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.

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.

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

<table>
<thead>
<tr>
<th>Year</th>
<th>(very) dissatisfied</th>
<th>average</th>
<th>(very) satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>13%</td>
<td>3%</td>
<td>7%</td>
</tr>
<tr>
<td>2017</td>
<td>8%</td>
<td>5%</td>
<td>7%</td>
</tr>
<tr>
<td>2018</td>
<td>7%</td>
<td></td>
<td>87%</td>
</tr>
</tbody>
</table>

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