

**Citizens' perception, uptake and support for the
e-Transformation of Governance in Republic of Moldova**

Analytical Survey Report

**Research carried out at the request of
The e-Government Center**

November, 2012

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Summary

The main goal of the research is to determine the level of understanding, acceptance, and support by citizens of the e-Transformation of Governance, as well as the general level of satisfaction with the quality of public services provided by central public authorities, including online.

The survey data were collected on a sample of 3000 respondents, representative at the national level, during the period of October-November 2012.

The main findings of the study are:

Access to computers and internet

- The share of households that own at least one computer is of 58%.
- The share of households that own at least one computer connected to the internet is of 53%.
- The share of the population that uses internet is of 57%.

Citizens' level of assimilation of e-Governance

- The share of citizens who over the past 12 months have accessed at least once the websites of ministries and other central administrative authorities subordinate to the Government is of 16%.
- The share of the population which over the past 12 months has visited at least once the Government's website (www.gov.md) is of 10%.
- The share of citizens who over the past 12 months have used at least one public service is of 26%.
- The share of citizens who over the past 12 months have used at least one online public service is of 5%.
- The level of knowledge and understanding by the population of the concept of e-Governance. The level of support for e-Transformation of Governance by the population. The degree of openness and willingness of citizens to assimilate the results and products of e-Governance
- The share of the population that claims fully the implementation of E-Governance is of 31% and the people that support this implementation at an average level is of 27%.
- The share of the population willing to access public services via internet either from the computer or mobile phone is of 57%.
- The share of the population who believes that knows very well the concept of e-Governance is of 11%, and people who believe that they know at an average level is of 21%.
- The share of the population who believes that knows very well the advantages of e-Governance is of 8%, and the people that are aware of these advantages at an average level is of 15%.
- The share of the population that grant a major importance to implementation of e-

Governance is of 29%, and people that grant an average importance to this implementation is of 27%.

- The share of the population that has full trust or nearly full in the fact that requesting an online public service will ensure achieving the targeted service is of 22% and individuals who have an average level of confidence in this fact is of 29%.
- The share of the population that has full trust or nearly full in the fact that the requested online public service will be provided in safety is of 17%, and the people who have an average level of confidence in this fact is of 26%.

The overall level of satisfaction of the population with the quality of the public services offered by the public administration authorities

- The share of citizens who were satisfied fully by the quality of public services rendered at an offline level is of 42%.
- The share of citizens who were satisfied fully by the quality of public services rendered at an offline level is of 49%.

The values of indicators characterizing the access to computers and internet, the level of acceptance and support of e-Governance are higher in the urban localities, among younger people, people with a higher level of education, families with higher income, families in which the language of communication is Russian.

1. INTRODUCTION

Goal of research

The main goal of this sociological research is to determine the level of acceptance of e-Governance among citizens, to determine public's level of support for the e-Governance concept and citizens' level of satisfaction with the quality of public services delivered by central public authorities.

Methodology

This sociological research is grounded on a quantitative study, carried out on a probabilistic sample of 3000 respondents. This will ensure representative data on national level, with an error margin of $\pm 1.7\%$ and a confidence level of 95%. When creating the sample, the **probability systematic sampling** approach was applied. The data collection was organized via face-to-face interviewing. Discussions were carried out either in Romanian or Russian language, based on respondents' solicitations.

Citizens' access to computers and internet

This chapter comprises general aspects regarding the availability of computers in households, the connectivity of households to internet and the type of connectivity used. Special attention is paid to the reasons for non-possession of computers, particularly to the factors that limit the access of population to the digital infrastructure.

Particular interest is placed on the purposes set by people when using the computer and the internet. Thus, the top reason indicated by people is the usage of social networks for communication, visualization and download of digital content for entertainment.

Usage of online resources of governmental institutions

The following chapter analyzes indicators related to the access of websites in the last 12 months, particularly the webpage of the Government and other public entities. There are also presented statistics regarding the frequency and purposes of website accessing, as well as citizens' level of satisfaction with the quality of online public services rendered.

The chapter includes data regarding the most accessed governmental websites and web pages of subordinated public entities. It covers a detailed analysis regarding the usage of public services available online at the time of interviewing. For each online public service are presented the used service accessing types.

Particular attention is given to the reasons for non-resorting to the online method of public service rendering, services which are already available also in the online version.

Knowledge and understanding of the e-Governance concept. Attitude towards the measures for implementing the e-Governance

This chapter comprises a synthesis of data regarding population's knowledge and understanding of the e-Governance concept. The chapter presents aspects related to people's level of confidence in the on-line method of public service rendering, their attitude about this method of service delivery, as well as the perspectives of using public services in the online regime.

The overall level of satisfaction of the population with the quality of the public services offered by the public administration authorities. The following chapter covers subjects related to the level of request of public services in the last 12 months, the methods used to access the services, the degree of satisfaction based on the chosen method of accessing the public services.

The evaluations comprised in this chapter refer to the quality of public services rendered traditionally, in the offline regime of particular institutions, as well as the services delivered online, via computers or mobile phones. It should be noted that for the online regime of public services, more than half of those that requested these services, they were unable to assess the quality of the service received.

The last 2 chapters **Lessons learned** and **Recommendations for further surveys** include the conclusions drawn from the research and particular suggestions for the improvement of a new potential survey.

2. Methodology

This sociological study is grounded on a quantitative research, carried on a probabilistic sample of 3000 respondents. This will ensure representative data on national level, with an error margin of $\pm 1.7\%$ and a confidence level of 95%.

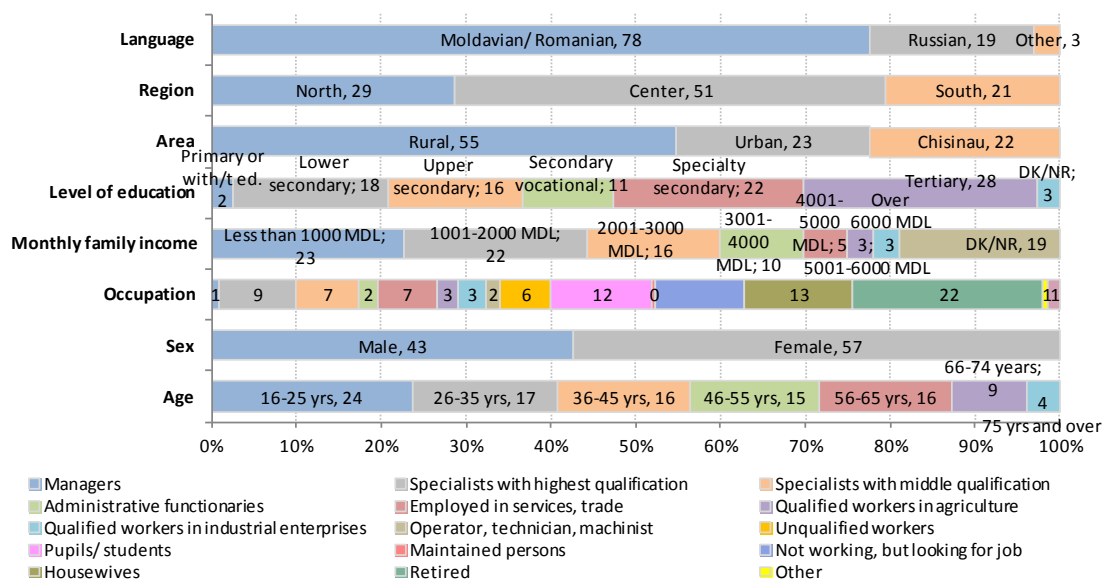
Sample

For carrying out the research, the **probability systematic sampling** approach was applied for randomization. This approach is widely used as a methodological tool in research.

The multistage randomization method was applied considering: group of rayons - at the first level, localities - at the second stage, households - at the third stage and respondents - at the fourth level. Streets were selected randomly, based on a numeric string. The selection of households was carried out according to the method of systematic sampling. The selection of respondents was carried out according to the criterion "the last birthday".

The characteristics of the general sample of study participants are presented in the figure below.

Figure 1. Characteristics of the general sample, N=3000, %



Questionnaire

The questionnaire was developed by IPP and Magenta Consulting, under the supervision of the Contractor. All the comments and requirements of the Beneficiary were implemented in the final version of the questionnaire. The research tool was elaborated in the Romanian language, and then translated into Russian. The questions were addressed in the language preferred by the respondent.

The final version of the questionnaire was updated based on the results of tool pretesting within a pilot research. Based on the results of the pilot research, it was possible to determine the most appropriate wording to be used within the questionnaire, thus excluding the questions which might have had dual meaning or which might have been misunderstood by respondents. Also, as result of the pilot research, the questionnaire was modified in order to be applicable on the entire target segment of respondents.

The questionnaires were printed in a particular format, in order to further be scanned, ready to be used within a particular software. This approach allowed excluding potential errors, which cannot be avoided in case of manual processing of questionnaires.

Interviewing

Interviews were performed by a team of 70 interviewers, following the method of “face-to-face” interviewing. All of the interviews were conducted either in Romanian language or in Russian, depending on respondents’ preference. Prior to launching the field work, all interviewers were trained regarding the administration of the questionnaires.

Pilot research

A pilot research was used in order to validate the questionnaire. In this case the questionnaire was tested on 10 representative potential respondents to fine tune the questionnaire. Thus, 7 questionnaires were done in urban localities and 3 – in rural localities. As well, 7 questionnaires were pre-tested in Romanian and 3 in Russian language. While conducting the pilot research, the interviews were assisted by sociology specialists, which provided observations and comments to be integrated in the final version of the questionnaire.

Ensuring quality of data

Interviews were performed by Magenta Consulting team of interviewers. Interviewers were carefully trained regarding the goal and objectives of the project, the specifics of administrating the questionnaire. Additionally, each question from the questionnaire is explained.

Interviews were carried in the native language of the respondent. In line with interviewing, monitoring of delivered questionnaires was performed, in order to assure that gathered data corresponds to the proposed sample.

Thus, 20% of interviewed respondents were additionally contacted by telephone. During the phone conversation, respondents were asked random questions from their questionnaire, thus verifying up to 4-5 items of it.

Data analysis

The data from the sociological questionnaires were automatically read and entered into a SPSS database, with the help of a specialized scanning software.

Initially, each subject of analysis was interpreted at aggregate level. Later, data was analyzed in a separate way, based on the characteristics of the sample. The results of the analysis are presented in the following chapters of the report.

Limitations and barriers of research

During the deployment of the study, there weren't encountered any barriers, which could have hindered the data collection process or which could have affected the relevance of the data gathered.

3. Citizens' access to computers and internet

This chapter describes general issues concerning the availability of computers in households, households with Internet connection and the type of connection. At the same time, in this chapter are researched aspects of computer use and the Internet.

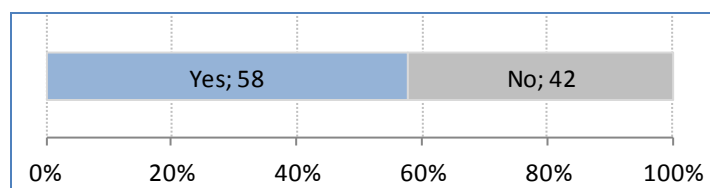
- ✓ Availability of computers in the household is of 58%;
- ✓ The primary reason for the absence of computers in the household is the lack of financial resources for acquisition;
- ✓ The share of households connected to the internet is of 53%;
- ✓ The basic type of internet connection is ADSL – 47%;
- ✓ The share of computer users is of 55%;
- ✓ The share of internet users is of 57%, justified by the presence of people who use the Internet via phone;
- ✓ The most popular service is the online chat, used by 86% of internet users.

3.1. Level of computer possession in households

The results of the research indicate that as much as 58% of respondents possess a computer in their household.

According to the multicriterial analysis, the level of computer possession in households diminishes among the older age respondents (from 85% to 7%). Direct influence on this indicator is manifested by the income criterion also. Thus, the share of those owning a computer increases in the cases of people with the highest income (from 27% among people with lower incomes, to 95%). The level of computer possession in households from urban areas is much higher than that of households in rural areas, respectively, 73% to 45%. In terms of level of education, it can be concluded that the level of computer possession is higher among those with university education (83%). [[Annex 1](#)]

Figure 2. Level of computer possession in households, N=3000, %



Overall, the research identified that households possess up to 4 computers. However, on average a household owns 1.1 computers.

The greatest average number of computers per household was recorded among the households with income over 6000 MDL (1.3 units). [[Annex 2](#)]

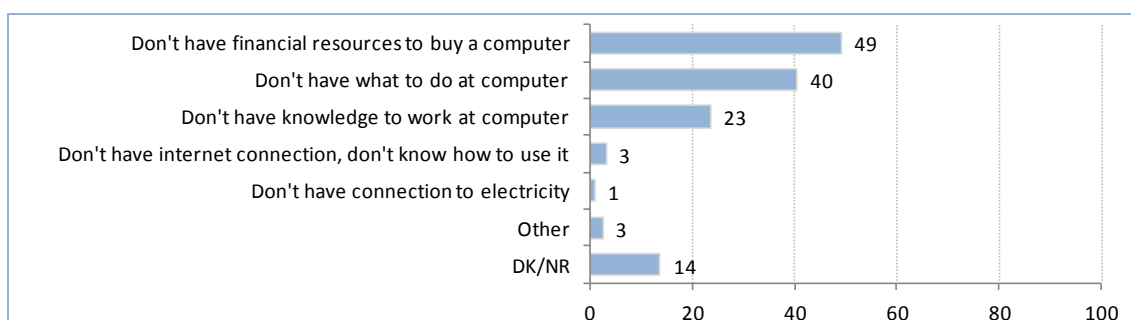
Table 1. Level of computer possession in household, units

	N	Min	Max	Average
Level of computer possession in household	3000	1	4	1.1

Mostly - in about 50% of the households that aren't equipped with computers - the absence of computers is explained by respondents through the lack of sufficient financial resources to purchase it. At the same time, 40% of respondents from households that are not equipped with computers have shown that they don't have anything to do at the computer; it doesn't represent a special interest for them. In 23% of cases, the participants of the study have shown that don't have a computer, because they don't have the necessary knowledge to use it.

The lack of financial resources to purchase a computer was indicated as the main reason among those aged 16-55. Most of those over 55 stated that they don't have what to do at the computer. Depending on the age, lack of financial resources is highlighted to a greater extent in the case of young people 16-25 years-70%, depending on the status - in the case of pupils and students-73%. [\[Annex 3\]](#).

Figure 3. Reasons for the lack of computers in the household, N=1264, %

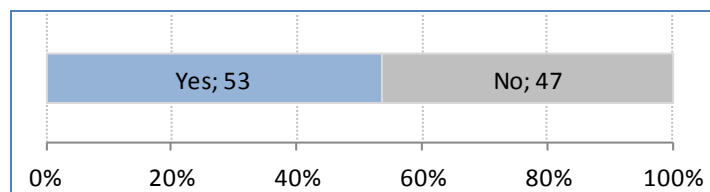


3.2. Household connection to internet

53% of all interviewed households have their computers connected to internet. Other 5% of households do possess a computer, but don't have internet connection.

Overall, the level of computer possession and internet connectivity within households depends on the age and income of respondents. The share of people who stated their computer is connected to internet is inversely proportional to the age (decreasing from 80% to 6%) and directly proportional to the increase in income (from 25% to 91%). Referring to the linguistic aspect, this indicator is higher in the case of Russian speakers and less in the case of Romanian language speakers (63% to 52%). [\[Annex 4\]](#)

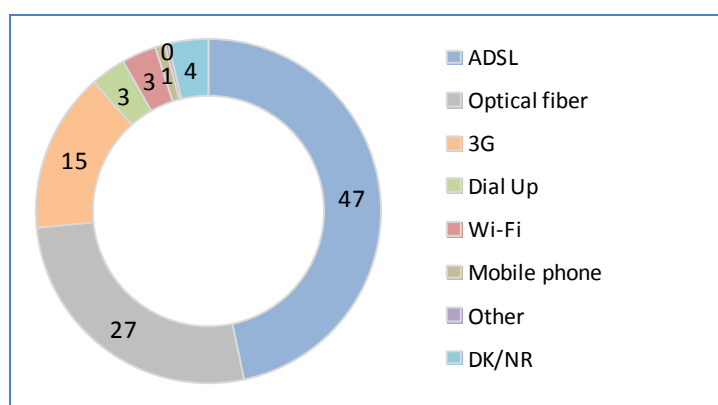
Figure 4. Level of internet connection, N=3000, %



The most spread household internet connectivity method is ADSL (47% of all households connected to internet). The second most common method is the optical fiber (27%). Other 15% use the 3G for getting connected, while the rest of methods are used by 3% of respondents or less.

ADSL type of connectivity is mostly spread among the rural dwellers (62%). Those residing in the capital city use the optical fiber in 55% of cases. As regards the 3G type, it is used by more respondents from rural areas - 19%, as compared to 11% of those from urban areas and 13% - in Chisinau. [\[Annex 5\]](#)

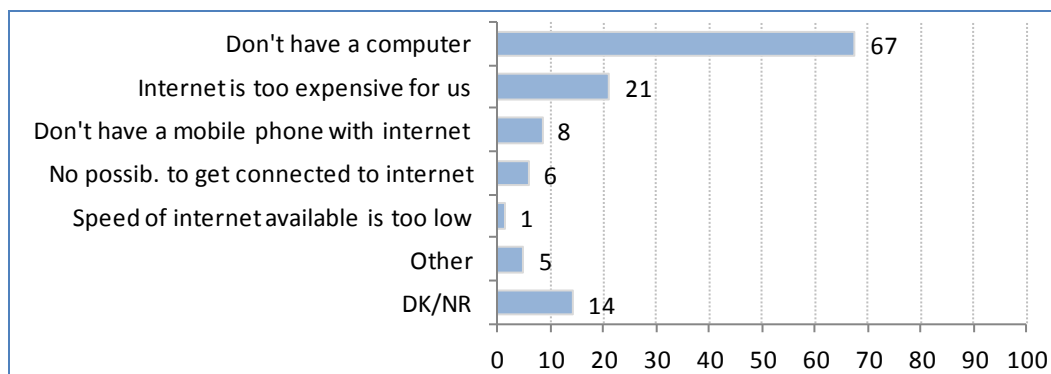
Figure 5. Basic type of household's connection to internet, N=1604, %



In most of the cases (67%), those who don't have internet connectivity, motivated the situation by stating they don't have a computer. Other 21% of the interviewed are not linked to this global system because they find the connectivity service too expensive. Around 6% of the respondents indicated that there is no possibility to establish the connection.

The reason "I don't have a computer" was brought up by more of the people aged over 65 years, by those with monthly income less than 2000 MDL and by those residing in rural areas. [\[Annex 6\]](#)

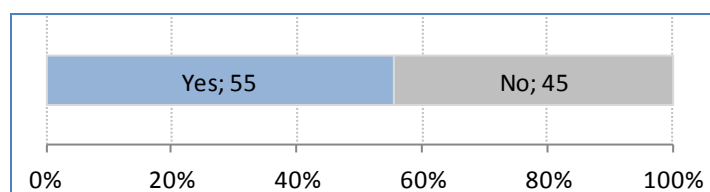
Figure 6. Reasons for the lack of household's connection to internet, N=1396, %



3.3. Usage of computers

Even though the presence of computers was stated in 58% of the interviewed households, computers are actually used only by 55% of the total.

Figure 7. Computer use in the last 12 months, N=3000, %



The share of people who actually use the computer in their household diminishes with the advance in age of respondents (from 88% to 3%), but also advances with the increase in incomes (from 27% to 93%). In terms of education, the share of those who make use of the computer follows an increasing trend with the advance in educational degrees: 58% among those with high school diploma and 81% among those with university degrees. At the same time, computer is used to a greater extent by urban residents, particularly by those from Chisinau. Analyzing the language criterion, one can state that Russian speakers tend to use computers to a greater extent than the rest categories. This trend can be justified by the fact that in the given segment there is a higher share of computers. [[Annex 7](#)]

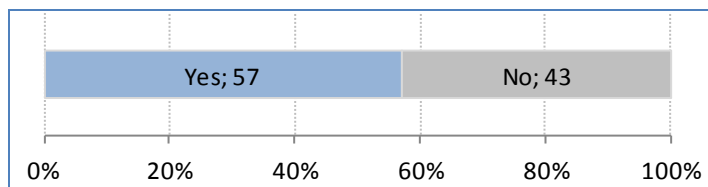
3.4. Usage of internet

57% of all interviewed indicated they have used the internet in the last 12 months. The 2 p.p. difference between the share of people who use the computer and those who used internet can be explained by the fact that the Internet and can be accessed via mobile phone also..

Similar to the indicator of computer usage, the indicator showing the level of internet accessing decreases with the advance in age of respondents (from 90% to 4%) and increases among respondents with higher levels of income (from 28% to 94%). Similarly, internet usage

recorded higher quotas among those with university education (83%), among pupils and students (94%) and among specialists with highest qualification (92%). [[Annex 8](#)]

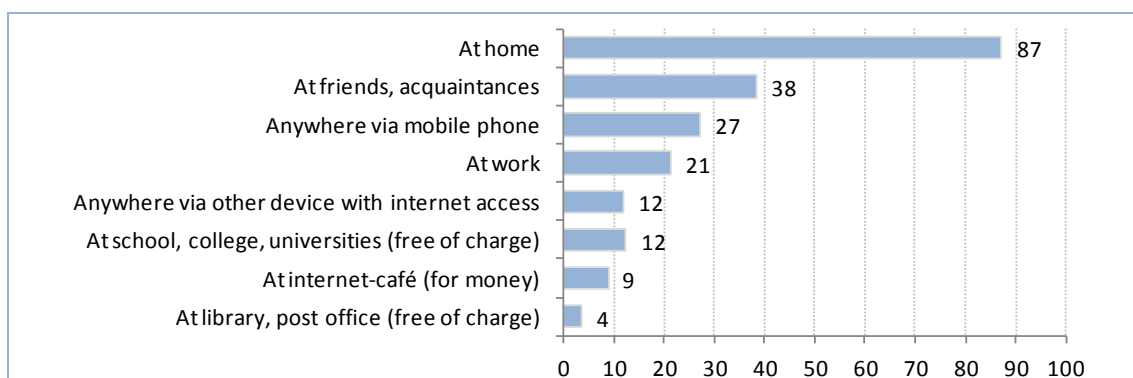
Figure 8. Accessing the Internet in the last 12 months, N=3000, %



In majority of cases, the respondents indicated that they had accessed the Internet from home (87%). In other 38% people used the online resources from their friends or acquaintances. It is worth stating that 27% of internet users access the internet resources through their mobile phones. The share of Internet users, who access this service for a fee in the Internet cafe is less than 10%. Accessing the Internet from libraries or from postal offices is even smaller, being only up to 5%.

The share of those using internet at friends, acquaintances, also anywhere via mobile phones, decreases among older respondents (from 54% to 0%, and accordingly from 48% to 0%). At work, the individuals who access the Internet to a greater extent are those aged 26-35 (32%). Directly proportional to the income per family is the share of people who access the Internet both at home and at work. [[Annex 9](#)]

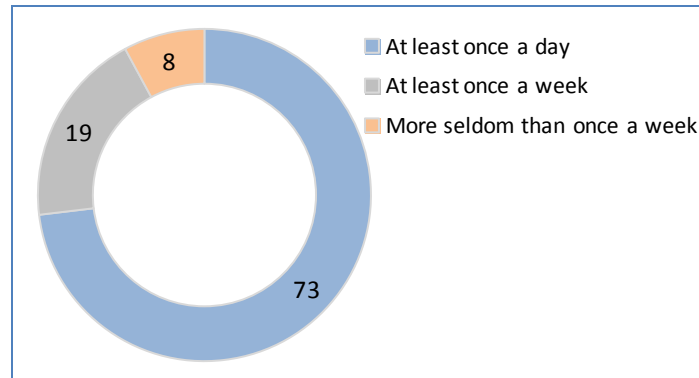
Figure 9. Places for internet access in the last 12 months, N=1704, %



Almost ¼ of internet users access internet at least once a day, fact which positions them within the category of active users of internet. Closer to this category are those people who use the service at least once a week, their share is of 19%.

The frequency of internet usage is greater among the younger people (18-25 years). 82% of them use the Internet at least once per day. It could also be mentioned that a greater share of active internet users is formed among the people from urban areas and from Chisinau (80% each). [[Annex 10](#)]

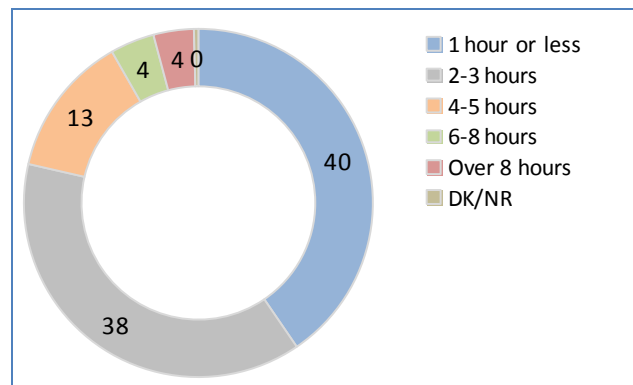
Figure 10. Frequency of internet use in the last 12 months, N=1710, %



Almost 60% of the internet users stated they spend more than 1 hour researching in the internet. Out of them, 8% indicated that they use the service more than 6 hours.

