you think J-STAGE is not (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?
■ What academic databases or search engines do you usually use?
■ Have you ever reused an article? If so, for what purpose was it?
■ How did you obtain reuse permission?
■ Which services do you think will be useful to you?
■ How would you use such research data if given increased access?
■ Do you browse preprints, and why?
■ Have you posted to a preprint server, and why?
■ If a preprint server was launched in Japan, do you think you would browse articles on the server or post articles to it?
<table>
<thead>
<tr>
<th>Research objectives</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>conditions</td>
<td>J-STAGE User</td>
</tr>
<tr>
<td>Number of people</td>
<td>515</td>
</tr>
<tr>
<td>Method</td>
<td>Internet Research</td>
</tr>
<tr>
<td>period</td>
<td>9/1/2020～7/2/2020</td>
</tr>
</tbody>
</table>
**Research category N=515**

- Human Science: 18.4%
- Social Science: 9.7%
- Mathematical and Physical Science: 10.3%
- Chemistry: 4.9%
- Engineering: 31.7%
- Agriculture: 0.8%
- Medicine and Dentistry, Pharmacy: 9.1%
- Arts: 1.4%
- Biology: 1.6%
- Complex New Field: 1.2%
- Neither: 0.8%

**Job category N=515**

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

**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%
- Administrative: 6.8%
- Other: 1.2%

**Region you live in N=515**

- Japan: 72.2%
- Other than Japan: 27.8%

**Age N=515**

- Age 19 or under: 0.2%
- 20 to 29 years: 8.5%
- 30 to 34 years: 8.0%
- 35 to 39 years: 10.7%
- 40 to 44 years: 9.5%
- 45 to 49 years: 11.8%
- 50 to 59 years: 26.4%
- 60 to 69 years: 10.5%
- Age 70 or over: 0.2%
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%.

Pie chart showing the distribution of answers:

- Almost every day: 2.7%
- A couple of times a week: 9.7%
- About once a week: 15.9%
- About once a month: 23.9%
- About once every couple of months: 13.6%
- Once every six months or less: 7.4%
- First time: 13.2%
- Rarely: 5.8%
- Only when I receive an e-mail alert (for My J-STAGE users): 2.7%

Total responses: 515
The largest proportion of answers to device for browsing J-STAGE is “PC” 94.9%, next “Smartphone” 12.3%, then “Tablet” 7.2%.
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.
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%.
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” 47.1%, next “There is no useful information” 29.4%, then “The amount of information is too limited” 17.6%.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Some articles can’t be used for free</td>
<td>47.1%</td>
</tr>
<tr>
<td>There is no useful information</td>
<td>29.4%</td>
</tr>
<tr>
<td>The amount of information is too limited</td>
<td>17.6%</td>
</tr>
<tr>
<td>The search speed is slow, or the search quality is low</td>
<td>17.6%</td>
</tr>
<tr>
<td>There is no fresh information</td>
<td>11.8%</td>
</tr>
<tr>
<td>Other</td>
<td>17.6%</td>
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</table>

※ Ranking via descending order.
※ Unit:%
※ n=less than 30, the sample size is too small, thus is used as a reference.
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-data download” 33.5%.
Q7. 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 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%.
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%.

<table>
<thead>
<tr>
<th>Feature</th>
<th>N=318</th>
</tr>
</thead>
<tbody>
<tr>
<td>News Alert / New Issue Alert of Favorite Publications</td>
<td>42.5</td>
</tr>
<tr>
<td>Favorite Search Profiles</td>
<td>40.9</td>
</tr>
<tr>
<td>Citation Alert of Favorite Articles</td>
<td>33.0</td>
</tr>
<tr>
<td>Authentication Alert [Free Access Alert] of Favorite Articles</td>
<td>27.0</td>
</tr>
<tr>
<td>Linkage between subscriber number and My J-STAGE ID</td>
<td>17.3</td>
</tr>
<tr>
<td>Additional Info Alert of Favorite Articles</td>
<td>12.6</td>
</tr>
<tr>
<td>N/A</td>
<td>12.3</td>
</tr>
<tr>
<td>Other</td>
<td>0.9</td>
</tr>
</tbody>
</table>

※ Ranking via descending order.
※ Unit:%

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

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%
JDream III (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) 0.6%
RightFind (Copyright Clearance Center) 0.4%
WPRIM (WHO Western Pacific Regional Office) 0.2%
Primo Central (Ex Libris) 0.8%
N/A 4.9%
Other

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

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

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

N=515, Ranking via descending order. Unit: %
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%.

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

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

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

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

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?

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)

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

N=515

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%.