

Report on FY2024 Annual User Satisfaction Survey on Patent Examination Quality

**September 2024
Japan Patent Office**



ACKNOWLEDGMENTS

The JPO expresses its sincere gratitude to all respondents for their valuable cooperation in participating in the annual user satisfaction survey on patent examination quality.

In addition, the JPO greatly appreciates the continued support of users in its efforts to conduct the survey and to improve patent examination and other operational practices based on the results of the survey, which will ultimately lead to improved examination quality.

Since FY2012 (the fiscal year ended March 2013), the JPO has been conducting annual user satisfaction surveys on the quality of patent examinations and has incorporated user opinions into its quality management measures.

The FY2024 Survey Report, in which 601 users evaluated the quality of patent examination at the JPO, was published in both Japanese and English versions on the JPO website on September 25, 2024.

[<https://www.jpo.go.jp/e/resources/report/user/>](https://www.jpo.go.jp/e/resources/report/user/)

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1. OVERVIEW OF THE SURVEY

1.1 Background

Globally reliable, high-quality patent examination and proper granting of patents by the Japan Patent Office (JPO) are important for supporting smooth business expansion worldwide, promoting innovation, and maintaining a sound transaction order. Based on this premise, in 2014, the JPO issued its Quality Policy on Patent Examination (hereinafter referred to as the "Quality Policy"), which outlines the fundamental principles of its quality management policies with the aim of achieving patent examination that is the utmost quality in the world. Under one of its six fundamental principles, "We meet wide-ranging needs and expectations," the Quality Policy states that "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 connected with the patent system."

Genuinely listening to user opinions is important for understanding the current status of examination quality and for strengthening efforts to maintain and improve examination quality. Since FY2012 (the fiscal year ended March 2013), the JPO has been conducting annual user satisfaction surveys on the quality of patent examinations and has incorporated user opinions into its quality management measures.

This report summarizes the results of the FY2024 Annual User Satisfaction Survey on Patent Examination Quality, which covers patent examinations conducted by the JPO in the previous fiscal year, FY2023.

1.2 Objectives

The objectives of the survey are to collect feedback on the quality of patent examination¹ from users in order to evaluate the current status of the examination quality and to make suggestions for future improvements. In other words, this survey corresponds to the "check" phase of the PDCA (Plan, Do, Check, and Act) cycle outlined in the "Quality Management Manual for Patent Examination." In accordance with the Quality Policy, which states that "we continually improve operations," the JPO will use the survey results to continually improve its patent examination practices.

1.3 Methodology

The FY2024 survey questionnaire consisted of two sheets (see Appendix). Sheet 1 was related to the satisfaction level of the quality of the patent examination for national applications in FY2023. Sheet 2 was related to the satisfaction level of the quality of the

¹ The term "patent examination" here in this report means examination on inventions, including International Search and International Preliminary Examination under the PCT, and establishment of Reports of Utility Model Technical Opinion, as defined in the Quality Policy. Any reference to "patent examination" in the context of national applications means examination on inventions in national applications.

international search and international preliminary examination at the JPO for PCT applications in FY2023. The survey was an online questionnaire in that respondents were asked to choose from five levels² for each evaluation item. An individual password was sent to the survey targets by email. Respondents can choose to provide their names or respond anonymously. The response period was from April to June 2024.

Tables 1 and 2 show how and how many survey targets were selected for each questionnaire sheet. There were 648 targets on Sheet 1 and 358 targets on Sheet 2, for a total of 721 targets, excluding the overlap between the sheets.

Table 1: Method of selecting the targets for Sheet 1

	Method of selecting targets	Number of targets	Total
Quality of patent examination on national applications (Sheet 1)	Non-individual <u>domestic residents</u> who filed 50 or more national applications as the head applicant in FY2022 ³	497	648
	Non-individual <u>foreign residents</u> who filed 50 or more national applications as the head applicant in FY2022 ³	68	
	<u>Small-scale applicants</u> ⁴ who filed less than 50 national applications as the head applicant in FY2022	33	
	Top 50 <u>patent attorneys</u> who filed the most applications in FY2022	50	

Table 2: Method of selecting the targets for Sheet 2

	Method of selecting targets	Number of targets	Total
Quality of international search and preliminary examination on PCT applications (Sheet 2)	Non-individual <u>domestic residents</u> who filed 18 or more PCT applications as the head applicant in FY2022	302	358
	<u>Small-scale applicants</u> ² who filed less than 18 PCT applications as the head applicant in FY2022	26	
	Top 30 <u>patent attorneys</u> who filed the most PCT applications in FY2022	30	

² The five levels are: "satisfied," "somewhat satisfied," "neutral," "somewhat unsatisfied," and "unsatisfied."

³ Targets who received one or more transcripts of the final decisions for their published applications in FY2023 were targeted.

⁴ Small-scale applicants were selected from manufacturers with capital of not more than 300 million yen or fewer than 300 employees, and which had previously experienced interviews or discussions with the JPO.

1.4 Response rate

Sheet 1 had 543 responses, with a response rate of 83.8%. With a response rate of 86.9%, Sheet 2's respondents were 311. The number of respondents is 601 out of 721, excluding those overlapping in Sheets 1 and 2. Table 3 shows year-on-year trends in response rates, and Table 4 provides a breakdown of respondents by industrial sector.

Table 3: Response rate of Questionnaire Sheets⁵

	FY2024 survey responded / targeted	FY2023 survey	FY2022 survey	FY2021 survey	FY2020 survey	FY2019 survey	FY2018 survey	FY2017 survey	FY2016 survey	FY2015 survey	FY2014 survey	FY2013 survey	FY2012 survey
Sheet 1	83.8% 543/648	80.4%	84.9%	87.3%	87.0%	88.0%	90.0%	90.6%	89.3%	85.5%	86.8%	91.8%	91.4%
Sheet 2	86.9% 311/358	82.0%	85.9%	88.4%	85.1%	90.5%	93.5%	92.3%	91.2%	87.4%	88.7%	90.6%	91.8%

Table 4: Breakdown of respondents

Attribute (Industrial Sector)⁶		Sheet 1		Sheet 2	
		Respondents	Percentage	Respondents	Percentage
Domestic applicants	Metal	27	5.0%	18	5.8%
	Construction	12	2.2%	3	1.0%
	Machinery	103	19.0%	47	15.1%
	Chemistry	75	13.8%	62	19.9%
	Food and medicine	20	3.7%	12	3.9%
	Electronics	77	14.2%	46	14.8%
	Others (manufacturing)	11	2.0%	5	1.6%
	Others (non-manufacturing)	54	9.9%	24	7.7%
	Education and public institutions	18	3.3%	15	4.8%
Patent attorneys		42	7.7%	23	7.4%
Foreign-resident applicants		18	3.3%	0	0.0%
Anonymous respondents		86	15.8%	56	18.0%
Total		543	100.0%	311	100.0%

⁵ Questionnaire sheets A and C, which were used in previous surveys, were replaced with sheets 1 and 2 in the FY2020 survey. In Table 3, the response rates of sheets 1 and 2 before and in FY2019 indicate those of sheets A and C.

⁶ The JPO grouped domestic applicants into nine industrial sectors by referring to, among others, the Japan Standard Industry Classification, revised in October 2013, and the Report on Patent Examination Practices to Improve User-Friendliness, February 2011, in Japanese only.

2. RESULTS OF THE SURVEY

2.1 Quality of the patent examination for national applications

2.1.1 Overall quality

The responses to Sheet 1 on the patent examination quality for national applications show that 97.4% (compared to 96.6% in the previous survey) of the respondents rated the overall patent examination quality as "neutral" or higher, and 60.9% (cf. 61.1%) of the respondents rated it positively⁷. This overall evaluation indicates that not much has changed from the previous year.

Fig. 1 shows year-to-year changes in the satisfaction level of the overall quality of patent examination for national applications⁸.

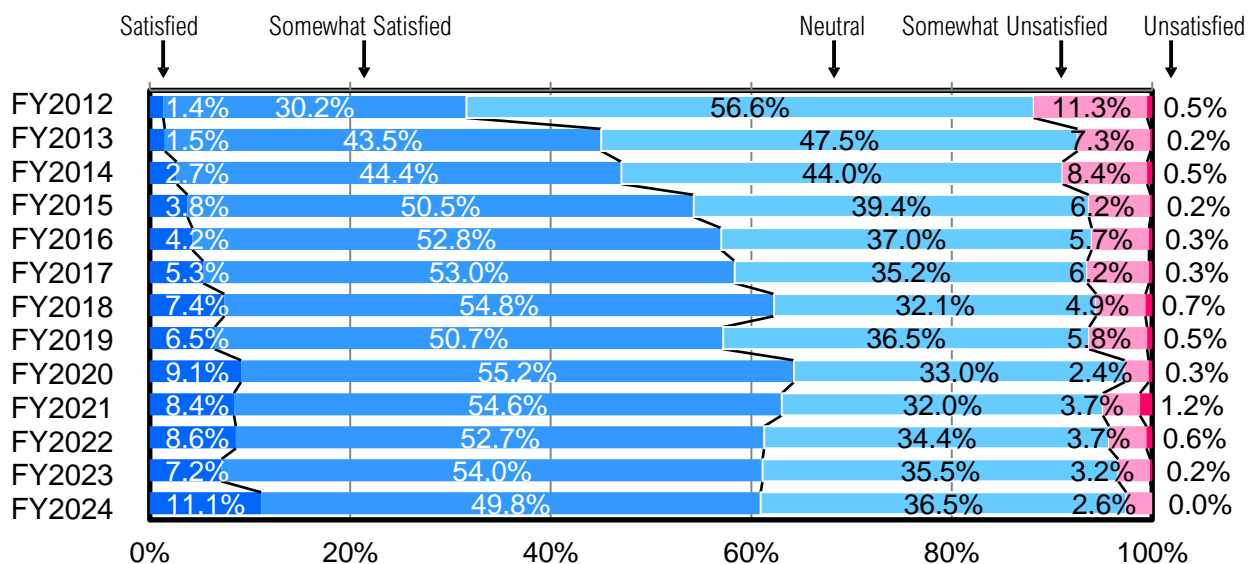


Fig. 1: Overall quality of patent examination for national applications

⁷ A positive rating hereinafter means that they were either "Satisfied" or "Somewhat satisfied."

⁸ In all figures showing year-to-year changes in this report, the vertical axis represents the fiscal year of the survey. Because the survey asks each year about user satisfaction with examinations conducted by the JPO in the previous fiscal year, the FY2024 survey covers examinations conducted in FY2023.

2.1.2 Consistency of judgments among examiners

Regarding the "consistency of judgments among examiners," 85.3% (cf. 85.8%) of the respondents rated it as "neutral" or higher, and 41.5% (cf. 36.9%) of the respondents rated it positively (see **Fig. 2**). The previous survey had identified this item as a priority issue⁹ to be addressed.

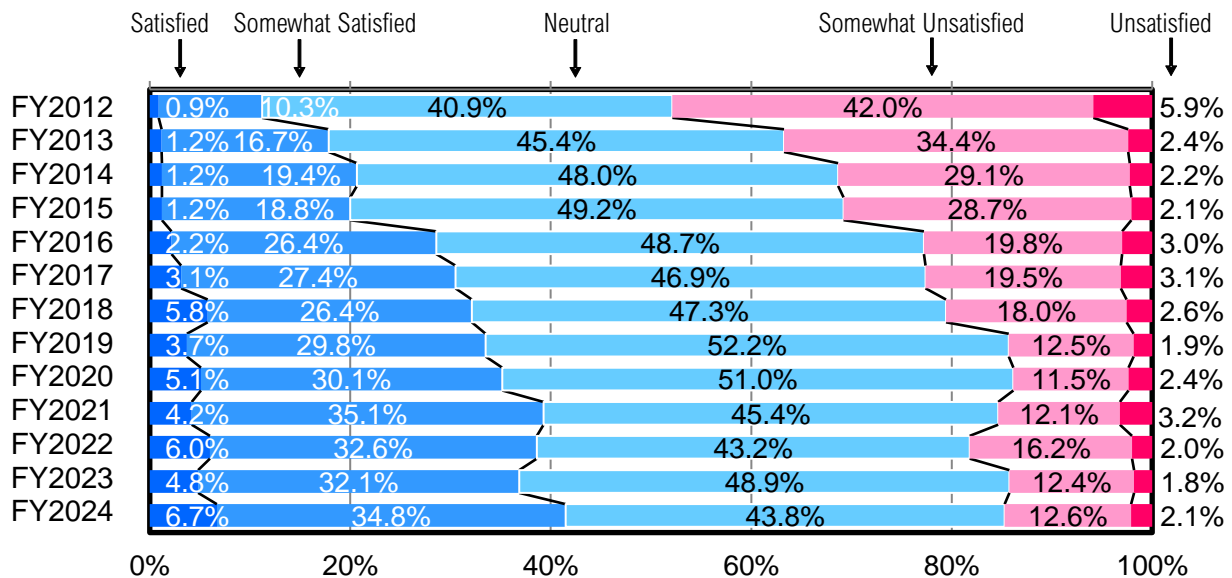


Fig. 2: Consistency of judgments among examiners for national applications

Regarding the "consistency of judgments among examiners on the Patent Act Article 29(2) "inventive step," a sub-item of "consistency of judgments among examiners," 82.8% (cf. 83.4%) of the respondents rated it as "neutral" or higher, and 39.9% (cf. 38.1%) of the respondents rated it positively (see **Fig. 3**). The previous survey had also identified this item as a priority issue.

