July 20, 2016

C. PCT 1477

Madam,
Sir,

PCT Office Feedback Survey 2014-2015

This Circular is addressed to your Office in its capacity as a receiving Office, International Searching Authority, International Preliminary Examining Authority and/or designated or elected Office under the Patent Cooperation Treaty (PCT). The Circular concerns the "*PCT Office Feedback Survey 2014-2015*".

This Survey was conducted in early 2016, using an on-line questionnaire, to determine the level of satisfaction among Offices with the services provided by the International Bureau under the PCT. A report analyzing the findings of the Survey has been prepared by the International Bureau and is attached for your information.

The report is also available on WIPO's web-site, accessible via the "*PCT Resources*" page, at: http://www.wipo.int/pct/en/activity/pct_office_survey_2014_2105.pdf

The Survey was previously conducted for three consecutive years and, this time, has been conducted in relation to the 2014-2015 biennium.

The PCT International Cooperation Division is actively following up with responses to the submitted comments that require action to be taken by the International Bureau.

I would like to express my gratitude to Offices for their participation in this Survey, and confirm that the International Bureau is using the information collected to ensure that the PCT services provided to Offices continue to address their needs. Please note that the next Survey will be conducted in two years' time when Offices will again be requested to give satisfaction ratings and make comments regarding PCT services provided by the International Bureau in the 2016-2017 biennium.

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Should you have any further questions or comments regarding the Survey results please contact Mr. Kenichiro Natsume, Director, PCT International Cooperation Division, e-mail: pcticd@wipo.int; fax: (+4122) 338 7160.

Yours sincerely,

John Sandage
Deputy Director General

PCT Office Feedback Survey

2014-2015

Report of Results

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Reviewed by	K. Natsume, R. Hernandez Vigaud

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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 2014-2015 biennium, the PCT Office Feedback Survey 2014-2015, 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 Bureau[1]. Following the surveys covering the years 2010, 2011 and 2012, the coverage of the Survey has been aligned to WIPO's budget cycle, starting with the 2014-2015 biennium, to minimize any possible "survey fatigue" felt by member States.

This report reflects the results of the fourth running of the survey; questions asked in the Survey remained, in the main, unchanged from those asked in earlier surveys, with the exception of a revision of the questions related to PCT IT tools, where two questions have been added related to ePCT and a further question has been added regarding the eSearchCopy system.

The Survey consisted of an on-line questionnaire[2] in the 6 UN languages, regarding the following 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 (PDF printable version, in English only, attached as Annex IV to this document) was furnished with the Survey to help Offices understand the questionnaire structure and facilitate internal coordination prior to submitting the response.

The responses have been analyzed to assess the Office's perception, in the form of satisfaction ratings, of PCT services provided by the International Bureau and to provide valuable input for improving those services. Parts of the Survey results will be utilized as a performance indicator in the Program Performance Report for Program 5 "*The PCT System*" for 2014-2015. It is the International Bureau's intention to repeat the Survey in two years' time, covering the 2016-2017 biennium, so as to monitor progress and identify further improvement priorities.

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[1] C.PCT 1465

[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 of 152 Offices, 61 Offices responded to the Survey (40% of the total, 5 fewer Offices than for 2012). To provide a general summary, the responses to the "Overall satisfaction" question regarding each of the 6 areas of services provided by the International Bureau are shown in the following table (the rating average throughout this report excludes the "Not applicable" (N/A) responses):

Table 1

Overall satisfaction:	Totally satisfied (5)	Highly satisfied (4)	Satisfied (3)	Partially satisfied (2)	Dissatisfied (1)	N/A	Rating average	Rating average (2012)
Cooperative activities	13	26	19	2	0	1	3.8	3.8
IT Tools	10	20	24	0	0	7	3.7	3.6
Meetings	15	22	17	1	0	6	3.9	4.0
Operations	17	24	15	2	0	3	4.0	4.0
Document availability	16	24	18	0	0	3	4.0	3.9
Translation	8	6	27	1	0	20	3.5	3.8

The table above shows a similar set of rating averages compared with the table presented for the PCT Office feedback survey 2012.
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:

Table 2

Service area	Satisfaction percentage (excluding N/A)	Satisfaction percentage (including N/A)
Cooperative activities	97	95
IT Tools	100	89
Meetings	98	89
Operations	97	92
Document availability	100	90
Translation	100	67

The "Not applicable" responses provide valuable information, as these can be interpreted as meaning that a service is not used or not visible; similarly, satisfaction and dissatisfaction ratings can imply that a service is used by an Office.
The table above shows no significant changes from the table presented for the PCT Office feedback survey 2012, with the exception of the ratings for the translation services, where the number of Offices rating "Not Applicable" has increased and other ratings appear lower.

A set of comments have been received relating to all areas of service. Compared to the results for the PCT Office feedback survey 2012, the comments received suggest the following should be reviewed for possible actions:

- the provision of additional training and seminars, particularly regarding ePCT;
- the automation, formatting and media for PCT documents, particularly reduction of residual paper transmissions;
- the making available of translated ePCT user guides;
- further enhancements to PATENTSCOPE, such as a simplification of the user interface, while adding links to national databases, where appropriate; and
- a request for translated written opinions of the International Searching Authority to be made available as early as possible.

