



WIPO | PCT

The International
Patent System

Summary of 2019/2020 PCT User Satisfaction Survey Results

Geneva
November
2020

Summary (1)

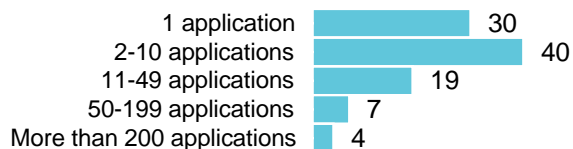
- PCT@WIPO continues to offer a strong, consistent and highly valued service, as reflected in the 2019/2020 User Survey
 - 88% of PCT users said they were either “very satisfied” (36%) or “satisfied” (52%) with PCT-related services provided by WIPO
 - while not directly comparable to the previous PCT user surveys (2009, 2015, 2017) because the methodology of measuring user satisfaction was reformulated by WIPO Customer Service and standardized to apply to all WIPO services, the 2019 results were still very much in line with previous results (+/- 2)
 - Highest levels of satisfaction were expressed by:
 - large users (more than 200 applications filed—96%)
 - representatives of applicants (88%) (versus applicants—82%)
 - users from Americas and Europe (92%) (versus Asia—80%)

Summary (2)

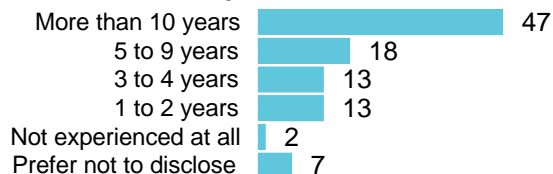
- Users confirmed high levels of continuing satisfaction with quality of:
 - PCT staff contacts
 - PCT information systems
 - PCT training programs
- Perceived value of PCT continues to be high across all users
- Lower average satisfaction ratings than the overall average from small applicants/individual applicants and users in Asia

