



**WIPO | PCT**

The International  
Patent System

# 2021/2022 PCT User Satisfaction Survey: Summary

Geneva  
May, 2023

# Summary (1)

- PCT@WIPO continued to offer strong, consistent and highly valued service, as reflected in the 2021/2022 PCT User Survey
  - 90% of PCT users said they were either “very satisfied” (39%) or “satisfied” (51%) with PCT-related services provided by WIPO
    - Slight increase over the 88% satisfaction in 2019 and similar to the previous PCT user surveys (2009, 2015, 2017) (not directly comparable because of the change of methodology in 2019)
  - Highest overall levels of satisfaction were expressed by:
    - experienced users (5-9 years of experience—92% versus no experience 79%)
    - representatives of applicants (90%) (versus applicants—87%)
    - users from Africa, Americas and Europe (92-97%) (versus Asia—83%)

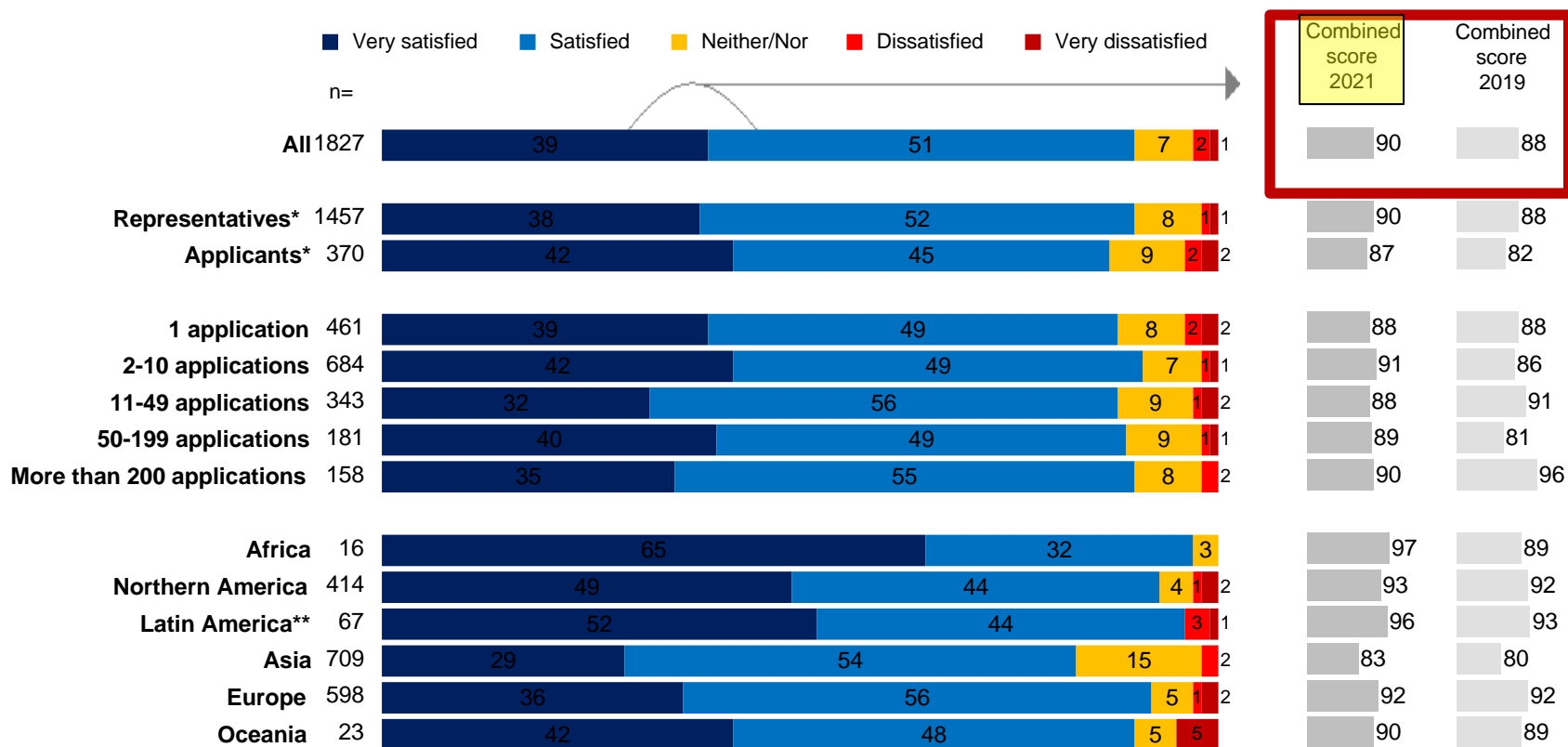
## Summary (2)

- Users confirmed high level 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
- The International Bureau (IB) has prepared a plan of action to address issues identified in the survey. Improvements are under preparation for the PCT resources and services.

