

Citizens' perception, uptake and support for the e-Transformation of Governance in the Republic of Moldova(2016)

Chisinau 2016

Table of contents

Summary	5
INTRODUCTION.....	8
METHODOLOGY	9
1. CITIZENS' ACCESS TO COMPUTERS AND INTERNET.....	10
1.1. Level of computer possession in households	10
1.1. Household connection to Internet.....	13
1.2. Level of computer use.....	15
1.3. Usage of Internet	16
2. USAGE OF ONLINE RESOURCES OF MINISTRIES AND OTHER CENTRAL ADMINISTRATIVE AUTHORITIES SUBORDONATED TO THE GOVERNMENT	21
2.1. Accessing the website of the Government	21
2.1. Accessing the websites of the ministries and other central administrative authorities subordinated to the Government.....	22
3. KNOWLEDGE AND UNDERSTANDING OF THE E-GOVERNANCE CONCEPT. ATTITUDE TOWARDS THE E-TRANSFORMATION OF GOVERNANCE MEASURES	24
3.1. Knowledge of the e-Governance concept	24
3.2. Perception of the significance level of implementing e-Transformation of Governance	27
2.2. Level of support and confidence in the quality and safety of online public services. Willingness to recommend the use of online public services.....	29
4. CITIZENS' LEVEL OF SATISFACTION WITH THE QUALITY OF SERVICES DELIVERED BY PUBLIC AUTHORITIES.....	34
4.1. Level of request and method of accessing/delivering public services.....	34
4.2. Level of satisfaction with the quality of public services	37
4.3. Peculiarities of accessing and Public Perception on the Quality of the offline and online public services.....	39
4.4. Level of access and level of satisfaction with the quality of public services selected within the MgSP Project (initial data / zero year).....	44
5. SOCIO-DEMOGRAPHIC AND ECONOMIC ASPECTS OF THE RESPONDENTS.....	46
Extract from the GeT Project Outcomes Matrix_Perception, assimilation and support indicators.....	54

List of figures

Figure 1. Level of computer possession in households, %.....	10
Figure 2. Level of computer possession in households by age groups, %	10
Figure 3. Level of computer possession in households by family income, 2016, %	11
Figure 4. Level of computer possession in households by level of education, %.....	11
Figure 5. Level of computer possession in households by area of residence, %.....	12
Figure 6. Main reasons for the lack of computers in the households, %	12
Figure 7. Household connection to Internet, %	13
Figure 8. Type of Internet connection in households, %.....	13
Figure 9. Type of Internet connection in households, %.....	14
Figure 10. Reasons for the lack of Internet connection, %	15
Figure 11. Computer use over the past 12 months, %	15
Figure 12. Computer availability and use over the past 12 months by age groups, %.....	16
Figure 13. Internet use over the past 12 months, %	16
Figure 14. Internet use over the past 12 months by area of residence, %	17
Figure 15. Level of Internet connection availability and use over the past 12 months by age groups, %	17
Figure 16. Venues for Internet access over the past 12 months, %	18
Figure 17. Frequency of Internet use over the past 12 months, %	19
Figure 18. Purposes for Internet use, %.....	19
Figure 19. Accessing the website of the Government, %	21
Figure 20. Frequency of accessing the website of the Government, %.....	21
Figure 21. Accessing the webpages of the state/government institutions, %	22
Figure 22. Accessing the webpages of the state/government institutions by area of residence, %	22
Figure 23. Level of knowledge of e-Governance concept/notion, %	25
Figure 24. Opinions of the potential advantages/ benefits of e-Governance, %.....	25
Figure 25. Awareness level of e-Governance advantages/ benefits, %	26
Figure 26. Main advantages/ benefits of e-Governance according to the citizens, multiple choice, N=2160, %	27
Figure 27. Degree of significance of the e-Transformation of Governance, %	27
Figure 28. Comparative assessment of the level of support for implementing the e-Governance, %.....	28
Figure 29. Willingness to use online services, %.....	29
Figure 30. Average comparative level of the respondents' willingness to use online services	30
Figure 31. Dynamics of the confidence level assessment that the quality of online public services will meet clients' expectations	30
Figure 32. Comparative analysis of the confidence level of the respondents in the online public services quality in compliance with their expectations, %	31
Figure 33. Comparative assessment of the level of confidence of the respondents in the fact that the requested online public service (via computer or mobile phone) will be granted, %	31
Figure 34. Dynamics of assessment of the level of respondents' confidence in that a public service requested online (via computer or mobile phone) will be obtained with certainty, % ...	32

Figure 35. Comparative assessment of the the confidence level of the respondents that the public electronic services shall be safe, %.....	32
Figure 36. Dynamics of the confidence level assessment that the online public services will be safe %	33
Figure 37. Citizens' perception of the advantages of public online/electronic services ,%	33
Figure 38. Level of requesting public services from the public institutions/authorities over the past 12 months, %.....	34
Figure 39. Methods used to access the public services, %.....	35
Figure 40. Methods used for accessing public services by age groups, %.....	35
Figure 41. Methods used for accessing public services by age groups, %.....	36
Figure 42. Average level given to the degree of satisfaction with the quality of public service in terms of the method used to access it, %	37
Figure 43. Level of satisfaction with the electronic public services offered by government institutions, %.....	38
Figure 44. Level of satisfaction with the quality of public service by the method used to access it, %.....	38
Figure 45. Use of online public services of government institutions over the past 12 months, %	39
Figure 46. Use of online public services of government institutions over the past 12 months, %	39
Figure 47. Methods of accessing online public services, multiple choice, %.....	41
Figure 48. Tools for accessing the online public services, multiple choice, %	41
Figure 49. Level of satisfaction with the quality of electronic public services, %.....	42
Figure 50. Reasons why the online public services have not been used by respondents, %	42
Figure 51. Favourite venue of respondents for using online public services, %.....	43
Figure 52. Level of satisfaction with the quality of public service requested, %	46
Figure 53. Share of respondents who said they had incurred expenditures by area of residence, %.....	50

Summary

This study was conducted 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 level of households' access to computers defined by the share of households that own at least one computer is of 71% and it has recorded an upward trend over the years. The average number of computers per household is 1.2 units. However, some of the households surveyed proved to have 2 to 3 computers.

A positive dynamics is also witnessed with reference to the share of households connected to Internet, which in 2016 constituted 76%, compared to 53% in 2012, i.e. an increase by 23 percentage points. Around 40% of households have ADSL connection, 1/5 - optical fiber, 17% - Wi Fi connection and 10%- 3G networks. There is a significant increase in Wi-Fi connection compared to the previous studies.

The Internet connectivity cost is still perceived as high; there is increased share of respondents who said that the rise was 15 percentage points compared to the research carried out in 2014.

The share of households that over the past 12 months used computers, regardless of the venue where they accessed them from recorded continuous growth and constituted 70%, i.e. increased by 15 percentage points (pp.) compared to 2012.

The share of households that used Internet over the past 12 months, regardless of where they accessed it from continued their rising trend and accounted for 71%, recording an increase of 14 pp. compared to 2012. This increase is due to respondents from cities, while among those in the villages this indicator is stagnating. 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 respondents' domicile/residence.

There is positive dynamics in the use of Internet compared to the studies carried out in previous years, regardless of the venue it was accessed from. Mostly, 92% of respondents have accessed the Internet at home, or by mobile phone from elsewhere (48%).

Among those who had used the Internet in the past 12 months, the share of those who used the Internet at least once a day is 78% and at least once a week - 16%.

Mainly, the Internet is used for socialization and communication; 90% of respondents said they used Internet for chatting, social networking and 70% - for purposes of leisure, reading news and newspapers.

Using online resources of government institutions over the past 12 months

The users interest towards the government institutions' websites is almost the same as in previous studies, with slight tendency towards stagnation. The share of population which over the past 12 months has visited the Government's website (www.gov.md) at least once constitutes 14%. However, there has been a growth compared to the data from the first survey carried out in 2012, this share accounting for 10% only. Around 23% of them have used the same webpage ten times or more. In 2015, that share was 27%, the increase being maintained compared to 2014 and 2013-20% and 16%, respectively

9% of the total number of respondents who used the Internet during the past 12 months said they accessed it for online services. There is a significant increase in accessing online services via mobile phone in 2016 (31%) being more than double compared to 2015 and accounting for 3% in the years 2014 and 2013 only.

Knowledge and understanding of the e-Governance concept

Population's knowledge and understanding of the e-Governance concept remained stable and has been appreciated by the average grade of 2.3 on a scale from 1 (no knowledge) to 6 (very familiar). During the studied period, some 13% of the respondents stated that they are well acquainted with this notion and awarded grades of 5 and 6.

In the opinion of 63% of respondents, compared to 54% in 2013 regarding the understanding / knowledge / awareness of the e-Governance benefits / advantages, the e-Governance is stable during 2014-2015.

Using a scale from 1 (not familiar) 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 2.9. points, with a slight increase compared to 2014 and with an average mark of 2.6 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 4.2 points. Overall, over 40% of respondents rated this by 5-6 grades.

The level of the e-Governance support by the population was graded with 4.6 points using the same scale from 1 to 6, recording a slight increase compared with the average mark of 4.1 observed in 2013. The share of the population who awarded the maximal grades of 5 and 6 during 2013-2016. is of 50%.

About 70% of respondents have declared their willingness to use online public services rendered online, via computer, keeping the same share as in the previous year, while the share of those who would use it via mobile phone has increased and is 63% compared to 58% in 2015. On a scale from 1 to 6, they gave ratings higher than 3 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 3.8 on a scale from 1 (not confident) to 6 (fully confident), while 1/3 of respondents rated the level of confidence in the quality of those services with 5-6 grades.

Increased share of respondents (34%) 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 – for „full confidence”) the public service they have requested online (via computer or mobile phone). Overall, the level of confidence equals to 3.8 points.

Also, the level of respondents' confidence in that they would certainly obtain the public service they have requested online (via computer or mobile phone) has increased, being rated with 3.1 points (grades of 5 and 6 were awarded on a scale from 1 to 6, where 1 stands for „lack of confidence” and 6 – for „full confidence”). About 21% of respondents assessed their level of confidence with 5 and 6 grades. During the previous years this share was around 17%.

Level of citizens' satisfaction with the quality of public services delivered by the central public authorities

The average grade awarded by the respondents to the quality of public online services is 4.9, recording an increase compared to previous years. The share of respondents satisfied with the quality of electronic public services provided by government institutions is 64.4%, their level of satisfaction being graded with 5 or 6 points, on a scale from 1 (not satisfied) to 6 (fully satisfied). Some 31% of respondents awarded 3 and 4 points, i.e. the average level of satisfaction.

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 objective and full picture on the level of access, understanding and support of 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 using 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 similar studies conducted in 2012 by IPP (Institute for Public Policy) and Magenta Consulting and by the Centre for Sociological Investigations and Marketing "CBS-AXA" in 2013, 2014 and 2015 at the request of the Center for Electronic Governance.

The Annex contains a set of tables with data disaggregated by various characteristics of the respondents: age group, sex, employment status and education level. Also, it provides information by residential areas and development regions. To ensure comparability with the previous studies¹ - data on urban areas are analyzed separately for Chisinau and other urban areas, while for the Central development region the information includes data collected for Chisinau.

¹ IPP, Magenta Consulting, 2012: „Citizens’ perception, uptake and support for the e-Transformation of Governance in the Republic of Moldova”, Analytical report on the survey results, Study commissioned by the Center for Electronic Governance, November 2012
Centre for Sociological Investigations and Marketing "CBS-AXA", 2013: „Citizens’ perception, uptake and support for the e-Transformation of Governance in the Republic of Moldova”, Analytical report on the survey results, Study commissioned by the Center for Electronic Governance, November 2013

METHODOLOGY

- Sample size: 3013 respondents aged 18 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 National Bureau 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 (181) 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 $\pm 1.8\%$.

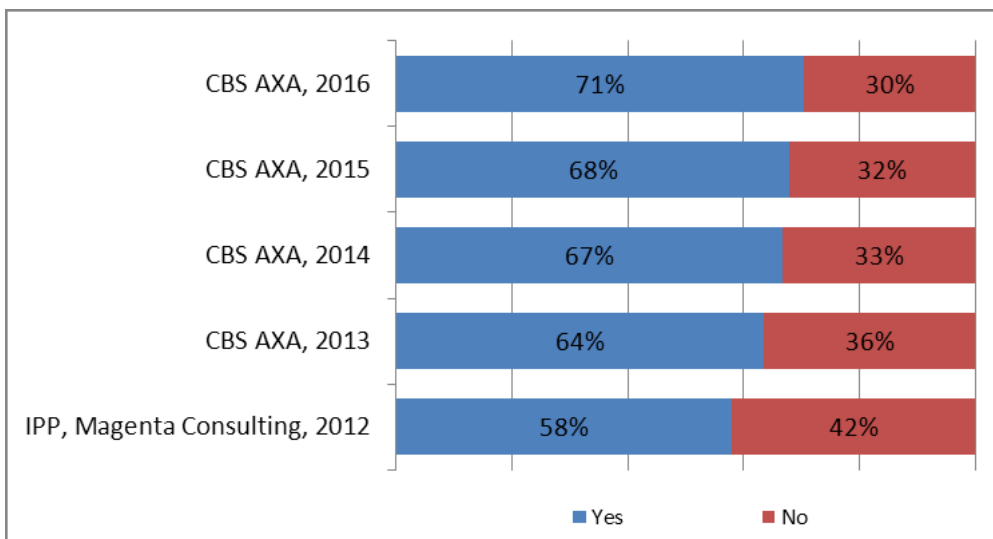
Data collection period: 20 October - 7 November 2016. Interviews were conducted at respondents' residence. The questionnaire was drafted in Romanian and Russian, offering the respondents the opportunity to choose the language.

1. CITIZENS' ACCESS TO COMPUTERS AND INTERNET

1.1. Level of computer possession in households

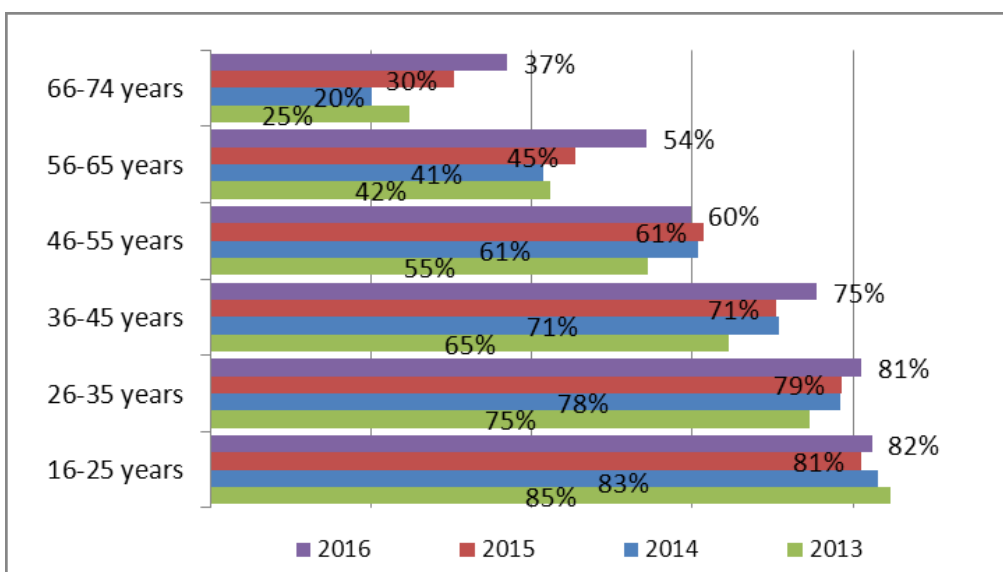
The outcomes of the studies conducted during 2012-2016 reveal stable trends of increased endowment of households with computers. According to this study, 71% of the respondents stated there is at least one computer in their household. As compared to the previous study, this share had positive trend and increased by about 13 percentage points (pp) compared to the study carried out in 2012 (Figure 1).

Figure 1. Level of computer possession in households, %



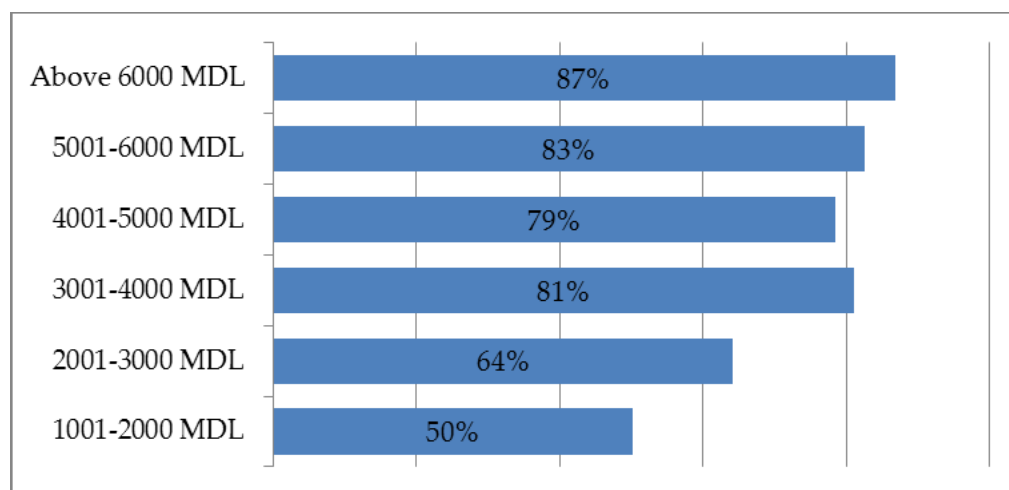
The level of computer possession in households is linked to the age of the respondents, the highest level being recorded in respondents of the age group 16-25 and 26-35, while the lowest one – among those aged 66-74 years, this distribution being observed during the entire studied period, i.e. 2013-2016 (Figure 2). At the same time, there is a significant increase in the level of endowment with computers among people aged 56 years or over.

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



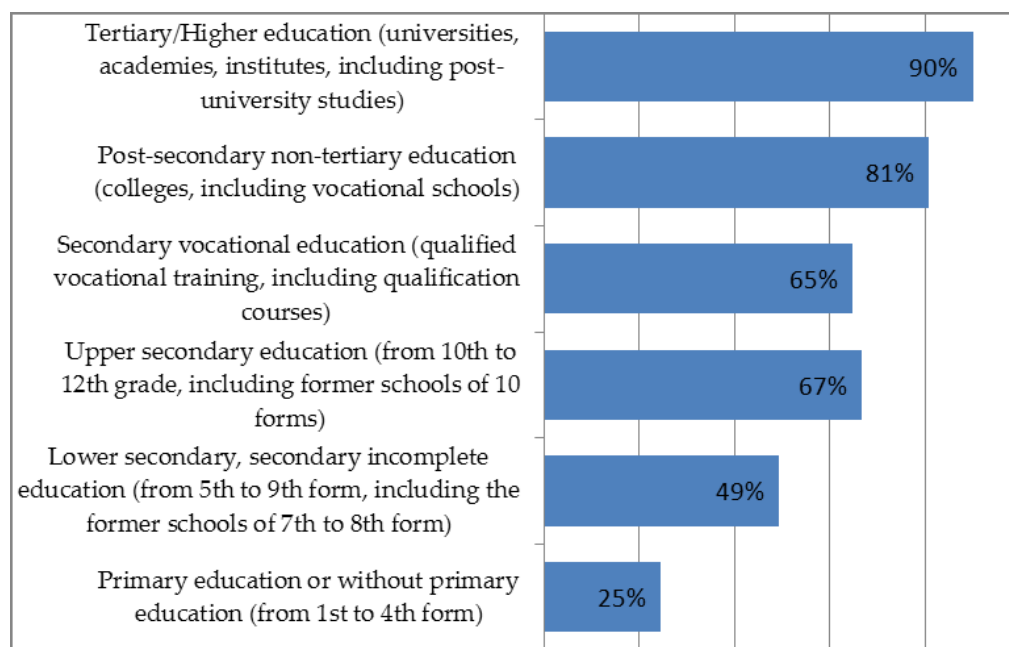
A correlation between the level of computer possession in households and the income of the families was attested. Thus, only half of households with average monthly family income of up to 1000 MDL own a computer, while for those with incomes of 6000 MDL and more, this share accounts for 87% (Figure 3).

Figure 3. Level of computer possession in households by family income, 2016, %



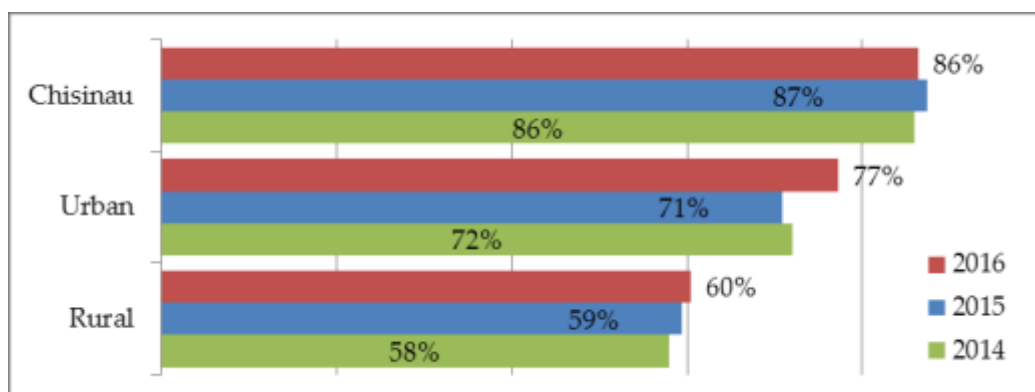
Also, the education level of respondents is important - the level of households endowment with computers in case of people with higher education is almost double compared to those with secondary or lower education (Figure 4).

Figure 4. Level of computer possession in households by level of education, %



The level of computer possession in households also depends on the area of residence. The share of households that own computers in rural areas is lower (60%) and records a difference of about 17 p.p., compared to urban areas and 26 p.p. - to Chisinau. It is also worth mentioning that in 2016 there is certain trend for this share to get higher, compared to previous years (Figure 5 and Table 1 in the Annex).

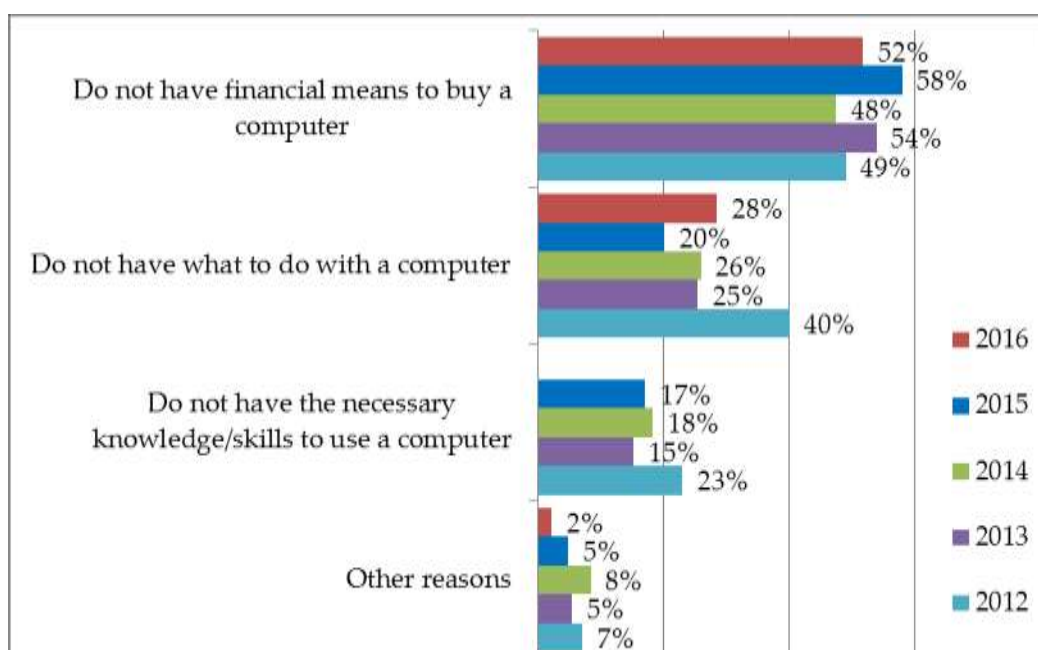
Figure 5. Level of computer possession in households by area of residence, %



In general, the households have 1 to 3 computers each, and the average number of computers per household is 1.2 units. To mention that, an average of about 1.4 computers per household was recorded among *Leaders of public authorities at all levels* per household from the relevant group (Table 2 in the Annex).

Computers become more popular among the population. In this study, only 30% of respondents stated that they do not have a computer in their household, representing an increase by 12 p.p. compared to 2012, where this share was equal to 42%. The main reasons invoked by the respondents for the lack of computers in their households are similar to the ones, emphasized last years (Figure 7). Over half of the respondents who do not have a computer in their households explained it by the lack of financial resources to purchase it, 28% stated that they don't have anything to do with a computer, 12% of respondents do not have the necessary skills to use it. Other reasons given by respondents were: lack of Internet connection, no need to have a computer at home as it is used elsewhere, lack of connection to electricity, the person has a tablet, the computer was damaged, the computer had to be purchased, their health or religion does not allow to, but these reasons cumulated less than 2% of answers (Figure 6 and Table 3 in the Annex).

Figure 6. Main reasons for the lack of computers in the households, %

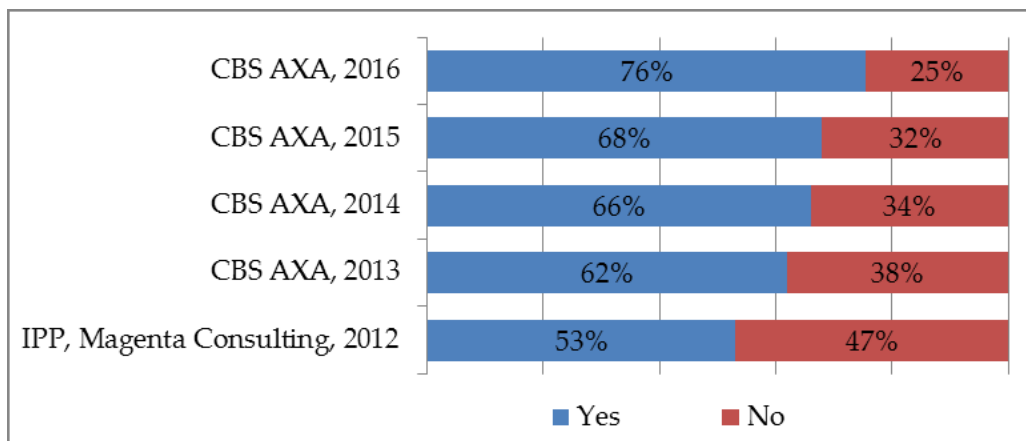


The largest share - nearly 80% - of the respondents who do not have a computer in their households explained it by the lack of financial resources to purchase it were observed among households with three or more children, more than 60% among households with two children, unemployed / people who are not working, those looking for a job, young people aged 16-25 (Table 3 n the Annex).

1.1. Household connection to Internet

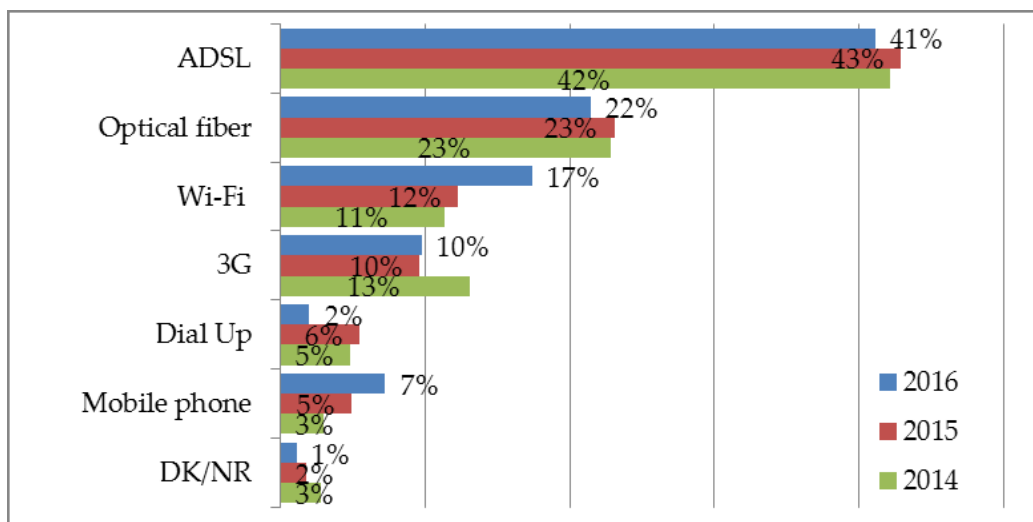
The share of households with Internet connection recorded a positive trend. In the current study, around 76% of respondents said there is Internet connection in their households, the growth cumulating 23 p.p. compared to 2012, when the first study of this type was conducted. It is noted that a larger share of households have Internet connection, which also leads to the assumption that the Internet is used by means of other devices (tablet, mobile phone) (Figure 7 and Table 4 in the Annex).

Figure 7. Household connection to Internet, %



The most popular types of Internet connection are ADSL (over 40% of cumulative responses) and optical fiber (about 22%). Wi-Fi becomes more accessible by registering constant increasing trend by 17% of responses in 2015 compared to previous studies: 12% in 2015 and 11% in 2014 (Figure 8 and Table 5 in the Annex). It is worth mentioning that the share of this type of connection in the 2013 study was of 7% only, while in 2012-3%.

Figure 8. Type of Internet connection in households, %



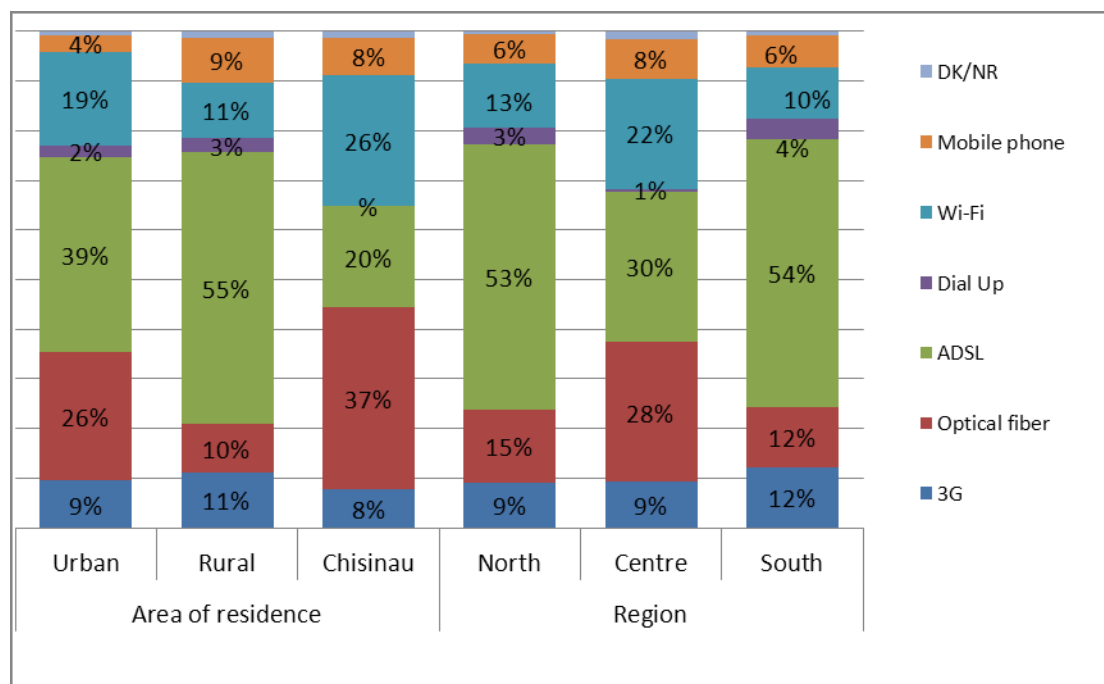
Internet connection type is linked to both the residential area of the respondent and his/her region of the country. Thus, both in rural and urban areas, the most used connection is that of ADSL type (55% for rural areas and 39% for the urban ones). The most spread connection in Chisinau is through the optical fiber (37%). The second type of connection for the rural areas is optical fiber connection with 26% of respondents, followed by Wi-Fi (19%). In the villages, the 3G, optical fiber and WiFi and mobile phone connections are used almost equally, cumulating 10% of responses (Figure 9).

The ADSL connection is more common for the Southern part of Moldova (54%), followed by the Northern one with 53%. The 3G connection is ranked second in these areas accounting for 10% in the South and 17% in the North. One third of the population from the Central part of Moldova is connected to Internet through optical fiber, 28% using ADSL connection and 16% - WiFi.

The 3G and optical fiber connections are used equally in the southern part of the country (12% each), while in the North - the optical fiber (15%) and Wi-Fi connections are spread (13% of answers)

One third of the population from the Central part of Moldova is connected to Internet through optical fiber or ADSL connection (30% each) and 22% - via WiFi. There are prominent trends towards Internet use via mobile phone, especially in the rural areas and in the capital.

Figure 9. Type of Internet connection in households, %

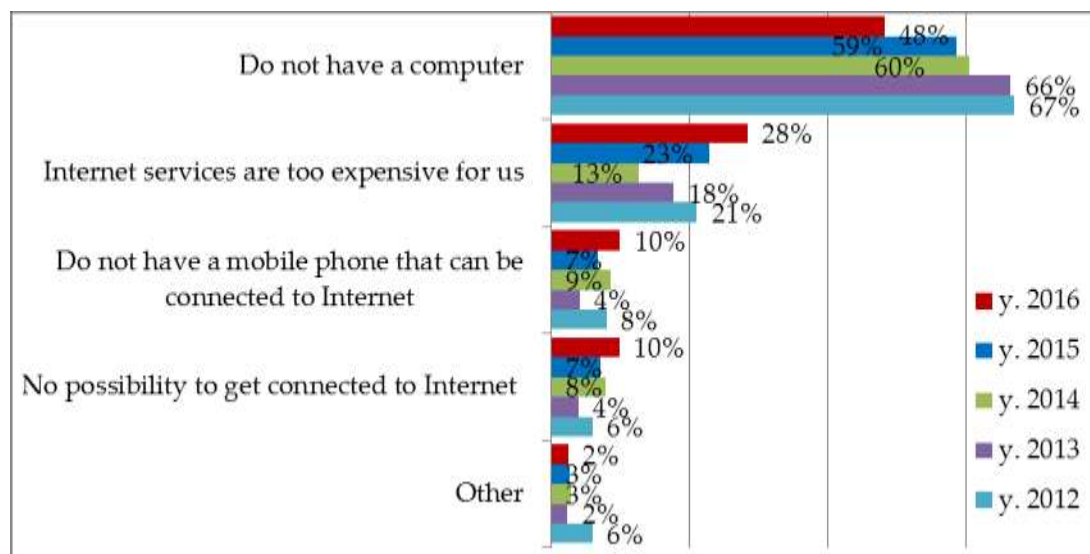


Among those approximately 1/4 of the respondents who said they do not have Internet connection invoked as basic reason of the lack of connection the fact that there is no computer in their household (mentioned by 48% of respondents). This indicator has diminished compared to the previous study by 11 p.p. and by 18 pp compared to the one held in 2013. Another major reason cited for the lack of connection was that the *Internet* is too expensive for them, which cumulated 28% of answers, i.e. significantly higher shares compared to the previous years (Figure 10).

Significant shares of respondents (about 7% and 10%) said *their mobile phones are not connected to Internet* and *there is no possibility to get connected to the service at their residential area*. About 2% of respondents invoked among other reasons the fact that *the available Internet speed is too low*,

the operator postpones their connection and family reasons mentioned cumulatively by 2% of the respondents (Figure 10 and Table 6 in the Annex).

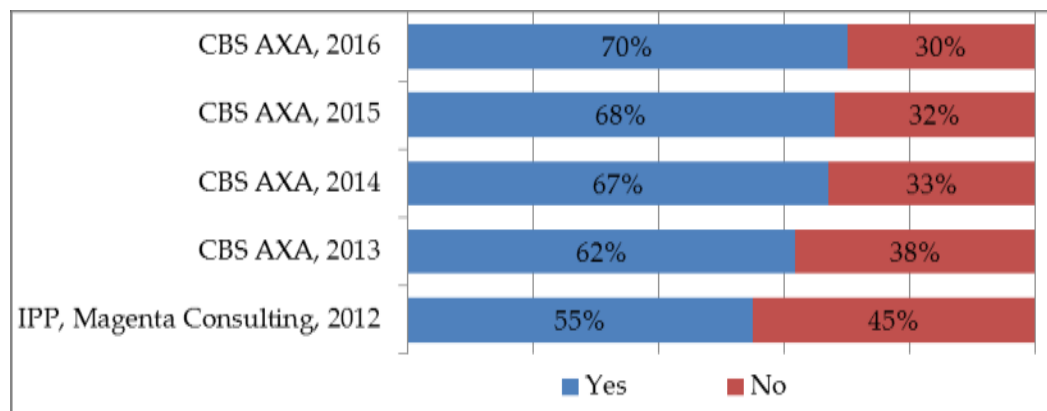
Figure 10. Reasons for the lack of Internet connection, %



1.2. Level of computer use

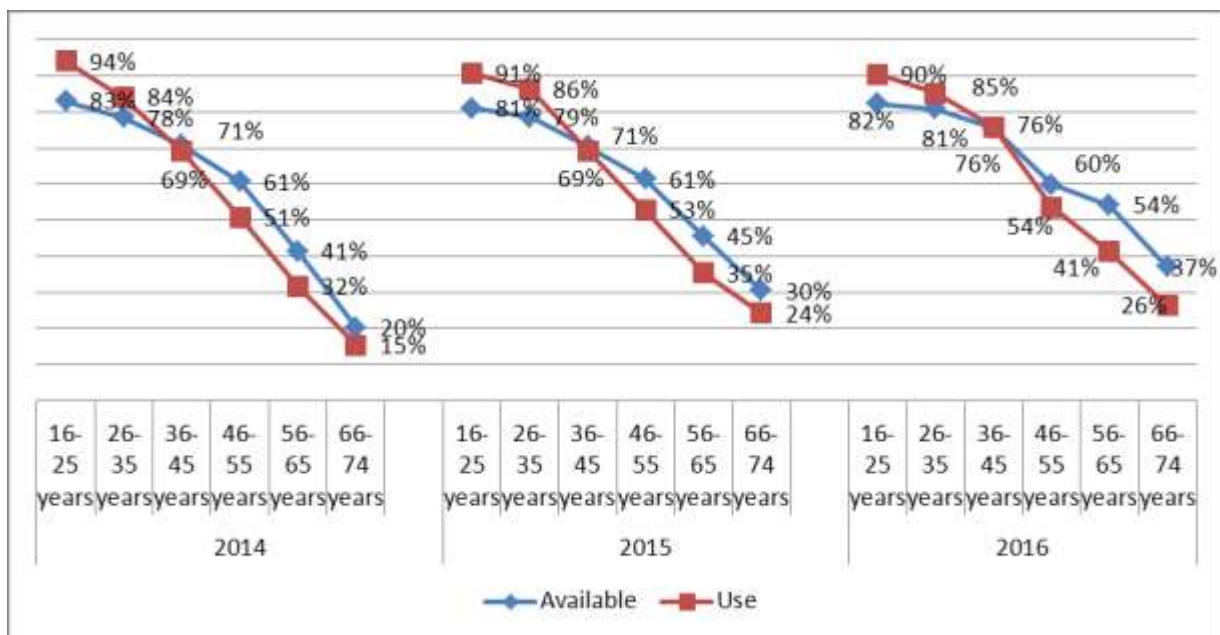
The positive dynamics is also maintained in case if utilization indicator, 70% of respondents have used a computer in the past 12 months, regardless of the venue it was accessed from. The level of computer use has increased by 8 p.p., compared to 2013 and by 15 p.p - compared to the results of the study conducted in 2012.

Figure 11. 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. This trend is also confirmed by the studies carried out during the previous years. At the same time, the share of young people aged 35 or less, who used a computer over the past 12 months exceeds the share of those groups that own a computer in their households, which leads to the conclusion that young people frequently use computers also outside their home and this assumption is confirmed in dynamics. In case of groups of respondents aged 46 years and over, the study revealed that they do not use a computer, even if there is one in their household. However, there is positive dynamics during 2015-2016 regarding the computer use by people aged 56 years and over compared to 2014.

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



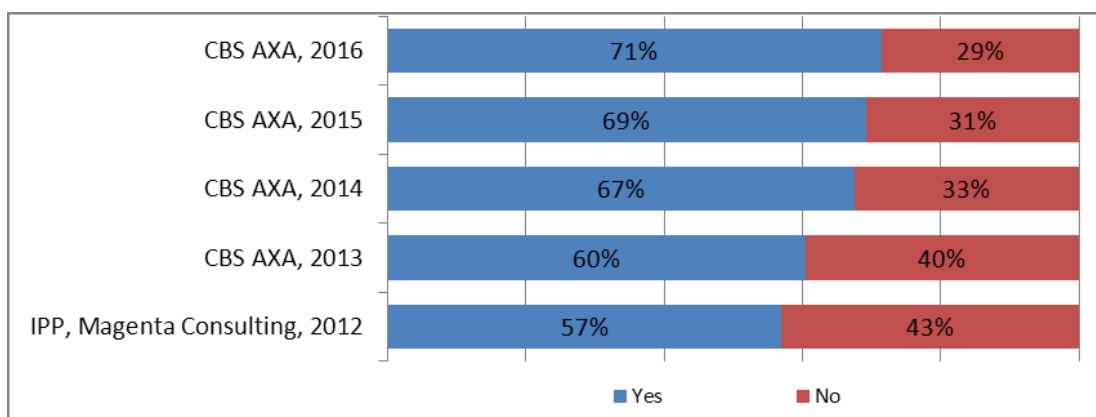
The level of computer use, as well as that of computer possession in households is directly linked to the respondents' education level, i.e. higher level of respondents' education induce a higher rate of computer use. Also, a high degree of computer usage is noticed among managers and highly qualified specialists, pupils / students and respondents with higher education living in Chisinau. The share of affirmative responses among these groups is over 90% (Table 7 in the Annex).

This exceeds the share of respondents from the mentioned 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 their workplace or education institution, or in places other than their households. (Table 7 and Table 1 in the Annex).

1.3. Usage of Internet

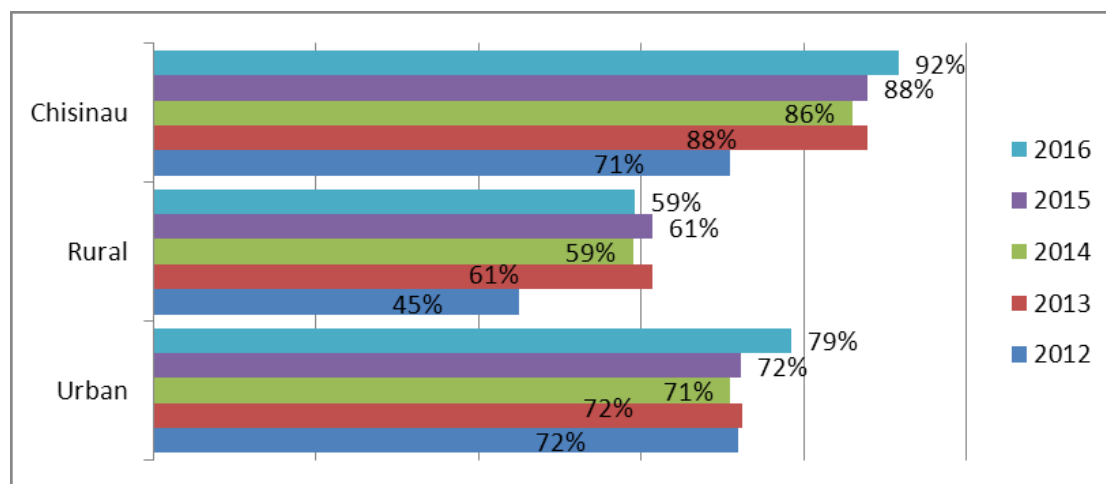
The 2012-2016 studies reveal positive trend in the level of Internet use by the population. In 2015, about 71% of respondents used the Internet over the past 12 months, regardless of the place it was accessed from, reflecting a significant increase of 14 p.p. compared to 2012 (Figure 13).

Figure 13. Internet use over the past 12 months, %



Positive trends are observed especially in urban areas and in the capital. However, the Internet use in rural areas continues to be significantly lower, the difference from the urban areas in this study accounting for 19 p.p. and 33 p.p. compared to Chisinau (Figure 14).

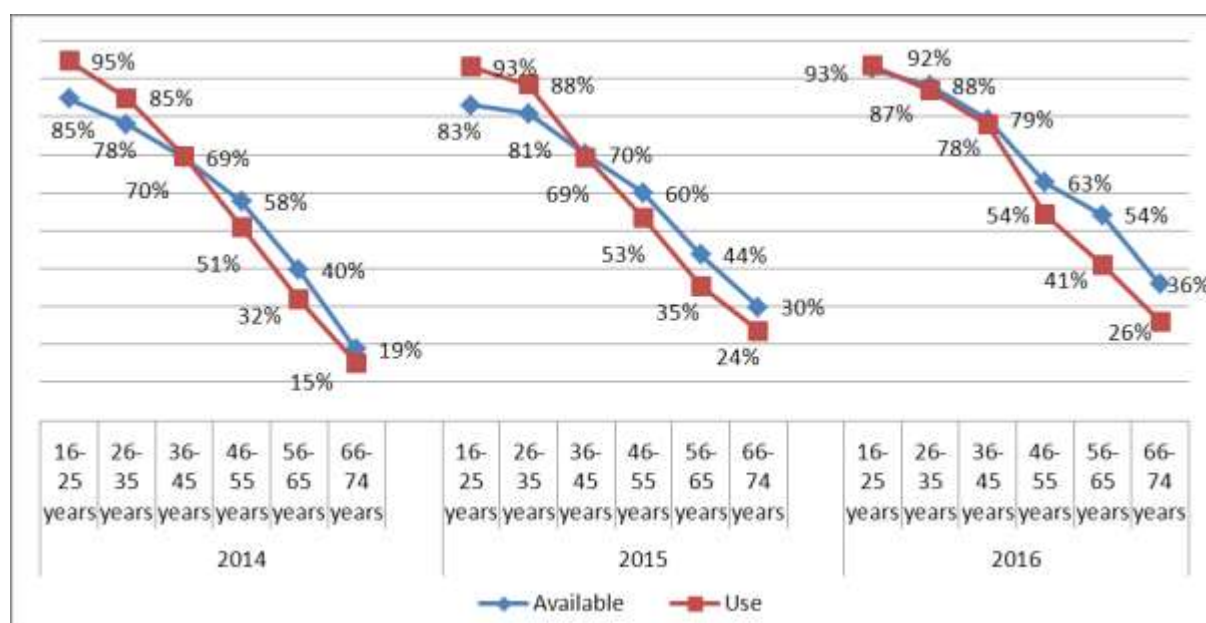
Figure 14. Internet use over the past 12 months by area of residence, %



As the case of computer use, almost the same trends can be observed in case of Internet use. Thus, the use of the Internet is linked directly of the education level of the respondents, the level of use increasing based on the level of respondents' education and household income - households with higher income recorded higher degrees of Internet use and vice versa (Table 8 in the Annex).

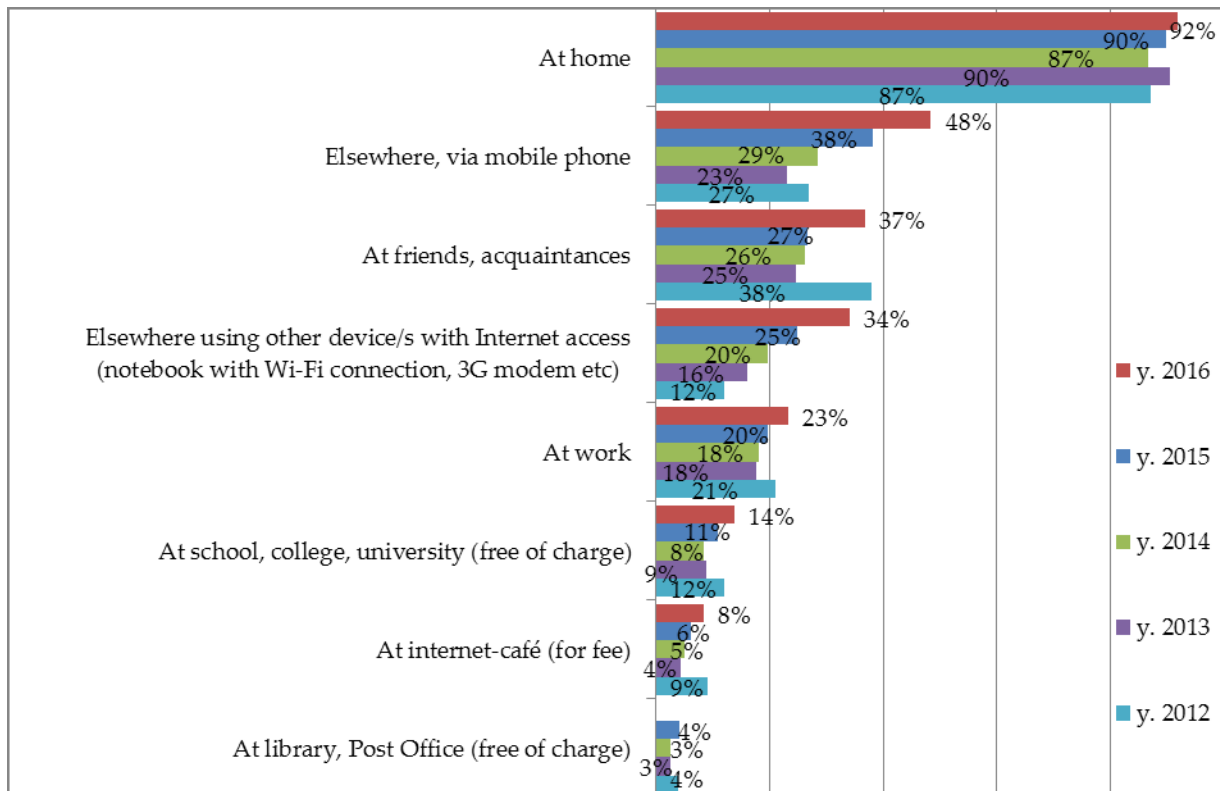
As in case of availability and use of computer, the availability of and access to Internet is correlated directly to the age groups of respondents: the degree of Internet access is higher among young respondents, while the level of Internet use decreases among elder respondents, even if it is available in their households (Figure 15).

