



ORIGINAL: ENGLISH
DATE: NOVEMBER 27, 2018

PCT Office Feedback Survey 2016-2017

Report of Results

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INTRODUCTION

Aiming to assess the level of satisfaction with the Patent Cooperation Treaty (PCT) services provided by the International Bureau during the 2016-2017 biennium, the PCT Office Feedback Survey 2016-2017 (hereinafter referred to as “the Survey”) was addressed to 152 Offices in their capacities as receiving Office, International Searching Authority, International Preliminary Examining Authority and/or designated or elected Office under the PCT, inviting their participation in the Survey regarding services provided to Offices by the International Bureau¹. Following the annual surveys covering services provided in 2010, 2011 and 2012, the survey timing was aligned in 2013 to WIPO’s budget cycle, starting with the survey covering the 2014-2015 biennium and continuing with this survey covering the 2016-2017 biennium.

This report reflects the results of the fifth running of the Survey, which is, in the main, unchanged from the Survey covering 2010, except for a number of minor revisions: (i) the questions related to PCT IT tools were amended so as to add two questions related to ePCT and one question regarding the “eSearchCopy” system; (ii) the IT tools question regarding PADOS was removed; and (iii) a question regarding patent examination related assistance provided by the PCT International Cooperation Division was added.

The Survey consisted of an online questionnaire² in the 6 UN languages, regarding the 6 areas of PCT services provided by the International Bureau:

- PCT international cooperative activities;
- Organization of the meetings of PCT administrative bodies;
- PCT IT tools;
- PCT international applications processing service;
- PCT document availability; and,
- PCT translation service.

A copy of the entire questionnaire was furnished together with the Survey to help Offices understand the questionnaire structure and facilitate internal coordination prior to an individual submitting the response online.

The responses have been analyzed to assess the Office’s satisfaction with PCT services provided by the International Bureau with a view towards providing valuable input for improving those PCT services. Part of the Survey results has been utilized as a performance indicator in the Program Performance Report for 2016-2017. It is the International Bureau’s intention to repeat the Survey in two years’ time, covering the 2018-2019 biennium, so as to monitor progress and identify further improvement opportunities.

¹ C.PCT 1528

² The Opinio software hosted by the WIPO Information and Communication Technology Department’s Internet Services Section was used to present the questionnaire on-line.

SUMMARY

Overall, of a possible maximum 152 Offices, 44 Offices responded to the Survey (26% of the total; 17 fewer Offices responded than for the 2014-2015 biennium). To provide a general summary, the responses to the “Overall Satisfaction” question regarding each of the 6 areas of PCT services provided are shown in the following table (the rating average throughout this report excludes the “Not Applicable” (N/A) responses):

Overall Satisfaction:	Totally Satisfied (5)	Highly Satisfied (4)	Satisfied (3)	Partially Satisfied (2)	Dis-satisfied (1)	N/A	Rating avg. 2016-2017	Rating avg. 2014-2015	Rating avg. 2012
Cooperative activities	18	16	8	1	0	1	4.2	3.8	3.8
IT Tools	13	18	10	1	0	2	4.0	3.7	3.6
Meetings	16	13	10	1	0	4	4.1	3.9	4.0
Operations	16	17	9	0	0	2	4.2	4.0	4.0
Document availability	17	15	10	1	0	1	4.1	4.0	3.9
Translation	11	8	15	1	0	9	3.8	3.5	3.8

The table above, showing ratings that reflect the depth of satisfaction in PCT services provided by the International Bureau, shows a similar set of rating averages compared with the table presented for the PCT Office feedback survey covering 2012 and the 2014-2015 biennium.

In all areas, the “Overall Satisfaction” rating averages are between “Satisfied” and “Highly Satisfied”. The general satisfaction in each of the 6 areas can also be assessed using the percentage of satisfied responses (“Totally Satisfied”, “Highly Satisfied” and “Satisfied”) from the entire set of responses:

Service area	Satisfaction percentage (excluding N/A)	Satisfaction percentage (including N/A)
Cooperative activities	98	95
IT Tools	98	93
Meetings	98	95
Operations	100	92
Document availability	98	95
Translation	98	77

The table above shows no significant changes from the table presented for the PCT Office feedback survey 2014-2015, with the exception of a small drift upwards in the satisfaction percentage including the “Not Applicable” responses, which most probably is due to the reduction in the overall response rate (higher response rates to the entire survey increases the probability of “Not Applicable” responses).

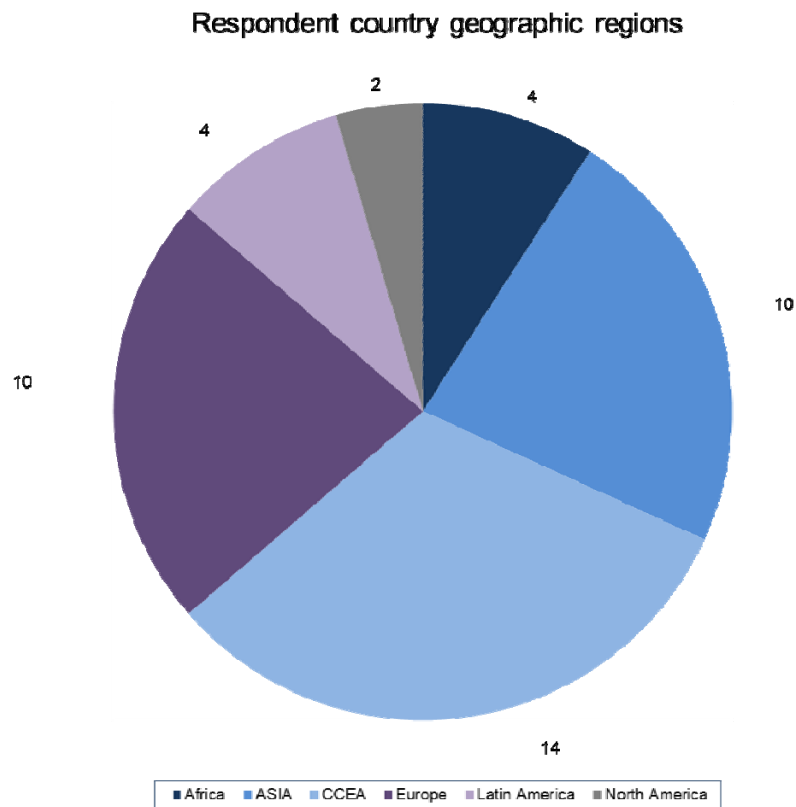
A set of comments have been received relating to all areas of service. Similar to the comments in response to the survey covering 2014-2015, the comments received suggest the following should be reviewed for possible actions:

- the provision of additional training and seminars, particularly regarding ePCT and the use of paperless filing systems;
- a request for the integration of payment systems in ePCT for receiving Offices (ROs), in addition to RO/IB, and a request for improved RO netting features in ePCT;
- further automation for PCT documents, particularly International Searching Authority (ISA) and International Preliminary Examining Authority (IPEA) reports;
- the making available of meeting documents earlier and in more concise form;
- a note that color drawings are impacting RO processing; and
- a request to deliver the survey as a fillable Microsoft Word document.

A review of the results considering country development status and geographic region is presented in Annex II.

RESPONDENTS

The chart below shows the responding Offices by geographic region:



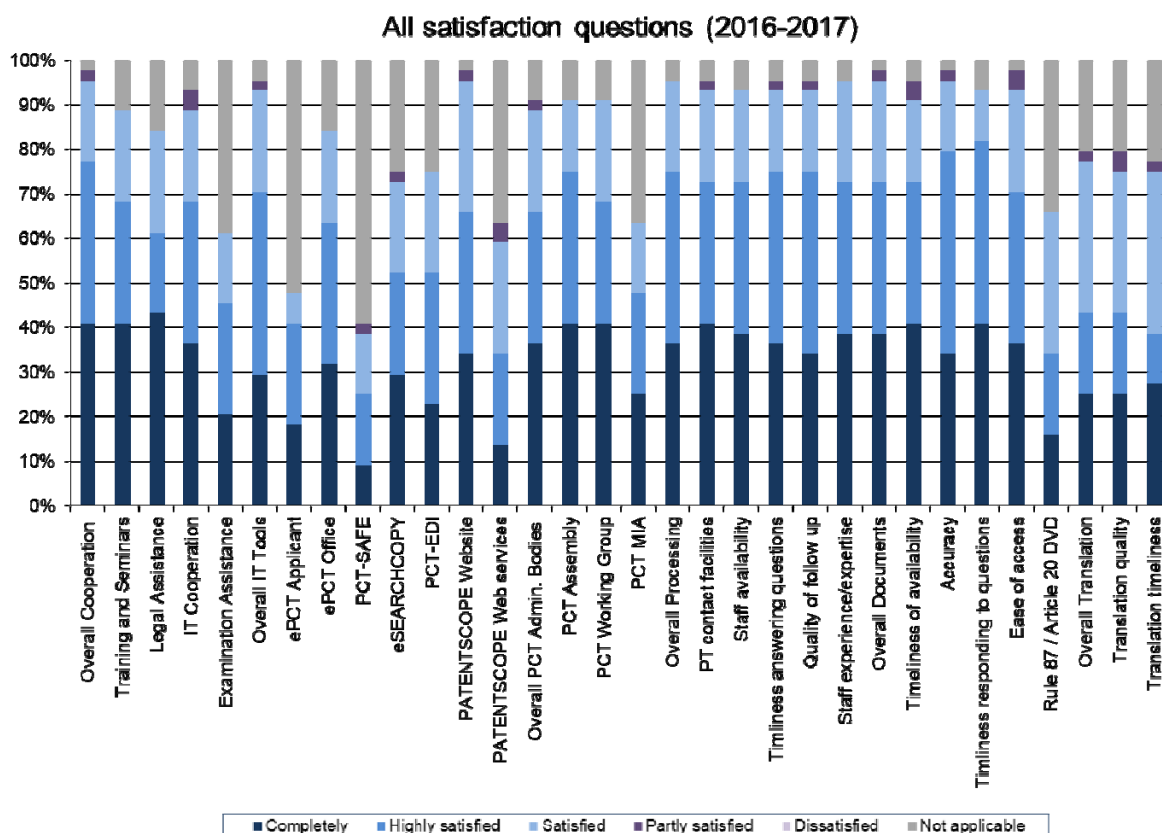
The 44 respondents represent, globally, a broad distribution of Offices.

