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

(Year 2013)

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Summary

This study was carried out by CBS AXA at the request of The e-Government Center to determine and monitor the level of understanding and support of the e-Transformation of Governance reform by the citizens, their awareness of the advantages / benefits and opening to uptake and assimilate the e-Governance products. The research is a quantitative one. The data were collected on a representative sample that included localities from all districts of the country.

The survey data show a positive trend of the basic indicators regarding the implementation of e-Transformation of Governance activities. The Summary of this report describes the main findings of the study.

The level of households' access to computers and the access of citizens to Internet

The share of households that own at least one computer is of 64%. The average number of computers per household is 1.1 units.

The share of households with computer/s connected to the Internet is of 62%. 46% of households have ADSL connection, 26% - optical fiber, 11%- 3G networks and 7% - Wi Fi connection.

The share of households that over the past 12 months used computers, regardless of the venues where they accessed them from constituted 62%.

The share of households that used Internet over the past 12 months, regardless of where they accessed it from was of 60%. In case of some groups of people, the level of accessing Internet was higher than its availability in the household, the Internet being used in places other than their residence.

The share of Internet users who accessed the Internet over the past 12 months at least once a day is of 76%.

30% of Internet users spend four hours or more browsing the Internet.

Nearly half of the respondents use the Internet for four years or more, and 5% - for more than ten years, mainly for communication and social networking or recreation/entertainment.

Using online resources of government institutions over the past 12 months

The share of the Internet users who visited at least one webpage (one website) of government institutions is of 22%, while the share of the population which over the past 12 months has visited at

least once the Government's website (www.gov.md) constitutes 15%. Around 16% of them have accessed the same webpage ten times or more.

The share of the population which over the past 12 months has visited at least one of the online services is of 7%.

To access the online services around 97% of the citizens use computers while other 3% - their mobile phones.

Knowledge and understanding of the e-Governance concept

Population's knowledge and understanding of the e-Governance concept has been appreciated by the average grade of 2.3 on a scale from 1 (no knowledge) to 6 (very familiar). About 14% of the respondents are well acquainted with this notion and awarded grades of 5 and 6.

In the opinion of 54% of respondents regarding the understanding / knowledge / awareness of the e-Governance benefits / advantages, the e-Governance has a great significance.

Using a scale from 1 (no knowledge) to 6 (very familiar) and representing the grade of assessment of the personal level of knowledge of the e-Governance advantages / benefits, people graded the degree of significance with 2.3. points.

On a scale from 1 to 6, where 1 meant „not important" and 6 – „very important", the significance of implementing e-Governance was rated by people with 4 points. Overall, over 40% of respondents rated this by 5-6 grades.

The assessment of the e-Governance significance for the population was graded with 4.1 points using the same scale from 1 to 6. The share of the population who awarded the maximal grades of 5 and 6 within this study is of 43%.

63% of the respondents have declared their willingness to use online public services rendered in the online regime, via computer and 65% via computers or mobile phones. On a scale from 1 to 6, they gave ratings higher than 3 points. The average indicated note was 4.0 points.

The level of confidence in that the quality of online services accessed via computers or mobile phones will correspond to their expectations were rated by an average mark of 4 on a scale from 1 (don't believe) to 6 (fully believe).

37% of respondents would recommend use of the online public services indicating an average of 3.9 points, on a scale from 1 to 6, where 1 means "I would not recommend" and 6 "I would definitely recommend".

26% of respondents are confident that they would certainly obtain (grades of 5 and 6 were awarded on a scale from 1 to 6, where 1 stands for lack of confidence and 6 – full confidence) the public service they have requested online (via computer or mobile phone). Overall, the level of confidence equals to 3.5 points,.

The level of confidence in the fact that the requested online public service will be provided in safety was graded with an average of 2.8 points on a scale from 1 (not confident) to 6 (fully confident), some 17% of respondents rated the level of safety with 5 and 6.

Citizens' satisfaction regarding the quality of public services delivered by the central public authorities.

In the last 12 months preceeding the study, around 30% of respondents requested public services.

In 85% of cases, respondents have indicated that they came to the premises of the institutions at all stages to benefit from the public service. 11% of respondents accessed the services via Internet (using computers or mobile phones) for certain steps / procedures and later physically reached the office of the relevant institution to finalize the procedure of getting the service and 4% fully used the online service.

On a scale from 1 (unsatisfied) to 6 (very satisfied), the average grade awarded by the respondents to the quality of online services is 4.4, while the grade awarded to public services in offline regime was of 4.0 points.

The share of the respondents satisfied by the quality of electronic public services counted for **64%**.
On a scale from 1 to 6, where 1 stands for „dissatisfied", and 6 – for „satisfied", they appreciated with grades of 5 and 6 that they are satisfied by the quality of the requested service. The level of satisfaction regarding the public services delivered online is appreciated by the average rate of 4.4 points.

INTRODUCTION

The main goal of the study is to collect data on the dynamics of key performance indicators, which together with other data collected and processed by the Center for Electronic Governance, were intended to provide an objective and full picture on the level of access, understanding and support of the e-Governance products by citizens and to determine the level of confidence with the quality and safety of public services rendered by state authorities.

This research is grounded on a quantitative study. Data collection was conducted through a structured questionnaire.

The results of the study are aggregated into four chapters, as per the questionnaire applied. The analytical part contains data on the entire sampling, the key indicators are presented in dynamics using data of a similar study conducted in 2012 by IPP (Institute for Public Policy) and Magenta Consulting at the request of the Center for Electronic Governance.

The Annex includes a set of tables with data disaggregated by various characteristics of the respondents: age group, sex, employment status, education level. Also, it provides information by residential areas and development regions. To ensure comparability with the previous study - data on urban areas are analyzed separately for Chisinau and other urban areas, while for the Central development region the data include those for Chisinau.

METHODOLOGY

- Sample size: 3021 respondents aged 16 years and older;
- Sample: stratified sampling, probability sampling, bistadial sampling;
- Stratification criteria: 13 geographic regions that coincide with the administrative territorial units before returning to districts, residential area (urban-rural), size of the cities/urban areas (two types), number of rural population (three types of rural areas).

Sampling:

- The volumes of urban strata and the total by region (former districts) and rural strata sizes were calculated proportionally to the number of population, based on the data provided by the Department of Statistics of the Republic of Moldova.

Given the large involvement of Moldovan citizens in labour migration, the distribution of the number of population per regions based on which the sample design was made was adjusted to the number of population that left abroad for work purpose, as per the Labour Force Survey data carried out by the National Bureau of Statistics.

Randomization stages:

I. Location: within the adjusted layers, the localities (177) were selected randomly using a table of random numbers.

II. Family: the maximum number of interviews conducted within a sampling point was 5. The interviewed families were selected by random route method with a predetermined statistical step.

III. Person: in selected families with more adults, the interviewed respondent was selected randomly using „the closest birthday" method.

Representativeness: the sample is representative for the adult population of the Republic of Moldova, with a maximal error margin of ± 1.8%.

Data collection period: 11 - 25 November 2013. Interviews were conducted at respondents' residence. The questionnaire was drafted in Romanian and Russian, offering the respondents the opportunity to choose.

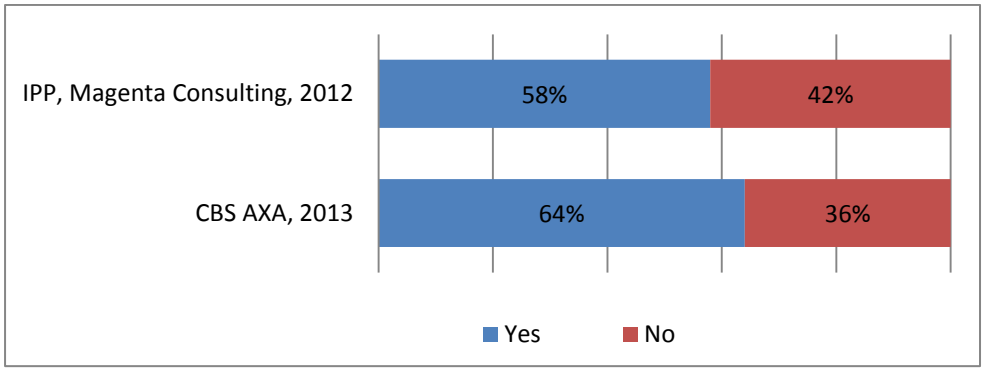
1. CITIZENS' ACCESS TO COMPUTERS AND INTERNET

This Chapter contains data on the level of computer possession in households, households with Internet connection. Also, the use of computers and Internet by respondents is assessed.

1.1. Level of computer possession in households

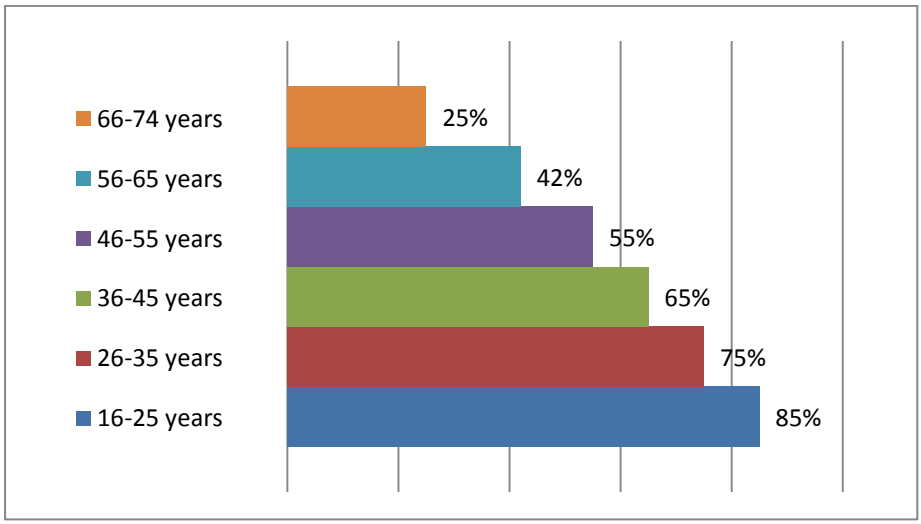
According to this study, 64% of the respondents stated there is at least one computer in their household. As compared to the previous study (Figure 1), this share increased by about 6 percentage points (pp).

Figure 1. Level of computer possession in households, %



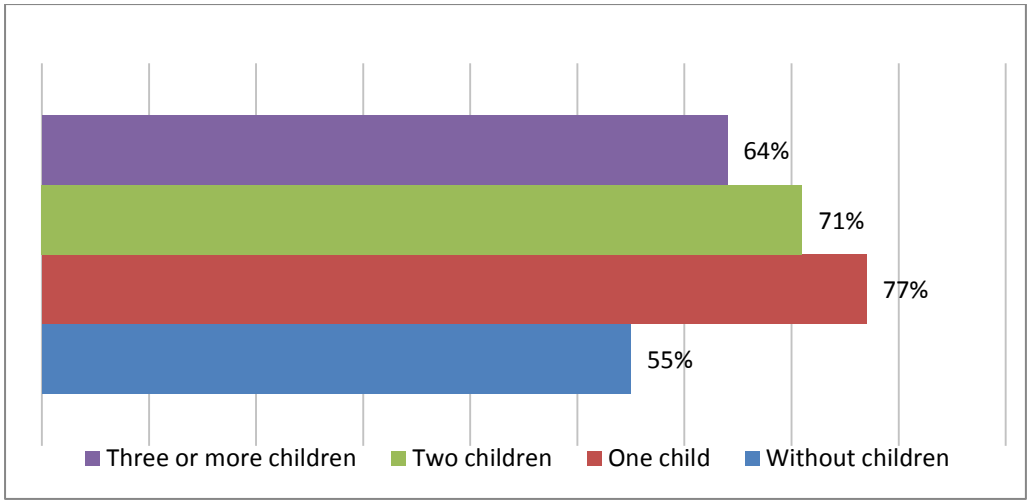
The level of computer possession in households is linked to/correlated with the age of the respondents, the highest level being recorded in respondents of the age group 16-25 (85%), while the lowest one – among those aged 66-74 (25%) (Figure 2).

Figure 2. Level of computer possession in households by age groups,%



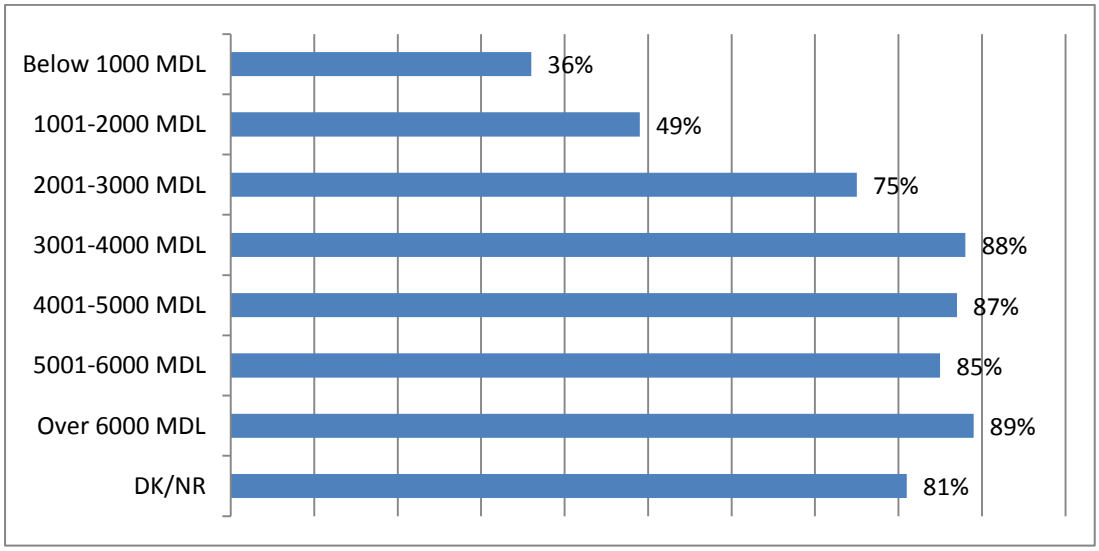
Families with children are fostered to a greater extent to purchase computers. At the same time, upon increase in the number of children, the share of respondents who declared they have computers diminished. Thus, the highest level of computer possession in households (77%) was recorded in households with one child (Figure 3), while the lowest level (55%) - in the households without children under 18 years.

Figure 3. Level of computer possession in households with children under 18, %



A correlation between the level of computer possession in households and the income of the families was attested. Thus, in households with an average monthly family income of up to 1000 MDL, the share of those who own computers is of 36% only, while for those with incomes of 3000 MDL and more, this share exceeds 80% (Figure 4).

Figure 4. Level of computer possession in households by family income, %

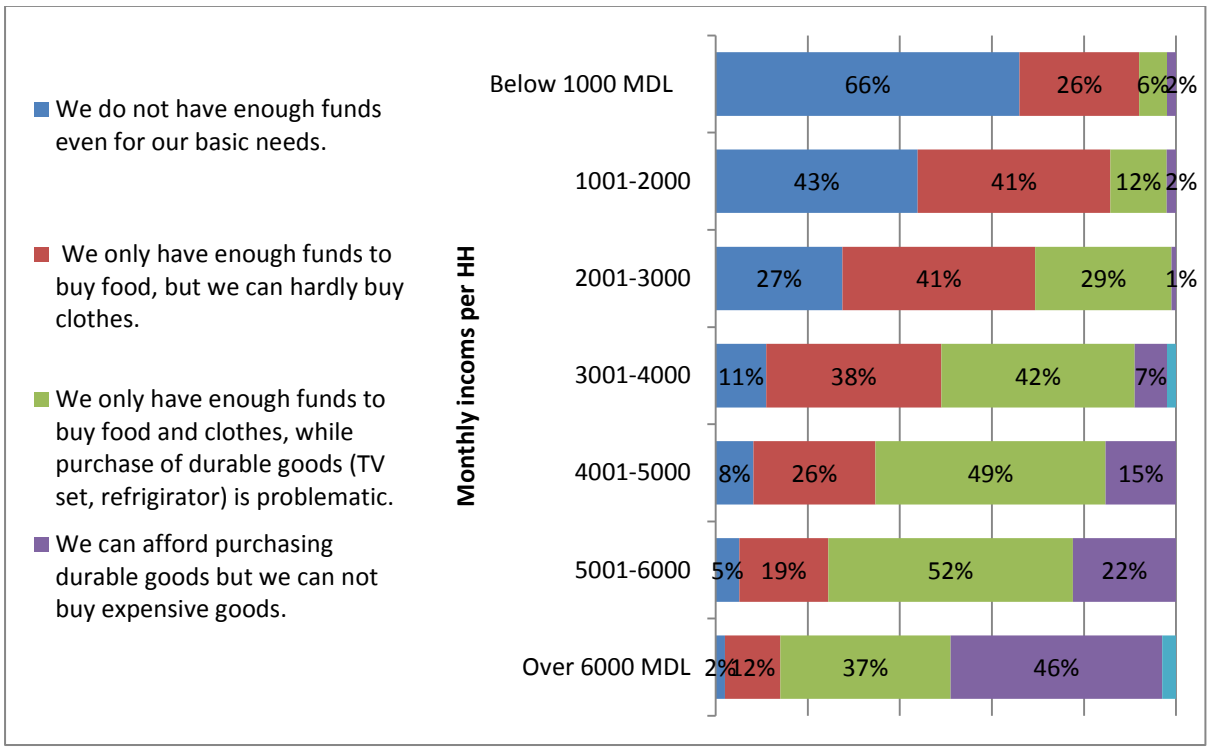


The subjective perception of the population with respect to their level of welfare and their opinions about household's financial opportunities to purchase durable goods[1] is also important. The correlation between the perceived level of welfare and income categories to which respondents classify themselves can be noticed. About 66% of respondents with monthly income under 1000 MDL, 43% of those with incomes between 1001 and 2000 MDL and 27% of respondents earning 2001-3000 MDL said that the funds they get are not enough even for their basic needs and 26% and respectively 41% said they only have enough funds to buy food, but they could hardly buy clothes or

[1]according to the classification used by NBS in the analysis of population standard of living, the computers are considered durable goods
http://statbank.statistica.md/pxweb/Dialog/view.asp?ma=NIV0401&ti=Inzestrarea+gospodariilor+by+Bunuri+de+folosinta+indelungata%2C+Ani+and+Medii&path=../quicktables/RO/04%20NIV/NIV04/&lang=1

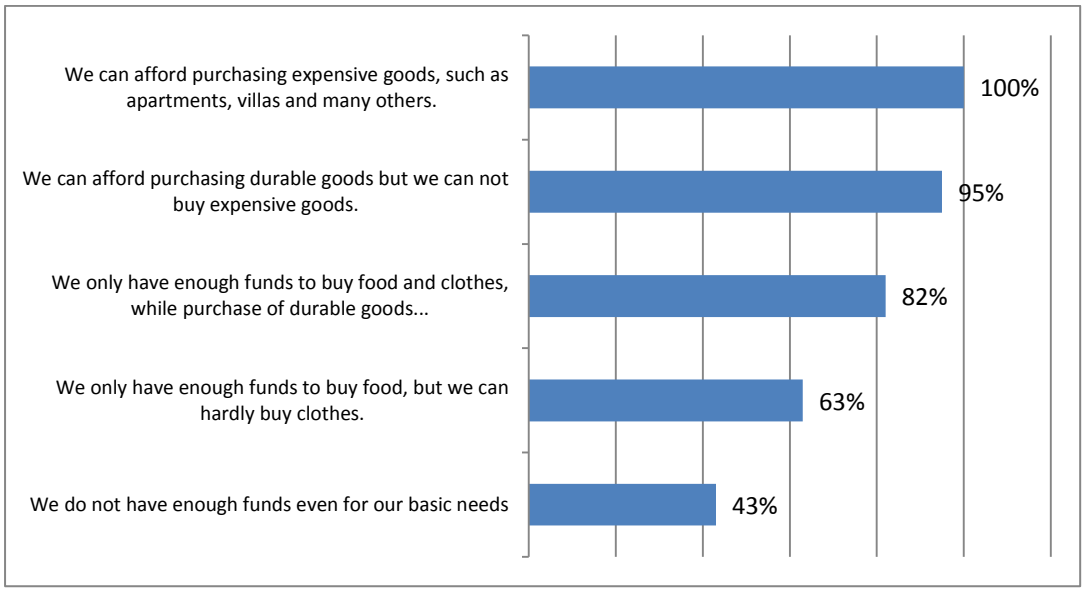
durable goods or other expensive goods. Only a very limitted number of respondents from these groups indicated that they could afford purchasing of durable goods (just 1% -2%). The purchase of durable goods is also considered problematic by almost half of respondents with incomes between 3001 and 6000 MDL (Figure 5).

Figure 5. Correlation of the welfare level and family income categories, %



There is relatively small share of 43% of those who own computers among respondents who stated their income "is not enough even for their basic needs". Their share increases depending on the household's possibilities to cover expenses deemed necessary for living (Figure 6).

Figure 6. Level of computer possession in households by the subjective perception of family welfare, %

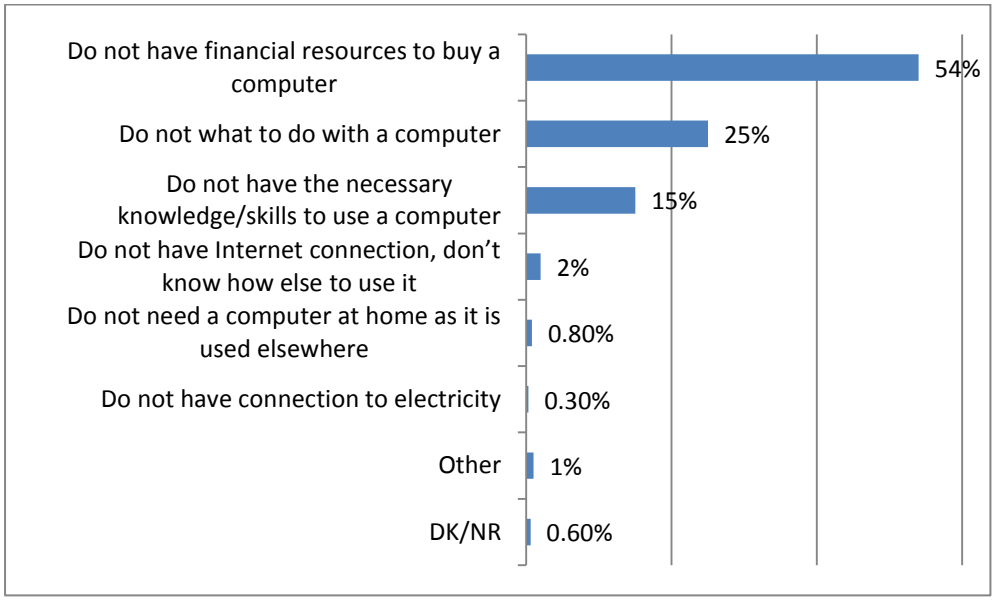


The level of computer possession in households depends on the area of residence. The share of households that own computers in rural areas is particularly low (52%) and records a difference of about 17 p.p. as compared to urban areas and 33 p.p. to Chisinau. It is also worth mentioning that there is a certain trend for this share to get higher, as compared to the previous study that recorded just 45% of households in rural areas owning computers. Also, there is a dependence between the level of computer possession by respondents and their educational degrees. The lowest level of computer possession was recorded among respondents with low education (22%) and the highest one - among those with higher education (86%). No significant differences were recorded in the level of computer possession by gender, a very slight increased trend being observed among male respondents (Table 1.1 in the Annex).

In general, the households have 1-3 computers each, and the average number of computers per household is 1.1 units. A more significant average of 1.2 computers per household was recorded among young respondents under 35 years, family households with one child, respondents with higher education, those with high incomes and the respondents from Chisinau. To mention that, for households with family incomes of over 5000 MDL, an average of about 1.3 computers per household in the relevant group was recorded (Table 1.2 in the Annex).

Over half of the respondents who do not have computers in their households explained it by the lack of financial resources to purchase it, ¼ stated that they don't have anything to do with a computer, 15% of respondents do not have the necessary skills to use it, and about 2% -that they have no Internet connection and do not know what else it might be useful for (Figure 7). Other reasons given by less than 1% of respondents were: no need to have a computer at home as it is used elsewhere, lack of connection to electricity, the computer was given to someone else for use, the computer was damaged, the computer had to be purchased.

Figure 7. Main reasons for the lack of computers in households, %

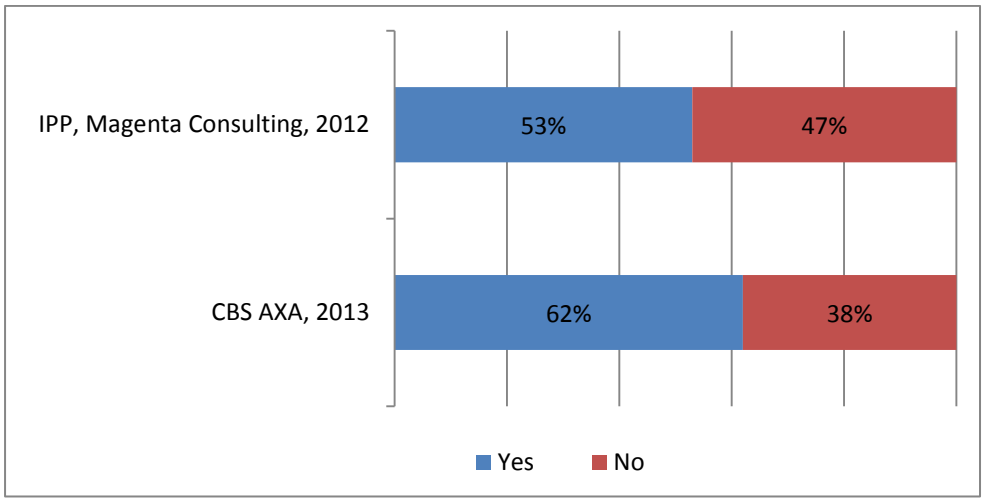


Mostly - in over 70% of the households - the absence of computers is explained by respondents by the lack of financial resources to purchase it. Those were households with two or more children and young people between 16-25 years and 26-35 years. Over half of respondents that perceive themselves as families with low welfare (*We only have enough funds to buy food, but we can hardly buy clothes ; We do not have enough funds even for our basic needs*) mentioned lack of funds as the reason why they do not have a computer in the household and 54% of the most prosperous ones (*We can afford to buy durable goods, but we can not afford purchasing expensive goods)* stated they had nothing to do with a computer. Lack of funds to purchase computers is mentioned in higher rates by rural respondents (56%) than by the urban ones (47%) and a larger discrepancy between those from urban areas (31%) versus rural ones (24%) was recorded in case of respondents who stated they have nothing to do with a computer. Lack of knowledge needed to use a computer was stated as a reason mostly by elderly respondents over 66 years. It is worth mentioning that this reason was also indicated by almost ¼ of *skilled workers in agriculture, forestry, hunting, fishing and fisheries* (Table 1.3 in the Annex).

1.2. Household connection to Internet

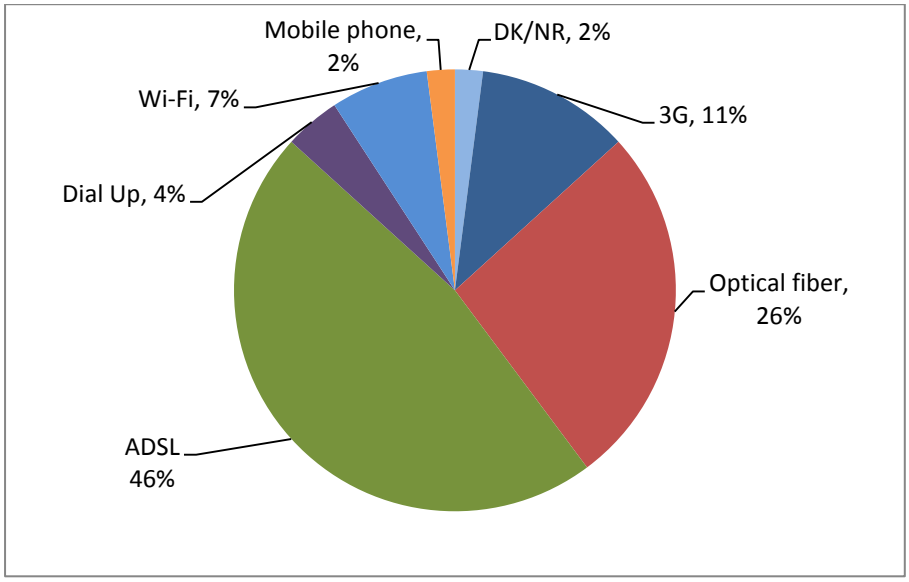
About 62% of respondents stated their households have their computers connected to Internet, which shows an increase of about 9 p.p., as compared to the previous study. The difference between the respondents who have their computers connected to Internet is of 2% only. It is worth mentioning that in the previous study this difference was higher (5%), which also shows increased trend of the public access to those services (Figure 8).

Figure 8. Household connection to Internet, %



Almost half of the households have Internet connection of ADSL type, ¼ - optical fiber and 11% of 3G (Figure 9). As compared to the previous study (3%), the current one registered increased share of respondents who said they have Wi-Fi connection (7%).

Figure 9. Type of Internet connection in households, %

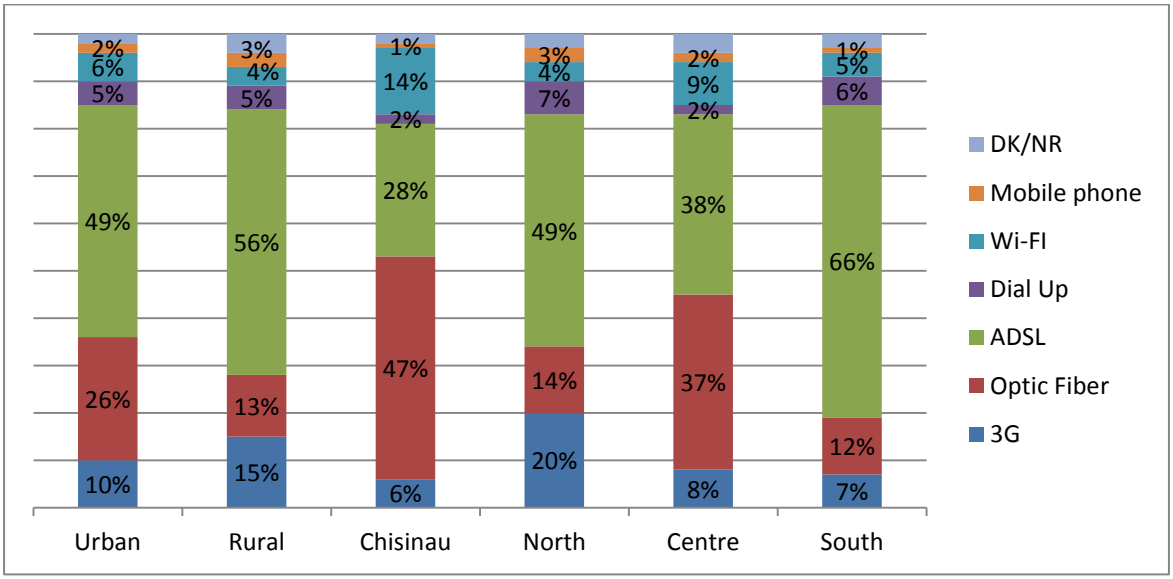


Internet connection type is linked to both the residential area of the respondent and his/her region of the country. Thus, both in rural and urban areas, the most used connection is that of ADSL type (56% for rural areas and 49% for the urban ones). The most spread connection in Chisinau is through the optical fiber (47%). The second type of connection for the urban areas is the optical fiber with

26% of respondents, while for the rural ones - 3G connection with 15%. 28% of households in Chisinau are connected to Internet via ADSL connection (Figure 10).

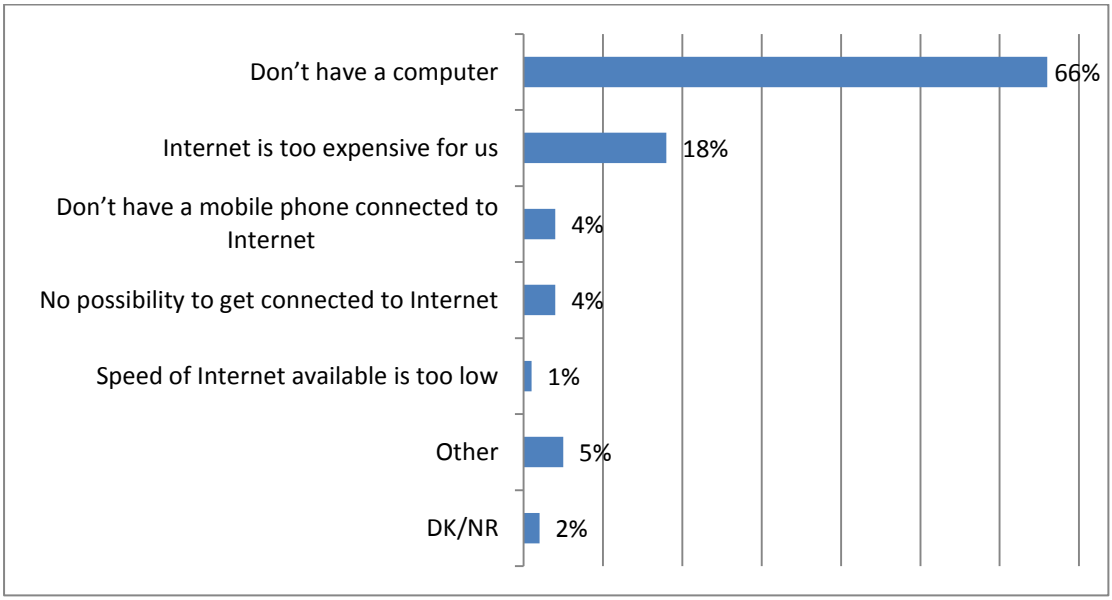
The ADSL connection is more common for the Southern part of Moldova (66%), as compared to other regions of the country. 1/5 of respondents from the Northern part of the country stated they use 3G connection, while this type of connection is less popular in other regions of the country.

Figure 10. Type of Internet connection in households, %



As mentioned by 66% of respondents, the main reason why their households are not connected to Internet is that they do not have computers. About 18% of those who do not have Internet connection reiterated that *the service is too expensive for them*, about 4% said that *there is no possibility to get connected to the service at their residential area* (Figure 11). About 1% of respondents invoked among other reasons the fact that the *available Internet speed is too low*.

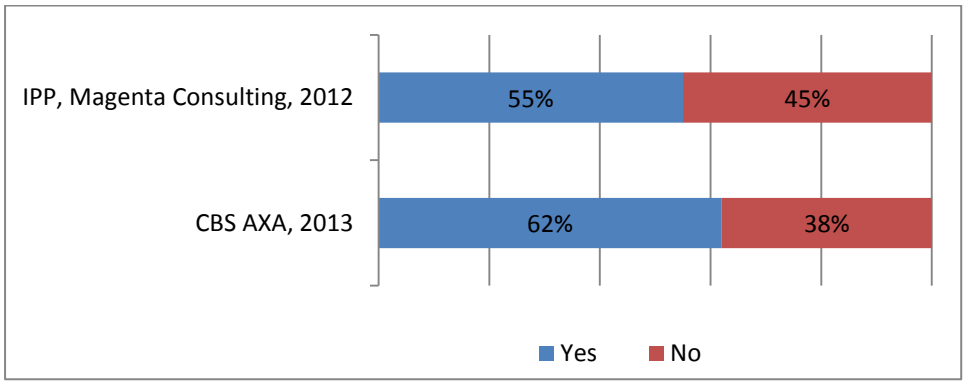
Figure 11. Reasons for the lack of Internet connection, %



1.3. Level of computer use

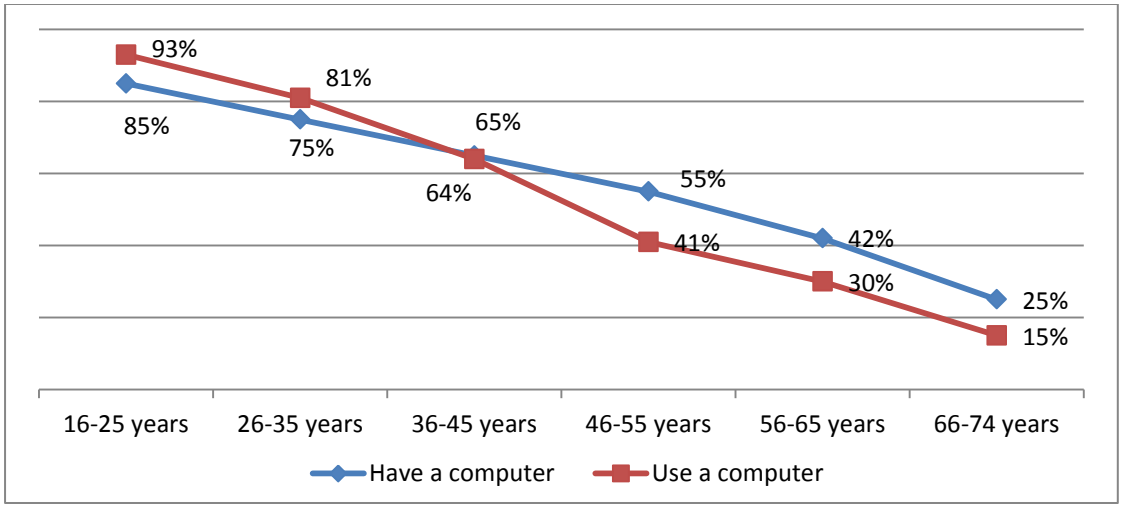
Almost the same share of respondents have used computers over the past 12 months compared to those who own them, regardless of the venue they accessed them from (62% vs. 64% of respondents have computers in their households). To mention that the level of computer use has increased by 7 p.p., compared to the results of the previous study (Figure 12).

Figure 12. Computer use over the past 12 months, %



The level of computer use, as well as that of computer possession in households is directly linked to the age of the respondents. At the same time, the share of young people who used a computer over the past 12 months exceeds the share of those groups that own a computer in their households (Figure 13). In case of groups of elderly respondents the study revealed that they do not use a computer, even if there is one in their household.

Figure 13. Computer availability and use over the past 12 months by age groups, %



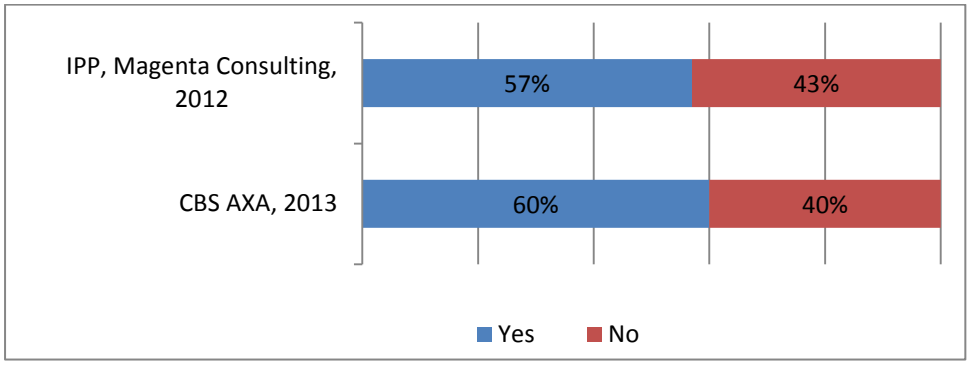
Computer use is also linked to the level of respondents' wealth and income. Thus, in case of respondents with incomes over 5,000 MDL per family, the share of those who used a computer over the past 12 months is of about 90%. The most active computer users (over 90%) are managers and highly qualified specialists, people with higher education, pupils / students, residents of the capital city. This exceeds the share of respondents from these groups, who said they have a computer in their household. This leads to the assumption that the computer is used by the respondents either

at work or education institution, or in places other than the household. For other social and demographic groups, the level of computer use during the investigated period is almost equal to or less than the number of those who own a computer in the household (Table 1.7 in the Annex).

