

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

(2015)

Chisinau 2015

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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 68%, 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 3-4 computers.

A positive dynamic is also witnessed with reference to the share of households connected to Internet, which in 2015 constituted 68% compared to 66% in 2014, 62% in 2013 and 53% in 2012. 43% of households have ADSL, 23- optical fiber, 12% - Wi Fi connection, 13% - 3G networks.

The share of households that over the past 12 months used computers, regardless of the venues where they accessed them from constituted 68%, i.e. increased by 13 percentage points (pp.) compared to 2012.

The share of households that over the past 12 months used computers, regardless of the venues where they accessed them from constituted 69%, i.e. increased by 12 percentage points (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 76%, and at least once a week – 17%.

The share of people that navigate online 4 hours and more and constitutes 30%, and is increasing compared with the previous year, its weight is of 20%.

Over 60% of the respondents use the Internet for four years or more, and 7% - for more than 10 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 population which over the past 12 months has visited the Government's website (www.gov.md) at least once constitutes 16%. Around 27% of them have accessed the above page 10 times or more, the share was of 20% in 2014 and 16% in 2013.

From the total number of respondents that have accessed Internet in the past 12 months, 8% declared that they accessed Internet for requesting online services. It is observed a significant growth of accessing services via mobile phone, with 13,8% in 2015 compared to just 2,5%.

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 13% of the respondents are well acquainted at the personal level with this notion and awarded grades of 5 and 6.

In the opinion of 63% of respondents, compared to 54% registered in the study of 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 2.6 points.

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

The level of the e-Governance support by the population was graded with 4.3 points using the same scale from 1 (no importance at all) to 6 (has a significant importance). The share of the population who awarded the maximal grades of 5 and 6 within this study is of 46%.

The level of the e-Governance support by the population was graded with 4.4 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 50%.

Over 70% of the respondents have declared their willingness to use online public services rendered in the online regime, via computer and over 58% - 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 3.8 on a scale from 1 (don't believe) to 6 (fully believe).

43% 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 3.7 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 17% 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 31% of respondents requested public services, representing the same share recorded in the previous study conducted.

About 19% from them have accessed public services in an online regime, compared to 16% in 2014 (15% partially in an online regime – using the computer or mobile phone for certain stages/procedures, going later to the public institution office for ending the procedure of obtaining the service, and 4% - completely in an online regime). About 81% of respondents accessed the services in an offline regime, presenting for all the stages to the institution's head office their share registering stable tendencies to diminishing: 84% in 2014, 85% in 2013, 90% in 2012.

The share of the respondents satisfied with the quality of electronic public services counted for 64.4%. 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.

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 and 2014, 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

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METHODOLOGY

- Sample size: 3024 respondents aged 18 years and older;
- Sample: stratified sampling, probability sampling, bistadial sampling;
- Stratification criteria: 13 geographic regions that coincide with the administrative territorial units before returning to districts, residential area (urban-rural), size of the cities/urban areas (two types), number of rural population (three types of rural areas).

Sampling:

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

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

Randomization stages:

I. Location: within the adjusted layers, the localities (182) 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: 08 – 25 October 2015. Interviews were conducted at respondents' residence. The questionnaire was drafted in Romanian and Russian, offering the respondents the opportunity to choose.

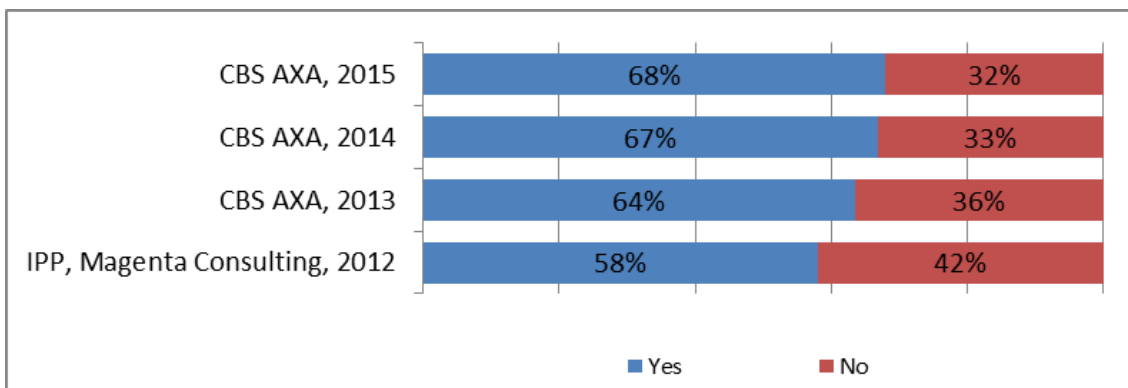
1. CITIZENS' ACCESS TO COMPUTERS AND INTERNET

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

Data of carried out studies indicate about the same level of computer possession of the households in dynamic, with a slight upward trend. According to this study, 68% of the respondents stated there is at least one computer in their households, that constitutes little over 2/3 from the households participating in the research (Figure 1).

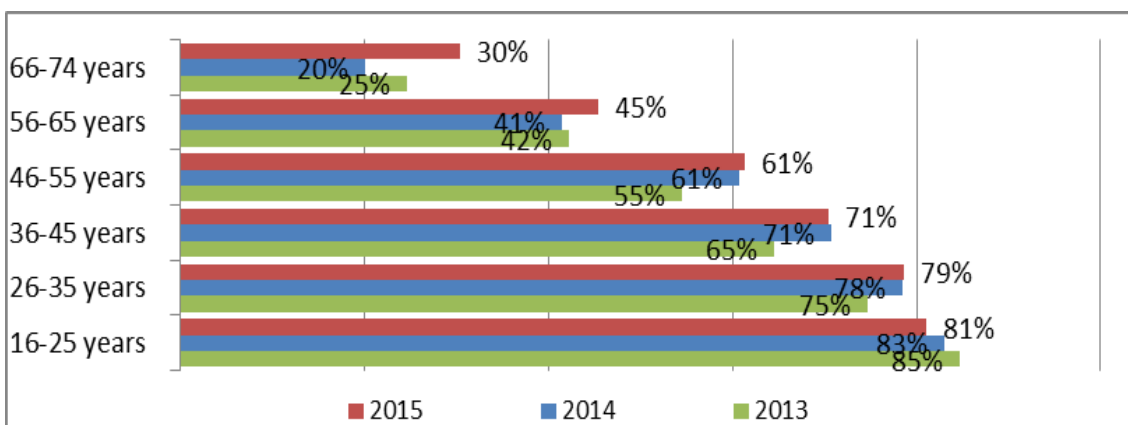
Figure 1. Level of computer possession in households, %



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).

The level of computer possession in households continues to be correlated with the age of respondents, the highest level of computer possession is among respondents of 16-25 years, the lowest one – among those aged 66-74 years, this distribution being observed over overall the whole studied period 2013-2015 (Figure 2). In the same time, an increase tendency is observed of the level of computer possession among elderly people. of the equipping level of elderly people.

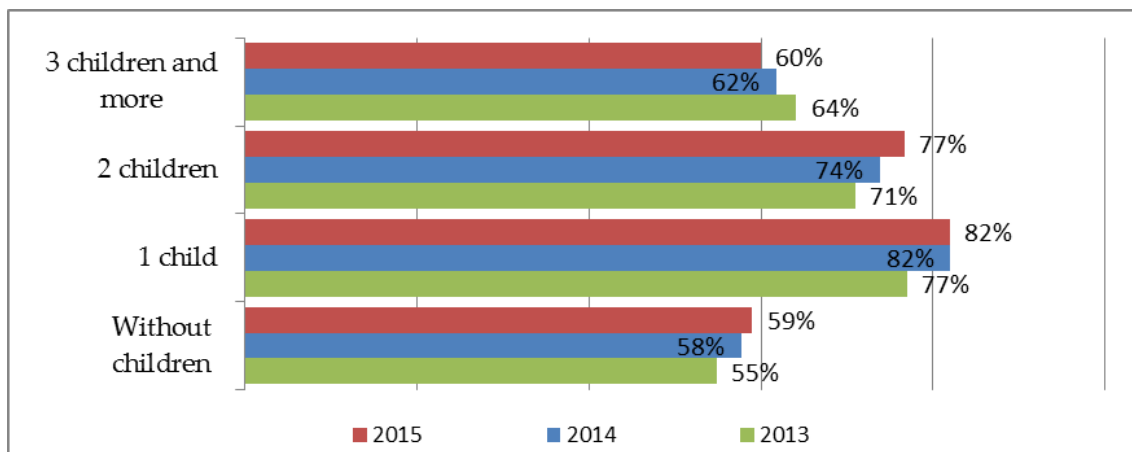
Figure 2. Level of computer possession in households by age groups, %



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.

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, in 2015, the highest level of computer possession in households 82% was recorded in households with one child (Figure 3), while the lowest level 59% - in the households without children under 18 years. There have been observed upward trends in the level of computer possession in case of households with two children, in 2015 their weight was 77%, or with 6 p.p higher compared to the year 2013.

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



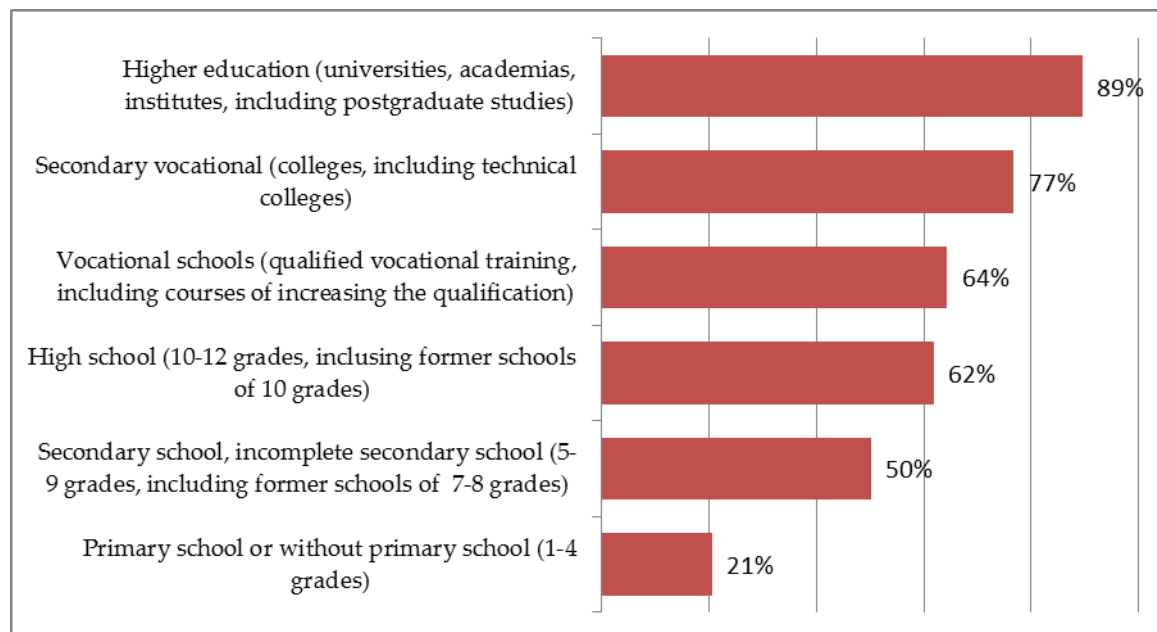
A correlation between the level of computer possession in households and the income of the families was attested. Thus, in households with an average monthly family income of up to 1000 MDL, the share of those who own computers is of 42% only, while for those with incomes of 4000 MDL and more, this share exceeds 80%(Figure 4).

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



It is important the education level of the respondents, level of computer possession in households with higher education is almost double compared to the ones with secondary education and below. (Figure 5).

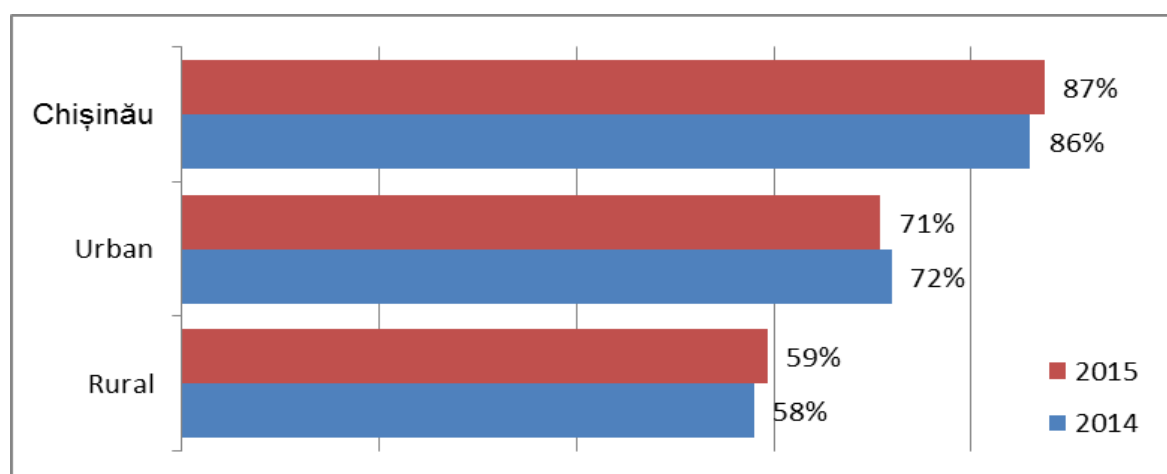
Figure 5. Level of computer possession in households by education level, %



The level of computer possession in households depends on the area of residence (Figure 6). The share of households that own computers in rural areas is lower and is less than 60%, the difference is about 11 p.p. compared to urban areas and 28 p.p. to Chisinau.

Slight differences were recorded in the level of computer possession by gender, a slightly higher level that is 69% is observed among male respondents versus 66% among female ones (Table 1.1 in the annex).

Figure 6. Level of computer possession in households by area of residence, %

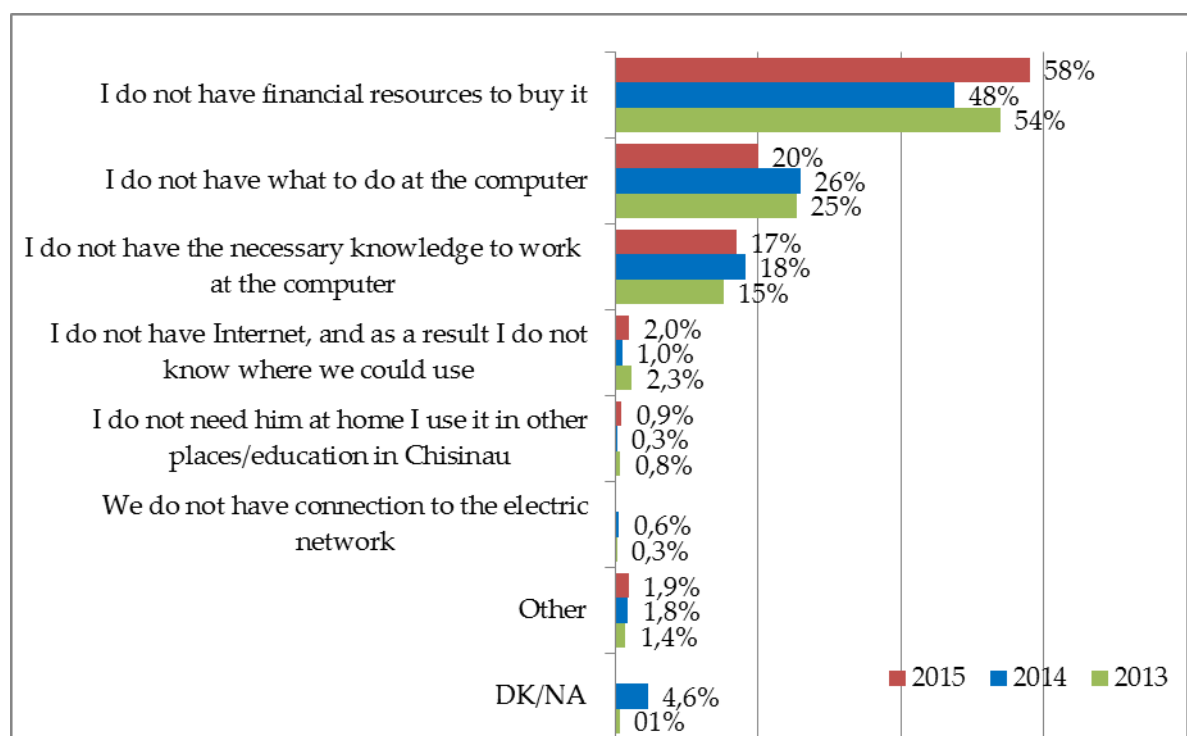


In general, the households have 1-4 computers each, and the average number of computers per household is 1.1 units. A more significant average of 1.2 computers per household was recorded

among specialists with a higher qualification level, the ones with a higher income level of over 5000 lei, respondents with higher education as well as among respondents from Chişinău. To mention that, an average of about 1.7 computers per household was recorded among *Leaders of public authorities at all levels* from the given group (Table 1.2 in the annex).

Computers are becoming more and more popular among the population. In the frame of the opinion poll less than 1/3 respondents stated that do not have one in the household. The main reasons invoked by the respondents for the lack of computers in their households are similar to the ones, emphasized last year (Figura 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, about 1/5 stated that they don't have anything to do with a computer, 17% - of respondents do not have the necessary skills to use it. Other reasons given by less the respondents were: lack of Internet connection, no need to have a computer at home as it is used elsewhere, lack of connection to electricity, the person has a tablet, the computer was damaged, the computer had to be purchased, health does not allow, religion, but these reasons accumulated less than 2% of the answers.

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

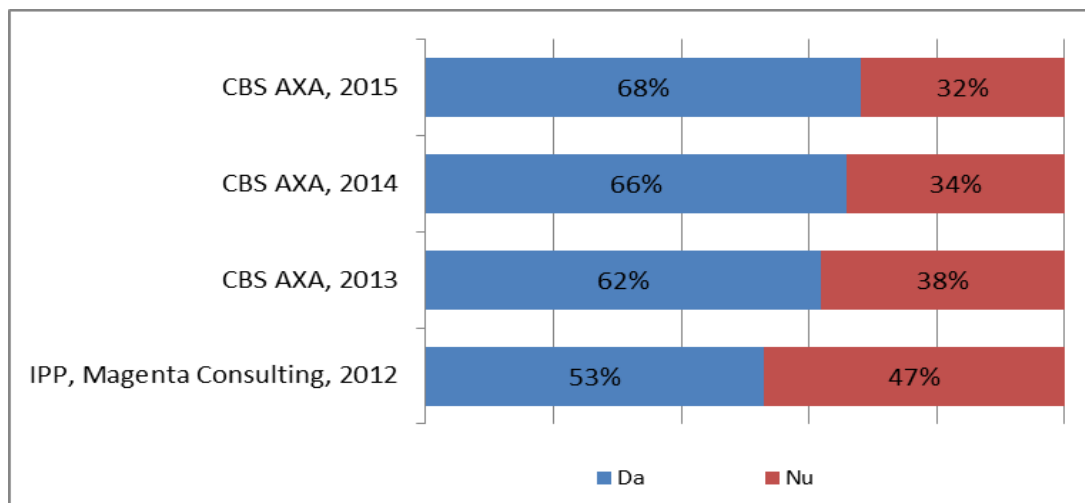


Significant shares – of almost 80% - of the respondents that stated the lack of financial resources to purchase it were observed among households with 3 and more children, almost 70% among young people of 16-25 years, households with 2 children, students and housewives, respondents from the South region. Lack of knowledge needed to use a computer was stated as a reason in more significant shares among elderly respondents over 56 years, also among men – in shares of about 30% (Table 1.3 in the annex).

1.2. Household connection to Internet

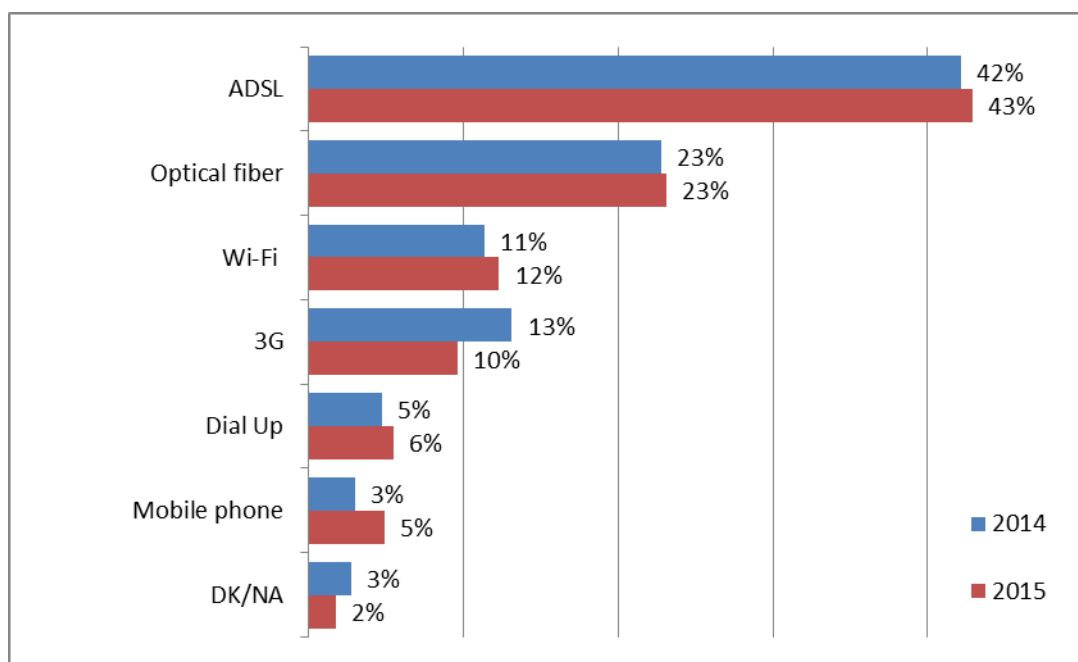
About the same share – 1/3 respondents – stated that have household connection to Internet, the dynamic, the dynamic is maintaining the same level over the last three years, with a slight tendency to ascend. Taking into account that the same share of respondents stated that they own computers, we can assume the stable share of beneficiaries that use these technologies (Figure 8).

Figure 8. Household connection to Internet, %



Preferences of respondents stay the same related to the type of Internet connection. The most popular type of connection is ADSL, that has over 40% answers, about ¼ - optical fiber. Wi-Fi connection type becomes more and more accessible, recording constant tendencies to increase with 12% answers in 2015, față de studiile precedente: 11% in 2014, 7% in 2013 and 3% in 2012. (Figure 9).

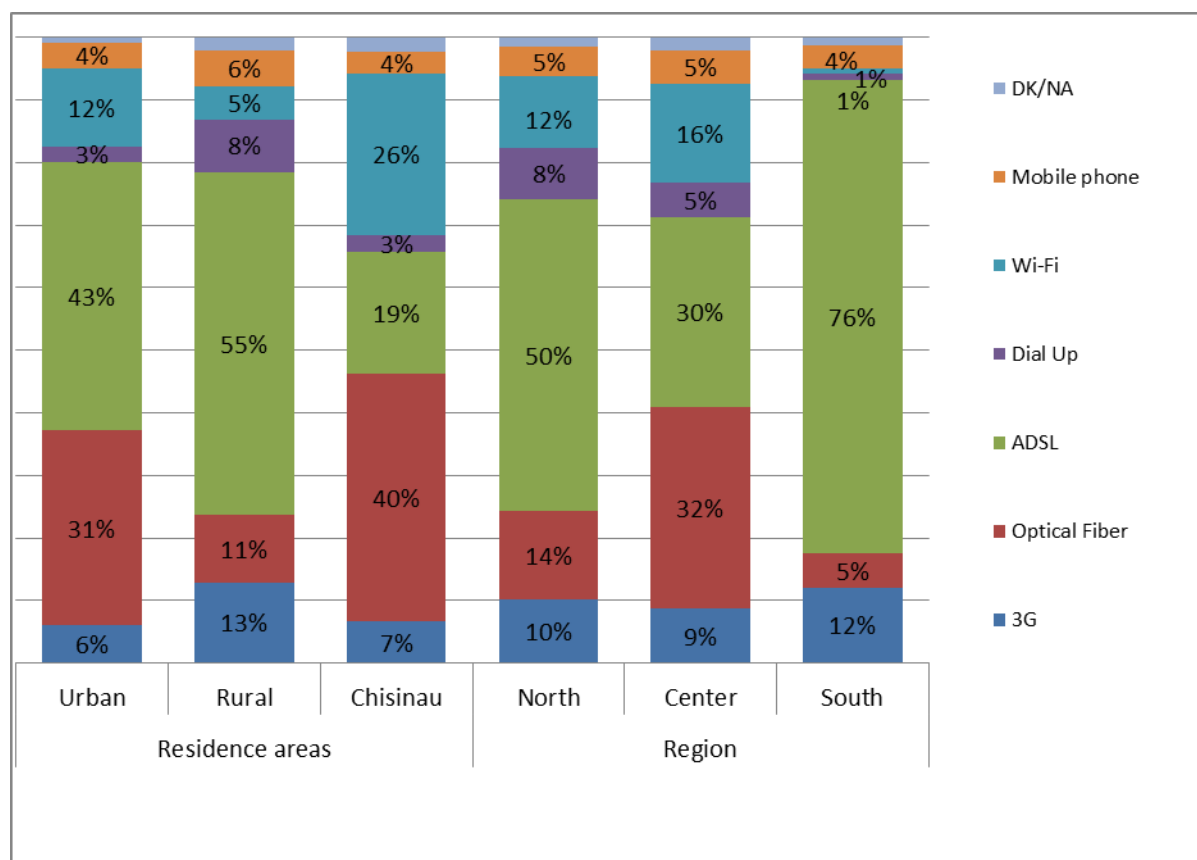
Figure 9. Type of Internet connection in households, %



The type of Internet connection is linked both to the residence area, and the country region where the respondent lives. Thus, both in rural areas, and in urban areas is mainly used ADSL connection (55% in rural area and 43% in urban area), in Chisinau optical fiber connection is more spread (40%). Second type of connection in rural areas is 3G connection with 13%, in urban areas optical fiber – 31% respondents, in Chisinau about 26% have Wi-Fi connection (Figure 10).

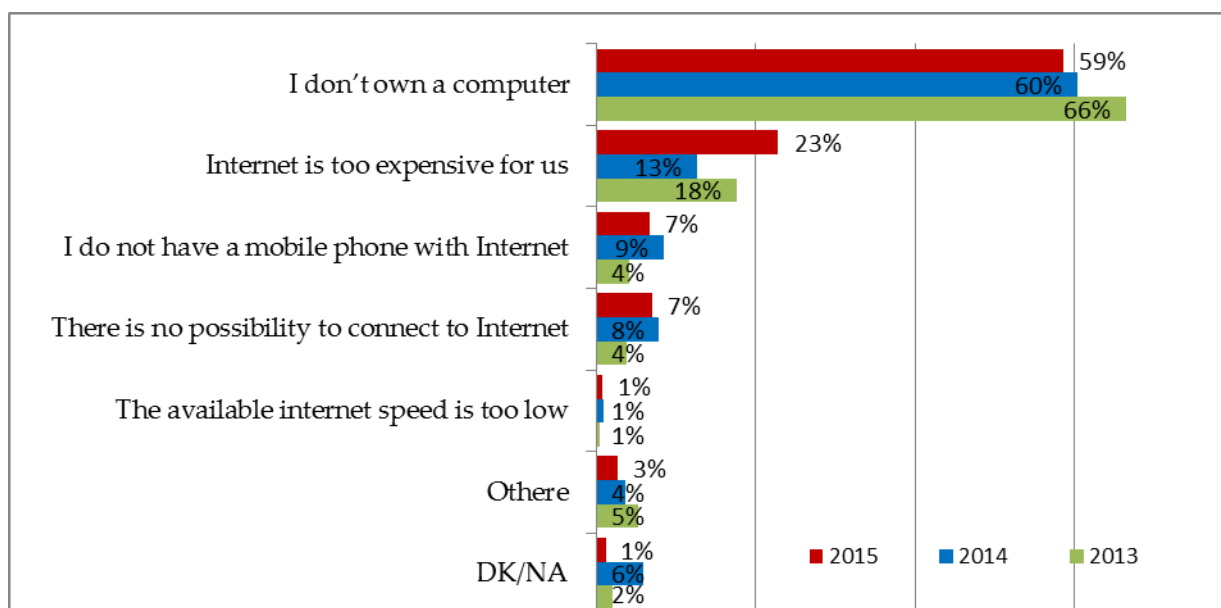
The ADSL connection is more common for the Southern part of Moldova (76%), followed by the Northern one with 50%. The 3G connection is ranked second in these areas accounting for 12% in the South and 12% in the North. About 30% of the population from the Central part of Moldova is connected to Internet through optical fiber or ADSL connection and 16% - WiFi. Tendencies of using Internet via mobile phone is observed, especially in the rural area.

Figure 10. Type of Internet connection in households, %



About 1/3 respondents said that do not have Internet connection, and the main reason of lack of connection is lack of computer in the household, mentioned by 59% of respondents. About 1/4 of those who do not have Internet connection reiterated that *the service is too expensive for them*, this reason cumulates significantly higher shares of answers compared to previous years. (Figure 11). Significant shares of about 7% said *that do not have a mobile phone with Internet connection and there is no possibility to connect to the service at their residential area*. Among other invoked reasons is the fact that the *available Internet speed is too low*, mentioned by about 1% respondents.

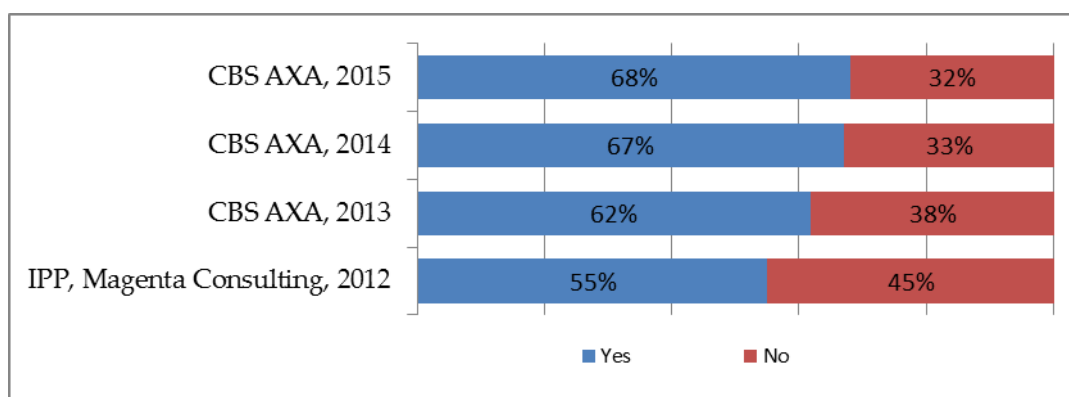
Figure 11. Reasons for the lack of Internet connection, %



1.3. Level of computer use

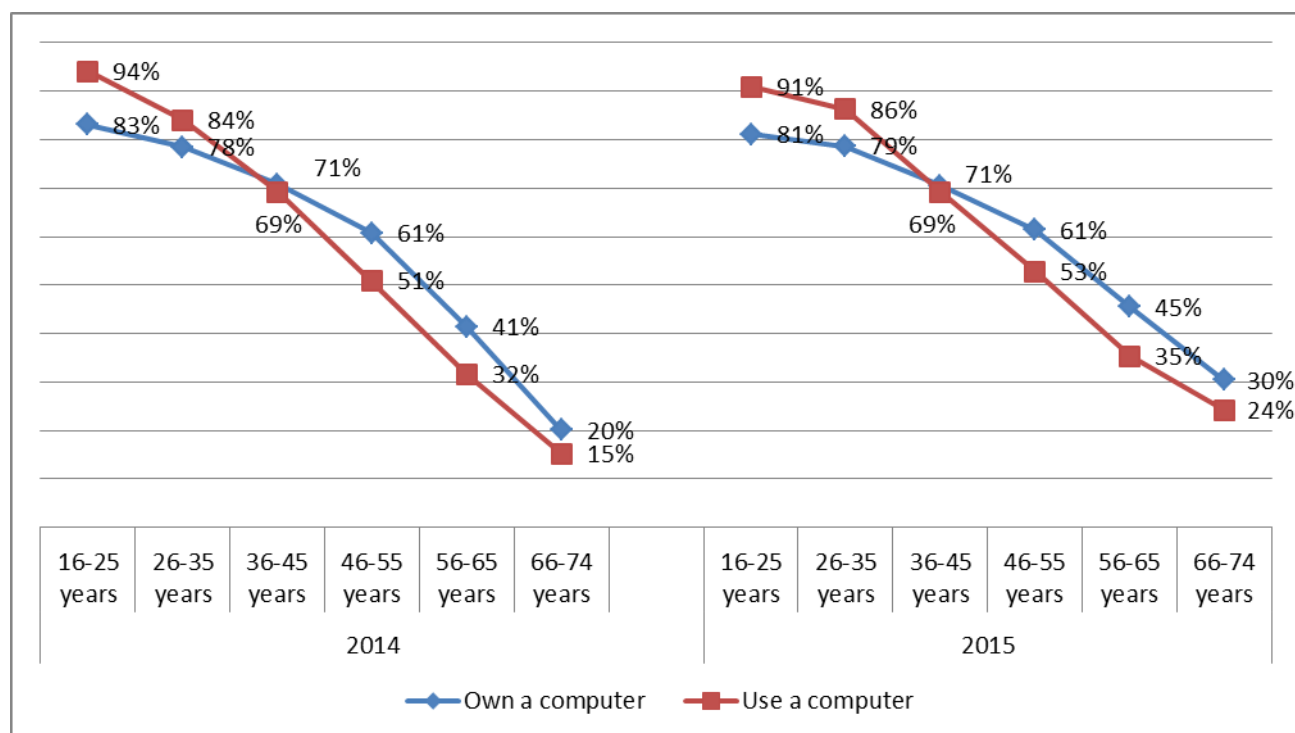
A share of 68% respondents have used computers over the past 12 months, regardless of the venue they accessed them from, this being equal with the weight of those that have computers. It is worth mentioning that the level of computer use has increased compared to the results of previous studies, respectively with about 6 p.p. in comparison with 2013 and 13% compared to 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 tendencies recorded in the previous years. It is observed the share of young people who used a computer over the past 12 months exceeds the share of those groups that own a computer in their households (Figure 13), which leads to the conclusion that youth use the computer outside the dwelling and this assumption is confirmed in dynamics. As related to the groups of respondents of 46 years and more, the study revealed that they do not use a computer, even if there is one in their household. Likewise it is observed a positive dynamic in 2015 regarding the use of computer by the people of 56 years old and more compared to the previous year.

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

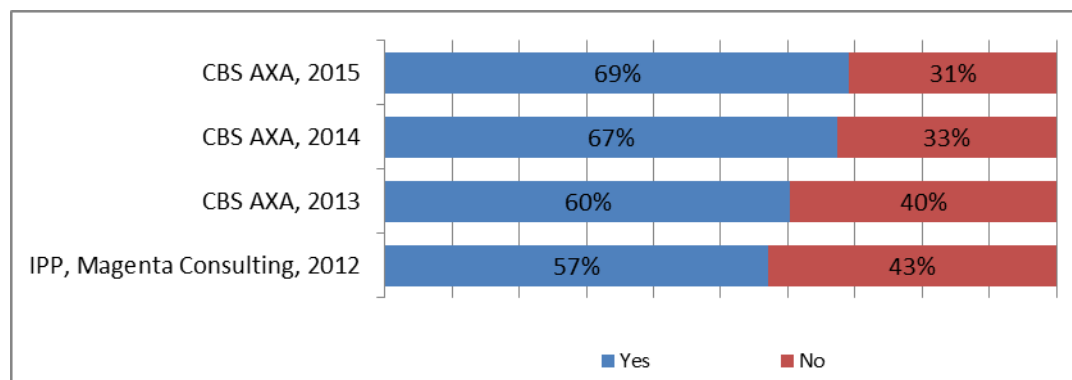


Computer use is also linked to the level of respondents’ wealth and income. Thus, in case of respondents with incomes over 4,000 MDL per family, the share of those who used a computer over the past 12 months is of about 90%. Likewise the most active computer users are managers and highly qualified specialists (almost 100%), pupils/students (98%), administrative clerks (93%), people with higher education (90%), residents of the capital (88%). 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 (Table 1.7 and Table 1.1. in the Annex).

1.4. Usage of Internet

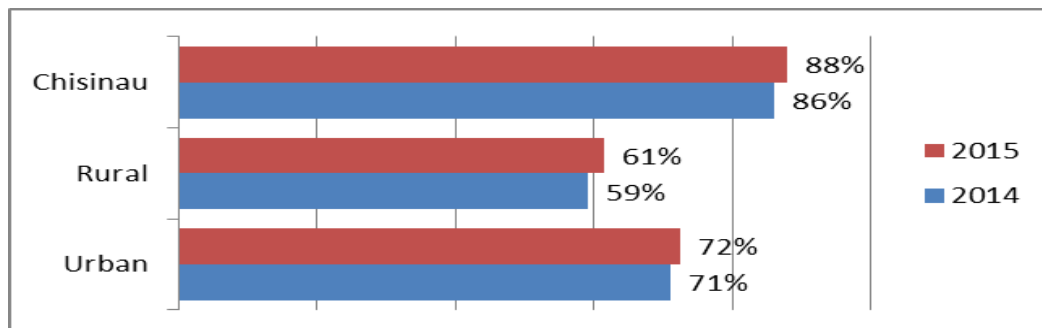
The study’s data 2012-2015 reveal a positive dynamic of the Internet usage by the population. In 2015 about 69% of the respondents used Internet over the past 12 months, regardless of the place it was accessed from, that reflects a significant increase of 12% compared to 2012 (Figure 14).

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



Positive tendencies are observed on the residence areas, still in rural area the level of Internet usage is significantly reduced, the difference compared to urban area is 11 p.p. and compared to Chisinau – 27 p.p. (Figure 15).

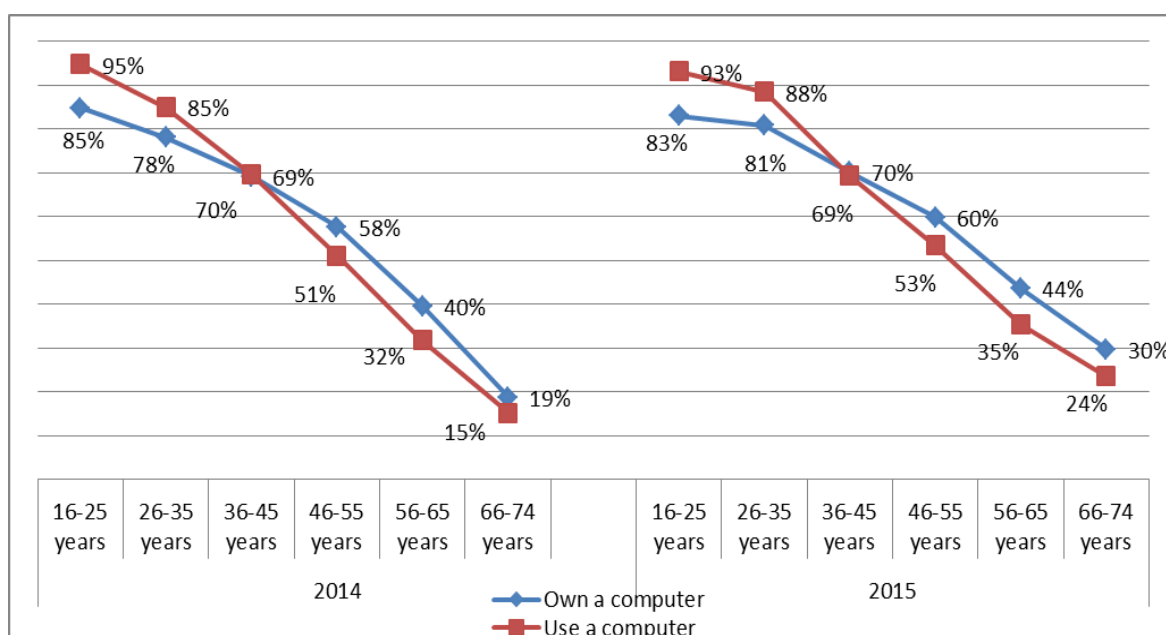
Figure 15. Level of Internet connection availability and use over the past 12 months by age groups by age groups, %



The highest shares – about 90% - of people that used Internet in the last 12 months, no matter of the access point is observed among managers of all levels (100%), specialists with a higher qualification level and pupils/students (98%), administrative clerks (93%), people with a monthly income of over 4,000 MDL and respondents with higher education (about 90%). In general, the use of internet is in direct dependance with the level of education, the level of usage increases depending on the respondents' education, likewise on the income of the household – households with a higher income record a higher Internet usage and viceversa (Table 1.8 in the annex).

As the case of computer possession and use, the availability of and access to Internet connection are linked to the age groups: among groups of young respondents the level of access is higher, they are accessing Internet also outside the household, the share of respondents who actually use Internet in their households diminishes with the advance in age, even if computers are available in their households (Figure 16).

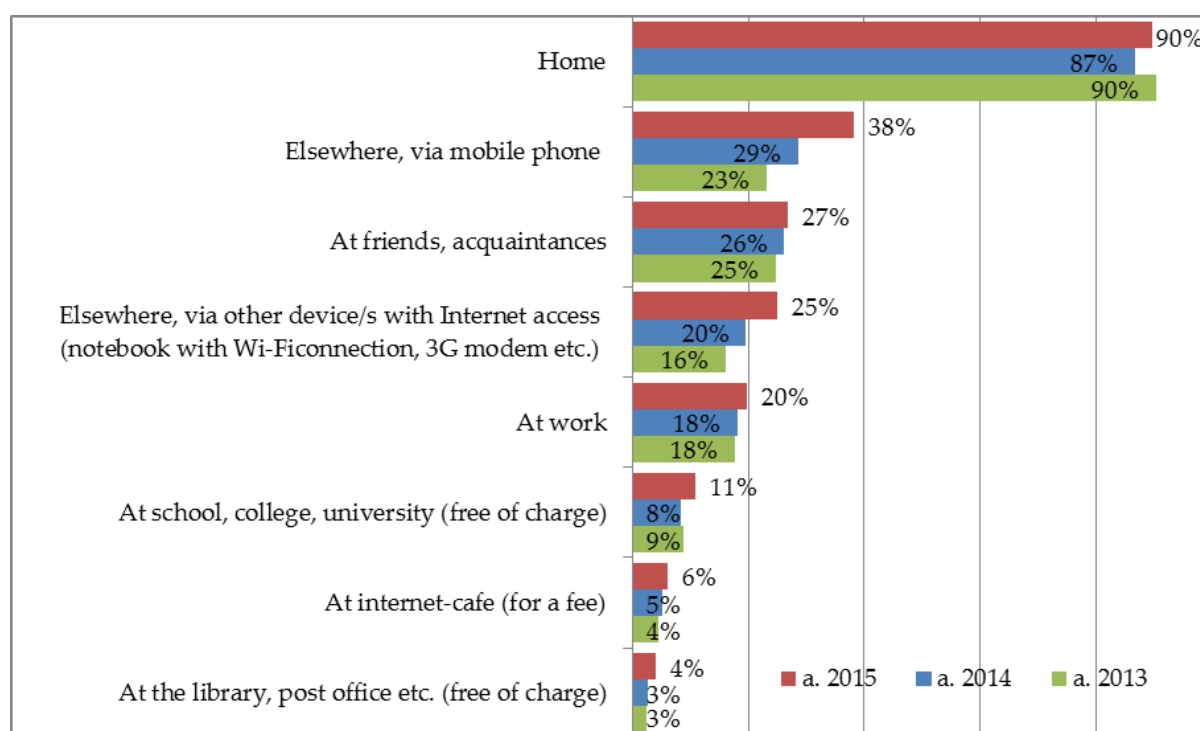
Figure 16. Level of Internet connection availability and use over the past 12 months by age groups by age groups, %



For some population groups, Internet usage exceeds its availability in households (by over 5 p.p) and recorded higher quotas among young respondents under the age of 35, families with 3 children and more, pupils and students, housekeepers, migrants and respondents with a low level of education (Table 1.8 and Table 1.4 in the Annex).

Most respondents indicated that they had accessed the Internet from home (90%) over the past 12 months and 38% of them accessed it from other venues via mobile phone, about ¼ from their friends or acquaintances or used in this purpose various mobile devices in other locations, and 1/5 used Internet at their workplaces (Figure 17). 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 studies conducted in the previous years.

Figure 17. Venues for Internet access over the past 12 months, %



To mention that pupils / students accessed the Internet resources via all possible methods. Thus, in addition to those 92% of respondents who accessed the Internet in the household, shares of 46% stated that they had used the online service from their friends or acquaintances, 56% - at their education institution; 67% elsewhere, via mobile phone, 51% - other mobile device with Internet access. The shares of the ones that access Internet via mobile phone are higher, other mobile equipment among managers of public authorities, specialists with a high and average level of qualification, also among people with higher incomes, or, to a great extent, this is explained through the availability of the machine that allows Internet access. It is observed a more stressed access of Internet via mobile equipments in the capital compared to other urban and rural areas: 53% respondents from Chişinău accessed via mobile phone and 36% - through the help of other mobile

access equipment. Also, it is worth to mention that men mostly used mobile devices to access the Internet than women. (Table 1.9 in the Annex).

The frequency of Internet usage remained almost the same in the conducted studies in 2012-2015. About 3/4 of respondents stated they used the Internet at least once per day, while 20% - once a week. The share of those that used Internet more rare than once per week is approximately the same of about 7-8 percent in the last three years (Figure 18).

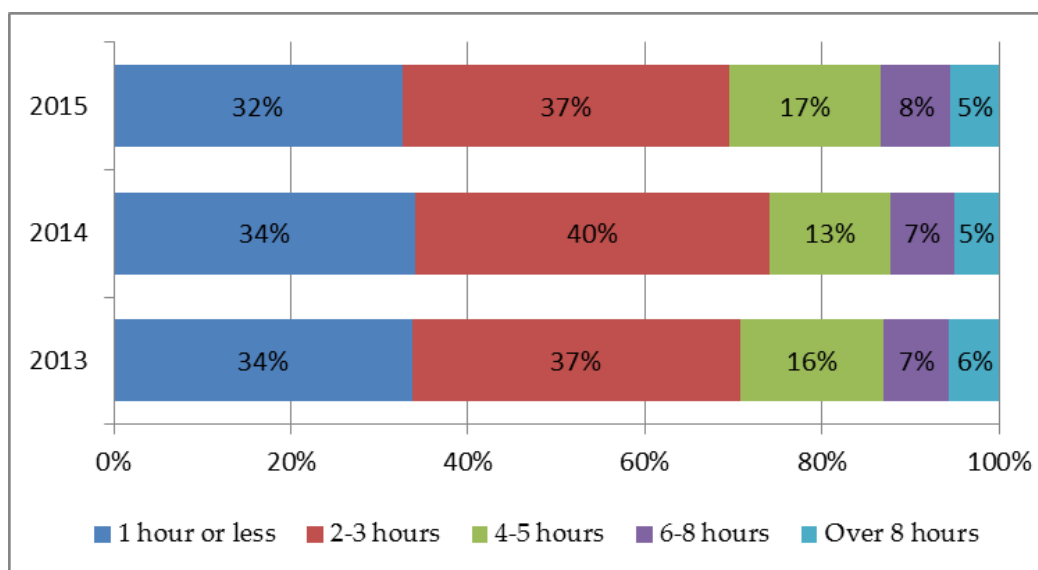
Figure 18. Frequency of Internet use over the past 12 months, %



The frequency of Internet use correlates directly with the respondents' age, about 88% of young people between 18-25 years use Internet at least once a day, those over 56 years – about 55%. At least once a day the Internet was accessed by 94% pupils/students, almost 90% managers of public authorities, specialists with a higher level and administrative clerks, as well as over 80% from respondents with a high welfare level and with incomes of over 4,000 MDL, 87% of people with high education and 89% residents of capital. Russian speakers use Internet more often, about 83% stated that they used Internet at least once per day, less than the Romanian speakers – about 74% (Table 1.10 in the Annex).