These respondents have provided a broad representation of the various global regions.

The total number of respondents has declined since the 2014-2015 survey; this could indicate a degree of fatigue in giving feedback through surveys.

2016-2017 RESULTS

The overall set of satisfaction results³ is represented in the chart below:



The chart shows that respondents gave services provided by the International Bureau ratings of “Totally Satisfied”, “Highly Satisfied” and “Satisfied”, or “Not Applicable”; there were few ratings of “Partially Satisfied” and no “Dissatisfied” ratings.

In comparison with the survey results covering 2010, 2011, 2012 and 2014-2015, these results show slight improvements in satisfaction for the majority of the individual questions. The distribution of the “Not Applicable” ratings remains, as in 2010, 2011, 2012 and 2014-2015, consistent with the actual usage of the relevant services (for example, many Member States no longer receive the Rule 87 and/or Article 20 DVDs).

The following sections of this document review the results following the structure of the questions, organized by PCT service area. For each area of service within the PCT, the levels of satisfaction are presented, and the level of coverage/applicability and the descriptive comments are reviewed.

³ A summary of the survey questions is provided in Annex I, and a review of the results considering geographic region is presented in Annex II.

PCT International Cooperation

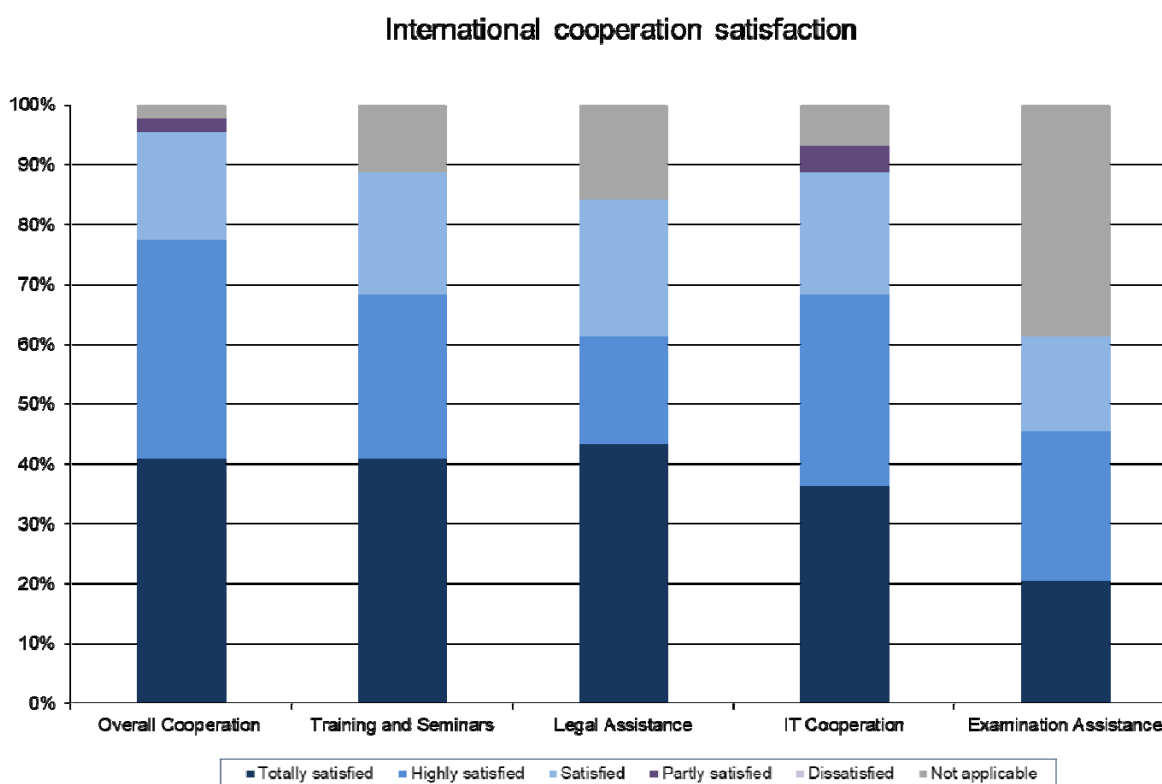
Questions

The following questions were asked relating to PCT international cooperation:

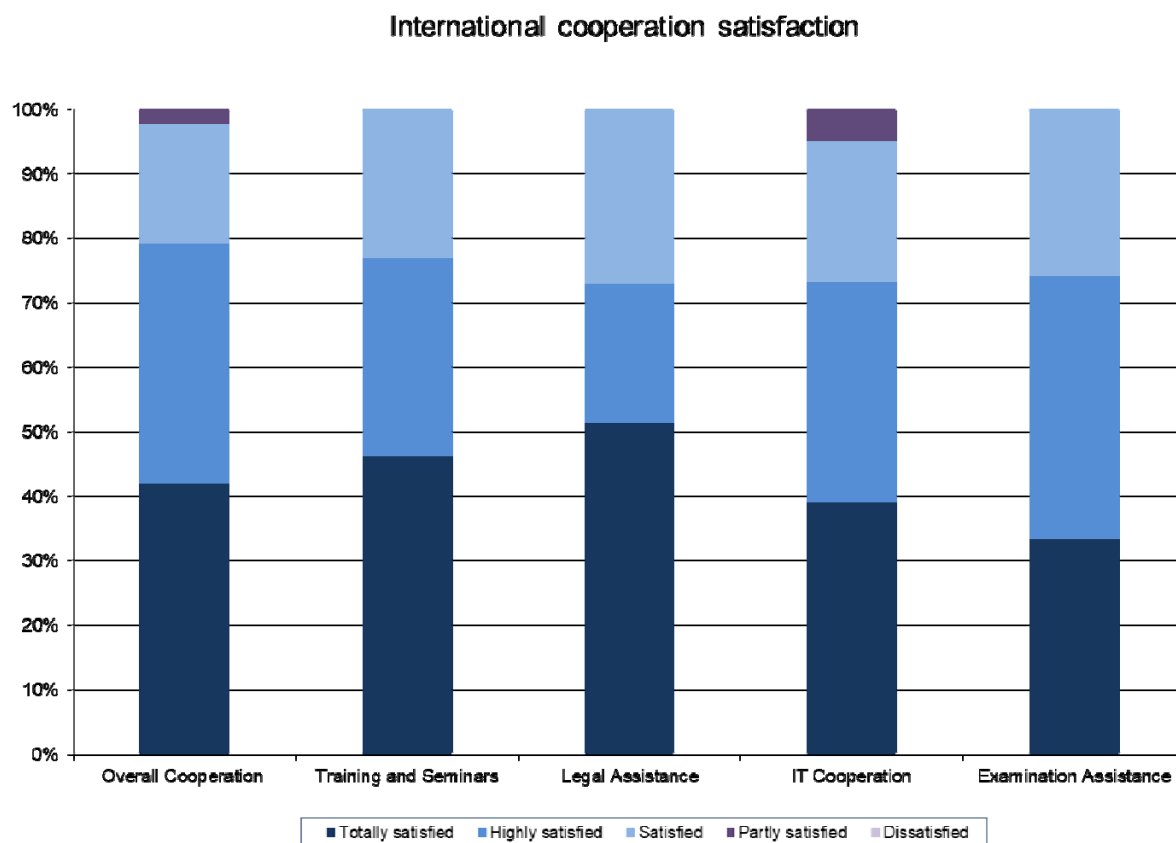
Question No.	Question text
1	Please rate your satisfaction with PCT cooperation activities such as training and seminars, legal assistance and technical (IT) cooperation:
	Overall
	PCT training and seminars organized by, or co-organized by, the International Bureau
	PCT legal assistance provided by the International Bureau
	PCT technical (IT) cooperation with the International Bureau
	PCT patent examination related assistance
2	Please provide your thoughts and suggestions regarding PCT training and seminars, legal assistance and technical (IT) cooperation
2a	Please specify the cause of dissatisfaction regarding PCT training and seminars, legal assistance and technical (IT) cooperation

