

Statistical Office of the Republic of Serbia

# ICT usage in the Republic of Serbia, 2006

Households / individuals

Enterprises

Belgrade, 2006  
First edition

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**Printed by:** "Publikum"  
Slavka Rodića 6, Beograd

**Circulation:** 500 copies

**Every person using the data from this publication is due to mention the source.**

# INTRODUCTION

Words such as "global", "information", "technological" are often used whenever one describes modern society.

There is no doubt that the use of the Internet and other forms of modern communication, particularly over the past 15 years, has ceased to be a mere "status symbol" and become a necessary tool for individuals, organizations or larger communities and the Government.

This technology does not only requires the acquisition of new knowledge for dealing with necessary modern forms of communication, but it also establishes new standards, creates new habits and has a strong influence on current social relations.

The Statistical Office of the Republic of Serbia (SORS) carried out in 2004 a pilot survey on the use of information and communication technologies in organizations involved in banking and insurance. The primary aim of the project was to test methodologies and tools and prepare the implementation of similar and regular surveys on households and the economy.

This year SORS conducted two surveys on ICT. The first relates on households and individuals and the second on enterprises.

The surveys were realized in the Republic of Serbia in compliance with Eurostat methodologies. Data for the autonomous province of Kosovo and Metohia are not available for UNMIK, as UN representative, has established civil administration on this territory.

The year 2005 was taken to be the reference period for a selection of questions, and the three months preceding the telephone interview that for the other set of questions.

The survey relating to households was carried out on a two-stage sample, which was stratified according to the criterion of urban characteristics. The sample was allocated to territories of Central Serbia (Belgrade excluded), Vojvodina and Belgrade, proportionally to the number of households. It covers 1200 households and 1200 individuals. The survey was realized by telephone, within which indirect interview was allowed (someone else answers the questions on the behalf of the absent person).

The survey relating to enterprises was conducted by telephone on a sample stratified by size and activity. It covered 600 enterprises.

We hope that this publication will render to users a sufficient amount of data on the current situation in the domain of information and communication technologies, and that it will serve as a good base for further improvements.



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# GRAPHS

## Part 1

### Usage of information and communication technologies in households / by individuals in the Republic of Serbia, 2006

1. Devices in households
2. Percentage of households owning a computer, by type of locality
3. Percentage of households owning a computer, by amount of income
4. Is the household connected to the Internet at home?
5. Percentage of households being connected to the Internet, by type of locality
6. Percentage of households being connected to the Internet, by amount of income
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9. Why the household is not connected to the Internet?
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12. Structure of education of computer users
13. Share of computer users (within the last three months), by employment status
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28. For what activities (for personal purposes) did you use the Internet within the last three months?
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30. Why don't you use the services of public administration?
31. Out of the following, what did you do via the Internet?
32. When did you last buy/order goods or services via the Internet (for personal purposes)?
33. What kind of goods or services did you order via the Internet (for personal purposes) within the last 12 months?
34. Why didn't you buy/order any goods or services (for personal purposes) via the Internet within the last 12 months?
35. Which of the following computer activities have you already performed?
36. which of the following Internet activities have you already performed?
37. Where and how have you acquired skills for performing these activities?

## Part 2

### **Usage of information and communication technologies in enterprises in the Republic of Serbia, 2006**

1. Does your enterprise use computers for business operations?
2. Share of employees that use computers at least once a week
3. Are there any employees in your enterprise that have access to the computer system when away from their work place?
4. Does your enterprise encounter difficulties when hiring ICT skilled workers (from basic to professional level)?
5. Does your enterprise use the following information and communication technologies?
6. Does your enterprise use IT systems for managing operations relative to orders placement and receipt?
7. To what extent your enterprise replaced the use of traditional mail with electronic means in communicating with customers and other enterprises in the last five years?
8. Does your enterprise have access to Internet?
9. Share of employees that use Internet at least once a week
10. Does your enterprise use some of the following external connections to Internet?
11. The purpose of Internet use in your enterprise
12. Does your enterprise use e-government services?
13. Purpose of using e-government services
14. Does your enterprise have website?
15. Does your enterprise provide the following services through website?
16. Does your enterprise use the following data protection systems?
17. Did your enterprise order goods/services through Internet in 2005?
18. The share of Internet purchases in all purchases in 2005
19. Did your enterprise receive orders by Internet in 2005?





# Usage of Information Communication Technologies in the Republic of Serbia, 2006

Part 1 – Households/individuals

Part 2 – Enterprises

## 1.1. METHODOLOGY

Realization:

- The survey was carried out from September 13 to 23, 2006

Type of survey:

- Telephone survey

Sample size:

- 1200 households
- 1200 individuals

Target population:

- For households: the target population covers all households with at least one member aged between 16 and 74;
- For individuals: the target population covers all individuals aged between 16 and 74

Type of sample:

- Two-stage, stratified sample

Territory surveyed:

- Territory of the Republic of Serbia (Kosovo and Metohia excluded)

## 1.2. SAMPLE

The survey on the usage of information and communication technologies in households was carried out on a representative sample of 1200 households on the territory of the Republic of Serbia. The response rate is 96% (1157 households).

### Households

Sample (households)	Income			Region			Type of household		Total
	Up to 300 Euros	300 - 600 Euros	Over 600 Euros	Central Serbia	Vojvodina	Belgrade	Urban	Rural	
Number	658	410	89	566	294	297	734	423	1157
%	56.9	35.4	7.7	48.9	25.4	25.7	63.4	36.6	100.0

The same sample was also used for individuals aged between 16 and 74 living on the territory of the Republic of Serbia. The response rate is 96% (1157 individuals).

### Persons

Sample (persons)	Age						Sex		Education			Employment status				Total
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female	Lower than secondary	Secondary	Higher and high	Employed	Unemployed	Student	Other	
Number	212	223	207	205	132	178	536	621	263	642	252	427	289	99	342	1157
%	18.1	19.3	17.9	17.7	11.4	15.4	46.3	53.7	22.7	55.5	21.8	36.9	25.0	8.6	29.5	100.0

## 1.3. MAJOR FINDINGS

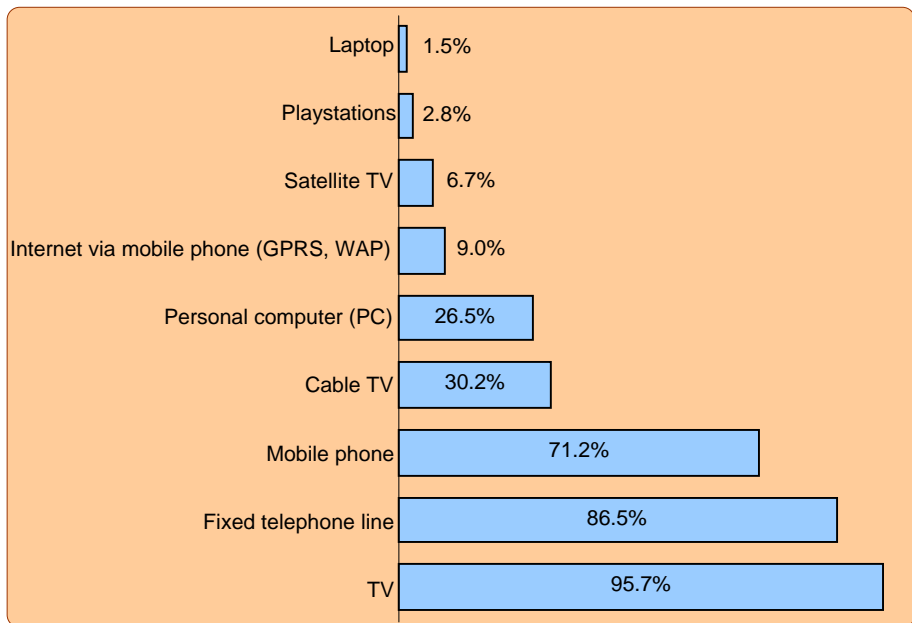
### 1.3.1. Devices in households

Respondents were offered to give several answers to questions regarding devices in the household. It occurs from the survey that 95.7% households have a TV set, 30% have cable TV, and 6.7% have satellite TV.

71.2% households own a mobile telephone

There are 86.5% households that have a fixed telephone line, 71.2% households a mobile telephone, and 1.5% households own a laptop.

**Graph. 1.1. Devices in households**

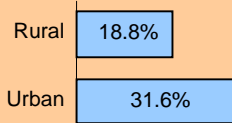


### 1.3.2. Computers in households

The main results stemming from this survey show that 26.5% of households in the Republic of Serbia own a computer. The percentage of computers in households varies depending on the territorial unit: in Belgrade it amounts to 30.7%, in Vojvodina to 29.6%, and in Central Serbia to 22.7%.

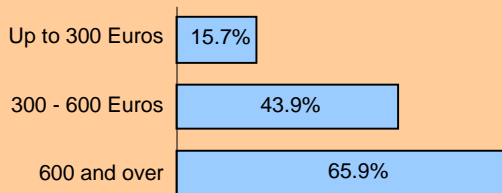
26.5% of households own a computer

Differences are also evident when one compares the percentage of computers in urban and rural areas of Serbia: 31.6% and 18.8% respectively.

**Graph. 1.2. Percentage of households having a computer, by type of locality**

However, the largest gap regarding the percentage of computers in households has been seen in the structure of households according to monthly income. In general, households which income is over 600 euros (65.9%) own a computer, while the share of those with an income up to 300 euros amounts to 15.7%.

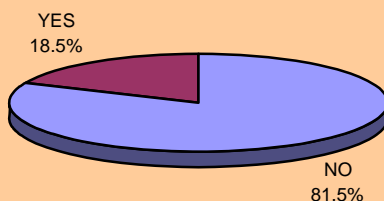
15.7% of households with an income of 300 Euros own a computer

**Graph 1.3. Percentage of households that own a computer, according to the amount of income**

### 1.3.3. Internet in households

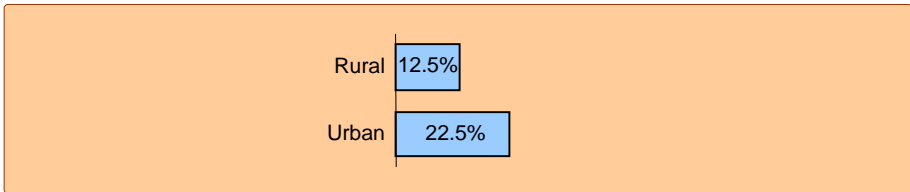
In the Republic of Serbia, 18.5% of households are connected to the Internet, while 81.5% of them are not.

18.5% of households are connected to the Internet

**Graph. 1.4. Is the household connected to the Internet at home?**

Belgrade sees the greatest percentage of Internet connections which amounts to 22.7%. The percentages in Vojvodina and Central Serbia are 19.8% and 15.6% respectively.

**Graph 1.5. Percentage of households having Internet connection, by type of locality**

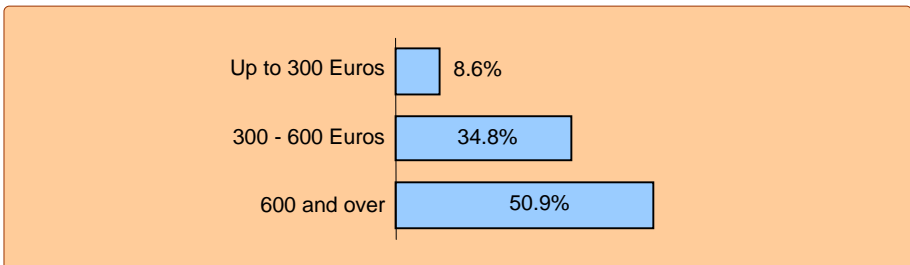


Significant differences are noticeable when we compare the percentage of Internet connections in urban and rural areas of Serbia: 22.5% and 12.5% respectively.

Just as in the case of the percentage of computers in households, there is also a great gap regarding Internet connections as to the structure of households according to the amount of monthly income. In general, households with an income of 600 Euros and over (50.9%) are connected to the Internet while the share of those which income is under 300 Euros is 8.6%.

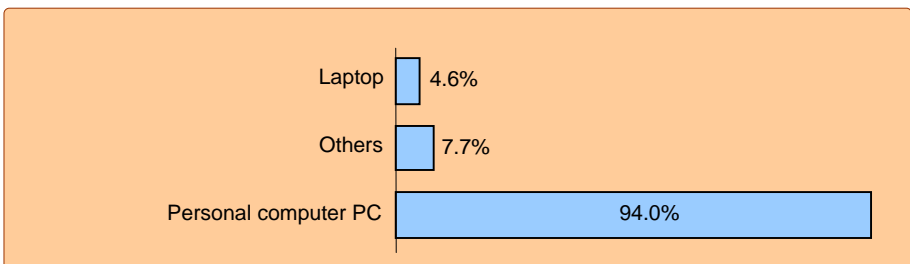
8.6% of households with an income up to 300 Euros are connected to the Internet

**Graph 1.6. Percentage of households being connected to the Internet, according to the amount of income**



As regard the question on devices used in households to access the Internet, 94% of households said it was the personal computer, 4.6% of them use the laptop for that purpose, while 7.7% use other devices to get connected to the Internet (playstations, TV with specific Internet device, etc.).

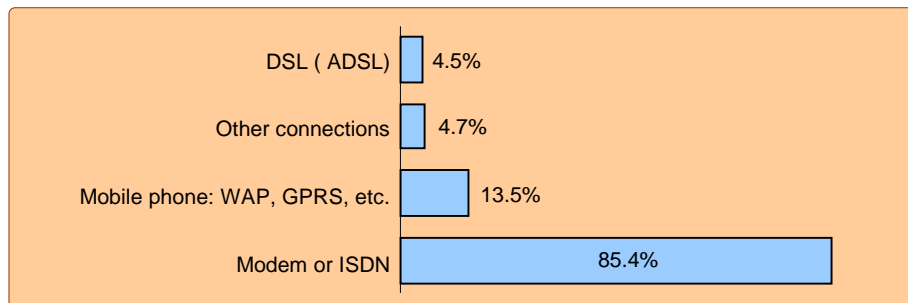
**Graph 1.7. Devices enabling connection to the Internet**



Regarding the access to the Internet (types of connections), households were offered to give a number of answers. Based on the results, out of the total number of households being connected to the Internet, 85.4% of households has a modem connection, 13.5% WAP and GPRS, and 4.5% of them have ADSL.

85.4% of households that are connected to the Internet use the modem connection

**Graph 1.8. Type of Internet connection**



The question relating to the reason of not being connected to the Internet was most often given the following answers:

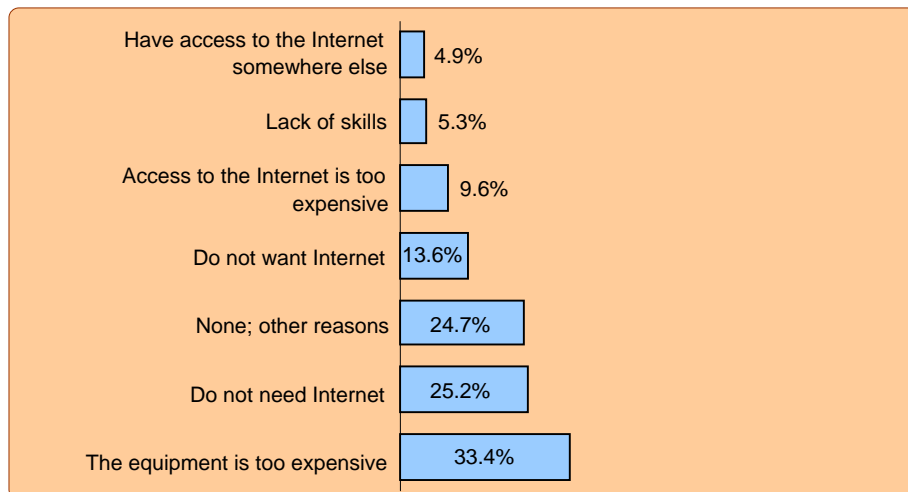
"The equipment is too expensive." (33.4%)

"I do not need the Internet." (25.2%)

"I do not want the Internet." (13.6%)

"The Internet connection is too expensive." (9.6%)

**Graph 1.9. Reason for which households are not connected to the Internet**

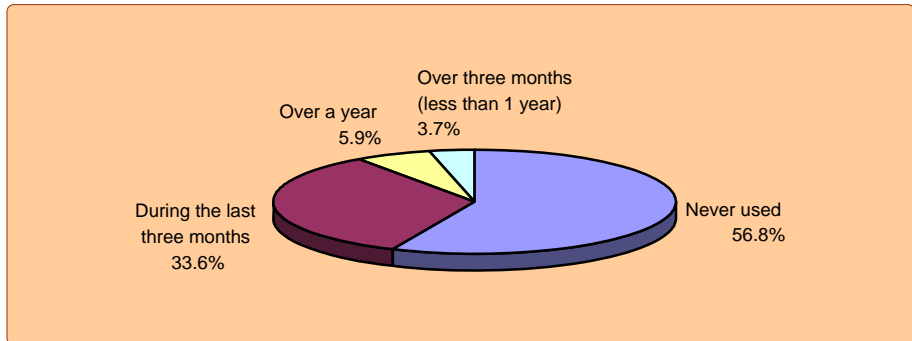


### 1.3.4. Individuals: use of computers

In the Republic of Serbia 33.6% of persons used a computer within the last three months, 3.7% over three months ago, and 5.9% over a year ago. Even 56.8% of persons have never used a computer.

Over 1 900 000 persons used a computer within the last three months

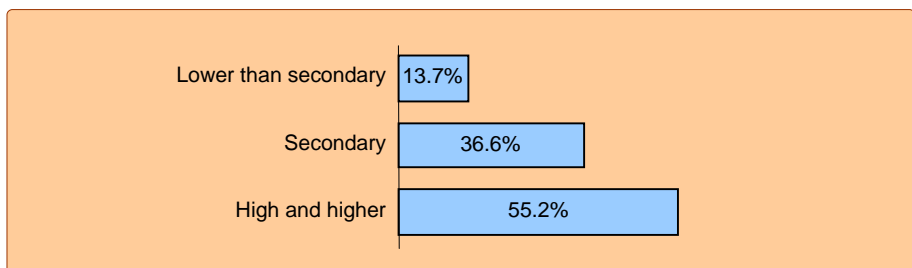
**Graph 1.10. When did you last use a computer?**



The share of persons who used a computer (within the last three months), according to the level of educational attainment:

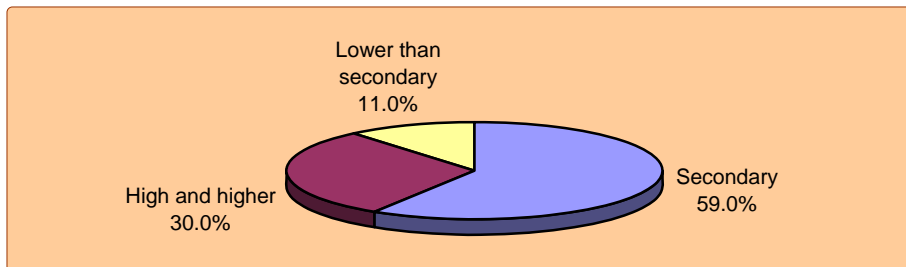
- 55.2% of persons with higher and high educational attainment;
- 36.6% of persons with secondary educational attainment;
- 13.7% of persons with lower than secondary educational attainment.

**Graph 1.11. Share of persons who used a computer (within the last three months), according to the level of educational attainment**



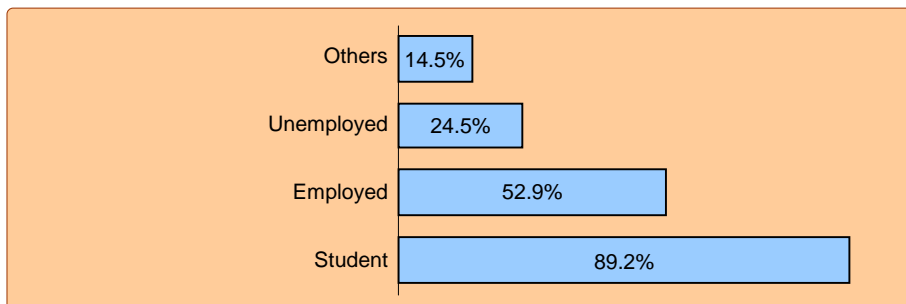
Among the persons who used a computer, 59% have attained secondary education, 30% higher and high education, and 11% of users have education lower than secondary.



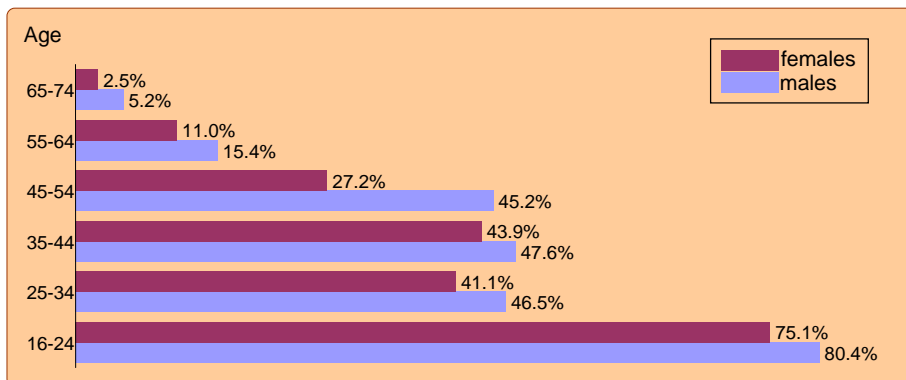
**Graph 1.12. Structure of computer users's educational attainment**

The share of computer users (within the last three months), according to employment status:

- 52.9% of employed persons;
- 24.5% of unemployed persons;
- 89.2% of students;
- 14.5% of other categories (retired persons, persons serving military service, ...).

**Graph 1.13. Share of computer users (within the last three months), according to employment status**

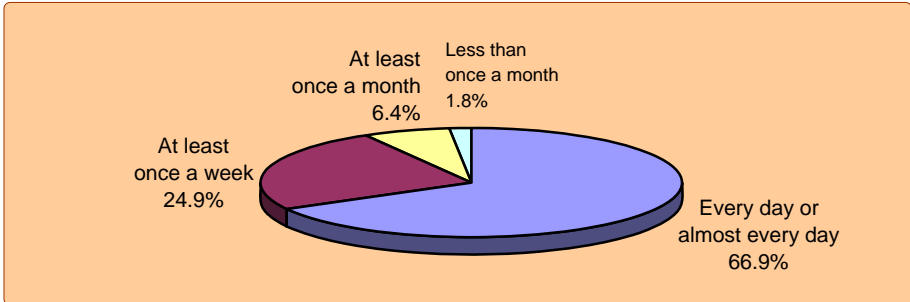
The results of the analysis of respondents show that, within the last three months, 39.2% of male and 29.4% of female persons used a computer.

**Graph 1.14. Use of computers (within the last three months), by sex and age**

To the question how often they used, in average, a computer within the last three months, 66.9% of respondents answered that they used it every day or almost every day, 24.9% at least once a week and 1.8% less than once a month.

Over 1 300 000 persons use a computer every day or almost every day

**Graph 1.15. How often did you use, in average, a computer within the last three months?**



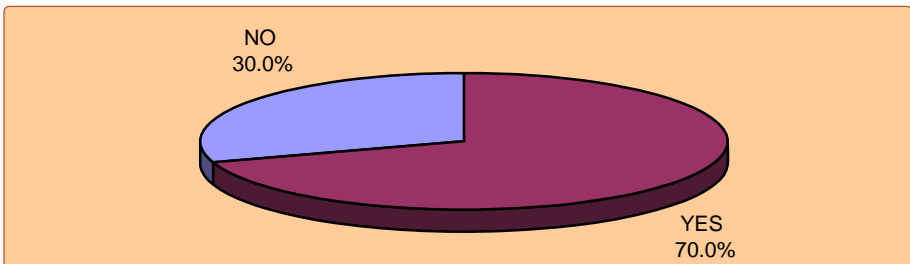
Within the last three months, it was most often used at home (70%), then at work (33.7%), in a educational institution (31%) and at somebody else's home (15.2%).

### 1.3.5. Individuals: use of the mobile telephone

The survey has showed that 70% of the population uses a mobile telephone against 30% who does not use it.

Over 4 000 000 persons uses the mobile telephone

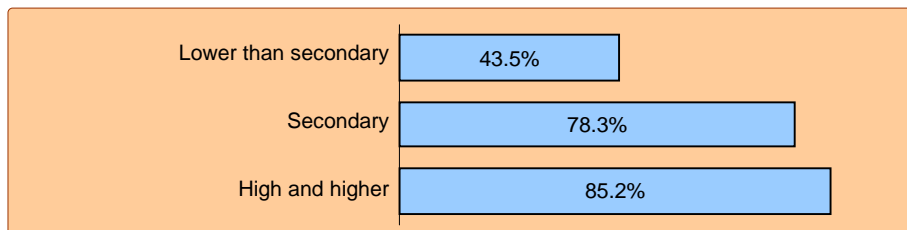
**Graph. 1.16. Do you use mobile telephone?**



The share of mobile telephone users, according to the level of educational attainment:

- 85.2% of persons with higher and high education;
- 78.3% of persons with secondary education;
- 43.5% of persons with education lower than secondary.

