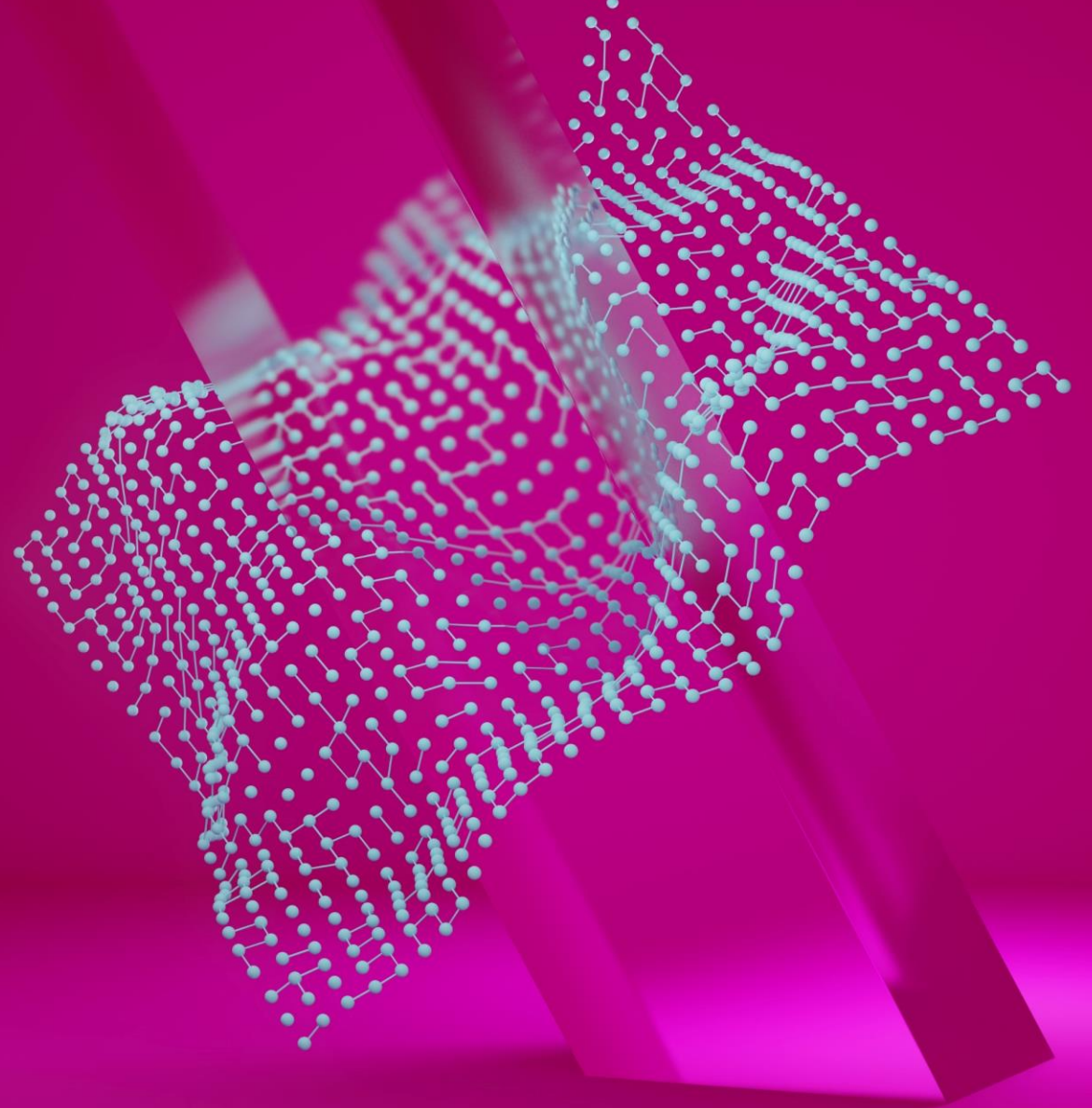


Results of the FinHITS satisfaction survey

May 2024



Content

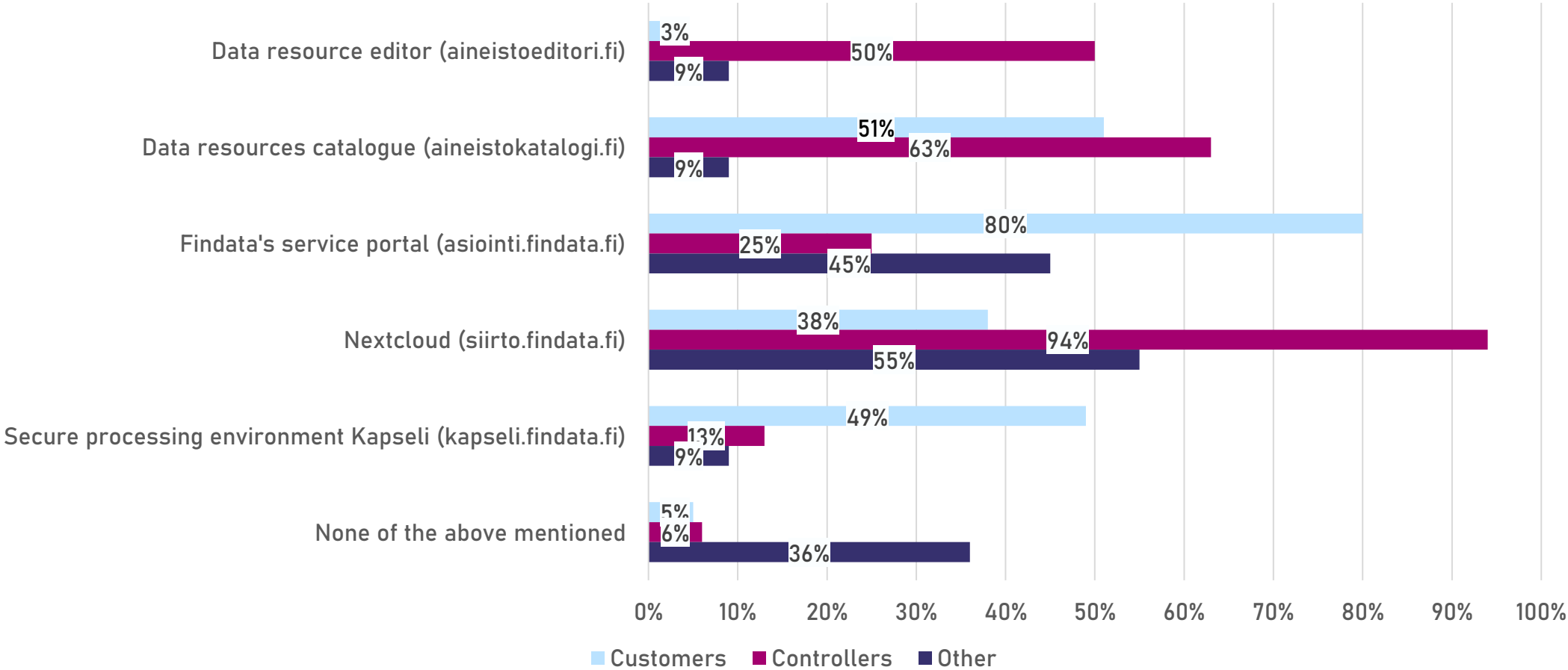
- Background
- Comparison of services
 - Respondents' experiences with the functionality of digital services (AVG)
- Services
 - Data resource editor
 - Data resources catalogue
 - Findata's application portal
 - Nexcloud transfer service
 - Kapseli secure processing environment
- Other feedback

Background

Satisfaction survey on the digital services for secondary use of electronic health data

- Survey for controllers and Findata's customers (open from Feb 14th to Mar 18th, 2024). 101 responses.
 - Services: Data resource editor, Data resources catalogue, Findata's application portal, Nexcloud transfer service, Kapseli secure processing environment.
 - Findata's customers: 73% (74)
 - Controllers: 16% (16)
 - Others: 11% (other authorities, researchers, etc.) (11)
- More information: www.findata.fi/finhits

Services used by respondents



Comparison of services

How satisfied are you with the service on a scale of 0 (not at all satisfied) to 10 (very satisfied)?