Satisfaction ratings

The results, including the “Not Applicable” responses, are shown on the following chart:



The following chart shows the results with the “Not Applicable” responses removed:



The following table shows the PCT international cooperation response data:

	Overall Cooperation	Training and Seminars	Legal Assistance	IT Cooperation	Examination Assistance
Totally Satisfied	18	18	19	16	9
Highly Satisfied	16	12	8	14	11
Satisfied	8	9	10	9	7
Partially Satisfied	1	0	0	2	0
Dissatisfied	0	0	0	0	0
Not Applicable	1	5	7	3	17
TOTAL RESPONSES	44	44	44	44	44
Not Applicable percentage	2.3	11.4	15.9	6.8	38.6
Satisfaction rating (1-5)	4.2	4.2	4.2	4.1	4.1

This table shows that, in comparison with the table presented for the PCT Office feedback survey covering 2014-2015, the “Overall Satisfaction” rating for PCT international cooperation has improved from 3.8 in 2014-2015 to a level of 4.2 in 2016-2017.

The satisfaction data continues to show a consistently high level of satisfaction across all areas of PCT international cooperation.

The high “Not Applicable” percentage for the question regarding patent examination Assistance” reflects the fact that the Survey respondents include those from industrialized countries, where this assistance is not provided.

PCT International Cooperation Comments

General comments and suggestions regarding PCT cooperative activities

The comments received generally reflect a good perception of PCT international cooperative activities, and particularly recognize the value of training and seminars provided by WIPO.

There were a number of comments from Offices that expressed requests for increased provision of training and seminars, particularly in the use of IT tools (ePCT, CASE, electronic filing etc.) and patent examination assistance. Among them, there were a number of requests for ePCT training (including the applicant functionality, presumably to enable staff to assist local applicants that are using ePCT) from industrialized countries.

IT Tools

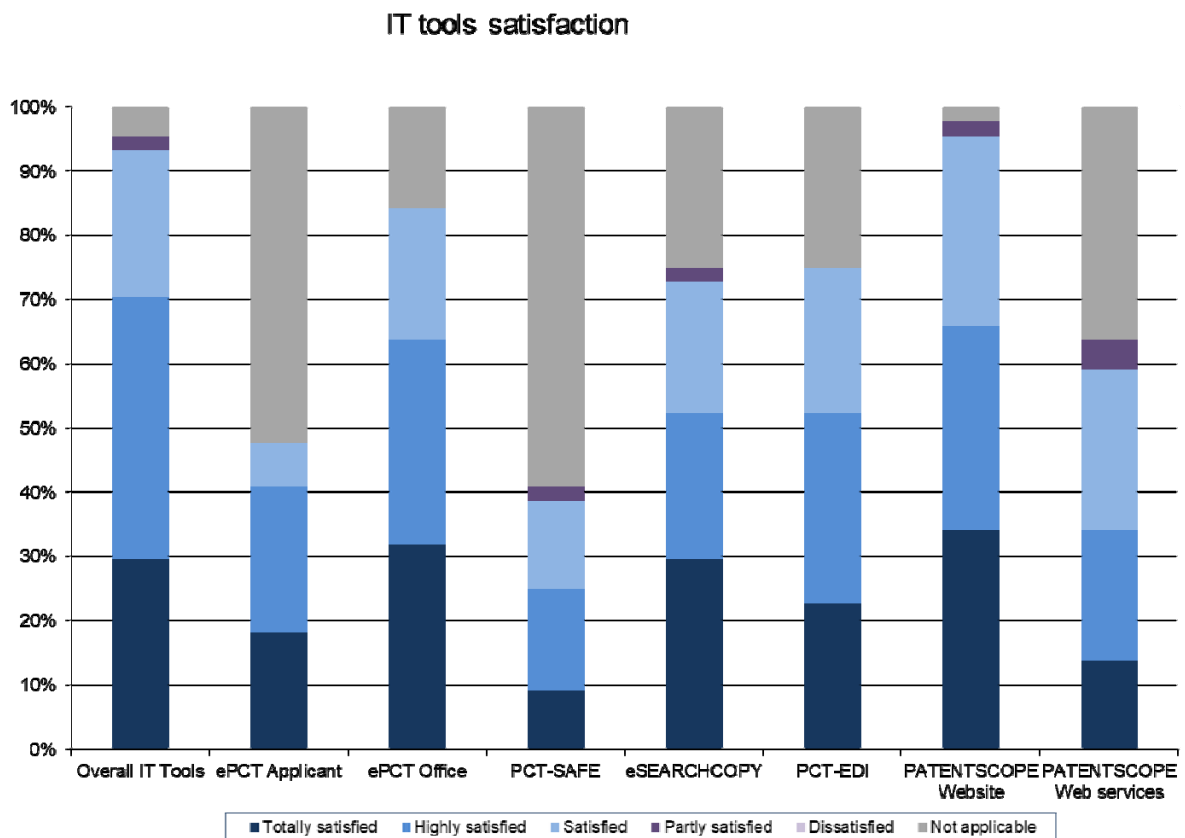
Questions

The following questions were asked relating to PCT operation IT tools:

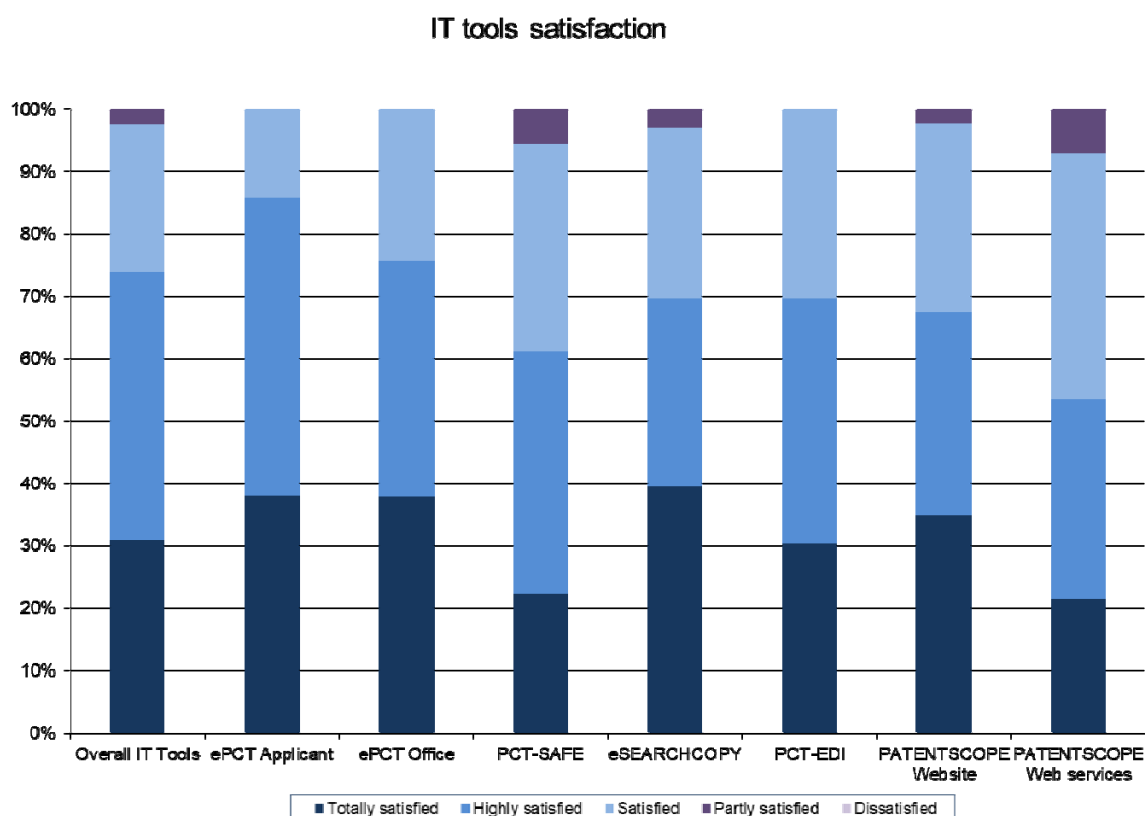
Question No.	Question text
3	Please rate your satisfaction with the PCT operational processing IT tools:
	Overall
	ePCT Applicant
	ePCT Office
	PCT-SAFE
	eSearchCopy
	PCT-EDI
	PATENTSCOPE web site
	PATENTSCOPE XML web services
4	Please provide your thoughts and suggestions regarding PCT operational processing IT tools
4a	Please specify the cause of dissatisfaction with PCT operational processing IT tools

Satisfaction Ratings

The results, including the “Not Applicable” responses, are shown on the following chart:



The following chart shows the results with the “Not Applicable” responses removed:



The following table shows the response data regarding PCT IT tools:

	Overall IT Tools	ePCT Applicant	ePCT Office	PCT-SAFE	eSEARCH COPY	PCT-EDI	P'SCOPE Website	P'SCOPE Web Svs
Totally Satisfied	13	8	14	4	13	10	15	6
Highly Satisfied	18	10	14	7	10	13	14	9
Satisfied	10	3	9	6	9	10	13	11
Partially Satisfied	1	0	0	1	1	0	1	2
Dissatisfied	0	0	0	0	0	0	0	0
Not Applicable	2	23	7	26	11	11	1	16
TOTAL RESPONSES	44	44	44	44	44	44	44	44
Not Applicable percentage	4.5	52.3	15.9	59.1	25.0	25.0	2.3	36.4
Satisfaction rating (1-5)	4.0	4.2	4.1	3.8	4.1	4.0	4.0	3.7

This table shows that, in comparison with the tables presented for the PCT Office feedback survey covering 2010, 2011 and 2012, where the overall satisfaction rating improved from 3.6 to 3.7 in 2014-2015, the overall satisfaction rating for PCT IT tools has further improved to a level of 4.0 in 2016-2017.

