

Report on FY2019
Annual User Satisfaction Survey
on Patent Examination Quality

September 2019

Japan Patent Office

Abstract

I. Introduction

Globally reliable, high-quality examinations and proper patent grants by the Japan Patent Office (JPO) are critical elements that support domestic enterprises to more smoothly develop global business activities, drive innovation, and maintain sound business practices. In order to grant high-quality patents, it is essential that the JPO maintain and continuously improve patent examination¹ quality after determining the needs and expectations of its users to include applicants and third parties.

The JPO released its *Quality Policy on Patent Examination* in 2014 which outlines the fundamental principles of its quality management policies. It was designed using the aforementioned practices with the ultimate goal being to achieve the best, most comprehensive quality policy in the world. The JPO Quality Policy states as one of its six fundamental principles, “we meet wide-ranging needs and expectations”. Further, the JPO understands and respects the broad-ranging needs of, and expectations for, patent examination so that it may contribute to the benefit of Japanese society and the satisfaction of people using and administering the patent system.

Attentiveness to the opinions of users is vital to continuously define and improve or develop measures for achieving quality assurance in patent examination. The JPO has conducted its User Satisfaction Survey annually since FY2012 generating valuable feedback that has initiated vital quality management improvements.

In the FY2019 survey, a question regarding dissatisfaction with prior article searches was changed to query respondents as to whether they were satisfied with the consistency of judgments of each relevant article or not. The overall purpose of this change was intended to reduce user burden.

The following shows a summary of the survey results, detailed analyses of responses and overall findings.

¹ In this Report, the term *patent examination* intends to include International Search, International Preliminary Examination, and establishment of Reports of Utility Model Technical Opinion, as defined in the Quality Policy.

II. Survey method overview with aggregated results.

In the FY2019 survey, the four types of Questionnaire Sheets shown in Table 1 below were used to ask our users how they would evaluate the quality of our patent examination, international search and international preliminary examination in FY2018. Those surveyed include top domestic and overseas applicants as well as patent attorneys who filed a large number of applications and small-scale applicants selected randomly. Sheets A and C relate to the overall quality of our examination practices for non-specific applications while Sheets B and D are for specific applications selected randomly. Table 1 shows the number of applicants/applications and the response rate of each Questionnaire Sheet.

Table 1: Number of applicants/applications and the response rate of each Questionnaire Sheet.

Type of Questionnaire Sheet		Number of applicants/applications	Response rate
Sheet A	Overall quality of patent examination of national applications	686 applicants	88.0%
Sheet B	Quality of patent examination of specific national applications	2,270 applications	84.4%
Sheet C	Overall quality of the international search and international preliminary examination of PCT applications	346 applicants	90.5%
Sheet D	Quality of the international search and international preliminary examination of specific PCT applications	622 applications	89.1%

(1) Satisfaction level with overall patent examination quality of national applications

Respondents at the rate of 93.7% evaluated the level of satisfaction with the overall quality of patent examination of national applications as *neutral* or higher (Figure 1). This is an increase from the previous year and includes the following areas: *scope of granted patents* (93.7%); *application of Articles 36 (4) (i) and 36 (6) – descriptive requirements for descriptions and claims* (88.7%); *foreign patent literature searches* (87.4%); and *consistency of judgements among examiners* (85.7%). *Consistency of judgements among examiners* in particular saw steady improvement as a result of continued initiatives such as enhanced consultations and approvals.

On the other hand, a relatively large proportion of respondents were *unsatisfied* or *somewhat unsatisfied* with the following items: *consistency of judgements among examiners on inventive step* (18.0%); *non-patent literature searches* (15.4%); *consistency of judgements among examiners on descriptive requirements for descriptions and claims* (14.5%); *application of Article 29 (2) – inventive step* (11.8%); and *application of Articles 36 (4) (i) and 36 (6) – descriptive requirements for descriptions and claims* (11.3%).

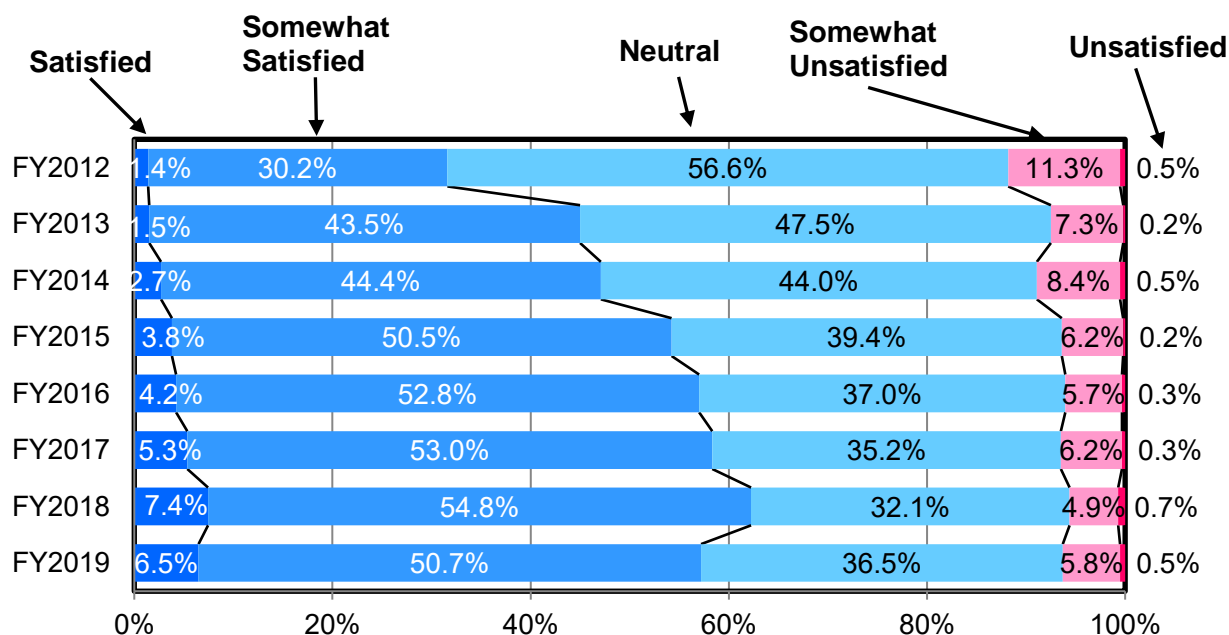


Figure 1: Satisfaction level with overall patent examination quality of national application¹

¹ In any graph showing a year-to-year change in this report, the vertical axis generally represents the fiscal year of survey. As the Survey each year questions user satisfaction with examinations conducted by the JPO in the previous fiscal year, the FY2019 Survey represents user satisfaction level with examinations conducted in FY2018.

(2) Satisfaction level with overall patent examination quality of PCT applications

Respondents satisfaction level reached 97.4% with the overall quality of the international search and international preliminary examination of PCT applications as *neutral* or higher (Figure 2). The following items were evaluated by a large proportion of the respondents: *judgement on excluded subject matter from searches* (100.0%); *IPC accuracy* (99.7%); *judgement on unity of invention* (98.2%); and *domestic patent literature searches* (98.1%).

Conversely, a relatively large proportion of respondents were *unsatisfied* or *somewhat unsatisfied* with the following: *foreign patent literature searches* (18.1%); *consistency of judgements between the international and national phases* (17.1%); and *non-patent literature searches* (15.3%). More respondents evaluated the following items as *unsatisfied* or *somewhat unsatisfied* this fiscal year than in the previous year: *consistency of judgements between the international and national phases*; *judgement on novelty / inventive step*; and *reasoned statement regarding novelty / inventive step*.

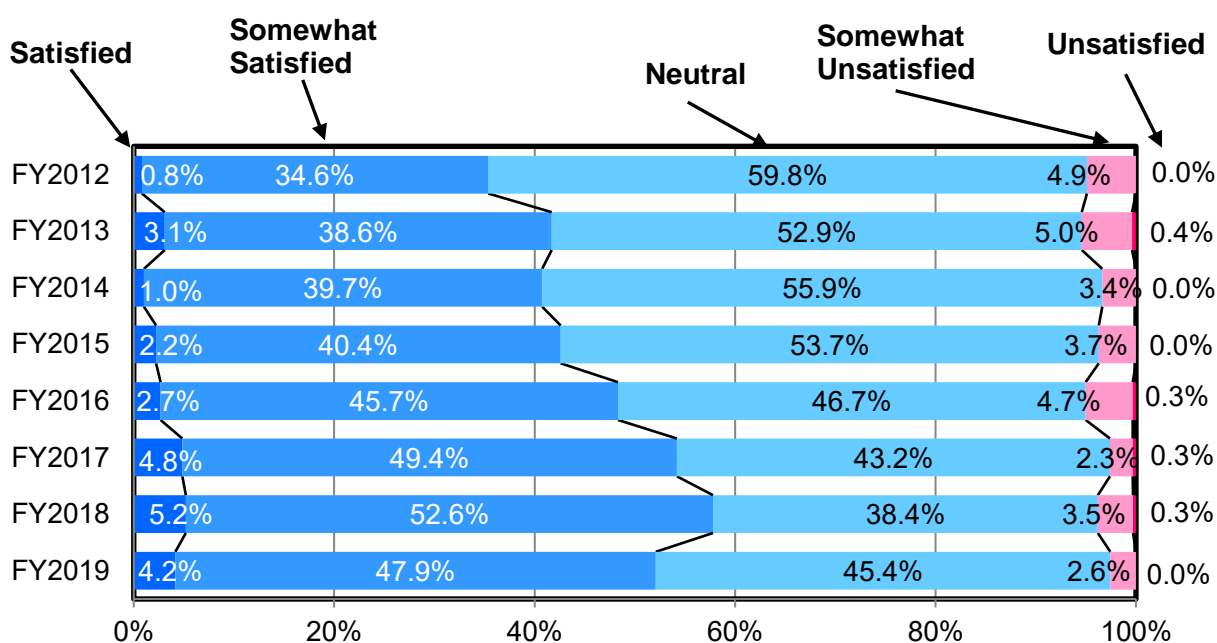


Figure 2: Satisfaction level with overall patent examination quality of PCT applications

(3) Satisfaction level with patent examination quality of specific national applications

For the randomly selected specific national applications, the percentage of the examinations where quality was evaluated *neutral* or higher was 90.7% (Figure 3). As for the *satisfied* or *somewhat satisfied* applications, many respondents were satisfied with the examination quality for the following evaluation items: *easy-to-understand description in notices of reasons for refusal* (62.5%); and *appropriate judgement on novelty / inventive step* (62.0%).

In contrast, as for the *unsatisfied* or *somewhat unsatisfied* applications, most of the respondents were unsatisfied with *judgement on lack of novelty / inventive step* (66.1%). To be more specific, they showed their dissatisfaction with these features: *motivation/obstructive factors for combination* (47.0%); *judgement of identical features/differences* (41.0%); and *identification of cited document* (34.2%). The second major reason for the negative responses was with this item: *judgement on lack of descriptive requirements* (18.1%).

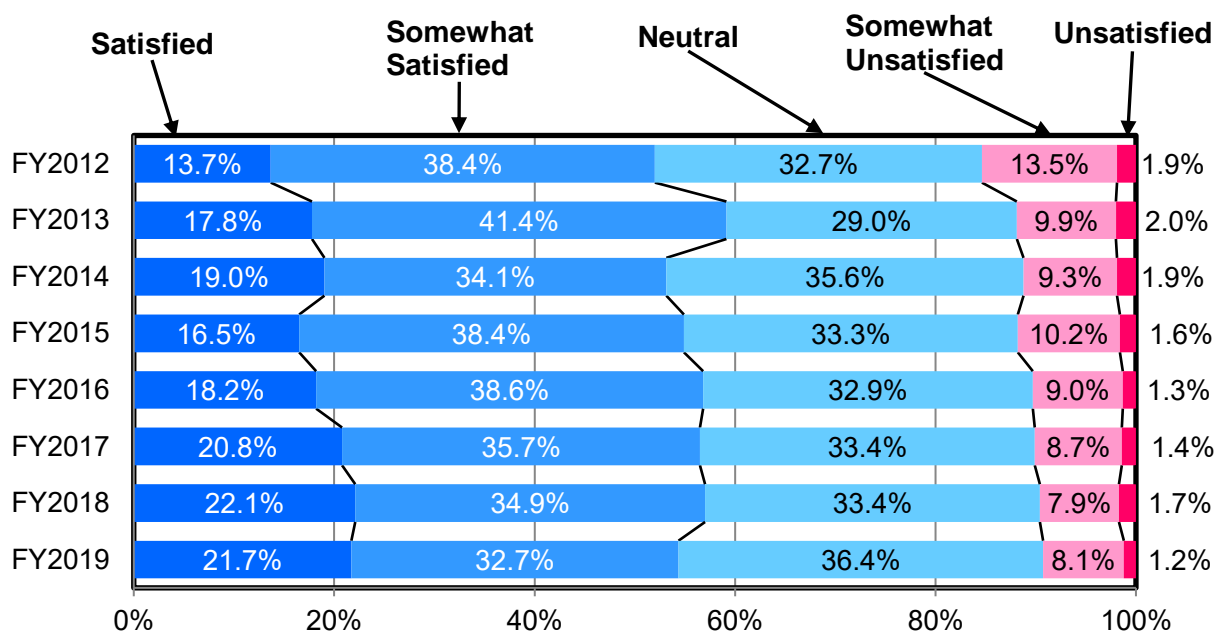


Figure 3: Satisfaction level with patent examination quality of randomly selected specific national applications

(4) Satisfaction level with patent examination quality of specific PCT applications

Using randomly selected specific PCT applications, the percentage of international searches and international preliminary examinations where quality was evaluated *neutral* or higher was 90.6% (Figure 4). As for the *satisfied* or *somewhat satisfied* applications, many respondents were satisfied with the examination quality for the following items: *easy-to-understand description in ISR, WO/ISA, and IPER* (74.9%); and *appropriate judgement on novelty / inventive step* (69.2%).

Concurrently, as for the *unsatisfied* or *somewhat unsatisfied* applications, most of the respondents were unsatisfied with the following item: *judgement on lack of novelty / inventive step* (78.8%). To be more specific, they showed their dissatisfaction with these items: *judgement of identical features/differences* (53.7%); *identification of cited document* (41.5%); and *motivation/obstructive factors for combination* (34.1%).

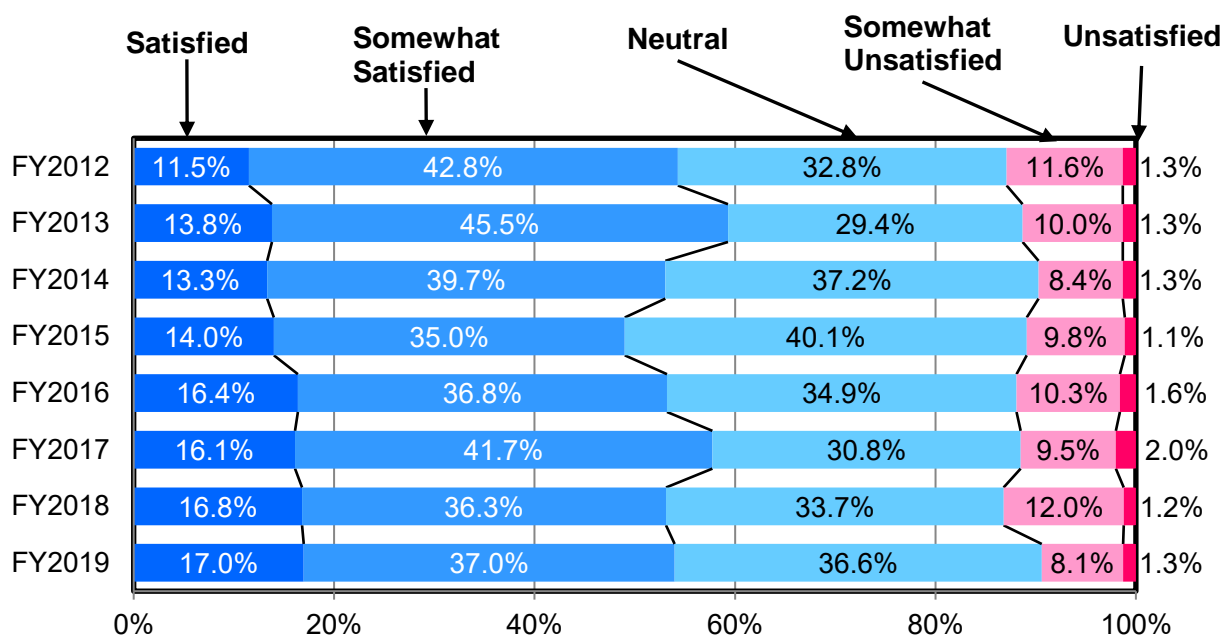


Figure 4: Satisfaction level with patent examination quality of randomly selected specific PCT applications

III. Detailed Analysis

(1) Correlation between individual evaluation items and overall satisfaction level (national applications)

Correlation coefficients were used to measure relationships between the level of satisfaction with each evaluation item and with the overall examination quality of national applications. The greater correlation coefficient of an individual evaluation item indicates a stronger relationship to the level of satisfaction with overall quality.

Figure 5 shows the satisfaction level of each evaluation item and the correlation coefficient between the satisfaction level of each evaluation item and the overall examination quality of national applications with the former on the x-axis and the latter on the y-axis. The JPO should improve on a priority basis evaluation items where satisfaction levels are low (left side) in spite of high correlation coefficients with the overall level of satisfaction (upper side in Figure 5). This year's survey revealed that evaluation items of the following were priorities: *consistency of judgements among examiners*; and *application of Article 29 (2) – inventive step*. The survey also revealed that, among these evaluation items, the average level of satisfaction was decreasing in this area: *level of examiners' technical expertise*.

Another survey item, *consistency of judgements on inventive step*, had a higher correlation coefficient with satisfaction level and overall quality than the item *consistency of judgements on descriptive requirements*, as a result of analyzing responses to a new question added this year.

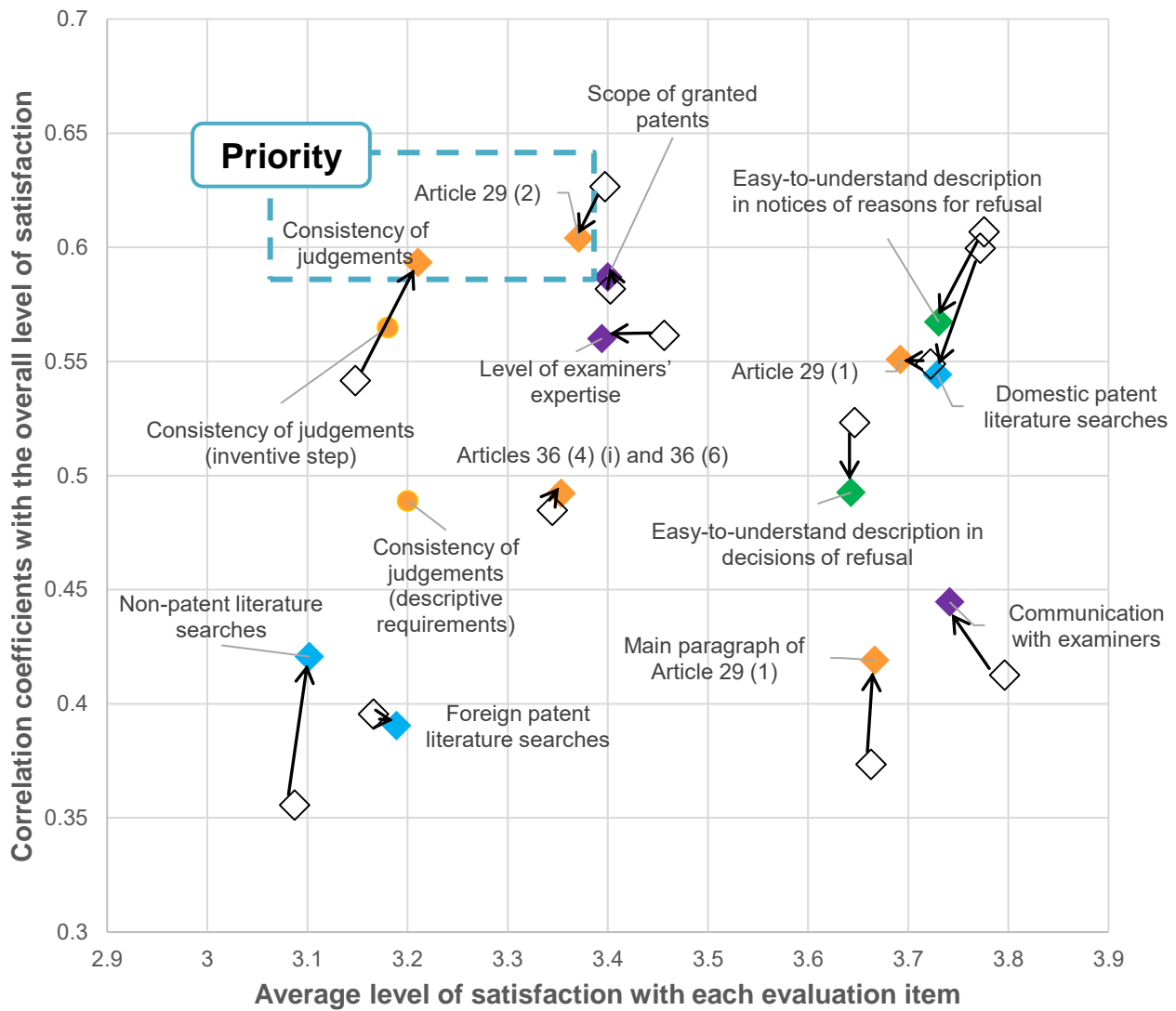


Figure 5: Average level of satisfaction for each evaluation item and correlation coefficients with overall satisfaction level (national applications) ¹

¹ Plots are colored according to evaluation type: Light blue for prior article searches; orange for judgements; green for descriptions in notices; purple for others. Both white plots representing survey results and arrows representing changes in correlation coefficients are from the previous year's survey.

(2) Correlation between individual evaluation items and overall satisfaction level (PCT applications)

Figure 6 shows the satisfaction level of each evaluation item and the correlation coefficient between the level of satisfaction with each evaluation item and overall quality of the international search and international preliminary examination of PCT applications. The former is on the x-axis and the latter on the y-axis. As in Figure 5, the JPO should improve, on a priority basis, evaluation items where satisfaction levels are low (left side) in spite of high correlation coefficients with the overall level of satisfaction (upper side). This year's survey revealed these items as priorities: *consistency of judgements in the international search and international preliminary examination*, and *judgement on novelty / inventive step*.

