

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

ANNUAL NATIONAL SURVEY 2021



**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 intended **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 and 2020 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:** 3036 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 (189) 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: September 23 - October 27, 2021. 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		3036	100,0%
Gender of the respondent:	Male	1252	46,7%
	Female	1784	53,3%
Age of the respondent:	18-29 years	551	17,5%
	30-44 years	769	28,7%
	45-59 years	697	24,0%
	60 -74 years	1019	29,8%
Area of residence:	Urban	1416	47,2%
	Rural	1620	52,8%
Level of education:	Incomplete secondary	630	20,6%
	General secondary	607	19,4%
	Secondary vocational	1124	37,2%
	Higher	671	22,8%
Computer availability:	Yes	1780	59,7%

	No	1256	40,3%
Internet connection:	Yes	2520	84,1%
	No	516	15,9%
Level of income:	Less than 3000 MDL	915	34,9%
	3000-6000 MDL	647	25,2%
	Over 6000 MDL	956	39,9%

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 2021 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 and 2021 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 reduced the usual access to government services, with all related effects on all indicators measured in the study.

1. Access to computers and Internet. Peculiarities of internet access

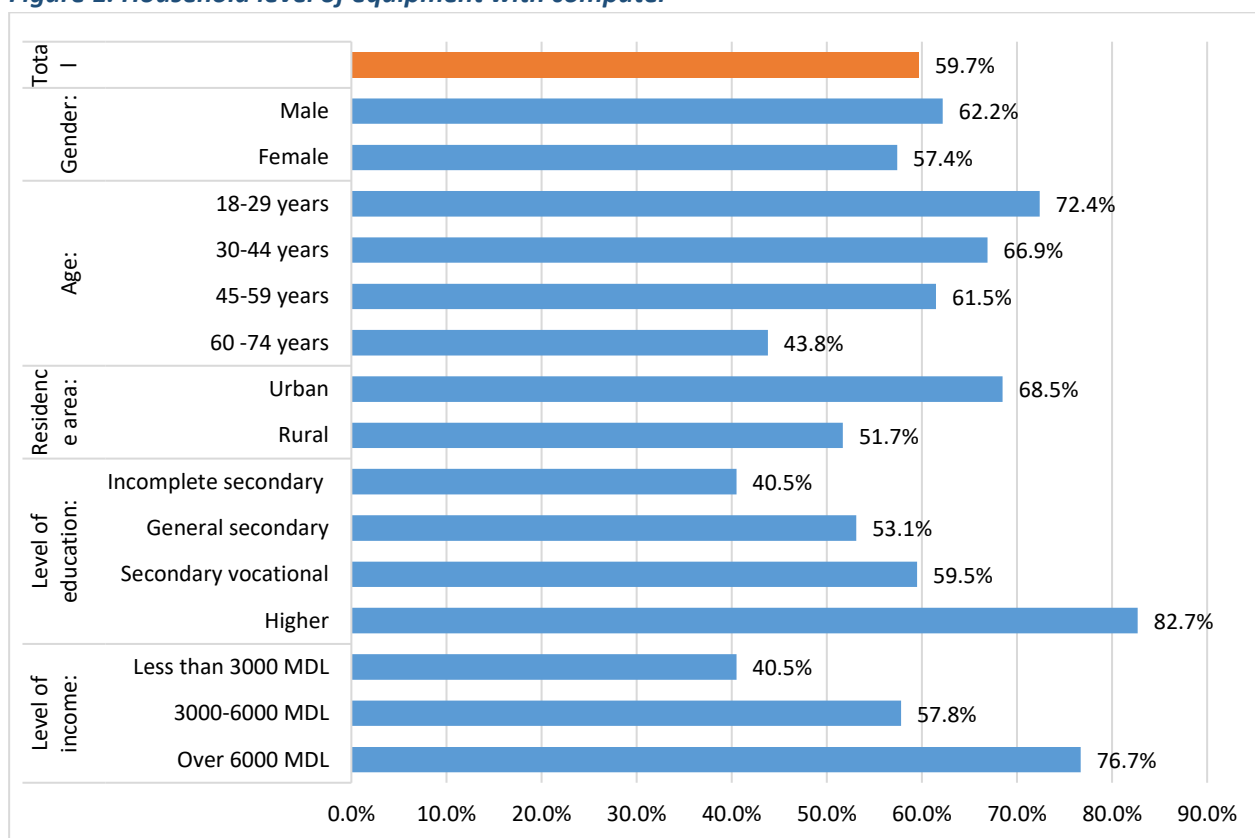
This chapter provides information on the availability of computers in households, the connection of households to the Internet, the frequency of access and the evolution over time of those indicators.

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

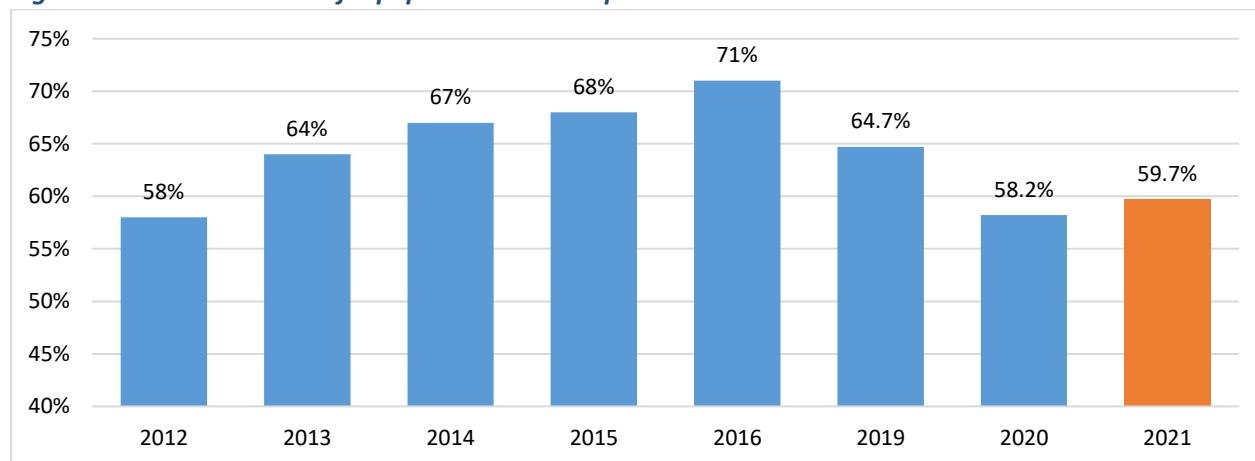
The present study estimates that **approximately two out of three (59.7%) households in the Republic of Moldova have a computer at home.** Access to the computer in this regard is more for men than women (62,2% vs 57,4%), there are certain variations depending on other socio-demographic features. Computer endowment rate decreases to older age groups (from 72.4% among those aged 18-29 to only 43.8% among those aged 60-74), it remains lower in rural areas (51.7% compared to 68.5% in urban areas). 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



The dynamics of the value of the indicator of household endowment with the computers indicates its stabilization at the level of 60% (59.7% in 2021, 58.2% in 2020) while maintaining a decrease in comparison with the maximum level (71%) registered in 2016. Since 2016, there has been a constant decrease in the endowment rate of households with computers. This is explained by transforming Internet access preferences through other methods - more and more people accessing the Internet from other types of devices, primarily on your mobile phone. **This is also confirmed by the fact that 62.2% of households that do not have a computer have also asserted that they have an Internet connection and the overall Internet connection rate (84.1%) is considerably higher than the rate Computer availability.**

Figure 2. Household level of equipment with computer: evolutions

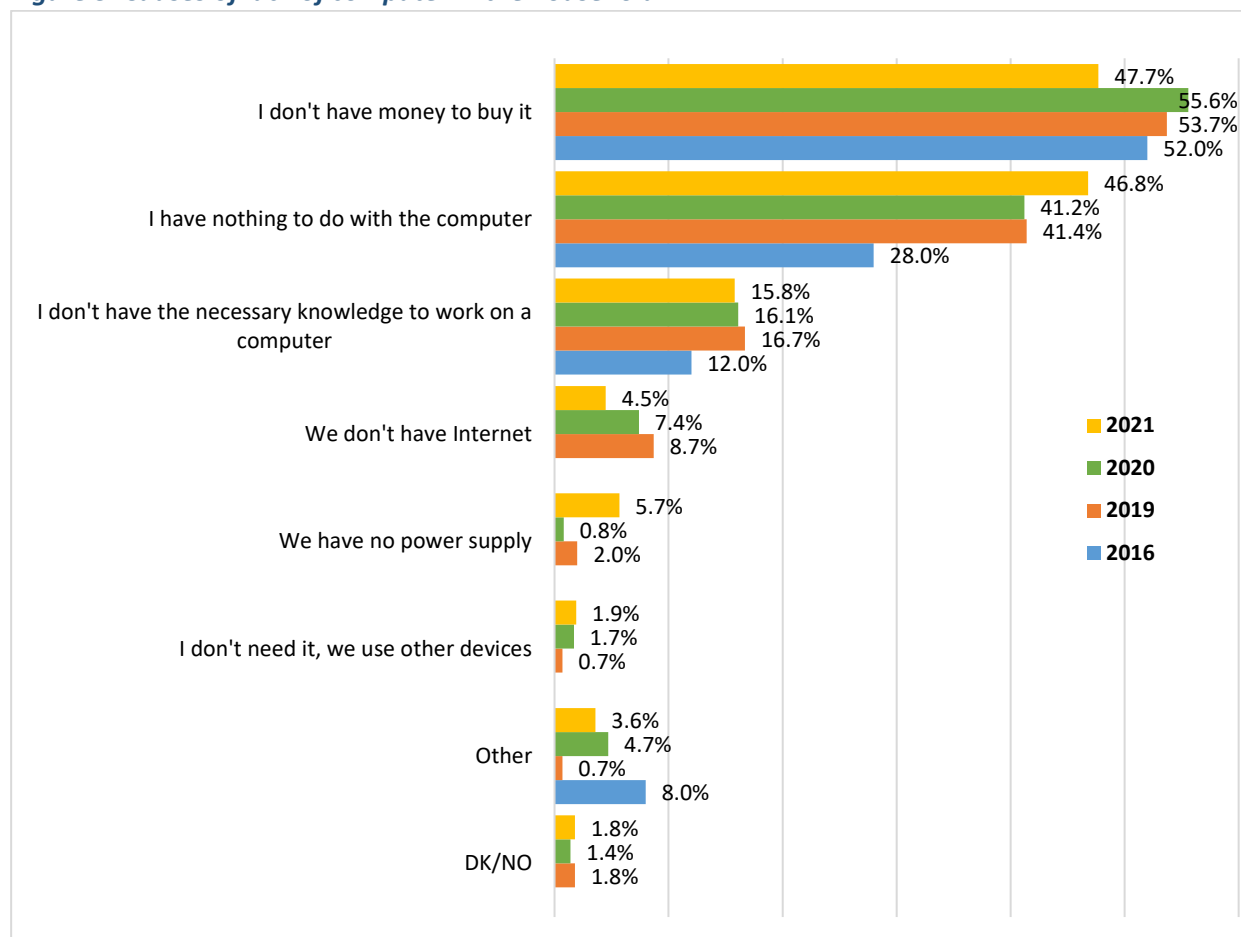


As regards *the absence of the computer*, the lack of financial resources for its procurement remains the most frequently invoked reason in the case of 47.7% of those surveyed. However, it seems that the tendency to renounce to the computer does not mean giving up information technologies, but is determined by the use of other devices. 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: 46.8% compared to 41.2% in 2020, 46.4% in 2019 and higher growth- by 28.0% compared to 2016. On the other hand, there is a change to other types of devices, because, as we will see, the Internet access rate has consistently increased during the study period: 2012-2021.

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*).

The lack of knowledge and operating skills with the computer is the third case as a share (15.8%), being more often specified by women, elderly people, from rural area and with lower income. (*Annex 1, Table 4*).

Figure 3. Causes of lack of computer in the household



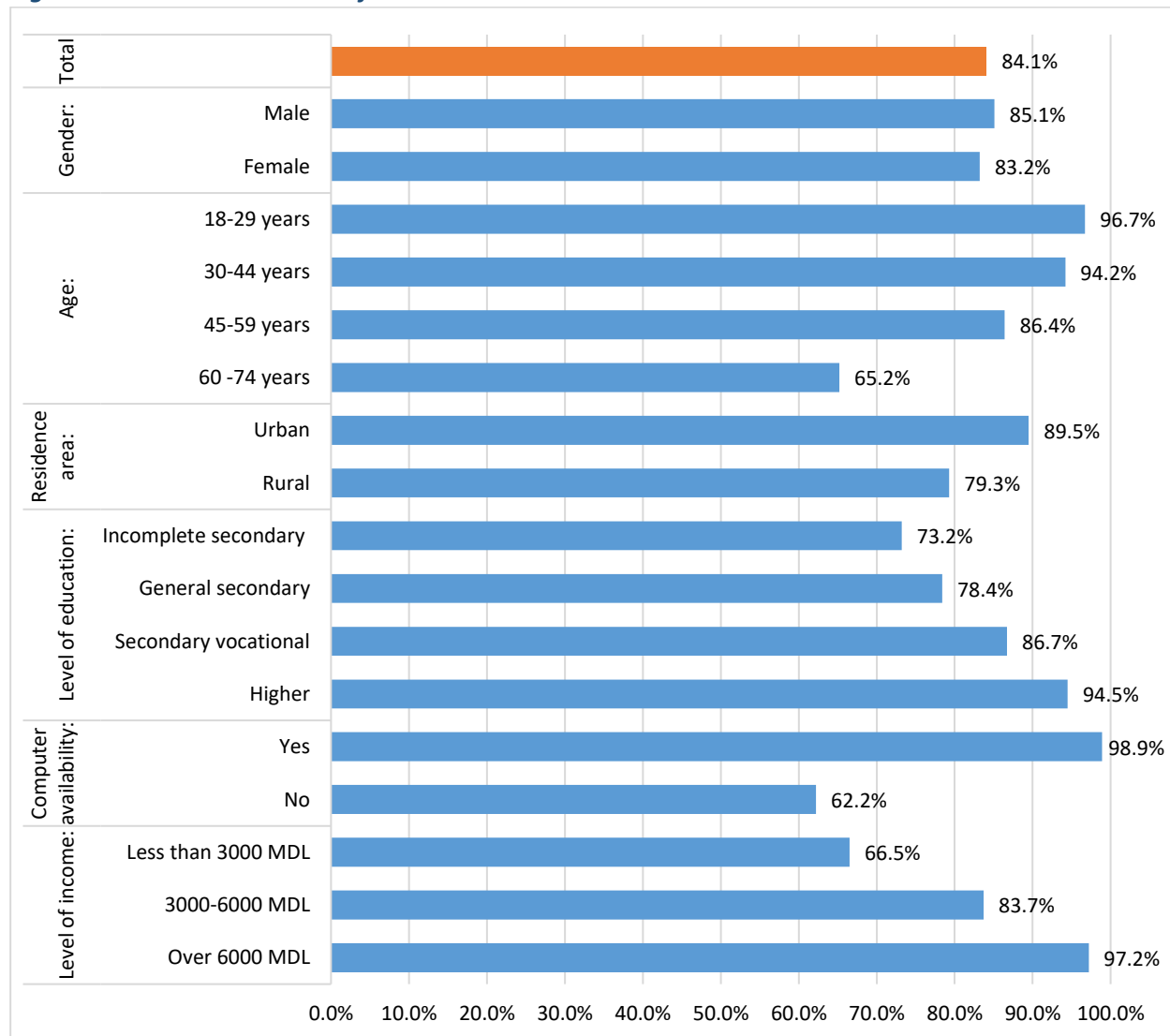
Of those households that have a computer, 13.0% (increasing by 2020 - 9.8%) have more than one device, so the average number of devices per household is 1.2 (*Annex 1, Table 3*).

1.2. Level of internet connection

According to the study's estimates, it results that **84.1% households are connected to the Internet**, and the internet connection rate is already over 25% higher than the endowment of households with computers.

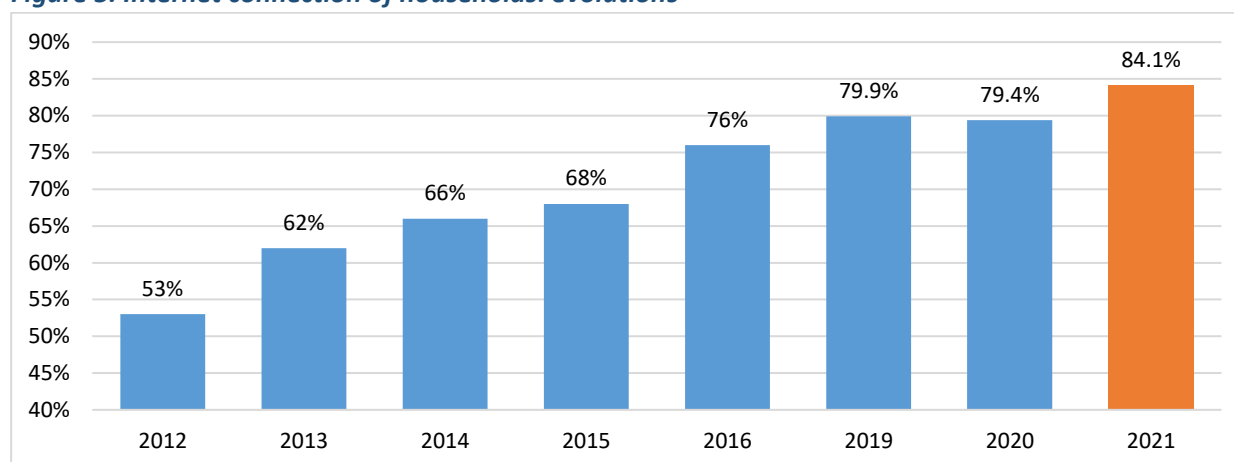
The variations by socio-demographic categories are similar to those in the case of the computer, the internet penetration rate decreases with age, it is higher in the urban area and according to the level of education and income.

Figure 4. Internet connection of households



Studies conducted in the last decade recorded a continuous increase in the rate of Internet penetration in households, therefore increasing by about 5% compared to 2020.

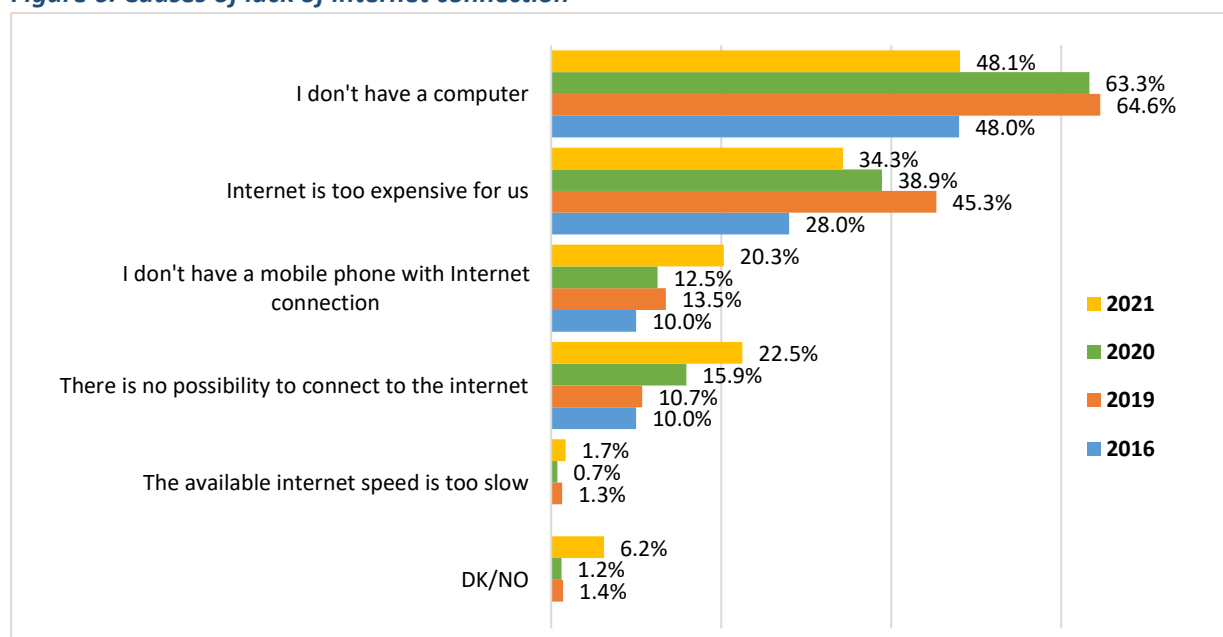
Figure 5. Internet connection of households: evolutions



There are three ways to connect to the Internet of households, four out of ten households are connected via Wi-Fi signal (32,1%), each fourth via ADSL (23,8%) and (27,4%) have fiber optic connection (*Annex 1, Table 7*).

In the case of the 26,9% of households that are not connected to the internet, however, the lack of a computer is most often stated as a cause (48,1%), although decreasing to previous studies. 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 (34,3%, increasing compared to 2016 (28,0%) but with a small decrease compared to 2019 and 2020). 20,3% of the respondents 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 (22,5%).

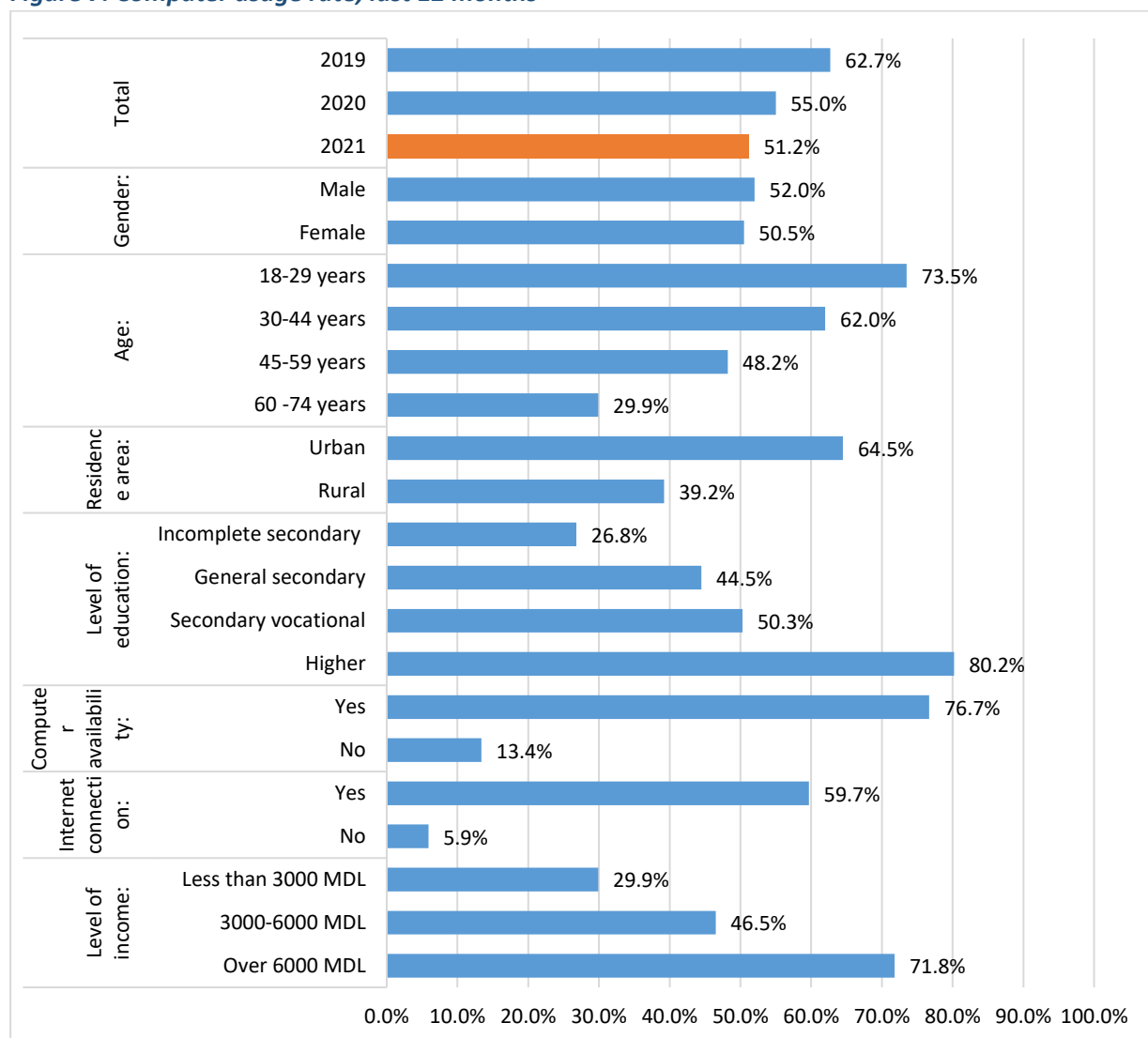
Figure 6. Causes of lack of internet connection



1.3. The level of use of computers

The computer usage rate in the last 12 months is 51.2%, being considerably lower even compared to the previous year (-3.8% compared to 2020 and -11.5% compared to 2019). We note the lack of some variations depending on gender, a strong slowdown in the rate of use to the older age group (from 73.5% among young people aged 18-29 to 29.9% among those aged 60-74 years). The utilization rate is significantly higher in urban areas (64.5% compared to 39.2% among those in rural areas), it is double in the case of those with higher education (80.2%) compared to the category of citizens with the lowest level of education (26.8%), likewise, is double the discrepancy between the extreme groups according to the household income.

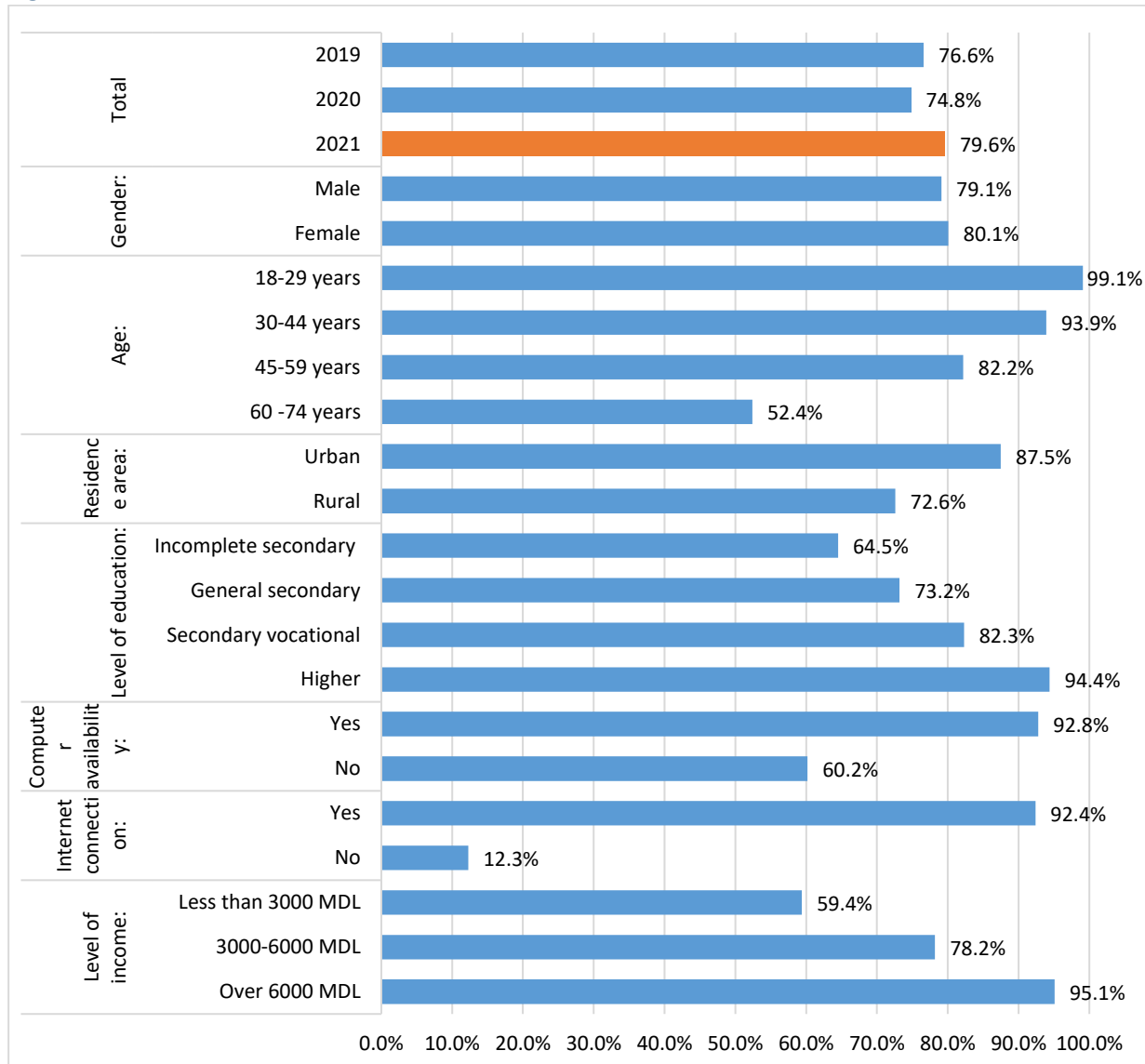
Figure 7. Computer usage rate, last 12 months



1.4. Use of Internet

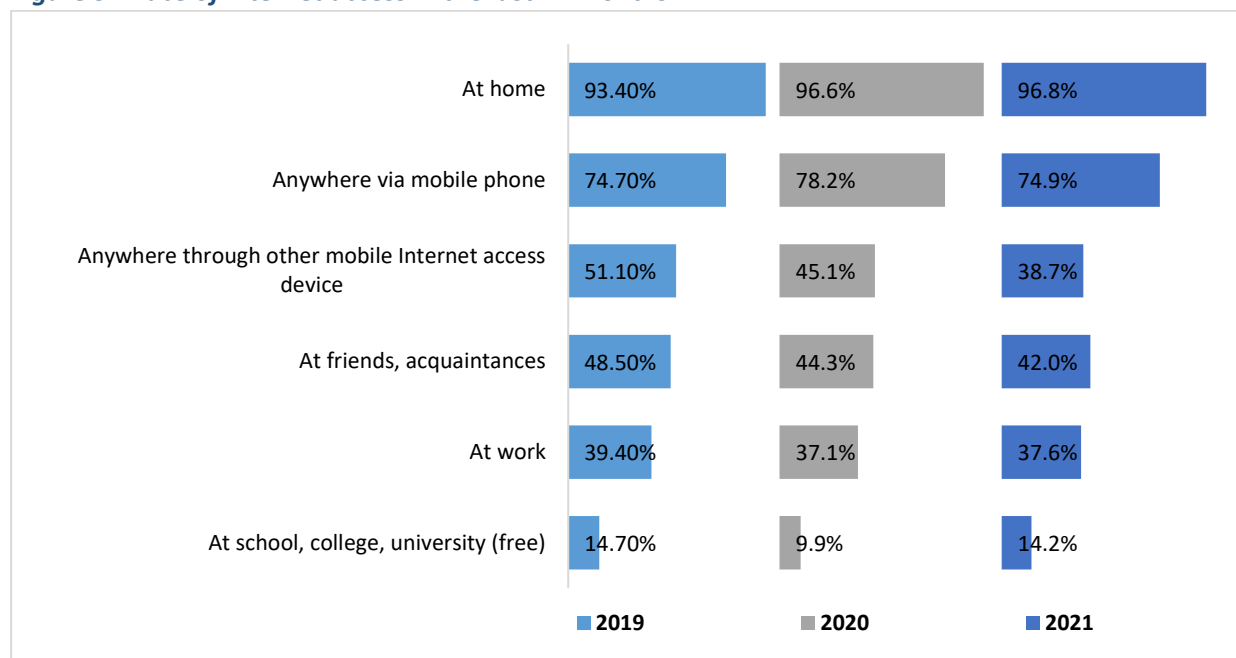
The study reveals **that about eight out of ten respondents used the internet in the last 12 months**. There is an insignificant discrepancy between female and male respondents, a very pronounced one depending on age (99.1% for young people and only 52.4% among the elderly), with about 15% higher rate of use in the urban area, a pronounced 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, **over 60% of respondents from households without a computer say they have accessed the Internet in the last 12 months**.

Figure 8. Internet access rate, last 12 months



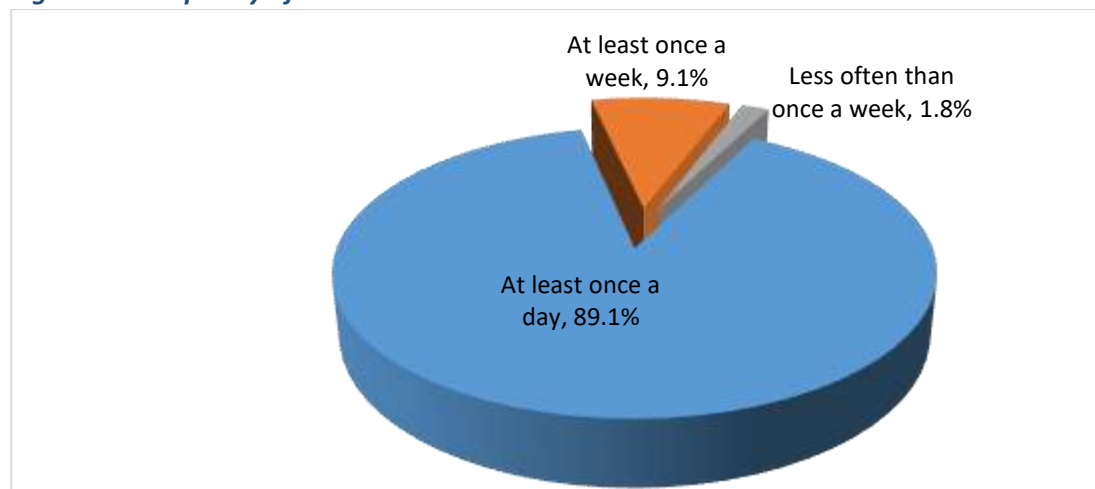
Internet access is done through several devices and technical solutions, as a result most respondents have constant access from anywhere. Although most say they accessed the Internet at home (96.8%), more and more accessed via mobile phone (74.9%), through other mobile access equipment (38.7%), at friends, acquaintances (42.0%), at work (37.6%).

Figure 9. Place of internet access in the last 12 months



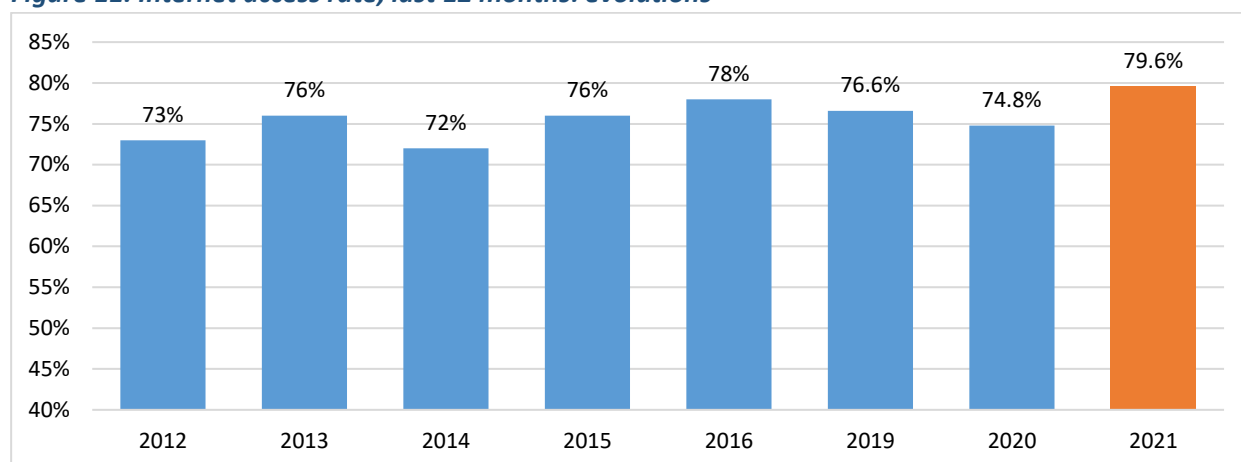
The vast majority of respondents (89.1%) access the Internet daily, especially young people from urban areas with higher levels of education, who have computers and internet at home, from wealthier families.

Figure 10. Frequency of internet use



In recent years we observe a stable level of internet use. During 2012-2021, the Internet use rate varied in the range of 72% -80%, thus within the limits of the accuracy of the measurement. Under these circumstances, the maximum limit of this interval (79.6%) reached in 2021 would mean saturation of the internet penetration process.

