User Satisfaction Survey 2016 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 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 2015-2017, the contractor is UAB BERENT Research Baltic.

Design of the survey 2016

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 March 2015 and February 2016. Around 1800 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
87% of users are satisfied or very satisfied with the Patent Administration services:
- 84% of users are satisfied or very satisfied with the formalities services, whereas only 3% are dissatisfied or very dissatisfied.
- When asked about the customer services, 90% of users said they are satisfied or very satisfied, with only 4% indicating they were dissatisfied or very dissatisfied.