PCT Office Feedback Survey 2011

Report of results

Version 1.0	12.06.2012
Written by	P. Waring
Reviewed by	T. Yamashita, R. Hernandez

INDEX

I. Introduction

Aiming to assess the level of satisfaction with the PCT services provided by the International Bureau during 2011, the PCT Office Feedback Survey 2011, hereafter "the Survey", was addressed to 149 Offices in their capacities as receiving Office, International Searching Authority, International Preliminary Examining Authority and/or designated or elected Office under the Patent Cooperation Treaty (PCT), inviting their participation in the Survey regarding services provided to Offices by the International Bureau[1].

This report reflects the results of the second running of the survey which is in the main unchanged from 2010, with the exception of a revision of the structuring of the questions related to international cooperation.

The Survey consisted of an on-line questionnaire[2] in the 6 UN languages, regarding 6 areas of PCT services provided by the International Bureau:
- PCT international cooperative activities;
- Organization of the meetings of PCT administrative bodies;
- PCT IT tools;
- PCT international applications processing service;
- PCT document availability; and,
- PCT translation service.

A copy of the entire questionnaire was furnished with the Survey to help Offices understand the questionnaire structure and facilitate internal coordination prior to an individual submitting the response.

The responses have been analyzed to assess the Office perception, in the form of satisfaction ratings, of PCT services and to provide valuable input for improving the services. It is intended that part of the Survey results is utilized as a performance indicator in the Program Performance Report for this biennium 2012/2013. It is the International Bureau's intention to repeat the Survey in a year's time so as to monitor progress and identify further improvement priorities.

A number of comments have been included in this report reflecting any differences in the results obtained for 2011 in comparison with those for 2010.

---

[1] C.PCT 1331

[2] The Opinio software hosted by the WIPO Information and Communication Technology Department's Internet Services Section was used to present the questionnaire on-line.

II. Summary

Overall, of a possible maximum 149 Offices, 69 responded to the Survey (46% of the total, 4 more Offices responded than in 2011). To provide a general summary, the responses to the "Overall satisfaction" question regarding each of the 6 areas are shown in the following table (the rating average excludes the "Not applicable" (N/A) responses):

Table 1

Overall satisfaction:	Totally (5)	Highly (4)	Satisfied (3)	Partially satisfied (2)	Dissatisfied (1)	N/A	Rating average
Cooperative activities	15	21	23	3	0	7	3.8
IT Tools	9	20	29	4	0	7	3.5
Meetings	14	24	18	0	0	3	3.9
Operations	12	34	20	1	0	2	3.9
Document availability	11	33	21	1	0	3	3.8
Translation	5	16	26	0	0	22	3.6

The table above shows no significant changes from the table presented for the PCT Office feedback survey 2010.

In all areas the "Overall satisfaction" rating averages are between "Satisfied" and "Highly satisfied". The general satisfaction in each of the 6 areas can also be assessed using the percentage of satisfied responses ("Totally satisfied", "Highly satisfied" and "Satisfied") from the entire set of responses:

Table 2

Service area	Satisfaction percentage (excluding N/A)	Satisfaction percentage (including N/A)
Cooperative activities	93	76
IT Tools	94	51
Meetings	100	70
Operations	98	94
Document availability	99	86
Translation	99	69

The "Not applicable" responses provide valuable information as these can be interpreted as meaning that a service is not used; similarly satisfaction and dissatisfaction ratings can imply that a service is used by an Office.

The table above shows no significant changes from the table presented for the PCT Office feedback survey 2010, with the exception that the "Not Applicable" rating for Cooperative activities is much lower (in 2010 the NA rating was 32 out of 65 responses).

It should be noted that, when the data is evaluated in detail there are some inconsistencies in the satisfaction responses for a service with the actual usage of that service[3] and this implies that the satisfaction level reflects the combined views of two groups, those who actually use the service and those who do not.

---

[3] For example under "PCT administrative bodies meeting organization" it is mentioned that 33 countries provided answers concerning their satisfaction in the organization of the PCT Meeting of International Authorities (MIA), where it is known that at least 40 % of them did not participate in the MIA.

A large set of comments have been received relating to all areas of service. As in 2010, the comments received suggest the following should be reviewed for possible actions:

- the provision of additional Training and Seminars;
- the automation, formatting and media for PCT forms;
- the range of PCT tools for the filing and processing of international applications, made available to Offices and applicants;
- the timeliness of meeting document availability; and,
- international application document availability in additional languages.

A review of the results considering geographic region is presented in Annex II.

III.   Respondents

The chart below shows the responding Offices by geographic region:

Respondent country geographic regions

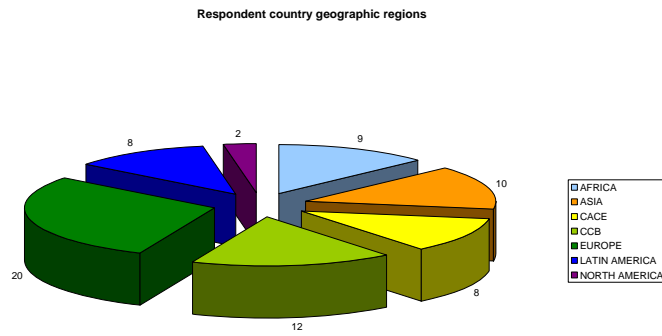|	
☐	AFRICA
☐	ASIA
☐	CACE
☐	CCB
☐	EUROPE
☐	LATIN AMERICA
☐	NORTH AMERICA

Figure 1

The 69 respondents represent, globally, a broad distribution of Offices.

IV. 2011 results

The overall set of satisfaction results[4] is represented in the chart below:

All Satisfaction Questions
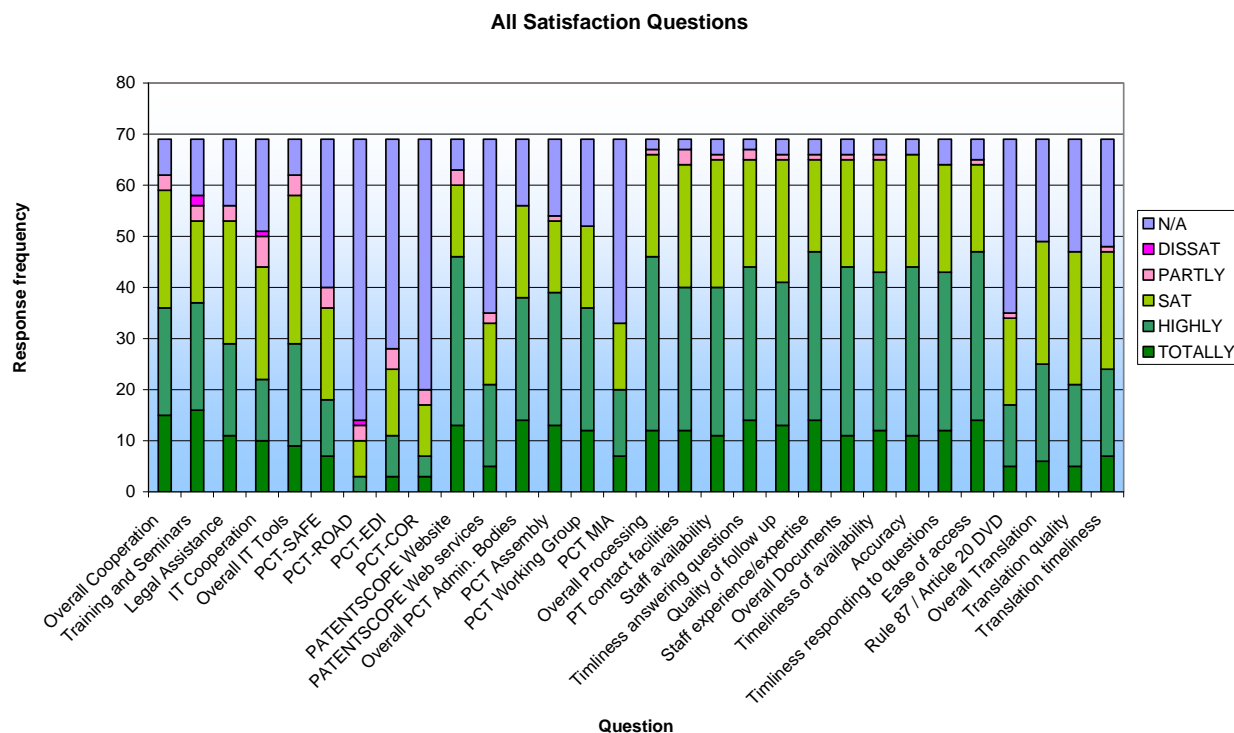
Figure 2

The chart shows that respondents gave services provided by the International Bureau mostly ratings of "Totally satisfied", "Highly satisfied" and "Satisfied", or "Not applicable"; there were few ratings of "Partially satisfied" or "Dissatisfied".