Overall, the length of Internet sessions did not change essentially, as in the previous study, about 1/3 respondents stated that they spend one hour or less browsing the Internet, almost 40% - 2-3 hours (Figure 19).

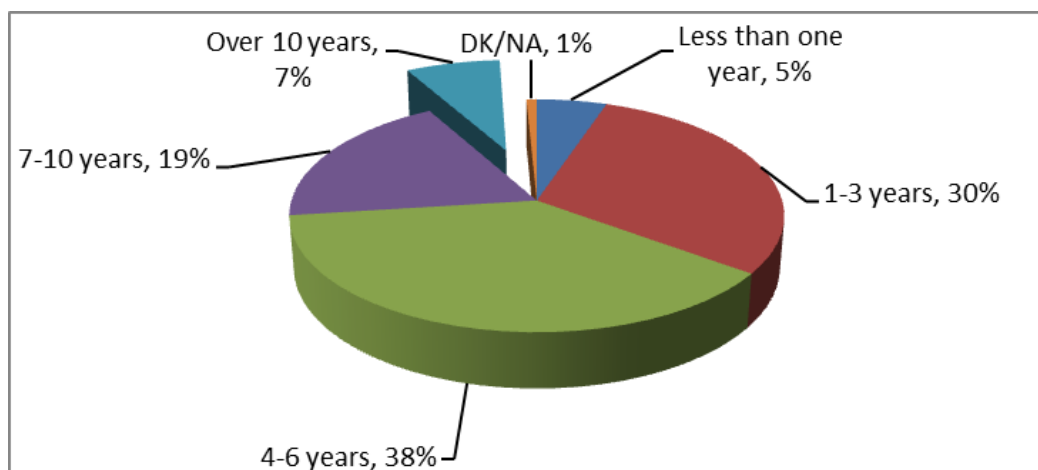
Figure 19. Internet browsing time, %



Almost half of pupils / students (49%) spend their time in Internet for four hours or more, about 47% of people with family incomes of over 5000 MDL, 44% out of them are young people aged 16-25, 39% of specialists with high or medium qualifications and people with higher education, 37% respondents from Chisinau, little over 30% from male, respondents from households without children or with one child, managers of public authorities, respondents with family income of 4,001-5,000MDL, Russian speakers (Table 1.11 in annex). One hour and less prefers to navigate online half of people with income level under 1,000 MDL, likewise elderly people, this length being stated by over 55% from respondents of 56-65 years and over 60% pensionaires, over 66 years.

A quite large experience of using Internet was recorded among the respondents, 64% of them use this service for four years or more, 19% use 7-10 years and 7% - over 10 years (Figure 20).

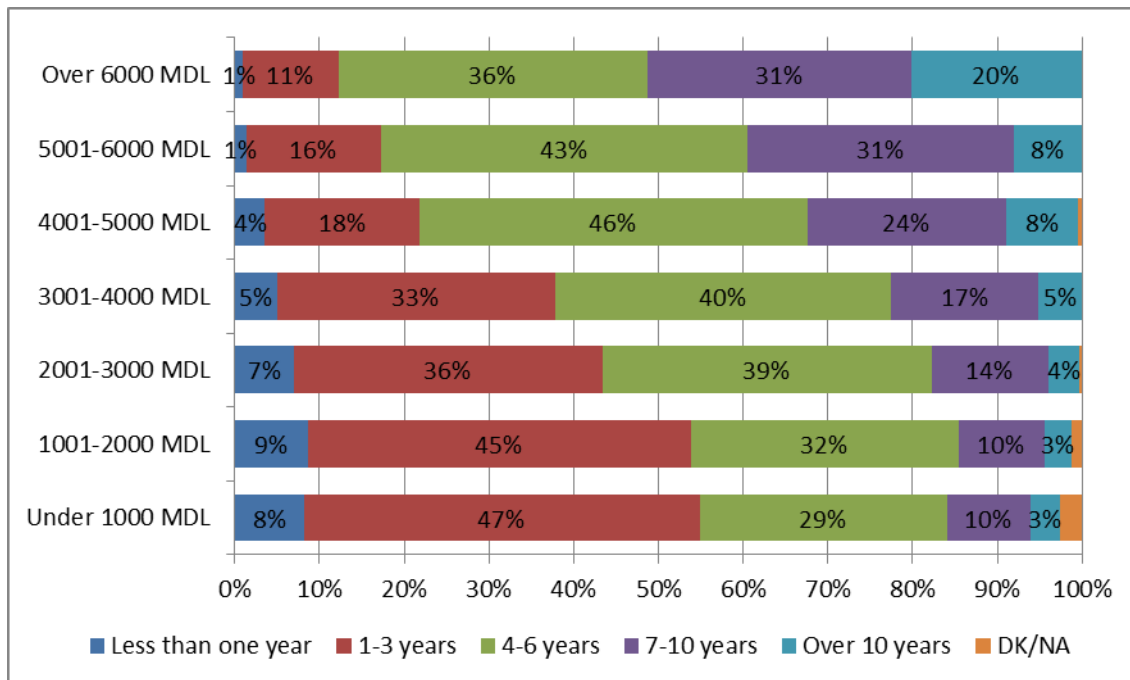
Figure 20. Experience of Internet use, %



It is observed a direct dependence of Internet usage experience at family income level, likewise the shares of people with advanced experience in Internet usage increase once with the increase of family income. Thus, over half of the people with incomes under 2,000 MDL use internet less than 3

years and just about 13% - over 7 years, then when the case of people with incomes of over 5,000 MDL less than 17% stated usage experience under 3 years, and over 40% - over 7 years (Figure 21).

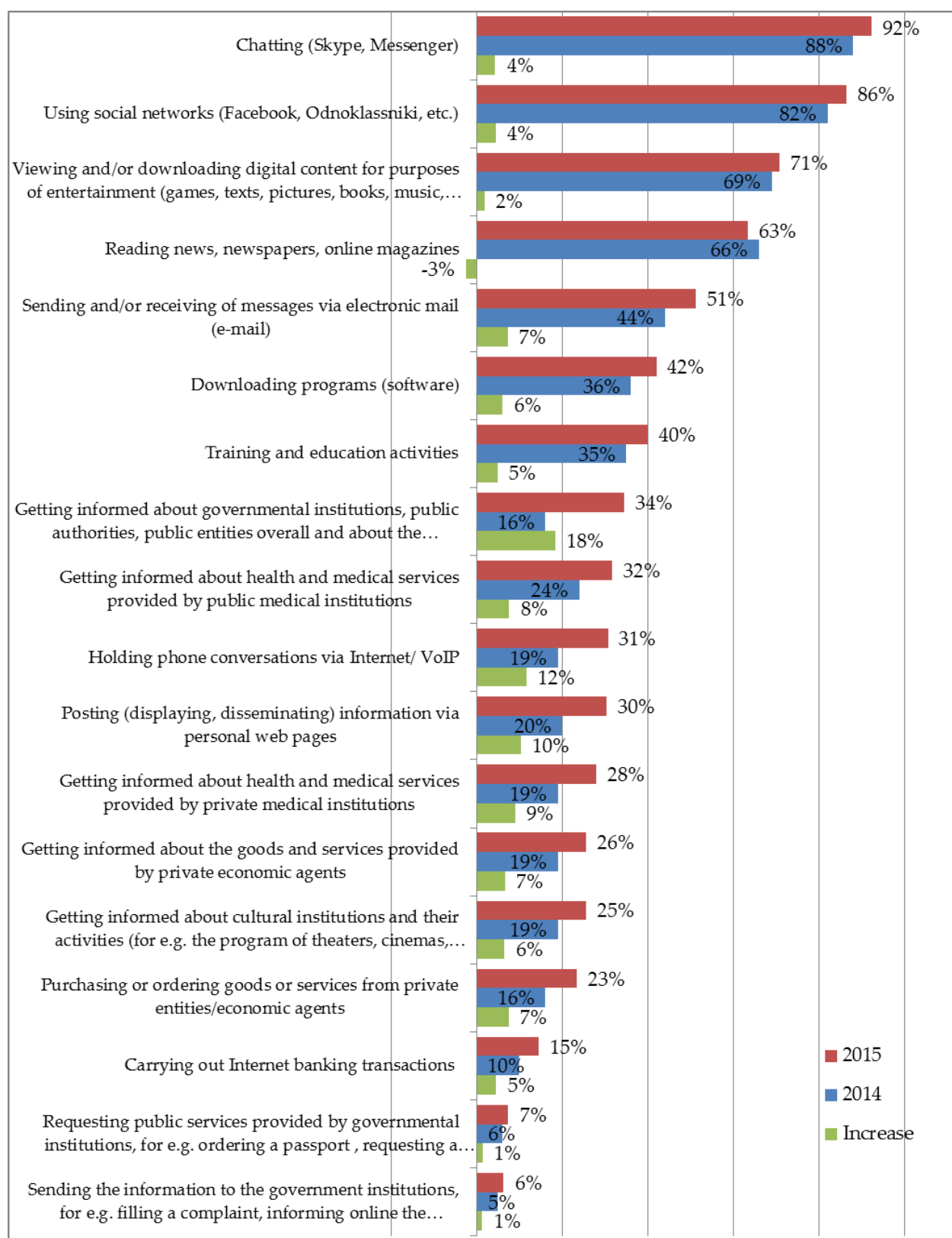
Figure 21. Experience of Internet use dependent on monthly income, %



The shares exceeding 10% in the category of Internet users with over 10 years of experience is recorded among: people of 56 years and more, managers at all levels and highly qualified specialists, people with incomes of over 6,000 MDL per family, people with high level of education and those from Chisinau dwellers. It is worth mentioning that about half of rural respondents and the ones from South region 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. Thus, over 90% of the Internet users indicated on making use of chats when being online, using social networks. About 70% of the respondents use the Internet for entertainment, a little over 60% read news via online publications, half of them use e-mails, and about 40% from the respondents use Internet only for capacity building related activities - downloading softwares and accessing training and education activities/courses. Only about 15% of respondents stated they perform Internet banking transactions and even fewer (7%) require certain services offered by government institutions (Figure 22). In the same time an increase of shares of positive answers is recorded compared to the previous study in all cases. The highest increase are observed for *Obtaining general information about governmental organisations, public authorities, public institutions and about their performed services*– 18 p.p., *Phone conversation over Internet/ VoIP*- 12 p.p., *Posting (displaying, broadcasting information through the help of personal Web pages* - 10 p.p. Rest of the cases the increase was under 10 p.p.

Figure 22. Purposes for Internet use, %



The online public services were requested by highly qualified specialists (22%), administrative clerks (16%), managers of different levels (14%), likewise by people with incomes over 4,000 MDL (over 10%), people with higher education (17%), from Chisinau (12%) (Table 1.13 in the Annex).

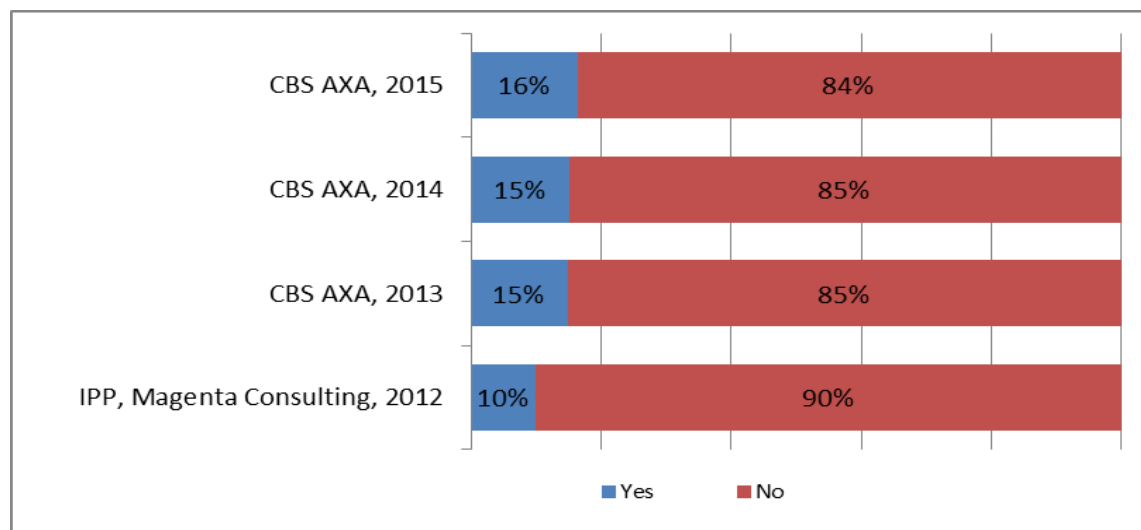
2. USAGE OF ONLINE RESOURCES OF MINISTRIES AND OTHER CENTRAL ADMINISTRATIVE AUTHORITIES SUBORDONATED TO THE GOVERNMENT

This Chapter analyzes the situation on the use of e-Governance resources and products by the population over the past 12 months, preceding 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 with a slight increase tendency. About 16% of the respondents stated that they accessed the webpage of the Government in the last 12 months (www.gov.md) at least once (Figure 23).

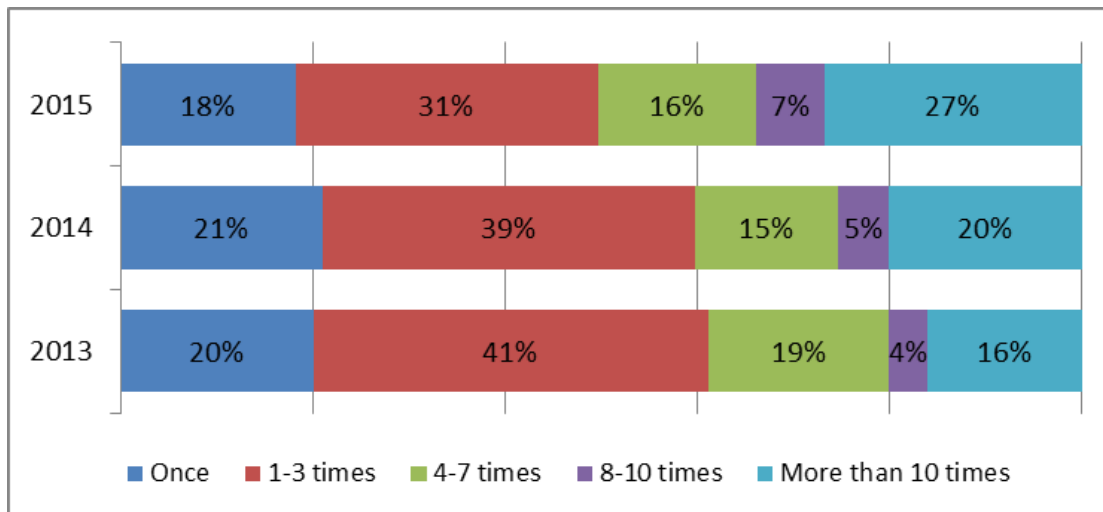
Figure 23. Accessing the website of the Government, %



The website of the Government was accessed by 40% of the managers at all levels, highly qualified professionals, 36% administrative clerks, 1/3 respondents with higher education. Also the webpage of the Government was of interest for about 25% of pupils/students, 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, that records less than 15% in case of those that stated that family monthly income is of 3,000 MDL and below and over 20% in case of those with income higher than 3,000 MDL (Table 1.14 in annex). To mention that respondents from rural area also in the current study reported very low level of accessing the site, with the share of 10% like in the previous studies.

The frequency of using the website of the Government recorded slight upward trend. In 2015 almost 35% of respondents that reported they have used the website of the Government over the past 12 months, have accessed it eight times or more (Figure 24 and Table 1.15 in the annex), and about 27% - more than ten times. In 2014 these figures were 25% and respectively 20% but in 2013 – 20% and 16%.

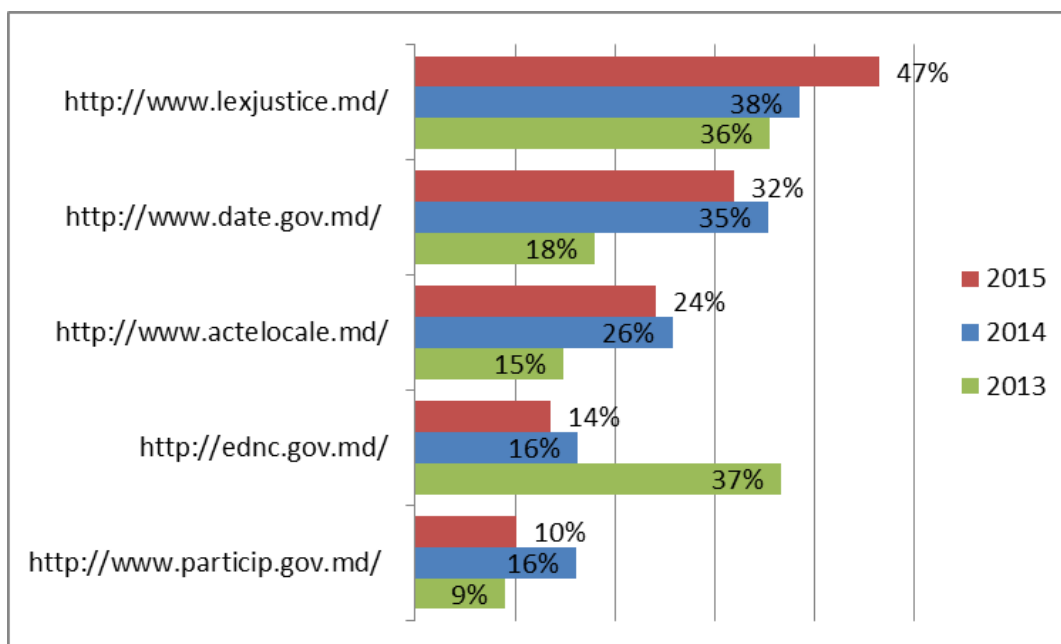
Figure 24. The frequency of accessing the webpage of the Government, %



Compared to 2014 is observed a significant growth of about 10 p.p. of accessing the web/normative documents portal <http://www.lexjustice.md/>. Access to web/portal of Open Governmental Data <http://www.date.gov.md/>, at the portal with regard to local documents <http://www.actelocale.md/> stayed approximately the same as in the previous year, about 1/3 and respectively, 1/4 accessed these portals. The share of respondents that accessed the page diminished <http://ednc.gov.md/>, share of respondents that accessed this portal is 14%, also the interest towards the public consultation portal was reduced on the normative acts <http://www.particip.gov.md/> to 10% positive answers (Figure 25).

Stagnation interest of some public portals for consulting or information can be associated partially to the uncertain political situation from the country. Likewise, we note that even if the frequency of their accessing from mentioned portals decreased according to the results of presented research, at the level of number of downloads of open data sets from www.date.gov.md or of legal documents from www.ednc.gov.md are attested increases (citizens rarely access the above portals, but download more), according to the automated statistical data generated by the analytic systems monitored by the Center of Electronic Governance (see <http://egov.md/ro/resources/infographics>)

Figure 25. Accessing the information webpages of the Government, %

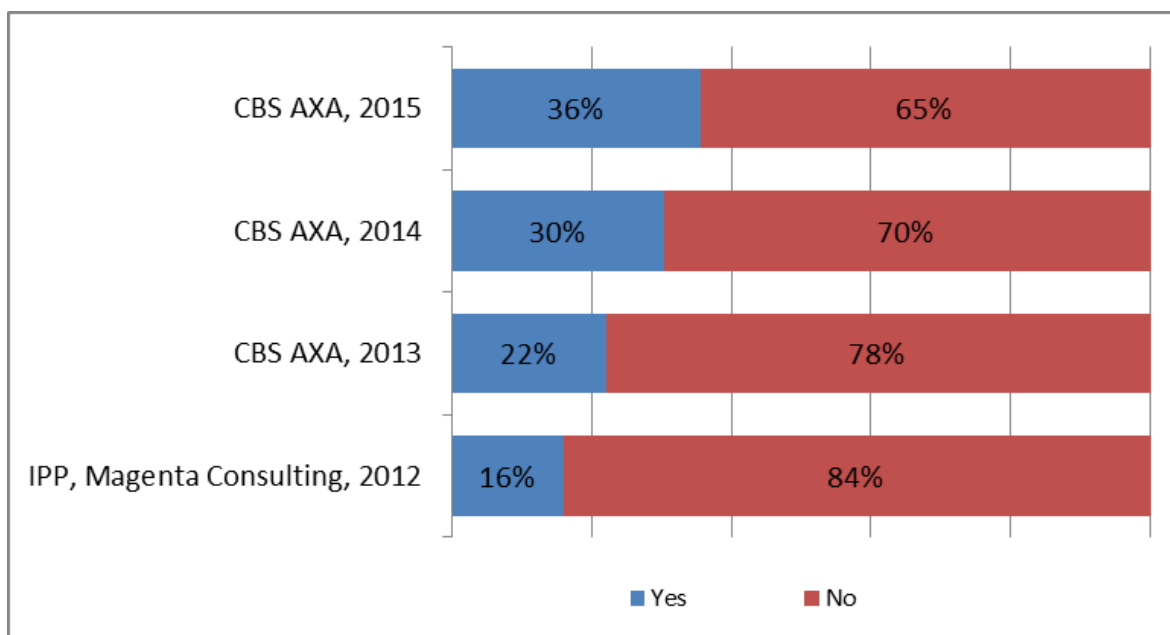


Details with respect to the profile of respondents that stated they had visited those pages can be found in the Table 1.16 in the Annex.

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 36% of respondents stated that over the past 12 months they accessed at least one webpage (website) of a government institution, exceeding the data recorded in the previous study by 6 p.p. and those collected for 2012 by 20% (Figure 26). In the last years it is observed a continuous improvement of the ministry's sites and other central administrative authorities, subordinated to the Government, more pieces of information, reports are made public on Web pages of the mentioned institutions, which leads to the increase of interest towards them from the population.

Figure 26. Accessing the webpages of the state/government institutions, %

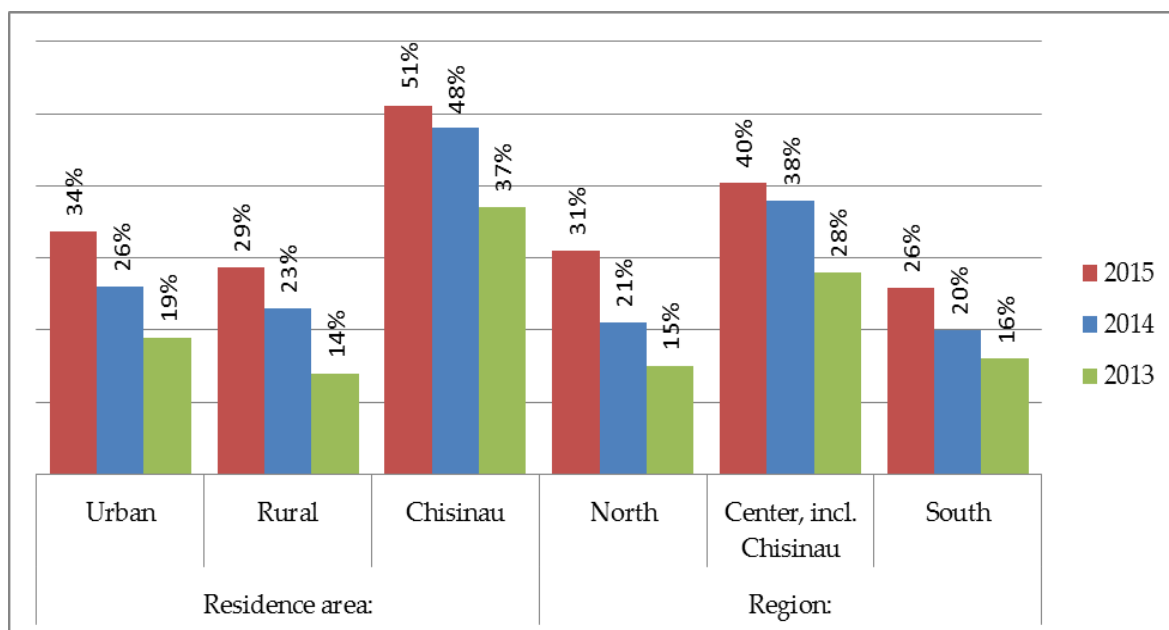


At least one of the websites of the central administrative authorities was accessed by over 60% from the managers of all levels and highly qualified professionals, people with higher education, over half of pupils/students, administrative clerks, residents of the capital (Table 1.17 in the annex).

There is a direct relationship between the income level and the level of webpage accessing, the share of respondents increasing from 13% for households with income below 1,000 MDL to 62% for those with income above 6,000 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 6 p.p. compared to 2014 and 15 p.p. compared to 2015. The same continuing tendencies are noticed on the geographical regions, South region remains to be less active in this context (Figure 27).

Figure 27. Accessing the webpages of the government institutions by residence, %



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, with almost 40% respondents. Over 20% of positive responses were accumulated by the websites of the Tourism Agency of Republic of Moldova, Ministry of Health, Ministry of Internal Affairs, of National Social Insurance Office. The highest increase of Web pages access compared to 2013 of almost 10 p.p. recorded National Health Insurance Office, Tourism Agency, State Hydrometeorological Service. Also the share of those that accessed the Web page of Ministry of Health, Ministry of Culture, Ministry of Foreign Affairs and European Integration and Ministry of Environment increased with about 5 p.p. Socio-demographic profile of the most popular sites visitors, that accumulated over 15% accessings in 2015, 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=602, % (the answer "Yes")

Name of the institution	Website	Number of cases	Accessing %			Increase compared to 2013
			2013	2014	2015	
Ministry of Education	http://www.edu.md/	216	40,4%	39,2%	39,2%	-1,2
State Hydrometeorological Service	http://www.meteo.md/	224	28,9%	38,7%	37,4%	8,6
Tourism Agency	http://www.turism.gov.md/	137	14,9%	19,1%	23,9%	9,0
Ministry of Health	http://ms.gov.md/	135	16,7%	21,5%	22,9%	6,2
Ministry of Internal Affairs	http://www.mai.md/	117	19,4%	19,1%	21,4%	1,9
National Social Insurance Office	http://www.cnas.md/	125	16,3%	15,2%	20,0%	3,7
National Health Insurance Office	http://www.cnam.md/	125	10,6%	13,0%	19,9%	9,3
National Bureau of Statistics	http://www.statistica.md/	111	15,8%	16,1%	18,5%	2,7
Ministry of Justice	http://justice.gov.md/	106	18,0%	16,8%	18,1%	0,1
Ministry of Information Technology and	http://www.posta.md/	93	18,0%	9,8%	16,0%	-2,0

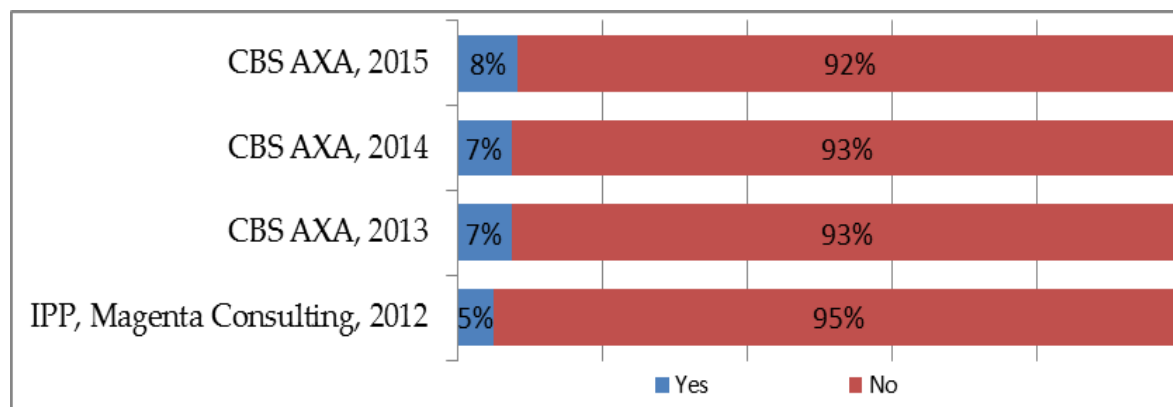
Name of the institution	Website	Number of cases	Accessing %			Increase compared to 2013
			2013	2014	2015	
Communication: State Enterprise Posta Moldovei						
Ministry of Information Technology and Communication: State Enterprise Registru	http://www.registru.md/	87	13,7%	15,5%	15,1%	1,3
Ministry of Culture	http://www.mc.gov.md/	77	7,9%	13,1%	13,7%	5,9
Ministry of Foreign Affairs and European Integration	http://www.mfa.gov.md/	77	8,4%	8,8%	13,7%	5,3
Ministry of Justice : Legal Information Center	http://justice.gov.md/	80	9,4%	9,8%	13,5%	4,1
Ministry of Economy	http://www.mec.gov.md/	74	10,7%	10,7%	13,3%	2,6
Ministry of Finance	http://www.mf.gov.md/	78	11,4%	11,3%	13,3%	1,9
Land Relations and Cadastre Agency: State Enterprise Cadastru	http://www.cadastre.md/	77	9,7%	9,2%	13,0%	3,2
Ministry of Justice: Civil Status Office	http://stare-civila.gov.md	77	8,9%	6,7%	12,9%	4,0
Ministry of Finance: Main State Tax Inspectorate	http://www.fisc.md/	75	15,9%	12,6%	12,1%	-3,8
Ministry of Finance: Customs	http://www.customs.gov.md/	65	8,8%	10,1%	11,8%	3,0
Ministry of Transport and Road Infrastructure	http://www.mtid.gov.md/	60	8,0%	6,1%	10,7%	2,7
Ministry of Information Technology and Communication: National Center for Radio Frequencies	http://www.cnfr.md/	57	5,4%	5,0%	10,0%	4,6
Ministry of Justice: National Archive of Republic of Moldova	http://justice.gov.md/	58	9,4%	9,7%	9,9%	0,5
Ministry of Defence	http://www.army.md/	49	6,5%	11,2%	9,8%	3,2
Land and Cadastre Agency	http://www.arfc.gov.md/	54	8,1%	6,4%	9,4%	1,2
Ministry of Information Technology and Communication: State Enterprise MoldData	http://www.molddata.md/	55	7,2%	5,4%	9,0%	1,8
Ministry of Environment	http://www.mediugov.md/	50	3,6%	7,7%	8,8%	5,2
Ministry of Internal Affaires : Migration and Asylum Bureau	http://www.mai.md/bma/	49	5,5%	5,0%	8,7%	3,2
Ministry of Internal Affaires : Civil Protection and Exceptional Situations Service	http://www.dse.md/	48	5,3%	4,6%	8,5%	3,2
Ministry of Economy: Licensing Chamber	http://www.licentiere.gov.md/	46	5,3%	6,0%	7,8%	2,6
Land and Cadastre Agency: State Enterprise Ingeocad	http://www.ingeocad.md	40	4,2%	4,0%	7,1%	3,0
Ministry of Economy: National Institute of Metrology and Standardization	http://www.standard.md/	39	5,9%	6,6%	6,8%	0,8

Name of the institution	Website	Number of cases	Accessing %			Increase compared to 2013
			2013	2014	2015	
Ministry of Economy: State Energetic Inspectorate	http://ies.md	31	3,3%	1,6%	5,5%	2,2
Ministerul Mediului: State Ecological Inspectorate	http://inseco.gov.md/	30	2,9%	6,5%	5,1%	2,2
Ministerul Mediului: Geology and Mineral Resources Agency	http://www.mediu.gov.md/	21	1,5%	3,1%	3,5%	2,0
Ministry of Economy: Technical Center for Industrial Security and Certification	http://www.ctsic.md/	19	1,7%	2,8%	3,2%	1,6
Ministry of Environment: Fisheries Service	http://www.sp.gov.md/	18	2,2%	5,1%	2,9%	0,7

2.3. Peculiarities of accessing the online public services

It is observed a positive tendency of the accessed services by the population. From the total of those who have accessed Internet over the past 12 months, 8% stated that they accessed for requiring electronic services. (Figure 28).

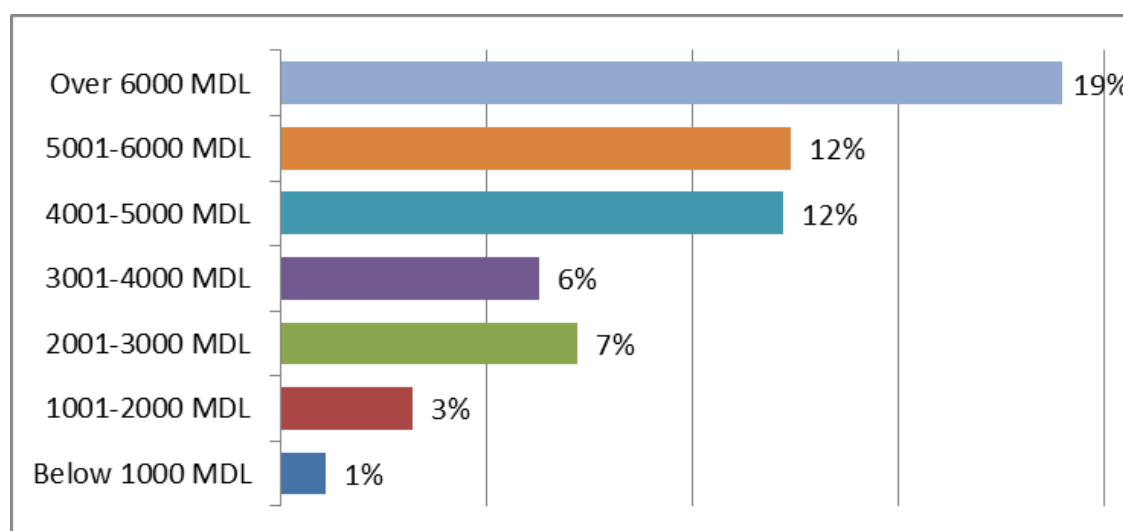
Figure 28. Accessing the government institutions' online public services over the past 12 months, %



Level of accession is higher among Managers of public authorities of all levels (32,5%), specialists with a high qualification level (24,8%), administrative clerks (19,5%), operators, machine operators at instalations and machines, locksmiths contractors (18,1%), people with higher education (19%). More populare the online public services are among residents of the capital (17,3%), less popular – in the rural area (only 4,9%). The disaggregation regarding the profile of people who have accessed online public services are presented in Table 1.19 in the Annex.

It is observed a direct correlation of the access level of the given services depending on the level of welfare, people with higher incomes access more frequently these services, in case of respondents with incomes over 6,000 MDL the share of those that answered yes is almost 1/5, among those with incomes between 4,001-6,000 MDL – 12%, the lowest share of only 1% is registered among people with income under 1,000 MDL (Figure 29).

Figure 29. Accessing the government institutions' online public services over the past 12 months, %



Among people, that in the last 12 months used at least one public electronic service, the most accessed are services of Applying for a Criminal Record (26%), reporting to National Social Insurance Office (24%), e-Invoice (23%), followed by reporting to National Health Insurance Office (22%) and filling the income tax (19%) (Figure 26). For almost all the above services, tendency to increase the level of online accessing by the population was recorded (Table 2).

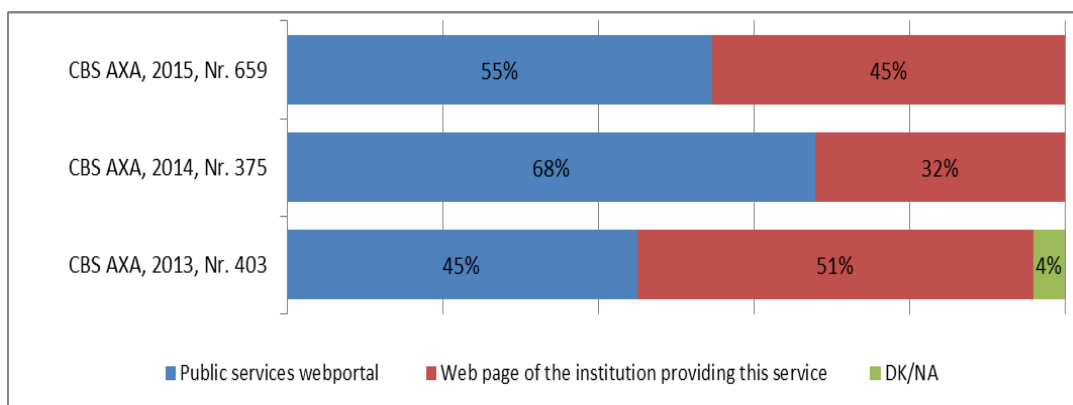
Table 2. Level of accessing some online public services, %

	2014	2015	Increase
e-Application for Criminal Record	19%	26%	8%
e-CNAS (reporting to National Social Insurance Office)	25%	24%	-1%
e-Invoice	21%	23%	2%
e-CNAM (reporting to National Health Insurance Office)	22%	22%	
Online filling of the income tax	23%	19%	-4%
Check the registration number of (IDNO) the legal entity	6%	18%	12%
Check data about mean of transport	10%	18%	7%
Access to data from Real Estate Register	13%	17%	5%
Checking information about tax payer	12%	17%	6%
Current account of the taxpayer	13%	17%	4%
Checking personal data (IDNP) of the individual	10%	15%	4%
Sheet of the Building	6%	13%	7%
Check number of individuals with the same name/last name	8%	13%	5%

	2014	2015	Increase
Access to graphic information on Real Estates	7%	12%	5%
Issuing information regarding the value of real estate	4%	12%	8%
Check the availability of the registration number of mean of transport	7%	11%	5%
Check the statute of document	10%	11%	2%
Issuance of extract from Real Estate Register Eliberarea	10%	11%	,3%
Certificate regarding the value of the Real Estate	7%	11%	3%
e-Apostil	7%	9%	1%
Application for Higher Education Institutions		9%	9%
Issuance of certificate Registrations from Real Estate Register	4%	9%	4%
Certificate regarding the Registrations from Real Estate Register	4%	7%	3%
e-License (application for activity license)	4%	6%	3%
Online order and procurement of identification means of domestic animals	2%	6%	3%
Accessing e-BNS (National Statistic Bureau)		5%	5%
e-Application for Certificate of Goods Origin	3%	5%	2%
Online appointment for blood donation	4%	5%	1%
Issuance of protection titles for objects of intellectual property	4%	2%	-2%

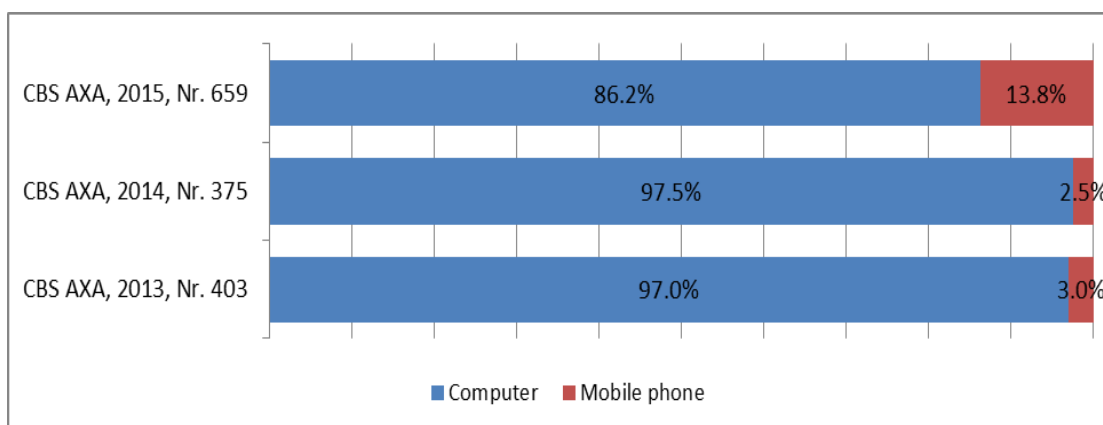
Services can be accessed via the portal of public services or direct on the Web pages of the institutions that offer those services. Study data show that share of people that accessed at least an online service via the Public Services Portal is 55%, in 2014 was 68%, in 2013 - 45% (Figure 30). Specific tendencies are observed related to the way of accessing the online public services on residence areas. Residents of urban areas as well as residents of the capital in higher shares prefer accessing via the Web page of the providing service institutions (65% and 54%) and ¼ from rural area population – via portal of public services. Disintegration depend on the respondents' profile are presented in Table 1.20 from annex.

Figure 30. Methods of accessing the online public services, multiple choice, %



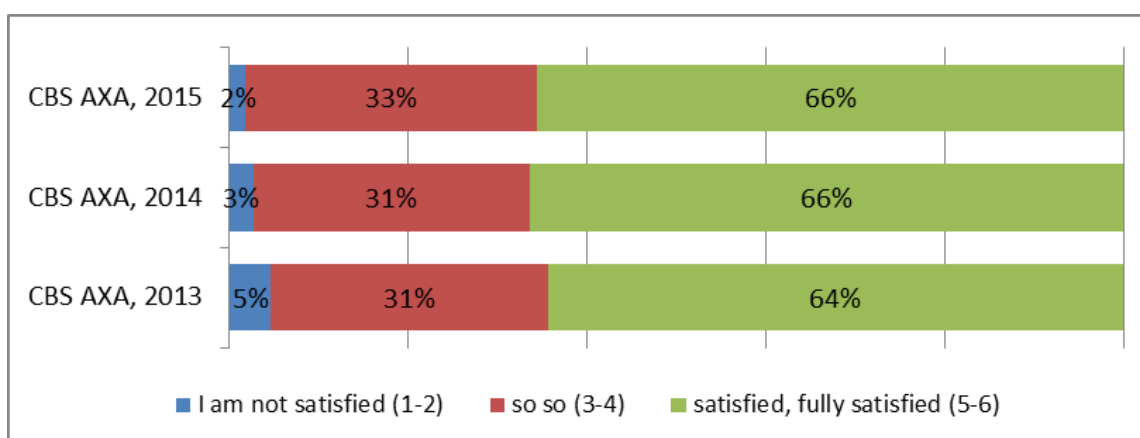
An increase of the share of people that access online public services via mobile phones was recorded, even if for accessing these services population uses mainly the computer (86,2%), less the mobile phone (13,8%). Thus, compared to the previous years this increase is of over 10 p.p. (Figure 31 and Table 1.21 in annex).

Figure 31. Tools for accessing the online public services, N=374, %



Satisfaction level of online public services beneficiaries is a stable one, about 2/3 of them stated that are satisfied or absolutely satisfied, with a slight increase tendency, expressed in the decrease of share of those that stated that are not satisfied by them from 5% in 2013 to 2% in 2015 (Figure 32)

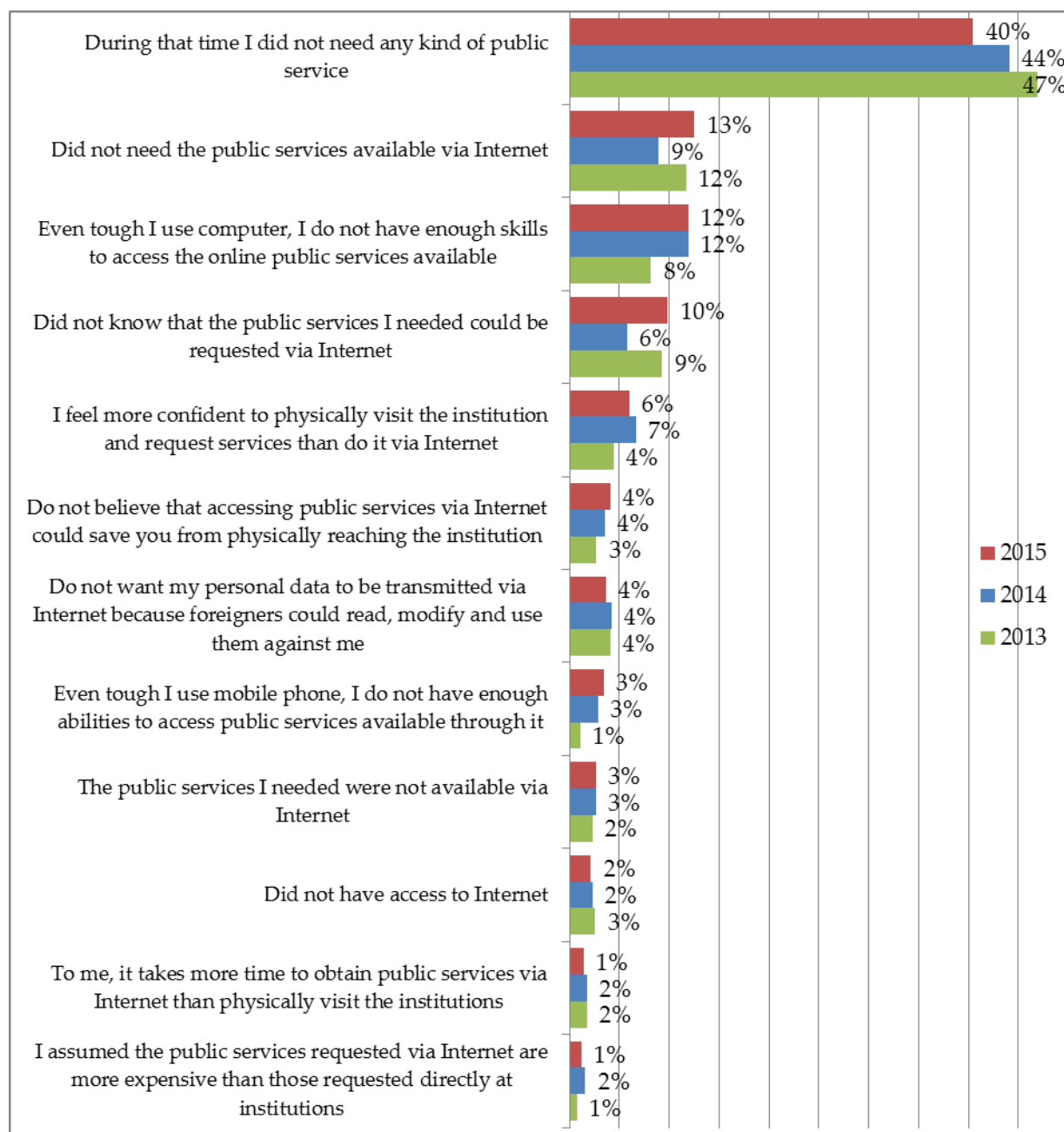
Figure 32. Level of satisfaction of the online public services, %



In case of people that did not use any online public services over the last 12 months they did not need any public service, this was mentioned by 40% respondents, the same answer cumulated the largest share – of 44% in 2014 and of 47% in 2013. Other 13% stated that they do not need the

available public services in an online regime, 12% reported the lack of skills to perform that, 10% did not know that service they needed could be accessed online, 6% stated that are feeling more confident to visit the relevant institutions. Various other reasons were invoked, their shares constituting 5% (Figure 33 and Table 1.22 in annex).