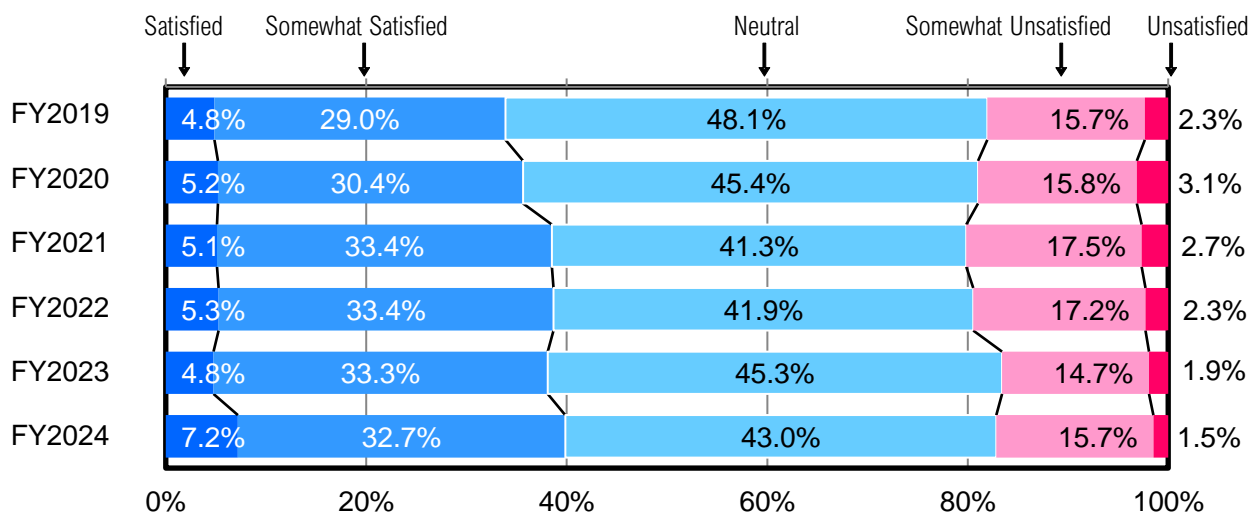


Fig. 3: Consistency of judgments among examiners on the Patent Act Article 29(2) "inventive step" for national applications

⁹ A priority issue can be identified as an evaluation item that has low satisfaction level despite having a strong correlation with overall quality. See Section 2.4.

See **Fig. 4** for the "consistency of judgments among examiners on the Patent Act Article 36 "description requirements," another sub-item of "consistency of judgments among examiners." The surveys from previous years only included one question regarding "description requirements," but the 2024 questionnaire divided it into two separate questions about "enablement and support requirements" and "clarity requirements."

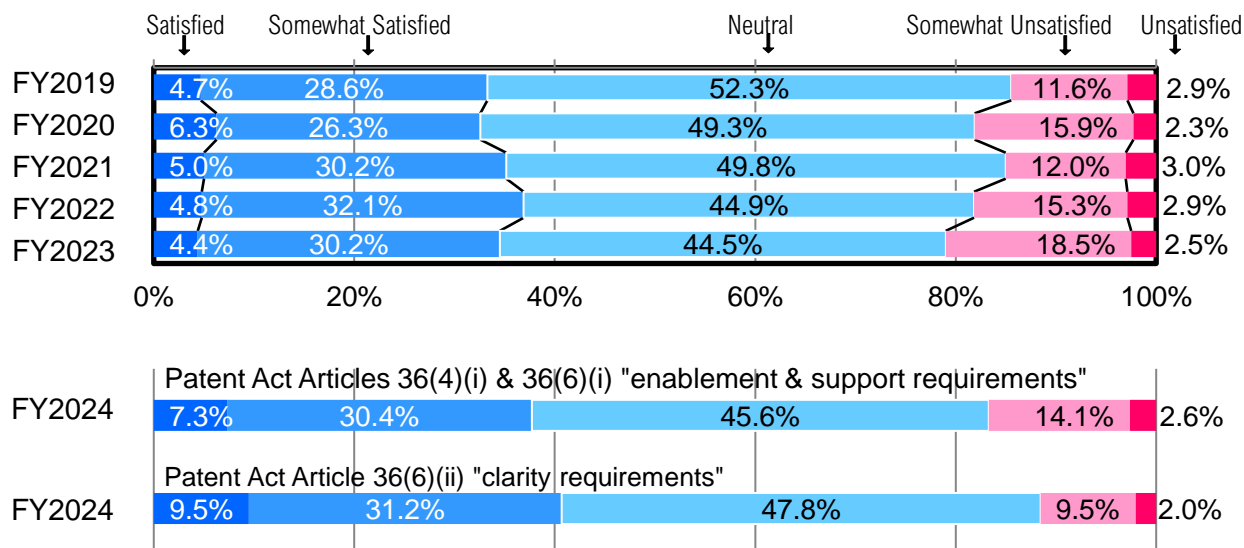


Fig. 4: Consistency of judgments among examiners on the Patent Act Article 36 "description requirements" for national applications

Certain respondents commented on the "consistency of judgments among examiners," recognizing that judgments on the "inventive step" and "support requirements" vary between examination departments or examiners. Specifically, some examiners issued strict notices regarding "support requirements," while others did not.

2.1.3 Communication with examiners

Regarding the "communication with examiners in face-to-face interviews and telephone conversations," 98.7% (cf. 96.3%) of the respondents rated it as "neutral" or higher, and 78.1% (cf. 65.5%) of the respondents rated it positively (see **Fig. 5**). This item is related to the quantitative goals of patent examination to be achieved at the JPO. The figure of 78.1% exceeds the JPO's goal of 65% or higher for FY2023.

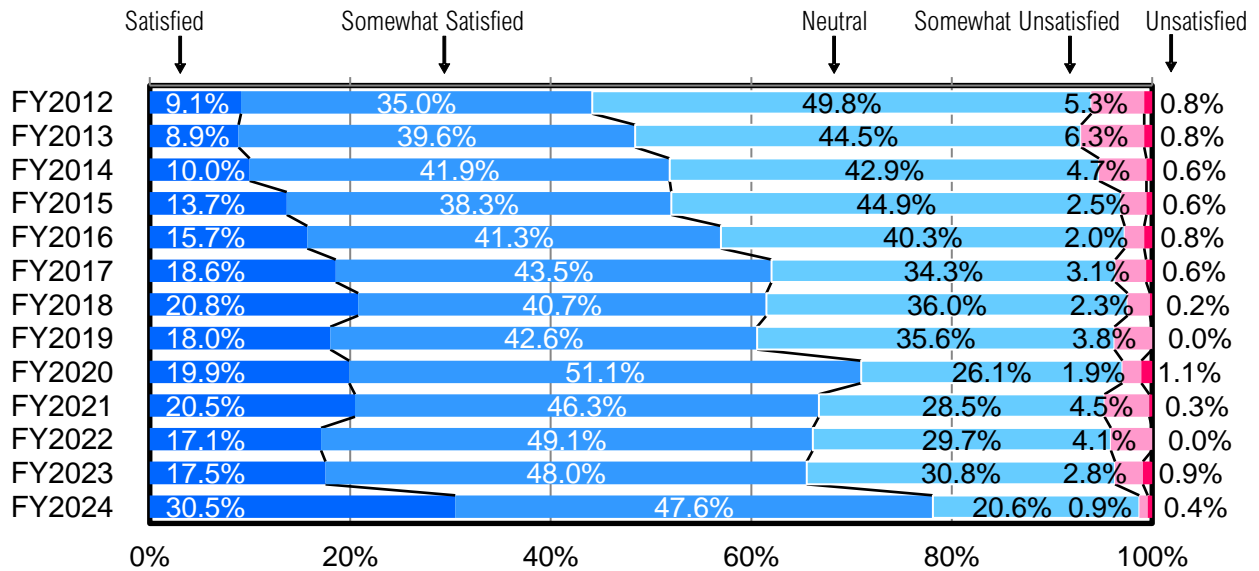


Fig. 5: Communication with examiners in face-to-face interviews and telephone conversations for national applications

Many respondents commented positively on the "communication with examiners," acknowledging the usefulness of the communication or praising examiners for their thoughtful responses or friendly offers of helpful suggestions.

2.1.4 Other evaluation items

Figs. 6 through 19 show year-to-year changes in the satisfaction level of other evaluation items on the quality of patent examination for national applications.

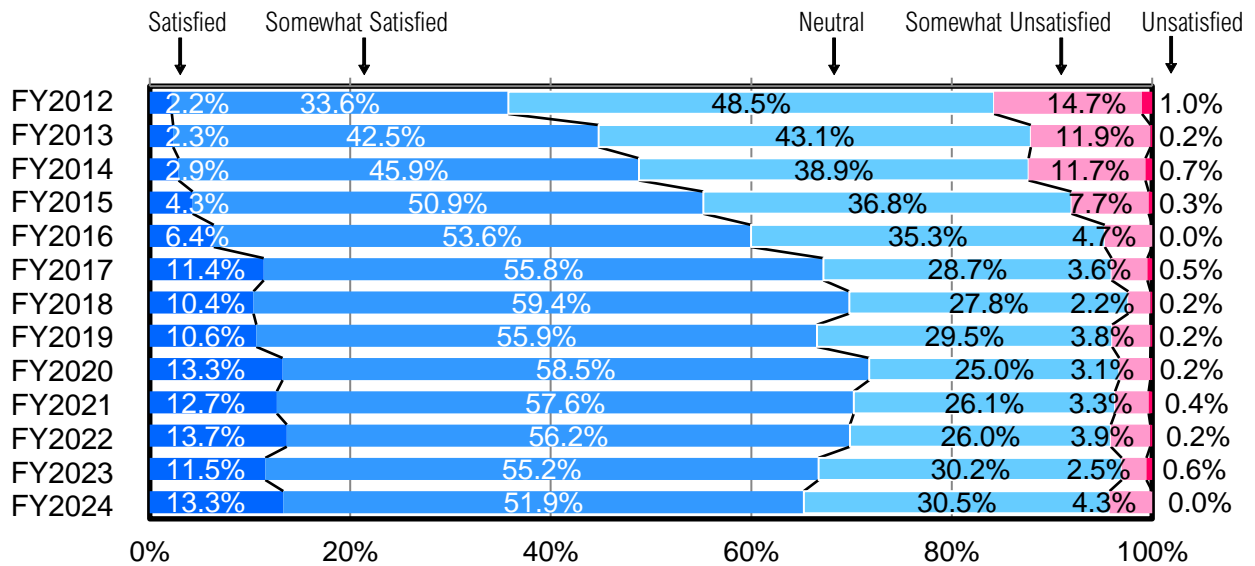


Fig. 6: Thorough and easy-to-understand description in notifications of reasons for refusal for national applications

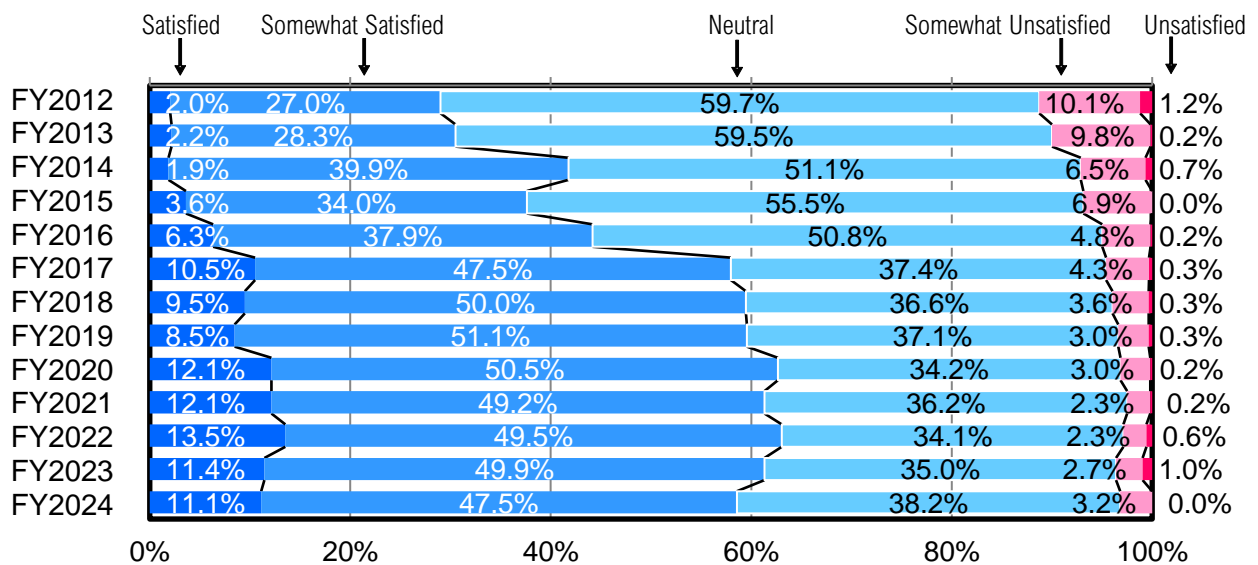


Fig. 7: Thorough and easy-to-understand description in decisions of refusal for national applications

