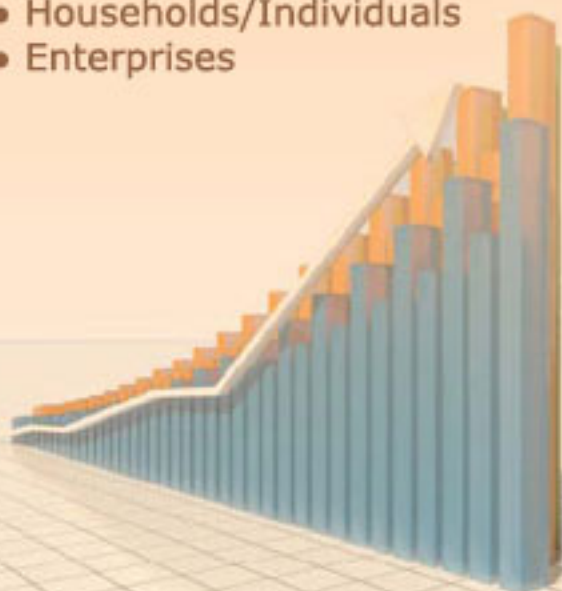


Statistical Office of the Republic of Serbia

Usage of information and communication technologies in the Republic of Serbia, 2008

- Households/Individuals
- Enterprises



Belgrade, 2008

Editor: Republički zavod za statistiku Srbije
Milana Rakića 5, Beograd
Tel: 2412-922; faks 2411-260

For the editor: Dragan Vukmirović, PhD, Director

Authors: Dragan Vukmirović, PhD, Kristina Pavlović, Vladimir Šutić

Editorial board: Predrag Čanović, Miroslav Cucurević, Mirjana Ogrizović Brašanac, Božidar Popović, Jovanka Šalinović, Zoran Gligorić

Technical editor: Zvonko Štajner, Msc

Prepared for printing: Neđeljko Čalasan, Dušan Vuković

Editing: Emilija Vidanović

Cover page design: Apollo Graphic Production

Printed by: Apollo Graphic Production
Đorđa Kratovca 17, Belgrade

Circulation: 500 copies

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

INTRODUCTION

Modern society has turned into "information society" with the development and usage of information and communication technologies, which are its main characteristics for they play the most important part in production, economy and all other individuals' and social spheres.

Realizing the importance of these technologies, the Statistical Office of the Republic of Serbia carried out in 2004 a pilot survey on the usage 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.

In 2006 and 2007, the Statistical Office of the Republic of Serbia conducted two ICT usage surveys. The first related to households and individuals, and the second to enterprises.

Both surveys were also carried out in 2008 in compliance with Eurostat methodology on the territory of the Republic of Serbia, the data of which do not include those for the Autonomous Province of Kosovo and Metohia.

The three months prior to telephone interviewing were taken to be the reference period for households and individuals. January 2008 was that for most of the questions asked to enterprises, while certain questions referred to the whole 2007.

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 covered 2000 households and 2000 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 1096 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.

TABLE OF CONTENT

Introduction

Introduction	3
Graphs	6

Part 1

Usage of information and communication technologies in households / by individuals in the Republic of Serbia, 2008

1.1. Methodology	10
1.2. Sample	11
1.3. Main findings	12
1.3.1. Devices in households.....	12
1.3.2. Computers in households.....	12
1.3.3. Internet in households.....	14
1.3.4. Individuals: use of computers.....	17
1.3.5. Individuals: use of mobile phone.....	20
1.3.6. Individuals: use of the Internet.....	23
1.3.7. Public administration (e-government).....	28
1.3.8. Use of advanced Internet services.....	29
1.3.9. e-commerce.....	31
1.4. Results of the survey	34
1.5. Questionnaire	60

Part 2

Usage of information and communication technologies in enterprises in the Republic of Serbia, 2008

2.1. Methodology	74
2.2. Sample	75
2.3. Main findings	76
2.3.1. Computers in enterprises.....	76
2.3.2. Computer systems in enterprises.....	77
2.3.3. Internet in enterprises.....	79
2.3.4. Public administration (e-government).....	81
2.3.5. Web Site.....	82
2.3.6. Electronic business.....	84
2.3.7. Benefits of the use of ICT.....	86
2.4. Results of the survey	87
2.5. Questionnaire	132

Glossary

ICT glossary	140
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GRAPHS

Part 1

Use of information and communication technologies in households / by individuals in the Republic of Serbia, 2008

1. Devices accessed in households
2. Percentage of households having a computer, by type of settlements
3. Percentage of households having a computer, by income
4. Does the household have access to the Internet at home?
5. Households being connected to the Internet, by type of settlements
6. Households having an Internet connection, by income amount
7. Devices on which the Internet is accessed
8. Type of Internet connection
9. Reasons of households for not having a broadband connection
10. When did you last use a computer?
11. Percentage of computer users (within the last three months), by educational level
12. Structure of computer users' educational level
13. Percentage of computer users (within the last three months), according to employment situation
14. Use of computers (within the last three months), by age and sex
15. How often, on average, did you use a computer in the last 3 months?
16. When did you last take a training course (at least 3 hours) on any aspect of computer use?
17. Use of mobile phone
18. Percentage of mobile phone users, by education level
19. Percentage of mobile phone users, by employment situation
20. For which activities did you use a mobile phone in the last 3 months (other than involving voice calls or SMS)?
21. Use of pre-payment or post-payment services
22. When did you last use the Internet Internet?
23. Percentage of Internet users (in the last three months), by educational level
24. Structure of education of Internet users
25. Percentage of Internet users (in the last three months), by employment situation
26. How often on average did you use the Internet in the last 3 months?
27. Use of the Internet (in the last 3 months), by sex and age
28. Use of mobile devices for accessing the Internet
29. Types of use of the Internet (for private purposes) in the last 3 months
30. Would you like to use the Internet more often?

31. What are the barriers for more intensive use of the Internet?
32. Would you be interested in using the Internet services of public administration instead of making personal contacts?
33. Which of the following activities have you carried out via the Internet?
34. Use of the Internet for communication (for private purposes) in the last 3 months
35. Did you use the Internet in the last 3 months for the following activities?
36. How often did you download music/movies over the Internet in the last 3 months?
37. When did you last (for private purposes) bought/ordered goods or services over the Internet?
38. What types of goods or services did you order (for private purposes) over the Internet in the last 12 months?

Part 2

Use of information and communication technologies in enterprises in the Republic of Serbia, 2008

1. Does your enterprise use computers for its business operations?
2. Percentage of employees who use a computer at least once a week
3. Does your enterprise use the following information and communication technologies?
4. Did your enterprise have in use in January 2008 ERP?
5. Did your enterprise have in use, in January 2008, a software application for managing information on customers, so-called CRM
6. Did your enterprise have in use, in January 2008, open source operating system, such as Linux?
7. Does your enterprise have access to the Internet?
8. Percentage of employees using the Internet at least once a week
9. Does your enterprise have one of the following types of external connection to the Internet?
10. Does your enterprise use the Internet for the following purposes?
11. Does your enterprise interact with the public administration via the Internet?
12. Does your enterprise interact with the public administration via the Internet for the following purposes?
13. Does your enterprise have its own Website?
14. Does your enterprise provide the following facilities via its Website?
15. Did your enterprise order goods/services via the Internet?
16. Please, specify the percentage for 2007 of purchases via the Internet in relation to total purchases
17. Did your enterprise receive orders via the Internet during 2007?
18. Did your enterprise use a secure protocol, such as SSL or TLS, for the reception of orders via the Internet?
19. To what degree did ICT projects caused improvements in the following areas, compared to the previous task handling?

Households/Individuals



1.1. METHODOLOGY

Realisation	<ul style="list-style-type: none">• The survey was carried out from 24 April to 8 May 2008
Type of survey	<ul style="list-style-type: none">• Telephone interview
Sample size	<ul style="list-style-type: none">• 2000 households• 2000 individuals
Target population	<ul style="list-style-type: none">• For households: the target population comprises all households with at least one member aged between 16 and 74• For individuals: the target population comprises all individuals aged between 16 and 74
Type of the sample	<ul style="list-style-type: none">• Two-stage stratified sample
Scope of the survey	<ul style="list-style-type: none">• Territory of the Republic of Serbia (excluding Kosovo and Metohija)

1.2. SAMPLE

The survey on the usage of information and communication technologies in households was carried out on a representative sample of 2000 households on the territory of Serbia. The response rate was 98.8% (1977 households).

Households

Sample (households)	Income			Region			Type of household		Total
	Under 300 euros	300 - 600 euros	More than 600 euros	Central Serbia	Vojvodina	Belgrade	Urban	Rural	
Number	1100	676	201	984	553	440	1160	817	1977
%	55.6	34.2	10.2	49.7	28.0	22.3	58.7	41.3	100

The same sample was used both with households and individuals aged between 16 and 74 residing on the territory of the Republic of Serbia. The response rate was 98.8% (1977 households).

Individuals

Sample (individuals)	Age						Sex		Education			Employment situation				Total
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female	Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other	
Number	257	266	298	329	363	464	807	1170	517	1054	406	623	477	125	752	1977
%	13.0	13.5	15.1	16.6	18.4	23.4	40.8	59.2	26.2	53.3	20.5	31.5	24.1	6.3	38.1	100

1.3. MAIN FINDINGS

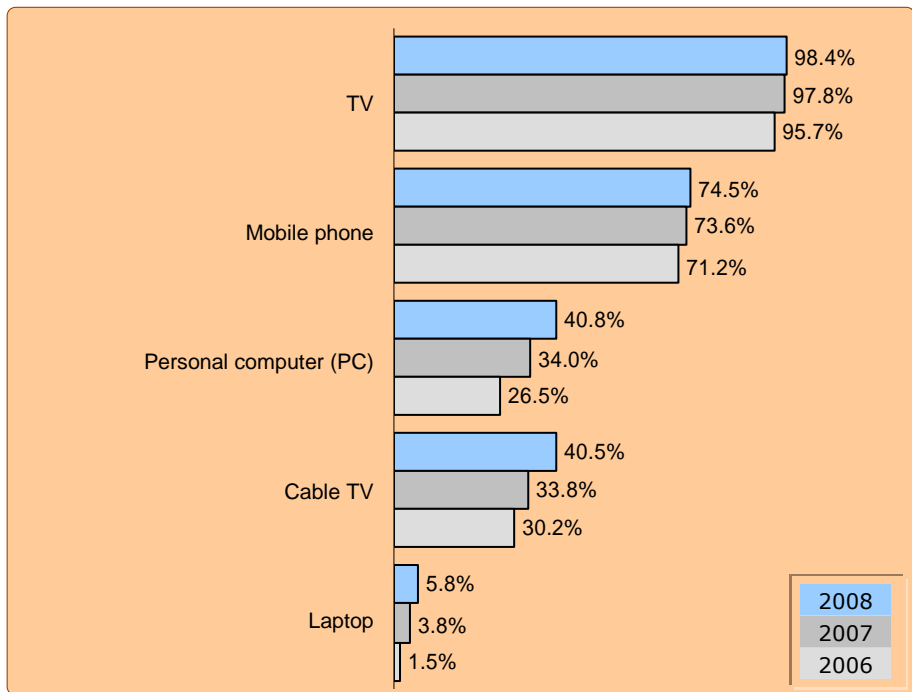
1.3.1. Devices in households

The respondents were offered to tick all that apply in the question about devices accessed in households. The survey indicates that 98.4% of households have a TV set, and 40.5% cable TV.

74.5% of households have a mobile phone

There are 5.8% of households having a laptop, which represents an increase of 2% compared to 2007, and of 4.3% compared to 2006.

Graph. 1.1. Devices accessed in households



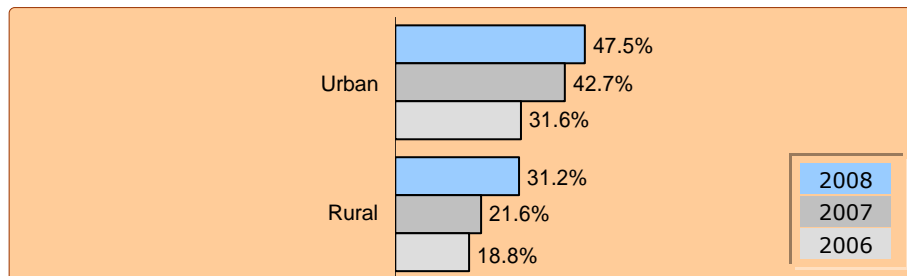
1.3.2. Computers in households

The main findings of this survey indicate that 40.8% of households in the Republic of Serbia possess a computer, which makes an increase of 6.8% compared to 2007 and that of 14.3% compared to 2006. The rate of use of computers in households varies depending on the territorial unit: in Belgrade it amounts to 53.1%, in Vojvodina to 41.5%, and in Central Serbia to 34.8%.

40.8% of households have a computer.

Differences are noticeable even when one compares the rate of use of computers in urban and rural areas of Serbia: 47.5% and 31.2% respectively. Although there are significant differences in the number of computers accessed in urban and rural areas of Serbia, it is encouraging to know that this gap has diminished compared to 2007. This is backed by the growth rates of computer use in urban and rural areas in Serbia. In the urban area of Serbia, the growth rate amounts to 4.8%, and in the rural this increase has been doubled compared to 2007, amounting to 9.6%.

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

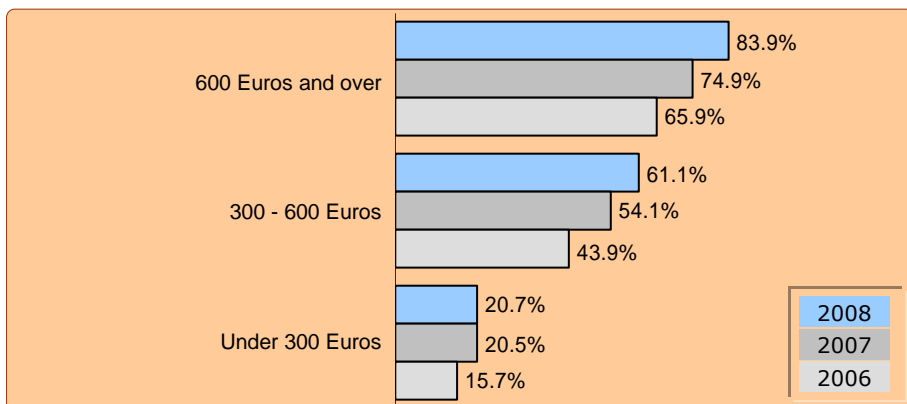


However, the structure of households by monthly income reflects the largest gap in the rate of use of computers. Computers are mainly accessed in households having a monthly income exceeding 600 euros (83.9%). The share of households with an income under 300 euros totals to 20.7%.

With respect to the rate of use of computers in households by monthly income, the data for 2007 reveal that this gap has broadened even more in 2008, which is evident from the growth rates in certain income categories for 2008 compared to the previous year. The growth rates for households having an income exceeding 300 euros compared to 2007 are higher than 6%, those for households with an income under 300 euros amount to 0.2%.

20.7% of households with an income under 300 euros have a computer.

Graph. 1.3. Percentage of households having a computer, by income

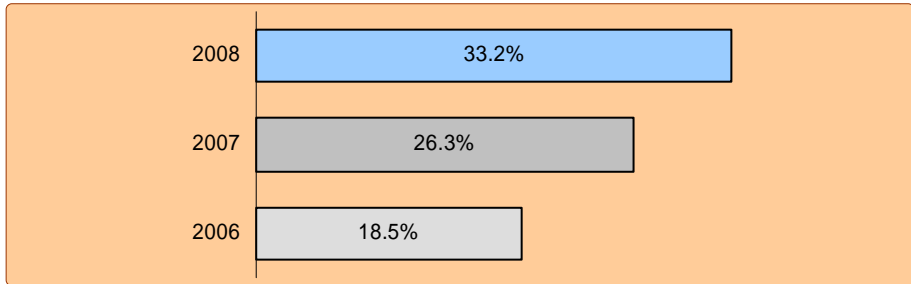


1.3.3. Internet in households

In the Republic of Serbia, 33.2% of households have access to the Internet, which makes an increase of 6.9% compared to 2007, and of 14.7% compared to 2006.

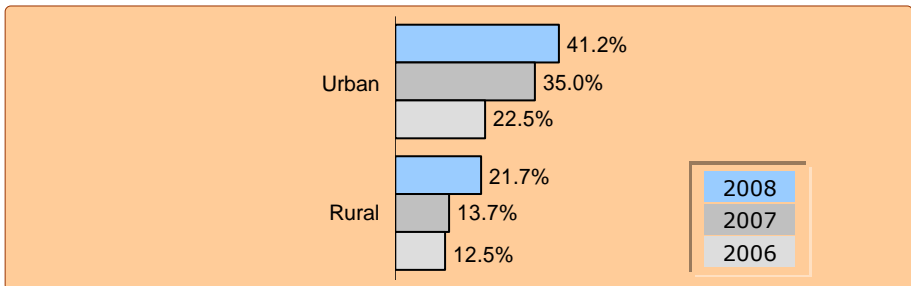
33.2% of households are connected to the Internet

Graph. 1.4. Does your household have access to the Internet at home?



The percentage of household being connected to the Internet is highest in Belgrade and amounts to 45.5%. In Vojvodina ti amounts to 34%, and in Central Serbia to 27.2%.

Graph. 1.5. Households being connected to the Internet, by type of settlements



Significant differences exist even when one compares the percentage of Internet connection in urban and rural areas of Serbia: 41.2% and 21.7% respectively. Compared to 2007, the results show that the gap as regard to the percentage of Internet connection in urban and rural areas of Serbia has narrowed. In the urban part of Serbia the growth rate amounts to 6.2%, and in the rural one it is slightly greater, amounting to 8%.

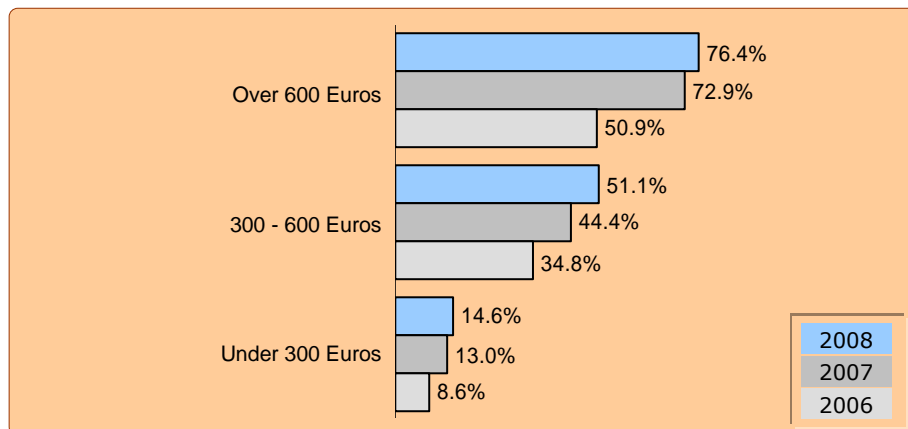
Alike with thre rate of use of computers in housheolds, there is also a large gap as to the access to the Internet from the viewpoint of the structure of households according to monthly income. The Internet is mostly accessed to in households which monthly income is in excess of 600 euros (76.4%). The percentage of households having an Internet connection with an income under 300 euros is 14.6%.

14.6% of households with an income under 300 euros have an Internet connection

With respoect to the rate of use of computers in households by monthly income, the data for 2007 reveal that this gas has enlarged even more in 2008, which is evident from the growth rates in certain income categories for 2008 compared to the previous year. The growth rates for

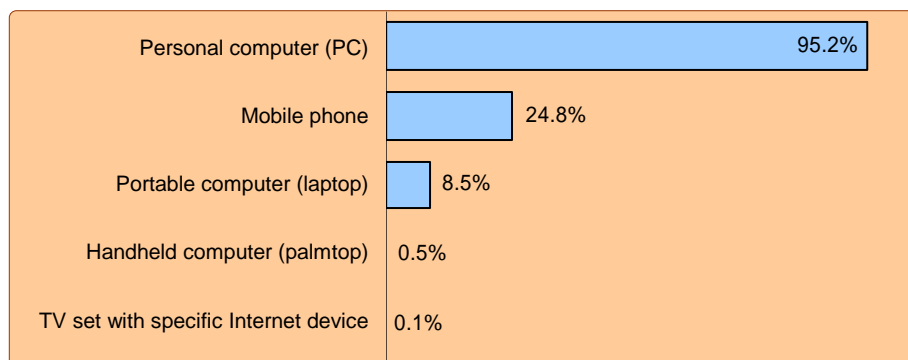
households having an income in excess of 300 euros compared to 2007 exceed 3.5%, and that for households with an income under 300 euros they amount to 1.5%.

Graph. 1.6. Households having an Internet connection, by income amount



In the question about the devices on which the Internet is accessed, 95.2% of households ticked „personal computer”, 24.8% of them “mobile phone”, and 8.5% use a laptop for accessing the Internet.

Graph. 1.7. Devices on which the Internet is accessed



As for the way of accessing the Internet (types of connection), households were offered several answers among which they were expected to tick only one. The results indicate that of the total number of households having an Internet connection, 51.1% of them have a modem, 24.4% DSL (ADSL), 23.2%, cable Internet, and 15.5% of households have WAP and GPRS.

51.1% of households accessing the Internet use a modem connection.

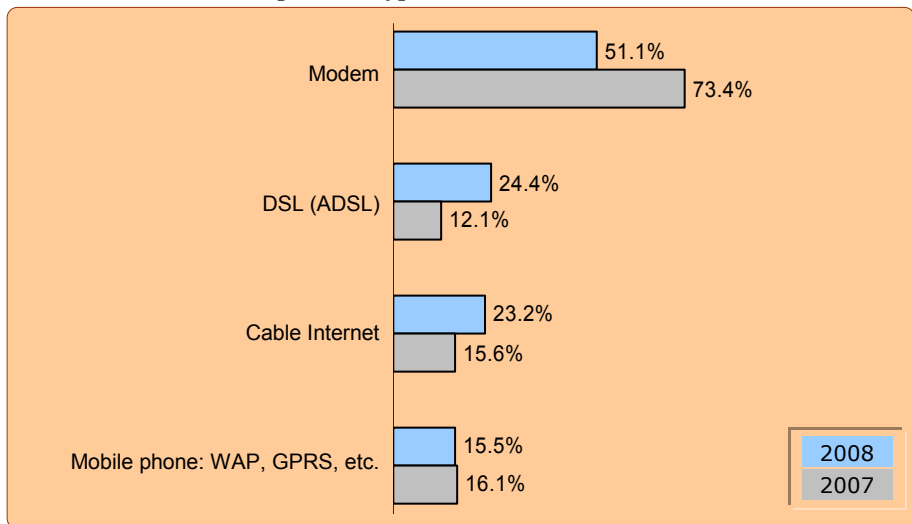
The results of the survey indicate a decrease in the use of a modem connection by 22.3% compared to 2007. This is primarily due to the increase of the broadband connection use by slightly over 8.2% (growth of 7.6% of cable Internet and 12.3% of DSL (ADSL) connection) compared to 2007.

The broadband Internet connection both enables quicker access to the Internet and changes the entire way of using the Internet knowing that quicker download of information from the Internet compared to the traditional (dial-up) modem connection is made possible. Consequently, the percentage of households having this type of Internet connection is taken to be one of the main indicators of the development of ICT usage in the European Union from 2005. In Serbia 15.5% of households have a broadband Internet connection, an increase of 8.2% compared to 2007. The rate of use of the latter is the highest in Belgrade amounting to 27.1%, in Vojvodina it is 13%, and the lowest rate has been noticed in Central Serbia where it amounts to 11.6%.

The broadband Internet connection is mainly accessed by households with a monthly income exceeding 600 euros (46.4%), while the percentage of those which monthly income is under 300 euros amounts to 5.7%.

There are significant differences when comparing the rate of use of this type of Internet connection in urban and rural areas of Serbia: 21.6% and 6.8% respectively.

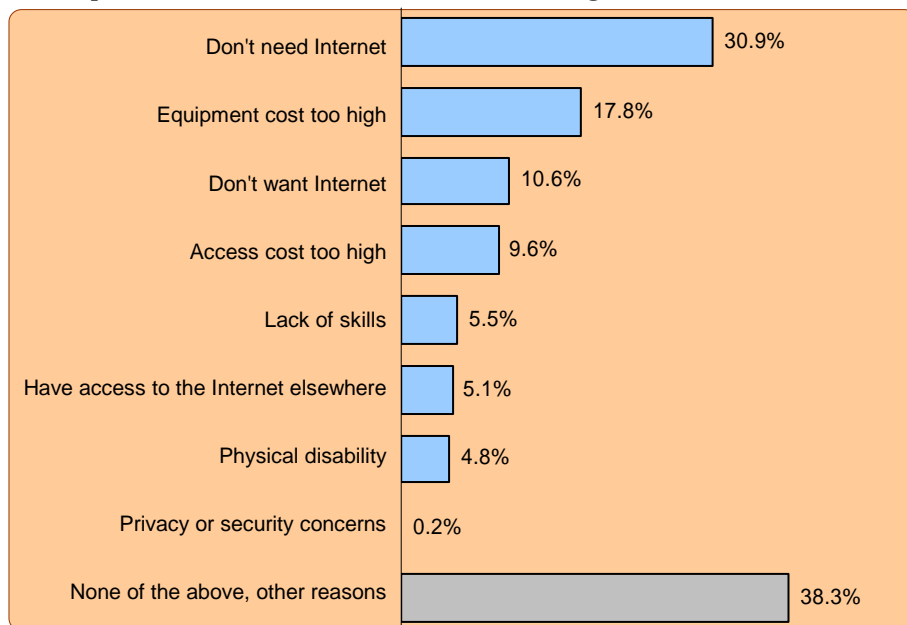
Graph. 1.8. Type of Internet connection



15.5% of households in Serbia has a broadband Internet connection.

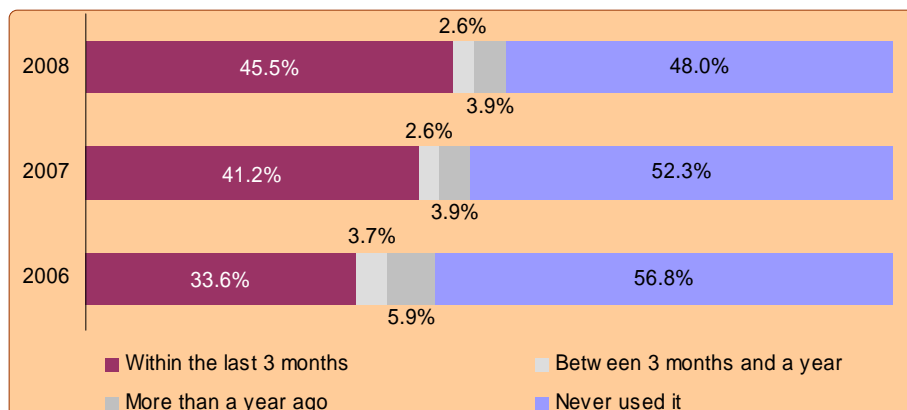
Among the reasons for not having a broadband Internet connection at home, the most frequent ones are as follows:

"Don't need the Internet." (30.9%)
 Equipment costs too high." (17.8%)
 Don't want the Internet." (10.6%)

Graph. 1.9. Reasons of households for not having a broadband connection

1.3.4. Individuals: use of computers

In the Republic of Serbia 45.5% of individuals used a computer within the last three months, 2.6% individuals used a computer over three months ago, and 3.9% over a year ago. Even 48% of individuals have never used a computer. The number of computer users increased by 4.3% compared to 2007, and by 8.8% compared to 2006.

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

The number of computer users has increased by 4.3% compared to 2007.

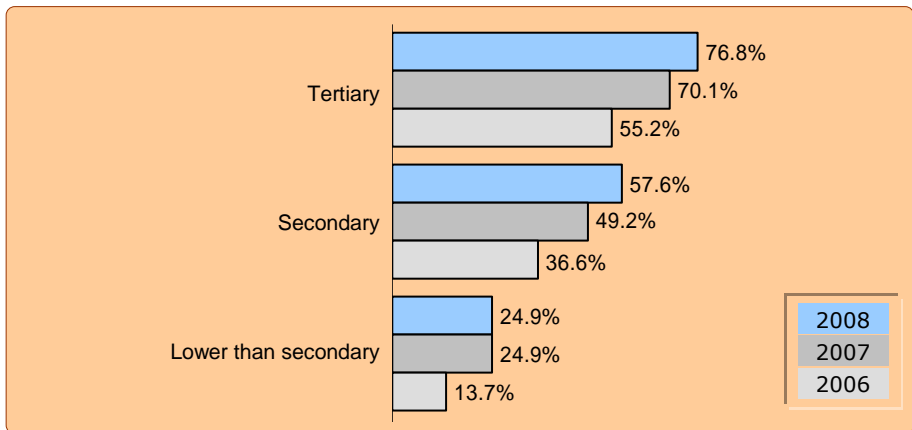
Compared to 2007, the number of individuals who used a computer within the last three months increased by more than 330 000.

More than 2 630 000 individuals used a computer within the last three months.

The percentage of computer users (within the last three months), by educational level:

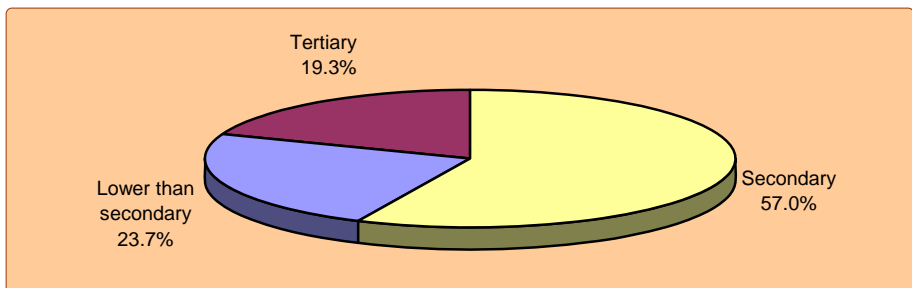
- 76.8% of individuals with tertiary educational level;
- 57.6% of individuals with secondary educational level;
- 24.9% of individuals with an educational level lower than secondary.

Graph. 1.11. Percentage of computer users (within the last three months), by educational level



Among computer users, 57% attained secondary educational level, 23.7% have an educational level lower than secondary, and 19.3% attained tertiary educational level.

