

Citizens' perception, uptake and support for the
e-Transformation of Governance in the
Republic of Moldova
(2014)

Chisinau 2014

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Summary

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

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

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

The level of households' access to computers defined by the share of households that own at least one computer is of 67% and it has recorded a rising trend over the years. The average number of computers per household is 1.1 units. However, some of the households surveyed proved to have 4 to 5 computers.

A positive dynamic is also witnessed with reference to the share of households connected to Internet, which in 2014 constituted 66%, compared to 62% in 2013 and 53% in 2012. 46% of households have ADSL connection, 26% - optical fiber, 11%- 3G networks and 7% - Wi Fi connection.

The share of households that over the past 12 months used computers, regardless of the venues where they accessed them from constituted 67%, i.e. increased by 12 percentage points (pp.) compared to 2012.

The share of households that used Internet over the past 12 months, regardless of where they accessed it from was of 67%, also recording an increase compared to previous years (10 pp. compared to 2012). In case of some groups of people, the level of accessing Internet was higher than its availability in the household, the Internet being used in places other than their domicile/residence.

The share of Internet users who accessed the Internet over the past 12 months at least once a day is of 72% and at least once a week-20%.

Twenty five percent of Internet users spend four hours or more browsing the Internet.

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

Using online resources of government institutions over the past 12 months

There has been growing interest towards the government institutions' webpages. The share of the Internet users who visited at least one webpage (one website) of government institutions is of 30%, versus 22% in 2013 and 16% in 2012. The share of population which over the past 12 months has visited the Government's website (www.gov.md) at least once constitutes 15%. Around 20% of them have accessed the same webpage ten times or more.

The share of the population which over the past 12 months has visited at least one of the online services trends low and remains stable (of 7%). To access the online services, around 97,5% of the citizens use computers while other 2,5% - their mobile phones.

Knowledge and understanding of the e-Governance concept

Population's knowledge and understanding of the e-Governance concept remained stable and has been appreciated by the average grade of 2.3 on a scale from 1 (no knowledge) to 6 (very familiar). About 15% of the respondents are well acquainted with this notion and awarded grades of 5 and 6.

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

Using a scale from 1 (no knowledge) to 6 (very familiar) and representing the grade of assessment of the personal level of knowledge of the e-Governance advantages / benefits, people graded the degree of significance with 2.5. points.

On a scale from 1 to 6, where 1 meant „not important” and 6 – „very important”, the significance of implementing e-Governance was rated by people with 4.2 points. Overall, 45% of respondents rated this by 5-6 grades.

The level of the e-Governance support by the population was graded with 4.6 points using the same scale from 1 to 6. The share of the population who awarded the maximal grades of 5 and 6 within this study is of 49%.

Over 65% of the respondents have declared their willingness to use online public services rendered in the online regime, via computer and over 50% - via mobile phones. On a scale from 1 to 6, they gave ratings higher than 3 points. The average indicated note was 4.1 points.

The level of confidence in that the quality of online services accessed via computers or mobile phones will correspond to their expectations were rated by an average mark of 3.9 on a scale from 1 (don't believe) to 6 (fully believe).

41% of respondents would recommend use of the online public services indicating an average of 4.1 points, on a scale from 1 to 6, where 1 means “I would not recommend” and 6 “I would definitely recommend”.

28% of respondents are confident that they would certainly obtain (grades of 5 and 6 were awarded on a scale from 1 to 6, where 1 stands for „lack of confidence” and 6 – for „full confidence”) the public service they have requested online (via computer or mobile phone). Overall, the level of confidence equals to 3.5 points.

On a scale from 1 (not confident) to 6 (fully confident), the level of confidence in the fact that the requested online public service will be provided in safety was graded with an average of 3.0 points, while 18% of respondents rated the level of safety with 5 and 6.

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

In the past 12 months preceding the study, around 30% of respondents requested public services, representing the same share recorded in the previous study conducted.

In 84% of cases, respondents have indicated that they came to the premises of the institutions at all stages to benefit from the public service. Twelve percent of respondents accessed the services via Internet (using computers or mobile phones) for certain steps / procedures and later physically reached the office of the relevant institution to finalize the procedure of getting the service and 4% fully used the online service.

The share of the respondents satisfied with the quality of electronic public services counted for **66.3%**. On a scale from 1 to 6, where 1 stands for „dissatisfied”, and 6 – for „satisfied”, they appreciated with grades of 5 and 6 that they are fully satisfied with the quality of the requested services. Some 31% awarded the grades 3 and 4, representing the average level of satisfaction. The level of satisfaction regarding the public services delivered online is appreciated by the average rate of 4.8 points.

INTRODUCTION

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

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

The results of the study are aggregated into four chapters, as per the questionnaire applied. The analytical part contains data on the entire sampling, the key indicators are presented in dynamics using data of similar studies conducted in 2012 by IPP (Institute for Public Policy) and Magenta Consulting and by the Centre for Sociological Investigations and Marketing "CBS-AXA" in 2013, both at the request of the Center for Electronic Governance.

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

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

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

METHODOLOGY

- Sample size: 3005 respondents aged 16 years and older;
- Sample: stratified sampling, probability sampling, bistadial sampling;
- Stratification criteria: 13 geographic regions that coincide with the administrative territorial units before returning to districts, residential area (urban-rural), size of the cities/urban areas (two types), number of rural population (three types of rural areas).

Sampling:

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

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

Randomization stages:

I. Location: within the adjusted layers, the localities (179) were selected randomly using a table of random numbers.

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

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

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

Data collection period: 31 October - 18 November 2014. Interviews were conducted at respondents' residence. The questionnaire was drafted in Romanian and Russian, offering the respondents the opportunity to choose.

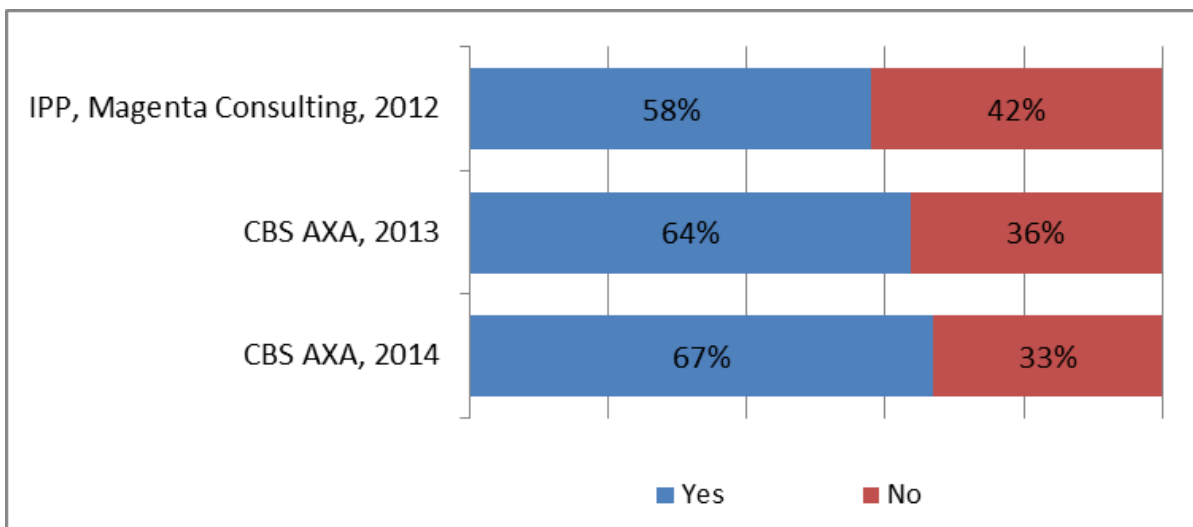
1. CITIZENS' ACCESS TO COMPUTERS AND INTERNET

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

1.1. Level of computer possession in households

According to this study, 67% of the respondents stated there is at least one computer in their household. As compared to the previous study, this share had a positive trend and increased by about 3 percentage points (pp) and by 9% compared to the study carried out in 2012 (Figure 1).

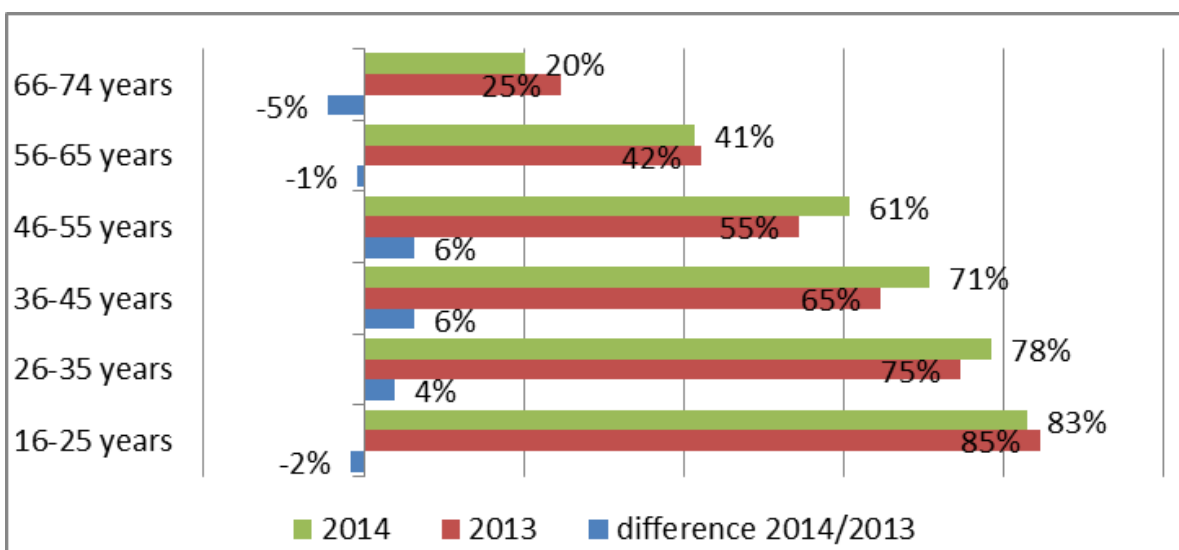
Figure 1. Level of computer possession in households, %



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

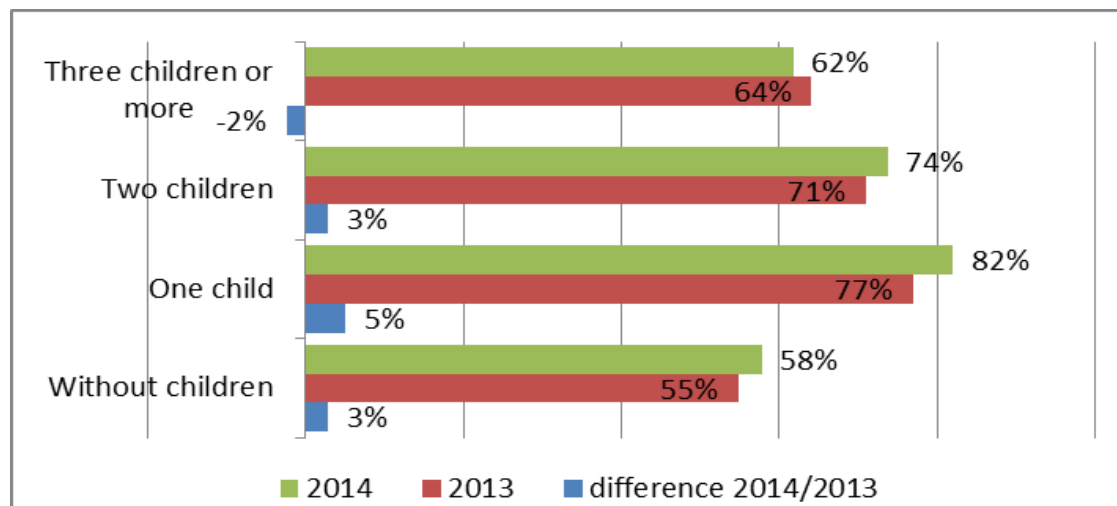
Compared to the previous year, the increase in the level of computer possession by the households was recorded in the age groups 26-35 years, 36-45 years and 46-55 years.

Figure 2. Level of household endowment with computers by age groups, %



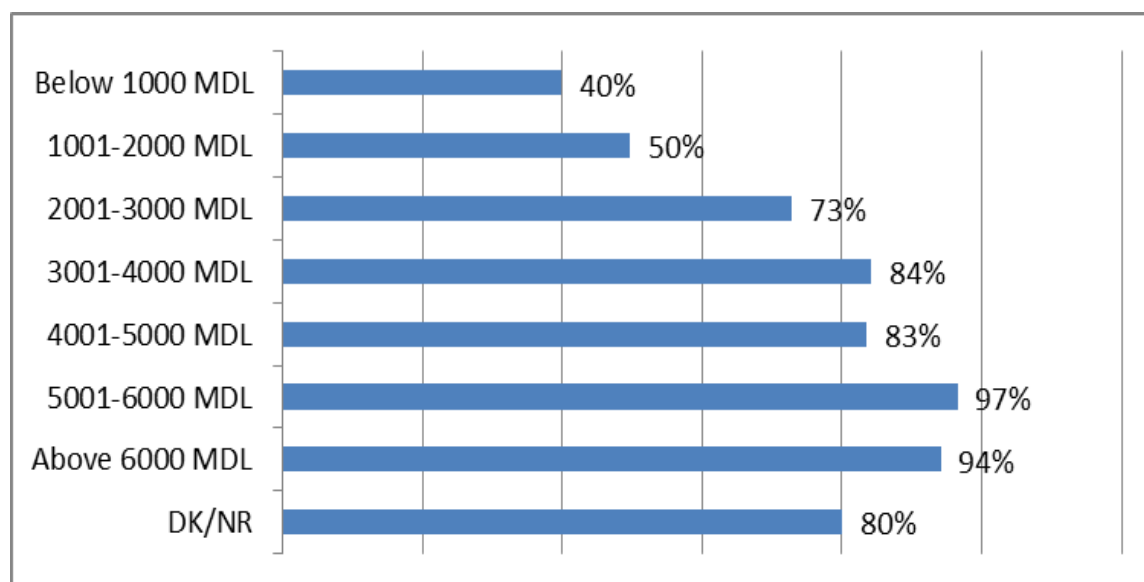
Families with children are fostered to a greater extent to purchase computers. At the same time, upon increase in the number of children, the share of respondents who declared they have computers diminished. Thus, the highest level of computer possession in households (82%) was recorded in households with one child (Figure 3), while the lowest level (58%) - in the households without children under 18 years. There have been observed upward trends in all types of households in the level of computer possessions in households, except for those with three children or more.

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



A correlation between the level of computer possession in households and the income of the families was attested. Thus, in households with an average monthly family income of up to 1000 MDL, the share of those who own computers is of 40% only, while for those with incomes of 3000 MDL and more, this share exceeds 80% (Figure 4).

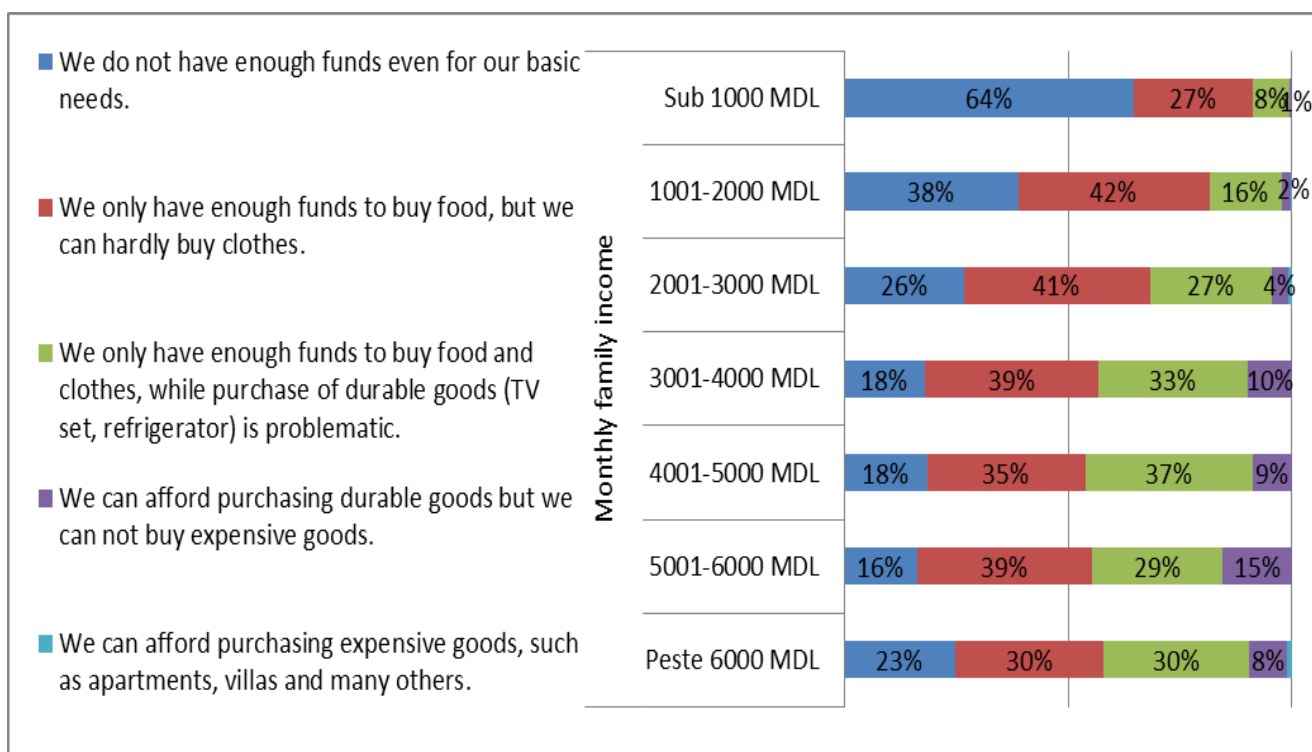
Figure 4. Level of computer possession in households by family income, %



The subjective perception of the population with respect to their level of welfare and their opinions about household's financial opportunities to purchase durable goods² is also important. The correlation between the perceived level of welfare and income categories to which respondents assign themselves can be noticed. About 64% of respondents with monthly income below 1000 MDL, 38% of those with incomes between 1001 and 2000 MDL and 26% of respondents earning 2001-3000 MDL said that the funds they get are not enough even for their basic needs and 27% and 42% and 41% respectively said they only have enough funds to buy food, but they could hardly buy clothes or durable goods or other expensive goods.

Only a very limited number of respondents from these groups indicated that they could afford purchasing of durable goods (just 1% -2%). The purchase of durable goods is also considered problematic by almost 1/3 of respondents with incomes between 3001 and 6000 MDL, while about 10% can afford purchase of durable goods, but not expensive ones (Figure 5).

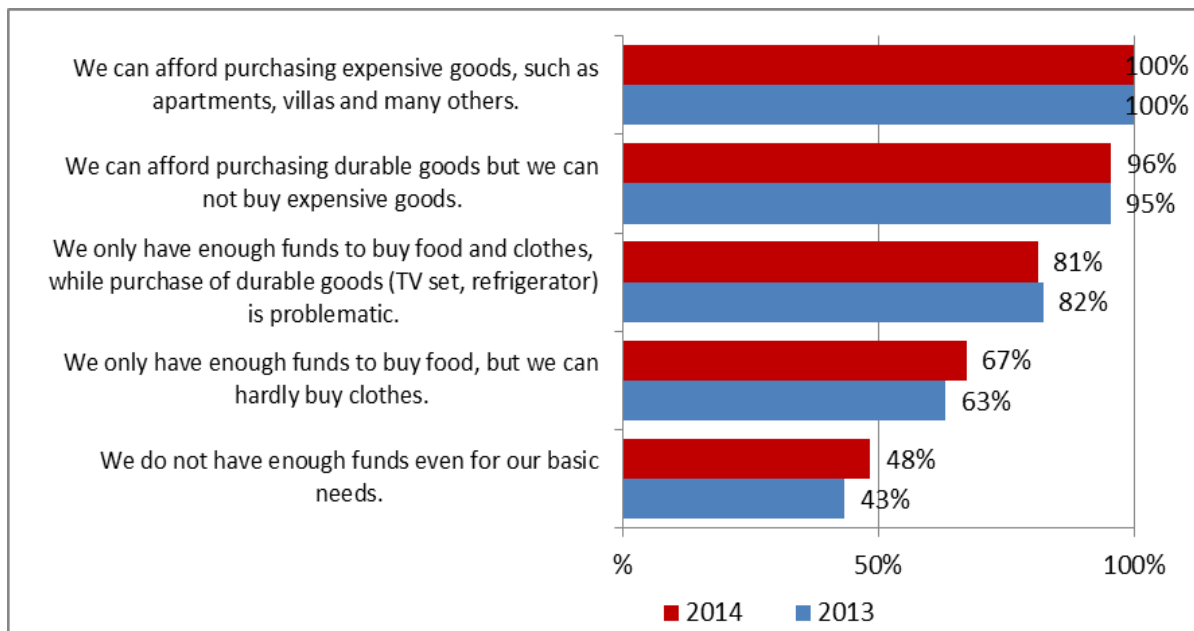
Figure 5. Correlation of the welfare level and family income categories, %



There is relatively small share of those who own computers among respondents who stated their income "is not enough even for their basic needs" (48%). Their share increases depending on the household's possibilities to cover expenses deemed necessary for their living, the same share being observed during the two consecutive years (Figure 6).

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

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

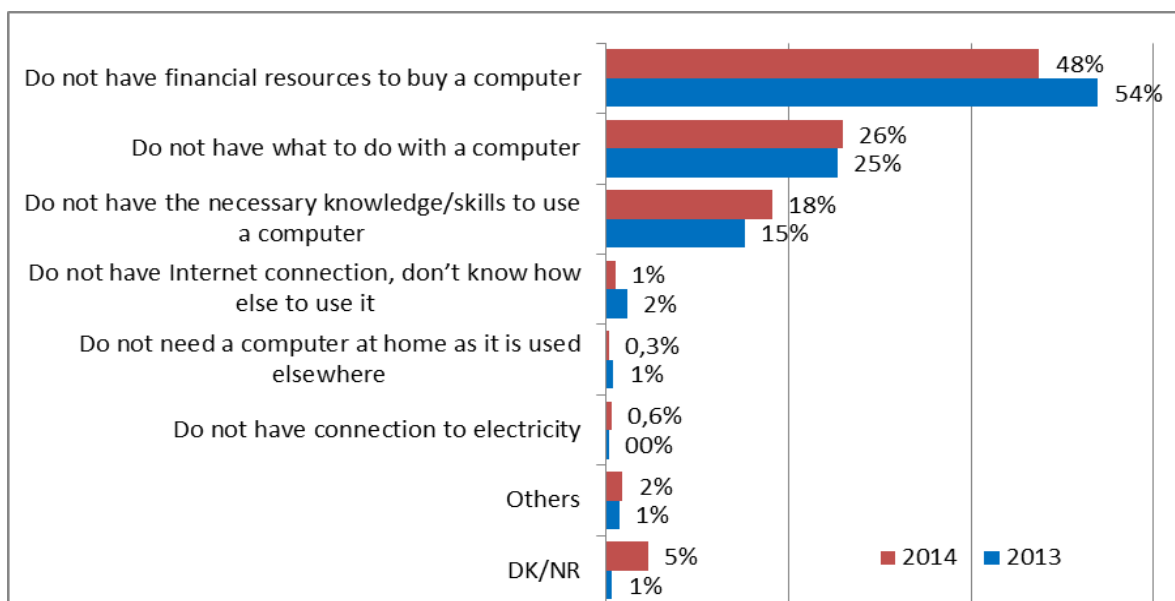


The level of computer possession in households depends on the area of residence. The share of households that own computers in rural areas is particularly low (58%) and records a difference of about 13 p.p., compared to urban areas and 28 p.p. - to Chisinau. It is also worth mentioning that there is a certain trend for this share to get higher, as compared to the previous study that recorded just 45% of households in rural areas owning computers in 2012 and 52% - in 2013. Also, there is a dependence between the level of computer possession by respondents and their educational degrees. The lowest level of computer possession was recorded among respondents with lower level of education (43%) and the highest one - among those with higher level of education (90%). Slight differences were recorded in the level of computer possession by gender, a very slight increased trend of over 70% being observed among male respondents versus 64% - among female ones (Table 1.1 in the Annex).

In general, the households have 1-5 computers each, and the average number of computers per household is 1.1 units. A more significant average of 1.2 computers per household was recorded among young respondents between 26-35 years, respondents with higher education, those with high incomes and the respondents from Chisinau. To mention that, an average of about 1.3 computers per household was recorded among *Leaders of public authorities at all levels* and of 1.4 – among *Administrative Officers* (Table 1.2 in the Annex).

The main reasons invoked by the respondents for the lack of computers in their households are similar to the ones, emphasized last year (Figure 7). Almost half of the respondents who do not have a computer in their households explained it by the lack of financial resources to purchase it, ¼ stated that they don't have anything to do with a computer, 18% of respondents do not have the necessary skills to use it, and about 1% -that they have no Internet connection and do not know what else it might be useful for. Other reasons given by less than 1% of respondents were: no need to have a computer at home as it is used elsewhere, lack of connection to electricity, the computer was given to someone else for use, the computer was damaged, the computer had to be purchased.

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

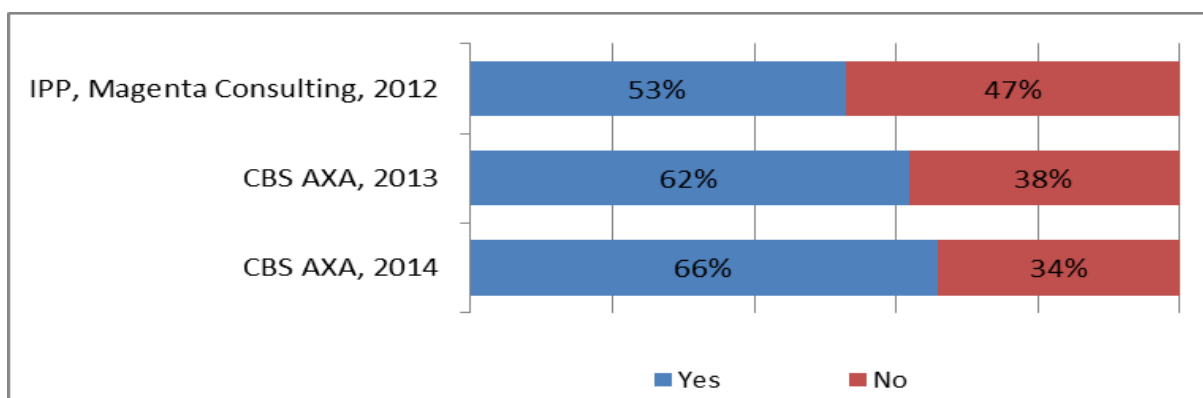


In over 60% of the households, the absence of computers is explained by respondents by the lack of financial resources to purchase it. Those were households with three or more children and young people between 26-35 years. Almost half of respondents that perceive themselves as families with low welfare (*We do not have enough funds even for our basic needs; We only have enough funds to buy food, but we can hardly buy clothes;*) mentioned lack of funds as the reason why they do not have a computer in their household and 47% of the most prosperous ones (*We can afford to buy durable goods, but we can not afford purchasing expensive goods*) stated they had nothing to do with a computer. Lack of knowledge needed to use a computer was stated as a reason mostly by elderly respondents over 66 years, counting for 35% (Table 1.3 in the Annex).

1.2. Household connection to Internet

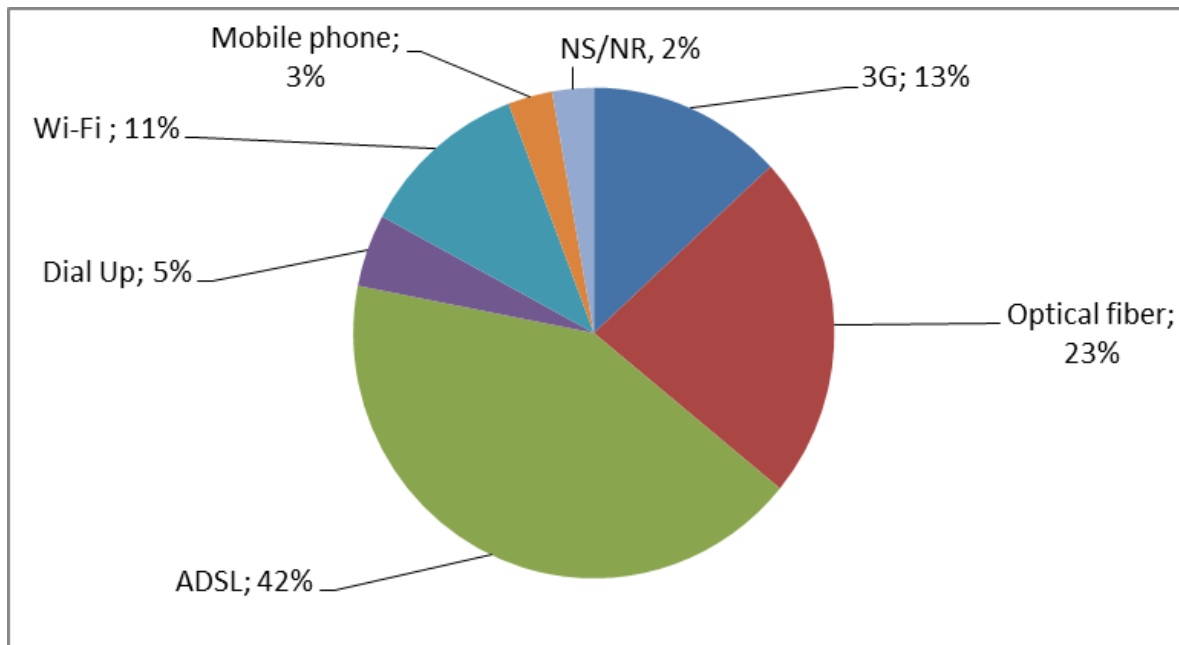
About 66% of respondents stated their households have their computers connected to Internet, which shows an increase of about 4 p.p., as compared to the previous study and by 13%, compared with the study conducted in 2012. The difference between the respondents who have their computers connected to Internet is of 1p.p. only. It is worth mentioning that in the previous study this difference was higher (2 p.p.) versus 5 p.p. recorded by the study performed in 2012, which also shows increased trend of the public access to the relevant services (Figure 8).

Figure 8. Household connection to Internet, %



Almost 42% of the households have Internet connection of ADSL type, ¼ - optical fiber and 13% of 3G (Figure 9). As compared to the previous studies (7% in 2013 and 3% in 2012), the current one registered increased share of respondents who said they have Wi-Fi connection (11%).

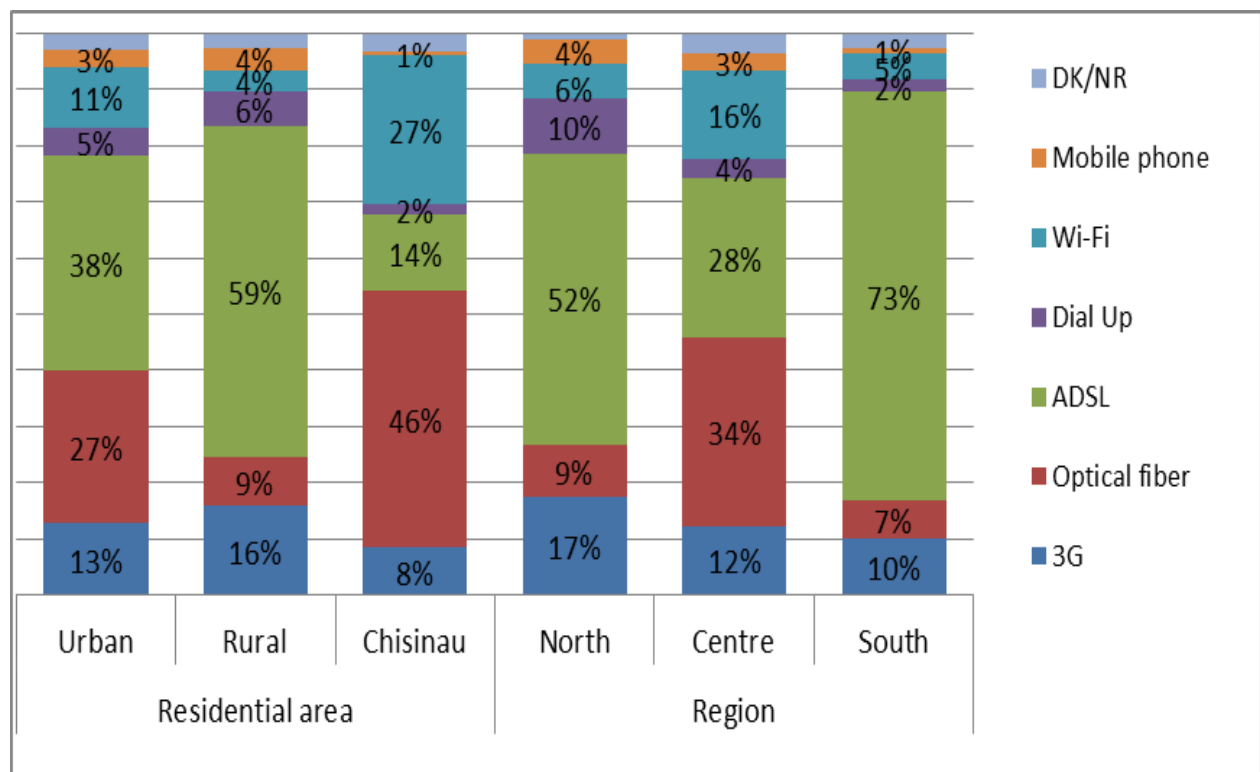
Figure 9. Type of Internet connection in households, %



Internet connection type is linked to both the residential area of the respondent and his/her region of the country. Thus, both in rural and urban areas, the most used connection is that of ADSL type (59% for rural areas and 38% for the urban ones). The most spread connection in Chisinau is through the optical fiber (46%). The second type of connection for the rural areas is 3G connection with 16% of respondents, while for the urban ones - the optical fiber with 27%. Twenty eight percent of households in Chisinau are connected to Internet via Wi-Fi (Figure 10).

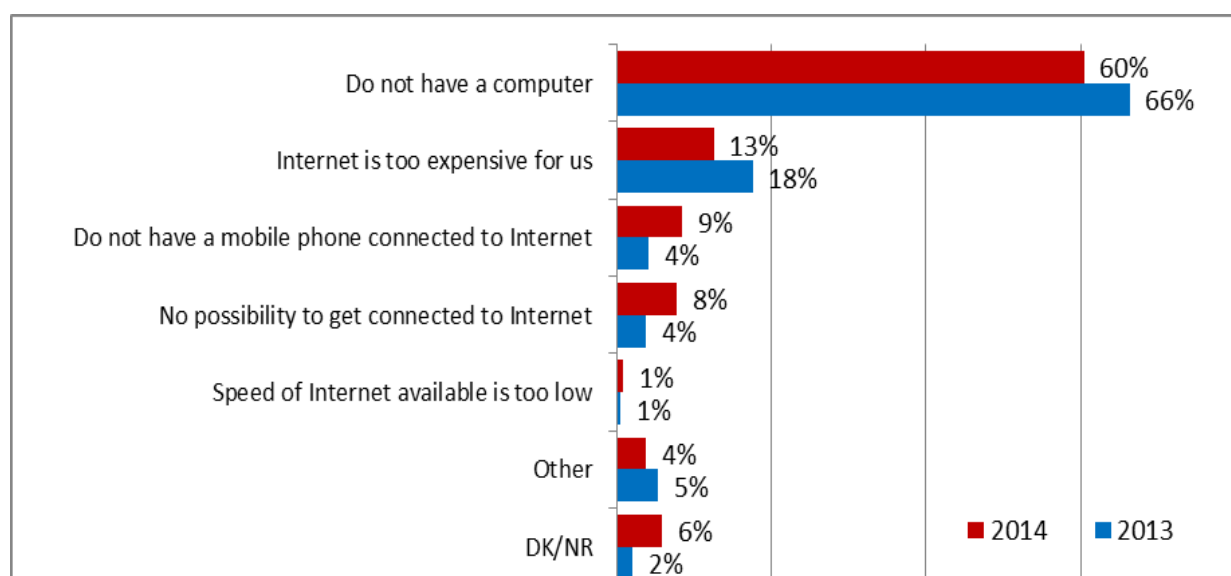
The ADSL connection is more common for the Southern part of Moldova (73%), followed by the Northern one with 52%. The 3G connection is ranked second in these areas accounting for 10% in the South and 17% in the North. One third of the population from the Central part of Moldova is connected to Internet through optical fiber, 28% using ADSL connection and 16% - WiFi.

Figure 10. Type of Internet connection in households, %



As mentioned by 60% of respondents, the main reason why their households are not connected to Internet is that they do not have computers. About 13% of those who do not have Internet connection reiterated that *the service is too expensive for them*. It can be noted that the share of respondents who mentioned these reasons has decreased compared to the previous year (Figure 11). Significant shares of respondents (about 9% and 8%) said *their mobile phones are not connected to Internet* and *there is no possibility to get connected to the service at their residential area* (Figure 11). About 1% of respondents invoked among other reasons the fact that the *available Internet speed is too low*.

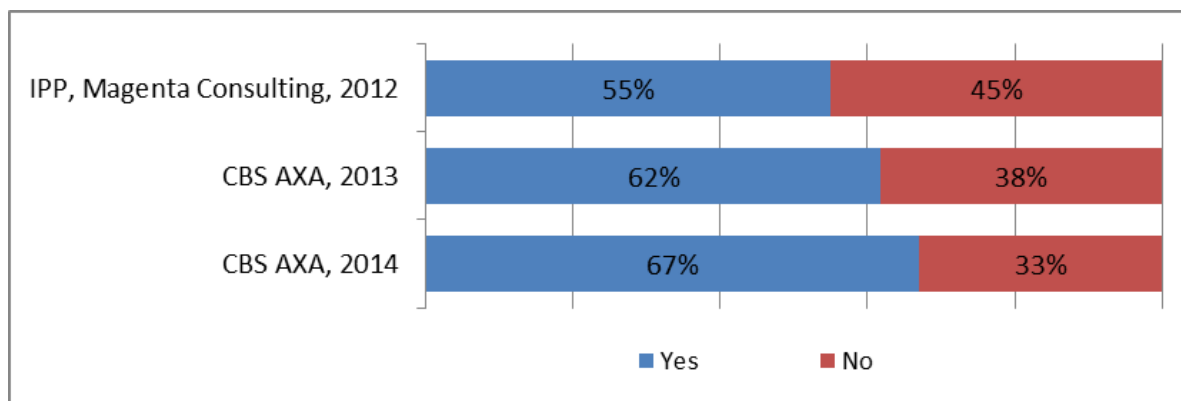
Figure 11. Reasons for the lack of Internet connection, %



1.3. Level of computer use

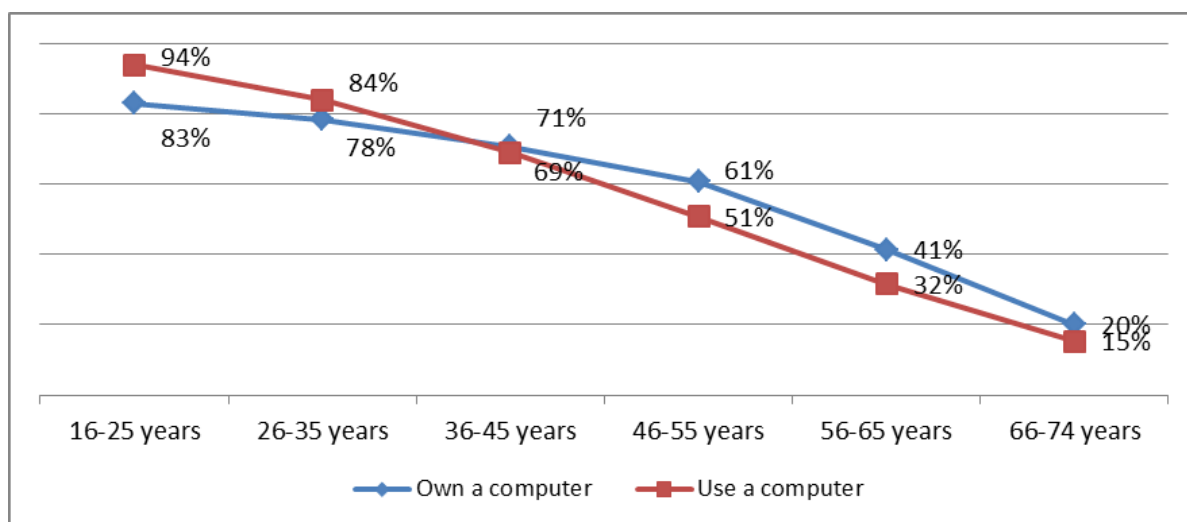
Almost the same share of respondents (67%) have used computers over the past 12 months compared to those who own them, regardless of the venue they accessed them from. It is worth mentioning that the level of computer use has increased by 5 p.p., compared to 2013 and by 12% - compared to the results of the study conducted in 2012 (Figure 12).

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



The level of computer use, as well as that of computer possession in households is directly linked to the age of the respondents. This trend is also confirmed by the 2013 study. At the same time, the share of young people who used a computer over the past 12 months exceeds the share of those groups that own a computer in their households, which leads to the conclusion that young people frequently use computers also outside their home (Figure 13). In case of groups of elderly respondents, the study revealed that they do not use a computer, even if there is one in their household.

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



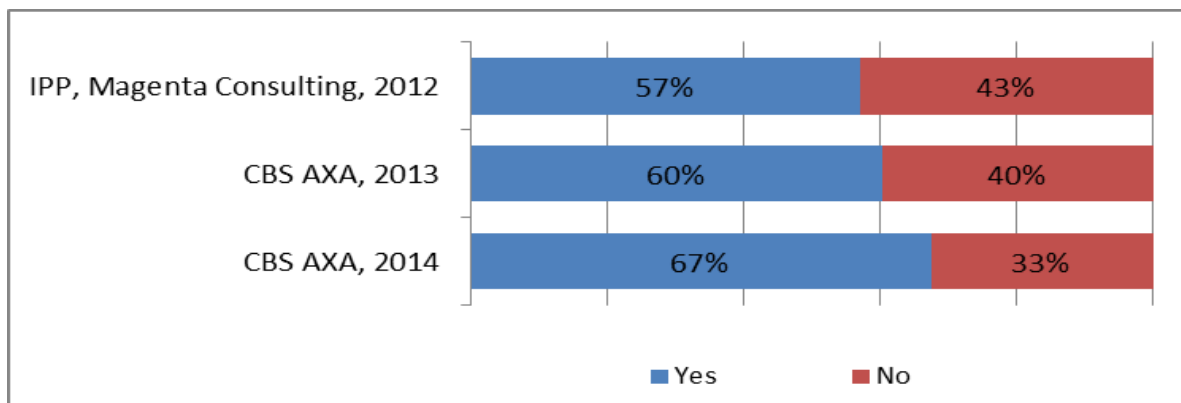
Computer use is also linked to the level of respondents' wealth and income. Thus, in case of respondents with incomes over 3,000 MDL per family, the share of those who used a computer over the past 12 months is of about 90%. The most active computer users are managers and highly qualified specialists, administrative clerks, migrants (90%); pupils / students (99%); people with higher education (92%) and residents of the capital city (86%). This exceeds the share of respondents from the mentioned

groups, who said they have a computer in their household. This leads to the assumption that the computer is used by the respondents either at workplace or education institution, or in places other than their households. For other social and demographic groups, the level of computer use during the investigated period is almost equal to or less than the number of those who own a computer in their household (Table 1.7 and Table 1.1. in the Annex).