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

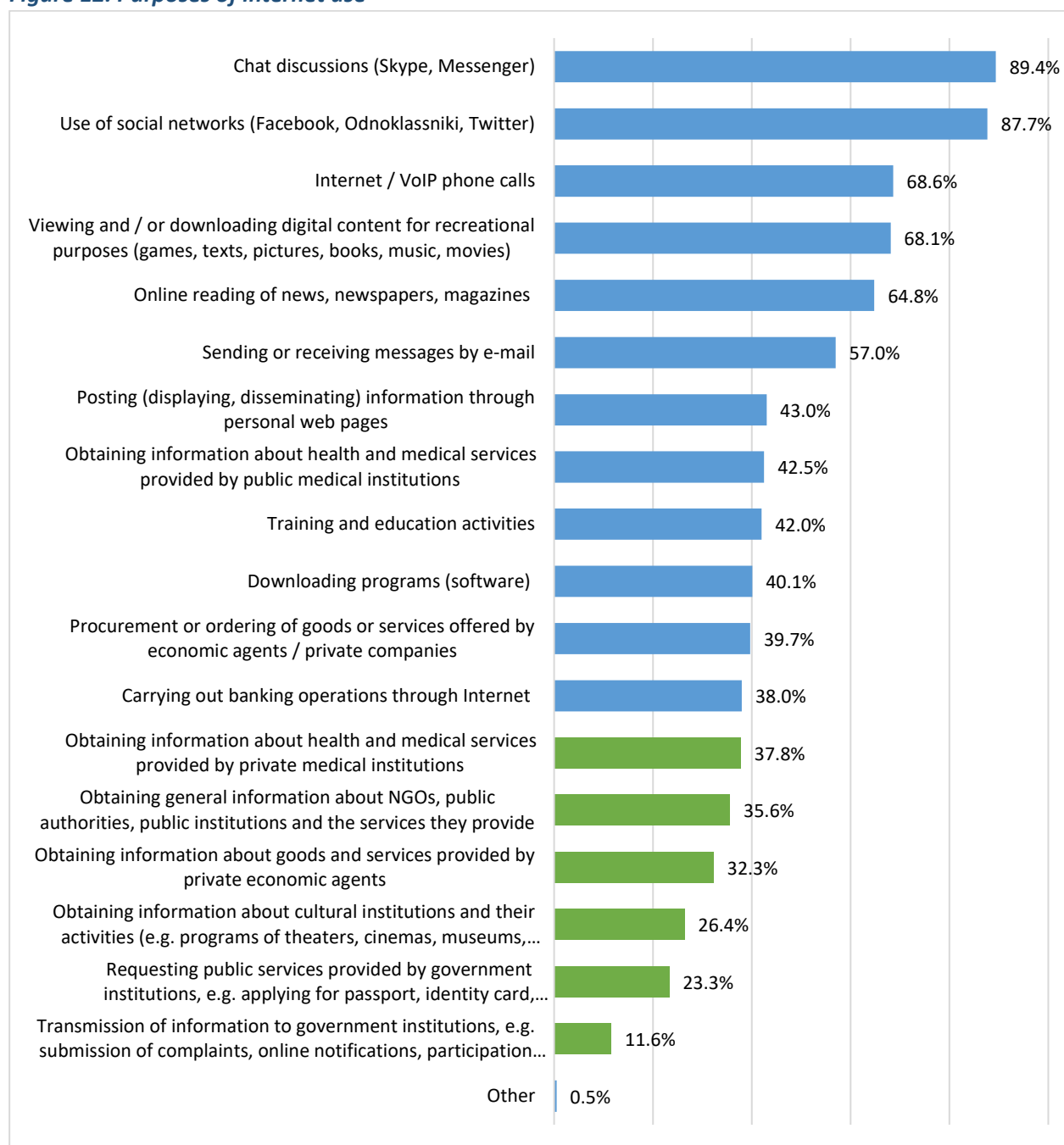


Socialization and leisure are currently the main purposes of using the internet, while information about and obtaining public services online is at the bottom of the list, although it is increasing in weight.

So, out of the total population that used the internet in the last 12 months - 89.4% accessed for chat discussions, 87.7% for social networks purpose. In third place is the audio conversations via the Internet (68.6%), followed by viewing and/or downloading the digital content for agreement purposes (games, texts, images, books, music, movies)- 68.1%, then reading news, newspapers, online magazines (64.8%) and 57.1% to send or access electronic messages (e-mail).

The use of the Internet for purposes directly targeting public services registered a maximum share of 35.6% in the current year- 2021, this concerns in particular the obtaining of information about the medical services provided by public institutions. Other forms of information and access to public services have registered smaller shares, this behavior could be explained by the conditions imposed by the pandemic situation

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.

In 2021 compared to 2020 there are registered decreases in percentage values in case of obtaining information about cultural institutions (because of their closure during pandemic situation)

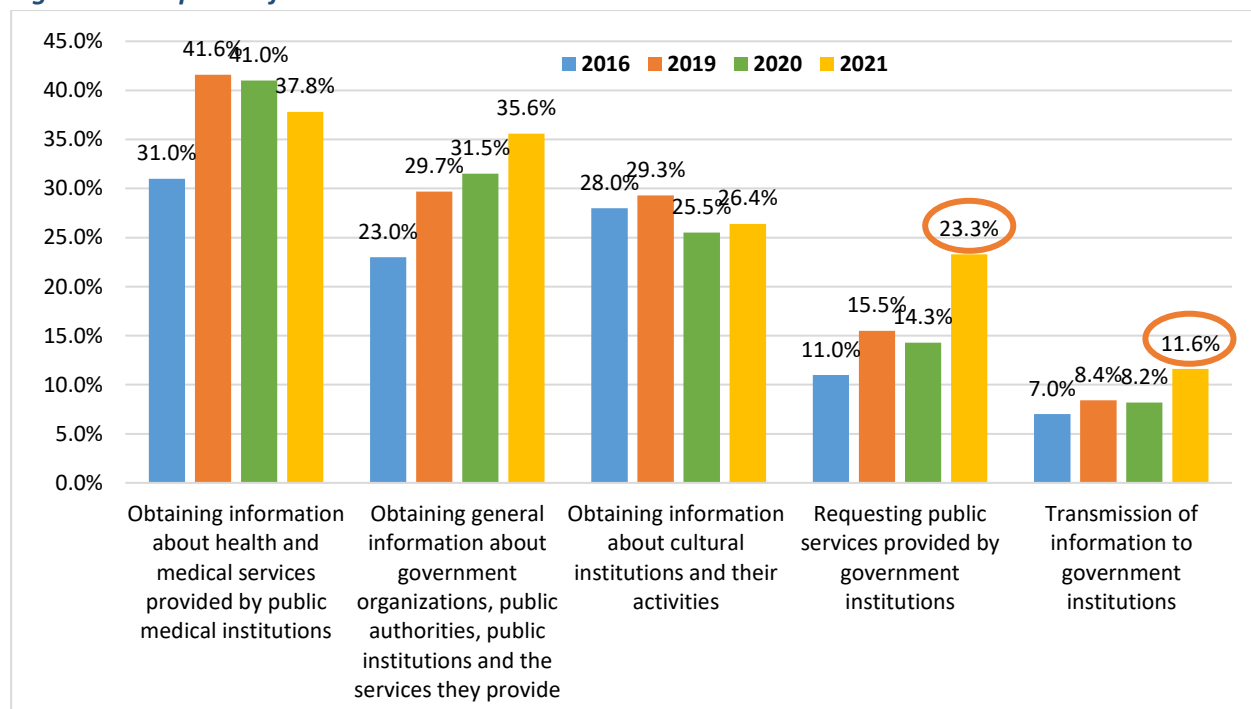
The data from the 2021 study highlight a few specific aspects:

- Constant increase of the use for information purposes about public institutions and their services;

- Explosive growth in requests for public services via the Internet (23.3% in 2021 compared to 14.3% in 2020) and transfer of information to government institutions (11.6% compared to 8.2% in 2020).

These developments once again confirm that the state of affairs reflected in the 2021 study must be interpreted in the light of the impact of the pandemic caused by the COVID-19.

Figure 13. Purposes of internet use: evolutions



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

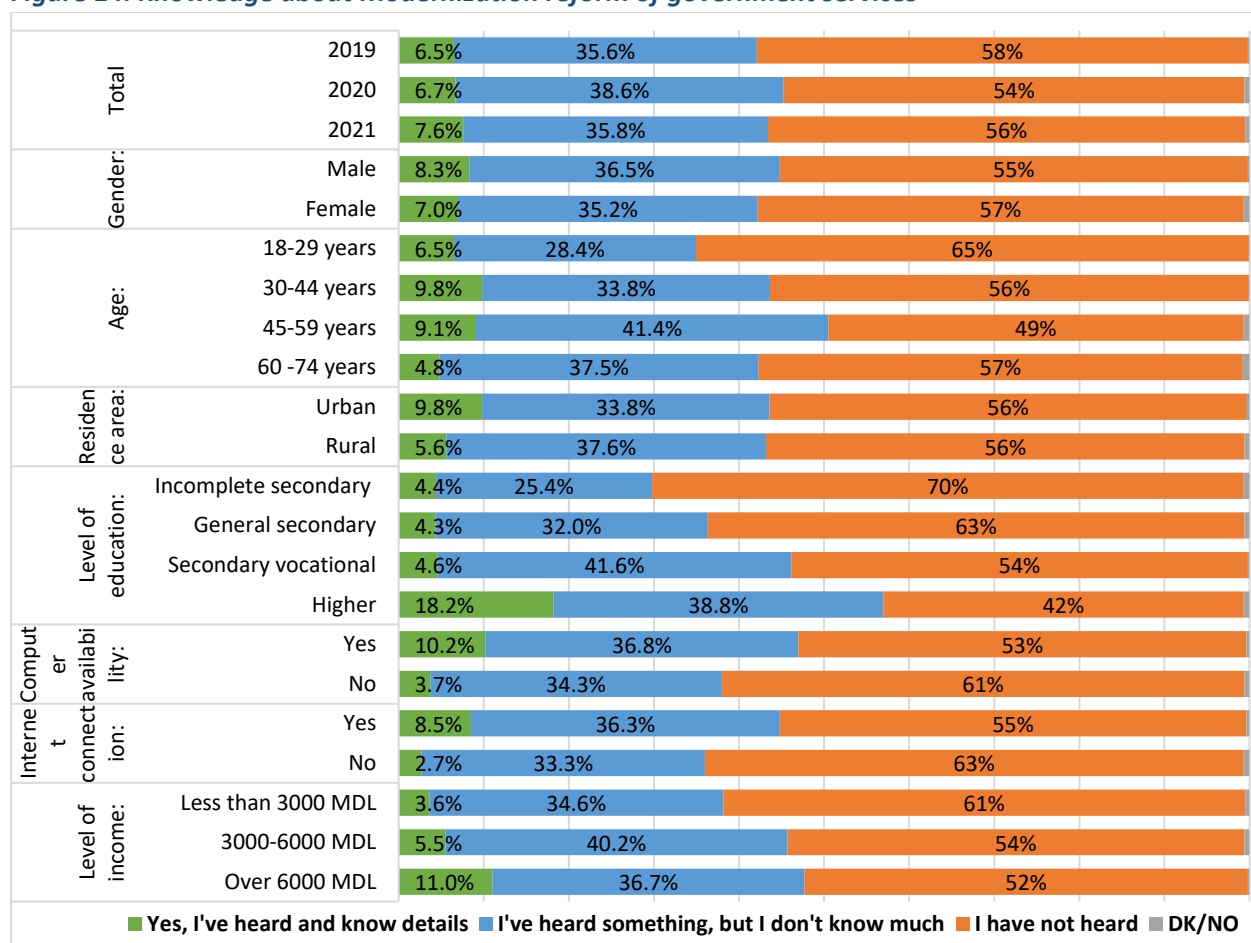
2. Knowledge, support and confidence in e-Government and Modernization of government services

In this chapter are analyzed the degree of information of citizens about the Modernization Reform of governmental services and e-Government, citizens' perceptions about the benefits of e-Government, availability to use electronic public services.

The level of knowledge of the Modernization Reform of government services is growing slightly but still remains relatively modest one. Among those surveyed, **7.6% of respondents say they are familiar with certain details of the Modernization Reform of government services**, another 35.8% had heard about the reform, without knowing details, and over a half of those interviewed (56%) 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.

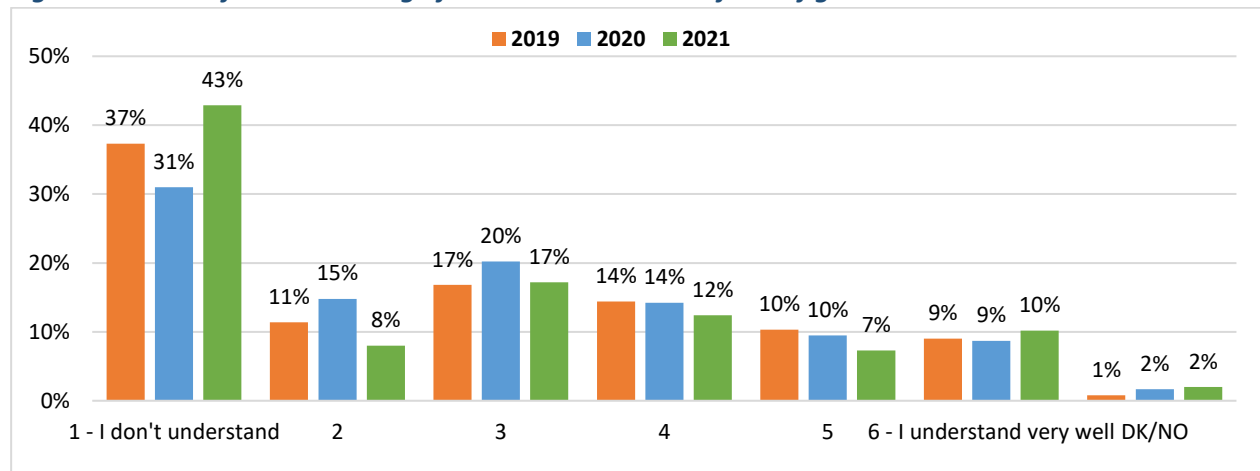
Figure 14. Knowledge about Modernization reform of government services



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

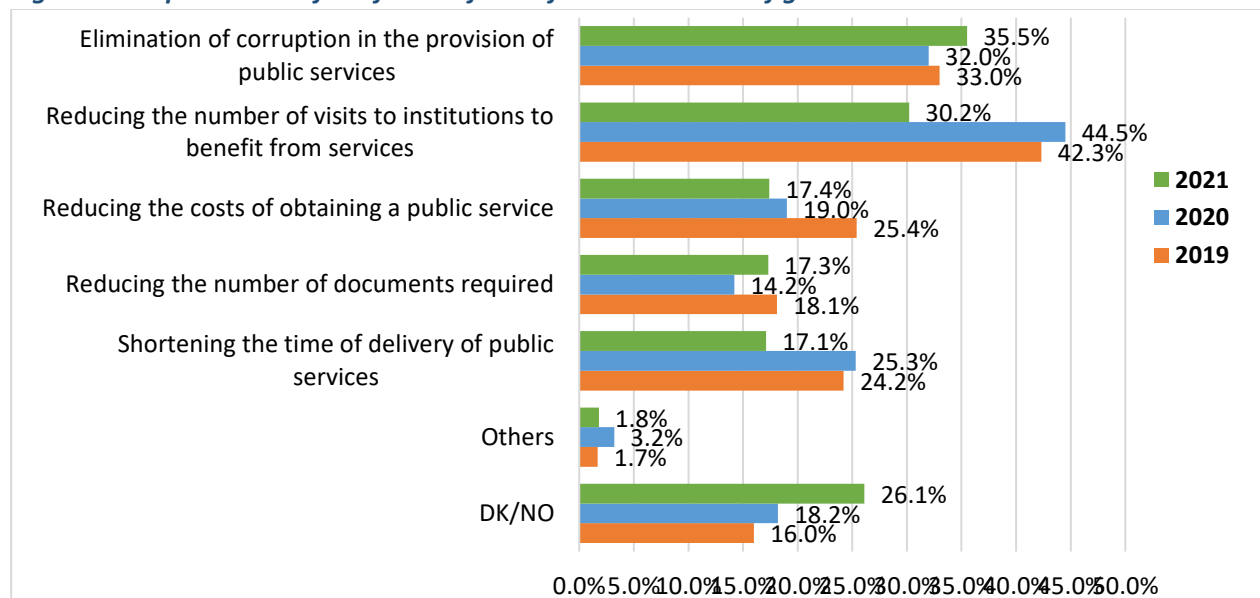
the Government Services Modernization Reform with low scores. Just **17.5 % rate the level of knowledge of the Service Modernization Reform at a high level** (scoring 5 and 6 on a scale of 1 to 6), in the case of 29.6% this level is found to be medium (scores of 3 or 4 on the same scale from 1 to 6) and 50, 9% rated with scores of 1 or 2 (about 5% less than in 2020).

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 35.5% of the population **elimination of corruption in the provision of public services** is one of the most important benefits. And 30.2% of respondents are waiting **to cut down the number of visits to public institutions needed to receive a service**. Reducing the costs and the number of documents required are other potential benefits mentioned by about 17% of those interviewed.

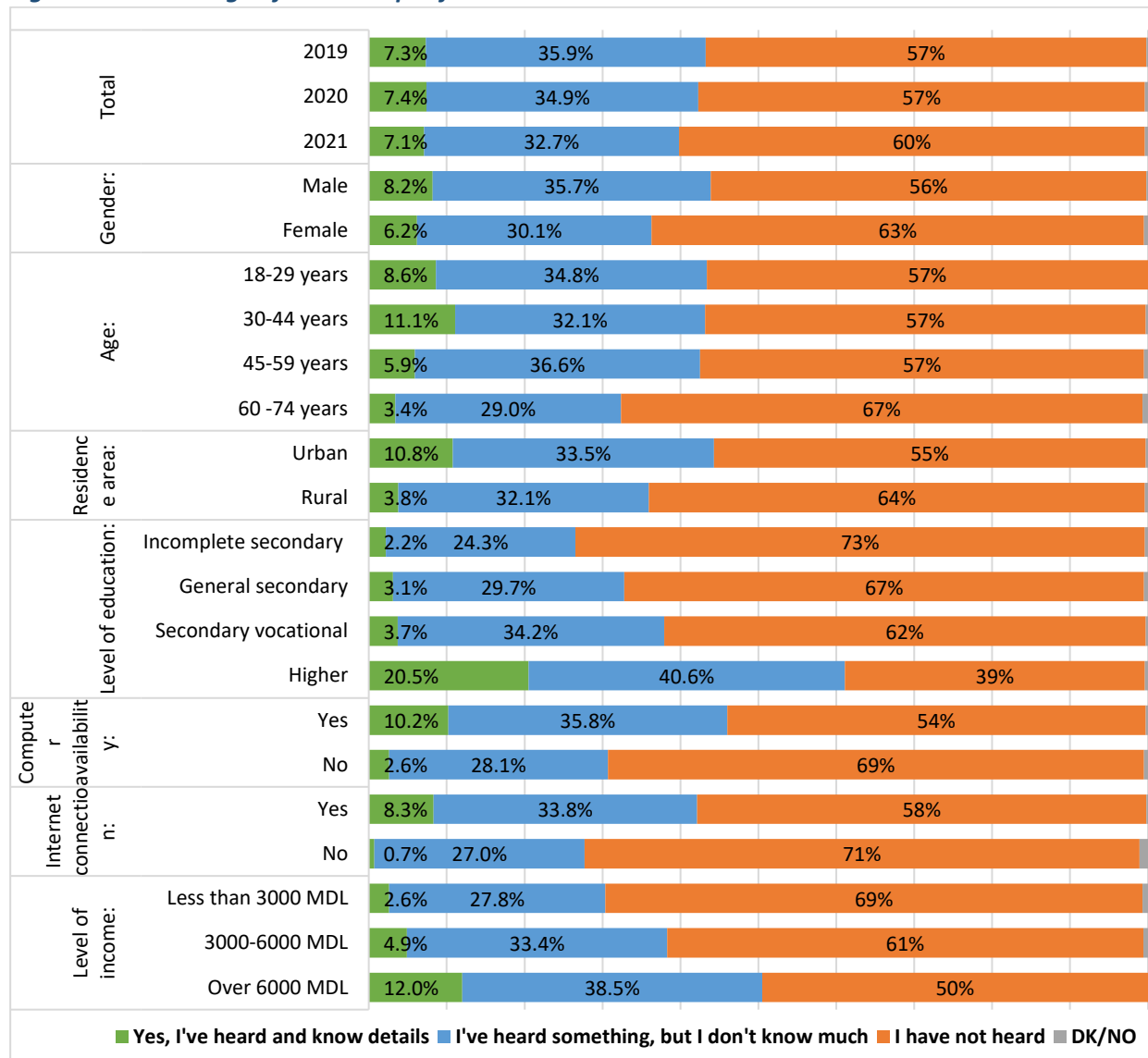
Figure 16. Expected benefits of the Reform of Modernization of government services



The level of knowledge of the concept of **e-Government or electronic Government** by citizens is relatively constant over the past 3 years. 7.1% of the interviewed citizens know details and 32.7% state that they

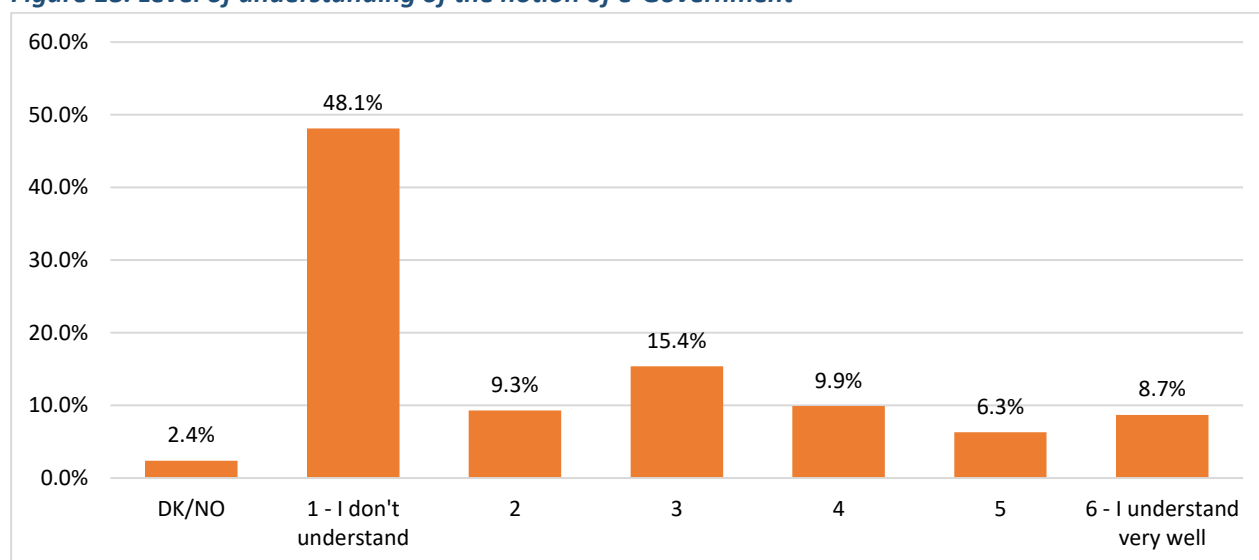
heard something, without knowing details, another 60% said that they had not heard about this concept before the interview. No variations are identified depending on the age of the respondent and residence area. It is worth to mention that knowledge of the concept of e-Government is in direct correlation with the level of study and revenue, the presence of the computer and the Internet connection.

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



The level of understanding of the notion of e-Government is an intermediate one, maximum scores were given by 15.0% of the total population, and medium scores - 25.3%.

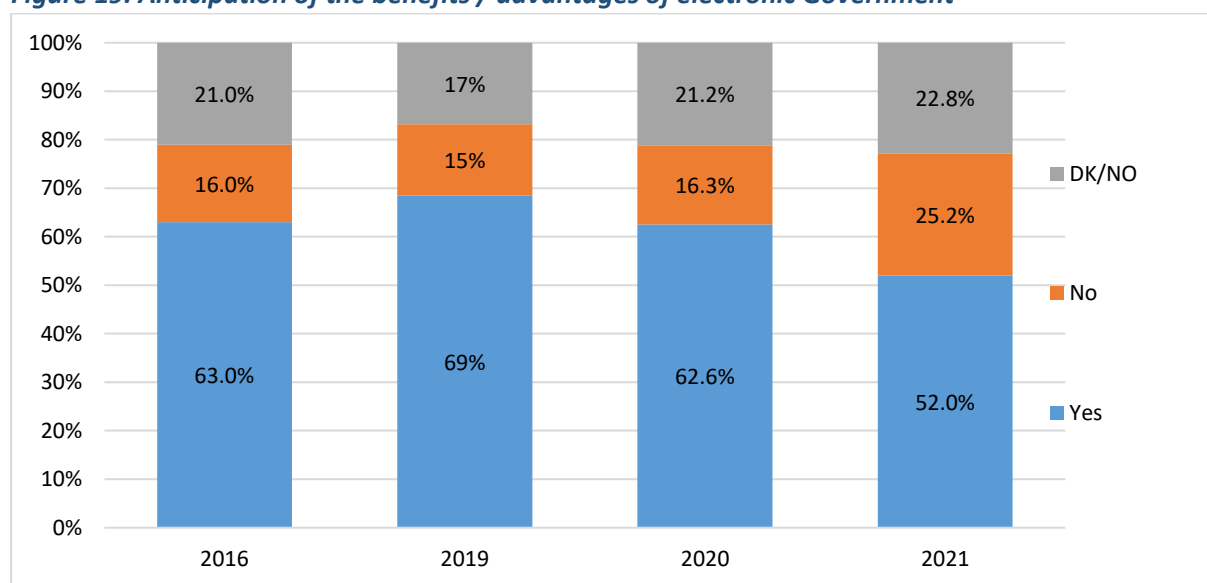
Figure 18. Level of understanding of the notion of e-Government



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: 52.0%**, in sharp decline in the second consecutive study (62.6% in 2020 and 69.0% in 2019).

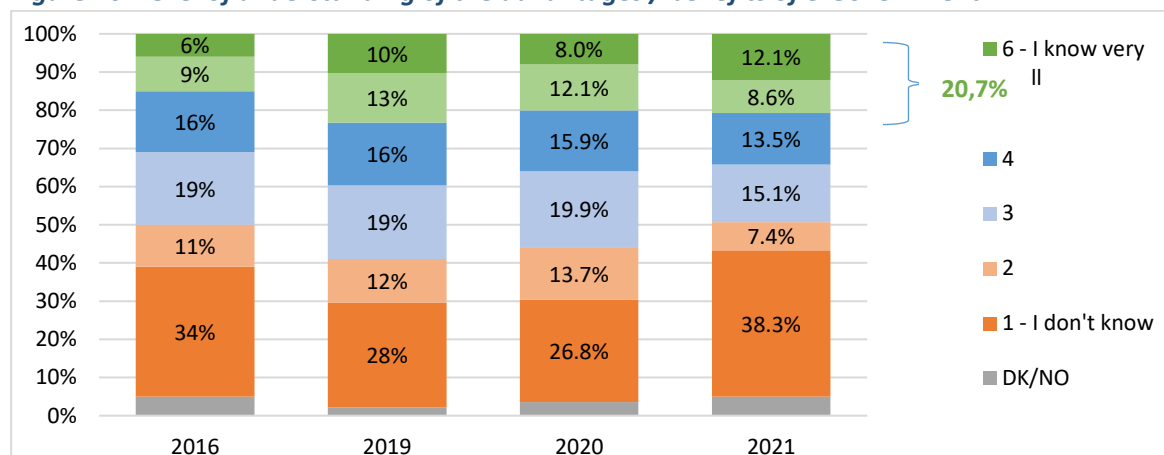
As a result of the implementation of e-government, in higher proportions, the benefits are seen by young people, with advanced level of education, those who have a computer and internet at home, as well as the wealthiest (*Annex 1, Table 24*).

Figure 19. Anticipation of the benefits / advantages of electronic Government



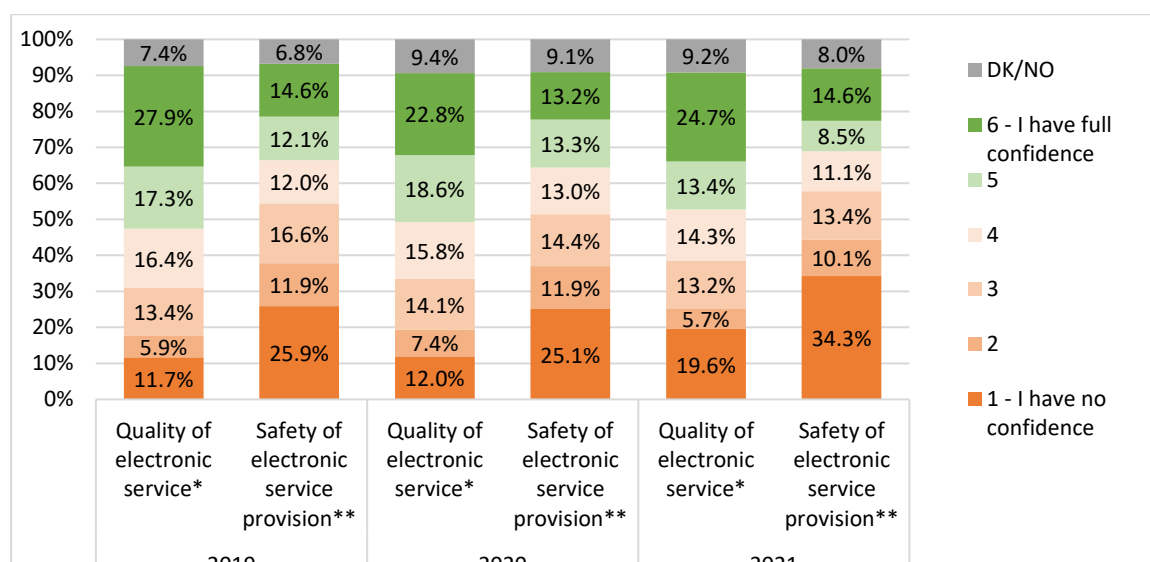
The detailed understanding of these benefits, however, remains on low value. On a scale from 1 to 6, maximum scores (5 and 6) were given by 20.7% of those interviewed, average scores were given by 28.6%.

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, have given a minimum scores (1 or 2) for **the confidence in the quality of the electronic service 19.6% of the citizens**, and **34.3% have given minimum scores** to the confidence in the safety of the electronic services. However, most respondents rated the quality of electronic services by maximum or medium scores (52.4% scores from 4 to 6), while in the case of safety there are certain reservations, the percentage of those who give high and medium scores being lower, 34.2% 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. 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

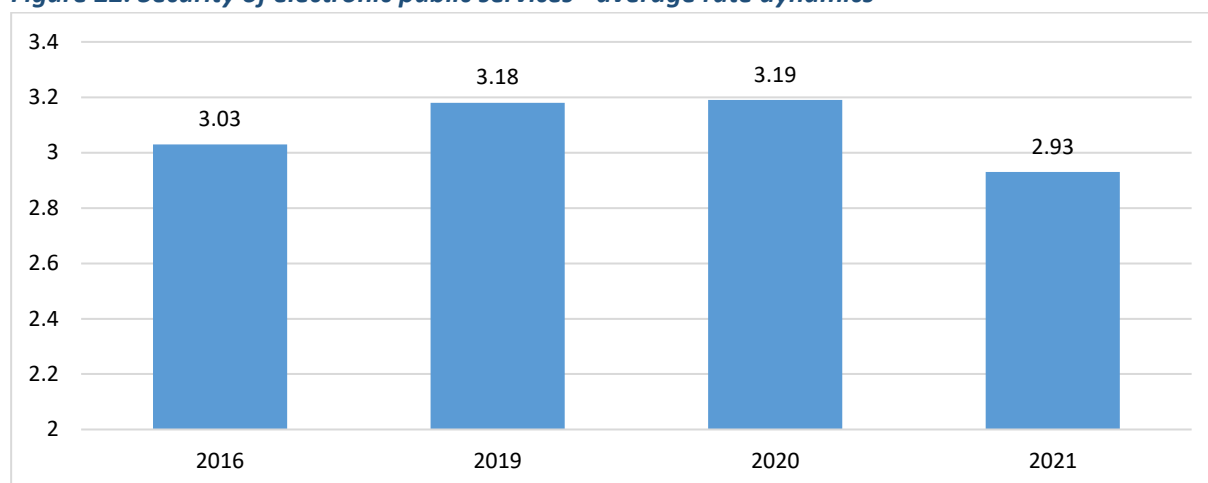


* quality of service (the fact that by using an electronic public service, through a computer or mobile phone, you will get it quickly and certainly)

*** 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 of the appraisals has steadily increased from one study to another, from 3.03 points in 2016 (average on scale of 6) to 3.19 in 2020, as in 2021 to witness a considerable reduction of the indicator – to the level of 2.9, collapse that is likely to be associated with the pandemic period, when the request of electronic services was determined by the imposed restrictions.

Figure 22. Security 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 declared themselves open to use electronic public services, numerically prevails those who would rather not want to use electronic services.

Study since 2021, however registers some drops in indicators dynamic, thus confirming the downward trend in 2020 compared to 2019. In the current study, the degree of those who declare themselves available is available to access an e-service through computer is 34% (providing 5 or 6) and 17.7% show a moderate availability (providing 3 or 4 marks).

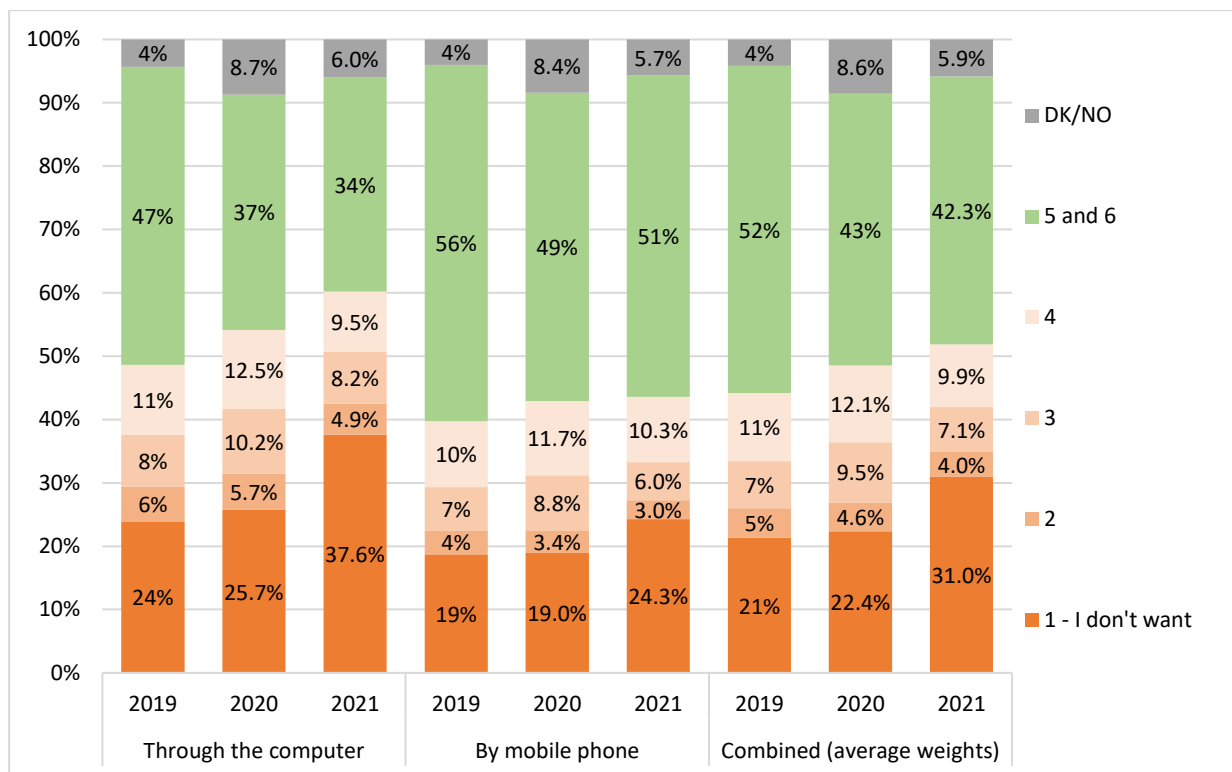
The level of availability for the use of electronic services by mobile phone exceeded by 17% the level of availability for use through the computer (51% scores of 5 or 6).

The combined availability indicator equals 42.3% (scores of 5 or 6). Massive increase of respondents' share which reject the use of online public services might be based on two factors:

- The trend of giving up the computer in favor of the phone- the increase of the weight of mark 1 is very high (+ 12% compared to 2020, while in the case of the phone the growth is 5%);
- The impact of the pandemic- the transition to online activities created inconvenience.

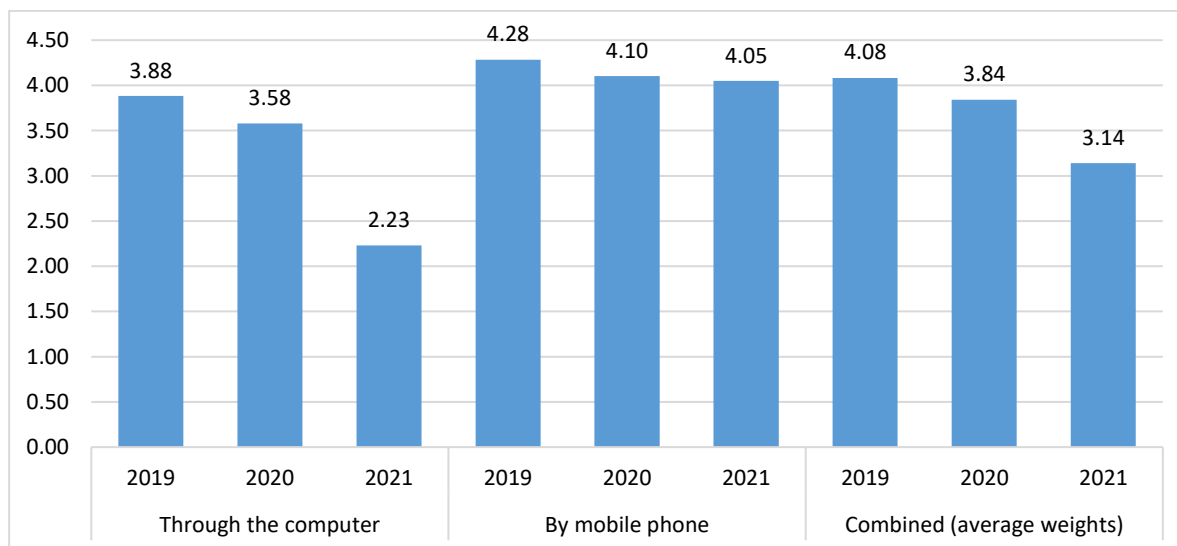
Increased readiness show most initiated categories in the Internet - young people, those with an advanced level of studies, from urban areas, more wealthy households (Annex 1, Tables 28-29).

