



WIPO | PCT

The International
Patent System

2025/2026 PCT User Satisfaction Survey: Summary

**Geneva
February 2026**

Summary (1)

- PCT@WIPO continued to offer strong, consistent and highly valued service, as reflected in the 2025/2026 PCT User Survey
 - 90% of PCT users said they were overall either “very satisfied” (44%) or “satisfied” (46%) with PCT-related services provided by WIPO
 - This is the same as in 2023 and 2021, a slight increase on the 88% satisfaction rating in 2019, and similar to previous PCT user surveys in 2009, 2015, and 2017 (not directly comparable because survey methodology changed in 2019)
 - Highest overall levels of satisfaction were expressed by:
 - users who filed more than 200 applications (95%) versus 1 application and 2-10 applications (88%)
 - representatives of applicants (90%) versus applicants (88%)
 - users from Northern America (91%) and Latin America (99%) versus Europe (87%). Africa (88%) and Europe (87%) show a slight decrease from 2023 (92%)

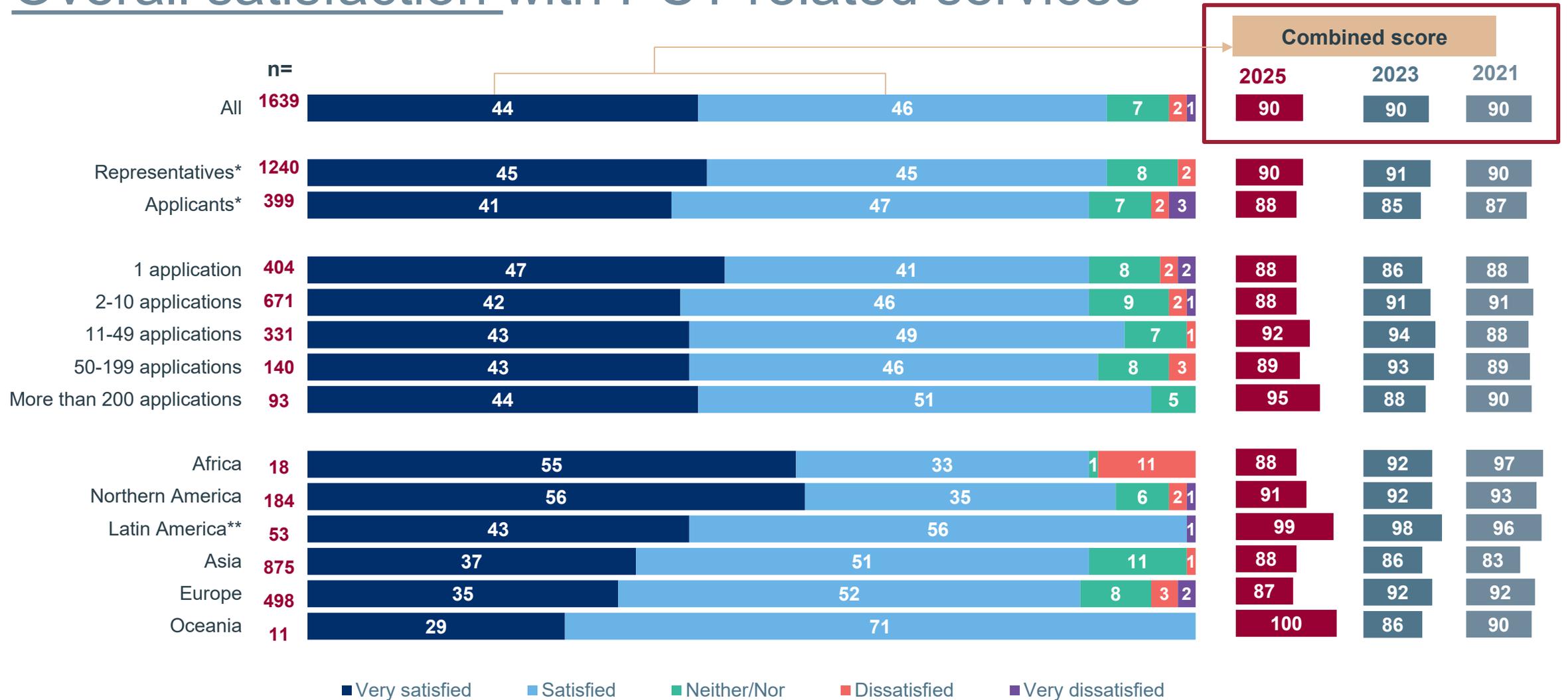
Summary (2)