1.4. Usage of Internet

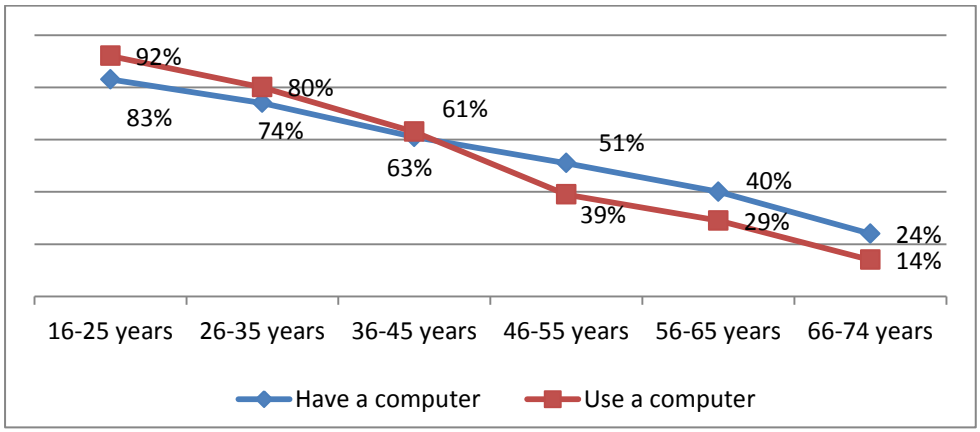
The survey reveals that about 60% of the respondents used the Internet over the past 12 months, regardless of the place it was accessed from. In compareson with the previous study, the increase is not significant and constitutes 3% only (Figure 14).

Figure 14. Internet use over the past 12 months, %



As the case of computer possession and use, the availability of and access to Internet connection are linked to the age groups: the share of respondents who actually use the computer in their households diminishes with the advance in age, even if computers are available in the households (Figure 15).

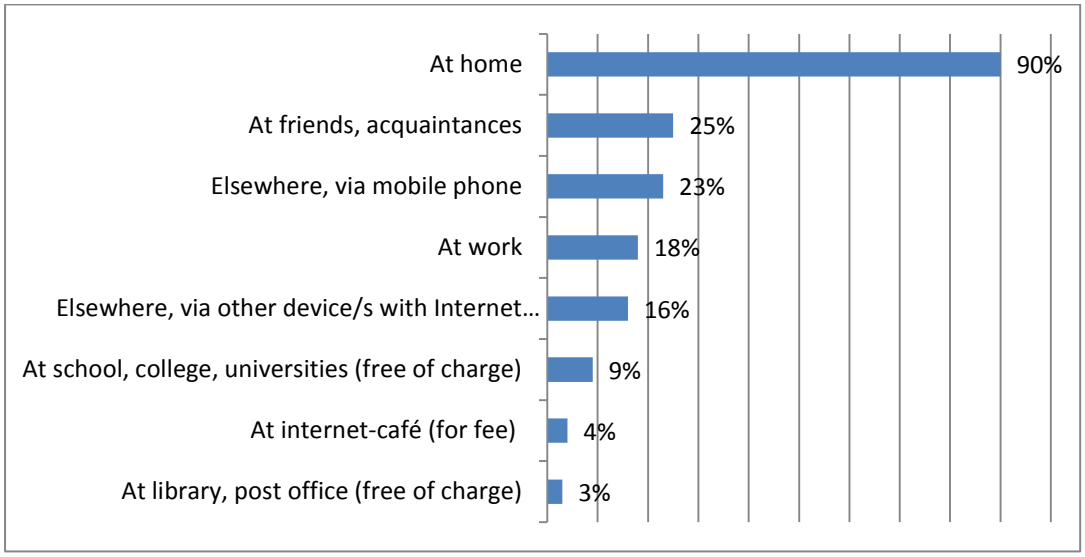
Figure 15. Level of Internet connection availability and use over the past 12 months by age groups by age groups, %



For some population groups, Internet usage exceeds its availability in households (by 90%) and recorded higher quotas among young respondents, highly qualified specialists, pupils and students, users with monthly family incomes over 5,000 MDL and respondents with higher education. There is a more prominent share of those who used Internet over the past 12 months (62%) compared to its possession in households (59%) with three or more children (Table 1.8 in the Annex). The share of respondents who use the Internet in other groups of respondents is equal to or lower than the share of those whose computers are connected to Internet in their households.

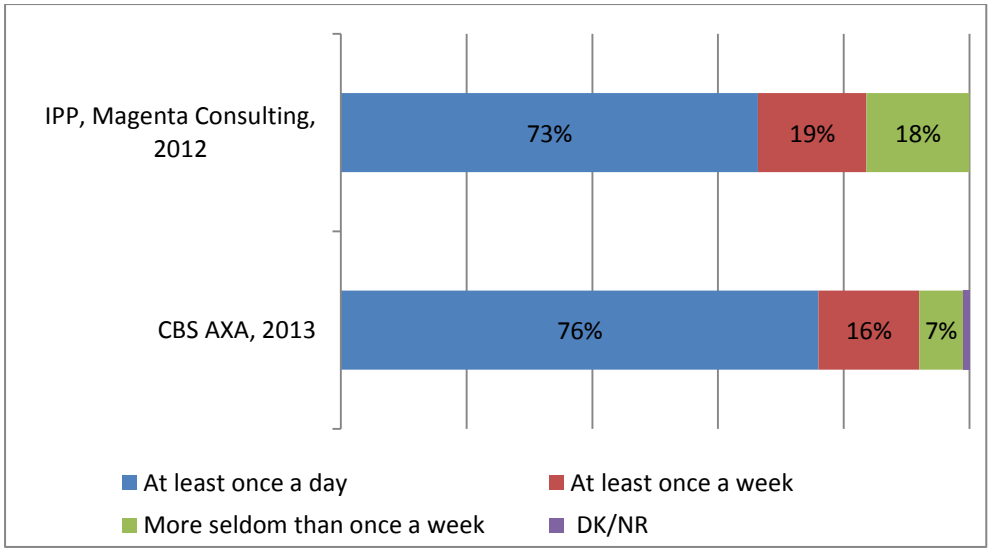
Most respondents indicated that they had accessed the Internet from home (90%) over the past 12 months and about ¼ of them accessed it from their friends, acquaintances or other venues via mobile phone. Some 18% of Internet users accessed the Internet at work; 16% of them used various mobile devices in other locations for this purpose (Figure 16). To mention that pupils / students accessed the Internet resources via all possible methods. Thus, in addition to those 98% of respondents who accessed the Internet in the household, over 40% of them stated they had used the online service from their friends or acquaintances, at their education institution or elsewhere using mobile phones or other device with internet access (Table 1.9 in the Annex).

Figure 16. Venues for Internet access over the past 12 months, %



The frequency of internet usage is also increasing. About 76% of respondents stated they used the Internet at least once per day. As compared to the previous study, the frequency of the online service use increased by 3 p.p. (Figure 17).

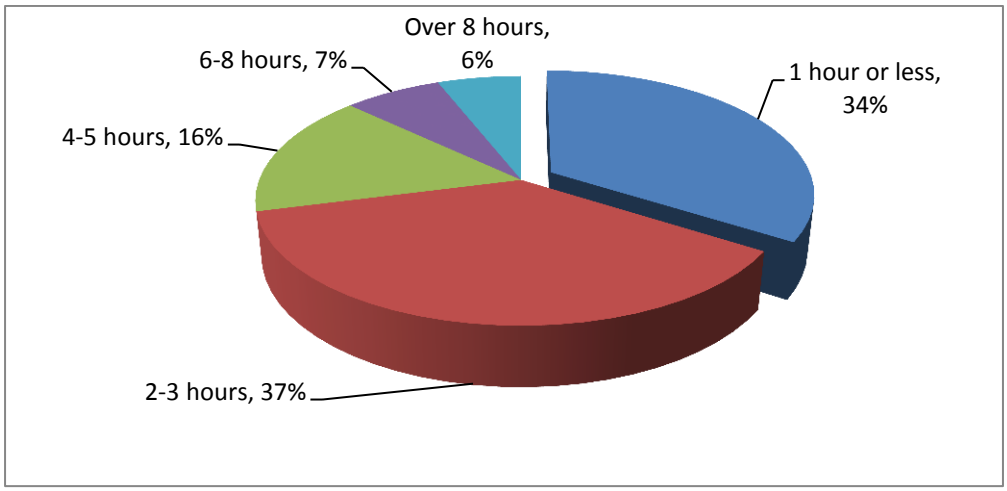
Figure 17. Frequency of Internet use over the past 12 months, %



At least once a day the Internet was accessed by more than 90% of public authority managers at all levels, administrative staff, pupils / students, as well as 80% to 89% of young respondents under 35, members of households with one child, those with incomes over 5000 MDL per family, people with higher education and those from Chisinau dwellers (Table 1.10 in the Annex).

The length of Internet sessions increased in comparison to the previous study. Current survey data show that 34% of Internet users stated they spend one hour or less browsing the Internet (Figure 18), in comparison with 40% in the previous study. Also, around 30% of respondents navigate the Internet for four consecutive hours or more, while in the previous study they accounted for 21%.

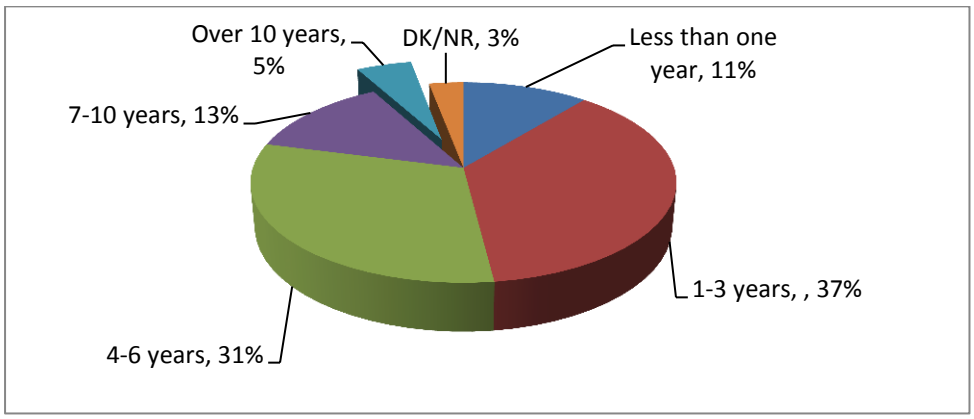
Figure 18. Internet browsing duration/time, %



Almost half of the pupils / students spend their time in Internet for four hours or more, 40% out of them are young people aged 16-25, more than 1/3 of the male respondents in households without children or with one child, managers and specialists with high or medium qualifications, those with family incomes of over 3000 MDL, people with higher education, respondents from urban areas and from Chisinau (Table 1.11 in the Annex). Internet users aged 46-65, retired respondents/pensioners and those with incomes below 1000 MDL per family prefer to brows the Internet for an hour or so. This time has been communicated by more than half of the respondents of the mentioned groups.

A quite large experience of using Internet was recorded among the respondents - almost half of them use this service for four years or more, and 5% - for more than 10 years (Figure 19).

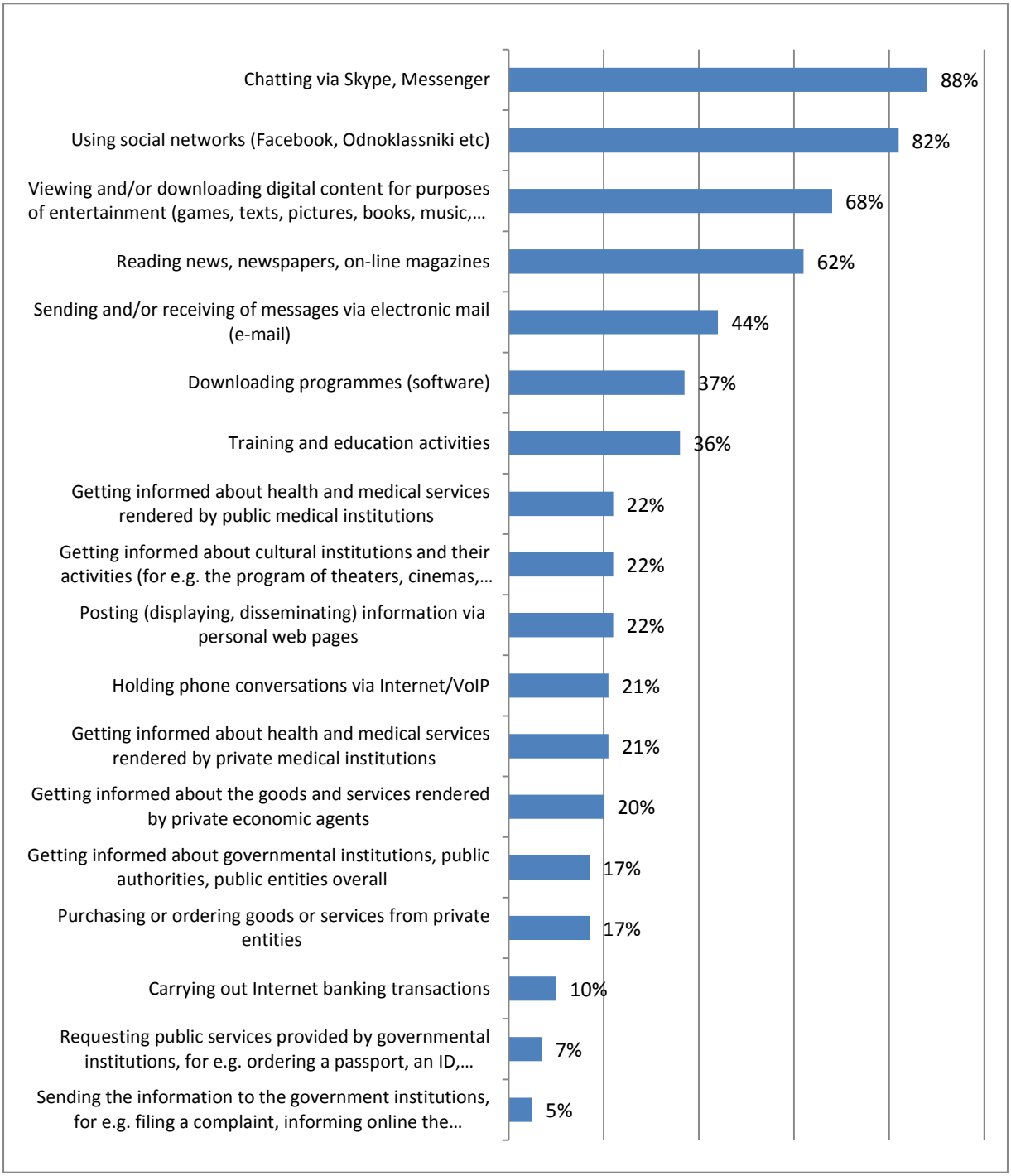
Figure 19. Experience of Internet use, %



The shares exceeding 10% in the category of Internet users with over 10 years of experience is recorded among persons aged 66 years or more. They are managers at all levels and highly qualified specialists, people with incomes of over 5000 MDL per family, and those from Chisinau dwellers. It is worth mentioning that about 2/3 of rural respondents use the Internet for three years or less (Table 1.12 in the Annex).

Internet is used mainly for socializing and communication. The services rendered to the customers by various structrures/bodies, including by public authorities are used less. Thus, over 80% of the Internet users indicated on making use of chats when being online, using social networks. About 60% of the respondents use the Internet for entertainment, for reading the online newspapers or magazines, nearly half of them use e-mails, and about one third of respondents use the Internet for capacity building related activities - downloading softwares and accessing training and education activities/courses. Just 10% of respondents stated they perform Internet banking transactions, and even fewer (7%) require certain services offered by government institutions (Figure 20).

Figure 20. Purposes for Internet use, %



The online public services were requested by managers of different levels (20%), administrative clerks (16%) and by respondents with incomes over 6000 MDL (14%) (Table 1.13 in the Annex).

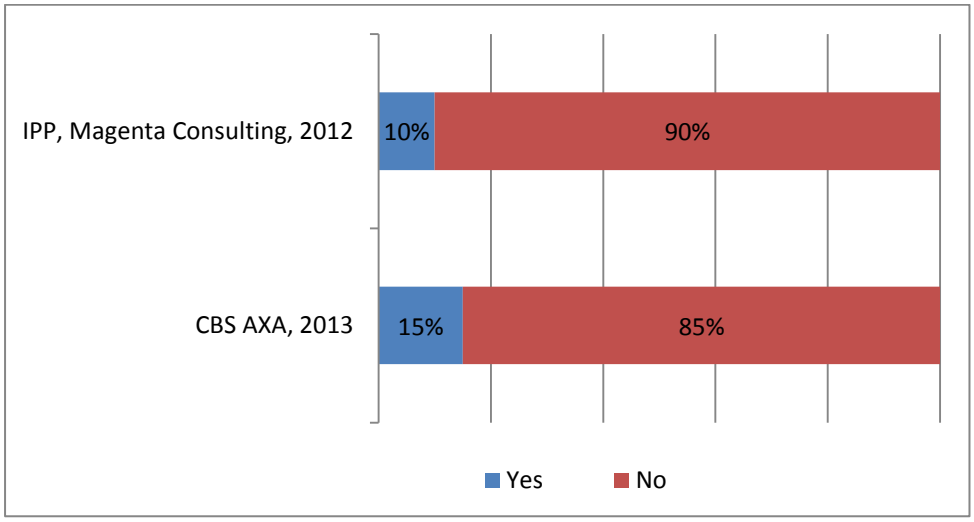
2. USAGE OF ONLINE RESOURCES OF MINISTRIES AND OTHER CENTRAL ADMINISTRATIVE AUTHORITIES SUBORDONATED TO THE GOVERNMENT

This Chapter analyzes the situation on the use of e-Governance resources and products by the population over the past 12 months, preceeding this study. Data on the access to the formal webpages of the government, central public authorities and specialized public institutions, as well as the modalities and the level of citizens' access to public services are presented.

2.1. Accessing the website of the Government

Some 15% of the respondents stated that they accessed the webpage of the Government (www.gov.md) at least once. As compared to the data from the previous study, this share has increased by 5 p.p. (Figure 21).

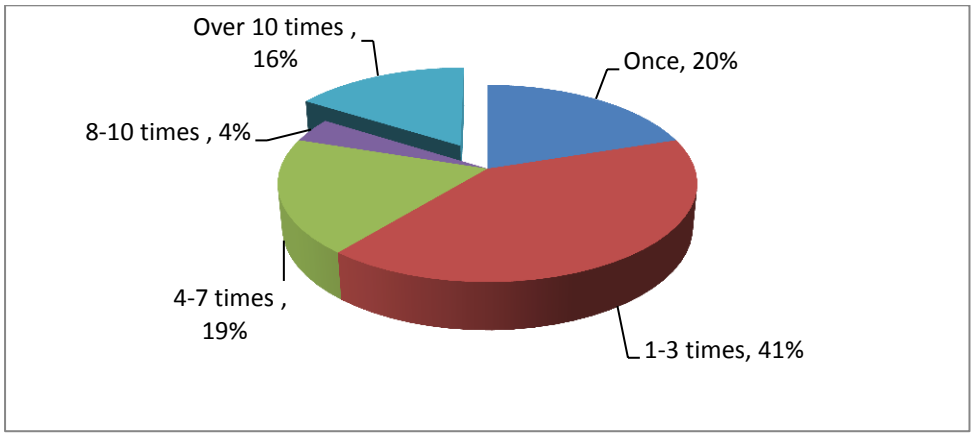
Figure 21. Accessing the website of the Government, %



The website of the Government was accessed by over half of the managers at all levels, 40% of highly qualified professionals, more than one third of administrative clerks/staff, people with incomes of over 6000 MDL per family, respondents with higher education. Also, the webpade of the Government was of interest for about ¼ of pupils / students and users residing in Chisinau. There is a direct correlation between the perceived welfare by the households and the level of accessing that page. Thus, the respondents who answered "*We do not have enough funds even for our basic needs*" counted for 10%, while 49% of respondents said they "*can afford to buy expensive goods, apartments, villas etc*". The respondents from rural areas reported very low level of accessing the site, with a share of 9% only (Table 1.14 in the Annex).

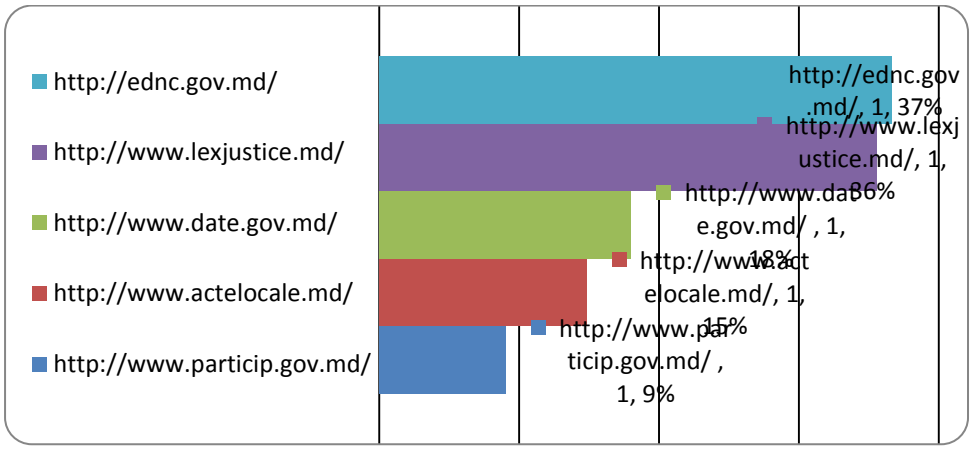
About 16% of respondents that reported they had used the website of the Government over the past 12 months, have accessed it 10 times or more (Figure 22 and Table 1.15 in Annex), and about 20% - only once.

Figure 22. The frequency of accessing the webpage of the Government, %



In the context of web pages / portals containing normative/legal acts, Government data open for public consultations on normative/legal acts etc, they were accessed by a share of respondents ranging from 9% to 37% (Figure 23 and Table 1.16 in the the Annex).

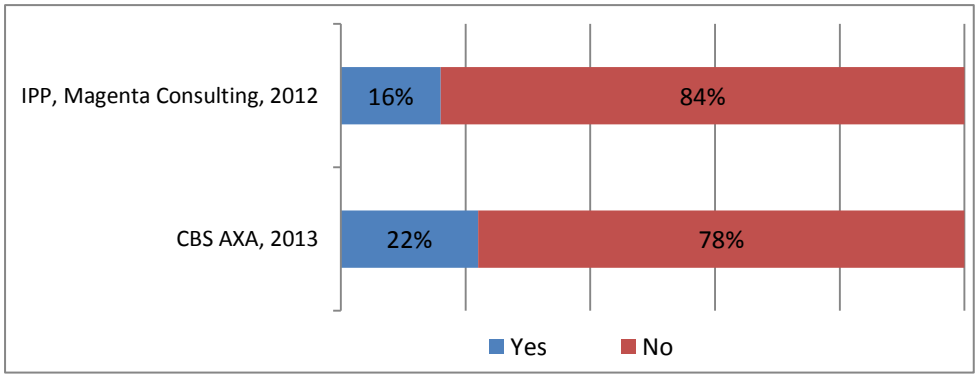
Figure 23. Accessing the information webpages of the Government, %



2.1. Accessing the websites of the ministries and other central administrative authorities subordonated to the Government

22% of respondents stated that, over the past 12 months they accessed at least one webpage (website) of a Government institution, exceeding the data recorded in the previous study by 6 p.p. (Figure 24).

Figure 24. Accessing the webpages of the state/government institutions, %



At least one of the websites of the central administrative authorities was accessed by around 60% of managers at all levels and highly qualified specialists, 41% of users with higher education, 30% of administrative staff, pupils / students, residents of the capital city (Table 1.17 in the Annex). There is a direct relationship between the income level and the level of webpage accessing, the share of respondents increasing from 10% for households with income below 1000 MDL to 44% for those with income over 6000 MDL. The level of accessing these sites is quite limited in rural areas, only 14% of respondents confirmed they had accessed the specified pages at least once over the past 12 months.

The most visited webpage during the past 12 months has been the one of the Ministry of Education with 40% of respondents (Table 1). This popularity can be explained by the reforms launched in education. The next most visited page was that of the State Hydrometeorological Service (by almost 30% of respondents). Almost 20% of positive responses were accumulated by the websites of the Ministry of Internal Affairs, State Enterprise Posta Moldovei and the Ministry of Justice. 16% of Internet users have accessed the webpages of the Ministry of Health, National Social Insurance Office, State Principal Fiscal Inspectorate and National Bureau of Statistics. The socio-demographic profile of visitors of the Top 10 most visited websites is presented in the Table 1.18 in the Annex.

Table 1. Most visited websites of the ministries and other central and specilized administrative authorities and public authorities, N=403, % (the answer "Yes")

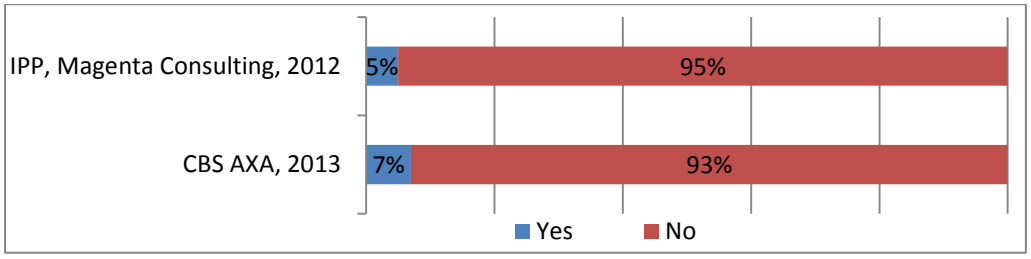
Name of the institution	Website	Accessing, %
Ministry of Education	http://www.edu.md/	40,4%
State Hydrometeorological Service	http://www.meteo.md/	28,9%
Ministry of Internal Affairs	http://www.mai.md/	19,4%
State Enterprise Posta Moldovei	http://www.posta.md/	18,0%
Ministry of Justice	http://justice.gov.md/	18,0%
Ministry of Health	http://ms.gov.md/	16,7%

Name of the institution	Website	Accessing, %
National Social Insurance Office	http://www.cnas.md/	16,3%
State Principal Fiscal Inspectorate/Authority	http://www.fisc.md/	15,9%
National Bureau of Statistics	http://www.statistica.md/	15,8%
Tourism Agency	http://www.turism.gov.md/	14,9%
State Enterprise Registru	http://www.registru.md/	13,7%
Ministry of Finance	http://www.mf.gov.md/	11,4%
Ministry of Economy	http://www.mec.gov.md/	10,7%
National Health Insurance Office	http://www.cnam.md/	10,6%
State Enterprise Cadastru	http://www.cadastre.md/	9,7%
National Archives of the Republic of Moldova	http://justice.gov.md/	9,4%
Legal Information Centre	http://justice.gov.md/	9,4%
Civil Status Office	http://stare-civila.gov.md	8,9%
Customs Service	http://www.customs.gov.md/	8,8%
Ministry of External Affairs and European Integration	http://www.mfa.gov.md/	8,4%
Land and Cadastre Agency	http://www.arfc.gov.md/	8,1%
Ministry of Transportation and Road Infrastructure	http://www.mtid.gov.md/	8,0%
Ministry of Culture	http://www.mc.gov.md/	7,9%
State Enterprise MoldData	http://www.molddata.md/	7,2%
Ministry of Defence	http://www.army.md/	6,5%
National Standards and Metrology Institute	http://www.standard.md/	5,9%
Bureau for Migration ande Azylum	http://www.mai.md/bma/	5,5%
National Radion Frequency Centre	http://www.cnfr.md/	5,4%
Service of Civil Protection and Exceptional Situations	http://www.dse.md/	5,3%
Licensing Chamber	http://www.licentiere.gov.md/	5,3%
State Enterprise Ingeocad	http://www.ingeocad.md	4,2%
Ministry of Environment	http://www.mediu.gov.md/	3,6%
State Energy Inspectorate	http://ies.md	3,3%
State Environmental Inspectorate	http://inseco.gov.md/	2,9%
Fisheries Service	http://www.sp.gov.md/	2,2%
Technical Centre for Industrial Security and Certification	http://www.ctsic.md/	1,7%
Geology and Mineral Resources Agency	http://www.mediu.gov.md/	1,5%

2.2. Peculiarities of accessing the online public services

The level of online services accessed by the population is still low, however, in comparison with the previous study, a slight increase was observed, i.e. the share of those who have accessed them over the past 12 months constituted about 7% versus 5% recorded in the previous study (Figure 25).

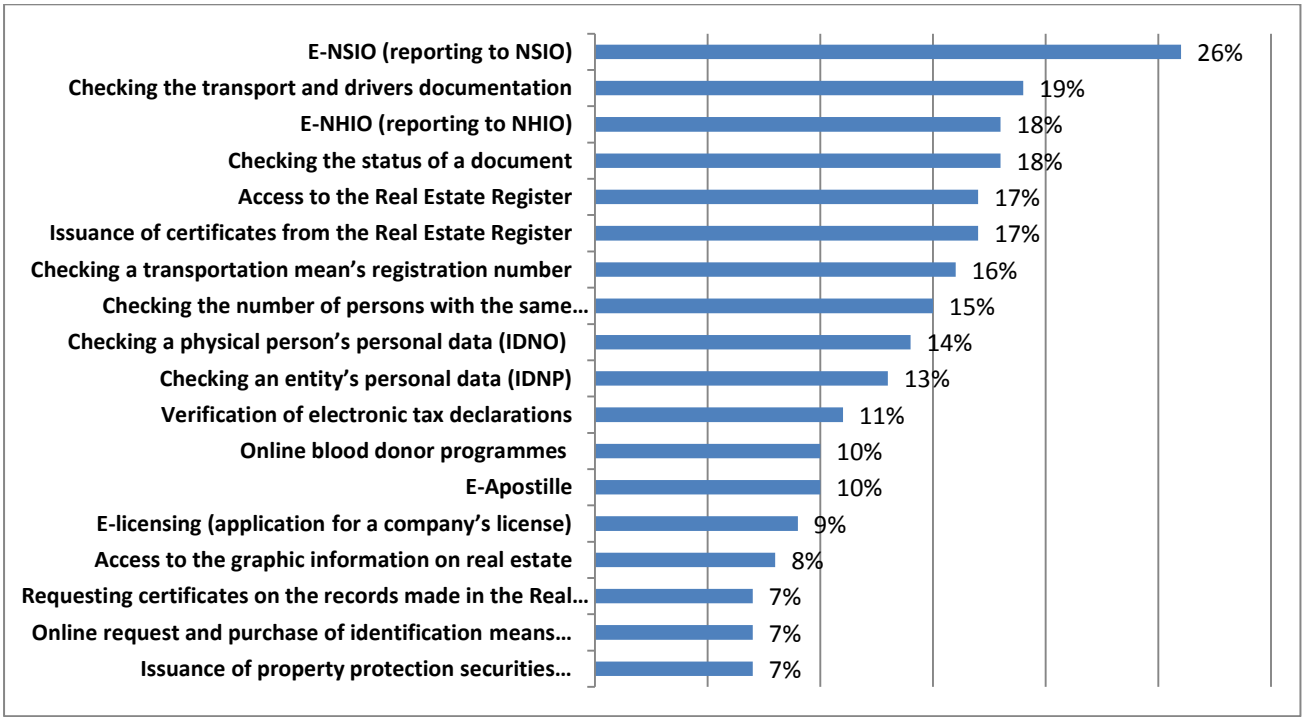
Figure 25. Accessing the government institutions' online public services over the past 12 months, %



Among the users of the public services, the public authority managers (34%), the highly qualified specialists (18%) and the administrative clerks/staff (15%) could be particularly noticed. The relevant services were accessed by about 10% of respondents aged 26-35, scientists with medium-level qualifications, pupils / students, residents of the capital city. There is an increasing trend towards the use of online public services depending on the family income - from 3% for households with income below 1000 MDL to about 20% for those with more than 5000 MDL per month (Table 1.19 in the Annex).

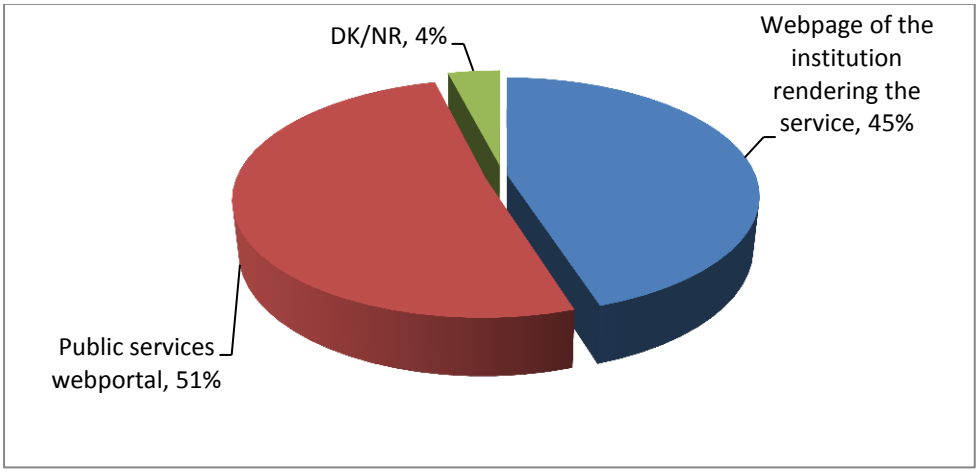
The most popular were the reporting services to NSIO (26%), followed by checking the data regarding the transportation means (19%) (Figure 26).

Figure 26. Level of accessing some online public services, %



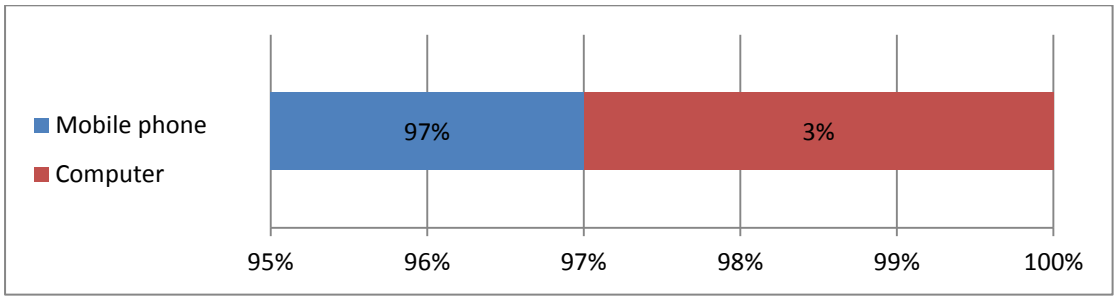
Among those who accessed at least one online service, a more significant share of 51% of respondents did it using the website of the relevant institution (Figure 27). It is worth mentioning that almost 60% of the city dwellers prefer to access the services via webpages, while the rural population counted for about 66% - using public services' portals (Table 1.20 in the Annex).

Figure 27. Methods of accessing the online public services, N=403, %



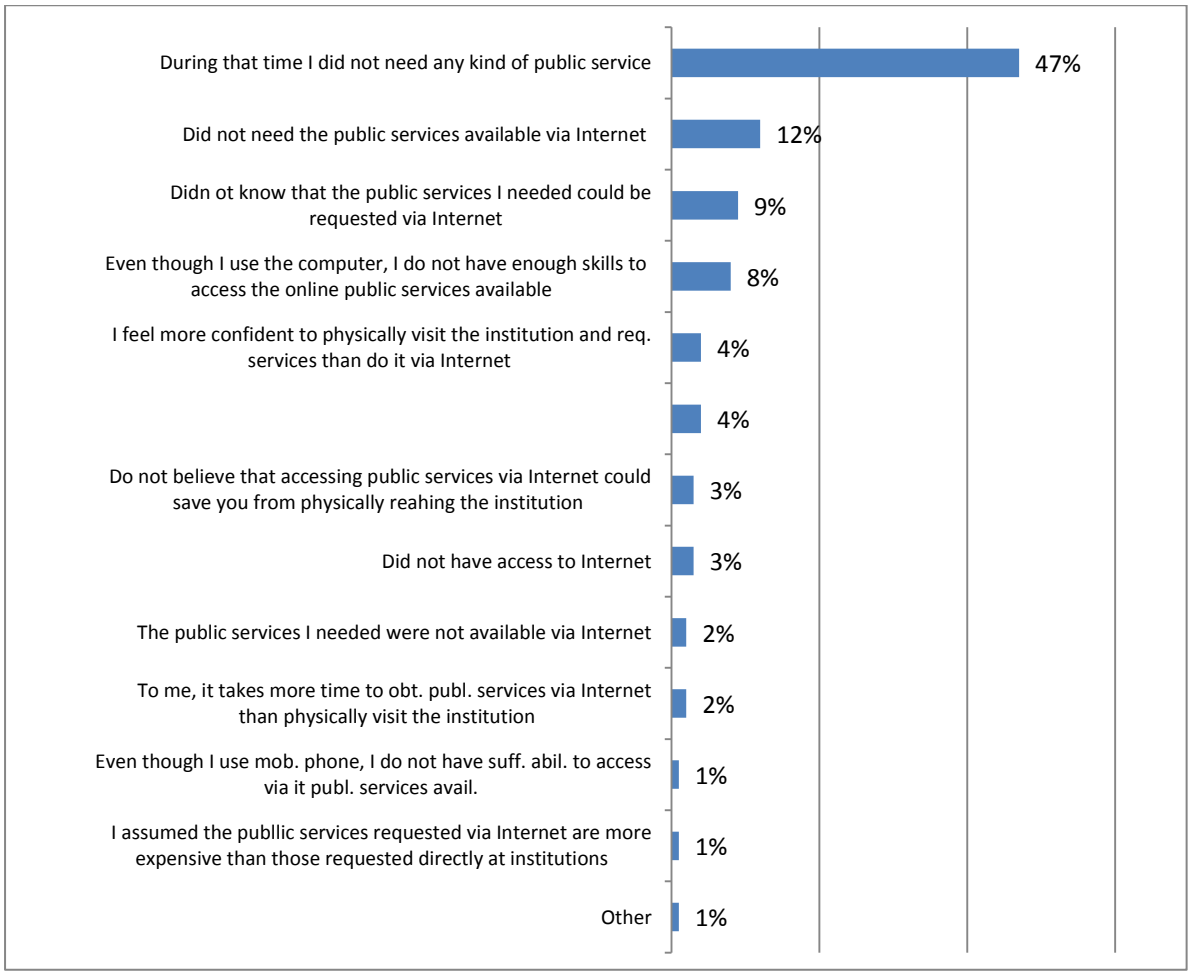
To access the relevant services, Internet users use mostly computers (97%), and only a limited number of them do it via mobile phones (Figure 28). More prominent tendencies to use the mobile phone for the above purpose was noticed among the younger respondents aged 16-25, men, unskilled workers, housewives, respondents with incomes between 5001-6000 MDL, people with secondary education/specialized studies, urban residents, citizens from the Northern region of the country (Table 1.21 in the Annex).