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



The decrease of the level of indicators that reflect the degree of openness of citizens to access online services is attested in the average values of the grades, the average weighted indicator decreasing from 4.08 in 2019 and 3.84 in 2020 to 3.14 in 2021.

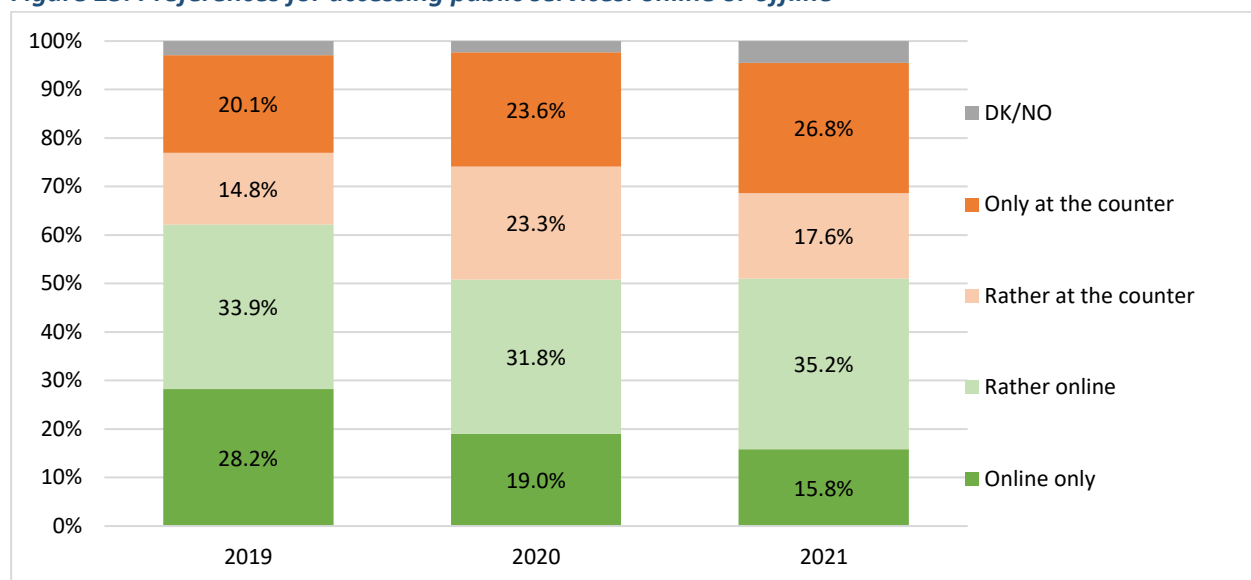
Figure 24. The level of openness of citizens to access public services online, by device type



Being asked to make a choice (simulating a situation of choosing how to access a public service), the respondents answers demonstrate the tendency to access online, **15.8% opting exclusively for online** ("Online only" - see figure below), others 35.2% answered by the phrase "rather online". 26.8% of the interviewed population opted for offline accessing. However, this indicator could most likely be affected

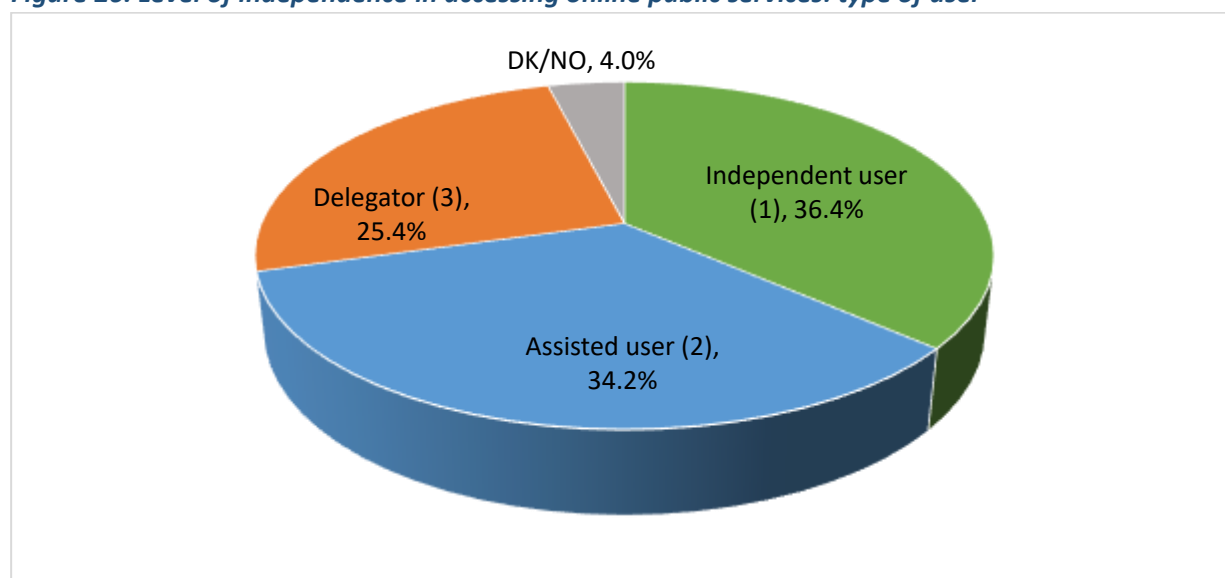
by the pandemic conditions which characterized the year 2021. However, the increase of the rate of those who would opt for offline access compared to 2019 and 2020 may be a reverse reaction of the respondents to the conditions imposed by the authorities regarding social distancing and self-isolation during the pandemic situation.

Figure 25. Preferences for 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 **36.4% of citizens can be declared independent users** in the event of accessing electronic services, stating that they would prefer to access independently, without any support from others. **34.2%** prefer to access an e-service by support from other people: they are qualified as potential **assisted users**. And **25.4%** of respondents can be defined as "**delegators**" or users with high support needs, preferring to delegate to another person accessing and obtaining the service.

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



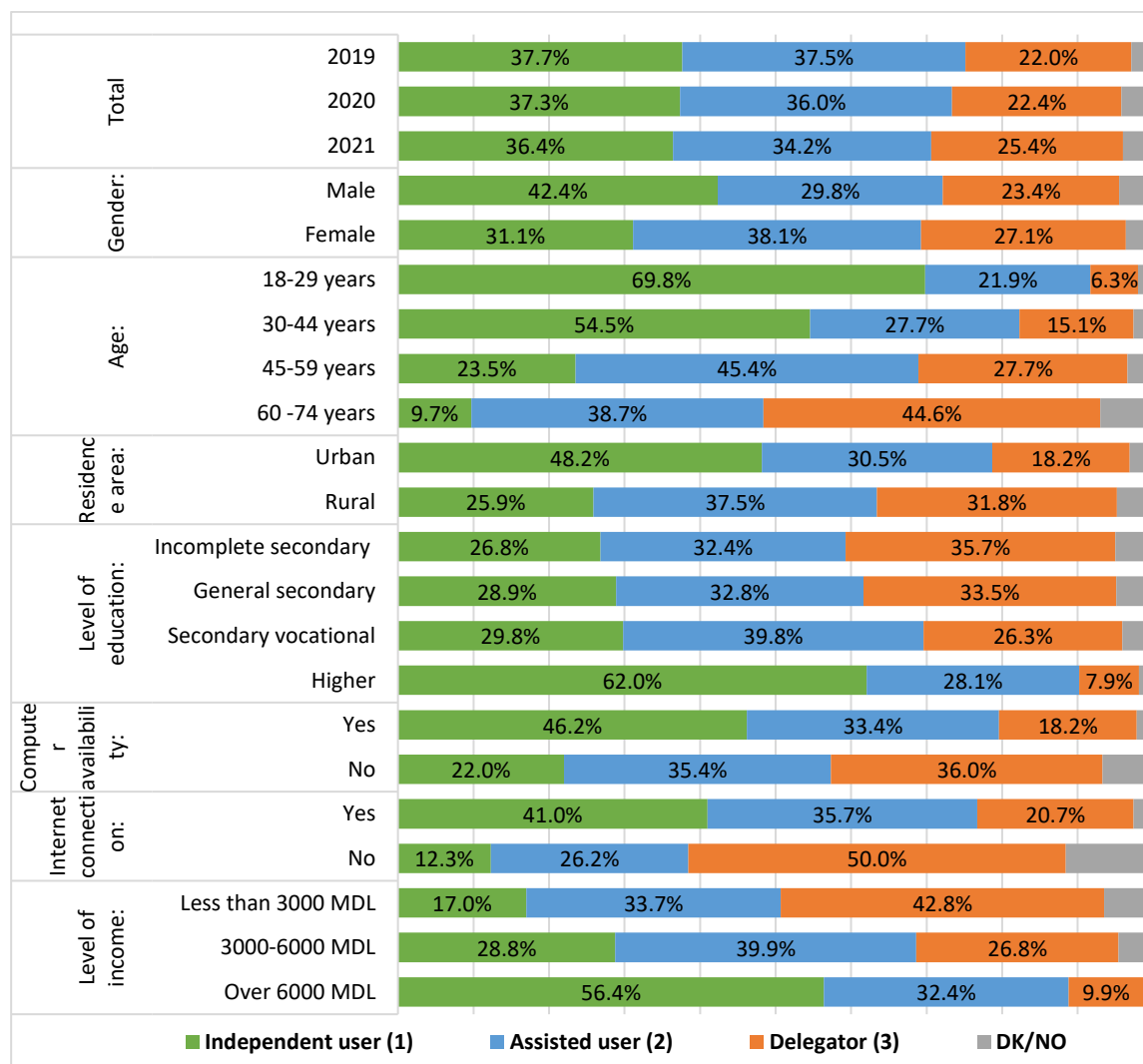
- (1) I can access independently on my own, without any help from another person
- (2) I would need a support
- (3) I will delegate / ask another person

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.

The more pronounced weights of delegates are among the elderly, rural, no computer and internet, with lower level of education.

At the same time, compared to 2019 and 2020, the percentage of delegators increased from 22% to 25%. Compared to 2020, the highest growth in the share of delegators is recorded among respondents aged 30-44 (from 26.4% to 32.8%) who have a computer in their household (from 13.8% to 18.2%) and connection on the Internet (15.9% to 20.7%) (Annex 1, Table 31)

Figure 27. Use of online public services: type of user



(1) I can access independently on my own, without any help from another person

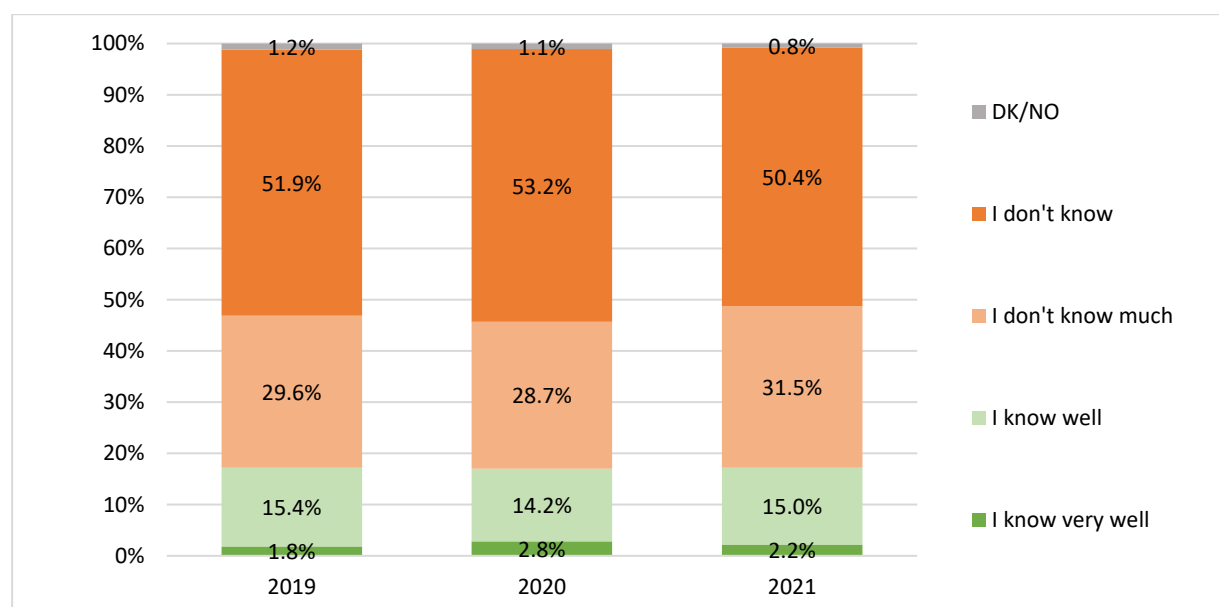
(2) I would need the support of a person

(3) I will delegate / ask another person

The level of knowledge of the e-Governance Agency by the citizens is a constant, modest one. **Only 2.2% of respondents know this entity very well, others 15.0% claim that they know it well.** Every second citizen (53.9%) knows nothing about EGA.

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-Governance Agency



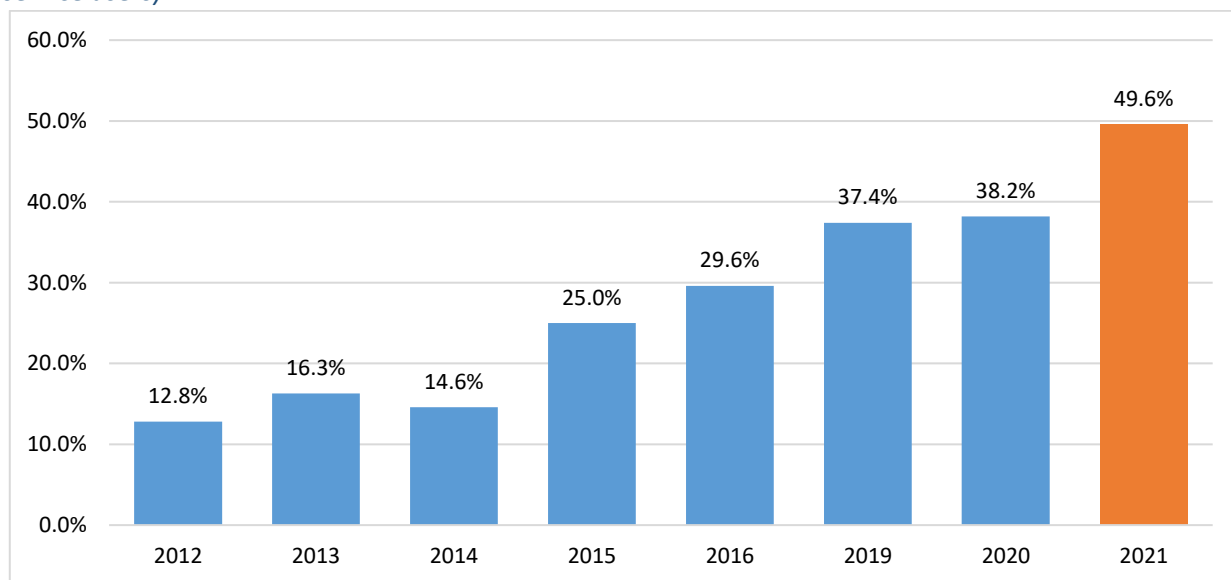
3. Access to electronic public services

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-governance and directly to this study is the rate of access of electronic public services. The 2021 study reconfirms the steady and considerable increase in the value of this indicator. **Every second respondent who used some public services in the last 12 months state that at least one of the services was electronically accessed**, with an increase of over 10% compared to 2019 and 2020. It is hard to imagine that such an increase for only one year would be a result of natural evolutions. This increase may be conditioned by pandemic restrictions. The punitive nature can cause a certain resentment and a negative attitude towards conditioning the access of online public services.

In the period of 2012-2014, the indicator presents a relatively constant level, growing continuously in the following years. In 2019, the growth compared to 2016 constituted 7.8%. In 2020, the indicator value was maintained at the same level (an increase below 1%), the discrepancy with 2019 being within the statistical error, and the increase in 2021 is the most pronounced annual growth during this type of research (2012-2021).

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 **16.2%**, and compared only to internet users (including those who have not accessed public services) this level is **20.4%**.

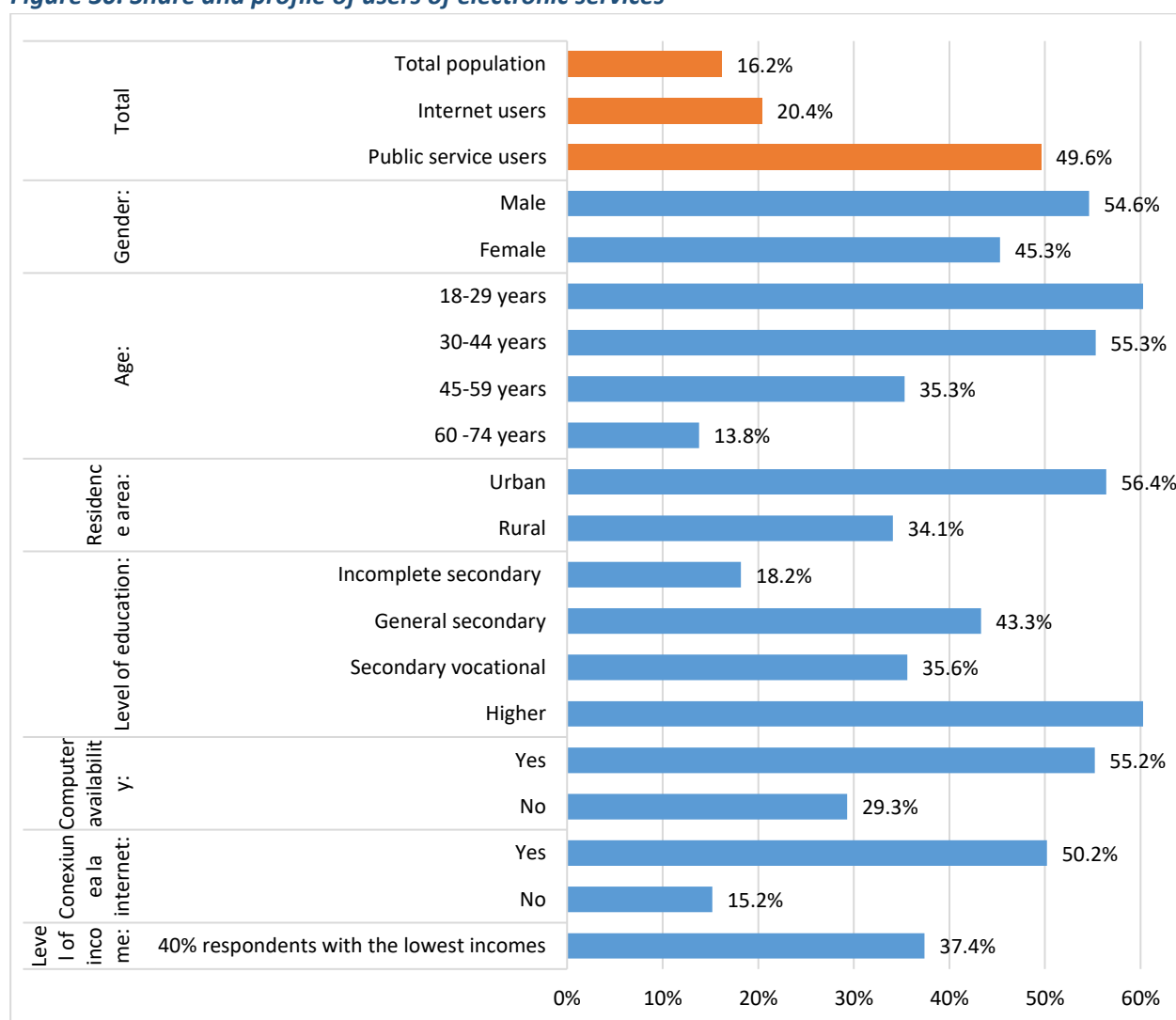
The variations of the indicator according to the socio-demographic categories are very pronounced. **Young people aged 18-29 are the category who have used electronic services three times more often** compared to people aged 60-74. The men's indicator level is about 10 percent above the level of women.

The discrepancy within the population categories in different areas of residence is over 20%. 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 increases the rate of use of electronic services, still does not influence so pronounced. Instead, **household Internet connection is a factor that considerably increases (eight times) the access to electronic public services**. The increase of the access rate increases as the income level grows.

At the same time, the rate of access to electronic services for the poorest 40% respondents is 37.4%, an increase by 2.5 times compared to 2020 (14.0%). Therefore, in the absence of other events we could suspect as a cause, the pandemic led, on the one hand, to a **slight reduction in accessing of public service** in general (see the next chapter), including even for the poorest segments of the population. The "imposed" character to access the public services via online has led to a decline in the assesment of the quality of the online public services.

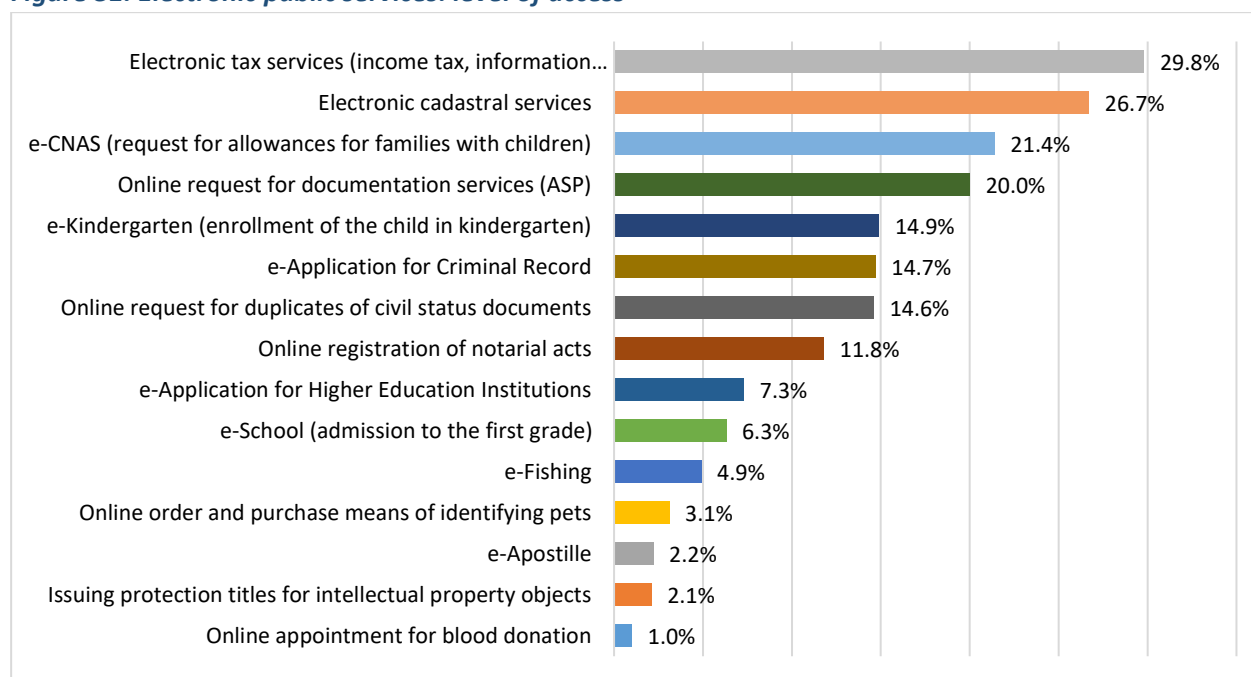
Figure 30. Share and profile of users of electronic services



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 previous years:

- Electronic tax services - 29.8%;
- Electronic cadastral services - 26.7%;
- E-CNAS - 21.4%;
- Documentation services (ASP) - 20.0%;
- e-Kindergarten - 14.9%.

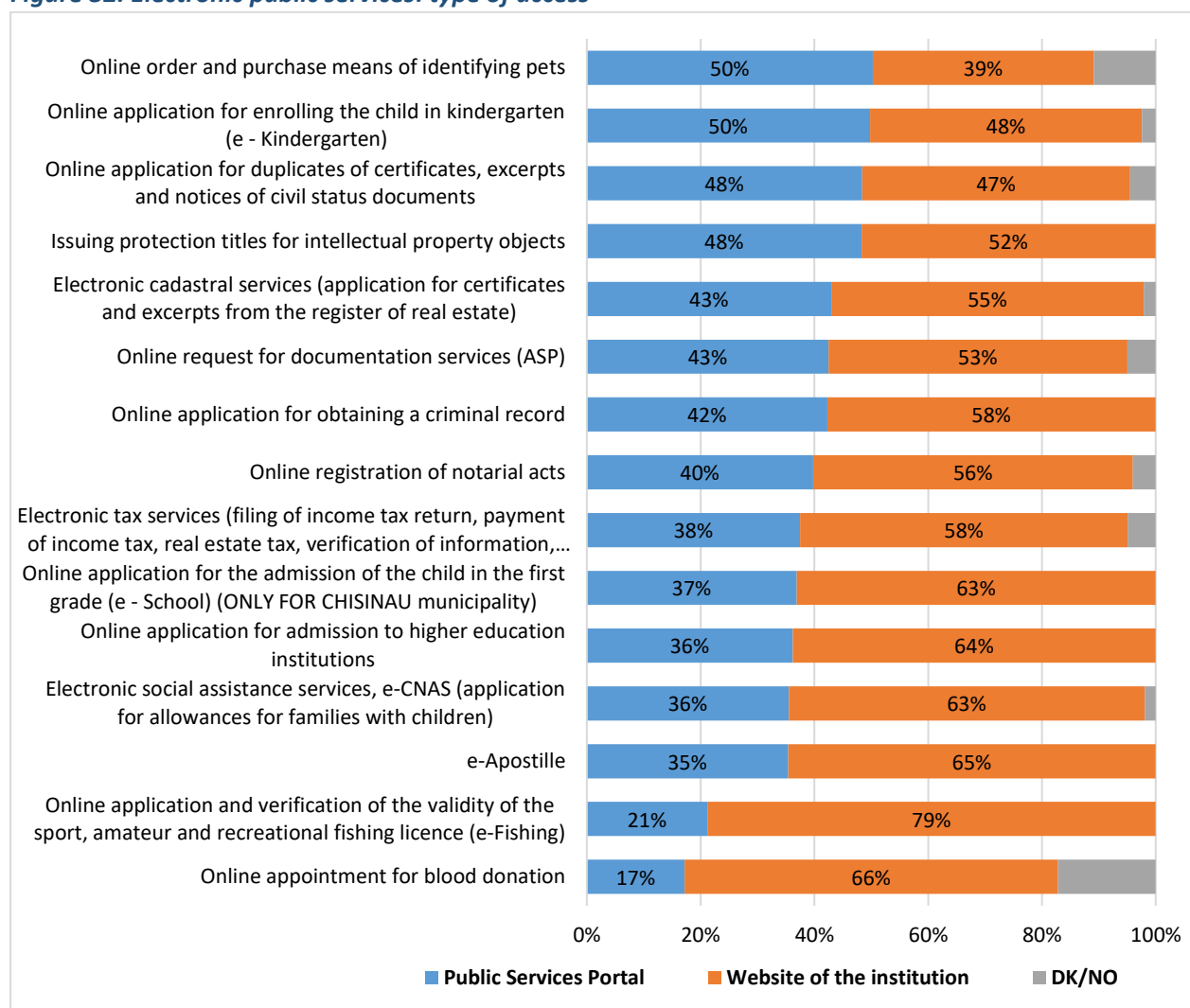
Figure 31. Electronic public services: level of access



The most pronounced increases compared to 2020 have registered the uptake of e-Application for Criminal Record (+4.6%), e-School (+3.2%), electronic tax services (+3.0%). The level of access of e-CNAS services, cadastral, preparation of notary documents have decreased by over 3%.

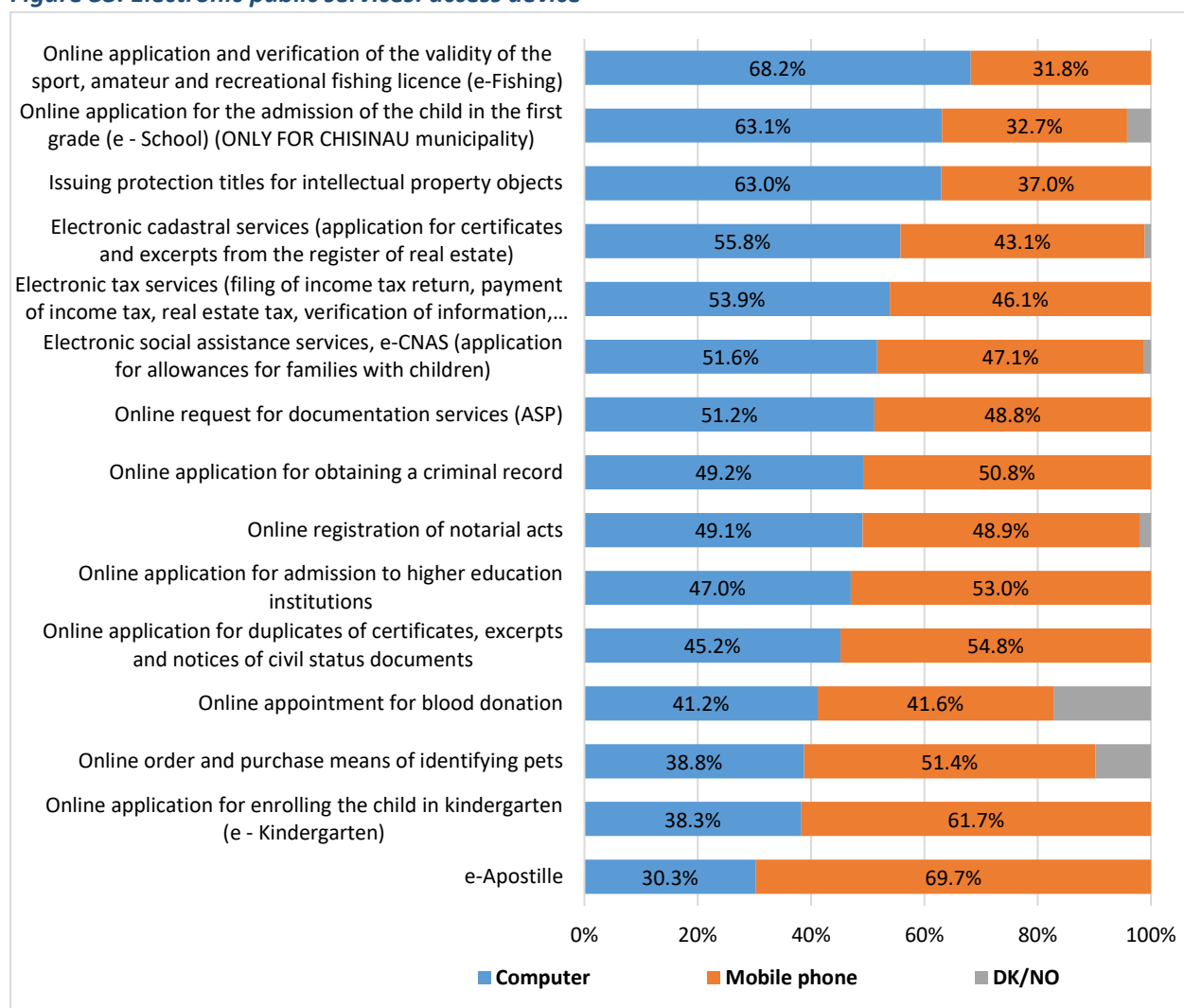
The preference for accessing electronic services through the web pages of specialized institutions is notable, a significant percentage of accessing of electronic public services being made through these pages and not through the single public services portal. Only three services were accessed mainly through the single public services portal, namely online ordering means of identifying pets, e-kindergarten and online application of requesting the duplicates of civil status documents.

Figure 32. Electronic public services: type of access



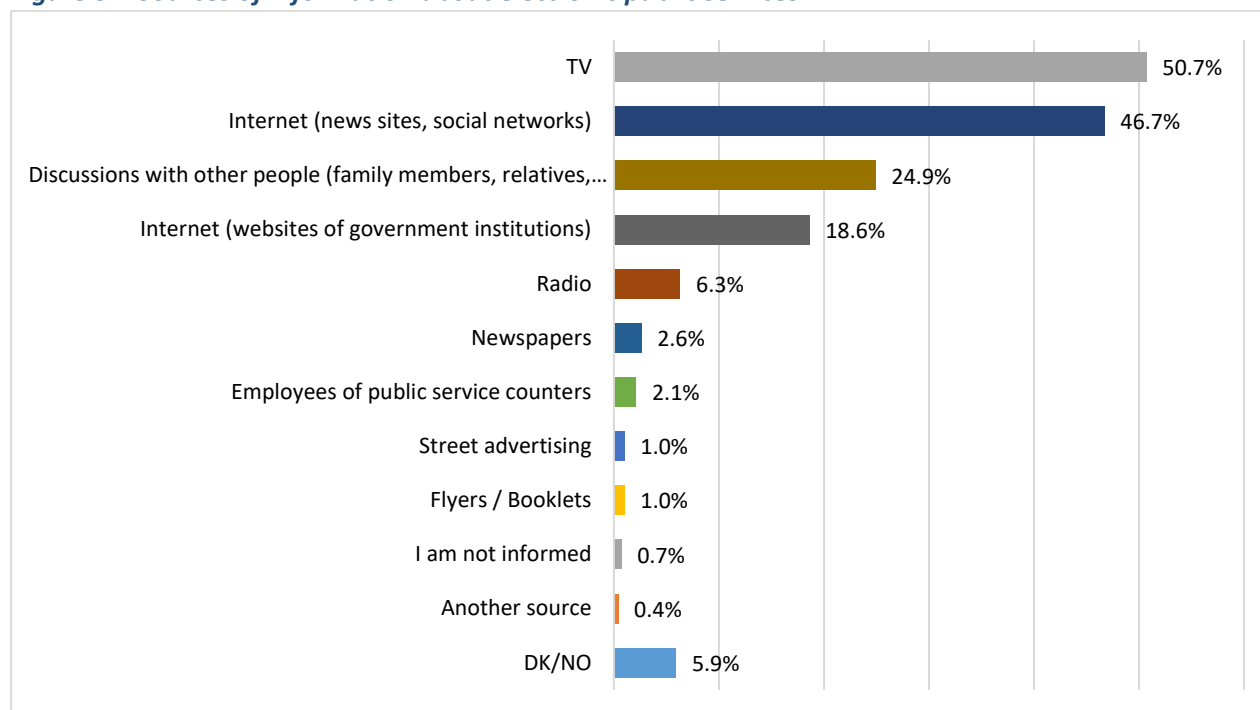
Taking into account the above-mentioned trends, it is necessary to anticipate preferences to access electronic public services namely through mobile devices. At the moment, a half of the electronic public services are accessed through the computer and the other half through the mobile phone.

Figure 33. Electronic public services: access device



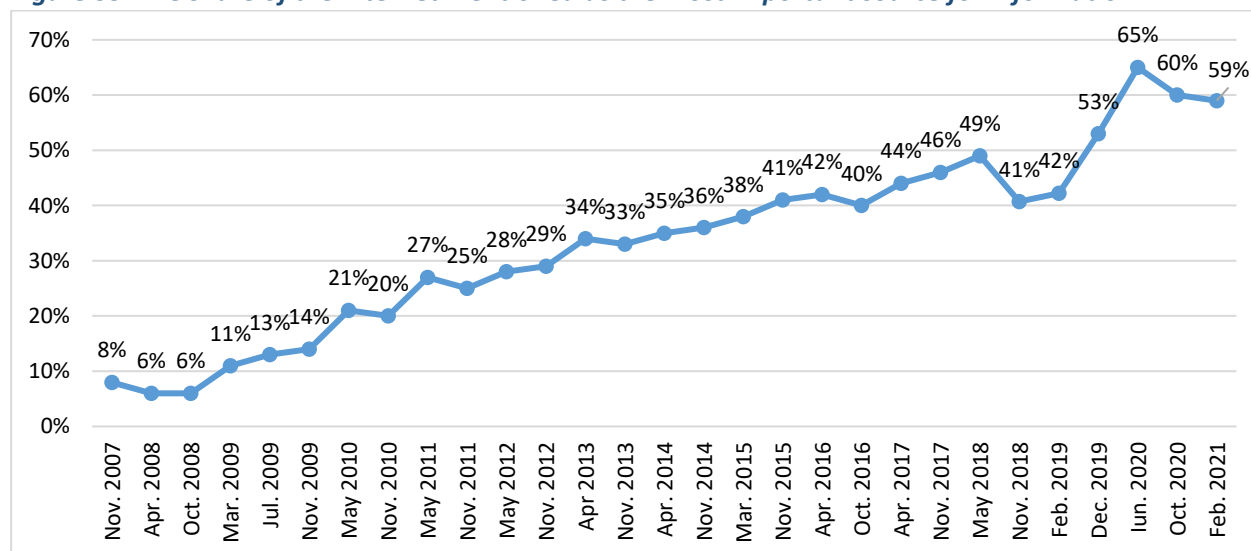
Correct and comprehensive information about electronic public services is paving the way for a higher level of confidence in accessing e-services. In the top sources of information about electronic public services remain **television and the internet**. 50.7% and 65.3% % of citizens mentioned that they were informed through these two sources. It is observed an information preference through news pages and social networks (46.7%) instead of dedicated government websites (18.6%). The general trend is directed to informing through the Internet. Compared to 2020, the share of television as a source of information has decreased by about 8%, and the Internet has increased alike. Information about government services through news and social media increased by more than 5%, and through government websites by 7%. In 2021 it is for the first time when the cumulative share of information through internet exceeds information through television (46.7% through news sites, social networks plus 18.6% government sites versus 50, 7% television).