The following sections of this document review the results following the structure of the questions, organized by PCT service area. For each area of service within the PCT the levels of satisfaction are presented, the level of coverage/applicability and the descriptive comments are reviewed.

---

[4] A summary of the survey questions is provided as Annex I, and, the results considering geographic region is reviewed in Annex II.

IV.(i)   PCT International Cooperation:

Questions

The following questions were asked relating to PCT international cooperation:

Table 3

Question No.	Question text
1	Please rate your satisfaction with PCT cooperation activities such as training and seminars, legal assistance and technical (IT) cooperation:
	Overall:
	Please rate your satisfaction with PCT training and seminars organized by, or co-organized by, the International Bureau:
	Please rate your satisfaction with PCT legal assistance provided by the International Bureau:
	Please rate your satisfaction with PCT technical (IT) cooperation with the International Bureau:
2	Please provide your thoughts and suggestions regarding PCT training and seminars, legal assistance and technical (IT) cooperation:
2a	Please specify the cause of dissatisfaction regarding PCT training and seminars, legal assistance and technical (IT) cooperation:

Satisfaction ratings

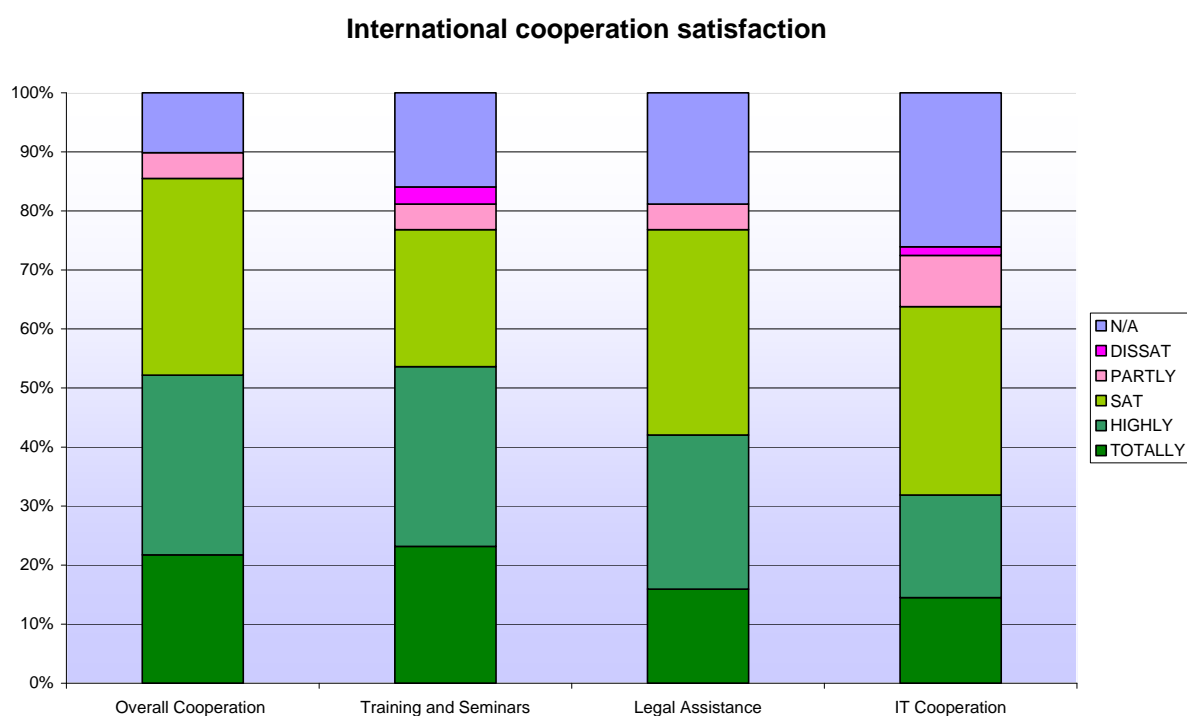The results, including the "Not applicable" responses, are shown on the following chart:

Figure 3

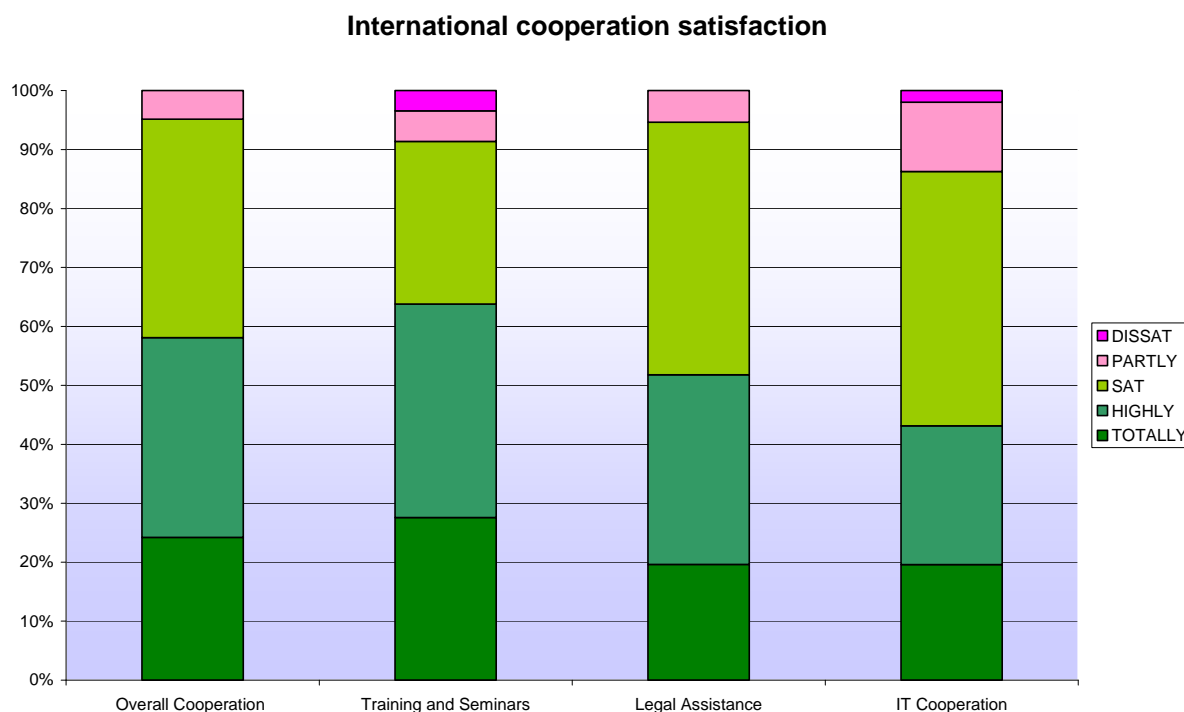The following chart shows the results with the "Not applicable" responses removed:

International cooperation satisfaction

Figure 4

The following table shows the PCT international cooperation response data:

Table 4

Question	Overall Cooperation	Training and Seminars	Legal Assistance	IT Cooperation
Totally satisfied	15	16	11	10
Highly satisfied	21	21	18	12
Satisfied	23	16	24	22
Partially satisfied	3	3	3	6
Dissatisfied	0	2	0	1
Not applicable	7	11	13	18
TOTAL RESPONSES	69	69	69	69
Not applicable percentage	10.1	15.9	18.8	26.1
Satisfaction rating (1-5)	3.8	3.8	3.7	3.5

The responses to the satisfaction questions above show a good level of satisfaction (Figure 5 and table 4). Comparing with the numbers of "Not applicable" responses from the 2010 survey[5], the "Not applicable" responses numbers in 2011 are much reduced

---

[5] For the 2010 survey the questions were previous structured so that once the respondent has answered "No" to question 1 (joint undertaking of PCT Cooperative activities), the following questions (numbers 3-14) were not asked; this has been modified for the 2011 Survey to ask a set of questions similar to those used for other activities provided by the sector of the PCT.

indicating that the modification of the structure of the survey has been effective; the number of "Not applicable" responses in the 2011 survey indicate that PCT international cooperation is relevant to a large proportion of Offices; thus the data presented is likely to be more representative, and shows a higher coverage with a similar level in the overall satisfaction ratings.