An overview of the satisfaction ratings according to geographic region is presented in Annex II.

RESPONDENTS

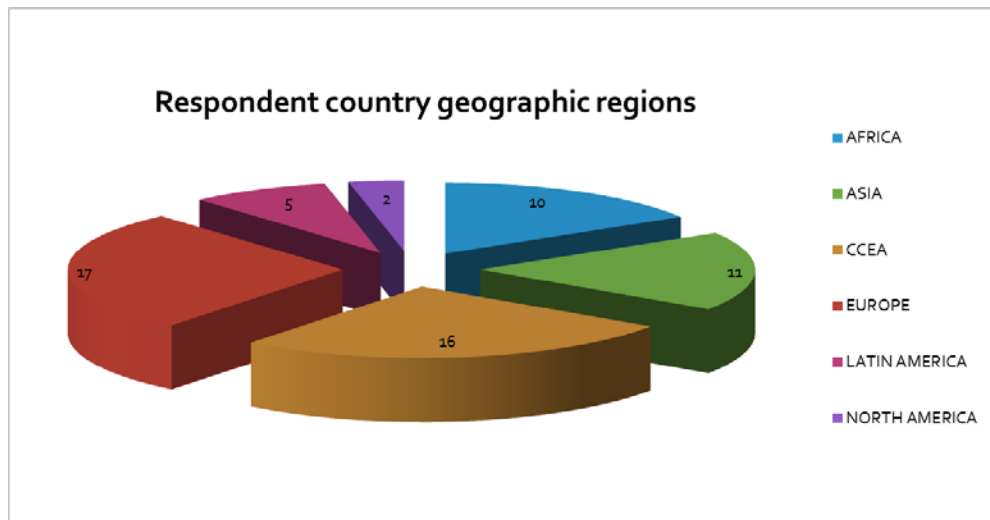The chart below shows the responding Offices by geographic region:

Figure 1

The 61 respondents represent, globally, a broad distribution of Offices.

2014-2015 RESULTS

The overall set of satisfaction results[3] is represented in the chart below:

Figure 2

The chart shows that respondents gave services provided by the International Bureau mostly 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 2010, 2011 and 2012 survey results, 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 and 2012, 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 report 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 and coverage are presented, and the descriptive comments are reviewed.

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[3] A summary of the survey questions is provided as Annex I and a full set of comments submitted by Offices is provided in a tabular form in Annex II. A review of the results considering country development status and geographic regions is presented in Annex III.

PCT INTERNATIONAL COOPERATION

QUESTIONS

The following questions were asked relating to PCT international cooperation:

Table 3

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
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

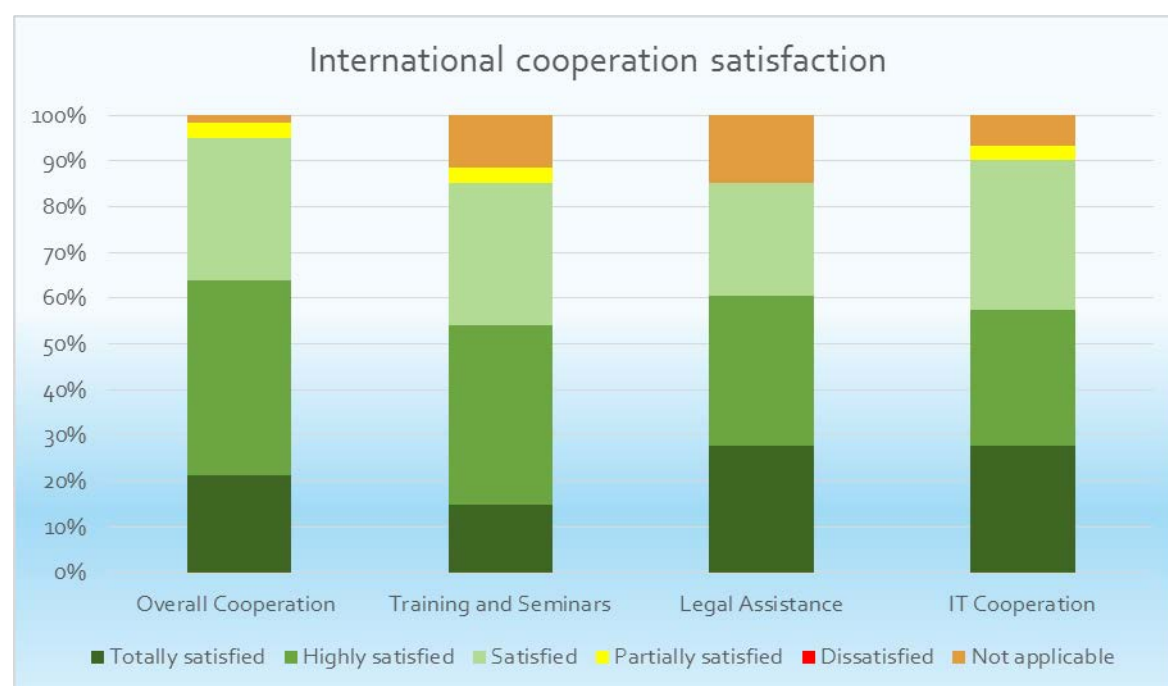The results, including the "Not applicable" responses, are shown on the following chart:

Figure 3

The following chart shows the results with the "Not applicable" responses removed:

Figure 4

The following table shows the PCT international cooperation response data:

Table 4

	Overall Cooperation	Training and Seminars	Legal Assistance	IT Cooperation
Totally satisfied	13	9	17	17
Highly satisfied	26	24	20	18
Satisfied	19	19	15	20
Partially satisfied	2	2	0	2
Dissatisfied	0	0	0	0
Not applicable	1	7	9	4
TOTAL RESPONSES	61	61	61	61
Not applicable percentage	1.6	11.5	14.8	6.6
Satisfaction rating (1-5)	3.8	3.7	4.0	3.9

The responses to the satisfaction questions above show a good level of satisfaction (Figure 4 and table 4).

PCT INTERNATIONAL COOPERATION COMMENTS

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

A number of Offices expressed requests for increased provision of training and seminars, particularly in the use of IT tools (ePCT, CASE, electronic filing etc.). Among them, there were a notable 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:

Table 5

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
	PADOS
	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

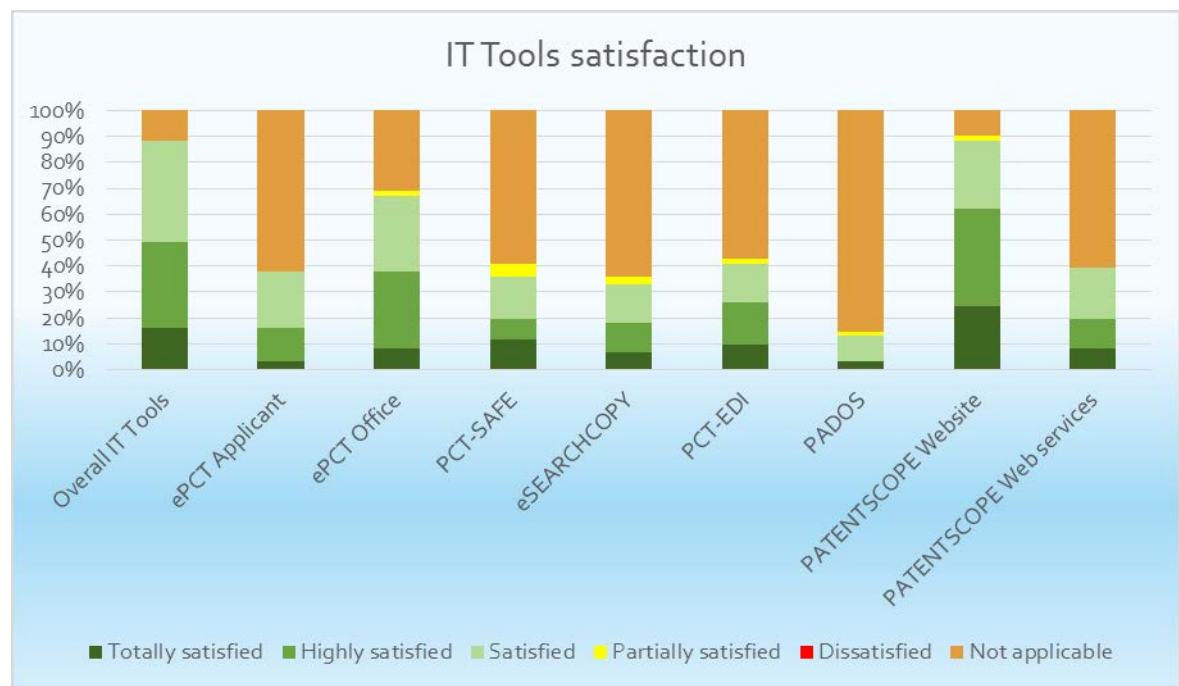The results, including the "Not applicable" responses, are shown on the following chart:

Figure 5

The following chart shows the results with the "Not applicable" responses removed:

Figure 6

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

Table 6

	Overall IT Tools	ePCT Applicant	ePCT Office	PCT-SAFE	eSEARCH COPY	PCT-EDI	PADOS	P'SCOPE Website	P'SCOPE Web Svs.
Totally satisfied	10	2	5	7	4	6	2	15	5
Highly satisfied	20	8	18	5	7	10	0	23	7
Satisfied	24	13	18	10	9	9	6	16	12
Partially satisfied	0	0	1	3	2	1	1	1	0
Dissatisfied	0	0	0	0	0	0	0	0	0
Not applicable	7	38	19	36	39	35	52	6	37
TOTAL RESPONSES	61	61	61	61	61	61	61	61	61
Not applicable percentage	11.5	62.3	31.1	59.0	63.9	57.4	85.2	9.8	60.7
Satisfaction rating (1-5)	3.7	3.5	3.6	3.6	3.6	3.8	3.3	3.9	3.7

Table 6 shows that, in comparison with the table presented for the PCT Office feedback surveys 2010, 2011 and 2012, the overall satisfaction rating improved by a small amount (from 3.6 to 3.7). In response to the 2012 survey, a small number of "Dissatisfied" ratings had been received, whereas there were none received regarding 2014-15.