The most time online is spent by those aged 18-35 years old. Mostly of them use the internet 2-3 hours a day (45%). Also, a length of 2-3 hours characterizes those with incomes of over 3000 MDL. [[Annex 11](#)]

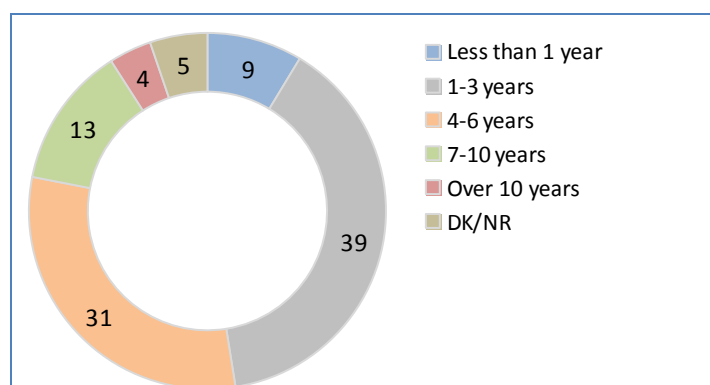
Figure 11. Internet navigation time, N=1710, %



The Moldovan internet user profile is characterized by 91% of the users who have stated that they use internet for less than 10 years.

The share of those using internet for more than 10 years increases among respondents with higher levels of income (from 2% to 11%). At the same time, internet users with over 10 years of user experience is noted in the capital city (9%), compared with users of the same level of experience in rural areas (1%) and urban (3%). [[Annex 12](#)]

Figure 12. Experience of Internet use, N=1710, %



In most of cases, internet is used mainly for communication. Thus, 86% of the internet users indicated on making use of chats when being online. 79% of Internet users have shown to use the Internet to access the social networks. Half of Internet users have shown to use the Internet for reading the newspapers or magazines online. At the moment, using internet in order to obtain data about public institutions is an activity less common among country's internet users.

The most active users of services available in internet are the pupils and managers of various public or private institutions. At the same time, it was noted that with the increase in income, people's level of activity in the online environment also increases, thus making use of a greater variety of services available in the virtual space. It should be noted that between rural and urban areas, there were observed no differences in the intensity of internet usage (considering the urban areas without Chisinau). At the same time, most of the services listed below, are more actively used by the people from the capital city. However in Chisinau, the level of social networks usage recorded a lower value. The information on public services is more intensively used by the population which is economically and socially active, especially, standing out in this respect, individuals in leading positions. [[Annex 13](#)]

Table 2. Purposes for internet use by citizens, N=1677, %

	% of the total number of respondents
Holding chat discussions (Skype, Messenger)	86
Using social networks (Facebook, Odnoklassniki)	79
Viewing and/or downloading digital content for purposes of entertainment (games, texts, pictures, books, music, movies)	63
Sending and/or receiving of messages via electronic mail (e-mail)	54
Reading news, newspapers, on-line magazines	50
Download of programs (soft)	42
Training and education activities	33
Holding phone conversations via Internet/VoIP	30
Posting information via personal web pages (displaying, disseminating)	28

Getting informed about cultural institutions and their activities (for e.g. the program of theaters, cinemas, museums, concert halls etc.)	20
Getting informed about the goods and services rendered by private economic agents	19
Getting informed about health and medical services rendered by public medical institutions	18
Getting informed about the goods and services rendered by the central public authorities	18
Purchasing or ordering goods or services rendered by private entities	16
Getting informed about health and medical services rendered by private medical institutions	15
Getting informed about governmental institutions, public authorities, public entities overall	13
Getting informed about the governmental institutions	13
Carrying out bank transactions via internet	8
Requesting public services provided by governmental institutions, for e.g. ordering the passport, the ID, requesting of certificates	5
Sending of information to the governmental institutions, for e.g. filing a complaint, informing online the authorities on particular matters, participation in public consultations on normative acts	4
Other	2

4. Usage of online resources of governmental institutions

This chapter analyzes the aspects related to the access in the last 12 months of Government's website, as well as the web pages of ministries and other central administrative authorities subordinate to the Government.. It also focuses on the frequency and purposes of accessing the web pages, and on the level of satisfaction regarding the public services delivered online.

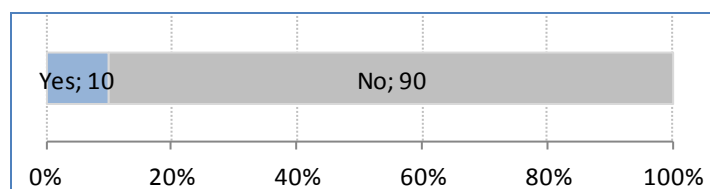
- ✓ The Government's website has been accessed at least once during the previous 12 months by 10% of the population;
- ✓ The share of the population that had accessed at least one of the sites of the ministries and other central administrative authorities subordinated to the Government it is 16%;
- ✓ The share of the population that had used at least one online public service over the past 12 months is 5%;
- ✓ Almost half of the people who have requested the electronic public services appreciated on a scale of 1 to 6, where 1-dissatisfied, and 6 – satisfied, with grades of 5 and 6, that they are satisfied by the quality of the requested service

4.1. Accessing the website of the Government

10% of the population from Moldova stated that in the last 12 months they accessed the webpage of the Government (www.gov.md) at least one time.

More of those who accessed the webpage in the last year represent people aged 16-25 (16%) and 26-35 (17%). The share of those having accessed this particular webpage decreases with the advance in age, getting to a low of 1%. In terms of respondents' sex, there were more men who entered the page (12% as compared to 8%). If referring to the level of income, the online resources of the Government presented interest for more of those with income over 5000 MDL (over 27%), but also for those with university education (26%) and those residing in the capital city (17%). [[Annex 14](#)]

Figure 13. The level of access of the Government's website (www.gov.md), N=3000, %

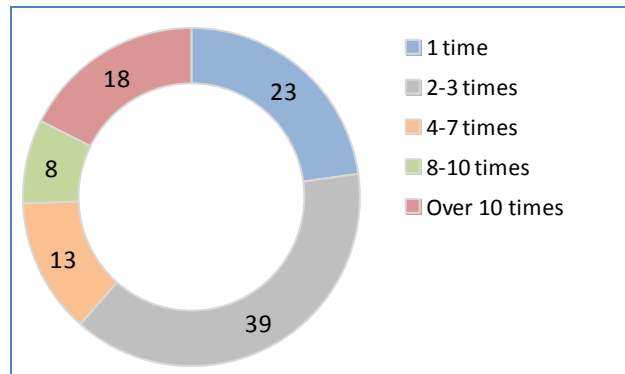


Among the visitors of this particular website, 18% have accessed this page for more than 10 times. At the same time, the share of those that accessed Government's webpage only one time is of 23%.

Most frequently, the webpage of the Government was accessed by respondents aged 35-55 years old, by managers and by specialists with higher and middle qualification. Along these categories are also included the pupils/ students which as much as 18% have accessed the web

page more than 10 times. According to the level of education, it can be concluded that a higher accessing level of the www.gov.md was recorded among those with university degrees, as 20% of this category indicated resorting to this online resource over 10 times. At the same time, more of the rural residents entered government’s online resource more frequently. This could probably be explained by the greater distance between rural localities and the governmental offices, the website for which represented an important source of information. [\[Annex 15\]](#)

Figure 14. The frequency of accessing the webpage of the Government, N=285, %

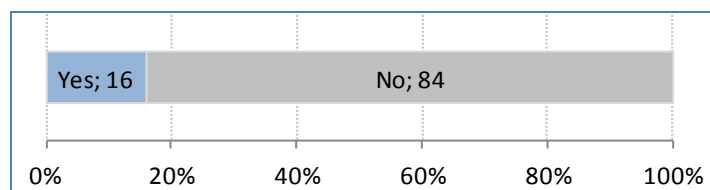


4.2. Accessing the websites of ministries and other central administrative authorities subordinated to the Government

Over the past 12 months, the websites of the ministries and other central administrative authorities subordinated to the Government were accessed by approximately 16% of the citizens.

This category of online resources have been visited to a greater extent by the respondents aged 26–35 (29%), by the people with income of over 5000 MDL (over 39%), by those with university degrees (39%) and by the citizens of Chisinau (30%). [\[Annex 16\]](#)

Figure 15. Share of population that accessed at least one of the ministries' websites and other central administrative authorities subordinate to the Government, N=3000, %



The most visited web pages of public institutions are those of the State Hydrometeorological Service (30% of people who have accessed the site of any governmental institution), followed by the website of the Ministry of Education (29%), the Ministry of Health (22%) and the Ministry of Justice (22%).

The profile of visitors of the top 10 most visited websites of the ministries and other central administrative authorities subordinated to the Government is presented in the annex. [Annex 17].

Table 3. Most visited websites of the ministries and other central administrative authorities subordinate to the Government, N=471, %

Name of the institution	Website	%
Ministry of Environment: State Hydrometeorological Service	http://www.meteo.md/	30
Ministry of Education	http://www.edu.md/	29
Ministry of Health	http://ms.gov.md/	22
Ministry of Justice	http://justice.gov.md/	22
Ministry of Information Technology and Communications: State Enterprise Registru	http://www.registru.md/	18
Ministry of Internal Affairs	http://www.mai.md/	18
National Bureau of Statistics	http://www.statistica.md/	18
Ministry of Finance: State Tax Inspectorate	http://www.fisc.md/	17
National Social Insurance Office	http://www.cnas.md/	15
Ministry of Finance	http://www.mf.gov.md/	13
Tourism Agency	http://www.turism.gov.md/	12
National Health Insurance Office	http://www.cnam.md/	11
Ministry of Economy	http://www.mec.gov.md/	11
Ministry of Information Technology and Communications: State Enterprise Poșta Moldovei	http://www.posta.md/	9
Land and Cadastre Agency: State Enterprise Cadastru	http://www.cadastre.md/	9
Ministry of Culture	http://www.mc.gov.md/	8
Ministry of Justice: Civil Status Office	http://stare-civila.gov.md	8
Ministry of Justice: National Archives	http://justice.gov.md/	7
Ministry of Justice: Legal Information Center	http://justice.gov.md/	7
Ministry of Economy: Licensing Office	http://www.licentiere.gov.md/	7
Ministry of Finance: Customs Service	http://www.customs.gov.md/	7
Ministry of Environment	http://www.medi.u.gov.md/	6
Ministry of Foreign Affairs and European Integration	http://www.mfa.gov.md/	6
Ministry of Internal Affairs: Bureau for Migration and Asylum	http://www.mai.md/bma/	5
Ministry of Defense	http://www.army.md/	5
Ministry of Economy: Standards and Metrology Office	http://www.standard.md/	4
Land and Cadastre Agency	http://www.arfc.gov.md/	4
Ministry of Transportation and Road Infrastructure	http://www.mtid.gov.md/	4
Ministry of Information Technology and Communications: State Enterprise MoldData	http://www.molddata.md/	4
Land and Cadastre Agency: State Enterprise Ingeocad	http://www.ingeocad.md	3

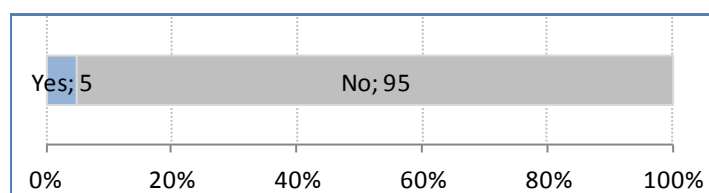
Name of the institution	Website	%
Ministry of Internal Affairs: Service of Civil Protection and Exceptional Situations	http://www.dse.md/	3
Ministry of Information Technology and Communications: National Radio Frequency Centre	http://www.cnfr.md/	3
Ministry of Economy: State Energy Inspectorate	http://ies.md	2
Ministry of Environment: Geology and Mineral Resources Agency	http://www.medi.u.gov.md/	1
Ministry of Environment: Fisheries Service	http://www.sp.gov.md/	1
Ministry of Economy: Technical Centre for Industrial Security and Certification	http://www.ctsic.md/	1
Ministry of Environment: State Environmental Inspectorate	http://inseco.gov.md/	1
Other		3

4.3. Accessing the online public services

Among the total number of respondents, the share of those having used at least one online public service is of 5%.

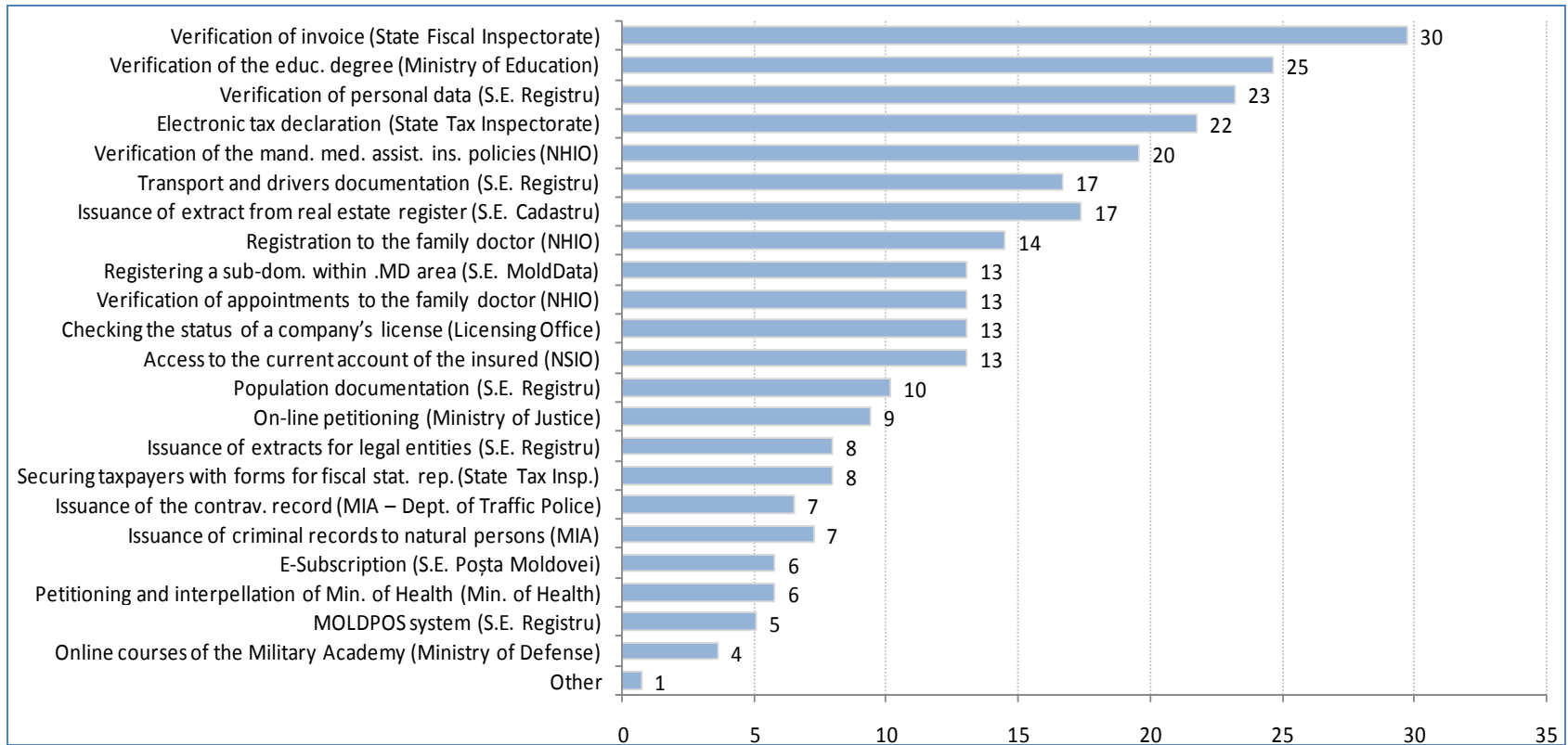
Among the users of the public services, particularly could be noticed the younger respondents aged 18-35 (8%), the specialists with highest qualification (18%), the managers (30%), the administrative functionaries (15%), those with monthly income over 3001 MDL (over 11%), people with higher education (13%) and residents of Chişinău (10%). [\[Annex 18\]](#)

Figure 16. Share of population that has used at least one online public service over the last 12 months, N=3000, %



Of all websites of public services, most people solicited the professional support of the State Tax Inspectorate (30%), particularly for verifying the invoices. The next most requested service is that of the Ministry of Education – to verify the obtained educational degree (25%) and that of the S.E. Registru – to verify the personal data (23%). The profile of online public services users is presented in the annex. [\[Annex 19\]](#)

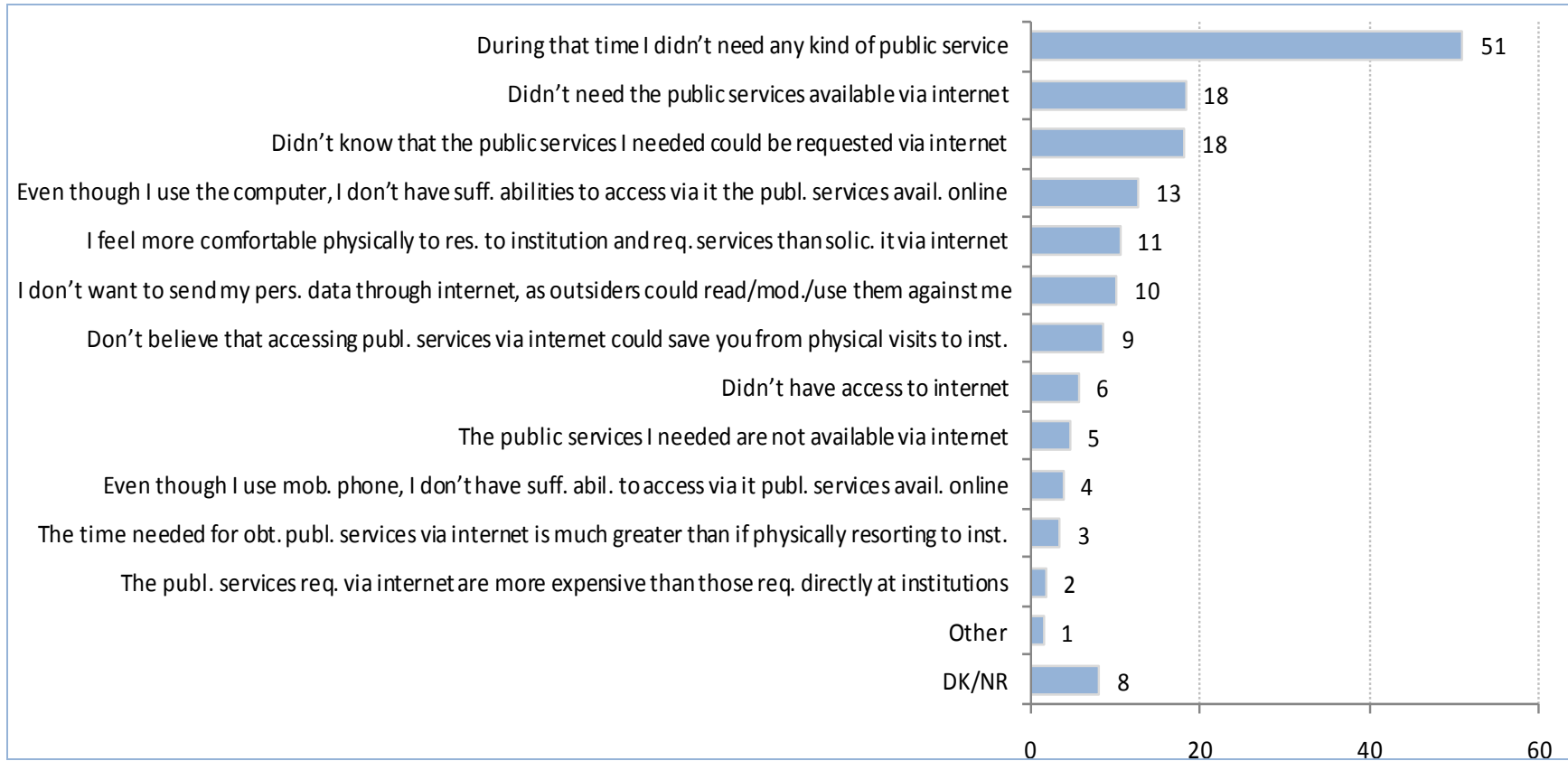
Figure 17. Access to public electronic services, N=138, %



Most of the times, the respondents that have internet connectivity but stated they didn't request any type of online public service, motivated their decision by lacking the need to resort to public services (51%). At the same time, 18% indicated they didn't need any type of public services available online or they didn't know they could benefit of a particular service via the online platform.

The reasons for non-request of public services were rather diverse and depend on the age of the respondent, on his/her occupation, monthly family income and area of residence. [[Annex 20](#)]

Figure 18. Reasons for not requesting online public services, N=1570, %

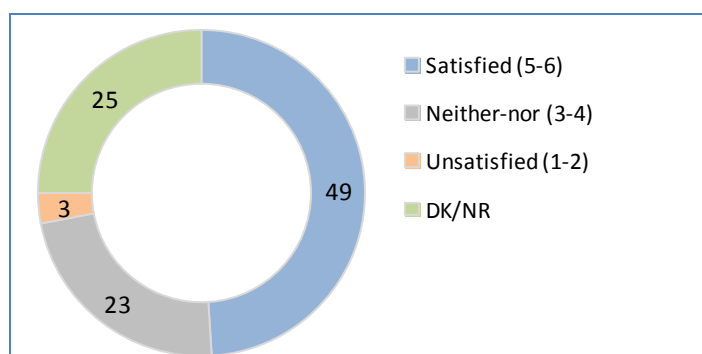


4.4. Quality of online public services

On a scale from 1 to 6, where 1 meant very unsatisfied and 6 – completely satisfied, people were asked to evaluate the quality of the online public services they have received in the last 12 months. Thus, almost half of those that did obtain online public services provided appreciations that ranged between 5 and 6. At the same time, 3% were unsatisfied with the services, providing grades of 1 and 2. ¼ of those that requested services were unable to provide any kind of evaluations of quality of services. On average, the indicator of online public services' quality accumulated 4.76 points.

The analysis of correlation didn't denote any particular relations between the indicator of services' quality satisfaction and the demographic profile of respondents. [\[Annex 21\]](#)

Figure 19. Citizens' satisfaction regarding the quality of online services received, N=138, %



	Min	Max	Average
Appreciation of public services' quality	1	6	4.76

5. Knowledge and understanding of the e-Governance concept. Attitude towards the measures e- Transformation of Governance

The fifth chapter presents the data gathered regarding people's level of knowledge and understanding of the e-Governance concept. More detailed are presented such aspects as the level of confidence in the online method of service rendering, the attitude towards this method of service provision, as well as the perspectives for further access of public services via the online regime.

- ✓ The share of persons who know very well the concept of e-Governance is of 11%;
- ✓ The share of respondents who believe that e-Governance will bring benefits to the population of the Republic of Moldova is of 48%;
- ✓ 8% of respondents indicated that they know very well the concept of e-Governance, on a scale from 1 to 6, where 1-don't know, and 6 – know very well, they indicated notes of 5 and 6;
- ✓ The advantage of e-Governance referred to by most of the respondents is time economy;
- ✓ 29% of participants in the study have shown that the implementation of E-Governance has a huge importance;
- ✓ The implementation of e-Governance is supported by 58 % of respondents, on a scale from 1 to 6, they have provided notes from 3 to 6;
- ✓ 57% of the respondents have declared the willingness to use online public services via computer;
- ✓ On a scale of 1 (don't believe) to 6 (fully believe), over 55% of the respondents gave ratings equal to or higher than 3 points of confidence that the quality of public services provided online will correspond to the expectations they have towards this way of provision of services;
- ✓ The share of persons who would recommend the use of online public services is over 60%.
- ✓ Over half of the respondents have confidence in the fact that requesting a public services rendered at an online level will ensure the achieving of the targeted service.
- ✓ 43% of respondents indicated that they have confidence in the fact that the electronic public service will be provided by keeping the security of the personal data;.

