

**A customer satisfaction survey of
J-STAGE user in 2016**

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【Detail】

- How many times do you usually use J-STAGE? P6
- Overall, how satisfied were you with the e-journals service of J-STAGE? P7
- Have you registered for "My J-STAGE"? P8
- Select function to use in "My J-STAGE". P9

【Questionnaire】

- Questionnaire P11

Research objectives

For major information services JST provides, user base and usage of each service, conducted a survey of satisfaction, etc., to take advantage of the result business planning and evaluation, the public relations activities.

conditions

J-STAGE User

Number of people

409

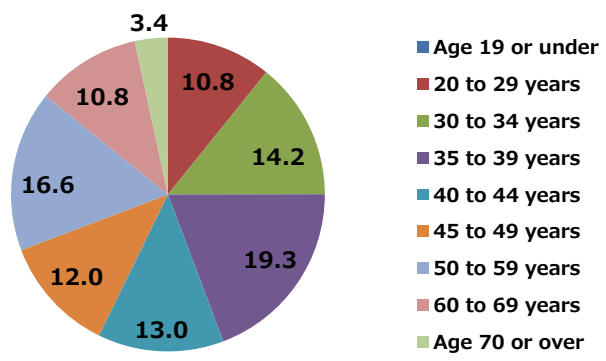
Method

Internet Research

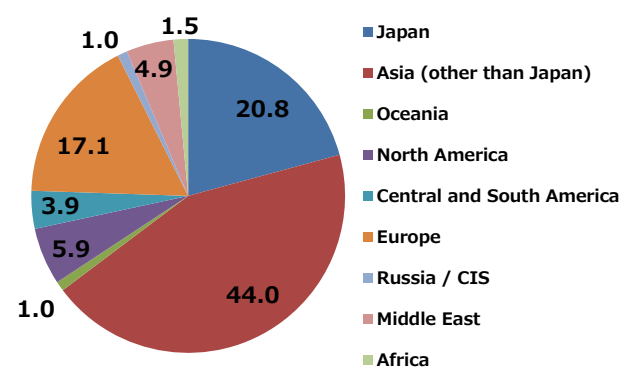
period

20/1/2016~18/2/2016

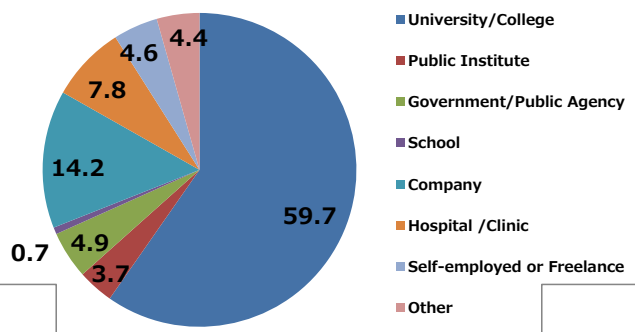
Age N=409



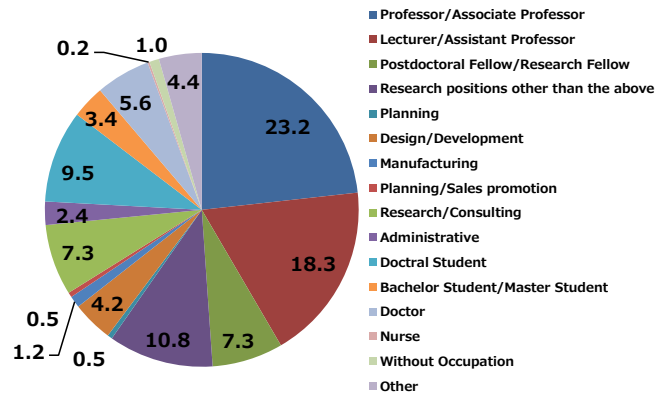
Region you live in N=409



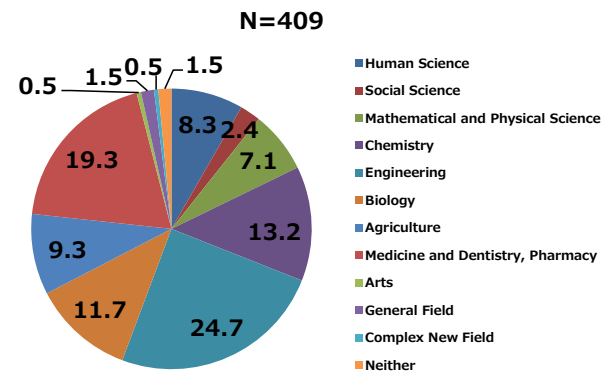
Present occupation N=409



Present job category N=409



The most appropriate research category N=409



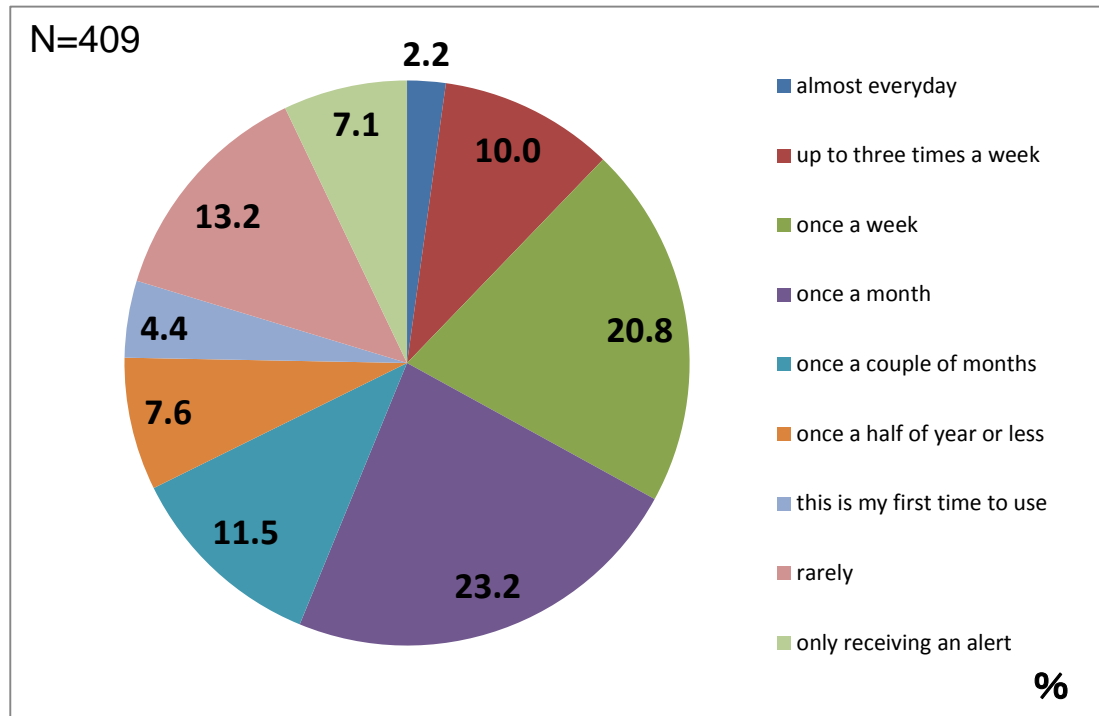


Detail

<type>

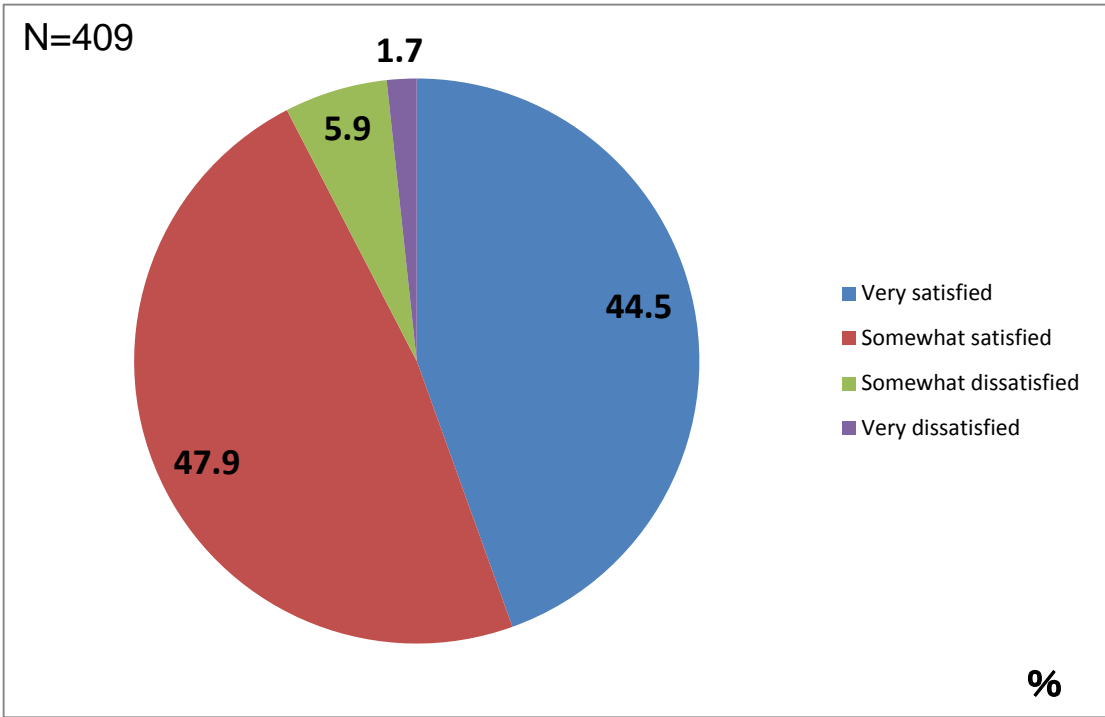
SA.....Single
MA..... Multi
NA.....Number
FA.....Free