The satisfaction data continues to show a higher level of satisfaction with PCT –EDI, the PATENTSCOPE Web site and the PATENTSCOPE Web services[4] compared to other IT tools. Looking at the "Not applicable" response rates for the various questions, it appears that Offices may have improved their understanding of the questions, since this response rate appears more appropriate for the known usage

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[4] PATENTSCOPE Web site is a portal site to provide search service for free, whereas PATENTSCOPE Web service is an API. Facility for organizations to write corresponding software to access the PATENTSCOPE database (http://www.wipo.int/patentscope/en/data/products.html).

levels of the various IT tools that are provided to Offices. However, in respect of ePCT applicant services, the "Not applicable" response rate is much higher than could be expected, given the global usage of the ePCT applicant system.

PCT IT TOOLS COMMENTS

In comparison with the comments received in response to the 2012 survey, the numbers of Offices requesting more information regarding the general implementation of PCT related IT tools has gone down. Apart from this more general comment, 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.

ESEARCHCOPY

There were a number of requests for a wider implementation of eSearchCopy.

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 regarding the occasional poor quality of some document images. Furthermore, there was a request for the simplification of the user interface, including the review of dates included in the display, and a request to add more national phase entry links to national databases.

PCT ADMINISTRATIVE BODIES MEETING ORGANIZATION

QUESTIONS

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

Table 7

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

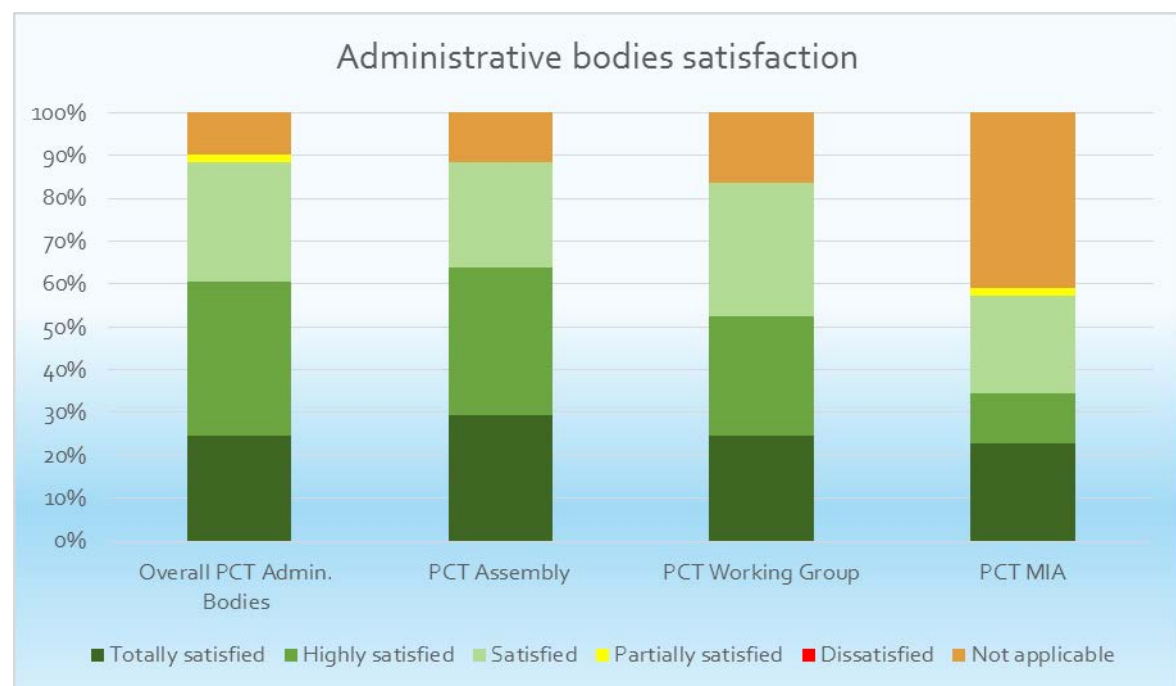The results, including the "Not applicable" responses, are shown on the following chart:

Figure 7

The following chart shows the results with the "Not applicable" responses removed:
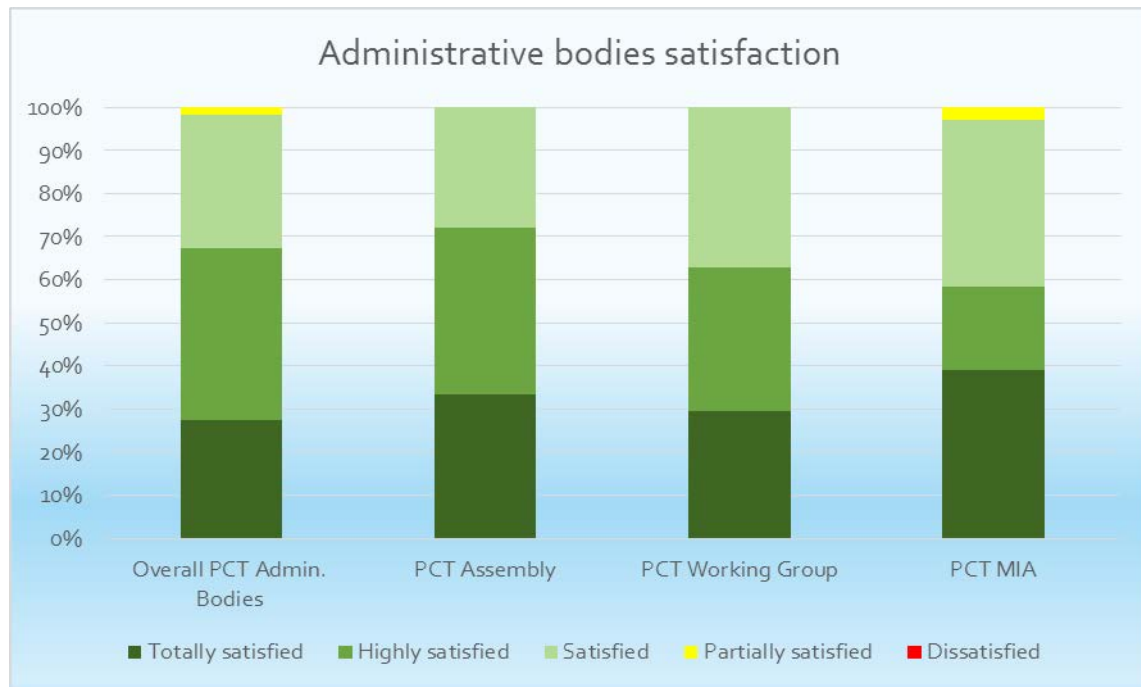

Figure 8

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

Table 8

	Overall PCT Admin. Bodies	PCT Assembly	PCT Working Group	PCT MIA
Totally satisfied	15	18	15	14
Highly satisfied	22	21	17	7
Satisfied	17	15	19	14
Partially satisfied	1	0	0	1
Dissatisfied	0	0	0	0
Not applicable	6	7	10	25
TOTAL RESPONSES	61	61	61	61
Not applicable percentage	9.8	11.5	16.4	41.0
Satisfaction rating (1-5)	3.9	4.1	3.9	3.9

Table 8 shows that, in comparison with the table presented for the PCT Office feedback survey for 2012, the overall satisfaction ratings are similar, but with one response marking "Partially satisfied".

Nonetheless, the percentage of Offices responding either "Partly satisfied" or "Dissatisfied" is near zero regarding the three annual meetings (see Figure 9), 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 in response to the 2014-2015 survey expressed three main points:

- Offices were satisfied with the meetings;
- the provision of interpretation into Chinese was requested; and
- 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:

Table 9

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:

Figure 9

The following chart shows the results with the "Not applicable" responses removed:

Figure 10

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

Table 10

	Overall Processing	PT contact facilities	Staff availability	Timeliness answering questions	Quality of follow up	Staff experience/ expertise
Totally satisfied	17	15	15	15	17	18
Highly satisfied	24	25	24	24	23	23
Satisfied	15	15	18	16	15	14
Partially satisfied	2	1	1	2	1	2
Dissatisfied	0	0	0	0	0	0
Not applicable	3	5	3	4	5	4
TOTAL RESPONSES	61	61	61	61	61	61
Not applicable percentage	4.9	8.2	4.9	6.6	8.2	6.6
Satisfaction rating (1-5)	4.0	4.0	3.9	3.9	4.0	4.0

Table 10 shows that, in comparison with the table presented for the PCT Office feedback survey for 2012, the overall satisfaction ratings have remained at the same level, except that the proportions of the "Partially satisfied" Offices (0% – 3%) and of the "Highly or Totally satisfied" Offices (67% -71%) have both grown.

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 were two specific requests for improvements, one relating to the continued transmission to an Office of paper documents (requesting for this to be discontinued) and one relating to the transfer of funds relating to international applications.