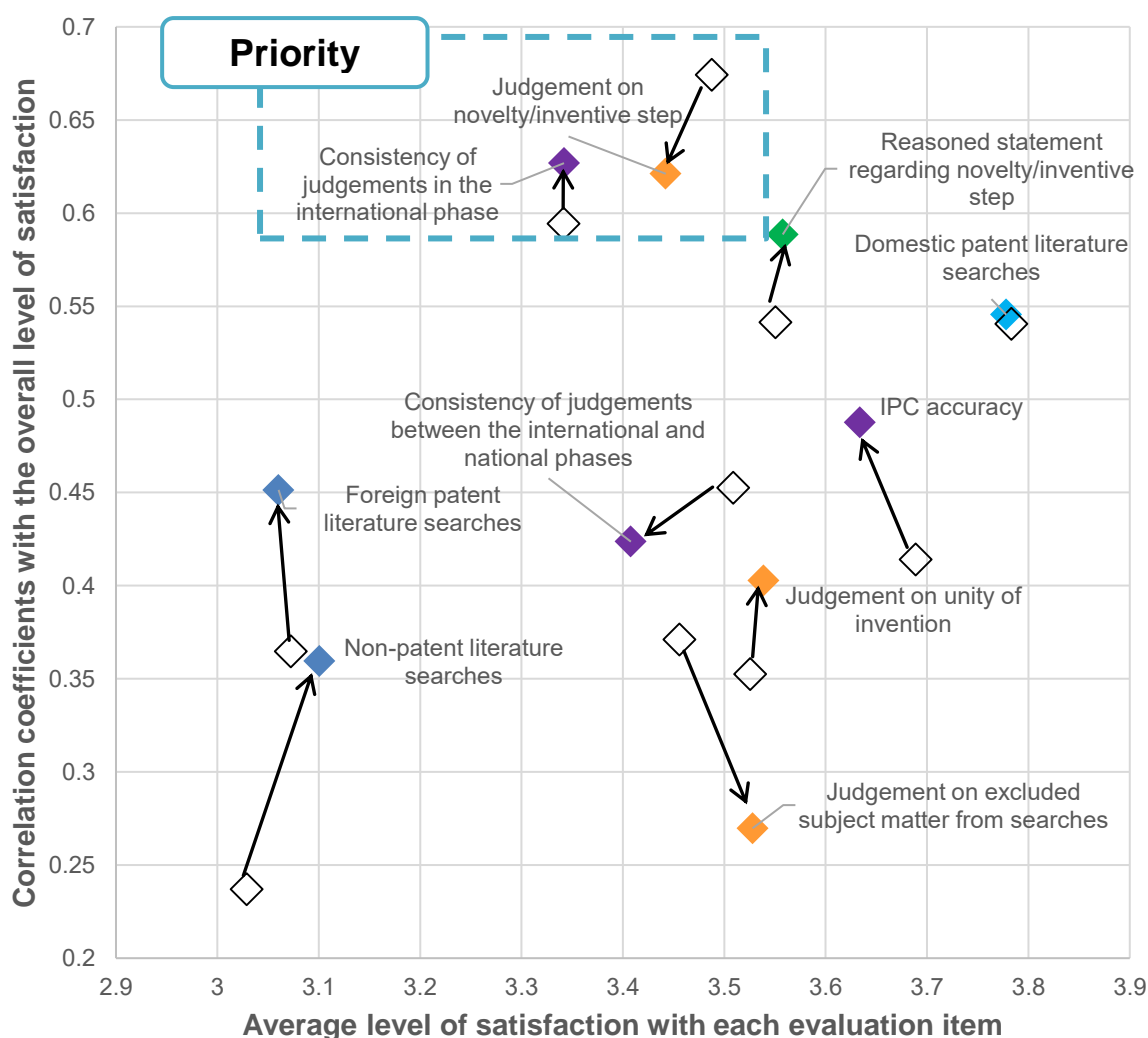


Figure 6: Average level of satisfaction for each evaluation item and correlation coefficients with overall satisfaction level (PCT applications) ¹

¹ Plots are colored according to evaluation type: Light blue for prior article searches; orange for judgements; green for descriptions in notices; purple for others. Both white plots representing survey results and arrows representing changes in correlation coefficients are from the previous year's survey.

IV. Summary of survey results

This year's survey showed that 93.7% of the respondents evaluated the level of satisfaction with the overall quality of patent examination of national applications as *neutral* or higher, suggesting that there is not much difference when comparing to last year (Figure 1). The same can be suggested for the quality of patent examination of randomly selected specific national applications, where 90.7% of the examinations were evaluated *neutral* or higher (Figure 3).

The correlation analysis of the level of satisfaction with the overall patent examination quality of national applications revealed the following items to be considered priorities for improvement (Figure 5): *consistency of judgements among examiners*; and *application of Article 29 (2) – inventive step*. It also showed that the item, *consistency of judgements on inventive step*, had a higher correlation coefficient with the level of satisfaction with overall quality than the item, *consistency of judgements on descriptive requirements*.

The survey showed that 97.4% of the respondents evaluated the level of satisfaction with the overall quality of the international search and international preliminary examination of PCT applications as *neutral* or higher, suggesting that there was not much difference from the previous year (Figure 2). The same can be suggested for the quality of the international search and international preliminary examination of randomly selected specific PCT applications, about which 90.6% of the international search and international preliminary examinations were evaluated *neutral* or higher (Figure 4).

The correlation analysis of the level of satisfaction with the overall quality of the international search and international preliminary examination of PCT applications revealed that the items, *consistency of judgements in the international phase* and *judgement on novelty / inventive step*, were considered to be priorities for improvement (Figure 6).

While making steady progress in current measures and initiatives to improve examination quality, the JPO will address these survey items: *consistency of judgements among examiners*; and *application of Article 29 (2) – inventive step*, which were identified in this survey with the help of other analysis results produced by the JPO. We will also commit to making continuous efforts to maintain and improve examination quality based on invaluable information obtained from user surveys.

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1. Overview of the Survey

(1)Background

Globally reliable, high-quality examinations and proper patent grants by the Japan Patent Office (JPO) are keys for supporting domestic enterprises in smoothly developing global business activities, driving innovation, and maintaining sound business practices. Based on this concept, the JPO released its Quality Policy on Patent Examination (*JPO Quality Policy*) in 2014, which outlines fundamental principles of its quality management policies designed to achieve the utmost examination quality in the world¹. The Quality Policy states, under one of six fundamental principles, “We meet wide-ranging needs and expectations”, that the JPO understands and respects broad-ranging needs of, and expectations for, patent examinations so that we may contribute to the benefit of Japanese society and the satisfaction of people connected with the patent system.

Carefully listening to the opinions of users is essential to continuously formulate measures for achieving quality assurance in patent examination. The JPO has conducted its User Satisfaction Survey (the “survey”) annually since FY2012 and has reflected valuable feedback from users in our quality management initiatives.

This report shows a summary of survey results, detailed analyses of responses and overall finding.

(2)Purpose of the Survey

This survey aims to collect users’ opinions and identify the current quality of the JPO’s patent examination, international search and international preliminary examination and it works as a means for the JPO to improve its patent examination practices in the future.

Specifically, this survey corresponds to the *check* phase of the PDCA (Plan, Do, Check, Act) cycle outlined in the Quality Management Manual for Patent Examination since it evaluates patent examination procedures. The survey results will be used to continuously improve the patent examination practices based on one of the principles of our Quality Policy statement: *We continually improve operations*.

¹ In this Report, the term *patent examination* intends to include International Search, International Preliminary Examination, and establishment of Reports of Utility Model Technical Opinion, as defined in the Quality Policy.

(3)Method

In this survey, four types of questionnaire sheets (A through D) were used to collect user responses (see Appendix). Sheets A and C relate to overall quality of examination practices for non-specific applications, while sheets B and D are used for specific applications selected randomly.

In the questionnaire sheets, a 5-point scale is used to show the satisfaction level of each evaluation item, in which 5 indicates *satisfied*, 4 - *somewhat satisfied*, 3 - *neutral*, 2 - *somewhat unsatisfied*, and 1 - *unsatisfied*. Respondents were able to choose to answer questions anonymously or otherwise, unless they were identified by the number of their applications to be surveyed.

Questionnaire sheets were emailed to respondents in May and June, 2019, with their prior consent obtained by phone or e-mail. Respondents were asked to complete the questionnaire within approximately one month and submit responses via e-mail or postal service. An English translation of the sheets was sent to applicants residing abroad as necessary.

Tables 1 through 4 below show how applicants/applications were selected and how many were selected per each questionnaire sheet. The number of questionnaire sheet B sent to small-scale applicants was doubled (100 to 200 sheets) to collect a greater amount of feedback. It should be noted that respondents to Sheets A and C overlap to some degree. The number of respondents is 738 when overlap was excluded.

Table 1: Method of selecting and number of applicants for Sheet A

	Method of selecting applicants	No. of applicants	Total
Sheet A (Overall quality of Patent Examination of National Applications in FY2018)	Non-individual, <u>domestic residents</u> , who filed 50 or more national applications as a lead applicant in FY2017, obtained one or more final decisions in FY2018 and have one or more published applications	562	686 applicants
	Non-individual, <u>foreign residents</u> , who filed 50 or more national applications as a lead applicant in FY2017, obtained one or more final decisions in FY2018 and have one or more published applications	54	
	<u>Small-scale applicants</u> ¹ who filed less than 50 national applications as a lead applicant in FY2017	20	
	Top 50 patent attorneys who filed the most applications in FY2017	50	

Table 2: Method of selecting and number of applicants/applications for Sheet B

	Method of selecting applicants	No. of applications (applicants)	Total
Sheet B (Quality of Patent Examination of Specific National Applications)	One to five randomly selected, published lead national applications per non-individual, <u>domestic resident</u> , who filed 50 or more national applications as a lead applicant in FY2017, to which a final decision (one or more) was sent in FY2018	1,847 (562)	2,270 applications
	One to five randomly selected, published lead national applications per non-individual, <u>foreign resident</u> , who is among approximately the top 140 lead applicants in FY2017, to which a final decision (one or more) was sent in FY2018	223 (138)	
	A randomly selected, published lead national application per <u>small-scale applicant</u> ¹ , to which a final decision (one or more) was sent in FY2018	200 (200)	

¹ Small-scale applicants were selected from manufacturers with capital of not more than 300 million yen or had less than 300 employees; and which previously had interviews or discussions with the JPO.

1. Overview of the Survey (3)Method

Table 3: Method of selecting and number of applicants for Sheet C

	Method of selecting applicants	No. of applicants	Total
Sheet C (Overall Quality of the International Search and International Preliminary Examination of PCT Applications in FY2018)	Non-individual, <u>domestic residents</u> who filed 18 or more PCT applications as a lead applicant in FY2018 and received one or more International Search Reports (ISRs) or International Preliminary Examination Reports (IPERs) in FY2018	296	346 applicants
	<u>Small-scale applicants</u> ¹ who filed less than 18 PCT applications as a lead applicant in FY2018	20	
	The top 30 <u>patent attorneys</u> who filed the most PCT applications in FY2018	30	

Table 4: Method of selecting and number of applicants/applications for Sheet D

	Method of selecting applicants	No. of applications (applicants)	Total
Sheet D (Quality of the International Search and International Preliminary Examination of Specific PCT Applications)	Two randomly selected lead national applications per non-individual, <u>domestic resident</u> , who filed 18 or more PCT applications as a lead applicant in FY2018 and received one or more International Search Reports (ISRs) or International Preliminary Examination Reports (IPERs) in FY2018	592 (296)	622 applications
	A randomly selected lead national application per <u>small-scale applicants</u> ¹ who filed less than 18 PCT applications as a lead applicant in FY2018 and received one or more International Search Reports (ISRs) or International Preliminary Examination Reports (IPERs) in FY2018	30 (30)	

(4)Response rate and breakdown of respondents by sector

Table 5 shows year-on-year trends in response rates of sheets A through D, suggesting that this year's response rate of each sheet remains high at around 90%. Table 6 is a breakdown of respondents to sheets A and C by sector. Anonymous responses account for 58.8% of all responses to sheet A and 62.3% of all the responses to sheet C (54.0% and 61.7% respectively in the FY2018 survey). The number of respondents is 650, excluding those overlapping in sheets A and C.

Table 5: Response rate of Questionnaire Sheets

	FY 2019 (Responded/Sent)	FY 2018	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013	FY 2012
Sheet A	88.0% (604/686)	90.0%	90.6%	89.3%	85.5%	86.8%	91.8%	91.4%
Sheet B	84.4% (1,916/2,270)	87.3%	89.6%	88.9%	85.1%	87.5%	90.6%	91.7%
Sheet C	90.5% (313/346)	93.5%	92.3%	91.2%	87.4%	88.7%	90.6%	91.8%
Sheet D	89.1% (554/622)	90.8%	91.0%	93.4%	89.1%	90.4%	90.1%	93.0%

1. Overview of the Survey (4)Response rate and breakdown of respondents by sector

Table 6: Breakdown of respondents to Sheets A and C by sector

Attribute (Sector) ¹		Sheet A		Sheet C	
		Responses	Percentage	Responses	Percentage
Domestic applicants	Metal	13	2.2%	6	1.9%
	Construction	7	1.2%	0	0.0%
	Machinery	53	8.8%	26	8.3%
	Chemistry	26	4.3%	17	5.4%
	Food/medicine	11	1.8%	7	2.2%
	Electronics	54	8.9%	26	8.3%
	Others (manufacturing)	27	4.5%	12	3.8%
	Others (non-manufacturing)	11	1.8%	8	2.6%
	Institutes/public research organization	13	2.2%	6	1.9%
Patent attorneys		21	3.5%	10	3.2%
Foreign-resident applicants		13	2.2%	0	0.0%
Anonymous respondents		355	58.8%	195	62.3%
Total		604	100.0%	313	100.0%

¹ Respondents were sorted into 9 sectors (10 including representatives) according to various industrial classifications, such as TOPIX Sector indices (33 sectors), Teikoku Databank Industry Classification and Japan Standard Industry Classification.

(5)Changes from the Last Fiscal Year

The following changes were made to the questionnaire for this fiscal year:

i) Add questions on *consistency of judgements*:

Questions were added to sheet A regarding respondent satisfaction level with *consistency of judgments in Article 29 (2) – inventive step* and *Articles 36 (4) (i) and 36 (6) – descriptive requirements for descriptions and claims* as the FY2018 survey revealed that many users were unhappy with these items.

ii) Delete questions regarding dissatisfaction with the scope of prior art searches

To reduce the burden to respondents, we have deleted detailed questions regarding dissatisfaction with the scope of prior art searches in sheets B and D. This item was found to be generally acceptable to users.

2. Aggregated Results

(1)Satisfaction level with overall patent examinations quality of national applications

Table 7 shows the level of satisfaction of 604 respondents with the overall quality of patent examination of national applications and with individual evaluation items on a 5-point scale. Figures 1 to 14 indicate year-to-year changes in the evaluation.

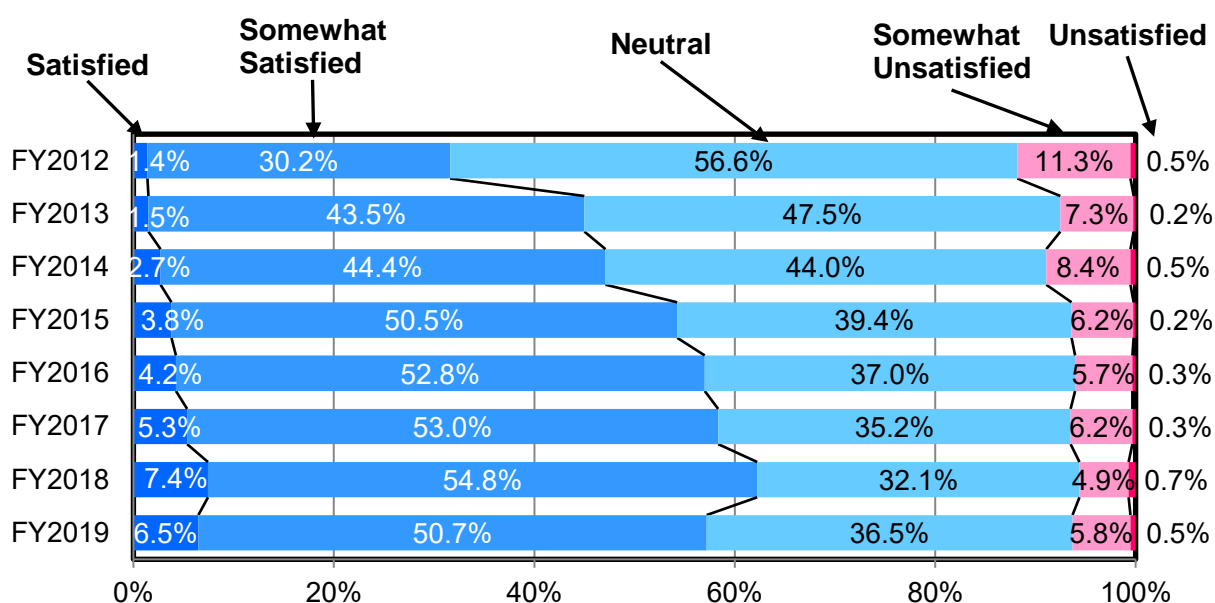


Figure 1: Satisfaction level with overall patent examinations quality of national applications¹

As shown in Figure 1, more than 90% of respondents have evaluated the overall quality of patent examination of national applications as *neutral* or higher since 2013, with 93.7% this fiscal year.

The following items were evaluated as *neutral* or higher by a large proportion of respondents: *application of the main paragraph of Article 29 (1) – industrial applicability* (98.2%); *domestic patent literature searches* (97.3%); *easy-to-understand description in decisions of refusal* (96.6%); and *application of items of Article 29 (1) – novelty* (96.5%).

Conversely, a relatively large proportion of respondents were *unsatisfied* or *somewhat unsatisfied* with the following: *Consistency of judgements among examiners on inventive step* (18.0%); *non-*

¹ In any graph showing a year-to-year change in this report, the vertical axis represents the fiscal year of survey. As the survey each year questions user satisfaction with examinations conducted by the JPO in the previous fiscal year, the FY2019 survey covers user satisfaction with examinations conducted in FY2018.

2. Aggregated Results (1) Satisfaction level with overall patent examinations quality of national applications

patent literature searches (15.4%); consistency of judgements among examiners on descriptive requirements for descriptions and claims (14.5%); foreign patent literature searches (12.6%); application of Article 29 (2) – inventive step (11.8%); and application of Articles 36 (4) (i) and 36 (6) – descriptive requirements for descriptions and claims (11.3%).

2. Aggregated Results (1) Satisfaction level with overall patent examinations quality of national applications

Table 7: Satisfaction level for each evaluation items and overall examination quality (national application)

Evaluation item		Satisfied	Somewhat Satisfied	Neutral	Somewhat Unsatisfied	Unsatisfied	Not sure/ no response
Overall examination quality		39 (6.5%)	306 (50.7%)	220 (36.5%)	35 (5.8%)	3 (0.5%)	1
Easy-to-understand description in notices of reasons for refusal		64 (10.6%)	336 (55.9%)	177 (29.5%)	23 (3.8%)	1 (0.2%)	3
Easy-to-understand description in decisions of refusal		50 (8.5%)	302 (51.1%)	219 (37.1%)	18 (3.0%)	2 (0.3%)	13
Application of provisions	Main paragraph of Article 29 (1) - industrial applicability	79 (17.3%)	154 (33.8%)	215 (47.1%)	8 (1.8%)	0 (0.0%)	148
	Items of Article 29 (1) - novelty	84 (14.0%)	271 (45.1%)	225 (37.4%)	19 (3.2%)	2 (0.3%)	3
	Article 29 (2) - inventive step	42 (7.0%)	219 (36.4%)	269 (44.8%)	62 (10.3%)	9 (1.5%)	3
	Articles 36 (4) (i) and 36 (6) - descriptive requirements for descriptions and claims	38 (6.3%)	216 (36.0%)	278 (46.3%)	56 (9.3%)	12 (2.0%)	4
Consistency of judgements among examiners		22 (3.7%)	177 (29.8%)	310 (52.2%)	74 (12.5%)	11 (1.9%)	10
	Article 29 (2) - inventive step	29 (4.8%)	174 (29.0%)	288 (48.1%)	94 (15.7%)	14 (2.3%)	5
	Articles 36 (4) (i) and 36 (6) - descriptive requirements for descriptions and claims	28 (4.7%)	170 (28.6%)	311 (52.3%)	69 (11.6%)	17 (2.9%)	9
Domestic patent literature searches		87 (14.5%)	284 (47.2%)	215 (35.7%)	13 (2.2%)	3 (0.5%)	2
Foreign patent literature searches		23 (4.1%)	140 (25.2%)	322 (58.0%)	59 (10.6%)	11 (2.0%)	49
Non-patent literature searches		23 (4.3%)	109 (20.2%)	324 (60.1%)	66 (12.2%)	17 (3.2%)	65
Level of examiner technical expertise		41 (6.9%)	224 (37.6%)	269 (45.1%)	53 (8.9%)	9 (1.5%)	8
Communication with examiners (e.g. on-site and telephone interviews)		86 (18.0%)	203 (42.6%)	170 (35.6%)	18 (3.8%)	0 (0.0%)	127
Scope of granted patents		33 (5.5%)	218 (36.3%)	311 (51.8%)	32 (5.3%)	6 (1.0%)	4

*Percentages in brackets represent the ratio of responses of each item / valid responses (excluding *not sure / no response*). The percentages may not reach the sum of 100 due to rounding.

2. Aggregated Results (1) Satisfaction level with overall patent examinations quality of national applications

The evaluation of *consistency of judgements among examiners* has steadily been improving as a result of continued initiatives in areas such as enhanced consultations and approvals (Figure 8).

In addition, other respondents evaluated the following items as *neutral* or higher this fiscal year than last: *application of Articles 36 (4) (i) and 36 (6) – descriptive requirements for descriptions and claims, foreign patent literature searches, and scope of granted patents*, as seen in Figures 7, 10 and 14 respectively.