Figure 34. 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 35. The share of the Internet mentioned as the most important source for information

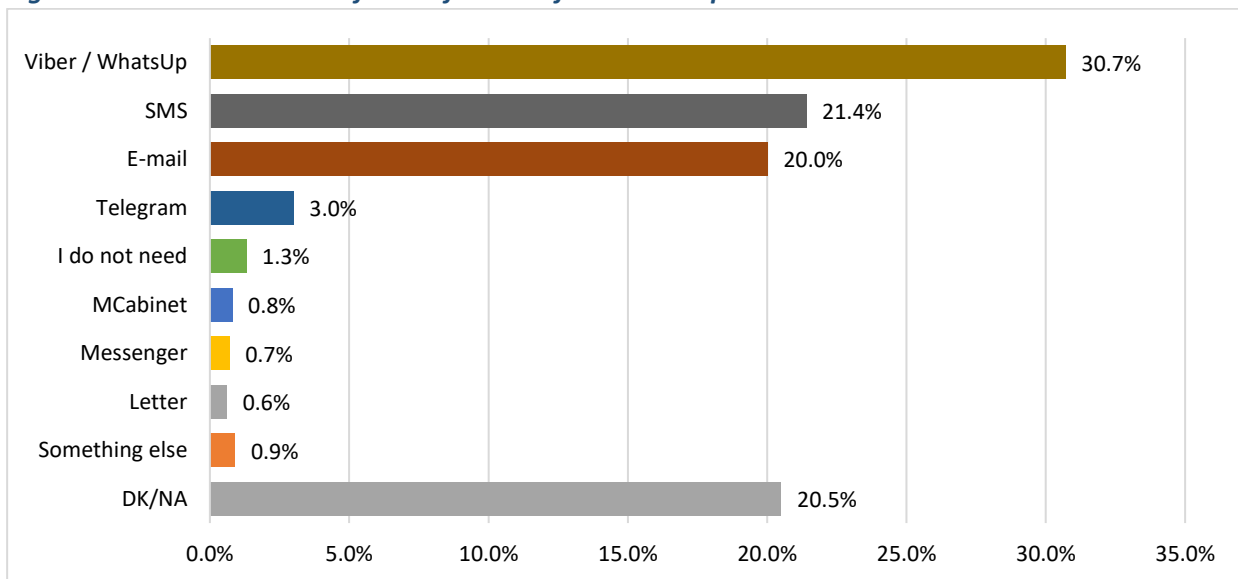


Source: [Public Opinion Barometer](#), Institute of Public Policy

In case the user has the opportunity to be notified by the public service provider, the respondents would prefer three channels. These will be: Viber or WhatsApp (30.7%), SMS (21.4%) or email (20.0%).

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

Figure 36. Favorite channels for notifications from service providers



Indicator: To send notifications about events regarding the provision of services or other relevant events to the recipients, the MNotify government service uses different notification channels. If you should receive a notification from the service provider, which would be the most appropriate channel in your perception?

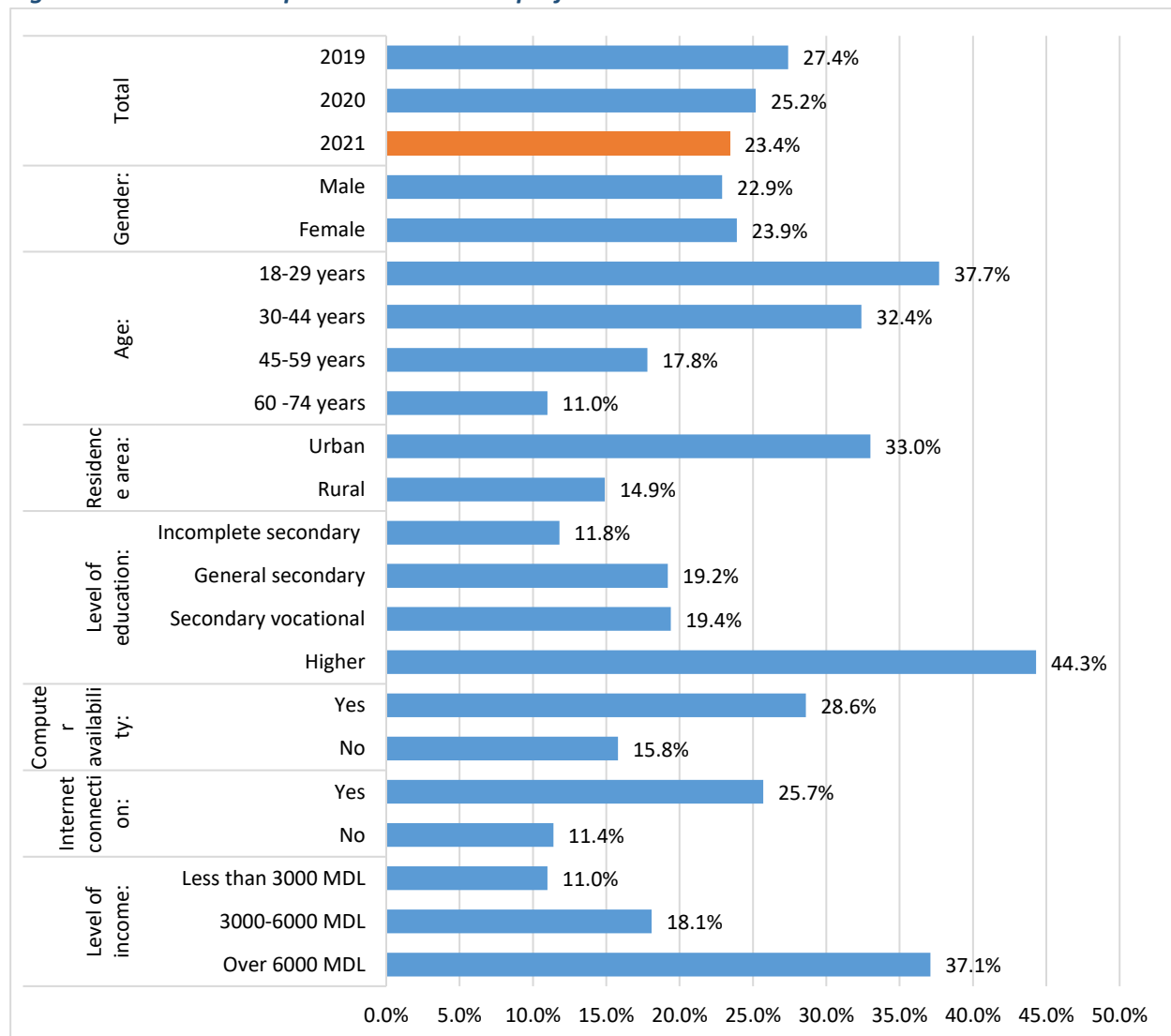
4. The level of satisfaction with the quality of public services

This chapter analyzes the level of satisfaction of citizens with the 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 rate of those who have accessed a public services is 23.4% in 2021. A moderate decrease of the value of the indicator is registered compared to 2020 (25.2%) and to 2019 (27.4%). One of the hypotheses would be the direct impact of self-isolation and activation in special regime.

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

Figure 37. Access to the public services: user profile

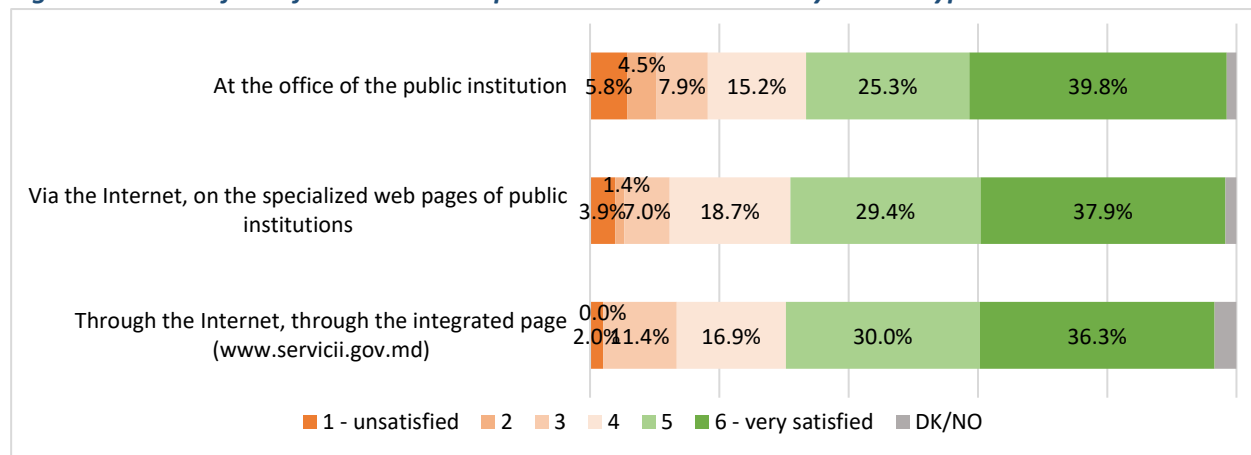


We find notable differences in terms of satisfaction with the quality of public services depending on the way of access (online or offline) and the web tool (pages of specialized institutions or integrated page), in

favor of online. The average score offered on a scale of 1 to 6 is 4.6 for services received offline, 4.8 for electronic services accessed through the specialized pages of the institutions and **4.7 for the services received electronically through the portal servicii.gov.md**. The indicator is decreasing compared to 2020, when the average was 5.0 for offline services, 5.0 in the case of access through specialized web pages and 5.3 in the case of access through services.gov.md.

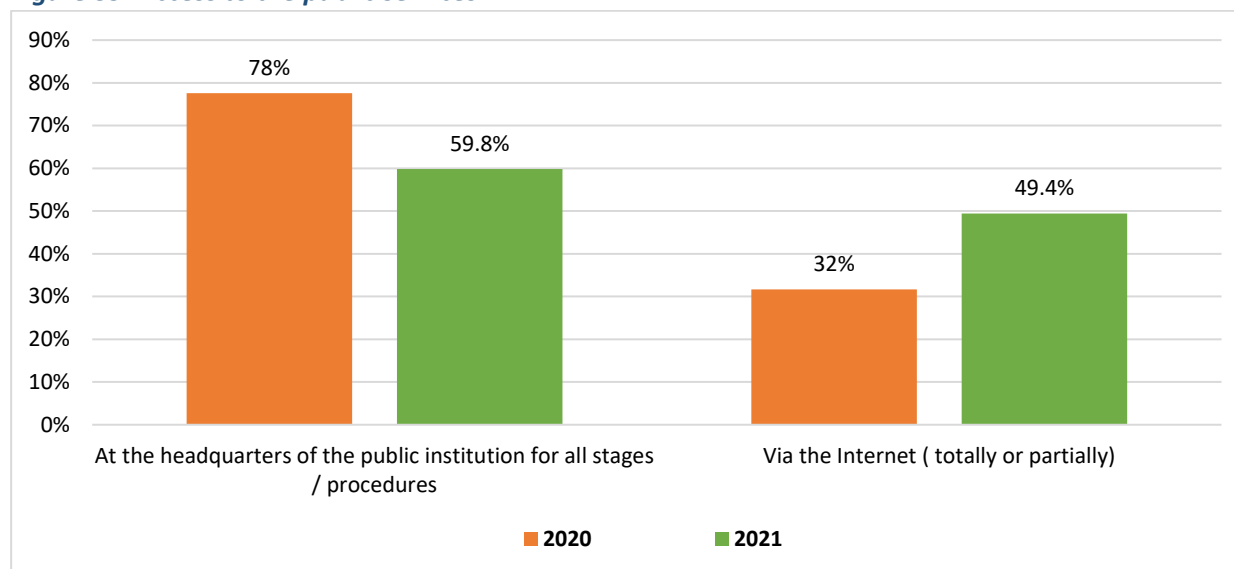
Regardless of the way of access, the respondents from the urban area appreciate the accessed services more positively. (Annex 1, tables 61-63)

Figure 38. Level of satisfaction with the public services accessed: by access type



Of all respondents who have accessed public services in the last 12 months, about a half (49.4%) have accessed electronically, either in full (9.7%) or for at least for one stage (40.3%). 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 60).

Figure 39. Access to the public services⁵

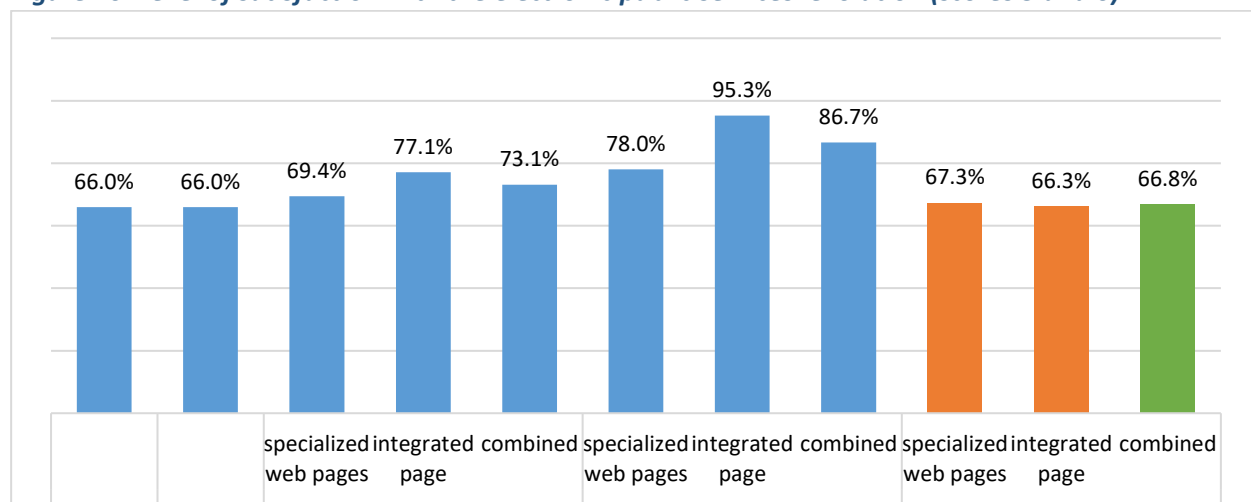


The degree of satisfaction (the amount of 5 and 6 grades) has been developed in both directions over the years. In the measurements of up to 2016, the degree of satisfaction with electronic public services was maintained relatively constant: 64% -66% appreciated with notes of 5 and 6 on the scale of 1 to 6 points. In 2019, there was an increase for both pathways (integrated page / government portal of public services services.gov.md or web pages of public service authorities). In 2020, the continued growth, the share of respondents satisfied with electronic public services accessed over the last 12 months constituted 86.7% (cumulative / combined between the 2 access paths). The level of satisfaction of respondents who have accessed e-services desired through the [Services portal.gov.md](https://services.gov.md) is 95.3%, while the level of e-service satisfaction accessed through the specialized web pages of service providers was 78,0%.

In 2021 there is a 20 percent crash of the combined indicator compared to 2020 - 66.8%, the decrease being found in both accessions - 67.3% for specialized web pages and 66.3% for the integrated page. At the moment, we can assume that this decrease is determined in whole or in part by the pandemic conditions that diminished the quality of services provided regardless of how to access, and not reducing the real performance in the provision of online service. The degree of satisfaction was reduced for all forms of access, including offline (from 75.1% in 2020 to 66.3% in 2021).

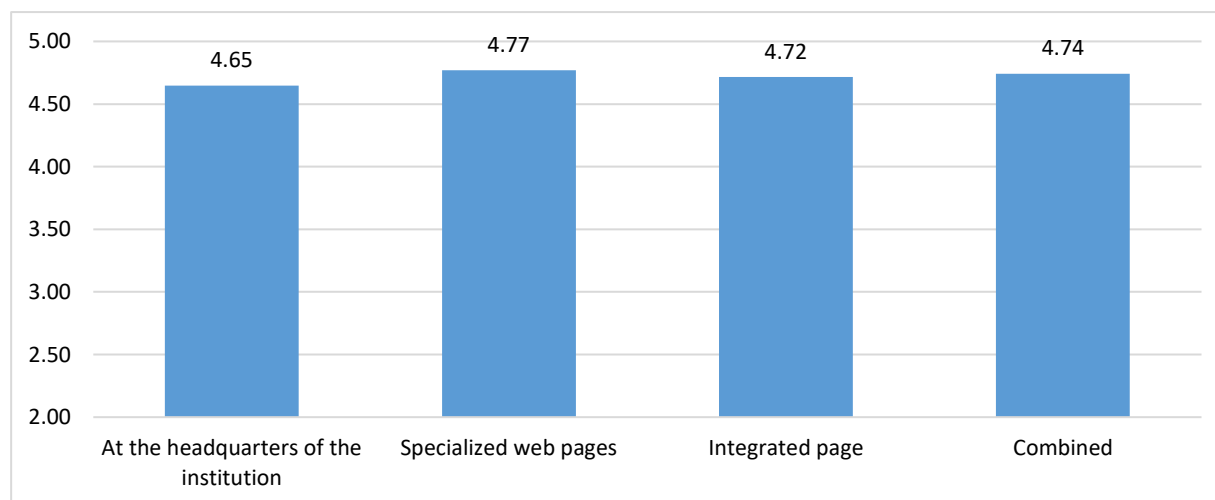
⁵ The amount of weights exceeds 100% due to respondents who accessed more than one service through different ways of accessing.

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



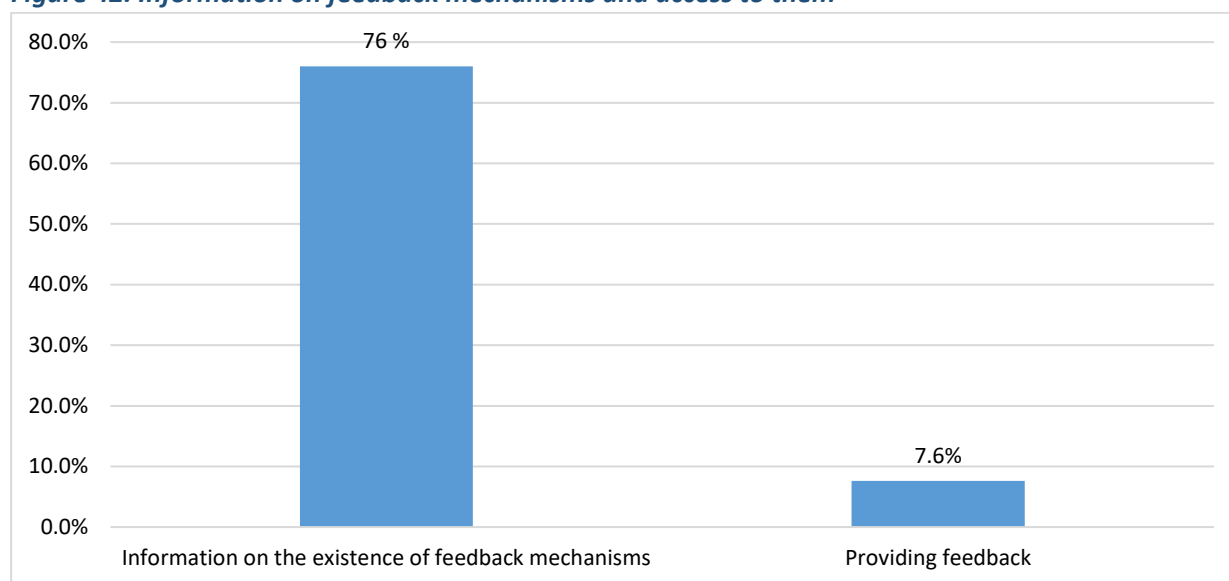
The average values obtained in the assessments given by the respondents register an average of about 5 points for all access modalities (on a scale of 6 points). However, for online mode of accessing, users have granted significantly higher appreciations (4.74 points for online (for specialized web pages and integrated) versus 4.65 points for offline access).

Figure 41. Level of satisfaction with the electronic public services: average values for 2021



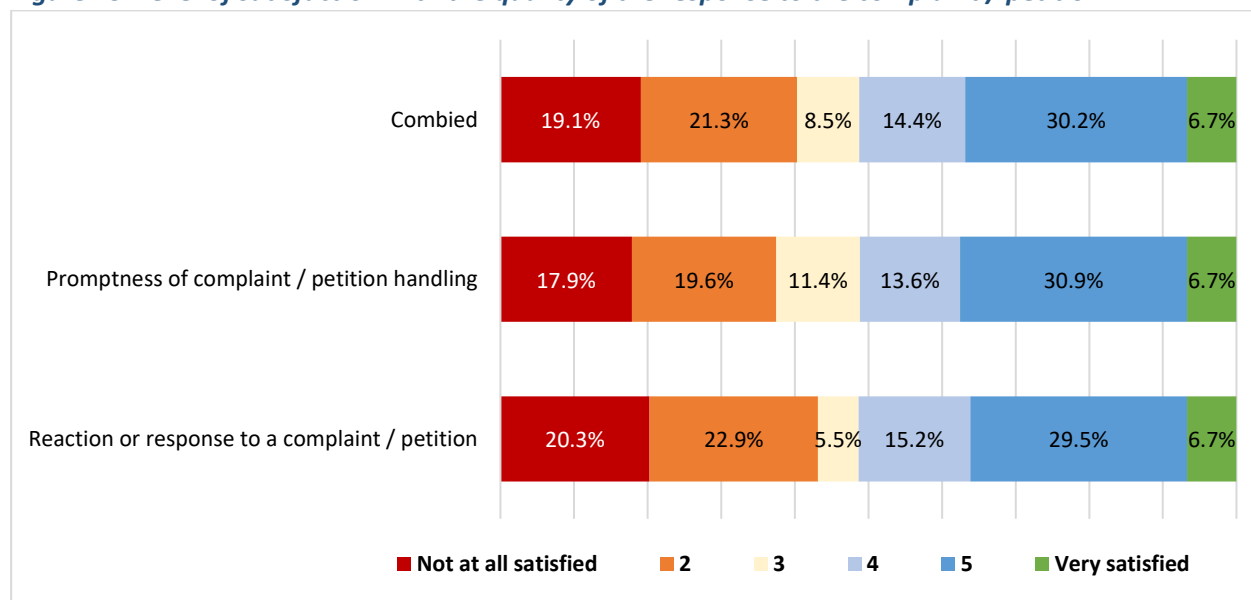
And one last thematic indicator is the level of user satisfaction with **the quality of the service provider's response to suggestions or complaints made by the beneficiary**. The indicator was measured by the question: "Please tell us, if there were situations when you had to submit a complaint / petition / a proposal because the service provided to you by a public institution was not performed qualitatively?". Previously, the respondent was asked if he knows about the existence of such a mechanism. Thus, three out of four respondents (76.0%) have submitted complaints or grievances or came up with proposals for improvement in the proceedings or the trial to the institution they benefited from a service. 7.7% of respondents say they have benefited from public services and have been in a position to file complaints / petitions / proposals.

Figure 42. Information on feedback mechanisms and access to them



Despite the situation of the beneficiary (a problem in the process of receiving the public service) the assessment on the reactions is mostly positive: 37.6% rated the speed of the reaction positively (very satisfied or rather satisfied) and 36.2% of respondents being very satisfied or rather satisfied with the quality of the response (how the provider offered the support in solving situation). The value of the combined indicator is 36.9%, which is decreasing compared to the value of the indicator in 2020, but in direct correlation with the decrease of citizens' satisfaction with the quality of public administrative services in general, in 2021, a factor determined by the pandemic situation, to a large extent.

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 46.4% men and 53.3% women. Almost half - 47.2%, of those interviewed are from urban areas, 52.8% - from rural areas. Almost a fifth of the sample (17.5%) is represented by young people aged 18-29, while the elderly constitute 29.8%. People with higher education represent 22.8% of the sample, those with secondary vocational education 37.2%, with general secondary education 19.4% and 20.6% incomplete secondary education (*Annex 1, Table 1*).

Four out of ten respondents (45.4%) stated that in the last week they worked at least one hour for salary or other payment (International Labor Organization definition of employment status). Among those who did not work, 22.1% indicated as a reason the lack of jobs, 19.8% - due to the advanced age, 30.3% mentioned as a reason the poor state of health and 15.5% because of 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	0,8%
	Specialists with high level of qualification	9,5%
	Specialists with intermediate level of qualification	6,9%
	Administrative officials	0,8%
	Service workers, housing and communal services, trade	2,7%
	Skilled workers in agriculture, forestry, hunting, fish farming and fishing	1,8%
	Skilled workers in large and small industrial enterprises, in handicrafts, in construction, transport, telecommunications, geology	6,9%
	Operators, apparatus, plant and machine operators, locksmiths	1,4%
	Unskilled workers	8,7%
	Student	4,9%
	Dependants or people having other income (lease, interest, rents, etc.)	0,3%
	Unemployed / I'm not working, I'm looking for work	7,4%
	Housewife	14,0%
	Retired	28,6%
	I work abroad	3,4%
	Other	1,2%
	DK/NO	0,6%
Professional activity in the last week	Yes	45,4%
	No	54,1%
	DK/NO	0,5%
The reason for economic inactivity	Maternity / childcare leave up to 1.5 years / 3 years	11,3%
	Annual leave or sick leave	4,2%
	Unfavorable weather conditions	0,6%
	For health reasons	30,3%
	Due to age	19,8%
	The lack of jobs	22,1%
	Another reason	6,9%
	DK/NO	4,8%

The personal incomes of the respondents in 29.7% of cases comes from pensions, about 17.6% - from employment in the non-agricultural private sector, 12.6% - from employment in the public sector, 6.6% - from transfers from abroad.

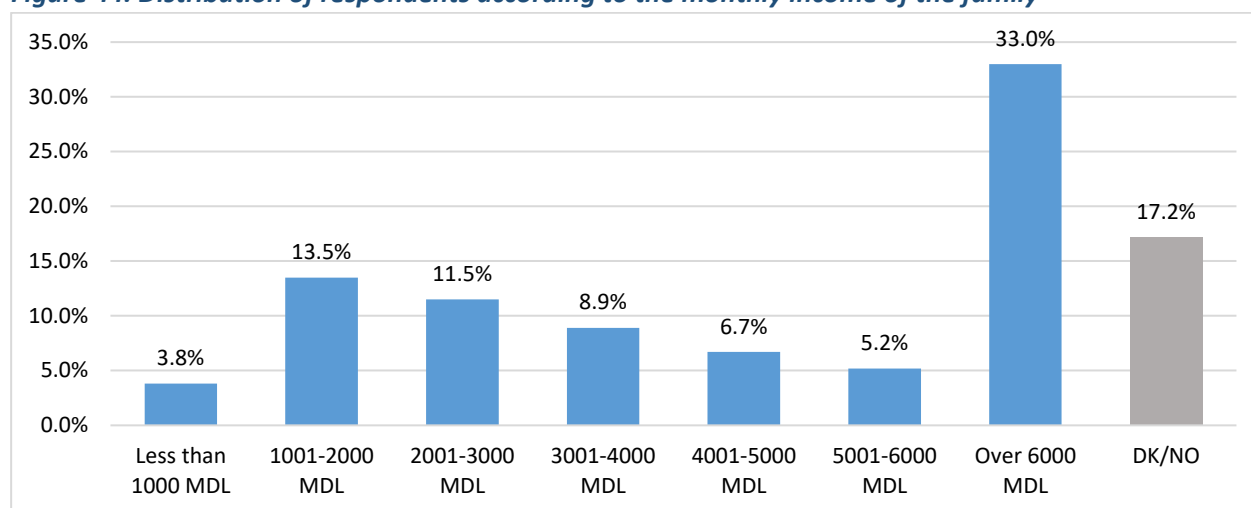
In the case of the head of the household, the 24.4% of income comes from employment in the private non-agricultural sector, 22.5% - from pensions, 16.4% - from employment in non-agricultural public sector and 8.7 % - transfers from abroad.

Table 3. Sources of income of respondents and household heads

	% respondents	% head of the household
Self-employed in the agricultural sector (Farmer, land share)	1,3%	2,3%
Employed in the Public sector (state) in agriculture	1,2%	2,0%
Employed in the Private Sector in agriculture	2,7%	4,2%
Entrepreneur	1,8%	1,8%
Self-employed in the non-agricultural sector	1,8%	2,0%
Employed in the Public sector (state) in the non-agricultural sector	12,6%	16,4%
Employed in the Private sector in the non-agricultural sector	17,6%	24,4%
Independent professional activity	4,8%	5,8%
Unemployment allowance	0,8%	0,7%
Pension	29,7%	22,5%
Social allowances	6,1%	0,8%
Aids from children / relatives	3,8%	0,4%
Transfers from abroad	6,6%	8,7%
Other	2,0%	2,7%
I have no source of income	12,1%	6,0%
DK/NO	2,4%	3,3%

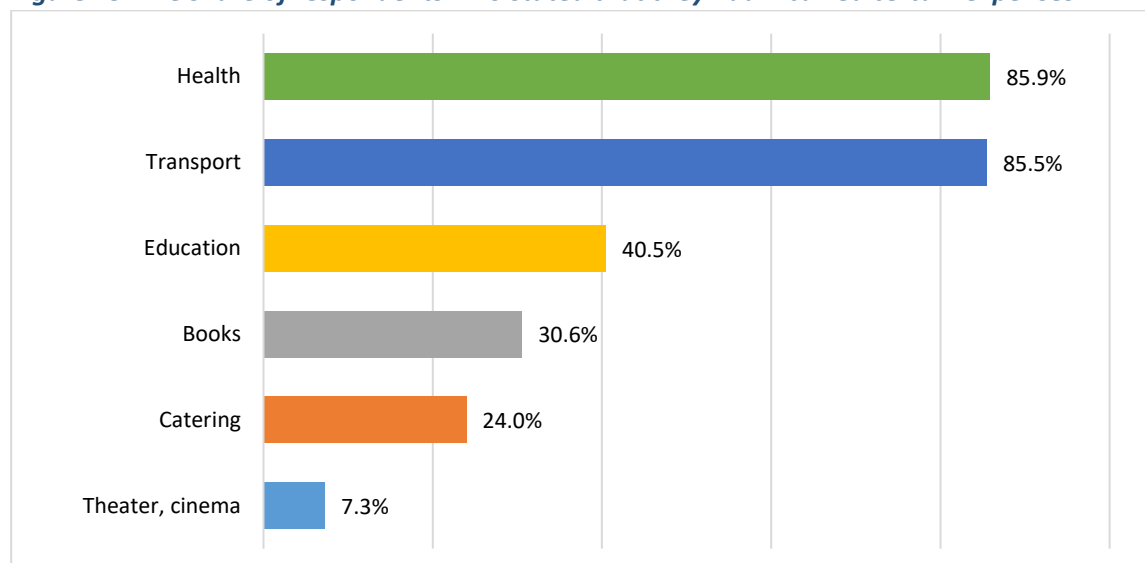
The distribution of respondents according to the size of the family's monthly income is concentrated in two major groups. Thus, 33.0% of households have incomes higher than 6 thousand MDL, others 25.0% in the range of 1000-3000 MDL.

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



The expenses on transport and health care are the most important, the vast majority of respondents stating that they have incurred such expenditure in the last 12 months (85.5% and 85.9% respectively). Also, expenditures on education would be universal (40.5%), which are related to the presence of children of school age. Less households have spent their income for the purchase of books, leisure activities, restaurants, cafes, theater, cinema and circus.

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



Almost 2 out of 3 of the respondents stated that they have a separate house, and 29.4% - a separate apartment.

The houses are built from different materials, one of five is made from concrete, 35.6% from bricks and 37.8% from clay. Most of the houses (82.6%) were built before 1991.

Table 4. Distribution of respondents according to housing characteristics

Type of your dwelling	Separate apartment	29,4%
	A room in an apartment	0,5%
	Separate house	68,5%
	Part of the house	1,5%
	DK/NO	0,2%
Building materials from which the dwelling is built	Concrete, monolith blocks, panels	21,3%
	Bricks, limestone, pressed blocks	35,6%
	Straw bricks, clay	37,8%
	DK/NO	6,2%
When the house was built	Before 1991	82,6%
	After 1991	12,8%
	DK/NO	4,6%
Number of rooms occupied by the respondent	1	12,2%
	2	38,7%
	3	25,7%
	4	13,7%
	5 and more	8,8%
	DK/NO	0,8%

12.7% of dwellings do not have a connection to waterpipe, the rest being connected, having an access point in the house or in the yard.

Over a third of dwellings (34.4%) are connected to a centralized sewerage system, a considerable share have their own improvised system (43.0%). Only 60.4% of households have a toilet inside. Only one out of five households are connected to a central heating system.

Table 5. Access to basic amenities

Connection to the waterpipe	Yes, with access point inside the house	76,0%
	Yes, with access to the yard	46,8%
	It is not connected	12,7%
Connection to sewer	Centralized sewerage system	34,4%
	Local / own sewerage system	43,0%
	It is not connected	22,0%
Location of the toilet	Inside the house	60,4%
	In the yard	63,9%
	We don't have a toilet	0,4%
Home heating type	Central heating	20,3%
	Autonomous heating	74,4%
	No heating	4,6%
Home heating source	Natural gases	32,4%
	Coal, wood, fuel oil	76,7%
	Electricity	1,2%

The availability of goods in the households was also assessed. The majority of respondents, 95.4%, stated that they have a TV, 94.9% - have a fridge / freezer, over 90% have a mobile phone and 79.3% a landline, 88.2% of the respondents have a washing machine. A car have only 44.1% of the study respondents, the indicator increased significantly compared to 2020 when it was 36.6%.

Table 6. Utilities in the home

	2021	2020
Piped water	88,4%	96,2%
TV	95,4%	96,2%
Natural gas	62,3%	59,8%
Car	44,1%	36,6%
Home phone	79,3%	77,7%
Mobile Phone (GSM)	91,9%	91,4%
Automatic washing machine	88,2%	85,9%
Video cassette player	14,9%	9,6%
Cable TV	75,2%	72,6%
Satellite TV antenna	13,8%	13,2%
Fridge / freezer	94,9%	96,6%

Conclusions

Internet equipment and use

The supply of households with computers is decreasing, which is due to the transition to other types of devices (phone, tablet, laptop). Registered discrepancies, indicate a lower level of endowment among the older population, from rural area, lower income and lower level of studies. As a cause, it may be the lack of a need to have a computer, the need of internet connection being met by another device that provides internet connection.

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 have used a computer in the last 12 months (by about 4% less than in 2020 and 11% compared to 2019), while the Internet was used by four out of five 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 public services 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. Digital literacy and population information also remain to be paramount in the context of the very low level of understanding the reform, identified through this study.

Reducing the number of visits to obtain the service and elimination of corruption are the main benefits anticipated by citizens as a result of Modernization Reform of government services.

The understanding of the concept of e-Government by the citizens is relatively modest one,

Only a half of the respondents anticipate advantages, there is a considerable decrease compared to previous studies (a decrease by 11% compared to 2020).

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 in the quality and safety of electronic services (25.3% and respectively 44.4% gave marks of 1 or 2).

Access to electronic public services

Despite certain doses of distrust, most of the respondents declare themselves disposed and open to use electronic services. About 42.3%, comparable with 2020, although in decrease compared to 2019. We admit that this is due to the conditions of self-isolation and social distance that influenced this period.

Being asked to choose between two ways of accessing a public service - online or offline, **more than half of respondents claim that they would choose to access the public service online** comparable to the level determined in 2020.

More than a third of respondents define themselves as independent users, another third partially assisted users and 25.4% - users who need full support through delegation. The study highlights the migration of about 3% of users who need some support to the segment of those who would fully delegate access to the online service to another person.

The uptake of electronic public services represents 49.6% compared to the population that has benefited in the last 12 months from public services in general (both online and offline) and 20.4% in the case of 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 uptake of electronic public services in 2021 recorded an explosive growth, increasing by more than 11% compared to 2020, being the biggest annual increase recorded since the start of studies of this type (from 2012), being comparable only to the annual increase recorded in 2015.

Most of the electronic public services are still accessed mainly through the web pages of the relevant institutions. **A half of the services have been accessed through the computer and the other half through the mobile phone.** All trends suggest that in the future the rate of access to services through mobile phone will keep growing.

Satisfaction with the quality of electronic public services

Overall, 1 out of 4 citizens, in the last 12 months, have used certain public services, regardless of the type of access (online or offline). **There is a higher level of satisfaction with the public service received if the citizen has accessed this service online,** especially if the services have been accessed through the Public Services Portal (www.servicii.gov.md).

About 8% of the beneficiaries of public services have addressed suggestions or complaints on how the service was provided, every second respondent stated that she/ he was satisfied with the speed of response and the quality of the provider's response.