DOCUMENT AVAILABILITY

QUESTIONS

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

Table 11

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

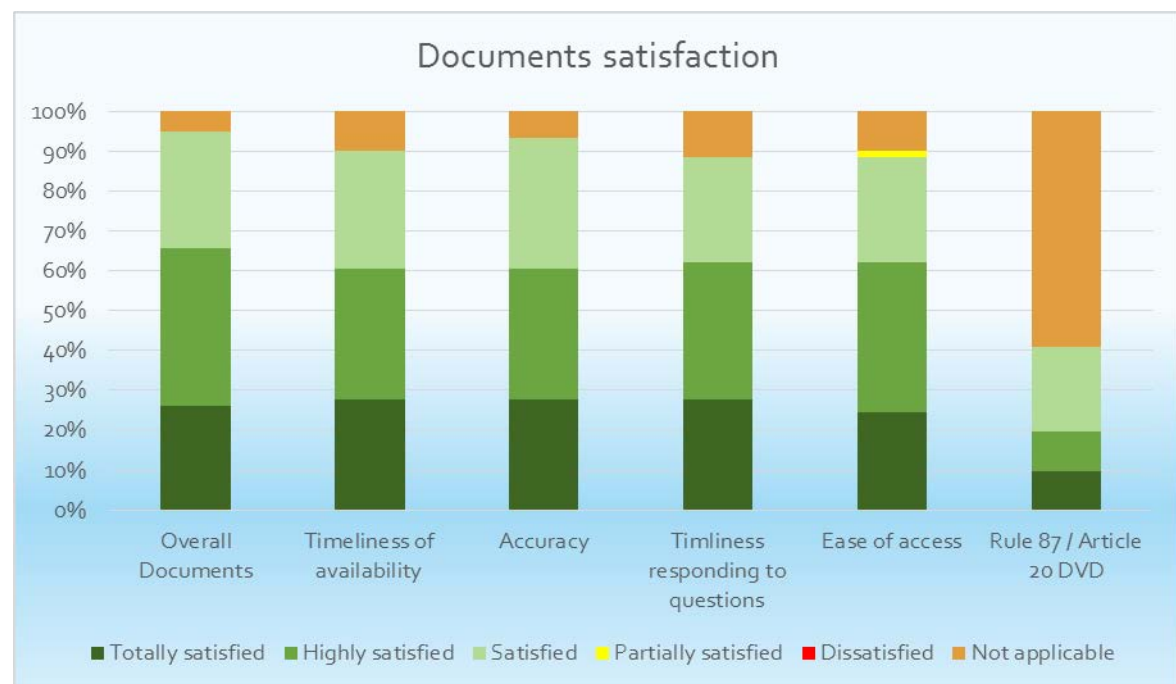The results, including the "Not applicable" responses, are shown on the following chart:

Figure 11

The following chart shows the results with the "Not applicable" responses removed:
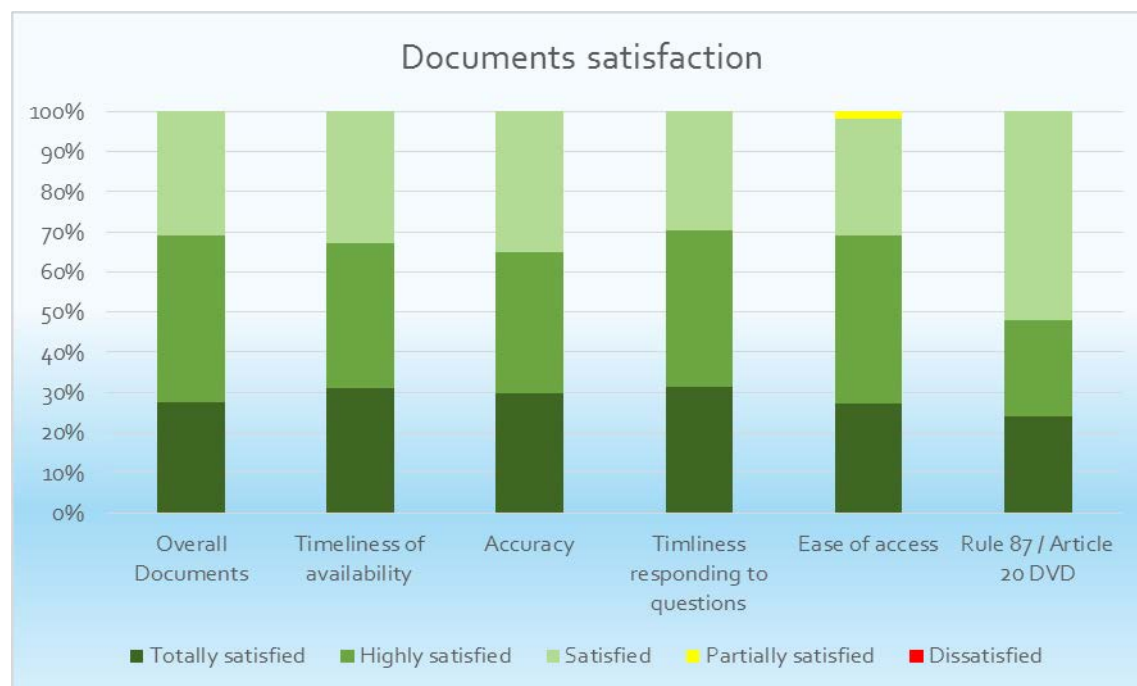

