

2023/2024 PCT User Satisfaction Survey: Summary

Geneva
January 2024

Summary (1)

- PCT@WIPO continued to be assessed by its users as offering consistent and highly valued services, as reflected in the 2023/2024 PCT User Survey
 - 90% of PCT users said they were overall either “very satisfied” (39%) or “satisfied” (51%) with the PCT-related services provided by WIPO
 - this score equalled that of 2021 and was a slight increase over the 88% satisfaction in 2019
 - It was also similar to the previous PCT user surveys (2009, 2015, 2017)
 - Highest overall levels of satisfaction were expressed by:
 - applicants who filed several applications (11-49 applications: 94%) (versus 1 application: 86%)
 - representatives of applicants (91%) (versus applicants—85%)
 - users from Africa, Americas and Europe (92-98%) (versus Asia—86%)

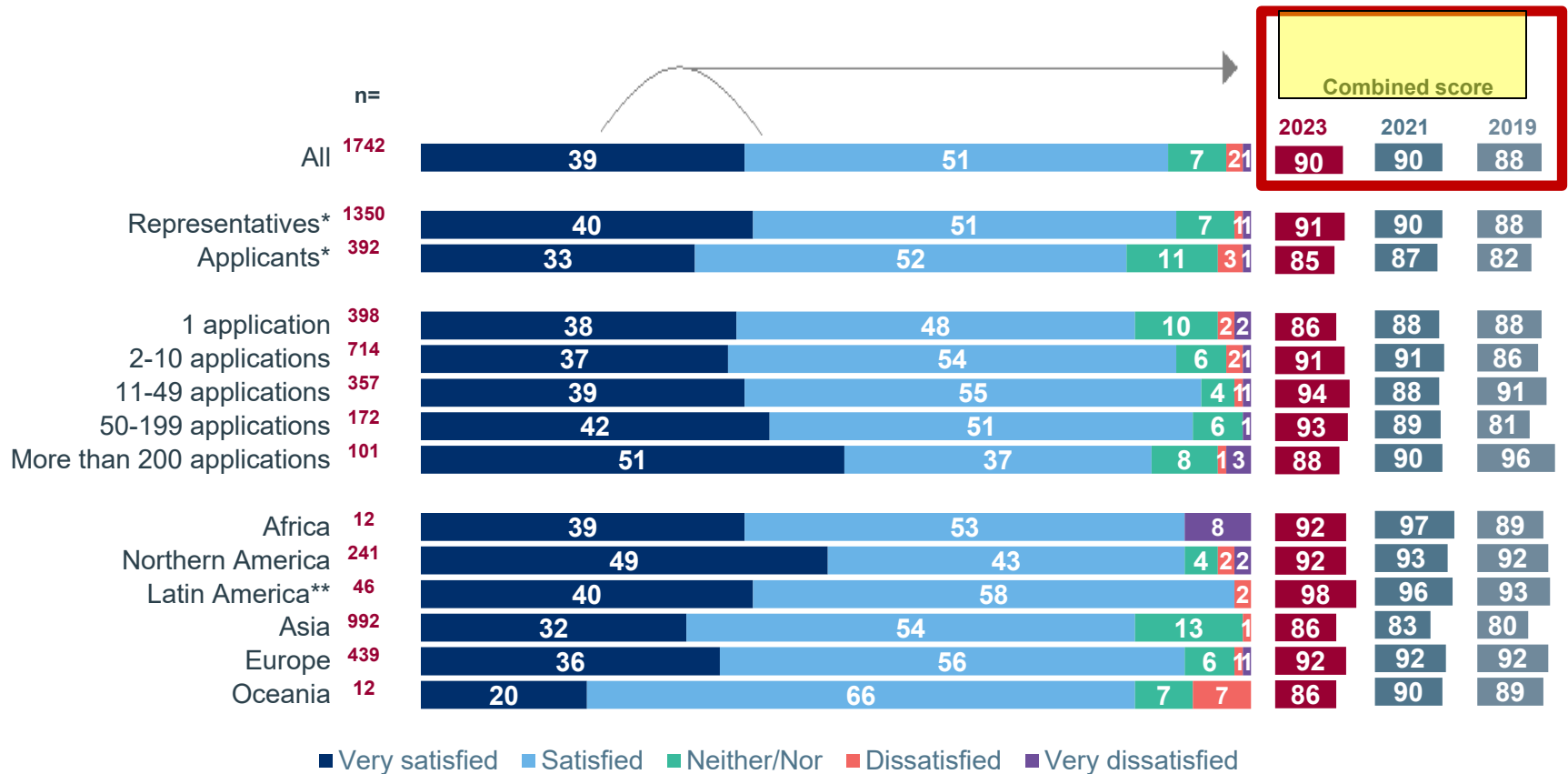
Summary (2)