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



The level of Internet use increased compared to the previous studies, regardless of the venue it was used from. Most respondents (92%) indicated that they had accessed the Internet from home over the past 12 months and about 48% of them accessed it from other places via mobile phone. Some 37% - from friends, acquaintances; 34% of them used various mobile devices in other locations for this purpose and 23% used the Internet at their workplace (Figure 16).

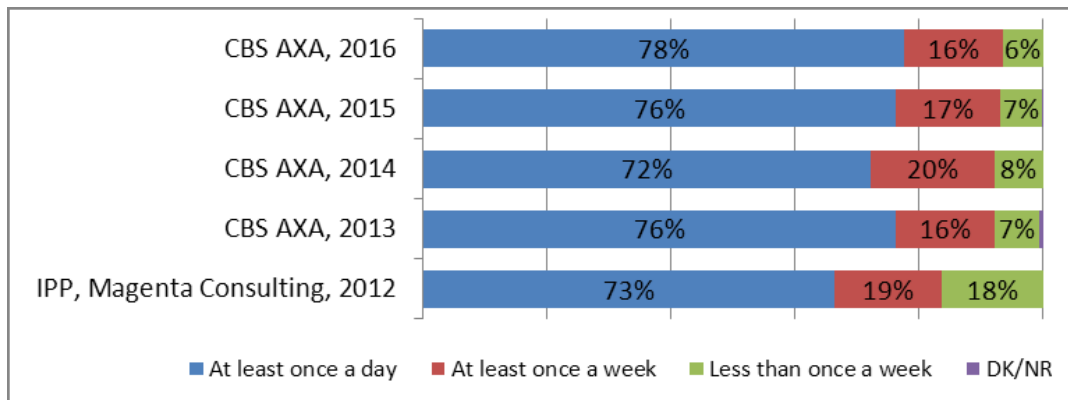
Figure 16. Venues for Internet access over the past 12 months, %



To mention that pupils / students accessed the Internet resources via all possible methods. Thus, in addition to those 95% of respondents who accessed the Internet in their household and 79% - elsewhere using their mobile phones, over 60% of them stated they had used the online service from their friends or acquaintances, at their education institution or using other mobile device with Internet access. The Internet access through mobile devices is more prominent among young people aged 16-25 years in the capital city, in comparison with other cities and rural areas. Also, it is worth to mention that men mostly used mobile devices to access the Internet than women. The lawyers and senior officials and corporate managers (socio-economic and political), highly qualified professionals and the administrative staff/clerks declared in more pronounced shares that they used the Internet at work (Table 1.9 in the Annex).

The frequency of Internet use recorded upward trends compared to the studies conducted during 2012-2015. Almost 78% of respondents stated they used the Internet at least once per day, while 16% - at least once a week. The share of respondents who used the Internet less than once a week is almost constant during the last three years (6-8%) (Figure 17).

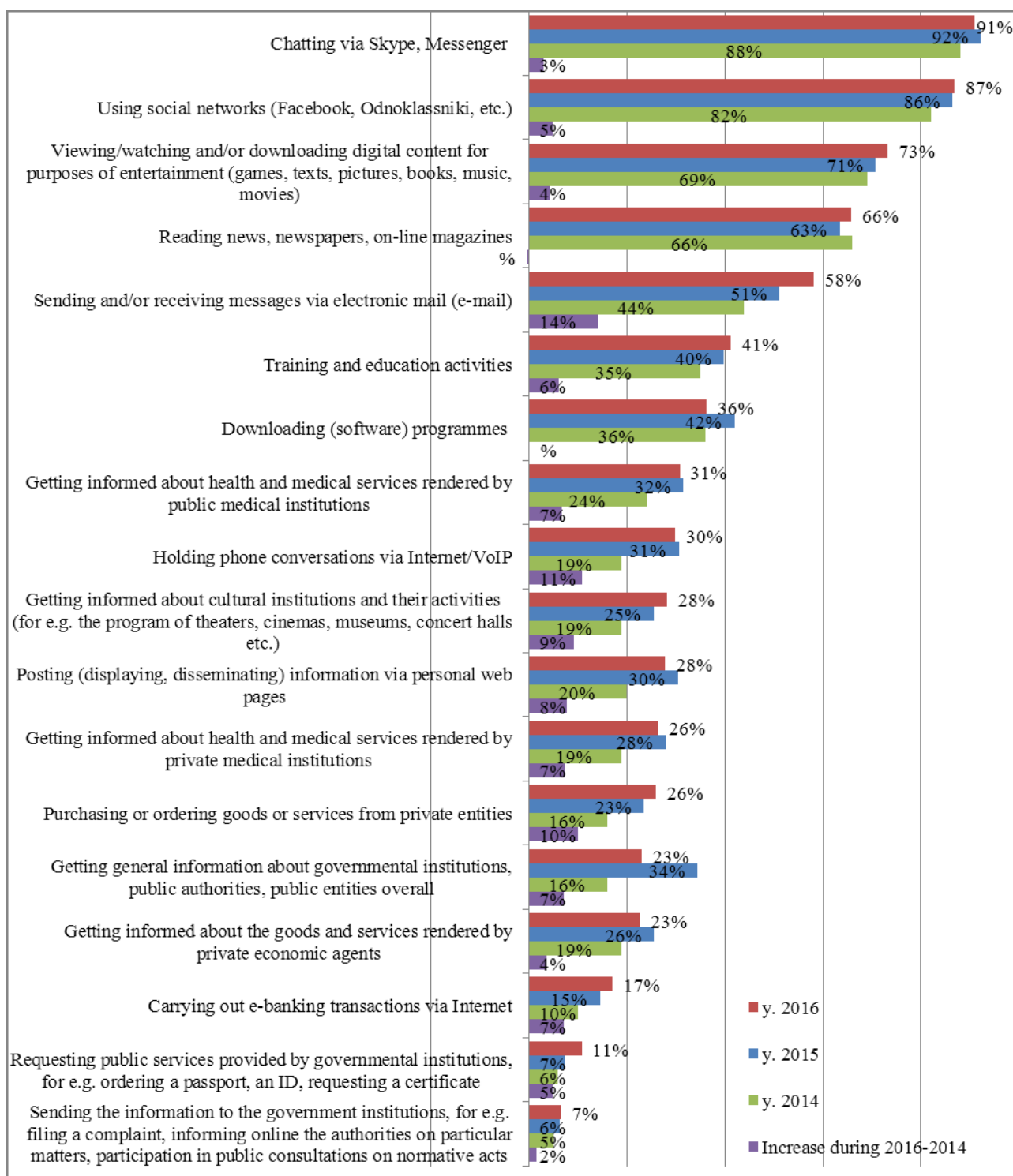
Figure 17. Frequency of Internet use over the past 12 months, %



The frequency of Internet use correlates directly with the respondents' age: about 91% of young people between 18-25 years versus only 56% of those over 65 years used the Internet at least once a day. At least once a day the Internet was accessed by 95% of pupils / students and administrative officers, 90% of highly qualified specialists, lawyers and senior officials and corporate managers and people with higher education, those from Chisinau dwellers (Table 10 in the Annex).

Internet is used mainly for socializing and communication. The services rendered to the customers by various structures/bodies, including by public authorities are used less. Thus, about 90% of the Internet users indicated on making use of chats when being online, using social networks. About 70% of the respondents use the Internet for entertainment, nearly 60% for reading online newspapers and magazines and 40% of the respondents use the Internet for capacity building related activities - downloading softwares and accessing training and education activities/courses. Just 15% of respondents stated they perform Internet banking transactions and even fewer (7%) require certain services offered by government institutions (Figure 18). At the same time, in all cases there is increased share of positive responses in comparison to the previous studies.

Figure 18. Purposes for Internet use, %



Desagragations by different socio-demographic categories of respondents are presented in Table 11 in the Annex.

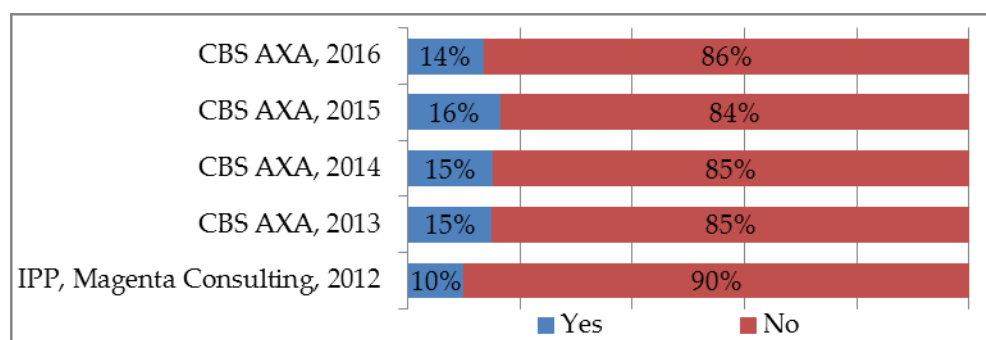
2. USAGE OF ONLINE RESOURCES OF MINISTRIES AND OTHER CENTRAL ADMINISTRATIVE AUTHORITIES SUBORDONATED TO THE GOVERNMENT

This Chapter analyzes the situation on the use of e-Governance resources and products by the population over the past 12 months, preceding this study but also in comparison with previous ones. Data are presented on access to official websites of government, central government authorities and specialized public institutions and arrangements and level of access to public services.

2.1. Accessing the website of the Government

The study reveals that the share of people who used the website of the Government is a stable one. Some 14% of the respondents stated that they accessed the webpage of the Government of the Republic of Moldova (www.gov.md) at least once (Figure 19)

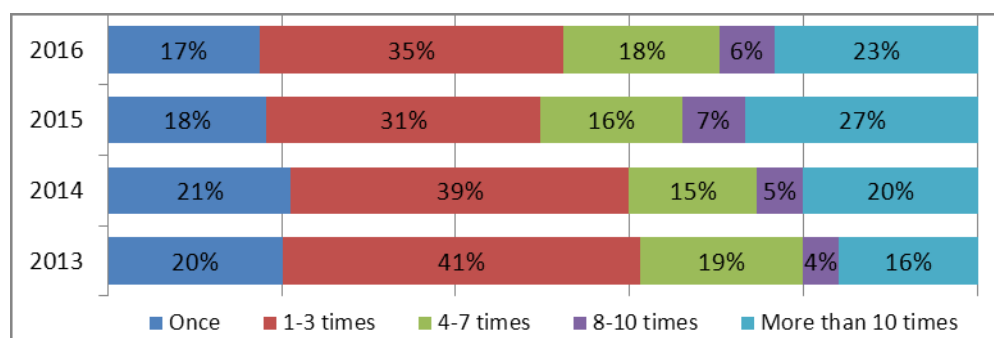
Figure 19. Accessing the website of the Government, %



The website of the Government was accessed by 46% of the managers at all levels, administrative clerks/staff, 38% of highly qualified professionals, 1/3 of respondents with higher education and about 1/5 of users residing in Chisinau (Table 12 in the Annex). To mention that similar to the previous studies, the respondents from rural areas reported very low level of accessing the site, with shares of 10% only

The frequency of using the website of the Government recorded almost the same trends as the previous study. In 2016, some 25% of respondents that reported they had used the website of the Government over the past 12 months, have accessed it eight times or more (Figure 20 and Table 13 in Annex) and about 23% - more than ten times. The figures for 2014 were 25% and 20% and for 2013 - 20% and 16%, respectively .

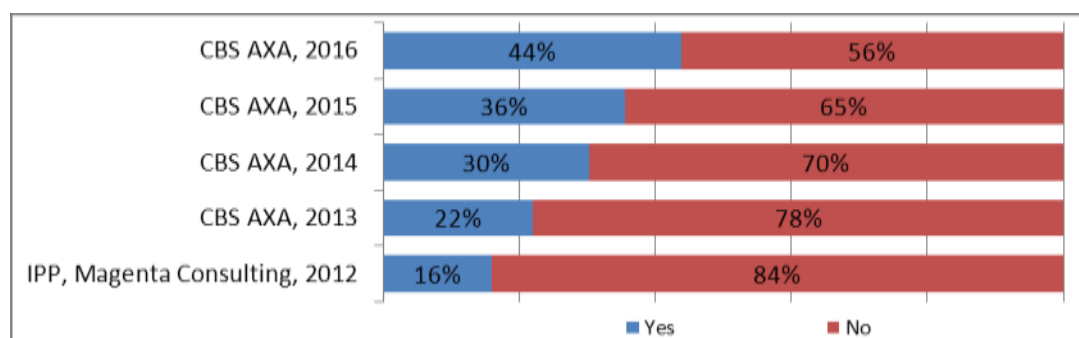
Figure 20. Frequency of accessing the website of the Government, %



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

The level of accessing the webpages of the government institutions has a rising trend. About 44% of respondents stated that over the past 12 months they used at least one webpage (website) of a Government institution, exceeding the data recorded in the previous study by 8 p.p. and those collected for 2012 – by 28%(Figure 21). In recent years, there has been a continuous improvement of websites of ministries and other central administrative authorities/bodies, subordinated to the Government. Increased number of information reports are made public on the websites of those institutions, which leads to increased interest in them on behalf of the population.

Figure 21. Accessing the webpages of the state/government institutions, %

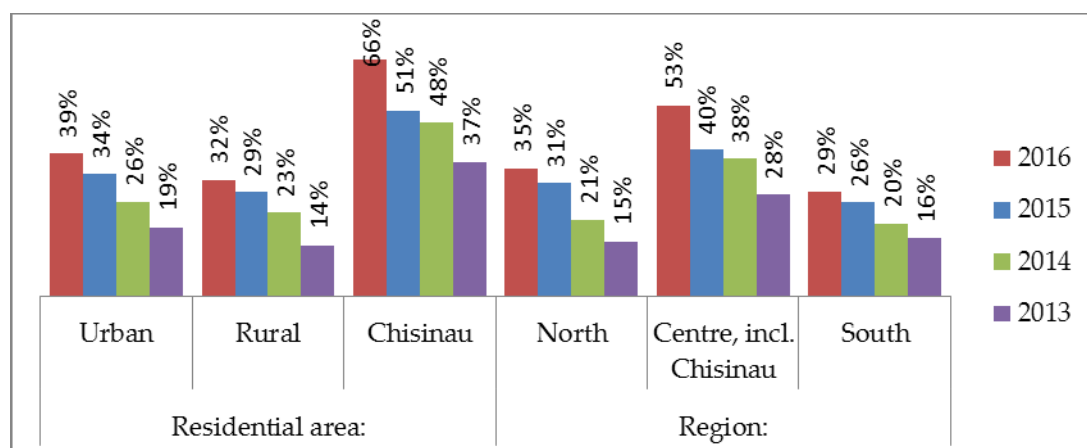


There is link between the respondents' age-the elder the person, the less the share of those who access the websites.

By the residence area, it is noted that visiting those pages remains the lowest in the rural areas; however continuous growth was observed, the highest being observed in the capital city, with 15p.p. compared to 2015 and 29% compared to 2013. The same continuously ascending trends are noticed by geographic regions, the Southern region being less active in this context (Figure 22).

In the past 12 months, the websites of the government institutions have been accessed by more than 80% of civil servants, 75% of highly qualified specialists, 65% of respondents with higher education and public administration leaders, about 60% of pupils / students (Table 14 in the Annex).

Figure 22. Accessing the webpages of the state/government institutions by area of residence, %



The most accessed web page of a competent CPA over the past 12 months is that of the State Hydrometeorological Service with nearly 51.7% of respondents, followed by the Ministry of Education by 32.3 % of respondents (Table 1). Almost 20% of positive responses were accumulated by the websites of the Tourism Agency, Ministry of Health and that of the National Health Insurance Office and National Social Insurance House of the Republic of Moldova. The largest increase in the access web pages compared to 2013 (nearly 10 p.p.) was in case of the State Hydrometeorological Service, Tourism Agency and National Health Insurance Company. Also, as compared to 2013 the share of respondents who accessed the websites of the Ministry of Health and the Ministry of Environment grew up with about 4 pp. The popularity of the Ministry of Education website decreased by about 8 p.p. and that of the Ministry of Internal Affairs - by 5 p.p.

The socio-demographic profile of visitors of the most popular websites that accumulated over 15% of accessing in 2016 is presented in the Table 15 in the Annex

Table 1. Most visited websites of the ministries and other central and specialized administrative authorities and public authorities, N=784, % (the answer "Yes")

Name of the institution	Website	Accessing %				Increase compared to 2013
		2013	2014	2015	2016	
Ministry of Environment: State Hydrometeorological Service	http://www.meteo.md/	28,90%	38,70%	37,40%	51,7%	22,8%
Ministry of Education	http://www.edu.md/	40,40%	39,20%	39,20%	32,3%	-8,1%
Tourism Agency	http://www.turism.gov.md/	14,90%	19,10%	23,90%	23,9%	9,0%
Ministry of Health	http://ms.gov.md/	16,70%	21,50%	22,90%	21,1%	4,4%
National Health Insurance Office	http://www.cnam.md/	10,60%	13,00%	19,90%	20,1%	9,5%
National Social Insurance Office	http://www.cnas.md/	16,30%	15,20%	20,00%	20,1%	3,8%
National Bureau of Statistics	http://www.statistica.md/	15,80%	16,10%	18,50%	17,0%	1,2%
Ministry of Information and Communication Technology: State Enterprise Registru	http://www.registru.md/	13,70%	15,50%	15,10%	16,5%	2,8%
Ministry of Information and Communication Technology: State Enterprise Posta Moldovei	http://www.posta.md/	18,00%	9,80%	16,00%	14,5%	-3,5%
Ministry of Justice	http://justice.gov.md/	18,00%	16,80%	18,10%	14,2%	-3,8%
Ministry of Internal Affairs	http://www.mai.md/	19,40%	19,10%	21,40%	14,0%	-5,4%
Ministry of Finance: State Principal Fiscal Inspectorate/Authority	http://www.fisc.md/	15,90%	12,60%	12,10%	13,4%	-2,5%
Ministry of Economy	http://www.mec.gov.md/	10,70%	10,70%	13,30%	11,2%	0,5%
Ministry of Finance	http://www.mf.gov.md/	11,40%	11,30%	13,30%	11,0%	-0,4%
Ministry of Transportation and Road Infrastructure	http://www.mtid.gov.md/	8,00%	6,10%	10,70%	9,7%	1,7%
Ministry of Justice: Civil Status Office	http://stare-civila.gov.md/	8,90%	6,70%	12,90%	9,6%	0,7%
Ministry of Culture	http://www.mc.gov.md/	7,90%	13,10%	13,70%	9,5%	1,6%
Ministry of External Affairs and European Integration	http://www.mfa.gov.md/	8,40%	8,80%	13,70%	9,2%	0,8%
Agency for Land Relations and Cadastre: State Enterprise Cadastru	http://www.cadastre.md/	9,70%	9,20%	13,00%	9,2%	-0,5%
Ministry of Finance: Customs Service	http://www.customs.gov.md/	8,80%	10,10%	11,80%	8,7%	-0,1%
Ministry of Information and Communication Technology: National Radio Frequency Centre	http://www.cnfr.md/	5,40%	5,00%	10,00%	8,3%	2,9%

Name of the institution	Website	Accessing %				Increase compared to 2013
		2013	2014	2015	2016	
Agency for Land Relations and Cadastre	http://www.arfc.gov.md/	8,10%	6,40%	9,40%	8,1%	0,0%
Ministry of Justice: Legal Information Centre	http://justice.gov.md/	9,40%	9,80%	13,50%	7,8%	-1,6%
Ministry of Environment	http://www.mediu.gov.md/	3,60%	7,70%	8,80%	7,6%	4,0%
Ministry of Justice: National Archives of the Republic of Moldova	http://justice.gov.md/	9,40%	9,70%	9,90%	7,0%	-2,4%
Ministry of Information and Communication Technology: State Enterprise MoldData	http://www.molddata.md/	7,20%	5,40%	9,00%	6,8%	-0,4%
Ministry of Defence	http://www.army.md/	6,50%	11,20%	9,80%	6,6%	0,1%
Ministry of Internal Affairs: Bureau for Migration and Azylum	http://www.mai.md/bma/	5,50%	5,00%	8,70%	6,1%	0,6%
Ministry of Economy: State Energy Inspectorate	http://ies.md	3,30%	1,60%	5,50%	5,3%	2,0%
Ministry of Economy: Licensing Chamber	http://www.licentiere.gov.md/	5,30%	6,00%	7,80%	5,2%	-0,1%
Ministry of Internal Affairs: Service of Civil Protection and Exceptional Situations	http://www.dse.md/	5,30%	4,60%	8,50%	4,8%	-0,5%
Ministry of Economy: Technical Centre for Industrial Security and Certification	http://www.ctsic.md/	1,70%	2,80%	3,20%	4,2%	2,5%
Ministry of Economy: National Standards and Metrology Institute	http://www.standard.md/	5,90%	6,60%	6,80%	4,2%	-1,7%
Agency for Land Relations and Cadastre: State Enterprise Ingeocad	http://www.ingeocad.md	4,20%	4,00%	7,10%	3,9%	-0,3%
Ministry of Environment : State Environmental Inspectorate	http://inseco.gov.md/	2,90%	6,50%	5,10%	3,8%	0,9%
Ministry of Environment : Geology and Mineral Resources Agency	http://www.mediu.gov.md/	1,50%	3,10%	3,50%	2,5%	1,0%
Ministry of Environment: Fisheries Service	http://www.sp.gov.md/	2,20%	5,10%	2,90%	2,5%	0,3%

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

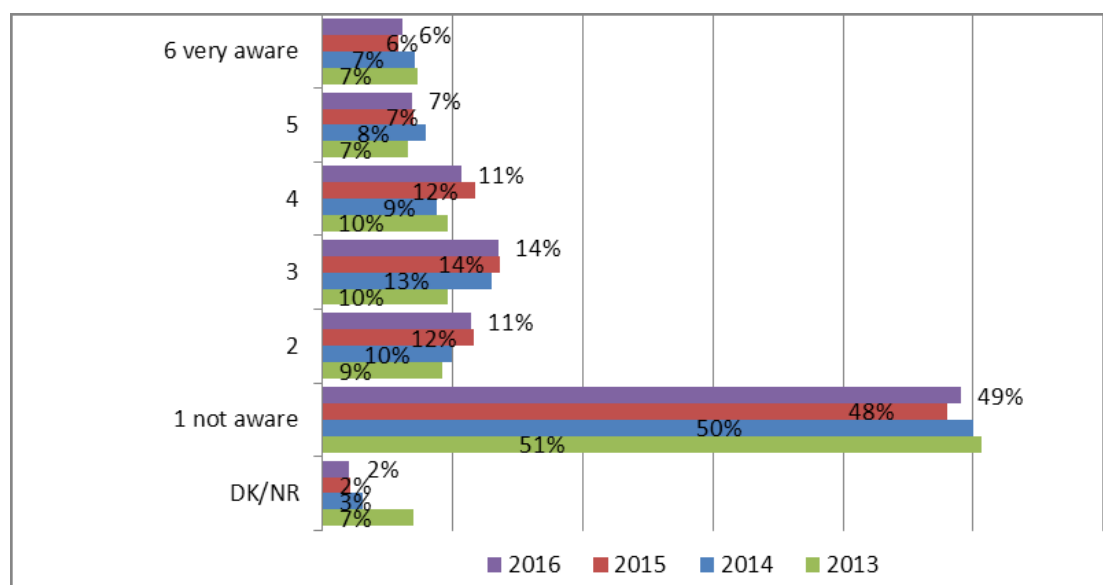
This Chapter presents the picture of the people's level of knowledge and understanding of the e-Governance concept, as well as the importance of implementing the e-Transformation of Governance reform, their awareness of the advantages / benefits and opening to uptake and assimilate the e-Governance products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

3.1. Knowledge of the e-Governance concept

The level of knowledge of the e-Governance concept continues to be quite low in Moldova, with alsomst similar levels during the studied periods. Similar to previous studies, using a scale from 1 (not familiar) to 6 (very familiar) the current data reveal an average of 2.3 points. Almost the same share of respondents who rated their knowledge of the notion with 5 and 6 grades was kept during the studied period, where almost half of respondents awarded 1 point to their knowledge, meaning they have no knowledge of the concept of e-Governance (Figure 23).

More pronounced shares regarding the awareness level of the term are observed among heads of public authorities (that graded their knowledge with 5 and 6 points) - 40% of administrative officials - 35%, highly qualified specialists - 32%, people with higher education - 27%. Also, the level of familiarization with the concept of e-Governance depends upon the income levels and exceeds 25% in case of families with income of over 6000 MDL per family. The share of respondents with monthly family income below 1000 MDL goes down to 10%. The level of knowledge is almost three times higher among respondents from the capital city than in rural areas and equals to 24% and 8%, respectively. The level of knowledge of e-Governance notion exceeds 10% among respondents under 45 and diminishes with the increase in age of respondents, thus the share of people aged 56-74 is of 5% only. (Table 16 in the Annex).

Figure 23. Level of knowledge of e-Governance concept/notion, %

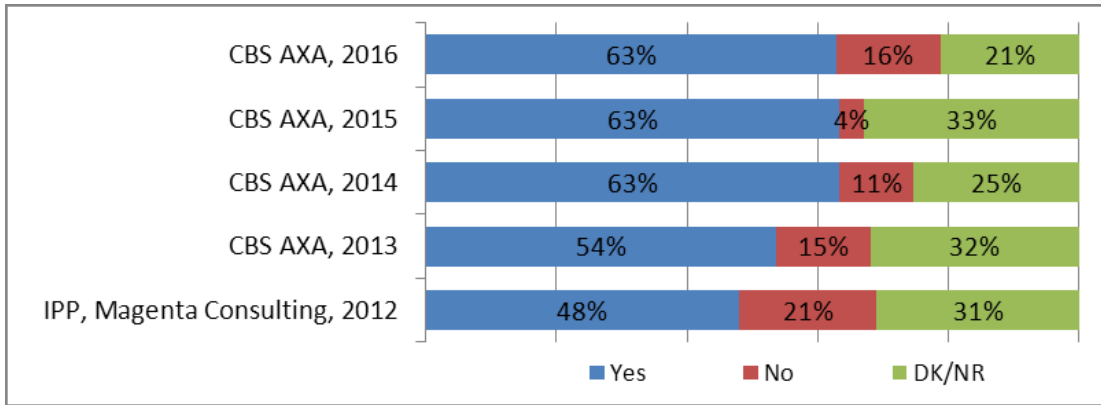


The share of respondents who believe that e-Governance will bring advantages or benefits to the population of Moldova is the same during the last years, i.e. 63% in 2014 versus 54% in 2013. Also, the share of those who do not see any benefit in this regard went down (Figure 32) The share of respondents who were unable or unwilling to expose their opinion on this matter accounted for almost 1/5 of the respondents (Figure 24).

Advantages / benefits are perceived by over 70% of leaders at all levels, highly qualified professionals, pupils / students, people with higher education, people with average household income over 6,000 MDL.

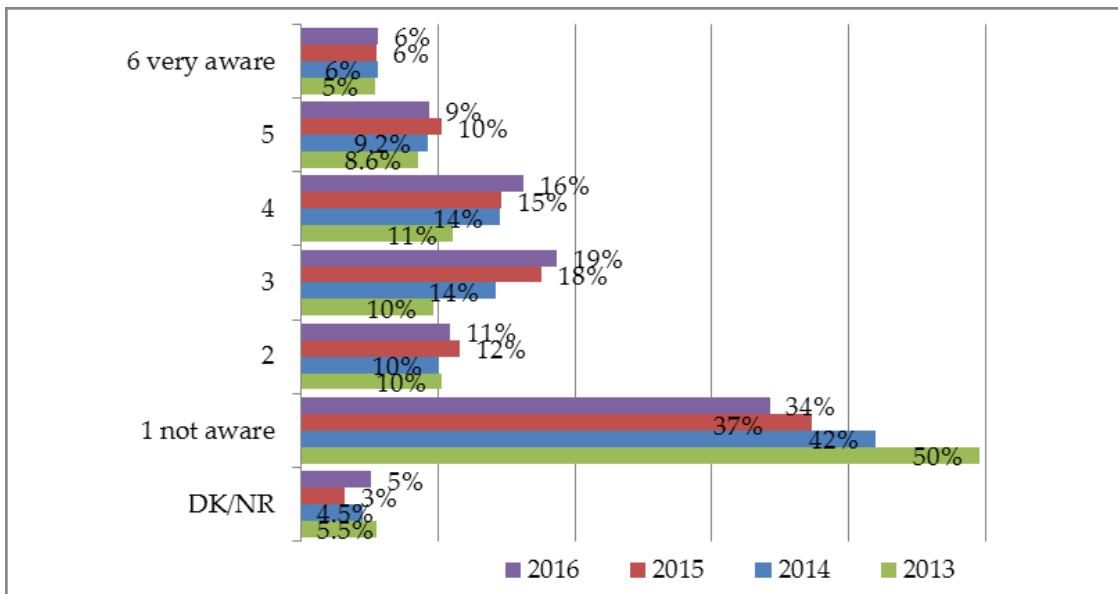
The population of Chisinau recorded higher level of awareness in this respect (72%) in comparison with rural areas (58%) and other towns (64%). To note that the positive perceptions are linked to respondents' age, the share of elderly who are aware of the potential advantages / benefits of e-Governance is 44% versus 73% among those aged 16-25 years (Table 17 in Annex).

Figure 24. Opinions of the potential advantages/ benefits of e-Governance, %



On a scale from 1 (not familiar) 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. Their knowledges in this area are very modest, the overall average grade constituting 2.9 points only, with slight increase compared to 2014 when the average score was 2.6. The data show stable trends towards progeny in the share of respondents who have no knowledge of what the benefits of E-Governance are, appreciating their knowledge in the field with 1 point. In 2015, the share is 34% being reduced compared to 2013 by 16 p.p. Also, the share of respondents who appreciated their awareness of the advantages / benefits with 6 points continues to be low (only 6%), i.e. those who reported that they know this subject very well (Figure 25).

Figure 25. Awareness level of e-Governance advantages/ benefits, %

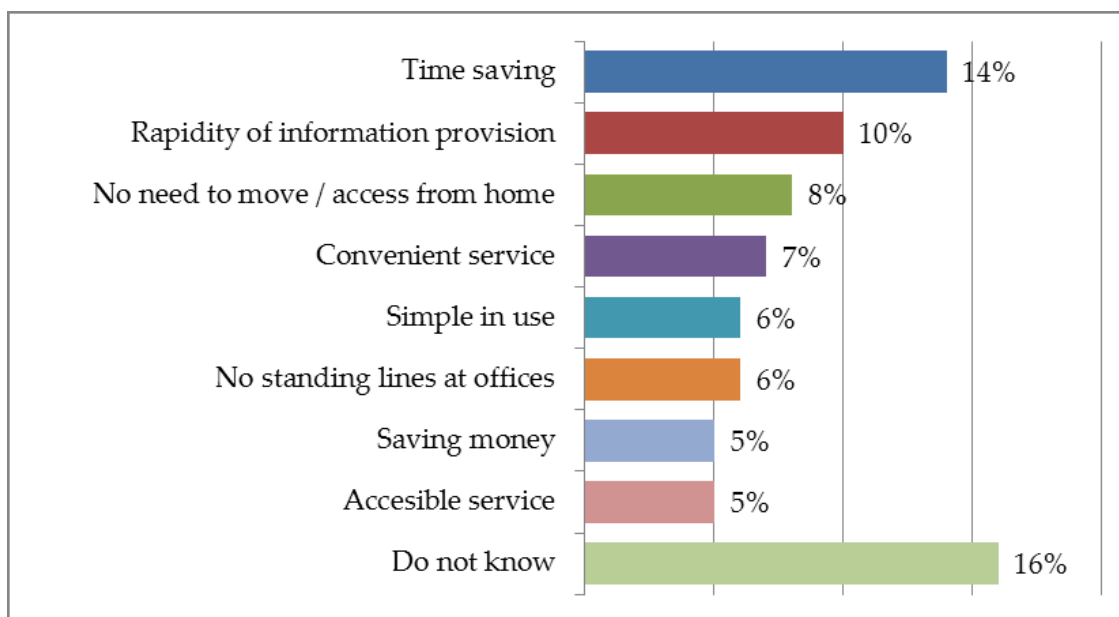


High level of knowledge (6 points) of over 10% was denoted among the following groups of respondents: managers at all levels (19%), highly qualified specialists (17%), administrative staff/clerks (28%) and people with higher education (14%). The self-assessed level of knowledge depends on household income, ranging from 3% for families with monthly average income of 1,000 MDL to 19% for those exceeding 6000 MDL per family (Table 18 in the Annex).

The main advantage of e-Governance referred to by 14% of the respondents is the opportunity to save time; 10% of respondents considered the promptitude in obtaining services. However, 5% of respondents did not consider any advantages / benefits of the e-Governance, 8% mentioned as advantage the fact that there is no need to move / home access; 7% - the convenience of the service while 12% were not aware at all of those benefits (Figure 26).

A number of other responses were provided by respondents accounting for less than 5%. These are presented in details in the Table 19 in the Annex.

Figure 26. Main advantages/ benefits of e-Governance according to the citizens, multiple choice, N=2160, %

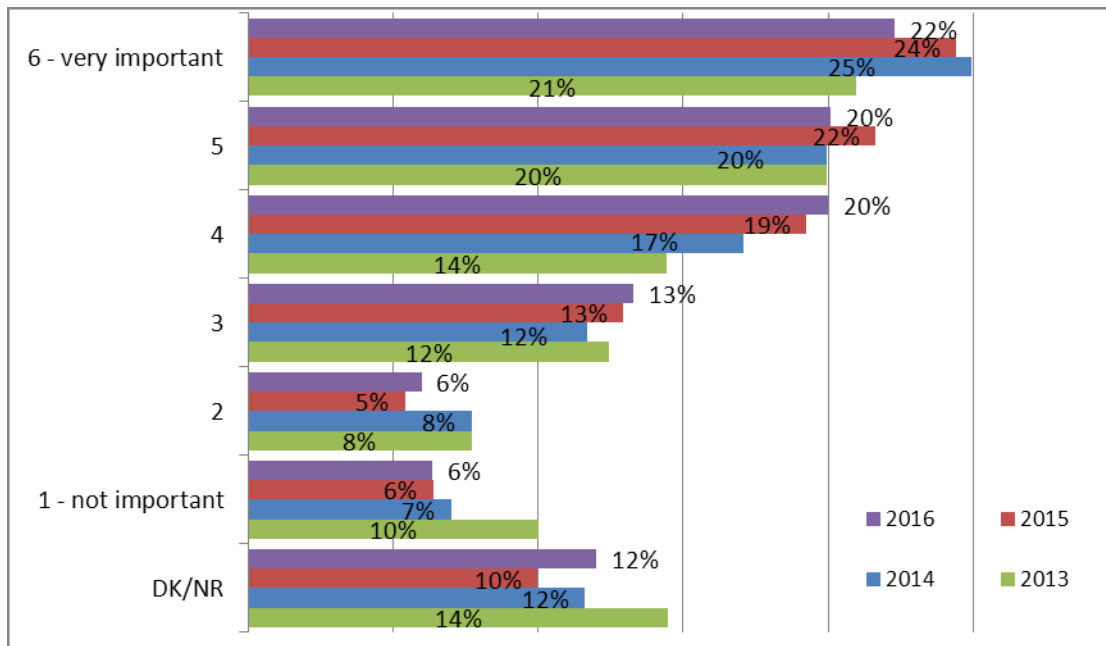


3.2. Perception of the significance level of implementing e-Transformation of Governance

On a scale from 1 (not important) to 6 (very important), people's perception of the significance level of implementing e-Transformation of Governance was rated with slightly over 4 p.p. (4,2 points in 2016). Overall, 40% of respondents provided grades of 5 and 6 to the importance of this reform, while 1/4 of respondents rated it with the highest grade (Figure 27). 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 4 p.p. higher compared to the share reported in the previous study and by 16% compared with the 2012 survey results (29% of respondents provided grades of 5 and 6 to the importance of implementing e-Transformation of Governance).

The data reveal that in recent years only 6% of respondents believe that e-Transformation is not important, the values for this indicator being lower in comparison with previous studies (7% in 2014 and 10% in 2013, respectively).

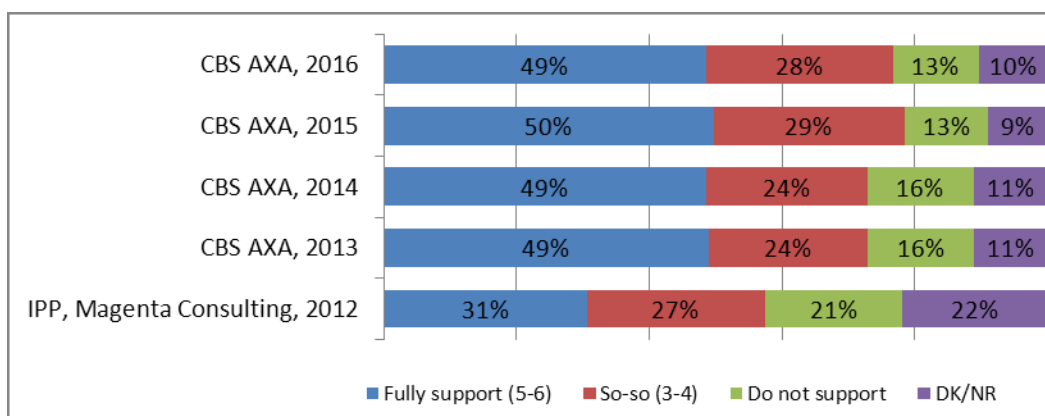
Figure 27. Degree of significance of the e-Transformation of Governance, %



The level of significance is assessed to be higher for the following groups of respondents: managers at all levels, highly qualified specialists/professionals, administrative clerks, people with higher education and capital city residents. 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 4.4 points in case of young people aged 16-25 to 3.8 points for the elderly persons between 66-74 years (Table 20 in the Annex).

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 4.6 points versus 4.1 awarded in 2013. The share of people who provided maximal grades of 5 and 6 under this study records stable growth trends and constitutes almost half of respondents. Descending trends were recorded in respondents that did not support the implementation of e-Governance, 13% of them provided grades of 1 or 2 to their support in implementing the e-Governance in the last two studies (Figure 28).

Figure 28. Comparative assessment of the level of support for implementing the e-Governance, %

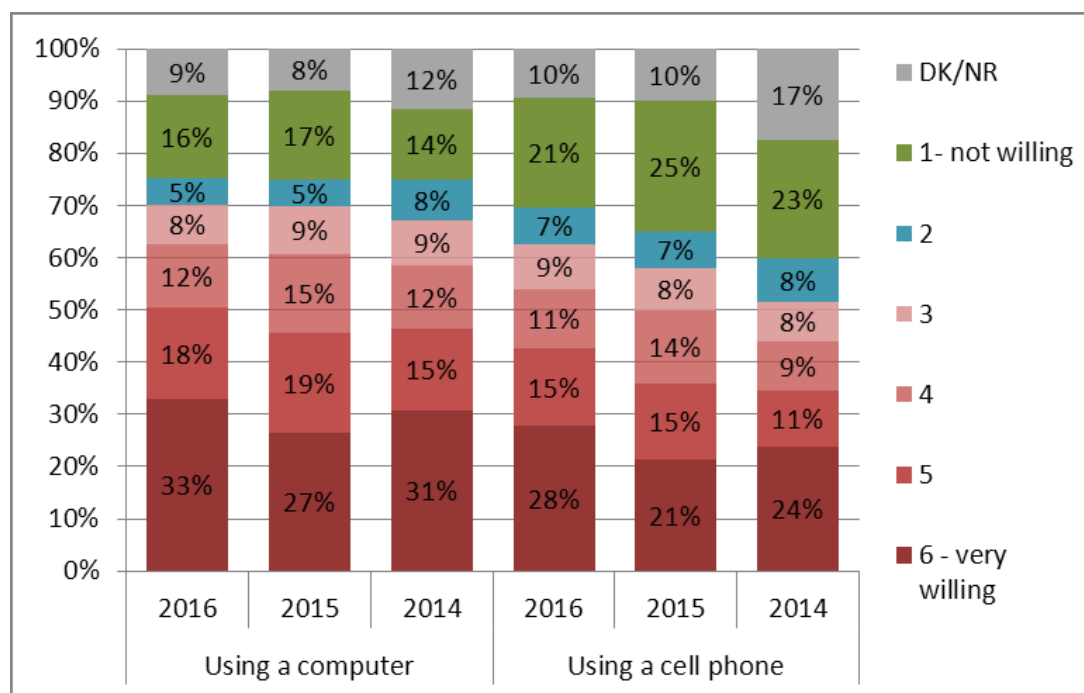


Most active supporters are young people versus the elderly ones, and the share of those who provided 5 and 6 grades to their level of support of e-Governance implementation range from 55% (16-25 years) up to 38% (66- 74 years). Also, the level of support is dependent on the level of education with a share of 65% of respondents with higher education who have gained grades 5 and 6 to 21% among those with primary education and below who gave the same assessment level support the implementation of e-Governance (Table 21 in the Annex).

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

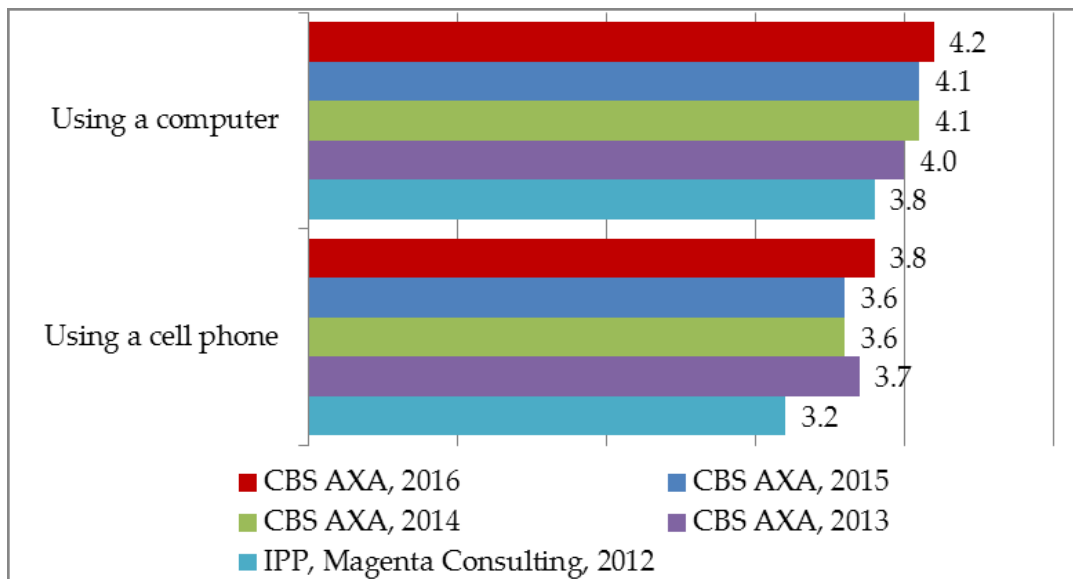
About 70% of surveyed persons, i.e. study participants expressed their willingness to resort to online public services via computer, while 63% - using the mobile phone, rated with over 3 points on a scale from 1 (not willing) to 6 (willing very much). In comparison with 2014, the share of people willing to both use the services via computer and of those to use the services via mobile phones - increased. It is worth stating that over half of respondents (51%) rated their intention to access online public services using a computer system with grades of 5 and 6 and about 43% awarded the same grades in favour of mobile phones (Figure 29)

Figure 29. Willingness to use online services, %



The average mark of the population's interest in using these types of services using both a computer and a mobile phone went upward. Thus, the current study shows an average of 4.2 points as compared to 3.8 points in 2012 regarding respondents' willingness to use a computer. In the 2016 study, the intention to access the online services via mobile phone is less prominent. The estimated average grade is 3.8, however, it increased compared to 3.2 points in 2012 (Figure 30).

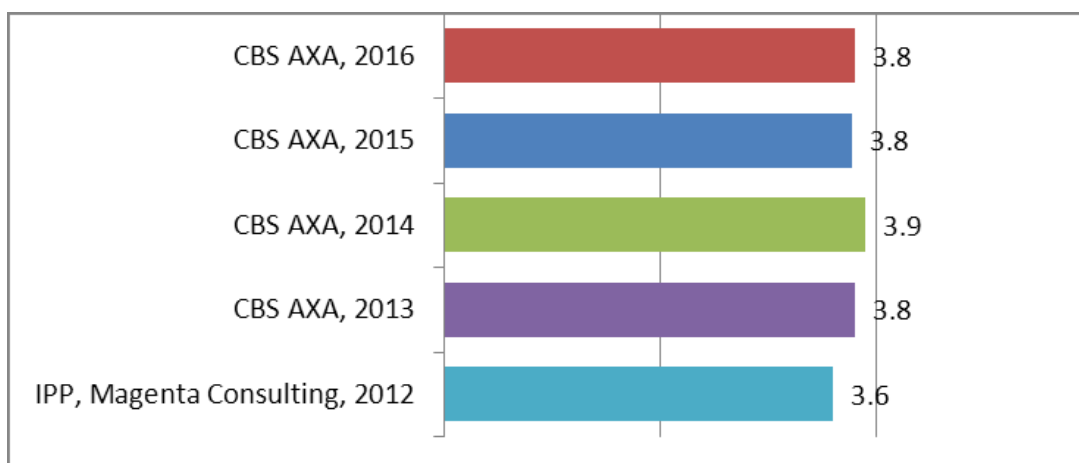
Figure 30. Average comparative level of the respondents' willingness to use online services



The profile of the respondents who expressed their willingness to resort to these services via the computer and mobile phone is almost the same, as that described in the previous Chapter and shown in Table 22 and Table 23 in the Annex

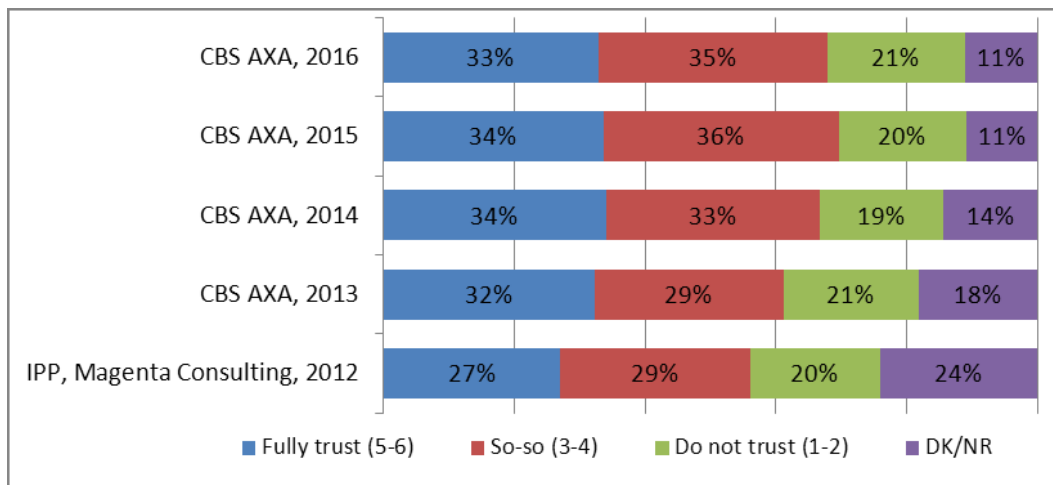
In 2016, the average mark of the population's level of confidence in the fact that the quality of online services accessed via computer or mobile phone will correspond to their expectations is almost the same as in 2013/2015 on a scale from 1 (not confident) to 6 (fully confident) (Figure 31).

Figure 31. Dynamics of the confidence level assessment that the quality of online public services will meet clients' expectations



Over the past three years, the level of confidence rated with 3 grades and more has remained almost at the same level counting up to 70% of cumulative responses and increased compared to 2012 and 2013. (Figure 32). The level of uncertainty decreased. Thus, 11% of respondents did not accepted to provide the requested appreciation versus 24% observed in the 2012 study.

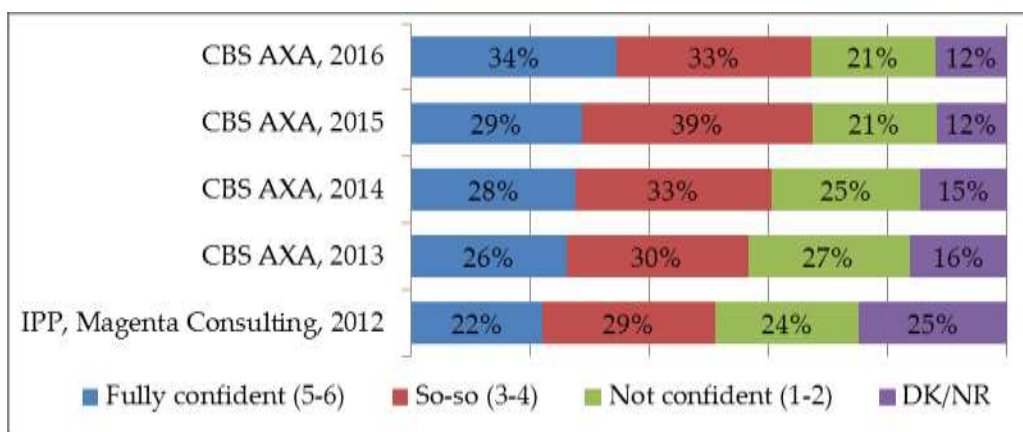
Figure 32. Comparative analysis of the confidence level of the respondents in the online public services quality in compliance with their expectations, %



The highest level of confidence was expressed by managers at all levels, highly qualified specialists, pupils / students and people with higher education and high income over 5000 MDL from the Southern part of Moldova. All these groups have rated their confidence level with 3 points and above in a share of about 80%. It is worth to mention that the confidence level is dependent on the age of respondents, the highest confidence being expressed by young people (77%), while the lowest- by the elderly ones (54%) (Table 24 in the Annex).

About 67% of respondents are confident that they would certainly obtain the public service they have requested online (via computer or mobile phone). The level of their 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 34%, the trends being also positive in comparison with the previous study (Figure 33).