Extract from the Project Results Matrix

Modernization of Government Services

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

Update December, 2021

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	Actual Year 2	Target Year 4	Final Target
The share of persons who have accessed electronic services in the last 12 months, of which: % women - low-income groups (the poorest 40%)	general	24%	27%	27.9%	32%	32%	37%	49,4%	43%	50%
	women	49.5%	49.5%	61.4%	49.5%	53.6%	49.5%	52,7%	49.5%	49.5%
	low-income groups (the poorest 40%)	6%	6%	18.4%	10%	14,0%	15%	37,4%	20%	25%
Share of citizens satisfied with the quality of the response to their feedback by government administrative service providers	general					49.4% (baseline)	59.4%	36,9%		

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Table 7. Sample structure

		Number	%
Total		3036	100,0%
Gender of the respondent:	Male	1252	46,7%
	Female	1784	53,3%
Age of the respondent:	18-29 years	551	17,5%
	30-44 years	769	28,7%
	45-59 years	697	24,0%
	60 -74 years	1019	29,8%
Area of residence:	Urban	1416	47,2%
	Rural	1620	52,8%
Level of education:	Incomplete secondary	630	20,6%
	General secondary	607	19,4%
	Secondary vocational	1124	37,2%
	Higher	671	22,8%
Computer availability:	Yes	1780	59,7%
	No	1256	40,3%
Internet connection:	Yes	2520	84,1%
	No	516	15,9%
Level of income:	Less than 3000 MDL	915	34,9%
	3000-6000 MDL	647	25,2%
	Over 6000 MDL	956	39,9%

Table 8. Do you have a computer in the household?

		Number	Yes	No
Total		3036	59,7%	40,3%
Gender of the respondent:	Male	1252	62,2%	37,8%
	Female	1784	57,4%	42,6%
Age of the respondent:	18-29 years	551	72,4%	27,6%
	30-44 years	769	66,9%	33,1%
	45-59 years	697	61,5%	38,5%
	60 -74 years	1019	43,8%	56,2%
Residence area:	Urban	1416	68,5%	31,5%
	Rural	1620	51,7%	48,3%
Level of education:	Incomplete secondary	630	40,5%	59,5%
	General secondary	607	53,1%	46,9%
	Secondary vocational	1124	59,5%	40,5%
	Higher	671	82,7%	17,3%
Computer availability:	Yes	1780	100,0%	0,0%
	No	1256	0,0%	100,0%
Internet connection:	Yes	2520	70,2%	29,8%
	No	516	4,1%	95,9%
Level of income:	Less than 3000 MDL	915	40,5%	59,5%
	3000-6000 MDL	647	57,8%	42,2%
	Over 6000 MDL	956	76,7%	23,3%

Table 9. How many computers do you have in the household?

		Number	Average	Median	Maximum	Minimum	Stdeviation
Total		1780	1,2	1,0	5,0	1,0	0,5
Gender of the respondent:	Male	768	1,2	1,0	5,0	1,0	0,5
	Female	1012	1,1	1,0	5,0	1,0	0,4
Age of the respondent:	18-29 years	397	1,2	1,0	5,0	1,0	0,6
	30-44 years	515	1,2	1,0	5,0	1,0	0,5
	45-59 years	425	1,2	1,0	4,0	1,0	0,4
	60 -74 years	443	1,1	1,0	5,0	1,0	0,3
Residence area:	Urban	954	1,2	1,0	5,0	1,0	0,5
	Rural	826	1,1	1,0	5,0	1,0	0,4
Level of education:	Incomplete secondary	247	1,1	1,0	4,0	1,0	0,4
	General secondary	319	1,1	1,0	3,0	1,0	0,4
	Secondary vocational	661	1,1	1,0	5,0	1,0	0,5
	Higher	550	1,2	1,0	5,0	1,0	0,5
Computer availability:	Yes	1780	1,2	1,0	5,0	1,0	0,5
	No	0					
Internet connection:	Yes	1758	1,2	1,0	5,0	1,0	0,5
	No	22	1,0	1,0	2,0	1,0	0,2
Level of income:	Less than 3000 MDL	362	1,1	1,0	3,0	1,0	0,3
	3000-6000 MDL	369	1,1	1,0	4,0	1,0	0,4
	Over 6000 MDL	731	1,2	1,0	5,0	1,0	0,5

Table 10. Why do you not have a computer in your household?

		Nu mb er	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 Interne t	Other	We don't need it, we use another device	It has failed	DK/NO
Total		1256	46,8%	15,8%	47,7%	0,8%	4,5%	1,3%	1,9%	3,6%	1,8%
Gender of the respondent:	Male	484	50,5%	12,9%	42,0%	1,2%	5,7%	1,6%	2,4%	2,8%	1,3%
	Female	772	44,0%	18,1%	52,1%	0,5%	3,5%	1,2%	1,5%	4,2%	2,2%
Age of the respondent:	18-29 years	154	53,4%	3,6%	33,6%	0,6%	3,3%	0,0%	5,0%	3,9%	1,7%
	30-44 years	254	49,7%	3,9%	42,8%	0,8%	3,6%	0,5%	1,2%	6,6%	1,7%
	45-59 years	272	42,3%	16,5%	55,0%	0,8%	2,9%	1,9%	2,8%	3,1%	0,4%
	60 -74 years	576	45,8%	25,8%	50,6%	0,9%	6,2%	1,9%	0,8%	2,0%	2,7%
Residence area:	Urban	462	56,3%	11,4%	34,3%	0,8%	5,0%	0,5%	3,7%	2,6%	2,1%
	Rural	794	41,3%	18,4%	55,5%	0,8%	4,1%	1,9%	0,8%	4,1%	1,6%
Level of education:	Incomplete secondary	383	37,9%	18,5%	56,9%	0,2%	4,4%	1,2%	1,5%	2,7%	1,9%
	General secondary	288	51,6%	18,6%	45,8%	1,1%	6,8%	1,4%	1,8%	2,9%	0,7%
	Secondary vocational	463	48,8%	13,8%	45,2%	0,9%	3,5%	1,8%	1,6%	4,7%	2,2%
	Higher	121	55,7%	9,3%	33,4%	1,5%	2,9%	0,0%	4,4%	3,8%	2,4%
Computer availability:	Yes	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	No	1256	46,8%	15,8%	47,7%	0,8%	4,5%	1,3%	1,9%	3,6%	1,8%
Internet connection:	Yes	762	51,3%	11,0%	40,5%	0,5%	1,1%	1,0%	2,6%	5,3%	2,0%
	No	494	39,4%	23,8%	59,5%	1,2%	10,0%	1,8%	0,8%	0,7%	1,4%
Level of income:	Less than 3000 MDL	553	38,7%	22,7%	58,6%	0,7%	4,9%	1,3%	1,0%	1,7%	1,0%
	3000-6000 MDL	278	43,0%	14,7%	53,7%	1,2%	6,4%	2,3%	2,1%	3,6%	1,0%
	Over 6000 MDL	225	66,3%	7,6%	25,7%	0,4%	1,5%	0,0%	3,8%	5,3%	1,4%

Table 11. Do you have Internet access at home?

		Number	Yes	No
Total		3036	84,1%	15,9%
Gender of the respondent:	Male	1252	85,1%	14,9%
	Female	1784	83,2%	16,8%
Age of the respondent:	18-29 years	551	96,7%	3,3%
	30-44 years	769	94,2%	5,8%
	45-59 years	697	86,4%	13,6%
	60 -74 years	1019	65,2%	34,8%
Residence area:	Urban	1416	89,5%	10,5%
	Rural	1620	79,3%	20,7%
Level of education:	Incomplete secondary	630	73,2%	26,8%
	General secondary	607	78,4%	21,6%
	Secondary vocational	1124	86,7%	13,3%
	Higher	671	94,5%	5,5%
Computer availability:	Yes	1780	98,9%	1,1%
	No	1256	62,2%	37,8%
Internet connection:	Yes	2520	100,0%	0,0%
	No	516	0,0%	100,0%
Level of income:	Less than 3000 MDL	915	66,5%	33,5%
	3000-6000 MDL	647	83,7%	16,3%
	Over 6000 MDL	956	97,2%	2,8%

Table 12. 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		516	48,1%	20,3%	22,5%	34,3%	1,7%	4,5%	5,7%	2,5%
Gender of the respondent:	Male	202	44,5%	20,8%	22,4%	27,6%	0,9%	5,3%	9,9%	3,2%
	Female	314	50,9%	19,9%	22,6%	39,5%	2,4%	3,9%	2,5%	1,8%
Age of the respondent:	18-29 years	18	19,0%	5,5%	15,8%	36,4%	4,8%	14,2%	4,8%	4,3%
	30-44 years	44	46,1%	13,5%	15,8%	30,8%	1,9%	9,4%	5,0%	1,9%
	45-59 years	97	37,7%	15,6%	29,7%	32,8%	2,1%	6,5%	5,9%	1,0%
	60 -74 years	357	53,3%	23,7%	21,6%	35,3%	1,4%	2,6%	5,8%	2,9%
Residence area:	Urban	163	54,1%	17,0%	20,2%	32,2%	2,3%	3,6%	6,0%	1,2%
	Rural	353	45,4%	21,7%	23,5%	35,3%	1,4%	5,0%	5,6%	3,0%
Level of education:	Incomplete secondary	179	46,7%	19,1%	30,2%	39,6%	0,5%	2,0%	3,4%	3,3%
	General secondary	139	47,1%	22,5%	22,6%	36,8%	4,4%	2,9%	6,0%	2,0%
	Secondary vocational	157	48,9%	21,7%	14,4%	27,9%	0,6%	8,0%	7,5%	1,9%
	Higher	41	54,1%	12,1%	19,4%	28,1%	2,5%	7,2%	7,5%	2,5%
Computer availability:	Yes	22	0,0%	5,0%	4,4%	31,0%	4,4%	28,5%	12,7%	13,9%
	No	494	50,1%	20,9%	23,2%	34,5%	1,6%	3,5%	5,4%	2,0%
Internet connection:	Yes	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	No	516	48,1%	20,3%	22,5%	34,3%	1,7%	4,5%	5,7%	2,5%
Level of income:	Less than 3000 MDL	319	49,1%	20,3%	25,8%	35,3%	0,8%	4,2%	3,9%	1,9%
	3000-6000 MDL	110	46,7%	26,7%	19,1%	38,9%	2,8%	3,4%	9,0%	1,8%
	Over 6000 MDL	28	32,8%	13,2%	5,9%	19,6%	10,3%	14,4%	16,5%	6,3%

Table 13. 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		2520	3,1%	27,4%	23,8%	32,1%	9,9%	3,7%
Gender of the respondent:	Male	1050	3,0%	32,3%	22,3%	27,3%	11,4%	3,7%
	Female	1470	3,2%	23,0%	25,1%	36,4%	8,5%	3,7%
Age of the respondent:	18-29 years	533	5,3%	26,3%	15,3%	43,4%	8,9%	0,8%
	30-44 years	725	2,4%	33,5%	21,8%	31,7%	9,6%	1,1%
	45-59 years	600	2,4%	27,9%	28,1%	28,4%	9,1%	4,0%
	60 -74 years	662	2,9%	19,3%	29,5%	26,8%	11,9%	9,6%
Residence area:	Urban	1253	2,8%	27,3%	15,6%	42,3%	9,1%	3,0%
	Rural	1267	3,4%	27,6%	32,0%	21,9%	10,6%	4,4%
Level of education:	Incomplete secondary	451	1,7%	22,5%	35,1%	22,8%	13,1%	4,8%
	General secondary	468	6,4%	24,1%	22,9%	31,7%	10,8%	4,1%
	Secondary vocational	967	2,3%	27,6%	24,8%	31,7%	9,8%	3,8%
	Higher	630	2,9%	32,7%	15,1%	39,6%	7,1%	2,6%
Computer availability:	Yes	1758	3,1%	30,6%	24,5%	34,5%	3,7%	3,5%
	No	762	3,0%	19,9%	22,2%	26,5%	24,3%	4,1%
Internet connection:	Yes	2520	3,1%	27,4%	23,8%	32,1%	9,9%	3,7%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	596	2,7%	15,7%	30,7%	30,6%	14,6%	5,7%
	3000-6000 MDL	537	3,2%	25,3%	32,1%	25,0%	12,0%	2,5%
	Over 6000 MDL	928	3,4%	34,2%	15,5%	36,7%	7,3%	3,0%

Table 14. Regardless of location, have you used in the last 12 months?

		Number	Computer		Internet	
			Yes	No	Yes	No
Total		3036	51,2%	48,8%	79,6%	20,4%
Gender of the respondent:	Male	1252	52,0%	48,0%	79,1%	20,9%
	Female	1784	50,5%	49,5%	80,1%	19,9%
Age of the respondent:	18-29 years	551	73,5%	26,5%	99,1%	0,9%
	30-44 years	769	62,0%	38,0%	93,9%	6,1%
	45-59 years	697	48,2%	51,8%	82,2%	17,8%
	60 -74 years	1019	29,9%	70,1%	52,4%	47,6%
Residence area:	Urban	1416	64,5%	35,5%	87,5%	12,5%
	Rural	1620	39,2%	60,8%	72,6%	27,4%
Level of education:	Incomplete secondary	630	26,8%	73,2%	64,5%	35,5%
	General secondary	607	44,5%	55,5%	73,2%	26,8%
	Secondary vocational	1124	50,3%	49,7%	82,3%	17,7%
	Higher	671	80,2%	19,8%	94,4%	5,6%
Computer availability:	Yes	1780	76,7%	23,3%	92,8%	7,2%
	No	1256	13,4%	86,6%	60,2%	39,8%
Internet connection:	Yes	2520	59,7%	40,3%	92,4%	7,6%
	No	516	5,9%	94,1%	12,3%	87,7%
Level of income:	Less than 3000 MDL	915	29,9%	70,1%	59,4%	40,6%
	3000-6000 MDL	647	46,5%	53,5%	78,2%	21,8%
	Over 6000 MDL	956	71,8%	28,2%	95,1%	4,9%

Table 15. 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		2375	96,8%	3,1%	0,1%	42,0%	57,9%	0,1%	14,2%	84,5%	1,3%
Gender of the respondent:	Male	964	96,3%	3,7%	0,0%	44,1%	55,8%	0,1%	13,9%	84,8%	1,3%
	Female	1411	97,3%	2,6%	0,1%	40,1%	59,7%	0,1%	14,4%	84,2%	1,4%
Age of the respondent:	18-29 years	546	98,5%	1,5%	0,0%	66,0%	34,0%	0,0%	34,0%	65,3%	0,6%
	30-44 years	723	97,3%	2,7%	0,0%	47,0%	53,0%	0,0%	11,6%	86,7%	1,7%
	45-59 years	571	95,3%	4,7%	0,0%	30,0%	70,0%	0,0%	8,1%	90,7%	1,2%
	60 -74 years	535	95,9%	3,7%	0,3%	21,8%	77,7%	0,6%	4,3%	94,0%	1,7%
Residence area:	Urban	1221	97,4%	2,5%	0,1%	49,7%	50,2%	0,1%	16,7%	82,2%	1,1%
	Rural	1154	96,2%	3,8%	0,0%	33,7%	66,2%	0,1%	11,5%	86,9%	1,6%
Level of education:	Incomplete secondary	393	96,3%	3,7%	0,0%	39,4%	60,6%	0,0%	14,2%	84,7%	1,1%
	General secondary	436	95,5%	4,3%	0,2%	35,1%	64,7%	0,2%	12,6%	86,2%	1,2%
	Secondary vocational	914	96,7%	3,3%	0,0%	39,5%	60,3%	0,1%	11,5%	87,0%	1,5%
	Higher	629	98,1%	1,8%	0,1%	51,5%	48,3%	0,1%	19,2%	79,4%	1,4%
Computer availability:	Yes	1642	99,1%	0,8%	0,1%	44,7%	55,1%	0,2%	16,8%	82,0%	1,2%
	No	733	91,5%	8,5%	0,0%	35,7%	64,3%	0,0%	8,2%	90,1%	1,7%
Internet connection:	Yes	2316	97,6%	2,3%	0,1%	42,1%	57,8%	0,1%	14,4%	84,2%	1,3%
	No	59	65,0%	35,0%	0,0%	37,6%	62,4%	0,0%	4,9%	93,8%	1,4%
Level of income:	Less than 3000 MDL	529	95,9%	4,1%	0,0%	20,6%	79,2%	0,2%	5,2%	93,5%	1,3%
	3000-6000 MDL	500	96,5%	3,5%	0,0%	37,7%	62,3%	0,0%	10,7%	86,8%	2,5%
	Over 6000 MDL	906	98,2%	1,8%	0,0%	55,6%	44,4%	0,0%	18,7%	80,6%	0,7%

Table 16. 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		2375	37,6%	62,2%	0,2%	74,9%	25,0%	0,1%	38,7%	60,5%	0,8%
Gender of the respondent:	Male	964	43,4%	56,4%	0,2%	78,7%	21,1%	0,1%	41,5%	57,6%	0,9%
	Female	1411	32,5%	67,3%	0,3%	71,5%	28,3%	0,1%	36,3%	63,0%	0,7%
Age of the respondent:	18-29 years	546	44,9%	54,9%	0,2%	91,0%	9,0%	0,0%	58,1%	41,0%	0,9%
	30-44 years	723	49,8%	50,2%	0,0%	85,0%	14,8%	0,2%	42,8%	56,6%	0,6%
	45-59 years	571	33,4%	66,6%	0,0%	65,9%	34,1%	0,0%	29,7%	69,7%	0,5%
	60 -74 years	535	13,5%	85,5%	0,9%	50,9%	48,8%	0,3%	21,6%	77,3%	1,1%
Residence area:	Urban	1221	48,0%	51,7%	0,3%	83,8%	16,0%	0,2%	48,0%	51,2%	0,8%
	Rural	1154	26,3%	73,6%	0,2%	65,3%	34,7%	0,0%	28,7%	70,6%	0,7%
Level of education:	Incomplete secondary	393	24,8%	75,2%	0,0%	72,4%	27,6%	0,0%	37,0%	62,7%	0,2%
	General secondary	436	24,7%	75,1%	0,2%	68,6%	31,2%	0,2%	33,9%	65,9%	0,2%
	Secondary vocational	914	33,0%	66,6%	0,4%	72,4%	27,6%	0,0%	33,1%	66,0%	0,9%
	Higher	629	60,3%	39,6%	0,1%	84,0%	15,7%	0,3%	51,0%	47,8%	1,2%
Computer availability:	Yes	1642	42,4%	57,3%	0,3%	74,5%	25,4%	0,2%	42,6%	56,7%	0,7%
	No	733	26,4%	73,5%	0,1%	75,8%	24,2%	0,0%	29,9%	69,2%	0,9%
Internet connection:	Yes	2316	37,8%	62,0%	0,2%	74,8%	25,1%	0,1%	39,0%	60,2%	0,8%
	No	59	28,0%	72,0%	0,0%	77,0%	23,0%	0,0%	25,7%	74,3%	0,0%
Level of income:	Less than 3000 MDL	529	11,3%	88,5%	0,2%	50,7%	49,3%	0,0%	24,8%	74,7%	0,6%
	3000-6000 MDL	500	35,3%	64,5%	0,2%	73,6%	26,4%	0,0%	39,4%	59,9%	0,7%
	Over 6000 MDL	906	55,1%	44,9%	0,0%	87,7%	12,2%	0,1%	49,5%	49,6%	0,9%

Table 17. 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		2375	89,1%	9,1%	1,8%
Gender of the respondent:	Male	964	87,4%	10,9%	1,7%
	Female	1411	90,6%	7,5%	1,9%
Age of the respondent:	18-29 years	546	97,5%	2,2%	0,3%
	30-44 years	723	94,5%	4,6%	0,9%
	45-59 years	571	86,5%	10,5%	2,9%
	60 -74 years	535	73,8%	22,6%	3,5%
Residence area:	Urban	1221	93,2%	5,4%	1,4%
	Rural	1154	84,7%	13,1%	2,2%
Level of education:	Incomplete secondary	393	85,6%	11,1%	3,3%
	General secondary	436	85,2%	13,5%	1,2%
	Secondary vocational	914	88,4%	9,6%	2,0%
	Higher	629	94,9%	4,2%	1,0%
Computer availability:	Yes	1642	91,4%	7,4%	1,2%
	No	733	83,8%	12,9%	3,2%
Internet connection:	Yes	2316	89,8%	8,7%	1,4%
	No	59	60,2%	22,9%	16,8%
Level of income:	Less than 3000 MDL	529	80,9%	16,0%	3,1%
	3000-6000 MDL	500	85,8%	12,5%	1,7%
	Over 6000 MDL	906	94,4%	4,8%	0,8%

Table 18. 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		2375	35,6%	63,8%	0,5%	23,3%	76,2%	0,5%	11,6%	88,0%	0,4%
Gender of the respondent:	Male	964	33,2%	66,0%	0,8%	22,3%	77,2%	0,5%	11,3%	88,2%	0,5%
	Female	1411	37,8%	61,9%	0,3%	24,1%	75,4%	0,5%	11,9%	87,9%	0,3%
Age of the respondent:	18-29 years	546	45,9%	53,4%	0,8%	35,9%	63,8%	0,3%	15,6%	83,9%	0,5%
	30-44 years	723	38,8%	60,5%	0,7%	30,1%	69,1%	0,8%	15,8%	83,7%	0,5%
	45-59 years	571	32,2%	67,6%	0,1%	15,6%	84,2%	0,1%	8,7%	91,2%	0,1%
	60 -74 years	535	23,1%	76,4%	0,5%	7,2%	92,2%	0,5%	3,6%	96,1%	0,4%
Residence area:	Urban	1221	42,6%	56,6%	0,9%	32,7%	66,5%	0,8%	17,2%	82,3%	0,5%
	Rural	1154	28,2%	71,6%	0,2%	13,1%	86,8%	0,1%	5,5%	94,2%	0,3%
Level of education:	Incomplete secondary	393	21,6%	77,4%	1,1%	12,1%	87,2%	0,7%	5,9%	93,4%	0,7%
	General secondary	436	23,8%	75,3%	0,9%	17,8%	81,4%	0,9%	6,4%	92,5%	1,1%
	Secondary vocational	914	30,2%	69,5%	0,3%	15,3%	84,3%	0,3%	6,1%	93,8%	0,1%
	Higher	629	60,1%	39,7%	0,3%	45,2%	54,5%	0,3%	26,4%	73,5%	0,1%
Computer availability:	Yes	1642	41,3%	58,1%	0,6%	28,0%	71,5%	0,5%	14,4%	85,1%	0,5%
	No	733	22,7%	76,9%	0,3%	12,5%	87,1%	0,4%	5,2%	94,7%	0,1%
Internet connection:	Yes	2316	36,1%	63,4%	0,5%	23,7%	75,8%	0,5%	11,8%	87,9%	0,4%
	No	59	18,8%	81,2%	0,0%	7,4%	92,6%	0,0%	4,6%	93,9%	1,4%
Level of income:	Less than 3000 MDL	529	14,8%	83,9%	1,3%	6,4%	92,3%	1,3%	2,4%	96,3%	1,3%
	3000-6000 MDL	500	31,0%	68,6%	0,4%	15,7%	84,0%	0,3%	6,8%	92,9%	0,3%
	Over 6000 MDL	906	49,6%	50,2%	0,2%	36,4%	63,6%	0,0%	20,1%	79,8%	0,1%

Table 19. 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		2375	32,3%	67,3%	0,4%	42,5%	57,2%	0,3%	37,8%	61,9%	0,3%
Gender of the respondent:	Male	964	35,8%	63,7%	0,5%	38,3%	61,2%	0,5%	33,9%	65,6%	0,6%
	Female	1411	29,3%	70,4%	0,2%	46,2%	53,7%	0,1%	41,2%	58,7%	0,1%
Age of the respondent:	18-29 years	546	43,8%	55,6%	0,6%	56,9%	42,8%	0,3%	49,6%	49,9%	0,5%
	30-44 years	723	41,2%	58,3%	0,5%	48,7%	50,7%	0,6%	45,5%	53,8%	0,6%
	45-59 years	571	23,8%	76,1%	0,1%	32,2%	67,7%	0,1%	28,7%	71,1%	0,1%
	60 -74 years	535	15,3%	84,6%	0,2%	29,0%	71,0%	0,0%	22,8%	77,2%	0,0%
Residence area:	Urban	1221	42,3%	57,1%	0,6%	51,7%	47,8%	0,5%	48,0%	51,5%	0,6%
	Rural	1154	21,6%	78,3%	0,1%	32,7%	67,2%	0,1%	26,8%	73,1%	0,1%
Level of education:	Incomplete secondary	393	21,0%	78,3%	0,7%	27,0%	72,3%	0,7%	21,1%	78,2%	0,7%
	General secondary	436	22,3%	77,0%	0,7%	36,8%	62,8%	0,3%	30,8%	68,8%	0,3%
	Secondary vocational	914	27,0%	72,9%	0,1%	37,7%	62,3%	0,0%	33,9%	66,0%	0,1%
	Higher	629	53,5%	46,1%	0,4%	62,9%	36,6%	0,5%	58,3%	41,2%	0,5%
Computer availability:	Yes	1642	37,8%	61,8%	0,4%	47,6%	52,0%	0,4%	42,8%	56,8%	0,4%
	No	733	20,0%	79,7%	0,3%	31,0%	68,8%	0,2%	26,4%	73,4%	0,2%
Internet connection:	Yes	2316	32,7%	66,9%	0,4%	43,0%	56,7%	0,3%	38,3%	61,4%	0,4%
	No	59	16,7%	83,3%	0,0%	24,0%	76,0%	0,0%	18,0%	82,0%	0,0%
Level of income:	Less than 3000 MDL	529	12,0%	86,9%	1,1%	21,3%	77,9%	0,8%	14,6%	84,6%	0,8%
	3000-6000 MDL	500	27,7%	72,2%	0,2%	38,2%	61,8%	0,0%	33,5%	66,5%	0,0%
	Over 6000 MDL	906	48,6%	51,4%	0,0%	56,8%	43,1%	0,1%	51,4%	48,5%	0,1%

Table 20. 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		2375	26,4%	73,2%	0,4%	57,0%	42,6%	0,4%	68,6%	30,7%	0,7%
Gender of the respondent:	Male	964	25,1%	74,3%	0,6%	60,8%	38,5%	0,7%	67,8%	31,6%	0,6%
	Female	1411	27,5%	72,3%	0,2%	53,8%	46,1%	0,1%	69,3%	29,9%	0,8%
Age of the respondent:	18-29 years	546	43,3%	56,1%	0,6%	81,8%	17,8%	0,5%	76,8%	22,7%	0,4%
	30-44 years	723	31,0%	68,4%	0,5%	67,2%	32,3%	0,5%	72,6%	26,5%	0,9%
	45-59 years	571	17,0%	83,0%	0,0%	44,3%	55,5%	0,2%	62,1%	37,4%	0,6%
	60 -74 years	535	11,6%	88,1%	0,4%	28,2%	71,5%	0,4%	60,9%	38,2%	0,9%
Residence area:	Urban	1221	37,7%	61,7%	0,6%	69,7%	29,8%	0,6%	78,5%	20,5%	1,0%
	Rural	1154	14,3%	85,6%	0,1%	43,4%	56,4%	0,2%	58,0%	41,6%	0,4%
Level of education:	Incomplete secondary	393	13,3%	86,0%	0,7%	39,0%	60,3%	0,7%	65,0%	34,1%	0,9%
	General secondary	436	19,9%	79,4%	0,7%	48,7%	50,8%	0,5%	67,4%	32,0%	0,7%
	Secondary vocational	914	20,0%	80,0%	0,0%	51,7%	48,2%	0,1%	65,0%	34,4%	0,6%
	Higher	629	47,8%	51,7%	0,5%	81,5%	18,0%	0,5%	76,7%	22,5%	0,8%
Computer availability:	Yes	1642	32,3%	67,3%	0,3%	64,6%	35,0%	0,4%	71,2%	27,9%	0,9%
	No	733	12,9%	86,7%	0,4%	39,7%	60,0%	0,3%	62,7%	37,0%	0,3%
Internet connection:	Yes	2316	26,7%	72,9%	0,4%	57,6%	42,0%	0,4%	68,7%	30,5%	0,7%
	No	59	14,4%	85,6%	0,0%	32,9%	67,1%	0,0%	64,8%	35,2%	0,0%
Level of income:	Less than 3000 MDL	529	7,8%	91,1%	1,1%	27,1%	71,9%	1,0%	59,1%	39,7%	1,3%
	3000-6000 MDL	500	15,8%	84,0%	0,2%	48,4%	51,5%	0,2%	69,9%	29,5%	0,7%
	Over 6000 MDL	906	42,0%	58,0%	0,1%	77,0%	22,8%	0,2%	72,9%	26,4%	0,6%

Table 21. 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		2375	89,4%	10,5%	0,1%	87,7%	12,3%	0,0%	43,0%	56,4%	0,6%
Gender of the respondent:	Male	964	87,2%	12,7%	0,1%	86,8%	13,2%	0,0%	40,4%	59,1%	0,5%
	Female	1411	91,4%	8,6%	0,0%	88,5%	11,5%	0,0%	45,2%	54,1%	0,7%
Age of the respondent:	18-29 years	546	95,7%	4,3%	0,0%	94,1%	5,9%	0,0%	63,1%	36,6%	0,3%
	30-44 years	723	92,9%	6,9%	0,2%	93,4%	6,6%	0,0%	48,7%	50,6%	0,7%
	45-59 years	571	87,6%	12,4%	0,0%	86,7%	13,3%	0,0%	35,2%	63,9%	0,8%
	60 -74 years	535	78,8%	21,2%	0,0%	71,9%	28,1%	0,0%	20,6%	78,9%	0,5%
Residence area:	Urban	1221	91,4%	8,6%	0,0%	89,1%	10,9%	0,0%	46,3%	52,9%	0,9%
	Rural	1154	87,3%	12,6%	0,1%	86,1%	13,9%	0,0%	39,4%	60,2%	0,4%
Level of education:	Incomplete secondary	393	86,1%	13,6%	0,3%	86,0%	14,0%	0,0%	36,1%	63,2%	0,7%
	General secondary	436	86,9%	13,1%	0,0%	84,9%	15,1%	0,0%	40,1%	59,3%	0,7%
	Secondary vocational	914	89,1%	10,9%	0,0%	87,2%	12,8%	0,0%	39,4%	60,2%	0,4%
	Higher	629	93,6%	6,4%	0,0%	91,5%	8,5%	0,0%	54,3%	44,8%	0,8%
Computer availability:	Yes	1642	91,2%	8,7%	0,1%	90,3%	9,7%	0,0%	46,9%	52,3%	0,8%
	No	733	85,3%	14,7%	0,0%	81,8%	18,2%	0,0%	33,9%	65,9%	0,2%
Internet connection:	Yes	2316	89,9%	10,0%	0,1%	88,1%	11,9%	0,0%	43,1%	56,2%	0,6%
	No	59	69,2%	30,8%	0,0%	69,5%	30,5%	0,0%	35,3%	64,7%	0,0%
Level of income:	Less than 3000 MDL	529	81,4%	18,4%	0,3%	77,1%	22,9%	0,0%	24,0%	74,8%	1,3%
	3000-6000 MDL	500	87,7%	12,3%	0,0%	88,1%	11,9%	0,0%	37,8%	61,6%	0,6%
	Over 6000 MDL	906	94,4%	5,6%	0,0%	93,1%	6,9%	0,0%	56,2%	43,3%	0,5%

Table 22. 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		2375	39,7%	59,9%	0,4%	38,0%	61,7%	0,3%	42,0%	57,7%	0,3%
Gender of the respondent:	Male	964	41,6%	58,0%	0,4%	42,2%	57,5%	0,3%	39,4%	60,3%	0,3%
	Female	1411	38,2%	61,5%	0,3%	34,3%	65,4%	0,3%	44,1%	55,5%	0,3%
Age of the respondent:	18-29 years	546	58,5%	41,2%	0,3%	58,8%	40,9%	0,3%	61,5%	38,3%	0,1%
	30-44 years	723	52,5%	47,0%	0,5%	49,7%	50,0%	0,3%	52,5%	47,1%	0,3%
	45-59 years	571	26,4%	73,5%	0,1%	25,0%	74,8%	0,1%	30,7%	69,0%	0,3%
	60 -74 years	535	13,9%	85,6%	0,5%	11,0%	88,6%	0,4%	16,2%	83,4%	0,4%
Residence area:	Urban	1221	50,7%	48,8%	0,6%	51,8%	47,8%	0,4%	48,4%	51,1%	0,5%
	Rural	1154	28,0%	71,8%	0,2%	23,1%	76,7%	0,1%	35,0%	64,9%	0,1%
Level of education:	Incomplete secondary	393	26,7%	72,6%	0,7%	21,1%	78,6%	0,3%	34,6%	64,7%	0,7%
	General secondary	436	32,8%	66,5%	0,7%	30,0%	69,3%	0,7%	31,2%	68,5%	0,4%
	Secondary vocational	914	33,9%	65,9%	0,2%	29,2%	70,6%	0,2%	35,1%	64,8%	0,1%
	Higher	629	60,8%	38,9%	0,3%	66,3%	33,6%	0,1%	63,5%	36,2%	0,3%
Computer availability:	Yes	1642	46,4%	53,2%	0,4%	44,9%	54,7%	0,4%	48,7%	51,0%	0,3%
	No	733	24,6%	75,1%	0,3%	22,1%	77,8%	0,1%	26,6%	73,2%	0,2%
Internet connection:	Yes	2316	40,4%	59,3%	0,4%	38,4%	61,3%	0,3%	42,3%	57,4%	0,3%
	No	59	15,6%	84,4%	0,0%	19,4%	80,6%	0,0%	29,2%	70,8%	0,0%
Level of income:	Less than 3000 MDL	529	13,2%	85,4%	1,4%	8,0%	91,0%	1,0%	16,9%	82,1%	1,0%
	3000-6000 MDL	500	33,0%	66,8%	0,2%	27,0%	72,8%	0,2%	32,8%	67,0%	0,2%
	Over 6000 MDL	906	58,1%	41,9%	0,1%	60,6%	39,4%	0,0%	57,6%	42,3%	0,1%

Table 23. 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		2375	68,1%	31,6%	0,3%	40,1%	58,9%	1,0%	64,8%	34,8%	0,4%
Gender of the respondent:	Male	964	71,2%	28,4%	0,4%	42,1%	57,1%	0,8%	64,7%	34,9%	0,4%
	Female	1411	65,4%	34,4%	0,3%	38,3%	60,5%	1,1%	64,9%	34,8%	0,3%
Age of the respondent:	18-29 years	546	87,2%	12,7%	0,1%	68,8%	30,6%	0,6%	71,4%	28,2%	0,3%
	30-44 years	723	76,8%	22,6%	0,5%	46,7%	51,9%	1,4%	70,5%	29,0%	0,5%
	45-59 years	571	59,3%	40,6%	0,1%	27,7%	71,8%	0,5%	62,9%	36,8%	0,3%
	60 -74 years	535	42,9%	56,7%	0,4%	12,5%	86,2%	1,3%	49,8%	49,8%	0,4%
Residence area:	Urban	1221	74,8%	24,7%	0,5%	48,0%	50,6%	1,5%	71,1%	28,4%	0,6%
	Rural	1154	60,9%	39,0%	0,1%	31,6%	68,0%	0,5%	58,0%	41,8%	0,2%
Level of education:	Incomplete secondary	393	72,3%	27,0%	0,7%	33,9%	64,6%	1,5%	55,5%	43,8%	0,7%
	General secondary	436	63,5%	35,8%	0,7%	32,4%	66,6%	1,0%	56,8%	42,5%	0,7%
	Secondary vocational	914	61,4%	38,5%	0,1%	33,7%	65,5%	0,8%	60,1%	39,7%	0,2%
	Higher	629	78,0%	21,8%	0,1%	58,2%	40,8%	1,0%	82,4%	17,3%	0,3%
Computer availability:	Yes	1642	71,4%	28,2%	0,4%	45,4%	53,5%	1,1%	69,7%	29,8%	0,4%
	No	733	60,5%	39,4%	0,1%	28,0%	71,3%	0,7%	53,4%	46,3%	0,2%
Internet connection:	Yes	2316	68,3%	31,4%	0,3%	40,6%	58,5%	0,9%	65,1%	34,5%	0,4%
	No	59	60,6%	39,4%	0,0%	19,1%	77,5%	3,4%	50,9%	49,1%	0,0%
Level of income:	Less than 3000 MDL	529	42,0%	56,8%	1,3%	16,0%	82,5%	1,5%	39,2%	59,3%	1,5%
	3000-6000 MDL	500	65,1%	34,8%	0,2%	31,8%	67,2%	0,9%	63,6%	36,2%	0,2%
	Over 6000 MDL	906	82,2%	17,8%	0,0%	59,7%	39,2%	1,1%	76,3%	23,6%	0,1%

Table 24. 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		3036	7,6%	35,8%	56,1%	0,5%
Gender of the respondent:	Male	1252	8,3%	36,5%	55,0%	0,2%
	Female	1784	7,0%	35,2%	57,1%	0,7%
Age of the respondent:	18-29 years	551	6,5%	28,4%	64,9%	0,1%
	30-44 years	769	9,8%	33,8%	56,2%	0,1%
	45-59 years	697	9,1%	41,4%	48,8%	0,7%
	60 -74 years	1019	4,8%	37,5%	56,9%	0,8%
Residence area:	Urban	1416	9,8%	33,8%	56,1%	0,3%
	Rural	1620	5,6%	37,6%	56,2%	0,6%
Level of education:	Incomplete secondary	630	4,4%	25,4%	69,6%	0,7%
	General secondary	607	4,3%	32,0%	63,0%	0,6%
	Secondary vocational	1124	4,6%	41,6%	53,7%	0,2%
	Higher	671	18,2%	38,8%	42,4%	0,7%
Computer availability:	Yes	1780	10,2%	36,8%	52,6%	0,4%
	No	1256	3,7%	34,3%	61,4%	0,6%
Internet connection:	Yes	2520	8,5%	36,3%	54,8%	0,4%
	No	516	2,7%	33,3%	63,3%	0,7%
Level of income:	Less than 3000 MDL	915	3,6%	34,6%	61,4%	0,5%
	3000-6000 MDL	647	5,5%	40,2%	53,7%	0,6%
	Over 6000 MDL	956	11,0%	36,7%	52,1%	0,2%

Table 25. 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		3036	42,9%	8,0%	17,2%	12,4%	7,3%	10,2%	2,0%
Gender of the respondent:	Male	1252	39,6%	8,0%	18,1%	13,0%	8,0%	11,3%	2,0%
	Female	1784	45,9%	8,0%	16,4%	11,8%	6,8%	9,2%	2,0%
Age of the respondent:	18-29 years	551	32,4%	7,8%	21,4%	16,4%	9,2%	11,9%	0,9%
	30-44 years	769	34,6%	7,4%	16,4%	15,9%	9,5%	13,9%	2,4%
	45-59 years	697	43,8%	8,1%	18,7%	10,7%	7,1%	8,8%	2,7%
	60 -74 years	1019	56,4%	8,6%	14,3%	7,9%	4,2%	6,8%	1,7%
Residence area:	Urban	1416	36,8%	7,9%	18,4%	14,6%	8,8%	11,5%	2,0%
	Rural	1620	48,4%	8,0%	16,1%	10,4%	6,0%	9,1%	2,0%
Level of education:	Incomplete secondary	630	60,4%	6,3%	12,1%	7,0%	4,5%	8,1%	1,6%
	General secondary	607	52,1%	9,1%	18,5%	8,4%	5,2%	5,2%	1,5%
	Secondary vocational	1124	41,3%	9,2%	18,5%	12,3%	6,9%	9,0%	2,8%
	Higher	671	21,9%	6,5%	18,7%	20,7%	12,5%	18,2%	1,6%
Computer availability:	Yes	1780	35,2%	7,9%	17,9%	15,5%	9,0%	12,9%	1,6%
	No	1256	54,3%	8,1%	16,2%	7,8%	4,8%	6,3%	2,6%
Internet connection:	Yes	2520	38,5%	8,3%	18,3%	13,7%	8,0%	11,2%	2,0%
	No	516	66,5%	6,5%	11,4%	5,2%	3,5%	4,8%	2,1%
Level of income:	Less than 3000 MDL	915	54,6%	7,4%	15,4%	7,0%	5,3%	8,2%	2,1%
	3000-6000 MDL	647	43,8%	10,1%	17,5%	13,3%	5,5%	8,4%	1,4%
	Over 6000 MDL	956	29,9%	7,5%	19,7%	18,9%	10,6%	12,2%	1,2%

Table 26. 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		3036	17,3%	17,1%	17,4%	30,2%	35,5%	1,8%	1,3%	26,1%
Gender of the respondent:	Male	1252	17,6%	18,9%	15,9%	28,7%	34,1%	2,4%	1,9%	26,3%
	Female	1784	17,1%	15,6%	18,7%	31,5%	36,8%	1,2%	0,9%	26,0%
Age of the respondent:	18-29 years	551	19,7%	27,4%	21,3%	38,3%	33,0%	0,6%	0,6%	16,5%
	30-44 years	769	16,5%	20,3%	16,3%	34,9%	38,4%	2,8%	0,7%	19,5%
	45-59 years	697	20,1%	15,6%	17,3%	25,2%	36,5%	1,9%	2,3%	26,5%
	60 -74 years	1019	14,5%	9,3%	16,3%	24,9%	33,5%	1,3%	1,5%	37,8%
Residence area:	Urban	1416	18,8%	21,7%	17,1%	35,7%	35,1%	1,6%	1,1%	21,1%
	Rural	1620	16,0%	13,1%	17,7%	25,3%	35,9%	1,9%	1,6%	30,6%
Level of education:	Incomplete secondary	630	11,3%	9,2%	16,4%	20,1%	30,6%	1,4%	0,8%	41,7%
	General secondary	607	19,7%	13,9%	16,7%	26,7%	35,0%	0,9%	1,0%	31,3%
	Secondary vocational	1124	17,5%	15,7%	18,8%	29,2%	38,2%	2,3%	1,9%	23,3%
	Higher	671	20,6%	29,6%	16,7%	44,0%	36,1%	2,0%	1,2%	12,0%
Computer availability:	Yes	1780	19,0%	21,6%	18,1%	34,8%	36,7%	2,1%	1,5%	19,3%
	No	1256	14,9%	10,6%	16,4%	23,3%	33,8%	1,3%	1,1%	36,1%
Internet connection:	Yes	2520	18,4%	19,2%	18,3%	31,9%	36,5%	1,8%	1,3%	22,9%
	No	516	11,7%	6,4%	12,6%	21,2%	30,4%	1,7%	1,5%	43,0%
Level of income:	Less than 3000 MDL	915	16,5%	10,2%	16,9%	23,1%	36,8%	2,1%	0,7%	35,5%
	3000-6000 MDL	647	18,7%	14,2%	17,3%	25,5%	36,4%	1,1%	1,8%	27,5%
	Over 6000 MDL	956	18,9%	25,7%	17,2%	39,3%	36,1%	1,7%	1,7%	14,9%

Table 27. 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?