# Key PCT services measured

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

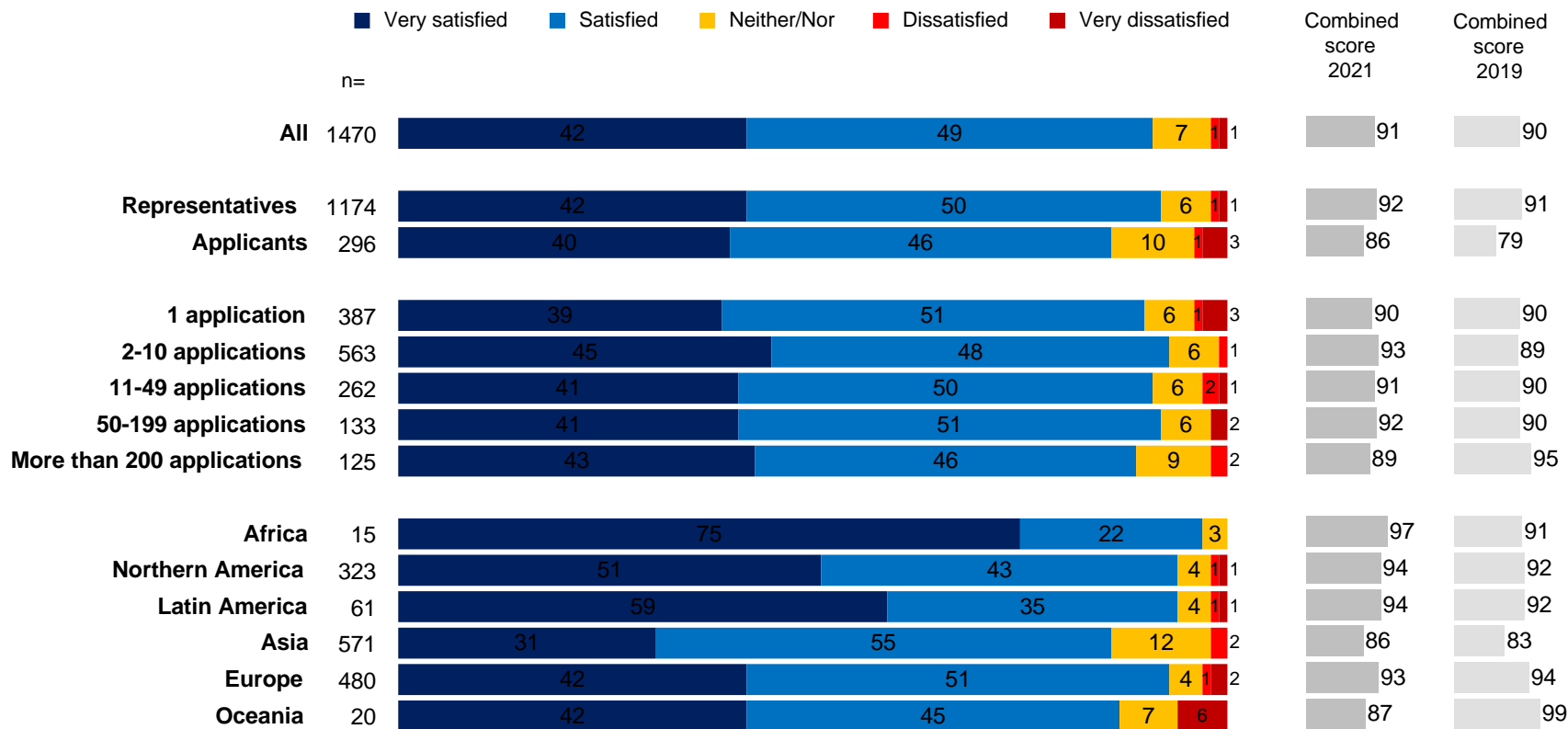
# Overall Satisfaction with PCT-related services



