

Perception, assimilation and support by the population of e-Government and Modernization of government services

ANNUAL NATIONAL SURVEY 2020



Survey conducted for the Electronic Government Agency
within the “Modernization of Government Services” Project,
implemented with the support of the World Bank Group

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Introduction

Since 2006, the Republic of Moldova started the Central Public Administration Reform in order to modernize the legislation in the field of public services and administrative processes. At the same time, following the signing in 2014 of the Association Agreement with the EU, additional efforts were needed to transform the public administration in order to bring it in compliance with the European standards. Thus, the Government requested the assistance of the World Bank for public administration reform, the support being provided within the Government Services Modernization Project (PMSG) for the period 2018-2023.

Government Services Modernization Project, taking into account the Government's vision, expressed in the Strategy on Public Administration Reform 2016-2020¹ based on the Action Plan on Public Services Modernization Reform for 2017-2021², **aims to capitalize on and continue the achievements of the e-Government Transformation Project**, implemented by the Government of the Republic of Moldova and the World Bank. The main objective of the Government Services Modernization Project is **to increase access, efficiency and quality in the provision of government services**, and a key element is **evaluation by beneficiaries / citizens of the quality and accessibility of services**.

In this context, this study is carried out for collecting data on the dynamics of key indicators of the Public Services Modernization Project, as well as to determine and monitor the level of perception and support for reform, awareness of advantages / benefits, and openness to assimilation of e-Government products **which are a result of a complex and continuous process of e-Transformation and Modernization of Government Services since 2012**.³

The respective study is a quantitative one, the data collection being carried out through a structured questionnaire.

The results of the study are structured in five basic chapters, according to the applied questionnaire, in the analytical part being presented data with reference to the whole sample, some indicators are presented in dynamics, compared to the data of a series of studies conducted in 2012-2016, 2019, at the request of the Electronic Government Agency.

A set of tables with disaggregated data is included in the annex, depending on the different characteristics of the respondents: *age, sex, occupational status, level of education*. Information is also presented on *areas of residence and development regions*, according to the structure shown in Table 1.

Methodological aspects

- **Sample volume:** 3056 people aged 18 and over;
- **Sample type:** stratified, probabilistic, bi-stadial;

¹ <http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=366209>

² <http://lex.justice.md/md/366273/>

³The study captures and provides data on modernized public administrative services and public e-services developed and digitized during the years 2012-2020 as a result of both the Public Service Modernization Reform and the implementation of the e-Government Transformation Project, and in dynamics, starting with 2019, are also included electronic services selected for modernization within the Government Services Modernization Project (2018-2023)

- **Stratification criteria:** 13 geographical regions, which coincide with the territorial administrative units until the return to districts, residential area (urban-rural), the size of urban localities (2 types), the number of population of rural localities (3 types of rural localities).

Sampling:

- The volumes of urban strata and of the total by regions (former counties), as well as the volumes of rural strata were calculated in proportion to the number of population, according to the data communicated by the National Bureau of Statistics of the Republic of Moldova.

Taking into account the increased level of labor migration in the Republic of Moldova, the distribution of the number of population by regions on which the sample was designed was adjusted to the number of people working abroad, based on the data of the Labor Force Survey carried out by the National Bureau of Statistics.

Randomization stages:

I. **Locality:** within the adjusted strata, the selected localities (192) were determined randomly, based on a table with random numbers.

II. **Family:** the maximum number of interviews conducted at a sampling point was 5. The families in which the interviews were conducted were selected by the random route method, with a predetermined statistical step.

III. **Person:** in cases where there are several adults in the selected families, the interviewee was established by the method of the nearest birthday.

Representativeness: the sample is representative for the adult population of the Republic of Moldova, with a maximum error of $\pm 1.8\%$

Data collection period: November 18 - December 11, 2020. The interviews were conducted at the respondents' domicile. The questionnaire was written in Romanian and Russian, giving respondents the opportunity to choose the language of the interview.

Table 1. Sample structure

		Number	%
Total		3056	100,0%
Gender of the respondent:	Male	1370	44,4%
	Female	1686	55,6%
Age of the respondent:	18-29 years	491	17,6%
	30-44 years	860	31,1%
	45-59 years	741	23,9%
	60 -74 years	905	27,4%
Area of residence:	Urban	1403	46,6%
	Rural	1653	53,4%
Level of education:	Incomplete secondary	592	19,6%
	General secondary	687	22,1%
	Secondary vocational	1164	37,7%
	Higher	609	20,7%
Computer availability:	Yes	1753	58,2%
	No	1303	41,8%

Internet connection:	Yes	2392	79,4%
	No	664	20,6%
Level of income:	Less than 3000 MDL	1072	38,0%
	3000-6000 MDL	774	28,5%
	Over 6000 MDL	874	33,5%

Data for baseline indicators are presented in comparison with the study "[Perception, assimilation and support by the population of e-Government and Modernization of government services](#)" conducted in 2019 and for some indicators with previous surveys.

LIMITATIONS: The data from the 2020 survey shall be treated in the light of the possible impact of the COVID-19 pandemic on citizens' perceptions and behavior. The pandemic and prevention measures that have been established during most of 2020 have left their mark on all spheres of social life, including the way and level of need and access to public services. The full extent of this impact is premature to be estimated and realized, but at present we can certainly say, by analogy with access to other services, that the restrictions imposed during the pandemic have impacted the uptake of government services, with all related effects on all indicators measured in the study.

1. Population access to computers and the Internet. Peculiarities of internet access

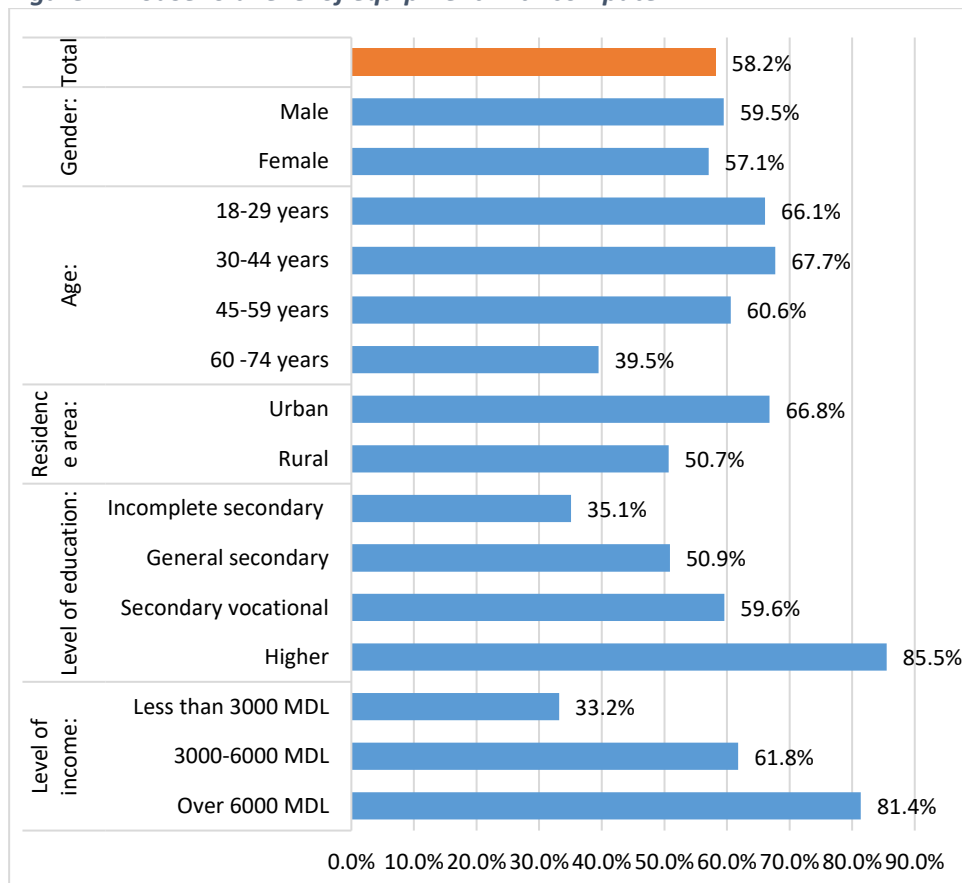
This chapter provides information on the availability of computers in households, the connection of households to the Internet, the frequency of access and the evolution over time of those indicators.

In recent decades, we have witnessed a rapid process of computerization of households in the Republic of Moldova and an increased level of internet access. At the same time, as we will see below, the penetration of the Internet is not yet complete, although it is constantly increasing, and the **Internet is becoming more and more important tool for information.**

1.1. The level of endowment of households with computer

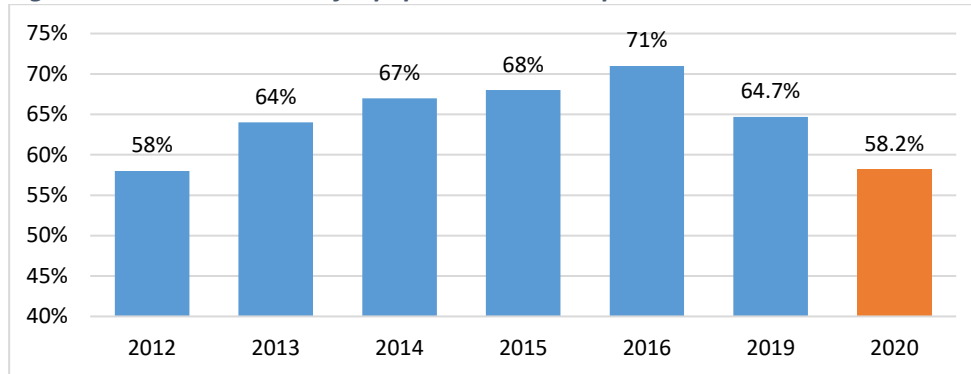
The present study estimates that approximately **two out of three (58.2%) households in the Republic of Moldova have a computer at home.** Both men and women have equal access to computers in this regard, but there are some variations depending on other socio-demographic characteristics. Computer endowment rate *decreases to older age groups* (from 67.7% among those aged 30-44 to only 39.5% among those aged 60-74), it remains lower in rural areas (50.7% compared to 66.8% in urban areas). Also, the computer endowment rate is strongly influenced by the *level of education* but also by the *financial capacities of the households*, the variations being double between the marginal groups.

Figure 1. Household level of equipment with computer



If we analyze the dynamics of the value of this indicator from previous years, we will witness a continuous decrease in the rate of endowment of households with computers, starting with 2016 **the endowment rate in 2020 is the lowest in the entire period of measurements (starting with 2013), reducing in just one year by about 7% (in 2019 it was 64.7%)**. This is explained by the transformation of internet access preferences through other methods - more and more people accessing the internet from other types of devices, *primarily from mobile phones*.

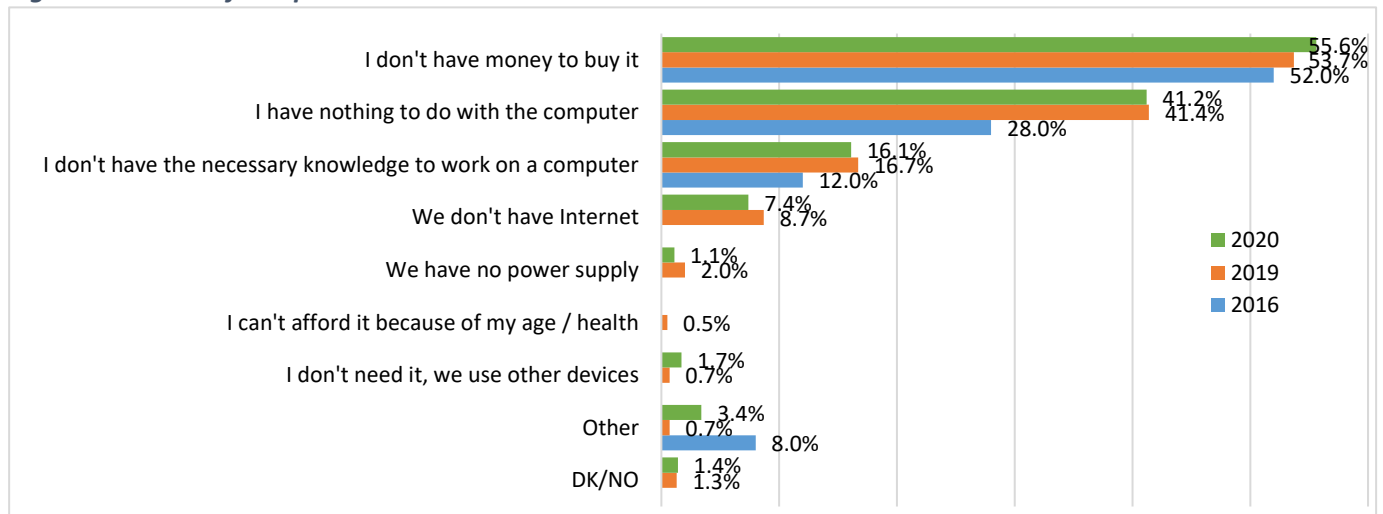
Figure 2. Household level of equipment with computer: evolutions



As regards *the absence of the computer*, the lack of financial resources for its procurement is the most frequently invoked reason in the case of 55.6% of those surveyed. However, it seems that the tendency to give up the computer is determined by the use of other devices, but not by abandonment of information technology. On the one hand, the share of those who say they would not need a computer is maintained, because they do not see its usefulness: 41.2% compared to 41.4% in 2019 and increasing compared to 28.0% in 2016. On the other hand, it is about the transition to other types of devices, because, as we will see, the internet access rate has constantly increased during the specific period of the study: 2012-2020.

It should be noted that the share of those who motivated the lack of a computer in the household by the fact that it would have nothing to do with the computer, does not vary significantly depending on age and is even higher in urban areas and among people with a higher level of education (*Annex 1, Table 4*).

Figure 3. Causes of computer lack in the household



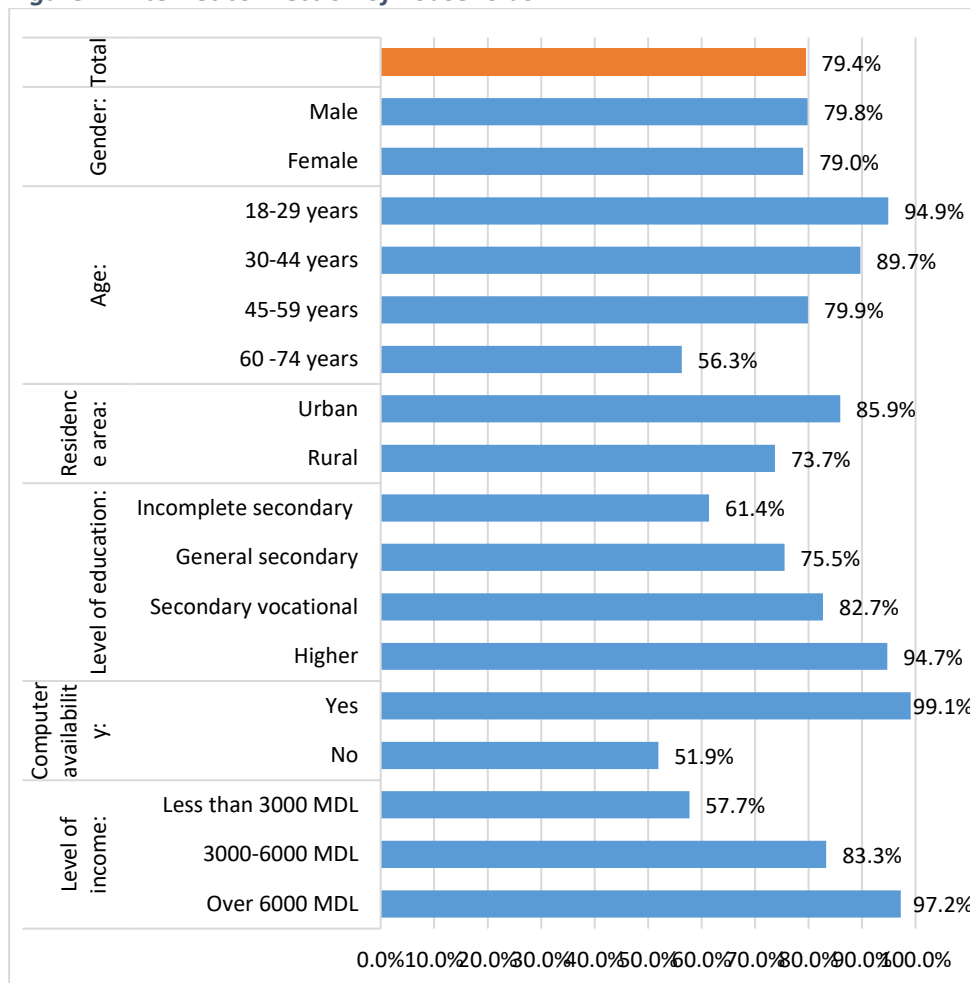
Of those households that have a computer, 9.8% have more than one device, so the average number of devices per household is 1.1 (*Annex 1, Table 3*).

1.2. The level of internet connection

According to the study's estimates, it results that **eight out of ten households are connected to the internet**, and the internet connection rate is already over 20% higher than the endowment of households with computers.

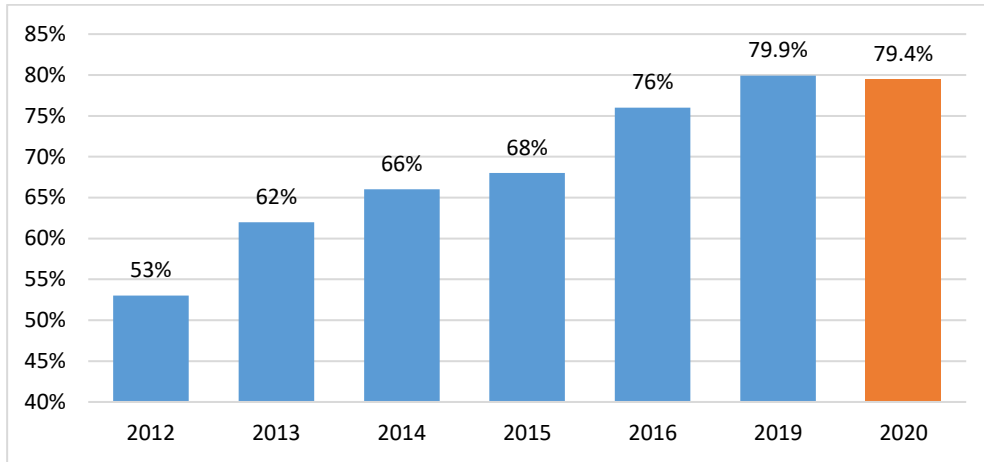
The variations by socio-demographic categories are similar to those in the case of the computer, the internet penetration rate decreases with age, it is higher in the urban area and according to the level of education and income.

Figure 4. Internet connection of households



The studies conducted in the last decade recorded a continuous increase in the rate of Internet penetration in households, therefore increasing by about 3% compared to 2016 but being practically at the same level as 2019.

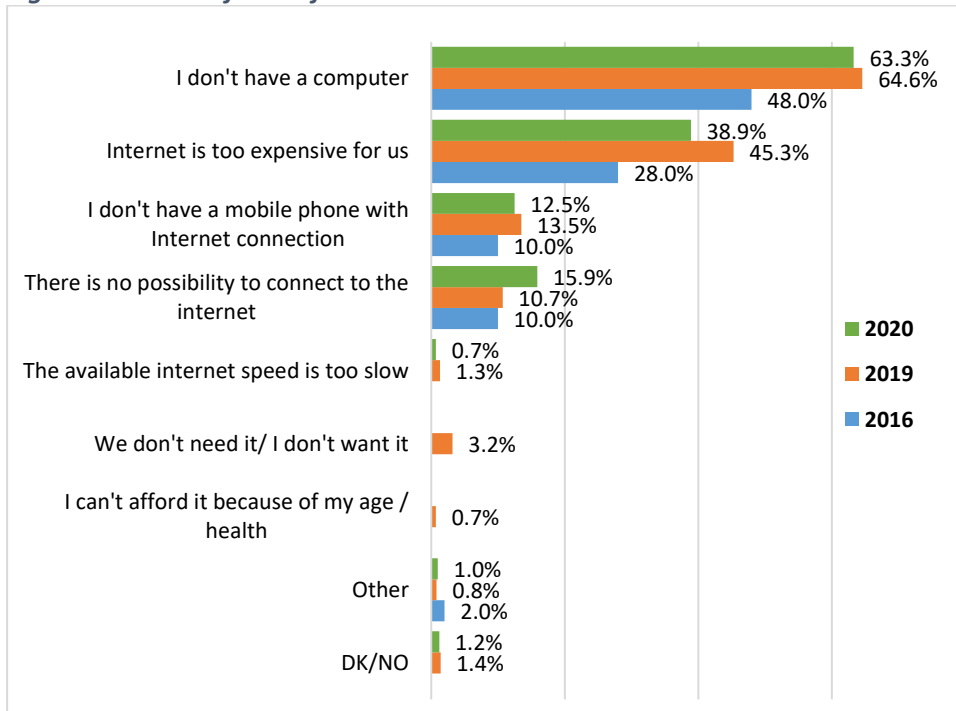
Figure 5. Internet connection of households: evolutions



There are three ways to connect to the Internet of households, four out of ten households are connected via Wi-Fi signal, each fourth via ADSL and 18.4% have fiber optic connection (*Annex 1, Table 7*).

In the case of the 20.6% of households that are not connected to the internet, however, the lack of a computer is most often stated as a cause (63.3%). A significant number of the population participating in the survey, whose households are not connected to the Internet, refers to the cost of the service (38.9%, increasing compared to 2016 - 28.0% but with a small decrease compared to 2019). Another 12.5% explain the absence of internet connection due to the lack of mobile phone connected to the internet. The share of those who are not connected to the Internet increased due to the technical impossibility of connection (15.9%).

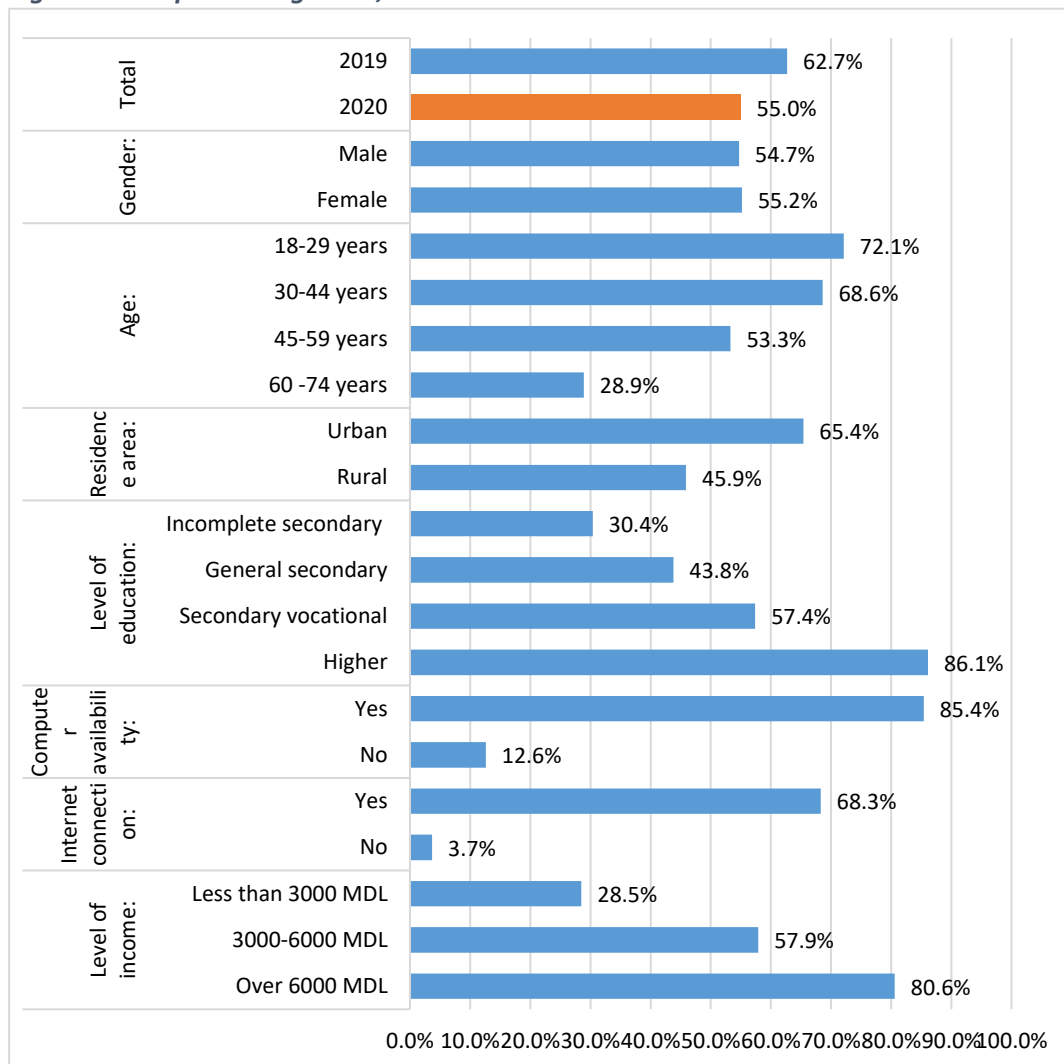
Figure 6. Causes of lack of internet connection



1.3. The level of use of computers

The computer usage rate in the last 12 months is 55.0%, being considerably lower even compared to the previous year (-8%). We note the lack of some variations depending on gender, a strong slowdown in the rate of use to the older age group (from 72.1% among young people aged 18-29 to 28.9% among those aged 60-74 years). The utilization rate is significantly higher in urban areas (65.4% compared to 45.9% among those in rural areas), it is double in the case of those with higher education (86.1%) compared to the category of citizens with the lowest level of education (30.4%), likewise, is double the discrepancy between the extreme groups according to the household income.

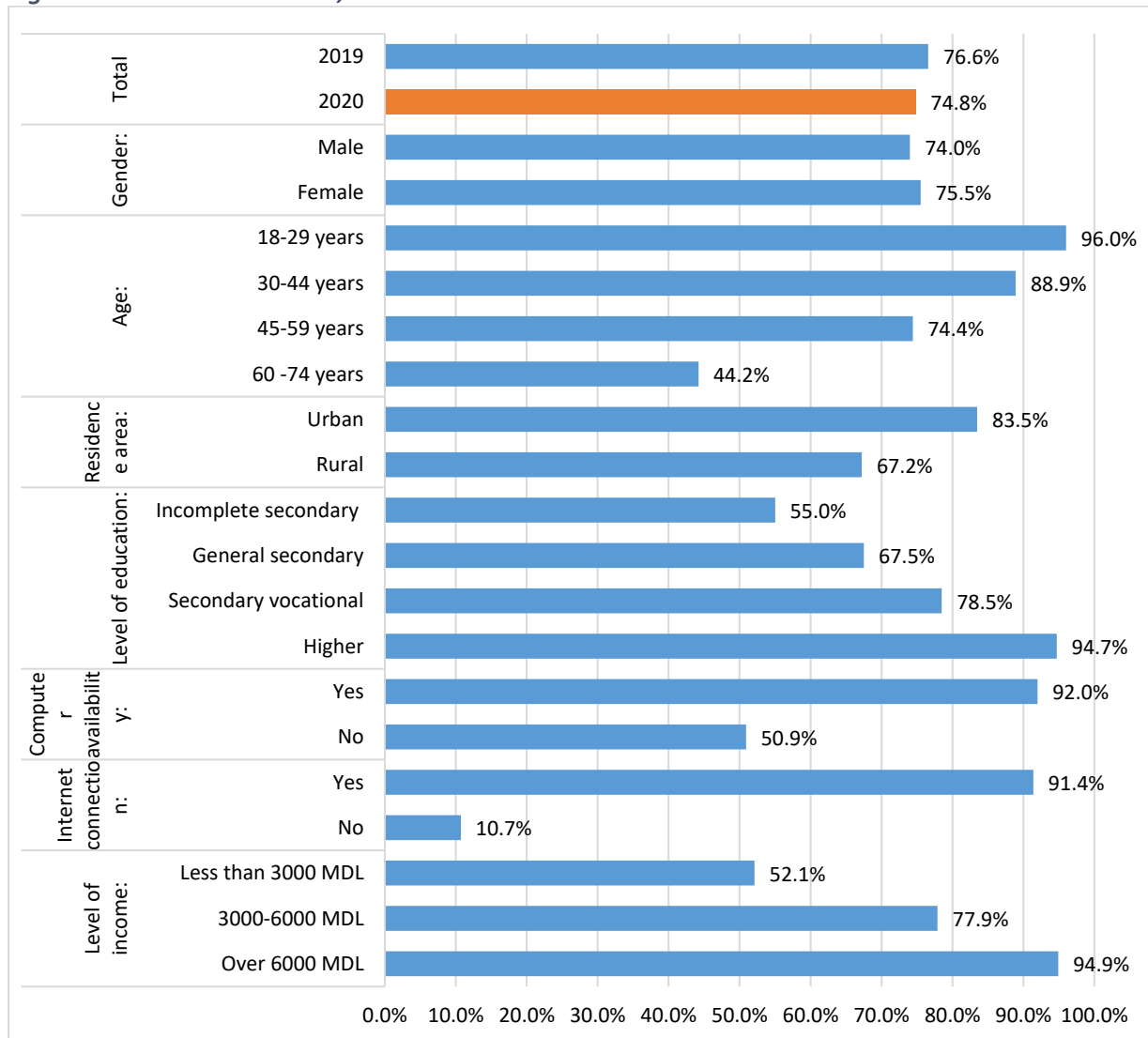
Figure 7. Computer usage rate, last 12 months



1.4. Internet use

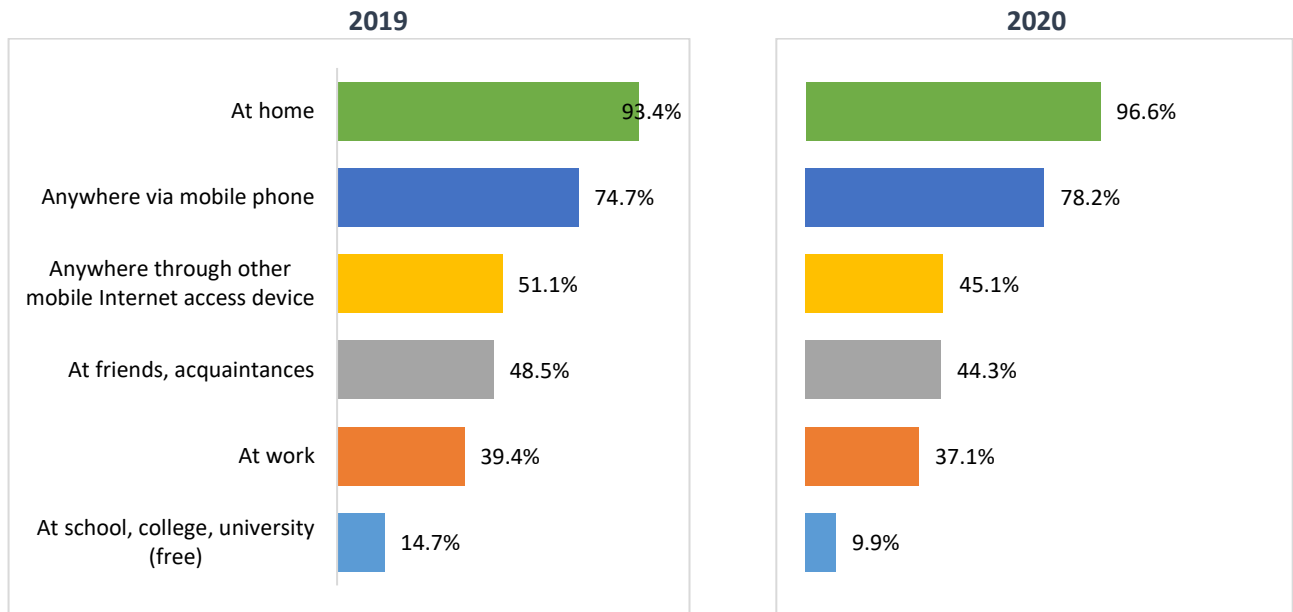
The study reveals **that three out of four respondents used the internet in the last 12 months (74.8%)**, without significant evolution compared to 2019. There is an insignificant discrepancy between female and male respondents, a very pronounced one depending on age (95.9% for young people and only 44.4% among the elderly), with about 16% higher rate of use in the urban area, a sharp increase towards the advanced level of studies and financial status. It should also be noted that although the presence of the computer in the household increases the rate of internet use, it is still not a complete determinant, **every second respondent in a computer-free household claims to have accessed the internet in the last 12 months.**

Figure 8. Internet access rate, last 12 months



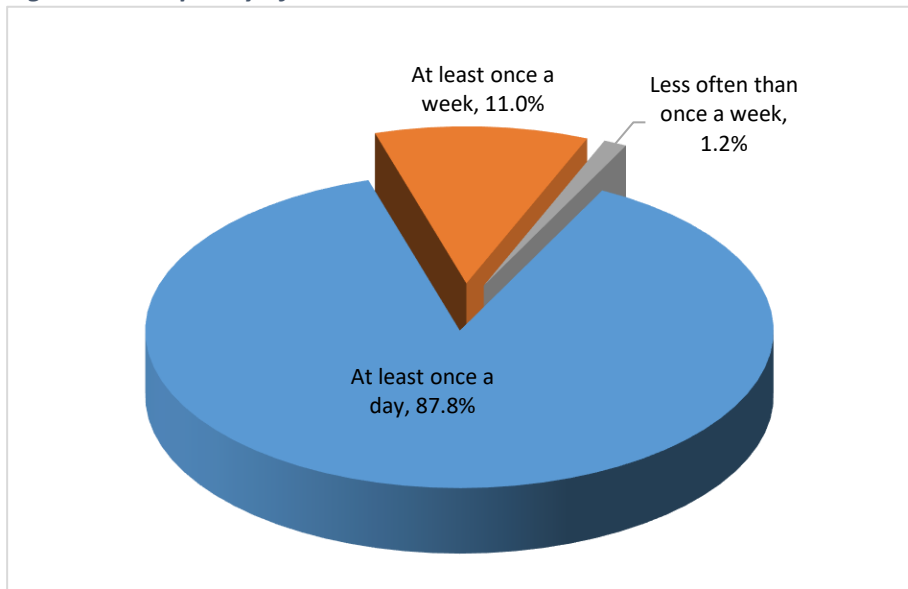
Internet access is done through several devices and technical solutions, as a result most respondents have constant access, from anywhere. Although most say they accessed the Internet at home (96.6%), more and more accessed via mobile phone (78.2% compared to 74.7% in 2019), through other mobile access equipment (45.1%), at friends, acquaintances (44.3%), at work (37.1%).

Figure 2. Place of internet access in the last 12 months



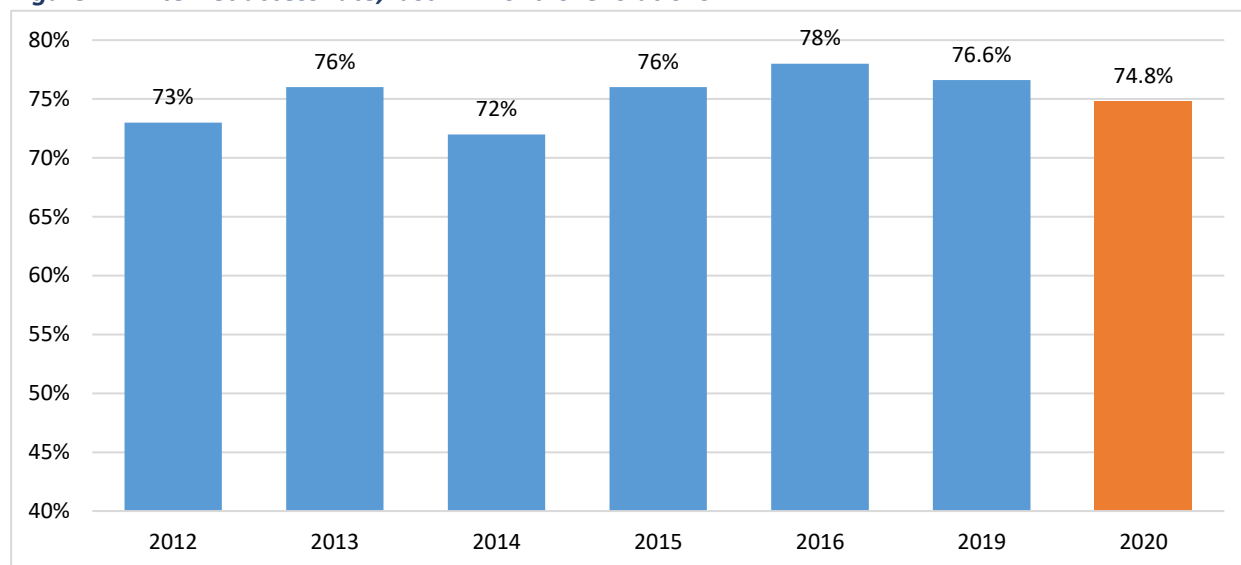
The vast majority of respondents (87.8%) access the Internet daily, especially young people from urban areas with higher levels of education, who have computers and internet at home, from wealthier families.