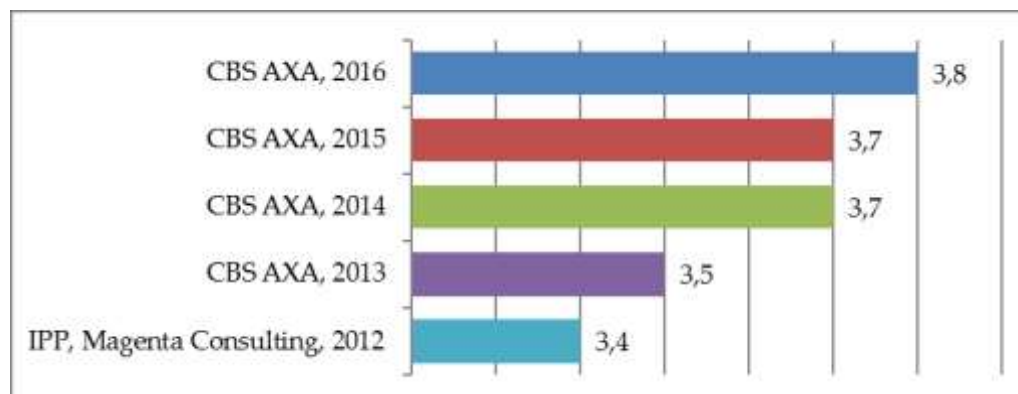
Figure 33. Comparative assessment of the level of confidence of the respondents in the fact that the requested online public service (via computer or mobile phone) will be granted, %



The overall level of confidence is assessed in the present study with an average of 3.8 points, recording an increase compared to the previous years (Figure 34). The highest ratings (average of 4.3 points) were observed among managers at all levels, people with income over 6000 MDL and young

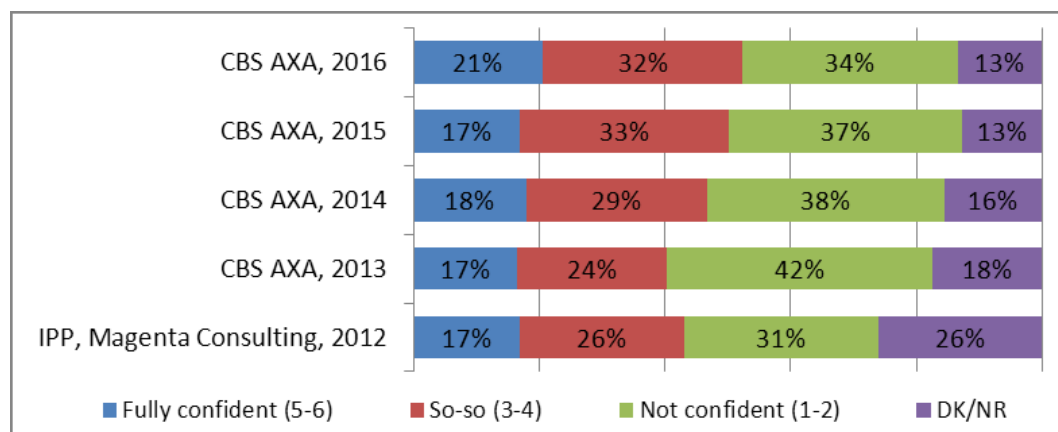
people compared to the elderly ones. In this context, the profile of respondents is presented in Table 25 in the Annex.

Figure 34. Dynamics of assessment of the level of respondents' confidence in that a public service requested online (via computer or mobile phone) will be obtained with certainty, %



Citizens' level of confidence in the fact that if requesting an online public service it will be safe (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 higher in comparison with the previous indicators and records ascending trends on a scale from 1 (do not trust) to 6 (fully trust), which accounted for 21% in 2016 compared to 17% in previous years. About 52% of respondents rated the safety of online services with 3 points and above compared with some 40% of shares recorded in 2013 and 2012 (Figure 35).

Figure 35. Comparative assessment of the the confidence level of the respondents that the public electronic services shall be safe, %

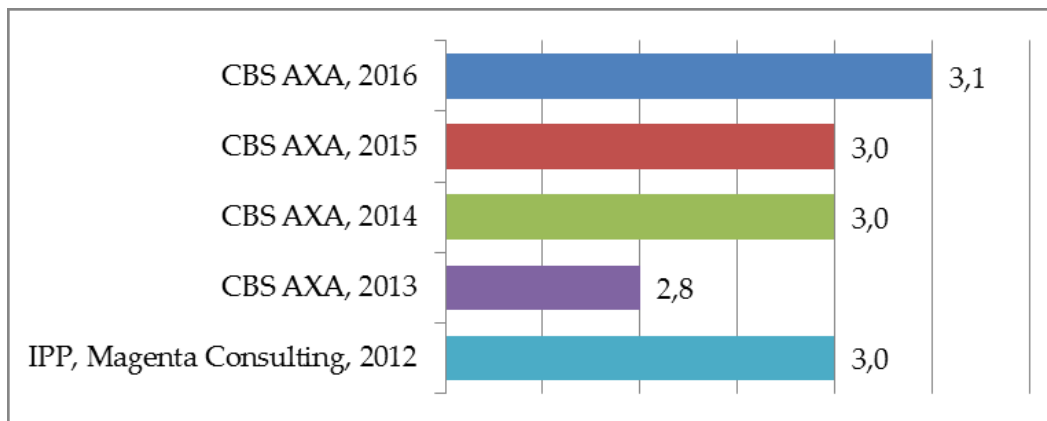


It is worth mentioning that the share of respondents who showed lack of trust in the safety of the services was low compared to previous years. Also, the share of uncertain respondents or those who did not want to provide answers decreased.

On a scale from 1 (do not trust) to 6 (fully trust), the average mark recorded in the context of this indicator is 3.1 has increased comparing to previous years. In 2013, the average score was 2.8 points (Figure 36).

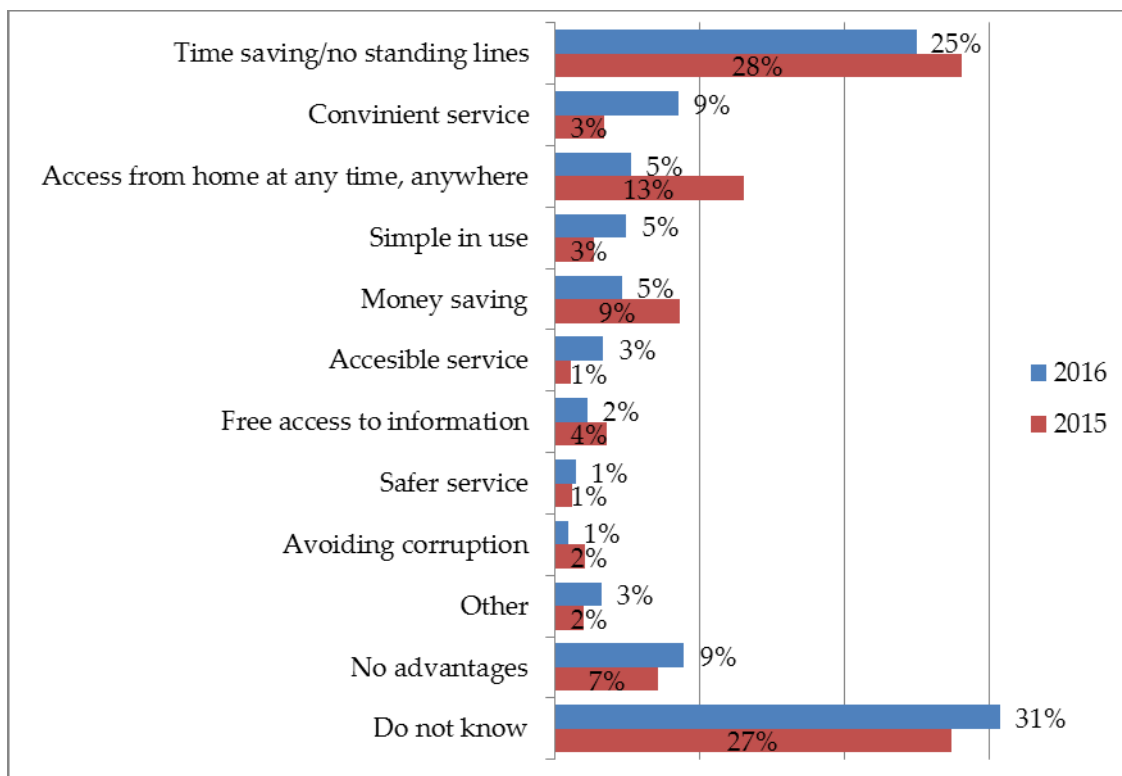
The disaggregations by socio-demographic characteristics are shown in Table 26 in the Annex.

Figure 36. Dynamics of the confidence level assessment that the online public services will be safe %



As in the previous study, according to the respondents, the main advantage of the online public services is time saving, accounting for 1/4 of responses. Also, the fast convenience of the service was mentioned to a great extent (9%), the opportunity to use the service at home, any time and venue and saving money for the population (by 5% each) (Figure 37). However, 31% of respondents do not know the benefits of the online services (decreased by 6 pp. compared to the previous study), while other 9% stated that the service has no advantages. A number of other benefits mentioned by the respondent accounted for less than 1% of answers (Table 276 in the Annex).

Figure 37. Citizens' perception of the advantages of public online/electronic services, %



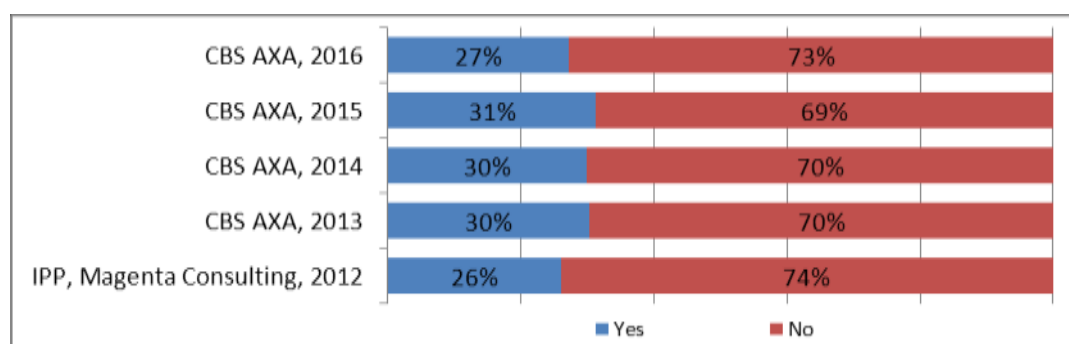
4. CITIZENS' LEVEL OF SATISFACTION WITH THE QUALITY OF SERVICES DELIVERED BY PUBLIC AUTHORITIES

This Chapter presents findings on the level of request and method of accessing the available 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 assessed

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

Within this study, 27% of respondents declared they requested the public services over the past 12 months (Figure 38). More often, the services were requested by managers at all levels (70% of respondents), highly qualified professionals (50%), residents of Chisinau (45%) and persons with higher education (44%). In those groups, an increase in the share of respondents who requested public services over the past 12 months preceding this study, compared to the studies carried out during the previous years was observed. The same trends as in previous studies were observed in case of certain socio-demographic characteristics of respondents. For instance, the level of requesting public services gets up depending on the level of respondents' welfare from 22% for the lowest level of perceived well-being up to 44% for people with monthly income of 6000 MDL and more ; level of education, from about 8% of respondents with primary or lower education to 44% among those with higher education; age groups - from about 16% among people aged 66-74 years to about 35% among those up to 35 years. To note that the public services were least requested by the elder aged respondents of 66-74 years, migrants and respondents with lower level of education (less than 15% in each group) (Table 28 in the Annex).

Figure 38. Level of requesting public services from the public institutions/authorities over the past 12 months, %

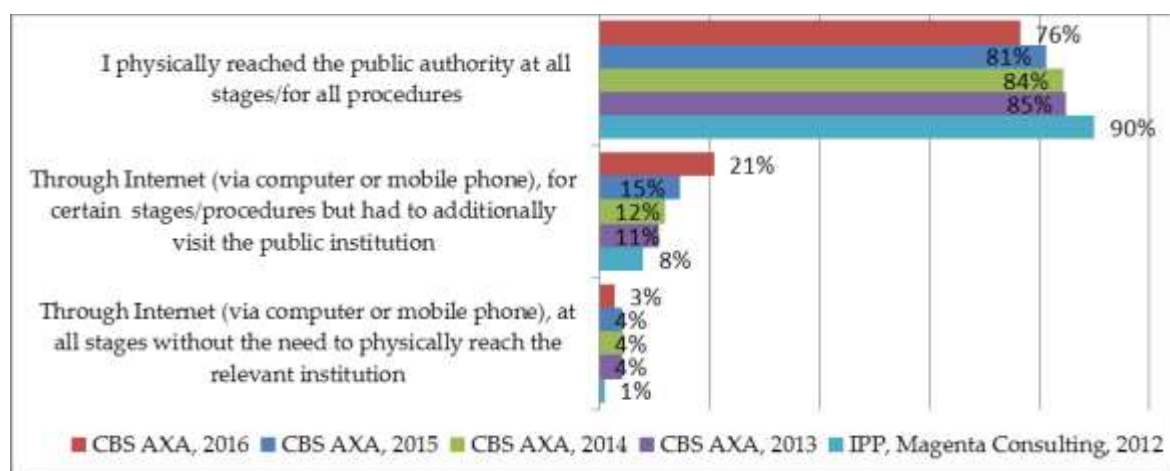


In all studies conducted to date, for all respondents who requested at least one service from public authorities / institutions over the past 12 months, the most applied method of accessing public services remains the traditional one, i.e. to physically visit the institution at all stages. However, this option records steady downward trends. At the same time, there is increased tendency towards using online public services. While the 2012 study revealed that 90% of respondents accessed the services by physically showing up at the institution at all stages, their share in the present study is 14 p.p. lower, counting up to 76% (Figure 39). At the same time, there are increased trends in accessing online public services (either fully or partly digital for certain procedures - online application and/or, payment etc. while the certificate is taken in offline mode).

Thus, in 2016 around one quarter (24%) of respondents out of the total number of respondents who solicited public service, requested the needed public service online, of which 21% used some online procedures of the service at a later stage physically visiting the institution for the purpose to complete the process of obtaining the requested service (most often, in order to pick up the required document), while 3% of respondents have benefitted from all procedures to obtain the requested service exclusively online.

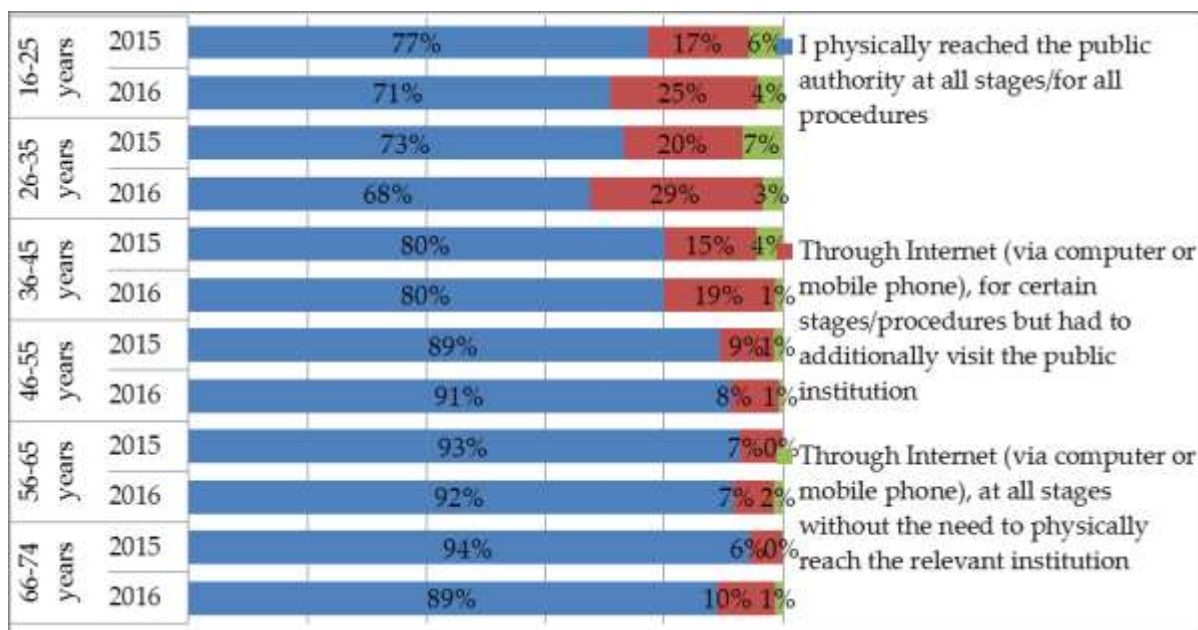
If the 2012 study revealed that 90% of respondents accessed the services by physically visiting the institution at all stages, their share in the present study is 6 p.p. lower (Figure 48). The mixed mode of accessing public services is about 12%, compared to 8% recorded in the previous study. The online method for the entire cycle of service provision, without visiting the office, showed 4% of cumulative responses only, like the case of the 2013 survey (Figure 44)

Figure 39. Methods used to access the public services, %



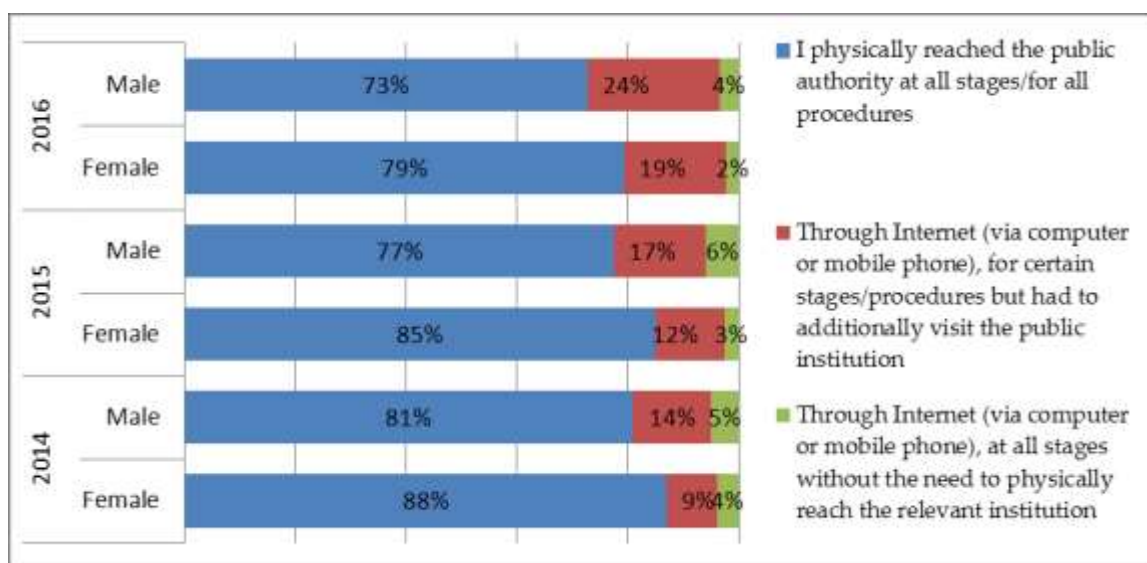
The way the services are used is still directly correlated with the age of the respondents. However, more people tend to take advantage of online services. In comparison with the previous study, there is an increase in the share of respondents up to 35 years accessing the online services using computers or mobile phones (Figure 40).

Figure 40. Methods used for accessing public services by age groups, %



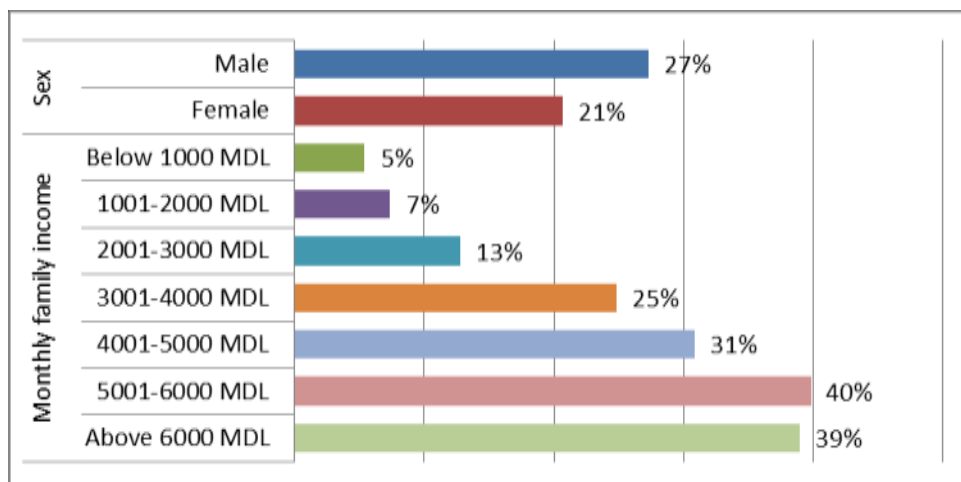
The discrepancies related to the way the services were accessed are maintained, i.e. 27% of male and 21% of women respondents using electronic devices for this purpose. At the same time, there is an increase in these shares compared to previous years (8 p.p in both cases compared to 2014) (Figure 41).

Figure 41. Methods used for accessing public services by gender, %



The Survey data shows that men report higher levels of electronic public services' access compared to women, by using their computer or mobile phone for this purpose. Thus, in 2016, the electronic public services have been accessed by cca 27% men, and by 21% women. We also note that the level of e-services access is correlated with the level of income - respondents reporting a higher level of income tend to access more public services in online regime compared to respondents reporting lower levels of income. Thus, cca 40% of respondents with reported income level above 5,000 MDL accessed electronic public services, compared to 10% of respondents with income level under 2000 MDL who accessed in e-services in 2016.

Figure 42. Online access of public services by sexes and level of income, %

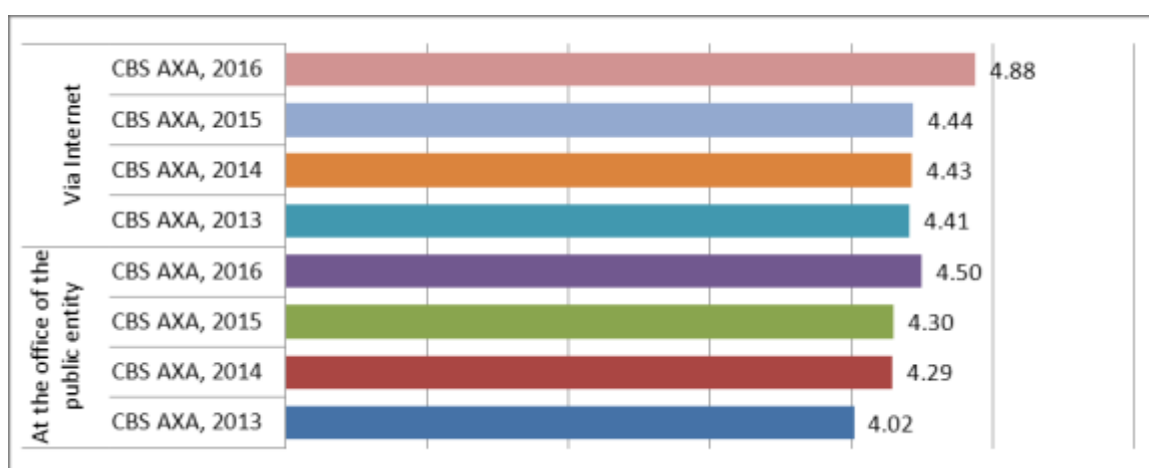


Other disaggregations by socio-economic groups are presented in Table 29 in the Annex.

4.2. Level of satisfaction with the quality of public services

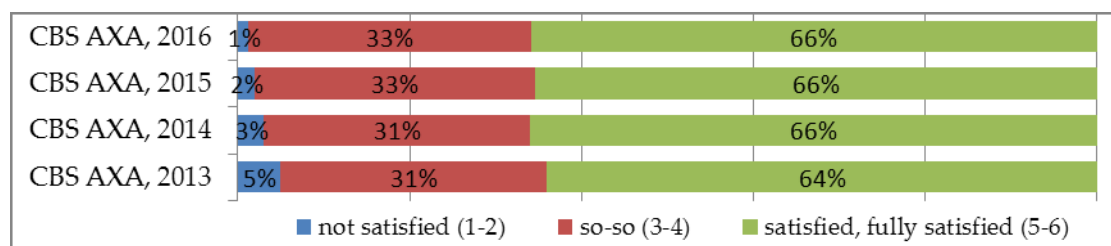
The recipients of the public services provided higher rates to their level of satisfaction with the quality of online services rendered to them (by an average mark of 4.88 points) compared to the level of satisfaction with quality of offline service provided (4.50 points). There is increased trend of satisfaction with services, particularly on behalf of the respondents who use them via Internet. The grades are provided on a scale from 1 (not satisfied) to 6 (very satisfied) (Figure 42).

Figure 43. Average level given to the degree of satisfaction with the quality of public service in terms of the method used to access it, %



The level of satisfaction among online service users remained the same as in previous years and accounted for about 66% (Figure 43). More satisfied are young people aged 16-25 years, respondents from villages, Romanian speakers while less satisfied are people from cities, except for those from the capital who have used the relevant services (Table 30 in the Annex).

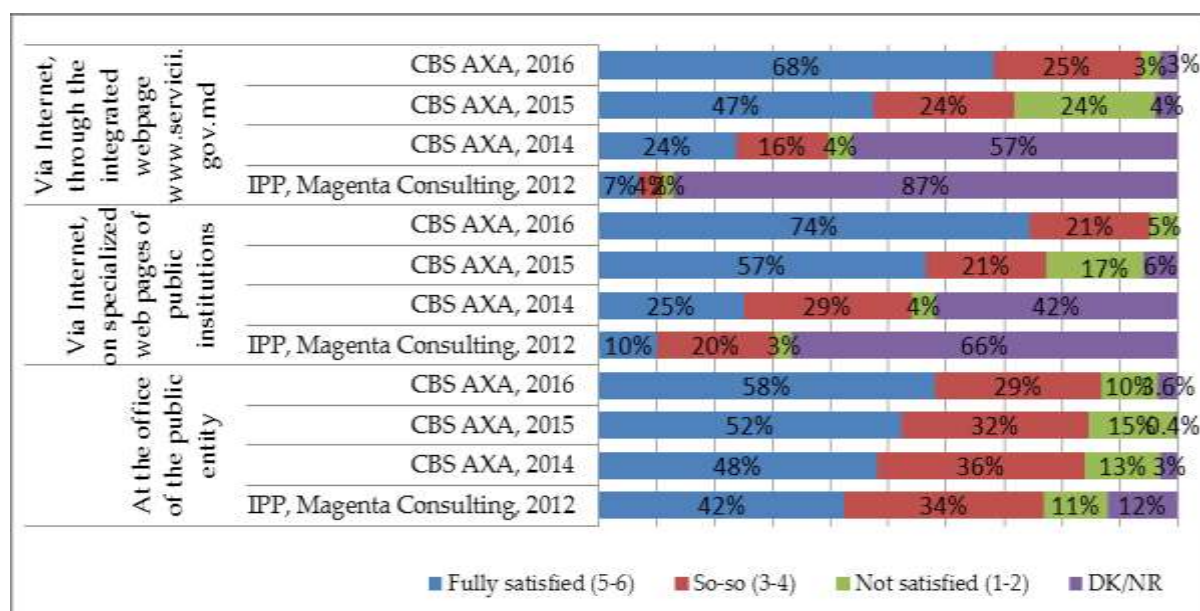
Figure 44. Level of satisfaction with the electronic public services offered by government institutions, %



Among respondents who have used the online public services, the share of those satisfied with the quality of e-services is growing. Thus, the share of grades 5 and 6 (satisfied and very satisfied) provided by those who have accessed them via the Integrated Government Portal (Public Services Portal) is 68% in 2016 versus 24% in 2014 and 7% in 2012. Also, significant increases in level of satisfaction were observed in case of respondents who used the specialized Web pages of public institutions, i.e. 74% in 2015, 25% in 2014 and 10% in 2012 only. In case of using offline public services/at the premises of public institutions for all levels of service provision, 58% of respondents rated the quality of services provided with 5 and 6 points, recording a slight increase, but not that significant (Figure 44).

At the same time, it is noted that the awareness degree of the opportunities to benefit from online public services has considerably increased. Thus, in 2016 just 3% of respondents were unable or unwilling to respond to this question, while the share of uncertain respondents in 2014 was about 50% of respondents.

Figure 45. Level of satisfaction with the quality of public service by the method used to access it, %

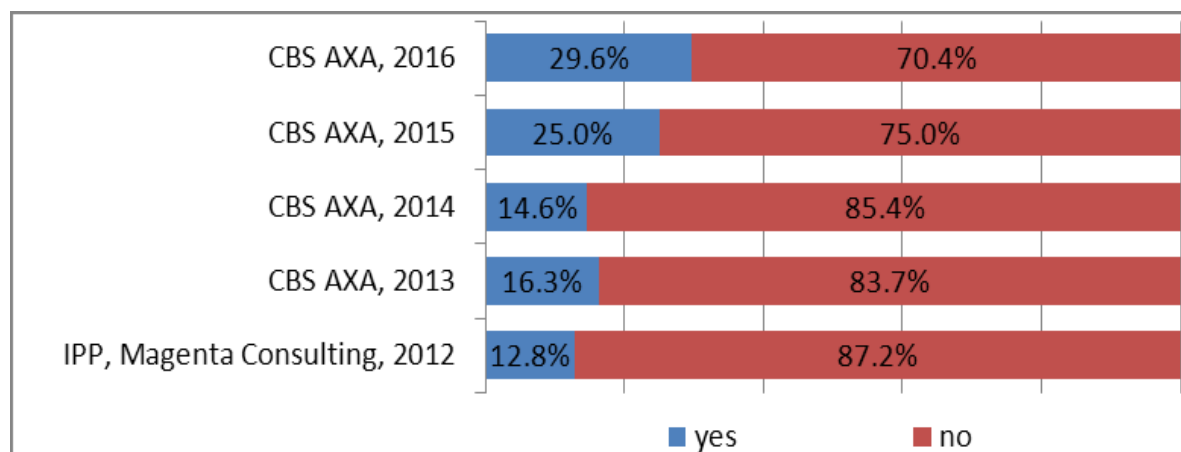


The disaggregation of respondents' level of satisfaction by their socio-demographic characteristics are presented in the Annex (Table 31, Table 32 and Table 33).

4.3. Peculiarities of accessing and Public Perception on the Quality of the offline and online public services

The positive trend in the level of e-service use by the population is maintained within this study. **Out of all respondents who accessed at least one public service over the past 12 months, cca 30% said they used online / electronic services**, compared to 2014 and 2013, the increase being almost double (Figure 45 and Table 34 in Annexes).

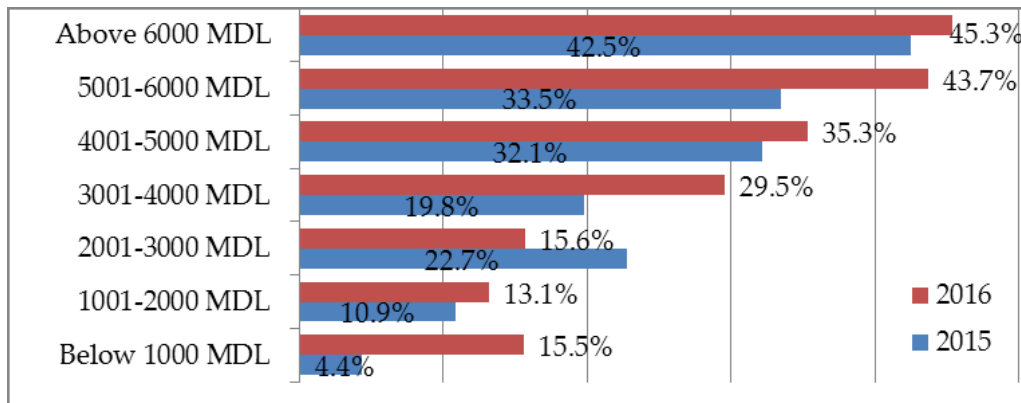
Figure 46. Use of online public services of government institutions over the past 12 months, %



The level of accessing is higher among (public authority) managers at all levels (62.9%), highly qualified specialists (55.9%), skilled workers (51.6%) and administrative officers (49.8%). Increased level of access in the respective groups was noticed in the previous year. The online public services are more popular among capital city residents (33.6%) and less popular in rural areas (22.4% only). It is worth mentioning that the level of using online public services depends directly on the education level of respondents. The respondents with primary or lower education have never used the online services; only 6.9% of those with secondary education used the services, while the share among those with higher education is 48.6%. Disaggregations by the profile of the people who used the online public services are presented in the Table 36 in Annex.

Similar to the previous years, there is direct correlation between the degree of accessing the services by the level of respondents' welfare - more often they were used by people with higher income. The share of respondents with income over 6000 MDL who gave positive answers constitutes over 45%, compared with only 15% of people with income below 2000 MDL (Figure 46).

Figure 47. Use of online public services of government institutions over the past 12 months, %



In case of people who over the past 12 months used at least one online public service, the most requested services in 2016 were: submission of electronic tax declarations (41%), E-application for issue of a Criminal Record and E-invoice (33%) , accessing Taxpayer Current Account (28%), followed by reporting to NHIO (25%) (Figure 26). For all the services listed among the respondents, there were increased tendencies of use compared to the previous year, the highest growth (22 pp) being recorded for submission of electronic tax declarations, followed by accessing Taxpayer Current Account (21%) and E-invoice services (10 pp) (Table 2 and Table 35 in the Annex).

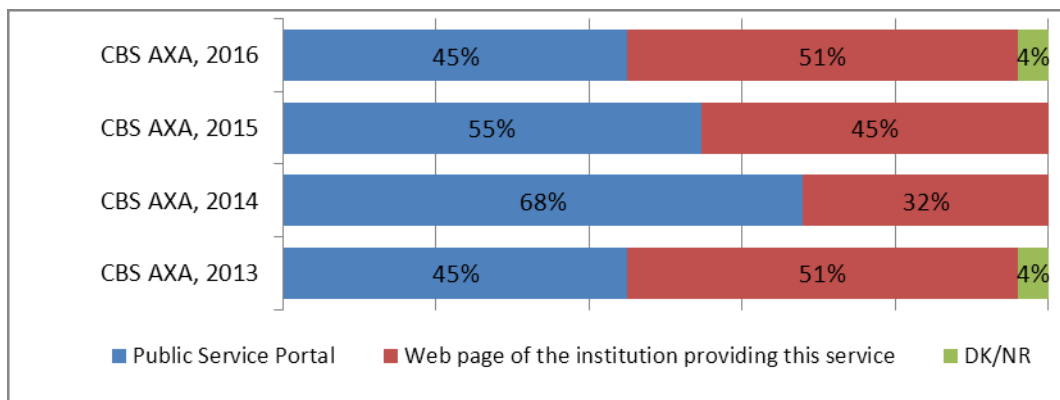
Table 2. Level of online public services use, %

	2014	2015	2016	Increase compared to 2015
Submission of electronic tax declarations	23%	19%	41%	22
E-application for issue of a Criminal Record	19%	26%	33%	7
e-Invoice	21%	23%	33%	10
Taxpayer Current Account	13%	17%	28%	11
E-NSIO (reporting to NSIO)	25%	24%	25%	1
Checking the data about a transportation means	10%	18%	23%	5
Checking an entity's personal data (IDNP)	6%	18%	23%	5
E-NHIO (reporting to NHIO)	22%	22%	23%	1
Checking a physical person's personal data (IDNO)	10%	15%	22%	7
Checking information about taxpayers	12%	17%	22%	5
Property Sheet	6%	13%	22%	9
Access to data from the Real Estate Registry	13%	17%	21%	4
Checking the status of a document	10%	11%	18%	7
Access to the graphic information on real estate	7%	12%	17%	5
Checking the availability of a transportation mean's registration number	7%	11%	15%	4
Checking the number of persons with the same name/surname	8%	13%	15%	2
Issuance of certificates from the Real Estate Register	10%	11%	14%	3
Certificate of Real Estate Value	7%	11%	14%	3
Issue of information on real estate value	4%	12%	13%	1
E-Apostille	7%	9%	13%	4
Online blood donor programmes	4%	5%	13%	8
Issuance of Certificate on the records made in the Real Estate Register	4%	9%	13%	4
E-NBS (online submission of statistical questionnaires to NBS)		5%	11%	6
E-application to request a Certificate of Origin for Goods	3%	5%	11%	6
Issuance of property protection securities	4%	2%	10%	8
Certificate on the records made in the Real Estate Register	4%	7%	9%	2

	2014	2015	2016	Increase compared to 2015
E-licensing (application for a company's license)	4%	6%	9%	3
Online ordering and procurement of livestock identification means	2%	6%	7%	1

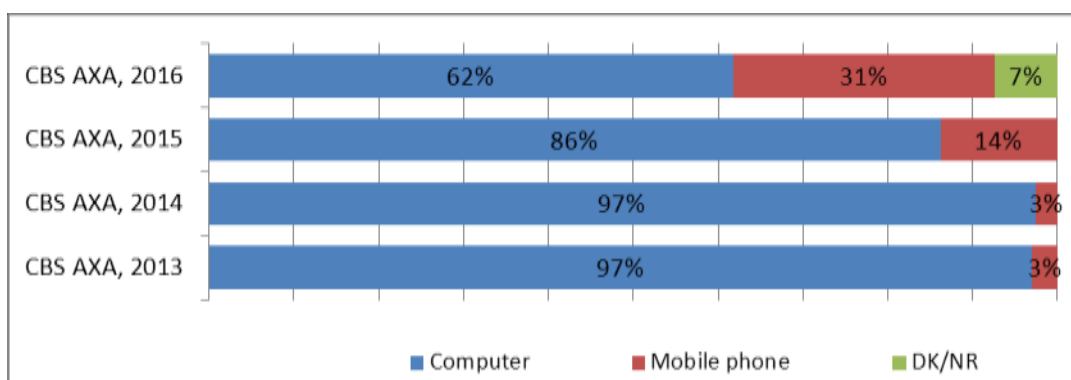
The services can be accessed through the Public Services Portal directly on the website of the institutions providing those services. The population prefers to use the public services by accessing the web page of the institution offering the service required, their share is growing compared to the previous years (Figure 47). The disaggregations by the profile of respondents are presented in the Table 36 in the Annex.

Figure 48. Methods of accessing online public services, multiple choice, %



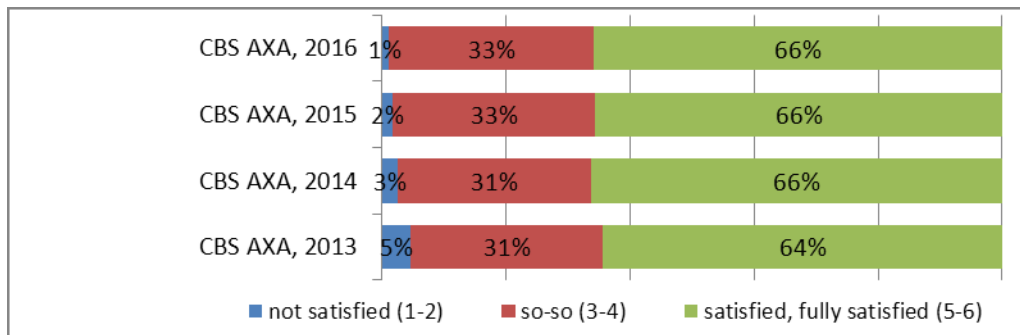
There is increased share of people who use the online public services via mobile phones even though people use mainly computers for this purpose. In 2016, the response rate of respondents who used a computer for this purpose was double (62%) compared to those using a mobile phone (31%). Thus, compared to the previous year, this increase is more than double (Figure 48 and Table 37 in the Annex).

Figure 49. Tools for accessing the online public services, multiple choice, %



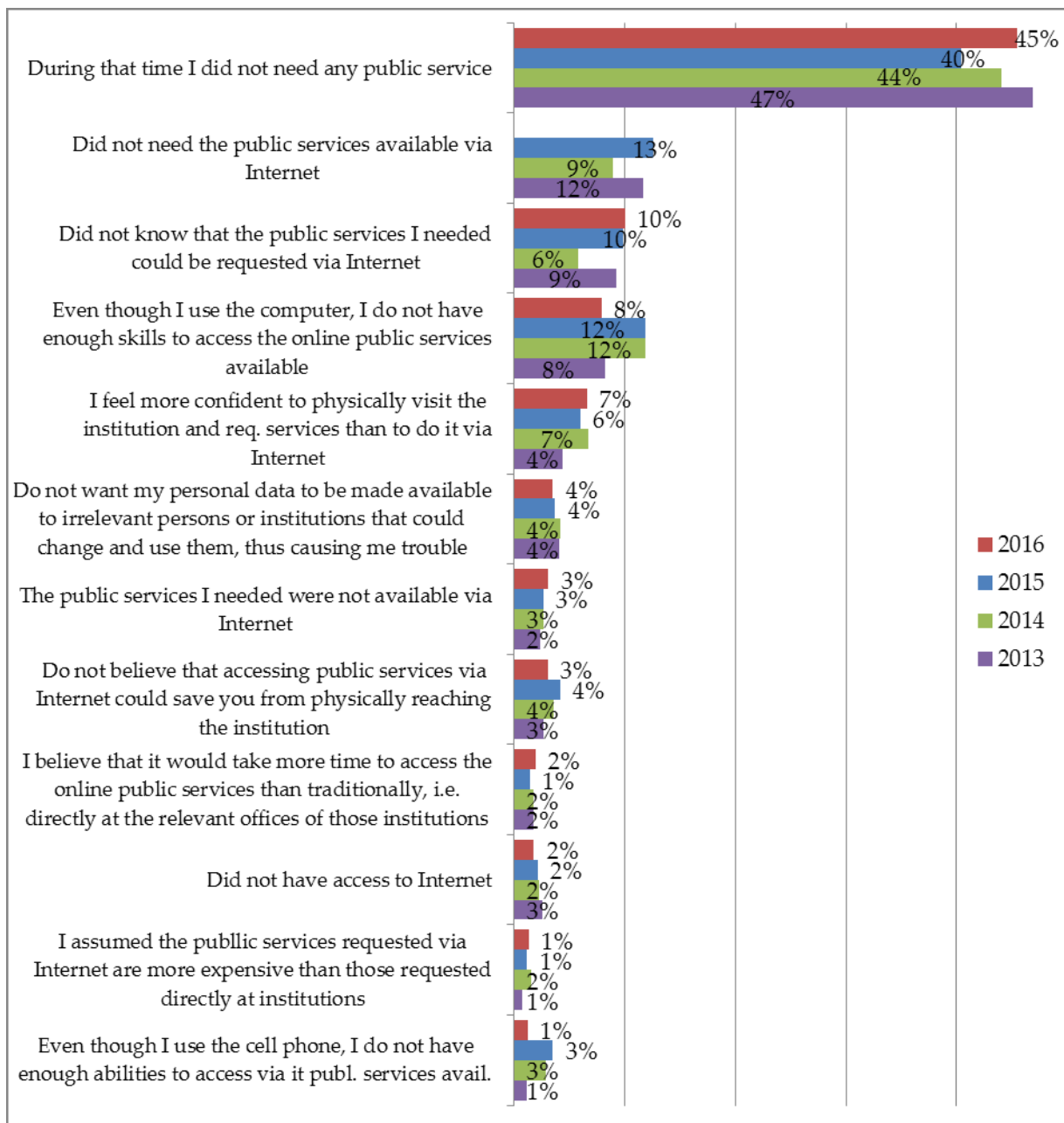
The degree of beneficiaries' satisfaction with the online public services is stable - about 2/3 of them said they are satisfied or fully satisfied, with a slight upward trend expressed by decreased share of those who said they are not satisfied with the services (from 5% in 2013 to 1% in 2016) (Figure 49)

Figure 50. Level of satisfaction with the quality of electronic public services, %



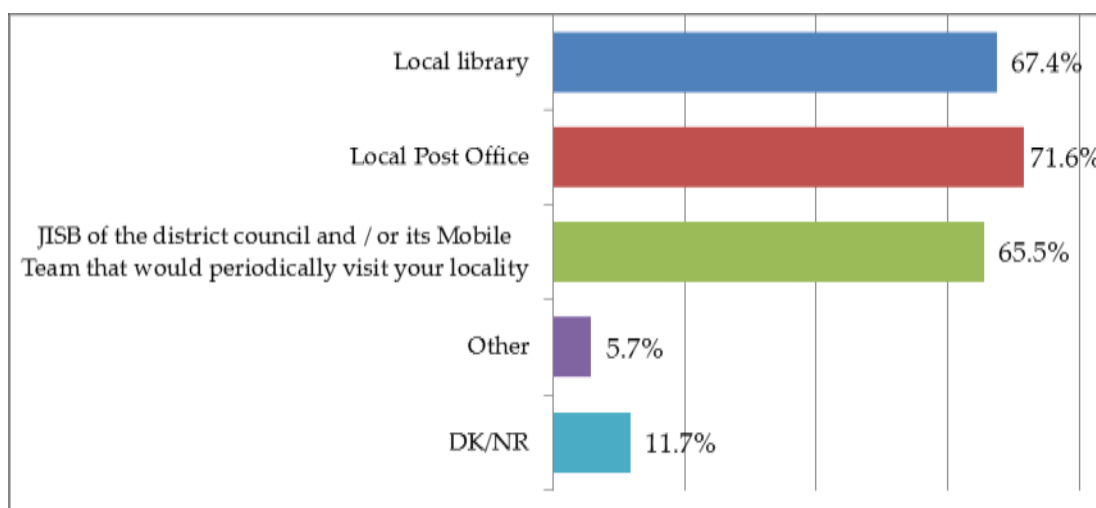
The respondents who have not used the online public services invoked as main reason the fact that over the past 12 months they did not need any public service, which was mentioned by 45% of respondents. In previous studies, this answer has cumulated almost similar shares. Aroundt 14% of respondents said they did not need any public service available online, while other 10% stated they did not know the necessary services could be obtained through Internet. Various other reasons invoked cumulated shares below 10% of responses (Figure 50 and Table 38 in the Annex).

Figure 51. Reasons why the online public services have not been used by respondents, %



The answers to the question "If it would be possible to request all public services you need in one place, by the help of skilled persons, what would be the venue you would prefer to access and benefit from public services in your locality?" divided almost evenly between three institutions, with more pronounced shares of respondents who would prefer to access them at the Post Office. The cumulative responses accounted for 71.6% (Figure 51 and Table 39 in the Annex).

Figure 52. Favourite venue of respondents for using online public services, %



Also, other institutions such as the City Hall/Mayorality, Palace of Culture and Medical Centre Point were nominated but these were mentioned by few respondents only. Also, the respondents noted that they do not care where they access the services from- the "better Internet connection/speed" is important for them".

4.4. Level of access and level of satisfaction with the quality of public services selected within the MgSP Project (initial data / zero year)

In this study, the respondents were asked to indicate if they have used a number of public services and to express their level of satisfaction with these services, i.e. services selected within the MgSP Project (initial data / y 0). Thus, 47% of respondents said they had asked for issuance of identity documents, about 12% - driving licence, almost 10% - have registered their transportation means, 9% - used the website of the National Employment Agency, 8% - for the purpose to change their residence, and about 6% requested unemployment benefits or have filed a complaint to the Police Office (Table 3).

Table 3. Levels of access and of satisfaction with the quality of public services selected within MGSP

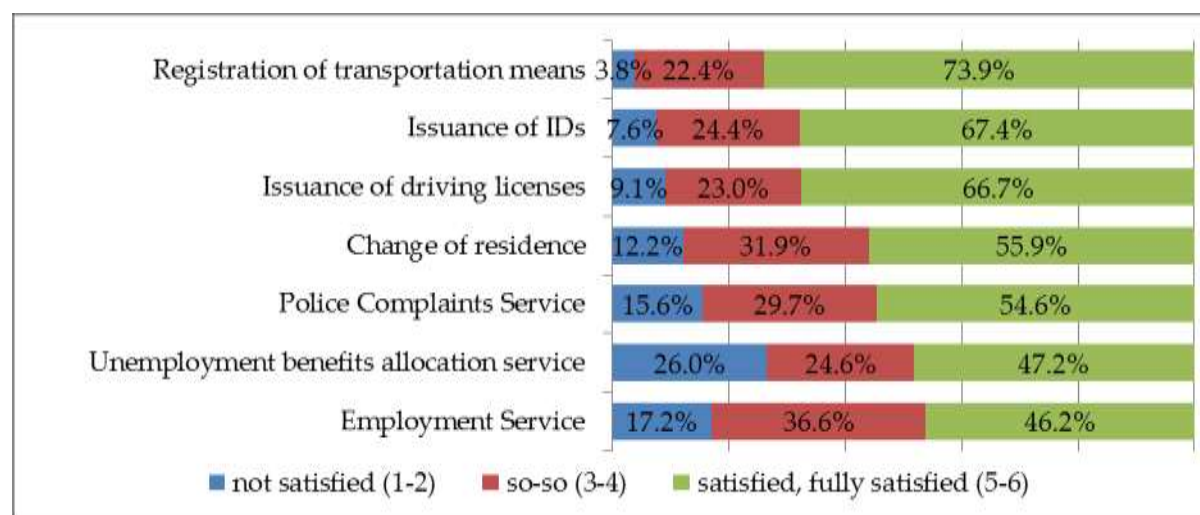
Selected Service	Number of cases	Share of affirmative responses	Level of Satisfaction						
			1 unsatisfied	2	3	4	5	6 very satisfied	DK/ NR
TOTAL									
1. Issuance of IDs	350	47,1%	3,2%	4,4%	12,4%	12,0%	37,2%	30,3%	0,5%
2. Issuance of driving licenses	70	11,8%	6,9%	2,2%	6,2%	16,8%	40,3%	26,4%	1,2%
3. Registration of transportation means	62	9,9%		3,8%	3,7%	18,7%	45,5%	28,3%	
4. Change of residence	52	8,0%	8,5%	3,7%	10,9%	21,0%	21,6%	34,3%	
5. Unemployment allowance service	47	5,8%	14,8%	11,2%	6,9%	17,6%	20,4%	26,7%	2,3%
6. Employment Service	54	8,8%	6,7%	10,5%	9,9%	26,8%	28,3%	17,9%	
7. Police Complaints Service	38	6,0%	8,0%	7,7%	12,2%	17,6%	32,8%	21,8%	

Selected Service	Number of cases	Share of affirmative responses	Level of Satisfaction						
			1 unsatisfied	2	3	4	5	6 very satisfied	DK/ NR
Respondent's Gender									
Women									
1. Issuance of IDs	227	49.8%	5.1%	5.3%	14.3%	12.7%	32.4%	29.4%	0.9%
2. Issuance of driving licenses	27	7.4%	13.1%		6.1%	21.2%	33.5%	26.2%	
3. Registration of transportation means	19	5.0%		7.4%	4.6%	16.3%	52.2%	19.4%	
4. Change of residence	34	9.0%	10.6%	2.5%	14.2%	26.5%	17.5%	28.9%	
5. Unemployment allowance service	33	7.3%	15.1%	14.4%	4.1%	22.5%	14.3%	26.5%	3.1%
6. Employment Service	34	8.8%	8.4%	15.1%	6.8%	28.4%	27.8%	13.6%	
7. Police Complaints Service	20	5.0%	7.7%	7.4%	14.8%	16.3%	23.8%	30.1%	
Men									
1. Issuance of IDs	123	43.5%	0.5%	3.0%	9.6%	11.0%	44.3%	31.6%	
2. Issuance of driving licenses	43	17.5%	3.5%	3.5%	6.3%	14.4%	44.1%	26.5%	1.9%
3. Registration of transportation means	43	16.4%		2.3%	3.3%	19.7%	42.9%	31.8%	
4. Change of residence	18	6.6%	4.9%	5.8%	5.2%	11.5%	28.8%	43.9%	
5. Unemployment allowance service	14	3.7%	14.1%	3.0%	14.1%	5.3%	36.1%	27.4%	
6. Employment Service	20	8.7%	4.4%	4.4%	14.0%	24.6%	29.0%	23.6%	
7. Police Complaints Service	18	7.3%	8.3%	7.9%	9.9%	18.7%	40.7%	14.6%	
Level of Income									
Under 3000 MDL (Moldovan Lei)/Month) = 42% out for all respondents									
1. Issuance of IDs	127	43.4%	2.9%	4.6%	16.0%	8.1%	39.5%	28.9%	
2. Issuance of driving licenses	15	7.8%			10.3%	21.1%	53.0%	15.7%	
3. Registration of transportation means	8	4.0%			9.6%	10.6%	53.3%	26.5%	
4. Change of residence	18	7.6%	3.3%	4.9%	14.9%	31.3%	18.0%	27.7%	
5. Unemployment allowance service	31	10.3%	8.5%	15.0%	9.0%	23.0%	19.6%	21.3%	3.7%
6. Employment Service	25	10.7%	3.5%	16.3%	9.3%	17.5%	36.7%	16.7%	
7. Police Complaints Service	6	2.2%	11.6%			22.4%	65.9%		
Above 3000 MDL/month									
1. Issuance of IDs	140	46.2%	1.9%	4.7%	11.5%	12.8%	37.4%	31.7%	
2. Issuance of driving licenses	35	13.4%	6.8%		3.7%	10.0%	43.4%	36.1%	
3. Registration of transportation means	38	13.4%		2.9%	1.5%	20.8%	51.7%	23.0%	
4. Change of residence	23	8.3%	3.4%	4.7%	10.0%	18.5%	24.1%	39.3%	
5. Unemployment allowance service	10	3.2%	15.1%			15.6%	26.5%	42.8%	

Selected Service	Number of cases	Share of affirmative responses	Level of Satisfaction						
			1 unsatisfied	2	3	4	5	6 very satisfied	DK/ NR
6. Employment Service	24	9.2%	6.4%	3.1%	6.7%	43.5%	22.6%	17.8%	
7. Police Complaints Service	21	8.0%	7.6%	7.3%		15.7%	33.9%	35.5%	
DK/ NR									
1. Issuance of IDs	83	54.0%	5.8%	3.6%	9.5%	15.4%	34.2%	29.5%	2.0%
2. Issuance of driving licenses	20	14.6%	12.2%	7.8%	7.4%	24.9%	25.2%	18.3%	4.2%
3. Registration of transportation means	16	12.3%		7.3%	5.2%	18.3%	29.4%	39.8%	
4. Change of residence	11	7.8%	25.9%		7.1%	11.4%	21.6%	33.9%	
5. Unemployment allowance service	6	3.8%	39.2%	13.5%	9.6%		14.5%	23.2%	
6. Employment Service	5	5.2%	17.2%	17.2%	21.9%		21.9%	21.9%	
7. Police Complaints Service	11	7.8%	7.1%	11.4%	40.2%	19.2%	17.4%	4.7%	

The level of respondents' satisfaction with those services is different and depends on the type of service. It is noted that the share of respondents who stated they are satisfied with the quality of the services provided (5-6 grades) is higher in case of documentation services (between 74% and 67%), while those related to employment and unemployment cumulated less than half of the responses each with scores of 5-6 points, but also the largest shares of dissatisfaction (1-2 points attributed) (Figure 53).