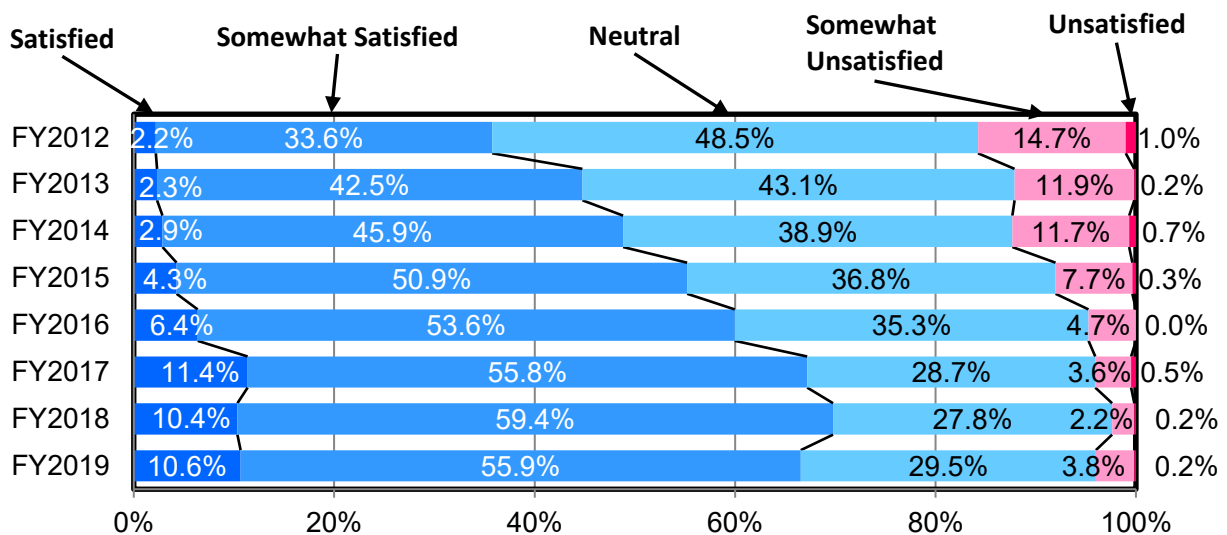


Figure 2: Satisfaction level with notices of reasons for refusal easy-to-understand description

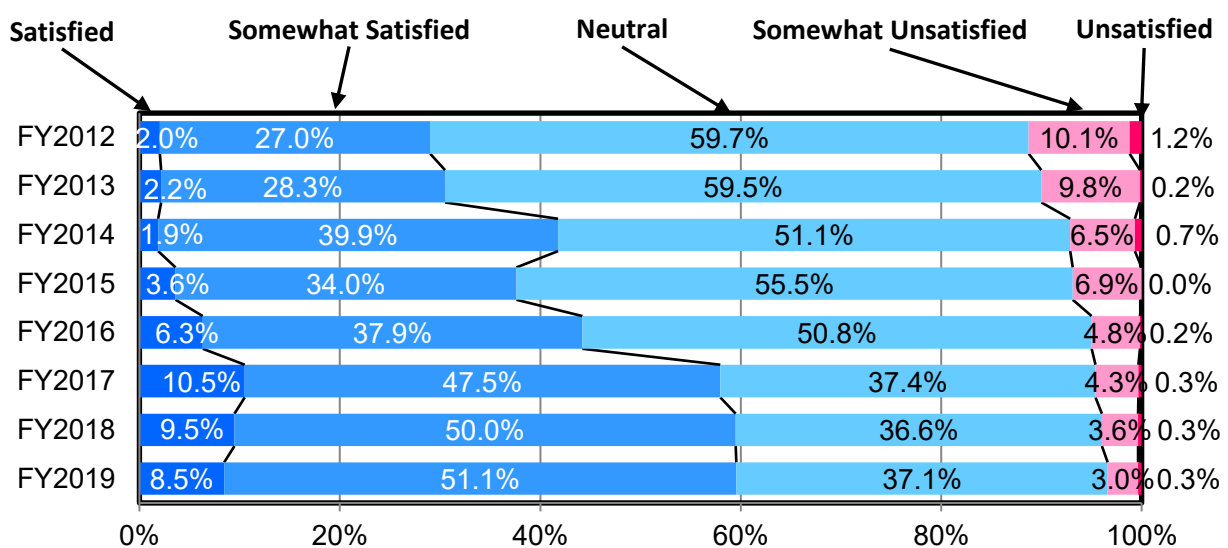


Figure 3: Satisfaction level with decisions of refusal easy-to-understand descriptions

2. Aggregated Results (1) Satisfaction level with overall patent examinations quality of national applications

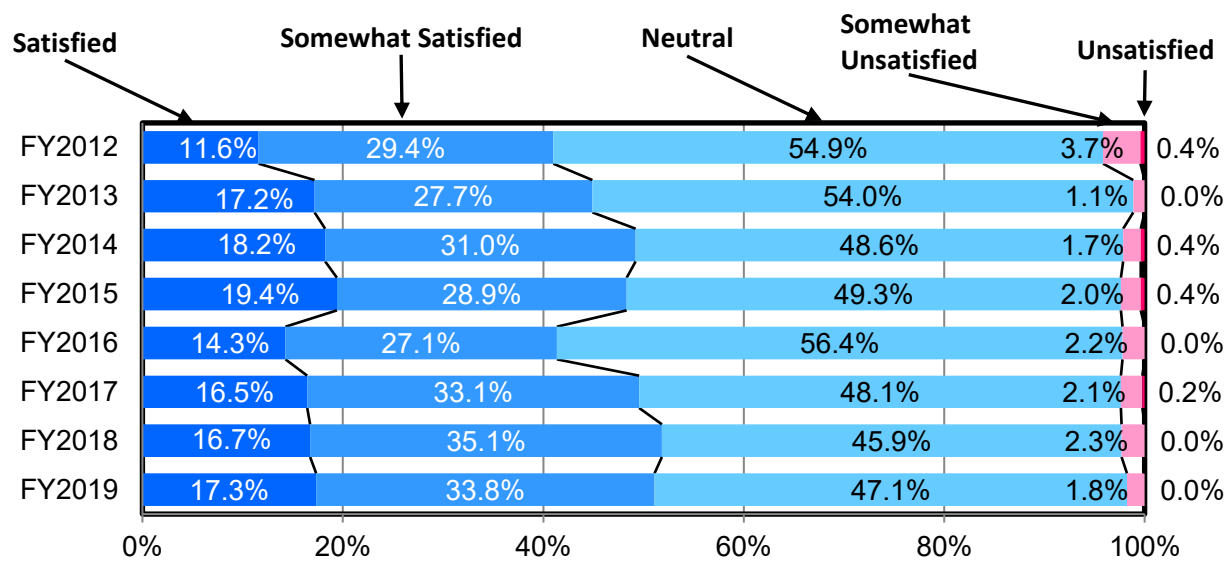


Figure 4: Satisfaction level with application of the main paragraph of Article 29 (1) – industrial applicability

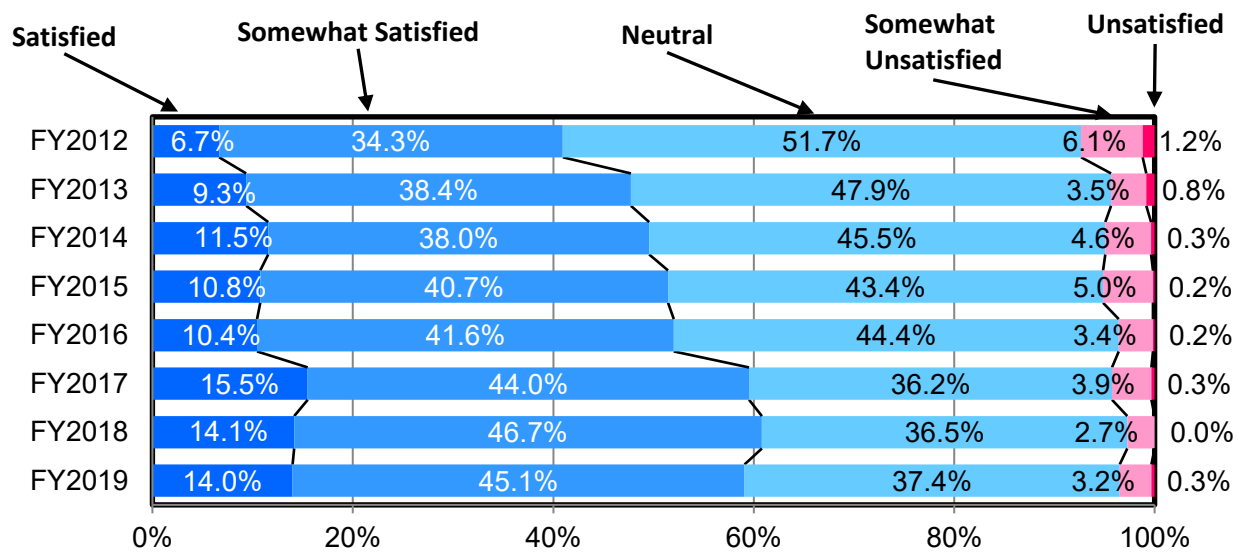


Figure 5: Satisfaction level with application of items of Article 29 (1) – novelty

2. Aggregated Results (1) Satisfaction level with overall patent examinations quality of national applications

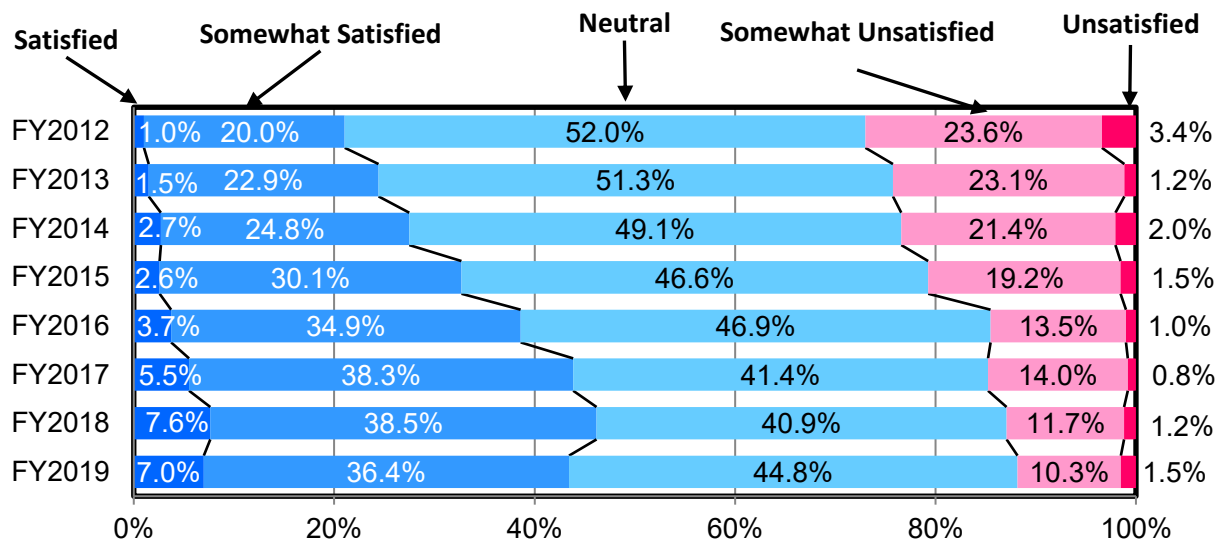


Figure 6: Satisfaction level with application of Article 29 (2) – inventive step

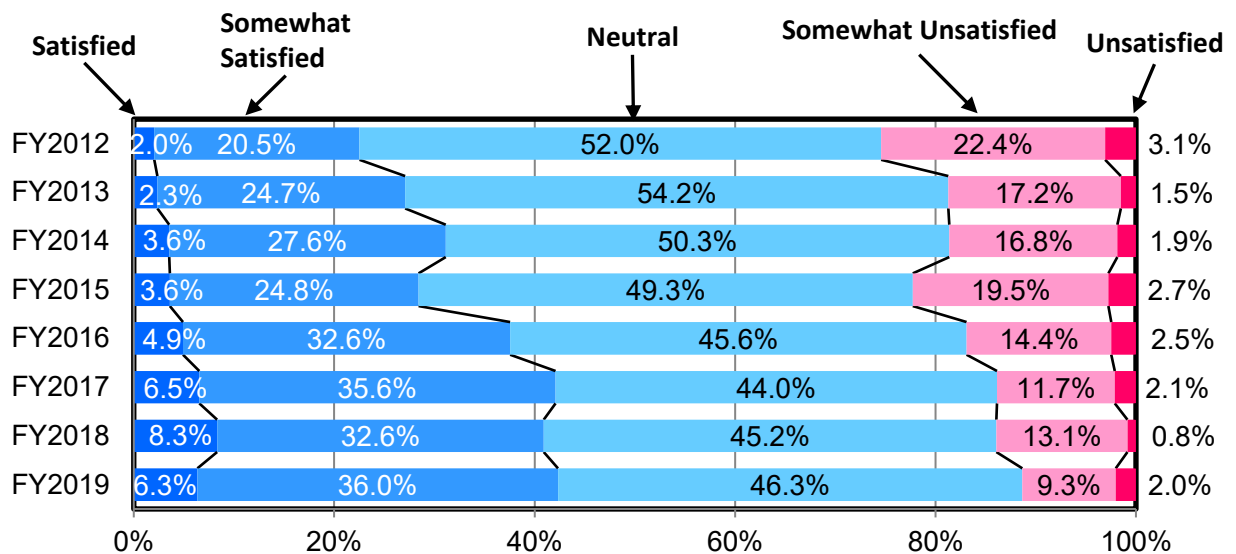


Figure 7: Satisfaction level with application of Articles 36 (4) (i) and 36 (6) – descriptive requirements for descriptions and claims

2. Aggregated Results (1) Satisfaction level with overall patent examinations quality of national applications

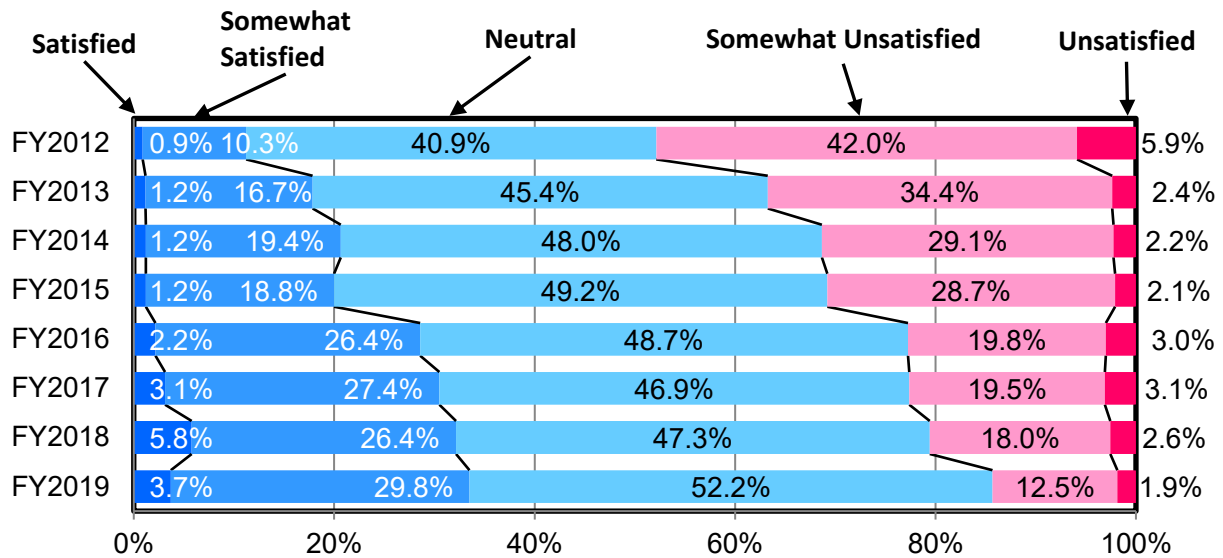


Figure 8: Satisfaction level with consistency of judgements among patent examiners