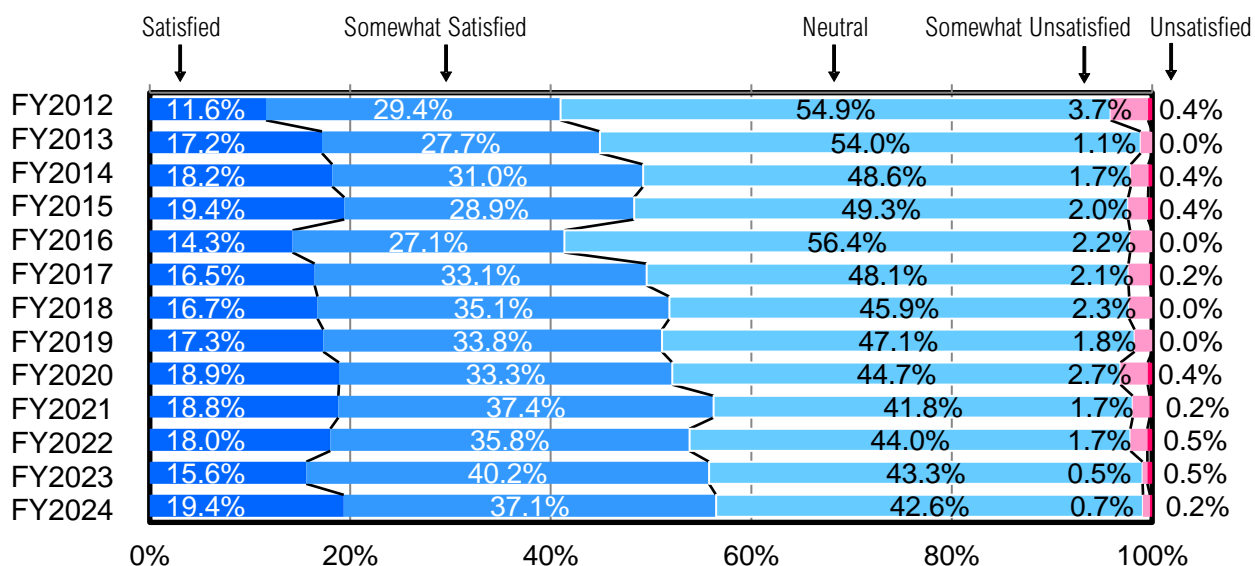


Fig. 8: Application of the main paragraph of the Patent Act Article 29(1) "eligibility for patent and industrial applicability" for national applications

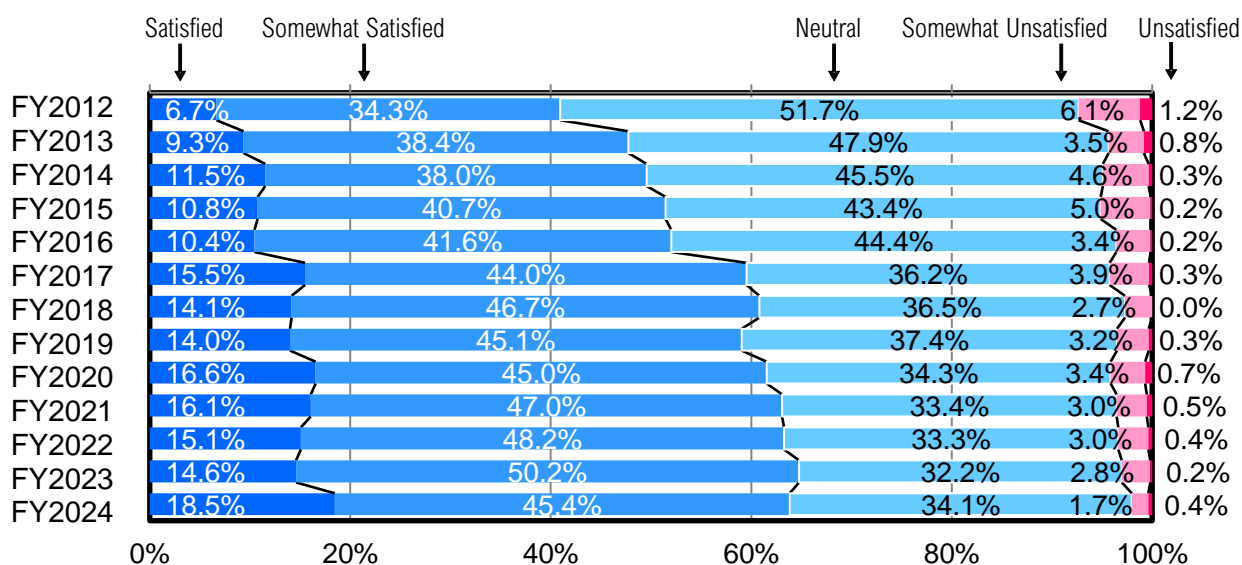


Fig. 9: Application of the Patent Act Article 29(1) "novelty" for national applications

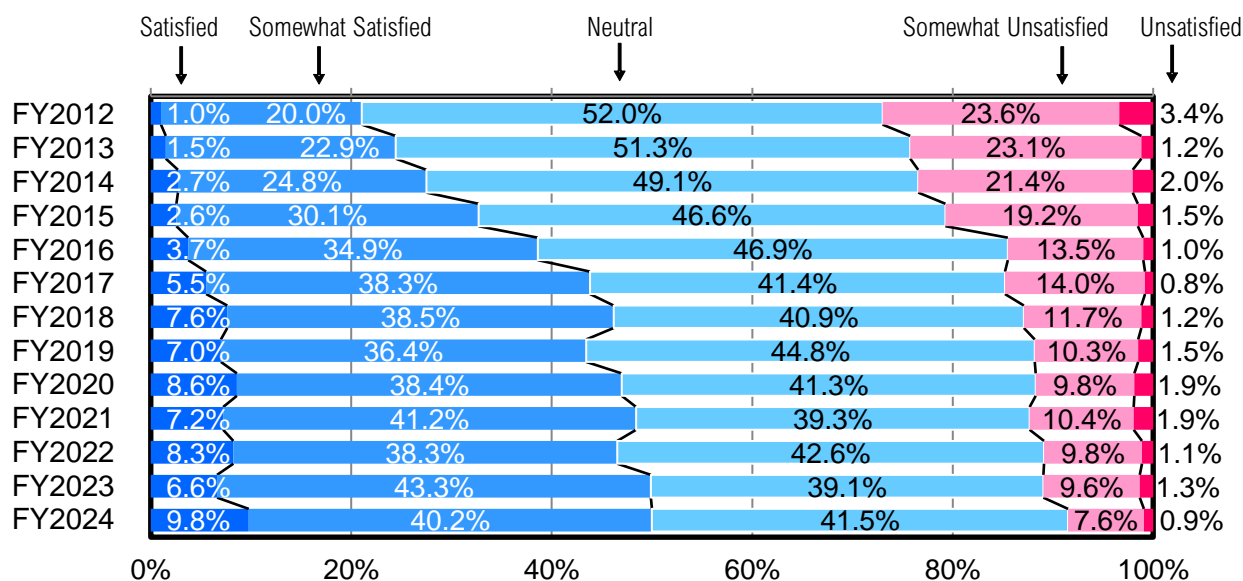


Fig. 10: Application of the Patent Act Article 29(2) "inventive step" for national applications

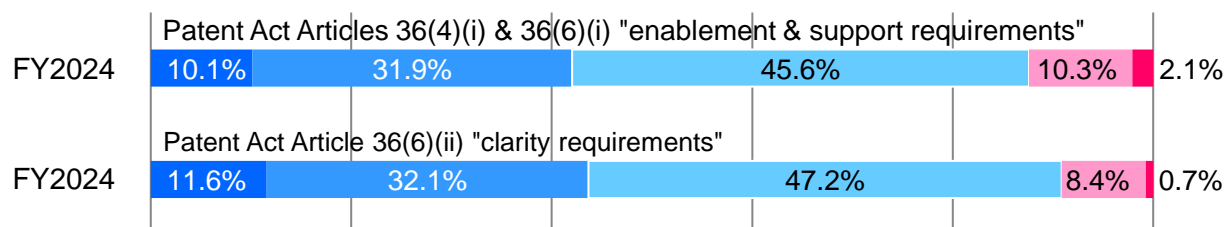
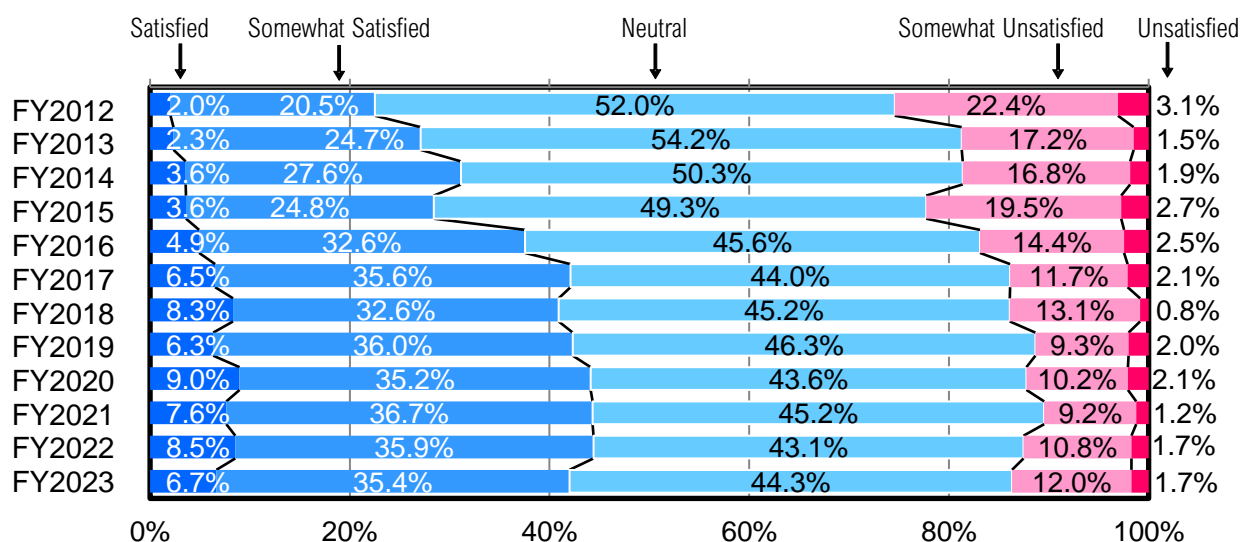


Fig. 11: Application of the Patent Act Article 36 "description requirements"¹⁰ for national applications

¹⁰ The surveys from previous years only included one question regarding "description requirements," but the 2024 questionnaire divided it into two separate questions about "enablement and support requirements" and "clarity requirements."