Structure of the respondents

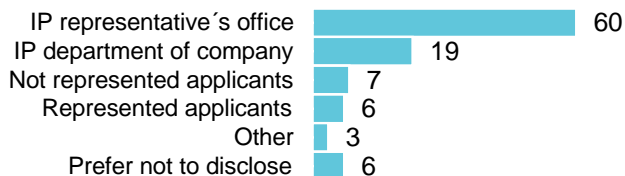
Filing power



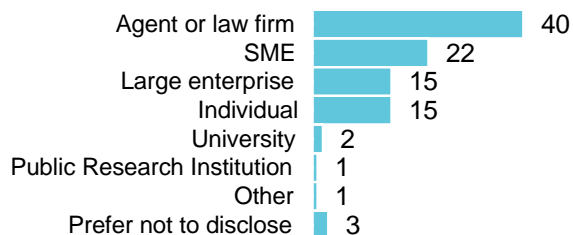
Experience



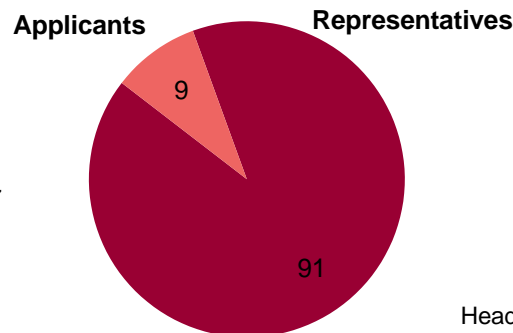
Capacity



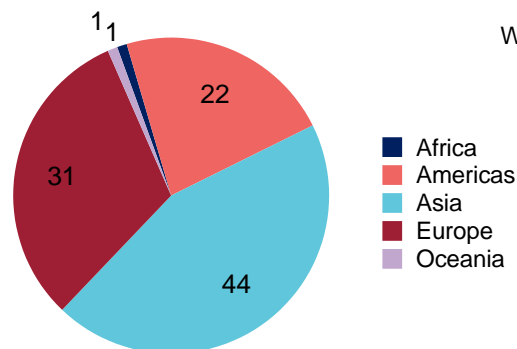
Company's profile



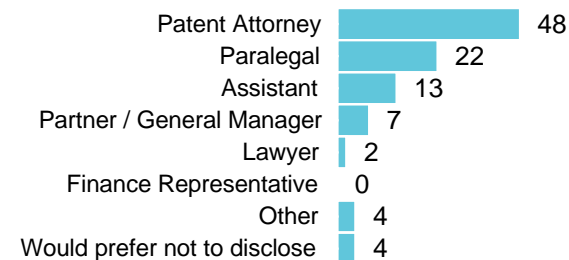
Type of the respondents



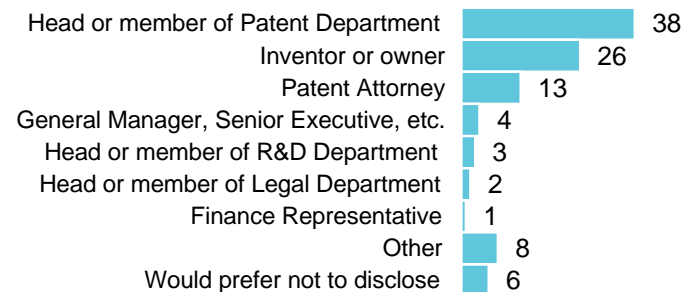
UN geoscheme



Role in representative companies



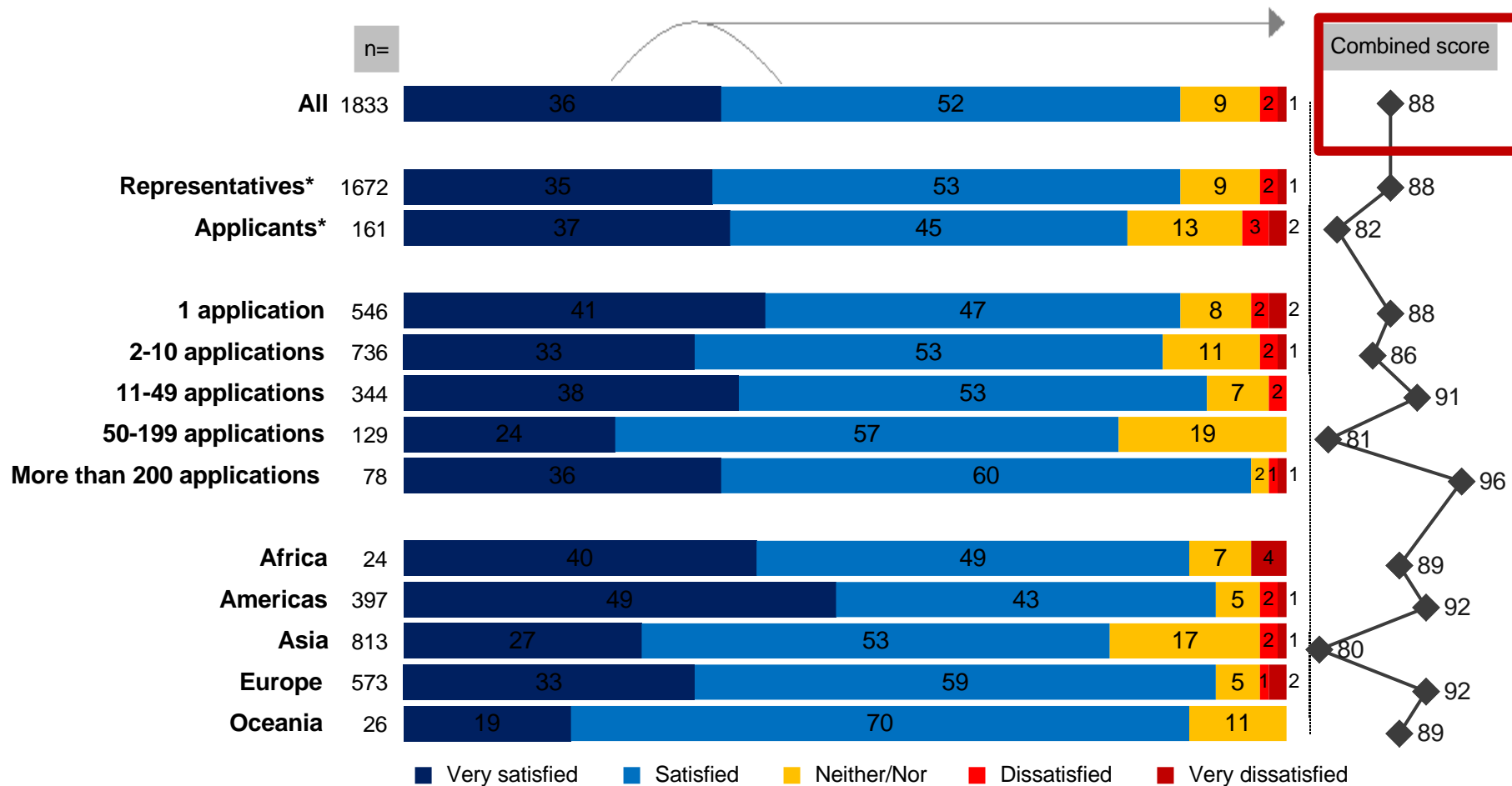
Role in applicant companies



Basis: 1.847 interviews.

Unweighted data, figures in percent.