Figure 12

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

Table 12

	Overall Documents	Timeliness of availability	Accuracy	Timeliness responding to questions	Ease of access	Rule 87 / Article 20 DVD
Totally satisfied	16	17	17	17	15	6
Highly satisfied	24	20	20	21	23	6
Satisfied	18	18	20	16	16	13
Partially satisfied	0	0	0	0	1	0
Dissatisfied	0	0	0	0	0	0
Not applicable	3	6	4	7	6	36
TOTAL RESPONSES	61	61	61	61	61	61
Not applicable percentage	4.9	9.8	6.6	11.5	9.8	59.0
Satisfaction rating (1-5)	4.0	4.0	3.9	4.0	3.9	3.7

Table 12 shows that, in comparison with the table presented for the PCT Office feedback survey for 2012, the overall satisfaction ratings have remained constant, except that the numbers of "Dissatisfied" or "Partially Satisfied" ratings has decreased (2 to 0).

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 that their use is gradually diminishing, being replaced by on-line 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, requesting that more documents be delivered via electronic transmission and the support of documents in Microsoft Word format;

there were no comments indicating any perception that the PATENTSCOPE web site has not been available or slow at times (comments on this subject had previously been received).

Included in the comments were a number of suggestions for possible improvements of the operational processing of international applications:
- a question regarding the connection between ePCT national phase entry input and the data reflected in PATENTSCOPE; and
- a suggestion for simplifying the PATENTSCOPE user interface.

TRANSLATION

QUESTIONS

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

Table 13

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

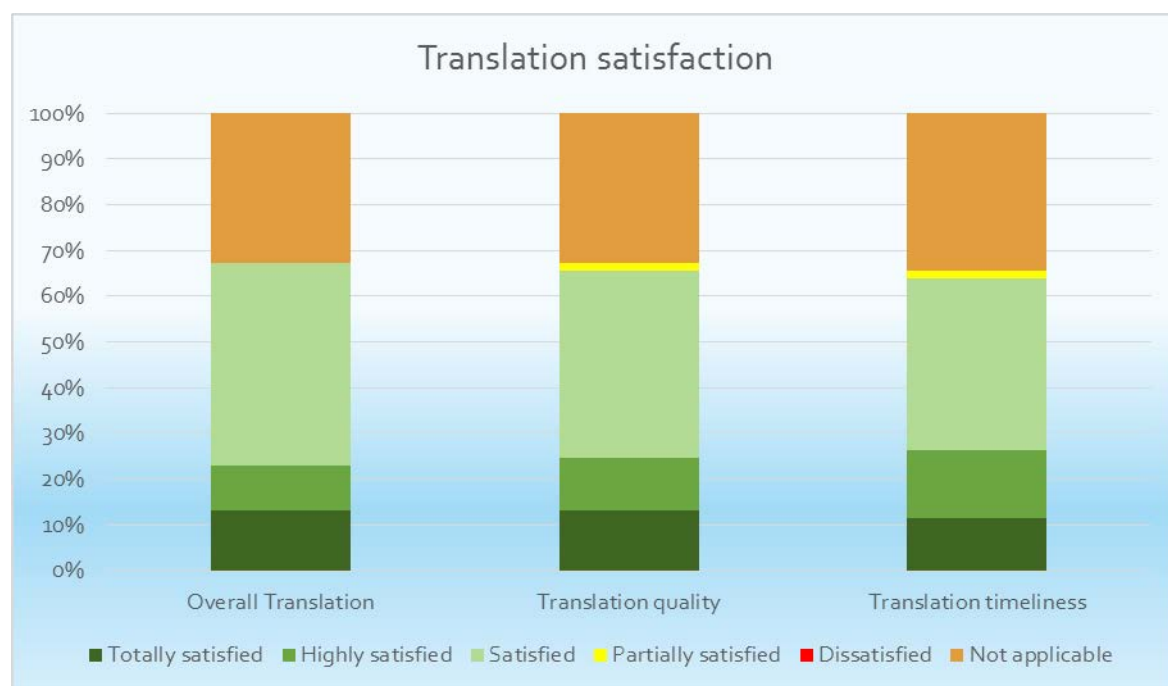The results, including the "Not applicable" responses, are shown on the following chart:

Figure 13

The following chart shows the results with the "Not applicable" responses removed:

Figure 14

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

Table 14

	Overall Translation	Translation quality	Translation timeliness
Totally satisfied	8	8	7
Highly satisfied	6	7	9
Satisfied	27	25	23
Partially satisfied	0	1	1
Dissatisfied	0	0	0
Not applicable	20	20	21
TOTAL RESPONSES	61	61	61
Not applicable percentage	32.8	32.8	34.4
Satisfaction rating (1-5)	3.5	3.5	3.6

Table 14 shows that, in comparison with the table presented for the PCT Office feedback survey regarding 2012, the overall satisfaction ratings have gone down (from 3.8 to 3.5) and the numbers of "Not applicable" responses has increased (from 14 to 20). The number of overall "Dissatisfied" or "Partially Satisfied" ratings has gone down (from 1 to 0).