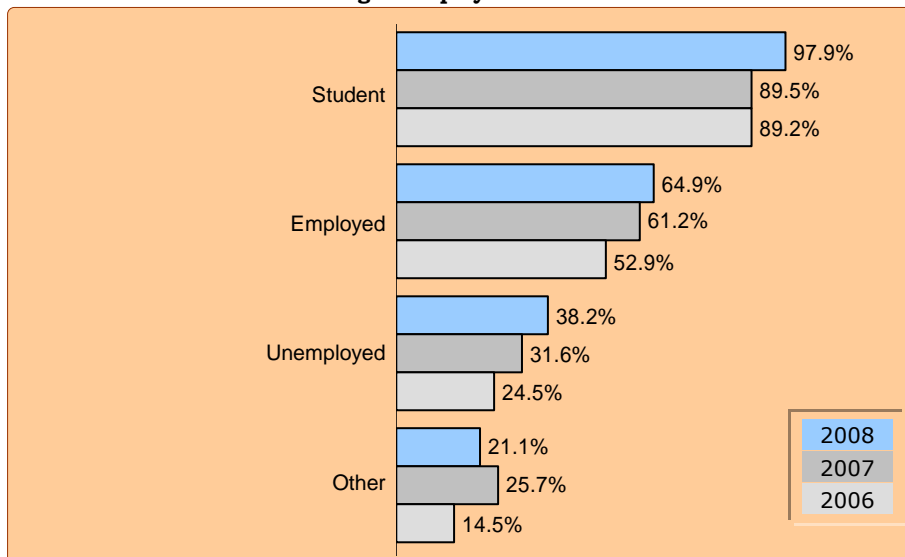
Graph. 1.12. Structure of computer users' educational level



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

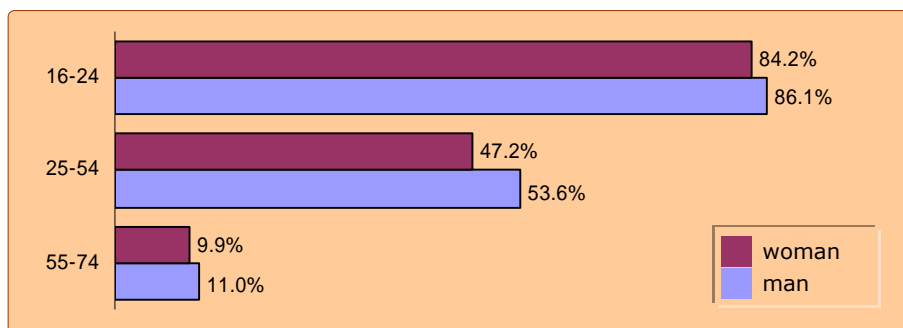
- 97.9% of students;
- 64.9% of employed;
- 38.2% of unemployed;
- 21.1% of other adults (retired persons, persons serving military service...).

Graph. 1.13. Percentage of computer users (within the last three months), according to employment situation



The analysis of respondents by sex indicates that, within the last three months, 48.5% of males and 42.6% of females used a computer.

Graph. 1.14. Use of computers (within the last 3 months), by age and sex

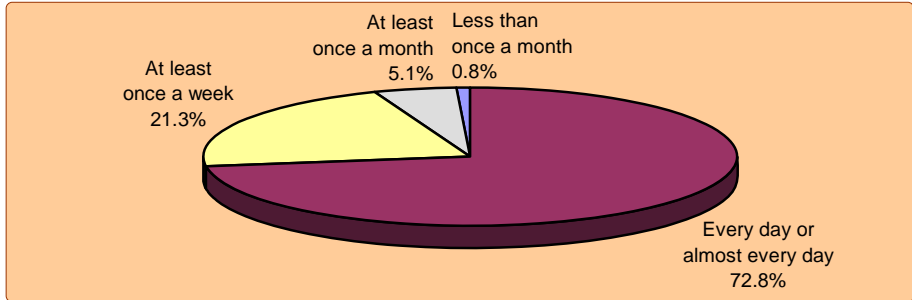


As far as the question on how often, on average, the respondents used a computer in the last three months is concerned, 72.8% of them used one every day or almost every day, 21.3% at least once a week, 5.1% at least once a month, and 0.8% less than once a month.

More than 1 900 000 individuals use a computer every day or almost every day

Compared to 2007, the number of individuals who used a computer every day or almost every day has increased by more than 400 000.

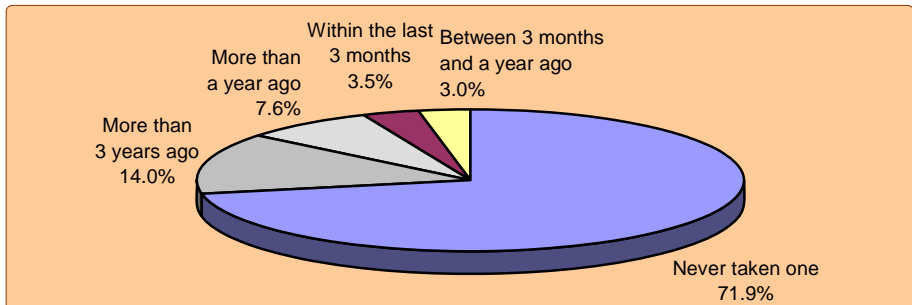
Graph. 1.15. How often, on average, did you use a computer in the last 3 months?



In the last three months, computers were used primarily at home (87.6%), then at place of work (29.8%), at place of education (12.5%) and at another person's home (11.8%).

The survey indicates that only 3.5% of the respondents took a training course on any aspect of computer use in the last three months. There were even 71.9% of them who declared they had never taken any.

Graph. 1.16. When did you last take a training course (at least 3 hours) on any aspect of computer use?

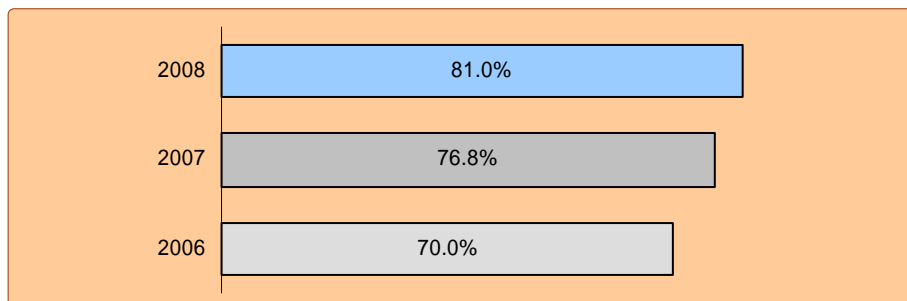


1.3.5. Individuals: use of mobile phone

The survey indicates that 81% of population use o mobile phone. This figure amounted to 76.8% in 2007, and to 70% in 2006.

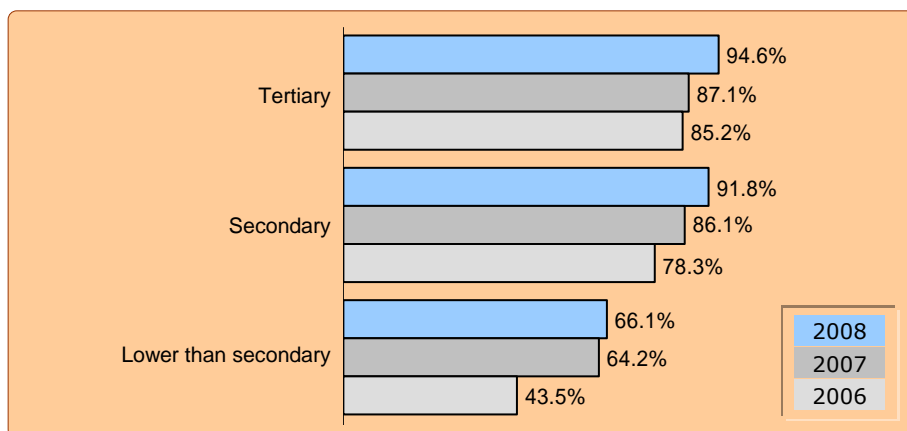
More than 4 650 000 individuals use a mobile phone.

Compared to 2007, the number of individuals who used a mobile phone has increased by slightly more than 250 000.

Graph. 1.17. Use of mobile phone

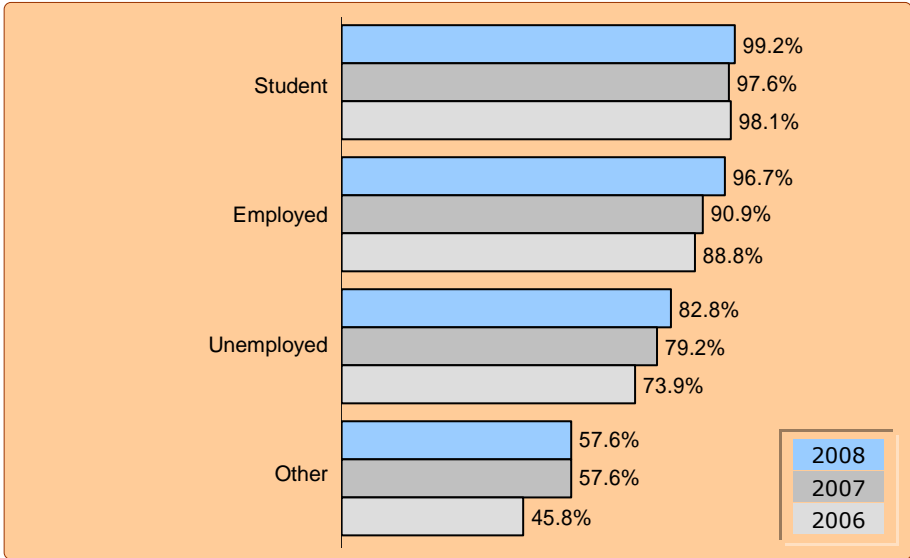
The percentage of mobile phone users, by educational level:

- 94.6% of individuals with tertiary educational level;
- 91.8% of individuals with secondary educational level;
- 66.1% of individuals with an educational level lower than secondary.

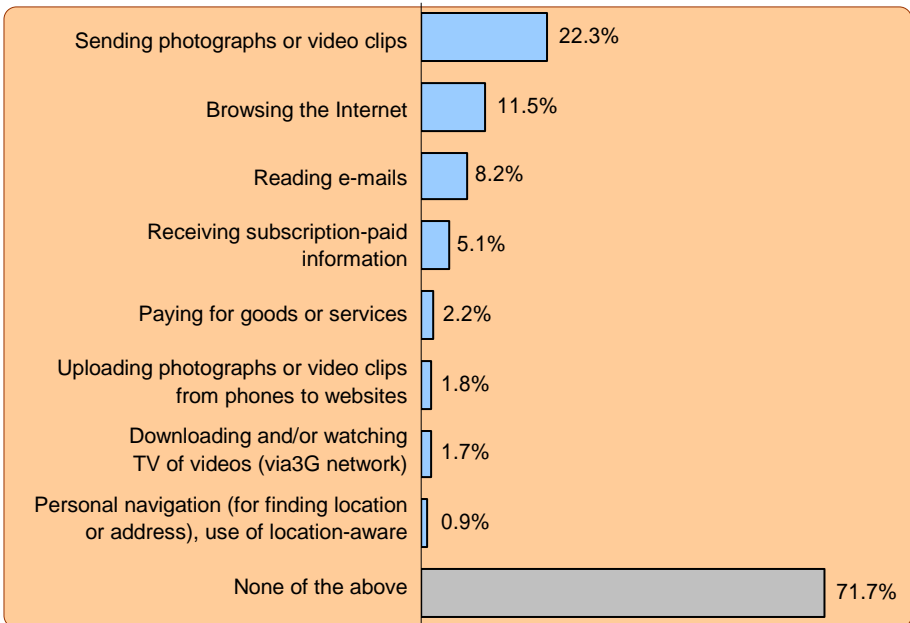
Graph. 1.18. Percentage of mobile phone users, by education level

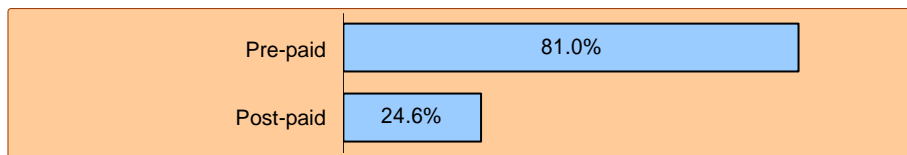
The percentage of mobile phone users, by employment situation:

- 99.2% of students;
- 96.7% of employed;
- 82.8% of unemployed;
- 57.6% of other adults (retired persons, persons serving military service...).

Graph. 1.19. Percentage of mobile phone users, by employment situation

The analysis of the respondents by sex shows that 85.5% of males and 76.7% of females use a mobile phone.

Graph. 1.20. For which activities did you use a mobile phone in the last 3 months (other than involving voice calls or SMS)?

Graph. 1.21. Use of pre-payment or post-payment services

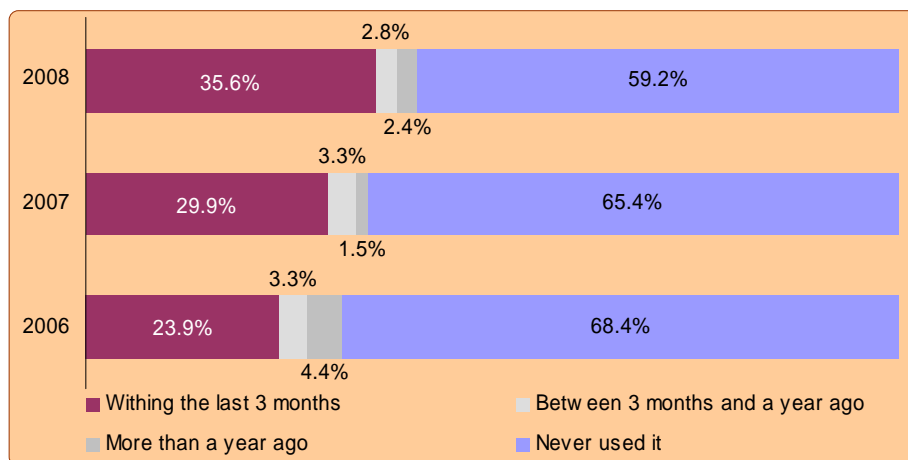
The survey indicates that 5.6% of users of mobile phones use pre-payment and post-payment services.

1.3.6. Individuals: use of the Internet

In Serbia 35.6% of individuals used the Internet in the last three months, 2.8% of respondents used it more than 3 months ago, and 2.4% used it more than a year ago. Even 59.2% of respondents have never used the Internet.

The number of Internet users has increased by 6.2% compared to 2007, and by 9.2% compared to 2006.

The number of Internet users has increased by 6.2% compared to 2007.

Graph. 1.22. When did you last use the Internet?

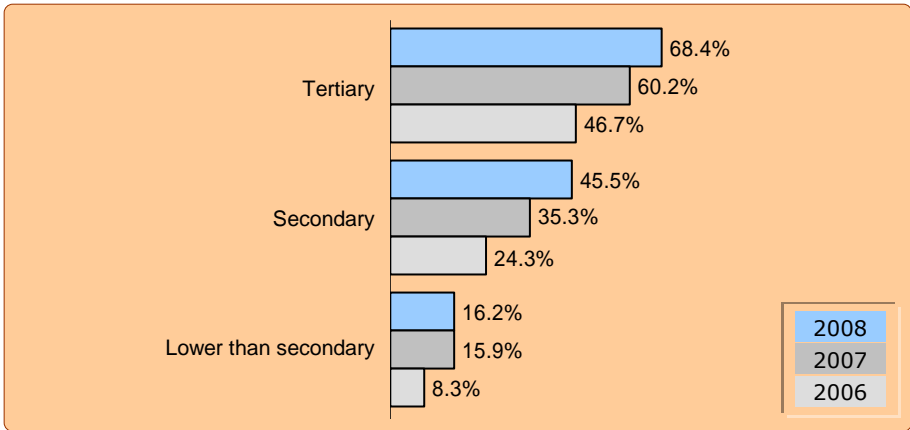
More than 2 000 000 individuals used the Internet in the last three months.

Compared to 2007, the number of individuals who used the Internet in the last three months has increased by slightly more than 300 000 persons.

The percentage of Internet users (in the last three months), by educational level:

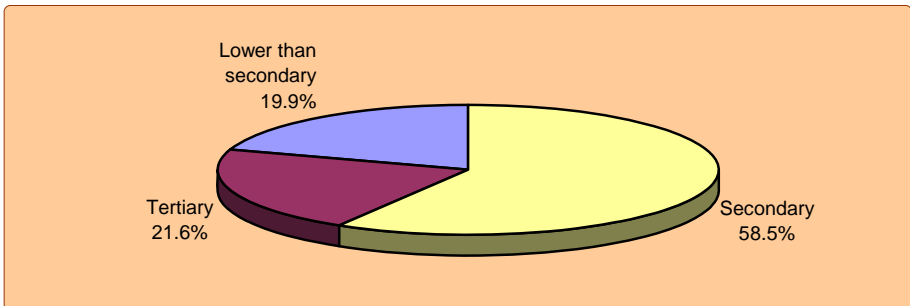
- 68.4% of individuals with tertiary educational level;
- 45.5% of individuals with secondary educational level;
- 16.2% of individuals with an education lower than secondary.

Graph. 1.23. Percentage of Internet users (in the last three months), by educational level



Among the users of the Internet, 58.5% of them have secondary educational level, 21.6% tertiary, and 19.9% of users have an educational level lower than secondary.

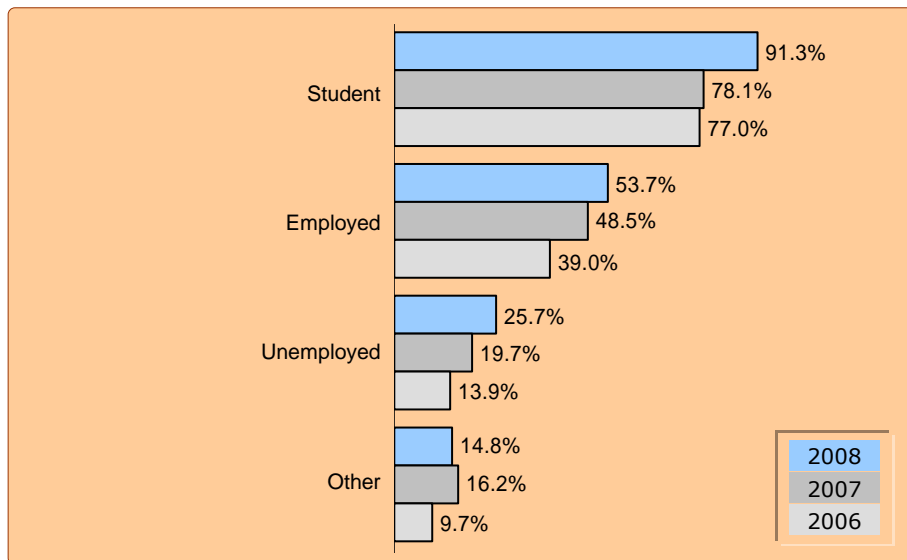
Graf. 1.24. Structure of education of Internet users



The percentage of Internet users (in last three months), by employment situation:

- 91.3% of students;
- 53.7% of employment;
- 25.7% of unemployment;
- 14.8% of other adult (retired persons, persons serving military service...).

Graph. 1.25. Percentage of Internet users (in the last three months), by employment situation

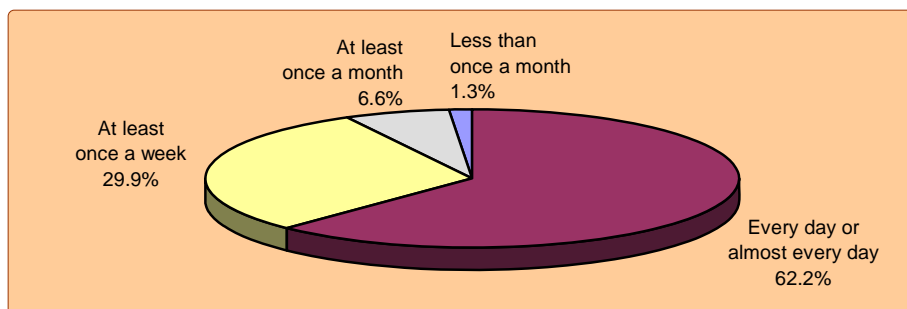


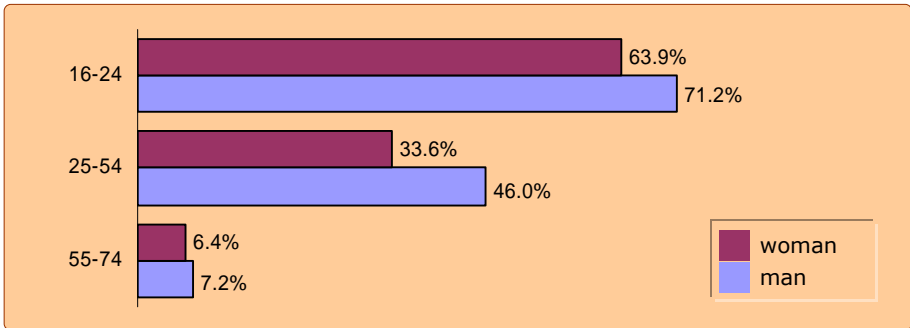
As far as the question on how often on average the respondents used the Internet in the last three months is concerned, 62.2% of them ticked: every day or almost every day.

More than 1 250 000 individuals use the Internet every day or almost every day

Compared to 2007, the number of individuals who used the Internet every day or almost every day has increased by slightly more than 400 000 persons.

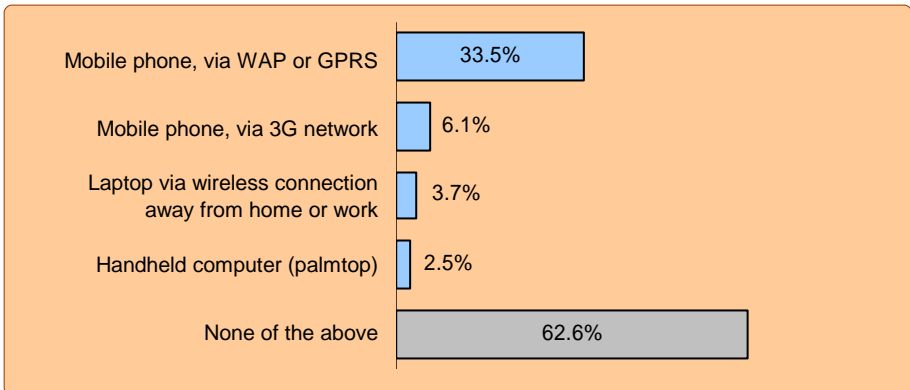
Graph. 1.26. How often on average did you use the Internet in the last 3 months?



Graph. 1.27. Use of the Internet (in the last 3 months), by sex and age

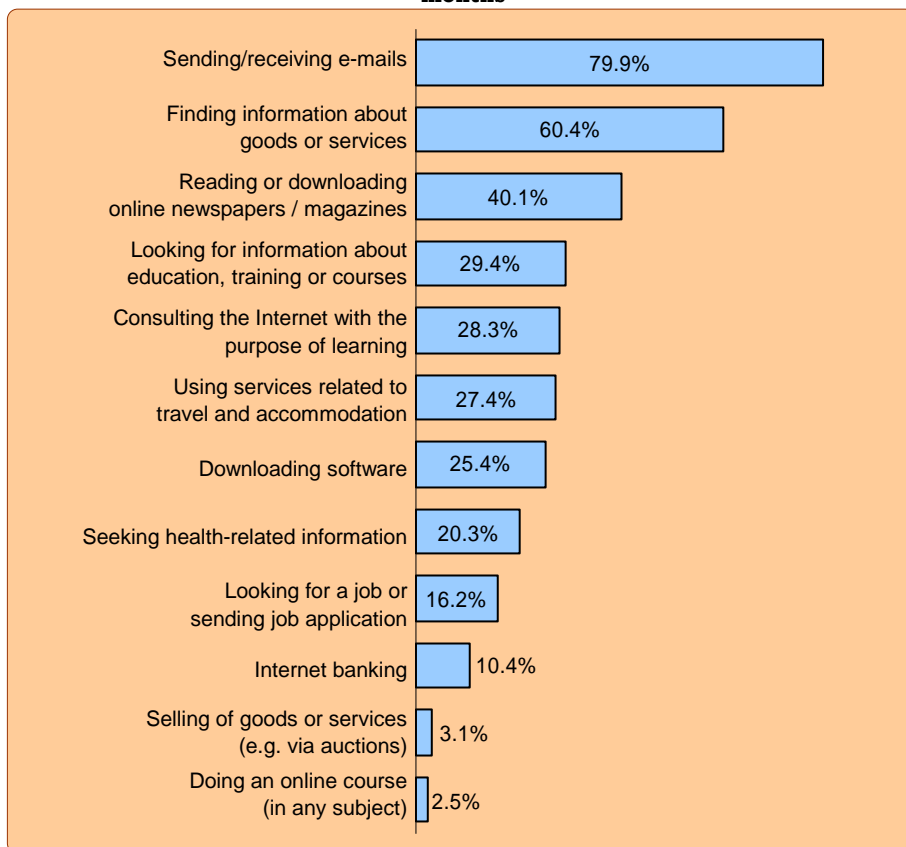
The analysis of respondents by sex shows that 40.6% males and 30.8% females used the Internet in the last three months.

In the last three months most the respondents used the Internet at home (79.7%), 29.3% of them at place of work, 17.1% at another person's home, 12.6% at place of education, and 6.5% in Internet cafés.

Graph. 1.28. Use of mobile devices for accessing the Internet

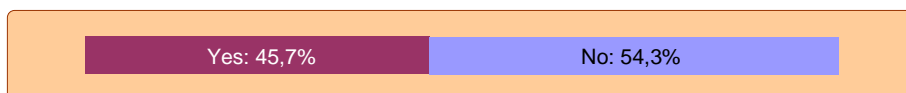
The respondents used the Internet in the last three months mostly for: sending and receiving e-mails (79.9%), finding information about goods and services (60.4%), reading or downloading online newspapers and magazines (40.1%).

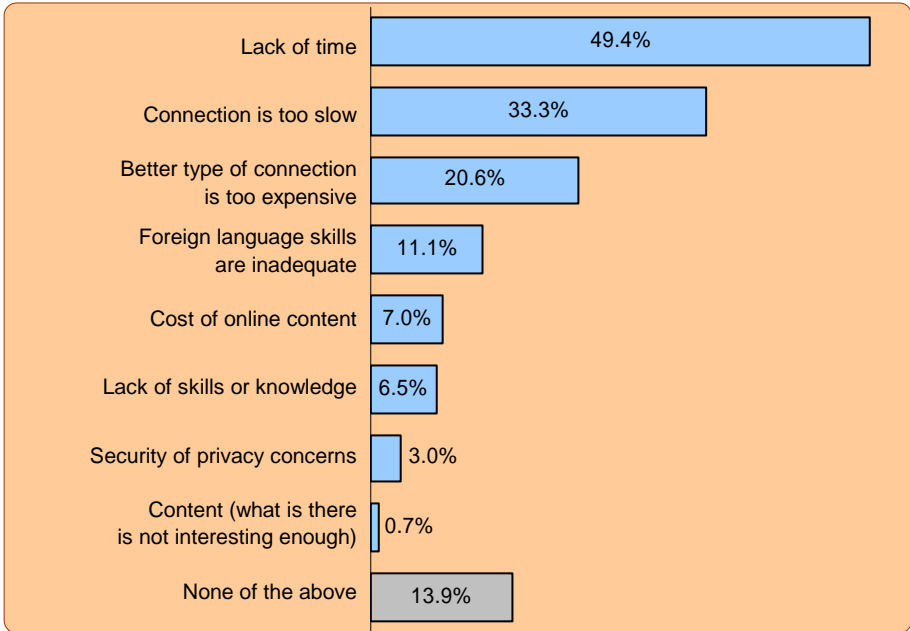
Graph. 1.29. Types of use of the Internet (for private purposes) in the last 3 months



There were 45.7% Internet users who affirmed the question: "Would you like to use the Internet more often?". As far as the barriers to more intensive use of the Internet are concerned, the respondents ticked most often „lack of time“ (49.4%), „Connection too slow“ (33.3%), and „Better connection type is too expensive“ (20.6%).

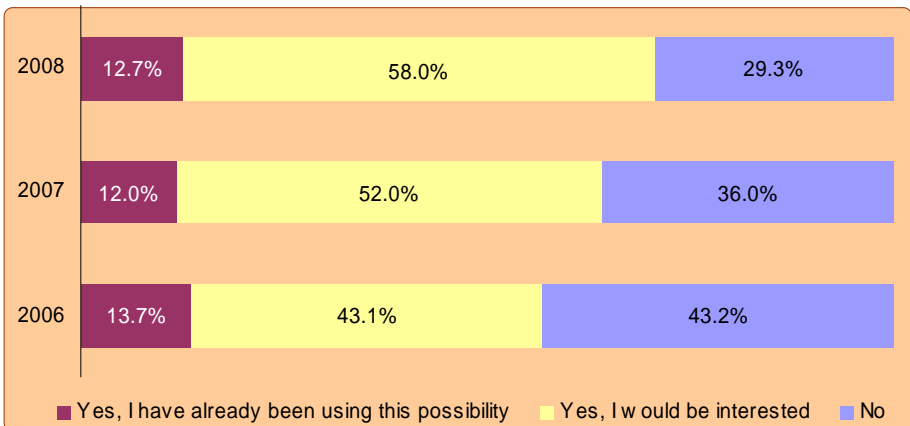
Graph. 1.30. Would you like to use the Internet more often?



Graph. 1.31. What are the barriers for more intensive use of the Internet?

1.3.7. Public administration (e-government)

The survey indicates that, among the Internet population, 12.7% of respondents interact with public authorities rather than having personal contacts or going to public institutions, while 58% of them are interested in that possibility but do not currently take advantage of it.

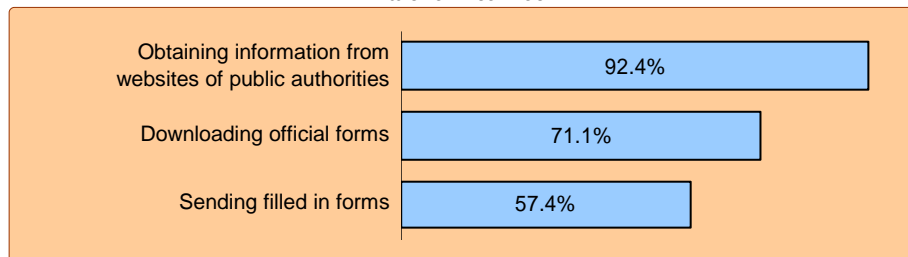
Graph. 1.32. Would you be interested in using the Internet services of public administration instead of making personal contacts?

The fact that 29.3% of respondent are not interested in using this possibility is disquieting.

Compared to 2007, the number of individuals who use public authorities e-services has increased by slightly 30 000 persons.

More than 260 000 individuals interact iwth public authorities over the Internet.

Graph. 1.33. Which of the following activities have you carried out via the Internet?



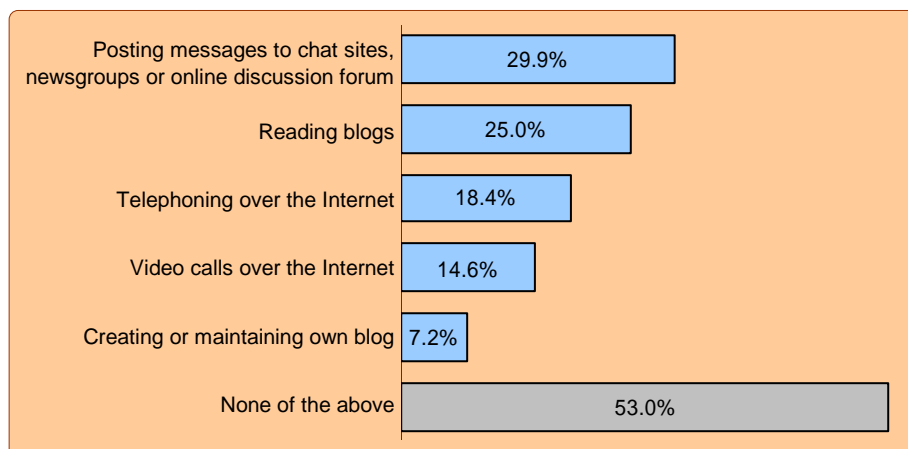
The survey indicates that 92.4% of respondents used the Internet in the last three months for obtaining information from public authorities websites, 71.1% for downloading official forms, and 57.4% for returning filled in forms.