Overall Satisfaction with PCT-Related Services

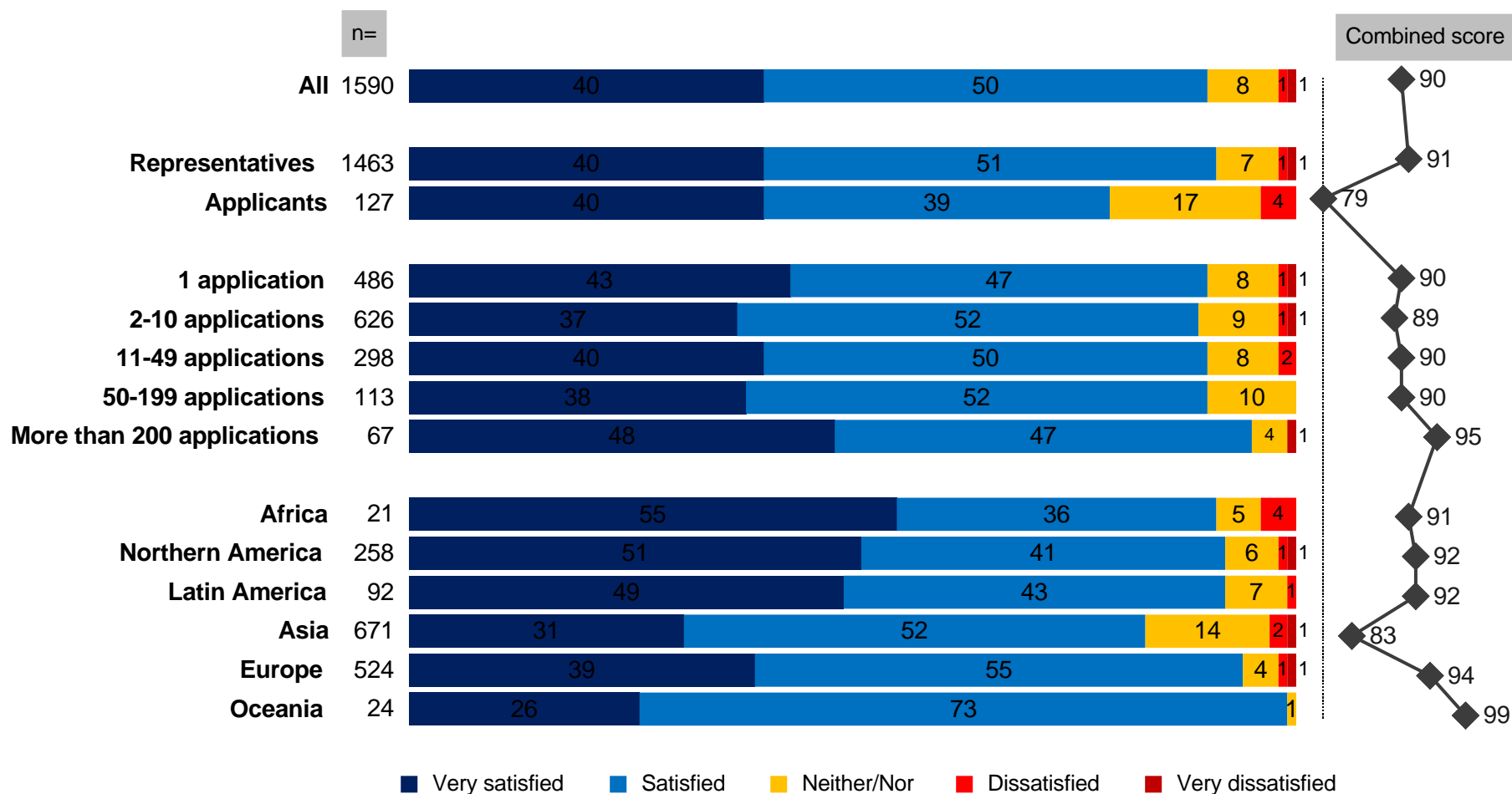


Asked all.

*Based on the user role in application(s) filed.

PCT_01

Overall Satisfaction with processing of PCT applications by the IB

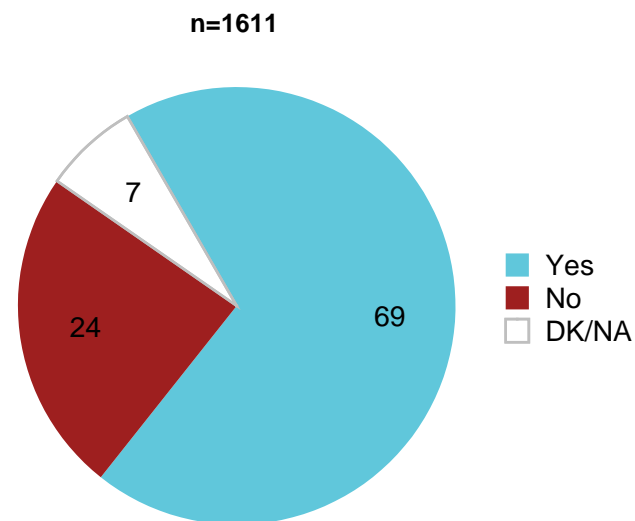


All who are dealing with PCT filings.

PCT_02

Usage of ePCT services

Used ePCT services in the last 12 months

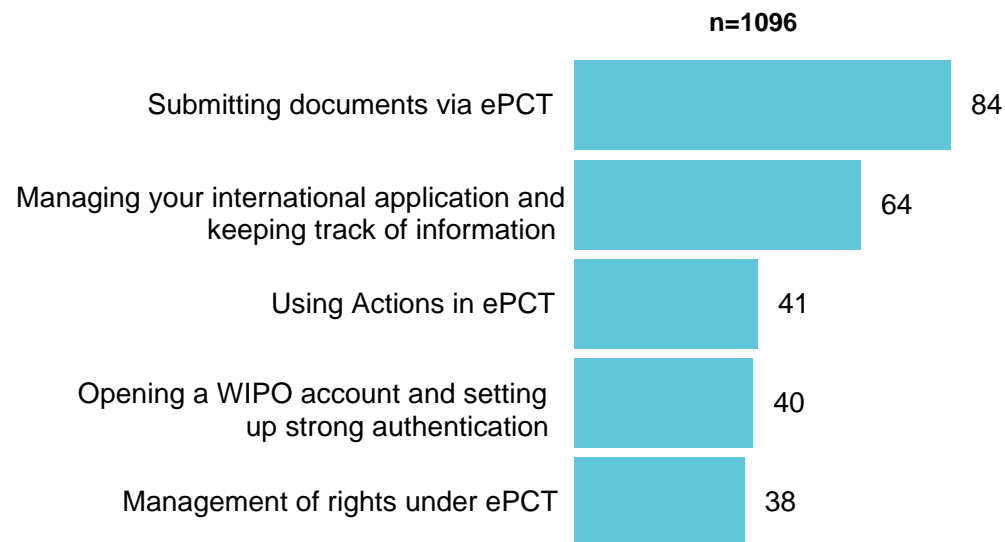


All who are dealing with PCT filings.