- Users confirmed a high level of continuing satisfaction with the 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
- The perceived value of the PCT remains high across all users
- The International Bureau will prepare a plan of action to address issues identified in the survey. Improvements in PCT resources and services are in preparation.

Key PCT services measured

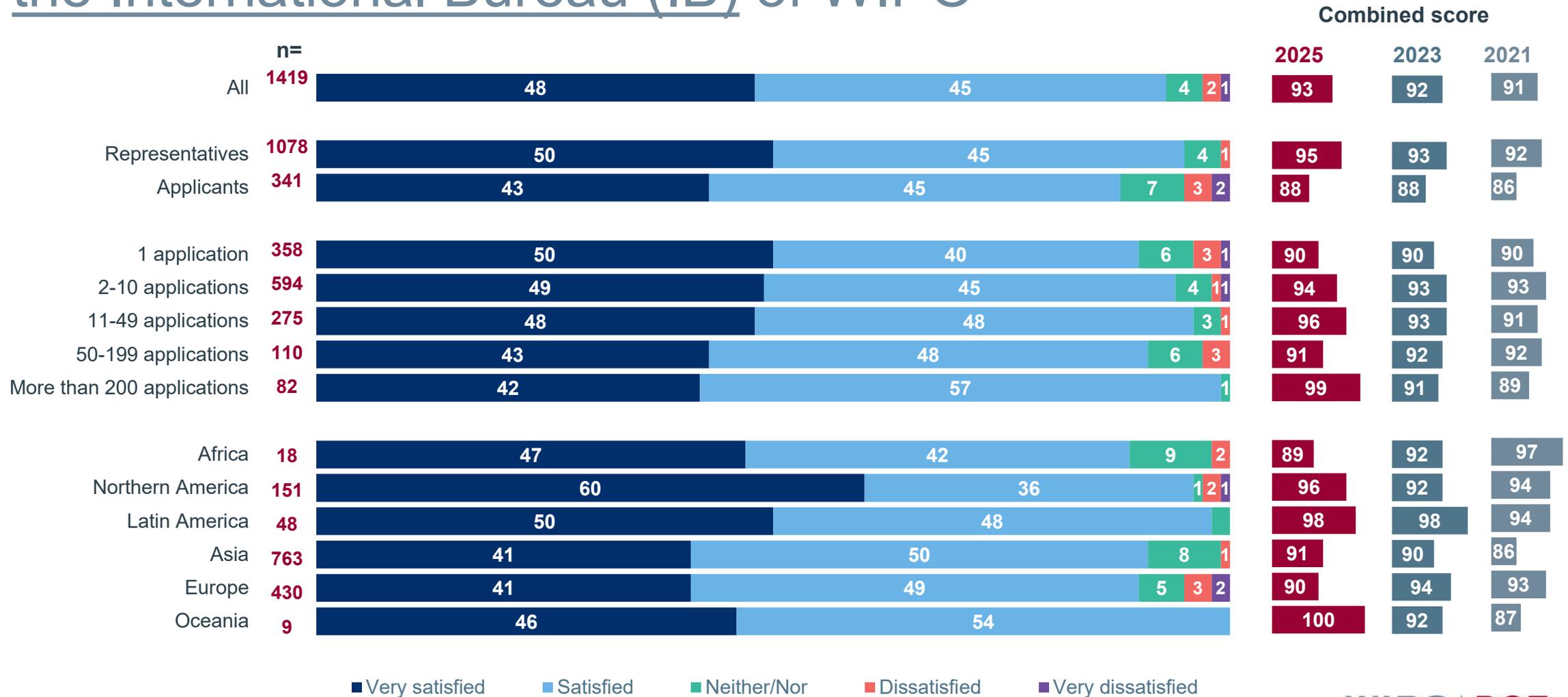
- Overall satisfaction with PCT-related services
- Processing of PCT applications by the International Bureau (IB) of WIPO
- Filing and processing with receiving Office of the IB (RO/IB)
- ePCT functions and services
- Contacting WIPO
- PCT information resources
- PCT trainings
- Added value in the national phase