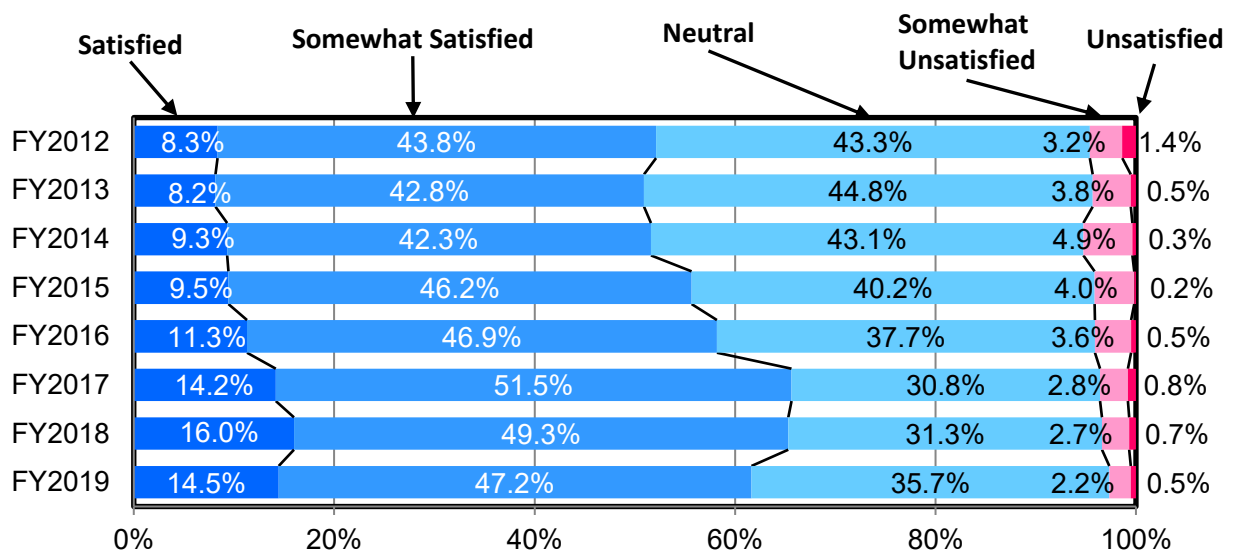


Figure 9: Satisfaction level with domestic patent literature searches

2. Aggregated Results (1) Satisfaction level with overall patent examinations quality of national applications

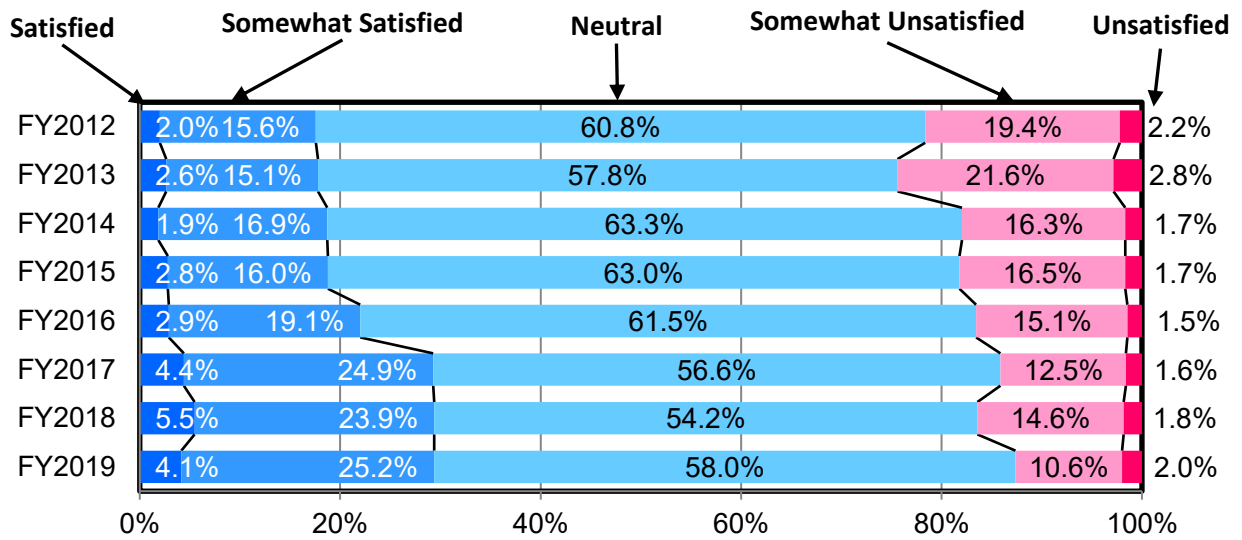


Figure 10: Satisfaction level with foreign patent literature searches

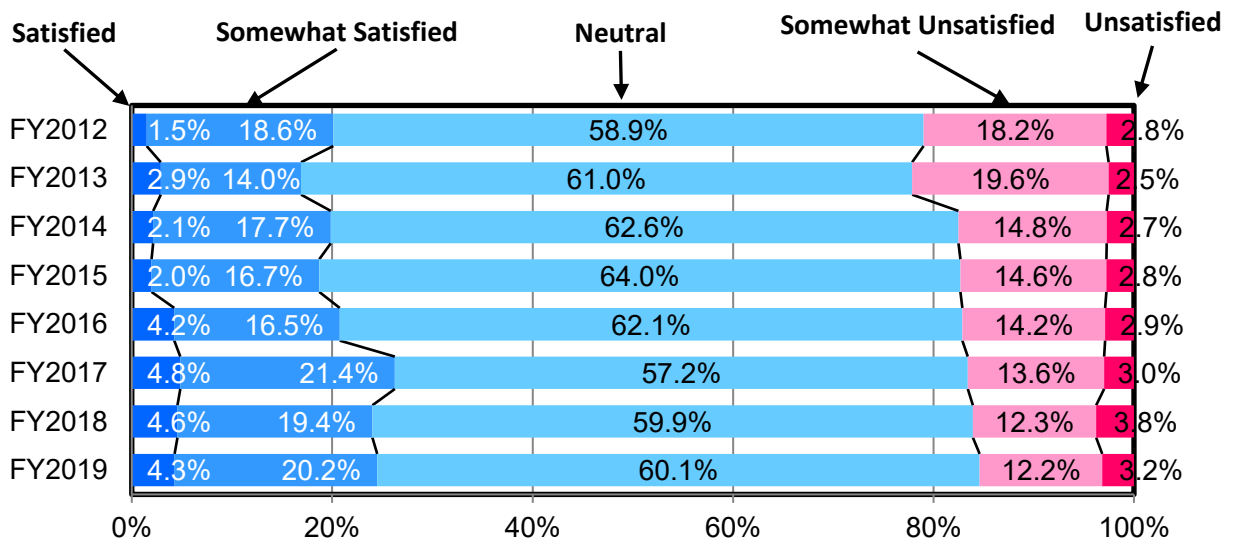


Figure 11: Satisfaction level with non-patent literature searches

2. Aggregated Results (1) Satisfaction level with overall patent examinations quality of national applications

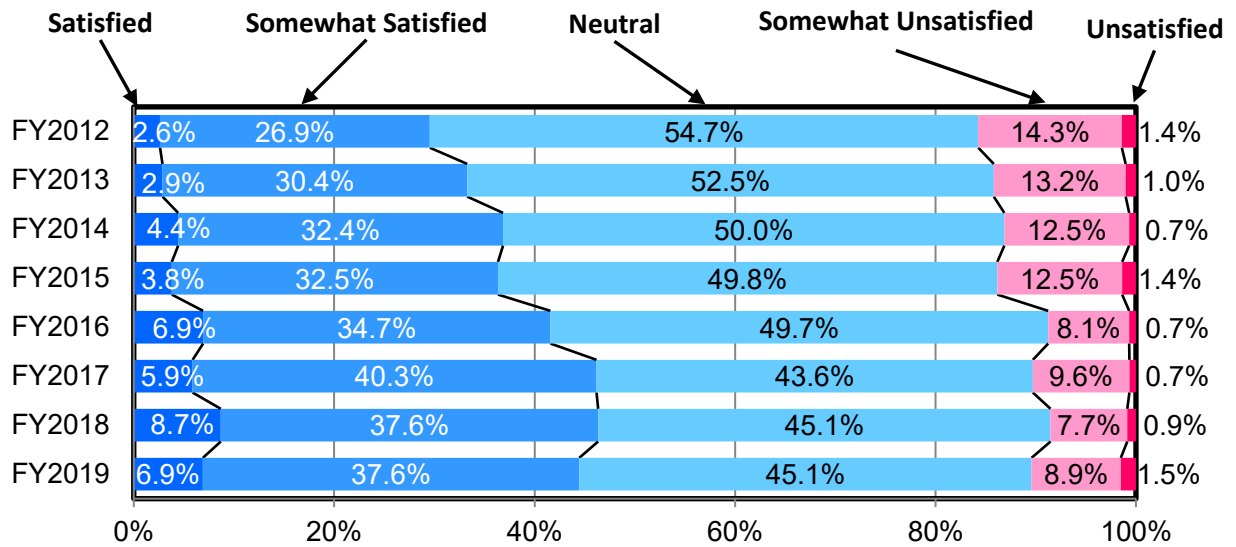


Figure 12: Satisfaction level with examiner technical expertise

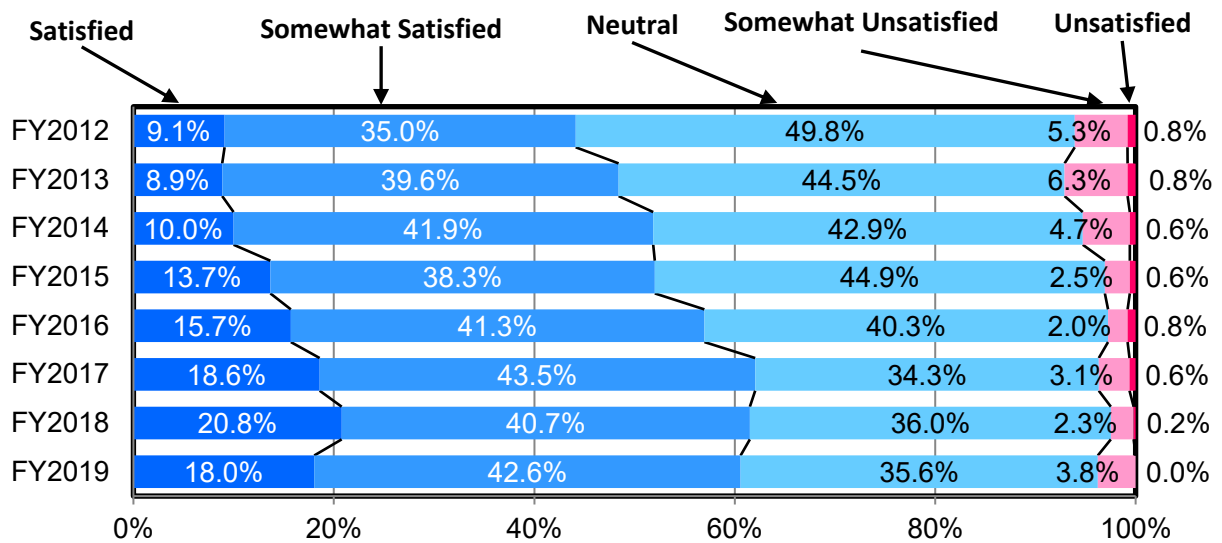


Figure 13: Satisfaction level with communication with examiners (on-site and telephone interviews)

2. Aggregated Results (1) Satisfaction level with overall patent examinations quality of national applications

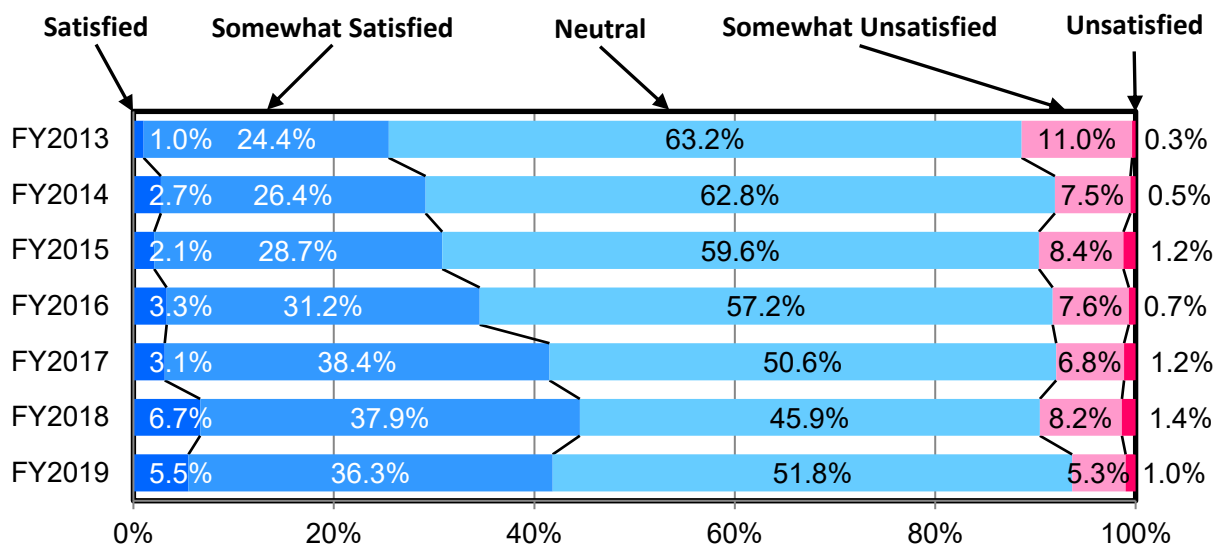


Figure 14: Satisfaction level with scope of granted patents

(2) Satisfaction level with overall patent examinations quality of PCT applications

Table 8 shows the satisfaction level of 313 respondents with the overall quality of the international search and international preliminary examination of PCT applications and with individual evaluation items on a 5-point scale. Figures 15 to 25 indicate year-to-year changes in the level of satisfaction with the evaluation.

Table 8: Satisfaction level for each evaluation items and overall examination quality (PCT application)

Evaluation item		Satisfied	Somewhat Satisfied	Neutral	Somewhat Unsatisfied	Unsatisfied	Not sure / no response
Overall examination quality		13 (4.2%)	150 (47.9%)	142 (45.4%)	8 (2.6%)	0 (0.0%)	0
IPC accuracy		29 (9.8%)	130 (44.1%)	135 (45.8%)	1 (0.3%)	0 (0.0%)	18
Judgement on excluded subject matter from searches		21 (13.0%)	43 (26.7%)	97 (60.2%)	0 (0.0%)	0 (0.0%)	152
Judgement on unity of invention		31 (11.4%)	89 (32.8%)	146 (53.9%)	5 (1.8%)	0 (0.0%)	42
Judgement on novelty / inventive step		13 (4.2%)	142 (45.5%)	127 (40.7%)	30 (9.6%)	0 (0.0%)	1
Reasoned statement regarding novelty / inventive step		31 (9.9%)	140 (44.9%)	114 (36.5%)	26 (8.3%)	1 (0.3%)	1
Consistency of judgements in the international phase		16 (5.2%)	99 (31.9%)	173 (55.8%)	19 (6.1%)	3 (1.0%)	3
	Judgement on inventive step	14 (4.5%)	106 (34.1%)	158 (50.8%)	31 (10.0%)	2 (0.6%)	2
Consistency of judgements between the international and national phases		36 (11.8%)	105 (34.5%)	111 (36.5%)	51 (16.8%)	1 (0.3%)	9
Searches	Domestic patent literature searches	47 (15.1%)	154 (49.5%)	104 (33.4%)	6 (1.9%)	0 (0.0%)	2
	Foreign patent literature searches	8 (2.7%)	63 (21.1%)	173 (58.1%)	47 (15.8%)	7 (2.3%)	15
	Non-patent literature searches	8 (3.0%)	54 (20.1%)	165 (61.6%)	39 (14.6%)	2 (0.7%)	45

*Percentages in brackets represent the ratio of responses of each item / valid responses (excluding *not sure / no response*). The percentages sums may not reach 100 due to rounding.

2. Aggregated Results (2) Satisfaction level with overall patent examinations quality of PCT applications

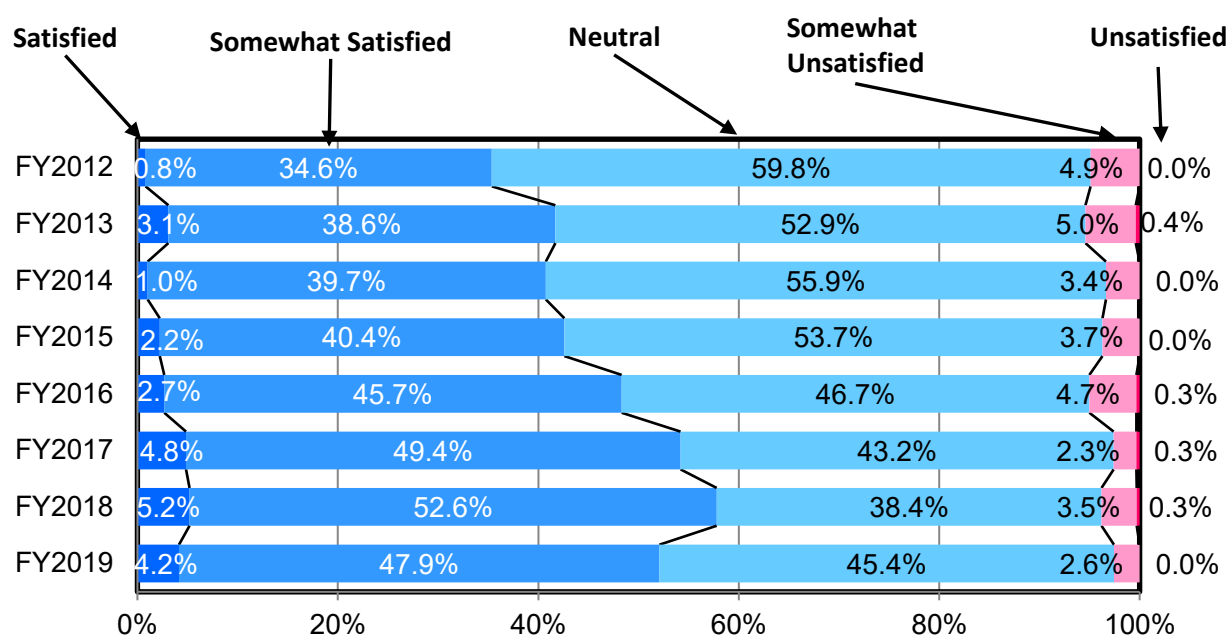


Figure 15: Satisfaction level with overall patent examinations quality of PCT applications

As seen in Figure 15, more than 90% of respondents have evaluated overall quality of patent examination of PCT applications as *neutral* or higher since the first survey, with 97.4% this fiscal year.

The following items were evaluated as *neutral* or higher by a large proportion of the respondents: *judgement on excluded subject matter from searches* (100.0%); *IPC accuracy* (99.7%); *judgement on unity of invention* (98.2%); and *domestic patent literature searches* (98.1%).

Alternatively, a relatively large proportion of respondents were *unsatisfied* or *somewhat unsatisfied* with the following: *foreign patent literature searches* (18.1%); *consistency of judgements between the international and national phases* (17.1%); and *non-patent literature searches* (15.3%).

As for year-to-year changes, some respondents were more unsatisfied or somewhat unsatisfied this fiscal year than in the previous year with *judgement on novelty / inventive step*, *reasoned statement regarding novelty / inventive step* and *consistency of judgements between the international and national phases* respectively (Figures 19, 20, and 22).

2. Aggregated Results (2) Satisfaction level with overall patent examinations quality of PCT applications

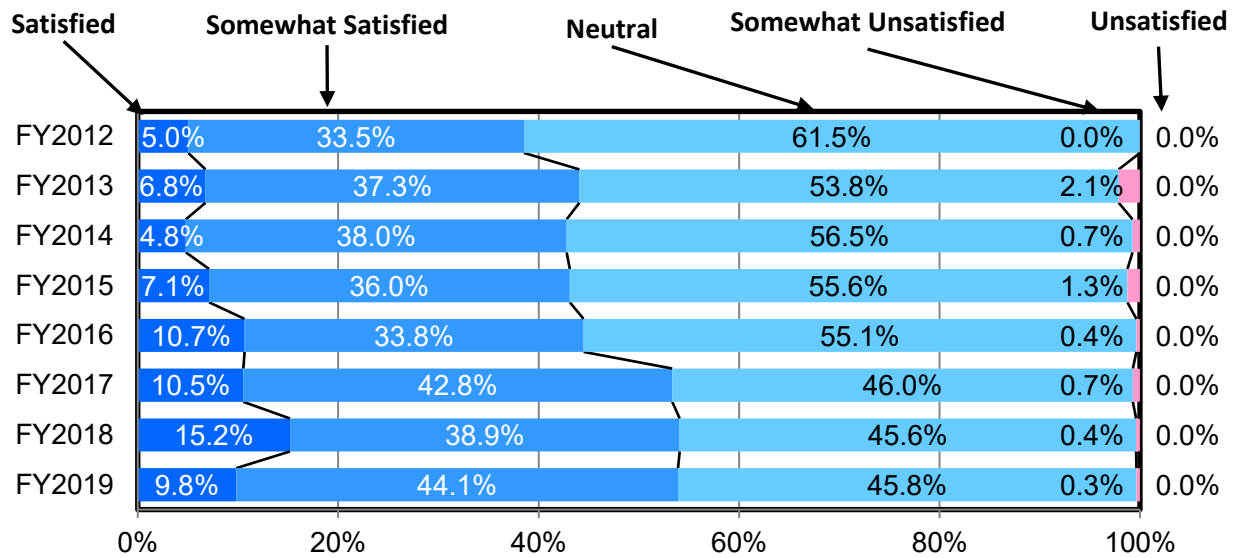


Figure 16: Satisfaction level with IPC accuracy (PCT applications)

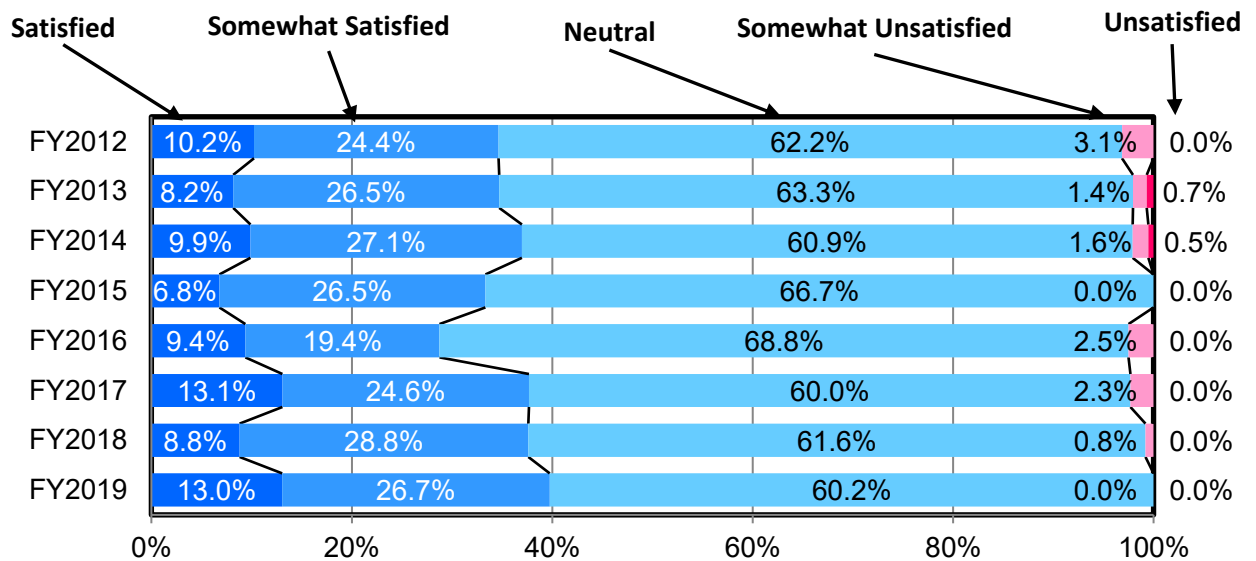


Figure 17: Satisfaction level with a judgements on excluded subject matter from searches (PCT applications)

2. Aggregated Results (2) Satisfaction level with overall patent examinations quality of PCT applications

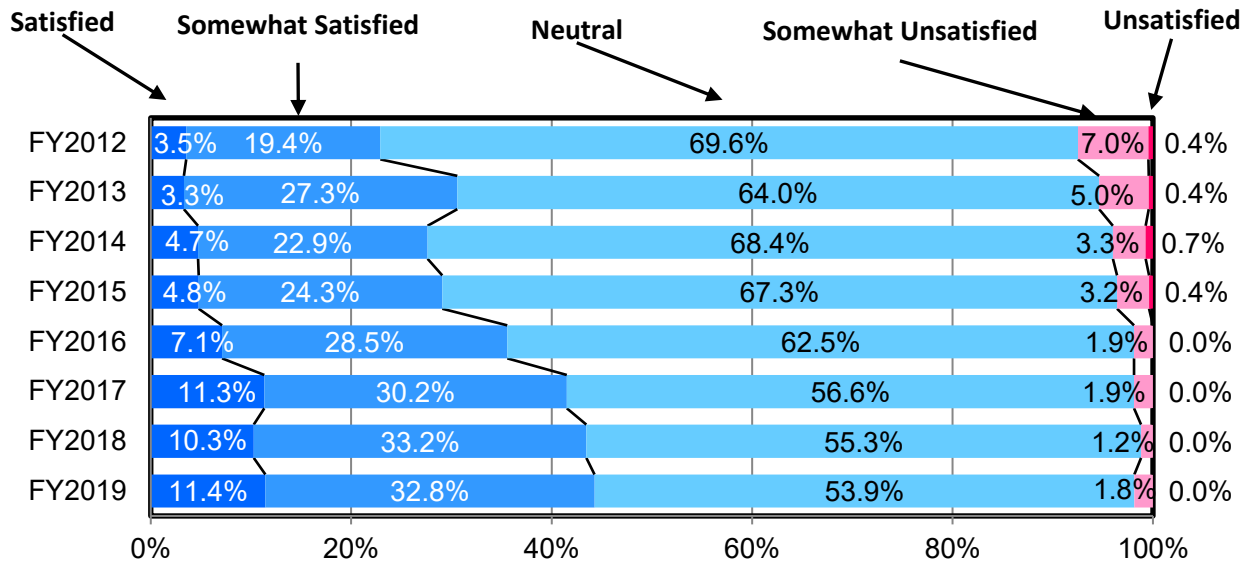


Figure 18: Satisfaction level with a judgement on unity of invention (PCT applications)

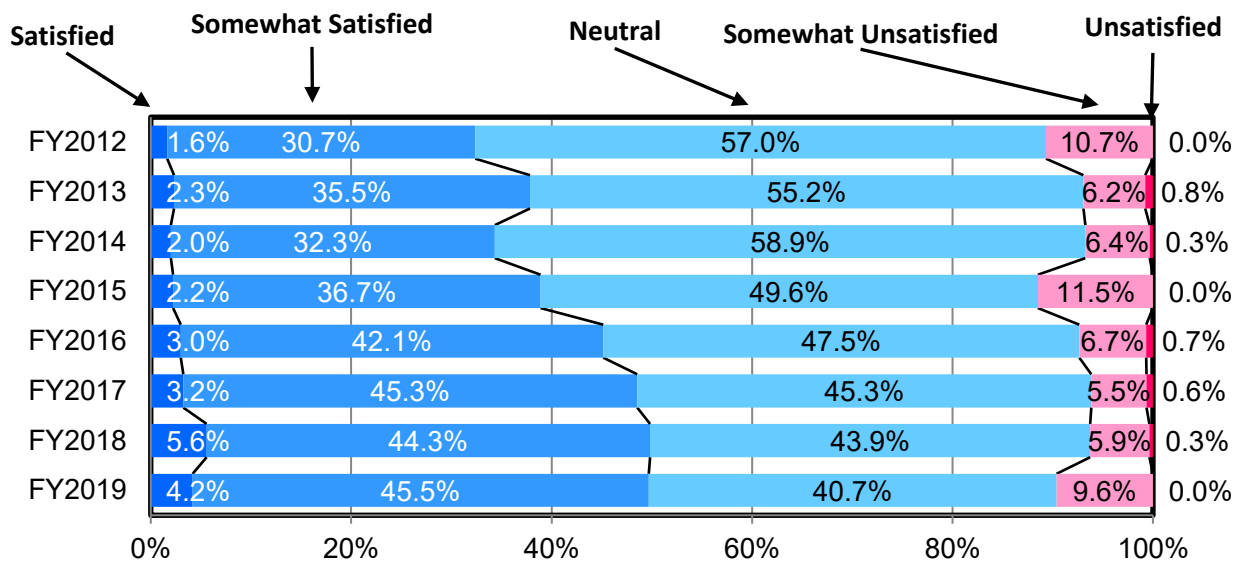


Figure 19: Satisfaction level with a judgement on novelty / inventive step (PCT applications)

2. Aggregated Results (2) Satisfaction level with overall patent examinations quality of PCT applications

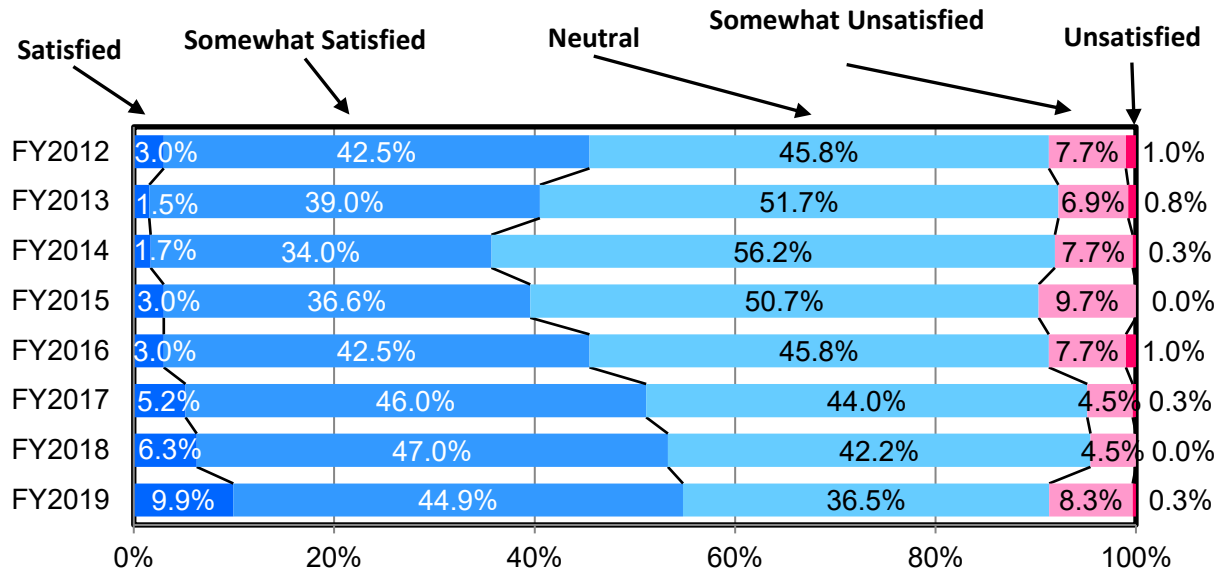


Figure 20: Satisfaction level with reasoned statement regarding novelty / inventive step (PCT applications)