Comments regarding "Dissatisfied" ratings

The "Dissatisfied" ratings were given with a request for 'senior patent manager' training and, from a European country, a request for additional training.

PCT International cooperation comments

General comments and suggestions regarding PCT cooperative activities

The comments received generally reflect a perception of a good level of cooperation, noting that a good number of comments expressed strong satisfaction in the activities conducted.

In respect of requests, or suggestions for action by the International Bureau, there was a common theme of requests for additional training activities; there were also comments requesting more technical support services a better technical support response time and suggestions that the use of webinars and more proactive IT standards work would strengthen PCT International cooperative activities.

IV.(ii)   IT tools

Questions

The following questions were asked relating to PCT operation IT tools:

Table 5

Question No.	Question text
3	Please rate your satisfaction with the PCT operational processing IT tools:
	Overall:
	PCT-SAFE:
	PCT-ROAD:
	PCT-EDI:
	PCT-COR (to be replaced by PADOS in 2012):
	PATENTSCOPE web site:
	PATENTSCOPE XML web services:
4	Please provide your thoughts and suggestions regarding PCT operational processing IT tools:
4a	Please specify the cause of dissatisfaction with PCT operational processing IT tools:

Satisfaction Ratings

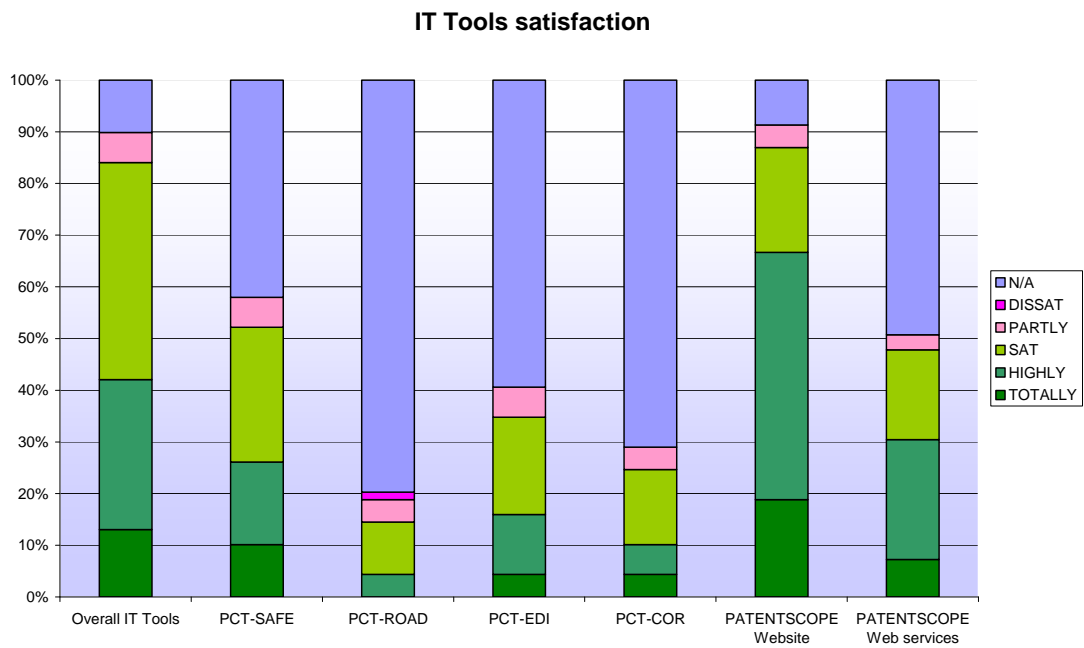The results, including the "Not applicable" responses, are shown on the following chart:

Figure 5

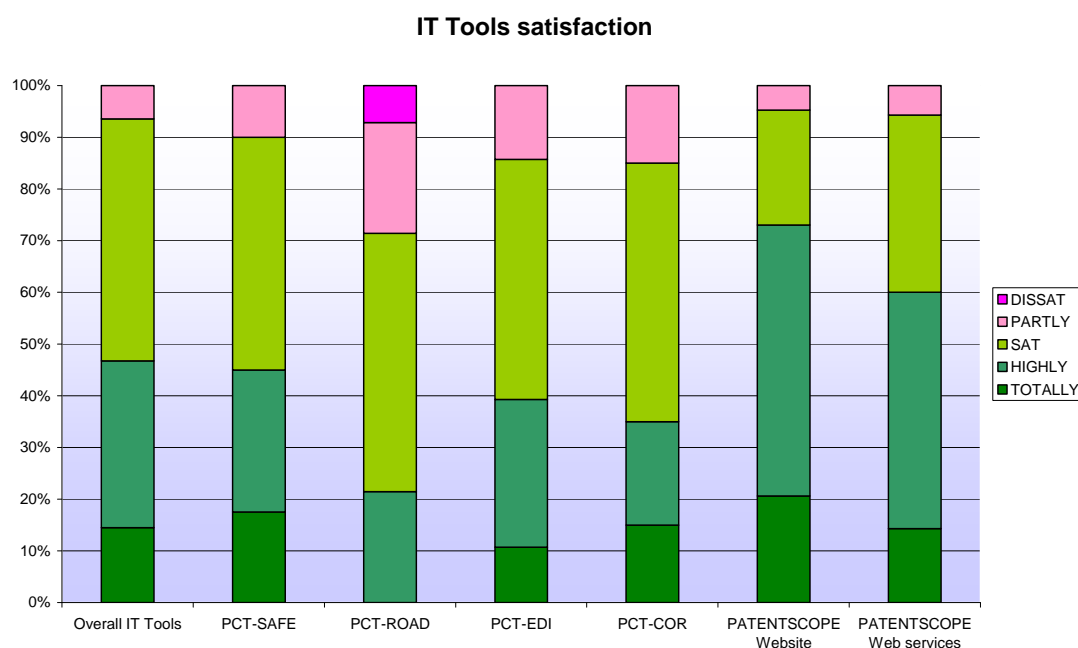The following chart shows the results with the "Not applicable" responses removed:

IT Tools satisfaction

Figure 6

The following table shows the response data regarding PCT IT tools:

| | | | | | | **Table 6** | |
Question	Overall IT Tools	PCT-SAFE	PCT-ROAD	PCT-EDI	PCT-COR	PATENTSCOPE Web site	PATENTSCOPE Web services
Totally satisfied	9	7	0	3	3	13	5
Highly satisfied	20	11	3	8	4	33	16
Satisfied	29	18	7	13	10	14	12
Partially satisfied	4	4	3	4	3	3	2
Dissatisfied	0	0	1	0	0	0	0
Not applicable	7	29	55	41	49	6	34
TOTAL RESPONSES	69	69	69	69	69	69	69
Not applicable percentage	10.1	42.0	79.7	59.4	71.0	8.7	49.3
Satisfaction rating (1-5)	3.5	3.5	2.8	3.4	3.4	3.9	3.7

Table 6 shows that, in comparison with the table presented for the PCT Office feedback survey 2010, the overall satisfaction ratings have remained at a similar level, with a reduction with respect to PCT-ROAD.

The satisfaction data shows a higher level of satisfaction with the PATENTSCOPE Web site and the Web services[6] compared to other IT tools. Looking at the "Not applicable" response rates for the various questions, it appears that Offices may have improved their

---

[6] PATENTSCOPE Web site is a portal site to provide search service for free (http://www.wipo.int/patentscope/en/data/products.html), whereas PATENTSCOPE Web service is an API facility for organizations to write corresponding software to access the PATENTSCOPE database (http://www.wipo.int/patentscope/en/data/products.html).

understanding of the questions in that this response rate appears appropriate for the known usage levels of the various IT tools that are provided.