- PCT users confirmed high levels of continuing satisfaction with quality of:
 - ❑ filing with the receiving Office of the International Bureau (RO/IB)
 - ❑ PCT staff contacts at WIPO
 - ❑ IB's PCT information resources and systems
 - ❑ IB's PCT training programs
- Perceived value of PCT continues to be high across all users
- After fully reviewing all of the collected data, including the textual comments, we will prepare a plan of action to address issues identified in the survey.

Outline

- Overall satisfaction with PCT-related services
- Processing of PCT applications by the IB
- ePCT functions and services
- Contacting WIPO
- PCT Information resources
- PCT Trainings
- Filing at and processing by RO/IB
- Added value in the national phase

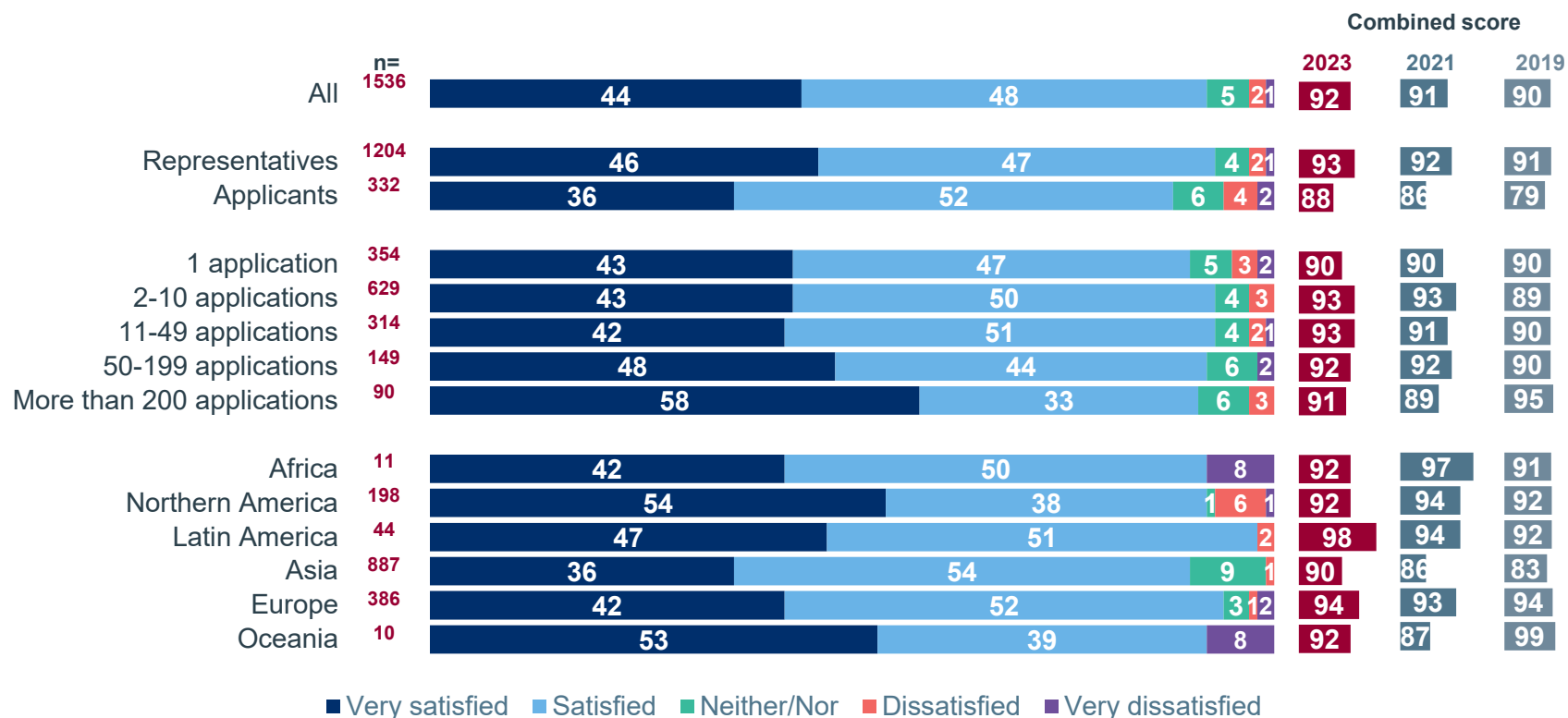
Overall satisfaction with PCT related services