Overall satisfaction with PCT related services



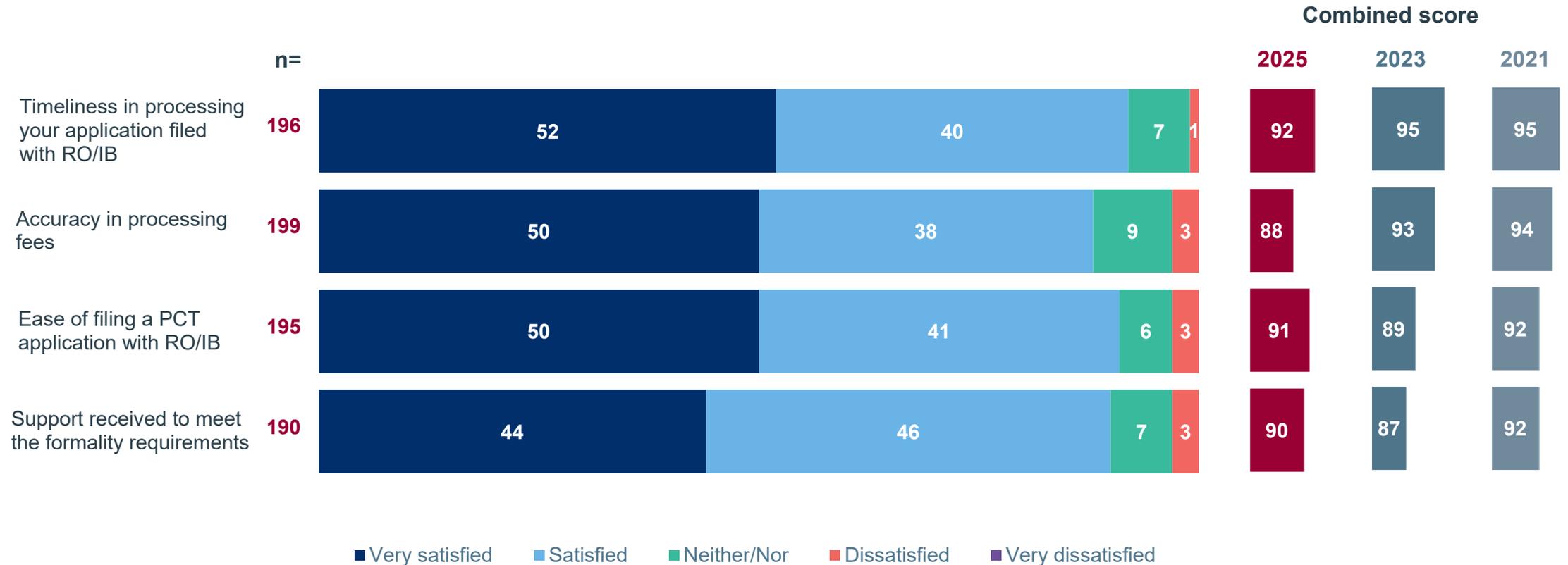
Asked all. *Based on the user role in application(s) filed. **including Caribbean

Overall satisfaction with processing of PCT applications by the International Bureau (IB) of WIPO



All who dealt with PCT filings.