Comments regarding "Dissatisfied" ratings

As in the comments for 2010, a comment was received, for 2011, expressing dissatisfaction in the use of PCT-ROAD, explaining that technical problems with the system and the system's operational complexity were causing difficulties with its use in the Office's receiving Office.

PCT IT tools comments

In general, while there is a group of Offices happy with some of the IT tools, there appear to be a group of Offices that commented that they either did not have enough information or any facility to implement some of the PCT IT automation tools available. Apart from this more general comment the majority of the comments reflect individual requests for improvements that need to be addressed by IT tools.

Electronic filing

Comments were received regarding PCT-SAFE, requesting that the GUI be improved and that functionality for processing subsequently filed documents be introduced. Additionally it was commented that the PCT-SAFE tools available for the receiving office did not provide good troubleshooting messages.

PCT-EDI

Two comments were received regarding PCT-EDI, one indicating that the performance is slow and the other requesting an improved level of support of testing packages that are transmitted during implementation testing. In general the PCT-EDI service is limited by the available internet bandwidth and the processing bandwidth of the data loading systems at the IB; the performance of this system has recently been improved through the addition of additional processing capacity in the data loading systems.

PADOS

There was a single request received for the ability to download early national phase entry International Application documents, pre-publication, via PADOS. The implementation of a service to satisfy this requirement is currently being discussed.

PATENTSCOPE

There was a comment suggesting that retaining the old PATENTSCOPE user interface might have been better for users. This comment reflects the implementation of recent changes in the PATENTSCOPE system related to the availability of new Internet browsers and changes in the availability of translation widgets from Google.

Implementation of Standards

Regarding PCT IT data Standards, a few comments indicated support of the use of standards for the exchange of data.

IV.(iii)   PCT administrative bodies meeting organization

Questions

The following questions were asked relating to PCT administrative bodies meeting organization:

Table 7

Question No.	Question text
5	Please rate your satisfaction with the organization (such as logistics and preparatory work) of the meetings of PCT administrative bodies:
	Overall:
	PCT Assembly:
	PCT Working Group:
	PCT Meeting of International Authorities:
6	Please provide your thoughts and suggestions regarding the organization of PCT administrative bodies:
6a	Please specify the cause of dissatisfaction with the organization of PCT administrative bodies:

Satisfaction Ratings

The results, including the "Not applicable" responses, are shown on the following chart:
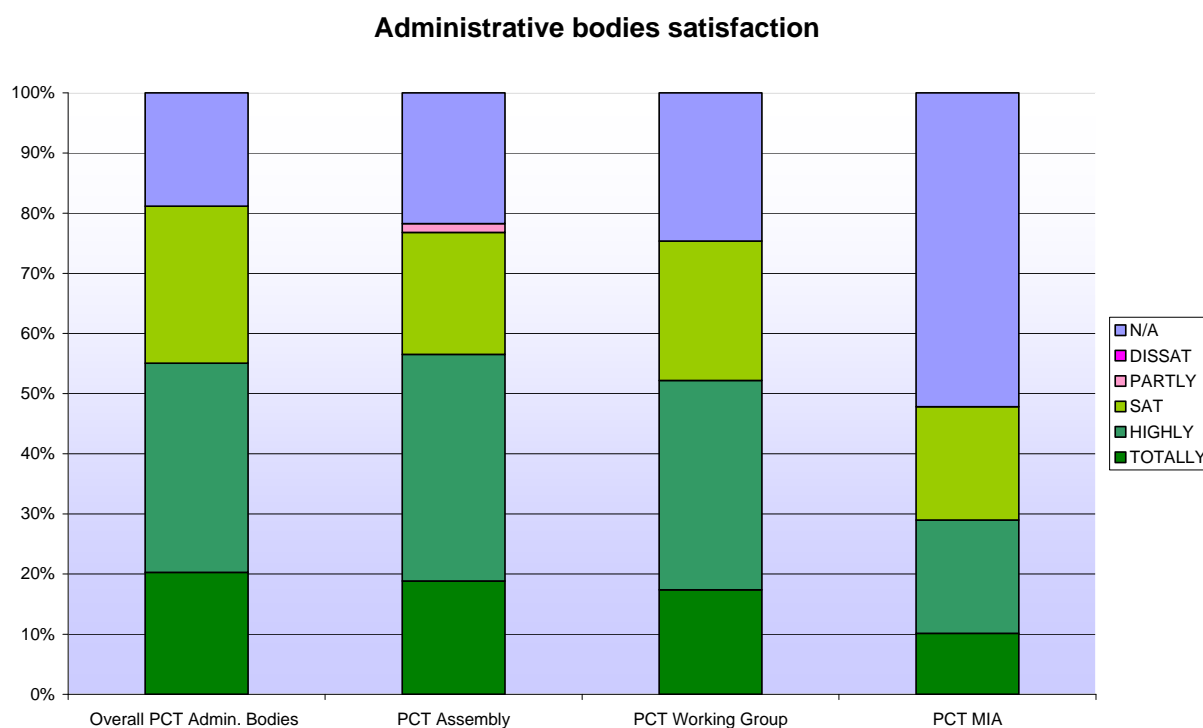
Administrative bodies satisfaction

Figure 7

The following chart shows the results with the "Not applicable" responses removed:
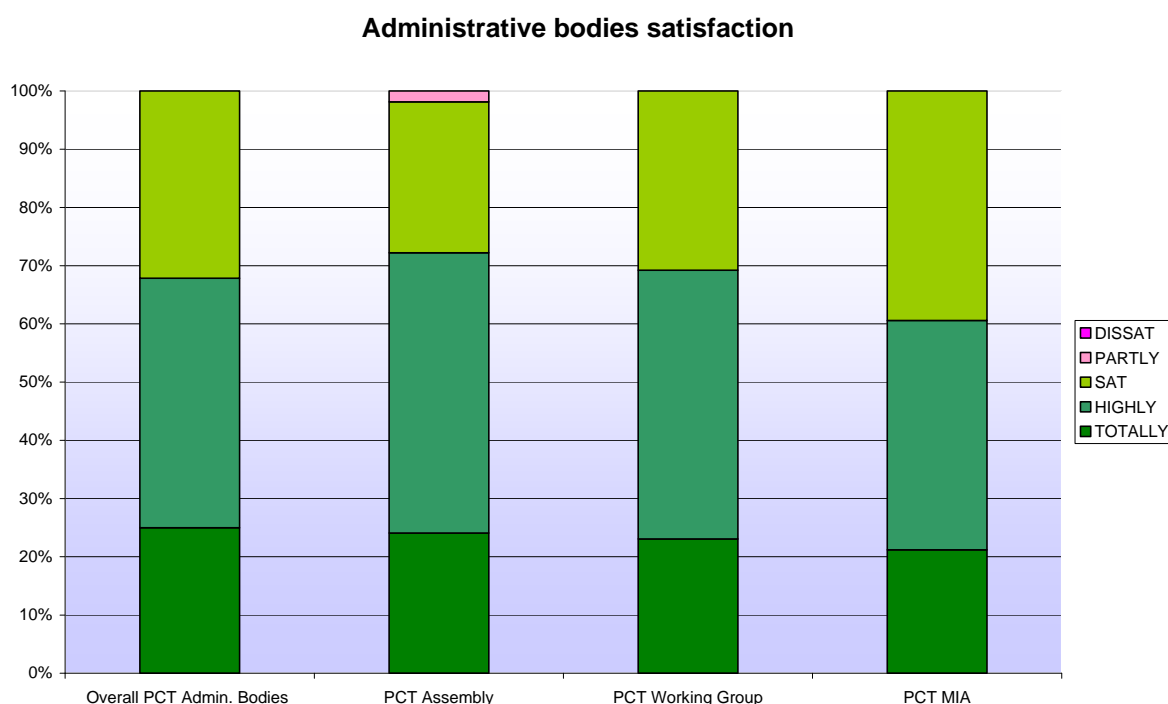
Administrative bodies satisfaction

Figure 8

The following table shows the response data for PCT administrative bodies meeting organization:

Table 8

Question	Overall PCT Admin. Bodies	PCT Assembly	PCT Working Group	PCT MIA
Totally satisfied	14	13	12	7
Highly satisfied	24	26	24	13
Satisfied	18	14	16	13
Partially satisfied	0	1	0	0
Dissatisfied	0	0	0	0
Not applicable	13	15	17	36
TOTAL RESPONSES	69	69	69	69
Not applicable percentage	18.8	21.7	24.6	52.2
Satisfaction rating (1-5)	3.9	3.9	3.9	3.8

Table 8 shows that, in comparison with the table presented for the PCT Office feedback survey 2010, the overall satisfaction ratings have remained at a similar level with a small reduction in the already low number of "Dissatisfied" or "Partially Satisfied" ratings.