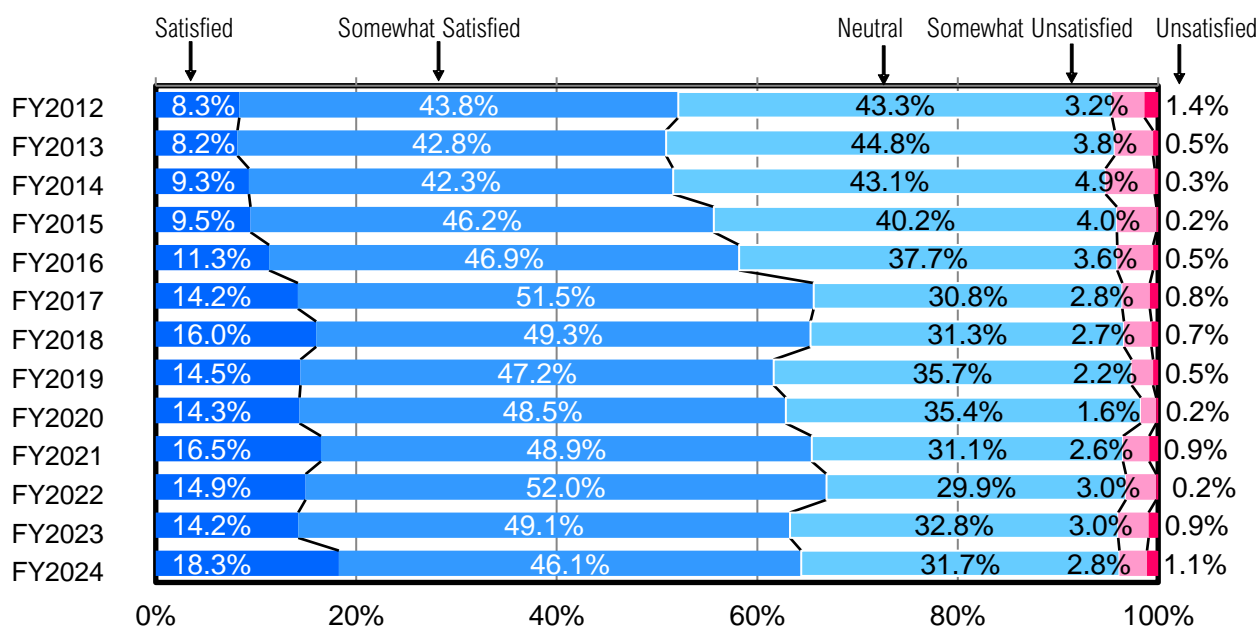


Fig. 12: Domestic patent literature searches for national applications

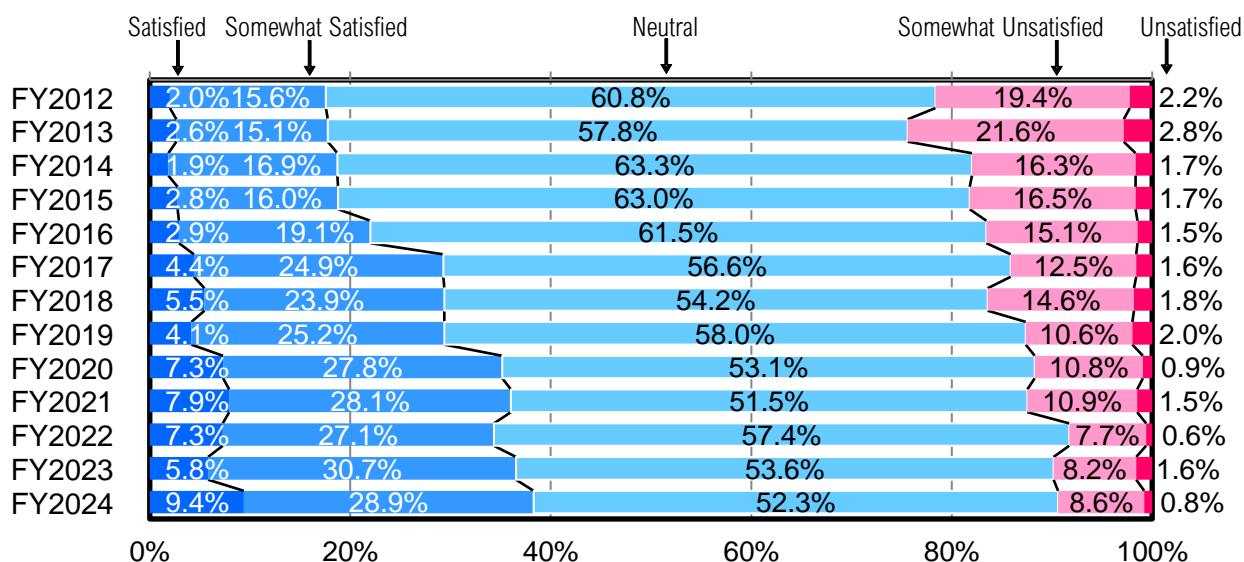


Fig. 13: Foreign patent literature searches for national applications

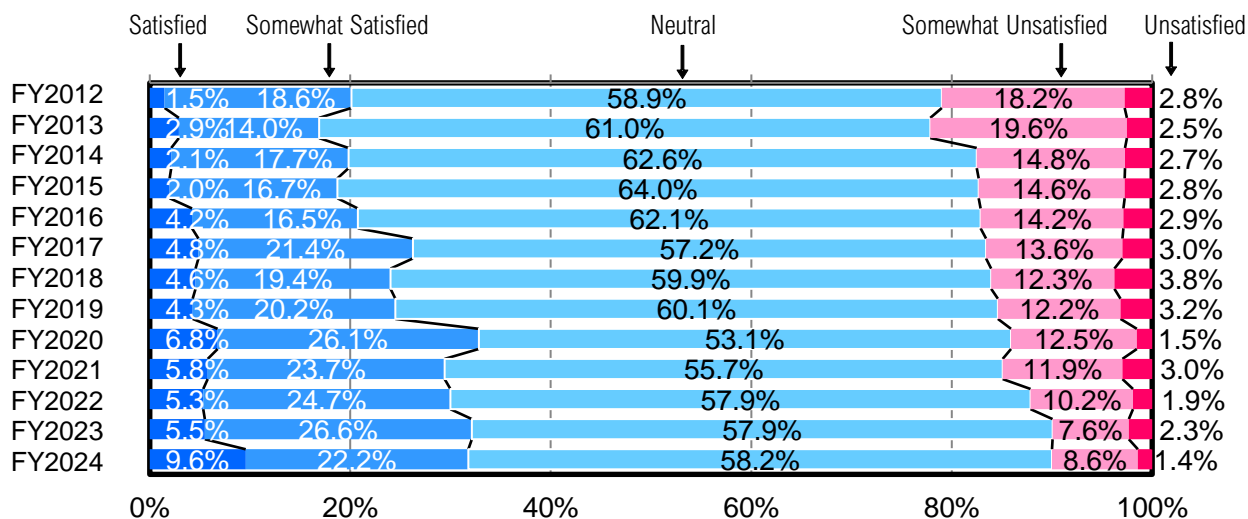


Fig. 14: Non-patent literature searches for national applications

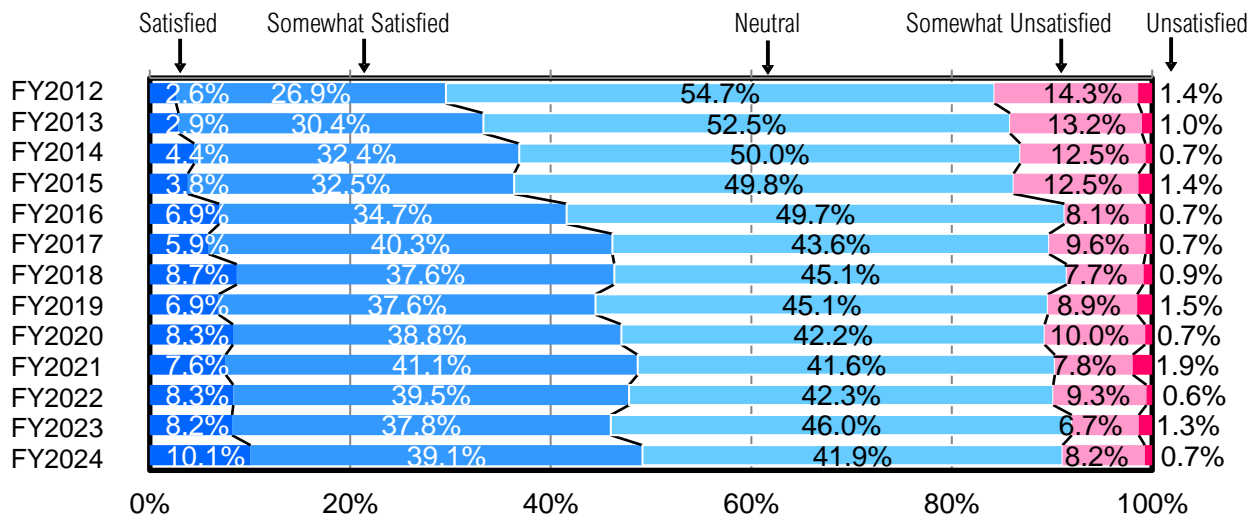


Fig. 15: Level of examiners' expertise in technical details for national applications

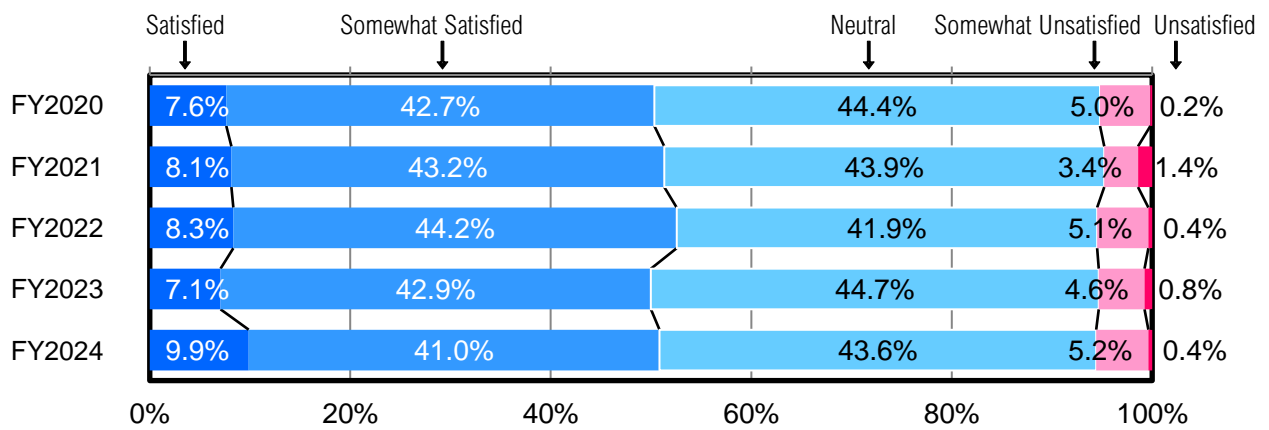


Fig. 16: Responses to written opinions for national applications

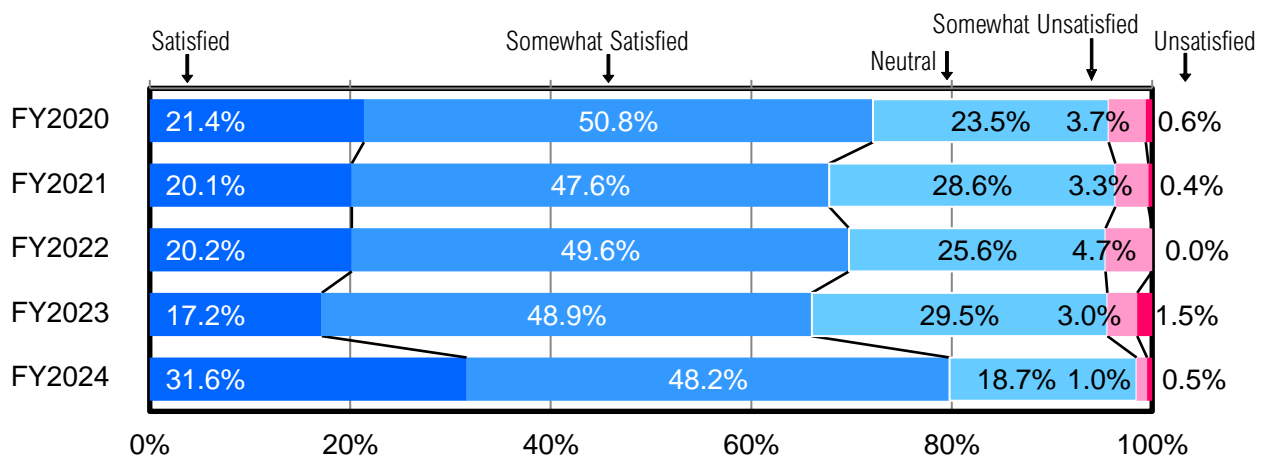


Fig. 17: Communication with examiners in face-to-face interviews for national applications

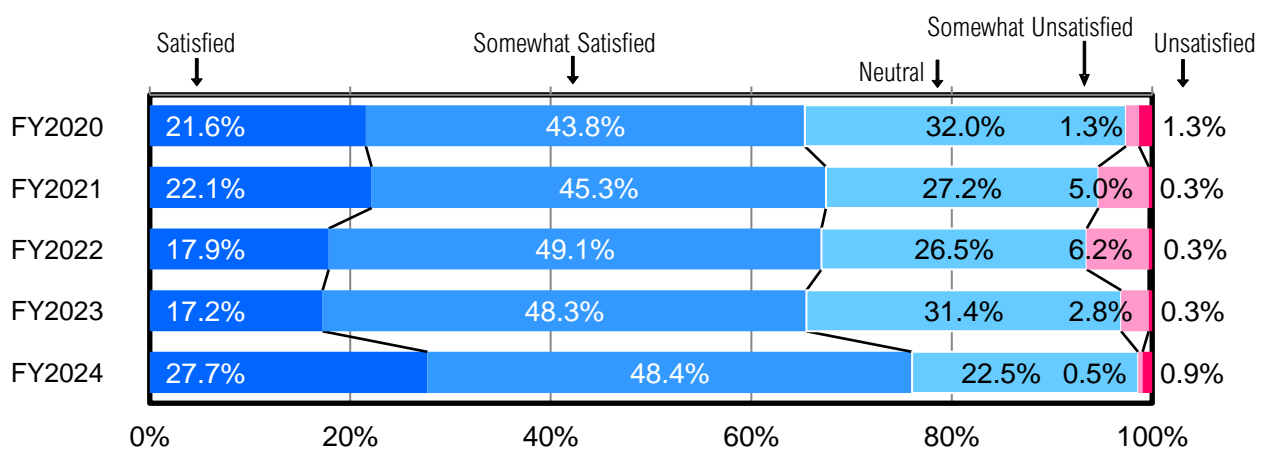


Fig. 18: Communication with examiners in telephone conversations for national applications

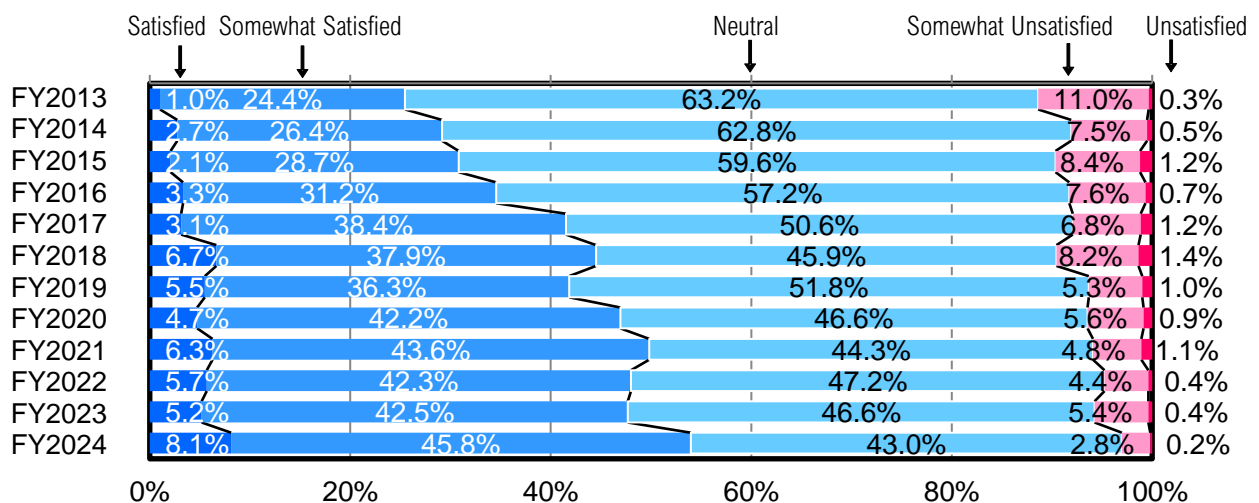


Fig. 19: Scope of patents granted after examination for national applications

2.2 Quality of the international search and international preliminary examination at the JPO for PCT applications

2.2.1 Overall quality

The responses to Sheet 2 on the international search and international preliminary examination at the JPO for PCT applications show that 96.8% (compared to 97.1% in the previous survey) of the respondents rated the overall quality as "neutral" or higher, and 59.4% (cf. 63.7%) of the respondents rated it positively. This overall evaluation indicates that not much has changed from the previous year.