1.3.8. Use of advanced Internet services

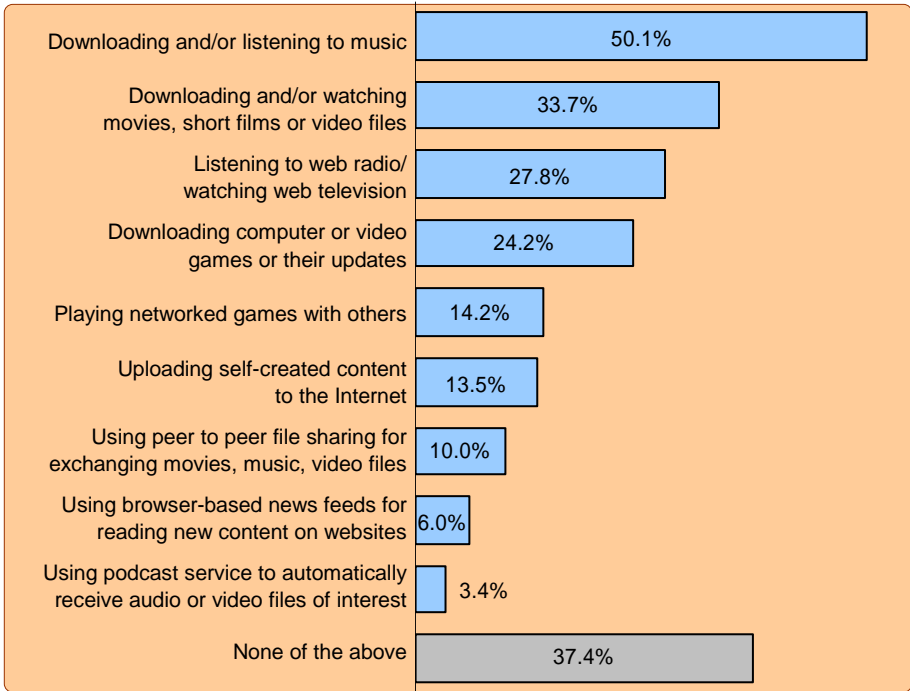
Advanced Internet services comprise: creation and maintenance of own blog, posting messages to chat sites, video calls over the Internet, telephoning over the Internet, listening to web radio and watching web television.

Most of use the Internet for posting messages to chat sites, newsgroups or discussion forum (29.9%) or read blogs (25%).

Graf 1.34. Use of the Internet for communication (for private purposes) in the last 3 months

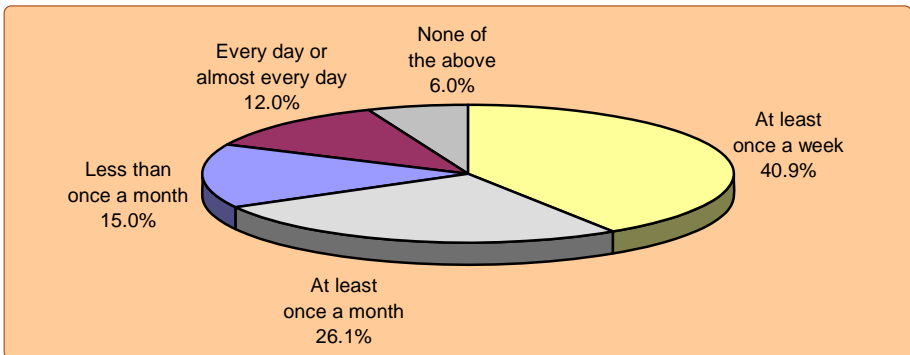


Graph. 1.35. Did you use the Internet in the last 3 months for the following activities?



Among respondents who download music and/or movies, 40.9% of them said they did it at least once a week, while 12% said they did it every day or almost every day.

Graph. 1.36. How often did you download music/movies over the Internet in the last 3 months?



1.3.9. E-commerce

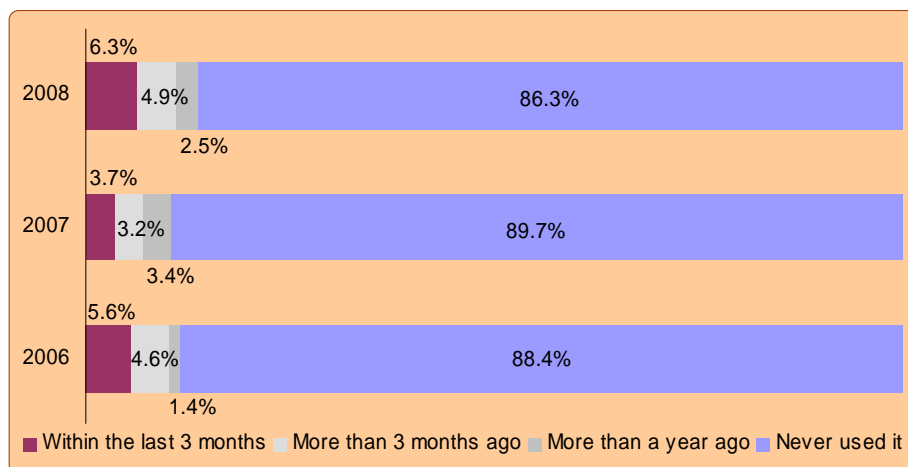
As far as the time within which the respondents bought/ordered goods or services over the Internet is concerned, 6.3% of users bought/ordered goods or services in the last three months, 4.9% did it more than three months ago, and 2.5% more than a year ago.

86.3% of respondents have never bought/ordered goods or services over the Internet.

More than 250 000 individuals bought/ordered goods/services over the Internet over the last year.

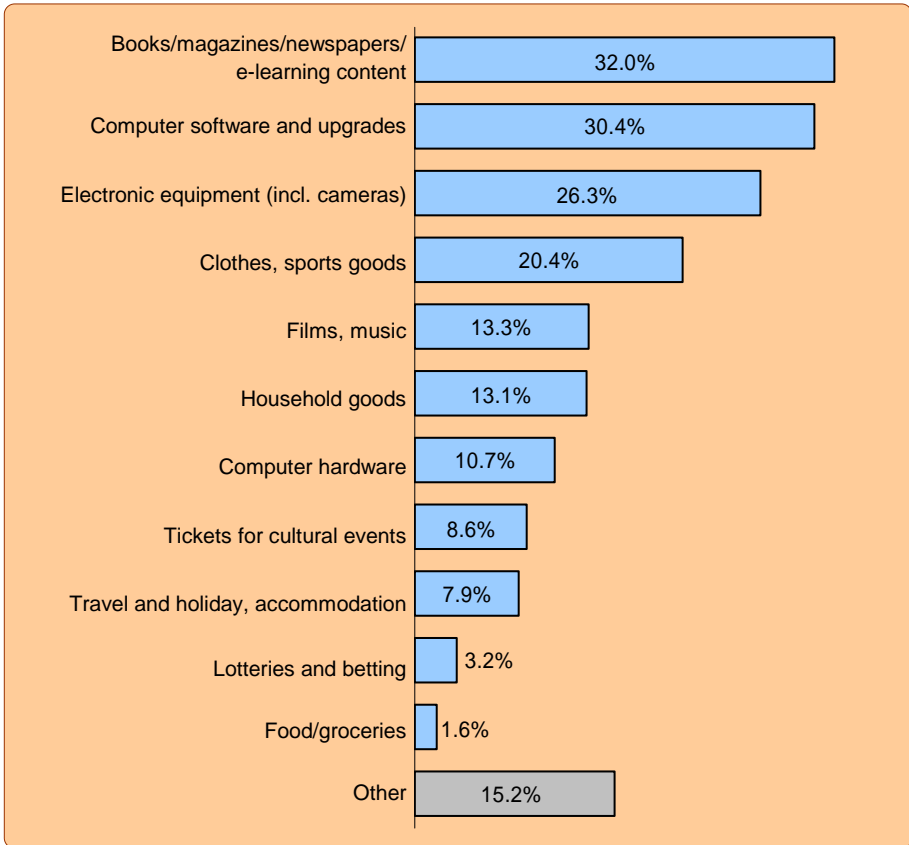
Compared to 2007, the number of individuals who bought/ordered goods/services via the Internet has increased by slightly more than 115 000 persons.

Graph. 1.37. When did you last (for private purposes) bought/ordered goods or services over the Internet?



Most of the respondents buy/order books, magazines and learning material (32%), computer software (30.4%) and electronic equipment (26.3%).

Graph. 1.38. What types of goods or services did you order (for private purposes) over the Internet in the last 12 months?



1.4. RESULTS OF THE SURVEY

MODUL 1.A: Access to information and communication technologies

percentages

Answer (household)	Income			Region			Type of household		Total
	Under 300 euros	300 - 600 euros	More than 600 euros	Central Serbia	Vojvodina	Belgrade	Urban	Rural	
A1: Devices accessed in households (all that apply)									
TV	97.3	99.7	100.0	97.3	99.3	99.6	99.0	97.4	98.4
Cable TV	30.4	49.7	65.5	30.3	35.9	68.5	55.5	19.1	40.5
Mobile phone	61.4	90.2	94.9	74.7	72.3	76.9	77.5	70.2	74.5
Personal computer (PC)	20.7	61.1	83.9	34.8	41.5	53.1	47.5	31.2	40.8
Internet enabled mobile phone (GPRS, UMTS...)	4.8	17.1	28.7	11.8	7.6	15.3	12.9	9.3	11.4
Laptop	1.4	7.5	24.3	4.4	5.3	9.6	7.8	3.1	5.8
Games consoles	0.8	4.8	13.4	3.5	2.8	4.2	4.0	2.7	3.5
Handheld computer (palmtop)	0.2	0.1	2.3	0.3	0.5	0.4	0.5	0.3	0.4
None of the above	2.0	0.1	0.0	1.9	0.4	0.7	0.6	1.9	1.2
A2: Do you or anyone in your household have access to the Internet at home?									
No	83.2	48.3	21.8	70.8	64.6	53.4	57.7	75.8	65.2
Yes	14.6	51.1	76.4	27.2	34.0	45.5	41.2	21.7	33.2
Don't know	2.2	0.6	1.8	2.0	1.4	1.1	1.1	2.5	1.6
A3: Devices with which the Internet is accessed (all that apply)¹⁾									
Personal computer (PC)	94.3	95.6	95.4	95.6	94.3	95.6	95.5	94.3	95.2
Mobile phone	17.5	24.3	33.6	28.8	19.1	24.9	24.7	25.3	24.8
Portable computer (laptop)	3.3	9.0	12.9	8.8	7.4	9.2	9.5	5.9	8.5
Handheld computer (palmtop)	0.0	0.5	1.1	0.6	0.9	0.0	0.3	0.9	0.5
TV set with specific Internet device	0.0	0.0	0.6	0.0	0.5	0.0	0.0	0.6	0.1

¹⁾ The data refer to households that answered "YES" in question A2.

MODUL 1.A: Access to information and communication technologies

percentages

Answer (household)	Income			Region			Type of household		Total
	Under 300 euros	300 - 600 euros	More than 600 euros	Central Serbia	Vojvodina	Belgrade	Urban	Rural	
A4: Type of Internet connection (all that apply)¹⁾									
Modem	56.2	55.0	37.2	54.4	55.9	42.4	45.9	65.2	51.1
DSL (ADSL)	22.2	21.0	34.3	26.2	20.0	26.1	26.4	19.0	24.4
Cable Internet	17.6	23.4	28.4	17.7	18.8	34.3	26.7	13.4	23.2
Mobile phone: WAP, GPRS, etc.	12.1	14.6	21.1	16.9	14.3	14.8	15.1	16.8	15.5
ISDN	1.9	2.9	4.3	1.5	6.7	1.5	3.0	3.0	3.0
A5: Reasons for not having access to the Internet at home (all that apply)²⁾									
Don't need the Internet	31.4	30.7	21.4	31.6	32.0	27.2	32.8	28.8	30.9
Equipment costs too high	18.6	16.7	7.4	17.0	15.8	23.1	19.2	16.2	17.8
Don't want the Internet	10.2	12.1	6.9	7.7	15.2	12.0	11.1	10.0	10.6
Access costs too high	9.9	9.4	5.6	10.7	9.7	6.2	10.0	9.2	9.6
Lack of skills	5.8	4.7	3.6	5.6	5.4	5.3	4.2	6.9	5.5
Have access to the Internet elsewhere	2.7	9.5	23.1	4.3	4.7	8.0	6.2	3.9	5.1
Physical disability	5.9	2.1	2.3	2.8	5.4	9.8	4.7	4.9	4.8
Privacy or security concerns	0.0	0.7	0.0	0.0	0.3	0.4	0.2	0.2	0.2
None of the above, other	39.0	35.2	47.1	41.7	36.9	30.8	33.9	43.2	38.3

¹⁾ The data refer to households that answered "YES" in question A2.

²⁾ The data refer to households that answered "NO" in question A2.

MODULE 1.B: Use of

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
B1: When did you last								
Never used it	9.5	32.7	29.8	60.0	76.2	93.8	44.7	51.2
Within the last 3 months	85.1	58.7	60.7	34.7	16.5	3.7	48.5	42.6
More than 1 year ago	2.0	7.2	2.9	3.4	5.6	2.2	3.1	4.6
Between 3 months and a year ago	3.4	1.4	6.6	1.9	1.7	0.3	3.7	1.6
B2: How often on average did you								
Every day or almost every day	74.2	75.8	70.9	71.4	67.4	59.8	73.4	72.2
At least once a week	22.6	19.4	21.4	20.8	19.7	37.7	20.9	21.8
At least once a month	2.7	4.2	7.7	5.9	10.7	2.4	5.0	5.2
Less than once a month	0.5	0.6	0.0	1.9	2.2	0.1	0.7	0.8
B3: Where did you use a computer								
At home	89.2	87.7	89.4	82.1	88.3	77.3	88.6	86.5
At place of work (other than home)	8.2	37.4	40.8	45.6	34.5	36.3	32.0	27.4
At place of education	31.0	4.6	3.8	2.9	0.0	2.9	10.9	14.3
At another person's home	17.1	8.9	8.9	10.4	9.9	5.2	14.7	8.7
Other (Internet café, hotel...)	10.9	2.8	1.2	1.8	2.1	11.5	6.5	3.3
B4: When did you last take a training course								
Never taken one	77.0	69.9	72.0	64.6	70.2	81.6	74.6	69.1
More than 3 years ago	6.7	12.8	16.8	23.1	21.8	5.2	12.4	15.8
More than 1 year ago	4.5	13.9	7.5	5.4	5.2	11.5	7.2	8.0
Within the last 3 months	7.8	1.4	1.1	3.3	0.8	1.8	3.8	3.1
Between 3 months and a year ago	4.0	2.1	2.6	3.5	1.9	0.0	2.0	4.0

¹⁾ The data refer to individuals who answered "Within the last 3 months" in question B1.

²⁾ The data refer to individuals who answered "Never used it" in question B1.

computers

percentages

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		
use a computer?								
70.7	34.3	15.2	26.1	55.2	0.1	74.3	48.0	Never used it
24.9	57.6	76.8	64.9	38.2	97.9	21.1	45.5	Within the last 3 months
1.9	5.2	6.1	4.5	4.1	1.2	3.4	3.9	More than 1 year ago
2.5	2.9	1.9	4.5	2.5	0.8	1.2	2.6	Between 3 months and a year ago
use a computer in the last 3 months?¹⁾								
64.4	72.8	82.6	75.4	62.0	92.6	67.1	72.8	Every day or almost every day
29.8	20.2	14.9	19.5	27.9	6.3	28.7	21.3	At least once a week
5.8	5.9	2.1	4.5	9.0	1.1	3.3	5.1	At least once a month
0.0	1.1	0.4	0.6	1.1	0.0	0.9	0.8	Less than once a month
in the last 3 months? (all that apply)¹⁾								
88.9	87.5	86.5	82.8	91.9	93.5	90.2	87.6	At home
11.4	28.2	55.8	56.6	6.6	6.6	6.7	29.8	At place of work (other than home)
21.4	11.6	4.7	2.1	10.4	40.5	26.0	12.5	At place of education
14.7	11.6	9.0	10.0	12.7	11.5	16.9	11.8	At another person's home
10.3	3.2	3.9	1.7	3.6	16.1	8.4	5.0	Other (Internet café, hotel...)
(of at least 3 hours) on any aspect of computer use?²⁾								
77.0	75.6	54.8	65.7	81.7	71.2	73.5	71.9	Never taken one
6.7	12.5	27.6	19.3	6.5	9.6	15.3	14.0	More than 3 years ago
6.5	8.0	7.7	9.3	4.8	6.3	8.3	7.6	More than 1 year ago
6.6	2.0	4.1	2.4	4.4	6.7	2.8	3.5	Within the last 3 months
3.2	1.9	5.8	3.3	2.7	6.1	0.0	3.0	Between 3 months and a year ago

MODULE 1.C: Use of

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
C1: When did you last								
Never used it	20.2	44.3	48.8	70.4	87.3	96.2	54.8	63.5
Within the last 3 months	67.6	50.7	45.1	26.2	10.7	2.5	40.6	30.8
Between 3 months and a year ago	7.6	2.5	3.6	1.4	0.3	0.3	2.4	3.1
More than 1 year ago	4.6	2.5	2.6	2.0	1.7	1.0	2.2	2.6
C2: How often on average did you								
Every day or almost every day	62.3	59.6	63.6	63.6	64.9	63.0	64.7	59.1
At least once a week	31.5	29.7	31.4	26.3	23.1	32.1	27.7	32.6
At least once a month	5.9	7.1	4.2	9.5	12.0	4.9	6.2	7.2
Less than once a month	0.3	3.6	0.8	0.6	0.0	0.0	1.4	1.1
C3: Where did you use the Internet								
At home	77.4	75.1	86.3	80.1	90.3	70.9	78.2	81.7
At place of work (other than home)	8.3	33.9	43.7	43.0	38.1	46.6	32.6	25.1
At another person's home	27.5	16.9	8.3	11.4	5.1	7.8	17.6	16.4
At place of education	28.4	5.6	6.6	2.0	0.0	0.0	10.2	15.7
Internet café	12.6	6.6	1.7	2.4	0.0	0.0	9.6	2.6
Hotspot (at hotels, airports, public places...)	1.3	0.4	0.0	0.0	1.6	0.0	0.2	1.1
C4: Did you use any of the following mobile								
Mobile phone, via WAP or GPRS	52.2	21.3	33.4	22.4	4.9	3.7	37.1	29.0
Mobile phone, via 3G network	10.0	4.1	6.0	2.9	0.0	0.0	6.3	5.8
Laptop via wireless connection away from home or work	4.3	1.9	4.6	2.9	6.7	0.0	4.5	2.6
Handheld computer (palmtop)	0.4	6.4	1.6	2.6	1.1	0.0	3.6	1.1
None of the above	45.9	72.8	60.6	76.2	88.4	96.3	58.7	67.6

¹⁾ The data refer to individuals who answered "Within the last 3 months" in question C1.

the Internet

percentages

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		

use the Internet?

81.2	47.1	25.2	40.4	69.2	1.4	81.1	59.2	Never used it
16.2	45.5	68.4	53.7	25.7	91.3	14.8	35.6	Within the last 3 months
1.7	4.0	1.9	2.8	2.7	6.4	2.1	2.8	Between 3 months and a year ago
0.9	3.4	4.5	3.1	2.5	0.9	2.0	2.4	More than 1 year ago

use the Internet in the last 3 months?¹⁾

61.0	57.2	76.1	62.0	57.7	70.0	62.4	62.2	Every day or almost every day
35.5	32.0	19.8	29.1	35.6	25.5	27.8	29.9	At least once a week
3.5	8.7	4.1	6.7	6.6	4.4	9.0	6.6	At least once a month
0.0	2.1	0.0	2.2	0.1	0.1	0.8	1.3	Less than once a month

in the last 3 months? (all that apply)¹⁾

68.4	81.5	85.1	75.6	83.2	88.8	78.5	79.7	At home
11.6	27.0	50.3	52.0	7.5	4.5	10.4	29.3	At place of work (other than home)
27.3	17.6	6.8	13.8	17.4	22.2	23.5	17.1	At another person's home
19.9	13.1	5.3	3.1	11.7	42.7	15.5	12.6	At place of education
18.4	3.7	3.4	4.4	5.2	12.9	9.5	6.5	Internet café
2.2	0.0	0.8	0.2	0.0	0.0	4.1	0.6	Hotspot (at hotels, airports, public places...)

devices to access the Internet? (all that apply)¹⁾

50.5	30.5	26.6	23.9	38.2	51.9	40.4	33.5	Mobile phone, via WAP or GPRS
11.8	4.8	4.5	5.0	5.6	12.3	3.5	6.1	Mobile phone, via 3G network
5.4	1.6	7.4	4.1	1.1	5.0	5.0	3.7	Laptop via wireless connection away from home or work
5.8	1.4	2.3	4.3	1.4	0.1	0.0	2.5	Handheld computer (palmtop)
43.8	66.7	68.4	70.0	60.9	46.9	55.4	62.6	None of the above

MODULE 1.C: Use of

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
C5: For which activities did you use the Internet								
Sending/receiving e-mails	76.9	76.2	83.8	87.9	72.2	92.6	80.3	79.4
Finding information about goods or services	47.5	66.8	70.6	64.6	60.4	46.5	60.7	60.1
Reading or downloading online newspapers/magazines	35.2	45.6	39.3	43.6	38.6	42.6	42.0	37.7
Looking for information about education, training or courses	39.4	27.6	24.9	22.5	7.8	43.3	24.2	36.0
Consulting the Internet with the purpose of learning	38.7	20.1	27.7	20.9	23.7	29.9	24.6	33.1
Using services related to travel and accommodation	20.8	28.2	27.5	41.2	27.1	15.4	24.5	31.1
Downloading software	29.7	31.0	21.3	17.7	14.3	8.0	30.0	19.6
Seeking health-related information	19.0	16.4	21.6	27.3	14.7	52.3	17.9	23.4
Looking for a job and sending job application	12.0	26.8	15.8	10.2	12.7	9.9	17.2	14.9
Internet banking	5.5	8.9	16.1	11.9	20.4	11.8	8.0	13.4
Selling of goods or services (e.g. via auctions)	1.5	3.8	4.0	2.8	7.1	8.4	3.6	2.5
Doing an online course (in any subject)	2.0	2.1	3.9	2.8	0.0	7.8	2.6	2.5
C6: Would you like to								
No	51.9	53.9	55.5	57.4	58.0	57.6	56.6	51.4
Yes	48.1	46.1	44.5	42.6	42.0	42.4	43.4	48.6

¹⁾ The data refer to individuals who answered "Within the last 3 months" in question C1.

the Internet

percentages

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		
in the last 3 months for private purposes? ¹⁾								
73.3	78.4	89.2	80.9	74.9	90.4	72.3	79.9	Sending/receiving e-mails
38.9	64.2	69.5	67.2	56.8	54.0	48.2	60.4	Finding information about goods or services
33.9	38.2	50.3	43.7	37.5	36.9	34.7	40.1	Reading or downloading online newspapers/magazines
29.1	28.3	32.6	21.8	32.8	45.6	33.5	29.4	Looking for information about education, training or courses
27.1	28.3	29.4	23.5	27.0	38.6	37.5	28.3	Consulting the Internet with the purpose of learning
17.1	26.5	38.6	32.7	22.4	18.9	26.4	27.4	Using services related to travel and accommodation
23.9	26.3	24.5	24.7	23.5	34.0	21.1	25.4	Downloading software
26.6	16.5	24.6	18.5	21.5	13.9	33.3	20.3	Seeking health-related information
3.8	18.9	19.9	15.4	24.8	12.9	6.6	16.2	Looking for a job and sending job application
4.2	9.6	17.7	13.7	6.6	8.1	6.8	10.4	Internet banking
0.0	3.2	5.5	4.6	1.4	2.1	1.5	3.1	Selling of goods or services (e.g. via auctions)
0.4	1.5	7.0	3.4	0.0	3.6	2.6	2.5	Doing an online course (in any subject)
use the Internet more often? ¹⁾								
55.1	52.8	57.5	56.0	56.2	45.1	55.3	54.3	No
44.9	47.2	42.5	44.0	43.8	54.9	44.7	45.7	Yes

MODULE 1.C: Use of

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
What are your barriers to								
Lack of time	34.6	65.0	55.6	48.8	55.0	35.5	45.3	54.1
Connection is too slow	27.3	35.8	36.8	38.9	30.6	38.6	34.8	31.5
Better type of connection is too expensive (e.g. cable Internet is too expensive)	18.7	21.6	23.9	20.2	9.5	39.7	21.4	19.6
Foreign language skills inadequate	8.8	7.1	12.0	22.5	12.7	0.0	8.4	14.1
Costs of online content (content payable to sites)	5.5	9.2	5.1	12.2	0.0	0.0	7.7	6.2
Lack of skills or knowledge (e.g. sites are too complicated)	6.9	5.2	1.1	14.2	10.0	21.2	2.9	10.6
Security or privacy concerns	2.7	5.2	1.4	1.7	4.7	0.0	2.1	4.0
Content (what is there is not interesting enough)	2.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5
None of the above	21.8	8.9	10.6	8.3	12.9	17.0	12.3	15.7

¹⁾ The data refer to individuals who answered "YES" in question C6.

the Internet

percentages

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		
more intensive use of the Internet?								
42.3	46.2	64.9	58.9	45.1	36.7	39.4	49.4	Lack of time
23.6	35.8	35.1	34.2	32.6	44.4	13.5	33.3	Connection is too slow
13.9	21.3	24.5	22.9	22.4	11.6	21.7	20.6	Better type of connection is too expensive (e.g. cable Internet is too expensive)
14.1	10.6	9.8	15.0	8.8	5.7	8.2	11.1	Foreign language skills inadequate
14.4	4.8	6.6	8.2	6.2	9.6	0.0	7.0	Costs of online content (content payable to sites)
9.3	6.3	4.5	5.1	6.6	8.1	9.5	6.5	Lack of skills or knowledge (e.g. sites are too complicated)
2.5	3.0	3.2	1.2	8.6	1.6	1.6	3.0	Security or privacy concerns
3.6	0.0	0.0	0.0	3.1	0.0	0.0	0.7	Content (what is there is not interesting enough)
21.1	13.7	8.1	8.3	16.7	15.2	29.1	13.9	None of the above

ODULE 1.C-a: Public administration (e-gouvernement)

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
C8: Would you be interested in interacting with public								
Yes, I would be interested (but currently I don't use this possibility)	54.1	64.1	56.5	58.1	64.8	36.8	57.0	59.1
No	36.7	24.0	27.8	25.4	20.5	47.7	30.3	28.0
Yes, I have already been using this possibility	9.3	11.9	15.7	16.5	14.7	15.4	12.6	12.8
C9: for which of the following public administration services								
Within the last								
Obtaining information from websites of public authorities	87.8	72.4	78.4	81.3	50.6	28.4	79.7	75.8
Downloading official forms	45.7	55.2	38.4	61.8	61.6	28.4	53.0	45.5
Sending filled in forma	40.4	44.0	42.7	45.2	50.6	28.4	46.8	38.7
Within the last								
Obtaining information from websites of public authorities	6.5	24.2	13.6	5.4	38.4	71.6	11.6	18.2
Downloading official forms	14.6	21.4	29.8	17.9	23.5	23.7	16.5	27.8
Sending filled in forma	17.3	25.7	10.8	5.4	0.0	23.7	10.5	19.0

¹⁾ The data relate to individuals who answered "Within the last 3 months" in question C1.

²⁾ The data refer to individuals who answered "Yes, I have already been using this possibility" in question C8.

percentages

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		
administration Internet service rather than making personal contacts? ¹⁾								
50.2	61.7	55.2	59.2	54.2	63.7	52.8	58.0	Yes, I would be interested (but currently I don't use this possibility)
43.9	26.5	23.9	24.3	40.7	22.0	37.0	29.3	No
5.8	11.9	20.8	16.5	5.1	14.2	10.2	12.7	Yes, I have already been using this possibility
did you use the Internet? (all that apply) ²⁾								
3 months								
91.7	75.7	77.8	78.0	68.5	89.4	66.5	77.9	Obtaining information from websites of public authorities
46.1	44.7	57.7	55.5	11.3	46.4	54.1	49.6	Downloading official forms
46.1	35.2	54.0	47.4	11.3	39.0	54.1	43.2	Sending filled in forma
12 months								
8.3	17.5	11.8	13.3	31.5	4.7	23.5	14.5	Obtaining information from websites of public authorities
0.0	29.8	14.8	17.9	74.1	6.8	20.4	21.5	Downloading official forms
0.0	21.3	7.5	7.6	82.8	3.5	10.4	14.2	Sending filled in forma

MODULE 1.D:

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
D1: Did you use in the past 3 months the Internet for private								
Possting messages to chat sites,newsgroups or online discussion forum	43.7	32.2	19.8	17.7	10.5	6.2	30.5	29.1
Reading blogs	35.2	24.5	21.5	12.1	15.3	15.1	22.3	28.4
Telephoning over the Internet	16.1	18.8	17.5	21.9	25.6	23.4	20.2	16.2
Video calls over the Internet	18.8	8.3	12.1	16.0	27.4	3.3	15.1	13.9
Creating or maintaining own blog	12.2	6.3	4.6	3.3	1.6	3.3	7.6	6.7
None of the above	43.9	53.5	58.2	60.0	66.6	58.9	53.4	52.5
D2: Did you replace the following means of communication								
Very								
Mobile phone calls	22.8	4.9	8.7	7.2	0.0	0.0	15.4	6.3
Use of fixed telephone line	23.0	13.6	13.9	6.8	12.2	31.6	19.4	10.2
Use of e-mails	11.9	8.6	13.6	7.8	12.3	0.0	10.0	12.2
To some								
Mobile phone calls	35.6	26.0	39.8	67.1	53.3	61.5	41.0	39.3
Use of fixed telephone line	46.5	54.4	39.2	65.8	65.2	68.4	55.9	42.5
Use of e-mails	41.8	34.3	27.7	45.5	38.3	61.5	40.9	32.5
Not at all								
Mobile phone calls	41.5	69.1	51.4	25.8	46.7	38.5	43.6	54.4
Use of fixed telephone line	30.4	32.0	47.0	27.4	22.6	0.0	24.8	47.3
Use of e-mails	46.3	57.1	58.7	46.7	49.4	38.5	49.2	55.3

¹⁾ The data refer to individuals who answered "Within the last 3 months" in question C1.

²⁾ The data refer to individuals who answered "YES" in question D1and/or D1b.