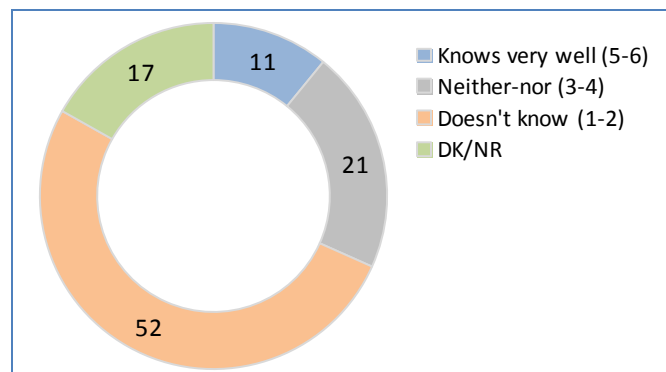
5.1. Knowledge of the e-Governance concept

The first indicator – the level of knowledge of the e-Governance concept was evaluated on a scale from 1 to 6, where 1 meant “don't know at all” and 6 “knows very well”. Thus, 11% of the respondents evaluated their knowledge on grades of 5 and 6. At the same time, other 50% graded their knowledge on 1 and 2. The average grade for knowledge evaluation is of 2.34 points.

The appreciation of the knowledge tends to decrease with the advance in age of respondents, particularly 17% of the age group 16-25 knows very well the concept, while among those aged over 75 the share decreases to 5%. Also, the share of men knowing much better the concept overcomes the share of women (14% vs. 9%). In terms of occupation, more of the managers of public institutions, public functionaries and specialists with highest qualification are better

acquainted with the notion. The highest level of this indicator was recorded among the respondents from Chisinau – 2.66 points, as compared to those from rural and urban areas with accordingly an average of 2.08 and 2.61 points. The dependence between the level of concept awareness and the area of residence was proved via the results of the correlation tests. [\[Annex 22\]](#)

Figure 20. Level of knowledge of the e-Governance concept, N=3000, %

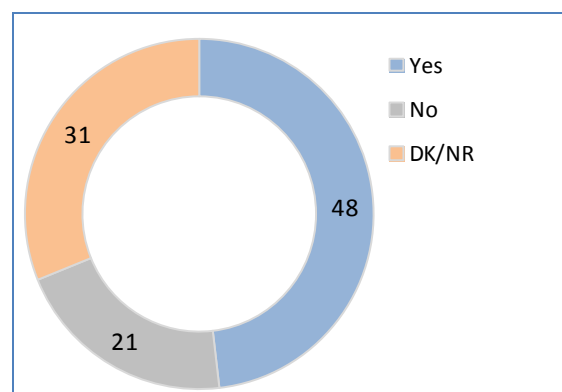


	Min	Max	Average
Level of knowledge of e-Governance concept	1	6	2.34

Almost half of all respondents (48%) believe that the e-Governance will bring advantages or benefits to the population of Moldova. However, other 31% were undecided on this matter.

Most of the people that believe in the benefits of the e-Transformation of Governance in the country belong to the age group of 16-35 (56%). With the advance in age, the share of those people who couldn't evaluate this aspect increases, but also decreases the quota of those who thinking positively on this matter. Positive thoughts about the e-Transformation of Governance were recorded with the increase in the level of income and graduated level of education of respondents. In terms of area of residence, most positive think the residents of the capital city. [\[Annex 23\]](#)

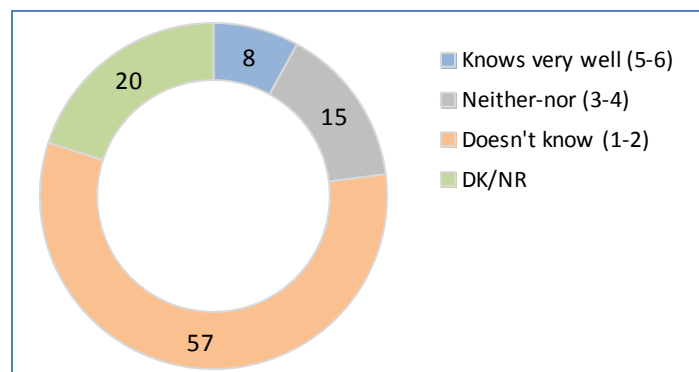
Figure 21. Awareness of the benefits of e-Governance, N=3000, %



The largest part of the population stated they don't know the advantages of e-Governance, thus appreciating their knowledge level on 1 and 2. Only 8% indicated they know about the e-Governance benefits on 5 and 6. The average grade of the sample is of 2.0 points.

The level of knowledge regarding the advantages depends indirectly on the age of respondents, and depends directly on the level of income. Men tended to know to a greater extent the advantages and benefits of the concept than did women. In terms of area of residence, Chisinau dwellers are more aware of the advantages of the system, being followed by the urban residents and then by the rural ones. [Annex 24]

Figure 22. Level of knowledge of the e-Governance advantages/benefits, N=3000, %

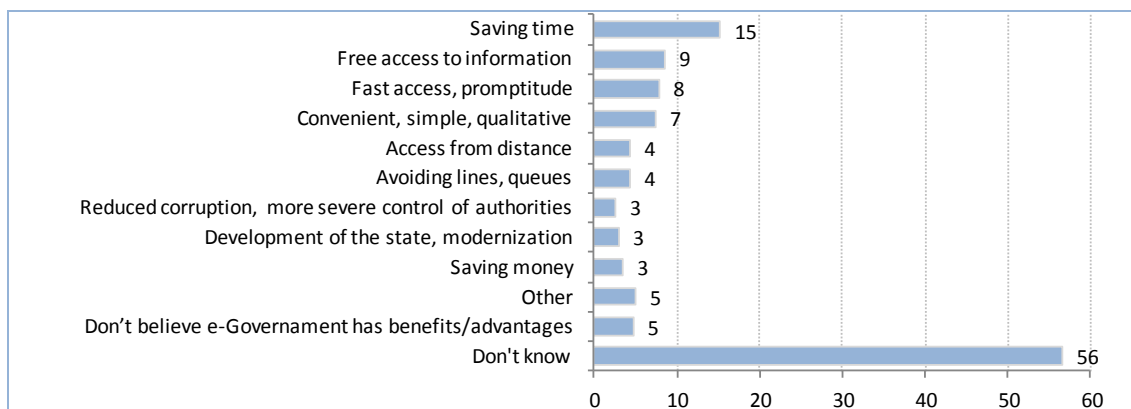


	Min	Max	Average
Level of knowledge of the e-Governance advantages/benefits	1	6	2.00

According to respondents, the most important advantage of e-Governance is the possibility to save up some time (15%). The free access to information is another aspect indicated as advantage by 9% of the interviewed. The fast access to data and convenience in obtaining the solicited services were stated as positive sides of the system by accordingly 8% and 7% of the interviewed.

The advantaged of e-Governance are known mostly among the younger people, among those with higher income, with higher education, and also among the citizens living in the capital. In terms of language, Russian speakers better know the advantages of the electronic system, as well as the larger share of Internet users in the case of the Russian-speaking persons. [Annex 25]

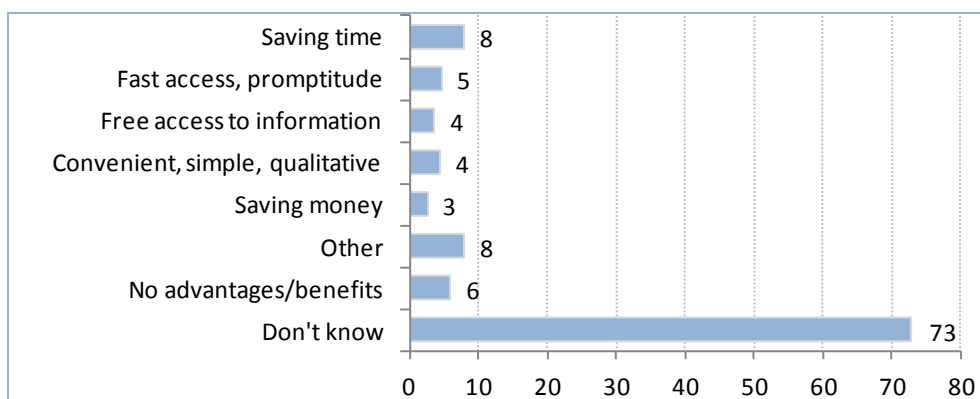
Figure 23. Citizens' knowledge of the e-Governance advantages/benefits, N=1498, %



As regards the advantages of the online method of service rendering, 8% of people said that the mechanism would secure them some time economy. The second most often indicated advantage was the fast access to data using the online regime (5%).

The younger generations were the ones who found the most advantages; the most often indicated one being the saving time. This last aspect was one of the most stated also among the people socially and economically active, among those with higher education and residents of the capital. The money saving feature was particularly mentioned by most those with higher family income. [Annex 26]

Figure 24. Perception of the advantages/benefits of the online system of service rendering, N=3000, %

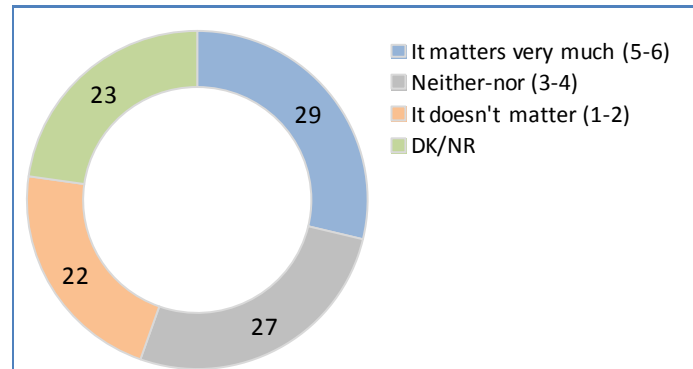


5.2. Perception of the significance level of implementing e-Governance

In the opinion of 29% of respondents, the e-Governance has a great significance, i.e. on a scale from 1 to 6, where 1 meant "it doesn't matter at all" and 6 "it matter very much" people offered grades of 5 and 6. Other 23% didn't have an opinion on the matter. On average, people graded the degree of significance with 3.69 points.

Younger generations (16-25) provided higher grades for this matter – of 5 and 6, thus considering to a greater extent that the implementation of the e-Governance is significant (36%). On the other hand, among people aged over 75, only 16% provided high grades. In terms of income, the higher the income the more important is the implementation. Also, the Romanian speakers and those residing in the south of the country believe to a lower extent that e-Governance is significant, if comparing to the opinions of the Russian speakers and those residing in the northern and central regions of Moldova. [\[Annex 27\]](#)

Figure 25. Degree of significance for implementing the e-Governance, N=3000, %

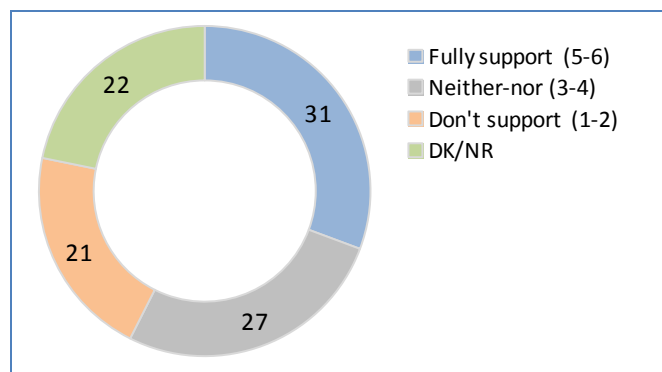


	Min	Max	Average
Degree of significance for implementing the e-Governance	1	6	3.69

Around 31% of citizens stated they firmly support the implementation of electronic governance in Moldova, thus appreciating the matter with grades of 5 and 6 (where 1 meant I don't support and 6 – I fully support). Other 27% graded their level of support on 3 and 4, while 22% couldn't state anything on the matter.

In terms of age, most supporters of the system belong to the younger age group. Thus, 38% of this age group fully support the implementation (appreciation on 5 and 6), while the age group of 75 years and older thinks in the same way only in a share of 19%. High level of support was denoted also among the managers, people with higher education, and those with high level of income. A greater support for the e-governance is provided in the south of the country. [\[Annex 28\]](#)

Figure 26. Level of support for implementing the e-Governance, N=3000, %



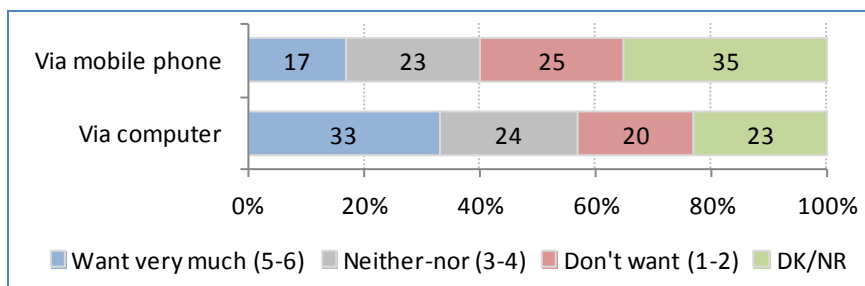
	Min	Max	Average
Level of support for implementing the e-Governance	1	6	3.77

5.3. Level of support and confidence in the quality and safety of online public services. Willingness to recommend the use of public services.

Around 57% stated their willingness to resort to online public services via the computer. On a scale from 1 to 6, where 1 – don't want to and 6 – want very much, this group of people graded their willingness on 5 and 6. On average, people appreciated on 3.8 their willingness to resort to online public services via the computer. In case of mobile phones, 40% stated they would be willing much and very much to solicit online public services (grades of 5 and 6). On average, willingness of mobile phone usage on such a purpose equals to 3.2 points.

The level of the willingness indicator greatly depends on the age, education income and area of residence of respondents. More prone to use particularly the online version of public services are the younger generation, those with higher income and higher education. Among the respondents of the capital, they mostly are willing to resort to these services via the computer, while the respondents from other urban areas – the mobile phone. [\[Annex 29\]](#)

Figure 27. Willingness to request online public services, N=3000, %



	Min	Max	Average
Willingness to request online public services via the computer	1	6	3.82
Willingness to request online public services via mobile phone	1	6	3.19

The level of confidence in the fact that quality of public services will correspond to their expectancies is rather high. Thus, on a scale from 1 to 6, where 1 – I don't believe and 6 – I fully believe, over 55% of people gave appreciation of 3 and more. The average level of confidence among the entire sample is of 3.6 points.

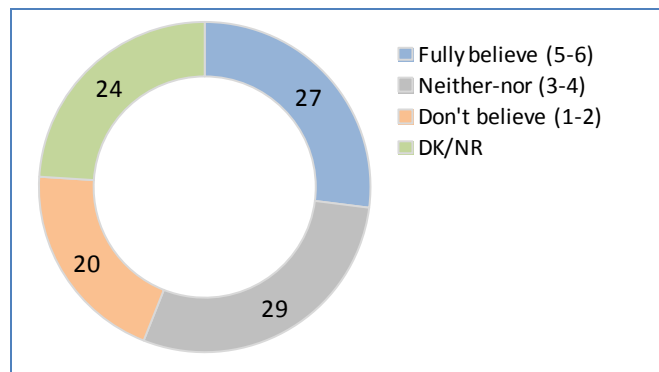
The level of confidence is closely correlated to the age of respondents. With the advance in age, respondents seem more reserved in appreciating the quality of online public service rendering.

The administrative functionaries have the highest level of confidence in using the online regime for delivery of public services (45% of them provided grades of 5 and 6 for this indicator).

The confidence indicator increases its value with the increase in the income of respondents, thus, the highest value was reached by those earning 4000-5000 MDL per month.

The respondents living in rural areas tend to be more skeptical regarding the quality of public services delivered online. [[Annex 30](#)]

Figure 28. The confidence level of the respondents in the online public services quality in compliance with their expectations, N=3000, %

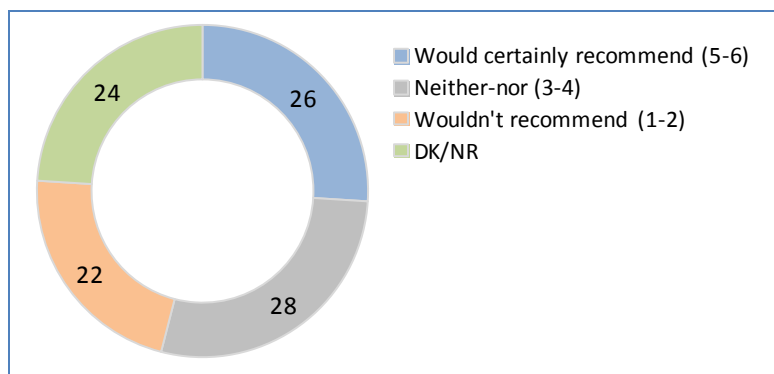


	Min	Max	Average
The confidence level of the respondents in the online public services quality in compliance with their expectations	1	6	3.62

The share of people who would recommend the usage of public services in the online regime equals to 60%. On average, respondents would recommend the online public services for usage on 3.6 points, if using the 1 to 6 scale, where 1 means “I wouldn’t recommend” and 6 “I would definitely recommend”.

The most active promoters of the online platform are the younger ones and those aged up to 45 years, managers, as well as the specialists with highest qualification, respondents earning over 4000 MDL, as well as urban residents. [[Annex 31](#)]

Figure 29. Intention to recommend the usage of online public services, N=3000, %

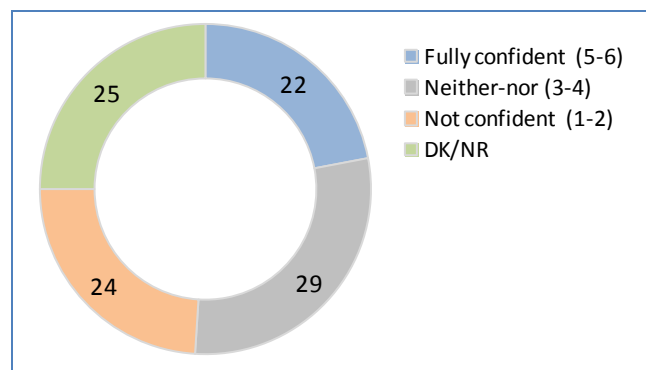


	Min	Max	Average
Intention to recommend using online public services	1	6	3.61

Over half of respondents are confident that they would certainly obtain the public service they have requested online. Overall, the level of confidence equals to 3.4 points, on a scale from 1 to 6, where 1 – lack of confidence and 6 – full confidence.

The profile of this group of people is similar to the profile determined for the people who would recommend the online method of public service usage to their acquaintances. As follows: most confident turned to be the younger people, as well as those aged under 45, managers of institutions, specialists with higher qualification level, people with earnings of over 4000 MDL per month and citizens of urban areas. [\[Annex 32\]](#)

Figure 30. Citizens' level of confidence in the fact that if requesting an online public service it will ensure achieving the targeted service, N=3000, %



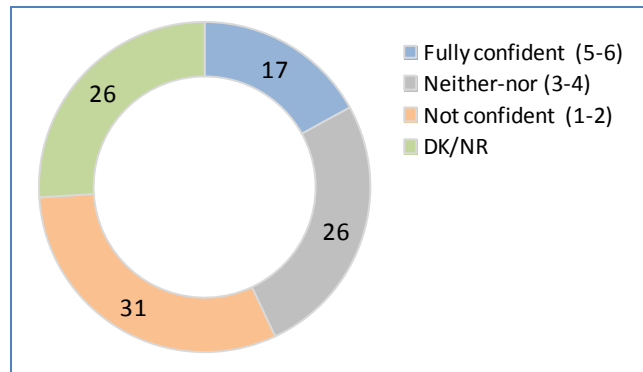
	Min	Max	Average
Citizens' level of confidence in the fact that if requesting an online public service it will ensure achieving the targeted service	1	6	3.43

Regarding the safety aspect of public service usage via online tools, 43% offered grades ranging from 3 up to 6 (using a scale from 1 to 6, where 1 – “I am not confident” and 6 – “I am very confident in the safety aspects”). On average, people appreciated the safety aspect with 3.1 points.

It should be stated that ¼ of respondents were unable to estimate their confidence regarding the aspect, probably because of the lack of information and awareness of the subject.

The profile of those with the most confidence includes such categories as: the younger age group, people with higher level of education and those with high income. [\[Annex 33\]](#)

Figure 31. Level of confidence in the fact that the requested online public service will be provided in safety, N=3000, %



	Min	Max	Average
Level of confidence in the fact that the requested online public service will be provided in safety	1	6	3.06

6. Citizens' level of satisfaction with the quality of services delivered by public authorities

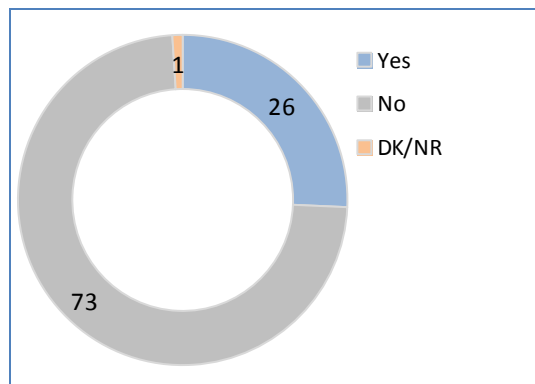
This chapter comprises such matters of analysis as the level of request of public services in the last 12 months, the method used to access the services, the degree of satisfaction with the method used to access the public service.

- ✓ The share of persons who have requested the public services over the past 12 months is 26%;
- ✓ In 90% of cases, respondents have indicated that they came to the premises of the institutions to benefit the service;
- ✓ In general, the quality of public services offered in the traditional way, was graded by the respondents with 4.2 points.

6.1. Level of request and method of accessing public services

In the last 12 months, ¼ of the respondents stated they have requested public services.

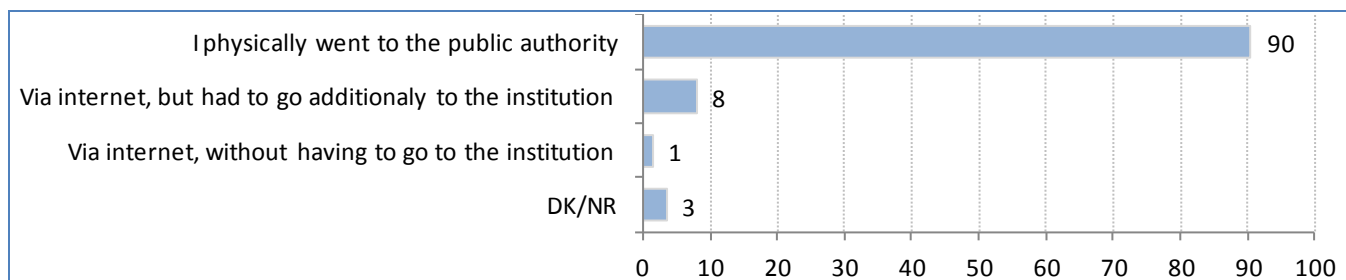
Figure 32. Public services request among citizens, N=3000, %



The share of people which request services from public authorities is directly proportional with the increase in the level of income earned. [\[Annex 34\]](#)

In majority of cases, public services are accessed using the traditional request method – physically reaching the institution. This method was used by 90% of respondents. Around 8% of those who made use of public services in the last 12 months stated they requested services both by soliciting first the service via internet, then followed up with the physical visit at the institution. Only 1% said they solicited services only by interacting with the internet, without further follow up.

Figure 33. Access scheme of the public services, N=801, %



The fewest who make use of public services via internet are the village dwellers. Their share is of 5% of the total rural population which requested public services in the last 12 months. At the same time, the share of urban dwellers accessing online public services is of 9%, while in Chisinau this indicator reaches 12%.

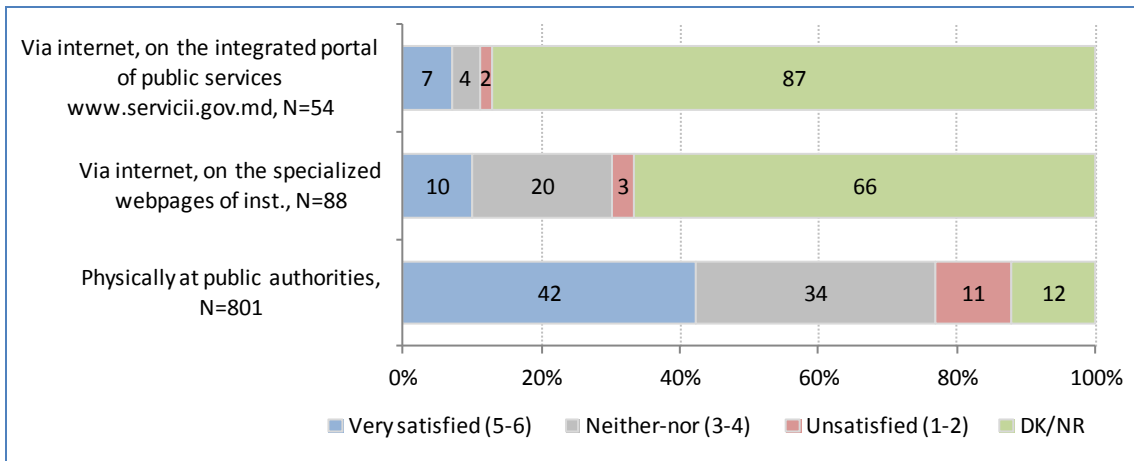
The older respondents requested public services using the internet in much fewer cases. [\[Annex 35\]](#)

6.2. Level of satisfaction with the quality of public services

The level of satisfaction was assessed using a scale from 1 to 6, where 1 meant unsatisfied and 6 very satisfied.