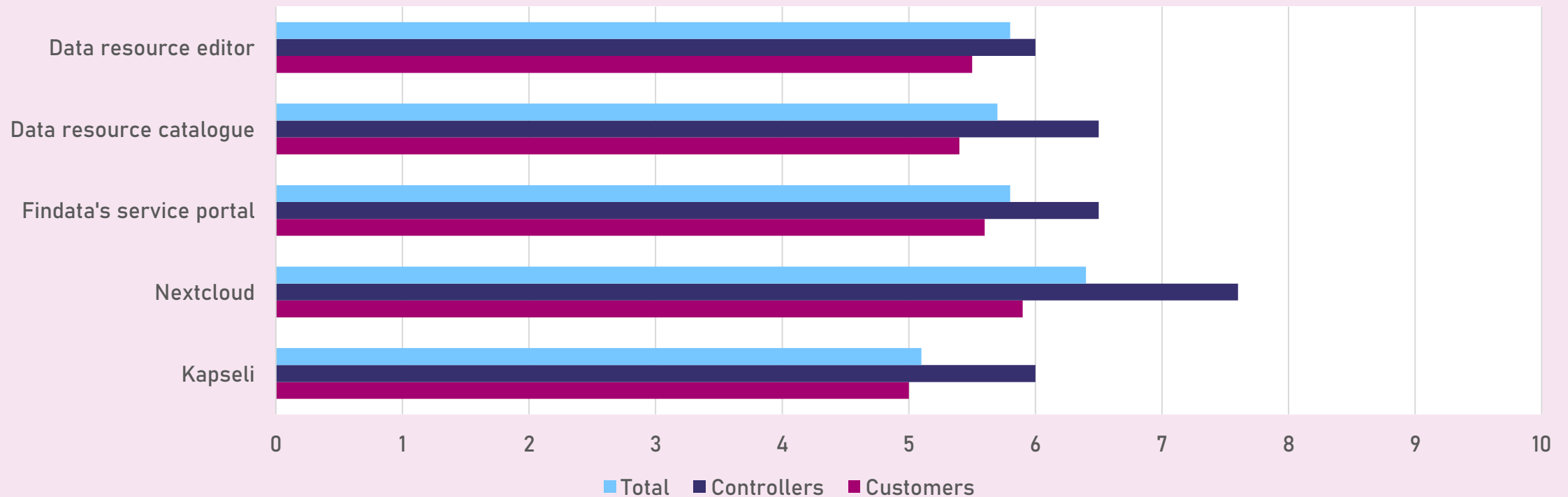
	Total (n)	Average	Range	NPS
Data resource editor	11	5,8	4-8	-73
Customers	2	5,5	5-6	
Controllers	8	6	4-8	
Data resources catalogue	49	5,7	0-10	-53
Customers	38	5,4	0-10	
Controllers	10	6,5	4-8	
Findata's application portal	68	5,8	0-10	-37
Customers	59	5,6	0-10	
Controllers	4	6,5	6-8	
Other	5	7,2	2-10	

Continued: How satisfied are you with the service on a scale of 0 (not at all satisfied) to 10 (very satisfied)?

	Total (n)	Average	Range	NPS
Nextcloud	49	6,4	0-10	-12
Customers	28	5,9	0-10	
Controllers	15	7,6	4-10	
Other	6	5,3	0-10	
Kapseli	39	5,1	0-9	-54
Customers	36	5,0	0-9	
Controllers	2	6,0	5-7	

Satisfaction of controllers, Findata's customers, and all respondents (average) with digital services

How satisfied are you with the service on a scale of 0 (not at all satisfied) to 10 (very satisfied)?

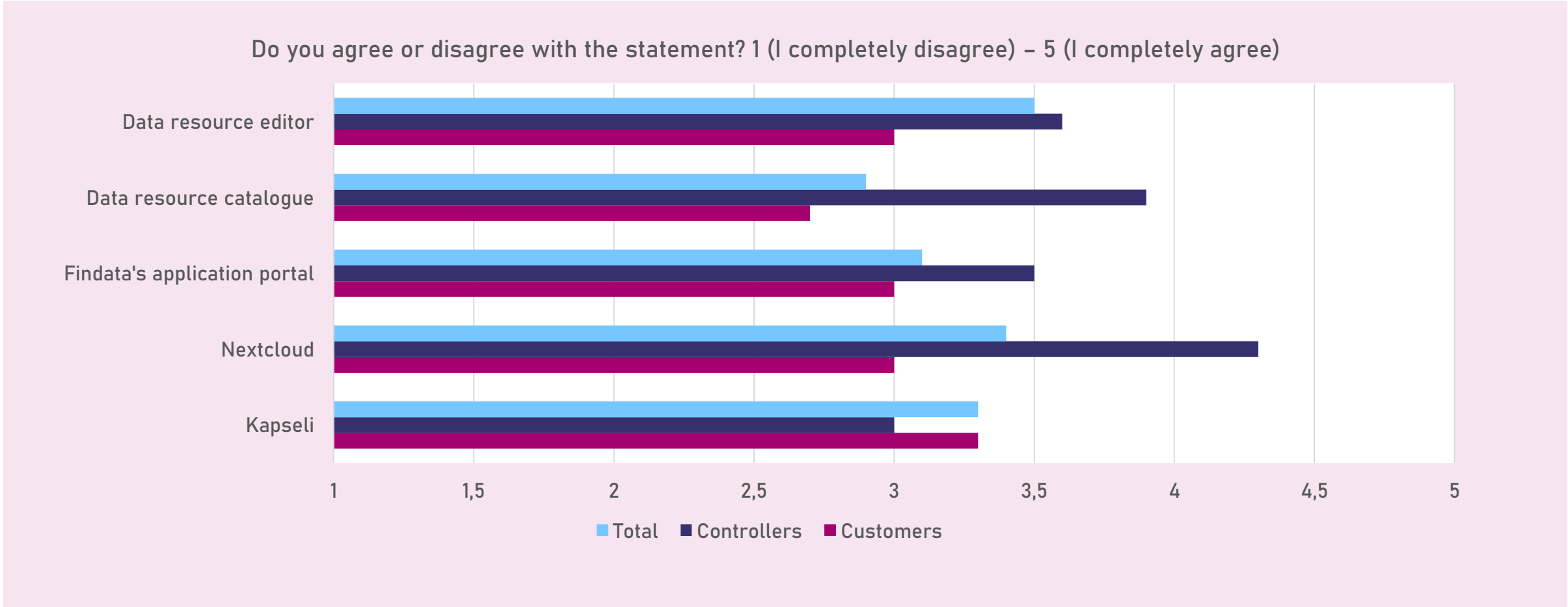


Respondents' experiences with the functionality of digital services (AVG)

Number of respondents

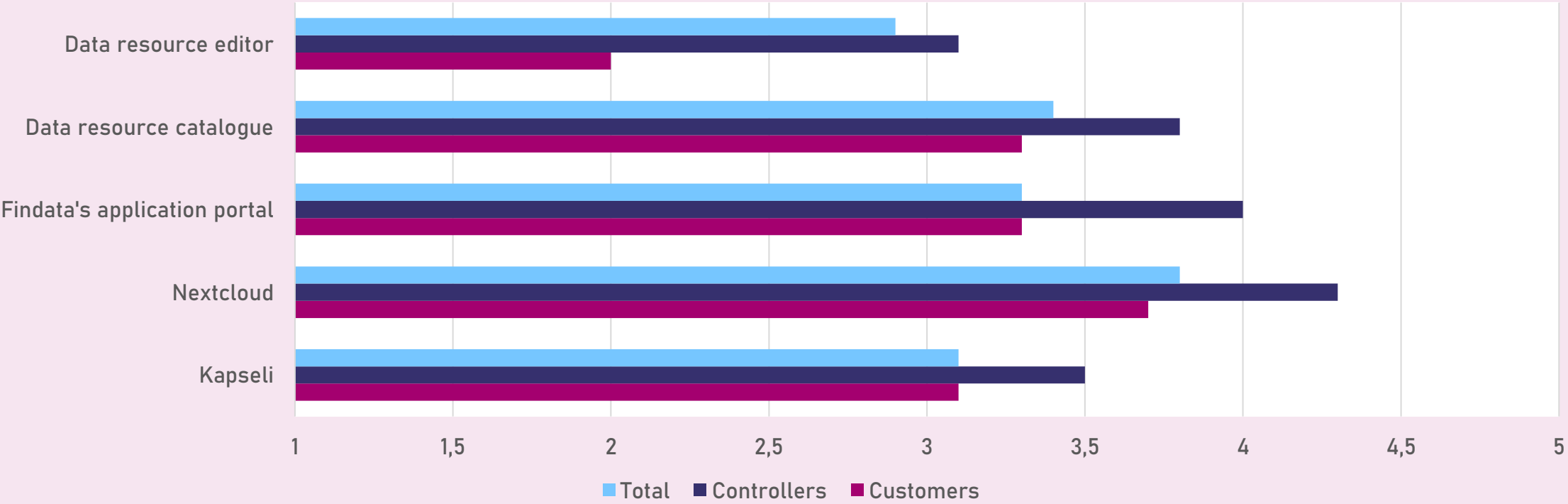
Services	Controllers (n)	Customers (n)	Other (n)	Total (n)
Data resource editor	8	2	1	11
Data resource catalogue	10	38	1	49
Findata's application portal	4	59	5	68
Nextcloud	15	28	6	49
Kapseli	2	36	1	39