Q1. How many times do you usually use J-STAGE?(Select one)

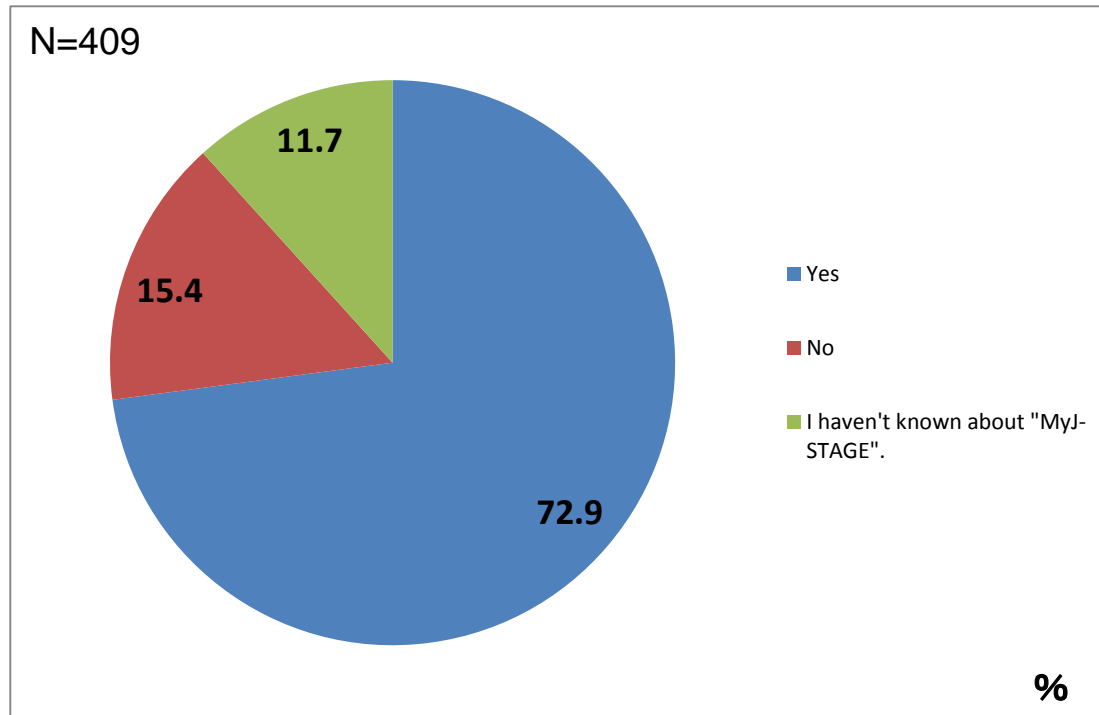


Q2. Overall, how satisfied were you with the e-journals service of J-STAGE?(Select one)