Figure 28. Tools for accessing the online public services, N=403, %



Almost half of respondents mentioned they did not use any online public service over the past 12 months since they did not need it. Other 12% of users stated they did not need any online public service, 9% said they did not know that the service they needed could be accessed online, and 8% reported lack of skills to perform that. Also other various reasons were mentioned, their share constituting below 5% (Figure 29 and Table 1.22 in the Annex).

Figure 29. Reasons why the online public services were not accessed by respondents, N=2230, %



3. KNOWLEDGE AND UNDERSTANDING OF THE E-GOVERNANCE CONCEPT. ATTITUDE TOWARDS THE E-TRANSFORMATION OF GOVERNANCE MEASURES

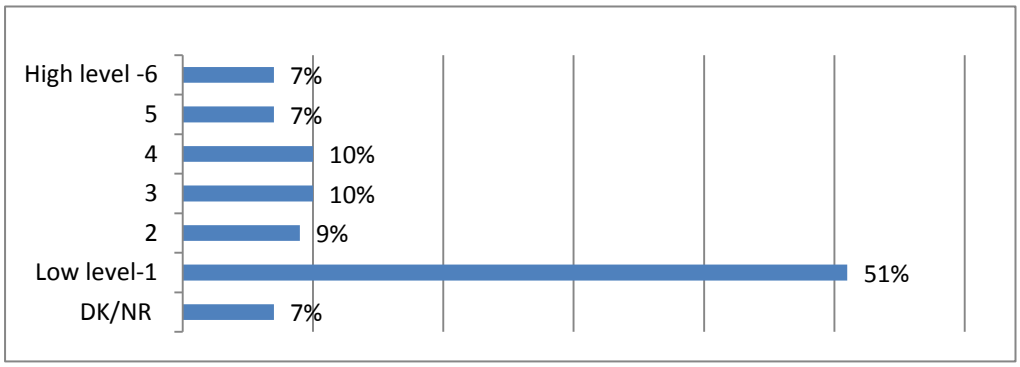
This Chapter presents the picture of the people's level of knowledge and understanding of the e-Governance concept, as well as the importance of implementing the e-Transformation of Governance reform, their awareness of the advantages / benefits and opening to uptake and assimilate the e-Governance products and results.

3.1. Knowledge of the e-Governance concept

The level of knowledge of the e-Governance concept is quite low in Moldova. The survey data reveal an average of 2.3 points on a scale from 1 (no knowledge) to 6 (very familiar). Thus, about 14% of the respondents assessed their knowledge of the notion with 5 and 6 points, while over 50% rated their knowledge with 1 point, i.e. they declared they were not aware of the concept at all (Figure 30).

27% of managers at all levels, 18% of highly qualified specialists, 13% of pupils / students, 11% of administrative staff and 17% of people with higher education said they learned about the concept of e-Governance. Also, the level of familiarization with the concept of e-Governance depends upon the income levels and exceeds 20% in case of families with income of more than 5000 MDL. The share of respondents with monthly family income below 1000 MDL goes down to 4%. The level of knowledge is three times higher among respondents from the capital city than in rural or other urban areeas and equals to 15% and 5%, respectively. The level of knowledge of e-Governance notion exceeds 10% among respondents under 35 and diminishes with the increase in age of respondents, thus the share of people aged 66-74 is of 2% only. (Table 1.24 in the Annex).

Figure 30. Your level of knowledge of e-Governance concept/notion, %



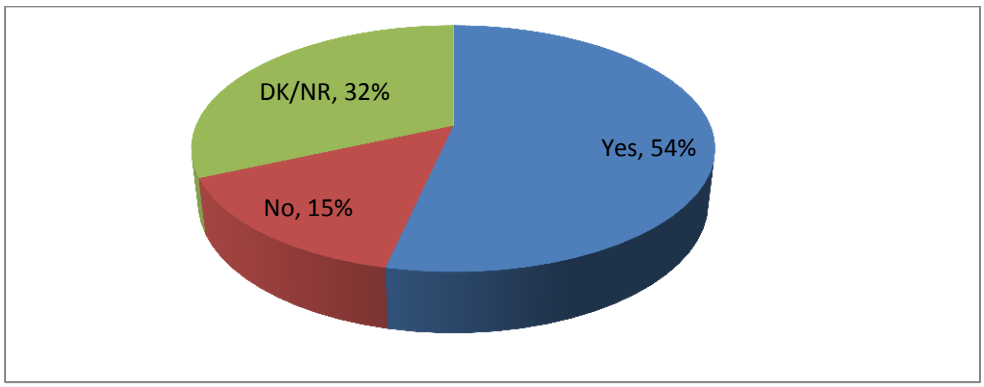
Over half of all respondents believe that the e-Governance will bring advantages or benefits to the population of Moldova and only 15% do not see any benefit in this regard (Figure 31).

Advantages / benefits of the reform are acknowledged by 87% of managers at all levels, 71% of highly qualified specialists, 71% of respondents with an average family income of over 6000 MDL and 70% of people with higher education.

The population of Chisinau records a higher degree of awareness in this respect (63%) in comparison with rural areas (51%) and other urban areas (52%). To mention that in terms of age, most

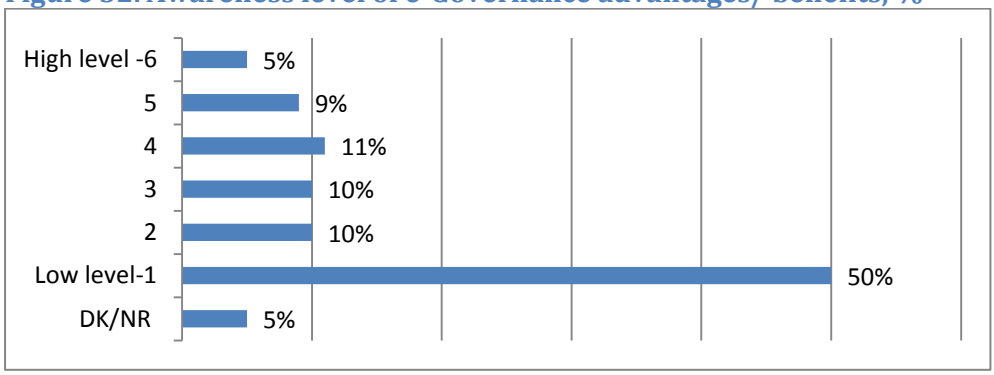
supporters who are aware of the potential advantages / benefits of E-Governance are aged 16-35 (59%) compared to elderly ones (33%) (Table 1.25 in the Annex).

Figure 31. Opinions of the potential advantages/ benefits of e-Governance, %



On a scale from 1 (do not know) to 6 (very familiar), the respondents assessed their personal knowledge of the advantages / benefits of e-Governance in Moldova, i.e. the transition from an ordinary governance to a system based on large application of information and communications technologies. The knowledge in this area are very modest, the overall average grade constituing 2.3 points only. The data reveal that about half of respondents are not aware of the benefits of e-Governance at all, rating their knowledge in the area with 1 point. A quite low share of only 5% of respondents awarded themselves 6 points, meaning that they know this subject very well (Figure 32).

Figure 32. Awareness level of e-Governance advantages/ benefits, %

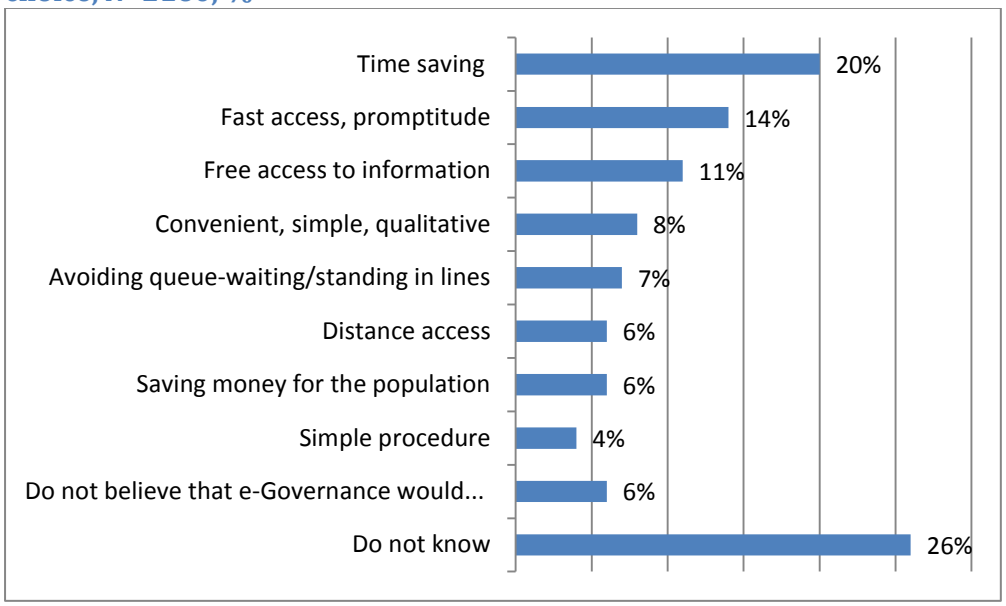


High level of knowledge (6 points) of over 10% was denoted among managers of all levels (16%), highly qualified specialists and administrative staff (14%), pupils / students and people with higher education (12%), respondents between 26-35 years and residents of the capital city (10%). The self-assessed level of knowledge depends on household income, ranging from 3% for families with monthly average income below 1,000 MDL to 15% for those exceeding 6000 MDL (Table 1.26 in the Annex).

The main advantage of e-Governance referred to by most of the respondents (20%) is the opportunity to save time; 14% of respodents considered the promptitude in obtaining services, 11% - the opportunity to have free access to information. However, 6% of respondents did not consider any advantages / benefits of the e-Governance, while 26% were not aware of it (Figure 33).

A number of other responses were provided by respondents counting for less than 4%. These are presented in details in the Table 1.27 in the Annex.

Figure 33. Main advantages/ benefits of e-Governance according to the citizens, multiple choice, N=2160, %

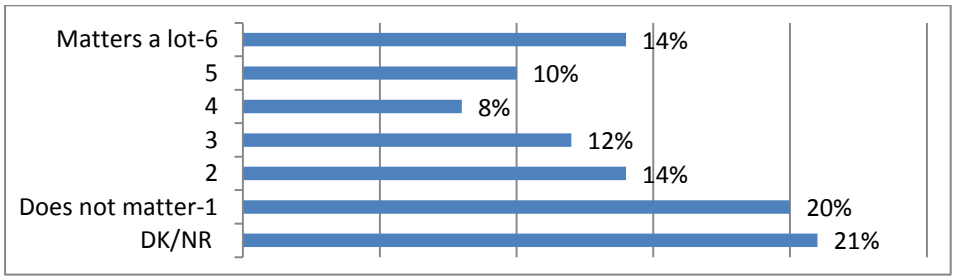


3.2. Perception of the significance level of implementing e-Transformation of Governance

People's perception of the significance level of implementing e-Transformation of Governance was rated with 4 points on a scale from 1 (not unimportant) to 6 (very important). Overall, 40% of respondents provided grades of 5 and 6 to the importance of this reform, while 21% of respondents rated it with the highest grade (Figure 34). It is worth stating that the share of those who have awarded grades of 5 and 6 to the significance of implementing e-Transformation of Governance in Moldova is 11 p.p. higher compared to the share reported in the previous study (29% of respondents).

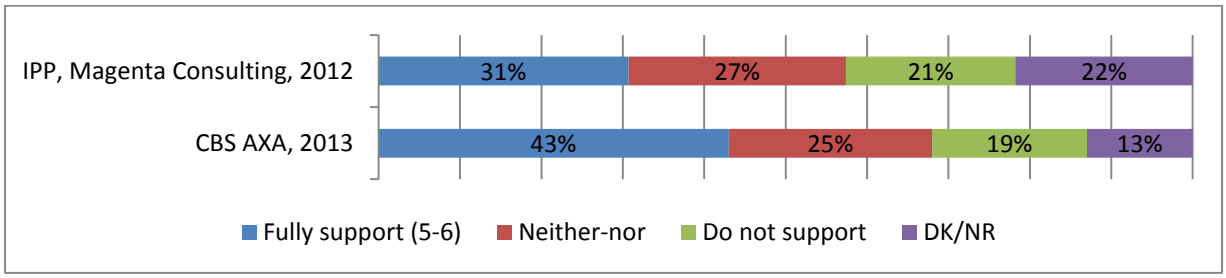
Current survey data show that only 10% of respondents do not consider the e-Transformation important, and some 14% could not express their views on the above. Thus, the values of these indicators are lower in comparison with the previous study. The level of significance is assessed to be higher for the following groups of respondents: managers, highly qualified specialists/professionals, administrative clerks/staff, people with higher education, those with higher welfare level. It is also necessary to emphasize that the young people give more importance to the reform in comparison with the elderly ones, the average mark diminishing with the increase of age from 4.3 points in case of young people aged 16-25 to 3.4 points for the elderly persons between 66-74 (Table 1.28 in the Annex).

Figure 34. Degree of significance for implementing the e-Governance, N=3025, %



The same scale from 1 to 6 was used to assess the level of support for implementing the e-Governance by the population. The average score indicated by respondents was 4.1 points. The share of people who provided grades of 5 and 6 under this study is of 43%. It exceeds the share of those who awarded the same grades in the previous study by 12 p.p. (Figure 35).

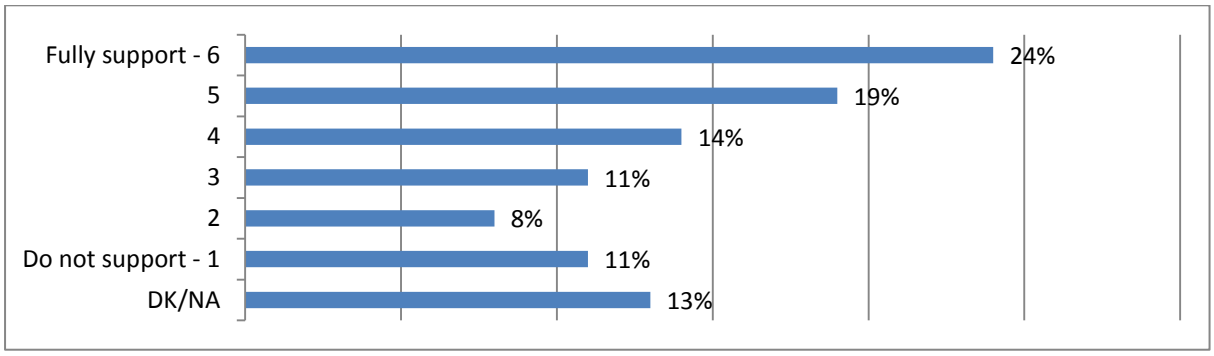
Figure 35. Comparative assessment of the level of support for implementing the e-Governance, %



In this context, an increase of the information level can be observed. The share of respondents who could not express their views on the subject matter decreased from 22% in the previous survey to 13% in this research (Figure 36).

About ¾ of the leaders, i.e. 60% of highly qualified specialists, almost 60% of dependents, people with higher education, skilled workers in agriculture and Chisinau dwellers awarded grades of 5 and 6 of their support to the implementation of e-Governance reform. Also, the level of support to the implementation of reform gets up depending on the income level (from 35% in case of respondents with family income below 1000 MDL up to 64% for those with incomes over 6000 MDL). The most active supporters of the reform are young people under 35. 50% of respondents that provided grades of 5 and 6 to the importance of implementing e-Governance are part of this group (Table 1.28 in the Annex).

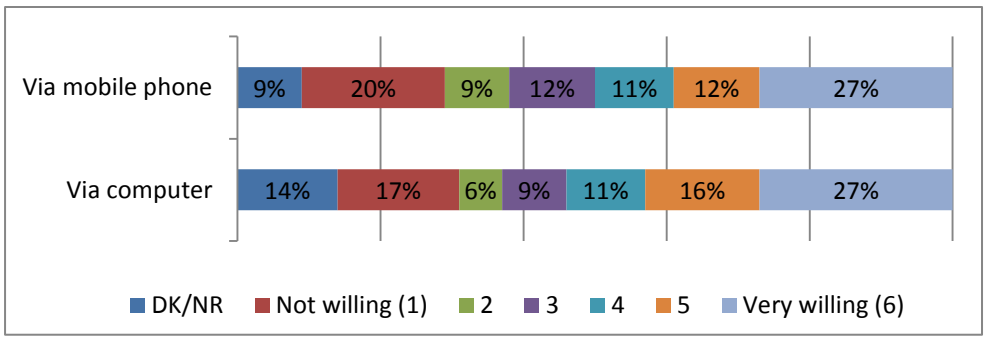
Figure 36. Level of support for implementing the e-Governance, N=3025, %



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

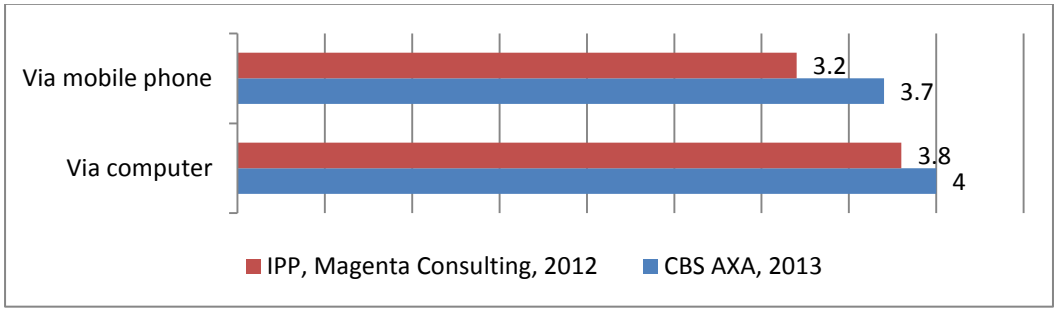
About 65% of respondents expressed their willingness to resort to online public services via the computer and / or mobile phone, rated with over 3 points on a scale from 1 (not willing) to 6 (willing very much). The willingness to use the service via computer only was confirmed by about 63% of respondents. It is worth stating that 43% of respondents rated their intention to access online public services using a computer system with grades of 5 and 6 and about 39% awarded the same grades in favour of mobile phones (Figure 37).

Figure 37. Willingness to use online services, %



The ratings provided by respondents in the relevant study exceed those granted by respondents in the previous survey, which reflects increased awareness and interest for the use of these types of services. The current study shows an average of 4.0 points as compared to 3.8 points in the previous study regarding respondents' willingness to use a computer for this purpose and 3.7 and 3.2 points, respectively, for their intention to access the online services via mobile phone (Figure 38).

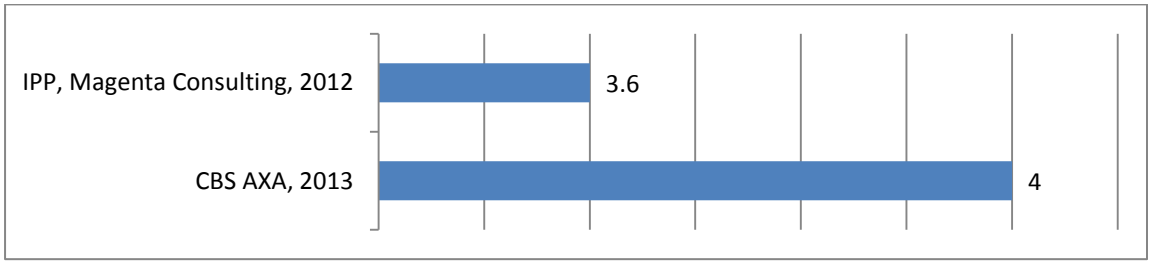
Figure 38. Average comparative level of the respondents' willingness to use online services



More prone to use the online version of public services is the younger generation, those with higher income, managers at all levels, highly qualified professionals, people with higher education, pupils / students, residents of the capital city (Table 1.29 and Table 1.30 in the Annex). The respondents of the capital are mostly willing to resort to these services via the computer, while the respondents from other rural areas and those from the Northern part of the country – the mobile phone.

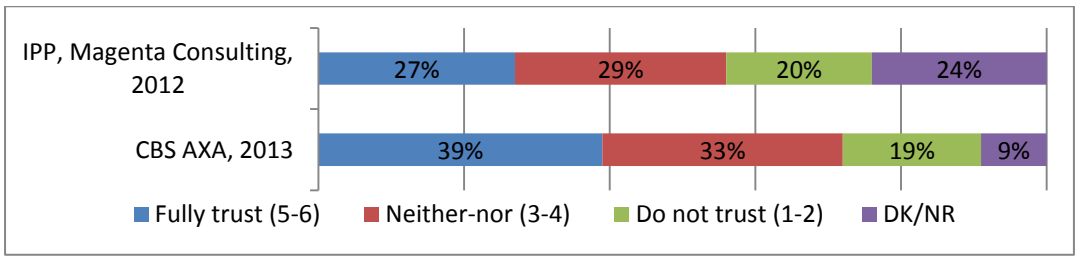
The level of confidence in the fact that the quality of public services accessed via computer or mobile phone will correspond to their expectations has increased in comparison with the previous study and recorded an average grade of 4 points versus 3.6 points (Figure 39) on a scale from 1 (not confident) to 6 (fully confident).

Figure 39. Dynamics of the confidence level assessment that the quality of online public services will meet clients' expectations



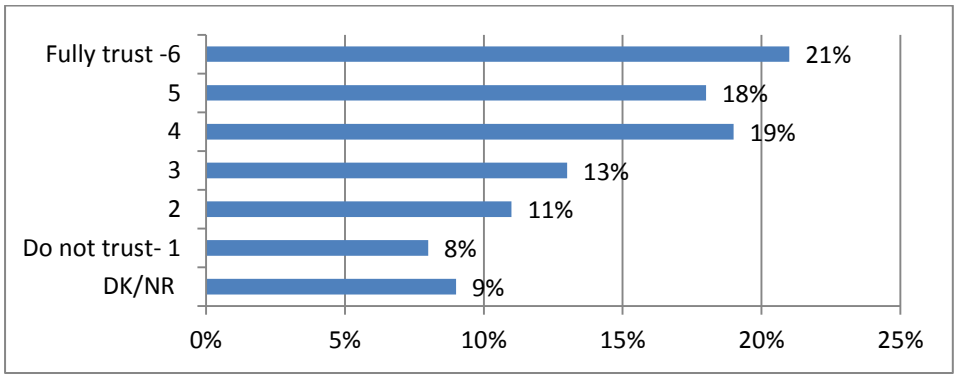
60% of respondents gave appreciation of 4 and more points to the level of confidence and 72% of them provided grades of 3 and over for this indicator. In the previous study, this share was of 56%. Also, the level of uncertainty decreased, i.e. only 9% of respondents refused to assess this indicator, compared to 24% recorded in the previous study (Figure 40 and Figure 41).

Figure 40. Comparative analysis of the confidence level of the respondents in the online public services quality in compliance with their expectations, %



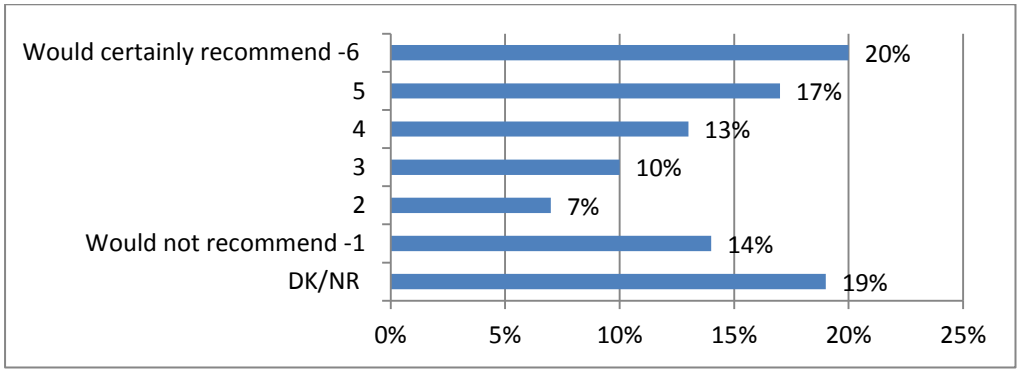
The highest level of confidence was expressed by the managers at all levels, highly qualified professionals, skilled workers in agriculture, pupils / students, people with high income and those with higher education. It is worth stating that, depending on the residential area, the lowest confidence was expressed by residents of rural areas and those from the Northern part of the country (Table 1.31 in the Annex).

Figure 41. Confidence level of the respondents in the online public services quality in compliance with their expectations, %



The share of people who would definitely recommend to use online public services equals to 37%. On a scale from 1 to 6, where 1 means "I wouldn't recommend" and 6 "I would definitely recommend" the study respondents rated their recommendation to use online public services by 3 points or more, i.e. 60% (Figure 42), the average grade being 3,9 points, as compared to 3.6 points in the previous study.

Figure 42. Respondents' availability/willingness to recommend to other citizens to use the online public services, %



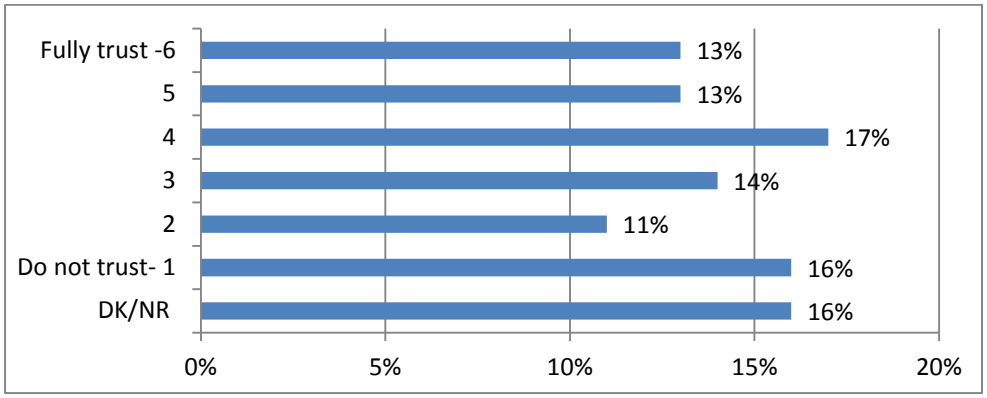
The most active promoters of the online platform managers at all levels, highly qualified specialists, respondents earning over 4000 MDL as well as urban residents who declared they would certainly recommend to use online public services. Depending on the residential area, the residents of the capital city are most keen to recommend usage of online public services.

The most skeptical respondents among users who said they would certainly recommend to use online public services seem to be those elderly over 66 years and people with primary education

that recorded the lowest share - up to 10% - who said they would definitely recommend the use of electronic public services (Table 1.32 in the Annex).

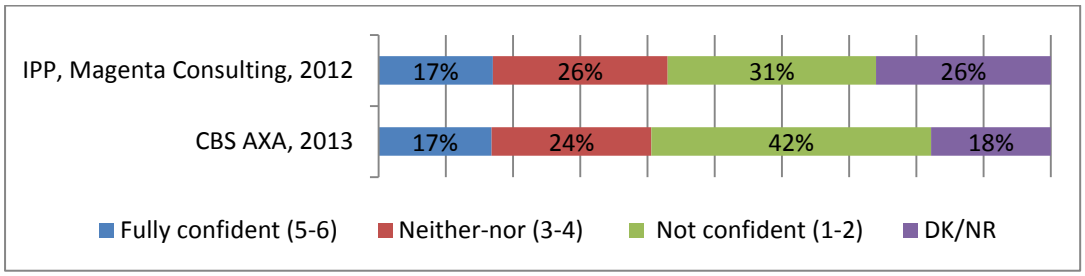
About 57% of respondents are confident that they would certainly obtain the public service they have requested online (via computer or mobile phone). Overall, the level of confidence equals to 3 points or more on a scale from 1 to 6, where 1 means „lack of confidence" and 6 „full confidence", while the share of respondents that awarded grades of 5 and 6 equals to 26% (Figure 43). The overall level of confidence is rated with 3.5 points. In this context, the profile of the respondents is presented in Table 1.33 in the Annex.

Figure 43. Confidence level of the respondents that the public electronic service shall be granted upon request, %



Citizens' level of confidence in the fact that if requesting an online public service it will ensure achieving the targeted service (eg their personal data shall not be made available to irrelevant persons or institutions that could learn how often they used certain services, etc.) is lower in comparison with the previous indicators and records an average of 2.8 points only on a scale from 1 (do not trust) to 6 (fully trust). They also registered a slight tendency to decrease in comparison with the previous study (Figure 44).

Figure 44. Comparative assessment of the the confidence level of the respondents that the public electronic services shall be safe, %

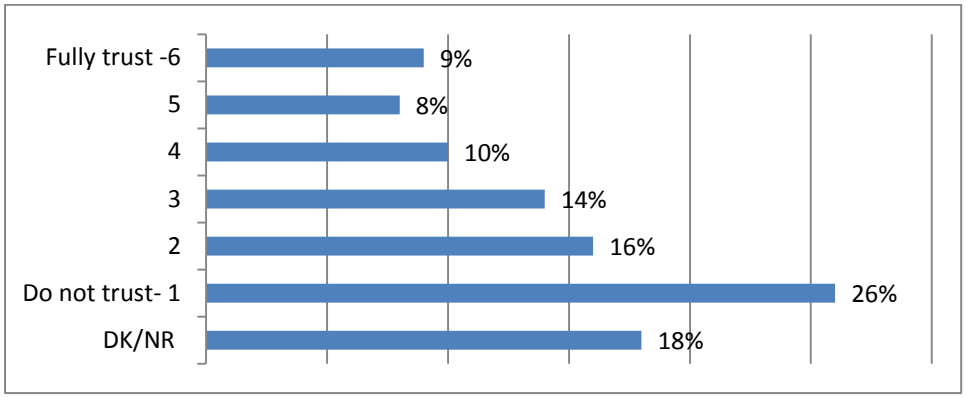


Regarding the safety level of online public services, 40% of respondents offered grades ranging from 3 and over and 17% - with 5 and 6 points (on a scale from 1 to 6 (Figure 45)). It is worth emphasizing that almost ¼ of respondents expressed their full lack of confidence in the safety of services rendered, while 18% refrained from giving an answer.

The most confident prooved to be the managers at all levels. About 50% of them rated their level of confidence in the safety of the online public services with 5 and 6 points. The same grades were provided by about 20% of highly qualified specialists, administrative clerks/staff, young people aged 16-25, pupils / students, people with income over 3000 MDL, people with higher education and capital city residents.

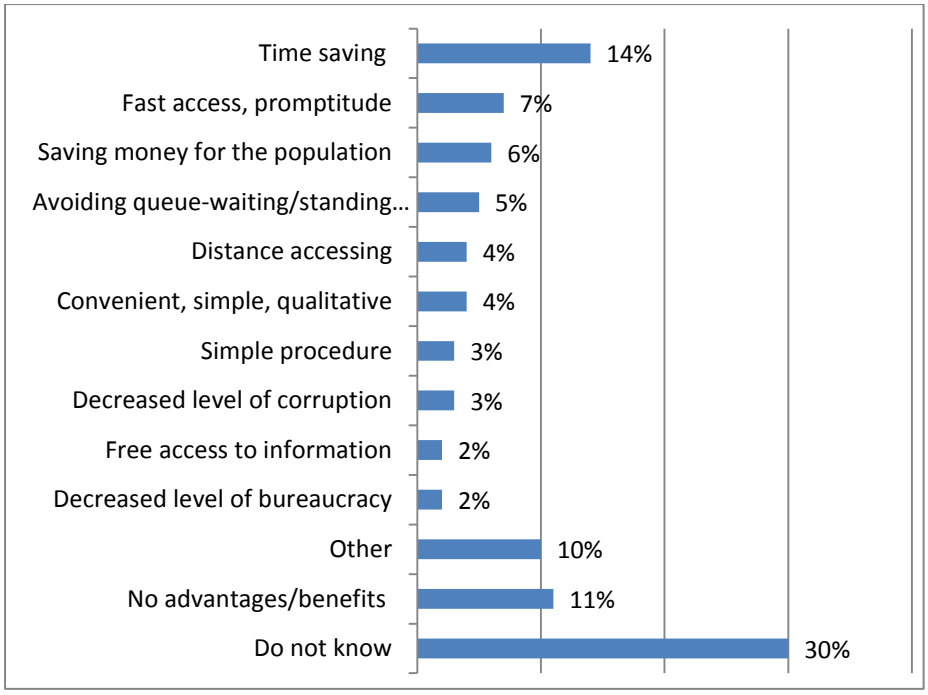
The lowest share (under 10%) was recorded among elderly, retired persons/pensioners and those with primary education, who appreciated the safety of the services with 5 and 6 points (Table 1.34 in the Annex).

Figure 45. The confidence level of the respondents that the public electronic service shall be granted, %



According to the respondents, the main advantage of the online public services is time saving. This aspect counted for 14% of responses. Also, the fast access/rapidity of the service was mentioned to a great extent (7%), saving money for the population (6%) and avoiding queue-waiting (5%). However, 30% of respondents do not know the benefits of the electronic services, while other 11% stated that the service has no advantages (Figure 46). A number of other benefits were mentioned by respondents, accounting for less than 1% (Table 1.35 in the Annex).

Figure 46. Citizens' perception of the advantages of public online/electronic services, %



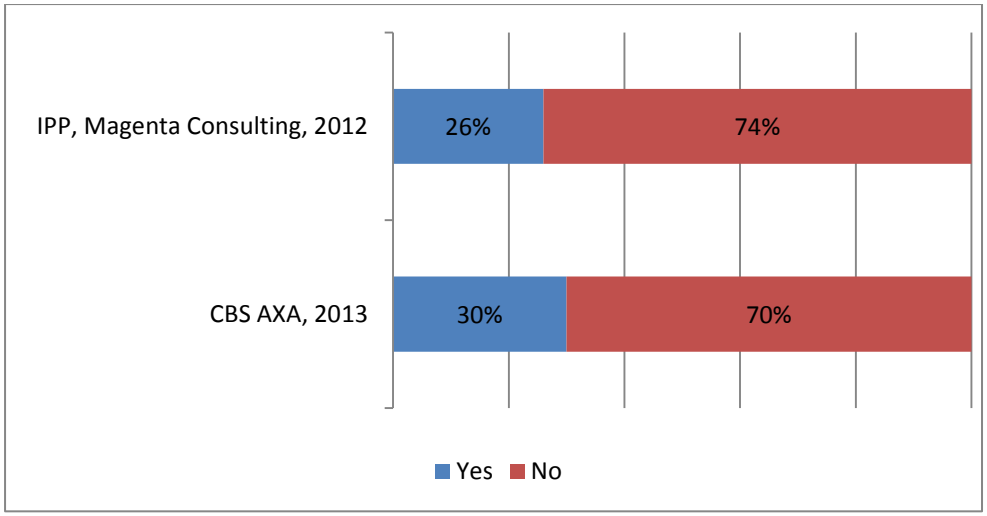
4. CITIZENS' LEVEL OF SATISFACTION WITH THE QUALITY OF SERVICES DELIVERED BY PUBLIC AUTHORITIES

This Chapter presents findings on the level of request and method of accessing public services over the past 12 months. Also, the level of satisfaction expressed by respondents with respect to the quality of public services accessed / provided is analysed.

4.1. Level of request and method of accessing/delivering public services

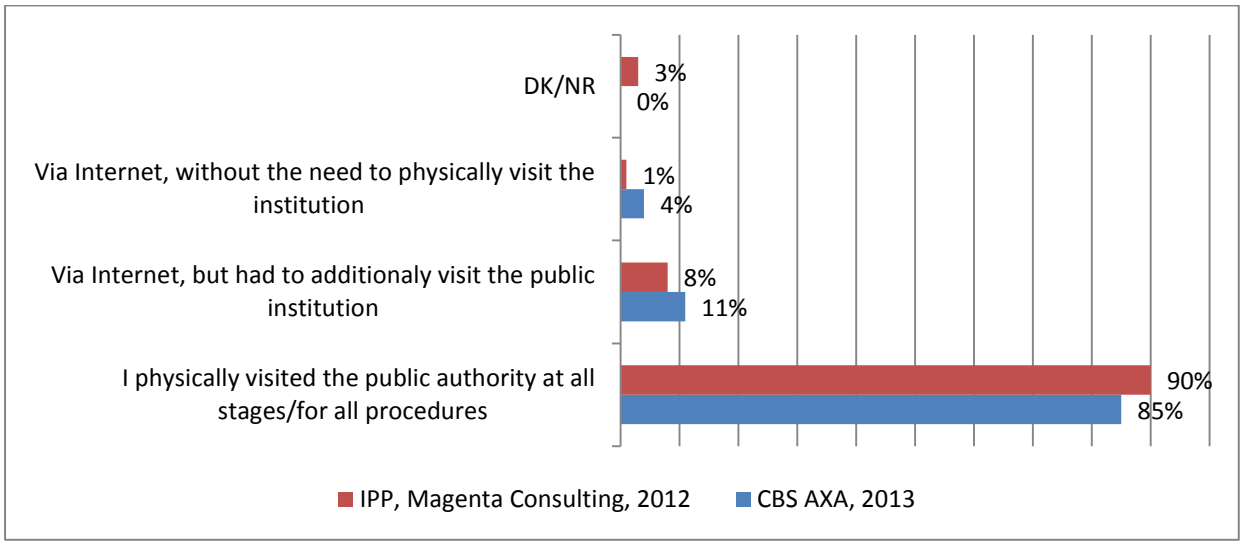
Over the past 12 months, the public services were requested by 30% of respondents, which exceeds the same indicator estimated in the previous study (Figure 47). More offten, the services are requested by managers at all levels (69% of respondents), highly qualified professionals and persons with secondary education, administrative personnel, skilled workers in agriculture. Each of these groups have recorded almost 40% of responses. Also, the level of request of public services gets up depending on the level of welfare from 26% for the lowest level of perceived well-being up to 56%. The public services were least requested by those with secondary education (22%), the elder aged respondents of 66-74 years (25%) and citizens residing in the Southern part of the country (25%) (Table 1.35 in the Annex).

Figure 47. Level of requesting public services from the public institutions/authorities over the past 12 months, %



The most applied method of accessing public services remains the traditional one. At the same time, there are increased trends in accessing online public services. The previous study revealed 90% of respondents who accessed the services by physically showing up at the institution at all stages, while their share in the present study is 5 p.p. lower (Figure 48). The mixed mode of accessing public services is about 11%, compared to 8% recorded in the previous study. The onlyne method for the entire cycle of service provision, without visiting the office, showed 4% of cumulative responses for the current study only (Figure 44) .