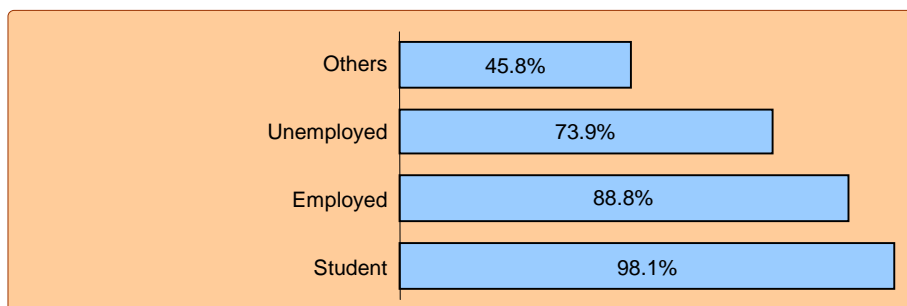
**Graph 1.17. Share of mobile telephone users, according to educational attainment**



The share of cellular telephone users, according to employment status:

- 88.8% of employed persons;
- 73.9% of unemployed persons;
- 98.1% of students;
- 45.8% of other categories (retired persons, persons serving military service, ...).

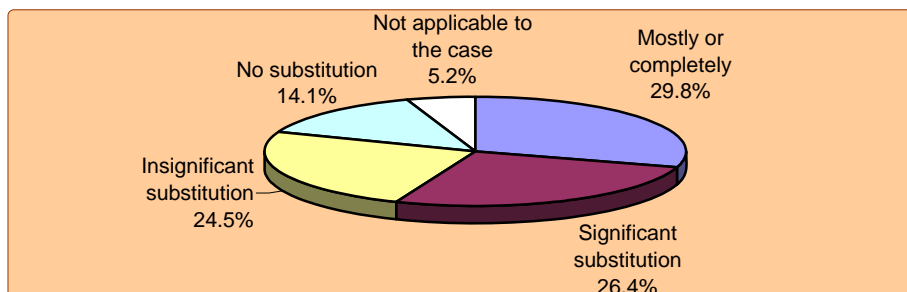
**Graph 1.18. Share of mobile telephone users, according to employment status**



The results of the analysis of the respondents by sex show that 78.4% male persons and 63.5% female persons use a mobile telephone.

The degree to which SMS has replaced the traditional way of sending messages has been mentioned as one of the indicators of the level of the usage of information and communication technologies. The largest number of respondents (29.8%) consider that the substitution has occurred to a great extent or completely, while 26.4% think that it has not happened to a considerable extent.

**Graph 1.19. To what extent have you replaced the traditional postal services of sending messages by messages sent by mobile telephone?**

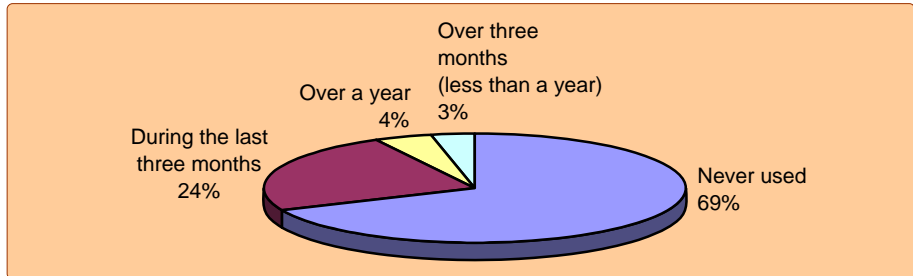


### 1.3.6. Individuals: use of the Internet

In Serbia 23.9% of persons used the Internet within the last three months, 3.3% over three months ago and 4.4% over a year ago. Even 68.4% of respondents have never used the Internet.

Over 1 400 000 persons used the Internet within the last three years

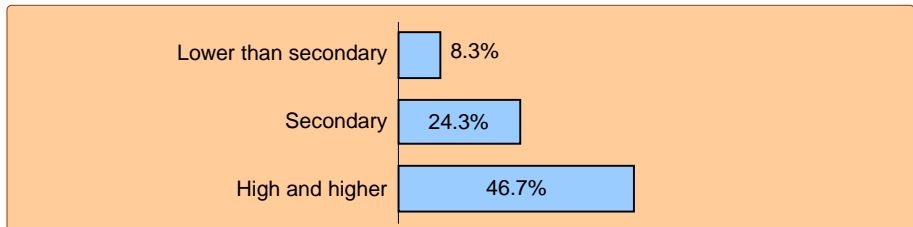
**Graph 1.20. When did you last use the Internet?**



The share of Internet users (within the last three months), according to the level of educational attainment:

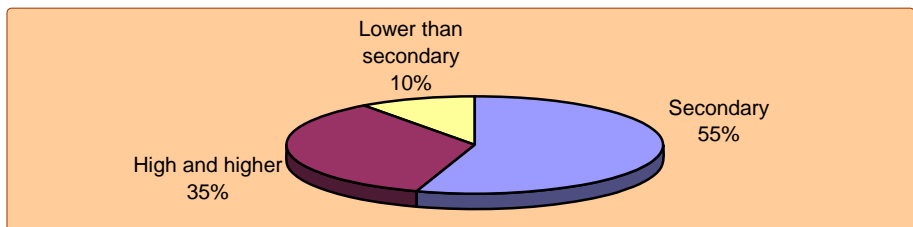
- 46.7% of persons with higher and high education;
- 24.3% of persons with secondary education;
- 8.3% of persons with education lower than secondary level.

**Graph 1.21. Share of Internet users (within the last three months), according to educational attainment**



Among Internet users, 55% attained secondary education, 35% higher and high education and 10% of them have education lower than secondary level.

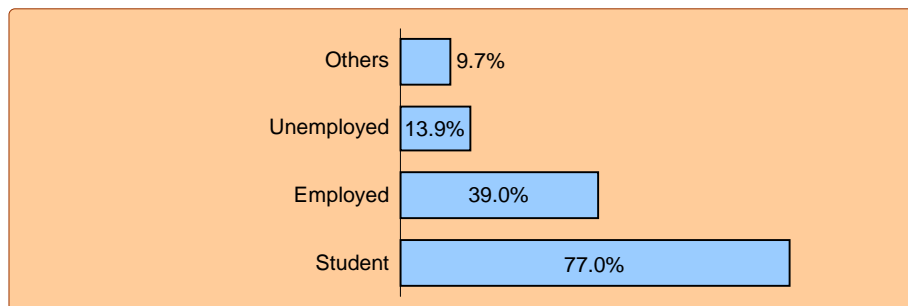
**Graph 1.22. Structure of educational attainment of Internet users**



The share of Internet users (within the last three months), according to employment status:

- 39.0% of employed persons;
- 13.9% of unemployed persons;
- 77.0% of students;
- 9.7% of other categories (retired persons, persons serving military service...).

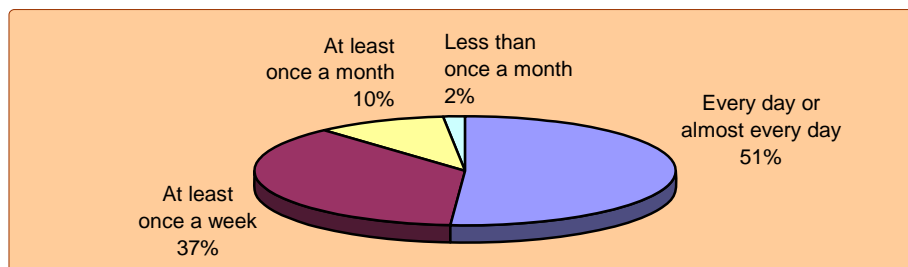
**Graph 1.23. Share of Internet users (within the last three months), according to employment status**



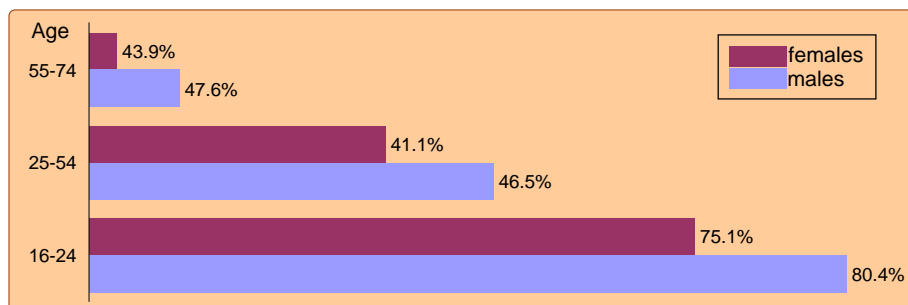
After being asked how often did they, in average, use the Internet within the last three months, 51% of respondents answered: every day or almost every day.

Over 700 000 persons use the Internet every day

**Graph 1.24. How often did you, in average, use the Internet within the last three months?**



**Graph 1.25. Use of the Internet (within the last three months), by sex and age**

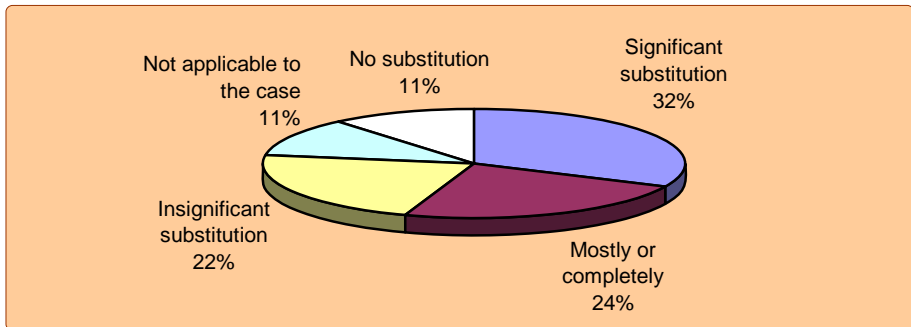


The analysis of respondents by sex shows that, within the last three months, 30% of men and 19.4% women used the Internet.

Within the last three months most of users used the Internet at home (67.8%), 33.4% at work, 15.4% at somebody else's home 10.6% in an educational institution and 5.6% of respondents in a public library, post office, Internet cafes, government organizations.

The degree to which e-mails sent through the Internet has replaced the traditional mailing services has been mentioned as one of the indicators on the use of information and communication technologies. The largest number of respondents, 31.9%, consider that the substitution has occurred to a considerable extent, while 23.5% of them think that it has happened to the greatest extent or completely.

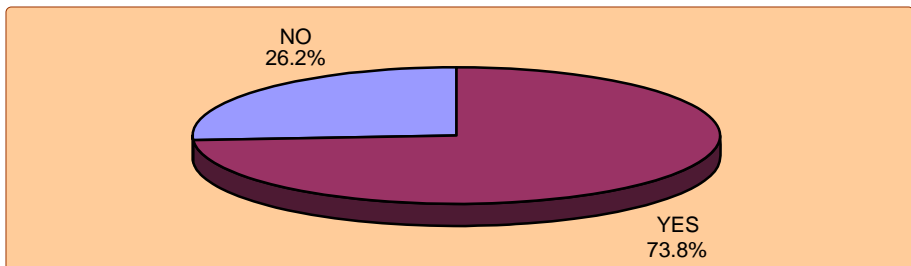
**Graph 1.26. To what extent did you replace the traditional postal services by e-mail messages sent through the Internet?**



The main findings of this survey indicate that 73.8% of respondents who use the Internet have an e-mail address, while 26.2% of them have neither a personal or official one.

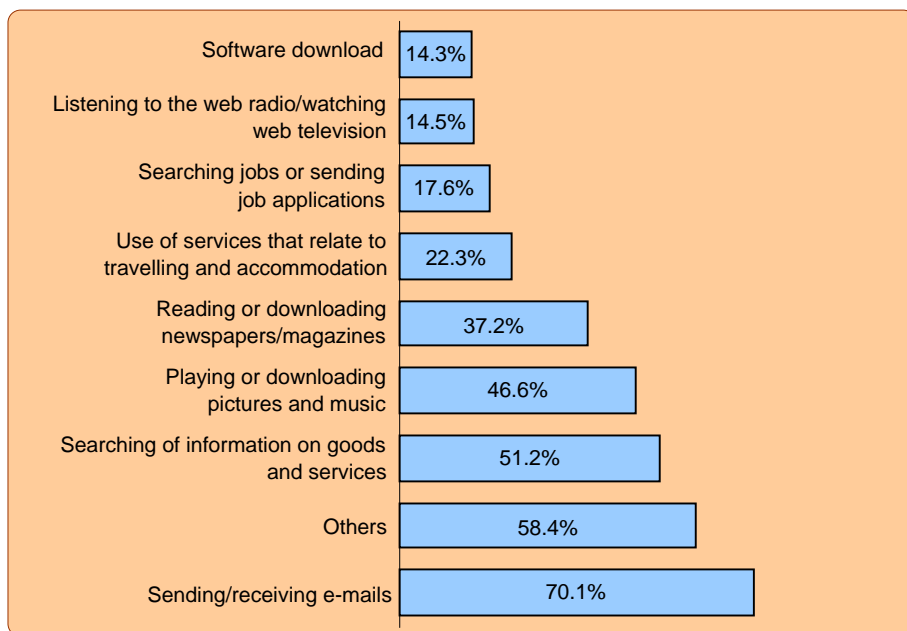
Over 1 000 000 persons have an e-mail address

**Graph. 1.27. Do you have an e-mail address (private ili official)?**



Within the last three months, the respondents used most the Internet for: sending and receiving e-mails (70.1%), searching for information on goods and services (51.2%), playing or downloading games, photos or music (46.6%), using services related to travelling and accommodation (22.3%), listening to the web radio or watching web television (14.5%).

**Graph 1.28. For what activities (for personal purposes) did you use the Internet within the last three months?**



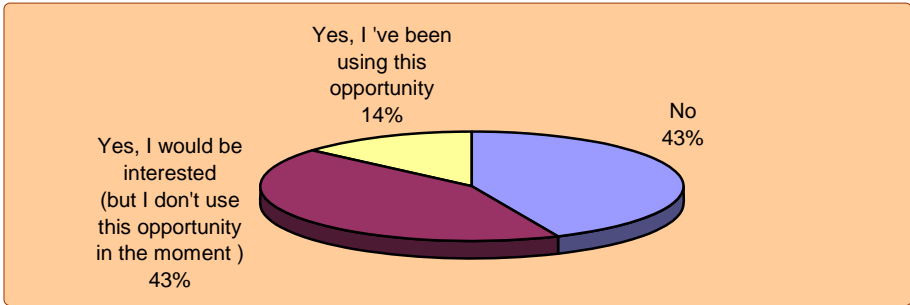
### 1.3.7. E-government

The survey shows that 13.7% of respondents use the Internet instead of making personal contact or going to public institutions or administrative organization, while 43.1% of them are interested in this possibility but do not use it yet.

The fact that 43.2% of respondents are not interested in using this possibility is disquieting.

Over 190 000 persons use electronic services of the public administration

**Graph 1.29. Would you be interested in using the Internet services of the public administration instead of making personal contacts?**



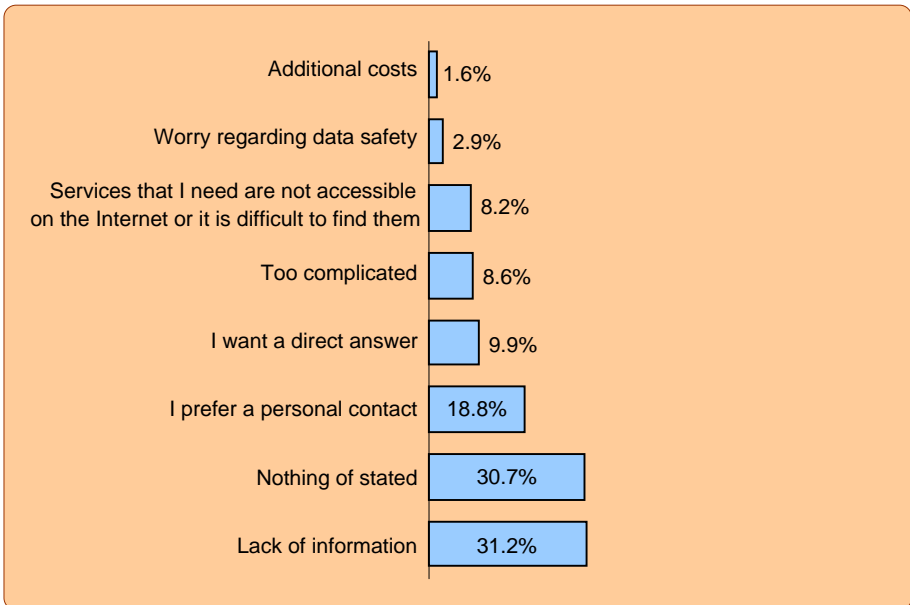
Many individuals who do not use the Internet for paying their bills have mentioned the following reasons:

"Lack of information" (31.2%)

"I prefer personal contacts" (18.8%)

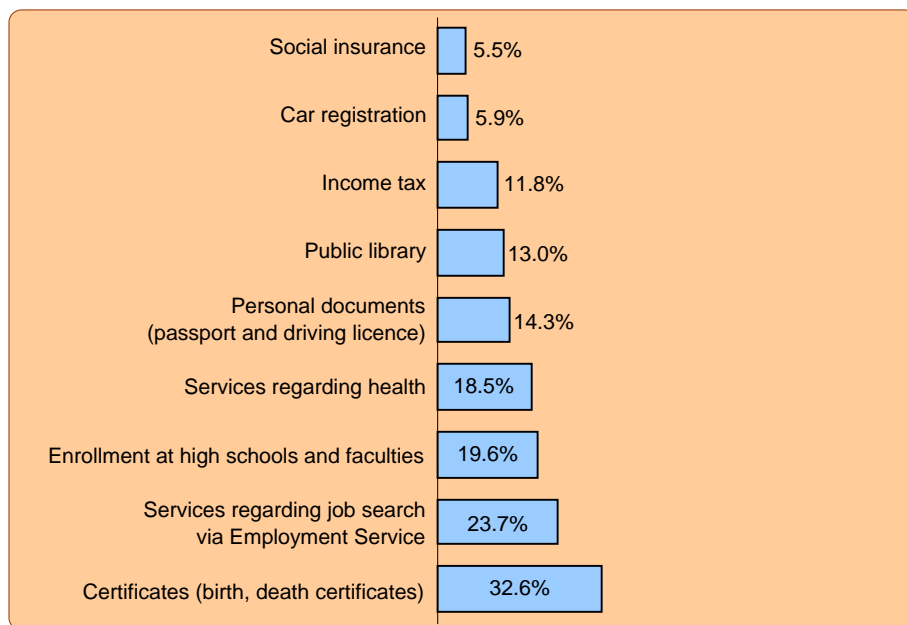
"I want direct responses" (9.9%)

**Graph 1.30. Why don't you use the Internet services of the public administration?**





**Graph 1.31. From the following services, which have you used through the Internet?**



The survey also shows that 58.8% of respondents used the Internet within the last three months to obtain information from websites of public institutions, 45.3% to download official forms and 25.5% to send back filled in forms.

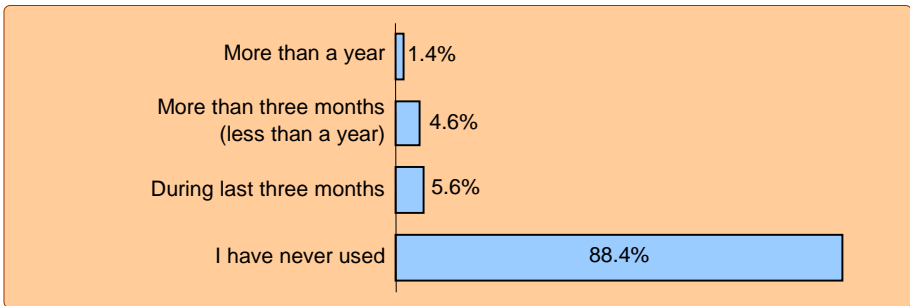
### 1.3.8. E - commerce

As for the period of time within which the respondents purchased/ordered goods or services through the Internet, 5.6% of them did it over the last three months, 4.6% over three months ago, and 1.4% over a year ago.

88.4% of respondents have never purchased/ordered goods or services through the Internet.

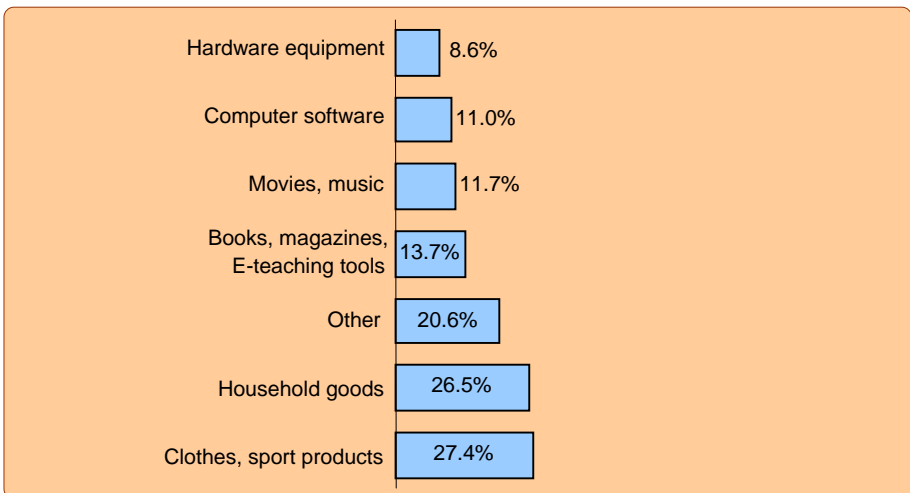
Over 100 000 persons purchased or ordered good/services through the Internet within the last three months

**Graph 1.32. When did you last purchased/ordered goods or services (for personal purposes) through the Internet?**



Much of the respondents purchased/ordered through the Internet clothes and sports articles (27.4%), household goods (26.5%), books and magazines (13.7%), movies, music (11.7%).

**Graph 1.33. What kind of goods or services did you order (for personal purposes) through the Internet within the last 12 months?**



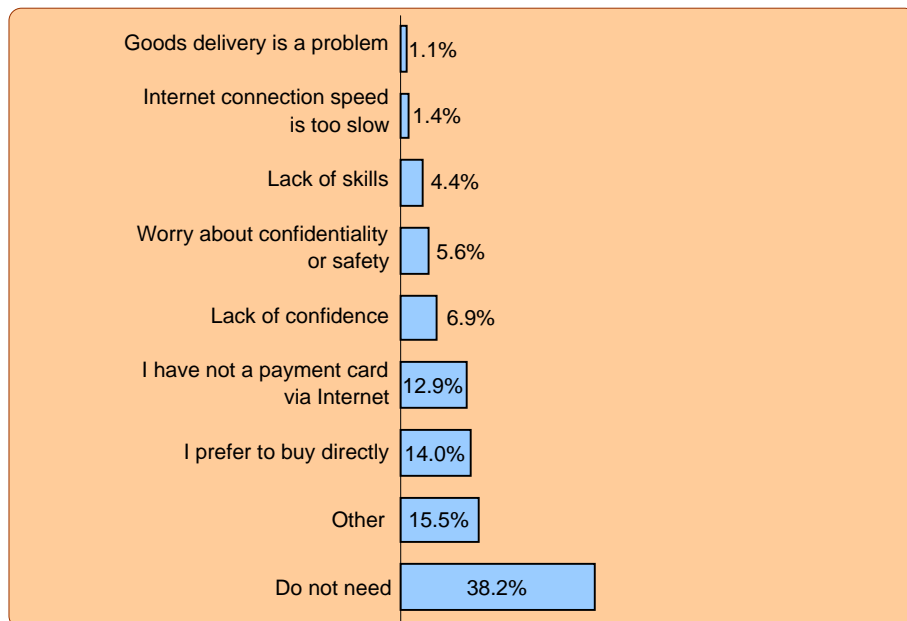
The most frequent answers as for the reason for not using e-commerce are:

"I don't need that kind of services" (38.19%)

"I prefer direct purchase" (14%)

"Do not possess cards for payments through the Internet" (12.9%)

**Graph 1.34. Why didn't you purchase/order goods or services (for personal purposes) through the Internet within the last 12 months?**

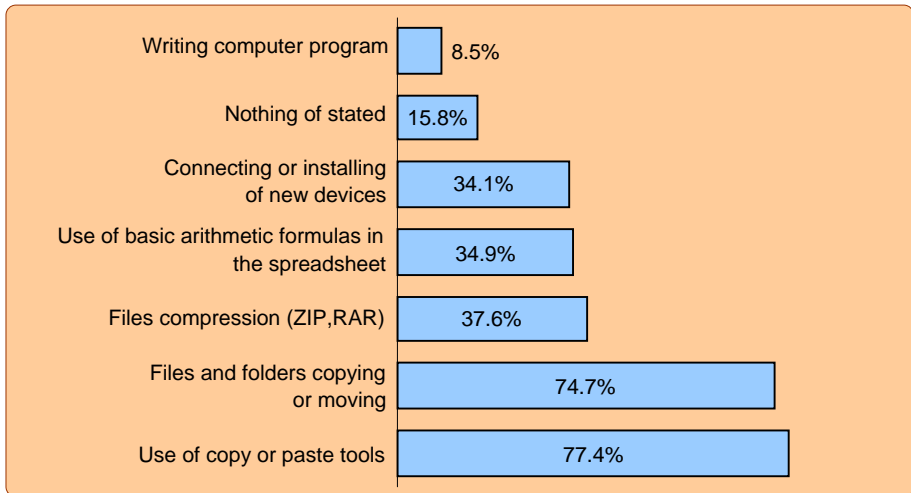


### 1.3.9. Electronic education

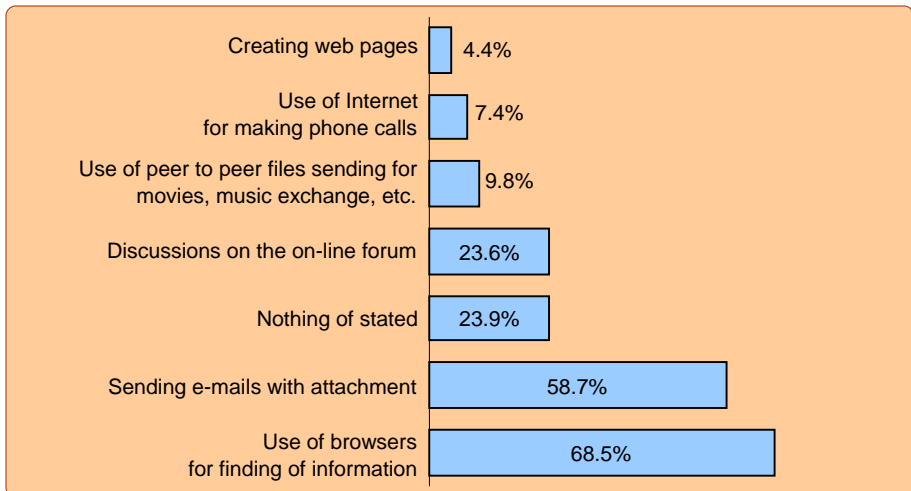
The greatest percentage of respondents know how to use the copy/paste tools (77.4%), the function for copying or moving files (74.7%), the function of compressing files (37.6%), main arithmetic formulas in spreadsheet (34.9%).

