Respondents

- 1,968 survey participants
- Countries: US, AT, CN, JP, DE, IT, IL, KR, RU, IN, CA, FR, ES, GB, BR
- 80% general PCT users/20% RO/IB clients
- 50% agents/law firms, 49% large companies
- 25% had attended an in-person PCT seminar, 11% webinars, 10% watched PCT online training videos, and 8% PCT DL course
- 53% ePCT private service users, compared to 35% in 2015
Overall PCT Satisfaction 2017

90

Dissatisfied: 3
Moderately satisfied: 8
Satisfied: 36
Very satisfied: 36
Extremely satisfied: 18
PCT User satisfaction has progressed since 2015

90 (2017) vs 89 (2015)

2015

2017
Satisfaction varies by user type

- Satisfaction level
  - large company users remains high and continues to progress
    - Likewise for SME applicants
  - agents in law firms remains positive
  - individual applicants appears to have decreased to some extent
  - very little data in this survey from small segment of universities and public research institutions
Satisfaction varies by applicant country

- Users from North America remain most satisfied
- As also found in 2015, users from Asian countries (Japan, Republic of Korea, Singapore, Australia) and Russian Federation show the lowest levels of satisfaction
- Satisfaction levels in India and China have progressed
- European users show differing satisfaction levels
  - Swedish, Danish, French and Swiss users quite satisfied
  - United Kingdom, Italy, Belgium, Spain less so
### Filling applications with RO/IB
- Positive values / strengths attributed to PCT RO/IB: friendliness, quality of explanations, support, opening hours, ease of filing the application, choice of languages, access

### Processing by IB
- Accuracy and timeliness in processing are appreciated, and competence of staff recognized

### Using e-PCT
- e-PCT perceived as easy for submitting documents, managing files and keeping track of information
- 2 areas we will want to look at further are technical support and rights management, which are slightly under the other satisfaction levels
Contacting the PCT at WIPO

- **Contacting by phone**
  - PCT strengths are the friendly attitude of staff and the customization of the contact

- **Contacting by email or website**
  - PCT strengths would appear to be the responsiveness and the ease to send an inquiry
  - Finding the information needed on the website appears to still be challenging for some applicants

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<table>
<thead>
<tr>
<th>Service</th>
<th>2017</th>
<th>2015</th>
<th>Evolution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Finding information</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contacting by phone</td>
<td>96</td>
<td>95</td>
<td>1</td>
</tr>
<tr>
<td>Contacting via email or the...</td>
<td>95</td>
<td>93</td>
<td>2</td>
</tr>
<tr>
<td>Contacting the service by phone</td>
<td>94</td>
<td>89</td>
<td>5</td>
</tr>
<tr>
<td><strong>Contacting the service</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contacting the service by phone</td>
<td>94</td>
<td>92</td>
<td>2</td>
</tr>
<tr>
<td>Contacting the service by letter or by fax</td>
<td>94</td>
<td>93</td>
<td>1</td>
</tr>
</tbody>
</table>

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- **Finding information**
  - Quality of the contact detail information provided (clarity, completeness, usefulness)
  - Completeness of the answer given the first time you called
  - Opening hours
  - Effectiveness of the WIPO website Contact Us form requests
  - Style and format of the reply
  - Ease in contacting the right person for your needs
  - Responsiveness in replying to a letter or to a fax

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- **Contacting the service**
  - Responsiveness in answering the phone
  - Choice of available languages of communication
  - Completeness of the answer given the first time you called
  - Availability of staff
  - Opening hours
  - Ease in finding how to contact these services (phone, fax, email, etc)
  - Ease in finding the right service for your needs
  - Efficiency of the WIPO website Contact Us form requests
  - Effectiveness of the WIPO website
  - Ease in finding the required information on the WIPO website

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- **Evolution**
  - Friendly attitude of staff
  - Quality of the language used in replies
  - Ease in sending your enquiry via the website (Contact Us form)
  - Quality of the language spoken
  - Quality of the language of the reply
  - Ease in finding the required information on the WIPO website
  - Ease in finding how to contact these services (phone, fax, email, etc)
  - Ease in contacting the right person for your needs
  - Responsiveness in replying to a letter or to a fax
  - Ease in finding the required information on the WIPO website
Interaction with WIPO PCT staff