Regarding the small number of “Dissatisfied” ratings received in 2012, none were received in 2014-2015 and 2016-2017.

The satisfaction data continues to show a higher level of satisfaction with ePCT and eSearchCopy compared to other IT tools. Looking at the “Not Applicable” response rates for the various questions, it appears that Offices may have improved in their understanding of the questions in that this response rate appears more appropriate for the known usage levels of the various IT tools that are provided to Offices. However, in respect of ePCT applicant, the “Not Applicable” response rate is much higher, reflecting the fact that this part of the ePCT system is more used by applicants and less used by Office staff.

PCT IT Tools Comments

In general, a good number of comments expressed appreciation for the IT tools and services provided, while the majority of the comments reflect individual requests for improvements that need to be addressed by IT tools.

ePCT Portal

A number of Offices expressed a high level of satisfaction with the ePCT portal system, and made a number of suggestions for possible improvements in some specific details in the functionality.

PATENTSCOPE

The comments regarding PATENTSCOPE confirm its wide usage and the heavy reliance on the system that Offices have for obtaining documents for international applications. There was a comment requesting the ability to search based on the restoration of the right of priority.

PCT Administrative Bodies Meeting Organization

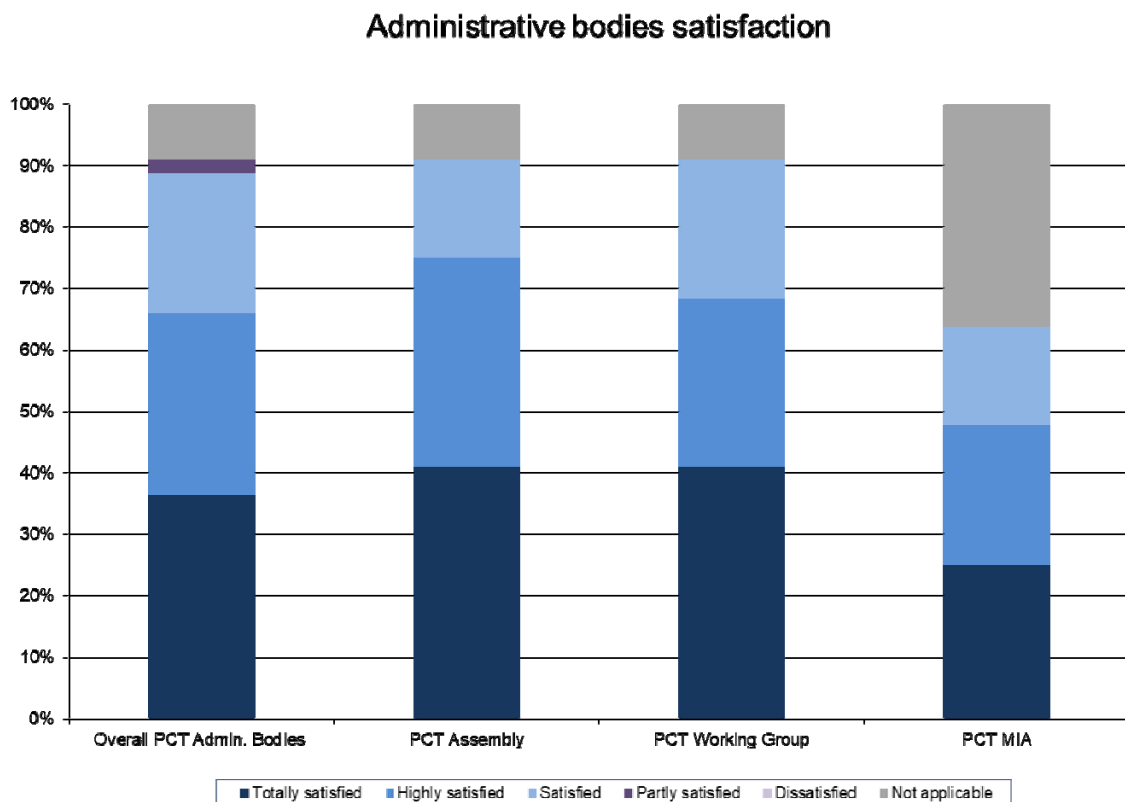
Questions

The following questions were asked relating to PCT administrative bodies meeting organization:

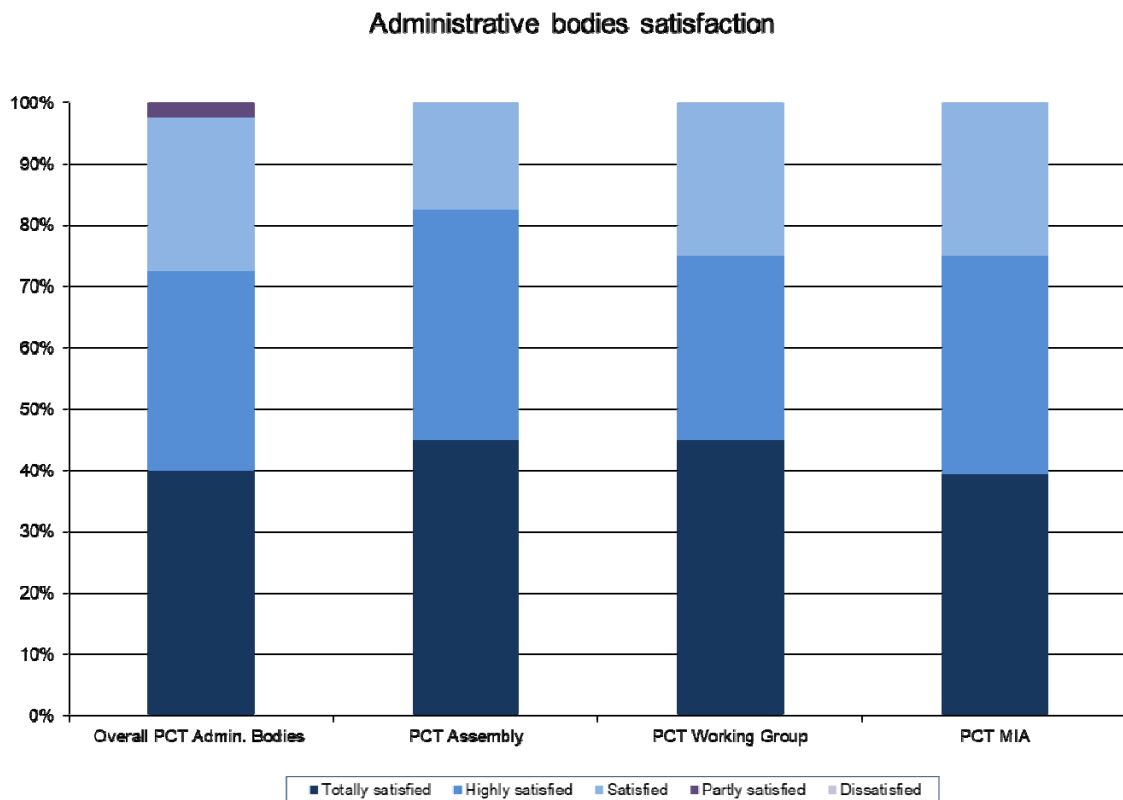
Question No.	Question text
5	Please rate your satisfaction with the organization (such as logistics and preparatory work) of the meetings of PCT administrative bodies:
	Overall
	PCT Assembly
	PCT Working Group
	PCT Meeting of International Authorities
6	Please provide your thoughts and suggestions regarding the organization of PCT administrative bodies
6a	Please specify the cause of dissatisfaction with the organization of PCT administrative bodies

Satisfaction Ratings

The results, including the “Not Applicable” responses, are shown on the following chart:



The following chart shows the results with the “Not Applicable” responses removed:



The following table shows the response data for PCT administrative bodies meeting organization:

	Overall PCT Admin. Bodies	PCT Assembly	PCT Working Group	PCT MIA
Totally Satisfied	16	18	18	11
Highly Satisfied	13	15	12	10
Satisfied	10	7	10	7
Partially Satisfied	1	0	0	0
Dissatisfied	0	0	0	0
Not Applicable	4	4	4	16
TOTAL RESPONSES	44	44	44	44
Not Applicable percentage	9.1	9.1	9.1	36.4
Satisfaction rating (1-5)	4.1	4.3	4.2	4.1

This table shows that, in comparison with the table presented for the PCT Office feedback covering 2014-15, the overall satisfaction ratings are similar, but with one response marking “Partially Satisfied”.