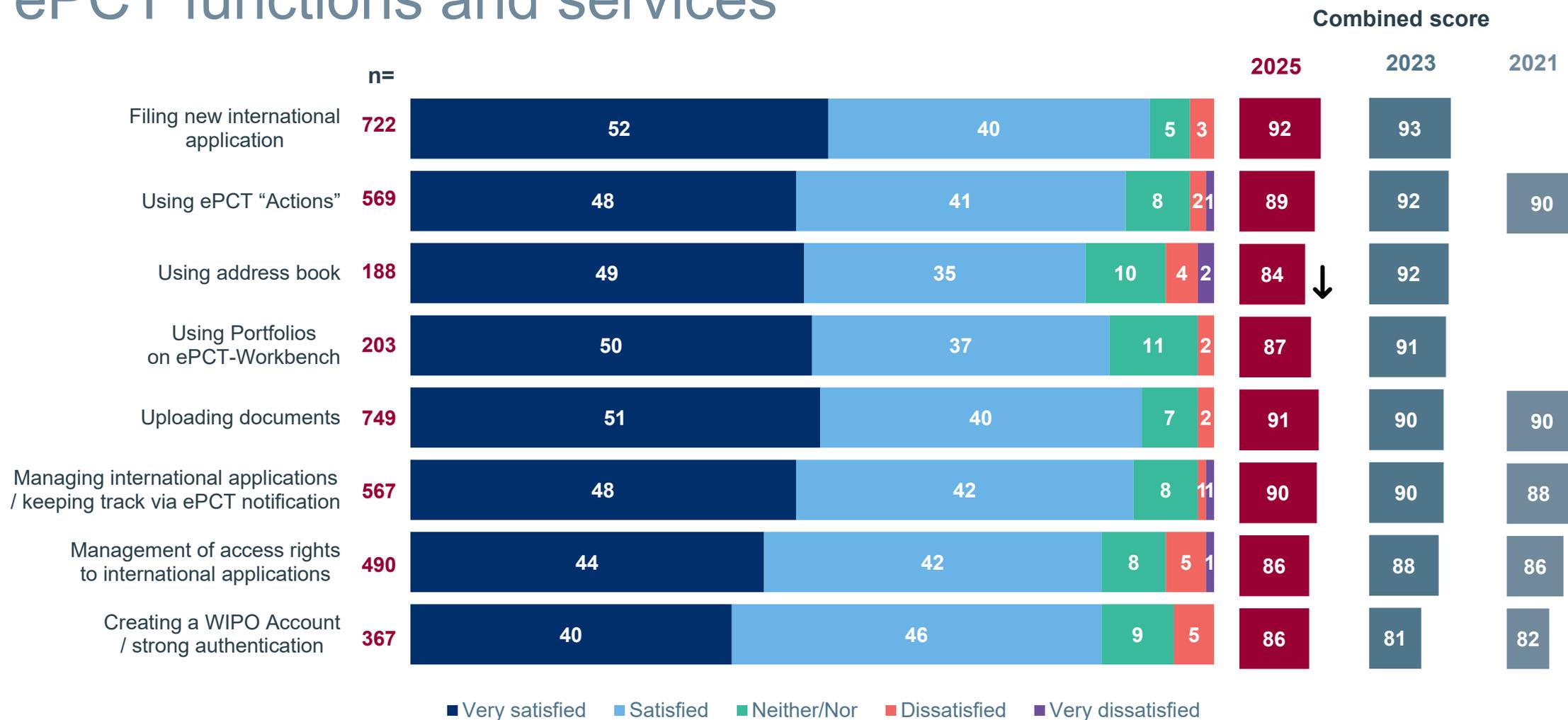
Aspects of filing and processing PCT applications by the International Bureau acting as receiving Office (RO/IB)



All who dealt with PCT filings with IB acting as RO/IB.