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

PCT\_01

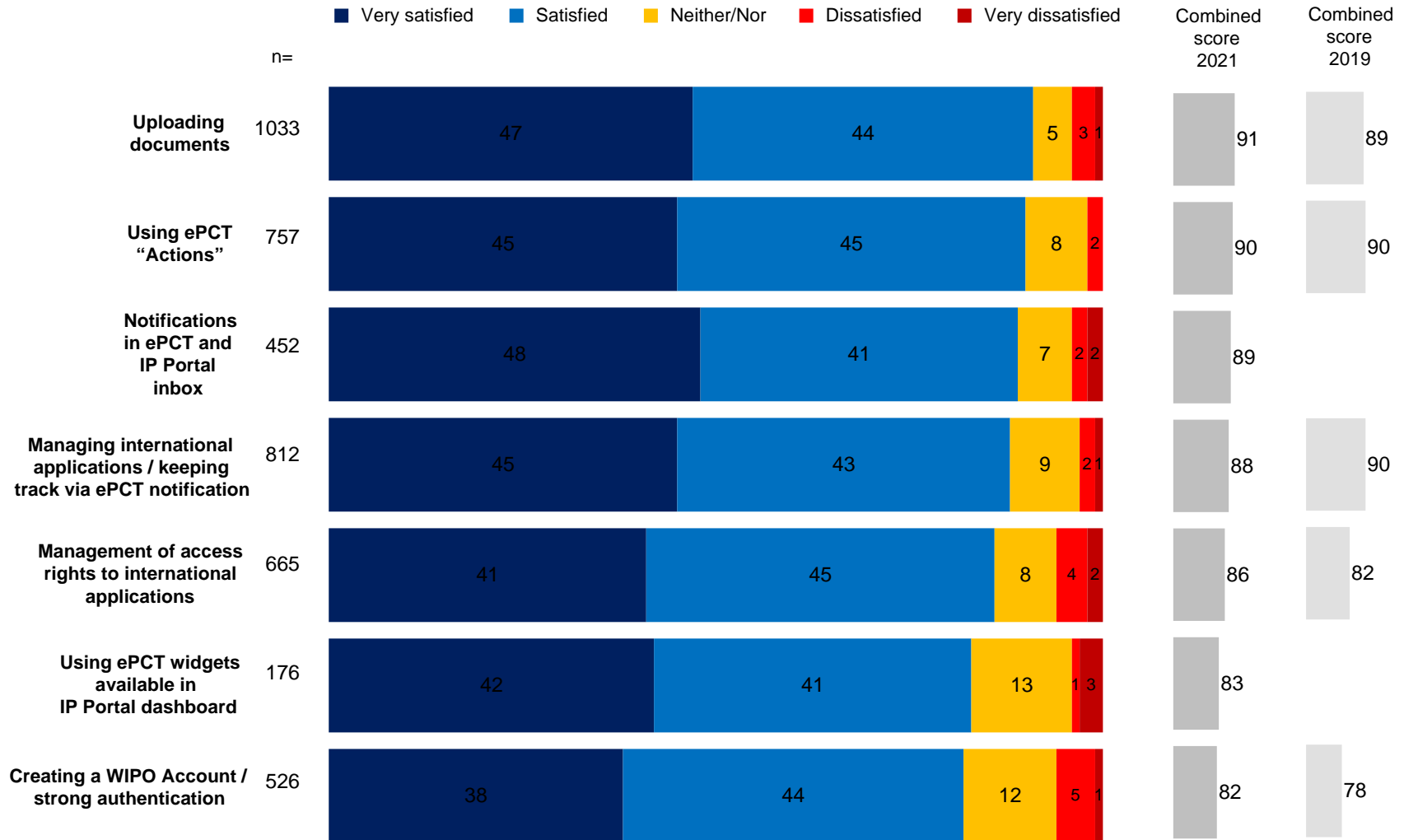
# Overall Satisfaction with processing of PCT applications by the IB of WIPO



All who are dealing with PCT filings.

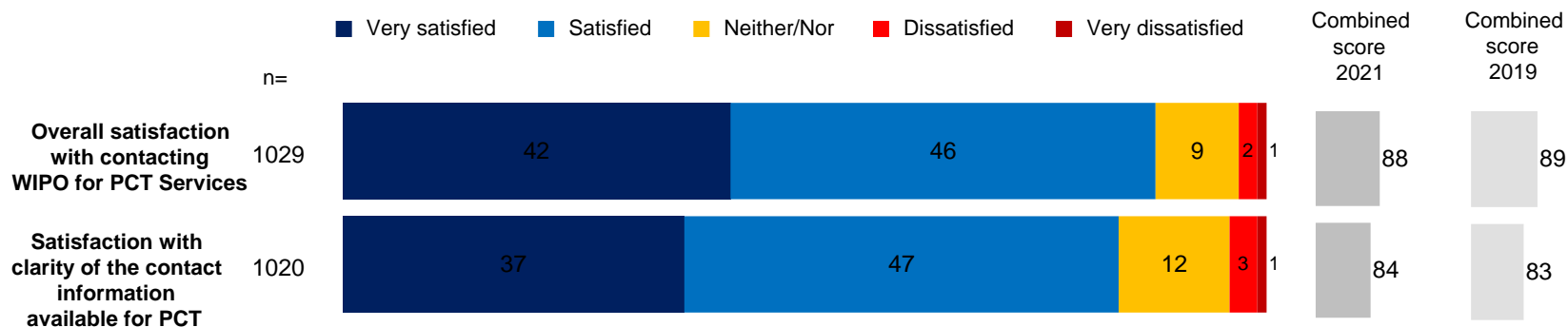
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# Satisfaction with functions of the ePCT services