Figure 53. Level of satisfaction with the quality of public service requested, %



5. SOCIO-DEMOGRAPHIC AND ECONOMIC ASPECTS OF THE RESPONDENTS

The current research included a block of questions referring to the socio-demographic and economic characteristics of respondents.

Thus, the distribution of respondents by gender is almost even, with 48% men and 52% women. Almost half (48%) of respondents are from urban areas (Chisinau and other cities) and 52% - from rural ones. Data on the profile of respondents disaggregated by area of residence and those referring to the head of household (other than the respondent) are shown in the Tables 40 and 41 in the Annex.

Table 4. Socio-demographic profile of respondents.

		Number of cases	%
D.2.1 Sex of the respondent	Male	48,0%	1294
	Female	52,0%	1719
Total		3013	100%
Area of residence	Urban	25,9%	795
	Rural	52,1%	1632
	Chisinau	22,0%	586
Total		3013	100%
D.2. Age group of respondent	16-25 years	23,6%	390
	26-35 years	22,3%	569
	36-45 years	17,2%	474
	46-55 years	17,2%	497
	56-65 years	14,2%	650
	66-74 years	5,4%	433
Total		3013	100%
D4.1 Marital status of respondent	Married	62,5%	1985
	Divorced	5,8%	180
	Widow	7,2%	384
	Concubinaj/common leaving, not married	3,2%	74
	Never been married	21,3%	390
Total		3013	100%
D.5.1 Education level of respondent	Without education	0,3%	8
	Primary/elementary education (1-4 grades)	0,3%	23
	Gymnasium, incomplete education (5-9 grades, including former schools for 7-8 grades)	19,0%	589
	Secondary, general education(10-12 grades, including former schools of 10 grades)	22,4%	652
	Vocational education (qualified vocational training)	17,2%	515
	Specialized education (colleges, including technical colleges)	19,1%	589
	Higher education (universities, academies, institutes, including postgraduate ones)	21,3%	625
	(do not read) DK/NR	0,4%	12
Total		3013	100%

Almost 43% of respondents said that over the last week preceding the study they have worked at least one hour for a wage or other compensation. From those respondents who did not work, about 35% have indicated as main reason the lack of jobs, some 17% - their advanced age, 15%- the poor state of health, and 13% have been on maternity / child care leave (Table 5). The distribution of respondents by areas of residence, also of persons who are heads of households are presented in Tables 42 and 43 in the Annex.

Table 5. Respondents' activity and occupation

		Number of cases	%
D.6.1 Your current position (occupation)?	Lawyers and senior officials and corporate managers (socio-economic and political)	36	1,3%
	Highly qualified professionals	212	7,7%
	Technicians and associate professionals	163	6,3%
	Administrative staff/clerks	19	0,7%
	Service and shop and market sales workers, housing and communal services	75	2,7%
	Skilled agricultural and fishery workers	64	2,3%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	106	4,1%
	Plant and machine operators and assemblers	40	1,7%
	Unqualified workers	302	11,1%
	Pupils/ students	165	10,0%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	23	0,7%
	Not employed, looking for a job	378	15,0%
	Housekeeping services workers	446	16,0%
	Pensioners	861	15,8%
	Migrant working abroad	101	4,1%
(do not read) DK/NR	22	0,7%	
Total		3013	100,0%
D.8.1 Have you ever worked for a wage or any other payment in cash or in kind for at least one hour during the last week?	Yes	1171	43,4%
	No	1814	55,4%
	DK/NR	28	1,2%
Total		3013	100,0%
D.9.1 If you did not work for a wage or any other payment in cash or in kind during the last week, please indicate why?	Maternity or child care leave up to 1.5 years / three years	41	12,9%
	Annual leave or sick leave	8	2,2%
	Adverse weather conditions	3	1,2%
	My health condition did not allow me to	109	14,7%
	My age does not allow me to	139	17,3%
	Lack of jobs	124	34,9%
	Another reason	14	3,7%
	Student	16	8,4%
DK/NR	29	4,8%	
Total		1842	100,0%

The personal income of 17% of respondents comes from their pension/retirement indemnity, 15% - from employment in the nonagricultural private sector, 12% - from employment in the nonagricultural public sector, 10% - from remittances. In case of the head of household, his/her income comes from employment in the nonagricultural private sector (23%), pension/retirement indemnity (18%), transfers from abroad (15%) and from employment in the nonagricultural public sector (12%) (Table 6)

Table 6. Income sources/revenue of respondents and head of households

	% of respondents out of 3013 persons	% of the head of household out of 1243 persons
Self-employed (farmer, share of land) in agriculture	3,3%	3,7%
Worker in the agricultural public (government) sector	2,1%	1,9%
Worker in the agricultural private sector	2,6%	3,3%
Entrepreneur (private business)	2,0%	1,4%
Worker in the nonagricultural sector	2,7%	3,5%
Worker in the nonagricultural public (government) sector	11,7%	12,3%
Worker in the nonagricultural private sector	14,9%	23,0%
Free-lancer, independent professional activity	4,9%	4,1%
Unemployment indemnity	0,6%	0,7%
Pension indemnity	17,4%	18,0%
Social benefits (social welfare payments)	6,6%	1,9%
Assistance from children / relatives	4,2%	1,6%
Monetary remittances of overseas workers	10,3%	15,0%
Household goods/products	0,3%	0,2%
Scholarships	0,6%	-

The distribution of respondents depending on the amount of family monthly income differs by the area of residence. In rural areas, there is greater concentration of respondents with low average income - about 1/3 of them have incomes below 2,000 MDL. In cities other than the capital one, the share of families with incomes less than 2,000 MDL is 18%, while in Chisinau this share is about 7% only. In Chisinau, there is higher share of families with incomes above 6000 MDL (18%), while in the villages it counts up to 7% only (Table 7).

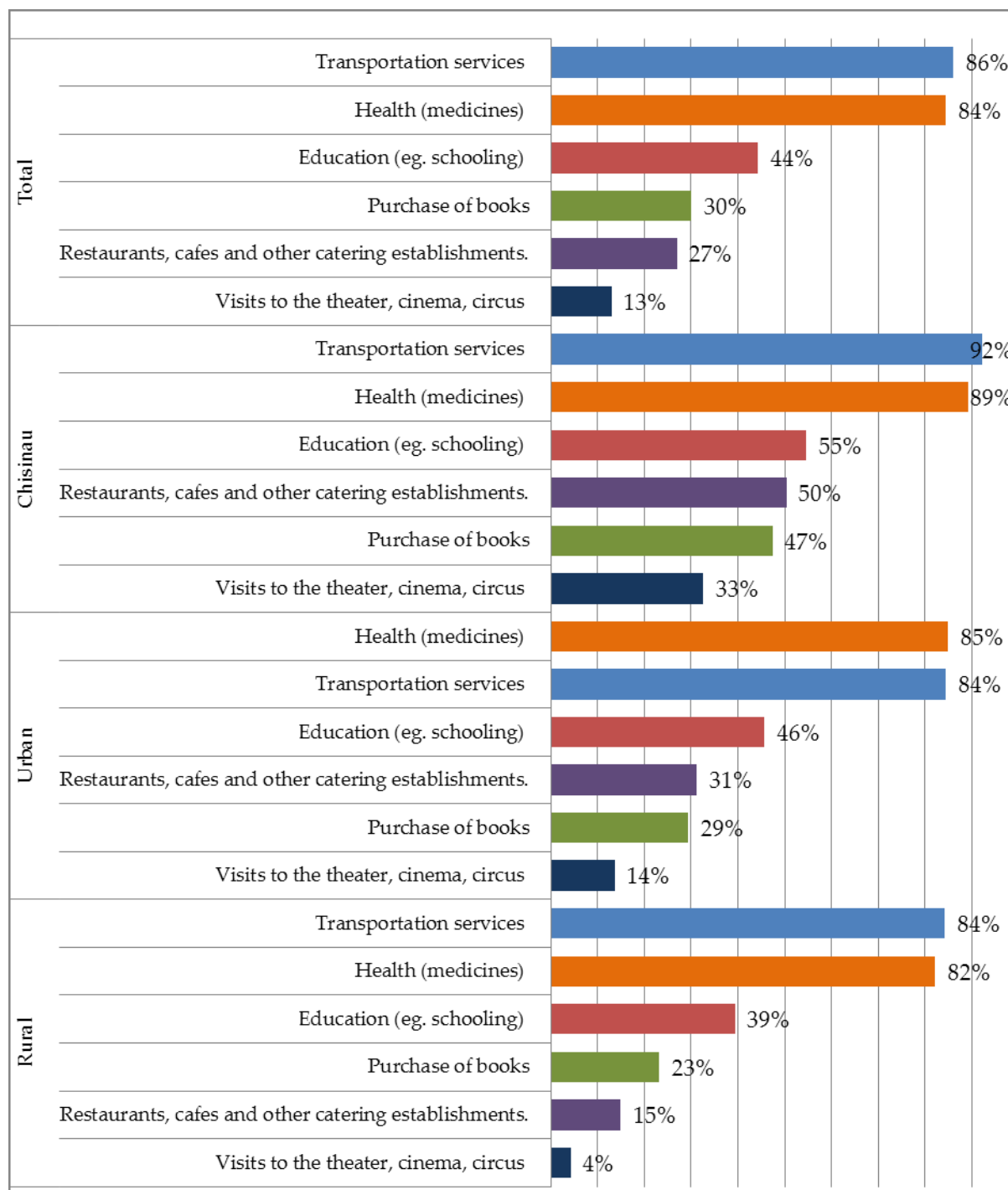
Table 7. Distribution of respondents by monthly family income and area of residence

	Medii de resedinta						Total	
	Urban		Rural		Chisinau		No.	%
	No.	%	No.	%	No.	%		
Below 1000 MDL	47	4,7%	262	14,7%	14	2,2%	323	9,4%
1001-2000 MDL	143	13,9%	428	21,7%	44	4,4%	615	15,9%
2001-3000 MDL	161	18,0%	309	18,5%	62	10,1%	532	16,5%
3001-4000 MDL	118	16,3%	182	11,8%	77	11,7%	377	12,9%
4001-5000 MDL	80	10,6%	123	8,6%	62	10,7%	265	9,6%
5001-6000 MDL	41	5,8%	68	5,1%	42	8,1%	151	5,9%
Above 6000 MDL	60	9,1%	85	6,6%	108	18,3%	253	9,8%
DK/NR	145	21,6%	175	13,0%	177	34,4%	497	19,9%
Total	795	100%	1632	100%	586	100%	3013	100%

The majority of the respondents said that their households incurred expenses for transportation and purchase of medicinal products/drugs (over 80%), education/schooling (almost half of them) while less respondents spent money for leisure activities, restaurants, visits to the theater, cinema, circus. There are certain discrepancies in the respondents by the area of residence- in rural areas

particularly low shares of respondents reported expenditures incurred for leisure activities (Figure 54 and Table 44 in the Annex).

Figure 54. Share of respondents who said they had incurred expenditures by area of residence, %



Housing, commodities, goods. Almost two thirds of respondents said they live in a separate house and 29% - in a separate apartment. In the capital city, about 88% of respondents have separate apartments, while in the countryside - 97% of them have their own houses. The houses are built from various construction materials. In rural areas, as well as in around a quarter of houses in

cities other than the capital city, more than half of houses are built of bricks with straw. Most houses were built before 1991 (about 85% of those in other cities than Chisinau and in rural areas and 78% of households in Chisinau). The share of new houses is higher in the rural areas - 12.8% of respondents stated that they were built after 1991. The share of new houses built in Chisinau accounted for 8% (Table 8).

Table 8. Distribution of respondents according to the characteristics of their houses by area of residence

		Area of residence						Total	
		Urban		Rural		Chisinau		No.	%
		No.	%	No.	%	No.	%		
D.15. What is the type of your building/house?	Separate apartment	268	35,6%	7	0,6%	526	87,8%	801	28,9%
	One room in an apartment	17	2,9%	6	0,5%	23	5,4%	46	2,2%
	Separate house	480	57,5%	1593	97,0%	30	5,3%	2103	66,5%
	Part of a house	25	3,3%	25	1,9%	6	1,3%	56	2,1%
	DK/NR	5	0,7%	1	0,1%	1	0,2%	7	0,3%
Total		795	100,0%	1632	100,0%	586	100,0%	3013	100,0%
D.16. What construction materials are the walls of your house builded from?	From concrete, monolithic blocks, panels	259	33,7%	44	3,3%	352	60,5%	655	23,8%
	Bricks, lime, pressed blocks	323	41,5%	675	43,0%	229	38,5%	1227	41,6%
	Bricks made of straw (chirpici), clay (argila)	209	24,3%	913	53,7%	4	0,7%	1126	34,4%
	DK/NR	4	0,5%			1	0,2%	5	0,2%
Total		795	100,0%	1632	100,0%	586	100,0%	3013	100,0%
D.17. When was your house built.?	Before 1991	707	85,9%	1430	84,9%	481	78,5%	2618	83,8%
	After 1991	48	6,9%	174	12,8%	49	8,0%	271	10,2%
	DK/NR	40	7,2%	28	2,3%	56	13,5%	124	6,0%
Total		795	100,0%	1632	100,0%	586	100,0%	3013	100,0%
D.18. Number of rooms occupied by you.?	1	78	10,4%	188	10,4%	123	24,8%	389	13,6%
	2	303	37,6%	477	28,1%	283	46,7%	1063	34,7%
	3	232	28,7%	457	28,5%	159	25,4%	848	27,8%
	4	111	13,9%	307	19,4%	15	2,3%	433	14,2%
	5 or more	56	7,5%	193	12,9%	6	0,9%	255	8,8%
	DK/NR	15	1,9%	10	0,7%			25	0,9%
Total		795	100,0%	1632	100,0%	586	100,0%	3013	100,0%

Almost all houses in Chisinau, as well as 80% of those built in other cities have water systems inside the house. In rural areas, only few houses/apartments have water supply systems in the house / apartment (1/3); 55% of respondents have water outside their house/in the yard, while 33% of respondents declared that their dwelling is not connected to piped water. The situation is even worth in case of households' connection to sewage system. Over half of the respondents from rural areas and 14% of respondents in cities, other than the capital do not have any kind of sewage

system. Also, the WC/toilet of the most houses in rural areas (96%) and those in the cities (50%) is in the yard. About 98% of the houses in the villages and 68% in the cities other than Chisinau and 9.5% of those in the capital are heated with coal, wood or oil (Table 9).

Table 9. Access to commodities in the house

		Area of residence						Total	
		Urban		Rural		Chisinau		No.	%
		No.	%	No.	%	No.	%		
D.19. Is your household connected to water through the pipe??:	Yes, there is water in my house / apartment	635	80,9%	572	36,3%	582	99,1%	1,789	61,7%
	Yes, the water is outside, in the yard	268	31,8%	889	54,5%	7	1,3%	1,164	36,9%
	It is not connected	66	7,8%	564	33,4%			630	19,4%
D.20. Is your household connected to the sewage system?	Centralized sewage system	405	54,1%	37	2,8%	577	97,7%	1,019	37,0%
	Local/private sewage system	257	31,2%	681	43,6%	7	2,0%	945	31,2%
	It is not connected	128	14,0%	909	53,3%	1	0,1%	1,038	31,4%
D.21. Tell me, please, where is your toilet (WC) located?	It is in the house / apartment	489	64,6%	267	17,2%	581	98,8%	1,337	47,5%
	It is outside, in the yard	424	49,9%	1,577	96,0%	11	2,3%	2,012	63,4%
	We do not have a toilet	1	0,1%	9	0,6%			10	0,3%
D.22. Tell me, please, which type of heating is your household connected to?	Central heating	170	24,7%	16	1,3%	457	78,2%	643	24,3%
	Autonomous heating	567	68,9%	1,387	85,6%	124	20,9%	2,078	67,0%
	We do not have heating	53	5,9%	227	13,1%	4	0,7%	284	8,5%
D.23. Tell me please, what type of heating is your household connected to?	Gas heating	213	38,6%	82	5,9%	117	91,3%	412	20,4%
	Coal, wood, fuel oil	389	67,7%	1,358	97,7%	10	9,5%	1,757	83,6%
	Electrical heating	23	4,4%	6	0,7%	2	3,1%	31	1,8%

Also, the availability of durable goods in the households was assessed. Most respondents (96%) stated that they have a TV set, 94% - a fridge / freezer, about 90% have a landline telephone and mobile phone and a washing machine (83%). Just over one third of surveyed respondents have a vehicle (Table 10).

Table 10. Availability of durable goods in household

	Area of residence						Total	
	Urban		Rural		Chisinau		No.	%
	nr	%	nr	%	nr	%		
TV set	771	96,6%	1584	97,1%	561	93,9%	2916	96,2%
Refrigerator / freezer	755	95,5%	1479	91,4%	577	98,4%	2811	94,0%
Cell Phone (GSM)	703	92,7%	1280	85,0%	560	97,4%	2543	89,7%
Landline telephone	709	88,4%	1461	89,0%	517	85,0%	2687	88,0%
Washing machine	676	88,3%	1190	76,0%	552	94,4%	2418	83,3%
Cable TV	575	74,8%	762	49,1%	512	84,5%	1849	63,6%
Natural gas	629	80,7%	654	39,6%	533	90,2%	1816	61,4%
Vehicle	291	38,5%	526	35,7%	213	39,2%	1030	37,2%

Satellite TV Antenna	154	18,2%	430	28,5%	43	8,4%	627	21,4%
Cassette Recorder / VCR	163	22,7%	232	16,3%	125	22,0%	520	19,2%

Extract from the GeT Project Outcomes Matrix_Perception, assimilation and support indicators

As of November, 2016

The objective of the project implementation (OIP): To transform delivery of selected public services using ICT														
Outcome indicators of ODP level	Nucleus	Unit	Basic level	Current state vs. annual target values								Frequency	Data source/Methodology	Description (According to the GeT Project Approval Document (PAD/ MD))
				Actual 1st year (31.10.2012)	Target 1st year	Actual Sept. 1, 2013	Target 2nd year (31.10.2013)	Actual Nov. 1, 2014	Actual Nov. 1, 2015	Actual Nov. 1, 2016	Target 5th year (final)			
Citizens' perception of the quality of public services	X	%	N/A	49%	40%	64%	45%	66%	66%	66%	60%	Annual	Study	Level of users' satisfaction with the overall quality of public services transacted through the e-Services Portal (www.servicii.gov.md)/Pondereea of the citizens who assessed the quality of e-services they have used over the past 12 months with 5-6 grades (satisfied and very satisfied) on a scale from 1 to 6.
Uptake of e-Governance by citizens		%	7%	16%	8%	22%	11%	30,3%	35,5%	44% (43,6%)	25%	Annual	Study	Share of population who has visited a government website at least once in the last 12 months.
INTERIM RESULTS														
Interim results (Component 1):														
Sub-component 1.1.														
Supporting of e-Governance Transformation		%	53%	57%	53%	63	55%	69,0%	71,3%	72,9%	70%	Annual	Study	Share of population willing to use the public services via mobile phone or Internet.

STATISTICAL APPENDIXES

Table 1. Computer possession, socio-demografic groups, %

		Number of cases	Is there a computer in your household?		Total
			Yes	No	
Total		3013	70,5%	29,5%	100%
Specify the age group you belong to:	16-25 years	390	82,3%	17,7%	100%
	26-35 years	569	81,0%	19,0%	100%
	36-45 years	474	75,5%	24,5%	100%
	46-55 years	497	59,9%	40,1%	100%
	56-65 years	650	54,2%	45,8%	100%
	66-74 years	433	37,0%	63,0%	100%
Sex	Male	1294	70,1%	29,9%	100%
	Female	1719	70,9%	29,1%	100%
Households with/without children between 0-6 years	Without children	2316	68,0%	32,0%	100%
	One child	529	78,5%	21,5%	100%
	Two children	147	74,4%	25,6%	100%
	Three children or more	21	71,2%	28,8%	100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	36	95,2%	4,8%	100%
	Highly qualified professionals	212	93,7%	6,3%	100%
	Technicians and associate professionals	163	85,5%	14,5%	100%
	Administrative staff/clerks	19	86,5%	13,5%	100%
	Service and shop and market sales workers, housing and communal services	75	82,4%	17,6%	100%
	Skilled agricultural and fishery workers	64	65,7%	34,3%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	106	80,3%	19,7%	100%
	Plant and machine operators and assemblers	40	88,9%	11,1%	100%

		Number of cases	Is there a computer in your household?		Total
			Yes	No	
	Unqualified workers	302	54,8%	45,2%	100%
	Pupils/ students	165	89,0%	11,0%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	23	70,1%	29,9%	100%
	Not employed, looking for a job	378	66,7%	33,3%	100%
	Housekeeping services workers	446	71,3%	28,7%	100%
	Pensioners	861	45,2%	54,8%	100%
	Migrants working abroad	101	77,1%	22,9%	100%
	DK/NR	22	70,6%	29,4%	100%
Monthly family income	Below 1000 MDL	323	39,6%	60,4%	100%
	1001-2000 MDL	615	50,2%	49,8%	100%
	2001-3000 MDL	532	64,2%	35,8%	100%
	3001-4000 MDL	377	81,0%	19,0%	100%
	4001-5000 MDL	265	78,5%	21,5%	100%
	5001-6000 MDL	151	82,6%	17,4%	100%
	Above 6000 MDL	253	86,8%	13,2%	100%
	DK/NR	497	84,2%	15,8%	100%
Education level	Primary education or without primary education (from 1st to 4th form)	31	24,6%	75,4%	100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	589	49,4%	50,6%	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	652	66,8%	33,2%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	515	64,8%	35,2%	100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	589	80,8%	19,2%	100%
	Tertiary/Higher education (universities, academies,	625	90,1%	9,9%	100%

		Number of cases	Is there a computer in your household?		Total
			Yes	No	
	institutes, including post-university studies)				
	DK/NR	12	56,4%	43,6%	100%
Residential area	Urban	795	77,3%	22,7%	100%
	Rural	1632	60,4%	39,6%	100%
	Chişinău	586	86,4%	13,6%	100%
Region	North	834	69,3%	30,7%	100%
	Centre	1501	73,8%	26,2%	100%
	South	678	64,3%	35,7%	100%
Language spoken at home	Moldovan/ Romanian	2194	68,5%	31,5%	100%
	Russian	537	77,9%	22,1%	100%
	Both, at the same level	165	77,5%	22,5%	100%
	Other	117	66,0%	34,0%	100%

Table 2. Computer possession, socio-demographic groups, units

		Yes, pls indicate how many.			
		Number of cases	Average	Minimum	Maximum
Total		2122	1,2	1	3
Specify the age group you belong to:	16-25 years	584	1,2	1	3
	26-35 years	545	1,2	1	3
	36-45 years	390	1,1	1	3
	46-55 years	310	1,1	1	3
	56-65 years	232	1,1	1	3
	66-74 years	61	1,1	1	3

		Yes, pls indicate how many.			
		Number of cases	Average	Minimum	Maximum
Sex	Male	1011	1,2	1	3
	Female	1111	1,1	1	3
Households with/without children between 0-6 years	Without children	1507	1,2	1	3
	One child	472	1,1	1	3
	Two children	124	1,3	1	3
	Three children or more	18	1,1	1	2
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	37	1,4	1	3
	Highly qualified professionals	216	1,3	1	3
	Technicians and associate professionals	161	1,2	1	3
	Administrative staff/clerks	19	1,1	1	3
	Service and shop and market sales workers, housing and communal services	67	1,1	1	3
	Skilled agricultural and fishery workers	45	1,1	1	2
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	98	1,1	1	3
	Plant and machine operators and assemblers	46	1,3	1	3
	Unqualified workers	182	1,1	1	3
	Pupils/ students	266	1,3	1	3
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	14	1,1	1	2
	Not employed, looking for a job	301	1,1	1	3
	Housekeeping services workers	344	1,1	1	3
	Pensioners	215	1,1	1	3
	Migrants working abroad	94	1,1	1	3
DK/NR	15	1,3	1	2	
Monthly family income	Below 1000 MDL	111	1,1	1	3

		Yes, pls indicate how many.			
		Number of cases	Average	Minimum	Maximum
	1001-2000 MDL	240	1,	1	3
	2001-3000 MDL	319	1,1	1	3
	3001-4000 MDL	316	1,1	1	3
	4001-5000 MDL	226	1,2	1	3
	5001-6000 MDL	148	1,2	1	3
	Above 6000 MDL	257	1,3	1	3
	DK/NR	505	1,2	1	3
Education level	Primary education or without primary education (from 1st to 4th form)	4	1,	1	1
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	282	1,1	1	3
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	450	1,2	1	3
	Secondary vocational education (qualified vocational training, including qualification courses)	335	1,1	1	3
	Post-secondary non-tertiary education (colleges, including vocational schools)	466	1,2	1	3
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	577	1,2	1	3
	DK/NR	6	1,0	1	1
Residential area	Urban	602	1,1	1	3
	Rural	947	1,1	1	3
	Chişinău	573	1,3	1	3
Region	North	557	1,1	1	3
	Centre	1139	1,2	1	3
	South	426	1,1	1	3
Language spoken at home	Moldovan/ Romanian	1517	1,1	1	3
	Russian	415	1,2	1	3
	Both, at the same level	124	1,2	1	3
	Other	66	1,0	1	2

Table 3. Reasons for the lack of computers in the households, 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 means to buy a computer	Do not have connection to electricity and therefore no opportunity to use it	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	The computer is damaged	Other	Total
Total		1155	28,4%	12,2%	51,7%	1,6%	2,4%	0,8%	2,5%	0,5%	100%
Specify the age group you belong to:	16-25 years	136	20,3%	1,6%	61,7%	5,1%	1,2%		9,2%	1,0%	100%
	26-35 years	144	19,7%	7,2%	60,3%	1,6%	4,0%	2,2%	4,3%	0,7%	100%
	36-45 years	165	31,0%	7,4%	52,6%	0,6%	4,1%	0,7%	2,7%	0,7%	100%
	46-55 years	275	28,1%	11,9%	53,5%	1,5%	2,3%	1,5%	0,7%	0,4%	100%
	56-65 years	282	31,6%	19,9%	45,2%	0,6%	1,3%	0,2%	1,0%	0,1%	100%
	66-74 years	154	35,8%	18,0%	42,4%	1,2%	1,9%	0,2%	0,2%	0,3%	100%
Sex	Male	561	29,9%	12,1%	50,3%	1,3%	2,7%	0,2%	2,6%	0,8%	100%
	Female	595	27,1%	12,3%	53,0%	1,8%	2,0%	1,4%	2,3%	0,2%	100%
Households with/without children between 0-6 years	Fara copii	947	30,5%	13,3%	50,3%	1,2%	2,2%	0,5%	1,5%	0,5%	100%
	One child	152	19,9%	8,1%	54,3%	4,3%	3,6%	2,2%	6,9%	0,7%	100%
	Two children	49	15,7%	6,3%	65,5%		2,8%	2,2%	7,4%		100%
	Three children or more si mai multi	7	22,9%		77,1%						100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	2	50%	50%							100%
	Highly qualified professionals	14	37,2%	9,7%	53,1%						100%
	Technicians and associate professionals	29	32,4%	4,8%	46,5%	4,2%			7,4%	4,7%	100%
	Administrative staff/clerks	3	40,4%		35,4%		24,3%				100%
	Service and shop and market sales	19	16,7%	11,2%	44,4%		16,8%	10,9%			100%

		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 means to buy a computer	Do not have connection to electricity and therefore no opportunity to use it	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	The computer is damaged	Other	Total
	workers, housing and communal services										
	Skilled agricultural and fishery workers	31	17,7%	14,2%	47,8%	7,0%		3,3%	10,0%		100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	28	27,7%	4,9%	49,0%		6,1%	3,8%	8,5%		100%
	Plant and machine operators and assemblers	7	29,3%		38,4%	22,8%			9,4%		100%
	Unqualified workers	190	27,9%	10,1%	52,0%	1,3%	2,0%	1,2%	4,3%	1,3%	100%
	Pupils/ students	35	33,2%	6,2%	55,7%		4,9%				100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	10	30,3%	29,1%	36,6%					3,9%	100%
	Not employed, looking for a job	192	23,1%	8,6%	62,7%	1,4%	1,7%	0,5%	1,3%	0,5%	100%
	Housekeeping services workers	175	24,1%	9,1%	60,0%	2,2%	0,6%	0,4%	3,7%		100%
	Pensioners	382	33,0%	18,9%	44,3%	0,8%	2,1%	0,1%	0,7%	0,1%	100%
	Migrants working	30	29,7%		51,9%	3,9%	11,2%	3,4%			100%

		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 means to buy a computer	Do not have connection to electricity and therefore no opportunity to use it	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	The computer is damaged	Other	Total
	abroad										
	DK/NR	7	52,1%	5,0%	38,0%		5,0%				100%
Monthly family income	Below 1000 MDL	240	22,5%	14,4%	57,3%	1,2%	0,9%	0,6%	2,1%	1,0%	100%
	1001-2000 MDL	324	30,6%	15,8%	49,5%	1,4%	1,8%	0,3%	0,5%	0,1%	100%
	2001-3000 MDL	242	31,1%	11,1%	52,3%	0,9%	2,5%	0,9%	1,2%		100%
	3001-4000 MDL	87	26,6%	11,6%	49,7%	3,0%	6,7%		2,5%		100%
	4001-5000 MDL	74	25,9%	7,8%	48,8%	5,7%	3,4%	1,4%	5,5%	1,4%	100%
	5001-6000 MDL	32	29,9%	2,2%	37,7%	5,3%		5,3%	18,4%	1,2%	100%
	Above 6000 MDL	39	24,6%	4,8%	54,1%		6,9%	2,6%	3,5%	3,5%	100%
	DK/NR	116	33,0%	8,4%	51,3%		1,9%	1,0%	4,3%		100%
Education level	Primary education or without primary education (from 1st to 4th form)	22	33,0%	20,7%	37,0%	9,3%					100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	390	27,2%	11,2%	55,6%	1,4%	2,1%		2,2%	0,3%	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	292	28,0%	12,5%	54,1%	1,4%	0,2%	0,8%	2,4%	0,4%	100%
	Secondary vocational education (qualified vocational	235	29,2%	13,5%	46,0%	1,2%	5,1%	0,9%	3,0%	1,0%	100%

		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 means to buy a computer	Do not have connection to electricity and therefore no opportunity to use it	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	The computer is damaged	Other	Total
	training, including qualification courses)										
	Post-secondary non-tertiary education (colleges, including vocational schools)	140	28,7%	12,0%	51,4%	1,2%	2,3%	1,5%	2,7%	0,3%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	70	31,4%	9,8%	44,4%	2,3%	4,7%	4,2%	2,7%	0,6%	100%
	DK/NR	6	45,4%	12,2%	42,5%						100%
Residential area	Urban	240	27,3%	15,1%	49,8%	0,9%	3,8%	0,9%	1,0%	1,2%	100%
	Rural	814	28,5%	12,2%	52,0%	2,0%	2,1%	0,4%	2,6%	0,3%	100%
	Chişinău	102	30,6%	5,9%	53,6%		1,2%	3,9%	4,8%		100%
Region	North	333	27,6%	13,7%	49,8%	1,8%	4,7%	0,7%	1,8%		100%
	Centre	523	29,7%	11,1%	51,7%	1,4%	1,3%	1,2%	3,0%	0,8%	100%
	South	300	27,3%	12,6%	53,7%	1,6%	1,6%	0,4%	2,3%	0,5%	100%
Language spoken at home	Moldovan/Romanian	933	29,0%	12,6%	51,4%	1,6%	1,7%	0,9%	2,4%	0,4%	100%
	Russian	134	26,2%	9,5%	53,5%	1,9%	4,2%	0,8%	3,7%	0,3%	100%
	Both, at the same level	44	25,7%	14,0%	41,2%	0,8%	12,8%		3,1%	2,4%	100%
	Other	44	26,5%	11,4%	62,1%						100%

Table 4. Internet connection, socio-demographic groups, %

		Number of cases	Q1.3 Is your household connected to Internet?		Total
			Yes	No	
Total		3013	75,5%	24,5%	100%
Specify the age group you belong to:	16-25 years	390	92,4%	7,6%	100%
	26-35 years	569	88,1%	11,9%	100%
	36-45 years	474	79,3%	20,7%	100%
	46-55 years	497	62,6%	37,4%	100%
	56-65 years	650	54,1%	45,9%	100%
	66-74 years	433	35,8%	64,2%	100%
Sex	Male	1294	75,1%	24,9%	100%
	Female	1719	75,9%	24,1%	100%
Households with/without children between 0-6 years	Without children	2316	72,4%	27,6%	100%
	One child	529	85,4%	14,6%	100%
	Two children	147	80,8%	19,2%	100%
	Three children or more si mai mulți	21	77,8%	22,2%	100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	36	95,2%	4,8%	100%
	Highly qualified professionals	212	95,8%	4,2%	100%
	Technicians and associate professionals	163	93,3%	6,7%	100%
	Administrative staff/clerks	19	86,5%	13,5%	100%
	Service and shop and market sales workers, housing and communal services	75	90,2%	9,8%	100%
	Skilled agricultural and fishery workers	64	71,5%	28,5%	100%
	Craft and related trades workers, în construction, transportation, telecommunications, geology and geological prospecting	106	86,4%	13,6%	100%
	Plant and machine operators and assemblers	40	93,4%	6,6%	100%
	Unqualified workers	302	67,3%	32,7%	100%
	Pupils/ students	165	98,1%	1,9%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	23	70,1%	29,9%	100%
	Not employed, looking for a job	378	68,1%	31,9%	100%
	Housekeeping services workers	446	77,1%	22,9%	100%
	Pensioners	861	45,0%	55,0%	100%
	Migrants working abroad	101	82,3%	17,7%	100%
	DK/NR	22	80,6%	19,4%	100%
Monthly family	Below 1000 MDL	323	42,8%	57,2%	100%

		Number of cases	Q1.3 Is your household connected to Internet?		Total
			Yes	No	
income	1001-2000 MDL	615	53,4%	46,6%	100%
	2001-3000 MDL	532	70,1%	29,9%	100%
	3001-4000 MDL	377	84,3%	15,7%	100%
	4001-5000 MDL	265	83,7%	16,3%	100%
	5001-6000 MDL	151	90,8%	9,2%	100%
	Above 6000 MDL	253	93,2%	6,8%	100%
	DK/NR	497	90,1%	9,9%	100%
Education level	Primary education or without primary education (from 1st to 4th form)	31	21,2%	78,8%	100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	589	56,7%	43,3%	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	652	73,1%	26,9%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	515	71,3%	28,7%	100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	589	84,1%	15,9%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	625	92,3%	7,7%	100%
	DK/NR	12	59,6%	40,4%	100%
Residential area	Urban	795	82,2%	17,8%	100%
	Rural	1632	64,9%	35,1%	100%
	Chişinău	586	92,8%	7,2%	100%
Region	North	834	71,8%	28,2%	100%
	Centre	1501	79,6%	20,4%	100%
	South	678	70,5%	29,5%	100%
Language spoken at home	Moldovan/ Romanian	2194	73,1%	26,9%	100%
	Russian	537	84,2%	15,8%	100%
	Both, at the same level	165	86,3%	13,7%	100%
	Other	117	64,9%	35,1%	100%

Table 5. Household connection to Internet, socio-demographic groups, %

		Number of cases	Q1.5. Please, indicate the main type of Internet connection your household has access to							
			3G	Optical fiber	ADSL	Dial Up	Wi-Fi	Mobile telephone	DK/NA	Total
Total		2048	9,8%	21,5%	41,1%	2,0%	17,4%	7,2%	1,1%	100%
Specify the age group you belong to:	16-25 years	360	12,1%	19,3%	34,9%	2,1%	23,4%	8,3%		100%
	26-35 years	502	9,4%	25,5%	39,4%	1,6%	14,8%	9,1%	0,2%	100%
	36-45 years	377	12,9%	21,2%	41,1%	1,6%	15,4%	7,6%	0,2%	100%
	46-55 years	309	6,2%	19,5%	48,6%	2,2%	16,7%	5,1%	1,7%	100%
	56-65 years	345	4,8%	20,7%	52,0%	2,3%	13,4%	2,6%	4,3%	100%
	66-74 years	155	5,8%	22,7%	43,4%	5,0%	11,6%	0,7%	10,8%	100%
Sex	Male	868	10,6%	24,7%	38,4%	1,6%	16,7%	7,0%	1,1%	100%
	Female	1180	9,0%	18,5%	43,6%	2,4%	18,1%	7,3%	1,0%	100%
Households with/without children between 0-6 years	Without children	1469	10,2%	21,8%	40,9%	1,8%	17,7%	6,5%	1,1%	100%
	One child	441	8,4%	21,9%	39,5%	1,9%	17,8%	9,5%	1,1%	100%
	Two children	121	9,9%	17,8%	50,1%	4,7%	11,3%	5,9%	0,3%	100%
	Three children or more si mai mulți	17	12,1%	14,3%	42,0%		23,2%	8,5%		100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	34	5,9%	36,9%	33,4%		23,7%			100%
	Highly qualified professionals	198	10,2%	26,5%	39,6%	2,5%	16,9%	4,3%		100%
	Technicians and associate professionals	150	7,7%	28,9%	36,0%	2,4%	21,8%	2,6%	0,6%	100%
	Administrative staff/clerks	16		48,2%	30,8%		20,9%			100%
	Service and shop and market sales workers, housing and communal services	66	7,5%	32,2%	30,3%	2,9%	20,5%	6,6%		100%
	Skilled agricultural and fishery workers	44	12,8%	21,6%	47,5%	2,1%	7,9%	5,3%	2,8%	100%
	Craft and related trades workers, în construction, transportation, telecommunications, geology and geological prospecting	89	9,0%	23,4%	34,2%	3,9%	13,3%	13,8%	2,3%	100%
	Plant and machine operators and assemblers	37	12,9%	25,9%	32,0%	2,4%	14,1%	11,3%	1,4%	100%

		Number of cases	Q1.5. Please, indicate the main type of Internet connection your household has access to							
			3G	Optical fiber	ADSL	Dial Up	Wi-Fi	Mobile telephone	DK/NA	Total
	Unqualified workers	193	11,1%	13,5%	43,0%	1,6%	16,0%	13,3%	1,5%	100%
	Pupils/ students	161	9,0%	21,0%	32,9%	1,2%	28,6%	7,3%		100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	16	7,7%	21,7%	41,8%	4,9%	13,9%		9,9%	100%
	Not employed, looking for a job	244	11,7%	21,8%	46,6%	1,8%	11,7%	6,4%		100%
	Housekeeping services workers	341	10,5%	17,8%	44,8%	1,7%	16,3%	8,3%	0,5%	100%
	Pensioners	360	6,9%	18,7%	49,4%	3,0%	13,5%	2,9%	5,5%	100%
	Migrants working abroad	83	12,9%	12,3%	48,3%	1,2%	12,6%	12,7%		100%
	DK/NR	16	5,9%	22,8%	29,2%		42,0%			100%
Monthly family income	Below 1000 MDL	116	5,7%	10,6%	53,6%	2,8%	20,9%	6,1%	0,3%	100%
	1001-2000 MDL	273	10,0%	8,8%	47,9%	4,0%	18,5%	9,1%	1,7%	100%
	2001-3000 MDL	340	9,0%	14,0%	47,0%	2,5%	16,3%	9,7%	1,4%	100%
	3001-4000 MDL	303	11,9%	16,2%	45,2%	3,1%	17,1%	5,1%	1,4%	100%
	4001-5000 MDL	214	9,9%	20,1%	40,4%	1,8%	22,0%	5,5%	0,4%	100%
	5001-6000 MDL	135	9,3%	28,3%	33,3%	2,5%	19,1%	7,5%		100%
	Above 6000 MDL	233	9,1%	34,1%	33,2%	0,9%	15,0%	6,7%	1,0%	100%
	DK/NR	434	10,2%	30,1%	35,6%	0,4%	15,7%	6,9%	1,1%	100%
Education level	Primary education or without primary education (from 1st to 4th form)	5		58,5%	10,9%		10,9%		19,8%	100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	276	15,1%	14,3%	43,4%	1,1%	11,7%	12,4%	2,0%	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	420	7,6%	17,8%	43,9%	1,7%	19,3%	8,0%	1,7%	100%
	Secondary vocational education (qualified vocational training, including qualification	332	11,3%	16,8%	46,2%	1,5%	14,3%	9,1%	0,8%	100%

		Number of cases	Q1.5. Please, indicate the main type of Internet connection your household has access to							Total
			3G	Optical fiber	ADSL	Dial Up	Wi-Fi	Mobile telephone	DK/NA	
	courses)									
	Post-secondary non-tertiary education (colleges, including vocational schools)	459	8,5%	23,4%	41,7%	3,0%	18,5%	3,9%	1,0%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	549	8,9%	29,5%	34,5%	2,2%	19,8%	5,0%	0,1%	
	DK/NR	7		41,3%	5,4%		35,8%	17,4%		100%
Residential area	Urban	593	9,5%	25,8%	39,4%	2,5%	18,7%	3,5%	0,7%	100%
	Rural	944	11,2%	9,7%	54,7%	2,9%	11,2%	9,1%	1,2%	100%
	Chişinău	511	7,8%	36,5%	20,4%		26,4%	7,7%	1,2%	100%
Region	North	532	9,0%	14,8%	53,5%	3,4%	12,9%	5,9%	0,5%	100%
	Centre	1083	9,2%	28,2%	30,3%	0,5%	22,2%	8,0%	1,5%	100%
	South	433	12,2%	12,0%	54,1%	4,1%	10,4%	6,5%	0,7%	100%
Language spoken at home	Moldovan/ Romanian	1432	10,6%	20,7%	43,2%	1,5%	15,8%	7,4%	0,9%	100%
	Russian	418	8,0%	27,0%	35,4%	2,7%	19,1%	6,5%	1,3%	100%
	Both, at the same level	134	4,6%	17,2%	36,5%	3,4%	28,1%	9,1%	1,1%	100%
	Other	64	12,5%	12,5%	39,7%	5,9%	24,5%	2,1%	2,8%	100%

Table 6. Reasons for the lack of household's connection to Internet, socio-demographic groups, (multiple choice), %

		Number of cases	Invoked reasons								Total
			Do not have a computer	Do not have a mobile phone that can be connected to Internet	No possibility to get connected to Internet	Internet services are too expensive for us	Speed of Internet available is too low	The operator delays the connection	Other reasons	DK/NR	
Total		1056	48,2%	9,9%	9,8%	28,3%	0,6%	0,3%	1,8%	1,0%	100%
Specify the age group you belong to:	16-25 years	79	37,5%	10,6%	17,4%	25,3%	2,2%	2,7%		4,3%	100%
	26-35 years	117	44,0%	10,6%	11,6%	31,8%		1,2%	0,9%		100%
	36-45 years	154	49,9%	10,4%	6,6%	30,0%	0,8%		0,8%	1,6%	100%
	46-55 years	273	48,5%	9,0%	11,9%	26,5%	0,4%		2,9%	0,9%	100%
	56-65 years	284	49,9%	10,7%	7,0%	28,7%	0,9%		2,3%	0,5%	100%
	66-74 years	151	51,6%	8,6%	9,4%	28,0%	0,3%		1,5%	0,7%	100%
Sex	Male	522	49,3%	10,5%	8,6%	27,1%	0,7%	0,7%	2,3%	0,8%	100%
	Female	534	47,1%	9,3%	11,0%	29,5%	0,6%		1,3%	1,2%	100%
Households with/without children between 0-6 years	Without children	869	50,3%	9,5%	9,3%	26,9%	0,6%	0,4%	2,2%	0,9%	100%
	One child	135	33,5%	12,4%	14,7%	36,0%	1,3%			2,2%	100%
	Two children	42	48,6%	9,7%	8,1%	33,6%					100%
	Three children or more si mai mulți	9	60,7%	12,4%		26,9%					100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	3	61,6%			38,4%					100%
	Highly qualified professionals	12	52,8%	8,5%	8,5%	14,8%			15,4%		
	Technicians and	18	55,9%			44,1%					100%

	Number of cases	Invoked reasons								
		Do not have a computer	Do not have a mobile phone that can be connected to Internet	No possibility to get connected to Internet	Internet services are too expensive for us	Speed of Internet available is too low	The operator delays the connection	Other reasons	DK/NR	Total
associate professionals										
Administrative staff/clerks	5	39,3%	39,3%		21,5%					100%
Service and shop and market sales workers, housing and communal services	15	34,3%	21,5%	18,6%	18,6%			7,0%		100%
Skilled agricultural and fishery workers	31	44,6%	7,4%	10,0%	38,0%					100%
Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	23	43,1%	4,7%	13,6%	21,7%		15,4%	1,6%		100%
Plant and machine operators and assemblers	5	53,1%			33,2%			13,7%		100%
Unqualified workers	152	49,5%	11,8%	7,3%	28,6%	0,7%		0,8%	1,3%	100%
Pupils/ students	7	22,9%			52,0%			25,1%		100%
Dependents supported by other people or the	11	56,5%	10,3%	10,9%	22,3%					100%

		Number of cases	Invoked reasons								Total
			Do not have a computer	Do not have a mobile phone that can be connected to Internet	No possibility to get connected to Internet	Internet services are too expensive for us	Speed of Internet available is too low	The operator delays the connection	Other reasons	DK/NR	
	state, or from other incomes (rents, bank interests, rents, etc.)										
	Not employed, looking for a job	205	48,3%	9,2%	10,0%	28,9%	0,6%		1,1%	2,0%	100%
	Housekeeping services workers	163	46,2%	15,5%	12,6%	23,2%	1,5%		1,1%		100%
	Pensioners	369	50,8%	7,9%	8,4%	29,7%	0,6%		1,9%	0,7%	100%
	Migrants working abroad	32	31,8%	6,3%	29,3%	25,3%			3,6%	3,8%	
	DK/NR	5	42,4%	14,5%		22,0%				21,1%	100%
Monthly family income	Below 1000 MDL	236	48,4%	10,8%	6,8%	32,1%	0,3%		1,1%	0,5%	100%
	1001-2000 MDL	319	50,7%	9,1%	10,7%	26,9%	0,2%		1,5%	0,9%	100%
	2001-3000 MDL	210	44,9%	9,4%	9,8%	31,0%	0,3%	1,0%	2,1%	1,5%	100%
	3001-4000 MDL	81	43,0%	9,1%	10,8%	30,9%	2,4%	1,7%	2,2%		100%
	4001-5000 MDL	67	41,8%	10,5%	17,9%	23,8%	1,5%		4,5%		100%
	5001-6000 MDL	26	49,2%	2,7%	11,8%	27,0%	6,6%		2,7%		100%
	Above 6000 MDL	30	57,8%	14,6%	12,4%	15,2%					100%
	DK/NR	86	52,5%	12,4%	6,0%	22,7%			2,2%	4,2%	100%
Education level	Primary education or without primary education (from 1st to	20	48,1%	3,6%	7,5%	40,8%					100%