As for the Internet operations, the greatest percentage of respondents know how to: use browsers in quest of information (68.5%), send e-mails with attachments (58.7%), chat in on-line forum (23.6%).

**Graph 1.35. Which of the following computer operations have you already performed?**

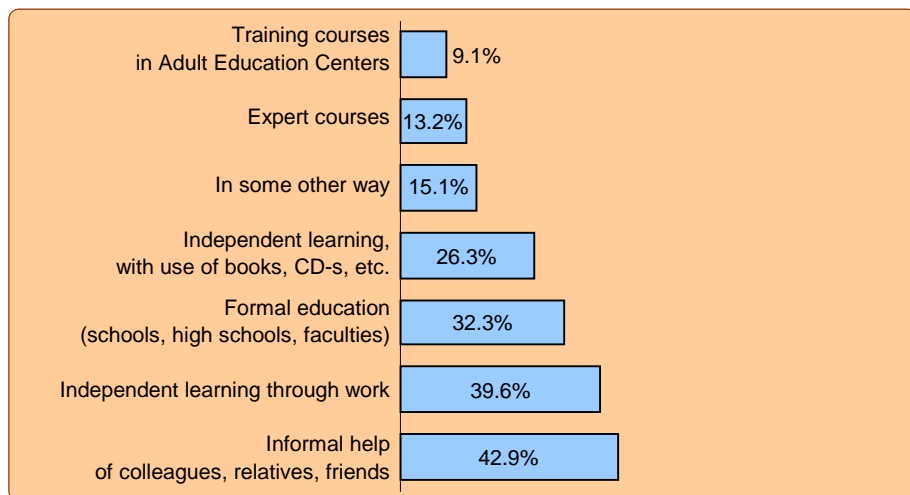


**Graph 1.36. Which of the following Internet operations have you already performed?**



The facts that 42.9% of the respondents have acquired skills for performing these operations by asking colleagues', relatives' and friends' assistance and that 39.6% of them have acquired them by themselves through work are expressive of the considerable persistent need for additional training related to the use of computers.

**Graph 1.37. Where have you acquired skills for performing these operations?**



# 1.4. SURVEY RESULTS

## MODULE 1.A: Access to information and communication technologies

%

Answers (households)	Income			Region			Type of household		Total
	Under 300 Euros	300 - 600 Euros	Over 600 Euros	Central Serbia	Vojvodina	Belgrade	Urban	Rural	
<b>A1: Devices in households (multiple answers)</b>									
TV	95.2	97.2	94.2	93.9	97.2	97.7	96.1	95.2	95.7
Fixed telephone line	85.4	86.5	87.0	84.4	87.4	86.2	87.2	84.3	86.5
Mobile telephone	62.0	87.8	93.9	68.4	71.7	76.1	72.5	70.5	71.2
Cable TV	24.3	40.1	50.2	23.4	22.9	50.9	44.7	8.6	30.2
Personal computer (PC)	15.7	43.9	65.9	22.7	29.6	30.7	31.6	18.8	26.5
Internet via mobile telephone (GPRS, WAP)	6.0	13.8	20.9	8.3	8.0	11.4	9.3	8.6	9.0
Satellite TV	3.3	6.7	9.1	6.8	6.7	6.1	4.8	6.8	6.7
Playstation	1.8	4.1	6.9	3.0	1.9	3.2	3.3	2.0	2.8
Laptop	0.7	1.9	9.2	0.5	0.7	4.3	2.3	0.4	1.5
Palmtop	0.1	0.3	0.8	0.2	0.2	0.2	0.2	0.1	0.2
None of the mentioned	0.5	0.0	0.0	0.5	0.5	0.0	0.4	0.3	0.4
<b>A2: Are you or anyone in your household connected to the Internet at home?</b>									
No	90.4	65.0	48.2	83.9	79.7	77.2	77.2	86.3	80.8
Yes	8.6	34.8	50.9	15.6	19.8	22.7	22.5	12.5	18.5
Do not know	0.7	0.1	0.8	0.5	0.5	0.2	0.3	0.9	0.6
<b>A3: Devices enabling access to the Internet (multiple answers)<sup>1)</sup></b>									
Personal computer (PC)	91.8	95.0	95.0	93.2	94.2	95.0	95.5	90.2	94.0
Laptop	1.4	4.6	11.8	1.1	3.8	10.1	5.4	2.6	4.6
Playstation	0.0	1.5	2.5	0.0	2.1	0.7	0.8	0.8	0.8
Other	9.6	5.4	5.0	8.3	5.8	5.1	4.8	11.7	6.6

<sup>1)</sup> Data refer to households that answered "Yes" to question A2.

## MODULE 1.A: Access to information and communication technologies

%

Answers (households)	Income			Region			Type of household		Total
	Under 300 Euros	300 - 600 Euros	Over 600 Euros	Central Serbia	Vojvodina	Belgrade	Urban	Rural	
<b>A4: Type of Internet connection (multiple answers)<sup>1)</sup></b>									
Modem or ISDN	81.6	86.6	89.1	86.9	78.8	89.4	87.4	80.1	85.4
Mobile: WAP, GPRS.	14.7	13.3	11.5	11.9	16.6	12.9	12.9	15.2	13.5
DSL (ADSL)	5.3	4.2	4.1	2.6	4.7	6.8	5.0	3.2	4.5
Other connections	5.7	3.8	5.9	3.7	9.7	1.5	4.3	5.8	4.7
<b>A5: Reasons for which you are not connected to the Internet at home (multiple answers)<sup>2)</sup></b>									
Hardware is too expensive	36.8	24.9	16.4	36.2	32.0	28.9	29.0	39.2	33.4
I do not need the Internet	27.4	25.4	18.5	23.5	27.1	26.7	26.1	23.9	25.2
I do not want the Internet	13.0	16.3	8.7	12.3	10.6	19.6	15.4	11.3	13.6
The Internet connection is too expensive	10.7	7.3	0.0	11.6	5.8	9.2	8.6	10.9	9.6
Lack of skills	6.4	1.7	7.0	5.9	4.3	5.2	4.1	7.0	5.3
I access the Internet somewhere else	2.5	10.2	22.5	4.3	4.0	7.4	5.8	3.8	4.9
Technically impossible	1.6	0.2	0.0	0.8	1.7	1.5	0.8	1.7	1.2
Privacy or safety	0.4	0.1	0.0	0.3	0.1	0.1	0.1	0.3	0.2
None of the mentioned, other reasons	24.1	26.4	24.1	24.1	28.5	21.9	26.6	22.2	24.7

<sup>1)</sup> Data refer to households that answered "Yes" to question A2.

<sup>2)</sup> Data refer to households that answered "No" to question A2.

**MODULE 1.B: Use of**

Answers (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
<b>B1: When did you last</b>								
I have never used it	12.6	37.9	43.2	59.5	75.8	95.9	50.5	61.9
Within the last 3 months	77.8	43.6	45.5	34.8	13.0	3.5	39.2	29.4
Over a year ago	5.7	8.0	6.5	3.4	9.7	0.6	5.3	5.3
Over 3 months ago (less than a year)	3.9	10.5	4.8	2.3	1.5	0.0	4.7	3.0
<b>B2: How often, in average, did you</b>								
Everyday or almost everyday	67.4	74.2	64.0	60.6	76.0	45.4	68.1	65.7
At least once a week	25.9	22.3	23.4	27.8	16.6	45.8	24.0	25.8
At least once a month	5.8	3.5	8.0	8.9	7.5	8.7	6.6	6.3
Less than once a month	0.9	0.0	4.6	2.7	0.0	0.0	1.3	2.2
<b>B3: Where did you use a computer within</b>								
At home	72.8	73.2	67.0	64.0	69.9	78.3	70.7	70.7
At work (away from home)	9.0	37.3	44.3	54.0	41.9	34.0	35.0	32.3
In an educational institution	31.1	7.2	7.6	4.2	2.8	0.0	11.4	15.3
At somebody else's home	23.3	18.4	13.6	5.3	2.3	4.9	82.7	86.8
<b>B4: Do you use</b>								
Yes	95.4	90.0	84.2	76.8	60.4	29.2	78.4	63.5
No	4.6	10.0	15.8	23.2	39.6	70.8	21.6	36.5
<b>B5: To what extent have you substituted the use of traditional postal</b>								
Mostly or completely	49.8	31.6	28.1	24.2	23.1	9.5	28.3	30.8
Considerable substitution	36.0	31.1	24.8	23.0	17.1	17.2	25.7	26.7
Insignificant substitution	8.9	21.1	29.8	29.8	30.0	32.9	27.2	22.0
No substitution	3.2	10.4	13.0	19.1	22.5	26.1	13.0	15.3
Not applicable to the case	1.7	5.8	4.3	3.9	7.3	14.3	5.3	5.2

<sup>1)</sup> Data refer to individuals who answered "Within the last 3 months" to question B1.

<sup>2)</sup> Data refer to individuals who answered "Yes" to question B4.



**mobile telephones and computers**

%

Education			Employment status				Total	Answers (individuals)
Lower than secondary	Secondary	Higher and high	Employed	Unemployed	Student	Others		
<b>use a computer?</b>								
83.7	50.9	34.6	34.3	63.9	5.0	80.9	56.8	I have never used it
13.7	36.6	55.2	52.9	24.5	89.2	14.5	33.6	Within the last 3 months
1.6	6.7	6.5	4.8	9.0	2.6	3.5	5.9	Over a year ago
0.5	5.4	3.6	8.0	2.5	3.2	0.9	3.7	Over 3 months ago (less than a year)
<b>use a computer within the last 3 months? <sup>1)</sup></b>								
70.3	61.7	76.0	68.0	64.6	74.6	58.7	66.9	Everyday or almost everyday
21.2	28.2	19.8	23.6	22.5	24.6	32.4	24.9	At least once a week
8.5	7.7	3.1	6.6	8.3	0.8	8.9	6.4	At least once a month
0.0	2.4	1.2	1.7	4.6	0.0	0.0	1.8	Less than once a month
<b>the last 3 months? (multiple answers) <sup>1)</sup></b>								
81.0	64.1	77.8	62.2	82.4	78.9	71.9	70.0	At home
5.6	31.8	48.0	56.2	6.7	9.9	14.5	33.7	At work (away from home)
34.8	12.2	34.8	0.0	4.7	9.5	29.5	31.0	In an educational institution
17.2	18.2	8.5	12.0	21.2	17.1	16.9	15.2	At somebody else's home
<b>the mobile telephone?</b>								
43.5	78.3	85.2	88.8	73.9	98.1	45.8	70.0	Yes
56.5	21.7	14.8	11.2	26.1	1.9	54.2	30.0	No
<b>services by sending messages via mobile telephone? <sup>2)</sup></b>								
28.8	29.4	30.6	29.4	29.3	56.9	21.3	29.8	Mostly or completely
27.5	24.3	30.3	26.0	27.0	35.1	22.6	26.4	Considerable substitution
20.1	26.2	23.3	28.7	23.1	3.6	25.8	24.5	Insignificant substitution
14.7	15.1	11.6	11.9	14.5	2.1	21.7	14.1	No substitution
8.9	4.9	4.1	3.9	6.0	2.3	8.6	5.2	Not applicable to the case

**MODULE 1.C: Use**

Answers (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
<b>C1: When did you last</b>								
I have never used it	28.1	48.6	63.0	72.1	87.2	97.7	61.4	73.6
Within the last 3 months	58.3	35.4	30.0	22.0	8.0	2.3	30.0	19.4
Over a year ago	9.2	8.4	4.7	2.7	3.9	0.0	4.6	4.3
Over 3 months ago (Less than a year)	4.4	7.6	2.3	3.2	0.9	0.0	3.7	2.4
<b>C2: How often, in average, did you</b>								
Everyday or almost everyday	45.7	55.8	49.8	54.6	53.2	43.6	58.1	42.4
At least once a year	38.4	35.6	35.2	38.5	43.0	42.9	28.9	47.3
At least once a month	14.3	7.9	10.8	5.8	3.8	13.4	11.4	8.4
Less than once a month	1.6	0.7	4.2	1.1	0.0	0.0	1.6	1.9
<b>C3: Where did you use the Internet within</b>								
At home	66.0	72.5	62.7	69.6	63.1	84.1	70.0	65.3
At work (away from home)	7.3	37.3	50.7	50.4	52.5	24.4	33.3	33.5
At somebody else's home	25.2	15.7	8.3	9.5	3.8	7.6	17.6	12.8
In an educational institution	23.7	4.7	6.5	4.8	0.0	0.0	8.6	12.9
Internet cafe	6.0	5.5	3.2	1.5	0.0	0.0	6.0	1.6
Public library	3.5	3.2	2.0	0.1	0.0	0.0	2.1	1.1
<b>C4: Have you used one of the following mobile</b>								
Mobile telephone, through WAP or GPRS	49.5	39.7	29.3	15.1	7.8	24.9	34.4	35.3
Palmtop	0.7	0.7	2.3	3.0	0.0	8.5	2.1	0.8
None of the mentioned	49.4	56.9	68.5	81.7	93.0	66.6	63.4	62.1
<b>C5: To what extent have you substituted the traditional</b>								
Considerable substitution	33.8	31.5	25.5	33.8	39.1	41.0	32.0	31.8
Mostly or completely	22.6	27.7	14.9	28.9	23.3	8.5	20.4	26.3
Insignificant substitution	17.2	19.5	36.8	18.4	11.9	36.0	24.1	20.0
No substitution	10.3	10.2	13.6	8.0	17.6	14.6	11.0	11.0
Not applicable to the case	15.9	11.1	9.2	10.8	8.1	0.0	12.5	10.5

<sup>1)</sup> Data refer to individuals who answered "Within the last 3 months" to question C1.

**of the Internet**

%

Education			Employment status				Total	Answers (individuals)
Lower than secondary	Secondary	Higher and high	Employed	Unemployed	Student	Others		
<b>use the Internet ?</b>								
89.6	65.8	43.6	49.4	76.3	12.6	88.2	68.4	I have never used it
8.3	24.3	46.7	39.0	13.9	77.0	9.7	23.9	Within the last 3 months
1.1	5.4	6.8	5.8	6.4	6.9	1.4	4.4	Over a year ago
1.0	4.0	2.8	5.8	2.9	3.5	0.4	3.3	Over 3 months ago (Less than a year)
<b>the Internet within the last 3 months? <sup>1)</sup></b>								
39.7	46.7	60.6	54.5	49.0	49.7	41.3	50.9	Everyday or almost everyday
45.8	38.0	34.0	34.6	38.0	38.5	45.0	37.3	At least once a year
14.5	12.5	4.9	9.5	9.7	9.9	12.6	10.0	At least once a month
0.0	2.8	0.5	1.4	3.3	1.9	1.2	1.8	Less than once a month
<b>the last 3 months? (multiple answers) <sup>1)</sup></b>								
74.3	64.2	71.8	63.3	81.4	66.0	72.3	67.8	At home
3.6	29.1	48.3	56.2	7.8	8.1	8.0	33.4	At work (away from home)
20.3	17.2	11.1	11.4	19.2	20.9	19.2	15.4	At somebody else's home
13.3	11.9	7.8	4.4	10.1	22.4	19.4	10.6	In an educational institution
5.7	4.6	2.5	2.8	2.6	6.5	6.7	4.0	Internet cafe
0.2	2.0	2.5	1.5	1.4	2.1	0.1	1.5	Public library
<b>technics to access the Internet? (multiple answers) <sup>1)</sup></b>								
58.2	33.1	31.2	30.0	34.2	48.1	37.0	34.8	Mobile telephone, through WAP or GPRS
0.0	1.2	2.4	2.5	0.0	0.0	1.2	1.5	Palmtop
41.8	64.2	66.3	66.5	65.8	50.0	61.8	63.7	None of the mentioned
<b>postal services with e-mails via the Internet? <sup>1)</sup></b>								
38.6	31.9	30.1	30.4	33.6	30.8	36.9	31.9	Considerable substitution
21.9	18.6	30.4	20.8	22.2	31.0	22.6	23.5	Mostly or completely
11.0	25.0	20.8	25.9	22.2	21.2	10.0	22.2	Insignificant substitution
10.4	12.3	9.2	12.7	12.4	6.1	9.5	11.0	No substitution
18.2	12.2	9.5	9.9	9.6	10.9	21.0	11.3	Not applicable to the case

## MODULE 1.C: Use

Answers (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
<b>C6: Do you have an e-mail</b>								
Yes	65.0	77.7	75.0	82.7	69.0	86.6	73.5	74.2
No	35.0	22.3	25.0	17.3	31.0	13.4	26.5	25.8
<b>C7: For which activities (for personal purposes)</b>								
Sending/receiving e-mails	62.9	75.2	71.7	74.0	61.4	86.6	65.1	76.0
Searching for information on goods and services	44.8	54.3	58.7	48.3	43.9	69.4	55.1	46.6
Playing or downloading games, pictures or music	66.1	47.0	29.7	39.4	22.4	31.9	46.2	47.1
Reading or downloading on-line newspapers/magazines	38.8	38.1	26.9	47.8	36.6	24.5	33.8	41.2
Use of services related to travelling and accommodation	11.6	30.6	22.0	31.8	14.5	23.8	21.4	23.4
Seeking jobs or sending job application	10.1	26.8	21.8	10.3	21.3	18.1	15.5	20.0
Other informationa or on-line service	13.7	12.1	19.5	16.2	24.2	8.5	18.6	11.3
Telephone calls via the Internet/ video conferences	15.4	17.6	6.8	20.7	7.3	15.3	16.2	12.8
Listening to the web radio/ watching web television	17.7	16.3	12.5	9.8	11.8	8.5	15.4	13.5
Download of softwares	14.7	19.4	7.8	14.2	15.5	7.6	18.4	9.4
E-banking	2.6	14.2	5.9	12.3	11.1	0.0	7.2	9.4
Formal education	9.4	8.4	2.6	12.9	3.8	0.0	5.1	11.1
Searching for information relating to health	3.3	10.6	8.0	6.2	15.1	0.0	6.1	8.4
Vocational training after graduation	1.9	7.2	4.0	9.1	4.6	0.0	3.9	6.1
Selling of goods or services (e.g. via auction sales)	0.6	2.1	1.5	0.0	0.0	0.0	1.5	0.1
Other	4.2	5.1	2.6	2.2	0.0	7.6	5.6	1.4
<b>C8: Within the last 3 months, did you receive</b>								
No	62.3	48.7	63.5	57.8	68.9	91.5	59.4	58.7
Yes	37.7	51.3	36.5	42.2	30.9	8.5	40.2	40.9

<sup>1)</sup> Data referring to individuals who answered "Within the last 3 months" to question C1.

**of the Internet**

%

Education			Employment status				Total	Answers (individuals)
Lower than secondary	Secondary	Higher and high	Employed	Unemployed	Student	Others		
<b>address (personal or official)? <sup>1)</sup></b>								
66.0	68.2	84.8	72.3	81.2	73.2	72.4	73.8	Yes
34.0	31.8	15.2	27.7	18.8	26.8	27.6	26.2	No
<b>did you use the Internet within the last 3 months? <sup>1)</sup></b>								
64.5	65.0	79.6	71.4	72.2	73.6	59.0	70.1	Sending/receiving e-mails
50.7	48.9	54.9	53.9	51.9	49.7	42.4	51.2	Searching for information on goods and services
66.2	46.6	41.3	40.5	42.4	63.2	53.1	46.6	Playing or downloading games, pictures or music
30.1	33.6	44.8	37.9	34.3	40.6	33.2	37.2	Reading or downloading on-line newspapers/magazines
5.5	21.0	28.9	24.5	33.5	15.8	10.8	22.3	Use of services related to travelling and accommodation
3.9	17.4	21.7	16.9	35.0	12.8	7.9	17.6	Seeking jobs or sending job application
14.6	13.1	18.8	17.6	8.1	13.7	16.0	15.3	Other informationa or on-line services
9.0	12.6	19.5	13.0	22.2	13.4	14.3	14.7	Telephone calls via the Internet/ video conferences
20.5	12.5	16.1	13.8	17.5	17.3	10.9	14.5	Listening to the web radio/ watching web television
18.1	10.8	18.7	13.0	14.9	16.2	16.0	14.3	Download of softwares
1.9	3.8	16.8	11.2	4.3	6.1	3.9	8.2	E-banking
3.3	6.4	11.4	7.8	9.2	11.4	2.2	7.8	Formal education
3.9	7.5	7.5	8.0	9.0	4.8	4.7	7.1	Searching for information relating to health
1.7	1.4	11.4	7.0	4.6	1.1	2.6	4.9	Vocational training after graduation
0.0	0.0	2.1	1.2	0.3	0.3	0.1	0.9	Selling of goods or services (e.g. via auction sales)
5.4	3.3	3.8	3.9	1.2	4.3	4.6	3.7	Other
<b>e-mails you thought being junk or spams? <sup>1)</sup></b>								
71.3	66.7	43.8	61.8	60.8	44.2	68.1	59.2	No
28.7	33.2	56.2	37.8	39.2	55.8	31.9	40.8	Yes

**MODULE 1.D:**

Answers (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
<b>D1: Would you be interested in using Internet services of</b>								
No	51.5	31.4	43.3	48.6	44.7	24.0	42.1	43.7
Yes, I would be interested (but right now I don't use this possibility)	40.5	55.2	43.3	32.5	16.5	68.3	42.9	43.4
Yes, I am using this possibility	8.0	13.4	13.3	18.9	38.9	7.7	14.6	12.6
<b>D2: Why don't you use Internet services</b>								
Lack of information	30.2	38.7	21.4	36.0	22.4	27.6	27.7	35.2
I prefer personal contact	17.1	15.8	20.8	20.2	38.3	18.9	19.1	18.4
I want direct response	10.0	11.6	4.8	11.3	24.6	0.0	8.5	11.6
Too complicated	9.8	6.4	12.2	6.0	10.1	0.0	9.7	7.4
Services I need are not available on the Internet or are difficult to be found	5.4	8.8	10.4	10.1	0.0	21.7	7.4	9.0
Worried about data safety	1.8	2.7	5.0	1.7	0.0	18.6	4.5	1.2
Additional costs	1.7	1.7	2.2	1.1	0.0	0.0	1.5	1.7
None of the mentioned	37.1	25.3	31.9	27.8	22.8	24.4	32.9	28.1

<sup>1)</sup> Data refer to individuals who answered "Yes, I would be interested" or "No" to question D1.