Figure 10. Frequency of internet use



It is worth to note a stable level of Internet use during the period covered by studies in the field. In the period 2012-2020 the internet usage rate varied in the range of 72% -78%, so within the limits of the accuracy of the measurements. Under these conditions, the maximum limit of this interval (78%) would mean the saturation of the internet penetration process.

Figure 11. Internet access rate, last 12 months: evolutions

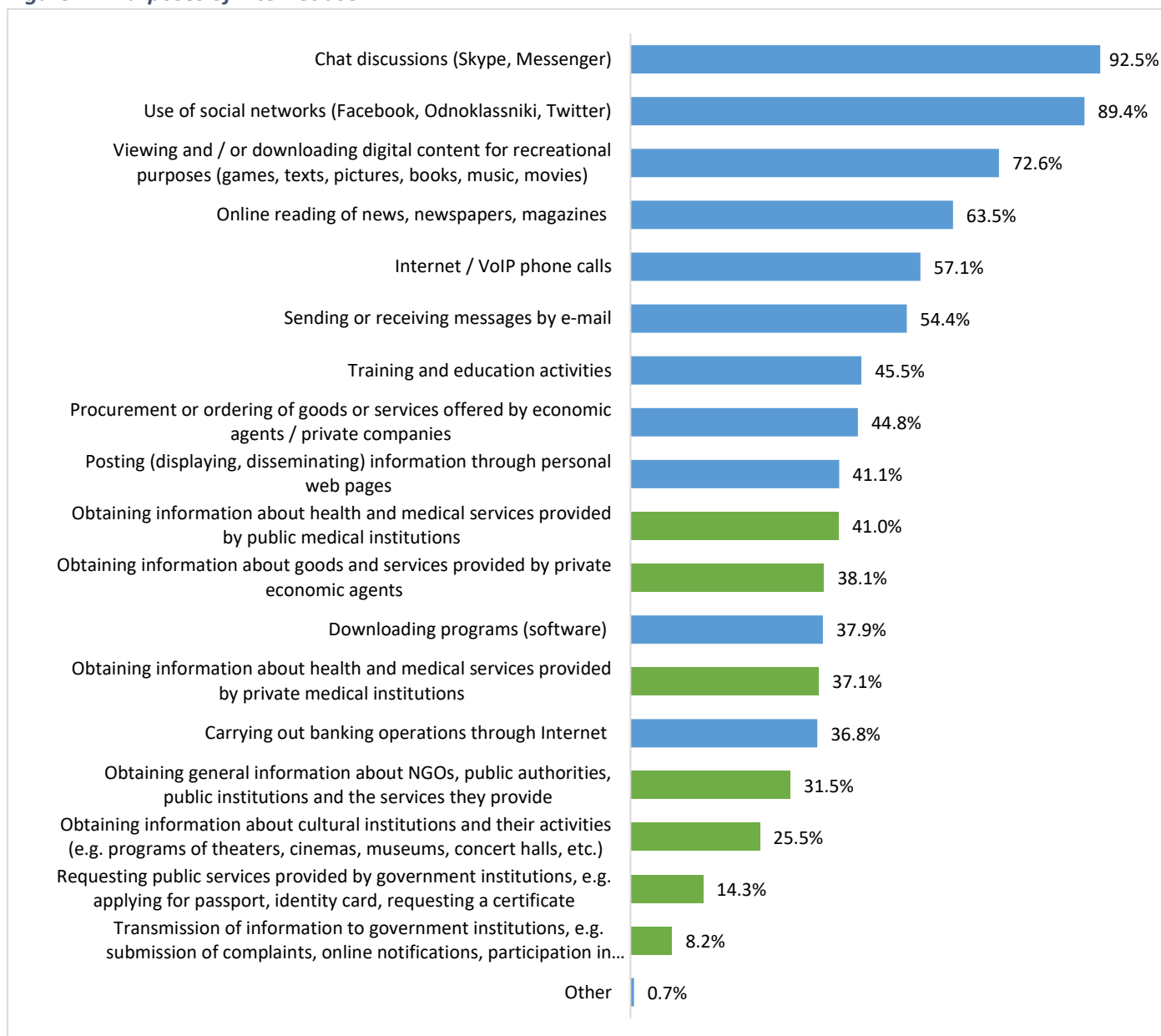


Socialization and leisure are currently the main purposes of using the internet as well informing about and obtaining public services online is at the bottom of the list, although it is increasing in weight.

So, out of the total population that used the internet in the last 12 months - 92.5% accessed for chat discussions, 89.4% to access social networks. In third place is the viewing and / or downloading of digital content for recreation purposes (games, texts, images, books, music, movies) - 72.6%, then reading books, online magazines (63.5%), then 57.1% to send or access voice messages over the Internet. More than o half used the Internet for data exchange (e-mailing) and 45.5% for training and education - increasing by 6% compared to 2019.

The use of the Internet for purposes that directly concern public services registered a share of 41.0%, that is g obtaining information about health and medical services provided by public institutions. Other forms of information and access to public services have accumulated lower shares.

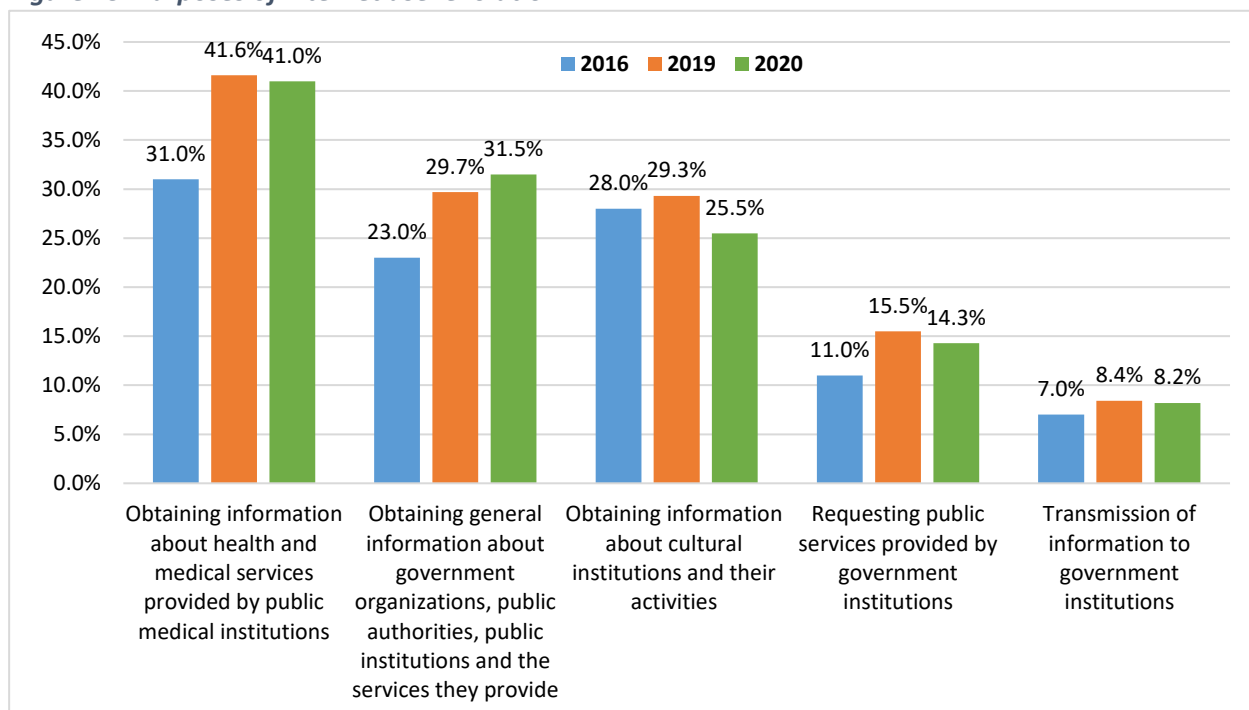
Figure 12. Purposes of internet use



As mentioned above, as shown by the data presented in *diagram 13*, although the proportions are modest, we still see a steady increase, compared to 2016 for virtually every purpose of accessing public services.

Compared to 2019, however, no notable developments are observed, and in the case of obtaining information about cultural institutions, there are decreases in percentage values.

Figure 13. Purposes of internet use: evolution



Just as with the computer and Internet use, young age, urban area, higher education, and high income are socio-economic characteristics associated with a higher rate of access to public services through the Internet. (Annex 1, Table 12-17).

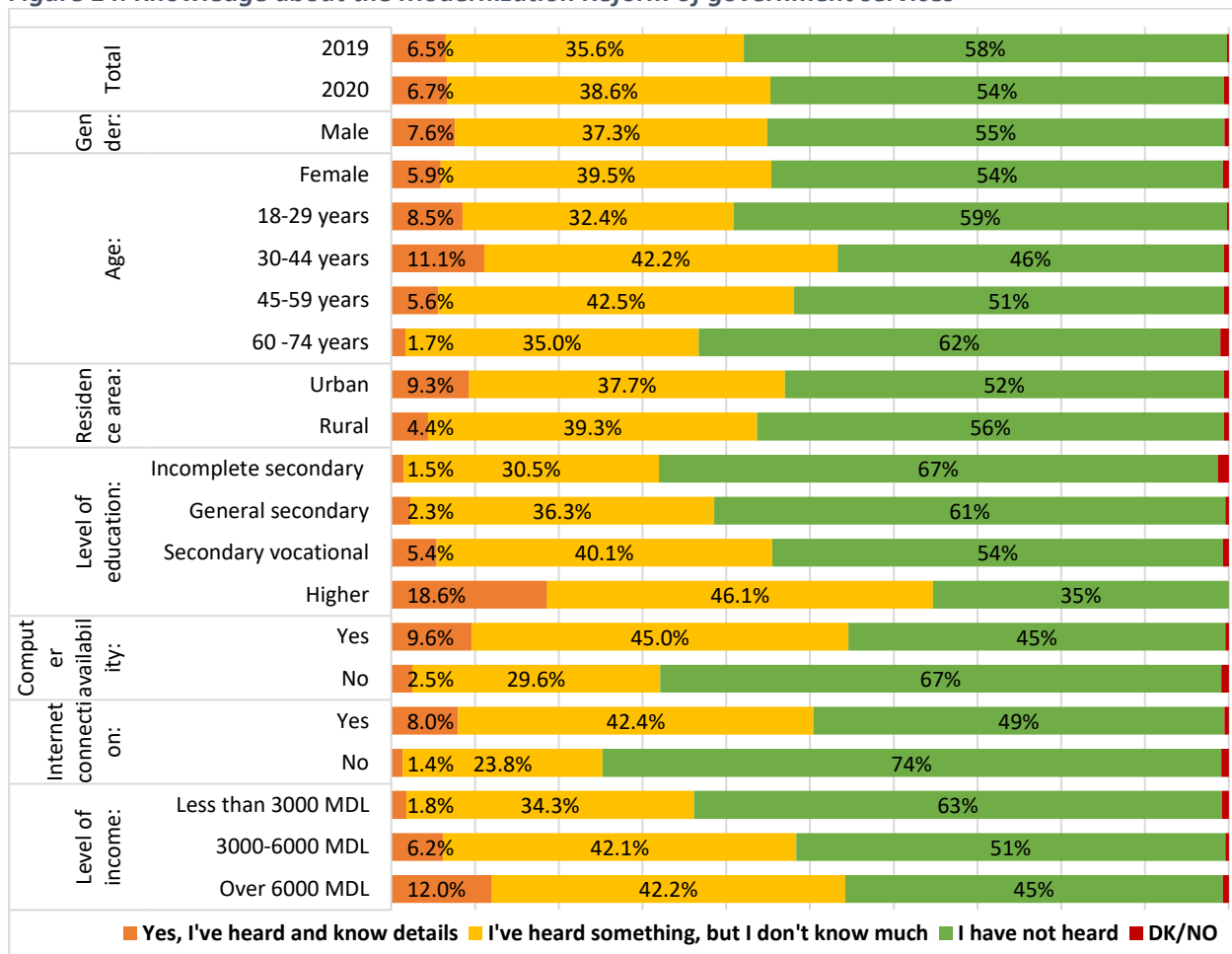
2. Knowledge, support and confidence in e-Government and Modernization of government services

This chapter analyzes the level of citizens information about the Modernization Reform of government services and e-Government, citizens' perceptions of the benefits of e-Government, the availability of use of electronic public services.

The level of knowledge of the Modernization Reform of government services is relatively modest. Among those surveyed **6.7% of respondents say they are familiar with certain details about the reform of the Modernization of government services**, another 38.6% had heard about the reform, without knowing details, and over half of those interviewed (58%) had not heard about the reform by the time of the interview.

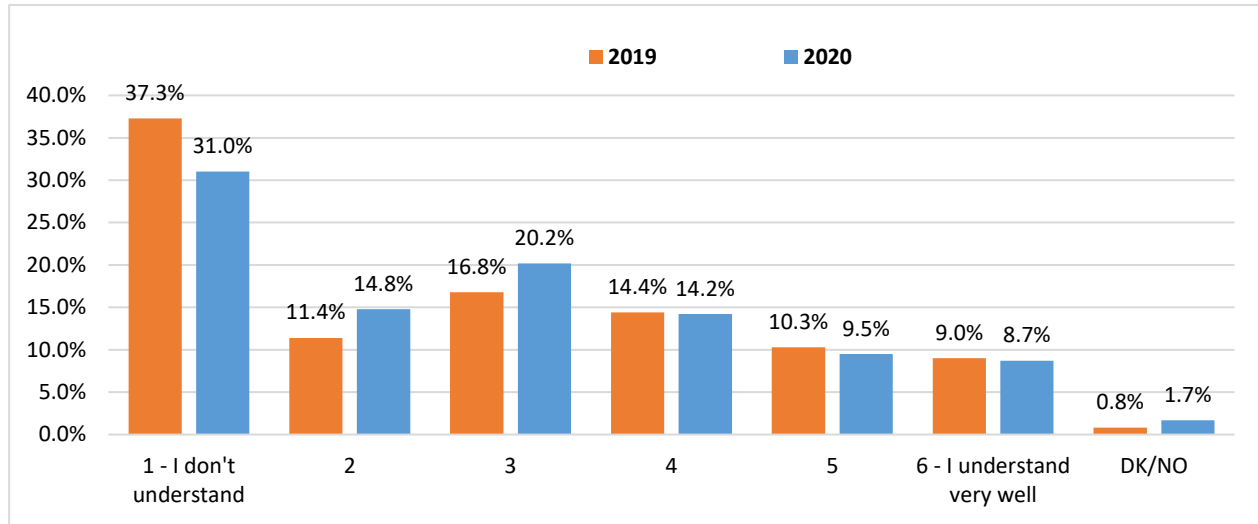
It is noted that the degree of knowledge of the Modernization Reform does not register important variations according to gender, age or residence area. At the same time, the Reform is better known to people with higher education who have computers and internet connection at home, from wealthier families.

Figure 14. Knowledge about the Modernization Reform of government services



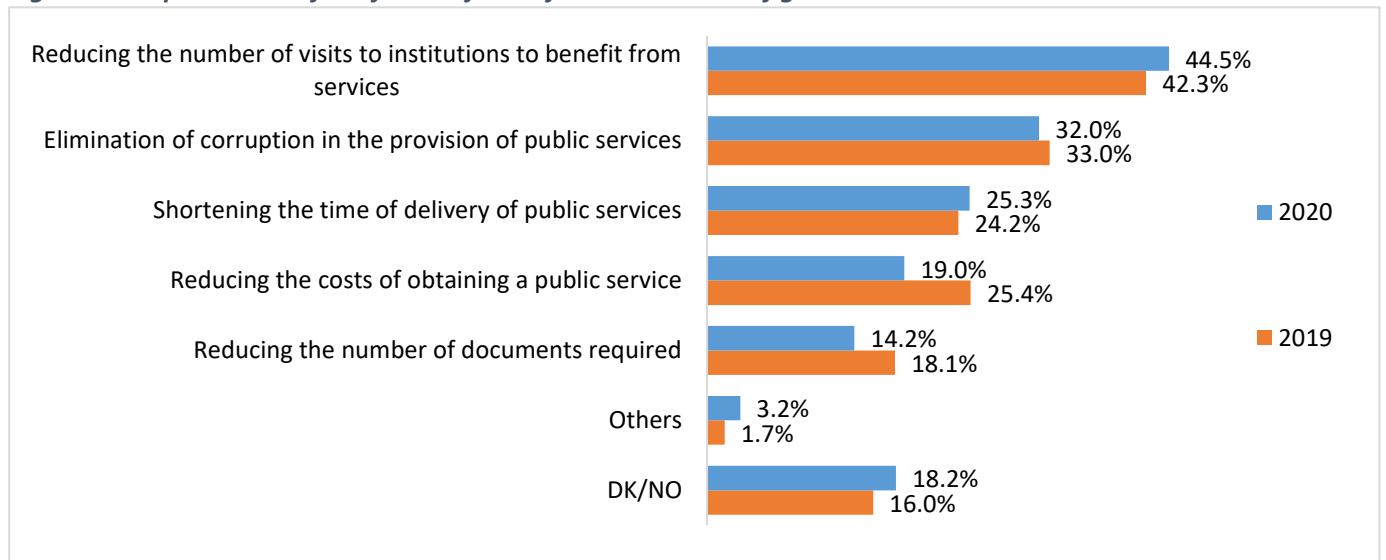
The level of knowledge of the Modernization Reform is an indicator that implicitly influences its level of understanding by the population. Considerable shares of respondents rated the level of understanding of the Government Services Modernization Reform with low scores. Just **18.2% rate the level of knowledge of the Service Modernization Reform at a high level** (scoring 5 and 6 on a scale of 1 to 6), in the case of 34,4% this level is found to be medium (scores of 3 or 4 on the same scale from 1 to 6) and 45, 8% rated with scores of 1 or 2 (about 4% less than in 2019).

Figure 15. Level of understanding of the Modernization Reform of government services



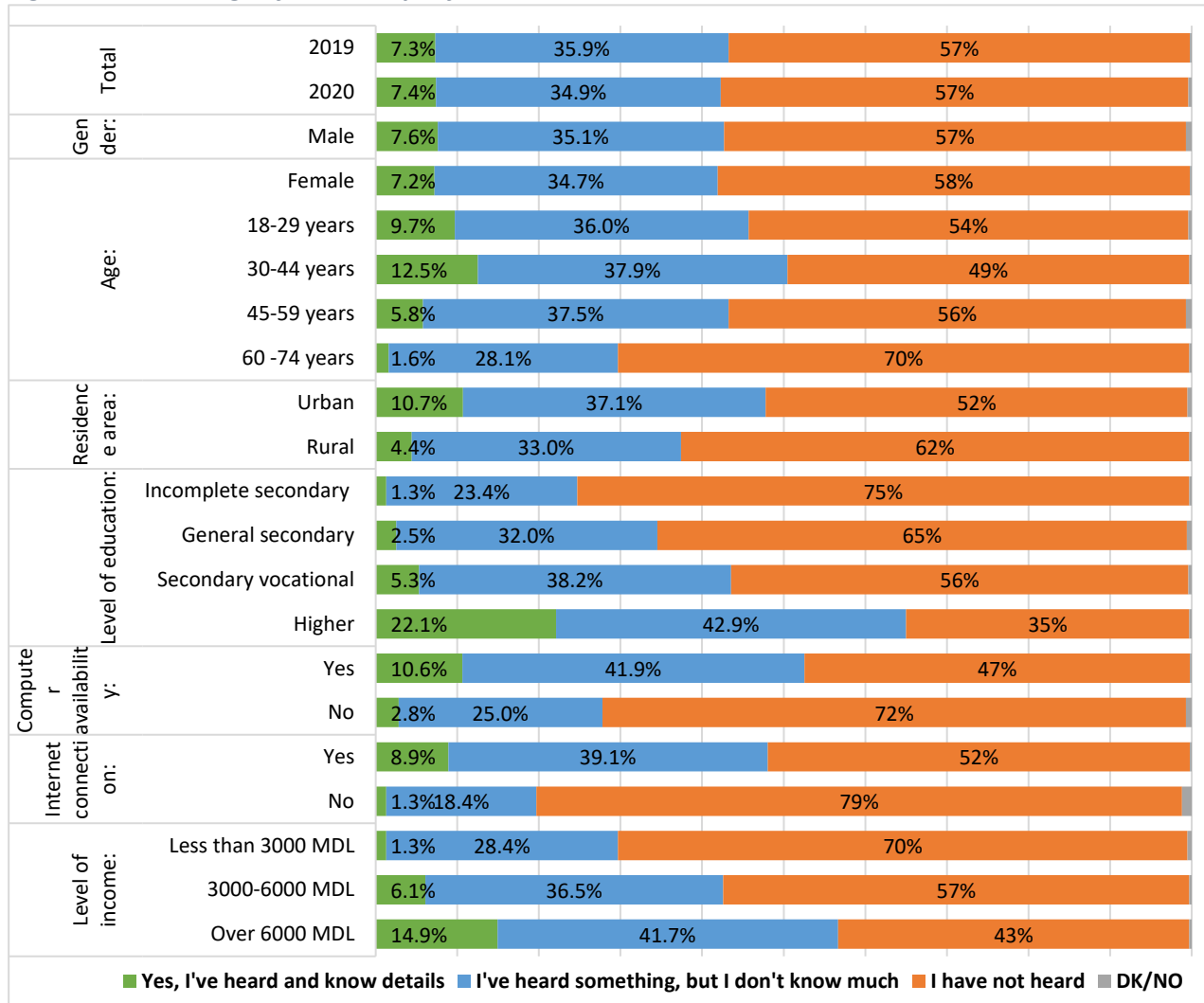
One of the aspects evaluated in the study is the potential benefits expected by citizens, as a result of the implementation of the Modernization Reform of government services. In the case of 44.5% of the population is **to cut down the number of visits to public institutions needed to receive a service** is one of the most important benefits. Another desideratum mentioned by every third respondent is the elimination of corruption at the level of service provision. Reducing the costs and duration of services are potential benefits, mentioned by a quarter of those interviewed.

Figure 16. Expected benefits of the Reform of Modernization of government services



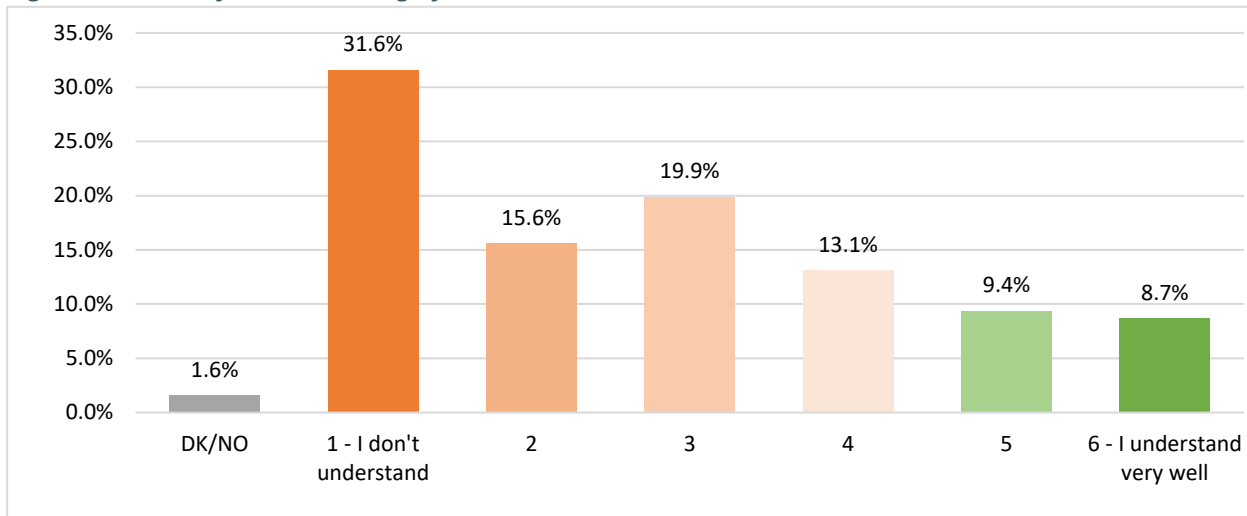
The level of knowledge of the notion of **e-Government or electronic Government** by citizens registers a relatively constant level compared to the previous year. It is found that 7.3% of the interviewed citizens know details and 35.9% state that they heard something, without knowing details, another 57% admitted that they had not heard about this notion until the time of the interview. No variations are identified depending on the gender of the respondent and the residence area, knowledge of the notion of e-Government is directly correlated with the age of respondents - they also have a deeper level of knowledge, the youngest, with a higher level of education and whether or not there is a computer and internet connection in the household.

Figure 17. Knowledge of the concept of e-Government or electronic Government



The level of understanding of the concept of e-Government is an intermediate one, maximum scores were given by 18.1% of the total population, and medium scores - 33.0%.

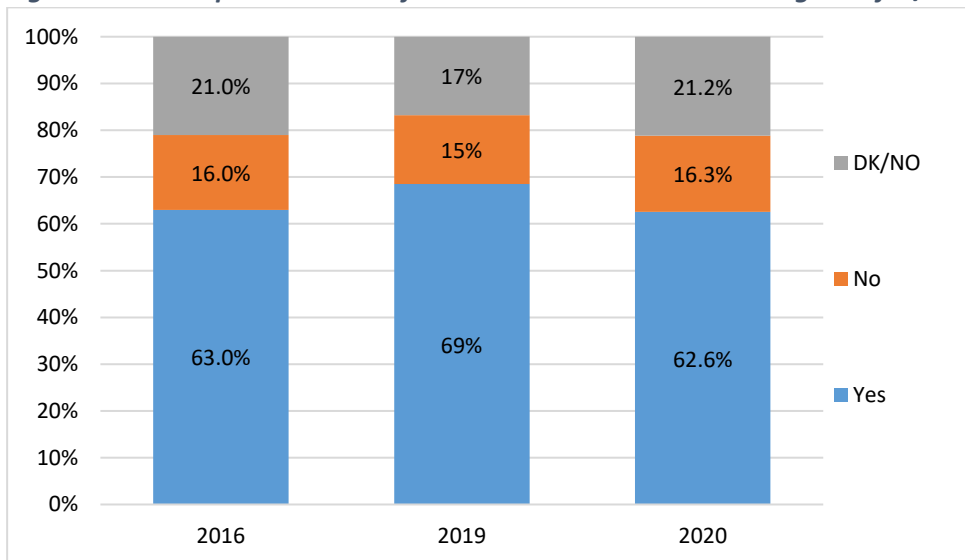
Figure 18. Level of understanding of e-Governmence



At the same time, **the conviction of a considerable part of the population is that the implementation of Electronic Government will bring advantages / benefits to the citizens** (62.6%, decreasing compared to 2019, when 69% were registered)

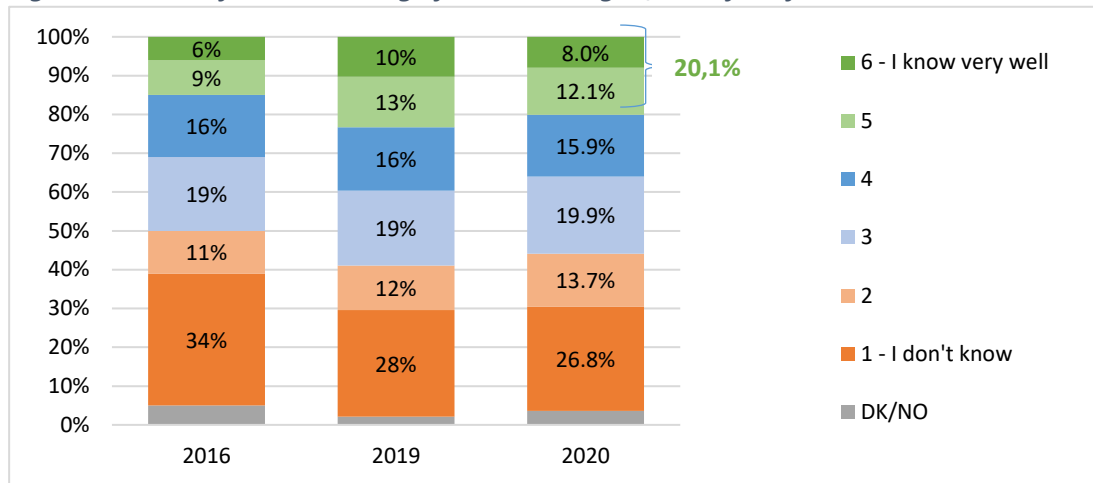
As a result of the implementation of e-government, in higher proportions, the benefits are seen by young people, with advanced level of education, those who have a computer and internet at home, as well as the wealthiest (*Annex 1, Table 24*).

Figure 19. The implementation of electronic Governance will bring benefits/ advantages to citizens



The detailed understanding of these benefits, however, remains of little value. On a scale from 1 to 6, maximum scores (5 and 6) were given by 20.1% of those interviewed, average scores 35.8%.

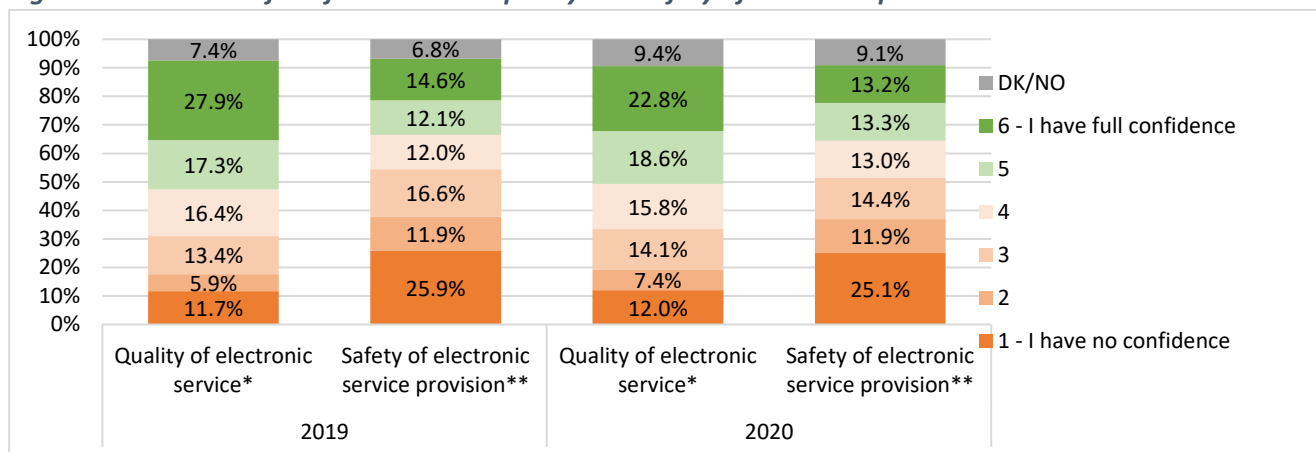
Figure 20. Level of understanding of the advantages / benefits of e-Government



The lack of information and ignorance of the particularities of service provision and security in the virtual space directly influence the level of confidence of citizens in the quality and safety of electronic services. On a scale from 1 to 6, 19.4% of the citizens have given minimum scores (1 or 2) for **the quality of the electronic service** and 37.0% have given minimum scores for its safety. However, most respondents rated **the quality of electronic services by maximum or medium scores** (57.2% scores from 4 to 6), while in the case of security there are certain reservations, **the percentage of those who give high and medium scores being lower, 39.5% have given scores of 4-6.**

Women and men show practically the same level of confidence in the quality and safety of electronic public services - 27% women have confidence in the safety of service and 42% in the quality of service, compared to 25% and 41% for men, respectively. At the same time, there are notable discrepancies depending on age, residence area, level of education and level of income, in the sense that young people in urban areas with higher education and higher incomes are more confident that electronic public services are safe and qualitative (Annex 1, Tables 26-27).

Figure 21. The level of confidence in the quality and safety of electronic public services

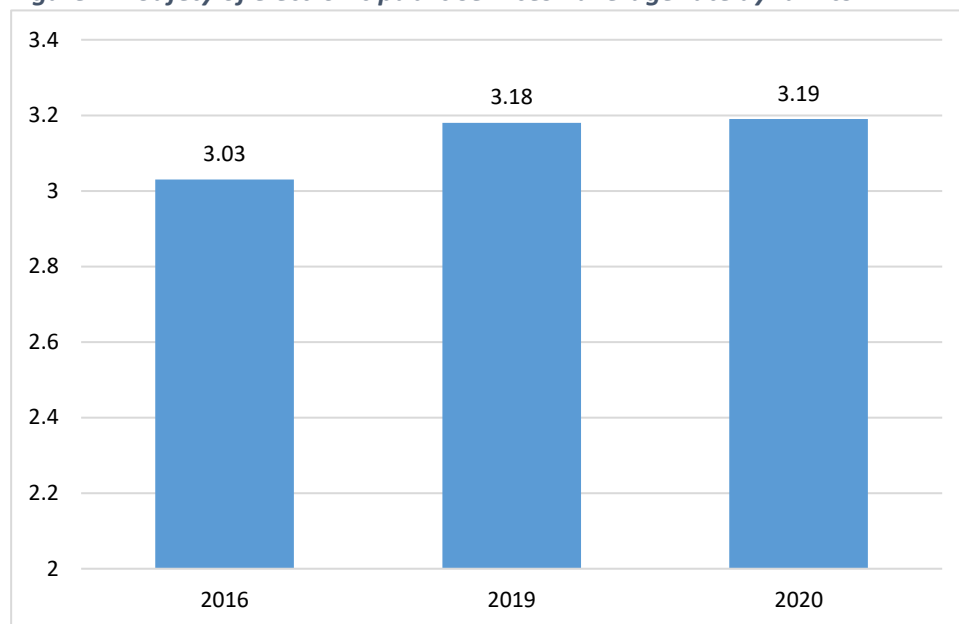


* quality of service (the fact that by using an electronic public service, through a computer or mobile phone, you will get it quickly and certainly)

** security of service provision (e.g. your personal data will not be in the possession of third persons or institutions, no third person will be able to find out how often you use certain services, etc.)

The average rating increased steadily from one study to another, from 3.03 points in 2016 (average on a scale of 6) to 3.19 in 2020.

Figure 22. Safety of electronic public services - average rate dynamics



Respondents were asked about openness to use electronic public services, including depending on the type of device. From the answers provided, there are several aspects to note.

First of all, the share of those who declare themselves open to use electronic public services, numerically prevails compared to those who would rather not want to use electronic services.

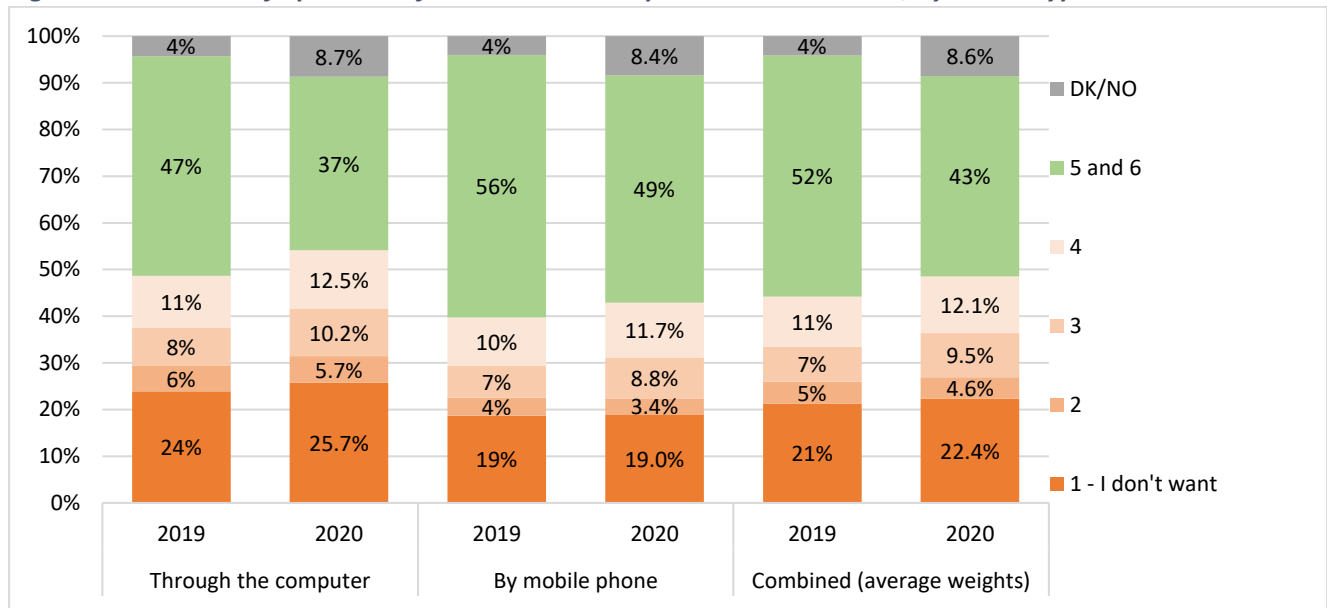
The study from 2020, however registers some diminutions of the indicators value compared to 2019. Thus, in the 2020, **37.1% (scores of 5 or 6) declare themselves available for computer access**, 22.7% (scores of 3 or 4) declare a moderate level of availability.