Figure 48. Methods used to access the public services, N=974, %

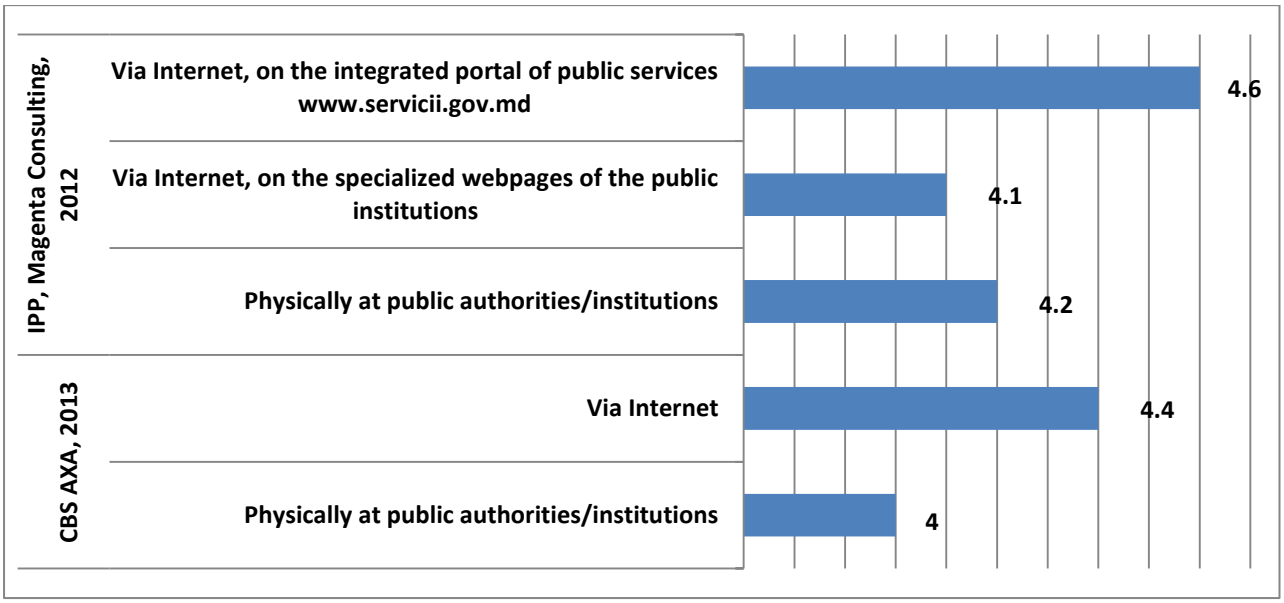


As stated by 8% of young people under 25, the full online method is used more frequently by respondents from this group, compared to 2% of those aged 56-65 and by none of the elder ones. The managers at all levels and administrative personnel are the most active users of the online public services (24% and 10%, respectively) and pupils / students (13%). Depending on the residential area, the online services are more common among urban residents compared with those in Chisinau and rural areas. It is worth stating that the rural population prefers traditional methods, while the capital city residents were more keen to use the mixed method (both online and offline) of accessing the relevant services (Table 1.36 in the Annex).

4.2. Level of satisfaction with the quality of public services

Beneficiaries who made use of online public services seem to be more satisfied with their quality, as compared to those traditional / full offline ones they received at the office of the public institution. The level of satisfaction was assessed using a scale from 1 to 6, where 1 meant unsatisfied and 6 very satisfied (Figure 49 and Table 1.37 in the Annex). The average rating awarded to the quality of online services is 4.4 points compared to 4.0 for those offered at the public institution office.

Figure 49. Average level given to the degree of satisfaction with the quality of public service in terms of the method used to access it, %

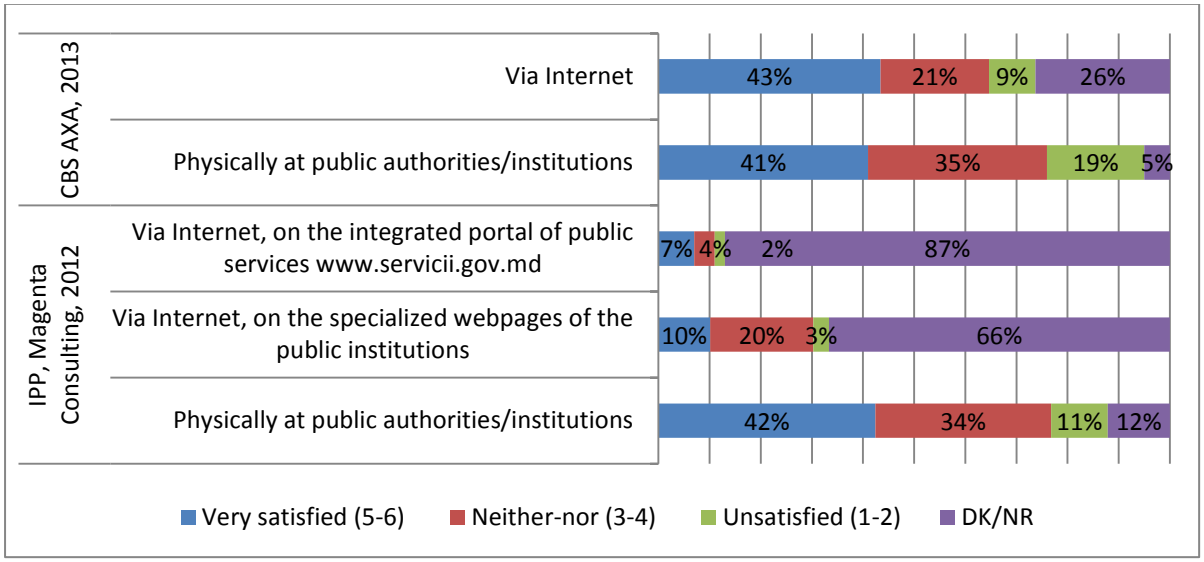


Overall, 40 % of respondents rated the quality of public services with 5 and 6 points, regardless of their method of accessing.

However, the most appreciated were those received via Internet and public institutions' specialized webpages or Portal of Public Services (44 % of respondents gave rates of 5 and 6 points (Figure 50)). Thus, less satisfied (9%) of the method of accessing seem to be the respondents of services provided traditionally – via the physical resorting of the public institutions, while 4% of respondents declared they were not happy with the quality of online services.

Also, one can observe that the level of knowledge of the option to access the online public services is quite low. About ¼ of the respondents did not express their view on the level of satisfaction with the quality of services versus just 5% of those physically reaching the public institution. It should be noted that this ratio is about 3 times lower in comparison with the previous survey results (Figure 50).

Figure 50. Level of satisfaction with the quality of public service by the method used to access it, %



Depending on the age group, the online public services were better appreciated by the younger respondents (57%) aged 26-35, who provided 5 or 6 points. The lowest share of those satisfied with the quality of online public services was recorded among respondents from the age group of 56-65 years old (22% who rated the quality of the services with 5 and 6 points) but also among rural residents (25 %). It is worth stating that the highest rates of respondents not satisfied by the quality of offline services are recorded among respondents of 56 years or elder (Table 1.38 and Table 1.39 in the the Annex).

STATISTICAL ANNEXES

Table 1.1. Computer possesion, socio-demografic groups, %

		Number of cases	Q1.1 Is there a computer in your household?		Total
			Yes	No	
Total		3025	64%	36%	100%
Age groups:	16-25 years	657	85%	15%	100%
	26-35 years	675	75%	25%	100%
	36-45 years	512	65%	35%	100%
	46-55 years	554	55%	45%	100%
	56-65 years	432	42%	58%	100%
	66-74 years	195	25%	75%	100%
Sex:	Male	1455	65%	35%	100%
	Female	1569	62%	38%	100%
Households with/whithout children under 18:	Without children	1601	55%	45%	100%
	One child	763	77%	23%	100%
	Two children	510	71%	29%	100%
	Three children or more	150	64%	36%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	14	87%	13%	100%
	Highly qualified professionals	193	88%	12%	100%
	Technicians and associate professionals	178	75%	25%	100%
	Administrative staff/clerks	40	85%	15%	100%
	Service and shop and market sales workers, housing and communal services	178	74%	26%	100%
	Skilled agricultural and fishery workers	61	44%	56%	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	109	83%	17%	100%
	Plant and machine operators and assemblers	33	75%	25%	100%
	Muncitori necalificaţi	173	61%	39%	100%
	Pupils/ students	304	95%	5%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	110	54%	46%	100%
	Not employed, looking for a job	590	56%	44%	100%
	Housekeeping services workers	469	61%	39%	100%
	Pesioner	486	33%	67%	100%
	Other	69	79%	21%	100%
	DK/NR	18	81%	19%	100%
Monthly family income:	Below 1000 MDL	676	36%	64%	100%
	1001-2000 MDL	735	49%	51%	100%
	2001-3000 MDL	473	75%	25%	100%
	3001-4000 MDL	307	88%	12%	100%
	4001-5000 MDL	130	87%	13%	100%
	5001-6000 MDL	76	85%	15%	100%
	Over 6000 MDL	119	89%	11%	100%
	DK/NR	509	81%	19%	100%
Welfare	We do not have enough funds even for our basic needs.	1031	43%	57%	100%

		Number of cases	Q1.1 Is there a computer in your household?		Total
			Yes	No	
category:	We only have enough funds to buy food, but we can hardly buy clothes.	1014	63%	37%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	679	82%	18%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	185	95%	5%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	100%		100%
	It is difficult to answer.	104	84%	16%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	28	22%	78%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	551	44%	56%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	744	62%	38%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	559	59%	41%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	577	70%	30%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	543	86%	14%	100%
	DK/NR	23	56%	44%	100%
Residential area:	Urban	800	69%	31%	100%
	Rural	1607	52%	48%	100%
	Chisinau	618	85%	15%	100%
Region:	North	977	55%	45%	100%
	Centre, including Chisinau	1474	70%	30%	100%
	South	573	61%	39%	100%
Language spoken at home:	Moldovan/ Romanian	2245	61%	39%	100%
	Russian	557	71%	29%	100%
	Both, at the same level	111	79%	21%	100%
	Other	111	58%	42%	100%

Tabelul 1.2. Computer possesion, socio-demografic groups, units

		Q1.1. If yes, how many?			
		Nr. of cases	Mean	Minimum	Maximum
Total		1923	1,1	1	3
Age groups:	16-25 years	556	1,2	1	3
	26-35 years	504	1,2	1	3
	36-45 years	331	1,1	1	3
	46-55 years	302	1,1	1	3
	56-65 years	183	1,1	1	3
	66-74 years	48	1,	1	2
Sex:	Male	948	1,1	1	3
	Female	975	1,1	1	3
Households with/without children under 18:	Without children	878	1,1	1	3
	One child	588	1,2	1	3
	Two children	362	1,1	1	3
	Three children or more	96	1,1	1	3
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	12	1,1	1	2
	Highly qualified professionals	169	1,2	1	3
	Technicians and associate professionals	134	1,1	1	3
	Administrative staff/clerks	34	1,1	1	2
	Service and shop and market sales workers, housing and communal services	132	1,1	1	3
	Skilled agricultural and fishery workers	27	1,1	1	2
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	91	1,1	1	3
	Plant and machine operators and assemblers	25	1,	1	1
	Muncitori necalificaţi	105	1,1	1	3
	Pupils/ students	289	1,2	1	3
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	60	1,1	1	2
	Not employed, looking for a job	333	1,1	1	3
	Housekeeping services workers	286	1,1	1	3
	Pesioner	158	1,	1	3
	Other	54	1,1	1	3
	DK/NR	15	1,1	1	2
Monthly family income:	Below 1000 MDL	243	1,	1	3
	1001-2000 MDL	358	1,1	1	3
	2001-3000 MDL	356	1,1	1	3
	3001-4000 MDL	270	1,2	1	3
	4001-5000 MDL	113	1,2	1	3
	5001-6000 MDL	65	1,3	1	2
	Over 6000 MDL	106	1,3	1	3
	DK/NR	413	1,1	1	3
Welfare category:	We do not have enough funds even for our basic needs.	448	1,1	1	3
	We only have enough funds to buy food, but we can hardly buy clothes.	641	1,1	1	3
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	559	1,2	1	3

		Q1.1. If yes, how many?			
		Nr. of cases	Mean	Minimum	Maximum
	We can afford purchasing durable goods but we can not buy expensive goods.	177	1,3	1	3
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	1,2	1	3
	It is difficult to answer.	88	1,1	1	2
Education level:	Primary education or without primary education (from 1st to 4th form)	6	1,	1	1
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	244	1,1	1	2
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	459	1,1	1	3
	Secondary vocational education (qualified vocational training, including qualification courses)	330	1,1	1	3
	Post-secondary non-tertiary (colledges, including vocational schools)	403	1,1	1	3
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	468	1,2	1	3
	DK/NR	13	1,1	1	2
Residential area:	Urban	555	1,1	1	3
	Rural	840	1,1	1	3
	Chisinau	528	1,2	1	3
Region:	North	542	1,1	1	3
	Centre, including Chisinau	1033	1,2	1	3
	South	348	1,1	1	3
Language spoken at home:	Moldovan/ Romanian	1375	1,1	1	3
	Russian	396	1,2	1	3
	Both, at the same level	88	1,1	1	2
	Other	65	1,1	1	3

Table 1.3. Reasons for the lack of computers in the household, socio-demographic profile, (multiple choice), %

		Number of cases	Do not have what to do with a computer	Do not have the necessary knowledge/skills to use a computer	Do not have financial resourses to buy a computer	Do not have Internet connection, don't know how else to use it	Do not need a computer at home as it is used elsewhere	Do not have connection to electricity	Other	DK/NR
Total		1304	25%	15%	**54%**	2%	1%		1%	1%
Age groups:	16-25 years	105	19%		71%	5%	4%	1%	%	
	26-35 years	187	17%	7%	68%	2%	1%		2%	3%
	36-45 years	210	22%	13%	59%	3%			3%	
	46-55 years	290	20%	18%	56%	2%	1%	1%	3%	1%
	56-65 years	318	35%	19%	43%	2%	1%			
	66-74 years	193	34%	24%	40%	2%				
Sex:	Male	607	28%	17%	49%	2%	1%		2%	1%
	Female	696	23%	14%	58%	2%	1%		1%	%
Gospodarii cu/fara copii pina la 18 ani:	Fara copii	885	30%	19%	47%	2%	1%		1%	%
	1 copil	197	17%	9%	65%	4%	1%		3%	%
	2 copii	160	14%	7%	73%	3%		1%	2%	1%
	3 copii si mai multi	62	18%	5%	71%				2%	3%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	2	40%		60%					
	Highly qualified professionals	31	26%	18%	35%	4%	7%		10%	
	Technicians and associate professionals	56	23%	16%	49%	5%			5%	2%
	Administrative staff/clerks	8	25%	12%	51%	12%				
	Service and shop and market sales workers, housing and communal services	51	16%	12%	67%	2%			2%	
	Skilled agricultural and fishery workers	39	24%	24%	53%					
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	20	18%	14%	60%	6%	3%			

		Number of cases	Do not have what to do with a computer	Do not have the necessary knowledge/skills to use a computer	Do not have financial resourses to buy a computer	Do not have Internet connection, don't know how else to use it	Do not need a computer at home as it is used elsewhere	Do not have connection to electricity	Other	DK/NR
	Plant and machine operators and assemblers	8	17%		83%					
	Muncitori necalificaţi	73	22%	12%	63%		1%			1%
	Pupils/ students	17	17%	4%	71%	8%				
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	58	12%	15%	69%	2%			2%	
	Not employed, looking for a job	300	24%	11%	59%	3%	1%	1%	2%	
	Housekeeping services workers	205	19%	9%	65%	2%	1%		2%	2%
	Pesioner	416	34%	22%	42%	2%				
	Other	15	44%	20%	36%					
	DK/NR	4	16%	41%	21%		23%			
Monthly family income:	Below 1000 MDL	521	24%	15%	57%	2%				1%
	1001-2000 MDL	452	28%	15%	51%	3%			2%	
	2001-3000 MDL	137	25%	12%	57%	2%	2%		2%	1%
	3001-4000 MDL	38	10%	24%	56%		4%		7%	
	4001-5000 MDL	22	15%	17%	60%	3%			5%	
	5001-6000 MDL	11	21%	10%	57%	12%				
	Over 6000 MDL	16	56%	6%	17%		14%		7%	
	DK/NR	108	27%	17%	51%	1%	1%	1%		1%
Categorie de bunăstare:	We do not have enough funds even for our basic needs.	696	26%	14%	56%	2%			1%	
	We only have enough funds to buy food, but we can hardly buy clothes.	430	25%	17%	54%	1%	1%		2%	1%

		Number of cases	Do not have what to do with a computer	Do not have the necessary knowledge/skills to use a computer	Do not have financial resourses to buy a computer	Do not have Internet connection, don't know how else to use it	Do not need a computer at home as it is used elsewhere	Do not have connection to electricity	Other	DK/NR
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	153	21%	19%	48%	5%	4%	1%	2%	1%
	We can afford purchasing durable goods but we can not buy expensive goods.	9	54%		46%					
	It is difficult to answer.	17	36%	10%	49%	5%				
Education level:	Primary education or without primary education (from 1st to 4th form)	31	34%	20%	46%					
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	363	26%	12%	56%	3%				1%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	328	23%	13%	58%	2%	1%	1%	1%	1%
	Secondary vocational education (qualified vocational training, including qualification courses)	281	24%	17%	54%	1%			2%	
	Post-secondary non-tertiary (colledges, including vocational schools)	205	28%	18%	46%	3%	2%		2%	
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	83	25%	16%	53%	3%	2%		1%	
	DK/NR	12	13%	33%	42%	11%				
Residential area:	Urban	288	31%	17%	47%	1%	1%		2%	1%
	Rural	908	24%	14%	56%	3%	1%		1%	1%
	Chisinau	108	23%	23%	53%	1%	1%		1%	
Region:	North	531	27%	15%	52%	3%			1%	1%
	Centre, including Chisinau	527	24%	16%	54%	2%	1%		2%	

		Number of cases	Do not have what to do with a computer	Do not have the necessary knowledge/skills to use a computer	Do not have financial resourses to buy a computer	Do not have Internet connection, don't know how else to use it	Do not need a computer at home as it is used elsewhere	Do not have connection to electricity	Other	DK/NR
	South	245	26%	12%	57%	1%	1%	1%	1%	
Language spoken at home:	Moldovan/ Romanian	1023	24%	14%	56%	2%	1%	%	1%	1%
	Russian	196	25%	20%	49%	2%	1%	%	2%	
	Both, at the same level	29	38%	13%	45%				4%	
	Other	56	39%	15%	43%	3%				

Table 1.4. Internet connection, socio-demographic groups, %,

		Number of cases	Q1.3 Is your household connected to Internet?		Total
			Yes	No	
Total		3025	62%	38%	100%
Age groups:	16-25 years	657	83%	17%	100%
	26-35 years	675	74%	26%	100%
	36-45 years	512	63%	37%	100%
	46-55 years	554	51%	49%	100%
	56-65 years	432	40%	60%	100%
	66-74 years	195	24%	76%	100%
Sex:	Male	1455	64%	36%	100%
	Female	1569	60%	40%	100%
Households with/without children under 18:	Without children	1601	53%	47%	100%
	One child	763	76%	24%	100%
	Two children	510	70%	30%	100%
	Three children or more	150	59%	41%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	14	95%	5%	100%
	Highly qualified professionals	193	88%	12%	100%
	Technicians and associate professionals	178	75%	25%	100%
	Administrative staff/clerks	40	80%	20%	100%
	Service and shop and market sales workers, housing and communal services	178	71%	29%	100%
	Skilled agricultural and fishery workers	61	44%	56%	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	109	81%	19%	100%
	Plant and machine operators and assemblers	33	75%	25%	100%
	Muncitori necalificaţi	173	59%	41%	100%
	Pupils/ students	304	95%	5%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	110	52%	48%	100%
	Not employed, looking for a job	590	55%	45%	100%
	Housekeeping services workers	469	59%	41%	100%
	Pesioner	486	31%	69%	100%
	Other	69	62%	38%	100%
	DK/NR	18	81%	19%	100%
Monthly family income:	Below 1000 MDL	676	34%	66%	100%
	1001-2000 MDL	735	46%	54%	100%
	2001-3000 MDL	473	73%	27%	100%
	3001-4000 MDL	307	87%	13%	100%
	4001-5000 MDL	130	85%	15%	100%
	5001-6000 MDL	76	87%	13%	100%
	Over 6000 MDL	119	90%	10%	100%
	DK/NR	509	79%	21%	100%

Welfare category:	We do not have enough funds even for our basic needs.	1031	41%	59%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1014	62%	38%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	679	81%	19%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	185	94%	6%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	91%	9%	100%
	It is difficult to answer.	104	83%	17%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	28	22%	78%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	551	42%	58%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	744	60%	40%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	559	57%	43%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	577	69%	31%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	543	85%	15%	100%
	DK/NR	23	47%	53%	100%
Residential area:	Urban	800	68%	32%	100%
	Rural	1607	50%	50%	100%
	Chisinau	618	84%	16%	100%
Region:	North	977	54%	46%	100%
	Centre, including Chisinau	1474	69%	31%	100%
	South	573	57%	43%	100%
Language spoken at home:	Moldovan/ Romanian	2245	60%	40%	100%
	Russian	557	69%	31%	100%
	Both, at the same level	111	75%	25%	100%
	Other	111	59%	41%	100%

Table 1.5. Household connection to Internet, socio-demographic groups, %

		Number of cases	Please, indicate the main type of Internet connection your household has access to								
			3G	Optical fiber	ADSL	Dial Up	Wi-Fi	Mobile telephone	Other	DK/NR	Total
Total		1871	11%	26%	46%	4%	7%	2%		2%	100%
Age groups:	16-25 years	546	15%	26%	42%	4%	12%	2%			100%
	26-35 years	497	10%	30%	45%	4%	8%	2%		1%	100%
	36-45 years	324	10%	26%	48%	6%	4%	3%		2%	100%
	46-55 years	282	11%	24%	52%	5%	3%	1%		5%	100%
	56-65 years	174	11%	22%	52%	4%	3%			8%	100%
	66-74 years	47	4%	25%	44%	9%	5%		2%	12%	100%
Sex:	Male	927	11%	28%	47%	4%	6%	3%		1%	100%
	Female	944	12%	25%	45%	5%	8%	1%		3%	100%
Households with/without children under 18:	Without children	842	12%	26%	46%	4%	8%	2%		3%	100%
	One child	581	10%	28%	46%	4%	8%	2%		2%	100%
	Two children	359	14%	25%	45%	5%	5%	3%		1%	100%
	Three children or more	89	6%	18%	58%	5%	11%	1%		1%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	13		37%	39%	5%	11%	8%			100%
	Highly qualified professionals	169	5%	44%	35%	5%	8%	1%		1%	100%
	Technicians and associate professionals	134	10%	30%	43%	8%	7%		1%	1%	100%
	Administrative staff/clerks	32	14%	34%	36%		9%	3%		3%	100%
	Service and shop and market sales workers, housing and communal services	126	8%	31%	48%	2%	8%	1%		2%	100%
	Skilled agricultural and fishery workers	27	15%	8%	72%	3%				2%	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	89	8%	30%	55%	2%	2%	3%			100%
	Plant and machine operators and assemblers	25	28%	16%	47%		9%				100%
	Muncitori necalificaţi	102	19%	24%	42%	2%	5%	3%		5%	100%
	Pupils/ students	288	11%	29%	40%	5%	14%				100%

		Number of cases	Please, indicate the main type of Internet connection your household has access to								
			3G	Optical fiber	ADSL	Dial Up	Wi-Fi	Mobile telephone	Other	DK/NR	Total
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	57	9%	27%	45%	5%	8%	3%		1%	100%
	Not employed, looking for a job	323	17%	15%	51%	5%	6%	4%		2%	100%
	Housekeeping services workers	277	11%	24%	50%	4%	5%	3%		3%	100%
	Pesioner	151	7%	23%	52%	5%	3%			9%	100%
	Other	42	7%	29%	51%	4%	5%	3%			100%
	DK/NR	15	16%	42%	15%	8%	20%				100%
Monthly family income:	Below 1000 MDL	230	18%	9%	59%	5%	4%	3%		3%	100%
	1001-2000 MDL	342	14%	17%	53%	5%	4%	3%		3%	100%
	2001-3000 MDL	345	10%	26%	49%	4%	7%	2%		2%	100%
	3001-4000 MDL	267	12%	34%	39%	3%	10%	1%		1%	100%
	4001-5000 MDL	111	3%	32%	44%	4%	11%	2%	1%	2%	100%
	5001-6000 MDL	66	10%	31%	48%	5%	5%	2%			100%
	Over 6000 MDL	107	6%	30%	45%	6%	10%	2%			100%
	DK/NR	403	10%	36%	37%	5%	9%	1%		2%	100%
Welfare category:	We do not have enough funds even for our basic needs.	421	10%	22%	45%	8%	8%	2%		4%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	627	12%	25%	48%	2%	7%	3%		2%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	551	11%	28%	48%	3%	6%	1%		2%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	174	10%	31%	41%	8%	9%	1%		1%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	10		20%	56%		24%				100%
	It is difficult to answer.	86	19%	36%	32%	3%	8%		1%	1%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	6			78%	11%				11%	100%

		Number of cases	Please, indicate the main type of Internet connection your household has access to								
			3G	Optical fiber	ADSL	Dial Up	Wi-Fi	Mobile telephone	Other	DK/NR	Total
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	229	14%	21%	50%	2%	5%	2%		4%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	447	13%	26%	46%	5%	7%	2%		2%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	320	13%	18%	53%	4%	6%	4%		2%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	396	11%	23%	51%	4%	7%	1%		2%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	461	8%	38%	36%	5%	10%	1%		1%	100%
	DK/NR	11		40%	32%	10%	9%			8%	100%
Residential area:	Urban	543	10%	26%	49%	5%	6%	2%		2%	100%
	Rural	810	15%	13%	56%	5%	4%	3%		3%	100%
	Chisinau	518	6%	47%	28%	2%	14%			2%	100%
Region:	North	527	20%	14%	49%	7%	4%	3%		2%	100%
	Centre, including Chisinau	1015	8%	37%	38%	2%	9%	2%		3%	100%
	South	329	7%	12%	66%	6%	5%	1%		1%	100%
Language spoken at home:	Moldovan/ Romanian	1338	13%	25%	46%	4%	7%	2%		2%	100%
	Russian	383	7%	31%	44%	5%	10%	2%		2%	100%
	Both, at the same level	84	13%	31%	40%	1%	13%	1%		1%	100%
	Other	66	12%	14%	60%	4%		6%		5%	100%

Table 1.6. Reasons for the lack of household's connection to internet, socio-demographic groups, %, (multiple choice), %

		Number of cases	Do not have a compute r	Don't have a mobile phone that can be connected to Internet	No possibility to get connected to Internet	Internet is too expensive for us	Speed of Internet available is too low	Other	DK/NR	Total
Total		1298	66%	4%	4%	18%	1%	5%	2%	100%
Age groups:	16-25 years	120	62%	2%	5%	16%	1%	12%	2%	100%
	26-35 years	194	66%	4%	6%	18%	2%	5%		100%
	36-45 years	212	63%	5%	4%	20%	1%	4%	4%	100%
	46-55 years	308	66%	4%	4%	20%		4%	1%	100%
	56-65 years	292	69%	3%	3%	16%		6%	2%	100%
	66-74 years	172	70%	7%	2%	14%		4%	2%	100%
Sex:	Male	595	66%	4%	3%	17%	1%	7%	2%	100%
	Female	704	67%	4%	5%	18%		4%	2%	100%
Households with/without children under 18:	Without children	855	67%	4%	4%	17%	1%	5%	2%	100%
	One child	206	64%	4%	2%	20%	1%	6%	2%	100%
	Two children	169	66%	3%	8%	18%		5%	1%	100%
	Three children or more	69	66%	5%	3%	18%	2%	3%	3%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	1						100%		100%
	Highly qualified professionals	29	61%	7%		18%		13%		100%
	Technicians and associate professionals	49	75%	4%	3%	15%		2%	2%	100%
	Administrative staff/clerks	8	49%		25%			26%		100%
	Service and shop and market sales workers, housing and communal services	56	73%	3%	2%	16%	3%	4%		100%
	Skilled agricultural and fishery workers	38	78%	3%	2%	12%		2%	3%	100%

		Number of cases	Do not have a compute r	Don't have a mobile phone that can be connected to Internet	No possibility to get connected to Internet	Internet is too expensive for us	Speed of Internet available is too low	Other	DK/NR	Total
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	20	76%			21%		3%		100%
	Plant and machine operators and assemblers	9	90%			10%				100%
	Muncitori necalificaţi	79	54%	5%	7%	26%		7%	2%	100%
	Pupils/ students	17	60%	8%			8%	15%	8%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	65	56%	8%	5%	28%		3%		100%
	Not employed, looking for a job	301	67%	3%	3%	19%	1%	6%	2%	100%
	Housekeeping services workers	207	69%	3%	6%	16%	1%	3%	2%	100%
	Pesioner	384	69%	5%	3%	16%		4%	2%	100%
	Other	28	34%	4%	7%	25%		22%	8%	100%
	DK/NR	6	43%	12%	12%	16%		18%		100%
Monthly family income:	Below 1000 MDL	511	68%	4%	4%	18%		3%	2%	100%
	1001-2000 MDL	443	67%	5%	4%	18%	1%	5%	2%	100%
	2001-3000 MDL	138	63%	3%	3%	22%		6%	3%	100%
	3001-4000 MDL	44	59%	3%	4%	23%		7%	4%	100%
	4001-5000 MDL	24	57%	12%	5%	8%		19%		100%
	5001-6000 MDL	11	92%	8%						100%
	Over 6000 MDL	14	76%	8%		16%				100%
	DK/NR	113	63%	3%	4%	14%	3%	11%	3%	100%
Welfare	We do not have enough funds even for our	684	66%	4%	4%	19%		4%	2%	100%

		Number of cases	Do not have a compute r	Don't have a mobile phone that can be connected to Internet	No possibility to get connected to Internet	Internet is too expensive for us	Speed of Internet available is too low	Other	DK/NR	Total
category:	basic needs.									
	We only have enough funds to buy food, but we can hardly buy clothes.	428	69%	4%	4%	16%	1%	5%	1%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	157	62%	8%	3%	15%		9%	4%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	11	58%			10%		32%		100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	1			100%					100%
	It is difficult to answer.	18	67%			16%	8%	8%		100%
Education level:	Primary education or without primary education (from 1st to 4th form)	27	63%	10%	6%	8%		5%	8%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	361	67%	4%	5%	15%	2%	5%	3%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	333	67%	4%	3%	20%		4%	1%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	272	67%	3%	5%	21%		3%	1%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	203	67%	5%	2%	15%		8%	3%	100%
	Tertiary/Superior (universities, academies,	90	64%	4%	4%	15%		11%	2%	100%

		Number of cases	Do not have a computer	Don't have a mobile phone that can be connected to Internet	No possibility to get connected to Internet	Internet is too expensive for us	Speed of Internet available is too low	Other	DK/NR	Total
	institutes, including post-university studies)									
	DK/NR	12	65%		9%	27%				100%
Residential area:	Urban	290	67%	6%	5%	14%	1%	6%	3%	100%
	Rural	896	67%	3%	4%	19%		5%	2%	100%
	Chisinau	113	64%	7%	2%	19%	1%	6%	1%	100%
Region:	North	517	66%	3%	2%	19%		6%	3%	100%
	Centre, including Chisinau	510	65%	5%	4%	18%		6%	1%	100%
	South	272	70%	5%	6%	14%	1%	2%	2%	100%
Language spoken at home:	Moldovan/ Romanian	1012	67%	4%	4%	18%		6%	2%	100%
	Russian	195	66%	4%	5%	17%	1%	4%	2%	100%
	Both, at the same level	32	65%	3%		23%		3%	5%	100%
	Other	60	57%	14%	4%	18%		6%	1%	100%

Table 1.7. Computer use, socio-demographic groups, %

		Number of cases	Q1.6 Regardless of the venue, did you personally use a computer over the past 12 months?		Total
			Yes	No	
Total		3025	62%	38%	100%
Age groups:	16-25 years	657	93%	7%	100%
	26-35 years	675	81%	19%	100%
	36-45 years	512	64%	36%	100%
	46-55 years	554	41%	59%	100%
	56-65 years	432	30%	70%	100%
	66-74 years	195	15%	85%	100%
Sex:	Male	1455	64%	36%	100%
	Female	1569	60%	40%	100%
Households with/whith out children under 18:	Without children	1601	52%	48%	100%
	One child	763	75%	25%	100%
	Two children	510	72%	28%	100%
	Three children or more	150	63%	37%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	14	95%	5%	100%
	Highly qualified professionals	193	92%	8%	100%
	Technicians and associate professionals	178	76%	24%	100%
	Administrative staff/clerks	40	81%	19%	100%
	Service and shop and market sales workers, housing and communal services	178	74%	26%	100%
	Skilled agricultural and fishery workers	61	41%	59%	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	109	77%	23%	100%
	Plant and machine operators and assemblers	33	69%	31%	100%
	Muncitori necalificaţi	173	53%	47%	100%
	Pupils/ students	304	98%	2%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	110	53%	47%	100%
	Not employed, looking for a job	590	58%	42%	100%
	Housekeeping services workers	469	63%	37%	100%
	Pesioner	486	21%	79%	100%
	Other	69	67%	33%	100%
	DK/NR	18	82%	18%	100%
Monthly family income:	Below 1000 MDL	676	36%	64%	100%
	1001-2000 MDL	735	46%	54%	100%
	2001-3000 MDL	473	70%	30%	100%
	3001-4000 MDL	307	87%	13%	100%
	4001-5000 MDL	130	87%	13%	100%
	5001-6000 MDL	76	89%	11%	100%
	Over 6000 MDL	119	92%	8%	100%
	DK/NR	509	78%	22%	100%
Welfare	We do not have enough funds even for our basic	1031	41%	59%	100%

		Number of cases	Q1.6 Regardless of the venue, did you personally use a computer over the past 12 months?		Total
			Yes	No	
category:	needs.				
	We only have enough funds to buy food, but we can hardly buy clothes.	1014	61%	39%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	679	82%	18%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	185	97%	3%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	94%	6%	100%
	It is difficult to answer.	104	82%	18%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	28	22%	78%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	551	44%	56%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	744	59%	41%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	559	54%	46%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	577	67%	33%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	543	87%	13%	100%
	DK/NR	23	68%	32%	100%
Residential area:	Urban	800	67%	33%	100%
	Rural	1607	51%	49%	100%
	Chisinau	618	84%	16%	100%
Region:	North	977	53%	47%	100%
	Centre, including Chisinau	1474	69%	31%	100%
	South	573	58%	42%	100%
Language spoken at home:	Moldovan/ Romanian	2245	59%	41%	100%
	Russian	557	72%	28%	100%
	Both, at the same level	111	78%	22%	100%
	Other	111	42%	58%	100%

Table 1.8. Internet use, socio-demographic groups, %

		Number od cases	Q1.7 Regardless of the venue, did you personally use the Internet over the past 12 months?		Total
			Yes	No	
Total		3025	60%	40%	100%
Age groups:	16-25 years	657	92%	8%	100%
	26-35 years	675	80%	20%	100%
	36-45 years	512	61%	39%	100%
	46-55 years	554	39%	61%	100%
	56-65 years	432	29%	71%	100%
	66-74 years	195	14%	86%	100%
Sex:	Male	1455	62%	38%	100%
	Female	1569	59%	41%	100%
Households with/without children under 18:	Without children	1601	50%	50%	100%
	One child	763	75%	25%	100%
	Two children	510	70%	30%	100%
	Three children or more	150	62%	38%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	14	95%	5%	100%
	Highly qualified professionals	193	92%	8%	100%
	Technicians and associate professionals	178	75%	25%	100%
	Administrative staff/clerks	40	78%	22%	100%
	Service and shop and market sales workers, housing and communal services	178	72%	28%	100%
	Skilled agricultural and fishery workers	61	40%	60%	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	109	77%	23%	100%
	Plant and machine operators and assemblers	33	65%	35%	100%
	Muncitori necalificaţi	173	50%	50%	100%
	Pupils/ students	304	97%	3%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	110	52%	48%	100%
	Not employed, looking for a job	590	56%	44%	100%
	Housekeeping services workers	469	61%	39%	100%
	Pesioner	486	20%	80%	100%
	Other	69	62%	38%	100%
	DK/NR	18	82%	18%	100%
Monthly family income:	Below 1000 MDL	676	34%	66%	100%
	1001-2000 MDL	735	44%	56%	100%
	2001-3000 MDL	473	69%	31%	100%
	3001-4000 MDL	307	87%	13%	100%
	4001-5000 MDL	130	85%	15%	100%
	5001-6000 MDL	76	89%	11%	100%
	Over 6000 MDL	119	92%	8%	100%
	DK/NR	509	77%	23%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1031	39%	61%	100%

	We only have enough funds to buy food, but we can hardly buy clothes.	1014	60%	40%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	679	82%	18%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	185	95%	5%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	94%	6%	100%
	It is difficult to answer.	104	79%	21%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	28	22%	78%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	551	42%	58%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	744	58%	42%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	559	52%	48%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	577	66%	34%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	543	87%	13%	100%
	DK/NR	23	62%	38%	100%
Residential area:	Urban	800	66%	34%	100%
	Rural	1607	49%	51%	100%
	Chisinau	618	83%	17%	100%
Region: Language spoken at home:	North	977	52%	48%	100%
	Centre, including Chisinau	1474	68%	32%	100%
	South	573	56%	44%	100%
	Moldovan/ Romanian	557	71%	29%	100%
	Russian	111	78%	22%	100%
	Both, at the same level	111	41%	59%	100%

Table 1.9. Venues for Internet access over the past 12 months, socio-demographic groups, %

		Number of cases	Where did you access the Internet over the past 12 months from?								
			At home	At friends, acquaintances	At school, college, universities (free of charge))	At work	At library, post office (free of charge)	At internet-café (for fee)	Elsewhere, via mobile phone	Elsewhere, via other device/s with Internet access (notebook with Wi-Ffi connection, 3G modem etc)	Total
Total		1826	90%	25%	9%	18%	At library	4%	23%	16%	100%
Age groups:	16-25 years	603	90%	37%	24%	12%	6%	8%	38%	25%	100%
	26-35 years	539	90%	24%	2%	24%	1%	3%	24%	17%	100%
	36-45 years	314	93%	13%	1%	18%		4%	11%	9%	100%
	46-55 years	216	89%	16%	2%	20%	1%	3%	8%	7%	100%
	56-65 years	127	87%	16%	2%	18%			6%	4%	100%
	66-74 years	28	90%	15%		5%	2%		5%	5%	100%
Sex:	Male	905	91%	24%	8%	19%	2%	5%	25%	17%	100%
	Female	920	90%	25%	10%	16%	3%	4%	22%	15%	100%
Households with/without children under 18:	Without children	806	91%	23%	10%	21%	3%	5%	21%	16%	100%
	One child	569	91%	29%	10%	20%	3%	5%	30%	20%	100%
	Two children	357	90%	21%	4%	10%	1%	3%	19%	13%	100%
	Three children or more	93	85%	26%	12%	6%	1%	2%	16%	9%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	13	100%	28%	11%	70%	11%		24%	24%	100%
	Highly qualified professionals	178	93%	16%	5%	59%	2%	4%	28%	18%	100%
	Technicians and associate professionals	134	91%	24%	4%	35%	1%	3%	15%	14%	100%
	Administrative staff/clerks	31	97%	8%		48%		4%	18%	19%	100%
	Service and shop and market sales workers, housing and communal services	127	91%	21%	4%	33%	1%	2%	22%	17%	100%
	Skilled agricultural and fishery	24	87%	17%					13%	9%	100%