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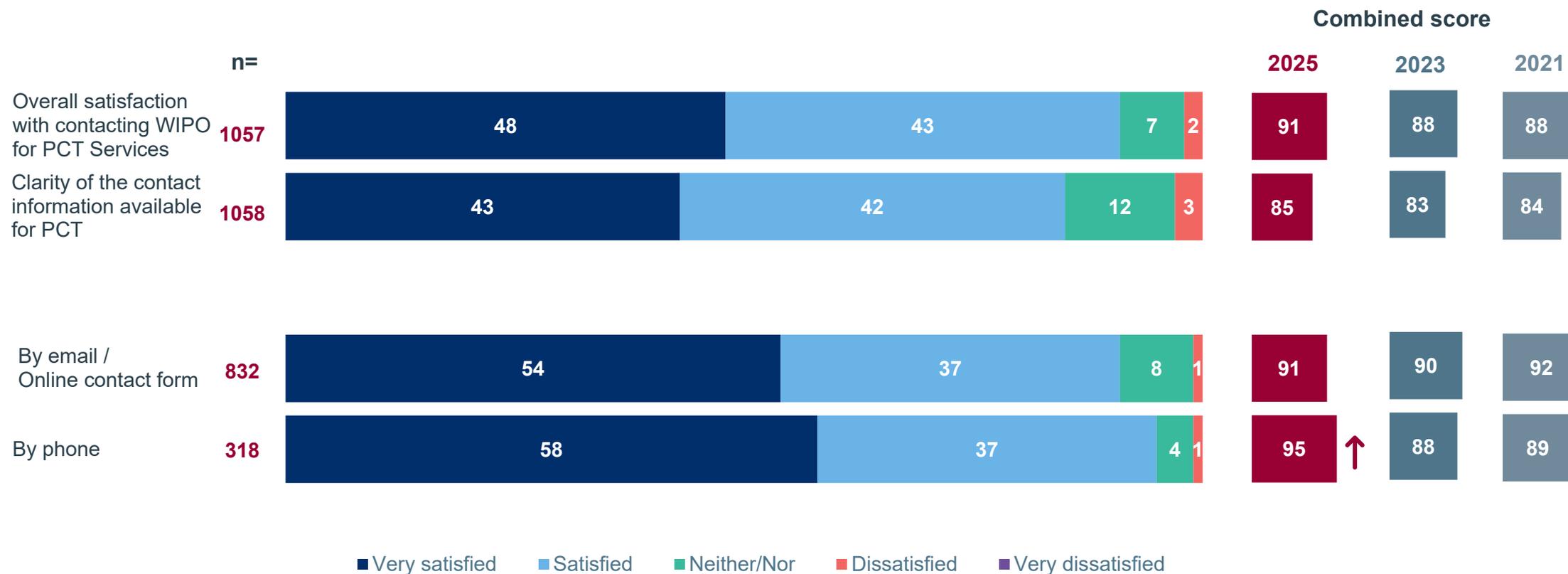
ePCT functions and services



All who used ePCT.

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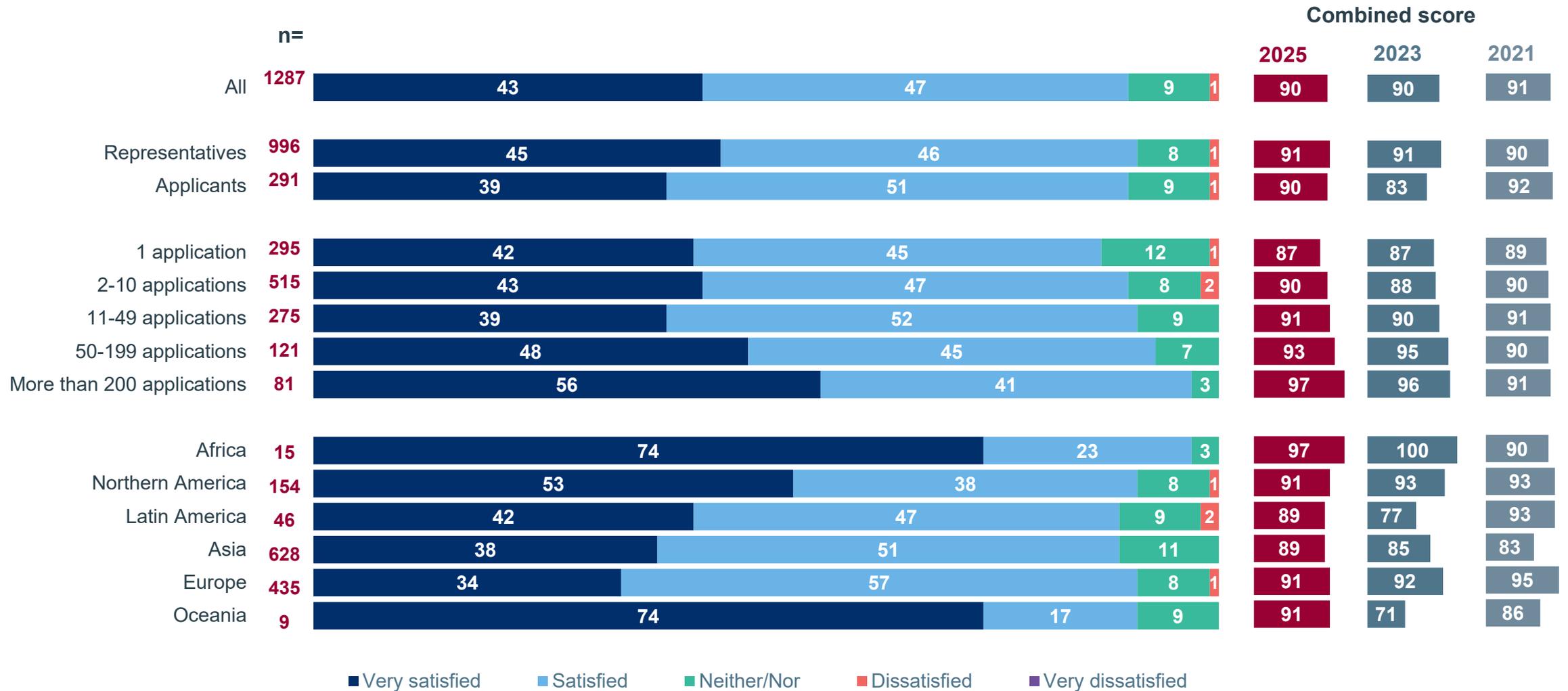
Contacting WIPO regarding PCT services