Figure 33. Reasons why the online public services were not accessed by respondents, %



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

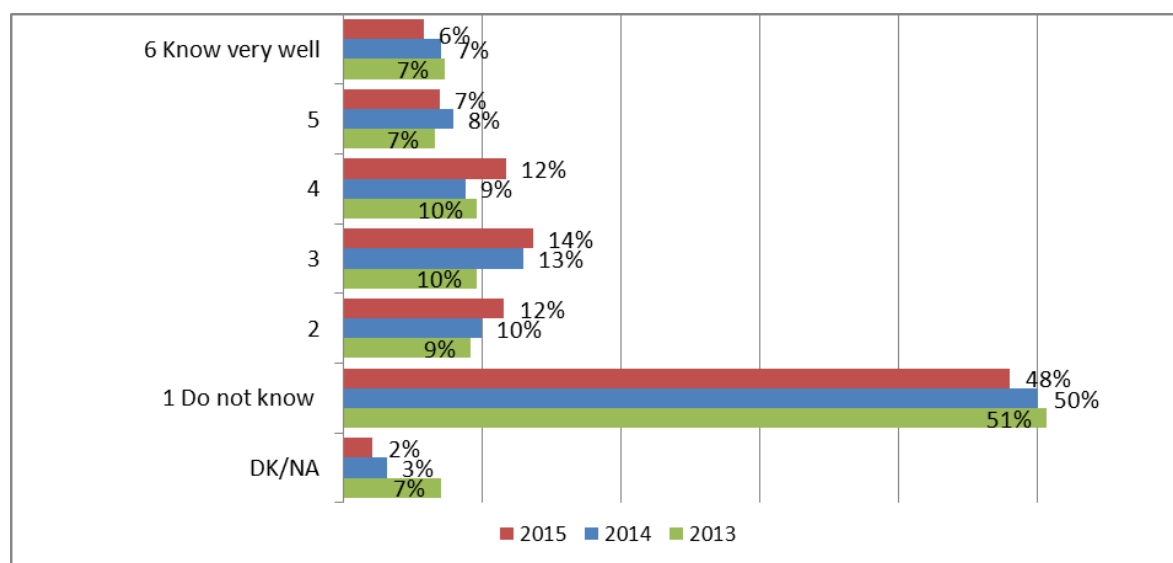
This Chapter presents the picture of the people’s level of knowledge and understanding of the e-Governance concept, as well as the understanding the importance of implementing the e-Transformation of Governance reform, its advantages/benefits as well as the level of support of the reform and availability of population 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, with slight tendencies to increase. Similar to the previous studies, on a scale from 1 (no knowledge) to 6 (very familiar) the survey data reveal an average of 2.3 points. About the same shares between respondents assessed with grades 5 and 6 the personal level of knowledge of that notion, average level of knowledge (grades 2-4) recorded tendencies to increase, while over half of them rated their knowledge with 1 point, they declared they were not aware of the concept at all, with a slight tendency to decrease of its share (Figure 34).

Highly qualified specialists stated that know the e-Government notion (assessed with grades of 5 and 6 the level of knowledge) într-o pondere de 34%, of people with higher education – 28%, administrative clerks – 27%, managers of public authorities – 25%, pupils / students – 23%. Also, the level of familiarization with the concept of e-Governance depends upon the income levels and exceeds 17% in case of families with income of more than 4,000 MDL and goes down to 7% in the share of respondents with monthly family income below 1,000 MDL. The level of knowledge is almost double among respondents from the capital city than in rural areas and equals to 18% and 10%, respectively. The level of knowledge of e-Governance notion exceeds 13% among respondents under 45 and diminishes with the increase in age of respondents, thus the share of people aged 56-74 is of 6% only (Table 1.23 in annex).

Figure 34. Level of knowledge of e-Governance concept/notion, %

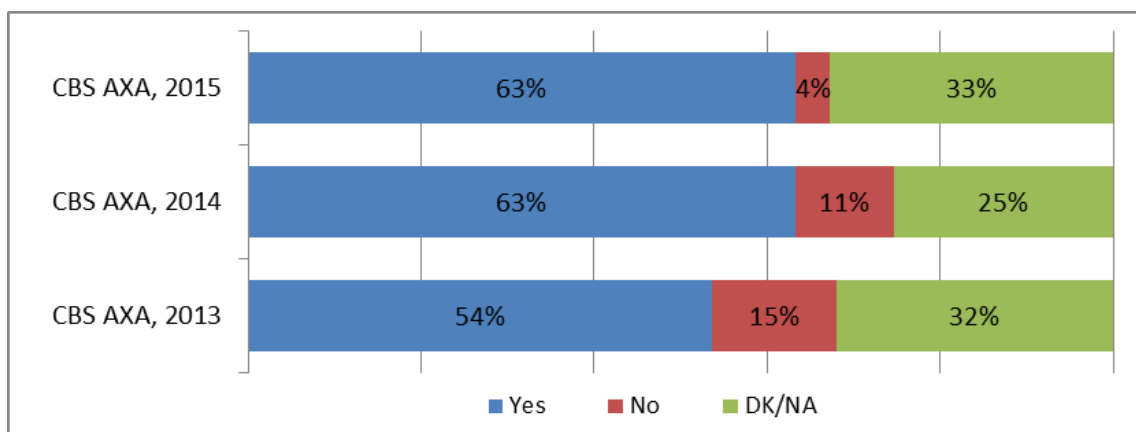


The share of respondents who believe that e-Governance will bring advantages or benefits to the population of Moldova is maintaining in 2015 at the same level - of 63% - as well as in 2014, and is increasing compared to 54% recorded in 2013. The share of those who do not see any benefit in this regard went down and increased the level of uncertainty, about 1/3 respondents could not and did not wish to express in this respect (Figure 35).

Advantages / benefits of the reform are acknowledged by 85% of managers at all levels, about 80% of administrative clerks, highly qualified specialists, pupils/students, people with higher education, over 70% from people with an average family income of over 3,000 MDL.

The population of Chisinau records a higher degree of awareness in this respect (68%) in comparison with rural areas (60%) and other cities (66%). To mention that positive perceptions are correlated with respondents age, the share of the aged supporters who are aware of the potential advantages / benefits of E-Governance is 48% compared to 71% among the ones aged 16-25 years (Table 1.24 in the Annex).

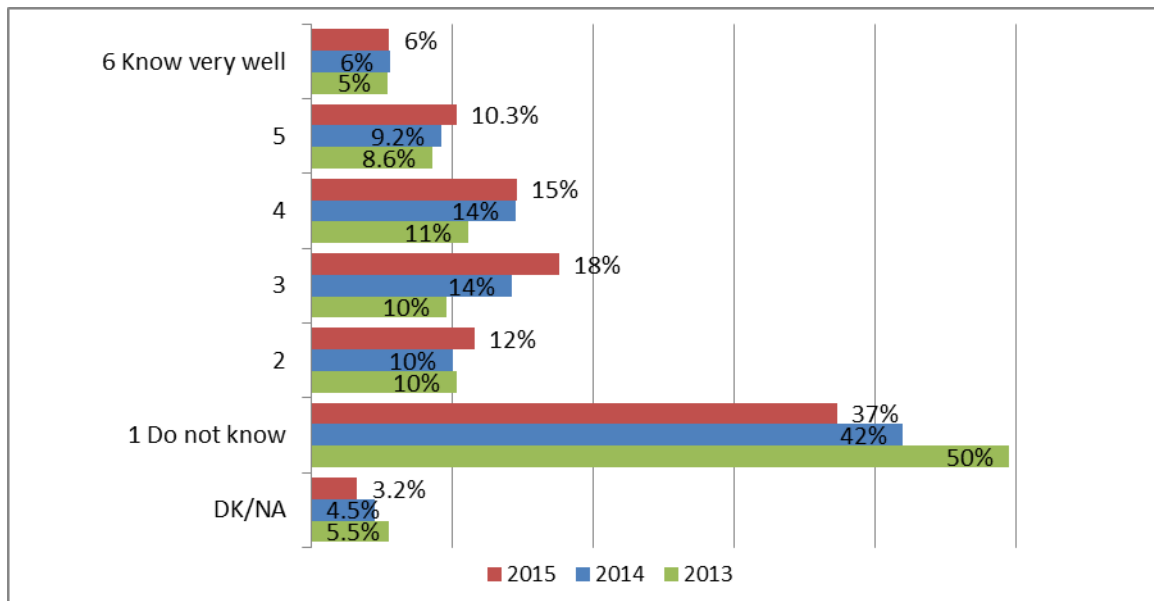
Figure 35. Opinions of the potential advantages/ benefits of e-Governance, %



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, 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 2.6 points only, with a slight increase compared to 2014 when the average grade was 2,5. Data show stable tendencies to decrease of respondents' share who are not aware of the benefits of e-Governance, rating their knowledge in the area with 1 point. This share in 2015 is of 37%, reducing compared to 2013 with 13 p.p. A quite low share - of only 6% - the share of respondents that assessed the level of knowledge of advantages/ benefits with grade 6, meaning they stated that know this thing quite well. However, positive trends were recorded in comparison with the previous study of the knowledge level (Figure 36).

Figure 36. Awareness level of e-Governance advantages/ benefits, %

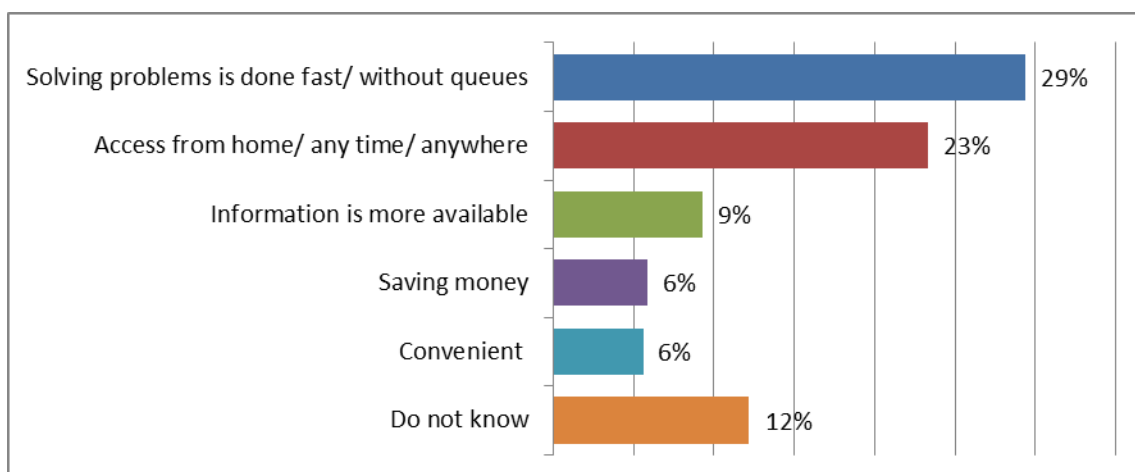


Assessments with 6 points were registered in shares higher than 10% among the next groups of respondents: managers of all levels (11%), specialists with a higher qualification level (14%), administrative clerks (23%), people with higher education (13%), pupils/students (13%). The level of self-knowledge depends on the household income, and varies from 2% in case of those people with average income of 1,000 MDL till 13% in case of those with over 6,000 MDL per family (Table 1.25 in the annex).

The main advantage of e-Government, stated by 29% respondents, is the fact that issues are solved fast, without queue, 23% consider as an advantage the fact that access is possible from home, anytime, anywhere, 9% think that information is more available. In the same time 6% of respondents think that Electronic Governance allows people to save money, is convenient and 12% do not know which are the advantages (Figure 37).

Several other answers were offered by respondents, in shares smaller than 5%, these are presented in detail in the Table 1.26 in the annex.

Figure 37. Main advantages/ benefits of e-Governance according to the citizens, multiple choice, N=2160, %



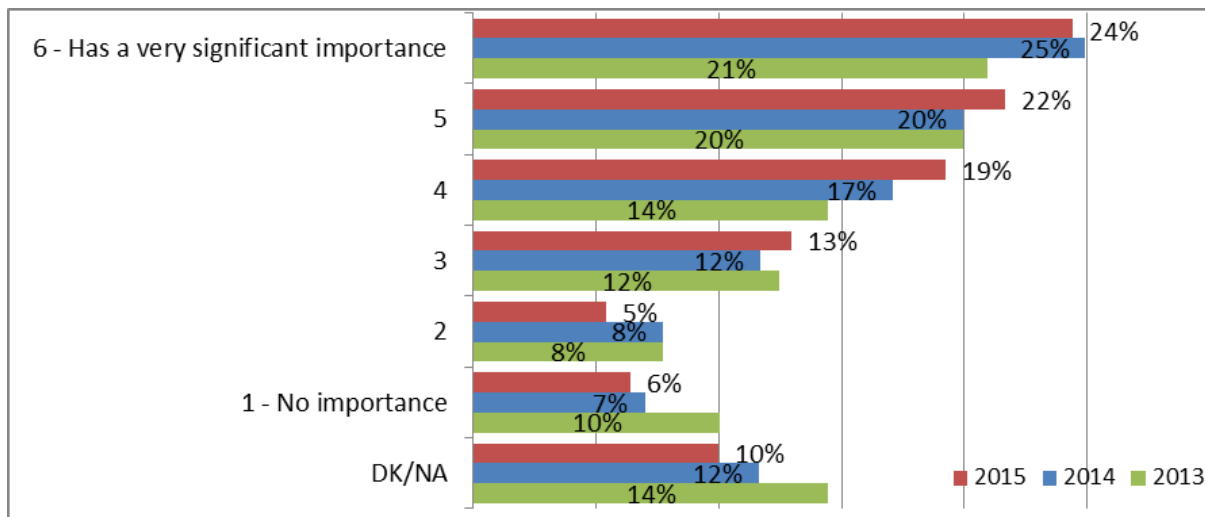
3.2. Perception of the significance level of implementing e-Transformation of Governance

People’s perception of the significance level of implementing e-Transformation of Governance was rated with 4,3 points (4,2 in 2014) on a scale from 1 (not important) to 6 (very important). Overall 46% of respondents provided grades of 5 and 6 to the importance of this reform, while about ¼ of respondents rated it with the highest grade the importance of implementing e-Transformation of Governance (Figure 38). It is worth stating that the share of those who have awarded grades of 5-6 to the importance of e-Transformation of Governance in Republic of Moldova is higher with 5 p.p. in comparison with the share reported in the 2013 study and with 17% compared with the 2012 survey results (29% of respondents provided grades of 5-6 to the importance of implementing e-Transformation of Governance).

Current survey data show that only 6% of respondents do not consider e-Transformation important, and some 10% could not express their views on the above, the values of these indicators being lower in comparison with the previous studies (7% and 12% in 2014, 10% and 14%, respectively in 2013).

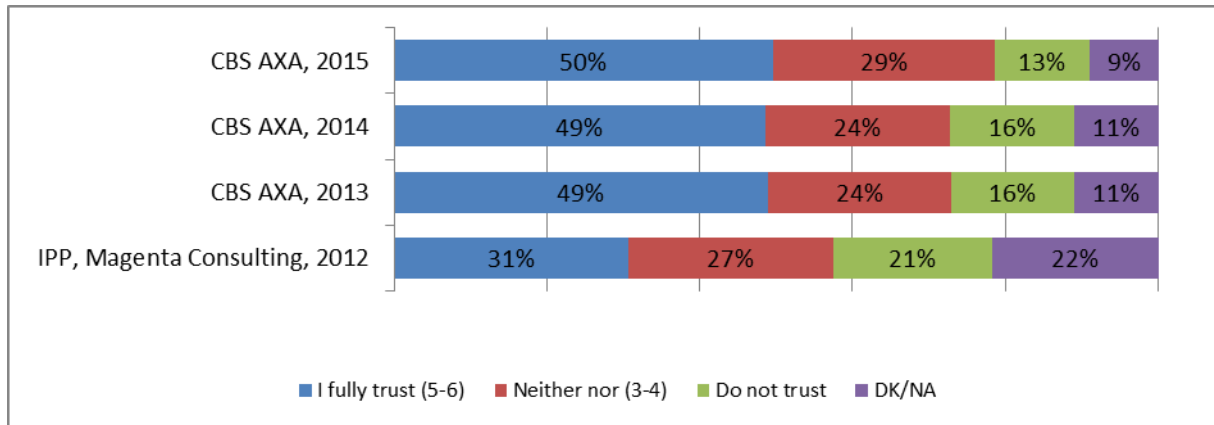
The level of significance is assessed to be higher for the following groups of respondents: managers of all levels, highly qualified specialists/professionals, administrative clerks, pupils/students, people with higher education and those with higher welfare level. It is also necessary to emphasize that 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 years to 3,9 points for the elderly persons between 66-74 (Table 1.27 in the Annex).

Figure 38. Degree of significance of e-Transformation Government, %



The same scale from 1 to 6 was used to assess the level of support for implementing the e-Governance by the population, and the average score indicated by the respondents was 4,4 points versus 4,1 awarded in 2013. The share of people who provided maximal grades of 5-6 under this study records stable growth trends. It constitutes 50% under this study and exceeds the share of those who awarded the same grades in the study of 2012 with 19 p.p. Tendencies to decrease were recorded the shares of those people that replied they do not support the implementation of e-Governance, likewise of those uncertain or people which did not wish to state their opinion (Figure 39).

Figure 39 Comparative analysis of the support level of Electronic Government implementation, %

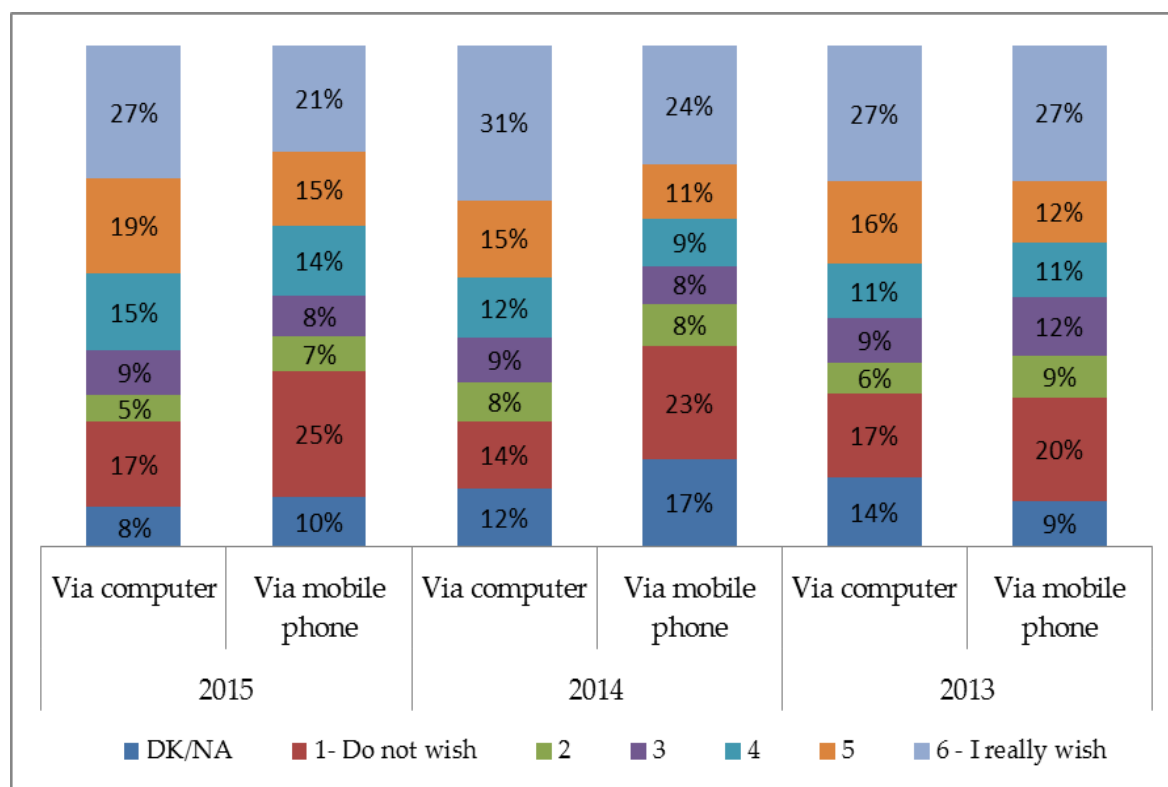


The level of support to the implementation of reform gets up depending on the income level from 39% in case of respondents with family income below 1,000 MDL up to 70% for those with incomes above 6,000 MDL. The most active supporters of the reform are young people versus elderly ones, The share of respondents that provided grades of 5 and 6 to the importance of implementing e-Governance ranges from 57% (people aged 16-25) to 31% (respondents between 66-74 years). Likewise the level of support is dependent on the level of education with a share of 67% of respondents with higher education that rated with 5-6 points till 18% the ones with primary education and below that gave the same assessments the level of support of implementing e-Governance (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

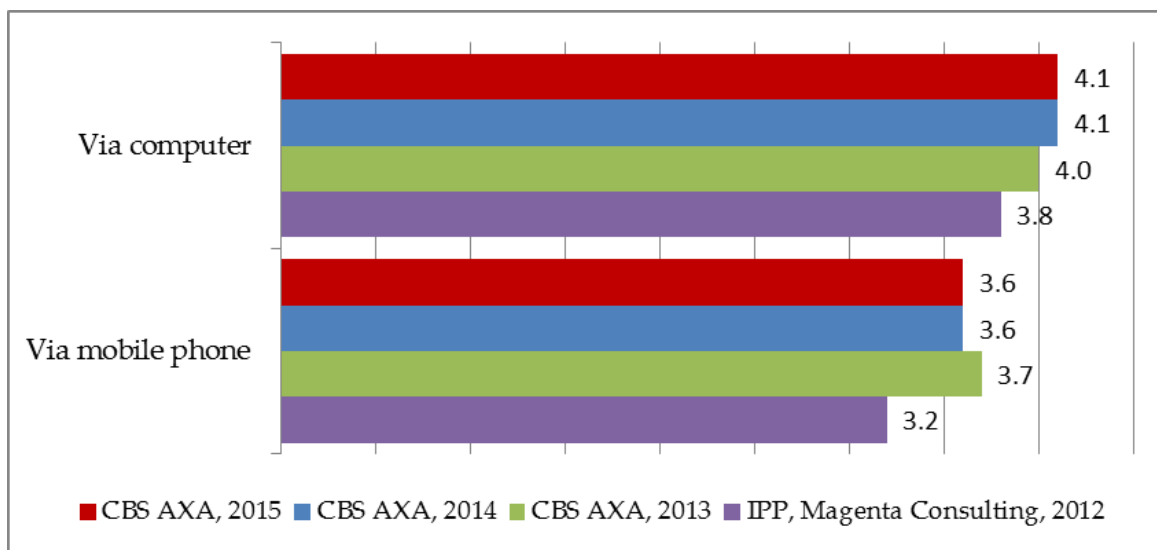
About 70% of surveyed persons, i.e. study participants expressed their willingness to resort to online public services via computer, while 52% - using the mobile phone, rated with over 3 points on a scale from 1 (not willing) to 6 (willing very much). In comparison with 2014 the share of people willing to use the service via computer increased and of those to use the service via mobile phones - increased. 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 36% awarded the same grades in favour of mobile phones (Figure 40).

Figure 40. Assessments of the respondents' willingness to use online services, %



A stable tendency related to the information and interest level of using these types of services is observed, both via computer and mobile phone. Thus, the current study shows an average grade of 4,1 points compared to 4,0 in 2013 and 3,8 in 2012, expressed in case of the wish to use in this purpose the computer, it is less expressed the wish to access online services via mobile phone, the average grade is stable of 3,6 points over the last 2 years (Figure 41).

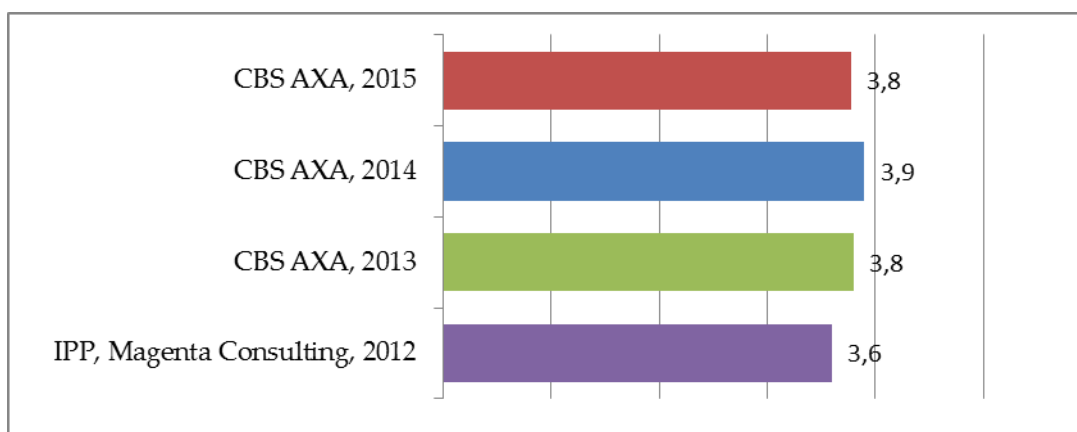
Figure 41. Comparative average grade of the respondents' wish to use online services



Profile of respondents that expressed the wish to access electronic services both with the help of computer and the mobile phone is about the same like the one described in the previous chapter and is presented in Table 1.29 and Table 1.30 in the annex.

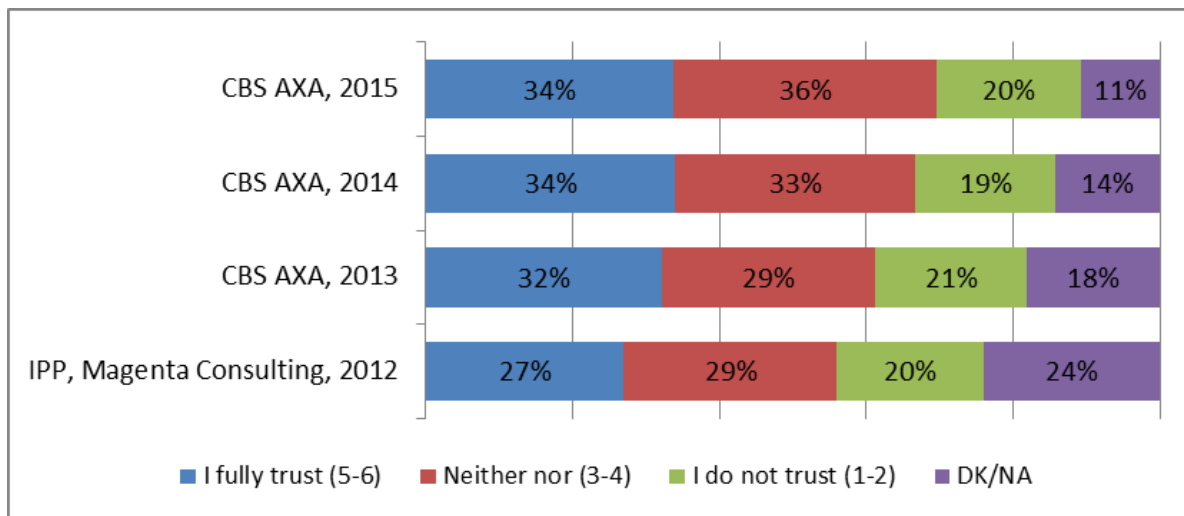
The average grade of the trust assessment in the fact that the quality of online services accessed via the help of computer or mobile phone, will correspond to the expectations, on a scale from 1 (do not trust) to 6 (fully trust), is about the same level as well as in the years 2013-2014 (Figure 42).

Figure 42. Dynamics of the confidence level assessment that the quality of online public services will meet clients' expectations



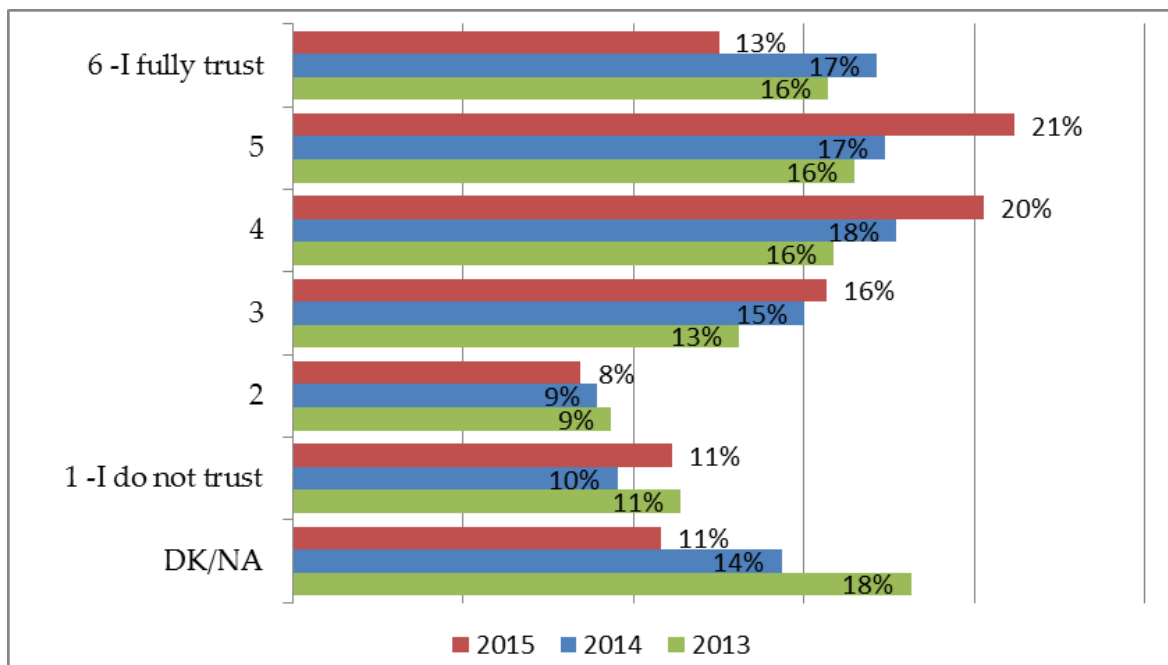
Some 70% of respondents under this study gave appreciation of 3 and more points to the level of confidence, representing an increase compared to the previous studies. Also, the level of uncertainty decreased, 11% of respondents refused to assess this indicator, compared to 14% recorded in 2014 and 24% recorded in the 2012 study (Figure 43 and Figure 44).

Figure 43. Comparative assessments of the respondents in the online public services quality in compliance with their expectations, %



The highest level of confidence was expressed by the managers at all levels, highly qualified professionals, skilled workers, pupils / students, people with high income of over 5,000 MDL and those with high level of education, respondents from South of Moldova, all these groups marked the level of trust with 3 and above in a share of over 80%. It is worth stating that, depending on the age of respondents, the highest confidence was expressed by the young population (79%), while the lowest confidence – by the elder generation (56%) (Table 1.31 in the Annex).

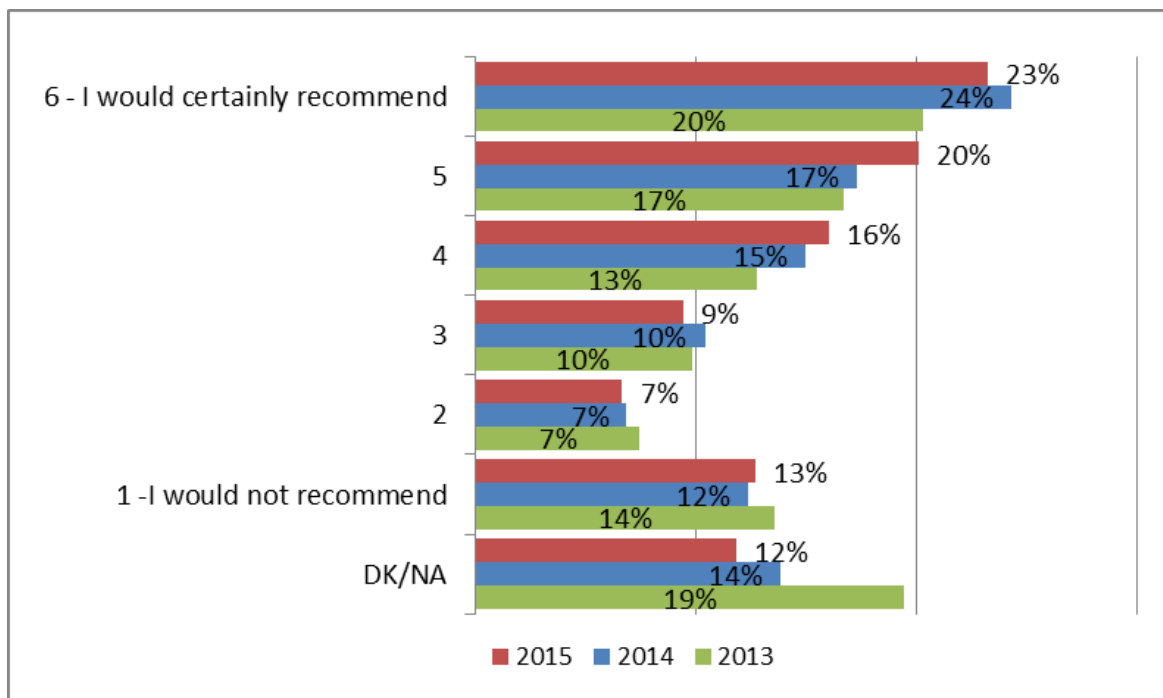
Figure 44. Confidence level of the respondents in the online public services quality in compliance with their expectations, %



Also, the share of people who would definitely recommend to use online public services increased. In the current study the availability of respondents to recommend others the online regime was assessed with 5 and 6 points (where 1 means “I would not recommend” and 6 “I would definitely recommend”) of 43% respondents versus 41 in 2014 and 37% in 2013 and of those that assessed by

3 points and above –de 69% compared to 66% in 2014 versus 60% in 2013 (Figure 45). the average grade being 4,1 points in 2015 and 2014, compared to 3,9 in 2013 and 3,6 in 2012.

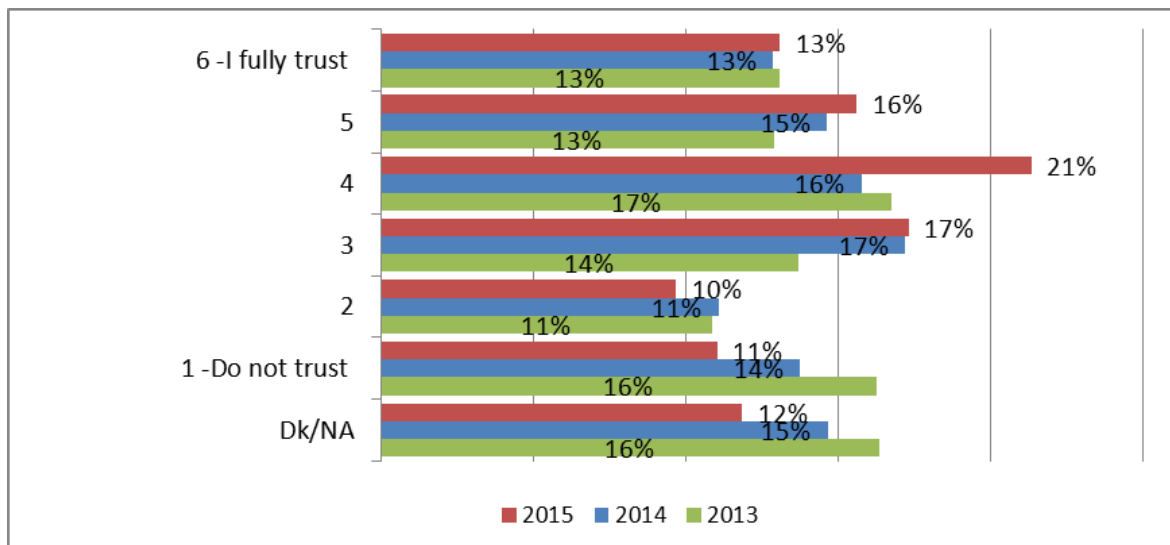
Figure 45. Respondents' availability/willingness to recommend to other citizens to use the online public services, %



The most active promoters of the online platform are the managers at all levels, highly qualified specialists, pupils/students, respondents with higher levels of wealth, people with higher education, in these groups the share of those that stated they would recommend the online regime of public service is over 30. The most skeptical respondents seem to be those elderly over 66 years that recorded the lowest share (12%) and who said they would definitely recommend the use of online public services (Table 1.32 in the Annex).

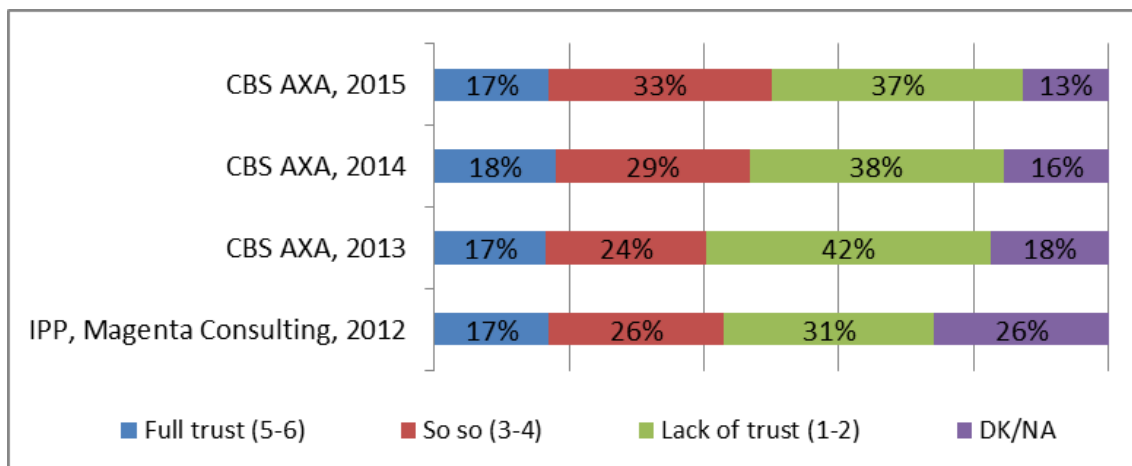
About 67% (61% in 2014) of respondents stated that they are confident that they would certainly obtain the public service they have requested online (via computer or mobile phone). (The level of their confidence equals to 3 points or more on a scale from 1 to 6, where 1 means „lack of confidence” and 6 „full confidence”), while the share of respondents that awarded grades of 5 and 6 equals to 29%, the trends being also positive in comparison with the previous study (Figure 46). The overall level of confidence is rated with an average of 3.7 points (the same as in 2014), and is increasing compared to 2013 (3,5). The level of distrust (share of those that graded with 1 the given indicator) is decreasing over the last three years, likewise the level of uncertainty, expressed by respondents with DK/NA also decreases from year to year. The profile of the respondents is presented in Table 1.33 in the Annex.

Figure 46. Confidence level of the respondents in the fact that connection to the online public service (via computer or mobile phone) will be surely obtained, %



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.) record a slight tendency to increase compared to the previous studies, with an increase of respondents' share that assessed with grades 3-6 (full trust or average trust), is 50% total in 2015 compared to 47% in 2014 and 41% in 2013. The average grade recorded in the context of this indicator is of 3,0 on a scale from 1 (do not trust) to 6 (fully trust) (Figure 47).

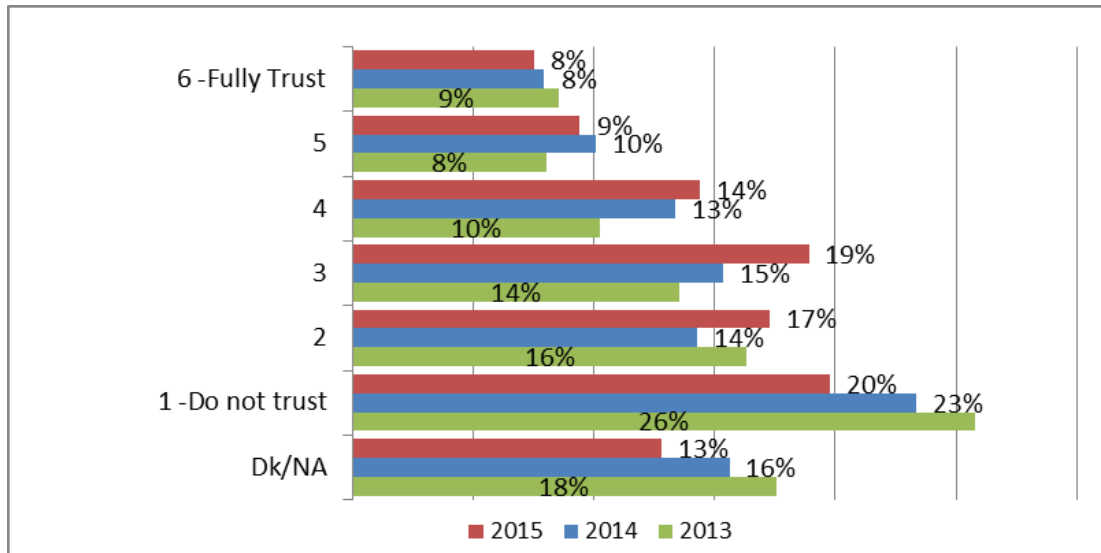
Figure 47. Comparative assessments regarding the confidence level of the respondents that the electronic public service will be safely rendered, %



Regarding the safety level of online public services, 47% of respondents offered grades ranging from 3 and above, and about the same share as in the previous years assessed with 5 and 6 points the safety of online services. It is worth emphasizing that the share of respondents that stated full distrust in the service safety reduced compared to the previous years to 20%, likewise the share of those uncertain in assessments or did not wish to state their opinion (Figure 47 and 48).

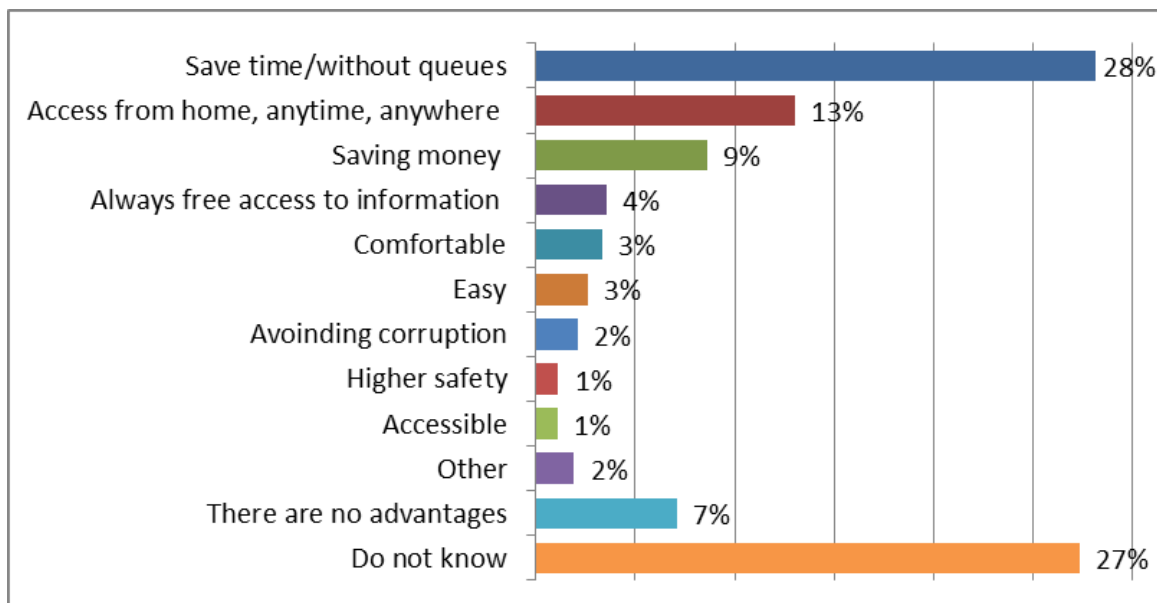
Disintegrations depending on the socio-demographic profile are presented in Table 1.34 in the Annex.

Figure 48. 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 28% of responses (15% in 2014). Also, the access from home was mentioned to a great extent, anytime, anywhere (13%), saving money (9%), free access to information (4%). Likewise, about 27% of respondents do not know the advantages of electronic services, and other 7% think there are no advantages (Figure 49). A number of other benefits were mentioned by respondents, accounting for less than 1% of answers (Table 1.35 in the annex).

Figure 49. Population's perception with regards to the advantages of performing public services in an online/electronic regime, %



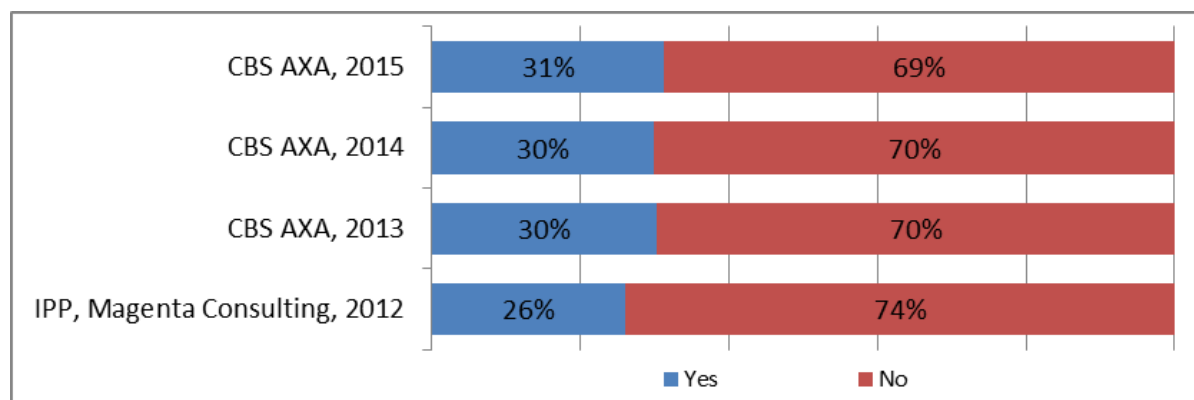
4. CITIZENS' LEVEL OF SATISFACTION WITH THE QUALITY OF SERVICES DELIVERED BY PUBLIC AUTHORITIES

This Chapter presents findings on the level of request and method of accessing public services over the past 12 months, their accessing methods, 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 previous to the study, with a slight tendency to grow, 31% stated they requested the public services (Figure 50). More often, the services are requested by managers at all levels (62% respondents), highly qualified professionals and (47%) skilled workers in agriculture (48%), administrative clerks (43%), people with higher education and respondents from Chisinau (42% each). the level of requesting public services gets up depending on the level of welfare from 24% for the lowest level of perceived well-being up to 43% for people with monthly incomes of 6,000MDL and more, depending likewise on the level of education. The public services were least requested by the elder aged respondents of 66-74 years, migrants, respondents residing in the Souther part of the country, their share is less than 20% in each group (Table 1.36 in the Annex) .

