

# User Satisfaction Survey 2018 on formalities services

## Introduction

The European Patent Office (EPO) has regularly carried out user satisfaction surveys on formalities services. From 2015, these surveys are conducted on an annual basis and run by a market research institute contracted by the Office and selected by open tender. For the period 2018 to 2020, the contractor is BERENT Deutschland GmbH.

## Latest results

87% of users are satisfied or very satisfied with the formalities services, whereas only 6% are dissatisfied or very dissatisfied.

## User satisfaction with formalities services

## Design of the survey 2018

### Methodology and sample

Online interviews of about 15 minutes are conducted with a representative sample of users of EPO services. This sample consists of users who contacted the first line user desk of the EPO between January and June 2018. Almost 1 800 interviews were conducted.

### Questionnaire

Respondents are asked about their experience when being in contact with the EPO, as well as about specific aspects relating to these services.

### 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.