The percentage of Offices responding either "Partly satisfied", or "Dissatisfied" is at a consistent low level across the three annual meetings (see Figure 9), indicating that the administrative bodies are being run in a consistent manner with a good level of satisfaction.

PCT administrative bodies meeting organization comments

In general the comments expressed four key points:
- the Offices were generally satisfied with the meetings;
- a number of Offices desired funding so that they would be able to attend the meetings;
- where possible papers for the meetings should be prepared as early in advance of the meetings as possible; and,
- the meetings should be conducted in a way that avoids political issues.

IV.(iv)   Operational processing

Questions
The following questions were asked relating to the PCT operational processing service:

Table 9

Question No.	Question text
7	Please rate your satisfaction regarding the service provided by the PCT processing team at the International Bureau handling international applications:
	Overall:
	Facilities for contacting the processing team:
	Availability of staff:
	Timeliness of answering questions:
	Quality of follow up:
	Experience/expertise of staff:
8	Please provide your thoughts and suggestions regarding the PCT processing team service:
8a	Please specify the cause of dissatisfaction regarding the PCT processing team service:

Satisfaction Ratings
The results, including the "Not applicable" responses, are shown on the following chart:
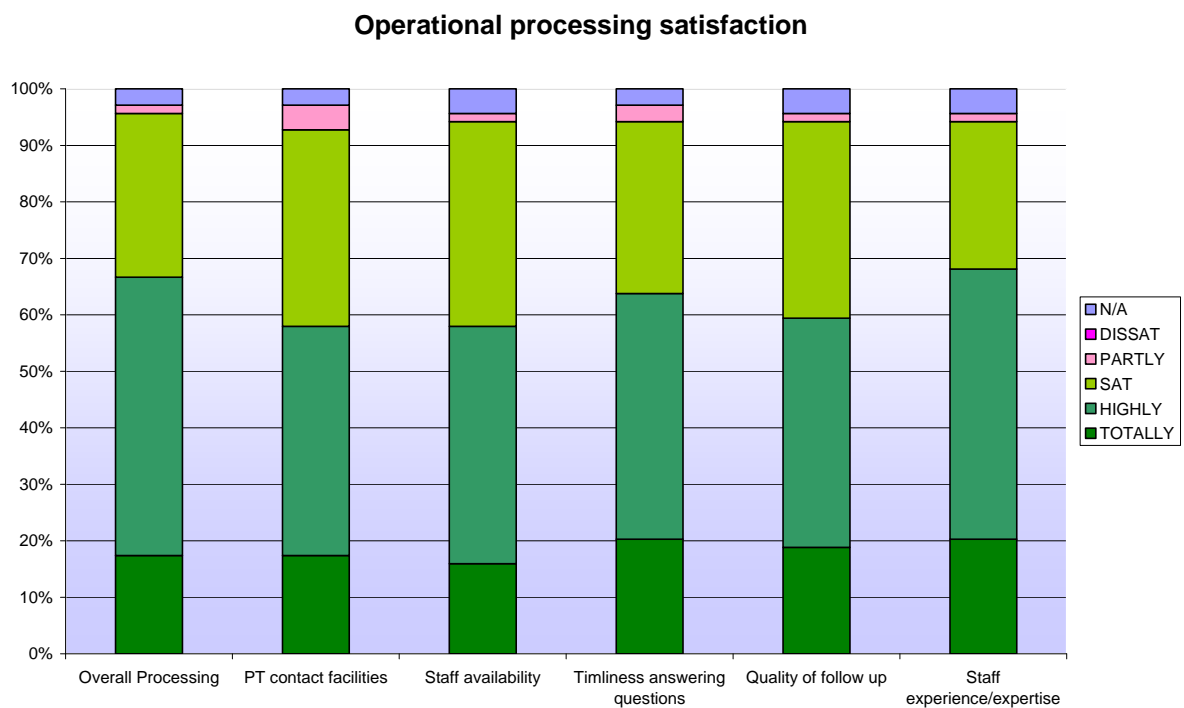
Operational processing satisfaction

Figure 9

The following chart shows the results with the "Not applicable" responses removed:
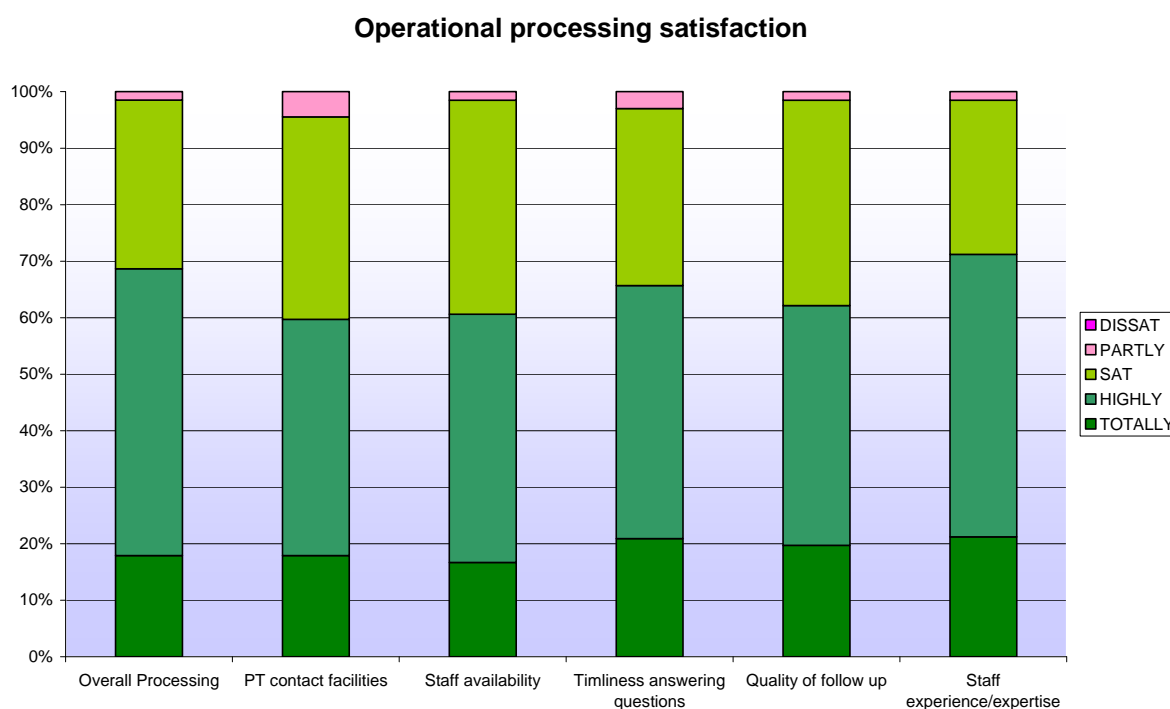
Operational processing satisfaction

Figure 10

The following table shows the response data relating to the PCT operational processing service:

Table 10

Question	Overall Processing	PT contact facilities	Staff availability	Timeliness answering questions	Quality of follow up	Staff experience/ expertise
Totally satisfied	12	12	11	14	13	14
Highly satisfied	34	28	29	30	28	33
Satisfied	20	24	25	21	24	18
Partially satisfied	1	3	1	2	1	1
Dissatisfied	0	0	0	0	0	0
Not applicable	2	2	3	2	3	3
TOTAL RESPONSES	69	69	69	69	69	69
Not applicable percentage	2.9	2.9	4.3	2.9	4.3	4.3
Satisfaction rating (1-5)	3.9	3.7	3.8	3.8	3.8	3.9

Table 10 shows that, in comparison with the table presented for the PCT Office feedback survey 2010, the overall satisfaction ratings have remained at a similar level with a small reduction in the already low number of "Dissatisfied" or "Partially Satisfied" ratings.