**E-government**

%

Education			Employment status				Total	Answers (individuals)
Lower than secondary	Secondary	Higher and high	Employed	Unemployed	Student	Other		
<b>the administration instead of making personal contact?</b>								
56.9	47.4	31.8	40.8	37.0	39.7	60.2	43.2	No
36.1	40.3	50.4	43.9	48.0	50.8	27.2	43.1	Yes, I would be interested (but right now I don't use this possibility)
7.0	12.3	17.6	15.0	15.0	9.5	12.6	13.7	Yes, I am using this possibility
<b>of the public administration? (multiple answers)<sup>1)</sup></b>								
22.6	31.2	33.8	29.1	38.5	36.3	25.3	31.2	Lack of information
16.6	22.3	13.8	19.4	17.4	15.1	22.5	18.8	I prefer personal contact
11.3	8.6	11.7	10.3	5.7	15.1	6.4	9.9	I want direct response
12.1	10.8	4.0	6.0	14.7	11.6	8.0	8.6	Too complicated
4.3	8.2	9.2	9.3	7.1	7.3	6.1	8.2	Services I need are not available on the Internet or are difficult to be found
3.9	2.8	2.8	2.8	3.6	1.8	4.2	2.9	Worried about data safety
0.0	2.9	0.0	1.9	2.7	1.1	0.0	1.6	Additional costs
39.5	27.3	33.5	32.3	20.2	28.5	37.7	30.7	None of the mentioned

**MODULE 1.D:**

Answers (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
<b>D3: Which of the following activities have you already</b>								
Certificates (birth/death certificates)	28.8	16.5	43.9	36.4	44.1	32.6	38.9	23.4
Seeking job through the Bureau of Placement	28.3	33.2	28.0	13.2	0.0	0.0	20.3	28.7
Enrollment in higher schools and faculties	27.1	19.4	17.6	22.9	0.0	0.0	17.8	22.2
Services related to health	9.0	8.7	6.7	36.1	43.8	0.0	19.7	16.7
Personal identification (passport and driving license)	22.1	8.7	18.6	15.7	0.0	0.0	19.4	6.9
Public administration	6.4	14.2	19.5	13.3	9.7	0.0	8.6	19.3
Income tax	16.1	15.9	17.3	0.0	9.1	0.0	15.4	6.7
Car registration	0.0	4.3	6.7	5.8	8.1	0.0	6.1	5.6
Social insurance (for unemployed, children's allowance, medical costs)	0.0	4.1	0.0	20.4	0.0	0.0	2.1	10.4
Change of address declaration	0.1	1.2	1.1	0.1	0.0	0.0	0.9	0.7
<b>D4: For which of the following services of the public administration</b>								
Searching for information on websites of the public administration	58.9	60.9	75.7	56.2	29.2	10.0	58.3	59.6
Download of official forms	30.8	45.3	30.7	80.0	34.1	0.0	40.5	52.4
Sending of filled in forms	36.1	31.1	6.1	38.0	9.7	0.0	29.6	19.4

<sup>1)</sup> Data refer to individuals who answered "Yes, I am using this possibility" to question D1.



**E-government**

%

Education			Employment status				Total	Answers (individuals)
Lower than secondary	Secondary	Higher and high	Employed	Unemployed	Student	Other		
<b>performed via the Internet? (multiple answers)<sup>1)</sup></b>								
47.9	32.7	30.9	39.7	23.8	0.0	45.2	32.6	Certificates (birth/death certificates)
31.9	22.8	23.9	17.2	32.5	39.8	23.7	23.7	Seeking job through the Bureau of Placement
20.3	16.3	23.5	12.6	12.0	58.6	26.0	19.6	Enrollment in higher schools and faculties
0.0	14.4	25.3	25.5	6.3	0.0	23.7	18.5	Services related to health
23.4	6.3	22.8	21.6	5.9	0.0	8.6	14.3	Personal identification (passport and driving license)
23.4	0.0	27.0	13.9	12.9	20.6	0.0	13.0	Public administration
0.0	9.3	16.1	16.9	0.0	0.0	19.0	11.8	Income tax
0.0	2.0	11.1	6.4	0.0	0.0	18.0	5.9	Car registration
0.0	8.2	2.8	2.2	5.9	0.0	23.7	5.5	Social insurance (for unemployed, children's allowance, medical costs)
0.2	0.4	1.0	0.9	0.5	0.9	0.1	0.8	Change of address declaration
<b>did you use the Internet within the last 3 months? (multiple answers)<sup>1)</sup></b>								
76.6	43.1	75.4	57.6	59.7	49.1	71.8	58.8	Searching for information on websites of the public administration
23.4	38.0	56.3	49.8	40.1	12.0	63.9	45.3	Download of official forms
23.4	23.6	27.9	25.4	30.3	10.1	32.3	25.5	Sending of filled in forms

**MODULE 1.E: E-commerce**

Answers (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
<b>E1: When did you last purchase/order</b>								
I have never used it	85.9	85.1	85.0	82.3	88.3	85.1	84.3	86.3
Within the last 3 months	4.6	7.1	9.3	13.1	7.9	4.6	8.2	6.5
Over 3 months ago (less than a year)	9.0	7.0	3.7	2.7	3.8	0.0	5.8	6.1
Over a year ago	0.0	0.7	1.9	1.9	0.0	10.3	1.3	0.9

**E2: What kind of goods/services did you purchase/order, for personal purposes, via the Internet within the last 12 months?  
(multiple answers)<sup>1)</sup>**

%

Answers (individuals)	Total
Clothes, sports products	27.4
Household goods (furniture, toys, etc.)	26.5
Books/magazines/newspapers/e-learning tools	13.7
Movies, music	11.7
Computer softwares and accessories (incl. computer and video games)	11.0
Computer hardware	8.6
Selling of shares/financial services/insurance	8.3
Food/foodstuffs	6.4
Tickets for cultural events	2.2
Travelling and holidays, accommodation	1.1
Lottery and betting	0.2
Electronic equipment (incl. camera)	0.1
Other	7.9

**E3: Did you purchase/order goods/services through the Internet within the last 12 months (multiple answers)<sup>1)</sup>**

%

Answers (individuals)	Total
Merchants you have heard of through the Internet	56.7
Merchants you have heard of otherwise than through the Internet (shops, etc.)	46.4

<sup>1)</sup> Data refer to individuals who answered "Within the last 3 months" or "Over 3 months ago(less than a year) " to question E1.

**and obstacles**

%

Education			Employment				Total	Answers (individuals)
Lower than secondary	Secondary	Higher and high	Employed	Unemployed	Student	Other		
<b>goods/services (for personal purposes) via the Internet?</b>								
89.5	87.1	81.8	84.5	91.8	77.9	90.8	88.4	I have never used it
6.0	7.4	7.9	9.6	4.0	7.2	3.3	5.6	Within the last 3 months
4.5	4.7	8.3	4.1	3.8	14.5	4.5	4.6	Over 3 months ago (less than a year)
0.0	0.7	1.9	1.6	0.0	0.0	1.5	1.4	Over a year ago

**E4 Did you encounter a problem, within the last 12 months,  
when purchasing/ordering goods or services  
through the Internet? <sup>1)</sup>**

%

Answers (individuals)	Total
NO	88.2
YES	11.8

**E5 What problem did you encounter when purchasing/ordering  
goods/services through the Internet within the last 12 months? (multiple  
answers)<sup>1)</sup>**

%

Answers (individuals)	Total
The delivery time is longer than mentioned	30.4
Claims are difficult to be solved or there is no satisfactory reaction to claims	18.5
Final costs exceed what has been mentioned	12.8
Wrong or damaged delivered goods or goods have not been received	11.1
Difficulties in finding information on warranties	7.1
Insufficient payment safety	5.7
Other	17.5

<sup>1)</sup> Data refer to individuals who answered "Within the last 3 months"  
or "Over 3 months ago (less than a year) " to question E1.

**E6: Why didn't you purchase/order goods/services, for personal purposes, through the Internet within the last 12 months? (multiple answers)<sup>1)</sup>**

%

Answers (individual)	Total
I had no need for that	38.2
I prefer to buy directly; I want to see the product; out of loyalty to the shop; out of habit	14.0
I don't have a card for payment through the Internet	12.9
Lack of confidence in receiving or returning goods, claims	6.9
Worried about confidentiality or safety of data (e.g.: giving details from the credit card or personal data on the Internet)	5.6
Lack of skills	4.4
The Internet connection is too slow	1.4
Delivery of ordered goods through the Internet is a problem (e.g.: it lasts too long and is logistically difficult to be realized)	1.1
Other	15.5

<sup>1)</sup> Data refer to individuals who answered "Over a year ago" or "I have never used it" to question E1.



**MODULE 1.F:**

Answers (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
<b>F1: When did you last attend a training</b>								
I have never attended one	59.0	54.1	58.3	57.2	57.6	79.4	68.2	47.3
Over 3 years ago	10.9	20.0	20.2	14.7	6.5	5.5	10.9	19.9
Over a year ago	10.1	16.9	15.5	18.8	11.6	4.5	12.1	16.7
Within the last 3 months	14.1	2.9	2.6	3.9	13.8	6.3	5.5	8.4
Over 3 months ago (less than a year)	5.9	6.1	3.4	5.4	10.5	4.3	3.2	7.8
<b>F2: Which of the following computer operations</b>								
Use of copy or paste tools for duplicating or moving information within a document	82.3	81.2	71.5	76.2	61.9	78.7	77.5	77.3
Copying or moving files or folders	78.7	81.3	67.6	74.1	62.7	57.4	73.3	76.2
Compressing of files(ZIP, RAR)	45.1	44.5	32.4	32.2	18.5	12.2	44.5	30.6
Use of main arithmetic formulas in spreadsheet	43.7	39.5	27.6	27.7	32.7	10.8	36.7	33.1
Connection or installation of new devices (e.g: printers or modems)	37.0	46.6	24.1	31.6	24.2	13.0	40.3	27.8
Writing of computer program	10.7	8.6	6.9	6.6	7.6	2.2	9.9	7.1
None of the mentioned	11.9	11.1	19.7	19.1	27.7	21.3	15.0	16.6
<b>F3: Which of the following Internet activities</b>								
Use of browsers in quest for information	72.9	78.5	61.4	64.0	57.5	45.3	70.0	67.0
Sending e-mails with attachment (documents, pictures, etc.)	57.8	68.6	55.6	59.9	46.0	25.5	61.0	56.3
Chatting in on/line forum	38.5	26.8	10.4	19.5	2.3	10.8	27.3	19.8
Use of peer to peer sending of files for exchanging movies, music, etc.	13.2	12.4	7.3	7.5	2.3	0.0	11.7	7.8
Use of the Internet for telephone calls	6.3	11.6	4.7	8.1	6.5	0.0	8.1	6.7
Website design	4.9	5.4	3.9	4.3	2.3	0.0	6.2	2.6
None of the mentioned	18.7	17.0	26.1	29.8	38.4	18.7	21.8	26.0

<sup>1)</sup> Data refer to individuals who answered "I have never used it" to question B1.

**Electronic education**<sup>1)</sup>

%

Education			Employment status				Total	Answers (individuals)
Lower than secondary	Secondary	Higher and high	Employed	Unemployed	Student	Other		

**(at least 3 hours) relating to the use of computers?**

59.9	62.0	48.8	54.1	68.6	55.3	58.7	57.8	I have never attended one
6.4	15.3	18.9	17.6	11.6	17.3	11.1	15.4	Over 3 years ago
5.7	12.9	20.5	18.5	10.6	14.8	4.9	14.4	Over a year ago
19.9	4.8	6.2	3.8	3.7	8.4	19.9	6.9	Within the last 3 months
8.0	5.0	5.5	6.0	5.1	4.2	5.4	5.5	Over 3 months ago (less than a year)

**have you already performed? (multiple answers)**

68.1	75.1	85.5	78.2	76.7	86.6	67.8	77.4	Use of copy or paste tools for duplicating or moving information within a document
66.4	70.8	85.8	74.0	76.8	86.4	64.0	74.7	Copying or moving files or folders
33.5	33.0	48.5	35.1	33.9	56.2	32.9	37.6	Compressing of files(ZIP, RAR)
27.1	31.6	44.6	29.7	35.5	64.3	24.0	34.9	Use of main arithmetic formulas in spreadsheet
36.9	24.8	51.7	33.4	33.7	43.0	29.0	34.1	Connection or installation of new devices (e.g: printers or modems)
5.6	6.2	14.3	6.8	5.8	16.1	10.2	8.5	Writing of computer program
29.5	16.2	9.7	14.1	18.4	4.9	28.6	15.8	None of the mentioned

**have you already performed? (multiple answers)**

48.4	64.6	83.8	69.8	66.0	86.8	50.5	68.5	Use of browsers in quest for information
36.0	54.4	75.9	62.1	54.5	70.2	42.3	58.7	Sending e-mails with attachment (documents, pictures, etc.)
29.1	19.5	29.7	16.9	21.3	49.7	24.0	23.6	Chatting in on/line forum
4.3	7.3	16.9	9.8	9.9	17.6	2.5	9.8	Use of peer to peer sending of files for exchanging movies, music, etc.
5.5	5.0	12.8	7.3	8.0	7.8	6.4	7.4	Use of the Internet for telephone calls
2.4	2.3	9.4	4.8	3.0	7.1	2.5	4.4	Website design
44.9	25.9	11.9	21.7	28.6	8.0	39.5	23.9	None of the mentioned

**MODULE 1.F:**

Answers (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
<b>F4: Where and how have you acquired skills for</b>								
Informal colleagues', relatives', friends' assistance	44.3	43.2	40.2	43.5	42.5	42.3	38.7	47.2
Self-education through work	37.1	47.5	36.1	42.9	38.9	5.5	44.4	34.7
Formal education (schools, higher schools, faculties)	58.7	33.9	17.1	14.3	9.3	21.8	30.8	33.8
Self-education, through books, CD, etc.	29.8	34.1	17.9	26.5	7.4	27.3	28.1	24.4
Professional courses (at the employer's request)	2.9	9.4	19.6	26.2	21.5	0.0	8.3	18.1
Training in educational centers for adults	4.7	10.5	12.5	9.4	13.4	5.5	8.2	10.1
Otherwise	6.2	8.2	13.2	13.5	7.6	32.7	11.9	8.5

<sup>1)</sup> Data refer to individuals who did not answer "I have never used it" to question B1.



**Electronic education**<sup>1)</sup>

%

Education			Employment status				Total	Answers (individuals)
Lower than secondary	Secondary	Higher and high	Employed	Unemployed	Student	Other		
<b>performing these activities? (multiple answers)</b>								
45.4	46.4	34.9	40.6	44.7	49.5	41.7	42.9	Informal colleagues', relatives', friends' assistance
30.9	36.1	50.1	42.7	36.4	45.4	27.7	39.6	Self-learning through work
51.2	27.2	35.3	21.9	30.9	60.6	41.6	32.3	Formal education (schools, higher schools, faculties)
21.7	22.3	35.9	24.7	26.9	35.0	22.4	26.3	Self-learning, through books, CD, etc.
2.3	11.6	20.4	21.0	6.6	1.6	6.4	13.2	Professional courses (at the employer's request)
4.4	9.0	11.1	10.7	12.0	3.5	5.8	9.1	Training in educational centers for adults
9.4	11.5	7.8	0.0	11.0	7.9	5.1	15.1	Otherwise

## 1.5. QUESTIONNAIRE

### Usage of information and communication technologies in households and individually

#### MODULE 1.A: Access to information and communication technologies

A1	Do you or anyone in your household have access to the following devices at home?		
(multiple answers allowed)			
	a) TV	<input type="checkbox"/>	<input type="checkbox"/>
	a1) Satellite TV	<input type="checkbox"/>	<input type="checkbox"/>
	a2) Cable TV	<input type="checkbox"/>	<input type="checkbox"/>
	a3) Digital TV	<input type="checkbox"/>	<input type="checkbox"/>
	b) Personal computer (PC)	<input type="checkbox"/>	<input type="checkbox"/>
	c) Fixed telephone line	<input type="checkbox"/>	<input type="checkbox"/>
	d) Mobile telephone	<input type="checkbox"/>	<input type="checkbox"/>
	e) Internet through mobile telephone (GPRS, WAP)	<input type="checkbox"/>	<input type="checkbox"/>
	f) Play stations	<input type="checkbox"/>	<input type="checkbox"/>
	g) Laptop	<input type="checkbox"/>	<input type="checkbox"/>
	h) Palmtop	<input type="checkbox"/>	<input type="checkbox"/>
	i) None of the mentioned	<input type="checkbox"/>	<input type="checkbox"/>
-> go to A2			
A2	Are you or anyone in your household connected to the Internet <u>at home</u> regardless of whether you use it or not?		
(multiple answers allowed)			
	a) Yes	<input type="checkbox"/>	-> go to A3
	b) No	<input type="checkbox"/>	-> go to A5
	c) Do not know	<input type="checkbox"/>	-> go to B1

<b>A3</b>	Through which of the following devices are you connected to the Internet <u>at home</u> ?	
(multiple answers allowed)		
	a) Personal computer (PC)	<input type="checkbox"/>
	b) Laptop	<input type="checkbox"/>
	c) TV with specific Internet device	<input type="checkbox"/>
	d) Play stations	<input type="checkbox"/>
	e) Other	<input type="checkbox"/>
	f) Do not know	<input type="checkbox"/>
-> go to A4		
<b>A4</b>	What kind of Internet connection do you have?	
(multiple answers allowed)		
	a) Modem or ISDN	<input type="checkbox"/>
	b) DSL ( ADSL)	<input type="checkbox"/>
	c) Mobile telephone: WAP, GPRS, etc.	<input type="checkbox"/>
	d) Other connections	<input type="checkbox"/>
-> go to B1		
<b>A5</b>	Reason for which you do not have access to the Internet at home?	
(multiple answers allowed)		
	a) I have access to the Internet somewhere else	<input type="checkbox"/>
	b) I do not want the Internet	<input type="checkbox"/>
	c) I do not need the Internet	<input type="checkbox"/>
	d) The hardware is too expensive	<input type="checkbox"/>
	e) The connection to the Internet is too expensive	<input type="checkbox"/>
	f) Lack of skills	<input type="checkbox"/>
	g) Technically impossible	<input type="checkbox"/>
	h) Privacy or safety	<input type="checkbox"/>
	i) None of the mentioned; other reasons	<input type="checkbox"/>
-> go to B1		

**MODULE 1.B: Use of the mobile telephone and computer**

<b>B1</b>	When did you last use the computer?		
(one answer only)			
	a) Within the last 3 months	<input type="checkbox"/>	-> go to B2
	b) Over 3 months ago (less than a year)	<input type="checkbox"/>	-> go to B4
	c) Over one year ago	<input type="checkbox"/>	-> go to B4
	d) I have never used it	<input type="checkbox"/>	-> go to B4
<b>B2</b>			
How often, in average, did you use the computer within the last 3 months?			
(one answer only)			
	a) Every day or almost every day	<input type="checkbox"/>	
	b) At least once a week	<input type="checkbox"/>	
	c) At least once a month	<input type="checkbox"/>	
	d) Less than once a month	<input type="checkbox"/>	
-> go to B3			
<b>B3</b>	Where did you use the computer within the last 3 months?		
(multiple answers allowed)			
	a) At home	<input type="checkbox"/>	
	b) At work (outside home)	<input type="checkbox"/>	
	c) At an educational institution	<input type="checkbox"/>	
	d) At somebody else's home	<input type="checkbox"/>	
	e) I cannot say	<input type="checkbox"/>	
-> go to B4			
<b>B4</b>	Do you use the cellular telephone?		
(one answer only)			
	a) Yes	<input type="checkbox"/>	-> go to B5
	b) No	<input type="checkbox"/>	-> go to C1

<b>B5</b>	To what extent have you substituted the use of traditional postal services by sending messages via mobile telephone?		
(one answer only)			
	a) No substitution	<input type="checkbox"/>	
	b) Insignificant substitution	<input type="checkbox"/>	
	c) Considerable substitution	<input type="checkbox"/>	
	d) Mostly or completely	<input type="checkbox"/>	
	e) Not applicable to the case	<input type="checkbox"/>	
-> go to C1			

### MODULE 1.C: Use of the Internet

<b>C1</b>	When did you last use the Internet?		
(one answer only)			
	a) Within the last 3 months	<input type="checkbox"/>	-> go to C2
	b) Over 3 months ago (less than a year)	<input type="checkbox"/>	-> go to E1
	c) Over a year ago	<input type="checkbox"/>	-> go to E1
	d) I have never used it	<input type="checkbox"/>	-> got to F1
<b>C2</b>	How often, in average, did you use the Internet within the last three months?		
(one answer only)			
	a) Every day or almost every day	<input type="checkbox"/>	
	b) At least once a week	<input type="checkbox"/>	
	c) At least once a month	<input type="checkbox"/>	
	d) Less than once a month	<input type="checkbox"/>	
-> got o C3			

<b>C3</b>	Where did you use the Internet within the last 3 months?	
(one answer only)		
	a) At home	<input type="checkbox"/>
	b) At work (outside home)	<input type="checkbox"/>
	c) In a educational institution	<input type="checkbox"/>
	d) At somebody else's home	<input type="checkbox"/>
	e) Other	<input type="checkbox"/>
	e1) Public library	<input type="checkbox"/>
	e2) Post office	<input type="checkbox"/>
	e3) Public institution, Assembly, government organization	<input type="checkbox"/>
	e4) Public utilities or volunteer organization	<input type="checkbox"/>
	e5) Internet cafe	<input type="checkbox"/>
-> go to C4		
<b>C4</b>	Have you used one of the following mobile technics to get connected to the Internet?	
(multiple answers allowed)		
	a) Mobile telephone via WAP or GPRS	<input type="checkbox"/>
	b) Palmtop	<input type="checkbox"/>
	c) None of the mentioned	<input type="checkbox"/>
-> go to C5		
<b>C5</b>	To what extent have you substituted the use of traditional postal services by e-mails via the Internet?	
(one answer only)		
	a) No substitution	<input type="checkbox"/>
	b) Insignificant substitution	<input type="checkbox"/>
	c) Considerable substitution	<input type="checkbox"/>
	d) Mostly or completely	<input type="checkbox"/>
	e) I cannot say	<input type="checkbox"/>
-> go to C6		

<b>C6</b>	Do you have an e-mail address (personal or official)?	
(one answer only)		
	a) Yes	<input type="checkbox"/>
	b) NO	<input type="checkbox"/>
-> go to C7		
<b>C7</b>	For which activities did you use the Internet (for personal purposes) within the last 3 months?	
(multiple answers only)		
	Communication	<input type="checkbox"/>
	a) Sending/receiving of e-mails	<input type="checkbox"/>
	b) Telephone calls via the Internet/video-conferences	<input type="checkbox"/>
	c) Other	<input type="checkbox"/>
	Search for information and on-line services	<input type="checkbox"/>
	d) Search for information on goods and services	<input type="checkbox"/>
	e) Use of services related to travelling and accommodation	<input type="checkbox"/>
	f) Listening to the web radio/watching web television	<input type="checkbox"/>
	g) Playing and downloading of games, pictures or music	<input type="checkbox"/>
	h) Downloading of softwares	<input type="checkbox"/>
	i) Reading or downloading of on-line newspapers/magazines	<input type="checkbox"/>
	j) Seeking jobs or sending job applications	<input type="checkbox"/>
	k) Search for information related to health	<input type="checkbox"/>
	l) Other information or on-line services	<input type="checkbox"/>
	Selling of goods or services, banking	<input type="checkbox"/>
	m) E-banking	<input type="checkbox"/>
	n) Selling of goods or services (eg: via auction sales)	<input type="checkbox"/>
	Training and education	<input type="checkbox"/>
	o) Formal education	<input type="checkbox"/>
	p) Vocational training after graduation	<input type="checkbox"/>
	q) Other	<input type="checkbox"/>
-> go to C8		

C8	Within the last 3 months, did you receive e-mails you thought being junk e-mails or spams and wished you had not received?		
(one answer only)			
	a) Yes	<input type="checkbox"/>	<input type="checkbox"/>
	b) No	<input type="checkbox"/>	<input type="checkbox"/>
-> go to D1			

### MODULE 1.D: E-government

D1	Would you be interested in using the Internet services of the public administration instead of making personal contacts?		
(one answer only)			
	a) Yes, I have been using this possibility	<input type="checkbox"/>	-> go to D3
	b) Yes, I would be interested	<input type="checkbox"/>	-> go to D2
	c) No	<input type="checkbox"/>	-> go to D2
(multiple answers allowed)			
D2	Why don't you use the Internet services of the public administration?		
(multiple answers allowed)			
	a) Lack of information	<input type="checkbox"/>	<input type="checkbox"/>
	b) Services I need are not available on the Internet or are hard to be found	<input type="checkbox"/>	<input type="checkbox"/>
	c) I prefer personal contact	<input type="checkbox"/>	<input type="checkbox"/>
	d) I want direct response	<input type="checkbox"/>	<input type="checkbox"/>
	e) Worried about information safety	<input type="checkbox"/>	<input type="checkbox"/>
	f) Additional costs	<input type="checkbox"/>	<input type="checkbox"/>
	g) Too complicated	<input type="checkbox"/>	<input type="checkbox"/>
	h) None of the mentioned	<input type="checkbox"/>	<input type="checkbox"/>
-> got to E1			