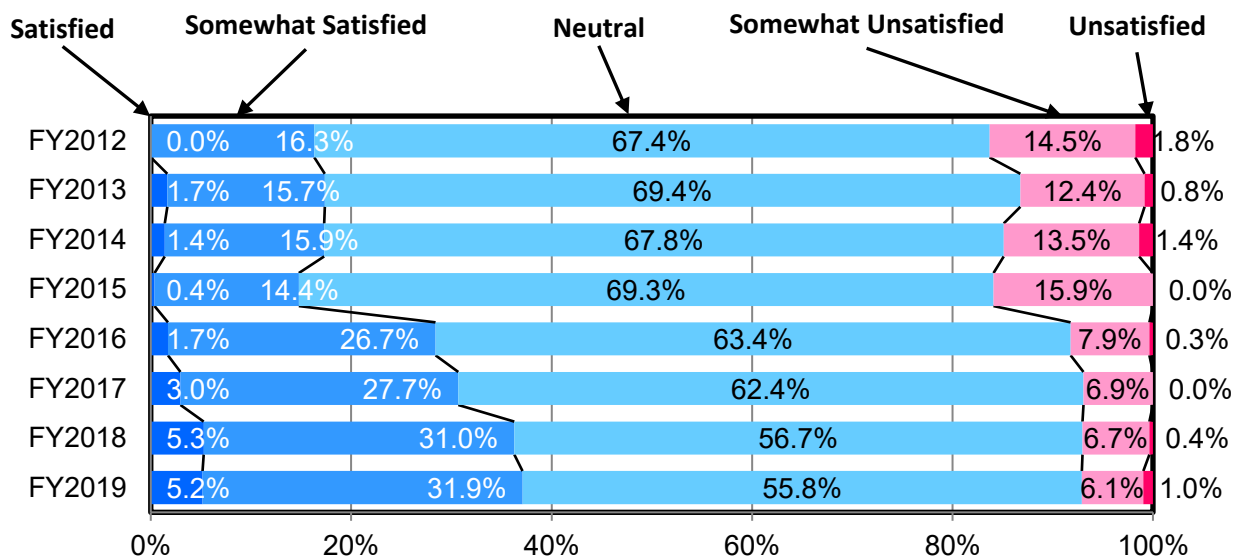


Figure 21: Satisfaction level with consistency of judgements in international phase (PCT applications)

2. Aggregated Results (2) Satisfaction level with overall patent examinations quality of PCT applications

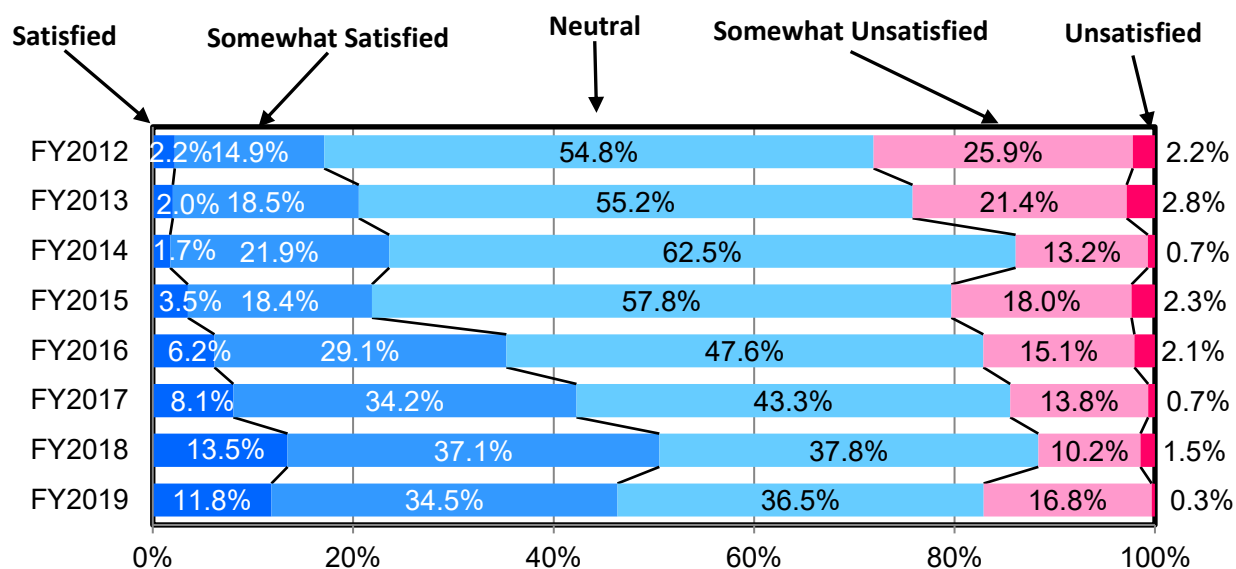


Figure 22: Satisfaction level with consistency of judgements between international and national phases

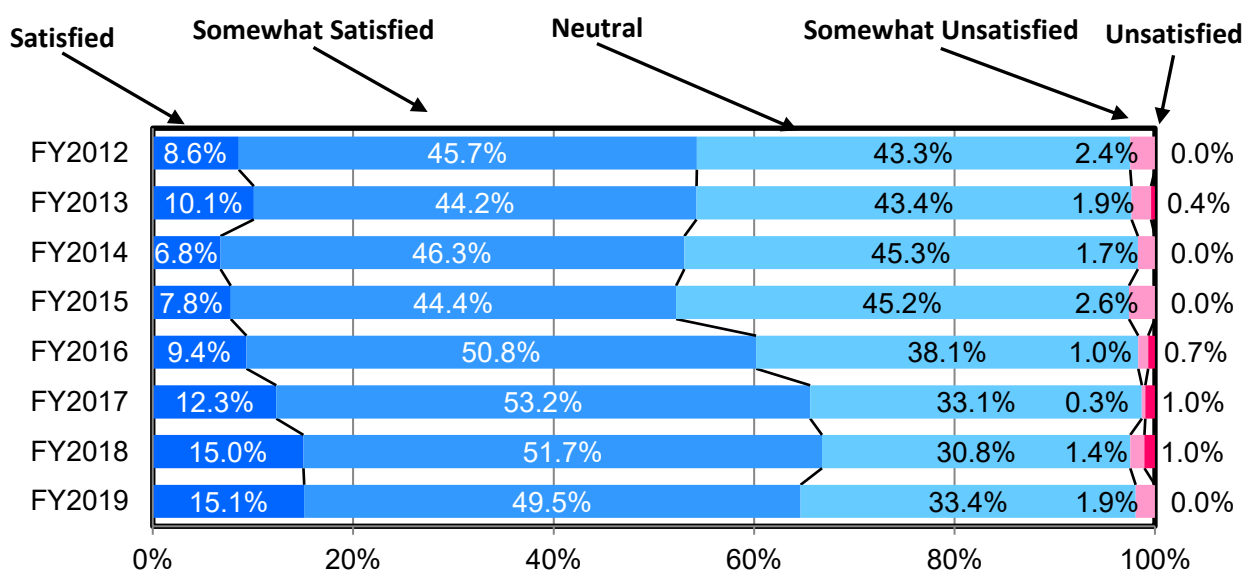


Figure 23: Satisfaction level with domestic patent literature searches (PCT applications)

2. Aggregated Results (2) Satisfaction level with overall patent examinations quality of PCT applications

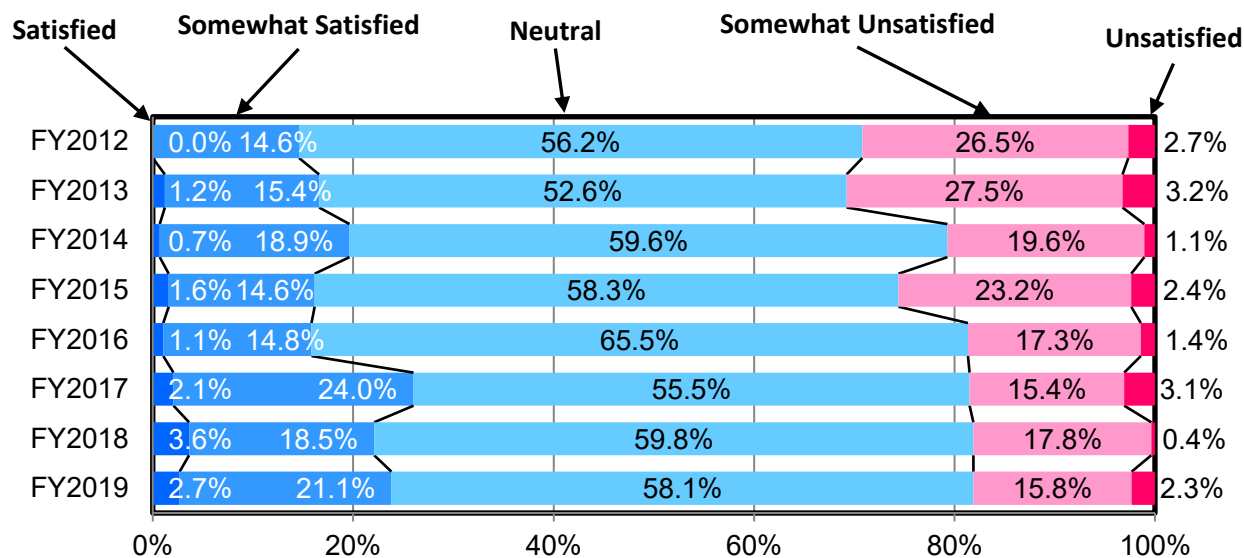


Figure 24: Satisfaction level with foreign patent literature searches (PCT applications)

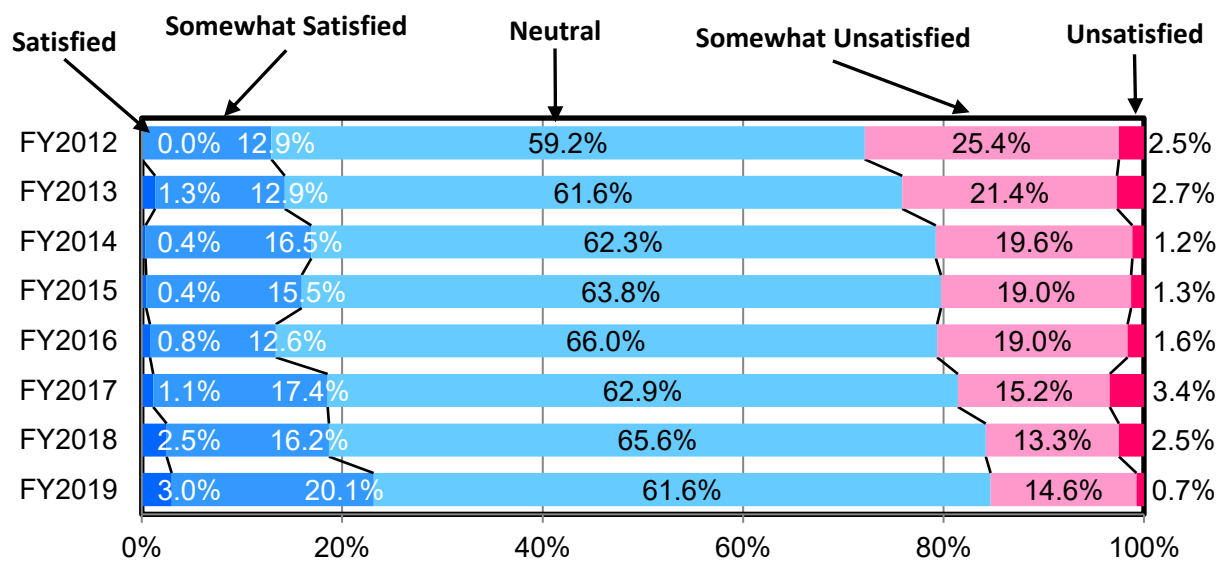


Figure 25: Satisfaction level with non-patent literature searches (PCT applications)

(3) Comparison with IP Offices in other countries/regions

Table 9 shows the aggregated results of a multiple-choice question asking what areas the JPO outperforms other IP Offices in patent examination of national applications. The greatest number of respondents felt that the JPO was superior in terms of *easy-to-understand description in notices of reasons for refusal* and *examiner understanding of technical details*.

Table 9: Aspects the JPO outperforms other IP Offices

Aspect	FY2019	FY2018	FY2017
Examiner understanding of technical details	262 (45.9%)	264 (46.6%)	308 (53.0%)
Easy-to-understand description in notices of reasons for refusal	285 (49.9%)	253 (44.6%)	259 (44.4%)
Prior art searches	216 (37.8%)	234 (41.3%)	243 (41.5%)
Judgement on novelty / inventive step	203 (35.6%)	206 (36.3%)	224 (38.4%)
Communication with examiners (e.g., on-site and telephone interviews)	183 (32.0%)	171 (30.2%)	159 (27.3%)
Nothing in particular	93 (16.3%)	80 (14.1%)	69 (11.8%)
Valid responses	571	567	584
No opportunity for examination by other IP offices / not sure	33	24	33

*Percentages in brackets represent the ratio of responses to each item to valid responses, excluding *no opportunity for examination by other IP offices / not sure*. The percentages were calculated allowing multiple answers.

Table 10 shows the aggregated results of a multiple-choice question asking if any other IP offices outperforms the JPO at patent examination of national applications, while Table 11 is a classified list of capabilities where other IP Offices outperforms the JPO, based on the respondents' comments in the questionnaire.

Many responded that the European Patent Office (EPO) excels in prior art searches, particularly those of patent publications and research papers in European languages. More respondents stated in this fiscal year, compared with the previous year, that the China National Intellectual Property Administration (CNIPA) also excels in prior art searches.

Many respondents felt that the EPO and the United States Patent and Trademark Office (USPTO) excel in providing *easy-to-understand description in notices of reasons for refusal* and *judgement on novelty / inventive step* because they provide easy-to-understand comparisons of each component,

2. Aggregated Results (3) Comparison with IP Offices in other countries/regions

reasons for refusal for each claim, and reasonable judgements on advantageous effects of the invention.

Table 10: Other IP Offices that outperform the JPO in patent examination

Office	FY2019	FY2018	FY2017
Nothing in particular	361 (63.2%)	378 (66.7%)	377 (64.3%)
European Patent Office (EPO)	152 (26.6%)	137 (24.2%)	150 (25.6%)
United States Patent and Trademark Office (USPTO)	83 (14.5%)	67 (11.8%)	75 (12.8%)
China National Intellectual Property Administration (CNIPA)	59 (10.3%)	44 (7.8%)	41 (7.0%)
Korean Intellectual Property Office (KIPO)	12 (2.1%)	12 (2.1%)	14 (2.4%)
Other	6 (1.1%)	13 (2.3%)	11 (1.9%)
Valid responses	571	567	586
No opportunity for examination by other IP Offices / not sure	33	24	31

*Percentages in brackets represent the ratio of responses to each item to valid responses, excluding *no opportunity for examination by other IP offices / not sure*. The percentages were calculated allowing multiple answers.

Table 11: Classified list of comments on areas other IP offices outperform the JPO

	EPO	USPTO	CNIPA	KIPO	Other
Prior art searches	91 (75)	22 (25)	27 (22)	3 (2)	2(3)
Easy-to-understand description in notices of reasons for refusal	18 (15)	19 (22)	7 (8)	3 (6)	0 (1)
Judgement on novelty / inventive step	13 (24)	10 (8)	4 (13)	0 (3)	1 (0)
Examiner understanding of technical details	19 (8)	3 (4)	4 (1)	0 (1)	0 (0)
Suggestion for amendment	8 (9)	5 (3)	2 (2)	0 (1)	0 (0)
Consistency of judgements among examiners	6 (9)	3 (1)	0 (1)	1 (0)	0 (0)
Communication with examiners in on-site and telephone interviews	2 (0)	3 (1)	0 (1)	1 (0)	0 (0)
Speed of examination	2 (2)	2 (3)	1 (2)	0 (1)	0 (0)

*Figures in brackets show aggregated results in the last fiscal year. Comments on multiple items were counted as one for each item.

(4)Frequency of more appropriate citations being presented by IP Offices in the other countries/regions

Table 12 shows the aggregated responses to a multiple-choice question as to how often the respondents feel more appropriate citations were presented in other countries /regions after the JPO issued its examination results of national applications. Figures 26 to 29 represent year-to-year changes in shares of frequency (in categories: *often presented*, *sometimes presented*, and *rarely presented*) for each overseas office. The percentage of *sometimes presented* increased while rarely presented decreased this fiscal year compared to the previous year for the EPO, the USPTO, and the CNIPA.

Table 12: Frequency of more appropriate citations being presented by other IP offices (national applications)

	EPO	USPTO	CNIPA	KIPO
Often presented	52 (10.9%)	19 (3.8%)	16 (3.2%)	7 (1.9%)
Sometimes presented	323 (67.6%)	305 (61.0%)	190 (38.4%)	96 (25.5%)
Rarely presented	103 (21.5%)	176 (35.2%)	289 (58.4%)	274 (72.7%)
Valid responses	478	500	495	377
Not sure / no opportunity	126	104	109	227

*Percentages in brackets represent the ratio of responses to each item to valid responses, which are all responses selected except for *not sure / no opportunity*.

Table 13 shows the aggregated responses to a multiple-choice question as to how often respondents feel that more appropriate citations were presented in the national phase in other countries/regions than the international search and international preliminary examination by the JPO as an ISA (International Searching Authority). Figures 30 to 33 represent year-to-year changes in shares of frequency for each overseas office. The percentage of *sometimes presented* increased while *rarely presented* decreased for the CNIPA and the KIPO.

Table 13: Frequency of more appropriate citations being presented by other IP offices (PCT applications)

	EPO	USPTO	CNIPA	KIPO
Often presented	45 (15.8%)	23 (7.8%)	9 (3.1%)	2 (0.9%)
Sometimes presented	201 (70.8%)	186 (63.3%)	126 (43.9%)	71 (30.7%)
Rarely presented	38 (13.4%)	85 (28.9%)	152 (53.0%)	158 (68.4%)
Valid responses	284	294	287	231
Not sure / no opportunity	29	19	25	83

*Percentages in brackets represent the ratio of responses to each item to valid responses, which are all responses selected with the exception of *not sure / no opportunity*.

2. Aggregated Results (4)Frequency of more appropriate citations being presented by IP Offices in the other countries/regions

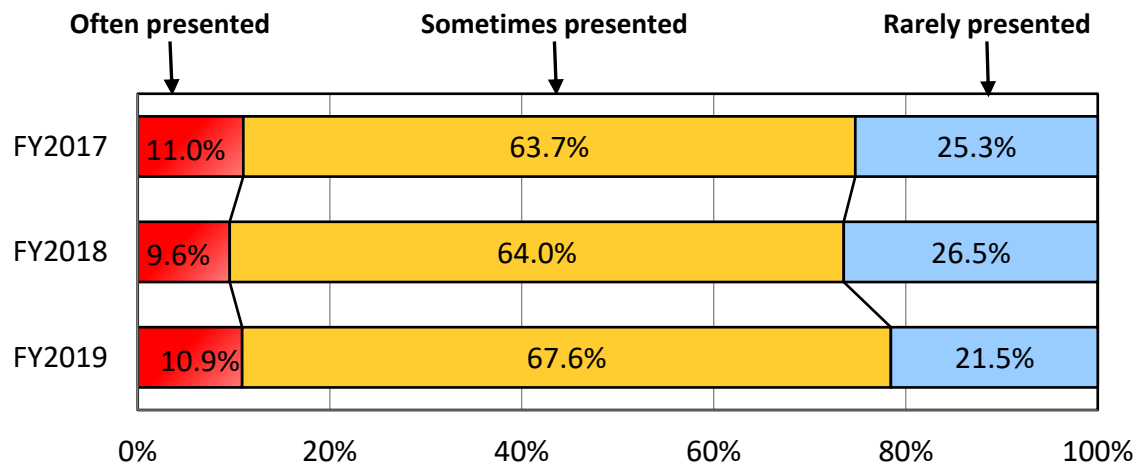


Figure 26: Frequency of more appropriate citations being presented by the EPO (national applications)

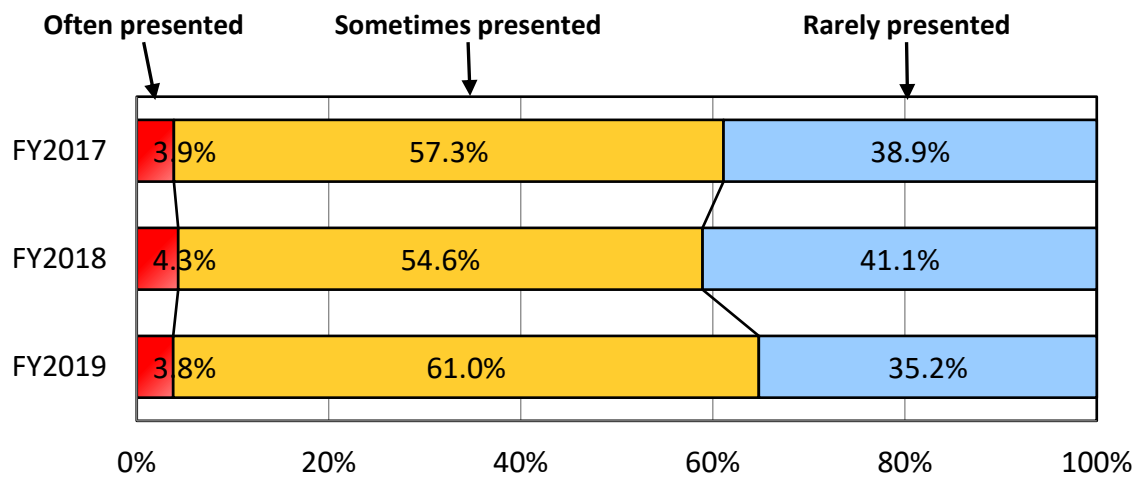


Figure 27: Frequency of more appropriate citations being presented by the USPTO (national applications)