Asked all. *Based on the user role in application(s) filed. **including Caribbean

PCT_01

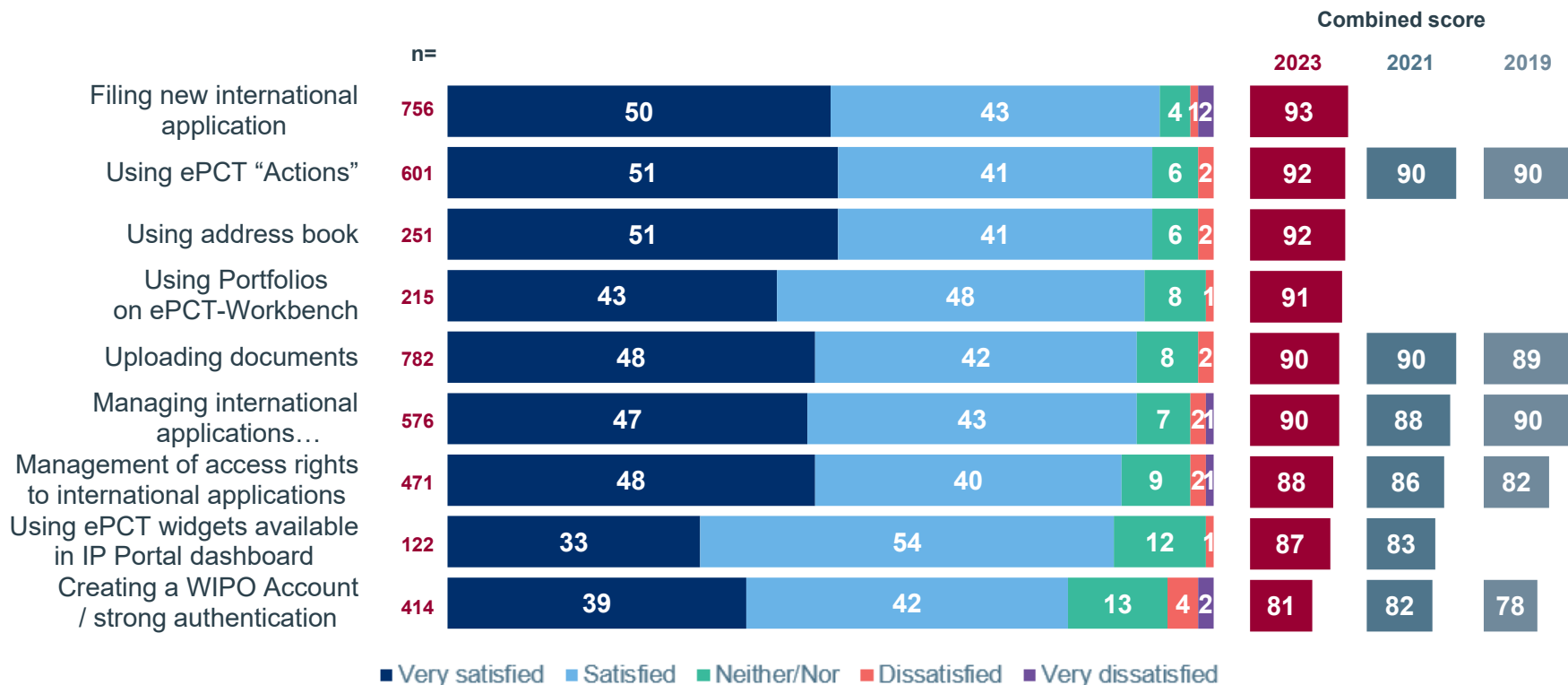
Overall satisfaction with processing of PCT applications by the IB of WIPO



All who dealing with PCT filings.

