

User Satisfaction Survey 2013 on Patent Administration

Introduction

The European Patent Office (EPO) has always focused on the customer satisfaction. The first user satisfaction survey on patent administration services was in 2011, the last one in 2013, including the services offered by the Formalities Officers (including Opposition) and by the Customer Services. It has recently been decided to run annual user satisfaction surveys on patent administration services as from 2015.

Design of the survey 2013

The **sample** is constructed based on users having contacted the first line customer service (1LCS) of the EPO between August 2012 and July 2013.

A **questionnaire** was developed by Patent Administration (PA) together with Principal Directorate Quality Management (PDQM).

Execution of the survey 2013

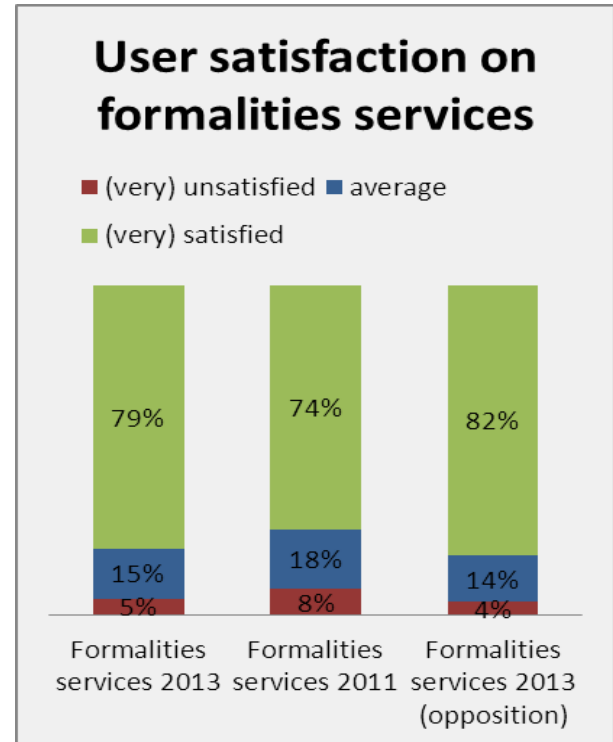
Interviews are conducted by web-form using a computer aided web interview (CAWI) system. Interviews can be in one of three languages – English, German or French. The contractor receives contact information from the Office and sends all potential respondents a link to the web-form. In total, 843 were collected in 2013. To satisfy data protection requirements, personal data are separated from respondent answers. Results are only available as aggregated statistics.

Results of the survey 2013

Formalities services

Users are highly satisfied with the formalities services in general, and in relation with opposition in particular.

Compared to the survey in 2011, there has been a clear improvement: 5% more (very) satisfied and 3% less (very) unsatisfied users.



Customer Services

Users are highly satisfied with the Customer Services. By general questions or when asked about online services, 78% of the users are satisfied or very satisfied.