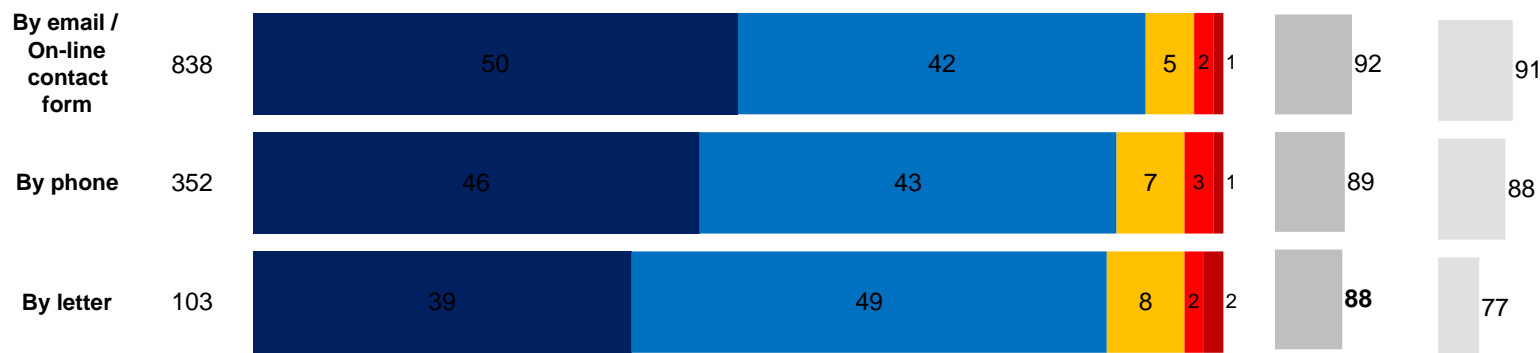


All who used ePCT.  
PCT\_06

# Satisfaction with contacting WIPO PCT services



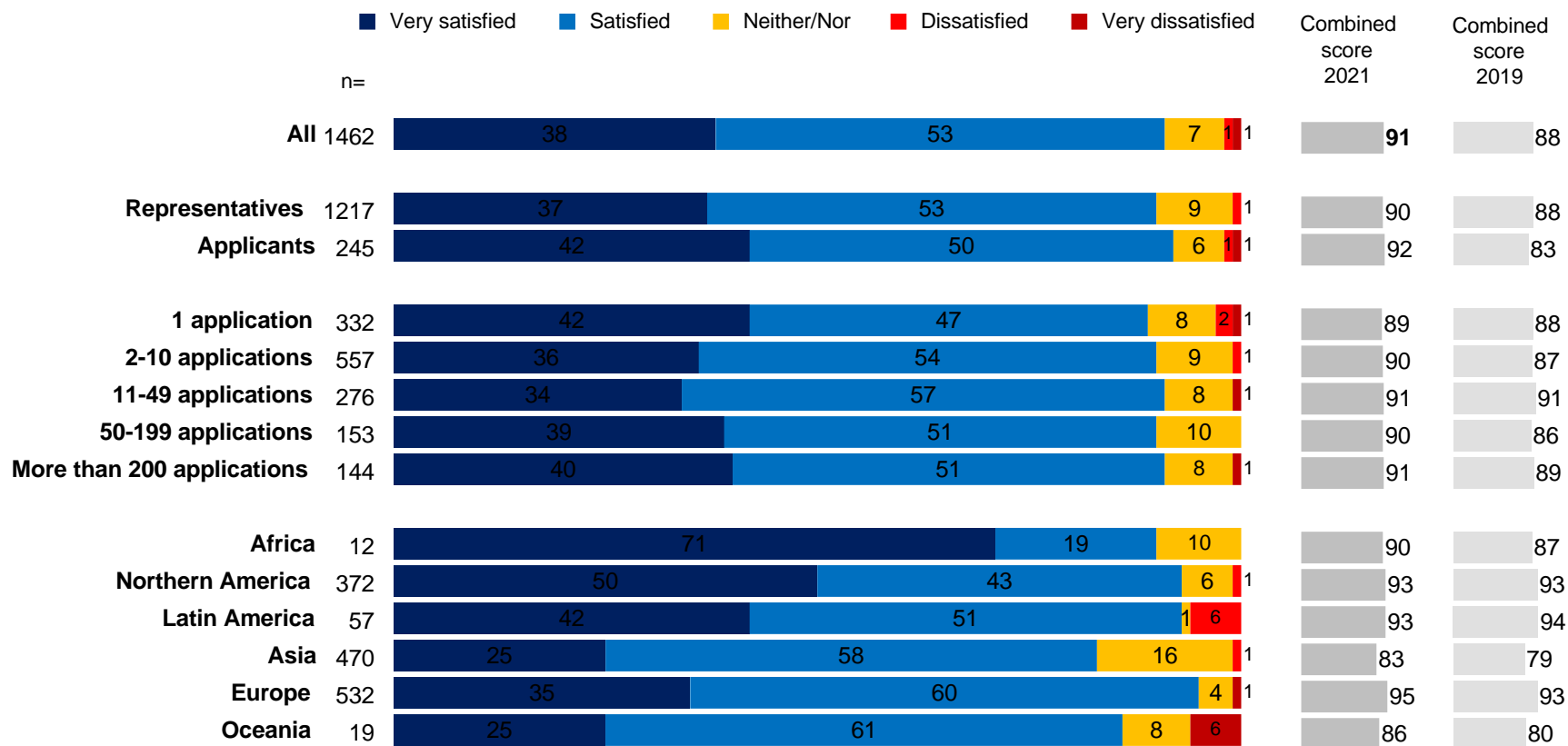
## Satisfaction with contacting any of the PCT services through the following communication channels:



All who contacted WIPO regarding PCT services.  
PCT\_09



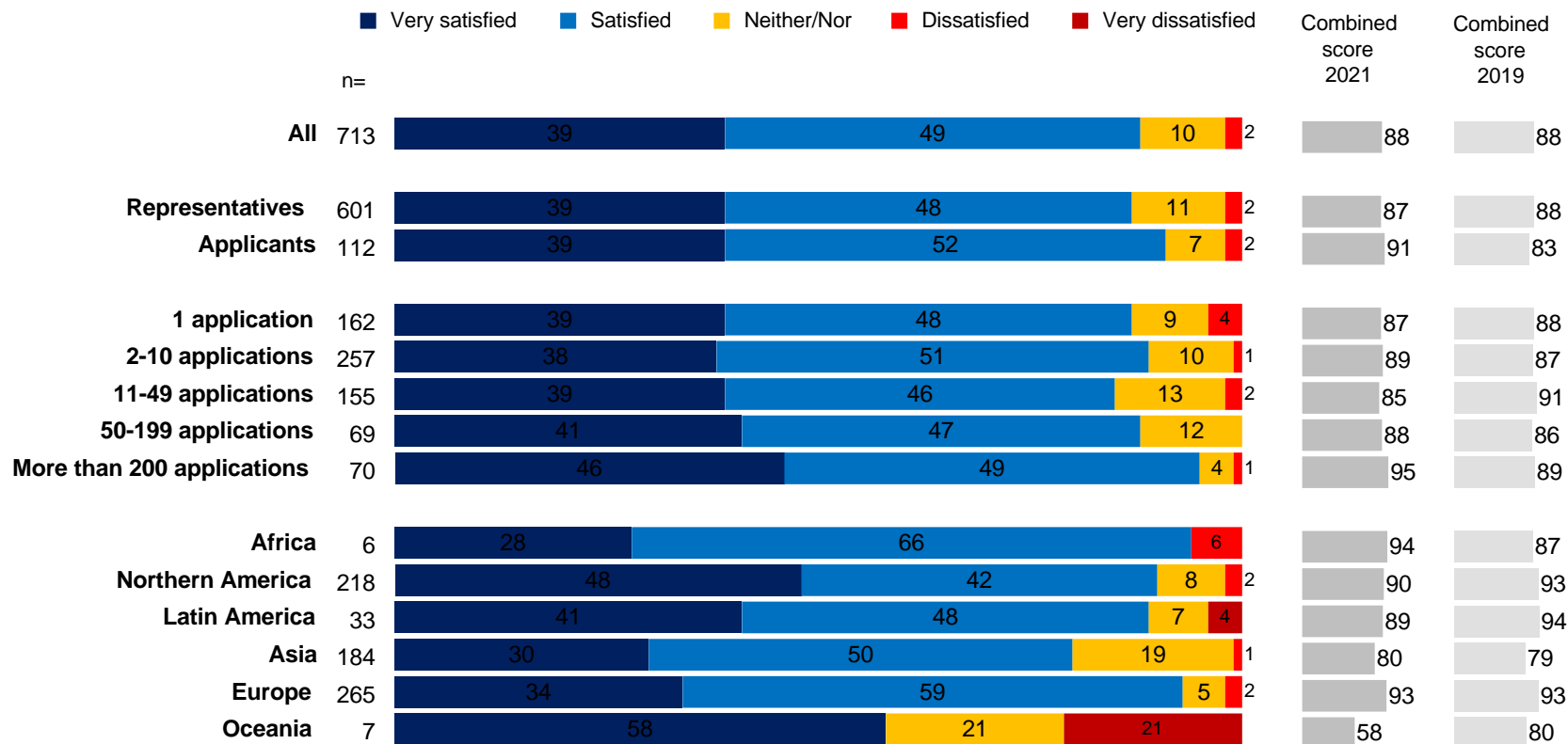
# Overall satisfaction with PCT Information resources