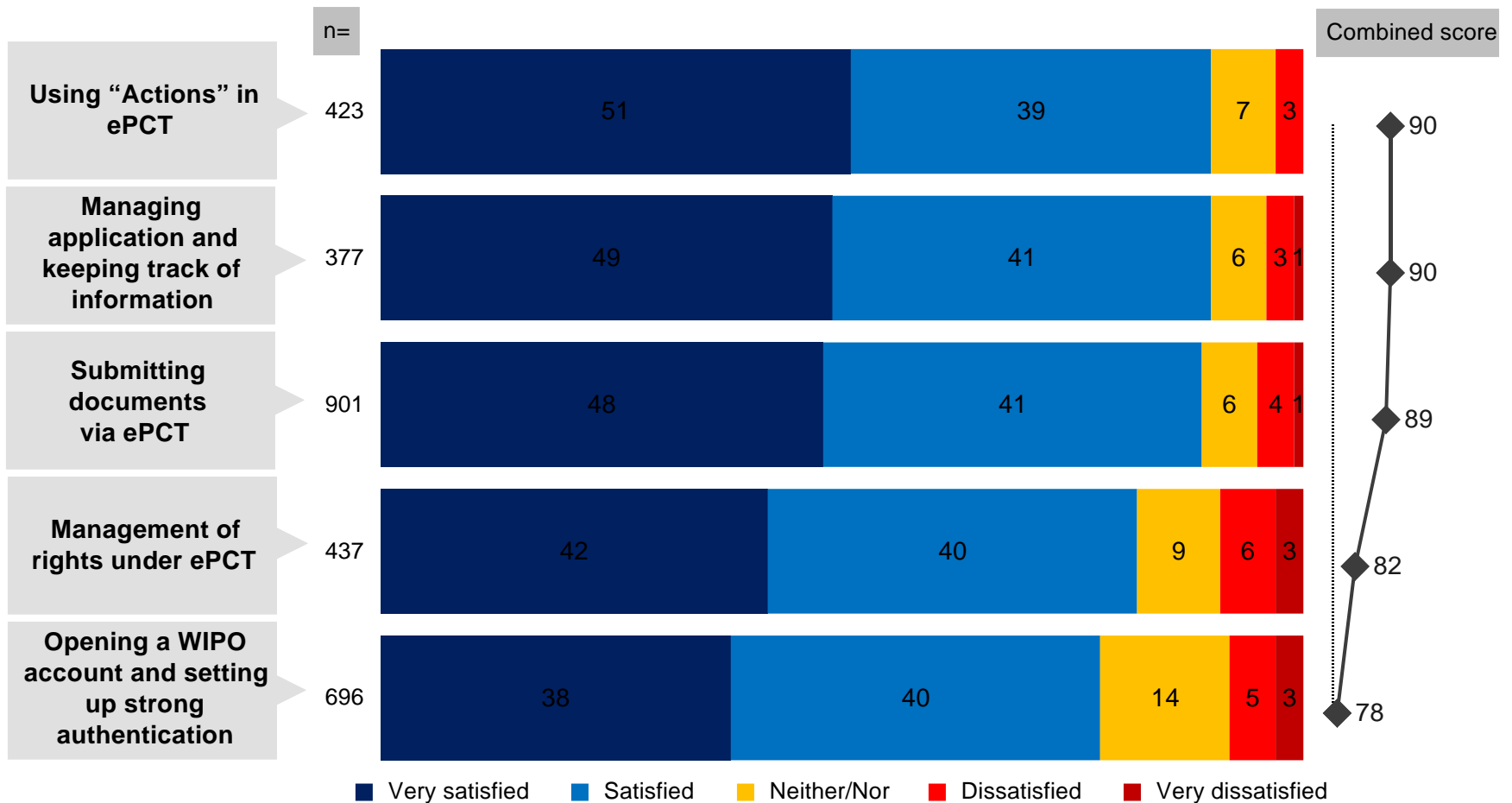
PCT_05

If used ePCT services...