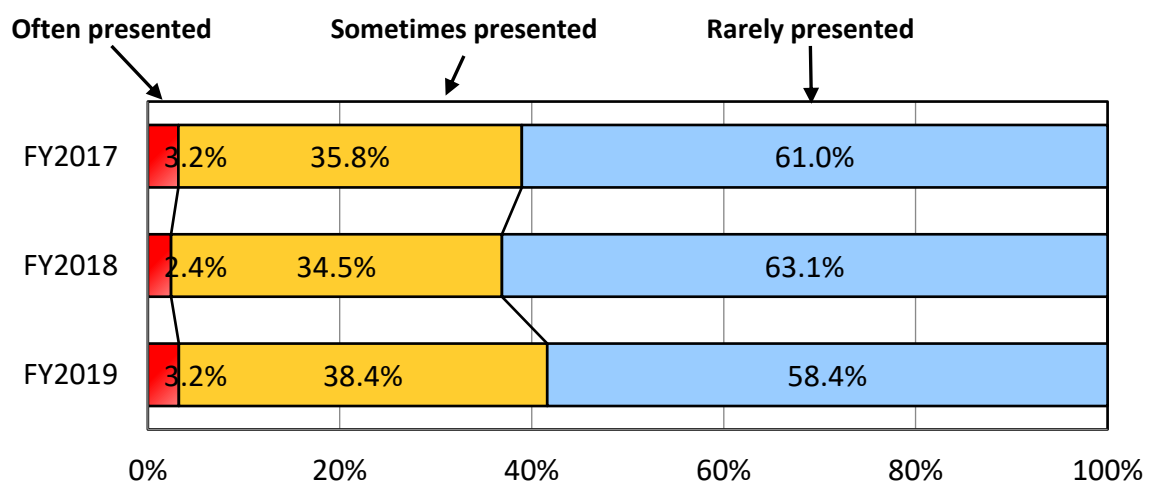


Figure 28: Frequency of more appropriate citations being presented by the CNIPA (national applications)

2. Aggregated Results (4)Frequency of more appropriate citations being presented by IP Offices in the other countries/regions

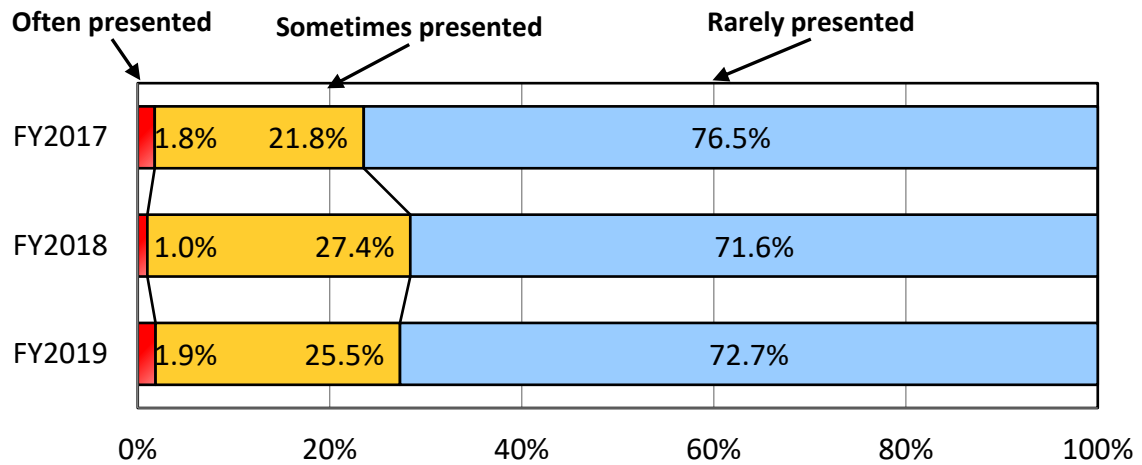


Figure 29: Frequency of more appropriate citations being presented by the KIPO (national applications)

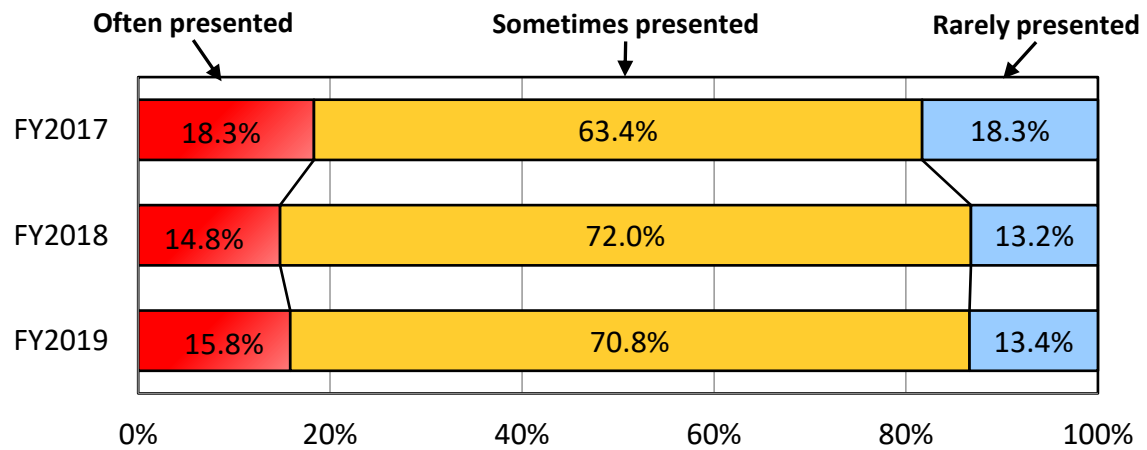


Figure 30: Frequency of more appropriate citations being presented by the EPO (PCT applications)

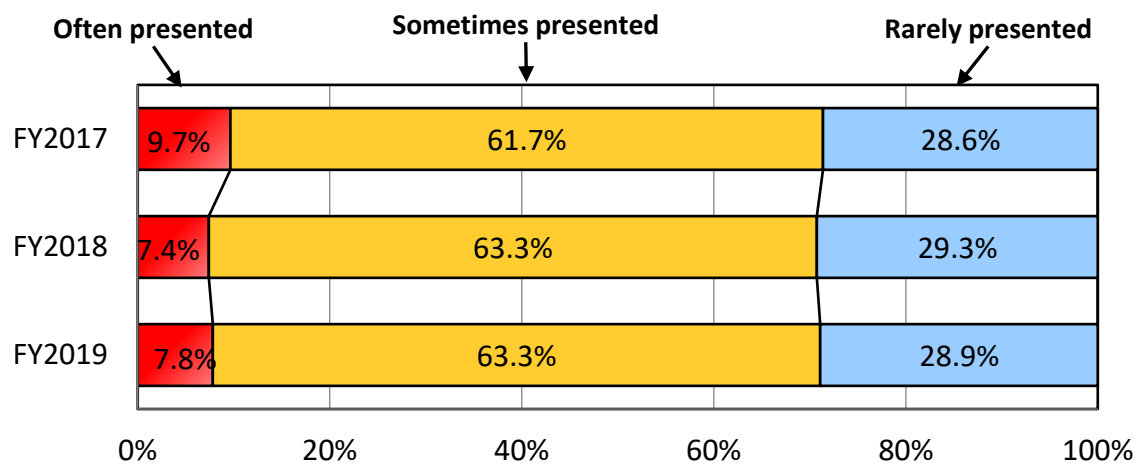


Figure 31: Frequency of more appropriate citations being presented by the USPTO (PCT applications)

2. Aggregated Results (4)Frequency of more appropriate citations being presented by IP Offices in the other countries/regions

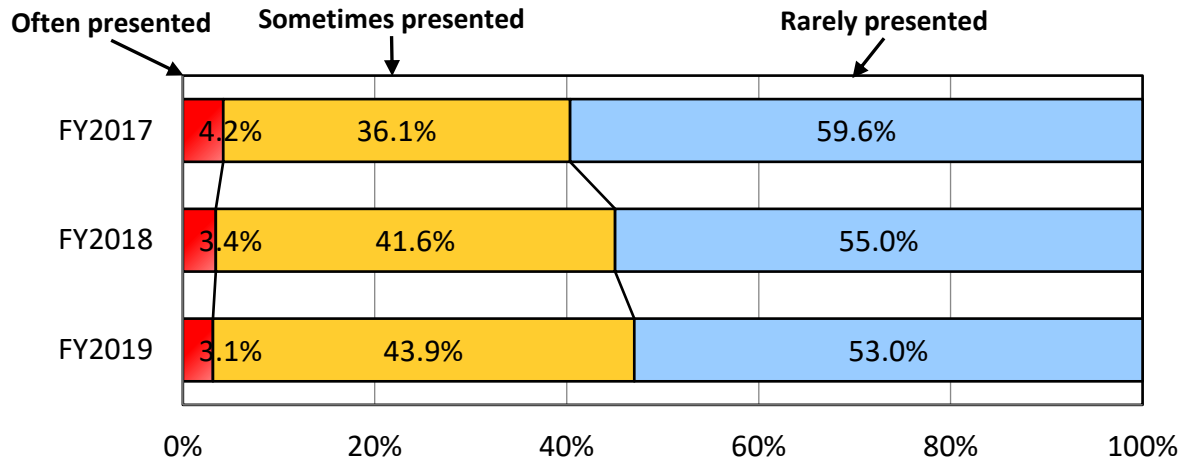


Figure 32: Frequency of more appropriate citations being presented by the CNIPA (PCT applications)

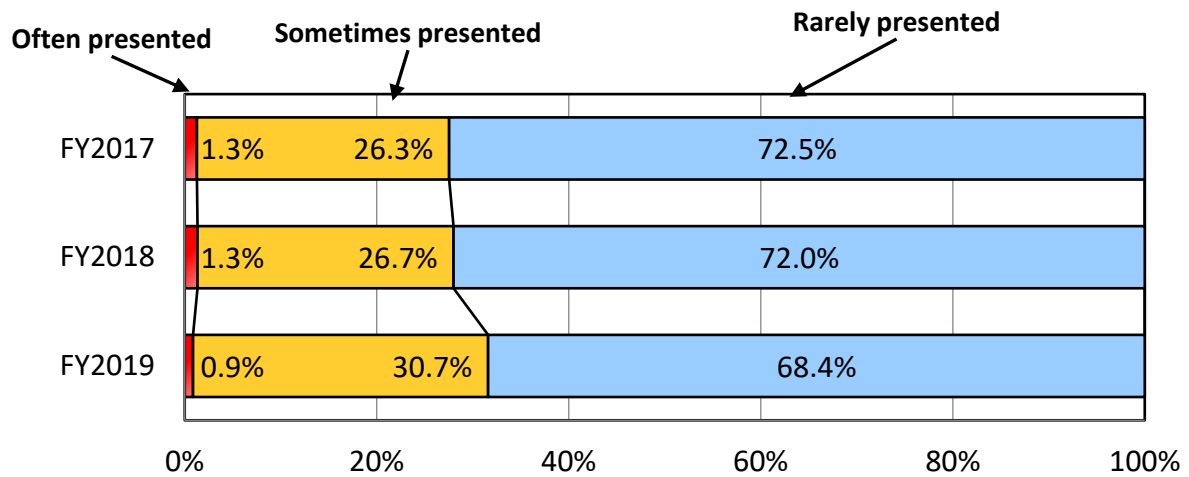


Figure 33: Frequency of more appropriate citations being presented by the KIPO (PCT applications)

(5) Satisfaction level with patent examination quality of specific national applications

Table 14 shows the level of satisfaction with the quality of patent examination of 1,916 randomly selected specific national applications¹ on a 5-point scale and by type of final decisions to include: *decision to grant a patent*, *decision of refusal without any response from applicants*², and *decision of refusal after written opinions submitted by applicants*³. Figures 34 to 37 indicate year-to-year changes in the level of satisfaction of these decisions. As seen in Figure 34, approximately 90% of the respondents have evaluated the examination quality of national applications as *neutral* or higher, with 90.7% this fiscal year.

For applications on which a patent was granted and refused without any response from applicants, more than 90% of respondents have evaluated the examination quality as *neutral* or higher (figure 35, 36). For applications on which a patent was refused after written opinions by applicants being considered, approximately 70% of respondents reacted correspondingly (figure 37).

Table 14: Satisfaction level with patent examination quality of specific national applications by type of final decisions

Final decision	Valid responses	Satisfied	Somewhat Satisfied	Neutral	Somewhat Unsatisfied	Unsatisfied
All applications	1,911	415 (21.7%)	624 (32.7%)	695 (36.4%)	154 (8.1%)	23 (1.2%)
Decision to grant a patent	1,507	365 (24.2%)	511 (33.9%)	527 (35.0%)	99 (6.6%)	5 (0.3%)
Decision of refusal without any response from applicants	209	36 (17.2%)	72 (34.4%)	93 (44.5%)	8 (3.8%)	0 (0.0%)
Decision of refusal after written opinions submitted by applicants	195	14 (7.2%)	41 (21.0%)	75 (38.5%)	47 (24.1%)	18 (9.2%)

*Percentages in brackets represent the ratio of responses to each type of final decision to valid responses.

¹ Of these, 1,911 were valid due to submission of five blank responses.

² Decision to refuse a patent after JPO examiners considered written opinions or amendments submitted by applicants in response to the latest notices of reasons for refusal.

³ Decision to refuse a patent due to a lack of written opinions or amendments submitted by applicants in response to most recent notices of reasons for refusal.

2. Aggregated Results (5) Satisfaction level with patent examination quality of specific national applications

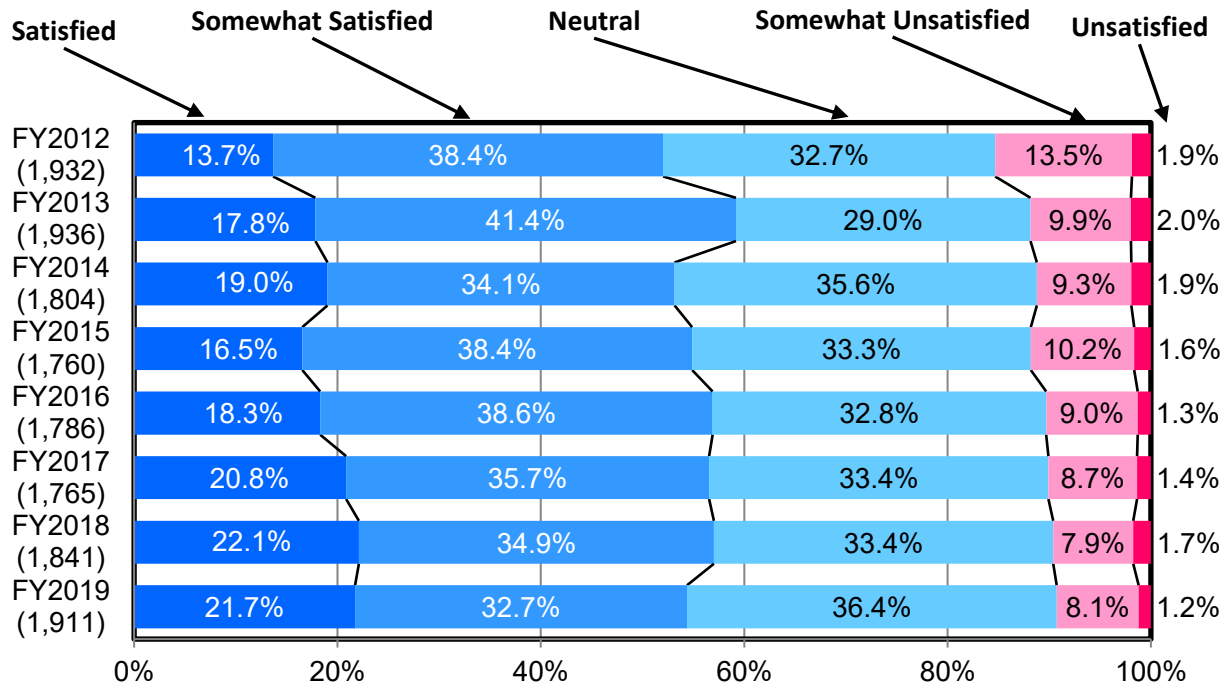


Figure 34: Satisfaction level with patent examination quality of specific national applications¹

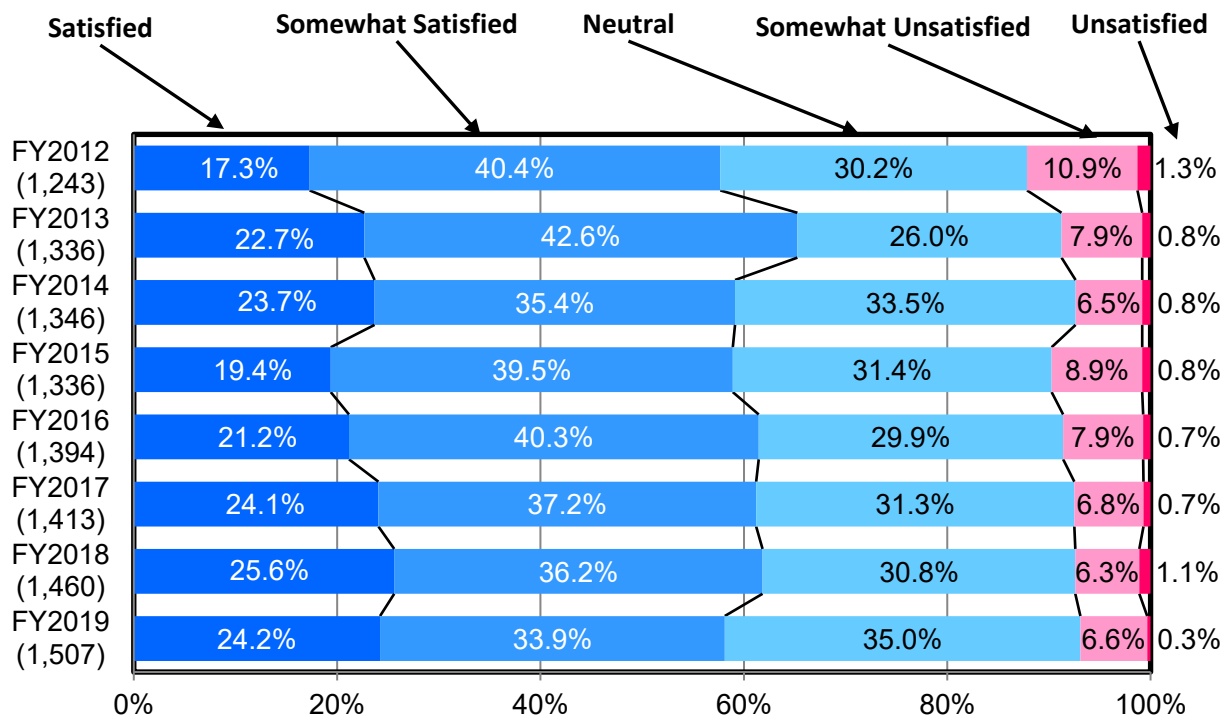


Figure 35: Satisfaction level with patent examination quality of specific national applications on which a patent was granted

¹ The numbers in brackets refer to valid responses by type of final decisions in each fiscal year. The same applies to graphs in Figures 35 through 37.

2. Aggregated Results (5) Satisfaction level with patent examination quality of specific national applications

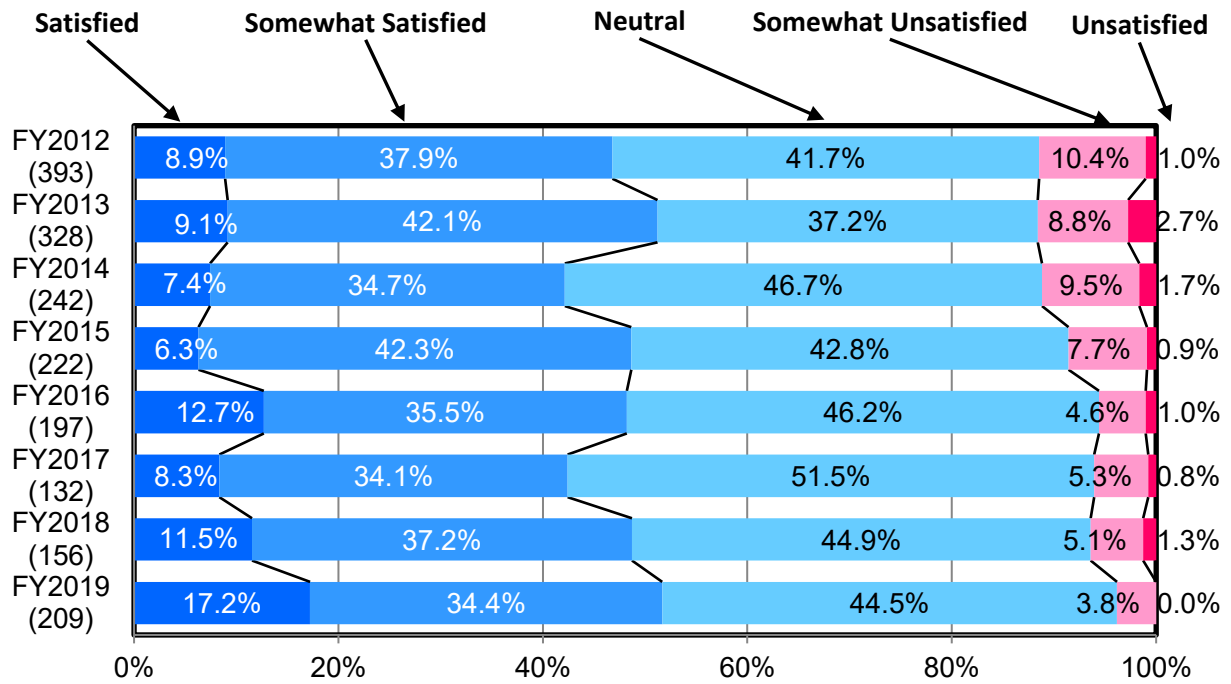


Figure 36: Satisfaction level with patent examination quality of specific national applications on which a patent was refused without any response from applicants

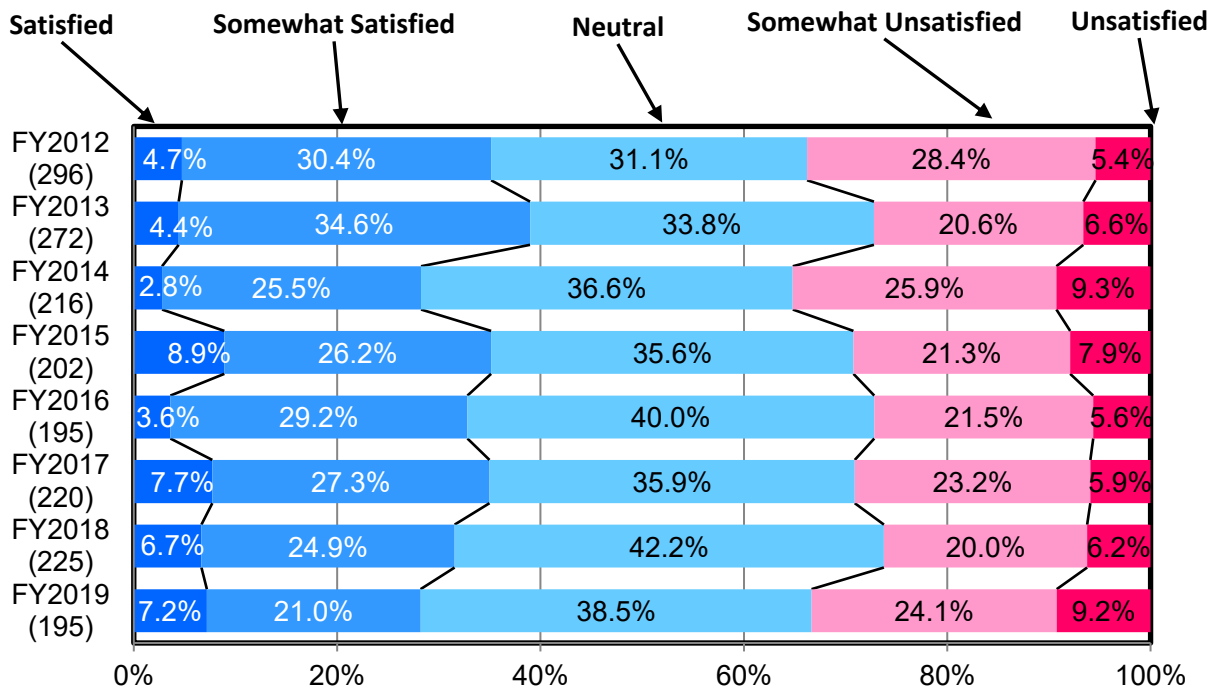


Figure 37: Satisfaction level with patent examination quality of specific national applications on which a patent was refused after written opinions by applicants being considered

2. Aggregated Results (5) Satisfaction level with patent examination quality of specific national applications

Table 15 shows reasons for positive responses (*satisfied* or *somewhat satisfied*) in Table 14. While *appropriate judgement on novelty / inventive step* is the major reason in the case of applications on which a patent was granted or refused without any response from applicants, *easy-to-understand description in decisions / notices of refusal* is the main reason in cases where applications for patents were refused after consideration of written opinions by applicants.

