

# BOFIT Online

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Katja-Leea Klemola

Survey of readers of BOFIT publications, spring-summer 2001

Bank of Finland Institute for Economies in Transition, BOFIT

# Bank of Finland Institute for Economies in Transition (BOFIT)

PO Box 160 FIN-00101 Helsinki Phone: +358 9 183 2268

Fax: +358 9 183 2294 bofit@bof.fi

www.bof.fi/bofit

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The opinions expressed in this paper are those of the authors and do not necessarily reflect the views of the Bank of Finland.

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Katja-Leea Klemola\*

### Survey of readers of BOFIT publications, spring-summer 2001

#### **Abstract**

During spring and summer 2001, the Bank of Finland's Institute for Economies in Transition (BOFIT) surveyed readers of its publication series for their opinions, particularly as to quality, frequency and content. The survey was based on a questionnaire distributed to subscribers selected at random by mail or email. The form of questionnaire sent out reflected how the reader normally received his or her BOFIT publications. The study excluded occasional discussion papers and scientific articles, and focused on BOFIT's regular publications:

Idäntalouksien viikko (in Finnish) Russian Economy – The Month in Review Russian & Baltic Economies – The Week in Review Baltic Economies – The Quarter in Review

Nearly identical questionnaires were prepared in Finnish and English. Thus, although the responses to both versions were analysed separately, the findings are readily comparable. A total of 358 questionnaires were distributed, of which 107 were returned (a response rate of about 30 %). While this response rate is low, it is sufficient for the purposes of a general survey. Moreover, we can infer that those taking the time and effort to respond felt they had something to say about BOFIT publications.

The questionnaire asked the respondent to identify the type of organisation in which they work and to characterise their work. The reader was then requested to specify which BOFIT publications they subscribe to, how often they read them and how they use the information provided in BOFIT publications. They were also asked if they read similar publications and how they would rank BOFIT publications in relation to them. Suggestions and ideas from readers were gathered both from the ready answers and the free-form responses. To assist BOFIT's planning, readers were also asked how they felt about receiving their publications in electronic form. Finnish readers were queried on how important it was to receive their publications in Finnish.

Respondents generally expressed satisfaction with BOFIT publications and said they read them regularly. Most worked in companies, financial institutions or universities. The largest reader class consisted of individuals performing expert functions within their organisations. The number of persons classifying themselves as managers was nearly as great.

<sup>\*</sup>University of Tampere, Department of Information Research

Over half of all respondents reported that they subscribe to more than one BOFIT publication series. Apparently, they generally seek information about the region and tend to scan many publications. Over half of respondents also said they read BOFIT publications whenever and as soon as they appeared, thanks in part to their brevity and conciseness (praised repeatedly in the free-form responses). Most readers said they use BOFIT publications to stay generally informed, but many mentioned that they also use the information in presentations and as references in articles for publication.

The readership displayed fairly sophisticated knowledge of regional affairs. In addition to subscribing to more than one BOFIT publication series, many also received other publications on Russia and the Baltic states. The overwhelming majority of respondents considered the analysis of BOFIT publications to be of greater value and better quality than similar publications in the field.

With respect to ideas for development, respondents tended to prefer the ready responses over free-form answers. The free-form query that generated the most responses asked readers to suggest new areas for coverage. On the ready responses (Question #8), reader wishes for more statistical information, more charts and more articles, as well as longer, more in-depth articles, somewhat contradicted the general appreciation of the short, concise formats of BOFIT publications. One approach to resolving this contradiction could be to keep topic coverage brief in the distributed publications, then link them (or occasionally include) to in-depth theme articles (special coverage). A surprising number of respondents wished for greater coverage of political issues, which if diligently realised, would greatly increase the size of current publications.

Looking to the future, most respondents were quite positive on the idea of distribution solely in electronic formats. Most respondents (slightly more in percentage terms for the English version of the questionnaire) said they were quite happy receiving their publications in electronic formats. The small band of readers insisting on hard copy deliveries continues to shrink.