The level of availability for the use of electronic services by mobile phone exceeds by more than 12% the level of availability for use through the computer (48.7% scores of 5 or 6).

The combined availability indicator equals 43.0% (scores of 5 or 6).

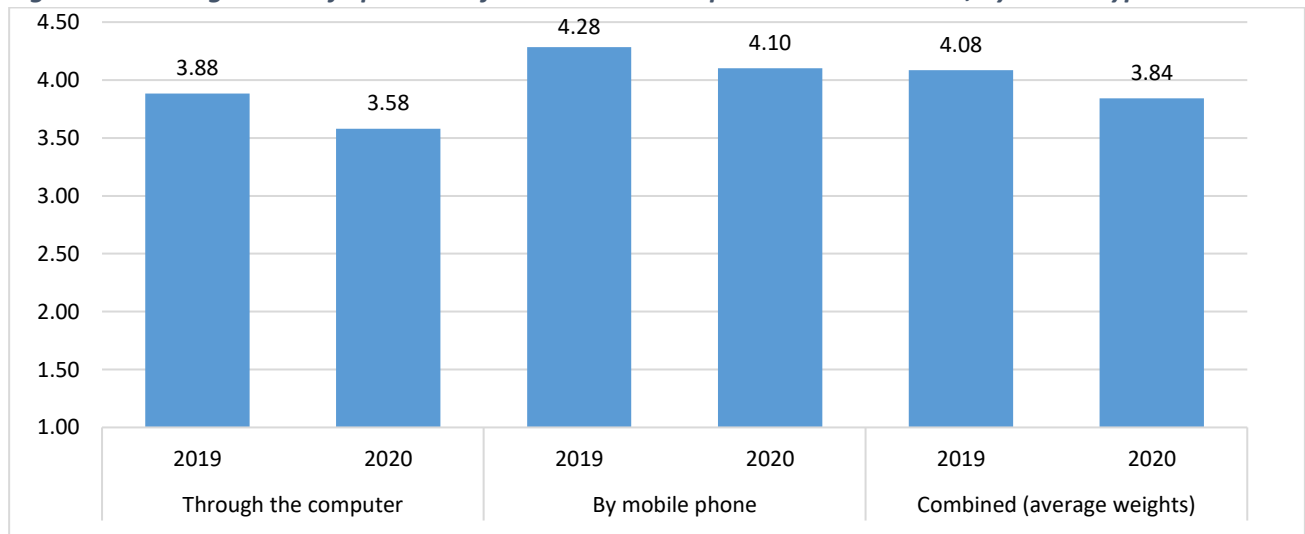
Obviously, higher availability manifests the categories more initiated in the Internet - young people, those with an advanced level of education, from urban areas, from wealthier households (*Annex 1, Tables 28-29*).

Figure 23. The level of openness of citizens to access public services online, by device type



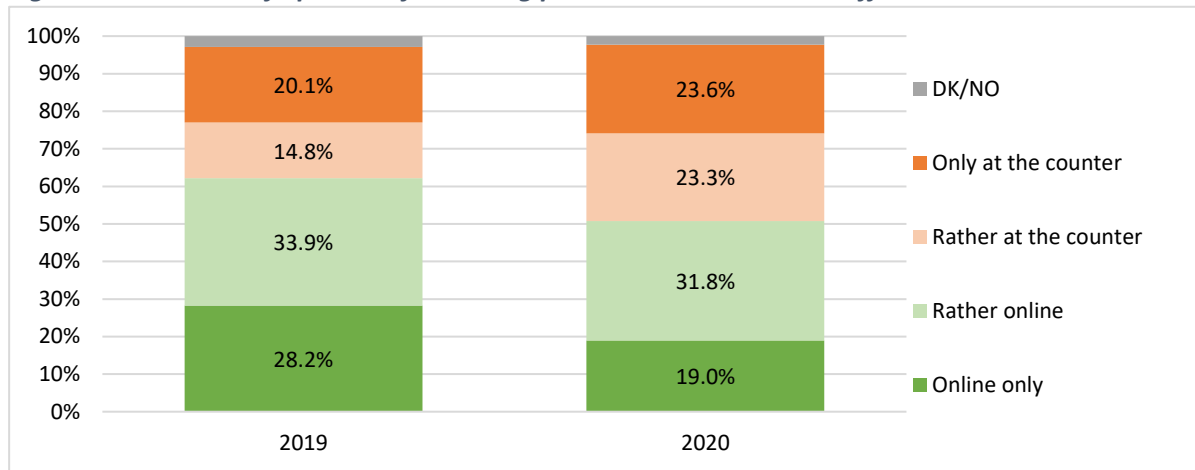
A moderate decrease of the indicators dynamic compared to 2019 is also visible in the average values achieved, the weighted average of the indicator decreasing from 4.08 in 2019 to 3.84 in 2020.

Figure 24. Average mark of openness of citizens to access public services online, by device type



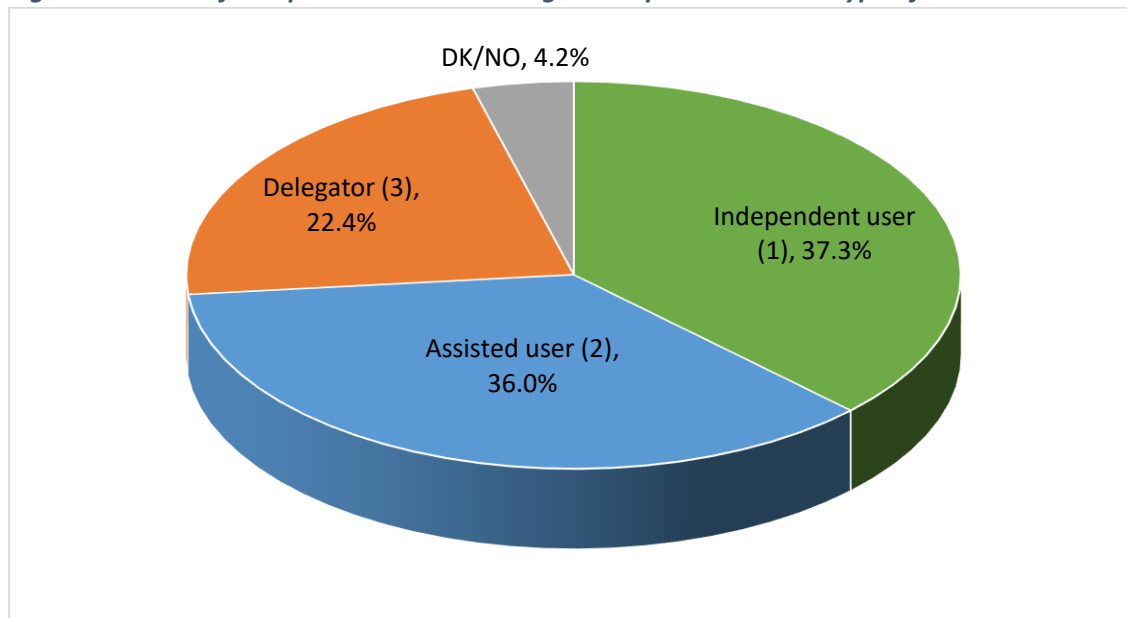
Being asked to make a choice (simulating a situation of choosing how to access a public service), the respondents provided answers that demonstrate the tendency to access online, **19.0% opting exclusively for online** ("Online only" - see figure below), others 31.8% answered "rather online". 23.6% of the interviewed population opt for access only at the counter - offline. However, this indicator could most likely be affected by the pandemic conditions that characterized 2020. However, the increase of the rate of those who would opt for offline access compared to 2019 may be a reverse reaction of the respondents to the conditions imposed by the state authorities regarding social distancing and self-isolation during 2020.

Figure 25. The level of openness of accessing public services: online or offline



The level of digital literacy, the skills of operating with electronic devices and Internet browsing strongly determine the preferences in the use of electronic services. At the moment **37.3% of citizens can be declared independent users** in the event of accessing electronic services, stating that they would prefer to access independently, without support from others. **Others 36.0%** preferring to access on their own, however, they admit that they would need support from other people: they are qualified in the study as potential **assisted users**. And **22.4%** of respondents can be defined as **"Delegators"** or users with high support needs, preferring to fully delegate to another person accessing and obtaining the service.

Figure 26. Level of independence in accessing online public services: type of user



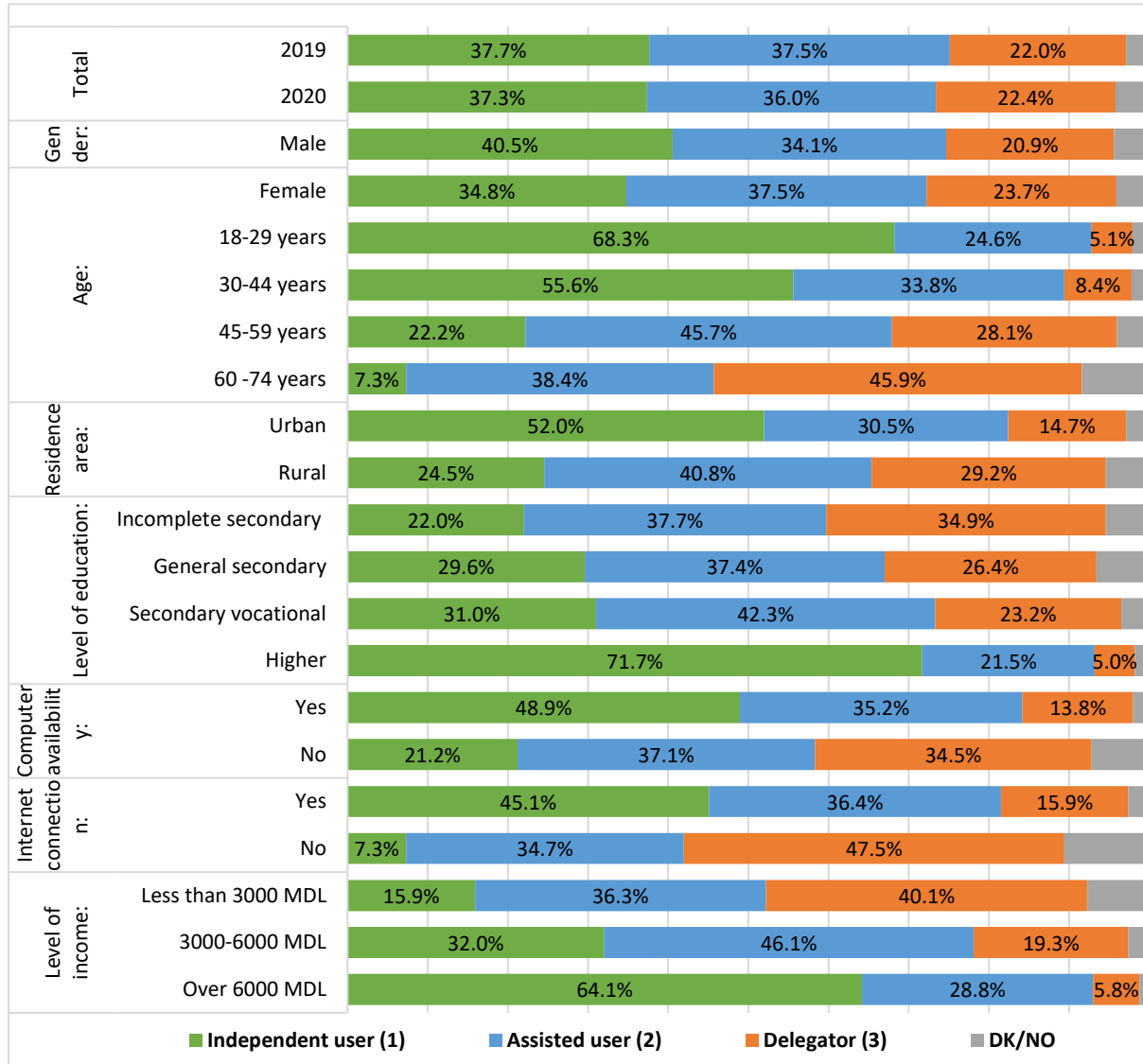
- (1) I can access independently on my own, without the help of another person
- (2) I would need the support of a person
- (3) I will delegate / ask another person

We find that there is a direct association between the level of independence (independent users) in accessing electronic services and the young age category, the most trained category, with access to

computers and internet at home, families with a higher income level. A little higher is the share of independent users among men.

At the same time, compared to 2019, the indicator did not change.

Figure 27. Level of use of online public services: type of user

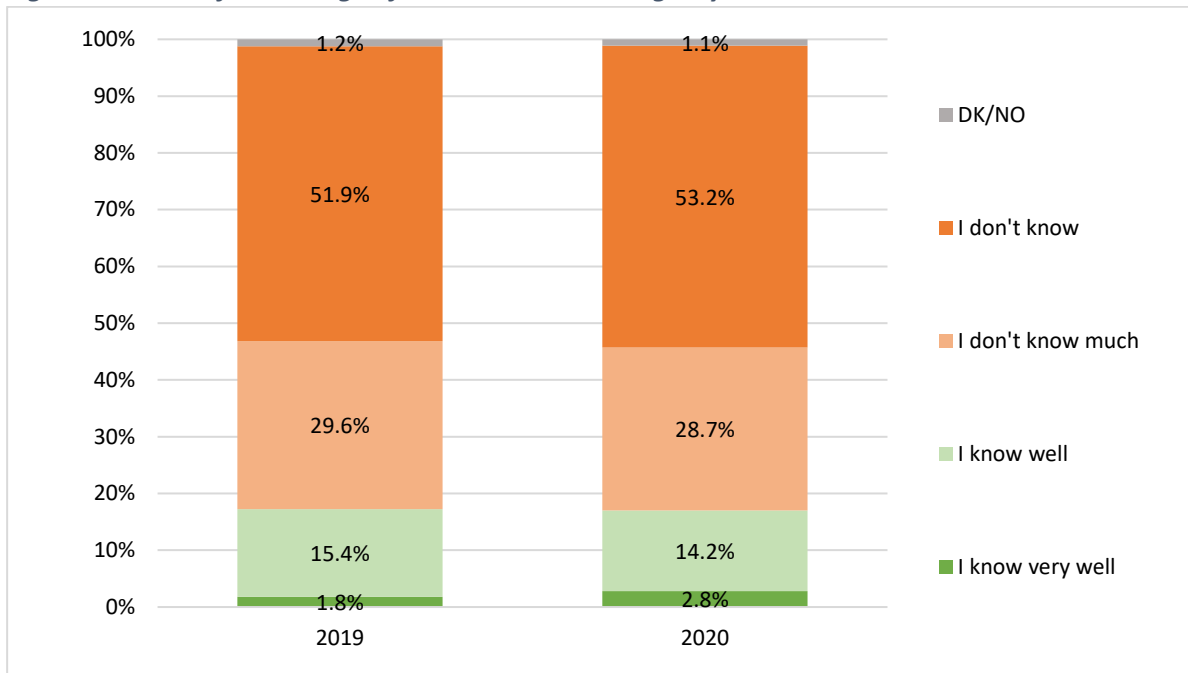


- (1) I can access independently on my own, without the help of another person
- (2) I would need the support of a person
- (3) I will delegate / ask another person

Level of knowledge of the Electronic Government Agency by the citizens is a constant, modest one. **Only 2.8% of respondents say they know this entity very well, others 14.2% claim to know it well.** Every second citizen (53.9%) knows nothing about AGE.

The variations are those registered in other indicators analyzed so far, the AGE being known to a greater extent to young people, from urban areas, with a higher level of education, competent in using the internet and the computer, wealthiest (*Annex 1, Table 32*).

Figure 28. Level of knowledge of the e-Government Agency

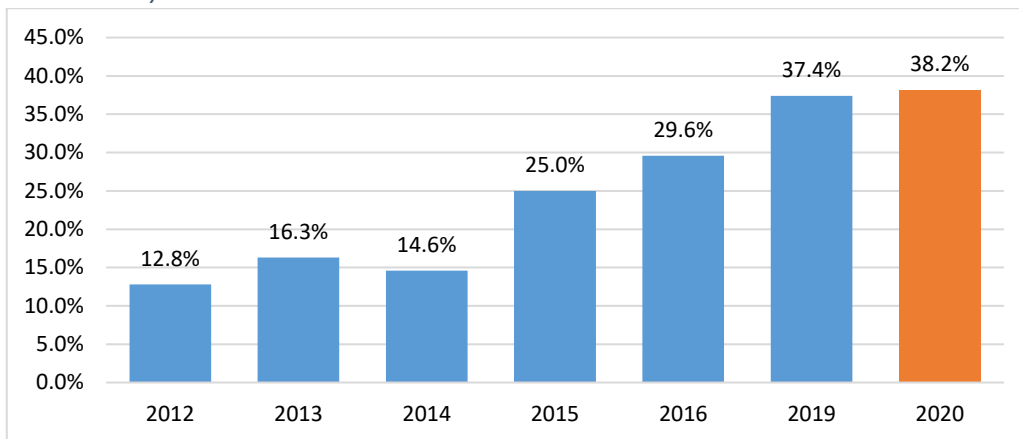


3. Access to electronic public services

This chapter presents the results of measurements on the level of access to public services, including electronic ones, by type and mode of access.

One of the central indicators attributed to e-government and directly to this study is the rate of access to electronic public services. The 2020 study reconfirms the steady and considerable increase in the value of this indicator. **About four out of ten (38.2%) respondents who have used any public service in the last 12 months state that at least one of the services has been accessed electronically**, with an insignificant increase compared to 2019.

Figure 29. Access to electronic public services during the last 12 months (of the total number of public service users)



The same indicator, if we report it to the total population (including people who have not used the internet or have not used any public services) reaches the level of **12.2%**, and compared only to internet users (including those who have not accessed public services) this level is **16.3%**.

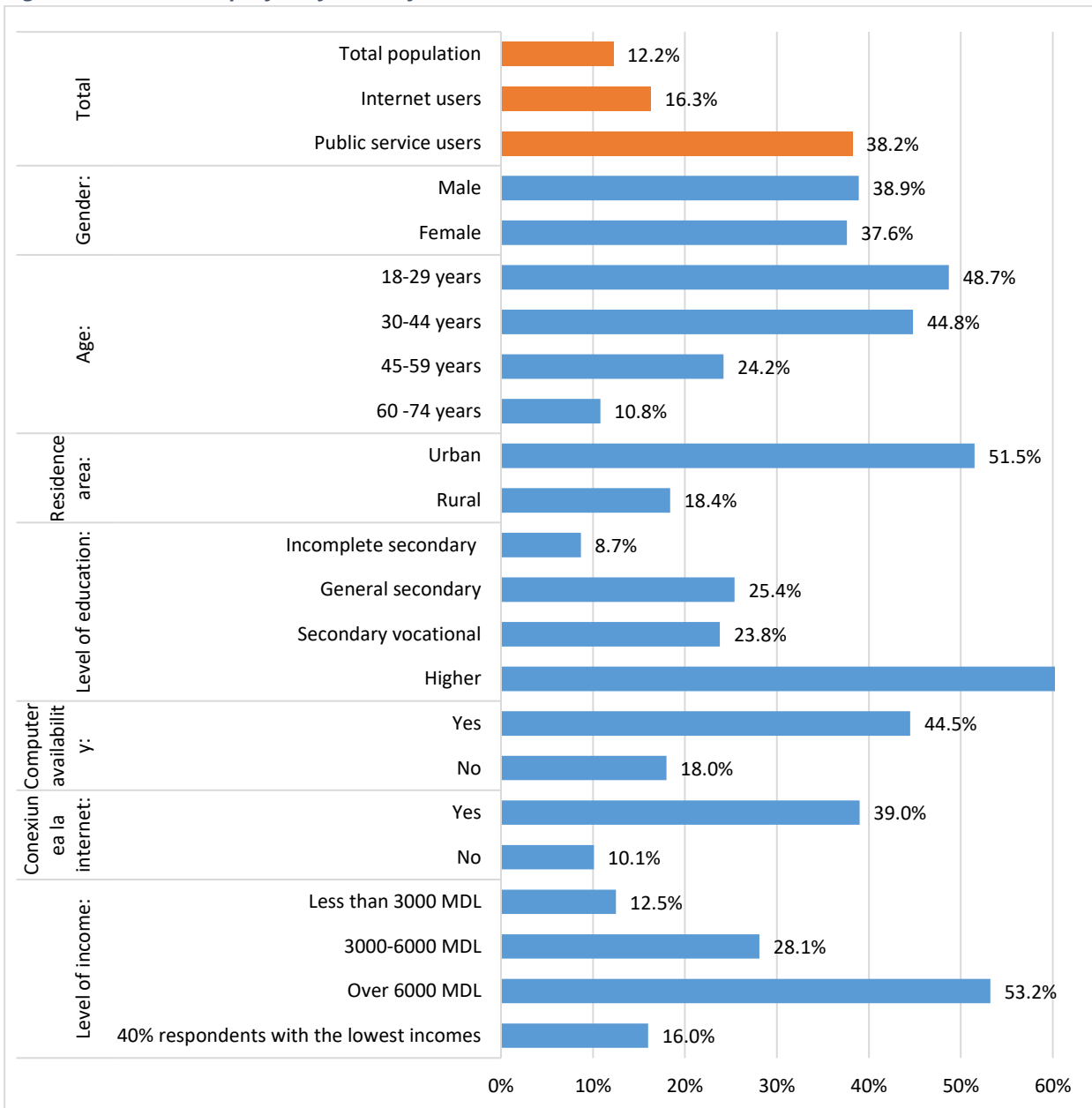
The variations of the indicator according to the socio-demographic categories are very pronounced. **Young people aged 18-29 are the category who have used electronic services three times more often** compared to people aged 60-74.

The discrepancy within the population categories in different areas of residence is over 30%. There is a huge difference between the same indicator compared to those with incomplete secondary education and those with higher education, the latter being the only category where the level of use exceeds 60%.

The availability of the computer in the household, although it increases the rate of use of electronic services, still does not have big impact. Instead, **household Internet connection is a factor that considerably increases (eight times) the access to electronic public services**. The increase of the access rate is conditioned by the increase of the income level.

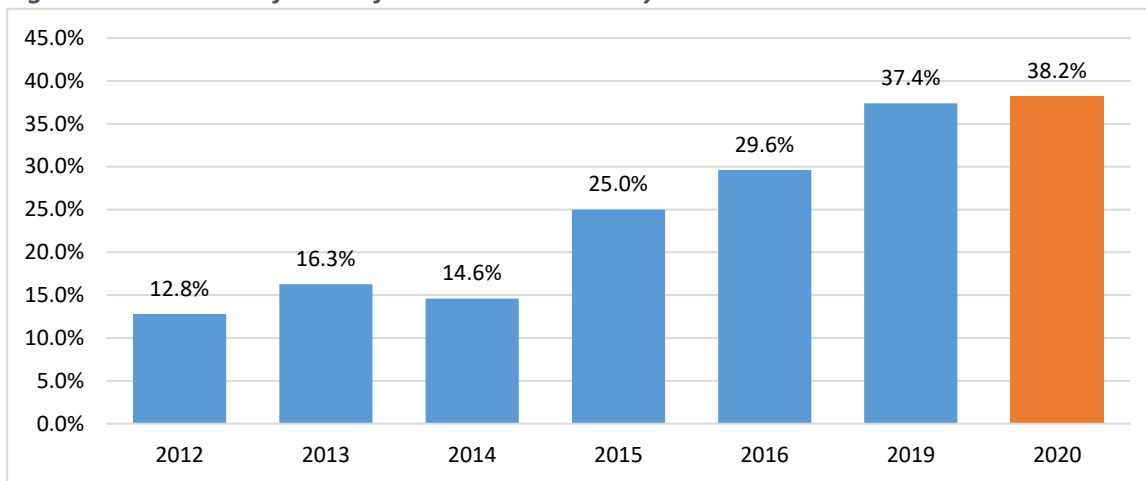
The discrepancy of the value of the indicator according to the respondent's gender is insignificant. At the same time, **the access rate of electronic services in the case of the poorest 40% of respondents is - 16.0%**.

Figure 30. Share and profile of users of electronic services



In the period 2012-2014 this indicator was at a relatively constant level, and subsequently increased continuously. In 2019, the increase compared to 2016 was 7.8%. In 2020, the value of the indicator remained at the same level (an increase below 1%), the discrepancy with 2019 being within the limits of statistical error.

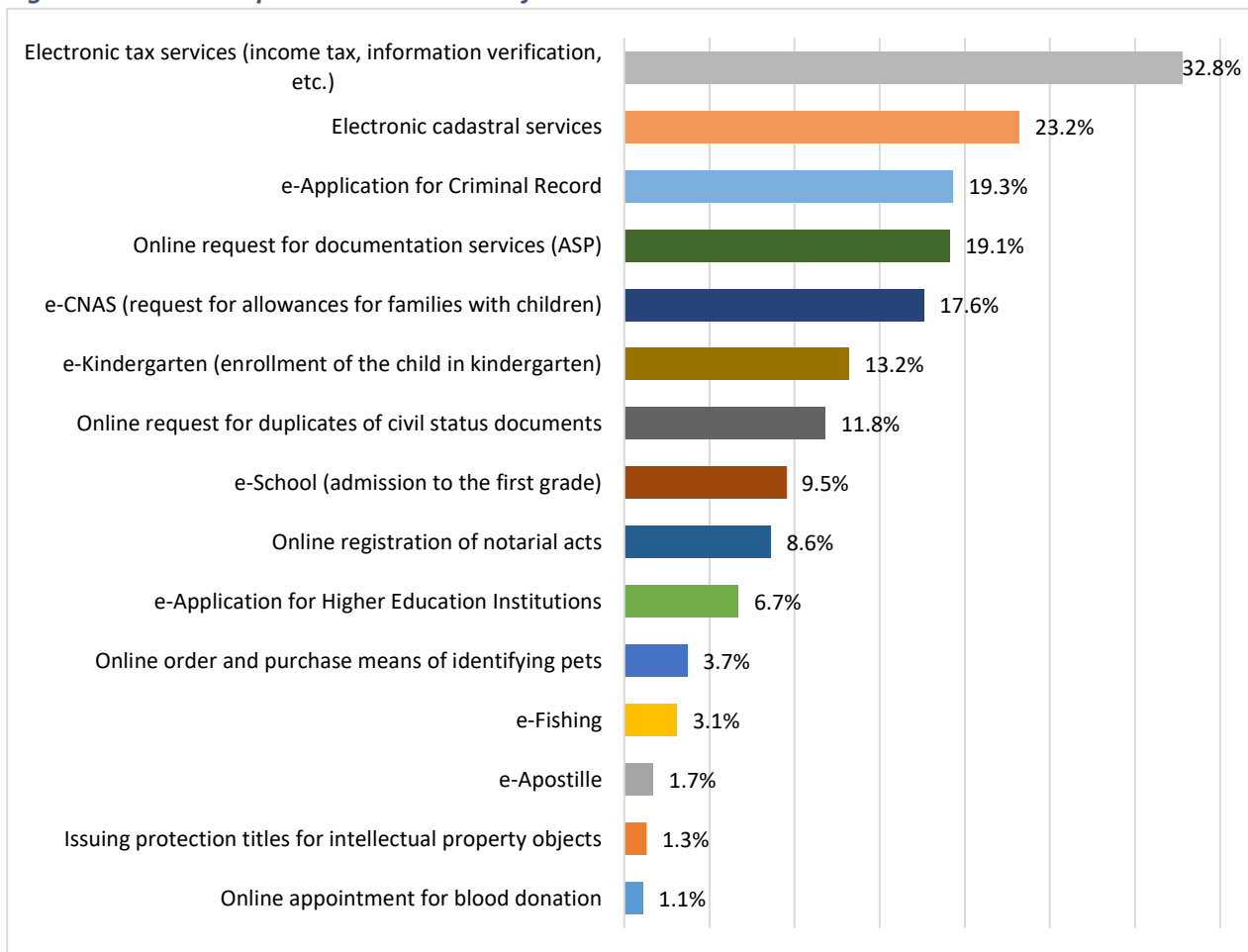
Figure 31. The share of users of electronic services: dynamics



The range of services accessed is quite complex. However, in the top 5 are found practically the same services as in the results of the 2019 survey:

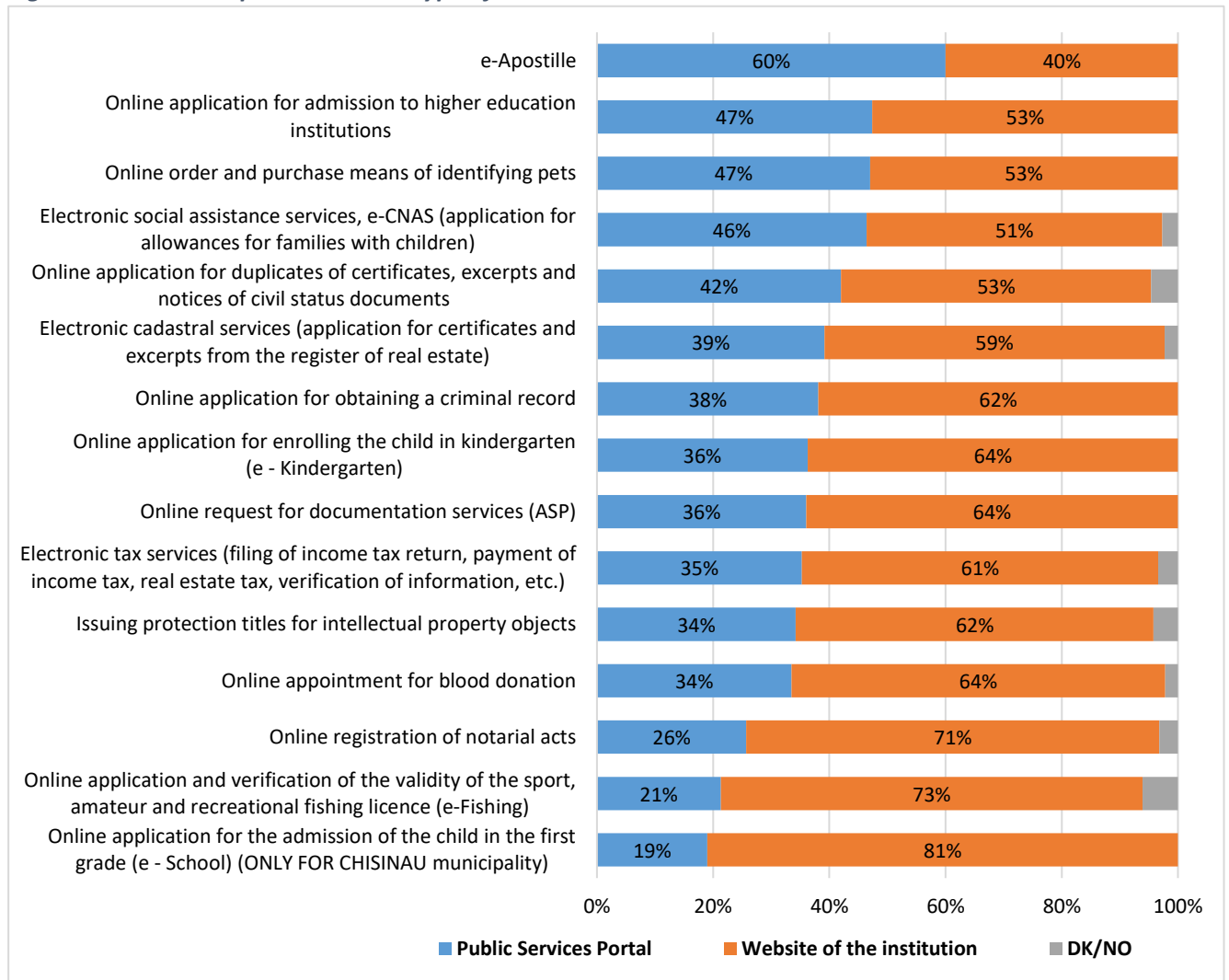
- Electronic tax services - 32.8%;
- Electronic cadastral services - 23.2%;
- Application for criminal record - 19.3%;
- Documentation services (ASP) - 19.1%;
- E-CNAS - 17.6%.

Figure 32. Electronic public services: level of access



It is worth noting the preference to access electronic services **through the web pages of specialized institutions**, a significant percentage of accesses to electronic public services continue to be made through these pages and not through the single Public Services Portal. Only one service - e-Apostille - was accessed mainly through the unique Public Services Portal.

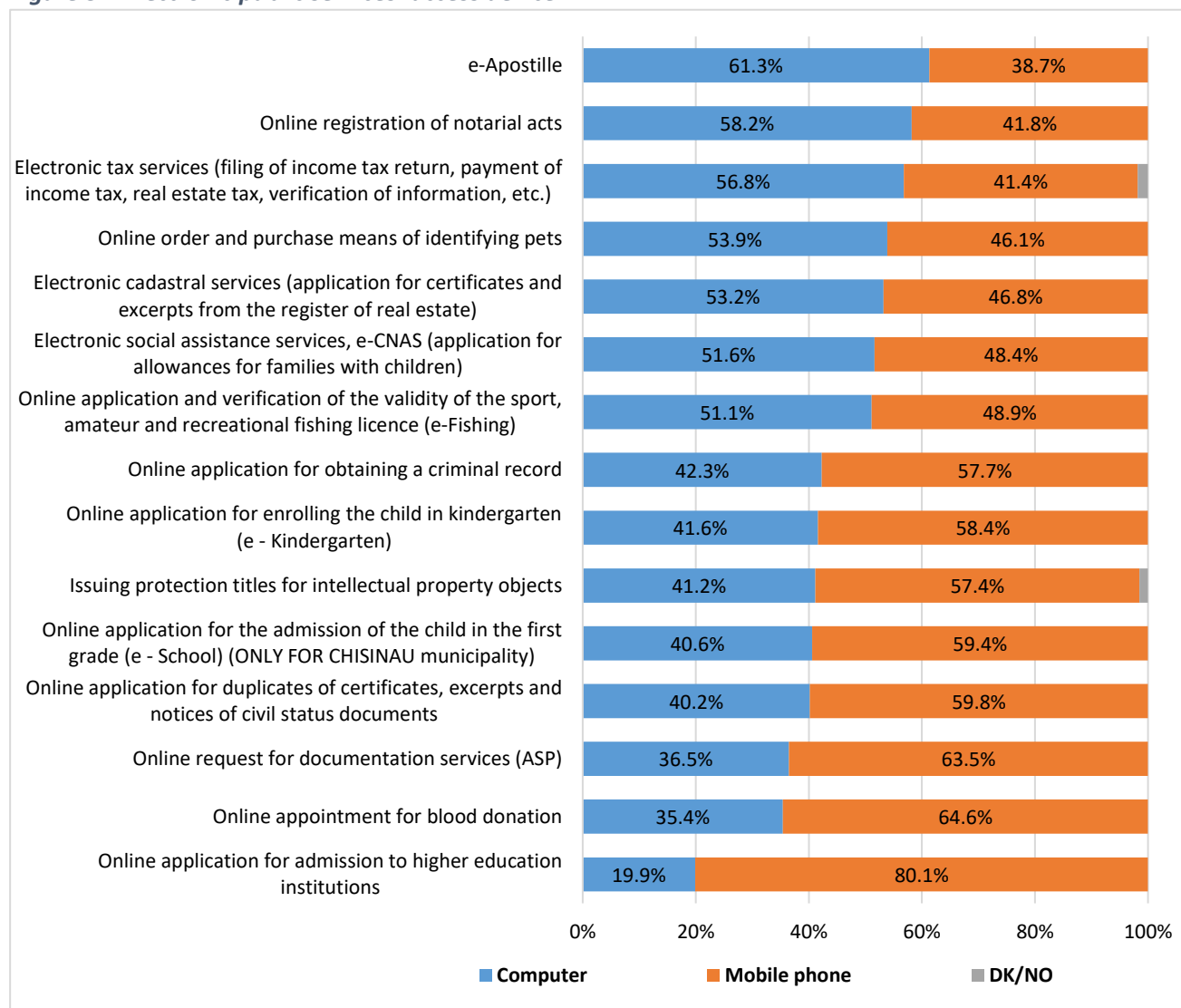
Figure 33. Electronic public services: type of access



Taking into account the trends illustrated above, in the future we shall anticipate the increase in preferences to access electronic services via mobile phone instead of computer access. At the same time, from this perspective, half of the services are accessed mainly from the computer (over 50%), the other half through the phone.