Use of advanced services¹⁾

percentages

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		

purposes for the following communication activities ? (all that apply)

36.7	30.0	23.6	22.6	30.8	47.7	35.1	29.9	Posting messages to chat sites, newsgroups or online discussion forum
39.7	19.1	27.4	18.7	22.0	45.0	31.1	25.0	Reading blogs
14.1	18.7	21.4	18.8	14.6	18.8	23.8	18.4	Telephoning over the Internet
16.3	11.8	20.0	10.0	11.3	24.1	27.6	14.6	Video calls over the Internet
13.4	5.0	7.4	4.4	5.7	11.6	15.8	7.2	Creating or maintaining own blog
44.8	57.8	47.7	59.5	56.1	29.3	50.4	53.0	None of the above

with Internet calls?²⁾**much**

21.7	10.0	8.9	7.1	13.3	33.3	0.0	12.1	Mobile phone calls
21.7	16.4	10.9	15.2	13.9	31.5	3.3	16.0	Use of fixed telephone line
10.9	8.9	14.7	10.5	7.8	22.5	1.7	10.8	Use of e-mails

extent

33.9	39.5	47.2	39.8	44.0	32.8	46.3	40.4	Mobile phone calls
59.1	45.5	56.0	48.0	52.4	53.3	54.9	51.0	Use of fixed telephone line
58.1	38.0	21.3	37.3	28.2	22.8	66.1	37.8	Use of e-mails

44.3	50.5	43.9	53.0	42.7	33.8	53.7	47.5	Mobile phone calls
19.2	38.1	33.1	36.9	33.7	15.2	41.7	32.9	Use of fixed telephone line
31.0	53.1	64.0	52.2	64.0	54.7	32.2	51.4	Use of e-mails

MODULE 1.D:

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
D3: Did you use the Internet in the last 3 months								
Downloading and/or listening to music	65.1	44.9	44.7	41.4	28.6	24.7	51.9	47.8
Downloading and/or watching movies, short films or video files	43.9	32.7	26.4	29.3	14.5	25.0	38.6	27.4
Listening to web radios/watching web television	33.6	27.3	23.6	26.3	15.3	11.0	31.7	22.8
Downloading computer or video games or their updates	33.0	24.5	18.9	17.8	9.7	3.7	27.9	19.6
Playing networked games with others	21.3	11.2	12.3	9.6	3.4	6.2	18.2	9.1
Uploading self-created content to the Internet	20.3	14.9	7.7	8.2	5.9	0.0	15.8	10.6
Using peer-to-peer file sharing for exchanging movies, music, etc.	15.1	10.7	7.6	4.2	0.0	3.7	12.9	6.3
Using browser based news feeds (e.g. RSS) for reading new content on websites	6.9	6.8	4.2	5.6	6.0	3.7	6.3	5.6
Using podcast service to automatically receive audio or video files of interest	4.6	3.0	3.9	1.6	0.0	3.7	4.4	2.2
None of the above	22.1	40.8	43.5	48.2	59.9	64.3	34.1	41.5
D4: How often did you download music and/or films								
At least once a week	47.4	36.1	36.8	34.0	38.8	34.9	40.0	42.2
At least once a month	22.3	28.9	34.9	18.6	31.6	40.5	25.5	26.9
Less than once a month	11.3	17.6	18.1	18.2	14.7	11.7	13.6	16.8
Every day or almost every day	14.3	12.9	6.1	14.8	0.0	0.0	13.9	9.4
None of the above	4.7	4.4	4.1	14.3	14.8	12.9	6.9	4.7

¹⁾ The data refer to individuals who answered "Within the last 3 months" in question C1.

²⁾ The data refer to individuals who answered "YES" in questions D3b and/or D3c and/or D3d and/or D3e.

Use of advanced services¹⁾

percentages

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		
for the following activities? (all that apply)								
67.8	47.0	42.8	41.8	48.7	72.9	58.2	50.1	Downloading and/or listening to music
50.4	29.1	30.7	28.9	27.9	48.0	46.0	33.7	Downloading and/or watching movies, short films or video files
45.6	22.8	24.9	22.8	31.2	40.6	25.1	27.8	Listening to web radios/watching web television
48.6	20.4	12.9	20.7	21.7	32.4	33.0	24.2	Downloading computer or video games or their updates
20.8	14.4	7.7	10.3	12.8	19.2	26.4	14.2	Playing networked games with others
20.9	10.9	13.9	11.6	12.6	24.0	10.1	13.5	Uplodaing self-created content to the Internet
7.8	10.5	10.4	6.9	10.0	21.4	8.1	10.0	Using peer-to-peer file sharing for exchanging movies, music, etc.
3.6	6.0	8.1	5.2	7.8	8.4	3.0	6.0	Using browser based news feeds (e.g. RSS) for nreading new content on websites
0.0	3.8	5.3	3.1	5.3	4.0	0.3	3.4	Using podcast service to automatically receive audio or video files of interest
13.2	42.9	44.1	44.6	38.9	16.4	31.5	37.4	None of the mentioned
in the last 3 months? (all that apply)²⁾								
47.8	38.0	40.0	42.0	30.8	45.8	46.1	40.9	At least once a week
19.9	28.2	28.3	30.3	31.3	16.5	20.5	26.1	At least once a month
25.0	10.7	13.6	10.9	18.1	15.1	21.9	15.0	Less than once a month
3.5	16.2	11.7	10.0	14.5	15.0	9.2	12.0	Every day or almost every day
3.8	6.8	6.5	6.7	5.2	7.6	2.2	6.0	None of the above

MODULE 1.D:

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
D5: Did you pay in the last 3 months for online								
No	89.3	91.3	95.3	86.5	95.2	91.5	90.0	92.2
Yes	10.7	8.7	4.7	13.5	4.8	8.5	10.0	7.8
D6: What would make you pay for online								
Nothing, no willingness to pay	57.9	57.5	55.3	63.1	58.7	63.9	57.9	58.2
Lack of free available content	19.0	13.5	13.2	10.2	9.6	13.5	11.8	18.0
More convenient payment methods	16.2	9.2	20.2	5.7	11.5	4.0	14.0	13.1
More advantageous prices compared to offline content	5.3	8.0	14.1	6.2	1.7	0.0	8.4	7.4
Better quality of paid content than free services	6.6	10.5	7.2	6.8	4.8	4.8	8.1	6.9
Wider range of choices, content more easily available	5.9	8.3	8.3	8.7	5.1	0.0	7.1	7.8
Right to share legally protected content	3.4	5.6	5.4	4.5	5.7	0.0	6.7	2.1
None of the above	3.3	7.4	5.4	7.6	17.6	13.8	5.6	6.8
D7: Did you replace the following means of communication								
Very								
Reading of online news instead of printed news, newspapers, magazines	10.7	10.6	16.5	17.2	9.9	18.2	13.7	12.1
Downloading music files instead of buying a CD	25.1	11.2	9.8	3.6	3.4	6.6	14.5	13.3
Downloading films and videos instead of buying/renting a DVD	16.0	5.8	5.6	3.2	3.6	2.9	9.3	7.8
Listening to web radio instead of listening to normal radio	9.7	4.0	6.8	4.3	1.9	2.9	6.2	6.8
Using online contacts instead of personal contacts with public services and administrations	2.8	2.6	2.7	2.1	1.1	0.0	2.6	2.4

¹⁾ The data refer to individuals who answered "Within the last 3 months" in question C1.

²⁾ The data refer to individuals who answered "No" in question D5.

Use of advanced services¹⁾

percentages

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		
audiovisual content over the Internet?								
83.9	94.4	88.4	92.7	93.4	82.2	90.3	91.0	No
16.1	5.6	11.6	7.3	6.6	17.8	9.7	9.0	Yes
audiovisual content? (all that apply)²⁾								
51.5	60.0	58.1	59.5	61.7	45.5	59.1	58.0	Nothing, no willingness to pay
18.0	15.3	9.7	12.8	9.7	21.4	24.1	14.6	Lack of free available content
25.2	11.4	10.1	10.8	19.0	19.1	8.3	13.6	More convenient payment methods
8.0	8.4	6.5	6.5	12.6	4.5	8.5	7.9	More advantageous prices compared to offline content
10.9	6.7	7.3	8.0	9.2	4.2	6.6	7.6	Better quality of paid content than free services
6.1	7.8	7.3	8.0	7.6	5.0	6.9	7.4	Wider range of choices, content more easily available
0.0	5.3	6.5	5.6	3.0	7.9	0.0	4.6	Right to share legally protected content
2.0	6.6	8.3	5.8	6.4	4.5	9.3	6.2	None of the above
with Internet calls?								
much								
8.6	13.6	15.4	14.8	7.8	10.4	18.9	13.0	Reading of online news instead of printed news, newspapers, magazines
23.3	12.6	9.4	8.8	9.2	33.7	19.0	14.0	Downloading music files instead of buying a CD
12.0	8.4	6.1	7.1	4.4	16.5	13.1	8.6	Downloading films and videos instead of buying/renting a DVD
14.0	5.3	3.0	3.9	5.9	14.9	7.4	6.5	Listening to web radio instead of listening to normal radio
0.0	3.2	2.9	3.4	1.6	2.9	0.0	2.5	Using online contacts instead of personal contacts with public services and administrations

MODULE 1.D:

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
To some								
Reading of online news instead of printed news, newspapers, magazines	41.6	32.9	38.8	35.1	42.5	45.5	35.1	41.6
Downloading music files instead of buying a CD	37.9	35.7	39.7	29.0	27.9	29.1	37.0	34.5
Downloading films and videos instead of buying/renting a DVD	26.4	29.3	31.2	21.1	21.1	29.4	30.6	22.9
Listening to web radio instead of listening to normal radio	24.1	27.6	18.5	19.5	13.3	8.0	23.1	21.5
Using online contacts instead of personal contacts with public services and administrations	17.1	19.6	14.0	17.7	23.9	19.1	16.9	18.0
Not at all								
Reading of online news instead of printed news, newspapers, magazines	47.6	56.5	44.7	47.7	47.6	36.4	51.2	46.3
Downloading music files instead of buying a CD	37.0	53.1	50.5	67.4	68.7	64.4	48.5	52.2
Downloading films and videos instead of buying/renting a DVD	57.6	64.9	63.2	75.8	75.3	67.7	60.2	69.3
Listening to web radio instead of listening to normal radio	66.1	68.3	74.7	76.2	84.8	89.0	70.7	71.6
Using online contacts instead of personal contacts with public services and administrations	80.2	77.8	83.3	80.2	75.0	80.9	80.5	79.5

¹⁾ The data refer to individuals who answered "Within the last 3 months" in question C1.

Use of advanced services¹⁾

percentages

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		
extent								
39.0	36.4	41.1	37.1	35.0	48.9	33.6	38.0	Reading of online news instead of printed news, newspapers, magazines
42.8	35.3	31.4	34.8	37.0	39.1	34.3	35.9	Downloading music files instead of buying a CD
36.1	25.7	23.2	25.5	24.9	37.3	25.7	27.2	Downloading films and videos instead of buying/renting a DVD
32.9	18.5	23.3	20.7	18.3	29.1	28.8	22.4	Listening to web radio instead of listening to normal radio
22.2	15.2	18.8	16.9	9.3	30.6	18.4	17.4	Using online contacts instead of personal contacts with public services and administrations
52.4	50.1	43.5	48.1	57.2	40.6	47.4	49.0	Reading of online news instead of printed news, newspapers, magazines
33.9	52.1	59.1	56.4	53.7	27.2	46.7	50.1	Downloading music files instead of buying a CD
51.9	65.9	70.6	67.5	70.7	46.2	61.2	64.2	Downloading films and videos instead of buying/renting a DVD
53.1	76.2	73.7	75.4	75.8	56.0	63.8	71.1	Listening to web radio instead of listening to normal radio
77.8	81.6	78.3	79.6	89.1	66.5	81.6	80.1	Using online contacts instead of personal contacts with public services and administrations

MODULE 1.D-a:

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
D8: Do you use a mobile phone?								
Yes	100.0	95.7	97.0	80.7	62.9	35.7	85.5	76.7
No	0.0	4.3	3.0	19.3	37.1	64.3	14.5	23.3
D9: For which of the following activities did you use								
Sending photographs or video clips	51.7	24.1	17.2	11.3	2.6	1.9	24.4	20.1
Browsing the Internet	29.2	9.9	9.1	6.2	0.6	0.0	13.8	9.1
Reading e-mails	21.4	6.7	5.4	5.1	0.6	0.5	10.5	5.8
Subscription to information	14.9	2.7	3.8	2.5	0.0	0.0	6.1	3.9
Paying for goods or services	1.9	1.9	3.9	2.1	0.8	0.5	2.6	1.7
Uploading photographs or video clips from your phone to websites	3.7	1.5	1.9	1.1	0.0	0.7	1.5	2.0
Downloading and/or watching TV or video (over 3G network)	4.1	0.5	1.8	1.4	0.0	0.0	1.6	1.7
Personal navigation (for finding location or address) by using location-aware services	1.7	0.8	0.5	1.1	0.3	0.0	1.4	0.4
None of the above	37.9	71.0	75.2	83.9	96.3	96.6	68.4	75.3
D10: Do you use prepayment or postpayment								
Prepaid	79.6	78.9	82.6	78.0	88.4	84.8	81.0	81.1
Postpaid	24.4	26.7	25.7	27.9	16.1	17.6	24.7	24.4

¹⁾ The data refer to individuals who answered "YES" in question D8.

Use of mobiles phone

percentages

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		
66.1	91.8	94.6	96.7	82.8	99.2	57.6	81.0	Yes
33.9	8.2	5.4	3.3	17.2	0.0	42.4	19.0	No
a mobile phone for private purposes in the last 3 months (all that apply)¹⁾								
19.6	24.2	22.1	21.9	16.6	61.2	18.4	22.3	Sending photographs or video clips
9.5	11.7	16.0	10.9	7.4	33.8	11.5	11.5	Browsing the Internet
9.9	6.2	11.5	8.1	5.4	22.4	8.1	8.2	Reading e-mails
4.7	4.4	8.3	4.7	4.0	17.9	2.9	5.1	Subscription to information
2.6	1.3	4.4	3.2	1.1	1.7	2.1	2.2	Paying for goods or services
2.0	0.7	5.1	1.7	1.9	6.1	0.2	1.8	Uploading photographs or video clips from your phone to websites
1.7	1.2	3.3	2.3	1.8	1.5	0.3	1.7	Downloading and/or watching TV or video (over 3G network)
0.6	0.5	3.4	1.9	0.0	2.1	0.1	0.9	Personal navigation (for finding location or address) by using location-aware services
75.5	70.1	68.1	70.8	77.4	30.5	79.0	71.7	None of the above
for your mobile phone? (all that apply)¹⁾								
85.5	80.1	73.2	74.4	89.2	80.0	80.8	81.0	Prepaid
18.1	24.9	39.8	33.6	14.3	23.1	24.5	24.6	Postpaid

MODULE 1.E: e-commerce

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
E1: When did you last buy/order goods or services								
Never	88.0	83.7	85.3	87.1	89.2	90.1	84.6	88.4
Within the last 3 months	5.0	9.4	6.8	5.4	2.7	0.0	6.8	5.7
More than 3 months ago	3.7	4.6	6.0	6.6	4.9	2.8	6.7	2.8
More than a year ago	3.3	2.3	1.9	0.9	3.1	7.1	1.9	3.1
E2: What types of goods or services did you buy or order								
Books/magazines/newspapers/e-learning material	20.1	19.4	31.5	73.7	31.7	100.0	26.9	41.5
Computer software and upgrades	5.2	37.4	37.4	47.8	35.7	0.0	37.4	17.1
Electronic equipment (incl. cameras)	19.5	13.2	40.9	38.3	17.7	100.0	35.3	9.3
Clothes, sport goods	37.1	15.6	15.7	6.1	37.4	0.0	21.9	17.7
Films, music	4.7	0.0	19.5	44.3	0.0	0.0	15.7	8.6
Household goods	3.2	13.5	20.2	14.4	31.3	0.0	9.4	20.2
Computer hardware	0.6	11.5	21.2	7.8	17.7	0.0	8.7	14.3
Ticket for cultural events	1.9	4.8	15.1	17.9	0.0	0.0	10.2	5.5
Travel and holiday, accommodation	0.0	3.7	16.1	14.4	13.7	0.0	6.8	9.8
Lotteries and betting	0.0	2.8	9.5	0.0	0.0	0.0	4.9	0.0
Share purchase/financial services/insurance	0.6	0.0	7.1	7.8	0.0	0.0	3.5	2.7
Food/groceries	4.5	1.5	0.0	0.0	0.0	0.0	0.0	4.7
Other	16.9	26.7	7.2	7.8	0.0	0.0	13.3	18.9
E3: Were any of the following products that you bought or								
Computer software	17.2	75.1	73.8	9.4	35.8	0.0	57.5	26.8
(Electronic) books, magazines, newspapers, e-learning material	0.0	44.0	69.1	30.1	27.7	100.0	43.4	31.4
Films, music	54.8	0.0	35.4	53.3	0.0	0.0	30.9	32.9

¹⁾ The data refer to individuals who did not answer "Never used it" in question C1.

²⁾ The data refer to individuals who answered "Within the last 3 months" or "Between 3 months and a year ago)" in question E1.

³⁾ The data refer to individuals who answered "YES" in questions E2c and/or E2d and/or E2f.

: activities and barriers¹⁾

percentages

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		
for private use over the Internet?								
85.8	88.1	82.0	85.4	92.4	85.5	79.6	86.3	Never
4.7	5.1	11.0	7.6	3.7	5.1	7.8	6.3	Within the last 3 months
7.2	3.9	5.4	4.9	2.4	7.8	6.2	4.9	More than 3 months ago
2.3	2.8	1.6	2.1	1.5	1.6	6.4	2.5	More than a year ago
over the Internet for private use in the last 12 months ? (all that apply)²⁾								
43.2	23.8	36.8	33.4	18.5	6.9	62.6	32.0	Books/magazines/newspapers/e-learning material
23.3	32.4	32.0	39.4	10.5	6.6	41.1	30.4	Computer software and upgrades
42.7	17.8	28.2	25.9	5.2	33.0	37.8	26.3	Electronic equipment (incl. cameras)
37.5	16.4	15.2	18.6	0.0	34.4	28.6	20.4	Clothes, sport goods
23.3	6.1	17.5	12.0	0.0	0.7	40.3	13.3	Films, music
0.0	10.2	26.3	19.0	18.7	0.0	3.3	13.1	Household goods
0.0	10.3	18.3	12.8	10.5	5.9	8.9	10.7	Computer hardware
0.0	7.5	16.0	13.4	0.0	3.0	5.7	8.6	Ticket for cultural events
0.0	6.3	15.4	9.0	15.9	0.0	5.7	7.9	Travel and holiday, accommodation
0.0	0.0	10.2	6.1	0.0	0.0	0.0	3.2	Lotteries and betting
0.0	0.0	10.2	6.0	0.0	0.0	0.0	3.2	Share purchase/financial services/insurance
0.0	2.5	1.3	0.8	0.0	7.2	0.0	1.6	Food/groceries
0.0	24.9	10.9	10.3	52.3	11.0	5.7	15.2	Other
ordered over the Internet downloaded or accessed from websites?³⁾								
0.0	64.1	45.6	60.2	36.2	46.4	12.4	45.9	Computer software
0.0	42.7	54.6	54.0	38.8	0.0	8.0	38.9	(Electronic) bookds, magazines, newspapers, e-learning material
100.0	8.3	27.1	17.9	0.0	0.0	83.0	31.7	Films, music

MODULE 1.E: e-commerce

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
E4: From whom did you buy/order goods or								
National sellers	80.6	56.8	88.5	85.8	82.3	100.0	74.8	80.1
Sellers from EU countries	4.3	21.2	16.2	18.5	0.0	0.0	17.8	7.7
Sellers from the rest of the world	5.2	22.9	7.0	9.5	0.0	0.0	11.5	10.9
Country of origin of sellers unknown	14.2	12.0	3.4	0.0	17.7	0.0	8.1	9.5

¹⁾ The data refer to individuals who did not answer "Never used it" in question C1.

²⁾ The data refer to individuals who answered "Within the last 3 months" or "Between 3 months and a year ago" in question E1.

: activities and barriers¹⁾

percentages

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		
services over the Internet in the last 12 months?²⁾								
82.2	76.3	73.6	74.9	80.3	58.8	96.8	76.7	National sellers
0.0	13.6	25.0	23.6	0.0	4.9	5.7	14.3	Sellers from EU countries
0.0	13.9	14.8	14.7	9.0	13.7	0.0	11.3	Sellers from the rest of the world
17.8	8.1	3.2	5.4	10.7	22.6	3.2	8.6	Country of origin of sellers unknown

1.5. QUESTIONNAIRE

ICT usage in households and by individuals

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?		
(tick all that apply)			
	a) TV	<input type="checkbox"/>	
	a1) Satellite TV	<input type="checkbox"/>	
	a2) Cable TV	<input type="checkbox"/>	
	a3) Digital TV	<input type="checkbox"/>	
	b) Personal computer (PC)	<input type="checkbox"/>	
	c) Mobile phone	<input type="checkbox"/>	
	d) Internet enabled mobile phone (GPRS, WAP)	<input type="checkbox"/>	
	e) Games console (play-station)	<input type="checkbox"/>	
	f) Laptop	<input type="checkbox"/>	
	g) Handheld computer (palmtop)	<input type="checkbox"/>	
	h) None of the above	<input type="checkbox"/>	
-> go to A2			
A2	Do you or anyone in your household have access to the Internet at home, regardless of whether it is used?		
(tick only one)			
	a) Yes	<input type="checkbox"/>	-> go to A3
	b) No	<input type="checkbox"/>	-> go to A5
	c) Don't know	<input type="checkbox"/>	-> go to B1

A3 On which of the following devices is the Internet accessed at home?

(tick all that apply)

- | | |
|---|--------------------------|
| a) Personal computer (PC) | <input type="checkbox"/> |
| b) Portable computer (laptop) | <input type="checkbox"/> |
| c) TV set with specific Internet device | <input type="checkbox"/> |
| d) Games console (play-station) | <input type="checkbox"/> |
| e) Other means | <input type="checkbox"/> |
| e1) Mobile phone (WAP, GPRS, ...) | <input type="checkbox"/> |
| e2) Handheld computer (palmtop, PDA) | <input type="checkbox"/> |
| f) Don't know | <input type="checkbox"/> |

-> go to A4

A4 What types of Internet connection are used?

(tick all that apply)

- | | |
|----------------------------------|--------------------------|
| a) Modem | <input type="checkbox"/> |
| b) ISDN | <input type="checkbox"/> |
| c) DSL (ADSL) | <input type="checkbox"/> |
| d) Cable Internet | <input type="checkbox"/> |
| e) Mobile phone: WAP, GPRS, etc. | <input type="checkbox"/> |

-> go to B1

A5 What are the reasons for not having an Internet connection at home?

(tick all that apply)

- | | |
|--|--------------------------|
| a) Have access to the Internet elsewhere | <input type="checkbox"/> |
| b) Don't want the Internet | <input type="checkbox"/> |
| c) Don't need the Internet | <input type="checkbox"/> |
| d) Equipment costs too high | <input type="checkbox"/> |
| e) Access costs too high | <input type="checkbox"/> |
| f) Lack of skills | <input type="checkbox"/> |
| g) Privacy or security concerns | <input type="checkbox"/> |
| h) Physical disability | <input type="checkbox"/> |
| i) None of the above; other reasons | <input type="checkbox"/> |

-> go to B1

MODULE 1.B: USE OF COMPUTERS

B1	When did you last use a computer?		
(tick only one)			
	a) Within the last 3 months	<input type="checkbox"/>	-> go to B2
	b) Between 3 months a year ago	<input type="checkbox"/>	-> go to B4
	c) More than a year ago	<input type="checkbox"/>	-> go to B4
	d) Never used one	<input type="checkbox"/>	-> go to C1
-> go to B2			
B2	How often on average have you used a computer in the last 3 months?		
(tick only one)			
	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			
B3	Where did you use a computer in the last 3 months?		
(tick all that apply)			
	a) At home	<input type="checkbox"/>	
	b) At place of work (other than home)	<input type="checkbox"/>	
	c) At place of education	<input type="checkbox"/>	
	d) At another person's home	<input type="checkbox"/>	
	e) Other (Internet café, hotel, airport...)	<input type="checkbox"/>	
-> go to B4			
B4	When did you last take a training course (at least 3 hours) on any aspect of computer use? (only for respondents who <u>didn't</u> answer "never used one" in question B1)		
(tick only one)			
	a) Within the last 3 months	<input type="checkbox"/>	
	b) Between 3 months and a year ago	<input type="checkbox"/>	
	c) Between 1 and 3 years ago	<input type="checkbox"/>	
	d) More than 3 years ago	<input type="checkbox"/>	
	e) Never taken one	<input type="checkbox"/>	
-> go to C1			

MODULE 1.C: USE OF THE INTERNET

C1	When did you last use the Internet?		
(tick only one)			
	a) Within the last 3 months	<input type="checkbox"/>	-> go to C2
	b) Between 3 months and a year ago	<input type="checkbox"/>	-> go to D8
	c) More than a year ago	<input type="checkbox"/>	-> go to D8
	d) Never used it	<input type="checkbox"/>	-> go to D8
C2	On average, how often did you use the Internet in the last three months?		
(tick only one)			
	a) Every day or almost every day	<input type="checkbox"/>	
	b) At least once a week	<input type="checkbox"/>	
	c) At least once a week	<input type="checkbox"/>	
	d) Less than once a month	<input type="checkbox"/>	
-> go to C3			
C3	Where did you last use the Internet in the last 3 months?		
(tick only one)			
	a) At home	<input type="checkbox"/>	
	b) At place of work (other than home)	<input type="checkbox"/>	
	c) At place of education	<input type="checkbox"/>	
	d) At another person's home	<input type="checkbox"/>	
	e) Other	<input type="checkbox"/>	
	e1) Public library	<input type="checkbox"/>	
	e2) Post office	<input type="checkbox"/>	
	e3) Public office, town hall, government agency	<input type="checkbox"/>	
	e4) Community or voluntary organisation	<input type="checkbox"/>	
	e5) Internet café	<input type="checkbox"/>	
	e6) Hotspot (at hotels, airports, public places, etc...)	<input type="checkbox"/>	
-> go to C4			

C4	Do you use any of the following mobile devices to access the Internet?	
(tick all that apply)		
	a) Mobile phone via GPRS	<input type="checkbox"/>
	b) Mobile phone via 3G network	<input type="checkbox"/>
	c) Handheld computer (palmtop, PDA)	<input type="checkbox"/>
	d) Laptop via wireless connection away from home or work	<input type="checkbox"/>
	e) None of the above	<input type="checkbox"/>
-> go to C5		
C5	For which of the following activities did you use the Internet in the last 3 months for private purpose?	
(tick all that apply)		
	Communication, information search and online services	<input type="checkbox"/>
	a) Sending/receiving e-mails	<input type="checkbox"/>
	b) Finding information about goods or services	<input type="checkbox"/>
	c) Using services related to travel and accommodation	<input type="checkbox"/>
	d) Downloading software	<input type="checkbox"/>
	e) Reading or downloading online news/newspapers/news magazines	<input type="checkbox"/>
	f) Looking for a job or sending a job application	<input type="checkbox"/>
	g) Seeking health-related information	<input type="checkbox"/>
	Selling of goods or services, banking	<input type="checkbox"/>
	h) Internet banking	<input type="checkbox"/>
	i) Selling of goods or services (e.g. via auctions)	<input type="checkbox"/>
	Training and education	<input type="checkbox"/>
	j) Looking for information about education, trainings or courses	<input type="checkbox"/>
	k) Doing an online course (in any subject)	<input type="checkbox"/>
	l) Consulting the Internet with the purpose of learning	<input type="checkbox"/>
-> go to C6		
C6	Would you like to use the Internet more often?	
(tick only one)		
	a) Yes	<input type="checkbox"/> -> go to C7
	b) No	<input type="checkbox"/> -> go to C8

C7 What are your barriers to more intensive use of the Internet?

(tick all that apply)

- | | |
|---|--------------------------|
| a) Foreign language skills inadequate | <input type="checkbox"/> |
| b) Lack of time | <input type="checkbox"/> |
| c) Connection is too slow | <input type="checkbox"/> |
| d) Better type of connection is too expensive
(e.g. cable Internet is too expensive) | <input type="checkbox"/> |
| e) Costs of online content (content payable to sites) | <input type="checkbox"/> |
| f) Content (what is there is not interesting enough) | <input type="checkbox"/> |
| g) Lack of skills or knowledge
(e.g. sites are too complicated) | <input type="checkbox"/> |
| h) Security or privacy concerns | <input type="checkbox"/> |
| i) None of the above | <input type="checkbox"/> |

-> go to C8

C8 Would you be interested in interacting with Internet services or do you prefer personal contacts or going in person to public administration agencies?

(tick only one)

- | | | |
|--|--------------------------|-------------|
| a) Yes, I have already been using this possibility | <input type="checkbox"/> | -> go to C9 |
| b) Yes, I would be interested | <input type="checkbox"/> | -> go to D1 |
| c) No | <input type="checkbox"/> | -> go to D1 |

C9 For which of the following public administration services did you use the Internet in the last 3 months for private purposes?

(tick all that apply)

- | | In the last 3 months | In the last 12 months |
|--|--------------------------|--------------------------|
| a) Obtaining information from websites of public authorities | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Downloading official forms | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Sending filled in forms | <input type="checkbox"/> | <input type="checkbox"/> |

-> go to D1

MODULE 1.D: USE OF ADVANCED SERVICES

D1	Did you use the Internet in the last 3 months for private purposes for the following communication activities?			
(tick all that apply)				
	a) Telephoning over the Internet			
	b) Video calls (via webcam) putem Interneta			
	c) Posting messages to chat sites, newsgroups or online discussion forums			
	d) Reading of blogs			
	e) Creating or maintaining own blog			
	f) None of the above mentioned			
If „yes” to categories a) or b) -> go to D2, otherwise go to D3				
D2	Did you replace the following other means of communication with your Internet calls?			
(tick all that apply)				
		Very much	To some extent	Not at all
	a) Mobile phone calls			
	b) Use of fixed telephone line			
	c) Use of e-mail			
	d) No effect on other communication means			
-> go to D3				
D3	Did you use the Internet in the last 3 months for the following activities? (obtaining and sharing audiovisual content)			
(tick all that apply)				
	a) Listening to web radio and/or watching web television			
	b) Downloading and/or listening to music (other than via web radio)			
	c) Downloading and/or watching movies, short films or video files			
	d) Using peer to peer file sharing for exchanging movies, music, etc.			
	e) Using podcast services to automatically receive audio or video files of interest?			
	f) Downloading computer or video games or their updates			
	g) Playing networked games with others			
	h) Uploading self-created content (text, images, videos, music, etc.)			
	i) Using browser-based news feeds (e.g. RSS) for reading new content on websites			
	j) None of the above			
If „yes” to categories b), c), d), e) -> go to D4, otherwise go to D5				

D4	How often did you download music and/or movies in the last 3 months?		
(tick all that apply)			
	a) Every day or almost everyday	<input type="checkbox"/>	<input type="checkbox"/>
	b) At least once a week (but not every day)	<input type="checkbox"/>	<input type="checkbox"/>
	c) At least once a month (but not every week)	<input type="checkbox"/>	<input type="checkbox"/>
	d) Less than once a month	<input type="checkbox"/>	<input type="checkbox"/>
	e) None of the above (only listened to music and/or watched movies)	<input type="checkbox"/>	<input type="checkbox"/>
-> go to D5			
D5	Did you pay for online audiovisual content that you downloaded from the Internet in the last 3 months?		
(tick only one)			
	a) Yes	<input type="checkbox"/>	-> go to D7
	b) No	<input type="checkbox"/>	-> go to D6
D6	What would make you pay for online audiovisual content?		
(tick all that apply)			
	a) Lack of free available content	<input type="checkbox"/>	<input type="checkbox"/>
	b) Teight to share leagally protected content	<input type="checkbox"/>	<input type="checkbox"/>
	c) More convenient payment methods	<input type="checkbox"/>	<input type="checkbox"/>
	d) More advatageous prices compared to offline content	<input type="checkbox"/>	<input type="checkbox"/>
	e) Better quality of paid content than free services	<input type="checkbox"/>	<input type="checkbox"/>
	f) Wider range of choices, content more easily available	<input type="checkbox"/>	<input type="checkbox"/>
	g) None of the above, other (e.g. to support artistic work)	<input type="checkbox"/>	<input type="checkbox"/>
	h) Nothing, no willingness to pay	<input type="checkbox"/>	<input type="checkbox"/>
-> go to D7			

D7	Did the use of Internet replace you time spent with the following types of communication?					
(tick all that apply)						
		Very much	To some extent	Not at all		
	a) Reading of online news instead of printed news, newspapers, magazines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Downloading music files instead of buying a CD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) Downloading films and videos instead of buying/renting a DVD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d) Listening to web radio instead of listening to normal radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e) Using online contacts instead of personal contacts with public services and administrations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-> go to D8						
D8	Do you use a mobile phone?					
(tick only one)						
	a) Yes	<input type="checkbox"/>	-> go to D9			
	b) No	<input type="checkbox"/>	-> go to E1			
D9	For which of the following activities did you use a mobile phone for private purposes in the last 3 months (other than phone calls or SMS)?					
(tick all that apply)						
	a) Sending photographs or video clips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Uploading photographs or video clips from your phones to websites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) Receiving subscription-paid information (e.g. news, weather forecast, sports results, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d) Browsing the Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e) Reading e-mails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	f) Downloading and/or watching TV or video (via 3G network)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	g) Paying for goods or services (instead of cash or credit card)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	h) Personal navigation (for finding location or address), use of location-aware	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	i) None of the above	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-> go to D10						

D10 Did you use pre-payment or post-payment for your mobile phone?