		Number of cases	Where did you access the Internet over the past 12 months from?								
			At home	At friends, acquaintances	At school, college, universities (free of charge))	At work	At library, post office (free of charge)	At internet-café (for fee)	Elsewhere, via mobile phone	Elsewhere, via other device/s with Internet access (notebook with Wi-Ffi connection, 3G modem etc)	Total
	workers										
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	85	90%	23%	3%	17%	2%	4%	32%	15%	100%
	Plant and machine operators and assemblers	22	95%	30%		19%			16%	23%	100%
	Muncitori necalificaţi	87	92%	27%	5%	16%		5%	19%	15%	100%
	Pupils/ students	295	98%	40%	43%	8%	13%	11%	44%	33%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	58	83%	30%		8%			23%	6%	100%
	Not employed, looking for a job	330	87%	21%	2%	5%		5%	17%	10%	100%
	Housekeeping services workers	288	85%	25%		3%		3%	18%	11%	100%
	Pesioner	98	88%	15%	1%	9%			4%	3%	100%
	Other	42	86%	19%	2%	21%		5%	12%	13%	100%
	DK/NR	15	93%	22%		38%		7%	25%	7%	100%
Monthly family income:	Below 1000 MDL	228	79%	25%	4%	3%		1%	9%	3%	100%
	1001-2000 MDL	327	87%	20%	3%	9%	1%	2%	14%	8%	100%
	2001-3000 MDL	325	91%	20%	6%	16%	2%	5%	20%	11%	100%
	3001-4000 MDL	268	93%	28%	11%	29%	4%	6%	31%	25%	100%
	4001-5000 MDL	110	95%	29%	10%	27%	4%	8%	27%	19%	100%
	5001-6000 MDL	67	91%	28%	13%	35%	4%	6%	27%	28%	100%
	Over 6000 MDL	109	95%	34%	14%	41%	5%	10%	38%	36%	100%
	DK/NR	391	95%	24%	15%	16%	4%	5%	30%	21%	100%
Welfare	We do not have enough funds	398	84%	20%	2%	9%		2%	11%	7%	100%

		Number of cases	Where did you access the Internet over the past 12 months from?								
			At home	At friends, acquaintances	At school, college, universities (free of charge))	At work	At library, post office (free of charge)	At internet-café (for fee)	Elsewhere, via mobile phone	Elsewhere, via other device/s with Internet access (notebook with Wi-Ffi connection, 3G modem etc)	Total
category:	even for our basic needs.										
	We only have enough funds to buy food, but we can hardly buy clothes.	604	89%	20%	7%	13%	1%	3%	20%	13%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	554	94%	26%	13%	25%	5%	6%	30%	21%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	176	98%	44%	11%	32%	4%	10%	36%	31%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	90%	23%	39%	33%	13%		22%	27%	100%
	It is difficult to answer.	82	95%	28%	17%	16%	3%	5%	35%	19%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	6	66%	33%				23%			100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	233	82%	34%	8%	4%	2%	2%	24%	15%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	429	93%	25%	17%	9%	5%	5%	25%	16%	100%
	Secondary vocational education	291	87%	22%	4%	9%	1%	5%	18%	9%	100%

		Number of cases	Where did you access the Internet over the past 12 months from?								
			At home	At friends, acquaintances	At school, college, universities (free of charge))	At work	At library, post office (free of charge)	At internet-café (for fee)	Elsewhere, via mobile phone	Elsewhere, via other device/s with Internet access (notebook with Wi-Ffi connection, 3G modem etc)	Total
	(qualified vocational training, including qualification courses)										
	Post-secondary non-tertiary (colledges, including vocational schools)	380	92%	24%	7%	17%	2%	5%	26%	20%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	472	94%	21%	6%	39%	2%	4%	24%	19%	100%
	DK/NR	15	77%	24%	9%	13%				13%	100%
Residential area:	Urban	525	93%	26%	9%	19%	1%	6%	28%	17%	100%
	Rural	786	85%	23%	5%	8%		2%	15%	8%	100%
	Chisinau	515	95%	26%	14%	31%	7%	7%	30%	27%	100%
Region:	North	508	89%	25%	6%	10%	1%	4%	23%	12%	100%
	Centre, including Chisinau	996	91%	25%	11%	24%	4%	5%	25%	20%	100%
	South	322	90%	25%	9%	11%		4%	18%	10%	100%
Language spoken at home:	Moldovan/ Romanian	1300	90%	23%	9%	15%	3%	4%	20%	14%	100%
	Russian	393	91%	30%	9%	27%	2%	7%	30%	23%	100%
	Both, at the same level	87	93%	23%	3%	17%	4%	7%	38%	26%	100%
	Other	46	97%	16%	12%	10%			17%	5%	100%

Table 1.10. Frequency of Internet use over the past 12 months, socio-demographic groups, %

		Number of cases	Q1.9 How often did you use Internet over the past 12 months, regardless of the venue?				
			At least once a day	At least once a week	More seldom than once a week	NS/NR	Total
Total		1826	76%	16%	7%	1%	100%
Age groups:	16-25 years	603	85%	11%	4%		100%
	26-35 years	539	81%	13%	6%	1%	100%
	36-45 years	314	70%	20%	8%	1%	100%
	46-55 years	216	64%	23%	14%		100%
	56-65 years	127	57%	29%	14%	1%	100%
	66-74 years	28	54%	32%	15%		100%
Sex:	Male	905	77%	16%	7%	1%	100%
	Female	920	75%	16%	8%		100%
Households with/whithout children under 18:	Without children	806	76%	15%	7%	1%	100%
	One child	569	81%	14%	5%		100%
	Two children	357	69%	21%	9%		100%
	Three children or more	93	77%	14%	9%		100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	13	91%	9%			100%
	Highly qualified professionals	178	83%	13%	3%	1%	100%
	Technicians and associate professionals	134	77%	15%	7%	1%	100%
	Administrative staff/clerks	31	92%	3%		5%	100%
	Service and shop and market sales workers, housing and communal services	127	76%	21%	2%	1%	100%
	Skilled agricultural and fishery workers	24	59%	20%	21%		100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	85	81%	12%	6%		100%
	Plant and machine operators and assemblers	22	84%	11%	5%		100%
	Muncitori necalificaţi	87	65%	20%	14%	2%	100%
	Pupils/ students	295	91%	9%			100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	58	61%	30%	9%		100%
	Not employed, looking for a job	330	73%	15%	10%	1%	100%
	Housekeeping services workers	288	70%	18%	12%		100%

		Number of cases	Q1.9 How often did you use Internet over the past 12 months, regardless of the venue?				
			At least once a day	At least once a week	More seldom than once a week	NS/NR	Total
	Pesioner	98	57%	29%	14%		100%
	Other	42	80%	17%	2%		100%
	DK/NR	15	80%	20%			100%
Monthly family income:	Below 1000 MDL	228	60%	19%	20%	2%	100%
	1001-2000 MDL	327	68%	19%	13%		100%
	2001-3000 MDL	325	77%	20%	3%		100%
	3001-4000 MDL	268	85%	10%	5%	1%	100%
	4001-5000 MDL	110	81%	19%			100%
	5001-6000 MDL	67	89%	7%	5%		100%
	Over 6000 MDL	109	87%	8%	4%	1%	100%
	DK/NR	391	80%	16%	4%	1%	100%
Welfare category:	We do not have enough funds even for our basic needs.	398	62%	23%	14%	1%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	604	76%	15%	9%	%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	554	84%	11%	4%		100%
	We can afford purchasing durable goods but we can not buy expensive goods.	176	83%	14%	2%	1%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	100%				100%
	It is difficult to answer.	82	78%	22%			100%
Education level:	Primary education or without primary education (from 1st to 4th form)	6	23%	65%	11%		100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	233	71%	17%	12%	1%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	429	76%	17%	6%		100%
	Secondary vocational education (qualified vocational training, including qualification courses)	291	65%	22%	12%	1%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	380	78%	14%	7%	1%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	472	85%	11%	3%	1%	100%

		Number of cases	Q1.9 How often did you use Internet over the past 12 months, regardless of the venue?				
			At least once a day	At least once a week	More seldom than once a week	NS/NR	Total
	DK/NR	15	60%	40%			100%
Residential area:	Urban	525	81%	12%	6%	1%	100%
	Rural	786	66%	22%	11%	1%	100%
	Chisinau	515	87%	11%	2%		100%
Region:	North	508	76%	14%	9%	1%	100%
	Centre, including Chisinau	996	78%	17%	5%		100%
	South	322	73%	15%	11%	1%	100%
Language spoken at home:	Moldovan/ Romanian	1300	74%	18%	8%		100%
	Russian	393	83%	12%	5%	1%	100%
	Both, at the same level	87	80%	9%	9%	2%	100%
	Other	46	78%	17%	5%		100%

Table 1.11. Internet browsing duration/time, socio-demographic groups, %

		Number of cases	Q1.10 For how long do you usually browse the Internet upon accessing it?						Total
			1 hour or less	2-3 hours	4-5 hours	6-8 hours	Over 8 hours	DK/NR	
Total		1826	34%	37%	16%	7%	6%		100%
Age groups:	16-25 years	603	19%	40%	23%	11%	8%		100%
	26-35 years	539	30%	38%	15%	8%	8%	1%	100%
	36-45 years	314	43%	36%	13%	5%	2%		100%
	46-55 years	216	52%	32%	11%	3%	1%	1%	100%
	56-65 years	127	62%	27%	5%	3%	3%		100%
	66-74 years	28	46%	41%	7%	5%			100%
Sex:	Male	905	33%	35%	16%	8%	6%	1%	100%
	Female	920	34%	38%	16%	7%	5%		100%
Households with/whithout children under 18:	Without children	806	34%	34%	17%	8%	6%		100%
	One child	569	28%	39%	19%	10%	5%	1%	100%
	Two children	357	39%	40%	10%	3%	6%	1%	100%
	Three children or more	93	43%	36%	10%	6%	5%		100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	13	25%	43%	5%	9%	18%		100%
	Highly qualified professionals	178	27%	34%	16%	11%	10%	1%	100%
	Technicians and associate professionals	134	29%	37%	21%	6%	7%		100%
	Administrative staff/clerks	31	26%	48%	12%	10%	3%		100%
	Service and shop and market sales workers, housing and communal services	127	33%	49%	7%	7%	4%		100%
	Skilled agricultural and fishery workers	24	50%	24%	22%	4%			100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	85	42%	39%	11%	5%	3%		100%
	Plant and machine operators and assemblers	22	43%	39%	5%	7%	7%		100%
	Muncitori necalificaţi	87	45%	29%	13%	5%	5%	3%	100%
	Pupils/ students	295	10%	41%	30%	13%	6%		100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	58	33%	43%	11%	8%	7%		100%
	Not employed, looking for a job	330	36%	35%	17%	6%	5%	1%	100%
	Housekeeping services workers	288	46%	34%	10%	4%	5%		100%
	Pesioner	98	60%	25%	8%	5%	3%		100%

		Number of cases	Q1.10 For how long do you usually browse the Internet upon accessing it?						Total
			1 hour or less	2-3 hours	4-5 hours	6-8 hours	Over 8 hours	DK/NR	
	Other	42	30%	33%	15%	13%	9%		100%
	DK/NR	15	40%	51%	9%				100%
Monthly family income:	Below 1000 MDL	228	53%	27%	10%	5%	4%	1%	100%
	1001-2000 MDL	327	37%	37%	16%	6%	5%		100%
	2001-3000 MDL	325	36%	42%	11%	7%	4%	1%	100%
	3001-4000 MDL	268	24%	38%	22%	8%	6%		100%
	4001-5000 MDL	110	36%	33%	16%	5%	9%		100%
	5001-6000 MDL	67	29%	35%	25%	10%	2%		100%
	Over 6000 MDL	109	23%	41%	18%	9%	9%		100%
	DK/NR	391	28%	38%	18%	10%	6%		100%
Welfare category:	We do not have enough funds even for our basic needs.	398	48%	30%	12%	5%	4%		100%
	We only have enough funds to buy food, but we can hardly buy clothes.	604	36%	36%	14%	6%	7%		100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	554	27%	39%	18%	10%	5%	1%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	176	20%	44%	23%	8%	5%		100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	26%	34%	13%	13%	13%		100%
	It is difficult to answer.	82	21%	46%	19%	7%	6%	1%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	6	22%	55%		23%			100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	233	35%	35%	15%	7%	7%	1%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	429	31%	38%	18%	8%	5%		100%
	Secondary vocational education (qualified vocational training, including qualification courses)	291	45%	37%	9%	4%	5%	1%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	380	35%	35%	19%	6%	6%		100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	472	27%	38%	18%	11%	6%		100%
	DK/NR	15	55%	37%				7%	100%
Residential	Urban	525	29%	38%	17%	9%	6%		100%

		Number of cases	Q1.10 For how long do you usually browse the Internet upon accessing it?						Total
			1 hour or less	2-3 hours	4-5 hours	6-8 hours	Over 8 hours	DK/NR	
area:	Rural	786	43%	34%	13%	5%	4%	1%	100%
	Chisinau	515	24%	40%	21%	9%	6%		100%
Region:	North	508	37%	36%	17%	6%	5%		100%
	Centre, including Chisinau	996	32%	38%	16%	8%	6%		100%
	South	322	34%	36%	13%	9%	6%	1%	100%
Language spoken at home:	Moldovan/ Romanian	1300	36%	36%	15%	7%	5%		100%
	Russian	393	23%	38%	20%	10%	7%	1%	100%
	Both, at the same level	87	39%	42%	10%	3%	7%		100%
	Other	46	39%	36%	9%	14%	3%		100%

Table 1.12. Experience of Internet use, socio-demographic groups, %

		Number of cases	Q1.11 For how many years do you use Internet resourses, regardless of where you access them from?						Total
			Less than one year	1-3 years	4-6 years	7-10 years	Over 10 years	DK/NR	
Total		1826	11%	37%	31%	13%	5%	3%	100%
Age groups:	16-25 years	603	9%	36%	36%	15%	3%	1%	100%
	26-35 years	539	13%	33%	29%	16%	7%	3%	100%
	36-45 years	314	10%	40%	29%	11%	5%	5%	100%
	46-55 years	216	11%	41%	29%	12%	5%	3%	100%
	56-65 years	127	12%	43%	28%	9%	4%	3%	100%
	66-74 years	28	20%	42%	19%	2%	14%	3%	100%
Sex:	Male	905	10%	33%	33%	15%	7%	3%	100%
	Female	920	12%	41%	30%	12%	3%	2%	100%
Households with/without children under 18:	Without children	806	9%	33%	34%	14%	6%	3%	100%
	One child	569	11%	36%	31%	17%	4%	2%	100%
	Two children	357	13%	45%	29%	8%	4%	2%	100%
	Three children or more	93	15%	47%	19%	7%	7%	5%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	13		33%	24%	22%	12%	9%	100%
	Highly qualified professionals	178	4%	18%	34%	25%	16%	4%	100%
	Technicians and associate professionals	134	6%	36%	32%	18%	7%	1%	100%
	Administrative staff/clerks	31	3%	35%	31%	11%	8%	11%	100%
	Service and shop and market sales workers, housing and communal services	127	9%	32%	36%	13%	9%	2%	100%
	Skilled agricultural and fishery workers	24	13%	55%	25%	4%	3%		100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	85	10%	48%	21%	15%	5%	2%	100%
	Plant and machine operators and assemblers	22	21%	33%	25%	20%			100%
	Muncitori necalificaţi	87	13%	44%	31%	8%	1%	2%	100%
	Pupils/ students	295	6%	32%	47%	13%	2%		100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	58	4%	44%	32%	16%		3%	100%

		Number of cases	Q1.11 For how many years do you use Internet resourses, regardless of where you access them from?						Total
			Less than one year	1-3 years	4-6 years	7-10 years	Over 10 years	DK/NR	
	Not employed, looking for a job	330	13%	42%	26%	13%	3%	4%	100%
	Housekeeping services workers	288	22%	41%	24%	7%	2%	3%	100%
	Pesioner	98	11%	45%	28%	5%	7%	5%	100%
	Other	42	10%	39%	19%	26%	6%		100%
	DK/NR	15	24%	25%	45%	7%			100%
Monthly family income:	Below 1000 MDL	228	21%	48%	19%	6%	3%	2%	100%
	1001-2000 MDL	327	15%	50%	23%	8%	1%	3%	100%
	2001-3000 MDL	325	10%	34%	36%	14%	3%	2%	100%
	3001-4000 MDL	268	3%	32%	38%	16%	8%	3%	100%
	4001-5000 MDL	110	8%	28%	41%	15%	7%		100%
	5001-6000 MDL	67	3%	26%	23%	33%	15%		100%
	Over 6000 MDL	109	7%	19%	29%	22%	18%	3%	100%
	DK/NR	391	11%	34%	36%	13%	2%	3%	100%
Welfare category:	We do not have enough funds even for our basic needs.	398	17%	44%	24%	10%	3%	3%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	604	11%	40%	33%	11%	3%	2%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	554	7%	31%	34%	18%	7%	3%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	176	7%	26%	39%	19%	7%	2%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11		28%	27%	26%	10%	10%	100%
	It is difficult to answer.	82	13%	45%	23%	5%	9%	5%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	6	22%	34%	44%				100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	233	21%	45%	27%	4%	2%	2%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	429	13%	40%	32%	11%	2%	2%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	291	12%	47%	24%	8%	2%	5%	100%

		Number of cases	Q1.11 For how many years do you use Internet resourses, regardless of where you access them from?						Total
			Less than one year	1-3 years	4-6 years	7-10 years	Over 10 years	DK/NR	
	Post-secondary non-tertiary (colledges, including vocational schools)	380	9%	38%	33%	14%	4%	2%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	472	4%	23%	36%	23%	12%	3%	100%
	DK/NR	15	15%	32%	36%	6%		11%	100%
Residential area:	Urban	525	9%	37%	35%	13%	4%	2%	100%
	Rural	786	17%	48%	24%	6%	2%	3%	100%
	Chisinau	515	3%	19%	39%	26%	11%	3%	100%
Region:	North	508	15%	48%	24%	8%	2%	3%	100%
	Centre, including Chisinau	996	9%	31%	34%	17%	7%	2%	100%
	South	322	10%	38%	35%	11%	3%	3%	100%
Language spoken at home:	Moldovan/ Romanian	1300	12%	39%	30%	12%	4%	2%	100%
	Russian	393	7%	29%	34%	19%	9%	2%	100%
	Both, at the same level	87	3%	37%	33%	16%	4%	7%	100%
	Other	46	16%	34%	38%	4%	7%		100%

Table 1.13. Purposes for Internet use, socio-demographic groups, %

		Number of cases	Getting informed about governmental institutions, public authorities, public entities overall	Requesting public services provided by governmental institutions, for e.g.	Sending the information to the government institutions, for e.g. filing a complaint, informing online the authorities on particular matters,	Getting informed about the goods and services rendered by conomic agents privati	Getting informed about health and medical services rendered by public	Getting informed about health and medical services rendered by private	Getting informed about cultural institutions and their activities (for e.g. the program of theaters, cinemas	Sending and/or receiving of messages via electronic mail (e-mail)
		0	1	2	3	4	5	6	7	8
Total		1826	17%	7%	5%	20%	22%	21%	22%	44%
Age groups:	16-25 years	603	18%	8%	4%	21%	27%	23%	31%	55%
	26-35 years	539	20%	7%	6%	23%	26%	25%	22%	50%
	36-45 years	314	14%	5%	5%	18%	16%	17%	16%	35%
	46-55 years	216	16%	6%	5%	14%	16%	16%	14%	27%
	56-65 years	127	13%	4%	2%	11%	15%	13%	11%	20%
	66-74 years	28	17%	5%	2%	15%	20%	15%	10%	29%
Sex:	Male	905	19%	7%	5%	22%	19%	18%	22%	44%
	Female	920	15%	6%	4%	17%	26%	24%	22%	44%
Households with/whithout children under 18:	Without children	806	19%	9%	6%	22%	23%	22%	23%	44%
	One child	569	18%	6%	4%	20%	24%	21%	23%	47%
	Two children	357	13%	4%	3%	16%	19%	21%	18%	40%
	Three children or more	93	9%	1%	3%	14%	17%	15%	19%	40%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	13	50%	20%	26%	51%	38%	38%	40%	53%
	Highly qualified professionals	178	40%	8%	10%	40%	37%	37%	42%	61%
	Technicians and associate professionals	134	25%	14%	7%	25%	23%	24%	22%	48%
	Administrative staff/clerks	31	40%	16%	12%	15%	23%	29%	21%	56%
	Service and shop and market sales workers, housing and communal services	127	8%	3%	2%	18%	23%	22%	17%	44%
	Skilled agricultural and fishery workers	24	20%	4%	4%	13%	9%	12%		41%

		Number of cases	Getting informed about governmental institutions, public authorities, public	Requesting public services provided by governmental institutions, for e.g.	Sending the information to the government institutions, for e.g. filing a complaint, informing online the authorities on particular matters,	Getting informed about the goods and services rendered by conomic agents	Getting informed about health and medical services rendered by public	Getting informed about health and medical services rendered by private	Getting informed about cultural institutions and their activities (for e.g.	Sending and/or receiving of messages via electronic mail (e-mail)
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	85	18%		3%	15%	16%	13%	10%	41%
	Plant and machine operators and assemblers	22	16%	7%		12%	17%	18%	17%	37%
	Muncitori necalificaţi	87	7%	6%	1%	17%	15%	14%	17%	28%
	Pupils/ students	295	23%	9%	4%	26%	32%	30%	44%	66%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	58	17%	8%	4%	13%	30%	25%	11%	50%
	Not employed, looking for a job	330	9%	6%	6%	16%	12%	12%	16%	31%
	Housekeeping services workers	288	8%	3%	2%	10%	19%	16%	12%	33%
	Pesioner	98	9%	2%	1%	8%	15%	10%	6%	22%
	Other	42	21%	7%	2%	27%	30%	31%	16%	47%
	DK/NR	15	26%	27%	19%	31%	34%	25%	33%	71%
Monthly family income:	Below 1000 MDL	228	8%	3%	5%	9%	11%	8%	8%	23%
	1001-2000 MDL	327	10%	5%	3%	10%	12%	11%	15%	31%
	2001-3000 MDL	325	16%	4%	3%	17%	23%	22%	20%	41%
	3001-4000 MDL	268	22%	7%	4%	27%	33%	31%	28%	55%
	4001-5000 MDL	110	25%	9%	6%	31%	33%	29%	30%	50%
	5001-6000 MDL	67	29%	11%	7%	22%	25%	28%	28%	63%
	Over 6000 MDL	109	37%	14%	13%	44%	36%	36%	41%	60%
	DK/NR	391	17%	8%	5%	22%	22%	21%	25%	52%
Welfare category:	We do not have enough funds even for our basic needs.	398	11%	4%	2%	12%	17%	15%	11%	34%
	We only have enough funds to buy food, but we can hardly buy clothes.	604	13%	4%	2%	13%	17%	14%	19%	38%

		Number of cases	Getting informed about governmental institutions, public authorities, public entities overall	Requesting public services provided by governmental institutions, for e.g.	Sending the information to the government institutions, for e.g. filing a complaint, informing online the authorities on particular matters,	Getting informed about the goods and services rendered by conomic agents privati	Getting informed about health and medical services rendered by public	Getting informed about health and medical services rendered by private	Getting informed about cultural institutions and their activities (for e.g. the program of theaters, cinemas	Sending and/or receiving of messages via electronic mail (e-mail)
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	554	24%	7%	4%	27%	28%	29%	28%	50%
	We can afford purchasing durable goods but we can not buy expensive goods.	176	32%	23%	21%	37%	38%	38%	42%	65%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	24%			22%	34%	8%	8%	44%
	It is difficult to answer.	82	9%	5%	4%	20%	18%	16%	17%	56%
Education level:	Primary education or without primary education (from 1st to 4th form)	6	23%	45%	23%	46%	45%	45%	68%	68%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	233	7%	4%	2%	10%	12%	10%	15%	33%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	429	16%	5%	3%	17%	20%	21%	21%	42%
	Secondary vocational education (qualified vocational training, including qualification courses)	291	12%	6%	2%	14%	15%	14%	15%	28%
	Post-secondary non-tertiary (colledges, including vocational schools)	380	12%	4%	2%	17%	23%	20%	20%	46%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	472	31%	11%	11%	33%	34%	33%	33%	59%
	DK/NR	15		5%		11%	10%		5%	35%
Residential area:	Urban	525	19%	7%	5%	17%	24%	21%	23%	48%
	Rural	786	10%	5%	4%	11%	13%	11%	13%	30%
	Chisinau	515	27%	9%	6%	36%	35%	36%	36%	60%
Region:	North	508	16%	4%	3%	11%	13%	11%	17%	38%
	Centre, including Chisinau	996	21%	8%	6%	28%	28%	28%	28%	49%
	South	322	9%	5%	2%	9%	22%	16%	14%	38%

		Number of cases	Getting informed about governmental institutions, public authorities, public entities overall	Requesting public services provided by governmental institutions, for e.g.	Sending the information to the government institutions, for e.g. filing a complaint, informing online the authorities on particular matters,	Getting informed about the goods and services rendered by conomic agents privati	Getting informed about health and medical services rendered by public	Getting informed about health and medical services rendered by private	Getting informed about cultural institutions and their activities (for e.g. the program of theaters, cinemas	Sending and/or receiving of messages via electronic mail (e-mail)
Language spoken at home:	Moldovan/ Romanian	1300	17%	7%	5%	18%	22%	21%	21%	41%
	Russian	393	16%	5%	5%	26%	29%	25%	28%	54%
	Both, at the same level	87	32%	4%	5%	20%	12%	16%	20%	42%
	Other	46	11%	11%	5%	15%	8%	7%	10%	31%

(continuarea Tableui 1.13.)

		Holding phone conversations via Internet/VoIP	Chatting via Skype, Messenger	Using social networks (Facebook, Odnoklassniki, etc.)	information via personal web pages	Purchasing or ordering goods or services from private entities	Carrying out e-banking transactions via Internet	Training and education activities	content for purposes of entertainment (games, texts, pictures, books, music, movies)	Downloading programmes (software)	Reading news, newspapers, on-line magazines
		9	10	11	12	13	14	15	16	17	18
Total		21%	88%	82%	22%	17%	10%	36%	68%	37%	62%
Age groups:	16-25 years	28%	89%	91%	26%	20%	11%	45%	79%	53%	67%
	26-35 years	21%	88%	87%	26%	21%	13%	36%	72%	38%	66%
	36-45 years	18%	86%	79%	17%	14%	9%	33%	64%	30%	58%

		Holding phone conversations via Internet/VoIP	Chatting via Skype, Messenger	Using social networks (Facebook, Odnoklassniki, etc.)	information via personal web pages	Purchasing or ordering goods or services from private entities	Carrying out e-banking transactions via Internet	Training and education activities	content for purposes of entertainment (games, texts, pictures, books, music, movies)	Downloading programmes (software)	Reading news, newspapers, on-line magazines
		9	10	11	12	13	14	15	16	17	18
	46-55 years	16%	85%	70%	15%	9%	8%	25%	48%	16%	55%
	56-65 years	11%	91%	60%	12%	8%	4%	19%	43%	13%	49%
	66-74 years	5%	88%	51%	14%	10%		17%	44%	22%	42%
Sex:	Male	22%	87%	79%	25%	19%	12%	34%	71%	43%	61%
	Female	20%	89%	85%	20%	16%	8%	38%	64%	32%	63%
Households with/whithout children under 18:	Without children	23%	88%	79%	22%	17%	11%	35%	64%	38%	63%
	One child	21%	90%	86%	24%	20%	10%	39%	73%	40%	65%
	Two children	17%	84%	83%	18%	15%	10%	32%	68%	33%	58%
	Three children or more	20%	90%	87%	26%	13%	7%	26%	65%	34%	59%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	46%	100%	76%	41%	40%	7%	43%	48%	37%	54%
	Highly qualified professionals	36%	90%	81%	32%	31%	28%	57%	70%	48%	75%
	Technicians and associate professionals	27%	90%	83%	25%	21%	12%	40%	66%	34%	67%
	Administrative staff/clerks	27%	94%	55%	28%	22%	12%	51%	81%	47%	76%
	Service and shop and market sales workers, housing and communal services	22%	85%	81%	19%	17%	12%	25%	75%	34%	65%
	Skilled agricultural and fishery workers	8%	88%	68%	12%	12%	4%	24%	51%	8%	62%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	15%	83%	77%	20%	15%	7%	25%	66%	38%	69%
	Plant and machine operators and assemblers	32%	96%	71%	27%	18%	11%	27%	62%	42%	66%
	Muncitori necalificaţi	10%	80%	82%	24%	13%	2%	20%	72%	32%	61%
	Pupils/ students	30%	92%	92%	33%	25%	12%	62%	83%	63%	69%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	20%	89%	88%	13%	17%	3%	27%	57%	24%	68%

		Holding phone conversations via Internet/VoIP	Chatting via Skype, Messenger	Using social networks (Facebook, Odnoklassniki, etc.)	information via personal web pages	Purchasing or ordering goods or services from private entities	Carrying out e-banking transactions via Internet	Training and education activities	content for purposes of entertainment (games, texts, pictures, books, music, movies)	Downloading programmes (software)	Reading news, newspapers, on-line magazines
		9	10	11	12	13	14	15	16	17	18
	Not employed, looking for a job	15%	86%	84%	16%	9%	6%	22%	68%	34%	56%
	Housekeeping services workers	13%	85%	83%	15%	12%	6%	28%	60%	24%	52%
	Pesioner	11%	87%	61%	11%	5%	2%	20%	43%	13%	49%
	Other	26%	94%	86%	22%	15%	19%	37%	60%	35%	56%
	DK/NR	42%	86%	86%	38%	26%	19%	36%	69%	39%	60%
Monthly family income:	Below 1000 MDL	10%	83%	78%	12%	7%	4%	17%	53%	26%	45%
	1001-2000 MDL	15%	84%	80%	15%	9%	5%	22%	58%	27%	56%
	2001-3000 MDL	21%	91%	87%	20%	13%	6%	37%	64%	32%	65%
	3001-4000 MDL	24%	91%	88%	27%	19%	14%	41%	79%	44%	70%
	4001-5000 MDL	23%	88%	90%	26%	28%	13%	49%	71%	34%	75%
	5001-6000 MDL	28%	82%	78%	31%	32%	27%	40%	72%	46%	65%
	Over 6000 MDL	28%	89%	72%	36%	36%	29%	52%	81%	55%	78%
	DK/NR	27%	89%	80%	26%	21%	11%	43%	73%	46%	61%
Welfare category:	We do not have enough funds even for our basic needs.	17%	84%	83%	15%	12%	5%	23%	55%	24%	51%
	We only have enough funds to buy food, but we can hardly buy clothes.	19%	88%	82%	15%	11%	7%	31%	67%	36%	62%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	20%	91%	83%	26%	22%	14%	46%	73%	44%	68%
	We can afford purchasing durable goods but we can not buy expensive goods.	37%	87%	82%	44%	38%	23%	48%	82%	53%	72%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	58%	88%	61%	34%	13%	10%	27%	50%	24%	57%
	It is difficult to answer.	29%	89%	78%	36%	13%	6%	33%	67%	29%	62%
Education	Primary education or without primary education (from 1st to 4th form)	21%	100%	46%	68%	45%	46%	45%	68%	46%	68%

		Holding phone conversations via Internet/VoIP	Chatting via Skype, Messenger	Using social networks (Facebook, Odnoklassniki, etc.)	information via personal web pages	Purchasing or ordering goods or services from private entities	Carrying out e-banking transactions via Internet	Training and education activities	content for purposes of entertainment (games, texts, pictures, books, music, movies)	Downloading programmes (software)	Reading news, newspapers, on-line magazines
		9	10	11	12	13	14	15	16	17	18
level:	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	14%	83%	85%	18%	11%	4%	24%	67%	34%	47%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	21%	89%	84%	19%	16%	8%	33%	68%	44%	62%
	Secondary vocational education (qualified vocational training, including qualification courses)	15%	83%	84%	20%	9%	6%	27%	69%	29%	57%
	Post-secondary non-tertiary (colledges, including vocational schools)	22%	90%	81%	20%	16%	9%	37%	63%	30%	63%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	28%	89%	81%	30%	26%	19%	48%	71%	44%	73%
	DK/NR	16%	100%	59%	10%	25%	15%	21%	50%	25%	52%
Residential area:	Urban	25%	91%	83%	25%	15%	9%	38%	72%	39%	63%
	Rural	13%	86%	81%	17%	10%	5%	26%	62%	28%	54%
	Chisinau	30%	88%	83%	28%	30%	19%	48%	72%	49%	74%
Region:	North	16%	89%	82%	18%	9%	7%	32%	64%	35%	59%
	Centre, including Chisinau	25%	87%	81%	26%	23%	14%	42%	71%	43%	68%
	South	18%	89%	85%	18%	12%	4%	20%	63%	22%	48%
Language spoken at home:	Moldovan/ Romanian	22%	88%	83%	22%	16%	10%	35%	65%	37%	62%
	Russian	21%	88%	82%	21%	21%	10%	37%	74%	42%	66%
	Both, at the same level	21%	88%	84%	28%	18%	14%	42%	74%	27%	63%
	Other	7%	89%	76%	10%	10%	6%	22%	66%	23%	40%

Table 1.14. Accessing the website of the Government of the Republic of Moldova, socio-demographic groups, %

		Number of cases	Q2.1 Did you personally access the website of the Government (www.gov.md) over the past 12 months?		Total
			Yes	No	
Total		1826	15%	85%	100%
Age groups:	16-25 years	603	17%	83%	100%
	26-35 years	539	17%	83%	100%
	36-45 years	314	11%	89%	100%
	46-55 years	216	11%	89%	100%
	56-65 years	127	8%	92%	100%
	66-74 years	28	14%	86%	100%
Sex:	Male	905	17%	83%	100%
	Female	920	13%	87%	100%
Households with/without children under 18:	Without children	806	16%	84%	100%
	One child	569	16%	84%	100%
	Two children	357	12%	88%	100%
	Three children or more	93	5%	95%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	13	56%	44%	100%
	Highly qualified professionals	178	40%	60%	100%
	Technicians and associate professionals	134	16%	84%	100%
	Administrative staff/clerks	31	30%	70%	100%
	Service and shop and market sales workers, housing and communal services	127	7%	93%	100%
	Skilled agricultural and fishery workers	24	3%	97%	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	85	8%	92%	100%
	Plant and machine operators and assemblers	22	20%	80%	100%
	Muncitori necalificaţi	87	1%	99%	100%
	Pupils/ students	295	24%	76%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	58	11%	89%	100%
	Not employed, looking for a job	330	8%	92%	100%
	Housekeeping services workers	288	6%	94%	100%
	Pesioner	98	9%	91%	100%
	Other	42	22%	78%	100%
	DK/NR	15	10%	90%	100%
Monthly family income:	Below 1000 MDL	228	8%	92%	100%
	1001-2000 MDL	327	7%	93%	100%
	2001-3000 MDL	325	13%	87%	100%
	3001-4000 MDL	268	21%	79%	100%
	4001-5000 MDL	110	17%	83%	100%
	5001-6000 MDL	67	22%	78%	100%
	Over 6000 MDL	109	33%	67%	100%
	DK/NR	391	15%	85%	100%
Welfare	We do not have enough funds even for our basic	398	10%	90%	100%

		Number of cases	Q2.1 Did you personally access the website of the Government (www.gov.md) over the past 12 months?		Total
			Yes	No	
category:	needs.				
	We only have enough funds to buy food, but we can hardly buy clothes.	604	11%	89%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	554	21%	79%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	176	22%	78%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	49%	51%	100%
	It is difficult to answer.	82	6%	94%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	6		100%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	233	6%	94%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	429	12%	88%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	291	5%	95%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	380	10%	90%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	472	32%	68%	100%
	DK/NR	15		100%	100%
Residential area:	Urban	525	13%	87%	100%
	Rural	786	9%	91%	100%
	Chisinau	515	25%	75%	100%
Region:	North	508	8%	92%	100%
	Centre, including Chisinau	996	20%	80%	100%
	South	322	9%	91%	100%
Language spoken at home:	Moldovan/ Romanian	1300	16%	84%	100%
	Russian	393	13%	87%	100%
	Both, at the same level	87	12%	88%	100%
	Other	46	10%	90%	100%

Table 1.15. Frequency of accessing the webpage of the Government of RM, socio-demographic groups, %

		Number of cases	Q2.2 How many times did you access the webpage of the Government (www.gov.md) over the past 12 months?					Total
			Once	1-3 times	4-7 times	8-10 times	Over 10 times	
Total		270	20%	41%	19%	4%	16%	100%
Age groups:	16-25 years	105	20%	50%	21%		9%	100%
	26-35 years	94	24%	31%	19%	7%	19%	100%
	36-45 years	34	19%	42%	10%	3%	26%	100%
	46-55 years	23	8%	48%	20%	12%	12%	100%
	56-65 years	10	21%	29%	21%	7%	21%	100%
	66-74 years	4		33%	17%		50%	100%
Sex:	Male	151	20%	42%	18%	5%	14%	100%
	Female	119	20%	40%	20%	3%	18%	100%
Households with/without children under 18:	Without children	131	20%	50%	14%	3%	13%	100%
	One child	92	20%	32%	28%	2%	18%	100%
	Two children	41	18%	32%	15%	11%	24%	100%
	Three children or more	5	20%	60%		20%		100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	7	20%	15%			66%	100%
	Highly qualified professionals	71	16%	35%	19%	5%	26%	100%
	Technicians and associate professionals	21	27%	33%	21%	19%		100%
	Administrative staff/clerks	9	11%	63%	15%		11%	100%
	Service and shop and market sales workers, housing and communal services	9	16%	62%	22%			100%
	Skilled agricultural and fishery workers	1		100%				100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	7	41%	21%			38%	100%
	Plant and machine operators and assemblers	4	66%	34%				100%
	Muncitori necalificaţi	1		100%				100%
	Pupils/ students	69	12%	58%	24%		6%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	7	16%	16%	52%	16%		100%
	Not employed, looking for a job	25	30%	34%	10%	9%	17%	100%
	Housekeeping services workers	18	36%	30%	17%		17%	100%
	Pesioner	9	15%	25%	15%		45%	100%
	Other	9	15%	47%	27%		11%	100%
	DK/NR	1	100%					100%
Monthly family income:	Below 1000 MDL	18	23%	56%		13%	8%	100%
	1001-2000 MDL	23	46%	30%	6%	5%	13%	100%
	2001-3000 MDL	44	16%	41%	28%	5%	10%	100%
	3001-4000 MDL	57	17%	39%	20%	4%	20%	100%
	4001-5000 MDL	18	6%	38%	25%		32%	100%
	5001-6000 MDL	15	16%	27%	33%		24%	100%