The satisfaction data continues to show a high level of satisfaction with PCT administrative bodies meeting organization. Looking at the “Not Applicable” response rates for the various questions, the higher rate of “Not Applicable” ratings for the PCT Meeting of International Authorities is expected as not all national Offices attend this meeting.

Nonetheless, the percentage of Offices responding either “Partly Satisfied”, or “Dissatisfied” is near zero regarding the three annual meetings, indicating that the administrative bodies are being run in a consistent manner with a good level of satisfaction.

PCT Administrative Bodies Meeting Organization Comments

In general, the comments regarding 2016-2017 expressed three main points:

- Offices were satisfied with the meetings;
- the provision of interpretation into Chinese was requested; and,
- as in previous years, there were a number of requests for a detailed agenda and papers for the meetings to be made available as early in advance of the meetings as possible.

Operational Processing

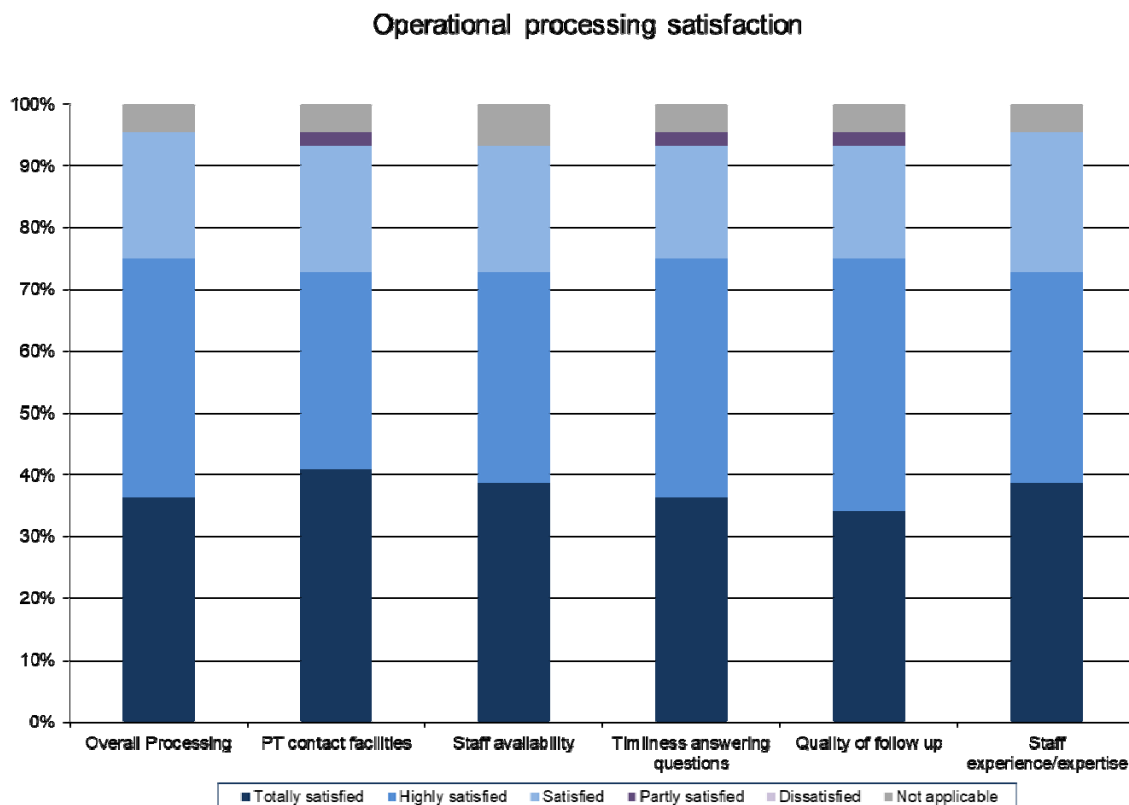
Questions

The following questions were asked relating to the PCT operational processing service:

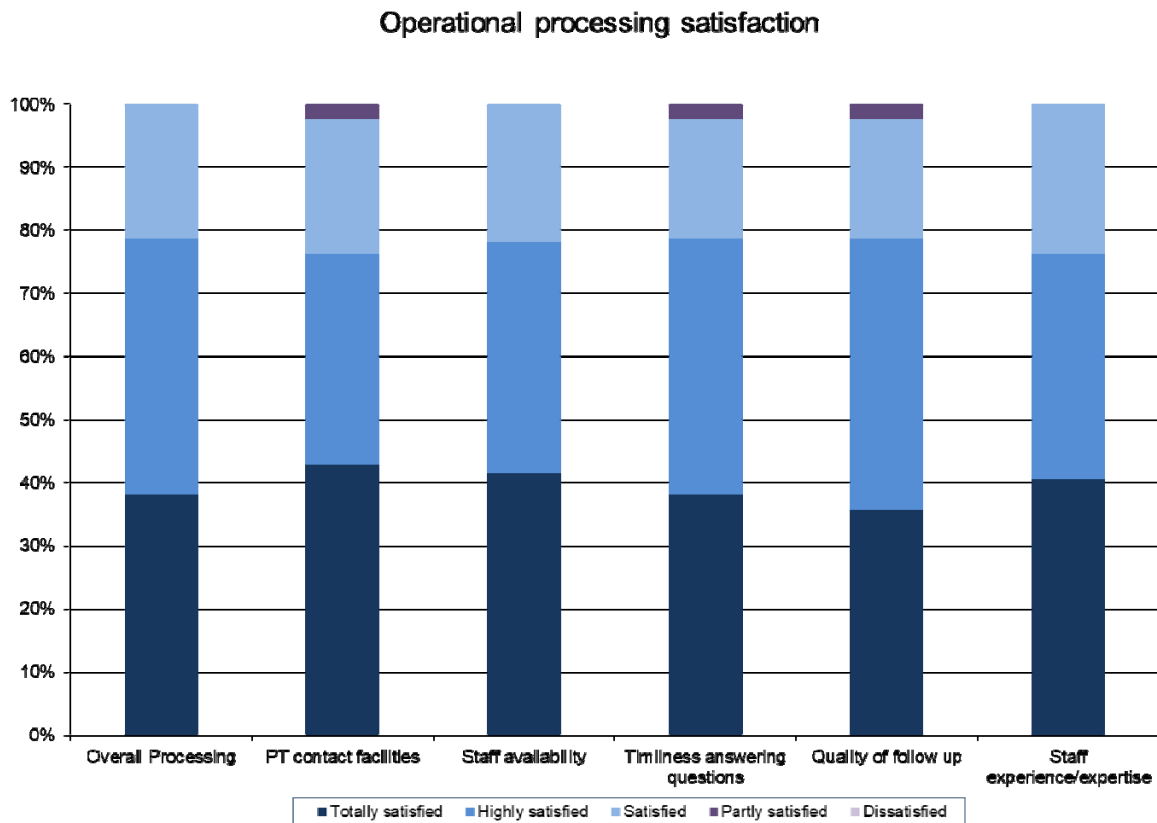
Question No.	Question text
7	Please rate your satisfaction regarding the service provided by the PCT processing team at the International Bureau handling international applications:
	Overall
	Facilities for contacting the processing team
	Availability of staff
	Timeliness of answering questions
	Quality of follow up
	Experience/expertise of staff
8	Please provide your thoughts and suggestions regarding the PCT processing team service
8a	Please specify the cause of dissatisfaction regarding the PCT processing team service

Satisfaction Ratings

The results, including the “Not Applicable” responses, are shown on the following chart:



The following chart shows the results with the “Not Applicable” responses removed:



The following table shows the response data relating to the PCT operational processing service:

	Overall Processing	PT contact facilities	Staff availability	Timeliness answering questions	Quality of follow up	Staff experience/expertise
Totally Satisfied	16	18	17	16	15	17
Highly Satisfied	17	14	15	17	18	15
Satisfied	9	9	9	8	8	10
Partially Satisfied	0	1	0	1	1	0
Dissatisfied	0	0	0	0	0	0
Not Applicable	2	2	3	2	2	2
TOTAL RESPONSES	44	44	44	44	44	44
Not Applicable percentage	4.5	4.5	6.8	4.5	4.5	4.5
Satisfaction rating (1-5)	4.2	4.2	4.2	4.1	4.1	4.1

This table shows that, in comparison with the table presented for the PCT Office feedback survey covering 2014-2015, the overall satisfaction ratings have improved slightly from 4.0 to 4.2 in 2016-2017, and the number of Offices giving a rating of “Partially Satisfied” has reduced from 2 in 2015-2015 to none in 2016-2017.