Statement 1. The service is easy to use



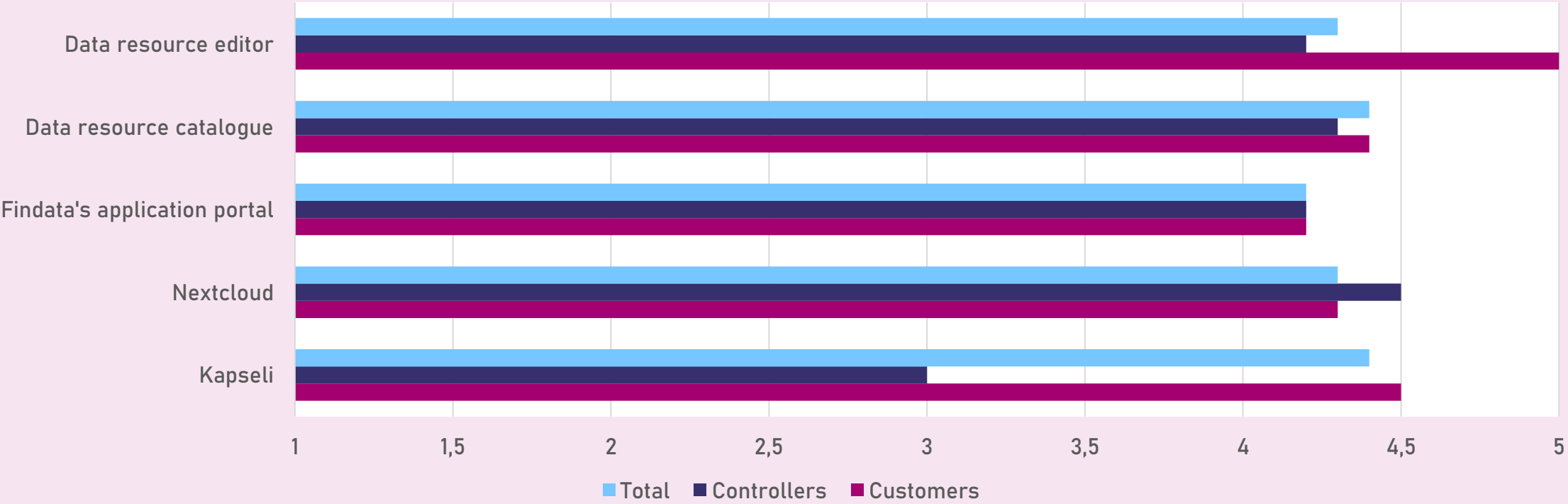
Statement 2. The service works reliably

Do you agree or disagree with the statement? 1 (I completely disagree) – 5 (I completely agree)



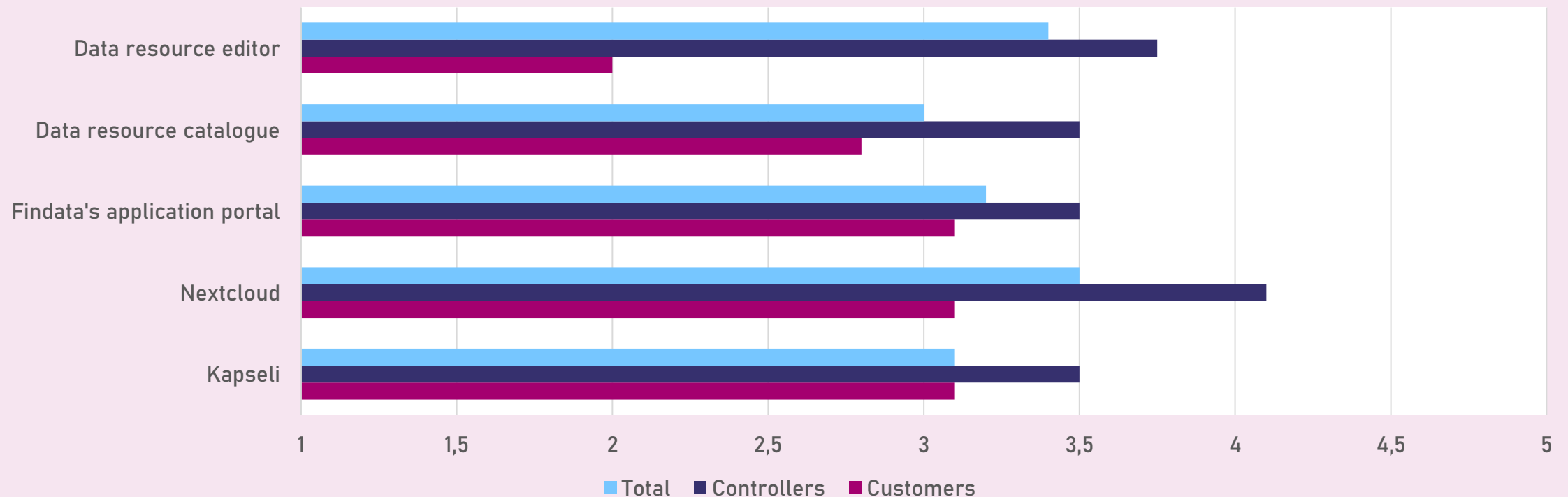
Statement 3. I find the service to be secure

Do you agree or disagree with the statement? 1 (I completely disagree) – 5 (I completely agree)



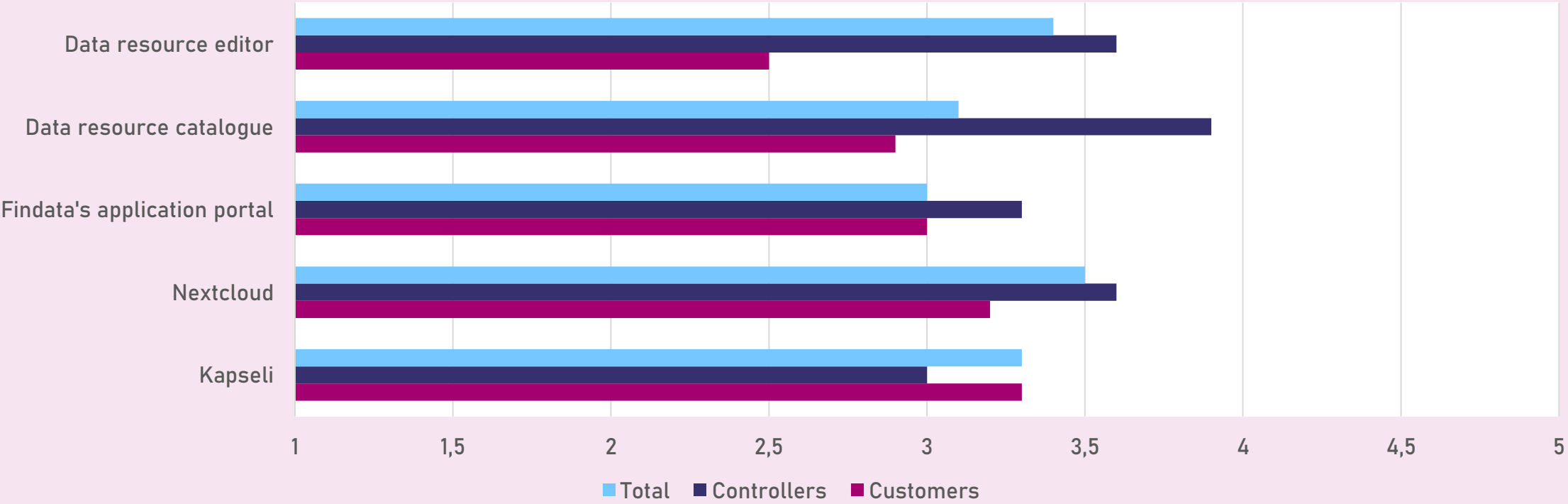
Statement 4. Sufficient instructions are available for using the service

Do you agree or disagree with the statement? 1 (I completely disagree) – 5 (I completely agree)



