

Customer survey of the Services for Researchers 2026

The annual customer survey of the Services for Researchers was conducted in spring 2026. A link to the survey was sent by email to all customers who had a valid user license for Statistics Finland's unit-level data.

A total of 174 responses were received, which was clearly fewer than last year. The survey questions were divided into three themes: instructions, ready-made datasets, and the operations of the Services for Researchers in general. This year, the instructions section also included more detailed questions on communications.

Instructions and communications

Most respondents were satisfied with the instructions and guidance related to the datasets and application process of the Services for Researchers. The renewal of the Services for Researchers' website was also considered necessary and successful. The findability of information, navigation, and search engine visibility are still planned to be further developed.

Feedback in the open-ended responses related to dataset selection and usability concerned in particular the insufficiency of metadata. The need for higher-quality and more comprehensive metadata has been identified as a key development area at the level of Statistics Finland as a whole, and work to improve metadata will continue. A new dataset catalog replacing Taika is expected to be introduced in 2027.

The language used by researchers when dealing with the Services for Researchers was examined for the first time in this year's survey. According to the results, 10 percent of researchers communicate with the Services for Researchers in English and 2 percent in Swedish, while 88 percent of respondents use Finnish. The Services for Researchers aims to improve access to information for non-Finnish-speaking customers by increasing the availability of English-language metadata translations in the dataset catalog.

Of the respondents, 65 percent considered the newsletters and announcements of the Services for Researchers to be useful. Communications were expected to be clear and predictable, and respondents emphasized the importance of receiving quick answers to questions. Going forward, changes affecting customers of the Services for Researchers will be communicated in a timely and understandable manner.

Ready-made datasets

Satisfaction with the ready-made datasets has increased this year, with 78 percent of respondents rating their information content and range as fairly or very good. Over the past year, the selection of ready-made datasets has expanded, and their development has been actively supported within the FIRE project in cooperation with researchers.

The development of ready-made datasets will continue, and information on datasets currently under development is communicated on the Services for Researchers website and in newsletters.

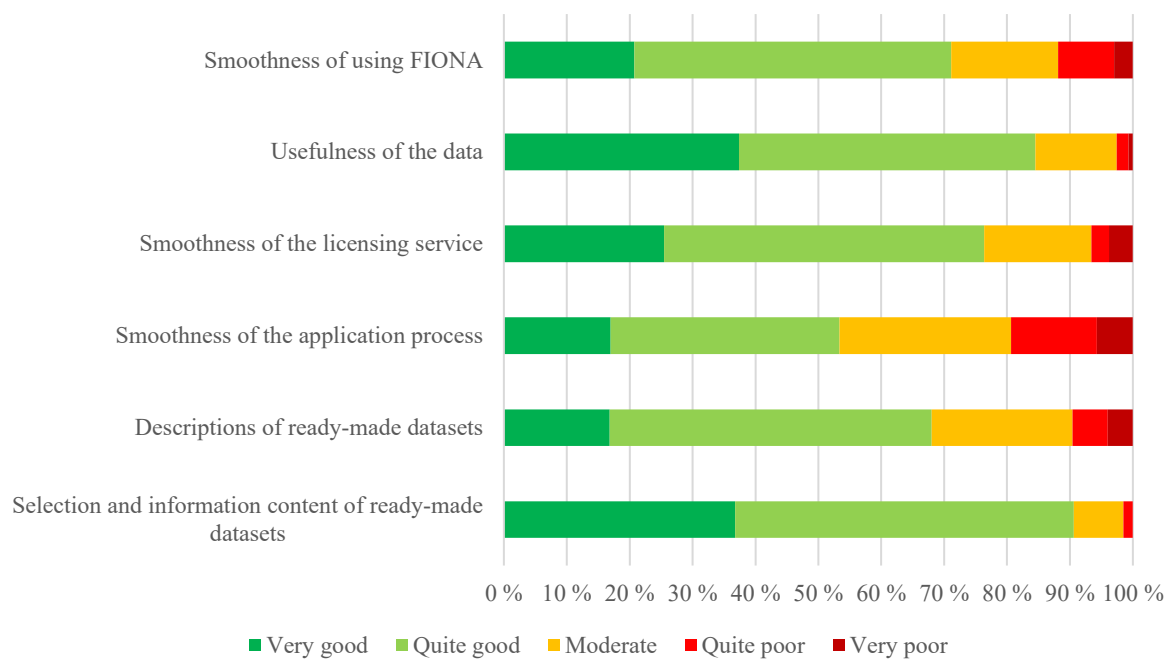
Operations of the Services for Researchers in general

Based on the survey, respondents were mostly satisfied with the smoothness of the application process and the electronic licensing service, but the amount of critical feedback had increased compared to the previous year. Dissatisfaction was caused in particular by the long duration of the application process and by unclear requirements regarding the information needed in the application and the definition of the data. The Services for Researchers aims to improve the clarity and transparency of the application process and to invest more in communication and guidance during the application processing phase. In addition, the Services for Researchers will review the application process from the perspective of streamlining and implement improvements where appropriate.

As in previous years, the data obtained through the Services for Researchers have largely met customers' expectations and research needs. Some critical feedback was given on data prices and metadata. Satisfaction with the FIONA remote access system was generally at a good level, although the amount of critical feedback related to it had also increased slightly. Improvements were particularly desired in FIONA's computing performance, code sharing, and possibilities for utilizing artificial intelligence.

The prices of the Services for Researchers were increased substantially at the turn of the year, and the survey results clearly showed that satisfaction with pricing has declined. Prices were generally considered high, and the FIONA remote access system in particular was perceived as expensive. Price increases are likely to continue next year as well, and Statistics Finland aims to communicate pricing changes well in advance.

Satisfaction with the Services for Researchers 2026



Satisfaction with the Services for Researchers 2025