Overall, the quality of services provided traditionally – via the physical visits, was assessed with an average of 4.2 points. The quality of online public services, via the specialized web pages of institutions accumulated 4.0 points of appreciation, while the online services provided via the Portal of Public Services were evaluated with 4.6 points of quality. [\[Annex 36\]](#)

Figure 34. Level of satisfaction with the quality of public services according to the method of access, %



	Level of satisfaction with the quality of services obtained		
	Min	Max	Average
Physically at public authorities/institutions	1	6	4.22
Via internet, on the specialized web pages of the public institutions	1	6	4.07
Via internet, on the integrated web page www.servicii.gov.md	2	6	4.57

The older aged respondents, those with a higher level of education, as well as those residing in urban areas were the most critical in assessing the quality of services they were provided, particularly in case they solicited the service using the traditional method. At the same time, the online services were better appreciated by the younger respondents and those living in the capital city.

7. Lessons learned

The following conclusions could be drawn from the current research:

1. Even though many people possess computers and connectivity to internet, the terminology used in the ITC is less known to them. Subsequently, in order to ensure the relevance of the results of the study, respondents were explained the basic terms used, the notions applied being rather accessible to the public. This type of approach should be further used when deploying sociological studies regarding the perception of the electronic governance and quality of public services delivered online.
2. The deployment of researches related to ITC and electronic governance requires from operators deep knowledge in the field. Particular attention should be focused on the ITC terminology, as well as on the notions related to public service rendering.
3. Majority of respondents don't make distinction between the terms "Portal of public services" and "webpage of the public institution". This situation required making some additional explanations. Some respondents are not aware of such subtle particularities, deciding better to not answer the question.
4. The questions which provide a list of possible answers are much better processed by respondents, remembering much easier the method used for accessing the service.

8. Recommendations for further surveys

The main recommendations in place for the further surveys to be deployed:

1. The structure of the questionnaire should be maintained in order to identify particular trends in public's perception of electronic governance and of the quality of online public services. The possible adjustments to the questionnaire should be mainly oriented towards a more explicit delivery of the terminology related to this field.
2. Considering that the share of people who made use of the online regime of public service rendering is yet relatively small, it is recommended to increase the number of interviewed respondents. A complementary solution would be to make use of the "booster" methodology, which supposes the oriented selection of respondents, particularly among those who already benefited of online public service rendering.
3. The methods for identifying public's perception on the quality of each online public service rendered should be complemented besides the traditional surveys with the type of questionnaires that can be administered online, in this way ensuring and guaranteeing the anonymous character of answers.
4. For future surveys, which would eventually focus on determining citizens' point of view on the causes that influence the quality of online public services and potential ways of improvement of the quality, then additionally to the survey, should be implemented such research tools as focus groups and in-depth interviews.

Annexes

Annex 1. Level of computer possession in households, socio-demographic profile, %

		N	Yes	No	Total
Total		3000	58	42	100
Age	16-25 years	709	85	15	100
	26-35 years	515	76	24	100
	36-45 years	469	62	38	100
	46-55 years	455	50	50	100
	56-65 years	469	36	64	100
	66-74 years	267	17	83	100
	75 years and over	116	7	93	100
Sex	Male	1278	61	39	100
	Female	1722	56	44	100
Occupation	Managers	27	78	22	100
	Spec. with highest qual.	273	90	10	100
	Spec. with middle qual.	221	73	27	100
	Admin. functionaries	65	77	23	100
	Employees in serv., trade	210	65	35	100
	Qual. workers in agric.	76	49	51	100
	Qual. workers in industr. ent.	96	65	35	100
	Oper., techn., machinists	53	64	36	100
	Unqual. workers	180	51	49	100
	Pupils/ students	358	92	8	100
	Maintained persons	9	67	33	100
	Not working, looking for job	315	50	50	100
	Housewives	385	59	41	100
	Retired	674	20	80	100
	Other	16	69	31	100

		N	Yes	No	Total
Monthly family income	Less than 1000 MDL	678	27	73	100
	1001-2000 MDL	650	43	57	100
	2001-3000 MDL	470	68	32	100
	3001-4000 MDL	294	83	17	100
	4001-5000 MDL	159	87	13	100
	5001-6000 MDL	87	89	11	100
	Over 6000 MDL	98	95	5	100
Level of education	Primary or without ed.	73	4	96	100
	Lower secondary	551	31	69	100
	Upper secondary	475	60	40	100
	Secondary vocational	320	47	53	100
	Specialty secondary	672	59	41	100
	Tertiary	830	83	17	100
Area	Rural	1646	45	55	100
	Urban	682	73	27	100
	Chişinău	672	75	25	100
Region	North	860	52	48	100
	Center	1522	63	37	100
	South	618	52	48	100
Language	Moldavian/Romanian	2328	56	44	100
	Russian	580	67	33	100
	Other	92	38	62	100

Annex 2. Level of computer possession in households, socio-demographic profile, units

		N	Average
Total		3000	1.1
Age	16-25 years	709	1.2
	26-35 years	515	1.1
	36-45 years	469	1.1
	46-55 years	455	1.1
	56-65 years	469	1.1
	66-74 years	267	1.0
	75 years and over	116	1.1
Sex	Male	1278	1.1
	Female	1722	1.1
Occupation	Managers	27	1.2
	Spec. with highest qual.	273	1.2
	Spec. with middle qual.	221	1.1
	Admin. functionaries	65	1.1
	Employees in serv.,trade	210	1.1
	Qual. workers in agric.	76	1.2
	Qual. workers in industr. ent.	96	1.1
	Oper., techn., machinists	53	1.1
	Unqual. workers	180	1.1
	Pupils/ students	358	1.2
	Maintained persons	9	1.0
	Not working, looking for job	315	1.1
	Housewives	385	1.1
	Retired	674	1.1
Other	16	1.1	
Monthly family	Less than 1000 MDL	678	1.1
	1001-2000 MDL	650	1.0

		N	Average
	2001-3000 MDL	470	1.1
	3001-4000 MDL	294	1.2
	4001-5000 MDL	159	1.1
	5001-6000 MDL	87	1.2
	Over 6000 MDL	98	1.3
Level of education	Primary or without ed.	73	1.0
	Lower secondary	551	1.1
	Upper secondary	475	1.1
	Secondary vocational	320	1.1
	Specialty secondary	672	1.1
	Tertiary	830	1.2
Area	Rural	1646	1.1
	Urban	682	1.1
	Chişinău	672	1.2
Region	North	860	1.1
	Center	1522	1.1
	South	618	1.1
Language	Moldavian/Romanian	2328	1.1
	Russian	580	1.2
	Other	92	1.1

Annex 3. Reasons for the lack of computers in the household, socio-demographic profile, %

		N	Don't have fin. res. to buy a comp.	Don't have what to do at comp.	Don't have knowledge to work at comp.	Don't have internet, don't know how to use it	Don't have connection to electricity	Other	DK/NR
Total		1264	49	40	23	3	1	3	14
Age	16-25 years	107	70	19	9	6	0	4	7
	26-35 years	123	62	21	10	3	1	7	13
	36-45 years	178	58	29	22	3	1	2	16
	46-55 years	228	50	36	25	3	2	1	16
	56-65 years	298	38	50	27	4	2	2	16
	66-74 years	222	43	50	30	1	0	3	15
	75 years and over	108	39	66	31	2	0	1	4
Sex	Male	499	45	40	24	2	1	3	15
	Female	765	52	41	23	4	1	2	13
Occupation	Managers	6	0	33	0	17	0	33	17
	Spec. with highest qual.	28	57	36	18	7	0	4	7
	Spec. with middle qual.	60	47	28	23	5	3	3	15
	Admin. functionaries	15	20	40	27	7	0	7	27
	Employees in serv., trade	73	59	33	19	4	3	3	14
	Qual. workers in agric.	39	49	33	21	0	0	0	26
	Qual. workers in industr. ent.	34	38	35	26	0	0	6	21
	Oper., techn., machinists	19	53	32	26	0	0	5	5
	Unqual. workers	88	57	34	24	1	2	2	15
	Pupils/ students	30	73	20	0	3	0	3	3
	Maintained persons	3	67	0	0	0	0	0	33
	Not working, looking for job	156	60	32	24	3	1	1	12
	Housewives	158	59	27	15	6	1	4	11
	Retired	539	41	53	28	3	1	2	14
Other	5	20	60	0	0	0	0	20	
Monthly family income	Less than 1000 MDL	494	51	47	30	2	1	2	11
	1001-2000 MDL	368	47	41	19	2	1	2	17
	2001-3000 MDL	150	51	25	20	3	1	3	17

		N	Don't have fin. res. to buy a comp.	Don't have what to do at comp.	Don't have knowledge to work at comp.	Don't have internet, don't know how to use it	Don't have connection to electricity	Other	DK/NR
	3001-4000 MDL	50	40	26	26	10	2	2	14
	4001-5000 MDL	20	50	40	15	0	0	5	0
	5001-6000 MDL	10	40	10	20	0	0	20	10
	Over 6000 MDL	5	20	40	0	0	0	60	0
Level of education	Primary or without ed.	70	44	53	31	0	1	4	10
	Lower secondary	381	49	43	24	3	0	2	15
	Upper secondary	189	52	40	20	3	2	4	11
	Secondary vocational	170	53	34	32	1	0	2	14
	Specialty secondary	274	51	40	23	4	2	1	13
	Tertiary	140	44	39	14	6	1	6	14
Area	Rural	906	50	43	24	2	1	2	14
	Urban	187	51	35	32	6	1	5	9
	Chişinău	171	41	35	11	4	1	5	20
Region	North	411	56	41	31	3	2	4	9
	Center	557	47	40	23	4	1	3	13
	South	296	44	40	15	2	0	0	21
Language	Moldavian/Romanian	1016	48	40	25	3	1	2	15
	Russian	191	50	42	18	3	1	5	9
	Other	57	58	47	12	2	0	5	5

Annex 4. Level of internet connection, socio-demographic profile, %

		N	Yes	No	Total
Total		3000	53	47	100
Age	16-25 years	709	80	20	100
	26-35 years	515	71	29	100
	36-45 years	469	57	43	100
	46-55 years	455	46	54	100
	56-65 years	469	32	68	100
	66-74 years	267	15	85	100
	75 years and over	116	6	94	100
Sex	Male	1278	56	44	100
	Female	1722	52	48	100
Occupation	Managers	27	74	26	100
	Spec. with highest qual.	273	85	15	100
	Spec. with middle qual.	221	69	31	100
	Admin. functionaries	65	72	28	100
	Employees in serv., trade	210	57	43	100
	Qual. workers in agric.	76	42	58	100
	Qual. workers in industr. ent.	96	58	42	100
	Oper., techn., machinists	53	58	42	100
	Unqual. workers	180	45	55	100
	Pupils/ students	358	87	13	100
	Maintained persons	9	67	33	100
	Not working, looking for job	315	48	52	100
	Housewives	385	53	47	100
	Retired	674	18	82	100
	Other	16	69	31	100
Monthly family income	Less than 1000 MDL	678	25	75	100
	1001-2000 MDL	650	40	60	100

		N	Yes	No	Total
	2001-3000 MDL	470	61	39	100
	3001-4000 MDL	294	79	21	100
	4001-5000 MDL	159	84	16	100
	5001-6000 MDL	87	82	18	100
	Over 6000 MDL	98	91	9	100
Level of education	Primary or without ed.	73	4	96	100
	Lower secondary	551	29	71	100
	Upper secondary	475	55	45	100
	Secondary vocational	320	43	57	100
	Specialty secondary	672	53	47	100
	Tertiary	830	79	21	100
Area	Rural	1646	41	59	100
	Urban	682	68	32	100
	Chişinău	672	69	31	100
Region	North	860	49	51	100
	Center	1522	58	42	100
	South	618	48	52	100
Language	Moldavian/Romanian	2328	52	48	100
	Russian	580	63	37	100
	Other	92	36	64	100

Annex 5. Basic type of household's connection to internet, socio-demographic profile, %

		N	ADSL	Optical fiber	3G	Dial Up	Wi-Fi	Mobile phone	Other	DK/NR	Total
Total		1604	47	27	15	3	3	1	0	4	100
Age	16-25 years	566	43	27	20	3	4	1	0	2	100
	26-35 years	366	43	28	16	4	4	1	1	2	100
	36-45 years	265	52	26	12	4	2	1	0	2	100
	46-55 years	208	56	21	13	2	1	0	0	5	100
	56-65 years	151	49	30	5	3	2	0	0	11	100
	66-74 years	41	37	32	10	5	2	2	0	12	100
	75 years and over	7	29	43	0	0	0	0	0	29	100
Sex	Male	717	47	29	13	3	3	1	0	4	100
	Female	887	47	25	17	4	3	1	0	3	100
Occupation	Managers	20	45	25	15	5	5	0	5	0	100
	Spec. with highest qual.	231	39	42	9	2	5	0	0	3	100
	Spec. with middle qual.	153	51	28	10	3	3	1	1	3	100
	Admin. functionaries	47	47	30	19	2	0	0	0	2	100
	Employees in serv., trade	119	61	21	10	3	2	1	0	3	100
	Qual. workers in agric.	32	63	9	25	3	0	0	0	0	100
	Qual. workers in industr. ent.	56	50	29	14	4	2	0	0	2	100
	Oper., techn., machinists	31	52	23	6	6	6	3	0	3	100
	Unqual. workers	81	52	21	16	2	2	0	0	6	100
	Pupils/ students	312	44	25	22	2	4	1	0	1	100
	Maintained persons	6	67	17	17	0	0	0	0	0	100
	Not working, looking for job	150	47	24	18	3	3	2	0	3	100
	Housewives	204	45	21	18	8	2	1	0	4	100
	Retired	124	44	28	6	4	2	1	0	15	100
Other	11	9	27	55	0	0	0	9	0	100	

		N	ADSL	Optical fiber	3G	Dial Up	Wi-Fi	Mobile phone	Other	DK/NR	Total
Monthly family income	Less than 1000 MDL	170	59	10	22	4	1	2	0	3	100
	1001-2000 MDL	260	57	18	14	4	1	2	0	4	100
	2001-3000 MDL	287	48	21	15	5	6	1	0	3	100
	3001-4000 MDL	231	43	31	15	1	4	1	0	4	100
	4001-5000 MDL	134	31	43	16	1	3	1	0	4	100
	5001-6000 MDL	71	30	46	15	3	0	0	0	6	100
	Over 6000 MDL	89	33	43	19	1	3	0	1	0	100
Level of education	Primary or without ed.	3	100	0	0	0	0	0	0	0	100
	Lower secondary	158	58	13	15	6	3	0	0	6	100
	Upper secondary	262	49	21	17	4	5	1	0	3	100
	Secondary vocational	138	49	16	18	8	1	3	0	4	100
	Specialty secondary	359	52	21	15	3	3	1	1	4	100
	Tertiary	653	40	38	14	2	3	1	0	3	100
Area	Rural	677	62	6	19	6	1	2	0	3	100
	Urban	466	52	28	11	2	4	0	0	3	100
	Chişinău	461	20	55	13	1	5	0	0	5	100
Region	North	422	51	16	19	6	4	2	0	1	100
	Center	885	36	39	13	3	4	1	0	5	100
	South	297	72	7	13	1	1	0	0	5	100
Language	Moldavian/Romanian	1207	46	24	17	4	3	1	0	4	100
	Russian	364	46	37	8	2	2	1	0	4	100
	Other	33	82	6	9	0	3	0	0	0	100

Annex 6. Reasons for the lack of household's connection to internet, socio-demographic profile, %

		N	Don't have a comp.	Internet is too expensive for us	Don't have a mobile phone with internet	No possib. to get connected to internet	Speed of internet available is too low	Other	DK/NR
Age	16-25 years	143	44	23	6	6	7	6	26
	26-35 years	149	54	22	7	5	2	3	22
	36-45 years	204	65	20	11	9	0	5	14
	46-55 years	247	73	20	8	5	1	5	11
	56-65 years	318	69	20	9	6	0	4	13
	66-74 years	226	76	22	7	5	1	6	9
	75 years and over	109	84	21	12	4	0	7	8
Sex	Male	561	68	19	9	5	1	5	14
	Female	835	67	22	8	6	2	5	14
Occupation	Managers	7	43	29	0	0	0	0	43
	Spec. with highest qual.	42	55	10	2	0	2	7	29
	Spec. with middle qual.	68	69	21	4	6	4	3	12
	Admin. functionaries	18	61	6	11	0	0	11	22
	Employees in serv.,trade	91	66	22	5	4	2	3	18
	Qual. workers in agric.	44	80	11	14	9	2	7	7
	Qual. workers in industr. ent.	40	48	20	8	8	0	8	25
	Oper., techn., machinists	22	55	14	14	5	0	9	18
	Unqual. workers	99	80	28	16	6	0	4	5
	Pupils/ students	46	41	17	2	15	4	4	28
	Maintained persons	3	33	33	0	0	0	33	0
	Not working, looking for job	165	64	18	12	4	1	4	18
	Housewives	181	55	25	5	9	3	4	18
	Retired	550	76	22	8	5	0	6	9
Other	5	80	0	0	0	0	0	20	
Monthly famil income	Less than 1000 MDL	508	74	25	9	5	1	4	10
	1001-2000 MDL	390	74	19	10	6	1	5	9

		N	Don't have a comp.	Internet is too expensive for us	Don't have a mobile phone with internet	No possib. to get connected to internet	Speed of internet available is too low	Other	DK/NR
	2001-3000 MDL	183	58	18	7	7	3	5	17
	3001-4000 MDL	63	59	22	11	2	2	10	21
	4001-5000 MDL	25	68	8	4	0	0	4	20
	5001-6000 MDL	16	31	0	0	19	6	13	38
	Over 6000 MDL	9	22	11	0	11	0	11	44
Level of education	Primary or withouted.	70	81	11	7	0	0	7	9
	Lower secondary	393	75	20	9	4	2	4	9
	Upper secondary	213	61	30	8	7	1	5	15
	Secondary vocational	182	76	21	13	5	0	2	14
	Specialty secondary	313	64	21	6	9	1	6	14
	Tertiary	177	54	18	5	3	3	7	25
Area	Rural	969	72	20	9	6	2	4	11
	Urban	216	58	29	10	5	0	7	21
	Chişinău	211	55	19	3	8	1	7	21
Region	North	438	67	20	11	7	1	6	15
	Center	637	64	22	7	5	2	6	16
	South	321	73	19	7	6	1	2	8
Language	Moldavian/Romanian	1121	67	22	8	5	2	5	14
	Russian	216	66	18	10	12	0	5	15
	Other	59	80	12	8	3	2	7	10

Annex 7. Computer use in the last 12 months, socio-demographic profile, %

		N	Yes	No	Total
Total		3000	55	45	100
Age	16-25 years	709	88	12	100
	26-35 years	515	80	20	100
	36-45 years	469	57	43	100
	46-55 years	455	43	57	100
	56-65 years	469	26	74	100
	66-74 years	267	14	86	100
	75 years and over	116	3	97	100
Sex	Male	1278	58	42	100
	Female	1722	53	47	100
Occupation	Managers	27	81	19	100
	Spec. with highest qual.	273	88	12	100
	Spec. with middle qual.	221	69	31	100
	Admin. functionaries	65	83	17	100
	Employees in serv., trade	210	58	42	100
	Qual. workers in agric.	76	38	62	100
	Qual. workers in industr. ent.	96	60	40	100
	Oper., techn., machinists	53	74	26	100
	Unqual. workers	180	53	47	100
	Pupils/ students	358	93	7	100
	Maintained persons	9	56	44	100
	Not working, looking for job	315	49	51	100
	Housewives	385	56	44	100
	Retired	674	16	84	100
	Other	16	75	25	100
Monthly family income	Less than 1000 MDL	678	27	73	100
	1001-2000 MDL	650	40	60	100

		N	Yes	No	Total
	2001-3000 MDL	470	66	34	100
	3001-4000 MDL	294	81	19	100
	4001-5000 MDL	159	84	16	100
	5001-6000 MDL	87	87	13	100
	Over 6000 MDL	98	93	7	100
Level of education	Primary or without ed.	73	5	95	100
	Lower secondary	551	27	73	100
	Upper secondary	475	58	42	100
	Secondary vocational	320	48	53	100
	Specialty secondary	672	56	44	100
	Tertiary	830	81	19	100
Area	Rural	1646	44	56	100
	Urban	682	67	33	100
	Chişinău	672	72	28	100
Region	North	860	50	50	100
	Center	1522	63	37	100
	South	618	45	55	100
Language	Moldavian/Romanian	2328	54	46	100
	Russian	580	63	37	100
	Other	92	38	62	100

Annex 8. Accessing the Internet in the last 12 months, socio-demographic profile, %

		N	Yes	No	Total
Total		3000	57	43	100
Age	16-25 years	709	90	10	100
	26-35 years	515	83	17	100
	36-45 years	469	60	40	100
	46-55 years	455	43	57	100
	56-65 years	469	27	73	100
	66-74 years	267	14	86	100
	75 years and over	116	4	96	100
Sex	Male	1278	60	40	100
	Female	1722	55	45	100
Occupation	Managers	27	85	15	100
	Spec. with highest qual.	273	92	8	100
	Spec. with middle qual.	221	72	28	100
	Admin. functionaries	65	82	18	100
	Employees in serv., trade	210	58	42	100
	Qual. workers in agric.	76	42	58	100
	Qual. workers in industr. ent.	96	64	36	100
	Oper., techn., machinists	53	70	30	100
	Unqual. workers	180	56	44	100
	Pupils/ students	358	94	6	100
	Maintained persons	9	56	44	100
	Not working, looking for job	315	52	48	100
	Housewives	385	57	43	100
	Retired	674	16	84	100
	Other	16	81	19	100
Monthly family income	Less than 1000 MDL	678	28	72	100
	1001-2000 MDL	650	42	58	100

		N	Yes	No	Total
	2001-3000 MDL	470	66	34	100
	3001-4000 MDL	294	82	18	100
	4001-5000 MDL	159	85	15	100
	5001-6000 MDL	87	90	10	100
	Over 6000 MDL	98	94	6	100
Level of education	Primary or without ed.	73	5	95	100
	Lower secondary	551	29	71	100
	Upper secondary	475	59	41	100
	Secondary vocational	320	49	51	100
	Specialty secondary	672	57	43	100
	Tertiary	830	83	17	100
Area	Rural	1646	45	55	100
	Urban	682	72	28	100
	Chişinău	672	71	29	100
Region	North	860	54	46	100
	Center	1522	63	37	100
	South	618	47	53	100
Language	Moldavian/Romanian	2328	56	44	100
	Russian	580	64	36	100
	Other	92	39	61	100

Annex 9. Places for internet access in the last 12 months, socio-demographic profile, %

		N	At home	At friends, acquaint.	Anywhere via mobile phone	At work	At school, college, univ. (free of charge)	Anywhere via another device with inter. connection	Internet-cafe (for money)	At library, post office (free of charge)
Total		1704	87	38	27	21	12	12	9	4
Age	16-25 years	638	89	54	48	13	27	20	15	8
	26-35 years	428	85	39	24	32	5	11	7	1
	36-45 years	278	89	25	12	27	4	7	4	2
	46-55 years	194	86	23	6	24	1	2	3	1
	56-65 years	124	87	19	3	16	2	2	1	0
	66-74 years	37	81	14	5	8	0	3	5	0
	75 years and over	5	100	0	0	0	0	0	0	0
Sex	Male	759	87	40	31	24	13	15	12	4
	Female	945	87	37	24	19	12	9	6	3
Occupation	Managers	22	91	32	23	50	0	0	0	0
	Spec. with highest qual.	250	92	34	22	54	10	13	8	3
	Spec. with middle qual.	159	88	35	24	33	5	12	4	1
	Admin. functionaries	52	87	19	21	58	0	6	4	4
	Employees in serv., trade	122	88	28	21	26	2	4	2	1
	Qual. workers in agric.	32	78	38	13	19	3	9	6	0
	Qual. workers in industr. ent.	59	85	42	25	37	2	14	7	0
	Oper., techn., machinists	37	84	35	27	32	16	11	22	11
	Unqual. workers	99	79	49	26	8	6	16	11	0
	Pupils/ students	338	93	58	53	7	43	25	18	12
	Maintained persons	5	100	20	40	20	20	40	20	20
	Not working, looking for job	164	81	34	24	2	3	7	9	1
	Housewives	219	84	34	19	5	3	5	4	0
	Retired	106	81	20	6	8	1	2	3	0
Other	13	77	46	15	8	0	15	23	15	
Monthly family income	Less than 1000 MDL	191	78	41	28	5	7	9	7	1
	1001-2000 MDL	271	83	29	21	15	8	8	5	3