1.4. Usage of Internet

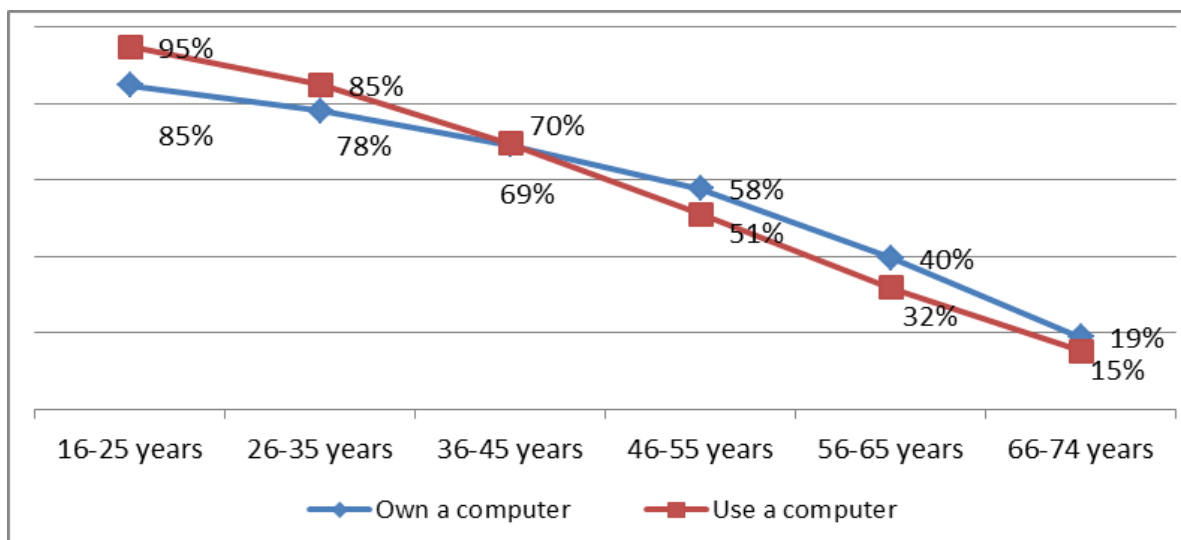
The survey reveals that about 67% of the respondents used the Internet over the past 12 months, regardless of the place it was accessed from. In comparison with the previous study, the increase is significant and constitutes 7% compared to the previous study and 10%, compared to the one conducted in 2012 (Figure 14).

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



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

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

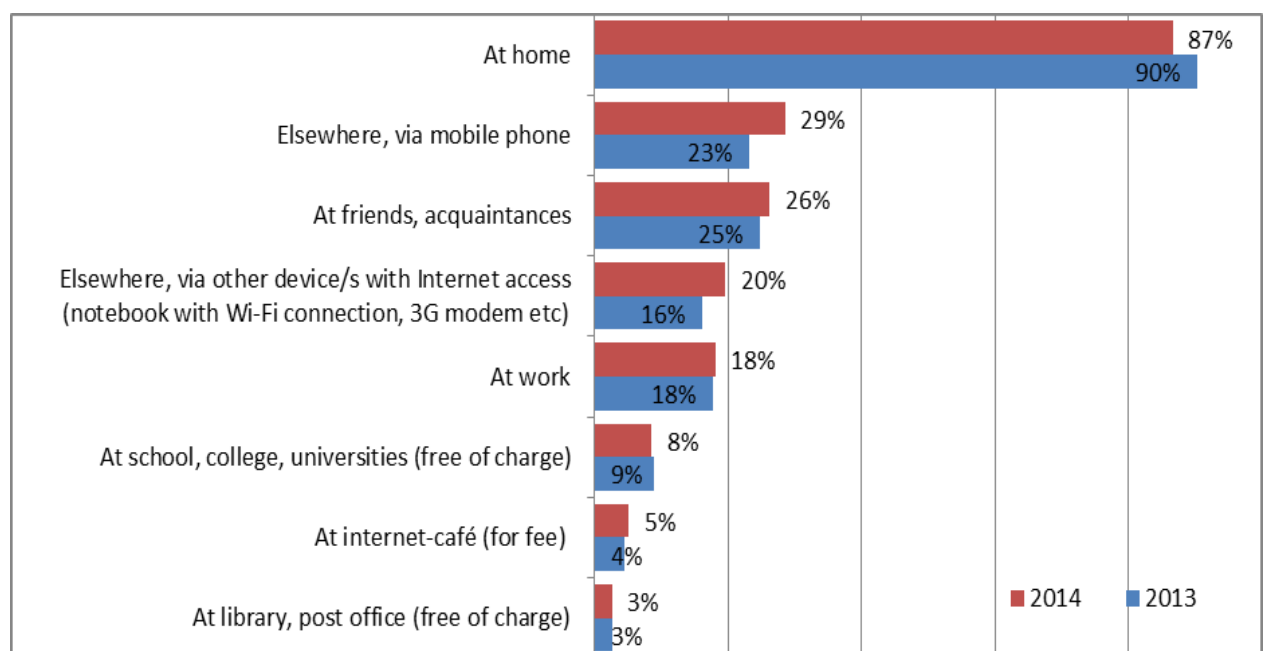


For some population groups, Internet usage exceeds its availability in households (by over 90%) and recorded higher quotas among young respondents under the age of 35, administrative clerks, pupils and students, housekeepers, migrants and respondents with a low level of education. Less use the Internet people over 45 years, heads of public authorities at all levels, pensioners/retired persons, even if they have connection to it (Table 1.8 and Table 1.4 in the Annex).

Most respondents indicated that they had accessed the Internet from home (87%) over the past 12 months and about ¼ of them accessed it from other venues via mobile phone or from their friends or acquaintances. Some 1/5 of them used various mobile devices in other locations for this purpose or used the Internet at their workplaces (Figure 16). There is an upward trend in the access to Internet via mobile equipment. The share of respondents who used the Internet via mobile phone or other device with Internet access recorded growing trends, compared to the previous study.

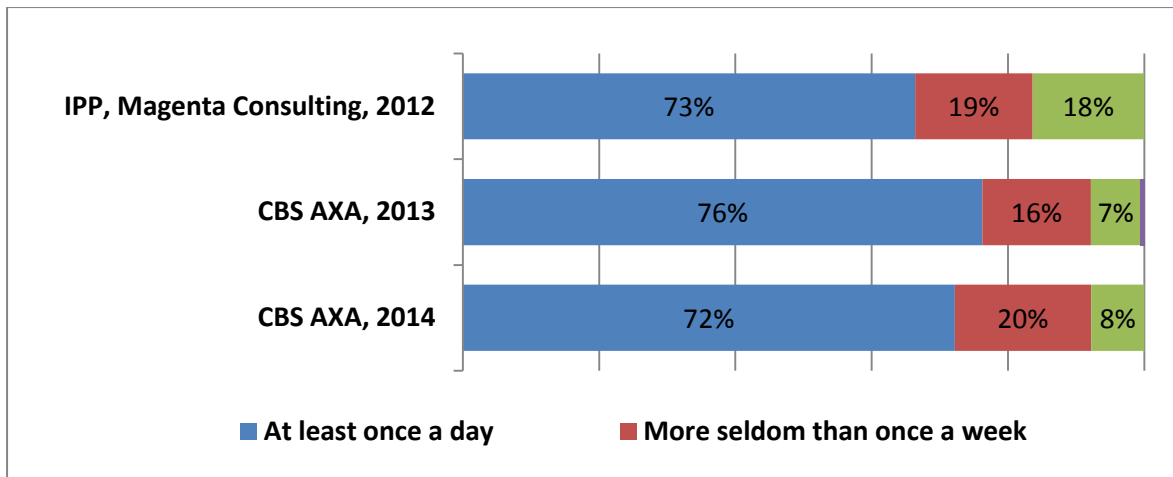
To mention that pupils / students accessed the Internet resources via all possible methods. Thus, in addition to those 98% of respondents who accessed the Internet in the household, over 40% of them stated they had used the online service from their friends or acquaintances, at their education institution; 54% - elsewhere using mobile phones; 45% - other mobile device with Internet access in the capital city, in comparison with other cities and rural areas: in Chisinau, 40% of respondents accessed the Internet via mobile phone and 27% - through other relevant mobile device. Also, it is worth to mention that men mostly used mobile devices to access the Internet than women, the difference between the shares of those who stated that accounting for 5 p.p. (Table 1.9 in the Annex).

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



The frequency of Internet usage remained almost the same, as compared to the previously conducted studies. About 3/4 of respondents stated they used the Internet at least once per day, while 20% - once a week(Figure 17).

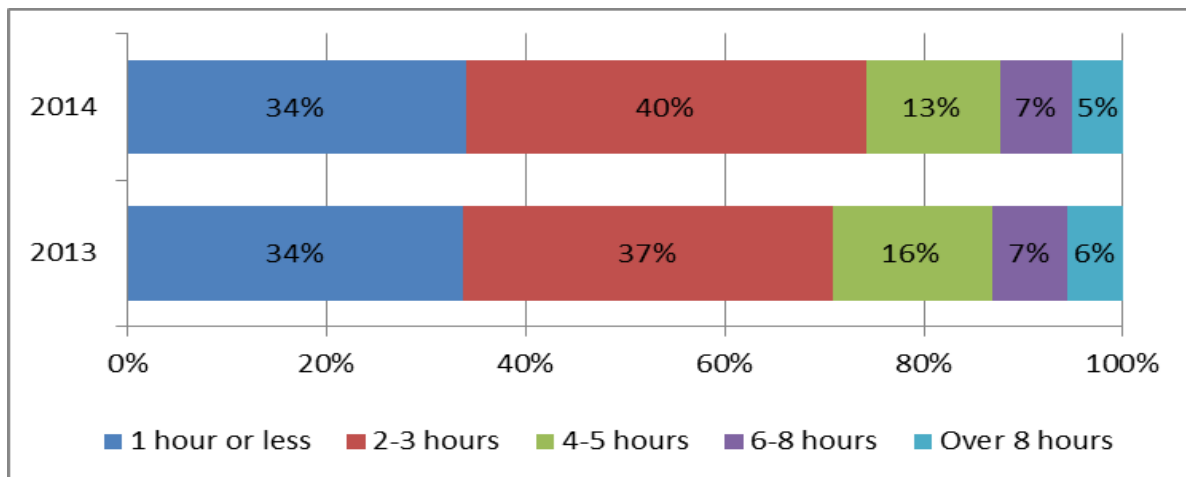
Figure 17. Frequency of Internet use over the past 12 months, %



The frequency of Internet use correlates directly with the respondents' age: about 84% of young people between 18-25 years versus only 49% of those over 65 years use the Internet at least once a day. At least once a day the Internet was accessed by 87% of highly qualified specialists, 88% of pupils / students, as well as over 80% of respondents with higher levels of wealth and those with incomes over 5000 MDL per family, 86% people with higher education and those from Chisinau dwellers (Table 1.10 in the Annex).

Overall, the length of Internet sessions did not change essentially. As in the previous study, about 34% of Internet users stated they spend one hour or less browsing the Internet (Figure 18).

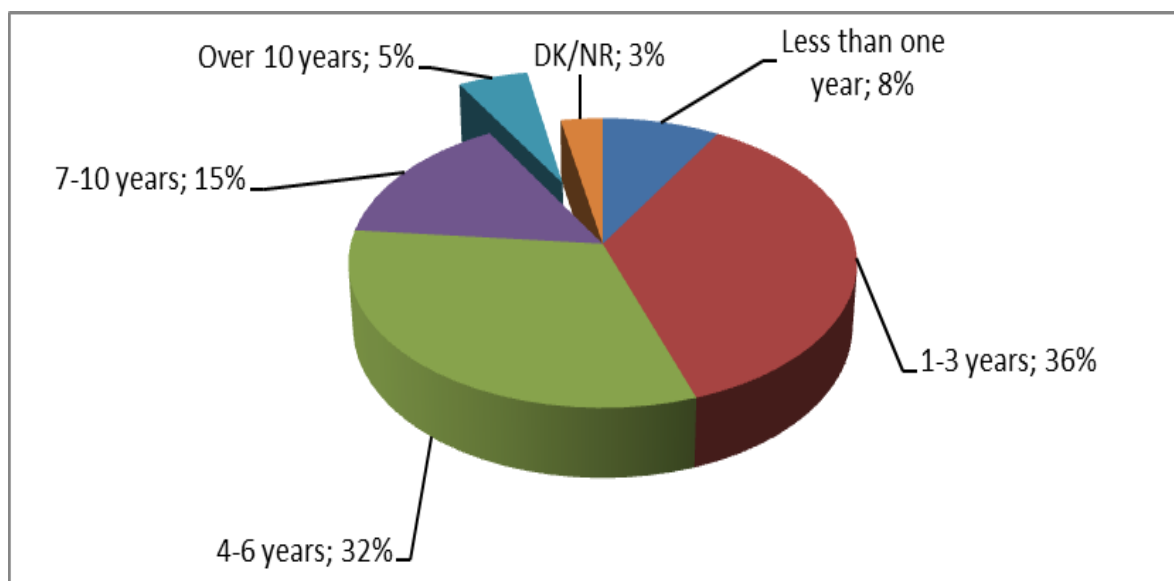
Figure 18. Internet browsing time, %



Almost half of pupils / students (48%) spend their time in Internet for four hours or more, 40% out of them are young people aged 16-25, 30% of the male respondents in households without children, 32% of specialists with high or medium qualifications, 33% of people with higher education, 40% of people with family incomes of over 5000 MDL, people with higher education, respondents from the city of Chisinau (Table 1.11 in the Annex). Internet users over 55 and retired respondents/pensioners prefer to brows the Internet for an hour or less. This time has been communicated by 60% of the respondents of the mentioned groups.

A quite large experience of using Internet was recorded among the respondents – 52% of them use this service for four years or more, and 5% - for more than 10 years (Figure 19).

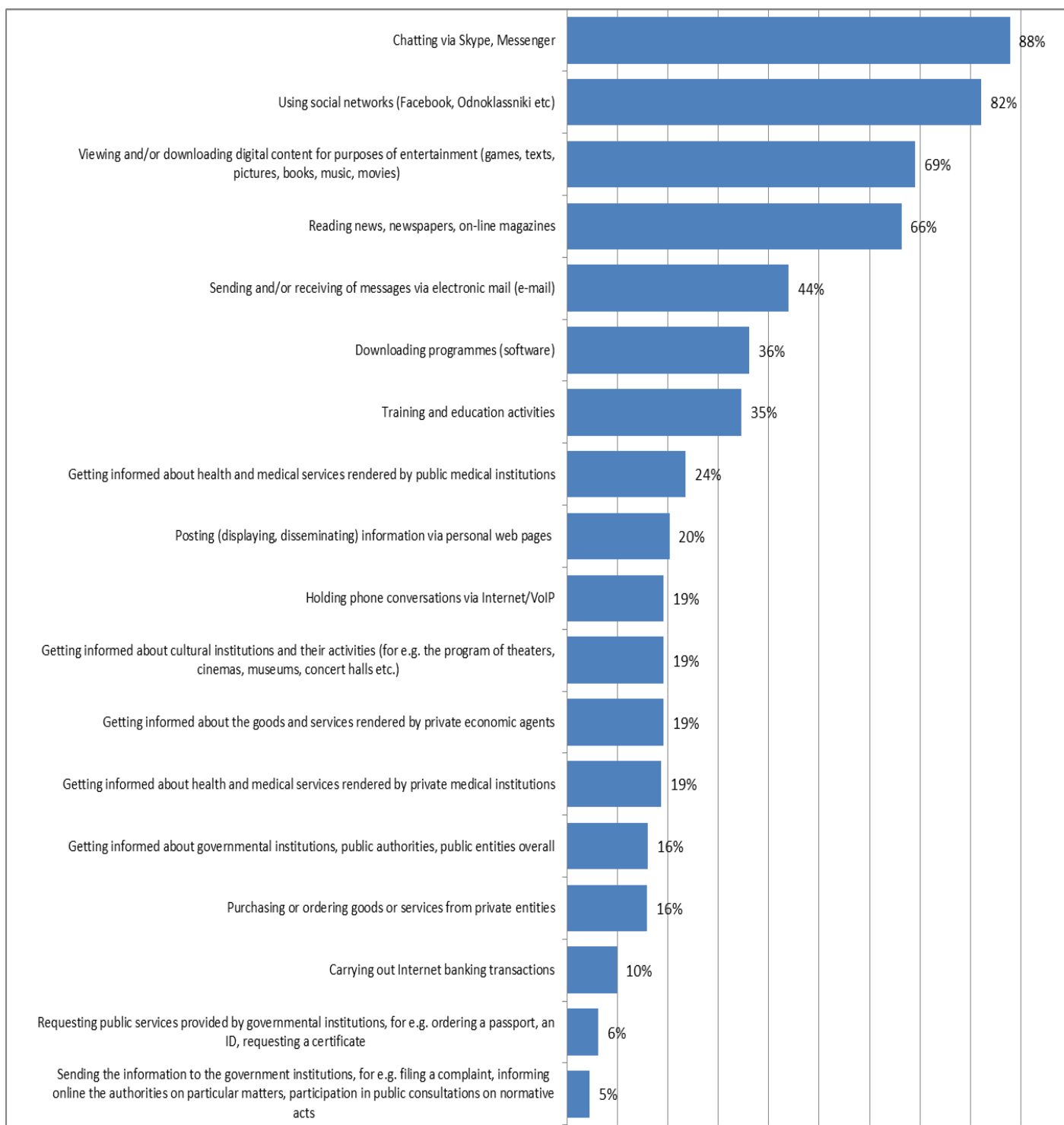
Figure 19. Experience of Internet use, %



The shares exceeding 10% in the category of Internet users with over 10 years of experience is recorded among persons aged 66 years or more. They are managers at all levels and highly qualified specialists, administrative clerks, migrants, people with incomes over 6000 MDL per family, people with high level of education and those from Chisinau dwellers. It is worth mentioning that about 60% of rural respondents use the Internet for three years or less (Table 1.12 in the Annex).

Internet is used mainly for socializing and communication. The services rendered to the customers by various structures/bodies, including by public authorities are used less, the share of positive responses remained almost at the same level, as in the previous study. Thus, over 80% of the Internet users indicated on making use of chats when being online, using social networks. About 70% of the respondents use the Internet for entertainment, for reading the online newspapers and magazines, nearly half of them use e-mails and about one third of respondents use the Internet for capacity building related activities - downloading softwares and accessing training and education activities/courses. Just 10% of respondents stated they perform Internet banking transactions and even fewer (6%) require certain services offered by government institutions (Figure 20).

Figure 20. Purposes for Internet use, %



The online public services were requested by managers of different levels (21%), highly qualified specialists (13%) and by respondents with incomes over 5000 MDL (17%), people with high level of education (13%) and those from Chisinau dwellers (13%) (Table 1.13 in the Annex).

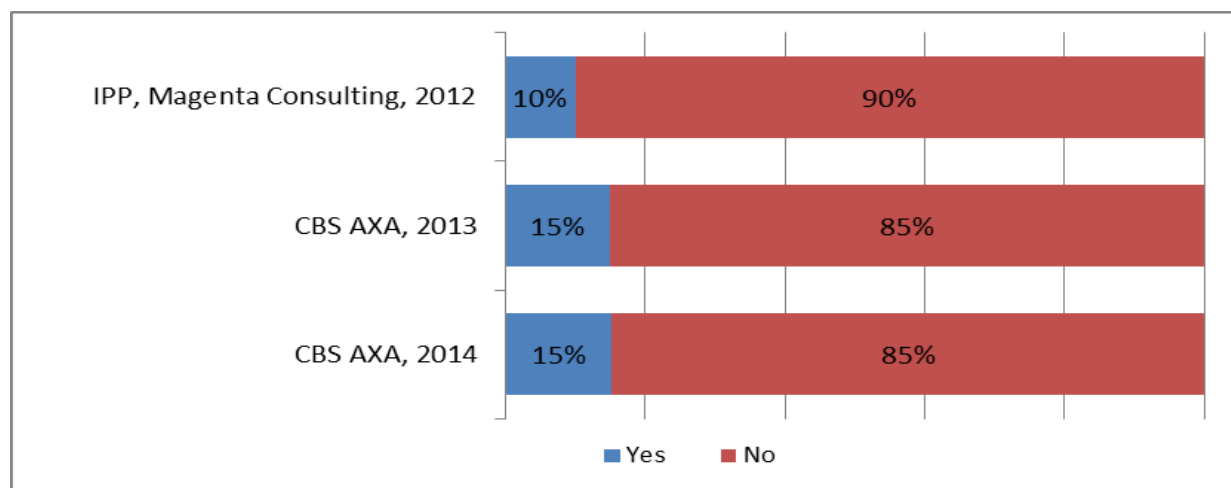
2. USAGE OF ONLINE RESOURCES OF MINISTRIES AND OTHER CENTRAL ADMINISTRATIVE AUTHORITIES SUBORDONATED TO THE GOVERNMENT

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

2.1. Accessing the website of the Government

The study reveals that the share of people who access the website of the Government is a stable one. Some 15% of the respondents stated that they accessed the webpage of the Government (www.gov.md) at least once (Figure 21).

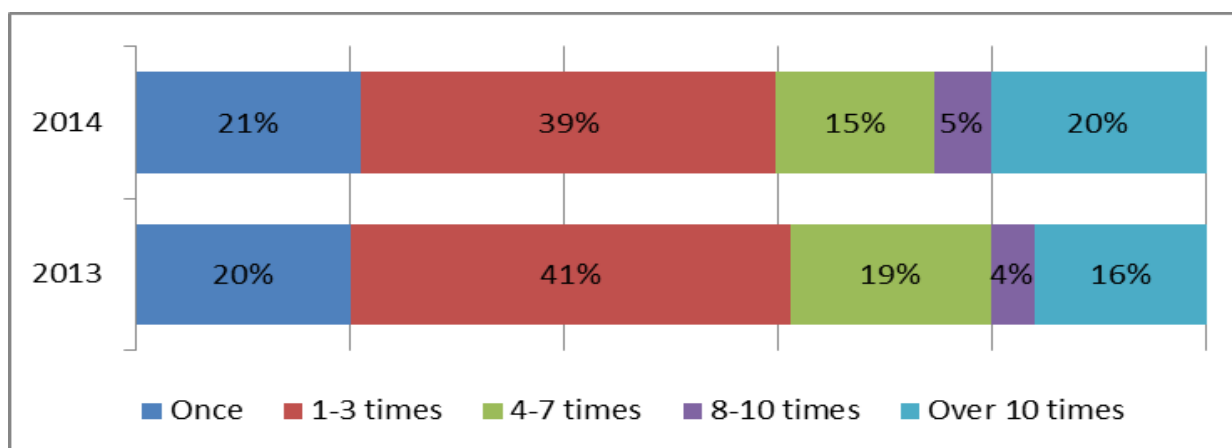
Figure 21. Accessing the website of the Government, %



The website of the Government was accessed by 40% of the managers at all levels, highly qualified professionals, administrative clerks/staff and 1/3 respondents with higher education. Also, the webpage of the Government was of interest for about 22% of pupils / students and 27% of users residing in Chisinau. There is a direct correlation between the perceived welfare by the households and the level of accessing that page. Thus, the share of respondents who said their family monthly income is 3000 MDL or below scores less than 10%, while those with a monthly income above 3,000 MDL - over 20% (Table 1.14 in the Annex). To mention that similar to the previous study, the respondents from rural areas reported very low level of accessing the site, with a share of 9% only.

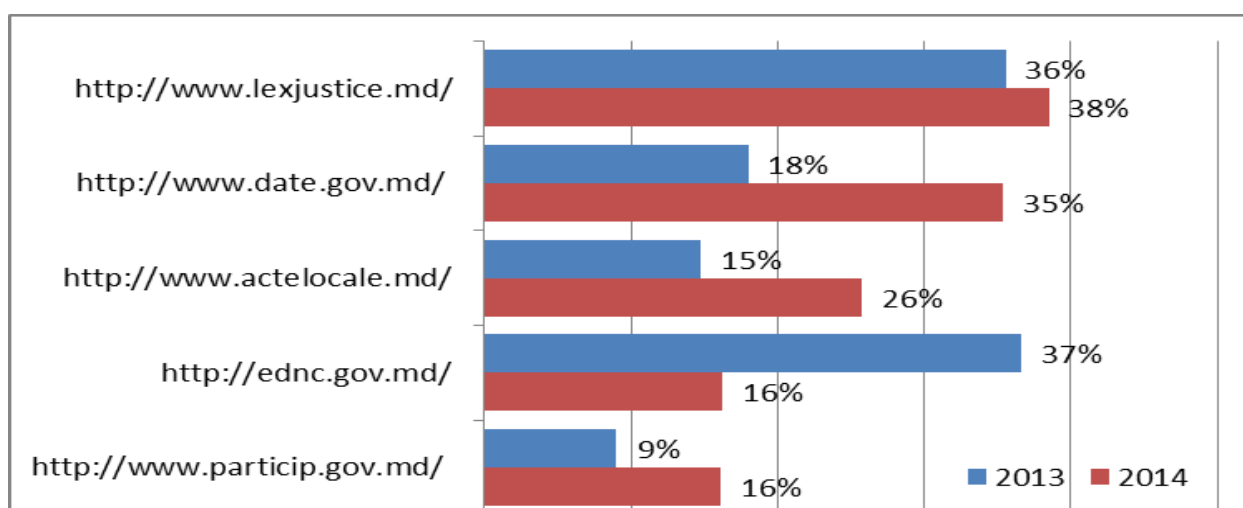
The frequency of using the website of the Government recorded slight upward trend. In 2014, almost 25% of respondents that reported they had used the website of the Government over the past 12 months, have accessed it eight times or more (Figure 22 and Table 1.15 in Annex), and about 20% - more than ten times. The figures for 2013 were 20% and respectively - 16%.

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



In the context of web pages / portals containing normative/legal acts, Government data open for public consultations on normative/legal acts etc, there is a relative increase in accessing it compared to 2013, except for <http://ednc.gov.md/> webpage (Normative e-Database in Constructions), accessed by a share of respondents ranging from 16% to 38% (Figure 23), to mention that the share of accessing the webpage <http://www.date.gov.md/> doubled compared to the previous year.

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

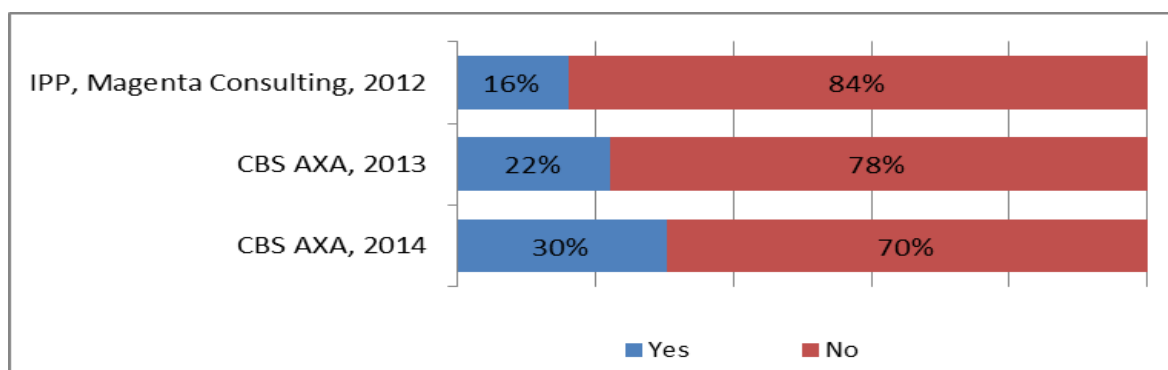


Details with respect to the profile of respondents that stated they had visited those pages can be found in the Table 1.16 in the Annex.

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

Accessing the webpages of the government institutions has a rising trend. About 30% of respondents stated that over the past 12 months they accessed at least one webpage (website) of a Government institution, exceeding the data recorded in the previous study by 8 p.p. and those collected for 2012 – by 14% (Figure 24).

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



At least one of the websites of the central administrative authorities was accessed by over half of managers at all levels and highly qualified specialists, users with higher education, 48% residents of the capital city; 46% pupils / students and 41% of administrative staff (Table 1.17 in the Annex).

There is a direct relationship between the income level and the level of webpage accessing, the share of respondents increasing from 18% for households with income below 1000 MDL to 59% for those with income above 5000 MDL. Also, there is correlation between the use of websites and respondents' age - the elder the users, the lower the share of those who access the webpages. In terms of residence, usage of the above pages remains the lowest in rural areas; however, there is an increase of 9 p.p. compared to the previous year.

Similar to the previous year, the most visited webpage during the past 12 months has been the one of the Ministry of Education with 40% of respondents (Table 1). This popularity can be explained by the reforms launched in education. The next most visited page was that of the State Hydrometeorological Service (by almost 40% of respondents), also recording the largest increase in accessing a state webpage. Almost 20% of positive responses were accumulated by the websites of the Ministry of Health and that of Tourism Agency of the Republic of Moldova. Their popularity recorded an increase of over 4 p.p. Also, as compared to 2013 the share of those who have accessed the website of the Ministry of Culture and the Ministry of Defence grew up with about 5 pp.

The socio-demographic profile of visitors of the most visited websites that accumulated over 15% of accessing is presented in the Table 1.18 in the Annex.

Table 1. Most visited websites of the ministries and other central and specialized administrative authorities and public authorities, N=487, % (the answer "Yes")

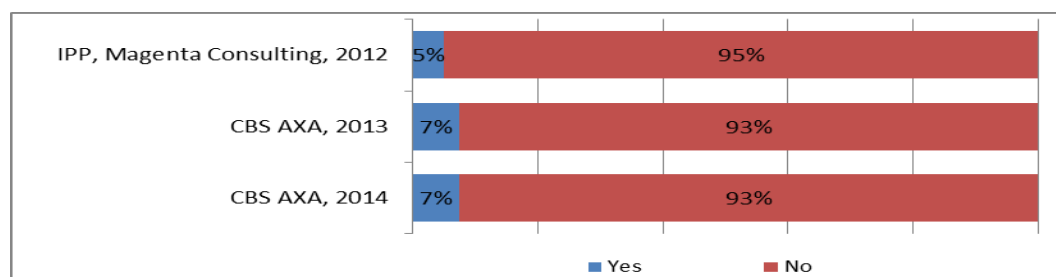
Name of the institution	Website	Accessing %		Increase compared to 2013
		2013	2014	
Ministry of Education	http://www.edu.md/	40,4%	39,2%	-1,2%
State Hydrometeorological Service	http://www.meteo.md/	28,9%	38,7%	9,8%
Ministry of Health	http://ms.gov.md/	16,7%	21,5%	4,8%
Tourism Agency	http://www.tourism.gov.md/	14,9%	19,1%	4,2%
Ministry of Internal Affairs	http://www.mai.md/	19,4%	19,1%	-0,3%
Ministry of Justice	http://justice.gov.md/	18,0%	16,8%	-1,2%
National Bureau of Statistics	http://www.statistica.md/	15,8%	16,1%	0,3%

Name of the institution	Website	Accessing %		Increase compared to 2013
		2013	2014	
State Enterprise Registru	http://www.registru.md/	13,7%	15,5%	1,8%
National Social Insurance Office	http://www.cnas.md/	16,3%	15,2%	-1,1%
Ministry of Culture	http://www.mc.gov.md/	7,9%	13,1%	5,2%
National Health Insurance Office	http://www.cnam.md/	10,6%	13,0%	2,4%
State Principal Fiscal Inspectorate/Authority	http://www.fisc.md/	15,9%	12,6%	-3,3%
Ministry of Finance	http://www.mf.gov.md/	11,4%	11,3%	-0,1%
Ministry of Defence	http://www.army.md/	6,5%	11,2%	4,7%
Ministry of Economy	http://www.mec.gov.md/	10,7%	10,7%	0,0%
Customs Service	http://www.customs.gov.md/	8,8%	10,1%	1,3%
Legal Information Centre	http://justice.gov.md/	9,4%	9,8%	0,4%
State Enterprise Posta Moldovei	http://www.posta.md/	18,0%	9,8%	-8,2%
National Archives of the Republic of Moldova	http://justice.gov.md/	9,4%	9,7%	0,3%
State Enterprise Cadastru	http://www.cadastre.md/	9,7%	9,2%	-0,5%
Ministry of Foreign Affairs and European Integration	http://www.mfa.gov.md/	8,4%	8,8%	0,4%
Ministry of Environment	http://www.mediu.gov.md/	3,6%	7,7%	4,1%
Civil Status Office	http://stare-civila.gov.md	8,9%	6,7%	-2,2%
National Standards and Metrology Institute	http://www.standard.md/	5,9%	6,6%	0,7%
State Environmental Inspectorate	http://inseco.gov.md/	2,9%	6,5%	3,6%
Land and Cadastre Agency	http://www.arfc.gov.md/	8,1%	6,4%	-1,7%
Ministry of Transportation and Road Infrastructure	http://www.mtid.gov.md/	8,0%	6,1%	-1,9%
Licensing Chamber	http://www.licentiere.gov.md/	5,3%	6,0%	0,7%
State Enterprise MoldData	http://www.molddata.md/	7,2%	5,4%	-1,8%
Fisheries Service	http://www.sp.gov.md/	2,2%	5,1%	2,9%
National Radio Frequency Centre	http://www.cnfr.md/	5,4%	5,0%	-0,4%
Bureau for Migration and Azylum	http://www.mai.md/bma/	5,5%	5,0%	-0,5%
Service of Civil Protection and Exceptional Situations	http://www.dse.md/	5,3%	4,6%	-0,7%
State Enterprise Ingeocad	http://www.ingeocad.md	4,2%	4,0%	-0,2%
Geology and Mineral Resources Agency	http://www.mediu.gov.md/	1,5%	3,1%	1,6%
Technical Centre for Industrial Security and Certification	http://www.ctsic.md/	1,7%	2,8%	1,1%
State Energy Inspectorate	http://ies.md	3,3%	1,6%	-1,7%

2.3. Peculiarities of accessing the online public services

The level of online services accessed by the population is still low, however with a share of those who have accessed them over the past 12 months of about 7%, i.e. similar to the previous study (Figure 25).

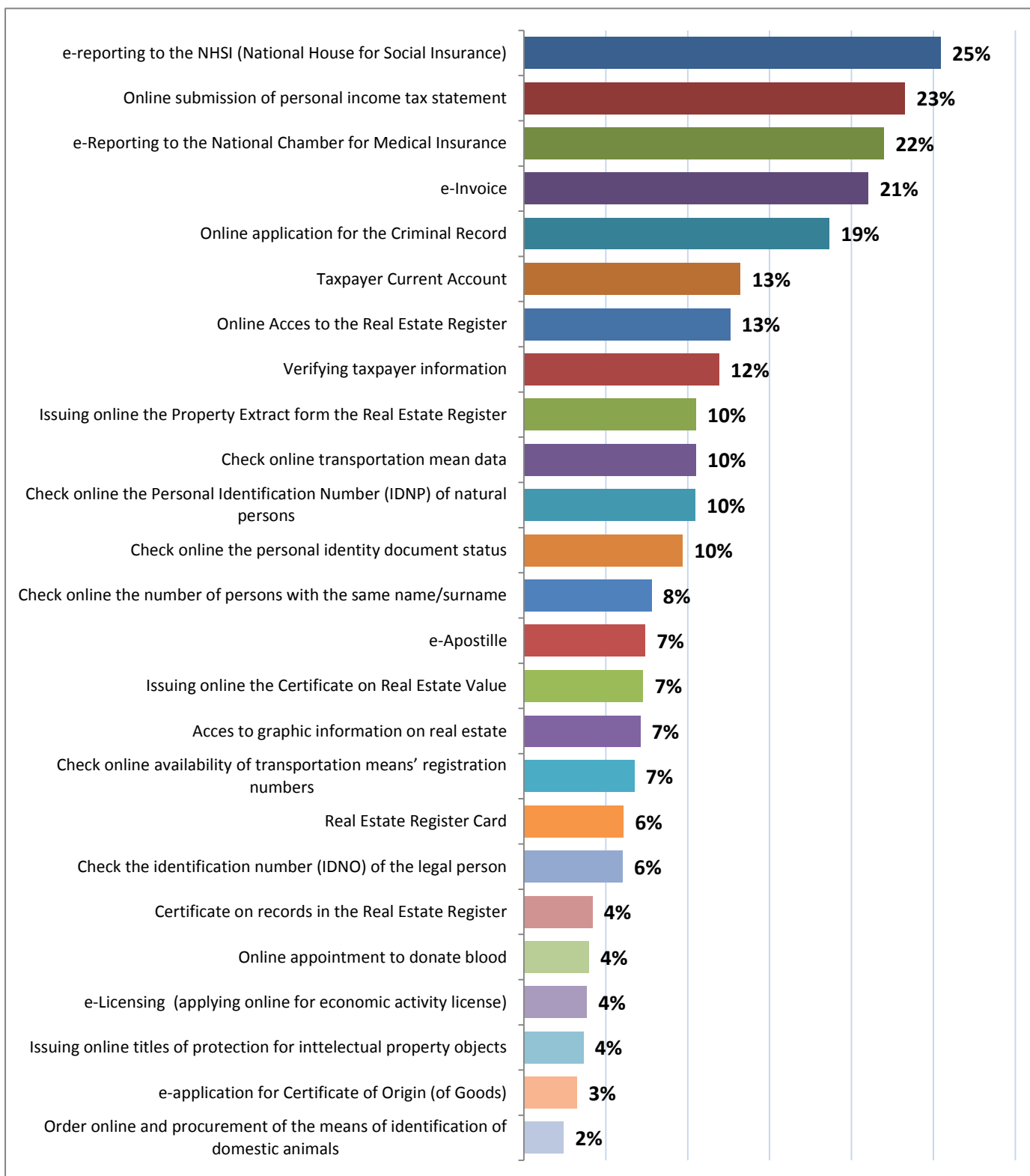
Figure 25. Accessing the online public services over the past 12 months, %



The disaggregation regarding the profile of people who have accessed online public services are presented in Table 1.19 in the Annex.

The most popular e-services were: e-reporting to National Social Insurance (25%); submission of personal income tax statement (23%), e-reporting to National Health Insurance Company (22%) (Fig. 26).

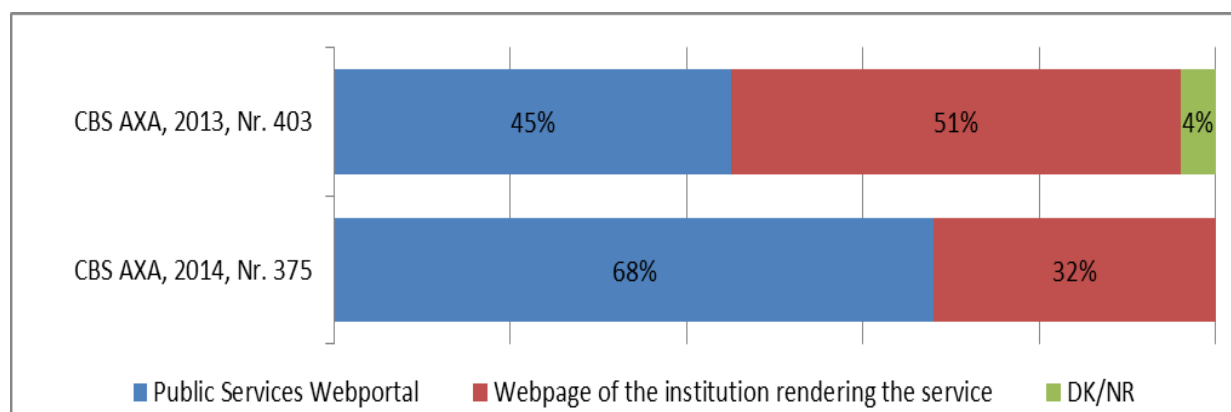
Figure 26. Level of accessing some online public services, %



There was a significant increase in the share of people who have visited at least one online service via the Public Services Webportal in 2014, accounting for 68% of the responses versus 45% - in 2013 (Figure 27).

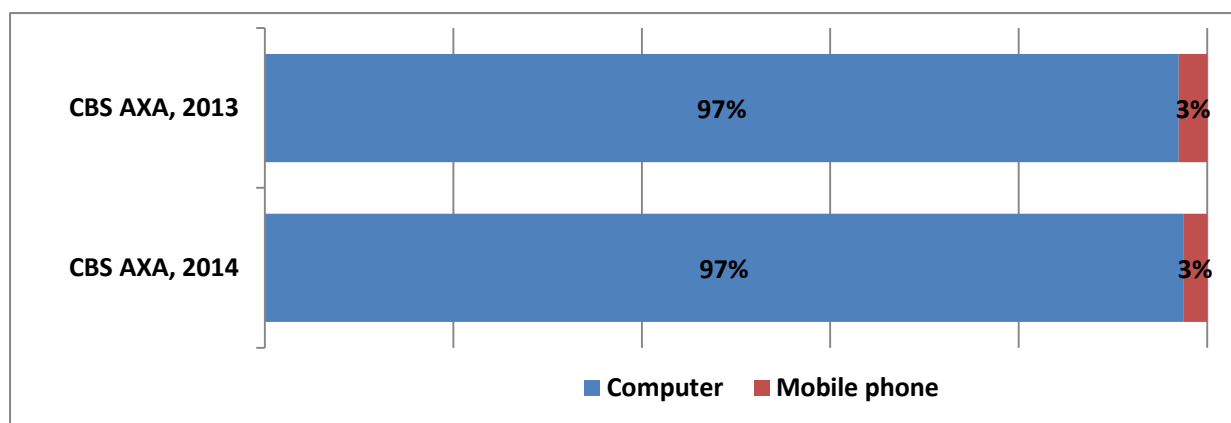
The disaggregation regarding the profile of users who have accessed the online public services are presented in the Table 1.20 in the Annex.

Figure 27. Methods of accessing the online public services, multiple choice, %



To access the relevant services, Internet users use mostly computers (97%), and only a limited number of them do it via mobile phones (Figure 28 and Table 1.21 in the Annex).