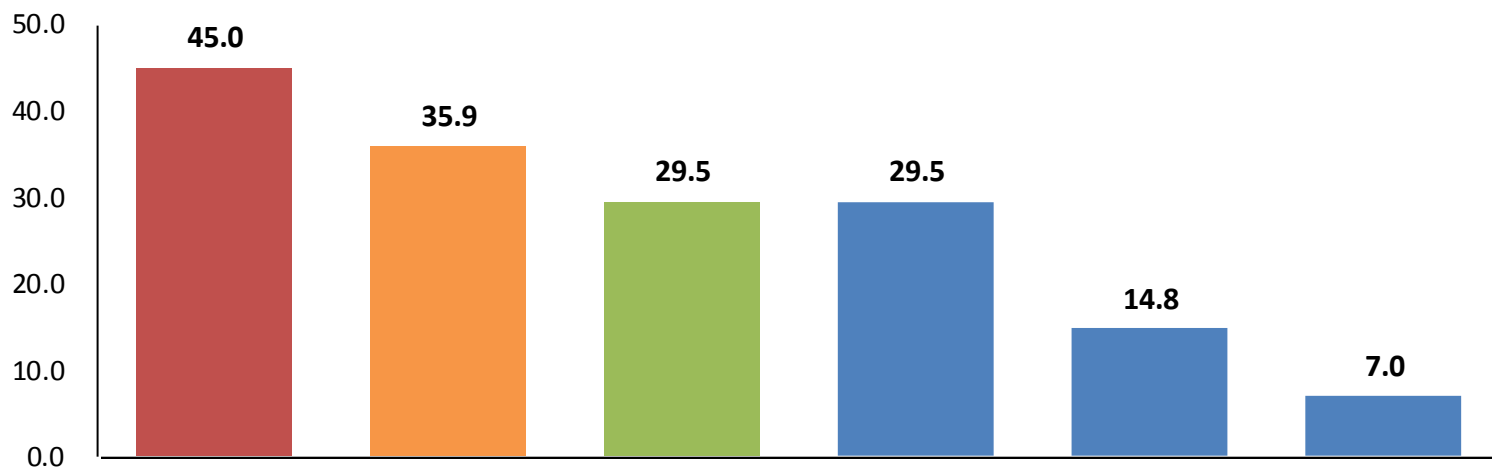
satisfied	92.4
dissatisfied	7.6



Q4. Have you registered for "My J-STAGE"?(Select one)



Q5. Select function to use in "My J-STAGE". (Select all that apply)



	N	Favorite Titles (Announcement/Newly Arrival Alerts)	Favorite Search Profiles	Favorite Articles (Authentication Setting/Release Alert)	Favorite Articles (Citation/Cited-by Alert)	Favorite Articles (Additional Info. Alert)	Other
Total	298	45.0	35.9	29.5	29.5	14.8	7.0



Questionnaire

Q1. How many times do you usually use J-STAGE?(Select one)

1. almost everyday
2. up to three times a week
3. once a week
4. once a month
5. once a couple of months
6. once a half of year or less
7. this is my first time to use
8. rarely
9. only receiving an alert (for "My J-STAGE" users)

Q2. Overall, how satisfied were you with the e-journals service of J-STAGE?(Select one)

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied

Q3. Why did you the answer by the previous question?

Q4. Have you registered for "My J-STAGE"?(Select one)

1. Yes
2. No
3. I haven't known about "MyJ-STAGE".

Q5. Select function to use in "My J-STAGE". (Select all that apply)

1. Favorite Search Profiles
2. Favorite Titles (Announcement/Newly Arrival Alerts)
3. Favorite Articles (Authentication Setting/Release Alert)
4. Favorite Articles (Citation/Cited-by Alert)
5. Favorite Articles (Additional Info. Alert)
6. Other

Q5Other.

Q6. Any additional comments:

Q7. Age:(Select one)

1. Age 19 or under
2. 20 to 29 years
3. 30 to 34 years
4. 35 to 39 years
5. 40 to 44 years
6. 45 to 49 years
7. 50 to 59 years
8. 60 to 69 years
9. Age 70 or over

Q8. Region you live in:(Select one)

1. Japan
2. Asia (other than Japan)
3. Oceania
4. North America
5. Central and South America
6. Europe
7. Russia / CIS
8. Middle East
9. Africa

Q9. Present occupation(Your main job):(Select one)

1. University/College
2. Public Institute
3. Government/Public Agency
4. School
5. Company
6. Hospital /Clinic
7. Self-employed or Freelance
8. Other

Q9Other.

Q10. Present job category(Your main job):(Select one)

1. Professor/Associate Professor
2. Lecturer/Assistant Professor
3. Postdoctoral Fellow/Research Fellow
4. Research positions other than the above
5. Planning
6. Design/Development
7. Manufacturing
8. Planning/Sales promotion
9. Research/Consulting
10. Administrative
11. Doctral Student
12. Bachelor Student/Master Student
13. Doctor
14. Nurse
15. Without Occupation
16. Other

Q10Other.

Q11. The most appropriate research category:(Select one)

1. Human Science
2. Social Science
3. Mathematical and Physical Science
4. Chemistry
5. Engineering
6. Biology
7. Agriculture
8. Medicine and Dentistry, Pharmacy
9. Arts
10. General Field
11. Complex New Field
12. Neither