Fig. 20 shows year-to-year changes in the satisfaction level of the overall quality of international search and international preliminary examination for PCT applications.

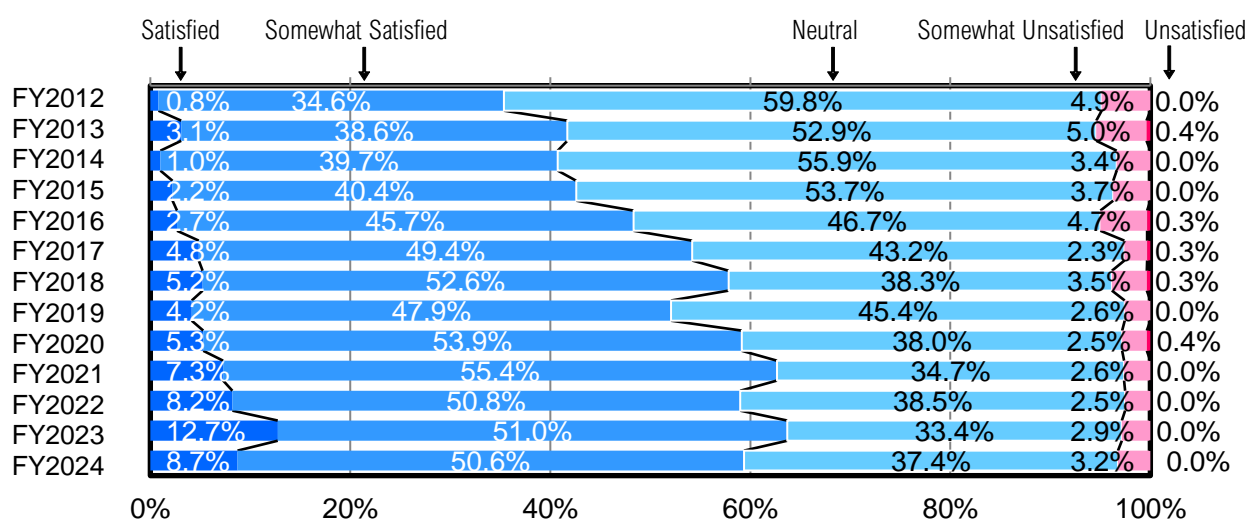


Fig. 20: Overall quality of international search and international preliminary examination at the JPO for PCT applications

2.2.2 Consistency of judgments in the international phase

Regarding the "consistency of judgments in the international phase," 94.1% (cf. 94.4%) of the respondents rated it as "neutral" or higher, and 47.2% (cf. 49.3%) of the respondents rated it positively (see **Fig. 21**). The previous survey had identified this item as a priority issue¹¹ to be addressed.

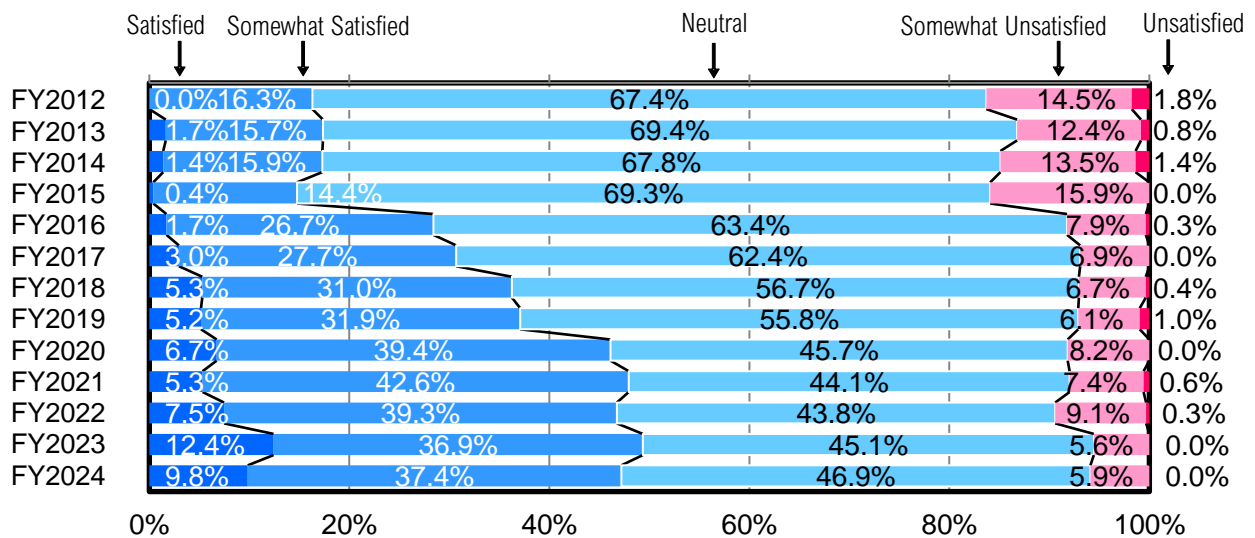


Fig. 21: Consistency of judgments in the international phase for PCT applications

Some respondents gave favorable comments, saying that the JPO's judgments were more consistent than those of other patent offices or that the judgments made in the international phase were more consistent than those made in the national phase. Others, on the other hand, gave negative comments, saying that the judgments were inconsistent.

¹¹ A priority issue can be identified as an evaluation item that has low satisfaction level despite having a strong correlation with overall quality. See Section 2.4.

2.2.3 Other evaluation items

Figs. 22 through 32 show year-to-year changes in the satisfaction level of other evaluation items on the quality of international search and international preliminary examination at the JPO for PCT applications.

