

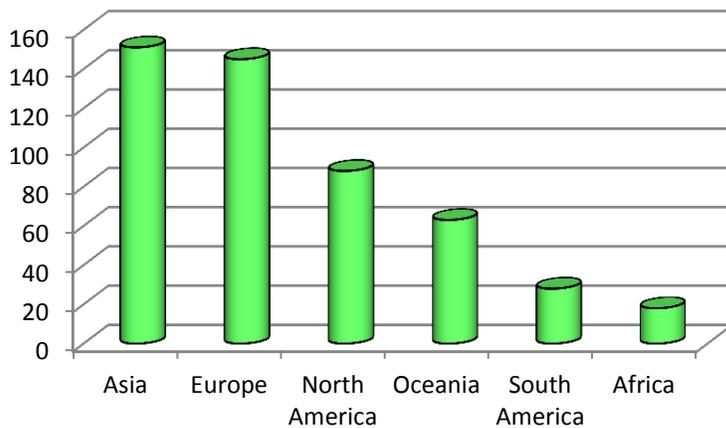
# The PATENTSCOPE search system

## User satisfaction survey 2013

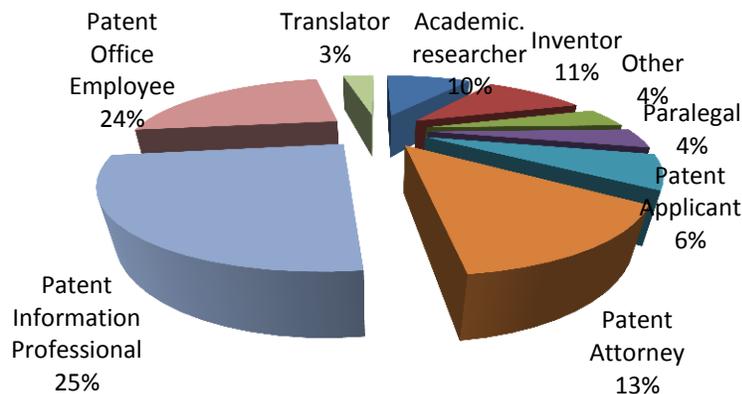
The user satisfaction survey was posted online from April 22<sup>nd</sup> to June 28<sup>th</sup>, 2013 on the PATENTSCOPE search interface and PATENTSCOPE account owners received an email inviting them to respond to the survey.

Just fewer than 400 users complete the entire survey. The survey consisted of 42 questions on usability, data coverage, search functionalities, translation tools, etc. The high number of questions discouraged some of the respondents as over 800 responses were stored in the database and over 500 responses were received for the first questions.

We received responses from 65 countries. The graph below shows the number of responses per continent



Most of the respondents are patent information professionals and patent office employees.



We are pleased to note that our users are globally satisfied with the PATENTSCOPE search system:

71.33% describes the interface as good.

87.24% of the respondents are satisfied with the amount of time necessary to obtain the search results and

69.29% reported not having had any issues accessing all or parts of the system.

In the 2006 user satisfaction survey, participants indicated, as possible enhancements, the addition of online free machine translation. Online machine translation tools, such as Google translate and Bing, were also made available for the users of the PATENTSCOPE search system, as well as TAPTA, a machine translation tool developed in-house, and CLIR, a tool also developed in-house to find synonyms of the queries and translate everything into 11 languages:

53.2% of the users use machine translation occasionally and 20.8% weekly.

65% of the users know about TAPTA

40% of the users know about CLIR and 17.6% find it an excellent tool.

However, there is of course room for improvement in areas such as user-friendliness of the interface, reliability of the results, coverage and the search functionalities which we are committed to improve in order to make the user experience more relevant.

Thanks to all of the survey participants. Suggestions and feedback can be sent to [patentscope@wipo.int](mailto:patentscope@wipo.int)