(tick all that apply)

a) Prepaid

b) Postpaid

-> go to E1

MODULE E: USE OF e-COMMERCE: activities and barriers

(only for respondents who didn't answer "never used it" in question C1)

E1 When did you last buy or order goods or services for private use over the Internet?
(excluding manually typed e-mail)

(tick only one)

a) Within the last 3 months

-> go to E2

b) Between 3 months and a year ago

-> go to E2

c) More than 1 year ago

-> go to F1

d) Never bought or ordered

-> go to F1

E2 What types of goods or services did you buy or order over the Internet for private use
in the last 12 months?

(tick all that apply)

a) Food or groceries

b) Household goods (furniture, toys, etc.)

c) Film, music

d) Books/magazines/newspapers/e-learning material

e) Clothes, sports goods

f) Computer software and upgrades (incl. Computer and video games)

g) Computer hardware

h) Electronic equipment (incl. cameras)

i) Share purchases / financial services / insurance

j) Travel and holiday, accommodation

k) Tickets for cultural events

l) Lotteries or betting

m) Other

If "yeas" to categories c), d), f) -> go to E3, otherwise go to E4

E3	Were any of the following products that you bought or ordered over the Internet downloaded or accessed from websites rather than delivered by post, etc.?		
(tick all that apply)			
	a) Films, music	<input type="checkbox"/>	<input type="checkbox"/>
	b) (Electronic) books, magazines, newspapers, e-learning content)	<input type="checkbox"/>	<input type="checkbox"/>
	c) Computer software (incl. computer and video games and software upgrades)	<input type="checkbox"/>	<input type="checkbox"/>
-> go to E4			
E4	From whom did you buy or order goods or services for private purposes over the Internet in the last 12 months?		
(tick all that apply)			
	a) National sellers	<input type="checkbox"/>	<input type="checkbox"/>
	b) Sellers from EU countries	<input type="checkbox"/>	<input type="checkbox"/>
	c) Sellers from the rest of the world	<input type="checkbox"/>	<input type="checkbox"/>
	d) Country of origin of sellers is not known	<input type="checkbox"/>	<input type="checkbox"/>
-> go to F1			

MODULE F: BACKGROUND INFORMATION ABOUT THE RESPONDENT

F1 Age _____

F2 Sex

- a) Male
b) Female

F3 Educational level

- a) Lower than secondary education
b) Secondary education
c) Tertiary education

F4 Employment situation

- a) Employed
b) Unemployed
c) Student
d) Other not in the labor force (in compulsory military service, retired)

F5 Municipality _____ code |_|_|_|_|_|_|_|

F6 Settlement _____ code |_|_|_|_|_|_|_|

F7 Number of members in the household _____

F8 Of which: number of children under 18 _____

F9 Household income (average net monthly income)

- a) under 300 Euros
b) from 300 to 600 Euros
c) over 600 Euros

F10 Data refer to:

- a) respondent
b) other member of the household

Enterprises



2.1. METHODOLOGY

Realisation	<ul style="list-style-type: none"> • The survey was carried out from 3 to 20 June 2008
Type of interview	<ul style="list-style-type: none"> • Telephone interview
Sample size	<ul style="list-style-type: none"> • 1096 enterprises
Target population	<ul style="list-style-type: none"> • Enterprises with 10 employees and over • Sector D: Manufacturing • Sector F: Construction • Sector G: Wholesale and retail trade; motor vehicle repair • Groups 55.1 and 55.2: Hotels, camping sites and other provision of short stay accommodation • Sector I: Transport, storage and communications • Sector K: Real estate, renting and business activities • Groups 92.1 and 92.2: Motion picture and video activities and radio and television activities • Banking and insurance companies
Type of sample	<ul style="list-style-type: none"> • Stratified sample
Scope of the survey	<ul style="list-style-type: none"> • Territory of the Republic of Serbia (Kosovo and Metohija excluded)

2.2. SAMPLE

The survey on the usage of informationa and communication technologies was carried out on a representative sample of 1096 enterprises located on the territory of the Republic of Serbia. The response rate was 95.8% (1050 enterprises).

Sample (enterprises)		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Activity	Manufacturing	159	113	119	172	124	95	391
	Construction	43	35	32	37	30	43	110
	Wholesale and retail trade; motor vehicle repair	116	78	32	75	64	87	226
	Hotels, camping sites and other provision of short stay accommodation	24	15	5	21	8	15	44
	Transport, storage and communications	50	20	28	27	26	45	98
	Real estate, renting and business activities	65	29	15	21	18	70	109
	Motion picture and video activities, radio and TV activities	25	8	3	15	10	11	36
	Banking and insurance companies	4	7	25	4	7	25	36
Number	486	305	259	372	287	391	1050	
Percentage	46.3	29.0	24.7	35.4	27.3	37.3	100	

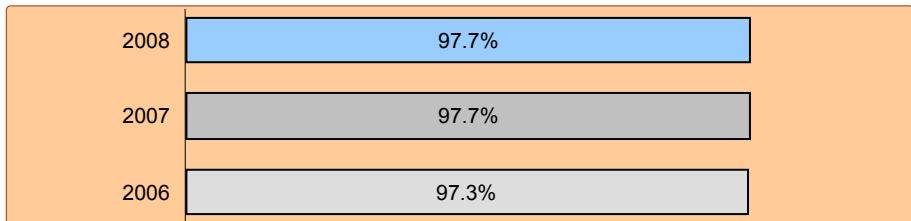
2.3. MAIN FINDINGS

2.3.1. Computers in enterprises

The results of the survey indicates that 97.7% of enterprises on the territory of the Republic of Serbia use computers for carrying out their business operations, which shows that there was no increase compared to 2007. The rate of computer use is the highest in large enterprises (more than 250 employees) , amounting to 100%. It amounts to 98.9% and 96.9% in medium-size enterprises (50-249 employees) and small-size enterprises (10-49 employees) respectively.

97.7% of enterprises use computers for their business operations.

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



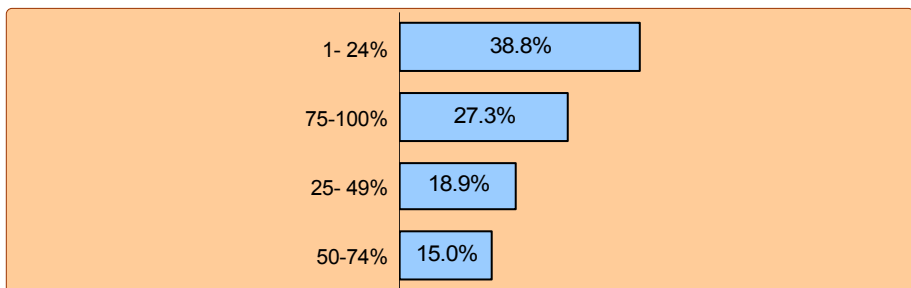
The rate of use of computers in enterprises varies depending on the territorial unit: in Vojvodina it amounts to 98.3%, in Central Serbia to 98.2%, and in Belgrade to 97%.

Use of computers in enterprises according to activities:

- Transport, storage and communications (100%)
- Real estate, renting and business activities (100%)
- Motion picture and video activities, radio and TV activities (100%)
- Banking and insurance companies (100%)
- Hotels, camping sites and other provision of short stay accommodation (100%)
- Wholesale and retail trade (95.3%)
- Manufacturing (93.6%)
- Construction (90.6%)

In 38.8% enterprises ¼ of employees use a computer at least once a week, while 75-100% of employees use a computer at least once a week 27.3%.

Graph. 2.2. Percentage of employees who use a computer at least once a week

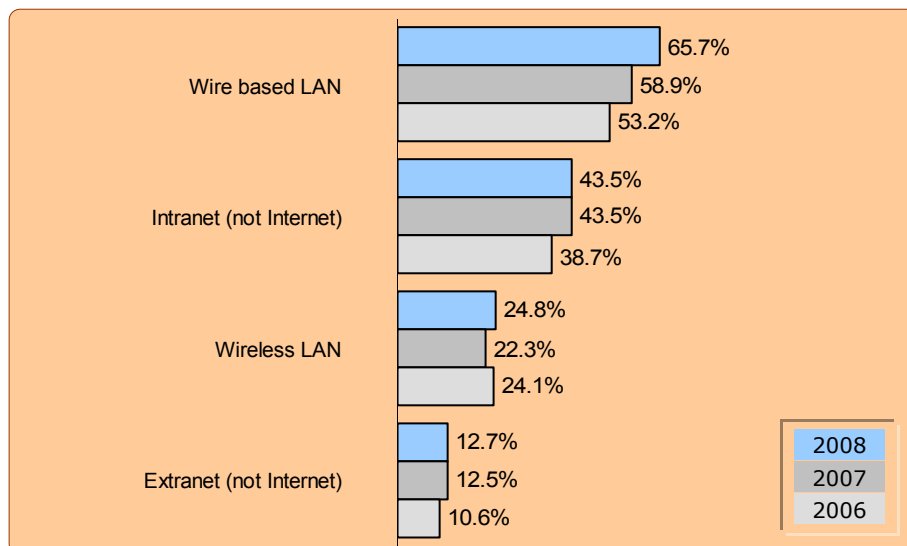


2.3.2. Computer networks in enterprises

The respondents were offered to tick all that apply in the question referring to the rate of use of information and communication technologies in enterprises. The survey indicates that 65.7% of enterprises have Wire based LAN, 43.5% Intranet, 24.8% Wireless LAN, while 12.7% have Extranet.

65.7% of enterprises have Wire based LAN

Graph. 2.3. Does your enterprise use the following information and communication technologies?



10% of enterprises used in January 2008 the ERP system.

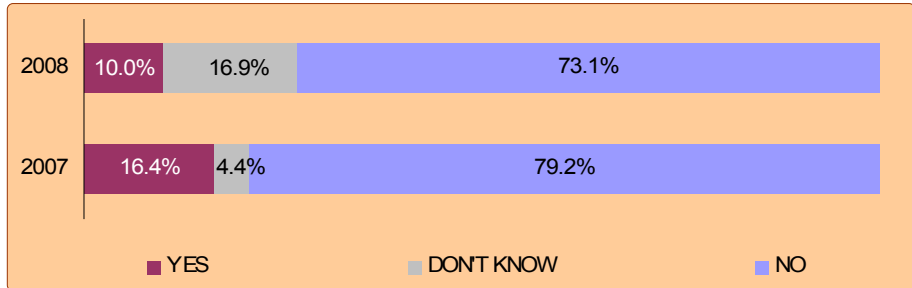
The ERP system (abbreviation for Enterprise Resource Planning), i.e. the Business Information System is, in a few words, a software system that integrates the main business processes in an enterprises, such as the production, distribution, finances (i.e. accountancy), in a unique unit. This way one obtains a system for managing human and material resources on one hand, and on the other one for planning, developing and monitoring business processes and procedures.

In the European Union enterprises, starting 2007 the measure of the use of ERP in enterprises has been taken to be one of the indicators of ICT development.

During January 2008, 10% of enterprises in Serbia used ERP. The analysis of enterprises by their size indicates that ERP was installed in 27% of large enterprises, 11.6% of medium-size enterprises and in 8.4% of small-size enterprises. The analysis of enterprises by business domains shows that banks and insurance companies prevail in the use of ERP (24.1%), followed by enterprises dealing with transport, storage and communications (24%).

The survey has showed that the number of enterprises using ERP decreased by 6.4% compared to 2007. The reason may be the lack of information on ERP in enterprises. This fact is backed by the following data: in 2008 even 16.9% enterprises declared not being aware of having ERP. This data was rather lower in 2007, amounting to 4.4%.

Graph. 2.4. Did your enterprise have in use in January 2008 ERP?

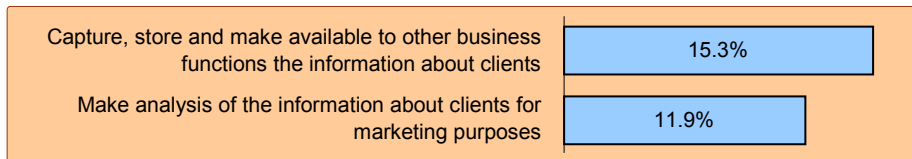


Alike the ERP system, the use of the system for managing relationship with customers, abbreviated CRM (Customer Relationship Management), also represents, starting from 2007, one of the main indicators of the ICT rate of use in the European Union enterprises. In a few words, the CRM system for managing relationships with customers is a set of processes for collecting necessary information on customers, sales, marketing efficiency, customers' reactions and market trends.

11.9% of enterprises used CRM in January 2008 for analysing information on clients.

During January 2008, 11.9% of enterprises in Serbia used CRM that allows to make analysis of information on customers for marketing purposes while 15.3% of enterprises used it for capturing, storing and making the data available to other business functions. The analysis of enterprises by their size indicates that CRM was installed in 27.6% of large enterprises, 11.6% of medium-size enterprises and in 10.9% of small-size enterprises. As far as the business domain is concerned, the analysis shows that banks and insurance companies prevail in the use of CRM (62.3%), followed by enterprises dealing with transport, storage and communications (35.9%).

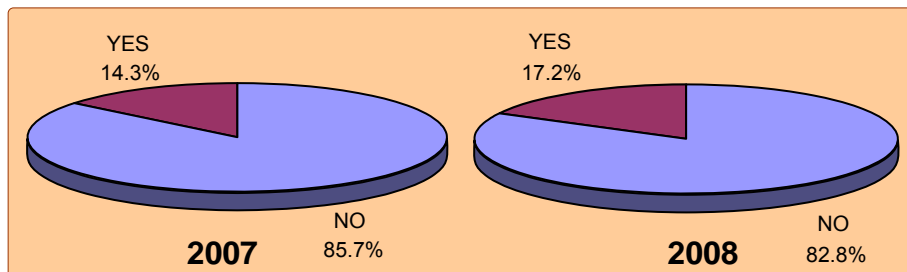
Graph. 2.5. Did your enterprise have in use, in January 2008, a software application for managing information on customers, so-called CRM that allows:



During 2008, 17.2% of enterprises used the Linux operating system, which makes an increase of 2.9% compared to 2007. It is most used in large enterprises (42.6%), then in medium-size (24.9%), and in small-size enterprises 13.4%.

The analysis of enterprises by their business domain shows that banks and insurance companies prevail in the use of the Linux system (52.8%).

Graph. 2.6. Did your enterprise have in use, in January 2008, open source operating system, such as Linux?



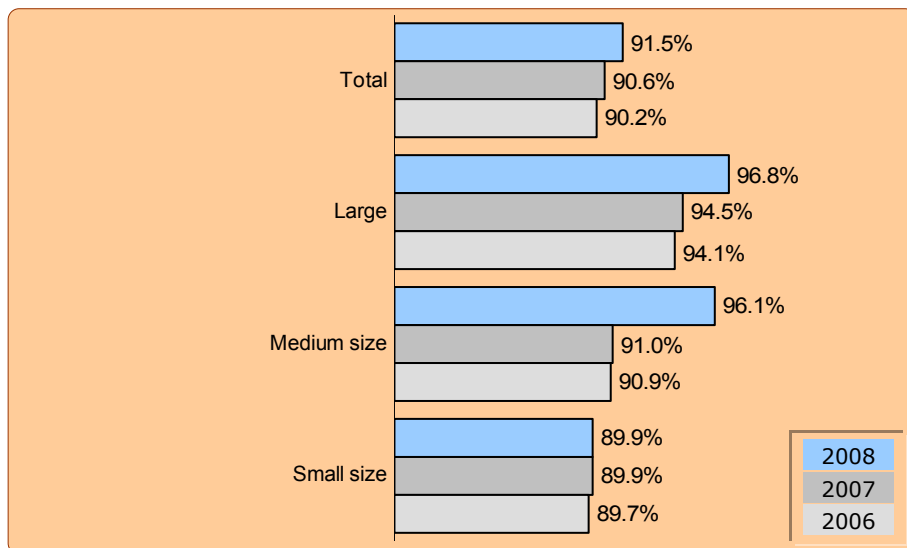
17.2% of enterprises used Linux „open source“ operating system in 2008.

2.3.3. The Internet in enterprises

In the Republic of Serbia, 91.5% of enterprises has an Internet connection, which is by 0.9% higher compared to 2007, and by 1.3% higher compared to 2006. The analysis of enterprises by their size indicates that of the total number of large enterprises 96.8% have access to the Internet. As for medium-size enterprises, 96.1% of them are connected to the Internet. The situation is slightly different with small-size enterprises, of which 89.9% have access to the Internet.

91.5% of enterprises are connected to the Internet.

Graph. 2.7. Does your enterprise have access to the Internet?

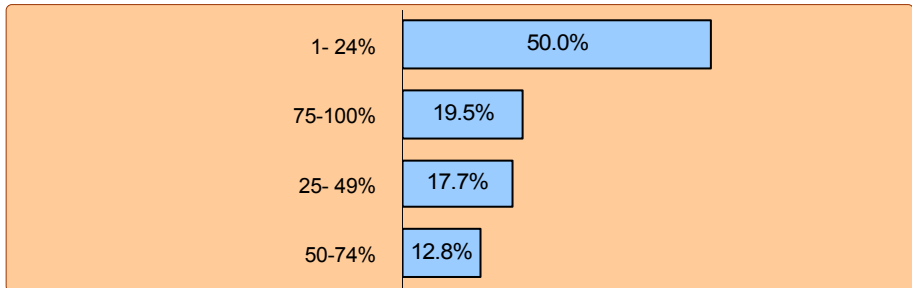


The use of the Internet in enterprises by activities:

- Banks and insurances companies (100%)
- Real estate, renting and business activities (98.2%)
- Hotels, camping sites and other provision of short stay accommodation (97.6%)
- Transport, storage and communications (97.4%)
- Motion picture and video activities, radio and TV activities (94.7%)
- Construction (94.1%)
- Manufacturing (90.1%)
- Wholesale and retail trade (87.8%)

In 50% of enterprises ¼ of employees use the Internet at least once a week, while in 19.5% of enterprises 75-100% of employees use the Internet at least once a week.

Graph. 2.8. Percentage of employees using the Internet at least once a week



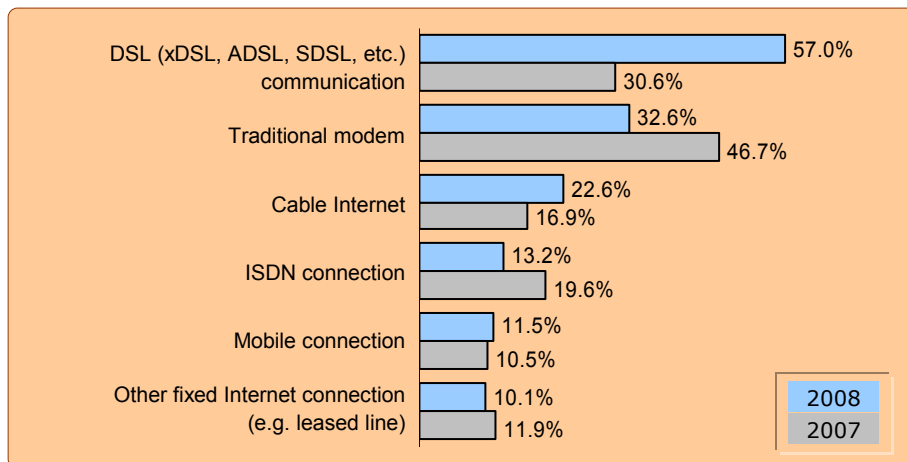
Enterprises were offered several answers referring to the access to the Internet (types of connection) among which they were expected to tick one.

The results indicate that of the total number of enterprises having access to the Internet, 57% have DSL, 32.6% a modem connection, 22.6% cable Internet, and 13.2% ISDN.

Based on the results one can notice a decrease in modem connection by 14.1%, and an increase in DSL by 26.4% compared to 2007.

57% of enterprises having access to the Internet use DSL (xDSL, ADSL).

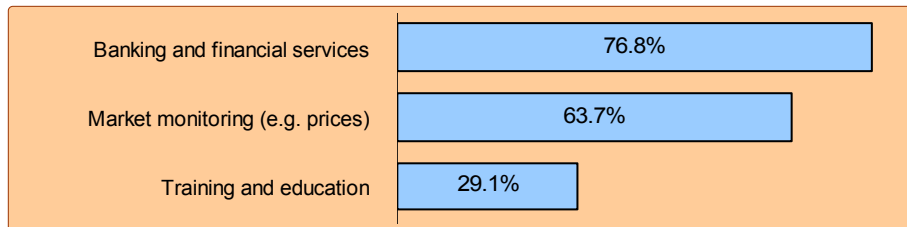
Graph. 2.9. Does your enterprise have one of the following types of external connection to the Internet?



The most frequent answers to the question about the purposes of the enterprise to use the Internet are as follows:

- "Banking and financial services" (76.8%).
- "Market monitoring" (63.7%).
- "Training and education" (29.1%).

Graph. 2.10. Does your enterprise use the Internet for the following purposes?

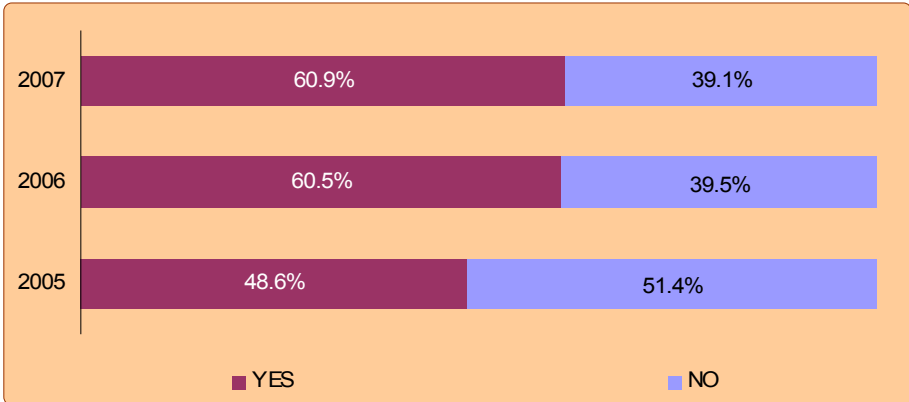


2.3.4. Public administration (e-government)

Of the total number of enterprises that are connected to the Internet, 60.9% of them interact with the public administration, which is an increase of 0.4% compared to 2007, and of 12.3% compared to 2006. 39.1% of enterprises do not use this possibility.

60.9% of enterprises, which are connected to the Internet, interact with the public administration

Graph. 2.11. Does your enterprise interact with the public administration via the Internet?

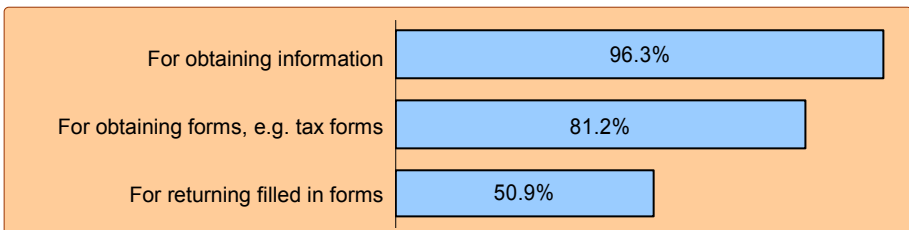


The analysis of enterprises by their business domain indicates that banks and insurance companies prevail in the interaction via the Internet with public authorities (77.4%), followed by enterprises dealing with transport, storage and communications (74.5%).

The most frequent answers to the question about the purposes of the enterprise to interact with the public administration are as follows:

- "For obtaining information." (96.3%)
- "For obtaining forms." (81.2%)
- "For returning filled in forms." (50.9%)

Graph. 2.12. Does your enterprise interact with the public administration via the Internet for the following purposes?



2.3.5. Website

68.9% of enterprises, which are connected to the Internet, have developed a Website. This percentage amounted to 61.8% in 2007 and to 52.9% in 2006.

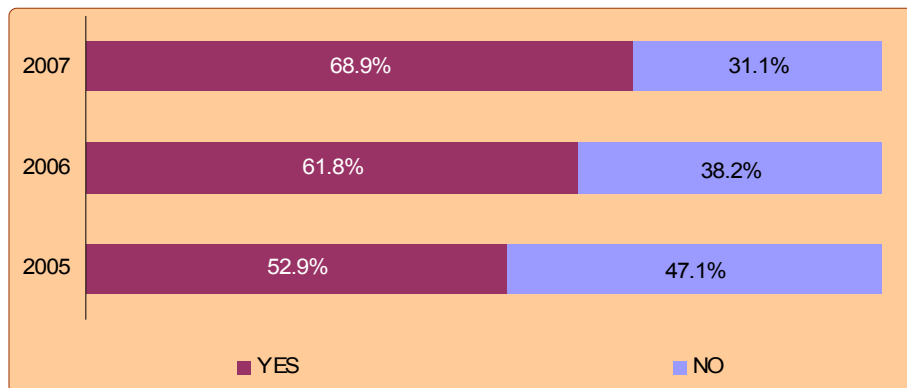
With respect to the structure of enterprises by their size, the following results have been obtained:

- 83.9% of large enterprises have a Website;
- 76.1% of medium-size enterprises have a Website;
- 65.7% of small-size enterprises have a Website.

68.9% of enterprises being connected to the Internet have a Website.

There are also differences depending on the territorial unit. In Belgrade 77.4% of enterprises have a Website, in Vojvodina 67.9%, and in Central Serbia 61%.

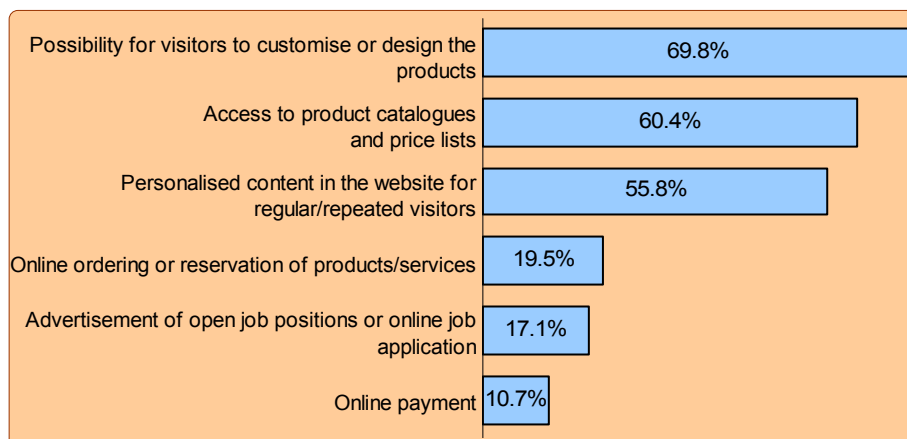
Graph. 2.13. Does your enterprise have its own Website?



Websites in enterprises by activities:

- Banks and insurance companies (100%)
- Manufacturing (76.6%)
- Motion picture and video activities, radio and TV activities (75.5%)
- Real estate, renting and business activities (74%)
- Wholesale and retail trade (64.2%)
- Transport, storage and communications (58.7%)
- Construction (55.8%)
- Hotels, camping sites and other provision of short stay accommodation (51.8%)

Graph. 2.14. Does your enterprise provide the following facilities via its Website?



The following facilities are most often provided by enterprises Websites :

- Possibility for visitors to customise or design products (69.8%)
- Access to catalogues and price lists (60.4%)
- Personalised content in the Website for regular/repeated visitors (55.8%)

2.3.6. e-Commerce

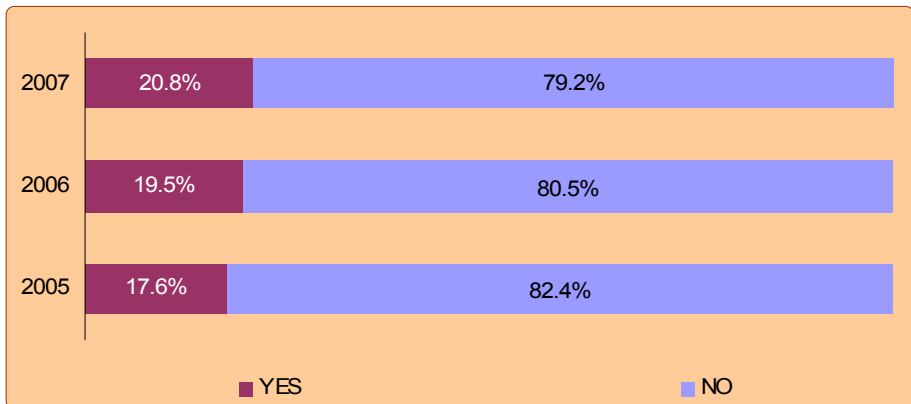
During 2007, 20.8% of enterprises having an Internet connection in the Republic of Serbia ordered goods/services via the Internet, which represents an increase of 1.3% compared to 2006, and of 3.2% compared to 2005.

With respect to the structure of enterprises by their size, the following results have been obtained:

- 18.6% of large enterprises ordered goods/services via the Internet
- 16.2% of medium-size enterprises ordered goods/services via the Internet
- 22.2% of small-size enterprises ordered goods/services via the Internet.

20.8% of enterprises being connected to the Internet ordered goods/services over the Internet

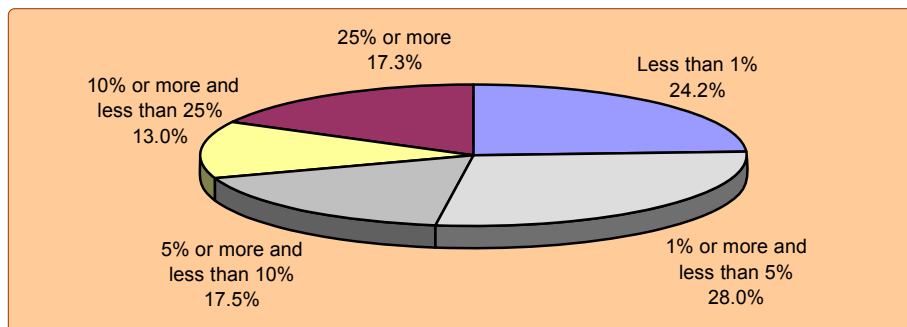
Graph. 2.15. Did your enterprise order goods/services via the Internet?