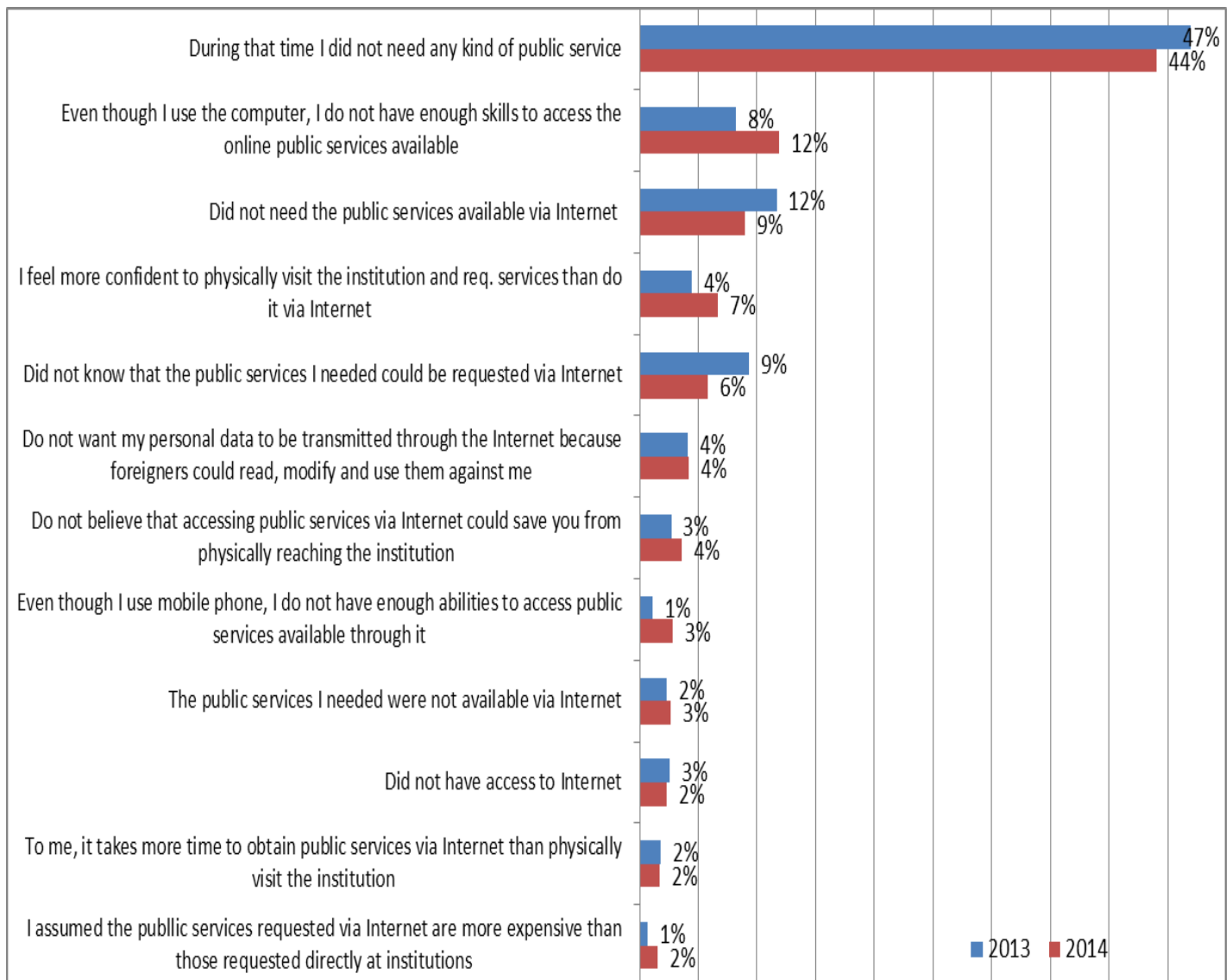
Figure 28. Tools for accessing the online public services, N=374, %



The main reason for not using any online public services over the past 12 months mentioned by the respondents (44%) was that they did not need it. The same answer cumulated the largest share in 2013. Other 12% of users reported lack of skills to perform that, 9% stated they did not need any online public service available on Internet, 7% declared they feel more confident to visit the relevant institutions, 6% said they did not know that the service they needed could be accessed online.

Also, other various reasons were invoked, their share constituting below 5% (Figure 29 and Table 1.22 in the Annex).

Figure 29. Reasons why the online public services were not accessed by respondents, N=2700, %



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

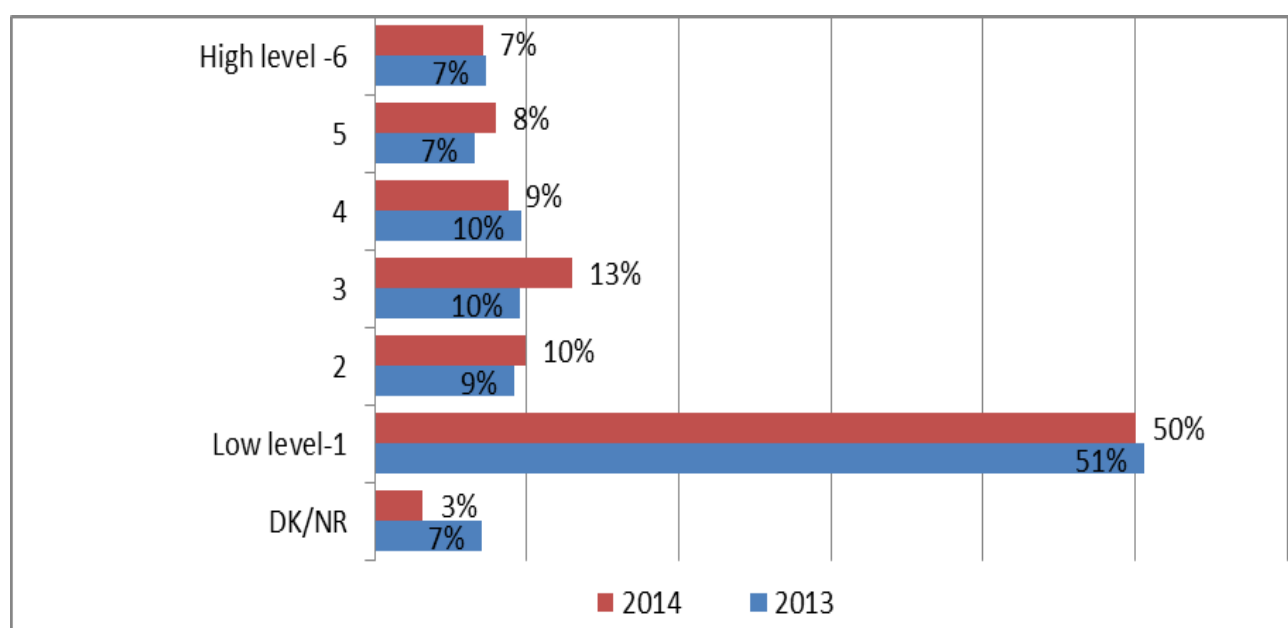
This Chapter presents the picture of the people’s level of knowledge and understanding of the e-Governance concept, as well as the importance of implementing the e-Transformation of Governance reform, their awareness of the advantages / benefits and opening to uptake and assimilate the e-Governance products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

3.1. Knowledge of the e-Governance concept

The level of knowledge of the e-Governance concept is quite low in Moldova. Similar to the study conducted in 2013, on a scale from 1 (no knowledge) to 6 (very familiar), the survey data reveal an average of 2.3 points. Thus, about 15% of the respondents assessed their knowledge of the notion with 5 and 6 points, while over half of them rated their knowledge with 1 point, i.e. they declared they were not aware of the concept at all (Figure 30).

40% of highly qualified specialists; 42% and respectively 34% of respondents with higher levels of wealth, i.e. those who declared they *can afford purchasing expensive goods, such as apartments, villas and many others* and those who *can afford purchase of durable goods, but can not afford purchase of expensive ones*; 31% of people with higher education and 29% of pupils / students said they learned about the concept of e-Governance (with 5 and 6 points). Also, the level of familiarization with the concept of e-Governance depends upon the income levels and exceeds 20% in case of families with income of more than 3000 MDL per family. The share of respondents with monthly family income below 1000 MDL goes down to 8%. The level of knowledge is 2,5 times higher among respondents from the capital city than in rural areas and equals to 25% and 10%, respectively. The level of knowledge of e-Governance notion exceeds 15% among respondents under 45 and diminishes with the increase in age of respondents, thus the share of people aged 66-74 is of 5% only. (Table 1.23 in the Annex).

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

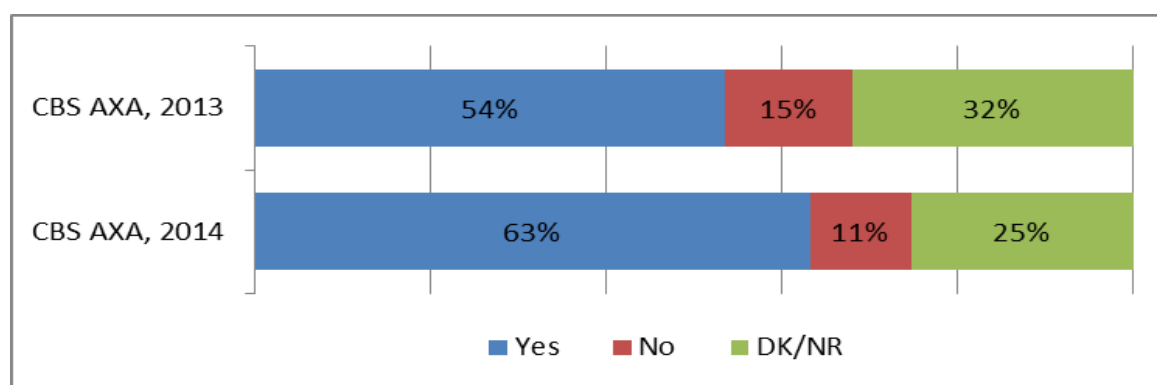


There is increased share of respondents who believe that e-Governance will bring advantages or benefits to the population of Moldova (63% in 2014 versus 54% in 2013). Also, the share of those who do not see any benefit in this regard went down (Figure 31).

Advantages / benefits of the reform are acknowledged by 84% of administrative clerks, 79% of highly qualified specialists, 77% of managers at all levels and people with higher education, over 70% of respondents with an average family income of over 3000 MDL.

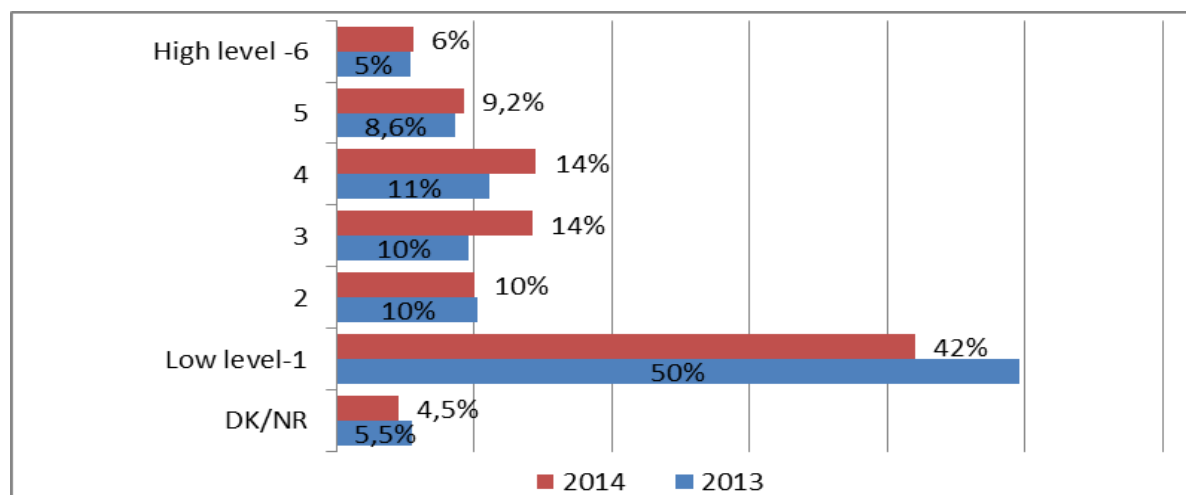
The population of Chisinau records a higher degree of awareness in this respect (71%) in comparison with rural areas (61%) and other cities (63%). To mention that in terms of age groups, most supporters who are aware of the potential advantages / benefits of E-Governance are aged 16-35 (71%) compared to elderly ones (44%) (Table 1.24 in the Annex).

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



On a scale from 1 (do not know) to 6 (very familiar), the respondents assessed their personal knowledge of the advantages / benefits of e-Governance in Moldova, i.e. the transition from an ordinary governance to a system based on large application of information and communications technologies. Their knowledge in this area are very modest, the overall average grade constituting 2.5 points only. The data reveal that about 42% of respondents are not aware of the benefits of e-Governance at all, rating their knowledge in the area with 1 point. A quite low share - of only 6% - of respondents awarded themselves 6 points, meaning that they know this subject very well. However, positive trends were recorded in comparison with the previous study (Figure 32).

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

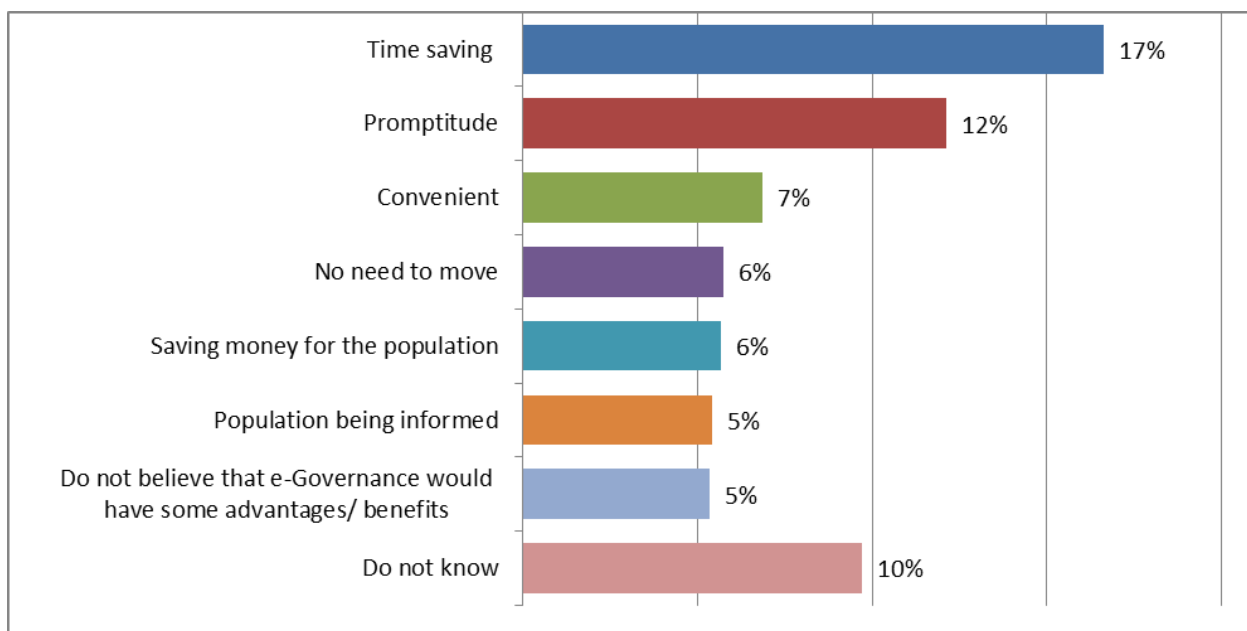


High level of knowledge (6 points) of over 10% was denoted among the following groups of respondents: managers at all levels (14%), highly qualified specialists (20%), people with higher education (13%), pupils / students (11%) and residents of the capital city (10%). The self-assessed level of knowledge depends on household income, ranging from 3% for families with monthly average income below 1,000 MDL to 13% for those exceeding 6000 MDL per family (Table 1.25 in the Annex).

The main advantage of e-Governance referred to by 17% of the respondents is the opportunity to save time; 12% of respondents considered the promptitude in obtaining services. However, 5% of respondents did not consider any advantages / benefits of the e-Governance, while 10% were not aware of this subject (Figure 33).

A number of other responses were provided by respondents counting for less than 5%. These are presented in details in the Table 1.26 in the Annex.

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



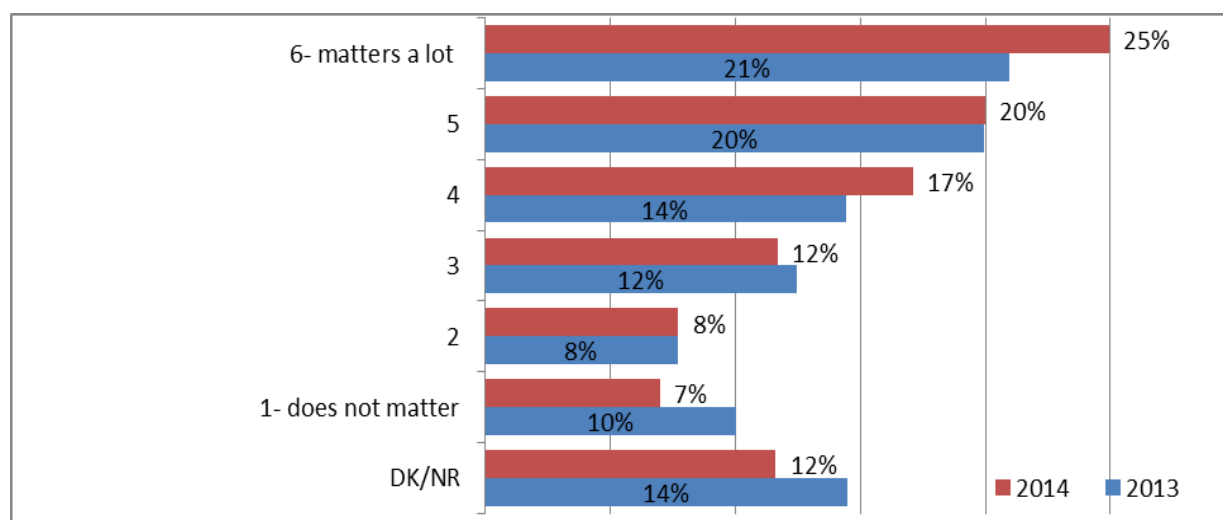
3.2. Perception of the significance level of implementing e-Transformation of Governance

On a scale from 1 (not important) to 6 (very important), people's perception of the significance level of implementing e-Transformation of Governance was rated with 4,2 points. Overall, 45% of respondents provided grades of 5 and 6 to the importance of this reform, while 25% of respondents rated it with the highest grade (Figure 34). It is worth stating that the share of those who have awarded grades of 5 and 6 to the significance of implementing e-Transformation of Governance in Moldova is 4 p.p. higher compared to the share reported in the previous study and by 16% compared with the 2012 survey results (29% of respondents provided grades of 5 and 6 to the importance of implementing e-Transformation of Governance).

Current survey data show that only 7% of respondents do not consider the e-Transformation important, and some 12% could not express their views on the above, the values for these indicators being lower in comparison with the previous study (10% and 14%, respectively in 2013).

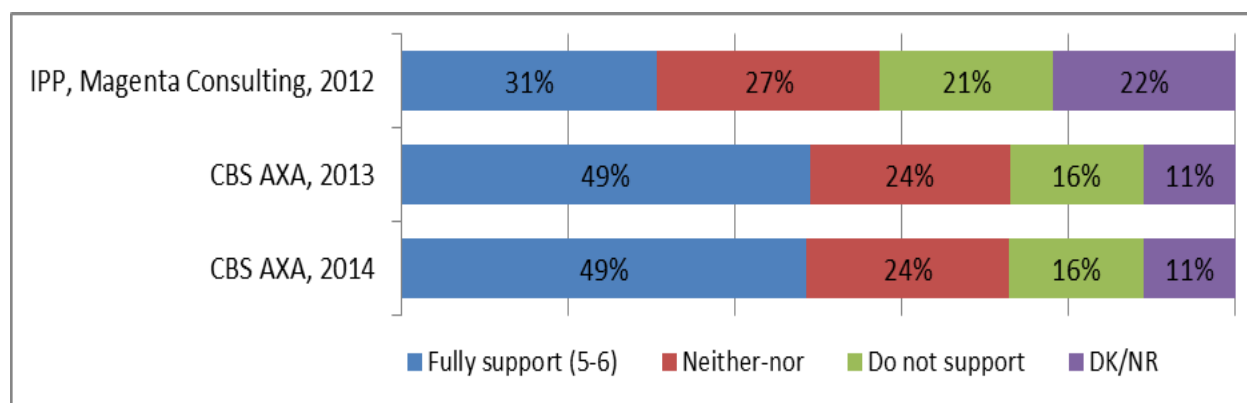
The level of significance is assessed to be higher for the following groups of respondents: managers, highly qualified specialists/professionals, people with higher education and those with higher welfare level. It is also necessary to emphasize that the young people give more importance to the reform in comparison with the elderly ones, the average mark diminishing with the increase of age from 4.5 points in case of young people aged 16-25 to 3.6 points for the elderly persons between 66-74 (Table 1.27 in the Annex).

Figure 34. Degree of significance for implementing the e-Governance, N=3005, %



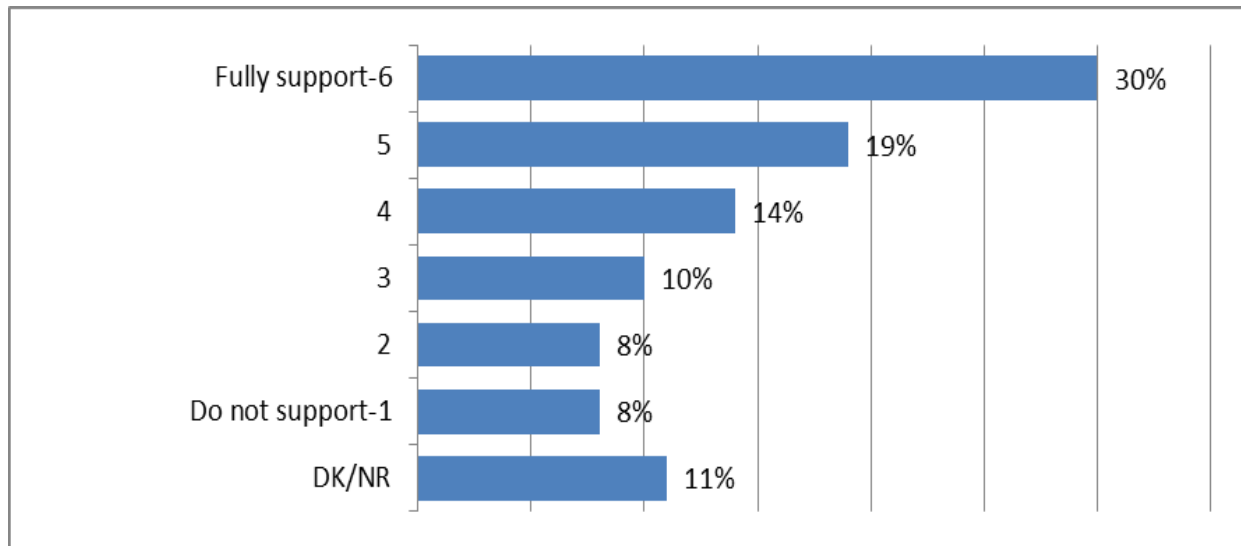
The same scale from 1 to 6 was used to assess the level of support for implementing the e-Governance by the population. The average score indicated by respondents was 4.6 points versus 4.1 awarded in 2013. The share of people who provided maximal grades of 5 and 6 under this study records stable growth trends. It constitutes 49% under this study and exceeds the share of those who awarded the same grades in the previous study with 6 p.p. and the results of the 2012 survey – with 18p.p. (Figure 35).

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



In this context, an increase of the level of information can be observed. Compared to 2012, the share of respondents who could not express their views on the subject matter decreased by half (Figure 36).

Figure 36. Level of support for implementing the e-Governance, N=3005, %



The level of support to the implementation of reform gets up depending on the income level (from 36% in case of respondents with family income below 1000 MDL up to 64% for those with incomes above 6000 MDL). The most active supporters of the reform are young people versus elderly ones.

The share of respondents that provided grades of 5 and 6 to the importance of implementing e-Governance ranges from 56% (people aged 16-25) to 31% (respondents between 66-74 years) (Table 1.28 in the Annex).

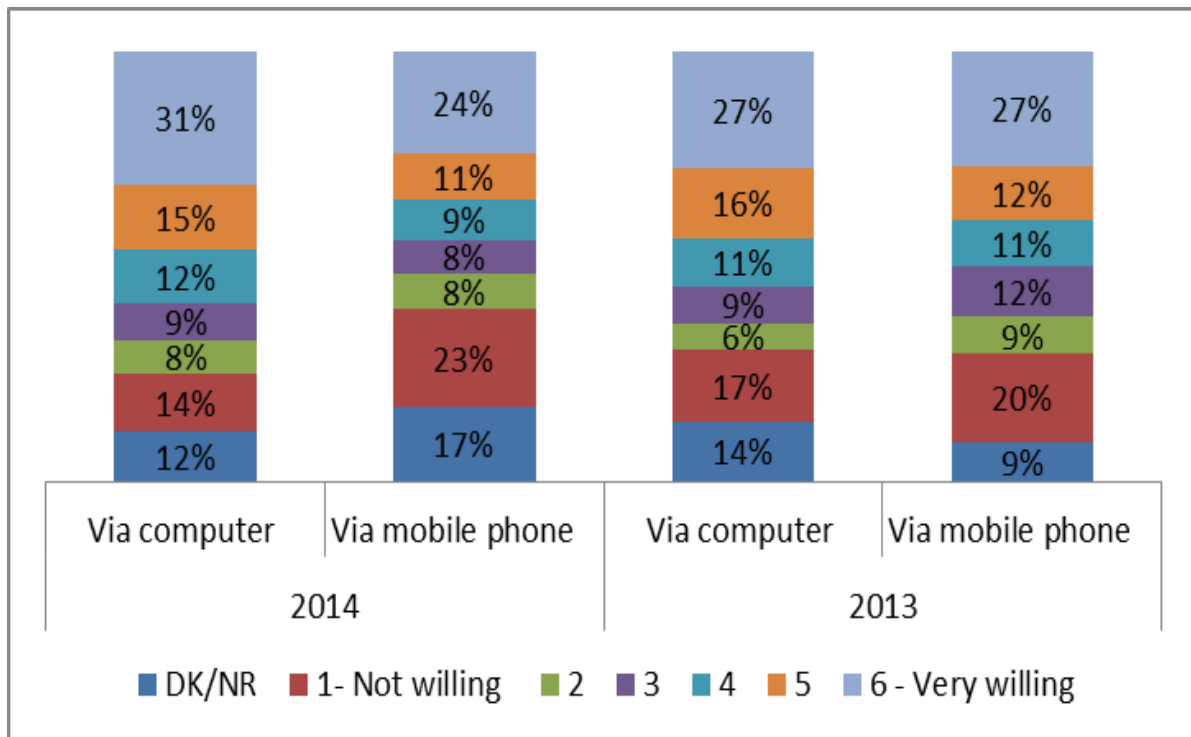
3.3. Level of support and confidence in the quality and safety of online public services. Willingness to recommend the use the online public services

About 67% of surveyed persons, i.e. study participants expressed their willingness to resort to online public services via computer, while 52% - using the mobile phone, rated with over 3 points on a scale from 1 (not willing) to 6 (willing very much).

In comparison with 2013, the share of people willing to use the service via computer increased and of those to use the service via mobile phones - diminished.

It is worth stating that 46% of respondents rated their intention to access online public services using a computer system with grades of 5 and 6 and about 35% awarded the same grades in favour of mobile phones (Figure 37).

Figure 37. Willingness to use online services, %



There is a stable trend of increased awareness and interest for the use of these types of services, especially by means of a computer. Thus, the current study shows an average of 4.1 points as compared to 4.0 points in 2013 and 3.8 points in the 2012 study regarding respondents' willingness to use a computer. The intention to access the online services via mobile phone is less prominent (Figure 38).

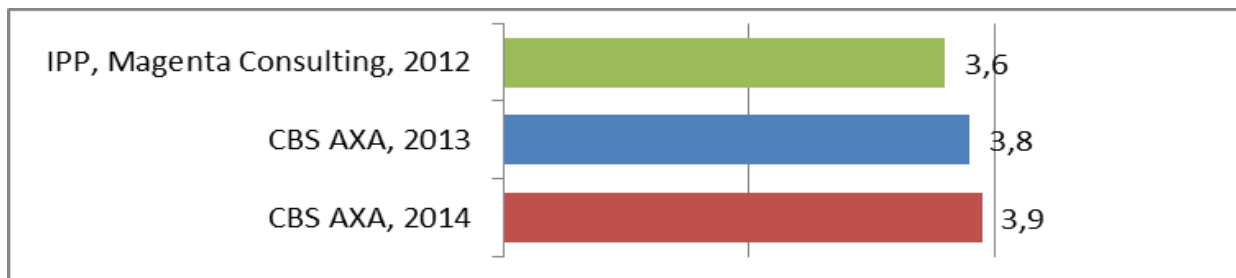
Figure 38. Average comparative level of the respondents' willingness to use online services



The profile of the respondents who expressed their willingness to resort to these services via the computer and mobile phone is almost the same, as that described in the previous Chapter and shown in Table 1.29 and Table 1.30 in the Annex.

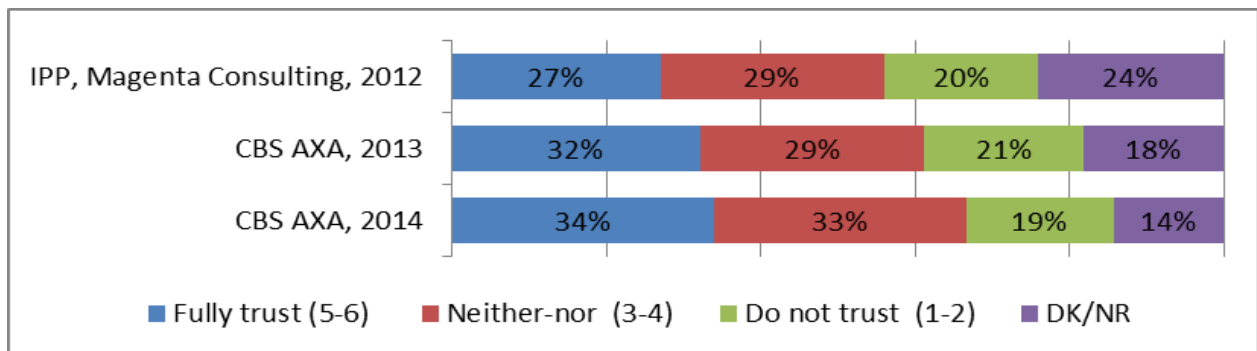
The average rate of the level of confidence in the fact, that the quality of online services, accessed via computer or mobile phone, will correspond to the expectations, showed increasing trends (Figure 39) on a scale from 1 (not confident) to 6 (fully confident).

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



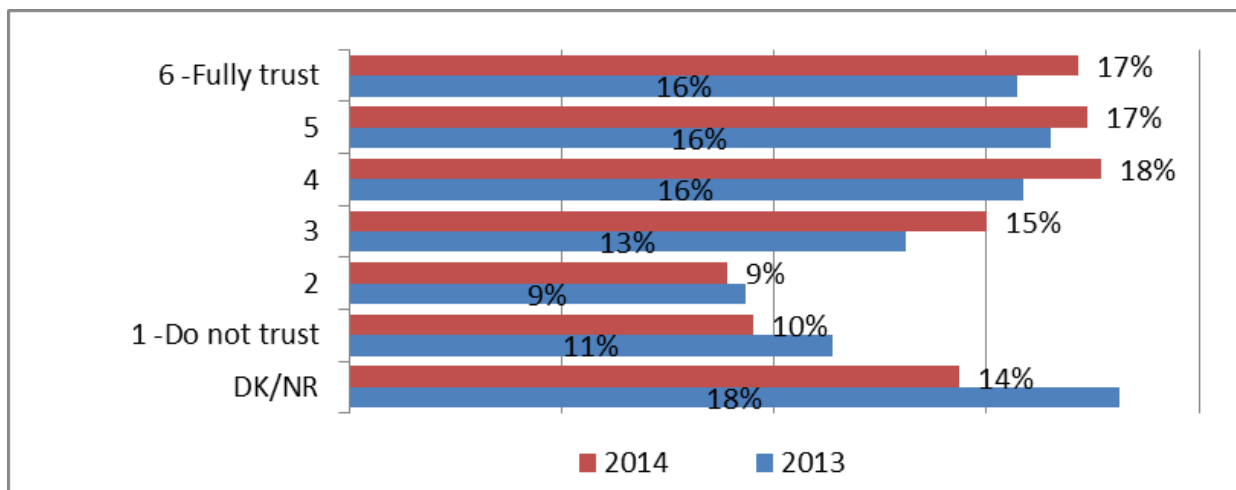
Some 67% of respondents under this study gave appreciation of 3 and more points to the level of confidence, representing an increase compared to the previous studies. Also, the level of uncertainty decreased, i.e. 14% of respondents refused to assess this indicator, compared to 24% recorded in the 2012 study (Figure 40 and Figure 41).

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



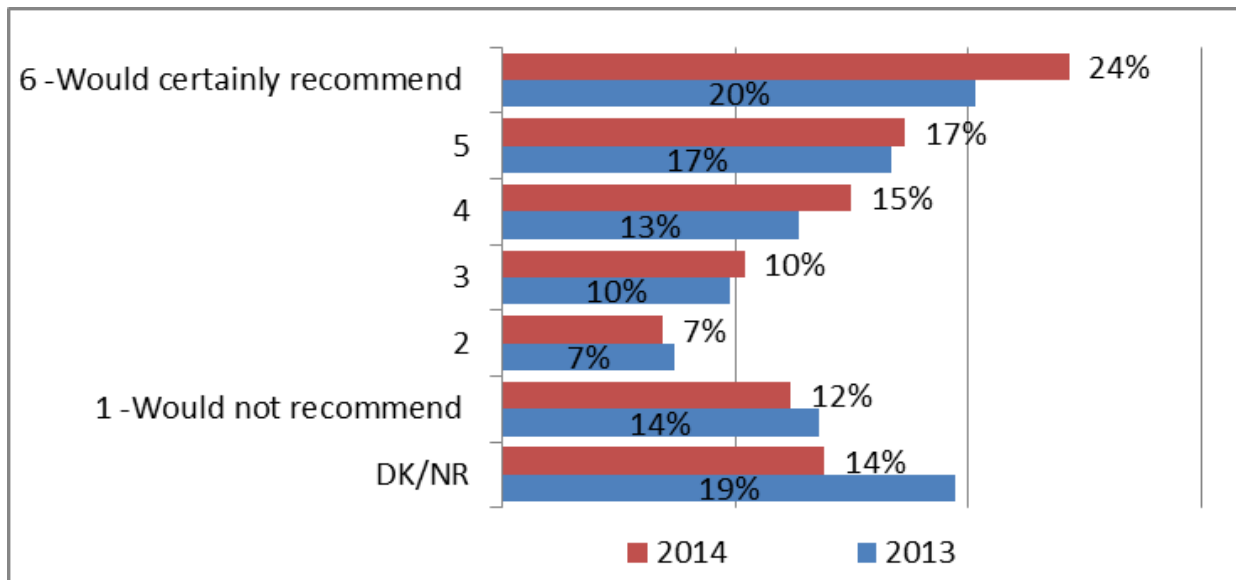
The highest level of confidence was expressed by managers at all levels, highly qualified professionals, skilled workers, pupils / students, people with high income and those with high level of education. It is worth stating that, depending on the age of respondents, the highest confidence was expressed by the young population, while the lowest confidence – by the elder generation (Table 1.31 in the Annex).

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



Also, the share of people who would definitely recommend to use online public services increased. Thus, on a scale from 1 to 6, where 1 means “I would not recommend” and 6 “I would definitely recommend” the study respondents rated their recommendation to use online public services by 5 and 6 points, i.e. 41% of respondents versus 37% in 2013 and 66% of those who ranked the services by 3 points and above in 2014 versus 60% in 2013 (Figure 42), the average grade being 4,1 points, as compared to 3.9 points awarded in 2013 and 3.6 points in 2012.

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



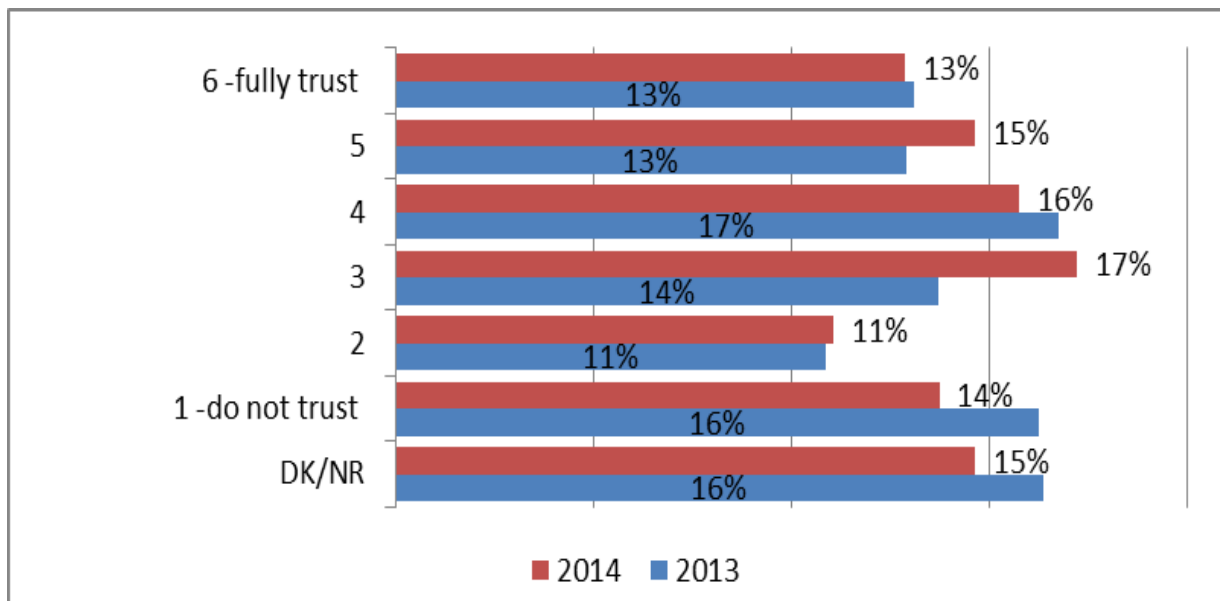
The most active promoters of the online platform are the managers at all levels, highly qualified specialists and respondents with higher levels of wealth.

The most skeptical respondents seem to be those elderly over 66 years that recorded the lowest share (13%) and who said they would definitely recommend the use of online public services (Table 1.32 in the Annex).

About 61% of respondents *are confident that they would certainly obtain the public service they have requested online (via computer or mobile phone)*. The level of their confidence equals to 3 points or more on a scale from 1 to 6, where 1 means „lack of confidence” and 6 „full confidence”, while the share of respondents that awarded grades of 5 and 6 equals to 28%, the trends being also positive in comparison with the previous study (Figure 43).

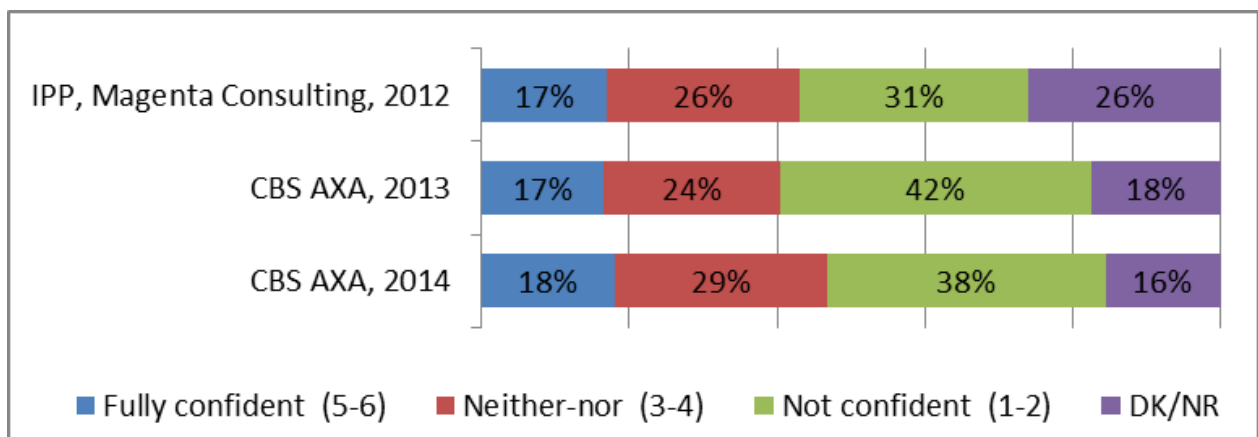
The overall level of confidence is rated with an average of 3.5 points. In this context, the profile of the respondents is presented in Table 1.33 in the Annex.

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



Citizens' level of confidence in the fact that if requesting an online public service it will ensure achieving the targeted service (eg their personal data shall not be made available to irrelevant persons or institutions that could learn how often they used certain services, etc.) is lower in comparison with the previous indicators and records an average of 3.0 points only on a scale from 1 (do not trust) to 6 (fully trust). It also registered a slight tendency to decrease in comparison with the previous study (Figure 44).

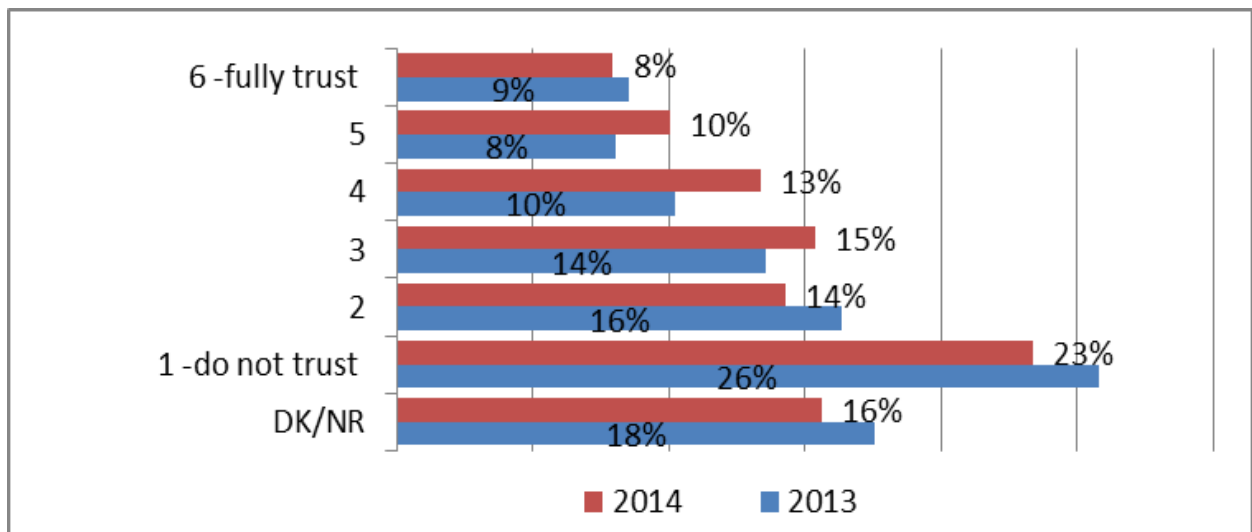
Figure 44. Comparative assessment of the the confidence level of the respondents that the public electronic services shall be safe, %



Regarding the safety level of online public services, 47% of respondents offered grades ranging from 3 and above and 18% - with 5 and 6 points (Figure 45). It is worth emphasizing that almost ¼ of respondents expressed their full lack of confidence in the safety of services rendered, while 16% refrained from giving an answer.