		N	At home	At friends, acquaint.	Anywhere via mobile phone	At work	At school, college, university (free of charge)	Anywhere via another device with inter. connection	Internet-cafe (for money)	At library, post office (free of charge)
	2001-3000 MDL	309	86	38	22	25	12	13	10	5
	3001-4000 MDL	239	91	44	31	29	13	10	10	4
	4001-5000 MDL	135	91	40	29	34	12	12	10	4
	5001-6000 MDL	77	88	45	22	34	9	12	8	3
	Over 6000 MDL	92	95	41	40	33	17	26	16	7
Level of education	Primary or without ed.	4	50	50	0	0	0	0	0	0
	Lower secondary	162	75	41	30	3	11	9	4	1
	Upper secondary	281	91	43	44	5	23	20	11	3
	Secondary vocational	154	77	38	20	11	3	5	6	0
	Specialty secondary	383	83	37	19	20	9	9	9	3
	Tertiary	688	93	38	26	36	13	13	10	6
Area	Rural	738	82	40	27	12	13	12	7	3
	Urban	487	90	40	30	26	11	13	10	2
	Chişinău	479	92	34	24	30	13	11	11	6
Region	North	468	87	36	30	19	14	15	10	2
	Center	949	87	41	26	23	13	13	10	5
	South	287	88	35	26	17	7	3	3	3
Language	Moldavian/Romanian	1296	86	40	27	19	13	13	9	4
	Russian	372	92	35	27	27	9	9	8	2
	Other	36	81	31	25	22	6	8	6	6

Annex 10. Frequency of internet use in the last 12 months, socio-demographic profile, %

		N	At least once a day	At least once a week	More seldom than once a week	Total
Total		1710	73	19	8	100
Age	16-25 years	640	82	14	4	100
	26-35 years	428	75	20	6	100
	36-45 years	280	68	22	10	100
	46-55 years	194	61	25	14	100
	56-65 years	126	56	26	17	100
	66-74 years	37	57	19	24	100
	75 years andover	5	100	0	0	100
Sex	Male	763	75	19	6	100
	Female	947	72	19	10	100
Occupation	Managers	23	83	17	0	100
	Spec. with highest qual.	250	82	16	2	100
	Spec. with middle qual.	159	70	19	10	100
	Admin. functionaries	53	81	15	4	100
	Employees in serv.,trade	122	66	22	12	100
	Qual. workers in agric.	32	47	41	13	100
	Qual. workers in industr. ent.	61	72	23	5	100
	Oper., techn., machinists	37	62	30	8	100
	Unqual. workers	101	64	20	16	100
	Pupils/students	338	86	12	2	100
	Maintained persons	5	60	40	0	100
	Not working, looking for job	164	69	23	9	100
	Housewives	219	65	23	12	100
	Retired	106	59	21	20	100
	Other	13	62	23	15	100
Monthly family income	Less than 1000 MDL	192	52	31	17	100
	1001-2000 MDL	272	68	21	11	100
	2001-3000 MDL	310	74	18	8	100

		N	At least once a day	At least once a week	More seldom than once a week	Total
Total		1710	73	19	8	100
	3001-4000 MDL	240	75	20	6	100
	4001-5000 MDL	135	81	16	2	100
	5001-6000 MDL	78	76	18	6	100
	Over 6000 MDL	92	82	16	2	100
Level of education	Primary or without ed.	4	50	0	50	100
	Lower secondary	162	65	19	15	100
	Upper secondary	281	77	16	7	100
	Secondary vocational	156	53	33	15	100
	Specialty secondary	385	68	22	10	100
	Tertiary	690	81	15	4	100
Area	Rural	740	64	24	11	100
	Urban	490	80	15	5	100
	Chişinău	480	80	15	5	100
Region	North	468	71	21	8	100
	Center	952	72	20	8	100
	South	290	79	13	8	100
Language	Moldavian/Romanian	1302	72	20	8	100
	Russian	372	79	16	6	100
	Other	36	67	19	14	100

Annex 11. Internet navigation time, socio-demographic profile, %

		N	1 hour or less	2-3 hours	4-5 hours	6-8 hours	Over 8 hours	DK/NR	Total
Total		1710	40	38	13	4	4	0	100
Age	16-25 years	640	23	45	21	5	5	1	100
	26-35 years	428	41	39	10	4	5	0	100
	36-45 years	280	52	32	8	4	3	0	100
	46-55 years	194	60	28	7	4	1	1	100
	56-65 years	126	61	29	6	3	2	0	100
	66-74 years	37	59	35	5	0	0	0	100
	75 years and over	5	80	0	0	0	20	0	100
Sex	Male	763	38	37	15	5	5	0	100
	Female	947	42	39	12	4	3	0	100
Occupation	Managers	23	35	30	17	13	4	0	100
	Spec. with highest qual.	250	29	40	17	6	8	0	100
	Spec. with middle qual.	159	37	40	16	3	4	0	100
	Admin. functionaries	53	43	28	15	9	4	0	100
	Employees in serv., trade	122	58	28	7	2	3	1	100
	Qual. workers in agric.	32	88	13	0	0	0	0	100
	Qual. workers in industr. ent.	61	43	36	15	5	2	0	100
	Oper., techn., machinists	37	59	24	8	3	5	0	100
	Unqual. workers	101	52	31	10	2	5	0	100
	Pupils/ students	338	15	51	23	5	4	1	100
	Maintained persons	5	40	60	0	0	0	0	100
	Not working, looking for job	164	51	36	9	1	3	1	100
	Housewives	219	49	39	6	5	1	0	100
	Retired	106	66	27	4	1	1	1	100
Other	13	46	31	15	8	0	0	100	
Monthly family income	Less than 1000 MDL	192	59	33	4	2	3	0	100
	1001-2000 MDL	272	57	31	8	1	2	0	100

		N	1 hour or less	2-3 hours	4-5 hours	6-8 hours	Over 8 hours	DK/NR	Total
	2001-3000 MDL	310	43	39	13	3	3	0	100
	3001-4000 MDL	240	32	43	17	3	4	1	100
	4001-5000 MDL	135	28	40	19	7	5	1	100
	5001-6000 MDL	78	29	45	13	10	3	0	100
	Over 6000 MDL	92	20	38	23	11	9	0	100
Level of education	Primary or without ed.	4	100	0	0	0	0	0	100
	Lower secondary	162	55	35	6	3	2	0	100
	Upper secondary	281	33	40	17	5	4	1	100
	Secondary vocational	156	58	33	5	0	3	1	100
	Specialty secondary	385	47	35	12	3	3	0	100
	Tertiary	690	31	42	16	6	5	0	100
Area	Rural	740	50	35	8	2	3	1	100
	Urban	490	37	38	17	4	3	0	100
	Chişinău	480	29	43	17	6	5	0	100
Region	North	468	46	36	12	3	3	0	100
	Center	952	35	40	15	5	5	0	100
	South	290	49	36	10	2	1	1	100
Language	Moldavian/Romanian	1302	41	38	13	4	4	0	100
	Russian	372	37	39	15	5	3	1	100
	Other	36	61	28	0	3	6	3	100

Annex 12. Experience of internet use, socio-demographic profile,%

		N	Less than 1 year	1-3 years	4-6 years	7-10 years	Over 10 years	DK/NR	Total
Total		1710	9	39	31	13	4	5	100
Age	16-25 years	640	6	38	38	13	3	3	100
	26-35 years	428	10	35	28	17	7	4	100
	36-45 years	280	7	48	23	12	4	7	100
	46-55 years	194	11	46	26	8	2	7	100
	56-65 years	126	16	30	28	13	3	10	100
	66-74 years	37	19	32	27	3	8	11	100
	75 years and over	5	20	20	20	0	0	40	100
Sex	Male	763	7	37	31	15	5	4	100
	Female	947	10	40	30	11	3	6	100
Occupation	Managers	23	0	17	35	17	17	13	100
	Spec. with highest qual.	250	4	24	37	22	9	4	100
	Spec. with middle qual.	159	8	47	21	16	4	4	100
	Admin. functionaries	53	2	40	26	15	9	8	100
	Employees in serv., trade	122	11	47	29	6	4	4	100
	Qual. workers in agric.	32	22	50	19	3	0	6	100
	Qual. workers in industr. ent.	61	7	48	25	15	2	5	100
	Oper., techn., machinists	37	5	49	27	11	5	3	100
	Unqual. workers	101	14	52	22	6	2	4	100
	Pupils/ students	338	5	37	41	12	1	4	100
	Maintained persons	5	20	20	40	20	0	0	100
	Not working, looking for job	164	11	51	20	12	1	5	100
	Housewives	219	13	33	32	14	3	5	100
	Retired	106	18	31	30	5	3	13	100
	Other	13	0	31	23	23	8	15	100

		N	Less than 1 year	1-3 years	4-6 years	7-10 years	Over 10 years	DK/NR	Total
Monthly family income	Less than 1000 MDL	192	19	51	19	5	2	5	100
	1001-2000 MDL	272	18	49	21	5	0	6	100
	2001-3000 MDL	310	6	48	28	8	3	6	100
	3001-4000 MDL	240	4	33	39	18	3	3	100
	4001-5000 MDL	135	5	19	45	19	10	1	100
	5001-6000 MDL	78	3	32	29	22	10	4	100
	Over 6000 MDL	92	1	12	52	20	11	4	100
Level of education	Primary or without ed.	4	50	50	0	0	0	0	100
	Lower secondary	162	12	55	23	2	1	7	100
	Upper secondary	281	7	49	30	7	1	5	100
	Secondary vocational	156	17	56	15	8	2	1	100
	Specialty secondary	385	10	44	26	11	2	7	100
	Tertiary	690	6	24	38	20	7	5	100
Area	Rural	740	12	51	23	7	1	6	100
	Urban	490	7	35	35	15	3	4	100
	Chişinău	480	5	24	38	19	9	4	100
Region	North	468	12	47	26	8	1	7	100
	Center	952	8	30	35	17	6	4	100
	South	290	6	55	25	7	1	6	100
Language	Moldavian/Romanian	1302	10	41	29	12	3	5	100
	Russian	372	6	29	35	15	7	8	100
	Other	36	6	64	22	3	3	3	100

Annex 13. Purposes for internet use by citizens, socio-demographic profile, %

		N	Chat discussions	Using social networks	Viewing/download. dig. content for entert. purposes	E-mail	Reading news, newspapers, mag.	Downloading programs	Training and educ. activities	VoIP	Posting info. via personal web pages	Getting info. about cultural inst. and activ.	Getting info. about goods/serv. of priv. econ. agents	Getting info. about health and med. serv. tend. by pub. med. inst.	Getting info. about goods/serv. of central public authorities	Purchasing/ordering goods/serv. tend. by private entities	Getting info. about health and med. serv. tend. by priv. med. inst.	Getting info. about gov. inst., public author., public entities	Getting info. about gov. institutions	Carrying out bank transactions via inter.	Requesting public serv. provided by gov. inst. (ordering passport, ID)	Sending info to gov. institutions	Other
Total		1677	86	79	63	54	50	42	33	30	28	20	19	18	18	16	15	13	13	8	5	4	2
Age	16-25 years	631	90	92	76	63	57	56	40	39	41	24	19	18	17	19	13	14	12	8	6	4	2
	26-35 years	423	88	85	69	58	53	45	36	31	28	25	23	23	22	18	21	16	16	13	8	4	2
	36-45 years	273	81	71	55	47	45	36	29	23	20	16	17	16	19	13	11	13	12	6	2	4	1
	46-55 years	190	81	66	43	41	39	17	21	19	15	12	17	14	15	14	13	9	13	3	3	4	0
	56-65 years	122	83	48	34	31	33	16	17	16	11	10	11	16	7	7	11	6	6	2	2	2	2
	66-74 years	35	80	43	40	37	29	6	26	26	6	11	11	20	11	6	17	6	9	6	3	3	0
	75 years and over	3	67	0	33	0	67	0	0	0	0	33	0	0	0	67	0	0	33	33	0	0	0
Sex	Male	748	84	81	66	57	48	46	31	33	30	20	21	16	21	18	13	13	15	10	7	4	1
	Female	929	87	78	61	51	51	38	35	28	27	20	17	21	15	14	16	13	11	6	4	4	2
Occupation	Managers	20	95	85	75	75	55	60	35	40	50	45	65	40	50	65	40	40	50	35	15	20	5
	Spec. with highest qual.	246	83	79	63	68	59	49	44	33	30	33	32	28	29	28	26	20	28	17	10	9	1
	Spec. with middle qual.	157	90	80	66	66	58	48	34	32	28	20	22	27	22	18	18	13	16	9	4	3	3
	Admin. functionaries	53	89	79	58	51	57	40	32	25	28	26	30	17	32	17	19	25	23	15	8	15	4
	Employees in serv.,trade	122	82	69	57	38	39	23	15	19	22	14	16	13	16	12	12	8	4	4	3	2	2
	Qual. workers in agric.	32	78	81	56	31	34	22	16	31	19	19	6	9	9	13	9	9	6	6	3	6	0
	Qual. workers in industr. ent	60	75	73	67	57	45	40	25	17	17	5	18	18	13	12	8	5	7	8	3	0	0

		N	Chat discussions	Using social networks	Viewing/download. dig. content for entert. purposes	E-mail	Reading news, newspapers, mag.	Downloading programs	Training and educ. activities	VoIP	Posting info. via personal web pages	Getting info. about cultural inst. and activ.	Getting info. about goods/serv. of priv. econ. agents	Getting info. about health and med. serv. tend. by pub. med. inst.	Getting info. about goods/serv. of central public authorities	Purchasing/ordering goods/serv. rend. by private entities	Getting info. about health and med. serv. tend. by priv. med. inst.	Getting info. about gov. inst., public author., public entities	Getting info. about gov. institutions	Carrying out bank transactions via inter.	Requesting public serv. provided by gov. inst. (ordering passport, ID)	Sending info to gov. institutions	Other
Occupational status	Oper., techn., machinists	37	78	84	59	49	43	32	24	32	16	19	22	14	19	14	14	16	19	16	8	5	11
	Unqual. workers	95	86	82	64	38	34	38	27	23	33	7	7	11	9	12	7	8	3	2	0	0	1
	Pupils/ students	336	92	93	81	67	62	63	50	41	42	31	21	18	16	18	12	17	12	5	6	3	1
	Maintained persons	5	100	80	60	40	40	40	0	40	40	0	20	0	40	20	0	20	20	20	40	0	20
	Not working, looking for job	158	80	74	52	42	40	25	22	19	18	9	11	9	13	7	6	8	8	4	2	2	1
	Housewives	217	88	82	60	47	48	35	29	31	24	15	13	19	12	11	17	9	6	5	4	1	1
	Retired	99	82	51	36	33	31	14	16	19	11	7	8	15	7	3	13	5	4	2	3	0	0
	Other	13	100	54	54	31	23	38	46	54	31	8	0	8	8	15	8	8	0	8	0	8	0
Monthly family income	Less than 1000 MDL	185	85	76	58	42	38	30	29	18	24	9	10	11	11	7	8	9	4	3	2	1	0
	1001-2000 MDL	263	85	75	53	40	43	26	29	26	25	15	11	17	15	11	14	8	8	5	4	3	3
	2001-3000 MDL	305	86	80	60	50	46	38	30	28	25	19	16	22	17	13	17	15	16	8	6	3	1
	3001-4000 MDL	240	87	78	68	58	50	44	30	34	30	22	23	20	12	20	18	13	13	8	6	3	1
	4001-5000 MDL	133	90	83	74	72	65	59	43	32	34	31	29	22	29	22	17	17	17	17	8	5	2
	5001-6000 MDL	77	83	75	69	61	57	45	43	30	38	23	30	26	30	23	17	22	25	14	9	12	0
	Over 6000 MDL	91	92	95	80	79	62	63	46	38	38	36	41	29	34	35	27	20	21	13	8	8	3
	Level of education	Primary or without ed.	4	75	50	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lower secondary		154	86	80	56	38	38	34	16	18	20	9	11	10	7	6	7	3	1	1	1	0	0
Upper secondary		275	90	84	72	57	52	52	39	35	33	21	13	14	13	11	10	10	5	3	4	2	0
Secondary vocational		155	82	81	54	36	33	26	17	21	23	6	8	8	8	10	5	3	3	3	1	1	0

		N	Chat discussions	Using social networks	Viewing/download. dig. content for entert. purposes	E-mail	Reading news, newspapers, mag.	Downloading programs	Training and educ. activities	VoIP	Posting info. via personal web pages	Getting info. about cultural inst. and activ.	Getting info. about goods/serv. of priv. econ. agents	Getting info. about health and med. serv. tend. by pub. med. inst.	Getting info. about goods/serv. of central public authorities	Purchasing/ordering goods/serv. tend. by private entities	Getting info. about health and med. serv. tend. by priv. med. inst.	Getting info. about gov. inst., public author., public entities	Getting info. about gov. institutions	Carrying out bank transactions via inter.	Requesting public serv. provided by gov. inst. (ordering passport, ID)	Sending info to gov. institutions	Other
	Specialty secondary	375	86	77	59	49	47	35	28	27	21	14	15	19	12	10	11	9	8	6	5	2	1
	Tertiary	682	86	80	67	64	58	47	42	35	35	30	28	25	28	25	23	22	23	14	8	7	4
Area	Rural	711	87	81	59	45	42	35	28	25	26	17	16	14	16	12	12	11	9	4	4	3	1
	Urban	487	87	83	64	60	46	42	28	31	26	16	15	19	13	10	14	11	10	6	3	3	0
	Chişinău	479	84	75	69	61	65	51	45	36	34	30	28	24	25	28	20	18	20	15	10	7	4
Region	North	458	85	82	61	55	47	41	26	23	21	14	13	17	12	9	13	11	8	4	4	2	1
	Center	935	87	78	65	58	55	48	39	38	35	26	25	21	23	22	17	16	16	11	7	6	2
	South	284	85	80	59	39	37	22	24	16	18	10	10	11	9	5	8	7	7	3	2	2	0
Language	Moldavian/Romanian	1274	86	80	62	53	50	41	33	31	29	20	18	20	19	16	15	13	13	8	6	4	2
	Russian	367	85	78	68	56	51	44	33	27	25	21	22	16	16	17	14	13	13	8	4	2	2
	Other	36	94	89	64	53	22	31	25	14	31	8	6	3	6	6	3	8	6	3	0	3	0

Annex 14. The level of access of the Government's website (www.gov.md), socio-demographic profile,%

		N	Yes	No	Total
Total		3000	10	90	100
Age	16-25 years	709	16	84	100
	26-35 years	515	17	83	100
	36-45 years	469	9	91	100
	46-55 years	455	6	94	100
	56-65 years	469	3	97	100
	66-74 years	267	1	99	100
	75 years and over	116	1	99	100
Sex	Male	1278	12	88	100
	Female	1722	8	92	100
Occupation	Managers	27	33	67	100
	Spec. with highest qual.	273	30	70	100
	Spec. with middle qual.	221	10	90	100
	Admin. functionaries	65	35	65	100
	Employees in serv.,trade	210	6	94	100
	Qual. workers in agric.	76	5	95	100
	Qual. workers in industr. ent.	96	11	89	100
	Oper., techn., machinists	53	11	89	100
	Unqual. workers	180	2	98	100
	Pupils/ students	358	17	83	100
	Maintained persons	9	22	78	100
	Not working, looking for job	315	3	97	100
	Housewives	385	6	94	100
	Retired	674	1	99	100
	Other	16	6	94	100
Monthly family income	Less than 1000 MDL	678	2	98	100
	1001-2000 MDL	650	3	97	100

		N	Yes	No	Total
	2001-3000 MDL	470	12	88	100
	3001-4000 MDL	294	21	79	100
	4001-5000 MDL	159	18	82	100
	5001-6000 MDL	87	31	69	100
	Over 6000 MDL	98	27	73	100
Level of education	Primary or without ed.	73	0	100	100
	Lower secondary	551	1	99	100
	Upper secondary	475	4	96	100
	Secondary vocational	320	2	98	100
	Specialty secondary	672	6	94	100
	Tertiary	830	26	74	100
Area	Rural	1646	5	95	100
	Urban	682	13	87	100
	Chişinău	672	17	83	100
Region	North	860	8	92	100
	Center	1522	12	88	100
	South	618	6	94	100
Language	Moldavian/Romanian	2328	9	91	100
	Russian	580	11	89	100
	Other	92	4	96	100

Annex 15. The frequency of accessing Government's website (www.gov.md), socio-demographic profile, %

		N	1 time	2-3 times	4-7 times	8-10 times	Over 10 times	Total
Total		285	23	39	13	8	18	100
Age	16-25 years	110	22	43	15	6	14	100
	26-35 years	89	20	33	17	11	19	100
	36-45 years	40	25	35	8	10	23	100
	46-55 years	28	14	50	7	4	25	100
	56-65 years	13	62	31	0	0	8	100
	66-74 years	4	25	25	0	25	25	100
	75 years and over	1	0	100	0	0	0	100
Sex	Male	149	22	33	17	10	17	100
	Female	136	24	45	8	6	18	100
Occupation	Managers	9	11	11	22	0	56	100
	Spec. with highest qual.	82	17	40	12	9	22	100
	Spec. with middle qual.	21	24	33	5	14	24	100
	Admin. functionaries	23	13	39	22	9	17	100
	Employees in serv., trade	13	46	31	15	8	0	100
	Qual. workers in agric.	4	50	50	0	0	0	100
	Qual. workers in industr. ent.	11	18	64	0	9	9	100
	Oper., techn., machinists	6	50	17	33	0	0	100
	Unqual. workers	3	33	0	67	0	0	100
	Pupils/ students	62	21	39	15	8	18	100
	Maintained persons	2	50	0	50	0	0	100
	Not working, looking for job	11	36	27	18	0	18	100
	Housewives	24	25	54	4	8	8	100
	Retired	9	44	33	0	11	11	100
Other	1	0	100	0	0	0	100	

		N	1 time	2-3 times	4-7 times	8-10 times	Over 10 times	Total
Monthly family income	Less than 1000 MDL	11	36	45	0	0	18	100
	1001-2000 MDL	21	29	33	10	10	19	100
	2001-3000 MDL	56	20	45	14	4	18	100
	3001-4000 MDL	62	21	35	16	11	16	100
	4001-5000 MDL	28	25	29	11	14	21	100
	5001-6000 MDL	27	22	41	7	4	26	100
	Over 6000 MDL	26	38	35	12	8	8	100
Level of education	Primary or without ed.	0	0	0	0	0	0	100
	Lower secondary	5	20	60	20	0	0	100
	Upper secondary	18	33	39	6	11	11	100
	Secondary vocational	5	80	20	0	0	0	100
	Specialty secondary	39	33	44	8	5	10	100
	Tertiary	216	19	38	15	9	20	100
Area	Rural	77	22	39	10	5	23	100
	Urban	92	20	38	17	10	15	100
	Chişinău	116	26	39	11	9	16	100
Region	North	68	29	38	10	6	16	100
	Center	177	22	38	13	8	19	100
	South	40	15	40	18	13	15	100
Language	Moldavian/Romanian	219	21	42	12	6	18	100
	Russian	62	27	26	16	15	16	100
	Other	4	25	25	0	25	25	100

Annex 16. Share of population that accessed at least one of the ministries' websites and other central administrative authorities subordinate to the Government, socio-demographic profile,%

		N	Yes	No	Total
Total		3000	16	84	100
Age	16-25 years	709	25	75	100
	26-35 years	515	29	71	100
	36-45 years	469	16	84	100
	46-55 years	455	9	91	100
	56-65 years	469	5	95	100
	66-74 years	267	4	96	100
	75 years and over	116	1	99	100
Sex	Male	1278	17	83	100
	Female	1722	15	85	100
Occupation	Managers	27	48	52	100
	Spec. with highest qual.	273	50	50	100
	Spec. with middle qual.	221	20	80	100
	Admin. functionaries	65	48	52	100
	Employees in serv., trade	210	10	90	100
	Qual. workers in agric.	76	7	93	100
	Qual. workers in industr. ent.	96	15	85	100
	Oper., techn., machinists	53	19	81	100
	Unqual. workers	180	2	98	100
	Pupils/ students	358	28	72	100
	Maintained persons	9	33	67	100
	Not working, looking for job	315	8	92	100
	Housewives	385	11	89	100
	Retired	674	3	97	100

		N	Yes	No	Total
	Other	16	31	69	100
Monthly family income	Less than 1000 MDL	678	4	96	100
	1001-2000 MDL	650	6	94	100
	2001-3000 MDL	470	19	81	100
	3001-4000 MDL	294	30	70	100
	4001-5000 MDL	159	33	67	100
	5001-6000 MDL	87	44	56	100
	Over 6000 MDL	98	39	61	100
	Level of education	Primary or without ed.	73	0	100
Lower secondary		551	2	98	100
Upper secondary		475	10	90	100
Secondary vocational		320	6	94	100
Specialty secondary		672	11	89	100
Tertiary		830	39	61	100
Area	Rural	1646	10	90	100
	Urban	682	17	83	100
	Chişinău	672	30	70	100
Region	North	860	12	88	100
	Center	1522	21	79	100
	South	618	9	91	100
Language	Moldavian/Romanian	2328	16	84	100
	Russian	580	17	83	100
	Other	92	8	92	100