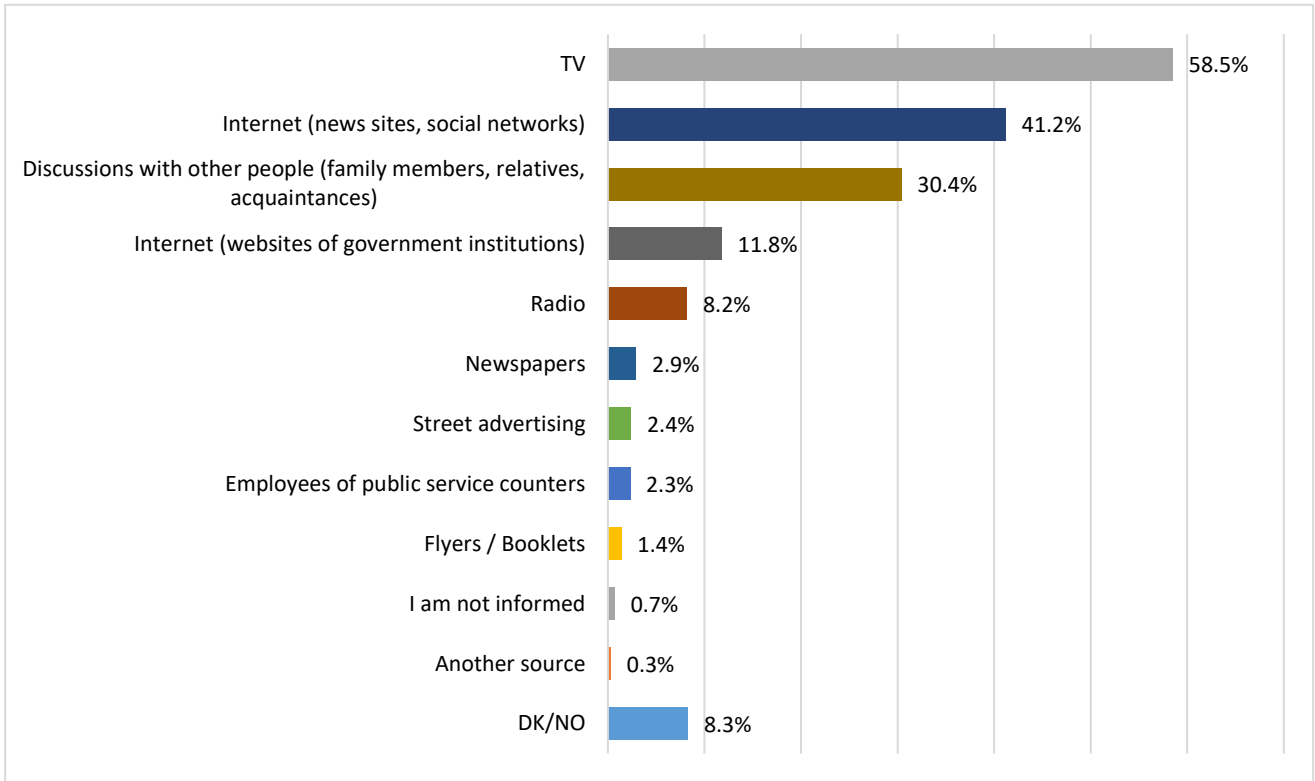
It is noted that the services needed to a greater extent by young population were accessed by phone, namely e-Application for educational institutions, e-Kindergarten, e-School, appointment for blood donation, ASP documentation and civil status documents, etc.

Figure 34. Electronic public services: access device



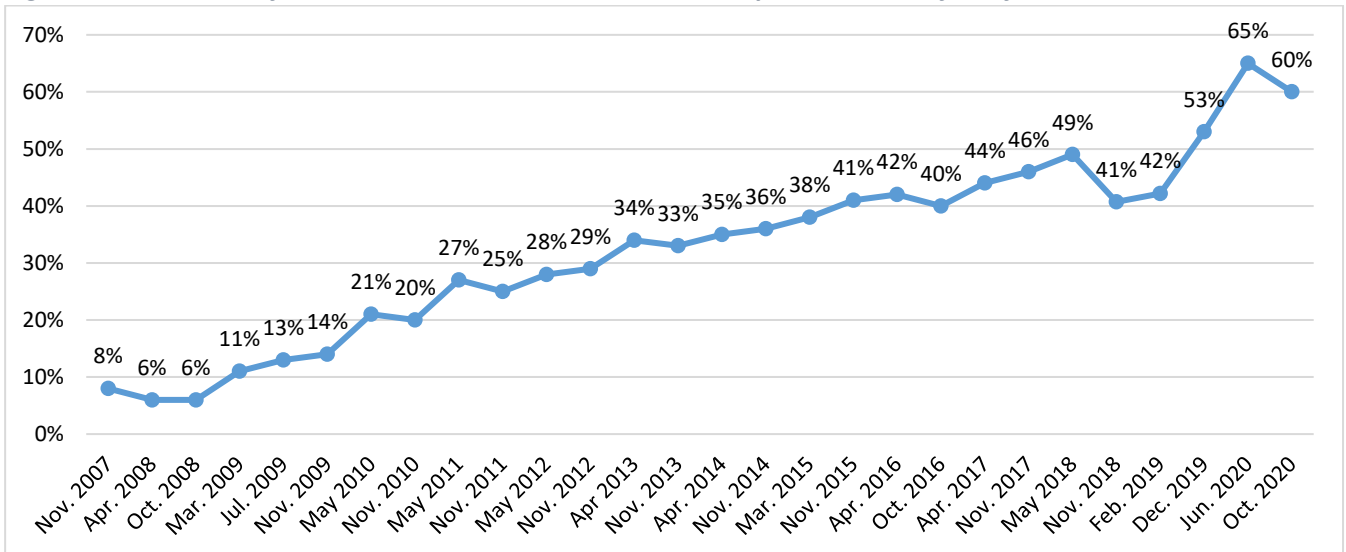
Correct and comprehensive information about electronic public services is paving the way for a higher level of confidence in accessing e-services. In the top sources of information about electronic public services remain **television and the internet**, 58.5% and 53.0% %% of citizens mentioned that they were informed through these two sources. In the case of the Internet, the preference for information is given to news pages and social networks (41.2%) instead of dedicated government websites.

Figure 35. Sources of information about electronic public services



Generally, the Internet, as a source of information in recent years, has seen a continuous increase⁴, reaching the quota of over 60 percent mentions, as the most important source for informing citizens.

Figure 36. The share of the Internet mentioned as the most important source for information



Source: [Public Opinion Barometer](#), Institute of Public Policy

⁴[Public Opinion Barometer](#), Institute of Public Policy.

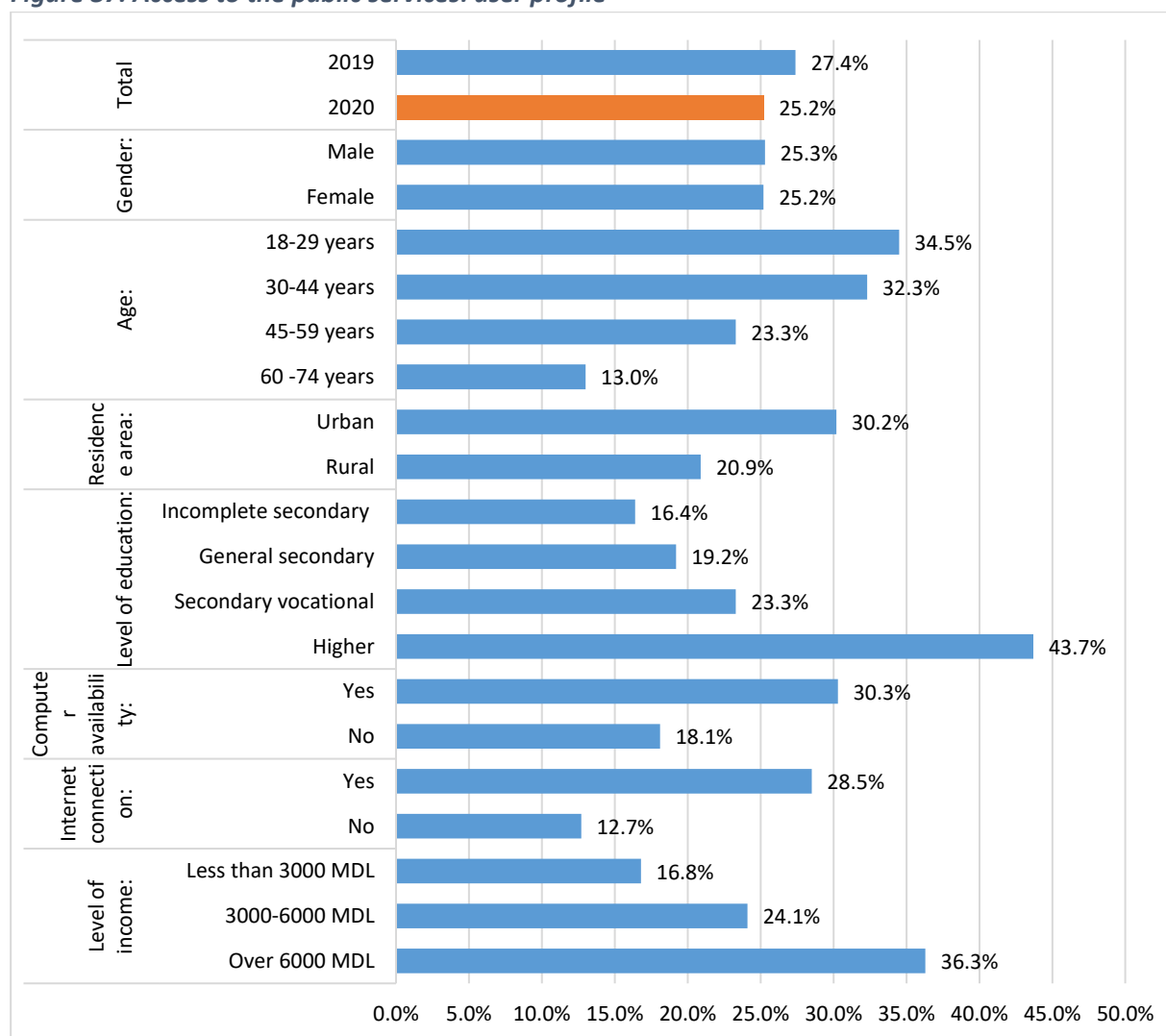
4. Level of satisfaction with the quality of public services

This chapter analyzes the level of satisfaction of citizens with accessed electronic public services.

Previously, the access rate of electronic public services was presented, related to the share of respondents who generally accessed some public services in the reference period (last 12 months until the time of the interview). The latter indicator - **the rate of those who accessed some public services - was 25.2% in 2020**. The moderate decrease of the value of the indicator registered in 2020 compared to 2019 would be the impact of the periods of self-isolation and reduced functioning of the institutions.

The rate of access to public services is practically the same for gender groups, but it is higher in the case of young people, urban dwellers, with higher levels of education, with computer and internet in the household, with higher incomes.

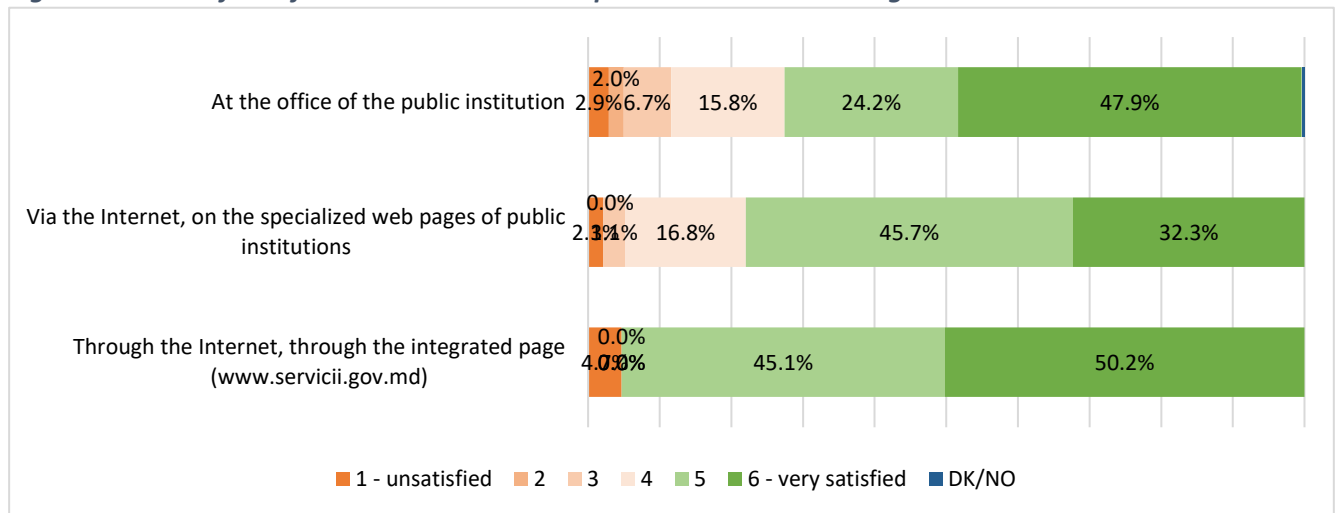
Figure 37. Access to the public services: user profile



We find notable differences in terms of satisfaction with the quality of public services depending on the way of access (online or offline) and the web tool (pages of specialized institutions or integrated page), in

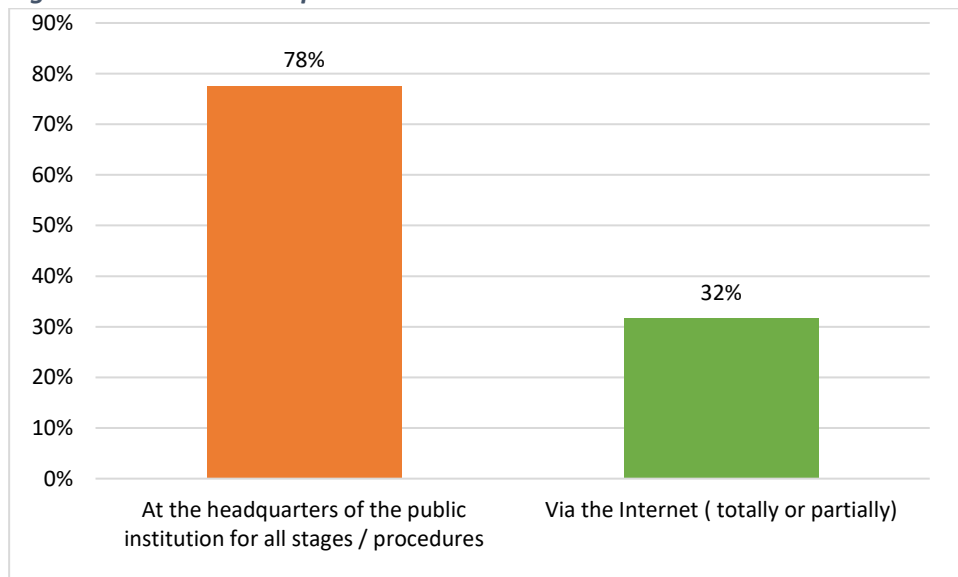
favor of online. The average score offered on a scale of 1 to 6 was 5.0 for services received offline, at the premises of providers, 5.0 for electronic services accessed through the specialized pages of the institutions and **5.3 in the case of services received electronically through the portal [servicii.gov.md](http://www.servicii.gov.md)**. The indicator is increasing compared to 2019, when it was 4.9.

Figure 38. Level of satisfaction with the accessed public services: according to acces mode



Of all respondents who have accessed public services in the last 12 months, about a third (31.7%) have accessed electronically, either in full (24.2%) or for at least for one stage (7.7%). The variations fit perfectly with the trends already described for other indicators, in the sense that young people from urban areas with a higher level of education and income are the categories that in considerably higher proportions tend to access electronically the public services. (Annex 1, Table 59).

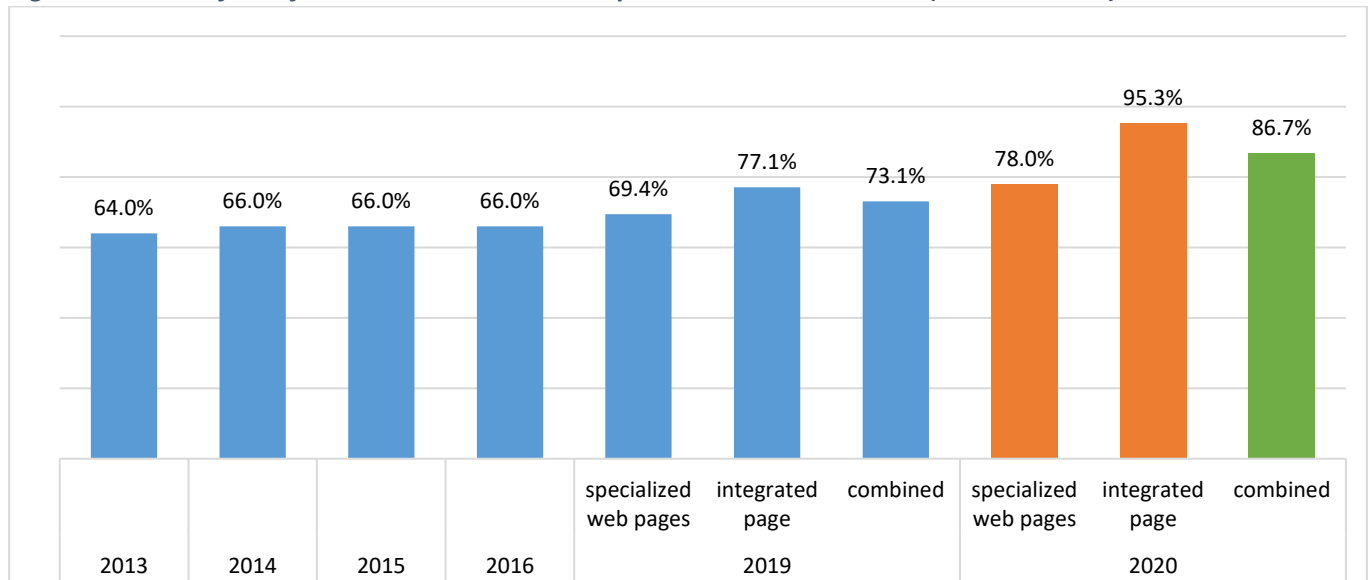
Figure 39. Access to the public services⁵



⁵ The amount of weights may exceed 100% due to respondents who accessed more than one service through different ways of accessing.

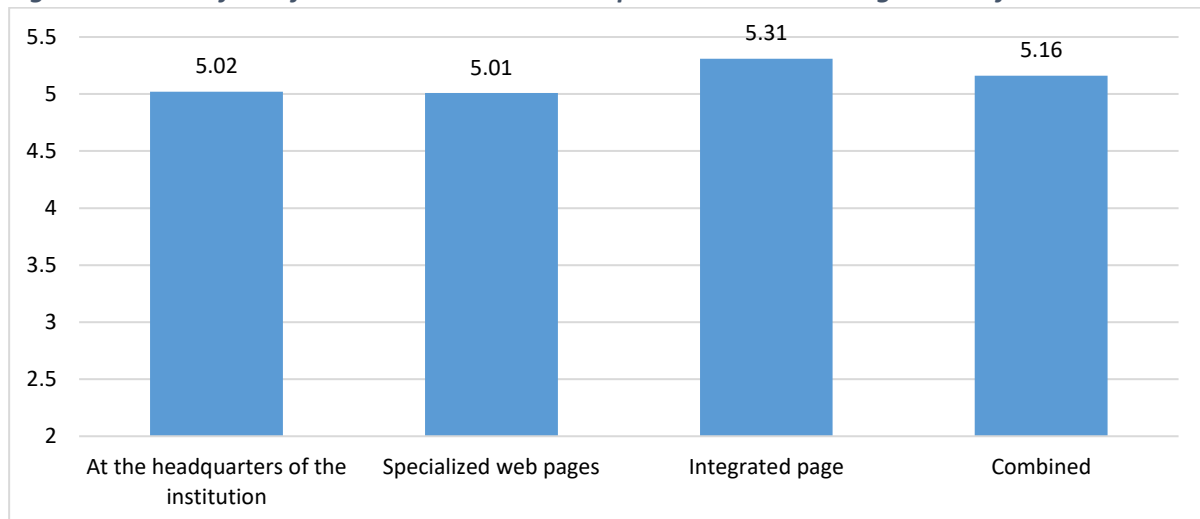
If in the previous measurements the level of satisfaction with electronic public services remained relatively constant: 64% -66% rated with scores of 5 and 6 on the 6-point scale, in 2019 there is an increase regardless of the access way (integrated page / government portal of public services *servicii.gov.md* or web pages of public service authorities). In 2020 the increase continues, **the share of respondents satisfied with the electronic public services accessed during the last 12 months is already 86.7%** (cumulative / combined between the 2 access ways). It was found that **the level of satisfaction of the respondents who accessed the desired e-services through the portal *servicii.gov.md* is 95.3%**, while the level of satisfaction with the quality of e-services accessed through **the specialized web pages of the service providers was 78.0%**.

Figure 40. Level of satisfaction with the electronic public services: evolution (scores 5 and 6)



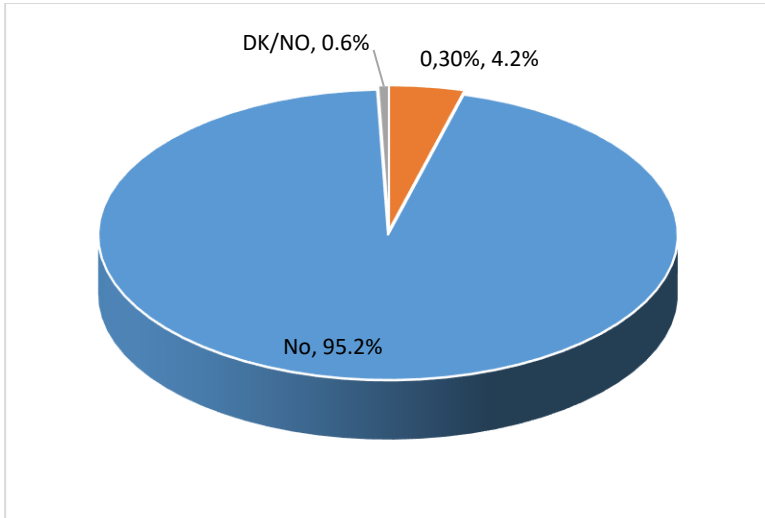
The average values achieved on the assessments given by the respondents register over 5 points (on a scale of 6) for all access methods. However, when accessing through the integrated page *servicii.gov.md*, users gave significantly higher ratings (5.31 points).

Figure 41. Level of satisfaction with the electronic public services: average values for 2020



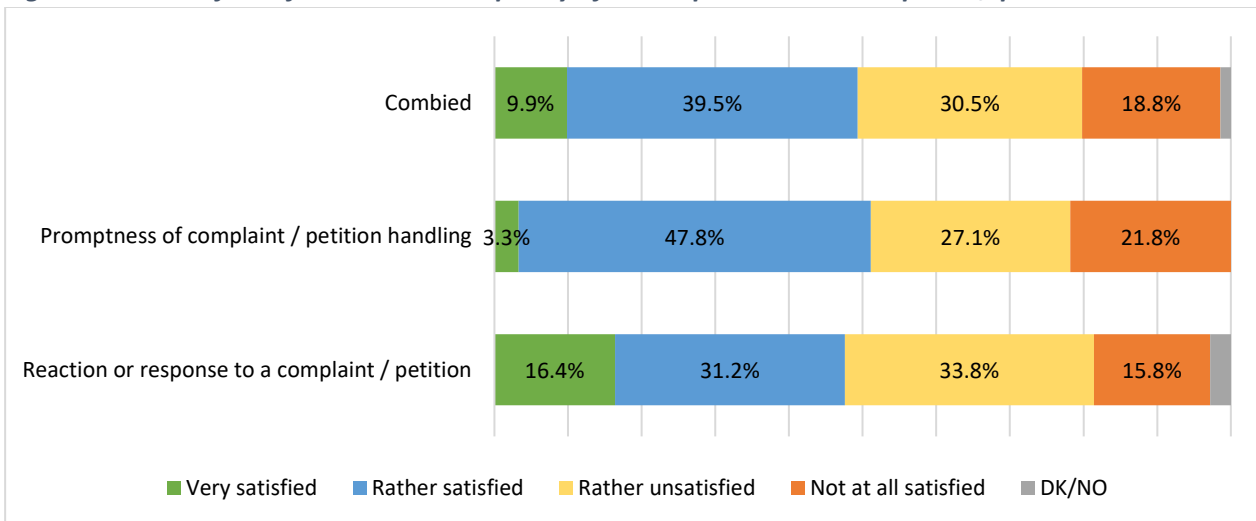
And one last thematic indicator is the level of user satisfaction with **the quality of the service provider's response to suggestions or complaints made by the beneficiary**. The indicator was measured by the question: "Please tell us, if there were situations when you had to submit a complaint / petition / a proposal because the service provided to you by a public institution was not performed qualitatively?". 4.2% of respondents say that they have benefited from public services and have been in a position to submit complaints / petitions / proposals.

Figure 42. Submission of complaints /petitions regarding the quality of the public service



Despite the situation in which the beneficiary found himself (dissatisfaction with the service received) the feedback on the handling of complaints is mostly positive, 51.1% positively assessing the speed of handling and 47.6% of respondents were satisfied with the quality of handling complaints (ways in which the provider offered support in solving the situation). The value of the combined indicator is 49.4%.

Figure 43. Level of satisfaction with the quality of the response to the complaint / petition



5. Socio-demographic analysis

The current research included a block of questions regarding the socio-demographic and economic aspects of the respondents. Once the sample is nationally representative, it faithfully reproduces the structure of the population according to basic socio-demographic characteristics.

Thus, the distribution of respondents by gender is in line with the distribution in official statistics, with 44.4% men and 55.6% women. Almost half, 46.6%, of those interviewed are from urban areas, 53.4% - from rural areas. Almost a fifth of the sample (19.6%) is represented by young people aged 18-29, while the elderly constitute 27.4%. People with higher education represent 20.7% of the sample, those with secondary vocational education 37.7%, with general secondary education 22.1% and 19.6% incomplete secondary education (*Annex 1, Table 1*).

Four out of ten respondents (42.3%) stated that in the last week preceding the study they worked at least one hour for salary or other payment (International Labor Organization definition of employment status). Among those who did not work, 28.9% indicated as a reason the lack of jobs, 22.0% - due to old age, 20.9% mentioned as a reason the poor state of health, and a total of 10.7% - were on maternity / childcare leave.

Table 2. Respondents' work activity and occupation

		%
Occupation of the respondent	Heads of public authorities at all levels, heads and senior officials of economic, social and political units	0,4%
	Specialists with high level of qualification	9,4%
	Specialists with intermediate level of qualification	6,8%
	Administrative officials	1,0%
	Service workers, housing and communal services, trade	3,6%
	Skilled workers in agriculture, forestry, hunting, fish farming and fishing	0,6%
	Skilled workers in large and small industrial enterprises, in handicrafts, in construction, transport, telecommunications, geology	4,1%
	Operators, apparatus, plant and machine operators, locksmiths	0,9%
	Unskilled workers	9,4%
	Student	4,9%
	Dependants or people having other income (lease, interest, rents, etc.)	0,2%
	Unemployed / I'm not working, I'm looking for work	11,3%
	Housewife	14,6%
	Retired	25,6%
	I work abroad	3,6%
	Other	3,1%
DK/NO	0,4%	
Professional activity in the last week	Yes	42,3%
	No	57,5%
	DK/NO	0,3%
The reason for economic inactivity	Maternity / childcare leave up to 1.5 years / 3 years	10,7%
	Annual leave or sick leave	3,5%
	Unfavorable weather conditions	1,7%
	For health reasons	20,9%
	Due to age	22,0%
	The lack of jobs	28,9%
	Another reason	9,0%

		%
	DK/NO	3,2%

The personal incomes of the respondents in 16.9% cases arise from pensions, about 20.0% - from employment in the non-agricultural private sector, 14.1% - from employment in the public sector in the non-agricultural sector, 9.4% - from transfers from abroad.

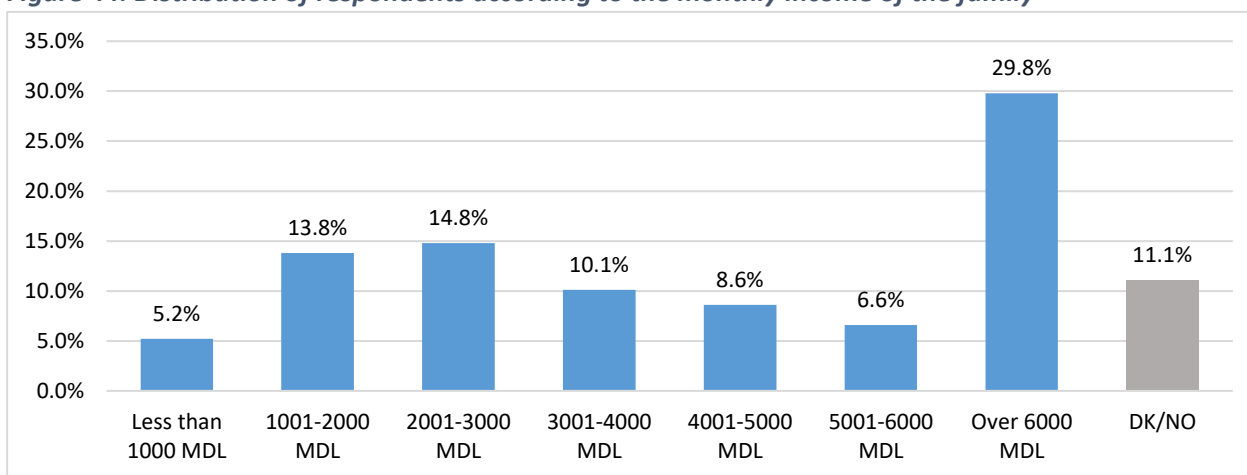
In the case of the head of the household, the incomes arise in a share of 29.4% from employment in the private non-agricultural sector, 14.8% - from pension, 13.3% - from employment in the non-agricultural public sector and 10.8 % - transfers from abroad.

Table 3. Sources of income of respondents and household heads

	% respondents	% head of the household
Self-employed in the agricultural sector (Farmer, land share)	1,1%	1,5%
Employed in the Public sector (state) in agriculture	1,1%	1,6%
Employed in the Private Sector in agriculture	1,6%	3,1%
Entrepreneur	1,7%	3,1%
Self-employed in the non-agricultural sector	2,2%	2,8%
Employed in the Public sector (state) in the non-agricultural sector	12,3%	12,3%
Employed in the Private sector in the non-agricultural sector	16,8%	26,9%
Independent professional activity	3,5%	5,6%
Unemployment allowance	0,8%	0,8%
Pension	27,6%	20,3%
Social allowances	6,0%	0,8%
Aids from children / relatives	3,6%	0,9%
Transfers from abroad	7,4%	9,6%
Other	5,6%	4,9%
I have no source of income	14,6%	7,6%
DK/NO	1,4%	2,2%

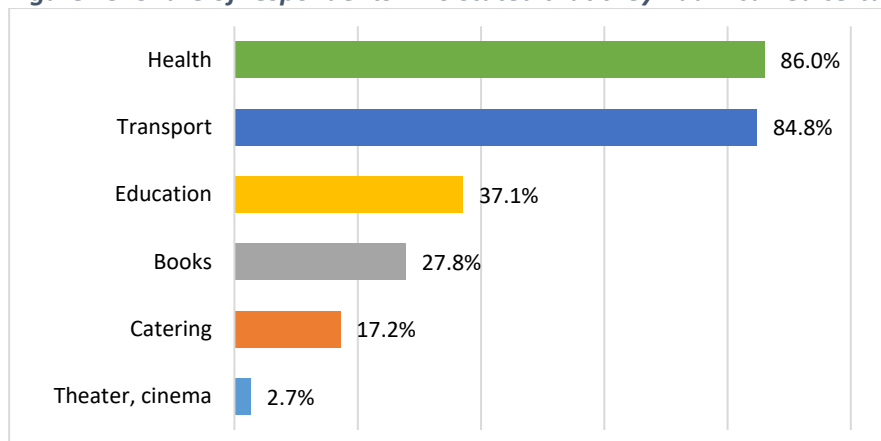
The distribution of respondents according to the size of the family's monthly income is concentrated in two major groups. Thus, 29.8% of households have incomes higher than 6 thousand MDL, others 28.6% in the range of 1000-3000 MDL.

Figure 44. Distribution of respondents according to the monthly income of the family



Expenditures on transport and health care are universal, with the vast majority of respondents stating that they have incurred such expenditure in the last 12 months (84.8% and 86.0% respectively). Also, expenditures on education would be universal (37.1%), which are related to the presence of children of that age. Fewer households incurred expenses for the purchase of books but also leisure activities, restaurants, cafes, visits to the theater, cinema, and circus.

Figure 45. Share of respondents who stated that they had incurred certain expenses



Almost 2/3 of the respondents stated that they have a separate house, and 32.0% - a separate apartment.

Dwellings are built of different materials, one of five being built of concrete, 38.6% of bricks and 34.6% of clay. Most of the houses (81.3%) were built before 1991.

Table 4. Distribution of respondents according to housing characteristics

Type of your dwelling	Separate apartment	32,0%
	A room in an apartment	0,9%
	Separate house	65,5%
	Part of the house	1,7%
	DK/NO	0,0%
Building materials from which the dwelling is built	Concrete, monolith blocks, panels	24,4%
	Bricks, limestone, pressed blocks	38,6%
	Straw bricks, clay	34,6%
	DK/NO	2,4%
When the house was built	Before 1991	81,3%
	After 1991	16,0%
	DK/NO	2,7%
Number of rooms occupied by the respondent	1	13,1%
	2	35,2%
	3	26,7%
	4	15,7%
	5 and more	9,0%
	DK/NO	0,3%

Dwellings that do not have a connection to the aqueduct (13.5%), the rest being connected, having an access point in the house or in the yard.

Over a third of dwellings (44.6%) are connected to a centralized sewerage system, a considerable share reporting their own improvised system (37.6%). Only half of the houses have a toilet inside. Only one of six households is connected to central heating.

Table 1. Access to basic amenities

Connection to the aqueduct	Yes, with access point inside the house	70,9%
	Yes, with access to the yard	37,2%
	It is not connected	17,4%
Connection to sewer	Centralized sewerage system	38,2%
	Local / own sewerage system	37,4%
	It is not connected	24,3%
Location of the toilet	Inside the house	54,3%
	In the yard	60,4%
	We don't have a toilet	0,4%
Home heating type	Central heating	21,7%
	Autonomous heating	77,4%
	No heating	0,9%
Home heating source	Natural gases	26,5%
	Coal, wood, fuel oil	80,2%
	Electricity	0,8%

The availability of goods in the home was also assessed. The majority of respondents, 96.2%, stated that they have a TV, 96.6% - have a fridge / freezer, over 90% have a mobile phone and 77.7% a home phone, 85.9% of the respondents have a washing machine. Only 36.6% of the respondents in the study have a car.

TV	96,2%
Natural gas	59,8%
Car	36,6%
Home phone	77,7%
Mobile Phone (GSM)	91,4%
Automatic washing machine	85,9%
Video cassette player	9,6%
Cable TV	72,6%
Satellite TV antenna	13,2%
Fridge / freezer	96,6%

Conclusions

Internet equipment and use

The research concludes that the endowment of households with computers is decreasing, which is due to the transition to other types of devices (phone, tablets, laptop).

Internet penetration is on an upward trend. The presence of computers in households and internet access varies depending on age, residence area, level of education, household income.

More than half of the respondents used a computer in the last 12 months (by about 7% less than in 2019), while the Internet was used by three out of four citizens. More and more citizens are accessing the internet through mobile phones and other mobile access equipment.

Socializing and leisure remain the main purposes of using the internet. **On the other hand, information about and access to public services as purposes / reasons for using the Internet are increasing compared to previous studies.**

e-Government

The level of knowledge of the Reform of Modernization of government services, as well as of e-Government does not register different values from the previous years, informing the general public remaining a priority.