Here are the answers given by enterprises to the question about the percentage of total Internet purchases:

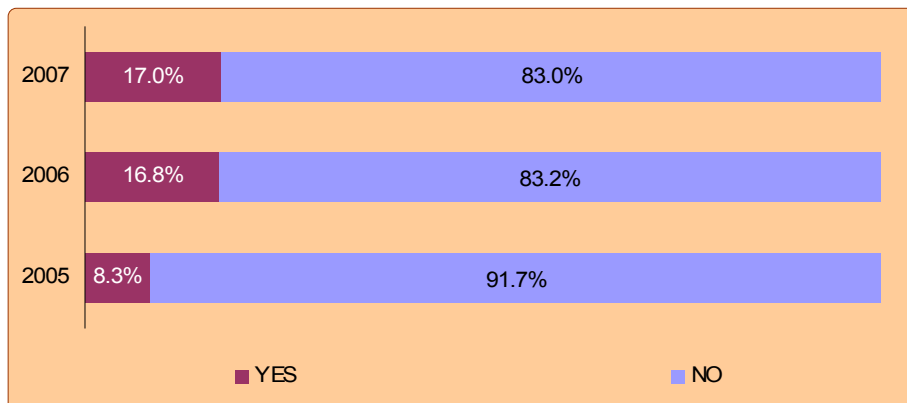
- "Less than 1%." (24.2% of enterprises)
- "1% or more and less than 5%." (28% of enterprises)
- "5% or more and less than 10%." (17.5% of enterprises)
- "10% or more and less than 25%." (13% of enterprises)
- "25% and over." (17.3% of enterprises)

Graph. 2.16. Please, specify the percentage for 2007 of purchases via the Internet in relation to total purchases



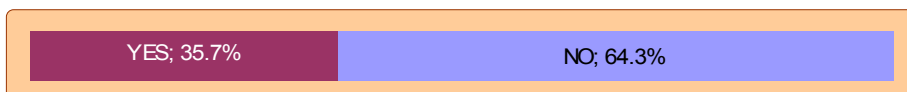
The results of the survey indicate that only 17% of enterprises being connected to the Internet received orders (excluding e-mail orders) via the Internet during 2007, which makes an increase of 0.2% compared to 2006, and of 8.7% compared to 2005.

Graph. 2.17. Did your enterprise receive orders via the Internet during 2007?



17% of enterprises being connected to the Internet received orders via the Internet during 2007

Graph. 2.18. Did your enterprise use a secure protocol, such as SSL or TLS, for the reception of orders via the Internet?

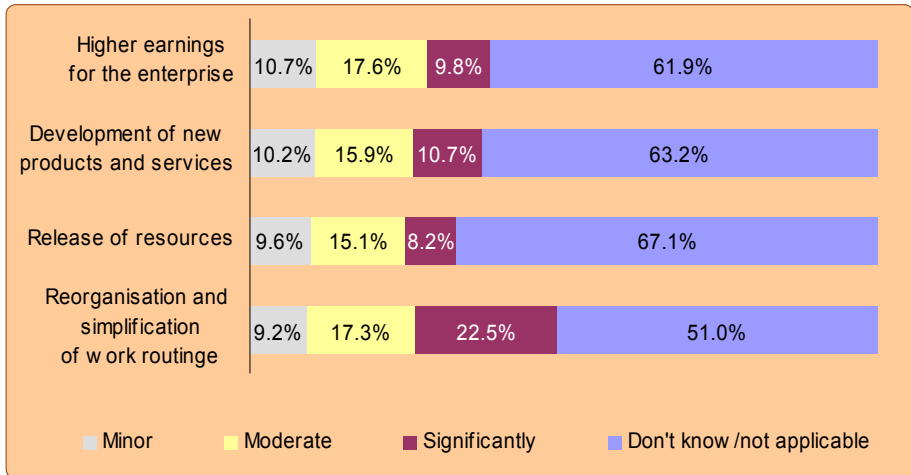


2.3.7. Benefits of the use of ICT

Benefits of the use of ICT in enterprises may be as follows:

- Higher earnings for the enterprise
- Development of new products and services
- Reorganisation and simplification of work routine
- Release of resourcesoslobađanje sredstava

Graph. 2.19. To what degree did ICT projects caused improvements in the following areas, compared to the previous task handling?



22.5% of enterprises consider that the use of ICT has considerably contributed to the reorganisation and simplification of work routine, while 9.8% of enterprises think that it has significantly increased earnings of the enterprise.

2.4. RESULTS OF THE SURVEY

MODULE 2.A: General information on ICT system¹⁾

A1: Does your enterprise use computers?

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
percentages								
YES								
Activity	Hotels, camping sites and other short stay accommodation	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Transport, storage and communications	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Banks and insurance companies	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Real estate-related activities, renting and business activities	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 vehicle repair	92.8	98.7	100.0	93.4	86.7	88.8	95.3
	Manufacturing	90.5	98.8	100.0	93.0	90.2	98.2	93.6
	Construction	90.0	91.6	100.0	86.3	100.0	90.7	90.6
Total	96.9	98.9	100.0	98.2	98.3	97.0	97.7	

A2: Percentage of the number of persons employed who use computers (at least once a week)

	Enterprises						
	Size			Region			Total
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
1- 24%	36.9	43.6	47.8	47.9	45.3	24.6	38.8
75-100%	28.9	23.9	18.3	20.3	20.5	39.8	27.3
25- 49%	19.5	16.8	16.8	17.3	20.6	19.2	18.9
50-74%	14.6	15.7	17.1	14.5	13.6	16.4	15.0

¹⁾ The results in tables A2 - A8 refer only to enterprises that answered "YES" in question A1.

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

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
A3: Wire based LAN								
Activity	Banks and insurance companies	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Cinema and video activities, radio and TV activities	88.1	90.9	100.0	92.5	75.0	95.5	88.7
	Real estate-related activities, renting and business activities	84.6	92.8	85.7	51.8	100.0	94.0	85.7
	Manufacturing	60.9	78.2	91.7	70.0	73.6	58.2	67.8
	Transport, storage and communications	61.6	77.4	81.8	52.5	73.0	73.9	65.2
	Wholesale and retail trade, motor vehicle repair	58.2	78.0	51.6	59.7	64.3	59.3	60.8
	Construction	78.0	81.0	90.0	25.5	51.9	70.3	49.7
	Hotels, camping sites and other short stay accommodation	36.8	56.9	44.4	26.3	64.0	75.0	45.8
Total	60.7	79.0	85.8	59.8	70.3	68.4	65.7	
A4: Wireless LAN								
Activity	Banks and insurance companies	25.0	9.1	55.9	20.0	40.0	44.7	41.5
	Transport, storage and communications	40.8	26.1	50.0	26.6	46.1	48.3	39.1
	Real estate-related activities, renting and business activities	34.0	28.1	46.4	10.7	30.3	43.2	33.6
	Cinema and video activities, radio and TV activities	34.1	18.2	66.7	20.9	40.0	43.2	32.5
	Hotels, camping sites and other short stay accommodation	28.7	23.9	12.5	14.9	26.9	47.9	26.2
	Wholesale and retail trade, motor vehicle repair	24.4	24.2	26.2	24.8	25.5	23.1	24.3
	Manufacturing	19.3	24.6	38.9	23.8	23.1	18.6	22.2
	Construction	12.5	27.1	20.0	1.8	27.4	20.0	15.7
Total	23.9	24.9	37.2	20.9	26.8	27.4	24.8	

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

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
A5: Intranet (not the Internet)								
Activity	Banks and insurance companies	75.0	81.8	94.1	80.0	100.0	86.8	88.7
	Cinema and video activities, radio and TV activities	66.7	78.3	100.0	77.6	57.5	68.2	69.5
	Real estate-related activities, renting and business activities	62.5	68.0	78.6	32.7	72.5	72.5	63.6
	Wholesale and retail trade, motor vehicle repair	41.8	60.7	55.4	46.2	42.1	45.4	44.7
	Transport, storage and communications	39.5	52.2	79.5	40.1	41.7	49.0	43.6
	Manufacturing	31.9	46.7	84.4	37.4	31.2	52.7	39.8
	Hotels, camping sites and other short stay accommodation	25.3	48.6	55.6	26.3	50.0	52.1	37.3
	Construction	26.2	36.7	38.6	6.8	35.1	44.3	28.8
Total		39.2	50.9	75.0	36.9	39.6	53.2	43.5
A7: Extranet (not the Internet)								
Activity	Banks and insurance companies	50.0	81.8	61.8	100.0	70.0	56.4	63.0
	Real estate, renting and business activities	19.3	19.0	3.6	12.3	18.0	21.7	18.9
	Motion picture and video activities, radio and TV activities	14.3	27.3	33.3	6.0	2.5	45.5	16.6
	Manufacturing	10.3	12.7	37.7	15.6	5.3	16.8	13.1
	Wholesale and retail trade, motor vehicle repair	11.4	14.9	9.2	11.1	19.8	6.9	11.9
	Transport, storage and communications	8.5	13.0	18.2	13.4	2.5	11.5	9.9
	Manufacturing	4.6	19.5	17.1	6.3	16.7	3.3	8.0
	Hotels, camping sites and other of short stay accommodation	3.4	0.0	33.3	0.0	12.0	6.3	3.6
Total		11.0	14.4	30.1	12.7	12.0	13.2	12.7

A6: Did your enterprise use in January 2008 dedicated applications for employees to access human resources services?

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Banks and insurance companies	25.0	45.5	64.7	60.0	40.0	57.9	54.7
	Transport, storage and communications	44.6	19.8	40.0	35.5	43.1	44.6	40.6
	Real estate, renting and business activities	20.4	30.9	53.6	5.6	5.7	34.4	22.6
	Manufacturing	11.4	22.8	33.1	13.7	20.0	15.9	16.1
	Motion picture and video activities, radio and TV activities	12.7	9.1	33.3	7.5	15.0	18.2	12.6
	Hotels, camping sites and other short stay accommodation	20.7	0.0	33.3	8.4	26.9	12.5	12.4
	Wholesale and retail trade, motor vehicle repair	6.3	20.9	23.4	13.8	3.3	8.5	8.7
	Construction	7.4	7.1	11.4	0.0	13.2	10.4	7.6
Total	13.1	20.5	32.7	13.4	14.9	18.6	15.6	

A8: Did your enterprise have in use, in January 2008, open source operating systems, such as Linux?

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
DA								
Activity	Banks and insurance companies	50.0	27.3	61.8	60.0	70.0	47.4	52.8
	Motion picture and video activities, radio and TV activities	37.3	27.3	66.7	35.8	40.0	34.1	36.4
	Real estate, renting and business activities	23.5	45.8	42.9	9.2	27.0	33.8	27.0
	Transport, storage and communications	26.1	22.6	38.6	17.0	39.7	26.5	26.3
	Wholesale and retail trade, motor vehicle repair	9.5	22.2	43.9	15.8	16.3	14.2	15.5
	Manufacturing	9.9	33.4	45.3	12.3	19.1	11.6	14.0
	Construction	12.0	13.3	24.3	5.8	27.0	9.1	12.9
	Hotels, camping sites and other short stay accommodation	12.6	8.3	44.4	8.4	12.0	18.8	11.9
Total	13.4	24.9	42.6	13.9	21.4	17.7	17.2	

MODULE 2.B: Use of the Internet¹⁾

B1: Does your enterprise have access to the Internet?

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Banks and insurance companies	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Real estate, renting and business activities	97.9	100.0	100.0	92.0	100.0	100.0	98.2
	Hotels, camping sites and other short stay accommodation	95.4	100.0	100.0	95.8	100.0	100.0	97.6
	Transport, storage and communications	97.2	100.0	93.3	93.4	100.0	100.0	97.4
	Motion picture and video activities, radio and TV activities	95.2	90.9	100.0	100.0	100.0	81.8	94.7
	Construction	92.9	100.0	91.4	89.6	93.4	98.8	94.1
	Manufacturing	87.2	94.8	99.7	87.0	94.1	91.4	90.1
	Wholesale and retail trade, motor vehicle repair	86.7	94.3	87.5	87.9	88.4	87.2	87.8
Total	89.9	96.1	96.8	88.7	93.3	93.1	91.5	

B2: Percentage of the number of employed persons who use the Internet

percentages

	Enterprises						
	Size			Region			Total
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
1- 24%	47.3	56.1	63.1	62.5	54.4	34.5	50.0
75-100%	21.8	13.6	11.0	12.3	12.8	31.5	19.5
25- 49%	18.4	17.5	10.2	16.4	19.0	18.1	17.7
50-74%	12.5	12.8	15.7	8.8	13.7	15.9	12.8

¹⁾ The results in tables B2 - B8 refer only to enterprises that "YES" in question B1.

B3: Does your institution have the following types of external connection to the Internet?

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Traditional modem								
Activity	Hotels, camping sites and other short stay accommodation	42.2	59.7	44.4	59.3	60.0	27.1	50.0
	Transport, storage and communications	46.4	28.7	40.5	26.3	60.8	48.3	43.3
	Wholesale and retail trade, motor vehicle repair	37.0	64.8	50.0	51.4	46.7	29.8	41.5
	Banks and insurance companies	25.0	27.3	34.3	40.0	20.0	33.3	31.5
	Manufacturing	23.5	36.3	37.2	35.9	27.3	16.7	28.2
	Real estate-related activities, renting and business activities	26.8	20.3	21.4	47.0	24.6	18.8	25.8
	Construction	25.8	16.2	40.6	15.3	15.8	39.0	24.8
	Cinema and video activities, radio and TV activities	16.7	40.0	0.0	20.9	30.0	5.6	19.6
Total	30.4	39.0	37.9	37.8	34.3	26.2	32.6	
ISDN connection								
Activity	Banks and insurance companies	50.0	63.6	52.9	20.0	36.4	63.2	53.7
	Cinema and video activities, radio and TV activities	25.8	20.0	0.0	28.4	25.0	16.7	24.5
	Transport, storage and communications	24.7	7.0	26.2	18.2	25.0	23.8	22.0
	Real estate-related activities, renting and business activities	19.6	17.6	0.0	20.8	17.1	18.8	18.9
	Manufacturing	11.2	14.4	17.9	10.2	18.7	10.1	12.7
	Wholesale and retail trade, motor vehicle repair	9.6	22.1	18.2	5.8	16.6	12.9	11.7
	Construction	5.6	6.2	1.6	7.6	2.3	5.9	5.5
	Hotels, camping sites and other short stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	12.5	14.7	17.6	10.3	16.5	13.6	13.2	

B3: Does your institution have the following types of external connection to the Internet?

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
DSL (xDSL, ADSL, SDSL, etc.) connection								
Activity	Banks and insurance companies	100.0	45.5	76.5	100.0	60.0	73.7	73.6
	Transport, storage and communications	75.7	61.7	61.9	61.4	87.7	73.6	72.8
	Construction	60.4	66.2	81.3	65.3	85.9	44.6	62.8
	Wholesale and retail trade, motor vehicle repair	58.4	52.4	55.4	56.9	54.9	59.7	57.4
	Manufacturing	49.7	62.0	72.8	54.2	52.8	58.9	55.1
	Cinema and video activities, radio and TV activities	50.8	45.0	66.7	64.2	50.0	25.0	50.3
	Real estate-related activities, renting and business activities	43.9	68.4	69.0	68.0	49.8	40.5	48.0
	Hotels, camping sites and other short stay accommodation	47.0	41.7	55.6	49.5	36.0	39.6	44.5
Total	55.1	60.0	70.9	57.6	59.5	54.6	57.0	
Cable Internet								
Activity	Motion picture and video activities, radio and TV activities	45.8	60.0	66.7	41.8	20.0	91.7	48.3
	Hotels, camping sites and other short stay accommodation	53.6	25.0	55.6	40.7	26.9	50.0	41.2
	Construction	27.8	21.0	14.1	15.8	20.5	37.3	25.6
	Wholesale and retail trade, motor vehicle repair	25.8	20.4	8.9	11.0	28.3	32.9	24.6
	Real estate, renting and business activities	24.6	19.7	32.1	1.3	44.1	25.7	24.1
	Transport, storage and communications	20.3	22.6	28.6	17.5	24.5	22.3	21.1
	Manufacturing	21.3	14.6	9.0	8.8	26.1	25.4	18.4
	Banks and insurance companies	0.0	18.2	20.0	20.0	18.2	15.8	16.7
Total	24.5	18.0	13.9	11.8	27.3	29.8	22.6	

B3: Does your institution have the following types of external connection to the Internet?

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Mobilne veze								
Activity	Banks and insurance companies	50.0	36.4	38.2	40.0	50.0	36.8	39.6
	Transport, storage and communications	35.1	17.4	26.2	14.7	51.5	35.4	31.9
	Motion picture and video activities, radio and TV activities	17.5	10.0	100.0	7.5	27.5	27.8	18.2
	Hotels, camping sites and other short stay accommodation	28.6	0.0	0.0	22.2	0.0	8.3	14.7
	Wholesale and retail trade, motor vehicle repair	13.0	13.6	21.4	4.5	14.2	19.6	13.2
	Real estate, renting and business activities	9.6	15.8	53.6	13.4	3.8	13.4	11.6
	Manufacturing	3.8	12.0	17.9	5.9	12.1	4.2	7.2
	Construction	2.6	10.0	12.5	9.6	1.7	2.6	4.6
Total		10.4	12.4	21.2	7.7	14.2	13.2	11.5
Other fixed Internet connection (e.g. leased line)								
Activity	Banks and insurance companies	25.0	72.7	82.9	40.0	81.8	73.7	72.2
	Real estate, renting and business activities	18.8	17.8	39.3	10.0	12.3	24.4	19.1
	Manufacturing	5.6	20.3	23.1	9.4	11.6	13.3	11.1
	Motion picture and video activities, radio and TV activities	8.3	10.0	66.7	7.5	15.0	8.3	9.8
	Transport, storage and communications	5.9	18.3	28.6	6.0	11.3	11.1	9.2
	Wholesale and retail trade, motor vehicle repair	4.1	24.4	37.5	1.7	4.0	15.8	7.9
	Hotels, camping sites and other short stay accommodation	0.0	8.3	33.3	0.0	0.0	16.7	4.9
	Construction	0.0	3.3	18.8	1.4	3.7	0.5	1.7
Total		6.3	18.7	29.3	6.3	8.7	15.0	10.1

B4: Does your enterprise use the Internet for the following purposes?
(as consumer of Internet services)

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Banking and financial services								
Activity	Banks and insurance companies	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Construction	81.8	87.2	96.9	74.6	79.9	94.4	83.9
	Wholesale and retail trade, motor vehicle repair	77.6	80.2	73.2	63.1	79.7	88.7	77.9
	Transport, storage and communications	75.8	83.5	81.0	80.7	84.8	68.1	77.4
	Manufacturing	73.3	80.7	84.0	79.6	66.4	81.6	76.3
	Real estate, renting and business activities	72.4	71.7	96.4	66.2	72.5	75.2	72.8
	Hotels, camping sites and other short stay accommodation	54.2	75.0	100.0	59.3	88.0	66.7	65.9
	Motion picture and video activities, radio and TV activities	50.0	55.0	100.0	28.4	52.5	94.4	51.7
Total	75.1	80.4	86.3	72.8	73.7	83.1	76.8	
Training and education								
Activity	Banks and insurance companies	50.0	36.4	88.2	80.0	90.0	65.8	71.7
	Real estate, renting and business activities	42.3	54.9	71.4	32.0	23.2	56.1	44.8
	Motion picture and video activities, radio and TV activities	39.2	35.0	66.7	41.8	40.0	36.1	39.9
	Transport, storage and communications	26.3	44.3	42.9	26.3	24.0	38.7	30.0
	Construction	30.3	16.7	39.1	23.1	24.9	34.7	28.2
	Manufacturing	23.3	36.5	25.6	27.6	21.0	32.9	27.1
	Wholesale and retail trade, motor vehicle repair	20.8	41.6	38.2	31.7	13.0	26.6	24.4
	Hotels, camping sites and other short stay accommodation	27.7	12.5	75.0	17.8	24.0	31.3	22.7
Total	26.4	36.4	36.8	28.4	20.1	36.4	29.1	

B4: Does your enterprise use the Internet for the following purposes?
(as consumer of Internet services)

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Market monitoring (e.g. prices)								
Activity	Banks and insurance companies	75.0	90.9	94.1	100.0	90.0	89.5	90.6
	Construction	76.2	73.8	78.1	63.3	80.2	83.1	75.8
	Transport, storage and communications	74.4	42.6	57.1	70.4	69.1	66.5	68.7
	Real estate, renting and business activities	66.2	71.1	82.1	74.9	59.7	67.1	67.3
	Motion picture and video activities, radio and TV activities	60.8	60.0	100.0	64.2	57.5	61.1	61.5
	Manufacturing	61.6	54.7	80.1	66.6	47.3	67.5	61.2
	Wholesale and retail trade, motor vehicle repair	59.0	66.2	58.2	51.8	68.4	60.9	60.1
	Hotels, camping sites and other short stay accommodation	40.5	52.1	55.6	29.7	76.0	62.5	46.3
Total	63.9	59.7	76.6	62.6	60.3	67.4	63.7	

B5: Does your enterprise use the Internet for interaction with public authorities?

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
DA								
Activity	Banks and insurance companies	25.0	90.9	85.3	80.0	100.0	71.1	77.4
	Transport, storage and communications	80.2	47.0	69.0	64.9	77.9	82.3	74.5
	Hotels, camping sites and other short stay accommodation	86.7	56.9	100.0	67.8	76.0	85.4	74.2
	Construction	74.0	67.3	90.6	78.8	53.2	83.6	73.6
	Real estate, renting and business activities	64.9	83.0	82.1	59.3	59.7	73.4	67.9
	Motion picture and video activities, radio and TV activities	65.0	55.0	100.0	50.7	87.5	61.1	63.6
	Manufacturing	53.0	61.1	72.8	58.9	43.2	68.2	56.9
	Wholesale and retail trade, motor vehicle repair	49.5	71.6	73.2	40.3	63.4	56.7	53.3
Total	58.7	64.6	76.6	57.0	55.4	68.9	60.9	

B6: Does your enterprise use the Internet to interact with public authorities for the following purposes?¹⁾

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
For obtaining information								
Activity	Hotels, camping sites and other short stay accommodation	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Banks and insurance companies	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Real estate activities, renting and business activities	100.0	95.3	100.0	100.0	100.0	98.8	99.2
	Construction	100.0	95.1	100.0	100.0	95.6	100.0	99.1
	Motion picture and video activities, radio and TV activities	100.0	100.0	66.7	100.0	100.0	95.5	98.9
	Wholesale and retail trade, motor vehicle repair	97.8	97.2	95.1	96.2	99.6	96.8	97.6
	Transport, storage and communications	100.0	83.0	69.0	100.0	96.2	94.4	96.8
	Manufacturing	90.7	95.1	98.2	95.4	92.5	89.5	92.8
Total	96.6	95.4	96.2	97.2	96.5	95.4	96.3	
For obtaining forms, e.g. tax forms								
Activity	Real estate activities, renting and business activities	87.2	91.3	95.5	100.0	71.4	89.2	88.2
	Manufacturing	82.1	85.2	86.8	84.5	76.8	86.9	83.6
	Construction	80.1	80.3	87.9	86.0	95.6	69.9	80.7
	Wholesale and retail trade, motor vehicle repair	74.0	87.4	95.2	67.9	97.9	66.3	77.4
	Hotels, camping sites and other short stay accommodation	80.6	73.2	55.6	93.4	84.2	46.3	76.0
	Transport, storage and communications	71.8	100.0	96.6	62.2	100.0	69.3	75.7
	Banks and insurance companies	100.0	50.0	82.8	100.0	60.0	77.8	75.6
	Motion picture and video activities, radio and TV activities	73.1	72.7	100.0	70.6	80.0	72.7	74.7
Total	79.1	85.6	88.3	80.9	87.9	77.4	81.2	

¹⁾ The results refer only to enterprises that answered "YES" in question B5.

B6: Does your enterprise use the Internet to interact with public authorities for the following purposes?¹⁾

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
For returning filled in forms								
Activity	Banks and insurance companies	100.0	70.0	80.0	100.0	70.0	77.8	78.0
	Real estate activities, renting and business activities	60.7	61.4	73.9	77.4	33.3	63.8	61.2
	Hotels, camping sites and other short stay accommodation	58.3	50.0	55.6	62.9	68.4	39.0	55.7
	Manufacturing	61.6	33.8	67.0	47.6	45.7	68.2	53.9
	Wholesale and retail trade, motor vehicle repair	50.1	60.1	66.7	57.8	50.2	51.5	52.6
	Motion picture and video activities, radio and TV activities	47.4	54.5	66.7	41.2	44.4	68.2	48.9
	Construction	33.3	80.3	72.4	29.4	62.9	48.6	44.7
	Transport, storage and communications	22.1	48.1	76.7	21.6	27.2	32.7	27.5
Total	49.7	48.9	69.7	46.9	46.4	56.8	50.9	

¹⁾ The results refer only to enterprises that answered "YES" in question B5.

B7: Does your enterprise have its Website?

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Banks and insurance companies	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Manufacturing	74.9	78.8	82.4	78.5	75.0	75.3	76.6
	Motion picture and video activities, radio and TV activities	70.8	100.0	100.0	70.1	62.5	100.0	75.5
	Real estate, renting and business activities	71.6	84.2	96.4	30.3	88.6	84.5	74.0
	Wholesale and retail trade, motor vehicle repair	62.6	74.4	55.4	54.1	55.5	78.8	64.2
	Transport, storage and communications	53.0	75.7	92.9	53.0	56.9	66.5	58.7
	Construction	49.8	66.7	96.9	30.2	66.3	69.7	55.8
	Hotels, camping sites and other short stay accommodation	53.0	47.9	66.7	29.7	64.0	87.5	51.8
Total	65.7	76.1	83.9	61.0	67.9	77.4	68.9	

B8: Does your enterprise provide the following facilities via its Website:
(your enterprise as Internet services provider¹⁾)

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Access to product catalogues or price lists?								
Activity	Hotels, camping sites and other short stay accommodation	93.2	82.9	100.0	100.0	81.3	85.7	89.4
	Transport, storage and communications	85.6	11.5	56.4	64.0	81.9	62.6	68.2
	Manufacturing	70.5	51.1	62.4	72.0	50.7	65.7	64.3
	Banks and insurance companies	0.0	81.8	73.5	40.0	90.0	60.5	64.2
	Construction	71.8	35.7	51.6	61.7	59.4	62.3	61.2
	Wholesale and retail trade, motor vehicle repairs	60.0	51.4	68.8	61.0	63.9	54.9	58.7
	Real estate, renting and business activities	43.1	61.7	46.2	60.9	42.2	45.6	46.2
	Motion picture and video activities, radio and TV activities	36.5	23.8	66.7	32.6	48.0	27.8	34.6
Total	64.1	49.0	61.1	67.6	56.4	57.5	60.4	
Possibility for visitors to customise or design the products?								
Activity	Banks and insurance companies	25.0	100.0	94.1	60.0	90.0	86.8	84.9
	Transport, storage and communications	89.1	29.5	61.5	52.3	81.9	89.1	74.6
	Construction	72.7	75.7	62.3	57.4	70.9	78.5	72.2
	Manufacturing	69.2	73.2	77.4	72.1	67.2	73.6	71.1
	Wholesale and retail trade, motor vehicle repairs	69.6	76.0	64.5	50.0	80.7	77.1	70.7
	Hotels, camping sites and other short stay accommodation	68.2	65.7	100.0	85.2	18.8	78.6	69.4
	Real estate, renting and business activities	54.8	82.0	74.1	69.6	32.6	67.4	59.7
	Motion picture and video activities, radio and TV activities	61.2	30.0	66.7	73.9	42.3	41.7	55.6
Total	68.7	71.6	74.2	65.3	67.5	74.7	69.8	

¹⁾ The results refer only to enterprises that answered "YES" in question B7.

B8: Does your enterprise provide the following facilities via its Website:(your enterprise as Internet services provider¹⁾)

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Online ordering or reservation of products/services?								
Activity	Hotels, camping sites and other short stay accommodation	56.8	82.4	83.3	53.8	43.8	88.1	69.0
	Transport, storage and communications	62.4	11.5	20.5	31.8	79.3	42.8	48.6
	Banks and insurance companies	0.0	9.1	41.2	20.0	18.2	34.2	29.6
	Real estate, renting and business activities	17.0	14.8	63.0	4.3	15.0	21.0	18.2
	Manufacturing	19.6	13.2	14.0	19.3	13.5	17.9	17.3
	Wholesale and retail trade, motor vehicle repaie	14.3	18.5	48.4	28.5	15.7	8.5	15.7
	Construction	17.3	9.3	8.1	25.2	3.6	17.8	14.5
	Motion picture and video activities, radio and TV activities	12.9	10.0	0.0	10.6	0.0	22.2	12.0
Total	20.6	15.4	21.6	22.2	17.4	18.7	19.5	
Online payment?								
Activity	Banks and insurance companies	0.0	36.4	55.9	40.0	18.2	50.0	42.6
	Transport, storage and communications	15.0	9.2	7.7	8.0	0.0	26.6	13.2
	Construction	17.3	5.0	0.0	25.2	0.0	16.5	12.6
	Wholesale and retail trade, motor vehicle repaie	11.3	7.4	45.2	22.8	14.9	2.9	11.2
	Real estate, renting and business activities	10.2	13.3	25.9	0.0	12.8	12.1	11.2
	Motion picture and video activities, radio and TV activities	14.1	0.0	0.0	0.0	0.0	33.3	11.1
	Hotels, camping sites and other short stay accommodation	18.2	0.0	16.7	29.6	0.0	2.4	10.6
	Manufacturing	9.8	5.6	11.6	13.4	3.7	6.4	8.8
Total	11.5	6.7	15.9	15.2	6.6	9.8	10.7	

¹⁾ The results refer only to enterprises that answered "YES" in question B7.

B8: Does your enterprise provide the following facilities via its Website:
(your enterprise as Internet services provider¹⁾)

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Personalised content in the Website for regular/repeated visitors?								
Activity	Hotels, camping sites and other short stay accommodation	75.6	91.2	100.0	85.2	37.5	100.0	83.5
	Banks and insurance companies	75.0	72.7	88.6	100.0	81.8	81.6	83.3
	Construction	71.8	80.0	74.2	88.9	70.9	70.7	74.0
	Motion picture and video activities, radio and TV activities	62.4	70.0	100.0	59.6	80.8	61.1	65.1
	Real estate, renting and business activities	63.9	71.3	65.4	72.9	70.2	62.3	65.0
	Transport, storage and communications	76.4	12.6	79.5	41.7	91.3	65.5	64.1
	Wholesale and retail trade, motor vehicle repair	60.8	75.8	48.4	28.3	77.6	75.3	63.2
	Manufacturing	33.9	55.3	55.3	38.8	37.4	51.7	41.9
Total	53.1	61.6	63.5	41.6	58.3	65.2	55.8	
Advertisement of open job positions or online job application?								
Activity	Banks and insurance companies	25.0	54.5	79.4	60.0	60.0	68.4	66.0
	Transport, storage and communications	38.0	24.1	41.0	12.7	51.7	44.5	35.5
	Motion picture and video activities, radio and TV activities	25.9	10.0	33.3	10.6	23.1	38.9	22.9
	Hotels, camping sites and other short stay accommodation	27.3	17.1	0.0	29.6	0.0	21.4	20.0
	Real estate, renting and business activities	14.6	40.3	40.7	10.1	9.0	24.2	19.5
	Wholesale and retail trade, motor vehicle repair	12.3	31.1	54.8	9.2	15.7	20.7	16.4
	Manufacturing	13.5	13.2	22.1	11.9	13.1	18.9	14.2
	Construction	6.0	20.7	13.1	7.5	3.6	15.5	10.1
Total	14.7	20.6	29.8	11.4	15.0	22.8	17.1	

¹⁾ The results refer only to enterprises that answered "YES" in question B7.