Statement 5. The service is well suited for its purpose

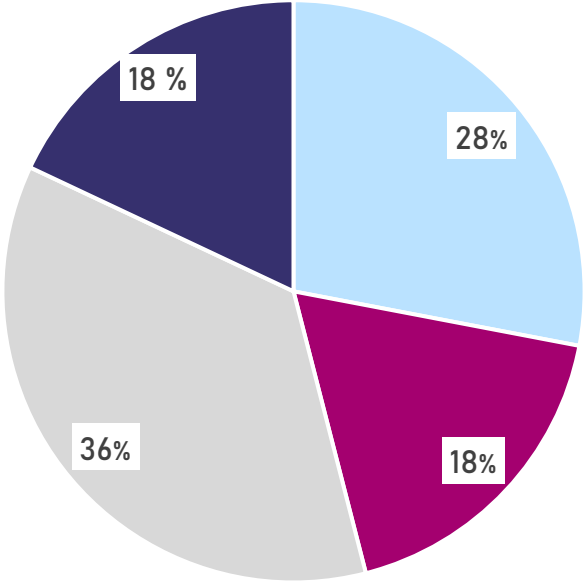
Do you agree or disagree with the statement? 1 (I completely disagree) – 5 (I completely agree)



Services

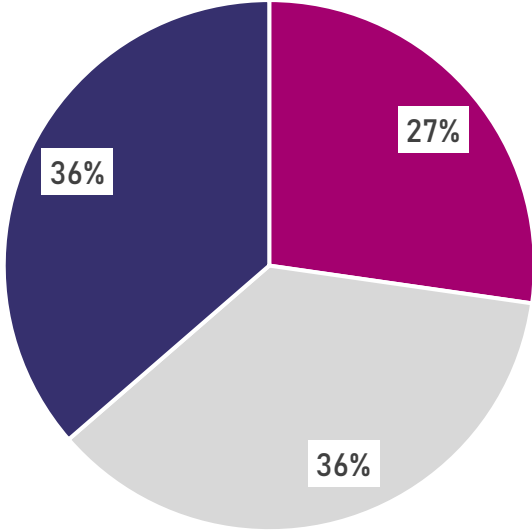
Data Resources Editor

When was the last time you used the Data Resources Editor?



■ Last 1-7 days ■ The last month
■ The last year ■ Over a year ago

How often do you use the Data Resources Editor?



■ Daily or almost daily
■ Weekly or couple times a week
■ Monthly or couple times a year
■ Once a year or less



Users: 11

- **Controllers 73 % (8)**
- **Customers 18 % (2)**
- **Other 9 % (1)**
- **45 % have used the service within the last month**

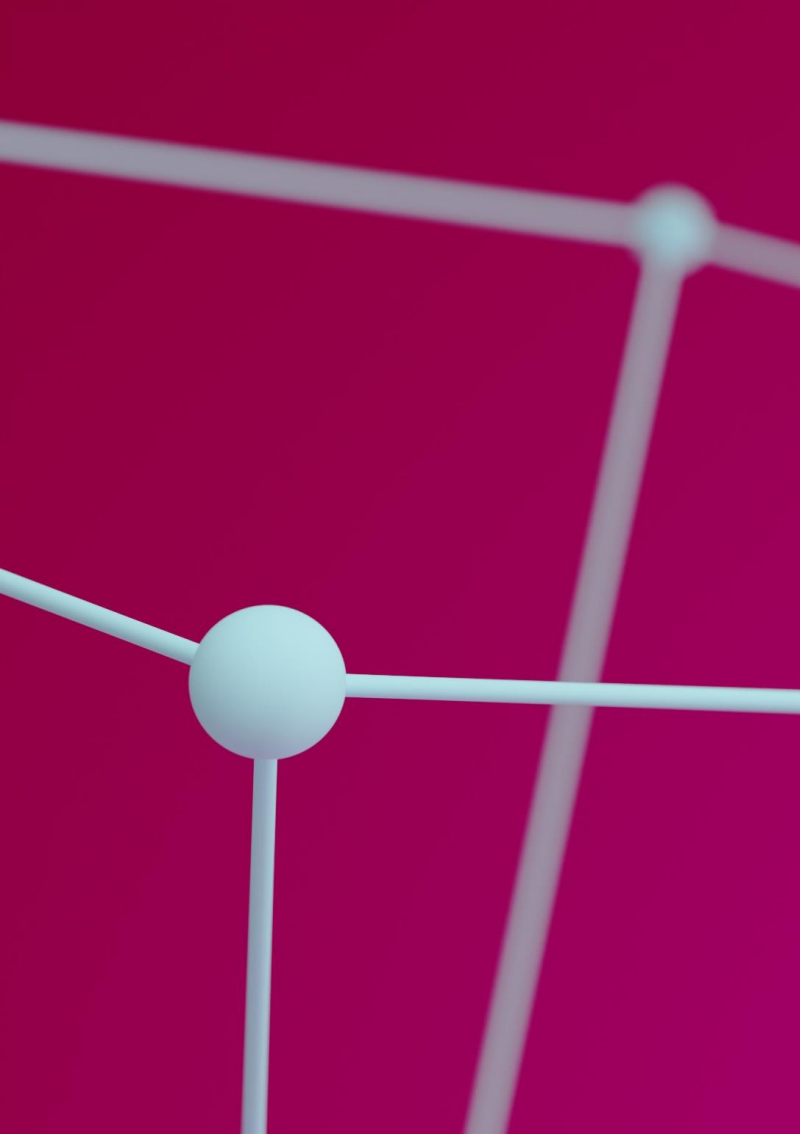
Why do you think the Data Resources Editor is or is not well suited for describing data resources? (n=6)

Suitable

- Descriptions are in one place, easy to refer

Not suitable

- There are data resources for which the Data resource editor is not designed
- It's not suitable for describing trend data that is constantly updating
- If there are many variables it is difficult to have correctly formatted CSV file
- You can't link public code lists
- Data resources in relational database format are difficult to describe

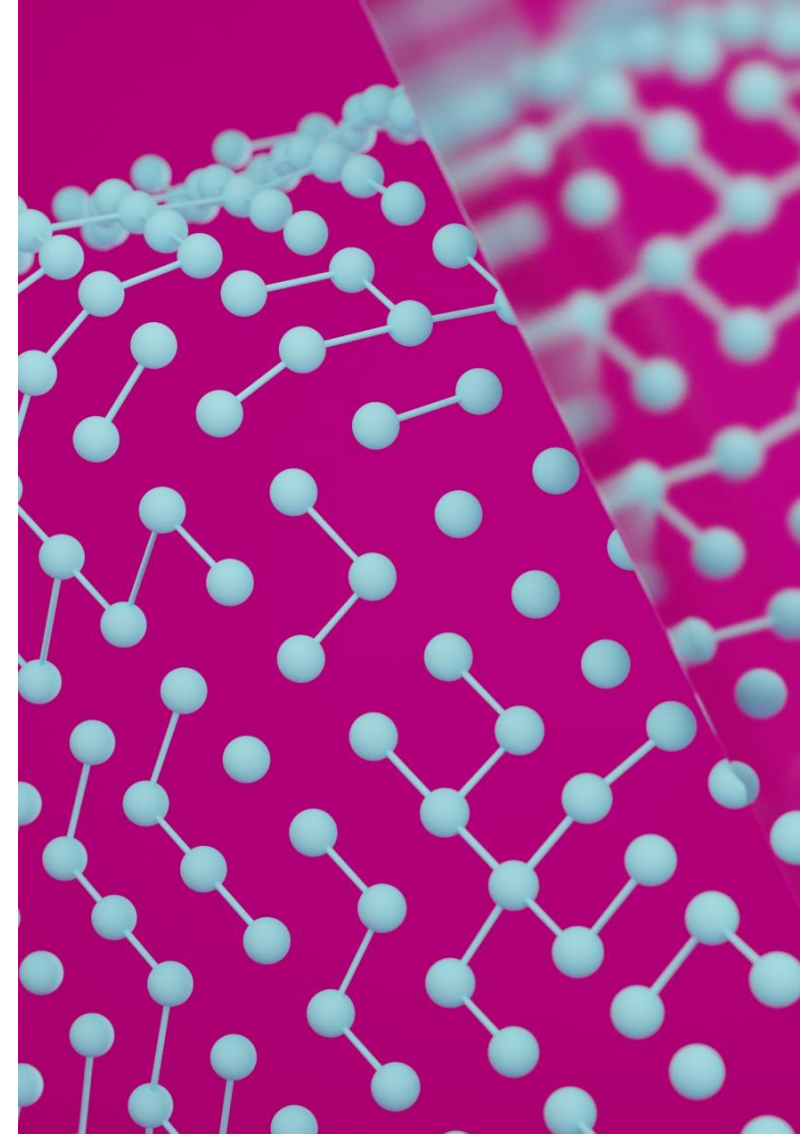


What are the biggest shortcomings or areas for development in the Data Resources Editor? (n=5)