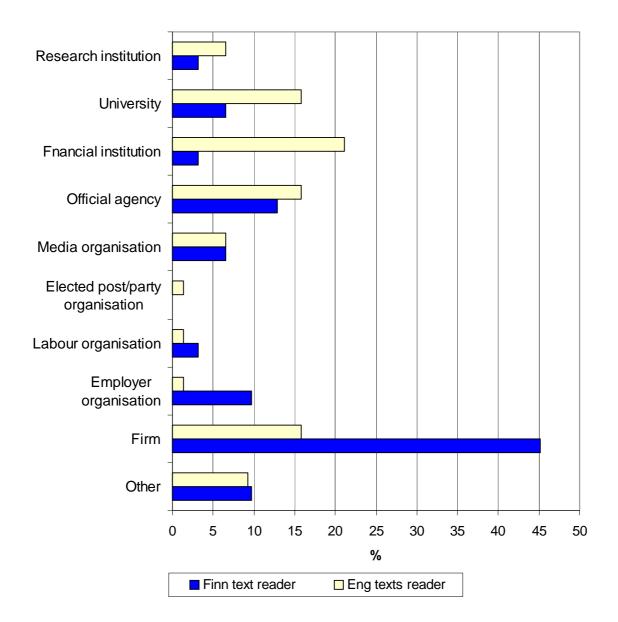
Among the Finnish readership, and despite the fact that most said they follow a variety of sources in English and other languages, there was still a preference for information in Finnish where possible.

While the results of this survey can only roughly suggest directions for development, they clearly indicate that BOFIT publication series meet a need and that the readership is generally satisfied. Nevertheless, occasional innovations are also appreciated. In the following pages, we review the responses to each question.

#### 1 Where do you work?

An important aspect of the survey was learning more about the readership. Despite mailing addresses and email lists, it has long been a bit unclear as to who reads BOFIT publications and why. Thus, the questionnaire starts by asking the reader to tell where they work and what their job is.

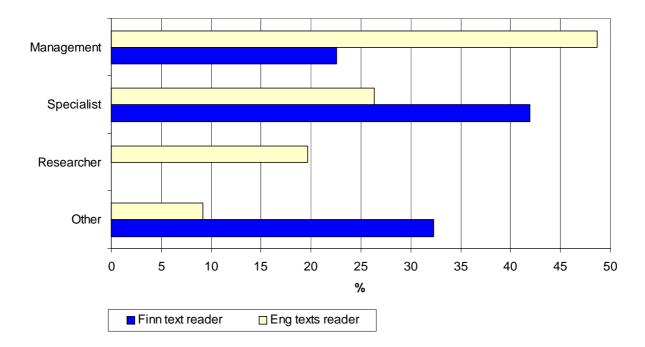
A large number of respondents to the Finnish version of the questionnaire (45.2 %) said they worked in companies, while readers of BOFIT's English-language publications were more evenly distributed (21.1 % in financial institutions and 15.8 % in universities and colleges, and nearly as many in firms or as public officials).



#### 2 Your position?

While there appear to be significant differences with respect to organisational position, we need to note that respondents are likely to classify themselves by rather subjective criteria so these particular data may not reflect objective reality. In the Finnish version, the preferred position descriptor was "specialist" function (41.9 %), while in the English version more were likely to class themselves as managers or directors (48.7 %). Surprisingly, not a single respondent to the Finnish version chose the "researcher" descriptor. Obviously, Finnish researchers read the publication, but the lack of response here suggests an important area for development.

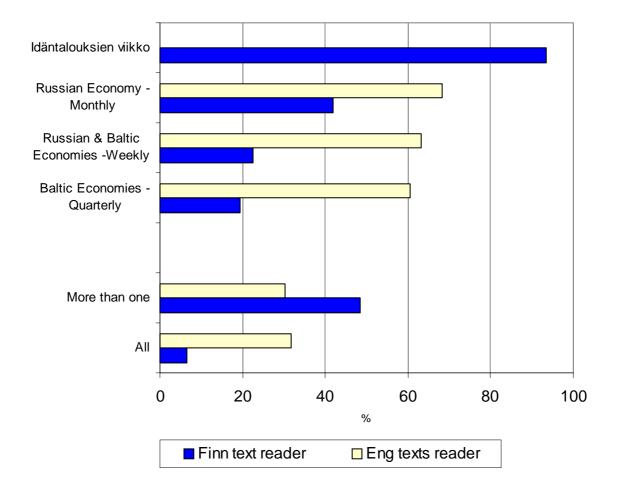
In the "other, please specify" classification, respondents tended to work as librarians, information services specialists or journalists. Indeed, many of these respondents could as well classed themselves as specialists.