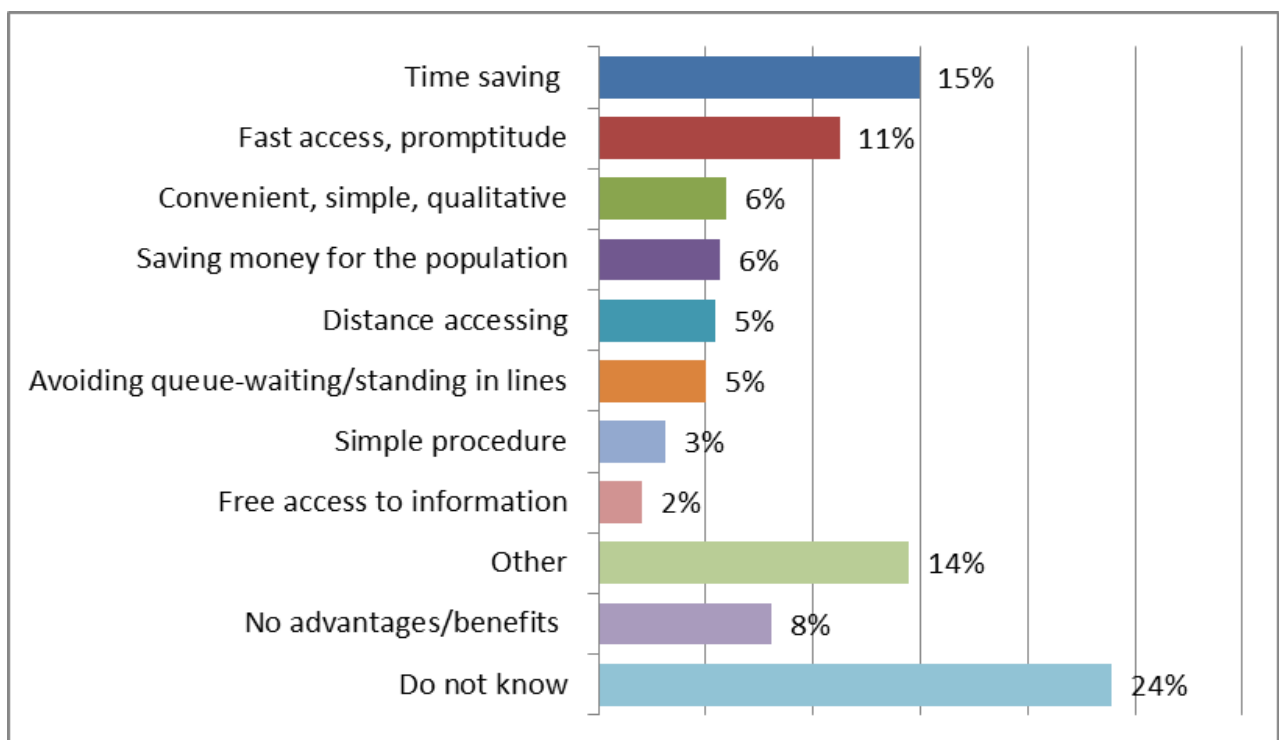
The lowest share of respondents (below 10%) was recorded among retired persons/pensioners and those with primary education, who appreciated the safety of the services with 5 and 6 points (Table 1.34 in the Annex).

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



As in the previous study, according to the respondents, the main advantage of the online public services is time saving, counting for 15% of responses. Also, the fast access/rapidity of the service was mentioned to a great extent (11%), convenience (6%), saving money for the population (6%), distance accessing and avoiding queue-waiting (5%). However, 24% of respondents do not know the benefits of the online services (decreased with 6 pp. compared to the previous study), while other 8% stated that the service has no advantages (Figure 46). A number of other benefits were mentioned by respondents, accounting for less than 2% (Table 1.35 in the Annex).

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



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

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

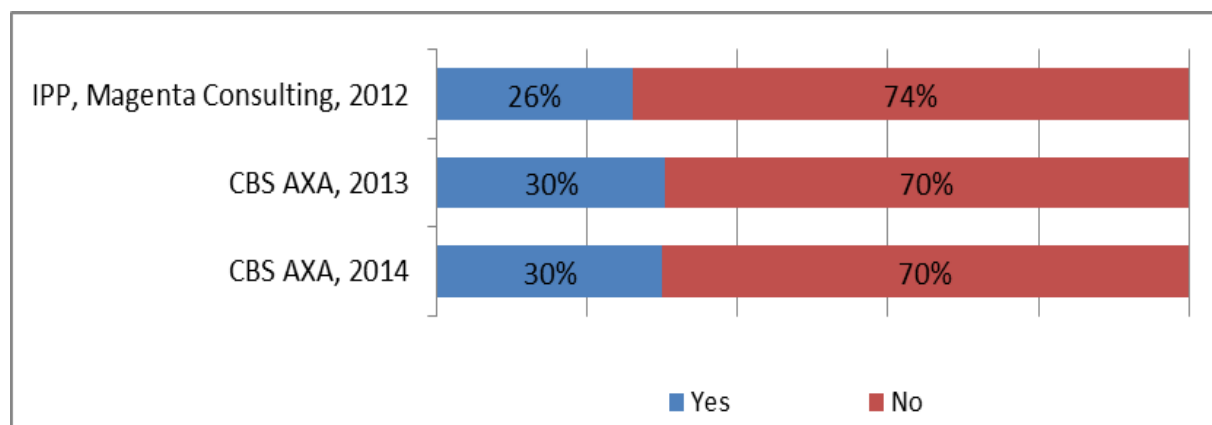
4.1. Level of requesting and method of accessing/delivering public services

Over the past 12 months, the public services were requested by constant share of 30% of respondents (Figure 47).

More often, the services are requested by managers at all levels (54% of respondents), highly qualified professionals and skilled workers in agriculture. Each of these groups have recorded almost 40% of responses. Also, the level of requesting public services gets up depending on the level of welfare from 28% for the lowest level of perceived well-being up to 44% for people with monthly incomes of 6000 MDL and more.

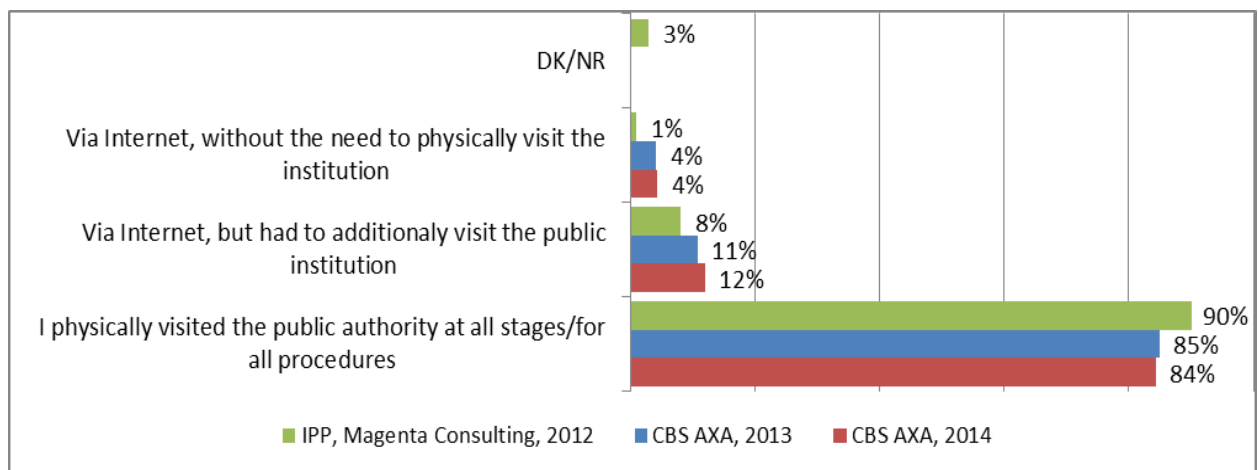
The public services were least requested by the pupils/students (21%), respondents residing in the Northern part of the country (23%), the elder aged respondents of 66-74 years and unemployed citizens/ people searching for jobs (25%) (Table 1.36 in the Annex).

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



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

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

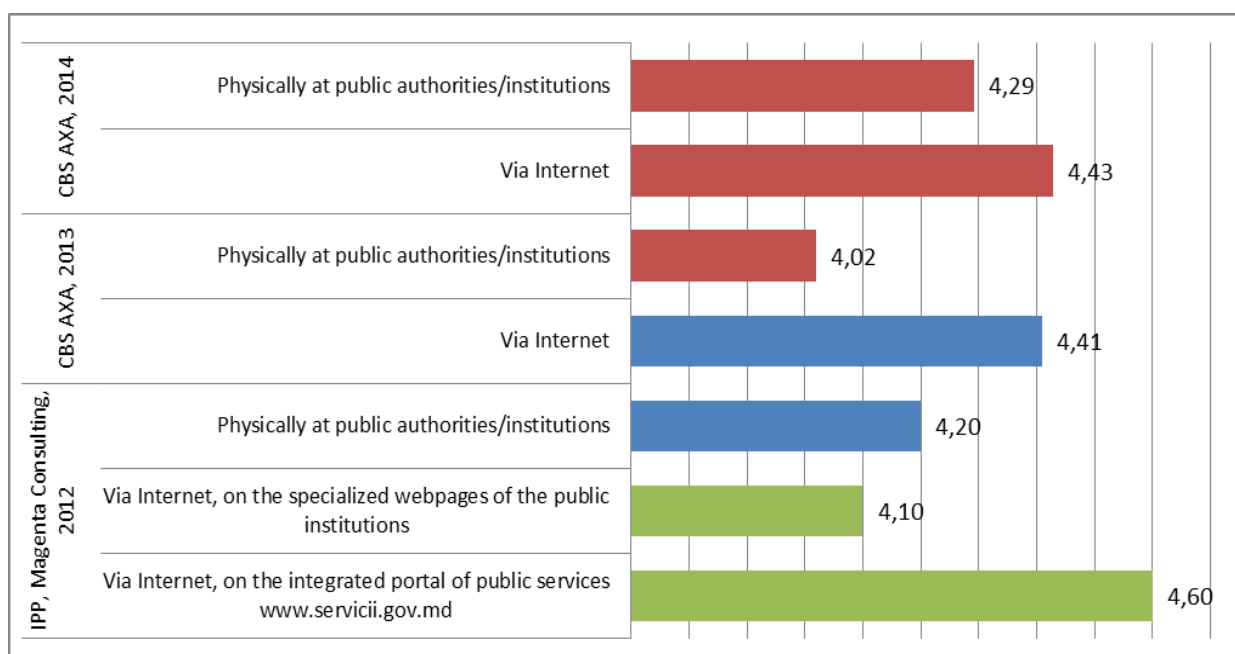


The full online method is used more frequently by managers at all levels (24%), highly qualified specialists (12%), respondents with incomes above 6000 MDL (12%), people with high level of education and residents of the capital city (10%). It is worth stating that the rural population prefers traditional methods, while the capital city residents were more keen to use the mixed method (both online and offline) of accessing the relevant services (Table 1.37 in the Annex).

4.2. Level of satisfaction with the quality of public services

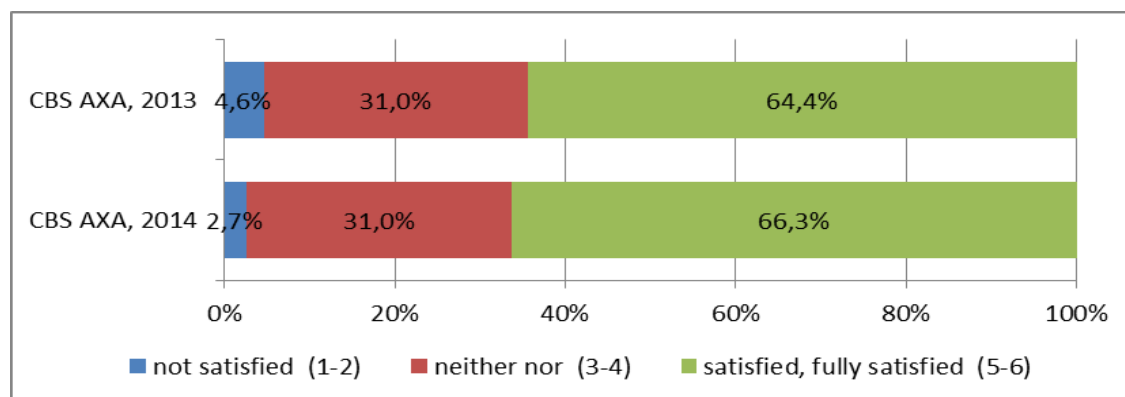
Beneficiaries who made use of online public services seem to be more satisfied with their quality (with an average mark of 4,43 points) and less satisfied with the services accessed at the office of the public institution (4.29). The average rating awarded under the current study is higher than those given under the 2013 survey. The level of satisfaction was assessed using a scale from 1 to 6, where 1 meant „unsatisfied” and 6 „very satisfied” (Figure 49).

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



Level of satisfaction with the quality of online public services has increased in comparison to the previous year and accounted for 66.3% (Figure 50). More satisfied seem to be the respondents from the city of Chisinau, followed by those from villages. Less satisfied are the people from other cities, who have accessed these services (Table 1.38 in the Annex).

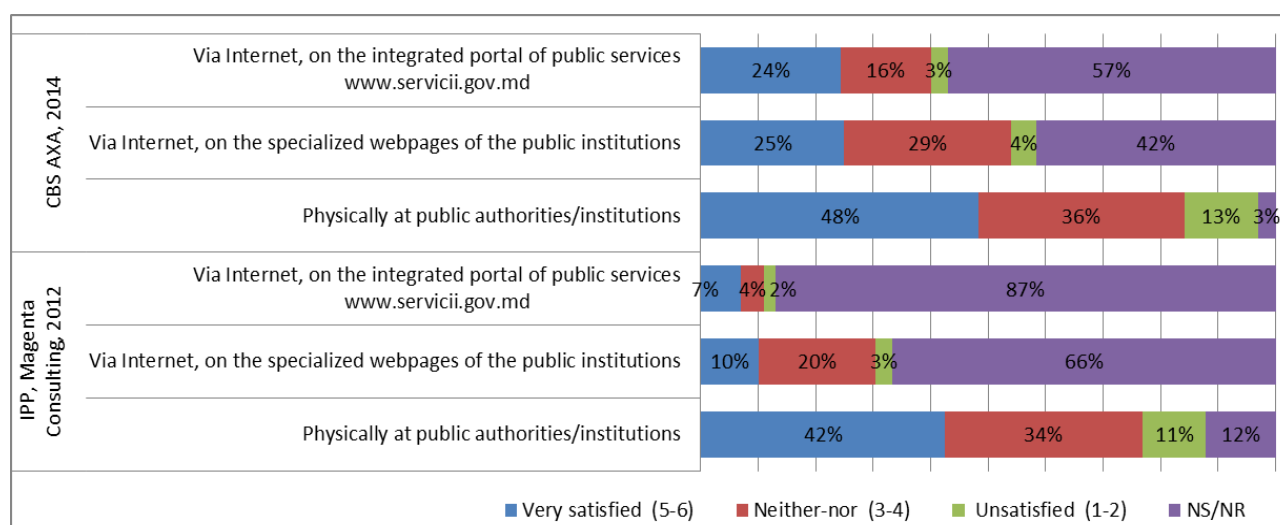
Figure 50. Level of satisfaction with the quality of online public services rendered by the government institutions, %



Both ways of accessing public services through Internet, i.e. using specialized webpages of the public institutions, as well as the Public Service Portal were assessed with 5 and 6 points by about ¼ of respondents and at the public institutions' office - by 48 % of respondents (Figure 51). More satisfied with the ways of accessing them seem to be the beneficiaries of public services who visited the office of the institution (by 48%, who rated their quality with 5 and 6 points).

However, it is noted that the awareness of the opportunities to benefit from online public services remains low. About half of the respondents did not express their view regarding their level of satisfaction with the quality of public service compared to just 3% of those accessing the public services directly at the office.

Figure 51. Level of satisfaction with the quality of public service by the method used to access it, %



Disaggregation of the beneficiaries with the level of satisfaction according to their socio-demographic characteristics are shown in the Annex (Table 1.39, Table 1.40 and Table 1.41 in the Annex).

Extract from the Results Framework of Governance e-Transformation Project - Indicators of perception, assimilation and support

Update as of November, 2014 (End of Project's Year 3)

Project Development Objective (PDO): To transform delivery of selected public services using ICT

PDO Level Results Indicators*	Core	Unit of Measure	Baseline	Actual Status vs. Yearly Target Values							Frequency	Data Source/ Methodology	Description (as per MD GeT Project Appraisal Document)
				Actual Year 1 (31.10. 2012)	Target Year 1	Actual Year 2, (31.10.2013)	Target Year 2	Actual Year 3 (31.10.2014)	Target Year 3	Target Year 5 An 5 (Project end - 2016)			
Direct project beneficiaries, of which female	X	Number %	0	49%	40%	64%	45%	66,3%	50%	60%	Annual	Survey	The degree of users' satisfaction with the overall quality of transaction processing for the main public service (citizens portal) www.servicii.gov.md targeted by the project (the share of users who have assessed with marks 5-6 on a 1-6 scale their level of satisfaction with the quality of public e-services)
Citizen perception of quality of public service	X	%	N/A	16%	8%	22%	11%	30,3%	15%	25%	Annual	Survey	The percentage of population who accessed a Government website at least once over the previous 12 months. Measured by a citizen survey.
INTERMEDIATE RESULTS													
Intermediate Result (Component One):													
Sub-component 1.1.													
Public support for e-Government		%	53%	57%	53%	63	55%	69%	59%	70%	Annual	Survey	Percentage of population who would like to access public services through the internet or mobile phone measured by citizen survey.

STATISTICAL ANNEX TABLES

Table 1.1. Computer possession, socio-demographic groups, %

		Number of cases	Q1.1 Is there a computer in your household?		Total
			Yes	No	
Total		3005	67%	33%	100%
Age groups:	16-25 years	422	83%	17%	100%
	26-35 years	492	78%	22%	100%
	36-45 years	477	71%	29%	100%
	46-55 years	600	61%	39%	100%
	56-65 years	706	41%	59%	100%
	66-74 years	308	20%	80%	100%
Sex:	Male	1275	70%	30%	100%
	Female	1730	64%	36%	100%
Households with/whithout children under 18:	Without children	1782	58%	42%	100%
	One child	664	82%	18%	100%
	Two children	423	74%	26%	100%
	Three children or more	136	62%	38%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	30	100%		100%
	Highly qualified professionals	214	97%	3%	100%
	Technicians and associate professionals	176	85%	15%	100%
	Administrative staff/clerks	25	70%	30%	100%
	Service and shop and market sales workers, housing and communal services	121	77%	23%	100%
	Skilled agricultural and fishery workers	109	58%	42%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	54	83%	17%	100%
	Plant and machine operators and assemblers	41	81%	19%	100%
	Unqualified workers	230	57%	43%	100%
	Pupils/ students	167	92%	8%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	75	56%	44%	100%
	Not employed, looking for a job	429	65%	35%	100%
	Housekeeping services workers	452	64%	36%	100%
	Pensioner	838	33%	67%	100%
	Migrant	44	80%	20%	100%
Monthly family income:	Below 1000 MDL	558	40%	60%	100%
	1001-2000 MDL	862	50%	50%	100%
	2001-3000 MDL	504	73%	27%	100%
	3001-4000 MDL	287	84%	16%	100%
	4001-5000 MDL	148	83%	17%	100%
	5001-6000 MDL	92	97%	3%	100%
	Above 6000 MDL	144	94%	6%	100%
	DK/NR	410	80%	20%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1095	48%	52%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1049	67%	33%	100%
	We only have enough funds to buy food and clothes,	635	81%	19%	100%

		Number of cases	Q1.1 Is there a computer in your household?		Total
			Yes	No	
	while purchase of durable goods (TV set, refrigerator) is problematic.				
	We can afford purchasing durable goods but we can not buy expensive goods.	154	96%	4%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	100%		100%
	It is difficult to answer.	60	83%	17%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	36	43%	57%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	548	47%	53%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	750	63%	37%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	544	63%	37%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	552	72%	28%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	575	90%	10%	100%
Residential area:	Urban	730	72%	28%	100%
	Rural	1741	58%	42%	100%
	Chisinau	534	86%	14%	100%
Region:	North	848	60%	40%	100%
	Centre, including Chisinau	1554	71%	29%	100%
	South	603	64%	36%	100%
Language spoken at home:	Moldovan/ Romanian	2231	65%	35%	100%
	Russian	482	72%	28%	100%
	Both, at the same level	149	78%	22%	100%
	Other	143	59%	41%	100%

Table 1.2. Computer possession, socio-demographic groups, units

		Q1.1. If yes, pls indicate how many?			
		Number of cases	Average	Minimum	Maximum
Total		2007	1,1	1	5
Age groups:	16-25 years	602	1,1	1	3
	26-35 years	513	1,2	1	4
	36-45 years	355	1,1	1	4
	46-55 years	330	1,1	1	5
	56-65 years	176	1,1	1	4
	66-74 years	31	1,1	1	3
Sex:	Male	1007	1,1	1	5
	Female	1000	1,1	1	5
Households with/without children under 18:	Without children	916	1,1	1	5
	One child	640	1,1	1	4
	Two children	356	1,1	1	4
	Three children or more	95	1,1	1	3
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	30	1,3	1	5
	Highly qualified professionals	229	1,2	1	5
	Technicians and associate professionals	165	1,1	1	4
	Administrative staff/clerks	19	1,4	1	4
	Service and shop and market sales workers, housing and communal services	99	1,1	1	3
	Skilled agricultural and fishery workers	64	1,0	1	2
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	50	1,0	1	2
	Plant and machine operators and assemblers	42	1,2	1	3
	Unqualified workers	143	1,0	1	2
	Pupils/ students	270	1,2	1	3
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	42	1,1	1	2
	Not employed, looking for a job	331	1,1	1	4
	Housekeeping services workers	317	1,1	1	3
	Pensioner	160	1,1	1	5
Migrant	45	1,0	1	1	
Monthly family income:	Below 1000 MDL	202	1,0	1	3
	1001-2000 MDL	354	1,1	1	4
	2001-3000 MDL	369	1,1	1	3
	3001-4000 MDL	269	1,1	1	5
	4001-5000 MDL	141	1,0	1	5
	5001-6000 MDL	108	1,2	1	5
	Above 6000 MDL	156	1,2	1	4
	DK/NR	408	1,2	1	4
Welfare category:	We do not have enough funds even for our basic needs.	466	1,0	1	3
	We only have enough funds to buy food, but we can hardly buy clothes.	707	1,1	1	4
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	581	1,2	1	5
	We can afford purchasing durable goods but we can not buy expensive goods.	180	1,3	1	5
	We can afford purchasing expensive goods, such as	15	1,0	1	1

		Q1.1. If yes, pls indicate how many?			
		Number of cases	Average	Minimum	Maximum
	apartments, villas and many others.				
	It is difficult to answer.	58	1,1	1	5
Education level:	Primary education or without primary education (from 1st to 4th form)	14	1,1	1	2
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	263	1,1	1	3
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	470	1,1	1	4
	Secondary vocational education (qualified vocational training, including qualification courses)	344	1,1	1	3
	Post-secondary non-tertiary (colleges, including vocational schools)	364	1,1	1	4
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	552	1,2	1	5
	Residential area:	Urban	514	1,1	1
Rural		990	1,1	1	5
Chisinau		503	1,2	1	5
Region:	North	489	1,1	1	5
	Centre, including Chisinau	1139	1,1	1	5
	South	379	1,1	1	5
Language spoken at home:	Moldovan/ Romanian	1473	1,1	1	5
	Russian	340	1,1	1	5
	Both, at the same level	119	1,1	1	5
	Other	76	1,1	1	3

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

		Number of cases	Do not have what to do with a computer	Do not have the necessary knowledge/skills to use a computer	Do not have financial resources to buy a computer	Do not have Internet connection, don't know how else to use it	Do not need a computer at home as it is used elsewhere	Do not have connection to electricity	Other	Number of cases
Total		1264	25,9%	18,2%	47,5%	1,0%	0,3%	0,6%	1,8%	4,6%
Age groups:	16-25 years	135	19,1%	8,0%	50,8%	1,2%	1,4%	2,5%	6,5%	10,5%
	26-35 years	167	16,6%	11,8%	61,1%	2,8%		0,7%	3,4%	3,6%
	36-45 years	164	23,5%	8,4%	59,9%	1,1%			3,0%	4,0%
	46-55 years	274	27,7%	20,3%	45,4%	0,9%		0,6%	1,0%	4,1%
	56-65 years	340	28,1%	23,7%	42,9%	0,5%	0,4%	0,4%	0,0%	4,0%
	66-74 years	185	34,8%	27,1%	33,7%	0,3%		0,3%	0,0%	3,8%
Sex:	Male	548	28,6%	18,1%	43,4%	0,9%	0,5%	0,8%	1,9%	5,8%
	Female	716	23,9%	18,4%	50,7%	1,1%	0,1%	0,5%	1,6%	3,7%
Households with/without children under 18:	Without children	884	28,1%	20,5%	43,8%	1,0%	0,3%	0,7%	1,0%	4,6%
	One child	167	25,0%	12,3%	54,1%	0,9%	0,4%	1,0%	3,5%	2,9%
	Two children	145	19,6%	13,5%	54,9%	0,6%			4,4%	6,8%
	Three children or more	69	13,1%	13,6%	64,5%	2,9%			1,3%	4,5%
Occupation:	Highly qualified professionals	5	21,6%	17,0%	61,4%				0,0%	
	Technicians and associate professionals	33	13,1%	8,5%	55,3%	2,8%	1,9%	2,9%	5,6%	10,0%
	Administrative staff/clerks	9	25,6%	7,5%	46,1%				20,7%	
	Service and shop and market sales workers, housing and communal services	38	23,4%	12,2%	61,2%			1,7%	0,0%	1,5%
	Skilled agricultural and fishery workers	56	28,7%	14,0%	50,5%				1,6%	5,2%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	15	38,6%	22,1%	27,4%				11,8%	

		Number of cases	Do not have what to do with a computer	Do not have the necessary knowledge/skills to use a computer	Do not have financial resources to buy a computer	Do not have Internet connection, don't know how else to use it	Do not need a computer at home as it is used elsewhere	Do not have connection to electricity	Other	Number of cases
	Plant and machine operators and assemblers	8	44,5%		43,5%				12,0%	
	Unqualified workers	123	25,2%	11,9%	52,8%	1,3%		0,9%	2,1%	5,8%
	Pupils/ students	24	21,3%		72,0%				0,0%	6,7%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	45	17,0%	20,7%	54,4%			1,3%	0,0%	6,6%
	Not employed, looking for a job	224	23,7%	17,7%	51,2%			0,3%	1,8%	5,3%
	Housekeeping services workers	211	18,8%	14,6%	54,5%	3,0%		1,6%	3,4%	4,2%
	Pensioner	462	31,8%	25,1%	38,3%	0,5%	0,1%	0,1%	0,3%	3,8%
	Migrant	11	23,2%		25,9%	16,1%	17,7%		0,0%	17,2%
Monthly family income:	Below 1000 MDL	405	26,5%	18,2%	49,5%	0,9%		0,8%	0,5%	3,6%
	1001-2000 MDL	466	27,4%	21,4%	45,8%	0,9%	0,1%	0,3%	0,6%	3,4%
	2001-3000 MDL	171	24,0%	13,6%	55,6%	0,5%		1,0%	2,6%	2,7%
	3001-4000 MDL	59	16,1%	20,6%	44,6%			0,9%	9,8%	8,1%
	4001-5000 MDL	25	20,0%	7,0%	53,1%		10,4%		3,7%	5,9%
	5001-6000 MDL	5	42,4%	9,5%	48,1%				0,0%	
	Above 6000 MDL	13	37,2%	22,1%	19,5%	13,7%			7,4%	
	DK/NR	121	25,4%	13,6%	39,4%	2,2%		0,5%	4,4%	14,5%
Welfare category:	We do not have enough funds even for our basic needs.	654	24,0%	20,9%	49,7%	0,9%	0,3%	0,5%	0,9%	2,8%
	We only have enough funds to buy food, but we can hardly buy clothes.	425	28,9%	15,1%	46,6%	1,3%		1,1%	1,8%	5,2%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	162	25,6%	15,6%	42,8%	0,6%	0,8%		5,7%	9,0%

		Number of cases	Do not have what to do with a computer	Do not have the necessary knowledge/skills to use a computer	Do not have financial resources to buy a computer	Do not have Internet connection, don't know how else to use it	Do not need a computer at home as it is used elsewhere	Do not have connection to electricity	Other	Number of cases
	We can afford purchasing durable goods but we can not buy expensive goods.	8	47,3%	16,3%	28,7%				0,0%	7,7%
	It is difficult to answer.	16	18,0%	17,8%	40,4%	3,7%			0,0%	20,1%
Education level:	Primary education or without primary education (from 1st to 4th form)	25	33,4%	17,2%	43,0%			6,5%	0,0%	
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	384	24,0%	19,4%	49,8%	1,0%	0,2%	0,5%	1,7%	3,4%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	349	24,4%	19,2%	48,9%	0,8%	0,6%	0,5%	1,0%	4,6%
	Secondary vocational education (qualified vocational training, including qualification courses)	252	29,6%	16,1%	47,0%	0,4%		0,3%	3,4%	3,2%
	Post-secondary non-tertiary (colleges, including vocational schools)	177	27,4%	16,0%	43,3%	2,7%	0,4%	0,3%	1,1%	8,8%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	77	24,9%	20,2%	43,3%			1,9%	2,4%	7,3%
Residential area:	Urban	256	23,1%	17,5%	49,8%	1,6%	0,5%	0,9%	1,9%	4,8%
	Rural	893	27,4%	18,2%	47,2%	0,9%	0,2%	0,5%	1,4%	4,1%
	Chisinau	115	20,6%	19,9%	45,0%	0,6%		1,3%	4,0%	8,8%
Region:	North	440	25,6%	21,4%	45,7%	1,2%	0,3%	0,4%	1,3%	4,2%
	Centre, including Chisinau	579	26,7%	17,1%	47,9%	1,3%	0,3%	0,8%	2,2%	3,6%
	South	246	24,9%	15,1%	49,9%			0,7%	1,5%	7,8%
Language spoken at home:	Moldovan/ Romanian	988	27,5%	18,0%	47,1%	0,5%	0,3%	0,4%	1,9%	4,4%
	Russian	166	22,9%	17,2%	48,2%	2,2%	0,4%	1,6%	2,4%	5,2%
	Both, at the same level	46	21,4%	16,6%	43,6%	7,7%		1,3%	0,0%	9,4%
	Other	65	12,9%	25,7%	55,6%	1,4%		1,0%	0,0%	3,3%

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

		Number of cases	Q1.3 Is your household connected to Internet?		Total
			Yes	No	
Total		3005	66%	34%	100%
Age groups:	16-25 years	422	85%	15%	100%
	26-35 years	492	78%	22%	100%
	36-45 years	477	69%	31%	100%
	46-55 years	600	58%	42%	100%
	56-65 years	706	40%	60%	100%
	66-74 years	308	19%	81%	100%
Sex:	Male	1275	69%	31%	100%
	Female	1730	63%	37%	100%
Households with/without children under 18:	Without children	1782	56%	44%	100%
	One child	664	81%	19%	100%
	Two children	423	77%	23%	100%
	Three children or more	136	59%	41%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	30	100%		100%
	Highly qualified professionals	214	97%	3%	100%
	Technicians and associate professionals	176	80%	20%	100%
	Administrative staff/clerks	25	73%	27%	100%
	Service and shop and market sales workers, housing and communal services	121	76%	24%	100%
	Skilled agricultural and fishery workers	109	59%	41%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	54	81%	19%	100%
	Plant and machine operators and assemblers	41	83%	17%	100%
	Unqualified workers	230	59%	41%	100%
	Pupils/ students	167	91%	9%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	75	54%	46%	100%
	Not employed, looking for a job	429	65%	35%	100%
	Housekeeping services workers	452	64%	36%	100%
	Pensioner	838	31%	69%	100%
Migrant	44	77%	23%	100%	
Monthly family income:	Below 1000 MDL	558	38%	62%	100%
	1001-2000 MDL	862	48%	52%	100%
	2001-3000 MDL	504	71%	29%	100%
	3001-4000 MDL	287	84%	16%	100%
	4001-5000 MDL	148	86%	14%	100%
	5001-6000 MDL	92	96%	4%	100%
	Above 6000 MDL	144	95%	5%	100%
	DK/NR	410	80%	20%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1095	47%	53%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1049	66%	34%	100%

	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	635	81%	19%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	154	94%	6%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	100%		100%
	It is difficult to answer.	60	82%	18%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	36	37%	63%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	548	48%	52%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	750	61%	39%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	544	63%	37%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	552	70%	30%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	575	88%	12%	100%
Residential area:	Urban	730	71%	29%	100%
	Rural	1741	57%	43%	100%
	Chisinau	534	85%	15%	100%
Region:	North	848	60%	40%	100%
	Centre, including Chisinau	1554	71%	29%	100%
	South	603	60%	40%	100%
Language spoken at home:	Moldovan/ Romanian	2231	65%	35%	100%
	Russian	482	71%	29%	100%
	Both, at the same level	149	76%	24%	100%
	Other	143	54%	46%	100%

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

		Number of cases	Please, indicate the main type of Internet connection your household has access to							
			3G	Optical fiber	ADSL	Dial Up	Wi-Fi	Mobile telephone	Other	DK/NR
Total		1749	13%	23%	42%	5%	11%	3%	3%	100%
Age groups:	16-25 years	356	16%	24%	34%	4%	15%	6%	1%	100%
	26-35 years	383	14%	23%	42%	3%	14%	2%	1%	100%
	36-45 years	329	12%	26%	43%	6%	9%	2%	2%	100%
	46-55 years	345	11%	20%	51%	6%	7%	1%	4%	100%
	56-65 years	278	6%	19%	53%	7%	5%	2%	9%	100%
	66-74 years	58	5%	16%	38%	10%	10%		21%	100%
Sex:	Male	766	13%	26%	41%	5%	11%	2%	2%	100%
	Female	983	13%	19%	43%	5%	12%	4%	4%	100%
Households with/without children under 18:	Without children	822	15%	24%	38%	5%	13%	2%	3%	100%
	One child	523	12%	25%	44%	3%	11%	2%	2%	100%
	Two children	324	13%	18%	44%	7%	9%	6%	3%	100%
	Three children or more	80	10%	13%	56%	5%	6%	6%	4%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	30	4%	21%	44%	13%	14%	3%		100%
	Highly qualified professionals	205	9%	30%	39%	3%	17%	%	2%	100%
	Technicians and associate professionals	133	3%	38%	34%	5%	15%	1%	4%	100%
	Administrative staff/clerks	18	6%	39%	23%		26%	5%		100%
	Service and shop and market sales workers, housing and communal services	87	12%	20%	48%	4%	12%	3%	1%	100%
	Skilled agricultural and fishery workers	60	28%	3%	51%	3%	8%	1%	5%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	42	10%	12%	55%	10%	13%			100%
	Plant and machine operators and assemblers	33	13%	20%	45%		13%	7%	1%	100%
	Unqualified workers	128	15%	20%	37%	10%	8%	6%	3%	100%
	Pupils/ students	151	14%	31%	33%	2%	17%	2%	1%	100%

		Number of cases	Please, indicate the main type of Internet connection your household has access to							
			3G	Optical fiber	ADSL	Dial Up	Wi-Fi	Mobile telephone	Other	DK/NR
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	39	8%	27%	48%	3%	5%	2%	7%	100%
	Not employed, looking for a job	257	17%	19%	50%	3%	5%	3%	2%	100%
	Housekeeping services workers	285	17%	18%	39%	6%	10%	7%	3%	100%
	Pensioner	248	8%	16%	50%	9%	7%	%	10%	100%
	Migrant	33	11%	11%	53%	4%	16%	4%		100%
Monthly family income:	Below 1000 MDL	176	22%	9%	50%	6%	4%	6%	3%	100%
	1001-2000 MDL	354	17%	11%	54%	6%	4%	5%	3%	100%
	2001-3000 MDL	329	14%	22%	43%	5%	10%	1%	4%	100%
	3001-4000 MDL	231	11%	24%	44%	5%	13%	2%	%	100%
	4001-5000 MDL	125	6%	32%	36%	4%	16%	5%	2%	100%
	5001-6000 MDL	86	4%	35%	25%	5%	29%		2%	100%
	Above 6000 MDL	137	7%	45%	27%	1%	16%	3%	2%	100%
	DK/NR	311	14%	25%	39%	4%	13%	2%	3%	100%
Welfare category:	We do not have enough funds even for our basic needs.	449	14%	17%	41%	9%	9%	4%	5%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	615	11%	19%	47%	5%	12%	3%	3%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	482	14%	31%	37%	3%	12%	3%	1%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	143	13%	26%	43%	2%	15%			100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	8%	38%	36%		6%		11%	100%
	It is difficult to answer.	48	17%	20%	45%	3%	7%	3%	5%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	10	23%	14%	59%	4%				100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	211	15%	18%	42%	3%	9%	10%	3%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	391	14%	23%	44%	5%	10%	2%	3%	100%

		Number of cases	Please, indicate the main type of Internet connection your household has access to							
			3G	Optical fiber	ADSL	Dial Up	Wi-Fi	Mobile telephone	Other	DK/NR
	Secondary vocational education (qualified vocational training, including qualification courses)	308	15%	20%	43%	7%	7%	4%	4%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	346	16%	19%	45%	7%	10%	1%	2%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	483	9%	30%	38%	3%	18%	1%	2%	100%
Residential area:	Urban	460	13%	27%	38%	5%	11%	3%	3%	100%
	Rural	868	16%	9%	59%	6%	4%	4%	3%	100%
	Chisinau	421	8%	46%	14%	2%	27%	1%	3%	100%
Region:	North	436	17%	9%	52%	10%	6%	4%	1%	100%
	Centre, including Chisinau	982	12%	34%	28%	4%	16%	3%	4%	100%
	South	331	10%	7%	73%	2%	5%	1%	3%	100%
Language spoken at home:	Moldovan/ Romanian	1265	15%	22%	43%	5%	10%	3%	3%	100%
	Russian	309	12%	24%	36%	6%	16%	2%	4%	100%
	Both, at the same level	108	5%	44%	27%	3%	17%	2%	2%	100%
	Other	67	2%	4%	76%	2%	9%	1%	5%	100%

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

		Number of cases	Do not have a computer	Do not have a mobile phone that can be connected to Internet	No possibility to get connected to Internet	Internet is too expensive for us	Speed of Internet available is too low	Other	DK/ NR	Total
Total		1183	60%	9%	8%	13%	1%	4%	6%	100%
Age groups:	16-25 years	126	45%	5%	23%	16%	1%	1%	8%	100%
	26-35 years	173	57%	10%	8%	13%	1%	7%	4%	100%
	36-45 years	176	64%	9%	7%	10%	1%	4%	5%	100%
	46-55 years	259	62%	9%	6%	14%	1%	3%	6%	100%
	56-65 years	298	62%	8%	6%	13%	1%	3%	6%	100%
	66-74 years	150	68%	9%	2%	11%	1%	3%	6%	100%
Sex:	Male	527	58%	9%	8%	13%	1%	4%	6%	100%
	Female	656	62%	8%	7%	12%	1%	3%	6%	100%
Households with/without children under 18:	Without children	814	62%	8%	7%	13%	1%	4%	6%	100%
	One child	168	59%	9%	11%	12%	1%	3%	5%	100%
	Two children	127	56%	8%	9%	14%	1%	4%	7%	100%
	Three children or more	75	56%	9%	12%	13%	1%	4%	5%	100%
Occupation:	Highly qualified professionals	8	68%			16%		16%		100%
	Technicians and associate professionals	39	58%	4%	6%	4%	5%	12%	11%	100%
	Administrative staff/clerks	7	53%			30%	17%	%		100%
	Service and shop and market sales workers, housing and communal services	35	63%	7%	12%	5%		2%	11%	100%
	Skilled agricultural and fishery workers	53	68%	12%	3%	17%		%		100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	15	49%	13%	6%	28%		%	4%	100%
	Plant and machine operators and assemblers	11	33%	18%	37%	12%		%		100%
	Unqualified workers	120	61%	9%	7%	17%	2%	1%	4%	100%

		Number of cases	Do not have a computer	Do not have a mobile phone that can be connected to Internet	No possibility to get connected to Internet	Internet is too expensive for us	Speed of Internet available is too low	Other	DK/ NR	Total
	Pupils/ students	30	24%		30%	34%		%	12%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	42	58%	11%	13%	6%	1%	4%	7%	100%
	Not employed, looking for a job	207	62%	8%	7%	13%		6%	5%	100%
	Housekeeping services workers	206	58%	10%	11%	9%	1%	4%	7%	100%
	Pensioner	396	65%	9%	5%	12%	1%	3%	6%	100%
	Migrant	13	30%			15%		35%	20%	100%
Monthly family income:	Below 1000 MDL	373	67%	9%	5%	12%	1%	1%	5%	100%
	1001-2000 MDL	433	58%	9%	8%	14%	1%	4%	5%	100%
	2001-3000 MDL	162	59%	6%	13%	11%	1%	4%	5%	100%
	3001-4000 MDL	52	63%	2%	7%	7%		12%	9%	100%
	4001-5000 MDL	26	57%	13%	4%	10%		2%	13%	100%
	5001-6000 MDL	4	72%			28%		%		100%
	Above 6000 MDL	10	16%		31%		13%	28%	13%	100%
	DK/NR	121	54%	12%	6%	14%	1%	4%	9%	100%
Welfare category:	We do not have enough funds even for our basic needs.	577	63%	8%	7%	14%	1%	3%	6%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	422	60%	9%	9%	12%	%	4%	5%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	155	59%	10%	5%	10%	2%	7%	6%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	12	31%	10%	31%	10%	10%	%	8%	100%
	It is difficult to answer.	17	41%	15%	19%	6%	4%	%	15%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	21	44%	18%	28%	5%		%	5%	100%

		Number of cases	Do not have a computer	Do not have a mobile phone that can be connected to Internet	No possibility to get connected to Internet	Internet is too expensive for us	Speed of Internet available is too low	Other	DK/ NR	Total
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	350	57%	11%	10%	13%		3%	5%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	336	60%	7%	7%	16%	1%	4%	5%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	229	66%	8%	6%	10%		3%	6%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	167	64%	6%	5%	10%	3%	3%	9%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	79	54%	5%	9%	12%	5%	9%	6%	100%
Residential area:	Urban	247	54%	9%	13%	13%	2%	5%	4%	100%
	Rural	834	61%	8%	7%	13%	1%	4%	6%	100%
	Chisinau	102	74%	8%	2%	6%	1%	3%	6%	100%
Region:	North	393	62%	8%	6%	13%	2%	4%	6%	100%
	Centre, including Chisinau	529	61%	9%	6%	14%	%	4%	5%	100%
	South	261	56%	9%	15%	9%	1%	2%	7%	100%
Language spoken at home:	Moldovan/ Romanian	901	62%	8%	5%	14%	1%	4%	6%	100%
	Russian	168	58%	11%	14%	9%	%	2%	5%	100%
	Both, at the same level	48	62%	10%	5%	12%	1%	7%	2%	100%
	Other	67	42%	10%	31%	12%		%	6%	100%

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

		Number of cases	Q1.6 Regardless of the venue, did you personally use a computer over the past 12 months?		Total
			Yes	No	
Total		3005	67%	33%	100%
Age groups:	16-25 years	422	94%	6%	100%
	26-35 years	492	84%	16%	100%
	36-45 years	477	69%	31%	100%
	46-55 years	600	51%	49%	100%
	56-65 years	706	32%	68%	100%
	66-74 years	308	15%	85%	100%
Sex:	Male	1275	69%	31%	100%
	Female	1730	65%	35%	100%
Households with/whith out children under 18:	Without children	1782	57%	43%	100%
	One child	664	82%	18%	100%
	Two children	423	77%	23%	100%
	Three children or more	136	61%	39%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	30	94%	6%	100%
	Highly qualified professionals	214	98%	2%	100%
	Technicians and associate professionals	176	84%	16%	100%
	Administrative staff/clerks	25	89%	11%	100%
	Service and shop and market sales workers, housing and communal services	121	77%	23%	100%
	Skilled agricultural and fishery workers	109	59%	41%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	54	75%	25%	100%
	Plant and machine operators and assemblers	41	85%	15%	100%
	Unqualified workers	230	62%	38%	100%
	Pupils/ students	167	99%	1%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	75	52%	48%	100%
	Not employed, looking for a job	429	63%	37%	100%
	Housekeeping services workers	452	70%	30%	100%
	Pensioner	838	24%	76%	100%
Migrant	44	85%	15%	100%	
Monthly family income:	Below 1000 MDL	558	40%	60%	100%
	1001-2000 MDL	862	49%	51%	100%
	2001-3000 MDL	504	69%	31%	100%
	3001-4000 MDL	287	87%	13%	100%
	4001-5000 MDL	148	88%	12%	100%
	5001-6000 MDL	92	93%	7%	100%
	Above 6000 MDL	144	96%	4%	100%
	DK/NR	410	82%	18%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1095	47%	53%	100%