<b>D3</b>	Which of the following operations have you already performed through the Internet?	
(multiple answers allowed)		
	a) VAT	<input type="checkbox"/>
	b) Seeking jobs through the placement bureau	<input type="checkbox"/>
	c) Social insurance (for unemployed, children allowances, medical costs)	<input type="checkbox"/>
	d) Personal identification (passport and driving licence)	<input type="checkbox"/>
	e) Car registration	<input type="checkbox"/>
	f) Request for building licence	<input type="checkbox"/>
	g) Declaration to the police department	<input type="checkbox"/>
	h) Public library	<input type="checkbox"/>
	i) Certificates (births/deaths certificates)	<input type="checkbox"/>
	j) Enrollment at higher schools and faculties	<input type="checkbox"/>
	k) Change of address	<input type="checkbox"/>
	l) Services related to health	<input type="checkbox"/>
-> go to D4		
<b>D4</b>	For which of the following services of the public administration did you use the Internet, for personal purposes, within the last 3 months?	
(multiple answers allowed)		
	a) Obtaining information from websites of public institutions	<input type="checkbox"/>
	b) Download of official forms	<input type="checkbox"/>
	c) Sending of filled in forms	<input type="checkbox"/>
-> go to E1		

**MODULE 1.E: E-commerce: activities and obstacles**

<b>E1</b>	When did you last purchase/order goods or services through the Internet for personal purposes?		
(one answer only)			
	a) Within the last 3 months	<input type="checkbox"/>	-> go to E2
	b) Over 3 months ago (less than a year)	<input type="checkbox"/>	-> got to E2
	c) Over a year ago	<input type="checkbox"/>	-> go to E6
	d) Never	<input type="checkbox"/>	-> go to E6
<b>E2</b>			
Whak kind of goods or services did you order through the Internet, for personal purposes, within the last 12 months?			
(multiple answers allowed)			
	a) Food/foodstuff	<input type="checkbox"/>	<input type="checkbox"/>
	b) Household goods (furniture, toys, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
	c) Movies, music	<input type="checkbox"/>	<input type="checkbox"/>
	d) Books/magazines/newspapers/e-learning tools	<input type="checkbox"/>	<input type="checkbox"/>
	e) Clothes, sports articles	<input type="checkbox"/>	<input type="checkbox"/>
	f) Computer softwares and accessories (incl. computer & video games)	<input type="checkbox"/>	<input type="checkbox"/>
	g) Computer hardware	<input type="checkbox"/>	<input type="checkbox"/>
	h) Electronic hardware (incl. cameras)	<input type="checkbox"/>	<input type="checkbox"/>
	i) Purchase of shares/financial services/insurance	<input type="checkbox"/>	<input type="checkbox"/>
	j) Trips and holidays	<input type="checkbox"/>	<input type="checkbox"/>
	k) Tickets for cultural events	<input type="checkbox"/>	<input type="checkbox"/>
	l) Lottery and betting	<input type="checkbox"/>	<input type="checkbox"/>
	m) Other	<input type="checkbox"/>	<input type="checkbox"/>
-> go to E3			
<b>E3</b>	Did you purchase/order goods, for personal purposes, throught the Internet from:		
(multiple answers allowed)			
	a) Merchants you have heard of otherwise than through the Internet (shop/catalogues)	<input type="checkbox"/>	<input type="checkbox"/>
	b) Merchants you have heard of through the Internet	<input type="checkbox"/>	<input type="checkbox"/>
-> go to E4			

E4	Within the last 12 months, did you encounter a problem when purchasing/ordering goods or services through the Internet?		
(one answer only)			
	a) Yes	<input type="checkbox"/>	-> go to E5
	b) No	<input type="checkbox"/>	-> go to F1
E5			
What problem did you encounter when purchasing/ordering goods or services through the Internet within the last 12 months?			
(multiple answers allowed)			
	a) Difficulties in finding information about warranty	<input type="checkbox"/>	
	b) Delivery time is longer than mentioned	<input type="checkbox"/>	
	c) Final costs are higher than mentioned	<input type="checkbox"/>	
	d) Wrong or damaged delivered goods or goods not received at all	<input type="checkbox"/>	
	e) Payment not safe enough	<input type="checkbox"/>	
	f) Difficulties with dealing with claims	<input type="checkbox"/>	
	g) Other	<input type="checkbox"/>	
-> go to F1			
E6	For what reason didn't you purchase/order goods or services through the Internet, for personal purposes, within the last 12 months?		
(multiple answers allowed)			
	a) I did not need it	<input type="checkbox"/>	
	b) I do not have a card for payment through the Internet	<input type="checkbox"/>	
	c) Lack of skills	<input type="checkbox"/>	
	d) The delivery of goods ordered via the Internet is a problem (e.g: it lasts too long or is logistically difficult)	<input type="checkbox"/>	
	e) Worried about confidentiality and safety (e.g: revealing of details from credit cards or personal data on the Internet)	<input type="checkbox"/>	
	f) Lack of confidence in receiving or returning goods, claims	<input type="checkbox"/>	
	g) I prefer direct purchase; I want to see the product; out of loyalty to the shop; out of habit	<input type="checkbox"/>	
	h) The Internet connection is too slow	<input type="checkbox"/>	
	i) Other	<input type="checkbox"/>	
-> go to F1			

**MODULE 1.F: Electronic education****For respondents who did not answer "I have never used it" in question B1**

<b>F1</b>	When did you last attend a training (at least 3 hours) on computer use?	
(one answer only)		
	a) Within the last 3 months	<input type="checkbox"/>
	b) Over 3 months ago (less than a year)	<input type="checkbox"/>
	c) Over a year ago (less than 3 years)	<input type="checkbox"/>
	d) Over 3 years	<input type="checkbox"/>
	e) I have never attended a training	<input type="checkbox"/>
-> go to F2		
<b>F2</b>	Which of the following computer operations have you already done?	
(multiple answers allowed)		
	a) Copying and moving files or folders	<input type="checkbox"/>
	b) Use of copy or paste tools	<input type="checkbox"/>
	c) Use of main arithmetic formula in spreadsheet	<input type="checkbox"/>
	d) Compressing of files (ZIP, RAR)	<input type="checkbox"/>
	e) Connection and installing of new devices, e.g. printers or modems	<input type="checkbox"/>
	f) Computer program writing	<input type="checkbox"/>
	g) None of the mentioned	<input type="checkbox"/>
-> go to F3		
<b>F3</b>	Which of the following Internet activities have you already performed?	
(multiple answers allowed)		
	a) Use of browsers in quest of information	<input type="checkbox"/>
	b) Sending of e-mails with attachments (documents, pictures, etc.)	<input type="checkbox"/>
	c) Chatting in on-line forum	<input type="checkbox"/>
	d) Use of the Internet for telephone calls	<input type="checkbox"/>
	e) Use of peer-to-peer for the exchange of movies, music, etc.	<input type="checkbox"/>
	f) Website design	<input type="checkbox"/>
	g) None of the mentioned	<input type="checkbox"/>
-> go to F4		

F4

Where have you acquired skills for these activities?

(multiple answers allowed)

a) Formal education (schools, higher schools, faculties)

b) Training in educational centers for adults

c) Professional courses (at employers' request)

d) Self-learning through books, CD, etc.

e) Self-learning through work

f) Informal colleagues', relatives' and friends' assistance

g) Otherwise

-&gt; go to G1

**MODULE 1.G: Main information on respondents**

G1 Age of the respondent \_\_\_\_\_

G2 Sex of the respondent

- a) Male
- b) Female

G3 Educational attainment of the respondent

- a) Lower than secondary education
- b) Secondary education
- c) High and higher education

G4 Employment status of the respondent

- a) Employed
- b) Unemployed
- c) Student
- d) Other persons not included in labor force (serving military service, retired persons)

G5 Municipality \_\_\_\_\_ Code |\_|\_|\_|\_|\_|\_|\_|\_|

G6 Locality \_\_\_\_\_ Code |\_|\_|\_|\_|\_|\_|\_|\_|

G7 Number of household members \_\_\_\_\_

G8 of which, number of children, children aged under 18 \_\_\_\_\_

G9 Income of the household (average net monthly income)

- a) Up to 300 Euros
- b) 300 - 600 Euros
- c) over 600 Euros

G10 Information (from MODULEe B to MODULEe F) is provided for:

- a) the respondent
- b) another household member



# Usage of Information Communication Technologies in the Republic of Serbia, 2006

Part 1 – Households /Individuals

Part 2 – Enterprises

## 2.1. METHODOLOGY

Realisation:

- The survey executed from 2 to 13 October 2006

Survey type:

- Telephone interview

Sample size:

- 600 enterprises

Target population:

- Enterprises employing staff of 10 and over
- Section D: Manufacturing
- Section F: Construction
- Section G: Wholesale and retail trade, motor vehicles repair
- Groups 55.1 and 55.2: Hotels, campsites and other short-term dwelling resorts
- Section I: Transport, storage and communications
- Section K: Real estate activities, renting and business operations
- Groups 92.1 and 92.2: Cinema and video activities, radio and TV activities

Sample type:

- Stratified sample

Survey domain:

- Territory of the Republic of Serbia (without Kosovo and Metohia)



## 2.2. SAMPLE

The survey on the usage of information – communication technologies in enterprises was conducted on the representative sample of 600 enterprises on the territory of the Republic of Serbia. The rate of response was 99.8% (599 enterprises).

Sample (enterprise)		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Activity	Manufacturing	42	85	173	155	82	63	300
	Construction	12	16	26	18	14	22	54
	Wholesale and retail trade, motor vehicles repair	43	31	27	27	23	51	101
	Hotels, campsites and other short-term dwellings	10	9	5	13	3	8	24
	Transport, storage and communications	10	9	43	25	11	26	62
	Real estate activities, renting and business operations	14	9	11	8	2	24	34
	Cinema and video activities, radio and TV activities	10	11	3	13	3	8	24
Number	141	170	288	259	138	202	599	
Percentage	23.5	28.4	48.1	43.2	23.0	33.8	100	

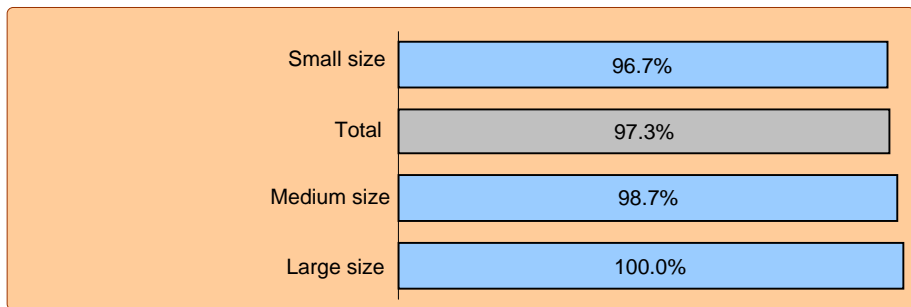
## 2.3. MAIN FINDINGS

### 2.3.1. Computers in enterprises

The survey results indicate that 97.3% of enterprises on the territory of the Republic of Serbia use computers for their business operations. The rate of computer usage is highest with large enterprises (staff number over 250) and it equals 100%. In middle-size enterprises (staff of 50-249 employees) the subject rate equals 98.7%, while the rate of computer usage in small-size enterprises (10-49 employees) is 96.7%.

97.3% enterprises in the Republic of Serbia use computers in their business operations

**Graph 2.1. Does your enterprise use computers for business operations?**

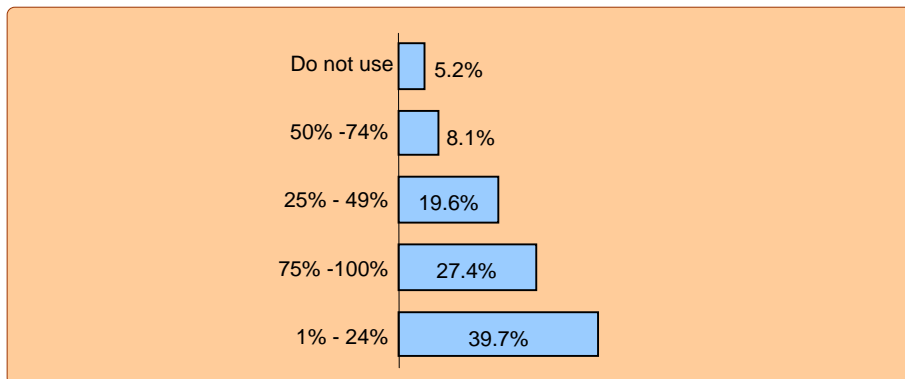


The rate of computer usage in enterprises varies relative to territory: in Vojvodina it equals 98.3%, in the central Serbia – 98.1% and in Belgrade it is 94.2%.

Computer usage in enterprises, by activities:

- Hotels, campsites and other short-term dwellings (100%);
- Real estate activities, renting and business operations (100%);
- Cinema and video activities, radio and TV activities (100%);
- Manufacturing (99.7%);
- Wholesale and retail trade (97.6%);
- Transport, storage and communications (92.1%);
- Construction (87.7%).

In 39.7% enterprises  $\frac{1}{4}$  of all staff members use computers at least once a week, while in 27.4% enterprises 75-100% of all employees use computers at least once a week.

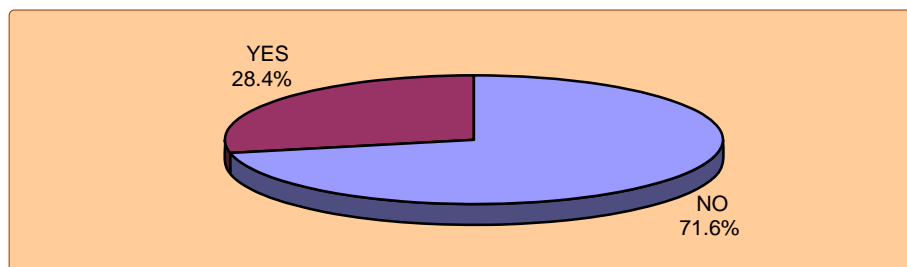
**Graph 2.2. Share of employees that use computers at least once a week**

### 2.3.2. Computer systems in enterprises

Certain number of enterprises provides for their employees the access to the enterprise computer system even when away from their usual, i.e. regular work place. The share of these enterprises in the Republic of Serbia equals 28.4%.

71.6% enterprises do not provide such possibility for their staff members.

**Graph 2.3. Are there any employees in your enterprise that have access to the computer system when away from their work place?**



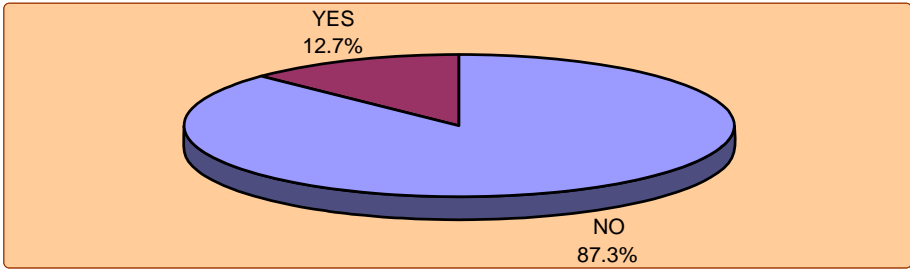
The largest number of the employees that have access to the computer system when away from their usual work place makes such access from their home computers (71.3%), or from other geographic locations of the enterprise or the group of enterprises (41.7%), and also from other customers or external business partners (34%).

The survey indicates that 12.7% enterprises have problems when have to hire ICT skilled workers (from basic to professional level), while 87.3% of the enterprises do not encounter such problems.

The rate of enterprises encountering business difficulties when hiring ICT professionals is the highest in the central Serbia (12.7%); then comes Belgrade (10.2%) and then Vojvodina (4.9%).

12.7% enterprises have problems to hire ICT skilled workers

**Graph 2.4. Does your enterprise encounter difficulties when hiring ICT skilled workers (from basic to professional level)?**



The most frequent problems that enterprises encounter when hiring ICT skilled workers are the following:

"Workers with required ICT operating skills are not available" (43.2% enterprises)

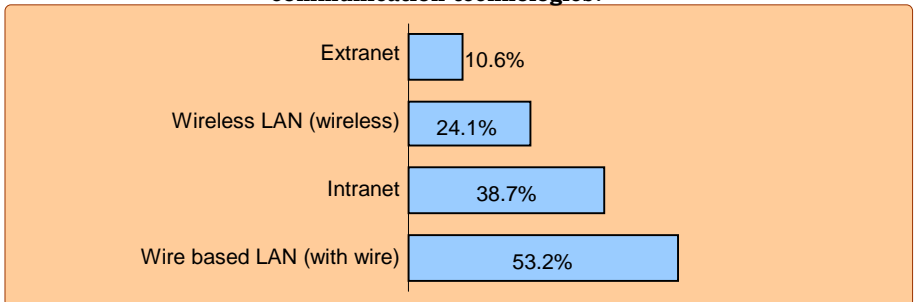
"ICT professionals are not available" (37.3% enterprises)

"High costs of hiring ICT professionals " (28.9% enterprises)

The surveyed enterprises were offered several options to reply to the question relative to the used information-communication technologies. The survey indicates that 53.2% enterprises possess Wire based LAN, 38.7% enterprises possess Intranet, 24.1% enterprises possess Wireless LAN, while 10.6% enterprises possess Extranet.

53.2% enterprises possess Wire based LAN

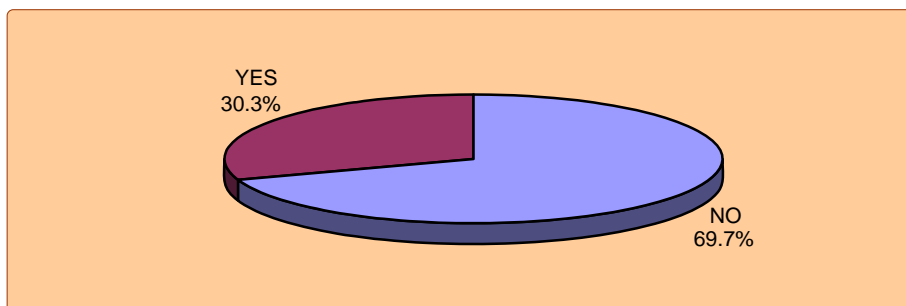
**Graph 2.5. Does your enterprise use the following information and communication technologies?**



The survey indicates that 30.3% enterprises use IT systems for managing operations relative to orders placement and receipt, while 69.7% do not use these systems.

30.3% enterprises use IT systems for managing operations relative to orders placement and receipt

**Graph 2.6. Does your enterprise use IT systems for managing operations relative to orders placement and receipt?**



IT systems for orders management are automatically linked to the following systems:

"Invoicing and payment system" (82.6%)

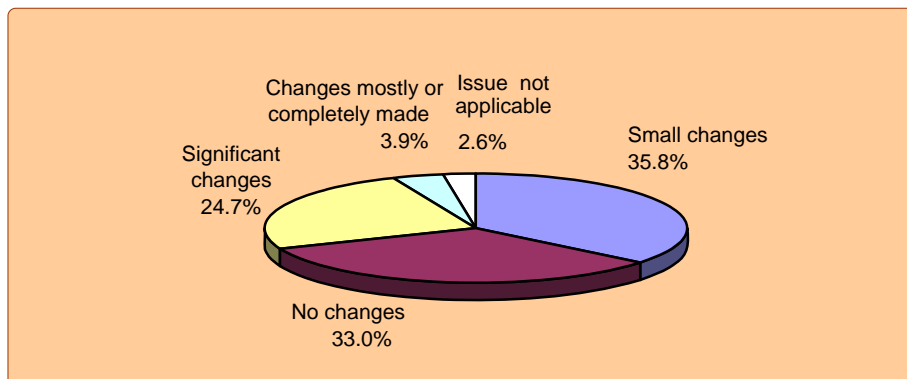
"Internal system for new orders and stocks " (55.4%)

"Business systems of providers (external providers)" (38.4%)

"Internal system for production, logistics and service operations management" (29.7%).

As an indicator of ICT usage here presented are also the data on the extent to which electronic mailing of documents (Intranet, Extranet, Internet, etc.) replaced traditional postal mails. The largest part of enterprises states that the level of changes is low (35.8%), while 33.0% enterprises state that there are no changes at all.

**Graph 2.7. To what extent your enterprise replaced the use of traditional mail with electronic means in communicating with customers and other enterprises in the last five years?**

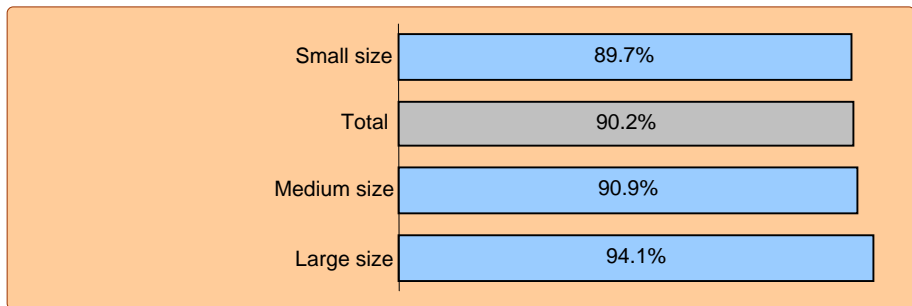


### 2.3.3. Internet in enterprises

In the Republic of Serbia 90.2% enterprises possess Internet connection. The study relative to the size of enterprise indicates that 94.1% of all large enterprises have Internet connection. Regarding the medium-size enterprises, 90.9% possess Internet connection. The situation is just slightly different with small-size enterprises, of which 89.7% have Internet connection.

90.2% enterprises in the Republic of Serbia feature Internet connection

**Graph 2.8. Does your enterprise have access to Internet?**

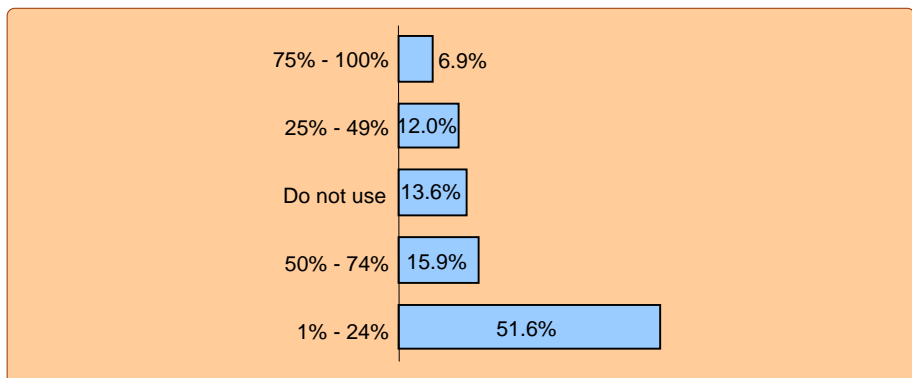


The Internet usage in enterprises by activities:

- Real estate activities, renting and business operations (99.8%)
- Cinema and video activities, radio and TV activities (93.3%)
- Manufacturing (90.9%)
- Wholesale and retail trade (88.6%)
- Transport, storage and communication (88.4%)
- Construction (86.2%)
- Hotels, campsites and other short-term dwelling resorts (81.3%).

In 51.6% enterprises the part of ¼ of employees uses Internet at least once a week, while in 6.9% enterprises the part of 75-100% employees uses Internet at least once a week.

**Graph 2.9. Share of employees that use Internet at least once a week**

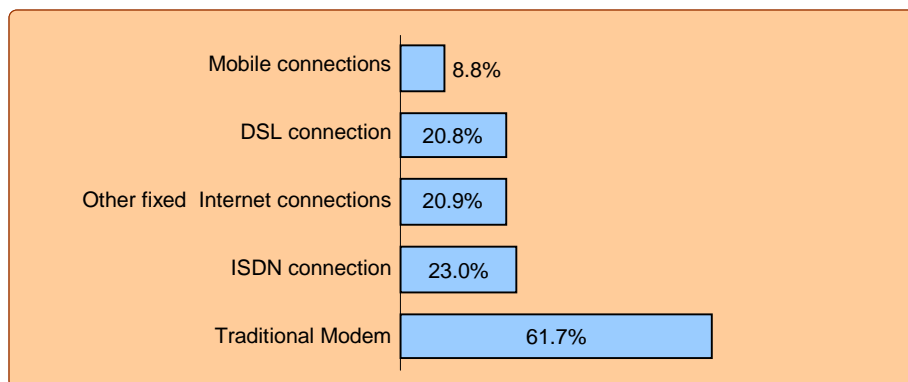


Respective to the mode of access to Internet, i.e. connection types, the surveyed enterprises were asked to choose one from several offered options.