#### Which of our regular publications do you subscribe to/read regularly?

Here, we sought to identify how thoroughly and how often subscribers read BOFIT publications. As could be expected, nearly all of those answering the Finnish language questionnaire read *Idäntalouksien viikko*, but many also added they followed other BOFIT publications. Over half of respondents to the English-language version said they read more than one BOFIT publication. An impressive 31.6 % said they subscribed to or otherwise read all of BOFIT's regular publication series. The favourite English-language publication among both Finnish and English readers was the *Russian Economy – The Month in Review*.

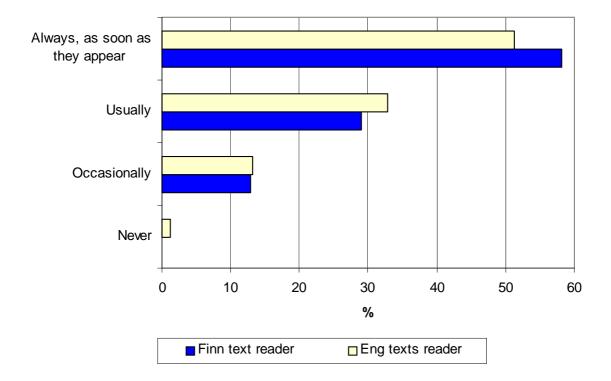
The English version of the questionnaire offered no alternatives to *Idäntalouksien viikko*, although a few respondents noted that they also read it.



#### 4 How regularly do you read our publications?

Most subscribers to BOFIT publications said they read them regularly. Many respondents to both the Finnish and the English questionnaire reported that they always read BOFIT publications as soon as they appear, and the majority in both groups at least "usually" read BOFIT publications.

We did not ask how carefully respondents read the publications, or whether they merely skimmed them. However, it was possible to infer from the responses that individual respondents each approach a publication in their own way, so attempts to modify reader habits would likely be futile.

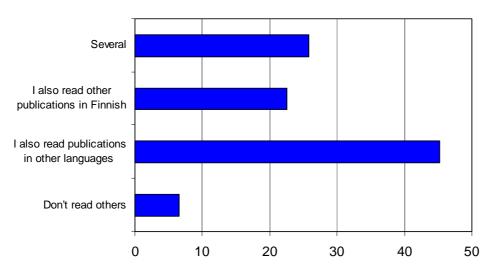


# 5 How many other publications on Russian and/or Baltic economies do you read regularly?

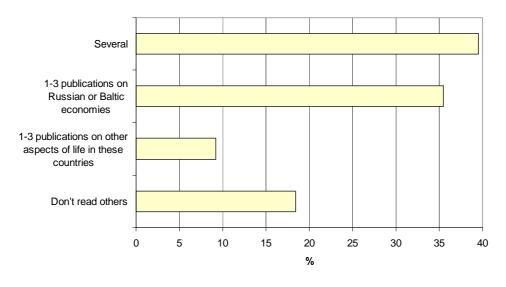
As a matter of interest, we asked whether subscribers also read other publications in the field and how BOFIT publications compared. Most respondents were highly interested in the themes dealt with in BOFIT publications because of work or general interest. Well over half said they followed other publication dealing with Russia or the Baltic, particularly publications dealing with economics and finance in the region.

Slight differences emerged in responses to the Finnish and English versions of the questionnaire. The majority of those subscribing to Finnish-language publications said they followed other publications as well, while fewer respondents to the English version of the questionnaire (39.5 %) said they read other publication dealing with the region. Thus, the responses to this particular question help give us an idea the extent to which readers find BOFIT publications accurate and high quality in relation to other available publications.

#### Readers of Finnish-language publication



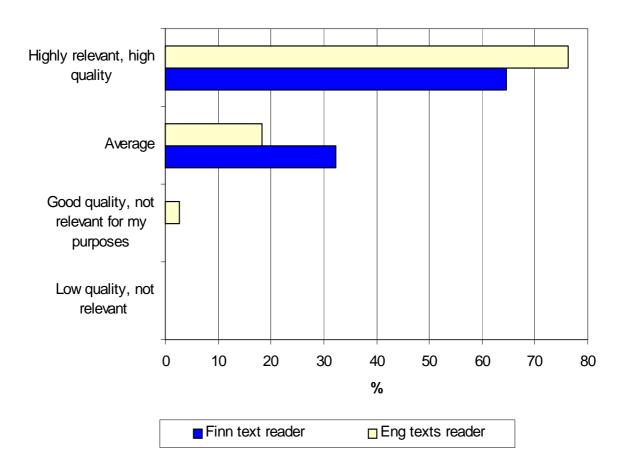
#### Readers of English-language publications