Reducing the number of visits required to obtain the service and eliminating corruption are the main benefits anticipated by citizens following the Reform of Modernization of government services. More than two thirds of respondents anticipate benefits as a result of the e-Government process, with a small increase compared to 2016.

The low level of information and understanding of e-Government are factors that directly influence the level of confidence in the quality and safety of online services, so a considerable part of the surveyed citizens express distrust of the quality and safety of electronic services (19.4% and respectively 37.0% gave scores of 1 or 2).

Access to electronic public services

Despite certain doses of distrust (suspicions), most respondents say they are willing and open to use electronic services, their share increasing considerably compared to 2016, but more modest compared to 2019. We admit that this is due to the conditions of self-isolation and social distance that marked the year 2020.

Being forced to choose between the two ways of accessing a service - online or offline, more than half of the respondents claim that they would choose to access the public service online.

In the event of receiving public services online, more than a third of respondents are defined as independent users, another third partially assisted users and 22% - users who need full support by delegation.

The access rate of electronic public services represents 38.2% compared to the population that has benefited from the last 12 months of public services in general (both online and offline) and 16.3%

compared to internet users. The access rate of electronic public services is higher among young people, urban dwellers, with higher education, higher income level.

Compared to previous studies, the access rate of electronic public services is constantly increasing, increasing by almost nine percent compared to 2016 and by about 1% compared to 2019.

Most of the electronic public services are still accessed mainly through the web pages of the relevant institutions, instead of the Public Services Portal. As a device, about half of the services were accessed mainly through the computer, the other half through the mobile phone. All trends suggest that in the future the rate of access to services by phone will be constantly increasing.

Satisfaction with the quality of electronic public services

Overall, 1 of 4 citizens, in the last 12 months prior to the study, have benefited from certain public services, irrespective of the type of access (online or offline). There is a higher level of satisfaction with the service received if the citizen has accessed this service online, especially in the case of services accessed through the Public Services Portal (www.servicii.gov.md).

About 4% of citizens who accessed public services found themselves in situations to express complaints or come up with suggestions on how the service is provided, the level of response and speed of response received satisfactory scores, each second respondent declaring their satisfaction.

Excerpt from the Project Results Matrix

Modernization of Government Services

Perception, assimilation and support indicators (measurable through the Annual National Survey)

Update December, 2020

Project Development Objective: Improvement of the access, efficiency and quality of selected government administrative services.									
Indicators of the Project Development Objectives		Basic value	Target Year 1	Actual Year 1	Target Year 2	Actual Year 2	Target Year 3	Target Year 4	Final Target
The share of persons who have accessed electronic services in the last 12 months, of which: <ul style="list-style-type: none"> • % women • low-income groups (the poorest 40%) 	general	24%	27%	27.9%	32%	32%	37%	43%	50%
	women	49.5%	49.5%	61.4%	49.5%	53.6%	49.5%	49.5%	49.5%
	low-income groups (the poorest 40%)	6%	6%	18.4%	10%	14,0%	15%	20%	25%
Share of citizens satisfied with the quality of the response to their feedback by government administrative service providers	general					49.4% (baseline)			

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Table 1. Sample structure

		Number	%
Total		3056	100,0%
Gender of the respondent:	Male	1370	44,4%
	Female	1686	55,6%
Age of the respondent:	18-29 years	491	17,6%
	30-44 years	860	31,1%
	45-59 years	741	23,9%
	60 -74 years	905	27,4%
Area of residence:	Urban	1403	46,6%
	Rural	1653	53,4%
Level of education:	Incomplete secondary	592	19,6%
	General secondary	687	22,1%
	Secondary vocational	1164	37,7%
	Higher	609	20,7%
Computer availability:	Yes	1753	58,2%
	No	1303	41,8%
Internet connection:	Yes	2392	79,4%
	No	664	20,6%
Level of income:	Less than 3000 MDL	1072	38,0%
	3000-6000 MDL	774	28,5%
	Over 6000 MDL	874	33,5%

Table 2. Do you have a computer in the household?

		Number	Yes	No
Total		3056	58,2%	41,8%
Gender of the respondent:	Male	1370	59,5%	40,5%
	Female	1686	57,1%	42,9%
Age of the respondent:	18-29 years	491	66,1%	33,9%
	30-44 years	860	67,7%	32,3%
	45-59 years	741	60,6%	39,4%
	60 -74 years	905	39,5%	60,5%
Residence area:	Urban	1403	66,8%	33,2%
	Rural	1653	50,7%	49,3%
Level of education:	Incomplete secondary	592	35,1%	64,9%
	General secondary	687	50,9%	49,1%
	Secondary vocational	1164	59,6%	40,4%
	Higher	609	85,5%	14,5%
Computer availability:	Yes	1753	100,0%	
	No	1303		100,0%
Internet connection:	Yes	2392	72,7%	27,3%
	No	664	2,5%	97,5%
Level of income:	Less than 3000 MDL	1072	33,2%	66,8%
	3000-6000 MDL	774	61,8%	38,2%
	Over 6000 MDL	874	81,4%	18,6%

Table 3. How many computers do you have in the household?

		Number	Average	Median	Maximum	Minimum	Stdeviation
Total		1753	1,1	1	1	6	0,4
Gender of the respondent:	Male	809	1,1	1	1	6	0,4
	Female	944	1,1	1	1	4	0,4
Age of the respondent:	18-29 years	325	1,1	1	1	4	0,4
	30-44 years	582	1,1	1	1	4	0,4
	45-59 years	448	1,1	1	1	6	0,4
	60 -74 years	358	1,1	1	1	5	0,3
Residence area:	Urban	926	1,2	1	1	5	0,5
	Rural	827	1,1	1	1	6	0,3
Level of education:	Incomplete secondary	205	1,1	1	1	3	0,3
	General secondary	343	1,1	1	1	4	0,3
	Secondary vocational	687	1,1	1	1	4	0,3
	Higher	517	1,2	1	1	6	0,5
Computer availability:	Yes	1753	1,1	1	1	6	0,4
	No						
Internet connection:	Yes	1737	1,1	1	1	6	0,4
	No	16	1,1	1	1	2	0,2
Level of income:	Less than 3000 MDL	352	1,0	1	1	4	0,3
	3000-6000 MDL	478	1,0	1	1	3	0,2
	Over 6000 MDL	710	1,2	1	1	6	0,5

Table 4. Why do you not have a computer in your household?

		Number	I have nothing to do with the computer	I don't have the necessary knowledge to work on a computer	I don't have money to buy it	We have no power supply	We don't have Internet	Other	We don't need it, we use another device	It has failed	DK/NO
Total		1303	41,2%	16,1%	55,6%	1,1%	7,4%	1,2%	1,7%	2,2%	1,4%
Gender of the respondent:	Male	561	45,3%	14,9%	51,5%	0,7%	8,2%	1,1%	2,8%	1,5%	1,7%
	Female	742	38,2%	17,0%	58,7%	1,5%	6,8%	1,2%	0,9%	2,7%	1,1%
Age of the respondent:	18-29 years	166	47,7%	3,7%	44,5%		4,6%		5,7%	2,9%	1,2%
	30-44 years	278	38,6%	7,7%	59,4%	0,7%	5,3%	2,1%	1,9%	3,2%	1,4%
	45-59 years	293	38,0%	21,6%	60,5%	2,1%	6,1%	1,8%	1,0%	2,4%	1,3%
	60 -74 years	547	43,2%	23,2%	54,3%	1,1%	10,4%	0,7%	0,5%	0,9%	1,5%
Residence area:	Urban	477	48,8%	15,2%	44,4%	0,8%	7,9%	1,1%	2,8%	2,1%	1,4%
	Rural	826	36,8%	16,6%	62,2%	1,3%	7,1%	1,2%	1,0%	2,3%	1,3%
Level of education:	Incomplete secondary	387	32,9%	17,6%	66,6%	0,8%	8,8%	1,5%	0,6%	1,9%	0,8%
	General secondary	344	46,4%	15,4%	51,3%	0,3%	8,1%	0,6%	1,7%	2,0%	1,4%
	Secondary vocational	477	42,8%	16,2%	53,6%	1,8%	5,9%	1,3%	1,5%	2,6%	2,1%
	Higher	92	50,0%	11,5%	36,0%	2,0%	6,2%	1,2%	7,1%	2,3%	
Computer availability:	Yes										
	No	1303	41,2%	16,1%	55,6%	1,1%	7,4%	1,2%	1,7%	2,2%	1,4%
Internet connection:	Yes	654	42,7%	10,2%	51,1%	0,7%	2,1%	1,1%	3,1%	4,1%	1,8%
	No	649	39,6%	22,5%	60,5%	1,5%	13,0%	1,3%	0,2%	0,1%	0,9%
Level of income:	Less than 3000 MDL	720	36,4%	16,6%	65,9%	1,4%	8,2%	0,8%	0,3%	1,2%	1,0%
	3000-6000 MDL	296	44,0%	19,8%	47,6%	1,3%	8,1%	1,0%	3,3%	2,3%	1,6%
	Over 6000 MDL	164	57,1%	3,6%	31,5%		4,0%	1,9%	3,4%	5,4%	1,2%

Table 5. Do you have Internet access at home?

		Number	Yes	No
Total		3056	79,4%	20,6%
Gender of the respondent:	Male	1370	79,8%	20,2%
	Female	1686	79,0%	21,0%
Age of the respondent:	18-29 years	491	94,9%	5,1%
	30-44 years	860	89,7%	10,3%
	45-59 years	741	79,9%	20,1%
	60 -74 years	905	56,3%	43,7%
Residence area:	Urban	1403	85,9%	14,1%
	Rural	1653	73,7%	26,3%
Level of education:	Incomplete secondary	592	61,4%	38,6%
	General secondary	687	75,5%	24,5%
	Secondary vocational	1164	82,7%	17,3%
	Higher	609	94,7%	5,3%
Computer availability:	Yes	1753	99,1%	0,9%
	No	1303	51,9%	48,1%
Internet connection:	Yes	2392	100,0%	
	No	664		100,0%
Level of income:	Less than 3000 MDL	1072	57,7%	42,3%
	3000-6000 MDL	774	83,3%	16,7%
	Over 6000 MDL	874	97,2%	2,8%

Table 6. Why don't you have internet access?

		Number	I don't have a computer	I don't have a mobile phone with Internet connection	There is no possibility to connect to the internet	Internet is too expensive for us	The available internet speed is too slow	Other	We don't need internet	DK/NO
Total		664	63,3%	12,5%	15,9%	38,9%	0,7%	1,0%	4,0%	1,2%
Gender of the respondent:	Male	287	65,3%	12,9%	13,0%	37,6%	1,0%	1,5%	5,4%	0,7%
	Female	377	61,8%	12,2%	18,1%	39,9%	0,5%	0,6%	2,8%	1,6%
Age of the respondent:	18-29 years	24	70,8%	8,3%	12,7%	54,5%				
	30-44 years	89	64,0%	12,2%	15,9%	36,1%	1,1%	2,4%	3,3%	
	45-59 years	151	60,1%	16,1%	17,9%	38,5%	1,9%	0,7%	4,4%	2,1%
	60 -74 years	395	64,5%	11,6%	14,9%	38,7%	0,2%	0,8%	4,3%	1,3%
Residence area:	Urban	214	66,8%	13,5%	14,0%	37,0%		1,1%	2,8%	1,4%
	Rural	450	61,7%	12,0%	16,8%	39,8%	1,1%	0,9%	4,5%	1,1%
Level of education:	Incomplete secondary	236	63,2%	12,2%	15,9%	38,8%	0,8%	0,5%	4,1%	0,4%
	General secondary	177	65,5%	9,6%	13,2%	39,3%		1,1%	5,0%	1,2%
	Secondary vocational	213	61,7%	16,1%	18,6%	39,6%	0,9%	1,5%	3,2%	1,9%
	Higher	36	60,8%	8,1%	14,3%	35,9%	2,8%		2,7%	2,7%
Computer availability:	Yes	16	7,5%	5,4%	35,4%	67,7%	11,5%	7,5%		
	No	648	64,8%	12,7%	15,4%	38,2%	0,5%	0,8%	4,1%	1,2%
Internet connection:	Yes									
	No	664	63,3%	12,5%	15,9%	38,9%	0,7%	1,0%	4,0%	1,2%
Level of income:	Less than 3000 MDL	464	63,5%	11,8%	17,0%	39,5%	0,7%	0,4%	3,3%	1,0%
	3000-6000 MDL	135	63,3%	12,6%	13,9%	36,0%	0,7%	1,4%	4,3%	1,5%
	Over 6000 MDL	26	50,8%	12,0%	12,0%	33,2%		8,7%	8,0%	3,7%

Table 7. Indicate the basic type of access of your household to the Internet:

		Number	3G (connection through a portable stick)	Optical fiber (connection that allows data transfer at very high speeds)	ADSL (connection through a modem connected to the telephone line, which allows the simultaneous use of both services)	Wi-Fi (wireless connection) to a source outside the household	Mobile phone	DK/NO
Total		2392	4,7%	18,4%	24,8%	40,0%	10,9%	1,2%
Gender of the respondent:	Male	1083	4,3%	21,2%	22,7%	40,7%	9,8%	1,3%
	Female	1309	5,0%	16,2%	26,5%	39,4%	11,8%	1,2%
Age of the respondent:	18-29 years	467	5,8%	15,6%	13,9%	52,8%	11,8%	
	30-44 years	771	5,0%	20,8%	22,5%	41,7%	9,7%	0,4%
	45-59 years	590	4,3%	18,7%	30,5%	33,4%	11,3%	1,8%
	60 -74 years	510	3,8%	17,7%	34,7%	28,6%	11,6%	3,7%
Residence area:	Urban	1189	5,1%	22,2%	15,3%	46,4%	9,9%	1,1%
	Rural	1203	4,2%	14,6%	34,5%	33,4%	12,0%	1,4%
Level of education:	Incomplete secondary	356	3,9%	12,9%	31,4%	33,8%	16,5%	1,5%
	General secondary	510	4,0%	15,5%	25,4%	40,7%	12,8%	1,6%
	Secondary vocational	951	6,0%	17,6%	27,2%	37,1%	10,6%	1,5%
	Higher	573	3,7%	25,7%	16,5%	47,4%	6,4%	0,3%
Computer availability:	Yes	1737	4,9%	20,7%	28,2%	41,6%	3,5%	1,2%
	No	655	4,2%	12,4%	15,7%	35,6%	30,7%	1,4%
Internet connection:	Yes	2392	4,7%	18,4%	24,8%	40,0%	10,9%	1,2%
	No							
Level of income:	Less than 3000 MDL	608	5,6%	12,3%	30,4%	31,9%	18,1%	1,6%
	3000-6000 MDL	639	4,9%	17,7%	30,6%	36,5%	8,8%	1,4%
	Over 6000 MDL	848	3,7%	21,6%	16,0%	50,4%	7,3%	1,0%

Table 8. Regardless of location, have you used in the last 12 months?

		Number	Computer		Internet	
			Yes	No	Yes	No
Total		3056	55,0%	45,0%	74,8%	25,2%
Gender of the respondent:	Male	1370	54,7%	45,3%	74,0%	26,0%
	Female	1686	55,2%	44,8%	75,5%	24,5%
Age of the respondent:	18-29 years	491	72,1%	27,9%	96,0%	4,0%
	30-44 years	860	68,6%	31,4%	88,9%	11,1%
	45-59 years	741	53,3%	46,7%	74,4%	25,6%
	60 -74 years	905	28,9%	71,1%	44,2%	55,8%
Residence area:	Urban	1403	65,4%	34,6%	83,5%	16,5%
	Rural	1653	45,9%	54,1%	67,2%	32,8%
Level of education:	Incomplete secondary	592	30,4%	69,6%	55,0%	45,0%
	General secondary	687	43,8%	56,2%	67,5%	32,5%
	Secondary vocational	1164	57,4%	42,6%	78,5%	21,5%
	Higher	609	86,1%	13,9%	94,7%	5,3%
Computer availability:	Yes	1753	85,4%	14,6%	92,0%	8,0%
	No	1303	12,6%	87,4%	50,9%	49,1%
Internet connection:	Yes	2392	68,3%	31,7%	91,4%	8,6%
	No	664	3,7%	96,3%	10,7%	89,3%
Level of income:	Less than 3000 MDL	1072	28,5%	71,5%	52,1%	47,9%
	3000-6000 MDL	774	57,9%	42,1%	77,9%	22,1%
	Over 6000 MDL	874	80,6%	19,4%	94,9%	5,1%

Table 9. Where have you accessed the Internet in the last 12 months?

		Number	At home			At friends, acquaintances			At school, college, university (free)		
			Yes	No	DK/NO	Yes	No	DK/NO	Yes	No	DK/NO
Total		2239	96,6%	3,4%	0,0%	44,3%	55,6%	0,1%	9,9%	89,9%	0,2%
Gender of the respondent:	Male	994	96,2%	3,7%	0,1%	48,5%	51,4%	0,1%	10,9%	88,9%	0,2%
	Female	1245	96,9%	3,1%		41,0%	58,9%	0,2%	9,1%	90,7%	0,2%
Age of the respondent:	18-29 years	472	96,4%	3,6%		66,6%	33,4%		24,1%	75,9%	
	30-44 years	764	97,4%	2,6%		46,8%	53,0%	0,1%	4,4%	95,3%	0,3%
	45-59 years	548	96,3%	3,5%	0,2%	34,0%	65,8%	0,2%	3,9%	95,9%	0,2%
	60 -74 years	400	95,2%	4,8%		17,1%	82,6%	0,3%	1,7%	98,0%	0,3%
Residence area:	Urban	1151	97,0%	2,9%	0,1%	50,2%	49,6%	0,2%	12,4%	87,3%	0,3%
	Rural	1088	96,2%	3,8%		37,9%	62,1%		7,2%	92,8%	
Level of education:	Incomplete secondary	315	94,1%	5,7%	0,3%	40,5%	59,2%	0,3%	7,8%	91,9%	0,3%
	General secondary	452	95,8%	4,2%		43,7%	56,3%		12,3%	87,7%	
	Secondary vocational	897	96,6%	3,4%		43,6%	56,4%		8,1%	91,8%	0,1%
	Higher	573	98,8%	1,2%		48,0%	51,7%	0,3%	12,0%	87,7%	0,3%
Computer availability:	Yes	1600	99,4%	0,6%	0,1%	44,0%	55,9%	0,2%	11,2%	88,6%	0,2%
	No	639	89,6%	10,4%		45,1%	54,9%		6,7%	93,3%	
Internet connection:	Yes	2171	98,2%	1,8%	0,0%	44,3%	55,6%	0,1%	10,0%	89,8%	0,2%
	No	68	44,8%	55,2%		43,9%	56,1%		5,8%	94,2%	
Level of income:	Less than 3000 MDL	545	93,2%	6,8%		34,9%	65,1%		5,7%	94,3%	
	3000-6000 MDL	593	96,2%	3,7%	0,2%	40,3%	59,3%	0,3%	8,8%	90,8%	0,5%
	Over 6000 MDL	826	98,3%	1,7%		53,5%	46,4%	0,1%	12,5%	87,3%	0,1%

Table 10. Where have you accessed the Internet in the last 12 months?

		Number	At work			Anywhere through mobile phone			Anywhere through other mobile Internet access device (notebook with Wi-Fi, 3G modem, etc.)		
			Yes	No	DK/NO	Yes	No	DK/NO	Yes	No	DK/NO
Total		2239	37,1%	62,8%	0,1%	78,2%	21,6%	0,2%	45,1%	54,7%	0,1%
Gender of the respondent:	Male	994	43,8%	56,1%	0,1%	80,2%	19,7%	0,1%	46,9%	53,0%	0,1%
	Female	1245	31,8%	68,1%	0,1%	76,6%	23,2%	0,2%	43,7%	56,1%	0,2%
Age of the respondent:	18-29 years	472	40,4%	59,6%		92,7%	7,3%		60,0%	40,0%	
	30-44 years	764	48,2%	51,8%		86,0%	13,8%	0,3%	47,8%	52,0%	0,1%
	45-59 years	548	34,8%	65,0%	0,2%	72,1%	27,7%	0,2%	40,0%	59,9%	0,2%
	60 -74 years	400	14,2%	85,5%	0,3%	47,3%	52,5%	0,3%	21,8%	77,9%	0,3%
Residence area:	Urban	1151	48,6%	51,2%	0,2%	86,1%	13,5%	0,3%	50,9%	48,9%	0,2%
	Rural	1088	24,6%	75,4%		69,6%	30,4%		38,9%	61,1%	
Level of education:	Incomplete secondary	315	17,8%	81,9%	0,3%	73,0%	26,7%	0,3%	44,4%	55,3%	0,3%
	General secondary	452	23,9%	76,1%		74,8%	25,2%		45,7%	54,3%	
	Secondary vocational	897	36,3%	63,7%		76,6%	23,3%	0,1%	40,2%	59,8%	
	Higher	573	58,9%	41,0%	0,2%	86,0%	13,6%	0,3%	52,5%	47,2%	0,3%
Computer availability:	Yes	1600	41,0%	58,9%	0,1%	77,5%	22,2%	0,2%	46,4%	53,4%	0,2%
	No	639	27,2%	72,8%		79,9%	20,1%		41,8%	58,2%	
Internet connection:	Yes	2171	37,3%	62,6%	0,1%	78,6%	21,3%	0,2%	45,3%	54,5%	0,1%
	No	68	28,7%	71,3%		66,3%	33,7%		38,3%	61,7%	
Level of income:	Less than 3000 MDL	545	13,5%	86,5%		62,9%	37,1%		37,6%	62,4%	
	3000-6000 MDL	593	37,0%	62,7%	0,3%	74,5%	25,2%	0,3%	43,4%	56,3%	0,3%
	Over 6000 MDL	826	55,7%	44,3%		91,2%	8,5%	0,3%	54,7%	45,2%	0,1%

Table 11. How often have you used the Internet in the last 12 months, no matter where?

		Number	At least once a day	At least once a week	Less often than once a week
Total		2239	87,8%	11,0%	1,2%
Gender of the respondent:	Male	994	87,3%	11,5%	1,2%
	Female	1245	88,2%	10,7%	1,2%
Age of the respondent:	18-29 years	472	96,9%	2,7%	0,4%
	30-44 years	764	94,7%	4,8%	0,5%
	45-59 years	548	82,1%	15,9%	2,0%
	60 -74 years	400	66,0%	31,2%	2,7%
Residence area:	Urban	1151	92,4%	6,9%	0,7%
	Rural	1088	82,8%	15,5%	1,7%
Level of education:	Incomplete secondary	315	86,2%	12,5%	1,2%
	General secondary	452	83,5%	15,0%	1,4%
	Secondary vocational	897	85,2%	13,3%	1,5%
	Higher	573	95,7%	3,8%	0,5%
Computer availability:	Yes	1600	91,2%	8,1%	0,7%
	No	639	79,1%	18,5%	2,4%
Internet connection:	Yes	2171	89,2%	10,0%	0,9%
	No	68	42,9%	45,3%	11,7%
Level of income:	Less than 3000 MDL	545	77,7%	19,9%	2,4%
	3000-6000 MDL	593	85,4%	13,4%	1,3%
	Over 6000 MDL	826	95,8%	3,6%	0,6%

Table 12. You have used the Internet to ...

		Number	Obtaining general information about government organizations, public authorities, public institutions and the services they provide			Requesting public services provided by government institutions, e.g. applying for passport, identity card, requesting a certificate			Transmission of information to government institutions, e.g. submission of complaints, online notifications, participation in public consultations on normative acts		
			Yes	No	DK/NO	Yes	No	DK/NO	Yes	No	DK/NO
Total		2239	31,5%	68,1%	0,4%	14,3%	85,4%	0,4%	8,2%	91,4%	0,4%
Gender of the respondent:	Male	994	33,6%	66,0%	0,4%	16,5%	83,0%	0,5%	9,5%	90,0%	0,5%
	Female	1245	29,9%	69,8%	0,3%	12,6%	87,2%	0,2%	7,1%	92,6%	0,3%
Age of the respondent:	18-29 years	472	40,0%	59,6%	0,4%	22,7%	77,1%	0,2%	11,5%	88,3%	0,2%
	30-44 years	764	36,7%	63,1%	0,3%	18,7%	80,8%	0,5%	9,7%	89,8%	0,5%
	45-59 years	548	25,3%	74,5%	0,2%	8,4%	91,4%	0,2%	5,5%	94,2%	0,4%
	60 -74 years	400	16,3%	82,9%	0,8%	2,7%	96,8%	0,5%	3,5%	96,0%	0,5%
Residence area:	Urban	1151	39,3%	60,3%	0,4%	21,8%	77,7%	0,5%	11,5%	88,0%	0,5%
	Rural	1088	23,0%	76,7%	0,3%	6,1%	93,7%	0,2%	4,6%	95,1%	0,3%
Level of education:	Incomplete secondary	315	14,6%	85,1%	0,3%	6,3%	93,5%	0,3%	3,0%	96,7%	0,3%
	General secondary	452	28,0%	72,0%		10,5%	89,5%		6,8%	93,2%	
	Secondary vocational	897	24,5%	75,1%	0,3%	8,0%	91,6%	0,3%	4,6%	95,0%	0,5%
	Higher	573	54,0%	45,4%	0,7%	31,1%	68,2%	0,7%	17,6%	81,8%	0,7%
Computer availability:	Yes	1600	36,5%	63,2%	0,3%	16,5%	83,1%	0,4%	10,1%	89,5%	0,4%
	No	639	18,9%	80,6%	0,5%	8,7%	90,9%	0,3%	3,2%	96,3%	0,5%
Internet connection:	Yes	2171	32,2%	67,5%	0,4%	14,4%	85,2%	0,4%	8,2%	91,3%	0,4%
	No	68	8,9%	91,1%		9,2%	90,8%		5,5%	94,5%	
Level of income:	Less than 3000 MDL	545	14,3%	85,7%		3,6%	96,2%	0,2%	2,3%	97,7%	
	3000-6000 MDL	593	21,6%	77,8%	0,6%	10,6%	88,5%	0,8%	5,2%	93,8%	1,0%
	Over 6000 MDL	826	48,6%	51,0%	0,4%	23,9%	75,9%	0,2%	14,6%	85,0%	0,3%

Table 13. You have used the Internet to ...

		Number	Procurement or ordering of goods or services offered by economic agents			Obtaining information about health and medical services provided by public medical institutions			Obtaining information about health and medical services provided by private medical institutions		
			Yes	No	DK/NO	Yes	No	DK/NO	Yes	No	DK/NO
Total		2239	38,1%	61,8%	0,1%	41,0%	58,8%	0,2%	37,1%	62,7%	0,2%
Gender of the respondent:	Male	994	42,4%	57,5%	0,2%	36,7%	63,1%	0,2%	34,2%	65,6%	0,2%
	Female	1245	34,7%	65,2%	0,1%	44,4%	55,4%	0,2%	39,4%	60,4%	0,2%
Age of the respondent:	18-29 years	472	47,0%	53,0%		50,8%	49,0%	0,2%	47,2%	52,6%	0,2%
	30-44 years	764	45,2%	54,7%	0,1%	47,9%	52,0%	0,1%	45,3%	54,6%	0,1%
	45-59 years	548	32,0%	67,8%	0,2%	33,1%	66,7%	0,2%	28,9%	70,9%	0,2%
	60 -74 years	400	16,4%	83,4%	0,3%	21,6%	78,1%	0,3%	15,3%	84,4%	0,3%
Residence area:	Urban	1151	48,9%	51,0%	0,1%	50,0%	49,9%	0,1%	45,9%	54,0%	0,1%
	Rural	1088	26,4%	73,5%	0,2%	31,3%	68,5%	0,3%	27,6%	72,1%	0,3%
Level of education:	Incomplete secondary	315	21,8%	78,0%	0,3%	25,2%	74,5%	0,3%	23,1%	76,6%	0,3%
	General secondary	452	30,3%	69,7%		33,2%	66,5%	0,2%	29,1%	70,7%	0,2%
	Secondary vocational	897	34,6%	65,2%	0,2%	37,7%	62,0%	0,2%	32,8%	67,0%	0,2%
	Higher	573	58,4%	41,6%		60,5%	39,5%		57,4%	42,6%	
Computer availability:	Yes	1600	43,9%	56,1%	0,1%	45,9%	54,1%	0,1%	41,9%	58,0%	0,1%
	No	639	23,5%	76,2%	0,3%	28,7%	70,8%	0,5%	25,0%	74,5%	0,5%
Internet connection:	Yes	2171	38,7%	61,2%	0,1%	41,5%	58,3%	0,2%	37,7%	62,1%	0,2%
	No	68	17,3%	82,7%		24,5%	75,5%		16,4%	83,6%	
Level of income:	Less than 3000 MDL	545	19,3%	80,7%		24,6%	75,4%		17,8%	82,2%	
	3000-6000 MDL	593	28,6%	70,9%	0,5%	34,0%	65,5%	0,5%	30,7%	68,8%	0,5%
	Over 6000 MDL	826	55,7%	44,3%		57,5%	42,5%		54,9%	45,1%	

Table 14. You have used the Internet to ...

		Number	Obtaining information about cultural institutions and their activities (e.g. programs of theaters, cinemas, museums, concert halls, etc.)			Sending or receiving messages by e-mail			Internet / VoIP phone calls		
			Yes	No	DK/NO	Yes	No	DK/NO	Yes	No	DK/NO
Total		2239	25,5%	74,1%	0,4%	54,4%	45,4%	0,3%	57,1%	42,7%	0,2%
Gender of the respondent:	Male	994	27,7%	71,9%	0,4%	55,7%	44,0%	0,3%	57,6%	42,2%	0,2%
	Female	1245	23,8%	75,9%	0,3%	53,3%	46,4%	0,2%	56,6%	43,2%	0,2%
Age of the respondent:	18-29 years	472	37,5%	62,3%	0,2%	74,2%	25,8%		66,2%	33,8%	
	30-44 years	764	30,3%	69,3%	0,4%	65,2%	34,4%	0,4%	58,1%	41,6%	0,3%
	45-59 years	548	15,4%	84,2%	0,4%	39,0%	60,8%	0,2%	52,7%	47,1%	0,2%
	60 -74 years	400	8,3%	91,2%	0,5%	21,1%	78,4%	0,5%	46,3%	53,5%	0,3%
Residence area:	Urban	1151	33,7%	65,7%	0,5%	69,7%	30,1%	0,2%	62,8%	37,1%	0,2%
	Rural	1088	16,6%	83,2%	0,2%	37,7%	61,9%	0,4%	50,9%	48,9%	0,2%
Level of education:	Incomplete secondary	315	13,2%	86,5%	0,3%	37,9%	61,1%	1,0%	51,4%	48,4%	0,3%
	General secondary	452	20,5%	79,3%	0,2%	47,5%	52,3%	0,2%	56,7%	43,3%	
	Secondary vocational	897	18,1%	81,5%	0,3%	46,0%	53,8%	0,2%	53,4%	46,4%	0,2%
	Higher	573	47,2%	52,2%	0,5%	81,4%	18,6%		66,1%	33,7%	0,2%
Computer availability:	Yes	1600	30,1%	69,6%	0,4%	59,7%	40,2%	0,1%	59,4%	40,5%	0,1%
	No	639	14,1%	85,6%	0,3%	40,9%	58,4%	0,7%	51,1%	48,4%	0,5%
Internet connection:	Yes	2171	26,0%	73,6%	0,4%	55,1%	44,6%	0,3%	57,1%	42,7%	0,2%
	No	68	9,1%	90,9%		29,8%	70,2%		55,2%	44,8%	
Level of income:	Less than 3000 MDL	545	8,9%	91,1%		25,8%	73,8%	0,4%	47,3%	52,7%	
	3000-6000 MDL	593	16,2%	83,0%	0,8%	46,2%	53,1%	0,7%	55,4%	44,1%	0,5%
	Over 6000 MDL	826	42,8%	56,9%	0,3%	79,8%	20,2%		67,2%	32,8%	

Table 15. You have used the Internet to ...

		Number	Chat discussions (Skype, Messenger)			Use of social networks (Facebook, Odnoklassniki, Twitter)			Posting (displaying, disseminating) information through personal web pages		
			Yes	No	DK/NO	Yes	No	DK/NO	Yes	No	DK/NO
Total		2239	92,5%	7,3%	0,2%	89,4%	10,5%	0,1%	41,1%	58,5%	0,3%
Gender of the respondent:	Male	994	91,6%	8,2%	0,2%	88,0%	11,8%	0,2%	40,6%	59,0%	0,4%
	Female	1245	93,2%	6,6%	0,2%	90,4%	9,5%	0,1%	41,5%	58,2%	0,3%
Age of the respondent:	18-29 years	472	96,6%	3,4%		97,7%	2,3%		58,3%	41,5%	0,2%
	30-44 years	764	94,4%	5,4%	0,1%	95,7%	4,1%	0,1%	45,6%	54,3%	0,1%
	45-59 years	548	89,1%	10,5%	0,4%	85,7%	14,1%	0,2%	31,5%	68,0%	0,5%
	60 -74 years	400	87,5%	12,0%	0,5%	68,3%	31,4%	0,3%	18,4%	80,9%	0,8%
Residence area:	Urban	1151	94,9%	5,1%	0,1%	92,4%	7,5%	0,1%	46,1%	53,8%	0,2%
	Rural	1088	89,9%	9,7%	0,4%	86,0%	13,8%	0,2%	35,8%	63,7%	0,5%
Level of education:	Incomplete secondary	315	89,7%	10,0%	0,3%	88,9%	10,8%	0,3%	38,9%	60,5%	0,6%
	General secondary	452	91,0%	8,8%	0,2%	86,3%	13,7%		37,3%	62,5%	0,2%
	Secondary vocational	897	92,3%	7,4%	0,2%	88,0%	11,8%	0,2%	36,0%	63,5%	0,4%
	Higher	573	95,3%	4,5%	0,1%	94,2%	5,8%		53,0%	46,9%	0,2%
Computer availability:	Yes	1600	94,2%	5,7%	0,1%	91,7%	8,3%	0,1%	44,5%	55,2%	0,3%
	No	639	88,2%	11,3%	0,5%	83,5%	16,2%	0,3%	32,8%	66,8%	0,5%
Internet connection:	Yes	2171	92,9%	6,9%	0,2%	89,9%	10,0%	0,1%	41,5%	58,1%	0,4%
	No	68	79,4%	20,6%		72,9%	27,1%		28,3%	71,7%	
Level of income:	Less than 3000 MDL	545	86,2%	13,8%		79,9%	20,1%		28,8%	71,0%	0,2%
	3000-6000 MDL	593	93,1%	6,3%	0,6%	88,9%	10,6%	0,5%	37,6%	61,7%	0,6%
	Over 6000 MDL	826	97,0%	2,9%	0,1%	95,8%	4,2%		51,1%	48,8%	0,1%

Table 16. You have used the Internet to ...

		Number	Procurement or ordering of goods or services offered by economic agents / private companies			Carrying out banking operations via the Internet			Training and education activities		
			Yes	No	DK/NO	Yes	No	DK/NO	Yes	No	DK/NO
Total		2239	44,8%	55,1%	0,2%	36,8%	63,1%	0,1%	45,5%	54,1%	0,4%
Gender of the respondent:	Male	994	47,5%	52,2%	0,3%	39,6%	60,2%	0,2%	42,3%	57,3%	0,4%
	Female	1245	42,6%	57,3%	0,1%	34,6%	65,3%	0,1%	48,1%	51,6%	0,3%
Age of the respondent:	18-29 years	472	64,1%	35,9%		51,1%	48,9%		57,4%	42,2%	0,4%
	30-44 years	764	53,3%	46,4%	0,3%	48,0%	51,9%	0,1%	56,8%	42,8%	0,4%
	45-59 years	548	32,6%	67,2%	0,2%	22,7%	77,1%	0,2%	33,3%	66,6%	0,2%
	60 -74 years	400	14,8%	85,0%	0,3%	11,5%	88,2%	0,3%	18,7%	80,8%	0,5%
Residence area:	Urban	1151	57,0%	42,8%	0,2%	51,8%	48,1%	0,1%	50,3%	49,2%	0,5%
	Rural	1088	31,4%	68,4%	0,2%	20,6%	79,2%	0,2%	40,4%	59,4%	0,2%
Level of education:	Incomplete secondary	315	27,8%	71,9%	0,3%	17,2%	82,5%	0,3%	36,1%	63,3%	0,6%
	General secondary	452	36,0%	64,0%		27,4%	72,6%		40,3%	59,7%	
	Secondary vocational	897	41,9%	57,7%	0,3%	28,5%	71,2%	0,2%	40,4%	59,3%	0,3%
	Higher	573	65,1%	34,9%		67,2%	32,8%		62,6%	36,9%	0,5%
Computer availability:	Yes	1600	50,4%	49,5%	0,1%	41,8%	58,1%	0,1%	50,2%	49,5%	0,4%
	No	639	30,5%	69,1%	0,3%	24,2%	75,5%	0,3%	33,9%	65,8%	0,3%
Internet connection:	Yes	2171	45,7%	54,1%	0,2%	37,5%	62,4%	0,1%	46,1%	53,5%	0,4%
	No	68	14,2%	85,8%		15,2%	84,8%		25,1%	74,9%	
Level of income:	Less than 3000 MDL	545	23,8%	76,2%		14,2%	85,8%		24,1%	75,9%	
	3000-6000 MDL	593	36,5%	62,8%	0,7%	27,5%	72,0%	0,5%	43,6%	55,6%	0,8%
	Over 6000 MDL	826	63,7%	36,3%		59,2%	40,8%		57,9%	41,9%	0,2%

Table 17. You have used the Internet to ...