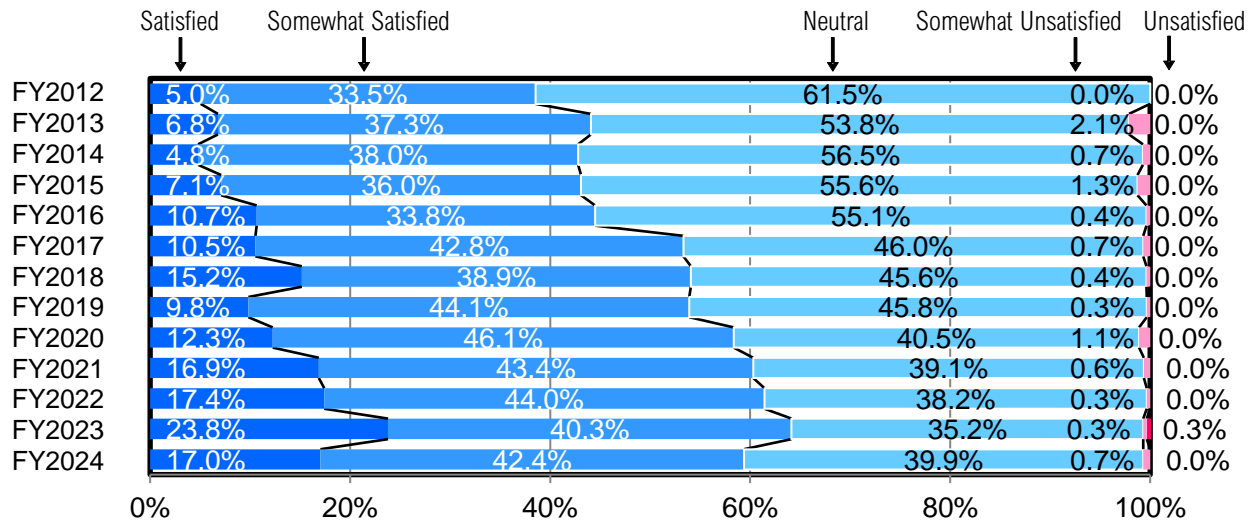


Fig. 22: IPC accuracy for PCT applications

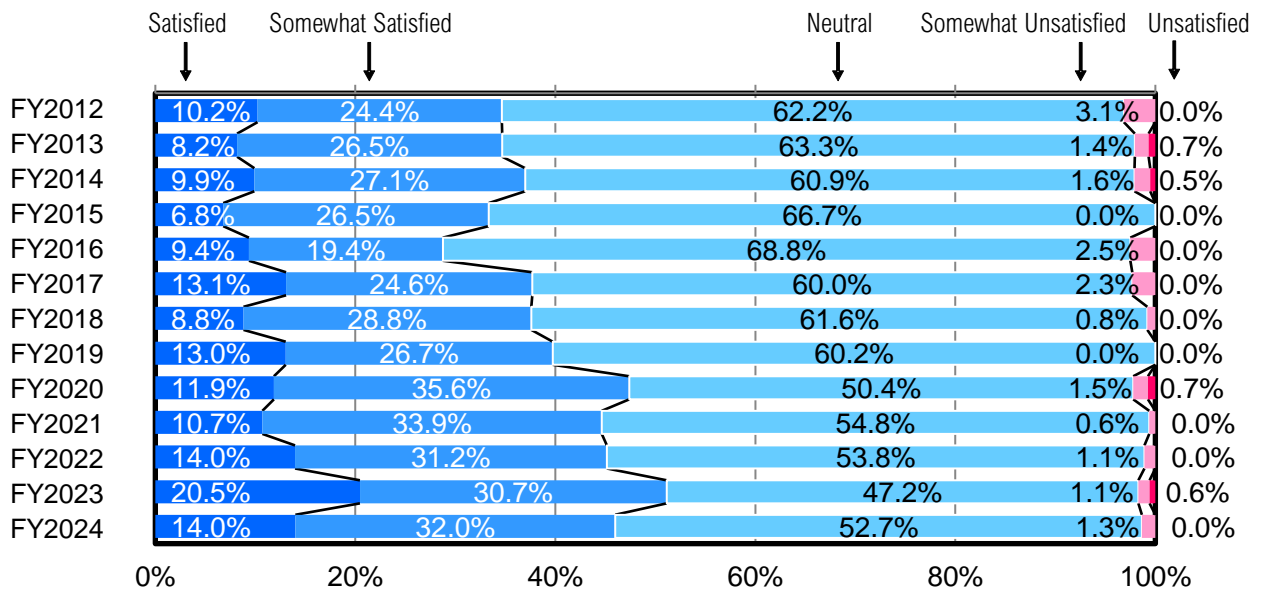


Fig. 23: Judgment on excluded subject matter from searches for PCT applications

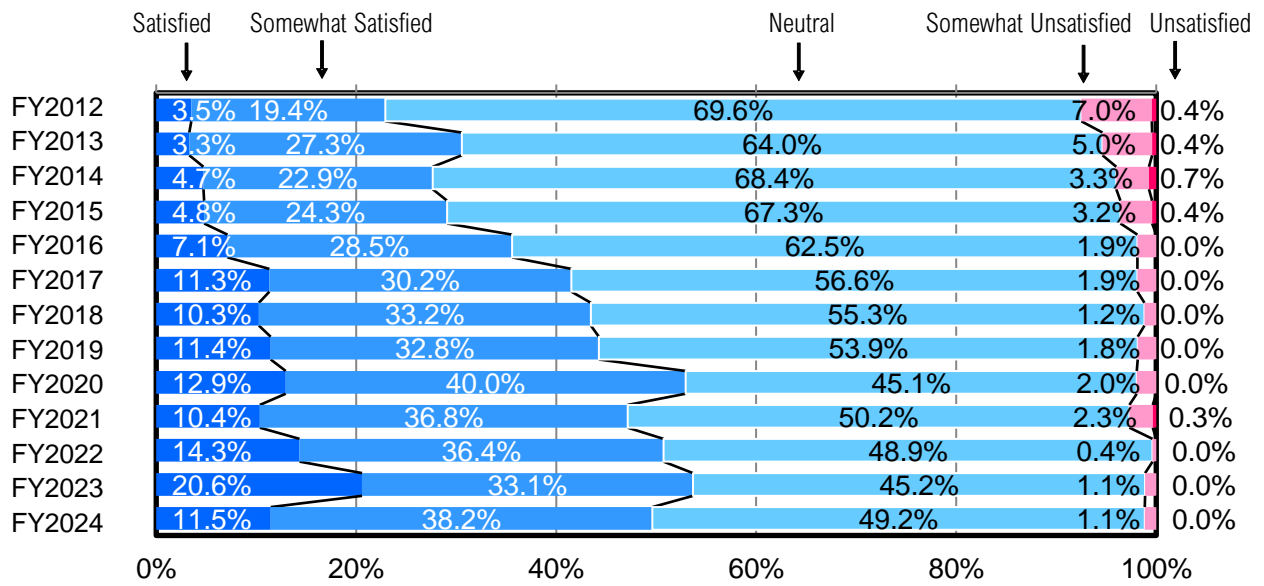


Fig. 24: Judgment on "unity of invention" for PCT applications

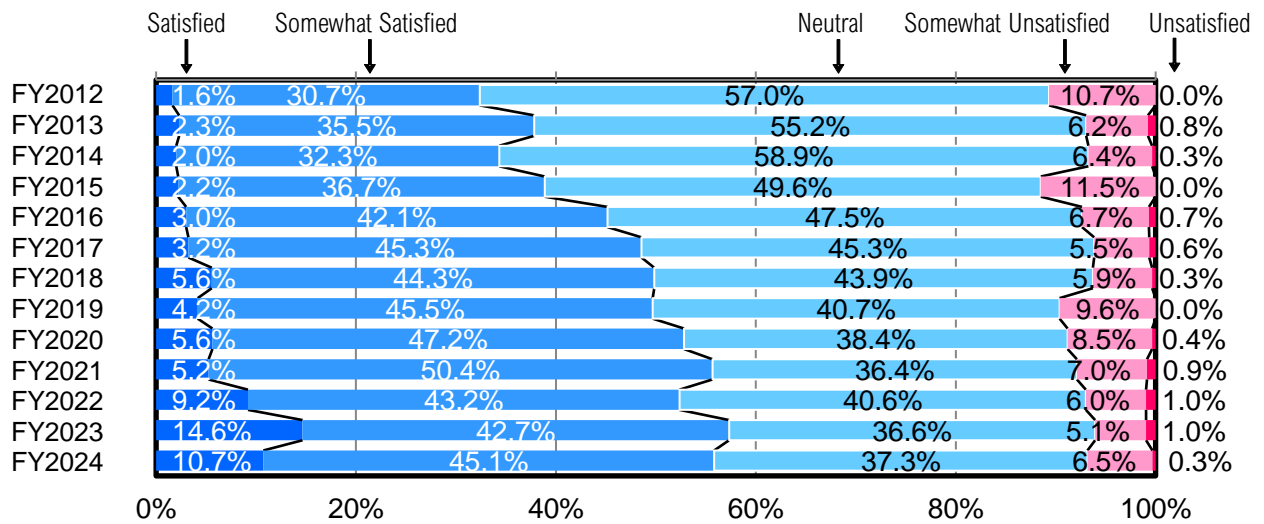


Fig. 25: Judgment on "novelty and inventive step" for PCT applications

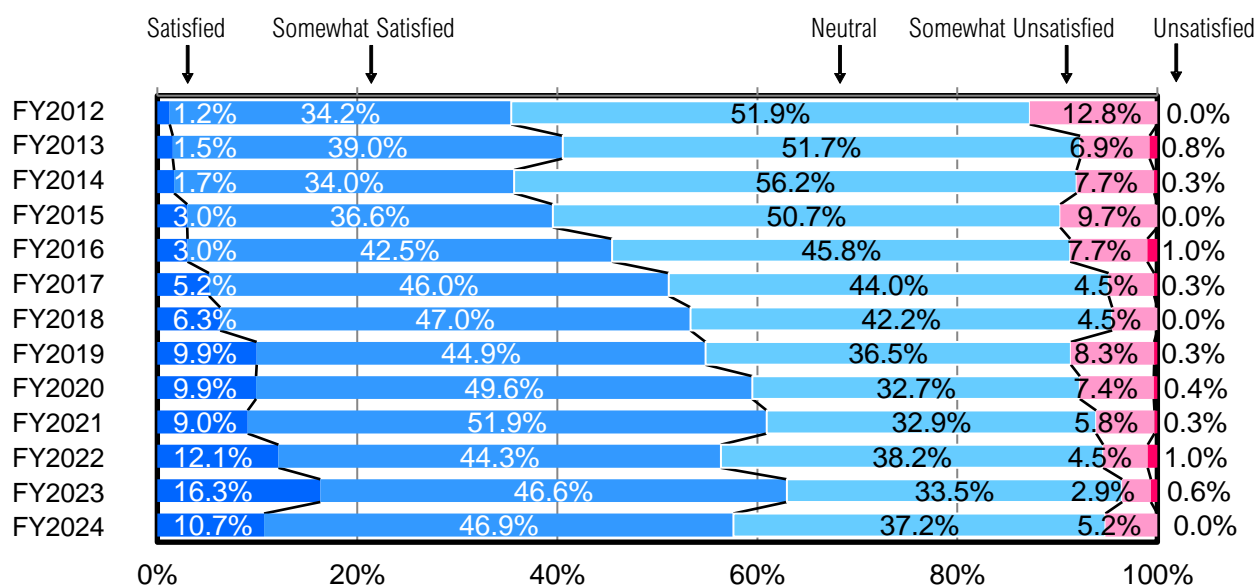


Fig. 26: Reasoned statement on "novelty and inventive step" for PCT applications

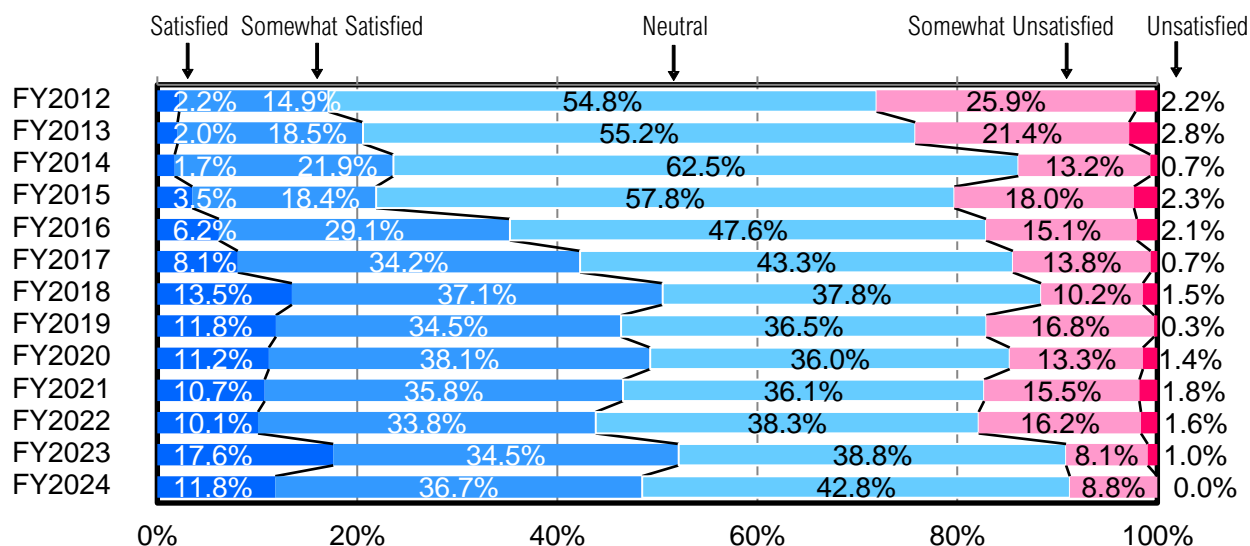


Fig. 27: Consistency of judgments in the international and national phases for PCT applications

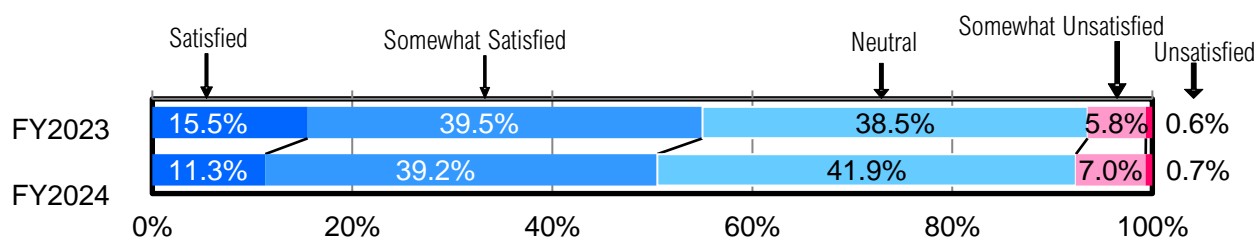


Fig. 28: Consistency of judgments in the international and national phases on "novelty and inventive step" for PCT applications

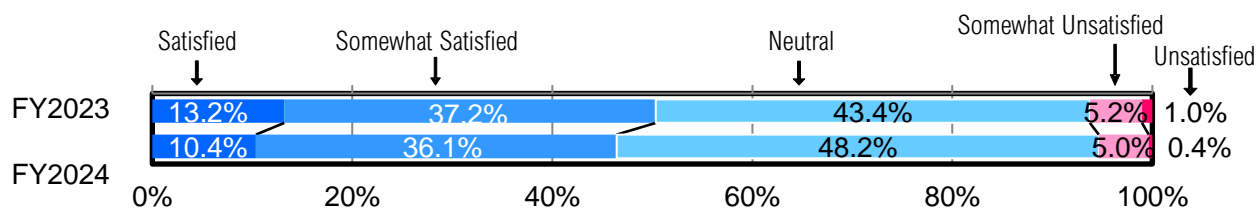


Fig. 29: Consistency of judgments in the international and national phases on description requirements for PCT applications

