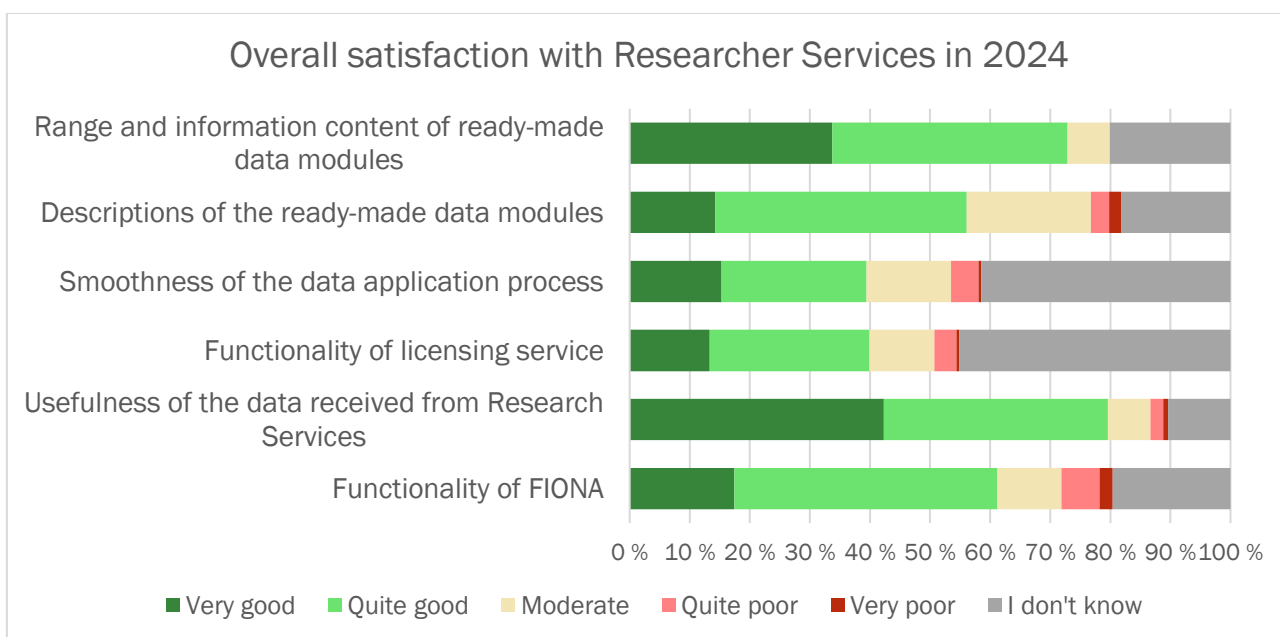# Research Services Customer Survey 2024

At the end of March 2024, we sent out a customer survey to our customers. We received 241 responses with a response rate of 9.4. The response rate was lower than in the previous year. In contrast to previous years, the experiences were requested from the last rolling year, which may explain the lower response rate. With this adjustment, we aimed to collect more up-to-date feedback on our services.

Average scores in nearly all sections have increased moderately from last year. Respondents were most satisfied with the data we provide. There were no responses of "quite poor" or "very poor" of the range and information content of ready-made data modules. Overall, the results indicate that most respondents are satisfied with the performance of the Research Services.

Overall satisfaction with Researcher Services in 2024

Legend: Very good, Quite good, Moderate, Quite poor, Very poor, I don't know

The open responses gave us plenty of ideas for improving our services. For example, some respondents would like the guidance to be easier to find on the websites and increased availability of English translations. Like last year, some respondents suggested that the variable and data visualizations in the Taika research data catalogue could be improved. In response, Statistics Finland is preparing updates to the data catalogue as part of ongoing metadata enhancements.

The feedback indicates that there is room for improvement in the smoothness of setting up FIONA projects, and some consider the performance of the machines to be insufficient. However, the change to spot-checking of results will bring a positive reform to research work.

Some respondents expressed a desire for more predictable pricing of research services and are concerned about the increasing costs.

There were some suggestions that the application process could be improved by making it faster and clearer. However, our customer service is perceived as useful and good in solving potential problems in the search process.

We will use the results of the customer survey in our development work. Thank you for your valuable feedback!