Functions of ePCT services used in the last 12 months

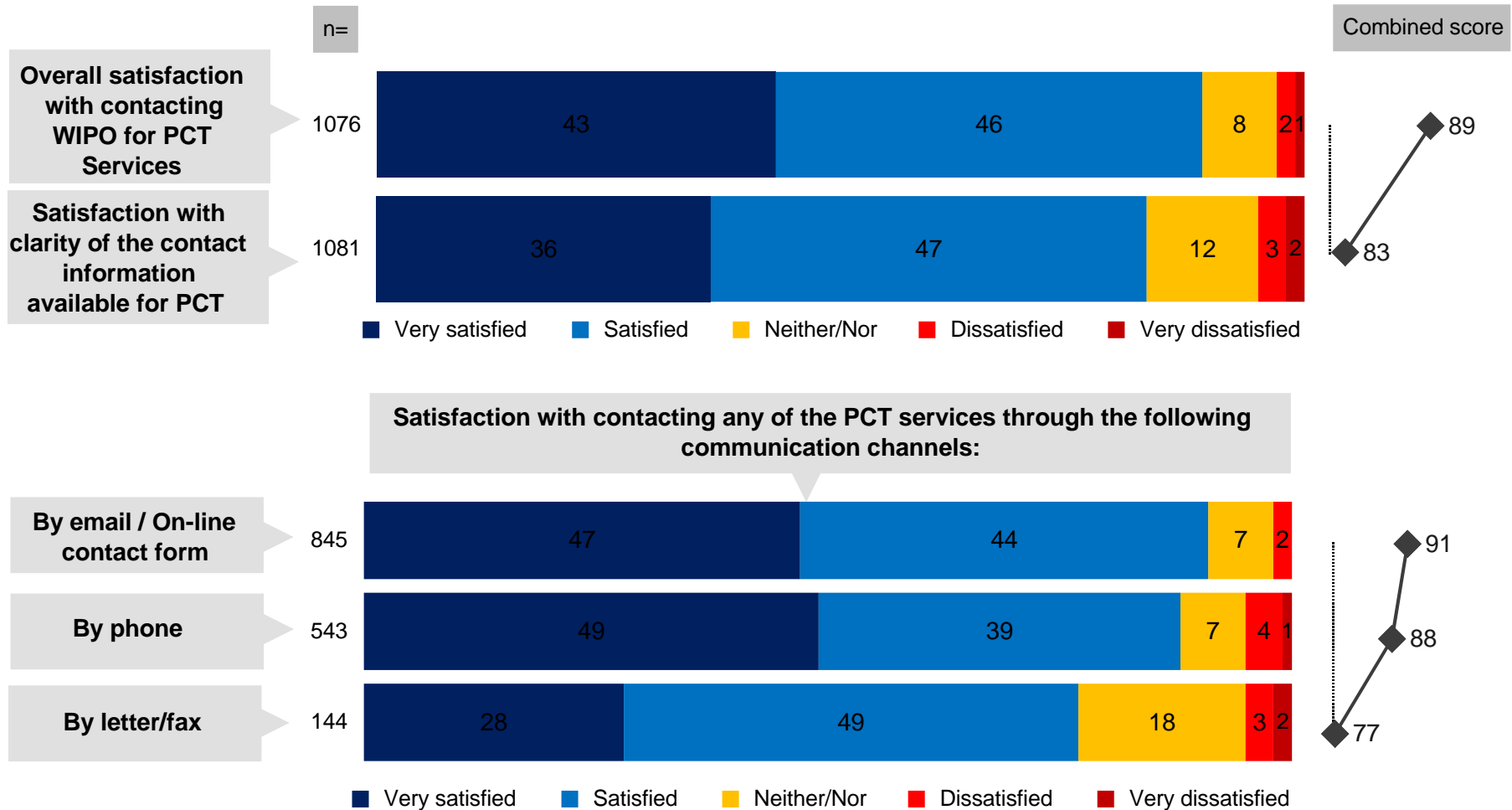


Satisfaction with functions of ePCT services



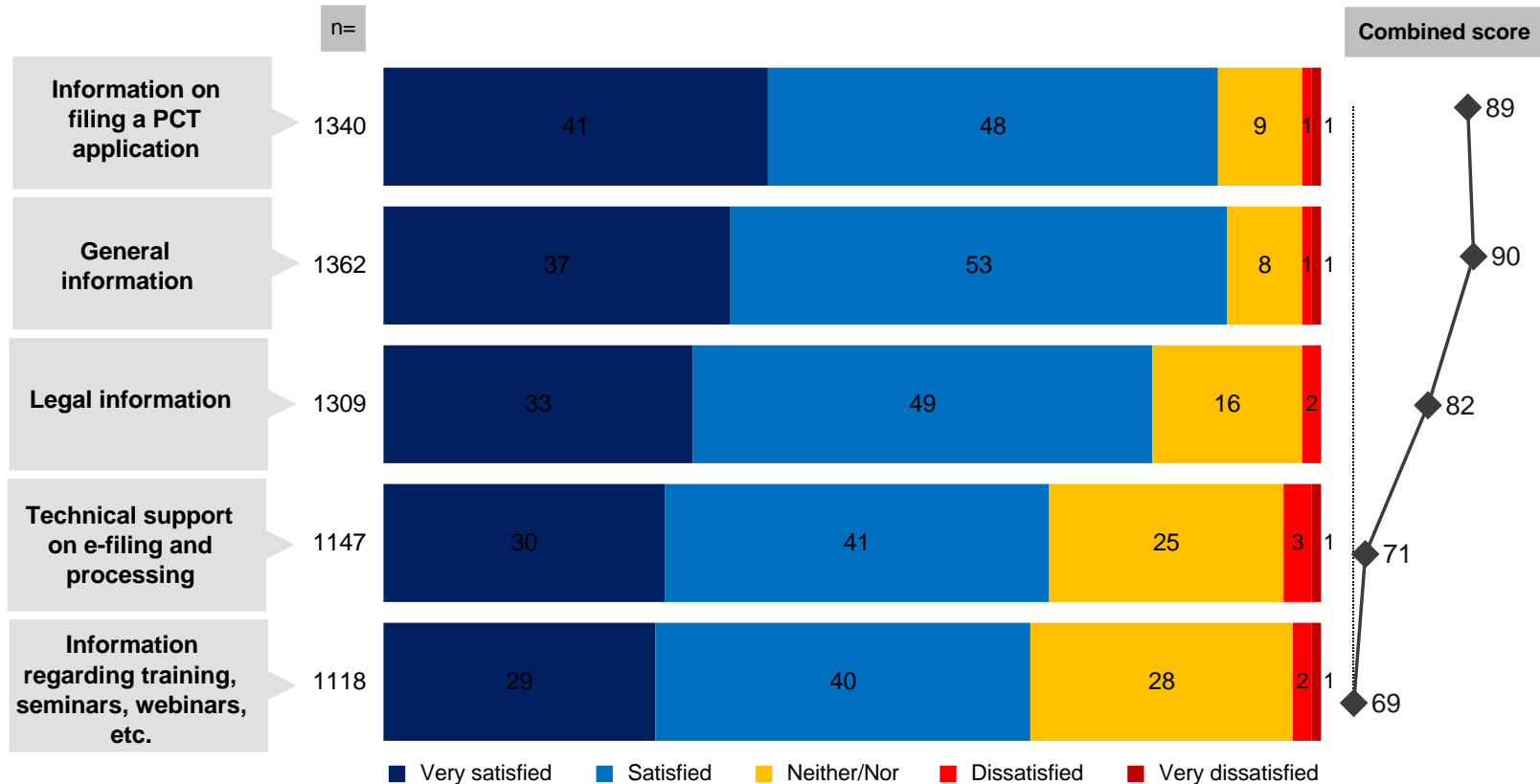
PCT_06; All used ePCT services.