OPERATIONAL TRANSLATION SERVICE COMMENTS

There were a small number of comments regarding the quality of translations (related to the Russian and Japanese languages) and it was requested that translations of written opinions could be made available earlier to enable applicants to use the translations when requesting accelerated national phase processing under Patent Prosecution Highway (PPH) arrangements.

In addition to the comments on translation quality mentioned above, there was one comment requesting the availability of translations of updated PCT Forms following the PCT Rule changes approved at the PCT Assembly in 2015.

GENERAL 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 service related questions earlier in the questionnaire.

A small number of comments were received concentrating on, and thanking the International Bureau for, continued cooperation and requesting further information sharing and, in particular, further training and seminars related to the provision of PCT information.

CONCLUSIONS AND NEXT STEPS

In general, the response data indicates that, with regard to questions asking for satisfaction ratings, Offices expressed a generally high 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;
* the range of PCT tools for the filing and processing of international applications made available to Offices and applicants; and
* international application document availability in additional languages.

Regarding the survey procedure, the use of the Opinio on-line survey tool can be viewed as a success, noting that few of the Offices had any difficulty in using the tool and no negative feedback was received.

[Annex I follows]

SURVEY QUESTIONS

The complete set of survey questions in tabular form[5]:

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

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

Question No.	Question text	Division
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
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	PCT OPS (Documents)
	Timeliness of document availability	PCT OPS (Documents)
	Accuracy of documents	PCT OPS (Documents)
	Timeliness of answering questions	PCT OPS (Documents)
	Ease of document access via PATENTSCOPE	PCT OPS (Documents)
	Rule 87 / Article 20 DVD	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):	PCT OPS (Translation)
	Overall	PCT OPS (Translation)
	Quality of translations	PCT OPS (Translation)
	Timeliness of translation availability	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

[End of Annex I, Annex II follows]

SATISFACTION BY GEOGRAPHIC REGION
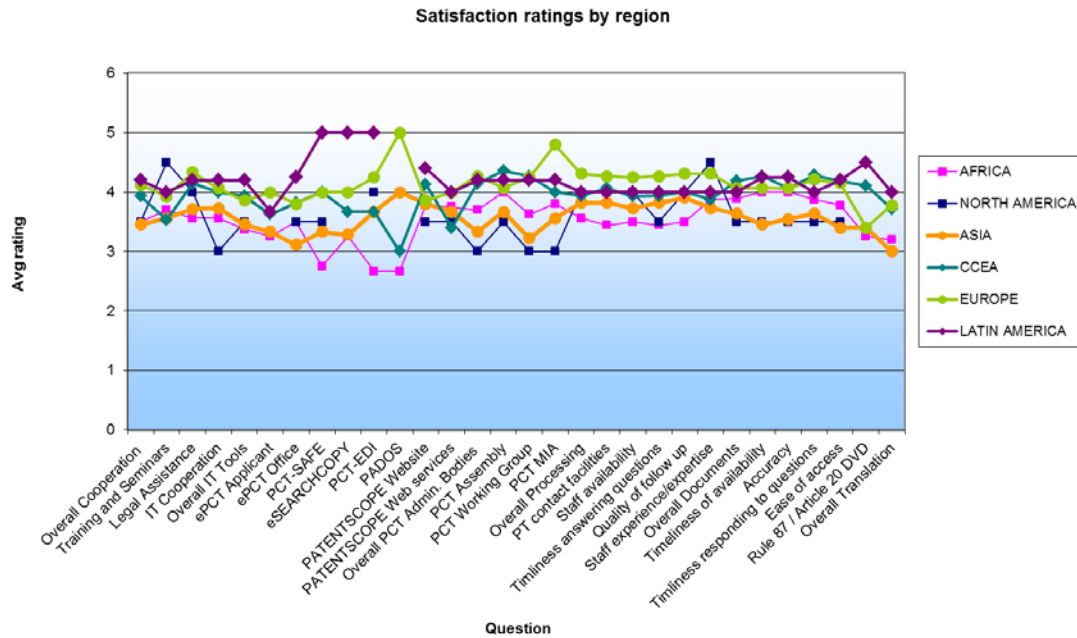

Satisfaction ratings by region

Figure 15

The chart above shows satisfaction ratings by geographic region. It appears that, in comparison with other regions, there is a lower perception of satisfaction at Offices in the Asian and African regions almost across the entire set of services provided by the PCT (unchanged from 2010). While this could be expected in the area of IT, due to differing levels of development of IT services, it should be noted (in the context of the "language to English" translation service provided by the International Bureau) that this perception also applies to the translation service[6]. The 2014/15 satisfaction ratings by geographic region chart is quite similar to the charts presented for 2010 and 2011; this could also indicate that the perception of variations by region is related to differing levels of expectation.

[End of document]

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[6] Possibly because the service affects applicants from these counties when English speaking countries are the "Office of second filing"