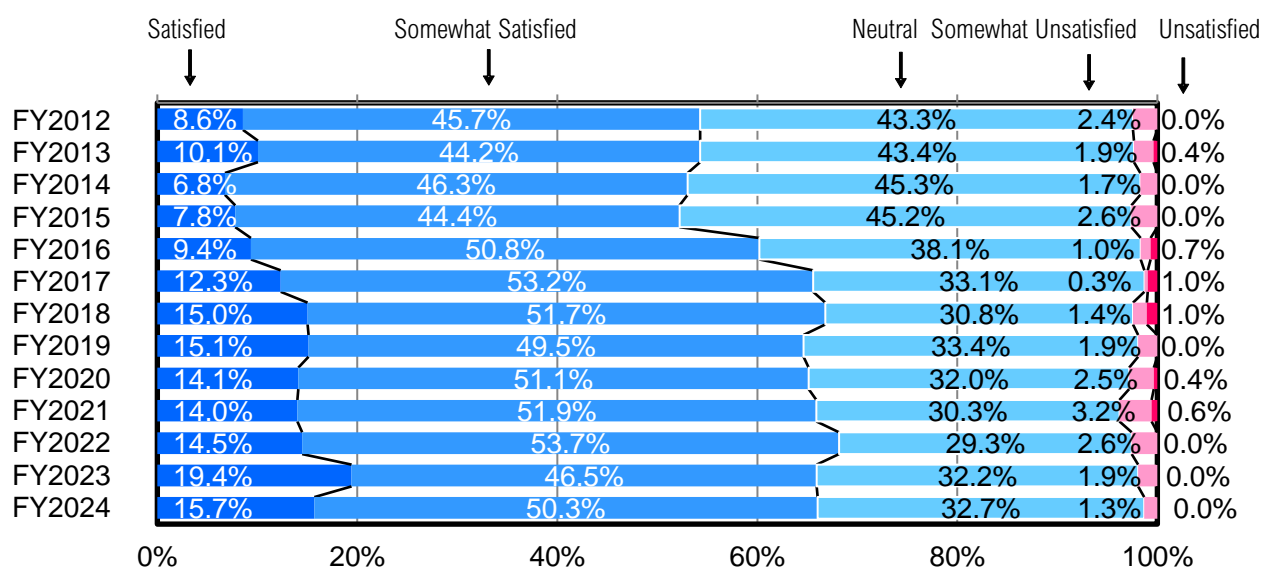


Fig. 30: Domestic patent literature searches for PCT applications

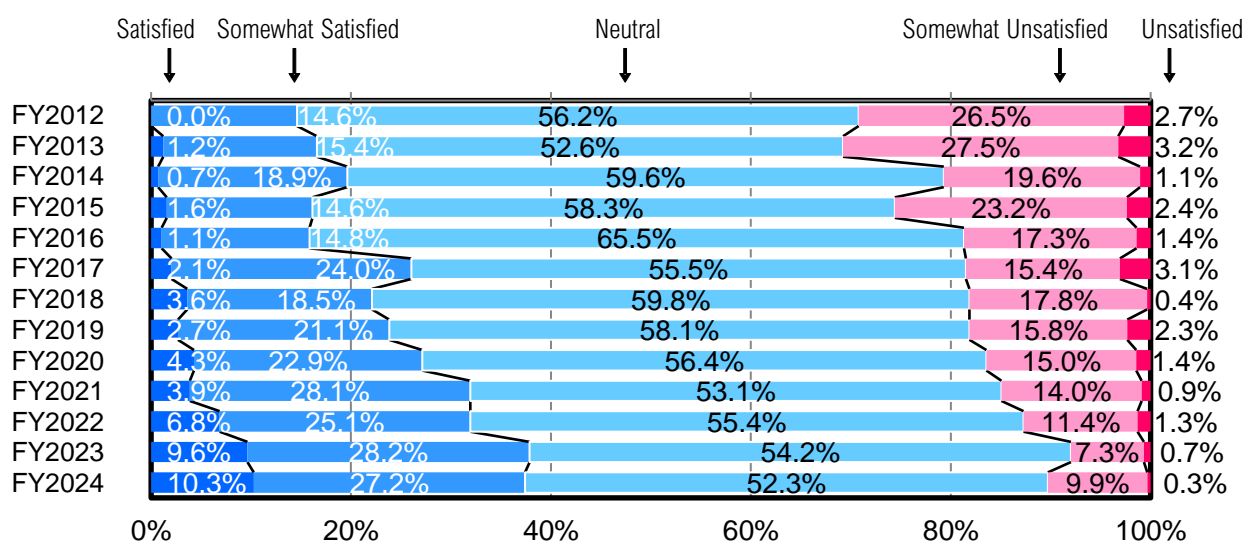


Fig. 31: Foreign literature searches for PCT applications

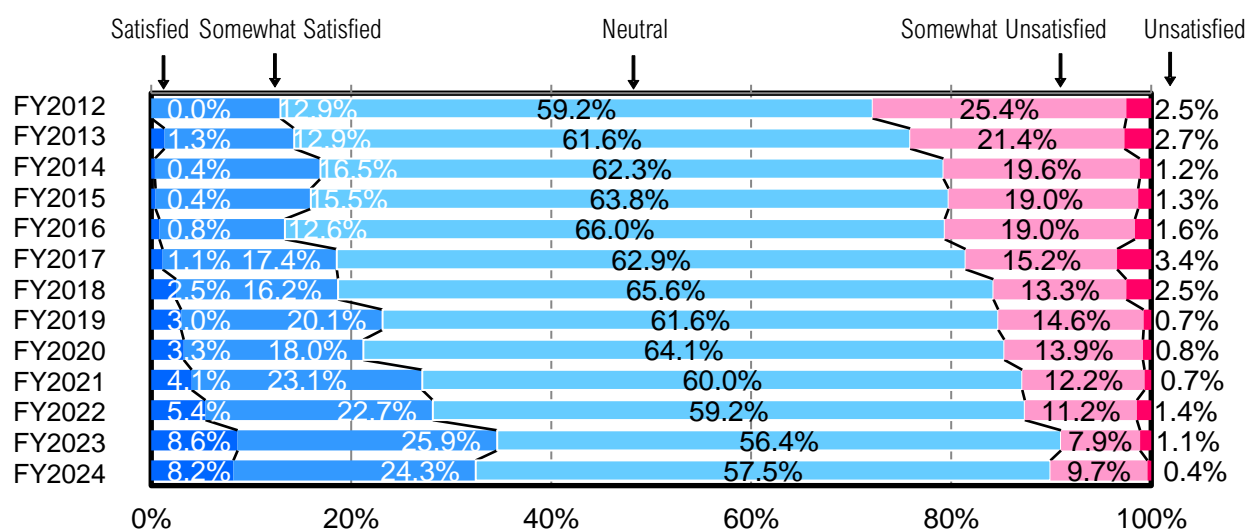


Fig. 32: Non-patent literature searches for PCT applications

2.3 Comparison with other national and regional patent offices

The survey asked multiple-choice questions on which of the IP5 offices was superior or preferable to the other offices for ten evaluation items in patent examination, including "thorough and easy-to-understand description in notifications of reasons for refusal," "judgment on the novelty and inventive step," and "prior art searches" (see Table 5, where JPO stands for the Japan Patent Office; USPTO is the United States Patent and Trademark Office; EPO is the European Patent Office; CNIPA is the China National Intellectual Property Administration; and KIPO is the Korean Intellectual Property Office).

The results showed that the JPO received the most support from the respondents for each evaluation item. Some respondents commented that the JPO's examinations produced more appropriate and consistent judgments compared to those of other offices.

Table 5: Offices that respondents rated as excellent or desirable in each evaluation item among the five patent offices¹²

Evaluation Item	JPO	USPTO	EPO	CNIPA	KIPO
Thorough and easy-to-understand description in notifications of reasons for refusal	151 49.3%	57 18.6%	63 20.6%	34 11.1%	38 12.4%
Judgment on eligibility for patent and industrial applicability	82 26.8%	30 9.8%	38 12.4%	19 6.2%	24 7.8%
Judgment on novelty and inventive step	124 40.5%	37 12.1%	77 25.2%	19 6.2%	32 10.5%
Judgment on requirements for description and claims	88 28.8%	31 10.1%	41 13.4%	18 5.9%	21 6.9%
Consistency of judgments among examiners	101 33.0%	12 3.9%	66 21.6%	9 2.9%	24 7.8%
Prior art searches	107 35.0%	41 13.4%	96 31.4%	45 14.7%	18 5.9%
Level of examiners' expertise in technical details	118 38.6%	13 4.2%	74 24.2%	17 5.6%	19 6.2%
Responses to written opinions	112 36.6%	44 14.4%	44 14.4%	20 6.5%	18 5.9%
Communication with examiners in face-to-face interviews and telephone conversations	87 28.4%	49 16.0%	11 3.6%	15 4.9%	12 3.9%
Scope of patents granted after examination	101 33.0%	46 15.0%	38 12.4%	11 3.6%	30 9.8%

¹² Of the respondents to Sheet 1, the JPO deemed the population as those who did not select any office for the question "Offices that have not been examined enough to compare with other offices," i.e., those with experience in all five patent offices. The lower row of each cell in Table 5 displays the percentage of each response in the population.

2.4 Identification of priority issues within the evaluation items

The analysis here uses correlation coefficients to quantify the relationship between overall satisfaction and satisfaction for each individual evaluation item.

The survey used a set of 20 evaluation items to rate the quality of the patent examination for national applications. In Fig. 33, the horizontal axis shows the average satisfaction score¹³, and the vertical axis presents the correlation coefficient with the overall satisfaction score for each evaluation item on the quality of patent examination for national applications.

When rating the quality of the international search and international preliminary examination at the JPO for PCT applications, the survey employed a set of 12 evaluation items. Similar to Fig. 33, Fig. 34 indicates the average satisfaction score on the horizontal axis and displays on the vertical axis the correlation coefficient with the overall satisfaction score on the vertical axis for each evaluation item for the quality of the international search, etc. for PCT applications.

In each figure, evaluation items on the left side are rated lower, while items on the top side show a stronger correlation with the overall rating, indicating that they should have a greater impact on overall satisfaction. The JPO considers that the evaluation items on the upper left corner of the figure should be given priority for taking actions to improve its patent examination practices.

Examining **Figs. 33** and **34**, the JPO identified two items for national applications on **Fig. 33**'s upper left corner: "consistency of judgments among examiners" and "consistency of judgments among examiners on Patent Act Article 29(2): inventive step." The JPO deems these two as priority issues.

¹³ The average satisfaction score, ranging from 1 to 5, is calculated from the five-level ratings: "satisfied" gives 5, "somewhat satisfied" gives 4, "neutral" gives 3, "somewhat unsatisfied" gives 2, and "unsatisfied" gives 1.

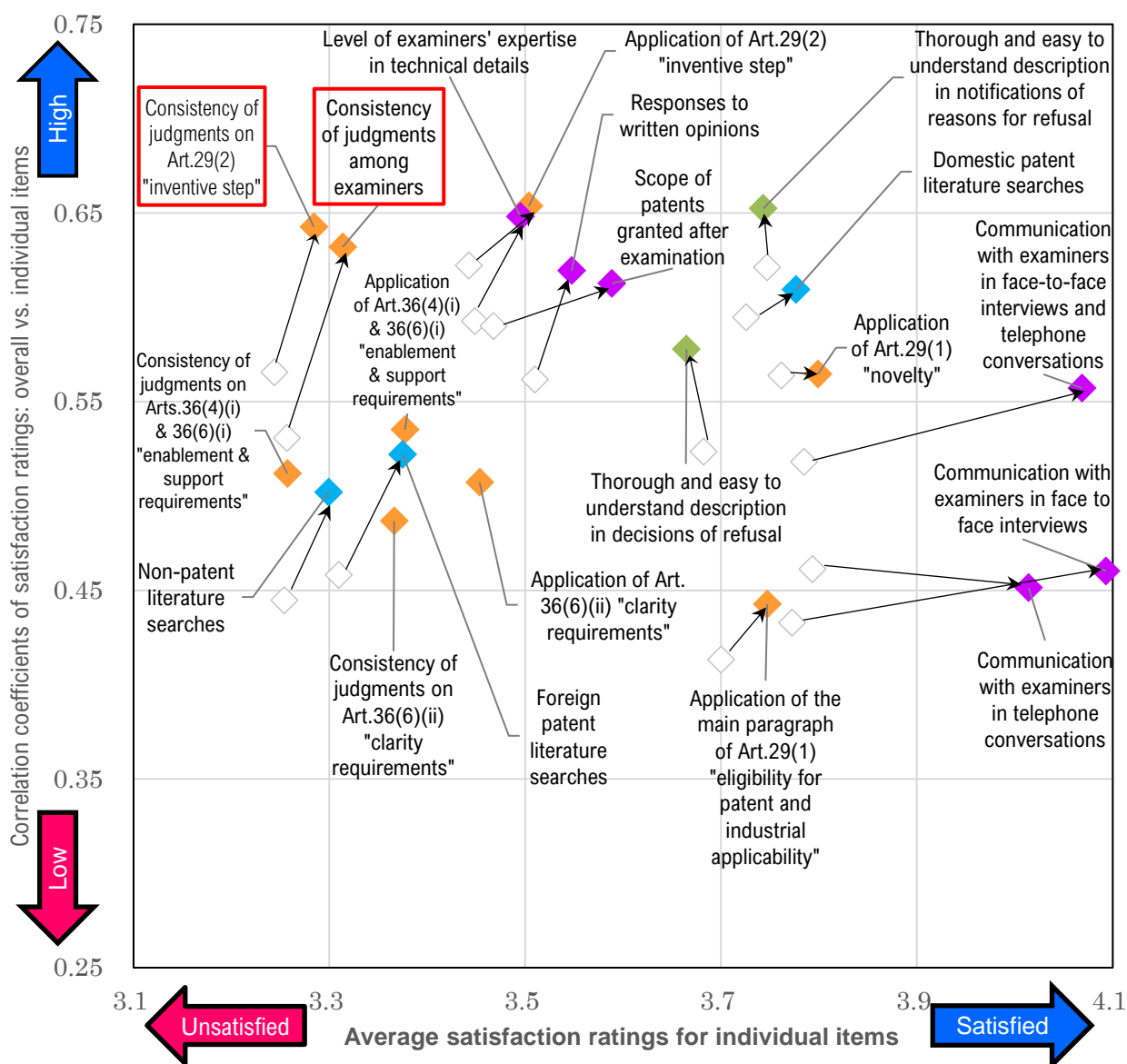


Fig. 33: Average satisfaction ratings for individual evaluation items and correlation coefficients of satisfaction ratings between the overall and individual items (national applications)¹⁴

¹⁴ Each evaluation item is labeled in a simplified form. Light blue dots indicate items from prior art searches, orange dots indicate items from examiner judgments, green dots indicate items from descriptions in notices, and purple dots indicate other items. White dots and arrows indicate changes from last year's survey results.

