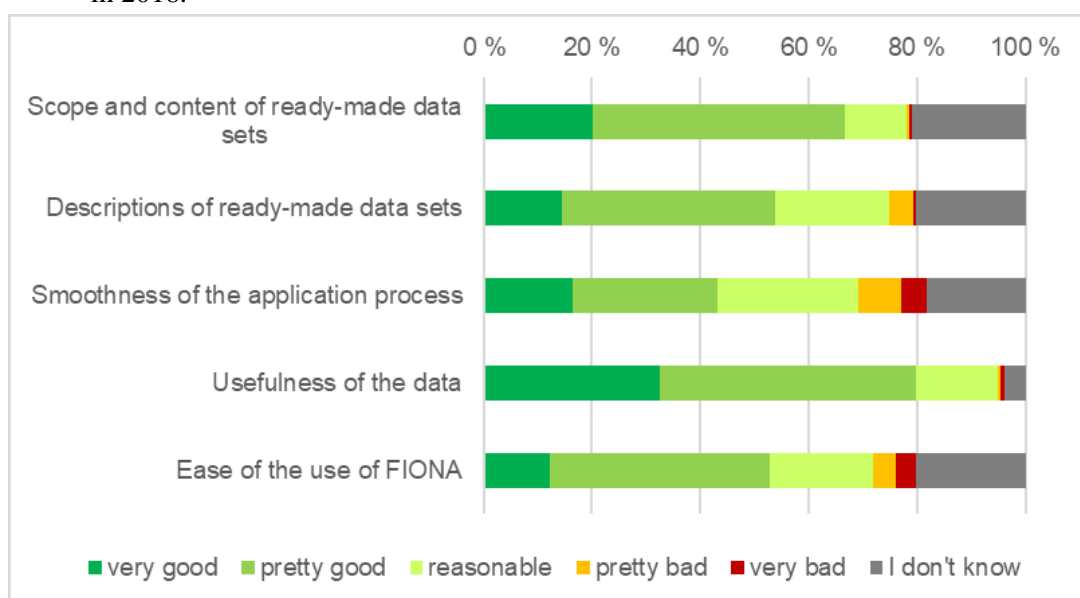


## Research Services customer survey 2022

Distribution of responses. The Research Services customer survey was sent to all our customers who have a valid licence to access Statistics Finland's unit-level data. A total of 311 people responded to the survey, with a response rate of around 14%. 162 people responded to the customer satisfaction survey carried out in 2018.



Respondents were fairly satisfied with the performance of the research services. The research services were perceived as providing useful materials, and the range and content of the ready-made materials were also welcomed. More than 60% said that the range of resources available was very or fairly good. In the open responses, the staff of the research services were praised for their professional and fast customer service.

## Development proposals

The most desired new ready-made data sets were those containing Kela benefit and payment period (history) data and those containing THL data (e.g. data from the HILMO care notification system). As regards Statistics Finland's data resources, the basic data of the income distribution statistics were requested. Discussions are ongoing in the research services on new ready-made data sets.

We also received suggestions for improvements in the open responses. The main area for improvement, according to respondents, is the smoothness of the application process, where the main problem identified in the open responses is slowness. We also asked about the price level, and the responses indicate that the FIONA remote access system is perceived as expensive (35% said FIONA is very or quite expensive).

Of the information materials, the guidelines and materials on the website were considered the most useful. Open responses called for the website to be made clearer, and we are allocating resources to this work.

Less than half of the respondents had used the online guide [Remote Access to Research Data](#). It provides information on the remote use of survey data and the

SISU microsimulation model. The guide is aimed at those who use survey data or the microsimulation model at company or individual level through a remote access system.

In particular, respondents wished to see the development of the variable descriptions in the Taika survey data catalogue. There was also a wish to improve the usability of Taika and to provide more descriptions of data and variables in English. We will take this feedback into account and work to improve the variable descriptions.

## Electronic licensing service and other improvements

To streamline the commissioning process, the researcher services have moved to an electronic license application. The application for a license can be made in Statistics Finland's Licensing Service ([lupa.stat.fi](https://lupa.stat.fi)). Remote access and confidentiality commitments can also be submitted via the electronic license service.

More than 60% of respondents considered the FIONA remote access system to be very or fairly good. In the open responses, the most desired improvement was the usability of FIONA. There was also a desire for a shift in the output request checking process towards a spot check.

In cooperation with the CSC, the system administrator, efforts are constantly being made to improve the usability of the FIONA remote access system. We are currently preparing the transition to spot-checks for output request checking process. A Linux interface has been requested as an alternative to remote access and it is being implemented at the moment. The open responses to the questionnaire also called for centralised installation of additional software packages. Opportunity for doing this is also currently being investigated.

The usability of ready-made data sets have also been improved. Data names have been shortened and simplified. In addition, the large size of the FOLK data files has been addressed at the request of customers. In future, these data sets will be split into annual data files during updates. The annual files will be available in the CONTINUOUS folder for projects with a continuous ready-made file or a one-off file opened after 1.1.2022.

Thank you to all respondents, you help us to improve our work!