#### 6 How would you rate the relevance and quality of BOFIT publications in relation to other sources of information?

The survey showed that readers generally value BOFIT publications and consider them to be important, reliable sources of information. In both groups, well over half of the respondents (64.5 % in the case of the Finnish version, and 76.3 % in the case of the English version) said they considered the publications to be highly relevant to their needs and of high quality. Many also reiterated this in their free-form responses. All respondents to the Finnish questionnaire said that at minimum they classified BOFIT publications of matching quality to that of others. Of those submitting the only two negative comments, one respondent was not even a subscriber!

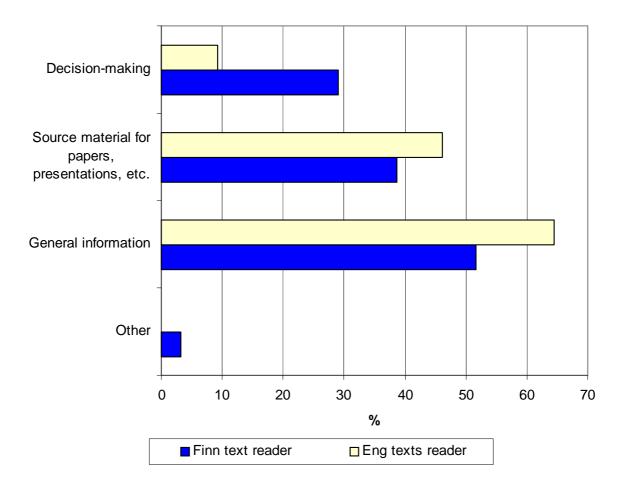
Positive feedback, however, does not mean that BOFIT should not seek to further develop its publications, (as seen below in the responses to Question #8). My own take here is that readers hold BOFIT publications in high esteem, but still would like to see further innovations and a broader palette of products to choose from. We will return to comments and ideas on developing publications in conjunction with Question #8.



#### 7 How would you like to use the information from BOFIT publications?

The seventh question sought to define how readers would like to be able to use the publications. The range of response offered here seem quite comprehensive, in that every respondent has the opportunity to mark at least one use. In the "others" category, only one respondent commented that he uses the information to develop backgrounds on news stories. Again, this comment could also have been subsumed under the "as a source of general information" item.

The main use of information for BOFIT publications was clearly as a source of general information on the region's economic developments (51.6% in the Finnish version, 64.5% in the English), but they were often also used in researching articles, presentation, and other publications.



#### 8 How, in your opinion, could we improve our publications?

Question #8 allowed readers to select one or several wishes or ideas on improving BOFIT publications. Most readers took advantage of this question to identify areas for improvement, but still a surprising number also felt that BOFIT publications were so good, no modifications were needed (Finnish questionnaire 22.6 %, English questionnaire 15.8 %).

Respondents to the Finnish version of the questionnaire responded most strongly to item 1 "More visual elements, statistics, etc." The emphasis here was clearly on more statistical data; more graphic material was not considered as important. The next item in terms of responses was item 6 "Publications should devote more attention to political issues." Every fifth respondent (19.4 %) expressed the wish for wider coverage of Russia and the Baltics, and a similar number wanted articles that were longer and more in depth. One can infer from the additional feedback in Question #11 that readers were not asking for large, substantive articles and coverage of a greater range of subjects. Rather it seems that they felt some articles could be broader or that some publications could occasionally be dedicated to specific themes (e.g. surveys dedicated to specific economic sectors).

Some readers suggested adding coverage of other countries, particularly Ukraine and Belarus. In their opinion, these other economies deserved coverage, as information on economic developments there was generally hard to come by.

Business-related coverage, at least sometimes, was requested, particularly:

- more coverage of living standards and purchasing power
- basic statistical data on labour markets and business life
- business-related statistics and more coverage of business-related issues
- investment financing
- business trends
- information about the markets

Large expansion of coverage to other areas is obviously out of the question, but it does not seem unreasonable to consider e.g. referring readers to other information sources, either electronic or traditional, in conjunction with articles or as a separate recommendation list. Such services may add value to the publications without significantly increasing the burden on BOFIT writers and production staff, yet many readers seeking information in relevant fields would appreciate them.