Satisfaction with contacting WIPO PCT services



PCT 09: All who contacted WIPO regarding PCT services.

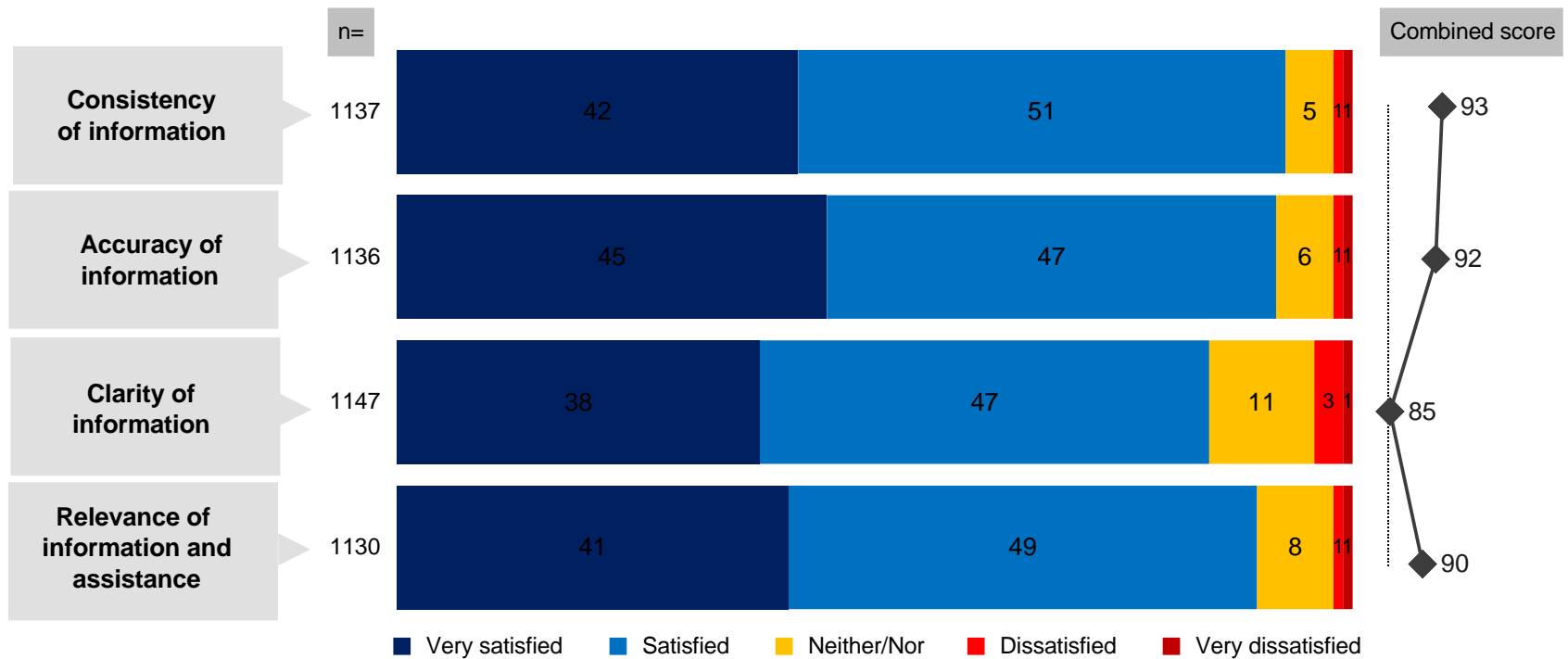
Satisfaction with PCT Information provided on the WIPO website



All who have used PCT website.