		Numb er	1 - I fully support	2	3	4	5	6 - I absolutely do not support	DK/NO
Total		3036	37,5%	9,3%	13,1%	7,2%	3,9%	17,7%	11,4%
Gender of the respondent:	Male	1252	38,6%	9,5%	14,0%	7,3%	4,1%	17,5%	9,0%
	Female	1784	36,4%	9,1%	12,3%	7,1%	3,7%	17,8%	13,4%
Age of the respondent:	18-29 years	551	43,8%	9,9%	14,1%	8,8%	4,8%	13,1%	5,4%
	30-44 years	769	43,7%	9,4%	12,6%	7,3%	3,6%	15,3%	8,1%
	45-59 years	697	35,5%	9,5%	14,9%	8,2%	3,1%	18,2%	10,7%
	60 -74 years	1019	29,3%	8,6%	11,6%	5,4%	4,4%	22,3%	18,5%
Residence area:	Urban	1416	41,5%	8,8%	13,7%	7,8%	3,3%	14,9%	10,0%
	Rural	1620	33,9%	9,7%	12,6%	6,7%	4,5%	20,2%	12,5%
Level of education:	Incomplete secondary	630	27,3%	7,7%	12,5%	6,2%	4,8%	24,6%	16,8%
	General secondary	607	31,9%	8,2%	13,9%	7,3%	4,4%	19,5%	14,9%
	Secondary vocational	1124	34,2%	10,0%	15,7%	7,7%	4,2%	17,4%	10,9%
	Higher	671	56,9%	10,4%	9,1%	7,3%	2,3%	9,9%	4,2%
Computer availability:	Yes	1780	43,7%	10,2%	13,3%	7,8%	3,7%	13,5%	8,0%
	No	1256	28,2%	7,9%	13,0%	6,4%	4,3%	23,9%	16,4%
Internet connection:	Yes	2520	39,9%	9,9%	13,5%	7,5%	4,2%	15,5%	9,4%
	No	516	24,4%	5,8%	11,4%	5,6%	2,2%	29,1%	21,4%
Level of income:	Less than 3000 MDL	915	28,3%	7,8%	13,7%	5,6%	3,9%	24,8%	16,0%
	3000-6000 MDL	647	34,1%	9,1%	13,0%	8,6%	4,4%	17,2%	13,6%
	Over 6000 MDL	956	49,0%	10,5%	11,8%	8,4%	4,2%	10,6%	5,4%

Table 28. 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		3036	7,1%	32,7%	59,8%	0,4%
Gender of the respondent:	Male	1252	8,2%	35,7%	55,9%	0,2%
	Female	1784	6,2%	30,1%	63,2%	0,5%
Age of the respondent:	18-29 years	551	8,6%	34,8%	56,6%	0,0%
	30-44 years	769	11,1%	32,1%	56,6%	0,3%
	45-59 years	697	5,9%	36,6%	57,0%	0,5%
	60 -74 years	1019	3,4%	29,0%	67,0%	0,7%
Residence area:	Urban	1416	10,8%	33,5%	55,4%	0,3%
	Rural	1620	3,8%	32,1%	63,6%	0,4%
Level of education:	Incomplete secondary	630	2,2%	24,3%	73,1%	0,4%
	General secondary	607	3,1%	29,7%	66,7%	0,5%
	Secondary vocational	1124	3,7%	34,2%	61,8%	0,3%
	Higher	671	20,5%	40,6%	38,5%	0,4%
Computer availability:	Yes	1780	10,2%	35,8%	53,7%	0,3%
	No	1256	2,6%	28,1%	68,8%	0,5%
Internet connection:	Yes	2520	8,3%	33,8%	57,6%	0,2%
	No	516	0,7%	27,0%	71,2%	1,1%
Level of income:	Less than 3000 MDL	915	2,6%	27,8%	69,0%	0,7%
	3000-6000 MDL	647	4,9%	33,4%	61,1%	0,6%
	Over 6000 MDL	956	12,0%	38,5%	49,5%	0,0%

Table 29. 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?

		Numb er	1 - I don't unders tand	2	3	4	5	6 – I understan d very well	DK/NO
Total		3036	48,1%	9,3%	15,4%	9,9%	6,3%	8,7%	2,4%
Gender of the respondent:	Male	1252	45,0%	9,8%	16,5%	9,8%	6,7%	10,0%	2,3%
	Female	1784	50,9%	8,8%	14,5%	9,9%	5,9%	7,5%	2,4%
Age of the respondent:	18-29 years	551	36,8%	10,9%	17,8%	13,5%	8,2%	11,6%	1,3%
	30-44 years	769	40,2%	8,9%	15,8%	13,3%	7,8%	12,7%	1,3%
	45-59 years	697	50,3%	9,6%	16,9%	7,8%	5,7%	6,9%	2,8%
	60 -74 years	1019	60,7%	8,3%	12,5%	6,2%	4,1%	4,6%	3,6%
Residence area:	Urban	1416	41,9%	9,7%	16,6%	10,2%	8,4%	10,4%	2,8%
	Rural	1620	53,7%	8,9%	14,4%	9,6%	4,4%	7,1%	2,0%
Level of education:	Incomplete secondary	630	67,0%	8,3%	10,1%	6,7%	2,2%	3,7%	2,0%
	General secondary	607	55,6%	13,0%	13,7%	7,0%	3,4%	5,3%	2,0%
	Secondary vocational	1124	48,3%	9,3%	17,2%	10,1%	5,8%	6,4%	2,9%
	Higher	671	24,5%	6,8%	18,9%	14,9%	13,1%	19,8%	1,9%
Computer availability:	Yes	1780	39,9%	9,6%	17,1%	11,9%	8,3%	10,9%	2,2%
	No	1256	60,3%	8,7%	13,0%	6,9%	3,2%	5,4%	2,5%
Internet connection:	Yes	2520	44,0%	9,8%	16,5%	11,0%	7,1%	9,4%	2,1%
	No	516	70,0%	6,5%	9,6%	3,7%	1,5%	4,9%	3,8%
Level of income:	Less than 3000 MDL	915	61,7%	10,2%	13,4%	5,6%	2,8%	4,5%	1,8%
	3000-6000 MDL	647	47,6%	9,5%	16,3%	11,2%	5,4%	7,7%	2,3%
	Over 6000 MDL	956	35,1%	8,4%	18,3%	14,1%	10,4%	12,7%	1,1%

Table 30. 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		3036	52,0%	25,2%	22,8%
Gender of the respondent:	Male	1252	53,8%	26,1%	20,1%
	Female	1784	50,4%	24,4%	25,2%
Age of the respondent:	18-29 years	551	67,6%	18,3%	14,1%
	30-44 years	769	55,7%	23,6%	20,6%
	45-59 years	697	48,0%	29,0%	23,0%
	60 -74 years	1019	42,4%	27,8%	29,8%
Residence area:	Urban	1416	56,7%	22,5%	20,8%
	Rural	1620	47,8%	27,6%	24,6%
Level of education:	Incomplete secondary	630	38,4%	30,2%	31,4%
	General secondary	607	45,3%	25,9%	28,8%
	Secondary vocational	1124	51,0%	27,1%	21,9%
	Higher	671	71,6%	17,1%	11,2%
Computer availability:	Yes	1780	60,7%	21,3%	17,9%
	No	1256	39,0%	31,0%	30,0%
Internet connection:	Yes	2520	55,4%	23,9%	20,6%
	No	516	33,7%	32,2%	34,2%
Level of income:	Less than 3000 MDL	915	42,3%	28,4%	29,4%
	3000-6000 MDL	647	50,8%	25,4%	23,8%
	Over 6000 MDL	956	65,7%	18,5%	15,8%

Table 31. 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		3036	38,3%	7,4%	15,1%	13,5%	8,6%	12,1%	5,0%
Gender of the respondent:	Male	1252	35,4%	8,1%	14,8%	13,6%	9,3%	13,9%	4,9%
	Female	1784	40,9%	6,8%	15,4%	13,4%	8,0%	10,4%	5,2%
Age of the respondent:	18-29 years	551	25,5%	6,0%	16,9%	17,6%	13,3%	17,6%	3,2%
	30-44 years	769	31,0%	6,4%	14,0%	15,6%	11,7%	16,5%	4,8%
	45-59 years	697	38,9%	9,3%	15,9%	13,2%	7,1%	10,7%	5,0%
	60 -74 years	1019	52,5%	7,7%	14,4%	9,4%	4,0%	5,6%	6,4%
Residence area:	Urban	1416	32,7%	5,9%	17,1%	15,2%	10,0%	14,2%	4,8%
	Rural	1620	43,3%	8,7%	13,3%	12,0%	7,3%	10,2%	5,3%
Level of education:	Incomplete secondary	630	53,0%	6,8%	11,8%	7,7%	5,4%	8,2%	7,0%
	General secondary	607	46,3%	8,8%	16,7%	9,9%	5,9%	8,7%	3,7%
	Secondary vocational	1124	37,6%	8,5%	16,3%	14,8%	7,7%	9,1%	6,0%
	Higher	671	19,6%	4,9%	14,6%	19,9%	15,2%	23,2%	2,5%
Computer availability:	Yes	1780	29,3%	7,0%	16,1%	16,8%	10,9%	15,8%	4,2%
	No	1256	51,7%	7,9%	13,6%	8,7%	5,2%	6,6%	6,4%
Internet connection:	Yes	2520	33,3%	7,4%	16,1%	15,0%	9,9%	13,5%	4,8%
	No	516	64,8%	7,2%	9,7%	5,5%	1,8%	4,4%	6,5%
Level of income:	Less than 3000 MDL	915	53,7%	8,0%	14,0%	6,9%	3,4%	9,3%	4,6%
	3000-6000 MDL	647	38,2%	7,9%	16,1%	14,3%	8,5%	10,0%	5,1%
	Over 6000 MDL	956	24,0%	6,5%	16,4%	20,2%	13,7%	16,5%	2,7%

Table 32. 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)

		Numb er	1 – I have no confidence	2	3	4	5	6 – I have full confidence	DK/NO
Total		3036	19,6%	5,7%	13,2%	14,3%	13,4%	24,7%	9,2%
Gender of the respondent:	Male	1252	18,8%	5,5%	12,8%	15,1%	13,9%	25,6%	8,2%
	Female	1784	20,3%	5,9%	13,5%	13,6%	12,9%	23,8%	10,0%
Age of the respondent:	18-29 years	551	13,7%	5,1%	10,2%	19,9%	18,5%	27,6%	5,1%
	30-44 years	769	16,0%	5,7%	14,0%	13,7%	16,0%	28,5%	6,2%
	45-59 years	697	22,0%	5,6%	13,3%	13,8%	11,7%	24,1%	9,6%
	60 -74 years	1019	24,8%	6,2%	14,1%	12,0%	9,1%	19,7%	14,2%
Residence area:	Urban	1416	19,1%	5,2%	12,7%	15,7%	14,9%	25,9%	6,5%
	Rural	1620	20,1%	6,1%	13,6%	13,0%	12,0%	23,5%	11,6%
Level of education:	Incomplete secondary	630	26,1%	6,1%	10,8%	9,7%	9,9%	23,8%	13,6%
	General secondary	607	25,0%	5,4%	12,4%	12,8%	10,6%	22,6%	11,3%
	Secondary vocational	1124	18,0%	5,6%	15,5%	16,2%	11,9%	23,6%	9,2%
	Higher	671	11,6%	5,8%	12,3%	16,6%	21,2%	29,0%	3,4%
Computer availability:	Yes	1780	14,9%	5,6%	13,2%	16,5%	15,5%	27,9%	6,4%
	No	1256	26,6%	5,8%	13,2%	11,0%	10,2%	19,9%	13,2%
Internet connection:	Yes	2520	16,6%	5,6%	13,4%	15,6%	14,5%	26,8%	7,4%
	No	516	35,4%	6,1%	12,0%	7,5%	7,3%	13,1%	18,7%
Level of income:	Less than 3000 MDL	915	26,1%	5,9%	12,7%	12,8%	9,1%	19,7%	13,8%
	3000-6000 MDL	647	17,7%	7,3%	14,8%	16,0%	11,2%	23,7%	9,5%
	Over 6000 MDL	956	12,6%	5,4%	12,1%	17,5%	19,6%	27,8%	5,1%

Table 33. 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		3036	34,3%	10,1%	13,4%	11,1%	8,5%	14,6%	8,0%
Gender of the respondent:	Male	1252	34,2%	9,8%	14,6%	10,8%	8,8%	14,3%	7,4%
	Female	1784	34,4%	10,3%	12,4%	11,5%	8,2%	14,8%	8,4%
Age of the respondent:	18-29 years	551	25,2%	9,4%	17,3%	14,2%	13,0%	17,1%	3,8%
	30-44 years	769	29,1%	10,3%	14,7%	12,7%	10,6%	17,7%	5,0%
	45-59 years	697	37,2%	10,5%	12,8%	10,8%	7,0%	12,9%	8,7%
	60 -74 years	1019	42,5%	9,8%	10,5%	8,2%	5,0%	11,4%	12,6%
Residence area:	Urban	1416	31,7%	9,0%	14,6%	13,6%	8,9%	16,0%	6,2%
	Rural	1620	36,7%	11,0%	12,4%	8,9%	8,1%	13,3%	9,5%
Level of education:	Incomplete secondary	630	45,7%	8,5%	10,3%	5,8%	5,8%	13,0%	10,8%
	General secondary	607	38,1%	10,3%	12,4%	10,4%	6,5%	13,8%	8,4%
	Secondary vocational	1124	32,7%	11,8%	14,2%	11,1%	7,1%	14,3%	8,7%
	Higher	671	23,3%	8,5%	15,9%	16,7%	14,9%	17,0%	3,8%
Computer availability:	Yes	1780	29,1%	10,6%	14,8%	12,6%	10,0%	16,6%	6,3%
	No	1256	42,0%	9,3%	11,4%	9,0%	6,3%	11,5%	10,4%
Internet connection:	Yes	2520	31,5%	10,6%	14,4%	12,1%	9,4%	15,6%	6,5%
	No	516	49,5%	7,1%	8,4%	6,3%	3,8%	9,2%	15,8%
Level of income:	Less than 3000 MDL	915	41,1%	9,2%	11,5%	9,2%	5,4%	12,0%	11,6%
	3000-6000 MDL	647	35,6%	11,5%	12,0%	10,7%	7,5%	14,5%	8,2%
	Over 6000 MDL	956	23,7%	10,2%	15,7%	15,2%	13,7%	17,2%	4,3%

Table 34. 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		3036	37,6%	4,9%	8,2%	9,5%	8,9%	24,9%	6,0%
Gender of the respondent:	Male	1252	36,1%	4,7%	9,6%	9,9%	9,2%	25,4%	5,0%
	Female	1784	38,9%	5,1%	6,9%	9,2%	8,6%	24,4%	6,9%
Age of the respondent:	18-29 years	551	24,4%	5,5%	11,3%	13,8%	12,1%	31,2%	1,6%
	30-44 years	769	30,8%	4,5%	9,6%	10,2%	10,9%	30,7%	3,2%
	45-59 years	697	37,6%	5,3%	6,8%	7,9%	8,7%	27,0%	6,7%
	60 -74 years	1019	51,9%	4,7%	5,9%	7,7%	5,3%	13,7%	10,8%
Residence area:	Urban	1416	32,2%	5,0%	8,5%	10,9%	9,4%	29,5%	4,4%
	Rural	1620	42,4%	4,9%	7,8%	8,3%	8,4%	20,7%	7,5%
Level of education:	Incomplete secondary	630	52,8%	4,8%	4,6%	5,8%	4,6%	19,7%	7,7%
	General secondary	607	42,7%	5,5%	9,8%	7,5%	7,1%	18,6%	8,7%
	Secondary vocational	1124	38,9%	6,1%	8,4%	10,6%	8,6%	21,4%	6,0%
	Higher	671	17,5%	2,6%	9,6%	12,8%	14,9%	40,4%	2,2%
Computer availability:	Yes	1780	25,8%	5,1%	9,2%	12,2%	11,2%	33,0%	3,6%
	No	1256	55,1%	4,7%	6,7%	5,6%	5,5%	12,8%	9,6%
Internet connection:	Yes	2520	33,8%	4,9%	8,7%	10,4%	10,0%	27,8%	4,4%
	No	516	57,9%	4,9%	5,4%	4,7%	3,0%	9,5%	14,6%
Level of income:	Less than 3000 MDL	915	56,0%	4,5%	4,5%	7,4%	4,6%	14,7%	8,4%
	3000-6000 MDL	647	37,9%	4,9%	11,3%	9,0%	8,7%	22,2%	6,0%
	Over 6000 MDL	956	20,0%	4,8%	10,6%	13,2%	14,1%	35,2%	2,1%

Table 35. 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		3036	24,3%	3,0%	6,0%	10,3%	11,7%	39,1%	5,7%
Gender of the respondent:	Male	1252	22,8%	2,7%	7,1%	10,9%	12,3%	38,9%	5,3%
	Female	1784	25,6%	3,2%	4,9%	9,8%	11,2%	39,3%	6,0%
Age of the respondent:	18-29 years	551	8,6%	2,6%	6,5%	12,5%	16,0%	52,0%	1,8%
	30-44 years	769	14,0%	2,5%	6,4%	9,4%	13,5%	51,6%	2,6%
	45-59 years	697	26,3%	3,6%	6,3%	9,4%	11,1%	37,5%	5,8%
	60 -74 years	1019	41,8%	3,0%	5,0%	10,6%	7,9%	20,7%	10,9%
Residence area:	Urban	1416	19,0%	3,2%	6,9%	10,7%	11,4%	44,6%	4,2%
	Rural	1620	29,0%	2,8%	5,1%	9,9%	11,9%	34,2%	7,0%
Level of education:	Incomplete secondary	630	33,7%	3,3%	4,6%	5,9%	10,0%	35,3%	7,1%
	General secondary	607	29,1%	3,6%	6,7%	10,1%	11,0%	31,5%	7,9%
	Secondary vocational	1124	24,1%	3,3%	6,4%	11,7%	11,6%	37,2%	5,7%
	Higher	671	11,9%	1,6%	5,8%	12,0%	14,0%	52,3%	2,3%
Computer availability:	Yes	1780	16,9%	3,2%	6,4%	11,7%	13,1%	45,2%	3,6%
	No	1256	35,3%	2,6%	5,4%	8,2%	9,7%	30,1%	8,8%
Internet connection:	Yes	2520	19,8%	3,0%	6,0%	10,9%	12,8%	43,4%	4,1%
	No	516	48,3%	2,9%	5,7%	6,8%	5,7%	16,5%	14,1%
Level of income:	Less than 3000 MDL	915	38,4%	3,1%	3,4%	9,1%	7,2%	30,2%	8,6%
	3000-6000 MDL	647	26,8%	3,5%	8,4%	10,1%	12,8%	33,3%	5,0%
	Over 6000 MDL	956	10,6%	2,2%	7,0%	12,8%	16,5%	49,0%	1,8%

Table 36. 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		3036	15,8%	35,2%	17,6%	26,8%	4,5%
Gender of the respondent:	Male	1252	16,4%	37,0%	15,7%	25,4%	5,6%
	Female	1784	15,3%	33,7%	19,4%	28,0%	3,6%
Age of the respondent:	18-29 years	551	30,5%	42,9%	13,5%	10,0%	3,1%
	30-44 years	769	19,6%	43,1%	16,2%	18,9%	2,2%
	45-59 years	697	13,2%	32,3%	19,7%	28,5%	6,3%
	60 -74 years	1019	5,6%	25,4%	19,8%	42,8%	6,2%
Residence area:	Urban	1416	18,7%	38,9%	18,9%	20,4%	3,1%
	Rural	1620	13,2%	31,9%	16,5%	32,5%	5,9%
Level of education:	Incomplete secondary	630	9,3%	28,3%	14,9%	39,7%	7,7%
	General secondary	607	11,9%	32,1%	18,6%	33,0%	4,5%
	Secondary vocational	1124	15,0%	33,1%	21,4%	26,2%	4,3%
	Higher	671	26,3%	47,6%	13,3%	10,7%	2,0%
Computer availability:	Yes	1780	20,4%	41,2%	16,8%	18,2%	3,5%
	No	1256	9,1%	26,3%	18,9%	39,5%	6,1%
Internet connection:	Yes	2520	18,1%	38,3%	17,8%	21,9%	3,8%
	No	516	3,5%	18,8%	16,8%	52,5%	8,3%
Level of income:	Less than 3000 MDL	915	6,7%	26,0%	18,4%	42,6%	6,3%
	3000-6000 MDL	647	12,6%	33,6%	22,9%	26,4%	4,5%
	Over 6000 MDL	956	25,2%	46,1%	14,7%	11,3%	2,7%

Table 37. 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		3036	36,4%	34,2%	25,4%	4,0%
Gender of the respondent:	Male	1252	42,4%	29,8%	23,4%	4,5%
	Female	1784	31,1%	38,1%	27,1%	3,6%
Age of the respondent:	18-29 years	551	69,8%	21,9%	6,3%	2,0%
	30-44 years	769	54,5%	27,7%	15,1%	2,6%
	45-59 years	697	23,5%	45,4%	27,7%	3,4%
	60 -74 years	1019	9,7%	38,7%	44,6%	7,0%
Residence area:	Urban	1416	48,2%	30,5%	18,2%	3,1%
	Rural	1620	25,9%	37,5%	31,8%	4,8%
Level of education:	Incomplete secondary	630	26,8%	32,4%	35,7%	5,0%
	General secondary	607	28,9%	32,8%	33,5%	4,9%
	Secondary vocational	1124	29,8%	39,8%	26,3%	4,1%
	Higher	671	62,0%	28,1%	7,9%	1,9%
Computer availability:	Yes	1780	46,2%	33,4%	18,2%	2,2%
	No	1256	22,0%	35,4%	36,0%	6,7%
Internet connection:	Yes	2520	41,0%	35,7%	20,7%	2,6%
	No	516	12,3%	26,2%	50,0%	11,6%
Level of income:	Less than 3000 MDL	915	17,0%	33,7%	42,8%	6,5%
	3000-6000 MDL	647	28,8%	39,9%	26,8%	4,6%
	Over 6000 MDL	956	56,4%	32,4%	9,9%	1,3%

Table 38. 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		3036	7,4%	28,9%	29,4%	33,5%	0,8%	2,2%	15,0%	31,5%	50,4%	0,8%
Gender of the respondent:	Male	1252	8,2%	30,8%	28,2%	31,9%	0,9%	2,7%	15,3%	32,9%	47,9%	1,1%
	Female	1784	6,7%	27,3%	30,5%	34,8%	0,6%	1,8%	14,7%	30,2%	52,6%	0,6%
Age of the respondent:	18-29 years	551	13,4%	38,9%	26,9%	20,3%	0,5%	3,3%	20,5%	36,2%	39,2%	0,8%
	30-44 years	769	10,3%	33,2%	29,2%	26,3%	1,0%	3,6%	19,8%	34,7%	41,1%	0,8%
	45-59 years	697	5,0%	27,3%	32,2%	35,2%	0,3%	1,8%	12,9%	32,6%	52,0%	0,8%
	60 -74 years	1019	3,0%	20,3%	28,8%	46,6%	1,2%	0,7%	8,9%	24,7%	64,8%	0,9%
Residence area:	Urban	1416	9,1%	36,6%	26,4%	27,1%	0,8%	2,7%	21,1%	31,3%	44,3%	0,6%
	Rural	1620	5,9%	22,1%	32,1%	39,1%	0,8%	1,8%	9,6%	31,7%	55,9%	1,1%
Level of education:	Incomplete secondary	630	3,4%	15,8%	24,5%	54,8%	1,5%	0,7%	7,9%	20,6%	69,6%	1,2%
	General secondary	607	3,0%	24,6%	32,7%	39,6%	0,2%	0,6%	8,6%	31,2%	58,9%	0,7%
	Secondary vocational	1124	5,4%	28,8%	34,3%	31,0%	0,5%	1,1%	13,2%	35,5%	49,4%	0,8%
	Higher	671	18,3%	44,9%	22,9%	13,0%	1,0%	6,9%	29,9%	34,9%	27,7%	0,6%
Computer availability:	Yes	1780	10,1%	33,6%	30,6%	25,1%	0,7%	3,1%	19,2%	36,1%	40,8%	0,9%
	No	1256	3,5%	22,0%	27,7%	45,9%	0,9%	1,0%	8,9%	24,7%	64,7%	0,8%
Internet connection:	Yes	2520	8,5%	31,4%	30,2%	29,3%	0,6%	2,5%	16,8%	33,7%	46,3%	0,7%
	No	516	1,8%	15,7%	25,3%	55,3%	1,9%	0,7%	5,8%	19,7%	72,5%	1,4%
Level of income:	Less than 3000 MDL	915	3,1%	15,2%	34,3%	46,1%	1,3%	0,9%	5,7%	31,8%	60,5%	1,1%
	3000-6000 MDL	647	5,5%	28,6%	29,1%	36,4%	0,4%	0,9%	14,2%	30,9%	53,0%	0,9%
	Over 6000 MDL	956	11,3%	43,0%	27,5%	17,9%	0,3%	3,5%	25,5%	35,1%	35,5%	0,5%

Table 39. Please tell us, to what extent are you familiar with the work of the following government agencies...?

		Numb er	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/N O	I know very well	I know well	I don't know much	I don't know at all	DK/N O
Total		3036	4,8%	26,6%	28,0%	40,0%	0,5%	3,6%	25,7%	27,9%	41,8%	1,0%
Gender of the respondent:	Male	1252	5,0%	27,9%	27,6%	38,9%	0,5%	4,2%	26,7%	28,9%	38,9%	1,3%
	Female	1784	4,7%	25,4%	28,4%	41,0%	0,5%	3,1%	24,8%	26,9%	44,4%	0,8%
Age of the respondent:	18-29 years	551	7,3%	35,0%	29,6%	27,6%	0,5%	4,8%	31,0%	30,2%	33,4%	0,7%
	30-44 years	769	6,5%	30,0%	29,0%	33,5%	0,9%	5,2%	29,1%	28,4%	36,5%	0,8%
	45-59 years	697	3,5%	25,5%	28,2%	42,4%	0,4%	3,2%	26,8%	27,4%	41,1%	1,4%
	60 -74 years	1019	2,7%	19,2%	26,1%	51,7%	0,3%	1,7%	18,3%	26,2%	52,6%	1,1%
Residence area:	Urban	1416	5,6%	32,2%	26,4%	35,4%	0,4%	4,0%	30,0%	26,8%	38,5%	0,7%
	Rural	1620	4,1%	21,6%	29,5%	44,2%	0,7%	3,3%	21,8%	28,8%	44,8%	1,3%
Level of education:	Incomplete secondary	630	1,8%	15,7%	24,0%	57,6%	0,9%	1,2%	16,8%	21,5%	59,1%	1,3%
	General secondary	607	2,0%	24,2%	27,5%	46,2%	0,0%	1,5%	20,9%	29,8%	46,8%	0,9%
	Secondary vocational	1124	3,6%	26,7%	30,4%	38,9%	0,5%	3,5%	25,6%	29,6%	40,4%	1,0%
	Higher	671	11,9%	38,3%	28,4%	20,8%	0,6%	7,9%	37,8%	29,0%	24,5%	0,7%
Computer availability:	Yes	1780	6,1%	30,5%	31,0%	31,9%	0,6%	4,2%	30,3%	30,6%	34,1%	0,7%
	No	1256	2,9%	20,7%	23,7%	52,2%	0,5%	2,7%	18,7%	23,7%	53,3%	1,4%
Internet connection:	Yes	2520	5,4%	28,8%	28,8%	36,5%	0,5%	4,0%	28,0%	28,7%	38,6%	0,7%
	No	516	1,8%	14,7%	24,0%	58,6%	0,8%	1,8%	13,2%	23,4%	59,1%	2,6%
Level of income:	Less than 3000 MDL	915	2,1%	16,5%	31,5%	49,1%	0,8%	1,8%	15,8%	31,0%	49,7%	1,7%
	3000-6000 MDL	647	3,7%	25,8%	26,3%	43,7%	0,5%	2,3%	26,4%	25,3%	45,2%	0,8%
	Over 6000 MDL	956	6,9%	38,3%	28,4%	26,1%	0,4%	5,2%	36,0%	29,0%	29,2%	0,6%

Table 40. 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		3036	6,3%	34,4%	24,3%	34,2%	0,8%	8,7%	37,0%	22,5%	31,0%	0,7%
Gender of the respondent:	Male	1252	7,1%	37,0%	23,2%	31,7%	1,0%	10,1%	37,6%	22,7%	28,6%	0,9%
	Female	1784	5,6%	32,1%	25,2%	36,4%	0,6%	7,4%	36,5%	22,4%	33,2%	0,6%
Age of the respondent:	18-29 years	551	12,5%	43,0%	22,8%	20,9%	0,8%	10,5%	38,1%	26,5%	24,2%	0,6%
	30-44 years	769	8,3%	39,7%	25,4%	25,8%	0,9%	11,5%	40,3%	23,8%	23,2%	1,2%
	45-59 years	697	4,4%	33,8%	24,1%	36,9%	0,8%	7,2%	38,7%	22,4%	31,1%	0,5%
	60 -74 years	1019	2,4%	24,7%	24,2%	48,1%	0,6%	6,0%	31,9%	19,1%	42,5%	0,5%
Residence area:	Urban	1416	8,2%	40,4%	23,0%	27,9%	0,6%	9,6%	40,1%	22,5%	27,3%	0,6%
	Rural	1620	4,7%	29,0%	25,4%	39,9%	1,0%	7,8%	34,3%	22,6%	34,4%	0,9%
Level of education:	Incomplete secondary	630	3,5%	23,2%	22,3%	50,0%	1,0%	6,9%	28,6%	19,4%	44,0%	1,2%
	General secondary	607	4,4%	30,4%	25,9%	39,1%	0,2%	7,1%	35,7%	21,2%	36,0%	0,0%
	Secondary vocational	1124	4,5%	35,3%	25,2%	34,0%	1,1%	7,3%	37,7%	24,5%	29,8%	0,8%
	Higher	671	13,6%	46,6%	23,2%	16,1%	0,5%	13,8%	44,9%	23,4%	17,1%	0,8%
Computer availability:	Yes	1780	7,7%	40,3%	25,8%	25,5%	0,7%	8,8%	39,7%	25,3%	25,2%	0,9%
	No	1256	4,3%	25,6%	22,1%	47,1%	0,9%	8,4%	33,1%	18,4%	39,6%	0,5%
Internet connection:	Yes	2520	7,2%	37,5%	24,5%	30,1%	0,7%	9,0%	39,4%	23,0%	27,8%	0,8%
	No	516	1,9%	17,7%	22,9%	56,3%	1,3%	6,9%	24,2%	20,2%	48,1%	0,6%
Level of income:	Less than 3000 MDL	915	2,3%	22,0%	29,6%	45,1%	0,9%	6,3%	30,4%	23,5%	39,1%	0,7%
	3000-6000 MDL	647	4,9%	35,6%	22,1%	36,7%	0,7%	8,8%	38,5%	20,6%	31,2%	0,9%
	Over 6000 MDL	956	9,5%	46,2%	23,4%	20,3%	0,6%	9,3%	45,6%	24,1%	20,2%	0,7%

Table 41. During the last 12 months, have you accessed the Government's website (www.gov.md)?