		Number of cases	Q2.2 How many times did you access the webpage of the Government (www.gov.md) over the past 12 months?					Total
			Once	1-3 times	4-7 times	8-10 times	Over 10 times	
	Over 6000 MDL	36	24%	34%	17%	8%	17%	100%
	DK/NR	59	18%	52%	17%		13%	100%
Welfare category:	We do not have enough funds even for our basic needs.	38	22%	43%	12%	8%	15%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	67	29%	36%	16%	3%	17%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	116	12%	48%	23%	3%	14%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	39	23%	31%	21%	8%	17%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	5	46%	27%			27%	100%
	It is difficult to answer.	5	31%	31%			38%	100%
Education level:	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	13	32%	57%	11%			100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	51	18%	52%	23%	2%	5%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	16	35%	29%	29%		7%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	39	21%	41%	15%	13%	11%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	151	18%	37%	18%	3%	23%	100%
Residential area:	Urban	70	22%	44%	14%	3%	17%	100%
	Rural	74	20%	51%	10%	4%	14%	100%
	Chisinau	126	19%	33%	26%	5%	17%	100%
Region:	North	41	22%	53%	5%	6%	13%	100%
	Centre, including Chisinau	198	19%	40%	21%	4%	17%	100%
	South	30	26%	33%	26%	4%	11%	100%
Language spoken at home:	Moldovan/ Romanian	205	19%	44%	18%	2%	16%	100%
	Russian	50	26%	25%	23%	10%	16%	100%
	Both, at the same level	10	25%	52%	9%	14%		100%
	Other	5		46%	22%		32%	100%

Table 1.16. Accessing the information webpages of the Government of RM, socio-demographic groups, %

		Number of cases	Q2.3.5. Did you personally access over the past 12 months one answer "Yes"):		
			http://www.particip.gov.md/	http://www.date.gov.md/	http://www.actelocale.md/
Total		270	9%	18%	15%
Age groups:	16-25 years	105	9%	12%	9%
	26-35 years	94	10%	20%	17%
	36-45 years	34	10%	26%	23%
	46-55 years	23	4%	24%	20%
	56-65 years	10	7%	29%	22%
	66-74 years	4	16%		
Sex:	Male	151	11%	22%	15%
	Female	119	7%	13%	15%
Households with/whith out children under 18:	Without children	131	10%	13%	15%
	One child	92	8%	14%	12%
	Two children	41	8%	45%	22%
	Three children or more	5			
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	7	20%	29%	39%
	Highly qualified professionals	71	5%	21%	24%
	Technicians and associate professionals	21		12%	14%
	Administrative staff/clerks	9		20%	11%
	Service and shop and market sales workers, housing and communal services	9		27%	
	Skilled agricultural and fishery workers	1		100%	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	7	21%	21%	21%
	Plant and machine operators and assemblers	4	34%	33%	
	Muncitori necalificaţi	1			
	Pupils/ students	69	10%	16%	12%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	7	32%	16%	
	Not employed, looking for a job	25	4%	9%	6%
	Housekeeping services workers	18	12%		6%
	Pesioner	9	15%	45%	18%
	Other	9	31%	27%	16%
	DK/NR	1			
Monthly family income:	Below 1000 MDL	18		17%	22%
	1001-2000 MDL	23	8%	6%	6%
	2001-3000 MDL	44	19%	29%	18%
	3001-4000 MDL	57	5%	14%	16%
	4001-5000 MDL	18	6%	29%	29%
	5001-6000 MDL	15	17%	33%	
	Over 6000 MDL	36	4%	18%	16%

		Number of cases	Q2.3.5. Did you personally access over the past 12 months one answer "Yes"):		
			http://www.particip.gov.md/	http://www.date.gov.md/	http://www.actelocale.md/
	DK/NR	59	11%	11%	11%
Welfare category:	We do not have enough funds even for our basic needs.	38	7%	14%	16%
	We only have enough funds to buy food, but we can hardly buy clothes.	67	2%	11%	11%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	116	11%	19%	15%
	We can afford purchasing durable goods but we can not buy expensive goods.	39	14%	33%	22%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	5	27%	19%	
	It is difficult to answer.	5	14%		24%
Education level:	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	13		22%	11%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	51	8%	14%	12%
	Secondary vocational education (qualified vocational training, including qualification courses)	16	18%	21%	
	Post-secondary non-tertiary (colledges, including vocational schools)	39	7%	17%	12%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	151	10%	19%	18%
Residential area:	Urban	70	14%	17%	16%
	Rural	74	10%	20%	15%
	Chisinau	126	6%	17%	14%
Region:	North	41	9%	13%	14%
	Centre, including Chisinau	198	9%	19%	16%
	South	30	10%	18%	11%
Language spoken at home:	Moldovan/ Romanian	205	11%	19%	17%
	Russian	50	2%	15%	10%
	Both, at the same level	10		10%	
	Other	5			

Table 1.17. Accessing the webpages of the state/government institutions, socio-demographic groups, %

		Number of cases	Q2.4 Did you personally acces any webpage (website) of the state institutions over the past 12 months?		Total
			Yes	No	
Total		1826	22%	78%	100%
Age groups:	16-25 years	603	26%	74%	100%
	26-35 years	539	25%	75%	100%
	36-45 years	314	22%	78%	100%
	46-55 years	216	14%	86%	100%
	56-65 years	127	12%	88%	100%
	66-74 years	28	7%	93%	100%
Sex:	Male	905	22%	78%	100%
	Female	920	22%	78%	100%
Households with/whithout children under 18:	Without children	806	23%	77%	100%
	One child	569	26%	74%	100%
	Two children	357	16%	84%	100%
	Three children or more	93	14%	86%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	13	65%	35%	100%
	Highly qualified professionals	178	57%	43%	100%
	Technicians and associate professionals	134	25%	75%	100%
	Administrative staff/clerks	31	30%	70%	100%
	Service and shop and market sales workers, housing and communal services	127	10%	90%	100%
	Skilled agricultural and fishery workers	24	10%	90%	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	85	11%	89%	100%
	Plant and machine operators and assemblers	22	25%	75%	100%
	Muncitori necalificaţi	87	7%	93%	100%
	Pupils/ students	295	34%	66%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	58	20%	80%	100%
	Not employed, looking for a job	330	13%	87%	100%
	Housekeeping services workers	288	13%	87%	100%
	Pesioner	98	9%	91%	100%
	Other	42	25%	75%	100%
	DK/NR	15	10%	90%	100%
Monthly family income:	Below 1000 MDL	228	10%	90%	100%
	1001-2000 MDL	327	15%	85%	100%
	2001-3000 MDL	325	19%	81%	100%
	3001-4000 MDL	268	28%	72%	100%
	4001-5000 MDL	110	29%	71%	100%
	5001-6000 MDL	67	36%	64%	100%
	Over 6000 MDL	109	44%	56%	100%
	DK/NR	391	22%	78%	100%
Welfare	We do not have enough funds even for our	398	17%	83%	100%

		Number of cases	Q2.4 Did you personally acces any webpage (website) of the state institutions over the past 12 months?		Total
			Yes	No	
category:	basic needs.				
	We only have enough funds to buy food, but we can hardly buy clothes.	604	18%	82%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	554	29%	71%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	176	35%	65%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	27%	73%	100%
	It is difficult to answer.	82	7%	93%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	6	23%	77%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	233	7%	93%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	429	21%	79%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	291	12%	88%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	380	18%	82%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	472	41%	59%	100%
	DK/NR	15		100%	100%
Residential area:	Urban	525	19%	81%	100%
	Rural	786	14%	86%	100%
	Chisinau	515	37%	63%	100%
Region:	North	508	15%	85%	100%
	Centre, including Chisinau	996	28%	72%	100%
	South	322	16%	84%	100%
Language spoken at home:	Moldovan/ Romanian	1300	23%	77%	100%
	Russian	393	20%	80%	100%
	Both, at the same level	87	23%	77%	100%
	Other	46	19%	81%	100%

Table 1.18. Most visited websites of the ministries and other central and specilized administrative authorities and public authorities over the past 12 months (Top 10), socio-demographic groups, %

		http://www.edu.md/	http://www.meteo.md/	http://www.mai.md/	http://www.posta.md/	http://justice.gov.md/	http://ms.gov.md/	http://www.cnas.md/	http://www.fisc.md/	http://www.statistica.md/	http://www.turism.gov.md/
Total		40%	29%	19%	18%	18%	17%	16%	16%	16%	15%
Age groups:	16-25 years	58%	28%	20%	17%	15%	14%	12%	12%	14%	17%
	26-35 years	32%	26%	20%	23%	23%	12%	20%	20%	20%	13%
	36-45 years	30%	32%	16%	13%	11%	24%	17%	11%	16%	16%
	46-55 years	22%	37%	31%	22%	25%	37%	25%	22%	12%	16%
	56-65 years	18%	37%	5%	5%	18%	13%	9%	23%	4%	4%
	66-74 years	67%				33%	33%				
Sex:	Male	34%	32%	25%	19%	23%	11%	16%	15%	12%	16%
	Female	46%	26%	14%	17%	13%	23%	17%	16%	19%	13%
Households with/whithout children under 18:	Without children	40%	28%	16%	18%	17%	17%	17%	16%	12%	18%
	One child	43%	28%	22%	22%	20%	16%	14%	13%	19%	10%
	Two children	41%	31%	29%	11%	20%	19%	25%	24%	19%	16%
	Three children or more	21%	41%		8%	8%	13%	5%	14%	13%	15%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	53%	53%	23%	42%	61%	36%	54%	45%	13%	56%
	Highly qualified professionals	43%	13%	14%	23%	19%	17%	21%	20%	16%	9%
	Technicians and associate professionals	23%	24%	18%	26%	22%	39%	23%	21%	22%	12%
	Administrative staff/clerks	28%	36%	44%	10%	35%	36%	43%	55%	28%	26%
	Service and shop and market sales workers, housing and communal services	25%	19%	22%	18%		8%	15%	17%		11%
	Skilled agricultural and fishery workers	29%	57%	29%		29%	43%		29%	43%	
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	15%	42%	58%		27%		15%		15%	15%

		http://www.edu.md/	http://www.meteo.md/	http://www.mai.md/	http://www.posta.md/	http://justice.gov.md/	http://ms.gov.md/	http://www.cnas.md/	http://www.fisc.md/	http://www.statistica.md/	http://www.turism.gov.md/
	Plant and machine operators and assemblers	26%		26%					20%	27%	
	Muncitori necalificaţi	18%	24%	46%		19%			24%	17%	60%
	Pupils/ students	67%	29%	19%	18%	19%	18%	11%	10%	19%	19%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	40%	18%		9%	23%	20%	18%	9%	9%	
	Not employed, looking for a job	8%	58%	19%	12%	12%	7%	9%	12%	12%	12%
	Housekeeping services workers	38%	46%	17%	24%	11%	11%	12%	9%	11%	12%
	Pesioner	16%	35%	26%			23%	8%	16%		
	Other	46%	13%	27%		23%		19%	10%	10%	27%
	DK/NR										100%
Monthly family income:	Below 1000 MDL	22%	37%	22%	4%	19%	22%	9%	4%	17%	12%
	1001-2000 MDL	27%	32%	13%	8%	8%	13%	11%	6%	9%	7%
	2001-3000 MDL	50%	29%	18%	13%	14%	20%	14%	8%	16%	18%
	3001-4000 MDL	41%	28%	26%	34%	21%	12%	19%	18%	16%	8%
	4001-5000 MDL	60%	21%	25%	14%	23%	22%	18%	16%	11%	17%
	5001-6000 MDL	28%	16%	22%	22%	32%	16%	25%	44%	30%	14%
	Over 6000 MDL	49%	20%	14%	13%	15%	27%	25%	17%	12%	14%
	DK/NR	37%	37%	18%	20%	20%	12%	13%	20%	19%	24%
Welfare category:	We do not have enough funds even for our basic needs.	18%	42%	12%	10%	11%	14%	10%	10%	10%	12%
	We only have enough funds to buy food, but we can hardly buy clothes.	38%	26%	20%	10%	13%	18%	12%	11%	12%	5%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	49%	25%	20%	23%	26%	15%	19%	19%	18%	19%
	We can afford purchasing durable goods but we can not buy expensive goods.	47%	31%	27%	27%	17%	23%	27%	24%	25%	21%
	We can afford purchasing expensive goods, such as apartments, villas and many	100%	50%		50%		50%		50%		100%

		http://www.edu.md/	http://www.meteo.md/	http://www.mai.md/	http://www.posta.md/	http://justice.gov.md/	http://ms.gov.md/	http://www.cnas.md/	http://www.fisc.md/	http://www.statistica.md/	http://www.turism.gov.md/
	others.										
	It is difficult to answer.	12%	19%				12%				
Education level:	Primary education or without primary education (from 1st to 4th form)										100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	27%	25%	9%		18%			8%	17%	18%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	55%	34%	23%	16%	9%	15%	10%	6%	13%	15%
	Secondary vocational education (qualified vocational training, including qualification courses)	26%	48%	16%	10%	7%	20%	17%	14%	6%	14%
	Post-secondary non-tertiary (colledges, including vocational schools)	31%	33%	18%	20%	14%	31%	17%	12%	15%	17%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	41%	23%	20%	21%	26%	14%	20%	23%	19%	14%
	DK/NR	42%	22%	20%	12%	12%	17%	13%	16%	16%	19%
Residential area:	Urban	35%	43%	22%	8%	11%	9%	15%	13%	10%	15%
	Rural	43%	24%	18%	27%	26%	21%	19%	18%	19%	12%
Region:	Chisinau	34%	49%	21%	13%	8%	16%	6%	15%	10%	16%
	North	43%	26%	18%	21%	22%	19%	19%	18%	19%	16%
	Centre, including Chisinau	37%	17%	24%	8%	11%	5%	16%	4%	7%	6%
	South	43%	28%	21%	16%	17%	17%	13%	17%	15%	17%
Language spoken at home:	Moldovan/ Romanian	32%	28%	13%	21%	22%	18%	22%	13%	15%	9%
	Russian	31%	25%	14%	19%	17%	16%	31%	10%	21%	19%
	Both, at the same level	40%	63%	28%	44%	28%		29%	17%	27%	
	Other										

Table 1.19. Accessing the government institutions' online public services over the past 12 months, socio-demographic groups, %

		Q2.6 Did you personally use at least one online public service offered by government institutions over the past 12 months?				Total	
		Yes		No			
		No.	%	No.	%	No.	%
Total		137	7%	1689	93%	1826	100%
Age groups:	16-25 years	48	8%	554	92%	603	100%
	26-35 years	54	10%	485	90%	539	100%
	36-45 years	19	6%	295	94%	314	100%
	46-55 years	10	5%	206	95%	216	100%
	56-65 years	5	4%	122	96%	127	100%
	66-74 years	1	2%	28	98%	28	100%
Sex:	Male	70	8%	835	92%	905	100%
	Female	67	7%	854	93%	920	100%
Households with/without children under 18:	Without children	61	8%	745	92%	806	100%
	One child	54	9%	515	91%	569	100%
	Two children	14	4%	343	96%	357	100%
	Three children or more	8	9%	85	91%	93	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	4	34%	9	66%	13	100%
	Highly qualified professionals	38	21%	140	79%	178	100%
	Technicians and associate professionals	15	11%	119	89%	134	100%
	Administrative staff/clerks	5	15%	27	85%	31	100%
	Service and shop and market sales workers, housing and communal services	3	2%	125	98%	127	100%
	Skilled agricultural and fishery workers	2	7%	22	93%	24	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	3	3%	82	97%	85	100%
	Plant and machine operators and assemblers	1	5%	21	95%	22	100%
	Muncitori necalificaţi	1	2%	86	98%	87	100%
	Pupils/ students	26	9%	268	91%	295	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	1	2%	57	98%	58	100%
	Not employed, looking for a job	16	5%	314	95%	330	100%
	Housekeeping services workers	15	5%	273	95%	288	100%
	Pesioner	1	1%	97	99%	98	100%
	Other	5	12%	37	88%	42	100%
	DK/NR			15	100%	15	100%
Monthly family income:	Below 1000 MDL	6	3%	222	97%	228	100%
	1001-2000 MDL	9	3%	317	97%	327	100%
	2001-3000 MDL	22	7%	303	93%	325	100%
	3001-4000 MDL	30	11%	237	89%	268	100%
	4001-5000 MDL	18	16%	92	84%	110	100%
	5001-6000 MDL	12	18%	56	82%	67	100%
	Over 6000 MDL	16	15%	93	85%	109	100%
	DK/NR	23	6%	368	94%	391	100%

		Q2.6 Did you personally use at least one online public service offered by government institutions over the past 12 months?				Total	
		Yes		No			
		No.	%	No.	%	No.	%
Welfare category:	We do not have enough funds even for our basic needs.	14	3%	385	97%	398	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	35	6%	569	94%	604	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	51	9%	503	91%	554	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	35	20%	141	80%	176	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	1	13%	9	87%	11	100%
	It is difficult to answer.	1	1%	81	99%	82	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	1	23%	5	77%	6	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	1	1%	232	99%	233	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	17	4%	411	96%	429	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	6	2%	285	98%	291	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	29	8%	351	92%	380	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	82	17%	390	83%	472	100%
	DK/NR			15	100%	15	100%
Residential area:	Urban	25	5%	500	95%	525	100%
	Rural	43	5%	743	95%	786	100%
	Chisinau	69	13%	446	87%	515	100%
Region:	North	21	4%	487	96%	508	100%
	Centre, including Chisinau	104	10%	892	90%	996	100%
	South	12	4%	310	96%	322	100%
Language spoken at home:	Moldovan/ Romanian	106	8%	1194	92%	1300	100%
	Russian	19	5%	374	95%	393	100%
	Both, at the same level	10	11%	77	89%	87	100%
	Other	1	3%	44	97%	46	100%

Table 1.20. Methods of accessing the online public services, offered by governmental institutions, socio-demographic groups, %

		Method of accessing						Total	
		Public Service Portal		Webpage of the institution rendering the service		DK/NR		No.	%
		No.	%	No.	%	No.	%		
Total		180	45%	206	51%	17	4%	403	100%
Age groups:	16-25 years	88	57%	67	43%			155	100%
	26-35 years	47	33%	89	61%	9	6%	145	100%
	36-45 years	23	52%	21	48%			44	100%
	46-55 years	14	41%	20	59%			34	100%
	56-65 years	8	31%	8	34%	8	34%	24	100%
	66-74 years	1	100%					1	100%
Sex:	Male	106	52%	88	43%	10	5%	203	100%
	Female	74	37%	118	59%	7	4%	200	100%
Households with/whithout children under 18:	Without children	91	40%	117	52%	17	8%	225	100%
	One child	63	54%	53	46%			117	100%
	Two children	21	40%	31	60%			51	100%
	Three children or more	6	55%	5	45%			10	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	8	27%	22	73%			30	100%
	Highly qualified professionals	45	36%	71	57%	8	7%	125	100%
	Technicians and associate professionals	12	25%	28	59%	7	15%	48	100%
	Administrative staff/clerks	3	53%	3	47%			6	100%
	Service and shop and market sales workers, housing and communal services	4	100%					4	100%
	Skilled agricultural and fishery workers	1	18%	3	82%			4	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	4	100%					4	100%
	Plant and machine operators and assemblers	1	100%					1	100%
	Muncitori necalificaţi	20	67%	10	33%			30	100%
	Pupils/ students	48	60%	33	40%			81	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)			2	100%			2	100%
	Not employed, looking for a job	7	22%	23	73%	1	5%	31	100%

	Housekeeping services workers	10	49%	10	51%			20	100%
	Pesioner	6	100%					6	100%
	Other	11	91%	1	9%			12	100%
Monthly family income:	Below 1000 MDL	10	42%	13	58%			23	100%
	1001-2000 MDL	10	22%	26	59%	9	20%	44	100%
	2001-3000 MDL	33	68%	15	32%			48	100%
	3001-4000 MDL	33	41%	48	59%			81	100%
	4001-5000 MDL	25	48%	28	52%			53	100%
	5001-6000 MDL	32	62%	20	38%			52	100%
	Over 6000 MDL	11	35%	21	65%			32	100%
	DK/NR	26	38%	35	50%	8	12%	70	100%
Welfare category:	We do not have enough funds even for our basic needs.	13	43%	15	51%	1	5%	29	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	43	52%	40	48%			83	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	81	49%	83	51%			164	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	39	32%	68	55%	16	13%	123	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	3	100%					3	100%
	It is difficult to answer.	1	100%					1	100%
Education level:	Primary education or without primary education (from 1st to 4th form)					1	100%	1	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)			17	100%			17	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	26	35%	40	55%	7	10%	73	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	3	46%	4	54%			7	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	53	66%	27	34%			79	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	98	44%	118	52%	8	4%	225	100%
Residential	Urban	54	55%	43	45%			97	100%

area:	Rural	38	25%	98	64%	17	11%	153	100%
	Chisinau	89	58%	65	42%			153	100%
Region:	North	41	49%	43	51%			85	100%
	Centre, including Chisinau	123	43%	148	51%	17	6%	287	100%
	South	16	52%	15	48%			31	100%
Language spoken at home:	Moldovan/ Romanian	145	45%	158	49%	17	5%	320	100%
	Russian	26	43%	34	57%			60	100%
	Both, at the same level	9	50%	9	50%			18	100%
	Other			4	100%			4	100%

Table 1.21. Tools for accessing the online public services, offered by the government institutions, socio-demographic groups, %

		Method of accessing				Total	
		Via computer		Via mobile phone			
		No.	%	No.	%	No.	%
Total		391	97%	12	3%	403	100%
Age groups:	16-25 years	145	94%	10	6%	155	100%
	26-35 years	143	99%	2	1%	145	100%
	36-45 years	44	100%			44	100%
	46-55 years	34	100%			34	100%
	56-65 years	24	100%			24	100%
	66-74 years	1	100%			1	100%
Sex:	Male	193	95%	10	5%	203	100%
	Female	197	99%	2	1%	200	100%
Households with/without children under 18:	Without children	216	96%	9	4%	225	100%
	One child	115	99%	1	1%	117	100%
	Two children	49	96%	2	4%	51	100%
	Three children or more	10	100%			10	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	30	100%			30	100%
	Highly qualified professionals	125	100%			125	100%
	Technicians and associate professionals	48	100%			48	100%
	Administrative staff/clerks	6	100%			6	100%
	Service and shop and market sales workers, housing and communal services	4	100%			4	100%
	Skilled agricultural and fishery workers	4	100%			4	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	4	100%			4	100%
	Plant and machine operators and assemblers	1	100%			1	100%
	Muncitori necalificaţi	22	71%	9	29%	30	100%
	Pupils/ students	81	100%			81	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	2	100%			2	100%
	Not employed, looking for a job	30	95%	1	5%	31	100%
	Housekeeping services workers	17	89%	2	11%	20	100%
	Pesioner	6	100%			6	100%
	Other	12	100%			12	100%
Monthly family income:	DK/NR	23	100%			23	100%
	Below 1000 MDL	44	100%			44	100%
	1001-2000 MDL	48	100%			48	100%
	2001-3000 MDL	79	97%	2	3%	81	100%
	3001-4000 MDL	53	100%			53	100%
	4001-5000 MDL	44	83%	9	17%	52	100%
	5001-6000 MDL	32	100%			32	100%
	Over 6000 MDL	68	98%	1	2%	70	100%
Welfare category:	DK/NR	29	100%			29	100%
	We do not have enough funds even for our basic needs.	83	100%			83	100%

		Method of accessing				Total	
		Via computer		Via mobile phone			
		No.	%	No.	%	No.	%
	We only have enough funds to buy food, but we can hardly buy clothes.	154	94%	11	6%	164	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	121	99%	1	1%	123	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	3	100%			3	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	1	100%			1	100%
Education level:	It is difficult to answer.	1	100%			1	100%
	Primary education or without primary education (from 1st to 4th form)	17	100%			17	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	72	98%	1	2%	73	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	7	100%			7	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	71	89%	9	11%	79	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	222	99%	2	1%	225	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	87	90%	10	10%	97	100%
Residential area:	DK/NR	153	100%			153	100%
	Urban	151	99%	2	1%	153	100%
	Rural	75	88%	10	12%	85	100%
Region:	Chisinau	285	99%	2	1%	287	100%
	North	31	100%			31	100%
	Centre, including Chisinau	309	97%	11	3%	320	100%
Language spoken at home:	South	60	100%			60	100%
	Moldovan/ Romanian	17	92%	1	8%	18	100%
	Russian	4	100%			4	100%

Table 1.22. Reasons why the online public services offered by government institutions were not accessed, socio-demographic groups, %

		During that time I did not need any public service	Did not have access to Internet	The public services I needed were not available via Internet	Did not need the public services available via Internet	Didn ot know that the public services I needed could be requested via Internet	I assumed the publlic services requested via Internet are more expensive than those requested directly at institutions	Do not believe that accessing public services via Internet could save you from physically reahing the institution	To me, it takes more time to obt. publ. services via Internet than physically visit the institution	I feel more confident to physically visit the institution and req. services than do it via Internet	Even though I use the computer, I do not have enough skills to access the online public services available	Even though I use mob. phone, I do not have suff. abil. to access via it publ. services avail. Daci folosesc telefonul mobil, abilităţile mele pu	Do not want my personal data to be made available to irrelevant persons or institutions that could change and use them, thus causing me trouble	Other
Total		47%	3%	2%	12%	9%	1%	3%	2%	4%	8%	1%	4%	1%
Age groups:	16-25 years	49%	2%	2%	11%	8%	1%	4%	2%	5%	6%	1%	6%	1%
	26-35 years	50%	2%	3%	13%	8%	1%	1%	1%	5%	6%	2%	4%	1%
	36-45 years	45%	3%	2%	12%	11%	1%	4%	1%	3%	11%	1%	3%	1%
	46-55 years	38%	4%	3%	11%	12%	%	2%	2%	4%	14%	%	2%	2%
	56-65 years	44%	2%	3%	10%	12%	1%	1%	2%	2%	13%		4%	2%
	66-74 years	45%	6%		10%	8%	2%	4%		2%	10%			2%
Sex:	Male	50%	3%	2%	13%	8%	1%	3%	1%	3%	8%	1%	4%	1%
	Female	44%	2%	2%	11%	10%	1%	2%	2%	5%	9%	2%	5%	1%
Households with/whithout children under 18:	Without children	47%	2%	3%	12%	9%	1%	2%	2%	4%	7%	1%	4%	2%
	One child	48%	3%	2%	9%	9%	%	3%	1%	5%	9%	1%	5%	1%
	Two children	47%	4%	2%	14%	9%	%	4%	1%	4%	8%	1%	3%	%
	Three children or more	40%	2%		16%	17%		2%	3%	5%	8%		3%	1%
Occupati	Lawyers and senior officials and	41%				29%						17%		%

on:	corporate managers (socio-economic and political)													
	Highly qualified professionals	54%	1%	1%	17%	8%	%	2%	1%	3%	6%	1%	2%	2%
	Technicians and associate professionals	40%	3%	3%	12%	9%	3%	4%	2%	8%	6%	1%	6%	1%
	Administrative staff/clerks	35%	3%	3%	8%	22%		2%		5%	13%		4%	6%
	Service and shop and market sales workers, housing and communal services	46%	2%	2%	15%	11%		2%	3%	6%	6%	1%	5%	%
	Skilled agricultural and fishery workers	25%	3%	6%	15%	9%	5%	9%	5%	4%	10%			%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	53%	5%	4%	9%	8%		4%		7%	2%		5%	1%
	Plant and machine operators and assemblers	59%			18%	6%		4%			12%			%
	Muncitori necalificaţi	43%	3%	1%	14%	11%		3%	3%		15%	2%	4%	1%
	Pupils/ students	52%	1%	2%	10%	6%	1%	3%	2%	7%	6%	2%	6%	1%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	51%	4%	4%	6%	9%		2%	5%	3%	12%		5%	2%
	Not employed, looking for a job	46%	3%	3%	12%	9%	%	2%	1%	3%	12%	1%	4%	1%
	Housekeeping services workers	44%	3%	2%	12%	13%	1%	2%	2%	4%	6%	1%	3%	1%
	Pesioner	47%	4%	2%	10%	9%	1%	2%	1%	1%	12%		4%	1%
	Other	59%	4%		13%	7%			1%	1%	7%			3%
	DK/NR	41%			9%			5%	4%	6%	17%	10%	4%	4%
Monthly family income:	Below 1000 MDL	43%	6%	3%	11%	11%		2%	2%	4%	9%		2%	1%
	1001-2000 MDL	44%	3%	3%	11%	12%	%	3%	2%	3%	9%	1%	5%	2%
	2001-3000 MDL	53%	3%	2%	8%	9%	1%	1%	2%	4%	7%	1%	4%	1%
	3001-4000 MDL	48%	2%	3%	8%	8%	1%	2%	3%	5%	9%	2%	6%	1%
	4001-5000 MDL	44%	2%	3%	16%	7%	2%	4%		4%	8%	2%	4%	1%
	5001-6000 MDL	47%	1%	2%	16%	2%		6%	2%	5%	10%		7%	1%
	Over 6000 MDL	35%	2%	1%	16%	10%	1%	5%	2%	10%	9%		5%	2%

	DK/NR	51%	1%	2%	15%	9%	%	2%	1%	4%	6%	2%	3%	1%
Welfare category:	We do not have enough funds even for our basic needs.	51%	3%	1%	10%	10%	%	2%	1%	3%	10%	1%	2%	1%
	We only have enough funds to buy food, but we can hardly buy clothes.	51%	3%	2%	12%	10%	%	3%	2%	3%	7%	1%	3%	1%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	45%	3%	3%	11%	9%	1%	2%	2%	4%	8%	1%	6%	1%
	We can afford purchasing durable goods but we can not buy expensive goods.	31%	%	2%	15%	5%	3%	6%	3%	11%	11%	2%	7%	2%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	7%	26%	15%	10%					14%		15%		%
	It is difficult to answer.	54%	1%	4%	10%	12%	1%	2%	2%	3%	4%		3%	1%
Education level:	Primary education or without primary education (from 1st to 4th form)	42%	9%		16%	17%					16%			%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	44%	3%	1%	12%	10%	1%	6%	1%	4%	7%	1%	5%	2%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	53%	3%	2%	9%	8%	1%	3%	1%	3%	9%	2%	2%	1%
	Secondary vocational education (qualified vocational training, including qualification courses)	48%	3%	2%	14%	10%	1%	1%	2%	4%	8%	%	3%	1%
	Post-secondary non-tertiary (colledges, including vocational schools)	40%	3%	3%	12%	10%	1%	3%	2%	6%	9%	%	6%	1%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	47%	1%	2%	13%	9%	1%	2%	2%	5%	7%	2%	5%	1%

	DK/NR	61%		9%	6%	5%			6%		4%		4%	5%
Residential area:	Urban	44%	1%	2%	10%	11%	1%	3%	3%	5%	9%	2%	5%	1%
	Rural	45%	4%	2%	12%	10%	1%	2%	1%	4%	10%	1%	3%	1%
	Chisinau	54%	2%	3%	13%	7%	%	3%	1%	5%	5%	1%	4%	1%
Region:	North	38%	3%	1%	11%	12%	1%	4%	3%	6%	11%	2%	3%	2%
	Centre, including Chisinau	53%	1%	2%	13%	8%	1%	2%	1%	4%	7%	1%	3%	1%
	South	44%	4%	4%	9%	9%	1%	2%	2%	4%	8%	1%	8%	1%
Language spoken at home:	Moldovan/ Romanian	51%	3%	3%	11%	9%	1%	2%	2%	3%	9%	1%	2%	1%
	Russian	40%	3%	2%	12%	10%	1%	3%	2%	8%	7%	1%	8%	1%
	Both, at the same level	22%	1%	3%	17%	15%	1%	7%	2%	7%	9%	2%	9%	3%
	Other	48%	2%	1%	12%	5%		7%	2%	11%	5%			%

Table 1.23. Level of satisfaction with the quality of public services, offered by government institutions, socio-demographic groups, %

		Number of cases	Average mark	Q2.8 Please, assess the quality of online public services you benefitted from over the past 12 months.						Total
				not satisfied	2	3	4	5	totally satisfied	Row %
				Row %	Row %	Row %	Row %	Row %	Row %	
Total		133	4,7	3%	1%	5%	26%	40%	24%	100%
Age groups:	16-25 years	47	4,4	9%	3%	9%	20%	38%	21%	100%
	26-35 years	52	5,				26%	49%	25%	100%
	36-45 years	19	4,7			6%	42%	29%	23%	100%
	46-55 years	10	5,			9%	18%	36%	36%	100%
	56-65 years	5	4,6			14%	43%	14%	29%	100%
	66-74 years	1	5,					100%		100%
Sex:	Male	68	4,6	6%		6%	30%	29%	29%	100%
	Female	64	4,8		2%	4%	22%	53%	19%	100%
Households with/whithout children	Without children	59	4,5	7%	2%	3%	31%	36%	20%	100%
	One child	52	4,9			9%	19%	43%	28%	100%
	Two children	13	5,2				16%	50%	34%	100%

		Number of cases	Average mark	Q2.8 Please, assess the quality of online public services you benefitted from over the past 12 months.						Total
				not satisfied	2	3	4	5	totally satisfied	Row %
				Row %	Row %	Row %	Row %	Row %	Row %	
under 18:	Three children or more	8	4,7				47%	40%	13%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	4	5,6					39%	61%	100%
	Highly qualified professionals	37	4,8			9%	29%	40%	22%	100%
	Technicians and associate professionals	15	5,				24%	50%	25%	100%
	Administrative staff/clerks	5	4,6			19%	34%	15%	32%	100%
	Service and shop and market sales workers, housing and communal services	1	6,						100%	100%
	Skilled agricultural and fishery workers	2	4,6				40%	60%		100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	3	4,9				57%		43%	100%
	Plant and machine operators and assemblers	1	4,				100%			100%
	Muncitori necalificaţi	1	1,	100%						100%
	Pupils/ students	25	4,4	6%	5%	11%	22%	33%	23%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	1	5,					100%		100%
	Not employed, looking for a job	16	4,8				36%	48%	16%	100%
	Housekeeping services workers	15	5,2				14%	54%	32%	100%
	Pesioner	1	5,				49%		51%	100%
	Other	5	3,6	29%			22%	49%		100%
Monthly family income:	DK/NR	5	4,6				50%	36%	14%	100%
	Below 1000 MDL	9	5,				32%	37%	30%	100%
	1001-2000 MDL	22	5,		6%		21%	39%	34%	100%
	2001-3000 MDL	28	4,9			4%	27%	48%	21%	100%
	3001-4000 MDL	18	4,7			7%	28%	53%	12%	100%
	4001-5000 MDL	12	4,2	12%			38%	42%	8%	100%
	5001-6000 MDL	16	4,5	9%		6%	24%	35%	26%	100%

		Number of cases	Average mark	Q2.8 Please, assess the quality of online public services you benefitted from over the past 12 months.						Total
				not satisfied	2	3	4	5	totally satisfied	Row %
				Row %	Row %	Row %	Row %	Row %	Row %	
	Over 6000 MDL	23	4,7	6%		15%	15%	27%	36%	100%
Welfare category:	DK/NR	13	4,6			11%	31%	50%	9%	100%
	We do not have enough funds even for our basic needs.	34	5,				32%	36%	32%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	51	4,7	6%	3%	5%	16%	48%	23%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	34	4,6	4%		9%	32%	33%	22%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	1	6,						100%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	1	4,				100%			100%
Education level:	Primary education or without primary education (from 1st to 4th form)	1	4,				100%			100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	1	4,				100%			100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	17	5,			8%	14%	44%	33%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	6	5,1				18%	58%	24%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	29	4,6	10%			27%	33%	31%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	78	4,7	2%	2%	7%	26%	42%	21%	100%
Residential area:	Urban	24	4,5	12%		4%	18%	38%	28%	100%
	Rural	43	4,7			11%	32%	34%	22%	100%
	Chisinau	67	4,8	2%	2%	2%	25%	45%	24%	100%
Region:	North	20	4,6	7%			27%	52%	13%	100%

		Number of cases	Average mark	Q2.8 Please, assess the quality of online public services you benefitted from over the past 12 months.						Total
				not satisfied	2	3	4	5	totally satisfied	Row %
				Row %	Row %	Row %	Row %	Row %	Row %	
	Centre, including Chisinau	102	4,8	1%	1%	7%	26%	40%	24%	100%
	South	12	4,7	12%			22%	20%	45%	100%
Language spoken at home:	Moldovan/ Romanian	102	4,7	4%	1%	7%	25%	37%	26%	100%
	Russian	19	4,9				41%	32%	26%	100%
	Both, at the same level	10	5,				9%	80%	11%	100%
	Other	1	5,					100%		100%

Table 1.24. Level of knowledge of e-Governance concept, socio-demographic groups, %

		Average mark		Q3.1 Please, assess your level of knowledge of e-Governance concept.							Total
			Number of cases	1 low level	2	3	4	5	6 high level	DK/NR	
Total		2,3	3025	51%	9%	10%	10%	7%	7%	7%	100%
Age groups:	16-25 years	2,7	657	43%	8%	12%	11%	8%	12%	6%	100%
	26-35 years	2,5	675	47%	8%	9%	13%	7%	10%	6%	100%
	36-45 years	2,2	512	54%	10%	9%	8%	7%	5%	6%	100%
	46-55 years	2,1	554	53%	11%	10%	9%	6%	4%	8%	100%
	56-65 years	2,	432	57%	10%	8%	8%	5%	4%	8%	100%
	66-74 years	1,7	195	60%	8%	7%	5%	3%	2%	14%	100%
Sex:	Male	2,4	1455	48%	10%	10%	11%	7%	8%	6%	100%
	Female	2,2	1569	53%	9%	9%	8%	6%	7%	8%	100%
Households with/whithout children under 18:	Without children	2,3	1601	50%	9%	10%	9%	6%	7%	8%	100%
	One child	2,5	763	47%	10%	10%	12%	8%	8%	5%	100%
	Two children	2,2	510	54%	9%	7%	10%	5%	8%	6%	100%
	Three children or more	2,	150	63%	7%	9%	6%	6%	5%	4%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	3,9	14	13%	16%	5%	26%	13%	27%		100%
	Highly qualified professionals	3,6	193	24%	6%	8%	17%	19%	18%	9%	100%
	Technicians and associate professionals	2,5	178	44%	11%	10%	10%	9%	8%	8%	100%
	Administrative staff/clerks	2,7	40	40%	10%	11%	11%	11%	11%	6%	100%
	Service and shop and market sales workers, housing and communal services	2,6	178	38%	13%	11%	11%	8%	10%	11%	100%
	Skilled agricultural and fishery workers	2,1	61	49%	12%	11%	9%	1%	7%	10%	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	2,4	109	45%	6%	10%	16%	5%	5%	12%	100%
	Plant and machine operators and assemblers	2,6	33	45%	7%	11%	20%	6%	8%	5%	100%
	Muncitori necalificaţi	1,9	173	64%	8%	9%	8%	4%	3%	3%	100%
	Pupils/ students	2,9	304	35%	9%	17%	12%	9%	13%	5%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	2,2	110	57%	5%	11%	7%	8%	8%	5%	100%
	Not employed, looking for a job	2,1	590	57%	10%	9%	10%	4%	6%	3%	100%
	Housekeeping services workers	2,	469	60%	9%	7%	6%	5%	6%	7%	100%