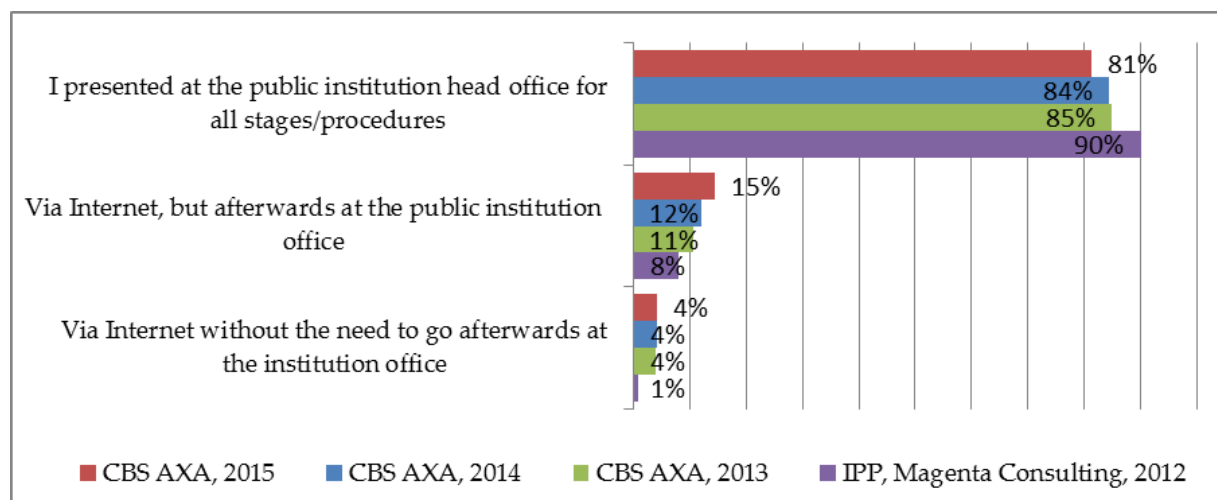
Figure 50. Level of requesting public services from the public institutions/authorities over the past 12 months, %



Among respondents that requested in the last 12 months at least a service from the public institutions/authorities, the most applied method of accessing public services remains the traditional one, accessed the services by physically showing up at the institution at all stages, but records stable tendencies to diminish . 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 9 p.p. lower (Figure 51), and namely 81%. At the same time, there is an increased trend in accessing online public services (either filling in a digital format, or partially/some procedures – application, payment etc. in an online regime, and taking the certificate – in an offline regime. Thus in 2015, the share of people that accessed public services online were of 19%, out of which 15% accessed some procedures of the service in an online regime, going afterwards to the head office of the institution to finish the

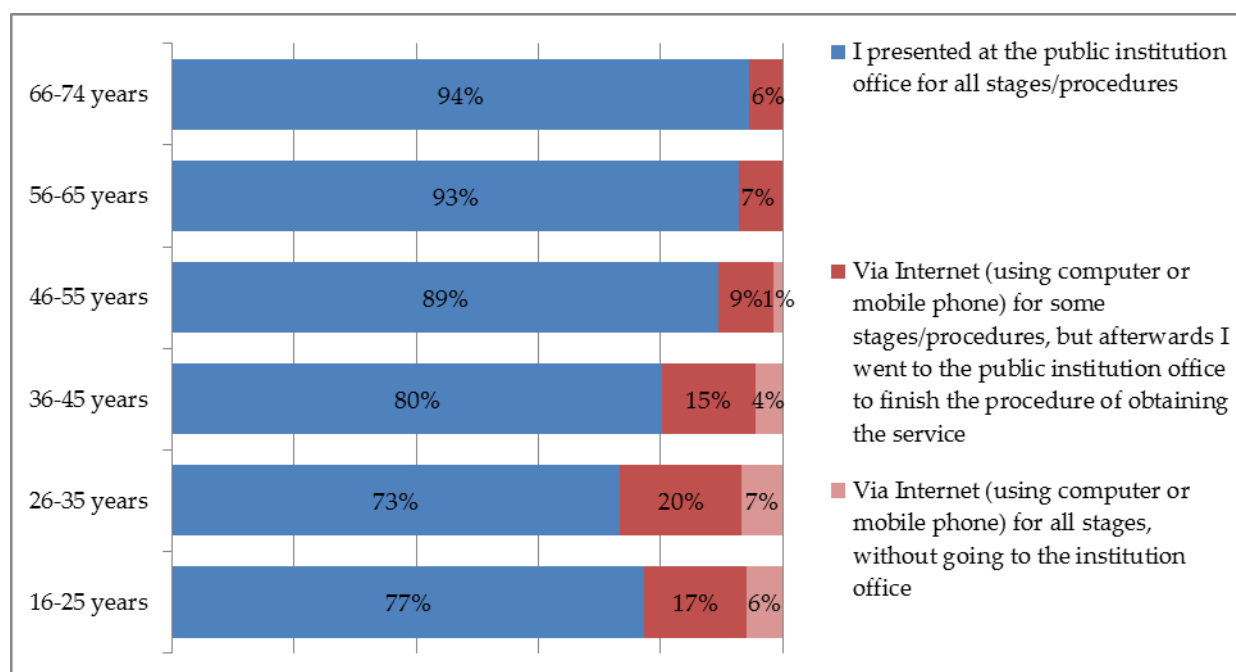
process of obtaining the requested service (most of the times, to take the requested document) and 4% of the respondents benefited of all procedures of obtaining the requested service exclusively in an online format.

Figure 51. Methods used to access the public services, %



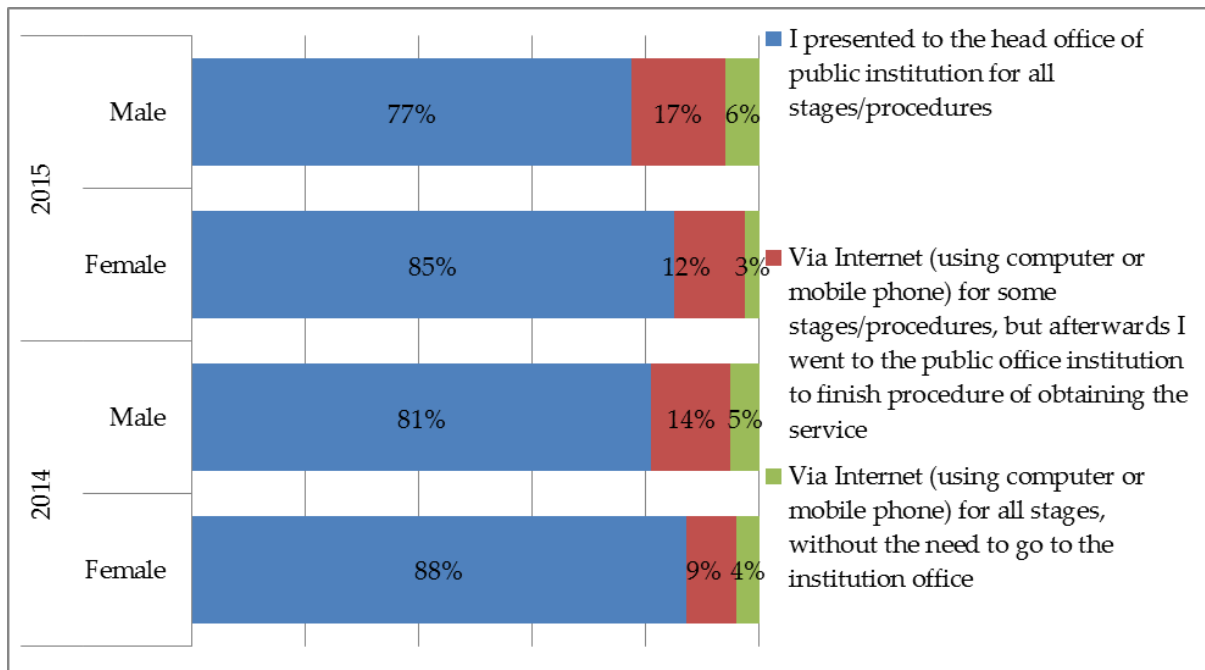
The way of accessing the services is in direct connection with the respondents' age. About ¼ from respondents younger than 35 years access services via Internet, for all the stages or just for some of them, the specific share decreases compared to respondents' age, the ones over 55 years access services via Internet only in a share of 7% or less (Figure 52).

Figure 52. Methods used to access the public services by group age, %



Depending on sexes, differences are observed relating to the way of accessing the services. Thus, via electronic devices the services are accessed just by 15% female compared to 23% male (Figure 53).

Figure 53. Methods used to access the public services by group age, %

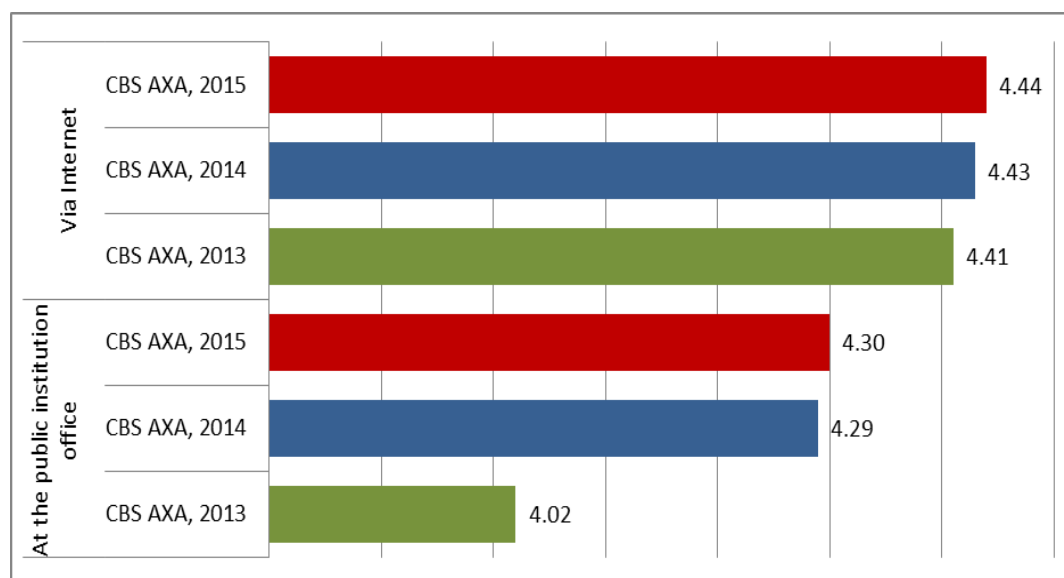


The full online method is used more frequently by about 10% highly and averaged qualified specialists, respondents with incomes above 6,000 MDL, people with high level of education. It is worth stating that the rural population prefers traditional methods, while the capital city residents were more keen 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

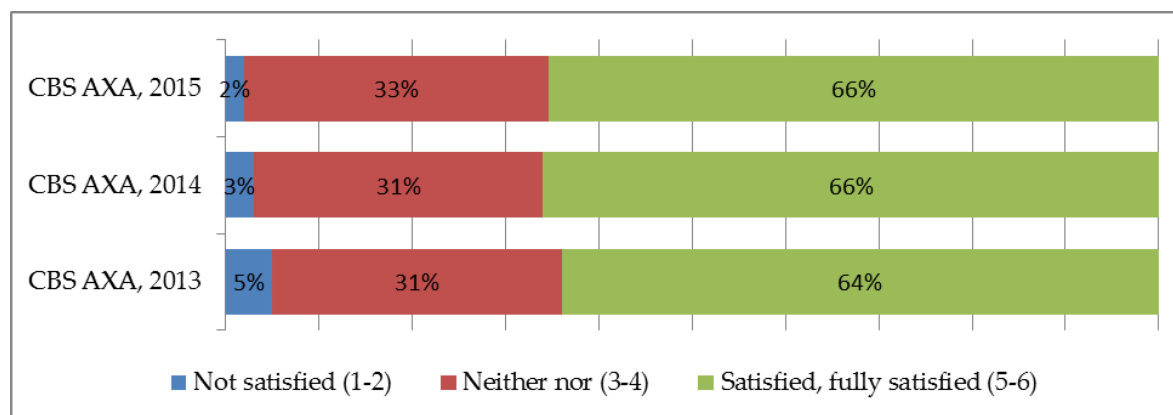
Beneficiaries who made use of online public services seem to be more satisfied with their quality of service provided in an online regime (with an average mark of 4,44 points), compared to the level of satisfaction of the quality of provided service in an offline regime (4,30). The average rating is maintaining at the same level compared with the study done 2014 in both cases. The level of satisfaction was assessed using a scale from 1 to 6, where 1 meant „unsatisfied” and 6 „very satisfied” (Figure 54).

Figure 54. 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 stayed the same as in the previous year and accounted for 66% (Figure 55). Still, tendencies to reduce the level of unsatisfied of the electronic public services were recorded. More satisfied seem to be the youth of 16-25 years, women, respondents from rural areas, Romanian speakers, less satisfied are people from other cities than the capital who have accessed these services (Table 1.38 in the Annex).

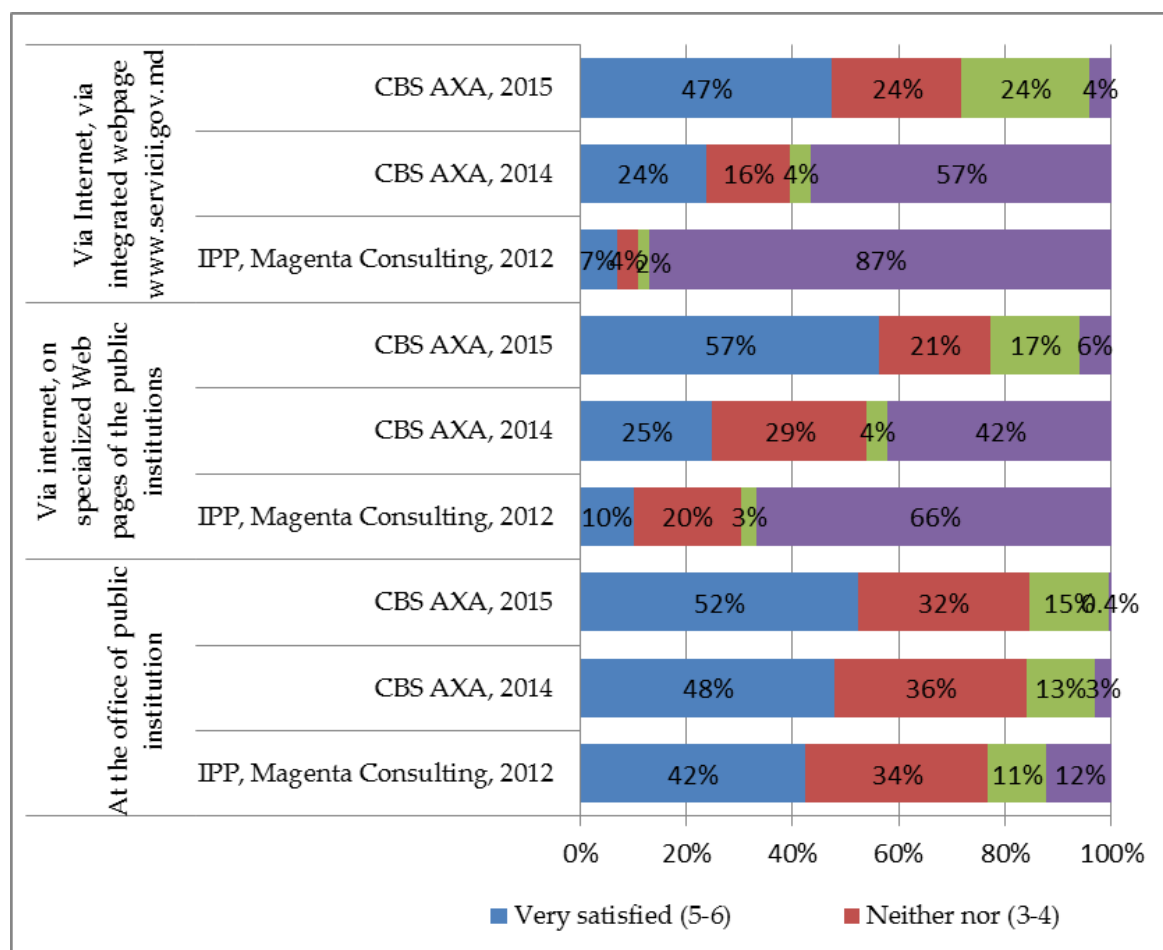
Figure 55. Level of satisfaction with the quality of online public services rendered by the government institutions, %



Among respondents that accessed the public services in an online regime, the share of those satisfied of quality of e-services is increasing. Thus, the share of assessments with 5 and 6 points (satisfied and very satisfied) of those that accessed via the integrated governmental page (Public Services Portal) is of 47% in 2015 compared to 24% in 2014 and of 7% in 2012. Significant increases of the satisfaction level were observed in case of respondents that accessed e-services from the specialized Web pages of the public institutions, respectively, 57% in 2015, 25% in 2014 and just 10% in 2012. As regards the access of public services in an offline regime/at the head office of public institutions for all stages of providing the service, 52% respondents assessed the quality of the provided service with 5 and 6 points and in case it is observed an increase it is not so significant (Figure 56).

In the same time it is observed the level of knowledge of possibilities of benefiting in an online regime the public services increased significantly. In 2015 only 4-6% respondents could not or did not wish to reply, the previous year the share of the uncertain ones was of about % respondents.

Figure 56. Level of satisfaction with the quality of public service by the method used to access it, %



Disintegrations of the satisfaction level of beneficiaries depending on the socio-demographic profile of them are presented in the annex (Table 1.39, Table 1.40 and Table 1.41).

Extract from the Results Framework GeT Project - Indicators of perception, assimilation and support

Update as of November, 2015

Obiectivul de implementare a proiectului (OIP): To transform delivery of selected public services using ICT															
PDO Level Results Indicators	Core	Unit of Measure	Base line	Actual Status vs. Yearly Target Values									Frequency	Data Source/ Methodology	Description (According the DAP/document of appraisal MD GeT Project)
				Actual Year 1 (31.10. 2012)	Target Year 1	Actual Year 2 (Oct. 31, 2013)	Target Year 2	Actual Year 3 (Oct. 31, 2014)	Target Year 3	Actual Year 4 (Oct. 31, 2015)	Target Year 4	Target Year 5 (final)			
Citizen perception of quality of public service	X	%	N/A	49%	40%	64%	45%	66,3%	50%	65,5%	55%	60%	Annual	Survey	Degree of users' satisfaction with the overall quality of transaction processing through the main public service portal www.servicii.gov.md . Share of citizens that evaluated with 5-6 points (satisfied&very satisfied) on a scale from 1 to 6 the quality of e-services accessed in the last 12 months.
Citizen uptake of e-government		%	7%	16%	8%	22%	11%	30,3%	15%	35,5%	20%	25%	Annual	Survey	The percentage of population who accessed a Government website at least once over the previous 12 months
INTERMEDIATE RESULTS															
Intermediate Result (Component One):															
Sub-component 1.1.															
Public support for Governance e-Transformation		%	53%	57%	53%	63%	55%	69,0%	59%	71,3%	64%	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		3.024	67,6%	32,4%	100%
Age groups:	16-25 years	415	81,1%	18,9%	100%
	26-35 years	546	78,7%	21,3%	100%
	36-45 years	463	70,5%	29,5%	100%
	46-55 years	523	61,4%	38,6%	100%
	56-65 years	716	45,5%	54,5%	100%
	66-74 years	361	30,4%	69,6%	100%
Sex	Male	1.303	69,7%	30,3%	100%
	Female	1.721	65,6%	34,4%	100%
Households with/without children under 18:	Without children	1.806	59,0%	41,0%	100%
	One child	619	82,0%	18,0%	100%
	Two children	451	76,6%	23,4%	100%
	Three children or more	148	60,0%	40,0%	100%
Occupation:	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	100,0%		100%
	Highly qualified professionals	258	95,6%	4,4%	100%
	Average qualified professionals	231	83,9%	16,1%	100%
	Administrative staff/clerks	25	92,9%	7,1%	100%
	Service and shop and market sales workers, housing and communal services	98	73,4%	26,6%	100%
	Skilled agricultural, forestry, hunting and fishery workers	63	61,8%	38,2%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	93	76,6%	23,4%	100%
	Plant and machine operators and assemblers	45	68,0%	32,0%	100%
	Unqualified workers	229	53,2%	46,8%	100%
	Pupils/ students	142	90,8%	9,2%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	258	59,6%	40,4%	100%
	Not employed, looking for a job	312	58,8%	41,2%	100%
	Housekeeping services workers	457	68,5%	31,5%	100%
	Pensioner	765	35,4%	64,6%	100%
	Migrant	34	76,1%	23,9%	100%
	Monthly family income:	Below 1000 MDL	529	41,7%	58,3%
1001-2000 MDL		760	46,8%	53,2%	100%
2001-3000 MDL		518	66,9%	33,1%	100%

		Number of cases	Q1.1 Is there a computer in your household?		Total
			Yes	No	
	3001-4000 MDL	298	78,6%	21,4%	100%
	4001-5000 MDL	203	84,1%	15,9%	100%
	5001-6000 MDL	140	92,1%	7,9%	100%
	Above 6000 MDL	206	95,6%	4,4%	100%
	DK/NR	370	83,8%	16,2%	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, 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	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)	35	20,6%	79,4%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	633	50,2%	49,8%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	712	61,9%	38,1%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	496	64,4%	35,6%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	550	76,8%	23,2%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	598	89,5%	10,5%	100%
Residential area:	Urban	724	70,8%	29,2%	100%
	Rural	1.758	59,4%	40,6%	100%
	Chişinău	542	87,4%	12,6%	100%
Region	North	908	62,1%	37,9%	100%
	Centre	1.508	73,3%	26,7%	100%
	South	608	60,3%	39,7%	100%
Language spoken at home:	Moldovan/ Romanian	2.251	65,0%	35,0%	100%
	Russian	522	75,9%	24,1%	100%
	Both, at the same level	128	86,6%	13,4%	100%
	Other	123	61,2%	38,8%	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		2.046	1,1	1,0	4,0
Age groups:	16-25 years	605	1,1	1,0	3,0
	26-35 years	502	1,1	1,0	4,0
	36-45 years	365	1,1	1,0	4,0
	46-55 years	332	1,1	1,0	4,0
	56-65 years	194	1,1	1,0	3,0
	66-74 years	49	1,1	1,0	3,0
Sex	Male	1.015	1,1	1,0	4,0
	Female	1.031	1,1	1,0	4,0
Households with/whithout children under 18:	Without children	952	1,1	1,0	4,0
	One child	594	1,1	1,0	4,0
	Two children	399	1,1	1,0	3,0
	Three children or more	101	1,1	1,0	3,0
Occupation	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	15	1,7	1,0	4,0
	Highly qualified professionals	264	1,2	1,0	4,0
	Average qualified professionals	218	1,1	1,0	3,0
	Administrative staff/clerks	28	1,1	1,0	4,0
	Service and shop and market sales workers, housing and communal services	77	1,0	1,0	2,0
	Skilled agricultural, forestry, hunting and fishery workers	42	1,0	1,0	1,0
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	84	1,1	1,0	3,0
	Plant and machine operators and assemblers	38	1,0	1,0	1,0
	Unqualified workers	138	1,1	1,0	2,0
	Pupils/ students	247	1,1	1,0	3,0
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	164	1,1	1,0	4,0
	Not employed, looking for a job	215	1,1	1,0	3,0
	Housekeeping services workers	347	1,1	1,0	3,0
	Pensioner	138	1,0	1,0	3,0
	Migrant	33	1,1	1,0	2,0
Monthly family income:	Below 1000 MDL	194	1,0	1,0	3,0
	1001-2000 MDL	297	1,0	1,0	2,0
	2001-3000 MDL	342	1,0	1,0	3,0
	3001-4000 MDL	253	1,0	1,0	2,0
	4001-5000 MDL	189	1,1	1,0	3,0

		Q1.1. If yes, pls indicate how many?			
		Number of cases	Average	Minimum	Maximum
	5001-6000 MDL	148	1,2	1,0	3,0
	Above 6000 MDL	232	1,2	1,0	4,0
	DK/NR	391	1,1	1,0	4,0
Welfare	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 apartments, villas and many others.	15	1,0	1	1
	It is difficult to answer.	58	1,1	1	5
Education level:	Primary education or without primary education (from 1st to 4th form)	5	1,0	1,0	1,0
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	317	1,0	1,0	3,0
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	455	1,1	1,0	4,0
	Secondary vocational education (qualified vocational training, including qualification courses)	329	1,1	1,0	2,0
	Post-secondary non-tertiary (colleges, including vocational schools)	397	1,1	1,0	4,0
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	543	1,2	1,0	4,0
Residential area:	Urban	501	1,1	1,0	4,0
	Rural	1.025	1,1	1,0	4,0
	Chisinau	520	1,2	1,0	4,0
Region	North	557	1,1	1,0	4,0
	Centre	1.150	1,1	1,0	4,0
	South	340	1,1	1,0	4,0
Language spoken at home	Moldovan/ Romanian	1.497	1,1	1,0	4,0
	Russian	373	1,1	1,0	4,0
	Both, at the same level	111	1,1	1,0	2,0
	Other	65	1,0	1,0	2,0

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

		Number of cases	Reasons								Total
			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	It's broken	I have a phone/tablet	Other	
Total		1.211	20,5%	17,0%	57,7%	2,0%	0,9%	1,1%	0,4%	0,4%	100%
Age groups:	16-25 years	153	13,4%	9,0%	67,3%	2,5%	2,5%	2,7%	1,2%	1,4%	100%
	26-35 years	159	19,4%	10,1%	61,0%	2,3%	1,8%	2,8%	1,8%	0,9%	100%
	36-45 years	184	14,6%	18,5%	62,6%	1,1%	0,7%	1,8%		0,7%	100%
	46-55 years	269	17,0%	20,4%	59,9%	2,0%	0,4%		0,3%		100%
	56-65 years	303	27,0%	17,6%	51,8%	2,7%	0,6%	0,2%			100%
	66-74 years	144	29,8%	23,1%	45,8%	0,6%		0,3%		0,3%	100%
Sex	Male	547	24,8%	16,0%	53,0%	2,2%	1,4%	1,2%	0,6%	0,9%	100%
	Female	664	17,0%	17,8%	61,6%	1,8%	0,5%	0,9%	0,3%	0,1%	100%
Households with/whithout children under 18:	Without children	842	22,8%	19,3%	53,3%	2,6%	0,8%	0,7%	0,2%	0,4%	100%
	One child	152	17,1%	11,8%	61,8%	0,4%	2,7%	3,9%	1,4%	0,9%	100%
	Two children	143	14,9%	13,1%	69,1%	1,0%		0,7%	1,3%		100%
	Three children or more	75	13,0%	8,8%	77,3%	0,9%					100%
Occupation	Highly qualified professionals	14	14,1%	16,2%	55,7%		14,1%				100%
	Average qualified professionals	55	24,2%	15,9%	54,8%		3,3%	1,8%			100%
	Administrative staff/clerks	2	52,5%		47,5%						100%
	Service and shop and market sales workers, housing and communal services	32	23,2%	18,7%	50,5%			7,6%			100%

	Number of cases	Reasons								
		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	It's broken	I have a phone/tablet	Other	Total
Skilled agricultural, forestry, hunting and fishery workers	37	24,0%	18,2%	5	7,8%					100%
Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	32	19,5%	10,2%	56,3%	3,3%	4,3%	6,4%			100%
Plant and machine operators and assemblers	27	13,6%	26,9%	59,5%						100%
Unqualified workers	156	18,5%	13,8%	59,8%	2,8%		0,7%	2,2%	2,2%	100%
Pupils/ students	25	15,5%		68,0%		8,3%	8,3%			100%
Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	133	15,8%	20,7%	57,8%	2,4%	1,4%	0,9%		0,9%	100%
Not employed, looking for a job	183	20,3%	15,6%	62,5%	1,7%					100%
Housekeeping services workers	177	14,1%	13,1%	68,4%	1,2%	1,0%	1,1%	1,0%		100%
Pensioner	325	26,7%	20,5%	50,3%	2,0%		0,3%		0,1%	100%

		Number of cases	Reasons								Total
			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	It's broken	I have a phone/tablet	Other	
	Migrant	12	25,1%	27,8%	38,4%	8,7%					100%
Monthly family income:	Below 1000 MDL	344	19,5%	16,7%	60,4%	2,6%	0,7%			0,1%	100%
	1001-2000 MDL	429	23,1%	18,0%	56,7%	1,2%	0,7%	0,1%		0,3%	100%
	2001-3000 MDL	199	18,3%	12,4%	64,9%	1,2%		3,2%			100%
	3001-4000 MDL	78	18,2%	17,3%	53,1%			4,6%	2,3%	4,5%	100%
	4001-5000 MDL	44	21,2%	23,6%	42,4%		8,1%		4,7%		100%
	5001-6000 MDL	16	21,2%	16,1%	53,7%	2,8%		6,3%			100%
	Above 6000 MDL	11	11,1%	10,9%	78,0%						100%
	DK/NR	90	2	20,2%	46,2%	8,2%	2,3%	1,5%	1,5%		100%
Welfare	We do not have enough funds even for our basic needs.	28	27,7%	21,0%	44,2%	7,2%					100%
	We only have enough funds to buy food, but we can hardly buy clothes.	373	18,5%	16,1%	61,8%	1,6%	0,7%	0,8%		0,5%	100%
	We only have enough funds to buy food and clothes, while purchase of durable goods (TV set, refrigerator) is problematic.	340	21,9%	16,0%	55,7%	2,5%	0,9%	0,8%	1,1%	1,0%	100%
	We can afford purchasing durable goods but we can not	241	20,2%	18,5%	58,9%	1,5%		0,8%			100%

	Number of cases	Reasons									Total
		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	It's broken	I have a phone/tablet	Other		
	buy expensive goods.										
	We can afford purchasing expensive goods, such as apartments, villas and many others.	150	18,3%	15,9%	57,7%	2,4%	2,7%	2,1%	0,9%		100%
	It is difficult to answer.	80	27,0%	20,8%	47,6%	0,6%	1,7%	2,3%			100%
Residential area:	Urban	252	21,0%	18,9%	54,9%	1,8%	1,5%	1,0%	0,8%		100%
	Rural	867	20,5%	16,5%	58,4%	2,2%	0,8%	0,6%	0,4%	0,6%	100%
	Chisinau	93	19,1%	16,4%	58,9%	0,5%		5,1%			100%
Region	North	434	19,5%	21,4%	53,7%	3,7%	1,1%	0,6%			100%
	Centre	507	22,1%	14,4%	56,9%	1,4%	1,2%	2,0%	1,0%	1,0%	100%
	South	270	19,3%	14,6%	65,7%	0,4%					100%
Language spoken at home	Moldovan/ Romanian	978	20,5%	15,6%	58,5%	2,2%	1,1%	1,3%	0,3%	0,5%	100%
	Russian	151	18,9%	23,3%	54,7%	1,1%	0,4%	0,3%	1,4%		100%
	Both, at the same level	22	25,7%	22,9%	51,4%						100%
	Other	60	23,5%	20,6%	54,1%	1,8%					100%

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

		Number of cases	Q1.3 Is your household connected to Internet?		Total
			Yes	No	
Total		3.024	67,8%	32,2%	100%
Age groups:	16-25 years	415	83,0%	17,0%	100%
	26-35 years	546	80,8%	19,2%	100%
	36-45 years	463	70,1%	29,9%	100%
	46-55 years	523	59,9%	40,1%	100%
	56-65 years	716	43,6%	56,4%	100%
	66-74 years	361	29,8%	70,2%	100%
Sex	Male	1.303	71,3%	28,7%	100%
	Female	1.721	64,7%	35,3%	100%
Households with/without children under 18:	Without children	1.806	59,1%	40,9%	100%
	One child	619	83,2%	16,8%	100%
	Two children	451	77,0%	23,0%	100%
	Three children or more	148	57,4%	42,6%	100%
Occupation	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	100,0%		100%
	Highly qualified professionals	258	95,9%	4,1%	100%
	Average qualified professionals	231	83,5%	16,5%	100%
	Administrative staff/clerks	25	92,9%	7,1%	100%
	Service and shop and market sales workers, housing and communal services	98	71,0%	29,0%	100%
	Skilled agricultural, forestry, hunting and fishery workers	63	57,3%	42,7%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	93	80,9%	19,1%	100%
	Plant and machine operators and assemblers	45	79,4%	20,6%	100%
	Unqualified workers	229	58,9%	41,1%	100%
	Pupils/ students	142	91,0%	9,0%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	258	57,8%	42,2%	100%
	Not employed, looking for a job	312	56,8%	43,2%	100%
	Housekeeping services workers	457	69,9%	30,1%	100%
	Pensioner	765	33,4%	66,6%	100%
	Migrant	34	77,4%	22,6%	100%
D7 Monthly family income:	Below 1000 MDL	529	39,4%	60,6%	100%
	1001-2000 MDL	760	46,2%	53,8%	100%

		Number of cases	Q1.3 Is your household connected to Internet?		Total
			Yes	No	
	2001-3000 MDL	518	68,9%	31,1%	100%
	3001-4000 MDL	298	80,3%	19,7%	100%
	4001-5000 MDL	203	85,9%	14,1%	100%
	5001-6000 MDL	140	92,2%	7,8%	100%
	Above 6000 MDL	206	97,0%	3,0%	100%
	DK/NR	370	83,6%	16,4%	100%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	35	12,7%	87,3%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	633	51,0%	49,0%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	712	63,8%	36,2%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	496	64,8%	35,2%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	550	75,4%	24,6%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	598	88,7%	11,3%	100%
Residential area	Urban	724	70,7%	29,3%	100%
	Rural	1.758	59,6%	40,4%	100%
	Chisinau	542	88,5%	11,5%	100%
D16 Region	North	908	61,5%	38,5%	100%
	Center	1.508	74,6%	25,4%	100%
	South	608	59,2%	40,8%	100%
Language spoken at home	Moldovan/ Romanian	2.251	65,6%	34,4%	100%
	Russian	522	76,5%	23,5%	100%
	Both, at the same level	128	84,2%	15,8%	100%
	Other	123	57,7%	42,3%	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 phone	DK/NR	Total
Total		1.835	9,6%	23,1%	42,9%	5,5%	12,3%	4,9%	1,8%	100%
Age groups:	16-25 years	343	12,7%	23,6%	37,2%	3,5%	15,7%	6,6%	0,6%	100%
	26-35 years	439	8,6%	26,1%	37,5%	6,0%	12,7%	8,2%	0,9%	100%
	36-45 years	324	10,5%	23,2%	47,4%	6,5%	10,0%	1,6%	0,9%	100%
	46-55 years	313	6,6%	19,7%	51,8%	6,8%	9,9%	2,6%	2,6%	100%
	56-65 years	309	5,9%	19,2%	51,7%	5,9%	8,5%	1,0%	7,9%	100%
	66-74 years	107	8,4%	22,6%	45,8%	6,6%	11,1%	0,9%	4,6%	100%
D2 Sex	Male	834	9,1%	27,0%	41,7%	6,3%	9,2%	5,7%	1,1%	100%
	Female	1.001	10,1%	19,2%	44,1%	4,7%	15,4%	4,0%	2,5%	100%
Households with/without children under 18:	Without children	905	9,9%	22,3%	41,7%	5,1%	13,9%	5,1%	2,0%	100%
	One child	500	9,5%	24,4%	42,6%	5,4%	12,5%	4,3%	1,2%	100%
	Two children	345	9,3%	24,7%	43,4%	6,1%	9,3%	4,9%	2,1%	100%
	Three children or more	85	8,7%	16,6%	53,6%	7,6%	6,6%	5,3%	1,7%	100%
Occupation:	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	6,6%	31,8%	50,5%		11,0%			100%
	Highly qualified professionals	245	8,8%	31,7%	38,3%	2,0%	16,3%	2,5%	0,4%	100%
	Average qualified professionals	189	6,6%	26,3%	42,0%	9,5%	12,1%	2,5%	1,2%	100%
	Administrative staff/clerks	23	6,1%	31,6%	49,9%		12,5%			100%
	Service and shop and market sales workers, housing and communal services	68	10,6%	19,2%	46,9%	3,9%	14,3%	3,4%	1,7%	100%
	Skilled agricultural, forestry, hunting and fishery workers	34	22,5%	14,0%	49,2%	13,1%	1,2%			100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological	73	12,6%	29,6%	36,2%	2,4%	10,4%	6,9%	2,0%	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 phone	DK/NR	Total
	prospecting									
	Plant and machine operators and assemblers	35	11,1%	16,3%	30,2%	1,5%	19,6%	16,7%	4,7%	100%
	Unqualified workers	127	7,4%	24,6%	36,6%	10,3%	7,3%	12,7%	1,2%	100%
	Pupils/ students	129	10,6%	27,9%	37,0%	1,6%	20,0%	2,5%	0,4%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	142	7,1%	17,7%	50,8%	5,9%	10,9%	5,6%	2,1%	100%
	Not employed, looking for a job	171	11,2%	15,4%	48,2%	9,6%	8,9%	4,8%	1,8%	100%
	Housekeeping services workers	311	10,4%	20,7%	44,9%	5,0%	10,1%	6,8%	2,0%	100%
	Pensioner	249	6,2%	18,5%	50,9%	6,1%	9,6%	0,4%	8,3%	100%
	Migrant	25	23,2%	9,5%	43,7%	4,2%	11,0%	8,4%		100%
Monthly family income:	Below 1000 MDL	183	8,6%	8,5%	55,1%	10,8%	7,4%	5,4%	4,1%	100%
	1001-2000 MDL	302	12,4%	13,1%	52,3%	5,8%	6,5%	8,7%	1,3%	100%
	2001-3000 MDL	322	12,0%	16,4%	49,6%	6,1%	8,8%	5,8%	1,3%	100%
	3001-4000 MDL	231	9,1%	23,1%	40,8%	5,7%	14,7%	5,2%	1,3%	100%
	4001-5000 MDL	172	14,1%	23,2%	38,7%	6,1%	11,6%	4,1%	2,2%	100%
	5001-6000 MDL	126	7,7%	31,6%	37,6%	4,5%	13,4%	3,0%	2,2%	100%
	Above 6000 MDL	198	8,8%	34,0%	35,7%	2,0%	15,9%	2,9%	0,7%	100%
	NK/NR	301	5,2%	33,7%	33,9%	4,2%	18,1%	2,8%	2,1%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	4			100,0%					100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	257	11,6%	11,3%	46,2%	6,5%	13,5%	7,6%	3,5%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	394	10,2%	22,9%	39,9%	5,9%	11,6%	6,7%	2,6%	100%
	Secondary vocational education (qualified vocational training, including qualification	292	10,4%	19,6%	47,4%	6,7%	6,2%	7,7%	2,0%	100%

		Number of cases	Please, indicate the main type of Internet connection your household has access to							Total
			3G	Optical fiber	ADSL	Dial Up	Wi-Fi	Mobile phone	DK/NR	
	courses)									
	Post-secondary non-tertiary (colleges, including vocational schools)	382	9,2%	20,8%	45,7%	7,4%	14,0%	1,9%	1,0%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	506	7,8%	34,4%	38,4%	2,4%	14,7%	2,0%	0,4%	100%
Residential area:	Urban	465	6,0%	31,2%	42,9%	2,5%	12,4%	4,1%	0,9%	100%
	Rural	923	12,9%	10,7%	54,9%	8,4%	5,2%	5,9%	2,0%	100%
	Chişinău	447	6,6%	39,7%	19,4%	2,6%	25,9%	3,5%	2,2%	100%
Region	North	492	10,1%	14,2%	49,8%	8,3%	11,5%	4,6%	1,6%	100%
	Centre	1.022	8,7%	32,3%	30,3%	5,5%	15,9%	5,3%	2,1%	100%
	South	321	12,1%	5,5%	75,7%	1,0%	0,8%	3,8%	1,2%	100%
Language spoken at home:	Moldovan/ Romanian	1.308	11,1%	20,3%	43,4%	6,6%	10,8%	5,9%	1,8%	100%
	Russian	361	7,1%	27,0%	40,4%	3,4%	18,5%	2,3%	1,2%	100%
	Both, at the same level	100	1,6%	51,6%	25,3%	0,4%	17,4%	1,2%	2,6%	100%
	Other	66	1,7%	19,1%	75,4%				3,8%	100%

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

		Number of cases	Reasons								Total
			Do not have a computer	Do not have a mobile phone that can be connected to Internet	No possibility to get connected to Internet	Internet is too expensive for us	Speed of Internet available is too low	I am supposed to be connected in the near future	Other	DK/NR	
Total		1.165	58,6%	6,7%	7,1%	22,8%	0,8%	0,7%	2,1%	1,2%	100%
Age groups:	16-25 years	147	47,2%	5,1%	15,5%	24,8%	1,9%	1,4%	2,6%	1,4%	100%
	26-35 years	150	51,2%	7,8%	8,4%	23,4%	2,3%	2,4%	3,2%	1,3%	100%
	36-45 years	186	57,2%	4,9%	7,4%	25,6%	0,6%	0,7%	3,0%	0,7%	100%
	46-55 years	259	60,8%	7,3%	5,3%	23,4%	0,4%		1,5%	1,3%	100%
	56-65 years	292	63,0%	8,5%	4,4%	20,6%	0,2%	0,2%	1,8%	1,2%	100%
Sex	66-74 years	131	67,4%	5,0%	5,0%	20,1%	0,3%		0,7%	1,4%	100%
	Male	495	57,9%	6,3%	6,7%	23,1%	0,4%	1,3%	2,7%	1,6%	100%
Female	Female	669	59,1%	7,0%	7,4%	22,7%	1,1%	0,2%	1,6%	0,9%	100%
	Households with/without children under 18:	Without children	786	61,1%	6,7%	7,2%	20,6%	0,7%	0,5%	2,2%	1,0%
One child	One child	141	58,8%	5,3%	2,7%	26,8%	1,3%	1,0%	3,4%	0,8%	100%
	Two children	154	50,5%	8,3%	9,8%	26,7%	0,7%	0,7%	1,2%	2,2%	100%
	Three children or more	83	49,5%	6,4%	8,3%	30,0%	1,2%	1,5%	1,2%	1,9%	100%
Occupation:	Highly qualified professionals	13	37,0%	12,6%	16,1%	34,3%					100%
	Average qualified professionals	49	57,5%	5,7%	4,4%	28,4%		2,6%	1,4%		100%
	Administrative staff/clerks	2				100,0%					100%
	Service and shop and market sales workers, housing and	33	64,8%	3,1%	8,8%	20,2%				3,1%	100%

	Number of cases	Reasons								
		Do not have a computer	Do not have a mobile phone that can be connected to Internet	No possibility to get connected to Internet	Internet is too expensive for us	Speed of Internet available is too low	I am supposed to be connected in the near future	Other	DK/NR	Total
communal services										
Skilled agricultural, forestry, hunting and fishery workers	35	59,9%		6,8%	18,1%	3,2%	2,0%	3,6%	6,3%	100%
Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	25	55,6%	15,7%		12,6%	5,6%		10,6%		100%
Plant and machine operators and assemblers	15	57,3%	23,8%		11,8%			7,0%		100%
Unqualified workers	122	53,3%	3,9%	4,4%	33,0%	0,8%	1,7%	3,0%		100%
Pupils/ students	29	46,4%	12,7%	20,0%	13,6%			7,3%		100%
Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	136	53,9%	5,3%	13,0%	25,5%		1,9%	0,5%		100%
Not employed, looking for a job	196	62,5%	6,6%	8,2%	19,4%	0,9%		0,5%	1,9%	100%
Housekeeping services workers	190	54,3%	6,9%	6,0%	27,2%	1,6%	0,5%	2,7%	0,8%	100%
Pensioner	311	65,1%	7,6%	5,2%	19,2%	0,3%		1,2%	1,3%	100%

		Number of cases	Reasons								Total
			Do not have a computer	Do not have a mobile phone that can be connected to Internet	No possibility to get connected to Internet	Internet is too expensive for us	Speed of Internet available is too low	I am supposed to be connected in the near future	Other	DK/NR	
	Migrant	11	53,1%		9,6%				25,8%	11,6%	100%
Monthly family income:	Under 1000 MDL	357	62,6%	8,2%	6,7%	21,1%	0,8%		0,2%	0,5%	100%
	1001-2000 MDL	408	60,2%	7,7%	7,5%	20,1%	0,5%	0,6%	2,0%	1,6%	100%
	2001-3000 MDL	180	54,4%	4,3%	5,9%	32,1%	0,9%	0,4%	1,6%	0,4%	100%
	3001-4000 MDL	68	61,7%	1,5%	8,1%	16,2%	1,6%	3,0%	6,3%	1,6%	100%
	4001-5000 MDL	36	46,3%	3,1%	17,4%	28,3%			1,9%	3,1%	100%
	5001-6000 MDL	13	32,2%	8,0%		41,9%	8,0%	9,8%	0,0%		100%
	Above 6000 MDL	7	48,7%		14,0%	23,4%			14,0%		100%
	DK/NR	95	51,2%	7,2%	4,8%	23,7%	1,1%	1,5%	7,3%	3,3%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	29	59,9%	13,6%	6,7%	19,9%					100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	362	60,7%	6,9%	6,4%	22,3%	0,9%	0,3%	1,3%	1,3%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	321	57,1%	7,3%	5,7%	24,0%	0,4%	1,7%	2,6%	1,1%	100%
	Secondary vocational education (qualified vocational training,	222	57,0%	5,1%	10,1%	21,7%	1,0%		3,3%	1,9%	100%

		Number of cases	Reasons								Total
			Do not have a computer	Do not have a mobile phone that can be connected to Internet	No possibility to get connected to Internet	Internet is too expensive for us	Speed of Internet available is too low	I am supposed to be connected in the near future	Other	DK/NR	
	including qualification courses)										
	Post-secondary non-tertiary (colleges, including vocational schools)	155	59,8%	7,5%	6,9%	21,0%	1,7%		2,2%	1,0%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	75	56,1%	4,0%	8,2%	29,1%		1,6%	0,9%		100%
Residential area:	Urban	248	58,3%	10,7%	6,9%	19,4%	1,1%	0,9%	2,3%	0,4%	100%
	Rural	841	57,8%	5,7%	7,4%	24,2%	0,7%	0,6%	2,2%	1,4%	100%
	Chisinau	75	67,5%	5,4%	4,7%	18,9%	1,3%			2,1%	100%
Region:	North	426	60,4%	8,6%	6,2%	21,0%	0,8%		1,1%	1,8%	100%
	Centre	466	56,6%	7,1%	5,9%	23,3%	1,3%	1,6%	3,3%	0,9%	100%
	South	273	59,1%	3,2%	10,5%	24,8%			1,7%	0,8%	100%
Language spoken at home:	Moldovan/ Romanian	933	57,8%	6,4%	6,1%	24,5%	0,8%	0,8%	2,5%	1,1%	100%
	Russian	143	64,3%	10,1%	8,9%	14,9%	0,8%		0,7%	0,3%	100%
	Both, at the same level	23	61,5%	6,2%	1,9%	21,0%	2,5%			6,9%	100%
	Other	65	56,4%	3,4%	19,4%	17,6%				3,2%	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?		
			Yes	No	Total
Total		3.024	68,1%	31,9%	100%
Age groups:	16-25 years	415	90,9%	9,1%	100%
	26-35 years	546	86,3%	13,7%	100%
	36-45 years	463	69,2%	30,8%	100%
	46-55 years	523	52,8%	47,2%	100%
	56-65 years	716	35,3%	64,7%	100%
	66-74 years	361	24,2%	75,8%	100%
Sex	Male	1.303	69,6%	30,4%	100%
	Female	1.721	66,6%	33,4%	100%
Households with/without children under 18:	Without children	1.806	59,8%	40,2%	100%
	One child	619	82,2%	17,8%	100%
	Two children	451	75,5%	24,5%	100%
	Three children or more	148	62,9%	37,1%	100%
Monthly family income:	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	100,0%		100%
	Highly qualified professionals	258	98,0%	2,0%	100%
	Average qualified professionals	231	82,9%	17,1%	100%
	Administrative staff/clerks	25	92,9%	7,1%	100%
	Service and shop and market sales workers, housing and communal services	98	72,3%	27,7%	100%
	Skilled agricultural and fishery workers	63	55,2%	44,8%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	93	82,9%	17,1%	100%
	Plant and machine operators and assemblers	45	76,8%	23,2%	100%
	Unqualified workers	229	57,0%	43,0%	100%
	Pupils/ students	142	98,2%	1,8%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	258	57,2%	42,8%	100%
	Not employed, looking for a job	312	59,1%	40,9%	100%
	Housekeeping services workers	457	72,0%	28,0%	100%
	Pensioner	765	25,3%	74,7%	100%
	Migrant	34	78,9%	21,1%	100%
Monthly family income:	Under 1000 MDL	529	40,9%	59,1%	100%
	1001-2000 MDL	760	48,2%	51,8%	100%