The satisfaction data continues to show a consistently high level of satisfaction across all areas of PCT operational processing.

PCT Operational Processing Comments

There were a number of comments expressing satisfaction with the good working relationships between the processing team staff at the International Bureau and the corresponding Office staff. These comments included appreciation for the assistance provided in relation to the usage of ePCT.

There was a suggestion to improve the visibility of contact points for providing customer feedback and a similar suggestion for sharing staff contact details to Offices. In addition, there was an observation that the processing of paper applications sometimes delays the access to the file in ePCT for the ISA.

Document Availability

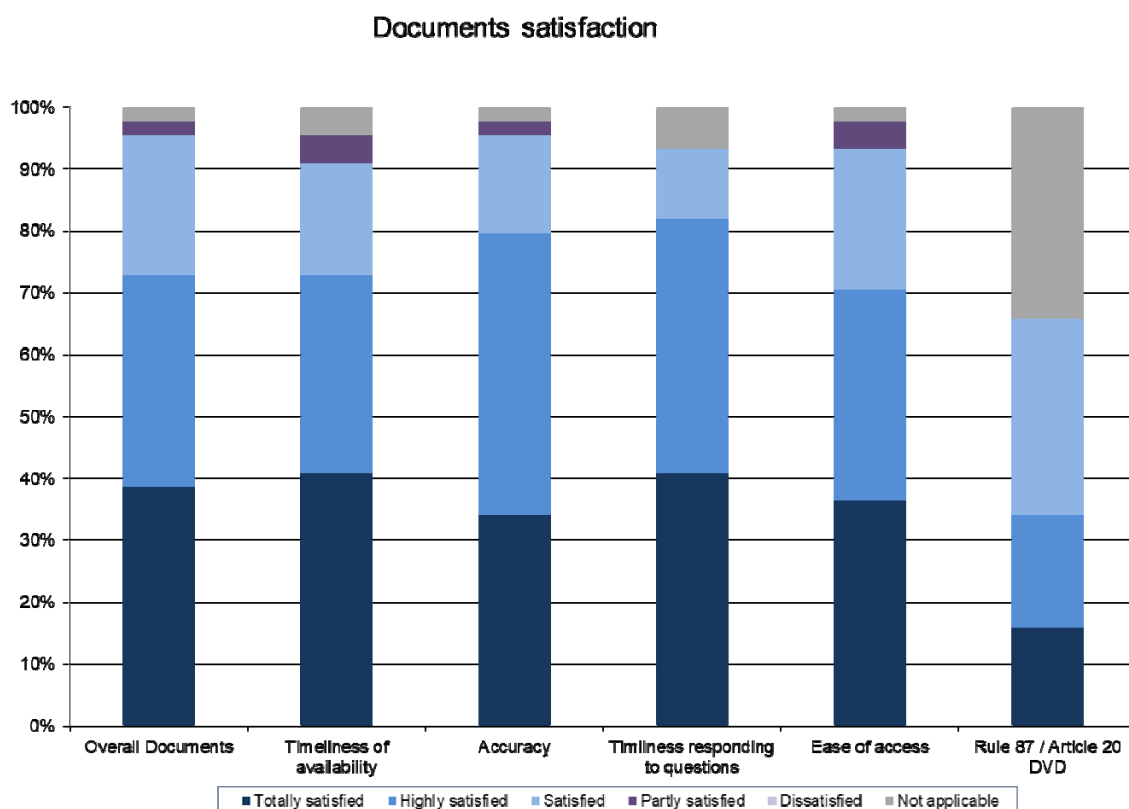
Questions

The following questions were asked relating to the PCT operations document service:

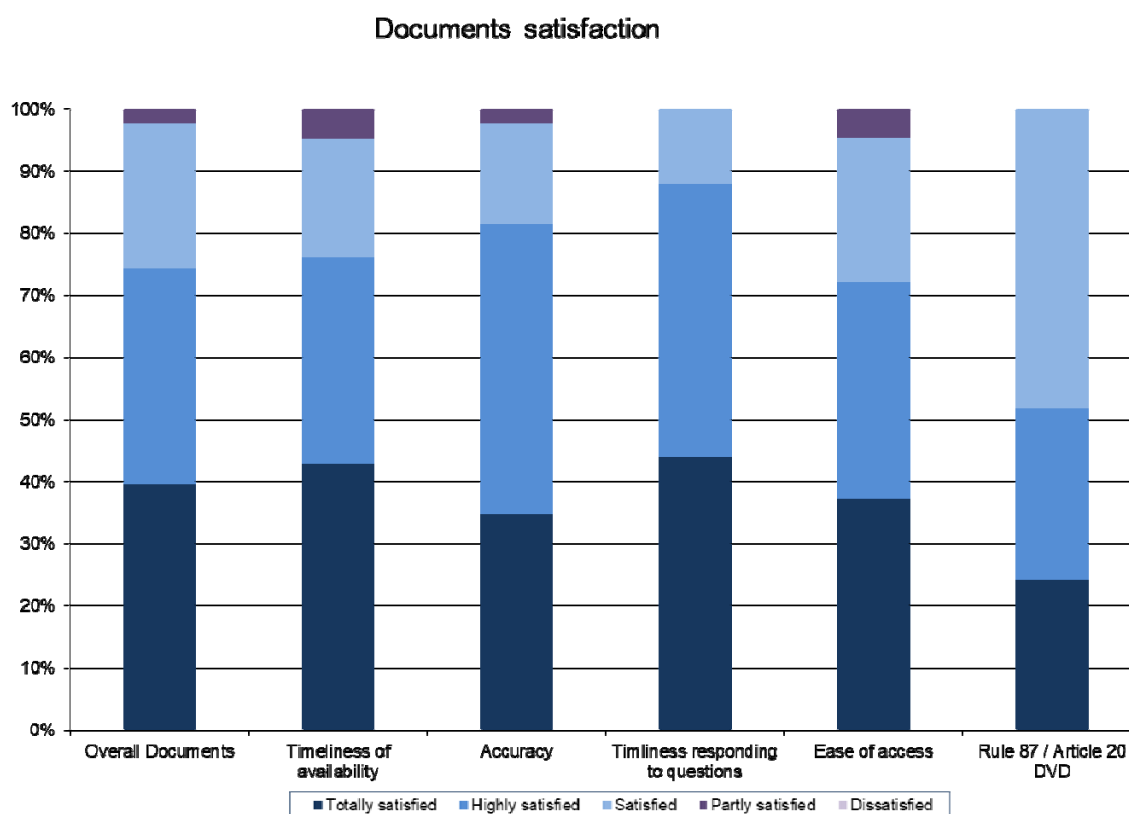
Question No.	Question text
9	Please rate your satisfaction regarding the International Bureau's service that makes documents (such as PCT publications, priority documents, or PCT forms) available for PCT international applications:
	Overall
	Timeliness of document availability
	Accuracy of documents
	Timeliness of answering questions
	Ease of document access via PATENTSCOPE
	Rule 87 / Article 20 DVD
10	Please provide your thoughts and suggestions regarding PCT document availability
10a	Please specify the cause of dissatisfaction regarding PCT document availability from the International Bureau for international applications

Satisfaction Ratings

The results, including the "Not Applicable" responses, are shown on the following chart:



The following chart shows the results with the “Not Applicable” responses removed:



The following table shows the response data relating to the PCT operations document service:

	Overall Documents	Timeliness of availability	Accuracy	Timeliness responding to questions	Ease of access	Rule 87 / Article 20 DVD
Totally Satisfied	17	18	15	18	16	7
Highly Satisfied	15	14	20	18	15	8
Satisfied	10	8	7	5	10	14
Partially Satisfied	1	2	1	0	2	0
Dissatisfied	0	0	0	0	0	0
Not Applicable	1	2	1	3	1	15
TOTAL RESPONSES	44	44	44	44	44	44
Not Applicable percentage	2.3	4.5	2.3	6.8	2.3	34.1
Satisfaction rating (1-5)	4.1	4.1	4.1	4.3	4.0	3.8

This table shows that, in comparison with the table presented for the PCT Office feedback survey covering 2014-2015, the overall satisfaction rating has slightly increased from 4.0 to 4.1, but conversely the numbers of overall “Dissatisfied” or “Partially Satisfied” ratings have changed from 0 in 2014-2015 to 1 in 2016-2017.

The satisfaction data continues to show a consistently high level of satisfaction across all areas of the PCT Operations document service, noting that satisfaction with the Rule 87/Article 20 DVDs is less broad as other areas.

Documents Service Coverage

The Rule 87 and Article 20 DVD bulk data products are not interesting for many Offices (the International Bureau is encouraging Offices to discontinue the reception of the Article 20 DVDs) and their use is gradually diminishing, being replaced by online data transfer mechanisms as appropriate; this is reflected in the high frequency of “Not Applicable” responses to this question.