With respect to the Finnish version of the questionnaire, none requested that the subject matter be dealt with in more academic terms, but four respondents wished issues would be dealt with more in lay terms. Only one comment had to do with frequency, so we can infer that the readership is fairly satisfied with current publication frequencies.

With respect to the English version of the questionnaire, responses tended to be quite similar, but there were also differences. Respondents tended to suggest more modifications than Finnish respondents; nearly half (44.7 %) had at least two suggestions, while only 15.8 % said they were satisfied with the current content.

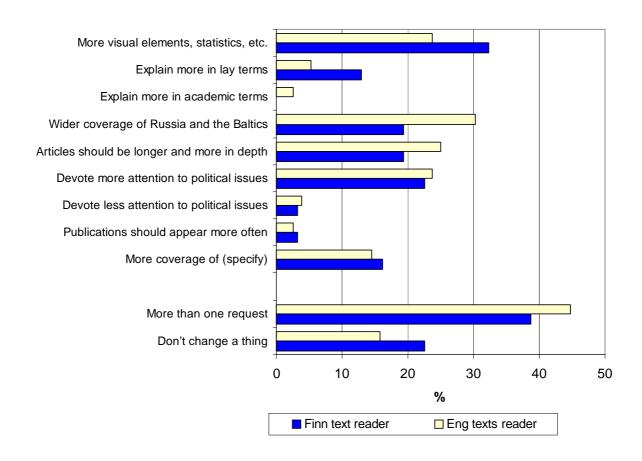
Item 4 "Provide wider coverage of Russia and the Baltics" (30.3 %) received the most responses. Otherwise, the distribution of responses closely matched the responses to the Finnish version of the questionnaire. The most requested improvements were longer articles with

more in-depth coverage, increased coverage of political subjects, and more graphic material and statistics. Again, in the visual element/statistics item, the emphasis was on more statistics.

Other items such as more academic or more lay language, as well as publication frequency, only got two to four responses, indicating little need for change.

Suggestions on new topics to cover or areas deserving increased coverage closely followed the reponses to the Finnish questionnaire. Again, coverage of Belarus and Ukraine were mentioned as economies deserving greater coverage. Other suggestions included coverage of:

- Russian commercial banks
- overviews of Russia's ten largest banks
- labour market issues
- coverage of corporate life
- theme issues/special coverage of specific economic sectors
- cooperative development
- foreign investment and related trends in the region
- major events in the business world
- financial sector stability
- EU enlargement
- legislative and regulatory developments in the region

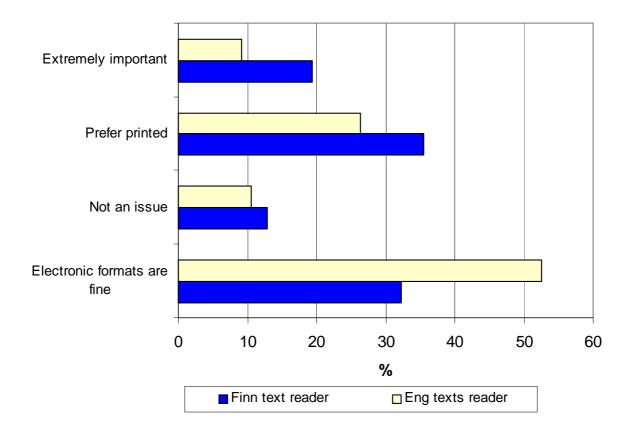


# 9 How important is it to receive our publications in printed form, as they are already available as PDF files and posted on the Web?

Finally, we attempted to poll readers on their preferences about how BOFIT publications are distributed. Specifically, we wanted to determine what share of the readership still felt strongly about hard-copy mailings and how many would accept a move to fully electronic distribution.