		Number of cases	Q1.6 Regardless of the venue, did you personally use a computer over the past 12 months?		
			Yes	No	Total
	2001-3000 MDL	518	67,2%	32,8%	100%
	3001-4000 MDL	298	76,1%	23,9%	100%
	4001-5000 MDL	203	87,8%	12,2%	100%
	5001-6000 MDL	140	93,6%	6,4%	100%
	Above 6000 MDL	206	93,2%	6,8%	100%
	DK/NR	370	86,4%	13,6%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	35	20,5%	79,5%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	633	52,2%	47,8%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	712	61,8%	38,2%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	496	65,2%	34,8%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	550	75,4%	24,6%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	598	90,3%	9,7%	100%
Residential area	Urban	724	71,1%	28,9%	100%
	Rural	1.758	59,9%	40,1%	100%
	Chisinau	542	88,2%	11,8%	100%
Region	North	908	62,9%	37,1%	100%
	Centre	1.508	74,3%	25,7%	100%
	South	608	58,8%	41,2%	100%
Language spoken at home	Moldovan/ Romanian	2.251	66,2%	33,8%	100%
	Russian	522	77,0%	23,0%	100%
	Both languages	128	81,3%	18,7%	100%
	Other	123	51,6%	48,4%	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?		
			Yes	No	Total
Total		3.024	69,2%	30,8%	100%
Age groups:	16-25 years	415	93,0%	7,0%	100%
	26-35 years	546	88,4%	11,6%	100%
	36-45 years	463	69,3%	30,7%	100%
	46-55 years	523	53,4%	46,6%	100%
	56-65 years	716	35,4%	64,6%	100%
	66-74 years	361	23,6%	76,4%	100%
Sex	Male	1.303	70,8%	29,2%	100%
	Female	1.721	67,7%	32,3%	100%
Households with/whithout children under 18:	Without children	1.806	60,4%	39,6%	100%
	One child	619	83,0%	17,0%	100%
	Two children	451	79,0%	21,0%	100%
	Three children or more	148	63,5%	36,5%	100%
Occupation:	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	100,0%		100%
	Highly qualified professionals	258	98,0%	2,0%	100%
	Average qualified professionals	231	82,2%	17,8%	100%
	Administrative staff/clerks	25	92,9%	7,1%	100%
	Service and shop and market sales workers, housing and communal services	98	72,3%	27,7%	100%
	Skilled agricultural, forestry, hunting and fishery workers	63	54,3%	45,7%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	93	84,2%	15,8%	100%
	Plant and machine operators and assemblers	45	78,8%	21,2%	100%
	Unqualified workers	229	59,8%	40,2%	100%
	Pupils/ students	142	98,3%	1,7%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	258	58,3%	41,7%	100%
	Not employed, looking for a job	312	59,9%	40,1%	100%
	Housekeeping services workers	457	75,2%	24,8%	100%
	Pensioner	765	25,9%	74,1%	100%
	Migrant	34	82,1%	17,9%	100%
Monthly family income:	Below 1000 MDL	529	41,4%	58,6%	100%
	1001-2000 MDL	760	50,2%	49,8%	100%

		Number of cases	Q1.7 Regardless of the venue, did you personally use the Internet over the past 12 months?		
			Yes	No	Total
	2001-3000 MDL	518	68,1%	31,9%	100%
	3001-4000 MDL	298	77,4%	22,6%	100%
	4001-5000 MDL	203	89,0%	11,0%	100%
	5001-6000 MDL	140	93,2%	6,8%	100%
	Above 6000 MDL	206	94,3%	5,7%	100%
	DK/NR	370	87,2%	12,8%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	35	20,5%	79,5%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	633	54,0%	46,0%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	712	63,0%	37,0%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	496	67,6%	32,4%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	550	75,7%	24,3%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	598	90,2%	9,8%	100%
Residential area:	Urban	724	72,4%	27,6%	100%
	Rural	1.758	61,4%	38,6%	100%
	Chişinău	542	87,9%	12,1%	100%
Region:	North	908	64,2%	35,8%	100%
	Centre	1.508	75,4%	24,6%	100%
	South	608	59,6%	40,4%	100%
Language spoken at home	Moldovan/Romanian	2.251	67,4%	32,6%	100%
	Russian	522	78,1%	21,9%	100%
	Both, at the same level	128	78,8%	21,2%	100%
	Other	123	55,0%	45,0%	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-Ffi connection, 3G modem etc)	
Total		1.801	89,7%	26,8%	10,9%	19,8%	4,1%	6,1%	38,2%	25,0%	100%
Age groups:	16-25 years	386	88,1%	39,7%	27,7%	14,7%	8,3%	11,6%	57,7%	37,5%	100%
	26-35 years	481	89,7%	25,5%	3,8%	24,1%	3,2%	5,4%	41,7%	25,8%	100%
	36-45 years	320	93,4%	20,0%	2,1%	22,5%	0,6%	3,3%	27,6%	17,8%	100%
	46-55 years	277	91,0%	13,2%	1,9%	22,5%	2,3%	1,3%	17,0%	12,4%	100%
	56-65 years	252	85,6%	17,0%	1,7%	18,4%	0,8%	1,2%	9,2%	9,8%	100%
	66-74 years	85	88,4%	16,3%		5,9%			3,5%	5,8%	100%
Sex	Male	793	90,9%	25,8%	11,4%	21,9%	3,9%	7,5%	39,9%	25,7%	100%
	Female	1.008	88,5%	27,8%	10,5%	17,6%	4,3%	4,8%	36,5%	24,3%	100%
Households with/without children under 18:	Without children	895	88,3%	27,3%	11,4%	22,6%	4,7%	7,8%	37,1%	24,7%	100%
	One child	479	94,1%	24,3%	11,5%	18,7%	2,8%	4,6%	40,5%	28,9%	100%
	Two children	338	89,0%	29,0%	9,7%	16,8%	4,0%	4,8%	40,1%	22,8%	100%
	Three children or more	89	80,4%	27,6%	8,8%	11,3%	6,5%	4,9%	27,7%	13,8%	100%
Occupation:	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	100,0%	15,5%	11,8%	50,1%	11,8%	6,6%	46,8%	49,2%	100%
	Highly qualified professionals	251	97,0%	27,4%	8,8%	65,4%	6,7%	9,6%	45,4%	31,5%	100%
	Average qualified professionals	183	93,6%	20,4%	3,3%	38,3%	1,2%	5,0%	41,1%	24,7%	100%
	Administrative staff/clerks	23	100,0%	24,0%	7,5%	55,6%	12,5%	12,5%	37,2%	38,0%	100%
	Service and shop and market sales workers, housing and communal services	68	90,6%	10,6%	2,2%	15,6%	1,3%	3,2%	27,4%	8,9%	100%
	Skilled agricultural, forestry, hunting and fishery workers	32	89,1%	30,3%	4,6%	8,5%	8,5%	2,7%	22,7%	14,9%	100%
	Craft and related trades workers, in construction, transportation,	75	91,8%	29,2%	3,4%	21,6%	2,3%	8,0%	34,2%	17,3%	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)		
tellecommunications, geology and geological prospecting											
Plant and machine operators and assemblers	33	92,8%	25,3%	18,1%	20,1%		4,7%	36,0%	21,2%	100%	
Unqualified workers	125	83,1%	23,3%	0,8%	11,9%	0,8%	1,5%	37,5%	23,6%	100%	
Pupils/ students	139	92,2%	46,1%	56,0%	6,3%	14,2%	14,2%	67,6%	50,6%	100%	
Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	138	87,8%	24,2%	2,0%	6,7%	0,7%	2,7%	32,5%	18,1%	100%	
Not employed, looking for a job	169	81,9%	26,2%	5,4%	8,0%	3,8%	7,2%	29,0%	19,4%	100%	
Housekeeping services workers	330	87,2%	24,8%	2,8%	4,6%	1,3%	3,2%	32,5%	18,8%	100%	
Pensioner	194	86,4%	15,8%		2,9%		0,6%	4,2%	6,2%	100%	
Migrant	27	90,3%	30,5%	8,8%	10,8%		4,0%	33,4%	21,8%	100%	
Monthly family income:	Below 1000 MDL	173	79,9%	27,3%	1,5%	4,5%	3,0%	2,9%	17,2%	15,4%	100%
	1001-2000 MDL	310	82,6%	18,7%	4,6%	6,6%	1,0%	2,7%	28,0%	14,7%	100%
	2001-3000 MDL	313	90,4%	23,7%	8,9%	14,7%	3,9%	3,2%	27,8%	17,8%	100%
	3001-4000 MDL	214	92,0%	21,1%	8,7%	19,3%	2,1%	4,8%	36,8%	18,9%	100%
	4001-5000 MDL	173	89,6%	29,7%	13,9%	25,5%	5,6%	6,9%	51,4%	32,9%	100%
	5001-6000 MDL	126	95,7%	25,5%	8,3%	28,8%	6,1%	9,9%	49,1%	32,7%	100%
	Above 6000 MDL	189	97,1%	35,2%	17,4%	46,1%	5,7%	8,2%	57,6%	37,6%	100%
	DK/NR	303	91,5%	33,2%	19,5%	20,9%	6,0%	10,8%	44,3%	33,5%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	5	53,1%	73,0%		26,1%	26,1%	26,1%	26,1%	26,1%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	254	85,1%	29,5%	12,5%	4,4%	2,1%	4,9%	33,0%	17,3%	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)	
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	368	88,7%	27,7%	17,3%	9,4%	6,3%	7,7%	40,6%	26,9%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	291	85,4%	25,4%	4,9%	8,3%	1,5%	2,9%	33,0%	21,7%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	375	90,8%	21,5%	8,3%	22,0%	2,5%	3,6%	34,6%	21,6%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	508	95,7%	28,5%	10,4%	43,7%	6,0%	9,2%	45,3%	32,6%	100%
Residential area:	Urban	456	90,7%	27,9%	12,1%	20,0%	5,3%	7,1%	38,8%	28,6%	100%
	Rural	913	85,9%	24,8%	6,6%	13,4%	2,2%	2,7%	30,4%	17,8%	100%
	Chisinau	432	96,4%	29,7%	18,6%	32,4%	6,7%	12,1%	53,3%	35,9%	100%
Region:	North	496	87,7%	35,5%	13,1%	16,3%	4,3%	6,8%	33,1%	22,5%	100%
	Centre	1.002	91,4%	25,9%	11,4%	23,2%	5,0%	7,3%	45,6%	30,0%	100%
	South	303	87,1%	14,9%	5,6%	13,7%	0,6%	0,9%	20,5%	11,5%	100%
Language spoken at home:	Moldovan/ Romanian	1.297	88,9%	27,5%	10,8%	19,1%	4,6%	6,4%	38,6%	23,6%	100%
	Russian	361	93,1%	25,2%	12,1%	22,4%	3,3%	5,5%	40,0%	32,2%	100%
	Both, at the same level	89	95,6%	24,0%	14,4%	27,1%	1,8%	7,0%	34,9%	22,0%	100%
	Other	54	77,7%	23,7%	1,8%	7,7%		1,9%	20,2%	19,2%	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
Total		1,801	76,3%	16,8%	6,8%	0,1%	100%
Age groups:	16-25 years	386	87,9%	7,7%	4,2%	0,3%	100%
	26-35 years	481	80,9%	14,1%	5,0%		100%
	36-45 years	320	68,7%	24,2%	7,1%		100%
	46-55 years	277	62,6%	27,2%	10,2%		100%
	56-65 years	252	55,3%	28,6%	16,1%		100%
	66-74 years	85	56,6%	26,1%	17,4%		100%
D2 Sex	Male	793	77,6%	16,5%	5,9%		100%
	Female	1,008	75,1%	17,1%	7,7%	0,2%	100%
Households with/without children under 18:	Without children	895	75,1%	16,6%	8,3%		100%
	One child	479	81,6%	14,1%	4,3%		100%
	Two children	338	75,0%	19,2%	5,7%		100%
	Three children or more	89	62,4%	24,2%	11,7%	1,7%	100%
Occupation	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	89,0%	11,0%			100%
	Highly qualified professionals	251	86,7%	11,2%	2,2%		100%
	Average qualified professionals	183	77,7%	18,6%	3,7%		100%
	Administrative staff/clerks	23	87,4%	12,6%			100%
	Service and shop and market sales workers, housing and communal services	68	64,6%	28,5%	6,9%		100%
	Skilled agricultural, forestry, hunting and fishery workers	32	58,4%	27,6%	14,0%		100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and	75	71,9%	22,1%	6,0%		100%

		Number of cases	Q1.9 How often did you use Internet over the past 12 months, regardless of the venue?				
			At least once a day	At least once a week	Less than once a week	DK/NR	Total
	geological prospecting						
	Plant and machine operators and assemblers	33	79,0%	13,8%	3,1%	4,1%	100%
	Unqualified workers	125	70,0%	22,3%	7,7%		100%
	Pupils/ students	139	94,0%	3,9%	2,1%		100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	138	69,9%	22,4%	7,7%		100%
	Not employed, looking for a job	169	76,0%	13,4%	10,6%		100%
	Housekeeping services workers	330	71,2%	18,7%	10,1%		100%
	Pensioner	194	53,0%	27,8%	19,2%		100%
	Migrant	27	72,6%	24,5%	2,9%		100%
Monthly family income:	Below 1000 MDL	173	62,4%	20,1%	17,5%		100%
	1001-2000 MDL	310	66,0%	22,4%	11,6%		100%
	2001-3000 MDL	313	74,3%	18,8%	6,9%		100%
	3001-4000 MDL	214	74,6%	18,5%	6,9%		100%
	4001-5000 MDL	173	80,0%	16,5%	3,4%		100%
	5001-6000 MDL	126	83,2%	16,4%	0,4%		100%
	Above 6000 MDL	189	85,6%	12,4%	2,0%		100%
	DK/NR	303	84,2%	10,7%	4,6%	0,4%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	5	53,1%	38,8%	8,1%		100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	254	73,1%	16,2%	10,7%		100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	368	76,0%	19,1%	5,0%		100%
	Secondary vocational education (qualified	291	67,6%	20,7%	11,2%	0,5%	100%

		Number of cases	Q1.9 How often did you use Internet over the past 12 months, regardless of the venue?				
			At least once a day	At least once a week	Less than once a week	DK/NR	Total
	vocational training, including qualification courses)						
	Post-secondary non-tertiary (colleges, including vocational schools)	375	72,7%	19,9%	7,5%		100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	508	87,0%	10,3%	2,7%		100%
Tertiary/Superior (universities, academies, institutes, including post-university studies)	Urban	456	75,8%	17,5%	6,3%	0,4%	100%
	Rural	913	70,4%	20,3%	9,3%		100%
	Chisinau	432	88,7%	8,8%	2,4%		100%
Residential area:	North	496	74,2%	17,2%	8,3%	0,3%	100%
	Centre	1,002	76,6%	17,4%	5,9%		100%
	South	303	78,9%	13,8%	7,3%		100%
Language spoken at home:	Moldovan/ Romanian	1,297	74,4%	17,9%	7,6%	0,1%	100%
	Russian	361	82,7%	12,0%	5,3%		100%
	Both, at the same level	89	81,7%	16,0%	2,3%		100%
	Other	54	76,9%	19,5%	3,6%		100%

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

		Number of cases	Q1.10 For how long do you usually browse the Internet upon accessing it?						Total
			1 hour or less	2-3 hours	4-5 hours	6-8 hours	Over 8 hours	DK/NR	
Total		1,801	32,5%	36,7%	17,1%	7,8%	5,5%	0,5%	100%
Age groups:	16-25 years	386	15,7%	39,2%	23,3%	12,9%	8,1%	0,8%	100%
	26-35 years	481	32,2%	38,4%	17,1%	6,5%	5,8%		100%
	36-45 years	320	38,7%	35,4%	15,8%	5,0%	4,5%	0,6%	100%
	46-55 years	277	50,1%	34,5%	9,3%	4,2%	1,9%		100%
	56-65 years	252	54,9%	28,8%	8,7%	4,5%	1,8%	1,2%	100%
	66-74 years	85	62,1%	26,1%	7,1%	2,3%	1,2%	1,1%	100%
Sex	Male	793	29,4%	38,8%	19,0%	7,9%	4,9%	0,1%	100%
	Female	1,008	35,5%	34,6%	15,3%	7,7%	6,0%	0,9%	100%
Households with/without children under 18:	Without children	895	33,5%	35,2%	16,5%	9,2%	5,1%	0,5%	100%
	One child	479	26,1%	39,8%	20,1%	7,9%	5,8%	0,4%	100%
	two children	338	37,0%	36,0%	15,3%	5,9%	5,6%	0,2%	100%
	Three children or more	89	42,4%	35,1%	12,8%	2,1%	6,0%	1,7%	100%
Occupation:	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	32,9%	35,0%	18,8%		13,3%		100%
	Highly qualified professionals	251	26,5%	33,7%	18,6%	11,1%	9,7%	0,4%	100%
	Average qualified professionals	183	28,8%	41,6%	17,6%	7,4%	4,6%		100%
	Administrative staff/clerks	23	7,3%	44,1%	38,7%	9,9%			100%
	Service and shop and market sales workers, housing and communal services	68	43,0%	39,0%	8,9%	6,3%	2,8%		100%
	Skilled agricultural, forestry, hunting and fishery workers	32	37,8%	35,8%	10,5%	3,8%	12,1%		100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	75	39,7%	30,4%	21,1%	6,4%	2,4%		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	
	Plant and machine operators and assemblers	33	25,9%	41,3%	18,5%	7,2%	3,1%	4,1%	100%
	Unqualified workers	125	39,9%	40,3%	11,1%	3,9%	3,6%	1,2%	100%
	Pupils/ students	139	9,4%	41,2%	28,7%	12,7%	7,9%		100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	138	46,4%	31,2%	15,9%	3,8%	2,6%		100%
	Not employed, looking for a job	169	35,9%	36,8%	13,6%	7,1%	6,6%		100%
	Housekeeping services workers	330	34,3%	36,2%	14,8%	8,8%	5,1%	0,7%	100%
	Pensioner	194	61,3%	26,3%	6,3%	2,7%	1,1%	2,3%	100%
	Migrant	27	38,6%	39,8%	15,7%	5,9%			100%
Monthly family income:	Below 1000 MDL	173	50,9%	28,1%	10,5%	5,9%	4,2%	0,4%	100%
	1001-2000 MDL	310	43,6%	36,2%	12,7%	4,7%	2,2%	0,5%	100%
	2001-3000 MDL	313	38,7%	37,4%	16,0%	2,9%	4,9%		100%
	3001-4000 MDL	214	29,4%	41,4%	16,3%	5,9%	6,4%	0,7%	100%
	4001-5000 MDL	173	31,8%	35,6%	17,2%	13,2%	2,2%		100%
	5001-6000 MDL	126	26,2%	38,7%	18,9%	6,6%	9,7%		100%
	Above 6000 MDL	189	20,2%	33,1%	22,8%	13,0%	10,9%		100%
	DK/NR	303	21,2%	39,5%	21,1%	11,5%	5,4%	1,4%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	5	16,2%	64,9%		18,9%			100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	254	36,3%	36,9%	13,5%	7,7%	5,2%	0,3%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	368	32,1%	37,7%	17,2%	7,0%	5,5%	0,4%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	291	37,7%	38,2%	13,9%	5,9%	2,6%	1,7%	100%
	Post-secondary non-tertiary (colleges, including	375	34,2%	36,8%	17,1%	7,3%	4,5%		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	
	vocational schools)								
	Tertiary/Superior (universities, academies, institutes, including post- university studies)	508	26,1%	34,3%	21,4%	10,0%	8,0%	0,2%	100%
Residential area:	Urban	456	31,9%	37,8%	14,9%	8,3%	6,4%	0,8%	100%
	Rural	913	35,4%	36,6%	15,8%	6,9%	4,8%	0,4%	100%
	Chisinau	432	27,2%	35,8%	21,8%	9,1%	5,9%	0,3%	100%
Region	North	496	32,6%	36,2%	16,5%	6,1%	8,0%	0,7%	100%
	Centre	1,002	30,8%	36,4%	18,0%	9,3%	5,1%	0,4%	100%
	South	303	38,3%	38,6%	15,0%	5,6%	2,3%	0,2%	100%
Language spoken at home:	Moldovan/ Romanian	1,297	32,8%	37,1%	17,4%	7,5%	4,6%	0,6%	100%
	Russia	361	29,8%	37,5%	17,0%	7,6%	8,1%		100%
	Both, at the same level	89	29,0%	33,0%	18,1%	8,9%	11,1%		100%
	Other	54	49,2%	27,4%	6,5%	16,8%			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	1-3 years	4-6 years	7-10 years	Over 10 years	DK/NR	
Total		1,801	5,2%	29,9%	37,9%	18,9%	7,3%	0,8%	100%
D1. Age groups:	16-25 years	386	4,3%	29,2%	42,2%	20,0%	3,8%	0,6%	100%
	26-35 years	481	4,4%	28,5%	36,7%	21,0%	8,1%	1,3%	100%
	36-45 years	320	6,7%	30,5%	33,5%	19,0%	10,0%	0,3%	100%
	46-55 years	277	4,4%	31,4%	38,5%	16,1%	9,1%	0,4%	100%
	56-65 years	252	8,7%	31,9%	34,9%	12,6%	10,3%	1,5%	100%
	66-74 years	85	10,4%	36,5%	27,2%	14,0%	10,8%	1,1%	100%
D2. Sex	Male	793	5,3%	28,6%	37,3%	19,3%	8,8%	0,6%	100%
	Female	1,008	5,1%	31,1%	38,5%	18,5%	5,9%	0,9%	100%
D3 Households with/without children under 18:	Without children	895	5,4%	27,9%	37,8%	19,2%	8,9%	0,8%	100%
	One child	479	4,5%	27,7%	40,8%	19,9%	6,7%	0,4%	100%
	Two children	338	4,9%	35,4%	36,7%	18,1%	4,9%		100%
	Three children or more	89	8,8%	38,6%	27,8%	14,1%	5,5%	5,2%	100%
D4 Occupation	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	7,0%	12,8%	22,8%	43,8%	13,6%		100%
	Highly qualified professionals	251	0,8%	10,9%	34,5%	31,7%	21,6%	0,6%	100%
	Average qualified professionals	183	2,6%	28,1%	38,9%	19,8%	9,6%	0,9%	100%
	Administrative staff/clerks	23		11,5%	49,9%	32,5%	6,1%		100%
	Service and shop and market sales workers, housing and communal services	68	2,2%	38,5%	36,2%	18,1%	5,0%		100%
	Skilled agricultural, forestry, hunting and fishery workers	32	5,9%	53,2%	33,6%	4,6%	2,8%		100%
	Craft and related trades workers, in construction, transportation,	75	8,7%	32,6%	31,9%	20,9%	5,9%		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	1-3 years	4-6 years	7-10 years	Over 10 years	DK/NR	
	tellecommunications, geology and geological prospecting								
	Plant and machine operators and assemblers	33		42,9%	34,1%	13,4%	5,6%	4,1%	100%
	Unqualified workers	125	10,9%	42,5%	26,5%	15,8%	3,7%	0,7%	100%
	Pupils/ students	139	1,6%	22,3%	53,7%	18,7%	3,8%		100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	138	5,8%	32,8%	42,1%	13,8%	4,5%	0,9%	100%
	Not employed, looking for a job	169	7,1%	34,4%	36,4%	16,8%	4,8%	0,6%	100%
	Housekeeping services workers	330	7,0%	34,8%	36,9%	15,9%	4,0%	1,4%	100%
	Pensioner	194	12,7%	36,3%	27,5%	13,5%	8,4%	1,6%	100%
	Migrant	27	7,5%	31,0%	46,6%	12,0%	2,9%		100%
D7 Monthly family income:	Below 1000 MDL	173	8,1%	46,8%	29,2%	9,8%	3,5%	2,6%	100%
	1001-2000 MDL	310	8,7%	45,2%	31,6%	10,1%	3,3%	1,2%	100%
	2001-3000 MDL	313	7,0%	36,4%	38,9%	13,7%	3,7%	0,3%	100%
	3001-4000 MDL	214	5,0%	32,8%	39,7%	17,4%	5,1%		100%
	4001-5000 MDL	173	3,6%	18,2%	45,8%	23,5%	8,4%	0,5%	100%
	5001-6000 MDL	126	1,4%	15,9%	43,2%	31,4%	8,1%		100%
	Above 6000 MDL	189	0,9%	11,3%	36,5%	31,1%	20,1%		100%
	DK/NR	303	4,2%	23,8%	40,2%	21,8%	8,8%	1,2%	100%
Education level:	Primary education or without primary education (from 1st to 4th form)	5	8,1%	18,9%	38,8%	34,2%			100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	254	10,1%	44,4%	34,9%	8,5%	0,6%	1,5%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	368	6,0%	33,3%	40,0%	17,1%	3,2%	0,4%	100%

		Number of cases	Q1.11 For how many years do you use Internet resources, regardless of where you access them from?						
			Less than one	1-3 years	4-6 years	7-10 years	Over 10 years	DK/NR	Total
	Secondary vocational education (qualified vocational training, including qualification courses)	291	5,1%	36,0%	39,3%	13,6%	4,3%	1,7%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	375	5,2%	30,4%	37,9%	19,7%	6,7%	0,3%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	508	1,5%	13,8%	37,2%	29,6%	17,5%	0,3%	100%
Residential area:	Urban	456	4,5%	24,1%	37,7%	23,7%	8,9%	1,1%	100%
	Rural	913	7,2%	39,1%	39,2%	10,5%	3,1%	0,9%	100%
	Chisinau	432	1,8%	16,8%	35,6%	31,2%	14,3%	0,2%	100%
Region	North	496	6,1%	37,2%	37,0%	12,3%	5,6%	1,8%	100%
	Centre	1,002	4,9%	25,8%	37,3%	22,8%	9,1%	0,2%	100%
	South	303	4,5%	31,7%	42,0%	16,6%	4,3%	0,9%	100%
Language spoken at home:	Moldovan/ Romanian	1,297	5,4%	32,6%	37,7%	17,0%	6,5%	0,7%	100%
	Russian	361	5,0%	20,2%	42,7%	21,8%	9,5%	0,9%	100%
	Both, at the same level	89	4,1%	19,7%	28,4%	34,4%	13,3%		100%
	Other	54	1,7%	37,8%	29,9%	23,1%	5,1%	2,4%	100%

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

		Number of cases	Getting general information about governmental institutions, public authorities, public entities overall	Requesting public services provided by governmental institutions, for e.g. ordering a passport, an ID, requesting a certificate	Sending the information to the government institutions, for e.g. filing a complaint, informing online the authorities on particular matters, participation in public consultations on	Getting informed about the goods and services rendered by private economic agents	Getting informed about health and medical services rendered by public medical institutions	Getting informed about health and medical services rendered by private medical institutions	Getting informed about cultural institutions and their activities (for e.g. the program of theaters, cinemas, museums, concert halls etc.)	Sending and/or receiving of messages via electronic mail (e-mail)
			1	2	3	4	5	6	7	8
Total		1,801	34,4%	7,3%	6,3%	25,6%	31,6%	28,0%	25,5%	51,2%
Age groups:	16-25 years	386	38,2%	5,8%	7,0%	26,9%	36,0%	31,9%	33,1%	63,6%
	26-35 years	481	39,6%	9,8%	7,1%	28,5%	32,5%	29,6%	27,2%	57,5%
	36-45 years	320	32,3%	8,9%	6,4%	25,3%	30,8%	27,2%	23,5%	42,1%
	46-55 years	277	26,4%	6,4%	4,7%	21,6%	28,4%	23,9%	15,3%	36,5%
	56-65 years	252	23,1%	5,1%	4,1%	20,0%	18,7%	16,2%	11,9%	27,5%
	66-74 years	85	15,4%		1,2%	13,1%	22,5%	17,7%	11,8%	22,4%
Sex	Male	793	36,2%	8,5%	7,8%	29,2%	29,7%	25,4%	24,9%	55,2%
	Female	1,008	32,8%	6,2%	4,9%	22,0%	33,4%	30,5%	26,1%	47,4%
Households with/without children under 18:	Without children	895	33,4%	7,3%	7,0%	25,7%	29,9%	27,5%	25,4%	50,9%
	One child	479	39,9%	8,0%	6,5%	28,9%	36,3%	31,1%	27,0%	58,1%
	Two children	338	32,1%	8,1%	5,1%	22,9%	32,1%	27,6%	25,6%	46,1%
	Three children or more	89	21,9%	1,2%	3,4%	15,2%	19,3%	16,5%	16,9%	34,6%
Occupation:	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	63,9%	13,6%	6,6%	73,9%	37,8%	37,8%	43,0%	71,1%
	Highly qualified professionals	251	67,3%	22,2%	16,7%	43,8%	45,3%	40,8%	43,1%	77,9%
	Average qualified	183	44,6%	8,0%	8,7%	34,2%	40,8%	36,2%	32,3%	62,0%

		Number of cases	Getting general information about governmental institutions, public authorities, public entities overall	Requesting public services provided by governmental institutions, for e.g. ordering a passport, an ID, requesting a certificate	Sending the information to the government institutions, for e.g. filing a complaint, informing online the authorities on particular matters, participation in public consultations on	Getting informed about the goods and services rendered by private economic agents	Getting informed about health and medical services rendered by public medical institutions	Getting informed about health and medical services rendered by private medical institutions	Getting informed about cultural institutions and their activities (for e.g. the program of theaters, cinemas, museums, concert halls etc.)	Sending and/or receiving of messages via electronic mail (e-mail)
			1	2	3	4	5	6	7	8
	professionals									
	Administrative staff/clerks	23	60,5%	16,1%	14,7%	32,5%	35,3%	31,7%	26,3%	76,9%
	Service and shop and market sales workers, housing and communal services	68	28,2%	5,9%	5,1%	24,1%	31,8%	27,1%	17,5%	38,6%
	Skilled agricultural and fishery workers	32	17,1%	5,5%		20,6%	25,5%	25,5%	12,6%	14,5%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	75	38,9%	4,0%	5,3%	24,7%	27,8%	25,9%	25,4%	48,7%
	Plant and machine operators and assemblers	33	18,8%	4,9%	10,3%	27,1%	24,5%	28,7%	29,0%	44,2%
	Unqualified workers	125	25,0%	3,9%	3,3%	16,8%	18,5%	15,2%	13,5%	35,4%
	Pupils/ students	139	50,7%	4,8%	8,3%	31,5%	39,8%	34,7%	46,9%	72,7%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	138	13,4%	2,4%	2,8%	11,3%	20,8%	16,9%	11,9%	40,9%
	Not employed, looking for a	169	19,8%	5,9%	3,9%	19,7%	21,0%	18,8%	13,9%	40,9%

		Number of cases	Getting general information about governmental institutions, public authorities, public entities overall	Requesting public services provided by governmental institutions, for e.g. ordering a passport, an ID, requesting a certificate	Sending the information to the government institutions, for e.g. filing a complaint, informing online the authorities on particular matters, participation in public consultations on	Getting informed about the goods and services rendered by private economic agents	Getting informed about health and medical services rendered by public medical institutions	Getting informed about health and medical services rendered by private medical institutions	Getting informed about cultural institutions and their activities (for e.g. the program of theaters, cinemas, museums, concert halls etc.)	Sending and/or receiving of messages via electronic mail (e-mail)
			1	2	3	4	5	6	7	8
	job									
	Housekeeping services workers	330	23,0%	5,1%	2,0%	18,2%	32,0%	28,6%	18,2%	39,5%
	Pensioner	194	15,0%	2,1%	1,6%	14,4%	19,2%	14,9%	10,6%	23,5%
	Migrant	27	10,3%			20,2%	31,2%	24,2%	12,2%	55,7%
Monthly family income:	Below 1000 MDL	173	11,1%	3,8%	2,8%	14,0%	20,5%	15,1%	15,7%	22,1%
	1001-2000 MDL	310	18,6%	4,1%	3,4%	16,4%	17,7%	16,1%	11,3%	30,2%
	2001-3000 MDL	313	27,5%	3,5%	3,2%	16,9%	21,9%	19,7%	15,0%	42,9%
	3001-4000 MDL	214	35,0%	4,9%	4,7%	24,8%	31,8%	25,6%	25,4%	51,5%
	4001-5000 MDL	173	42,3%	10,9%	9,0%	35,9%	41,2%	37,8%	29,2%	62,0%
	5001-6000 MDL	126	46,7%	11,1%	10,1%	37,0%	35,6%	34,5%	34,6%	59,6%
	Above 6000 MDL	189	59,7%	15,9%	12,2%	46,7%	52,2%	49,8%	52,2%	82,5%
	DK/NR	303	40,9%	8,2%	7,6%	24,9%	38,2%	32,5%	30,1%	62,4%
Education level:	Primary education or without primary education (from 1st to 4th form)	5	64,9%	26,1%		26,1%			26,1%	34,2%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	254	17,3%		2,1%	9,7%	21,8%	16,0%	19,4%	39,9%
	Upper secondary (from 10th to 12th grade, including former	368	30,9%	4,3%	3,8%	25,6%	29,4%	24,9%	25,8%	47,0%

		Number of cases	Getting general information about governmental institutions, public authorities, public entities overall	Requesting public services provided by governmental institutions, for e.g. ordering a passport, an ID, requesting a certificate	Sending the information to the government institutions, for e.g. filing a complaint, informing online the authorities on particular matters, participation in public consultations on	Getting informed about the goods and services rendered by private economic agents	Getting informed about health and medical services rendered by public medical institutions	Getting informed about health and medical services rendered by private medical institutions	Getting informed about cultural institutions and their activities (for e.g. the program of theaters, cinemas, museums, concert halls etc.)	Sending and/or receiving of messages via electronic mail (e-mail)
			1	2	3	4	5	6	7	8
	schools of 10 forms)									
	Secondary vocational education (qualified vocational training, including qualification courses)	291	19,0%	4,0%	3,8%	15,8%	21,5%	20,7%	11,6%	36,6%
	Post-secondary non-tertiary (colleges, including vocational schools)	375	33,4%	6,6%	5,9%	26,9%	32,8%	28,0%	20,9%	49,3%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	508	58,3%	16,8%	12,9%	40,6%	45,3%	42,9%	41,0%	72,6%
Residential area:	Urban	456	33,8%	7,6%	5,9%	23,3%	31,9%	28,8%	23,5%	54,6%
	Rural	913	26,4%	5,0%	4,3%	15,8%	21,9%	17,4%	14,6%	38,4%
	Chisinau	432	51,4%	11,8%	10,6%	47,6%	51,0%	48,6%	49,6%	73,9%
Region	North	496	30,1%	5,1%	5,0%	14,5%	24,0%	17,7%	19,1%	41,2%
	Centre	1,002	40,0%	9,4%	7,7%	34,4%	40,3%	38,2%	33,7%	58,2%
	South	303	22,3%	3,8%	3,6%	13,5%	14,1%	9,8%	7,4%	43,7%
Language spoken at home	Moldovan/ Romanian	1,297	34,2%	6,9%	6,1%	24,3%	31,7%	27,3%	24,8%	48,8%
	Russian	361	36,2%	7,4%	5,6%	29,2%	32,2%	31,1%	28,0%	61,6%
	Both, at the same level	89	45,2%	13,8%	14,1%	39,1%	39,7%	41,0%	40,3%	60,7%
	Other	54	10,2%	5,5%	3,1%	11,3%	11,8%	4,2%	2,4%	31,0%

(continuation of table 1.13.)

		Number of cases	Holding phone conversations via Internet/VoIP	Chatting via Skype, Messenger	Using social networks (Facebook, Odnoklassniki,	Posting (displaying, disseminating) information via	Purchasing or ordering goods or services from private	Carrying out e-banking transactions via Internet	Training and education activities	Viewing/or downloading digital content for purposes of	Downloading programmes (software)	Reading news, newspapers, on-line magazines
			9	10	11	12	13	14	15	16	17	18
Total		1,801	30,7%	92,3%	86,4%	30,4%	23,5%	14,5%	39,9%	70,8%	42,0%	63,5%
Age groups	16-25 years	386	40,0%	94,2%	96,2%	43,0%	27,4%	17,0%	49,4%	81,6%	61,1%	68,1%
	26-35 years	481	31,5%	91,6%	92,0%	31,0%	29,1%	19,2%	43,3%	74,8%	43,3%	67,0%
	36-45 years	320	26,2%	91,7%	82,4%	24,8%	22,9%	10,6%	35,0%	69,8%	30,1%	61,2%
	46-55 years	277	21,3%	91,9%	77,3%	16,2%	14,7%	9,5%	29,0%	57,1%	24,3%	56,9%
	56-65 years	252	17,9%	88,6%	57,8%	16,0%	6,3%	7,0%	20,9%	43,9%	19,3%	50,7%
	66-74 years	85	13,0%	91,8%	45,2%	9,4%	8,3%	3,6%	17,8%	33,3%	10,7%	49,7%
Sex	Male	793	34,7%	90,9%	86,2%	30,6%	26,1%	14,9%	37,8%	73,0%	46,5%	63,1%
	Female	1,008	26,8%	93,6%	86,7%	30,2%	21,0%	14,1%	41,8%	68,6%	37,7%	63,9%
Households with/without children under 18:	Without children	895	32,2%	91,7%	81,9%	30,1%	22,4%	16,7%	33,5%	67,7%	42,8%	61,9%
	One child	479	31,8%	94,5%	91,5%	34,0%	28,6%	15,8%	47,9%	77,1%	43,9%	70,7%
	Two children	338	26,8%	90,1%	89,7%	28,1%	18,7%	9,1%	44,3%	72,3%	40,5%	58,9%
	Three children or more	89	25,0%	93,8%	86,3%	21,7%	22,8%	8,2%	36,1%	58,3%	30,0%	54,9%
Occupation:	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	13,3%	92,0%	78,0%	49,1%	56,9%	37,0%	52,5%	54,0%	49,7%	70,2%
	Highly qualified professionals	251	45,0%	93,2%	85,4%	42,5%	42,0%	31,8%	58,0%	75,2%	58,7%	81,9%
	Average qualified professionals	183	36,0%	86,5%	82,6%	36,2%	24,8%	19,7%	45,5%	75,4%	50,1%	73,2%
	Administrative staff/clerks	23	28,5%	100,0%	100,0%	23,7%	42,5%	32,0%	47,4%	84,7%	51,5%	76,6%
	Service and shop and market sales workers, housing and communal services	68	24,1%	90,1%	86,0%	24,9%	25,2%	7,3%	24,9%	65,6%	35,6%	75,3%
	Skilled agricultural and fishery workers	32	7,3%	92,4%	79,1%	20,6%	9,9%	11,4%	21,0%	69,0%	33,4%	49,4%
	Craft and related trades workers, in construction, transportation,	75	41,9%	93,6%	86,3%	29,5%	17,7%	8,5%	28,5%	65,0%	36,3%	51,2%

		Number of cases	Holding phone conversations via Internet/VoIP	Chatting via Skype, Messenger	Using social networks (Facebook, Odnoklassniki, ...)	Posting (displaying, disseminating) information via	Purchasing or ordering goods or services from private	Carrying out e-banking transactions via Internet	Training and education activities	Viewing/or downloading digital content for purposes of	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	33	24,0%	72,7%	71,0%	18,2%	13,1%	7,2%	23,2%	69,3%	36,5%	46,0%
	Unqualified workers	125	23,0%	85,9%	90,3%	17,7%	8,9%	2,4%	29,1%	70,0%	31,4%	52,7%
	Pupils/ students	139	47,6%	96,5%	95,1%	51,1%	36,6%	20,6%	66,0%	89,2%	74,4%	75,3%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	138	20,9%	95,1%	87,6%	22,4%	11,2%	8,5%	21,4%	61,2%	28,5%	47,0%
	Not employed, looking for a job	169	25,3%	93,9%	91,1%	28,0%	19,0%	10,7%	28,2%	69,4%	27,7%	53,3%
	Housekeeping services workers	330	22,5%	93,8%	88,6%	22,8%	20,3%	10,3%	39,8%	69,7%	32,3%	62,6%
	Pensioner	194	14,5%	92,8%	53,8%	11,0%	5,8%	2,3%	16,1%	35,2%	12,0%	45,2%
	Migrant	27	34,6%	96,0%	90,9%	27,2%	15,3%	8,2%	30,7%	65,4%	38,9%	50,0%
Monthly family income:	Below 1000 MDL	173	18,2%	93,2%	84,4%	16,8%	12,1%	4,4%	22,9%	57,6%	22,0%	51,8%
	1001-2000 MDL	310	21,2%	92,4%	82,6%	20,2%	12,2%	6,6%	25,7%	60,5%	28,1%	49,3%
	2001-3000 MDL	313	23,0%	91,9%	84,5%	26,8%	13,0%	7,2%	30,1%	65,6%	34,4%	55,5%
	3001-4000 MDL	214	25,2%	89,3%	84,6%	32,8%	23,3%	13,9%	41,2%	74,5%	38,0%	64,2%
	4001-5000 MDL	173	38,6%	91,6%	88,7%	36,9%	30,9%	19,4%	50,7%	75,8%	47,5%	71,2%
	5001-6000 MDL	126	38,6%	95,8%	92,6%	34,2%	29,6%	13,6%	49,9%	75,8%	53,4%	72,5%
	Above 6000 MDL	189	52,0%	92,4%	92,1%	44,9%	43,7%	37,1%	54,0%	84,2%	62,5%	81,6%
	DK/NR	303	35,2%	92,9%	86,7%	33,7%	29,5%	17,3%	49,6%	75,5%	52,9%	69,1%
Education level:	Primary education or without primary education (from 1st to 4th form)	5		100,0%	91,9%		64,9%	26,1%		26,1%	26,1%	26,1%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	254	27,9%	93,1%	89,2%	21,3%	14,1%	5,2%	32,1%	64,3%	34,0%	47,5%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	368	31,8%	92,7%	86,9%	35,0%	22,7%	13,3%	37,7%	71,5%	46,2%	65,6%

		Number of cases	Holding phone conversations via Internet/VoIP	Chatting via Skype, Messenger	Using social networks (Facebook, Odnoklassniki, ...)	Posting (displaying, disseminating) information via ...	Purchasing or ordering goods or services from private ...	Carrying out e-banking transactions via Internet	Training and education activities	Viewing/or downloading digital content for purposes of ...	Downloading programmes (software)	Reading news, newspapers, on-line magazines
			9	10	11	12	13	14	15	16	17	18
	Secondary vocational education (qualified vocational training, including qualification courses)	291	17,7%	91,1%	86,0%	21,0%	12,6%	5,5%	27,8%	73,9%	29,0%	49,4%
	Post-secondary non-tertiary (colleges, including vocational schools)	375	29,9%	89,5%	82,4%	28,4%	19,2%	11,9%	35,7%	64,9%	36,8%	66,0%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	508	40,5%	94,0%	87,4%	39,8%	39,4%	28,9%	57,5%	77,0%	55,5%	79,0%
Residential area:	Urban	456	33,9%	94,0%	87,7%	30,4%	24,3%	17,9%	43,6%	71,2%	44,4%	67,7%
	Rural	913	23,0%	92,2%	86,5%	25,0%	13,9%	7,8%	32,1%	65,3%	33,5%	53,0%
	Chisinau	432	43,2%	90,9%	84,9%	41,3%	42,1%	24,9%	51,9%	81,6%	56,8%	80,6%
Region:	North	496	29,2%	92,3%	87,3%	29,8%	17,3%	11,5%	28,3%	65,4%	32,9%	57,6%
	Centre	1,002	35,5%	91,9%	85,2%	32,4%	29,0%	16,5%	43,8%	75,5%	47,7%	70,8%
	South	303	16,5%	93,6%	89,4%	24,3%	14,6%	12,5%	45,6%	63,5%	37,4%	47,6%
Language spoken at home	Moldovan/Romanian	1,297	30,8%	92,4%	86,3%	31,3%	21,9%	13,2%	38,8%	70,8%	41,5%	62,5%
	Russian	361	31,1%	93,5%	87,8%	28,6%	29,9%	19,5%	40,8%	70,2%	43,0%	68,9%
	Both, at the same level	89	41,4%	90,0%	83,3%	35,3%	30,6%	16,4%	51,3%	82,1%	50,1%	65,7%
	Other	54	7,7%	86,2%	85,9%	8,8%	10,2%	12,3%	40,7%	55,7%	34,7%	48,7%