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

PCT\_19

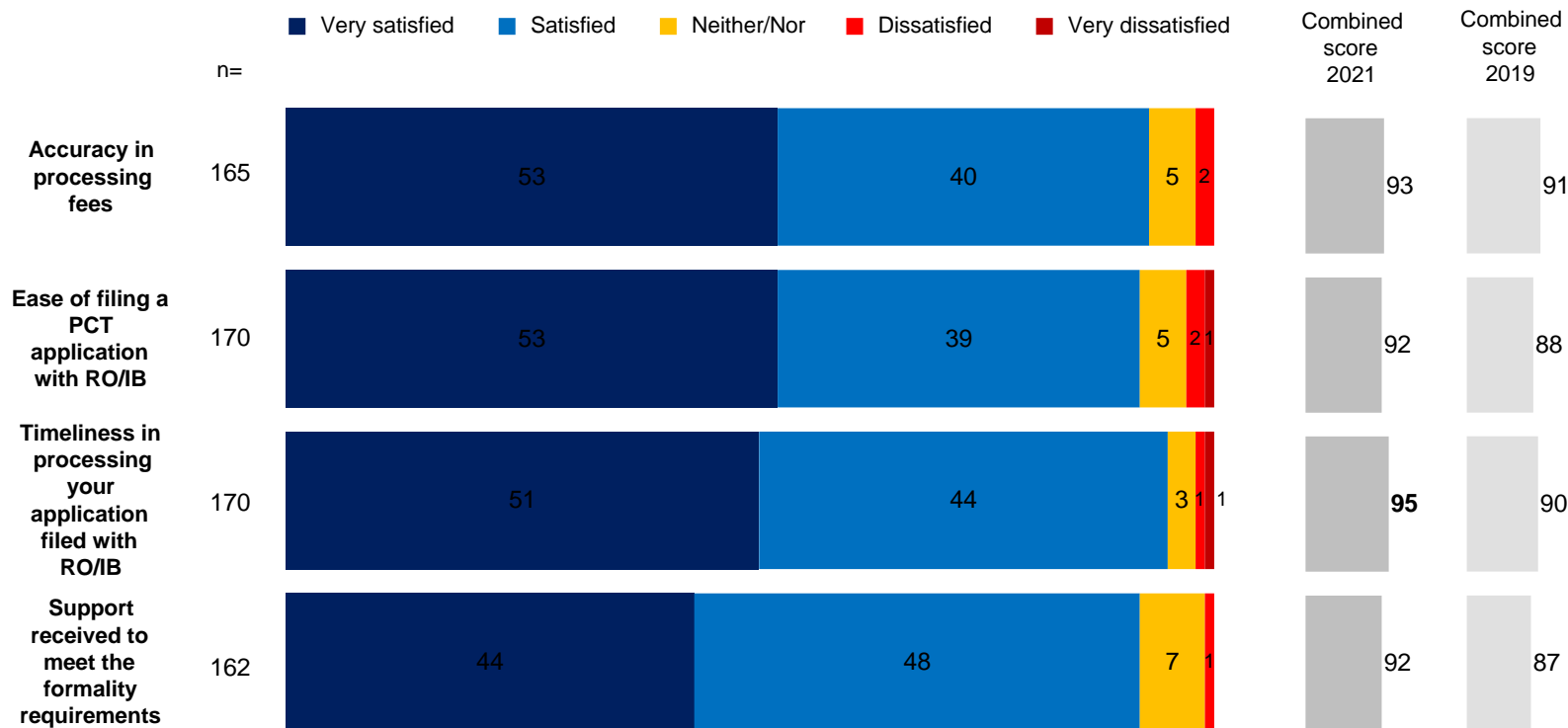
# Overall satisfaction with PCT trainings provided by WIPO