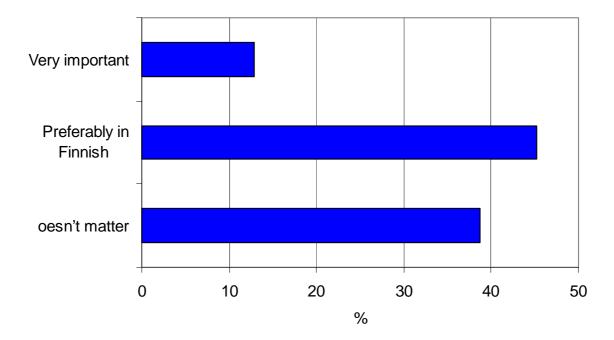
The results were fairly predictable as such questions typically divide readers. Among respondents to the Finnish questionnaire, the largest single group preferred hard copy (35.5 %). However, if one combines the number of persons already ordering their publications for delivery by email (32.3 %) and those for whom it makes no difference (12.9 %), then one can conclude that 45.2 % are happy with delivery in electronic formats. In the Finnish version, a much larger group (19.4 %) felt it was important to have a paper version delivered to them. This group included librarians involved in compiling reference files and a professor, who felt it was easier to have a paper copy around to lend to students or for copying. Otherwise, this "preference" seemed to be little more than a habit, given that a PDF file can usually be downloaded, opened and printed out in a minute or two.

Respondents to the English version of the questionnaire accepted electronic distribution more readily. Over half (52.6 %) already read their publications on screen and another 10.5 % said it made no difference to them how BOFIT publications were distributed. Only 9.2 % thought is was important to have hard copy mailed to them.



#### 10 How important is it to you to receive publications in Finnish?

Respondents to the Finnish-language version of the questionnaire were asked whether they considered it important to receive their publications in Finnish. A substantial number of respondents (45.2 %) reported that they preferred to receive their publications in Finnish, while nearly as many (38.7 %) could see no compelling reason to publish in Finnish. Only 12.9 % of respondents considered Finnish as an extremely important publishing language.



#### 11 Additional feedback and development wishes

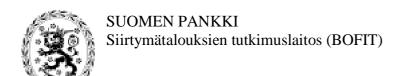
While most respondents gave no comments in the free-form answer fields, some took the opportunity. Generally, such respondents wanted to praise a particular publication or the work that goes into them. Few saw any need to modify the current format.

Most responding to this item reiterated their appreciation that BOFIT publications were so clear and concise, which was why they read them. Again, this comment conflicted with the wish expressed in Question #8 for greater scope and depth of articles.

Appreciation was also expressed for reliable deliveries, BOFIT's decision to provide its publications at no cost, and the opportunity for private individuals to order the publications. One long-time subscriber noted that BOFIT's estimates and statistical data on economic development were consistently more reliable than those provided by local Baltic publications.

Most other development ideas were made with reference to Question #8. Most wanted increased coverage of other countries in the region (particularly Ukraine, Belarus and Kazakhstan), as well as the possibility at some point to provide a survey of high-risk countries in the global economy.

Other suggestions included posting more in-depth material on the Web when it was not possible to otherwise lengthen articles. One respondent suggested adding a guest column for researchers and decision-makers. To increase the amount of available statistical data, some readers suggested separate monthly or quarterly supplements, which would essentially be compilations of key statistical data and economic indicators for the region.



15.5.2001

Arvoisa vastaanottaja

Lukijatutkimus

Olemme valinneet Teidät satunnaisotannalla Suomen Pankin siirtymätalouksien tutkimuslaitoksen julkaisujen osoiterekisteristä. Haluaisimme esittää Teille muutaman kysymyksen koskien seurantajulkaisujemme sisältöä ja laatua sekä lukutottumuksianne. Kysely on lyhyt eikä vie aikaanne muutamaa minuuttia kauempaa. Vastauksenne on erittäin tärkeä meille, kun kehitämme julkaisujamme, sillä vain siten tiedämme mitä

odotuksia lukijakunnallamme on.

Vastattuanne ohessa oleviin kysymyksiin, voitte lähettää ne vastauskuoressa annettuun osoitteeseen tai halutessanne faksata ne numeroon (09) 183 2294. Vastaukset pyydetään lähettämään 25.5.2001 mennessä.

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email: bofit@bof.fi

Internet: www.bof.fi/bofit

Parhaimmat kiitokset jo etukäteen vaivannäöstänne.

