

# User Satisfaction Survey 2015 on Patent Administration services

## Introduction

The European Patent Office (EPO) has regularly carried out user satisfaction surveys on Patent Administration – formalities and customer services. From 2015, these surveys will be conducted on an annual basis and run by a market research institute contracted by the Office and selected by open tender. For the period 2015-2017, the contractor is UAB BERENT Research Baltic.

## Design of the survey 2015

### Methodology and sample

Online interviews of about 15 minutes are conducted with a representative sample of users of EPO Patent Administration services. This sample consists of users who contacted the first line customer service of the EPO between May 2014 and April 2015. Around 1500 interviews were conducted.

### Questionnaire

Respondents are asked about formalities and customer services, as well as about specific aspects relating to Patent Administration.

### Interviews

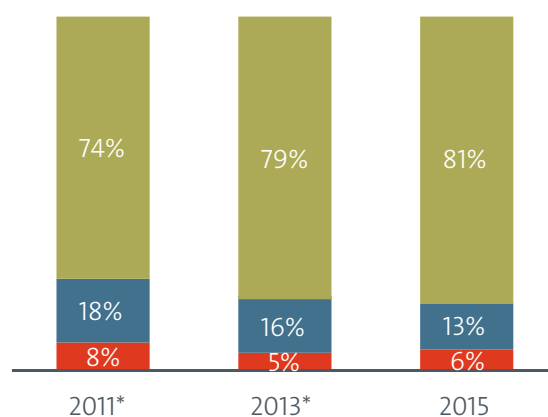
Interviews are conducted by web-form using a computer-assisted web interview (CAWI) system. Interviews can be in English, German or French. To ensure data protection, personal data is separated from respondent answers. Data is grouped and analysed on a purely statistical basis. Results are only available as aggregated statistics.

## Latest results

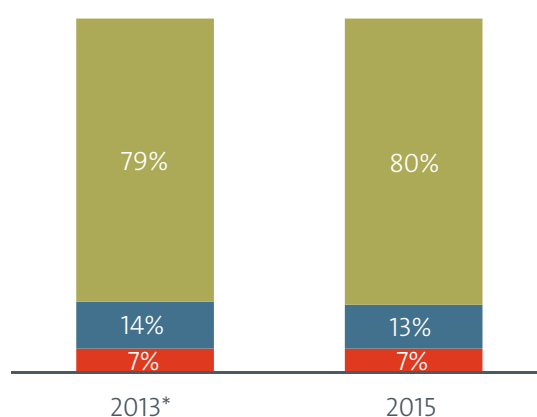
80% of users are satisfied or very satisfied with the Patent Administration services:

- 81% of users are satisfied or very satisfied with the formalities services, whereas only 6% are dissatisfied or very dissatisfied.
- When asked about the customer services, 80% of users said they are satisfied or very satisfied, with only 7% indicating they were dissatisfied or very dissatisfied.

## User satisfaction with formalities services



## User satisfaction with customer services



■ (very) dissatisfied   
 ■ average   
 ■ (very) satisfied

\* pilot survey, slightly different methodology applied