PCT_02

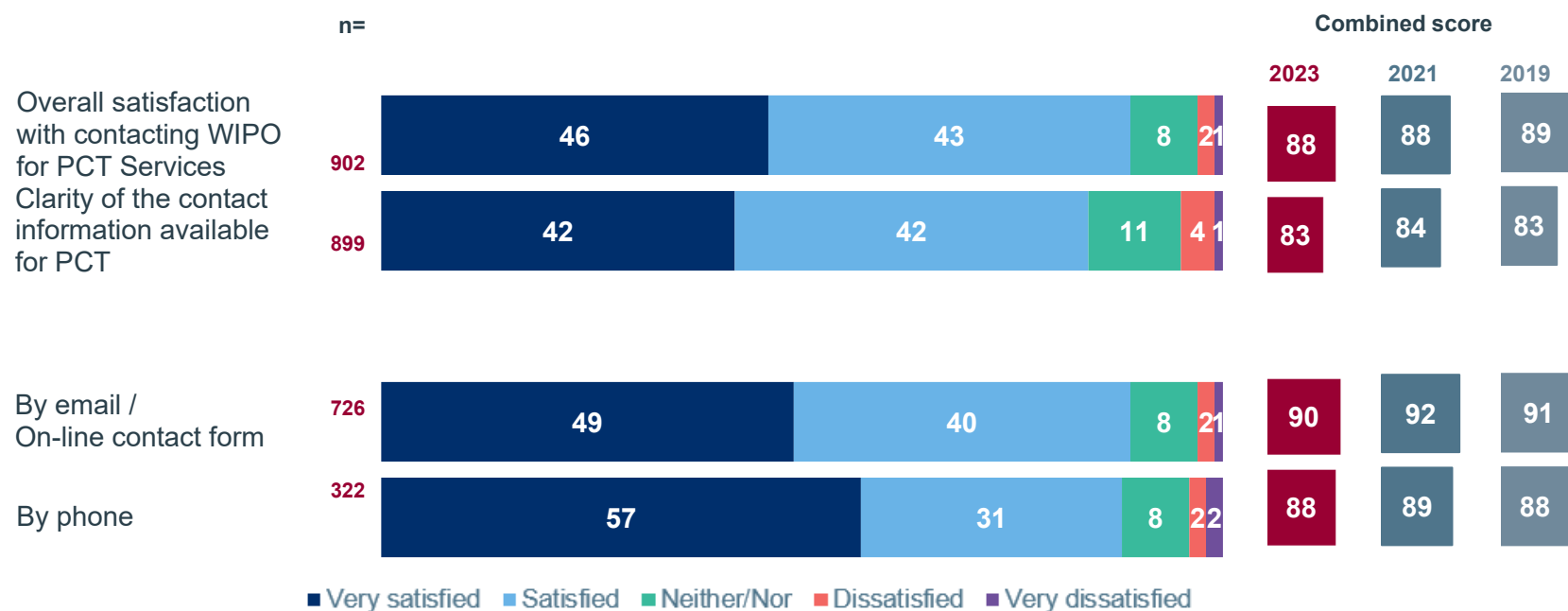
ePCT functions and services



All who used ePCT.