- Progress in all aspects of interacting with PCT staff

- Very particularly proud of user assessments as to:
  - courtesy
  - competence
  - making commitments and respecting them
  - quality of responses
  - proactive attitude

<table>
<thead>
<tr>
<th>Service Area</th>
<th>2017</th>
<th>2015</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff attitude</td>
<td>96%</td>
<td>93%</td>
<td>3%</td>
</tr>
<tr>
<td>Assistance provided with regard to issues or complaints</td>
<td>92%</td>
<td>90%</td>
<td>2%</td>
</tr>
<tr>
<td>Relating to staff</td>
<td>94%</td>
<td>93%</td>
<td>1%</td>
</tr>
</tbody>
</table>

**Perceived Quality: % Meet my expectations**

- **Staff attitude**
  - Courtesy of staff
    - 99% in 2017, 97% in 2015, 2% improvement
  - Competence of staff
    - 97% in 2017, 95% in 2015, 2% improvement
  - Making commitments and respecting them
    - 97% in 2017, 95% in 2015, 2% improvement
  - Listening to your request and understanding your needs
    - 96% in 2017, 94% in 2015, 2% improvement
  - Quality of the response
    - 96% in 2017, 93% in 2015, 3% improvement
  - Responsiveness in providing a first reply or in acknowledging receipt of a request
    - 95% in 2017, 94% in 2015, 1% improvement
  - Listening to you and understanding your problem
    - 95% in 2017, 91% in 2015, 4% improvement
  - Proactive attitude of staff
    - 94% in 2017, 90% in 2015, 4% improvement
  - Information provided as to who deals with your request
    - 94% in 2017, 92% in 2015, 2% improvement
  - Continuity of assistance where your request is handled by different persons or services
    - 93% in 2017, 90% in 2015, 3% improvement
  - Our problem solving attitude
    - 92% in 2017, 91% in 2015, 1% improvement
  - Information we provided about the status of your issue or complaint
    - 92% in 2017, 91% in 2015, 1% improvement
  - Responsiveness in providing a solution
    - 90% in 2017, 89% in 2015, 1% improvement
  - Quality of the solution provided
    - 90% in 2017, 90% in 2015, 0% improvement
### Perceived Quality of training services is very good

- Seminars, webinars, DL course and video training modules are appreciated by users
- Areas in which we can improve include frequency and variety of webinars, and seminar availability

<table>
<thead>
<tr>
<th>Training Services</th>
<th>2017</th>
<th>2015</th>
<th>Evolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video Training: Quality of presentations</td>
<td>99</td>
<td>98</td>
<td>1</td>
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<tr>
<td>Video Training: Training content</td>
<td>98</td>
<td>94</td>
<td>4</td>
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<tr>
<td>PCT Seminars: Quality of the presentations</td>
<td>96</td>
<td>94</td>
<td>2</td>
</tr>
<tr>
<td>PCT DLC: Technical support received</td>
<td>96</td>
<td>93</td>
<td>3</td>
</tr>
<tr>
<td>PCT Webinars: Usefulness of the webinar</td>
<td>95</td>
<td>96</td>
<td>-1</td>
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<tr>
<td>PCT Seminars: Materials provided during the seminar</td>
<td>94</td>
<td>94</td>
<td>0</td>
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<tr>
<td>PCT Seminars: Training content</td>
<td>94</td>
<td>92</td>
<td>2</td>
</tr>
<tr>
<td>PCT Webinars: Quality of the presentations</td>
<td>94</td>
<td>93</td>
<td>1</td>
</tr>
<tr>
<td>PCT DLC: User-friendliness of the online course</td>
<td>94</td>
<td>95</td>
<td>-1</td>
</tr>
<tr>
<td>PCT DLC: Training content</td>
<td>94</td>
<td>96</td>
<td>-2</td>
</tr>
<tr>
<td>Video Training: Duration of videos</td>
<td>94</td>
<td>94</td>
<td>0</td>
</tr>
<tr>
<td>PCT Webinars: Training content</td>
<td>93</td>
<td>95</td>
<td>-2</td>
</tr>
<tr>
<td>PCT Seminars: Availability of seminars</td>
<td>89</td>
<td>83</td>
<td>6</td>
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<tr>
<td>PCT Webinars: Topics variety</td>
<td>88</td>
<td>90</td>
<td>-2</td>
</tr>
<tr>
<td>PCT Webinars: Frequency of webinars</td>
<td>86</td>
<td>83</td>
<td>3</td>
</tr>
</tbody>
</table>
### PCT Information Resources