	Number of cases	Invoked reasons									
		Do not have a computer	Do not have a mobile phone that can be connected to Internet	No possibility to get connected to Internet	Internet services are too expensive for us	Speed of Internet available is too low	The operator delays the connection	Other reasons	DK/NR	Total	
4th form)											
Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	370	46,6%	11,7%	10,7%	29,8%	0,2%		0,9%	0,2%	100%	
Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	249	50,1%	6,3%	9,6%	29,4%	0,4%	1,4%	1,0%	1,8%	100%	
Secondary vocational education (qualified vocational training, including qualification courses)	211	48,2%	11,2%	10,5%	25,5%	0,5%		2,0%	2,1%	100%	
Post-secondary non-tertiary education (colleges, including vocational schools)	138	47,2%	12,0%	8,6%	26,9%	2,9%		1,8%	0,5%	100%	
Tertiary/Higher education (universities,	62	53,7%	4,8%	7,6%	24,5%			8,8%	0,6%	100%	

		Number of cases	Invoked reasons								DK/NR	Total
			Do not have a computer	Do not have a mobile phone that can be connected to Internet	No possibility to get connected to Internet	Internet services are too expensive for us	Speed of Internet available is too low	The operator delays the connection	Other reasons			
	academies, institutes, including post-university studies)											
	DK/NR	7	37,4%	27,6%		17,5%			17,5%			
Residential area	Urban	213	44,6%	15,4%	6,4%	29,5%	0,3%		2,5%	1,3%	100%	
	Rural	787	47,8%	9,0%	11,3%	28,5%	0,8%	0,3%	1,4%	1,0%	100%	
	Chişinău	56	67,2%	2,1%	2,7%	20,9%		2,4%	4,8%		100%	
Region	North	300	54,3%	7,1%	5,5%	26,8%	0,9%	0,7%	3,3%	1,4%	100%	
	Centre	472	50,0%	10,7%	10,3%	25,8%	0,1%	0,3%	1,9%	0,8%	100%	
	South	285	38,7%	11,4%	13,6%	34,0%	1,2%		0,1%	1,0%	100%	
Language spoken at home	Moldovan/ Romanian	880	49,1%	10,6%	10,1%	26,2%	0,7%	0,4%	1,8%	1,0%	100%	
	Russian	107	46,3%	9,1%	6,9%	34,2%			2,8%	0,7%	100%	
	Both, at the same level	27	48,9%	3,9%		39,5%	1,3%			6,3%	100%	
	Other	42	32,1%		18,3%	49,6%					100%	

Table 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?		
			Yes	No	Total
Total		3.013	70,0%	30,0%	100%
Specify the age group you belong to:	16-25 years	390	90,5%	9,5%	100%
	26-35 years	569	85,3%	14,7%	100%
	36-45 years	474	75,9%	24,1%	100%
	46-55 years	497	53,6%	46,4%	100%
	56-65 years	650	41,3%	58,7%	100%
	66-74 years	433	26,3%	73,7%	100%
Sex	Male	1.294	69,3%	30,7%	100%
	Female	1.719	70,6%	29,4%	100%
Households with/without children between 0-6 years	Without children	2.316	67,1%	32,9%	100%
	One child	529	79,0%	21,0%	100%
	Two children	147	75,6%	24,4%	100%
	Three children or more si mai mulți	21	72,4%	27,6%	100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	36	95,2%	4,8%	100%
	Highly qualified professionals	212	96,4%	3,6%	100%
	Technicians and associate professionals	163	87,5%	12,5%	100%
	Administrative staff/clerks	19	87,2%	12,8%	100%
	Service and shop and market sales workers, housing and communal services	75	82,8%	17,2%	100%
	Skilled agricultural and fishery workers	64	64,1%	35,9%	100%
	Craft and related trades workers, în construction, transportation, telecommunications, geology and geological prospecting	106	79,8%	20,2%	100%
	Plant and machine operators and assemblers	40	85,2%	14,8%	100%
	Unqualified workers	302	59,5%	40,5%	100%
	Pupils/ students	165	94,1%	5,9%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	23	62,0%	38,0%	100%
	Not employed, looking for a job	378	64,1%	35,9%	100%
	Housekeeping services workers	446	72,1%	27,9%	100%
	Pensioners	861	34,7%	65,3%	100%
	Migrants working abroad	101	80,2%	19,8%	
DK/NR	22	77,3%	22,7%	100%	

		Number of cases	Q1.6 Regardless of the venue, did you personally use a computer over the past 12 months?		
			Yes	No	Total
Monthly family income	Below 1000 MDL	323	39,6%	60,4%	100%
	1001-2000 MDL	615	47,8%	52,2%	100%
	2001-3000 MDL	532	60,7%	39,3%	100%
	3001-4000 MDL	377	77,0%	23,0%	100%
	4001-5000 MDL	265	83,4%	16,6%	100%
	5001-6000 MDL	151	86,3%	13,7%	100%
	Above 6000 MDL	253	90,6%	9,4%	100%
	DK/NR	497	83,5%	16,5%	100%
Education level	Primary education or without primary education (from 1st to 4th form)	31	14,7%	85,3%	100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	589	49,9%	50,1%	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	652	65,9%	34,1%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	515	66,6%	33,4%	100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	589	74,8%	25,2%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	625	92,6%	7,4%	100%
	DK/NR	12	36,8%	63,2%	100%
	Residential area	Urban	795	76,8%	23,2%
Rural		1.632	57,8%	42,2%	100%
Chişinău		586	90,6%	9,4%	100%
Region	North	834	67,1%	32,9%	100%
	Centre	1.501	76,0%	24,0%	100%
	South	678	59,4%	40,6%	100%
Language spoken at home	Moldovan/ Romanian	2.194	67,5%	32,5%	100%
	Russian	537	80,3%	19,7%	100%
	Both, at the same level	165	78,6%	21,4%	100%
	Other	117	54,5%	45,5%	100%

Table 8. Internet use, socio-demographic groups, %

		Number of cases	Q1.7 Regardless of the venue, did you personally use the Internet over the past 12 months?		
			Yes	No	Total
Total		3.013	71,4%	28,6%	100%
Specify the age group you belong to:	16-25 years	390	93,4%	6,6%	100%
	26-35 years	569	86,9%	13,1%	100%
	36-45 years	474	77,9%	22,1%	100%
	46-55 years	497	54,3%	45,7%	100%
	56-65 years	650	40,9%	59,1%	100%
	66-74 years	433	26,1%	73,9%	100%
Sex	Male	1.294	70,6%	29,4%	100%
	Female	1.719	72,1%	27,9%	100%
Households with/without children between 0-6 years	Without children	2.316	68,0%	32,0%	100%
	One child	529	82,4%	17,6%	100%
	Two children	147	76,9%	23,1%	100%
	Three children or more si mai mulți	21	72,4%	27,6%	100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	36	95,2%	4,8%	100%
	Highly qualified professionals	212	96,8%	3,2%	100%
	Technicians and associate professionals	163	89,1%	10,9%	100%
	Administrative staff/clerks	19	87,2%	12,8%	100%
	Service and shop and market sales workers, housing and communal services	75	83,2%	16,8%	100%
	Skilled agricultural and fishery workers	64	64,1%	35,9%	100%
	Craft and related trades workers, în construction, transportation, telecommunications, geology and geological prospecting	106	83,7%	16,3%	100%
	Plant and machine operators and assemblers	40	82,9%	17,1%	100%
	Unqualified workers	302	65,1%	34,9%	100%
	Pupils/ students	165	95,9%	4,1%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	23	62,0%	38,0%	100%
	Not employed, looking for a job	378	64,2%	35,8%	100%
	Housekeeping services workers	446	74,0%	26,0%	100%
	Pensioners	861	34,7%	65,3%	100%

		Number of cases	Q1.7 Regardless of the venue, did you personally use the Internet over the past 12 months?		
			Yes	No	Total
	Migrants working abroad	101	81,6%	18,4%	100%
	DK/NR	22	77,3%	22,7%	100%
Monthly family income	Below 1000 MDL	323	40,5%	59,5%	100%
	1001-2000 MDL	615	48,1%	51,9%	100%
	2001-3000 MDL	532	61,8%	38,2%	100%
	3001-4000 MDL	377	78,7%	21,3%	100%
	4001-5000 MDL	265	83,3%	16,7%	100%
	5001-6000 MDL	151	89,0%	11,0%	100%
	Above 6000 MDL	253	92,9%	7,1%	100%
	DK/NR	497	86,1%	13,9%	100%
Education level	Primary education or without primary education (from 1st to 4th form)	31	14,7%	85,3%	100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	589	51,7%	48,3%	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	652	67,7%	32,3%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	515	67,5%	32,5%	100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	589	76,9%	23,1%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	625	93,1%	6,9%	100%
	DK/NR	12	47,1%	52,9%	100%
Residential area	Urban	795	78,6%	21,4%	100%
	Rural	1.632	59,2%	40,8%	100%
	Chişinău	586	91,8%	8,2%	100%
Region	North	834	67,7%	32,3%	100%
	Centre	1.501	77,1%	22,9%	100%
	South	678	62,6%	37,4%	100%
Language spoken at home	Moldovan/ Romanian	2.194	69,2%	30,8%	100%
	Russian	537	81,6%	18,4%	100%
	Both, at the same level	165	79,7%	20,3%	100%
	Other	117	52,5%	47,5%	100%

Table 9. Venues for Internet access over the past 12 months, socio-demographic groups, %

		Number of cases	1.8. Where did you access the Internet over the past 12 months from?								
			At home	At friends, acquaintances	At school, college, university (free of charge)	At work	At library, Post Office (free of charge)	At the Post Office (free of charge)	At internet-café (for fee)	Elsewhere, via mobile phone	Elsewhere using other device/s with Internet access (notebook with Wi-Fi connection, 3G modem etc)
Total		1871	91,9%	36,8%	13,8%	23,3%	5,4%	2,9%	8,4%	48,4%	34,2%
Specify the age group you belong to:	16-25 years	364	93,0%	56,2%	36,9%	23,5%	12,1%	6,1%	15,9%	73,8%	54,5%
	26-35 years	495	93,0%	38,4%	5,6%	31,6%	4,0%	2,4%	8,7%	53,8%	36,8%
	36-45 years	370	90,6%	25,9%	3,4%	19,7%	1,0%	0,5%	3,7%	37,3%	23,0%
	46-55 years	268	90,9%	18,4%	1,6%	17,2%	2,2%	1,6%	2,6%	22,5%	14,5%
	56-65 years	261	90,1%	17,5%	0,4%	15,0%	0,4%		0,4%	11,3%	11,0%
	66-74 years	113	85,9%	18,3%	2,6%	12,4%	2,6%	1,7%	1,7%	7,9%	13,0%
Sex	Male	780	91,7%	37,4%	14,2%	24,3%	5,1%	3,1%	9,0%	50,2%	36,2%
	Female	1091	92,0%	36,3%	13,5%	22,4%	5,6%	2,6%	7,8%	46,7%	32,3%
Households with/without children between 0-6 years	Without children	1335	92,1%	37,4%	17,0%	24,6%	6,6%	3,5%	10,0%	48,4%	34,6%
	One child	410	91,7%	35,7%	7,0%	20,8%	2,4%	1,5%	3,7%	48,5%	32,8%
	Two children	111	92,8%	34,7%	4,3%	18,4%	3,5%	1,1%	7,2%	50,4%	33,2%
	Three children or more si mai mulți	15	79,3%	35,8%		15,3%			11,6%	29,5%	41,8%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	34	100,0%	37,6%	8,2%	68,8%	2,7%	3,6%	13,7%	55,9%	45,2%
	Highly qualified professionals	203	94,5%	41,0%	11,2%	65,3%	9,3%	3,2%	9,8%	62,0%	49,9%
	Technicians and associate professionals	143	95,7%	34,0%	4,4%	32,5%	4,9%	2,7%	8,9%	53,2%	41,1%
	Administrative staff/clerks	16	87,5%	33,8%	12,6%	62,8%	12,6%	5,3%	12,6%	48,4%	41,9%
	Service and shop and market sales workers, housing and communal services	60	95,5%	33,0%	4,6%	41,0%	3,2%	5,0%	6,2%	44,6%	30,6%
	Skilled agricultural and fishery workers	39	92,1%	20,3%		18,9%	5,4%		5,4%	25,6%	19,1%
	Craft and related trades workers, în construction,	84	85,8%	29,8%	5,1%	32,7%			2,7%	47,6%	34,7%

		Number of cases	1.8. Where did you access the Internet over the past 12 months from?								
			At home	At friends, acquaintances	At school, college, university (free of charge)	At work	At library, Post Office (free of charge)	At the Post Office (free of charge)	At internet-café (for fee)	Elsewhere, via mobile phone	Elsewhere using other device/s with Internet access (notebook with Wi-Fi connection, 3G modem etc)
	transportation, telecommunications, geology and geological prospecting										
	Plant and machine operators and assemblers	31	95,0%	47,6%	20,0%	38,9%	5,0%	10,0%	13,2%	60,1%	31,9%
	Unqualified workers	181	87,0%	34,5%	6,8%	19,2%	2,7%	1,9%	5,5%	44,4%	27,1%
	Pupils/ students	157	95,1%	62,3%	67,4%	15,5%	18,7%	9,6%	23,4%	79,2%	60,8%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	13	85,2%	30,6%						15,7%	7,9%
	Not employed, looking for a job	222	92,3%	30,0%	4,7%	9,3%	1,7%	1,0%	3,8%	43,5%	21,9%
	Housekeeping services workers	323	91,4%	35,3%	3,1%	8,2%	2,0%	1,1%	3,1%	42,6%	29,5%
	Pensioners	268	89,0%	16,2%	1,1%	5,1%	0,9%	0,4%	0,9%	10,0%	9,6%
	Migrants working abroad	82	86,2%	35,4%	4,1%	17,9%	4,1%		13,7%	38,8%	25,1%
	DK/NR	15	100,0%	43,7%	16,7%	43,1%		6,4%	25,9%	42,2%	42,5%
Monthly family income	Below 1000 MDL	107	79,4%	35,4%	6,1%	5,6%	1,8%	0,3%	2,7%	27,8%	8,6%
	1001-2000 MDL	237	89,0%	26,6%	7,4%	8,1%	3,8%	0,6%	6,6%	31,8%	22,7%
	2001-3000 MDL	281	89,3%	35,8%	18,7%	14,0%	5,1%	3,7%	8,9%	45,1%	31,5%
	3001-4000 MDL	273	92,2%	33,4%	13,0%	27,3%	7,4%	3,5%	10,8%	47,3%	34,1%
	4001-5000 MDL	209	94,9%	35,4%	7,1%	27,6%	8,1%	4,6%	5,2%	47,5%	36,4%
	5001-6000 MDL	130	91,5%	44,6%	11,1%	35,2%	3,3%	0,7%	5,4%	47,0%	32,1%
	Above 6000 MDL	230	91,4%	40,1%	12,2%	42,7%	6,1%	3,1%	6,5%	58,8%	43,8%
	DK/NR	404	96,2%	40,9%	20,7%	21,0%	4,9%	3,4%	12,1%	58,2%	41,0%
Education level	Primary education or without primary education (from 1st to 4th form)	2	100,0%							84,4%	84,4%
	Lower secondary, secondary	226	85,6%	33,2%	13,7%	4,4%	3,2%	1,3%	3,7%	45,1%	24,1%

		Number of cases	1.8. Where did you access the Internet over the past 12 months from?								
			At home	At friends, acquaintances	At school, college, university (free of charge)	At work	At library, Post Office (free of charge)	At the Post Office (free of charge)	At internet-café (for fee)	Elsewhere, via mobile phone	Elsewhere using other device/s with Internet access (notebook with Wi-Fi connection, 3G modem etc)
	incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)										
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	371	90,3%	34,2%	18,8%	10,8%	4,7%	3,9%	11,0%	46,5%	31,3%
	Secondary vocational education (qualified vocational training, including qualification courses)	307	90,5%	31,5%	5,9%	15,2%	2,4%	0,9%	7,0%	35,3%	23,9%
	Post-secondary non-tertiary education (colleges, including vocational schools)	402	95,1%	37,9%	14,3%	21,3%	5,8%	1,8%	7,4%	46,4%	33,9%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	558	94,8%	43,2%	14,2%	48,6%	8,5%	4,9%	10,3%	60,1%	47,4%
	DK/NR	5	78,0%	25,7%	32,1%					79,8%	32,6%
Residential area	Urban	548	96,2%	38,2%	16,0%	26,4%	6,2%	4,6%	13,1%	48,1%	33,3%
	Rural	826	88,4%	25,4%	5,5%	11,0%	2,7%	1,2%	3,2%	33,0%	15,4%
	Chişinău	497	92,9%	52,9%	24,2%	38,9%	8,7%	3,7%	11,5%	72,0%	63,8%
Region	North	488	93,3%	43,2%	16,7%	25,4%	8,3%	4,6%	16,1%	45,2%	27,8%
	Centre	1018	91,6%	40,1%	14,4%	26,6%	5,2%	2,8%	6,7%	54,7%	43,8%
	South	365	90,9%	19,1%	8,3%	11,1%	2,1%	0,9%	3,2%	34,5%	15,1%
Language spoken at home	Moldovan/ Romanian	1309	91,8%	37,3%	14,6%	21,2%	5,6%	2,9%	8,8%	48,4%	33,9%
	Russian	397	91,7%	36,1%	11,7%	28,8%	4,8%	3,1%	7,0%	48,6%	35,1%
	Both, at the same level	119	94,8%	41,5%	12,2%	33,2%	5,1%	1,1%	10,6%	52,2%	41,8%
	Other	46	90,7%	18,4%	11,9%	14,3%	4,1%	4,1%	2,6%	35,7%	16,4%

Table 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	Less than once a week	DK/NR	Total
Total		1,871	77,6%	15,9%	6,4%	0,1%	100%
Specify the age group you belong to:	16-25 years	364	90,8%	6,4%	2,7%	0,3%	100%
	26-35 years	495	85,0%	12,1%	2,9%		100%
	36-45 years	370	68,4%	22,6%	9,0%		100%
	46-55 years	268	61,5%	26,4%	12,1%		100%
	56-65 years	261	56,4%	29,9%	13,6%		100%
	66-74 years	113	53,2%	25,6%	21,1%		100%
Sex	Male	780	77,9%	15,6%	6,5%		100%
	Female	1,091	77,4%	16,2%	6,4%	0,2%	100%
Households with/without children between 0-6 years	Without children	1,335	76,8%	16,4%	6,8%		100%
	One child	410	78,5%	15,5%	6,0%		100%
	Two children	111	82,5%	12,4%	5,1%		100%
	Three children or more si mai mulți	15	86,9%	13,1%		1,7%	100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	34	86,0%	10,9%	3,1%		100%
	Highly qualified professionals	203	90,3%	8,4%	1,3%		100%
	Technicians and associate professionals	143	74,4%	21,9%	3,7%		100%
	Administrative staff/clerks	16	94,7%	5,3%			100%
	Service and shop and market sales workers, housing and communal services	60	83,5%	16,5%			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	Less than once a week	DK/NR	Total
	Skilled agricultural and fishery workers	39	73,6%	14,3%	12,1%		100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	84	76,4%	16,6%	7,1%		100%
	Plant and machine operators and assemblers	31	88,8%	9,6%	1,6%		100%
	Unqualified workers	181	61,0%	26,6%	12,4%		100%
	Pupils/ students	157	95,3%	3,4%	1,3%		100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	13	50,2%	25,7%	24,1%		100%
	Not employed, looking for a job	222	75,5%	17,2%	7,3%		100%
	Housekeeping services workers	323	76,8%	17,0%	6,2%		100%
	Pensioners	268	53,0%	28,2%	18,8%		100%
	Migrants working abroad	82	80,0%	13,3%	6,8%		
	DK/NR	15	86,9%	13,1%			100%
Monthly family income	Below 1000 MDL	107	59,0%	19,7%	21,3%		100%
	1001-2000 MDL	237	58,4%	27,2%	14,3%		100%
	2001-3000 MDL	281	73,6%	18,6%	7,8%		100%
	3001-4000 MDL	273	77,8%	17,8%	4,4%		100%
	4001-5000 MDL	209	79,2%	15,5%	5,3%		100%
	5001-6000 MDL	130	79,8%	13,6%	6,6%		100%
	Above 6000 MDL	230	84,1%	11,5%	4,4%		100%
	DK/NR	404	87,8%	10,6%	1,6%		100%
Education level	Primary education or without primary education (from 1st to 4th form)	2	84,4%	15,6%			100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	226	70,2%	20,9%	8,9%		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	Less than once a week	DK/NR	Total
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	371	73,7%	19,1%	7,2%		100%
	Secondary vocational education (qualified vocational training, including qualification courses)	307	70,8%	19,4%	9,8%		100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	402	77,1%	16,6%	6,3%		100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	558	89,0%	8,1%	2,9%		100%
	DK/NR	5	45,4%	54,6%			
Residential area	Urban	548	83,2%	12,8%	4,0%		100%
	Rural	826	65,9%	24,0%	10,1%		100%
	Chişinău	497	89,9%	6,8%	3,3%		100%
Region	North	488	77,2%	16,6%	6,3%		100%
	Centre	1,018	79,1%	14,3%	6,7%		100%
	South	365	74,2%	19,9%	6,0%		100%
Language spoken at home	Moldovan/ Romanian	1,309	75,3%	17,7%	7,0%		100%
	Russian	397	83,5%	11,3%	5,2%		100%
	Both, at the same level	119	80,3%	13,4%	6,3%		100%
	Other	46	90,5%	7,3%	2,2%		100%

Table 11. Purposes for Internet use, socio-demographic groups , %,the answer "Yes"

		Number of cases	Getting general information about governmental institutions, public authorities, public entities overall	Requesting public services provided by governmental institutions, for e.g. ordering a passport, an ID, requesting a certificate	Sending the information to the government institutions, for e.g. filing a complaint, informing online the authorities on particular matters, participation in public consultations on normative acts	Getting informed about the goods and services rendered by private economic agents	Getting informed about health and medical services rendered by public medical institutions	Getting informed about health and medical services rendered by private medical institutions	Getting informed about cultural institutions and their activities (for e.g. the programme of theaters, cinemas, museums, concert halls etc.)	Sending and/or receiving messages via electronic mail (e-mail)
			1	2	3	4	5	6	7	8
Total		1,871	23,1%	10,8%	6,6%	22,7%	30,8%	26,4%	28,2%	58,1%
Specify the age group you belong to:	16-25 years	364	27,4%	13,3%	7,6%	25,8%	36,6%	31,5%	38,1%	77,3%
	26-35 years	495	29,2%	13,7%	8,1%	27,0%	36,8%	32,5%	33,6%	66,3%
	36-45 years	370	20,7%	9,3%	5,8%	21,8%	26,2%	21,4%	21,8%	46,7%
	46-55 years	268	11,8%	5,1%	4,8%	14,6%	17,6%	15,2%	13,9%	33,5%
	56-65 years	261	11,5%	5,4%	3,2%	14,3%	22,7%	18,5%	13,3%	31,4%
	66-74 years	113	16,9%	7,1%	2,7%	14,2%	22,0%	19,5%	15,0%	29,3%
Sex	Male	780	25,4%	10,6%	5,9%	22,5%	26,1%	23,0%	27,8%	59,4%
	Female	1,091	21,0%	11,0%	7,2%	22,9%	35,0%	29,5%	28,5%	56,9%
Households with/without children between 0-6 years	Without children	1,335	23,4%	10,6%	6,5%	22,0%	28,7%	25,8%	28,8%	56,9%
	One child	410	20,7%	12,0%	5,9%	23,6%	33,5%	26,5%	26,5%	60,1%
	Two children	111	27,4%	10,2%	9,6%	26,8%	46,6%	36,1%	28,9%	62,2%
	Three children or more si mai mulți	15	34,5%	5,7%	9,4%	27,6%	20,5%	13,0%	17,3%	73,9%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	34	57,7%	37,9%	37,5%	45,5%	41,7%	42,3%	46,5%	79,7%
	Highly qualified professionals	203	55,1%	29,2%	17,2%	44,2%	50,7%	47,2%	53,2%	83,7%
	Technicians and associate professionals	143	31,1%	13,1%	11,4%	24,7%	36,9%	34,6%	36,1%	64,1%
	Administrative staff/clerks	16	25,0%	14,7%	21,3%	41,0%	33,8%	33,8%	30,5%	70,1%

		Number of cases	Getting general information about governmental institutions, public authorities, public entities overall	Requesting public services provided by governmental institutions, for e.g. ordering a passport, an ID, requesting a certificate	Sending the information to the government institutions, for e.g. filing a complaint, informing online the authorities on particular matters, participation in public consultations on normative acts	Getting informed about the goods and services rendered by private economic agents	Getting informed about health and medical services rendered by public medical institutions	Getting informed about health and medical services rendered by private medical institutions	Getting informed about cultural institutions and their activities (for e.g. the programme of theaters, cinemas, museums, concert halls etc.)	Sending and/or receiving messages via electronic mail (e-mail)
			1	2	3	4	5	6	7	8
	Service and shop and market sales workers, housing and communal services	60	22,2%	11,8%	5,2%	30,0%	25,0%	7,7%	23,3%	62,8%
	Skilled agricultural and fishery workers	39	15,1%			16,8%	25,9%	14,4%	16,0%	49,6%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	84	16,3%	14,2%	5,1%	18,1%	16,5%	17,6%	17,7%	52,6%
	Plant and machine operators and assemblers	31	20,4%	11,0%	7,5%	22,1%	38,1%	33,0%	26,6%	71,6%
	Unqualified workers	181	6,5%	1,7%	1,6%	11,6%	14,5%	15,1%	13,8%	42,9%
	Pupils/ students	157	34,7%	12,7%	6,5%	30,7%	45,4%	38,0%	53,0%	84,3%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	13	7,9%				15,7%	7,9%	23,9%	33,6%
	Not employed, looking for a job	222	14,5%	5,1%	3,0%	17,0%	20,7%	18,0%	18,7%	50,6%
	Housekeeping services workers	323	16,9%	9,5%	5,6%	19,7%	36,4%	28,8%	22,5%	50,5%
	Pensioners	268	7,3%	3,8%	1,2%	12,4%	19,9%	16,9%	9,8%	27,6%
	Migrants working abroad	82	13,8%	6,1%	1,2%	11,4%	15,1%	11,9%	9,6%	41,8%
	DK/NR	15	29,6%			19,1%	6,2%	7,1%	29,8%	56,6%
Monthly	Below 1000 MDL	107	10,1%	3,3%	1,5%	9,2%	30,0%	18,7%	14,1%	38,4%

		Number of cases	Getting general information about governmental institutions, public authorities, public entities overall	Requesting public services provided by governmental institutions, for e.g. ordering a passport, an ID, requesting a certificate	Sending the information to the government institutions, for e.g. filing a complaint, informing online the authorities on particular matters, participation in public consultations on normative acts	Getting informed about the goods and services rendered by private economic agents	Getting informed about health and medical services rendered by public medical institutions	Getting informed about health and medical services rendered by private medical institutions	Getting informed about cultural institutions and their activities (for e.g. the programme of theaters, cinemas, museums, concert halls etc.)	Sending and/or receiving messages via electronic mail (e-mail)
			1	2	3	4	5	6	7	8
family income	1001-2000 MDL	237	5,7%	4,7%	1,2%	13,2%	20,5%	16,1%	10,7%	35,9%
	2001-3000 MDL	281	13,8%	5,3%	4,9%	14,5%	26,5%	23,1%	20,0%	53,0%
	3001-4000 MDL	273	24,1%	12,4%	6,1%	24,9%	34,4%	26,2%	26,1%	62,1%
	4001-5000 MDL	209	29,3%	11,7%	6,2%	24,3%	31,6%	23,4%	30,7%	60,3%
	5001-6000 MDL	130	26,5%	15,5%	9,4%	23,7%	37,1%	33,7%	32,7%	66,1%
	Above 6000 MDL	230	34,2%	20,3%	12,9%	35,0%	33,8%	31,3%	40,6%	66,6%
	DK/NR	404	28,9%	10,6%	7,3%	26,1%	32,0%	31,4%	35,9%	65,1%
Education level	Primary education or without primary education (from 1st to 4th form)	2								84,4%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	226	10,6%	3,8%	2,2%	9,3%	17,3%	13,3%	15,1%	42,7%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	371	14,8%	5,8%	3,6%	17,8%	27,3%	24,0%	23,4%	49,8%
	Secondary vocational education (qualified vocational training, including qualification courses)	307	10,3%	3,7%	2,3%	11,6%	17,3%	13,9%	13,0%	49,2%
	Post-secondary non-tertiary education (colleges, including vocational schools)	402	22,8%	9,4%	5,1%	21,8%	34,2%	26,5%	27,3%	56,5%

		Number of cases	Getting general information about governmental institutions, public authorities, public entities overall	Requesting public services provided by governmental institutions, for e.g. ordering a passport, an ID, requesting a certificate	Sending the information to the government institutions, for e.g. filing a complaint, informing online the authorities on particular matters, participation in public consultations on normative acts	Getting informed about the goods and services rendered by private economic agents	Getting informed about health and medical services rendered by public medical institutions	Getting informed about health and medical services rendered by private medical institutions	Getting informed about cultural institutions and their activities (for e.g. the programme of theaters, cinemas, museums, concert halls etc.)	Sending and/or receiving messages via electronic mail (e-mail)
			1	2	3	4	5	6	7	8
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	558	43,5%	23,5%	14,7%	40,7%	45,9%	42,4%	48,1%	78,4%
	DK/NR	5	22,0%				6,9%		6,9%	67,4%
Residential area	Urban	548	17,7%	9,2%	4,5%	17,3%	22,4%	20,1%	23,2%	63,2%
	Rural	826	13,2%	4,6%	3,3%	11,2%	19,7%	13,1%	12,1%	40,9%
	Chişinău	497	43,6%	21,9%	13,6%	45,8%	56,1%	53,1%	57,6%	79,2%
Region	North	488	15,6%	5,7%	4,8%	13,7%	22,0%	18,6%	16,7%	52,7%
	Centre	1,018	28,6%	14,4%	8,5%	30,3%	39,2%	34,7%	39,1%	64,9%
	South	365	17,1%	7,1%	3,2%	12,8%	18,1%	13,0%	11,8%	45,8%
Language spoken at home	Moldovan/ Romanian	1,309	23,0%	11,4%	6,6%	21,1%	30,7%	26,3%	26,2%	57,0%
	Russian	397	23,5%	8,1%	6,2%	27,6%	32,7%	28,0%	33,3%	61,1%
	Both, at the same level	119	26,7%	13,8%	7,0%	31,9%	30,8%	28,5%	39,9%	69,1%
	Other	46	14,4%	8,1%	8,1%	8,7%	18,5%	12,1%	15,2%	39,5%

(continuation of Table 1.11.)

		Number of cases	Holding phone conversations via Internet/VoIP	Chatting via Skype, Messenger	Using social networks (Facebook, Odnoklassniki, etc.)	Posting (displaying, disseminating) information via personal websites	Purchasing or ordering goods or services from private entities	Carrying out e-banking transactions via Internet	Training and education activities	Watching and/or downloading digital content for purposes of entertainment (games, texts, pictures, books, music, movies)	Downloading (software) programmes	Reading news, newspapers, on-line magazines
			9	10	11	12	13	14	15	16	17	18
Total		1,871	29,9%	91,0%	86,9%	27,8%	26,3%	17,1%	41,2%	73,2%	36,2%	65,8%
Specify the age group you belong to:	16-25 years	364	38,5%	93,8%	95,6%	38,3%	37,4%	20,1%	49,5%	84,1%	55,4%	71,9%
	26-35 years	495	32,7%	92,1%	92,9%	33,9%	33,3%	25,4%	48,0%	78,5%	43,3%	69,5%
	36-45 years	370	25,4%	86,4%	86,7%	22,1%	17,7%	14,3%	38,5%	70,8%	27,4%	65,8%
	46-55 years	268	21,1%	89,5%	73,0%	12,1%	10,4%	5,6%	26,6%	61,0%	9,3%	53,0%
	56-65 years	261	18,1%	90,4%	64,5%	11,0%	10,6%	6,5%	23,1%	47,9%	9,9%	55,3%
	66-74 years	113	8,1%	86,5%	55,4%	9,1%	11,5%	4,4%	13,3%	35,6%	11,7%	48,4%
Sex	Male	780	29,3%	91,4%	87,2%	30,0%	28,5%	20,0%	38,1%	77,8%	43,8%	67,9%
	Female	1,091	30,4%	90,6%	86,6%	25,9%	24,4%	14,5%	44,0%	69,0%	29,4%	63,9%
Households with/without children between 0-6 years	Without children	1,335	29,1%	91,1%	84,9%	28,2%	24,8%	16,7%	38,2%	71,6%	36,7%	65,1%
	One child	410	29,7%	89,9%	92,0%	25,7%	29,9%	16,4%	48,3%	77,6%	32,7%	67,4%
	Two children	111	39,8%	95,5%	92,2%	31,8%	31,5%	22,7%	44,4%	75,3%	43,4%	66,8%
	Three children or more si mai mulți	15	28,3%	79,3%	81,0%	30,3%	22,9%	34,5%	68,0%	68,0%	43,1%	68,7%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	34	48,6%	93,2%	81,9%	30,7%	51,8%	56,1%	63,2%	81,1%	59,5%	82,8%
	Highly qualified professionals	203	40,5%	93,6%	89,1%	44,2%	51,5%	43,1%	60,1%	83,1%	57,5%	80,9%
	Technicians and associate professionals	143	35,9%	89,7%	86,1%	26,6%	30,4%	21,5%	36,1%	77,8%	36,4%	76,6%
	Administrative staff/clerks	16	48,4%	94,3%	94,3%	39,3%	40,1%	39,8%	57,5%	81,6%	47,4%	81,8%
	Service and shop and market sales workers,	60	32,9%	83,9%	84,8%	24,1%	31,2%	18,2%	33,2%	78,2%	41,9%	79,9%

		Number of cases	Holding phone conversations via Internet/VoIP	Chatting via Skype, Messenger	Using social networks (Facebook, Odnoklassniki, etc.)	Posting (displaying, disseminating) information via personal websites	Purchasing or ordering goods or services from private entities	Carrying out e-banking transactions via Internet	Training and education activities	Watching and/or downloading digital content for purposes of entertainment (games, texts, pictures, books, music, movies)	Downloading (software) programmes	Reading news, newspapers, on-line magazines
			9	10	11	12	13	14	15	16	17	18
	housing and communal services											
	Skilled agricultural and fishery workers	39	22,8%	88,6%	84,4%	24,9%	26,6%	7,7%	39,4%	51,0%	7,0%	55,3%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	84	26,5%	88,8%	82,2%	20,4%	18,6%	14,3%	30,1%	73,3%	45,2%	65,7%
	Plant and machine operators and assemblers	31	31,7%	84,5%	80,2%	37,2%	38,9%	28,5%	47,8%	86,5%	52,6%	66,5%
	Unqualified workers	181	15,8%	85,1%	86,3%	15,2%	13,0%	6,9%	33,3%	67,3%	26,1%	57,3%
	Pupils/ students	157	46,9%	98,3%	97,5%	47,7%	39,5%	18,1%	61,5%	88,1%	63,1%	75,5%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	13	23,9%	100,0%	79,6%	7,9%	7,9%		33,6%	60,4%	15,7%	54,3%
	Not employed, looking for a job	222	23,9%	90,1%	89,6%	25,8%	17,4%	10,4%	30,2%	73,8%	29,9%	57,6%
	Housekeeping services workers	323	28,2%	91,3%	90,3%	23,1%	22,6%	13,5%	44,5%	69,1%	25,1%	59,4%
	Pensioners	268	13,7%	89,6%	61,3%	9,4%	7,3%	4,4%	14,0%	42,9%	6,7%	49,3%
	Migrants working abroad	82	21,8%	90,7%	90,5%	24,1%	13,7%	6,8%	35,2%	73,0%	26,4%	62,8%
	DK/NR	15	30,0%	90,2%	72,6%	26,6%	32,0%	30,8%	43,4%	73,3%	27,6%	80,7%
Monthly family income	Below 1000 MDL	107	23,7%	85,5%	82,9%	17,8%	17,4%	8,6%	28,0%	59,8%	18,4%	39,2%
	1001-2000 MDL	237	22,9%	91,0%	76,7%	17,8%	9,9%	4,9%	24,8%	57,6%	17,3%	42,5%
	2001-3000 MDL	281	29,4%	89,1%	88,0%	28,7%	17,5%	5,4%	34,6%	68,3%	27,8%	59,7%
	3001-4000 MDL	273	31,3%	89,9%	90,4%	33,0%	28,9%	13,7%	40,7%	70,7%	31,9%	68,4%
	4001-5000 MDL	209	22,1%	89,2%	84,6%	29,0%	27,0%	22,6%	46,8%	73,2%	36,5%	73,2%
	5001-6000 MDL	130	35,4%	89,5%	88,3%	23,7%	34,7%	27,3%	48,0%	82,5%	48,8%	74,3%
	Above 6000 MDL	230	33,1%	92,3%	91,3%	29,4%	41,3%	32,7%	55,6%	87,0%	46,4%	78,6%

		Number of cases	Holding phone conversations via Internet/VoIP	Chatting via Skype, Messenger	Using social networks (Facebook, Odnoklassniki, etc.)	Posting (displaying, disseminating) information via personal websites	Purchasing or ordering goods or services from private entities	Carrying out e-banking transactions via Internet	Training and education activities	Watching and/or downloading digital content for purposes of entertainment (games, texts, pictures, books, music, movies)	Downloading (software) programmes	Reading news, newspapers, on-line magazines
			9	10	11	12	13	14	15	16	17	18
	DK/NR	404	34,0%	94,5%	87,9%	30,9%	28,6%	19,4%	43,2%	77,1%	46,9%	71,2%
Education level	Primary education or without primary education (from 1st to 4th form)	2		100,0%	84,4%				84,4%	84,4%	84,4%	
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	226	17,9%	87,0%	91,5%	20,3%	11,2%	7,6%	33,2%	69,6%	25,9%	55,7%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	371	25,6%	89,7%	84,3%	25,3%	19,5%	10,4%	36,7%	72,3%	29,5%	59,0%
	Secondary vocational education (qualified vocational training, including qualification courses)	307	25,2%	90,6%	83,6%	19,9%	16,5%	5,0%	37,9%	66,2%	29,6%	58,3%
	Post-secondary non-tertiary education (colleges, including vocational schools)	402	32,3%	92,5%	86,1%	25,8%	27,7%	17,1%	36,8%	72,8%	34,7%	67,8%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	558	40,0%	92,9%	89,2%	40,1%	44,2%	34,3%	53,6%	79,9%	51,4%	79,0%
	DK/NR	5	54,1%	100,0%	74,3%				32,1%	79,8%	32,1%	93,1%
	Residential area	Urban	548	37,5%	94,3%	87,7%	31,2%	25,5%	15,8%	36,2%	73,4%	40,6%
Rural		826	21,5%	88,5%	85,5%	18,5%	14,2%	8,3%	37,0%	66,0%	22,5%	56,6%
Chişinău		497	35,1%	91,5%	88,2%	38,8%	45,7%	31,9%	52,6%	83,8%	52,8%	75,1%
Region	North	488	28,4%	90,4%	86,3%	32,6%	21,5%	11,4%	37,9%	71,8%	34,4%	58,1%
	Centre	1,018	32,3%	90,2%	85,8%	27,5%	31,4%	21,9%	46,2%	75,0%	40,0%	70,1%
	South	365	25,1%	93,9%	90,9%	22,7%	18,4%	11,0%	30,9%	69,7%	27,8%	63,6%

		Number of cases	Holding phone conversations via Internet/VoIP	Chatting via Skype, Messenger	Using social networks (Facebook, Odnoklassniki, etc.)	Posting (displaying, disseminating) information via personal websites	Purchasing or ordering goods or services from private entities	Carrying out e-banking transactions via Internet	Training and education activities	Watching and/or downloading digital content for purposes of entertainment (games, texts, pictures, books, music, movies)	Downloading (software) programmes	Reading news, newspapers, on-line magazines
			9	10	11	12	13	14	15	16	17	18
Language spoken at home	Moldovan/ Romanian	1,309	28,9%	91,3%	87,1%	27,4%	23,6%	15,5%	40,8%	70,6%	34,9%	62,7%
	Russian	397	31,2%	90,2%	84,7%	26,8%	32,7%	20,4%	38,8%	80,7%	40,4%	74,4%
	Both, at the same level	119	45,3%	88,0%	89,0%	43,1%	36,4%	24,9%	50,4%	77,3%	39,9%	75,8%
	Other	46	11,9%	93,9%	93,6%	12,4%	28,7%	17,0%	50,2%	77,2%	32,0%	59,9%

Table 12. 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
			Da	Nu	
Total		1,871	13,6%	86,4%	100%
Specify the age group you belong to:	16-25 years	364	15,1%	84,9%	100%
	26-35 years	495	19,0%	81,0%	100%
	36-45 years	370	11,1%	88,9%	100%
	46-55 years	268	7,3%	92,7%	100%
	56-65 years	261	7,4%	92,6%	100%
	66-74 years	113	5,4%	94,6%	100%
Sex	Male	780	14,3%	85,7%	100%
	Female	1,091	12,9%	87,1%	100%
Households with/without children between 0-6 years	Without children	1,335	13,5%	86,5%	100%
	One child	410	12,9%	87,1%	100%
	Two children	111	18,1%	81,9%	100%
	Three children or more	15	3,8%	96,2%	100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	34	45,8%	54,2%	100%
	Highly qualified professionals	203	38,3%	61,7%	100%
	Technicians and associate professionals	143	11,3%	88,7%	100%
	Administrative staff/clerks	16	46,4%	53,6%	100%
	Service and shop and market sales workers, housing and communal services	60	15,5%	84,5%	100%
	Skilled agricultural and fishery workers	39	11,2%	88,8%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	84	15,5%	84,5%	100%
	Plant and machine operators and assemblers	31	6,0%	94,0%	100%
	Unqualified workers	181	7,2%	92,8%	100%
	Pupils/ students	157	17,5%	82,5%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	13	7,9%	92,1%	100%
	Not employed, looking for a job	222	6,3%	93,7%	100%
	Housekeeping services workers	323	8,2%	91,8%	100%
	Pensioners	268	4,3%	95,7%	100%
	Migrants working abroad	82	4,7%	95,3%	
	DK/NR	15	6,4%	93,6%	100%
Monthly family	Below 1000 MDL	107	4,5%	95,5%	100%

		Number of cases	Q2.1 Did you personally access the website of the Government (www.gov.md) over the past 12 months?		Total
			Da	Nu	
income	1001-2000 MDL	237	4,3%	95,7%	100%
	2001-3000 MDL	281	6,2%	93,8%	100%
	3001-4000 MDL	273	9,9%	90,1%	100%
	4001-5000 MDL	209	17,4%	82,6%	100%
	5001-6000 MDL	130	23,6%	76,4%	100%
	Above 6000 MDL	230	26,9%	73,1%	100%
	DK/NR	404	14,3%	85,7%	100%
Education level	Primary education or without primary education (from 1st to 4th form)	2		100,0%	100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	226	3,1%	96,9%	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	371	6,1%	93,9%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	307	3,4%	96,6%	100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	402	9,6%	90,4%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	558	33,3%	66,7%	100%
	DK/NR	5	22,0%	78,0%	100%
Residential area	Urban	548	11,9%	88,1%	100%
	Rural	826	9,8%	90,2%	100%
	Chişinău	497	20,9%	79,1%	100%
Region	North	488	11,0%	89,0%	100%
	Centre	1,018	16,2%	83,8%	100%
	South	365	9,3%	90,7%	100%
Language spoken at home	Moldovan/ Romanian	1,309	14,6%	85,4%	100%
	Russian	397	10,2%	89,8%	100%
	Both, at the same level	119	15,3%	84,7%	100%
	Other	46	6,1%	93,9%	100%

Table 13. Frequency of accessing the website of the Government of RM, socio-demographic groups, %

		Number of cases	Q2.2 How many times did you access the website 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	DK/NR	
Total		236	17,4%	34,9%	18,0%	6,3%	22,4%	1,1%	100%
Specify the age group you belong to:	16-25 years	57	19,3%	34,3%	20,4%	6,3%	19,7%		100%
	26-35 years	94	14,5%	35,3%	20,6%	5,6%	21,6%	2,5%	100%
	36-45 years	40	17,5%	30,7%	14,9%	5,0%	32,0%		100%
	46-55 years	20	30,6%	44,7%	5,0%	10,7%	9,1%		100%
	56-65 years	19	10,8%	35,2%	10,8%	10,8%	32,4%		100%
	66-74 years	6		33,3%			50,8%	15,9%	100%
Sex	Male	107	13,2%	31,5%	20,8%	7,8%	24,8%	1,9%	100%
	Female	129	21,7%	38,3%	15,1%	4,7%	19,9%	0,2%	100%
Households with/without children between 0-6 years	Without children	160	17,6%	34,0%	17,4%	6,5%	23,7%	0,8%	100%
	One child	54	18,3%	39,9%	15,9%	4,3%	19,6%	2,1%	100%
	Two children	21	14,2%	27,3%	29,1%	10,5%	19,0%		100%
	Three children or more	1		100,0%					100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	15		20,2%	5,8%	16,7%	57,3%		100%
	Highly qualified professionals	74	13,1%	26,4%	18,5%	12,0%	29,6%	0,4%	100%
	Technicians and associate professionals	15	7,1%	32,5%	29,1%	6,4%	24,8%		100%
	Administrative staff/clerks	7		37,2%		13,4%	49,4%		100%
	Service and shop and market sales workers, housing and communal services	8	9,7%	48,8%	30,5%		11,0%		100%
	Skilled agricultural and fishery workers	4		72,3%	27,7%				100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	12	13,5%	63,0%	14,9%			8,5%	100%
	Plant and machine operators and assemblers	2			50%			50%	100%
	Unqualified workers	12	49,8%	24,9%	8,7%		16,6%		100%

		Number of cases	Q2.2 How many times did you access the website of the Government (www.gov.md) over the past 12 months?						
			Once	1-3 times	4-7 times	8-10 times	Over 10 times	DK/NR	Total
	Pupils/ students	28	21,9%	35,3%	24,0%		18,8%		100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	1				100,0%			100%
	Not employed, looking for a job	15	40,9%	40,3%		3,8%	14,9%		100%
	Housekeeping services workers	27	17,9%	53,7%	18,0%	3,6%	6,7%		100%
	Pensioners	11	19,9%	40,4%	9,9%		29,8%		100%
	Migrants working abroad	4	26,0%		51,5%		22,5%		
	DK/NR	1	100,0%						100%
Monthly family income	Below 1000 MDL	5	13,5%	86,5%					100%
	1001-2000 MDL	8	23,1%	76,9%					100%
	2001-3000 MDL	15	28,1%	50,3%		5,2%	16,4%		100%
	3001-4000 MDL	28	31,1%	19,1%	17,0%	2,3%	30,6%		100%
	4001-5000 MDL	31	20,4%	26,9%	22,3%	2,5%	27,8%		100%
	5001-6000 MDL	31	21,2%	37,2%	6,3%	10,4%	25,0%		100%
	Above 6000 MDL	62	9,9%	33,5%	18,8%	12,0%	25,4%	0,5%	100%
	DK/NR	56	12,6%	33,0%	29,3%	3,7%	17,7%	3,7%	100%
Education level	Primary education or without primary education (from 1st to 4th form)								100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	5	18,7%	66,3%	15,0%				100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	18	36,2%	24,3%	26,1%		8,5%	4,9%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	10	33,2%	28,2%	20,2%	8,2%	10,2%		100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	33	18,7%	36,8%	18,5%	5,4%	20,6%		100%
	Tertiary/Higher education (universities,	169	13,1%	35,2%	16,8%	7,5%	26,5%	0,9%	

		Number of cases	Q2.2 How many times did you access the website of the Government (www.gov.md) over the past 12 months?						
			Once	1-3 times	4-7 times	8-10 times	Over 10 times	DK/NR	Total
	academies, institutes, including post-university studies)								
	DK/NR	1	100,0%						100%
Residential area	Urban	60	22,7%	48,4%	18,0%		8,5%	2,4%	100%
	Rural	74	23,3%	37,5%	10,7%	11,8%	16,6%		100%
	Chişinău	102	10,2%	25,3%	23,1%	5,9%	34,4%	1,1%	100%
Region	North	48	34,8%	37,0%	7,4%	5,2%	15,6%		100%
	Centre	156	13,3%	30,9%	21,3%	6,7%	26,4%	1,4%	100%
	South	32	11,5%	51,8%	17,5%	5,9%	12,4%	0,9%	100%
Language spoken at home	Moldovan/ Romanian	180	19,5%	33,5%	17,4%	7,5%	21,9%	0,2%	100%
	Russian	38	7,4%	46,8%	14,9%	3,1%	24,8%	3,1%	100%
	Both, at the same level	16	13,9%	29,9%	33,9%		15,2%	7,0%	100%
	Other	2	50%				50%		100%

Table 14. Accessing the websites of the state/government institutions, socio-demographic groups, %

		Number of cases	Q2.3 Did you personally access any webpage (website) of the state institutions over the past 12 months?			Total
			Yes	No	DK/NR	
Total		1,871	43,6%	56,0%	0,4%	100%
Specify the age group you belong to:	16-25 years	364	51,7%	48,0%	0,3%	100%
	26-35 years	495	51,6%	48,2%	0,2%	100%
	36-45 years	370	35,5%	63,5%	1,0%	100%
	46-55 years	268	31,5%	68,5%		100%
	56-65 years	261	29,3%	70,3%	0,4%	100%
	66-74 years	113	25,9%	74,1%		100%

		Number of cases	Q2.3 Did you personally access any webpage (website) of the state institutions over the past 12 months?			Total
			Yes	No	DK/NR	
Sex	Male	780	46,3%	53,3%	0,4%	100%
	Female	1,091	41,2%	58,4%	0,4%	100%
Households with/without children between 0-6 years	Without children	1,335	43,4%	56,2%	0,4%	100%
	One child	410	42,7%	57,0%	0,2%	100%
	Two children	111	48,4%	50,8%	0,8%	100%
	Three children or more	15	52,3%	47,7%		100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	34	63,8%	36,2%		100%
	Highly qualified professionals	203	75,2%	24,3%	0,5%	100%
	Technicians and associate professionals	143	46,5%	53,5%		100%
	Administrative staff/clerks	16	83,0%	17,0%		100%
	Service and shop and market sales workers, housing and communal services	60	39,2%	60,8%		100%
	Skilled agricultural and fishery workers	39	28,8%	71,2%		100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	84	38,5%	60,3%	1,2%	100%
	Plant and machine operators and assemblers	31	39,4%	60,6%		100%
	Unqualified workers	181	33,0%	66,3%	0,8%	100%
	Pupils/ students	157	59,8%	39,5%	0,8%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	13	51,6%	48,4%		100%
	Not employed, looking for a job	222	36,3%	63,7%		100%
	Housekeeping services workers	323	35,6%	64,1%	0,3%	100%
	Pensioners	268	20,3%	79,7%		100%
	Migrants working abroad	82	35,1%	64,0%	1,0%	
DK/NR	15	40,3%	59,7%		100%	
Monthly family income	Below 1000 MDL	107	32,5%	67,5%		100%
	1001-2000 MDL	237	25,2%	74,8%		100%
	2001-3000 MDL	281	36,5%	63,2%	0,2%	100%