PCT_06

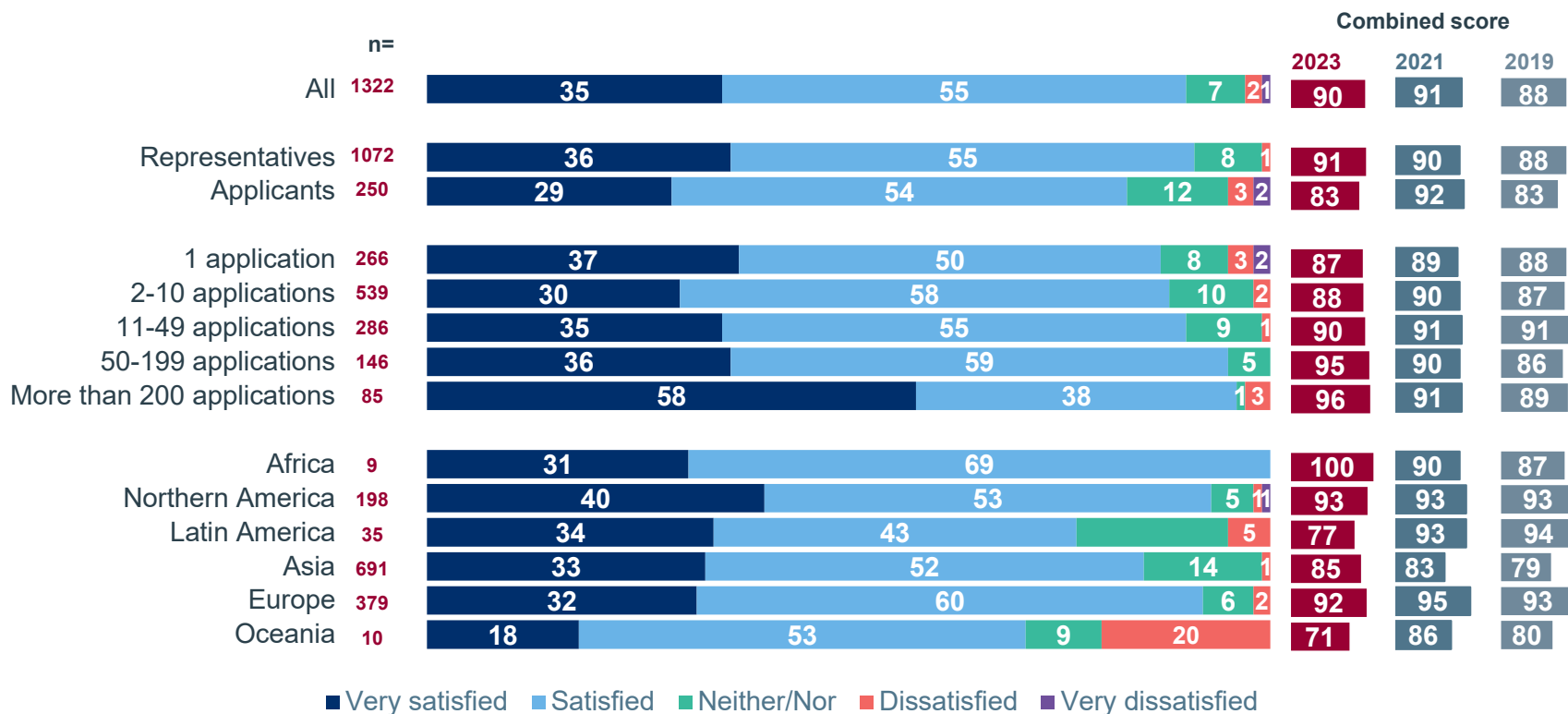
Contacting WIPO regarding PCT services



All who contacted WIPO regarding PCT services.

PCT_09

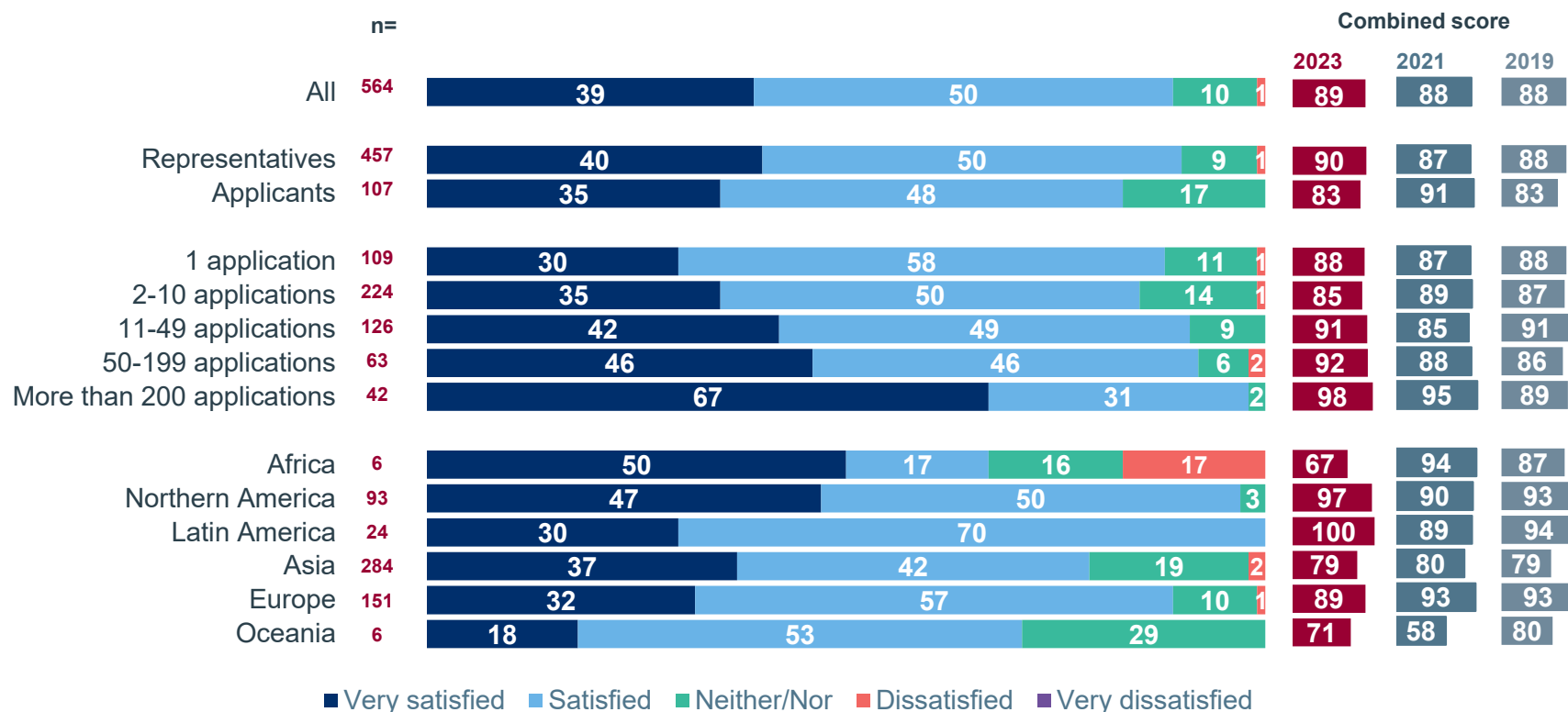
Overall satisfaction with PCT Information resources