All who contacted WIPO regarding PCT services.

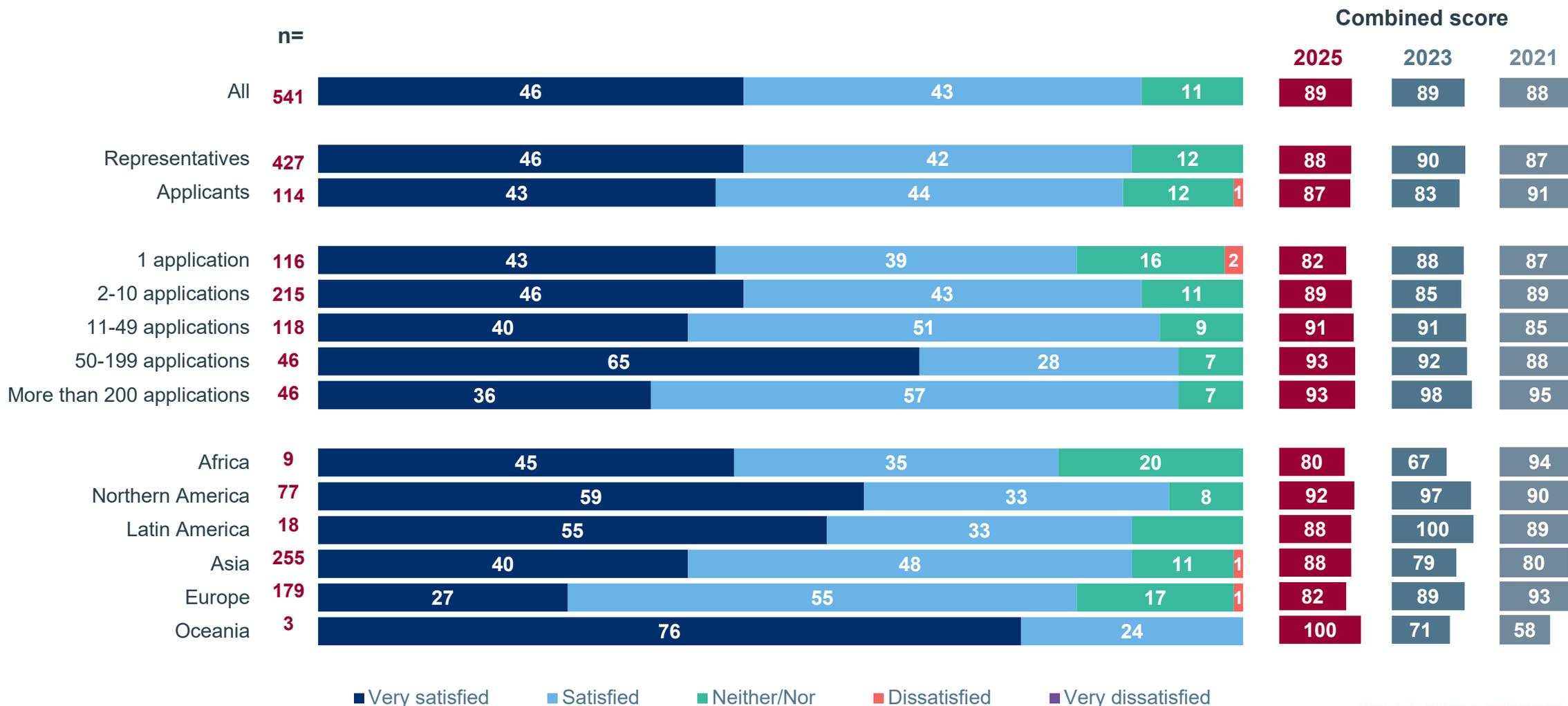
PCT_09

PCT information resources