PCT operational processing comments

There were a good number of comments expressing satisfaction with the good working relationships between the processing team staff at the International Bureau and the corresponding Office staff.

Included in the comments were a number of suggestions for possible improvements of the operational processing of international applications:

- the use of Email for forms and validation of official communications;
- further increases in the use of electronic document transfer;
- the update and enhancement of the PCT Receiving Office Guidelines;
- a number of detailed and specific issues in the RO processing (e.g. regarding the necessity of the use of stamps in electronic documents); and,
- the availability of PCT forms in additional formats such as 'doc', or 'docx'.

IV.(v)   Document availability

Questions

The following questions were asked relating to the PCT operations document service:

<div align="right">**Table 11**</div>

Question No.	Question text
9	Please rate your satisfaction regarding the International Bureau's service that makes documents (such as PCT publications, priority documents, or PCT forms) available for PCT international applications:
	Overall:
	Timeliness of document availability:
	Accuracy of documents:
	Timeliness of answering questions:
	Ease of document access via PATENTSCOPE:
	Rule 87 / Article 20 DVD:
10	Please provide your thoughts and suggestions regarding PCT document availability:
10a	Please specify the cause of dissatisfaction regarding PCT document availability from the International Bureau for international applications:

Satisfaction Ratings

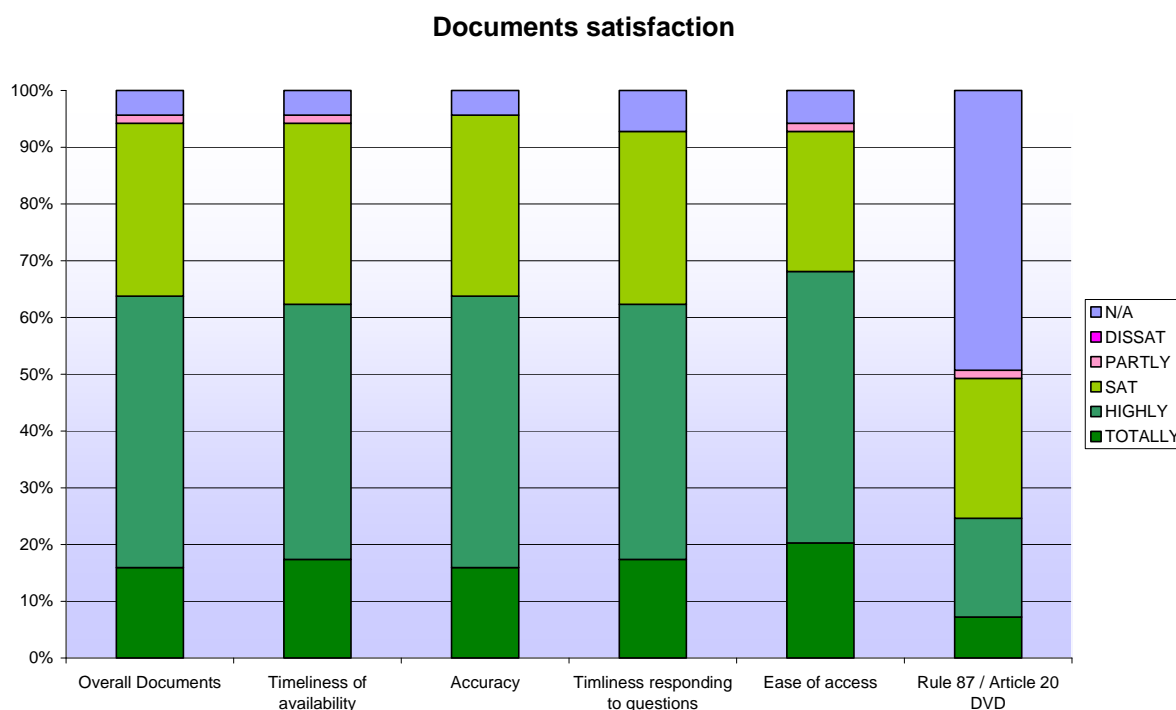The results, including the "Not applicable" responses, are shown on the following chart:

Documents satisfaction

Figure 11

The following chart shows the results with the "Not applicable" responses removed:

Documents satisfaction
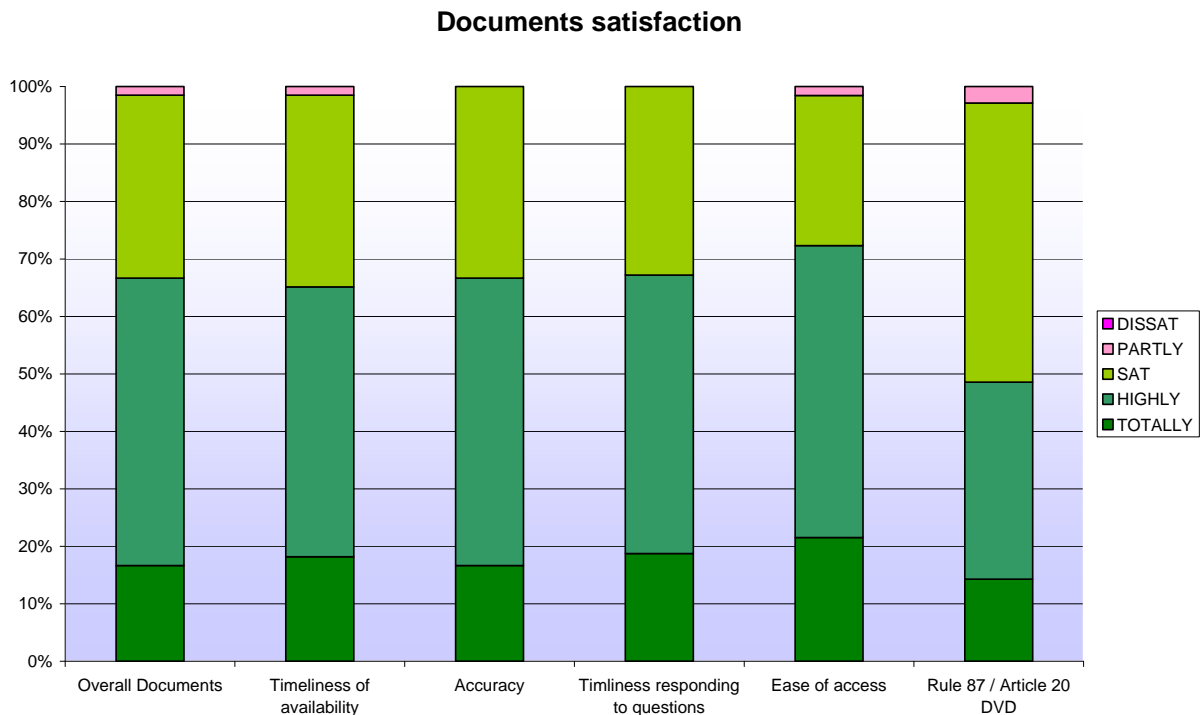

Figure 12

The following table shows the response data relating to the PCT operations document service:

<div align="right">

Table 12
</div>

Question	Overall Documents	Timeliness of availability	Accuracy	Timeliness responding to questions	Ease of access	Rule 87 / Article 20 DVD
Totally satisfied	11	12	11	12	14	5
Highly satisfied	33	31	33	31	33	12
Satisfied	21	22	22	21	17	17
Partially satisfied	1	1	0	0	1	1
Dissatisfied	0	0	0	0	0	0
Not applicable	3	3	3	5	4	34
TOTAL RESPONSES	69	69	69	69	69	69
Not applicable percentage	4.3	4.3	4.3	7.2	5.8	49.3
Satisfaction rating (1-5)	3.8	3.8	3.8	3.9	3.9	3.6

Table 12 shows that, in comparison with the table presented for the PCT Office feedback survey 2010, the overall satisfaction ratings have remained at a similar level with a small reduction in the already low number of "Dissatisfied" or "Partially Satisfied" ratings.