All who have used at least one of the PCT Information resources.

PCT_13

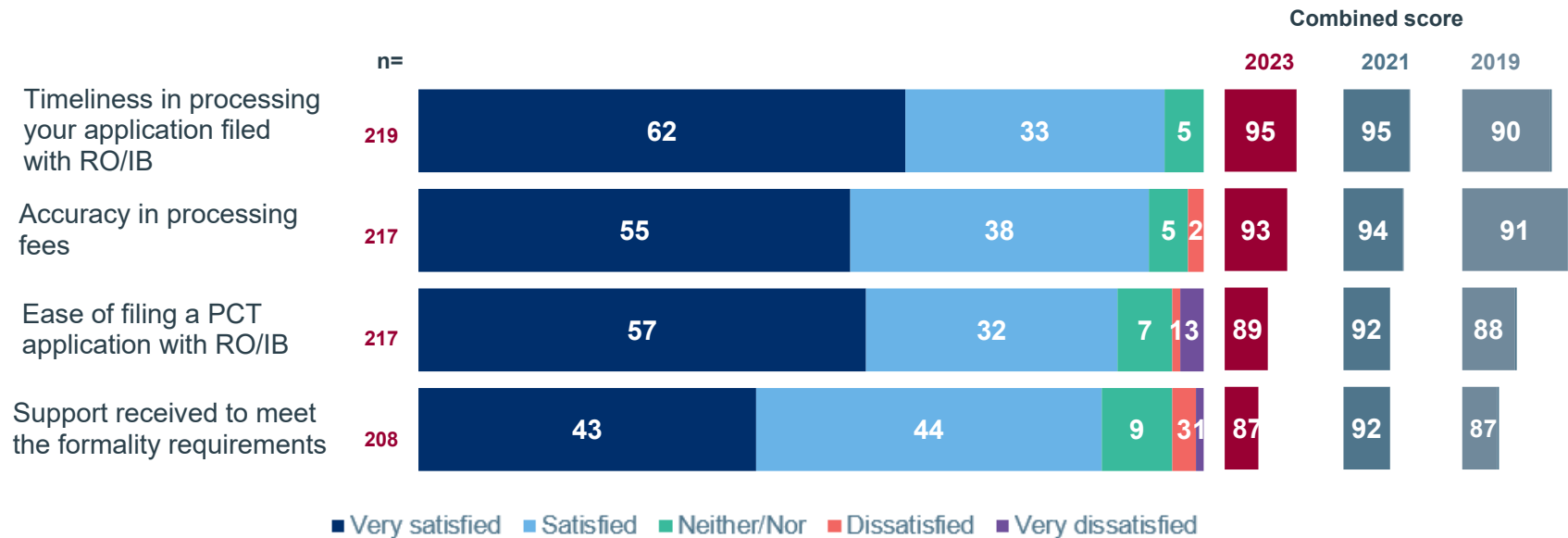
Overall satisfaction with WIPO's PCT training services



All who have used at least one kind of PCT training services.