		Number of cases	Q1.6 Regardless of the venue, did you personally use a computer over the past 12 months?		Total
			Yes	No	
	We only have enough funds to buy food, but we can hardly buy clothes.	1049	67%	33%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	635	85%	15%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	154	96%	4%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	100%		100%
	It is difficult to answer.	60	84%	16%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	36	45%	55%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	548	49%	51%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	750	62%	38%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	544	63%	37%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	552	70%	30%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	575	92%	8%	100%
Residential area:	Urban	730	71%	29%	100%
	Rural	1741	59%	41%	100%
	Chisinau	534	86%	14%	100%
Region:	North	848	62%	38%	100%
	Centre, including Chisinau	1554	71%	29%	100%
	South	603	65%	35%	100%
Language spoken at home:	Moldovan/ Romanian	2231	66%	34%	100%
	Russian	482	72%	28%	100%
	Both, at the same level	149	79%	21%	100%
	Other	143	55%	45%	100%

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

		Number of cases	Q1.7 Regardless of the venue, did you personally use the Internet over the past 12 months?		Total
			Yes	No	
Total		3005	67%	33%	100%
Age groups:	16-25 years	422	95%	5%	100%
	26-35 years	492	85%	15%	100%
	36-45 years	477	70%	30%	100%
	46-55 years	600	51%	49%	100%
	56-65 years	706	32%	68%	100%
	66-74 years	308	15%	85%	100%
Sex:	Male	1275	70%	30%	100%
	Female	1730	65%	35%	100%
Households with/whithout children under 18:	Without children	1782	57%	43%	100%
	One child	664	82%	18%	100%
	Two children	423	78%	22%	100%
	Three children or more	136	62%	38%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	30	94%	6%	100%
	Highly qualified professionals	214	98%	2%	100%
	Technicians and associate professionals	176	84%	16%	100%
	Administrative staff/clerks	25	89%	11%	100%
	Service and shop and market sales workers, housing and communal services	121	77%	23%	100%
	Skilled agricultural and fishery workers	109	59%	41%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	54	75%	25%	100%
	Plant and machine operators and assemblers	41	89%	11%	100%
	Unqualified workers	230	63%	37%	100%
	Pupils/ students	167	99%	1%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	75	53%	47%	100%
	Not employed, looking for a job	429	63%	37%	100%
	Housekeeping services workers	452	71%	29%	100%
	Pensioner	838	24%	76%	100%
Migrant	44	85%	15%	100%	
Monthly family income:	Below 1000 MDL	558	41%	59%	100%
	1001-2000 MDL	862	49%	51%	100%
	2001-3000 MDL	504	69%	31%	100%
	3001-4000 MDL	287	87%	13%	100%
	4001-5000 MDL	148	88%	12%	100%
	5001-6000 MDL	92	93%	7%	100%
	Above 6000 MDL	144	97%	3%	100%
	DK/NR	410	83%	17%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1095	47%	53%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1049	68%	32%	100%

		Number of cases	Q1.7 Regardless of the venue, did you personally use the Internet over the past 12 months?		Total
			Yes	No	
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	635	85%	15%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	154	96%	4%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	100%		100%
	It is difficult to answer.	60	84%	16%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	36	45%	55%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	548	49%	51%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	750	62%	38%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	544	64%	36%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	552	70%	30%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	575	92%	8%	100%
Residential area:	Urban	730	71%	29%	100%
	Rural	1741	59%	41%	100%
	Chisinau	534	86%	14%	100%
Region:	North	848	62%	38%	100%
	Centre, including Chisinau	1554	71%	29%	100%
	South	603	65%	35%	100%
Language spoken at home:	Moldovan/ Romanian	2231	66%	34%	100%
	Russian	482	73%	27%	100%
	Ambele in egala măsura	149	80%	20%	100%
	Other	143	55%	45%	100%

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

		Number of cases	Where did you access the Internet over the past 12 months from?								Total
			At home	At friends, acquaintances	At school, college, universities (free of charge)	At work	At library, post office (free of charge)	At internet-café (for fee)	Elsewhere, via mobile phone	Elsewhere, via other device/s with Internet access (notebook with Wi-Fi connection, 3G modem etc)	
Total		1720	87%	26%	8%	18%	3%	5%	29%	20%	100%
Age groups:	16-25 years	398	85%	35%	20%	12%	5%	11%	46%	32%	100%
	26-35 years	417	87%	26%	4%	23%	2%	2%	29%	17%	100%
	36-45 years	330	91%	19%	2%	25%	2%	3%	19%	16%	100%
	46-55 years	305	88%	17%	1%	20%		1%	10%	7%	100%
	56-65 years	223	85%	17%	2%	12%	%	%	5%	2%	100%
	66-74 years	47	66%	28%	2%	17%					100%
Sex:	Male	737	87%	28%	8%	18%	3%	6%	31%	22%	100%
	Female	983	86%	25%	9%	18%	2%	4%	26%	17%	100%
Households with/without children under 18:	Without children	821	85%	29%	10%	20%	3%	7%	29%	20%	100%
	One child	506	91%	23%	8%	18%	2%	4%	29%	21%	100%
	Two children	312	85%	24%	6%	16%	2%	3%	29%	17%	100%
	Three children or more	81	81%	26%	8%	5%	1%	2%	21%	11%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	28	97%	18%	2%	39%		2%	33%	20%	100%
	Highly qualified professionals	208	96%	22%	6%	64%	4%	4%	31%	26%	100%
	Technicians and associate professionals	140	91%	23%	3%	36%	1%	2%	13%	13%	100%
	Administrative staff/clerks	22	78%	12%		27%		4%	36%	10%	100%
	Service and shop and market sales workers, housing and communal services	86	94%	17%	2%	21%	2%	2%	26%	18%	100%
	Skilled agricultural and fishery workers	57	81%	33%	4%	7%	2%	7%	14%	18%	100%

		Number of cases	Where did you access the Internet over the past 12 months from?								Total
			At home	At friends, acquaintances	At school, college, universities (free of charge))	At work	At library, post office (free of charge)	At internet-café (for fee)	Elsewhere, via mobile phone	Elsewhere, via other device/s with Internet access (notebook with Wi-Fi connection, 3G modem etc)	
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	37	91%	18%	3%	7%	3%	3%	13%	12%	100%
	Plant and machine operators and assemblers	34	83%	18%		29%		4%	42%	22%	100%
	Unqualified workers	130	80%	25%	2%	11%		4%	23%	12%	100%
	Pupils/ students	165	90%	40%	41%	7%	10%	16%	54%	45%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	37	90%	16%		6%			25%	13%	100%
	Not employed, looking for a job	243	88%	23%	4%	10%	2%	5%	25%	13%	100%
	Housekeeping services workers	305	79%	29%	2%	5%	%	2%	28%	15%	100%
	Pensioner	193	81%	20%	1%	9%		1%	4%	1%	100%
	Migrant	35	78%	39%	3%	3%	4%	3%	40%	31%	100%
Monthly family income:	Below 1000 MDL	179	73%	34%	6%	6%	3%	6%	22%	16%	100%
	1001-2000 MDL	338	81%	28%	6%	7%	2%	5%	20%	14%	100%
	2001-3000 MDL	307	90%	25%	6%	12%	1%	3%	20%	14%	100%
	3001-4000 MDL	235	90%	24%	10%	24%	4%	6%	30%	21%	100%
	4001-5000 MDL	127	89%	28%	5%	29%	7%	8%	35%	26%	100%
	5001-6000 MDL	82	96%	18%	7%	37%	1%	2%	40%	30%	100%
	Above 6000 MDL	139	92%	26%	8%	40%	4%	6%	47%	28%	100%
	DK/NR	313	88%	25%	15%	18%	2%	5%	33%	21%	100%
Welfare category:	We do not have enough funds even for our basic needs.	420	81%	21%	5%	10%	1%	3%	20%	11%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	597	86%	22%	7%	14%	2%	5%	24%	16%	100%
	We only have enough funds to buy	497	89%	33%	11%	26%	5%	6%	35%	26%	100%

		Number of cases	Where did you access the Internet over the past 12 months from?								Total
			At home	At friends, acquaintances	At school, college, universities (free of charge))	At work	At library, post office (free of charge)	At internet-café (for fee)	Elsewhere, via mobile phone	Elsewhere, via other device/s with Internet access (notebook with Wi-Fi connection, 3G modem etc)	
	food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.										
	We can afford purchasing durable goods but we can not buy expensive goods.	145	95%	30%	14%	33%	5%	8%	41%	31%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	100%	38%	28%	26%		4%	48%	32%	100%
	It is difficult to answer.	49	96%	25%	9%	9%		3%	31%	22%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	10	73%	34%							100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	194	76%	32%	9%	4%	2%	6%	39%	19%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	379	87%	28%	14%	8%	3%	5%	29%	19%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	299	83%	22%	2%	10%	1%	2%	22%	12%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	338	90%	27%	9%	18%	3%	6%	19%	20%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	500	92%	25%	8%	39%	3%	5%	35%	25%	100%

		Number of cases	Where did you access the Internet over the past 12 months from?								Total
			At home	At friends, acquaintances	At school, college, universities (free of charge)	At work	At library, post office (free of charge)	At internet-café (for fee)	Elsewhere, via mobile phone	Elsewhere, via other device/s with Internet access (notebook with Wi-Fi connection, 3G modem etc)	
Residential area:	Urban	443	91%	27%	9%	18%	2%	5%	29%	22%	100%
	Rural	858	81%	27%	6%	10%	1%	3%	22%	15%	100%
	Chisinau	419	93%	24%	13%	35%	6%	9%	40%	27%	100%
Region:	North	437	85%	33%	7%	14%	2%	4%	24%	20%	100%
	Centre, including Chisinau	937	88%	24%	9%	22%	4%	6%	35%	22%	100%
	South	346	86%	23%	8%	12%	1%	3%	16%	14%	100%
Language spoken at home:	Moldovan/ Romanian	1244	86%	26%	9%	16%	3%	5%	28%	20%	100%
	Russian	308	90%	24%	8%	25%	1%	5%	28%	19%	100%
	Both, at the same level	108	88%	34%	7%	34%	3%	10%	44%	30%	100%
	Other	60	80%	22%	7%	8%	2%	2%	11%	4%	100%

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

		Number of cases	Q1.9 How often did you use Internet over the past 12 months, regardless of the venue?			
			At least once a day	At least once a week	Less than once a week	DK/NR
Total		1720	72%	20%	8%	100%
Age groups:	16-25 years	398	84%	12%	4%	100%
	26-35 years	417	74%	19%	7%	100%
	36-45 years	330	66%	24%	10%	100%
	46-55 years	305	58%	31%	11%	100%
	56-65 years	223	54%	28%	18%	100%
	66-74 years	47	49%	28%	23%	100%
Sex:	Male	737	74%	19%	7%	100%
	Female	983	71%	21%	9%	100%
Households	Without children	821	71%	21%	8%	100%

		Number of cases	Q1.9 How often did you use Internet over the past 12 months, regardless of the venue?			
			At least once a day	At least once a week	Less than once a week	DK/NR
with/whithout children under 18:	One child	506	77%	17%	6%	100%
	Two children	312	70%	21%	9%	100%
	Three children or more	81	66%	21%	13%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	28	76%	21%	3%	100%
	Highly qualified professionals	208	87%	12%	1%	100%
	Technicians and associate professionals	140	79%	16%	5%	100%
	Administrative staff/clerks	22	78%	20%	3%	100%
	Service and shop and market sales workers, housing and communal services	86	81%	17%	2%	100%
	Skilled agricultural and fishery workers	57	54%	30%	16%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	37	54%	36%	10%	100%
	Plant and machine operators and assemblers	34	69%	19%	12%	100%
	Unqualified workers	130	56%	30%	14%	100%
	Pupils/ students	165	88%	10%	2%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	37	62%	22%	16%	100%
	Not employed, looking for a job	243	73%	19%	8%	100%
	Housekeeping services workers	305	64%	25%	11%	100%
	Pensioner	193	50%	31%	20%	100%
Migrant	35	74%	22%	4%	100%	
Monthly family income:	Below 1000 MDL	179	59%	27%	14%	100%
	1001-2000 MDL	338	64%	22%	14%	100%
	2001-3000 MDL	307	68%	25%	7%	100%
	3001-4000 MDL	235	80%	15%	6%	100%
	4001-5000 MDL	127	74%	19%	7%	100%
	5001-6000 MDL	82	82%	18%		100%
	Above 6000 MDL	139	86%	12%	2%	100%
	DK/NR	313	75%	19%	6%	100%
Welfare category:	We do not have enough funds even for our basic needs.	420	61%	27%	11%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	597	69%	22%	8%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV	497	78%	15%	7%	100%

		Number of cases	Q1.9 How often did you use Internet over the past 12 months, regardless of the venue?			
			At least once a day	At least once a week	Less than once a week	DK/NR
	set, refrigerator) is problematic.					
	We can afford purchasing durable goods but we can not buy expensive goods.	145	90%	8%	2%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	88%	12%		100%
	It is difficult to answer.	49	74%	23%	3%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	10	67%	33%		100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	194	65%	25%	10%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	379	70%	21%	9%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	299	60%	28%	12%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	338	72%	20%	9%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	500	86%	12%	3%	100%
Residential area:	Urban	443	74%	21%	4%	100%
	Rural	858	64%	24%	12%	100%
	Chisinau	419	86%	11%	3%	100%
Region:	North	437	71%	20%	8%	100%
	Centre, including Chisinau	937	73%	19%	7%	100%
	South	346	70%	22%	8%	100%
Language spoken at home:	Moldovan/ Romanian	1244	71%	21%	9%	100%
	Russian	308	79%	16%	5%	100%
	Both, at the same level	108	80%	17%	3%	100%
	Other	60	56%	33%	11%	100%

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

		Number of cases	Q1.10 For how long do you usually browse the Internet upon accessing it?					DK/NR	Total
			1 hour or less	2-3 hours	4-5 hours	6-8 hours	Over 8 hours		
Total		1720	34%	40%	13%	7%	5%	1%	100%
Age groups:	16-25 years	398	19%	41%	19%	12%	9%	,2%	100%
	26-35 years	417	33%	41%	14%	6%	6%	,2%	100%
	36-45 years	330	39%	42%	10%	4%	2%	2%	100%
	46-55 years	305	49%	37%	6%	4%	2%	1%	100%
	56-65 years	223	61%	30%	6%	1%	,5%	1%	100%
	66-74 years	47	57%	32%	6%	2%	2%		100%
Sex:	Male	737	31%	40%	15%	9%	6%	1%	100%
	Female	983	37%	40%	12%	6%	5%	,4%	100%
Households with/whithout children under 18:	Without children	821	31%	40%	15%	7%	6%	,3%	100%
	One child	506	34%	40%	12%	9%	5%	1%	100%
	Two children	312	37%	41%	13%	4%	4%	1%	100%
	Three children or more	81	45%	36%	10%	4%	2%	2%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	28	37%	36%	16%	3%	4%	3%	100%
	Highly qualified professionals	208	26%	41%	15%	9%	7%	,5%	100%
	Technicians and associate professionals	140	32%	43%	12%	10%	3%		100%
	Administrative staff/clerks	22	49%	38%	9%			4%	100%
	Service and shop and market sales workers, housing and communal services	86	43%	35%	11%	3%	6%	2%	100%
	Skilled agricultural and fishery workers	57	41%	53%	3%		2%		100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	37	50%	29%	10%	3%		8%	100%
	Plant and machine operators and assemblers	34	44%	30%	18%	6%		2%	100%
	Unqualified workers	130	44%	33%	12%	6%	4%	1%	100%
	Pupils/ students	165	13%	39%	23%	14%	10%	1%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	37	39%	30%	16%	7%	7%	2%	100%
	Not employed, looking for a job	243	29%	45%	13%	7%	6%	,4%	100%
	Housekeeping services workers	305	37%	41%	12%	5%	4%		100%

		Number of cases	Q1.10 For how long do you usually browse the Internet upon accessing it?						Total
			1 hour or less	2-3 hours	4-5 hours	6-8 hours	Over 8 hours	DK/NR	
	Pensioner	193	64%	30%	2%	3%	1%		100%
	Migrant	35	27%	49%	9%	8%	7%		100%
Monthly family income:	Below 1000 MDL	179	47%	34%	8%	4%	7%	1%	100%
	1001-2000 MDL	338	42%	39%	11%	7%	1%	1%	100%
	2001-3000 MDL	307	33%	47%	12%	4%	3%	,5%	100%
	3001-4000 MDL	235	30%	42%	15%	8%	4%		100%
	4001-5000 MDL	127	33%	39%	12%	9%	8%		100%
	5001-6000 MDL	82	30%	34%	18%	12%	6%		100%
	Above 6000 MDL	139	27%	30%	19%	11%	11%	1%	100%
	DK/NR	313	27%	41%	15%	8%	7%	2%	100%
Welfare category:	We do not have enough funds even for our basic needs.	420	43%	40%	9%	3%	4%	1%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	597	35%	41%	11%	7%	4%	1%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	497	32%	40%	13%	7%	7%	,4%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	145	15%	33%	27%	14%	9%	1%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	7%	30%	54%	8%			100%
	It is difficult to answer.	49	20%	43%	20%	12%		5%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	10	24%	69%	6%				100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	194	36%	37%	14%	7%	6%	,2%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	379	35%	40%	14%	7%	4%	1%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	299	35%	44%	11%	5%	5%	,4%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	338	39%	37%	11%	7%	4%	2%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	500	28%	39%	15%	9%	8%	1%	100%
Residential area:	Urban	443	30%	43%	14%	6%	4%	2%	100%
	Rural	858	39%	41%	11%	6%	3%		100%
	Chisinau	419	27%	33%	16%	11%	11%	1%	100%

		Number of cases	Q1.10 For how long do you usually browse the Internet upon accessing it?						Total
			1 hour or less	2-3 hours	4-5 hours	6-8 hours	Over 8 hours	DK/NR	
Region:	North	437	35%	42%	13%	5%	3%	1%	100%
	Centre, including Chisinau	937	31%	39%	14%	8%	7%	1%	100%
	South	346	40%	40%	11%	6%	3%	1%	100%
Language spoken at home:	Moldovan/ Romanian	1244	36%	40%	13%	7%	4%	4%	100%
	Russian	308	27%	38%	13%	9%	11%	1%	100%
	Both, at the same level	108	23%	36%	21%	10%	6%	3%	100%
	Other	60	47%	45%	6%		3%		100%

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

		Number of cases	Q1.11 For how many years do you use Internet resources, regardless of where you access them from?						Total
			Less than one year	1-3 years	4-6 years	7-10 years	Over 10 years	DK/NR	
Total		1720	8%	36%	32%	15%	5%	3%	100%
Age groups:	16-25 years	398	7%	36%	33%	19%	3%	3%	100%
	26-35 years	417	8%	38%	29%	16%	7%	3%	100%
	36-45 years	330	9%	32%	37%	11%	7%	4%	100%
	46-55 years	305	9%	37%	32%	12%	7%	3%	100%
	56-65 years	223	18%	40%	26%	8%	5%	4%	100%
	66-74 years	47	9%	40%	26%	15%	11%		100%
Sex:	Male	737	8%	35%	32%	16%	5%	3%	100%
	Female	983	9%	37%	32%	14%	5%	3%	100%
Households with/without children under 18:	Without children	821	7%	32%	34%	18%	6%	3%	100%
	One child	506	6%	36%	34%	15%	6%	3%	100%
	Two children	312	13%	42%	26%	10%	5%	4%	100%
	Three children or more	81	17%	51%	21%	9%	1%	1%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and	28		20%	40%	15%	22%	3%	100%

		Number of cases	Q1.11 For how many years do you use Internet resources, regardless of where you access them from?						Total
			Less than one year	1-3 years	4-6 years	7-10 years	Over 10 years	DK/NR	
	political)								
	Highly qualified professionals	208	2%	16%	35%	28%	15%	4%	100%
	Technicians and associate professionals	140	5%	38%	33%	14%	7%	3%	100%
	Administrative staff/clerks	22	3%	36%	27%	12%	17%	5%	100%
	Service and shop and market sales workers, housing and communal services	86	5%	39%	35%	15%	2%	4%	100%
	Skilled agricultural and fishery workers	57	13%	41%	29%	7%	6%	4%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	37	7%	44%	33%	10%		6%	100%
	Plant and machine operators and assemblers	34	11%	27%	22%	26%	6%	9%	100%
	Unqualified workers	130	12%	47%	25%	11%	1%	3%	100%
	Pupils/ students	165	4%	34%	37%	21%	3%	1%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	37	3%	41%	17%	24%	12%	3%	100%
	Not employed, looking for a job	243	15%	38%	32%	12%	3%	2%	100%
	Housekeeping services workers	305	11%	44%	32%	8%	2%	3%	100%
	Pensioner	193	15%	39%	24%	11%	7%	3%	100%
	Migrant	35	2%	25%	43%	19%	11%		100%
Monthly family income:	Below 1000 MDL	179	15%	47%	26%	5%	2%	6%	100%
	1001-2000 MDL	338	12%	53%	25%	6%	2%	2%	100%
	2001-3000 MDL	307	9%	45%	31%	11%	2%	2%	100%
	3001-4000 MDL	235	6%	30%	37%	20%	5%	2%	100%
	4001-5000 MDL	127	5%	30%	32%	21%	9%	3%	100%
	5001-6000 MDL	82	1%	18%	44%	26%	7%	4%	100%
	Above 6000 MDL	139	2%	14%	33%	27%	19%	5%	100%
	DK/NR	313	9%	29%	34%	19%	6%	4%	100%
Welfare category:	We do not have enough funds even for our basic needs.	420	14%	41%	29%	8%	5%	3%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	597	10%	42%	29%	13%	3%	3%	100%

		Number of cases	Q1.11 For how many years do you use Internet resources, regardless of where you access them from?						Total
			Less than one year	1-3 years	4-6 years	7-10 years	Over 10 years	DK/NR	
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	497	5%	30%	38%	19%	6%	2%	100%
	Ne permitem sa procuram bunuri de uz îndelungat. Însă nu ne permitem procurarea lucrurilor scumpe.	145	1%	25%	31%	25%	11%	6%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12		18%	22%	42%	17%		100%
	It is difficult to answer.	49	4%	35%	29%	16%	4%	12%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	10	12%	45%	6%	11%		27%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	194	16%	51%	19%	8%	1%	4%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	379	8%	41%	34%	12%	3%	2%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	299	14%	46%	29%	7%	1%	3%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	338	7%	35%	36%	15%	2%	4%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	500	3%	20%	36%	27%	14%	2%	100%
Residential area:	Urban	443	7%	34%	38%	14%	4%	4%	100%
	Rural	858	12%	48%	29%	7%	2%	3%	100%
	Chisinau	419	3%	16%	32%	32%	13%	3%	100%
Region:	North	437	13%	43%	29%	11%	1%	3%	100%
	Centre, including Chisinau	937	6%	29%	35%	19%	8%	3%	100%
	South	346	10%	48%	26%	10%	3%	4%	100%
Language spoken at home:	Moldovan/ Romanian	1244	9%	39%	31%	14%	5%	3%	100%
	Russian	308	6%	28%	37%	19%	6%	4%	100%
	Both, at the same level	108	6%	25%	32%	21%	12%	3%	100%
	Other	60	18%	46%	21%	8%	2%	5%	100%

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

		Number of cases	Getting general information about governmental institutions, public authorities, public entities, overall	Requesting public services provided by governmental institutions, for e.g.	Sending the information to the government institutions, for e.g. filing a	Getting informed about the goods and services rendered by private economic	Getting informed about health and medical services rendered by public	Getting informed about health and medical services rendered by private	Getting informed about cultural institutions and their activities (for e.g. the program of theaters, cinemas)	Sending and/or receiving of messages via electronic mail (e-mail)
		0	1	2	3	4	5	6	7	8
Total		1720	16%	6%	5%	19%	24%	19%	19%	44%
Age groups:	16-25 years	398	19%	8%	5%	20%	27%	19%	23%	53%
	26-35 years	417	14%	7%	5%	23%	25%	22%	20%	49%
	36-45 years	330	16%	5%	4%	20%	22%	19%	21%	38%
	46-55 years	305	14%	4%	4%	15%	18%	16%	14%	32%
	56-65 years	223	10%	3%	3%	8%	13%	11%	5%	22%
	66-74 years	47	19%	2%	6%	11%	21%	17%	4%	21%
Sex:	Male	737	16%	6%	4%	22%	21%	18%	18%	45%
	Female	983	16%	7%	5%	16%	26%	20%	20%	43%
Households with/whithout children under 18:	Without children	821	18%	8%	4%	19%	22%	17%	21%	46%
	One child	506	17%	6%	5%	21%	30%	25%	20%	45%
	Two children	312	11%	3%	5%	18%	18%	14%	16%	41%
	Three children or more	81	10%	3%	1%	14%	18%	14%	8%	26%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	28	40%	21%	24%	31%	27%	19%	29%	56%
	Highly qualified professionals	208	37%	13%	8%	38%	40%	38%	42%	72%
	Technicians and associate professionals	140	13%	5%	4%	24%	33%	20%	17%	51%
	Administrative staff/clerks	22	18%	8%	16%	22%	17%	13%	19%	59%
	Service and shop and market sales workers, housing and communal services	86	11%	5%	5%	23%	22%	15%	13%	35%
	Skilled agricultural and fishery workers	57	13%		4%	14%	8%	12%	12%	19%
Craft and related trades workers, in construction, transportation, telecommunications,	37	15%	1%	3%	14%	12%	8%	6%	31%	

		Number of cases	Getting general information about governmental institutions, public authorities, public entities overall	Requesting public services provided by governmental institutions, for e.g.	Sending the information to the government institutions, for e.g. filing a	Getting informed about the goods and services rendered by private economic	Getting informed about health and medical services rendered by public	Getting informed about health and medical services rendered by private	Getting informed about cultural institutions and their activities (for e.g. the program of theaters, cinemas)	Sending and/or receiving of messages via electronic mail (e-mail)
	geology and geological prospecting									
	Plant and machine operators and assemblers	34	24%	18%		16%	20%	14%	25%	48%
	Unqualified workers	130	8%	2%	1%	9%	13%	8%	11%	27%
	Pupils/ students	165	22%	10%	4%	17%	25%	19%	30%	63%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	37	7%	4%	4%	22%	40%	30%	22%	48%
	Not employed, looking for a job	243	10%	3%	4%	19%	22%	18%	14%	35%
	Housekeeping services workers	305	8%	5%	4%	12%	19%	16%	12%	34%
	Pensioner	193	12%	4%	4%	9%	16%	13%	8%	26%
Migrant	35	16%	7%	2%	34%	28%	19%	16%	45%	
Monthly family income:	Below 1000 MDL	179	11%	3%	4%	13%	22%	17%	14%	30%
	1001-2000 MDL	338	8%	2%	2%	8%	13%	8%	7%	27%
	2001-3000 MDL	307	13%	4%	4%	15%	20%	14%	15%	40%
	3001-4000 MDL	235	15%	8%	3%	17%	27%	23%	23%	52%
	4001-5000 MDL	127	24%	4%	9%	26%	28%	26%	29%	52%
	5001-6000 MDL	82	36%	17%	8%	42%	47%	37%	38%	59%
	Above 6000 MDL	139	35%	16%	9%	41%	39%	33%	42%	70%
	DK/NR	313	13%	6%	4%	20%	21%	17%	16%	46%
Welfare category:	We do not have enough funds even for our basic needs.	420	7%	4%	4%	10%	18%	14%	9%	32%
	We only have enough funds to buy food, but we can hardly buy clothes.	597	15%	6%	3%	19%	23%	18%	16%	42%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	497	21%	6%	5%	24%	26%	21%	26%	49%
	We can afford purchasing durable goods but we can not buy expensive goods.	145	28%	15%	9%	25%	32%	28%	34%	63%

		Number of cases	Getting general information about governmental institutions, public authorities, public entities overall	Requesting public services provided by governmental institutions, for e.g.	Sending the information to the government institutions, for e.g. filing a	Getting informed about the goods and services rendered by private economic	Getting informed about health and medical services rendered by public	Getting informed about health and medical services rendered by private	Getting informed about cultural institutions and their activities (for e.g. the program of theaters, cinemas)	Sending and/or receiving of messages via electronic mail (e-mail)
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	39%	19%	17%	11%	39%	39%	19%	50%
	It is difficult to answer.	49	10%	4%	2%	21%	21%	10%	13%	48%
Education level:	Primary education or without primary education (from 1st to 4th form)	10					6%	6%	6%	12%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	194	6%	2%	2%	12%	15%	9%	11%	27%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	379	13%	5%	3%	14%	23%	14%	16%	41%
	Secondary vocational education (qualified vocational training, including qualification courses)	299	6%	1%	2%	11%	13%	11%	8%	31%
	Post-secondary non-tertiary (colleges, including vocational schools)	338	15%	5%	4%	18%	24%	21%	17%	42%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	500	31%	13%	9%	33%	35%	32%	35%	65%
Residential area:	Urban	443	15%	6%	4%	21%	21%	17%	18%	42%
	Rural	858	10%	3%	3%	13%	17%	12%	11%	33%
	Chisinau	419	29%	13%	8%	30%	38%	34%	36%	69%
Region:	North	437	11%	4%	3%	11%	16%	11%	13%	34%
	Centre, including Chisinau	937	20%	8%	6%	24%	30%	25%	24%	53%
	South	346	12%	3%	3%	15%	15%	10%	12%	30%
Language spoken at home:	Moldovan/ Romanian	1244	16%	5%	5%	19%	23%	18%	19%	43%
	Russian	308	17%	9%	5%	22%	24%	19%	21%	49%
	Both, at the same level	108	24%	12%	3%	23%	33%	31%	29%	61%
	Other	60	6%	1%	2%	9%	12%	5%	4%	12%

(continuarea tabelului 1.13.)

		Holding phone conversations via Internet/VoIP	Chatting via Skype, Messenger	Using social networks (Facebook, Odnoklassniki, etc.)	Disseminating information via personal web pages	Purchasing or ordering goods or services from private entities	Carrying out e-banking transactions via Internet	Training and education activities	Content for purposes of entertainment (games, texts, pictures, books, music, movies)	Downloading programmes (software)	Reading news, newspapers, on-line magazines
		9	10	11	12	13	14	15	16	17	18
Total		19%	88%	82%	20%	16%	10%	35%	69%	36%	66%
Age groups:	16-25 years	25%	88%	93%	31%	21%	11%	44%	82%	52%	69%
	26-35 years	20%	88%	87%	19%	17%	12%	35%	73%	38%	71%
	36-45 years	15%	87%	78%	17%	14%	11%	31%	64%	25%	65%
	46-55 years	14%	89%	66%	11%	10%	6%	25%	54%	19%	60%
	56-65 years	9%	87%	55%	5%	5%	4%	14%	37%	13%	49%
	66-74 years	4%	91%	60%	6%	4%	2%	19%	40%	13%	58%
Sex:	Male	19%	87%	81%	21%	18%	10%	32%	73%	40%	69%
	Female	19%	89%	83%	20%	14%	10%	37%	65%	32%	63%
Households with/whithout children under 18:	Without children	19%	88%	79%	22%	16%	11%	35%	67%	39%	67%
	One child	21%	89%	85%	22%	17%	10%	34%	74%	38%	68%
	Two children	17%	85%	86%	18%	15%	7%	36%	68%	31%	65%
	Three children or more	12%	83%	81%	7%	11%	9%	32%	65%	23%	53%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	28%	90%	77%	32%	29%	33%	42%	66%	55%	73%
	Highly qualified professionals	31%	88%	85%	35%	27%	20%	58%	76%	55%	85%
	Technicians and associate professionals	17%	90%	77%	17%	15%	14%	36%	77%	41%	75%
	Administrative staff/clerks	27%	85%	75%	34%	13%	23%	30%	68%	37%	64%
	Service and shop and market sales workers, housing and communal services	18%	93%	90%	23%	23%	10%	33%	64%	28%	71%
	Skilled agricultural and fishery workers	11%	83%	71%	7%	9%	1%	16%	61%	14%	61%
	Craft and related trades workers, în construction, transportation,	14%	90%	68%	10%	6%	4%	13%	44%	17%	55%

		Holding phone conversations via Internet/VoIP	Chatting via Skype, Messenger	Using social networks (Facebook, Odnoklassniki, etc.)	Disseminating information via personal web pages	Purchasing or ordering goods or services from private entities	Carrying out e-banking transactions via Internet	Training and education activities	content for purposes of entertainment (games, texts, pictures, books, music, movies)	Downloading programmes (software)	Reading news, newspapers, on-line magazines
		9	10	11	12	13	14	15	16	17	18
	tellecommunications, geology and geological prospecting										
	Plant and machine operators and assemblers	22%	75%	76%	27%	18%	16%	24%	66%	27%	64%
	Unqualified workers	16%	80%	75%	14%	9%	7%	24%	67%	26%	56%
	Pupils/ students	28%	91%	93%	37%	26%	10%	60%	85%	67%	77%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	19%	83%	83%	28%	31%	12%	41%	72%	35%	60%
	Not employed, looking for a job	14%	88%	83%	12%	12%	6%	21%	67%	26%	58%
	Housekeeping services workers	14%	88%	87%	13%	9%	6%	28%	68%	27%	59%
	Pensioner	11%	88%	57%	5%	4%	4%	14%	35%	12%	53%
Migrant	26%	87%	85%	20%	16%	14%	37%	72%	32%	75%	
Monthly family income:	Below 1000 MDL	13%	87%	80%	12%	11%	2%	20%	50%	19%	51%
	1001-2000 MDL	10%	84%	76%	8%	4%	3%	23%	57%	24%	56%
	2001-3000 MDL	15%	89%	83%	17%	10%	6%	31%	64%	29%	65%
	3001-4000 MDL	24%	88%	83%	22%	14%	10%	41%	77%	40%	70%
	4001-5000 MDL	23%	86%	84%	32%	28%	13%	46%	83%	41%	72%
	5001-6000 MDL	30%	92%	87%	39%	30%	22%	52%	85%	67%	91%
	Above 6000 MDL	33%	90%	84%	39%	31%	31%	49%	82%	55%	81%
	DK/NR	21%	89%	84%	21%	21%	11%	36%	74%	42%	67%
Welfare category:	We do not have enough funds even for our basic needs.	19%	87%	78%	12%	8%	5%	22%	59%	23%	52%
	We only have enough funds to buy food, but we can hardly buy clothes.	18%	86%	82%	17%	15%	9%	33%	66%	35%	65%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	18%	90%	82%	25%	20%	11%	42%	77%	42%	74%
	We can afford purchasing durable goods but we can not buy expensive goods.	28%	88%	92%	35%	26%	21%	46%	78%	54%	82%

		Holding phone conversations via Internet/VoIP	Chatting via Skype, Messenger	Using social networks (Facebook, Odnoklassniki, etc.)	Disseminating information via personal web pages	Purchasing or ordering goods or services from private entities	Carrying out e-banking transactions via Internet	Training and education activities	content for purposes of entertainment (games, texts, pictures, books, music, movies)	Downloading programmes (software)	Reading news, newspapers, on-line magazines
		9	10	11	12	13	14	15	16	17	18
	We can afford purchasing expensive goods, such as apartments, villas and many others.	55%	93%	93%	54%	50%	36%	51%	61%	61%	81%
	It is difficult to answer.	9%	96%	86%	20%	4%	8%	33%	73%	34%	61%
Education level:	Primary education or without primary education (from 1st to 4th form)	12%	89%	85%					37%	12%	27%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	15%	82%	86%	14%	11%	4%	24%	69%	30%	57%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	16%	89%	80%	17%	11%	7%	37%	69%	33%	61%
	Secondary vocational education (qualified vocational training, including qualification courses)	10%	84%	80%	11%	10%	3%	20%	63%	20%	61%
	Post-secondary non-tertiary (colleges, including vocational schools)	22%	91%	76%	20%	15%	9%	33%	64%	34%	65%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	28%	90%	87%	32%	27%	21%	49%	77%	54%	80%
Residential area:	Urban	16%	89%	82%	20%	12%	9%	35%	66%	33%	65%
	Rural	14%	86%	81%	10%	9%	5%	27%	65%	22%	58%
	Chisinau	33%	89%	85%	40%	33%	20%	50%	81%	67%	84%
Region:	North	11%	86%	79%	14%	8%	5%	27%	64%	24%	54%
	Centre, including Chisinau	26%	89%	83%	26%	21%	14%	42%	75%	47%	73%
	South	11%	87%	83%	12%	11%	5%	22%	57%	21%	62%
Language spoken at home:	Moldovan/ Romanian	19%	88%	82%	20%	14%	9%	34%	70%	36%	65%
	Russian	24%	89%	82%	22%	24%	13%	33%	66%	41%	70%
	Both, at the same level	19%	88%	82%	23%	19%	11%	50%	72%	39%	82%
	Other	7%	73%	82%	8%	7%	8%	19%	52%	16%	56%

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

		Number of cases	Q2.1 Did you personally access the website of the Government (www.gov.md) over the past 12 months?		Total
			Yes	No	
Total		1720	15%	85%	100%
Age groups:	16-25 years	398	17%	83%	100%
	26-35 years	417	18%	82%	100%
	36-45 years	330	13%	87%	100%
	46-55 years	305	12%	88%	100%
	56-65 years	223	7%	93%	100%
	66-74 years	47	9%	91%	100%
Sex:	Male	737	19%	81%	100%
	Female	983	11%	89%	100%
Households with/without children under 18:	Without children	821	17%	83%	100%
	One child	506	16%	84%	100%
	Two children	312	11%	89%	100%
	Three children or more	81	6%	94%	100%
Occupation :	Lawyers and senior officials and corporate managers (socio-economic and political)	28	38%	62%	100%
	Highly qualified professionals	208	37%	63%	100%
	Technicians and associate professionals	140	14%	86%	100%
	Administrative staff/clerks	22	37%	63%	100%
	Service and shop and market sales workers, housing and communal services	86	9%	91%	100%
	Skilled agricultural and fishery workers	57	5%	95%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	37	12%	88%	100%
	Plant and machine operators and assemblers	34	6%	94%	100%
	Unqualified workers	130	8%	92%	100%
	Pupils/ students	165	22%	78%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	37	6%	94%	100%
	Not employed, looking for a job	243	10%	90%	100%
	Housekeeping services workers	305	7%	93%	100%
	Pensioner	193	10%	90%	100%
Migrant	35	21%	79%	100%	
Monthly family income:	Below 1000 MDL	179	8%	92%	100%
	1001-2000 MDL	338	10%	90%	100%
	2001-3000 MDL	307	8%	92%	100%
	3001-4000 MDL	235	20%	80%	100%
	4001-5000 MDL	127	27%	73%	100%
	5001-6000 MDL	82	33%	67%	100%
	Above 6000 MDL	139	29%	71%	100%
	DK/NR	313	12%	88%	100%
Welfare category:	We do not have enough funds even for our basic needs.	420	9%	91%	100%
	We only have enough funds to buy food, but we	597	12%	88%	100%

		Number of cases	Q2.1 Did you personally access the website of the Government (www.gov.md) over the past 12 months?		Total
			Yes	No	
	can hardly buy clothes.				
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	497	19%	81%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	145	32%	68%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	19%	81%	100%
	It is difficult to answer.	49	6%	94%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	10		100%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	194	5%	95%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	379	13%	87%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	299	6%	94%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	338	9%	91%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	500	33%	67%	100%
Residential area:	Urban	443	16%	84%	100%
	Rural	858	9%	91%	100%
	Chisinau	419	27%	73%	100%
Region:	North	437	12%	88%	100%
	Centre, including Chisinau	937	19%	81%	100%
	South	346	9%	91%	100%
Language spoken at home:	Moldovan/ Romanian	1244	14%	86%	100%
	Russian	308	17%	83%	100%
	Both, at the same level	108	29%	71%	100%
	Other	60	2%	98%	100%

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

		Number of cases	Q2.2 How many times did you access the webpage of the Government (www.gov.md) over the past 12 months?					Total
			Once	1-3 times	4-7 times	8-10 times	Over 10 times	
Total		237	21,1%	38,7%	14,8%	5,2%	20,1%	100%
Age groups:	16-25 years	67	15,8%	47,1%	16,9%	2,8%	17,4%	100%
	26-35 years	72	28,6%	31,6%	17,3%	3,4%	19,1%	100%
	36-45 years	42	19,0%	47,0%	10,9%	10,2%	12,8%	100%
	46-55 years	37	18,9%	24,5%	8,5%	14,1%	34,0%	100%
	56-65 years	15	27,3%	12,4%	6,7%		53,6%	100%
	66-74 years	4	25,0%	50,1%			24,9%	100%
Sex:	Male	127	21,7%	42,9%	14,9%	3,9%	16,6%	100%
	Female	110	20,0%	31,9%	14,6%	7,4%	26,0%	100%
Households with/whithout children under 18:	Without children	119	15,3%	41,1%	15,6%	2,6%	25,5%	100%
	One child	79	27,1%	35,6%	16,2%	8,0%	13,1%	100%
	Two children	34	25,0%	37,8%	7,8%	9,0%	20,4%	100%
	Three children or more	5	41,8%	38,7%	19,5%			100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	11	17,7%	31,5%	9,1%		41,7%	100%
	Highly qualified professionals	74	10,2%	35,7%	17,1%	7,7%	29,3%	100%
	Technicians and associate professionals	17	40,3%	28,1%	4,0%	15,8%	11,8%	100%
	Administrative staff/clerks	8	40,8%	40,6%	11,8%		6,8%	100%
	Service and shop and market sales workers, housing and communal services	7	48,5%	22,2%	19,0%		10,3%	100%
	Skilled agricultural and fishery workers	2		100,0%				100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	4	28,6%	71,4%				100%
	Plant and machine operators and assemblers	2	64,9%				35,1%	100%
	Unqualified workers	7	8,9%	59,8%	31,4%			100%
	Pupils/ students	35	21,0%	39,9%	17,9%		21,2%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	2	50,0%		50,0%			100%
	Not employed, looking for a job	22	10,5%	46,3%	13,8%	9,4%	20,1%	100%

		Number of cases	Q2.2 How many times did you access the webpage of the Government (www.gov.md) over the past 12 months?					Total
			Once	1-3 times	4-7 times	8-10 times	Over 10 times	
	Housekeeping services workers	22	35,1%	32,7%	12,5%	10,9%	8,8%	100%
	Pensioner	17	22,8%	42,1%	8,2%		27,0%	100%
	Migrant	7	28,0%	43,9%	10,8%		17,3%	100%
Monthly family income:	Below 1000 MDL	11	51,3%	12,3%	30,4%		6,0%	100%
	1001-2000 MDL	26	20,9%	41,2%	15,6%	5,4%	16,9%	100%
	2001-3000 MDL	24	43,9%	28,2%	9,4%	6,5%	12,1%	100%
	3001-4000 MDL	46	23,4%	37,8%	10,7%	5,9%	22,2%	100%
	4001-5000 MDL	33	7,7%	58,6%	9,3%	4,4%	20,1%	100%
	5001-6000 MDL	24	10,0%	34,0%	20,2%	4,7%	31,1%	100%
	Above 6000 MDL	41	18,8%	33,0%	17,3%	7,2%	23,8%	100%
	DK/NR	32	16,5%	45,0%	15,4%	4,7%	18,3%	100%
Welfare category:	We do not have enough funds even for our basic needs.	32	34,7%	35,6%	7,2%	2,6%	19,9%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	60	24,6%	38,5%	13,5%	4,7%	18,7%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	93	16,0%	42,5%	14,7%	5,7%	21,0%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	46	17,6%	35,5%	22,4%	3,4%	21,2%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	3	21,1%	44,8%	34,0%			100%
	It is difficult to answer.	3				71,6%	28,4%	100%
Education level:	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	9	23,1%	39,0%	37,8%			100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	37	22,0%	38,2%	18,9%		20,9%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	13	38,4%	43,1%	8,8%		9,7%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	23	24,3%	42,2%	9,5%	14,7%	9,2%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	155	18,2%	37,8%	13,1%	6,4%	24,5%	100%
Residential area:	Urban	64	16,5%	42,1%	14,3%	4,0%	23,1%	100%
	Rural	67	27,6%	40,9%	15,7%	6,4%	9,4%	100%
	Chisinau	106	19,6%	35,3%	14,5%	5,2%	25,3%	100%