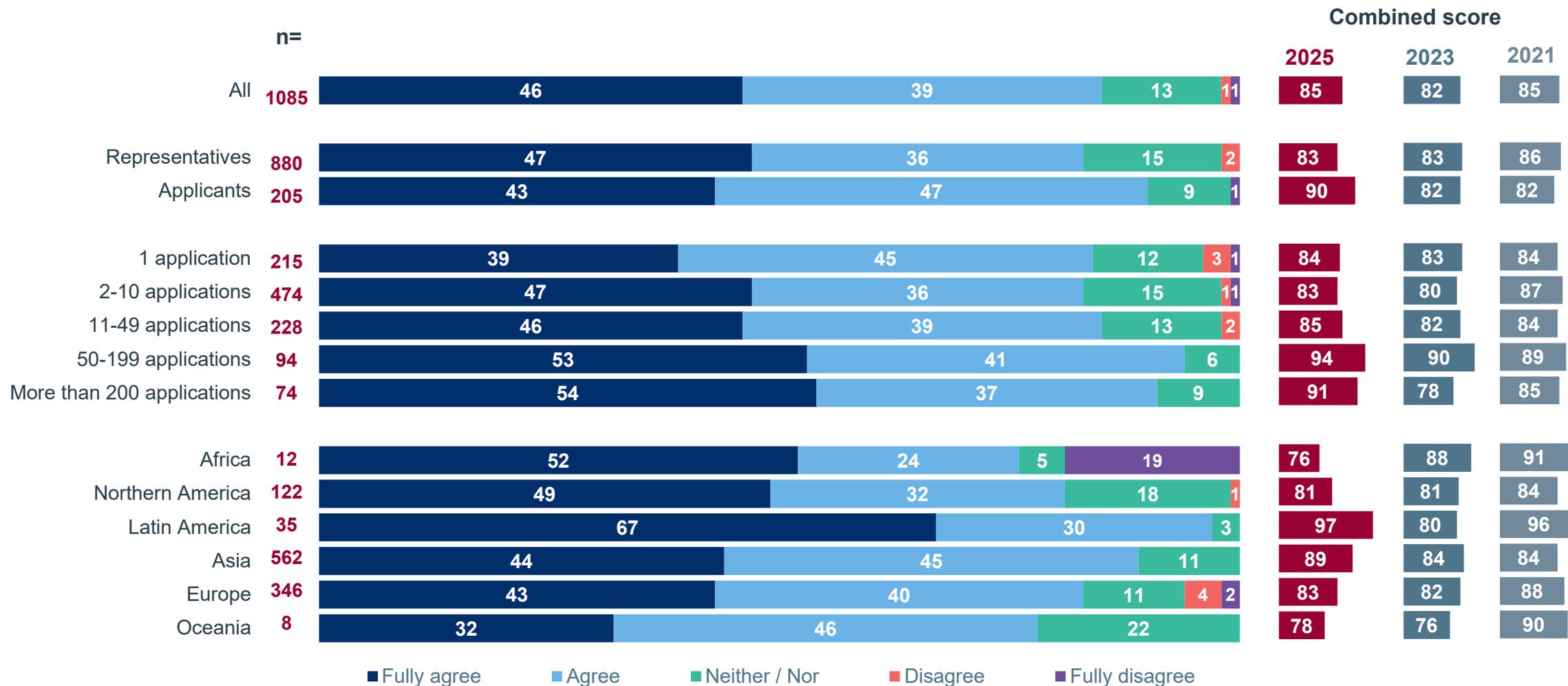
All who used at least one of the PCT information resources.