- Different language versions are currently not functional
- Instructions are difficult to find
- Requested features:
 - Ability to describe via API or file interface
 - Enabling attachments
 - Editing multiple data simultaneously

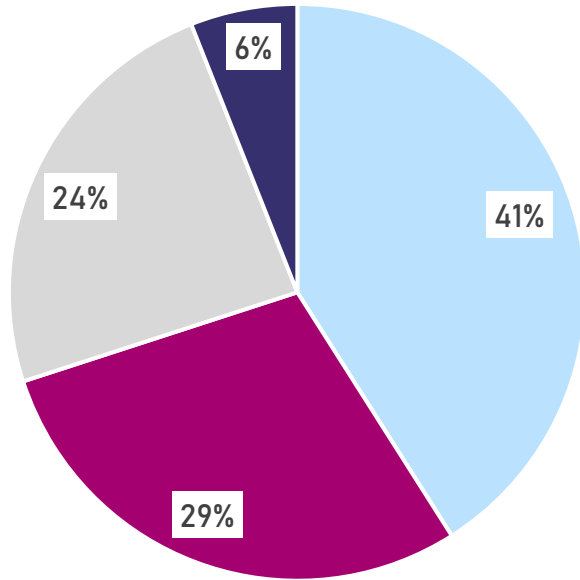
What are you most satisfied with in the Data Resources Editor? (n=4)

- Exporting datasets is easy
- Importing variables via CSV file
- Easy to use



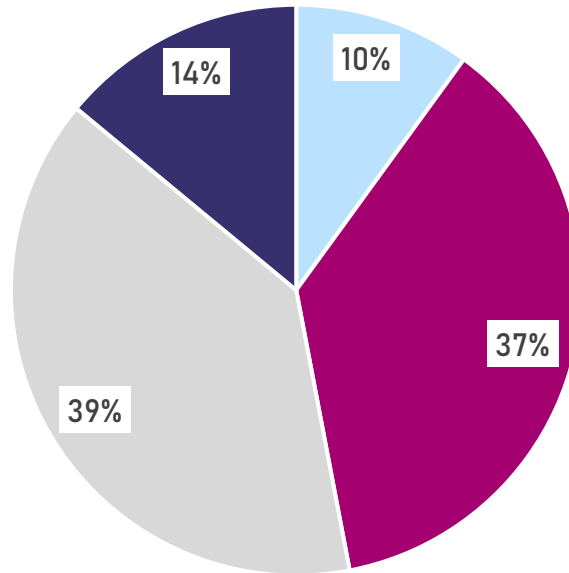
Data Resources Catalogue

When was the last time you used the Data Resources Catalogue?



■ Last 1-7 days ■ The last month
■ The last year ■ Over a year ago

How often do you use the Data Resources Catalogue?



■ Daily or almost daily ■ Weekly or couple times a week
■ Monthly or couple times a year ■ Once a year or less



Users: 49

- Controllers 20 % (10)
- Customers 76 % (38)
- Other 4 % (1)
- 70 % have used the service within the last month

Why do you think the Data Resources Catalogue is or is not well suited for browsing which data resources are available? (n=39)

Suitable

- All information about data resources and variables available in one place
- Open accessibility
- Simple, user-friendly interface

Not suitable

- Not suitable for searching data in English
- Incomplete descriptions, structures, and lists of variables
- Does not include all data resources and variables
- Limited search function

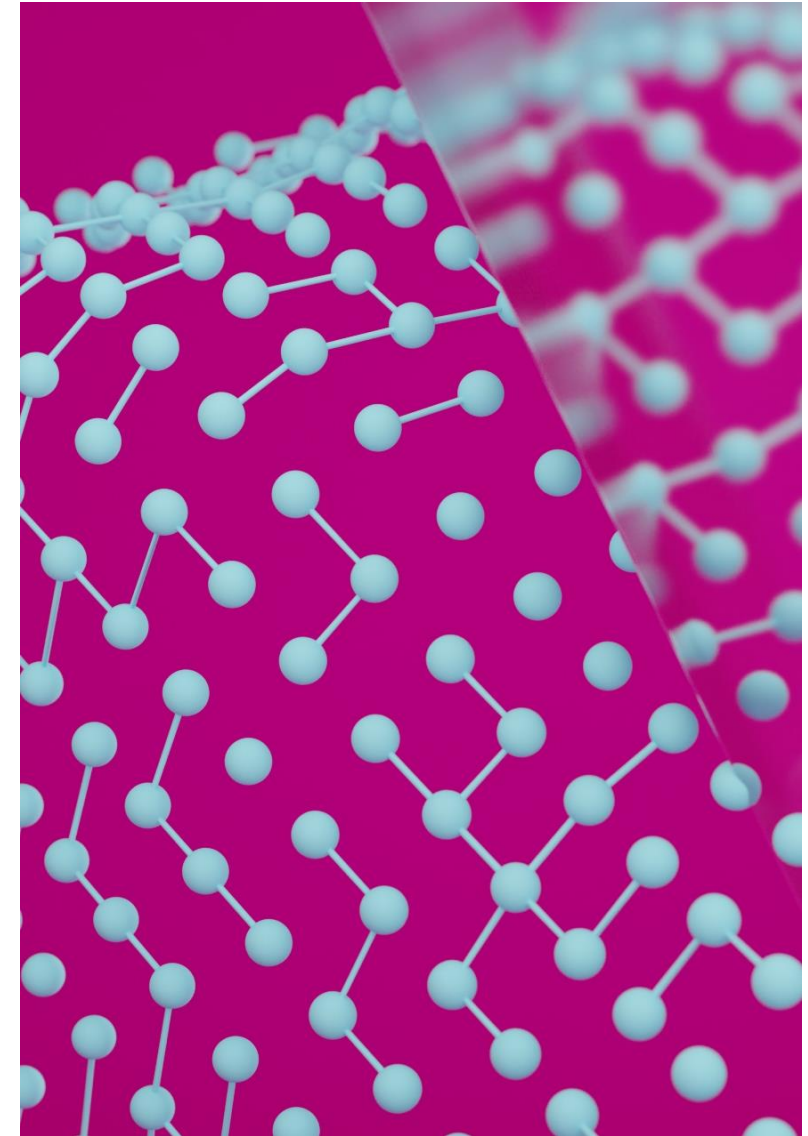


What are the major shortcomings or areas for development in the Data Resources Catalogue? (n=37)

- Functionality and structure
- Differences in the quality in data descriptions
- Incomplete language versions (English and Swedish), as well as translations of data and variables
- Requested features:
 - Search function (more guided homepage, targeting search to a specific field, searching data from column names, better searchability with keywords, data search)
 - Importing missing data and variable information into the Data resources catalogue
 - In addition to CSV files, variables should be easily downloaded in other formats, such as JSON and XML

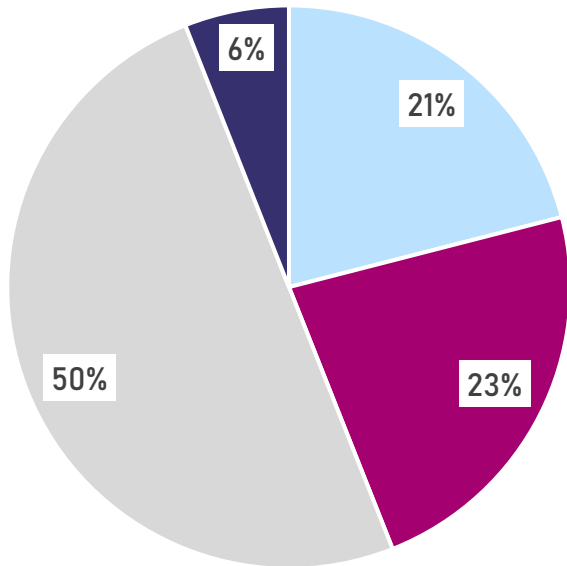
What are you most satisfied with in the Data Resources Catalogue? (n=32)

- The most frequently needed information is accessible
- Open accessibility
- Facilitates research preparation
- Comprehensive variable lists
- Descriptions easily available in one place
- The service's continued development
- Downloadable files



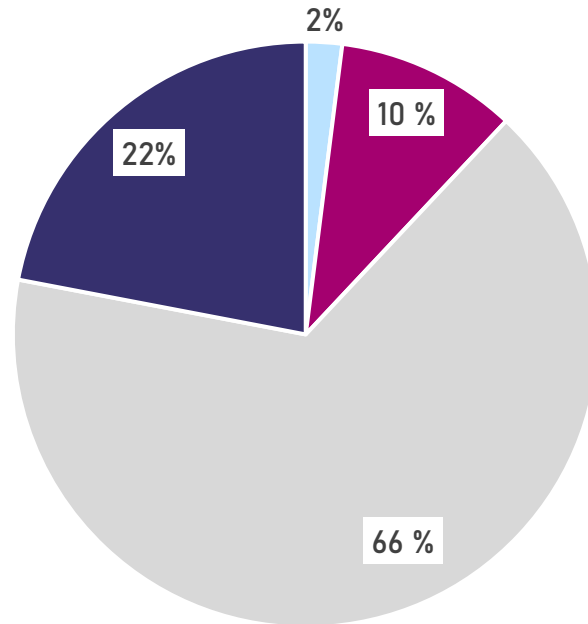
Findata's application portal

When was the last time you used the application portal?