Documents Service Coverage

The Rule 87 and Article 20 DVD bulk data products are not interesting for all Offices and their use is gradually diminishing, being replaced by on-line data transfer mechanisms as appropriate.

Document availability comments

There were a number of comments expressing satisfaction with the ease of access to documents via PATENTSCOPE, and requesting that more documents be delivered via electronic transmission and requesting the support of documents in Microsoft Word format; there was one comment regarding the perception that the availability/reliability of the PATENTSCOPE service had recently worsened.

Included in the comments were a number of suggestions for possible improvements of the operational processing of International applications:

- a request for the improvement in the transmission of documents for early national phase entry;
- a request to mail all IB301 and IB307 forms electronically to the RO;
- a suggestion that the process stamping Article 19 amendment statements should be corrected to ensure the stamping of all such amendments;
- the update and enhancement of the receiving Office guidelines; and,
- two requests to no-longer receive Rule 87 and Article 20 DVDs.

IV.(vi)   Translation

Questions

The following questions were asked relating to the PCT operational translation service:

Table 13

Question No.	Question text
11	Please rate your satisfaction concerning translations provided, under the Regulations, by the International Bureau, related to PCT international applications (titles, abstracts, international search reports, written opinions and international preliminary examination reports):
	Overall:
	Quality of translations:
	Timeliness of translation availability:
12	Please provide your thoughts and suggestions regarding the PCT translation service:
12a	Please specify the cause of dissatisfaction regarding the PCT translation service:

Satisfaction Ratings

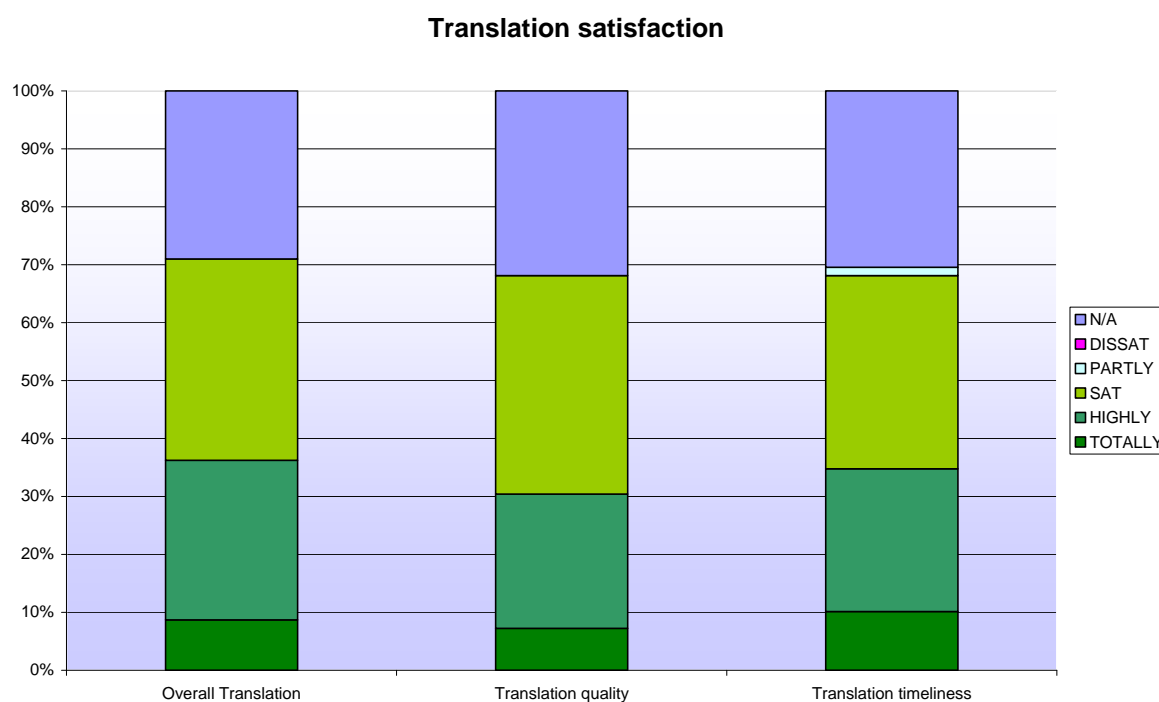The results, including the "Not applicable" responses, are shown on the following chart:

Translation satisfaction

Figure 13

The following chart shows the results with the "Not applicable" responses removed:
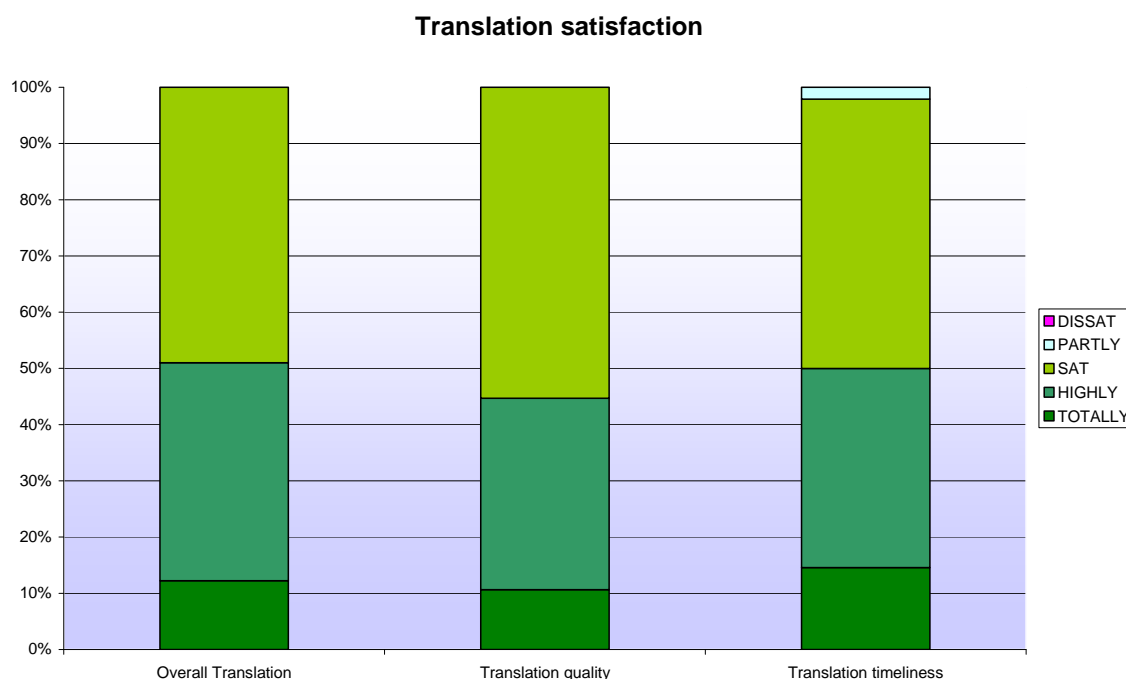
Translation satisfaction

Figure 14

The following table shows the response data relating to the PCT operational translation service:

Table 14

Question	Overall Translation	Translation quality	Translation timeliness
Totally satisfied	6	5	7
Highly satisfied	19	16	17
Satisfied	24	26	23
Partially satisfied	0	0	1
Dissatisfied	0	0	0
Not applicable	20	22	21
TOTAL RESPONSES	69	69	69
Not applicable percentage	29.0	31.9	30.4
Satisfaction rating (1-5)	3.6	3.6	3.6

Table 14 shows that, in comparison with the table presented for the PCT Office feedback survey 2010, the overall satisfaction ratings have remained at a similar level with a small reduction in the already low number of "Dissatisfied" or "Partially Satisfied" ratings.

Operational translation service comments

There were a small number of comments regarding the quality of translation, notably indicating that applicants entering the national phase in the United States felt the need to correct translated titles, and that in respect of Japanese – English translation there are cases where the translation quality might be improved on.

IV.(vii) General End of Survey comments

At the conclusion of the questionnaire, a general question was asked to Offices seeking additional suggestions that had not already been prompted by the more directed questions earlier in the questionnaire.