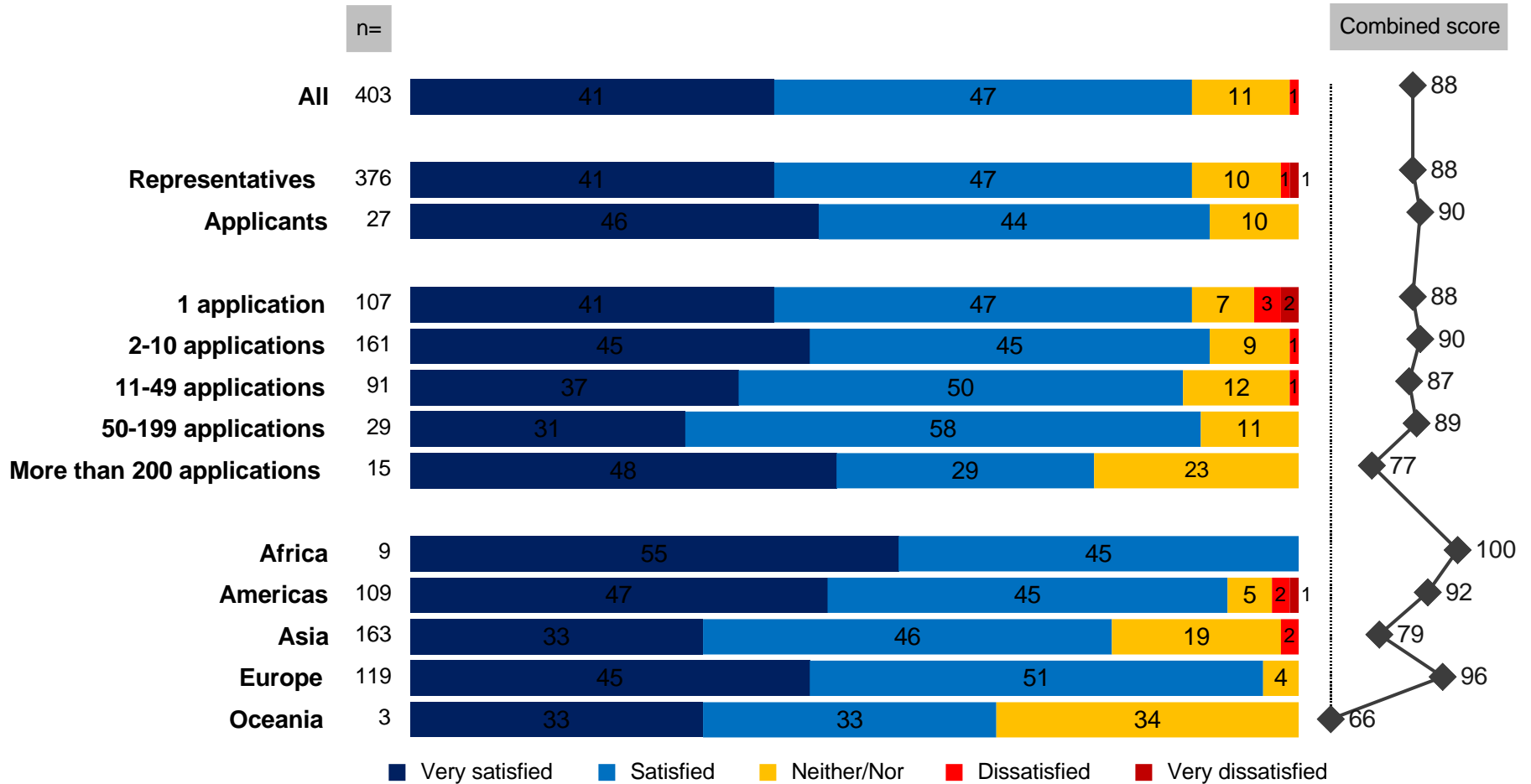
PCT_20

Satisfaction with the PCT Applicant's Guide



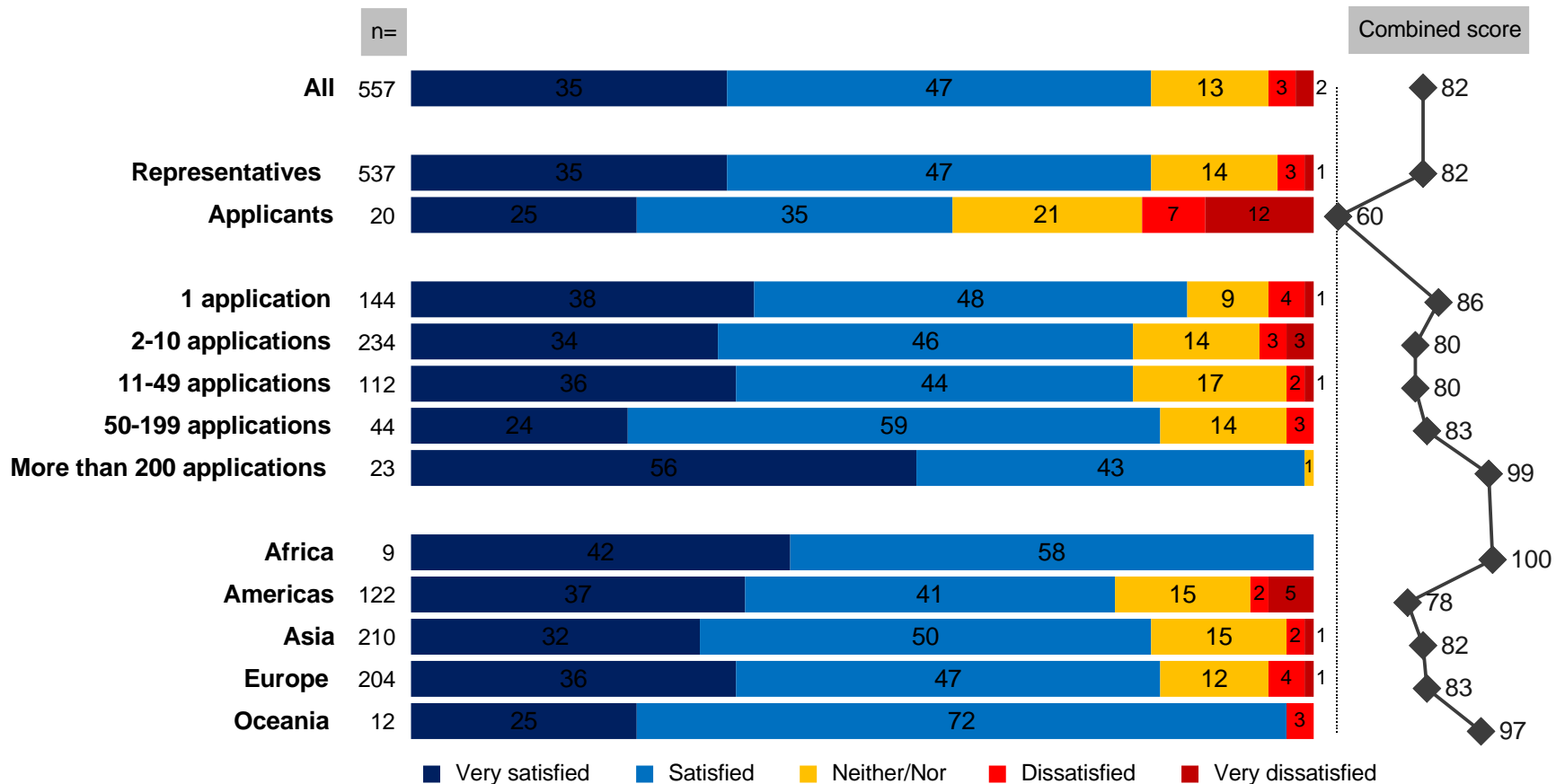
PCT_22

Overall satisfaction with PCT Trainings provided by WIPO



All who have used at least one type of the PCT trainings.