Ystävällisin terveisin

Katja Klemola tutkija

LIITE

kyselylomake

#### SIIRTYMÄTALOUKSIEN TUTKIMUSLAITOKSEN JULKAISUJEN LUKIJATUTKIMUS

15.5.2001

Ympyröikää mielestänne oikea vaihtoehto:

#### 1. Missä tvöskentelette?

- 1. Tutkimuslaitoksessa
- 2. Yliopistossa tai korkeakoulussa
- 3. Rahoituslaitoksessa
- 4. Viranomaisena
- 5. Tiedotusvälineessä
- 6. Poliittisena päättäjänä
- 7. Työmarkkinajärjestössä
- 8. Elinkeinoelämän järjestössä
- 9. Yrityksessä
- 10. Muualla, missä

#### 2. Missä tehtävissä työskentelette?

- 1. Johtotehtävissä
- 2. Asiantuntijatehtävissä
- 3. Tutkimustehtävissä
- 4. Muissa tehtävissä, missä

#### 3. Mitä seuraavista Siirtymätalouksien tutkimuslaitoksen julkaisuista tilaatte tai muuten seuraatte?

- 1. Idäntalouksien viikko
- 2. Russian Economy -The Month in Review
- 3. Russian & Baltic Economies The Week in Review
- 4. Baltic Economies The Quarter in Review

#### 4. Kuinka usein luette julkaisuja?

- 1. Aina niiden ilmestyessä
- 2. Useimmiten
- 3. Satunnaisesti
- 4. En koskaan

#### 5. Luetteko muita kohdealuetta käsitteleviä julkaisuja?

- 1. Useita
- 2. Joitakin, mutta vain suomenkielisiä
- 3. Joitakin, usealla eri kielellä
- 4. En seuraa muita julkaisuja

#### 6. Kuinka tärkeinä ja laadukkaina pidätte Suomen Pankin julkaisuja suhteessa muihin tietolähteisiin?

- 1. Erittäin tärkeinä ja laadukkaina
- 2. Suunnilleen samanarvoisina
- 3. Laadukkaina, mutta en yhtä tärkeinä
- 4. En kovinkaan tärkeinä tai laadukkaina

#### 7. Kuinka toivoisitte voivanne käyttää julkaisuja?

- 1. Päätöksenteon pohjaksi
- 2. Artikkeleiden, esitelmien ym. lähteenä
- 3. Yleisenä informaatiolähteenä ko. alueesta
- 4. Muuten, miten

#### 8. Millä seuraavista osa-alueista julkaisuja olisi mielestänne kehitettävä (voitte ympyröidä useampiakin kohtia)?

- 1. Enemmän kuvia, tilastoja ym.
- 2. Toivoisin asioita käsiteltävän kansanomaisemmin
- 3. Toivoisin asioita käsiteltävän tieteellisemmin
- 4. Julkaisujen kohdealuetta tuli käsitellä kattavammin
- 5. Artikkeleiden tulisi olla pidempiä ja syvällisempiä
- 6. Julkaisuissa pitäisi käsitellä enemmän poliittisia kysymyksiä
- 7. Julkaisuissa käsitellään liikaa poliittisia kysymyksiä
- 8. Julkaisujen pitäisi ilmestyä useammin
- 9. Toivoisin uusia aihepiirejä, mitä

#### 9. Kuinka tärkeää teille on saada julkaisut painetussa muodossa, vaikka ne ovatkin saatavilla Internetistä?

- 1. Erittäin tärkeää
- 2. Mieluummin painetussa muodossa
- 3. Ei väliä
- 4. Luen julkaisut jo nyt elektronisessa muodossa ja se on mielestäni riittävää (sähköposti, Internet, intranet)

#### 10. Kuinka tärkeää suomenkieli julkaisuissa on teille?

- 1. Erittäin tärkeää
- 2. Luen mieluummin suomenkielisenä
- 3. Ei väliä

. Muuta palautetta ja kehitysideoita (voitte kaa myös kääntöpuolelle.)		

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#### SIIRTYMÄTALOUKSIEN TUTKIMUSLAITOKSEN JULKAISUJEN LUKIJATUTKIMUS

15.5.2001

#### Merkitkää mielestänne oikea vaihtoehto:

#### 1. Missä työskentelette?

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- 2. Yliopistossa tai korkeakoulussa
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- 4. Viranomaisena
- 5. Tiedotusvälineessä
- 6. Poliittisena päättäjänä
- 7. Työmarkkinajärjestössä
- 8. Elinkeinoelämän järjestössä
- 9. Yrityksessä
- 10. Muualla, missä

#### 2. Missä tehtävissä työskentelette?

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- 3. Tutkimustehtävissä
- 4. Muissa tehtävissä, missä

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- 3. Satunnaisesti
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#### 7. Kuinka toivoisitte voivanne käyttää julkaisuja?