MODULE 2.C: AUTOMATED DATA EXCHANGE¹⁾

C1: Did your enterprise use, January 2008, automated data exchange?

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Banks and insurance companies	75.0	90.9	91.2	80.0	100.0	86.8	88.7
	Transport, storage and communication	63.1	4.3	25.0	28.2	79.4	58.6	52.1
	Motion picture and video activities, radio and TV activities	45.2	13.0	66.7	37.3	57.5	29.5	40.4
	Wholesale and retail trade, renting and business activities	36.6	52.4	40.0	34.9	43.9	38.4	38.9
	Hotels, camping sites and other short stay accommodation	62.5	8.3	0.0	47.4	40.0	12.5	36.3
	Real estate, renting and business activities	31.4	38.8	46.4	14.7	27.5	41.3	32.8
	Manufacturing	26.0	26.1	47.1	31.0	21.8	28.0	27.6
	Construction	25.2	17.1	8.6	12.1	27.0	29.5	22.8
Total		33.6	29.8	41.8	29.3	34.7	36.3	33.3

¹⁾ The results refer only to enterprises that answered "YES" in question A1.

C2: Is the automated data exchange used for the following purposes? ¹⁾

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Sending orders to suppliers								
Activity	Manufacturing	66.2	58.3	45.3	67.1	71.2	43.8	61.6
	Construction	68.3	38.9	66.7	56.3	91.9	48.0	64.0
	Wholesale and retail trade, motor vehicle repair	70.1	47.5	72.0	63.3	82.5	54.1	65.8
	Hotels, camping sites and other short stay accommodation	41.8	100.0	-	35.6	70.0	100.0	47.5
	Transport, storage and communications	42.1	0.0	40.0	45.3	46.3	34.0	41.4
	Real estate-related activities, renting and business activities	60.8	59.3	38.5	81.1	17.5	65.8	59.9
	Cinema and video activities, radio and TV activities	36.8	0.0	100.0	40.0	26.1	53.8	37.7
	Banks and insurance companies	0.0	10.0	25.8	25.0	18.2	21.2	20.8
Total	62.3	52.3	46.2	62.5	68.4	50.7	59.5	
Receiving orders from customers								
Activity	Manufacturing	66.8	43.1	58.8	56.3	66.3	61.5	59.9
	Construction	58.7	0.0	33.3	0.0	91.9	40.2	49.8
	Wholesale and retail trade, motor vehicle repair	77.0	52.3	68.0	80.5	67.5	69.7	72.1
	Hotels, camping sites and other short stay accommodation	72.2	100.0	-	73.3	70.0	100.0	75.4
	Transport, storage and communications	48.8	0.0	40.0	80.0	46.9	30.9	47.9
	Real estate, renting and business activities	64.0	59.3	38.5	62.2	10.3	73.1	62.2
	Motion picture and video activities, radio and TV activities	35.1	0.0	0.0	60.0	21.7	0.0	32.8
	Banks and insurance companies	33.3	10.0	25.0	50.0	0.0	26.5	22.9
Total	66.1	44.8	52.1	63.6	60.8	59.9	61.4	

¹⁾ The results refer only to enterprises that answered "YES" in question C1.

C2: Is the automated data exchange used for the following purposes? ¹⁾

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Sending or receiving product information (e.g. catalogues, price lists...)								
Activity	Manufacturing	78.8	44.2	58.5	62.5	62.7	81.1	67.6
	Construction	59.2	63.9	66.7	43.8	69.8	59.8	60.2
	Wholesale and retail trade, motor vehicle repair	69.0	68.5	100.0	78.5	57.8	72.5	69.6
	Hotels, camping sites and other short stay accommodation	92.6	100.0	-	91.1	100.0	100.0	93.4
	Transport, storage and communications	87.8	0.0	70.0	60.0	100.0	86.3	86.3
	Real estate, renting and business activities	74.4	74.6	71.4	81.1	17.5	85.1	74.3
	Motion picture and video activities, radio and TV activities	45.6	0.0	50.0	60.0	21.7	53.8	44.3
	Banks and insurance companies	33.3	10.0	38.7	75.0	30.0	29.4	33.3
Total	74.1	56.2	61.9	67.8	64.0	76.2	70.0	

¹⁾ The results refer only to enterprises that answered "YES" in question C1.

C3: What are the reasons for your enterprises not using automated data exchange? ¹⁾

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
No interest in using it, because it isn't relevant for the business								
Activity	Cinema and video activities, radio and TV activities	60.9	60.0	100.0	66.7	70.6	48.4	61.1
	Real estate-related activities, renting and business activities	58.1	49.5	92.9	74.8	59.5	47.6	57.7
	Construction	54.0	60.6	46.9	43.5	54.3	68.1	54.8
	Hotels, camping sites and other short stay accommodation	35.3	54.5	44.4	67.3	0.0	42.9	48.1
	Transport, storage and communications	36.4	45.5	67.6	30.7	92.9	43.9	41.7
	Wholesale and retail trade, motor vehicle repair	39.1	33.3	31.6	44.6	53.2	23.5	38.4
	Manufacturing	37.4	40.8	26.5	39.1	27.9	46.6	37.7
	Banks and insurance companies	0.0	0.0	33.3	0.0	-	20.0	16.7
Total	42.8	43.9	38.4	43.9	42.1	42.2	42.8	
Lack of expertise in-house for its implementation								
Activity	Hotels, camping sites and other short stay accommodation	44.1	19.7	33.3	42.0	20.0	14.3	28.0
	Construction	23.2	11.5	0.0	21.6	19.9	16.1	19.3
	Transport, storage and communications	8.9	31.8	8.8	14.2	19.5	17.8	15.8
	Wholesale and retail trade, motor vehicle repair	11.7	37.8	33.3	19.7	20.5	7.5	15.0
	Manufacturing	11.7	23.8	6.6	20.6	11.1	8.9	14.6
	Real estate-related activities, renting and business activities	10.0	7.5	6.7	22.9	2.6	5.1	9.6
	Cinema and video activities, radio and TV activities	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Banks and insurance companies	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	12.8	23.3	9.1	20.3	14.2	9.1	14.8	

¹⁾ The results refer only to enterprises that answered "NO" in question C1.

C3: What are the reasons for your enterprises not using automated data exchange?¹⁾

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Return on investment low or not clear								
Activity	Construction	29.3	23.6	9.5	19.5	45.7	20.5	26.7
	Hotels, camping sites and other short stay accommodation	33.3	19.7	33.3	34.0	20.0	14.0	24.1
	Transport, storage and communications	16.0	33.9	21.2	9.6	54.8	34.6	22.0
	Real estate-related activities, renting and business activities	19.8	28.0	6.7	36.9	28.1	8.7	20.6
	Manufacturing	15.0	27.8	20.0	14.6	24.9	18.5	18.7
	Motion picture and video activities, radio and TV activities	15.9	0.0	100.0	11.9	0.0	22.6	13.3
	Wholesale and retail trade, motor vehicle repair	6.1	18.0	41.0	6.6	19.8	1.9	8.1
	Banks and insurance companies	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	14.8	25.7	20.1	15.1	26.9	12.8	17.3	
Lack of appropriate software for the specific sector/size of the enterprise.								
Activity	Construction	28.6	11.5	6.3	23.9	43.3	8.3	23.7
	Hotels, camping sites and other short stay accommodation	23.5	19.4	33.3	33.3	0.0	14.3	21.3
	Real estate, renting and business activities	21.8	14.0	0.0	31.8	23.7	12.8	20.4
	Manufacturing	10.3	29.7	22.2	16.8	12.0	19.9	16.2
	Wholesale and retail trade, motor vehicle repair	12.1	22.5	44.7	18.9	21.5	4.9	14.0
	Transport, storage and communications	1.3	28.4	11.8	6.4	11.9	17.6	10.3
	Motion picture and video activities, radio and TV activities	7.2	0.0	0.0	0.0	29.4	0.0	5.6
	Banks and insurance companies	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	14.2	24.5	19.5	18.5	19.5	12.2	16.6	

¹⁾ The results refer only to enterprises that answered "NO" in question C1.

C3: What are the reasons for your enterprises not using automated data exchange? ¹⁾

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Difficulty with agreeing common standards with business partners								
Activity	Hotels, camping sites and other short stay accommodation	32.4	18.2	33.3	20.4	20.0	27.9	23.4
	Manufacturing	14.0	25.2	33.1	15.2	21.5	19.0	18.1
	Banks and insurance companies	0.0	0.0	33.3	0.0	-	20.0	16.7
	Construction	18.9	4.0	11.1	26.1	17.2	2.0	15.5
	Wholesale and retail trade, motor vehicle repair	9.3	35.3	53.8	5.3	20.0	15.4	13.1
	Real estate, renting and business activities	9.1	6.5	6.7	13.1	5.3	7.7	8.7
	Motion picture and video activities, radio and TV activities	7.2	0.0	0.0	0.0	29.4	0.0	5.6
	Transport, storage and communications	0.0	10.9	11.8	7.3	0.0	0.0	4.3
Total	12.0	21.1	27.7	13.4	18.8	13.0	14.7	
Uncertainty of the legal status of the messages exchanged								
Activity	Hotels, camping sites and other short stay accommodation	35.3	17.9	33.3	28.0	0.0	27.9	24.1
	Banks and insurance companies	0.0	0.0	33.3	0.0	-	20.0	16.7
	Manufacturing	10.1	16.1	24.8	10.7	16.6	10.9	12.5
	Real estate, renting and business activities	11.2	11.8	7.1	9.3	5.3	14.6	11.2
	Construction	12.5	4.0	7.8	13.8	19.0	0.0	10.4
	Wholesale and retail trade, motor vehicle repair	5.6	21.4	48.7	7.2	16.8	3.7	8.3
	Cinema and video activities, radio and TV activities	7.2	0.0	0.0	0.0	29.4	0.0	5.6
	Transport, storage and communications	1.3	11.9	8.8	1.4	19.0	8.3	5.4
Total	8.9	14.7	22.0	9.6	16.1	7.9	10.7	

¹⁾ The results refer only to enterprises that answered "NO" in question C1.

MODULE 4.D: Module D: Sharing electronically information on the Supply Chain Management¹⁾

D1: In January 2008, did your enterprise regularly share electronically information on the supply chain management with your suppliers or customers?

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Banks and insurance companies	0.0	36.4	55.9	20.0	60.0	43.6	44.4
	Transport, storage and communications	45.2	9.6	9.1	30.6	35.8	48.1	37.9
	Wholesale and retail trade, motor vehicle repair	32.9	30.6	42.2	26.2	41.3	32.0	32.8
	Real estate, renting and business activities	25.4	21.6	35.7	19.9	7.1	32.8	25.1
	Motion picture and video activities, radio and TV activities	21.4	18.2	66.7	20.9	15.0	29.5	21.9
	Hotels, camping sites and other short stay accommodation	20.7	8.3	62.5	8.4	12.0	37.5	17.3
	Manufacturing	15.7	16.8	28.7	18.6	15.9	15.5	17.0
	Construction	17.1	6.2	4.3	1.8	33.3	12.1	14.4
Total		25.0	18.2	28.2	19.6	26.5	26.3	23.8

¹⁾ The results refer only to enterprises that answered "YES" in question A1.

D2: In January 2008, did your enterprise regularly share electronically the following information with its suppliers? ¹⁾

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Inventory levels, production plans or demand forecasts								
Activity	Construction	86.5	0.0	66.7	0.0	75.2	98.1	79.3
	Transport, storage and communications	70.3	100.0	50.0	62.4	100.0	61.6	71.5
	Wholesale and retail trade, motor vehicle repair	47.8	77.3	85.2	57.0	25.4	74.7	52.6
	Manufacturing	50.3	41.0	67.8	48.7	55.5	47.7	50.2
	Real estate, renting and business activities	39.6	81.8	70.0	20.0	71.4	50.0	45.7
	Hotels, camping sites and other short stay accommodation	61.1	0.0	0.0	100.0	100.0	0.0	37.9
	Banks and insurance companies	-	0.0	42.1	0.0	50.0	35.3	37.5
	Motion picture and video activities, radio and TV activities	22.2	100.0	100.0	28.6	16.7	53.8	36.4
Total	53.3	56.7	65.6	50.8	48.5	61.9	54.6	
Progress of deliveries (i.e. distribution of raw materials or finished products)								
Activity	Manufacturing	58.7	72.0	71.1	74.4	54.4	51.7	63.6
	Wholesale and retail trade, motor vehicle repair	53.4	67.2	85.2	53.0	39.9	72.8	56.0
	Construction	56.8	0.0	100.0	0.0	56.6	53.8	53.3
	Transport, storage and communications	46.4	100.0	75.0	12.9	98.6	46.8	49.0
	Real estate, renting and business activities	51.5	31.3	30.0	12.0	42.9	56.9	48.2
	Hotels, camping sites and other short stay accommodation	63.2	0.0	0.0	100.0	0.0	22.2	41.4
	Banks and insurance companies	-	0.0	42.1	100.0	0.0	41.2	33.3
	Motion picture and video activities, radio and TV activities	18.5	100.0	0.0	28.6	83.3	0.0	27.3
Total	53.2	63.8	64.8	54.9	51.4	59.1	55.5	

¹⁾ The results refer only to enterprises that answered "YES" in question D1.

D3: Did your enterprise regularly share electronically the following information with its customers, in January 2008?¹⁾

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Inventory levels, production plans or demand forecasts								
Activity	Construction	70.3	0.0	66.7	0.0	75.2	51.0	64.4
	Manufacturing	49.0	48.4	80.0	52.7	56.6	49.1	52.9
	Transport, storage and communications	50.0	100.0	50.0	26.6	100.0	42.4	51.7
	Motion picture and video activities, radio and TV activities	44.4	100.0	0.0	28.6	0.0	92.3	48.5
	Banks and insurance companies	-	0.0	47.4	0.0	66.7	29.4	37.5
	Real estate, renting and business activities	29.9	81.8	70.0	6.0	13.3	46.3	37.5
	Wholesale and retail trade, motor vehicle repair	26.1	59.7	63.0	10.8	18.0	57.6	31.5
	Hotels, camping sites and other short stay accommodation	44.4	0.0	0.0	100.0	0.0	0.0	27.6
Total	38.6	54.3	68.6	32.4	43.9	50.4	42.9	
Proges of deliveries (i.e. distribution of raw materials or finished products)								
Activity	Construction	73.0	0.0	100.0	0.0	56.6	100.0	67.9
	Manufacturing	57.1	56.8	88.9	72.6	50.0	49.1	61.0
	Transport, storage and communications	45.3	100.0	25.0	26.6	98.6	32.5	47.1
	Motion picture and video activities, radio and TV activities	40.7	100.0	0.0	28.6	83.3	46.2	45.5
	Hotels, camping sites and other short stay accommodation	63.2	0.0	0.0	100.0	0.0	22.2	41.4
	Real estate, renting and business activities	38.8	31.3	30.0	0.0	13.3	47.7	37.5
	Wholesale and retail trade, motor vehicle repair	27.7	61.2	66.7	17.5	19.4	55.9	33.1
	Banks and insurance companies	-	0.0	31.6	0.0	33.3	29.4	29.2
Total	41.8	54.3	69.4	43.2	40.5	51.1	45.5	

¹⁾ The results refer only to enterprises that answered "YES" in question D1.

D4: Were the following methods used for the electronic exchange of information, in January 2008?¹⁾

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Websites (yours, those of your business partners or web portals)								
Activity	Banks and insurance companies	-	100.0	89.5	100.0	100.0	88.2	91.7
	Motion picture and video activities, radio and TV activities	77.8	100.0	100.0	100.0	100.0	53.8	81.8
	Real estate, renting and business activities	79.7	81.8	70.0	60.0	71.4	84.9	79.9
	Hotels, camping sites and other short stay accommodation	100.0	0.0	100.0	100.0	100.0	66.7	79.3
	Wholesale and retail trade, motor vehicle repair	72.1	75.8	85.2	49.4	83.7	78.3	72.8
	Transport, storage and communications	66.7	100.0	75.0	44.1	100.0	67.5	68.2
	Manufacturing	57.8	68.1	47.8	72.9	49.5	42.4	59.3
	Construction	46.6	50.0	33.3	0.0	24.8	96.2	46.3
Total	67.5	71.9	63.5	61.0	68.6	72.8	67.9	
Automated data exchange (XML, EDIFACT, etc.)								
Activity	Banks and insurance companies	-	100.0	57.9	0.0	50.0	76.5	66.7
	Real estate, renting and business activities	31.7	59.4	70.0	6.0	28.6	43.6	36.2
	Motion picture and video activities, radio and TV activities	40.7	0.0	0.0	35.7	0.0	46.2	33.3
	Transport, storage and communications	30.4	0.0	50.0	31.9	76.7	0.8	29.8
	Wholesale and retail trade, motor vehicle repair	26.1	41.4	44.4	46.6	14.0	30.0	28.6
	Construction	27.0	50.0	0.0	0.0	43.4	0.0	27.9
	Manufacturing	23.3	25.8	25.6	26.8	25.3	18.6	24.4
	Hotels, camping sites and other short stay accommodation	22.2	0.0	0.0	50.0	0.0	0.0	13.8
Total	27.0	34.1	34.6	32.7	27.5	26.3	28.6	

¹⁾ The results refer only to enterprises that answered "YES" in question D1.

MODULE 2.E: Automatic share of information within the enterprise¹⁾

E1: In January 2008, when your enterprise received a sales order (either electronically or not), was the relevant information about it shared electronically and automatically with the software used for the following functions?

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Management of inventory levels								
Activity	Wholesale and retail trade, motor vehicle repair	38.1	52.6	52.3	35.4	34.5	48.8	40.5
	Banks and insurance companies	25.0	63.6	32.4	60.0	30.0	36.8	37.7
	Hotels, camping sites and other short stay accommodation	29.5	27.8	12.5	12.6	38.5	52.1	27.8
	Manufacturing	19.0	24.2	47.9	20.3	26.0	22.8	22.6
	Transport, storage and communications	23.4	9.6	25.0	10.5	42.6	18.1	21.6
	Real estate, renting and business activities	11.8	26.8	14.3	2.4	16.1	17.4	13.8
	Construction	90.3	83.3	55.7	5.1	23.0	13.3	13.1
	Motion picture and video activities, radio and TV activities	12.7	0.0	66.7	0.0	27.5	15.9	11.9
Total	23.6	28.6	43.3	20.1	28.8	29.1	25.6	
Accounting								
Activity	Banks and insurance companies	50.0	72.7	45.7	40.0	60.0	51.3	51.9
	Wholesale and retail trade, motor vehicle repair	34.7	59.0	54.7	32.6	44.2	39.4	38.6
	Transport, storage and communications	36.1	19.8	40.9	31.1	43.1	30.0	33.9
	Motion picture and video activities, radio and TV activities	29.4	27.3	66.7	28.4	32.5	29.5	29.8
	Manufacturing	23.6	36.3	51.6	26.3	39.7	22.7	29.1
	Hotels, camping sites and other short stay accommodation	37.9	12.5	12.5	17.0	52.0	29.2	25.7
	Real estate, renting and business activities	18.7	50.7	46.4	5.6	9.0	35.4	23.8
	Construction	9.7	51.2	57.1	9.1	27.0	25.3	20.2
Total	26.3	41.8	50.9	25.0	37.6	31.5	30.7	

¹⁾ The results refer only to enterprises that answered "YES" in question A1.

E1: In January 2008, when your enterprise received a sales order (either electronically or not), was the relevant information about it shared electronically and automatically with the software used for the following functions?

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Production or services management								
Activity	Banks and insurance companies	25.0	72.7	38.2	40.0	60.0	39.5	43.4
	Wholesale and retail trade, motor vehicle repair	25.7	40.0	43.8	21.1	30.0	32.4	28.1
	Transport, storage and communications	28.7	9.6	29.5	20.3	35.8	24.9	26.0
	Motion picture and video activities, radio and TV activities	20.6	27.3	0.0	20.9	30.0	13.6	21.2
	Hotels, camping sites and other short stay accommodation	21.6	8.3	44.4	12.6	12.0	27.1	16.7
	Real estate, renting and business activities	14.4	20.3	53.6	10.7	15.2	18.5	16.1
	Manufacturing	10.8	20.7	38.3	14.9	21.3	10.7	15.5
	Construction	2.3	27.1	22.9	6.3	8.8	9.5	8.2
Total	16.8	24.5	37.1	15.8	23.3	20.2	19.4	
Distribution management								
Activity	Wholesale and retail trade, motor vehicle repair	28.2	43.8	45.3	17.8	27.5	43.5	30.8
	Banks and insurance companies	25.0	54.5	20.6	40.0	30.0	26.3	28.3
	Motion picture and video activities, radio and TV activities	26.2	13.0	0.0	7.5	30.0	40.9	23.2
	Transport, storage and communications	22.8	19.8	25.0	14.1	33.8	23.0	22.4
	Manufacturing	12.4	17.3	40.1	10.8	25.3	14.5	15.8
	Real estate, renting and business activities	11.0	21.7	46.4	2.4	1.9	20.9	13.2
	Hotels, camping sites and other short stay accommodation	21.6	0.0	12.5	12.6	12.0	10.4	11.9
	Construction	5.1	20.5	15.7	4.6	8.8	12.1	8.6
Total	17.6	23.0	34.8	11.6	23.0	25.4	19.6	

E2: In January 2008, when your enterprise sent a purchase order (either electronically or not), was the relevant information about it shared electronically and automatically with the software used for the following functions?

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Management of inventory levels								
Activity	Banks and insurance companies	25.0	54.5	32.4	40.0	45.5	33.3	36.4
	Wholesale and retail trade, motor vehicle repair	27.2	51.4	54.7	25.2	30.1	36.9	31.2
	Hotels, camping sites and other short stay accommodation	29.5	8.3	12.5	12.6	26.9	29.2	19.5
	Manufacturing	14.7	25.6	30.6	18.8	22.4	15.0	18.8
	Transport, storage and communications	18.7	13.0	18.2	3.9	44.1	13.8	17.9
	Real estate, renting and business activities	12.6	19.1	21.4	2.4	14.2	17.7	13.7
	Construction	7.4	13.7	25.7	3.3	15.4	11.4	9.7
	Motion picture and video activities, radio and TV activities	9.5	0.0	66.7	0.0	2.5	29.5	9.3
Total		18.0	27.8	31.3	16.2	24.7	22.4	20.7
Accounting								
Activity	Banks and insurance companies	50.0	54.5	50.0	40.0	60.0	50.0	50.9
	Wholesale and retail trade, motor vehicle repair	34.5	50.0	57.8	30.9	45.3	36.4	37.2
	Manufacturing	21.9	35.0	37.9	23.7	33.6	24.3	26.6
	Transport, storage and communications	26.2	19.8	29.5	19.0	42.2	20.0	25.5
	Motion picture and video activities, radio and TV activities	21.4	27.3	66.7	13.4	32.5	29.5	23.2
	Real estate, renting and business activities	18.8	38.8	39.3	1.2	18.0	31.0	21.9
	Hotels, camping sites and other short stay accommodation	37.9	0.0	12.5	17.0	40.0	16.7	20.4
	Construction	7.4	44.3	38.6	7.6	19.5	21.4	16.1
Total		24.5	37.3	40.0	21.7	35.1	28.9	27.8

E3: Did your enterprise use, in January 2007, an ERP system?

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Banks and insurance companies	25.0	45.5	17.1	40.0	27.3	21.1	24.1
	Transport, storage and communications	27.0	9.6	15.9	13.8	42.6	21.2	24.0
	Wholesale and retail trade, motor vehicle repair	10.5	20.9	28.1	2.1	12.6	20.4	12.3
	Hotels, camping sites and other short stay accommodation	13.8	0.0	25.0	12.8	0.0	4.2	8.4
	Real estate, renting and business activities	5.8	16.3	35.7	2.4	1.9	11.9	7.9
	Manufacturing	4.1	9.9	32.6	7.8	9.2	6.3	7.8
	Construction	5.1	3.3	10.1	1.3	8.8	5.8	5.1
	Motion picture and video activities, radio and TV activities	4.0	0.0	0.0	7.5	0.0	0.0	3.3
Total	8.4	11.6	27.0	6.1	11.9	12.7	10.0	
NO								
Activity	Hotels, camping sites and other short stay accommodation	78.2	91.7	75.0	83.0	88.0	83.3	83.8
	Real estate, renting and business activities	81.5	60.1	64.3	82.5	83.9	74.9	78.3
	Wholesale and retail trade, motor vehicle repair	74.6	67.5	59.4	83.1	79.5	60.9	73.2
	Manufacturing	76.0	72.4	43.5	75.4	75.3	65.0	72.6
	Construction	67.4	87.2	62.3	87.9	52.4	68.4	70.7
	Transport, storage and communications	69.8	65.2	81.8	82.6	55.4	66.2	69.8
	Banks and insurance companies	75.0	45.5	74.3	40.0	54.5	76.3	68.5
	Motion picture and video activities, radio and TV activities	66.7	72.7	100.0	64.2	75.0	68.2	68.2
Total	74.6	72.2	54.3	79.4	73.2	66.3	73.1	

E3: Did your enterprise use, in January 2007, an ERP system?

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
DON'T KNOW								
Activity	Motion picture and video activities, radio and TV activities	29.4	27.3	0.0	28.4	25.0	31.8	28.5
	Construction	27.5	9.5	27.5	10.9	38.9	25.8	24.3
	Manufacturing	19.9	17.7	24.0	16.8	15.6	28.7	19.7
	Wholesale and retail trade, motor vehicle repair	14.9	11.6	12.5	14.8	7.9	18.8	14.4
	Real estate, renting and business activities	12.7	23.5	0.0	15.1	14.2	13.2	13.8
	Hotels, camping sites and other short stay accommodation	8.0	8.3	0.0	4.3	12.0	12.5	7.8
	Banks and insurance companies	0.0	9.1	8.6	20.0	18.2	2.6	7.4
	Transport, storage and communications	3.1	25.2	2.3	3.6	2.0	12.7	6.3
Total	17.0	16.2	18.8	14.5	14.9	21.0	16.9	

E4: In January 2007, did your enterprise have in use any software application for managing information about its clients, so called CRM, that allows to:

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Capture, store and make available to other business functions the information about its clients?								
Activity	Banks and insurance companies	25.0	90.9	79.4	40.0	70.0	78.9	73.6
	Transport, storage and communications	42.6	26.7	15.9	27.5	50.5	42.9	38.8
	Real estate, renting and business activities	16.2	36.2	39.3	10.7	10.0	25.8	19.5
	Wholesale and retail trade, motor vehicle repair	16.0	23.0	32.8	5.4	13.5	29.6	17.3
	Manufacturing	6.9	16.3	29.1	10.3	13.1	10.3	11.1
	Hotels, camping sites and other short stay accommodation	17.2	0.0	0.0	8.4	0.0	14.6	8.9
	Motion picture and video activities, radio and TV activities	7.9	0.0	0.0	14.9	0.0	0.0	6.6
	Construction	5.1	3.3	8.6	0.0	8.2	7.0	4.9
Total	13.7	18.0	29.0	9.5	15.0	21.6	15.3	
Make analysis of the information about clients for marketing purposes (setting prices, make sales promotion, choose distribution channels, etc.)?								
Activity	Banks and insurance companies	25.0	45.5	76.5	40.0	50.0	68.4	62.3
	Transport, storage and communications	40.8	16.5	15.9	26.6	51.0	35.0	35.9
	Wholesale and retail trade, motor vehicle repair	11.1	17.5	26.2	4.5	7.6	22.1	12.4
	Real estate, renting and business activities	8.7	27.6	35.7	0.0	10.9	16.5	11.8
	Hotels, camping sites and other short stay accommodation	21.8	0.0	0.0	12.6	0.0	14.6	11.3
	Manufacturing	6.3	8.9	28.8	7.6	11.2	7.8	8.6
	Motion picture and video activities, radio and TV activities	7.9	0.0	0.0	14.9	0.0	0.0	6.6
	Construction	5.1	3.3	8.6	0.0	8.2	7.0	4.9
Total	10.9	11.6	27.6	7.3	12.5	16.2	11.9	

MODULE2.F: e-Commerce¹⁾

F1: Did your enterprise receive orders for products or services via the Internet (excluding e-mailed orders), during January 2007?

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Transport, storage and communications	39.5	18.3	2.4	32.4	36.3	34.9	34.3
	Cinema and video activities, radio and TV activities	21.7	30.0	0.0	35.8	0.0	22.2	22.4
	Hotels, camping sites and other short stay accommodation	22.6	15.3	44.4	8.8	0.0	52.1	20.1
	Wholesale and retail trade, motor vehicle repair	17.8	18.1	23.2	13.9	22.2	18.2	17.9
	Manufacturing	19.7	14.2	14.1	18.5	16.0	18.3	17.7
	Real estate-related activities, renting and business activities	8.2	20.4	28.6	1.3	5.2	15.3	10.5
	Construction	6.1	6.2	1.6	0.0	4.4	11.7	5.8
Total		17.8	15.1	13.7	15.6	16.8	18.6	17.0

F2: Percentage of the total turnover in 2007 that resulted from orders received via the Internet²⁾

percentages

	Enterprises						
	Size			Region			Total
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Less than 1%	7.3	5.3	2.9	5.3	10.6	5.5	6.4
1% or more and less than 5%	32.3	40.9	15.7	28.1	42.4	31.2	33.3
5% or more and less than 10%	25.3	11.0	37.1	22.2	26.1	21.7	23.2
10% or more and less than 25%	16.3	21.9	11.4	18.9	11.0	19.8	17.2
25% or more	18.9	20.9	32.9	25.4	9.9	21.9	19.9

¹⁾ The results refer only to enterprises that answered "YES" in question B1.

²⁾ The results refer only to enterprises that answered "YES" in question F1.

F3: Does your enterprise use a secure protocol, such as SSL and TLS, for the reception of orders via the Internet?¹⁾

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Transport, storage and communications	48.1	100.0	100.0	12.0	100.0	54.9	52.5
	Real estate-related activities, renting and business activities	41.6	43.8	100.0	100.0	40.0	45.1	46.1
	Manufacturing	39.1	35.6	40.9	31.0	50.6	39.2	38.4
	Hotels, camping sites and other short stay accommodation	63.2	0.0	0.0	100.0	-	15.4	35.3
	Cinema and video activities, radio and TV activities	42.3	0.0	-	20.8	-	75.0	34.4
	Wholesale and retail trade, motor vehicle repair	18.1	51.4	69.2	21.4	1.8	47.1	24.8
	Construction	0.0	0.0	100.0	-	0.0	2.0	1.6
Total		33.4	41.3	52.9	26.7	38.5	41.3	35.7

¹⁾ The results refer only to enterprises that answered "YES" in question F1.