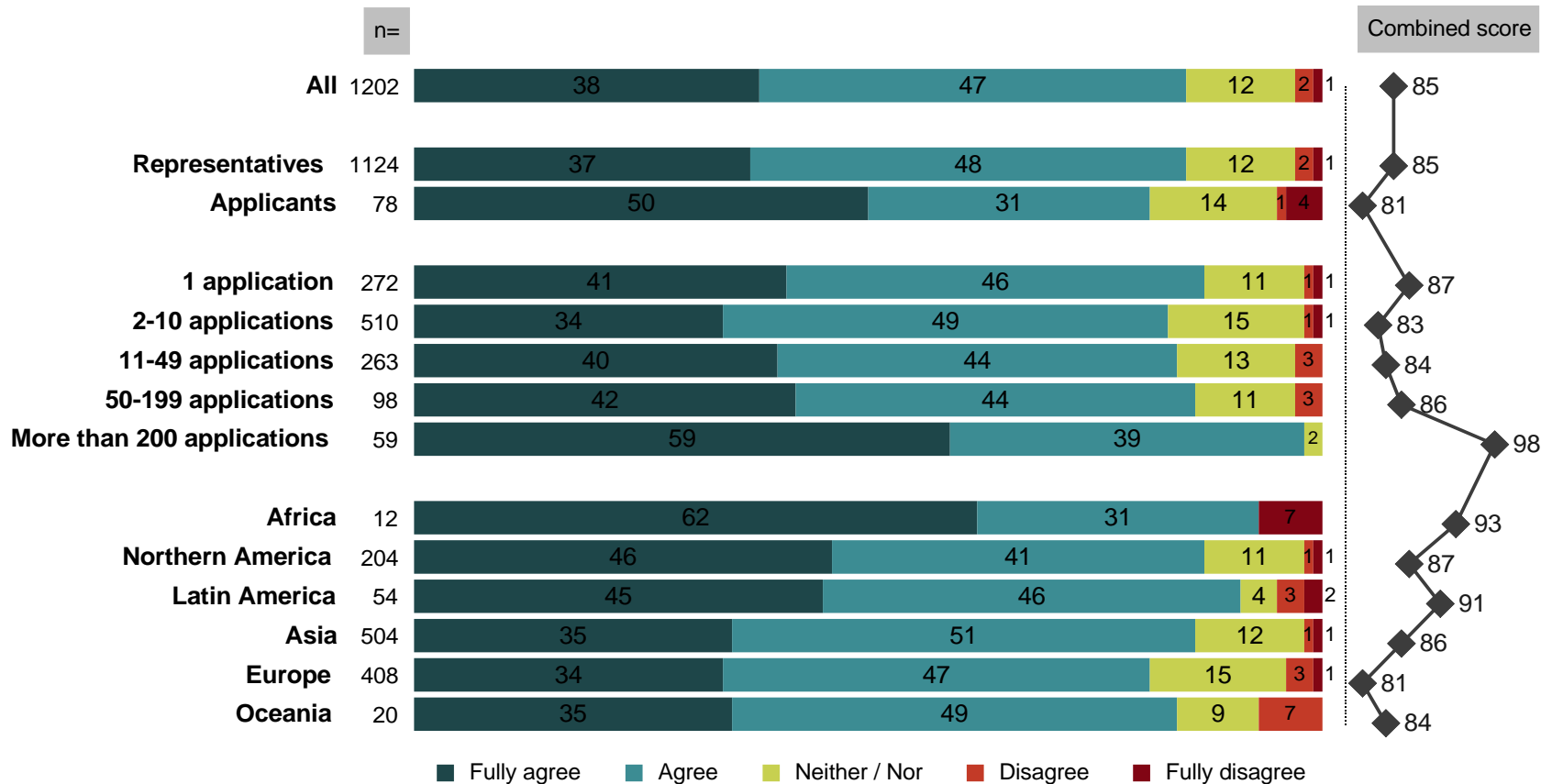
Overall satisfaction with the payment procedure in relation to PCT Applications at WIPO



Asked all involved in payments.

PCT_FIN_01

Overall agreement: the PCT international phase procedure added value to the processing of application in the national phase



All who had experience with entering the national phase before national patent office.

Free text comments overall (examples)

- *The concept of ePCT is great, and the ease of submitting actions is a big positive, but the UI is very clunky in other regards. The process for access rights management in particular is very difficult to work with.*
- *Except for the timing issue, all of the PCT staff that I communicated with were very professional, courteous, resourceful, and knowledgeable.*
- *WIPO website: Sometimes I feel it is targeted more to "anyone" than to an IP professional.*
- *PCT Webinars: It would be helpful to have a calendar of webinars that allows us to plan attendance. Perhaps something that can be loaded into outlook for a number of scheduled webinars in the months or year ahead.*
- *The PCT international phase made entry to the national phase much simpler, as it reduced the number of steps and reduction in the number of documents required to file the national phase. This should be reviewed regularly to make it even simpler for simple applications.*

Areas where survey respondent users indicated they would like to see improvement

- Areas for improvement mentioned by respondents in the survey results:
 - ePCT issues:
 - opening a WIPO account and rights management
 - setting up strong authentication
 - technical support for online filing and processing
 - Availability of information on PCT training (seminars and webinars)
 - Availability of payment methods (electronically for all PCT fees)
- Improvements in availability of PCT information on the WIPO website, including more prominent presentation of training resources and interactive means of monitoring and signing up for PCT training events
- Easier access to information on how to contact relevant PCT staff at WIPO