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		1,801	16,4%	83,6%	100%
D1.1 Indicate the age groups that you are part of:	16-25 years	386	16,8%	83,2%	100%
	26-35 years	481	21,0%	79,0%	100%
	36-45 years	320	14,8%	85,2%	100%
	46-55 years	277	13,6%	86,4%	100%
	56-65 years	252	9,4%	90,6%	100%
	66-74 years	85	3,6%	96,4%	100%
D2 Sex	Male	793	19,5%	80,5%	100%
	Female	1,008	13,3%	86,7%	100%
Households with/without children under 18	Without children	895	16,4%	83,6%	100%
	1 child	479	18,5%	81,5%	100%
	2 children	338	16,0%	84,0%	100%
	3 children or more	89	5,7%	94,3%	100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	38,8%	61,2%	100%
	Highly qualified professionals	251	38,7%	61,3%	100%
	Average qualified professionals	183	23,0%	77,0%	100%
	Administrative staff/clerks	23	36,1%	63,9%	100%
	Service and shop and market sales workers, housing and communal services	68	20,3%	79,7%	100%
	Skilled agricultural, forestry, hunting and fishery workers	32	6,7%	93,3%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	75	20,7%	79,3%	100%
	Plant and machine operators and assemblers	33	5,9%	94,1%	100%
	Unqualified workers	125	4,9%	95,1%	100%
	Pupils/ students	139	25,1%	74,9%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	138	2,4%	97,6%	100%
	Not employed, looking for a job	169	6,7%	93,3%	100%
	Housekeeping services workers	330	8,8%	91,2%	100%
	Pensioner	194	4,8%	95,2%	100%
	Migrant	27	7,1%	92,9%	100%
D7 Monthly	Below 1000 MDL	173	4,8%	95,2%	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	
family income	1001-2000 MDL	310	4,5%	95,5%	100%
	2001-3000 MDL	313	10,0%	90,0%	100%
	3001-4000 MDL	214	14,0%	86,0%	100%
	4001-5000 MDL	173	23,5%	76,5%	100%
	5001-6000 MDL	126	28,9%	71,1%	100%
	Above 6000 MDL	189	36,3%	63,7%	100%
	DK/NR	303	18,8%	81,2%	100%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	5	26,1%	73,9%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	254	5,4%	94,6%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	368	12,0%	88,0%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	291	4,8%	95,2%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	375	15,4%	84,6%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	508	34,8%	65,2%	100%
Residential area:	Urban	456	16,9%	83,1%	100%
	Rural	913	10,9%	89,1%	100%
	Chisinau	432	26,9%	73,1%	100%
D16 Region	North	496	11,8%	88,2%	100%
	Centre	1,002	20,4%	79,6%	100%
	South	303	9,8%	90,2%	100%
Language spoken at home:	Moldovan/ Romanian	1,297	17,6%	82,4%	100%
	Russian	361	12,8%	87,2%	100%
	Both, at the same level	89	20,0%	80,0%	100%
	Other	54	1,0%	99,0%	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	DK/NR	
Total		270	18,0%	31,2%	16,2%	7,1%	26,5%	1,0%	100%
D1.1 Indicate the age groups that you are part of	16-25 years	64	18,2%	32,1%	15,3%	7,6%	26,8%		100%
	26-35 years	97	19,2%	30,5%	12,3%	10,5%	25,5%	2,0%	100%
	36-45 years	47	16,6%	21,8%	25,1%	2,3%	34,1%		100%
	46-55 years	36	14,1%	41,5%	19,3%	2,8%	19,5%	2,8%	100%
	56-65 years	23	23,1%	33,1%	13,6%	4,0%	26,3%		100%
	66-74 years	3		66,1%	33,9%				100%
D2 Sex	Male	148	15,6%	29,2%	18,9%	6,5%	29,1%	0,7%	100%
	Female	122	21,3%	34,1%	12,4%	7,9%	22,8%	1,5%	100%
Households with/without children under 18	Without children	128	18,6%	36,9%	12,6%	6,7%	24,3%	0,9%	100%
	1 child	86	14,3%	28,3%	20,3%	11,0%	25,1%	1,0%	100%
	2 children	51	20,3%	21,9%	19,4%	2,1%	34,7%	1,5%	100%
	3 children or more	5	42,9%	36,9%			20,2%		100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	6		29,3%			70,7%		100%
	Highly qualified professionals	90	10,7%	29,0%	18,0%	9,1%	31,0%	2,3%	100%
	Average qualified professionals	40	28,0%	25,1%	16,1%	2,3%	26,2%	2,3%	100%
	Administrative staff/clerks	8	31,9%	38,8%		12,3%	16,9%		100%
	Service and shop and market sales workers, housing and communal services	13	11,7%	46,1%	22,7%		19,5%		100%
	Skilled agricultural, forestry, hunting and fishery workers	2		100,0%					100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	14	28,2%	25,1%	19,5%	7,3%	20,0%		100%
	Plant and machine operators and assemblers	2		100,0%					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	DK/NR	
	Unqualified workers	6	30,1%	37,1%	14,3%		18,5%		100%
	Pupils/ students	35	14,3%	36,1%	19,9%	5,8%	24,0%		100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	3	72,2%		27,8%				100%
	Not employed, looking for a job	12	31,5%	13,8%	7,0%	9,6%	38,1%		100%
	Housekeeping services workers	28	21,2%	29,0%	12,2%	16,9%	20,7%		100%
	Pensioner	9		66,8%	23,7%		9,5%		100%
	Migrant	2					100,0%		100%
D7 Monthly family income	Below 1000 MDL	6	46,9%		10,9%	19,7%	22,5%		100%
	1001-2000 MDL	14	23,9%	22,0%	17,2%		36,9%		100%
	2001-3000 MDL	30	23,9%	35,4%	17,1%	8,8%	14,8%		100%
	3001-4000 MDL	28	17,0%	42,8%	13,1%	4,0%	17,1%	6,1%	100%
	4001-5000 MDL	38	5,7%	42,0%	19,8%	11,6%	20,9%		100%
	5001-6000 MDL	34	8,7%	32,6%	27,0%	5,6%	26,1%		100%
	Above 6000 MDL	66	18,4%	18,9%	13,8%	8,3%	40,6%		100%
DK/NR	54	23,4%	35,6%	12,0%	4,2%	23,0%	1,8%	100%	
D8 Education level:	Primary education or without primary education (from 1st to 4th form)	1		100,0%					100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	10	9,9%	36,5%	22,6%		31,0%		100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	37	15,4%	42,7%	18,9%	9,5%	13,5%		100%
	Secondary vocational education (qualified vocational training, including qualification courses)	14	32,9%	27,1%	6,5%		33,5%		100%
	Post-secondary non-tertiary (colleges, including vocational schools)	51	18,6%	31,4%	19,4%	4,2%	22,2%	4,2%	100%
	Tertiary/Superior (universities, academies,	157	18,1%	27,2%	14,7%	8,6%	30,8%	0,5%	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?						
			Once	1-3 times	4-7 times	8-10 times	Over 10 times	DK/NR	Total
	institutes, including post-university studies)								
Residential area	Urban	69	23,7%	27,6%	14,2%	6,6%	26,3%	1,6%	100%
	Rural	95	19,3%	28,8%	17,6%	7,6%	25,7%	0,9%	100%
	Chisinau	106	13,3%	35,5%	16,3%	6,9%	27,2%	0,8%	100%
D16 Region	North	53	21,6%	32,9%	11,2%	10,6%	21,8%	2,0%	100%
	Centre	188	18,1%	31,1%	17,4%	5,8%	26,7%	0,9%	100%
	South	29	9,5%	28,6%	18,2%	8,9%	34,8%		100%
Language spoken at home:	Moldovan/ Romanian	214	19,5%	29,9%	13,8%	6,3%	29,6%	0,9%	100%
	Russian	40	12,6%	39,5%	24,0%	6,5%	15,1%	2,3%	100%
	Both, at the same level	15	10,3%	27,3%	29,6%	18,9%	13,8%		100%
	Other	1		100,0%					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.actelocale.md/	http://ednc.gov.md/	http://www.lexiustice.md/
Total		270	10,1%	31,9%	24,1%	13,5%	46,5%
D1.1 Indicate the age groups that you are part of:	16-25 years	64	5,5%	31,8%	16,8%	15,9%	49,1%
	26-35 years	97	12,9%	27,5%	25,1%	14,6%	45,2%
	36-45 years	47	10,0%	41,5%	34,4%	13,0%	50,2%
	46-55 years	36	16,5%	27,7%	27,7%	5,5%	41,6%
	56-65 years	23	8,8%	40,0%	25,6%	8,0%	35,9%
	66-74 years	3		100,0%	33,9%	33,9%	32,2%
D2 Sex	Male	148	9,1%	35,8%	26,9%	14,6%	44,3%
	Female	122	11,7%	26,4%	20,1%	12,0%	49,6%
Households	Without children	128	12,1%	27,2%	24,3%	9,9%	43,3%

		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.lexjustice.md/
with/without children under 18:	1 child	86	8,8%	37,5%	22,8%	15,2%	51,1%
	2 children	51	8,7%	35,0%	26,4%	20,8%	48,7%
	3 children or more	5		20,2%	16,7%		20,2%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	6		52,0%	34,0%		52,7%
	Highly qualified professionals	90	16,8%	37,4%	30,2%	12,9%	56,2%
	Average qualified professionals	40	2,1%	32,9%	24,3%	20,2%	56,9%
	Administrative staff/clerks	8	10,2%	12,3%	12,3%	13,9%	36,4%
	Service and shop and market sales workers, housing and communal services	13	7,3%	22,7%	4,4%	7,0%	36,3%
	Skilled agricultural, forestry, hunting and fishery workers	2					
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	14	25,9%	50,6%	34,1%	26,8%	42,1%
	Plant and machine operators and assemblers	2		47,0%			53,0%
	Unqualified workers	6		37,1%	18,5%	14,3%	32,1%
	Pupils/ students	35	4,8%	28,8%	15,8%	11,2%	34,8%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	3			36,1%		27,8%
	Not employed, looking for a job	12	13,9%	20,7%	23,9%		42,1%
	Housekeeping services workers	28	11,5%	23,6%	21,3%	17,7%	50,4%

		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.lexjustice.md/
	Pensioner	9		54,3%	45,3%	19,1%	23,2%
	Migrant	2			100,0%		
D7 Monthly family income	Below 1000 MDL	6	19,7%	30,6%	22,5%	42,2%	72,8%
	1001-2000 MDL	14	7,1%	19,9%	36,7%	31,5%	57,2%
	2001-3000 MDL	30	9,4%	34,5%	11,7%	10,1%	54,8%
	3001-4000 MDL	28	7,1%	47,5%	28,6%	8,4%	42,5%
	4001-5000 MDL	38	13,8%	39,9%	37,3%	14,2%	38,3%
	5001-6000 MDL	34	13,6%	32,3%	32,2%	15,9%	47,7%
	Above 6000 MDL	66	11,3%	31,7%	18,5%	14,4%	47,5%
	DK/NR	54	5,8%	21,2%	18,8%	7,9%	42,5%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	1					
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	10		16,8%	11,3%	50,8%	37,9%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	37	7,6%	36,6%	15,4%	4,4%	34,6%
	Secondary vocational education (qualified vocational training, including qualification courses)	14	12,3%	28,1%	32,1%	19,0%	38,7%
	Post-secondary non-tertiary (colleges, including vocational schools)	51	7,4%	29,6%	31,7%	8,9%	35,6%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	157	12,6%	33,3%	24,9%	13,7%	55,2%
	Residential area	Urban	69	10,6%	35,5%	27,8%	14,3%

		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.lexjustice.md/
	Rural	95	12,1%	24,9%	26,4%	11,1%	47,0%
	Chisinau	106	8,3%	35,5%	19,9%	15,1%	45,7%
D16 Region	North	53	17,0%	30,4%	27,5%	15,2%	36,7%
	Center	188	7,6%	33,2%	22,7%	14,1%	47,5%
	South	29	14,2%	25,9%	27,3%	6,3%	59,0%
Language spoken at home	Moldovan/ Romanian	214	11,0%	28,8%	23,9%	13,5%	46,5%
	Russian	40	7,4%	47,0%	25,5%	12,6%	36,6%
	Both, at the same level	15	5,0%	38,2%	20,4%	17,3%	72,3%
	Other	1			100,0%		

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 gubernamentales?		Total
			Yes	No	
Total		1,801	35,5%	64,5%	100%
D1.1 Indicate the age groups that you are part of:	16-25 years	386	39,7%	60,3%	100%
	26-35 years	481	40,3%	59,7%	100%
	36-45 years	320	32,3%	67,7%	100%
	46-55 years	277	29,7%	70,3%	100%
	56-65 years	252	21,8%	78,2%	100%
	66-74 years	85	20,1%	79,9%	100%
D2 Sex	Male	793	37,3%	62,7%	100%
	Female	1,008	33,8%	66,2%	100%
Households with/without children under 18	Without children	895	33,5%	66,5%	100%
	1 children	479	41,8%	58,2%	100%
	2 child	338	34,2%	65,8%	100%
	3 children or more	89	24,9%	75,1%	100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	63,9%	36,1%	100%
	Highly qualified professionals	251	66,7%	33,3%	100%
	Average qualified professionals	183	45,7%	54,3%	100%
	Administrative staff/clerks	23	51,8%	48,2%	100%
	Service and shop and market sales workers, housing and communal services	68	22,3%	77,7%	100%
	Skilled agricultural, forestry, hunting and fishery workers	32	20,4%	79,6%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	75	38,0%	62,0%	100%
	Plant and machine operators and assemblers	33	21,2%	78,8%	100%
	Unqualified workers	125	24,4%	75,6%	100%
	Pupils/ students	139	54,3%	45,7%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	138	16,6%	83,4%	100%
	Not employed, looking for a job	169	19,8%	80,2%	100%
	Housekeeping services workers	330	25,4%	74,6%	100%
	Pensioner	194	16,2%	83,8%	100%
	Migrant	27	20,0%	80,0%	100%

		Number of cases	Q2.4 Did you personally access any webpage (website) of the state institutions over the past 12 months gubernamentale?		Total
			Yes	No	
D7 Monthly family income	Below 1000 MDL	173	13,4%	86,6%	100%
	1001-2000 MDL	310	17,9%	82,1%	100%
	2001-3000 MDL	313	29,9%	70,1%	100%
	3001-4000 MDL	214	34,2%	65,8%	100%
	4001-5000 MDL	173	48,1%	51,9%	100%
	5001-6000 MDL	126	47,8%	52,2%	100%
	Above 6000 MDL	189	61,7%	38,3%	100%
	DK/NR	303	40,2%	59,8%	100%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	5	64,9%	35,1%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	254	22,6%	77,4%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	368	29,2%	70,8%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	291	22,0%	78,0%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	375	31,7%	68,3%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	508	60,0%	40,0%	100%
Residential area:	Urban	456	33,7%	66,3%	100%
	Rural	913	28,8%	71,2%	100%
	Chisinau	432	51,1%	48,9%	100%
D16 Region	North	496	31,1%	68,9%	100%
	Centre	1,002	40,5%	59,5%	100%
	South	303	25,9%	74,1%	100%
Language spoken at home	Moldovan/ Romanian	1,297	35,8%	64,2%	100%
	Russian	361	35,5%	64,5%	100%
	Both, at the same level	89	41,3%	58,7%	100%
	Other	54	18,9%	81,1%	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.mte.md/	http://www.turism.gov.md/	http://ms.gov.md/	http://www.mai.md/	http://www.cna.md/	http://www.cnam.md/	http://www.statistica.md/	http://justice.gov.md/	http://www.posta.md/
Total		602	39,2%	37,4%	23,9%	22,9%	21,4%	20,0%	19,9%	18,5%	18,1%	16,0%
D1.1 Indicate the age groups that you are part of:	16-25 years	154	56,8%	37,8%	26,9%	25,1%	25,3%	13,7%	17,1%	16,9%	15,7%	14,6%
	26-35 years	191	29,6%	38,7%	24,6%	24,2%	23,7%	26,7%	22,8%	20,5%	19,6%	22,3%
	36-45 years	104	32,0%	35,7%	21,9%	19,0%	18,8%	24,9%	20,3%	19,7%	24,3%	13,7%
	46-55 years	82	26,4%	34,7%	19,9%	21,2%	11,4%	19,0%	21,6%	17,7%	16,5%	9,5%
	56-65 years	54	24,6%	38,5%	11,0%	20,2%	10,0%	12,8%	18,8%	14,9%	11,4%	13,5%
	66-74 years	17	6,0%	41,4%	23,7%		6,0%	23,4%	17,7%	24,0%	11,7%	
D2 Sex	Male	282	32,5%	40,2%	25,8%	19,8%	29,2%	22,2%	18,7%	23,7%	21,9%	18,9%
	Female	320	46,3%	34,4%	21,8%	26,3%	12,9%	17,7%	21,2%	12,9%	14,0%	12,9%
Households with/without children under 18	Without children	273	36,6%	35,7%	17,9%	20,5%	22,8%	19,4%	18,1%	19,1%	19,1%	16,6%
	1 child	197	40,3%	36,5%	31,6%	24,0%	19,8%	22,9%	24,8%	18,5%	17,1%	15,7%
	2 children	111	46,5%	42,5%	24,8%	29,5%	19,8%	20,1%	18,9%	19,7%	19,3%	18,4%
	3 children or more	21	23,2%	41,2%	19,3%	8,4%	27,0%			4,2%	9,3%	
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	9	39,1%	21,7%	21,3%	32,1%	20,8%	32,7%	32,7%	21,3%	20,8%	28,8%
	Highly qualified professionals	164	39,9%	35,4%	24,6%	20,9%	27,9%	27,2%	28,5%	27,3%	28,2%	20,8%
	Average qualified professionals	81	27,3%	34,0%	21,2%	24,4%	25,1%	17,1%	17,2%	17,7%	14,1%	15,7%
	Administrative staff/clerks	12	57,5%	30,8%	22,9%	53,1%	47,9%	18,3%	18,3%	25,3%	37,9%	27,9%
	Service and shop and market sales workers, housing and communal services	14	20,4%	31,0%	29,0%	18,1%	31,3%	25,4%	30,1%	23,0%	16,6%	24,8%
	Skilled agricultural, forestry, hunting	6	24,0%	48,4%			13,4%	24,0%	24,0%		24,0%	24,0%

		Number of cases	http://www.edu.md/	http://www.meteo.md/	http://www.turism.gov.md/	http://ms.gov.md/	http://www.mai.md/	http://www.cnas.md/	http://www.cnam.md/	http://www.statistica.md/	http://justice.gov.md/	http://www.posta.md/
	and fishery workers											
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	27	24,1%	53,9%	24,0%	26,9%	29,8%	24,5%	19,0%	23,8%	26,6%	13,9%
	Plant and machine operators and assemblers	7		11,4%	11,4%	11,4%		52,5%	24,6%	24,6%		11,4%
	Unqualified workers	31	24,1%	43,0%	9,6%	26,9%	22,1%	13,5%	7,4%	10,7%	17,2%	6,4%
	Pupils/ students	76	69,8%	39,8%	24,1%	27,4%	18,9%	10,7%	10,9%	13,7%	10,7%	12,1%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	22	28,9%	34,9%	14,0%	11,9%	22,1%	23,3%	14,1%	8,7%	8,1%	
	Not employed, looking for a job	32	23,7%	25,2%	58,3%	12,2%	16,1%	21,7%	19,0%	21,6%	23,6%	23,6%
	Housekeeping services workers	85	36,9%	41,0%	21,7%	23,5%	9,4%	20,4%	25,3%	13,4%	12,3%	15,3%
	Pensioner	31	7,0%	44,6%	17,9%	15,4%	4,2%	12,4%	19,5%	12,6%	6,8%	15,4%
	Migrant	5	29,4%	69,0%	19,8%	15,8%					15,3%	
D7 Monthly family income	Below 1000 MDL	22	22,9%	49,3%	32,9%	21,8%	11,9%	15,7%	13,1%	12,8%	7,0%	
	1001-2000 MDL	55	33,1%	49,2%	21,6%	20,9%	9,8%	14,1%	19,7%	11,2%	10,1%	13,8%
	2001-3000 MDL	85	34,6%	34,3%	24,7%	14,6%	20,6%	18,8%	23,0%	17,4%	9,2%	15,8%
	3001-4000 MDL	72	39,5%	36,2%	24,4%	11,1%	15,9%	20,5%	21,5%	15,0%	21,1%	17,8%
	4001-5000 MDL	81	41,1%	38,0%	20,3%	35,4%	19,7%	28,2%	23,5%	21,1%	18,0%	25,3%
	5001-6000 MDL	58	34,5%	42,7%	12,7%	17,8%	19,6%	24,8%	21,1%	27,9%	27,1%	8,3%
	Above 6000 MDL	117	36,9%	38,2%	27,1%	26,3%	30,4%	23,4%	20,8%	22,1%	19,5%	19,3%
	DK/NR	112	49,7%	30,8%	26,6%	27,3%	24,2%	13,6%	14,8%	15,7%	21,7%	13,6%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	2			59,8%						59,8%	40,2%

		Number of cases	http://www.edu.md/	http://www.teo.md/	http://www.turism.gov.md/	http://ms.gov.md/	http://www.mai.md/	http://www.cnas.md/	http://www.cnam.md/	http://www.statistica.md/	http://justice.gov.md/	http://www.posta.md/
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	46	59,8%	30,3%	22,4%	28,2%	17,6%	11,4%	16,4%	9,4%	9,7%	10,4%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	93	46,7%	43,9%	22,6%	22,2%	10,8%	17,6%	12,5%	13,5%	9,4%	14,6%
	Secondary vocational education (qualified vocational training, including qualification courses)	58	11,3%	40,1%	22,7%	14,4%	15,3%	10,1%	9,7%	17,9%	8,9%	9,0%
	Post-secondary non-tertiary (colleges, including vocational schools)	111	32,6%	42,6%	20,6%	21,0%	18,1%	15,2%	18,4%	17,7%	17,8%	16,0%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	292	40,6%	34,3%	25,9%	25,0%	29,5%	27,4%	26,9%	23,3%	25,4%	19,3%
Residential area	Urban	147	39,3%	33,2%	29,2%	22,9%	21,7%	21,9%	22,7%	19,6%	21,3%	16,2%
	Rural	245	40,4%	39,2%	20,4%	26,0%	20,4%	16,1%	16,2%	12,8%	15,3%	12,7%
	Chisinau	210	37,8%	38,1%	24,4%	19,4%	22,3%	23,4%	22,3%	24,3%	19,2%	19,8%
D16 Region	North	147	43,7%	45,5%	19,0%	18,9%	12,2%	13,2%	13,6%	13,5%	12,7%	13,1%
	Centre	382	38,0%	37,3%	24,4%	25,8%	26,4%	23,4%	23,9%	20,7%	21,3%	19,0%
	South	73	36,4%	21,6%	30,8%	15,3%	12,2%	15,4%	10,6%	16,6%	11,8%	5,5%
Language spoken at home	Moldovan/ Romanian	437	41,0%	41,2%	21,7%	24,6%	22,0%	20,0%	21,0%	17,2%	18,9%	15,1%
	Russian	122	29,7%	28,9%	32,1%	20,0%	14,1%	17,9%	15,0%	16,7%	12,6%	18,4%
	Both, at the same level	34	48,6%	24,5%	23,2%	14,9%	41,9%	33,1%	24,7%	39,6%	30,0%	24,2%
	Other	9	31,1%		31,6%	5,2%			9,2%	27,1%		

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

		Number of cases	Q2.6 Did you personally use at least one online public service offered by government institutions over the past 12 months?		
			Yes	No	Total
Total		1,801	8,4%	91,6%	100%
D1.1 Indicate the age groups that you are part of:	16-25 years	386	7,5%	92,5%	100%
	26-35 years	481	10,8%	89,2%	100%
	36-45 years	320	9,9%	90,1%	100%
	46-55 years	277	5,7%	94,3%	100%
	56-65 years	252	6,3%	93,7%	100%
	66-74 years	85	4,7%	95,3%	100%
D2 Sex	Male	793	10,1%	89,9%	100%
	Female	1,008	6,8%	93,2%	100%
Households with/without children under 18	Without children	895	9,3%	90,7%	100%
	1 child	479	8,7%	91,3%	100%
	2 children	338	7,3%	92,7%	100%
	3 children or more	89	3,2%	96,8%	100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	32,5%	67,5%	100%
	Highly qualified professionals	251	24,8%	75,2%	100%
	Average qualified professionals	183	10,8%	89,2%	100%
	Administrative staff/clerks	23	19,5%	80,5%	100%
	Service and shop and market sales workers, housing and communal services	68	4,1%	95,9%	100%
	Skilled agricultural, forestry, hunting and fishery workers	32		100,0%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	75	12,6%	87,4%	100%
	Plant and machine operators and assemblers	33	18,1%	81,9%	100%
	Unqualified workers	125	0,4%	99,6%	100%
	Pupils/ students	139	8,6%	91,4%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	138	2,0%	98,0%	100%
	Not employed, looking for a job	169	5,7%	94,3%	100%
	Housekeeping services workers	330	2,9%	97,1%	100%
	Pensioner	194	2,8%	97,2%	100%
	Migrant	27		100,0%	100%
D7 Monthly	Below 1000 MDL	173	1,1%	98,9%	100%

		Number of cases	Q2.6 Did you personally use at least one online public service offered by government institutions over the past 12 months?		
			Yes	No	Total
family income	1001-2000 MDL	310	3,2%	96,8%	100%
	2001-3000 MDL	313	7,2%	92,8%	100%
	3001-4000 MDL	214	6,3%	93,7%	100%
	4001-5000 MDL	173	12,2%	87,8%	100%
	5001-6000 MDL	126	12,4%	87,6%	100%
	Above 6000 MDL	189	19,0%	81,0%	100%
	DK/NR	303	9,1%	90,9%	100%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	5	26,1%	73,9%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	254	2,5%	97,5%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	368	4,2%	95,8%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	291	2,8%	97,2%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	375	8,4%	91,6%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	508	19,0%	81,0%	100%
Residential area	Urban	456	6,5%	93,5%	100%
	Rural	913	4,9%	95,1%	100%
	Chisinau	432	17,3%	82,7%	100%
D16 Region	North	496	6,0%	94,0%	100%
	Centre	1,002	10,7%	89,3%	100%
	South	303	4,6%	95,4%	100%
Language spoken at home	Moldovan/ Romanian	1,297	8,4%	91,6%	100%
	Russian	361	8,0%	92,0%	100%
	Both, at the same level	89	15,6%	84,4%	100%
	Other	54		100,0%	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		Nr	%
		Nr	%	Nr	%		
Total		360	54,6%	299	45,4%	659	100%
D1.1 Indicate the age groups that you are part of:	16-25 years	94	58,0%	68	42,0%	163	100%
	26-35 years	144	48,9%	151	51,1%	295	100%
	36-45 years	54	52,0%	50	48,0%	103	100%
	46-55 years	56	77,3%	16	22,7%	72	100%
	56-65 years	10	44,6%	13	55,4%	23	100%
	66-74 years	1	60,2%	1	39,8%	2	100%
D2 Sex	Male	238	53,2%	209	46,8%	448	100%
	Female	122	57,6%	90	42,4%	211	100%
Households with/without children under 18:	Without children	174	56,4%	134	43,6%	308	100%
	1 child	133	51,9%	124	48,1%	257	100%
	2 children	53	58,3%	38	41,7%	91	100%
	3 children or more			3	100,0%	3	100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	28	88,7%	4	11,3%	32	100%
	Highly qualified professionals	131	44,5%	163	55,5%	294	100%
	Average qualified professionals	68	53,0%	61	47,0%	129	100%
	Administrative staff/clerks	10	70,3%	4	29,7%	14	100%
	Skilled agricultural, forestry, hunting and fishery workers	5	40,4%	7	59,6%	12	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	25	80,0%	6	20,0%	31	100%
	Plant and machine operators and assemblers	13	73,4%	5	26,6%	18	100%
	Unqualified workers	1	100,0%			1	100%
	Pupils/ students	41	77,5%	12	22,5%	53	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	7	100,0%			7	100%
	Not employed, looking for a job	15	39,8%	23	60,2%	38	100%
	Housekeeping services workers	14	53,9%	12	46,1%	26	100%

		Method of accessing				Total	
		Public Service Portal		Webpage of the institution rendering the service		Nr	%
		Nr	%	Nr	%		
	Pensioner	3	49,0%	3	51,0%	5	100%
D7 Monthly family income	Below 1000 MDL	1	47,5%	1	52,5%	2	100%
	1001-2000 MDL	13	23,9%	41	76,1%	54	100%
	2001-3000 MDL	95	79,7%	24	20,3%	119	100%
	3001-4000 MDL	60	83,9%	12	16,1%	71	100%
	4001-5000 MDL	27	51,1%	26	48,9%	53	100%
	5001-6000 MDL	49	52,7%	44	47,3%	92	100%
	Above 6000 MDL	57	33,3%	114	66,7%	171	100%
	DK/NR	59	61,3%	37	38,7%	95	100%
D8 Education level	Primary education or without primary education (from 1st to 4th form)			4	100,0%	4	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	30	70,0%	13	30,0%	43	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	24	50,2%	24	49,8%	48	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	8	62,4%	5	37,6%	13	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	116	88,2%	15	11,8%	131	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	182	43,3%	238	56,7%	419	100%
Residential area	Urban	48	35,9%	86	64,1%	134	100%
	Rural	182	74,4%	63	25,6%	245	100%
	Chisinau	129	46,2%	150	53,8%	280	100%
D16 Region	North	97	59,7%	65	40,3%	162	100%
	Center	247	52,5%	223	47,5%	470	100%
	South	16	60,1%	11	39,9%	27	100%
Language spoken at home	Moldovan/ Romanian	297	55,9%	234	44,1%	532	100%
	Russian	41	47,0%	46	53,0%	88	100%
	Both, at the same level	21	53,8%	18	46,2%	40	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		Nr	%
		Nr	%	Nr	%		
Total		568	86,2%	91	13,8%	659	100%
D1.1 Indicate the age groups that you are part of:	16-25 years	133	81,5%	30	18,5%	163	100%
	26-35 years	240	81,5%	55	18,5%	295	100%
	36-45 years	98	95,2%	5	4,8%	103	100%
	46-55 years	71	98,5%	1	1,5%	72	100%
	56-65 years	23	100,0%			23	100%
	66-74 years	2	100,0%			2	100%
D2 Sex	Male	362	80,9%	86	19,1%	448	100%
	Female	206	97,6%	5	2,4%	211	100%
Households with/without children under 18	Without children	248	80,4%	60	19,6%	308	100%
	1 child	231	90,0%	26	10,0%	257	100%
	2 children	86	94,7%	5	5,3%	91	100%
	3 children or more	3	100,0%			3	100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	32	100,0%			32	100%
	Highly qualified professionals	269	91,5%	25	8,5%	294	100%
	Average qualified professionals	80	62,2%	49	37,8%	129	100%
	Administrative clerks/staff	14	100,0%			14	100%
	Skilled agricultural, forestry, hunting and fishery workers	12	100,0%			12	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	26	83,5%	5	16,5%	31	100%
	Plant and machine operators and assemblers	15	84,7%	3	15,3%	18	100%
	Unqualified workers	1	100,0%			1	100%
	Pupils/ students	45	84,3%	8	15,7%	53	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	7	100,0%			7	100%
	Not employed, looking for a job	38	100,0%			38	100%
	Housekeeping services workers	25	96,2%	1	3,8%	26	100%
	Pensioner	5	100,0%			5	100%
	D7 Monthly family income	Below 1000 MDL	2	100,0%			2
1001-2000 MDL		14	25,5%	40	74,5%	54	100%
2001-3000 MDL		106	89,5%	12	10,5%	119	100%
3001-4000 MDL		69	97,0%	2	3,0%	71	100%
4001-5000 MDL		42	78,9%	11	21,1%	53	100%
5001-6000 MDL		73	79,0%	19	21,0%	92	100%
Above 6000 MDL		171	100,0%			171	100%
DK/NR		90	94,6%	5	5,4%	95	100%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	4	100,0%			4	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	28	64,6%	15	35,4%	43	100%

		Method of accessing				Total	
		Via computer		Via mobile phone		Nr	%
		Nr	%	Nr	%		
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	44	91,4%	4	8,6%	48	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	13	100,0%			13	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	127	97,2%	4	2,8%	131	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	351	83,8%	68	16,2%	419	100%
Residential area	Urban	93	69,1%	41	30,9%	134	100%
	Rural	206	84,0%	39	16,0%	245	100%
	Chisinau	269	96,4%	10	3,6%	280	100%
D16 Region	North	120	73,7%	43	26,3%	162	100%
	Centru	422	89,7%	48	10,3%	470	100%
	South	27	100,0%			27	100%
Language spoken at home	Moldovan/ Romanian	459	86,3%	73	13,7%	532	100%
	Russian	73	83,0%	15	17,0%	88	100%
	Both, at the same level	36	91,4%	3	8,6%	40	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	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 available	Do not want my personal data to be made available to irrelevant persons or institutions that could change and use them,	Other
Total		40,4%	2,1%	2,6%	12,5%	9,8%	1,2%	4,1%	1,4%	6,0%	11,9%	3,5%	3,7%	0,6%
D1.1 Indicate the age groups that you are part of:	16-25 years	47,6%	2,5%	3,1%	11,5%	8,1%	1,0%	4,7%	0,5%	4,6%	7,3%	3,1%	5,1%	0,8%
	26-35 years	39,5%	2,2%	2,2%	13,9%	11,4%	1,2%	5,1%	2,6%	7,1%	8,4%	2,9%	3,2%	0,3%
	36-45 years	36,7%	1,4%	2,9%	14,0%	9,6%	1,7%	3,2%	0,9%	6,2%	16,6%	3,2%	2,7%	0,7%
	46-55 years	34,3%	1,4%	2,8%	12,3%	11,4%	1,1%	3,2%	2,2%	5,6%	17,0%	4,8%	3,3%	0,6%
	56-65 years	35,1%	2,1%	1,5%	10,7%	9,8%	1,6%	2,7%	0,8%	6,5%	20,9%	4,3%	2,8%	1,1%
	66-74 years	33,9%	5,5%	1,6%	7,1%	8,0%		1,5%	0,8%	10,9%	23,6%	4,7%	2,4%	0,0%
D2 Sex	Male	41,4%	1,9%	2,6%	12,7%	9,7%	0,9%	3,8%	1,3%	5,4%	12,4%	2,8%	4,1%	0,8%
	Female	39,6%	2,4%	2,7%	12,4%	9,9%	1,5%	4,4%	1,5%	6,5%	11,5%	4,0%	3,3%	0,5%
Households with/without children under 18	Without children	39,5%	2,2%	2,8%	12,7%	10,0%	1,1%	4,1%	1,1%	5,7%	13,0%	3,4%	3,7%	0,7%
	1 child	41,1%	1,4%	2,6%	12,7%	11,2%	1,4%	3,8%	1,5%	5,4%	9,8%	3,9%	4,3%	1,0%
	2 children	42,2%	2,6%	2,2%	11,9%	9,3%	1,0%	4,6%	1,6%	7,0%	11,0%	3,2%	3,2%	0,2%
	3 children or more	38,4%	3,4%	2,6%	12,1%	3,3%	2,0%	4,4%	2,9%	7,5%	17,9%	3,0%	2,5%	0,0%
D4 Current Position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	27,2%			28,8%	6,5%			7,4%	3,0%	15,0%	12,0%		0,0%
	Highly qualified professionals	46,2%		5,2%	13,2%	7,9%	1,1%	5,2%	3,1%	6,2%	4,2%	2,0%	5,1%	0,6%
	Average qualified professionals	39,3%	1,3%	3,2%	16,3%	7,6%	1,6%	4,8%	1,9%	4,9%	12,3%	2,7%	3,5%	0,7%
	Administrative staff/clerks	53,4%	3,3%		8,1%	11,5%			7,9%		4,6%	3,3%		7,9%

		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 available	Do not want my personal data to be made available to irrelevant persons or institutions that could change and use them,	Other
	Service and shop and market sales workers, housing and communal services	34,7%	1,0%	5,5%	8,0%	9,4%	1,0%	1,7%	0,6%	16,3%	14,1%	5,1%	2,7%	0,0%
	Skilled agricultural, forestry, hunting and fishery workers	31,2%			6,8%	16,7%	1,2%	2,0%		10,4%	25,0%	4,6%	2,0%	0,0%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	36,3%		1,0%	6,8%	8,2%		3,1%	1,7%	7,8%	20,6%	9,3%	5,3%	0,0%
	Plant and machine operators and assemblers	53,5%	3,8%		7,5%	16,3%	2,9%			13,7%	2,2%			0,0%
	Unqualified workers	30,7%	3,4%	2,4%	13,2%	15,4%	2,1%	3,6%	2,1%	6,2%	13,0%	5,4%	1,7%	0,9%
	Pupils/ students	60,0%	1,4%	2,6%	9,6%	4,7%	0,6%	3,9%		2,9%	5,8%	1,2%	5,7%	1,4%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	39,7%	3,0%	1,3%	12,8%	10,7%	1,7%	4,1%	2,3%	4,1%	12,3%	1,7%	6,3%	0,0%
	Not employed, looking for a job	35,0%	1,9%	3,4%	17,4%	8,4%	0,3%	4,3%	0,8%	6,3%	15,2%	3,3%	3,3%	0,4%
	Housekeeping services workers	38,4%	3,9%	2,0%	12,8%	11,1%	1,7%	5,8%	1,1%	5,3%	10,4%	4,0%	2,9%	0,7%
	Pensioner	34,1%	3,4%	1,1%	9,9%	12,2%	0,9%	1,3%	0,7%	6,3%	23,5%	4,5%	1,3%	0,8%
	Migrant	41,0%		6,2%	8,3%	9,9%		2,2%	2,5%	4,5%	17,1%	2,8%	2,8%	2,8%
D7 Monthly	Below 1000 MDL	34,7%	5,0%	4,8%	16,5%	10,0%	1,9%	3,6%	0,8%	5,4%	7,7%	3,3%	5,8%	0,6%

		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 available	Do not want my personal data to be made available to irrelevant persons or institutions that could change and use them,	Other
family income	1001-2000 MDL	30,4%	2,6%	2,2%	14,5%	13,4%	1,7%	5,8%	1,0%	5,9%	15,5%	4,3%	2,6%	0,2%
	2001-3000 MDL	35,2%	1,4%	2,7%	12,0%	13,1%	0,6%	4,1%	2,0%	6,9%	15,6%	2,7%	3,0%	0,6%
	3001-4000 MDL	38,6%	2,7%	3,0%	8,9%	10,2%	1,6%	3,6%	1,9%	6,3%	11,6%	6,3%	4,7%	0,6%
	4001-5000 MDL	42,3%	1,9%	0,4%	16,0%	11,6%	0,6%	3,9%	0,9%	5,7%	8,8%	2,6%	4,2%	1,1%
	5001-6000 MDL	45,3%	0,6%	2,9%	13,1%	5,1%	2,4%	0,6%	0,6%	7,2%	11,2%	5,7%	4,5%	0,9%
	Above 6000 MDL	50,4%	1,4%	4,1%	7,3%	4,2%	0,3%	3,5%	2,7%	7,9%	9,6%	2,9%	4,0%	1,8%
	DK/NR	53,2%	1,2%	1,8%	11,7%	6,2%	0,8%	4,9%	1,3%	4,0%	10,6%	1,3%	2,7%	0,3%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	50,5%					17,3%			7,4%	7,4%		17,3%	0,0%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	42,0%	3,0%	3,8%	8,5%	10,6%	1,1%	4,1%	1,5%	5,0%	13,1%	4,0%	3,2%	0,0%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	40,7%	2,8%	0,8%	14,1%	8,1%	0,8%	3,7%	1,3%	6,4%	13,5%	3,1%	3,2%	1,6%
	Secondary vocational education (qualified vocational training, including qualification courses)	35,4%	2,3%	2,8%	13,5%	13,2%	1,4%	3,7%	0,9%	6,2%	12,4%	4,4%	3,9%	0,0%
	Post-secondary non-tertiary (colleges, including vocational schools)	39,3%	1,5%	1,2%	14,5%	9,0%	2,0%	3,4%	1,3%	6,3%	13,9%	4,5%	2,7%	0,5%
	Tertiary/Superior (universities,	44,3%	1,2%	4,7%	11,9%	8,8%	0,6%	5,7%	2,0%	5,9%	7,2%	1,7%	5,0%	1,0%

		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 available	Do not want my personal data to be made available to irrelevant persons or institutions that could change and use them,	Other
	academies, institutes, including post-university studies)													
Residential area:	Urban	43,7%	1,8%	0,9%	14,4%	7,2%	0,7%	3,0%	1,6%	6,9%	12,4%	1,7%	5,2%	0,3%
	Rural	33,4%	2,9%	3,7%	13,3%	12,5%	1,7%	4,7%	1,6%	4,6%	12,8%	4,6%	3,8%	0,6%
	Chisinau	57,0%	0,3%	2,0%	7,7%	5,5%	0,4%	4,0%	0,6%	8,8%	8,5%	2,6%	1,3%	1,2%
D16 Region	North	40,8%	3,3%	2,8%	13,2%	7,5%	1,3%	6,2%	2,1%	5,5%	9,4%	1,8%	6,0%	0,1%
	Centre	42,9%	1,1%	2,1%	8,5%	8,9%	1,3%	3,5%	1,2%	7,3%	13,7%	5,0%	3,4%	1,1%
	South	32,2%	3,3%	4,0%	24,1%	16,6%	0,6%	2,5%	0,9%	2,7%	10,8%	1,5%	0,8%	0,1%
Language spoken at home	Moldovan/ Romanian	39,4%	2,2%	2,7%	12,1%	9,9%	1,3%	4,1%	1,4%	6,5%	12,3%	3,7%	3,7%	0,6%
	Russian	44,6%	1,4%	2,1%	12,3%	8,6%	0,6%	2,6%	1,1%	5,2%	12,8%	3,9%	4,1%	0,8%
	Both, at the same level	50,9%		2,9%	14,7%	5,7%	2,7%	7,8%	1,8%	5,3%	3,5%		3,5%	1,2%
	Other	30,2%	6,2%	4,4%	19,6%	17,6%		7,9%	1,8%	0,5%	10,0%		1,8%	0,0%

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?							DK/NR	Total
				1 low level	2	3	4	5	6 high level			
Total		2,3	3,024	48,0%	11,6%	13,7%	11,7%	7,0%	5,8%	2,1%	100%	
D1.1 Indicate the age groups that you are part of:	16-25 years	2,7	415	37,1%	12,1%	15,6%	15,2%	9,7%	8,8%	1,5%	100%	
	26-35 years	2,5	546	41,5%	13,0%	14,8%	13,1%	9,8%	6,2%	1,6%	100%	
	36-45 years	2,3	463	50,0%	11,7%	13,3%	10,3%	7,0%	5,7%	2,0%	100%	
	46-55 years	2,1	523	55,5%	11,1%	12,6%	9,7%	3,7%	5,0%	2,5%	100%	
	56-65 years	1,9	716	60,4%	9,2%	12,3%	9,1%	3,7%	2,4%	2,9%	100%	
	66-74 years	1,8	361	61,1%	11,7%	8,3%	8,3%	3,4%	2,5%	4,7%	100%	
D2 Sex	Male	2,4	1,303	44,8%	13,0%	14,6%	11,9%	7,3%	6,4%	2,1%	100%	
	Female	2,3	1,721	51,0%	10,4%	12,8%	11,6%	6,7%	5,3%	2,2%	100%	
Households with/without children under 18	Without children	2,2	1,806	52,1%	10,8%	12,2%	10,8%	6,0%	5,7%	2,5%	100%	
	1 child	2,6	619	41,9%	10,8%	15,1%	15,5%	8,2%	7,2%	1,3%	100%	
	2 children	2,4	451	42,4%	14,8%	16,3%	10,9%	8,6%	5,0%	1,9%	100%	
	3 children or more	2,1	148	52,9%	12,9%	13,8%	7,4%	6,3%	3,5%	3,1%	100%	
D4 Current position (Occupatio)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	3,2	14	36,5%		13,6%	25,2%	6,6%	18,0%		100%	
	Highly qualified professionals	3,4	258	26,6%	8,1%	18,5%	11,4%	14,3%	19,7%	1,4%	100%	
	Average qualified professionals	2,6	231	39,7%	11,9%	16,6%	15,6%	6,8%	8,0%	1,5%	100%	
	Administrative staff/clerks	3,5	25	15,3%	14,6%	22,9%	19,8%	4,7%	22,7%		100%	
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	2,4	98	46,5%	14,5%	10,9%	13,1%	9,6%	4,4%	1,0%	100%	
	Skilled agricultural, forestry, hunting and fishery workers	2,	63	56,7%	12,4%	5,6%	16,7%	5,1%	1,6%	1,8%	100%	
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	2,	93	54,5%	18,3%	8,3%	6,5%	8,8%	2,3%	1,3%	100%	
	Plant and machine operators and assemblers	2,5	45	51,6%	8,0%	10,2%	10,8%	3,2%	14,2%	1,9%	100%	
	Unqualified workers	1,9	229	58,3%	11,1%	17,7%	5,0%	3,5%	1,4%	3,0%	100%	
	Pupils/ students	3,1	142	26,9%	12,3%	16,9%	19,6%	13,5%	9,4%	1,3%	100%	
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	2,	258	53,1%	12,4%	17,5%	11,1%	2,8%	1,5%	1,7%	100%	
	Not employed, looking for a job	2,	312	55,6%	11,6%	12,0%	10,0%	4,9%	3,1%	2,7%	100%	
Housekeeping services workers	2,3	457	50,9%	12,8%	9,8%	12,3%	7,8%	4,4%	2,0%	100%		