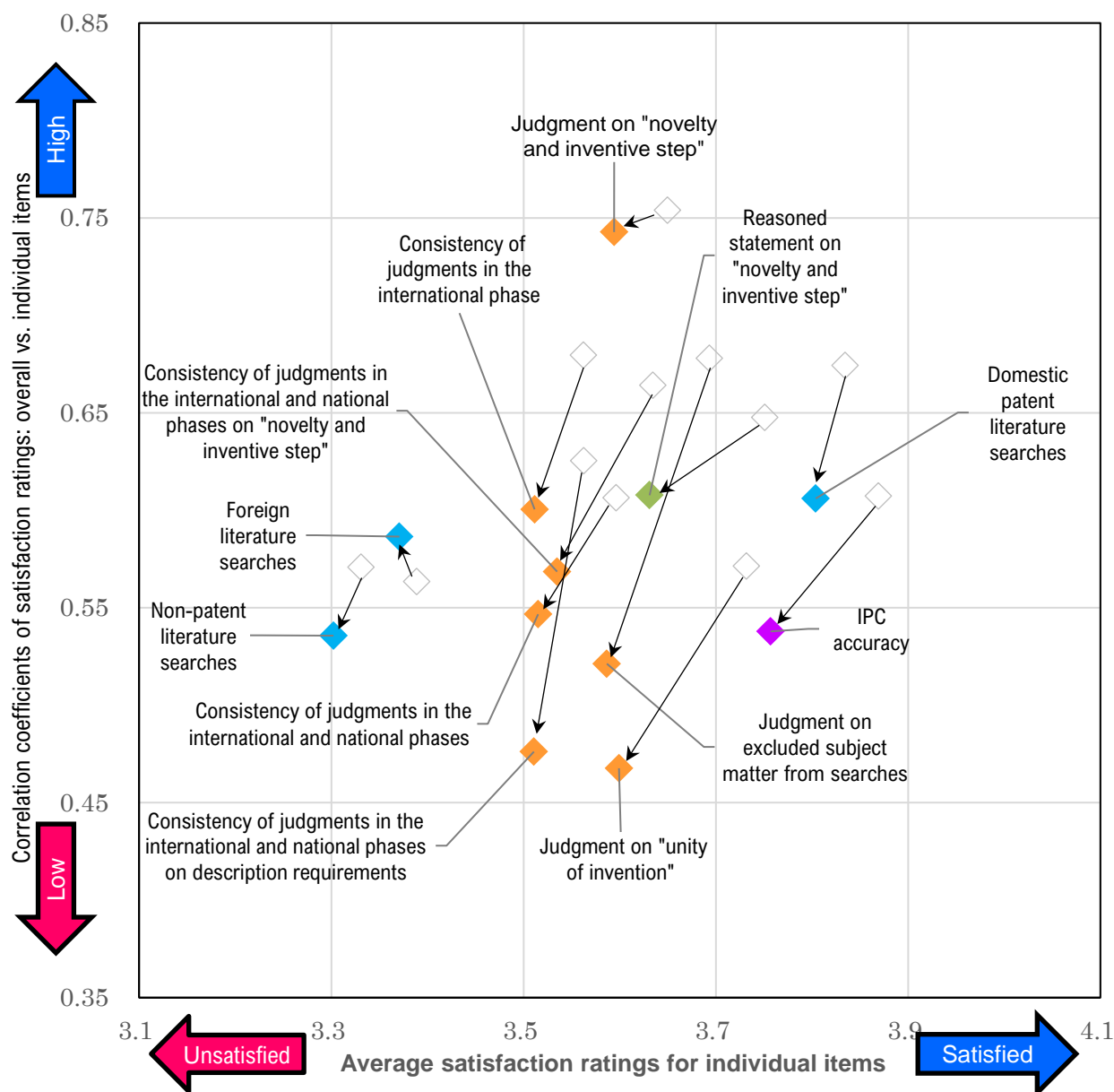


Fig. 34: Average satisfaction ratings for individual evaluation items and correlation coefficients of satisfaction ratings between the overall and individual items (PCT applications)¹⁵

¹⁵ Light blue dots indicate evaluation items from prior art searches, orange dots indicate items from examiner judgments, a green dot indicates an item from reasoned statements, and purple dots indicate other items. White dots and arrows indicate changes from last year's survey results.

3. SYNOPSIS IN BRIEF

Regarding the overall quality of the patent examination for national applications, 97.4% (cf. 96.6%) of the respondents rated it as "neutral" or higher, and 60.9% (cf. 61.1%) of the respondents rated it positively. This overall evaluation indicates that not much has changed from the previous year.

Based on the satisfaction score of the individual evaluation item and its correlation with the overall satisfaction score, the JPO identified two items as priority issues: "consistency of judgments among examiners" and "consistency of judgments among examiners on Patent Act Article 29(2): inventive step."

Regarding the overall quality of the international search and international preliminary examination at the JPO for PCT applications, 96.8% (cf. 97.1%) of the respondents rated it as "neutral" or higher, and 59.4% (cf. 63.7%) of the respondents rated it positively. This overall evaluation indicates that not much has changed from the previous year.

4. NEXT STEP

While making steady progress in current examination quality improvement measures and initiatives, the JPO will address issues such as "consistency of judgements among examiners" identified in this survey with the help of its other series of survey results.

The results of this survey will be the basis for discussions on what to improve in the implementation status and quality management system in the Subcommittee on Examination Quality Management under the Intellectual Property Committee of the Industrial Structure Council.

The JPO will continue the survey in the coming years to further understand the needs of users. The JPO will also consider further improvements in the timing and method of the survey, methods for selecting targets to be surveyed, and survey questions, among other things.

APPENDIX: QUESTIONNAIRE SHEETS

Please note that, as Table 2 in the main text indicates, Sheet 2 was for domestic targets only. The English translation on the last two pages is for the report only and was not used in the actual survey.

[Patent (Sheet 1)] Overall Quality of Patent Examination on National Applications (1/2)						
Please answer the questions [1] to [4], according to your experience in the patent examination process (excluding appeal examination) <u>at the JPO in Fiscal Year 2023.</u> (from April 2023 to March 2024, hereinafter FY2023)						
[1] How would you rate the overall quality of patent examination at the JPO in FY2023? [Required]						
<input type="radio"/> Satisfied <input type="radio"/> Somewhat Satisfied <input type="radio"/> Neutral <input type="radio"/> Somewhat Unsatisfied <input type="radio"/> Unsatisfied						
[2] How would you rate the following items in patent examination at the JPO in FY2023? [All items are required]						
	Satisfied	Somewhat Satisfied	Neutral	Somewhat Unsatisfied	Unsatisfied	Not Sure/No Experience
1. Thorough and easy-to-understand description in notifications of reasons for refusal	<input type="radio"/>	<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"/>	<input type="radio"/>
Application of the clauses						
	Satisfied	Somewhat Satisfied	Neutral	Somewhat Unsatisfied	Unsatisfied	Not Sure/No Experience
3-1. eligibility for patent and industrial applicability (the main paragraph of Article 29 (1))	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3-2. Novelty (Article 29 (1))	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3-3. Inventive step (Article 29 (2))	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3-4. Support Requirement and Enablement Requirement (Article 36 (4) (i) and Article 36 (6) (i))	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3-5. Clarity Requirement (Article 36 (6) (ii))	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consistency of judgements among examiners						
	Satisfied	Somewhat Satisfied	Neutral	Somewhat Unsatisfied	Unsatisfied	Not Sure/No Experience
4. Consistency of judgements among examiners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4-1. Inventive step (Article 29 (2))	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4-2. Support Requirement and Enablement Requirement (Article 36 (4) (i) and Article 36 (6) (i))	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4-3. Clarity Requirement (Article 36 (6) (ii))	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prior art searches						
	Satisfied	Somewhat Satisfied	Neutral	Somewhat Unsatisfied	Unsatisfied	Not Sure/No Experience
5-1. Domestic patent literature searches	<input type="radio"/>	<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"/>	<input type="radio"/>
5-3. Non-patent literature searches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Satisfied	Somewhat Satisfied	Neutral	Somewhat Unsatisfied	Unsatisfied	Not Sure/No Experience
6. Level of examiners' expertise in technical details	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Responses to written opinions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication						
Have you communicated directly with examiners in face-to-face interviews and/or telephone conversations in FY2023?						
<input type="radio"/> Yes <input type="radio"/> No						
Please rate 8.~8-2. only if you answered "Yes" above.						
	Satisfied	Somewhat Satisfied	Neutral	Somewhat Unsatisfied	Unsatisfied	Not Sure/No Experience
8. Communication with examiners in face-to-face interviews and/or telephone conversations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8-1. Communication with examiners in face-to-face interviews	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8-2. Communication with examiners in telephone conversations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Satisfied	Somewhat Satisfied	Neutral	Somewhat Unsatisfied	Unsatisfied	Not Sure/No Experience
9. Scope of patents granted after examination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
※whether the scope of granted patent is sufficient or not, in view of the contents of the application and prior art						
Please provide specific cases, if any, behind your evaluations of the items in [2] above. [Voluntary]						
i) Please choose an item from the pull-down menu.						
<div style="border: 1px solid black; padding: 2px;"> -Select- ▼ </div>						
ii) Please specify cases (application and registration numbers) and technical fields behind your evaluations.						
<div style="display: flex; align-items: flex-start;"> <div style="border: 1px solid black; width: 300px; height: 40px; margin-right: 10px;"></div> <div> <p><Example></p> <ul style="list-style-type: none"> • (1) Japanese Patent Application No. 2020-012XXX • (2) Japanese Patent No. 765XXXX • Technical field: measurement </div> </div>						
<p>*For technical fields to be specified, please refer to this page.</p> <p>*For Consistency of judgements among examiners (4~4-3), please provide as many cases as possible, including ones to be compared with.</p>						
iii) Please give us main reasons for your evaluations.						
<p>*If you provide multiple cases, you need to provide the reasons for each case separately.</p>						
Cases and information you provide could be fed back to our examiners in charge for quality improvement. If you do not wish that, please tick the box on the right.				<input type="checkbox"/> No feedback to the examiner in charge		
If you would like to give us feedback on other individual cases, please tick the box on the right.				<input type="checkbox"/> Add an entry field		
<p>Specific cases are also accepted throughout the year by means of</p> <p>"User Satisfaction Survey on Examination Quality on Specific Applications".</p>						
Please feel free to comment on the items in [2].						

[Patent (Sheet 1)] Overall Quality of Patent Examination on National Applications (2/2)

[3] We would like to ask you about the quality of patent examinations at the five IP offices. [Voluntary]

1) Please tick the box(es) below if you do not have a sufficient number of applications examined by the Office(s) to make a meaningful comparison.

☐ JPO ☐ USPTO ☐ EPO ☐ CNIPA ☐ KIPO

2) Please select all Offices you think are superior at (or preferable for) the following items in patent examinations.

*You don't need to consider the Offices you checked above.

*Please leave all boxes unchecked if you feel that no office is superior at any item or if you are unable to compare.

	JPO	USPTO	EPO	CNIPA	KIPO
1. Thorough and easy-to-understand description in notifications of reasons for refusal and decision of refusal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Judgement on eligibility for patent and industrial applicability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Judgement on novelty/inventive step	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Judgement on requirements for description and claims	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Consistency of judgements among examiners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Prior art searches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Level of examiners' expertise in technical details	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Responses to written opinions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Communication with examiners in face-to-face interviews and telephone conversations (*1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Scope of patents granted after examination (*2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*1 Please leave the box(es) unchecked if you did not communicate with examiners in face-to-face interviews or telephone conversations.

*2 whether the scope of granted patent is sufficient or not, in view of the contents of the application and prior art

JPO:Japan, USPTO:United States, EPO:Europe, CNIPA:China, KIPO: Korea

Please feel free to comment on items in [3] or other national/regional offices.

[4] Please provide any other comments/requests/suggestions. [Voluntary]

[Patent (Sheet 2)] Overall Quality of the International Search and International Preliminary Examination on PCT Applications

Please answer the questions [1] to [3], according to your experience in the international search and international preliminary examination process* **at the JPO in Fiscal Year 2023.** (from April 2023 to March 2024, hereinafter FY2023)

*Including ISRs (Form PCT/ISA/210), WO/ISAs (Form PCT/ISA/237), and IPERs (Form PCT/ISA/409)

[1] How would you rate the overall quality of the international search and international preliminary examination at the JPO in FY2023? [Required]

☐ Satisfied ☐ Somewhat Satisfied ☐ Neutral ☐ Somewhat Unsatisfied ☐ Unsatisfied

[2] How would you rate the following items in the international search and international preliminary examination at the JPO in FY2023? [All items are required]

	Satisfied	Somewhat Satisfied	Neutral	Somewhat Unsatisfied	Unsatisfied	Not Sure/No Experience
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 (*1)	<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"/>
7. Consistency of judgements in the international and national phases (*2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7-1. on novelty/inventive step	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7-2. on descriptive requirements (*3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8-1. Prior art searches (Domestic patent literature searches)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8-2. Prior art searches (Foreign patent literature searches)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8-3. Prior art searches (Non-patent literature searches)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*1 Item 2 means judgement on subject matter excluded from searches, including scientific and mathematical theories, methods of doing business, and mere presentation of information etc.

*2 Please let us know how you would rate the consistency of judgements between the international search by the JPO and after the national phase in Japan.

*3 Regarding the description requirements, since only violations involving "significant and pertinent issues" are noted at the international phase, violations not noted at the international phase may be notified at the national phase. Please rate this item on the assumption that this is a judgement in accordance with such an operation (it is not a matter of inconsistency of judgements).

Please provide specific cases, if any, behind your evaluations of the items in [2] above. [Voluntary]

i) Please choose an item from the pull-down menu.

(--select--) ▼

ii) Please specify cases (application and registration numbers) and technical fields behind your evaluations.

	< Example > • ① PCT/JP2022/012XXX • ② W O 2023/012XXX • Technical field: measurement
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*For technical fields to be specified, please refer to [this page](#).

*For 6. Consistency of judgements in the international phase, please provide as many cases as possible, including ones to be compared with.

iii) Please give us main reasons for your evaluations.

--

*If you provide multiple cases, you need to provide the reasons for each case separately.

Cases and information you provide could be fed back to our examiners in charge for quality improvement. If you do not wish that, please tick the box on the right.

☐ No feedback to the examiner in charge

If you would like to give us feedback on other individual cases, please tick the box on the right.

☐ Add an entry field

Specific cases are also accepted throughout the year by means of
["User Satisfaction Survey on Examination Quality on Specific Applications"](#).

Please feel free to comment on the items in [2]

--

[3] Please provide any other comments/requests/suggestions in the column below. [Voluntary]

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