	Pesioner	1,8	486	60%	8%	8%	6%	4%	3%	11%	100%
	Other	2,3	69	45%	16%	6%	13%	4%	7%	9%	100%
	DK/NR	2,8	18	42%	5%	12%	6%	13%	13%	10%	100%
Monthly family income:	Below 1000 MDL	1,8	676	66%	7%	6%	7%	4%	4%	6%	100%
	1001-2000 MDL	2,	735	58%	10%	9%	7%	4%	5%	7%	100%
	2001-3000 MDL	2,4	473	48%	11%	10%	9%	8%	7%	7%	100%
	3001-4000 MDL	2,9	307	33%	10%	15%	14%	9%	13%	6%	100%
	4001-5000 MDL	2,9	130	35%	11%	12%	11%	13%	12%	5%	100%
	5001-6000 MDL	3,3	76	31%	9%	8%	11%	12%	22%	7%	100%
	Over 6000 MDL	3,6	119	19%	14%	7%	18%	14%	20%	9%	100%
	DK/NR	2,4	509	48%	8%	12%	12%	7%	6%	8%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1,8	1031	63%	7%	6%	7%	4%	3%	10%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	2,3	1014	51%	10%	10%	10%	7%	7%	5%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	2,8	679	37%	10%	14%	13%	7%	12%	6%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	3,3	185	24%	10%	14%	15%	12%	17%	7%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	4,1	11	12%		12%	35%	20%	21%		100%
	It is difficult to answer.	2,1	104	56%	8%	7%	5%	10%	6%	9%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	1,7	28	59%	10%	7%	2%	8%		14%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	1,8	551	64%	8%	7%	8%	3%	3%	7%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	2,1	744	54%	8%	10%	9%	5%	5%	9%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	2,	559	57%	10%	7%	7%	6%	5%	7%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	2,4	577	48%	10%	12%	10%	8%	7%	5%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	3,3	543	29%	9%	12%	15%	12%	17%	7%	100%
	DK/NR	2,1	23	52%	11%	8%	9%	7%	4%	9%	100%
Residential	Urban	2,4	800	47%	9%	11%	11%	8%	6%	8%	100%

area:	Rural	1,9	1607	60%	9%	8%	8%	4%	5%	7%	100%
	Chisinau	3,1	618	31%	11%	12%	14%	11%	15%	7%	100%
Region:	North	2,	977	56%	11%	8%	9%	5%	4%	6%	100%
	Centre, including Chisinau	2,6	1474	44%	8%	10%	11%	8%	10%	9%	100%
	South	2,	573	60%	9%	12%	6%	5%	6%	3%	100%
Language spoken at home:	Moldovan/ Romanian	2,3	2245	51%	8%	9%	10%	7%	7%	8%	100%
	Russian	2,4	557	46%	12%	12%	9%	7%	9%	5%	100%
	Both, at the same level	2,7	111	43%	12%	13%	7%	6%	15%	3%	100%
	Other	1,8	111	64%	11%	7%	8%	1%	5%	4%	100%

Table 1.25. Opinions of the potential advantages/ benefits of e-Governance, socio-demographic groups, %

		Number of cases	Q3.2 Do you think that implementation of e-Governance could bring advantages/benefits to the Moldovan citizens?			Total
			Yes	No	DK/NR	
Total		3025	54%	15%	32%	100%
Age groups:	16-25 years	657	59%	15%	26%	100%
	26-35 years	675	59%	12%	29%	100%
	36-45 years	512	56%	15%	30%	100%
	46-55 years	554	49%	15%	35%	100%
	56-65 years	432	48%	15%	37%	100%
	66-74 years	195	33%	17%	51%	100%
Sex:	Male	1455	55%	15%	30%	100%
	Female	1569	52%	14%	34%	100%
Households with/without children under 18:	Without children	1601	50%	15%	35%	100%
	One child	763	59%	15%	26%	100%
	Two children	510	56%	13%	32%	100%
	Three children or more	150	57%	9%	34%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	14	87%	13%		100%
	Highly qualified professionals	193	71%	9%	20%	100%
	Technicians and associate professionals	178	53%	15%	32%	100%
	Administrative staff/clerks	40	67%	12%	21%	100%
	Service and shop and market sales workers, housing and communal services	178	48%	16%	36%	100%
	Skilled agricultural and fishery workers	61	58%	7%	35%	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	109	52%	14%	34%	100%
	Plant and machine operators and assemblers	33	65%	14%	21%	100%
	Muncitori necalificaţi	173	56%	14%	29%	100%
	Pupils/ students	304	62%	15%	22%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	110	63%	12%	25%	100%
	Not employed, looking for a job	590	56%	16%	28%	100%
	Housekeeping services workers	469	47%	14%	39%	100%
	Pesioner	486	40%	15%	44%	100%
	Other	69	62%	11%	27%	100%
	DK/NR	18	31%	37%	32%	100%
Monthly family income:	Below 1000 MDL	676	45%	16%	40%	100%
	1001-2000 MDL	735	50%	15%	35%	100%
	2001-3000 MDL	473	62%	12%	26%	100%

	3001-4000 MDL	307	64%	10%	26%	100%
	4001-5000 MDL	130	70%	11%	19%	100%
	5001-6000 MDL	76	57%	22%	21%	100%
	Over 6000 MDL	119	71%	13%	17%	100%
	DK/NR	509	47%	18%	35%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1031	44%	17%	39%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1014	56%	12%	32%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	679	63%	14%	23%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	185	60%	15%	24%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	94%		6%	100%
	It is difficult to answer.	104	46%	13%	41%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	28	30%	12%	58%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	551	41%	16%	44%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	744	53%	14%	32%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	559	48%	16%	36%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	577	58%	15%	27%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	543	70%	11%	18%	100%
	DK/NR	23	37%	23%	40%	100%
Residential area:	Urban	800	52%	16%	32%	100%
	Rural	1607	51%	13%	36%	100%
	Chisinau	618	63%	16%	22%	100%
Region:	North	977	56%	13%	31%	100%
	Centre, including Chisinau	1474	52%	13%	36%	100%
	South	573	55%	22%	24%	100%
Language spoken at home:	Moldovan/ Romanian	2245	52%	14%	34%	100%
	Russian	557	55%	18%	27%	100%
	Both, at the same level	111	69%	8%	23%	100%
	Other	111	56%	14%	30%	100%

Table 1.26. Awareness level of e-Governance advantages/ benefits, socio-demographic groups, %

		Number of cases	Average mark	Q3.3 Please, assess your awareness level of e-Governance advantages/benefits, i.e. switching from an ordinary governance to the one based on implementation of information and communications technologies							Total
				1 low level	2	3	4	5	6 high level	DK/NR	
Total		3025	2,3	50%	10%	10%	11%	9%	5%	5%	100%
Age groups:	16-25 years	657	2,8	39%	11%	12%	14%	11%	10%	4%	100%
	26-35 years	675	2,6	43%	10%	11%	13%	10%	7%	5%	100%
	36-45 years	512	2,2	1%	9%	8%	11%	10%	3%	6%	100%
	46-55 years	554	2,1	56%	10%	10%	8%	7%	3%	5%	100%
	56-65 years	432	2,	56%	11%	7%	10%	5%	3%	7%	100%
	66-74 years	195	1,6	64%	10%	4%	6%	4%	%	11%	100%
Sex:	Male	1455	2,5	46%	10%	10%	13%	11%	6%	5%	100%
	Female	1569	2,2	53%	11%	10%	10%	7%	5%	6%	100%
Households with/whithout children under 18:	Without children	1601	2,2	52%	10%	10%	9%	7%	5%	7%	100%
	One child	763	2,6	43%	11%	10%	14%	12%	6%	4%	100%
	Two children	510	2,3	51%	9%	11%	12%	8%	5%	4%	100%
	Three children or more	150	2,2	52%	12%	6%	9%	10%	4%	6%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	14	3,9	13%	13%	8%	24%	26%	16%		100%
	Highly qualified professionals	193	3,4	28%	5%	8%	23%	19%	14%	3%	100%
	Technicians and associate professionals	178	2,4	47%	8%	13%	12%	11%	4%	5%	100%
	Administrative staff/clerks	40	3,1	25%	12%	15%	16%	7%	14%	10%	100%
	Service and shop and market sales workers, housing and communal services	178	2,4	46%	11%	11%	12%	8%	6%	6%	100%
	Skilled agricultural and fishery workers	61	2,2	51%	18%	11%	5%	7%	6%	1%	100%
	Craft and related trades workers, în construction, transportation,	109	2,4	47%	8%	13%	14%	9%	4%	6%	100%

		Number of cases	Average mark	Q3.3 Please, assess your awareness level of e-Governance advantages/benefits, i.e. switching from an ordinary governance to the one based on implementation of information and communications technologies							Total
				1 low level	2	3	4	5	6 high level	DK/NR	
	tellecommunications, geology and geological prospecting										
	Plant and machine operators and assemblers	33	2,7	34%	4%	15%	17%	15%		13%	100%
	Muncitori necalificaţi	173	2,1	56%	12%	9%	9%	5%	4%	4%	100%
	Pupils/ students	304	3,1	28%	11%	14%	14%	16%	12%	5%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	110	2,3	51%	12%	8%	9%	7%	8%	6%	100%
	Not employed, looking for a job	590	2,1	56%	10%	9%	10%	7%	5%	3%	100%
	Housekeeping services workers	469	1,9	58%	11%	9%	8%	5%	3%	6%	100%
	Pesioner	486	1,8	60%	11%	7%	8%	5%	1%	9%	100%
	Other	69	2,6	44%	10%	6%	13%	16%	4%	6%	100%
	DK/NR	18	2,6	50%		6%	16%	24%		5%	100%
Monthly family income:	Below 1000 MDL	676	1,8	66%	8%	6%	8%	4%	3%	4%	100%
	1001-2000 MDL	735	2,	54%	15%	10%	8%	5%	3%	6%	100%
	2001-3000 MDL	473	2,4	44%	11%	13%	11%	10%	5%	5%	100%
	3001-4000 MDL	307	2,9	33%	10%	14%	17%	12%	8%	6%	100%
	4001-5000 MDL	130	3,1	33%	5%	12%	18%	17%	11%	3%	100%
	5001-6000 MDL	76	2,9	43%	4%	10%	15%	12%	13%	3%	100%
	Over 6000 MDL	119	3,4	31%	3%	8%	20%	21%	15%	2%	100%
	DK/NR	509	2,5	45%	10%	9%	13%	10%	5%	9%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1031	1,8	65%	8%	7%	7%	5%	3%	6%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1014	2,3	48%	12%	10%	12%	9%	4%	5%	100%

		Number of cases	Average mark	Q3.3 Please, assess your awareness level of e-Governance advantages/benefits, i.e. switching from an ordinary governance to the one based on implementation of information and communications technologies							Total
				1 low level	2	3	4	5	6 high level	DK/NR	
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	679	2,8	35%	11%	13%	16%	11%	9%	6%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	185	3,3	31%	4%	14%	17%	18%	15%	2%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	4,4	12%		12%	22%	20%	33%		100%
	It is difficult to answer.	104	2,3	42%	14%	6%	10%	9%	5%	15%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	28	1,3	72%	7%		8%			13%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	551	1,9	58%	10%	7%	7%	5%	2%	9%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	744	2,2	52%	11%	10%	11%	7%	5%	4%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	559	2,	59%	11%	9%	8%	6%	3%	4%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	577	2,4	47%	11%	12%	11%	10%	5%	6%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	543	3,2	29%	9%	11%	19%	16%	12%	4%	100%

		Number of cases	Average mark	Q3.3 Please, assess your awareness level of e-Governance advantages/benefits, i.e. switching from an ordinary governance to the one based on implementation of information and communications technologies							Total
				1 low level	2	3	4	5	6 high level	DK/NR	
	DK/NR	23	2,1	49%	6%	14%	13%		4%	15%	100%
Residential area:	Urban	800	2,5	43%	10%	10%	14%	8%	6%	8%	100%
	Rural	1607	2,	57%	11%	9%	8%	6%	3%	6%	100%
	Chisinau	618	2,9	39%	9%	11%	14%	16%	10%	2%	100%
Region:	North	977	2,2	51%	11%	10%	10%	7%	4%	8%	100%
	Centre, including Chisinau	1474	2,5	46%	8%	10%	14%	11%	6%	5%	100%
	South	573	2,1	56%	14%	8%	7%	6%	6%	2%	100%
Language spoken at home:	Moldovan/ Romanian	2245	2,3	51%	10%	9%	11%	8%	5%	6%	100%
	Russian	557	2,5	46%	11%	11%	11%	10%	6%	5%	100%
	Both, at the same level	111	2,8	37%	12%	18%	8%	9%	12%	5%	100%
	Other	111	2,2	55%	9%	6%	12%	9%	4%	5%	100%

Table 1.27. Main advantages/ benefits of e-Governance according to the citizens, multiple choice

	No.	%
Time saving	309	20,2%
Fast access, promptitude	213	14,0%
Getting informed	174	11,4%
Convenient service	120	7,8%
No standing lines	105	6,9%
No need to move	93	6,1%
Money saving by the population	89	5,8%
Simple in use	61	4,0%
Accesibililty of the service	45	2,9%
Decreased level of corruption	44	2,9%
Acces to what is going on within the Government	36	2,4%
Access to ministers	35	2,3%
Decreased level of bureaucracy	33	2,2%
24-hour access	25	1,6%
Useful	22	1,4%
Modern	19	1,2%
Can be paid on-line	16	1,0%
Great advantage for the young people	16	1,0%
Simplier procedure	16	1,0%
Improved customer-provider relationship	13	0,9%
Joining other countries	13	0,9%
Moral confort	12	0,8%
Safe and quality information	9	0,6%
Quality services	9	0,6%
No direct contact with government officials	8	0,5%
We shall solve our problems	8	0,5%
Efficient	8	0,5%
We shall learn to operate a computer	8	0,5%
There is option to get appointed	7	0,5%
Society development	7	0,4%
Access to amendments made to the legislation	6	0,4%
Improved control	6	0,4%
Freedom to choose the service	6	0,4%
Option to file complaints/declarations	6	0,4%
Citizens feel more confident	6	0,4%
Safier service	6	0,4%
Issued documents shall be correct	5	0,3%
Personal data shall be kept/stoked in computers	5	0,3%
Option to express one's veiw	5	0,3%
Facilitating the work of employees	4	0,3%
Option to choose the payment method	4	0,3%
Interesting	4	0,3%
Strict evidence of population	4	0,3%
Option to send any proposal to the government	4	0,2%
Confidentiality	3	0,2%
Decrease in number of employees	3	0,2%
Acces for disabled persons	2	0,2%
Decreased number of frauds	2	0,1%
Services delivered directly at home	2	0,1%

	No.	%
No paper use	2	0,1%
Better governance	2	0,1%
Vacancies/job opportunities launched within the government	1	0,1%
Mobility	1	0,1%
We can vote online	1	0,1%
Concentrated information	1	0,1%
Constantly updated data base	1	0,1%
Money saving for the government	1	0,1%
Option to check personal data	1	0,1%
Closer to citizens' problems	1	0,1%
Legal service	1	0,0%
Access to information regarding the programmes available for agricultural workers	1	0,0%
Not confident that e-Governance can have any advantages/benefits	98	6,4%
Do not know	394	25,8%
	2160	

Table 1.28. Degree of significance for implementing the e-Governance, socio-demographic groups,%

		Number of cases	Average mark	Q3.5 Please, assess the degree of significance for implementing the e-Governance in our country:							Total
				1 not significant	2	3	4	5	6 very significant	DK/NR	
Total		3025	4,05	10%	8%	12%	14%	20%	21%	14%	100%
Age groups:	16-25 years	657	4,3	6%	8%	14%	18%	21%	25%	7%	100%
	26-35 years	675	4,2	9%	6%	13%	15%	21%	26%	10%	100%
	36-45 years	512	4,	12%	8%	11%	13%	20%	20%	15%	100%
	46-55 years	554	4,	10%	7%	12%	12%	22%	19%	18%	100%
	56-65 years	432	3,7	12%	10%	14%	12%	18%	15%	19%	100%
	66-74 years	195	3,4	16%	7%	10%	15%	11%	9%	33%	100%
Sex:	Male	1455	4,	10%	8%	13%	15%	19%	22%	12%	100%
	Female	1569	4,	10%	8%	12%	13%	20%	20%	16%	100%
Households with/whithout children under 18:	Without children	1601	3,9	11%	8%	11%	15%	18%	20%	17%	100%
	One child	763	4,2	9%	7%	14%	14%	23%	23%	10%	100%
	Two children	510	4,1	9%	8%	13%	15%	22%	21%	11%	100%
	Three children or more	150	4,2	8%	8%	11%	11%	20%	25%	17%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	14	5,	5%	5%	8%		18%	55%	8%	100%
	Highly qualified professionals	193	4,6	5%	4%	15%	11%	22%	36%	7%	100%
	Technicians and associate professionals	178	3,8	13%	9%	11%	19%	19%	17%	13%	100%
	Administrative staff/clerks	40	4,2	10%	5%	14%	13%	13%	30%	15%	100%
	Service and shop and market sales workers, housing and communal services	178	4,	10%	10%	13%	17%	22%	20%	8%	100%
	Skilled agricultural and fishery workers	61	4,4	2%	9%	12%	13%	26%	21%	17%	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	109	4,1	12%	6%	10%	18%	21%	23%	10%	100%
	Plant and machine operators and assemblers	33	4,5	3%	5%	7%	26%	10%	29%	20%	100%
	Muncitori necalificaţi	173	4,	9%	8%	16%	14%	17%	21%	16%	100%
	Pupils/ students	304	4,2	6%	9%	16%	20%	21%	24%	5%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	110	4,4	11%	2%	8%	11%	29%	23%	15%	100%
	Not employed, looking for a job	590	4,	12%	8%	12%	12%	21%	23%	12%	100%
	Housekeeping services workers	469	4,	10%	8%	13%	12%	21%	19%	18%	100%

		Number of cases	Average mark	Q3.5 Please, assess the degree of significance for implementing the e-Governance in our country:							Total
				1 not significant	2	3	4	5	6 very significant	DK/NR	
	Pesioner	486	3,6	13%	9%	12%	15%	14%	11%	26%	100%
	Other	69	4,2	10%	8%	3%	15%	31%	19%	14%	100%
	DK/NR	18	4,1	9%		18%	19%	14%	21%	19%	100%
Monthly family income:	Below 1000 MDL	676	3,9	13%	6%	13%	9%	19%	18%	22%	100%
	1001-2000 MDL	735	3,9	10%	10%	13%	11%	19%	19%	17%	100%
	2001-3000 MDL	473	4,1	9%	7%	13%	17%	21%	23%	10%	100%
	3001-4000 MDL	307	4,4	6%	5%	13%	21%	18%	30%	6%	100%
	4001-5000 MDL	130	4,4	8%	8%	7%	21%	25%	28%	3%	100%
	5001-6000 MDL	76	4,2	11%	6%	14%	13%	19%	31%	5%	100%
	Over 6000 MDL	119	4,4	8%	6%	10%	14%	27%	28%	8%	100%
	DK/NR	509	3,9	10%	9%	13%	18%	19%	17%	15%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1031	3,9	14%	8%	10%	11%	19%	18%	21%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1014	4,1	9%	7%	13%	16%	21%	22%	12%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	679	4,2	7%	9%	13%	16%	21%	24%	10%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	185	4,	10%	8%	18%	18%	15%	23%	8%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	5,1	6%			12%	24%	48%	10%	100%
	It is difficult to answer.	104	3,7	11%	9%	19%	19%	19%	11%	12%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	28	3,	24%	5%	12%	10%	15%	5%	28%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	551	3,7	12%	11%	12%	10%	18%	14%	24%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	744	4,1	10%	7%	12%	16%	20%	20%	15%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	559	4,	9%	10%	13%	13%	19%	20%	16%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	577	4,	12%	8%	13%	15%	20%	22%	9%	100%

		Number of cases	Average mark	Q3.5 Please, assess the degree of significance for implementing the e-Governance in our country:							Total
				1 not significant	2	3	4	5	6 very significant	DK/NR	
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	543	4,5	6%	3%	12%	17%	24%	31%	7%	100%
	DK/NR	23	3,4	16%	10%	27%	10%	15%	11%	11%	100%
Residential area:	Urban	800	3,8	11%	9%	16%	16%	19%	16%	14%	100%
	Rural	1607	4,	10%	8%	12%	13%	19%	21%	17%	100%
	Chisinau	618	4,3	10%	5%	10%	16%	24%	28%	9%	100%
Region:	North	977	4,	9%	8%	11%	12%	23%	17%	20%	100%
	Centre, including Chisinau	1474	4,3	9%	6%	9%	16%	21%	25%	13%	100%
	South	573	3,6	14%	10%	23%	15%	12%	18%	8%	100%
Language spoken at home:	Moldovan/ Romanian	2245	4,1	10%	7%	11%	14%	21%	22%	15%	100%
	Russian	557	3,9	10%	10%	15%	15%	18%	18%	13%	100%
	Both, at the same level	111	3,9	11%	7%	15%	24%	17%	17%	8%	100%
	Other	111	3,9	6%	12%	22%	14%	15%	20%	10%	100%

Table 1.29. Willingness to use online public services via computer, socio-demographic groups,%

		Number of cases	Average mark	Q3.7.1 Please, assess your level of willingness to use online public services you need or will need via computer:							Total
				1- not willing	2	3	4	5	6 – very willing	DK/NR	
Total		3025	4,	17%	6%	9%	11%	16%	27%	14%	100%
Age groups:	16-25 years	657	4,3	12%	7%	11%	12%	19%	36%	5%	100%
	26-35 years	675	4,4	11%	4%	8%	13%	17%	36%	10%	100%
	36-45 years	512	4,1	16%	6%	8%	12%	15%	29%	13%	100%
	46-55 years	554	3,8	17%	7%	8%	10%	19%	20%	19%	100%
	56-65 years	432	3,3	23%	9%	10%	9%	13%	16%	21%	100%
	66-74 years	195	2,6	37%	5%	6%	6%	8%	9%	28%	100%
Sex:	Male	1455	4,	16%	6%	9%	13%	16%	27%	13%	100%
	Female	1569	4,	18%	6%	9%	9%	16%	27%	15%	100%
Households with/whith out children under 18:	Without children	1601	3,8	20%	6%	8%	11%	15%	24%	16%	100%
	One child	763	4,3	12%	7%	8%	11%	20%	31%	11%	100%
	Two children	510	4,2	14%	5%	11%	12%	15%	32%	11%	100%
	Three children or more	150	4,1	14%	8%	9%	11%	16%	28%	14%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	14	5,1		10%		19%	13%	58%		100%
	Highly qualified professionals	193	4,8	8%	3%	6%	10%	24%	41%	8%	100%
	Technicians and associate professionals	178	4,	16%	6%	13%	10%	19%	25%	12%	100%
	Administrative staff/clerks	40	4,6	7%		6%	21%	11%	33%	22%	100%
	Service and shop and market sales workers, housing and communal services	178	3,8	19%	7%	12%	13%	19%	21%	8%	100%
	Skilled agricultural and fishery workers	61	4,4	10%	6%	6%	11%	18%	30%	19%	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	109	4,	22%	4%	8%	8%	19%	30%	10%	100%
	Plant and machine operators and assemblers	33	4,2	10%	7%	9%	19%	15%	29%	12%	100%
	Muncitori necalificaţi	173	3,8	17%	6%	10%	16%	13%	22%	15%	100%
	Pupils/ students	304	4,4	9%	10%	9%	14%	18%	36%	5%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	110	4,2	14%	6%	7%	14%	14%	32%	13%	100%
	Not employed, looking for a job	590	4,1	14%	5%	10%	11%	16%	29%	14%	100%
	Housekeeping services workers	469	4,	18%	6%	7%	9%	17%	28%	14%	100%

	Pesioner	486	3,	29%	8%	7%	8%	11%	13%	25%	100%
	Other	69	4,6	10%	3%	6%	12%	18%	37%	14%	100%
	DK/NR	18	3,3	14%	11%	33%	11%		19%	14%	100%
Monthly family income:	Below 1000 MDL	676	3,7	21%	4%	8%	10%	13%	23%	21%	100%
	1001-2000 MDL	735	3,7	21%	7%	9%	9%	15%	22%	17%	100%
	2001-3000 MDL	473	4,1	15%	7%	9%	11%	21%	28%	9%	100%
	3001-4000 MDL	307	4,5	10%	4%	12%	14%	18%	37%	6%	100%
	4001-5000 MDL	130	4,4	11%	9%	7%	11%	19%	39%	5%	100%
	5001-6000 MDL	76	4,3	20%	1%	5%	13%	14%	41%	5%	100%
	Over 6000 MDL	119	4,6	9%	4%	9%	10%	20%	42%	6%	100%
	DK/NR	509	4,	13%	9%	9%	14%	17%	24%	14%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1031	3,7	23%	5%	6%	8%	14%	23%	19%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1014	4,	17%	7%	9%	12%	16%	27%	12%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	679	4,3	10%	7%	9%	13%	19%	31%	11%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	185	4,4	9%	4%	15%	13%	15%	38%	5%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	5,6	6%				6%	70%	18%	100%
	It is difficult to answer.	104	3,9	8%	9%	17%	14%	24%	15%	13%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	28	3,1	27%	5%	7%	5%	3%	18%	36%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	551	3,6	21%	8%	8%	8%	14%	18%	22%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	744	4,	17%	7%	8%	11%	16%	27%	15%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	559	3,9	20%	5%	7%	12%	14%	27%	15%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	577	4,	16%	6%	13%	10%	17%	27%	10%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	543	4,6	8%	5%	7%	15%	21%	38%	6%	100%
	DK/NR	23	2,9	33%	6%	17%	3%	19%	7%	14%	100%
Residential area:	Urban	800	3,9	14%	7%	12%	13%	15%	22%	16%	100%
	Rural	1607	4,	17%	6%	8%	10%	15%	27%	16%	100%
	Chisinau	618	4,2	19%	5%	6%	11%	21%	34%	5%	100%

Region:	North	977	4,1	15%	4%	8%	9%	16%	24%	22%	100%
	Centre, including Chisinau	1474	4,1	18%	6%	7%	12%	17%	31%	9%	100%
	South	573	3,7	16%	10%	15%	12%	13%	22%	11%	100%
Language spoken at home:	Moldovan/ Romanian	2245	4,1	17%	5%	7%	11%	17%	29%	14%	100%
	Russian	557	3,7	17%	9%	12%	12%	15%	22%	13%	100%
	Both, at the same level	111	4,2	10%	10%	10%	13%	18%	28%	11%	100%
	Other	111	3,8	16%	7%	16%	16%	12%	22%	11%	100%

Table 1.30. Willingness to use online public services via computer via mobile phone, socio-demographic groups,%

		Number of cases	Average mark	Q3.7.2 Please, assess your level of willingness to use online public services you need or will need via mobile phone:							Total
				1 –not willing	2	3	4	5	6 – very willing	DK/NR	
Total		3025	3,3	26%	8%	6%	8%	11%	19%	19%	100%
Age groups:	16-25 years	657	3,7	20%	9%	12 %	11%	12%	27%	9%	100%
	26-35 years	675	3,7	23%	7%	7%	9%	13%	25%	16%	100%
	36-45 years	512	3,3	27%	8%	8%	7%	11%	20%	19%	100%
	46-55 years	554	3,1	27%	8%	8%	7%	11%	14%	26%	100%
	56-65 years	432	2,7	34%	8%	8%	6%	9%	10%	25%	100%
	66-74 years	195	2,2	39%	8%	6%	2%	6%	6%	33%	100%
Sex:	Male	1455	3,4	25%	8%	6%	9%	12%	20%	19%	100%
	Female	1569	3,3	28%	8%	6%	7%	11%	18%	20%	100%
Households with/whith out children under 18:	Without children	1601	3,2	29%	7%	6%	7%	10%	16%	22%	100%
	One child	763	3,6	23%	10%	6%	7%	13%	24%	15%	100%
	Two children	510	3,5	23%	7%	6%	8%	12%	22%	17%	100%
	Three children or more	150	3,2	30%	7%	6%	8%	12%	16%	18%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	14	3,8		39%	6%	5%		35%	13%	100%
	Highly qualified professionals	193	4,	20%	6%	6%	9%	17%	31%	11%	100%
	Technicians and associate professionals	178	3,4	23%	7%	6%	8%	14%	17%	18%	100%
	Administrative staff/clerks	40	3,6	24%	7%	6%	8%	7%	25%	26%	100%
	Service and shop and market sales workers, housing and communal services	178	3,1	32%	8%	6%	10%	13%	15%	14%	100%
	Skilled agricultural and fishery workers	61	3,9	17%	5%	6%	8%	10%	24%	30%	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	109	3,2	33%	9%	6%	7%	11%	21%	14%	100%
	Plant and machine operators and assemblers	33	3,2	22%	9%	6%	13%	11%	11%	28%	100%
	Muncitori necalificaţi	173	3,1	30%	9%	6%	11%	12%	14%	15%	100%
	Pupils/ students	304	3,8	16%	11%	6%	14%	12%	26%	8%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	110	3,7	23%	6%	6%	9%	16%	23%	18%	100%
	Not employed, looking for a job	590	3,5	24%	6%	6%	7%	11%	21%	21%	100%
	Housekeeping services workers	469	3,3	27%	8%	6%	5%	11%	20%	22%	100%

		Number of cases	Average mark	Q3.7.2 Please, assess your level of willingness to use online public services you need or will need via mobile phone:							Total
				1 –not willing	2	3	4	5	6 – very willing	DK/NR	
	Pesioner	486	2,5	37%	7%	6%	3%	8%	8%	29%	100%
	Other	69	3,6	23%	9%	6%	7%	14%	23%	18%	100%
	DK/NR	18	2,9	25%	19%	6%	6%		19%	24%	100%
Monthly family income:	Below 1000 MDL	676	3,1	29%	6%	6%	6%	8%	17%	27%	100%
	1001-2000 MDL	735	3,1	30%	8%	6%	6%	10%	16%	21%	100%
	2001-3000 MDL	473	3,4	26%	9%	6%	7%	14%	20%	14%	100%
	3001-4000 MDL	307	3,8	21%	6%	6%	13%	13%	27%	10%	100%
	4001-5000 MDL	130	3,6	24%	14%	6%	10%	17%	23%	8%	100%
	5001-6000 MDL	76	3,5	31%	1%	6%	10%	13%	25%	11%	100%
	Over 6000 MDL	119	4,	18%	6%	6%	8%	21%	29%	9%	100%
	DK/NR	509	3,3	22%	10%	6%	9%	10%	17%	22%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1031	3,2	31%	6%	6%	5%	11%	18%	22%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1014	3,3	28%	7%	6%	9%	11%	19%	18%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	679	3,5	21%	10%	6%	9%	11%	20%	18%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	185	3,8	15%	10%	6%	10%	11%	25%	13%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	4,6	6%	12%	6%		12%	34%	36%	100%
	It is difficult to answer.	104	2,9	23%	16%	6%	8%	9%	10%	23%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	28	2,9	32%		6%	5%	3%	16%	33%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	551	2,9	31%	10%	6%	5%	10%	13%	24%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	744	3,4	26%	7%	6%	8%	11%	19%	21%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	559	3,3	28%	7%	6%	7%	10%	20%	20%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	577	3,2	27%	8%	6%	8%	11%	17%	18%	100%
	Tertiary/Superior (universities, academies, institutes, including post-	543	3,9	19%	6%	6%	10%	16%	28%	13%	100%

		Number of cases	Average mark	Q3.7.2 Please, assess your level of willingness to use online public services you need or will need via mobile phone:							Total
				1 –not willing	2	3	4	5	6 – very willing	DK/NR	
	university studies)										
	DK/NR	23	2,2	43%	11%	6%	7%		8%	18%	100%
Residential area:	Urban	800	3,1	25%	10%	6%	7%	8%	16%	23%	100%
	Rural	1607	3,3	27%	8%	6%	8%	11%	18%	21%	100%
	Chisinau	618	3,7	28%	5%	6%	9%	17%	26%	9%	100%
Region:	North	977	3,2	25%	6%	6%	6%	9%	15%	31%	100%
	Centre, including Chisinau	1474	3,6	26%	7%	6%	9%	13%	24%	14%	100%
	South	573	2,9	31%	13%	6%	7%	9%	14%	13%	100%
Language spoken at home:	Moldovan/ Romanian	2245	3,4	26%	7%	6%	8%	11%	20%	20%	100%
	Russian	557	3,1	28%	10%	6%	7%	12%	15%	18%	100%
	Both, at the same level	111	3,6	17%	9%	6%	11%	10%	20%	23%	100%
	Other	111	2,9	34%	5%	6%	7%	9%	13%	17%	100%

Table 1.31. Assessment of the confidence level that the quality of online public services will meet citizens' expectations, socio-demographic groups,%

		Number of cases	Average mark	Q3.8 Please, assess your level of confidence that the quality of online public services will meet your expectations:							Total
				1 –not confident	2	3	4	5	6 – fully confident	DK/NR	
Total		3025	3,8	11%	9%	13%	16%	16%	16%	18%	100%
Age groups:	16-25 years	657	4,	8%	11%	13%	19%	18%	21%	9%	100%
	26-35 years	675	4,	9%	9%	14%	16%	18%	19%	15%	100%
	36-45 years	512	3,7	13%	8%	13%	16%	17%	14%	18%	100%
	46-55 years	554	3,7	12%	10%	12%	15%	18%	12%	22%	100%
	56-65 years	432	3,5	14%	10%	13%	14%	12%	13%	23%	100%
	66-74 years	195	3,	19%	7%	11%	8%	9%	6%	39%	100%
Sex:	Male	1455	3,8	11%	9%	14%	16%	17%	16%	17%	100%
	Female	1569	3,8	12%	9%	12%	15%	16%	15%	19%	100%
Households with/whithout children under 18:	Without children	1601	3,7	12%	9%	13%	16%	15%	14%	20%	100%
	One child	763	3,9	9%	9%	15%	17%	18%	18%	14%	100%
	Two children	510	3,9	11%	9%	11%	16%	19%	17%	17%	100%
	Three children or more	150	3,7	13%	9%	14%	14%	19%	13%	18%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	14	5,	5%		13%	5%	26%	51%		100%
	Highly qualified professionals	193	4,3	6%	4%	15%	18%	26%	21%	10%	100%
	Technicians and associate professionals	178	3,7	14%	9%	13%	19%	14%	18%	14%	100%
	Administrative staff/clerks	40	4,1	2%	10%	16%	14%	21%	16%	21%	100%
	Service and shop and market sales workers, housing and communal services	178	3,6	16%	13%	12%	15%	18%	15%	11%	100%
	Skilled agricultural and fishery workers	61	4,1	10%	2%	15%	20%	21%	19%	15%	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	109	3,7	13%	9%	11%	14%	19%	11%	23%	100%
	Plant and machine operators and assemblers	33	3,8	9%	3%	14%	28%	15%	9%	22%	100%
	Muncitori necalificaţi	173	3,7	9%	14%	18%	16%	12%	16%	16%	100%

		Number of cases	Average mark	Q3.8 Please, assess your level of confidence that the quality of online public services will meet your expectations:							Total
				1 –not confident	2	3	4	5	6 – fully confident	DK/NR	
	Pupils/ students	304	4,	6%	13%	15%	24%	19%	18%	5%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	110	4,1	10%	6%	10%	12%	24%	19%	18%	100%
	Not employed, looking for a job	590	3,8	11%	10%	15%	15%	16%	17%	16%	100%
	Housekeeping services workers	469	3,8	13%	8%	10%	14%	15%	16%	23%	100%
	Pesioner	486	3,3	17%	8%	12%	11%	11%	9%	31%	100%
	Other	69	4,	2%	14%	11%	19%	20%	13%	21%	100%
	DK/NR	18	3,4	14%	26%	4%	11%	19%	13%	14%	100%
Monthly family income:	Below 1000 MDL	676	3,6	13%	8%	11%	15%	13%	13%	27%	100%
	1001-2000 MDL	735	3,6	13%	9%	14%	14%	15%	15%	21%	100%
	2001-3000 MDL	473	3,9	10%	9%	12%	20%	20%	17%	11%	100%
	3001-4000 MDL	307	4,	9%	9%	9%	21%	20%	19%	12%	100%
	4001-5000 MDL	130	4,1	8%	8%	13%	17%	26%	18%	10%	100%
	5001-6000 MDL	76	3,9	14%	9%	5%	21%	9%	25%	17%	100%
	Over 6000 MDL	119	4,2	8%	7%	21%	7%	22%	28%	8%	100%
	DK/NR	509	3,6	11%	12%	16%	15%	15%	13%	18%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1031	3,5	15%	10%	12%	12%	15%	13%	23%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1014	3,8	11%	8%	13%	16%	17%	16%	19%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	679	4,	8%	9%	12%	21%	17%	19%	13%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	185	3,9	8%	7%	24%	16%	16%	20%	8%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	5,1	6%				50%	35%	10%	100%

		Number of cases	Average mark	Q3.8 Please, assess your level of confidence that the quality of online public services will meet your expectations:							Total
				1 –not confident	2	3	4	5	6 – fully confident	DK/NR	
	It is difficult to answer.	104	3,6	9%	15%	11%	18%	22%	7%	18%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	28	3,	21%	12%	10%	5%	12%	8%	31%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	551	3,5	13%	11%	11%	12%	13%	12%	28%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	744	3,7	11%	10%	13%	17%	16%	15%	18%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	559	3,8	12%	9%	13%	14%	17%	15%	21%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	577	3,8	13%	9%	14%	17%	16%	18%	13%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	543	4,1	7%	7%	15%	20%	23%	20%	9%	100%
	DK/NR	23	3,	18%	15%	10%	19%	4%	8%	27%	100%
Residential area:	Urban	800	3,7	10%	10%	17%	17%	15%	12%	19%	100%
	Rural	1607	3,8	10%	10%	12%	15%	16%	15%	22%	100%
	Chisinau	618	3,9	16%	7%	10%	17%	19%	23%	8%	100%
Region:	North	977	3,8	10%	8%	13%	14%	18%	14%	23%	100%
	Centre, including Chisinau	1474	3,8	12%	10%	11%	16%	16%	18%	18%	100%
	South	573	3,6	13%	10%	19%	18%	16%	13%	10%	100%
Language spoken at home:	Moldovan/ Romanian	2245	3,8	11%	9%	11%	17%	17%	16%	20%	100%
	Russian	557	3,5	15%	11%	17%	12%	15%	14%	15%	100%
	Both, at the same level	111	4,	9%	7%	21%	15%	13%	23%	12%	100%
	Other	111	3,8	8%	10%	19%	20%	17%	15%	11%	100%

Table 1.32. Respondents' availability/willingness to recommend to other citizens to use the online public services, socio-demographic groups,%