		Average mark	Number of cases	Q3.1 Please, assess your level of knowledge of e-Governance concept?							DK/NR	Total
				1 low level	2	3	4	5	6 high level			
	Pensioner	1,8	765	62,5%	9,2%	10,8%	8,4%	3,2%	1,8%	4,0%	100%	
	Migrant	2,4	34	42,2%	16,4%	13,0%	15,3%	9,2%	2,6%	1,3%	100%	
D7 Monthly family income	Below 1000 MDL	2,	529	59,2%	11,2%	10,7%	9,6%	3,6%	3,5%	2,3%	100%	
	1001-2000 MDL	1,8	760	62,3%	9,9%	11,8%	6,1%	4,5%	2,6%	2,8%	100%	
	2001-3000 MDL	2,3	518	46,5%	10,1%	17,7%	12,7%	6,8%	3,7%	2,5%	100%	
	3001-4000 MDL	2,3	298	46,7%	12,2%	15,3%	13,6%	6,8%	4,3%	1,1%	100%	
	4001-5000 MDL	2,7	203	38,4%	11,3%	16,6%	14,5%	8,9%	8,4%	1,9%	100%	
	5001-6000 MDL	2,8	140	34,5%	16,1%	13,5%	11,6%	13,7%	9,0%	1,6%	100%	
	Above 6000 MDL	3,1	206	30,9%	11,4%	17,7%	14,5%	10,3%	14,6%	0,5%	100%	
	DK/NR	2,7	370	38,1%	14,4%	10,2%	16,3%	9,3%	9,0%	2,7%	100%	
D8 Education level	Primary education or without primary education (from 1st to 4th form)	1,7	35	51,8%	9,2%	19,7%	3,9%			15,3%	100%	
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	2,	633	58,3%	10,1%	12,6%	9,9%	4,3%	2,6%	2,2%	100%	
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	2,2	712	50,8%	11,6%	12,7%	12,8%	6,1%	3,3%	2,8%	100%	
	Secondary vocational education (qualified vocational training, including qualification courses)	1,9	496	59,8%	13,3%	10,7%	8,9%	3,8%	1,9%	1,6%	100%	
	Post-secondary non-tertiary (colleges, including vocational schools)	2,4	550	45,6%	11,3%	15,2%	11,5%	8,6%	6,0%	1,8%	100%	
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	3,2	598	26,0%	12,1%	16,9%	15,2%	12,5%	15,7%	1,5%	100%	
Residential area	Urban	2,7	724	36,0%	13,3%	14,4%	17,6%	8,2%	6,7%	3,9%	100%	
	Rural	2,1	1,758	55,0%	11,3%	13,2%	8,6%	5,5%	4,6%	1,9%	100%	
	Chisinau	2,6	542	42,1%	10,6%	14,4%	13,7%	10,1%	8,4%	0,7%	100%	
D16 Region	North	2,3	908	48,5%	11,0%	12,3%	10,5%	7,1%	6,7%	4,0%	100%	
	Centre	2,4	1,508	47,6%	12,2%	11,8%	11,8%	8,0%	7,0%	1,5%	100%	
	South	2,2	608	48,3%	11,0%	21,0%	13,4%	4,0%	1,2%	1,0%	100%	
Language spoken at home	Moldovan/ Romanian	2,3	2,251	50,4%	11,6%	12,4%	11,0%	6,5%	6,0%	2,0%	100%	
	Russian	2,6	522	36,8%	12,2%	18,8%	14,6%	8,0%	6,1%	3,5%	100%	
	Both, at the same level	2,7	128	39,8%	10,7%	13,7%	15,2%	14,0%	5,2%	1,5%	100%	
	Other	1,9	123	57,2%	9,9%	17,2%	10,0%	3,7%	1,0%	1,0%	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		3,024	63,3%	3,8%	32,8%	100%
D1.1 Indicate the age groups that you are part of:	16-25 years	415	71,1%	2,7%	26,2%	100%
	26-35 years	546	70,0%	3,6%	26,4%	100%
	36-45 years	463	63,5%	4,7%	31,9%	100%
	46-55 years	523	59,9%	3,6%	36,5%	100%
	56-65 years	716	49,3%	5,3%	45,4%	100%
	66-74 years	361	48,5%	4,4%	47,0%	100%
D2 Sexul	Male	1,303	64,7%	3,7%	31,6%	100%
	Female	1,721	62,0%	4,0%	34,0%	100%
Households with/without children under 18	Without children	1,806	60,2%	4,6%	35,3%	100%
	1 child	619	69,3%	2,1%	28,6%	100%
	2 children	451	64,2%	4,6%	31,3%	100%
	3 children or more	148	65,3%	2,0%	32,7%	100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	85,3%		14,7%	100%
	Highly qualified professionals	258	79,9%	1,4%	18,8%	100%
	Average qualified professionals	231	68,6%	2,1%	29,3%	100%
	Administrative staff/clerks	25	79,2%	3,4%	17,4%	100%
	Service and shop and market sales workers, housing and communal services	98	54,2%	6,3%	39,5%	100%
	Skilled agricultural, forestry, hunting and fishery workers	63	69,1%	5,8%	25,1%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	93	57,1%	4,4%	38,5%	100%
	Plant and machine operators and assemblers	45	80,9%	4,1%	15,0%	100%
	Unqualified workers	229	59,0%	4,9%	36,1%	100%
	Pupils/ students	142	79,9%	1,7%	18,4%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	258	60,9%	6,3%	32,7%	100%
	Not employed, looking for a job	312	58,4%	3,7%	37,8%	100%
	Housekeeping services workers	457	60,1%	3,8%	36,1%	100%
	Pensioner	765	48,3%	5,1%	46,6%	100%
	Migrant	34	64,3%	1,6%	34,2%	100%
	D7 Monthly family income	Below 1000 MDL	529	47,9%	6,4%	45,7%
1001-2000 MDL		760	58,8%	3,7%	37,4%	100%
2001-3000 MDL		518	65,8%	3,0%	31,3%	100%
3001-4000 MDL		298	65,5%	4,0%	30,5%	100%
4001-5000 MDL		203	69,1%	4,6%	26,2%	100%
5001-6000 MDL		140	70,7%	2,3%	26,9%	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	
	Above 6000 MDL	206	74,0%	1,3%	24,7%	100%
	DK/NR	370	69,8%	3,7%	26,6%	100%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	35	45,2%	2,2%	52,6%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	633	54,5%	4,5%	41,0%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	712	59,0%	4,1%	36,8%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	496	59,3%	3,9%	36,8%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	550	64,8%	3,9%	31,3%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	598	80,6%	2,7%	16,6%	100%
Residential area	Urban	724	66,4%	2,6%	31,1%	100%
	Rural	1,758	60,3%	4,9%	34,8%	100%
	Chisinau	542	68,5%	2,2%	29,4%	100%
D16 Region	North	908	57,8%	4,9%	37,4%	100%
	Centre	1,508	63,2%	3,5%	33,3%	100%
	South	608	72,4%	3,1%	24,5%	100%
Language spoken at home	Moldovan/ Romanian	2,251	61,3%	3,8%	34,9%	100%
	Russian	522	68,6%	4,1%	27,3%	100%
	Both, at the same level	128	70,9%	2,3%	26,7%	100%
	Other	123	73,9%	5,0%	21,2%	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		2,6	3,024	37,3%	11,6%	17,6%	14,6%	10,3%	5,5%	3,2%	100%
D1.1 Indicate the age groups that you are part of:	16-25 years	3,0	415	28,8%	10,7%	20,1%	17,1%	12,1%	8,6%	2,7%	100%
	26-35 years	2,9	546	29,5%	11,9%	18,5%	17,8%	14,7%	5,7%	1,8%	100%
	36-45 years	2,5	463	40,4%	11,8%	16,9%	12,5%	10,3%	4,6%	3,5%	100%
	46-55 years	2,5	523	42,5%	10,6%	16,7%	14,1%	7,8%	4,6%	3,7%	100%
	56-65 years	2,2	716	47,4%	12,7%	15,4%	11,2%	5,5%	3,4%	4,3%	100%
	66-74 years	2,0	361	53,6%	13,6%	13,6%	7,5%	4,7%	2,0%	5,0%	100%
D2 Sex	Male	2,7	1,303	33,6%	12,8%	18,7%	14,9%	10,8%	6,2%	3,0%	100%
	Female	2,5	1,721	40,7%	10,5%	16,6%	14,3%	9,8%	4,8%	3,3%	100%
Households with/without children under 18	Without children	2,5	1,806	40,5%	12,1%	16,3%	12,7%	9,5%	5,9%	3,0%	100%
	1 child	2,9	619	31,6%	8,5%	18,3%	18,8%	13,8%	5,9%	3,2%	100%
	2 children	2,7	451	34,0%	12,5%	19,8%	16,5%	8,3%	5,0%	3,9%	100%
	3 children or more	2,3	148	41,7%	16,6%	20,8%	8,2%	8,6%	2,1%	2,1%	100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	3,5	14	21,2%		27,9%	24,2%	15,7%	11,0%		100%
	Highly qualified professionals	3,5	258	19,7%	5,0%	25,1%	17,4%	18,8%	13,6%	0,5%	100%
	Average qualified professionals	3,0	231	26,6%	10,1%	21,5%	19,7%	12,7%	7,6%	1,9%	100%
	Administrative staff/clerks	4,0	25	14,0%	7,1%	7,5%	31,2%	16,7%	23,3%		100%
	Service and shop and market sales workers, housing and communal services	2,6	98	34,9%	18,1%	15,5%	15,6%	14,3%	1,6%		100%
	Skilled agricultural, forestry, hunting and fishery workers	2,5	63	38,1%	10,5%	15,3%	13,2%	14,7%		8,2%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	2,6	93	33,8%	15,4%	18,4%	14,1%	12,3%	3,2%	2,7%	100%
	Plant and machine operators and	2,9	45	23,5%	12,2%	23,3%	23,9%	11,3%	2,0%	3,8%	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		
	assemblers										
	Unqualified workers	2,2	229	43,1%	14,5%	19,8%	10,9%	4,0%	2,9%	4,9%	100%
	Pupils/ students	3,3	142	20,3%	14,5%	18,0%	19,0%	13,2%	13,0%	2,1%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	2,3	258	44,7%	11,4%	21,0%	11,1%	6,8%	2,0%	3,1%	100%
	Housekeeping services workers	2,4	312	45,1%	13,8%	12,7%	11,2%	9,0%	4,7%	3,6%	100%
	Casnică	2,6	457	41,0%	8,3%	16,2%	16,2%	10,7%	3,9%	3,6%	100%
	Pensioner	2,0	765	52,2%	13,5%	13,5%	8,8%	4,9%	1,9%	5,0%	100%
	Migrant	2,4	34	48,7%	11,9%	6,1%	18,6%	6,8%	5,0%	2,9%	100%
D7 Monthly family income	Below 1000 MDL	2,1	529	53,4%	11,4%	13,2%	10,5%	5,5%	2,4%	3,6%	100%
	1001-2000 MDL	2,2	760	49,7%	11,7%	13,6%	10,8%	6,2%	3,0%	5,1%	100%
	2001-3000 MDL	2,6	518	36,1%	12,4%	21,4%	12,9%	11,6%	3,2%	2,5%	100%
	3001-4000 MDL	2,6	298	35,2%	12,6%	23,3%	16,9%	8,0%	2,6%	1,4%	100%
	4001-5000 MDL	3,1	203	25,6%	9,8%	19,5%	19,0%	18,2%	5,4%	2,4%	100%
	5001-6000 MDL	3,3	140	22,5%	11,0%	18,1%	23,1%	15,6%	9,1%	0,6%	100%
	Above 6000 MDL	3,5	206	19,1%	7,2%	19,7%	22,1%	18,4%	12,9%	0,7%	100%
	DK/NR	3,0	370	27,2%	13,3%	17,3%	15,2%	10,8%	11,6%	4,5%	100%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	1,9	35	70,2%		13,2%	3,5%	7,8%	5,4%		100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	2,2	633	49,2%	9,2%	18,5%	9,7%	6,8%	2,2%	4,4%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	2,5	712	40,9%	12,9%	15,3%	15,7%	7,6%	3,9%	3,7%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	2,3	496	42,3%	14,6%	17,2%	11,7%	7,1%	3,3%	3,9%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	2,7	550	33,4%	13,9%	16,4%	16,1%	11,8%	5,3%	3,0%	100%

		Average mark	Number of cases	Q3.3 Please, assess your awareness level of e-Governance advantages/benefits, i.e. switching from an ordinary governance to the one based on implementation of information and communications technologies							Total
				1 low level	2	3	4	5	6 high level	DK/NR	
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	3,5	598	18,2%	8,3%	21,1%	19,9%	18,5%	13,0%	1,0%	100%
Residential area	Urban	2,9	724	28,9%	12,1%	17,9%	21,1%	10,2%	6,6%	3,2%	100%
	Rural	2,4	1,758	43,3%	11,6%	16,8%	11,3%	9,0%	4,2%	3,8%	100%
	Chisinau	3,0	542	29,8%	10,6%	19,7%	16,2%	14,2%	8,0%	1,4%	100%
D16 Region	North	2,5	908	43,9%	10,3%	12,6%	13,3%	10,3%	6,0%	3,7%	100%
	Centre	2,7	1,508	34,9%	12,1%	18,5%	14,5%	11,2%	5,8%	3,0%	100%
	South	2,6	608	33,5%	12,2%	23,2%	16,8%	7,6%	3,9%	2,8%	100%
Language spoken at home	Moldovan/ Romanian	2,5	2,251	39,7%	12,0%	16,8%	13,6%	9,9%	4,6%	3,3%	100%
	Russian	3,0	522	27,3%	11,6%	20,8%	18,3%	12,5%	6,5%	2,9%	100%
	Both, at the same level	2,9	128	36,2%	4,8%	17,6%	19,2%	8,7%	10,8%	2,7%	100%
	Other	3,0	123	32,7%	10,7%	19,5%	12,7%	8,6%	14,7%	1,1%	100%

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

	Nr.	%
Solving problems is done fast/without queues	823	29,4%
Access from home/ anytime/ anywhere	652	23,3%
Information is more available	259	9,3%
Saving money	164	5,9%
It is convenient	156	5,6%
I do not think the e-Government could have benefits/advantages	120	4,3%
Easy to fulfill	85	3,1%
Avoids corruption	61	2,2%
Modern	40	1,4%
Higher security	35	1,3%
Quality is higher	33	1,2%
Transparent	14	0,5%
Involving citizens in the leadership system	6	0,2%
Not a lot of people know how to use	3	0,1%
Nothing good/cannot be faked	0	0,0%
Do not know	341	12,2%

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:							Total
				1 not significant	2	3	4	5	6 very significant	DK/NR	
Total		3,024	4,3	6,4%	5,4%	12,9%	19,2%	21,6%	24,4%	10,0%	100%
D1.1 Indicate the age groups that you are part of:	16-25 years	415	4,5	5,6%	4,7%	10,1%	19,0%	25,8%	28,0%	6,9%	100%
	26-35 years	546	4,5	5,6%	3,9%	12,4%	20,5%	23,0%	28,6%	5,9%	100%
	36-45 years	463	4,4	5,3%	4,2%	12,2%	20,6%	21,7%	26,0%	10,0%	100%
	46-55 years	523	4,2	6,5%	6,8%	13,8%	20,1%	21,2%	19,9%	11,8%	100%
	56-65 years	716	3,9	9,0%	8,6%	16,8%	15,6%	17,3%	18,0%	14,6%	100%
	66-74 years	361	3,9	9,4%	5,6%	17,5%	17,5%	9,7%	18,1%	22,3%	100%
D2 Sex	Male	1,303	4,3	6,6%	5,8%	12,5%	19,6%	20,4%	26,1%	8,9%	100%
	Female	1,721	4,3	6,2%	5,0%	13,3%	18,9%	22,8%	22,8%	10,9%	100%
Households with/without children under 18	Without children	1,806	4,2	7,7%	6,8%	14,3%	17,3%	19,1%	23,3%	11,6%	100%
	1 child	619	4,5	4,0%	3,8%	10,5%	20,5%	28,1%	26,2%	6,9%	100%
	2 children	451	4,4	4,7%	3,6%	13,1%	22,8%	19,6%	25,6%	10,5%	100%
	3 children or more	148	4,2	9,8%	4,4%	10,4%	21,4%	24,7%	23,6%	5,8%	100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	4,7	8,0%			30,4%	29,2%	32,3%		100%
	Highly qualified professionals	258	4,9	1,7%	4,5%	7,9%	17,5%	24,4%	40,5%	3,6%	100%
	Average qualified professionals	231	4,3	7,0%	5,7%	13,3%	19,3%	24,5%	24,0%	6,3%	100%
	Administrative staff/clerks	25	4,6	3,6%	3,7%	12,7%	22,3%	23,7%	34,0%		100%
	Service and shop and market sales workers, housing and communal services	98	4,2	5,5%	9,8%	11,7%	16,7%	21,7%	20,3%	14,3%	100%
	Skilled agricultural, forestry, hunting and fishery workers	63	4,1	8,4%	5,0%	13,6%	22,4%	23,1%	15,6%	11,7%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	93	4,3	7,6%	4,8%	15,8%	15,4%	25,9%	27,7%	2,8%	100%
	Plant and machine operators and assemblers	45	4,3		4,9%	15,8%	27,1%	20,2%	17,1%	14,9%	100%

		Number of cases	Average mark	Q3.5 Please, assess the degree of significance for implementing the e-Governance in our country:							
				1 not significant	2	3	4	5	6 very significant	DK/NR	Total
	Unqualified workers	229	4,2	9,3%	5,1%	13,1%	16,0%	20,1%	23,2%	13,1%	100%
	Pupils/ students	142	4,7	3,5%	3,5%	8,0%	22,5%	22,4%	35,1%	5,0%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	258	3,9	7,2%	8,5%	19,4%	19,9%	18,5%	16,7%	9,8%	100%
	Not employed, looking for a job	312	4,3	7,0%	4,1%	12,2%	19,4%	25,4%	22,6%	9,4%	100%
	Housekeeping services workers	457	4,4	5,6%	4,9%	11,1%	21,2%	23,6%	23,1%	10,6%	100%
	Pensioner	765	3,9	9,5%	6,5%	18,0%	15,9%	12,8%	17,9%	19,4%	100%
	Migrant	34	4,0	11,3%	4,8%	10,5%	25,1%	20,7%	17,8%	9,8%	100%
D7 Monthly family income	Below 1000 MDL	529	3,9	9,0%	6,9%	15,4%	16,8%	18,0%	16,7%	17,2%	100%
	1001-2000 MDL	760	4,1	7,3%	6,9%	15,6%	17,8%	20,6%	19,2%	12,6%	100%
	2001-3000 MDL	518	4,2	6,1%	4,7%	17,6%	20,3%	21,1%	20,6%	9,6%	100%
	3001-4000 MDL	298	4,3	6,6%	4,7%	13,4%	22,5%	22,0%	23,9%	6,9%	100%
	4001-5000 MDL	203	4,5	2,5%	6,2%	9,0%	25,8%	24,8%	25,8%	5,9%	100%
	5001-6000 MDL	140	4,7	3,6%	6,1%	10,2%	15,7%	25,2%	36,1%	3,2%	100%
	Above 6000 MDL	206	4,8	5,8%	3,2%	6,5%	16,2%	23,3%	43,0%	2,0%	100%
	DK/NR	370	4,6	5,8%	3,6%	7,6%	19,9%	23,5%	29,3%	10,3%	100%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	35	3,6	7,8%	8,8%	20,4%	17,6%	13,0%	7,8%	24,7%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	633	4,0	8,9%	5,8%	15,0%	20,1%	18,0%	18,1%	14,1%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	712	4,2	6,2%	7,1%	13,6%	20,2%	21,0%	21,0%	10,8%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	496	4,2	6,8%	6,7%	12,8%	18,4%	23,9%	20,1%	11,3%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	550	4,4	7,1%	4,0%	13,8%	17,8%	21,8%	27,2%	8,2%	100%
	Tertiary/Superior (universities, academies, institutes, including post-	598	4,8	3,1%	2,8%	9,0%	19,1%	24,6%	37,0%	4,5%	100%

		Number of cases	Average mark	Q3.5 Please, assess the degree of significance for implementing the e-Governance in our country:								
				1 not significant	2	3	4	5	6 very significant	DK/NR	Total	
university studies)												
Residential area	Urban	724	4,2	6,4%	5,4%	12,6%	24,0%	21,0%	21,2%	9,5%	100%	
	Rural	1,758	4,2	6,4%	6,4%	14,3%	17,4%	21,6%	22,7%	11,2%	100%	
	Chisinau	542	4,6	6,3%	2,3%	9,3%	19,0%	22,6%	33,3%	7,2%	100%	
D16 Region	North	908	3,9	10,6%	8,1%	15,1%	16,0%	18,8%	19,7%	11,7%	100%	
	Centre	1,508	4,6	5,2%	3,6%	7,3%	19,0%	22,8%	31,9%	10,2%	100%	
	South	608	4,0	3,0%	6,1%	25,3%	25,0%	22,9%	11,1%	6,7%	100%	
Language spoken at home	Moldovan/ Romanian	2,251	4,3	6,2%	5,5%	11,9%	18,4%	22,9%	24,4%	10,9%	100%	
	Russian	522	4,2	7,5%	4,5%	15,1%	22,2%	17,5%	25,4%	7,9%	100%	
	Both, at the same level	128	4,2	6,1%	8,0%	13,6%	19,9%	16,3%	26,6%	9,4%	100%	
	Other	123	4,0	6,0%	4,8%	25,3%	23,9%	20,2%	18,4%	1,4%	100%	

Table 1.28. Level of support for implementing Electronic Governance, 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:							
				1 - not willing	2	3	4	5	6 - very willing	DK/NR	Total
Total		3,024	4,4	6,9%	5,6%	10,6%	18,3%	20,6%	29,0%	8,9%	100%
D1.1 Indicate the age groups that you are part of:	16-25 years	415	4,6	4,5%	5,2%	9,5%	17,4%	23,7%	33,7%	6,0%	100%
	26-35 years	546	4,6	5,1%	4,0%	9,0%	17,9%	24,1%	32,9%	7,0%	100%
	36-45 years	463	4,5	6,7%	3,7%	10,9%	20,7%	18,8%	30,9%	8,2%	100%
	46-55 years	523	4,2	9,3%	7,4%	9,5%	17,5%	20,5%	25,0%	10,8%	100%
	56-65 years	716	4,0	10,1%	8,0%	13,6%	18,3%	15,1%	22,0%	12,9%	100%
	66-74 years	361	3,8	10,0%	6,9%	17,5%	18,3%	13,6%	17,5%	16,2%	100%
D2 Sex	Male	1,303	4,4	6,6%	5,5%	10,6%	19,4%	19,6%	30,8%	7,5%	100%
	Female	1,721	4,4	7,2%	5,6%	10,6%	17,2%	21,6%	27,4%	10,2%	100%
Households with/without children under 18	Without children	1,806	4,3	8,1%	6,8%	11,9%	17,4%	19,0%	27,1%	9,7%	100%
	1 child	619	4,7	5,2%	3,7%	7,5%	18,5%	25,3%	33,9%	5,9%	100%
	2 children	451	4,5	4,5%	4,3%	12,6%	20,1%	19,9%	28,3%	10,3%	100%
	3 children or more	148	4,3	10,6%	6,3%	6,1%	19,2%	18,9%	28,3%	10,5%	100%

		Number of cases	Average mark	Q3.6 Please, assess your level of supporting the implementation of e-Governance reform in your country:							
				1 - not willing	2	3	4	5	6 - very willing	DK/NR	Total
D4 Current Position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	4,6	8,0%			38,4%	22,3%	31,3%		100%
	Highly qualified professionals	258	5,0	1,6%	3,4%	8,9%	10,9%	25,1%	46,6%	3,6%	100%
	Average qualified professionals	231	4,5	6,4%	4,8%	10,4%	20,4%	20,2%	31,7%	6,1%	100%
	Administrative staff/clerks	25	4,6	7,3%		15,3%	13,7%	33,0%	30,6%		100%
	Service and shop and market sales workers, housing and communal services	98	4,1	5,6%	9,7%	12,4%	21,4%	17,2%	22,0%	11,6%	100%
	Skilled agricultural, forestry, hunting and fishery workers	63	4,1	9,0%	7,6%	11,0%	21,8%	22,0%	18,8%	9,7%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	93	4,5	6,3%	7,8%	8,7%	19,2%	19,3%	34,8%	3,8%	100%
	Plant and machine operators and assemblers	45	4,2	6,6%	5,6%	13,4%	19,2%	24,3%	18,5%	12,4%	100%
	Unqualified workers	229	4,2	10,1%	8,2%	8,5%	20,0%	18,9%	25,5%	8,9%	100%
	Pupils/ students	142	4,9	2,9%	3,3%	7,5%	19,8%	18,1%	45,1%	3,3%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	258	4,1	9,1%	8,1%	10,5%	25,1%	16,0%	21,6%	9,5%	100%
	Not employed, looking for a job	312	4,5	7,0%	4,1%	10,8%	13,2%	26,2%	29,0%	9,8%	100%
	Housekeeping services workers	457	4,4	5,5%	5,3%	10,2%	17,7%	24,6%	25,2%	11,4%	100%
	Pensionar	765	3,9	11,4%	6,1%	15,8%	17,7%	12,9%	19,9%	16,1%	100%
Migrant	34	4,0	14,7%	4,8%	11,0%	21,4%	22,1%	23,6%	2,4%	100%	
D7 Monthly family income	Below 1000 MDL	529	4,0	11,3%	7,4%	12,2%	15,2%	19,8%	18,9%	15,1%	100%
	1001-2000 MDL	760	4,2	7,5%	8,1%	12,0%	18,0%	18,8%	23,4%	12,2%	100%
	2001-3000 MDL	518	4,3	6,8%	5,7%	12,4%	21,1%	21,4%	24,6%	7,9%	100%
	3001-4000 MDL	298	4,4	6,8%	6,1%	10,3%	21,0%	21,2%	28,6%	6,0%	100%
	4001-5000 MDL	203	4,6	4,0%	2,9%	13,1%	17,1%	23,9%	32,7%	6,3%	100%
	5001-6000 MDL	140	4,7	3,9%	3,1%	9,3%	20,9%	22,5%	37,5%	2,9%	100%
	Above 6000 MDL	206	4,9	5,8%	2,5%	5,2%	14,7%	22,1%	48,3%	1,3%	100%

		Number of cases	Average mark	Q3.6 Please, assess your level of supporting the implementation of e-Governance reform in your country:							
				1 - not willing	2	3	4	5	6 - very willing	DK/NR	Total
	DK/NA	370	4,7	5,0%	3,4%	7,7%	18,2%	19,9%	37,1%	8,8%	100%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	35	3,4	6,1%	15,4%	27,1%	8,7%	5,1%	13,2%	24,5%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	633	4,1	8,7%	6,6%	11,9%	20,5%	16,6%	21,8%	14,0%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	712	4,2	7,4%	6,7%	12,7%	21,3%	18,1%	26,1%	7,8%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	496	4,2	9,0%	6,9%	9,4%	16,8%	22,5%	24,6%	10,8%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	550	4,5	6,4%	4,2%	9,8%	17,6%	23,1%	31,3%	7,5%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	598	4,9	3,4%	2,8%	7,9%	14,4%	24,9%	42,5%	4,1%	100%
Residential area	Urban	724	4,4	5,9%	4,9%	10,3%	22,2%	22,0%	26,1%	8,5%	100%
	Rural	1,758	4,3	6,8%	7,1%	11,5%	18,3%	19,6%	26,4%	10,3%	100%
	Chisinau	542	4,7	8,7%	1,8%	8,6%	13,3%	22,1%	40,1%	5,4%	100%
D16 Region	North	908	4,1	9,8%	8,5%	12,5%	15,5%	18,3%	23,6%	11,8%	100%
	Centre	1,508	4,7	6,7%	3,6%	6,7%	17,0%	20,8%	36,5%	8,6%	100%
	South	608	4,2	2,9%	6,2%	18,6%	26,2%	23,9%	16,8%	5,5%	100%
Language spoken at home	Moldovan/ Romanian	2,251	4,4	7,1%	5,6%	10,1%	17,7%	21,1%	28,5%	9,9%	100%
	Russian	522	4,4	6,8%	5,5%	11,5%	20,7%	17,7%	31,3%	6,4%	100%
	Both, at the same level	128	4,6	5,6%	6,0%	8,0%	17,4%	18,8%	35,4%	8,8%	100%
	Other	123	4,2	6,6%	3,6%	21,3%	19,8%	26,7%	21,0%	1,0%	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/NA	
Total		3,024	4,1	17,0%	5,3%	9,0%	15,2%	19,1%	26,5%	8,0%	100%
D1.1 Indicate the age groups that you are part of:	16-25 years	415	4,4	10,3%	3,5%	9,1%	17,3%	20,8%	32,0%	7,0%	100%
	26-35 years	546	4,5	8,9%	3,4%	8,3%	17,4%	24,6%	31,0%	6,3%	100%
	36-45 years	463	4,2	13,3%	4,2%	11,5%	16,2%	17,3%	29,8%	7,8%	100%
	46-55 years	523	3,6	24,7%	6,4%	7,5%	12,2%	18,4%	21,8%	8,9%	100%
	56-65 years	716	3,3	28,5%	9,3%	9,1%	11,5%	14,0%	17,3%	10,3%	100%
	66-74 years	361	2,9	35,3%	10,2%	7,5%	12,5%	10,3%	13,3%	10,8%	100%
D2 Sex	Male	1,303	4,1	16,4%	4,7%	9,1%	16,0%	18,9%	28,3%	6,7%	100%
	Female	1,721	4,	17,5%	5,9%	8,9%	14,4%	19,2%	24,9%	9,2%	100%
Households with/without children under 18	Without children	1,806	3,8	20,3%	6,7%	9,1%	14,0%	16,8%	25,1%	8,0%	100%
	1 child	619	4,3	12,9%	2,7%	8,9%	16,1%	23,5%	29,2%	6,6%	100%
	2 children	451	4,2	11,8%	5,7%	9,2%	18,2%	20,7%	25,7%	8,8%	100%
	3 children or more	148	4,2	18,5%	1,3%	8,0%	12,3%	17,1%	31,9%	11,0%	100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	4,9		8,1%		22,3%	26,5%	36,6%	6,6%	100%
	Highly qualified professionals	258	4,8	2,7%	1,5%	11,8%	15,3%	24,6%	39,8%	4,2%	100%
	Average qualified professionals	231	4,3	10,8%	3,6%	12,2%	15,2%	23,2%	28,8%	6,2%	100%
	Administrative staff/clerks	25	4,9		3,7%	14,2%	3,6%	42,1%	36,4%		100%
	Service and shop and market sales workers, housing and communal services	98	3,8	18,4%	13,9%	5,9%	10,9%	21,5%	22,5%	6,9%	100%
	Skilled agricultural, forestry, hunting and fishery workers	63	3,5	27,4%	4,9%	6,9%	10,9%	17,5%	18,1%	14,3%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	93	4,2	15,9%	2,4%	12,3%	12,8%	23,5%	29,8%	3,3%	100%
	Plant and machine operators and	45	3,9	13,6%	7,5%	7,7%	24,1%	15,5%	17,6%	14,1%	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/NA		
	assemblers										
	Unqualified workers	229	3,9	22,1%	4,4%	8,2%	10,8%	20,1%	25,7%	8,7%	100%
	Pupils/ students	142	4,7	5,5%	2,8%	9,4%	20,8%	20,3%	37,0%	4,2%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	258	3,6	21,9%	7,6%	8,0%	19,2%	15,2%	19,3%	8,8%	100%
	Not employed, looking for a job	312	4,1	15,6%	4,8%	8,0%	15,6%	18,1%	30,1%	7,7%	100%
	Housekeeping services workers	457	4,	17,2%	4,3%	8,5%	16,5%	19,5%	23,7%	10,4%	100%
	Pensioner	765	3,	33,9%	9,5%	8,3%	10,8%	11,3%	14,9%	11,4%	100%
	Migrant	34	4,2	17,3%	7,4%	4,7%	16,0%	13,5%	37,9%	3,3%	100%
D7 Monthly family income:	Below 1000 MDL	529	3,2	30,0%	8,0%	10,5%	10,4%	12,9%	16,7%	11,4%	100%
	1001-2000 MDL	760	3,8	20,4%	7,2%	8,8%	11,5%	17,8%	22,8%	11,4%	100%
	2001-3000 MDL	518	3,8	19,1%	5,3%	8,4%	19,3%	21,3%	19,8%	6,7%	100%
	3001-4000 MDL	298	4,1	14,2%	3,3%	9,8%	18,7%	23,1%	24,8%	6,2%	100%
	4001-5000 MDL	203	4,5	7,5%	5,4%	8,0%	20,5%	22,1%	30,9%	5,7%	100%
	5001-6000 MDL	140	4,6	6,4%	0,8%	10,0%	21,4%	27,0%	31,7%	2,7%	100%
	Above 6000 MDL	206	4,8	8,2%	3,1%	7,2%	12,9%	15,9%	50,9%	1,8%	100%
	DK/NR	370	4,4	11,6%	4,0%	8,8%	14,3%	19,1%	33,5%	8,7%	100%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	35	2,6	30,1%	11,5%	11,3%	3,9%	7,0%	9,2%	27,0%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	633	3,6	23,1%	6,1%	9,1%	13,5%	15,4%	21,4%	11,5%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	712	3,9	17,2%	6,5%	10,2%	17,4%	17,1%	24,9%	6,6%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	496	3,8	20,8%	5,5%	9,3%	14,1%	16,7%	22,9%	10,6%	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/NA	
	Post-secondary non-tertiary (colleges, including vocational schools)	550	4,2	14,7%	6,0%	7,0%	16,1%	20,6%	28,4%	7,2%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	598	4,6	8,4%	1,9%	8,7%	14,7%	26,4%	36,1%	3,7%	100%
Residential area	Urban	724	4,1	13,5%	6,6%	8,1%	17,7%	22,2%	24,0%	7,9%	100%
	Rural	1,758	3,9	18,9%	5,7%	9,2%	13,9%	17,2%	25,9%	9,2%	100%
	Chisinau	542	4,2	15,6%	2,7%	9,5%	15,7%	20,7%	31,4%	4,5%	100%
D16 Region:	North	908	3,9	18,3%	7,0%	9,6%	11,8%	16,3%	24,9%	12,1%	100%
	Centre	1,508	4,2	16,6%	4,3%	6,7%	14,1%	19,9%	32,1%	6,3%	100%
	South	608	3,7	15,8%	5,5%	14,4%	23,3%	21,3%	13,5%	6,2%	100%
Language spoken at home:	Moldovan/ Romanian	2,251	4,1	17,1%	5,1%	8,3%	13,8%	19,4%	27,7%	8,7%	100%
	Russian	522	3,9	16,2%	5,9%	10,4%	19,7%	16,8%	24,1%	7,0%	100%
	Both, at the same level	128	3,8	20,9%	5,4%	10,7%	15,4%	19,6%	24,0%	4,0%	100%
	Other	123	3,8	13,9%	7,3%	16,2%	22,5%	21,5%	15,8%	2,9%	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	DK/NA	
Total		3,024	3,6	25,1%	6,8%	8,2%	14,0%	14,6%	21,3%	10,0%	100%
D1.1 Indicate the age groups that you are part of:	16-25 years	415	4,2	14,6%	4,1%	8,6%	17,0%	18,5%	28,8%	8,4%	100%
	26-35 years	546	4,0	17,1%	6,6%	8,2%	14,8%	19,5%	26,0%	7,8%	100%
	36-45 years	463	3,7	21,4%	7,8%	10,0%	14,8%	12,9%	22,8%	10,3%	100%
	46-55 years	523	3,1	34,2%	6,8%	6,8%	14,8%	10,8%	15,6%	10,9%	100%
	56-65 years	716	2,6	41,4%	9,5%	7,5%	6,9%	10,2%	11,3%	13,2%	100%
	66-74 years	361	2,4	43,4%	10,0%	7,0%	10,5%	7,2%	7,8%	14,1%	100%
D2 Sex	Male	1,303	3,6	24,1%	6,4%	8,8%	15,0%	15,5%	22,3%	8,0%	100%
	Female	1,721	3,5	26,0%	7,2%	7,6%	13,1%	13,8%	20,3%	12,0%	100%
Households with/without children under 18	Without children	1,806	3,4	29,4%	6,7%	8,4%	12,2%	13,0%	19,7%	10,6%	100%
	1 child	619	3,9	19,7%	6,3%	8,1%	16,4%	17,1%	25,3%	7,3%	100%
	2 children	451	3,7	20,3%	8,4%	8,5%	15,3%	17,1%	19,2%	11,2%	100%
	3 children or more	148	3,8	22,0%	5,1%	6,3%	16,9%	11,8%	25,0%	12,8%	100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	4,3	11,0%	4,4%		28,9%	28,9%	20,3%	6,6%	100%
	Highly qualified professionals	258	4,4	12,1%	2,6%	12,1%	15,2%	17,6%	35,7%	4,6%	100%
	Average qualified professionals	231	3,7	23,0%	5,1%	8,4%	18,1%	13,8%	24,0%	7,6%	100%
	Administrative staff/clerks	25	4,5	3,7%	3,4%	17,6%	15,3%	31,6%	28,3%		100%
	Service and shop and market sales workers, housing and communal services	98	3,1	29,6%	15,6%	5,5%	6,8%	11,9%	18,9%	11,6%	100%
	Skilled agricultural, forestry, hunting and fishery workers	63	3,2	32,9%	5,7%	4,1%	12,0%	10,3%	17,3%	17,7%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	93	3,8	21,4%	3,8%	12,0%	15,6%	15,2%	24,5%	7,5%	100%
	Plant and machine operators and assemblers	45	3,2	25,4%	4,1%	14,4%	26,0%	8,7%	9,7%	11,6%	100%
Unqualified workers	229	3,5	27,5%	5,2%	9,1%	11,6%	16,8%	19,0%	10,8%	100%	

		Number of cases	Average mark	Q3.7.2 Please, assess your level of willingness to use online public services you need or will need via mobile phone:							Total
				1 - not willing	2	3	4	5	6 - very willing	DK/NA	
	Pupils/ students	142	4,6	6,9%	5,0%	7,8%	17,7%	20,2%	36,9%	5,6%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	258	3,2	31,7%	6,6%	8,1%	15,2%	13,2%	14,3%	11,0%	100%
	Not employed, looking for a job	312	3,7	22,9%	6,2%	7,7%	13,8%	17,8%	22,6%	9,0%	100%
	Housekeeping services workers	457	3,4	25,9%	9,0%	7,3%	14,0%	13,4%	17,2%	13,1%	100%
	Pensioner	765	2,5	43,3%	9,9%	6,2%	8,0%	7,7%	10,3%	14,5%	100%
	Migrant	34	3,3	29,4%	13,0%	2,5%	15,6%	11,9%	21,1%	6,5%	100%
D7 Monthly family income:	Below 1000 MDL	529	2,8	38,0%	7,1%	6,5%	11,0%	10,9%	12,3%	14,2%	100%
	1001-2000 MDL	760	3,2	30,1%	8,8%	8,6%	10,5%	11,6%	16,7%	13,5%	100%
	2001-3000 MDL	518	3,3	28,1%	8,6%	8,5%	16,0%	16,8%	13,7%	8,2%	100%
	3001-4000 MDL	298	3,4	26,7%	6,4%	9,6%	13,9%	16,8%	17,6%	9,0%	100%
	4001-5000 MDL	203	4,1	14,5%	4,9%	8,8%	17,9%	19,1%	27,4%	7,4%	100%
	5001-6000 MDL	140	4,2	11,6%	5,5%	9,8%	22,2%	21,8%	26,4%	2,7%	100%
	Above 6000 MDL	206	4,6	12,4%	3,3%	5,3%	18,9%	9,7%	46,4%	3,9%	100%
	DK/NR	370	4,0	17,2%	5,2%	8,6%	12,4%	16,3%	29,4%	10,8%	100%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	35	2,2	42,2%	9,8%	7,0%	5,4%	1,7%	9,2%	24,8%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	633	3,2	31,1%	7,9%	5,6%	12,4%	11,6%	17,9%	13,5%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	712	3,6	23,7%	7,3%	9,4%	16,1%	14,5%	20,3%	8,7%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	496	3,2	29,7%	6,8%	9,3%	12,2%	13,9%	15,7%	12,5%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	550	3,5	25,0%	7,8%	8,1%	13,7%	13,4%	22,2%	9,9%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies))	598	4,2	16,0%	4,0%	8,7%	15,4%	20,1%	30,3%	5,5%	100%
Residential area	Urban	724	3,6	22,5%	9,4%	7,2%	15,8%	15,5%	20,3%	9,4%	100%
	Rural	1,758	3,4	26,9%	6,8%	7,9%	14,1%	13,3%	19,5%	11,4%	100%
	Chisinau	542	3,9	22,9%	3,7%	10,2%	11,7%	17,3%	27,5%	6,8%	100%
D16	North	908	3,5	23,9%	8,3%	8,9%	12,7%	12,5%	19,2%	14,4%	100%

		Number of cases	Average mark	Q3.7.2 Please, assess your level of willingness to use online public services you need or will need via mobile phone:							Total
				1 - not willing	2	3	4	5	6 - very willing	DK/NA	
Region	Center	1,508	3,8	23,5%	5,7%	6,8%	13,5%	16,1%	26,3%	8,2%	100%
	South	608	3,1	31,4%	7,6%	10,9%	17,6%	13,9%	10,5%	8,1%	100%
Language spoken at home	Moldovan/ Romanian	2,251	3,6	25,0%	6,3%	7,8%	13,2%	15,2%	21,5%	11,1%	100%
	Russian	522	3,5	25,0%	8,6%	9,7%	15,3%	11,6%	22,3%	7,4%	100%
	Both, at the same level	128	3,4	28,5%	7,5%	6,8%	15,8%	13,6%	21,0%	6,8%	100%
	Other	123	3,4	22,4%	8,8%	12,4%	23,6%	17,7%	11,7%	3,3%	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		3.024	3,8	11,1%	8,4%	15,7%	20,3%	21,2%	12,5%	10,8%	100%
D1.1 Indicate the age groups that you are part of:	16-25 years	415	4,0	9,5%	6,6%	16,0%	22,9%	25,8%	14,0%	5,3%	100%
	26-35 years	546	4,0	8,7%	6,0%	15,5%	20,1%	25,5%	14,7%	9,4%	100%
	36-45 years	463	3,8	10,3%	8,5%	16,8%	22,9%	20,2%	12,8%	8,4%	100%
	46-55 years	523	3,6	13,6%	10,0%	14,5%	18,8%	16,6%	11,5%	14,9%	100%
	56-65 years	716	3,4	15,5%	11,8%	15,5%	16,6%	14,9%	8,9%	16,8%	100%
	66-74 years	361	3,5	10,8%	12,4%	15,6%	15,0%	17,7%	8,3%	20,1%	100%
D2 Sex	Male	1.303	3,8	10,2%	9,8%	16,9%	20,5%	20,1%	12,9%	9,7%	100%
	Female	1.721	3,8	12,0%	7,2%	14,6%	20,1%	22,2%	12,1%	11,9%	100%
Households with/without children under 18	Without children	1.806	3,7	12,6%	9,2%	15,2%	19,3%	18,9%	12,4%	12,4%	100%
	1 child	619	3,9	10,8%	6,9%	14,3%	20,5%	25,4%	13,7%	8,5%	100%
	2 children	451	3,9	7,1%	8,5%	19,2%	22,0%	21,1%	12,5%	9,6%	100%
	3 children or more	148	3,8	10,6%	7,6%	15,2%	23,4%	24,6%	8,8%	9,8%	100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	4,3	3,7%	8,0%	13,3%	22,3%	25,2%	20,9%	6,6%	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		
	Highly qualified professionals	258	4,1	6,8%	5,2%	16,2%	25,3%	23,0%	18,4%	5,0%	100%
	Average qualified professionals	231	3,9	10,6%	6,9%	14,0%	24,5%	21,9%	14,3%	7,9%	100%
	Administrative staff/clerks	25	4,5		8,0%	23,2%	10,5%	18,1%	34,2%	6,0%	100%
	Service and shop and market sales workers, housing and communal services	98	3,8	9,6%	15,0%	10,9%	19,7%	22,9%	13,6%	8,2%	100%
	Skilled agricultural, forestry, hunting and fishery workers	63	3,5	10,9%	14,6%	13,6%	32,4%	9,1%	9,1%	10,3%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	93	3,9	11,1%	5,9%	17,9%	18,1%	24,6%	12,7%	9,6%	100%
	Plant and machine operators and assemblers	45	3,6	18,5%	1,9%	10,0%	22,5%	26,0%	6,1%	15,0%	100%
	Unqualified workers	229	3,4	13,7%	10,9%	20,0%	17,1%	16,6%	7,5%	14,3%	100%
	Pupils/ students	142	4,1	5,6%	5,7%	17,7%	26,4%	24,9%	16,4%	3,2%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	258	3,5	14,2%	9,0%	15,0%	23,4%	18,3%	8,2%	11,9%	100%
	Not employed, looking for a job	312	3,9	11,2%	9,7%	16,7%	12,0%	25,9%	15,3%	9,3%	100%
	Housekeeping services workers	457	3,8	11,6%	7,2%	13,2%	21,9%	21,9%	11,5%	12,8%	100%
	Pensioner	765	3,4	14,1%	11,0%	15,4%	15,2%	15,8%	9,3%	19,3%	100%
	Migrant	34	3,5	14,5%	8,9%	23,9%	10,3%	28,5%	5,8%	8,1%	100%
D7 Monthly family income	Below 1000 MDL	529	3,6	15,2%	10,0%	13,1%	14,3%	19,9%	11,2%	16,2%	100%
	1001-2000 MDL	760	3,7	12,2%	9,1%	16,0%	17,5%	20,5%	11,0%	13,7%	100%
	2001-3000 MDL	518	3,8	9,8%	8,4%	17,5%	20,9%	23,7%	10,1%	9,6%	100%
	3001-4000 MDL	298	3,8	10,4%	10,5%	13,4%	24,1%	20,9%	13,5%	7,2%	100%
	4001-5000 MDL	203	4,0	8,0%	7,2%	13,5%	24,9%	23,0%	15,3%	8,1%	100%
	5001-6000 MDL	140	3,9	7,4%	4,0%	19,9%	26,5%	26,3%	9,1%	6,7%	100%
	Above 6000 MDL	206	3,9	11,7%	5,5%	17,8%	24,4%	17,8%	20,0%	2,8%	100%
	DK/NR	370	3,8	10,0%	8,3%	15,8%	20,2%	19,9%	13,7%	12,0%	100%
D8 Education level	Primary education or without primary	35	3,6	10,0%	7,2%	15,8%	14,4%	15,0%	9,2%	28,4%	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	
	education (from 1st to 4th form)										
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	633	3,6	12,8%	8,7%	15,3%	21,9%	18,6%	8,4%	14,4%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	712	3,7	11,0%	11,1%	16,5%	19,5%	20,6%	11,5%	9,7%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	496	3,7	12,9%	8,8%	15,2%	15,6%	19,0%	12,9%	15,5%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	550	3,9	11,7%	6,7%	14,1%	19,8%	24,8%	13,9%	9,0%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	598	4,0	7,7%	6,2%	16,8%	24,0%	23,5%	16,5%	5,2%	100%
Residential area	Urban	724	3,9	9,8%	6,5%	16,6%	21,4%	23,3%	11,7%	10,7%	100%
	Rural	1.758	3,8	10,3%	9,6%	15,5%	19,3%	20,8%	11,9%	12,6%	100%
	Chisinau	542	3,7	15,3%	7,5%	15,1%	21,7%	19,7%	15,1%	5,6%	100%
D16 Region	North	908	3,7	12,1%	9,3%	14,4%	18,6%	20,3%	13,5%	11,7%	100%
	Centre	1.508	3,8	12,3%	9,0%	14,1%	18,8%	21,2%	13,4%	11,2%	100%
	South	608	3,9	6,2%	5,5%	22,0%	27,0%	22,5%	8,4%	8,4%	100%
Language spoken at home:	Moldovan/ Romanian	2.251	3,8	10,6%	8,8%	14,9%	19,7%	21,4%	12,5%	12,0%	100%
	Russian	522	3,8	12,6%	5,4%	18,5%	22,7%	19,6%	14,1%	7,2%	100%
	Both, at the same level	128	3,2	20,8%	11,1%	20,2%	16,7%	12,5%	8,2%	10,4%	100%
	Other	123	4,0	4,7%	10,9%	13,5%	25,4%	33,3%	10,0%	2,1%	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:							Total
				1 - would never recommend	2	3	4	5	6 - would definitely recommend	DK/NR	
Total		3.024	4,1	12,7%	6,7%	9,4%	16,1%	20,1%	23,2%	11,8%	100%
D1.1 Indicate the age groups that you are part of:	16-25 years	415	4,3	9,2%	5,8%	8,6%	18,4%	23,2%	26,7%	8,2%	100%
	26-35 years	546	4,3	8,8%	4,5%	7,7%	19,1%	26,5%	24,2%	9,1%	100%
	36-45 years	463	4,0	13,0%	8,9%	8,8%	16,4%	16,3%	25,1%	11,5%	100%
	46-55 years	523	3,9	15,4%	6,2%	10,6%	13,9%	15,9%	22,9%	15,1%	100%
	56-65 years	716	3,6	19,2%	8,5%	11,9%	10,2%	16,0%	18,0%	16,3%	100%
	66-74 years	361	3,5	17,7%	8,9%	11,4%	14,6%	18,1%	11,9%	17,4%	100%
D2 Sex	Male	1.303	4,1	12,8%	6,9%	9,6%	16,3%	20,3%	23,1%	11,1%	100%
	Female	1.721	4,1	12,7%	6,5%	9,3%	15,8%	19,9%	23,4%	12,5%	100%
Households with/without children under 18	Without children	1.806	4,0	14,1%	7,3%	10,1%	13,4%	19,2%	22,8%	13,0%	100%
	1 child	619	4,2	11,2%	5,7%	9,7%	17,8%	21,5%	25,1%	9,0%	100%
	2 children	451	4,1	9,9%	6,8%	7,5%	21,1%	21,2%	21,2%	12,4%	100%
	3 children and more	148	4,1	14,3%	4,0%	7,9%	18,0%	18,9%	26,2%	10,6%	100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	3,8	27,1%		11,8%	18,0%		36,6%	6,6%	100%
	Highly qualified specialists	258	4,6	6,5%	3,4%	9,8%	15,3%	24,3%	35,2%	5,4%	100%
	Average qualified specialists	231	4,0	16,2%	5,8%	5,6%	14,9%	21,8%	23,7%	12,0%	100%
	Administrative staff/clerks	25	4,6	2,3%	8,4%	10,5%	11,4%	36,8%	27,2%	3,4%	100%
	Service and shop and market sales workers, housing and communal services	98	4,0	10,2%	13,3%	10,9%	14,8%	18,0%	23,8%	9,0%	100%
	Skilled agricultural, forestry, hunting and fishery workers	63	3,8	14,2%	5,7%	15,5%	22,6%	17,5%	15,0%	9,6%	100%
Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	93	4,4	9,1%	6,1%	7,4%	15,6%	23,6%	29,9%	8,3%	100%	