Document Availability Comments

There were a number of comments expressing satisfaction with the ease of access to documents via PATENTSCOPE, including the availability of documents in Spanish.

Included in the comments were a number of suggestions for possible improvements of the operational processing of International applications:

- the making available of API (already available as the PATENTSCOPE Webservice);
- the making available of documents for early national phase entry via ePCT;
- a request to discontinue the distribution of the DVDs to a particular Office;
- a request to, if possible, eliminate the use of the Captcha verification for National Offices; and
- a suggestion for adding a support contact point to the PATENTSCOPE user interface (presumed to be in addition to the PATENTSCOPE forum).

Translation

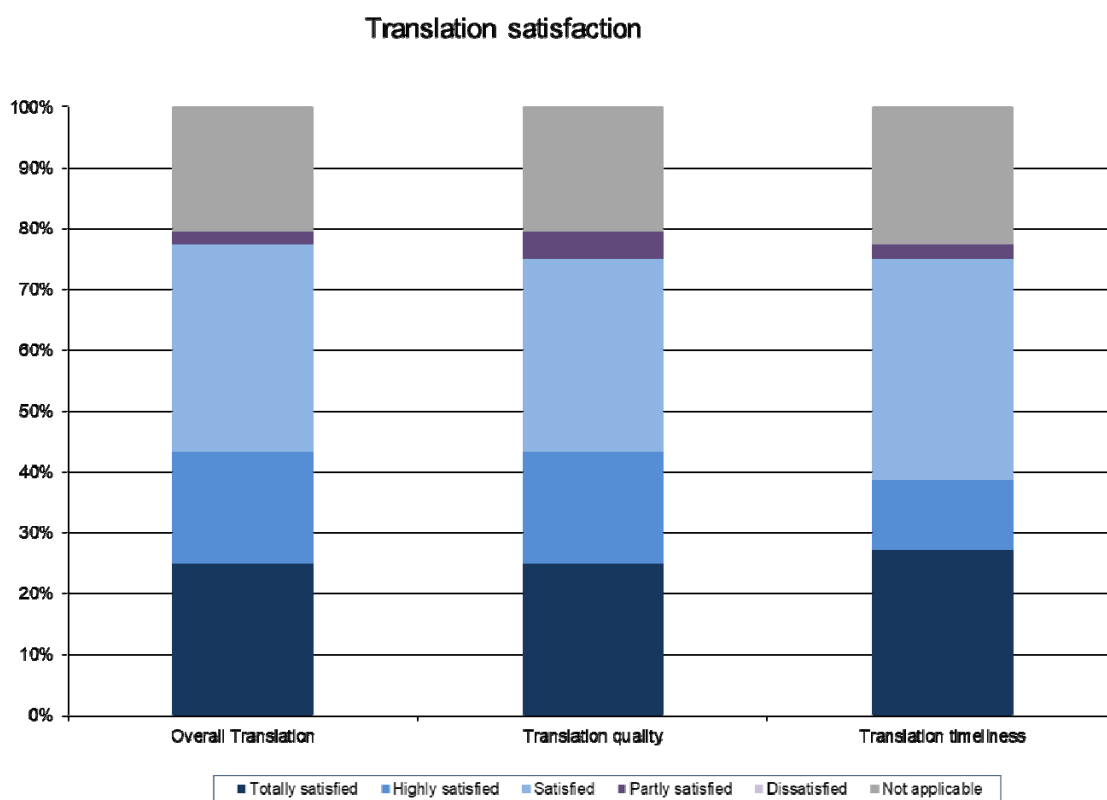
Questions

The following questions were asked relating to the PCT Operations translation service:

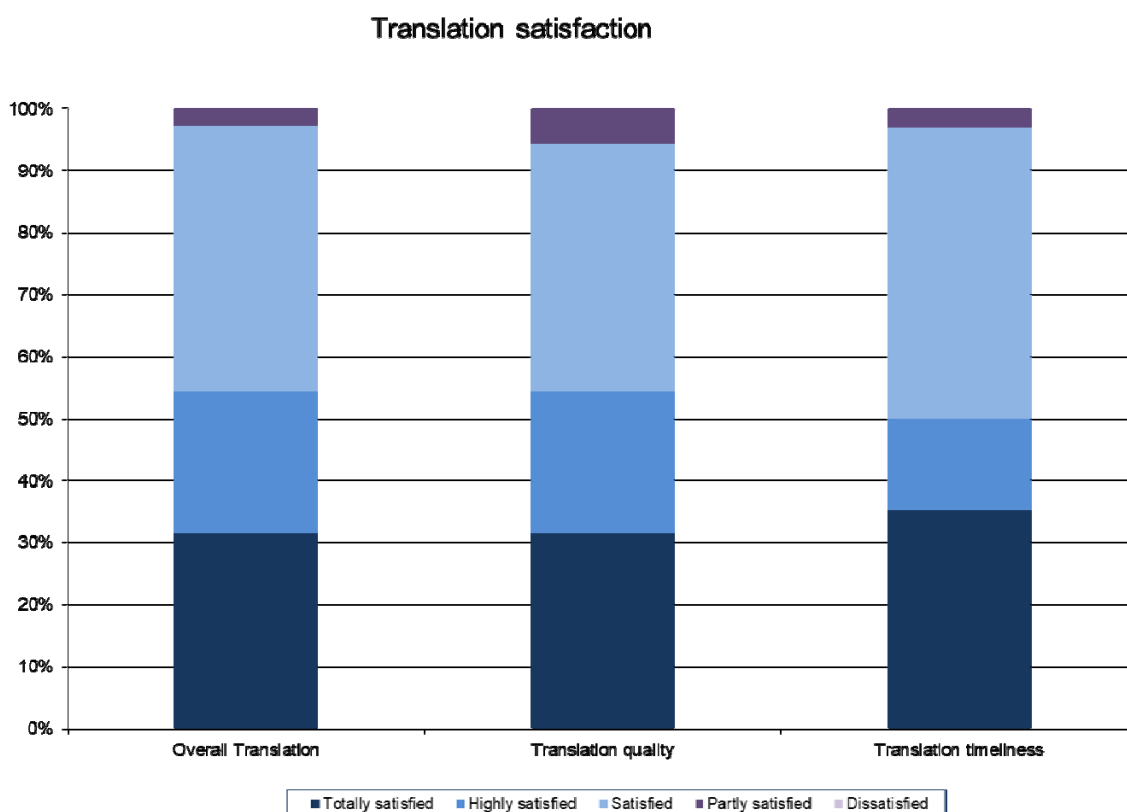
Question No.	Question text
11	Please rate your satisfaction concerning translations provided, under the Regulations, by the International Bureau, related to PCT international applications (titles, abstracts, international search reports, written opinions and international preliminary examination reports):
	Overall
	Quality of translations
	Timeliness of translation availability
12	Please provide your thoughts and suggestions regarding the PCT translation service
12a	Please specify the cause of dissatisfaction regarding the PCT translation service

Satisfaction Ratings

The results, including the “Not Applicable” responses, are shown on the following chart:



The following chart shows the results with the “Not Applicable” responses removed:



The following table shows the response data relating to the PCT operations translation service:

	Overall Translation	Translation quality	Translation timeliness
Totally Satisfied	11	11	12
Highly Satisfied	8	8	5
Satisfied	15	14	16
Partially Satisfied	1	2	1
Dissatisfied	0	0	0
Not Applicable	9	9	10
TOTAL RESPONSES	44	44	44
Not Applicable percentage	20.5	20.5	22.7
Satisfaction rating (1-5)	3.8	3.8	3.8

This table 14 shows that, in comparison with the table presented for the PCT Office feedback survey covering 2014-2015, the overall satisfaction ratings have increased from 3.5 to 3.8 in 2016-2017, and the numbers “Not Applicable” responses have decreased to 9 (from 20 in 2014-2015). The number of overall “Dissatisfied” or “Partially Satisfied” ratings has increased to 1 (from 0 in 2014-2015).

The satisfaction data continues to show a consistently high level of satisfaction across all areas of the PCT Operations translation service.

PCT Operations Translation Service Comments

There were a small number of comments regarding the quality of translations, related to the accuracy of translations and the timeliness of translation availability in respect of enabling applicants to use the translations in their participation of the Patent Prosecution Highway.

GENERAL END OF SURVEY COMMENTS

At the conclusion of the questionnaire, a general question was asked to Offices seeking additional suggestions that had not already been prompted by the more directed questions earlier in the questionnaire.

Two comments were received: one requesting the inclusion of questions relating to WIPO CASE and its ability to handle structured data, and one requesting that this survey be issued in the future in the form of a fillable Microsoft Word document.

CONCLUSIONS AND NEXT STEPS

In general, the response data indicates that, with regards to questions asking for satisfaction ratings, Offices expressed a certain degree of satisfaction with the PCT services provided by the International Bureau.