According to the data collected, of the total number of enterprises with Internet connection, 61.7% have modem connection, 23.0% have ISDN, 20.9% have other fixed Internet connections and 20.8% have DSL.

61.7% enterprises with Internet connection use modem connection

**Graph 2.10. Does your enterprise use some of the following external connections to Internet?**



Among the replies to the question regarding the purpose of the Internet use, the most frequent were:

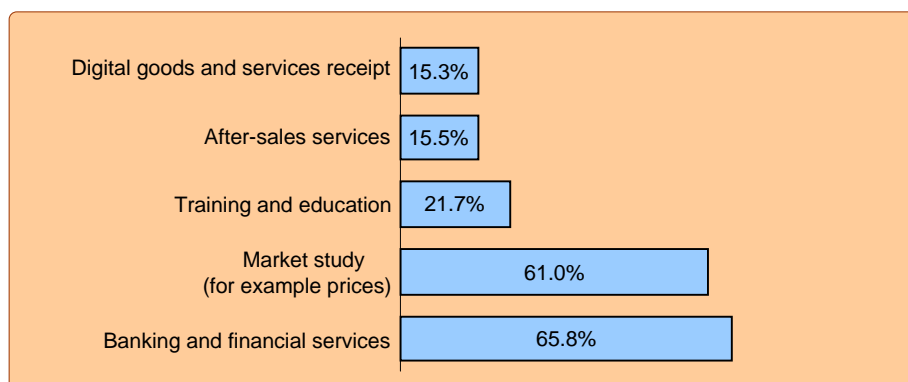
"Banking and financial services" (65.8%)

"Market study" (61.0%)

"Training and education" (21.7%)

"Receipt of digital goods and services" (15.3%)

**Graph 2.11. The purpose of Internet use in your enterprise**

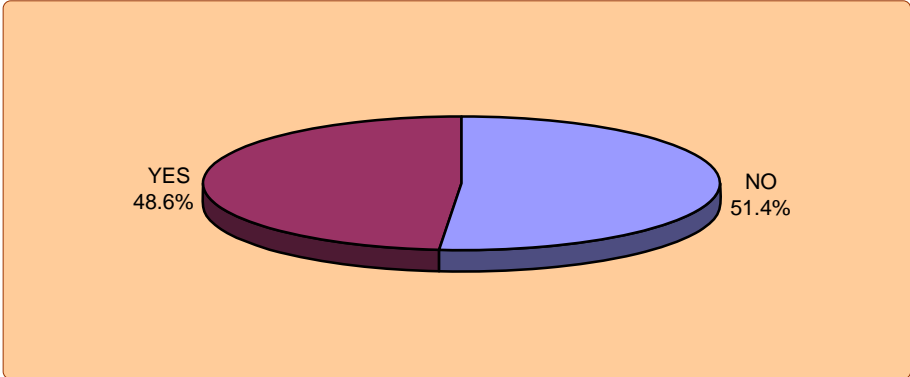


### 2.3.4. E-government

48.6% of all enterprises use electronic government services, while 51.4% do not use this possibility.

48.6% enterprises use electronic government services

**Graph 2.12. Does your enterprise use e-government services?**



Among the replies to the question of the purpose of using e-government services, the most frequent were the following:

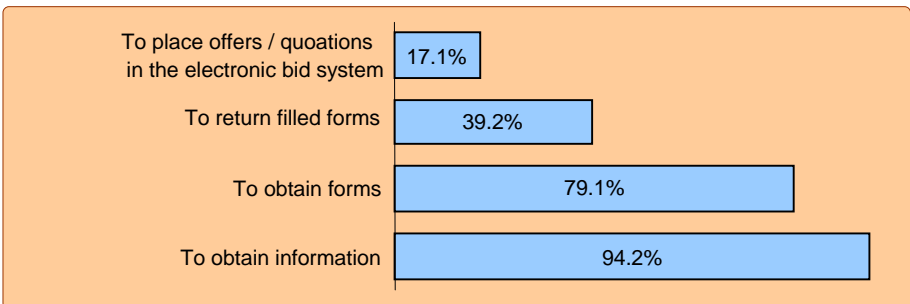
"To obtain information" (94.2%)

"To obtain forms" (79.1%)

"To return filled forms" (39.2%)

"To place offers/quotations in electronic tenders" (17.1%)

**Graph 2.13. Purpose of using e-government services**





### 2.3.5. Website

52.9% enterprises feature website, while 47.1% enterprises gave negative reply.

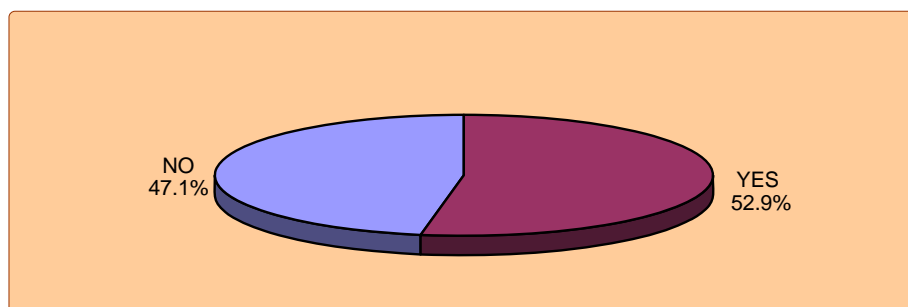
Regarding the structure of enterprises by size, the following data were obtained:

- 75.2% large companies feature website
- 59.9% middle-size enterprises feature website
- 49.6% small-size enterprises feature website.

52.9% enterprises in the Republic of Serbia have website

Differences are notable relative to the territorial distribution. In Belgrade, 63.8% enterprises feature website, in Vojvodina 47.7% and in the central Serbia 45.6%.

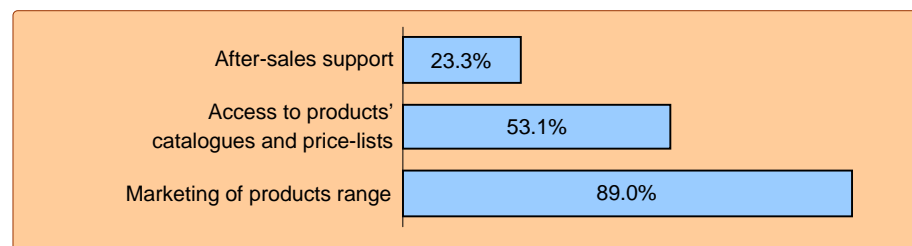
**Graph 2.14. Does your enterprise have website?**



Website in enterprises, by activities:

- Real estate activities, renting and business operations (66.8%)
- Transport, storage and communications (66.8%)
- Construction (57.3%)
- Hotels, campsites and other short-term dwelling resorts (54.7%)
- Cinema and video activities, radio and TV activities (50.5%)
- Wholesale and retail trade (49.9%)
- Manufacturing (48.6%).

**Graph 2.15. Does your enterprise provide the following services through website?**



Most frequently the enterprises provide the following services by the way of website:

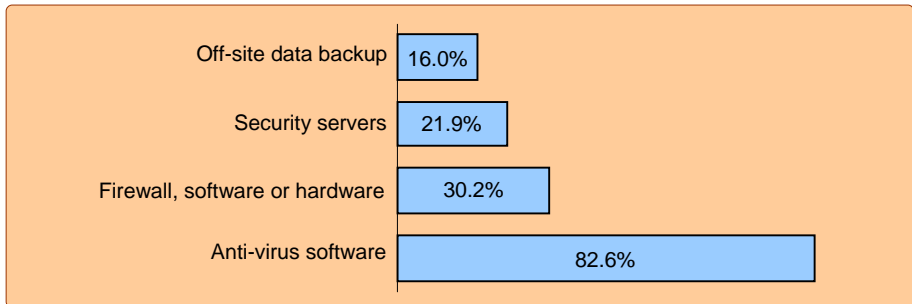
- Marketing of production range (89.0%)
- Access to products' catalogues and pricelists (51.3%)
- After-sales support (23.3%).

### 2.3.6. Data protection systems

The following systems are most frequently used for data protection in enterprises:

- Anti-virus software (82.6%)
- Firewall, software or hardware (30.2%)
- Security servers (21.9%)
- Off-site data backup (16.0%).

**Graph 2.16. Does your enterprise use the following data protection systems?**



35.7% enterprises encountered problems with computer viruses (worm, Trojan attack) and these resulted in loss of information or waste of work time

### 2.3.7. E-commerce

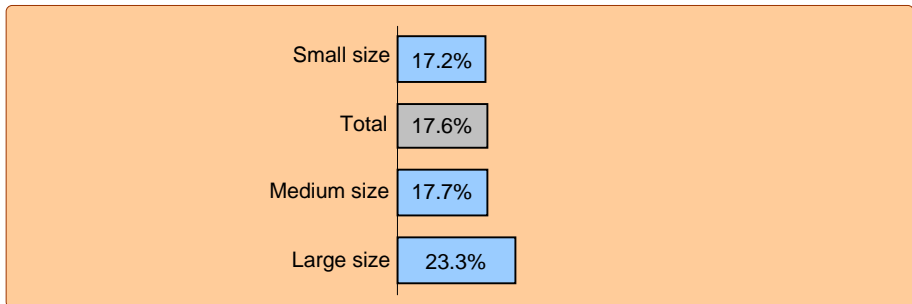
17.6% enterprises of the Republic of Serbia ordered goods/services by the way of Internet.

Regarding the structure of enterprises by size, the following data are notable:

- 23.3% large companies ordered goods/services through Internet
- 17.7% middle-size enterprises ordered goods/services through Internet
- 17.2% small-size enterprises ordered goods/services through Internet.

17.6% enterprises of the Republic of Serbia ordered goods/services by the way of Internet

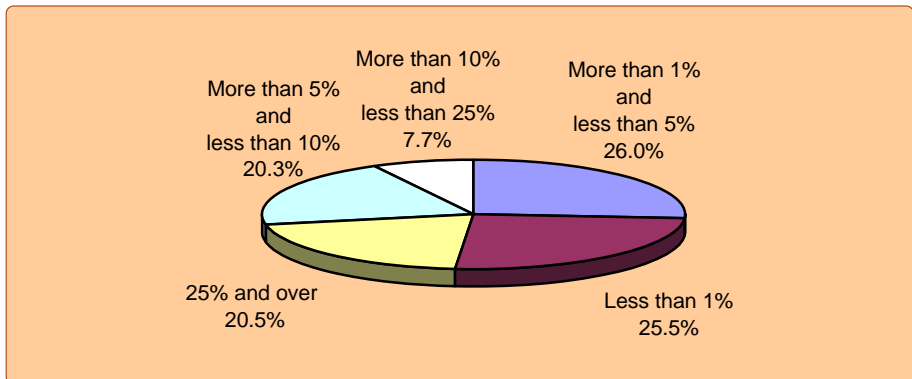
**Graph 2.17. Did your enterprise order goods/services through Internet in 2005?**



The enterprises gave the following replies on the question of the share of Internet purchases in all purchases:

- "Less than 1%" (25.5% enterprises)
- "More than 1% and less than 5%" (26.0% enterprises)
- "More than 5% and less than 10%" (20.3% enterprises)
- "More than 10% and less than 25%" (7.7% enterprises)
- "25 % and over" (20.5% enterprises)

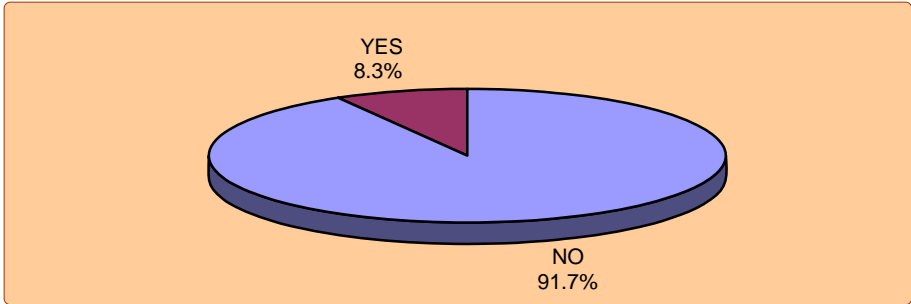
**Graph 2.18. The share of Internet purchases in all purchases in 2005**



According to the survey results only 8.3% enterprises received orders by the way of Internet (email orders excluded) and 91.7% enterprises did not use the subject possibility.

8.3% enterprises of the Republic of Serbia received orders by the way of Internet

**Graph 2.19. Did your enterprise receive orders by Internet in 2005?**



1.4% enterprises of the Republic of Serbia ordered goods/services by the way of external computer networks other than Internet

## 2.4. SURVEY RESULTS

### MODULE 2.A: ICT system - Basic information

#### A1: Does your enterprise use computer in business operations?

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>YES</b>								
Activity	Hotels, campsites and other short-term dwelling resorts	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Real estate activities, renting and business operations	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Cinema and video activities, radio and TV activities	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Manufacturing	100.0	98.8	100.0	99.4	100.0	100.0	99.7
	Wholesale and retail trade, motor vehicles repair	97.7	96.8	100.0	99.0	89.4	100.0	97.6
	Transport, storage and communications	90.0	100.0	100.0	84.1	100.0	100.0	92.1
	Construction	83.3	100.0	100.0	100.0	86.9	83.8	87.7
Total		96.7	98.7	100.0	98.1	98.3	94.2	97.3

#### A2: Share of employees that use computer minimum once a week

%

	Enterprises							Total
	Size			Region				
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade		
1%- 24%	34.1	57.7	59.8	44.9	47.4	29.3	39.7	
75%-100%	31.6	14.6	10.3	13.6	13.6	45.0	27.4	
25%- 49%	20.9	13.7	20.5	24.7	16.6	16.2	19.6	
50%-74%	8.2	8.4	5.2	11.4	3.6	7.3	8.1	
Do not use	5.2	5.6	4.1	5.4	9.6	2.1	5.2	

**A3: Are there any employees that have access to the computer system of enterprise from places other than regular work place?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>YES</b>								
Activity	Transport, storage and communications	50.0	33.7	36.4	16.5	80.0	76.0	46.8
	Manufacturing	26.2	51.7	23.1	32.7	31.5	33.4	32.7
	Wholesale and retail trade. Motor vehicles repair	25.6	38.6	44.3	38.4	6.2	28.2	27.2
	Cinema and video activities, radio and TV activities	20.0	31.3	66.7	19.7	14.3	45.0	23.8
	Real estate activities, renting and business operations	21.4	11.3	25.9	0.0	0.0	34.1	20.2
	Construction	16.7	12.3	46.4	6.5	14.3	26.6	17.8
	Hotels, campsites and other short-term dwelling resorts	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	25.8	39.2	29.1	29.0	20.3	32.8	28.4	

**A4: Access of employees to the computer system of enterprise**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>From home<sup>1)</sup></b>								
Activity	Transport storage and communications	60.0	100.0	20.8	100.0	100.0	97.5	98.5
	Construction	64.1	100.0	50.0	100.0	100.0	87.5	92.9
	Real estate activities, renting and business operations	100.0	100.0	68.8	0.0	0.0	92.8	92.8
	Wholesale and retail trade, motor vehicles repair	100.0	92.9	0.0	50.0	100.0	74.7	64.6
	Manufacturing	81.9	38.7	82.1	48.7	84.6	77.5	64.1
	Cinema and video activities, radio and TV activities	98.5	100.0	0.0	14.3	100.0	22.2	24.0
	Hotels, campsites and other short-term dwelling resorts	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	78.8	46.7	85.7	51.6	90.3	82.2	71.3	
<b>Access by other users and external business partners<sup>1)</sup></b>								
Activity	Transport storage and communications	100.0	33.3	43.8	98.2	80.9	91.5	90.4
	Cinema and video activities, radio and TV activities	100.0	0.0	0.0	76.9	0.0	77.8	70.8
	Real estate activities, renting and business operations	66.7	0.0	28.6	0.0	0.0	60.8	60.8
	Wholesale and retail trade, motor vehicles repair	27.3	41.8	59.3	16.7	10.9	44.1	30.2
	Manufacturing	27.3	9.1	50.0	5.5	49.8	26.4	21.3
	Construction	0.0	0.0	84.4	72.7	6.8	11.7	13.3
	Hotels, campsites and other short-term dwelling resorts	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	38.7	16.0	55.6	15.4	44.2	47.5	34.0	

<sup>1)</sup> Results are relative only to enterprises that gave affirmative reply to A3 question.

**A4: Access of employees to the computer system of enterprise**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>From other geographic locations of the subject enterprise or enterprise group<sup>1)</sup></b>								
Activity	Real estate activities, renting and business operations	100.0	100.0	100.0	0.0	0.0	100.0	100.0
	Transport storage and communications	80.0	66.7	56.3	98.2	82.4	69.8	77.5
	Manufacturing	45.4	16.0	65.5	15.0	51.7	62.3	34.6
	Wholesale and retail trade, motor vehicles repair	27.3	50.0	82.1	0.0	15.2	62.4	32.0
	Construction	0.0	100.0	84.4	72.7	6.8	36.6	27.6
	Cinema and video activities, radio and TV activities	0.0	0.0	50.0	0.0	0.0	11.1	4.0
	Hotels, campsites and other short- term dwelling resorts	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		43.7	29.3	72.0	13.5	45.9	66.6	41.7
<b>While on business trip, e.g. from hotels, airports, etc.<sup>1)</sup></b>								
Activity	Transport storage and communications	100.0	100.0	62.5	100.0	97.1	98.0	98.1
	Real estate activities, renting and business operations	100.0	0.0	28.6	0.0	0.0	90.3	90.3
	Cinema and video activities, radio and TV activities	100.0	60.0	0.0	85.7	100.0	77.8	84.0
	Construction	50.0	50.0	100.0	100.0	100.0	26.8	58.4
	Manufacturing	54.6	13.7	75.0	22.5	56.7	58.7	39.0
	Wholesale and retail trade, motor vehicles repair	18.2	58.2	50.0	0.0	37.0	46.0	24.7
	Hotels, campsites and other short- term dwelling resorts	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		49.6	27.5	71.6	18.9	66.5	61.7	45.3

<sup>1)</sup> Results are relative only to enterprises that gave affirmative reply to A3 question.



**A5: Does your enterprise encounter difficulties when trying to hire ICT skilled workers (from basic to professional level)?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>YES</b>								
Activity	Real estate activities, renting and business operations	28.6	11.3	25.9	42.9	50.0	13.4	26.3
	Transport, storage and communications	10.0	33.7	22.7	20.0	12.9	6.9	14.2
	Cinema and video activities, radio and TV activities	11.8	18.8	33.3	4.2	76.9	5.0	13.5
	Wholesale and retail trade, motor vehicles repair	9.3	9.8	32.8	13.8	2.6	9.9	9.7
	Manufacturing	4.7	11.7	16.2	7.6	2.6	14.1	7.6
	Hotels, campsites and other short-term dwelling resorts	0.0	10.8	16.7	13.3	0.0	0.0	6.7
	Construction	0.0	12.3	0.0	8.3	0.0	3.3	2.5
Total		8.9	12.5	17.2	12.7	4.9	10.2	12.7

**A6: Does your enterprise face the following problems when hiring ICT skilled workers?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>Workers with required ICT skills are not available <sup>1)</sup></b>								
Activity	Transport, storage and communications	100.0	100.0	50.0	98.6	100.0	77.8	94.9
	Cinema and video activities, radio and TV activities	100.0	100.0	0.0	100.0	100.0	0.0	92.9
	Real estate activities, renting and business operations	74.9	0.0	100.0	100.0	0.0	81.8	71.5
	Wholesale and retail sale, motor vehicles repair	25.0	33.3	76.2	46.4	89.5	6.1	28.8
	Manufacturing	0.0	30.0	54.2	18.6	30.8	25.6	22.4
	Hotels, campsites and other short-term dwelling resorts	0.0	0.0	100.0	22.2	0.0	0.0	22.2
	Construction	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		43.4	35.0	62.0	55.5	37.1	28.9	43.2
<b>ICT professionals with required skills are not available <sup>1)</sup></b>								
Activity	Cinema and video activities, radio and TV activities	100.0	100.0	0.0	100.0	100.0	0.0	92.9
	Transport, storage and communications	100.0	66.7	80.0	98.6	100.0	33.3	86.7
	Manufacturing	50.0	70.0	54.2	72.4	69.2	37.6	58.5
	Construction	0.0	50.0	0.0	100.0	0.0	0.0	50.0
	Wholesale and retail sale, motor vehicles repair	25.0	33.3	66.7	0.0	26.3	54.7	28.3
	Real estate activities, renting and business operations	0.0	0.0	100.0	1.7	0.0	6.5	2.8
	Hotels, campsites and other short-term dwelling resorts	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		27.9	55.8	60.4	37.4	35.2	37.8	37.3

<sup>1)</sup> Results are relative only to enterprises that gave affirmative reply to A5 question.

**A6: Does your enterprise face the following problems when hiring ICT skilled workers?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>High costs of hiring ICT professionals <sup>1)</sup></b>								
Activity	Construction	0.0	50.0	0.0	0.0	100.0	100.0	78.6
	Cinema and video activities, radio and TV activities	100.0	0.0	100.0	0.0	0.0	100.0	50.0
	Transport, storage and communications	0.0	66.7	70.0	18.8	100.0	27.8	29.6
	Real estate activities, renting and business operations	25.1	100.0	28.6	1.7	100.0	18.2	29.2
	Manufacturing	0.0	40.0	57.6	27.6	69.2	17.2	27.2
	Wholesale and retail sale, motor vehicles repair	25.0	33.3	45.0	53.6	10.5	3.8	26.8
	Hotels, campsites and other short-term dwelling resorts	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		20.0	45.4	53.0	27.6	80.0	15.0	28.9

<sup>1)</sup> Results are relative only to enterprises that gave affirmative reply to A5 question.

**A7: Does your enterprise use the following information and communication technologies?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>Wireless LAN</b>								
Activity	Real estate activities, renting and business operations	42.9	11.3	37.0	42.2	50.0	34.6	38.6
	Transport, storage and communications	40.0	33.7	25.0	16.8	15.3	73.7	38.2
	Cinema and video activities, radio and video activities	21.4	15.3	28.8	31.4	85.7	20.0	36.5
	Wholesale and retail trade, motor vehicles repair	25.6	38.6	44.3	40.5	21.4	20.7	27.2
	Manufacturing	36.5	31.3	66.7	18.2	21.8	24.7	20.5
	Hotels, campsites and other short-term dwelling resorts	0.0	10.8	41.7	6.8	25.9	0.0	8.1
	Construction	0.0	18.7	42.0	9.5	3.1	9.0	6.3
Total		24.3	20.9	32.6	25.8	19.3	25.5	24.1
<b>Wire based LAN</b>								
Activity	Real estate activities, renting and business operations	64.3	88.7	74.1	73.1	50.0	68.7	67.7
	Transport, storage and communications	60.0	55.1	72.7	60.3	84.7	51.9	60.1
	Manufacturing	52.4	60.0	84.3	48.8	80.9	49.2	57.3
	Hotels, campsites and other short-term dwelling resorts	57.5	55.4	41.7	25.3	74.1	91.7	55.3
	Construction	50.0	43.8	81.2	40.2	67.8	33.7	50.7
	Wholesale and retail trade, motor vehicles repair	41.9	70.9	62.3	51.9	37.3	43.7	45.1
	Cinema and video activities, radio and video activities	20.0	81.3	100.0	28.2	23.1	55.0	32.7
Total		49.3	62.0	79.3	51.1	63.9	48.6	53.2

### A7: Does your enterprise use the following information and communication technologies?

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>Intranet (not Internet)</b>								
Activity	Real estate activities, renting and business operations	57.1	55.6	63.0	73.1	50.0	50.9	57.1
	Transport, storage and communications	60.0	33.7	63.6	33.6	82.4	77.9	56.4
	Hotels, campsites and other short-term dwelling resorts	53.4	44.6	41.7	24.3	48.1	87.5	49.0
	Manufacturing	42.9	40.0	56.6	28.2	54.6	67.4	43.4
	Cinema and video activities, radio and video activities	36.5	37.5	100.0	33.8	85.7	25.0	39.0
	Wholesale and retail trade, motor vehicles repair	30.2	67.7	70.5	24.3	29.3	43.6	34.6
	Construction	0.0	25.1	50.0	17.8	6.4	6.4	8.1
Total		36.0	44.5	57.9	30.0	38.1	48.3	38.7
<b>Extranet (not Internet)</b>								
Activity	Transport, storage and communications	20.0	22.4	31.8	16.2	14.1	29.8	21.1
	Manufacturing	9.5	20.0	23.1	9.2	9.6	29.0	13.5
	Cinema and video activities, radio and video activities	11.8	12.5	66.7	16.9	0.0	10.0	13.3
	Hotels, campsites and other short-term dwelling resorts	0.0	21.5	0.0	0.0	0.0	29.2	9.4
	Real estate activities, renting and business operations	7.2	11.3	55.6	26.2	0.0	2.6	9.1
	Wholesale and retail trade, motor vehicles repair	4.7	32.3	52.5	6.6	3.7	11.1	8.2
	Construction	0.0	12.3	11.6	0.0	0.6	7.8	3.2
Total		7.0	21.1	26.7	9.7	5.5	14.7	10.6

**A8: Does your enterprise use the IT systems for managing marketing/receipt of goods?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>YES</b>								
Activity	Wholesale and retail trade, motor vehicles repair	44.2	29.1	41.0	39.5	38.7	46.3	42.6
	Transport, storage and communications	40.0	22.4	15.9	19.1	2.4	69.1	36.0
	Cinema and video activities, radio and TV activities	31.8	6.3	0.0	29.6	0.0	40.0	27.6
	Manufacturing	26.2	30.5	27.2	24.9	29.8	30.7	27.4
	Construction	16.7	25.1	30.4	46.7	13.1	15.5	19.1
	Real estate activities, renting and business operations	7.2	0.0	25.9	21.1	0.0	1.2	6.8
	Hotels, campsites and other short-term dwelling resorts	2.7	0.0	0.0	2.7	0.0	0.0	1.3
Total		31.5	26.0	27.4	28.9	26.2	34.3	30.3

**A9: Are the IT systems of your enterprise for order management automatically linked to any of the following IT systems?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>Internal system for new orders and stocks maintenance <sup>1)</sup></b>								
Activity	Real estate activities, renting and business operations	100.0	0.0	100.0	100.0	0.0	100.0	100.0
	Manufacturing	72.7	53.9	46.5	73.5	63.4	49.2	64.9
	Wholesale and retail trade, motor vehicles repair	52.6	78.0	80.0	67.6	41.1	52.1	54.8
	Transport, storage and communications	50.0	0.0	28.6	0.0	50.0	61.3	45.0
	Cinema and video activities, radio and TV activities	37.0	0.0	0.0	50.0	0.0	0.0	35.7
	Construction	0.0	25.5	76.2	13.9	0.0	29.2	14.2
	Hotels, campsites, and other short-term dwelling resorts	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		55.7	53.4	57.5	64.1	47.3	51.7	55.4
<b>Invoicing and payment system <sup>1)</sup></b>								
Delatnost	Cinema and video activities, radio and TV activities	100.0	100.0	0.0	100.0	0.0	100.0	100.0
	Hotels, campsites, and other short-term dwelling resorts	100.0	0.0	0.0	100.0	0.0	0.0	100.0
	Manufacturing	100.0	65.5	82.8	83.3	100.0	85.0	88.5
	Wholesale and retail trade, motor vehicles repair	84.2	89.1	72.0	100.0	100.0	70.2	84.3
	Transport, storage and communications	75.0	100.0	85.7	100.0	100.0	69.1	77.5
	Construction	50.0	100.0	76.2	13.9	100.0	92.3	65.6
	Real estate activities, renting and business operations	0.0	0.0	100.0	0.0	0.0	100.0	10.8
Total		84.0	75.9	81.3	82.6	100.0	74.2	82.6

<sup>1)</sup> Results are relative only to enterprises that replied affirmative to A8 question.