		Number of cases	Q2.2 How many times did you access the webpage of the Government (www.gov.md) over the past 12 months?					Total
			Once	1-3 times	4-7 times	8-10 times	Over 10 times	
Region:	North	51	26,6%	38,7%	13,8%	5,3%	15,5%	100%
	Centre, including Chisinau	160	21,0%	37,6%	15,6%	4,7%	21,1%	100%
	South	26	11,5%	46,0%	11,5%	8,5%	22,6%	100%
Language spoken at home:	Moldovan/ Romanian	159	22,7%	36,4%	16,4%	5,7%	18,8%	100%
	Russian	47	16,2%	43,8%	5,8%	3,2%	31,0%	100%
	Both, at the same level	29	20,5%	44,3%	18,4%	6,2%	10,6%	100%
	Other	2		35,5%	64,5%			100%

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

		Number of cases	Q2.3.5. Did you personally access over the past 12 months one of the following websites (the answer "Yes"):				
			http://www.particip.gov.md/	http://www.date.gov.md/	http://www.actelocal.md/	http://ednc.gov.md/	http://www.lexjusstice.md/
Total		237	16,1%	35,4%	25,7%	16,2%	38,5%
Age groups:	16-25 years	67	13,9%	35,9%	22,1%	21,6%	28,7%
	26-35 years	72	16,3%	31,5%	27,0%	12,4%	44,6%
	36-45 years	42	19,9%	38,2%	21,1%	10,9%	48,3%
	46-55 years	37	15,0%	40,7%	38,8%	12,3%	42,4%
	56-65 years	15	33,0%	39,7%	40,2%	32,5%	45,9%
	66-74 years	4		25,0%			
Sex:	Male	127	17,6%	36,7%	24,0%	18,1%	37,3%
	Female	110	13,7%	33,3%	28,5%	13,1%	40,4%
Households with/whithout children under 18:	Without children	119	14,1%	35,5%	23,6%	11,6%	33,6%
	One child	79	18,9%	40,9%	27,1%	24,0%	40,0%
	Two children	34	16,5%	23,5%	31,6%	16,6%	52,4%
	Three children or more	5	19,5%	19,5%	16,4%		41,8%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	11	35,9%	62,9%	45,2%	32,9%	69,9%

		Number of cases	Q2.3.5. Did you personally access over the past 12 months one of the following websites (the answer "Yes"):				
			http://www.particip.gov.md/	http://www.date.gov.md/	http://www.actelocale.md/	http://ednc.gov.md/	http://www.lexjusstice.md/
	Highly qualified professionals	74	23,1%	41,6%	29,4%	11,5%	59,1%
	Technicians and associate professionals	17	27,3%	31,5%	7,7%	23,9%	11,8%
	Administrative staff/clerks	8	6,8%	32,2%	18,7%		67,8%
	Service and shop and market sales workers, housing and communal services	7	21,0%	19,0%	29,3%	27,8%	32,4%
	Skilled agricultural and fishery workers	2			100,0%		
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	4	11,7%	47,4%	11,7%	11,7%	11,7%
	Plant and machine operators and assemblers	2					64,9%
	Unqualified workers	7	8,9%	45,6%		15,7%	15,7%
	Pupils/ students	35	3,1%	31,7%	23,0%	17,9%	22,7%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	2					50,0%
	Not employed, looking for a job	22	25,3%	49,6%	27,2%	21,6%	40,4%
	Housekeeping services workers	22	3,7%	17,5%	32,2%	10,9%	24,0%
	Pensioner	17	20,2%	21,9%	38,8%	9,4%	38,5%
	Migrant	7	17,3%	26,6%	28,0%	34,6%	45,3%
Monthly family income:	Below 1000 MDL	11	11,1%	32,5%	25,1%	23,4%	6,9%
	1001-2000 MDL	26	5,6%	49,0%	21,6%	27,3%	35,3%
	2001-3000 MDL	24	39,5%	35,5%	19,8%	9,3%	36,5%
	3001-4000 MDL	46	14,4%	36,1%	27,5%	17,6%	38,6%
	4001-5000 MDL	33	28,1%	45,2%	32,0%	17,0%	43,9%
	5001-6000 MDL	24	8,3%	25,3%	35,9%	12,9%	58,7%
	Above 6000 MDL	41	17,0%	39,1%	22,7%	7,8%	52,8%
	DK/NR	32	8,6%	21,5%	20,8%	18,1%	20,1%
Welfare category:	We do not have enough funds even for our basic needs.	32	13,9%	20,4%	9,0%	16,6%	21,8%
	We only have enough funds to buy food, but	60	12,7%	37,1%	20,7%	20,2%	36,2%

		Number of cases	Q2.3.5. Did you personally access over the past 12 months one of the following websites (the answer "Yes"):				
			http://www.particip.gov.md/	http://www.date.gov.md/	http://www.actelocale.md/	http://ednc.gov.md/	http://www.lexjusstice.md/
	we can hardly buy clothes.						
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	93	15,2%	33,0%	33,3%	9,7%	38,9%
	We can afford purchasing durable goods but we can not buy expensive goods.	46	19,4%	48,5%	28,8%	22,7%	48,9%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	3	100,0%	55,2%	78,9%	55,2%	100,0%
	It is difficult to answer.	3	38,2%	28,4%			66,6%
Education level:	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	9	18,0%	26,0%	11,8%	41,8%	17,0%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	37	11,8%	31,6%	26,6%	12,4%	21,1%
	Secondary vocational education (qualified vocational training, including qualification courses)	13	8,8%	49,4%	20,6%		37,6%
	Post-secondary non-tertiary (colleges, including vocational schools)	23	19,6%	44,4%	25,5%	24,6%	27,2%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	155	17,6%	34,4%	27,2%	15,8%	47,8%
Residential area:	Urban	64	16,8%	25,1%	24,2%	17,8%	37,3%
	Rural	67	6,4%	36,6%	27,8%	10,1%	26,2%
	Chisinau	106	22,0%	40,8%	25,3%	19,2%	47,2%
Region:	North	51	6,8%	15,0%	25,1%	26,0%	34,0%
	Centru	160	19,9%	41,1%	25,3%	15,9%	43,9%
	South	26	9,2%	36,6%	29,8%		11,9%
Language spoken at home:	Moldovan/ Romanian	159	14,5%	37,5%	29,0%	17,8%	35,6%
	Russian	47	9,8%	21,6%	19,2%	4,8%	42,2%
	Both, at the same level	29	37,5%	45,9%	18,1%	26,7%	51,2%
	Other	2		35,5%			

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

		Number of cases	Q2.4 Did you personally access any webpage (website) of the state institutions over the past 12 months?		Total
			Yes	No	
Total		1720	30%	70%	100%
Age groups:	16-25 years	398	36%	64%	100%
	26-35 years	417	33%	67%	100%
	36-45 years	330	28%	72%	100%
	46-55 years	305	21%	79%	100%
	56-65 years	223	16%	84%	100%
	66-74 years	47	17%	83%	100%
Sex:	Male	737	29%	71%	100%
	Female	983	31%	69%	100%
Households with/whithout children under 18:	Without children	821	33%	67%	100%
	One child	506	33%	67%	100%
	Two children	312	21%	79%	100%
	Three children or more	81	22%	78%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	28	53%	47%	100%
	Highly qualified professionals	208	61%	39%	100%
	Technicians and associate professionals	140	32%	68%	100%
	Administrative staff/clerks	22	41%	59%	100%
	Service and shop and market sales workers, housing and communal services	86	24%	76%	100%
	Skilled agricultural and fishery workers	57	21%	79%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	37	22%	78%	100%
	Plant and machine operators and assemblers	34	15%	85%	100%
	Unqualified workers	130	15%	85%	100%
	Pupils/ students	165	46%	54%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	37	29%	71%	100%
	Not employed, looking for a job	243	20%	80%	100%
	Housekeeping services workers	305	21%	79%	100%
	Pensioner	193	18%	82%	100%
	Other	35	33%	67%	100%
Monthly family income:	Below 1000 MDL	179	18%	82%	100%
	1001-2000 MDL	338	17%	83%	100%
	2001-3000 MDL	307	24%	76%	100%
	3001-4000 MDL	235	38%	62%	100%
	4001-5000 MDL	127	39%	61%	100%
	5001-6000 MDL	82	59%	41%	100%
	Above 6000 MDL	139	47%	53%	100%
	DK/NR	313	31%	69%	100%
Welfare	We do not have enough funds even for our	420	20%	80%	100%

		Number of cases	Q2.4 Did you personally access any webpage (website) of the state institutions over the past 12 months?		Total
			Yes	No	
category:	basic needs.				
	We only have enough funds to buy food, but we can hardly buy clothes.	597	26%	74%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	497	36%	64%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	145	52%	48%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	44%	56%	100%
	It is difficult to answer.	49	28%	72%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	10	11%	89%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	194	11%	89%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	379	29%	71%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	299	16%	84%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	338	31%	69%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	500	50%	50%	100%
Residential area:	Urban	443	26%	74%	100%
	Rural	858	23%	77%	100%
	Chisinau	419	48%	52%	100%
Region:	North	437	21%	79%	100%
	Centre, including Chisinau	937	38%	62%	100%
	South	346	20%	80%	100%
Language spoken at home:	Moldovan/ Romanian	1244	31%	69%	100%
	Russian	308	30%	70%	100%
	Both, at the same level	108	36%	64%	100%
	Other	60	3%	97%	100%

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

		Number of cases	http://www.edu.md/	http://www.meteo.md/	http://ms.gov.md/	http://www.turism.gov.md/	http://www.mai.md/	http://justice.gov.md/	http://www.statistica.md/	http://www.registru.md/	http://www.cnas.md/
Total		487	39%	39%	22%	19%	19%	17%	16%	15%	15%
Age groups:	16-25 years	145	52%	34%	25%	17%	18%	13%	13%	16%	9%
	26-35 years	140	28%	41%	21%	21%	23%	16%	16%	16%	18%
	36-45 years	94	31%	38%	17%	21%	21%	27%	26%	16%	21%
	46-55 years	64	35%	52%	20%	20%	14%	18%	18%	14%	18%
	56-65 years	36	33%	47%	16%	11%	9%	17%	8%	8%	23%
	66-74 years	8	63%	13%		12%				12%	12%
Sex:	Male	198	34%	38%	20%	20%	25%	19%	16%	17%	13%
	Female	289	44%	39%	23%	19%	14%	15%	16%	15%	17%
Households with/without children under 18:	Without children	233	44%	40%	25%	19%	20%	14%	18%	21%	15%
	One child	168	34%	37%	22%	20%	18%	20%	16%	11%	14%
	Two children	67	37%	40%	13%	16%	20%	17%	14%	10%	21%
	Three children or more	19	38%	27%	5%	21%	10%	16%		4%	9%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	15	23%	51%	23%	32%	27%	47%	49%	18%	42%
	Highly qualified professionals	121	35%	39%	17%	24%	27%	22%	30%	20%	25%
	Technicians and associate professionals	41	27%	62%	21%	17%	20%	14%	17%	11%	7%
	Administrative staff/clerks	9	37%	22%	11%	11%	30%	20%	15%	11%	30%
	Service and shop and market sales workers, housing and communal services	22	42%	36%	28%	8%	22%	7%	8%	22%	22%
	Skilled agricultural and fishery workers	12	27%	43%	8%	22%	24%	9%	8%	14%	
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	8	13%	57%			20%				13%

		Number of cases	http://www.edu.md/	http://www.meteo.md/	http://ms.gov.md/	http://www.tourism.gov.md/	http://www.mai.md/	http://justice.gov.md/	http://www.statistica.md/	http://www.registru.md/	http://www.cnas.md/
	Plant and machine operators and assemblers	6	37%	25%	13%					23%	
	Unqualified workers	17	32%	37%	23%	19%	15%	16%		7%	4%
	Pupils/ students	77	69%	33%	23%	23%	11%	14%	19%	19%	6%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	10	32%	25%	10%				10%		18%
	Not employed, looking for a job	43	29%	34%	28%	23%	27%	22%	11%	13%	20%
	Housekeeping services workers	64	27%	42%	28%	10%	11%	13%	3%	12%	10%
	Pensioner	32	37%	37%	19%	18%	15%	24%	9%	14%	25%
	Migrant	10	18%	15%	23%	24%	28%	18%		11%	12%
Monthly family income:	Below 1000 MDL	27	35%	34%	30%	17%	19%		8%	10%	9%
	1001-2000 MDL	53	45%	46%	25%	17%	8%	23%	12%	8%	16%
	2001-3000 MDL	69	33%	47%	16%	10%	17%	8%	12%	6%	11%
	3001-4000 MDL	83	40%	35%	22%	21%	25%	19%	18%	19%	18%
	4001-5000 MDL	48	48%	49%	20%	23%	30%	21%	24%	20%	28%
	5001-6000 MDL	46	32%	22%	23%	19%	24%	22%	13%	17%	10%
	Above 6000 MDL	66	32%	37%	25%	31%	16%	20%	33%	31%	29%
	DK/NR	95	45%	39%	18%	16%	15%	16%	10%	11%	5%
Welfare category:	We do not have enough funds even for our basic needs.	78	36%	54%	22%	13%	19%	9%	6%	9%	12%
	We only have enough funds to buy food, but we can hardly buy clothes.	146	34%	39%	15%	13%	15%	14%	10%	10%	14%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	169	40%	32%	26%	20%	22%	19%	21%	20%	15%
	We can afford purchasing durable goods but we can not buy expensive goods.	74	48%	37%	24%	32%	22%	22%	26%	21%	19%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	6	54%	100%	34%	60%	34%	53%	81%	66%	51%

		Number of cases	http://www.edu.md/	http://www.meteo.md/	http://ms.gov.md/	http://www.tourism.gov.md/	http://www.mai.md/	http://justice.gov.md/	http://www.statistica.md/	http://www.registru.md/	http://www.cnas.md/
	It is difficult to answer.	14	50%	30%	13%	15%		14%		7%	16%
Education level:	Primary education or without primary education (from 1st to 4th form)	1	100%		100%			100%		100%	
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	19	46%	34%	25%	16%	6%	9%			12%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	88	51%	38%	27%	22%	17%	14%	12%	13%	14%
	Secondary vocational education (qualified vocational training, including qualification courses)	47	15%	52%	21%	11%	11%	9%	12%	9%	5%
	Post-secondary non-tertiary (colleges, including vocational schools)	92	34%	48%	24%	25%	19%	12%	13%	11%	14%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	240	40%	33%	17%	17%	23%	22%	22%	21%	19%
Residential area:	Urban	107	46%	27%	24%	19%	23%	24%	15%	21%	15%
	Rural	194	34%	47%	21%	17%	14%	9%	8%	5%	12%
Region:	Chisinau	186	41%	37%	21%	21%	21%	20%	24%	22%	18%
	North	88	40%	36%	19%	9%	22%	15%	12%	13%	19%
	Centre, including Chisinau	329	37%	39%	24%	22%	19%	18%	18%	16%	15%
	South	70	48%	39%	11%	15%	17%	12%	9%	15%	10%
Language spoken at home:	Moldovan/ Romanian	362	40%	40%	22%	19%	20%	15%	14%	14%	14%
	Russian	85	35%	30%	14%	13%	19%	17%	19%	23%	20%
	Both, at the same level	37	44%	43%	37%	31%	10%	30%	26%	12%	11%
	Other	3		75%	45%			31%	45%	45%	45%

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

		Q2.6 Did you personally use at least one online public service offered by government institutions over the past 12 months?				Total	
		Yes		No			
		No.	%	No.	%	No.	%
Total		112	7%	1608	93%	1720	100%
Age groups:	16-25 years	28	7%	370	93%	398	100%
	26-35 years	26	6%	391	94%	417	100%
	36-45 years	23	7%	307	93%	330	100%
	46-55 years	25	8%	280	92%	305	100%
	56-65 years	9	4%	214	96%	223	100%
	66-74 years	1	2%	46	98%	47	100%
Sex:	Male	47	6%	690	94%	737	100%
	Female	65	7%	918	93%	983	100%
Households with/without children under 18:	Without children	63	8%	758	92%	821	100%
	One child	35	6%	471	94%	506	100%
	Two children	11	4%	301	96%	312	100%
	Three children or more	3	4%	78	96%	81	100%
Occupation :	Lawyers and senior officials and corporate managers (socio-economic and political)	9	29%	19	71%	28	100%
	Highly qualified professionals	36	18%	172	82%	208	100%
	Technicians and associate professionals	7	4%	133	96%	140	100%
	Administrative staff/clerks	5	24%	17	76%	22	100%
	Service and shop and market sales workers, housing and communal services	5	6%	81	94%	86	100%
	Skilled agricultural and fishery workers	1	1%	56	99%	57	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	2	6%	35	94%	37	100%
	Plant and machine operators and assemblers			34	100%	34	100%
	Unqualified workers	1	1%	129	99%	130	100%
	Pupils/ students	14	8%	151	92%	165	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	2	6%	35	94%	37	100%
	Not employed, looking for a job	14	6%	229	94%	243	100%
	Housekeeping services workers	8	2%	297	98%	305	100%
	Pensioner	7	5%	186	95%	193	100%
	Migrant	1	4%	34	96%	35	100%
Monthly family income:	Below 1000 MDL	4	3%	175	97%	179	100%
	1001-2000 MDL	16	6%	322	94%	338	100%
	2001-3000 MDL	8	3%	299	97%	307	100%
	3001-4000 MDL	22	9%	213	91%	235	100%
	4001-5000 MDL	13	8%	114	92%	127	100%
	5001-6000 MDL	7	10%	75	90%	82	100%
	Above 6000 MDL	23	15%	116	85%	139	100%

		Q2.6 Did you personally use at least one online public service offered by government institutions over the past 12 months?				Total	
		Yes		No			
		No.	%	No.	%	No.	%
	DK/NR	19	6%	294	94%	313	100%
Welfare category:	We do not have enough funds even for our basic needs.	9	2%	411	98%	420	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	31	6%	566	94%	597	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	39	7%	458	93%	497	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	24	16%	121	84%	145	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	3	21%	9	79%	12	100%
	It is difficult to answer.	6	12%	43	88%	49	100%
Education level:	Primary education or without primary education (from 1st to 4th form)			10	100%	10	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	3	2%	191	98%	194	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	11	3%	368	97%	379	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	6	3%	293	97%	299	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	16	5%	322	95%	338	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	76	15%	424	85%	500	100%
Residential area:	Urban	32	8%	411	92%	443	100%
	Rural	39	5%	819	95%	858	100%
	Chisinau	41	9%	378	91%	419	100%
Region:	North	28	6%	409	94%	437	100%
	Centre, including Chisinau	64	7%	873	93%	937	100%
	South	20	6%	326	94%	346	100%
Language spoken at home:	Moldovan/ Romanian	80	7%	1164	93%	1244	100%
	Russian	24	7%	284	93%	308	100%
	Both, at the same level	7	6%	101	94%	108	100%
	Other	1	1%	59	99%	60	100%

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

		Method of accessing				Total	
		Public Service Portal		Webpage of the institution rendering the service		No.	%
		No.	%	No.	%		
Total		255	68%	120	32%	375	100%
Age groups:	16-25 years	85	65%	47	35%	132	100%
	26-35 years	53	61%	33	39%	86	100%
	36-45 years	60	67%	29	33%	89	100%
	46-55 years	44	83%	9	17%	53	100%
	56-65 years	12	88%	2	12%	14	100%
	66-74 years			1	100%	1	100%
Sex:	Male	156	69%	69	31%	225	100%
	Female	99	66%	51	34%	151	100%
Households with/whithout children under 18:	Without children	102	57%	76	43%	177	100%
	One child	73	74%	26	26%	99	100%
	Two children	79	83%	16	17%	95	100%
	Three children or more	1	22%	3	78%	4	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	40	93%	3	7%	43	100%
	Highly qualified professionals	61	64%	34	36%	95	100%
	Technicians and associate professionals	9	83%	2	17%	11	100%
	Administrative staff/clerks	13	78%	3	22%	16	100%
	Service and shop and market sales workers, housing and communal services	11	100%			11	100%
	Skilled agricultural and fishery workers	1	100%			1	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	4	100%			4	100%
	Unqualified workers	2	100%			2	100%
	Pupils/ students	59	66%	31	34%	90	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	3	75%	1	25%	4	100%
	Not employed, looking for a job	24	58%	18	42%	42	100%
	Housekeeping services workers	15	83%	3	17%	18	100%
	Pensioner	9	27%	25	73%	35	100%

	Migrant	2	100%			2	100%
Monthly family income:	Below 1000 MDL	3	46%	4	54%	7	100%
	1001-2000 MDL	49	62%	30	38%	79	100%
	2001-3000 MDL	15	40%	23	60%	38	100%
	3001-4000 MDL	45	74%	16	26%	60	100%
	4001-5000 MDL	22	78%	6	22%	29	100%
	5001-6000 MDL	13	68%	6	32%	20	100%
	Above 6000 MDL	56	70%	24	30%	81	100%
	DK/NR	50	83%	10	17%	61	100%
Welfare category:	We do not have enough funds even for our basic needs.	17	70%	7	30%	24	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	58	67%	28	33%	87	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	114	81%	27	19%	141	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	43	57%	32	43%	75	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	15	41%	21	59%	36	100%
	It is difficult to answer.	8	68%	4	32%	12	100%
Education level:	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	3	60%	2	40%	5	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	76	82%	16	18%	92	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	9	70%	4	30%	12	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	37	87%	5	13%	42	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	131	58%	93	42%	224	100%
Residential area:	Urban	77	66%	39	34%	116	100%
	Rural	58	69%	26	31%	84	100%
	Chisinau	120	69%	55	31%	175	100%
Region:	North	64	63%	37	37%	100	100%
	Centru	156	67%	77	33%	234	100%
	South	35	85%	6	15%	41	100%
Language spoken at home:	Moldovan/ Romanian	186	69%	82	31%	268	100%
	Russian	55	60%	36	40%	91	100%
	Both, at the same level	12	86%	2	14%	13	100%
	Other	3	100%			3	100%

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

		Method of accessing				Total	
		Via computer		Via mobile phone		No.	%
		No.	%	No.	%		
Total		364	97%	10	3%	374	100%
Age groups:	16-25 years	127	96%	5	4%	132	100%
	26-35 years	86	100%			86	100%
	36-45 years	87	100%			87	100%
	46-55 years	51	96%	2	4%	53	100%
	56-65 years	12	83%	2	17%	14	100%
	66-74 years	1	100%			1	100%
Sex:	Male	219	98%	5	2%	223	100%
	Female	146	97%	5	3%	151	100%
Households with/without children under 18:	Without children	174	98%	3	2%	177	100%
	One child	94	96%	4	4%	99	100%
	Two children	93	98%	2	2%	95	100%
	Three children or more	3	100%			3	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	43	100%			43	100%
	Highly qualified professionals	93	97%	2	3%	95	100%
	Technicians and associate professionals	11	100%			11	100%
	Administrative staff/clerks	16	100%			16	100%
	Service and shop and market sales workers, housing and communal services	11	100%			11	100%
	Skilled agricultural and fishery workers	1	100%			1	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	4	100%			4	100%
	Unqualified workers	2	100%			2	100%
	Pupils/ students	88	98%	2	2%	90	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	4	100%			4	100%
	Not employed, looking for a job	36	89%	5	11%	41	100%
	Housekeeping services workers	18	100%			18	100%
	Pensioner	34	99%	1	1%	35	100%
	Migrant	2	100%			2	100%
Monthly family income:	Below 1000 MDL	6	82%	1	18%	7	100%
	1001-2000 MDL	73	93%	6	7%	79	100%
	2001-3000 MDL	38	100%			38	100%
	3001-4000 MDL	60	99%	1	1%	60	100%
	4001-5000 MDL	29	100%			29	100%
	5001-6000 MDL	19	95%	1	5%	20	100%
	Above 6000 MDL	81	100%			81	100%
	DK/NR	58	98%	1	2%	59	100%
Welfare category:	We do not have enough funds even for our basic needs.	23	95%	1	5%	24	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	83	96%	4	4%	87	100%
	We only have enough funds to buy food	138	98%	3	2%	141	100%

		Method of accessing				Total	
		Via computer		Via mobile phone		No.	%
		No.	%	No.	%		
	and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.						
	We can afford purchasing durable goods but we can not buy expensive goods.	73	98%	1	2%	75	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	36	100%			36	100%
	It is difficult to answer.	11	100%			11	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	5	100%			5	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	89	97%	3	3%	92	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	12	100%			12	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	42	100%			42	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	216	97%	6	3%	222	100%
Residential area:	Urban	112	98%	3	2%	115	100%
	Rural	78	93%	6	7%	84	100%
	Chisinau	174	99%	1	1%	175	100%
Region:	North	96	96%	4	4%	100	100%
	Centru	233	100%	1	%	234	100%
	South	35	89%	5	11%	40	100%
Language spoken at home:	Moldovan/ Romanian	260	97%	7	3%	267	100%
	Russian	89	98%	2	2%	91	100%
	Both, at the same level	12	93%	1	7%	13	100%
	Other	3	100%			3	100%

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

		During that time I did not need any public service	Did not have access to Internet	The public services I needed were not available via Internet	Did not need the public services available via Internet	Didn't know that the public services I needed could be requested via Internet	I assumed the public services requested via Internet are more expensive than those requested directly at institutions	Do not believe that accessing public services via Internet could save you from physically reaching the institution	To me, it takes more time to obt. publ. services via Internet than physically visit the institution	I feel more confident to physically visit the institution and req. services than do it via Internet	Even though I use the computer, I do not have enough skills to access the online public services available	Even though I use mob. phone, I do not have suff. abil. to access via it publ. services avail.	Do not want my personal data to be made available to irrelevant persons or institutions that could change and use them, thus causing me trouble	Other
Total		44%	2%	3%	9%	6%	2%	4%	2%	7%	12%	3%	4%	%
Age groups:	16-25 years	47%	2%	3%	11%	6%	2%	3%	2%	6%	7%	3%	4%	%
	26-35 years	47%	2%	2%	9%	6%	2%	4%	2%	7%	10%	3%	3%	%
	36-45 years	41%	2%	2%	8%	6%	%	4%	2%	8%	16%	2%	6%	%
	46-55 years	44%	2%	4%	7%	4%	2%	3%	1%	6%	16%	3%	5%	%
	56-65 years	33%	4%	1%	6%	5%	2%	3%	2%	9%	23%	4%	3%	%
	66-74 years	33%	7%	5%	7%	5%		5%	1%	9%	17%	4%	5%	1%
Sex:	Male	44%	2%	3%	9%	6%	2%	4%	2%	7%	11%	2%	4%	%
	Female	44%	3%	2%	9%	6%	2%	3%	2%	6%	13%	3%	4%	%
Households with/without children under 18:	Without children	43%	3%	3%	9%	6%	1%	4%	2%	7%	12%	3%	4%	%
	One child	44%	2%	3%	10%	5%	2%	4%	2%	7%	11%	2%	4%	1%
	Two children	47%	2%	2%	8%	7%	2%	3%	2%	6%	12%	3%	5%	%
	Three children or more	44%	3%	2%	9%	4%	1%	2%	1%	3%	14%	7%	5%	%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	35%			14%		8%		15%		14%	3%		%
	Highly qualified professionals	50%	%	3%	7%	6%	2%	5%	3%	7%	8%	1%	3%	1%
	Technicians and associate professionals	48%	2%	2%	9%	4%		6%	1%	6%	12%	3%	4%	%

		During that time I did not need any public service	Did not have access to Internet	The public services I needed were not available via Internet	Did not need the public services available via Internet	Didn't know that the public services I needed could be requested via Internet	I assumed the public services requested via Internet are more expensive than those requested directly at institutions	Do not believe that accessing public services via Internet could save you from physically reaching the institution	To me, it takes more time to obt. publ. services via Internet than physically visit the institution	I feel more confident to physically visit the institution and req. services than do it via Internet	Even though I use the computer, I do not have enough skills to access the online public services available	Even though I use mob. phone, I do not have suff. abil. to access via it publ. services avail.	Do not want my personal data to be made available to irrelevant persons or institutions that could change and use them, thus causing me trouble	Other
	Administrative staff/clerks	32%	7%	5%	5%	7%		5%		7%	18%	6%	5%	%
	Service and shop and market sales workers, housing and communal services	41%	1%	4%	13%	6%	1%	6%	2%	6%	9%	4%	2%	%
	Skilled agricultural and fishery workers	44%	5%	3%	11%	8%	1%	5%	2%	1%	16%	1%	2%	%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	51%		2%	8%	1%				15%	12%	4%	4%	%
	Plant and machine operators and assemblers	23%	2%	2%	8%	5%	7%	6%	2%	14%	13%	4%	7%	%
	Unqualified workers	43%	2%	2%	8%	8%		4%	2%	8%	14%	1%	5%	%
	Pupils/ students	51%	2%	4%	10%	8%	2%	3%	2%	6%	5%	2%	5%	1%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	43%	2%	2%	10%	6%		1%	3%	7%	12%	5%	3%	4%
	Not employed, looking for a job	40%	2%	1%	8%	6%	1%	4%	1%	7%	17%	4%	4%	%
	Housekeeping services workers	49%	3%	2%	9%	5%	2%	2%	1%	5%	11%	4%	4%	%
	Pensioner	34%	6%	3%	8%	5%	2%	3%	2%	8%	20%	3%	3%	%
	Migrant	32%	2%	5%	11%	4%	7%	6%	2%	8%	9%	4%	6%	%
Monthly family income:	Below 1000 MDL	38%	3%	4%	8%	6%	2%	4%	1%	7%	15%	4%	5%	%
	1001-2000 MDL	42%	5%	2%	8%	6%	1%	3%	2%	6%	16%	3%	4%	%
	2001-3000 MDL	46%	1%	2%	9%	6%	%	4%	3%	8%	11%	4%	4%	%
	3001-4000 MDL	45%	1%	4%	10%	7%	2%	6%	%	7%	10%	2%	3%	%

		During that time I did not need any public service	Did not have access to Internet	The public services I needed were not available via Internet	Did not need the public services available via Internet	Did not know that the public services I needed could be requested via Internet	I assumed the public services requested via Internet are more expensive than those requested directly at institutions	Do not believe that accessing public services via Internet could save you from physically reaching the institution	To me, it takes more time to obt. publ. services via Internet than physically visit the institution	I feel more confident to physically visit the institution and req. services than do it via Internet	Even though I use the computer, I do not have enough skills to access the online public services available	Even though I use mob. phone, I do not have suff. abil. to access via it publ. services avail.	Do not want my personal data to be made available to irrelevant persons or institutions that could change and use them, thus causing me trouble	Other
	4001-5000 MDL	45%	3%	1%	7%	4%	3%	6%	1%	8%	13%	2%	2%	%
	5001-6000 MDL	50%	1%	4%	8%	7%	1%	2%	3%	8%	5%		6%	%
	Above 6000 MDL	45%	%	2%	4%	4%	3%	2%	3%	12%	12%	3%	5%	1%
	DK/NR	45%	2%	3%	12%	6%	2%	2%	1%	4%	10%	3%	5%	1%
Welfare category:	We do not have enough funds even for our basic needs.	39%	3%	2%	8%	6%	1%	5%	1%	8%	16%	2%	4%	1%
	We only have enough funds to buy food, but we can hardly buy clothes.	46%	2%	3%	8%	6%	1%	4%	2%	6%	12%	2%	3%	1%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	46%	2%	3%	9%	5%	2%	2%	1%	7%	10%	4%	5%	%
	We can afford purchasing durable goods but we can not buy expensive goods.	47%	%	3%	8%	9%	3%	5%	1%	7%	7%	1%	6%	%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	43%			18%	7%	6%		12%		13%			%
	It is difficult to answer.	37%	6%	1%	14%	8%		3%	5%	4%	9%	3%	9%	%
Education level:	Primary education or without primary education (from 1st to 4th form)	29%	3%		12%	29%				10%	9%		9%	%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	41%	2%	2%	10%	8%	2%	3%	2%	5%	12%	5%	5%	1%
	Upper secondary (from 10th to 12th	45%	2%	2%	8%	5%	1%	4%	2%	8%	12%	4%	4%	%

		During that time I did not need any public service	Did not have access to Internet	The public services I needed were not available via Internet	Did not need the public services available via Internet	Didn't know that the public services I needed could be requested via Internet	I assumed the public services requested via Internet are more expensive than those requested directly at institutions	Do not believe that accessing public services via Internet could save you from physically reaching the institution	To me, it takes more time to obt. publ. services via Internet than physically visit the institution	I feel more confident to physically visit the institution and req. services than do it via Internet	Even though I use the computer, I do not have enough skills to access the online public services available	Even though I use mob. phone, I do not have suff. abil. to access via it publ. services avail.	Do not want my personal data to be made available to irrelevant persons or institutions that could change and use them, thus causing me trouble	Other
	grade, including former schools of 10 forms)													
	Secondary vocational education (qualified vocational training, including qualification courses)	47%	3%	2%	7%	5%	2%	4%	1%	5%	12%	3%	5%	%
	Post-secondary non-tertiary (colleges, including vocational schools)	41%	3%	4%	10%	6%	1%	3%	1%	6%	16%	2%	4%	1%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	46%	1%	3%	9%	5%	2%	4%	3%	8%	9%	2%	3%	%
Residential area:	Urban	39%	2%	3%	11%	6%	2%	5%	3%	8%	10%	2%	5%	1%
	Rural	45%	3%	2%	9%	6%	2%	3%	1%	5%	14%	4%	4%	%
	Chisinau	48%	2%	3%	7%	5%	1%	3%	2%	10%	10%	2%	4%	%
Region:	North	42%	2%	3%	7%	6%	3%	4%	2%	6%	15%	2%	5%	%
	Centre, including Chisinau	46%	2%	2%	8%	5%	1%	3%	2%	8%	11%	3%	5%	%
	South	41%	4%	3%	15%	10%	1%	3%	1%	3%	11%	4%	1%	1%
Language spoken at home:	Moldovan/ Romanian	41%	2%	2%	9%	6%	2%	4%	2%	7%	13%	3%	5%	%
	Russian	50%	3%	3%	8%	6%	1%	2%	2%	5%	11%	1%	3%	1%
	Both, at the same level	57%	3%	4%	7%	4%		2%	1%	5%	5%	2%	5%	%
	Other	68%	6%	4%	4%	4%	1%	2%	1%	3%	6%	1%		%

Table 1.23. Level of knowledge of e-Governance concept, socio-demographic groups, %

		Average mark	Number of cases	Q3.1 Please, assess your level of knowledge of e-Governance concept.							Total
				1 low level	2	3	4	5	6 high level	DK/NR	
Total		2,3	3005	50%	10%	13%	9%	8%	7%	3%	100%
Age groups:	16-25 years	2,9	422	37%	10%	14%	14%	13%	11%	2%	100%
	26-35 years	2,4	492	49%	12%	12%	7%	8%	9%	4%	100%
	36-45 years	2,4	477	49%	9%	15%	9%	8%	7%	2%	100%
	46-55 years	2,1	600	54%	11%	14%	7%	7%	4%	2%	100%
	56-65 years	1,8	706	64%	8%	11%	7%	3%	3%	4%	100%
	66-74 years	1,6	308	69%	8%	6%	3%	2%	3%	9%	100%
Sex:	Male	2,4	1275	48%	10%	13%	9%	8%	8%	3%	100%
	Female	2,3	1730	52%	10%	13%	9%	8%	6%	3%	100%
Households with/whithout children under 18:	Without children	2,3	1782	51%	10%	13%	8%	8%	7%	3%	100%
	One child	2,5	664	46%	11%	12%	11%	8%	8%	3%	100%
	Two children	2,3	423	52%	10%	14%	7%	8%	6%	3%	100%
	Three children or more	2,	136	60%	8%	10%	7%	4%	5%	5%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	3,	30	26%	20%	23%	5%	9%	16%		100%
	Highly qualified professionals	3,7	214	19%	9%	18%	12%	17%	23%	1%	100%
	Technicians and associate professionals	2,6	176	45%	9%	13%	9%	12%	10%	2%	100%
	Administrative staff/clerks	2,7	25	28%	25%	16%	21%	5%	6%		100%
	Service and shop and market sales workers, housing and communal services	2,3	121	44%	16%	16%	9%	6%	5%	5%	100%
	Skilled agricultural and fishery workers	2,1	109	60%	6%	11%	9%	6%	5%	2%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	2,1	54	51%	17%	15%	10%	6%	2%		100%
	Plant and machine operators and assemblers	2,1	41	47%	18%	26%	2%	6%	2%		100%
	Unqualified workers	1,8	230	62%	10%	12%	5%	5%	3%	4%	100%
	Pupils/ students	3,1	167	33%	8%	16%	13%	17%	12%	1%	100%
	Dependents supported by other people or the state, or from other	2,2	75	53%	7%	13%	9%	10%	4%	4%	100%

		Average mark	Number of cases	Q3.1 Please, assess your level of knowledge of e-Governance concept.							Total
				1 low level	2	3	4	5	6 high level	DK/NR	
	Post-secondary non-tertiary (colleges, including vocational schools)	2,3	552	48%	11%	17%	8%	7%	6%	3%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	3,3	575	29%	8%	16%	15%	16%	15%	2%	100%
Residential area:	Urban	2,6	730	45%	9%	15%	11%	9%	9%	2%	100%
	Rural	2,	1741	58%	10%	12%	7%	6%	5%	3%	100%
	Chisinau	3,	534	33%	11%	14%	13%	13%	12%	4%	100%
Region:	North	2,2	848	57%	7%	13%	8%	7%	6%	3%	100%
	Centre, including Chisinau	2,4	1554	48%	11%	13%	10%	8%	8%	3%	100%
	South	2,3	603	47%	13%	14%	8%	8%	7%	5%	100%
Language spoken at home:	Moldovan/ Romanian	2,2	2231	53%	10%	13%	8%	7%	7%	3%	100%
	Russian	2,7	482	40%	9%	14%	12%	12%	8%	5%	100%
	Both, at the same level	3,3	149	31%	3%	14%	11%	18%	16%	6%	100%
	Other	2,	143	56%	13%	14%	10%	4%	2%	%	100%

Table 1.24. Opinions of the potential advantages/ benefits of e-Governance, socio-demographic groups, %

		Number of cases	Q3.2 Do you think that implementation of e-Governance could bring advantages/benefits to the Moldovan citizens?			Total
			Yes	No	DK/NR	
Total		3005	63%	11%	25%	100%
Age groups:	16-25 years	422	71%	11%	18%	100%
	26-35 years	492	66%	10%	24%	100%
	36-45 years	477	68%	11%	21%	100%
	46-55 years	600	60%	12%	28%	100%
	56-65 years	706	51%	14%	35%	100%
	66-74 years	308	44%	12%	44%	100%
Sex:	Male	1275	64%	12%	24%	100%
	Female	1730	62%	11%	26%	100%
Households with/without children under 18:	Without children	1782	60%	12%	28%	100%
	One child	664	67%	10%	23%	100%
	Two children	423	69%	10%	20%	100%
	Three children or more	136	60%	13%	27%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	30	77%	10%	13%	100%
	Highly qualified professionals	214	79%	7%	14%	100%
	Technicians and associate professionals	176	65%	12%	23%	100%
	Administrative staff/clerks	25	84%	3%	13%	100%
	Service and shop and market sales workers, housing and communal services	121	68%	14%	17%	100%
	Skilled agricultural and fishery workers	109	66%	11%	23%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	54	53%	16%	31%	100%
	Plant and machine operators and assemblers	41	76%	10%	14%	100%
	Unqualified workers	230	52%	18%	30%	100%
	Pupils/ students	167	72%	10%	17%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	75	63%	6%	31%	100%
	Not employed, looking for a job	429	65%	12%	23%	100%
	Housekeeping services workers	452	62%	11%	28%	100%
	Pensioner	838	48%	12%	39%	100%
Migrant	44	84%		16%	100%	
Monthly family income:	Below 1000 MDL	558	53%	15%	32%	100%
	1001-2000 MDL	862	60%	11%	29%	100%
	2001-3000 MDL	504	67%	11%	22%	100%

		Number of cases	Q3.2 Do you think that implementation of e-Governance could bring advantages/benefits to the Moldovan citizens?			Total
			Yes	No	DK/NR	
	3001-4000 MDL	287	72%	8%	21%	100%
	4001-5000 MDL	148	77%	7%	16%	100%
	5001-6000 MDL	92	75%	9%	16%	100%
	Above 6000 MDL	144	76%	12%	12%	100%
	DK/NR	410	58%	12%	30%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1095	51%	15%	34%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1049	66%	10%	24%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	635	74%	9%	17%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	154	74%	9%	17%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	63%	24%	13%	100%
	It is difficult to answer.	60	56%	11%	32%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	36	36%	17%	48%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	548	54%	13%	33%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	750	62%	11%	27%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	544	58%	11%	31%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	552	67%	12%	22%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	575	77%	10%	13%	100%
Residential area:	Urban	730	63%	13%	24%	100%
	Rural	1741	61%	11%	29%	100%
	Chisinau	534	71%	13%	17%	100%
Region:	North	848	64%	8%	28%	100%
	Centre, including Chisinau	1554	63%	13%	24%	100%
	South	603	64%	12%	24%	100%
Language spoken at home:	Moldovan/ Romanian	2231	62%	11%	26%	100%
	Russian	482	66%	10%	24%	100%
	Ambele in egala măsura	149	65%	13%	22%	100%
	Other	143	66%	18%	16%	100%

Table 1.25. Awareness level of e-Governance advantages/ benefits, socio-demographic groups, %

		Average mark	Number of cases	Q3.3 Please, assess your awareness level of e-Governance advantages/benefits, i.e. switching from an ordinary governance to the one based on implementation of information and communications technologies							Total
				1 low level	2	3	4	5	6 high level	DK/NR	
Total		2,5	3005	42%	10%	14%	14%	9%	6%	5%	100%
Age groups:	16-25 years	3,	422	32%	7%	18%	20%	13%	8%	3%	100%
	26-35 years	2,6	492	41%	10%	13%	13%	11%	7%	5%	100%
	36-45 years	2,6	477	39%	11%	16%	17%	8%	6%	2%	100%
	46-55 years	2,4	600	42%	13%	14%	12%	9%	4%	6%	100%
	56-65 years	2,	706	55%	11%	10%	10%	5%	2%	5%	100%
	66-74 years	1,7	308	66%	7%	8%	6%	3%	2%	8%	100%
Sex:	Male	2,6	1275	40%	10%	14%	15%	9%	7%	4%	100%
	Female	2,5	1730	44%	10%	14%	14%	9%	5%	5%	100%
Households with/whithout children under 18:	Without children	2,5	1782	44%	10%	13%	14%	9%	5%	5%	100%
	One child	2,8	664	36%	9%	15%	18%	9%	8%	5%	100%
	Two children	2,5	423	41%	12%	18%	11%	9%	6%	3%	100%
	Three children or more	2,2	136	51%	11%	10%	12%	8%	4%	3%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	3,3	30	27%	11%	19%	7%	22%	14%		100%
	Highly qualified professionals	3,8	214	17%	8%	18%	17%	19%	20%	2%	100%
	Technicians and associate professionals	2,9	176	34%	8%	18%	13%	14%	9%	5%	100%
	Administrative staff/clerks	3,	25	19%	20%	20%	31%	8%	2%		100%
	Service and shop and market sales workers, housing and communal services	2,6	121	31%	20%	15%	19%	6%	4%	4%	100%
	Skilled agricultural and fishery workers	2,4	109	42%	14%	17%	15%	8%	3%	2%	100%
	Craft and related trades workers, in construction, transportation,	2,1	54	59%	7%	7%	18%	7%	2%		100%