		Number of cases	Average	Q3.9 Please, indicate to what extent you would recommend to Moldovan citizens to use online public services they need:							Total
	Plant and machine operators and assemblers	45	4,0	9,8%	3,7%	5,9%	30,9%	19,5%	12,1%	18,1%	100%
	Unqualified workers	229	3,6	18,9%	9,2%	8,8%	13,5%	15,7%	18,2%	15,7%	100%
	Pupils/Students	142	4,5	6,9%	5,6%	6,6%	20,2%	24,4%	33,5%	2,9%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	258	3,6	17,3%	7,4%	10,1%	21,8%	17,2%	14,0%	12,4%	100%
	Not employed, looking for a job	312	4,2	12,4%	5,6%	10,4%	13,1%	22,5%	25,9%	10,2%	100%
	Housekeeping services workers	457	4,1	9,6%	7,2%	9,5%	16,2%	20,3%	21,3%	16,0%	100%
	Pensioner	765	3,6	18,2%	8,0%	11,7%	12,5%	15,9%	16,7%	17,1%	100%
	Migrant	34	4,2	12,2%	2,9%	11,3%	13,1%	12,6%	29,5%	18,4%	100%
D7 Monthly family income	Below 1000 MDL	529	3,7	20,0%	5,7%	11,5%	12,2%	15,8%	18,9%	15,8%	100%
	1001-2000 MDL	760	3,9	12,8%	7,7%	9,6%	17,2%	20,4%	19,2%	13,1%	100%
	2001-3000 MDL	518	4,0	12,5%	8,9%	10,4%	14,1%	21,5%	20,2%	12,3%	100%
	3001-4000 MDL	298	4,0	13,6%	6,4%	10,6%	20,2%	20,6%	19,6%	9,0%	100%
	4001-5000 MDL	203	4,3	7,5%	6,0%	10,0%	17,4%	27,3%	22,8%	9,1%	100%
	5001-6000 MDL	140	4,5	8,2%	2,0%	9,1%	19,8%	24,4%	27,1%	9,5%	100%
	Above 6000 MDL	206	4,5	11,7%	4,4%	8,4%	13,4%	17,8%	42,8%	1,4%	100%
	DK/NA	370	4,3	9,6%	7,0%	5,5%	16,9%	18,3%	27,6%	15,1%	100%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	35	3,7	9,0%	11,5%	12,9%	7,4%	20,3%	9,8%	29,1%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	633	3,8	15,5%	8,0%	9,3%	18,6%	16,4%	18,9%	13,3%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	712	4,0	13,6%	7,1%	10,0%	16,8%	18,9%	21,0%	12,5%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	496	3,9	14,0%	7,9%	9,7%	17,7%	16,9%	20,8%	13,1%	100%
	Post-secondary non-tertiary	550	4,2	13,6%	5,0%	8,3%	12,7%	21,3%	26,0%	13,1%	100%

		Number of cases	Average	Q3.9 Please, indicate to what extent you would recommend to Moldovan citizens to use online public services they need:							Total
	(colleges, including vocational schools)										
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	598	4,5	7,1%	4,9%	9,4%	14,4%	27,0%	30,6%	6,6%	100%
Residential area:	Urban	724	4,0	12,0%	8,2%	11,1%	13,7%	20,2%	23,3%	11,5%	100%
	Rural	1.758	4,1	12,0%	6,9%	9,5%	16,6%	20,0%	21,8%	13,2%	100%
	Chisinau	542	4,1	15,7%	4,2%	7,2%	17,4%	20,2%	27,2%	8,1%	100%
D16 Region	North	908	4,0	12,0%	6,8%	10,5%	15,8%	19,5%	22,4%	12,9%	100%
	Center	1.508	4,2	13,5%	5,7%	7,2%	15,4%	20,3%	26,2%	11,7%	100%
	South	608	3,8	11,8%	9,3%	13,7%	18,3%	20,5%	16,1%	10,3%	100%
Language spoken at home	Moldovan/ Romanian	2.251	4,1	12,0%	7,1%	8,9%	15,4%	20,4%	23,2%	13,1%	100%
	Russian	522	4,0	14,8%	4,7%	11,1%	17,7%	18,5%	24,0%	9,1%	100%
	Both, at the same level	128	3,7	18,4%	7,8%	12,6%	17,6%	16,2%	20,2%	7,2%	100%
	Other	123	4,2	11,4%	4,1%	9,3%	21,6%	26,9%	24,3%	2,4%	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 (via computer or mobile phone) it shall be granted						Total	
				1 - do not trust	2	3	4	5	6 - fully trust		DK/NR
Total		3.024	3,7	11,0%	9,7%	17,3%	21,4%	15,6%	13,1%	11,9%	100%
D1.1 Indicate the age groups that you are part of:	16-25 years	415	3,9	7,7%	9,6%	16,6%	25,0%	19,2%	14,7%	7,2%	100%
	26-35 years	546	3,9	10,0%	7,2%	16,4%	23,5%	20,9%	14,8%	7,3%	100%
	36-45 years	463	3,6	9,7%	12,2%	19,5%	20,8%	13,0%	13,7%	11,1%	100%
	46-55 years	523	3,5	14,3%	9,6%	16,7%	19,5%	12,9%	11,7%	15,2%	100%
	56-65 years	716	3,4	15,3%	9,8%	17,4%	17,6%	10,2%	10,2%	19,5%	100%
	66-74 years	361	3,3	12,8%	12,2%	19,4%	13,9%	9,7%	9,5%	22,6%	100%
D2 Sex	Male	1.303	3,7	10,9%	9,5%	18,3%	21,4%	15,3%	13,6%	11,0%	100%
	Female	1.721	3,7	11,2%	9,8%	16,5%	21,3%	15,9%	12,6%	12,7%	100%

		Number of cases	Average mark	Q3.10.1. Please, assess your level of confidence that upon requesting a public electronic service (via computer or mobile phone) it shall be granted							Total
				1 - do not trust	2	3	4	5	6 - fully trust	DK/NR	
Households with/without children under 18	Without children	1.806	3,6	11,4%	10,5%	17,5%	19,0%	14,9%	12,6%	14,1%	100%
	1 child	619	3,8	10,6%	7,9%	17,2%	23,1%	19,6%	13,1%	8,7%	100%
	2 children	451	3,7	10,5%	9,8%	18,1%	23,5%	13,1%	15,1%	10,0%	100%
	3 children or more	148	3,7	11,9%	9,0%	14,4%	29,8%	13,4%	11,7%	9,8%	100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	3,8	19,0%		20,2%	11,0%	27,8%	13,9%	8,0%	100%
	Highly qualified professionals	258	4,1	6,2%	8,4%	19,7%	20,4%	19,4%	21,8%	4,3%	100%
	Average qualified professionals	231	3,8	9,7%	7,7%	16,6%	27,1%	17,6%	13,0%	8,3%	100%
	Administrative staff/clerks	25	4,2	4,7%	8,0%	14,2%	23,4%	22,5%	20,3%	6,9%	100%
	Service and shop and market sales workers, housing and communal services	98	3,6	14,2%	9,2%	19,1%	23,5%	12,4%	14,1%	7,6%	100%
	Skilled agricultural, forestry, hunting and fishery workers	63	3,5	10,8%	17,8%	13,7%	27,8%	5,5%	14,6%	9,9%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	93	3,9	4,3%	9,4%	21,3%	25,0%	13,5%	15,9%	10,5%	100%
	Plant and machine operators and assemblers	45	3,4	12,6%	15,8%	17,0%	21,2%	11,1%	9,8%	12,4%	100%
	Unqualified workers	229	3,3	13,9%	10,9%	21,8%	18,2%	11,5%	7,9%	15,8%	100%
	Pupils/ students	142	4,1	5,7%	5,6%	15,2%	31,3%	22,7%	16,9%	2,6%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	258	3,4	15,2%	9,8%	16,4%	21,7%	11,8%	9,5%	15,5%	100%
	Not employed, looking for a job	312	3,7	11,4%	11,6%	12,6%	20,6%	18,0%	14,3%	11,6%	100%
	Housekeeping services workers	457	3,6	11,2%	10,1%	17,4%	20,7%	16,6%	11,6%	12,4%	100%
	Pensioner	765	3,3	14,4%	10,5%	17,7%	14,0%	10,2%	10,6%	22,6%	100%
Migrant	34	3,5	15,0%	5,6%	27,2%	4,7%	28,0%	5,8%	13,7%	100%	
D7 Monthly family income:	Below 1000 MDL	529	3,5	14,8%	9,6%	15,6%	15,3%	13,5%	11,0%	20,2%	100%
	1001-2000 MDL	760	3,6	13,4%	8,9%	16,3%	19,8%	15,1%	13,5%	13,1%	100%
	2001-3000 MDL	518	3,6	10,3%	10,8%	18,8%	23,0%	16,9%	11,0%	9,3%	100%

	Number of cases	Average mark	Q3.10.1. Please, assess your level of confidence that upon requesting a public electronic service (via computer or mobile phone) it shall be granted							Total	
			1 - do not trust	2	3	4	5	6 - fully trust	DK/NR		
	3001-4000 MDL	298	3,7	8,2%	11,6%	18,7%	26,6%	12,3%	11,6%	10,9%	100%
	4001-5000 MDL	203	4,0	7,5%	6,0%	19,9%	22,6%	17,3%	18,5%	8,2%	100%
	5001-6000 MDL	140	3,8	7,1%	7,4%	26,1%	21,3%	19,3%	10,4%	8,5%	100%
	Above 6000 MDL	206	4,0	9,5%	9,8%	13,6%	24,0%	21,2%	18,9%	3,0%	100%
	DK/NR	370	3,7	10,7%	11,0%	15,5%	22,1%	14,4%	13,4%	13,0%	100%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	35	3,8	11,6%	12,7%	10,8%	11,0%	15,7%	19,2%	19,1%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	633	3,5	13,1%	10,4%	16,2%	21,6%	15,5%	7,9%	15,3%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	712	3,6	11,0%	10,6%	17,4%	21,6%	16,1%	11,3%	12,0%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	496	3,5	12,8%	10,5%	19,9%	17,1%	11,6%	12,4%	15,8%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	550	3,8	11,7%	7,3%	15,8%	21,9%	15,9%	15,7%	11,7%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	598	4,0	6,9%	9,1%	17,8%	24,4%	18,4%	18,8%	4,7%	100%
Residential area:	Urban	724	3,7	10,5%	8,7%	17,6%	24,5%	15,1%	12,2%	11,4%	100%
	Rural	1.758	3,7	10,8%	10,3%	16,9%	20,4%	14,9%	13,0%	13,7%	100%
	Chisinau	542	3,7	12,4%	9,0%	18,2%	20,4%	18,3%	14,4%	7,3%	100%
D16 Region	North	908	3,8	12,3%	8,3%	15,3%	18,2%	13,5%	17,4%	15,1%	100%
	Centre	1.508	3,7	11,4%	10,8%	16,5%	19,9%	17,2%	12,4%	11,8%	100%
	South	608	3,6	7,9%	8,9%	22,9%	30,4%	14,8%	8,4%	6,8%	100%
Language spoken at home	Moldovan/ Romanian	2.251	3,7	10,2%	9,3%	17,3%	21,3%	15,9%	13,7%	12,4%	100%
	Russian	522	3,6	13,0%	8,6%	18,1%	23,6%	14,3%	11,9%	10,5%	100%
	Both, at the same level	128	3,4	13,7%	15,9%	18,1%	18,2%	9,9%	13,1%	11,0%	100%
	Other	123	3,3	17,3%	16,3%	12,9%	16,6%	23,5%	6,5%	6,9%	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	3.024	3,0	19,8%	17,3%	18,9%	14,4%	9,4%	7,5%	12,8%	100%	
D1.1 Indicate the age groups that you are part of:	16-25 years	415	3,3	14,7%	15,9%	19,5%	18,8%	13,5%	9,5%	8,0%	100%
	26-35 years	546	3,2	18,5%	16,5%	18,2%	17,4%	9,4%	10,3%	9,8%	100%
	36-45 years	463	2,9	19,3%	18,6%	20,9%	14,3%	6,8%	7,0%	13,2%	100%
	46-55 years	523	2,7	25,7%	19,4%	18,1%	10,1%	9,1%	5,5%	12,1%	100%
	56-65 years	716	2,6	23,2%	16,9%	18,5%	9,2%	6,5%	4,1%	21,5%	100%
	66-74 years	361	2,7	22,2%	16,1%	15,6%	9,4%	6,9%	5,3%	24,5%	100%
D2 Sex	Male	1.303	3,0	18,3%	18,2%	19,6%	14,6%	9,6%	7,9%	11,7%	100%
	Female	1.721	2,9	21,3%	16,4%	18,2%	14,1%	9,2%	7,2%	13,7%	100%
Households with/without children under 18	Without children	1.806	2,9	21,2%	17,4%	18,2%	12,8%	9,2%	6,4%	14,9%	100%
	1 child	619	3,2	17,6%	17,2%	19,1%	15,4%	11,6%	9,7%	9,4%	100%
	2 children	451	3,0	18,1%	18,8%	19,3%	16,9%	6,9%	9,1%	10,9%	100%
	3 children or more	148	2,9	21,8%	11,8%	23,2%	17,4%	9,0%	4,7%	12,0%	100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	3,5	11,0%	15,0%	20,2%	22,8%	9,1%	13,9%	8,0%	100%
	Highly qualified professionals	258	3,3	15,8%	16,7%	25,7%	12,4%	11,8%	12,4%	5,3%	100%
	Average qualified professionals	231	3,0	22,8%	15,6%	20,6%	14,5%	8,3%	8,6%	9,6%	100%
	Administrative staff/clerks	25	3,4	7,0%	32,4%	23,2%	11,6%	4,7%	21,2%		100%
	Service and shop and market sales workers, housing and communal services	98	2,7	26,8%	15,2%	23,6%	16,9%	5,4%	3,5%	8,6%	100%
	Skilled agricultural, forestry, hunting and fishery workers	63	2,9	23,0%	16,0%	19,1%	9,7%	7,8%	8,2%	16,2%	100%
	Craft and related trades workers, in construction, transportation,	93	3,2	14,5%	16,2%	21,4%	21,1%	7,4%	9,5%	10,0%	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	
tellecommunications, geology and geological prospecting										
Plant and machine operators and assemblers	45	3,0	13,4%	28,6%	12,5%	14,8%	12,5%	4,0%	14,2%	100%
Unqualified workers	229	2,6	22,2%	21,5%	16,9%	11,5%	4,6%	4,1%	19,2%	100%
Pupils/ students	142	3,6	10,6%	18,1%	15,0%	24,8%	14,9%	13,9%	2,8%	100%
Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	258	2,8	23,6%	16,8%	17,7%	14,1%	6,8%	5,4%	15,7%	100%
Not employed, looking for a job	312	3,0	18,8%	17,9%	18,5%	14,3%	13,0%	5,8%	11,5%	100%
Housekeeping services workers	457	2,9	21,8%	16,0%	18,6%	14,1%	9,9%	6,4%	13,3%	100%
Pensioner	765	2,7	23,1%	15,3%	17,0%	7,8%	7,0%	5,6%	24,3%	100%
Migrant	34	3,1	17,7%	15,0%	19,3%	24,3%	10,2%	6,1%	7,4%	100%
D7 Monthly family income										
Below 1000 MDL	529	2,9	24,7%	11,1%	17,3%	11,8%	9,6%	5,8%	19,7%	100%
1001-2000 MDL	760	2,9	19,6%	18,7%	19,0%	11,8%	8,8%	7,4%	14,8%	100%
2001-3000 MDL	518	2,9	18,5%	20,3%	21,1%	14,5%	8,4%	6,7%	10,6%	100%
3001-4000 MDL	298	2,9	21,1%	15,8%	22,9%	14,0%	10,5%	6,1%	9,7%	100%
4001-5000 MDL	203	3,3	16,9%	14,8%	20,1%	18,0%	9,0%	12,5%	8,8%	100%
5001-6000 MDL	140	2,9	14,9%	21,1%	26,4%	16,7%	9,3%	3,2%	8,4%	100%
Above 6000 MDL	206	3,3	19,4%	17,3%	14,2%	19,5%	9,4%	14,3%	5,8%	100%
DK/NR	370	3,0	19,3%	19,0%	14,4%	15,3%	10,4%	6,9%	14,7%	100%
D8 Education level										
Primary education or without primary education (from 1st to 4th form)	35	3,3	22,8%	5,6%	17,6%	3,4%	14,0%	13,5%	23,0%	100%
Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	633	2,9	18,6%	18,1%	16,3%	15,9%	8,8%	5,9%	16,3%	100%
Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	712	2,9	21,1%	16,1%	19,4%	14,2%	9,1%	6,7%	13,4%	100%
Secondary vocational education (qualified vocational training, including	496	2,8	21,7%	19,7%	18,7%	12,1%	7,6%	5,7%	14,5%	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	
	qualification courses)										
	Post-secondary non-tertiary (colleges, including vocational schools)	550	3,0	21,2%	15,4%	19,2%	15,6%	9,0%	8,2%	11,3%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	598	3,2	16,7%	17,8%	20,8%	14,3%	11,9%	11,0%	7,6%	100%
Residential area	Urban	724	3,0	18,2%	18,4%	18,2%	15,9%	8,4%	7,9%	12,9%	100%
	Rural	1.758	3,0	19,2%	16,9%	19,5%	13,0%	9,6%	7,0%	14,8%	100%
	Chisinau	542	3,0	23,7%	16,9%	17,9%	16,4%	9,9%	8,6%	6,8%	100%
D16 Region	North	908	3,1	19,9%	12,9%	18,3%	13,8%	9,9%	9,6%	15,8%	100%
	Centre	1.508	2,9	21,8%	19,8%	16,6%	13,5%	8,5%	7,4%	12,4%	100%
	South	608	3,1	14,3%	17,1%	26,2%	17,6%	11,1%	4,7%	9,1%	100%
Language spoken at home	Moldovan/ Romanian	2.251	3,0	18,9%	17,1%	19,8%	13,8%	9,4%	7,8%	13,3%	100%
	Russian	522	3,0	20,8%	16,4%	16,9%	18,5%	8,7%	7,0%	11,8%	100%
	Both, at the same level	128	2,5	32,0%	18,7%	12,6%	12,3%	6,7%	5,2%	12,6%	100%
	Other	123	2,9	22,4%	22,8%	15,3%	10,6%	13,9%	8,1%	6,9%	100%

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

	Nr	%
Time saving / without queues	1.105	28,1%
Access from home, anytime, anywhere	512	13,0%
Money saving	338	8,6%
Free access to information	139	3,5%
Convenient service	131	3,3%
Simple in use	103	2,6%
Avoiding corruption	82	2,1%
Higher safety service	45	1,1%
Accessible service	43	1,1%
Modernisation	33	0,8%
Transparency	25	0,6%
Buying-selling products	14	0,4%
Is complicated	3	0,1%
Health issues	1	0,0%
There are no advantages	279	7,1%
I do not know	1.075	27,4%

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		3.024	31,3%	68,7%	100%
D1.1 Indicate the age groups that you are part of:	16-25 years	415	30,2%	69,8%	100%
	26-35 years	546	36,9%	63,1%	100%
	36-45 years	463	32,9%	67,1%	100%
	46-55 years	523	28,0%	72,0%	100%
	56-65 years	716	31,6%	68,4%	100%
	66-74 years	361	20,0%	80,0%	100%
D2 Sex	Male	1.303	32,4%	67,6%	100%
	Female	1.721	30,4%	69,6%	100%
Households with/without children under 18	Without children	1.806	28,5%	71,5%	100%
	1 child	619	35,2%	64,8%	100%
	2 children	451	32,9%	67,1%	100%
	3 children or more	148	37,3%	62,7%	100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	14	61,8%	38,2%	100%
	Highly qualified professionals	258	47,2%	52,8%	100%
	Average qualified professionals	231	35,7%	64,3%	100%
	Administrative staff/clerks	25	43,2%	56,8%	100%
	Service and shop and market sales workers, housing and communal services	98	37,0%	63,0%	100%
	Skilled agricultural, forestry, hunting and fishery workers	63	47,7%	52,3%	100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	93	33,6%	66,4%	100%
	Plant and machine operators and assemblers	45	42,3%	57,7%	100%
	Unqualified workers	229	26,1%	73,9%	100%
	Pupils/ students	142	23,6%	76,4%	100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	258	32,0%	68,0%	100%
	Not employed, looking for a job	312	26,1%	73,9%	100%
	Housekeeping services workers	457	30,2%	69,8%	100%
	Pensioner	765	25,2%	74,8%	100%
Migrant	34	15,6%	84,4%	100%	
D7 Monthly family income	Below 1000 MDL	529	24,1%	75,9%	100%
	1001-2000 MDL	760	27,7%	72,3%	100%
	2001-3000 MDL	518	30,6%	69,4%	100%
	3001-4000 MDL	298	30,7%	69,3%	100%
	4001-5000 MDL	203	38,0%	62,0%	100%

		Number of cases	Q4.1 Did you request at least one public service from public institutions/authorities over the past 12 months?		Total
			Yes	No	
	5001-6000 MDL	140	34,5%	65,5%	100%
	Above 6000 MDL	206	43,4%	56,6%	100%
	DK/NR	370	34,1%	65,9%	100%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	35	33,5%	66,5%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	633	25,4%	74,6%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	712	28,3%	71,7%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	496	29,1%	70,9%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	550	32,7%	67,3%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	598	41,9%	58,1%	100%
Residential area	Urban	724	27,9%	72,1%	100%
	Rural	1.758	29,2%	70,8%	100%
	Chisinau	542	41,6%	58,4%	100%
D16 Region	North	908	24,1%	75,9%	100%
	Centre	1.508	40,1%	59,9%	100%
	South	608	18,4%	81,6%	100%
Language spoken at home	Moldovan/ Romanian	2.251	32,1%	67,9%	100%
	Russian	522	28,5%	71,5%	100%
	Both, at the same level	128	39,5%	60,5%	100%
	Other	123	17,4%	82,6%	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 answers	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 to finish the procedure of obtaining the service	Through Internet (via computer or mobile phone), at all stages without the need to physically reach the relevant institution	
Total		1.044	81,2%	14,6%	4,2%	100%
D1.1 Indicate the age groups that you are part of:	16-25 years	263	77,3%	16,9%	5,8%	100%
	26-35 years	267	73,4%	19,9%	6,8%	100%
	36-45 years	186	80,2%	15,3%	4,5%	100%
	46-55 years	156	89,4%	9,2%	1,4%	100%
	56-65 years	139	92,8%	7,2%		100%
	66-74 years	32	94,5%	5,5%		100%
D2 Sex	Male	526	77,5%	16,7%	5,9%	100%
	Female	518	85,1%	12,4%	2,5%	100%
Households with/without children under 18:	Without children	507	80,2%	15,9%	3,9%	100%
	1 child	285	78,3%	15,4%	6,3%	100%
	2 children	188	83,9%	13,4%	2,7%	100%
	3 children or more	64	94,7%	3,4%	1,9%	100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	11	52,6%	47,4%		100%
	Highly qualified professionals	173	56,3%	34,4%	9,3%	100%
	Average qualified professionals	104	74,5%	16,1%	9,4%	100%
	Administrative staff/clerks	16	66,3%	26,8%	6,9%	100%
	Service and shop and market sales workers, housing and communal services	42	89,3%	7,4%	3,3%	100%
	Skilled agricultural, forestry, hunting and fishery workers	32	100%			100%
	Craft and related trades workers, in construction, transportation,	42	69,4%	24,7%	5,9%	100%

	Number of answers	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 to finish the procedure of obtaining the service	Through Internet (via computer or mobile phone), at all stages without the need to physically reach the relevant institution		
tellecommunications, geology and geological prospecting						
Plant and machine operators and assemblers	27	70,4%	29,6%		100%	
Unqualified workers	67	99,1%	0,9%		100%	
Pupils/ students	77	66,0%	27,1%	6,9%	100%	
Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	88	96,4%	3,6%		100%	
Not employed, looking for a job	100	87,4%	7,8%	4,7%	100%	
Housekeeping services workers	159	92,3%	5,8%	1,9%	100%	
Pensioner	98	96,7%	3,3%		100%	
Migrant	7	100%			100%	
D7 Monthly family income	Below 1000 MDL	112	98,1%	1,0%	0,9%	100%
	1001-2000 MDL	178	94,3%	2,8%	2,8%	100%
	2001-3000 MDL	170	84,6%	13,3%	2,0%	100%
	3001-4000 MDL	107	82,6%	13,8%	3,6%	100%
	4001-5000 MDL	103	68,3%	23,0%	8,7%	100%
	5001-6000 MDL	66	67,6%	28,1%	4,2%	100%
	Above 6000 MDL	136	65,4%	24,6%	10,0%	100%
	DK/NR	172	78,0%	18,9%	3,1%	100%
D8 Education level:	Primary education or without primary education (from 1st to 4th form)	10	86,2%	13,8%		100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	166	93,7%	5,1%	1,2%	100%
	Upper secondary (from 10th to 12th grade, including former schools of 10	221	90,1%	8,6%	1,4%	100%

	Number of answers	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 to finish the procedure of obtaining the service	Through Internet (via computer or mobile phone), at all stages without the need to physically reach the relevant institution		
	forms)					
	Secondary vocational education (qualified vocational training, including qualification courses)	152	93,6%	4,8%	1,6%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	179	79,4%	15,0%	5,5%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	315	63,5%	28,2%	8,3%	100%
Residential area	Urban	216	84,0%	13,5%	2,6%	100%
	Rural	527	89,0%	8,4%	2,7%	100%
	Chisinau	301	65,7%	26,2%	8,1%	100%
D16 Region	North	231	84,7%	11,7%	3,5%	100%
	Centre	702	79,5%	15,9%	4,6%	100%
	South	110	84,9%	12,1%	3,0%	100%
Language spoken at home	Moldovan/ Romanian	815	82,1%	13,6%	4,3%	100%
	Russian	147	77,3%	17,8%	4,8%	100%
	Both, at the same level	63	73,3%	23,4%	3,3%	100%
	Other	18	100%			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 Please evaluate the quality of public electronic services that you have benefited for the last 12 months.					Total	
				2- Not satisfied	3	4	5	Fully satisfied		
Total		141	4,8	1,8%	11,7%	20,9%	38,3%	27,2%	100%	
D1.1 Indicate the age groups that you are part of:	16-25 years	30	5,0		6,1%	19,7%	46,4%	27,9%	100%	
	26-35 years	48	4,7	2,4%	14,6%	18,4%	40,6%	24,1%	100%	
	36-45 years	30	4,9		6,8%	30,0%	29,9%	33,3%	100%	
	46-55 years	15	4,4	6,5%	26,6%	13,5%	26,4%	26,9%	100%	
	56-65 years	15	4,4	7,1%	18,1%	20,2%	33,3%	21,3%	100%	
	66-74 years	3	5,0			33,9%	32,2%	33,9%	100%	
D2 Sex	Male	79	4,7	3,1%	10,7%	24,2%	33,9%	28,1%	100%	
	Female	62	4,8		13,3%	15,9%	44,9%	25,9%	100%	
Households with/without children under 18	Without children	75	4,8	2,3%	10,9%	21,1%	37,8%	27,9%	100%	
	1 child	40	4,9		9,1%	22,0%	41,8%	27,1%	100%	
	2 children	23	4,5	3,9%	16,7%	20,7%	38,3%	20,4%	100%	
	3 children or more	3	5,0			33,0%		67,0%	100%	
D4 Current position (Occupation:)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	5	5,2			21,5%		20,5%	58,0%	100%
	Highly qualified professionals	57	4,8	2,1%	12,0%	19,4%	37,1%	29,4%	100%	
	Average qualified professionals	17	4,5			18,0%	30,2%	32,0%	19,9%	100%
	Administrative staff/clerks	4	5,5					53,8%	46,2%	100%
	Service and shop and market sales workers, housing and communal services	3	3,9			32,7%	45,3%	22,0%		100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	9	5,0				32,0%	34,7%	33,3%	100%
	Plant and machine operators and assemblers	6	4,6	13,4%			28,1%	32,7%	25,8%	100%
	Unqualified workers	1	3,0			100,0%				100%
	Pupils/ students	12	4,9			9,1%	18,1%	47,9%	24,9%	100%
	Dependents supported by other people or the state, or from other	3	3,2	21,5%	34,2%	44,3%				100%

	incomes (rents, bank interests, rents, etc.)								
	Not employed, looking for a job	10	4,9		8,1%	19,8%	47,8%	24,4%	100%
	Housekeeping services workers	9	5,1		11,1%		55,5%	33,4%	100%
	Pensioner	5	4,2		20,4%	40,2%	39,4%		100%
D7 Monthly family income	Below 1000 MDL	2	4,5			52,5%	47,5%		100%
	1001-2000 MDL	10	4,8		19,6%		57,0%	23,4%	100%
	2001-3000 MDL	20	4,8	4,5%	7,0%	11,9%	57,8%	18,8%	100%
	3001-4000 MDL	12	4,8		6,9%	17,0%	62,0%	14,1%	100%
	4001-5000 MDL	18	4,5		15,3%	34,5%	38,7%	11,6%	100%
	5001-6000 MDL	15	4,4	3,9%	26,8%	20,7%	23,3%	25,3%	100%
	Above 6000 MDL	38	4,8	3,2%	9,7%	24,3%	29,8%	33,0%	100%
	DK/NR	26	5,1		8,4%	19,8%	27,5%	44,3%	100%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	1	6,0					100,0%	100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	5	4,7		12,8%		87,2%		100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	14	4,9		10,5%	26,6%	24,0%	38,9%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	8	5,3			10,5%	45,0%	44,5%	100%
	Post-secondary non-tertiary (colleges, including vocational schools)	26	4,8	3,4%	12,9%	17,1%	35,3%	31,2%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	87	4,7	2,1%	12,8%	24,0%	37,8%	23,3%	100%
Residential area	Urban	31	4,8		20,2%	14,1%	29,8%	35,9%	100%
	Rural	41	4,8	3,5%	7,7%	18,7%	50,4%	19,7%	100%
	Chisinau	69	4,8	1,6%	10,8%	24,7%	34,7%	28,2%	100%
D16 Region	North	28	4,6	3,1%	20,6%	18,7%	27,6%	29,9%	100%
	Center	100	4,8	1,7%	9,7%	21,9%	39,9%	26,8%	100%
	South	13	4,9		7,7%	17,3%	50,4%	24,7%	100%
Language spoken at home	Moldovan/Romanian	101	4,9	0,5%	9,7%	17,4%	42,8%	29,5%	100%
	Russian	28	4,4	3,5%	18,0%	35,2%	16,9%	26,3%	100%
	Both, at the same level	12	4,3	9,5%	16,3%	21,1%	43,7%	9,5%	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		835	4,3	7,1%	7,8%	13,0%	19,2%	25,4%	27,0%	0,4%	100%
D1.1 Indicate the age groups that you are part of:	16-25 years	114	4,4	4,3%	7,1%	14,6%	18,9%	32,3%	22,8%		100%
	26-35 years	168	4,3	3,1%	11,1%	13,1%	23,7%	21,4%	26,5%	1,0%	100%
	36-45 years	134	4,2	9,5%	7,1%	14,1%	17,8%	24,8%	26,6%		100%
	46-55 years	134	4,3	12,7%	3,7%	11,6%	13,6%	24,4%	33,3%	0,8%	100%
	56-65 years	216	4,3	6,9%	8,2%	10,4%	21,4%	23,2%	29,4%	0,4%	100%
	66-74 years	69	3,8	14,5%	11,7%	14,3%	16,0%	21,6%	21,9%		100%
D2 Sex	Male	360	4,2	6,3%	9,5%	13,6%	19,9%	26,5%	24,0%	0,3%	100%
	Female	475	4,4	7,8%	6,2%	12,5%	18,6%	24,4%	29,8%	0,6%	100%
Households with/without children under 18	Without children	455	4,2	9,1%	8,2%	11,4%	19,1%	25,1%	27,1%	0,1%	100%
	1 child	193	4,3	6,3%	8,0%	13,0%	20,4%	29,7%	22,0%	0,5%	100%
	2 children	136	4,5	4,5%	4,1%	16,9%	17,5%	25,4%	30,3%	1,3%	100%
	3 children or more	51	4,3	3,3%	13,8%	14,1%	20,4%	11,6%	36,8%		100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	5	4,8				18,5%	81,5%			100%
	Highly qualified professionals	88	4,0	8,6%	6,9%	16,5%	26,9%	26,0%	15,2%		100%
	Average qualified professionals	71	4,3	6,2%	7,5%	16,8%	15,5%	27,7%	26,3%		100%
	Administrative staff/clerks	8	4,3		13,0%		32,4%	54,6%			100%
	Service and shop and market sales workers, housing and communal services	36	4,5	3,0%	13,0%	2,7%	19,8%	29,0%	29,6%	2,9%	100%
	Skilled agricultural, forestry, hunting and fishery workers	28	4,5	9,4%	4,3%	13,3%	7,3%	30,8%	34,9%		100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and	25	4,0	5,8%	11,0%	17,1%	22,7%	31,3%	12,0%		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		
	geological prospecting										
	Plant and machine operators and assemblers	16	4,5		17,3%	8,9%	21,0%	14,7%	38,1%		100%
	Unqualified workers	59	4,6	6,9%	3,7%	7,9%	20,8%	22,2%	38,5%		100%
	Pupils/ students	26	4,3	8,2%	3,6%	15,8%	18,4%	34,2%	19,9%		100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	85	4,2	9,2%	7,8%	13,5%	24,2%	15,4%	29,9%		100%
	Not employed, looking for a job	71	4,3	8,5%	9,0%	11,6%	12,1%	26,2%	31,5%	1,2%	100%
	Housekeeping services workers	129	4,3	6,1%	7,5%	14,0%	19,3%	23,6%	28,4%	1,1%	100%
	Pensioner	183	4,2	8,4%	10,3%	14,6%	14,8%	22,8%	29,2%		100%
	Migrant	5	4,9				45,7%	16,7%	37,6%		100%
D7 Monthly family income	Below 1000 MDL	120	4,2	12,7%	5,6%	13,1%	13,2%	23,3%	32,0%		100%
	1001-2000 MDL	197	4,4	6,5%	6,8%	13,3%	15,2%	24,3%	33,3%	0,6%	100%
	2001-3000 MDL	142	4,4	5,8%	9,5%	12,9%	9,1%	29,9%	32,0%	0,7%	100%
	3001-4000 MDL	83	4,3	10,0%	4,5%	12,0%	20,3%	26,5%	26,0%	0,7%	100%
	4001-5000 MDL	64	4,3	6,9%	7,0%	7,2%	37,8%	13,9%	27,2%		100%
	5001-6000 MDL	39	4,3	2,3%	8,1%	15,0%	32,5%	16,1%	23,8%	2,3%	100%
	Above 6000 MDL	75	4,2	4,3%	13,2%	13,1%	12,9%	36,5%	19,9%		100%
	DK/NR	115	4,1	6,1%	8,0%	15,8%	29,2%	24,7%	16,2%		100%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	7	3,7		32,0%		35,5%	32,5%			100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	149	4,6	5,3%	4,0%	10,0%	17,0%	29,1%	34,6%		100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	196	4,3	5,0%	9,9%	13,6%	17,9%	24,5%	29,1%		100%
	Secondary vocational education (qualified vocational training, including qualification courses)	139	4,2	6,9%	8,0%	15,4%	19,4%	22,3%	26,2%	1,9%	100%
	Post-secondary non-tertiary (colleges,	151	4,3	10,2%	3,5%	13,1%	20,4%	20,0%	32,2%	0,7%	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	
	including vocational schools)										
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	193	4,0	8,8%	10,6%	13,6%	20,5%	29,3%	17,2%		100%
Residential area	Urban	180	4,2	9,2%	5,3%	13,2%	24,1%	25,2%	23,0%		100%
	Rural	476	4,5	6,4%	6,6%	11,3%	17,0%	23,9%	33,9%	0,8%	100%
	Chisinau	179	3,9	6,8%	12,9%	16,8%	20,1%	29,1%	14,3%		100%
D16 Region	North	190	4,3	10,7%	5,4%	12,6%	15,1%	25,1%	30,1%	1,1%	100%
	Centre	549	4,3	6,3%	9,0%	12,8%	21,3%	24,1%	26,3%	0,3%	100%
	South	96	4,4	4,3%	5,9%	15,5%	15,4%	33,6%	25,2%		100%
Language spoken at home	Moldovan/ Romanian	647	4,4	6,5%	7,4%	12,2%	18,8%	25,6%	29,1%	0,5%	100%
	Russian	119	4,0	10,1%	9,4%	15,1%	20,1%	23,9%	20,9%	0,5%	100%
	Both, at the same level	47	4,0	8,8%	7,1%	15,5%	24,7%	32,8%	11,1%		100%
	Other	22	4,0	6,1%	13,4%	25,4%	16,0%	9,0%	30,2%		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 specialized webpage of the public institutions?						
				2	3	4	5	6- very satisfied	DK/NR	Total
Total		84	4,4	16,9%	8,4%	12,2%	30,0%	27,0%	5,5%	100%
D1.1 Indicate the age group where you fit in:	16-25 years	17	5,0		7,3%	20,0%	29,2%	37,1%	6,4%	100%
	26-35 years	31	4,3	17,1%	12,2%	9,4%	34,8%	19,9%	6,6%	100%
	36-45 years	17	4,2	27,8%	6,3%	6,3%	24,1%	29,3%	6,3%	100%
	46-55 years	7	4,0	43,5%			28,0%	28,5%		100%
	56-65 years	10	4,0	21,4%	9,1%	28,3%	30,5%	10,7%		100%
	66-74 years	2	4,1	48,7%				51,3%		100%
D2 Sex	Male	43	4,6	14,4%	8,6%	11,1%	29,8%	31,2%	4,8%	100%
	Female	41	4,3	20,0%	8,0%	13,6%	30,2%	21,9%	6,3%	100%
Households with/without children under 18	Without children	39	4,4	17,5%	3,4%	16,1%	30,0%	23,3%	9,7%	100%
	1 child	27	4,4	16,3%	9,6%	14,7%	33,3%	26,1%		100%
	2 children	15	4,5	13,6%	20,4%		22,7%	37,6%	5,7%	100%
	3 children and more	3	4,3	33,0%			36,7%	30,3%		100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	2	2,0	100,0%						100%
	Highly qualified professionals	40	4,7	13,0%	9,5%	6,3%	33,1%	32,7%	5,4%	100%
	Average qualified professionals	12	3,5	36,9%	13,2%	15,3%	15,3%	11,5%	7,9%	100%
	Administrative staff/clerks	1	5,0				100,0%			100%
	Service and shop and market sales workers, housing and communal services	1	3,0		100,0%					100%
	Craft and related trades workers, in construction, transportation, telecommunications, geology and geological prospecting	3	5,0			33,3%	33,3%	33,3%		100%
	Plant and machine operators and assemblers	2	2,0	100,0%						100%
	Pupils/ students	5	5,4			21,1%	18,4%	60,5%		100%
	Not employed, looking for a job	7	4,5		11,2%	27,6%	27,4%	13,7%	20,1%	100%
	Housekeeping services workers	8	4,9	12,5%			62,5%	25,1%		100%
Pensioner	3	4,4			62,1%	37,9%			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 specialized webpage of the public institutions?						
				2	3	4	5	6- very satisfied	DK/NR	Total
D7 Monthly family income	Below 1000 MDL	1	2,0	100,0%						100%
	1001-2000 MDL	4	4,1	23,6%		15,6%	60,8%			100%
	2001-3000 MDL	13	3,8	23,5%	16,3%	19,7%	10,4%	19,0%	11,1%	100%
	3001-4000 MDL	6	4,8	10,3%	15,3%		31,6%	42,8%		100%
	4001-5000 MDL	13	4,2	20,6%	7,3%	17,0%	38,3%	16,7%		100%
	5001-6000 MDL	10	4,7	9,7%	10,9%	7,9%	29,7%	33,8%	7,9%	100%
	Above 6000 MDL	27	4,6	10,4%	7,1%	15,5%	34,8%	23,9%	8,3%	100%
	DK/NR	10	4,9	21,8%			25,5%	52,7%		100%
D8 Education level	Primary education or without primary education (from 1st to 4th form)	1	5,0				100,0%			100%
	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	4	4,4	19,0%	28,2%			52,8%		100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	7	4,7			36,6%	35,0%	14,2%	14,2%	100%
	Secondary vocational education (qualified vocational training, including qualification courses)	4	4,5	25,8%			48,3%	25,8%		100%
	Post-secondary non-tertiary (colleges, including vocational schools)	10	3,2	48,1%	8,5%	32,9%		10,5%		100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	58	4,6	13,2%	7,9%	7,7%	35,4%	29,5%	6,4%	100%
Residential area	Urban	21	4,1	30,4%	4,6%	10,2%	32,2%	22,7%		100%
	Rural	24	4,3	22,3%	7,2%	8,7%	32,2%	26,1%	3,5%	100%
	Chisinau	39	4,7	7,6%	10,8%	15,2%	27,6%	29,6%	9,2%	100%
D16 Region	North	15	4,2	25,3%		20,6%	41,3%	12,8%		100%
	Center	62	4,6	12,2%	11,3%	10,6%	29,1%	30,9%	6,0%	100%
	South	7	3,7	42,6%		8,6%	12,9%	23,1%	12,9%	100%
Language spoken at home	Moldovan/ Romanian	62	4,5	16,9%	8,3%	11,0%	31,7%	26,8%	5,4%	100%
	Russian	14	4,7	10,8%	7,0%	19,6%	26,6%	36,0%		100%
	Both, at the same level	8	3,8	26,7%	10,9%	10,9%	21,3%	15,1%	15,1%	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 integrated webpage (www.servicii.gov.md) ?						
				2	3	4	5	very satisfied	DK/NR	Total
Total		83	4,0	24,3%	12,4%	12,0%	29,1%	17,9%	4,4%	100%
D1.1 Indicate the age group where you fit in:	16-25 years	19	4,3	12,5%	14,4%	16,6%	31,6%	18,9%	5,8%	100%
	26-35 years	29	4,1	24,8%	13,5%	11,2%	30,2%	20,4%		100%
	36-45 years	17	4,1	35,3%		5,3%	28,8%	25,4%	5,3%	100%
	46-55 years	9	3,4	33,2%	22,3%		33,2%		11,3%	100%
	56-65 years	7	3,2	28,9%	13,3%	44,5%			13,3%	100%
	66-74 years	2	2,5	51,3%	48,7%					100%
D2 Sex	Male	51	4,1	25,0%	12,4%	14,0%	26,2%	22,3%		100%
	Female	32	3,9	22,7%	12,2%	7,7%	35,0%	8,9%	13,4%	100%
Households with/without children under 18	Without children	47	4,0	23,1%	12,5%	14,0%	31,5%	14,1%	4,8%	100%
	1 child	23	3,9	27,0%	14,4%	14,4%	25,4%	18,9%		100%
	2 children	13	4,4	23,3%	7,9%		27,7%	29,6%	11,5%	100%
	3 children and more	3	3,3	34,7%	33,5%		31,9%			100%
D4 Current position (Occupation)	Leaders of public authorities of all levels, managers and highly qualified clerks from socio-economic and political units	30	4,3	23,2%	12,7%	2,9%	34,9%	24,8%	1,6%	100%
	Highly qualified professionals	9	3,4	32,0%	28,7%	16,3%	11,5%	11,5%		100%
	Average qualified professionals	3	5,0				27,6%		72,4%	100%
	Administrative staff/clerks	2	3,3	32,7%		67,3%				100%
	Service and shop and market sales workers, housing and communal services	7	4,4	15,3%	13,6%	15,3%	27,1%	28,8%		100%
	Craft and related trades workers, în construction, transportation, telecommunications, geology and geological prospecting	5	4,1	37,5%			44,9%	17,6%		100%
	Unqualified workers	1	2,0	100,0%						100%
	Pupils/ students	8	3,9	25,7%	9,2%	27,4%	24,0%	13,7%		100%
	Dependents supported by other people or the state, or from other incomes (rents, bank interests, rents, etc.)	3	3,8	34,2%		21,5%	44,3%			100%
	Not employed, looking for a job	3	5,5				35,4%	35,4%	29,2%	100%
	Housekeeping services workers	5	4,4	20,2%		19,9%	40,1%	19,9%		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 integrated webpage (www.servicii.gov.md) ?						
				2	3	4	5	very satisfied	DK/NR	Total
	Pensioner	4	3,1	21,3%	47,1%	31,6%				100%
D7 Monthly family income	Below 1000 MDL	1	6,0					100,0%		100%
	1001-2000 MDL	8	4,4	19,7%	5,3%		46,1%	15,2%	13,7%	100%
	2001-3000 MDL	11	4,5	12,9%	14,4%	9,7%	32,9%	30,1%		100%
	3001-4000 MDL	10	4,0	8,4%	31,9%	19,6%	31,9%	8,2%		100%
	4001-5000 MDL	11	3,6	27,8%	17,3%	29,8%	16,2%	8,9%		100%
	5001-6000 MDL	9	3,4	41,2%	23,5%	6,9%	14,2%	14,2%		100%
	Above 6000 MDL	15	4,7	13,9%	3,5%		47,8%	25,2%	9,6%	100%
	DK/NR	18	3,7	38,4%	3,8%	13,7%	22,3%	15,1%	6,8%	100%
D8 Education level	Lower secondary, secondary incomplete (from 5th to 9th form, including the former schools of 7th to 8th form)	4	3,6	37,3%	31,3%			31,3%		100%
	Upper secondary (from 10th to 12th grade, including former schools of 10 forms)	9	3,6	36,8%	3,6%	34,3%	15,0%	10,3%		100%
	Secondary vocational education (qualified vocational training, including qualification courses)	4	5,2				78,6%	21,4%		100%
	Post-secondary non-tertiary (colleges, including vocational schools)	19	4,0	21,1%	11,1%	20,5%	22,8%	15,4%	9,0%	100%
	Tertiary/Superior (universities, academies, institutes, including post-university studies)	47	4,1	23,9%	13,8%	6,0%	33,2%	18,7%	4,4%	100%
Residential area	Urban	15	4,3	21,7%	3,3%	11,8%	33,5%	20,7%	9,1%	100%
	Rural	30	4,4	16,3%	11,3%	7,0%	32,9%	24,8%	7,8%	100%
	Chisinau	38	3,7	31,6%	16,6%	15,9%	24,4%	11,4%		100%
D16 Region	North	18	4,1	20,8%	12,1%	15,2%	29,3%	17,7%	4,9%	100%
	Center	57	4,1	23,0%	13,9%	12,4%	27,9%	18,8%	4,0%	100%
	South	8	3,7	43,7%			38,1%	11,6%	6,6%	100%
Language spoken at home	Moldavian/ Romanian	61	4,2	19,7%	12,2%	13,3%	28,5%	20,4%	5,9%	100%
	Russian	17	3,4	51,2%	11,8%		23,1%	13,9%		100%
	Both, at the same level	5	4,4		15,5%	31,2%	53,3%			100%