PCT_18

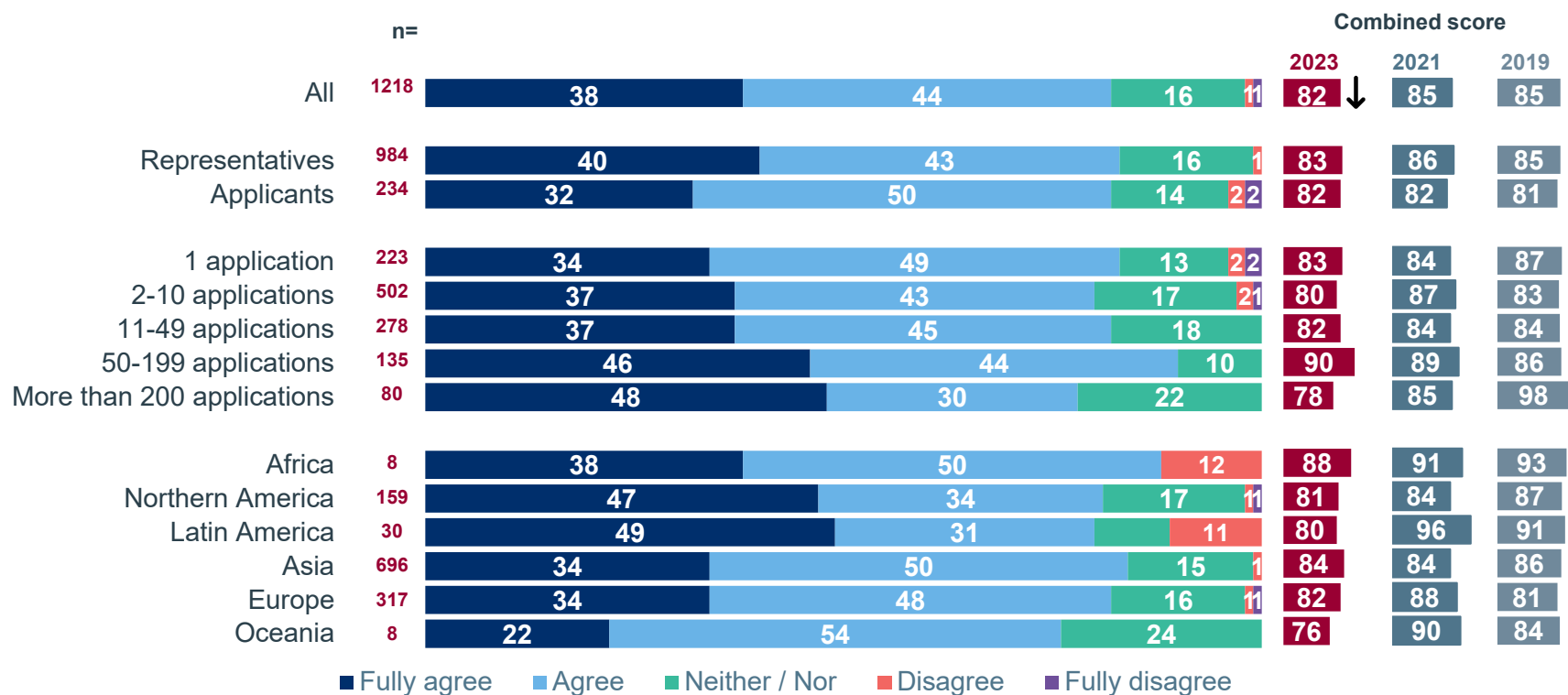
Filing at and processing by IB acting as receiving Office (RO/IB)



All who are dealing with PCT filings with IB acting as RO/IB according to the sample.

PCT_04

Added value of the PCT International Phase procedure for the processing in the national phase