		Number of cases	Average mark	Q3.9 Please, indicate to what extent you would recommend to Moldovan citizens to use online public services they need:							Total
				1 –would never recommend	2	3	4	5	6 would definitely recommend	DK/NR	
Total		3025	3,9	14%	7%	10%	13%	17%	20%	19%	100%
Age groups:	16-25 years	657	4,1	12%	7%	11%	16%	18%	28%	8%	100%
	26-35 years	675	4,1	11%	7%	10%	13%	18%	26%	15%	100%
	36-45 years	512	3,9	15%	7%	8%	12%	18%	20%	20%	100%
	46-55 years	554	3,7	13%	9%	10%	13%	17%	14%	25%	100%
	56-65 years	432	3,6	16%	7%	12%	9%	14%	15%	26%	100%
	66-74 years	195	3,	19%	8%	8%	10%	10%	5%	40%	100%
Sex:	Male	1455	3,9	13%	8%	10%	14%	16%	21%	18%	100%
	Female	1569	3,9	15%	7%	9%	12%	17%	19%	21%	100%
Households with/whithout children under 18:	Without children	1601	3,8	14%	8%	11%	12%	16%	17%	22%	100%
	One child	763	4,1	13%	6%	9%	14%	19%	23%	15%	100%
	Two children	510	4,1	13%	7%	7%	13%	17%	24%	19%	100%
	Three children or more	150	3,9	14%	7%	11%	14%	15%	22%	18%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	14	4,6	13%	5%	5%	5%	16%	48%	8%	100%
	Highly qualified professionals	193	4,6	6%	5%	8%	12%	23%	33%	12%	100%
	Technicians and associate professionals	178	3,7	13%	9%	16%	11%	16%	18%	17%	100%
	Administrative staff/clerks	40	4,7	2%	2%	10%	14%	18%	27%	26%	100%
	Service and shop and market sales workers, housing and communal services	178	3,6	19%	10%	9%	12%	19%	17%	13%	100%
	Skilled agricultural and fishery workers	61	4,3	8%	6%	4%	13%	21%	22%	25%	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	109	4,	15%	7%	5%	13%	13%	24%	22%	100%
	Plant and machine operators and assemblers	33	4,4	12%		2%	27%		36%	22%	100%

	Muncitori necalificaţi	173	3,7	14%	11%	9%	19%	13%	18%	16%	100%
	Pupils/ students	304	4,1	10%	9%	13%	20%	20%	24%	4%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	110	4,2	14%	7%	7%	5%	18%	31%	17%	100%
	Not employed, looking for a job	590	3,9	13%	8%	11%	14%	19%	19%	16%	100%
	Housekeeping services workers	469	3,9	15%	5%	8%	10%	16%	21%	26%	100%
	Pesioner	486	3,3	18%	7%	11%	9%	12%	10%	34%	100%
	Other	69	4,4	7%	4%	8%	19%	22%	24%	17%	100%
	DK/NR	18	3,5	14%	26%	9%		19%	18%	14%	100%
Monthly family income:	Below 1000 MDL	676	3,6	14%	7%	10%	12%	15%	13%	29%	100%
	1001-2000 MDL	735	3,7	16%	7%	10%	10%	15%	19%	22%	100%
	2001-3000 MDL	473	4,	13%	7%	10%	16%	19%	22%	14%	100%
	3001-4000 MDL	307	4,2	12%	6%	9%	17%	20%	25%	11%	100%
	4001-5000 MDL	130	4,4	9%	9%	8%	10%	22%	30%	11%	100%
	5001-6000 MDL	76	4,2	17%	4%	4%	16%	11%	35%	12%	100%
	Over 6000 MDL	119	4,5	10%	7%	7%	10%	18%	39%	9%	100%
	DK/NR	509	3,8	12%	9%	12%	14%	17%	17%	19%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1031	3,7	17%	8%	9%	10%	15%	17%	24%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1014	3,9	15%	7%	9%	14%	18%	19%	19%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	679	4,2	9%	7%	11%	14%	18%	26%	15%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	185	4,2	8%	7%	16%	16%	17%	28%	8%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	5,2	6%			12%	12%	53%	18%	100%
	It is difficult to answer.	104	3,8	9%	9%	15%	18%	15%	14%	20%	100%
Education	Primary education or without primary	28	3,1	24%	5%	17%	3%	17%	8%	26%	100%

level:	education (from 1st to 4th form)										
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	551	3,7	16%	7%	9%	8%	13%	17%	29%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	744	3,8	15%	7%	10%	14%	16%	19%	20%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	559	3,8	14%	9%	10%	12%	16%	18%	22%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	577	3,9	13%	9%	10%	13%	16%	23%	16%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	543	4,3	8%	6%	10%	16%	23%	27%	10%	100%
	DK/NR	23	2,7	27%	10%	14%	12%	4%	8%	26%	100%
Residential area:	Urban	800	3,8	11%	9%	12%	14%	18%	15%	20%	100%
	Rural	1607	3,9	13%	7%	9%	12%	16%	20%	23%	100%
	Chisinau	618	4,	18%	5%	9%	13%	18%	28%	9%	100%
Region:	North	977	3,9	12%	7%	9%	11%	18%	18%	24%	100%
	Centre, including Chisinau	1474	4,	14%	7%	8%	12%	17%	23%	19%	100%
	South	573	3,6	16%	10%	15%	17%	13%	16%	13%	100%
Language spoken at home:	Moldovan/ Romanian	2245	4,	13%	7%	9%	13%	17%	20%	21%	100%
	Russian	557	3,7	17%	10%	11%	12%	16%	19%	16%	100%
	Both, at the same level	111	4,1	11%	7%	15%	11%	14%	27%	15%	100%
	Other	111	3,8	13%	10%	12%	18%	17%	18%	12%	100%

Table 1.33. Confidence level of the respondents that the public electronic services shall be granted upon request, socio-demographic groups,%

				Q3.10.1. Please, assess your level of confidence that upon requesting a public electronic service it shall be granted							
		Number of cases	Average mark	1 –do not trust	2	3	4	5	6 – fully trust	DK/NR	Total
Total		3025	3,5	16%	11%	14%	17%	13%	13%	16%	100%
Age groups:	16-25 years	657	3,6	13%	13%	15%	21%	15%	16%	6%	100%
	26-35 years	675	3,6	15%	10%	13%	18%	17%	15%	12%	100%
	36-45 years	512	3,4	17%	10%	14%	17%	10%	14%	18%	100%
	46-55 years	554	3,4	16%	10%	13%	16%	14%	11%	20%	100%
	56-65 years	432	3,1	20%	11%	14%	12%	10%	10%	23%	100%
	66-74 years	195	2,8	23%	8%	10%	11%	4%	7%	37%	100%
Sex:	Male	1455	3,5	15%	12%	13%	18%	13%	14%	15%	100%
	Female	1569	3,4	17%	10%	14%	16%	13%	12%	18%	100%
Households with/whithout children under 18:	Without children	1601	3,4	18%	9%	13%	16%	11%	12%	19%	100%
	One child	763	3,6	15%	13%	13%	18%	15%	14%	12%	100%
	Two children	510	3,5	14%	12%	15%	17%	16%	13%	14%	100%
	Three children or more	150	3,4	16%	14%	14%	17%	8%	14%	18%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	14	4,4	5%		19%	20%	27%	24%	5%	100%
	Highly qualified professionals	193	4,1	10%	4%	17%	19%	19%	22%	9%	100%
	Technicians and associate professionals	178	3,5	17%	8%	18%	12%	14%	16%	15%	100%
	Administrative staff/clerks	40	3,8	9%	17%	6%	27%	12%	17%	14%	100%
	Service and shop and market sales workers, housing and communal services	178	3,2	22%	13%	18%	16%	13%	11%	9%	100%
	Skilled agricultural and fishery workers	61	3,8	12%	6%	17%	17%	11%	18%	19%	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	109	3,3	27%	5%	12%	15%	13%	13%	16%	100%
	Plant and machine operators and assemblers	33	3,7	6%	9%	15%	28%	7%	12%	22%	100%
	Muncitori necalificaţi	173	3,5	12%	13%	18%	19%	10%	14%	14%	100%
	Pupils/ students	304	3,7	10%	15%	14%	28%	14%	14%	4%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	110	3,6	16%	12%	11%	11%	21%	14%	15%	100%

				Q3.10.1. Please, assess your level of confidence that upon requesting a public electronic service it shall be granted							
		Number of cases	Average mark	1 –do not trust	2	3	4	5	6 – fully trust	DK/NR	Total
	Not employed, looking for a job	590	3,5	16%	12%	12%	18%	14%	13%	16%	100%
	Housekeeping services workers	469	3,4	18%	12%	13%	14%	12%	13%	18%	100%
	Pesioner	486	2,9	21%	10%	13%	12%	7%	8%	30%	100%
	Other	69	3,9	7%	9%	10%	21%	24%	10%	19%	100%
	DK/NR	18	2,9	19%	18%	24%	18%	6%	5%	9%	100%
Monthly family income:	Below 1000 MDL	676	3,3	18%	8%	12%	15%	11%	11%	26%	100%
	1001-2000 MDL	735	3,2	21%	11%	14%	13%	12%	10%	19%	100%
	2001-3000 MDL	473	3,6	15%	10%	15%	21%	16%	13%	11%	100%
	3001-4000 MDL	307	3,8	11%	10%	17%	22%	14%	19%	7%	100%
	4001-5000 MDL	130	3,9	12%	10%	20%	13%	19%	21%	5%	100%
	5001-6000 MDL	76	3,8	15%	12%	11%	18%	13%	23%	9%	100%
	Over 6000 MDL	119	4,	12%	10%	12%	15%	19%	26%	6%	100%
	DK/NR	509	3,3	15%	16%	12%	19%	11%	10%	17%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1031	3,1	23%	11%	11%	13%	12%	9%	21%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1014	3,5	13%	11%	15%	18%	13%	13%	16%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	679	3,8	11%	10%	14%	21%	13%	18%	13%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	185	3,8	12%	9%	22%	14%	17%	21%	5%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	3,9	6%		12%	57%		9%	16%	100%
	It is difficult to answer.	104	3,2	15%	20%	14%	17%	11%	10%	12%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	28	2,5	24%	10%	10%	3%	10%	2%	42%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	551	3,2	19%	10%	9%	13%	11%	10%	27%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	744	3,4	16%	12%	13%	16%	12%	12%	19%	100%
	Secondary vocational education (qualified vocational training, including	559	3,3	20%	11%	13%	16%	11%	14%	15%	100%

				Q3.10.1. Please, assess your level of confidence that upon requesting a public electronic service it shall be granted							
		Number of cases	Average mark	1 –do not trust	2	3	4	5	6 – fully trust	DK/NR	Total
	qualification courses)										
	Post-secondary non-tertiary (colledges, including vocational schools)	577	3,5	16%	12%	16%	18%	14%	14%	10%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	543	3,9	10%	7%	18%	23%	16%	18%	8%	100%
	DK/NR	23	2,6	29%	12%	19%	11%	12%		18%	100%
Residential area:	Urban	800	3,3	15%	13%	16%	17%	10%	11%	18%	100%
	Rural	1607	3,4	16%	11%	13%	15%	13%	12%	20%	100%
	Chisinau	618	3,7	18%	9%	12%	20%	17%	19%	5%	100%
Region:	North	977	3,4	15%	10%	14%	15%	12%	11%	22%	100%
	Centre, including Chisinau	1474	3,6	15%	12%	13%	17%	14%	15%	14%	100%
	South	573	3,3	20%	11%	15%	20%	12%	11%	11%	100%
Language spoken at home:	Moldovan/ Romanian	2245	3,5	16%	11%	12%	17%	14%	14%	17%	100%
	Russian	557	3,2	19%	12%	17%	17%	10%	11%	14%	100%
	Both, at the same level	111	3,5	14%	14%	20%	15%	11%	16%	10%	100%
	Other	111	3,3	17%	10%	21%	18%	15%	8%	11%	100%

Table 1.34. Citizens' level of confidence in the fact that if requesting an online public service it will ensure achieving the targeted service (eg their personal data shall not be made available to irrelevant persons or institutions that could learn how often they used certain services, etc.), socio-demographic groups,%

		Number of cases	Average mark	Q3.10.2 Please, assess your level of confidence in that the online public services requested by you shall be safe							Total
				1 –do not trust	2	3	4	5	6 – fully trust	DK/NR	
Total		3025	2,8	26%	16%	14%	10%	8%	9%	18%	100%
Age groups:	16-25 years	657	3,1	21%	19%	16%	12%	12%	12%	8%	100%
	26-35 years	675	2,9	26%	17%	13%	13%	10%	9%	12%	100%
	36-45 years	512	2,6	29%	17%	13%	9%	6%	7%	19%	100%
	46-55 years	554	2,8	24%	15%	15%	9%	8%	7%	22%	100%
	56-65 years	432	2,6	28%	14%	10%	9%	6%	8%	24%	100%
	66-74 years	195	2,3	31%	10%	9%	6%	2%	5%	38%	100%
Sex:	Male	1455	2,9	24%	17%	14%	11%	8%	9%	16%	100%
	Female	1569	2,7	28%	16%	13%	10%	8%	8%	19%	100%
Households with/whithout children under 18:	Without children	1601	2,8	26%	15%	13%	10%	7%	8%	21%	100%
	One child	763	2,9	24%	19%	15%	11%	9%	10%	13%	100%
	Two children	510	2,8	27%	17%	14%	10%	10%	8%	14%	100%
	Three children or more	150	2,6	28%	21%	12%	8%	4%	10%	17%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	14	4,2	5%	16%	8%	16%	26%	24%	5%	100%
	Highly qualified professionals	193	3,1	21%	16%	15%	16%	12%	10%	9%	100%
	Technicians and associate professionals	178	2,9	24%	17%	15%	9%	11%	9%	16%	100%
	Administrative staff/clerks	40	3,4	14%	15%	12%	22%	4%	15%	18%	100%
	Service and shop and market sales workers, housing and communal services	178	2,4	38%	17%	16%	10%	7%	5%	8%	100%
	Skilled agricultural and fishery workers	61	3,1	19%	11%	19%	10%	5%	13%	23%	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	109	2,7	32%	10%	16%	8%	9%	7%	18%	100%
	Plant and machine operators and assemblers	33	3,2	9%	11%	28%	15%	4%	6%	27%	100%
	Muncitori necalificaţi	173	2,9	23%	17%	16%	9%	8%	11%	16%	100%
	Pupils/ students	304	3,1	20%	17%	15%	17%	14%	9%	8%	100%
	Dependents supported by other people or the state, or from other	110	2,7	24%	17%	17%	9%	8%	6%	19%	100%

	incomes (rents, bank interests, rents, etc..)										
	Not employed, looking for a job	590	2,9	24%	19%	13%	10%	8%	10%	16%	100%
	Housekeeping services workers	469	2,7	28%	18%	12%	8%	6%	9%	20%	100%
	Pesioner	486	2,4	31%	13%	10%	7%	4%	6%	30%	100%
	Other	69	2,9	22%	15%	14%	12%	14%	4%	19%	100%
	DK/NR	18	2,5	37%	17%	13%	14%	6%	5%	9%	100%
Monthly family income:	Below 1000 MDL	676	2,6	27%	14%	10%	8%	6%	7%	28%	100%
	1001-2000 MDL	735	2,6	30%	16%	13%	8%	6%	7%	20%	100%
	2001-3000 MDL	473	3,	23%	18%	16%	12%	10%	9%	12%	100%
	3001-4000 MDL	307	3,2	23%	15%	16%	14%	10%	14%	8%	100%
	4001-5000 MDL	130	3,2	23%	16%	20%	10%	12%	14%	5%	100%
	5001-6000 MDL	76	3,	26%	16%	19%	11%	8%	12%	9%	100%
	Over 6000 MDL	119	3,2	20%	17%	15%	15%	11%	13%	9%	100%
	DK/NR	509	2,7	24%	19%	12%	12%	9%	5%	18%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1031	2,4	33%	17%	10%	7%	6%	6%	22%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1014	2,8	25%	17%	15%	10%	9%	8%	17%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	679	3,2	18%	14%	17%	14%	10%	13%	14%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	185	3,2	22%	13%	19%	17%	9%	13%	8%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	3,4	18%	8%	24%		25%	9%	16%	100%
	It is difficult to answer.	104	2,6	25%	29%	8%	11%	9%	4%	14%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	28	2,2	37%	10%	5%	5%	3%	7%	34%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	551	2,7	27%	13%	9%	7%	8%	7%	28%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	744	2,9	23%	17%	12%	11%	8%	8%	20%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	559	2,5	31%	19%	12%	7%	5%	8%	18%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	577	2,8	27%	17%	17%	10%	9%	9%	11%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	543	3,1	20%	16%	18%	15%	11%	10%	9%	100%

	DK/NR	23	2,1	36%	12%	18%	8%	4%		22%	100%
Residential area:	Urban	800	2,8	24%	16%	14%	11%	7%	8%	19%	100%
	Rural	1607	2,7	25%	17%	12%	9%	7%	8%	22%	100%
	Chisinau	618	3,	28%	13%	18%	13%	12%	11%	4%	100%
Region:	North	977	2,8	22%	17%	13%	9%	7%	9%	24%	100%
	Centre, including Chisinau	1474	2,8	26%	17%	14%	11%	8%	9%	15%	100%
	South	573	2,7	31%	15%	14%	11%	9%	9%	12%	100%
Language spoken at home:	Moldovan/ Romanian	2245	2,8	25%	16%	13%	10%	8%	9%	19%	100%
	Russian	557	2,6	31%	17%	15%	11%	7%	6%	13%	100%
	Both, at the same level	111	3,1	20%	20%	13%	11%	12%	11%	13%	100%
	Other	111	2,8	27%	14%	21%	7%	12%	7%	11%	100%

Table 1.35. Advantages of the public electronic/online services, (multiple choice)

	No.	%
Time saving	556	13.9%
Fast access, promptitude	294	7.4%
Money saving by the population	221	5.5%
No standing lines	219	5.5%
No need to move	165	4.1%
Convinient service	151	3.8%
Simple in use	106	2.6%
Decreased level of corruption	101	2.5%
Better informed population	84	2.1%
Decreased level of bureaucracy	75	1.9%
Accesibility of the service	42	1.0%
Modern/up to date service	38	1.0%
Moral comfort	31	0.8%
Non-stop/24-hour access	24	0.6%
Useful	22	0.5%
Great advantage for the young people	21	0.5%
Can be paid online	19	0.5%
Documents issued will be correct	16	0.4%
Simple procedure	15	0.4%
Quality services	15	0.4%
Efficient	14	0.3%
Everything can be solved via Internet	12	0.3%
Better opportunitiesAr fi mai bine	11	0.3%
Improved customer-provider relationship	9	0.2%
Services delivered directly at home	9	0.2%
Opportunity to learn new technologies	7	0.2%
Safer service	7	0.2%
Free of charge	6	0.2%
No need to visit many offices	6	0.1%
Direct communication with public officers	6	0.1%
Freedom to choose the service	5	0.1%
No direct contact with employees	5	0.1%
Safe data	4	0.1%
No need to be absent from the office	4	0.1%
More people shall be served at a time	4	0.1%
Saving time for doing smth else/Opportunity to do smth in parallel	4	0.1%
No need to get appointed	3	0.1%
Work places	3	0.1%
Option to file declarations	3	0.1%
Many services at a time	3	0.1%
No need to carry many documents	2	0.1%
Higher income	2	0.1%
Money saving by the government	2	0.1%
Less paper shall be used	2	0.1%
Transparency	2	0.1%
Confidentiality	2	0.0%
Mobility	1	0.0%
Internet shall become more popular	1	0.0%
Mobile signature	1	0.0%
Universal access	1	0.0%
Quality information	1	0.0%

Closer to citizens' needs	1	0.0%
Option to check personal data	1	0.0%
Trustworthy	1	0.0%
No intermediaries	1	0.0%
Government shall hold all the information about citizens	1	0.0%
No advantages	421	10.5%
Do not know	1212	30.3%
	3996	100.0%

Table 1.36. Level of requesting public services from the public institutions/authorities over the past 12 months, socio-demographic groups, %

		Number of cases	Q4.1 Did you request at least one public service from public institutions/authorities over the past 12 months?			Total
			Tes	No	DK/NR	
Total		3025	30%	70%	0%	100%
Age groups:	16-25 years	657	28%	72%	0%	100%
	26-35 years	675	32%	67%	0%	100%
	36-45 years	512	32%	68%	0%	100%
	46-55 years	554	32%	68%		100%
	56-65 years	432	29%	71%	0%	100%
	66-74 years	195	25%	75%		100%
Sex:	Male	1455	29%	71%	0%	100%
	Female	1569	32%	68%	0%	100%
Households with/without children under 18:	Without children	1601	29%	71%	0%	100%
	One child	763	32%	68%	0%	100%
	Two children	510	31%	69%		100%
	Three children or more	150	30%	68%	2%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	14	69%	31%		100%
	Highly qualified professionals	193	40%	60%		100%
	Technicians and associate professionals	178	38%	61%	1%	100%
	Administrative staff/clerks	40	39%	61%		100%
	Service and shop and market sales workers, housing and communal services	178	27%	73%	1%	100%
	Skilled agricultural and fishery workers	61	37%	63%		100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	109	32%	68%		100%
	Plant and machine operators and assemblers	33	30%	70%		100%
	Muncitori necalificaţi	173	30%	70%		100%
	Pupils/ students	304	27%	73%		100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	110	29%	70%	1%	100%
	Not employed, looking for a job	590	27%	73%		100%
	Housekeeping services workers	469	31%	68%	0%	100%
	Pesioner	486	28%	72%	0%	100%
	Other	69	33%	67%		100%
	DK/NR	18	6%	94%		100%
Monthly family income:	Below 1000 MDL	676	30%	70%	0%	100%
	1001-2000 MDL	735	26%	74%	0%	100%
	2001-3000 MDL	473	27%	73%	1%	100%

		Number of cases	Q4.1 Did you request at least one public service from public institutions/authorities over the past 12 months?			Total
			Tes	No	DK/NR	
	3001-4000 MDL	307	37%	63%		100%
	4001-5000 MDL	130	41%	59%		100%
	5001-6000 MDL	76	31%	69%		100%
	Over 6000 MDL	119	51%	49%		100%
	DK/NR	509	28%	72%		100%
Welfare category:	We do not have enough funds even for our basic needs.	1031	26%	73%	1%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1014	29%	71%	0%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	679	35%	65%	0%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	185	46%	54%		100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	11	56%	44%		100%
	It is difficult to answer.	104	26%	74%		100%
Education level:	Primary education or without primary education (from 1st to 4th form)	28	33%	64%	4%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	551	22%	77%	0%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	744	27%	72%	0%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	559	28%	72%	0%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	577	35%	64%	0%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	543	39%	61%	0%	100%
	DK/NR	23	23%	77%		100%
Residential area:	Urban	800	26%	74%		100%
	Rural	1607	31%	69%	0%	100%
	Chisinau	618	34%	66%	0%	100%
Region:	North	977	28%	71%	0%	100%
	Centre, including Chisinau	1474	34%	66%	0%	100%
	South	573	25%	75%	0%	100%
Language spoken at	Moldovan/ Romanian	2245	31%	69%	0%	100%
	Russian	557	28%	72%	0%	100%

		Number of cases	Q4.1 Did you request at least one public service from public institutions/authorities over the past 12 months?			Total
			Tes	No	DK/NR	
home:	Both, at the same level	111	48%	52%		100%
	Other	111	20%	80%		100%

Table 1.37. Methods used to access the public services Modalități de accesare a serviciilor publice în ultimele 12 luni de la autoritățile/instituțiile publice, (răspuns multilpu), socio-demographic groups, %

		Number of cases	4.2. How did you get the requested service/s? (multiple choice)				Total
			I physically reached the public authority at all stages/for all procedures	Through Internet (via computer or mobile phone), for certain stages/procedures but had to additionally visit the public institution	Through Internet (via computer or mobile phone), at all stages without the need to physically reach the relevant institution	DK/NR	
Total		974	85%	11%	4%	0%	100%
Age groups:	16-25 years	204	72%	19%	8%		100%
	26-35 years	230	82%	13%	5%	1%	100%
	36-45 years	171	90%	8%	2%		100%
	46-55 years	192	87%	9%	3%	0%	100%
	56-65 years	128	94%	4%	2%		100%
	66-74 years	50	99%	1%			100%
Sex:	Male	445	85%	11%	4%	0%	100%
	Female	529	85%	11%	4%	0%	100%
Households with/whithout children under 18:	Without children	504	85%	11%	4%	0%	100%
	One child	261	83%	12%	4%	1%	100%
	Two children	163	90%	6%	4%		100%
	Three children or more	46	83%	13%	4%		100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	12	62%	14%	24%		100%
	Highly qualified professionals	83	68%	28%	4%		100%
	Technicians and associate professionals	86	70%	20%	9%	1%	100%
	Administrative staff/clerks	16	79%	11%	10%		100%
	Service and shop and market sales workers, housing and communal services	48	93%	7%			100%
	Skilled agricultural and fishery	23	92%	8%			100%

		Number of cases	4.2. How did you get the requested service/s? (multiple choice)				Total
			I physically reached the public authority at all stages/for all procedures	Through Internet (via computer or mobile phone), for certain stages/procedures but had to additionally visit the public institution	Through Internet (via computer or mobile phone), at all stages without the need to physically reach the relevant institution	DK/NR	
	workers						
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	35	90%	4%	6%		100%
	Plant and machine operators and assemblers	10	100%				100%
	Muncitori necalificaţi	51	97%		3%		100%
	Pupils/ students	93	63%	24%	13%		100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	35	88%	12%			100%
	Not employed, looking for a job	169	89%	9%	1%	1%	100%
	Housekeeping services workers	152	91%	7%	2%		100%
	Pesioner	136	99%	1%	0%		100%
	Other	24	82%	14%	4%		100%
	DK/NR	1	100%				100%
Monthly family income:	Below 1000 MDL	208	92%	6%	1%	0%	100%
	1001-2000 MDL	202	91%	6%	3%		100%
	2001-3000 MDL	134	87%	11%	1%		100%
	3001-4000 MDL	120	79%	17%	4%		100%
	4001-5000 MDL	61	79%	13%	9%		100%
	5001-6000 MDL	28	74%	22%	4%		100%
	Over 6000 MDL	64	69%	24%	8%		100%
	DK/NR	157	81%	10%	8%	1%	100%

		Number of cases	4.2. How did you get the requested service/s? (multiple choice)				Total
			I physically reached the public authority at all stages/for all procedures	Through Internet (via computer or mobile phone), for certain stages/procedures but had to additionally visit the public institution	Through Internet (via computer or mobile phone), at all stages without the need to physically reach the relevant institution	DK/NR	
Welfare category:	We do not have enough funds even for our basic needs.	271	95%	3%	2%		100%
	We only have enough funds to buy food, but we can hardly buy clothes.	299	90%	7%	3%	0%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	251	83%	14%	3%		100%
	We can afford purchasing durable goods but we can not buy expensive goods.	118	52%	33%	15%		100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	6	83%	17%			100%
	It is difficult to answer.	29	85%	5%	5%	5%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	12	78%	11%	11%		100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	131	95%	3%	2%		100%
	Upper secondary (from 10th to 12th grade, including former	218	86%	9%	5%	0%	100%

		Number of cases	4.2. How did you get the requested service/s? (multiple choice)				Total
			I physically reached the public authority at all stages/for all procedures	Through Internet (via computer or mobile phone), for certain stages/procedures but had to additionally visit the public institution	Through Internet (via computer or mobile phone), at all stages without the need to physically reach the relevant institution	DK/NR	
	schools of 10 forms)						
	Secondary vocational education (qualified vocational training, including qualification courses)	161	94%	5%	1%		100%
	Post-secondary non-tertiary (colledges, including vocational schools)	215	85%	12%	3%	1%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	231	72%	20%	8%		100%
	DK/NR	5	88%	12%			100%
Residential area:	Urban	226	78%	14%	8%		100%
	Rural	527	90%	7%	3%	0%	100%
	Chisinau	221	79%	17%	4%		100%
Region:	North	282	92%	5%	2%		100%
	Centre, including Chisinau	545	80%	14%	5%	0%	100%
	South	147	88%	8%	3%	1%	100%
Language spoken at home:	Moldovan/ Romanian	738	84%	11%	4%	0%	100%
	Russian	156	87%	10%	3%		100%
	Both, at the same level	58	79%	14%	7%		100%
	Other	22	96%			4%	100%

4.3. Table 1.38. Level of satisfaction with the quality of public services rendered at the office of the institution, socio-demographic groups, %

		Number of cases	Average mark	Q4.3.1. How satisfied are you with the quality of public services rendered to you at the office of the public institution?							Total
				1 –not satisfied	2	3	4	5	6 –very satisfied	DK/NR	
Total		891	4.0	9%	10%	16%	19%	18%	23%	5%	100%
Age groups:	16-25 years	171	4.4	2%	8%	13%	23%	20%	24%	10%	100%
	26-35 years	210	3.9	9%	13%	17%	16%	19%	21%	5%	100%
	36-45 years	160	4.1	9%	8%	16%	20%	16%	26%	5%	100%
	46-55 years	176	4.0	6%	10%	21%	21%	16%	23%	3%	100%
	56-65 years	124	3.9	13%	12%	12%	16%	21%	22%	4%	100%
	66-74 years	50	3.5	26%	10%	8%	12%	20%	21%	3%	100%
Sex:	Male	406	3.9	7%	13%	17%	19%	18%	20%	6%	100%
	Female	485	4.1	10%	8%	15%	19%	18%	26%	4%	100%
Households with/whithout children under 18:	Without children	460	4.0	10%	11%	15%	19%	19%	22%	5%	100%
	One child	236	4.1	6%	10%	16%	20%	19%	23%	5%	100%
	Two children	152	4.2	8%	8%	16%	19%	18%	27%	4%	100%
	Three children or more	43	3.8	9%	17%	18%	10%	8%	25%	13%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	8	4.9			18%	13%	36%	33%		100%
	Highly qualified professionals	73	4.1	5%	10%	16%	20%	18%	23%	8%	100%
	Technicians and associate professionals	66	4.0	2%	13%	24%	20%	19%	18%	4%	100%
	Administrative staff/clerks	14	3.5	14%	17%	24%	7%	7%	25%	7%	100%
	Service and shop and market sales workers, housing and communal services	48	3.7	12%	13%	21%	15%	15%	19%	5%	100%
	Skilled agricultural and fishery workers	23	3.6	11%	14%	21%	22%	24%	8%		100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	33	4.1	4%	9%	19%	27%	21%	20%		100%
	Plant and machine operators and assemblers	10	3.5	24%	9%	24%	7%	7%	29%		100%
	Muncitori necalificaţi	50	4.3	9%	12%	12%	11%	23%	32%	1%	100%
	Pupils/ students	75	4.3		8%	13%	28%	18%	18%	15%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	32	4.2	5%	3%	22%	18%	30%	18%	3%	100%
	Not employed, looking for a job	155	4.0	5%	17%	18%	17%	15%	24%	4%	100%

		Number of cases	Average mark	Q4.3.1. How satisfied are you with the quality of public services rendered to you at the office of the public institution?							Total
				1 –not satisfied	2	3	4	5	6 –very satisfied	DK/NR	
	Housekeeping services workers	146	4.1	13%	7%	9%	21%	18%	27%	6%	100%
	Pesioner	136	3.8	16%	9%	13%	17%	18%	23%	4%	100%
	Other	22	4.1	10%	5%	21%	17%	16%	25%	7%	100%
	DK/NR	1	5.0					100%			100%
Monthly family income:	Below 1000 MDL	201	4.0	12%	11%	11%	16%	15%	29%	6%	100%
	1001-2000 MDL	188	4.1	8%	11%	12%	20%	20%	25%	3%	100%
	2001-3000 MDL	126	4.0	9%	10%	23%	14%	16%	25%	3%	100%
	3001-4000 MDL	109	4.1	5%	11%	17%	21%	23%	20%	2%	100%
	4001-5000 MDL	52	3.9	9%	8%	16%	23%	25%	12%	7%	100%
	5001-6000 MDL	23	4.4		13%	19%	20%		39%	10%	100%
	Over 6000 MDL	56	3.8	7%	10%	20%	25%	20%	10%	10%	100%
	DK/NR	135	3.9	9%	9%	20%	19%	18%	18%	7%	100%
Welfare category:	We do not have enough funds even for our basic needs.	266	4.0	13%	11%	14%	12%	16%	29%	4%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	286	4.1	9%	10%	14%	18%	21%	24%	3%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	231	4.0	5%	11%	18%	23%	19%	17%	7%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	77	4.0	3%	5%	23%	30%	17%	15%	7%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	6	4.7		22%			22%	38%	17%	100%
	It is difficult to answer.	25	3.7	3%	17%	22%	24%	15%	10%	10%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	9	4.8		8%	7%	14%	40%	30%		100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	124	4.1	16%	6%	9%	15%	19%	31%	5%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	198	4.0	7%	12%	16%	20%	17%	23%	5%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	155	4.0	8%	13%	14%	19%	19%	24%	2%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	199	3.9	8%	9%	24%	16%	16%	22%	5%	100%

		Number of cases	Average mark	Q4.3.1. How satisfied are you with the quality of public services rendered to you at the office of the public institution?							Total
				1 –not satisfied	2	3	4	5	6 –very satisfied	DK/NR	
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	200	4.0	7%	11%	14%	22%	20%	18%	7%	100%
	DK/NR	5	4.2			19%	29%	35%		17%	100%
Residential area:	Urban	195	3.8	11%	9%	18%	20%	15%	19%	8%	100%
	Rural	492	4.0	9%	12%	15%	18%	18%	24%	4%	100%
	Chisinau	204	4.3	5%	8%	16%	20%	22%	24%	5%	100%
Region:	North	273	4.0	9%	11%	14%	19%	20%	23%	3%	100%
	Centre, including Chisinau	481	4.0	8%	10%	16%	19%	17%	22%	7%	100%
	South	137	4.0	9%	9%	17%	19%	19%	24%	4%	100%
Language spoken at home:	Moldovan/ Romanian	669	4.0	9%	11%	15%	19%	17%	23%	6%	100%
	Russian	150	4.1	10%	8%	14%	16%	27%	22%	2%	100%
	Both, at the same level	51	3.8	5%	12%	27%	25%	16%	14%	1%	100%
	Other	21	4.3	6%	8%	21%	12%	18%	31%	3%	100%

4.1. Table 1.39. Level of satisfaction with the quality of online public services, socio-demographic groups, %

		Number of cases	Media	Q4.3.2. How satisfied are you with the quality of public services rendered to you through Internet, via specialised webpages of the public institutions or Portal of Public Services (www.servicii.gov.md) ?							Total
				1 –not satisfied	2	3	4	5	6 – very satisfied	DK/NR	
Total		205	4.4	4%	6%	10%	11%	24%	20%	26%	100%
Age groups:	16-25 years	72	4.4	2%	10%	12%	15%	29%	19%	14%	100%
	26-35 years	47	4.7	5%	2%	5%	8%	33%	24%	21%	100%
	36-45 years	27	4.6	4%	4%	4%	4%	28%	16%	40%	100%
	46-55 years	38	4.3	2%		17%	14%	10%	17%	41%	100%
	56-65 years	16	3.6	9%	13%	17%	9%	4%	17%	30%	100%
	66-74 years	4	4.7		16%				34%	50%	100%
Sex:	Male	98	4.3	6%	5%	10%	14%	17%	22%	27%	100%
	Female	106	4.5	2%	6%	11%	8%	30%	17%	25%	100%
Households with/whithout children under 18:	Without children	107	4.2	5%	6%	12%	10%	21%	18%	27%	100%
	One child	57	4.7		5%	9%	13%	31%	23%	18%	100%
	Two children	30	4.1	7%	7%	8%	12%	19%	14%	33%	100%
	Three children or more	10	5.4				10%	20%	35%	34%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	6	5.3					72%	28%		100%
	Highly qualified professionals	27	4.9	5%	6%	3%		39%	38%	7%	100%
	Technicians and associate professionals	23	4.1	4%	9%	19%	4%	27%	17%	21%	100%
	Administrative staff/clerks	3	3.9			27%	27%	20%		27%	100%
	Service and shop and market sales workers, housing and communal services	8	4.0	17%		13%	18%	13%	28%	11%	100%
	Skilled agricultural and fishery workers	4	4.6			25%		29%	20%	26%	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	8	4.0		14%	9%	35%		19%	23%	100%
	Plant and machine operators and assemblers	2								100%	100%
	Muncitori necalificaţi	3	5.6					44%	56%		100%
	Pupils/ students	44	4.2		9%	19%	19%	28%	16%	9%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc..)	6	5.7					15%	32%	53%	100%
	Not employed, looking for a job	26	4.2	4%	5%	4%	23%	4%	17%	44%	100%

	Housekeeping services workers	27	5.0			3%	7%	26%	12%	51%	100%
	Pesioner	12	3.1	12%	12%	18%	6%		12%	41%	100%
	Other	5	3.3	20%				28%		52%	100%
Monthly family income:	DK/NR	27	4.5		3%	8%	13%	3%	15%	58%	100%
	Below 1000 MDL	29	4.0	8%	5%	17%	5%	20%	17%	28%	100%
	1001-2000 MDL	29	4.5	3%	6%	10%	10%	28%	23%	20%	100%
	2001-3000 MDL	36	5.0	4%		7%	8%	24%	39%	18%	100%
	3001-4000 MDL	18	4.5		15%		7%	30%	19%	28%	100%
	4001-5000 MDL	8	4.3		13%	11%	29%		31%	16%	100%
	5001-6000 MDL	25	4.1	10%	6%	9%	9%	44%	7%	15%	100%
	Over 6000 MDL	32	4.1		9%	15%	19%	26%	8%	22%	100%
Welfare category:	DK/NR	23	4.9	3%	3%	10%	4%	18%	35%	28%	100%
	We do not have enough funds even for our basic needs.	50	4.6	3%	6%	6%	12%	26%	24%	23%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	72	4.2	4%	6%	11%	11%	23%	14%	32%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigirator) is problematic.	54	4.2	5%	6%	15%	13%	22%	17%	21%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	3	5.4					56%	44%		100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	4	4.5				32%	32%		35%	100%
Education level:	It is difficult to answer.	1	4.0				100%				100%
	Primary education or without primary education (from 1st to 4th form)	16	4.2	9%		8%		9%	18%	55%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	40	4.1		7%	17%	20%	22%	7%	27%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	23	3.9	4%	9%	6%	14%	11%	11%	45%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	47	4.6	1%	4%	13%	13%	27%	22%	20%	100%
	Post-secondary non-tertiary (colledges, including vocational schools)	77	4.6	6%	7%	7%	6%	30%	28%	18%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	1								100%	100%
Residential area:	DK/NR	62	4.5	3%	3%	13%	8%	26%	20%	27%	100%
	Urban	78	4.0	3%	11%	8%	13%	12%	13%	41%	100%
	Rural	64	4.7	4%	3%	11%	13%	35%	27%	7%	100%

Region:	Chisinau	45	4.8	1%	1%	3%	11%	25%	15%	44%	100%
	North	128	4.4	3%	6%	13%	13%	24%	21%	20%	100%
	Centre, including Chisinau	31	3.9	10%	12%	10%	6%	19%	19%	22%	100%
Language spoken at home:	South	153	4.5	1%	5%	11%	13%	20%	19%	31%	100%
	Moldovan/ Romanian	37	4.3	9%	10%	4%	10%	32%	20%	14%	100%
	Russian	14	4.3	11%		23%		39%	20%	7%	100%
	Both, at the same level	1	1.0	100%							100%