**A9: Are the IT systems of your enterprise for order management automatically linked to any of the following IT systems?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>Your production, logistics and service operations control systems<sup>1)</sup></b>								
Activity	Transport, storage and communications	50.0	100.0	42.9	16.7	0.0	68.5	54.2
	Manufacturing	36.4	42.3	51.0	28.5	66.0	29.1	39.4
	Wholesale and retail trade, motor vehicles repair	21.1	55.5	64.0	16.2	35.8	24.5	24.0
	Construction	0.0	25.5	13.6	3.8	0.0	21.2	8.0
	Hotels, campsites, and other short-term dwelling resorts	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Real estate activities, renting and business operations	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Cinema and video activities, radio and TV activities	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		25.6	45.8	45.3	19.5	46.1	30.8	29.7
<b>Business systems of your external providers<sup>1)</sup></b>								
Activity	Transport, storage and communications	50.0	0.0	42.9	83.3	0.0	32.0	45.4
	Construction	50.0	25.5	50.0	96.2	0.0	24.6	43.4
	Wholesale and retail trade, motor vehicles repair	42.1	44.5	28.0	32.8	63.2	40.2	42.0
	Cinema and video activities, radio and TV activities	37.0	0.0	0.0	50.0	0.0	0.0	35.7
	Manufacturing	36.4	27.0	25.3	13.8	57.6	40.6	32.7
	Real estate activities, renting and business operations	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Hotels, campsites, and other short-term dwelling resorts	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		40.7	29.3	28.8	30.4	53.9	38.0	38.4

<sup>1)</sup> Results are relative only to enterprises that replied affirmative to A8 question.



**A10: To what extent your enterprise replaced traditional post mails by electronic means in the last five years?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>No changes (post mails used only)</b>								
Activity	Hotels, campsites and other short-term dwelling resorts	75.3	33.8	16.7	70.3	100.0	0.0	53.0
	Wholesale and retail trade, motor vehicles repair	44.2	22.5	14.8	36.3	67.4	34.7	41.6
	Manufacturing	35.7	28.3	19.8	36.9	31.3	22.1	32.3
	Construction	25.0	25.1	4.3	50.3	15.8	22.8	23.7
	Real estate activities, renting and business operations	21.4	22.6	7.4	5.8	0.0	32.9	21.1
	Transport, storage and communications	20.0	22.4	18.2	24.3	0.0	21.4	20.2
	Cinema and video activities, radio and TV activities	8.2	6.3	0.0	9.9	0.0	5.0	7.6
Total		35.7	26.1	16.6	34.3	36.7	29.1	33.0
<b>Small changes</b>								
Activity	Manufacturing	38.1	57.6	52.5	44.0	39.3	52.2	44.5
	Transport, storage and communications	40.0	66.3	43.2	42.9	97.6	28.2	44.1
	Cinema and video activities, radio and TV activities	40.0	62.5	33.3	56.3	14.3	20.0	43.8
	Construction	41.7	50.0	46.4	42.0	43.7	44.2	43.6
	Hotels, campsites and other short-term dwelling resorts	20.5	55.4	16.7	12.2	0.0	91.7	35.6
	Real estate activities, renting and business operations	35.7	11.3	63.0	42.2	100.0	15.6	33.4
	Wholesale and retail trade, motor vehicles repair	20.9	42.1	47.5	35.9	3.9	23.0	23.5
Total		31.2	51.1	50.5	41.0	34.1	31.4	35.8

**A10: To what extent your enterprise replaced traditional post mails by electronic means in the last five years?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>Significant changes</b>								
Activity	Cinema and video activities, radio and TV activities	44.7	31.3	66.7	33.8	85.7	45.0	42.9
	Real estate activities, renting and business operations	35.7	66.9	7.4	30.9	0.0	50.7	38.9
	Wholesale and retail trade, motor vehicles repair	30.2	32.3	18.0	26.6	17.8	37.7	30.2
	Manufacturing	21.4	11.7	22.0	14.6	23.1	24.7	19.0
	Construction	16.7	18.7	42.0	6.5	27.4	12.9	18.7
	Transport, storage and communications	20.0	0.0	18.2	0.0	2.4	44.3	17.1
	Hotels, campsites and other short-term dwelling resorts	0.0	10.8	58.3	16.2	0.0	4.2	9.4
Total		25.9	19.7	24.1	18.0	20.8	34.3	24.7
<b>Changes mostly or wholly introduced</b>								
Activity	Transport, storage and communications	10.0	11.2	15.9	16.5	0.0	6.1	10.5
	Cinema and video activities, radio and TV activities	8.2	0.0	0.0	0.0	0.0	35.0	6.7
	Real estate activities, renting and business operations	7.2	0.0	18.5	21.1	0.0	0.9	6.6
	Manufacturing	4.7	2.4	5.8	3.9	7.5	1.0	4.2
	Wholesale and retail trade, motor vehicles repair	2.3	0.0	14.8	0.2	0.3	4.5	2.3
	Construction	0.0	6.4	7.2	1.8	0.0	3.8	1.7
	Hotels, campsites and other short-term dwelling resorts	2.7	0.0	0.0	2.7	0.0	0.0	1.3
Total		3.9	2.5	8.1	4.8	3.1	3.4	3.9

## MODULE 2.B: Internet usage

### B1: Does your enterprise have access to Internet?

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>YES</b>								
Activity	Real estate activities, renting, business operations	100.0	100.0	92.6	99.3	100.0	100.0	99.8
	Cinema and video activities, radio and TV activities	91.8	100.0	100.0	90.1	100.0	100.0	93.3
	Manufacturing	90.5	90.5	94.8	83.8	98.1	99.8	90.9
	Wholesale and retail trade, motor vehicles repair	88.4	90.2	91.8	90.6	68.0	95.6	88.6
	Transport, storage and communications	90.0	77.6	93.2	76.8	100.0	100.0	88.4
	Construction	83.3	93.6	95.7	98.2	84.2	83.8	86.2
	Hotels, campsites and other short-term dwelling resorts	75.3	89.2	83.3	64.9	100.0	95.9	81.3
Total	89.7	90.9	94.1	86.6	86.6	96.2	90.2	

### B2: Share of employees that use Internet

%

	Enterprises							Total
	Size			Region				
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade		
1%- 24%	49.4	56.9	64.8	57.6	55.1	42.9	51.6	
50%-74%	7.9	4.0	2.1	6.6	12.8	27.8	15.9	
Do not use	18.0	9.6	7.2	18.6	18.7	5.0	13.6	
25%- 49%	12.3	11.2	10.7	13.6	13.0	9.8	12.0	
75%-100%	12.3	18.3	15.2	3.6	0.4	14.4	6.9	

**B3: Does your enterprise have any of the following external Internet connections?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>Traditional modem</b>								
Activity	Manufacturing	71.4	68.3	62.9	74.6	76.0	50.1	69.8
	Transport, storage and communications	70.0	44.9	61.4	60.3	84.7	66.8	65.8
	Hotels, campsites and other short-term dwelling resorts	56.2	78.5	41.7	50.0	100.0	64.6	63.8
	Wholesale and retail trade, motor vehicles repair	62.8	42.1	47.5	71.2	58.1	54.3	60.5
	Real estate activities, renting and business operations	57.1	22.6	37.0	30.9	100.0	52.5	52.0
	Cinema and video activities, radio and TV activities	48.2	37.5	33.3	54.9	0.0	45.0	45.7
	Construction	33.3	81.3	60.9	93.5	31.0	41.6	44.5
Total		62.2	60.4	59.1	69.6	62.8	52.7	61.7
<b>ISDN</b>								
Activity	Construction	50.0	12.3	39.1	7.7	52.6	42.1	41.8
	Wholesale and retail trade, motor vehicles repair	32.6	32.3	18.0	33.0	28.1	33.6	32.3
	Transport, storage and communications	30.0	22.4	22.7	32.2	14.1	28.2	28.5
	Cinema and video activities, radio and TV activities	24.7	0.0	33.3	29.6	0.0	5.0	21.0
	Real estate activities, renting and business operations	14.3	22.6	37.0	26.2	0.0	14.2	15.9
	Manufacturing	7.1	12.9	26.1	6.0	11.1	20.5	10.4
	Hotels, campsites and other short-term dwelling resorts	2.7	0.0	16.7	5.4	0.0	0.0	2.7
Total		24.1	17.2	26.9	17.7	24.0	28.1	23.0

**B3: Does your enterprise have any of the following external Internet connections?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>DSL (xDSL, ADSL, SDSL, etc.)</b>								
Activity	Wholesale and retail trade, motor vehicles repair	34.9	16.1	44.3	51.3	12.2	29.5	33.2
	Cinema and video activities, radio and TV activities	28.2	18.8	33.3	26.8	0.0	45.0	26.7
	Transport, storage and communications	20.0	11.2	29.5	0.3	2.4	50.0	19.4
	Manufacturing	14.3	17.6	20.9	5.9	21.4	33.4	15.8
	Real estate activities, renting and business operations	14.3	11.3	18.5	21.1	0.0	13.4	14.0
	Hotels, campsites and other short-term dwelling resorts	0.0	21.5	16.7	13.3	0.0	14.6	11.3
	Construction	0.0	12.3	30.4	3.0	1.0	9.0	4.3
Total		21.6	16.1	25.2	19.9	12.6	27.1	20.8
<b>Other fixed Internet connections (e.g. cable rented network)</b>								
Activity	Cinema and video activities, radio and TV activities	44.7	68.8	66.7	38.0	100.0	50.0	48.6
	Transport, storage and communications	30.0	22.4	27.3	16.5	15.3	49.2	28.8
	Hotels, campsites and other short-term dwelling resorts	35.6	21.5	0.0	0.0	48.1	56.3	26.8
	Real estate activities, renting and business operations	21.4	44.4	44.4	42.2	0.0	22.0	25.1
	Wholesale and retail trade, motor vehicles repair	20.9	32.3	52.5	12.8	7.2	35.2	22.6
	Manufacturing	19.0	17.6	27.2	12.0	20.4	36.9	19.4
	Construction	8.3	12.3	4.3	50.3	0.0	3.3	8.9
Total		20.1	22.5	27.6	16.3	12.0	31.6	20.9

**B3: Does your enterprise have any of the following external Internet connections?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>Mobile lines</b>								
Activity	Transport, storage and communications	40.0	22.4	18.2	16.2	64.7	53.1	36.1
	Cinema and video activities, radio and TV activities	11.8	31.3	0.0	4.2	76.9	10.0	14.4
	Manufacturing	7.1	18.8	12.1	5.7	10.8	22.6	10.6
	Wholesale and retail trade, motor vehicles repair	4.7	13.0	32.8	13.1	3.9	2.0	5.9
	Construction	0.0	6.4	27.5	3.0	1.0	5.2	2.9
	Hotels, campsites and other short-term dwelling resorts	0.0	0.0	16.7	0.0	0.0	4.2	1.3
	Real estate activities, renting and business operations	0.0	0.0	25.9	0.0	0.0	1.2	0.7
Total	6.9	14.6	17.4	8.1	8.4	9.9	8.8	

**B5: Does your enterprise use Internet for the following purposes?**

(Internet services user)

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>Banking and financial services</b>								
Activity	Real estate activities, renting and business operations	71.4	55.6	81.5	42.2	50.0	87.0	69.7
	Construction	66.7	74.9	88.4	87.0	71.1	61.0	69.7
	Transport, storage and communications	70.0	55.1	65.9	37.1	97.6	98.1	67.6
	Manufacturing	61.9	77.6	70.6	60.9	66.9	81.4	66.8
	Wholesale and retail trade, motor vehicles repair	62.8	70.9	85.2	69.3	54.1	64.4	64.0
	Hotels, campsites and other short-term dwelling resorts	53.4	33.8	41.7	40.5	48.1	46.9	44.0
	Cinema and video activities, radio and TV activities	31.8	56.3	66.7	35.7	23.1	50.0	36.9
Total	63.8	71.8	73.6	60.4	63.8	72.7	65.8	
<b>Training and education</b>								
Activity	Cinema and video activities, radio and TV activities	24.7	93.8	66.7	28.2	100.0	25.0	37.1
	Transport, storage and communications	30.0	33.7	40.9	16.5	17.6	55.0	31.2
	Wholesale and retail trade, motor vehicles repair	25.6	35.4	26.2	22.1	38.7	24.7	26.6
	Real estate activities, renting and business operations	21.4	33.1	55.6	21.1	0.0	30.2	23.9
	Hotels, campsites and other short-term dwelling resorts	17.8	21.5	41.7	20.3	0.0	35.4	21.5
	Manufacturing	14.3	15.3	34.6	12.9	16.2	25.7	16.4
	Construction	8.3	25.1	53.6	22.5	15.2	10.2	14.4
Total	20.2	23.4	37.8	17.2	22.1	26.2	21.7	

**B5: Does your enterprise use Internet for the following purposes?**

(Internet services user)

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>Market study (e.g.prices)</b>								
Activity	Wholesale and retail trade, motor vehicles repair	67.4	77.5	62.3	77.6	42.9	72.4	68.3
	Hotels, campsites and other short-term dwelling resorts	57.5	78.5	58.3	47.3	74.1	91.7	66.4
	Manufacturing	54.7	65.9	71.2	62.6	52.9	58.3	59.1
	Real estate activities, renting and business operations	57.1	66.9	74.1	46.9	50.0	66.3	58.8
	Cinema and video activities, radio and TV activities	60.0	56.3	33.3	69.0	14.3	50.0	58.1
	Construction	50.0	50.0	81.2	30.4	54.7	57.1	51.9
	Transport, storage and communications	50.0	33.7	63.6	33.9	32.9	72.5	48.4
Total		59.4	65.1	70.3	62.2	49.5	67.1	61.0
<b>Digital goods and services receipt</b>								
Activity	Cinema and video activities, radio and TV activities	31.8	50.0	0.0	33.8	23.1	40.0	33.7
	Real estate activities, renting and business operations	28.6	0.0	18.5	21.1	0.0	31.3	24.6
	Transport, storage and communications	20.0	11.2	18.2	0.0	1.2	48.9	18.6
	Manufacturing	19.0	12.9	16.2	15.1	16.7	23.2	17.2
	Real estate activities, renting and business operations	14.0	6.3	32.8	25.6	0.7	10.7	13.5
	Construction	0.0	18.7	23.2	14.3	0.6	7.1	5.1
	Hotels, campsites and other short-term dwelling resorts	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		16.0	11.2	18.6	17.3	7.2	18.4	15.3



**B5: Does your enterprise use Internet for the following purposes?**

(Internet services user)

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>After-sales service</b>								
Activity	Transport, storage and communications	40.0	22.4	20.5	19.7	0.0	69.8	36.3
	Manufacturing	23.8	8.3	16.8	17.7	14.9	28.1	19.1
	Real estate activities, renting and business operations	14.3	0.0	18.5	21.1	0.0	11.1	12.6
	Wholesale and retail trade, motor vehicles repair	11.6	16.1	26.2	7.4	12.5	15.5	12.3
	Hotels, campsites and other short-term dwelling resorts	0.0	10.8	16.7	13.3	0.0	0.0	6.7
	Construction	0.0	18.7	27.5	13.0	0.6	8.3	5.4
	Cinema and video activities, radio and TV activities	0.0	12.5	0.0	2.8	0.0	0.0	1.9
Total		16.2	11.3	19.3	14.5	9.8	20.0	15.5

**B6: Does your enterprise use e-government services?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>YES</b>								
Activity	Manufacturing	66.7	43.5	65.4	60.2	51.2	73.2	60.6
	Real estate activities, renting and business operations	50.0	66.9	81.5	26.2	50.0	66.7	53.1
	Cinema and video activities, radio and TV activities	44.7	75.0	66.7	40.8	85.7	55.0	49.5
	Transport, storage and communications	40.0	66.3	65.9	42.6	35.3	52.3	45.4
	Wholesale and retail trade, motor vehicles repair	37.2	64.6	73.8	31.9	48.5	43.0	40.5
	Construction	25.0	56.2	76.8	36.9	44.1	21.4	34.4
	Hotels, campsites and other short-term dwelling resorts	17.8	44.6	58.3	25.7	25.9	46.9	32.7
Total		46.5	52.1	68.3	46.5	48.3	51.1	48.6

**B7: Does your enterprise use e-government services in the following ways?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>To obtain information<sup>1)</sup></b>								
Activity	Real estate activities, renting and business operations	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Cinema and video activities, radio and TV activities	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Wholesale and retail trade, motor vehicles repair	100.0	100.0	84.4	100.0	100.0	99.1	99.5
	Transport, storage and communications	100.0	100.0	93.1	99.3	100.0	99.3	99.4
	Construction	100.0	88.7	100.0	100.0	100.0	84.4	96.3
	Manufacturing	85.7	97.3	96.6	89.9	74.9	99.3	88.9
	Hotels, campsites and other short-term dwelling resorts	0.0	100.0	71.4	100.0	100.0	31.8	68.8
Total	93.3	97.4	94.9	93.5	89.1	98.0	94.2	
<b>To order forms, e.g. tax forms<sup>1)</sup></b>								
Activity	Cinema and video activities, radio and TV activities	100.0	83.3	50.0	93.1	100.0	90.9	94.2
	Manufacturing	89.3	86.4	86.6	81.3	98.5	94.7	88.5
	Transport, storage and communications	75.0	100.0	89.7	62.6	100.0	97.8	81.5
	Wholesale and retail trade, motor vehicles repair	68.7	95.1	89.1	56.8	78.2	79.7	73.6
	Real estate activities, renting and business operations	71.4	66.3	90.9	19.4	100.0	76.8	71.4
	Hotels, campsites and other short-term dwelling resorts	0.0	75.9	71.4	63.2	100.0	31.8	54.2
	Construction	33.2	66.7	90.6	74.2	39.3	69.7	52.1
Total	76.7	85.1	87.4	72.5	81.5	83.9	79.1	

<sup>1)</sup> Results are relative only to enterprises that gave affirmative reply to B6 question

**B7: Does your enterprise use e-government services in the following ways?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>To return filled forms <sup>1)</sup></b>								
Activity	Cinema and video activities, radio and TV activities	55.3	66.7	50.0	89.3	16.7	25.0	57.7
	Hotels, campsites and other short-term dwelling resorts	0.0	75.9	71.4	63.2	100.0	31.8	54.2
	Wholesale and retail trade, motor vehicles repair	43.8	65.2	75.6	50.0	33.9	53.5	48.0
	Transport, storage and communications	50.0	16.9	57.1	46.3	16.7	46.7	43.6
	Manufacturing	39.3	40.5	57.6	39.8	46.1	40.3	41.4
	Construction	0.0	22.0	60.4	38.7	3.5	30.0	15.5
	Real estate activities, renting and business operations	14.3	0.0	54.5	0.0	100.0	3.2	13.7
Total		36.6	40.6	59.8	41.8	36.4	38.3	39.2
<b>Offers/quotations in electronic tenders system <sup>1)</sup></b>								
Activity	Cinema and video activities, radio and TV activities	55.3	16.7	50.0	41.4	83.3	9.1	44.2
	Hotels, campsites and other short-term dwelling resorts	100.0	0.0	28.6	0.0	0.0	68.2	31.3
	Wholesale and retail trade, motor vehicles repair	31.3	25.0	44.4	20.6	25.8	37.8	30.6
	Transport, storage and communications	25.0	0.0	20.7	38.1	3.3	2.9	19.4
	Construction	0.0	44.7	9.4	25.8	6.1	33.3	15.7
	Manufacturing	7.1	21.7	17.6	7.9	4.2	22.9	10.9
	Real estate activities, renting and business operations	0.0	0.0	9.1	0.0	0.0	0.5	0.4
Total		15.7	21.3	20.2	13.4	11.4	24.1	17.1

<sup>1)</sup> Results are relative only to enterprises that gave affirmative reply to B6 question

**B8: Does your enterprise feature website?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>YES</b>								
Activity	Real estate activities, renting and business operations	64.3	77.4	92.6	26.2	50.0	89.8	66.8
	Transport, storage and communications	70.0	44.9	77.3	53.3	21.2	99.2	66.8
	Construction	58.3	50.0	69.6	71.0	68.4	38.2	57.3
	Hotels, campsites and other short-term dwelling resorts	20.5	89.2	83.3	45.9	51.9	69.4	54.7
	Cinema and video activities, radio and TV activities	48.2	62.5	66.7	54.9	14.3	60.0	50.5
	Wholesale and retail trade, motor vehicles repair	46.5	77.5	67.2	51.1	44.2	51.4	49.9
	Manufacturing	42.9	52.9	76.4	41.3	42.2	74.7	48.6
Total	49.6	59.9	75.2	45.6	47.7	63.8	52.9	

**B9: Your enterprise as provider through website, i.e. your enterprise as Internet services provider**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>Production range marketing<sup>1)</sup></b>								
Activity	Construction	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Hotels, campsites and other short-time dwelling resorts	100.0	100.0	77.8	100.0	100.0	93.9	97.5
	Manufacturing	88.9	97.8	93.9	91.7	85.1	97.7	92.1
	Transport, storage and communications	85.7	100.0	88.2	100.0	100.0	77.3	87.2
	Wholesale and retail trade, motor vehicles repair	85.0	87.4	82.9	62.4	95.7	96.9	85.4
	Real estate activities, renting and business operations	77.7	100.0	100.0	100.0	100.0	77.3	81.9
	Cinema and video activities, radio and TV activities	58.5	90.0	100.0	56.4	100.0	91.7	66.0
Total	86.7	95.6	93.1	83.3	93.5	91.3	89.0	
<b>Access to products' catalogues and pricelists<sup>1)</sup></b>								
Activity	Construction	85.8	24.8	43.8	4.2	97.7	66.3	72.1
	Wholesale and retail sale, motor vehicles repair	65.0	58.4	43.9	79.6	67.8	51.3	63.5
	Hotels, campsites and other short-term dwelling resorts	0.0	75.4	77.8	55.9	100.0	50.0	61.0
	Manufacturing	61.1	37.8	47.8	30.7	59.5	77.8	52.6
	Transport, storage and communications	28.6	25.0	57.6	31.5	33.3	29.2	30.3
	Real estate activities, renting and business operations	22.3	28.9	40.0	0.0	100.0	18.6	23.8
	Cinema and video activities, radio and TV activities	0.0	60.0	0.0	7.7	100.0	15.4	13.0
Total	56.6	42.6	47.7	43.9	75.1	49.7	53.1	