- 1. Päätöksenteon pohjaksi
- 2. Artikkeleiden, esitelmien ym. lähteenä
- 3. Yleisenä informaatiolähteenä ko. alueesta
- 4. Muuten, miten

#### 8. Millä seuraavista osa-alueista julkaisuja olisi mielestänne kehitettävä (voitte ympyröidä useampiakin kohtia)?

- 1. Enemmän kuvia, tilastoja ym.
- 2. Toivoisin asioita käsiteltävän kansanomaisemmin
- 3. Toivoisin asioita käsiteltävän tieteellisemmin
- 4. Julkaisujen kohdealuetta tuli käsitellä kattavammin
- 5. Artikkeleiden tulisi olla pidempiä ja syvällisempiä
- 6. Julkaisuissa pitäisi käsitellä enemmän poliittisia kysymyksiä
- 7. Julkaisuissa käsitellään liikaa poliittisia kysymyksiä
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- 2. Luen mieluummin suomenkielisenä
- 3. Ei väliä

#### 11. Muuta palautetta ja kehitysideoita

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15.5.2001

#### Dear reader of BOFIT publications

#### **Reader Survey**

You have been selected at random from our mailing list to participate in a survey of BOFIT publications. Please take a few minutes to answer this short questionnaire, so we can get a better idea of your content wishes and feedback on the quality of our work. You response is important to us because it helps us produce better publications better tuned to your needs.

phone: (09) 183 2268

fax: (09) 183 2294

e-mail: bofit@bof.fi

Internet: www.bof.fi/bofit

After completing the questionnaire, simply fax it to us at +358 9 183 2294. Please submit your response by 25 May 2001.

Thank you in advance for taking your valuable time to help us.

Best regards,

Katja Klemola

Research Coordinator

Attached questionnaire

#### READER SURVEY OF BOFIT PUBLICATIONS

15.5.2001

Please circle the items most applicable:

#### 1. Where do you work?

- 1. Research institution
- 2. University
- 3. Financial institution
- 4. Official agency
- 5. Media organisation
- 6. Elected post/party organisation
- 7. Labour organisation
- 8. Employer organisation
- 9. Firm
- 10. Other, please specify

\_\_\_\_\_

#### 2. Your position?

- 1. Manager/director
- 2. Specialist
- 3. Researcher
- 4. Other, please specify

\_\_\_\_

# 3. Which of our regular publications do you subscribe to/read regularly?

- 1. Russian Economy -The Month in Review
- 2. Russian & Baltic Economies The Week in Review
- 3. Baltic Economies The Quarter in Review

#### 4. How regularly do you read our publications?

- 1. I always read them as soon as they arrive
- 2. I usually read them
- 3. I occasionally read them
- 4. Never

# **5.** How many other publications on Russian and/or Baltic economies do you read regularly?

- 1. Several
- 2. 1 3 publications on Russian or Baltic economies
- 3. 1 3 publications dedicated to other aspects of life in these countries
- 4. I don't follow any other

# 6. How would you rate the relevance and quality of BOFIT publications in relation to other sources of information?

- 1. Highly relevant, high quality
- 2. Average
- 3. Good quality, not relevant for my purposes
- 4. Low quality, not relevant

# 7. How would you like to use the information from BOFIT publications?

- 1. As a basis for decision-making.
- 2. As a basis for papers, presentations, references, etc.
- 3. As a source of general information
- 4. Other, please specify

# 8. How, in your opinion, could we improve our publications? (You may check more than one.)

- 1. More visual elements, statistics, etc.
- 2. Explain matters in more lay terms
- 3. Explain matters in more academic terms
- 4. Provide wider coverage of Russia and the Baltics
- 5. Articles should be longer and more in depth
- 6. Publications should devote more attention to political issues
- 7. Publications devote too much attention to political issues
- 8. Publications should appear more often
- 9. I would also like to see coverage of (specify)

9. How important is it to receive our publications in printed form, as they are already available as pdf files and posted on the

### Web? 1. Extremely important

- 2. I prefer receiving my publications in printed form.
- 3. Not an issue.
- 4. I receive your publications electronically (email, Internet, intranet), which is fine for my purposes.

### 10. Additional feedback and development wishes

phone:+358 9 183 2268

fax: + 358 9 183 2294

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15.5.2001

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  - No 13 Katja-Leea Klemola: Siirtymätalouksien tutkimuslaitoksen lukijatutkimus
  - No 14 Katja-Leea Klemola: Survey of readers of BOFIT publications, spring-summer 2001