Annex 17. Most visited websites of the ministries and other central administrative authorities subordinate to the Government, Top 10, socio-demographic profile, %

		N	Ministry of Environment: State Hydrometeorological Service	Ministry of Education	Ministry of Health	Ministry of Justice	MITC: State Enterprise Registru	Ministry of Internal Affairs	National Bureau of Statistics	Ministry of Finance: State Tax Inspectorate	National Social Insurance Office	Ministry of Finance
Total		471	30	29	22	22	18	18	18	17	15	13
Age	16-25 years	172	31	35	21	19	19	19	21	12	13	9
	26-35 years	148	34	18	23	26	23	22	16	23	14	14
	36-45 years	74	32	39	22	20	12	14	18	22	14	16
	46-55 years	41	24	27	29	27	20	15	22	12	20	17
	56-65 years	24	13	25	17	13	8	8	8	17	17	8
	66-74 years	11	18	45	9	9	9	9	0	9	36	9
	75 years and over	1	0	0	100	0	0	100	0	0	0	100
Sex	Male	217	30	22	17	27	20	28	18	22	15	14
	Female	254	30	35	27	17	17	9	18	13	14	11
Occupation	Managers	13	31	15	46	46	0	15	23	31	23	31
	Spec. with highest qual.	134	29	33	28	28	21	20	24	27	20	20
	Spec. with middle qual.	43	37	21	9	21	16	14	21	5	9	5
	Admin. functionaries	30	23	20	30	30	17	23	33	37	30	17
	Employees in serv., trade	22	55	32	18	5	32	14	5	14	0	0
	Qual. workers in agric.	5	20	0	0	20	40	20	0	0	0	20

		N	Ministry of Environment: State Hydrometeorological Service	Ministry of Education	Ministry of Health	Ministry of Justice	MITC: State Enterprise Registru	Ministry of Internal Affairs	National Bureau of Statistics	Ministry of Finance: State Tax Inspectorate	National Social Insurance Office	Ministry of Finance
	Qual. workers in industr. ent.	14	50	0	14	14	29	21	14	21	14	14
	Oper., techn., machinists	10	10	0	20	10	30	30	10	0	0	10
	Unqual. workers	3	33	0	0	33	0	0	0	0	0	33
	Pupils/ students	98	33	44	17	22	12	17	19	11	10	11
	Maintained persons	3	0	0	33	33	33	33	0	33	0	0
	Not working, looking for job	24	17	21	21	13	33	29	8	8	4	0
	Housewives	41	37	34	22	12	12	12	10	12	17	7
	Retired	22	14	32	14	14	9	9	5	9	23	5
	Other	5	0	20	80	0	40	0	0	0	0	0
Monthly family income	Less than 1000 MDL	29	38	38	21	21	3	10	24	7	17	0
	1001-2000 MDL	40	20	38	28	15	28	15	18	10	8	10
	2001-3000 MDL	85	26	22	22	28	24	21	25	16	21	19
	3001-4000 MDL	87	32	29	28	26	16	23	18	16	9	11
	4001-5000 MDL	53	42	19	23	21	19	21	11	30	15	11
	5001-6000 MDL	38	29	29	26	13	26	18	21	32	21	24
	Over 6000 MDL	36	25	36	28	22	14	11	19	31	17	11
Level of education	Primary or without ed.	0	0	0	0	0	0	0	0	0	0	0
	Lower secondary	11	36	9	9	9	9	9	0	9	0	0
	Upper secondary	47	36	26	13	9	11	19	9	11	9	9

		N	Ministry of Environment: State Hydrometeorological Service	Ministry of Education	Ministry of Health	Ministry of Justice	MITC: State Enterprise Registru	Ministry of Internal Affairs	National Bureau of Statistics	Ministry of Finance: State Tax Inspectorate	National Social Insurance Office	Ministry of Finance
	Secondary vocational	17	59	6	18	6	6	18	0	6	0	0
	Specialty secondary	69	35	26	9	9	13	9	9	14	17	6
	Tertiary	325	26	33	27	28	21	20	23	20	16	16
Area	Rural	155	36	35	24	16	11	9	12	11	8	9
	Urban	118	32	23	13	26	17	23	23	19	27	14
	Chişinău	198	24	28	26	23	25	22	20	21	12	14
Region	North	98	24	28	19	22	17	19	20	13	24	13
	Center	320	32	32	26	20	21	18	17	18	12	14
	South	53	30	17	6	28	4	17	19	23	13	4
Language	Moldavian/Romanian	366	30	32	23	20	18	16	17	17	15	13
	Russian	98	30	20	18	27	20	28	19	16	13	12
	Other	7	57	29	29	43	14	0	29	29	14	0

Annex 18. Share of population that has used at least one online public service over the last 12 months, socio-demographic profile, %

		N	Yes	No	Total
Total		3000	5	95	100
Age	16-25 years	709	8	92	100
	26-35 years	515	8	92	100
	36-45 years	469	4	96	100
	46-55 years	455	3	97	100
	56-65 years	469	1	99	100
	66-74 years	267	2	98	100
	75 years and over	116	0	100	100
Sex	Male	1278	6	94	100
	Female	1722	4	96	100
Occupation	Managers	27	30	70	100
	Spec. with highest qual.	273	18	82	100
	Spec. with middle qual.	221	3	97	100
	Admin. functionaries	65	15	85	100
	Employees in serv., trade	210	1	99	100
	Qual. workers in agric.	76	3	97	100
	Qual. workers in industr. ent.	96	5	95	100
	Oper., techn., machinists	53	2	98	100
	Unqual. workers	180	2	98	100
	Pupils/ students	358	8	92	100
	Maintained persons	9	0	100	100
	Not working, looking for job	315	1	99	100
	Housewives	385	3	97	100
	Retired	674	1	99	100
Other	16	0	100	100	
Monthly family income	Less than 1000 MDL	678	0	100	100
	1001-2000 MDL	650	1	99	100

		N	Yes	No	Total
	2001-3000 MDL	470	4	96	100
	3001-4000 MDL	294	11	89	100
	4001-5000 MDL	159	12	88	100
	5001-6000 MDL	87	16	84	100
	Over 6000 MDL	98	18	82	100
Level of education	Primary or without ed.	73	0	100	100
	Lower secondary	551	0	100	100
	Upper secondary	475	2	98	100
	Secondary vocational	320	0	100	100
	Specialty secondary	672	3	97	100
	Tertiary	830	13	87	100
Area	Rural	1646	2	98	100
	Urban	682	6	94	100
	Chişinău	672	10	90	100
Region	North	860	3	97	100
	Center	1522	7	93	100
	South	618	1	99	100
Language	Moldavian/Romanian	2328	5	95	100
	Russian	580	4	96	100
	Other	92	2	98	100

		N	Verification of invoice	Verif. of educat. degree	Verif. of personal data	Electronic tax declarat.	Verif. of mand. med. assist. ins. pol.	Iss. of extract from real est. register	Transp. and drivers docum.	Registr. to the family doctor	Checking the status of comp. license	Access to current account of the insured	Verif. of appoint. to the fam. doc.	Registering a sub-dom. within .MD area	Popul. documenta-tion	Online petition.	Iss. of extracts for legal entities	Securing taxpayers with forms for fisc. stat. reporting	Iss. of criminal records to nat. pers.	Iss. of contrav. records	Petition. and interpell. of Min of Health	E-Subscription	MOLDPOS system	Online courses within Military Academy	Other
	Pupils/ students	26	12	58	19	4	15	8	4	12	0	4	12	19	4	19	12	4	12	4	0	4	0	8	0
	Maintained persons	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Not working, looking for job	6	50	17	17	0	0	17	33	17	0	17	17	17	17	0	0	0	0	0	0	0	0	0	0
	Housewives	13	46	15	23	0	15	0	8	15	0	0	8	0	0	0	0	0	8	0	0	0	0	0	0
	Retired	4	25	0	0	25	0	25	0	0	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0
	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Monthly family income	Less than 1000 MDL	4	50	50	25	0	0	50	25	0	25	0	0	25	25	0	0	0	0	0	0	0	0	0	0
	1001-2000 MDL	10	60	10	10	10	0	20	10	10	10	20	10	20	0	10	10	10	0	0	0	10	10	0	0
	2001-3000 MDL	21	19	19	33	24	24	19	14	33	14	14	14	10	10	14	14	14	5	10	5	5	5	5	0
	3001-4000 MDL	26	23	38	35	15	19	15	12	15	8	8	19	12	12	12	12	8	12	12	4	8	0	8	0
	4001-5000 MDL	18	28	28	33	17	17	22	50	6	11	17	11	0	11	6	0	0	11	0	6	6	0	0	0
	5001-6000 MDL	15	27	20	13	40	40	13	13	7	27	20	13	20	13	0	7	7	0	7	13	7	7	0	0
	Over 6000 MDL	15	27	27	7	47	13	13	7	27	20	20	7	20	7	7	7	20	13	7	7	7	13	7	0
Level of education	Primary or without ed.	1	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Lower secondary	2	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Upper secondary	8	13	63	25	0	0	13	38	25	13	0	13	13	13	0	25	0	0	0	0	13	0	0	0
	Secondary vocational	1	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Specialty secondary	24	29	13	21	4	17	17	8	4	4	8	13	4	8	8	4	0	4	4	4	0	0	0	0
	Tertiary	101	28	26	25	29	23	19	18	17	16	16	14	16	11	11	8	11	9	8	7	7	7	5	1
Area	Rural	35	26	29	11	26	11	11	6	3	9	9	0	17	6	9	14	9	3	0	3	6	0	0	0
	Urban	40	35	23	25	13	13	13	18	10	10	5	8	8	8	8	0	3	5	3	8	8	5	5	0

		N	Verification of invoice	Verif. of educat. degree	Verif. of personal data	Electronic tax declarat.	Verif. of mand. med. assist. ins. pol.	Iss. of extract from real est. register	Transp. and drivers docum.	Registr. to the family doctor	Checking the status of comp. license	Access to current account of the insured	Verif. of appoint. to the fam. doc.	Registering a sub-dom. within .MD area	Popul. documentation	Online petition.	Iss. of extracts for legal entities	Securing taxpayers with forms for fisc. stat. reporting	Iss. of criminal records to nat. pers.	Iss. of contrav. records	Petition. and interpell. of Min of Health	E-Subscription	MOLDPOS system	Online courses within Military Academy	Other
	Chişinău	63	29	24	29	25	29	24	22	24	17	21	24	14	14	11	10	11	11	13	6	5	8	5	2
Region	North	29	34	28	21	14	21	17	3	3	7	3	3	10	3	3	0	3	7	0	3	14	0	7	0
	Center	98	27	27	26	23	20	18	19	19	15	16	17	15	12	12	9	9	8	9	7	4	7	3	1
	South	11	45	0	9	27	9	9	27	0	9	9	0	0	9	0	18	9	0	0	0	0	0	0	0
Language	Moldavian/Romanian	116	28	24	22	22	19	18	18	16	13	12	15	13	11	10	7	7	7	5	7	7	5	3	1
	Russian	20	40	30	35	15	25	15	10	5	10	15	5	15	5	5	15	15	10	15	0	0	5	10	0
	Other	2	50	0	0	50	0	0	0	0	50	50	0	0	0	0	0	0	0	0	0	0	0	0	0

Annex 20. Reasons for not requesting online public services, %

		N	Didn't need any public service	Didn't need the available public services	Didn't know there was such a possibility	My abilities are not sufficient in order to use the computer	Feel more comfortable going at the office	Don't want to distribute my personal data	Don't believe online publ. serv. would elim. the need to go to office	Didn't have internet access	The needed online services, are not available	Don't have abilities to access via mobile phone	The time for online publ. serv. is greater	Online publ. serv. are more expensive	Other	DK/NR
Total		1570	51	18	18	13	11	10	9	6	5	4	3	2	1	8
Age	16-25 years	586	56	18	18	10	11	11	9	6	5	3	4	2	2	8
	26-35 years	385	50	22	18	10	11	12	13	6	4	4	4	3	1	6
	36-45 years	261	48	18	18	14	8	9	6	3	4	5	1	1	1	8
	46-55 years	180	44	16	24	20	12	7	3	5	6	2	2	1	2	7
	56-65 years	122	52	16	14	20	9	8	9	8	4	3	4	1	2	13
	66-74 years	31	42	10	16	23	10	6	3	6	0	6	0	0	6	16
	75 years and over	5	40	0	0	20	0	0	0	0	0	0	0	0	0	60
Sex	Male	690	50	19	16	11	10	11	10	5	6	3	4	2	1	7
	Female	880	52	18	20	14	11	9	8	6	3	4	3	1	1	9
Occupation	Managers	15	40	33	33	7	0	0	7	0	0	7	7	0	0	7
	Spec. with highest qual.	200	55	21	17	6	9	6	10	2	6	2	4	1	1	6
	Spec. with middle qual.	152	64	20	22	14	10	13	7	5	5	0	3	1	1	5
	Admin. functionaries	43	44	16	23	12	7	14	12	2	7	5	7	0	0	5
	Employees in serv.,trade	119	40	24	24	17	13	12	7	5	3	3	0	0	4	3
	Qual. workers in agric.	30	53	23	13	17	13	17	23	10	10	3	10	3	0	0
	Qual. workers in industr. ent.	56	52	18	18	16	7	5	9	2	4	2	5	2	2	5
	Oper., techn., machinists	36	39	19	33	28	17	14	22	8	8	14	11	11	0	0

		N	Didn't need any public service	Didn't need the available public services	Didn't know there was such a possibility	My abilities are not sufficient in order to use the computer	Feel more comfortable going at the office	Don't want to distribute my personal data	Don't believe online publ. serv. would elim. the need to go to office	Didn't have internet access	The needed online services, are not available	Don't have abilities to access via mobile phone	The time for online publ. serv. is greater	Online publ. serv. are more expensive	Other	DK/NR
	Unqual. workers	97	43	13	14	21	20	11	12	14	6	5	2	1	1	12
	Pupils/ students	310	57	18	15	8	10	12	9	5	5	3	4	2	2	8
	Maintained persons	5	20	0	0	0	20	0	0	20	20	0	0	0	0	20
	Not working, looking for job	161	45	17	15	9	8	9	7	7	3	9	2	3	1	13
	Housewives	207	52	18	21	14	10	10	6	6	3	5	2	3	1	9
	Retired	101	43	13	13	26	12	12	8	7	4	3	4	1	3	18
	Other	13	62	0	8	0	0	0	0	0	8	0	0	8	0	8
Monthly family income	Less than 1000 MDL	189	33	15	21	23	23	12	14	11	4	5	3	0	2	8
	1001-2000 MDL	263	40	21	12	15	12	11	9	10	5	5	3	2	3	15
	2001-3000 MDL	289	47	24	19	15	11	12	12	7	7	5	8	4	1	7
	3001-4000 MDL	209	57	17	19	9	10	8	5	3	5	1	2	1	0	4
	4001-5000 MDL	116	68	16	22	11	9	9	6	1	7	2	1	1	0	4
	5001-6000 MDL	64	55	22	23	8	8	9	13	2	3	5	0	2	2	11
	Over 6000 MDL	74	62	15	16	4	8	7	14	0	5	4	3	0	1	3
Level of education	Primary or without ed.	4	0	0	25	50	0	0	0	25	0	25	0	0	0	50
	Lower secondary	161	43	10	19	15	14	9	9	7	2	8	4	2	1	13
	Upper secondary	271	49	17	21	11	10	12	9	7	4	5	3	1	1	9
	Secondary vocational	156	46	17	18	22	12	10	8	9	8	5	3	3	1	8
	Specialty secondary	363	52	21	19	14	9	13	5	7	4	2	4	1	2	7
	Tertiary	583	56	20	16	9	10	8	11	3	5	2	4	2	2	7
Area	Rural	707	42	18	18	17	12	10	9	6	4	6	3	2	1	11

		N	Didn't need any public service	Didn't need the available public services	Didn't know there was such a possibility	My abilities are not sufficient in order to use the computer	Feel more comfortable going at the office	Don't want to distribute my personal data	Don't believe online publ. serv. would elim. the need to go to office	Didn't have internet access	The needed online services, are not available	Don't have abilities to access via mobile phone	The time for online publ. serv. is greater	Online publ. serv. are more expensive	Other	DK/NR
	Urban	449	53	19	23	9	9	12	7	6	6	2	3	1	2	5
	Chişinău	414	64	18	14	9	10	9	9	4	4	2	4	2	1	7
Region	North	440	46	22	27	14	6	8	4	6	5	6	2	1	3	8
	Center	849	61	17	15	12	11	10	9	6	4	3	3	1	1	6
	South	281	28	17	14	12	15	13	16	3	5	4	8	4	0	15
Language	Moldavian/Romanian	1187	50	19	18	13	9	9	8	6	4	4	3	2	2	9
	Russian	349	54	16	18	10	13	13	10	4	5	2	4	2	1	6
	Other	34	35	15	21	32	29	26	18	6	3	18	0	0	0	3

Annex 21. Citizens' satisfaction regarding the quality of online services received, socio-demographic profile, %

		N	Average	Satisfied (5-6)	Neither-nor (3-4)	Unsatisfied (1-2)	DK/NR	Total
Total		138	4.7	49	23	3	25	100
Age	16-25 years	54	4.9	52	19	2	28	100
	26-35 years	43	4.7	49	30	2	19	100
	36-45 years	19	4.3	32	37	5	26	100
	46-55 years	14	5.5	86	0	0	14	100
	56-65 years	4	4.5	25	25	0	50	100
	66-74 years	6	3.3	17	17	17	50	100
	75 years and over	0	-	0	0	0	0	100
Sex	Male	73	4.9	51	19	3	27	100
	Female	67	4.7	48	27	3	22	100
Occupation	Managers	8	4.5	50	13	13	25	100
	Spec. with highest qual.	50	4.7	46	24	2	28	100
	Spec. with middle qual.	7	4.3	57	29	14	0	100
	Admin. functionaries	10	4.9	40	30	0	30	100
	Employees in serv., trade	3	4.3	33	67	0	0	100
	Qual. workers in agric.	2	4.0	0	100	0	0	100
	Qual. workers in industr. ent.	5	4.8	60	20	0	20	100
	Oper., techn., machinists	1	6.0	100	0	0	0	100
	Unqual. workers	4	4.5	25	25	0	50	100
	Pupils/ students	28	5.1	64	11	0	25	100
	Maintained persons	0	-	0	0	0	0	100
	Not working, looking for job	3	4.3	33	67	0	0	100
	Housewives	12	5.0	67	8	8	17	100
	Retired	5	4.0	0	20	0	80	100
Other	0	-	0	0	0	0	100	
Montly family incom	Less than 1000 MDL	3	2.5	0	33	33	33	100

		N	Average	Satisfied (5-6)	Neither-nor (3-4)	Unsatisfied (1-2)	DK/NR	Total
	1001-2000 MDL	9	5.0	33	22	0	44	100
	2001-3000 MDL	21	4.9	67	24	0	10	100
	3001-4000 MDL	31	4.9	52	13	3	32	100
	4001-5000 MDL	19	4.9	63	21	5	11	100
	5001-6000 MDL	14	4.1	36	21	7	36	100
	Over 6000 MDL	18	4.5	33	39	0	28	100
Level of education	Primary or without ed.	0	-	0	0	0	0	100
	Lower secondary	1	6.0	100	0	0	0	100
	Upper secondary	10	5.0	60	30	0	10	100
	Secondary vocational	0	-	0	0	0	0	100
	Specialty secondary	22	5.1	50	14	0	36	100
	Tertiary	107	4.7	48	24	4	24	100
Area	Rural	33	5.0	52	27	0	21	100
	Urban	41	5.0	49	10	2	39	100
	Chişinău	66	4.6	48	29	5	18	100
Region	North	28	5.0	43	14	4	39	100
	Center	103	4.7	50	26	3	21	100
	South	9	5.3	67	11	0	22	100
Language	Moldavian/Romanian	115	4.8	52	23	3	23	100
	Russian	23	4.5	35	22	4	39	100
	Other	2	4.5	50	50	0	0	100

Annex 22. Level of knowledge of the e-Governance concept, socio-demographic profile, %

		N	Average	Knows very well (5-6)	Neither-nor (3-4)	Doesn't know (1-2)	DK/NR	Total
Total		3000	2.34	11	21	52	17	100
Age	16-25 years	709	2.70	17	24	46	13	100
	26-35 years	515	2.70	15	26	46	13	100
	36-45 years	469	2.47	12	24	49	14	100
	46-55 years	455	2.13	8	18	54	20	100
	56-65 years	469	1.88	4	17	59	20	100
	66-74 years	267	1.71	3	11	60	25	100
	75 years and over	116	1.60	5	7	65	23	100
Sex	Male	1278	2.48	14	21	49	16	100
	Female	1722	2.23	9	20	53	18	100
Occupation	Managers	27	3.54	33	26	30	11	100
	Spec. with highest qual.	273	3.28	23	34	32	11	100
	Spec. with middle qual.	221	2.45	12	22	48	19	100
	Admin. functionaries	65	3.02	22	29	38	11	100
	Employees in serv., trade	210	2.29	11	19	54	15	100
	Qual. workers in agric.	76	2.18	4	32	46	18	100
	Qual. workers in industr. ent.	96	2.51	10	30	49	10	100
	Oper., techn., machinists	53	2.37	8	34	51	8	100
	Unqual. workers	180	1.95	8	13	64	15	100
	Pupils/ students	358	2.82	19	26	42	13	100
	Maintained persons	9	3.43	22	33	22	22	100
	Not working, looking for job	315	2.18	10	18	56	16	100
	Housewives	385	2.17	8	18	55	18	100
	Retired	674	1.72	3	13	61	24	100
Other	16	2.50	19	6	50	25	100	

		N	Average	Knows very well (5-6)	Neither-nor (3-4)	Doesn't know (1-2)	DK/NR	Total
Monthly family income	Less than 1000 MDL	678	1.70	4	12	65	19	100
	1001-2000 MDL	650	2.10	6	20	55	20	100
	2001-3000 MDL	470	2.58	15	23	48	14	100
	3001-4000 MDL	294	3.04	20	27	36	17	100
	4001-5000 MDL	159	2.94	22	28	41	9	100
	5001-6000 MDL	87	2.79	11	38	39	11	100
	Over 6000 MDL	98	2.98	14	41	34	11	100
Level of education	Primary or without ed.	73	1.24	0	4	70	26	100
	Lower secondary	551	1.98	6	15	54	25	100
	Upper secondary	475	2.10	9	16	58	17	100
	Secondary vocational	320	1.84	6	13	66	14	100
	Specialty secondary	672	2.23	9	20	53	18	100
	Tertiary	830	3.03	20	32	37	11	100
Area	Rural	1646	2.08	8	17	56	19	100
	Urban	682	2.61	17	20	48	16	100
	Chişinău	672	2.66	13	31	44	12	100
Region	North	860	2.18	11	16	57	17	100
	Center	1522	2.33	10	24	52	15	100
	South	618	2.60	15	20	44	22	100
Language	Moldavian/Romanian	2328	2.29	10	21	53	17	100
	Russian	580	2.57	16	21	47	16	100
	Other	92	2.10	10	14	52	24	100

Annex 23. Awareness of the benefits of e-Governance, socio-demographic profile,%

		N	Yes	No	DK/NR	Total
Total		3000	48	51	31	100
Age	16-25 years	709	56	19	25	100
	26-35 years	515	56	17	27	100
	36-45 years	469	51	20	29	100
	46-55 years	455	45	21	34	100
	56-65 years	469	40	24	36	100
	66-74 years	267	34	22	44	100
	75 years and over	116	30	29	41	100
Sex	Male	1278	48	21	31	100
	Female	1722	49	20	31	100
Occupation	Managers	27	74	11	15	100
	Spec. with highest qual.	273	71	11	18	100
	Spec. with middle qual.	221	57	16	26	100
	Admin. functionaries	65	60	14	26	100
	Employees in serv., trade	210	44	23	33	100
	Qual. workers in agric.	76	45	14	41	100
	Qual. workers in industr. ent.	96	57	18	25	100
	Oper., techn., machinists	53	53	21	26	100
	Unqual. workers	180	36	23	41	100
	Pupils/ students	358	60	18	22	100
	Maintained persons	9	33	33	33	100
	Not working, looking for job	315	39	28	33	100
	Housewives	385	49	19	31	100
	Retired	674	35	25	40	100
	Other	16	56	31	13	100
Monthly family income	Less than 1000 MDL	678	35	28	37	100
	1001-2000 MDL	650	39	22	39	100