<sup>1)</sup> Results relative only to enterprises that gave affirmative reply to B8 question

**B9: Your enterprise as provider through website, i.e. your enterprise as Internet services provider**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>After-sales support<sup>1)</sup></b>								
Activity	Manufacturing	33.3	24.4	19.1	23.0	24.5	39.5	28.7
	Wholesale and retail trade, motor vehicles repair	25.0	41.6	22.0	14.8	32.2	34.4	27.5
	Hotels, campsites and other short-term dwelling resorts	0.0	37.9	0.0	42.4	50.0	0.0	25.9
	Real estate activities, renting and business operations	22.3	0.0	20.0	0.0	100.0	12.3	18.8
	Transport, storage and communications	14.3	50.0	26.5	7.6	5.6	27.3	18.6
	Cinema and video activities, radio and TV activities	0.0	20.0	0.0	5.1	0.0	0.0	3.8
	Construction	0.0	12.7	16.7	2.5	0.0	11.8	3.5
Total		22.6	27.2	19.3	16.7	23.0	28.4	23.3

<sup>1)</sup> Results relative only to enterprises that gave affirmative reply to B8 question

**B10: Does your enterprise use the following data security systems?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>Anti-virus software</b>								
Activity	Real estate activities, renting and business operations	100.0	88.7	74.1	94.2	100.0	99.1	97.8
	Cinema and video activities, radio and TV activities	91.8	81.3	100.0	90.1	100.0	85.0	90.5
	Transport, storage and communications	90.0	44.9	90.9	70.1	100.0	95.8	83.5
	Manufacturing	81.0	84.7	86.8	70.2	94.3	98.3	82.5
	Wholesale and retail trade, motor vehicles repair	79.1	87.0	82.0	89.4	68.0	78.4	79.9
	Construction	75.0	87.7	92.8	97.0	84.2	64.3	78.6
	Hotels, campsites and other short-term dwelling resorts	75.3	78.5	83.3	55.4	100.0	95.9	76.7
Total	82.1	83.4	86.4	78.5	85.1	85.4	82.6	
<b>Firewalls, software or hardware</b>								
Activity	Real estate activities, renting and business operations	64.3	77.4	55.6	73.1	0.0	75.6	65.7
	Transport, storage and communications	30.0	77.6	63.6	11.6	30.6	77.5	38.9
	Manufacturing	31.0	23.5	51.4	19.0	43.0	45.7	30.9
	Cinema and video activities, radio and TV activities	24.7	50.0	100.0	21.1	100.0	15.0	30.5
	Wholesale and retail trade, motor vehicles repair	23.2	51.6	77.0	26.7	38.3	22.6	27.0
	Hotels, campsites and other short-term dwelling resorts	0.0	10.8	41.7	6.8	25.9	0.0	8.1
	Construction	0.0	12.3	50.0	19.0	2.1	4.5	5.6
Total	27.6	33.9	55.0	24.0	30.9	36.4	30.2	

**B10: Does your enterprise use the following data security systems?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>Security servers (backup protocols, e.g. shttp)</b>								
Activity	Real estate activities, renting and business operations	28.6	77.4	37.0	30.9	0.0	44.3	35.1
	Cinema and video activities, radio and TV activities	31.8	31.3	66.7	19.7	85.7	45.0	33.3
	Transport, storage and communications	30.0	22.4	31.8	16.5	1.2	54.6	29.0
	Wholesale and retail trade, motor vehicles repair	20.9	35.4	41.0	15.0	35.7	22.6	22.7
	Manufacturing	21.4	15.3	32.4	14.1	24.9	32.8	20.9
	Hotels, campsites and other short-term dwelling resorts	17.8	0.0	16.7	2.7	0.0	27.1	10.1
	Construction	0.0	18.7	53.6	7.7	1.5	13.6	7.0
Total		20.4	23.7	35.9	15.3	21.4	29.1	21.9
<b>Off-site data backup</b>								
Activity	Transport, storage and communications	50.0	44.9	25.0	20.3	12.9	95.0	47.7
	Cinema and video activities, radio and TV activities	24.7	50.0	33.3	33.8	23.1	15.0	28.8
	Manufacturing	26.2	5.9	17.9	14.9	25.5	26.7	20.2
	Real estate activities, renting and business operations	14.3	22.6	63.0	10.2	0.0	23.3	16.8
	Wholesale and retail trade, motor vehicles repair	7.0	32.3	26.2	8.4	12.9	9.5	9.8
	Hotels, campsites and other short-term dwelling resorts	0.0	10.8	41.7	6.8	0.0	14.6	8.1
	Construction	0.0	6.4	18.8	4.7	1.0	3.3	2.4
Total		15.9	14.7	22.2	12.9	14.9	20.1	16.0



**B12: Did your enterprise encounter security problems with ICT (e.g. computer viruses, unauthorized external access to computer system) that resulted in loss of information or waste of working time?**

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>YES</b>								
Activity	Transport, storage and communications	60.0	44.9	56.8	39.4	84.7	72.5	57.5
	Wholesale and retail trade, motor vehicles repair	46.5	48.4	59.0	47.9	28.7	53.5	46.9
	Cinema and video activities, radio and TV activities	36.5	75.0	33.3	54.9	23.1	15.0	43.3
	Real estate activities, renting and business operations	35.7	22.6	37.0	42.2	0.0	37.0	34.0
	Construction	25.0	31.1	46.4	13.0	31.0	29.2	27.6
	Manufacturing	16.7	41.2	36.5	25.8	17.2	32.0	24.8
	Hotels, campsites and other short-term dwelling resorts	0.0	10.8	0.0	0.0	25.9	0.0	4.7
Total		34.5	39.7	40.7	33.9	25.0	44.5	35.7

## MODULE 2.C: E-commerce

### C1: Did your enterprise ordered goods or services through Internet (typed emails excluded) in 2005?

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>YES</b>								
Activity	Real estate activities, renting and business operations	28.6	11.3	37.0	78.9	100.0	65.4	73.5
	Transport, storage and communications	40.0	11.2	13.6	31.9	3.5	47.3	34.2
	Cinema and video, radio and TV activities	24.7	18.8	0.0	31.4	14.3	0.0	23.1
	Wholesale and retail trade, motor vehicles repair	20.9	25.9	32.8	27.7	3.7	24.8	21.6
	Manufacturing	9.5	12.9	18.4	11.4	5.7	17.8	11.2
	Construction	0.0	37.4	42.0	24.3	3.1	12.9	10.0
	Hotels, campsites and other other short-term dwelling resorts	0.0	0.0	16.7	2.7	0.0	0.0	1.3
Total		17.2	17.7	23.3	19.1	4.2	24.5	17.6

### C2: Internet purchases relative to all purchases in 2005<sup>1)</sup>

%

	Enterprises						Total
	Size			Region			
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Over 1% and less than 5%	25.1	26.0	35.3	41.0	40.2	12.0	26.0
Less than 1%	19.0	51.6	28.1	15.5	44.9	31.7	25.5
25% and over	23.0	10.9	8.1	14.9	0.0	26.0	20.5
Over 5% and less than 10%	24.2	3.8	20.7	26.9	13.1	15.7	20.3
Over 10% and less than 25%	8.7	3.5	8.1	2.1	1.9	13.0	7.7

<sup>1)</sup> Data relative to enterprises that gave positive reply to C1 question

### C3: Did your enterprises receive Internet orders in 2005 (email orders excluded) ?

%

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>YES</b>								
Activity	Real estate activities, renting and business operations	30.0	22.4	9.1	19.4	0.0	47.3	27.6
	Transport, storage and communications	11.8	12.5	0.0	16.9	0.0	0.0	11.4
	Cinema and video, radio and TV activities	9.3	19.3	29.5	16.0	4.5	9.5	10.6
	Wholesale and retail trade, motor vehicles repair	7.2	0.0	37.0	0.0	0.0	11.9	7.1
	Manufacturing	0.0	10.8	0.0	0.0	25.9	0.0	4.7
	Construction	2.4	4.7	16.2	5.5	3.3	2.4	4.3
	Hotels, campsites and other other short-term dwelling resorts	0.0	12.3	18.8	3.0	2.7	5.2	3.7
Total	7.4	9.3	17.9	9.3	3.5	10.2	8.3	

### C4: Percentage share of turnover made upon Internet received orders in total turnover in 2005

%

	Enterprises						
	Size			Region			Total
	small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Over 5% and less than 10%	34.8	6.7	13.5	22.8	0.0	36.4	26.7
Over 1% and less than 5%	22.9	27.4	24.0	27.1	23.6	20.9	23.9
25% and over	18.6	24.6	35.6	22.0	15.7	23.1	21.9
Over 10% and less than 25%	23.6	6.7	1.9	22.5	13.5	14.0	17.7
Less than 1%	0.0	34.6	25.0	5.6	47.2	5.7	9.9

**C5: Overall Internet purchase in 2005, by type of customers**

%

	Enterprises						Total
	Size			Region			
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>B2B Sales to other enterprises</b>							
<b>B2G Sales to public administration bodies</b>							
25% and over	74.3	72.6	91.3	73.4	70.5	79.9	76.1
Over 1% and less than 5%	12.9	6.7	0.0	3.1	0.0	19.1	10.1
Over 5% and less than 10%	12.9	0.0	1.9	19.9	0.0	0.5	9.0
Less than 1%	0.0	20.7	4.8	3.1	29.5	0.5	4.5
Over 10% and less than 25%	0.0	0.0	1.9	0.5	0.0	0.0	0.2
<b>B2C Sales to physical persons</b>							
Less than 1%	53.5	39.7	48.1	41.7	21.3	64.5	50.1
25% and over	44.9	52.5	29.8	51.4	56.2	35.5	44.6
Over 5% and less than 10%	0.0	7.8	5.8	1.5	15.7	0.0	2.3
Over 1% and less than 5%	1.7	0.0	8.7	4.3	2.2	0.0	2.1
Over 10% and less than 25%	0.0	0.0	7.7	1.0	4.5	0.0	0.9

**C6: Total Internet sales in 2005, by place of destination**

%

	Enterprises						Total
	Size			Region			
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
<b>Domestic</b>							
25% and over	90.9	71.7	78.8	87.5	95.5	82.1	85.8
Less than 1%	9.1	20.6	8.7	10.5	2.3	14.0	11.3
Over 10% and less than 25%	0.0	7.8	6.7	1.0	0.0	3.9	2.3
Over 5% and less than 10%	0.0	0.0	5.8	1.0	2.3	0.0	0.7
Over 1% and less than 5%	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>EU countries</b>							
Less than 1%	81.8	64.2	62.5	72.9	71.9	79.9	76.0
25% and over	18.2	14.5	31.7	22.5	12.4	17.2	22.0
Over 1% and less than 5%	0.0	6.7	1.9	3.6	0.0	0.0	0.8
Over 5% and less than 10%	0.0	7.8	1.9	0.5	15.7	0.0	0.6
Over 10% and less than 25%	0.0	6.7	1.9	0.5	0.0	2.9	0.6
<b>Other countries</b>							
Less than 1%	77.1	74.9	61.5	57.9	69.3	92.4	74.9
Over 5% and less than 10%	22.9	6.7	14.4	37.0	9.1	2.9	18.6
25% and over	0.0	18.4	15.4	3.3	21.6	3.9	5.4
Over 1% and less than 5%	0.0	0.0	6.7	1.3	0.0	0.7	0.9
Over 10% and less than 25%	0.0	0.0	1.9	0.5	0.0	0.0	0.2

## 2.5. QUESTIONNAIRE

### Usage of information – communication technologies in enterprises

#### MODULE 2.A: Main data on ICT system

A1: Does your enterprise use computer in business operations?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/> End
A2: Please estimate the share of the employees that use computer at least once a week?		_ _ _  %	
A3: Are there employees in your enterprise that partly spend work time (once or several times per week) doing work out of their office and then have access to the computer system of the enterprise?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/> Go to A5
A4: How is the access to the computer system of the enterprise made?		YES	NO
	a) From home	<input type="checkbox"/>	<input type="checkbox"/>
	b) From other users or external business partners	<input type="checkbox"/>	<input type="checkbox"/>
	c) From other geographic locations of the enterprise or the group of enterprises	<input type="checkbox"/>	<input type="checkbox"/>
	d) While on business trip, e.g. from hotel, airport, etc.	<input type="checkbox"/>	<input type="checkbox"/>
A5: Does your enterprise encounter difficulties when hiring workers skillful in ICT (from basic to professional level)?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/> Go to A7
A6: Does your enterprise face the following problems when trying to hire workers skillful in ICT?		YES	NO
	a) Workers with required skills for the usage of ICT applications are not available	<input type="checkbox"/>	<input type="checkbox"/>
	b) Professionals with skills required for ICT usage (IT professionals) are not available	<input type="checkbox"/>	<input type="checkbox"/>
	c) High costs of hiring ICT professionals	<input type="checkbox"/>	<input type="checkbox"/>

A7: Does your enterprise use the following information and communication technologies?		YES	NO
	a) Wireless LAN	<input type="checkbox"/>	<input type="checkbox"/>
	b) Wire based LAN	<input type="checkbox"/>	<input type="checkbox"/>
	c) Intranet (not Internet)	<input type="checkbox"/>	<input type="checkbox"/>
	d) Extranet (not Internet)	<input type="checkbox"/>	<input type="checkbox"/>
A8: Does your enterprise use IT systems for business management relative to orders placement or receipt?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/> Go to A10
A9: Are the IT systems of your enterprise for orders management automatically linked with some of the following IT systems?		YES	NO
	a) Internal system of placing new orders and stocks replacement	<input type="checkbox"/>	<input type="checkbox"/>
	b) System of invoicing and payments	<input type="checkbox"/>	<input type="checkbox"/>
	c) Your system of monitoring production process, logistics and service operations	<input type="checkbox"/>	<input type="checkbox"/>
	d) Business systems of your providers (for the providers out of your enterprise group)	<input type="checkbox"/>	<input type="checkbox"/>
A10: To what extent has your enterprise replaced the use of traditional mail services (e.g. invoice mailing, direct mails, etc.) with the use of electronic communications (Intranet, Extranet, Internet, e-mail messages) in contacts with clients and other enterprises in the last five years? (Mark one reply only.)			
	a) No replacements (all documents sent by mail)	<input type="checkbox"/>	
	b) Small replacements (now instead of traditional mail services, we sometimes apply electronic communications means, however post mailing is still prevailing)	<input type="checkbox"/>	
	c) Significant novelties (electronic communications became dominant)	<input type="checkbox"/>	
	d) Changes were introduced mostly or wholly (traditional mail was used, now only occasionally and all documents are sent in electronic way)	<input type="checkbox"/>	
	e) Not applicable (traditional postal services were never relevant communication means for the enterprise)	<input type="checkbox"/>	

**MODULE 2.B: Internet usage**

B1: Does your enterprise have the access to Internet?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/> Go to D1
B2: Please estimate the share of the employees that use Internet at least once a week?		_ _ _  %	
B3: Does your enterprise have any of the following external connections to Internet?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>
	a) Traditional Modem (dial-up access through regular phone line)	<input type="checkbox"/>	<input type="checkbox"/>
	b) ISDN connection	<input type="checkbox"/>	<input type="checkbox"/>
	c) DSL (xDSL, ADSL, SDSL, etc.) connection	<input type="checkbox"/>	<input type="checkbox"/>
	d) Other fixed Internet connection (e.g. cable line, rented)	<input type="checkbox"/>	<input type="checkbox"/>
	e) Mobile connections (e.g. analog mobile phone, GSM, GPRS, UMTS, EDGE, CDMA2000 1xEVDO)	<input type="checkbox"/>	<input type="checkbox"/>
B4: What is the maximum speed of the Internet connection of your enterprise (according to the contract)? (Mark one reply only)			
	a) Below 144 Kb/s	<input type="checkbox"/>	
	b) 144 Kb/s and over and below 2 Mb/s	<input type="checkbox"/>	
	c) 2 Mb/s or over	<input type="checkbox"/>	
B5: Does your enterprise use Internet for the following purposes? (As <u>user</u> of Internet services)		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>
	a) Banking and financial services	<input type="checkbox"/>	<input type="checkbox"/>
	b) Training and education	<input type="checkbox"/>	<input type="checkbox"/>
	c) Market monitoring (e.g. prices)	<input type="checkbox"/>	<input type="checkbox"/>
	d) Receipt of digital items and services	<input type="checkbox"/>	<input type="checkbox"/>
	e) After-sales service (claims, maintenance Internet support)	<input type="checkbox"/>	<input type="checkbox"/>
B6: Does your enterprise use public administration services through Internet?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/> Go to B8



B7: Does your enterprise use public administration services in the following ways?		YES	NO
	a) To obtain information	<input type="checkbox"/>	<input type="checkbox"/>
	b) To provide forms, e.g. tax forms	<input type="checkbox"/>	<input type="checkbox"/>
	c) To send back filled forms, e.g. statistical information to public administration	<input type="checkbox"/>	<input type="checkbox"/>
	d) To place offers/proposals in electronic tenders	<input type="checkbox"/>	<input type="checkbox"/>
B8: Does your enterprise have website?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/> Go to B10
B9: Does your enterprise provide the following by the way of website: (Your enterprise as Internet service provider)		YES	NO
	a) Enterprise products marketing	<input type="checkbox"/>	<input type="checkbox"/>
	b) Access to products catalogues and price lists	<input type="checkbox"/>	<input type="checkbox"/>
	c) After-sales support	<input type="checkbox"/>	<input type="checkbox"/>
B10: Does your enterprise use the following systems of data protection?		YES	NO
	a) Anti-virus software	<input type="checkbox"/>	<input type="checkbox"/>
	b) Firewall software or hardware	<input type="checkbox"/>	<input type="checkbox"/>
	c) Security servers (security support protocols, e.g. shttp)	<input type="checkbox"/>	<input type="checkbox"/>
	d) Off-site data backup	<input type="checkbox"/>	<input type="checkbox"/>
B11: Is it possible to communicate with your enterprise with the use of the following security tools?		YES	NO
	a) Electronic digital signature as user authenticity checking tool	<input type="checkbox"/>	<input type="checkbox"/>
	b) Other authenticity checking tool (e.g. PIN code)	<input type="checkbox"/>	<input type="checkbox"/>
	c) Data coding for confidentiality protection	<input type="checkbox"/>	<input type="checkbox"/>
B12: Did your enterprise encounter security problems related to ICT (computer virus, works or Troyan attack, unauthorized external approach to the computer system) that caused the loss of information or waste of time?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>

**MODULE 2.C: Electronic business operations (Internet)**

Internet-placed orders (purchase)		
C1: Did your enterprise in 2005 order goods/services through Internet (excluding typed email messages)?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> Go to C3
C2: Please estimate the percentage share of Internet purchase in total purchase in 2005? (Mark one reply only)		
a) Below 1%	<input type="checkbox"/>	
b) 1% - 5%	<input type="checkbox"/>	
c) 5% - 10%	<input type="checkbox"/>	
d) 10% - 25%	<input type="checkbox"/>	
e) 25% and over	<input type="checkbox"/>	
Internet received orders (sales)		
C3: Did your enterprise receive orders by Internet (excluding email orders) in 2005?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> Go to D1
C4: Please estimate the share of turnover realized pursuant to Internet received orders, in the total 2005 turnover.		
_ _ _  %		
C5: Please review total sales by Internet in 2005, by categories of customers.		
a) B2B (sales to other enterprises) and B2G (sales to public administration bodies)	_ _ _  %	
b) B2C (sales to physical persons)	_ _ _  %	
c) TOTAL	1 0 0 %	
C6: Please review total sales by Internet in 2005, by destination.		
a) Domestic	_ _ _  %	
b) EU countries	_ _ _  %	
c) Other countries	_ _ _  %	
d) TOTAL	1 0 0 %	

**MODULE 2.D: Electronic business operations through external computer networks (other than Internet)**

Orders placed through external computer networks (other than Internet) (Purchase) (EDI, EDIFACT, etc.)		
D1: Did your enterprise in 2005 order goods/services through external computer networks (other than Internet)?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> Go to D3
D2: Please estimate the percentage share of orders through external computer networks (other than Internet) in total purchase in 2005? (Mark one reply only)		
a) Below 1%	<input type="checkbox"/>	
b) 1% - 25%	<input type="checkbox"/>	
c) 25% - 50%	<input type="checkbox"/>	
d) 50% - 75%	<input type="checkbox"/>	
e) 75% and over	<input type="checkbox"/>	
Orders received through external computer networks (other than Internet) (Sales) (EDI, EDIFACT, etc.)		
D3: Did your enterprise in 2005 receive orders through external computer networks (other than Internet)?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> End
D4: Please estimate the share of turnover realized pursuant to the orders received through external computer networks (other than Internet), in the total 2005 turnover?	_ _ _	%

# ICT DICTIONARY

**ADSL (Asymmetric Digital Subscriber Line):**

Broadband digital transmission technology that uses the existing telephone line and provides for possible simultaneous data sending and voice communication. The larger part of range serves for data sending to user and the speed extends up to 6 Mbps.

**Bit (Binary Digit):**

The smallest information unit that computer handles. Bit is expressed as 1 or 0 in binary presentation, or as true, i.e. false in logic presentation. A group of 8 bits makes 1 bite.

**Broadband:**

Communication system the agent (carrier) of which (e.g. optical cable) forwards multiplied data simultaneously, and each individual data is made module at different frequency.

**B2B (Business-to-Business):**

Transactions between two enterprises that are carried out by the way of networks based on IP and through other computer networks.

**B2C (Business-to-Customer):**

Transactions that are carried out between business and private customer through IP networks and by the way of other computer networks.

**Downloading-overtaking:**

Electronic transfer of information from distant computer to your computer. Overtaking of data files from anonymous FTP is a popular way of obtaining free of charge software of public property.

**Dial-up connection:**

When telephone network is used for connecting to network. Included are modem and regular telephone line, ISDN card and ISDN line, etc. If you are a typical computer user, you have one or two dial-up connections: one for the link to Internet and another for the link to the network at your enterprise.

**DVD (Digital Video Disc):**

Type of optical disc for data storage. DVD is similar to CD-ROM disc, however features several times larger capacity. Generally DVD is used for the storage of films and other multimedia contents that are demanding regarding the capacity of stored data.

**Disc:**

Unit for data storage, integrated into your computer.

**DSL (Digital Subscriber Line):**

A type of fast Internet connection by using standard telephone parities. It can be a kind of broadband connection.

**xDSL, ADSL, etc.:**

Transfers carried out through Internet networks based on protocol and through other computer networks. Goods and services are ordered by the way of these networks, however payment and final deliveries of goods or services can be effected online or offline. Orders received by phone, fax or mail are not included in the category of electronic commerce.

**Digital goods or services:**

Goods/services that can be ordered and delivered directly by computer, through Internet, e.g. music, video films, games, computer software, 'online' news, consulting, etc.

**E-mail:**

Electronic message transfer, including texts and attachments, from one to another computer that are located within or outside the organization. Here included are electronic mails through Internet or other computer networks.

**Extranet:**

Safe Intranet extension that provides access for external users to certain Intranet parts in the organization.

**Electronic commerce:**

E-Commerce (Electronic Commerce) anticipates the purchase or sales of goods or services through Internet, especially by the means of World Wide Web. Practically this term is frequently used instead of the recent term e-business, which means making business through Internet.

**Firewall:**

Hardware and software combination, which maintains the system safe and secure. Usually it is used to prevent unauthorized external access to internal local network. Firewall stops direct communication of the network with external computers.

**Hard disk:**

The unit containing hard discs integrated into computer, where data are magnetically recorded and read from, with a set of mobile heads.

**Hardware:**

Physical unit of computer system, including also external units, printers, modems, mouse units, etc.

**Internet:**

World computer network.

**Internet address:**

Address of certain resource at Internet. Typically it could be:

<http://www.statserb.sr.gov.yu>

**Intranet:**

Network within an organization, based on Internet technologies and protocols, however available to certain group of users, e.g. staff members.

**ISDN (Integrated Services Digital Network):**

Fast digital telephone service, speed of up to 128 Kbps, which is several times faster than analogous modem.

**Local Area Network (LAN):**

Local network comprising and connecting a group of computers, printers and other units on a relatively limited location (e.g. building construction). Each connected LAN unit is enabled to communicate with other networks, as required.

**Network:**

A group of computers or other units, such as printers, scanners and other that are connected to communication link, which facilitates possible interaction for all units. It could be of small or large size, cabled, wireless, permanently connected, casually connected. The largest network is Internet, the largest group of all inter-connected world networks.

**Server:**

Computer, within network area, which contains shared resources that are used by network users.

**Virus:**

Computer software, which when started and entered makes computer data damaged or deleted.

**Wide Area Network (WAN):**

Communication network that links computers, printers and other similar units of separate geographic areas.

**Window:**

A part of monitor screen where from programs and processes can be started. User can start several windows simultaneously.