■ Last 1-7 days ■ The last month
■ The last year ■ Over a year ago

How often do you use the application portal?



■ Daily or almost daily ■ Weekly or couple times a week
■ Monthly or couple times a year ■ Once a year or less



Users: 68

- Controllers 6 % (4)
- Customers 87 % (59)
- Other 7 % (5)
- 44 % have used the service within the last month

Why do you think Findata's application portal is or is not well suited for making applications? (n=35)

Suitable

- Relatively easy and simple to use
- Available in different languages (English and Swedish)
- The technical implementation works

Not suitable

- The service lacks flexibility for updating applications, permits, and variables
- Not suitable for retrieving data from multiple registers, a separate extraction description form is required for each
- Too much responsibility for completing the application is left to the applicant, which is time consuming and prone to error
- Not suitable for qualitative research methods

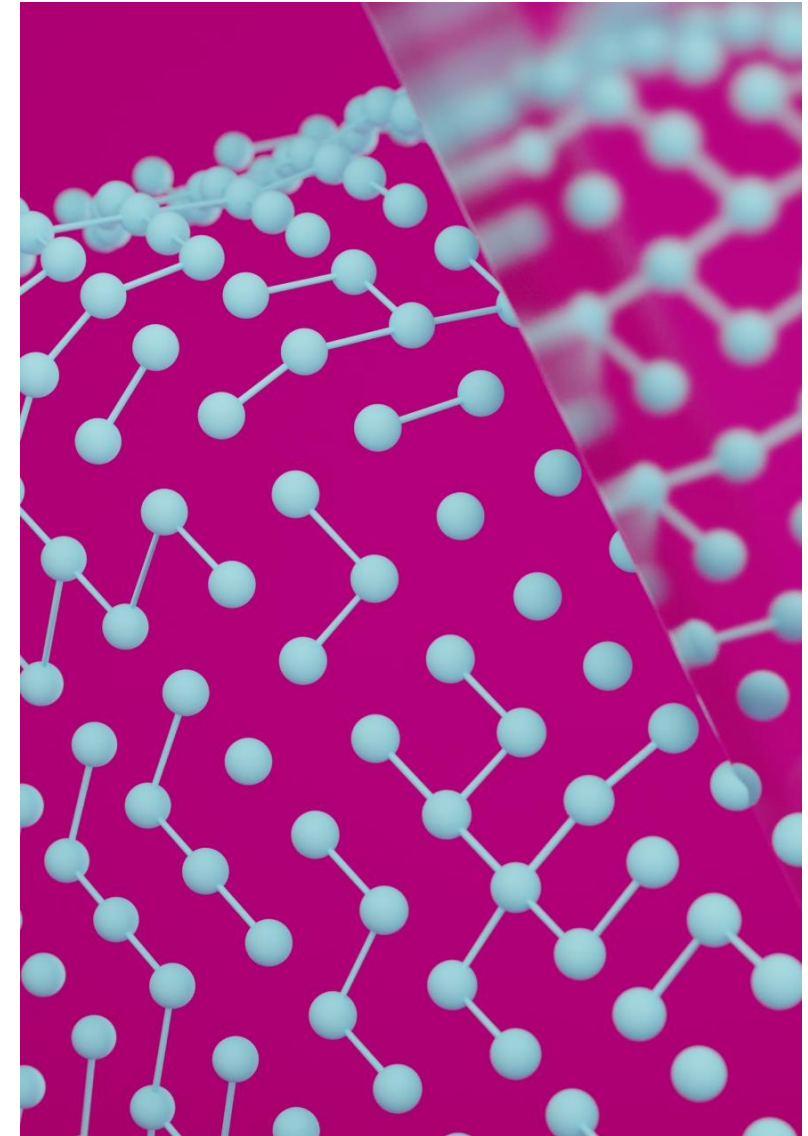


What are major shortcomings or areas for development in Findata's application portal? (n=41)

- Improving customer guidance, e.g., some data fields are unclear and there are no instructions
- Errors should be identifiable as early as possible
- Usability needs to be improved
 - Remove timeouts
 - Reduce number of error messages
 - Significantly reduce disruptions (login issues, crashing)
- Requested features:
 - Application status tracking
 - Application portal integrated with the Data resources catalogue
 - More automation
 - Telephone support
 - More structured form

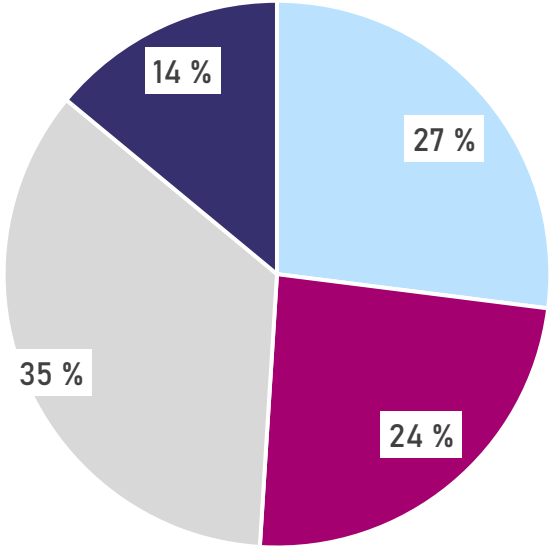
What are you most satisfied with Findata's application portal? (n=30)

- Service functions well (attachments, additional explanations, links, and instructions)
- Professional and friendly staff
- Clear application form and instructions
- Quick response and processing time
- Archived applications and decisions in the system
- In the future all social and health registers will be searchable in one service



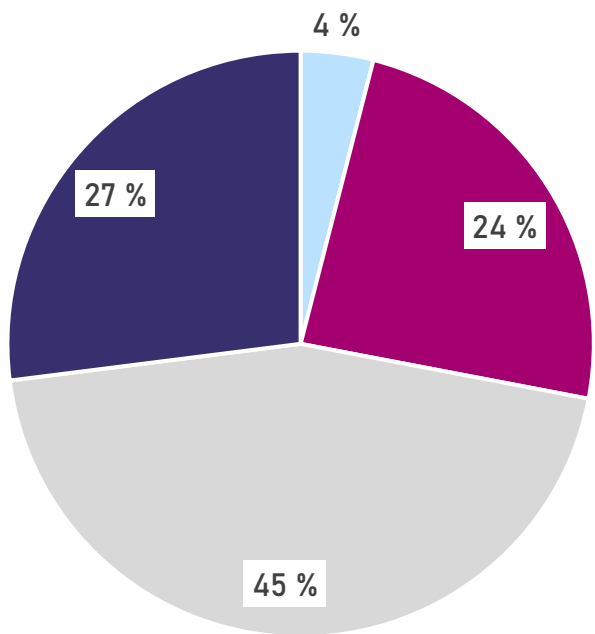
Nexcloud transfer service

When was the last time you used Nexcloud?



■ Last 1-7 days ■ The last month
■ The last year ■ Over a year ago

How often do you use Nexcloud?