		N	Yes	No	DK/NR	Total
	2001-3000 MDL	470	53	19	28	100
	3001-4000 MDL	294	63	14	23	100
	4001-5000 MDL	159	72	9	18	100
	5001-6000 MDL	87	67	15	18	100
	Over 6000 MDL	98	78	7	15	100
Level of education	Primary or without ed.	73	18	23	59	100
	Lower secondary	551	29	27	44	100
	Upper secondary	475	52	21	27	100
	Secondary vocational	320	41	23	36	100
	Specialty secondary	672	51	20	29	100
	Tertiary	830	64	15	21	100
Area	Rural	1646	39	24	37	100
	Urban	682	55	16	29	100
	Chişinău	672	64	18	19	100
Region	North	860	51	17	32	100
	Center	1522	55	19	26	100
	South	618	26	30	44	100
Language	Moldavian/Romanian	2328	48	21	31	100
	Russian	580	51	19	29	100
	Other	92	36	10	54	100

Annex 24. Level of knowledge of the e-Governance advantages/benefits, socio-demographic profile, %

		N	Average	Knows very well (5-6)	Neither-nor(3-4)	Doesn't know (1-2)	DK/NR	Total
Total		3000	2.00	8	15	57	20	100
Age	16-25 years	709	2.32	12	20	51	17	100
	26-35 years	515	2.32	12	19	52	16	100
	36-45 years	469	2.13	10	17	53	20	100
	46-55 years	455	1.70	5	11	62	23	100
	56-65 years	469	1.69	6	11	62	21	100
	66-74 years	267	1.50	3	8	66	23	100
	75 years and over	116	1.38	2	7	67	24	100
Sex	Male	1278	2.09	10	14	56	19	100
	Female	1722	1.94	7	15	58	20	100
Occupation	Managers	27	3.39	30	22	33	15	100
	Spec. with highest qual.	273	2.82	19	24	40	16	100
	Spec. with middle qual.	221	2.05	10	14	55	21	100
	Admin. functionaries	65	2.81	17	26	38	18	100
	Employees in serv.,trade	210	1.87	8	13	61	19	100
	Qual. workers in agric.	76	1.80	9	9	62	20	100
	Qual. workers in industr. ent.	96	2.36	14	18	53	16	100
	Oper., techn., machinists	53	1.74	6	13	68	13	100
	Unqual. workers	180	1.55	4	9	71	17	100
	Pupils/ students	358	2.46	15	21	48	17	100
	Maintained persons	9	2.38	22	11	56	11	100
	Not working, looking for job	315	1.80	4	17	60	19	100
	Housewives	385	1.90	6	14	56	24	100
	Retired	674	1.55	3	9	65	22	100
Other	16	2.00	13	0	44	44	100	
Monthly family income	Less than 1000 MDL	678	1.55	3	10	66	20	100

		N	Average	Knows very well (5-6)	Neither-nor(3-4)	Doesn't know (1-2)	DK/NR	Total
	1001-2000 MDL	650	1.67	4	11	62	23	100
	2001-3000 MDL	470	2.15	10	17	54	20	100
	3001-4000 MDL	294	2.48	15	18	47	19	100
	4001-5000 MDL	159	2.48	16	21	53	10	100
	5001-6000 MDL	87	2.60	11	32	46	10	100
	Over 6000 MDL	98	2.83	18	30	40	12	100
Level of education	Primary or without ed.	73	1.28	0	7	73	21	100
	Lower secondary	551	1.56	2	11	60	27	100
	Upper secondary	475	1.84	8	11	61	20	100
	Secondary vocational	320	1.57	4	9	68	18	100
	Specialty secondary	672	1.92	8	14	59	19	100
	Tertiary	830	2.66	16	25	44	16	100
Area	Rural	1646	1.78	6	12	60	22	100
	Urban	682	1.98	10	11	58	21	100
	Chişinău	672	2.51	13	26	47	14	100
Region	North	860	1.86	9	10	61	21	100
	Center	1522	2.14	9	19	54	18	100
	South	618	1.83	6	13	58	23	100
Language	Moldavian/Romanian	2328	1.97	8	15	57	20	100
	Russian	580	2.14	11	16	56	17	100
	Other	92	1.78	3	15	60	22	100

Annex 25. Citizens' knowledge of the e-Governance advantages/benefits, socio-demographic profile, %

		N	Saving time	Free access to information	Fast access, promptitude	Convenient, simple, qualitative	Avoiding lines, queues	Access from distance	Reduced corruption, more severe control of authorities	Development of the state, modernization	Saving money	Don't believe e-Gov. has adv/benef.	Don't know	Other
Total		1498	15	9	8	7	4	4	3	3	3	5	56	5
Age	16-25 years	400	18	14	12	12	6	7	4	3	4	3	47	5
	26-35 years	287	20	13	9	11	6	4	4	5	6	3	44	6
	36-45 years	250	20	6	8	6	4	5	4	1.6	2.4	6	56	6
	46-55 years	211	10	5	5	5	6	3	1	2	2	4	66	2
	56-65 years	201	7	2	6	3	0	1	0	3	1	8	71	4
	66-74 years	105	9	3	0	1	0	4	0	2	4	5	76	7
	75 years and over	44	7	7	5	0	2	5	0	5	0	7	73	2
Sex	Male	645	15	9	9	7	4	4	4	3	4	5	55	5
	Female	853	15	8	7	8	4	4	1	3	3	5	58	5
Occupation	Managers	20	35	20	0	0	5	10	5	0	0	10	25	15
	Spec. with highest qual.	178	29	17	12	6	8	4	10	3	5	4	34	10
	Spec. with middle qual.	111	17	11	11	8	5	3	4	5	6	6	50	2
	Admin. functionaries	42	19	10	12	12	5	12	5	2	2	0	38	17
	Employees in serv.,trade	97	16	5	6	7	7	5	1	7	2	2	59	6
	Qual. workers in agric.	34	3	3	6	3	0	3	0	9	3	3	74	0

		N	Saving time	Free access to information	Fast access, promptitude	Convenient, simple, qualitative	Avoiding lines, queues	Access from distance	Reduced corruption, more severe control of authorities	Development of the state, modernization	Saving money	Don't believe e-Gov. has adv/benef.	Don't know	Other
Level of education	Qual. workers in industr. ent.	56	18	14	14	18	13	9	2	2	4	0	46	0
	Oper., techn., machinists	22	9	0	5	18	5	18	0	0	5	5	55	0
	Unqual. workers	66	11	3	6	3	5	2	2	0	3	8	73	2
	Pupils/ students	214	19	17	14	13	5	7	4	3	4	1	44	7
	Maintained persons	5	0	20	20	20	0	0	0	0	0	0	60	0
	Not working, looking for job	144	10	4	5	3	5	3	1	0	3	8	64	5
	Housewives	200	14	5	8	11	3	4	1	3	4	4	63	2
	Retired	279	8	3	1	2	0	2	0	3	2	8	73	4
	Other	10	10	0	0	0	0	0	0	0	0	0	90	0
Monthly family income	Less than 1000 MDL	262	7	5	2	2	1	0	2	2	1	6	76	4
	1001-2000 MDL	306	8	4	2	3	2	3	1	3	2	5	74	4
	2001-3000 MDL	249	20	9	11	8	6	4	4	2	5	5	51	4
	3001-4000 MDL	175	19	10	15	11	8	10	2	3	7	6	40	7
	4001-5000 MDL	87	29	18	17	15	7	10	8	7	8	1	25	10
	5001-6000 MDL	54	26	17	13	22	4	2	6	6	6	4	26	11
	Over 6000 MDL	65	37	18	12	23	8	9	3	6	5	6	14	8
	Level of education	Primary or without ed.	24	0	0	0	0	4	0	0	0	0	4	92
Level of education	Lower secondary	256	5	2	1	1	1	1	0	0	2	4	85	1

		N	Saving time	Free access to information	Fast access, promptitude	Convenient, simple, qualitative	Avoiding lines, queues	Access from distance	Reduced corruption, more severe control of authorities	Development of the state, modernization	Saving money	Don't believe e-Gov. has adv/benef.	Don't know	Other
	Upper secondary	214	14	7	7	6	2	4	1	2	5	5	62	2
	Secondary vocational	121	12	7	4	4	4	7	1	2	2	11	62	3
	Specialty secondary	315	14	8	9	10	4	4	1	3	3	3	58	3
	Tertiary	536	24	13	12	11	7	6	6	5	5	5	36	10
Area	Rural	744	10	5	3	4	2	3	2	2	3	5	71	2
	Urban	329	14	11	10	8	6	8	2	3	2	4	53	7
	Chişinău	425	26	13	13	13	7	5	4	5	6	6	33	8
Region	North	381	11	8	7	3	4	3	0	2	2	4	68	4
	Center	812	20	11	10	10	5	5	4	4	5	6	44	6
	South	305	9	4	4	6	2	4	2	1	2	4	75	3
Language	Moldavian/Romanian	1157	15	8	6	6	4	4	3	3	3	5	59	5
	Russian	298	14	10	13	12	7	7	2	4	6	6	45	7
	Other	43	23	2	7	7	0	5	0	2	12	0	60	2

Annex 26. Perception of the advantages/benefits of the online system of service rendering, socio-demographic profile, %

		N	Money economy	Convenient, simple, qualitative	Fast access, promptitude	Free access to information	Time economy	No advantages	Don't know	Other
Total		3000	3	4	5	4	8	6	73	8
Age	16-25 years	709	4	7	6	5	12	5	66	2
	26-35 years	515	3	7	7	5	11	5	67	3
	36-45 years	469	2	4	4	3	9	4	75	2
	46-55 years	455	3	2	4	2	6	9	74	2
	56-65 years	469	1	3	4	2	5	7	79	1
	66-74 years	267	1	3	2	3	2	6	83	0
	75 years and over	116	3	1	3	1	3	9	85	0
Sex	Male	1278	3	5	5	3	8	6	72	2
	Female	1722	3	4	4	4	8	6	74	1
Occupation	Managers	27	7	4	15	4	15	0	67	0
	Spec. with highest qual.	273	3	8	9	7	16	3	56	5
	Spec. with middle qual.	221	5	2	4	5	12	8	67	3
	Admin. functionaries	65	8	11	6	9	17	2	62	0
	Employees in serv., trade	210	2	4	5	4	10	9	69	2
	Qual. workers in agric.	76	4	5	4	1	7	12	71	0
	Qual. workers in industr. ent.	96	4	7	7	9	10	3	61	2
	Oper., techn., machinists	53	4	9	2	8	6	8	66	4

		N	Money economy	Convenient, simple, qualitative	Fast access, promptitude	Free access to information	Time economy	No advantages	Don't know	Other
	Unqual. workers	180	2	3	1	2	6	4	83	1
	Pupils/ students	358	4	8	8	6	13	4	62	3
	Maintained persons	9	0	22	11	0	0	11	56	11
	Not working, looking for job	315	2	2	3	0	5	5	84	1
	Housewives	385	2	4	5	3	6	6	75	1
	Retired	674	1	2	2	2	2	7	83	1
	Other	16	0	13	6	0	0	0	88	0
Monthly family income	Less than 1000 MDL	678	1	1	2	2	3	7	85	0
	1001-2000 MDL	650	2	2	3	3	5	4	81	1
	2001-3000 MDL	470	4	5	5	4	10	8	67	1
	3001-4000 MDL	294	2	7	7	5	12	8	59	4
	4001-5000 MDL	159	8	15	13	11	17	4	47	6
	5001-6000 MDL	87	5	9	11	8	16	7	57	2
	Over 6000 MDL	98	7	13	13	9	27	2	37	5
Level of education	Primary or without ed.	73	0	1	0	0	0	8	90	0
	Lower secondary	551	1	1	1	1	2	7	86	1
	Upper secondary	475	3	4	5	4	6	6	74	1
	Secondary vocational	320	4	3	3	2	6	6	78	2
	Specialty secondary	672	2	4	4	3	8	6	74	2
	Tertiary	830	3	8	9	7	15	4	59	3

		N	Money economy	Convenient, simple, qualitative	Fast access, promptitude	Free access to information	Time economy	No advantages	Don't know	Other
Area	Rural	1646	2	3	3	2	6	6	79	1
	Urban	682	1	4	5	5	5	6	73	2
	Chişinău	672	5	8	9	6	14	6	58	3
Region	North	860	2	3	4	3	6	6	77	2
	Center	1522	3	6	6	5	11	6	68	2
	South	618	2	4	3	2	4	7	81	0
Language	Moldavian/Romanian	2328	3	4	4	3	8	6	74	2
	Russian	580	2	6	7	5	7	7	69	3
	Other	92	5	10	3	3	5	9	72	1

Annex 27. Degree of significance for implementing e-Governance, socio-demographic profile, %

		N	Average	It matters very much (5-6)	Neither-nor (3-4)	It doesn't matter (1-2)	DK/NR	Total
Total		3000	3.69	29	27	22	23	100
Age	16-25 years	709	3.90	36	29	20	15	100
	26-35 years	515	4.13	37	32	14	17	100
	36-45 years	469	3.74	33	26	23	17	100
	46-55 years	455	3.56	25	27	23	25	100
	56-65 years	469	3.25	18	24	29	29	100
	66-74 years	267	3.11	15	21	25	39	100
	75 years and over	116	3.00	16	11	29	43	100
Sex	Male	1278	3.77	31	27	21	21	100
	Female	1722	3.63	27	26	23	24	100
Occupation	Managers	27	4.73	59	7	15	19	100
	Spec. with highest qual.	273	4.57	55	26	9	10	100
	Spec. with middle qual.	221	3.97	33	32	16	18	100
	Admin. functionaries	65	4.33	49	23	15	12	100
	Employees in serv., trade	210	3.50	25	29	25	20	100
	Qual. workers in agric.	76	3.23	22	30	26	21	100

		N	Average	It matters very much (5-6)	Neither-nor (3-4)	It doesn't matter (1-2)	DK/NR	Total
	Qual. workers in industr. ent.	96	4.02	34	32	18	16	100
	Oper., techn., machinists	53	3.63	28	40	23	9	100
	Unqual. workers	180	3.27	20	23	29	27	100
	Pupils/students	358	3.94	37	28	20	14	100
	Maintained persons	9	3.14	22	22	33	22	100
	Not working, looking for job	315	3.56	23	31	23	23	100
	Housewives	385	3.64	29	26	22	23	100
	Retired	674	3.09	15	22	28	36	100
	Other	16	4.08	31	38	6	25	100
Monthly family income	Less than 1000 MDL	678	3.00	17	21	35	27	100
	1001-2000 MDL	650	3.26	18	28	27	27	100
	2001-3000 MDL	470	3.90	33	33	17	17	100
	3001-4000 MDL	294	4.28	46	27	13	15	100
	4001-5000 MDL	159	4.45	52	23	12	14	100
	5001-6000 MDL	87	4.53	48	29	9	14	100
	Over 6000 MDL	98	4.51	51	32	8	9	100
Level of education	Primary or without ed.	73	2.26	5	8	33	53	100
	Lower secondary	551	3.01	13	23	28	36	100

		N	Average	It matters very much (5-6)	Neither-nor (3-4)	It doesn't matter (1-2)	DK/NR	Total
	Upper secondary	475	3.55	28	26	27	19	100
	Secondary vocational	320	3.37	23	26	27	24	100
	Specialty secondary	672	3.73	29	28	21	21	100
	Tertiary	830	4.27	44	31	12	12	100
Area	Rural	1646	3.35	21	25	27	27	100
	Urban	682	3.93	34	29	18	18	100
	Chişinău	672	4.16	41	29	14	16	100
Region	North	860	3.81	30	27	19	24	100
	Center	1522	3.87	33	26	20	21	100
	South	618	3.06	15	28	32	25	100
Language	Moldavian/Romanian	2328	3.64	27	27	23	22	100
	Russian	580	3.92	35	26	19	20	100
	Other	92	3.37	18	22	18	41	100

Annex 28. Level of support for implementing the e-Governance, socio-demographic profile, %

		N	Average	Fully support (5-6)	Neither-nor (3-4)	Don't support (1-2)	DK/NR	Total
Total		3000	3.77	31	27	21	22	100
Age	16-25 years	709	4.04	38	30	17	15	100
	26-35 years	515	4.14	38	30	15	17	100
	36-45 years	469	3.83	35	27	21	17	100
	46-55 years	455	3.59	27	23	25	25	100
	56-65 years	469	3.31	20	27	26	27	100
	66-74 years	267	3.24	18	21	23	39	100
	75 years and over	116	3.27	19	19	23	39	100
Sex	Male	1278	3.82	32	27	20	22	100
	Female	1722	3.73	30	27	21	23	100
Occupation	Managers	27	4.70	59	11	15	15	100
	Spec. with highest qual.	273	4.66	55	26	8	10	100
	Spec. with middle qual.	221	4.12	37	31	14	19	100
	Admin. functionaries	65	4.27	46	25	15	14	100
	Employees in serv., trade	210	3.61	29	28	24	19	100
	Qual. workers in agric.	76	3.42	21	33	21	25	100
	Qual. workers in industr. ent.	96	4.16	41	28	15	17	100

		N	Average	Fully support (5-6)	Neither-nor (3-4)	Don't support (1-2)	DK/NR	Total
	Oper., techn., machinists	53	3.64	25	40	25	11	100
	Unqual. workers	180	3.32	19	27	26	28	100
	Pupils/ students	358	4.14	41	30	15	14	100
	Maintained persons	9	3.33	22	22	22	33	100
	Not working, looking for job	315	3.46	23	30	25	22	100
	Housewives	385	3.69	31	24	22	22	100
	Retired	674	3.22	18	22	26	34	100
	Other	16	3.67	25	38	13	25	100
Monthly family income	Less than 1000 MDL	678	3.10	19	23	32	26	100
	1001-2000 MDL	650	3.34	20	28	25	27	100
	2001-3000 MDL	470	4.03	36	30	15	19	100
	3001-4000 MDL	294	4.30	43	32	12	14	100
	4001-5000 MDL	159	4.60	52	26	8	13	100
	5001-6000 MDL	87	4.78	55	25	8	11	100
	Over 6000 MDL	98	4.90	62	21	6	10	100
Level of education	Primary or without ed.	73	2.83	8	19	21	52	100
	Lower secondary	551	3.02	13	27	26	34	100
	Upper secondary	475	3.63	29	27	25	19	100
	Secondary vocational	320	3.48	25	24	26	25	100

		N	Average	Fully support (5-6)	Neither-nor (3-4)	Don't support (1-2)	DK/NR	Total
	Specialtysecondary	672	3.81	33	26	21	20	100
	Tertiary	830	4.36	47	29	12	12	100
Area	Rural	1646	3.47	24	25	24	26	100
	Urban	682	3.97	35	29	17	19	100
	Chişinău	672	4.22	42	28	14	15	100
Region	North	860	3.86	33	24	20	23	100
	Center	1522	3.96	36	25	19	20	100
	South	618	3.15	14	37	25	25	100
Language	Moldavian/Romanian	2328	3.76	30	27	21	22	100
	Russian	580	3.86	33	27	20	20	100
	Other	92	3.43	17	26	20	37	100

Annex 29. Willingness to request online public services, socio-demographic profile, %

		Via computer						Via mobile phone							
		N	Average	Want very much (5-6)	Neither-nor (3-4)	Don't want (1-2)	DK/NR	Total	N	Average	Want very much (5-6)	Neither-nor (3-4)	Don't want (1-2)	DK/NR	Total
Total		3000	3.82	17	23	25	35	100	3000	3.19	33	24	20	23	100
Age	16-25 years	709	4.34	47	26	13	14	100	709	3.65	27	29	20	24	100
	26-35 years	515	4.32	43	29	12	16	100	515	3.53	23	27	20	30	100
	36-45 years	469	3.93	38	24	21	17	100	469	3.29	20	23	27	31	100
	46-55 years	455	3.55	27	23	23	27	100	455	2.77	11	19	29	42	100
	56-65 years	469	3.04	17	23	29	31	100	469	2.63	9	17	30	44	100
	66-74 years	267	2.86	12	20	28	40	100	267	2.44	4	15	25	55	100
	75 years and over	116	2.75	13	15	32	41	100	116	2.29	7	13	34	46	100
Sex	Male	1278	3.86	34	25	20	21	100	1278	3.21	18	24	25	33	100
	Female	1722	3.79	32	24	21	24	100	1722	3.17	16	22	25	37	100
Occupation	Managers	27	5.24	59	19	0	22	100	27	4.31	30	22	7	41	100
	Spec. with highest qual.	273	4.71	59	21	10	10	100	273	3.92	32	22	19	27	100
	Spec. with middle qual.	221	4.11	37	27	15	21	100	221	3.39	21	22	23	33	100
	Admin. functionaries	65	4.35	54	20	14	12	100	65	3.55	25	23	17	35	100
	Employees in serv.,trade	210	3.77	32	22	25	20	100	210	3.00	14	25	29	32	100
	Qual. workers in agric.	76	3.66	24	37	13	26	100	76	3.06	11	29	24	37	100

		Via computer							Via mobile phone						
		N	Average	Want very much (5-6)	Neither-nor (3-4)	Don't want (1-2)	DK/NR	Total	N	Average	Want very much (5-6)	Neither-nor (3-4)	Don't want (1-2)	DK/NR	Total
Occupation	Qual. workers in industr. ent.	96	3.92	41	27	23	9	100	96	3.39	25	26	26	23	100
	Oper., techn., machinists	53	4.02	32	42	13	13	100	53	3.08	15	28	32	25	100
	Unqual. workers	180	3.13	20	24	36	19	100	180	2.51	9	23	39	29	100
	Pupils/students	358	4.54	53	24	10	13	100	358	3.72	27	32	18	23	100
	Maintained persons	9	3.71	33	33	11	22	100	9	2.88	11	44	33	11	100
	Not working, looking for job	315	3.53	27	26	25	22	100	315	3.18	17	24	27	32	100
	Housewives	385	3.91	35	25	17	24	100	385	3.22	16	21	23	40	100
	Retired	674	2.85	12	21	29	38	100	674	2.44	6	15	29	50	100
	Other	16	4.10	25	31	6	38	100	16	4.20	25	31	6	38	100
Monthly family income	Less than 1000 MDL	678	2.90	15	21	34	30	100	678	2.64	10	15	34	41	100
	1001-2000 MDL	650	3.19	19	24	30	28	100	650	2.68	9	22	31	38	100
	2001-3000 MDL	470	4.09	36	30	14	19	100	470	3.40	19	30	21	31	100
	3001-4000 MDL	294	4.42	52	24	11	13	100	294	3.75	27	29	17	27	100
	4001-5000 MDL	159	4.88	66	15	8	11	100	159	3.95	33	21	16	29	100
	5001-6000 MDL	87	4.95	67	18	3	11	100	87	4.25	38	20	11	31	100
	Over 6000 MDL	98	4.83	58	33	3	6	100	98	3.75	24	34	15	27	100
Level of education	Primary or without ed.	73	1.90	4	11	41	44	100	73	1.74	3	8	41	48	100
	Lower secondary	551	2.98	14	21	32	33	100	551	2.71	10	21	31	38	100
	Upper secondary	475	3.81	31	26	19	24	100	475	3.18	17	24	25	35	100
	Secondary vocational	320	3.47	28	23	27	23	100	320	2.91	13	19	32	36	100

		Via computer							Via mobile phone						
		N	Average	Want very much (5-6)	Neither-nor (3-4)	Don't want (1-2)	DK/NR	Total	N	Average	Want very much (5-6)	Neither-nor (3-4)	Don't want (1-2)	DK/NR	Total
	Specialty secondary	672	3.89	34	25	18	23	100	672	3.24	18	22	25	35	100
	Tertiary	830	4.48	51	27	10	12	100	830	3.67	24	26	18	32	100
Area	Rural	1646	3.49	25	22	25	28	100	1646	3.02	14	21	27	37	100
	Urban	682	4.12	40	26	15	19	100	682	3.40	22	23	23	32	100
	Chişinău	672	4.23	45	28	14	13	100	672	3.36	18	25	22	35	100
Region	North	860	3.92	34	23	19	25	100	860	3.21	20	20	27	34	100
	Center	1522	4.07	39	24	16	21	100	1522	3.34	18	23	22	37	100
	South	618	3.04	16	26	33	25	100	618	2.80	11	26	30	33	100
Language	Moldavian/Romanian	2328	3.83	32	24	20	23	100	2328	3.24	18	23	24	35	100
	Russian	580	3.92	36	26	18	20	100	580	3.10	15	22	26	37	100
	Other	92	2.82	16	16	34	34	100	92	2.45	10	16	37	37	100

Annex 30. The confidence level of the respondents in the online public services quality in compliance with their expectations, socio-demographic profile,%