		Average mark	Number of cases	Q3.3 Please, assess your awareness level of e-Governance advantages/benefits, i.e. switching from an ordinary governance to the one based on implementation of information and communications technologies							Total
				1 low level	2	3	4	5	6 high level	DK/NR	
	tellecommunications, geology and geological prospecting										
	Plant and machine operators and assemblers	2,8	41	27%	9%	24%	32%	4%		3%	100%
	Unqualified workers	1,9	230	55%	10%	13%	10%	4%	%	8%	100%
	Pupils/ students	3,3	167	29%	6%	13%	22%	18%	11%	2%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	2,6	75	37%	13%	16%	11%	12%	4%	8%	100%
	Not employed, looking for a job	2,4	429	45%	11%	16%	12%	8%	4%	4%	100%
	Housekeeping services workers	2,3	452	45%	12%	13%	13%	8%	4%	5%	100%
	Pensioner	1,9	838	59%	9%	9%	9%	4%	2%	7%	100%
	Migrant	3,	44	27%	5%	16%	35%	8%	3%	6%	100%
Monthly family income:	Below 1000 MDL	2,1	558	54%	11%	12%	11%	4%	4%	5%	100%
	1001-2000 MDL	2,1	862	54%	9%	13%	10%	7%	3%	4%	100%
	2001-3000 MDL	2,6	504	38%	13%	19%	14%	9%	5%	2%	100%
	3001-4000 MDL	2,9	287	31%	13%	10%	19%	15%	7%	5%	100%
	4001-5000 MDL	3,2	148	29%	6%	18%	15%	15%	13%	4%	100%
	5001-6000 MDL	3,4	92	21%	6%	16%	28%	12%	12%	5%	100%
	Above 6000 MDL	3,4	144	21%	7%	15%	24%	13%	13%	6%	100%
	DK/NR	2,6	410	41%	9%	15%	15%	10%	4%	6%	100%
Welfare category:	We do not have enough funds even for our basic needs.	2,	1095	55%	9%	10%	12%	6%	2%	7%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	2,4	1049	43%	11%	16%	14%	8%	4%	4%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV	3,	635	31%	12%	15%	18%	13%	10%	2%	100%

		Average mark	Number of cases	Q3.3 Please, assess your awareness level of e-Governance advantages/benefits, i.e. switching from an ordinary governance to the one based on implementation of information and communications technologies							Total
				1 low level	2	3	4	5	6 high level	DK/NR	
	set, refrigerator) is problematic.										
	We can afford purchasing durable goods but we can not buy expensive goods.	3,7	154	18%	5%	19%	22%	16%	18%	1%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	4,1	12	6%	12%	6%	36%	25%	15%		100%
	It is difficult to answer.	2,5	60	39%	7%	27%	11%	10%	2%	3%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	1,9	36	63%	2%	9%	11%	7%		8%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	2,	548	56%	9%	12%	11%	6%	3%	5%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	2,4	750	44%	11%	15%	13%	8%	5%	4%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	2,2	544	48%	12%	12%	12%	6%	3%	6%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	2,5	552	39%	12%	16%	15%	10%	3%	5%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	3,4	575	23%	7%	16%	21%	16%	13%	3%	100%
Residential area:	Urban	2,7	730	38%	10%	14%	16%	10%	7%	5%	100%
	Rural	2,3	1741	47%	11%	15%	12%	6%	3%	5%	100%

		Average mark	Number of cases	Q3.3 Please, assess your awareness level of e-Governance advantages/benefits, i.e. switching from an ordinary governance to the one based on implementation of information and communications technologies							Total
				1 low level	2	3	4	5	6 high level	DK/NR	
	Chisinau	3,1	534	33%	6%	12%	21%	17%	10%	2%	100%
Region:	North	2,4	848	46%	10%	13%	13%	6%	5%	6%	100%
	Centre, including Chisinau	2,6	1554	40%	10%	13%	16%	9%	6%	5%	100%
	South	2,5	603	41%	11%	18%	11%	12%	4%	2%	100%
Language spoken at home:	Moldovan/ Romanian	2,4	2231	45%	10%	13%	14%	8%	5%	4%	100%
	Russian	2,8	482	37%	7%	16%	16%	14%	6%	5%	100%
	Both, at the same level	3,3	149	25%	9%	15%	18%	15%	12%	6%	100%
	Other	2,4	143	33%	18%	24%	12%	8%	1%	3%	100%

Table 1.26. Main advantages/ benefits of e-Governance according to the citizens

	No.	%
Time saving	450	16,6%
Promptitude	328	12,1%
Convenience	186	6,9%
No need to move	156	5,8%
Saving money for the population	153	5,7%
Population getting informed	146	5,4%
No standing lines	114	4,2%
Accesibililty of the service	94	3,5%
Simple in use	87	3,2%
Acces to information	85	3,1%
Decreased level of corruption	53	2,0%
More useful information	44	1,6%
Acces to what is going on within the Government	38	1,4%
Safe and quality information	37	1,4%
It is useful	33	1,2%
Access to ministers	21	0,8%
Decreased level of bureaucracy	19	0,7%
Non-stop/24-hour access	18	0,7%
Saving nerves	18	0,7%
Efficient	16	0,6%
Modern	15	0,6%
Simplier procedure	14	0,5%
Option to discuss with everybody	13	0,5%
Society development	11	0,4%
Option to pay online	10	0,4%
Improved control	9	0,3%
Great advantage for the young people	9	0,3%
Freedom to choose the service	7	0,3%
Better price	7	0,3%
Issued documents shall be correct	7	0,2%
Improved customer-provider relationship	6	0,2%
Access to amendments made to the legislation	6	0,2%
Acces for disabled persons	6	0,2%
We shall solve our problems	6	0,2%
Quality services	6	0,2%
No paper use	6	0,2%
It is more secure	5	0,2%
Mobility	5	0,2%
Concentrated information	5	0,2%
Services delivered directly at home	4	0,1%
Elder people do not have to move	4	0,1%
Alining to other countries	4	0,1%
Citizens feel more confident	4	0,1%
Option to order products online	4	0,1%
Freedom to comment on the laws	3	0,1%
No direct contact with government officials	2	0,1%
Closer to citizens' problems	2	0,1%
Opportunity to learn how to operate a computer	2	0,1%
Decreased number of frauds	2	0,1%
Oversee citizens can obtain their documents online	2	0,1%

	No.	%
Opportunity to advertise	2	0,1%
Interesting	2	0,1%
Free of charge	2	0,1%
Any person may contact the public institutions	2	0,1%
Opportunity to vote online	1	0,0%
Constantly updated data base	1	0,0%
Delivering many services at a time	1	0,0%
Option to file complaints/declarations	1	0,0%
Confidentiality	1	0,0%
More useful information	1	0,0%
No need to get appointed	1	0,0%
Option to choose the payment method	1	0,0%
Option to get appointed	1	0,0%
Decrease in number of employees	1	0,0%
Money saving for the government	1	0,0%
Strict evidence of population	1	0,0%
Facilitating employees' work	1	0,0%
Not confident that e-Governance can have any advantages/benefits	144	5,3%
Do not know	262	9,7%
Total	2708	100%

Table 1.27. Degree of significance for implementing the e-Governance, socio-demographic groups,%

		Number of cases	Average mark	Q3.5 Please, assess the degree of significance for implementing the e-Governance in our country:							DK/NR	Total
				1 not significant	2	3	4	5	6 very significant			
Total		3005	4,2	7%	8%	12%	17%	20%	25%	12%	100%	
Age groups:	16-25 years	422	4,5	2%	7%	11%	21%	23%	27%	8%	100%	
	26-35 years	492	4,3	6%	8%	12%	15%	22%	26%	11%	100%	
	36-45 years	477	4,4	8%	5%	11%	20%	20%	27%	9%	100%	
	46-55 years	600	4,2	8%	9%	12%	17%	18%	25%	10%	100%	
	56-65 years	706	3,9	11%	9%	13%	15%	15%	20%	18%	100%	
	66-74 years	308	3,6	16%	10%	8%	9%	15%	16%	26%	100%	
Sex:	Male	1275	4,2	7%	8%	12%	18%	22%	25%	9%	100%	
	Female	1730	4,3	7%	7%	12%	16%	19%	25%	14%	100%	
Households with/whithout children under 18:	Without children	1782	4,1	8%	8%	12%	16%	20%	23%	13%	100%	
	One child	664	4,4	4%	7%	12%	19%	20%	28%	10%	100%	
	Two children	423	4,4	5%	7%	13%	16%	22%	29%	8%	100%	
	Three children or more	136	4,	11%	11%	6%	19%	19%	20%	15%	100%	
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	30	4,6	8%	7%	5%	22%	11%	43%	4%	100%	
	Highly qualified professionals	214	5,	4%	2%	4%	16%	29%	41%	5%	100%	
	Technicians and associate professionals	176	4,5	5%	6%	10%	20%	18%	33%	8%	100%	
	Administrative staff/clerks	25	3,9	10%	19%	6%	19%	30%	16%		100%	
	Service and shop and market sales workers, housing and communal services	121	4,	11%	10%	13%	19%	16%	23%	7%	100%	
	Skilled agricultural and fishery workers	109	4,3	8%	5%	7%	24%	19%	26%	11%	100%	
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	54	3,5	20%	11%	11%	18%	18%	14%	7%	100%	
	Plant and machine operators and assemblers	41	4,	6%	11%	19%	12%	31%	15%	5%	100%	
	Unqualified workers	230	4,	6%	10%	17%	17%	18%	18%	13%	100%	
	Pupils/ students	167	4,6	1%	7%	10%	22%	23%	30%	7%	100%	
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	75	4,4	3%	11%	8%	12%	20%	27%	19%	100%	
	Not employed, looking for a job	429	4,3	6%	8%	14%	14%	23%	24%	11%	100%	

		Number of cases	Average mark	Q3.5 Please, assess the degree of significance for implementing the e-Governance in our country:							Total
				1 not significant	2	3	4	5	6 very significant	DK/NR	
	Housekeeping services workers	452	4,1	8%	8%	14%	18%	16%	25%	12%	100%
	Pensioner	838	3,9	12%	8%	11%	13%	16%	18%	22%	100%
	Migrant	44	4,5	4%	5%	7%	25%	26%	26%	7%	100%
Monthly family income:	Below 1000 MDL	558	3,9	8%	9%	15%	14%	14%	19%	20%	100%
	1001-2000 MDL	862	4,	8%	11%	14%	15%	18%	21%	13%	100%
	2001-3000 MDL	504	4,2	7%	9%	14%	16%	18%	28%	8%	100%
	3001-4000 MDL	287	4,6	5%	6%	6%	19%	30%	27%	7%	100%
	4001-5000 MDL	148	4,5	5%	6%	13%	14%	29%	27%	6%	100%
	5001-6000 MDL	92	4,7	2%	1%	8%	32%	22%	28%	6%	100%
	Above 6000 MDL	144	4,6	6%	2%	9%	25%	21%	34%	3%	100%
	DK/NR	410	4,4	8%	6%	8%	18%	20%	27%	14%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1095	4,	10%	7%	12%	15%	17%	21%	18%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1049	4,2	6%	9%	13%	18%	18%	24%	11%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	635	4,5	5%	6%	9%	16%	26%	32%	6%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	154	4,5	4%	5%	10%	25%	25%	29%	2%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	4,7		12%	4%	31%	6%	46%		100%
	It is difficult to answer.	60	4,2	1%	8%	21%	14%	17%	20%	18%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	36	3,	14%	10%	15%	13%	7%	3%	39%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	548	4,1	6%	11%	12%	16%	17%	22%	17%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	750	4,1	8%	7%	13%	19%	20%	21%	12%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	544	4,2	7%	8%	13%	17%	18%	26%	11%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	552	4,2	9%	7%	12%	18%	18%	25%	11%	100%
	Tertiary/Superior (universities, academies, institutes, including post-	575	4,6	5%	5%	9%	15%	26%	33%	6%	100%

		Number of cases	Average mark	Q3.5 Please, assess the degree of significance for implementing the e-Governance in our country:							DK/NR	Total
				1 not significant	2	3	4	5	6 very significant			
university studies)												
Residential area:	Urban	730	4,1	7%	8%	15%	22%	16%	22%	11%	100%	
	Rural	1741	4,2	7%	9%	11%	16%	19%	25%	13%	100%	
	Chisinau	534	4,5	8%	4%	9%	15%	28%	28%	9%	100%	
Region:	North	848	4,1	8%	9%	12%	14%	19%	23%	16%	100%	
	Centre, including Chisinau	1554	4,4	7%	5%	10%	18%	22%	26%	11%	100%	
	South	603	4,1	5%	13%	15%	19%	15%	25%	8%	100%	
Language spoken at home:	Moldovan/ Romanian	2231	4,3	7%	7%	10%	17%	20%	27%	12%	100%	
	Russian	482	4,1	6%	9%	14%	15%	22%	21%	12%	100%	
	Both, at the same level	149	4,2	9%	4%	15%	17%	26%	22%	7%	100%	
	Other	143	3,6	5%	19%	22%	21%	11%	11%	11%	100%	

Table 1.28. Willingness to use online public services via computer, socio-demographic groups,%

		Number of cases	Average mark	Q3.6 Please, assess your level of supporting the implementation of e-Governance reform in your country:							DK/NR	Total
				1- not willing	2	3	4	5	6 – very willing			
Total		3005	4,6	8%	8%	10%	14%	19%	30%	11%	100%	
Age groups:	16-25 years	422	4,4	4%	7%	12%	13%	19%	38%	8%	100%	
	26-35 years	492	4,3	8%	7%	10%	14%	19%	33%	8%	100%	
	36-45 years	477	4,2	9%	6%	10%	14%	23%	29%	8%	100%	
	46-55 years	600	3,9	8%	10%	10%	15%	17%	29%	11%	100%	
	56-65 years	706	3,6	14%	9%	11%	12%	15%	21%	18%	100%	
	66-74 years	308	4,3	16%	10%	6%	10%	14%	17%	26%	100%	
Sex:	Male	1275	4,3	8%	8%	11%	14%	19%	31%	9%	100%	
	Female	1730	4,2	8%	8%	10%	14%	18%	29%	13%	100%	
Households with/whithout	Without children	1782	4,5	10%	8%	10%	14%	18%	28%	13%	100%	
	One child	664	4,4	6%	7%	11%	14%	18%	34%	9%	100%	

		Number of cases	Average mark	Q3.6 Please, assess your level of supporting the implementation of e-Governance reform in your country:							Total
				1- not willing	2	3	4	5	6 – very willing	DK/NR	
children under 18:	Two children	423	4,1	6%	8%	12%	15%	19%	34%	6%	100%
	Three children or more	136	4,6	11%	10%	10%	12%	21%	23%	14%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	30	5,1	11%	7%		16%	7%	50%	8%	100%
	Highly qualified professionals	214	4,7	5%	2%	3%	10%	27%	49%	5%	100%
	Technicians and associate professionals	176	4,	3%	5%	13%	13%	20%	36%	10%	100%
	Administrative staff/clerks	25	4,1	8%	11%	19%	13%	27%	19%	4%	100%
	Service and shop and market sales workers, housing and communal services	121	4,4	12%	7%	12%	19%	20%	25%	6%	100%
	Skilled agricultural and fishery workers	109	3,6	11%	2%	8%	18%	21%	31%	8%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	54	4,2	25%	11%	9%	11%	17%	24%	4%	100%
	Plant and machine operators and assemblers	41	4,	6%	8%	20%	16%	27%	20%	4%	100%
	Unqualified workers	230	4,7	10%	13%	11%	15%	19%	23%	9%	100%
	Pupils/ students	167	4,6	2%	5%	12%	17%	16%	41%	6%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	75	4,3	3%	5%	9%	19%	15%	30%	18%	100%
	Not employed, looking for a job	429	4,2	7%	11%	12%	13%	19%	30%	9%	100%
	Housekeeping services workers	452	3,8	9%	8%	11%	12%	16%	28%	15%	100%
	Pensioner	838	4,8	13%	9%	10%	12%	15%	19%	22%	100%
Migrant	44	3,9	2%	6%	11%	15%	22%	42%	2%	100%	
Monthly family income:	Below 1000 MDL	558	4,1	10%	11%	14%	12%	15%	21%	17%	100%
	1001-2000 MDL	862	4,3	9%	9%	13%	14%	16%	25%	13%	100%
	2001-3000 MDL	504	4,6	9%	9%	12%	13%	18%	31%	7%	100%
	3001-4000 MDL	287	4,6	5%	9%	5%	13%	26%	36%	7%	100%
	4001-5000 MDL	148	4,9	6%	6%	8%	16%	22%	35%	6%	100%
	5001-6000 MDL	92	4,7	4%	2%	5%	20%	26%	38%	5%	100%
	Above 6000 MDL	144	4,5	8%	2%	7%	15%	22%	42%	4%	100%
	DK/NR	410	4,	8%	5%	9%	13%	16%	35%	14%	100%
Welfare	We do not have enough funds even for our basic needs.	1095	4,2	12%	9%	9%	12%	16%	24%	18%	100%

		Number of cases	Average mark	Q3.6 Please, assess your level of supporting the implementation of e-Governance reform in your country:							Total
				1- not willing	2	3	4	5	6 – very willing	DK/NR	
category:	We only have enough funds to buy food, but we can hardly buy clothes.	1049	4,6	8%	8%	13%	15%	18%	28%	10%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	635	4,7	6%	6%	9%	13%	22%	39%	5%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	154	4,9	5%	5%	9%	17%	23%	40%	1%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	4,3			12%	31%	11%	46%		100%
	It is difficult to answer.	60	2,9	4%	6%	18%	11%	18%	24%	18%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	36	4,1	17%	14%	5%	15%	13%		36%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	548	4,2	9%	10%	12%	13%	16%	26%	15%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	750	4,3	9%	8%	10%	15%	20%	27%	11%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	544	4,2	9%	8%	11%	13%	16%	31%	12%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	552	4,7	8%	10%	14%	13%	17%	29%	10%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	575	4,2	5%	5%	7%	14%	23%	39%	6%	100%
Residential area:	Urban	730	4,3	6%	10%	13%	18%	15%	26%	11%	100%
	Rural	1741	4,5	8%	9%	11%	12%	17%	31%	13%	100%
	Chisinau	534	4,3	10%	3%	8%	14%	25%	34%	6%	100%
Region:	North	848	4,4	6%	9%	12%	13%	18%	27%	15%	100%
	Centre, including Chisinau	1554	4,1	10%	5%	8%	14%	20%	33%	10%	100%
	South	603	4,4	7%	13%	15%	13%	16%	27%	9%	100%
Language spoken at home:	Moldovan/ Romanian	2231	4,3	8%	8%	10%	13%	17%	32%	11%	100%
	Russian	482	4,4	7%	8%	11%	15%	23%	25%	11%	100%
	Both, at the same level	149	3,6	10%	3%	11%	14%	28%	27%	7%	100%
	Other	143	4,3	8%	15%	21%	17%	14%	13%	11%	100%

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

		Number of cases	Average mark	Q3.7.1 Please, assess your level of willingness to use online public services you need or will need via computer:							Total
				1- not willing	2	3	4	5	6 – very willing	DK/NR	
Total		3005	4,1	14%	8%	9%	12%	15%	31%	12%	100%
Age groups:	16-25 years	422	4,6	6%	8%	9%	13%	19%	39%	6%	100%
	26-35 years	492	4,4	10%	8%	9%	13%	17%	36%	7%	100%
	36-45 years	477	4,3	11%	5%	9%	14%	17%	32%	13%	100%
	46-55 years	600	3,9	16%	8%	10%	11%	13%	28%	14%	100%
	56-65 years	706	3,4	23%	10%	8%	9%	12%	19%	19%	100%
	66-74 years	308	2,9	35%	6%	4%	9%	8%	14%	24%	100%
Sex:	Male	1275	4,2	13%	8%	10%	12%	17%	31%	10%	100%
	Female	1730	4,1	15%	8%	8%	12%	14%	31%	13%	100%
Households with/without children under 18:	Without children	1782	3,9	17%	7%	9%	11%	16%	26%	13%	100%
	One child	664	4,4	8%	9%	7%	13%	16%	37%	10%	100%
	Two children	423	4,3	11%	7%	10%	13%	13%	38%	7%	100%
	Three children or more	136	4,	13%	8%	10%	13%	13%	27%	15%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	30	4,9	9%		8%	10%	7%	55%	10%	100%
	Highly qualified professionals	214	5,	5%	3%	5%	11%	18%	54%	3%	100%
	Technicians and associate professionals	176	4,5	8%	5%	12%	10%	15%	38%	11%	100%
	Administrative staff/clerks	25	4,2	5%	17%	3%	27%	29%	19%		100%
	Service and shop and market sales workers, housing and communal services	121	4,	13%	7%	11%	14%	15%	27%	13%	100%
	Skilled agricultural and fishery workers	109	3,9	19%	2%	8%	15%	10%	26%	20%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	54	3,7	22%	9%	6%	12%	13%	27%	12%	100%
	Plant and machine operators and assemblers	41	3,8	14%	12%	18%	11%	23%	22%		100%
	Unqualified workers	230	3,6	20%	10%	11%	17%	13%	23%	7%	100%
	Pupils/ students	167	4,8	3%	8%	6%	14%	22%	41%	6%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	75	4,2	12%	8%	7%	12%	15%	32%	14%	100%
	Not employed, looking for a job	429	4,2	10%	9%	12%	11%	18%	29%	12%	100%
	Housekeeping services workers	452	4,2	12%	9%	8%	13%	13%	34%	11%	100%
	Pensioner	838	3,2	27%	8%	7%	8%	11%	16%	22%	100%
Migrant	44	4,4	10%	5%	7%	18%	22%	33%	4%	100%	
Monthly	Below 1000 MDL	558	3,6	21%	10%	9%	8%	12%	22%	19%	100%

		Number of cases	Average mark	Q3.7.1 Please, assess your level of willingness to use online public services you need or will need via computer:							Total
				1- not willing	2	3	4	5	6 – very willing	DK/NR	
family income:	1001-2000 MDL	862	3,8	17%	8%	11%	10%	13%	24%	17%	100%
	2001-3000 MDL	504	4,2	13%	9%	9%	10%	16%	35%	8%	100%
	3001-4000 MDL	287	4,5	10%	6%	8%	14%	20%	38%	5%	100%
	4001-5000 MDL	148	4,4	11%	6%	6%	24%	15%	35%	4%	100%
	5001-6000 MDL	92	4,6	4%	6%	9%	23%	25%	31%	4%	100%
	Above 6000 MDL	144	4,7	7%	5%	5%	20%	19%	40%	4%	100%
	DK/NR	410	4,5	9%	7%	8%	12%	14%	38%	11%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1095	3,8	19%	8%	6%	11%	12%	25%	18%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1049	4,	14%	9%	11%	12%	15%	28%	11%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	635	4,6	9%	5%	8%	12%	20%	41%	6%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	154	4,6	4%	7%	10%	21%	17%	38%	3%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	4,3		12%	24%	25%	6%	33%		100%
	It is difficult to answer.	60	4,4	6%	11%	9%	13%	6%	37%	18%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	36	2,8	21%	19%	7%	14%	17%		23%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	548	3,8	20%	8%	9%	9%	12%	29%	12%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	750	4,	14%	8%	9%	12%	17%	27%	13%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	544	4,1	14%	8%	7%	11%	14%	30%	15%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	552	4,2	11%	6%	13%	13%	12%	31%	14%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	575	4,6	8%	6%	7%	15%	20%	40%	4%	100%
Residential area:	Urban	730	4,	11%	10%	11%	16%	14%	26%	11%	100%
	Rural	1741	4,1	15%	8%	7%	10%	13%	32%	14%	100%
	Chisinau	534	4,3	13%	3%	10%	13%	23%	32%	6%	100%
Region:	North	848	4,2	10%	5%	11%	13%	13%	27%	21%	100%
	Centre, including Chisinau	1554	4,2	15%	6%	7%	14%	18%	33%	8%	100%
	South	603	3,9	13%	14%	11%	8%	12%	31%	9%	100%
Language spoken at home:	Moldovan/ Romanian	2231	4,2	14%	7%	8%	12%	15%	33%	11%	100%
	Russian	482	4,2	11%	6%	11%	15%	17%	26%	15%	100%
	Both, at the same level	149	4,3	12%	4%	11%	11%	21%	31%	10%	100%
	Other	143	2,9	24%	25%	10%	8%	12%	12%	8%	100%

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

		Number of cases	Average mark	Q3.7.2 Please, assess your level of willingness to use online public services you need or will need via mobile phone:							Total
				1 –not willing	2	3	4	5	6 – very willing	DN/NR	
Total		3005	3,6	23%	8%	8%	9%	11%	24%	17%	100%
Age groups:	16-25 years	422	4,2	12%	9%	10%	11%	15%	34%	9%	100%
	26-35 years	492	3,8	20%	8%	8%	9%	12%	27%	15%	100%
	36-45 years	477	3,6	21%	7%	8%	10%	12%	23%	19%	100%
	46-55 years	600	3,2	29%	9%	6%	10%	8%	18%	21%	100%
	56-65 years	706	2,9	34%	8%	6%	6%	9%	14%	24%	100%
	66-74 years	308	2,3	41%	6%	5%	3%	4%	11%	31%	100%
Sex:	Male	1275	3,7	21%	8%	8%	10%	12%	25%	15%	100%
	Female	1730	3,5	24%	9%	8%	8%	10%	22%	19%	100%
Households with/whithout children under 18:	Without children	1782	3,4	26%	8%	7%	9%	11%	21%	20%	100%
	One child	664	3,8	18%	9%	8%	10%	12%	28%	15%	100%
	Two children	423	3,7	21%	8%	9%	10%	11%	26%	14%	100%
	Three children or more	136	3,5	20%	11%	9%	11%	6%	22%	20%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	30	4,6	9%	3%	11%	7%	4%	46%	19%	100%
	Highly qualified professionals	214	4,5	13%	3%	5%	11%	18%	38%	12%	100%
	Technicians and associate professionals	176	3,7	20%	6%	11%	8%	10%	26%	19%	100%
	Administrative staff/clerks	25	3,9	11%	10%	9%	21%	31%	11%	7%	100%
	Service and shop and market sales workers, housing and communal services	121	3,4	22%	9%	7%	13%	13%	17%	20%	100%
	Skilled agricultural and fishery workers	109	3,	33%	6%	3%	10%	9%	15%	24%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	54	3,3	25%	12%	7%	15%	3%	22%	15%	100%
	Plant and machine operators and assemblers	41	3,5	17%	9%	28%	6%	15%	16%	9%	100%
	Unqualified workers	230	3,1	30%	9%	10%	14%	7%	17%	13%	100%
	Pupils/ students	167	4,6	7%	7%	6%	12%	21%	36%	9%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	75	3,5	19%	16%	5%	6%	15%	18%	22%	100%
	Not employed, looking for a job	429	3,6	21%	11%	8%	8%	10%	25%	18%	100%
	Housekeeping services workers	452	3,5	24%	8%	8%	9%	8%	25%	17%	100%
	Pensioner	838	2,7	35%	8%	5%	4%	7%	13%	28%	100%
Migrant	44	4,1	20%	8%	5%	10%	13%	38%	6%	100%	
Monthly family	Below 1000 MDL	558	2,9	32%	10%	8%	4%	5%	18%	24%	100%
	1001-2000 MDL	862	3,1	28%	10%	8%	6%	8%	18%	22%	100%

		Number of cases	Average mark	Q3.7.2 Please, assess your level of willingness to use online public services you need or will need via mobile phone:							Total
				1 –not willing	2	3	4	5	6 – very willing	DN/NR	
income:	2001-3000 MDL	504	3,6	24%	9%	7%	8%	13%	24%	15%	100%
	3001-4000 MDL	287	4,1	16%	7%	7%	11%	16%	30%	13%	100%
	4001-5000 MDL	148	4,	19%	3%	5%	23%	15%	27%	7%	100%
	5001-6000 MDL	92	4,1	12%	5%	9%	17%	18%	24%	15%	100%
	Above 6000 MDL	144	4,3	13%	6%	8%	17%	15%	33%	8%	100%
	DK/NR	410	4,	16%	8%	8%	10%	11%	29%	17%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1095	3,2	27%	9%	6%	8%	8%	18%	24%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1049	3,4	26%	10%	8%	9%	10%	20%	17%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	635	4,2	16%	6%	9%	9%	16%	34%	11%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	154	4,2	12%	5%	9%	19%	14%	31%	9%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	4,2	12%	6%	17%	14%	17%	33%		100%
	It is difficult to answer.	60	4,	9%	11%	10%	10%	9%	25%	27%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	36	2,3	30%	23%	6%	12%	8%		21%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	548	3,3	30%	8%	7%	7%	9%	24%	15%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	750	3,5	23%	9%	6%	10%	11%	20%	19%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	544	3,5	23%	9%	7%	8%	9%	23%	21%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	552	3,6	21%	6%	10%	8%	8%	24%	22%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	575	4,1	15%	7%	9%	13%	16%	30%	10%	100%
Residential area:	Urban	730	3,5	19%	13%	10%	12%	11%	21%	14%	100%
	Rural	1741	3,5	25%	8%	7%	8%	8%	25%	19%	100%
	Chisinau	534	3,9	20%	2%	8%	10%	18%	24%	18%	100%
Region:	North	848	3,6	20%	6%	6%	9%	9%	22%	27%	100%
	Centre, including Chisinau	1554	3,7	24%	6%	6%	11%	13%	26%	14%	100%
	South	603	3,2	23%	16%	13%	6%	7%	20%	14%	100%
Language spoken at home:	Moldovan/ Romanian	2231	3,7	23%	7%	7%	9%	11%	26%	17%	100%
	Russian	482	3,5	19%	9%	9%	10%	11%	18%	23%	100%
	Both, at the same level	149	4,	18%	5%	8%	10%	17%	26%	16%	100%
	Other	143	2,3	39%	23%	11%	3%	8%	7%	9%	100%

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

		Number of cases	Average mark	Q3.8 Please, assess your level of confidence that the quality of online public services will meet your expectations:							Total
				1 -not confident	2	3	4	5	6 –fully confident	DK/NR	
Total		3005	3,9	10%	9%	15%	18%	17%	17%	14%	100%
Age groups:	16-25 years	422	4,1	5%	9%	16%	20%	21%	20%	8%	100%
	26-35 years	492	4,	7%	7%	17%	20%	19%	17%	12%	100%
	36-45 years	477	4,1	9%	7%	14%	17%	19%	21%	13%	100%
	46-55 years	600	3,7	11%	11%	15%	17%	16%	15%	16%	100%
	56-65 years	706	3,4	15%	10%	14%	16%	11%	12%	23%	100%
	66-74 years	308	3,	23%	10%	9%	8%	8%	11%	31%	100%
Sex:	Male	1275	3,9	10%	9%	15%	19%	18%	17%	13%	100%
	Female	1730	3,9	9%	9%	15%	17%	17%	17%	16%	100%
Households with/whithout children under 18:	Without children	1782	3,8	11%	9%	14%	18%	16%	16%	16%	100%
	One child	664	4,	7%	9%	16%	18%	18%	20%	12%	100%
	Two children	423	4,	7%	8%	17%	19%	19%	17%	13%	100%
	Three children or more	136	3,9	10%	7%	15%	14%	20%	16%	18%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	30	4,6	3%	6%	9%	26%	9%	37%	10%	100%
	Highly qualified professionals	214	4,5	6%	2%	13%	15%	30%	28%	6%	100%
	Technicians and associate professionals	176	4,1	7%	9%	13%	19%	18%	23%	10%	100%
	Administrative staff/clerks	25	3,8		29%		22%	32%	5%	12%	100%
	Service and shop and market sales workers, housing and communal services	121	3,6	14%	13%	15%	18%	24%	9%	8%	100%
	Skilled agricultural and fishery workers	109	3,9	10%	3%	18%	18%	18%	16%	17%	100%
	Craft and related trades workers, în construction, transportation, telecommunications, geology and geological prospecting	54	3,6	20%	6%	8%	25%	15%	14%	12%	100%
	Plant and machine operators and assemblers	41	3,8	7%	4%	29%	21%	26%	8%	5%	100%
	Unqualified workers	230	3,4	14%	15%	15%	19%	17%	8%	12%	100%
	Pupils/ students	167	4,3	2%	9%	16%	23%	22%	22%	6%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	75	4,	4%	11%	17%	18%	18%	15%	18%	100%

		Number of cases	Average mark	Q3.8 Please, assess your level of confidence that the quality of online public services will meet your expectations:							Total
				1 -not confident	2	3	4	5	6 –fully confident	DK/NR	
	Not employed, looking for a job	429	4,	9%	9%	16%	17%	14%	21%	15%	100%
	Housekeeping services workers	452	3,9	7%	9%	18%	18%	15%	17%	16%	100%
	Pensioner	838	3,3	18%	9%	11%	14%	10%	11%	26%	100%
	Migrant	44	4,2	3%	7%	25%	12%	27%	21%	6%	100%
Monthly family income:	Below 1000 MDL	558	3,6	13%	11%	14%	14%	12%	16%	20%	100%
	1001-2000 MDL	862	3,7	10%	10%	16%	18%	14%	14%	18%	100%
	2001-3000 MDL	504	3,9	9%	6%	20%	17%	19%	17%	12%	100%
	3001-4000 MDL	287	4,	8%	10%	13%	18%	24%	18%	8%	100%
	4001-5000 MDL	148	4,1	8%	6%	14%	24%	21%	20%	7%	100%
	5001-6000 MDL	92	4,3	6%	7%	9%	23%	26%	20%	10%	100%
	Above 6000 MDL	144	4,3	9%	7%	6%	21%	23%	25%	8%	100%
	DK/NR	410	3,9	8%	10%	14%	18%	17%	18%	15%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1095	3,5	15%	10%	13%	14%	13%	13%	21%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1049	3,9	8%	9%	17%	20%	16%	15%	14%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	635	4,2	7%	7%	15%	18%	23%	22%	8%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	154	4,3	6%	7%	12%	22%	22%	26%	5%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	4,1		12%	31%	10%	33%	14%		100%
	It is difficult to answer.	60	3,9	8%	10%	19%	9%	17%	18%	19%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	36	3,	14%	12%	16%	13%	8%	3%	34%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	548	3,7	11%	10%	15%	16%	17%	14%	17%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	750	3,8	10%	9%	16%	20%	15%	16%	14%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	544	3,8	10%	9%	16%	15%	13%	17%	20%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	552	3,8	11%	9%	17%	16%	16%	16%	14%	100%

		Number of cases	Average mark	Q3.8 Please, assess your level of confidence that the quality of online public services will meet your expectations:							Total
				1 -not confident	2	3	4	5	6 –fully confident	DK/NR	
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	575	4,3	6%	7%	11%	20%	25%	23%	7%	100%
Residential area:	Urban	730	3,8	10%	10%	15%	21%	15%	17%	12%	100%
	Rural	1741	3,9	8%	10%	16%	17%	14%	18%	17%	100%
	Chisinau	534	4,	13%	5%	13%	16%	28%	16%	8%	100%
Region:	North	848	4,	9%	7%	13%	18%	16%	19%	18%	100%
	Centre, including Chisinau	1554	3,8	11%	10%	14%	17%	19%	17%	13%	100%
	South	603	3,8	7%	9%	21%	19%	14%	16%	14%	100%
Language spoken at home:	Moldovan/ Romanian	2231	3,9	9%	9%	15%	17%	17%	18%	15%	100%
	Russian	482	3,9	10%	7%	14%	21%	19%	14%	16%	100%
	Both, at the same level	149	4,	13%	6%	12%	17%	21%	20%	9%	100%
	Other	143	3,2	11%	16%	29%	17%	9%	7%	11%	100%

Table 1.32. Promotion of online public services by the population, socio-demographic groups,%

		Number of cases	Average mark	Q3.9 Please, indicate to what extent you would recommend to Moldovan citizens to use online public services they need:						DK/NR	Total
				1 –would never recommend	2	3	4	5	6 –would definitely recommend		
Total		3005	4,1	12%	7%	10%	15%	17%	24%	DK4%	100%
Age groups:	16-25 years	422	4,4	6%	7%	11%	18%	23%	29%	7%	100%
	26-35 years	492	4,1	11%	7%	12%	15%	19%	26%	11%	100%
	36-45 years	477	4,2	12%	5%	12%	15%	16%	28%	12%	100%
	46-55 years	600	3,9	15%	7%	9%	14%	17%	22%	15%	100%
	56-65 years	706	3,6	17%	9%	9%	14%	11%	17%	23%	100%
	66-74 years	308	3,1	26%	6%	6%	9%	7%	13%	32%	100%
Sex:	Male	1275	4,1	12%	7%	10%	16%	19%	23%	12%	100%
	Female	1730	4,1	12%	7%	11%	14%	16%	25%	15%	100%
Households with/whithout children under 18:	Without children	1782	3,9	14%	7%	10%	16%	15%	22%	16%	100%
	One child	664	4,3	8%	8%	10%	14%	22%	28%	11%	100%
	Two children	423	4,0	14%	6%	13%	14%	16%	27%	10%	100%
	Three children or more	136	3,9	13%	9%	9%	10%	20%	21%	17%	100%
Occupation:	Conducatori ai autoritatilor publice de toate nivelurile, co	30	4,5	8%	9%		17%	23%	33%	9%	100%
	Specialisti cu nivel superior de calificare	214	4,8	6%	3%	7%	12%	25%	39%	8%	100%
	Specialisti cu nivel mediu de calificare	176	4,3	7%	6%	11%	19%	18%	29%	10%	100%
	Functionari administrativi	25	4,0		22%	13%	13%	37%	12%	3%	100%
	Lucratori in servicii, gospodaria de locuinte si deservire c	121	4,0	12%	5%	20%	17%	17%	21%	9%	100%
	Lucratori calificati in agricultura, silvicultura, vinatorie	109	3,9	21%	1%	9%	12%	13%	28%	16%	100%
	Muncitori calificati in intreprinderi industriale mari si mi	54	3,5	27%		16%	22%	2%	26%	8%	100%
	Operatori, aparatisti, masinisti la instalatii si masini, la	41	4,0	14%	3%	14%	16%	31%	15%	6%	100%
	Muncitori necalificati	230	3,7	17%	10%	10%	17%	15%	18%	13%	100%
	Pupils/ students	167	4,6	2%	6%	12%	15%	27%	32%	6%	100%

		Number of cases	Average mark	Q3.9 Please, indicate to what extent you would recommend to Moldovan citizens to use online public services they need:							DK/NR	Total
				1 –would never recommend	2	3	4	5	6 –would definitely recommend			
	Persoane intretinute de alte persoane ori de stat sau care s	75	4,1	6%	10%	9%	24%	16%	20%	16%	100%	
	Not employed, looking for a job	429	4,1	11%	8%	10%	15%	17%	26%	13%	100%	
	Housekeeping services workers	452	4,0	12%	8%	11%	14%	15%	24%	16%	100%	
	Pensioner	838	3,4	21%	7%	7%	13%	11%	15%	27%	100%	
	Migrant	44	4,2	11%	5%	11%	20%	25%	25%	3%	100%	
Monthly family income:	Below 1000 MDL	558	3,7	16%	8%	12%	10%	12%	19%	21%	100%	
	1001-2000 MDL	862	3,8	14%	7%	12%	14%	15%	20%	17%	100%	
	2001-3000 MDL	504	4,0	13%	7%	14%	15%	16%	25%	11%	100%	
	3001-4000 MDL	287	4,3	11%	5%	8%	17%	25%	27%	7%	100%	
	4001-5000 MDL	148	4,3	14%	3%	5%	21%	24%	27%	6%	100%	
	5001-6000 MDL	92	4,3	8%	7%	11%	14%	27%	27%	5%	100%	
	Above 6000 MDL	144	4,5	12%	4%	4%	19%	23%	33%	6%	100%	
	DK/NR	410	4,3	8%	8%	8%	15%	16%	29%	16%	100%	
Welfare category:	We do not have enough funds even for our basic needs.	1095	3,7	17%	9%	9%	13%	13%	18%	21%	100%	
	Ne ajunge bani doar pentru produse alimentare, dar este greu	1049	3,9	13%	7%	12%	18%	15%	22%	13%	100%	
	Ne ajunge bani doar pentru produse alimentare si haine. Dar	635	4,6	7%	4%	9%	15%	24%	34%	7%	100%	
	Ne permitem sa procuram bunuri de uz indelungat. Insa nu ne	154	4,5	8%	5%	13%	11%	28%	33%	2%	100%	
	Ne putem permite procurarea lucrurilor scumpe-apartament, fa	12	4,7		12%	6%	24%	12%	40%	6%	100%	
	It is difficult to answer.	60	4,1	6%	9%	7%	19%	14%	18%	27%	100%	
Education level:	Primary education or without primary education (from 1st to 4th form)	36	2,9	21%	12%	14%	19%	15%		19%	100%	
	Gimnazial, Medii incomplete (5-9 clase, inclusiv fostele sco	548	3,9	15%	8%	10%	14%	14%	23%	16%	100%	
	Liceal, mediu general (10-12 clase, inclusiv fostele scoli d	750	4,0	13%	7%	10%	16%	18%	22%	13%	100%	

		Number of cases	Average mark	Q3.9 Please, indicate to what extent you would recommend to Moldovan citizens to use online public services they need:							Total
				1 –would never recommend	2	3	4	5	6 –would definitely recommend	DK/NR	
	Secundar profesional (instruirea profesionala calificata, in	544	3,8	14%	9%	11%	13%	13%	21%	18%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	552	4,1	13%	4%	11%	15%	17%	24%	16%	100%
	Superior (universitati, academii, institute, inclusiv studii	575	4,5	7%	5%	10%	15%	23%	33%	7%	100%
Residential area:	Urban	730	4,1	8%	10%	11%	18%	16%	24%	12%	100%
	Rural	1741	4,0	13%	7%	10%	14%	14%	25%	17%	100%
	Chisinau	534	4,2	14%	3%	10%	14%	27%	23%	8%	100%
Region:	North	848	4,2	11%	6%	11%	13%	17%	26%	17%	100%
	Centru	1554	4,0	15%	7%	7%	16%	19%	25%	11%	100%
	South	603	4,0	8%	9%	18%	13%	15%	21%	16%	100%
Language spoken at home:	Moldovan/ Romanian	2231	4,1	13%	7%	9%	14%	17%	26%	14%	100%
	Russian	482	4,1	10%	4%	13%	17%	20%	22%	14%	100%
	Both, at the same level	149	4,3	12%	5%	4%	17%	27%	23%	12%	100%
	Other	143	3,3	13%	13%	27%	22%	6%	12%	7%	100%