		Number	Viewing and / or downloading digital content for recreational purposes (games, texts, pictures, books, music, movies)			Downloading programs (software)			Online reading of news, newspapers, magazines		
			Yes	No	DK/NO	Yes	No	DK/NO	Yes	No	DK/NO
Total		2239	72,6%	27,2%	0,2%	37,9%	61,8%	0,3%	63,5%	36,2%	0,2%
Gender of the respondent:	Male	994	76,4%	23,3%	0,3%	40,9%	58,7%	0,4%	65,5%	34,1%	0,4%
	Female	1245	69,6%	30,3%	0,1%	35,5%	64,2%	0,3%	62,0%	37,9%	0,1%
Age of the respondent:	18-29 years	472	85,8%	14,2%		57,6%	42,2%	0,2%	67,8%	32,0%	0,2%
	30-44 years	764	80,6%	19,2%	0,1%	45,7%	53,9%	0,4%	68,7%	31,1%	0,3%
	45-59 years	548	64,2%	35,4%	0,4%	21,6%	78,2%	0,2%	60,8%	39,1%	0,2%
	60 -74 years	400	45,8%	54,0%	0,3%	11,2%	88,0%	0,8%	49,4%	50,3%	0,3%
Residence area:	Urban	1151	79,4%	20,4%	0,2%	48,2%	51,4%	0,4%	72,1%	27,6%	0,3%
	Rural	1088	65,2%	34,6%	0,2%	26,6%	73,1%	0,3%	54,2%	45,6%	0,2%
Level of education:	Incomplete secondary	315	71,2%	28,5%	0,3%	30,2%	69,5%	0,3%	50,0%	49,8%	0,3%
	General secondary	452	66,3%	33,7%		33,0%	66,6%	0,4%	53,9%	46,1%	
	Secondary vocational	897	70,3%	29,5%	0,2%	30,6%	69,1%	0,3%	62,4%	37,1%	0,5%
	Higher	573	81,7%	18,1%	0,2%	56,9%	42,8%	0,3%	80,1%	19,9%	
Computer availability:	Yes	1600	76,8%	23,1%	0,1%	42,9%	56,8%	0,4%	67,7%	32,1%	0,1%
	No	639	61,9%	37,7%	0,3%	25,2%	74,4%	0,3%	53,0%	46,5%	0,5%
Internet connection:	Yes	2171	73,3%	26,5%	0,2%	38,3%	61,4%	0,4%	64,1%	35,7%	0,2%
	No	68	47,9%	52,1%		25,0%	75,0%		45,5%	54,5%	
Level of income:	Less than 3000 MDL	545	56,2%	43,8%		20,9%	78,8%	0,3%	48,0%	52,0%	
	3000-6000 MDL	593	69,4%	30,1%	0,5%	30,7%	68,5%	0,8%	61,0%	38,3%	0,7%
	Over 6000 MDL	826	83,2%	16,8%		55,6%	44,2%	0,1%	72,7%	27,2%	0,1%

Table 18. Please tell us, if you have heard of the Reform of Modernization of Government Services?

		Number	Yes, I've heard and know details	I've heard something, but I don't know much	I have not heard	DK/NO
Total		3056	6,7%	38,6%	54,2%	0,6%
Gender of the respondent:	Male	1370	7,6%	37,3%	54,6%	0,5%
	Female	1686	5,9%	39,5%	53,9%	0,7%
Age of the respondent:	18-29 years	491	8,5%	32,4%	58,9%	0,2%
	30-44 years	860	11,1%	42,2%	46,1%	0,6%
	45-59 years	741	5,6%	42,5%	51,3%	0,6%
	60 -74 years	905	1,7%	35,0%	62,3%	1,0%
Residence area:	Urban	1403	9,3%	37,7%	52,4%	0,6%
	Rural	1653	4,4%	39,3%	55,7%	0,6%
Level of education:	Incomplete secondary	592	1,5%	30,5%	66,8%	1,3%
	General secondary	687	2,3%	36,3%	61,1%	0,4%
	Secondary vocational	1164	5,4%	40,1%	53,8%	0,7%
	Higher	609	18,6%	46,1%	35,3%	
Computer availability:	Yes	1753	9,6%	45,0%	45,0%	0,4%
	No	1303	2,5%	29,6%	67,0%	0,9%
Internet connection:	Yes	2392	8,0%	42,4%	49,1%	0,5%
	No	664	1,4%	23,8%	73,9%	0,9%
Level of income:	Less than 3000 MDL	1072	1,8%	34,3%	63,0%	0,8%
	3000-6000 MDL	774	6,2%	42,1%	51,2%	0,4%
	Over 6000 MDL	874	12,0%	42,2%	45,1%	0,7%

Table 19. Using the rating scale from 1 (I don't understand) to 6 (I understand very well), please rate your level of understanding of the Reform of Modernization of Government Services?

		Number	1 - I don't understand	2	3	4	5	6 - I understand very well	DK/NO
Total		3056	31,0%	14,8%	20,2%	14,2%	9,5%	8,7%	1,7%
Gender of the respondent:	Male	1370	30,4%	15,1%	19,7%	14,7%	9,2%	9,2%	1,7%
	Female	1686	31,4%	14,6%	20,6%	13,7%	9,7%	8,3%	1,7%
Age of the respondent:	18-29 years	491	26,9%	11,3%	18,3%	16,9%	12,4%	13,0%	1,2%
	30-44 years	860	24,2%	13,4%	18,3%	17,0%	14,2%	12,1%	0,8%
	45-59 years	741	30,9%	16,3%	22,4%	14,0%	7,2%	7,5%	1,7%
	60 -74 years	905	41,4%	18,0%	21,3%	8,7%	4,1%	3,3%	3,1%
Residence area:	Urban	1403	28,1%	13,3%	18,7%	16,4%	12,0%	10,3%	1,1%
	Rural	1653	33,5%	16,2%	21,4%	12,2%	7,2%	7,2%	2,2%
Level of education:	Incomplete secondary	592	49,1%	16,1%	18,6%	6,7%	3,4%	4,2%	1,9%
	General secondary	687	35,9%	16,2%	18,6%	14,4%	6,7%	5,7%	2,5%
	Secondary vocational	1164	25,9%	16,4%	24,1%	16,1%	9,2%	6,6%	1,7%
	Higher	609	17,5%	9,4%	16,2%	17,4%	18,6%	20,1%	0,8%
Computer availability:	Yes	1753	21,8%	13,9%	21,2%	17,3%	13,3%	11,0%	1,5%
	No	1303	43,7%	16,2%	18,7%	9,8%	4,1%	5,4%	2,0%
Internet connection:	Yes	2392	24,7%	15,0%	20,7%	16,4%	11,4%	10,2%	1,5%
	No	664	55,1%	14,1%	18,2%	5,5%	1,8%	2,9%	2,4%
Level of income:	Less than 3000 MDL	1072	45,1%	17,1%	19,4%	8,9%	3,8%	3,8%	1,9%
	3000-6000 MDL	774	26,5%	18,4%	25,6%	12,0%	8,9%	7,0%	1,6%
	Over 6000 MDL	874	20,0%	9,9%	17,7%	20,5%	16,2%	15,0%	0,7%

Table 20. What do you think will be the main benefits of implementing the Reform of Modernization of Government Services?

		Number	Reducing the number of documents required	Shortening the time of delivery of public services	Reducing the costs of obtaining a public service	Reducing the number of visits to institutions to benefit from services	Elimination of corruption in the provision of public services	Other	There are no benefits	DK/NO
Total		3056	14,2%	25,3%	19,0%	44,5%	32,0%	2,1%	1,1%	18,2%
Gender of the respondent:	Male	1370	13,4%	26,3%	17,5%	42,5%	31,8%	2,7%	1,3%	18,1%
	Female	1686	14,9%	24,5%	20,3%	46,2%	32,1%	1,7%	1,0%	18,3%
Age of the respondent:	18-29 years	491	16,0%	35,4%	16,4%	44,4%	34,1%	2,3%	1,0%	12,9%
	30-44 years	860	13,9%	30,8%	18,8%	48,7%	33,5%	1,7%	1,3%	14,6%
	45-59 years	741	13,9%	21,9%	20,1%	46,1%	34,0%	2,0%	1,1%	18,9%
	60 -74 years	905	13,2%	15,7%	19,6%	39,4%	27,3%	2,6%	1,1%	25,3%
Residence area:	Urban	1403	14,8%	29,5%	18,2%	49,6%	31,0%	1,6%	1,4%	15,0%
	Rural	1653	13,8%	21,6%	19,8%	40,1%	32,8%	2,5%	0,9%	21,0%
Level of education:	Incomplete secondary	592	10,8%	18,2%	18,7%	31,9%	24,8%	2,6%	1,3%	29,3%
	General secondary	687	12,7%	24,0%	17,5%	37,0%	29,6%	1,8%	1,5%	24,2%
	Secondary vocational	1164	13,3%	21,9%	20,6%	52,0%	35,4%	1,9%	1,4%	13,9%
	Higher	609	20,9%	39,7%	18,1%	51,1%	35,0%	2,4%	0,3%	8,9%
Computer availability:	Yes	1753	16,5%	29,0%	19,3%	50,4%	34,3%	1,6%	1,1%	12,7%
	No	1303	11,2%	20,1%	18,7%	36,4%	28,7%	2,8%	1,2%	25,8%
Internet connection:	Yes	2392	15,1%	27,4%	19,4%	47,7%	34,7%	2,0%	1,2%	14,2%
	No	664	10,9%	17,3%	17,8%	32,4%	21,5%	2,7%	1,0%	33,6%
Level of income:	Less than 3000 MDL	1072	13,3%	17,5%	19,8%	34,8%	28,7%	2,2%	1,2%	27,4%
	3000-6000 MDL	774	14,6%	21,6%	21,1%	49,0%	32,8%	1,9%	1,3%	14,0%
	Over 6000 MDL	874	15,9%	38,9%	17,2%	49,2%	33,9%	2,5%	0,9%	10,6%

Table 21. Using the rating scale from 1 (I fully support) to 6 (I absolutely do not support), please rate the extent to which you support the the Reform of Modernization of Government Services?

		Number	1 - I fully support	2	3	4	5	6 - I absolutely do not support	DK/NO
Total		3056	39,2%	14,0%	16,8%	8,8%	5,0%	7,8%	8,4%
Gender of the respondent:	Male	1370	38,9%	14,2%	17,4%	9,0%	4,3%	8,2%	8,1%
	Female	1686	39,5%	13,9%	16,3%	8,6%	5,6%	7,5%	8,7%
Age of the respondent:	18-29 years	491	53,8%	11,6%	13,0%	7,5%	3,3%	4,7%	6,2%
	30-44 years	860	47,4%	16,0%	14,0%	5,9%	4,1%	7,8%	4,9%
	45-59 years	741	34,2%	13,8%	19,8%	10,2%	6,2%	8,3%	7,5%
	60 -74 years	905	24,4%	13,8%	20,0%	11,8%	5,8%	9,4%	14,7%
Residence area:	Urban	1403	45,5%	14,7%	14,4%	7,8%	3,9%	6,4%	7,1%
	Rural	1653	33,7%	13,4%	18,8%	9,6%	6,0%	9,0%	9,5%
Level of education:	Incomplete secondary	592	31,7%	12,5%	16,7%	8,1%	5,2%	13,1%	12,7%
	General secondary	687	35,3%	11,8%	19,8%	8,8%	5,4%	6,8%	12,1%
	Secondary vocational	1164	35,7%	15,9%	18,8%	10,7%	5,4%	7,3%	6,1%
	Higher	609	56,9%	14,4%	9,7%	5,9%	3,7%	4,8%	4,5%
Computer availability:	Yes	1753	45,3%	14,6%	16,3%	8,4%	3,9%	6,2%	5,3%
	No	1303	30,7%	13,2%	17,5%	9,3%	6,6%	10,1%	12,7%
Internet connection:	Yes	2392	43,0%	14,7%	16,0%	8,6%	4,7%	6,7%	6,3%
	No	664	24,7%	11,2%	19,6%	9,5%	6,2%	12,2%	16,7%
Level of income:	Less than 3000 MDL	1072	27,0%	13,7%	18,6%	10,5%	6,8%	10,7%	12,7%
	3000-6000 MDL	774	35,8%	14,1%	22,3%	10,2%	4,8%	7,2%	5,7%
	Over 6000 MDL	874	56,8%	13,1%	10,7%	5,4%	3,4%	5,5%	5,1%

Table 22. Please tell us if you have heard of the notion of e-Government or Electronic Government?

		Number	Yes, I've heard and know details	I've heard something, but I don't know much	I have not heard	DK/NO
Total		3056	7,4%	34,9%	57,3%	0,4%
Gender of the respondent:	Male	1370	7,6%	35,1%	56,6%	0,7%
	Female	1686	7,2%	34,7%	57,9%	0,2%
Age of the respondent:	18-29 years	491	9,7%	36,0%	53,9%	0,4%
	30-44 years	860	12,5%	37,9%	49,2%	0,3%
	45-59 years	741	5,8%	37,5%	56,1%	0,7%
	60 -74 years	905	1,6%	28,1%	70,0%	0,3%
Residence area:	Urban	1403	10,7%	37,1%	51,7%	0,5%
	Rural	1653	4,4%	33,0%	62,3%	0,3%
Level of education:	Incomplete secondary	592	1,3%	23,4%	75,0%	0,3%
	General secondary	687	2,5%	32,0%	64,9%	0,6%
	Secondary vocational	1164	5,3%	38,2%	56,0%	0,4%
	Higher	609	22,1%	42,9%	34,7%	0,3%
Computer availability:	Yes	1753	10,6%	41,9%	47,2%	0,2%
	No	1303	2,8%	25,0%	71,5%	0,7%
Internet connection:	Yes	2392	8,9%	39,1%	51,7%	0,2%
	No	664	1,3%	18,4%	79,1%	1,2%
Level of income:	Less than 3000 MDL	1072	1,3%	28,4%	69,8%	0,5%
	3000-6000 MDL	774	6,1%	36,5%	57,1%	0,3%
	Over 6000 MDL	874	14,9%	41,7%	43,0%	0,3%

Table 23. Using the grading scale from 1 (I don't understand) to 6 (I understand very well), please rate your level of understanding of the notion of e-Government / electronic Government?

		Number	1 - I don't understand	2	3	4	5	6 - I understand very well	DK/NO
Total		3056	31,6%	15,6%	19,9%	13,1%	9,4%	8,7%	1,6%
Gender of the respondent:	Male	1370	31,4%	15,1%	18,9%	13,8%	9,3%	10,1%	1,4%
	Female	1686	31,8%	16,1%	20,8%	12,4%	9,5%	7,6%	1,9%
Age of the respondent:	18-29 years	491	22,8%	11,5%	20,1%	15,5%	14,1%	14,2%	1,8%
	30-44 years	860	24,1%	14,4%	20,0%	13,4%	13,1%	13,4%	1,5%
	45-59 years	741	32,1%	16,3%	22,4%	15,2%	6,9%	6,0%	1,1%
	60-74 years	905	45,7%	19,1%	17,6%	9,1%	4,1%	2,0%	2,3%
Residence area:	Urban	1403	25,7%	13,6%	20,7%	13,8%	12,6%	12,0%	1,5%
	Rural	1653	36,7%	17,4%	19,3%	12,4%	6,6%	5,8%	1,8%
Level of education:	Incomplete secondary	592	49,0%	20,5%	15,1%	6,0%	3,6%	4,3%	1,4%
	General secondary	687	39,1%	14,7%	20,7%	12,7%	6,3%	4,0%	2,5%
	Secondary vocational	1164	26,3%	17,0%	24,3%	14,9%	9,7%	6,0%	1,8%
	Higher	609	16,5%	9,6%	15,9%	16,7%	17,7%	22,9%	0,6%
Computer availability:	Yes	1753	21,8%	14,0%	22,4%	16,0%	12,9%	11,7%	1,2%
	No	1303	45,2%	17,8%	16,6%	9,0%	4,5%	4,6%	2,3%
Internet connection:	Yes	2392	25,7%	15,3%	20,9%	15,0%	11,3%	10,4%	1,4%
	No	664	54,3%	16,9%	16,5%	5,8%	2,0%	2,1%	2,6%
Level of income:	Less than 3000 MDL	1072	47,5%	20,1%	16,2%	8,9%	3,0%	2,6%	1,7%
	3000-6000 MDL	774	26,5%	17,8%	25,7%	15,0%	7,7%	6,0%	1,2%
	Over 6000 MDL	874	19,1%	10,4%	19,6%	15,2%	17,1%	17,3%	1,3%

Table 24. How do you think the implementation of electronic Government will bring advantages / benefits to the citizens of the Republic of Moldova?

		NUmber	Yes	No	DK/NO
Total		3056	62,6%	16,3%	21,2%
Gender of the respondent:	Male	1370	62,3%	16,5%	21,2%
	Female	1686	62,8%	16,1%	21,1%
Age of the respondent:	18-29 years	491	75,0%	10,7%	14,3%
	30-44 years	860	70,4%	13,7%	15,8%
	45-59 years	741	59,7%	19,7%	20,6%
	60 -74 years	905	46,4%	20,5%	33,1%
Residence area:	Urban	1403	69,9%	13,2%	16,9%
	Rural	1653	56,2%	18,9%	24,9%
Level of education:	Incomplete secondary	592	51,7%	17,6%	30,7%
	General secondary	687	57,2%	15,9%	27,0%
	Secondary vocational	1164	62,3%	18,9%	18,7%
	Higher	609	79,3%	10,4%	10,3%
Computer availability:	Yes	1753	71,6%	14,0%	14,4%
	No	1303	50,1%	19,3%	30,6%
Internet connection:	Yes	2392	68,1%	14,5%	17,4%
	No	664	41,3%	23,1%	35,6%
Level of income:	Less than 3000 MDL	1072	50,5%	19,2%	30,3%
	3000-6000 MDL	774	63,6%	15,5%	20,8%
	Over 6000 MDL	874	78,8%	10,3%	10,9%

Table 25. Using the rating scale from (I don't know) to 6 (I know very well), please rate your level of knowledge of the advantages / benefits of e-Government, i.e. the transition from a regular government to one based on the implementation of information and communication technology (e.g. online access, using a computer or mobile phone, data of public interest, online provision of public services, communication with public institutions through the Internet, etc.)

		Number	1 - I don't know	2	3	4	5	6 - I know very well	DK/NO
Total		3056	26,8%	13,7%	19,9%	15,9%	12,1%	8,0%	3,6%
Gender of the respondent:	Male	1370	27,3%	13,2%	19,1%	16,4%	11,3%	9,2%	3,5%
	Female	1686	26,5%	14,0%	20,6%	15,4%	12,8%	7,0%	3,7%
Age of the respondent:	18-29 years	491	19,2%	10,5%	20,3%	18,0%	15,5%	13,5%	2,8%
	30-44 years	860	20,3%	11,1%	19,5%	18,3%	17,5%	10,8%	2,4%
	45-59 years	741	27,0%	16,0%	19,3%	17,1%	9,8%	6,6%	4,2%
	60 -74 years	905	39,5%	16,5%	20,7%	10,9%	4,8%	2,4%	5,1%
Residence area:	Urban	1403	21,9%	12,1%	19,5%	18,1%	16,0%	10,3%	2,1%
	Rural	1653	31,1%	15,0%	20,3%	13,9%	8,7%	6,0%	4,9%
Level of education:	Incomplete secondary	592	41,1%	17,4%	19,0%	8,2%	4,9%	4,6%	4,8%
	General secondary	687	34,7%	14,8%	17,2%	13,7%	10,0%	4,8%	4,8%
	Secondary vocational	1164	22,3%	15,1%	23,9%	18,8%	10,5%	5,9%	3,5%
	Higher	609	13,0%	6,3%	16,7%	20,1%	24,2%	18,3%	1,4%
Computer availability:	Yes	1753	16,9%	12,1%	21,3%	19,3%	16,7%	10,5%	3,1%
	No	1303	40,6%	15,8%	18,0%	11,0%	5,7%	4,5%	4,3%
Internet connection:	Yes	2392	20,5%	13,5%	20,5%	18,1%	14,7%	9,4%	3,3%
	No	664	51,2%	14,3%	17,7%	7,3%	2,3%	2,5%	4,8%
Level of income:	Less than 3000 MDL	1072	39,6%	16,8%	18,8%	11,8%	5,2%	3,2%	4,7%
	3000-6000 MDL	774	24,3%	16,4%	24,9%	15,3%	10,8%	5,5%	2,8%
	Over 6000 MDL	874	15,2%	9,5%	18,0%	19,0%	21,9%	14,7%	1,9%

Table 26. Using the rating scale from 1 (I have no confidence) to 6 (I have full confidence), please rate how much confidence you have in the quality of the service (the fact that by using an electronic public service through a computer or mobile phone, you will get it quickly and safely)

		Number	1 – I have no confidence	2	3	4	5	6 – I have full confidence	DK/NO
Total		3056	12,0%	7,4%	14,1%	15,8%	18,6%	22,8%	9,4%
Gender of the respondent:	Male	1370	12,3%	7,9%	14,9%	15,7%	18,2%	22,8%	8,3%
	Female	1686	11,8%	6,9%	13,5%	16,0%	18,9%	22,7%	10,2%
Age of the respondent:	18-29 years	491	8,1%	6,2%	13,5%	18,9%	20,0%	29,8%	3,5%
	30-44 years	860	9,8%	5,8%	13,2%	15,4%	22,2%	28,3%	5,3%
	45-59 years	741	13,1%	7,8%	15,6%	16,8%	18,1%	18,7%	10,0%
	60 -74 years	905	16,8%	9,6%	14,5%	13,9%	13,3%	14,0%	17,8%
Residence area:	Urban	1403	10,1%	6,3%	13,5%	14,4%	21,6%	27,8%	6,3%
	Rural	1653	13,7%	8,4%	14,6%	17,1%	15,9%	18,3%	12,0%
Level of education:	Incomplete secondary	592	19,1%	7,0%	13,8%	13,6%	13,0%	20,4%	13,1%
	General secondary	687	13,5%	8,8%	15,5%	13,2%	16,2%	19,6%	13,2%
	Secondary vocational	1164	11,1%	9,2%	15,2%	18,1%	15,9%	21,8%	8,8%
	Higher	609	5,1%	3,0%	11,1%	16,5%	31,3%	30,3%	2,8%
Computer availability:	Yes	1753	8,6%	6,5%	14,2%	16,7%	22,9%	25,5%	5,5%
	No	1303	16,8%	8,6%	13,9%	14,6%	12,5%	18,9%	14,7%
Internet connection:	Yes	2392	10,2%	7,5%	14,5%	16,2%	20,5%	24,6%	6,6%
	No	664	19,1%	6,8%	12,6%	14,5%	11,1%	15,8%	20,1%
Level of income:	Less than 3000 MDL	1072	17,8%	8,8%	15,8%	15,6%	12,7%	15,3%	14,0%
	3000-6000 MDL	774	11,1%	7,7%	16,2%	17,1%	20,7%	19,0%	8,1%
	Over 6000 MDL	874	5,2%	4,7%	10,7%	15,0%	25,2%	34,5%	4,7%

Table 27. Using the rating scale from 1 (I have no confidence) to 6 (I have full confidence), please rate how much confidence you have in the safety of the provision of services (e.g. your personal data will not be processed by third persons or institutions, no third person will be able to find out how often you use certain services, etc.)

		Number	1 – I have no confidence	2	3	4	5	6 – I have full confidence	DK/NO
Total		3056	25,1%	11,9%	14,4%	13,0%	13,3%	13,2%	9,1%
Gender of the respondent:	Male	1370	26,1%	11,9%	16,3%	12,2%	11,7%	13,7%	8,1%
	Female	1686	24,4%	11,9%	12,9%	13,6%	14,6%	12,8%	9,8%
Age of the respondent:	18-29 years	491	18,4%	11,6%	15,7%	14,8%	15,3%	21,2%	2,9%
	30-44 years	860	21,7%	10,1%	15,6%	13,8%	17,4%	16,1%	5,3%
	45-59 years	741	28,1%	14,7%	14,5%	12,6%	10,8%	9,7%	9,6%
	60 -74 years	905	31,3%	11,6%	12,3%	11,2%	9,1%	7,0%	17,3%
Residence area:	Urban	1403	20,0%	10,9%	15,9%	12,9%	17,2%	16,8%	6,3%
	Rural	1653	29,6%	12,8%	13,2%	13,0%	9,9%	10,0%	11,5%
Level of education:	Incomplete secondary	592	34,9%	11,0%	12,6%	9,3%	7,5%	12,1%	12,6%
	General secondary	687	28,7%	11,9%	14,0%	12,3%	9,5%	11,5%	12,0%
	Secondary vocational	1164	23,6%	13,7%	14,9%	14,3%	13,0%	11,6%	8,9%
	Higher	609	14,6%	9,7%	15,7%	14,9%	23,5%	18,8%	2,9%
Computer availability:	Yes	1753	20,6%	12,2%	15,5%	14,7%	17,0%	14,7%	5,2%
	No	1303	31,4%	11,4%	12,9%	10,5%	8,2%	11,0%	14,5%
Internet connection:	Yes	2392	23,0%	12,4%	15,7%	13,7%	14,7%	14,1%	6,3%
	No	664	33,2%	9,8%	9,6%	10,3%	7,9%	9,5%	19,6%
Level of income:	Less than 3000 MDL	1072	35,7%	13,0%	13,0%	10,0%	7,5%	7,5%	13,1%
	3000-6000 MDL	774	24,2%	12,3%	15,0%	15,8%	14,1%	11,2%	7,3%
	Over 6000 MDL	874	13,5%	10,3%	16,2%	14,6%	20,1%	20,0%	5,3%

Table 28. Using the rating scale from 1 (I don't want) to 6 (I want very much), please rate to what extent you want to access public services online through a computer?

		Number	1 - I don't want	2	3	4	5	6 - I want very much	DK/NO
Total		3056	25,7%	5,7%	10,2%	12,5%	13,8%	23,3%	8,7%
Gender of the respondent:	Male	1370	27,1%	5,3%	10,4%	12,1%	13,8%	24,2%	7,1%
	Female	1686	24,6%	6,1%	10,1%	12,7%	13,8%	22,7%	10,0%
Age of the respondent:	18-29 years	491	17,0%	7,5%	10,1%	14,1%	16,8%	31,4%	3,0%
	30-44 years	860	18,8%	4,9%	10,1%	12,4%	16,7%	32,4%	4,8%
	45-59 years	741	27,8%	6,0%	11,1%	12,1%	13,4%	19,1%	10,5%
	60 -74 years	905	38,3%	5,0%	9,9%	11,4%	8,7%	11,1%	15,7%
Residence area:	Urban	1403	20,0%	4,5%	10,9%	13,4%	16,0%	29,9%	5,3%
	Rural	1653	30,7%	6,8%	9,7%	11,6%	11,9%	17,6%	11,7%
Level of education:	Incomplete secondary	592	38,5%	5,2%	7,4%	10,0%	9,4%	19,2%	10,3%
	General secondary	687	31,7%	8,3%	9,6%	13,4%	11,5%	17,6%	8,0%
	Secondary vocational	1164	24,6%	6,4%	12,6%	13,0%	13,3%	18,2%	11,9%
	Higher	609	9,0%	2,1%	9,4%	12,6%	21,6%	43,0%	2,3%
Computer availability:	Yes	1753	15,0%	5,2%	10,7%	14,8%	18,4%	30,3%	5,5%
	No	1303	40,7%	6,4%	9,5%	9,2%	7,5%	13,7%	13,1%
Internet connection:	Yes	2392	20,3%	5,9%	11,0%	12,9%	15,8%	26,6%	7,4%
	No	664	46,3%	4,9%	7,2%	10,6%	6,5%	10,7%	13,8%
Level of income:	Less than 3000 MDL	1072	38,2%	6,4%	9,4%	9,8%	9,6%	12,4%	14,3%
	3000-6000 MDL	774	25,9%	6,1%	13,5%	15,5%	14,8%	18,7%	5,5%
	Over 6000 MDL	874	11,8%	4,3%	9,7%	13,9%	17,8%	40,1%	2,5%

Table 29. Using the rating scale from 1 (I don't want) to 6 (I want very much), please rate to what extent you want to access public services online through mobile phone?

		Number	1 - I don't want	2	3	4	5	6 - I want very much	DK/NO
Total		3056	19,0%	3,4%	8,8%	11,7%	15,5%	33,2%	8,4%
Gender of the respondent:	Male	1370	19,0%	3,4%	9,3%	12,0%	15,7%	33,8%	6,8%
	Female	1686	19,0%	3,4%	8,5%	11,4%	15,4%	32,7%	9,6%
Age of the respondent:	18-29 years	491	6,8%	1,4%	8,1%	11,2%	18,4%	51,6%	2,6%
	30-44 years	860	12,6%	2,3%	7,0%	10,8%	19,8%	42,7%	4,8%
	45-59 years	741	21,0%	4,9%	11,1%	13,4%	13,9%	26,2%	9,6%
	60 -74 years	905	33,6%	4,6%	9,8%	11,2%	9,9%	15,2%	15,7%
Residence area:	Urban	1403	14,2%	2,4%	8,2%	11,2%	16,9%	41,7%	5,3%
	Rural	1653	23,1%	4,2%	9,3%	12,2%	14,4%	25,7%	11,1%
Level of education:	Incomplete secondary	592	28,4%	2,0%	8,4%	11,1%	11,0%	29,4%	9,8%
	General secondary	687	23,2%	4,8%	8,5%	12,4%	14,9%	28,7%	7,4%
	Secondary vocational	1164	17,9%	4,3%	10,7%	12,7%	14,4%	28,5%	11,5%
	Higher	609	7,5%	1,4%	6,3%	9,4%	22,7%	50,2%	2,5%
Computer availability:	Yes	1753	12,4%	3,2%	8,9%	11,8%	19,0%	38,9%	5,9%
	No	1303	28,1%	3,6%	8,8%	11,6%	10,8%	25,2%	11,8%
Internet connection:	Yes	2392	14,2%	3,2%	9,0%	11,7%	17,2%	37,5%	7,0%
	No	664	37,4%	3,9%	8,0%	11,6%	9,1%	16,5%	13,5%
Level of income:	Less than 3000 MDL	1072	30,4%	4,2%	9,2%	11,0%	12,6%	19,3%	13,3%
	3000-6000 MDL	774	17,0%	3,9%	12,1%	15,7%	16,0%	29,9%	5,4%
	Over 6000 MDL	874	7,6%	1,7%	6,9%	9,8%	19,2%	52,0%	2,8%

Table 30. If a public service would be provided both at the counter and online (electronically, via the Internet), you would prefer to access...

		Number	Online only	Rather online	Rather at the counter	Only at the counter	DK/NO
Total		3056	19,0%	31,8%	23,3%	23,6%	2,3%
Gender of the respondent:	Male	1370	18,4%	32,4%	24,0%	23,0%	2,1%
	Female	1686	19,4%	31,3%	22,8%	24,0%	2,4%
Age of the respondent:	18-29 years	491	36,3%	35,8%	14,6%	11,5%	1,8%
	30-44 years	860	26,9%	38,2%	17,7%	15,4%	1,7%
	45-59 years	741	12,3%	30,0%	29,2%	25,6%	2,9%
	60 -74 years	905	3,6%	22,6%	31,2%	39,7%	2,9%
Residence area:	Urban	1403	28,7%	32,3%	20,7%	16,8%	1,4%
	Rural	1653	10,5%	31,3%	25,6%	29,4%	3,1%
Level of education:	Incomplete secondary	592	6,8%	29,0%	25,5%	35,3%	3,4%
	General secondary	687	14,6%	27,6%	27,7%	28,2%	1,9%
	Secondary vocational	1164	15,7%	34,2%	24,2%	23,2%	2,7%
	Higher	609	41,4%	34,5%	15,3%	7,9%	1,0%
Computer availability:	Yes	1753	25,4%	36,6%	21,1%	15,1%	1,9%
	No	1303	10,1%	25,2%	26,5%	35,3%	2,9%
Internet connection:	Yes	2392	22,9%	35,0%	22,3%	17,9%	1,9%
	No	664	4,0%	19,4%	27,5%	45,4%	3,8%
Level of income:	Less than 3000 MDL	1072	5,9%	26,5%	26,8%	38,1%	2,7%
	3000-6000 MDL	774	14,1%	34,2%	28,8%	19,9%	3,0%
	Over 6000 MDL	874	39,2%	34,7%	15,5%	9,9%	0,7%

Table 31. If you needed to access an electronic public service today, which of the following statements would suit you?

		Number	I can access independently, alone, without the help of another person	I would need the support of a person	I will delegate / ask another person	DK/NO
Total		3056	37,3%	36,0%	22,4%	4,2%
Gender of the respondent:	Male	1370	40,5%	34,1%	20,9%	4,4%
	Female	1686	34,8%	37,5%	23,7%	4,1%
Age of the respondent:	18-29 years	491	68,3%	24,6%	5,1%	2,1%
	30-44 years	860	55,6%	33,8%	8,4%	2,2%
	45-59 years	741	22,2%	45,7%	28,1%	4,0%
	60 -74 years	905	7,3%	38,4%	45,9%	8,4%
Residence area:	Urban	1403	52,0%	30,5%	14,7%	2,9%
	Rural	1653	24,5%	40,8%	29,2%	5,4%
Level of education:	Incomplete secondary	592	22,0%	37,7%	34,9%	5,4%
	General secondary	687	29,6%	37,4%	26,4%	6,6%
	Secondary vocational	1164	31,0%	42,3%	23,2%	3,5%
	Higher	609	71,7%	21,5%	5,0%	1,8%
Computer availability:	Yes	1753	48,9%	35,2%	13,8%	2,0%
	No	1303	21,2%	37,1%	34,5%	7,2%
Internet connection:	Yes	2392	45,1%	36,4%	15,9%	2,6%
	No	664	7,3%	34,7%	47,5%	10,6%
Level of income:	Less than 3000 MDL	1072	15,9%	36,3%	40,1%	7,7%
	3000-6000 MDL	774	32,0%	46,1%	19,3%	2,6%
	Over 6000 MDL	874	64,1%	28,8%	5,8%	1,2%

Table 32. Please tell us, to what extent are you familiar with the work of the following government agencies...?

		Num ber	Public Services Agency					Electronic Government Agency				
			I know very well	I know well	I don't know much	I don't know at all	DK/N O	I know very well	I know well	I don't know much	I don't know at all	DK/N O
Total		3056	10,4%	34,1%	24,2%	30,3%	1,0%	2,8%	14,2%	28,7%	53,2%	1,1%
Gender of the respondent:	Male	1370	11,3%	33,2%	23,1%	31,2%	1,3%	3,2%	15,1%	28,0%	52,4%	1,3%
	Female	1686	9,8%	34,9%	25,1%	29,6%	0,7%	2,6%	13,4%	29,2%	53,9%	1,0%
Age of the respondent:	18-29 years	491	15,1%	38,9%	24,2%	21,2%	0,6%	3,5%	16,9%	32,5%	46,4%	0,8%
	30-44 years	860	16,3%	38,4%	22,6%	21,9%	0,9%	4,5%	19,9%	31,8%	42,7%	1,1%
	45-59 years	741	8,0%	36,3%	24,8%	30,3%	0,5%	2,3%	14,2%	28,9%	54,1%	0,5%
	60 -74 years	905	3,5%	24,1%	25,6%	45,4%	1,4%	1,2%	6,2%	22,2%	68,8%	1,6%
Residence area:	Urban	1403	12,1%	39,4%	23,6%	24,0%	0,9%	3,9%	19,0%	31,6%	44,4%	1,1%
	Rural	1653	9,0%	29,6%	24,7%	35,8%	1,0%	1,9%	10,0%	26,1%	60,9%	1,1%
Level of education:	Incomplete secondary	592	4,2%	22,4%	26,4%	44,9%	2,1%	0,5%	6,2%	18,0%	73,6%	1,6%
	General secondary	687	6,2%	27,8%	26,9%	38,6%	0,5%	1,2%	7,6%	26,9%	63,5%	0,8%
	Secondary vocational	1164	7,8%	37,1%	25,7%	28,6%	0,9%	1,6%	13,4%	31,7%	52,0%	1,3%
	Higher	609	25,9%	46,6%	16,5%	10,6%	0,3%	9,1%	30,2%	35,2%	25,1%	0,5%
Computer availability:	Yes	1753	14,3%	40,2%	22,9%	21,7%	0,8%	4,0%	19,0%	33,4%	42,7%	0,9%
	No	1303	5,0%	25,6%	25,9%	42,3%	1,1%	1,3%	7,4%	22,1%	67,9%	1,3%
Internet connection:	Yes	2392	12,6%	38,5%	23,8%	24,2%	0,8%	3,4%	16,5%	31,8%	47,3%	0,9%
	No	664	2,0%	17,4%	25,5%	53,7%	1,5%	0,6%	5,1%	16,6%	75,9%	1,8%
Level of income:	Less than 3000 MDL	1072	3,8%	24,8%	26,8%	43,5%	1,1%	0,8%	6,5%	21,8%	69,7%	1,1%
	3000-6000 MDL	774	9,0%	31,4%	27,3%	30,8%	1,5%	2,2%	11,9%	30,1%	53,9%	1,9%
	Over 6000 MDL	874	18,5%	47,4%	18,4%	15,4%	0,3%	5,3%	26,1%	34,6%	33,6%	0,4%

Table 33. Please tell us, to what extent are you familiar with the work of the following government agencies...?