Table 15: Reasons for positive responses to examination quality of specific national applications

Final decision	Positive responses	Easy-to-understand description in decisions / notices of reasons for refusal	Appropriate judgement on novelty / inventive step	Appropriate scope and results of prior art searches	Communication with examiners in on-site and telephone interviews	Other
All applications	1,039	653 (62.8%)	647 (62.3%)	371 (35.7%)	65 (6.3%)	99 (9.5%)
Decision to grant a patent	876	538 (61.4%)	542 (61.9%)	302 (34.5%)	55 (6.3%)	89 (10.2%)
Decision of refusal without any response from applicants	108	72 (66.7%)	79 (73.1%)	43 (39.8%)	2 (1.9%)	4 (3.7%)
Decision of refusal after written opinions submitted by applicants	55	43 (78.2%)	26 (47.3%)	26 (47.3%)	8 (14.5%)	6 (10.9%)

*Percentages in brackets represent the ratio of positive responses to each type of final decision to all responses. Percentage sums may not equal 100 as multiple answers were allowed.

Table 16 shows reasons for negative responses (*unsatisfied* or *somewhat unsatisfied*) in Table 14. The two responses, *judgement on lack of novelty / inventive step* and *judgement on lack of descriptive requirements* account for the largest and the second largest negative response proportions respectively, regardless of the type of final decision.

Table 16: Reasons for negative responses to examination quality of specific national applications

Final decision	Negative responses	Easy-to-understand description in notices of reasons for refusal	Judgement on industrial applicability	Judgement on lack of novelty / inventive step	Judgement on lack of descriptive requirements	The scope and results of prior art searches	Communication with examiners in on-site and telephone interviews	Other
All applications	177	26 (14.7%)	2 (1.1%)	117 (66.1%)	32 (18.1%)	15 (8.5%)	4 (2.3%)	22 (12.4%)
Decision to grant a patent	104	14 (13.5%)	2 (1.9%)	69 (66.3%)	19 (18.3%)	11 (10.6%)	0 (0.0%)	7 (6.7%)
Decision of refusal without any response from applicants	8	2 (25.0%)	0 (0.0%)	3 (37.5%)	3 (37.5%)	0 (0.0%)	0 (0.0%)	1 (12.5%)
Decision of refusal after written opinions submitted by applicants	65	10 (15.4%)	0 (0.0%)	45 (69.2%)	10 (15.4%)	4 (6.2%)	4 (6.2%)	14 (21.5%)

*Percentages in brackets represent the ratio of negative responses to each type of final decisions to all the responses. Percentage sums may not equal 100 as multiple answers were allowed.

Table 17 shows reasons for the negative responses to *judgement on lack of novelty / inventive step* in Table 16. Many respondents were dissatisfied especially with *motivation/obstructive factors for combination* in the case of applications on which a patent was refused after written opinions by applicants were considered. Other reasons include: *it is unclear whether the examiners considered the written opinions*.

Table 17: Reasons for negative responses to judgements on lack of novelty / inventive step

Final decision	Negative responses	Identification of cited documents	Judgement of identical features/differences	Motivation/obstructive factors for combination	Judgement on design variations	Judgement on well-known art	Other
All applications	117 (66.1%)	40 (22.6%)	48 (27.1%)	55 (31.1%)	26 (14.7%)	23 (13.0%)	11 (6.2%)
Decision to grant a patent	69 (66.3%)	24 (23.1%)	30 (28.8%)	26 (25.0%)	15 (14.4%)	13 (12.5%)	2 (1.9%)
Decision of refusal without any response from applicants	3 (37.5%)	0 (0.0%)	0 (0.0%)	1 (12.5%)	2 (25.0%)	2 (25.0%)	0 (0.0%)
Decision of refusal after written opinions submitted by applicants	45 (69.2%)	16 (24.6%)	18 (27.7%)	28 (43.1%)	9 (13.8%)	8 (12.3%)	9 (13.8%)

*Percentages in brackets represent the ratio of negative responses to each type of final decisions to all the responses. Percentage sums may not equal 100 as multiple answers were allowed.

Table 18 shows reasons for negative responses to *judgement on lack of descriptive requirements* in Table 16. Respondents were mostly dissatisfied with *judgement on clarity requirements* in cases where applications on which a patent was granted, and with *judgement on support requirements* in cases where patent applications were refused.

2. Aggregated Results (5) Satisfaction level with patent examination quality of specific national applications

Table 18: Reasons for negative responses to judgements on lack of descriptive requirements

Final decision	Negative responses	Judgement on enablement requirements	Judgement on support requirements	Judgement on clarity requirements	Judgement on product-by-process (PBP) claims	Other
All applications	32 (18.1%)	4 (2.3%)	19 (10.7%)	14 (7.9%)	2 (1.1%)	3 (1.7%)
Decision to grant a patent	19 (18.3%)	2 (1.9%)	9 (8.7%)	11 (10.6%)	2 (1.9%)	0 (0.0%)
Decision of refusal without any response from applicants	3 (37.5%)	0 (0.0%)	2 (25.0%)	1 (12.5%)	0 (0.0%)	0 (0.0%)
Decision of refusal after written opinions submitted by applicants	10 (15.4%)	2 (3.1%)	8 (12.3%)	2 (3.1%)	0 (0.0%)	3 (4.6%)

*Percentages in brackets represent the ratio of negative responses to each type of final decisions to all the responses. Percentage sums may not equal 100 as multiple answers were allowed.

Table 19 shows reasons for the negative responses to *the scope and results of prior art searches* in Table 16. Respondents were mostly dissatisfied with *domestic patent literature searches* in prior art searches.

Table 19: Reasons for negative responses to prior art searches

Final decision	Negative responses	Domestic patent literature searches	Foreign patent literature searches	Non-patent literature searches
All applications	15 (8.5%)	13 (7.3%)	4 (2.3%)	2 (1.1%)
Decision to grant a patent	11 (10.6%)	10 (9.6%)	4 (3.8%)	1 (1.0%)
Decision of refusal after written opinions submitted by applicants	4 (6.2%)	3 (4.6%)	0 (0.0%)	1 (1.5%)

*Percentages in brackets represent the ratio of negative responses to each type of final decisions to all the responses. Percentage sums may not equal 100 as multiple answers were allowed.

(6)Satisfaction level with patent examination quality of specific PCT applications

Table 20 shows the level of satisfaction with the quality of the international search and international preliminary examination of 554 randomly selected specific PCT applications on a 5-point scale. Figure 38 indicates the year-to-year change in the evaluation, and as shown in the data, approximately 90% of respondents have evaluated the quality as *neutral* or higher, with 90.6% this fiscal year.

Table 20: Satisfaction level with patent examination quality of specific PCT applications

Valid responses	Satisfied	Somewhat Satisfied	Neutral	Somewhat Unsatisfied	Unsatisfied
554	94 (17.0%)	205 (37.0%)	203 (36.6%)	45 (8.1%)	7 (1.3%)

*Percentages in brackets represent the ratio of valid responses in each level.

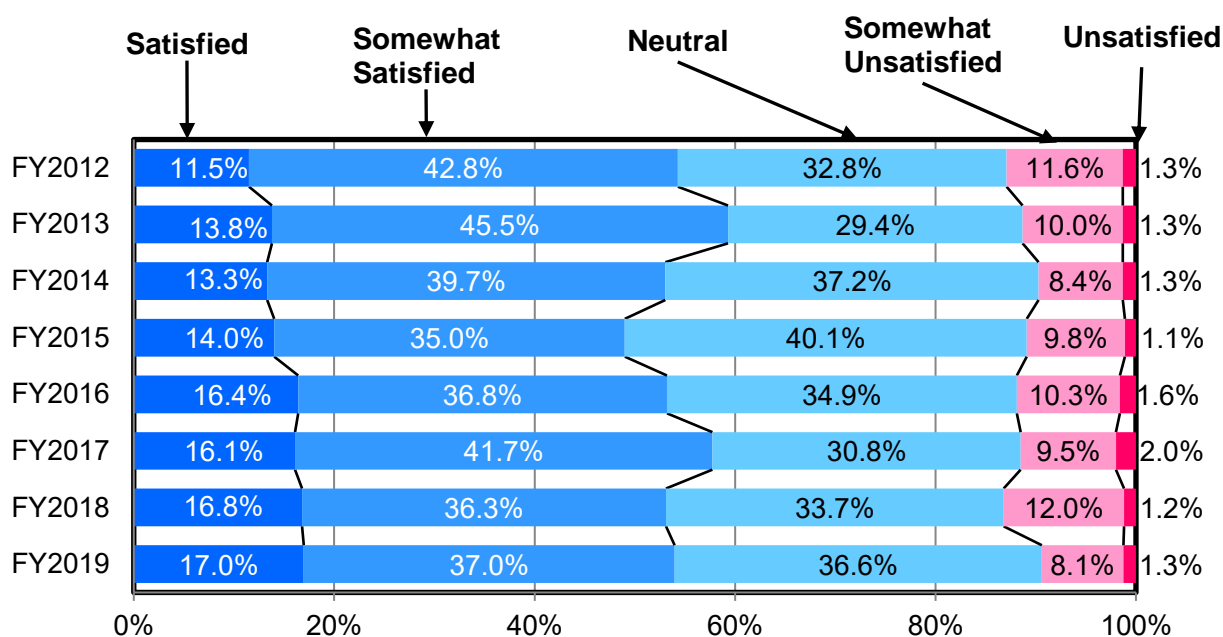


Figure 38: Satisfaction level with patent examination quality of specific PCT applications

2. Aggregated Results (6) Satisfaction level with patent examination quality of specific PCT applications

Table 21 shows reasons for the positive responses in Table 20. Many respondents felt that descriptions in ISR, WO/ISA and IPER were easy to understand and that *judgements on novelty / inventive step* were appropriate.

Table 21: Reasons for positive responses to examination quality of specific PCT applications

Positive responses	Easy-to-understand description in ISR, WO/ISA, and IPER	Appropriate judgement on novelty / inventive step	Appropriate scope and results of prior art searches	Other
299	224 (74.9%)	207 (69.2%)	136 (45.5%)	6 (3.7%)

*Percentages in brackets represent the ratio of positive responses in each item to the total responses. Percentage sums may not equal 100 as multiple answers were allowed.

Table 22 shows reasons for the negative responses in Table 20. Most respondents were dissatisfied with *judgements on lack of novelty / inventive step*.

Table 22: Reasons for negative responses to examination quality of specific PCT applications

Negative responses	Easy-to-understand description in ISR, WO/ISA, and IPER	Judgement on novelty / inventive step	Judgement on unity of invention	Scope and results of prior art searches	Other
52	11 (21.2%)	41 (78.8%)	0 (0.0%)	6 (11.5%)	6 (11.5%)

*Percentages in brackets represent the ratio of negative responses in each item to the total responses. Percentage sums may not equal 100 as multiple answers were allowed.

Table 23 shows reasons for the negative responses to *judgements on lack of novelty / inventive step* in Table 22. Most respondents showed their dissatisfaction with *identification of cited documents*, *judgement on identical features / differences*, and *motivation / obstructive factors for combination*. They also shared their opinions in the following items: it was unclear how examiners made their judgement on the effect of the claimed invention; it was unclear which parts should be considered in the citations; there was a mistake in literature numbers; and it was unclear whether the response to the International Search Opinion was considered in the International Preliminary Examination Report.

2. Aggregated Results (6) Satisfaction level with patent examination quality of specific PCT applications

Table 23: Reasons for the negative responses to judgements on lack of novelty / inventive step

Negative responses to judgements on lack of novelty / inventive step	Identification of cited documents	Judgement on identical features / differences	Motivation / obstructive factors for combination	Judgement on design variations	Judgement on well-known art	Other
41 (78.8%)	17 (32.7%)	22 (42.3%)	14 (26.9%)	9 (17.3%)	4 (7.7%)	10 (19.2%)

*Percentages in brackets represent the ratio of negative responses to each item in the overall responses. Percentage sums may not equal 100 as multiple answers were allowed.

Table 24 shows reasons for negative responses to *scope and results of prior art searches* in Table 22. Respondents felt mostly dissatisfied with *domestic patent literature searches*.

Table 24: Reasons for the negative responses to scope and results of prior art searches

Negative responses to scope and results of prior art searches	Domestic patent literature searches	Foreign patent literature searches	Non-patent literature searches
6 (11.5%)	4 (7.7%)	3 (5.8%)	1 (1.9%)

*Percentages in brackets represent the ratio of negative responses to each item in the overall responses. Percentage sums may not equal 100 as multiple answers were allowed.

3. Detailed Analysis

(1)Correlation between individual evaluation items and overall satisfaction level (national applications)

Correlation coefficients were used to measure relationships between the level of satisfaction with each evaluation item and with the overall examination quality of national applications. The greater correlation coefficient of an individual evaluation item indicates a stronger relationship to the level of satisfaction with overall quality.

Figure 39 shows the satisfaction level of each evaluation item and the correlation coefficient between the satisfaction level of each evaluation item and the overall examination quality of national applications with the former on the x-axis and the latter on the y-axis. The JPO should improve on a priority basis evaluation items where satisfaction levels are low (left side) in spite of high correlation coefficients with the overall level of satisfaction (upper side in Figure 39). This year's survey revealed that evaluation items of the following were priorities: *consistency of judgements among examiners*; and *application of Article 29 (2) – inventive step*. The survey also revealed that, among these evaluation items, the average level of satisfaction was decreasing in this area: *level of examiners' technical expertise*.

Another survey item, *consistency of judgements on inventive step*, had a higher correlation coefficient with satisfaction level and overall quality than the item *consistency of judgements on descriptive requirements*, as a result of analyzing responses to a new question added this year.

3. Detailed Analysis (1)Correlation between individual evaluation items and overall satisfaction level (national applications)

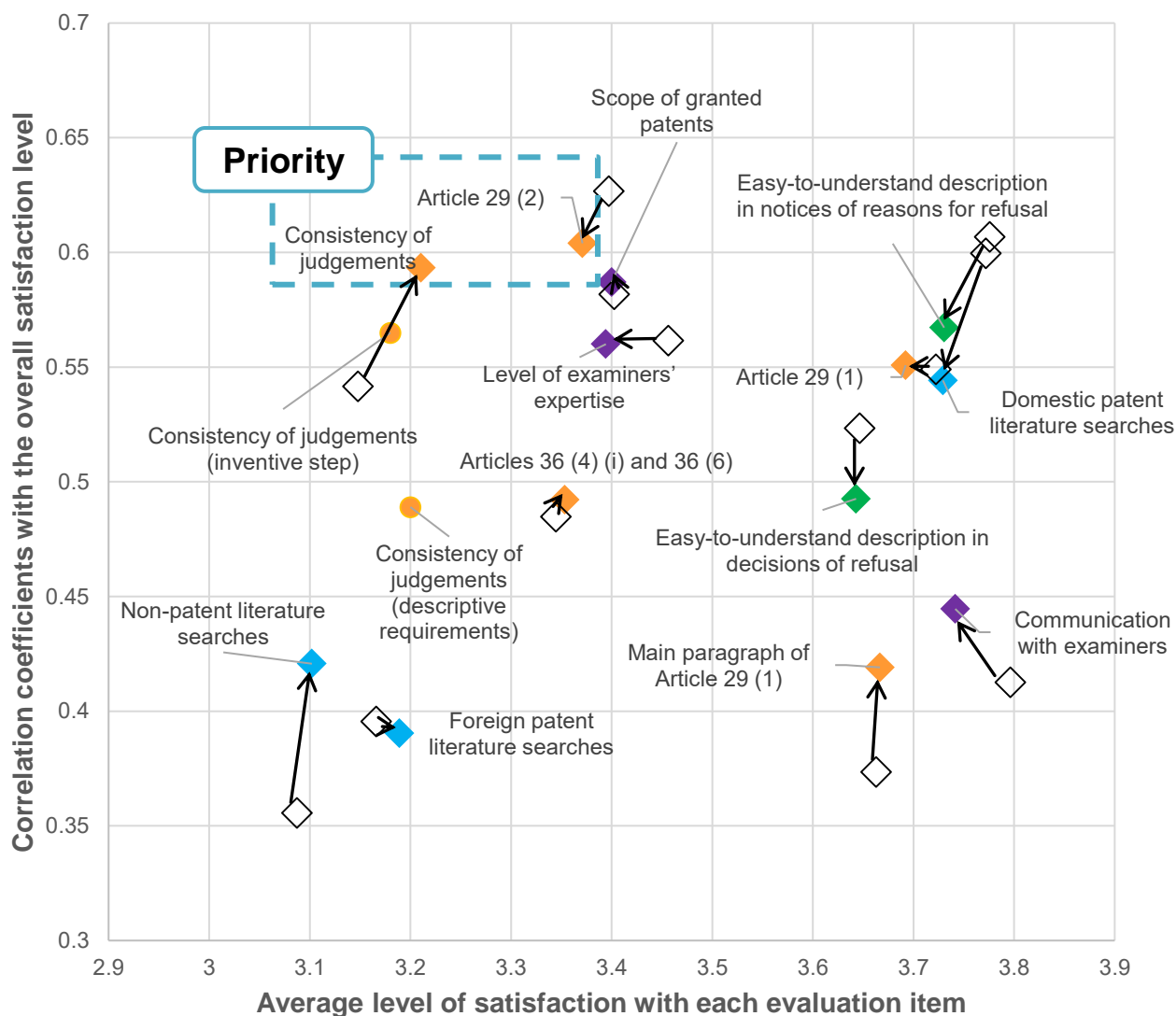


Figure 39: Average level of satisfaction for each evaluation item and correlation coefficients with overall level of satisfaction (national applications) ¹

¹ Plots are colored according to evaluation type: Light blue for prior article searches; orange for judgements; green for descriptions in notices; purple for others. Both white plots representing survey results and arrows representing changes in correlation coefficients are from the previous year's survey.

(2)Correlation between individual evaluation items and overall satisfaction level (PCT applications)

Figure 40 shows the satisfaction level of each evaluation item and correlation between the levels of satisfaction with each evaluation item and overall quality of international search and international preliminary examination of PCT applications, with the former on the x-axis and the latter on the y-axis. As in Figure 39, the JPO should improve, on a priority basis, evaluation items which received low levels of satisfaction (left side) in spite of high correlation coefficients with overall level of satisfaction (upper side). This year's survey reveals that evaluation items *consistency of judgements in the international search and international preliminary examination* and *judgement on novelty / inventive step* are the priorities.