WIPO's PCT training services



All who used at least one kind of PCT training service.

Added value of PCT international phase procedure for processing in the national phase – overall agreement



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

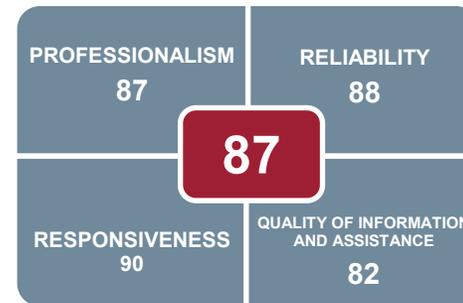
PCT Customer Satisfaction Index (CSI)

Since 2019, the CSI helps as a composite indicator to align measurement of customer satisfaction across WIPO's services (PCT, Madrid, Hague ...).

PCT CSI 2025/2026



PCT CSI 2023/2024



PCT CSI 2021/2022



Taking statistical uncertainty into consideration, the statistical variance is +/- 2.
The true value of the CSI – 88 – is between 86.4 and 90.4.

Number of interviews by country

Number of interviews by country, n=1655							
Algeria	2	Dominican Republic (the)	1	Kazakhstan	1	Saudi Arabia	1
Andorra	2	Ecuador	1	Liechtenstein	3	Serbia	5
Armenia	1	Egypt	3	Lithuania	1	Singapore	9
Australia	7	Estonia	1	Luxembourg	2	Slovakia	5
Austria	8	Ethiopia	1	Malaysia	7	Slovenia	4
Azerbaijan	3	Finland	10	Mexico	10	South Africa	8
Belgium	14	France	42	Morocco	4	Spain	38
Bosnia and Herzegovina	1	Germany	149	Netherlands (Kingdom of the)	17	Sweden	16
Brazil	25	Greece	9	New Zealand	4	Switzerland	21
Bulgaria	2	Hungary	4	Norway	6	Syrian Arab Republic (the)	1
Canada	22	India	43	Peru	2	Thailand	7
Chile	11	Iran (Islamic Republic of)	22	Philippines	3	Türkiye	16
China	402	Ireland	1	Poland	7	Ukraine	6
Colombia	1	Israel	23	Portugal	4	United Arab Emirates (the)	1
Cuba	3	Italy	59	Republic of Korea (the)	123	United Kingdom (the)	23
Czech Republic (the)	9	Japan	214	Romania	3	United States of America (the)	164
Denmark	16	Jordan	2	Russian Federation (the)	15	Viet Nam	4

Methodology

- The survey questionnaire:
 - was available in ten languages: English, French, Spanish, Arabic, Chinese, Russian, Japanese, Portuguese, German and Korean.
 - Survey period: 27 October 2025 – 31 December 2025.
- A total of 25 012 invitations were sent out to users. And the total response rate is 9%.
- The survey fieldwork resulted in 1 699 fully completed interviews and 59 almost completed interviews.
- For the filing and processing of PCT applications as well as calculating the Customer Satisfaction Index 1 655 interviews were selected for analysis.

Takeaways

- The PCT User Satisfaction Survey 2025/2026 showed high overall satisfaction ratings
- The PCT system continues to provide high value to the majority of PCT users
- Comments and suggestions as to how to improve specific aspects of PCT services will be taken into account and efforts will be made to improve services
- The International Bureau thanks PCT users for their detailed and constructive feedback