		Number	Yes	No
Total		2375	20,3%	79,7%
Gender of the respondent:	Male	964	20,8%	79,2%
	Female	1411	19,9%	80,1%
Age of the respondent:	18-29 years	546	28,0%	72,0%
	30-44 years	723	27,3%	72,7%
	45-59 years	571	13,8%	86,2%
	60 -74 years	535	8,0%	92,0%
Residence area:	Urban	1221	27,0%	73,0%
	Rural	1154	13,1%	86,9%
Level of education:	Incomplete secondary	393	8,4%	91,6%
	General secondary	436	13,4%	86,6%
	Secondary vocational	914	13,1%	86,9%
	Higher	629	42,4%	57,6%
Computer availability:	Yes	1642	24,1%	75,9%
	No	733	11,8%	88,2%
Internet connection:	Yes	2316	20,6%	79,4%
	No	59	7,3%	92,7%
Level of income:	Less than 3000 MDL	529	7,6%	92,4%
	3000-6000 MDL	500	13,0%	87,0%
	Over 6000 MDL	906	30,3%	69,7%

Table 42. 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		469	10,7%	31,7%	22,1%	8,8%	24,6%	2,1%
Gender of the respondent:	Male	193	9,8%	29,1%	21,5%	9,4%	27,8%	2,5%
	Female	276	11,6%	34,0%	22,6%	8,3%	21,6%	1,9%
Age of the respondent:	18-29 years	151	14,1%	30,4%	24,5%	9,1%	19,7%	2,2%
	30-44 years	197	10,6%	31,1%	20,4%	8,4%	27,6%	1,9%
	45-59 years	78	7,6%	32,1%	24,2%	9,2%	24,1%	2,7%
	60 -74 years	43	4,8%	39,1%	18,0%	9,3%	26,6%	2,2%
Residence area:	Urban	323	11,0%	32,3%	22,7%	7,5%	25,1%	1,5%
	Rural	146	10,2%	30,3%	20,8%	11,9%	23,3%	3,6%
Level of education:	Incomplete secondary	34	19,5%	22,1%	10,8%	17,9%	26,8%	2,9%
	General secondary	55	17,6%	38,6%	17,1%	8,5%	15,2%	2,9%
	Secondary vocational	117	17,5%	35,9%	20,9%	10,8%	12,1%	2,8%
	Higher	261	5,0%	29,4%	25,2%	7,0%	31,9%	1,6%
Computer availability:	Yes	384	10,0%	30,0%	22,6%	9,3%	27,2%	1,0%
	No	85	14,1%	39,4%	19,8%	6,8%	12,4%	7,4%
Internet connection:	Yes	465	10,8%	31,9%	21,9%	8,9%	24,3%	2,2%
	No	4	0,0%	0,0%	42,1%	0,0%	57,9%	0,0%
Level of income:	Less than 3000 MDL	40	10,4%	42,6%	19,1%	13,9%	9,4%	4,5%
	3000-6000 MDL	62	11,4%	39,5%	20,7%	6,2%	18,3%	3,9%
	Over 6000 MDL	273	10,5%	27,8%	23,5%	8,7%	28,5%	1,0%

Table 43. 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		2375	24,8%	74,5%	0,8%
Gender of the respondent:	Male	964	25,2%	74,1%	0,7%
	Female	1411	24,4%	74,8%	0,9%
Age of the respondent:	18-29 years	546	40,1%	57,8%	2,1%
	30-44 years	723	32,2%	67,1%	0,7%
	45-59 years	571	14,7%	85,1%	0,2%
	60 -74 years	535	7,7%	92,1%	0,2%
Residence area:	Urban	1221	35,1%	63,9%	1,0%
	Rural	1154	13,7%	85,8%	0,5%
Level of education:	Incomplete secondary	393	8,4%	90,7%	0,9%
	General secondary	436	17,3%	81,7%	1,0%
	Secondary vocational	914	14,5%	85,0%	0,5%
	Higher	629	54,5%	44,5%	1,0%
Computer availability:	Yes	1642	30,8%	68,3%	0,9%
	No	733	11,0%	88,5%	0,5%
Internet connection:	Yes	2316	25,2%	74,0%	0,8%
	No	59	8,1%	90,6%	1,3%
Level of income:	Less than 3000 MDL	529	5,6%	94,4%	0,0%
	3000-6000 MDL	500	14,8%	85,0%	0,2%
	Over 6000 MDL	906	40,6%	58,3%	1,1%

Table 44. Have you used at least one public electronic service provided by government institutions during the last 12 months?

		Number	Yes	No
Total		2375	20,4%	79,6%
Gender of the respondent:	Male	964	21,8%	78,2%
	Female	1411	19,1%	80,9%
Age of the respondent:	18-29 years	546	33,7%	66,3%
	30-44 years	723	28,4%	71,6%
	45-59 years	571	10,2%	89,8%
	60 -74 years	535	4,6%	95,4%
Residence area:	Urban	1221	29,4%	70,6%
	Rural	1154	10,7%	89,3%
Level of education:	Incomplete secondary	393	5,8%	94,2%
	General secondary	436	15,9%	84,1%
	Secondary vocational	914	12,4%	87,6%
	Higher	629	43,8%	56,2%
Computer availability:	Yes	1642	25,3%	74,7%
	No	733	9,2%	90,8%
Internet connection:	Yes	2316	20,7%	79,3%
	No	59	6,0%	94,0%
Level of income:	Less than 3000 MDL	529	4,8%	95,2%
	3000-6000 MDL	500	10,6%	89,4%
	Over 6000 MDL	906	34,4%	65,6%

Table 45. Which of the following ELECTRONIC public services, provided by government institutions, have you used during the last 12 months?

		Num ber	Electronic tax services (income tax, information verification, etc.)	Electron ic cadastr al services	e- Applicat ion for Criminal Record	Online registrat ion of some notarial acts	e- Apostil e	e- Applicatio n for Higher Education Institution s	e-CNAS (request for allowances for families with children)	Online order and purchase means of identifying pets
Total		465	29,8%	26,7%	14,7%	11,8%	2,2%	7,3%	21,4%	3,1%
Gender of the respondent:	Male	200	30,0%	29,7%	18,0%	9,7%	3,0%	4,1%	18,8%	3,0%
	Female	265	29,6%	23,7%	11,5%	13,8%	1,5%	10,4%	24,1%	3,2%
Age of the respondent:	18-29 years	180	23,4%	24,8%	11,6%	10,9%	3,4%	15,0%	16,5%	4,3%
	30-44 years	203	30,2%	26,9%	17,3%	11,2%	1,6%	3,0%	23,6%	2,0%
	45-59 years	58	43,7%	34,9%	19,4%	16,0%	1,9%	3,5%	29,5%	5,3%
	60 -74 years	24	38,9%	16,6%	0,0%	12,0%	0,0%	0,0%	16,6%	0,0%
Residence area:	Urban	348	28,5%	26,0%	16,1%	10,7%	2,2%	7,0%	21,1%	1,4%
	Rural	117	33,5%	28,7%	10,7%	14,8%	2,2%	8,1%	22,5%	8,2%
Level of education:	Incomplete secondary	26	22,5%	13,6%	4,1%	7,7%	0,0%	16,6%	5,0%	12,0%
	General secondary	68	16,4%	18,1%	12,3%	7,1%	0,0%	16,3%	16,6%	2,4%
	Secondary vocational	107	26,1%	28,9%	11,7%	13,9%	3,0%	5,6%	19,4%	3,5%
	Higher	264	35,1%	28,9%	17,4%	12,4%	2,6%	5,0%	24,8%	2,4%
Computer availability:	Yes	401	31,9%	27,4%	14,8%	12,0%	2,0%	7,5%	21,7%	3,0%
	No	64	16,8%	22,3%	13,9%	9,9%	3,8%	5,6%	20,1%	4,1%
Internet connection:	Yes	461	29,8%	26,7%	14,6%	11,6%	2,2%	7,1%	21,4%	3,1%
	No	4	27,4%	27,4%	27,4%	27,4%	0,0%	27,4%	23,7%	0,0%
Level of income:	Less than 3000 MDL	23	33,4%	14,1%	17,4%	5,2%	0,0%	9,1%	18,3%	8,2%
	3000-6000 MDL	52	17,0%	33,4%	13,4%	7,2%	1,5%	2,9%	25,2%	3,3%
	Over 6000 MDL	303	33,4%	29,0%	15,7%	13,8%	3,1%	7,6%	23,7%	3,3%

Table 46. 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		465	19,7%	2,1%	1,0%	14,6%	4,9%	20,0%	14,9%	6,3%
Gender of the respondent:	Male	200	24,5%	2,4%	1,2%	14,6%	8,4%	17,6%	9,1%	5,5%
	Female	265	15,0%	1,8%	0,8%	14,6%	1,6%	22,3%	20,7%	7,0%
Age of the respondent:	18-29 years	180	29,6%	2,4%	1,5%	13,1%	3,2%	12,6%	11,8%	5,8%
	30-44 years	203	16,4%	0,8%	0,0%	14,9%	6,2%	23,2%	21,1%	8,4%
	45-59 years	58	10,7%	3,9%	3,7%	20,2%	7,0%	27,7%	5,6%	1,9%
	60 -74 years	24	0,0%	8,3%	0,0%	7,7%	0,0%	24,3%	0,0%	0,0%
Residence area:	Urban	348	20,0%	1,7%	0,8%	17,0%	5,0%	20,1%	17,0%	6,3%
	Rural	117	18,9%	3,2%	1,5%	7,3%	4,9%	19,7%	8,9%	6,2%
Level of education:	Incomplete secondary	26	3,2%	11,8%	0,0%	8,6%	3,6%	6,5%	5,0%	23,0%
	General secondary	68	23,1%	1,2%	0,0%	10,6%	3,8%	10,4%	7,6%	5,0%
	Secondary vocational	107	19,8%	1,9%	0,0%	12,5%	1,8%	15,5%	9,5%	1,5%
	Higher	264	20,2%	1,6%	1,7%	16,9%	6,6%	25,2%	19,6%	7,1%
Computer availability:	Yes	401	19,5%	1,8%	1,0%	15,3%	5,4%	21,3%	14,4%	6,8%
	No	64	20,9%	3,9%	1,2%	10,4%	2,3%	11,7%	18,3%	2,7%
Internet connection:	Yes	461	19,7%	2,1%	1,0%	14,5%	5,0%	19,9%	15,0%	6,3%
	No	4	27,4%	0,0%	0,0%	27,4%	0,0%	27,4%	0,0%	0,0%
Level of income:	Less than 3000 MDL	23	14,7%	3,3%	0,0%	6,9%	5,2%	26,0%	0,0%	8,2%
	3000-6000 MDL	52	19,5%	5,2%	0,0%	14,5%	2,0%	13,1%	12,9%	1,9%
	Over 6000 MDL	303	22,4%	1,4%	1,1%	16,4%	5,5%	18,6%	18,2%	6,3%

Table 47. Indicate the page and the tool through which you accessed this e-service: Electronic tax services (income tax, information verification, etc.)

		Numb er	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		135	35,0%	57,1%	7,8%	50,4%	47,6%	2,0%
Gender of the respondent:	Male	59	44,3%	49,3%	6,4%	59,6%	39,2%	1,2%
	Female	76	25,7%	65,0%	9,2%	41,2%	56,0%	2,8%
Age of the respondent:	18-29 years	41	32,6%	58,8%	8,6%	42,6%	53,0%	4,4%
	30-44 years	60	37,8%	55,4%	6,8%	54,1%	45,9%	0,0%
	45-59 years	25	29,0%	63,1%	8,0%	47,7%	48,3%	4,0%
	60 -74 years	9	43,4%	44,8%	11,8%	66,3%	33,7%	0,0%
Residence area:	Urban	97	34,3%	57,7%	8,0%	48,4%	48,8%	2,7%
	Rural	38	36,8%	55,9%	7,3%	55,4%	44,6%	0,0%
Level of education:	Incomplete secondary	5	24,7%	75,3%	0,0%	44,9%	55,1%	0,0%
	General secondary	11	43,1%	36,3%	20,6%	27,6%	72,4%	0,0%
	Secondary vocational	28	45,3%	48,0%	6,6%	29,6%	67,2%	3,3%
	Higher	91	31,6%	61,2%	7,2%	59,5%	38,6%	1,9%
Computer availability:	Yes	124	34,1%	57,4%	8,5%	52,2%	45,6%	2,1%
	No	11	45,7%	54,3%	0,0%	28,4%	71,6%	0,0%
Internet connection:	Yes	134	34,6%	57,5%	7,9%	50,7%	47,3%	2,0%
	No	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
Level of income:	Less than 3000 MDL	8	59,7%	40,3%	0,0%	54,3%	45,7%	0,0%
	3000-6000 MDL	9	31,0%	42,3%	26,7%	30,8%	69,2%	0,0%
	Over 6000 MDL	99	38,2%	58,5%	3,4%	52,0%	48,0%	0,0%

Table 48. Indicate the page and the tool through which you accessed this e-service: Electronic cadastral services

		Numb er	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		117	41,5%	56,1%	2,3%	54,1%	45,0%	0,8%
Gender of the respondent:	Male	56	41,8%	56,8%	1,4%	66,0%	34,0%	0,0%
	Female	61	41,2%	55,3%	3,5%	39,5%	58,7%	1,8%
Age of the respondent:	18-29 years	40	44,7%	55,3%	0,0%	53,2%	46,8%	0,0%
	30-44 years	53	42,1%	56,3%	1,6%	51,4%	48,6%	0,0%
	45-59 years	20	36,6%	58,4%	5,0%	60,4%	34,6%	5,0%
	60 -74 years	4	22,6%	49,8%	27,5%	76,3%	23,7%	0,0%
Residence area:	Urban	84	36,3%	61,6%	2,2%	53,6%	45,3%	1,1%
	Rural	33	55,7%	41,5%	2,7%	55,7%	44,3%	0,0%
Level of education:	Incomplete secondary	3	69,9%	30,1%	0,0%	69,9%	30,1%	0,0%
	General secondary	11	34,1%	57,8%	8,1%	20,6%	79,4%	0,0%
	Secondary vocational	30	36,9%	60,2%	2,9%	37,2%	62,8%	0,0%
	Higher	73	43,4%	55,3%	1,3%	65,4%	33,3%	1,3%
Computer availability:	Yes	104	44,2%	54,0%	1,8%	61,2%	37,9%	0,9%
	No	13	20,7%	72,8%	6,5%	0,0%	100,0%	0,0%
Internet connection:	Yes	116	41,1%	56,6%	2,3%	54,6%	44,6%	0,8%
	No	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
Level of income:	Less than 3000 MDL	3	63,2%	36,8%	0,0%	100,0%	0,0%	0,0%
	3000-6000 MDL	17	59,8%	40,2%	0,0%	49,8%	50,2%	0,0%
	Over 6000 MDL	83	40,4%	57,5%	2,1%	53,6%	46,4%	0,0%

Table 49. Indicate the page and the tool through which you accessed this e-service: e-Application for Criminal Record

		Numb er	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		64	44,1%	53,3%	2,7%	47,5%	52,5%	0,0%
Gender of the respondent:	Male	34	48,7%	51,3%	0,0%	52,2%	47,8%	0,0%
	Female	30	36,9%	56,3%	6,8%	40,2%	59,8%	0,0%
Age of the respondent:	18-29 years	21	50,2%	49,8%	0,0%	44,1%	55,9%	0,0%
	30-44 years	32	40,7%	54,5%	4,8%	44,7%	55,3%	0,0%
	45-59 years	11	44,6%	55,4%	0,0%	63,1%	36,9%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Residence area:	Urban	51	38,3%	58,5%	3,3%	48,2%	51,8%	0,0%
	Rural	13	70,0%	30,0%	0,0%	44,5%	55,5%	0,0%
Level of education:	Incomplete secondary	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
	General secondary	7	32,4%	67,6%	0,0%	23,1%	76,9%	0,0%
	Secondary vocational	13	70,9%	29,1%	0,0%	21,8%	78,2%	0,0%
	Higher	43	37,7%	58,4%	3,9%	59,5%	40,5%	0,0%
Computer availability:	Yes	56	46,6%	50,3%	3,1%	52,5%	47,5%	0,0%
	No	8	26,7%	73,3%	0,0%	13,9%	86,1%	0,0%
Internet connection:	Yes	63	43,3%	54,0%	2,7%	48,2%	51,8%	0,0%
	No	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
Level of income:	Less than 3000 MDL	4	47,3%	52,7%	0,0%	29,8%	70,2%	0,0%
	3000-6000 MDL	7	27,3%	72,7%	0,0%	51,9%	48,1%	0,0%
	Over 6000 MDL	44	49,0%	47,3%	3,8%	44,2%	55,8%	0,0%

Table 50. Indicate the page and the tool through which you accessed this e-service: Online registration of some notarial acts

		Numb er	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	34,3%	62,4%	3,3%	50,2%	48,1%	1,7%
Gender of the respondent:	Male	20	35,8%	60,6%	3,6%	70,3%	29,7%	0,0%
	Female	36	33,3%	63,6%	3,1%	36,4%	60,8%	2,8%
Age of the respondent:	18-29 years	20	19,1%	76,6%	4,4%	47,4%	52,6%	0,0%
	30-44 years	24	38,2%	61,8%	0,0%	52,9%	43,4%	3,7%
	45-59 years	9	45,3%	43,7%	10,9%	44,2%	55,8%	0,0%
	60 -74 years	3	67,3%	32,7%	0,0%	67,3%	32,7%	0,0%
Residence area:	Urban	39	35,2%	62,6%	2,1%	50,5%	47,0%	2,4%
	Rural	17	32,5%	61,7%	5,8%	49,6%	50,4%	0,0%
Level of education:	Incomplete secondary	2	0,0%	100,0%	0,0%	46,7%	53,3%	0,0%
	General secondary	6	20,1%	79,9%	0,0%	15,6%	84,4%	0,0%
	Secondary vocational	14	25,8%	74,2%	0,0%	38,1%	61,9%	0,0%
	Higher	34	41,9%	52,7%	5,4%	60,6%	36,6%	2,7%
Computer availability:	Yes	50	36,9%	59,3%	3,7%	56,8%	41,3%	1,9%
	No	6	14,5%	85,5%	0,0%	0,0%	100,0%	0,0%
Internet connection:	Yes	55	33,2%	63,4%	3,4%	51,1%	47,2%	1,7%
	No	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
Level of income:	Less than 3000 MDL	1	0,0%	100,0%	0,0%	100,0%	0,0%	0,0%
	3000-6000 MDL	4	20,3%	79,7%	0,0%	56,7%	43,3%	0,0%
	Over 6000 MDL	43	35,6%	62,1%	2,4%	46,1%	51,8%	2,1%

Table 51. Indicate the page and the tool through which you accessed this e-service: e-Apostille

		Numb er	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		10	30,4%	69,6%	0,0%	40,1%	59,9%	0,0%
Gender of the respondent:	Male	6	45,9%	54,1%	0,0%	60,5%	39,5%	0,0%
	Female	4	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
Age of the respondent:	18-29 years	6	14,2%	85,8%	0,0%	25,9%	74,1%	0,0%
	30-44 years	3	34,2%	65,8%	0,0%	74,7%	25,3%	0,0%
	45-59 years	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Residence area:	Urban	8	26,2%	73,8%	0,0%	34,6%	65,4%	0,0%
	Rural	2	43,3%	56,7%	0,0%	56,7%	43,3%	0,0%
Level of education:	Incomplete secondary	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	General secondary	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	Secondary vocational	3	33,8%	66,2%	0,0%	44,3%	55,7%	0,0%
	Higher	7	28,8%	71,2%	0,0%	38,2%	61,8%	0,0%
Computer availability:	Yes	7	29,7%	70,3%	0,0%	52,5%	47,5%	0,0%
	No	3	32,7%	67,3%	0,0%	0,0%	100,0%	0,0%
Internet connection:	Yes	10	30,4%	69,6%	0,0%	40,1%	59,9%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	3000-6000 MDL	1	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
	Over 6000 MDL	9	32,7%	67,3%	0,0%	43,1%	56,9%	0,0%

Table 52. Indicate the page and the tool through which you accessed this e-service: e-Application for Higher Education Institutions

		Numb er	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	32,1%	67,9%	0,0%	45,6%	54,4%	0,0%
Gender of the respondent:	Male	10	45,1%	54,9%	0,0%	61,9%	38,1%	0,0%
	Female	31	27,0%	73,0%	0,0%	39,2%	60,8%	0,0%
Age of the respondent:	18-29 years	33	25,2%	74,8%	0,0%	43,0%	57,0%	0,0%
	30-44 years	6	67,9%	32,1%	0,0%	53,9%	46,1%	0,0%
	45-59 years	2	0,0%	100,0%	0,0%	50,0%	50,0%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Residence area:	Urban	30	28,6%	71,4%	0,0%	39,9%	60,1%	0,0%
	Rural	11	41,0%	59,0%	0,0%	60,0%	40,0%	0,0%
Level of education:	Incomplete secondary	5	58,7%	41,3%	0,0%	19,6%	80,4%	0,0%
	General secondary	14	16,4%	83,6%	0,0%	35,0%	65,0%	0,0%
	Secondary vocational	7	42,5%	57,5%	0,0%	25,1%	74,9%	0,0%
	Higher	15	32,5%	67,5%	0,0%	69,9%	30,1%	0,0%
Computer availability:	Yes	37	30,5%	69,5%	0,0%	51,0%	49,0%	0,0%
	No	4	45,7%	54,3%	0,0%	0,0%	100,0%	0,0%
Internet connection:	Yes	40	30,2%	69,8%	0,0%	46,8%	53,2%	0,0%
	No	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
Level of income:	Less than 3000 MDL	3	33,3%	66,7%	0,0%	33,3%	66,7%	0,0%
	3000-6000 MDL	2	0,0%	100,0%	0,0%	50,0%	50,0%	0,0%
	Over 6000 MDL	27	36,4%	63,6%	0,0%	49,7%	50,3%	0,0%

Table 53. Indicate the page and the tool through which you accessed this e-service: e-CNAS (request for allowances for families with children)

		Numb er	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		99	34,1%	63,5%	2,4%	50,5%	48,6%	0,9%
Gender of the respondent:	Male	37	36,1%	60,6%	3,4%	66,2%	33,8%	0,0%
	Female	62	32,6%	65,8%	1,6%	38,4%	60,0%	1,6%
Age of the respondent:	18-29 years	29	36,5%	58,2%	5,3%	39,8%	60,2%	0,0%
	30-44 years	49	38,9%	59,4%	1,8%	50,5%	47,8%	1,8%
	45-59 years	17	18,0%	82,0%	0,0%	63,3%	36,7%	0,0%
	60 -74 years	4	23,7%	76,3%	0,0%	72,5%	27,5%	0,0%
Residence area:	Urban	73	33,7%	63,0%	3,2%	48,6%	50,2%	1,2%
	Rural	26	35,2%	64,8%	0,0%	55,8%	44,2%	0,0%
Level of education:	Incomplete secondary	1	0,0%	100,0%	0,0%	100,0%	0,0%	0,0%
	General secondary	10	20,2%	79,8%	0,0%	31,9%	68,1%	0,0%
	Secondary vocational	20	33,7%	59,3%	6,9%	34,5%	65,5%	0,0%
	Higher	68	37,0%	61,6%	1,4%	57,7%	41,0%	1,4%
Computer availability:	Yes	85	33,3%	64,0%	2,7%	55,5%	43,5%	1,0%
	No	14	39,7%	60,3%	0,0%	16,8%	83,2%	0,0%
Internet connection:	Yes	98	33,6%	64,0%	2,4%	50,9%	48,2%	0,9%
	No	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
Level of income:	Less than 3000 MDL	4	0,0%	100,0%	0,0%	45,1%	54,9%	0,0%
	3000-6000 MDL	13	31,0%	69,0%	0,0%	57,4%	42,6%	0,0%
	Over 6000 MDL	73	37,5%	61,3%	1,2%	50,6%	48,2%	1,2%

Table 54. Indicate the page and the tool through which you accessed this e-service: Online order and purchase means of identifying pets

		Numb er	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		16	39,4%	45,8%	14,8%	30,4%	61,9%	7,7%
Gender of the respondent:	Male	7	33,9%	48,3%	17,8%	25,2%	58,7%	16,1%
	Female	9	44,4%	43,5%	12,0%	35,1%	64,9%	0,0%
Age of the respondent:	18-29 years	9	20,2%	79,8%	0,0%	34,3%	65,7%	0,0%
	30-44 years	4	50,0%	0,0%	50,0%	0,0%	100,0%	0,0%
	45-59 years	3	69,1%	30,9%	0,0%	63,7%	0,0%	36,3%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Residence area:	Urban	6	14,7%	85,3%	0,0%	50,0%	50,0%	0,0%
	Rural	10	51,9%	25,7%	22,3%	20,4%	68,0%	11,6%
Level of education:	Incomplete secondary	3	73,1%	26,9%	0,0%	26,9%	73,1%	0,0%
	General secondary	2	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
	Secondary vocational	4	55,4%	20,9%	23,8%	47,2%	23,8%	29,0%
	Higher	7	25,3%	55,7%	19,1%	29,0%	71,0%	0,0%
Computer availability:	Yes	13	48,1%	41,4%	10,4%	29,3%	61,3%	9,4%
	No	3	0,0%	65,4%	34,6%	35,1%	64,9%	0,0%
Internet connection:	Yes	16	39,4%	45,8%	14,8%	30,4%	61,9%	7,7%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	2	63,1%	36,9%	0,0%	0,0%	100,0%	0,0%
	3000-6000 MDL	2	55,8%	44,2%	0,0%	0,0%	100,0%	0,0%
	Over 6000 MDL	11	27,9%	51,0%	21,1%	43,2%	45,8%	10,9%

Table 55. Indicate the page and the tool through which you accessed this e-service: Issuing driving license

		Numb er	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		89	38,6%	55,9%	5,5%	37,0%	63,0%	0,0%
Gender of the respondent:	Male	48	35,2%	60,8%	4,0%	38,0%	62,0%	0,0%
	Female	41	44,2%	48,0%	7,8%	35,4%	64,6%	0,0%
Age of the respondent:	18-29 years	51	36,4%	59,0%	4,6%	30,5%	69,5%	0,0%
	30-44 years	32	37,0%	55,4%	7,6%	41,1%	58,9%	0,0%
	45-59 years	6	65,6%	34,4%	0,0%	65,6%	34,4%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Residence area:	Urban	67	34,8%	59,2%	6,0%	37,6%	62,4%	0,0%
	Rural	22	50,6%	45,8%	3,6%	35,3%	64,7%	0,0%
Level of education:	Incomplete secondary	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
	General secondary	16	23,3%	71,4%	5,4%	18,2%	81,8%	0,0%
	Secondary vocational	20	38,1%	55,1%	6,8%	21,1%	78,9%	0,0%
	Higher	52	42,2%	52,8%	5,0%	48,9%	51,1%	0,0%
Computer availability:	Yes	77	41,5%	55,0%	3,5%	43,3%	56,7%	0,0%
	No	12	22,1%	61,1%	16,9%	0,0%	100,0%	0,0%
Internet connection:	Yes	88	39,0%	55,5%	5,5%	37,4%	62,6%	0,0%
	No	1	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
Level of income:	Less than 3000 MDL	3	0,0%	100,0%	0,0%	58,2%	41,8%	0,0%
	3000-6000 MDL	10	49,9%	41,7%	8,3%	16,8%	83,2%	0,0%
	Over 6000 MDL	66	38,2%	55,8%	6,1%	38,1%	61,9%	0,0%

Table 56. Indicate the page and the tool through which you accessed this e-service: Issuing protection titles for intellectual property objects

		Numb er	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	48,0%	52,0%	0,0%	49,9%	50,1%	0,0%
Gender of the respondent:	Male	6	54,3%	45,7%	0,0%	71,3%	28,7%	0,0%
	Female	5	39,8%	60,2%	0,0%	21,8%	78,2%	0,0%
Age of the respondent:	18-29 years	5	19,8%	80,2%	0,0%	42,6%	57,4%	0,0%
	30-44 years	2	50,0%	50,0%	0,0%	0,0%	100,0%	0,0%
	45-59 years	2	100,0%	0,0%	0,0%	100,0%	0,0%	0,0%
	60 -74 years	2	45,1%	54,9%	0,0%	54,9%	45,1%	0,0%
Residence area:	Urban	7	31,3%	68,7%	0,0%	33,7%	66,3%	0,0%
	Rural	4	74,9%	25,1%	0,0%	75,8%	24,2%	0,0%
Level of education:	Incomplete secondary	3	34,8%	65,2%	0,0%	0,0%	100,0%	0,0%
	General secondary	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
	Secondary vocational	2	54,0%	46,0%	0,0%	100,0%	0,0%	0,0%
	Higher	5	43,9%	56,1%	0,0%	65,1%	34,9%	0,0%
Computer availability:	Yes	8	41,3%	58,7%	0,0%	66,8%	33,2%	0,0%
	No	3	67,9%	32,1%	0,0%	0,0%	100,0%	0,0%
Internet connection:	Yes	11	48,0%	52,0%	0,0%	49,9%	50,1%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
	3000-6000 MDL	3	0,0%	100,0%	0,0%	36,7%	63,3%	0,0%
	Over 6000 MDL	5	43,1%	56,9%	0,0%	64,0%	36,0%	0,0%

Table 57. Indicate the page and the tool through which you accessed this e-service: Online appointment for blood donation

		Numb er	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	17,2%	65,6%	17,2%	41,2%	41,6%	17,2%
Gender of the respondent:	Male	3	29,5%	41,0%	29,5%	70,5%	0,0%	29,5%
	Female	2	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
Age of the respondent:	18-29 years	3	31,7%	36,6%	31,7%	31,7%	36,6%	31,7%
	30-44 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	45-59 years	2	0,0%	100,0%	0,0%	52,5%	47,5%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Residence area:	Urban	3	0,0%	71,8%	28,2%	39,2%	32,6%	28,2%
	Rural	2	44,2%	55,8%	0,0%	44,2%	55,8%	0,0%
Level of education:	Incomplete secondary	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	General secondary	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	Secondary vocational	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	Higher	5	17,2%	65,6%	17,2%	41,2%	41,6%	17,2%
Computer availability:	Yes	4	20,8%	79,2%	0,0%	49,7%	50,3%	0,0%
	No	1	0,0%	0,0%	100,0%	0,0%	0,0%	100,0%
Internet connection:	Yes	5	17,2%	65,6%	17,2%	41,2%	41,6%	17,2%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	3000-6000 MDL	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	Over 6000 MDL	4	22,6%	54,7%	22,6%	22,6%	54,7%	22,6%

Table 58. Indicate the page and the tool through which you accessed this e-service: Online request for duplicates of civil status documents

		Numb er	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		66	47,7%	48,4%	3,9%	41,8%	58,2%	0,0%
Gender of the respondent:	Male	28	48,8%	47,9%	3,3%	57,1%	42,9%	0,0%
	Female	38	46,7%	48,8%	4,5%	26,5%	73,5%	0,0%
Age of the respondent:	18-29 years	23	48,7%	48,0%	3,3%	21,9%	78,1%	0,0%
	30-44 years	30	50,3%	49,7%	0,0%	43,5%	56,5%	0,0%
	45-59 years	11	45,0%	45,4%	9,5%	73,2%	26,8%	0,0%
	60 -74 years	2	0,0%	48,8%	51,2%	48,8%	51,2%	0,0%
Residence area:	Urban	57	49,1%	46,4%	4,5%	44,3%	55,7%	0,0%
	Rural	9	37,9%	62,1%	0,0%	23,9%	76,1%	0,0%
Level of education:	Incomplete secondary	2	0,0%	100,0%	0,0%	58,2%	41,8%	0,0%
	General secondary	7	62,7%	21,0%	16,2%	76,0%	24,0%	0,0%
	Secondary vocational	14	59,2%	40,8%	0,0%	21,8%	78,2%	0,0%
	Higher	43	44,0%	52,6%	3,4%	41,9%	58,1%	0,0%
Computer availability:	Yes	59	48,4%	47,3%	4,3%	46,3%	53,7%	0,0%
	No	7	41,7%	58,3%	0,0%	0,0%	100,0%	0,0%
Internet connection:	Yes	65	47,0%	49,1%	4,0%	42,3%	57,7%	0,0%
	No	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
Level of income:	Less than 3000 MDL	2	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
	3000-6000 MDL	8	39,8%	60,2%	0,0%	53,0%	47,0%	0,0%
	Over 6000 MDL	47	52,8%	43,6%	3,6%	40,8%	59,2%	0,0%

Table 59. Indicate the page and the tool through which you accessed this e-service: e-Fishing

		Numb er	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		20	18,6%	77,4%	4,0%	57,2%	42,8%	0,0%
Gender of the respondent:	Male	16	17,9%	82,1%	0,0%	63,9%	36,1%	0,0%
	Female	4	22,3%	52,4%	25,3%	22,3%	77,7%	0,0%
Age of the respondent:	18-29 years	5	0,0%	100,0%	0,0%	69,9%	30,1%	0,0%
	30-44 years	11	9,1%	84,1%	6,8%	47,0%	53,0%	0,0%
	45-59 years	4	75,1%	24,9%	0,0%	75,1%	24,9%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Residence area:	Urban	15	11,9%	82,8%	5,4%	56,1%	43,9%	0,0%
	Rural	5	38,9%	61,1%	0,0%	60,5%	39,5%	0,0%
Level of education:	Incomplete secondary	1	0,0%	100,0%	0,0%	100,0%	0,0%	0,0%
	General secondary	2	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
	Secondary vocational	2	58,2%	41,8%	0,0%	58,2%	41,8%	0,0%
	Higher	15	17,8%	77,0%	5,2%	63,1%	36,9%	0,0%
Computer availability:	Yes	19	19,9%	75,8%	4,3%	61,1%	38,9%	0,0%
	No	1	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
Internet connection:	Yes	20	18,6%	77,4%	4,0%	57,2%	42,8%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	1	0,0%	100,0%	0,0%	100,0%	0,0%	0,0%
	3000-6000 MDL	1	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
	Over 6000 MDL	15	25,0%	69,6%	5,4%	61,1%	38,9%	0,0%

Table 60. Indicate the page and the tool through which you accessed this e-service: Online request for documentation services (ASP)

		Numb er	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		92	41,4%	53,7%	4,9%	50,8%	48,4%	0,9%
Gender of the respondent:	Male	34	49,1%	46,0%	5,0%	55,0%	43,0%	2,0%
	Female	58	35,4%	59,7%	4,9%	47,5%	52,5%	0,0%
Age of the respondent:	18-29 years	23	43,8%	49,0%	7,2%	36,3%	59,9%	3,8%
	30-44 years	47	41,6%	52,4%	6,0%	51,5%	48,5%	0,0%
	45-59 years	16	45,7%	54,3%	0,0%	61,9%	38,1%	0,0%
	60 -74 years	6	15,5%	84,5%	0,0%	68,3%	31,7%	0,0%
Residence area:	Urban	69	40,7%	53,8%	5,5%	49,1%	49,8%	1,1%
	Rural	23	43,4%	53,4%	3,1%	56,0%	44,0%	0,0%
Level of education:	Incomplete secondary	2	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
	General secondary	7	33,2%	54,9%	11,9%	21,6%	66,5%	11,9%
	Secondary vocational	16	40,9%	47,5%	11,6%	32,4%	67,6%	0,0%
	Higher	67	43,2%	54,1%	2,7%	59,3%	40,7%	0,0%
Computer availability:	Yes	85	39,5%	55,1%	5,4%	55,2%	43,9%	0,9%
	No	7	63,0%	37,0%	0,0%	0,0%	100,0%	0,0%
Internet connection:	Yes	91	40,8%	54,2%	5,0%	51,3%	47,8%	0,9%
	No	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
Level of income:	Less than 3000 MDL	5	76,3%	23,7%	0,0%	0,0%	100,0%	0,0%
	3000-6000 MDL	7	33,3%	66,7%	0,0%	27,2%	72,8%	0,0%
	Over 6000 MDL	57	42,9%	53,4%	3,8%	59,4%	40,6%	0,0%

Table 61. Indicate the page and the tool through which you accessed this e-service: e-Kindergarten (enrollment of the child in kindergarten)

		Numb er	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		70	40,7%	53,1%	6,2%	33,5%	66,5%	0,0%
Gender of the respondent:	Male	17	25,1%	63,2%	11,8%	40,6%	59,4%	0,0%
	Female	53	47,5%	48,8%	3,8%	30,4%	69,6%	0,0%
Age of the respondent:	18-29 years	21	40,0%	60,0%	0,0%	34,7%	65,3%	0,0%
	30-44 years	46	41,5%	49,3%	9,2%	32,9%	67,1%	0,0%
	45-59 years	3	34,4%	65,6%	0,0%	34,4%	65,6%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Residence area:	Urban	59	42,9%	49,8%	7,3%	34,4%	65,6%	0,0%
	Rural	11	28,4%	71,6%	0,0%	28,4%	71,6%	0,0%
Level of education:	Incomplete secondary	1	0,0%	100,0%	0,0%	100,0%	0,0%	0,0%
	General secondary	5	37,4%	62,6%	0,0%	0,0%	100,0%	0,0%
	Secondary vocational	10	42,7%	57,3%	0,0%	21,9%	78,1%	0,0%
	Higher	54	41,5%	50,4%	8,1%	37,5%	62,5%	0,0%
Computer availability:	Yes	58	44,2%	48,4%	7,4%	40,3%	59,7%	0,0%
	No	12	23,7%	76,3%	0,0%	0,0%	100,0%	0,0%
Internet connection:	Yes	70	40,7%	53,1%	6,2%	33,5%	66,5%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	3000-6000 MDL	6	14,5%	85,5%	0,0%	17,5%	82,5%	0,0%
	Over 6000 MDL	57	47,0%	45,4%	7,6%	38,0%	62,0%	0,0%

Table 62. Indicate the page and the tool through which you accessed this e-service: e-School (admission to the first grade)

		Numb er	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		32	29,9%	61,5%	8,6%	48,6%	45,9%	5,5%
Gender of the respondent:	Male	14	25,0%	62,6%	12,5%	47,6%	39,9%	12,5%
	Female	18	33,8%	60,6%	5,6%	49,4%	50,6%	0,0%
Age of the respondent:	18-29 years	12	42,8%	40,7%	16,6%	42,0%	41,5%	16,6%
	30-44 years	19	25,0%	70,0%	5,0%	55,0%	45,0%	0,0%
	45-59 years	1	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Residence area:	Urban	24	32,6%	55,9%	11,5%	48,0%	48,3%	3,7%
	Rural	8	21,9%	78,1%	0,0%	50,3%	38,8%	10,9%
Level of education:	Incomplete secondary	6	15,6%	53,1%	31,3%	15,6%	68,7%	15,6%
	General secondary	4	28,5%	71,5%	0,0%	46,9%	53,1%	0,0%
	Secondary vocational	2	100,0%	0,0%	0,0%	0,0%	50,0%	50,0%
	Higher	20	28,1%	67,1%	4,7%	61,7%	38,3%	0,0%
Computer availability:	Yes	30	28,4%	62,4%	9,2%	51,7%	42,5%	5,8%
	No	2	53,6%	46,4%	0,0%	0,0%	100,0%	0,0%
Internet connection:	Yes	32	29,9%	61,5%	8,6%	48,6%	45,9%	5,5%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	2	0,0%	100,0%	0,0%	100,0%	0,0%	0,0%
	3000-6000 MDL	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
	Over 6000 MDL	21	27,2%	68,1%	4,7%	53,5%	46,5%	0,0%

Table 63. 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		3036	50,7%	6,3%	2,6%	2,1%	46,7%	18,6%	1,0%	1,0%	24,9%	0,4%	0,7%	5,9%
Gender of the respondent:	Male	1252	49,0%	6,7%	2,5%	1,8%	46,8%	19,5%	0,8%	1,0%	24,6%	0,7%	0,7%	4,7%
	Female	1784	52,1%	6,0%	2,6%	2,5%	46,6%	17,7%	1,1%	1,1%	25,2%	0,2%	0,6%	7,0%
Age of the respondent:	18-29 years	551	28,0%	2,2%	1,2%	1,3%	75,2%	35,3%	1,6%	1,8%	22,8%	0,2%	0,0%	2,9%
	30-44 years	769	40,5%	3,5%	1,6%	4,3%	62,3%	27,0%	1,7%	1,7%	26,8%	0,5%	0,6%	3,7%
	45-59 years	697	56,8%	6,6%	3,3%	1,7%	42,3%	12,8%	0,3%	0,5%	27,9%	0,9%	0,4%	5,6%
	60 -74 years	1019	68,8%	11,2%	3,7%	1,0%	18,3%	5,2%	0,4%	0,3%	21,9%	0,1%	1,3%	10,1%
Residence area:	Urban	1416	45,2%	4,5%	2,3%	2,8%	55,6%	29,8%	1,4%	1,5%	27,5%	0,4%	0,2%	4,8%
	Rural	1620	55,6%	8,0%	2,8%	1,5%	38,7%	8,5%	0,6%	0,6%	22,6%	0,5%	1,0%	7,0%
Level of education:	Incomplete secondary	630	53,5%	6,2%	1,7%	1,2%	32,1%	6,9%	0,8%	0,8%	20,0%	0,6%	1,5%	10,5%
	General secondary	607	55,3%	7,1%	2,2%	1,3%	40,7%	11,3%	0,7%	1,6%	22,7%	0,4%	1,4%	7,0%
	Secondary vocational	1124	53,5%	6,5%	2,2%	1,9%	46,3%	14,9%	1,0%	1,3%	28,5%	0,3%	0,2%	5,0%
	Higher	671	39,7%	5,4%	4,3%	4,2%	65,5%	41,3%	1,1%	0,3%	25,4%	0,4%	0,0%	2,2%
Computer availability:	Yes	1780	45,2%	5,5%	2,4%	2,8%	58,7%	25,9%	1,2%	1,3%	26,4%	0,4%	0,5%	4,0%
	No	1256	58,8%	7,6%	2,8%	1,2%	28,8%	7,8%	0,6%	0,5%	22,6%	0,4%	1,0%	8,7%
Internet connection:	Yes	2520	48,1%	5,1%	2,4%	2,3%	54,4%	21,7%	1,1%	1,2%	25,8%	0,4%	0,5%	4,4%
	No	516	64,0%	12,8%	3,7%	1,1%	5,9%	1,8%	0,2%	0,2%	19,9%	0,5%	1,8%	13,8%
Level of income:	Less than 3000 MDL	915	60,9%	7,5%	2,4%	0,8%	28,9%	4,5%	0,3%	0,2%	22,7%	0,1%	1,3%	9,3%
	3000-6000 MDL	647	58,0%	8,1%	2,6%	1,3%	39,2%	11,7%	0,6%	0,9%	23,1%	0,2%	1,3%	6,6%
	Over 6000 MDL	956	42,1%	4,5%	2,3%	3,0%	66,6%	34,2%	1,4%	1,2%	27,2%	0,8%	0,0%	2,1%

Table 64. Tell me please, where you informed / find out about public services provided electronically?