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

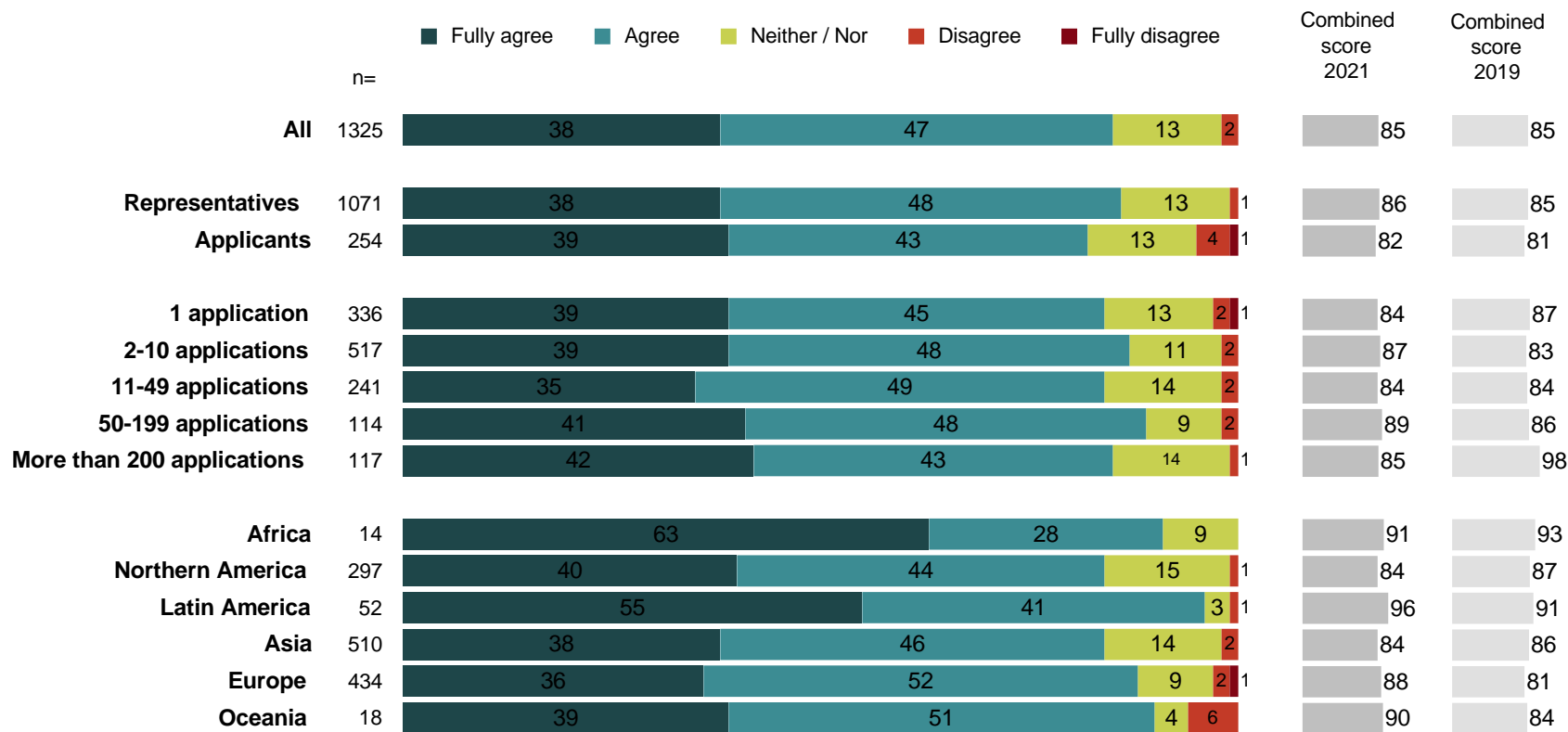
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# Satisfaction with aspects of filing and processing PCT applications by the IB acting as RO / IB



All who are dealing with PCT filings with IB acting as RO/IB according to the sample.  
PCT\_04