■ Daily or almost daily ■ Weekly or couple times a week
■ Monthly or couple times a year ■ Once a year or less



- Users: 49**
- **Controllers 31 % (15)**
 - **Customers 57 % (28)**
 - **Other 12 % (6)**
 - **51 % have used the service within the last month**

Why do you think Nextcloud is or is not well suited for transferring data resources in a secure way? (n=21)

Suitable

- Fast
- User-friendly
- Easy to transfer small and medium-sized data
- The data transfer is secure

Not suitable

- Not suitable for transferring large amounts of data
- Requires a lot of familiarization for infrequent users

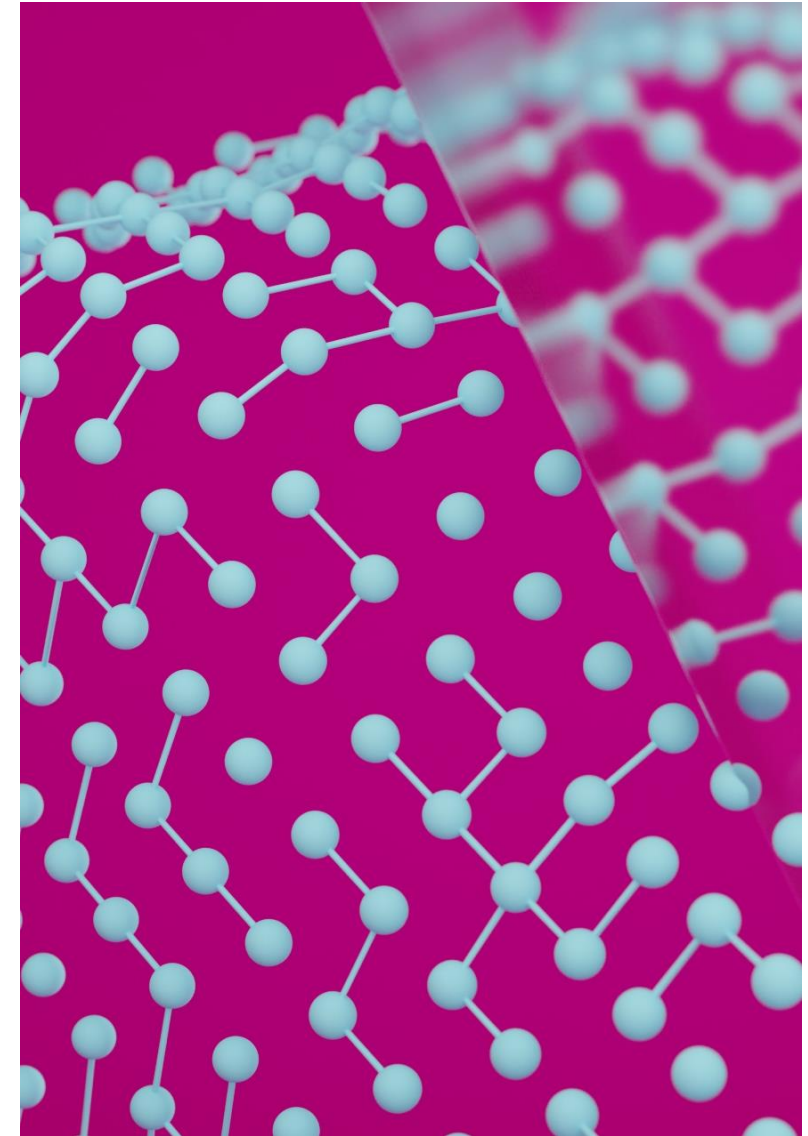


What are the major shortcomings or areas of development in Nextcloud? (n=19)

- Transferring large data is difficult
- Instructions need to be clarified
- Encrypting data outside the program is an extra step/work
- Requested features
 - Automation

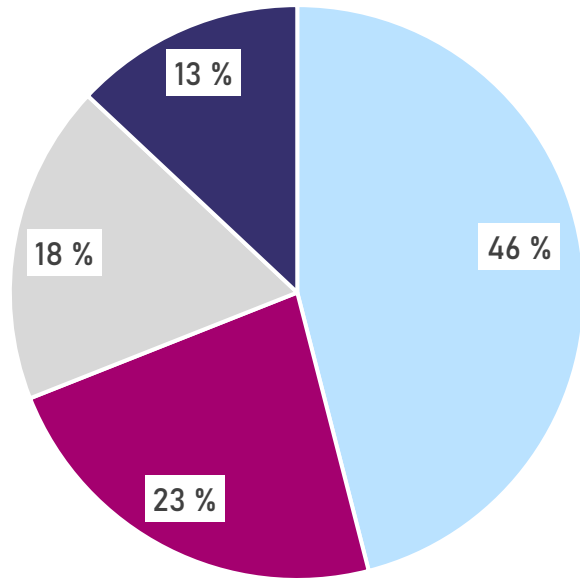
What are you most satisfied with in Nextcloud? (n=21)

- Easy to use
- Good instructions
- Customer service
- Fast transfer
- Nextcloud is secure



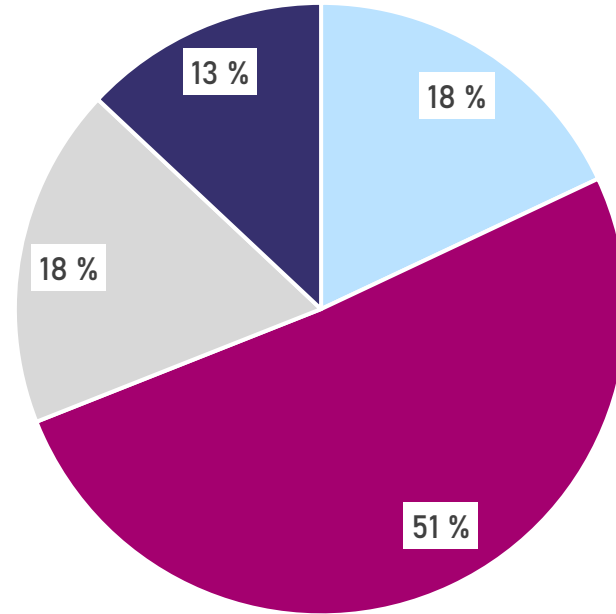
Kapseli

When was the last time you used Kapseli?



■ Last 1-7 days ■ The last month
■ The last year ■ Over a year ago

How often do you use Kapseli?



■ Daily or almost daily ■ Weekly or couple times a week
■ Monthly or couple times a year ■ Once a year or less



Users: 39

- Controllers 5 % (2)
- Customers 92 % (36)
- Other 3 % (1)
- 69 % have used the service within the last month

Why do you think Kapseli is or is not well suited for processing data in a secure way? (n=26)

Suitable

- Works well most of the time
- Suitable for processing statistical data
- Secure data processing

Not suitable

- Weak computational power and efficiency
- Handling large data is difficult
- Not suitable for working outside the work unit
- Processing and analyzing texts, images or videos is challenging
- Not suitable for importing custom libraries or code into the system

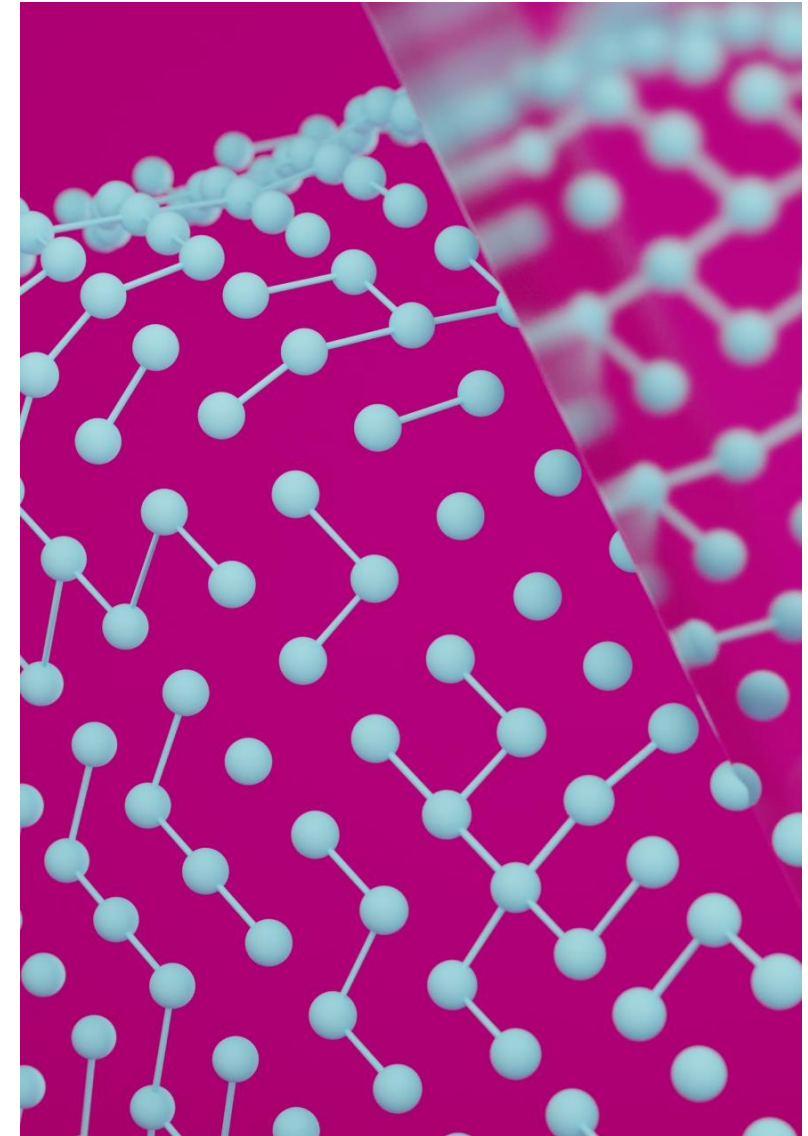


What are the major shortcomings or areas of development in Kapseli? (n=30)