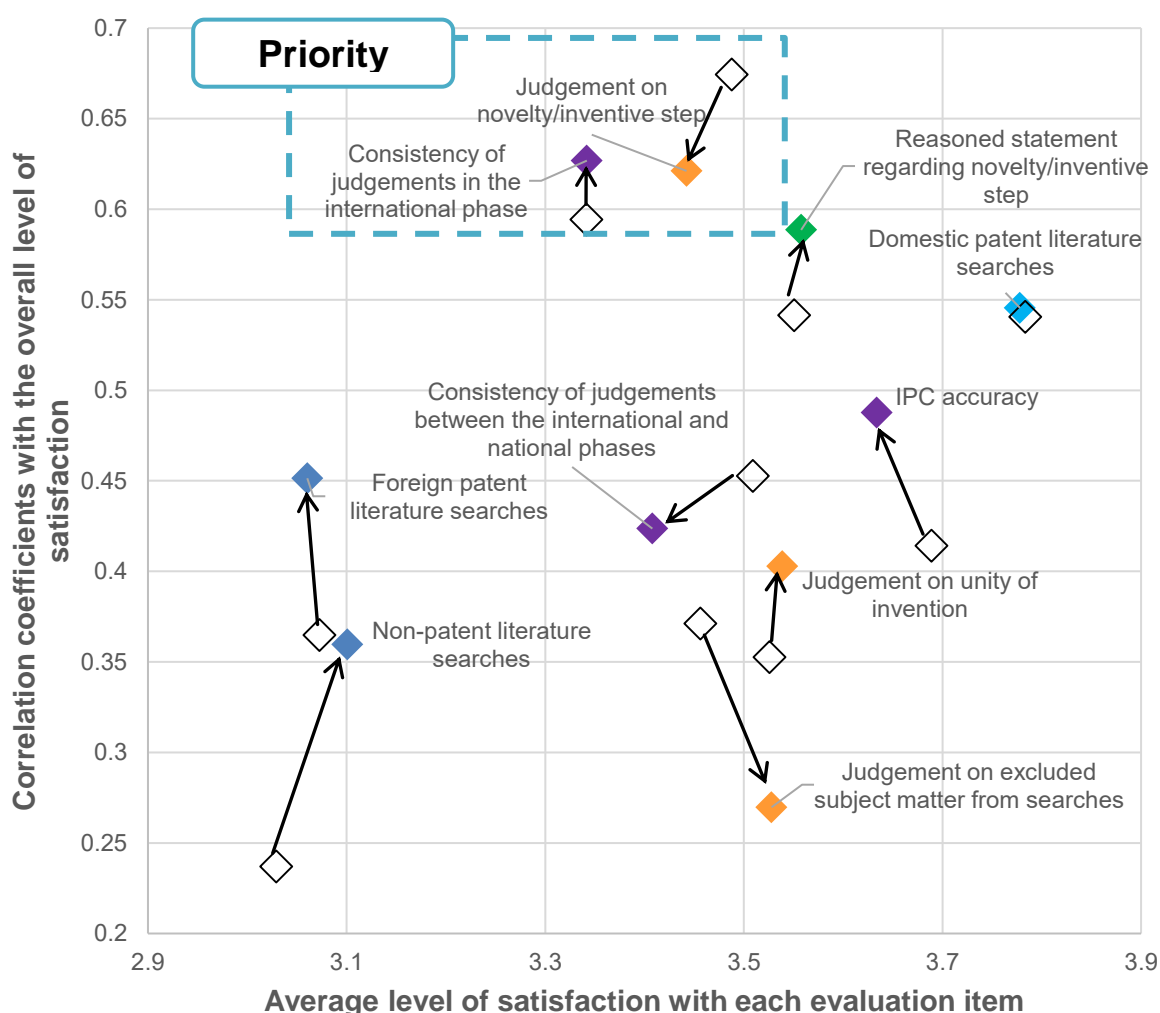


Figure 40: Average level of satisfaction for each evaluation item and correlation coefficients with overall satisfaction level (PCT applications)¹

¹ Plots are colored according to evaluation type: Light blue for prior article searches; orange for judgements; green for descriptions in notices; purple for others. Both white plots representing survey results and arrows representing changes in correlation coefficients are from the previous year's survey.

4. Survey Results Summary

This year's survey indicates that 93.7% of respondents evaluated the level of satisfaction with the overall quality of patent examination of national applications as *neutral* or higher, suggesting that there is not much difference from the previous year (Figure 1). The same can be said for the quality of patent examination of randomly selected specific national applications, about which 90.7% of respondents felt it to be *neutral* or higher (Figure 34).

The correlation analysis for the level of satisfaction of overall patent examination quality of national applications reveals that *consistency of judgements among examiners* and *application of Article 29 (2) – inventive step* are considered to be priorities for improvement (Figure 39). It also showed that the item *consistency of judgements on inventive step* has a higher correlation coefficient with the level of satisfaction with the overall quality than *consistency of judgements on descriptive requirements*.

The survey showed that 97.4% of respondents evaluated the level of satisfaction with the overall quality of the international search and international preliminary examination of PCT applications as *neutral* or higher, suggesting that there is little difference from last year (Figure 15). The same can be said of the quality of the international search and international preliminary examination of randomly selected specific PCT applications, about which 90.6% of the respondents felt it to be *neutral* or higher (Figure 38).

The correlation analysis of the level of satisfaction with overall quality of international search and international preliminary examination of PCT applications reveals that *consistency of judgements in the international search and international preliminary examination* and *judgement on novelty / inventive step* are determined to be priorities for improvement (Figure 40).

While making steady progress in current measures and initiatives to improve examination quality, the JPO will address issues, such as *consistency of judgements among examiners* and *application of Article 29 (2) – inventive step*, which were identified in this survey with the help of other analysis results produced by the JPO. It will also commit to making continuous efforts to maintain and improve examination quality based on invaluable information obtained from a large number of users in the survey.

5. Future of the User Satisfaction Survey

We have been conducting this survey since FY 2012 on the same scale, achieving an approximate 90% response rate due to user understanding and their active cooperation.

With added questions about *consistency of judgements on inventive step* and descriptive requirements, this fiscal year's survey demonstrates that the former has a higher correlation coefficient with the level of satisfaction for overall quality than the latter.

The JPO will continue to survey for the foreseeable future to help meet the following objectives: improve our knowledge of user needs; consider and develop further improvements of evaluation methods; survey timing and method; application and applicant selection methodology.

The survey results will be the basis of discussions for the development of improvements, implementation, and system of quality management in meetings of the Subcommittee on Examination Quality Management under the Intellectual Property Committee of the Industrial Structure Council.

Acknowledgment

The JPO expresses our gratitude to all respondents for generously giving their time to take the survey. In order to maintain and improve the quality of patent examinations, the JPO will continue to conduct user-satisfaction surveys and will, based on the results, improve the quality of patent examinations and operating procedures. The JPO values and appreciates your continued support.

APPENDIX: Questionnaire Sheets

【Sheet A】 Overall Quality of Patent Examination on National Applications						
<p>When responding to the questionnaire, please indicate by checking the box below if you wish your name to be known to us; or if you wish to remain anonymous, i.e., you don't want your name to be known to us.</p> <p> <input type="radio"/> Wish your name to be known to us <input type="radio"/> Wish to be anonymous. </p> <p><small>*If you choose "Wish to be anonymous," your response will be handled anonymously. However, information such as your e-mail address might disclose your identity, which we will not make note of.</small></p>						
Your Name			E-mail address			
<p>* If you choose "Wish your name to be known to us," please fill in the space above with your name and e-mail address.</p> <p>* We may contact you when we have any question about your responses.</p>						
<p>We would appreciate it if you could kindly answer the following questions, based on your experience in FY2018 (from 1st April 2018 to 31st March 2019).</p>						
[1] Overall Quality of Patent Examination						
		Satisfied	Somewhat Satisfied	Neutral	Somewhat Unsatisfied	Unsatisfied
		5	4	3	2	1
1)	Are you satisfied with the overall quality of patent examination at the JPO during FY2018 (from 1st April 2018 to 31st March 2019)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2)	Please evaluate the quality of JPO's patent examination regarding the following aspects 1-11 below.	Satisfied	Somewhat Satisfied	Neutral	Somewhat Unsatisfied	Unsatisfied
		5	4	3	2	1
1.	thorough and easy-to-understand description in notifications of reasons for refusal (except for any decisions of refusal)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	thorough and easy-to-understand description in decision of refusal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	proper application of the following legal wordings					
3-1.	the main paragraph of Article 29 (1) (industrial applicability and judgement of whether the subject matter falls under the concept of "invention")	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3-2.	items of Article 29 (1) (novelty)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3-3.	Article 29 (2) (inventive step)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3-4.	Article 36 (4) (i) and Article 36 (6) (descriptive requirements for description and claims)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	consistency of judgements among examiners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4-1.	Article 29 (2) (inventive step)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4-2.	Article 36 (4) (i) and Article 36 (6) (descriptive requirements for description and claims)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>comments on 4-2. If your answer is based on either of specific descriptive requirements(enablement, support requirement, clarity, etc.), please let us know such requirement.</p>						
5.	appropriateness of prior art searches					
5-1.	domestic patent literature searches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5-2.	foreign patent literature searches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5-3.	non-patent literature searches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	level of examiners' expertise in technical details	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	communication with examiners such as face-to-face interviews and telephone conversations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>comments on 7</p>						
8.	scope of patent that was granted after examination (Is the scope of the patent that was granted sufficient in view of the contents of the application and prior art?)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. If you have found any qualities that the JPO has, which exceed those of other patent offices, please check the categories below (multiple choices allowed). If you have not found anything superior, then please check "nothing in particular".

- | | |
|---|---|
| <input type="checkbox"/> prior art searches | <input type="checkbox"/> have no experience with examinations by the other Offices / not sure |
| <input type="checkbox"/> thorough and easy-to-understand description in notifications of reasons for refusal | <input type="checkbox"/> nothing in particular |
| <input type="checkbox"/> judgement on novelty/inventive step | |
| <input type="checkbox"/> examiners' understanding of technical details | |
| <input type="checkbox"/> communication with examiners such as face-to-face interviews and telephone conversations | |
| <input type="checkbox"/> others (Please write the details in the space below.) | |

comments on 9

10. If you have found other patent office(s), which have superior qualities compared to those of the JPO, please check the foreign patent office(s) below (multiple choices allowed). We also welcome your comment on which area the other offices are superior in. If you did not feel that the other offices were superior, then please check "nothing in particular".

- | | |
|--|---|
| <input type="checkbox"/> United States Patent and Trademark Office (USPTO) | <input type="checkbox"/> have no experience with examinations by the other Offices / not sure |
| <input type="checkbox"/> European Patent Office (EPO) | <input type="checkbox"/> nothing in particular |
| <input type="checkbox"/> China National Intellectual Property Administration (CNIPA) | |
| <input type="checkbox"/> Korean Intellectual Property Office (KIPO) | |
| <input type="checkbox"/> Other Office(s) (Which office(s) is it?) | |
| <input type="checkbox"/> Please write the details in the space below.) | |

comments on 10

What is your feeling about how often more appropriate documents are cited by other countries/regions after the JPO has released its examination results on application(s) filed seeking to obtain the same scope of patent rights at the JPO and other countries/regions?

	more appropriate documents are rarely cited	more appropriate documents are sometimes cited	more appropriate documents are often cited	not sure/have no experience with examinations by other offices
(1) United States Patent and Trademark Office (USPTO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2) European Patent Office (EPO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(3) China National Intellectual Property Administration (CNIPA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(4) Korean Intellectual Property Office (KIPO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(5) the countries/regions other than the above (countries/regions:)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have any other comments on or requests for improving the quality of patent examination, please let us know in the space below. (If you chose "1: Unsatisfied" or "2: Somewhat Unsatisfied" in 1-8, above, please comment on your reasons for being unsatisfied or somewhat unsatisfied. We also welcome your opinion / request related to the aspects 1.-11. above.)

[2] Comments/Requests about any other aspects of the questionnaire

We would appreciate it if you would kindly give us any comments or requests you might have about any other aspects of the questionnaire. For example, this could include your opinions about your own or other users' specific application(s); or your comments could be about this Survey itself, such as the format, forms, wording. Please specify here whether you consent to giving your responses to the examiner(s) in charge as feedback, if you give any comments on any specific application(s).

comments

[Sheet B] Quality of Patent Examination on Specific National Applications

* Application Number

(Title of the Invention)

We would appreciate it if you would kindly answer the following questions in [1], [2] and [3] below about the examination conducted on this specific patent application.

[1] We would like to give your response to the examiner in charge as feedback for examination quality improvement, if possible. If you would NOT like to give your response(s) to the examiner(s) in charge as feedback, please check the box on the right side.

☐ I would NOT like to give my responses to the examiner(s) in charge as feedback.

[2] Are you satisfied with the quality of patent examination on this application?

Satisfied		Neutral	Unsatisfied	
5	4	3	2	1
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you chose "5: Satisfied" or "4: Somewhat Satisfied":

please check the reasons which you are satisfied/somewhat satisfied with among the choices provided below. (This is optional and multiple responses are possible.)

Please comment in the space below why you are satisfied or somewhat satisfied with this case.

- ☐ thorough and easy-to-understand description in the notification(s) of reasons for refusal
- ☐ proper judgement on novelty/inventive step
- ☐ proper search scope/search results
- ☐ communication with examiners such as face-to-face interviews and telephone conversations
- ☐ others (Please write the details in the space below.)

comments

If you chose "2: Somewhat Unsatisfied" or "1: Unsatisfied":

- (1) Please check the procedures in **Column I** with which you are somewhat unsatisfied/unsatisfied (multiple choices allowed); and then
- (2) Check the options in **Column II** from A-G with which you are somewhat unsatisfied/unsatisfied (multiple choices allowed). The descriptions for A through G are listed below.
- (3) Checks on Column I or Column II are not mandatory, but if any, please comment in the space below why you are unsatisfied with this case.

Column I
<input type="checkbox"/> Non-final Notice of Reasons for Refusal
<input type="checkbox"/> Final Notice of Reasons for Refusal
<input type="checkbox"/> Decision to grant a patent
<input type="checkbox"/> Decision of refusal

Column II						
A	B	C	D	E	F	G
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<p>A : thorough and easy-to-understand description in the notification(s) of reasons for refusal / decision of refusal the main paragraph of Article 29 (1) (industrial applicability and</p> <p>B : judgement of whether the subject matter falls under the concept of "invention")</p> <p>C : judgement on lack of novelty/inventive step</p> <p>D : judgement on lack of descriptive requirements (Article 36 (4) (i) and Article 36 (6))</p> <p>E : prior art search (search scope/ search results)</p> <p>F : communication with examiners such as face-to-face interviews and telephone conversations</p> <p>G : others (Please fill in the space below)</p>	<p>⇒ Please go on to 4-1.</p> <p>⇒ Please go on to 4-2.</p> <p>⇒ Please go on to 4-3.</p>
<p>comments</p> <div style="border: 1px solid black; height: 60px; margin-top: 5px;"></div>	

(4) Please let us know the basis for your choice in (2) above.

4-1. If you chose "C: novelty/inventive step" in (2) above, please check the reasons with which you are unsatisfied.

	Non-final Notice of Reasons for Refusal	Final Notice of Reasons for	Decision of refusal
identification of cited document(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
identification of identical features/differences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
motivation for combination / obstructive factors for combination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
judgement on design variation etc.*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
judgement on technique generally known to a person skilled in the art	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
others (Please write the details in the space below.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* (i) selection of optimum materials from publicly known materials
(ii) optimally or preferably modified numerical ranges
(iii) materials replaced by equivalents (iv) design variation or design choice

comments (Please comment in the space below why you are unsatisfied with this case.)

4-2. If you chose "D: descriptive requirements," in 2. above, please check the reasons with which you are unsatisfied.

	Non-final Notice of Reasons for Refusal	Final Notice of Reasons for Refusal	Decision of refusal
judgement regarding enablement requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
judgement regarding support requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
judgement regarding clarity requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
judgement regarding product-by-process (PBP) claims*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<p>others (Please write the details in the space below.) <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>*If you check this box for PBP claims, do not check the box "judgement regarding clarity requirements."</p>
<p>comments (Please comment in the space below why you are unsatisfied with this case.)</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
<p>4-3.If you chose "E: prior art search" in 2. above, please check the reasons with which you are unsatisfied.</p>
<p><input type="checkbox"/> domestic patent literature searches</p> <p><input type="checkbox"/> foreign patent literature searches</p> <p><input type="checkbox"/> non-patent literature searches</p>
<p>comments (Please comment in the space below why you are unsatisfied with this case.)</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
<p>What do you think about the judgement on the examination of this patent application?</p>
<p>comments (Please specify below.)</p> <div style="border: 1px solid black; height: 80px; width: 100%;"></div>
<p>[3]If you have any further comments or requests, please write them in the space below. You can also write comments/requests about other application(s).</p> <p>(Please specify here whether you consent to giving your response to the examiner(s) in charge as feedback or not, if you give any comments on any other specific application.)</p>
<p>comments</p> <div style="border: 1px solid black; height: 80px; width: 100%;"></div>

[Sheet C] Overall Quality of the International Search and International Preliminary Examination on PCT Applications																								
Please indicate if you: <input type="radio"/> wish your name to be known to us. <input type="radio"/> wish to be anonymous (i.e. you don't want your name to be known to us). *If you "wish to be anonymous," your response will be handled as such and we will not record any personal information about you, including your e-mail address.																								
Your Name				E-mail address																				
* If you "wish your name to be known to us," please write your name and e-mail address in the boxes above. Please be advised that we may contact you to discuss your responses, using the information provided in the boxes. * We would appreciate it if you would kindly answer all the questions in [1] and [2] below, according to your experience, during FY2018 (1st April 2018 to 31st March 2019)																								
[1] Overall Quality of the International Search and International Preliminary Examination including ISRs (Form PCT/ISA/210), WO/ISAs (Form PCT/ISA/237), and IPERs (Form PCT/ISA/409)																								
<table style="margin: auto;"> <tr> <td>Satisfied</td> <td>Somewhat Satisfied</td> <td>Neutral</td> <td>Somewhat Unsatisfied</td> <td>Unsatisfied</td> <td></td> </tr> <tr> <td>5</td> <td>4</td> <td>3</td> <td>2</td> <td>1</td> <td></td> </tr> <tr> <td colspan="6" style="text-align: center;"> </td> </tr> </table>							Satisfied	Somewhat Satisfied	Neutral	Somewhat Unsatisfied	Unsatisfied		5	4	3	2	1							
Satisfied	Somewhat Satisfied	Neutral	Somewhat Unsatisfied	Unsatisfied																				
5	4	3	2	1																				
Are you satisfied with the overall quality of the International Search and International Preliminary Examination during FY2018 (1st April 2018 to 31st March 2019)?																								
<input type="radio"/> 5 <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1																								
2) Please evaluate the quality of the International Search and International Preliminary Examination at the JPO regarding the following 9 aspects below.																								
<table style="margin: auto;"> <tr> <td>Satisfied</td> <td>Somewhat Satisfied</td> <td>Neutral</td> <td>Somewhat Unsatisfied</td> <td>Unsatisfied</td> <td>Not Sure/ Have no experience</td> </tr> <tr> <td>5</td> <td>4</td> <td>3</td> <td>2</td> <td>1</td> <td></td> </tr> <tr> <td colspan="6" style="text-align: center;"> </td> </tr> </table>							Satisfied	Somewhat Satisfied	Neutral	Somewhat Unsatisfied	Unsatisfied	Not Sure/ Have no experience	5	4	3	2	1							
Satisfied	Somewhat Satisfied	Neutral	Somewhat Unsatisfied	Unsatisfied	Not Sure/ Have no experience																			
5	4	3	2	1																				
1. IPC accuracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																		
2. judgement on excluded subject matter* from searches * excluded subject matter from searches falling under scientific and mathematical theories, methods of doing business, and mere presentations of information etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																		
3. judgement on unity of invention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																		
4. judgement on novelty/inventive step	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																		
5. reasoned statement regarding novelty/inventive step	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																		
6. consistency of judgements in the international phase	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																		
6-1. Judgement on inventive step	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																		
7. consistency of judgements between the international phase and the national phase (consistency of judgements between the international phase and the national phase at the JPO)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																		
8. appropriateness of searches																								
8-1. domestic patent literature searches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																		
8-2. foreign patent literature searches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																		
8-3. non-patent literature searches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																		

g. How often do you feel more appropriate citations were presented in the other countries/regions in the national phase after the JPO issued its report as ISA?

	Rarely presented	Sometimes presented	Often presented	Not sure/no opportunity
(1) United States Patent and Trademark Office (USPTO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2) European Patent Office (EPO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(3) China National Intellectual Property Administration (CNIPA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(4) Korean Intellectual Property Office (KIPO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(5) countries/regions other than the above	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(Please specify:)				

If you chose "1: Unsatisfied" or "2: Somewhat Unsatisfied" in 1-8 above, please give us the reasons for your dissatisfaction in the space below. We also welcome your feedback/requests related to 1.-9. above.

[2] Comments/requests

We would appreciate it if you would kindly give us any comments or requests you might have about any other aspects of the questionnaire, e.g. your feedback on your own or other users' specific application(s); or your comments on the Survey itself, such as the format, forms, and wording. When you give us your comments on specific applications, please specify here whether you consent that we will give them to examiner(s) in charge as comments

[Sheet D] Quality of the International Search and International Preliminary Examination on Specific PCT Applications

* International Application Number

We would appreciate it if you would kindly answer the following questions [1], [2], [3] below about the examination of the application above.

[1] We would like to give your response to the examiner in charge as feedback for examination quality improvement.

If you would NOT like to give your response(s) to the examiner(s) in charge as feedback, please check the box on the right side.

☐ I would NOT like to give my responses to the examiner(s) in charge as feedback.

[2] Are you satisfied with the quality of the International Search and International Preliminary Examination on this PCT application?

Somewhat Satisfied		Neutral	Somewhat Unsatisfied	
5	4	3	2	1
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you chose "5: Satisfied" or "4: Somewhat Satisfied,"

what are the reasons (select all that apply)?

Please leave any comments or suggestions that you may have in the space below.

- ☐ easy-to-understand description in ISR, WO/ISA, and IPER
- ☐ appropriate judgement on novelty/inventive step
- ☐ appropriate search scope/search results
- ☐ others (Please specify below.)

comments

If you chose "2: Somewhat Unsatisfied" or "1: Unsatisfied":

(1) What procedures in Column I are you dissatisfied with (multiple choices allowed)?

(2) What are the reasons for your dissatisfaction? Please check the boxes A-E in Column II (multiple choices allowed). The reasons A-E are shown below.

(3) Instead of responding to (1) and (2), you can leave any comments on this topic in the space below.

Column I
<input type="checkbox"/> ISR (Form PCT/ISA/210) or WO/ISA (Form PCT/ISA/237) <input type="checkbox"/> IPER (Form PCT/ISA/409)

Column II				
A	B	C	D	E
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- A : easy-to-understand description in ISR, WO/ISA, and IPER

B : judgement on lack of novelty / inventive step

C : judgement on unity of invention

D : search scope/search results

E : others (Please write the details in the space below.)

⇒ Please go on to 4-1.

⇒ Please go on to 4-2.

(comments)

(4) Please let us know the basis for your choices in (2) above.

4-1. If you chose "B: novelty/inventive step" in (2) above, please check the reasons.

	ISR (Form PCT/ISA/210) or WO/ISA (Form PCT/ISA/237)	IPER (Form PCT/ISA/409)
identification of cited documents	<input type="checkbox"/>	<input type="checkbox"/>
judgement on identical features/differences	<input type="checkbox"/>	<input type="checkbox"/>
motivation/obstructive factors for combination	<input type="checkbox"/>	<input type="checkbox"/>
judgement on design variations*	<input type="checkbox"/>	<input type="checkbox"/>
judgement on well-known art	<input type="checkbox"/>	<input type="checkbox"/>
others (Please specify below.)	<input type="checkbox"/>	<input type="checkbox"/>

* (i) selection of optimum materials from publicly known materials,
 (ii) optimally or preferably modified numerical ranges,
 (iii) materials replaced by equivalents,
 (iv) design variation or design choice

comments

4-2. If you chose "D: searches" in (2) above, please check the reasons.

☐ domestic patent literature searches

☐ foreign patent literature searches

☐ non-patent literature searches

comments

[3] Please leave any other comments or suggestions that you may have in the space below. We also welcome your comments/requests about other applications (in that case, please confirm whether you consent that we will give them to examiners in charge as feedback).

comments (Please write the details)