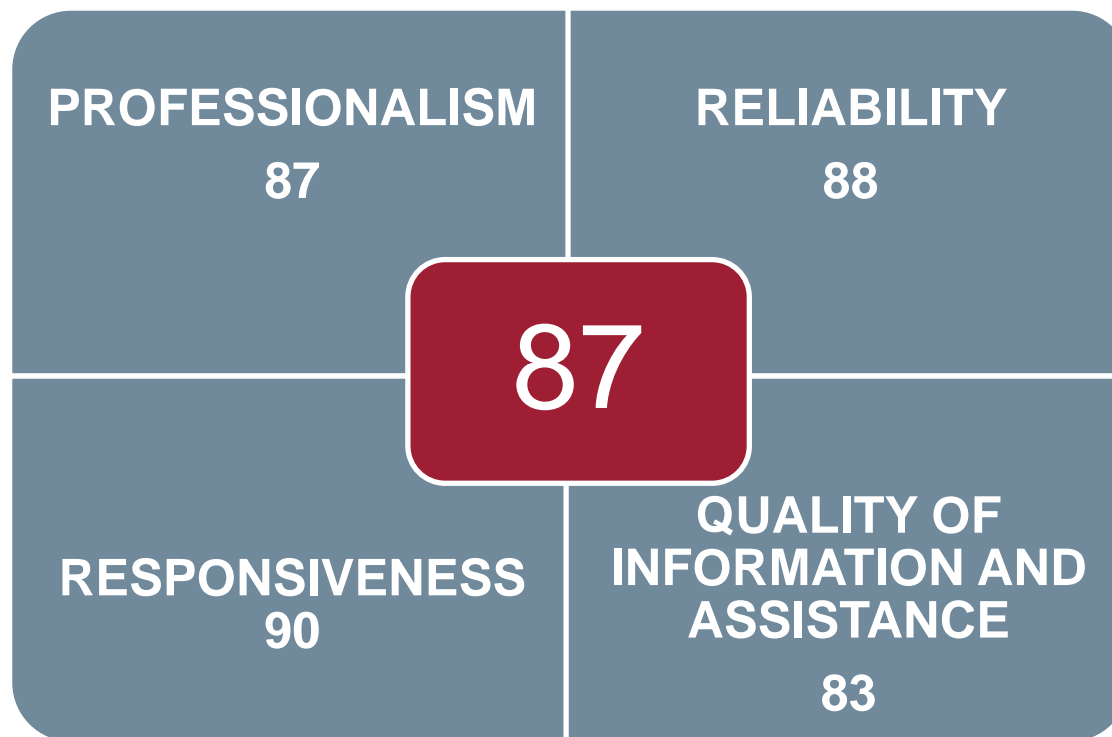
# Overall agreement: the PCT international phase procedure added value to the processing of application in the national phase



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

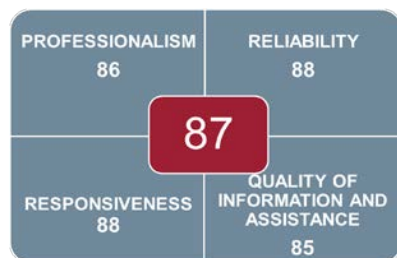
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# PCT Customer Satisfaction Index



Since 2019, the WIPO Customer Satisfaction Index aligns the measurement of customer satisfaction by a common set of service dimensions for the main WIPO services (PCT, Madrid, Hague ...). The PCT CSI for the previous biennium is the following:

CSI 2019



# Number of interviews by countries

Number of interviews by countries, n=1 837					
Algeria	1	Greece	8	Portugal	10
Antigua and Barbuda	1	Hungary	1	Qatar	1
Australia	16	Iceland	1	Republic of Moldova	1
Austria	12	India	42	Romania	3
Azerbaijan	1	Indonesia	1	Russian Federation	46
Belarus	1	Iran	12	Senegal	1
Belgium	8	Ireland	3	Serbia	2
Brazil	30	Israel	19	Singapore	11
Bulgaria	3	Italy	69	Slovakia	3
Canada	40	Japan	298	Slovenia	3
Chile	6	Jordan	2	South Africa	5
China	177	Kazakhstan	2	South Korea	100
Colombia	6	Kenya	1	Spain	29
Costa Rica	1	Latvia	4	Sri Lanka	1
Croatia	1	Lithuania	3	Sudan (the)	1
Cuba	3	Luxembourg	1	Sweden	20
Cyprus	2	Malaysia	10	Switzerland	35
Czechia	7	Mexico	17	Syrian Arab Republic	1
Democratic People's Republic of Korea	1	Morocco	3	Thailand	6
Denmark	17	Netherlands	21	Tunisia	1
Dominican Republic	1	New Zealand	7	Turkey	18
Egypt	3	North Macedonia	1	Ukraine	5
Estonia	3	Norway	11	United Kingdom (UK)	54
Finland	8	Oman	2	United States of America	374
France	72	Peru	2	Viet Nam	5
Georgia	1	Philippines	2		
Germany	124	Poland	12		

# Take away

- The PCT User Survey 2021/2022 showed high overall satisfaction ratings
- The PCT system continues to provide high value to the majority of PCT users
- The various comments and suggestions, as to how to improve specific aspects of the PCT services, are taken into account and efforts are made to improve these services
- The International Bureau thanks the PCT Users for the detailed and constructive feedback given