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

		Number of cases	Average mark	Q3.10.1. Please, assess your level of confidence that upon requesting a public electronic service it shall be granted							Total
				1 –do not trust	2	3	4	5	6 –fully trust	DK/NR	
Total		3005	3,5	14%	11%	17%	16%	15%	13%	15%	100%
Age groups:	16-25 years	422	3,8	9%	13%	18%	20%	17%	16%	8%	100%
	26-35 years	492	3,7	11%	9%	20%	16%	19%	11%	13%	100%
	36-45 years	477	3,7	12%	10%	17%	17%	15%	15%	13%	100%
	46-55 years	600	3,4	15%	12%	18%	13%	12%	12%	16%	100%
	56-65 years	706	3,1	21%	12%	13%	13%	10%	9%	21%	100%

		Number of cases	Average mark	Q3.10.1. Please, assess your level of confidence that upon requesting a public electronic service it shall be granted							Total
				1 –do not trust	2	3	4	5	6 –fully trust	DK/NR	
	66-74 years	308	2,8	24%	9%	11%	9%	6%	8%	32%	100%
Sex:	Male	1275	3,6	14%	11%	18%	15%	16%	13%	13%	100%
	Female	1730	3,5	14%	12%	16%	17%	13%	13%	16%	100%
Households with/whithout children under 18:	Without children	1782	3,5	15%	10%	16%	15%	15%	11%	16%	100%
	One child	664	3,7	12%	13%	16%	18%	15%	16%	10%	100%
	Two children	423	3,6	11%	10%	24%	13%	13%	13%	15%	100%
	Three children or more	136	3,4	18%	11%	11%	16%	13%	11%	18%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	30	4,7	4%		20%	11%	18%	38%	9%	100%
	Highly qualified professionals	214	4,3	3%	5%	21%	16%	26%	21%	8%	100%
	Technicians and associate professionals	176	3,8	13%	8%	18%	15%	18%	18%	10%	100%
	Administrative staff/clerks	25	3,8	14%	7%	14%	14%	48%	2%		100%
	Service and shop and market sales workers, housing and communal services	121	3,3	18%	14%	16%	12%	20%	8%	13%	100%
	Skilled agricultural and fishery workers	109	3,5	18%	3%	15%	19%	10%	13%	23%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	54	3,1	27%	12%	13%	20%	15%	9%	4%	100%
	Plant and machine operators and assemblers	41	3,3	20%	12%	17%	19%	17%	10%	5%	100%
	Unqualified workers	230	3,1	20%	14%	19%	17%	10%	7%	12%	100%
	Pupils/ students	167	3,9	7%	12%	18%	23%	18%	17%	5%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	75	3,5	10%	9%	21%	22%	10%	11%	18%	100%
	Not employed, looking for a job	429	3,5	13%	13%	18%	13%	17%	11%	15%	100%
	Housekeeping services workers	452	3,6	12%	12%	18%	17%	9%	15%	17%	100%
	Pensioner	838	3,0	21%	11%	12%	12%	9%	8%	26%	100%
Migrant	44	3,8	3%	18%	26%	14%	17%	16%	6%	100%	
Monthly family income:	Below 1000 MDL	558	3,2	16%	11%	16%	13%	11%	9%	23%	100%
	1001-2000 MDL	862	3,3	16%	13%	18%	13%	11%	10%	18%	100%
	2001-3000 MDL	504	3,4	16%	11%	17%	20%	13%	12%	11%	100%
	3001-4000 MDL	287	3,7	11%	11%	19%	16%	17%	16%	10%	100%
	4001-5000 MDL	148	3,8	10%	8%	21%	14%	23%	14%	11%	100%
	5001-6000 MDL	92	4,0	10%	11%	12%	26%	15%	23%	4%	100%

		Number of cases	Average mark	Q3.10.1. Please, assess your level of confidence that upon requesting a public electronic service it shall be granted							Total
				1 –do not trust	2	3	4	5	6 –fully trust	DK/NR	
	Above 6000 MDL	144	4,0	10%	6%	17%	18%	22%	19%	7%	100%
	DK/NR	410	3,7	12%	11%	15%	15%	17%	15%	15%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1095	3,1	18%	13%	16%	11%	11%	9%	22%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1049	3,4	15%	12%	17%	17%	14%	11%	14%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	635	4,0	8%	7%	18%	19%	20%	19%	10%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	154	3,8	7%	14%	23%	15%	19%	19%	2%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	3,4	25%		10%	42%	16%	6%		100%
	It is difficult to answer.	60	3,7	9%	7%	20%	19%	11%	14%	20%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	36	2,7	17%	7%	3%	15%	6%		51%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	548	3,3	17%	12%	15%	12%	13%	11%	18%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	750	3,3	15%	12%	19%	17%	11%	10%	15%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	544	3,4	16%	11%	14%	13%	15%	12%	18%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	552	3,5	13%	11%	19%	16%	12%	14%	14%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	575	4,0	8%	8%	18%	19%	23%	17%	7%	100%
Residential area:	Urban	730	3,5	13%	14%	17%	18%	14%	13%	11%	100%
	Rural	1741	3,4	13%	13%	17%	14%	12%	12%	19%	100%
	Chisinau	534	3,8	16%	4%	17%	17%	24%	15%	8%	100%
Region:	North	848	3,6	11%	10%	20%	15%	13%	13%	19%	100%
	Centre, including Chisinau	1554	3,6	14%	10%	17%	16%	16%	13%	13%	100%
	South	603	3,3	17%	15%	14%	15%	12%	13%	13%	100%
Language spoken at home:	Moldovan/ Romanian	2231	3,6	12%	12%	18%	16%	14%	14%	15%	100%
	Russian	482	3,5	16%	8%	19%	18%	16%	11%	13%	100%
	Both, at the same level	149	3,9	13%	8%	9%	17%	27%	14%	13%	100%
	Other	143	2,5	35%	13%	16%	9%	9%	5%	13%	100%

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

		Number of cases	Average mark	Q3.10.2 Please, assess your level of confidence in that the online public services requested by you shall be safe							Total
				1 –do not trust	2	3	4	5	6 –fully trust	DK/NR	
Total		3005	3,0	23%	14%	15%	13%	10%	8%	16%	100%
Age groups:	16-25 years	422	3,3	18%	14%	19%	18%	12%	10%	8%	100%
	26-35 years	492	3,1	20%	16%	15%	15%	13%	8%	14%	100%
	36-45 years	477	3,1	23%	14%	15%	16%	11%	10%	12%	100%
	46-55 years	600	2,6	29%	16%	17%	9%	7%	6%	17%	100%
	56-65 years	706	2,5	30%	13%	12%	8%	7%	4%	25%	100%
	66-74 years	308	2,4	31%	11%	7%	7%	4%	6%	35%	100%
Sex:	Male	1275	3,0	23%	14%	16%	13%	12%	8%	15%	100%
	Female	1730	2,9	23%	15%	15%	14%	9%	8%	16%	100%
Households with/whithout children under 18:	Without children	1782	2,9	25%	13%	16%	12%	10%	7%	17%	100%
	One child	664	3,2	20%	15%	15%	17%	12%	10%	12%	100%
	Two children	423	2,9	23%	16%	16%	13%	10%	8%	14%	100%
	Three children or more	136	2,6	29%	16%	12%	9%	6%	7%	21%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	30	3,1	22%	10%	23%	9%		18%	17%	100%
	Highly qualified professionals	214	3,6	16%	12%	16%	18%	21%	14%	5%	100%
	Technicians and associate professionals	176	3,1	23%	15%	16%	14%	12%	11%	9%	100%
	Administrative staff/clerks	25	3,3	19%	16%	14%	17%	28%	2%	3%	100%
	Service and shop and market sales workers, housing and communal services	121	2,8	26%	15%	14%	13%	11%	6%	15%	100%
	Skilled agricultural and fishery workers	109	2,8	29%	6%	11%	17%	5%	8%	24%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	54	2,8	33%	15%	10%	13%	15%	7%	6%	100%
	Plant and machine operators and assemblers	41	2,8	28%	14%	27%	11%	17%	2%	2%	100%
	Unqualified workers	230	2,6	32%	17%	13%	12%	7%	7%	11%	100%
	Pupils/ students	167	3,7	9%	9%	23%	28%	16%	10%	5%	100%
Dependents supported by other people or the state, or from other incomes	75	3,1	14%	18%	16%	15%	6%	8%	22%	100%	

		Number of cases	Average mark	Q3.10.2 Please, assess your level of confidence in that the online public services requested by you shall be safe							Total
				1 –do not trust	2	3	4	5	6 –fully trust	DK/NR	
	(rents, bank interests, rents, etc.)										
	Not employed, looking for a job	429	2,9	22%	17%	16%	10%	10%	8%	16%	100%
	Housekeeping services workers	452	2,8	25%	17%	14%	11%	6%	9%	18%	100%
	Pensioner	838	2,4	29%	13%	10%	8%	5%	4%	30%	100%
	Migrant	44	3,1	20%	5%	33%	12%	14%	5%	11%	100%
Monthly family income:	Below 1000 MDL	558	2,7	26%	13%	13%	10%	6%	6%	26%	100%
	1001-2000 MDL	862	2,8	25%	16%	14%	10%	9%	6%	20%	100%
	2001-3000 MDL	504	2,8	26%	17%	19%	13%	7%	8%	11%	100%
	3001-4000 MDL	287	3,2	21%	13%	20%	17%	12%	9%	6%	100%
	4001-5000 MDL	148	3,1	22%	14%	14%	18%	13%	8%	11%	100%
	5001-6000 MDL	92	3,5	17%	13%	12%	20%	19%	13%	7%	100%
	Above 6000 MDL	144	3,5	16%	10%	19%	20%	14%	15%	6%	100%
	DK/NR	410	3,1	22%	13%	13%	14%	13%	8%	17%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1095	2,5	28%	16%	12%	9%	8%	4%	23%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1049	2,9	25%	15%	15%	12%	9%	8%	16%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	635	3,4	17%	12%	18%	18%	14%	11%	10%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	154	3,4	16%	15%	21%	17%	13%	16%	3%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	2,4	32%	19%	31%	18%				100%
	It is difficult to answer.	60	3,2	17%	8%	20%	23%	9%	7%	17%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	36	2,3	25%	16%	3%	12%	6%		38%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	548	2,8	27%	13%	15%	9%	8%	8%	21%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	750	2,9	23%	15%	17%	14%	9%	6%	16%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	544	2,7	28%	14%	11%	11%	9%	7%	20%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	552	2,8	23%	17%	18%	12%	7%	8%	14%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	575	3,5	17%	12%	17%	19%	16%	12%	6%	100%

		Number of cases	Average mark	Q3.10.2 Please, assess your level of confidence in that the online public services requested by you shall be safe							Total
				1 –do not trust	2	3	4	5	6 –fully trust	DK/NR	
Residential area:	Urban	730	3,0	22%	18%	15%	15%	9%	9%	13%	100%
	Rural	1741	2,8	24%	16%	15%	11%	7%	7%	20%	100%
	Chisinau	534	3,4	23%	6%	19%	17%	19%	10%	6%	100%
Region:	North	848	3,1	18%	12%	18%	14%	10%	8%	21%	100%
	Centre, including Chisinau	1554	2,9	25%	14%	15%	13%	11%	8%	14%	100%
	South	603	2,8	26%	18%	13%	13%	7%	9%	14%	100%
Language spoken at home:	Moldovan/ Romanian	2231	3,0	23%	15%	15%	13%	10%	8%	16%	100%
	Russian	482	3,0	23%	12%	18%	15%	12%	8%	14%	100%
	Both, at the same level	149	3,0	23%	15%	14%	17%	11%	8%	13%	100%
	Other	143	2,3	40%	13%	16%	7%	4%	5%	15%	100%

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

	No.	%
Time saving	629	15,0%
Fast access, promptitude	473	11,3%
Convenient service	249	5,9%
Money saving by the population	238	5,7%
No need to move	229	5,5%
No standing lines	210	5,0%
Simple in use	132	3,1%
Accessible service	86	2,0%
Better informed population	68	1,6%
Decreased level of corruption	60	1,4%
Better opportunities	57	1,3%
Non-stop/24-hour access	36	0,9%
Acces to information	34	0,8%
More information	29	0,7%
Decreased level of bureaucracy	24	0,6%
Not getting nervous	24	0,6%
Modern/up to date service	22	0,5%
Safer service	21	0,5%
Efficient service	19	0,4%
Great advantage for the young people	16	0,4%
No direct contact with employees	14	0,3%
Cheaper service	14	0,3%
Quality information	11	0,3%
Simple procedure	11	0,3%
No need to visit many offices	10	0,2%
Option to pay online	9	0,2%
Quality services	9	0,2%
Transparent services	8	0,2%
Option to buy what you need	8	0,2%
Option to file online declarations	8	0,2%
Documents issued will be correct	7	0,2%
Direct communication with public officers	6	0,1%
Freedom to choose the service	6	0,1%
Services delivered directly at home	5	0,1%
Less paper used	5	0,1%
Universal access	5	0,1%
You feel confident about the services you get	5	0,1%
No need for the elder people to move	5	0,1%
Confidentiality	5	0,1%
Overseas citizens can solve their problems	4	0,1%
Opportunity to advertise	4	0,1%
Opportunity to do smth else in parallel	3	0,1%
Checking the quality of products / drugs	4	0,1%
Useful service	3	0,1%
Opportunity to perform many services at a time	3	0,1%
Trustworthy	3	0,1%
No intermediaries	3	0,1%
Everything can be solved via Internet	3	0,1%
No need to get appointed	3	0,1%
Acces for disabled persons	2	0,1%
No need to be absent from the office	2	0,0%

Option to be aware of legislative changes	2	0,0%
Option to get what you want	2	0,0%
Option to file online complaints	1	0,0%
More people shall be served at a time	1	0,0%
Opportunity to learn new technologies	1	0,0%
No need to carry many documents	1	0,0%
Improved customer-provider relationship	1	0,0%
Mobile signature	1	0,0%
Option to get appointed online	1	0,0%
Safe data	1	0,0%
Mobility	1	0,0%
Option to see the available services	1	0,0%
Getting the invoices online	1	0,0%
Work places	1	0,0%
Universal access to information	1	0,0%
No advantages	340	8,1%
Do not know	1006	23,9%
	4202	100%

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

		Number of cases	Q4.1 Did you request at least one public service from public institutions/authorities over the past 12 months?		Total
			Yes	No	
Total		3005	30%	70%	100%
Age groups:	16-25 years	422	28%	72%	100%
	26-35 years	492	33%	67%	100%
	36-45 years	477	32%	68%	100%
	46-55 years	600	30%	70%	100%
	56-65 years	706	27%	73%	100%
	66-74 years	308	25%	75%	100%
Sex:	Male	1275	29%	71%	100%
	Female	1730	30%	70%	100%
Households with/without children under 18:	Without children	1782	28%	72%	100%
	One child	664	30%	70%	100%
	Two children	423	33%	67%	100%
	Three children or more	136	36%	64%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	30	54%	46%	100%
	Highly qualified professionals	214	39%	61%	100%
	Technicians and associate professionals	176	31%	69%	100%
	Administrative staff/clerks	25	30%	70%	100%
	Service and shop and market sales workers, housing and communal services	121	33%	67%	100%
	Skilled agricultural and fishery workers	109	42%	58%	100%

		Number of cases	Q4.1 Did you request at least one public service from public institutions/authorities over the past 12 months?		Total
			Yes	No	
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	54	27%	73%	100%
	Plant and machine operators and assemblers	41	25%	75%	100%
	Unqualified workers	230	37%	63%	100%
	Pupils/ students	167	21%	79%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	75	38%	62%	100%
	Not employed, looking for a job	429	25%	75%	100%
	Housekeeping services workers	452	31%	69%	100%
	Pensioner	838	26%	74%	100%
	Migrant	44	27%	73%	100%
Monthly family income:	Below 1000 MDL	558	28%	72%	100%
	1001-2000 MDL	862	27%	73%	100%
	2001-3000 MDL	504	26%	74%	100%
	3001-4000 MDL	287	34%	66%	100%
	4001-5000 MDL	148	43%	57%	100%
	5001-6000 MDL	92	37%	63%	100%
	Above 6000 MDL	144	44%	56%	100%
	DK/NR	410	27%	73%	100%
Welfare category:	We do not have enough funds even for our basic needs.	1095	30%	70%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	1049	28%	72%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	635	31%	69%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	154	33%	67%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	12	59%	41%	100%
	It is difficult to answer.	60	33%	67%	100%
	Education level:	Primary education or without primary education (from 1st to 4th form)	36	33%	67%
Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)		548	28%	72%	100%
Upper secondary (from 10th to 12th grade, including former schools of 10 forms)		750	27%	73%	100%
Secondary vocational education (qualified vocational training, including qualification courses)		544	29%	71%	100%
Post-secondary non-tertiary (colleges, including vocational schools)		552	32%	68%	100%
Tertiary/Superior (universities, academies, institutes, including post-university studies)		575	35%	65%	100%
Residential area:	Urban	730	29%	71%	100%
	Rural	1741	31%	69%	100%
	Chisinau	534	27%	73%	100%
Region:	North	848	23%	77%	100%

		Number of cases	Q4.1 Did you request at least one public service from public institutions/authorities over the past 12 months?		Total
			Yes	No	
	Centre, including Chisinau	1554	32%	68%	100%
	South	603	33%	67%	100%
Language spoken at home:	Moldovan/ Romanian	2231	31%	69%	100%
	Russian	482	31%	69%	100%
	Both, at the same level	149	23%	77%	100%
	Other	143	17%	83%	100%

Table 1.37. Methods used to access the public services over the past 12 months from the public authorities/institutions, (multiple choice), socio-demographic groups, %

		Number of cases	4.2. How did you get the requested service/s? (multiple choice)			Total
			I physically reached the public authority at all stages/for all procedures	Through Internet (via computer or mobile phone), for certain stages/procedures but had to additionally visit the public institution	Through Internet (via computer or mobile phone), at all stages without the need to physically reach the relevant institution	
Total		906	84%	12%	4%	100%
Age groups:	16-25 years	206	74%	21%	6%	100%
	26-35 years	219	85%	11%	4%	100%
	36-45 years	163	83%	12%	5%	100%
	46-55 years	163	89%	6%	5%	100%
	56-65 years	116	94%	4%	2%	100%
	66-74 years	39	97%	3%		100%
Sex:	Male	429	81%	14%	5%	100%
	Female	478	88%	9%	4%	100%
Households with/whithout children under 18:	Without children	450	83%	13%	4%	100%
	One child	239	80%	15%	6%	100%
	Two children	162	93%	4%	3%	100%
	Three children or more	56	95%	2%	3%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	16	58%	18%	24%	100%
	Highly qualified professionals	93	65%	22%	12%	100%
	Technicians and associate professionals	61	85%	10%	4%	100%
	Administrative staff/clerks	9	81%	12%	7%	100%
	Service and shop and market sales workers, housing and communal services	43	73%	23%	4%	100%
	Skilled agricultural and fishery	46	97%	3%		100%

		Number of cases	4.2. How did you get the requested service/s? (multiple choice)			Total
			I physically reached the public authority at all stages/for all procedures	Through Internet (via computer or mobile phone), for certain stages/procedures but had to additionally visit the public institution	Through Internet (via computer or mobile phone), at all stages without the need to physically reach the relevant institution	
	workers					
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	16	83%	12%	6%	100%
	Plant and machine operators and assemblers	13	64%	36%		100%
	Unqualified workers	94	94%	2%	4%	100%
	Pupils/ students	61	60%	31%	9%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	29	89%	3%	8%	100%
	Not employed, looking for a job	129	89%	9%	1%	100%
	Housekeeping services workers	153	89%	10%	2%	100%
	Pensioner	129	97%	1%	2%	100%
	Migrant	15	76%	24%		100%
Monthly family income:	Below 1000 MDL	142	88%	9%	4%	100%
	1001-2000 MDL	195	96%	3%	1%	100%
	2001-3000 MDL	132	90%	9%	1%	100%
	3001-4000 MDL	111	79%	13%	8%	100%
	4001-5000 MDL	74	80%	14%	6%	100%
	5001-6000 MDL	41	70%	25%	5%	100%
	Above 6000 MDL	74	66%	22%	12%	100%
	DK/NR	137	80%	15%	5%	100%
Welfare category:	We do not have enough funds even for our basic needs.	288	93%	6%	1%	100%
	We only have enough funds to buy	298	84%	11%	5%	100%

		Number of cases	4.2. How did you get the requested service/s? (multiple choice)			Total
			I physically reached the public authority at all stages/for all procedures	Through Internet (via computer or mobile phone), for certain stages/procedures but had to additionally visit the public institution	Through Internet (via computer or mobile phone), at all stages without the need to physically reach the relevant institution	
	food, but we can hardly buy clothes.					
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	227	82%	13%	5%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	61	63%	26%	11%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	9	49%	51%		100%
	It is difficult to answer.	23	79%	10%	11%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	11	85%	15%		100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	155	96%	1%	2%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	200	86%	10%	3%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	161	91%	7%	2%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	160	87%	10%	3%	100%

		Number of cases	4.2. How did you get the requested service/s? (multiple choice)			Total
			I physically reached the public authority at all stages/for all procedures	Through Internet (via computer or mobile phone), for certain stages/procedures but had to additionally visit the public institution	Through Internet (via computer or mobile phone), at all stages without the need to physically reach the relevant institution	
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	220	67%	23%	10%	100%
Residential area:	Urban	208	77%	17%	6%	100%
	Rural	536	93%	5%	2%	100%
	Chisinau	162	65%	25%	10%	100%
Region:	North	185	85%	11%	4%	100%
	Centre, including Chisinau	521	82%	13%	5%	100%
	South	200	91%	6%	3%	100%
Language spoken at home:	Moldovan/ Romanian	704	85%	11%	4%	100%
	Russian	145	87%	7%	6%	100%
	Both, at the same level	36	62%	30%	9%	100%
	Other	22	93%	7%		100%

Table 1.38. Level of satisfaction with the quality of e-public services, offered by government institutions, socio-demographic groups, %

		Number of cases	Average mark	Q2.8 Va rugam sa evaluati calitatea serviciilor publice electronice pe de care ati beneficiat pe parcursul ultimelor 12 luni.					Total
				Not satisfied	3	4	5	Fully satisfied	Row %
				Row %	Row %	Row %	Row %	Row %	
Total		112	4,8	3%	7%	24%	41%	25%	100%
Age groups:	16-25 years	28	4,5	7%	11%	25%	27%	30%	100%
	26-35 years	26	4,8		3%	38%	36%	24%	100%
	36-45 years	23	5,		8%	5%	67%	21%	100%
	46-55 years	25	4,9		4%	23%	52%	21%	100%
	56-65 years	9	5,1		9%	12%	34%	45%	100%
	66-74 years	1	1,	100%					100%
Sex:	Male	47	4,7	3%	4%	28%	46%	19%	100%
	Female	65	4,8	2%	11%	20%	36%	32%	100%
Households with/whithout children under 18:	Without children	63	4,7	3%	8%	25%	39%	25%	100%
	One child	35	4,8	3%	4%	24%	46%	23%	100%
	Two children	11	4,7		14%	26%	39%	22%	100%
	Three children or more	3	5,8				22%	78%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	9	5,4			14%	31%	56%	100%
	Highly qualified professionals	36	4,8	3%	5%	16%	55%	21%	100%
	Technicians and associate professionals	7	4,7		14%	19%	52%	14%	100%
	Administrative staff/clerks	5	5,			29%	42%	29%	100%
	Service and shop and market sales workers, housing and communal services	5	4,7			49%	34%	17%	100%
	Skilled agricultural and fishery workers	1	5,				100%		100%
	Craft and related trades workers, în construction, transportation, teltelecommunications, geology and geological prospecting	2	1,7	75%		25%			100%
	Unqualified workers	1	5,				100%		100%
	Pupils/ students	14	4,7		22%	22%	22%	34%	100%
	Dependents supported by other people or the state, or	2	5,5				50%	50%	100%

		Number of cases	Average mark	Q2.8 Va rugam sa evaluati calitatea serviciilor publice electronice pe de care ati beneficiat pe parcursul ultimelor 12 luni.					Total
				Not satisfied	3	4	5	Fully satisfied	Row %
				Row %	Row %	Row %	Row %	Row %	
from other incomes (rents, bank interests, rents, etc.)									
Not employed, looking for a job		14	4,9			39%	29%	31%	100%
Housekeeping services workers		8	4,8		11%	27%	36%	25%	100%
Pensioner		7	4,3	9%	9%	17%	66%		100%
Migrant		1	4,			100%			100%
Monthly family income:	Below 1000 MDL	4	4,4	21%		12%	37%	31%	100%
	1001-2000 MDL	16	4,4	9%	9%	29%	29%	24%	100%
	2001-3000 MDL	8	4,2		27%	39%	23%	10%	100%
	3001-4000 MDL	22	4,7		9%	22%	55%	13%	100%
	4001-5000 MDL	13	4,9	4%		26%	37%	33%	100%
	5001-6000 MDL	7	5,				100%		100%
	Above 6000 MDL	23	5,1			24%	44%	32%	100%
	DK/NR	19	5,		11%	26%	20%	43%	100%
Welfare category:	We do not have enough funds even for our basic needs.	9	5,2			38%	9%	54%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	31	4,6	6%	8%	16%	52%	18%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	39	4,6	3%	14%	23%	36%	24%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	24	4,8		2%	35%	45%	18%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	3	5,3				70%	30%	100%
	It is difficult to answer.	6	5,5			13%	27%	60%	100%
	Education level:	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	3	5,4				60%	40%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	11	4,8		12%	32%	24%	32%	100%

		Number of cases	Average mark	Q2.8 Va rugam sa evaluati calitatea serviciilor publice electronice pe de care ati beneficiat pe parcursul ultimelor 12 luni.					Total
				Not satisfied	3	4	5	Fully satisfied	Row %
				Row %	Row %	Row %	Row %	Row %	
	Secondary vocational education (qualified vocational training, including qualification courses)	6	4,6			42%	58%		100%
	Post-secondary non-tertiary (colleges, including vocational schools)	16	4,3	10%	5%	39%	27%	18%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	76	4,9	2%	8%	18%	44%	28%	100%
Residential area:	Urban	32	4,4	3%	17%	32%	34%	14%	100%
	Rural	39	4,7	4%	7%	28%	34%	27%	100%
	Chisinau	41	5,2	1%		13%	52%	33%	100%
Region:	North	28	4,5	3%	19%	15%	48%	15%	100%
	Centru	64	5,1	1%	1%	22%	42%	34%	100%
	South	20	4,1	9%	11%	42%	28%	10%	100%
Language spoken at home:	Moldovan/ Romanian	80	4,8	3%	8%	24%	36%	30%	100%
	Russian	24	4,7	2%	4%	24%	56%	14%	100%
	Both, at the same level	7	4,8			27%	65%	8%	100%
	Other	1	3,		100%				100%

Table 1.39. Level of satisfaction with the quality of public services rendered at the office of the institution, socio-demographic groups, %

		Number of cases	Average mark	Q4.3.1. How satisfied are you with the quality of public services rendered to you at the office of the public institution?							Total
				1 –not satisfied	2	3	4	5	6 –very satisfied	DK/NR	
Total		856	4,3	7%	6%	16%	20%	19%	29%	3%	100%
Age groups:	16-25 years	115	4,5	5%	2%	17%	25%	21%	31%		100%
	26-35 years	158	4,2	6%	7%	16%	20%	24%	23%	5%	100%
	36-45 years	148	4,1	7%	8%	21%	17%	15%	29%	3%	100%
	46-55 years	170	4,2	9%	6%	18%	19%	15%	30%	2%	100%
	56-65 years	189	4,5	6%	8%	10%	16%	21%	35%	4%	100%
	66-74 years	76	4,2	13%	8%	11%	14%	17%	32%	5%	100%
Sex:	Male	361	4,2	6%	7%	19%	19%	22%	23%	3%	100%
	Female	495	4,4	8%	5%	13%	20%	17%	35%	3%	100%
Households with/whithout children under 18:	Without children	476	4,3	7%	5%	18%	21%	17%	28%	3%	100%
	One child	196	4,3	7%	5%	15%	21%	20%	29%	3%	100%
	Two children	135	4,5	5%	9%	12%	14%	25%	32%	2%	100%
	Three children or more	49	4,0	7%	11%	23%	16%	14%	27%	3%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	12	4,8			16%	36%		48%		100%
	Highly qualified professionals	72	4,1	5%	11%	12%	22%	24%	18%	8%	100%
	Technicians and associate professionals	57	4,6	6%	2%	20%	8%	24%	38%	2%	100%
	Administrative staff/clerks	8	4,5			34%	8%	28%	30%		100%
	Service and shop and market sales workers, housing and communal services	41	3,9		13%	26%	30%	20%	9%	2%	100%
	Skilled agricultural and fishery workers	45	4,4	6%	1%	15%	20%	36%	19%	2%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	13	3,5	18%	6%	27%	24%	6%	19%		100%
	Plant and machine operators and assemblers	8	4,0	14%		25%	20%	15%	25%		100%
	Unqualified workers	78	4,4	9%	6%	12%	21%	7%	41%	4%	100%
	Pupils/ students	33	4,4	3%		19%	33%	14%	30%		100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	26	4,6	2%	2%	15%	26%	22%	32%		100%
	Not employed, looking for a job	103	4,3	7%	8%	18%	13%	23%	28%	3%	100%

		Number of cases	Average mark	Q4.3.1. How satisfied are you with the quality of public services rendered to you at the office of the public institution?							Total
				1 –not satisfied	2	3	4	5	6 –very satisfied	DK/NR	
	Housekeeping services workers	132	4,1	9%	6%	18%	21%	19%	26%	1%	100%
	Pensioner	215	4,4	10%	7%	11%	13%	18%	35%	7%	100%
	Migrant	13	5,0			8%	30%	16%	46%		100%
Monthly family income:	Below 1000 MDL	148	4,1	11%	5%	14%	19%	21%	23%	7%	100%
	1001-2000 MDL	236	4,3	10%	5%	16%	15%	22%	30%	0%	100%
	2001-3000 MDL	129	4,4	7%	3%	19%	19%	16%	33%	2%	100%
	3001-4000 MDL	91	4,3	4%	8%	17%	24%	22%	24%	2%	100%
	4001-5000 MDL	59	4,6	3%	4%	20%	13%	17%	39%	4%	100%
	5001-6000 MDL	33	3,9	1%	21%	13%	21%	19%	17%	9%	100%
	Above 6000 MDL	56	4,1	6%	13%	13%	26%	17%	23%	2%	100%
	DK/NR	104	4,5	4%	2%	16%	23%	16%	34%	4%	100%
Welfare category:	We do not have enough funds even for our basic needs.	312	4,2	9%	9%	17%	14%	14%	32%	5%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	276	4,5	6%	3%	14%	22%	23%	29%	3%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	198	4,3	6%	4%	18%	23%	24%	24%	1%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	45	3,9	9%	14%	20%	20%	9%	28%		100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	7	4,7		7%		37%	22%	33%		100%
	It is difficult to answer.	18	4,4		6%	22%	30%	8%	30%	5%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	11	4,3		5%	21%	35%		30%	9%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	138	4,3	8%	7%	17%	13%	17%	34%	3%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	191	4,3	6%	6%	16%	20%	17%	30%	4%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	157	4,5	6%	3%	16%	15%	19%	37%	3%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	174	4,1	10%	6%	17%	21%	19%	24%	3%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	185	4,2	6%	7%	15%	25%	24%	21%	2%	100%
Residential area:	Urban	195	4,0	8%	7%	20%	24%	16%	21%	5%	100%
	Rural	534	4,5	7%	5%	14%	17%	20%	34%	2%	100%
	Chisinau	127	4,1	6%	7%	20%	24%	20%	20%	2%	100%

		Number of cases	Average mark	Q4.3.1. How satisfied are you with the quality of public services rendered to you at the office of the public institution?							Total
				1 –not satisfied	2	3	4	5	6 –very satisfied	DK/NR	
Region:	North	186	4,5	5%	4%	18%	21%	12%	39%	2%	100%
	Centre, including Chisinau	472	4,3	6%	8%	16%	18%	21%	27%	5%	100%
	South	198	4,2	11%	4%	16%	22%	21%	26%	0%	100%
Language spoken at home:	Moldovan/ Romanian	661	4,3	7%	6%	17%	17%	20%	29%	4%	100%
	Russian	136	4,3	6%	5%	16%	27%	18%	27%	2%	100%
	Both, at the same level	30	4,0	13%	7%	6%	35%	18%	22%		100%
	Other	29	4,8	2%	7%	8%	23%	11%	49%		100%

Table 1.40. Level of satisfaction with the quality of online public services, socio-demographic groups, %

		Number of cases	Average mark	Q4.3.2. How satisfied are you with the quality of public services rendered to you through Internet, via specialised webpages of the public institutions or Portal of Public Services (www.servicii.gov.md) ?							Total
				1 –not satisfied	2	3	4	5	6 –very satisfied	DK/NR	
Total		204	4,3	3%	1%	8%	21%	15%	10%	42%	100%
Age groups:	16-25 years	36	4,1	6%		9%	33%	19%	9%	24%	100%
	26-35 years	42	4,3	4%		8%	22%	13%	12%	41%	100%
	36-45 years	40	4,5		4%	8%	18%	19%	15%	36%	100%
	46-55 years	38	4,2	3%	3%	3%	18%	16%	4%	53%	100%
	56-65 years	39	4,2			10%	5%	5%	5%	74%	100%
	66-74 years	9	3,0			11%				89%	100%
Sex:	Male	99	4,2	4%	1%	9%	23%	19%	7%	37%	100%
	Female	105	4,4	2%	2%	6%	19%	10%	13%	48%	100%
Households with/whithout children under 18:	Without children	113	4,2	3%	2%	8%	24%	15%	10%	38%	100%
	One child	64	4,4	1%	1%	8%	21%	14%	13%	42%	100%
	Two children	21	3,8	9%		7%	12%	24%		48%	100%
	Three children or more	6	4,0				15%			85%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic	9	4,9				27%	12%	23%	39%	100%

		Number of cases	Average mark	Q4.3.2. How satisfied are you with the quality of public services rendered to you through Internet, via specialised webpages of the public institutions or Portal of Public Services (www.servicii.gov.md) ?						Total	
				1 –not satisfied	2	3	4	5	6 –very satisfied		DK/NR
	and political)										
	Highly qualified professionals	29	4,6		3%	8%	27%	29%	19%	14%	100%
	Technicians and associate professionals	18	4,6		5%		16%	17%	12%	49%	100%
	Administrative staff/clerks	2	4,0				100%				100%
	Service and shop and market sales workers, housing and communal services	14	3,4	12%	6%	15%	22%	16%		29%	100%
	Skilled agricultural and fishery workers	10	3,3	9%				12%		79%	100%
	Craft and related trades workers, în construction, transportation, telecommunications, geology and geological prospecting	4	4,7				13%	26%		60%	100%
	Plant and machine operators and assemblers	3	5,1				36%	21%	43%		100%
	Unqualified workers	13	3,3			25%	10%			65%	100%
	Pupils/ students	13	4,3	9%			37%	23%	16%	15%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	3	2,4	37%			31%			31%	100%
	Not employed, looking for a job	16	4,5			7%	22%	24%	5%	41%	100%
	Housekeeping services workers	27	4,2	4%		10%	18%	5%	14%	49%	100%
	Pensioner	39	3,4			12%	7%			81%	100%
	Migrant	4	4,5				38%	41%		20%	100%
Monthly family income:	Below 1000 MDL	29	3,7	6%		14%	17%	6%	5%	51%	100%
	1001-2000 MDL	42	4,0	3%		4%	11%	8%	2%	73%	100%
	2001-3000 MDL	35	4,2		3%	12%	19%	8%	9%	49%	100%
	3001-4000 MDL	29	4,1	6%	3%	7%	21%	25%	5%	33%	100%
	4001-5000 MDL	14	5,1			3%	20%	18%	31%	28%	100%
	5001-6000 MDL	11	4,1	7%	6%		25%	31%	7%	22%	100%
	Above 6000 MDL	21	4,5	4%		3%	36%	29%	12%	16%	100%
	DK/NR	23	4,4			13%	28%	12%	15%	32%	100%
Welfare category:	We do not have enough funds even for our basic needs.	60	4,3	2%		6%	12%	7%	8%	64%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	67	4,1	1%	1%	6%	27%	10%	5%	49%	100%
	We only have enough funds to buy food and clothes, while purchase of	47	4,1	7%	2%	13%	18%	25%	10%	25%	100%

		Number of cases	Average mark	Q4.3.2. How satisfied are you with the quality of public services rendered to you through Internet, via specialised webpages of the public institutions or Portal of Public Services (www.servicii.gov.md) ?							Total
				1 –not satisfied	2	3	4	5	6 –very satisfied	DK/NR	
	durable goods (TV set, refrigerator) is problematic.										
	We can afford purchasing durable goods but we can not buy expensive goods.	20	4,5	4%	4%		31%	32%	12%	18%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	6	4,9			9%	35%	14%	42%		100%
	It is difficult to answer.	4	4,6			32%			39%	28%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	1	4,0				100%				100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	16	3,5			21%	19%			60%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	34	4,3	2%		8%	18%	19%	6%	46%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	43	3,8	4%	2%	3%	14%	9%	3%	64%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	48	4,0	6%	2%	6%	14%	15%	8%	50%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	62	4,5	2%	1%	8%	32%	22%	19%	16%	100%
Residential area:	Urban	62	4,3	3%	1%	6%	23%	28%	4%	35%	100%
	Rural	89	4,0	3%	1%	9%	17%	7%	8%	54%	100%
	Chisinau	53	4,4	3%	1%	7%	26%	13%	18%	31%	100%
Region:	North	47	4,4	2%		4%	21%	16%	7%	49%	100%
	Centre, including Chisinau	92	4,4	3%	1%	7%	27%	19%	15%	28%	100%
	South	65	3,6	4%	3%	11%	13%	9%	3%	58%	100%
Language spoken at home:	Moldovan/ Romanian	146	4,3	3%	1%	8%	20%	16%	12%	40%	100%
	Russian	40	3,7	5%	2%	3%	25%	7%	1%	56%	100%
	Both, at the same level	13	4,5			13%	31%	36%	10%	10%	100%
	Other	5	3,0			21%				79%	100%

Table 1.41. Level of satisfaction with the quality of online public services, socio-demographic groups, %

		Number of cases	Average mark	Q4.3.3. How satisfied are you with the quality of public services rendered to you through Internet, via specialised webpages of the public institutions or Portal of Public Services (www.servicii.gov.md) ?							Total
				1 –not satisfied	2	3	4	5	6 –very satisfied	DK/NR	
Total		170	4,4	1%	2%	6%	10%	15%	9%	57%	100%
Age groups:	16-25 years	28	4,5		7%	8%	11%	22%	18%	35%	100%
	26-35 years	32	4,5			8%	15%	12%	8%	58%	100%
	36-45 years	28	4,2	3%		7%	11%	12%	7%	60%	100%
	46-55 years	33	4,4	3%		3%	6%	19%	3%	66%	100%
	56-65 years	39	4,1	3%	3%	3%	3%	8%	5%	77%	100%
	66-74 years	10	5,0					10%		90%	100%
Sex:	Male	77	4,4	1%	3%	6%	10%	16%	7%	56%	100%
	Female	93	4,5	2%	2%	6%	9%	14%	11%	57%	100%
Households with/whithout children under 18:	Without children	93	4,6	1%	3%	5%	9%	16%	12%	54%	100%
	One child	51	3,9	3%	3%	10%	9%	15%	2%	58%	100%
	Two children	20	4,8				18%	14%	11%	57%	100%
	Three children or more	6	6,0						27%	73%	100%
Occupation:	Lawyers and senior officials and corporate managers (socio-economic and political)	5	4,9				22%		16%	62%	100%
	Highly qualified professionals	20	4,4			20%	21%	20%	13%	26%	100%
	Technicians and associate professionals	16	4,7			6%	6%	23%	6%	59%	100%
	Administrative staff/clerks	3	4,7				50%	31%	18%		100%
	Service and shop and market sales workers, housing and communal services	11	3,2	8%	18%			23%		50%	100%
	Skilled agricultural and fishery workers	9	1,0	10%						90%	100%
	Craft and related trades workers, în construction, transportation, tellecommunications, geology and geological prospecting	3	4,0				25%			75%	100%
	Plant and machine operators and assemblers	2								100%	100%
	Unqualified workers	11	2,8		5%	14%				82%	100%
	Pupils/ students	13	5,3				15%	24%	40%	22%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	2	6,0						54%	46%	100%

		Number of cases	Average mark	Q4.3.3. How satisfied are you with the quality of public services rendered to you through Internet, via specialised webpages of the public institutions or Portal of Public Services (www.servicii.gov.md) ?							Total
				1 –not satisfied	2	3	4	5	6 –very satisfied	DK/NR	
	Not employed, looking for a job	13	4,3			9%	9%	20%		62%	100%
	Housekeeping services workers	20	4,1		7%	5%	9%	16%	5%	59%	100%
	Pensioner	41	4,1	2%		2%	2%	12%		81%	100%
	Migrant	1								100%	100%
Monthly family income:	Below 1000 MDL	29	4,5			19%	2%	9%	18%	52%	100%
	1001-2000 MDL	41	4,2		2%	3%	7%	11%		77%	100%
	2001-3000 MDL	31	4,3	2%		4%	6%	9%	3%	76%	100%
	3001-4000 MDL	21	4,2		8%		15%	28%		49%	100%
	4001-5000 MDL	9	5,6					22%	33%	45%	100%
	5001-6000 MDL	6	4,3				38%	15%		47%	100%
	Above 6000 MDL	15	4,0	11%	10%	6%	7%	25%	19%	23%	100%
DK/NR	18	4,6			10%	19%	12%	14%	45%	100%	
Welfare category:	We do not have enough funds even for our basic needs.	54	4,2	2%		6%	5%	3%	7%	77%	100%
	We only have enough funds to buy food, but we can hardly buy clothes.	57	4,6		3%		11%	15%	6%	65%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	39	4,4	1%	6%	10%	6%	24%	13%	39%	100%
	We can afford purchasing durable goods but we can not buy expensive goods.	14	4,0	6%		13%	22%	17%	7%	35%	100%
	We can afford purchasing expensive goods, such as apartments, villas and many others.	3	4,7				33%	67%			100%
	It is difficult to answer.	3	4,8			29%			45%	26%	100%
Education level:	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	14	3,5			14%	12%			75%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	30	4,2		5%	11%	5%	20%	5%	56%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	38	3,7		6%		2%	7%		86%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	44	4,5	3%	1%		13%	12%	10%	60%	100%
	Tertiary/Superior (universities, academies, institutes, including post-	44	4,7	2%		10%	14%	25%	21%	28%	100%

		Number of cases	Average mark	Q4.3.3. How satisfied are you with the quality of public services rendered to you through Internet, via specialised webpages of the public institutions or Portal of Public Services (www.servicii.gov.md) ?							Total
				1 –not satisfied	2	3	4	5	6 –very satisfied	DK/NR	
	university studies)										
Residential area:	Urban	52	4,2		7%	5%	14%	13%	8%	53%	100%
	Rural	75	3,9	2%		8%	5%	11%	1%	73%	100%
	Chisinau	43	4,9	2%		4%	12%	23%	22%	37%	100%
Region:	North	46	4,5			8%	11%	15%	7%	58%	100%
	Centre, including Chisinau	68	4,7	1%	2%	5%	10%	22%	17%	42%	100%
	South	56	3,3	3%	5%	5%	7%	6%		75%	100%
Language spoken at home:	Moldovan/ Romanian	118	4,6	1%	1%	6%	8%	17%	10%	57%	100%
	Russian	37	4,1		5%	5%	15%	9%	5%	60%	100%
	Both, at the same level	10	4,5		5%	11%	17%	14%	19%	35%	100%
	Other	5	1,0	28%						72%	100%