F4: Did your enterprise send orders for products or services via the Internet in January 2007 (excluding manually typed e-mails)?

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Transport, storage and communications	37.3	1.7	17.1	18.3	37.7	38.7	30.7
	Wholesale and retail trade, motor vehicle repair	28.7	16.3	28.6	18.4	38.0	25.6	26.8
	Hotels, camping sites and other short stay accommodation	32.5	8.3	33.3	22.2	0.0	31.3	21.5
	Real estate, renting and business activities	19.1	24.8	39.3	4.3	10.9	29.0	20.4
	Motion picture and video activities, radio and TV activities	17.5	23.8	33.3	7.5	32.5	22.2	18.2
	Manufacturing	18.1	17.6	16.0	19.1	17.2	16.5	17.8
	Construction	9.1	13.3	12.3	3.7	4.4	19.2	10.0
Total		22.2	16.2	18.6	16.2	22.9	23.9	20.8

F5: Purchases via the Internet compared to total purchases in 2007. ¹⁾

percentages

	Enterprises						Total
	Size			Region			
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Less than 1%	20.7	39.0	30.5	20.4	35.1	18.9	24.2
1% or more and less than 5%	28.0	28.4	25.5	41.5	22.5	22.8	28.0
5% or more and less than 10%	17.8	15.5	18.9	17.3	18.6	16.8	17.5
10% or more and less than 25%	14.2	7.1	15.8	5.9	7.0	22.3	13.0
25% or more	19.3	9.9	9.5	15.1	16.9	19.2	17.3

¹⁾ The results refer only to enterprise that answered "YES" in question F4.

MODULE 2.G: PERCEIVED BENEFITS OF USE OF ICT¹⁾

G1: In January 2008, to what degree did ICT projects implemented in the last TWO years caused improvements in the following areas, compared to the previous task handling :

a) Reorganisation and simplification of work routines

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Minor								
Activity	Real estate, renting and business activities	18.7	0.0	0.0	8.0	15.2	18.8	15.7
	Manufacturing	11.8	9.6	4.5	9.9	7.8	14.9	10.7
	Transport, storage and communications	12.3	1.7	2.3	11.2	2.9	14.6	10.1
	Wholesale and retail trade, motor vehicle repair	6.6	6.2	3.1	5.4	12.4	3.3	6.5
	Construction	4.8	3.8	16.9	10.9	1.6	3.0	5.3
	Hotels, camping sites and other short stay accommodation	0.0	8.3	25.0	6.3	0.0	4.2	4.8
	Motion picture and video activities, radio and TV activities	4.0	0.0	0.0	0.0	12.5	0.0	3.3
	Banks and insurance companies	0.0	0.0	2.9	0.0	0.0	2.6	1.9
Total	10.0	7.0	5.5	8.6	8.6	10.2	9.2	
Moderate								
Activity	Transport, storage and communications	42.0	13.0	25.0	31.3	36.6	43.3	36.8
	Banks and insurance companies	25.0	18.2	41.2	20.0	20.0	41.0	35.2
	Hotels, camping sites and other short stay accommodation	50.6	8.3	0.0	43.2	0.0	18.8	29.8
	Manufacturing	19.8	22.2	26.8	16.1	30.3	19.2	20.9
	Real estate, renting and business activities	18.3	19.0	0.0	15.9	18.1	18.5	17.9
	Construction	5.1	34.3	14.1	4.0	11.9	16.7	11.0
	Wholesale and retail trade, motor vehicle repair	7.7	17.1	21.9	11.6	5.5	10.1	9.3
	Motion picture and video activities, radio and TV activities	7.9	9.1	0.0	7.5	12.5	4.5	7.9
Total	16.0	21.0	23.4	15.5	19.7	17.7	17.3	

¹⁾ The results refer only to enterprises that answered "YES" in question A1.

G1: In January 2008, to what degree did ICT projects implemented in the last TWO years caused improvements in the following areas, compared to the previous task handling :

a) Reorganisation and simplification of work routines

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Significantly								
Activity	Banks and insurance companies	25.0	72.7	50.0	20.0	70.0	48.7	50.0
	Motion picture and video activities, radio and TV activities	33.3	45.5	100.0	41.8	32.5	31.8	36.4
	Transport, storage and communications	30.8	0.9	27.3	27.0	36.1	17.2	26.1
	Wholesale and retail trade, motor vehicle repair	24.6	26.8	34.4	22.2	22.4	29.3	25.1
	Manufacturing	27.6	16.8	23.9	31.0	16.0	22.2	24.4
	Real estate, renting and business activities	17.5	32.7	60.7	20.7	3.8	26.0	20.7
	Construction	5.1	10.5	21.1	3.0	6.3	11.6	7.2
	Hotels, camping sites and other short stay accommodation	9.2	0.0	12.5	8.4	0.0	2.1	5.4
Total		23.1	18.5	28.7	24.7	17.7	23.6	22.5
Don't know/not applicable								
Activity	Construction	85.1	51.4	47.9	82.1	80.3	68.6	76.5
	Hotels, camping sites and other short stay accommodation	40.2	83.3	62.5	42.1	100.0	75.0	60.1
	Wholesale and retail trade, motor vehicle repair	61.1	50.0	40.6	60.8	59.6	57.3	59.1
	Motion picture and video activities, radio and TV activities	54.8	45.5	0.0	50.7	42.5	63.6	52.3
	Real estate, renting and business activities	45.5	48.4	39.3	55.4	62.9	36.7	45.7
	Manufacturing	40.9	51.4	44.9	43.0	45.9	43.7	44.0
	Transport, storage and communications	14.9	84.3	45.5	30.6	24.4	24.9	27.0
	Banks and insurance companies	50.0	9.1	5.9	60.0	10.0	7.7	13.0
Total		50.9	53.5	42.4	51.2	54.0	48.5	51.0

G1: In January 2008, to what degree did ICT projects implemented in the last TWO years cause improvements in the following areas, compared to the previous task handling?

b) Release of resources

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Minor								
Activity	Real estate, renting and business activities	14.5	11.2	0.0	8.0	15.2	15.3	13.7
	Wholesale and retail trade, motor vehicle repair	9.6	22.0	6.2	11.2	9.9	12.4	11.3
	Transport, storage and communications	10.3	11.4	2.3	15.1	2.9	10.0	10.1
	Motion picture and video activities, radio and TV activities	7.9	18.2	0.0	13.4	12.2	0.0	9.2
	Manufacturing	8.1	8.3	4.2	7.2	6.9	10.1	7.9
	Construction	4.7	17.6	17.1	12.4	0.0	9.5	7.9
	Banks and insurance companies	0.0	0.0	11.8	0.0	0.0	10.3	7.4
	Hotels, camping sites and other short stay accommodation	4.6	0.0	12.5	4.2	0.0	2.1	3.0
Total	9.1	12.2	6.2	9.4	7.3	11.4	9.6	
Moderate								
Activity	Banks and insurance companies	25.0	90.9	32.4	40.0	40.0	46.2	44.4
	Transport, storage and communications	38.4	14.0	25.0	24.3	38.2	42.1	34.0
	Hotels, camping sites and other short stay accommodation	46.0	8.3	25.0	38.9	0.0	22.9	28.6
	Real estate, renting and business activities	18.7	11.8	28.6	24.7	22.3	14.4	18.2
	Manufacturing	15.8	14.0	17.3	16.7	21.1	7.5	15.4
	Wholesale and retail trade, motor vehicle repair	10.2	14.9	20.0	9.7	12.3	11.3	11.1
	Construction	5.1	17.1	11.4	2.0	9.7	11.4	7.7
	Motion picture and video activities, radio and TV activities	4.0	0.0	100.0	0.0	14.6	4.5	5.3
Total	15.1	14.4	19.4	14.9	18.2	13.3	15.1	

G1: In January 2008, to what degree did ICT projects implemented in the last TWO years cause improvements in the following areas, compared to the previous task handling?

b) Release of resources

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Significantly								
Activity	Banks and insurance companies	0.0	0.0	44.1	0.0	50.0	25.6	27.8
	Transport, storage and communications	23.9	0.0	11.4	16.7	34.3	11.1	19.5
	Motion picture and video activities, radio and TV activities	16.7	9.1	0.0	7.5	24.4	18.2	15.1
	Real estate, renting and business activities	7.3	9.9	28.6	10.8	0.0	9.8	8.2
	Manufacturing	6.3	8.7	17.9	5.6	6.3	13.0	7.8
	Wholesale and retail trade, motor vehicle repair	6.3	12.6	26.2	4.6	6.4	11.0	7.6
	Hotels, camping sites and other short stay accommodation	9.2	0.0	0.0	8.4	0.0	0.0	4.8
	Construction	2.3	0.0	4.3	0.0	6.3	0.7	2.0
Total	7.5	7.9	18.6	6.1	8.3	10.3	8.2	
Don't know/not applicable								
Activity	Construction	87.8	65.2	67.1	85.6	84.0	78.4	82.4
	Motion picture and video activities, radio and TV activities	71.4	72.7	0.0	79.1	48.8	77.3	70.4
	Wholesale and retail trade, motor vehicle repair	73.9	50.5	47.7	74.5	71.5	65.4	70.0
	Manufacturing	69.8	69.0	60.7	70.5	65.7	69.5	68.9
	Hotels, camping sites and other short stay accommodation	40.2	91.7	62.5	48.4	100.0	75.0	63.7
	Real estate, renting and business activities	59.5	67.1	42.9	56.6	62.6	60.5	60.0
	Transport, storage and communications	27.4	74.6	61.4	43.9	24.5	36.8	36.4
	Banks and insurance companies	75.0	9.1	11.8	60.0	10.0	17.9	20.4
Total	68.3	65.5	55.8	69.6	66.2	65.0	67.1	

G1: In January 2008, to what degree did ICT projects implemented in the last TWO years cause improvements in the following areas, compared to the previous task handling?

c) Higher earnings for the enterprise

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
percentages								
Minor								
Activity	Transport, storage and communications	16.1	1.7	4.5	24.0	1.0	10.4	13.3
	Real estate, renting and business activities	13.6	11.1	3.7	8.0	13.2	14.9	13.0
	Manufacturing	12.4	7.2	7.3	12.5	7.2	11.1	10.7
	Wholesale and retail trade, motor vehicle repair	9.1	16.8	4.7	10.1	11.3	9.1	10.1
	Construction	4.8	28.1	8.7	14.2	0.0	11.6	9.3
	Banks and insurance companies	0.0	18.2	5.9	20.0	20.0	2.6	7.4
	Motion picture and video activities, radio and TV activities	7.9	0.0	33.3	0.0	26.8	0.0	7.2
	Hotels, camping sites and other short stay accommodation	4.6	8.3	12.5	10.5	0.0	2.1	6.5
Total	10.8	11.3	6.9	12.5	7.9	10.8	10.7	
Moderate								
Activity	Banks and insurance companies	25.0	18.2	41.2	20.0	30.0	38.5	35.2
	Transport, storage and communications	32.1	13.0	34.1	22.4	40.2	29.2	29.4
	Hotels, camping sites and other short stay accommodation	36.8	8.3	25.0	30.5	0.0	22.9	23.8
	Real estate, renting and business activities	22.5	17.6	3.7	17.5	35.4	18.3	21.3
	Manufacturing	17.6	17.3	25.2	14.2	27.0	15.4	18.1
	Wholesale and retail trade, motor vehicle repair	13.7	20.6	21.9	11.7	14.6	17.6	14.9
	Motion picture and video activities, radio and TV activities	11.9	17.4	66.7	20.9	12.2	4.5	13.8
	Construction	7.4	17.1	21.7	3.3	14.5	13.0	10.1
Total	17.1	17.4	25.4	13.9	23.0	17.5	17.6	

G1: In January 2008, to what degree did ICT projects implemented in the last TWO years cause improvements in the following areas, compared to the previous task handling?

c) Higher earnings for the enterprise

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Significantly								
Activity	Banks and insurance companies	0.0	36.4	41.2	0.0	40.0	35.9	33.3
	Transport, storage and communications	27.2	0.9	11.4	11.5	34.3	25.4	22.3
	Real estate, renting and business activities	11.5	7.2	29.6	8.0	0.0	16.4	11.4
	Motion picture and video activities, radio and TV activities	8.7	26.1	0.0	6.0	12.2	18.2	11.2
	Manufacturing	9.4	10.5	12.4	9.9	3.2	16.7	9.9
	Hotels, camping sites and other short stay accommodation	18.4	0.0	0.0	16.8	0.0	0.0	9.5
	Wholesale and retail trade, motor vehicle repair	7.2	12.1	29.7	12.7	6.4	6.3	8.4
	Construction	2.8	0.0	1.4	0.0	0.0	5.8	2.2
Total	9.7	8.9	15.1	9.7	6.1	12.7	9.8	
Don't know/not applicable								
Activity	Construction	85.1	54.8	68.1	82.5	85.5	69.5	78.5
	Motion picture and video activities, radio and TV activities	71.4	56.5	0.0	73.1	48.8	77.3	67.8
	Wholesale and retail trade, motor vehicle repair	69.9	50.5	43.8	65.4	67.7	67.0	66.7
	Manufacturing	60.6	64.9	55.1	63.4	62.6	56.7	61.4
	Hotels, camping sites and other short stay accommodation	40.2	83.3	62.5	42.1	100.0	75.0	60.1
	Real estate, renting and business activities	52.4	64.1	63.0	66.5	51.4	50.5	54.2
	Transport, storage and communications	24.6	84.3	50.0	42.1	24.5	35.0	35.0
	Banks and insurance companies	75.0	27.3	11.8	60.0	10.0	23.1	24.1
Total	62.4	62.4	52.7	64.0	63.0	58.9	61.9	

G1: In January 2008, to what degree did ICT projects implemented in the last TWO years cause improvements in the following areas, compared to the previous task handling?

d) Development of new products and services

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Minor								
Activity	Real estate, renting and business activities	17.8	0.0	0.0	15.9	13.2	15.2	15.0
	Manufacturing	13.3	11.9	9.9	10.5	14.2	14.8	12.7
	Construction	7.1	17.6	4.2	12.4	6.3	7.4	8.8
	Transport, storage and communications	7.7	13.2	4.5	15.1	2.0	5.7	8.5
	Wholesale and retail trade, motor vehicle repair	5.8	11.6	7.8	8.7	4.1	6.9	6.7
	Motion picture and video activities, radio and TV activities	7.9	0.0	0.0	0.0	25.0	0.0	6.6
	Hotels, camping sites and other short stay accommodation	9.2	0.0	12.5	8.4	0.0	2.1	5.4
	Banks and insurance companies	25.0	0.0	0.0	0.0	0.0	5.3	3.8
Total	10.2	11.1	7.4	10.7	9.3	10.5	10.2	
Moderate								
Activity	Transport, storage and communications	37.9	9.6	36.4	27.0	36.0	39.1	33.5
	Banks and insurance companies	0.0	18.2	29.4	40.0	20.0	21.1	22.6
	Hotels, camping sites and other short stay accommodation	36.8	0.0	25.0	30.5	0.0	12.5	20.8
	Real estate, renting and business activities	15.7	23.5	0.0	8.0	21.2	18.0	16.4
	Manufacturing	16.2	15.1	20.7	10.6	26.6	15.2	16.3
	Wholesale and retail trade, motor vehicle repair	14.3	14.7	25.0	9.0	25.1	11.6	14.6
	Construction	2.8	21.0	4.2	2.0	2.2	13.0	6.2
	Motion picture and video activities, radio and TV activities	4.0	0.0	66.7	0.0	15.0	2.3	4.6
Total	15.8	15.3	20.0	10.8	23.2	15.8	15.9	

G1: In January 2008, to what degree did ICT projects implemented in the last TWO years cause improvements in the following areas, compared to the previous task handling?

d) Development of new products and services

percentages

Enterprises		Size			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Significantly								
Activity	Banks and insurance companies	0.0	54.5	61.8	0.0	70.0	52.6	50.9
	Motion picture and video activities, radio and TV activities	21.4	36.4	33.3	20.9	17.5	34.1	23.8
	Transport, storage and communications	26.4	2.6	18.2	14.1	36.9	20.7	22.4
	Real estate, renting and business activities	17.4	17.6	57.1	12.7	6.1	24.6	18.5
	Manufacturing	8.9	10.3	16.2	8.9	5.8	15.6	9.8
	Wholesale and retail trade, motor vehicle repair	6.0	16.1	17.2	4.4	6.4	11.3	7.7
	Hotels, camping sites and other short stay accommodation	13.8	0.0	0.0	12.6	0.0	0.0	7.1
	Construction	2.3	6.7	2.8	1.8	6.3	2.3	3.2
Total	9.9	11.4	19.5	8.0	8.6	15.1	10.7	
Don't know/not applicable								
Activity	Construction	87.8	54.8	88.7	83.8	85.3	77.3	81.7
	Wholesale and retail trade, motor vehicle repair	73.8	57.6	50.0	78.0	64.3	70.2	71.0
	Hotels, camping sites and other short stay accommodation	40.2	100.0	62.5	48.4	100.0	85.4	66.7
	Motion picture and video activities, radio and TV activities	66.7	63.6	0.0	79.1	42.5	63.6	64.9
	Manufacturing	61.6	62.6	53.2	70.1	53.5	54.4	61.2
	Real estate, renting and business activities	49.0	58.8	42.9	63.3	59.4	42.2	50.1
	Transport, storage and communications	28.0	74.6	40.9	43.8	25.1	34.5	35.7
	Banks and insurance companies	75.0	27.3	8.8	60.0	10.0	21.1	22.6
Total	64.1	62.3	53.0	70.5	58.9	58.6	63.2	

2.5. QUESTIONNAIRE

ICT USAGE IN ENTERPRISES

MODULE 2.A: General information about ICT systems

A1 : Did your enterprise use computers during January 2008?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> end
A2 : Please, indicate an estimate of the percentage of the number of persons employed used computers at least once a week during January 2008	_ _ _ %	
A3 : Did your enterprise use an INTERNAL COMPUTER NETWORK (e.g. LAN - Local Area Network)?	YES	NOE
	<input type="checkbox"/>	<input type="checkbox"/> go to A5
A4 : Did your enterprise use WIRELESS ACCESS within its internal computer network (e.g. Wireless LAN) in January 2008?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
A5 : Did your enterprise use INTRANET (internal homepage) during January 2008?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
A6 : Did your enterprise use dedicated applications for employees to access human resources services (e.g. see open job positions, request annual leave or other services) during January 2008?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
A7 : Did your enterprise have an EXTRANET during January 2008?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
A8 : Did your enterprise use open source operating systems such as Linux during 2008?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>

MODULE 2.B: Use of the Internet

B1 : Did your enterprise have access to the Internet during January 2008?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/> go to C1
B2 : Please, indicate an estimate of the percentage of persons employed that used the Internet during January 2008.		_ _ _ %	
B3 : Did your enterprise have one of the following types of external connection to the Internet during January 2008?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>
	a) Traditional Modem (Dial-up access over normal telephone 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) Cable Internet	<input type="checkbox"/>	<input type="checkbox"/>
	e) Mobile connection (e.g. analogue mobile phone, GSM, GPRS, UMTS, EDGE, CDMA2000 1xEVDO)	<input type="checkbox"/>	<input type="checkbox"/>
	f) Other fixed Internet connection (e.g. cable, leased line, e.g. E1 or E3 at level 1 and ATM at level 2, Frame Relay)	<input type="checkbox"/>	<input type="checkbox"/>
B4 : Did your enterprise use the Internet for the following purposes during January 2008 (as consumer 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"/>
B5 : Did your enterprise use the Internet to interact with public authorities during 2007?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/> go to B7
B6 : Did your enterprise interact with public authorities during 2007 for:		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>
	a) Obtaining information	<input type="checkbox"/>	<input type="checkbox"/>
	b) Obtaining forms, e.g. tax forms	<input type="checkbox"/>	<input type="checkbox"/>
	c) Returning filled in forms, e.g. provision of statistical information to public authorities	<input type="checkbox"/>	<input type="checkbox"/>
	d) Submitting a proposal in an electronic tender system	<input type="checkbox"/>	<input type="checkbox"/>

B7 : Does your enterprise have a Website/Home page?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/> go to B9
B8 : Does the Website of your enterprise provide the following services (your enterprise as provider of Internet services):		YES	NO
	a) Access to product catalogues and price lists	<input type="checkbox"/>	<input type="checkbox"/>
	b) Possibility for visitors to customize or design the products	<input type="checkbox"/>	<input type="checkbox"/>
	c) Online ordering or reservation or booking of products/services	<input type="checkbox"/>	<input type="checkbox"/>
	d) Online payment	<input type="checkbox"/>	<input type="checkbox"/>
	e) Personalised content in the website for regular/repeated visitors	<input type="checkbox"/>	<input type="checkbox"/>
	f) Advertisement of open job positions or online job applications	<input type="checkbox"/>	<input type="checkbox"/>
B9 : Did your enterprise, during January 2008, use an digital signature in any message sent, i.e. encryption methods that assure the authenticity and integrity of the message?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>

MODULE 2.C: Automated data exchange

Automated data exchange between the enterprise and other ICT systems outside the enterprise means:

- Exchange of messages (e.g. orders, invoices, payment transactions or descriptions of goods) via the Internet or other computer networks in a agreed format which allows its automatic processing (e.g. XML, EDIFACT, etc.)
- Without individual messages being manually typed.

C1: Did your enterprise use such a automated data exchange in January 2008?

YES

NO

go to C3

C2: Was automated data exchange used for the following purposes?

a) Sending orders to suppliers

b) Receiving e-invoices

c) Receiving orders from customers

d) Sending e-invoices

e) Sending or receiving product information (e.g. catalogues, price lists, etc.)

f) Sending or receiving transport documents (e.g. consignment notes)

g) Sending payment instruction to financial institutions

h) Sending or receiving data to/from public authorities (e.g. tax returns, statistical data, etc.)

C3: Did your enterprise receive orders via the Internet in 2006 (except e-mail orders)?

YES

NO

DON'T KNOW

a) No interest because it is not relevant for the business

b) Lack of expertise in-house for its implementation

c) Return on the investment low or not clear

d) Lack of appropriate software for the specific sector/size of the enterprise

e) Difficulty with agreeing common standards with business partners

f) Uncertainty of the legal status of the messages exchanged

Module 2.D: Sharing electronically information on the Supply Chain Management

Sharing electronically information on the Supply Chain Management means:

- Exchanging all types of information with suppliers and/or customers in order to coordinate the availability and delivery of products or services to the final consumer,
- Including information on demand forecasts, inventories, production, distribution or product development,
- Via computer networks, not only the Internet but also other connections between computers of different enterprises.

This information may be exchanged via websites or via automated data exchange (recall definition in module C), but it excludes normal e-mail messages manually written.

D1: In January 2008, did your enterprise regularly share electronically information on the supply chain management with its suppliers or customers?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/> go to E1
D2: Did your enterprise regularly share electronically the following information with its suppliers in January 2008?		YES	NO
a)	Inventory levels, production plans or demand forecasts	<input type="checkbox"/>	<input type="checkbox"/>
b)	Progress of deliveries (i.e. distribution of raw materials or finished products)	<input type="checkbox"/>	<input type="checkbox"/>
D3: Did your enterprise regularly share electronically the following information with its customer in January 2008?		YES	NO
c)	Inventory levels, production plans or demand forecasts	<input type="checkbox"/>	<input type="checkbox"/>
d)	Progress of deliveries (i.e. distribution of raw materials or finished products)	<input type="checkbox"/>	<input type="checkbox"/>
D4: Were the following method used for the electronic exchange of this information in January 2008?		YES	NO
a)	Websites (yours, those of your business partners or web portal)	<input type="checkbox"/>	<input type="checkbox"/>
b)	Automated data exchange (XML, EDIFACT, etc.)	<input type="checkbox"/>	<input type="checkbox"/>

Module 2.E: Automated share of information within the enterprise

Automated sharing of information between different functions of the enterprise means any of the following:

- Using one single software application to support the different functions of the enterprise;
- Data linking between the software applications that support the different functions of the enterprise;
- Using a common database or data warehouse accessed by the software applications that support the different functions of the enterprise;
- Automated data exchange between different software systems (recall definition in module C).

E1: During January 2008, when your enterprise received a sales order (either electronically or not), was the relevant information about it shared electronically and automatically with the software used for the following functions?

YES

NO

a) Management of inventory levels

b) Sending orders to your accounting service

c) Management of production or services

d) Management of distribution

E2: During January 2008, when your enterprise sent a purchase order (either electronically or some other way), was the relevant information about it shared electronically or automatically with the software used for the following functions?

YES

NO

a) Management of inventory levels

b) Sending orders to your accounting service

E3: In January 2008, did your enterprise have in use an ERP software package to share information on sales and/or purchases with other internal functions (e.g. finance, planning, marketing, etc.)?

YES

NO

DON'T KNOW

E4: In January 2008, did your enterprise have in use any software application for managing information about clients (so called CRM) that allows it to:

YES

NO

a) Capture, store and make available to other business functions the information about clients?

b) Make analysis of the information about clients for marketing purposes (setting prices, make sales promotion, choose distribution channels, etc.)?

MODULE 2.F: e-commerce**E-COMMERCE:**

e-Commerce means business communication and transfer goods and services (purchase and sale) via networks and computers as well as transfer of funds by using digital communication (ICT).

e-Commerce can be done via websites or automated data exchange between enterprises, but excludes normal e-mail messages written individually by hand.

Orders received via the Internet (sales)

F1: Did your enterprise receive orders via the Internet in 2007 (excluding e-mail orders)?

YES

NO

go to F4

F2: Please, indicate an estimate of the percentage of the total turnover resulted from orders received via the Internet in 2007.

					%
--	--	--	--	--	---

F3: Did your enterprise use a secure protocol, such as SSL or TLS, for the reception of orders via the Internet?

YES

NO

Orders placed via the Internet (purchases)

F4: Did your enterprise send orders for products/services via the Internet in 2007 (excluding manually typed e-mails)?

YES

NO

go to G1

F5: Please, indicate the percentage of purchases via the Internet in relation to the total value of purchases.

(Tick only one)

a) Less than 1%

b) 1% and more and less than 5%

c) 5% and more and less than 10%

d) 10% and more and less than 25%

e) 25% and more

MODULE 2.G: Perceived benefits of the use of ICT

The implementation of an ICT project

Refers to the introduction of a new or updated ICT (e.g. a new/updated software application or a new/updated hardware) or a change in the use of an existing ICT.

Examples of ICT projects are: a new or a restructured website, a new internal homepage, the starting of using automated data exchange or the starting of receiving orders via computer networks.

G1: In January 2008, to what degree ICT projects, implemented over the last TWO years, caused improvements in the following areas, compared to the previous task handling?

If your enterprise did not have any ICT projects, please tick all the boxes

“Don't know”/“Not applicable”.

Minor

Moderate

Significant

Don't know/
Not applicable

a) Reorganisation and simplification of work routines

b) Release of resources

c) Higher earnings for the enterprise

d) Development of new products and services

ICT GLOSSARY

ADSL (Asymmetric Digital Subscriber Line):

A 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 a computer handles. A 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 byte.

Broadband:

A 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 via other computer networks.

CRM (Customer Relationship Management):

It is a process or methodology that helps managing information about our clients' needs and habits and developing tighter relationships with them. CRM contains several technological components, but in organizational terms, CRM represents a set of processes for collecting necessary information on customers, sales, marketing efficiency, customers' reactions and market trends. CRM helps managing technologies and human resources in order to have a view of customers' behavior and value.

Downloading

Electronic transmission of information from a remote computer to your computer. Downloading of data files from anonymous FTP is a popular way of obtaining free of charge software of public property.

Dial-up connection:

Use of a telephone network for the purpose of connecting to another 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.

DSL (Digital Subscriber Line):

A type of fast Internet connection that utilizes standard telephone lines. It could also be a type of broadband connection.

xDSL, ADSL, etc.

Transmissions via the Internet networks based on protocols and via other computer networks. Goods and services are ordered over those networks, but payments and final delivery of goods or services can be carried out on/outside the off-line network. Orders received by telephone, fax or e-mail do not fall into this category of e-commerce.

Digital goods or services:

Goods/services that can be ordered or delivered directly via a computer over the Internet, e.g. films, games, computer software, "on-line" newspapers, consulting services, etc.

E-mail:

Electronic transmission of messages, including text and attachments, between computers located inside or outside an organization. This comprises electronic mails over the Internet or other computer networks.

Extranet:

A secure extension of Intranet enabling external users to have access to certain parts of the organization Intranet.

Electronic commerce:

E-Commerce (Electronic Commerce) is the purchase or selling of goods or services over the Internet particularly via the World Wide Web service. Practically this term is often used instead of the recent one, e-business, which means business over the Internet.

Electronic (digital) signature:

Electronic signature is meant to be a technology used in systems of electronic business for checking the signatory's authenticity, securing the integrity of transmitted information and the irrevocability of the electronic signature in the message or document. Therefore, alike the signature in standard business, the electronic signature is used in electronic business. Besides, the latter secures electronically signed messages, which is not the case with personal signatures.

ERP (Enterprise Resource Planning):

ERP is a software system that monitors all the aspects of business operations of a company. The implemented ERP system is able to integrate business operations of different company functions (e.g. accountancy, sales, production, etc.) in one entity. One obtains this way a system through which one can, on one hand, manage all human and material resources, and on the other one, develop and monitor business processes and procedures.

Firewall:

A combination of hardware and software keeping the system secure. It is usually used to prevent any unauthorized access to the internal local network from the outside. Firewall prevents direct communication between a network and external computers.

Hardware:

A physical unit of a computer system, including external units, printers, modems, mice, etc.

Internet:

World computer network.

Internet address:

Address of one of the Internet resources. It typically reads for example:

<http://www.stat.gov.rs>

Intranet:

A network inside an organization based on Internet technologies and protocols, but being only available to a specific group of persons, e.g. the employees.

ISDN (Integrated Services Digital Network):

A fast telephone service which speed ranges up to 128 Kbps, which is several times faster than the analogous modem.

Local Area Network (LAN):

A local network that covers and connects a group of computers, printers and other units within a relatively limited location (e.g. building). Each connected LAN units is allowed to communicate with other networks, if needed.

Network:

A group of computers or other devices, such as printers, scanners, etc., being connected to the communication link, which enables all the devices to interact. It can be of small range, linked with cables, wireless, permanently, temporary linked, ... The Internet is the largest network, the largest group of all interconnected world networks.

Server:

A computer, in a network environment, having shared resources and used by network users.

Virus:

A computer program, which, by being started-up and installed, damages or erases data in a computer.

Wide Area Network (WAN):

A communication network that links geographically remote computers, printers and other devices.

Window:

A part of a screen from which programs and processes can be started-up. Users can start-up several "windows" at the same time.

CIP - Каталогизација у публикацији
Народна библиотека Србије, Београд

314:[007:004(497.11)]

**UPOTREBA informaciono-komunikacionih
tehnologija u Republici Srbiji** : [Elektronski
izvor] : domaćinstva, pojedinci, preduzeća /
priredili Dragan Vukmirović, Kristina
Pavlović, Vladimir Šutić. - CD-ROM izd. -
Elektronski časopis. - 2008- . - Beograd
(Milana Rakića 5) : Republički zavod za
statistiku Srbije, 2008-. - Optički disk
(CD-ROM) - 12 cm

Godišnje
ISSN 1820-9149 = Upotreba
informaciono-komunikacionih tehnologija u
Republici Srbiji (CD-ROM)
COBISS.SR-ID 150812940