The comments provided by Offices suggest that the following areas should be reviewed for possible actions:

- the provision of additional training and seminars, particularly regarding ePCT and the use of paperless filing systems;
- a request for the integration of payment systems in ePCT for ROs in addition to RO/IB and a request for improved RO netting features in ePCT;
- further automation for PCT documents, particularly ISA/IPEA reports;
- the making available of meeting documents earlier and in more concise form;
- a note that color drawings are impacting RO processing; and
- a request to deliver the survey as a fillable Microsoft Word document.

Regarding the survey procedure, the use of the Opinio online survey tool has been previously viewed as a success, noting that few of the Offices had difficulty in using the tool and no negative feedback was received in respect of earlier surveys; however, in the 2016-2017 Survey, a suggestion was received to issue a fillable Word document instead of the online form.

[Annex I follows]

Annex I

SURVEY QUESTIONS

The complete set of survey questions in tabular form⁴:

Question No.	Question text	Division
1	<p>Please rate your satisfaction with PCT cooperation activities such as training and seminars, legal assistance and technical (IT) cooperation:</p> <p>Overall</p> <p>Please rate your satisfaction with PCT training and seminars organized by, or co-organized by, the International Bureau</p> <p>Please rate your satisfaction with PCT legal assistance provided by the International Bureau</p> <p>Please rate your satisfaction with PCT technical (IT) cooperation with the International Bureau</p> <p>Please rate your satisfaction with patent examination related assistance including training:</p>	<p>PCT ICD</p> <p>PCT ICD</p> <p>PCT LURD</p> <p>PCT ICD</p> <p>PCT ICD</p>
2	Please provide your thoughts and suggestions regarding PCT training and seminars, legal assistance and technical (IT) cooperation	PCT ICD / LURD
2a	Please specify the cause of dissatisfaction regarding PCT training and seminars, legal assistance and technical (IT) cooperation	PCT ICD
3	<p>Please rate your satisfaction with the PCT operational processing IT tools:</p> <p>Overall</p> <p>ePCT Applicant</p> <p>ePCT Office</p> <p>PCT-SAFE</p> <p>eSearchCopy</p> <p>PCT-EDI</p> <p>PATENTSCOPE web site</p> <p>PATENTSCOPE XML web services</p>	<p>PCT IS</p> <p>PCT IS</p> <p>PCT IS</p> <p>PCT IS</p> <p>PCT IS</p> <p>PCT IS</p> <p>PCT IS</p> <p>PCT IS</p>
4	Please provide your thoughts and suggestions regarding PCT operational processing IT tools	PCT IS
4a	Please specify the cause of dissatisfaction with PCT operational processing IT tools	PCT IS
5	<p>Please rate your satisfaction with the organization (such as logistics and preparatory work) of the meetings of PCT administrative bodies:</p> <p>Overall</p> <p>PCT Assembly</p> <p>PCT Working Group</p> <p>PCT Meeting of International Authorities</p>	<p>PCT BDD</p> <p>PCT BDD</p> <p>PCT BDD</p> <p>PCT BDD</p>
6	Please provide your thoughts and suggestions regarding the organization of PCT administrative bodies	PCT BDD
6a	Please specify the cause of dissatisfaction with the organization of PCT administrative bodies	PCT BDD
7	<p>Please rate your satisfaction regarding the service provided by the PCT processing team at the International Bureau handling international applications:</p> <p>Overall</p> <p>Facilities for contacting the processing team</p> <p>Availability of staff</p> <p>Timeliness of answering questions</p> <p>Quality of follow up</p> <p>Experience/expertise of staff</p>	<p>PCT OPS</p> <p>PCT OPS</p> <p>PCT OPS</p> <p>PCT OPS</p> <p>PCT OPS</p> <p>PCT OPS</p>
8	Please provide your thoughts and suggestions regarding the PCT processing team service	PCT OPS
8a	Please specify the cause of dissatisfaction regarding the PCT processing team service	PCT OPS

⁴ In the table the "Division" column is indicative as some questions may relate to more than one division.

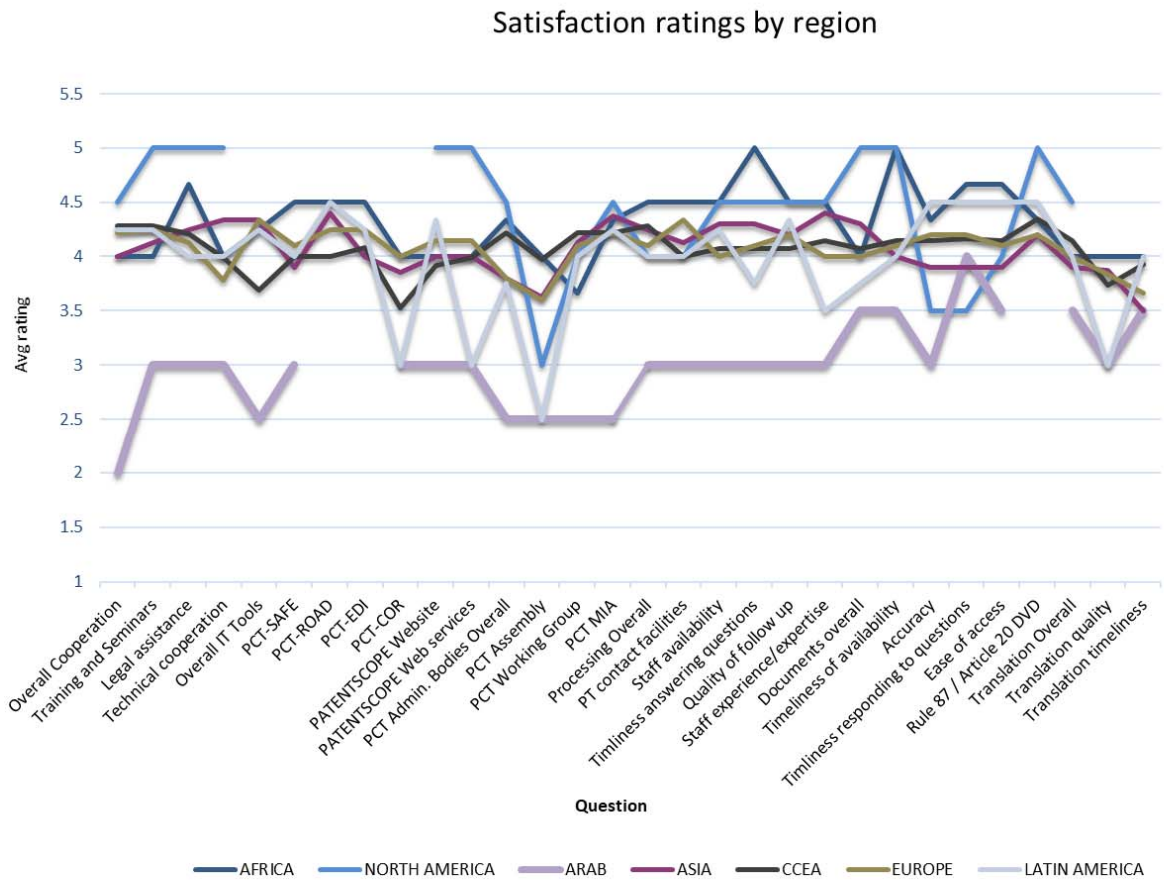
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Question No.	Question text	Division
9	Please rate your satisfaction regarding the International Bureau's service that makes documents (such as PCT publications, priority documents, or PCT forms) available for PCT international applications: Overall Timeliness of document availability Accuracy of documents Timeliness of answering questions Ease of document access via PATENTSCOPE Rule 87 / Article 20 DVD	PCT OPS (Documents) PCT OPS (Documents) PCT OPS (Documents) PCT OPS (Documents) PCT OPS (Documents) PCT OPS (Documents)
10	Please provide your thoughts and suggestions regarding PCT document availability	PCT OPS (Documents)
10a	Please specify the cause of dissatisfaction regarding PCT document availability from the International Bureau for international applications	PCT OPS (Documents)
11	Please rate your satisfaction concerning translations provided, under the Regulations, by the International Bureau, related to PCT international applications (titles, abstracts, international search reports, written opinions and international preliminary examination reports): Overall Quality of translations Timeliness of translation availability	PCT OPS (Translation) PCT OPS (Translation) PCT OPS (Translation) PCT OPS (Translation)
12	Please provide your thoughts and suggestions regarding the PCT translation service	PCT OPS (Translation)
12a	Please specify the cause of dissatisfaction regarding the PCT translation service	PCT OPS (Translation)
13	Please share any additional comments, information or requests	GENERAL

[Annex II follows]

Annex II

SATISFACTION BY GEOGRAPHIC REGION



The chart above shows satisfaction by geographic region. It appears that there is a lower perception of satisfaction at Offices in the Arab region, in comparison with other regions, almost across the entire set of services provided by the PCT (in 2014-2015, a lower perception of satisfaction existed in the Asian and African regions). While this could be expected in the area of IT, due to differing levels of development of IT services, it should be noted that this perception also applies to the PCT Operations service. This lower perception of satisfaction is possibly due to the numbers of responses being lower than those required to be statistically confident that the results are representative across each of the regions.

[End of Annex II and document]