		N	Average	Fully believe (5-6)	Neither-nor (3-4)	Don't believe (1-2)	DK/NR	Total
Total		3000	3.62	27	29	20	24	100
Age	16-25 years	709	3.97	36	33	15	16	100
	26-35 years	515	3.91	34	35	15	16	100
	36-45 years	469	3.59	29	29	24	18	100
	46-55 years	455	3.34	19	27	23	31	100
	56-65 years	469	3.25	18	26	24	32	100
	66-74 years	267	3.14	15	20	25	40	100
	75 years and over	116	3.02	17	14	26	43	100
Sex	Male	1278	3.64	27	29	20	23	100
	Female	1722	3.61	26	29	20	25	100
Occupation	Managers	27	4.08	41	33	15	11	100
	Spec. with highest qual.	273	4.13	40	36	12	12	100
	Spec. with middle qual.	221	3.85	33	26	18	23	100
	Admin. functionaries	65	4.03	45	25	20	11	100
	Employees in serv., trade	210	3.50	23	33	22	21	100
	Qual. workers in agric.	76	3.57	25	22	20	33	100
	Qual. workers in industr. ent.	96	3.75	32	32	22	14	100
	Oper., techn., machinists	53	3.76	32	34	19	15	100
	Unqual. workers	180	3.23	17	31	25	27	100
	Pupils/ students	358	4.12	39	34	12	15	100
	Maintained persons	9	4.57	56	11	11	22	100
	Not working, looking for job	315	3.40	23	28	26	22	100
	Housewives	385	3.45	22	32	22	25	100
	Retired	674	3.15	16	22	24	38	100
Other	16	4.08	38	31	6	25	100	

		N	Average	Fully believe (5-6)	Neither-nor (3-4)	Don't believe (1-2)	DK/NR	Total
Monthly family income	Less than 1000 MDL	678	3.08	16	25	28	32	100
	1001-2000 MDL	650	3.20	17	29	26	28	100
	2001-3000 MDL	470	3.87	33	31	17	19	100
	3001-4000 MDL	294	4.00	38	31	16	15	100
	4001-5000 MDL	159	4.25	47	28	13	13	100
	5001-6000 MDL	87	4.08	41	37	10	11	100
	Over 6000 MDL	98	4.12	44	35	13	8	100
Level of education	Primary or without ed.	73	2.38	5	12	29	53	100
	Lower secondary	551	3.13	15	25	25	35	100
	Upper secondary	475	3.52	24	32	20	24	100
	Secondary vocational	320	3.29	23	24	27	26	100
	Specialty secondary	672	3.69	27	30	19	25	100
	Tertiary	830	4.06	40	33	14	13	100
Area	Rural	1646	3.39	22	25	23	29	100
	Urban	682	3.90	33	32	16	19	100
	Chişinău	672	3.82	32	35	17	16	100
Region	North	860	3.68	28	26	20	26	100
	Center	1522	3.70	29	30	19	22	100
	South	618	3.31	19	30	23	28	100
Language	Moldavian/Romanian	2328	3.62	27	30	20	24	100
	Russian	580	3.65	28	28	21	23	100
	Other	92	3.15	11	24	17	48	100

Annex 31. Intention to recommend the usage of online public services, socio-demographic profile, %

		N	Average	Would certainly recommend (5-6)	Neither-nor (3-4)	Wouldn't recommend (1-2)	DK/NR	Total
Total		3000	3.61	26	28	22	24	100
Age	16-25 years	709	4.00	35	34	16	16	100
	26-35 years	515	3.97	37	30	17	16	100
	36-45 years	469	3.65	30	28	23	19	100
	46-55 years	455	3.25	18	27	27	28	100
	56-65 years	469	3.14	16	26	26	32	100
	66-74 years	267	2.99	12	20	25	43	100
	75 years and over	116	2.97	16	20	26	38	100
Sex	Male	1278	3.65	27	29	21	23	100
	Female	1722	3.57	26	28	22	25	100
Occupation	Managers	27	4.48	52	22	11	15	100
	Spec. with highest qual.	273	4.26	48	28	12	12	100
	Spec. with middle qual.	221	3.90	35	23	21	21	100
	Admin. functionaries	65	3.96	37	28	23	12	100
	Employees in serv., trade	210	3.47	23	30	26	20	100
	Qual. workers in agric.	76	3.25	14	32	22	32	100
	Qual. workers in industr. ent.	96	3.80	29	36	20	15	100
	Oper., techn., machinists	53	3.98	34	34	19	13	100
	Unqual. workers	180	3.13	17	31	28	24	100
	Pupils/ students	358	4.14	39	33	13	15	100
	Maintained persons	9	3.43	22	33	22	22	100
	Not working, looking for job	315	3.42	22	31	23	23	100
	Housewives	385	3.53	25	28	23	24	100
	Retired	674	2.97	13	22	27	37	100
Other	16	4.42	31	44	0	25	100	
Montly family income	Less than 1000 MDL	678	3.00	15	24	32	30	100

		N	Average	Would certainly recommend (5-6)	Neither-nor (3-4)	Wouldn't recommend (1-2)	DK/NR	Total
	1001-2000 MDL	650	3.16	16	30	27	28	100
	2001-3000 MDL	470	3.75	28	35	19	19	100
	3001-4000 MDL	294	3.96	38	28	18	16	100
	4001-5000 MDL	159	4.37	50	25	13	11	100
	5001-6000 MDL	87	4.48	51	33	5	11	100
	Over 6000 MDL	98	4.57	53	30	9	8	100
Level of education	Primary or without ed.	73	2.41	7	12	27	53	100
	Lower secondary	551	3.07	13	26	25	36	100
	Upper secondary	475	3.57	26	28	23	22	100
	Secondary vocational	320	3.21	20	26	31	23	100
	Specialty secondary	672	3.65	27	27	21	25	100
	Tertiary	830	4.09	40	33	14	13	100
Area	Rural	1646	3.33	20	26	25	29	100
	Urban	682	3.89	32	31	17	20	100
	Chişinău	672	3.91	36	31	18	16	100
Region	North	860	3.67	28	24	23	26	100
	Center	1522	3.72	30	28	20	22	100
	South	618	3.23	15	35	24	26	100
Language	Moldavian/Romanian	2328	3.62	26	29	21	24	100
	Russian	580	3.61	28	27	24	21	100
	Other	92	3.04	12	21	23	45	100

Annex 32. Citizens' level of confidence in the fact that if requesting an online public service it will ensure achieving the targeted service, socio-demographic profile, %

		N	Average	Fully confident (5-6)	Neither-nor (3-4)	Not confident (1-2)	DK/NR	Total
Total		3000	3.43	22	29	24	25	100
Age	16-25 years	709	3.86	33	34	17	16	100
	26-35 years	515	3.62	27	36	22	15	100
	36-45 years	469	3.48	24	30	24	22	100
	46-55 years	455	3.17	17	26	28	29	100
	56-65 years	469	2.98	14	24	29	33	100
	66-74 years	267	2.84	11	18	28	43	100
	75 years and over	116	2.89	13	16	26	45	100
Sex	Male	1278	3.46	23	29	24	24	100
	Female	1722	3.41	22	29	24	25	100
Occupation	Managers	27	4.17	37	37	11	15	100
	Spec. with highest qual.	273	3.95	38	33	17	12	100
	Spec. with middle qual.	221	3.55	26	31	22	22	100
	Admin. functionaries	65	3.67	34	26	28	12	100
	Employees in serv., trade	210	3.35	21	30	26	23	100
	Qual. workers in agric.	76	3.28	16	26	24	34	100
	Qual. workers in industr. ent.	96	3.54	26	35	24	15	100
	Oper., techn., machinists	53	3.44	25	36	25	15	100
	Unqual. workers	180	3.05	14	29	28	28	100
	Pupils/ students	358	3.99	36	35	15	13	100
	Maintained persons	9	3.88	33	33	22	11	100
	Not working, looking for job	315	3.32	22	25	29	24	100
	Housewives	385	3.35	19	34	24	23	100
	Retired	674	2.84	11	20	29	40	100
	Other	16	4.36	38	25	6	31	100

		N	Average	Fully confident (5-6)	Neither-nor (3-4)	Not confident (1-2)	DK/NR	Total
Monthly family income	Less than 1000 MDL	678	2.94	14	23	31	33	100
	1001-2000 MDL	650	2.93	13	28	31	28	100
	2001-3000 MDL	470	3.61	26	35	20	19	100
	3001-4000 MDL	294	3.82	31	37	18	15	100
	4001-5000 MDL	159	4.08	43	28	18	11	100
	5001-6000 MDL	87	3.92	37	40	13	10	100
	Over 6000 MDL	98	4.20	46	30	14	10	100
Level of education	Primary or without ed.	73	2.52	7	12	26	55	100
	Lower secondary	551	2.89	11	22	29	38	100
	Upper secondary	475	3.43	24	29	25	22	100
	Secondary vocational	320	3.08	17	27	30	27	100
	Specialty secondary	672	3.51	24	31	21	24	100
	Tertiary	830	3.83	33	34	20	13	100
Area	Rural	1646	3.25	18	25	26	30	100
	Urban	682	3.65	28	32	21	20	100
	Chişinău	672	3.59	27	36	21	16	100
Region	North	860	3.52	24	24	24	28	100
	Center	1522	3.52	25	31	22	22	100
	South	618	3.09	14	31	29	26	100
Language	Moldavian/Romanian	2328	3.45	23	29	24	25	100
	Russian	580	3.41	23	30	25	22	100
	Other	92	3.06	10	23	23	45	100

Annex 33. Level of confidence in the fact that the requested online public services will be provided in safety, socio-demographic profile, %

		N	Average	Fully confident (5-6)	Neither-nor (3-4)	Not confident (1-2)	DK/NR	Total
Total		3000	3.06	17	26	31	26	100
Age	16-25 years	709	3.5	26	30	26	18	100
	26-35 years	515	3.1	18	33	33	16	100
	36-45 years	469	3.2	20	28	31	21	100
	46-55 years	455	2.9	14	21	34	29	100
	56-65 years	469	2.7	9	23	34	34	100
	66-74 years	267	2.6	7	17	32	43	100
	75 years and over	116	2.5	10	11	35	44	100
Sex	Male	1278	3.1	17	27	30	25	100
	Female	1722	3.1	17	25	32	26	100
Occupation	Managers	27	3.4	22	33	30	15	100
	Spec. with highest qual.	273	3.5	26	34	26	14	100
	Spec. with middle qual.	221	3.1	18	28	31	23	100
	Admin. functionaries	65	3.2	22	26	37	15	100
	Employees in serv., trade	210	3.0	17	25	35	23	100
	Qual. workers in agric.	76	3.0	14	22	29	34	100
	Qual. workers in industr. ent.	96	3.1	22	30	38	10	100
	Oper., techn., machinists	53	3.3	19	38	23	21	100
	Unqual. workers	180	2.8	10	29	34	27	100
	Pupils/ students	358	3.5	26	34	24	16	100
	Maintained persons	9	3.3	44	11	44	0	100
	Not working, looking for job	315	3.0	18	24	33	26	100
	Housewives	385	3.0	16	25	34	25	100
	Retired	674	2.6	9	18	33	40	100
	Other	16	4.0	31	18	12	38	100

		N	Average	Fully confident (5-6)	Neither- nor (3-4)	Not confident (1-2)	DK/NR	Total
Monthly family income	Less than 1000 MDL	678	2.7	11	19	37	33	100
	1001-2000 MDL	650	2.7	10	25	36	29	100
	2001-3000 MDL	470	3.3	21	32	27	21	100
	3001-4000 MDL	294	3.4	25	32	26	19	100
	4001-5000 MDL	159	3.5	28	28	29	14	100
	5001-6000 MDL	87	3.3	23	37	28	13	100
	Over 6000 MDL	98	3.4	28	27	31	12	100
Level of education	Primary or without ed.	73	2.5	8	11	26	55	100
	Lower secondary	551	2.8	11	21	31	38	100
	Upper secondary	475	3.0	18	25	32	24	100
	Secondary vocational	320	2.9	15	22	34	28	100
	Specialty secondary	672	3.1	18	24	31	27	100
	Tertiary	830	3.3	22	33	30	14	100
Area	Rural	1646	3.0	15	22	31	31	100
	Urban	682	3.4	23	31	26	22	100
	Chişinău	672	3.0	17	29	38	16	100
Region	North	860	3.3	22	24	27	27	100
	Center	1522	3.0	16	26	33	24	100
	South	618	3.0	14	28	32	27	100
Language	Moldavian/Romanian	2328	3.1	17	26	30	26	100
	Russian	580	3.0	19	24	37	21	100
	Other	92	2.9	12	15	26	47	100

Annex 34. Public services request among citizens, socio-demographic profile, %

		N	Yes	No	DK/NR	Total
Total		3000	26	73	1	100
Age	16-25 years	709	29	71	0	100
	26-35 years	515	32	68	0	100
	36-45 years	469	28	71	1	100
	46-55 years	455	25	74	2	100
	56-65 years	469	21	77	2	100
	66-74 years	267	18	81	2	100
	75 years and over	116	12	85	3	100
Sex	Male	1278	25	74	1	100
	Female	1722	26	73	1	100
Occupation	Managers	27	44	56	0	100
	Spec. with highest qual.	273	38	62	0	100
	Spec. with middle qual.	221	27	72	1	100
	Admin. functionaries	65	45	52	3	100
	Employees in serv.,trade	210	27	72	1	100
	Qual. workers in agric.	76	18	80	1	100
	Qual. workers in industr. ent.	96	33	67	0	100
	Oper., techn., machinists	53	32	68	0	100
	Unqual. workers	180	28	71	1	100
	Pupils/ students	358	29	71	0	100
	Maintained persons	9	44	56	0	100
	Not working, looking for job	315	23	76	2	100
	Housewives	385	24	76	1	100
	Retired	674	17	81	2	100
	Other	16	25	75	0	100

		N	Yes	No	DK/NR	Total
Monthly family income	Less than 1000 MDL	678	24	75	1	100
	1001-2000 MDL	650	19	80	2	100
	2001-3000 MDL	470	28	71	1	100
	3001-4000 MDL	294	35	65	0	100
	4001-5000 MDL	159	41	58	1	100
	5001-6000 MDL	87	45	55	0	100
	Over 6000 MDL	98	42	57	1	100
Level of education	Primary or without ed.	73	8	90	1	100
	Lower secondary	551	15	83	3	100
	Upper secondary	475	23	76	0	100
	Secondary vocational	320	28	73	0	100
	Specialty secondary	672	27	72	1	100
	Superior	830	35	65	0	100
Area	Rural	1646	21	77	2	100
	Urban	682	27	73	0	100
	Chişinău	672	36	64	0	100
Region	North	860	22	78	0	100
	Center	1522	30	70	0	100
	South	618	21	76	3	100
Language	Moldavian/Romanian	2328	24	75	1	100
	Russian	580	29	69	1	100
	Other	92	43	51	5	100

Annex 35. Access scheme of public services, socio-demographic profile, %

		N	I physically went to the public authority	Via internet, but had to go additionally to the inst.	Via internet, without having to go to the instit.	DK/NR
Total		801	90	8	1	3
Age	16-25 years	204	87	15	2	0
	26-35 years	167	90	11	2	1
	36-45 years	134	93	7	0	3
	46-55 years	119	93	3	2	5
	56-65 years	108	93	1	0	6
	66-74 years	52	88	0	2	10
	75 years and over	17	82	0	0	18
Sex	Male	333	89	10	2	3
	Female	468	91	7	1	4
Occupation	Managers	12	75	25	0	0
	Spec. with highest qual.	104	88	16	2	0
	Spec. with middle qual.	62	94	8	3	3
	Admin. functionaries	31	87	10	6	6
	Employees in serv., trade	58	93	7	0	3
	Qual. workers in agric.	15	93	0	0	7
	Qual. workers in industr. ent.	32	97	0	6	0
	Oper., techn., machinists	17	94	12	0	0
	Unqual. workers	52	96	2	0	2
	Pupils/ students	104	83	19	2	1
	Maintained persons	4	100	0	0	0
	Not working, looking for job	77	90	5	0	6
	Housewives	93	95	4	1	3
	Retired	126	90	1	1	9
	Other	4	100	0	0	0
Monthly family income	Less than 1000 MDL	169	92	1	2	5
	1001-2000 MDL	133	88	4	2	8

		N	I physically went to the public authority	Via internet, but had to go additionally to the inst.	Via internet, without having to go to the instit.	DK/NR
	2001-3000 MDL	135	87	13	1	2
	3001-4000 MDL	102	93	9	1	0
	4001-5000 MDL	66	91	15	2	2
	5001-6000 MDL	39	92	10	3	0
	Over 6000 MDL	42	90	14	0	2
Level of education	Primary or without ed.	7	86	0	0	14
	Lower secondary	96	82	2	0	16
	Upper secondary	113	93	5	3	2
	Secondary vocational	88	100	0	0	0
	Specialty secondary	187	93	6	2	3
	Tertiary	292	89	14	1	1
Area	Rural	374	90	5	2	7
	Urban	185	92	9	1	1
	Chişinău	242	90	12	2	1
Region	North	190	92	7	2	2
	Center	461	92	9	2	1
	South	150	84	6	0	13
Language	Moldavian/Romanian	578	91	8	2	3
	Russian	178	89	8	1	4
	Other	45	87	4	0	11

Annex 36. Level of satisfaction with the quality of public services according to the method of access, socio-demographic profile, %

		Physically at public authorities						Via internet, on the specialized web pages of institutions						Via internet, on the integrated portal of public serv. www.servicii.gov.md								
		N	Average	Very satisfy. (5-6)	Neither-nor(3-4)	Unsatis. (1-2)	DK/NR	Total	N	Average	Very satisfy. (5-6)	Neither-nor(3-4)	Unsatis. (1-2)	DK/NR	Total	N	Average	Very satisfy. (5-6)	Neither-nor(3-4)	Unsatis. (1-2)	DK/NR	Total
Total		801	4.22	42	34	11	12	100	88	4.07	10	20	3	66	100	54	4.57	7	4	2	87	100
Age	16-25 years	204	4.5	47	33	4	16	100	28	4.2	11	21	4	64	100	22	4.3	9	0	5	86	100
	26-35 years	167	4.2	41	36	12	11	100	28	3.8	14	14	7	64	100	18	4.0	0	6	0	94	100
	36-45 years	134	4.3	51	28	13	8	100	15	3.7	0	47	0	53	100	6	-	0	0	0	100	100
	46-55 years	119	4.1	39	41	11	9	100	11	5.3	18	9	0	73	100	6	5.0	33	17	0	50	100
	56-65 years	108	3.9	36	35	15	14	100	3	-	0	0	0	100	100	0	-	0	0	0	0	100
	66-74 years	52	3.7	29	35	23	13	100	3	-	0	0	0	100	100	2	-	0	0	0	100	100
	75 years and over	17	3.9	35	29	18	18	100	0	-	0	0	0	0	100	0	-	0	0	0	0	100
Sex	Male	333	4.2	41	35	11	13	100	50	4.1	12	16	4	68	100	33	5.5	9	3	0	88	100
	Female	468	4.2	43	34	11	12	100	38	4.0	8	26	3	63	100	21	3.3	5	5	5	86	100
Occupation	Managers	12	5.0	67	0	8	25	100	6	4.0	0	33	0	67	100	2	-	0	0	0	100	100
	Spec. with highest qual.	104	4.0	37	38	12	14	100	35	4.1	11	20	3	66	100	23	4.5	4	4	0	91	100
	Spec. with middle qual.	62	4.1	40	35	15	10	100	5	3.0	0	60	20	20	100	3	-	0	0	0	100	100
	Admin. functionaries	31	4.9	65	19	3	13	100	6	6.0	33	0	0	67	100	5	5.3	60	20	0	20	100
	Employees in serv.,trade	58	4.3	40	41	9	10	100	3	3.0	0	33	0	67	100	1	-	0	0	0	100	100
	Qual. workers in agric.	15	4.5	47	47	0	7	100	2	-	0	0	0	100	100	1	-	0	0	0	100	100
	Qual. workers in industr. ent.	32	4.7	53	31	6	9	100	2	5.0	50	0	0	50	100	2	-	0	0	0	100	100
	Oper., techn., machinists	17	3.3	24	41	29	6	100	0	-	0	0	0	0	100	1	-	0	0	0	100	100

		Physically at public authorities							Via internet, on the specialized web pages of institutions							Via internet, on the integrated portal of public serv. www.servicii.gov.md						
		N	Average	Very satisfy. (5-6)	Neither-nor(3-4)	Unsatis. (1-2)	DK/NR	Total	N	Average	Very satisfy. (5-6)	Neither-nor(3-4)	Unsatis. (1-2)	DK/NR	Total	N	Average	Very satisfy. (5-6)	Neither-nor(3-4)	Unsatis. (1-2)	DK/NR	Total
	Unqual. workers	52	4.6	54	29	10	8	100	1	-	0	0	0	100	100	1	-	0	0	0	100	100
	Pupils/students	104	4.5	42	38	1	19	100	15	3.8	7	20	7	67	100	11	2.0	0	0	9	91	100
	Maintained persons	4	3.0	25	25	50	0	100	0	-	0	0	0	0	100	0	-	0	0	0	0	100
	Not working, looking for job	77	4.2	43	34	13	10	100	3	4.0	0	33	0	67	100	0	-	0	0	0	0	100
	Housewives	93	4.4	47	35	10	8	100	5	5.0	20	20	0	60	100	3	-	0	0	0	100	100
	Retired	126	3.8	33	33	20	15	100	3	-	0	0	0	100	100	0	-	0	0	0	0	100
	Other	4	5.3	75	0	0	25	100	0	-	0	0	0	0	100	0	-	0	0	0	0	100
Monthly family income	Less than 1000 MDL	169	4.6	59	24	8	9	100	2	2.5	0	50	50	0	100	1	2.0	0	0	100	0	100
	1001-2000 MDL	133	4.2	39	31	12	18	100	5	3.0	0	20	0	80	100	2	-	0	0	0	100	100
	2001-3000 MDL	135	4.1	39	36	11	14	100	17	4.4	12	35	0	53	100	11	5.0	18	9	0	73	100
	3001-4000 MDL	102	4.3	40	42	7	11	100	15	4.3	13	27	0	60	100	15	-	0	0	0	100	100
	4001-5000 MDL	66	4.0	36	41	14	9	100	12	5.0	25	8	0	67	100	8	4.0	0	13	0	88	100
	5001-6000 MDL	39	3.9	26	54	13	8	100	10	5.0	10	10	0	80	100	7	5.5	29	0	0	71	100
	Over 6000 MDL	42	3.5	29	38	21	12	100	8	4.0	0	25	0	75	100	5	-	0	0	0	100	100
Level of education	Primary or without ed.	7	3.8	29	43	14	14	100	0	-	0	0	0	0	100	0	-	0	0	0	0	100
	Lower secondary	96	4.1	38	28	13	22	100	0	-	0	0	0	0	100	0	-	0	0	0	0	100
	Upper secondary	113	4.4	51	28	11	10	100	6	1.0	0	0	17	83	100	3	-	0	0	0	100	100
	Secondary vocational	88	4.6	59	26	11	3	100	0	-	0	0	0	0	100	0	-	0	0	0	0	100
	Specialty secondary	187	4.3	42	38	10	10	100	10	4.7	10	20	0	70	100	12	4.7	17	8	0	75	100
	Tertiary	292	4.0	37	38	12	13	100	72	4.1	11	22	3	64	100	39	4.5	5	3	3	90	100

		Physically at public authorities							Via internet, on the specialized web pages of institutions							Via internet, on the integrated portal of public serv. www.servicii.gov.md						
		N	Average	Very satisfy. (5-6)	Neither-nor(3-4)	Unsatis. (1-2)	DK/NR	Total	N	Average	Very satisfy. (5-6)	Neither-nor(3-4)	Unsatis. (1-2)	DK/NR	Total	N	Average	Very satisfy. (5-6)	Neither-nor(3-4)	Unsatis. (1-2)	DK/NR	Total
Area	Rural	374	4.5	48	32	7	13	100	20	4.3	5	35	0	60	100	12	5.0	25	8	0	67	100
	Urban	185	4.3	44	34	11	11	100	22	3.6	5	14	5	77	100	20	3.0	0	5	5	90	100
	Chişinău	242	3.8	32	39	18	12	100	46	4.1	15	17	4	63	100	22	6.0	5	0	0	95	100
Region	North	190	4.3	46	29	12	13	100	13	3.7	8	31	8	54	100	16	4.3	13	6	6	75	100
	Center	461	4.2	41	36	13	10	100	72	4.1	10	18	3	69	100	30	6.0	3	0	0	97	100
	South	150	4.4	40	35	5	20	100	3	5.0	33	33	0	33	100	8	4.5	13	13	0	75	100
Language	Moldavian/Romanian	578	4.3	44	36	9	11	100	75	4.1	11	16	4	69	100	42	4.7	10	2	2	86	100
	Russian	178	3.9	38	28	19	15	100	11	4.0	9	36	0	55	100	11	4.0	0	9	0	91	100
	Other	45	4.5	40	42	2	16	100	2	4.0	0	100	0	0	100	1	-	0	0	0	100	100