		Number	National Agency for Food Safety					Energy Efficiency Agency				
			I know very well	I know well	I don't know much	I don't know at all	DK/NO	I know very well	I know well	I don't know much	I don't know at all	DK/NO
Total		3056	7,8%	31,7%	24,0%	35,7%	0,8%	5,6%	26,6%	25,4%	41,4%	1,0%
Gender of the respondent:	Male	1370	8,3%	29,8%	23,7%	37,1%	1,0%	6,1%	27,3%	24,6%	40,8%	1,1%
	Female	1686	7,4%	33,2%	24,2%	34,6%	0,7%	5,2%	26,0%	26,0%	42,0%	0,8%
Age of the respondent:	18-29 years	491	8,5%	35,3%	24,6%	31,1%	0,6%	5,8%	27,1%	26,9%	39,8%	0,4%
	30-44 years	860	11,4%	36,6%	23,7%	27,7%	0,7%	8,5%	30,1%	26,4%	34,0%	1,0%
	45-59 years	741	7,3%	32,2%	24,7%	35,2%	0,6%	5,1%	28,9%	26,7%	38,7%	0,7%
	60 -74 years	905	4,1%	23,6%	22,6%	48,6%	1,2%	3,0%	20,2%	22,1%	53,4%	1,3%
Residence area:	Urban	1403	8,3%	37,3%	24,2%	29,4%	0,9%	5,7%	29,6%	25,5%	38,3%	0,9%
	Rural	1653	7,4%	26,8%	23,8%	41,3%	0,8%	5,5%	24,0%	25,3%	44,2%	1,0%
Level of education:	Incomplete secondary	592	3,2%	16,0%	22,8%	56,6%	1,5%	2,2%	14,5%	20,7%	61,0%	1,6%
	General secondary	687	3,5%	27,5%	24,7%	43,8%	0,4%	2,8%	24,0%	23,7%	49,1%	0,4%
	Secondary vocational	1164	6,4%	34,4%	26,0%	32,1%	1,0%	4,2%	28,6%	28,6%	37,4%	1,3%
	Higher	609	19,3%	45,8%	20,8%	13,8%	0,3%	14,5%	37,4%	25,7%	22,0%	0,3%
Computer availability:	Yes	1753	10,5%	36,8%	24,3%	27,7%	0,8%	7,9%	31,6%	26,4%	33,4%	0,7%
	No	1303	4,1%	24,6%	23,5%	46,9%	0,9%	2,5%	19,7%	23,9%	52,6%	1,3%
Internet connection:	Yes	2392	9,2%	36,1%	23,9%	30,1%	0,7%	6,7%	29,9%	26,4%	36,3%	0,7%
	No	664	2,4%	14,8%	24,4%	57,2%	1,3%	1,4%	14,0%	21,3%	61,2%	2,1%
Level of income:	Less than 3000 MDL	1072	3,0%	21,9%	25,3%	49,2%	0,6%	2,5%	19,0%	23,9%	53,5%	1,0%
	3000-6000 MDL	774	8,6%	29,0%	23,5%	37,3%	1,7%	5,5%	23,6%	25,0%	44,0%	1,8%
	Over 6000 MDL	874	11,7%	45,7%	22,6%	19,7%	0,3%	8,4%	37,7%	27,1%	26,5%	0,2%

Table 34. Please tell us, to what extent are you familiar with the work of the following government agencies...?

		Number	Agency for Consumer's Protection					National Employment Agency				
			I know very well	I know well	I don't know much	I don't know at all	DK/NO	I know very well	I know well	I don't know much	I don't know at all	DK/NO
Total		3056	9,7%	39,9%	22,2%	27,5%	0,7%	13,3%	46,9%	20,3%	18,8%	0,8%
Gender of the respondent:	Male	1370	10,7%	39,2%	21,7%	27,5%	0,8%	14,1%	46,1%	20,7%	18,3%	0,8%
	Female	1686	8,8%	40,4%	22,7%	27,5%	0,6%	12,6%	47,6%	20,0%	19,1%	0,7%
Age of the respondent:	18-29 years	491	11,5%	48,7%	18,3%	21,1%	0,4%	11,9%	52,8%	20,0%	15,0%	0,2%
	30-44 years	860	13,6%	44,7%	19,7%	21,4%	0,6%	17,5%	50,0%	18,3%	13,6%	0,6%
	45-59 years	741	9,8%	39,6%	23,9%	26,3%	0,4%	15,0%	48,9%	18,7%	17,0%	0,4%
	60 -74 years	905	4,6%	28,3%	26,3%	39,7%	1,1%	8,5%	38,8%	23,4%	27,9%	1,4%
Residence area:	Urban	1403	11,5%	46,4%	21,0%	20,3%	0,8%	11,6%	50,0%	21,2%	16,4%	0,8%
	Rural	1653	8,1%	34,1%	23,3%	33,8%	0,6%	14,7%	44,3%	19,5%	20,8%	0,7%
Level of education:	Incomplete secondary	592	3,2%	23,6%	25,3%	46,9%	1,0%	9,4%	38,2%	22,2%	29,1%	1,1%
	General secondary	687	5,5%	36,7%	23,2%	34,2%	0,4%	10,6%	47,3%	19,7%	21,8%	0,5%
	Secondary vocational	1164	8,2%	42,3%	24,2%	24,4%	0,9%	11,7%	47,3%	22,6%	17,5%	0,9%
	Higher	609	23,1%	54,0%	14,8%	7,7%	0,3%	22,6%	54,2%	14,9%	8,0%	0,3%
Computer availability:	Yes	1753	13,0%	45,5%	21,2%	19,8%	0,5%	15,9%	48,8%	20,6%	14,1%	0,6%
	No	1303	5,1%	32,0%	23,6%	38,3%	1,0%	9,6%	44,3%	19,8%	25,2%	1,0%
Internet connection:	Yes	2392	11,4%	45,0%	20,9%	22,1%	0,5%	14,7%	49,7%	20,3%	14,7%	0,5%
	No	664	3,0%	20,0%	27,3%	48,3%	1,5%	7,6%	36,1%	20,4%	34,3%	1,6%
Level of income:	Less than 3000 MDL	1072	4,3%	29,0%	26,2%	39,9%	0,6%	9,6%	44,0%	20,8%	24,9%	0,7%
	3000-6000 MDL	774	9,2%	36,4%	24,2%	28,8%	1,4%	14,9%	43,6%	21,9%	18,2%	1,4%
	Over 6000 MDL	874	15,2%	55,8%	15,8%	13,1%	0,2%	15,5%	56,5%	17,8%	10,0%	0,2%

Table 35. During the last 12 months, have you accessed the Government's website (www.gov.md)?

		Number	Yes	No
Total		2239	18,7%	81,3%
Gender of the respondent:	Male	994	21,7%	78,3%
	Female	1245	16,4%	83,6%
Age of the respondent:	18-29 years	472	25,9%	74,1%
	30-44 years	764	23,4%	76,6%
	45-59 years	548	12,3%	87,7%
	60 -74 years	400	5,4%	94,6%
Residence area:	Urban	1151	25,9%	74,1%
	Rural	1088	10,9%	89,1%
Level of education:	Incomplete secondary	315	5,1%	94,9%
	General secondary	452	12,2%	87,8%
	Secondary vocational	897	10,7%	89,3%
	Higher	573	43,2%	56,8%
Computer availability:	Yes	1600	22,3%	77,7%
	No	639	9,5%	90,5%
Internet connection:	Yes	2171	19,1%	80,9%
	No	68	5,9%	94,1%
Level of income:	Less than 3000 MDL	545	4,5%	95,5%
	3000-6000 MDL	593	12,1%	87,9%
	Over 6000 MDL	826	32,3%	67,7%

Table 36. How many times have you accessed the Government's website (www.gov.md) during the last 12 months?

		Number	Once	1-3 times	4-7 times	8-10 times	More than 10 times	DK/NO
Total		405	11,6%	28,1%	17,3%	7,6%	33,1%	2,2%
Gender of the respondent:	Male	208	10,1%	27,0%	15,9%	7,5%	37,6%	1,9%
	Female	197	13,2%	29,3%	18,7%	7,7%	28,5%	2,6%
Age of the respondent:	18-29 years	122	12,8%	30,3%	16,6%	8,2%	29,7%	2,4%
	30-44 years	178	11,8%	25,5%	15,1%	7,2%	38,2%	2,2%
	45-59 years	67	7,8%	25,5%	23,0%	10,4%	31,7%	1,6%
	60 -74 years	21	14,7%	42,3%	13,5%	5,0%	24,6%	
Residence area:	Urban	290	8,4%	28,4%	18,9%	8,9%	33,0%	2,4%
	Rural	115	20,1%	27,3%	13,1%	4,3%	33,4%	1,7%
Level of education:	Incomplete secondary	16	18,7%	19,8%	36,9%	6,2%	18,4%	
	General secondary	53	11,4%	34,1%	16,9%	1,9%	26,5%	9,3%
	Secondary vocational	95	20,4%	36,0%	18,2%	6,3%	19,1%	
	Higher	241	7,9%	24,4%	15,7%	9,4%	40,8%	1,7%
Computer availability:	Yes	346	10,2%	27,3%	17,9%	7,2%	35,0%	2,3%
	No	59	20,0%	32,8%	13,3%	10,1%	22,0%	1,8%
Internet connection:	Yes	401	11,2%	28,2%	17,4%	7,7%	33,2%	2,3%
	No	4	53,1%	23,1%			23,7%	
Level of income:	Less than 3000 MDL	24	21,1%	41,8%	24,4%		12,7%	
	3000-6000 MDL	70	20,0%	44,5%	9,6%	4,2%	20,2%	1,5%
	Over 6000 MDL	262	8,6%	21,8%	18,0%	8,6%	41,4%	1,5%

Table 37. During the last 12 months, have you accessed at least one web page (a site) of any government institution?

		Number	Yes	No	DK/NO
Total		2239	22,5%	76,4%	1,1%
Gender of the respondent:	Male	994	25,1%	73,7%	1,2%
	Female	1245	20,4%	78,5%	1,1%
Age of the respondent:	18-29 years	472	29,4%	68,8%	1,8%
	30-44 years	764	29,7%	69,1%	1,2%
	45-59 years	548	14,7%	84,8%	0,6%
	60 -74 years	400	6,6%	92,7%	0,7%
Residence area:	Urban	1151	31,2%	67,2%	1,6%
	Rural	1088	13,1%	86,3%	0,6%
Level of education:	Incomplete secondary	315	6,7%	93,3%	
	General secondary	452	14,6%	84,4%	1,0%
	Secondary vocational	897	14,4%	84,6%	1,0%
	Higher	573	49,5%	48,5%	2,0%
Computer availability:	Yes	1600	27,4%	71,5%	1,1%
	No	639	10,0%	88,8%	1,2%
Internet connection:	Yes	2171	22,9%	76,0%	1,1%
	No	68	7,6%	91,0%	1,4%
Level of income:	Less than 3000 MDL	545	6,0%	93,0%	1,0%
	3000-6000 MDL	593	14,4%	84,9%	0,7%
	Over 6000 MDL	826	38,0%	60,6%	1,4%

Table 38. Have you used at least one public electronic service provided by government institutions during the last 12 months?

		Number	Yes	No
Total		2239	16,3%	83,7%
Gender of the respondent:	Male	994	17,6%	82,4%
	Female	1245	15,3%	84,7%
Age of the respondent:	18-29 years	472	24,1%	75,9%
	30-44 years	764	21,2%	78,8%
	45-59 years	548	10,4%	89,6%
	60 -74 years	400	3,5%	96,5%
Residence area:	Urban	1151	24,3%	75,7%
	Rural	1088	7,7%	92,3%
Level of education:	Incomplete secondary	315	4,8%	95,2%
	General secondary	452	10,8%	89,2%
	Secondary vocational	897	9,1%	90,9%
	Higher	573	37,9%	62,1%
Computer availability:	Yes	1600	19,4%	80,6%
	No	639	8,5%	91,5%
Internet connection:	Yes	2171	16,6%	83,4%
	No	68	6,1%	93,9%
Level of income:	Less than 3000 MDL	545	4,9%	95,1%
	3000-6000 MDL	593	11,3%	88,7%
	Over 6000 MDL	826	27,4%	72,6%

Table 39. Which of the following ELECTRONIC public services, provided by government institutions, have you used during the last 12 months?

		Number	Electronic tax services (income tax, information verification, etc.)	Electronic cadastral services	e-Application for Criminal Record	Online registration of some notarial acts	e-Apostille	e-Application for Higher Education Institutions	e-CNAS (request for allowances for families with children)	Online order and purchase means of identifying pets
Total		352	32,8%	23,2%	19,3%	8,6%	1,7%	6,7%	17,6%	3,7%
Gender of the respondent:	Male	168	35,4%	27,2%	26,4%	9,5%	1,7%	5,7%	13,4%	5,4%
	Female	184	30,4%	19,6%	12,9%	7,8%	1,7%	7,5%	21,4%	2,2%
Age of the respondent:	18-29 years	113	27,7%	13,6%	17,3%	7,3%	1,0%	10,2%	15,1%	6,2%
	30-44 years	162	34,0%	25,3%	22,4%	9,4%	1,8%	3,6%	19,1%	1,3%
	45-59 years	56	37,1%	39,6%	19,3%	10,6%	3,4%	3,7%	21,6%	5,6%
	60 -74 years	14	56,8%	28,4%	7,0%	6,7%		7,2%	13,7%	7,5%
Residence area:	Urban	272	34,7%	23,4%	19,4%	9,2%	1,1%	7,2%	17,2%	3,0%
	Rural	80	26,2%	22,3%	19,1%	6,4%	3,6%	4,8%	19,0%	6,3%
Level of education:	Incomplete secondary	15	13,0%	6,6%	6,6%	7,4%		6,6%	6,9%	12,8%
	General secondary	47	22,4%	12,5%	19,7%			18,9%	6,1%	2,0%
	Secondary vocational	78	18,8%	16,7%	23,3%	11,7%	1,2%	2,5%	15,4%	2,7%
	Higher	212	41,5%	29,0%	18,7%	9,4%	2,4%	5,5%	21,6%	3,8%
Computer availability:	Yes	300	34,8%	25,6%	18,3%	8,1%	1,7%	6,5%	18,6%	4,0%
	No	52	21,0%	9,1%	25,3%	11,6%	1,7%	7,5%	11,7%	1,8%
Internet connection:	Yes	348	32,9%	23,4%	19,0%	8,7%	1,7%	6,7%	17,8%	3,8%
	No	4	23,0%		48,4%					
Level of income:	Less than 3000 MDL	25	12,0%	19,7%	16,6%	3,6%	4,1%	15,4%	20,8%	4,1%
	3000-6000 MDL	64	31,2%	18,4%	17,3%	14,4%	1,4%	4,7%	10,8%	4,9%
	Over 6000 MDL	223	37,8%	26,8%	21,9%	9,0%	1,8%	5,7%	21,0%	2,8%

Table 40. Which of the following ELECTRONIC public services, provided by government institutions, have you used during the last 12 months?

		Number	Issuing driving license	Issuing protection titles for intellectual property objects	Online appointment for blood donation	Online request for duplicates of civil status documents	e-Fishing	Online request for documentation services (ASP)	e-Kindergarten (enrollment of the child in kindergarten)	e-School (admission to the first grade)
Total		352	16,1%	1,3%	1,1%	11,8%	3,1%	19,1%	13,2%	9,5%
Gender of the respondent:	Male	168	17,5%	1,6%	1,8%	13,4%	6,0%	16,7%	8,2%	6,5%
	Female	184	14,8%	1,1%	0,5%	10,3%	0,6%	21,3%	17,7%	12,1%
Age of the respondent:	18-29 years	113	22,6%		1,9%	9,2%	1,0%	22,3%	9,2%	5,4%
	30-44 years	162	16,1%	1,8%	0,6%	14,1%	4,9%	18,4%	21,1%	12,8%
	45-59 years	56	7,3%	3,3%	1,5%	14,1%	1,7%	18,0%	1,7%	7,3%
	60 -74 years	14						14,2%		
Residence area:	Urban	272	16,3%	1,4%	1,1%	12,9%	3,0%	21,4%	14,4%	10,3%
	Rural	80	15,2%	1,1%	1,4%	8,0%	3,7%	11,2%	9,2%	6,5%
Level of education:	Incomplete secondary	15	13,4%			6,5%	6,5%	27,5%		6,2%
	General secondary	47	23,3%			6,6%	4,1%	8,1%	6,7%	6,4%
	Secondary vocational	78	18,0%	1,0%	1,4%	11,2%	5,3%	16,7%	8,2%	6,8%
	Higher	212	14,0%	1,8%	1,4%	13,5%	1,9%	21,8%	17,4%	11,3%
Computer availability:	Yes	300	16,9%	1,6%	1,3%	12,8%	3,3%	19,1%	14,1%	10,8%
	No	52	11,1%			5,6%	2,1%	19,1%	8,0%	1,8%
Internet connection:	Yes	348	16,2%	1,3%	1,2%	11,9%	3,2%	19,0%	13,4%	9,6%
	No	4						28,6%		
Level of income:	Less than 3000 MDL	25	7,9%	11,4%	4,1%	19,8%		7,8%	4,1%	3,9%
	3000-6000 MDL	64	18,8%	1,5%	1,7%	12,4%	3,0%	17,2%	16,3%	8,2%
	Over 6000 MDL	223	17,3%		0,9%	11,0%	3,7%	20,0%	15,2%	11,6%

Table 41. Indicate the page and the tool through which you accessed this e-service: Electronic tax services (income tax, information verification, etc.)

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Computer	Mobile phone	DK/NO
Total		116	35,3%	61,4%	3,4%	56,8%	41,4%	1,8%
Gender of the respondent:	Male	60	31,7%	65,2%	3,2%	66,9%	31,2%	1,9%
	Female	56	39,1%	57,4%	3,6%	46,2%	52,0%	1,8%
Age of the respondent:	18-29 years	31	55,2%	44,8%		42,4%	54,1%	3,5%
	30-44 years	55	21,9%	74,6%	3,5%	57,4%	40,8%	1,8%
	45-59 years	21	33,0%	57,2%	9,8%	66,1%	33,9%	
	60 -74 years	8	63,3%	36,7%		100,0%		
Residence area:	Urban	95	31,7%	65,3%	3,1%	54,9%	44,0%	1,1%
	Rural	21	51,7%	43,6%	4,7%	65,4%	29,3%	5,4%
Level of education:	Incomplete secondary	2		100,0%		52,1%	47,9%	
	General secondary	11	45,6%	54,4%		63,1%	36,9%	
	Secondary vocational	14	42,6%	57,4%		6,1%	86,2%	7,6%
	Higher	89	33,6%	62,0%	4,4%	64,5%	34,4%	1,1%
Computer availability:	Yes	105	36,1%	60,2%	3,7%	60,9%	37,0%	2,0%
	No	11	27,4%	72,6%		17,1%	82,9%	
Internet connection:	Yes	115	35,5%	61,1%	3,4%	56,5%	41,7%	1,9%
	No	1		100,0%		100,0%		
Level of income:	Less than 3000 MDL	3	33,2%	66,8%		66,8%	33,2%	
	3000-6000 MDL	20	45,1%	54,9%		33,9%	60,5%	5,6%
	Over 6000 MDL	85	31,7%	63,7%	4,6%	64,8%	34,0%	1,2%

Table 42. Indicate the page and the tool through which you accessed this e-service: Electronic cadastral services

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Public Services Portal	Website of the institution providing this service	DK/NO
Total		82	39,2%	58,6%	2,3%	53,2%	46,8%	
Gender of the respondent:	Male	46	44,1%	55,9%		60,7%	39,3%	
	Female	36	33,0%	61,9%	5,1%	43,7%	56,3%	
Age of the respondent:	18-29 years	15	33,7%	66,3%		40,0%	60,0%	
	30-44 years	41	48,5%	51,5%		53,7%	46,3%	
	45-59 years	22	22,1%	73,0%	4,9%	54,3%	45,7%	
	60 -74 years	4	51,9%	23,4%	24,6%	100,0%		
Residence area:	Urban	64	37,9%	59,2%	2,9%	54,4%	45,6%	
	Rural	18	43,8%	56,2%		48,8%	51,2%	
Level of education:	Incomplete secondary	1	100,0%				100,0%	
	General secondary	6	36,2%	63,8%		66,3%	33,7%	
	Secondary vocational	13	31,1%	61,1%	7,8%	21,0%	79,0%	
	Higher	62	40,2%	58,5%	1,4%	59,5%	40,5%	
Computer availability:	Yes	77	39,0%	58,6%	2,4%	56,4%	43,6%	
	No	5	41,5%	58,5%			100,0%	
Internet connection:	Yes	82	39,2%	58,6%	2,3%	53,2%	46,8%	
	No							
Level of income:	Less than 3000 MDL	5	40,2%	59,8%		39,2%	60,8%	
	3000-6000 MDL	12	16,6%	76,2%	7,2%	23,1%	76,9%	
	Over 6000 MDL	60	45,3%	53,0%	1,7%	63,1%	36,9%	

Table 43. Indicate the page and the tool through which you accessed this e-service: e-Application for Criminal Record

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Public Services Portal	Website of the institution providing this service	DK/NO
Total		67	42,0%	53,4%	4,6%	40,2%	59,8%	
Gender of the respondent:	Male	43	45,1%	50,1%	4,7%	37,3%	62,7%	
	Female	24	36,3%	59,5%	4,2%	45,5%	54,5%	
Age of the respondent:	18-29 years	19	42,8%	51,6%	5,6%	27,2%	72,8%	
	30-44 years	36	44,6%	50,1%	5,3%	41,7%	58,3%	
	45-59 years	11	26,2%	73,8%		55,5%	44,5%	
	60 -74 years	1	100,0%			100,0%		
Residence area:	Urban	52	42,2%	53,8%	4,0%	44,5%	55,5%	
	Rural	15	41,4%	52,2%	6,4%	25,1%	74,9%	
Level of education:	Incomplete secondary	1		100,0%			100,0%	
	General secondary	9	35,2%	54,1%	10,7%		100,0%	
	Secondary vocational	18	49,3%	45,1%	5,6%	16,6%	83,4%	
	Higher	39	41,4%	55,9%	2,8%	61,1%	38,9%	
Computer availability:	Yes	54	39,4%	56,7%	3,9%	49,8%	50,2%	
	No	13	53,1%	39,5%	7,4%		100,0%	
Internet connection:	Yes	65	40,4%	54,9%	4,7%	41,3%	58,7%	
	No	2	100,0%				100,0%	
Level of income:	Less than 3000 MDL	4	75,4%	24,6%		24,6%	75,4%	
	3000-6000 MDL	11	52,0%	39,2%	8,8%	16,8%	83,2%	
	Over 6000 MDL	48	36,4%	59,2%	4,3%	48,1%	51,9%	

Table 44. Indicate the page and the tool through which you accessed this e-service: Online registration of some notarial acts

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Public Services Portal	Website of the institution providing this service	DK/NO
Total		30	36,0%	64,0%		36,5%	63,5%	
Gender of the respondent:	Male	16	36,4%	63,6%		30,7%	69,3%	
	Female	14	35,7%	64,3%		42,9%	57,1%	
Age of the respondent:	18-29 years	8	38,8%	61,2%		25,5%	74,5%	
	30-44 years	15	32,5%	67,5%		33,3%	66,7%	
	45-59 years	6	32,5%	67,5%		52,9%	47,1%	
	60 -74 years	1	100,0%			100,0%		
Residence area:	Urban	25	31,2%	68,8%		39,7%	60,3%	
	Rural	5	59,8%	40,2%		20,3%	79,7%	
Level of education:	Incomplete secondary	1		100,0%			100,0%	
	General secondary							
	Secondary vocational	9	33,4%	66,6%			100,0%	
	Higher	20	39,2%	60,8%		54,9%	45,1%	
Computer availability:	Yes	24	36,5%	63,5%		41,3%	58,7%	
	No	6	34,0%	66,0%		17,2%	82,8%	
Internet connection:	Yes	30	36,0%	64,0%		36,5%	63,5%	
	No							
Level of income:	Less than 3000 MDL	1	100,0%				100,0%	
	3000-6000 MDL	9	34,3%	65,7%		11,2%	88,8%	
	Over 6000 MDL	20	34,0%	66,0%		49,7%	50,3%	

Table 45. Indicate the page and the tool through which you accessed this e-service: e-Apostille

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Public Services Portal	Website of the institution providing this service	DK/NO
Total		6	68,0%	32,0%		70,0%	30,0%	
Gender of the respondent:	Male	3	69,2%	30,8%		38,3%	61,7%	
	Female	3	66,9%	33,1%		100,0%		
Age of the respondent:	18-29 years	1	100,0%			100,0%		
	30-44 years	3	66,9%	33,1%		100,0%		
	45-59 years	2	50,0%	50,0%			100,0%	
	60 -74 years							
Residence area:	Urban	3	67,7%	32,3%		100,0%		
	Rural	3	68,3%	31,7%		36,6%	63,4%	
Level of education:	Incomplete secondary							
	General secondary							
	Secondary vocational	1	100,0%				100,0%	
	Higher	5	62,3%	37,7%		82,3%	17,7%	
Computer availability:	Yes	5	62,3%	37,7%		82,3%	17,7%	
	No	1	100,0%				100,0%	
Internet connection:	Yes	6	68,0%	32,0%		70,0%	30,0%	
	No							
Level of income:	Less than 3000 MDL	1	100,0%			100,0%		
	3000-6000 MDL	1	100,0%				100,0%	
	Over 6000 MDL	4	52,9%	47,1%		77,9%	22,1%	

Table 46. Indicate the page and the tool through which you accessed this e-service: e-Application for Higher Education Institutions

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Public Services Portal	Website of the institution providing this service	DK/NO
Total		24	38,1%	61,9%		42,3%	57,7%	
Gender of the respondent:	Male	10	51,5%	48,5%		41,7%	58,3%	
	Female	14	28,8%	71,2%		42,7%	57,3%	
Age of the respondent:	18-29 years	12	34,6%	65,4%		25,7%	74,3%	
	30-44 years	6	66,2%	33,8%		83,7%	16,3%	
	45-59 years	2	46,9%	53,1%		53,1%	46,9%	
	60 -74 years	1		100,0%		100,0%		
Residence area:	Urban	20	35,6%	64,4%		40,7%	59,3%	
	Rural	4	50,9%	49,1%		50,3%	49,7%	
Level of education:	Incomplete secondary	1		100,0%			100,0%	
	General secondary	9	33,7%	66,3%		11,1%	88,9%	
	Secondary vocational	2	51,2%	48,8%			100,0%	
	Higher	12	42,4%	57,6%		75,8%	24,2%	
Computer availability:	Yes	20	35,6%	64,4%		50,7%	49,3%	
	No	4	50,6%	49,4%			100,0%	
Internet connection:	Yes	24	38,1%	61,9%		42,3%	57,7%	
	No							
Level of income:	Less than 3000 MDL	4	25,8%	74,2%			100,0%	
	3000-6000 MDL	3	65,5%	34,5%		32,5%	67,5%	
	Over 6000 MDL	13	39,6%	60,4%		69,7%	30,3%	

Table 47. Indicate the page and the tool through which you accessed this e-service: e-CNAS (request for allowances for families with children)

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Public Services Portal	Website of the institution providing this service	DK/NO
Total		62	25,7%	71,1%	3,2%	58,2%	41,8%	
Gender of the respondent:	Male	23	39,9%	55,7%	4,4%	79,9%	20,1%	
	Female	39	17,7%	79,7%	2,6%	45,9%	54,1%	
Age of the respondent:	18-29 years	17	11,9%	88,1%		36,3%	63,7%	
	30-44 years	31	32,6%	64,3%	3,1%	64,6%	35,4%	
	45-59 years	12	24,1%	66,9%	9,0%	75,1%	24,9%	
	60 -74 years	2	51,2%	48,8%		51,2%	48,8%	
Residence area:	Urban	47	27,8%	70,1%	2,2%	57,8%	42,2%	
	Rural	15	19,3%	74,2%	6,5%	59,3%	40,7%	
Level of education:	Incomplete secondary	1		100,0%			100,0%	
	General secondary	3	30,1%	69,9%		64,8%	35,2%	
	Secondary vocational	12		83,3%	16,7%	16,7%	83,3%	
	Higher	46	32,7%	67,3%		69,8%	30,2%	
Computer availability:	Yes	56	28,5%	67,9%	3,6%	64,5%	35,5%	
	No	6		100,0%			100,0%	
Internet connection:	Yes	62	25,7%	71,1%	3,2%	58,2%	41,8%	
	No							
Level of income:	Less than 3000 MDL	5		81,1%	18,9%	60,0%	40,0%	
	3000-6000 MDL	7	12,2%	87,8%		41,4%	58,6%	
	Over 6000 MDL	47	30,0%	67,8%	2,2%	60,1%	39,9%	

Table 48. Indicate the page and the tool through which you accessed this e-service: Online order and purchase means of identifying pets

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Public Services Portal	Website of the institution providing this service	DK/NO
Total		13	60,0%	40,0%		61,3%	38,7%	
Gender of the respondent:	Male	9	75,4%	24,6%		55,2%	44,8%	
	Female	4	25,6%	74,4%		75,0%	25,0%	
Age of the respondent:	18-29 years	7	70,5%	29,5%		55,7%	44,3%	
	30-44 years	2	48,2%	51,8%		100,0%		
	45-59 years	3	30,7%	69,3%		34,7%	65,3%	
	60 -74 years	1	100,0%			100,0%		
Residence area:	Urban	8	47,9%	52,1%		73,8%	26,2%	
	Rural	5	79,7%	20,3%		41,1%	58,9%	
Level of education:	Incomplete secondary	2	48,5%	51,5%		51,5%	48,5%	
	General secondary	1	100,0%			100,0%		
	Secondary vocational	2	52,4%	47,6%		47,6%	52,4%	
	Higher	8	60,1%	39,9%		62,8%	37,2%	
Computer availability:	Yes	12	56,9%	43,1%		66,0%	34,0%	
	No	1	100,0%				100,0%	
Internet connection:	Yes	13	60,0%	40,0%		61,3%	38,7%	
	No							
Level of income:	Less than 3000 MDL	1		100,0%		100,0%		
	3000-6000 MDL	3	64,7%	35,3%		29,5%	70,5%	
	Over 6000 MDL	6	49,5%	50,5%		83,6%	16,4%	

Table 49. Indicate the page and the tool through which you accessed this e-service: Issuing driving license

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Public Services Portal	Website of the institution providing this service	DK/NO
Total		56	36,3%	63,7%		41,6%	58,4%	
Gender of the respondent:	Male	29	52,6%	47,4%		42,1%	57,9%	
	Female	27	18,7%	81,3%		41,1%	58,9%	
Age of the respondent:	18-29 years	26	38,8%	61,2%		39,2%	60,8%	
	30-44 years	26	38,9%	61,1%		42,7%	57,3%	
	45-59 years	4		100,0%		50,0%	50,0%	
	60 -74 years							
Residence area:	Urban	44	36,8%	63,2%		41,7%	58,3%	
	Rural	12	34,5%	65,5%		41,3%	58,7%	
Level of education:	Incomplete secondary	2		100,0%		50,6%	49,4%	
	General secondary	11	54,9%	45,1%		26,1%	73,9%	
	Secondary vocational	14	44,0%	56,0%		28,4%	71,6%	
	Higher	29	28,4%	71,6%		52,7%	47,3%	
Computer availability:	Yes	50	34,6%	65,4%		46,3%	53,7%	
	No	6	51,1%	48,9%			100,0%	
Internet connection:	Yes	56	36,3%	63,7%		41,6%	58,4%	
	No							
Level of income:	Less than 3000 MDL	2		100,0%		49,7%	50,3%	
	3000-6000 MDL	12	67,6%	32,4%		17,0%	83,0%	
	Over 6000 MDL	38	29,5%	70,5%		50,5%	49,5%	

Table 50. Indicate the page and the tool through which you accessed this e-service: Issuing protection titles for intellectual property objects

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Public Services Portal	Website of the institution providing this service	DK/NO
Total		5	19,0%	81,0%		40,6%	59,4%	
Gender of the respondent:	Male	3	33,4%	66,6%		33,4%	66,6%	
	Female	2		100,0%		50,0%	50,0%	
Age of the respondent:	18-29 years							
	30-44 years	3		100,0%		33,7%	66,3%	
	45-59 years	2	52,7%	47,3%		52,7%	47,3%	
	60 -74 years							
Residence area:	Urban	4		100,0%		26,6%	73,4%	
	Rural	1	100,0%			100,0%		
Level of education:	Incomplete secondary							
	General secondary							
	Secondary vocational	1		100,0%			100,0%	
	Higher	4	23,0%	77,0%		49,0%	51,0%	
Computer availability:	Yes	5	19,0%	81,0%		40,6%	59,4%	
	No							
Internet connection:	Yes	5	19,0%	81,0%		40,6%	59,4%	
	No							
Level of income:	Less than 3000 MDL	3		100,0%		35,8%	64,2%	
	3000-6000 MDL	1		100,0%			100,0%	
	Over 6000 MDL							

Table 51. Indicate the page and the tool through which you accessed this e-service: Online appointment for blood donation

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Public Services Portal	Website of the institution providing this service	DK/NO
Total		4	47,4%	52,6%		19,9%	80,1%	
Gender of the respondent:	Male	3	63,3%	36,7%		26,6%	73,4%	
	Female	1		100,0%			100,0%	
Age of the respondent:	18-29 years	2	50,0%	50,0%			100,0%	
	30-44 years	1		100,0%			100,0%	
	45-59 years	1	100,0%			100,0%		
	60 -74 years							
Residence area:	Urban	3	27,5%	72,5%		27,5%	72,5%	
	Rural	1	100,0%				100,0%	
Level of education:	Incomplete secondary							
	General secondary							
	Secondary vocational	1	100,0%				100,0%	
	Higher	3	27,5%	72,5%		27,5%	72,5%	
Computer availability:	Yes	4	47,4%	52,6%		19,9%	80,1%	
	No							
Internet connection:	Yes	4	47,4%	52,6%		19,9%	80,1%	
	No							
Level of income:	Less than 3000 MDL	1		100,0%			100,0%	
	3000-6000 MDL	1	100,0%				100,0%	
	Over 6000 MDL	2	42,0%	58,0%		42,0%	58,0%	

Table 52. Indicate the page and the tool through which you accessed this e-service: Online request for duplicates of civil status documents

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Public Services Portal	Website of the institution providing this service	DK/NO
Total		41	46,4%	50,9%	2,7%	51,6%	48,4%	
Gender of the respondent:	Male	22	58,4%	36,6%	5,0%	59,3%	40,7%	
	Female	19	32,3%	67,7%		42,5%	57,5%	
Age of the respondent:	18-29 years	10	40,3%	49,2%	10,5%	50,4%	49,6%	
	30-44 years	23	56,1%	43,9%		52,4%	47,6%	
	45-59 years	8	24,3%	75,7%		50,5%	49,5%	
	60 -74 years							
Residence area:	Urban	35	48,9%	48,0%	3,2%	45,8%	54,2%	
	Rural	6	32,8%	67,2%		83,6%	16,4%	
Level of education:	Incomplete secondary	1		100,0%			100,0%	
	General secondary	3	31,9%	68,1%		68,1%	31,9%	
	Secondary vocational	9	45,2%	54,8%		43,4%	56,6%	
	Higher	28	49,9%	46,2%	3,9%	54,0%	46,0%	
Computer availability:	Yes	38	44,9%	52,2%	2,9%	55,5%	44,5%	
	No	3	66,7%	33,3%			100,0%	
Internet connection:	Yes	41	46,4%	50,9%	2,7%	51,6%	48,4%	
	No							
Level of income:	Less than 3000 MDL	5	40,5%	59,5%		59,6%	40,4%	
	3000-6000 MDL	8	38,2%	61,8%		50,5%	49,5%	
	Over 6000 MDL	24	57,5%	38,0%	4,5%	54,3%	45,7%	