		Number of cases	Q2.3 Did you personally access any webpage (website) of the state institutions over the past 12 months?			Total
			Yes	No	DK/NR	
	3001-4000 MDL	273	42,0%	57,6%	0,3%	100%
	4001-5000 MDL	209	42,8%	57,2%		100%
	5001-6000 MDL	130	56,8%	42,6%	0,7%	100%
	Above 6000 MDL	230	55,9%	43,7%	0,4%	100%
	DK/NR	404	49,3%	49,8%	0,9%	100%
Education level	Primary education or without primary education (from 1st to 4th form)	2		100,0%		100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	226	26,3%	72,6%	1,1%	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	371	38,2%	61,7%	0,2%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	307	29,9%	69,8%	0,3%	100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	402	43,4%	56,3%	0,3%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	558	65,0%	34,7%	0,3%	100%
	DK/NR	5	22,0%	78,0%		100%
Residential area	Urban	548	39,4%	60,4%	0,2%	100%
	Rural	826	32,1%	67,6%	0,3%	100%
	Chişinău	497	65,5%	33,9%	0,6%	100%
Region	North	488	35,3%	64,5%	0,2%	100%
	Centre	1,018	52,6%	46,9%	0,5%	100%
	South	365	28,9%	70,8%	0,2%	100%
Language spoken at home	Moldovan/ Romanian	1,309	44,0%	55,5%	0,5%	100%
	Russian	397	41,7%	58,3%		100%
	Both, at the same level	119	54,6%	44,4%	1,0%	100%
	Other	46	22,2%	77,8%		100%

Table 15. Most visited websites of the ministries and other central and specialized administrative authorities and public authorities over the past 12 months (Top 10), socio-demographic groups, %

		http://www.w.meteo.	http://www.w.edu.md	http://www.w.turism.	http://ms.gov.md/	http://www.w.cnam.m	http://www.w.cnas.m	http://www.w.statistic	http://www.w.registru
Total		51,7%	32,3%	23,9%	21,1%	20,1%	20,1%	17,0%	16,5%
Specify the age group you belong to:	16-25 years	56,4%	45,6%	24,9%	20,6%	16,0%	15,0%	15,6%	14,8%
	26-35 years	48,1%	30,7%	23,3%	25,6%	26,0%	26,8%	18,7%	24,4%
	36-45 years	45,1%	25,8%	25,3%	16,2%	17,2%	20,8%	17,5%	10,7%
	46-55 years	55,8%	9,2%	21,9%	18,7%	20,0%	13,2%	14,6%	9,9%
	56-65 years	52,1%	15,1%	20,5%	14,4%	24,7%	25,3%	18,6%	10,9%
	66-74 years	59,5%	13,5%	20,4%	27,6%	6,9%	17,1%	17,1%	10,2%
Sex	Male	51,9%	28,3%	22,8%	17,3%	13,7%	16,1%	15,3%	18,2%
	Female	51,5%	36,3%	25,0%	25,0%	26,6%	24,2%	18,6%	14,8%
Households with/without children between 0-6 years	Without children	51,0%	33,4%	24,9%	19,9%	20,0%	17,6%	18,1%	15,8%
	One child	51,9%	28,3%	20,0%	23,5%	15,7%	24,6%	13,2%	17,2%
	Two children	62,0%	31,9%	24,0%	28,0%	36,8%	29,7%	19,0%	24,7%
	Three children or more	32,3%	43,9%	40,2%	10,9%	21,7%	28,9%	10,9%	
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	25,7%	42,6%	45,8%	42,2%	48,3%	59,0%	62,9%	46,4%
	Highly qualified professionals	51,7%	47,8%	30,8%	36,1%	36,8%	34,9%	31,6%	31,0%
	Technicians and associate professionals	54,2%	31,2%	31,4%	20,2%	27,6%	25,9%	19,2%	18,0%
	Administrative staff/clerks	24,4%	34,6%	18,4%	24,1%	31,0%	44,1%	47,7%	51,8%
	Service and shop and market sales workers, housing and communal services	35,2%	8,1%	20,5%	8,7%	15,9%	8,1%	9,5%	12,2%
	Skilled agricultural and fishery workers	42,0%		9,7%	10,8%	18,9%	18,9%	21,6%	10,8%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	51,1%	12,4%	11,2%	18,6%	13,5%	8,4%	10,9%	2,7%
	Plant and machine operators and assemblers	20,1%	25,4%	47,3%	12,7%		8,0%		8,0%
	Unqualified workers	62,0%	21,4%	6,7%	13,1%	9,3%	15,4%	5,8%	12,4%
	Pupils/ students	50,7%	59,0%	25,5%	22,2%	16,4%	12,8%	17,9%	14,7%
Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	84,8%	15,2%							

	Not employed, looking for a job	57,0%	10,3%	21,9%	7,9%	4,9%	5,3%	2,6%	5,0%
	Housekeeping services workers	56,2%	23,3%	21,8%	22,7%	22,8%	23,5%	12,6%	16,3%
	Pensioners	63,3%	19,2%	20,1%	15,9%	15,6%	17,1%	13,9%	5,3%
	Migrants working abroad	38,7%	10,2%	20,3%	7,8%	9,2%	13,7%	2,8%	
	DK/NR	73,5%	48,5%	32,5%	31,3%		10,6%		15,9%
Monthly family income	Below 1000 MDL	65,8%	23,7%	13,3%	14,8%	17,6%	14,1%		4,6%
	1001-2000 MDL	65,6%	12,8%	6,0%	4,2%	13,6%	9,3%	1,2%	3,7%
	2001-3000 MDL	51,7%	24,8%	22,8%	23,6%	12,0%	12,5%	11,5%	10,2%
	3001-4000 MDL	54,3%	29,0%	27,7%	21,1%	19,0%	17,6%	14,8%	11,6%
	4001-5000 MDL	41,3%	34,7%	16,9%	22,4%	24,6%	27,0%	23,7%	20,2%
	5001-6000 MDL	49,5%	35,3%	20,4%	18,4%	25,8%	27,0%	22,7%	16,4%
	Above 6000 MDL	38,2%	40,0%	34,8%	30,9%	28,4%	32,6%	28,4%	29,9%
	DK/NR	58,4%	36,2%	25,5%	19,4%	17,4%	15,2%	14,9%	17,0%
Education level	Primary education or without primary education (from 1st to 4th form)	58,7%	26,0%	13,0%	6,7%	5,2%	12,6%	2,8%	10,8%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	61,9%	32,4%	23,5%	16,3%	8,3%	5,4%	6,6%	8,4%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	58,1%	13,8%	18,0%	7,4%	5,2%	7,2%	4,1%	5,5%
	Secondary vocational education (qualified vocational training, including qualification courses)	51,0%	24,0%	22,1%	17,6%	17,0%	17,6%	13,3%	11,3%
	Post-secondary non-tertiary education (colleges, including vocational schools)	44,5%	42,6%	28,8%	31,7%	34,1%	33,0%	29,8%	27,0%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)								
	DK/NR	44,0%	28,8%	20,6%	13,0%	15,6%	16,8%	14,9%	6,2%
Residential area	Urban	52,4%	23,0%	20,0%	17,0%	16,3%	16,7%	11,3%	10,2%
	Rural	55,9%	41,3%	28,8%	29,1%	25,7%	24,7%	22,5%	27,5%
	Chişinău	54,1%	28,8%	17,7%	15,9%	18,3%	14,1%	14,3%	9,2%
Region	North	54,3%	33,6%	25,8%	23,5%	21,3%	22,0%	18,4%	21,5%
	Centre	34,6%	30,8%	24,0%	17,2%	17,1%	19,8%	13,6%	2,5%
	South	52,2%	33,9%	24,7%	23,6%	20,3%	21,0%	17,8%	17,5%
Language spoken at home	Moldovan/ Romanian	51,0%	26,1%	21,4%	13,4%	17,6%	17,7%	15,4%	14,9%
	Russian	47,8%	33,4%	25,2%	17,8%	24,3%	16,5%	9,9%	9,6%
	Both, at the same level	57,8%	24,6%	9,1%	18,5%	27,6%	27,6%	36,4%	27,6%

Table 16. Level of knowledge of e-Governance concept, socio-demographic groups, %

		Average mark	Number of cases	Q3.1 Please, assess your level of knowledge of e-Governance concept.							DK/NR	Total
				1 low level	2	3	4	5	6 high level			
Total		2,3	3,013	49,1%	11,4%	13,6%	10,7%	6,9%	6,2%	2,1%	100%	
Specify the age group you belong to:	16-25 years	2,7	390	38,4%	14,2%	14,3%	12,6%	8,4%	9,8%	2,2%	100%	
	26-35 years	2,6	569	44,7%	9,9%	15,6%	11,9%	9,1%	8,3%	0,5%	100%	
	36-45 years	2,2	474	49,4%	11,5%	13,9%	11,2%	6,4%	4,0%	3,6%	100%	
	46-55 years	2,1	497	54,8%	11,3%	14,2%	9,3%	5,4%	3,0%	2,0%	100%	
	56-65 years	2,	650	60,2%	10,2%	9,7%	7,3%	5,1%	4,7%	2,9%	100%	
	66-74 years	1,8	433	65,4%	9,5%	8,9%	9,3%	2,8%	2,6%	1,6%	100%	
Sex	Male	2,4	1,294	48,1%	11,9%	13,4%	9,7%	7,4%	7,1%	2,3%	100%	
	Female	2,3	1,719	50,0%	11,0%	13,7%	11,6%	6,5%	5,3%	2,0%	100%	
Households with/without children between 0-6 years	Without children	2,3	2,316	49,6%	11,0%	13,0%	10,3%	7,2%	6,6%	2,4%	100%	
	One child	2,3	529	47,1%	13,9%	15,4%	12,4%	5,5%	4,4%	1,3%	100%	
	Two children	2,4	147	49,4%	9,9%	13,8%	9,7%	9,0%	7,4%	0,7%	100%	
	Three children or more	2,2	21	50,8%	4,1%	17,9%	12,2%		6,6%	8,4%	100%	
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	3,8	36	20,5%	11,7%	3,0%	21,3%	15,1%	25,6%	3,0%	100%	
	Highly qualified professionals	3,4	212	25,0%	8,5%	16,7%	17,2%	15,0%	16,7%	0,9%	100%	
	Technicians and associate professionals	2,6	163	42,7%	11,3%	11,6%	11,5%	8,6%	8,7%	5,7%	100%	
	Administrative staff/clerks	3,1	19	34,0%	15,0%	8,0%	7,9%	17,6%	17,5%		100%	
	Service and shop and market sales workers, housing and communal services	2,4	75	49,6%	12,4%	9,2%	12,2%	11,1%	5,5%		100%	
	Skilled agricultural and fishery workers	2,3	64	45,8%	16,7%	13,9%	8,2%	6,7%	5,0%	3,8%	100%	
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	2,5	106	50,1%	6,8%	12,4%	11,1%	9,0%	8,5%	2,1%	100%	
Plant and machine operators and assemblers	2,8	40	43,6%	11,6%	10,0%	10,8%	8,4%	15,6%		100%		

		Average mark	Number of cases	Q3.1 Please, assess your level of knowledge of e-Governance concept.							
				1 low level	2	3	4	5	6 high level	DK/NR	Total
	Unqualified workers	2,	302	53,7%	14,9%	16,6%	8,9%	4,3%	1,0%	0,6%	100%
	Pupils/ students	2,7	165	35,6%	15,9%	17,4%	11,2%	8,4%	8,9%	2,6%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	2,	23	63,5%	10,9%	6,9%	4,9%	6,9%	6,9%		100%
	Not employed, looking for a job	2,2	378	54,6%	10,4%	14,1%	8,4%	6,4%	5,0%	1,1%	100%
	Housekeeping services workers	2,2	446	51,3%	10,5%	14,5%	13,5%	5,5%	3,1%	1,7%	100%
	Pensioners	1,8	861	64,0%	9,1%	9,2%	8,1%	4,3%	2,5%	2,9%	100%
	Migrants working abroad	2,1	101	52,7%	13,5%	13,8%	7,8%	1,9%	5,9%	4,3%	
	DK/NR	2,7	22	30,9%	16,2%	22,7%	6,7%		13,4%	10,1%	100%
Monthly family income	Below 1000 MDL	1,9	323	65,0%	8,9%	8,3%	6,0%	6,3%	4,1%	1,4%	100%
	1001-2000 MDL	1,9	615	60,9%	9,0%	11,5%	8,7%	5,5%	2,7%	1,8%	100%
	2001-3000 MDL	2,1	532	54,1%	10,5%	12,7%	10,7%	4,5%	3,5%	4,0%	100%
	3001-4000 MDL	2,4	377	43,7%	13,2%	17,3%	13,3%	7,5%	4,7%	0,3%	100%
	4001-5000 MDL	2,5	265	40,8%	13,5%	16,9%	13,1%	9,5%	5,5%	0,7%	100%
	5001-6000 MDL	2,5	151	36,2%	16,8%	20,4%	12,8%	8,3%	4,4%	1,2%	100%
	Above 6000 MDL	3,	253	34,9%	13,5%	14,1%	11,6%	8,1%	17,6%	0,3%	100%
	DK/NR	2,5	497	46,3%	10,6%	12,1%	10,7%	7,7%	8,4%	4,1%	100%
Education level	Primary education or without primary education (from 1st to 4th form)	1,7	31	66,0%	14,5%	6,7%	12,8%				100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	1,8	589	60,4%	13,8%	14,2%	5,8%	3,3%	1,1%	1,4%	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	2,1	652	51,4%	12,4%	13,5%	8,8%	5,6%	4,0%	4,1%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	2,	515	57,8%	10,4%	13,4%	10,1%	4,2%	2,8%	1,3%	100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	2,4	589	47,6%	11,5%	10,9%	11,0%	8,6%	7,9%	2,6%	100%
	Tertiary/Higher education (universities, academies, institutes,	3,2	625	29,7%	9,2%	16,0%	17,3%	12,5%	14,4%	0,9%	

		Average mark	Number of cases	Q3.1 Please, assess your level of knowledge of e-Governance concept.							
				1 low level	2	3	4	5	6 high level	DK/NR	Total
	including post-university studies)										
	DK/NR	1,2	12	90,5%	3,2%		6,3%				100%
Residential area	Urban	2,4	795	48,5%	11,4%	13,0%	11,3%	8,7%	6,0%	1,1%	100%
	Rural	2,1	1,632	53,8%	12,9%	13,5%	9,8%	4,8%	3,2%	2,1%	100%
	Chişinău	2,9	586	38,6%	8,1%	14,5%	12,3%	9,7%	13,4%	3,4%	100%
Region	North	2,3	834	51,4%	10,5%	9,8%	11,8%	6,8%	6,7%	3,1%	100%
	Centre	2,4	1,501	49,7%	10,3%	12,1%	11,0%	7,6%	7,2%	2,1%	100%
	South	2,2	678	44,8%	15,2%	21,7%	8,7%	5,5%	3,2%	0,9%	100%
Language spoken at home	Moldovan/ Romanian	2,1	2,194	53,1%	12,5%	12,4%	9,8%	6,1%	4,3%	1,9%	100%
	Russian	2,9	537	36,9%	7,9%	16,6%	14,5%	10,2%	11,3%	2,4%	100%
	Both, at the same level	2,8	165	40,7%	7,8%	11,9%	12,5%	8,3%	15,0%	3,8%	100%
	Other	2,5	117	38,6%	13,3%	24,8%	8,7%	5,0%	7,1%	2,5%	100%

Table 17. 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		3,013	62,8%	16,0%	21,2%	100%
Specify the age group you belong to:	16-25 years	390	72,7%	12,3%	15,0%	100%
	26-35 years	569	70,2%	13,3%	16,5%	100%
	36-45 years	474	60,5%	16,5%	23,0%	100%
	46-55 years	497	57,7%	19,9%	22,4%	100%
	56-65 years	650	51,0%	19,0%	30,0%	100%
	66-74 years	433	44,0%	21,9%	34,1%	100%
Sex	Male	1,294	61,5%	17,6%	20,8%	100%
	Female	1,719	64,0%	14,5%	21,5%	100%
Households with/without children between 0-6 years	Without children	2,316	60,8%	16,5%	22,7%	100%
	One child	529	69,0%	13,5%	17,5%	100%
	Two children	147	67,7%	17,5%	14,8%	100%
	Three children or more	21	61,2%	23,6%	15,2%	100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	36	75,3%	10,8%	13,9%	100%
	Highly qualified professionals	212	85,0%	6,5%	8,4%	100%
	Technicians and associate professionals	163	66,3%	14,9%	18,8%	100%
	Administrative staff/clerks	19	70,6%	13,3%	16,0%	100%
	Service and shop and market sales workers, housing and communal services	75	72,6%	7,7%	19,7%	100%
	Skilled agricultural and fishery workers	64	68,9%	11,7%	19,4%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	106	61,2%	22,3%	16,5%	100%
	Plant and machine operators and assemblers	40	67,1%	9,1%	23,8%	100%
	Unqualified workers	302	57,5%	17,1%	25,4%	100%
	Pupils/ students	165	74,7%	10,2%	15,1%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	23	61,9%	9,5%	28,6%	100%
	Not employed, looking for a job	378	59,2%	19,3%	21,6%	100%
	Housekeeping services workers	446	63,6%	16,5%	20,0%	100%
	Pensioners	861	48,2%	20,3%	31,5%	100%
	Migrants working abroad	101	58,1%	20,7%	21,2%	
	DK/NR	22	30,9%	39,5%	29,5%	100%
	Monthly family income	Below 1000 MDL	323	53,8%	16,9%	29,3%
1001-2000 MDL		615	55,7%	19,1%	25,2%	100%
2001-3000 MDL		532	57,4%	20,1%	22,4%	100%
3001-4000 MDL		377	66,9%	16,0%	17,1%	100%
4001-5000 MDL		265	67,1%	16,7%	16,2%	100%

		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	
	5001-6000 MDL	151	68,6%	12,5%	18,8%	100%
	Above 6000 MDL	253	76,0%	12,5%	11,5%	100%
	DK/NR	497	64,1%	12,3%	23,6%	100%
Education level	Primary education or without primary education (from 1st to 4th form)	31	35,4%	42,2%	22,4%	100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	589	53,7%	18,2%	28,1%	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	652	59,0%	17,3%	23,7%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	515	57,0%	19,6%	23,4%	100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	589	68,0%	13,5%	18,5%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	625	76,2%	11,2%	12,6%	
	DK/NR	12	30,8%	32,9%	36,3%	100%
Residential area	Urban	795	63,7%	17,8%	18,5%	100%
	Rural	1,632	58,3%	17,7%	24,0%	100%
	Chişinău	586	72,4%	10,0%	17,5%	100%
Region	North	834	55,4%	24,4%	20,2%	100%
	Centre	1,501	63,1%	13,1%	23,8%	100%
	South	678	71,2%	12,6%	16,2%	100%
Language spoken at home	Moldovan/ Romanian	2,194	60,9%	16,8%	22,3%	100%
	Russian	537	69,1%	14,4%	16,5%	100%
	Both, at the same level	165	62,8%	13,9%	23,2%	100%
	Other	117	72,3%	10,2%	17,5%	100%

Table 18. Awareness level of e-Governance advantages/ benefits, socio-demographic groups, %

		Average mark	Number of cases	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		2,9	3,013	34,2%	10,9%	18,7%	16,2%	9,3%	5,6%	5,1%	100%
Specify the age group you belong to:	16-25 years	3,2	390	26,9%	7,9%	20,6%	19,0%	13,0%	8,8%	3,8%	100%
	26-35 years	3,2	569	26,2%	9,8%	20,6%	18,9%	12,5%	7,5%	4,5%	100%
	36-45 years	2,9	474	32,7%	11,2%	21,6%	16,2%	7,1%	4,8%	6,3%	100%
	46-55 years	2,7	497	39,4%	13,0%	17,5%	14,8%	6,5%	3,1%	5,7%	100%
	56-65 years	2,5	650	46,8%	14,9%	12,6%	11,4%	6,2%	2,7%	5,5%	100%
	66-74 years	2,3	433	54,6%	9,6%	13,2%	10,6%	4,1%	2,1%	5,8%	100%
Sex	Male	3,	1,294	33,0%	10,5%	18,5%	16,6%	9,6%	6,4%	5,3%	100%
	Female	2,9	1,719	35,3%	11,2%	18,9%	15,9%	9,1%	4,8%	4,8%	100%
Households with/without children between 0-6 years	Without children	2,9	2,316	36,4%	10,4%	16,9%	16,2%	9,4%	5,8%	4,8%	100%
	One child	3,1	529	26,2%	11,7%	25,6%	17,8%	8,2%	4,1%	6,3%	100%
	Two children	2,9	147	35,2%	14,0%	16,7%	12,1%	11,1%	7,7%	3,3%	100%
	Three children or more	3,5	21	27,0%	5,4%	24,2%	9,1%	15,2%	6,6%	12,5%	100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	4,4	36	8,2%	5,4%	9,9%	25,6%	25,8%	18,6%	6,4%	100%
	Highly qualified professionals	3,9	212	13,7%	5,1%	17,8%	25,6%	17,5%	16,8%	3,4%	100%
	Technicians and associate professionals	3,4	163	23,1%	9,3%	23,3%	18,5%	10,7%	5,7%	9,3%	100%
	Administrative staff/clerks	4,4	19	7,9%	10,2%	14,4%	9,5%	25,4%	27,8%	4,8%	100%
	Service and shop and market sales workers, housing and communal services	3,2	75	28,2%	10,0%	22,6%	13,9%	12,0%	3,9%	9,3%	100%
	Skilled agricultural and fishery	2,8	64	36,3%	11,1%	17,4%	20,3%	5,7%	4,0%	5,3%	100%

	Average mark	Number of cases	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		
workers											
Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	2,9	106	33,8%	6,9%	21,9%	21,1%	5,8%	7,5%	2,9%	100%	
Plant and machine operators and assemblers	3,4	40	29,1%	10,1%	16,0%	15,9%	4,1%	17,2%	7,5%	100%	
Unqualified workers	2,6	302	37,6%	11,9%	20,1%	17,7%	7,6%	0,8%	4,1%	100%	
Pupils/ students	3,3	165	25,6%	9,1%	20,3%	17,1%	14,0%	10,1%	3,9%	100%	
Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	2,4	23	42,1%	15,2%	28,9%	2,0%	3,5%	3,5%	4,9%	100%	
Not employed, looking for a job	2,7	378	37,9%	10,8%	19,4%	17,3%	6,9%	3,4%	4,2%	100%	
Housekeeping services workers	2,8	446	36,5%	12,5%	18,2%	15,9%	9,1%	2,7%	5,1%	100%	
Pensioners	2,3	861	51,9%	12,4%	13,4%	9,1%	4,9%	2,2%	6,0%		
Migrants working abroad	2,7	101	31,2%	20,1%	21,4%	8,7%	10,1%	5,9%	2,5%	100%	
DK/NR	3,9	22	14,4%	5,5%	30,3%	16,2%	9,9%	10,3%	13,4%	100%	
Monthly family income	Below 1000 MDL	2,2	323	52,5%	13,0%	14,0%	7,9%	6,6%	3,3%	2,6%	100%
	1001-2000 MDL	2,5	615	46,3%	12,0%	14,5%	12,2%	8,1%	1,2%	5,6%	100%
	2001-3000 MDL	2,7	532	40,7%	12,0%	17,8%	13,4%	7,7%	2,5%	5,9%	100%
	3001-4000 MDL	2,8	377	33,9%	9,3%	22,1%	18,9%	8,0%	4,8%	3,0%	100%
	4001-5000 MDL	3,1	265	24,7%	12,8%	26,1%	16,1%	10,3%	4,6%	5,3%	100%
	5001-6000 MDL	3,3	151	23,9%	10,0%	19,0%	23,1%	10,8%	7,6%	5,6%	100%
	Above 6000 MDL	3,7	253	17,4%	8,8%	21,3%	18,6%	11,4%	19,2%	3,2%	100%
	DK/NR	3,3	497	26,8%	9,3%	18,0%	20,7%	11,7%	6,4%	7,0%	100%

		Average mark	Number of cases	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	
Education level	Primary education or without primary education (from 1st to 4th form)	2,	31	59,9%	4,4%	22,7%	6,1%	2,3%	2,3%	2,3%	100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	2,3	589	47,6%	15,3%	16,2%	8,9%	5,9%	1,0%	5,1%	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	2,7	652	39,8%	10,3%	18,0%	15,4%	7,3%	3,2%	6,0%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	2,7	515	36,0%	13,2%	19,7%	17,5%	6,7%	0,9%	6,0%	100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	3,1	589	28,7%	8,9%	23,2%	17,1%	9,9%	7,9%	4,4%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	3,7	625	19,6%	7,1%	17,1%	22,2%	16,2%	14,2%	3,6%	
	DK/NR	3,1	12	18,6%	42,6%	6,3%	14,1%			18,4%	100%
	Residential area	Urban	3,	795	31,5%	10,7%	20,3%	17,5%	10,7%	5,7%	3,7%
	Rural	2,7	1,632	38,9%	12,9%	18,7%	14,2%	7,2%	2,8%	5,3%	100%
	Chişinău	3,5	586	26,4%	6,3%	16,8%	19,5%	12,5%	12,2%	6,2%	100%
Region	North	2,9	834	36,6%	12,2%	15,8%	13,9%	9,3%	7,2%	5,0%	100%

		Average mark	Number of cases	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	
	Centre	3,	1,501	33,6%	9,5%	18,2%	16,6%	9,7%	6,5%	5,8%	100%
	South	2,8	678	32,7%	12,3%	23,5%	18,2%	8,4%	1,5%	3,5%	100%
Language spoken at home	Moldovan/ Romanian	2,8	2,194	36,1%	12,3%	18,7%	15,2%	8,8%	4,1%	4,8%	100%
	Russian	3,3	537	28,6%	7,1%	17,6%	21,7%	11,2%	9,6%	4,3%	100%
	Both, at the same level	3,6	165	24,6%	5,1%	20,6%	14,5%	11,8%	14,0%	9,4%	100%
	Other	2,9	117	38,4%	8,3%	21,3%	13,2%	6,4%	5,0%	7,4%	100%

Table 19. Main advantages/benefits of e-Governance according to the respondents

	Nr.	%
Time saving	431	14%
Promptitude	317	10%
No need to move/ can be accessed from home	254	8%
Convenience	229	7%
Simple in use	181	6%
No standing lines	177	6%
Saving money for the population	151	5%
Accessibililty of the service	141	5%
Better informed population	115	4%
Decreased level of corruption and nepotism	41	1%
Transparency	35	1%
Acces to more information	34	1%
Non-stop/24-hour access	31	1%
Decreased level of bureaucracy	25	1%
Convenient for young people	23	1%
Access to information	22	1%
Other		7%
No advantages	156	5%
Do not know	488	16%

Table 20. Degree of significance for implementing the e-Governance, socio-demographic groups,%

		Average mark	Number of cases	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		4,2	3,013	6,4%	6,0%	13,3%	20,0%	20,1%	22,3%	12,0%	100%
Specify the age group you belong to:	16-25 years	4,4	390	3,9%	6,0%	15,2%	19,6%	20,3%	25,8%	9,3%	100%
	26-35 years	4,3	569	7,4%	5,2%	11,5%	19,2%	23,0%	26,0%	7,7%	100%
	36-45 years	4,3	474	4,2%	7,3%	11,8%	23,2%	18,8%	21,3%	13,4%	100%
	46-55 years	4,1	497	7,5%	6,1%	14,0%	20,0%	19,3%	20,0%	13,1%	100%
	56-65 years	4,1	650	8,1%	6,1%	13,7%	18,9%	18,6%	18,4%	16,2%	100%
	66-74 years	3,8	433	11,3%	4,2%	13,1%	18,2%	17,5%	13,1%	22,5%	100%
Sex	Male	4,2	1,294	7,3%	6,2%	13,7%	20,5%	19,0%	22,0%	11,3%	100%
	Female	4,3	1,719	5,5%	5,7%	12,9%	19,6%	21,1%	22,6%	12,6%	100%
Households with/without children between 0-6 years	Without children	4,2	2,316	6,7%	5,5%	13,5%	20,0%	19,7%	21,9%	12,7%	100%
	One child	4,2	529	5,4%	7,3%	14,1%	21,1%	20,6%	22,1%	9,4%	100%
	Two children	4,5	147	5,1%	8,0%	8,9%	14,2%	22,7%	29,9%	11,2%	100%
	Three children or more	4,4	21	2,7%	4,1%	4,5%	28,5%	23,3%	16,0%	20,9%	100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	4,7	36	9,7%	3,0%	2,5%	16,9%	20,7%	40,8%	6,4%	100%
	Highly qualified professionals	4,8	212	3,4%	2,8%	9,5%	19,6%	19,9%	40,7%	4,2%	100%
	Technicians and associate professionals	4,3	163	5,7%	5,1%	14,0%	21,0%	18,3%	27,0%	9,1%	100%
	Administrative staff/clerks	4,7	19	7,9%		16,7%	4,8%	22,1%	38,9%	9,7%	100%
	Service and shop and market sales workers, housing and communal services	4,3	75	5,2%	6,2%	10,5%	19,2%	17,1%	24,5%	17,4%	100%
	Skilled agricultural and fishery workers	4,4	64	5,2%	4,5%	7,7%	23,3%	23,6%	23,6%	12,0%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology	4,3	106	8,8%	6,8%	8,8%	17,6%	18,2%	26,4%	13,4%	100%

		Average mark	Number of cases	Q3.5 Please, assess the degree of significance for implementing the e-Governance in our country:							DK/NR	Total
				1 not significant	2	3	4	5	6 very significant			
	and geological prospecting											
	Plant and machine operators and assemblers	4,5	40	4,2%	5,5%	7,2%	14,9%	26,8%	23,7%	17,6%	100%	
	Unqualified workers	4,0	302	5,1%	8,4%	19,2%	20,5%	19,1%	15,6%	12,0%	100%	
	Pupils/ students	4,3	165	5,8%	5,8%	15,1%	22,1%	16,9%	27,4%	6,9%	100%	
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	4,8	23	3,5%	5,7%	10,9%	11,5%	11,9%	44,7%	11,8%	100%	
	Not employed, looking for a job	4,2	378	7,4%	4,1%	14,0%	19,6%	24,4%	19,4%	11,0%	100%	
	Housekeeping services workers	4,2	446	6,7%	6,4%	10,1%	20,8%	23,3%	20,0%	12,8%	100%	
	Pensioners	4,0	861	8,2%	5,9%	13,5%	20,4%	16,9%	15,6%	19,5%	100%	
	Migrants working abroad	4,0	101	4,4%	11,4%	19,6%	19,9%	18,7%	16,8%	9,2%		
	DK/NR	3,1	22	4,6%	23,8%	33,5%	8,1%	14,7%		15,3%	100%	
Monthly family income	Below 1000 MDL	4,1	323	9,1%	5,7%	11,4%	14,8%	22,2%	17,1%	19,8%	100%	
	1001-2000 MDL	4,1	615	9,2%	6,5%	12,9%	15,9%	18,8%	21,6%	15,0%	100%	
	2001-3000 MDL	4,1	532	7,5%	4,9%	15,9%	19,8%	21,4%	18,7%	11,9%	100%	
	3001-4000 MDL	4,3	377	4,7%	6,8%	11,2%	24,9%	19,5%	24,7%	8,2%	100%	
	4001-5000 MDL	4,1	265	6,3%	8,4%	15,7%	21,8%	20,6%	21,3%	5,8%	100%	
	5001-6000 MDL	4,3	151		9,9%	15,7%	21,7%	16,5%	23,3%	12,9%	100%	
	Above 6000 MDL	4,5	253	3,6%	4,5%	10,6%	25,9%	20,4%	28,3%	6,8%	100%	
	DK/NR	4,3	497	6,2%	4,4%	13,1%	18,4%	20,1%	24,1%	13,8%	100%	
Education level	Primary education or without primary education (from 1st to 4th form)	3,4	31	13,0%		30,4%	11,3%	16,8%	2,3%	26,3%	100%	
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	3,9	589	8,4%	7,7%	15,4%	20,7%	18,5%	13,0%	16,1%	100%	
	Upper secondary education (from 10th to 12th grade,	4,1	652	7,2%	6,4%	13,1%	19,5%	18,9%	20,0%	14,9%	100%	

		Average mark	Number of cases	Q3.5 Please, assess the degree of significance for implementing the e-Governance in our country:							DK/NR	Total
				1 not significant	2	3	4	5	6 very significant			
	including former schools of 10 forms)											
	Secondary vocational education (qualified vocational training, including qualification courses)	4,1	515	6,4%	6,3%	14,2%	22,3%	20,7%	17,1%	13,1%	100%	
	Post-secondary non-tertiary education (colleges, including vocational schools)	4,4	589	5,8%	4,4%	14,0%	18,7%	22,2%	26,3%	8,7%		
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	4,6	625	3,9%	5,3%	9,7%	19,5%	20,6%	34,6%	6,5%	100%	
	DK/NR	3,3	12	8,8%	12,5%	12,1%	20,4%	15,1%		31,1%	100%	
Residential area	Urban	4,1	795	7,1%	6,1%	14,9%	21,8%	21,0%	19,8%	9,3%	100%	
	Rural	4,1	1,632	6,4%	5,9%	14,1%	21,9%	19,4%	18,4%	13,9%	100%	
	Chişinău	4,6	586	5,3%	6,1%	9,5%	13,4%	20,6%	34,5%	10,6%	100%	
Region	North	3,9	834	10,9%	8,5%	14,1%	17,3%	18,5%	19,9%	10,8%	100%	
	Centre	4,4	1,501	4,9%	5,7%	11,2%	17,0%	20,8%	25,5%	14,8%	100%	
	South	4,2	678	4,3%	3,4%	17,0%	30,4%	20,3%	17,8%	6,8%	100%	
Language spoken at home	Moldovan/ Romanian	4,2	2,194	5,9%	6,4%	13,6%	19,6%	20,1%	21,7%	12,7%	100%	
	Russian	4,3	537	7,9%	4,6%	11,9%	21,4%	20,9%	24,4%	8,8%	100%	
	Both, at the same level	4,3	165	7,1%	7,7%	14,2%	12,0%	18,7%	27,2%	13,0%	100%	
	Other	4,2	117	7,8%		11,7%	34,3%	17,6%	16,2%	12,4%	100%	

Table 21. Level of supporting the implementation of e-Governance, socio-demographic groups,%

		Average mark	Number of cases	Q3.6 Please, rate to what extent do you support e-Governance implementation in our country:							
				1 – do not support	2	3	4	5	6 – fully support	DK/NR	Total
Total		4,6	3,013	7,8%	5,1%	10,0%	18,2%	19,9%	28,7%	10,3%	100%
Specify the age group you belong to:	16-25 years	4,7	390	4,8%	4,5%	12,8%	18,2%	20,2%	31,8%	7,7%	100%
	26-35 years	4,7	569	7,3%	4,4%	8,2%	18,2%	21,4%	33,6%	6,9%	100%
	36-45 years	4,8	474	7,1%	4,4%	7,9%	20,1%	20,2%	28,2%	12,1%	100%
	46-55 years	4,5	497	9,1%	6,2%	12,2%	17,9%	16,6%	26,9%	11,1%	100%
	56-65 years	4,5	650	10,6%	6,6%	8,9%	17,0%	21,2%	22,1%	13,6%	100%
	66-74 years	4,5	433	14,0%	5,8%	8,5%	15,6%	18,6%	19,4%	18,0%	100%
Sex	Male	4,6	1,294	8,7%	4,5%	10,4%	17,7%	19,9%	28,3%	10,5%	100%
	Female	4,7	1,719	7,0%	5,7%	9,7%	18,6%	19,9%	29,0%	10,1%	100%
Households with/without children between 0-6 years	Without children	4,6	2,316	8,5%	4,8%	10,5%	17,4%	20,0%	27,9%	11,0%	100%
	One child	4,6	529	6,0%	6,4%	9,0%	21,2%	20,2%	29,4%	7,9%	100%
	Two children	4,7	147	6,4%	5,5%	8,4%	17,8%	18,3%	35,5%	8,0%	100%
	Three children or more	5,4	21	2,7%		4,1%	19,0%	15,9%	36,0%	22,3%	100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	5,	36	9,7%	2,5%		13,9%	19,3%	48,2%	6,4%	100%
	Highly qualified professionals	5,2	212	3,7%	0,4%	6,8%	13,2%	20,1%	51,2%	4,6%	100%
	Technicians and associate professionals	4,6	163	7,6%	5,2%	9,0%	22,3%	17,3%	28,9%	9,7%	100%
	Administrative staff/clerks	4,9	19	7,9%		6,4%	19,9%	20,6%	35,6%	9,7%	100%
	Service and shop and market sales workers, housing and communal services	4,8	75	7,0%	3,7%	6,6%	20,2%	17,5%	32,2%	12,7%	100%
	Skilled agricultural and fishery workers	4,7	64	8,5%	1,0%	11,5%	16,1%	25,0%	29,0%	8,8%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	4,7	106	7,0%	4,8%	8,1%	19,7%	20,2%	27,2%	13,0%	100%
	Plant and machine operators and assemblers	5,	40	7,9%	1,3%	12,3%	8,5%	22,6%	29,8%	17,6%	100%
	Unqualified workers	4,4	302	8,2%	5,9%	13,6%	22,4%	19,5%	21,1%	9,4%	100%
	Pupils/ students	4,8	165	4,6%	3,5%	10,9%	18,7%	17,6%	37,5%	7,2%	100%
Dependents supported by other people or the	5,3	23	3,5%		5,7%	20,4%	10,0%	48,6%	11,8%	100%	

		Average mark	Number of cases	Q3.6 Please, rate to what extent do you support e-Governance implementation in our country:								
				1 – do not support	2	3	4	5	6 – fully support	DK/NR	Total	
	state, or from other incomes (rents, bank interests, rents, etc.)											
	Not employed, looking for a job	4,4	378	9,9%	6,5%	12,1%	15,5%	22,4%	25,6%	8,0%	100%	
	Housekeeping services workers	4,6	446	6,7%	6,6%	9,1%	18,6%	20,6%	28,5%	9,9%	100%	
	Pensioners	4,6	861	10,9%	6,1%	9,0%	16,9%	20,0%	20,1%	17,1%		
	Migrants working abroad	4,4	101	7,7%	6,8%	11,4%	24,1%	18,4%	23,6%	8,1%	100%	
	DK/NR	3,8	22	12,7%	15,6%	19,5%	18,9%	14,7%		18,6%	100%	
Monthly family income	Below 1000 MDL	4,5	323	11,7%	5,6%	12,2%	13,4%	19,1%	23,2%	14,8%	100%	
	1001-2000 MDL	4,5	615	10,9%	7,1%	12,9%	11,8%	18,8%	26,9%	11,6%	100%	
	2001-3000 MDL	4,5	532	8,2%	6,1%	12,1%	18,9%	19,0%	25,2%	10,5%	100%	
	3001-4000 MDL	4,6	377	7,5%	4,4%	8,9%	23,2%	20,5%	28,6%	6,9%	100%	
	4001-5000 MDL	4,5	265	8,8%	6,4%	8,4%	21,3%	21,7%	28,0%	5,4%	100%	
	5001-6000 MDL	4,8	151	4,0%	4,9%	8,4%	23,3%	18,5%	28,6%	12,3%	100%	
	Above 6000 MDL	4,9	253	3,9%	3,8%	6,0%	20,7%	23,6%	36,6%	5,4%	100%	
	DK/NR	4,9	497	6,0%	3,1%	9,0%	17,4%	19,3%	32,0%	13,2%	100%	
Education level	Primary education or without primary education (from 1st to 4th form)	3,8	31	30,4%	2,3%	4,4%	23,3%	14,7%	6,5%	18,5%	100%	
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	4,4	589	8,2%	7,0%	13,8%	19,8%	21,1%	15,7%	14,4%	100%	
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	4,6	652	8,8%	5,4%	10,3%	19,1%	18,1%	25,5%	12,7%	100%	
	Secondary vocational education (qualified vocational training, including qualification courses)	4,5	515	7,9%	6,2%	11,4%	21,4%	17,6%	25,0%	10,5%	100%	
	Post-secondary non-tertiary education (colleges, including vocational schools)	4,7	589	7,7%	4,7%	8,4%	17,0%	20,5%	34,0%	7,6%	100%	
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	5,	625	5,6%	2,7%	6,5%	14,3%	22,6%	42,6%	5,7%		
	DK/NR	4,1	12	20,9%	6,2%	28,0%	3,2%		15,1%	26,4%	100%	
Residential	Urban	4,5	795	8,4%	5,5%	11,8%	17,9%	21,8%	26,9%	7,7%	100%	

		Average mark	Number of cases	Q3.6 Please, rate to what extent do you support e-Governance implementation in our country:							
				1 – do not support	2	3	4	5	6 – fully support	DK/NR	Total
area	Rural	4,6	1,632	7,6%	6,2%	10,8%	20,6%	19,2%	23,8%	11,7%	100%
	Chişinău	5,	586	7,5%	2,1%	6,1%	12,8%	19,3%	42,2%	10,0%	100%
Region	North	4,2	834	12,8%	9,0%	14,1%	14,6%	18,0%	23,7%	7,7%	100%
	Centre	4,9	1,501	6,4%	3,6%	7,4%	16,3%	20,3%	32,8%	13,3%	100%
	South	4,6	678	5,1%	4,0%	11,1%	26,7%	21,3%	25,3%	6,5%	100%
Language spoken at home	Moldovan/ Romanian	4,6	2,194	7,5%	5,7%	10,5%	18,3%	19,5%	27,9%	10,6%	100%
	Russian	4,7	537	8,7%	3,7%	8,9%	17,6%	22,7%	29,9%	8,5%	100%
	Both, at the same level	4,8	165	8,7%	4,3%	9,4%	14,8%	16,1%	34,4%	12,2%	100%
	Other	4,8	117	8,2%	1,0%	6,6%	22,7%	21,3%	30,2%	9,9%	100%

Table 22. Willingness to use online public services via computer, socio-demographic groups,%

		Average mark	Number of cases	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 willingt	DK/NR	
Total		4,2	3,013	15,8%	5,0%	7,7%	12,1%	17,6%	32,9%	9,0%	100%
Specify the age group you belong to:	16-25 years	4,6	390	8,2%	4,6%	11,0%	14,5%	16,3%	41,9%	3,6%	100%
	26-35 years	4,6	569	9,4%	4,4%	6,7%	11,7%	20,9%	40,9%	6,0%	100%
	36-45 years	4,3	474	13,8%	3,1%	8,0%	12,3%	17,8%	33,8%	11,0%	100%
	46-55 years	3,9	497	18,4%	6,0%	7,2%	12,8%	18,7%	25,1%	11,9%	100%
	56-65 years	3,4	650	29,4%	7,2%	5,0%	9,9%	14,8%	20,7%	13,1%	100%
	66-74 years	2,9	433	37,3%	6,1%	4,4%	7,3%	12,4%	14,6%	17,8%	100%
Sex	Male	4,3	1,294	15,7%	4,4%	7,3%	11,5%	17,2%	34,7%	9,2%	100%
	Female	4,2	1,719	15,9%	5,5%	8,0%	12,8%	17,9%	31,2%	8,7%	100%
Households with/without children between 0-6 years	Without children	4,1	2,316	17,5%	5,4%	7,2%	12,2%	16,7%	31,4%	9,8%	100%
	One child	4,4	529	10,9%	4,0%	9,7%	13,8%	19,9%	35,6%	6,2%	100%
	Two children	4,6	147	12,4%	4,3%	6,8%	6,6%	19,0%	44,0%	6,8%	100%
	Three children or more	4,7	21	6,7%		8,0%	8,2%	30,2%	28,7%	18,2%	100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	5,0	36	9,9%	1,8%	0	8,3%	20,1%	57,0%	3,0%	100%
	Highly qualified professionals	5,	212	4,3%	1,8%	8,2%	11,1%	19,0%	50,7%	4,9%	100%
	Technicians and associate professionals	4,4	163	12,2%	3,8%	6,3%	16,2%	20,4%	33,5%	7,7%	100%
	Administrative staff/clerks	4,5	19	9,2%	13,5%	0	15,9%	6,4%	45,4%	9,7%	100%
	Service and shop and market sales workers, housing and communal services	4,6	75	9,5%	3,8%	5,6%	12,7%	23,8%	34,5%	10,1%	100%
	Skilled agricultural and fishery workers	4,5	64	12,4%	1,8%	9,8%	8,5%	16,4%	41,3%	9,8%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	4,3	106	17,6%	5,1%	2,1%	8,4%	19,8%	36,1%	10,9%	100%

	Average mark	Number of cases	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		
	Plant and machine operators and assemblers	4,6	40	9,1%	1,3%	10,9%	16,7%	11,9%	43,8%	6,2%	100%
	Unqualified workers	3,9	302	16,2%	6,6%	11,9%	16,7%	17,6%	21,8%	9,1%	100%
	Pupils/ students	4,6	165	7,3%	4,3%	11,4%	18,0%	17,2%	39,6%	2,2%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	4,1	23	19,6%	8,3%	4,9%	5,0%	11,5%	39,2%	11,5%	100%
	Not employed, looking for a job	4,3	378	17,2%	5,1%	7,1%	8,4%	16,7%	37,9%	7,6%	100%
	Housekeeping services workers	4,4	446	11,4%	4,8%	9,0%	13,1%	18,7%	33,3%	9,9%	100%
	Pensioners	3,2	861	34,9%	6,4%	4,6%	8,4%	14,8%	17,1%	13,8%	100%
	Migrants working abroad	4,6	101	8,8%	3,6%	6,1%	11,0%	22,2%	33,9%	14,3%	
	DK/NR	2,5	22	23,0%	28,3%	5,0%	10,9%	5,0%	4,8%	23,1%	100%
Monthly family income	Below 1000 MDL	3,5	323	32,4%	4,5%	7,1%	7,2%	16,4%	24,1%	8,3%	100%
	1001-2000 MDL	3,7	615	23,7%	7,5%	7,3%	8,0%	16,3%	26,3%	10,9%	100%
	2001-3000 MDL	4,0	532	18,0%	4,9%	7,6%	10,8%	19,3%	27,3%	12,0%	100%
	3001-4000 MDL	4,3	377	14,0%	5,1%	6,9%	15,5%	16,7%	36,3%	5,6%	100%
	4001-5000 MDL	4,4	265	10,4%	6,3%	11,3%	12,1%	20,2%	34,0%	5,6%	100%
	5001-6000 MDL	4,5	151	7,9%	3,8%	10,0%	18,6%	19,8%	32,5%	7,4%	100%
	Above 6000 MDL	4,8	253	5,3%	3,5%	6,7%	18,6%	17,3%	41,7%	6,8%	100%
	DK/NR	4,6	497	11,1%	3,6%	6,8%	11,6%	16,5%	39,9%	10,5%	100%
Education level	Primary education or without primary education (from 1st to 4th form)	2,9	31	46,2%	2,3%	2,1%	11,9%	10,5%	17,0%	10,1%	100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	3,6	589	24,5%	6,4%	7,5%	11,3%	15,1%	22,8%	12,5%	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	3,9	652	17,2%	6,2%	10,5%	13,9%	17,1%	25,8%	9,3%	100%
	Secondary vocational education	4,2	515	14,9%	4,8%	8,9%	12,2%	17,4%	30,8%	11,0%	100%

		Average mark	Number of cases	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	
	(qualified vocational training, including qualification courses)										
	Post-secondary non-tertiary education (colleges, including vocational schools)	4,4	589	13,4%	4,0%	6,6%	12,1%	19,0%	37,4%	7,5%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	4,8	625	8,2%	3,3%	5,1%	11,2%	19,5%	47,7%	5,0%	
	DK/NR	2,6	12	42,7%	18,7%	0	3,2%	10,4%	15,1%	9,8%	100%
Residential area	Urban	4,2	795	16,0%	5,7%	7,9%	12,6%	17,4%	33,6%	6,7%	100%
	Rural	4,0	1,632	16,6%	5,6%	8,0%	13,0%	18,5%	27,2%	10,9%	100%
	Chişinău	4,6	586	13,5%	2,6%	6,5%	9,6%	15,4%	45,5%	6,9%	100%
Region	North	3,9	834	19,0%	7,3%	11,1%	10,5%	18,0%	27,8%	6,3%	100%
	Centre	4,3	1,501	15,3%	4,2%	6,2%	10,5%	16,9%	36,1%	10,7%	100%
	South	4,3	678	12,9%	4,0%	6,8%	18,1%	18,5%	31,7%	8,0%	100%
Language spoken at home	Moldovan/ Romanian	4,2	2,194	14,9%	5,6%	7,6%	12,8%	18,2%	31,7%	9,1%	100%
	Russian	4,2	537	18,4%	3,1%	9,0%	10,5%	16,9%	33,9%	8,3%	100%
	Both, at the same level	4,5	165	13,7%	6,1%	4,1%	9,5%	14,1%	43,1%	9,5%	100%
	Other	4,0	117	25,3%	0,4%	7,0%	11,6%	11,5%	37,0%	7,2%	100%

Table 23. Willingness to use online public services via mobile phone, socio-demographic groups,%