A small number of comments were received concentrating on, and thanking the International Bureau for, continued cooperation and requested further information sharing and, in particular requested further training and seminars related to the provision of PCT information.

Other comments related to:
- a request for a concise fee calculation explanation;
- a comment that the survey is detailed and that the Office was not familiar with all the services;
- a request for funding to attend the PCT Assemblies; and,
- a request for further training on how to use PCT-ROAD.

V.   Conclusions and next steps

In general, the response data indicates that, with regards to questions asking for satisfaction ratings, Offices expressed a certain degree of satisfaction with the PCT services provided by the International Bureau.

The comments provided by Offices suggest that the following areas should be reviewed for possible actions:
- the provision of additional Training and Seminars;
- the automation, formatting and media for PCT forms;
- the range of PCT tools for the filing and processing of international applications, made available to Offices and applicants;
- the timeliness of meeting document availability; and,
- international application document availability in additional languages.

Regarding the survey procedure, the use of the Opinio on-line survey tool can be viewed as a success, noting that few of the Offices had any difficulty in using the tool and no negative feedback was received.

The revised set of questions has had a positive impact noting that the much higher level of response (reduced use of "Not Applicable") to the detailed questions regarding PCT international cooperation through the presentation of all the survey questions to respondents irrespective of their responses to earlier questions.

The questionnaire will be reviewed and will be re-run, requesting feedback on the PCT services during the calendar year 2012, in early 2013.

[Annex I follows]

Annex I – Survey Questions

The complete set of survey questions in tabular form:

Question No.	Question text
1	Please rate your satisfaction with PCT cooperation activities such as training and seminars, legal assistance and technical (IT) cooperation: Overall: Please rate your satisfaction with PCT training and seminars organized by, or co-organized by, the International Bureau: Please rate your satisfaction with PCT legal assistance provided by the International Bureau: Please rate your satisfaction with PCT technical (IT) cooperation with the International Bureau:
2	Please provide your thoughts and suggestions regarding PCT training and seminars, legal assistance and technical (IT) cooperation:
2a	Please specify the cause of dissatisfaction regarding PCT training and seminars, legal assistance and technical (IT) cooperation:
3	Please rate your satisfaction with the PCT operational processing IT tools: Overall: PCT-SAFE: PCT-ROAD: PCT-EDI: PCT-COR (to be replaced by PADOS in 2012): PATENTSCOPE web site: PATENTSCOPE XML web services:
4	Please provide your thoughts and suggestions regarding PCT operational processing IT tools:
4a	Please specify the cause of dissatisfaction with PCT operational processing IT tools:
5	Please rate your satisfaction with the organization (such as logistics and preparatory work) of the meetings of PCT administrative bodies: Overall: PCT Assembly: PCT Working Group: PCT Meeting of International Authorities:
6	Please provide your thoughts and suggestions regarding the organization of PCT administrative bodies:
6a	Please specify the cause of dissatisfaction with the organization of PCT administrative bodies:
7	Please rate your satisfaction regarding the service provided by the PCT processing team at the International Bureau handling international applications: Overall: Facilities for contacting the processing team: Availability of staff: Timeliness of answering questions: Quality of follow up: Experience/expertise of staff:
8	Please provide your thoughts and suggestions regarding the PCT processing team service:
8a	Please specify the cause of dissatisfaction regarding the PCT processing team service:

Question No.	Question text	Division
9	Please rate your satisfaction regarding the International Bureau's service that makes documents (such as PCT publications, priority documents, or PCT forms) available for PCT international applications: Overall: Timeliness of document availability: Accuracy of documents: Timeliness of answering questions: Ease of document access via PATENTSCOPE: Rule 87 / Article 20 DVD:	
10	Please provide your thoughts and suggestions regarding PCT document availability:	
10a	Please specify the cause of dissatisfaction regarding PCT document availability from the International Bureau for international applications:	
11	Please rate your satisfaction concerning translations provided, under the Regulations, by the International Bureau, related to PCT international applications (titles, abstracts, international search reports, written opinions and international preliminary examination reports): Overall: Quality of translations: Timeliness of translation availability:	
12	Please provide your thoughts and suggestions regarding the PCT translation service:	
12a	Please specify the cause of dissatisfaction regarding the PCT translation service:	
13	Please share any additional comments, information or requests:	

[End of Annex I, Annex II follows]

Annex II – Satisfaction by Geographic Region

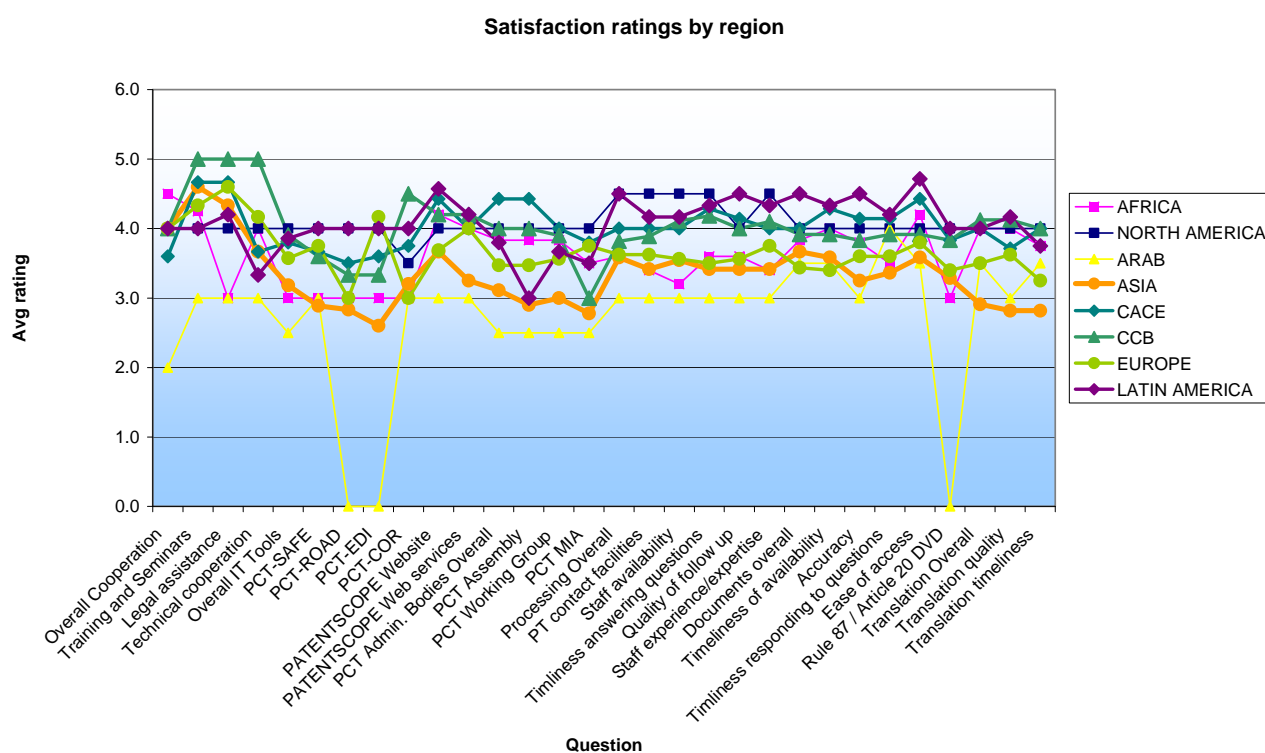**Satisfaction ratings by region**

Figure 15

The chart above shows satisfaction by geographic region. It appears that there is a lower perception of satisfaction at Offices in the Arab and Asian regions, in comparison with other regions, almost across the entire set of services provided by the PCT (unchanged from 2010). While this could be expected in the area of IT due to differing levels of development of IT services, it should be noted (in the context of the "language to English" translation service at the International Bureau) that this perception also applies to the translation service[7]. The satisfaction by geographic region chart is quite similar to the chart presented for 2010; this could also indicate that the perception of variations by region is related to differing levels of expectation.

[End of Annex II and document]

---

[7] Possibly because the service affects applicants from these counties when English speaking countries are the "Office of second filing"