Table 53. Indicate the page and the tool through which you accessed this e-service: e-Fishing

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Public Services Portal	Website of the institution providing this service	DK/NO
Total		11	47,0%	53,0%		53,9%	46,1%	
Gender of the respondent:	Male	10	41,6%	58,4%		49,1%	50,9%	
	Female	1	100,0%			100,0%		
Age of the respondent:	18-29 years	1		100,0%			100,0%	
	30-44 years	8	64,0%	36,0%		62,4%	37,6%	
	45-59 years	1		100,0%		100,0%		
	60 -74 years							
Residence area:	Urban	8	51,1%	48,9%		37,5%	62,5%	
	Rural	3	35,6%	64,4%		100,0%		
Level of education:	Incomplete secondary	1		100,0%		100,0%		
	General secondary	2	51,2%	48,8%		51,2%	48,8%	
	Secondary vocational	4	27,2%	72,8%		21,9%	78,1%	
	Higher	4	76,2%	23,8%		76,2%	23,8%	
Computer availability:	Yes	10	52,3%	47,7%		59,9%	40,1%	
	No	1		100,0%			100,0%	
Internet connection:	Yes	11	47,0%	53,0%		53,9%	46,1%	
	No							
Level of income:	Less than 3000 MDL							
	3000-6000 MDL	2	51,2%	48,8%		51,2%	48,8%	
	Over 6000 MDL	8	51,7%	48,3%		60,9%	39,1%	

Table 54. Indicate the page and the tool through which you accessed this e-service: Online request for documentation services (ASP)

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Public Services Portal	Website of the institution providing this service	DK/NO
Total		67	34,2%	61,6%	4,2%	41,2%	57,4%	1,5%
Gender of the respondent:	Male	28	31,8%	61,4%	6,7%	44,8%	55,2%	
	Female	39	35,8%	61,7%	2,5%	38,6%	58,9%	2,5%
Age of the respondent:	18-29 years	25	31,9%	64,3%	3,9%	23,2%	73,0%	3,9%
	30-44 years	30	33,5%	63,3%	3,2%	53,1%	46,9%	
	45-59 years	10	39,1%	51,4%	9,5%	40,6%	59,4%	
	60 -74 years	2	53,1%	46,9%		100,0%		
Residence area:	Urban	58	32,8%	62,3%	4,9%	38,9%	59,4%	1,7%
	Rural	9	43,1%	56,9%		55,8%	44,2%	
Level of education:	Incomplete secondary	4		100,0%		24,6%	75,4%	
	General secondary	4	23,2%	76,8%		52,2%	47,8%	
	Secondary vocational	13	14,8%	63,1%	22,1%	23,2%	69,1%	7,6%
	Higher	46	43,5%	56,5%		46,7%	53,3%	
Computer availability:	Yes	57	35,2%	61,4%	3,4%	48,3%	50,0%	1,7%
	No	10	28,3%	62,7%	9,0%		100,0%	
Internet connection:	Yes	66	34,7%	60,9%	4,3%	41,9%	56,7%	1,5%
	No	1		100,0%			100,0%	
Level of income:	Less than 3000 MDL	2		100,0%			100,0%	
	3000-6000 MDL	11	35,0%	65,0%		44,9%	55,1%	
	Over 6000 MDL	44	34,2%	61,4%	4,4%	42,6%	55,2%	2,2%

Table 55. Indicate the page and the tool through which you accessed this e-service: e-Kindergarten (enrollment of the child in kindergarten)

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Public Services Portal	Website of the institution providing this service	DK/NO
Total		45	33,5%	64,4%	2,2%	35,4%	64,6%	
Gender of the respondent:	Male	13	38,6%	61,4%		38,0%	62,0%	
	Female	32	31,3%	65,6%	3,1%	34,3%	65,7%	
Age of the respondent:	18-29 years	10	29,3%	70,7%		20,3%	79,7%	
	30-44 years	34	35,6%	61,6%	2,9%	38,3%	61,7%	
	45-59 years	1		100,0%		100,0%		
	60 -74 years							
Residence area:	Urban	38	29,1%	68,3%	2,6%	31,5%	68,5%	
	Rural	7	56,7%	43,3%		56,4%	43,6%	
Level of education:	Incomplete secondary							
	General secondary	3	33,3%	66,7%			100,0%	
	Secondary vocational	6	32,8%	67,2%		15,9%	84,1%	
	Higher	36	33,6%	63,7%	2,7%	41,7%	58,3%	
Computer availability:	Yes	41	32,0%	65,6%	2,4%	38,8%	61,2%	
	No	4	48,4%	51,6%			100,0%	
Internet connection:	Yes	45	33,5%	64,4%	2,2%	35,4%	64,6%	
	No							
Level of income:	Less than 3000 MDL	1	100,0%			100,0%		
	3000-6000 MDL	10	29,6%	70,4%		19,5%	80,5%	
	Over 6000 MDL	33	33,7%	63,4%	3,0%	39,4%	60,6%	

Table 56. Indicate the page and the tool through which you accessed this e-service: e-School (admission to the first grade)

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Public Services Portal	Website of the institution providing this service	DK/NO
Total		33	21,3%	72,6%	6,1%	51,1%	48,9%	
Gender of the respondent:	Male	11	18,4%	81,6%		44,1%	55,9%	
	Female	22	22,8%	68,2%	9,0%	54,5%	45,5%	
Age of the respondent:	18-29 years	6	16,5%	83,5%		33,1%	66,9%	
	30-44 years	21	19,7%	75,6%	4,7%	61,2%	38,8%	
	45-59 years	4	23,5%	50,0%	26,5%	23,5%	76,5%	
	60 -74 years							
Residence area:	Urban	28	17,9%	74,9%	7,2%	46,0%	54,0%	
	Rural	5	40,0%	60,0%		78,5%	21,5%	
Level of education:	Incomplete secondary	1		100,0%			100,0%	
	General secondary	3	33,5%	66,5%		33,5%	66,5%	
	Secondary vocational	5	21,0%	59,8%	19,1%	19,2%	80,8%	
	Higher	24	20,7%	75,1%	4,2%	62,2%	37,8%	
Computer availability:	Yes	32	22,0%	71,8%	6,3%	52,5%	47,5%	
	No	1		100,0%			100,0%	
Internet connection:	Yes	33	21,3%	72,6%	6,1%	51,1%	48,9%	
	No							
Level of income:	Less than 3000 MDL	1		100,0%		100,0%		
	3000-6000 MDL	5	19,8%	80,2%		58,9%	41,1%	
	Over 6000 MDL	26	23,3%	69,0%	7,8%	49,6%	50,4%	

Table 57. Please tell us, where do you get information about public services provided electronically?

		Number	TV	Radio	Newspapers	Employees of public service counters	Internet (news sites, social networks)	Internet (websites of government institutions)	Flyers / Booklets	Street advertising	Discussions with other people (family members, relatives, acquaintances)	Another source	I am not informed	DK/NO
Total		3056	58,5%	8,2%	2,9%	2,3%	41,2%	11,8%	1,4%	2,4%	30,4%	0,3%	0,7%	8,3%
Gender of the respondent:	Male	1370	56,9%	10,1%	2,9%	2,2%	42,6%	12,3%	0,9%	2,3%	29,0%	0,4%	0,9%	7,6%
	Female	1686	59,7%	6,7%	2,9%	2,4%	40,1%	11,4%	1,8%	2,4%	31,6%	0,3%	0,5%	8,9%
Age of the respondent:	18-29 years	491	43,0%	2,3%	1,4%	2,3%	65,1%	17,4%	1,0%	1,6%	26,9%	0,4%	0,4%	5,9%
	30-44 years	860	54,2%	6,0%	2,5%	4,1%	56,5%	19,1%	1,5%	2,0%	35,5%	0,5%	0,3%	5,2%
	45-59 years	741	61,9%	11,6%	3,5%	1,8%	34,4%	7,9%	2,1%	3,6%	33,4%	0,1%	1,1%	9,2%
	60 -74 years	905	72,5%	12,1%	3,7%	0,8%	13,2%	3,0%	0,9%	2,3%	24,7%	0,2%	0,9%	13,0%
Residence area:	Urban	1403	55,1%	5,7%	3,0%	3,1%	50,9%	20,2%	1,9%	2,1%	35,0%	0,3%	0,6%	5,6%
	Rural	1653	61,4%	10,5%	2,8%	1,6%	32,8%	4,5%	0,9%	2,6%	26,5%	0,3%	0,7%	10,7%
Level of education:	Incomplete secondary	592	57,4%	7,5%	2,1%	0,5%	22,8%	2,1%	0,6%	1,4%	19,9%	0,5%	0,8%	16,4%
	General secondary	687	59,3%	9,2%	2,0%	1,7%	35,4%	6,9%	0,3%	2,4%	21,4%	0,2%	0,3%	11,0%
	Secondary vocational	1164	63,5%	9,4%	3,1%	1,7%	41,0%	10,0%	2,0%	3,0%	35,8%	0,2%	1,2%	6,1%
	Higher	609	49,3%	5,9%	4,2%	5,6%	65,1%	29,5%	2,2%	2,2%	40,5%	0,5%		1,9%
Computer availability:	Yes	1753	55,2%	7,5%	3,6%	3,2%	53,8%	16,6%	1,8%	2,6%	34,9%	0,4%	0,5%	5,2%
	No	1303	63,1%	9,3%	1,9%	1,0%	23,6%	5,2%	0,7%	2,0%	24,2%	0,2%	0,8%	12,6%
Internet connection:	Yes	2392	56,2%	7,8%	3,1%	2,7%	51,1%	14,8%	1,6%	2,8%	33,7%	0,3%	0,5%	6,1%
	No	664	67,4%	10,1%	2,3%	0,6%	3,0%	0,5%	0,6%	0,7%	18,0%	0,4%	1,4%	16,8%
Level of income:	Less than 3000 MDL	1072	63,9%	12,1%	2,8%	0,5%	20,9%	2,2%	0,7%	2,4%	23,3%	0,2%	0,8%	13,7%
	3000-6000 MDL	774	64,5%	7,8%	3,6%	1,2%	41,8%	10,4%	1,3%	3,2%	30,1%		1,0%	7,0%
	Over 6000 MDL	874	50,3%	5,0%	2,8%	5,4%	61,4%	23,2%	1,8%	1,6%	37,5%	0,7%	0,3%	2,6%

Table 58. Have you requested at least one service from public authorities / institutions in the last 12 months?

		Number	Yes	No	DK/NO
Total		3056	25,2%	74,5%	0,3%
Gender of the respondent:	Male	1370	25,3%	74,4%	0,4%
	Female	1686	25,2%	74,6%	0,2%
Age of the respondent:	18-29 years	491	34,5%	65,1%	0,4%
	30-44 years	860	32,3%	67,4%	0,4%
	45-59 years	741	23,3%	76,4%	0,3%
	60 -74 years	905	13,0%	86,8%	0,2%
Residence area:	Urban	1403	30,2%	69,5%	0,3%
	Rural	1653	20,9%	78,8%	0,3%
Level of education:	Incomplete secondary	592	16,4%	83,2%	0,3%
	General secondary	687	19,2%	80,5%	0,3%
	Secondary vocational	1164	23,3%	76,5%	0,3%
	Higher	609	43,7%	56,0%	0,3%
Computer availability:	Yes	1753	30,3%	69,5%	0,2%
	No	1303	18,1%	81,4%	0,5%
Internet connection:	Yes	2392	28,5%	71,3%	0,3%
	No	664	12,7%	86,8%	0,5%
Level of income:	Less than 3000 MDL	1072	16,8%	82,9%	0,3%
	3000-6000 MDL	774	24,1%	75,6%	0,3%
	Over 6000 MDL	874	36,3%	63,4%	0,2%

Table 59. How did you most often obtain the requested services?

		Number	I went to the headquarters of the public institution for all stages / procedures	Through the Internet (using the computer or mobile phone) for some stages / procedures, but later I went to the office of the public institution to complete the procedure for obtaining the service	Through the Internet (using the computer or mobile phone) for all stages, without having to go to the office of that institution	DK/NO
Total		749	77,6%	24,2%	7,7%	0,4%
Gender of the respondent:	Male	335	78,6%	26,2%	6,9%	0,5%
	Female	414	76,8%	22,5%	8,4%	0,2%
Age of the respondent:	18-29 years	168	67,7%	28,5%	13,4%	
	30-44 years	277	74,9%	32,7%	7,9%	0,4%
	45-59 years	172	81,5%	18,9%	5,9%	0,6%
	60 -74 years	118	95,0%	2,4%	1,6%	0,9%
Residence area:	Urban	410	66,7%	33,0%	12,3%	0,5%
	Rural	339	91,3%	13,1%	2,1%	0,3%
Level of education:	Incomplete secondary	96	95,8%	3,2%		1,1%
	General secondary	129	86,9%	15,2%	5,6%	0,7%
	Secondary vocational	264	81,7%	21,0%	4,1%	
	Higher	260	62,6%	39,1%	15,1%	0,3%
Computer availability:	Yes	517	72,8%	31,2%	8,8%	0,2%
	No	232	88,5%	8,0%	5,3%	0,9%
Internet connection:	Yes	665	75,8%	26,9%	8,3%	0,1%
	No	84	92,7%	1,3%	3,5%	2,4%
Level of income:	Less than 3000 MDL	178	94,3%	8,2%	0,6%	0,5%
	3000-6000 MDL	182	80,8%	19,4%	6,7%	0,6%
	Over 6000 MDL	312	65,4%	36,0%	11,9%	

Table 60. Using the rating scale from 1 (unsatisfied) to 6 (very satisfied), please rate how satisfied are you with the quality of public services you received at the office of the public institution?

		Number	1 - unsatisfied	2	3	4	5	6 - very satisfied	DK/NO
Total		677	2,9%	2,0%	6,7%	15,8%	24,2%	47,9%	0,4%
Gender of the respondent:	Male	305	2,2%	2,5%	6,7%	15,7%	23,7%	48,9%	0,3%
	Female	372	3,4%	1,6%	6,8%	15,9%	24,6%	47,2%	0,5%
Age of the respondent:	18-29 years	143	2,1%	1,4%	3,5%	14,3%	26,0%	52,7%	
	30-44 years	243	2,0%	2,4%	7,1%	17,1%	21,1%	49,8%	0,4%
	45-59 years	160	4,4%	0,5%	6,9%	16,7%	26,3%	44,5%	0,6%
	60 -74 years	118	4,2%	4,3%	10,3%	12,7%	27,0%	40,7%	0,8%
Residence area:	Urban	352	2,0%	2,4%	7,9%	16,1%	26,8%	44,5%	0,2%
	Rural	325	3,9%	1,6%	5,4%	15,6%	21,2%	51,7%	0,6%
Level of education:	Incomplete secondary	98	3,2%	1,2%	3,0%	13,7%	20,5%	57,4%	1,1%
	General secondary	121	1,5%	1,7%	6,5%	15,8%	25,7%	48,1%	0,8%
	Secondary vocational	244	3,1%	3,1%	8,3%	16,8%	21,5%	46,9%	0,4%
	Higher	214	3,3%	1,4%	6,8%	15,9%	27,9%	44,8%	
Computer availability:	Yes	452	1,7%	1,3%	6,7%	15,9%	26,5%	47,9%	
	No	225	5,3%	3,5%	6,8%	15,7%	19,3%	48,0%	1,3%
Internet connection:	Yes	594	2,5%	2,0%	7,3%	16,6%	25,3%	46,3%	
	No	83	5,6%	2,4%	2,2%	9,6%	15,5%	60,9%	3,7%
Level of income:	Less than 3000 MDL	175	5,0%	3,4%	5,7%	14,2%	20,6%	49,4%	1,7%
	3000-6000 MDL	169	1,8%	2,4%	10,4%	20,4%	25,4%	39,6%	
	Over 6000 MDL	261	1,9%	1,2%	3,3%	14,5%	25,0%	54,1%	

Table 61. Using the rating scale from 1 (unsatisfied) to 6 (very satisfied), please rate how satisfied are you with the quality of public services you have received? Through the Internet, on the specialized web pages of public institutions?

		Number	1 - unsatisfied	2	3	4	5	6 - very satisfied	DK/NO
Total		95	2,1%		3,1%	16,8%	45,7%	32,3%	
Gender of the respondent:	Male	44	2,1%		2,1%	18,2%	44,2%	33,4%	
	Female	51	2,0%		3,9%	15,7%	46,9%	31,5%	
Age of the respondent:	18-29 years	27	3,4%			7,4%	52,5%	36,7%	
	30-44 years	50	2,0%		4,0%	22,1%	45,8%	26,2%	
	45-59 years	15			6,3%	19,2%	40,4%	34,1%	
	60 -74 years	2						100,0%	
Residence area:	Urban	67	2,9%		2,9%	16,4%	46,7%	31,1%	
	Rural	28			3,6%	17,8%	43,3%	35,3%	
Level of education:	Incomplete secondary	1				100,0%			
	General secondary	12	8,0%				42,9%	49,1%	
	Secondary vocational	28	3,7%		3,6%	17,0%	36,3%	39,3%	
	Higher	54			3,5%	18,7%	51,9%	25,9%	
Computer availability:	Yes	84	2,3%		3,5%	15,5%	45,6%	33,0%	
	No	11				26,8%	46,1%	27,1%	
Internet connection:	Yes	93	2,1%		3,1%	17,2%	45,5%	32,1%	
	No	2					53,6%	46,4%	
Level of income:	Less than 3000 MDL	7	14,9%			28,7%	44,8%	11,6%	
	3000-6000 MDL	19			5,2%	10,5%	52,6%	31,8%	
	Over 6000 MDL	57			3,4%	16,0%	44,0%	36,7%	

Table 62. Using the rating scale from 1 (unsatisfied) to 6 (very satisfied), please rate how satisfied are you with the quality of public services you have received? Through the Internet, through the integrated page (Public Services Portal) (www.servicii.gov.md)

		Number	1 - unsatisfied	2	3	4	5	6 - very satisfied	DK/NO
Total		22	4,7%				45,1%	50,2%	
Gender of the respondent:	Male	9					42,8%	57,2%	
	Female	13	7,9%				46,6%	45,4%	
Age of the respondent:	18-29 years	7					56,4%	43,6%	
	30-44 years	10	10,0%				40,3%	49,6%	
	45-59 years	5					37,9%	62,1%	
	60 -74 years								
Residence area:	Urban	16	6,5%				43,8%	49,7%	
	Rural	6					48,4%	51,6%	
Level of education:	Incomplete secondary								
	General secondary	3					33,5%	66,5%	
	Secondary vocational	5					60,3%	39,7%	
	Higher	14	7,3%				42,4%	50,3%	
Computer availability:	Yes	17	6,0%				51,8%	42,1%	
	No	5					20,8%	79,2%	
Internet connection:	Yes	20	5,2%				49,3%	45,5%	
	No	2						100,0%	
Level of income:	Less than 3000 MDL								
	3000-6000 MDL	5	21,1%				21,1%	57,8%	
	Over 6000 MDL	13					53,2%	46,8%	

Table 63. Please tell us if there were situations when you had to submit a complaint / petition / proposal because the service provided to you by a public institution was not performed qualitatively?

		Number	Yes	No	DK/NO
Total		749	4,2%	95,2%	0,6%
Gender of the respondent:	Male	335	4,4%	95,0%	0,6%
	Female	414	4,1%	95,4%	0,5%
Age of the respondent:	18-29 years	168	2,4%	95,8%	1,8%
	30-44 years	277	4,9%	95,1%	
	45-59 years	172	5,7%	93,8%	0,6%
	60 -74 years	118	2,6%	97,4%	
Residence area:	Urban	410	5,0%	94,2%	0,8%
	Rural	339	3,2%	96,5%	0,3%
Level of education:	Incomplete secondary	96	3,2%	96,8%	
	General secondary	129	5,5%	94,5%	
	Secondary vocational	264	4,0%	95,3%	0,8%
	Higher	260	4,2%	95,0%	0,8%
Computer availability:	Yes	517	4,5%	94,7%	0,8%
	No	232	3,4%	96,6%	
Internet connection:	Yes	665	4,7%	94,7%	0,6%
	No	84		100,0%	
Level of income:	Less than 3000 MDL	178	3,9%	96,1%	
	3000-6000 MDL	182	7,2%	92,3%	0,5%
	Over 6000 MDL	312	2,9%	96,1%	1,0%

Table 64. Please tell us how satisfied you are with the response to your complaint / petition from the institution that provided the service?

		Number	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	DK/NO
Total		32	16,4%	31,2%	33,8%	15,8%	2,8%
Gender of the respondent:	Male	15	21,2%	39,5%	26,2%	13,1%	
	Female	17	12,3%	23,9%	40,3%	18,2%	5,3%
Age of the respondent:	18-29 years	4		26,5%	50,0%	23,5%	
	30-44 years	14	28,9%	28,5%	28,6%	14,1%	
	45-59 years	10	11,2%	39,6%	28,4%	11,2%	9,6%
	60 -74 years	3			65,7%	34,3%	
Residence area:	Urban	21	15,0%	32,7%	33,3%	19,0%	
	Rural	11	19,2%	28,2%	34,7%	9,6%	8,3%
Level of education:	Incomplete secondary	3	33,3%		33,4%	33,3%	
	General secondary	7	14,4%	44,6%	12,9%	28,1%	
	Secondary vocational	11	10,9%	35,9%	35,1%	9,6%	8,5%
	Higher	11	18,2%	27,1%	45,5%	9,3%	
Computer availability:	Yes	24	13,2%	41,5%	33,0%	8,6%	3,7%
	No	8	26,3%		36,1%	37,6%	
Internet connection:	Yes	32	16,4%	31,2%	33,8%	15,8%	2,8%
	No			29,7%	42,1%	14,9%	13,3%
Level of income:	Less than 3000 MDL	7	32,0%	46,1%	21,9%		
	3000-6000 MDL	13	11,3%	11,5%	44,7%	32,5%	
	Over 6000 MDL	9	16,4%	31,2%	33,8%	15,8%	2,8%

Table 65. Please tell us how satisfied you are with the promptness with which the institution react to the settlement of your complaint / petition?

		Number	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	DK/NO
Total		32	3,3%	47,8%	27,1%	21,8%	
Gender of the respondent:	Male	15		62,2%	18,0%	19,8%	
	Female	17	6,1%	35,3%	35,1%	23,5%	
Age of the respondent:	18-29 years	4		52,9%	23,5%	23,5%	
	30-44 years	14	7,2%	50,2%	21,7%	21,0%	
	45-59 years	10		50,5%	28,7%	20,8%	
	60 -74 years	3			65,7%	34,3%	
Residence area:	Urban	21		48,8%	27,4%	23,8%	
	Rural	11	9,6%	46,1%	26,4%	17,9%	
Level of education:	Incomplete secondary	3		33,3%	33,4%	33,3%	
	General secondary	7		59,0%	27,5%	13,5%	
	Secondary vocational	11		46,8%	35,1%	18,1%	
	Higher	11	9,3%	45,9%	17,6%	27,2%	
Computer availability:	Yes	24		59,3%	24,1%	16,6%	
	No	8	13,2%	13,1%	36,1%	37,6%	
Internet connection:	Yes	32	3,3%	47,8%	27,1%	21,8%	
	No			29,7%	42,1%	28,2%	
Level of income:	Less than 3000 MDL	7		86,7%	13,3%		
	3000-6000 MDL	13	11,3%	11,5%	33,8%	43,3%	
	Over 6000 MDL	9	3,3%	47,8%	27,1%	21,8%	

Table 66. What is the type of your dwelling?

		Number	Separate apartment	A room in an apartment	Separate house	Part of the house	DK/NO
Total		3056	32,0%	0,9%	65,5%	1,7%	0,0%
Gender of the respondent:	Male	1370	32,4%	1,1%	64,3%	2,2%	
	Female	1686	31,6%	0,7%	66,4%	1,2%	0,1%
Age of the respondent:	18-29 years	491	46,4%	2,8%	48,8%	1,8%	0,2%
	30-44 years	860	38,6%	0,8%	58,3%	2,2%	
	45-59 years	741	23,9%	0,3%	74,4%	1,4%	
	60 -74 years	905	21,8%	0,3%	76,6%	1,2%	
Residence area:	Urban	1403	67,0%	1,7%	29,2%	2,1%	0,1%
	Rural	1653	1,4%	0,2%	97,1%	1,3%	
Level of education:	Incomplete secondary	592	12,6%	0,7%	85,0%	1,7%	
	General secondary	687	26,9%	0,2%	72,0%	0,9%	
	Secondary vocational	1164	29,9%	1,4%	66,6%	2,0%	0,1%
	Higher	609	59,4%	0,8%	38,0%	1,8%	
Computer availability:	Yes	1753	38,0%	0,9%	59,5%	1,6%	
	No	1303	23,6%	0,9%	73,7%	1,7%	0,1%
Internet connection:	Yes	2392	35,6%	1,0%	61,7%	1,7%	0,0%
	No	664	18,1%	0,5%	80,1%	1,3%	
Level of income:	Less than 3000 MDL	1072	15,1%	0,9%	82,3%	1,7%	
	3000-6000 MDL	774	28,3%	1,4%	68,8%	1,3%	0,1%
	Over 6000 MDL	874	55,6%	0,8%	42,2%	1,4%	

Table 67. What are the walls of your dwelling made of?

		Number	Concrete, monolith blocks, panels	Bricks, limestone, pressed blocks	Straw bricks, clay	Other	DK/NO
Total		3056	24,4%	38,6%	34,6%	0,1%	2,3%
Gender of the respondent:	Male	1370	24,9%	41,0%	32,4%	0,2%	1,6%
	Female	1686	24,0%	36,7%	36,3%	0,1%	2,9%
Age of the respondent:	18-29 years	491	35,9%	36,6%	22,8%	0,2%	4,4%
	30-44 years	860	31,0%	39,9%	26,2%		2,8%
	45-59 years	741	16,9%	39,2%	41,9%	0,1%	1,9%
	60 -74 years	905	16,4%	36,6%	46,1%	0,1%	0,8%
Residence area:	Urban	1403	50,4%	34,7%	11,1%	0,1%	3,7%
	Rural	1653	1,8%	42,0%	55,0%	0,1%	1,2%
Level of education:	Incomplete secondary	592	8,8%	33,2%	55,7%	0,2%	2,1%
	General secondary	687	15,7%	42,1%	40,0%	0,1%	2,0%
	Secondary vocational	1164	23,7%	39,8%	33,5%	0,1%	3,0%
	Higher	609	49,7%	38,0%	10,6%		1,7%
Computer availability:	Yes	1753	29,3%	42,7%	25,6%	0,1%	2,4%
	No	1303	17,7%	32,9%	47,0%	0,2%	2,2%
Internet connection:	Yes	2392	27,5%	40,9%	29,0%	0,1%	2,5%
	No	664	12,6%	29,5%	55,9%	0,2%	1,7%
Level of income:	Less than 3000 MDL	1072	10,5%	33,7%	53,3%	0,2%	2,2%
	3000-6000 MDL	774	22,6%	43,4%	31,8%	0,1%	2,1%
	Over 6000 MDL	874	43,6%	39,4%	15,3%		1,7%

Table 1. When was your dwelling built?

		Number	Before 1991	After 1991	DK/NO
Total		3056	81,3%	16,0%	2,7%
Gender of the respondent:	Male	1370	81,7%	16,5%	1,8%
	Female	1686	80,9%	15,6%	3,5%
Age of the respondent:	18-29 years	491	70,2%	24,8%	5,0%
	30-44 years	860	73,8%	21,8%	4,3%
	45-59 years	741	86,1%	12,7%	1,2%
	60 -74 years	905	93,6%	6,1%	0,3%
Residence area:	Urban	1403	77,1%	19,1%	3,8%
	Rural	1653	84,9%	13,3%	1,8%
Level of education:	Incomplete secondary	592	88,6%	8,8%	2,6%
	General secondary	687	86,9%	11,4%	1,7%
	Secondary vocational	1164	81,8%	16,2%	2,0%
	Higher	609	67,5%	27,3%	5,2%
Computer availability:	Yes	1753	76,0%	20,7%	3,2%
	No	1303	88,5%	9,4%	2,0%
Internet connection:	Yes	2392	78,3%	18,7%	3,1%
	No	664	92,7%	5,8%	1,4%
Level of income:	Less than 3000 MDL	1072	92,3%	6,5%	1,2%
	3000-6000 MDL	774	86,1%	10,7%	3,1%
	Over 6000 MDL	874	67,9%	28,5%	3,5%

Table 2. Is your household connected piped water system?

		Number	Yes, there is water in the house / apartment	Yes, the water is out in the yard	It is not connected	DK/NO
Total		3056	70,9%	37,2%	17,4%	
Gender of the respondent:	Male	1370	72,6%	39,8%	16,4%	
	Female	1686	69,6%	35,1%	18,2%	
Age of the respondent:	18-29 years	491	80,4%	31,4%	10,4%	
	30-44 years	860	75,5%	31,2%	15,2%	
	45-59 years	741	65,8%	40,3%	21,9%	
	60 -74 years	905	64,5%	45,7%	20,0%	
Residence area:	Urban	1403	94,4%	18,4%	3,0%	
	Rural	1653	50,5%	53,5%	29,9%	
Level of education:	Incomplete secondary	592	49,8%	49,4%	27,7%	
	General secondary	687	64,7%	43,6%	19,3%	
	Secondary vocational	1164	72,5%	34,4%	18,3%	
	Higher	609	94,7%	23,7%	3,8%	
Computer availability:	Yes	1753	81,4%	33,9%	12,2%	
	No	1303	56,3%	41,7%	24,6%	
Internet connection:	Yes	2392	77,5%	35,5%	13,7%	
	No	664	45,4%	43,7%	31,6%	
Level of income:	Less than 3000 MDL	1072	49,3%	45,7%	28,7%	
	3000-6000 MDL	774	77,8%	40,9%	13,3%	
	Over 6000 MDL	874	90,8%	24,5%	6,0%	

Table 70. Is your household connected to a sewer system?

		Number	Centralized sewerage system	Local / own sewerage system	It is not connected	DK/NO
Total		3056	38,2%	37,4%	24,3%	0,1%
Gender of the respondent:	Male	1370	39,3%	36,3%	24,1%	0,2%
	Female	1686	37,2%	38,2%	24,5%	0,1%
Age of the respondent:	18-29 years	491	52,9%	30,1%	16,6%	0,4%
	30-44 years	860	46,3%	32,7%	20,7%	0,2%
	45-59 years	741	29,0%	42,9%	28,1%	
	60 -74 years	905	27,1%	43,5%	29,4%	
Residence area:	Urban	1403	78,6%	16,5%	4,7%	0,2%
	Rural	1653	2,9%	55,6%	41,4%	0,1%
Level of education:	Incomplete secondary	592	16,9%	36,8%	46,1%	0,2%
	General secondary	687	31,1%	39,6%	29,2%	0,1%
	Secondary vocational	1164	36,4%	41,9%	21,6%	0,1%
	Higher	609	69,0%	27,6%	3,3%	0,2%
Computer availability:	Yes	1753	45,9%	39,3%	14,7%	0,2%
	No	1303	27,5%	34,7%	37,8%	0,1%
Internet connection:	Yes	2392	42,7%	39,0%	18,1%	0,2%
	No	664	20,5%	30,9%	48,5%	
Level of income:	Less than 3000 MDL	1072	18,7%	36,4%	44,9%	
	3000-6000 MDL	774	37,5%	43,0%	19,5%	
	Over 6000 MDL	874	63,9%	29,3%	6,5%	0,2%

Table 71. Please tell us where the toilet is located in your household?

		Număr	It is in the house / apartment	It is outside in the yard	We do not have a toilet	DK/NO
Total		3056	54,3%	60,4%	0,4%	0,0%
Gender of the respondent:	Male	1370	55,3%	60,0%	0,4%	0,1%
	Female	1686	53,4%	60,6%	0,4%	
Age of the respondent:	18-29 years	491	68,5%	44,4%	0,2%	
	30-44 years	860	61,5%	52,0%	0,5%	
	45-59 years	741	46,3%	70,1%	0,4%	0,1%
	60 -74 years	905	43,7%	72,3%	0,2%	
Residence area:	Urban	1403	86,9%	23,2%	0,2%	
	Rural	1653	25,8%	92,8%	0,5%	0,1%
Level of education:	Incomplete secondary	592	27,2%	82,9%	0,7%	
	General secondary	687	47,9%	67,3%	0,5%	
	Secondary vocational	1164	53,4%	60,9%	0,2%	0,1%
	Higher	609	88,3%	30,8%	0,3%	
Computer availability:	Yes	1753	66,7%	52,4%	0,3%	0,1%
	No	1303	36,9%	71,4%	0,4%	
Internet connection:	Yes	2392	61,5%	55,5%	0,3%	0,0%
	No	664	26,4%	79,1%	0,6%	
Level of income:	Less than 3000 MDL	1072	30,0%	79,5%	0,5%	0,1%
	3000-6000 MDL	774	55,9%	61,5%	0,5%	
	Over 6000 MDL	874	82,1%	35,1%	0,1%	

Table 72. Please tell us what is the type of heating in your household?

		Număr	Central heating	Autonomous heating	We have no heating	DK/NO
Total		3056	21,7%	77,4%	0,9%	0,0%
Gender of the respondent:	Male	1370	22,4%	76,8%	0,6%	0,1%
	Female	1686	21,1%	77,9%	1,0%	
Age of the respondent:	18-29 years	491	32,7%	67,1%	0,2%	
	30-44 years	860	26,3%	73,0%	0,7%	
	45-59 years	741	17,1%	81,8%	0,9%	0,1%
	60 -74 years	905	13,3%	85,4%	1,3%	
Residence area:	Urban	1403	45,5%	53,0%	1,4%	
	Rural	1653	0,9%	98,7%	0,4%	0,1%
Level of education:	Incomplete secondary	592	7,2%	92,1%	0,6%	
	General secondary	687	17,9%	81,2%	0,9%	
	Secondary vocational	1164	21,8%	77,0%	1,2%	0,1%
	Higher	609	39,2%	60,4%	0,5%	
Computer availability:	Yes	1753	25,6%	74,1%	0,3%	0,1%
	No	1303	16,4%	82,1%	1,6%	
Internet connection:	Yes	2392	24,8%	74,7%	0,5%	0,0%
	No	664	9,9%	87,9%	2,2%	
Level of income:	Less than 3000 MDL	1072	7,7%	90,7%	1,5%	0,1%
	3000-6000 MDL	774	20,5%	78,5%	1,0%	
	Over 6000 MDL	874	40,5%	59,5%		

Table 73. Please tell us, what is the type of autonomous heating in your household?

		Number	Gas heating	Coal, wood, fuel oil	Electricity	Other	DK/NO
Total		2382	26,5%	80,2%	0,8%	0,0%	0,0%
Gender of the respondent:	Male	1063	27,1%	81,0%	0,7%		
	Female	1319	26,1%	79,6%	0,8%	0,1%	0,1%
Age of the respondent:	18-29 years	330	32,8%	72,0%	1,6%		
	30-44 years	629	31,4%	75,7%	0,6%		0,2%
	45-59 years	606	21,8%	84,8%	0,5%	0,2%	
	60 -74 years	773	22,4%	85,1%	0,8%		
Residence area:	Urban	751	61,2%	45,6%	2,1%	0,1%	0,1%
	Rural	1631	10,3%	96,4%	0,1%		
Level of education:	Incomplete secondary	547	11,8%	91,0%	0,4%		
	General secondary	562	20,8%	86,1%	0,4%		0,2%
	Secondary vocational	901	24,3%	82,9%	1,0%	0,1%	
	Higher	370	61,5%	50,0%	1,3%		
Computer availability:	Yes	1308	36,8%	72,9%	0,9%	0,1%	
	No	1074	13,6%	89,4%	0,6%		0,1%
Internet connection:	Yes	1800	31,1%	77,1%	0,8%	0,1%	0,1%
	No	582	11,6%	90,3%	0,7%		
Level of income:	Less than 3000 MDL	971	12,2%	89,9%	0,9%		0,1%
	3000-6000 MDL	611	29,5%	81,4%	0,5%		
	Over 6000 MDL	523	50,8%	60,6%	1,0%		