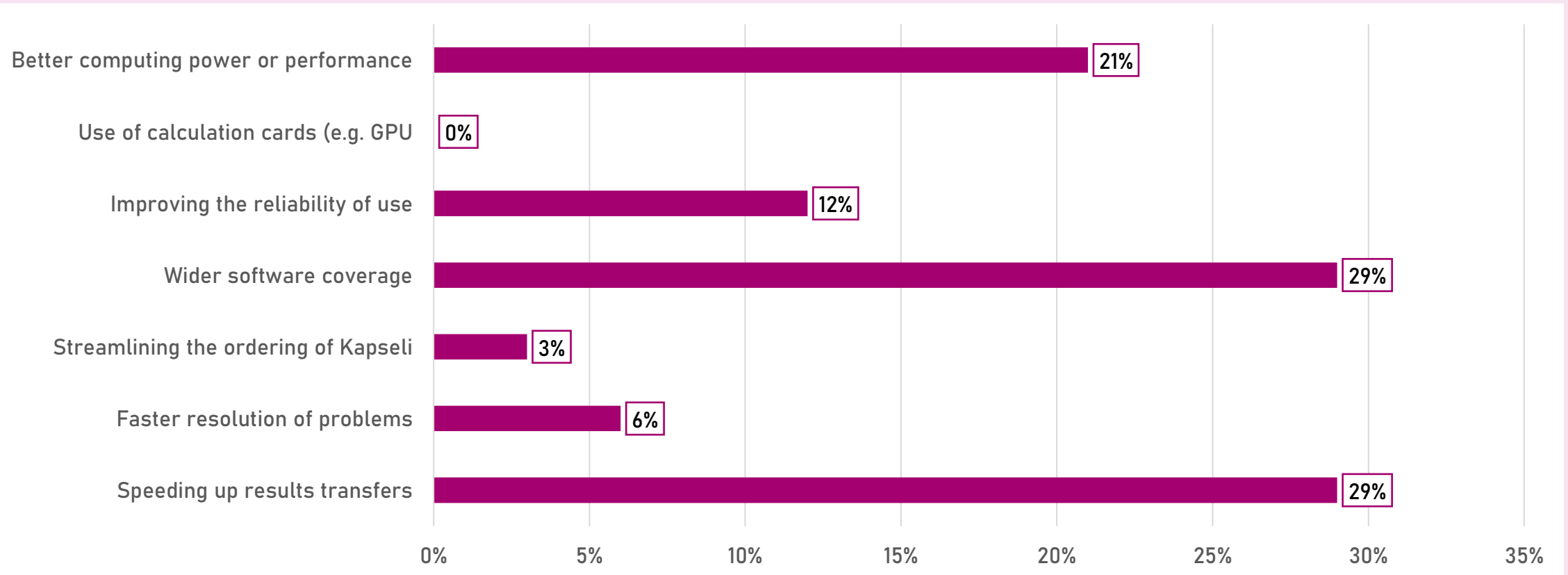
- Requested features:
 - Allow importing custom code and libraries into the system
 - Programs for analyzing qualitative data
 - The service should be designed to handle large data
 - Increased computing power and memory
 - Enhancement and simplification of the results verification service
 - Reduction of usage and maintenance breaks
 - The latest statistical software and versions
- The issue of software crashes and slowness (e.g., Stata, SAS, SPSS, Excel)

What are you most satisfied with in Kapseli? (n=14)

- Available software options
- Access to SPSS and R
- Easy login and use
- Customer service
- Information security
- Improved stability
- Usually works well for its purpose



What is Kapseli's most important development area?



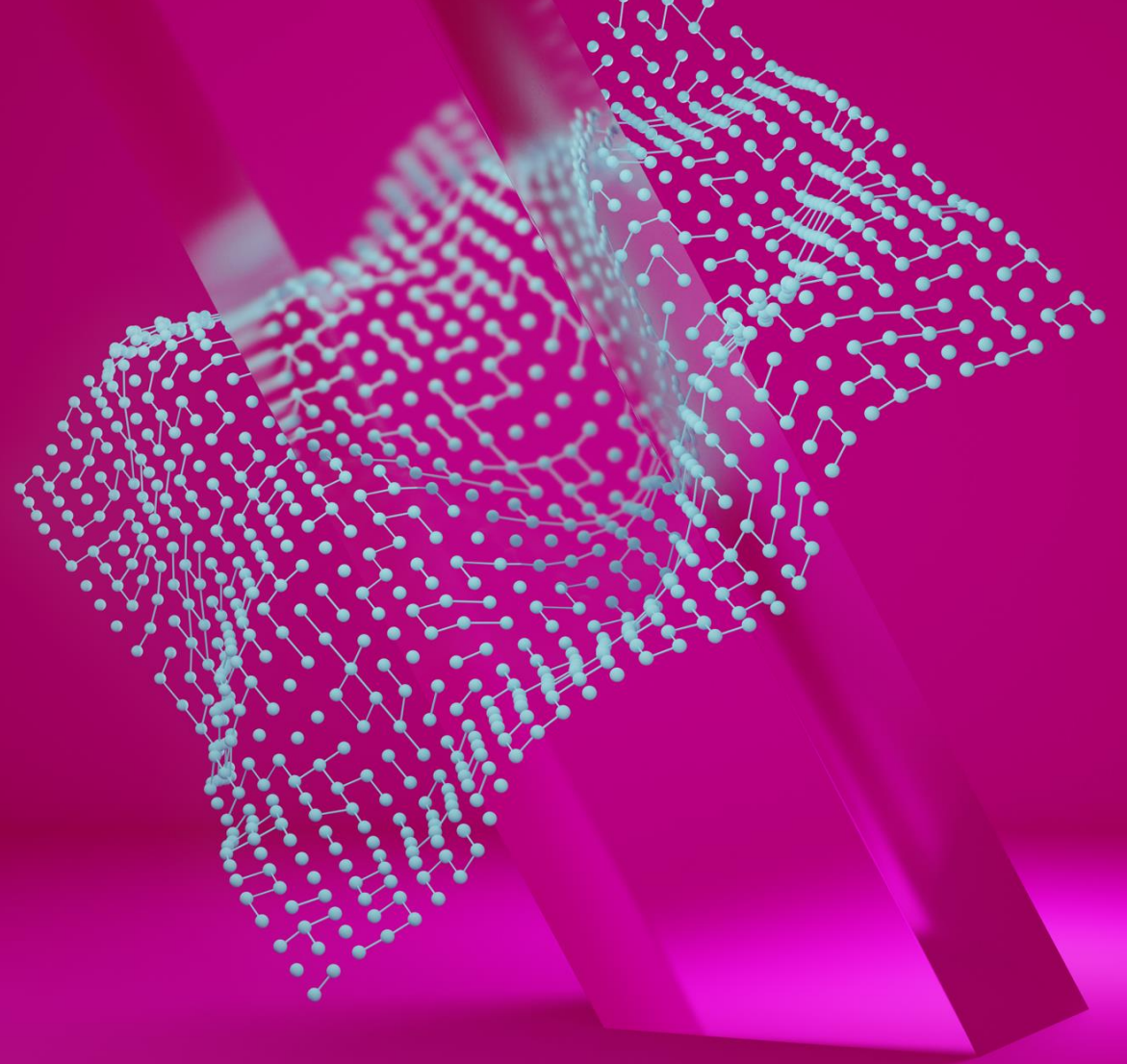
Other feedback

Open feedback

- Findata's staff is friendly, professional, and provides fast service
- Prices are too high
- The application process and waiting times for data are long
 - Excessively detailed descriptions are required, e.g. of analytical tables
 - The processing times are hard to predict
- The interpretation of the Secondary Use Act in Finland is too strict
- Wishes for a simplified process for registry studies
 - Questions about why pseudonymized data needs to be processed in Kapseli
- Code lists to be linked from the Code Service API to the data
- Wishes for a telephone service
- More information on changes to the Secondary Use Act

Thank you

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info@findata.fi | @FindataFi



FINDATA



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