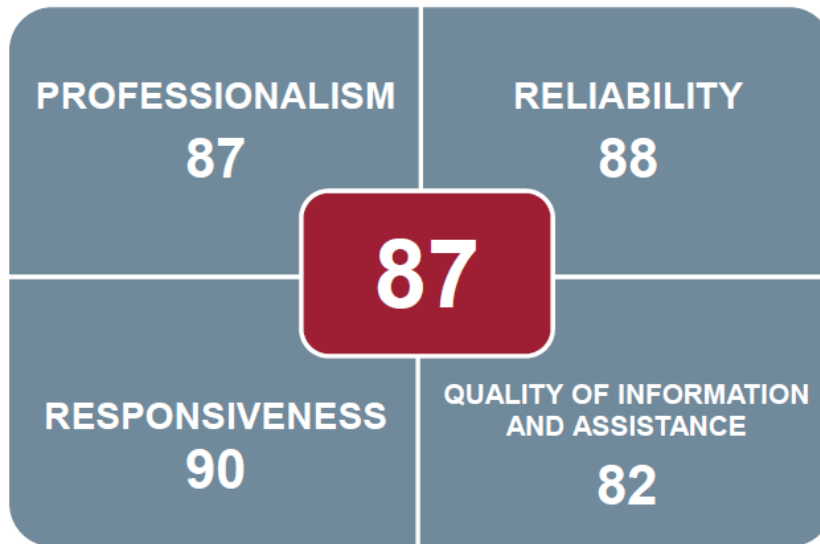
All who had experience with entering the national phase before national patent office.

PCT_24

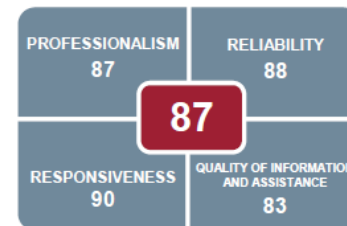
PCT Customer Satisfaction Index (CSI)

The CSI is a composite indicator created by the Customer Experience Section (based on standardization of some questions on WIPO user service surveys) in which certain user responses are categorized into related clusters and then weighted in a formula, permitting the comparison of customer satisfaction across WIPO's services within the indicated four service dimensions

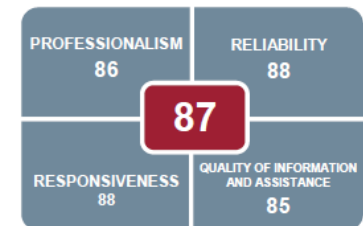
CSI 2023 - 2024



CSI 2021 - 2022



CSI 2019 - 2020



Taking the statistical uncertainty into consideration, the statistical variance is +/- 2. The true value of the CSI - 87 is between 85 and 89.

Number of interviews by countries

Number of interviews by countries, n=1 759							
Albania	1	Egypt	2	Liechtenstein	1	Saudi Arabia	2
Algeria	1	Finland	4	Malaysia	4	Serbia	3
Armenia	1	France	40	Mexico	9	Singapore	12
Australia	9	Georgia	1	Mongolia	1	Slovakia	1
Austria	9	Germany	131	Morocco	3	Slovenia	2
Azerbaijan	2	Greece	6	Netherlands (Kingdom of the)	13	South Africa	5
Belarus	1	Hungary	4	New Zealand	3	Spain	45
Belgium	7	India	43	Norway	4	Sri Lanka	1
Brazil	21	Iran (Islamic Republic of)	10	Panama	1	Sweden	7
Canada	18	Ireland	2	People's Republic of China	413	Switzerland	24
Chile	5	Israel	21	Philippines	4	Türkiye	13
Colombia	8	Italy	40	Poland	4	Thailand	3
Croatia	1	Japan	249	Portugal	9	Ukraine	5
Cuba	2	Jordan	3	Qatar	1	United Kingdom (the)	27
Czech Republic (the)	2	Kazakhstan	4	Republic of Korea (the)	208	United States of America	225
Denmark	16	Latvia	1	Romania	4	Viet Nam	5
Djibouti	1	Lebanon	1	Russian Federation (the)	30		

Methodology

- The survey process was overseen by the WIPO Customer Experience Section and managed by an external contractor (Berent)
- The survey questionnaire:
 - was made available in ten languages: English, French, Spanish, Arabic, Chinese, Russian, Japanese, Portuguese, German and Korean
 - was open for response from 20 October to 30 November 2023
- A total of 22,971 invitations were sent out to PCT users (one year's worth of applicant/agent contacts of published PCT applications)
- Out of 2,755 responded online interviews, the contractor deemed that 1,759 interviews were suitable for analysis

Takeaways

- The PCT User Survey 2023/2024 once again showed high overall satisfaction ratings
- The survey results and detailed textual comments of the users (about 1500 comments received in 10 languages) will be considered when creating an action plan to make improvements to our services
 - there are areas of concern visible in the survey results, such as the drop in belief by users that the PCT international phase procedure adds value in the national phase, which we need to better understand
- Representatives of the International Bureau should express their thanks to the PCT Users for the detailed and constructive feedback provided in the Survey results