		Number	E-mail	SMS	MCabinet	Telegram	Viber	Other	Messenger	Letter by Posta Moldovei	I am not informed	DK/NO
Total		3036	20,0%	21,4%	0,8%	3,0%	30,7%	0,9%	0,7%	0,6%	1,3%	20,5%
Gender of the respondent:	Male	1252	21,1%	21,0%	0,6%	3,4%	30,4%	1,0%	0,8%	0,8%	1,3%	19,7%
	Female	1784	19,1%	21,7%	0,9%	2,7%	30,9%	0,9%	0,7%	0,5%	1,4%	21,2%
Age of the respondent:	18-29 years	551	38,4%	18,8%	0,6%	9,3%	28,7%	0,0%	0,5%	0,0%	0,4%	3,2%
	30-44 years	769	28,5%	21,1%	1,5%	3,0%	33,2%	0,5%	1,3%	0,7%	0,5%	9,7%
	45-59 years	697	14,8%	25,3%	0,9%	1,5%	34,4%	1,1%	0,5%	0,7%	1,0%	19,7%
	60 -74 years	1019	5,2%	19,9%	0,1%	0,6%	26,4%	1,7%	0,7%	0,9%	2,8%	41,8%
Residence area:	Urban	1416	27,1%	20,2%	1,2%	4,4%	29,5%	0,6%	0,3%	0,4%	1,7%	14,6%
	Rural	1620	13,7%	22,5%	0,4%	1,8%	31,7%	1,2%	1,2%	0,8%	1,0%	25,7%
Level of education:	Incomplete secondary	630	9,6%	19,7%	1,5%	3,9%	30,5%	0,9%	1,1%	0,5%	1,6%	30,9%
	General secondary	607	15,1%	21,7%	0,6%	2,7%	29,2%	1,1%	0,4%	0,8%	1,6%	26,8%
	Secondary vocational	1124	15,7%	24,3%	0,5%	2,2%	34,3%	1,3%	1,0%	0,6%	1,8%	18,2%
	Higher	671	40,8%	17,9%	0,9%	3,8%	26,1%	0,1%	0,3%	0,6%	0,1%	9,4%
Computer availability:	Yes	1780	27,7%	21,3%	0,8%	3,5%	32,1%	0,6%	0,8%	0,3%	0,8%	12,1%
	No	1256	8,7%	21,6%	0,7%	2,3%	28,5%	1,4%	0,7%	1,1%	2,1%	32,9%
Internet connection:	Yes	2520	23,2%	21,5%	0,7%	3,4%	33,8%	0,7%	0,9%	0,4%	1,0%	14,2%
	No	516	3,2%	20,5%	1,2%	0,8%	13,9%	1,9%	0,0%	1,7%	3,2%	53,6%
Level of income:	Less than 3000 MDL	915	7,3%	20,7%	0,8%	1,2%	28,0%	1,4%	0,9%	0,6%	2,2%	36,9%
	3000-6000 MDL	647	14,6%	24,6%	0,9%	3,1%	33,1%	1,0%	0,7%	1,0%	0,8%	20,1%
	Over 6000 MDL	956	34,6%	20,3%	1,1%	4,1%	32,1%	0,7%	0,7%	0,3%	0,8%	5,3%

Table 65. Have you requested at least one service from public authorities / institutions in the last 12 months?

		Number	Yes	No	DK/NO
Total		3036	23,4%	76,3%	0,2%
Gender of the respondent:	Male	1252	22,9%	76,9%	0,2%
	Female	1784	23,9%	75,9%	0,2%
Age of the respondent:	18-29 years	551	37,7%	62,0%	0,3%
	30-44 years	769	32,4%	67,2%	0,4%
	45-59 years	697	17,8%	82,1%	0,1%
	60 -74 years	1019	11,0%	88,9%	0,1%
Residence area:	Urban	1416	33,0%	66,9%	0,1%
	Rural	1620	14,9%	84,8%	0,3%
Level of education:	Incomplete secondary	630	11,8%	88,2%	0,0%
	General secondary	607	19,2%	80,6%	0,2%
	Secondary vocational	1124	19,4%	80,4%	0,2%
	Higher	671	44,3%	55,2%	0,5%
Computer availability:	Yes	1780	28,6%	71,1%	0,3%
	No	1256	15,8%	84,1%	0,1%
Internet connection:	Yes	2520	25,7%	74,0%	0,3%
	No	516	11,4%	88,6%	0,0%
Level of income:	Less than 3000 MDL	915	11,0%	89,0%	0,0%
	3000-6000 MDL	647	18,1%	81,6%	0,3%
	Over 6000 MDL	956	37,1%	62,4%	0,4%

Table 66. 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		697	59,8%	40,3%	9,7%	1,3%
Gender of the respondent:	Male	276	58,0%	43,6%	7,8%	2,0%
	Female	421	61,3%	37,5%	11,2%	0,7%
Age of the respondent:	18-29 years	204	50,8%	48,3%	12,8%	1,5%
	30-44 years	254	53,4%	47,5%	10,7%	0,9%
	45-59 years	125	67,3%	32,9%	8,1%	0,8%
	60 -74 years	114	86,6%	13,3%	2,5%	2,8%
Residence area:	Urban	456	55,5%	45,8%	11,2%	1,1%
	Rural	241	68,3%	29,5%	6,8%	1,7%
Level of education:	Incomplete secondary	75	70,2%	26,4%	7,6%	0,0%
	General secondary	115	66,0%	31,6%	7,3%	3,1%
	Secondary vocational	215	68,1%	29,5%	9,0%	1,4%
	Higher	292	49,2%	54,5%	11,5%	0,9%
Computer availability:	Yes	502	53,3%	46,1%	12,3%	1,4%
	No	195	77,4%	24,7%	2,7%	1,0%
Internet connection:	Yes	639	57,7%	42,3%	10,3%	1,3%
	No	58	85,3%	16,1%	1,8%	1,7%
Level of income:	Less than 3000 MDL	101	75,9%	20,6%	5,7%	0,0%
	3000-6000 MDL	118	70,4%	30,1%	8,0%	0,8%
	Over 6000 MDL	354	52,9%	49,2%	11,7%	0,8%

Table 67. 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		558	5,8%	4,5%	7,9%	15,2%	25,3%	39,8%	1,5%
Gender of the respondent:	Male	219	7,2%	3,9%	8,5%	17,5%	26,5%	34,3%	2,1%
	Female	339	4,6%	4,9%	7,5%	13,3%	24,2%	44,4%	1,1%
Age of the respondent:	18-29 years	146	2,9%	4,5%	6,4%	18,0%	25,1%	42,0%	1,1%
	30-44 years	199	7,8%	3,2%	8,2%	12,6%	25,7%	42,6%	0,0%
	45-59 years	103	0,9%	8,7%	9,8%	14,0%	24,0%	40,9%	1,7%
	60 -74 years	110	11,1%	2,7%	7,4%	18,2%	26,0%	29,0%	5,6%
Residence area:	Urban	361	7,3%	4,4%	7,1%	13,8%	26,5%	39,6%	1,3%
	Rural	197	3,0%	4,6%	9,6%	17,9%	22,9%	40,1%	1,9%
Level of education:	Incomplete secondary	60	4,9%	2,9%	6,1%	13,3%	24,3%	46,8%	1,7%
	General secondary	93	6,2%	4,4%	5,6%	11,4%	33,1%	35,6%	3,7%
	Secondary vocational	182	2,8%	5,7%	10,0%	16,8%	24,1%	39,2%	1,4%
	Higher	223	8,2%	3,9%	7,7%	15,9%	23,4%	40,2%	0,8%
Computer availability:	Yes	382	6,1%	4,0%	8,3%	15,9%	26,9%	38,0%	0,8%
	No	176	5,2%	5,4%	7,1%	13,6%	21,6%	44,0%	3,1%
Internet connection:	Yes	503	5,3%	4,2%	8,2%	15,1%	25,3%	40,9%	1,0%
	No	55	10,6%	7,5%	5,4%	16,0%	24,9%	28,9%	6,7%
Level of income:	Less than 3000 MDL	86	8,2%	3,2%	7,2%	20,6%	25,7%	31,5%	3,6%
	3000-6000 MDL	99	6,2%	10,8%	9,1%	16,8%	20,7%	33,7%	2,7%
	Over 6000 MDL	274	4,4%	2,8%	6,9%	13,6%	27,2%	44,7%	0,3%

Table 68. 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		145	3,9%	1,4%	7,0%	18,7%	29,4%	37,9%	1,7%
Gender of the respondent:	Male	63	4,0%	1,7%	12,9%	16,0%	31,7%	31,7%	2,0%
	Female	82	3,8%	1,0%	1,2%	21,4%	27,3%	43,9%	1,4%
Age of the respondent:	18-29 years	55	5,0%	1,4%	2,9%	24,7%	31,7%	34,2%	0,0%
	30-44 years	69	4,2%	1,7%	10,3%	15,9%	26,3%	39,6%	2,0%
	45-59 years	19	0,0%	0,0%	5,8%	15,7%	37,9%	35,4%	5,2%
	60 -74 years	2	0,0%	0,0%	0,0%	0,0%	0,0%	100,0%	0,0%
Residence area:	Urban	103	4,6%	0,7%	7,3%	16,0%	30,3%	38,7%	2,4%
	Rural	42	2,1%	2,9%	6,3%	25,2%	27,5%	35,9%	0,0%
Level of education:	Incomplete secondary	13	0,0%	0,0%	10,3%	25,5%	44,7%	19,5%	0,0%
	General secondary	23	3,8%	9,3%	0,0%	31,6%	23,4%	24,8%	7,0%
	Secondary vocational	30	0,0%	0,0%	17,1%	21,7%	25,3%	35,9%	0,0%
	Higher	79	5,9%	0,0%	4,5%	13,2%	30,3%	44,8%	1,3%
Computer availability:	Yes	127	3,8%	1,0%	8,0%	17,8%	30,8%	36,7%	1,9%
	No	18	4,6%	4,1%	0,0%	25,7%	19,4%	46,2%	0,0%
Internet connection:	Yes	142	4,0%	1,4%	7,2%	19,2%	29,5%	37,1%	1,7%
	No	3	0,0%	0,0%	0,0%	0,0%	29,1%	70,9%	0,0%
Level of income:	Less than 3000 MDL	10	0,0%	0,0%	10,4%	18,2%	45,4%	13,8%	12,3%
	3000-6000 MDL	14	6,3%	8,6%	8,6%	24,1%	13,4%	39,0%	0,0%
	Over 6000 MDL	94	4,1%	0,0%	8,3%	20,3%	29,7%	37,6%	0,0%

Table 69. 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		46	2,0%		11,4%	16,9%	30,0%	36,3%	3,4%
Gender of the respondent:	Male	17	0,0%		13,8%	10,7%	29,2%	46,3%	0,0%
	Female	29	3,7%		9,4%	22,2%	30,6%	27,9%	6,2%
Age of the respondent:	18-29 years	16	0,0%		18,1%	14,1%	28,4%	39,3%	0,0%
	30-44 years	19	4,6%		12,0%	13,9%	35,5%	34,0%	0,0%
	45-59 years	7	0,0%		0,0%	28,1%	31,0%	40,9%	0,0%
	60 -74 years	4	0,0%		0,0%	25,0%	0,0%	25,0%	50,0%
Residence area:	Urban	34	2,7%		9,2%	10,8%	34,7%	38,0%	4,6%
	Rural	12	0,0%		17,4%	33,5%	17,3%	31,7%	0,0%
Level of education:	Incomplete secondary	5	0,0%		0,0%	0,0%	56,7%	43,3%	0,0%
	General secondary	0	0,0%		0,0%	0,0%	0,0%	0,0%	0,0%
	Secondary vocational	13	0,0%		16,5%	25,6%	11,0%	35,1%	11,8%
	Higher	28	3,3%		10,9%	15,6%	34,5%	35,7%	0,0%
Computer availability:	Yes	40	2,3%		13,0%	19,2%	29,9%	31,8%	3,8%
	No	6	0,0%		0,0%	0,0%	30,2%	69,8%	0,0%
Internet connection:	Yes	45	2,1%		11,7%	17,4%	30,8%	34,5%	3,5%
	No	1	0,0%		0,0%	0,0%	0,0%	100,0%	0,0%
Level of income:	Less than 3000 MDL	5	0,0%		0,0%	32,2%	23,3%	44,4%	0,0%
	3000-6000 MDL	9	0,0%		28,6%	32,8%	19,7%	18,9%	0,0%
	Over 6000 MDL	22	0,0%		12,5%	10,3%	25,2%	52,0%	0,0%

Table 70. If you are referring to the last public institution whose services you have received, please tell me if you know that citizens can address complaints / petitions / proposals to a public institution regarding the service provided by that institution?

		Number	Yes	No	DK/NO
Total		697	76,0%	22,9%	1,1%
Gender of the respondent:	Male	276	76,4%	22,6%	1,0%
	Female	421	75,7%	23,2%	1,1%
Age of the respondent:	18-29 years	204	75,5%	23,6%	0,9%
	30-44 years	254	77,3%	22,4%	0,3%
	45-59 years	125	75,1%	24,0%	0,9%
	60 -74 years	114	74,8%	21,6%	3,7%
Residence area:	Urban	456	75,4%	23,7%	0,8%
	Rural	241	77,2%	21,3%	1,5%
Level of education:	Incomplete secondary	75	74,0%	23,5%	2,5%
	General secondary	115	76,9%	22,5%	0,7%
	Secondary vocational	215	75,4%	24,2%	0,4%
	Higher	292	76,6%	22,0%	1,3%
Computer availability:	Yes	502	76,1%	23,0%	0,9%
	No	195	76,0%	22,6%	1,4%
Internet connection:	Yes	639	75,9%	23,2%	0,9%
	No	58	77,4%	19,3%	3,3%
Level of income:	Less than 3000 MDL	101	69,1%	29,0%	1,9%
	3000-6000 MDL	118	74,6%	23,2%	2,2%
	Over 6000 MDL	354	78,0%	21,5%	0,5%

Table 71. Please let me know if you have benefited from any public services in the last 12 months have been situations when you have addressed a complaint / petition / proposal on the service that has been provided by the public institution?

		Number	Yes	No	DK/NO
Total		697	7,6%	92,4%	0,0%
Gender of the respondent:	Male	276	8,1%	91,9%	0,0%
	Female	421	7,2%	92,8%	0,0%
Age of the respondent:	18-29 years	204	7,9%	92,1%	0,0%
	30-44 years	254	9,7%	90,3%	0,0%
	45-59 years	125	5,8%	94,2%	0,0%
	60 -74 years	114	3,4%	96,6%	0,0%
Residence area:	Urban	456	7,7%	92,3%	0,0%
	Rural	241	7,4%	92,6%	0,0%
Level of education:	Incomplete secondary	75	1,6%	98,4%	0,0%
	General secondary	115	7,6%	92,4%	0,0%
	Secondary vocational	215	9,8%	90,2%	0,0%
	Higher	292	7,5%	92,5%	0,0%
Computer availability:	Yes	502	8,2%	91,8%	0,0%
	No	195	6,1%	93,9%	0,0%
Internet connection:	Yes	639	7,9%	92,1%	0,0%
	No	58	3,4%	96,6%	0,0%
Level of income:	Less than 3000 MDL	101	6,2%	93,8%	0,0%
	3000-6000 MDL	118	6,1%	93,9%	0,0%
	Over 6000 MDL	354	6,4%	93,6%	0,0%

Table 72. 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	2	3	4	5	Not at all satisfied	DK/NO
Total		52	20,3%	22,9%	5,5%	15,2%	29,5%	6,7%	0,0%
Gender of the respondent:	Male	22	19,7%	36,4%	4,9%	17,5%	18,4%	3,2%	0,0%
	Female	30	20,8%	10,0%	6,0%	13,1%	40,0%	10,0%	0,0%
Age of the respondent:	18-29 years	17	22,3%	31,7%	0,0%	10,1%	30,6%	5,3%	0,0%
	30-44 years	24	19,4%	19,4%	4,7%	20,0%	29,4%	7,0%	0,0%
	45-59 years	7	28,1%	15,5%	11,4%	15,5%	29,5%	0,0%	0,0%
	60 -74 years	4	0,0%	25,6%	24,4%	0,0%	24,4%	25,6%	0,0%
Residence area:	Urban	35	16,9%	27,6%	8,2%	14,4%	25,3%	7,6%	0,0%
	Rural	17	27,1%	13,3%	0,0%	16,9%	37,9%	4,8%	0,0%
Level of education:	Incomplete secondary	1	0,0%	0,0%	0,0%	100,0%	0,0%	0,0%	0,0%
	General secondary	7	29,3%	51,0%	0,0%	0,0%	9,6%	10,0%	0,0%
	Secondary vocational	21	11,0%	24,4%	7,9%	18,0%	30,3%	8,4%	0,0%
	Higher	23	26,6%	12,1%	5,6%	13,9%	37,6%	4,2%	0,0%
Computer availability:	Yes	41	20,4%	13,5%	7,0%	19,4%	31,2%	8,5%	0,0%
	No	11	20,0%	56,6%	0,0%	0,0%	23,4%	0,0%	0,0%
Internet connection:	Yes	50	19,0%	23,7%	5,7%	15,8%	29,0%	6,9%	0,0%
	No	2	56,4%	0,0%	0,0%	0,0%	43,6%	0,0%	0,0%
Level of income:	Less than 3000 MDL	6	42,1%	14,1%	13,8%	0,0%	13,8%	16,1%	0,0%
	3000-6000 MDL	7	15,1%	11,9%	12,2%	35,0%	13,6%	12,2%	0,0%
	Over 6000 MDL	23	27,1%	23,1%	0,0%	14,7%	27,6%	7,5%	0,0%

Table 73. Tell me please how satisfied are the speed with which it has been reacted to the resolution of your complaint / petition?

		Number	Very satisfied	2	3	4	5	Not at all satisfied	DK/NO
Total		52	17,9%	19,6%	11,4%	13,6%	30,9%	6,7%	0,0%
Gender of the respondent:	Male	22	14,8%	29,6%	19,8%	14,3%	18,4%	3,2%	0,0%
	Female	30	20,8%	10,0%	3,5%	12,9%	42,8%	10,0%	0,0%
Age of the respondent:	18-29 years	17	22,3%	11,4%	25,5%	0,0%	35,4%	5,3%	0,0%
	30-44 years	24	14,7%	28,9%	3,5%	16,5%	29,4%	7,0%	0,0%
	45-59 years	7	28,1%	0,0%	15,5%	26,9%	29,5%	0,0%	0,0%
	60 -74 years	4	0,0%	25,6%	0,0%	24,4%	24,4%	25,6%	0,0%
Residence area:	Urban	35	16,9%	25,6%	7,9%	16,7%	25,3%	7,6%	0,0%
	Rural	17	19,9%	7,3%	18,6%	7,3%	42,1%	4,8%	0,0%
Level of education:	Incomplete secondary	1	0,0%	0,0%	0,0%	100,0%	0,0%	0,0%	0,0%
	General secondary	7	29,3%	51,0%	0,0%	0,0%	9,6%	10,0%	0,0%
	Secondary vocational	21	5,0%	10,0%	28,9%	13,9%	33,8%	8,4%	0,0%
	Higher	23	26,6%	17,7%	0,0%	13,9%	37,6%	4,2%	0,0%
Computer availability:	Yes	41	20,4%	12,9%	7,9%	17,4%	32,9%	8,5%	0,0%
	No	11	9,0%	43,4%	24,2%	0,0%	23,4%	0,0%	0,0%
Internet connection:	Yes	50	16,5%	20,3%	11,8%	14,1%	30,4%	6,9%	0,0%
	No	2	56,4%	0,0%	0,0%	0,0%	43,6%	0,0%	0,0%
Level of income:	Less than 3000 MDL	6	42,1%	0,0%	14,1%	13,8%	13,8%	16,1%	0,0%
	3000-6000 MDL	7	15,1%	0,0%	11,9%	47,2%	13,6%	12,2%	0,0%
	Over 6000 MDL	23	21,6%	22,1%	14,0%	4,0%	30,8%	7,5%	0,0%

Table 74. What is the type of your dwelling?

		Număr	Apartament separat	O cameră într-un apartament	Casă separată	O parte a casei	Altceva	NȘ/NR
Total		3036	29,4%	0,5%	68,5%	1,5%	0,1%	0,1%
Gender of the respondent:	Male	1252	27,7%	0,7%	70,2%	1,4%	0,0%	0,0%
	Female	1784	30,9%	0,4%	67,0%	1,5%	0,1%	0,2%
Age of the respondent:	18-29 years	551	48,2%	1,2%	49,5%	0,8%	0,1%	0,1%
	30-44 years	769	39,4%	0,7%	58,7%	1,1%	0,0%	0,1%
	45-59 years	697	17,6%	0,3%	80,4%	1,6%	0,0%	0,1%
	60 -74 years	1019	18,3%	0,2%	79,4%	2,1%	0,1%	0,0%
Residence area:	Urban	1416	61,3%	1,0%	35,3%	2,3%	0,1%	0,1%
	Rural	1620	0,9%	0,1%	98,1%	0,7%	0,0%	0,1%
Level of education:	Incomplete secondary	630	15,0%	0,2%	83,3%	1,4%	0,0%	0,1%
	General secondary	607	25,2%	0,3%	73,8%	0,7%	0,0%	0,0%
	Secondary vocational	1124	25,1%	0,8%	71,9%	2,0%	0,1%	0,1%
	Higher	671	53,2%	0,6%	44,9%	1,3%	0,0%	0,0%
Computer availability:	Yes	1780	34,8%	0,6%	63,0%	1,5%	0,0%	0,1%
	No	1256	21,4%	0,5%	76,5%	1,5%	0,1%	0,1%
Internet connection:	Yes	2520	32,1%	0,6%	65,8%	1,4%	0,1%	0,1%
	No	516	15,3%	0,3%	82,7%	1,8%	0,0%	0,0%
Level of income:	Less than 3000 MDL	915	10,7%	0,5%	87,4%	1,2%	0,1%	0,0%
	3000-6000 MDL	647	19,4%	0,6%	78,5%	1,5%	0,1%	0,0%
	Over 6000 MDL	956	49,3%	0,5%	49,8%	0,4%	0,0%	0,0%

Table 75. Of which construction materials are built your home walls??

		Number	Concrete, monolith blocks, panels	Bricks, limestone, pressed blocks	Straw bricks, clay	Other	DK/NO
Total		3036	21,3%	35,6%	37,8%	0,1%	5,1%
Gender of the respondent:	Male	1252	21,8%	36,9%	36,6%	0,2%	4,5%
	Female	1784	20,9%	34,5%	38,9%	0,1%	5,6%
Age of the respondent:	18-29 years	551	38,9%	30,0%	21,5%	0,0%	9,6%
	30-44 years	769	27,3%	37,5%	29,1%	0,1%	6,1%
	45-59 years	697	12,7%	38,2%	44,7%	0,3%	4,1%
	60 -74 years	1019	12,2%	35,1%	50,4%	0,1%	2,2%
Residence area:	Urban	1416	41,5%	38,0%	14,2%	0,1%	6,2%
	Rural	1620	3,3%	33,5%	58,9%	0,2%	4,1%
Level of education:	Incomplete secondary	630	8,5%	29,8%	57,3%	0,0%	4,4%
	General secondary	607	18,5%	34,1%	44,2%	0,0%	3,2%
	Secondary vocational	1124	19,7%	39,0%	35,9%	0,3%	5,1%
	Higher	671	38,0%	36,8%	18,3%	0,1%	6,7%
Computer availability:	Yes	1780	26,5%	37,3%	30,2%	0,2%	5,8%
	No	1256	13,7%	33,2%	49,1%	0,0%	4,1%
Internet connection:	Yes	2520	23,7%	36,6%	33,9%	0,2%	5,5%
	No	516	8,6%	30,4%	58,4%	0,0%	2,6%
Level of income:	Less than 3000 MDL	915	8,3%	31,7%	57,8%	0,0%	2,2%
	3000-6000 MDL	647	13,3%	38,0%	44,3%	0,2%	4,3%
	Over 6000 MDL	956	35,8%	38,0%	20,0%	0,3%	6,0%

Table 76. When was your dwelling built?

		Number	Before 1991	After 1991	DK/NO
Total		3036	82,6%	12,8%	4,6%
Gender of the respondent:	Male	1252	81,1%	15,5%	3,4%
	Female	1784	83,9%	10,5%	5,6%
Age of the respondent:	18-29 years	551	69,8%	19,6%	10,5%
	30-44 years	769	79,3%	15,5%	5,1%
	45-59 years	697	82,8%	14,8%	2,4%
	60 -74 years	1019	92,9%	4,7%	2,4%
Residence area:	Urban	1416	79,0%	15,1%	5,9%
	Rural	1620	85,8%	10,8%	3,4%
Level of education:	Incomplete secondary	630	86,8%	8,1%	5,1%
	General secondary	607	84,5%	10,8%	4,7%
	Secondary vocational	1124	82,7%	12,6%	4,8%
	Higher	671	77,0%	19,4%	3,6%
Computer availability:	Yes	1780	79,3%	16,0%	4,6%
	No	1256	87,3%	8,2%	4,5%
Internet connection:	Yes	2520	80,7%	14,5%	4,8%
	No	516	92,1%	4,1%	3,8%
Level of income:	Less than 3000 MDL	915	89,9%	8,2%	1,9%
	3000-6000 MDL	647	88,4%	9,1%	2,5%
	Over 6000 MDL	956	75,1%	20,4%	4,4%

Table 77. 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		3036	76,0%	46,8%	12,7%	0,2%
Gender of the respondent:	Male	1252	76,5%	48,0%	13,0%	0,1%
	Female	1784	75,6%	45,8%	12,6%	0,4%
Age of the respondent:	18-29 years	551	85,5%	32,4%	8,1%	0,1%
	30-44 years	769	79,9%	39,3%	10,8%	0,4%
	45-59 years	697	72,3%	54,2%	15,4%	0,0%
	60 -74 years	1019	69,8%	56,4%	15,3%	0,3%
Residence area:	Urban	1416	91,7%	24,2%	4,0%	0,2%
	Rural	1620	62,0%	66,9%	20,6%	0,3%
Level of education:	Incomplete secondary	630	64,0%	59,0%	18,4%	0,4%
	General secondary	607	70,3%	49,9%	14,1%	0,0%
	Secondary vocational	1124	76,7%	48,4%	13,7%	0,1%
	Higher	671	90,7%	30,3%	5,0%	0,4%
Computer availability:	Yes	1780	83,3%	44,2%	8,8%	0,2%
	No	1256	65,3%	50,5%	18,5%	0,3%
Internet connection:	Yes	2520	80,6%	45,8%	10,5%	0,2%
	No	516	52,1%	51,8%	24,4%	0,2%
Level of income:	Less than 3000 MDL	915	56,5%	59,0%	20,8%	0,1%
	3000-6000 MDL	647	75,2%	56,4%	12,5%	0,2%
	Over 6000 MDL	956	89,6%	34,8%	7,3%	0,0%

Table 78. Is your household connected to a sewer system?

		Number	Centralized sewerage system	Local / own sewerage system	It is not connected	DK/NO
Total		3036	34,4%	43,0%	22,0%	0,5%
Gender of the respondent:	Male	1252	34,3%	43,1%	22,3%	0,3%
	Female	1784	34,6%	42,9%	21,8%	0,7%
Age of the respondent:	18-29 years	551	53,8%	32,6%	12,7%	1,0%
	30-44 years	769	44,8%	38,3%	16,3%	0,6%
	45-59 years	697	23,7%	50,2%	25,8%	0,3%
	60 -74 years	1019	21,8%	47,8%	30,1%	0,3%
Residence area:	Urban	1416	69,2%	22,1%	8,1%	0,6%
	Rural	1620	3,4%	61,7%	34,5%	0,4%
Level of education:	Incomplete secondary	630	18,8%	47,1%	33,3%	0,8%
	General secondary	607	29,3%	38,9%	31,6%	0,3%
	Secondary vocational	1124	31,4%	48,9%	19,5%	0,3%
	Higher	671	58,2%	33,1%	8,0%	0,7%
Computer availability:	Yes	1780	41,6%	42,8%	15,1%	0,5%
	No	1256	23,9%	43,3%	32,3%	0,5%
Internet connection:	Yes	2520	37,6%	44,7%	17,2%	0,5%
	No	516	17,7%	34,2%	47,8%	0,4%
Level of income:	Less than 3000 MDL	915	13,8%	40,4%	45,5%	0,3%
	3000-6000 MDL	647	23,6%	55,1%	20,9%	0,3%
	Over 6000 MDL	956	54,6%	38,5%	6,8%	0,2%

Table 79. 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		3036	60,4%	63,9%	0,4%	0,4%
Gender of the respondent:	Male	1252	61,6%	65,0%	0,4%	0,3%
	Female	1784	59,5%	63,0%	0,3%	0,4%
Age of the respondent:	18-29 years	551	74,9%	43,3%	0,6%	0,5%
	30-44 years	769	66,6%	53,2%	0,4%	0,4%
	45-59 years	697	56,0%	75,4%	0,0%	0,3%
	60 -74 years	1019	49,7%	77,1%	0,4%	0,4%
Residence area:	Urban	1416	85,5%	30,0%	0,5%	0,3%
	Rural	1620	38,1%	94,1%	0,2%	0,5%
Level of education:	Incomplete secondary	630	41,1%	80,9%	0,3%	0,6%
	General secondary	607	50,7%	67,5%	0,9%	0,3%
	Secondary vocational	1124	61,9%	68,4%	0,2%	0,2%
	Higher	671	84,1%	38,3%	0,3%	0,5%
Computer availability:	Yes	1780	72,2%	57,4%	0,2%	0,3%
	No	1256	43,1%	73,5%	0,6%	0,6%
Internet connection:	Yes	2520	66,5%	60,4%	0,4%	0,4%
	No	516	28,3%	82,3%	0,4%	0,2%
Level of income:	Less than 3000 MDL	915	33,4%	85,6%	0,4%	0,2%
	3000-6000 MDL	647	54,8%	76,0%	0,3%	0,0%
	Over 6000 MDL	956	82,0%	44,5%	0,5%	0,1%

Table 80. Please tell us what is the type of heating in your household?

		Număr	Central heating	Autonomous heating	We have no heating	DK/NO
Total		3036	20,3%	74,4%	4,6%	0,6%
Gender of the respondent:	Male	1252	19,8%	74,8%	5,0%	0,4%
	Female	1784	20,8%	74,1%	4,3%	0,8%
Age of the respondent:	18-29 years	551	35,4%	61,6%	2,1%	0,9%
	30-44 years	769	27,2%	68,4%	3,6%	0,8%
	45-59 years	697	12,7%	81,0%	5,8%	0,6%
	60 -74 years	1019	10,9%	82,4%	6,3%	0,4%
Residence area:	Urban	1416	42,3%	54,1%	3,0%	0,6%
	Rural	1620	0,7%	92,5%	6,1%	0,7%
Level of education:	Incomplete secondary	630	10,8%	82,4%	6,3%	0,4%
	General secondary	607	20,5%	72,9%	6,0%	0,6%
	Secondary vocational	1124	17,0%	77,7%	4,8%	0,5%
	Higher	671	34,1%	63,3%	1,6%	1,0%
Computer availability:	Yes	1780	24,3%	72,4%	2,7%	0,7%
	No	1256	14,5%	77,4%	7,6%	0,6%
Internet connection:	Yes	2520	22,6%	73,0%	3,7%	0,7%
	No	516	8,2%	81,9%	9,5%	0,4%
Level of income:	Less than 3000 MDL	915	6,0%	87,1%	6,6%	0,3%
	3000-6000 MDL	647	12,3%	81,7%	5,6%	0,3%
	Over 6000 MDL	956	35,7%	63,1%	1,0%	0,1%

Table 81. 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		2267	32,4%	76,7%	1,2%	0,0%	0,1%
Gender of the respondent:	Male	943	35,1%	77,2%	1,6%	0,1%	0,2%
	Female	1324	30,1%	76,2%	0,8%	0,0%	0,1%
Age of the respondent:	18-29 years	338	41,4%	65,1%	2,2%	0,0%	0,8%
	30-44 years	525	34,7%	72,6%	1,2%	0,0%	0,0%
	45-59 years	565	30,3%	80,7%	0,9%	0,2%	0,0%
	60 -74 years	839	28,4%	81,8%	1,0%	0,0%	0,1%
Residence area:	Urban	769	63,4%	46,5%	1,9%	0,0%	0,4%
	Rural	1498	16,3%	92,4%	0,8%	0,1%	0,0%
Level of education:	Incomplete secondary	518	16,0%	89,4%	0,7%	0,0%	0,3%
	General secondary	445	22,2%	83,6%	0,5%	0,2%	0,0%
	Secondary vocational	875	34,8%	76,4%	1,0%	0,0%	0,1%
	Higher	427	56,8%	55,3%	2,8%	0,0%	0,2%
Computer availability:	Yes	1292	41,4%	71,4%	1,6%	0,0%	0,1%
	No	975	20,0%	84,0%	0,6%	0,1%	0,2%
Internet connection:	Yes	1843	36,4%	74,0%	1,3%	0,0%	0,1%
	No	424	13,6%	89,1%	0,6%	0,3%	0,2%
Level of income:	Less than 3000 MDL	794	16,8%	87,0%	0,6%	0,1%	0,1%
	3000-6000 MDL	526	30,2%	78,9%	0,9%	0,0%	0,0%
	Over 6000 MDL	604	49,1%	64,7%	1,8%	0,0%	0,3%