Users continue to appreciate the PCT information resources (monthly Newsletter, Applicant’s Guide (updated weekly) and website).

We will look at improving Guide completeness and clarity, ease of finding relevant information in the Newsletter, and e-filing tech support information online.

**Perceived Quality: % Meet my expectations**

<table>
<thead>
<tr>
<th>Information on the website</th>
<th>General information</th>
<th>2017</th>
<th>2015</th>
<th>Evolution</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Information on filing a PCT application</td>
<td>93</td>
<td>91</td>
<td>-2</td>
</tr>
<tr>
<td></td>
<td>Other topics</td>
<td>93</td>
<td>89</td>
<td>-4</td>
</tr>
<tr>
<td>Newsletter</td>
<td>PCT Newsletter: Clarity of the information</td>
<td>92</td>
<td>93</td>
<td>1</td>
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<tr>
<td></td>
<td>PCT Newsletter: Completeness</td>
<td>92</td>
<td>92</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>PCT Newsletter: Helpfulness</td>
<td>92</td>
<td>93</td>
<td>-1</td>
</tr>
<tr>
<td>Information on the website</td>
<td>Training, seminars, webinars, etc.</td>
<td>91</td>
<td>86</td>
<td>5</td>
</tr>
<tr>
<td>App. Guide</td>
<td>Legal information</td>
<td>90</td>
<td>89</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>App. Guide: Helpfulness</td>
<td>90</td>
<td>90</td>
<td>0</td>
</tr>
<tr>
<td>Newsletter</td>
<td>PCT Newsletter: Ease of finding information</td>
<td>89</td>
<td>92</td>
<td>-3</td>
</tr>
<tr>
<td>App. Guide</td>
<td>App. Guide: Clarity of the information</td>
<td>88</td>
<td>87</td>
<td>-1</td>
</tr>
<tr>
<td>Information on the website</td>
<td>Technical support on e-filing</td>
<td>86</td>
<td>83</td>
<td>3</td>
</tr>
</tbody>
</table>
PCT-related finance services

- WIPO PCT-related finance services appear generally to meet user expectations

- It appears that users would like:
  - increased ease in contacting finance services
  - greater responsiveness to payment requests
  - wider variety of payment methods
perceived quality of PCT services by non-WIPO actors is quite good and improved since 2015

- Areas to flag to PCT Offices/Authorities:
  - availability of RO staff
  - quality of ISA written opinion
  - quality of IPER
Examples of textual comments  (more than 1,000 submitted)

Categories: ePCT, training, PCT information/website, application processing, contacting PCT@WIPO, other Offices

Examples:

- I don’t love the ePCT system program, but it is not difficult to be used
- it would be nice to receive emails on when training or webinars would be occurring
- like most websites that shall provide a lot of information it can sometimes be a bit confusing finding your way
- I am not satisfied with the decreasing quality of the search report, the written opinion and the preliminary examination report of [office X]
- support on licensing, technology development and financial support for national phase for individual natural persons would need to be explored with legal interface
Takeaways

- PCT continues to offer a strong, consistent service
- Perceived quality of PCT services overall has made progress since the last user survey in 2015
- Customers confirm quality of PCT staff contacts (friendly, competent, solution-oriented, reactive) as well as quality of information systems (content and accuracy), and training programs
- % of customers indicating dissatisfaction has increased since 2015; we will dig deeper into this to assess what is behind it
- Further work is needed (and already underway) on structuring information content on the PCT portion of the WIPO website so as to make relevant information easier to find