		Average mark	Number of cases	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		3,8	3,013	20,8%	7,1%	8,5%	11,3%	15,0%	27,7%	9,5%	100%
Specify the age group you belong to:	16-25 years	4,5	390	8,9%	6,1%	11,7%	13,8%	16,6%	40,1%	2,8%	100%
	26-35 years	4,3	569	12,9%	7,2%	6,7%	12,6%	19,3%	35,0%	6,2%	100%
	36-45 years	3,8	474	21,0%	6,9%	8,5%	11,5%	16,0%	25,4%	10,7%	100%
	46-55 years	3,4	497	26,1%	7,4%	10,5%	9,6%	12,6%	20,4%	13,3%	100%
	56-65 years	2,8	650	38,2%	8,5%	5,0%	8,6%	9,7%	14,6%	15,3%	100%
	66-74 years	2,5	433	42,2%	6,5%	4,4%	6,9%	8,8%	9,3%	21,9%	100%
Sex	Male	3,9	1,294	20,0%	7,2%	8,3%	10,8%	14,7%	29,7%	9,2%	100%
	Female	3,8	1,719	21,6%	7,0%	8,6%	11,8%	15,4%	25,9%	9,8%	100%
Households with/without children between 0-6 years	Without children	3,7	2,316	22,9%	7,0%	8,5%	10,7%	13,8%	26,5%	10,5%	100%
	One child	4,2	529	14,0%	7,4%	8,1%	14,2%	18,9%	30,7%	6,6%	100%
	Two children	4,	147	21,1%	6,5%	7,6%	7,3%	16,3%	35,1%	6,2%	100%
	Three children or more	4,2	21	2,7%	8,2%	16,4%	19,0%	21,8%	17,4%	14,5%	100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	4,6	36	13,0%	9,7%		8,8%	15,8%	49,8%	3,0%	100%
	Highly qualified professionals	4,8	212	7,3%	2,0%	9,0%	12,7%	17,2%	47,3%	4,6%	100%
	Technicians and associate professionals	4,1	163	16,8%	6,0%	7,2%	16,3%	19,5%	27,4%	6,9%	100%
	Administrative staff/clerks	4,1	19	18,8%	5,4%	4,8%	15,9%	14,6%	35,8%	4,8%	100%
	Service and shop and market sales workers, housing and communal services	4,2	75	14,9%	7,0%	7,9%	12,1%	19,8%	32,1%	6,2%	100%
	Skilled agricultural and fishery workers	4,	64	17,0%	2,0%	19,5%	8,3%	13,5%	29,8%	9,8%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	3,9	106	22,7%	6,0%	5,0%	10,5%	15,9%	28,9%	10,9%	100%
	Plant and machine operators and assemblers	4,6	40	12,4%	1,3%	8,3%	11,1%	18,2%	41,6%	7,1%	100%
	Unqualified workers	3,5	302	19,9%	10,5%	12,8%	14,9%	15,4%	17,7%	8,8%	100%
Pupils/ students	4,6	165	7,8%	4,6%	12,4%	13,6%	19,1%	40,9%	1,6%	100%	

		Average mark	Number of cases	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	
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	3,5	23	26,5%	14,4%	4,9%	2,0%		35,8%	16,5%	100%
	Not employed, looking for a job	3,8	378	22,5%	8,5%	8,8%	8,3%	12,7%	31,4%	7,8%	100%
	Housekeeping services workers	3,9	446	19,0%	8,2%	6,8%	12,6%	15,2%	26,0%	12,2%	100%
	Pensioners	2,6	861	42,7%	7,7%	4,9%	7,0%	9,4%	12,0%	16,3%	100%
	Migrants working abroad	4,2	101	12,4%	5,3%	9,2%	11,6%	21,8%	24,5%	15,2%	
	DK/NR	2,7	22	23,0%	21,8%	6,7%	14,0%	6,7%	4,8%	23,1%	100%
Monthly family income	Below 1000 MDL	3,	323	38,1%	7,9%	8,2%	6,2%	12,7%	18,5%	8,4%	100%
	1001-2000 MDL	3,4	615	28,8%	8,4%	8,0%	6,9%	13,8%	22,3%	11,8%	100%
	2001-3000 MDL	3,4	532	26,1%	7,2%	8,3%	12,6%	14,1%	19,2%	12,5%	100%
	3001-4000 MDL	3,7	377	22,3%	6,6%	9,2%	16,0%	12,6%	26,3%	7,0%	100%
	4001-5000 MDL	3,8	265	16,3%	10,4%	12,0%	13,7%	16,1%	25,8%	5,6%	100%
	5001-6000 MDL	4,2	151	11,3%	6,8%	13,2%	9,6%	21,3%	29,5%	8,4%	100%
	Above 6000 MDL	4,5	253	7,1%	6,5%	9,2%	15,9%	17,3%	37,2%	6,9%	100%
	DK/NR	4,5	497	12,9%	4,7%	5,1%	10,1%	15,9%	40,2%	11,2%	100%
Education level	Primary education or without primary education (from 1st to 4th form)	2,3	31	60,3%	2,1%	6,1%		6,7%	14,7%	10,1%	100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	3,2	589	29,9%	8,9%	9,2%	10,1%	13,0%	16,5%	12,4%	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	3,6	652	23,1%	9,2%	10,0%	12,2%	12,8%	23,6%	9,1%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	3,8	515	18,6%	8,2%	9,1%	11,4%	13,9%	26,3%	12,6%	100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	4,	589	19,7%	5,1%	7,8%	11,0%	17,3%	29,5%	9,6%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	4,6	625	11,7%	4,0%	6,6%	11,8%	18,5%	42,3%	5,0%	
	DK/NR	2,5	12	42,7%	18,7%		13,6%		15,1%	9,8%	100%
Residential area	Urban	3,8	795	20,6%	8,7%	9,2%	12,2%	13,6%	27,8%	8,0%	100%
	Rural	3,6	1,632	23,4%	8,0%	8,7%	11,8%	15,7%	21,0%	11,5%	100%

		Average mark	Number of cases	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	
	Chişinău	4,5	586	15,2%	3,1%	7,1%	9,1%	15,1%	43,8%	6,7%	100%
Region	North	3,5	834	25,4%	9,3%	10,9%	11,2%	14,1%	22,7%	6,4%	100%
	Centre	4,1	1,501	18,6%	5,9%	6,5%	9,5%	15,1%	32,8%	11,5%	100%
	South	3,7	678	20,4%	7,2%	10,1%	15,6%	15,8%	22,1%	8,7%	100%
Language spoken at home	Moldovan/ Romanian	3,8	2,194	19,9%	7,8%	8,7%	12,0%	15,5%	26,4%	9,7%	100%
	Russian	3,9	537	23,0%	4,9%	7,9%	10,5%	15,0%	29,7%	9,0%	100%
	Both, at the same level	4,3	165	18,7%	6,3%	3,4%	7,1%	12,2%	43,1%	9,3%	100%
	Other	3,3	117	33,7%	3,4%	13,7%	7,7%	9,6%	23,3%	8,7%	100%

Table 24. Assessment of the confidence level that the quality of online public services will meet citizens' expectations, socio-demographic groups,%

		Average mark	Number of cases	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		3,8	3,013	13,1%	8,0%	16,1%	19,2%	19,4%	13,1%	11,1%	100%
Specify the age group you belong to:	16-25 years	3,9	390	10,1%	7,9%	17,1%	20,8%	23,8%	15,2%	5,1%	100%
	26-35 years	3,9	569	11,7%	7,1%	15,8%	21,2%	21,2%	16,7%	6,4%	100%
	36-45 years	3,7	474	12,6%	6,9%	12,9%	21,6%	19,2%	10,6%	16,1%	100%
	46-55 years	3,5	497	15,3%	8,8%	19,1%	16,3%	15,9%	11,6%	13,1%	100%
	56-65 years	3,4	650	15,9%	10,0%	15,1%	15,8%	15,3%	10,6%	17,2%	100%
	66-74 years	3,3	433	17,9%	8,6%	15,4%	15,2%	15,7%	7,8%	19,3%	100%
Sex	Male	3,7	1,294	14,3%	8,0%	16,6%	17,5%	19,2%	13,9%	10,5%	100%
	Female	3,7	1,719	11,9%	8,0%	15,6%	20,8%	19,6%	12,3%	11,7%	100%
Households with/without children between 0-6 years	Without children	3,7	2,316	14,1%	7,5%	16,8%	18,1%	19,0%	12,7%	11,9%	100%
	One child	3,8	529	10,4%	9,3%	15,8%	21,8%	19,7%	13,1%	9,9%	100%
	Two children	4,	147	10,0%	11,0%	7,4%	25,0%	22,0%	17,6%	7,1%	100%
	Three children or more	4,3	21	2,7%	8,4%	12,3%	22,6%	32,2%	17,7%	4,1%	100%
Current position	Lawyers and senior officials and	4,5	36	13,4%	3,6%	3,0%	14,6%	26,9%	33,1%	5,5%	100%

		Average mark	Number of cases	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	
(Occupation)	corporate managers (socio-economic and political)										
	Highly qualified professionals	4,3	212	6,9%	4,9%	15,2%	20,2%	24,9%	22,5%	5,5%	100%
	Technicians and associate professionals	3,8	163	13,3%	6,1%	15,5%	20,2%	18,9%	15,8%	10,2%	100%
	Administrative staff/clerks	3,5	19	12,8%	10,9%	22,2%	25,0%	11,0%	13,4%	4,8%	100%
	Service and shop and market sales workers, housing and communal services	4,	75	6,1%	8,2%	14,4%	23,3%	25,5%	13,0%	9,5%	100%
	Skilled agricultural and fishery workers	4,	64	10,3%	4,5%	15,2%	18,4%	26,1%	15,0%	10,5%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	3,8	106	13,9%	6,2%	14,5%	15,4%	19,4%	17,3%	13,3%	100%
	Plant and machine operators and assemblers	3,8	40	11,1%	13,9%	9,5%	12,9%	33,7%	11,4%	7,5%	100%
	Unqualified workers	3,4	302	13,4%	10,7%	22,4%	15,4%	18,1%	8,0%	12,0%	100%
	Pupils/ students	3,9	165	14,2%	4,8%	15,1%	22,8%	21,8%	17,9%	3,3%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	4,6	23	9,2%		5,4%	9,9%	12,7%	30,0%	32,7%	100%
	Not employed, looking for a job	3,6	378	13,5%	8,8%	20,0%	20,5%	15,8%	11,6%	9,7%	100%
	Housekeeping services workers	3,7	446	12,6%	10,0%	13,2%	21,9%	20,7%	10,0%	11,5%	100%
	Pensioners	3,4	861	17,3%	9,0%	14,8%	16,2%	14,9%	9,0%	18,7%	100%
	Migrants working abroad	3,9	101	10,2%	5,7%	15,7%	22,4%	17,5%	14,0%	14,4%	
DK/NR	3,4	22	14,3%	14,2%	17,8%	5,0%	30,6%	4,8%	13,4%	100%	
Monthly family income	Below 1000 MDL	3,4	323	18,5%	9,2%	14,8%	14,2%	16,7%	11,9%	14,6%	100%
	1001-2000 MDL	3,3	615	16,6%	12,2%	17,7%	13,6%	17,2%	8,7%	14,0%	100%
	2001-3000 MDL	3,5	532	14,7%	8,8%	18,7%	18,0%	16,5%	10,9%	12,4%	100%
	3001-4000 MDL	3,9	377	10,6%	7,9%	14,6%	22,1%	22,5%	15,1%	7,1%	100%

		Average mark	Number of cases	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	
	4001-5000 MDL	3,7	265	13,8%	6,4%	16,7%	25,1%	18,7%	13,0%	6,2%	100%
	5001-6000 MDL	3,8	151	8,1%	7,3%	23,3%	21,3%	16,8%	14,8%	8,5%	100%
	Above 6000 MDL	4,2	253	7,0%	6,6%	12,9%	20,1%	23,7%	22,5%	7,2%	100%
	DK/NR	3,9	497	11,9%	5,3%	13,2%	21,3%	21,9%	12,4%	13,9%	100%
Education level	Primary education or without primary education (from 1st to 4th form)	2,7	31	30,9%	14,2%	18,9%	14,9%	14,7%		6,5%	100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	3,4	589	14,3%	10,8%	17,5%	19,6%	16,9%	6,4%	14,5%	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	3,6	652	15,4%	7,1%	19,8%	16,2%	17,2%	13,4%	10,9%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	3,5	515	13,4%	9,7%	15,4%	20,1%	17,9%	8,9%	14,5%	100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	3,9	589	11,6%	6,2%	12,8%	21,0%	21,4%	16,9%	10,0%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	4,	625	9,9%	6,6%	14,3%	20,2%	23,8%	18,8%	6,4%	
	DK/NR	2,9	12	18,6%	18,4%	10,4%		3,2%	15,1%	34,2%	100%
Residential area	Urban	3,7	795	11,9%	9,3%	14,9%	22,7%	20,3%	9,8%	11,0%	100%
	Rural	3,6	1,632	13,0%	8,4%	17,9%	18,3%	17,5%	12,2%	12,7%	100%
	Chişinău	3,9	586	14,4%	5,8%	13,1%	17,3%	22,9%	18,8%	7,8%	100%
Region	North	3,4	834	17,4%	10,0%	18,2%	19,7%	15,2%	11,6%	7,9%	100%
	Centre	3,8	1,501	13,4%	8,0%	13,0%	14,9%	21,2%	15,3%	14,3%	100%
	South	3,9	678	6,9%	5,9%	20,6%	28,8%	20,4%	9,5%	7,9%	100%
Language spoken at home	Moldovan/ Romanian	3,7	2,194	12,0%	8,8%	15,8%	18,6%	19,4%	13,4%	12,0%	100%
	Russian	3,6	537	18,3%	6,1%	14,6%	20,7%	19,7%	12,7%	8,0%	100%
	Both, at the same level	3,8	165	12,7%	7,7%	17,3%	17,6%	19,9%	14,9%	10,0%	100%
	Other	3,6	117	8,4%	3,2%	27,1%	27,5%	18,8%	3,1%	12,0%	100%

Table 25. Confidence level of the respondents that the public electronic services shall be granted upon request, socio-demographic groups,%

		Average mark	Number of cases	Q3.9.1. Please, assess your level of confidence that upon requesting a public electronic service it shall be granted						Total	
				1 –do not trust	2	3	4	5	6–fully trust		DK/NR
Total		3,8	3,013	12,0%	8,9%	14,1%	18,6%	20,3%	14,2%	12,0%	100%
Specify the age group you belong to:	16-25 years	4,	390	7,6%	8,9%	17,1%	21,3%	22,7%	17,2%	5,2%	100%
	26-35 years	4,	569	9,9%	8,9%	12,4%	21,2%	21,7%	17,8%	8,2%	100%
	36-45 years	3,8	474	12,5%	5,8%	14,4%	18,4%	21,4%	12,4%	15,1%	100%
	46-55 years	3,6	497	14,5%	10,0%	14,8%	16,2%	18,5%	12,1%	13,9%	100%
	56-65 years	3,4	650	17,1%	11,4%	10,7%	15,1%	16,0%	10,0%	19,7%	100%
	66-74 years	3,4	433	16,7%	8,6%	13,1%	13,6%	16,9%	9,5%	21,6%	100%
Sex	Male	3,8	1,294	12,2%	9,2%	14,8%	16,2%	21,5%	14,5%	11,5%	100%
	Female	3,8	1,719	11,8%	8,6%	13,3%	20,7%	19,1%	13,9%	12,5%	100%
Households with/without children between 0-6 years	Without children	3,7	2,316	12,7%	9,0%	14,4%	17,1%	20,2%	13,4%	13,2%	100%
	One child	3,9	529	9,3%	9,4%	12,3%	24,3%	20,2%	15,9%	8,7%	100%
	Two children	3,9	147	12,7%	7,4%	14,7%	17,9%	18,9%	19,7%	8,8%	100%
	Three children or more	4,	21	11,4%		17,8%	18,8%	31,8%	11,9%	8,4%	100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	4,3	36	13,4%	6,5%	3,0%	16,7%	31,0%	26,5%	3,0%	100%
	Highly qualified professionals	4,2	212	10,4%	6,3%	9,7%	20,3%	25,0%	26,2%	2,2%	100%
	Technicians and associate professionals	3,6	163	13,9%	9,0%	12,5%	27,1%	17,6%	10,8%	9,1%	100%
	Administrative staff/clerks	3,9	19	20,5%	16,0%		14,4%	19,0%	30,1%		100%
	Service and shop and market sales workers, housing and communal services	4,2	75	6,1%	4,2%	12,9%	24,4%	26,0%	17,1%	9,3%	100%
	Skilled agricultural and fishery workers	4,	64	8,7%	7,0%	9,2%	23,1%	31,0%	8,0%	12,8%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and	4,	106	12,3%	6,2%	16,2%	9,3%	22,4%	20,5%	13,0%	100%

	Average mark	Number of cases	Q3.9.1. Please, assess your level of confidence that upon requesting a public electronic service it shall be granted							Total	
			1 –do not trust	2	3	4	5	6–fully trust	DK/NR		
	geological prospecting										
	Plant and machine operators and assemblers	4,	40	11,7%	13,8%	6,2%	10,5%	34,1%	17,4%	6,3%	100%
	Unqualified workers	3,5	302	11,0%	12,8%	17,5%	18,6%	17,7%	8,9%	13,5%	100%
	Pupils/ students	4,	165	7,3%	8,9%	18,1%	21,1%	20,0%	18,7%	5,9%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	3,8	23	5,7%	6,9%	13,4%	9,5%	15,2%	9,2%	40,1%	100%
	Not employed, looking for a job	3,7	378	12,2%	10,6%	15,4%	15,1%	21,6%	12,9%	12,1%	100%
	Housekeeping services workers	3,8	446	11,2%	7,4%	14,9%	21,2%	19,2%	12,9%	13,1%	100%
	Pensioners	3,4	861	18,2%	9,1%	12,3%	14,9%	16,3%	9,8%	19,4%	100%
	Migrants working abroad	4,1	101	9,4%	2,8%	13,8%	22,5%	20,0%	16,9%	14,7%	
	DK/NR	2,8	22	11,2%	30,7%	18,7%	13,2%	4,8%	4,8%	16,7%	100%
Monthly family income	Below 1000 MDL	3,5	323	17,6%	11,2%	10,6%	10,7%	20,5%	13,2%	16,2%	100%
	1001-2000 MDL	3,5	615	15,7%	11,4%	15,8%	12,5%	18,4%	11,3%	14,9%	100%
	2001-3000 MDL	3,7	532	12,6%	8,1%	16,5%	18,1%	19,6%	13,9%	11,2%	100%
	3001-4000 MDL	3,9	377	11,2%	7,9%	13,7%	23,3%	21,9%	14,1%	8,1%	100%
	4001-5000 MDL	3,9	265	10,0%	8,2%	11,7%	29,0%	19,2%	13,2%	8,7%	100%
	5001-6000 MDL	4,	151	5,6%	8,8%	19,4%	18,6%	21,8%	16,2%	9,7%	100%
	Above 6000 MDL	4,3	253	5,2%	4,9%	15,1%	20,7%	22,9%	21,2%	10,1%	100%
	DK/NR	3,8	497	12,7%	9,5%	11,5%	18,4%	19,9%	13,7%	14,3%	100%
Education level	Primary education or without primary education (from 1st to 4th form)	3,2	31	22,1%	11,9%	19,3%	6,3%	27,3%	4,6%	8,6%	100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	3,5	589	14,8%	9,6%	14,0%	16,6%	19,3%	9,4%	16,3%	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	3,6	652	12,7%	9,4%	16,4%	18,0%	15,9%	13,3%	14,2%	100%
	Secondary vocational education (qualified vocational training, including	3,7	515	10,2%	9,6%	14,2%	18,3%	21,3%	10,6%	15,7%	100%

		Average mark	Number of cases	Q3.9.1. Please, assess your level of confidence that upon requesting a public electronic service it shall be granted						Total	
				1 –do not trust	2	3	4	5	6–fully trust		DK/NR
	qualification courses)										
	Post-secondary non-tertiary education (colleges, including vocational schools)	3,9	589	12,0%	7,5%	11,7%	20,5%	22,1%	16,5%	9,7%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	4,1	625	9,6%	7,5%	13,7%	20,1%	23,1%	20,8%	5,2%	
	DK/NR	2,2	12	29,0%	52,6%		3,2%	15,1%			100%
Residential area	Urban	3,8	795	10,6%	9,5%	15,9%	20,6%	22,8%	11,6%	9,0%	100%
	Rural	3,7	1,632	12,7%	9,2%	13,5%	17,7%	18,9%	13,1%	14,9%	100%
	Chişinău	4,	586	12,1%	7,4%	13,1%	18,4%	20,5%	19,7%	8,8%	100%
Region	North	3,7	834	16,4%	9,5%	15,8%	14,3%	21,4%	15,1%	7,5%	100%
	Centre	3,8	1,501	11,6%	9,1%	11,5%	17,0%	20,8%	15,2%	14,8%	100%
	South	3,8	678	7,7%	7,7%	17,9%	27,5%	17,6%	10,7%	10,9%	100%
Language spoken at home	Moldovan/ Romanian	3,8	2,194	11,6%	8,5%	13,1%	18,8%	20,6%	14,4%	12,9%	100%
	Russian	3,7	537	14,1%	8,4%	16,4%	17,9%	19,5%	15,1%	8,7%	100%
	Both, at the same level	3,6	165	13,2%	14,5%	15,0%	13,9%	20,4%	12,5%	10,6%	100%
	Other	3,6	117	8,0%	10,3%	21,3%	25,0%	17,1%	6,7%	11,5%	100%

Table 26. 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,%

		Average mark	Number of cases	Q3.9.2 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		3,1	3,013	20,7%	13,4%	18,0%	13,7%	12,5%	8,1%	13,5%	100%
Specify the age group you belong to:	16-25 years	3,4	390	15,8%	11,9%	21,7%	17,5%	15,6%	10,8%	6,7%	100%
	26-35 years	3,3	569	18,8%	14,1%	18,3%	15,5%	13,2%	11,1%	9,0%	100%
	36-45 years	3,1	474	20,8%	13,2%	17,0%	11,5%	14,5%	6,2%	16,7%	100%

	Average mark	Number of cases	Q3.9.2 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		
	46-55 years	2,8	497	24,5%	15,5%	17,9%	11,3%	9,4%	7,0%	14,5%	100%
	56-65 years	2,8	650	24,9%	13,0%	13,6%	12,0%	9,6%	4,6%	22,3%	100%
	66-74 years	2,5	433	27,0%	12,8%	16,4%	9,2%	7,1%	3,0%	24,5%	100%
Sex	Male	3,1	1,294	21,2%	14,1%	17,2%	13,1%	13,1%	8,7%	12,6%	100%
	Female	3,1	1,719	20,2%	12,8%	18,8%	14,4%	11,9%	7,6%	14,3%	100%
Households with/without children between 0-6 years	Without children	3,	2,316	21,4%	14,1%	17,8%	12,2%	12,2%	7,6%	14,7%	100%
	One child	3,2	529	19,2%	12,8%	17,5%	17,9%	14,4%	8,4%	9,9%	100%
	Two children	3,3	147	18,4%	9,0%	22,0%	19,6%	7,7%	13,9%	9,3%	100%
	Three children or more	3,5	21	14,1%	4,1%	24,0%	7,8%	23,9%	5,3%	20,9%	100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	3,9	36	17,1%	9,7%	13,1%	6,7%	30,5%	20,1%	3,0%	100%
	Highly qualified professionals	3,4	212	21,2%	10,6%	18,2%	14,7%	15,9%	16,7%	2,6%	100%
	Technicians and associate professionals	2,9	163	23,1%	19,2%	12,3%	17,2%	13,2%	4,0%	10,9%	100%
	Administrative staff/clerks	3,7	19	20,7%	21,3%		12,2%	15,7%	30,1%		100%
	Service and shop and market sales workers, housing and communal services	3,4	75	16,5%	16,0%	16,7%	9,3%	13,7%	15,1%	12,8%	100%
	Skilled agricultural and fishery workers	3,3	64	15,3%	9,1%	17,4%	20,8%	15,2%	4,0%	18,3%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	3,1	106	23,3%	16,6%	15,8%	6,3%	10,8%	14,0%	13,3%	100%
	Plant and machine operators and assemblers	3,4	40	24,1%	12,9%	9,4%	6,2%	29,0%	10,8%	7,7%	100%
	Unqualified workers	3,	302	18,2%	16,1%	20,6%	16,0%	8,9%	5,5%	14,8%	100%
	Pupils/ students	3,4	165	15,0%	12,4%	25,0%	15,0%	15,0%	11,1%	6,4%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	3,	23	20,3%	23,3%		9,8%	12,0%	9,2%	25,6%	100%
	Not employed, looking for a job	2,9	378	23,6%	15,2%	17,4%	12,6%	12,2%	6,4%	12,7%	100%
Housekeeping services workers	3,2	446	19,1%	11,0%	20,0%	14,0%	12,7%	7,7%	15,5%	100%	

	Average mark	Number of cases	Q3.9.2 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		
	Pensioners	2,7	861	26,5%	11,6%	15,4%	12,7%	8,2%	3,3%	22,2%	100%
	Migrants working abroad	3,4	101	12,4%	9,0%	23,0%	19,0%	13,9%	8,3%	14,4%	
	DK/NR	2,2	22	24,2%	27,4%	12,9%	4,8%		5,0%	25,7%	100%
Monthly family income	Below 1000 MDL	2,8	323	30,7%	10,0%	10,9%	9,2%	12,3%	7,9%	19,0%	100%
	1001-2000 MDL	2,8	615	25,6%	15,7%	17,0%	9,5%	9,4%	6,4%	16,5%	100%
	2001-3000 MDL	3,	532	19,8%	13,3%	21,8%	13,1%	12,5%	6,0%	13,6%	100%
	3001-4000 MDL	3,3	377	18,9%	12,6%	18,4%	18,5%	13,8%	9,2%	8,5%	100%
	4001-5000 MDL	3,3	265	15,7%	11,8%	24,8%	15,6%	13,3%	8,4%	10,4%	100%
	5001-6000 MDL	3,3	151	13,8%	14,5%	26,6%	13,5%	9,1%	11,3%	11,2%	100%
	Above 6000 MDL	3,6	253	12,6%	12,9%	15,9%	14,8%	19,3%	13,8%	10,7%	100%
	DK/NR	3,	497	22,6%	14,7%	14,1%	15,4%	11,5%	6,8%	15,1%	100%
Education level	Primary education or without primary education (from 1st to 4th form)	2,2	31	38,3%	23,3%	16,8%	4,0%	6,7%	2,3%	8,6%	100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	2,9	589	22,3%	11,6%	17,6%	14,7%	10,6%	4,0%	19,2%	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	3,	652	21,1%	14,4%	17,9%	13,8%	8,9%	7,9%	16,0%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	3,	515	18,2%	16,3%	18,4%	14,0%	10,4%	6,0%	16,6%	100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	3,2	589	22,4%	11,7%	17,9%	12,3%	15,3%	10,2%	10,1%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	3,4	625	18,3%	12,9%	18,3%	14,3%	17,5%	12,2%	6,5%	
	DK/NR	1,7	12	50,8%	24,6%	15,1%	3,2%			6,2%	100%
Residential area	Urban	3,1	795	21,1%	13,5%	18,8%	15,3%	13,3%	7,6%	10,5%	100%
	Rural	3,1	1,632	18,9%	13,4%	18,8%	13,7%	11,5%	7,2%	16,6%	100%
	Chişinău	3,1	586	24,7%	13,5%	15,4%	12,1%	13,8%	10,9%	9,7%	100%

		Average mark	Number of cases	Q3.9.2 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	
Region	North	3,	834	25,0%	13,0%	18,0%	13,8%	14,1%	7,8%	8,3%	100%
	Centre	3,	1,501	22,1%	14,4%	14,3%	11,1%	11,9%	8,6%	17,6%	100%
	South	3,3	678	12,3%	11,6%	26,8%	19,8%	11,8%	7,5%	10,2%	100%
Language spoken at home	Moldovan/ Romanian	3,1	2,194	18,9%	13,7%	17,5%	14,6%	12,6%	8,0%	14,8%	100%
	Russian	3,	537	25,6%	11,6%	19,7%	11,3%	12,7%	9,5%	9,7%	100%
	Both, at the same level	2,6	165	34,7%	16,4%	11,9%	8,8%	11,4%	7,0%	9,8%	100%
	Other	3,2	117	12,6%	13,7%	30,4%	15,6%	11,5%	5,3%	10,9%	100%

Table 27. Advantages of the public electronic/online services, (multiple choice)

		Nr. răspunsuri	%
Advantages of the electronic/online services	Time saving / no standing lines	971	25,0%
	Convenient service	332	8,5%
	Services delivered directly at home, non-stop and universal	201	5,2%
	Simple in use	192	4,9%
	Money saving by the population	178	4,6%
	Accessible service	128	3,3%
	Free acces to information	87	2,2%
	Safer service	53	1,4%
	Modern/up to date service	44	1,1%
	Decreased level of bureaucracy	37	0,9%
	Avoiding corruption	36	0,9%
	Transparent service	34	0,9%
	Service closer to population needs	20	0,5%
	Efficient service	19	0,5%
	Useful service	12	0,3%
	Purchase - sale of goods	1	0,03%
	No advantages	347	8,9%
Do not know	1,199	30,8%	

Table 28. 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
			Yes	No	
Total		3.013	27,2%	72,8%	100%
Specify the age group you belong to:	16-25 years	390	32,8%	67,2%	100%
	26-35 years	569	34,7%	65,3%	100%
	36-45 years	474	27,2%	72,8%	100%
	46-55 years	497	19,2%	80,8%	100%
	56-65 years	650	19,9%	80,1%	100%
	66-74 years	433	15,9%	84,1%	100%
Sex	Male	1.294	24,7%	75,3%	100%
	Female	1.719	29,5%	70,5%	100%
Households with/without children between 0-6 years	Without children	2.316	25,7%	74,3%	100%
	One child	529	29,2%	70,8%	100%
	Two children	147	36,7%	63,3%	100%
	Three children or more	21	42,4%	57,6%	100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	36	69,7%	30,3%	100%
	Highly qualified professionals	212	49,5%	50,5%	100%
	Technicians and associate professionals	163	34,5%	65,5%	100%
	Administrative staff/clerks	19	41,4%	58,6%	100%
	Service and shop and market sales workers, housing and communal services	75	34,6%	65,4%	100%
	Skilled agricultural and fishery workers	64	19,2%	80,8%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	106	23,8%	76,2%	100%
	Plant and machine operators and assemblers	40	32,1%	67,9%	100%
	Unqualified workers	302	22,4%	77,6%	100%
	Pupils/ students	165	33,7%	66,3%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	23	23,2%	76,8%	100%
	Not employed, looking for a job	378	19,4%	80,6%	100%
	Housekeeping services workers	446	28,3%	71,7%	100%
	Pensioners	861	18,4%	81,6%	100%
	Migrants working abroad	101	13,0%	87,0%	
DK/NR	22	40,3%	59,7%	100%	
Monthly family income	Below 1000 MDL	323	21,9%	78,1%	100%
	1001-2000 MDL	615	21,7%	78,3%	100%
	2001-3000 MDL	532	22,4%	77,6%	100%
	3001-4000 MDL	377	26,6%	73,4%	100%

		Number of cases	Q4.1 Did you request at least one public service from public institutions/authorities over the past 12 months?		Total
			Yes	No	
	4001-5000 MDL	265	25,7%	74,3%	100%
	5001-6000 MDL	151	31,8%	68,2%	100%
	Above 6000 MDL	253	39,3%	60,7%	100%
	DK/NR	497	31,7%	68,3%	100%
Education level	Primary education or without primary education (from 1st to 4th form)	31	7,8%	92,2%	100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	589	18,9%	81,1%	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	652	24,9%	75,1%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	515	21,8%	78,2%	100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	589	25,2%	74,8%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	625	44,1%	55,9%	
	DK/NR	12		100,0%	100%
Residential area	Urban	795	24,0%	76,0%	100%
	Rural	1.632	21,4%	78,6%	100%
	Chişinău	586	44,6%	55,4%	100%
Region	North	834	21,4%	78,6%	100%
	Centre	1.501	34,4%	65,6%	100%
	South	678	17,5%	82,5%	100%
Language spoken at home	Moldovan/ Romanian	2.194	28,9%	71,1%	100%
	Russian	537	24,1%	75,9%	100%
	Both, at the same level	165	22,4%	77,6%	100%
	Other	117	13,1%	86,9%	100%

Table 29. Methods used to access the public services over the past 12 months from the public authorities/institutions, (multiple choice), socio-demographic groups, %

		Number of cases	Q4.4. 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	
Total		914	76,4%	20,8%	2,8%	100%
Specify the age group you belong to:	16-25 years	264	71,0%	24,7%	4,2%	100%
	26-35 years	273	67,6%	29,0%	3,4%	100%
	36-45 years	155	80,0%	18,5%	1,4%	100%
	46-55 years	105	91,4%	7,9%	0,7%	100%
	56-65 years	89	91,7%	6,7%	1,6%	100%
	66-74 years	28	89,0%	9,7%	1,3%	100%
Sex	Male	400	72,8%	23,8%	3,5%	100%
	Female	514	79,3%	18,5%	2,2%	100%
Households with/without children between 0-6 years	Without children	642	76,6%	21,0%	2,4%	100%
	One child	190	78,6%	19,1%	2,3%	100%
	Two children	71	70,0%	22,2%	7,7%	100%
	Three children or more	11	67,7%	32,3%		100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	41	58,2%	38,8%	3,0%	100%
	Highly qualified professionals	146	54,9%	38,7%	6,4%	100%
	Technicians and associate professionals	75	69,8%	25,0%	5,2%	100%
	Administrative staff/clerks	10	56,8%	43,2%		100%
	Service and shop and market sales workers, housing and communal services	35	73,3%	26,7%		100%
	Skilled agricultural and fishery workers	13	61,2%	28,5%	10,4%	100%
	Craft and related trades workers, in	35	58,4%	41,6%		100%

		Number of cases	Q4.4. 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	
	construction, transportation, telecommunications, geology and geological prospecting					
	Plant and machine operators and assemblers	18	74,3%	13,6%	12,0%	100%
	Unqualified workers	78	91,8%	7,3%	0,9%	100%
	Pupils/ students	113	73,2%	23,9%	2,8%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	5	79,0%	21,0%		100%
	Not employed, looking for a job	91	92,0%	8,0%		100%
	Housekeeping services workers	142	86,9%	11,2%	1,9%	100%
	Pensioners	88	96,8%	3,2%		100%
	Migrants working abroad	16	91,4%	8,6%		
	DK/NR	9	49,7%	42,1%	8,2%	100%
Monthly family income	Below 1000 MDL	63	94,6%	5,4%		100%
	1001-2000 MDL	109	92,6%	7,4%		100%
	2001-3000 MDL	119	87,2%	10,2%	2,6%	100%
	3001-4000 MDL	124	75,2%	21,9%	2,9%	100%
	4001-5000 MDL	87	69,1%	26,2%	4,7%	100%
	5001-6000 MDL	66	60,1%	35,5%	4,3%	100%
	Above 6000 MDL	137	61,0%	33,6%	5,4%	100%
	DK/NR	209	75,4%	22,6%	2,0%	100%
Education level	Primary education or without primary education (from 1st to 4th form)	1	100,0%			100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	110	95,8%	4,2%		100%

		Number of cases	Q4.4. 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	
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	176	89,9%	8,9%	1,2%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	119	88,1%	8,4%	3,5%	100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	162	74,7%	22,4%	2,8%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	346	60,2%	35,7%	4,1%	
	DK/NR	212	74,1%	23,8%	2,0%	100%
Residential area	Urban	359	84,6%	13,0%	2,4%	100%
	Rural	343	69,3%	27,1%	3,6%	100%
	Chişinău	188	68,9%	26,5%	4,6%	100%
Region	North	594	77,2%	20,3%	2,4%	100%
	Centre	133	83,5%	15,0%	1,6%	100%
	South	719	76,5%	20,9%	2,6%	100%
Language spoken at home	Moldovan/ Romanian	140	77,2%	20,1%	2,7%	100%
	Russian	41	73,0%	20,4%	6,6%	100%
	Both, at the same level	14	77,3%	22,7%		100%
	Other	18	100%			100%

Table 30. Level of satisfaction with the quality of public e-services rendered by the state institution, socio-demographic groups, %

		Number of cases	Average mark	Q2.7. How satisfied are you with the quality of public e-services rendered to you over the past 12 months?.						Total
				1 –not satisfied	2	3	4	5	6 –very satisfied	
Total		162	4,8	1,0%	0,2%	9,5%	23,4%	35,9%	29,9%	100%
Specify the age group you belong to:	16-25 years	39	5,			8,1%	18,4%	37,1%	36,5%	100%
	26-35 years	71	4,8	1,6%		10,0%	22,4%	36,8%	29,1%	100%
	36-45 years	28	4,7			14,3%	28,5%	31,9%	25,3%	100%
	46-55 years	8	4,7				50,9%	24,6%	24,6%	100%
	56-65 years	10	4,2	10,4%		10,5%	20,9%	52,2%	6,0%	100%
	66-74 years	6	4,2		16,1%		50,0%	16,1%	17,7%	100%
Sex	Male	69	4,8	2,1%		6,7%	25,2%	38,6%	27,3%	100%
	Female	93	4,9		0,4%	12,1%	21,8%	33,4%	32,4%	100%
Households with/without children between 0-6 years	Without children	111	4,8	1,5%	0,3%	9,6%	21,1%	37,6%	29,9%	100%
	One child	33	4,8			11,7%	30,2%	27,2%	30,9%	100%
	Two children	16	5,			5,8%	23,9%	36,2%	34,1%	100%
	Three children or more	2	4,6				38,7%	61,3%		100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	15	4,7	4,1%		7,1%	38,5%	15,0%	35,3%	100%
	Highly qualified professionals	55	4,9			9,2%	25,5%	32,8%	32,5%	100%
	Technicians and associate professionals	18	4,9			8,5%	18,1%	49,4%	24,0%	100%
	Administrative staff/clerks	3	5,7					30,8%	69,2%	100%
	Service and shop and market sales workers, housing and communal services	7	5,4					62,6%	37,4%	100%
	Skilled agricultural and fishery workers	3	2,9	36,4%			63,6%			100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	9	4,7			19,6%	8,0%	56,0%	16,4%	100%
	Plant and machine operators and assemblers	3	6,						100,0%	100%
	Unqualified workers	4	3,9			29,9%	51,4%	18,6%		100%

	Number of cases	Average mark	Q2.7. How satisfied are you with the quality of public e-services rendered to you over the past 12 months?.						Total	
			1 –not satisfied	2	3	4	5	6 –very satisfied		
	Pupils/ students	15	5,2				16,6%	46,6%	36,8%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	1	3,			100,0%				100%
	Not employed, looking for a job	6	4,8			14,5%	14,5%	52,2%	18,7%	100%
	Housekeeping services workers	15	4,6			18,8%	31,2%	24,9%	25,1%	100%
	Pensioners	5	3,7		12,9%	24,8%	37,6%	24,8%		100%
	Migrants working abroad	1	4,				100,0%			
	DK/NR	2	4,7				32,9%	67,1%		100%
Monthly family income	Below 1000 MDL	2	5,5					50,0%	50,0%	100%
	1001-2000 MDL	7	4,			49,6%	13,8%	22,9%	13,8%	100%
	2001-3000 MDL	12	4,5			15,5%	23,8%	60,7%		100%
	3001-4000 MDL	23	5,			10,2%	23,1%	27,1%	39,6%	100%
	4001-5000 MDL	20	4,9		1,5%	12,8%	20,9%	24,8%	40,1%	100%
	5001-6000 MDL	21	4,9			10,6%	26,0%	28,8%	34,6%	100%
	Above 6000 MDL	42	5,	1,3%		5,0%	20,7%	35,2%	37,7%	100%
	DK/NR	35	4,7	2,8%		4,3%	29,7%	45,3%	17,9%	100%
Education level	Primary education or without primary education (from 1st to 4th form)									100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	3	3,8			23,1%	76,9%			100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	10	4,9			9,5%	19,7%	37,2%	33,6%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	8	4,3			41,6%	11,1%	25,3%	22,1%	100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	28	4,8			9,4%	15,7%	56,0%	18,9%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-	113	4,9	1,6%	0,3%	6,7%	25,1%	32,3%	34,1%	

		Number of cases	Average mark	Q2.7. How satisfied are you with the quality of public e-services rendered to you over the past 12 months?.						Total
				1 –not satisfied	2	3	4	5	6 –very satisfied	
university studies)										
Residential area	Urban	46	4,6		0,7%	15,2%	29,2%	33,6%	21,3%	100%
	Rural	41	5,			10,8%	15,7%	37,7%	35,8%	100%
	Chişinău	75	4,9	2,1%		5,6%	24,5%	36,2%	31,5%	100%
Region	North	44	4,8		0,7%	14,5%	13,5%	44,8%	26,5%	100%
	Centre	99	4,8	1,6%		7,8%	27,6%	31,8%	31,1%	100%
	South	19	5,			6,3%	23,8%	37,9%	31,9%	100%
Language spoken at home	Moldovan/ Romanian	126	4,8	1,3%		8,0%	24,6%	35,9%	30,2%	100%
	Russian	26	4,9			14,7%	25,0%	20,6%	39,7%	100%
	Both, at the same level	8	4,4		4,4%	20,3%	4,8%	70,5%		100%
	Other	2	5,					100,0%		100%

Table 31. Level of satisfaction with the quality of public services rendered at the office of the institution, socio-demographic groups, %

		Number of cases	Average mark	Q4.5.1. 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		743	4,5	4,0%	5,6%	8,5%	20,2%	32,0%	26,0%	3,6%	100%
Specify the age group you belong to:	16-25 years	124	4,7	2,3%	3,3%	8,0%	21,4%	40,6%	22,5%	2,0%	100%
	26-35 years	198	4,4	4,4%	7,0%	8,5%	24,1%	32,2%	22,4%	1,2%	100%
	36-45 years	128	4,6	3,7%	3,2%	10,1%	19,8%	30,6%	28,8%	3,8%	100%
	46-55 years	98	4,6	6,0%	4,9%	6,8%	16,0%	24,6%	32,9%	8,8%	100%
	56-65 years	126	4,3	7,1%	10,8%	9,6%	14,7%	22,5%	28,3%	7,1%	100%
	66-74 years	69	4,7		11,6%	7,3%	12,9%	24,7%	37,7%	5,9%	100%
Sex	Male	284	4,7	2,1%	5,2%	7,0%	19,4%	35,0%	26,9%	4,4%	100%
	Female	459	4,4	5,5%	5,9%	9,7%	20,8%	29,8%	25,3%	3,0%	100%
Households with/without	Without children	534	4,5	4,3%	5,4%	8,5%	20,7%	31,7%	25,3%	4,0%	100%
	One child	150	4,5	2,5%	6,8%	8,9%	21,7%	32,5%	25,4%	2,3%	100%

		Number of cases	Average mark	Q4.5.1. 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	
children between 0-6 years	Two children	50	4,8	3,7%	3,1%	7,4%	14,6%	30,6%	36,6%	4,0%	100%
	Three children or more	9	4,0	16,1%	9,4%	11,2%		47,7%	15,6%		100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	24	5,0		2,6%		20,7%	43,1%	29,4%	4,3%	100%
	Highly qualified professionals	98	4,6	3,7%	2,2%	7,0%	29,8%	32,1%	23,0%	2,2%	100%
	Technicians and associate professionals	53	4,5	7,8%	3,9%	5,0%	21,5%	36,4%	22,3%	3,1%	100%
	Administrative staff/clerks	7	4,9				23,3%	44,5%	13,1%	19,1%	100%
	Service and shop and market sales workers, housing and communal services	24	4,4	3,7%	11,0%	2,5%	29,4%	34,3%	19,0%		100%
	Skilled agricultural and fishery workers	11	4,1	11,5%	5,9%		26,1%	37,8%	8,7%	9,9%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	23	4,1		19,7%	7,0%	38,9%	12,3%	19,6%	2,4%	100%
	Plant and machine operators and assemblers	10	5,0			8,4%	31,5%	14,8%	45,3%		100%
	Unqualified workers	67	4,5	2,3%	9,0%	14,8%	11,5%	34,9%	25,2%	2,3%	100%
	Pupils/ students	53	4,7		1,7%	11,8%	20,1%	46,4%	18,2%	1,7%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	5	4,7		21,0%			49,5%	29,5%		100%
	Not employed, looking for a job	77	4,5	5,6%	6,8%	10,5%	17,6%	20,2%	33,6%	5,6%	100%
	Housekeeping services workers	121	4,6	7,0%	3,7%	9,8%	13,8%	32,5%	30,8%	2,3%	100%
	Pensioners	149	4,4	5,8%	10,8%	9,7%	12,2%	20,9%	32,3%	8,3%	100%
	Migrants working abroad	13	4,9				30,7%	40,2%	21,7%	7,3%	
DK/NR	8	4,7				42,1%	44,9%	12,9%		100%	
Monthly family income	Below 1000 MDL	71	4,3	8,5%	10,8%	8,4%	10,6%	29,2%	27,0%	5,5%	100%
	1001-2000 MDL	123	4,7	4,3%	5,7%	12,3%	9,5%	21,0%	40,8%	6,2%	100%
	2001-3000 MDL	104	4,7	1,0%	9,0%	3,7%	17,8%	32,4%	27,9%	8,2%	100%
	3001-4000 MDL	96	4,5	3,4%	4,3%	11,8%	21,1%	37,8%	19,8%	1,7%	100%

	Number of cases	Average mark	Q4.5.1. 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		
	4001-5000 MDL	62	4,5	2,9%	1,4%	7,9%	36,6%	30,8%	18,5%	1,9%	100%
	5001-6000 MDL	46	4,5		7,3%	10,2%	23,7%	30,7%	22,9%	5,2%	100%
	Above 6000 MDL	92	4,5	3,1%	8,9%	7,6%	20,9%	33,5%	24,8%	1,2%	100%
	DK/NR	149	4,5	6,7%	1,7%	7,8%	22,5%	35,7%	24,2%	1,4%	100%
Education level	Primary education or without primary education (from 1st to 4th form)	2	2,3	73,1%					26,9%		100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	103	4,6	2,6%	5,2%	13,4%	12,7%	30,4%	31,6%	4,2%	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	146	4,6	4,5%	4,9%	9,3%	14,9%	30,6%	31,0%	4,7%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	109	4,4	5,0%	9,1%	7,4%	19,0%	30,1%	24,4%	5,1%	100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	131	4,6	2,4%	7,4%	7,9%	18,1%	31,1%	30,9%	2,2%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	252	4,5	4,4%	3,9%	6,9%	28,1%	34,9%	18,8%	2,9%	
Residential area	Urban	175	4,5	3,2%	6,2%	6,8%	30,5%	30,6%	21,5%	1,2%	100%
	Rural	327	4,6	3,8%	6,6%	9,6%	16,5%	25,4%	32,1%	6,1%	100%
	Chişinău	241	4,5	4,9%	4,0%	8,4%	17,9%	40,5%	21,9%	2,3%	100%
Region	North	157	4,7	1,2%	5,0%	4,0%	26,8%	26,6%	26,3%	10,1%	100%
	Centre	474	4,5	4,5%	6,1%	9,6%	18,7%	34,6%	24,4%	2,1%	100%
	South	112	4,6	5,8%	4,4%	10,0%	17,7%	28,0%	33,1%	1,0%	100%
Language spoken at home	Moldovan/ Romanian	570	4,5	3,7%	5,8%	8,1%	20,7%	33,9%	24,3%	3,5%	100%
	Russian	124	4,6	3,9%	6,7%	10,0%	18,5%	24,2%	33,2%	3,4%	100%
	Both, at the same level	35	4,2	11,7%		14,6%	15,7%	33,8%	17,8%	6,3%	100%
	Other	14	5,4				23,9%	13,1%	59,9%	3,1%	100%

Table 32. Level of satisfaction with the quality of online public services, socio-demographic groups, %

		Number of cases	Average mark	Q4.5.2. 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?					Total
				2	3	4	5	6 –very satisfied	
Total		87	4,9	4,8%	3,2%	17,5%	47,3%	27,1%	100%
Specify the age group you belong to:	16-25 years	20	4,9	6,0%	6,0%	10,7%	48,9%	28,4%	100%
	26-35 years	41	4,8	4,9%		28,1%	40,7%	26,3%	100%
	36-45 years	12	5,3			8,7%	49,2%	42,1%	100%
	46-55 years	5	5,0				100,0%		100%
	56-65 years	6	4,0	16,6%	33,3%		33,3%	16,7%	100%
	66-74 years	3	4,7			32,3%	67,7%		100%
Sex	Male	47	4,8	6,2%	4,2%	18,9%	42,1%	28,6%	100%
	Female	40	5,0	2,6%	1,7%	15,2%	56,0%	24,6%	100%
Households with/without children between 0-6 years	Without children	62	4,8	5,2%	4,4%	14,4%	52,2%	23,8%	100%
	One child	16	4,7	5,7%		40,6%	29,3%	24,4%	100%
	Two children	9	5,6				41,6%	58,4%	100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	8	5,1	7,3%			58,7%	34,1%	100%
	Highly qualified professionals	22	5,0		2,6%	23,8%	43,2%	30,4%	100%
	Technicians and associate professionals	11	5,0	8,6%		3,0%	62,2%	26,2%	100%
	Administrative staff/clerks	2	5,0				100,0%		100%
	Service and shop and market sales workers, housing and communal services	4	5,0			21,8%	56,4%	21,8%	100%
	Skilled agricultural and fishery workers	3	4,3			72,7%	27,3%		
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	7	4,0	34,0%		22,0%	23,0%	20,9%	100%
	Plant and machine operators and assemblers	3	6,0					100,0%	100%
	Muncitori necalificati	2	5,0				100,0%		
	Pupils/ students	6	4,3		19,9%	35,5%	35,5%	9,1%	100%

		Number of cases	Average mark	Q4.5.2. 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?					
				2	3	4	5	6 –very satisfied	Total
	Not employed, looking for a job	4	5,1			45,0%		55,0%	100%
	Housekeeping services workers	10	5,3				72,7%	27,3%	100%
	Pensioners	2	5,0				100,0%		
	DK/NR	3	4,4		32,4%		67,6%		100%
Monthly family income	Below 1000 MDL								100%
	1001-2000 MDL	4	4,4			59,2%	40,8%		100%
	2001-3000 MDL	5	5,2			6,6%	68,7%	24,7%	100%
	3001-4000 MDL	12	4,9		5,4%	13,2%	68,2%	13,1%	100%
	4001-5000 MDL	15	4,9			21,0%	64,7%	14,3%	100%
	5001-6000 MDL	11	4,7		5,5%	30,9%	47,0%	16,6%	100%
	Above 6000 MDL	18	4,9	17,8%		10,2%	22,8%	49,2%	100%
	DK/NR	22	4,9	3,2%	6,5%	14,8%	44,6%	31,0%	100%
Education level	Primary education or without primary education (from 1st to 4th form)								100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	2	4,6			38,7%	61,3%		100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	5	5,4				64,3%	35,7%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	6	4,6		12,1%	39,3%	25,1%	23,5%	100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	17	4,7	19,9%		13,6%	25,9%	40,6%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	57	4,9	1,0%	4,2%	18,2%	53,5%	23,1%	100%
Residential area	Urban	31	4,8		2,0%	30,7%	53,8%	13,4%	100%
	Rural	26	5,3		2,2%	7,4%	51,5%	39,0%	100%
	Chişinău	30	4,7	12,4%	5,1%	14,6%	38,9%	29,0%	100%
Region	North	31	5,1		3,8%	14,2%	52,6%	29,3%	100%

		Number of cases	Average mark	Q4.5.2. 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?					
				2	3	4	5	6 –very satisfied	Total
	Centre	48	4,8	8,2%	3,4%	17,0%	47,0%	24,4%	100%
	South	8	5,0			35,2%	27,6%	37,2%	100%
Language spoken at home	Moldovan/ Romanian	70	4,9	4,4%	1,6%	18,9%	50,2%	24,9%	100%
	Russian	12	4,5	9,4%	14,8%	16,6%	31,2%	28,0%	100%
	Both, at the same level	4	5,3				67,2%	32,8%	
	Other	1	6,0					100,0%	100%

