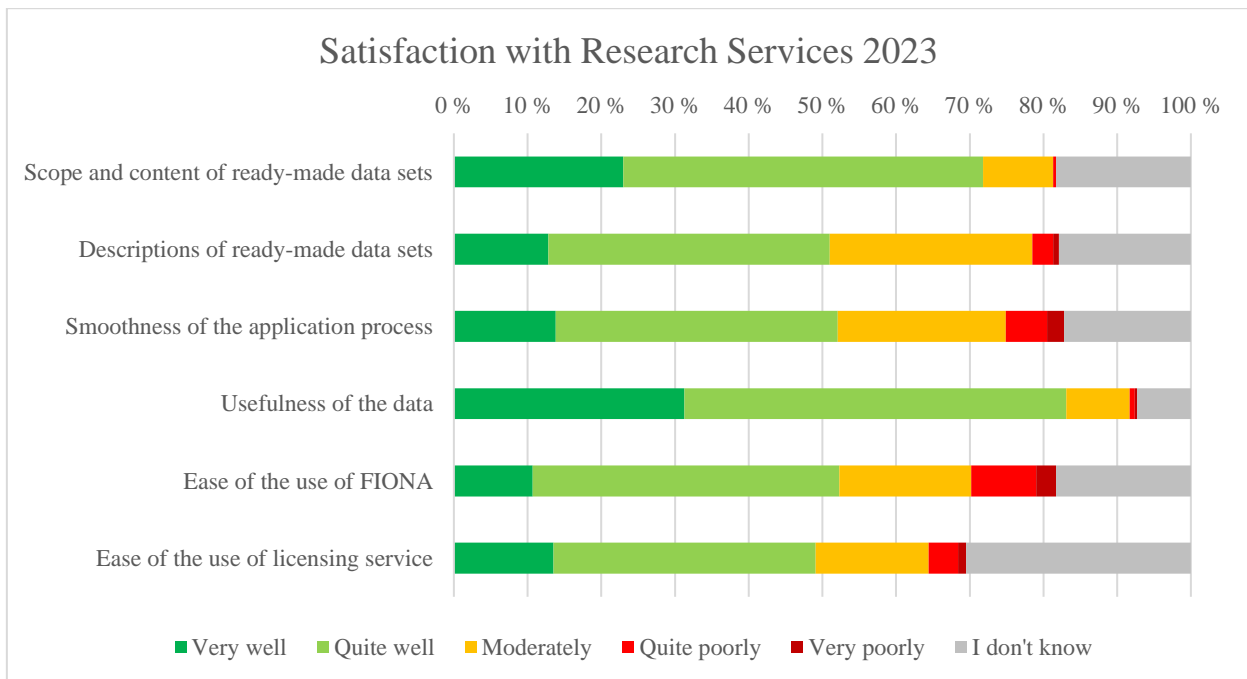


Research Services customer survey 2023

The Research Services customer survey was sent to our customers at the end of March 2023. The survey was sent to all our customers who have a valid license to access Statistics Finland's unit-level data. A total of 303 people responded to the survey, with a response rate of around 12,5 %. 311 people responded to the customer survey carried out in 2022.

Respondents are fairly satisfied with the performance of the Research Services. Our customers are most satisfied with the data. More than 70 % of respondents consider the range and content of the ready-made data sets to be very or quite good. More than 80 % of respondents consider that the data have met their expectations and research needs very or quite well. The main areas for improvement are the usability of the FIONA remote access system and the smoothness of the application process. A new feature of the survey was the question on Statistics Finland's licensing service, which is considered very or quite good by around 50% of respondents.



We received many suggestions for improvements in our work. More descriptions of data and variables were requested. In particular, the length of the application process was mentioned as a problem, and closer communication on the process was requested. Responses also expressed the wish to have a list of all data available from Statistics Finland. More computing power and memory were requested for the FIONA remote access system. Respondents were concerned about rising prices. The instructions and materials on the website were considered useful, but information can be difficult to find.

The survey also collected requests for possible new ready-made data sets. The most frequently mentioned were the raw data for the income distribution statistics from Statistics Finland and the data from Kela.

We will develop our work on the basis of these responses. We want to thank all respondents for their valuable feedback!