Table 33. Level of satisfaction with the quality of online public services, socio-demographic groups, %

		Number of cases	Average mark	Q4.5.3. 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)?						
				2	3	4	5	6-very stasified	DK/NR	Total
Total		113	5,0	3,3%	1,6%	23,9%	35,4%	32,7%	3,1%	100%
Specify the age group you belong to:	16-25 years	28	4,8	4,4%	4,4%	19,4%	45,7%	22,5%	3,5%	100%
	26-35 years	46	4,9	4,5%		32,4%	25,0%	35,6%	2,5%	100%
	36-45 years	22	5,4			12,4%	36,1%	46,3%	5,1%	100%
	46-55 years	5	5,0			20,0%	60,0%	20,0%		100%
	56-65 years	7	5,0			45,6%	8,7%	45,7%		100%
	66-74 years	5	5,4				59,6%	40,4%		100%
Sex	Male	44	4,8	5,9%	3,6%	23,4%	29,9%	32,8%	4,4%	100%
	Female	69	5,0	1,3%		24,3%	39,5%	32,6%	2,1%	100%
Households with/without children between 0-6 years	Without children	78	4,9	3,6%	2,2%	22,1%	36,0%	31,6%	4,4%	100%
	One child	23	4,8	4,0%		36,3%	28,5%	31,3%		100%
	Two children	10	5,4			18,3%	26,6%	55,1%		100%
Current position (Occupation)	Three children or more	2	5,0				100,0%			100%
	Lawyers and senior officials and corporate managers (socio-economic and political)	11	5,4			8,2%	35,8%	45,9%	10,1%	100%

	Number of cases	Average mark	Q4.5.3. 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)?							
			2	3	4	5	6-very stasified	DK/NR	Total	
	Highly qualified professionals	42	5,2			21,1%	33,1%	45,8%		100%
	Technicians and associate professionals	8	5,1	11,9%		15,4%	16,5%	56,2%		100%
	Administrative staff/clerks	2	6,0					44,5%	55,5%	100%
	Service and shop and market sales workers, housing and communal services	4	4,7			53,3%	23,3%	23,3%		100%
	Skilled agricultural and fishery workers	3	4,6			36,4%	63,6%			
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	7	3,3	34,8%		41,6%	10,1%		13,5%	100%
	Plant and machine operators and assemblers	1	6,0					100,0%		
	Unqualified workers	2	5,0			50,0%		50,0%		100%
	Pupils/ students	15	4,8		8,3%	21,4%	49,3%	21,0%		100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	1	6,0					100,0%		100%
	Not employed, looking for a job	3	4,3			66,5%	33,5%			100%
	Housekeeping services workers	7	5,0			14,5%	71,5%	14,0%		100%
	Pensioners	4	4,5			65,8%	17,1%	17,1%		
	Migrants working abroad	1	5,0				100,0%			
	DK/NR	2	4,8			24,5%	75,5%			100%
Monthly family income	Below 1000 MDL	2	5,0				100,0%			100%
	1001-2000 MDL	5	5,1			38,0%	19,0%	43,1%		100%
	2001-3000 MDL	7	4,8			31,5%	55,6%	12,9%		100%
	3001-4000 MDL	17	5,0			28,3%	46,6%	25,0%		100%
	4001-5000 MDL	13	5,2			33,1%	16,7%	50,3%		100%
	5001-6000 MDL	14	5,4			14,5%	24,8%	50,6%	10,2%	100%
	Above 6000 MDL	32	4,8	9,1%		27,9%	23,0%	36,9%	3,1%	100%
	DK/NR	23	4,8	3,5%	7,1%	14,8%	49,8%	20,4%	4,5%	100%
Education level	Lower secondary, secondary incomplete education (from 5th to 9th form,	1	5,0				100,0%			100%

		Number of cases	Average mark	Q4.5.3. 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)?						
				2	3	4	5	6-very stasified	DK/NR	Total
	including the former schools of 7th to 8th form)									
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	6	5,1			16,9%	56,4%	26,7%		100%
	Secondary vocational education (qualified vocational training, including qualification courses)	5	5,0			31,5%	38,0%	30,5%		100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	20	4,5	17,7%		19,9%	35,4%	27,0%		100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	81	5,1		2,3%	25,6%	32,3%	35,4%	4,5%	100%
Residential area	Urban	29	5,0			31,9%	33,4%	34,7%		100%
	Rural	19	4,9			42,0%	28,3%	29,8%		100%
	Chişinău	65	4,9	5,6%	2,6%	15,5%	38,3%	32,8%	5,2%	100%
Region	North	26	5,1			32,0%	29,6%	38,4%		100%
	Centre	74	4,9	4,9%	2,3%	20,4%	36,4%	31,4%	4,6%	100%
	South	13	5,0			29,6%	41,0%	29,4%		100%
Language spoken at home	Moldovan/ Romanian	86	4,9	3,0%		26,7%	39,2%	27,0%	4,0%	100%
	Russian	19	5,0	5,9%	9,3%	14,8%	22,1%	47,9%		100%
	Both, at the same level	7	5,4			15,1%	26,0%	58,8%		
	Other	1	6,0					100,0%		100%

Table 34. Use of electronic public services provided by government institutions, socio-demographic groups, %

		Number of cases	Q2.5 Did you personally use at least one online public service offered by government institutions over the past 12 months?		
			Yes	No	Total
Total		568	29,6%	70,4%	100%
Specify the age group you belong to:	16-25 years	123	30,8%	69,2%	100%
	26-35 years	191	37,9%	62,1%	100%
	36-45 years	116	24,5%	75,5%	100%
	46-55 years	61	13,2%	86,8%	100%
	56-65 years	56	17,5%	82,5%	100%
	66-74 years	21	33,3%	66,7%	100%
Sex	Male	224	32,1%	67,9%	100%
	Female	344	27,5%	72,5%	100%
Households with/without children between 0-6 years	Without children	373	31,3%	68,7%	100%
	One child	140	23,1%	76,9%	100%
	Two children	47	33,8%	66,2%	100%
	Three children or more	8	34,5%	65,5%	100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	24	62,9%	37,1%	100%
	Highly qualified professionals	101	55,9%	44,1%	100%
	Technicians and associate professionals	52	32,6%	67,4%	100%
	Administrative staff/clerks	7	49,8%	50,2%	100%
	Service and shop and market sales workers, housing and communal services	23	34,2%	65,8%	100%
	Skilled agricultural and fishery workers	8	37,9%	62,1%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	19	51,6%	48,4%	100%
	Plant and machine operators and assemblers	11	27,6%	72,4%	100%
	Unqualified workers	53	9,0%	91,0%	100%
	Pupils/ students	52	27,0%	73,0%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	3	31,5%	68,5%	100%
	Not employed, looking for a job	49	12,3%	87,7%	100%
	Housekeeping services workers	103	14,7%	85,3%	100%
	Pensioners	44	10,1%	89,9%	100%
Migrants working abroad	13	8,6%	91,4%	100%	

		Number of cases	Q2.5 Did you personally use at least one online public service offered by government institutions over the past 12 months?		
			Yes	No	Total
	DK/NR	6	55,6%	44,4%	100%
Monthly family income	Below 1000 MDL	20	15,5%	84,5%	100%
	1001-2000 MDL	60	13,1%	86,9%	100%
	2001-3000 MDL	72	15,6%	84,4%	100%
	3001-4000 MDL	81	29,5%	70,5%	100%
	4001-5000 MDL	57	35,3%	64,7%	100%
	5001-6000 MDL	46	43,7%	56,3%	100%
	Above 6000 MDL	95	45,3%	54,7%	100%
	DK/NR	137	26,9%	73,1%	100%
Education level	Primary education or without primary education (from 1st to 4th form)				100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	45	6,9%	93,1%	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	97	14,0%	86,0%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	77	11,3%	88,7%	100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	103	29,0%	71,0%	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	246	48,6%	51,4%	100%
	DK/NR				100%
	Residential area	Urban	138	32,8%	67,2%
Rural		200	22,4%	77,6%	100%
Chişinău		230	33,6%	66,4%	100%
Region	North	114	39,9%	60,1%	100%
	Centre	381	27,2%	72,8%	100%
	South	73	25,8%	74,2%	100%
Language spoken at home	Moldovan/ Romanian	423	30,1%	69,9%	100%
	Russian	105	27,9%	72,1%	100%
	Both, at the same level	32	24,6%	75,4%	100%
	Other	8	38,2%	61,8%	100%

Table 35. Level and tools for accessing the electronic public services provided by government institutions over the past 12 months

	Q2.6 Please, specify the webpage and the tool by which you accessed this e-service								
	Number of cases	The first point of access: which webpage from?				Access tool: did you access it from your computer or mobile phone?			
		Public Service Portal	Web page of the institution that provides this service	DK/NR	Total	Computer	Mobile phone	DK/NR	Total
Submission of electronic tax declarations	78	41,7%	47,1%	11,3%	100%	84,3%	15,7%		100%
E-application for issue of a Criminal Record	53	53,3%	43,2%	3,5%	100%	64,0%	28,9%	7,1%	100%
e-Invoice	52	60,1%	38,3%	1,6%	100%	74,9%	19,4%	5,7%	100%
Taxpayer Current Account	50	34,6%	55,2%	10,2%	100%	66,3%	22,0%	11,8%	100%
E-NSIO (reporting to NSIO)	46	62,4%	35,6%	2,0%	100%	65,7%	25,9%	8,4%	100%
Checking information about taxpayers	42	51,5%	38,6%	9,9%	100%	77,6%	22,4%		100%
E-NHIO (reporting to NHIO)	41	69,3%	28,5%	2,1%	100%	80,1%	12,4%	7,5%	100%
Property Sheet	39	35,6%	57,8%	6,7%	100%	73,3%	22,1%	4,6%	100%
Access to data from the Real Estate Registry	36	42,8%	54,8%	2,5%	100%	56,8%	34,0%	9,3%	100%
Checking an entity's personal data (IDNP)	35	57,8%	42,2%		100%	69,7%	25,0%	5,3%	100%
Checking a physical person's personal data (IDNO)	35	54,2%	43,5%	2,4%	100%	75,1%	17,1%	7,8%	100%
Checking data on the means of transport	35	53,5%	46,5%		100%	63,9%	33,4%	2,6%	100%
Checking the status of a document	29	43,2%	56,8%		100%	55,3%	35,0%	9,7%	100%
Access to the graphic information on real estate	26	40,7%	59,3%		100%	44,2%	33,9%	22,0%	100%

Checking the number of persons with the same name/surname	24	45,5%	54,5%		100%	68,9%	26,5%	4,6%	100%
Checking the availability of a transportation mean's registration number	24	36,6%	60,0%	3,5%	100%	61,9%	34,1%	4,0%	100%
Issuance of certificates from the Real Estate Register	23	35,0%	61,3%	3,7%	100%	63,3%	32,4%	4,3%	100%
Online blood donor programmes	23	30,2%	59,9%	9,9%	100%	49,7%	35,0%	15,3%	100%
Certificate of Real Estate Value	22	52,5%	47,5%		100%	40,9%	53,2%	5,9%	100%
Issue of information on real estate value	21	50,3%	45,8%	3,9%	100%	30,6%	55,6%	13,8%	100%
E-Apostille	21	38,4%	56,6%	5,0%	100%	37,2%	43,1%	19,7%	100%
Issuing of Certificate on the records made in the Real Estate Register	21	36,6%	59,3%	4,0%	100%	44,7%	42,0%	13,4%	100%
E-application to higher education institutions	20	54,9%	45,1%		100%	42,5%	47,1%	10,5%	100%
E-NBS (online submission of statistical questionnaires to NBS)	19	16,4%	83,6%		100%	49,5%	38,9%	11,6%	100%
Certificate on the records made in the Real Estate Register	17	29,9%	64,7%	5,4%	100%	38,6%	59,5%	1,9%	100%
Issuance of property protection securities	17	29,6%	64,0%	6,4%	100%	36,0%	48,5%	15,5%	100%
E-application to request a Certificate of Origin for Goods	17	27,1%	72,9%		100%	50,3%	49,7%		100%
E-licensing (application for a company's license)	14	31,2%	68,8%		100%	25,0%	75,0%		100%
Online ordering and procurement of livestock identification means	11	7,3%	92,7%		100%	22,6%	58,2%	19,2%	100%

Table 36. Modalities used to access the electronic public services provided by government institutions, socio-demographic groups, %

		How have you accessed						Total	
		Public Service Portal		Web page of the institution that provides the service		DK/ NR		No.	%
		No	%	No	%	No	%		
Total		497	45,4%	555	50,7%	43	3,9%	1,095	100%
Specify the age group you belong to:	16-25 years	112	38,3%	172	58,9%	8	2,8%	293	100%
	26-35 years	259	47,0%	269	48,7%	24	4,4%	552	100%
	36-45 years	81	48,1%	84	50,1%	3	1,8%	168	100%
	46-55 years	14	40,7%	18	50,6%	3	8,7%	35	100%
	56-65 years	25	66,6%	8	22,3%	4	11,1%	38	100%
	66-74 years	6	62,2%	3	33,3%	0	4,5%	9	100%
Sex	Male	254	41,2%	346	56,1%	16	2,6%	617	100%
	Female	243	50,8%	208	43,6%	27	5,6%	478	100%
Households with/without children between 0-6 years	Without children	309	44,7%	351	50,7%	32	4,7%	692	100%
	One child	154	49,7%	146	47,2%	10	3,1%	309	100%
	Two children	29	32,9%	58	65,9%	1	1,2%	88	100%
	Three children or more	6	100,0%					6	100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	127	56,5%	97	43,0%	1	0,4%	225	100%
	Highly qualified professionals	187	56,0%	135	40,5%	11	3,4%	334	100%
	Technicians and associate professionals	21	26,9%	52	67,4%	4	5,7%	77	100%
	Administrative staff/clerks	6	19,1%	25	80,9%			30	100%
	Service and shop and market sales workers, housing and communal services	10	55,4%	6	33,1%	2	11,5%	19	
	Skilled agricultural and fishery workers	19	39,6%	29	60,4%			47	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	19	37,6%	30	60,3%	1	2,1%	50	100%
	Plant and machine operators and assemblers	1	8,4%	13	91,6%			14	100%
	Unqualified workers	5	43,9%	7	56,1%			12	100%
	Pupils/ students	62	42,9%	80	54,8%	3	2,3%	146	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	2	100,0%					2	100%
	Not employed, looking for a job	22	36,9%	36	58,6%	3	4,5%	61	100%
	Housekeeping services workers	7	15,9%	34	72,9%	5	11,2%	46	

		How have you accessed						Total	
		Public Service Portal		Web page of the institution that provides the service		DK/ NR		No.	%
		No	%	No	%	No	%		
	Pensioners	3	35,4%	1	13,1%	4	51,5%	8	
	Migrants working abroad	1	100,0%					1	100%
	DK/NR	4	18,7%	11	49,3%	7	32,1%	23	100%
Monthly family income	Below 1000 MDL	3	100,0%					3	100%
	1001-2000 MDL	11	25,4%	34	74,6%			45	100%
	2001-3000 MDL	13	29,3%	21	45,2%	12	25,4%	45	100%
	3001-4000 MDL	103	50,5%	97	47,5%	4	2,0%	203	100%
	4001-5000 MDL	38	37,7%	52	51,4%	11	10,9%	102	100%
	5001-6000 MDL	60	48,0%	53	42,3%	12	9,7%	125	100%
	Above 6000 MDL	175	53,5%	150	45,8%	2	0,6%	328	100%
	DK/NR	93	38,1%	148	61,1%	2	0,8%	243	100%
	Education level	Primary education or without primary education (from 1st to 4th form)							
Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)		2	3,3%	62	96,7%			64	100%
Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)		29	51,1%	23	40,3%	5	8,6%	57	100%
Secondary vocational education (qualified vocational training, including qualification courses)		8	16,8%	40	80,4%	1	2,8%	49	100%
Post-secondary non-tertiary education (colleges, including vocational schools)		53	40,6%	66	50,7%	11	8,7%	130	100%
Tertiary/Higher education (universities, academies, institutes, including post-university studies)		405	51,0%	364	45,8%	25	3,2%	795	
Residential area	Urban	119	42,1%	151	53,2%	13	4,7%	283	100%
	Rural	72	32,0%	132	59,2%	20	8,8%	224	100%
	Chişinău	306	52,1%	271	46,2%	10	1,7%	588	100%
Region	North	96	41,3%	116	49,7%	21	8,9%	233	100%
	Centre	332	42,7%	423	54,5%	22	2,9%	777	100%
	South	69	81,7%	16	18,3%			85	100%
Language spoken at home	Moldovan/ Romanian	369	42,1%	480	54,7%	28	3,2%	877	100%
	Russian	98	58,8%	60	35,6%	9	5,5%	167	100%
	Both, at the same level	24	56,2%	13	30,7%	6	13,1%	43	
	Other	6	74,6%	3	25,4%			9	100%

Table 37. Tools for accessing the electronic public services provided by the government institutions, socio-demographic groups,%

		Access tools						Total	
		Computer		Mobile phone		DK/ NR		No	%
		No	%	No	%	No	%		
Total		676	61,8%	337	30,8%	81	7,4%	1,095	100%
Specify the age group you belong to:	16-25 years	172	58,8%	92	31,5%	28	9,7%	293	100%
	26-35 years	344	62,3%	177	32,0%	31	5,7%	552	100%
	36-45 years	91	54,1%	60	35,7%	17	10,2%	168	100%
	46-55 years	31	88,4%	2	5,8%	2	5,8%	35	100%
	56-65 years	30	79,6%	6	16,7%	1	3,7%	38	100%
	66-74 years	8	87,8%			1	12,2%	9	100%
Sex	Male	359	58,2%	192	31,1%	66	10,7%	617	100%
	Female	317	66,4%	146	30,5%	15	3,2%	478	100%
Households with/without children between 0-6 years	Without children	440	63,6%	191	27,6%	61	8,8%	692	100%
	One child	185	59,8%	110	35,7%	14	4,5%	309	100%
	Two children	50	56,7%	36	40,6%	2	2,8%	88	100%
	Three children or more	1	24,0%			4	76,0%	6	100%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	146	65,0%	50	22,3%	29	12,8%	225	100%
	Highly qualified professionals	242	72,5%	65	19,4%	27	8,1%	334	100%
	Technicians and associate professionals	32	41,6%	43	55,3%	2	3,1%	77	100%
	Administrative staff/clerks	9	28,1%	22	71,9%			30	100%
	Service and shop and market sales workers, housing and communal services	19	100,0%					19	
	Skilled agricultural and fishery workers	19	39,6%	29	60,4%			47	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	38	77,3%	8	15,6%	4	7,1%	50	100%
	Plant and machine operators and assemblers	9	61,7%	1	8,4%	4	29,9%	14	100%
	Unqualified workers	9	74,8%	3	25,2%			12	100%
	Pupils/ students	74	50,7%	72	49,3%			146	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	2	100,0%					2	100%
	Not employed, looking for a job	29	47,1%	32	52,9%			61	100%
	Housekeeping services workers	35	74,8%	3	6,8%	9	18,4%	46	

		Access tools						Total	
		Computer		Mobile phone		DK/ NR		No	%
		No	%	No	%	No	%		
	Pensioners	6	69,4%			2	30,6%	8	
	Migrants working abroad	1	100,0%					1	100%
	DK/NR	8	35,5%	11	45,8%	4	18,7%	23	100%
Monthly family income	Below 1000 MDL	3	100,0%					3	100%
	1001-2000 MDL	14	31,9%	31	68,1%			45	100%
	2001-3000 MDL	30	66,1%	13	28,6%	2	5,3%	45	100%
	3001-4000 MDL	135	66,7%	65	32,0%	3	1,3%	203	100%
	4001-5000 MDL	51	49,7%	47	46,6%	4	3,8%	102	100%
	5001-6000 MDL	85	67,8%	32	25,8%	8	6,4%	125	100%
	Above 6000 MDL	205	62,5%	73	22,1%	50	15,4%	328	100%
	DK/NR	152	62,8%	76	31,5%	14	5,8%	243	100%
Education level	Primary education or without primary education (from 1st to 4th form)								100%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	1	2,1%	61	96,2%	1	1,7%	64	100%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	33	58,2%	7	11,8%	17	29,9%	57	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	18	36,9%	31	63,1%			49	100%
	Post-secondary non-tertiary education (colleges, including vocational schools)	77	59,7%	46	35,8%	6	4,6%	130	100%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	546	68,7%	192	24,1%	57	7,2%	795	
Residential area	Urban	184	65,0%	93	33,0%	6	2,0%	283	100%
	Rural	151	67,6%	64	28,4%	9	4,1%	224	100%
	Chişinău	341	58,0%	180	30,7%	67	11,3%	588	100%
Region	North	195	83,6%	28	12,2%	10	4,3%	233	100%
	Centre	401	51,6%	305	39,2%	71	9,2%	777	100%
	South	80	94,8%	4	5,2%			85	100%
Language spoken at home	Moldovan/ Romanian	492	56,1%	321	36,6%	64	7,3%	877	100%
	Russian	142	85,1%	14	8,4%	11	6,5%	167	100%
	Both, at the same level	36	85,5%	3	6,4%	3	8,2%	43	
	Other	5	62,7%			4	37,3%	9	100%

Table 38. 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	Did not know that the public services I needed could be	I assumed the public services requested via Internet are more expensive than those requested directly at the institutions	Do not believe that accessing public services via Internet could save you from physically reaching the institution	To me, it takes more time to obt. online publ. services than physically visit the institution/requesting them traditionally, i.e. directly at the offices of relevant institutions	I feel more confident to physically visit the institution and req. services than to 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 the cell phone, I do not have enough abilities to access via it publ. services avail.	Do not want my personal data to be made available to irrelevant persons or institutions that could change and use them thus causing
Total		45,5%	1,8%	3,1%	14,1%	10,1%	1,3%	3,0%	1,9%	6,6%	7,9%	1,2%	3,5%
Specify the age group you belong to:	16-25 years	47,5%	1,0%	3,5%	14,4%	9,7%	2,5%	2,6%	2,0%	7,4%	3,7%	1,2%	4,5%
	26-35 years	46,8%	1,4%	4,1%	14,4%	10,7%	1,2%	3,1%	1,9%	5,9%	5,3%	1,2%	3,9%
	36-45 years	47,1%	2,7%	3,2%	14,5%	9,9%	0,6%	2,3%	2,0%	5,5%	8,6%	1,2%	2,4%
	46-55 years	41,3%	2,1%	1,5%	14,9%	10,7%	0,6%	4,2%	1,7%	6,9%	12,4%	1,8%	2,0%
	56-65 years	39,9%	1,9%	1,4%	10,6%	10,1%	0,8%	4,3%	2,1%	7,2%	17,6%	0,3%	3,8%
	66-74 years	40,8%	4,6%	2,9%	11,2%	6,4%		2,3%	1,2%	8,0%	16,3%	1,7%	4,7%
Sex	Male	48,1%	1,5%	4,1%	13,1%	8,7%	1,2%	3,1%	1,4%	6,4%	7,9%	0,9%	3,6%
	Female	43,2%	2,0%	2,2%	14,8%	11,3%	1,4%	3,0%	2,4%	6,8%	7,9%	1,5%	3,5%
Households with/without children between 0-6 years	Without children	45,7%	2,0%	3,3%	13,7%	9,3%	1,4%	3,4%	1,7%	6,4%	8,5%	1,0%	3,7%
	One child	43,8%	1,3%	2,7%	15,8%	10,8%	1,5%	2,2%	2,8%	7,5%	6,1%	2,0%	3,5%
	Two children	48,2%	1,1%	2,7%	13,0%	16,5%		1,8%	1,1%	5,1%	7,0%	1,1%	2,3%
	Three children or more	54,9%			2,3%	16,4%		6,7%		4,5%	15,2%		
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	39,8%		5,0%	13,6%	8,7%			7,5%	11,6%	6,3%	5,0%	2,6%
	Highly qualified professionals	53,1%	1,2%	5,5%	8,1%	9,7%	0,6%	3,2%	1,4%	5,9%	4,8%	3,0%	3,6%
	Technicians and associate	48,7%	1,4%	2,8%	13,4%	9,6%	2,2%	2,4%	1,6%	8,9%	4,2%		4,8%

	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	Did not know that the public services I needed could be	I assumed the public services requested via Internet are more expensive than those requested directly at the institutions	Do not believe that accessing public services via Internet could save you from physically reaching the institution	To me, it takes more time to obt. online publ. services than physically visit the institution/requesting them traditionally, i.e. directly at the offices of relevant institutions	I feel more confident to physically visit the institution and req. services than to 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 the cell phone, I do not have enough abilities to access via it publ. services avail.	Do not want my personal data to be made available to irrelevant persons or institutions that could change and use them...thus causing
professionals												
Administrative staff/clerks	46,9%		6,2%	20,7%	4,5%				9,3%	3,2%		9,3%
Service and shop and market sales workers, housing and communal services	45,8%	1,1%	3,4%	13,9%	4,9%		1,2%	0,8%	9,5%	9,5%	4,3%	5,5%
Skilled agricultural and fishery workers	54,1%	3,6%	1,9%	16,9%	6,8%		2,7%		2,7%	10,1%		1,1%
Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	43,5%	2,7%	3,6%	15,2%	8,2%	1,1%	4,4%	0,3%	9,8%	5,2%	1,1%	5,0%
Plant and machine operators and assemblers	50,7%		0,8%	13,3%	19,9%		2,6%	4,1%	3,9%	4,8%		
Unqualified workers	39,7%	3,1%	1,9%	13,6%	11,7%	1,4%	3,0%	2,8%	4,7%	10,4%	3,6%	3,9%
Pupils/ students	48,8%	0,5%	2,6%	18,5%	9,4%	3,8%	2,1%	1,4%	7,1%	0,6%		5,3%
Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	62,7%	6,5%		6,5%	13,6%				2,2%	6,2%		2,2%
Not employed, looking for a job	47,1%	1,0%	5,0%	12,1%	7,3%	0,7%	3,2%	2,0%	6,0%	12,3%	0,6%	2,7%
Housekeeping services	42,9%	1,0%	2,4%	16,4%	13,6%	1,3%	2,8%	2,3%	6,4%	7,0%	1,1%	2,8%

		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	Did not know that the public services I needed could be	I assumed the public services requested via Internet are more expensive than those requested directly at the institutions	Do not believe that accessing public services via Internet could save you from physically reaching the institution	To me, it takes more time to obt. online publ. services than physically visit the institution/requesting them traditionally, i.e. directly at the offices of relevant institutions	I feel more confident to physically visit the institution and req. services than to 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 the cell phone, I do not have enough abilities to access via it publ. services avail.	Do not want my personal data to be made available to irrelevant persons or institutions that could change and use them...thus causing
	workers												
	Pensioners	39,8%	2,8%	1,9%	11,0%	9,5%	0,5%	4,9%	2,0%	7,3%	17,0%	0,5%	2,6%
	Migrants working abroad	45,6%	5,8%	3,3%	11,6%	9,4%	0,7%	4,3%	2,7%	5,4%	7,7%	0,8%	2,7%
	DK/NR	7,6%			55,8%	19,8%		8,4%		8,4%			
Monthly family income	Below 1000 MDL	40,0%	3,4%	3,8%	15,3%	12,8%	1,2%	7,0%	0,6%	4,7%	8,1%	1,8%	1,3%
	1001-2000 MDL	40,6%	2,5%	3,0%	16,0%	8,2%	1,1%	1,6%	1,0%	6,7%	13,6%	1,1%	4,5%
	2001-3000 MDL	40,3%	1,8%	4,0%	13,1%	10,0%	3,0%	4,0%	3,5%	7,7%	8,5%	2,0%	2,0%
	3001-4000 MDL	42,5%	2,7%	3,9%	12,5%	12,2%	1,3%	2,8%	2,4%	4,5%	7,3%	1,4%	6,4%
	4001-5000 MDL	44,4%	1,6%	2,0%	15,3%	11,1%	0,4%	2,3%	2,1%	4,8%	10,7%	1,7%	3,7%
	5001-6000 MDL	50,3%	1,9%	2,2%	13,2%	8,1%	0,7%	4,0%	4,0%	5,9%	6,5%	0,6%	2,5%
	Above 6000 MDL	45,7%	0,2%	3,5%	14,3%	10,4%	1,6%	4,6%	1,8%	8,5%	4,2%	1,5%	3,9%
	DK/NR	55,1%	0,9%	2,2%	13,9%	9,0%	0,6%	1,5%	0,6%	7,8%	5,3%	0,3%	2,8%
Education level	Primary education or without primary education (from 1st to 4th form)	100,0%											
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	42,6%	1,8%	3,0%	13,6%	15,3%	1,2%	3,7%	1,2%	5,4%	7,5%	1,4%	3,4%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	44,9%	1,9%	2,5%	13,8%	9,9%	1,6%	2,5%	2,2%	4,9%	11,0%	1,3%	3,4%
	Secondary vocational	45,9%	2,9%	2,8%	14,0%	10,3%	1,2%	2,6%	2,0%	6,0%	8,6%	0,9%	2,8%

		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	Did not know that the public services I needed could be	I assumed the public services requested via Internet are more expensive than those requested directly at the institutions	Do not believe that accessing public services via Internet could save you from physically reaching the institution	To me, it takes more time to obt. online publ. services than physically visit the institution/requesting them traditionally, i.e. directly at the offices of relevant institutions	I feel more confident to physically visit the institution and req. services than to 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 the cell phone, I do not have enough abilities to access via it publ. services avail.	Do not want my personal data to be made available to irrelevant persons or institutions that could change and use them...thus causing
	education (qualified vocational training, including qualification courses)												
	Post-secondary non-tertiary education (colleges, including vocational schools)	43,9%	1,7%	4,0%	15,2%	7,4%	1,2%	3,2%	2,4%	7,9%	7,9%	1,0%	4,2%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	48,6%	0,9%	3,1%	13,5%	9,4%	1,2%	3,3%	1,7%	8,3%	4,8%	1,5%	3,6%
	DK/NR	67,4%			32,6%								
Residential area	Urban	41,1%	2,8%	4,0%	18,5%	8,0%	2,3%	3,0%	2,6%	5,6%	6,2%	1,0%	4,8%
	Rural	41,6%	1,7%	3,6%	15,7%	11,2%	1,0%	3,1%	1,8%	5,1%	11,1%	1,4%	2,7%
	Chişinău	57,8%	0,7%	1,1%	5,7%	10,5%	0,7%	2,9%	1,4%	10,5%	3,9%	1,1%	3,5%
Region	North	32,9%	3,0%	5,4%	17,1%	8,1%	2,5%	4,9%	3,8%	7,0%	9,2%	1,4%	4,8%
	Centre	53,1%	1,0%	1,6%	13,2%	9,6%	0,6%	2,5%	1,2%	7,7%	5,5%	0,8%	3,2%
	South	45,3%	1,6%	3,3%	11,5%	14,7%	1,2%	1,6%	0,9%	3,1%	12,2%	2,2%	2,3%
Language spoken at home	Moldovan/ Romanian	43,0%	1,8%	3,0%	14,9%	11,5%	1,5%	3,2%	2,1%	6,1%	7,9%	1,3%	3,7%
	Russian	51,1%	1,5%	2,2%	12,3%	7,7%	0,5%	2,5%	1,9%	8,0%	7,8%	1,2%	3,2%
	Both, at the same level	51,4%	3,1%	6,6%	11,3%	2,3%	1,3%	4,0%	0,7%	9,0%	5,1%	1,5%	3,6%
	Other	63,7%		4,9%	7,4%	5,2%					2,9%	16,0%	

Table 39. Favourite venues for Internet access, socio-demographic groups, %

		Local library	Local Post Office	Joint Information and Services Bureau of the district councils and / or its Mobile Team that would periodically visit your locality	Other	DK/NR
Total		67,4%	71,6%	65,5%	5,7%	11,7%
Specify the age group you belong to:	16-25 years	67,6%	71,3%	65,3%	7,0%	13,1%
	26-35 years	67,1%	72,4%	64,8%	8,4%	10,4%
	36-45 years	62,1%	71,7%	65,4%	5,5%	12,2%
	46-55 years	72,7%	72,1%	68,8%	2,9%	9,1%
	56-65 years	68,5%	71,3%	64,6%	4,1%	13,7%
	66-74 years	65,4%	69,3%	62,2%	3,0%	12,9%
Sex	Male	68,1%	70,8%	67,0%	6,2%	11,8%
	Female	66,8%	72,4%	64,2%	5,2%	11,7%
Households with/without children between 0-6 years	Without children	68,0%	71,8%	66,8%	5,1%	12,0%
	One child	66,5%	72,1%	63,8%	6,3%	10,4%
	Two children	65,7%	68,8%	54,7%	13,3%	11,6%
	Three children or more	48,2%	63,7%	69,9%	4,1%	17,5%
Current position (Occupation)	Lawyers and senior officials and corporate managers (socio-economic and political)	60,9%	78,3%	76,1%	16,6%	18,3%
	Highly qualified professionals	67,1%	71,9%	65,0%	9,3%	10,9%
	Technicians and associate professionals	61,3%	72,9%	61,9%	10,0%	10,1%
	Administrative staff/clerks	42,7%	77,1%	66,7%	19,0%	17,5%
	Service and shop and market sales workers, housing and communal services	66,1%	69,7%	64,6%	2,2%	14,0%
	Skilled agricultural and fishery workers	67,3%	69,2%	69,4%	1,0%	13,2%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	61,1%	75,1%	60,8%	8,0%	15,2%
	Plant and machine operators and assemblers	49,2%	60,7%	60,5%	0,0%	20,4%
	Unqualified workers	70,8%	68,5%	65,9%	3,8%	11,0%
	Pupils/ students	72,6%	69,1%	68,6%	8,1%	13,3%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	73,4%	78,9%	59,1%	13,2%	5,0%
	Not employed, looking for a job	70,5%	75,3%	68,6%	3,3%	10,0%
	Housekeeping services workers	64,9%	73,4%	63,4%	6,1%	10,1%
	Pensioners	69,9%	69,8%	63,7%	3,1%	12,2%
	Migrants working abroad	67,9%	68,5%	71,3%	7,0%	12,8%

	DK/NR	54,5%	81,6%	61,1%	5,0%	15,1%
Monthly family income	Below 1000 MDL	70,3%	71,8%	66,1%	3,6%	9,5%
	1001-2000 MDL	67,1%	71,8%	61,7%	4,1%	11,6%
	2001-3000 MDL	66,1%	71,2%	64,3%	4,0%	13,1%
	3001-4000 MDL	72,8%	73,0%	69,6%	3,5%	9,9%
	4001-5000 MDL	70,0%	74,6%	69,4%	6,8%	10,5%
	5001-6000 MDL	57,0%	68,5%	61,1%	8,3%	16,9%
	Above 6000 MDL	64,1%	69,7%	65,6%	12,5%	10,5%
	DK/NR	67,5%	71,3%	66,1%	6,1%	12,6%
Education level	Primary education or without primary education (from 1st to 4th form)	75,2%	86,8%	82,8%	0,0%	8,6%
	Lower secondary, secondary incomplete education (from 5th to 9th form, including the former schools of 7th to 8th form)	68,5%	68,7%	65,7%	3,6%	13,2%
	Upper secondary education (from 10th to 12th grade, including former schools of 10 forms)	69,7%	72,1%	65,3%	4,5%	11,6%
	Secondary vocational education (qualified vocational training, including qualification courses)	70,7%	72,7%	70,4%	3,9%	10,4%
	Post-secondary non-tertiary education (colleges, including vocational schools)	65,5%	72,7%	63,6%	5,7%	11,5%
	Tertiary/Higher education (universities, academies, institutes, including post-university studies)	63,6%	71,5%	63,0%	10,6%	12,0%
	DK/NR	35,9%	73,9%	66,6%	0,0%	12,1%
	Residential area	Urban	66,0%	72,2%	66,6%	3,8%
Rural		68,5%	72,3%	65,6%	5,7%	10,4%
Chişinău		66,6%	69,5%	64,1%	7,9%	13,9%
Region	North	67,2%	73,8%	64,7%	3,9%	10,9%
	Centre	67,3%	70,4%	65,6%	6,1%	12,4%
	South	68,1%	71,9%	66,3%	7,1%	11,2%
Language spoken at home	Moldovan/ Romanian	68,0%	72,2%	65,9%	5,8%	11,3%
	Russian	65,2%	70,0%	65,9%	4,1%	13,1%
	Both, at the same level	67,6%	67,1%	62,2%	9,9%	14,8%
	Other	65,8%	75,7%	60,4%	4,2%	8,9%

Table 40. Socio-demographic profile of the respondents

		Residence area						Total	
		Urban		Rural		Chisinau		%	No.
		%	Nr.	%	Nr.	%	Nr.		
D.2.1 Sex of the respondent	Male	49,0%	344	48,0%	713	46,6%	237	48,0%	1,294
	Female	51,0%	451	52,0%	919	53,4%	349	52,0%	1,719
Total		100,0%	795	100,0%	1,632	100,0%	586	100,0%	3,013
	16-25 years	22,7%	100	17,7%	153	38,5%	137	23,6%	390
	26-35 years	23,6%	155	20,4%	270	25,5%	144	22,3%	569
	36-45 years	17,9%	127	18,8%	270	12,5%	77	17,2%	474
	46-55 years	14,9%	111	21,3%	320	10,3%	66	17,2%	497
	56-65 years	14,6%	173	16,1%	386	9,2%	91	14,2%	650
	66-74 years	6,2%	129	5,7%	233	4,1%	71	5,4%	433
Total		100,0%	795	100,0%	1,632	100,0%	586	100,0%	3,013
D4.1 Marital status of respondent	married	59,5%	498	69,3%	1,146	50,2%	341	62,5%	1,985
	divorced	7,0%	56	5,4%	88	5,3%	36	5,8%	180
	widow	7,9%	113	8,3%	226	3,7%	45	7,2%	384
	Concubinaj/common leaving, not married	3,6%	23	2,6%	32	4,0%	19	3,2%	74
	never been married	22,1%	105	14,4%	140	36,8%	145	21,3%	390
Total		100,0%	795	100,0%	1,632	100,0%	586	100,0%	3,013
D.5.1 Education level of respondent	Without education	0,8%	6	0,1%	2			0,3%	8
	Primary/elementary education (1-4 grades)	0,2%	3	0,5%	20			0,3%	23
	Gymnasium, incomplete education (5-9 grades, including former schools for 7-8 grades)	15,0%	122	25,9%	433	7,4%	34	19,0%	589
	Secondary, general education(10-12 grades, including former schools of 10 grades)	18,3%	134	24,6%	406	22,0%	112	22,4%	652
	Vocational education (qualified vocational training)	17,4%	136	21,6%	339	6,7%	40	17,2%	515
	Specialized education (colleges, including technical colleges)	23,2%	195	16,5%	267	20,6%	127	19,1%	589
	Higher education (universities, academies, institutes, including postgraduate ones)	24,4%	193	10,5%	161	43,2%	271	21,3%	625
DK/NR	0,8%	6	0,3%	4	0,2%	2	0,4%	12	
Total		100,0%	795	100,0%	1,632	100,0%	586	100,0%	3,013

Table 41. Socio-demographic profile of the head of household (other than the respondent)

		Medii de resedinta						Total	
		Urban		Rural		Chisinau		%	Nr.
		%	Nr.	%	Nr.	%	Nr.		
D.2.1 Sex of the head of household	Male	25,9%	73	19,8%	132	30,7%	82	23,9%	287
	Female	74,1%	205	80,2%	560	69,3%	191	76,1%	956
Total		100,0%	278	100,0%	692	100,0%	273	100,0%	1,243
	16-25 years	3,3%	7	2,7%	13	7,8%	18	4,1%	38
	26-35 years	14,3%	43	15,0%	93	18,8%	56	15,8%	192
	36-45 years	26,7%	62	21,5%	135	26,0%	62	23,8%	259
	46-55 years	29,3%	69	27,9%	167	26,2%	64	27,8%	300
	56-65 years	16,4%	53	22,9%	181	14,7%	44	19,4%	278
	66-74 years	7,5%	34	7,7%	85	5,1%	23	7,0%	142
	75 de years and over	2,4%	10	2,3%	18	1,3%	6	2,1%	34
Total		100,0%	278	100,0%	692	100,0%	273	100,0%	1,243
D4.2 Marital status of the head of household	married	86,7%	246	89,0%	631	84,9%	240	87,5%	1,117
	divorced	5,6%	10	1,6%	8	5,3%	11	3,4%	29
	widow	5,3%	16	6,4%	37	6,7%	16	6,2%	69
	Concubinaj/common leaving, not married	1,5%	4	2,1%	12	1,7%	3	1,9%	19
	never been married	0,9%	2	0,9%	4	1,3%	3	1,0%	9
Total		100,0%	278	100,0%	692	100,0%	273	100,0%	1,243
D.5.2 Education level of the head of household	Without education	0,8%	2					0,2%	2
	Primary/elementary education (1-4 grades)	0,2%	1	1,1%	8			0,6%	9
	Gymnasium, incomplete education (5-9 grades, including former schools for 7-8 grades)	10,8%	29	25,6%	179	5,1%	13	17,1%	221
	Secondary, general education(10-12 grades, including former schools of 10 grades)	19,6%	50	23,2%	163	14,3%	35	20,2%	248
	Vocational education (qualified vocational training)	23,9%	68	28,6%	195	10,5%	27	23,0%	290
	Specialized education (colleges, including technical colleges)	24,4%	73	12,9%	84	21,1%	60	17,5%	217
	Higher education (universities, academies, institutes, including postgraduate ones)	17,1%	48	6,8%	52	44,1%	129	18,4%	229
	DK/NR	3,3%	7	1,9%	11	5,0%	9	3,0%	27
Total		100,0%	278	100,0%	692	100,0%	273	100,0%	1,243

Table 42. Employment activity and occupation of respondents

		Medii de resedinta						Total	
		Urban		Rural		Chisinau		nr.	%
		nr.	%	nr.	%	nr.	%		
D.6.1 Your current position (occupation)?	Lawyers and senior officials and corporate managers (socio-economic and political)	12	1,8%	9	0,7%	15	2,2%	36	1,3%
	Highly qualified professionals	53	7,3%	47	3,2%	112	18,7%	212	7,7%
	Technicians and associate professionals	54	7,7%	48	3,3%	61	11,6%	163	6,3%
	Administrative staff/clerks	5	0,6%	7	0,5%	7	1,3%	19	0,7%
	Service and shop and market sales workers, housing and communal services	31	4,1%	32	2,4%	12	2,0%	75	2,7%
	Skilled agricultural and fishery workers	8	1,2%	54	3,6%	2	0,4%	64	2,3%
	Craft and related trades workers, în construction, transportation, telecommunications, geology and geological prospecting	31	4,4%	49	3,7%	26	4,5%	106	4,1%
	Plant and machine operators and assemblers	20	3,8%	12	0,8%	8	1,5%	40	1,7%
	Unqualified workers	66	9,3%	204	14,1%	32	5,9%	302	11,1%
	Pupils/ students	45	10,6%	40	4,4%	80	22,3%	165	10,0%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	6	0,7%	15	0,8%	2	0,3%	23	0,7%
	Not employed, looking for a job	83	12,7%	260	19,8%	35	6,2%	378	15,0%
	Housekeeping services workers	100	13,8%	272	18,8%	74	12,3%	446	16,0%
	Pensioners	242	16,9%	510	18,2%	109	8,7%	861	15,8%
	Migrants working abroad	25	3,6%	68	5,4%	8	1,3%	101	4,1%
	DK/NR	14	1,5%	5	0,3%	3	0,7%	22	0,7%
Total		795	100%	1,632	100%	586	100%	3,013	100%
D.8.1 Did you ever work for a wage or any other payment in cash or in kind for at least one hour during the last week?	Yes	312	44,5%	564	39,2%	295	52,2%	1,171	43,4%
	No	479	54,9%	1,061	60,3%	274	44,4%	1,814	55,4%
	DK/NR	4	0,6%	7	0,5%	17	3,4%	28	1,2%
Total		795	100%	1,632	100%	586	100%	3,013	100%

		Medii de resedinta						Total	
		Urban		Rural		Chisinau		nr.	%
		nr.	%	nr.	%	nr.	%		
D.9.1 If you did not work for a wage or any other payment in cash or in kind during the last week, please indicate why?	Maternity or child care leave up to 1.5 years / three years	41	10,6%	96	12,0%	53	18,9%	190	12,9%
	Annual leave or sick leave	8	2,0%	15	2,0%	7	3,0%	30	2,2%
	Adverse weather conditions	3	1,0%	17	1,6%			20	1,2%
	My health condition did not allow me to	109	16,9%	208	16,1%	35	7,4%	352	14,7%
	My age does not allow me to	139	19,1%	295	16,7%	70	16,4%	504	17,3%
	Lack of jobs	124	31,6%	375	43,3%	43	14,0%	542	34,9%
	Another reason	14	4,2%	25	3,3%	12	4,2%	51	3,7%
	Student	16	7,0%	16	2,9%	49	27,2%	81	8,4%
DK/NR	29	7,5%	21	2,2%	22	8,9%	72	4,8%	
Total		483	100%	1,068	100%	291	100%	1,842	100%

Table 43. Employment activity and occupation of the head of household (other than the respondent)

		Medii de resedinta						Total	
		Urban		Rural		Chisinau		nr.	%
		nr.	%	nr.	%	nr.	%		
D.6.2 Current position (occupation) of the head of household	Lawyers and senior officials and corporate managers (socio-economic and political)	8	3,0%	4	0,5%	6	1,9%	18	1,4%
	Highly qualified professionals	18	6,4%	13	1,8%	77	27,4%	108	9,2%
	Technicians and associate professionals	21	8,5%	24	3,5%	41	14,6%	86	7,4%
	Administrative staff/clerks	2	0,6%	4	0,6%	3	1,0%	9	0,7%
	Service and shop and market sales workers, housing and communal services	13	5,3%	16	2,7%	8	3,2%	37	3,4%
	Skilled agricultural and fishery workers	4	1,5%	36	5,8%	3	1,6%	43	3,8%
	Craft and related trades workers, în construction, transportation, telecommunications, geology and geological prospecting	19	7,8%	38	5,7%	28	10,4%	85	7,3%
	Plant and machine operators and assemblers	5	1,8%	13	2,2%	4	1,6%	22	2,0%
	Unqualified workers	35	13,1%	129	20,2%	20	7,9%	184	15,5%

		Medii de resedinta						Total	
		Urban		Rural		Chisinau		nr.	%
		nr.	%	nr.	%	nr.	%		
	Pupils/ students	1	0,5%	1	0,3%	4	2,0%	6	0,8%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	3	0,8%	3	0,3%			6	0,3%
	Not employed, looking for a job	22	8,5%	78	12,1%	12	4,6%	112	9,5%
	Housekeeping services workers	9	3,4%	46	6,9%	7	3,1%	62	5,1%
	Pensioners	68	16,7%	185	19,6%	39	10,7%	292	16,7%
	Migrants working abroad	43	19,4%	95	16,7%	14	6,4%	152	14,7%
	DK/NR	7	2,7%	7	1,0%	7	3,6%	21	2,0%
Total		278	100%	692	100%	273	100%	1,243	100%
D.8.2 Did the head of the household work for a wage or any other payment in cash or in kind for at least one hour during the last week?	Da	160	64,1%	349	54,4%	210	79,3%	719	62,8%
	Nu	114	34,7%	336	44,8%	53	16,3%	503	35,4%
	DK/NR	4	1,2%	7	0,9%	10	4,4%	21	1,8%
Total		278	100%	692	100%	273	100%	1,243	100%
D.9.2 If the head of the household did not work for a wage or any other payment in cash or in kind during the last week, please indicate why?	Maternity or child care leave up to 1.5 years / three years	2	1,4%	3	1,2%	1	2,4%	6	1,4%
	Annual leave or sick leave	3	3,0%	3	1,0%	1	1,0%	7	1,4%
	Adverse weather conditions	1	0,6%	2	0,5%			3	0,5%
	My health condition did not allow me to	19	16,4%	73	18,1%	7	9,6%	99	16,5%
	My age does not allow me to	46	30,2%	117	28,7%	26	33,1%	189	29,7%
	Lack of jobs	29	30,3%	116	39,8%	10	16,9%	155	34,6%
	Another reason	4	4,2%	9	3,2%	2	4,4%	15	3,6%
	Student	1	0,9%			2	4,3%	3	0,8%
DK/NR		13	13,0%	20	7,5%	14	28,4%	47	11,6%
Total		118	100%	343	100%	63	100%	524	100%

Table 44. Share of respondents who said they incurred expenditures during the last two months, prior to the study

		Residence area						Total	
		Urban		Rural		Chisinau		No	%
		No	%	No	%	No	%		
Restaurants, cafes and other catering establishments. Also they spent money on food delivery services (eg., Pizza, kebabs etc.)	Yes	188	31,3%	179	14,9%	247	50,3%	614	27,0%
	No	606	68,5%	1450	84,9%	321	45,8%	2377	72,0%
	DK/NR	1	0,3%	3	0,2%	18	3,8%	22	1,0%
Total		795	100%	1632	100%	586	100%	3013	100%
Education (eg. schooling)	Yes	299	45,7%	550	39,3%	272	54,5%	1121	44,3%
	No	495	54,1%	1079	60,5%	305	43,5%	1879	55,1%
	DK/NR	1	0,3%	3	0,2%	9	1,9%	13	0,6%
Total		795	100%	1632	100%	586	100%	3013	100%
Health (medicines)	Yes	690	84,9%	1367	82,1%	535	89,1%	2592	84,4%
	No	102	14,5%	263	17,8%	43	9,2%	408	15,1%
	DK/NR	3	0,5%	2	0,1%	8	1,7%	13	0,6%
Total		795	100%	1632	100%	586	100%	3013	100%
Transportation services	Yes	648	84,4%	1329	84,1%	534	92,1%	2511	85,9%
	No	145	15,3%	301	15,7%	44	6,2%	490	13,5%
	DK/NR	2	0,4%	2	0,1%	8	1,7%	12	0,5%
Total		795	100%	1632	100%	586	100%	3013	100%
Visits to the theater, cinema, circus	Yes	88	13,7%	55	4,4%	170	32,6%	313	13,0%
	No	704	85,9%	1573	95,4%	408	65,7%	2685	86,4%
	DK/NR	3	0,4%	4	0,2%	8	1,7%	15	0,6%
Total		795	100%	1632	100%	586	100%	3013	100%
Purchase of books	Yes	193	29,4%	329	23,2%	250	47,4%	772	30,1%
	No	598	70,0%	1300	76,6%	326	50,8%	2224	69,2%
	DK/NR	4	0,6%	3	0,2%	10	1,8%	17	0,7%
Total		795	100%	1632	100%	586	100%	3013	100%