

USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN THE REPUBLIC OF SERBIA, 2009

* Households/individuals

* Enterprises



Belgrade, 2009

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Printed by: „Publikum“
Slavka Rodića 6, Belgrade

Circulation: 300 copies

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INTRODUCTION

Modern society has become "information society" with the development and usage of information and communication technologies, which, as its main characteristic, play the most important part in production, the economy and all other spheres of in the life of individuals and the society as a whole.

Aware of the significance of those 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 dealing with banking and insurance. This undertaking was primarily meant to test methodologies and instruments and prepare for implementation similar, regular surveys related to households and the economy.

In 2006, 2007 and 2008 the Statistical Office of the Republic of Serbia conducted two surveys on the usage of information and communication technologies. The first one referred to households and individuals, and the second included also enterprises.

Both surveys were also carried out on the territory of the Republic of Serbia in 2009 based on EUROSTAT methodology. Data for the Republic of Serbia exclude those for AP Kosovo and Metohija.

As for households and individuals, the three months preceeding the telephone interview were taken to be the reference period, which was, for most of the questions asked to enterprises, January 2009, while selected ones referred to the entire 2008.

The survey for households was carried out on a two-stage sample, which was stratified according to the criterion on urban characteristics. The sample was allocated to the territories of Central Serbia (excluding Belgrade), AP Vojvodina and Belgrade, proportionally to the number of households. It included 2400 households and 2400 individuals. The interview was done both by telephone and indirectly (answers given by another person other than the reference one).

The survey for enterprises was carried out on a sample stratified by size and activities, by telephone. It covered 1152 enterprises.

The Statistical Office of the Republic of Serbia is hopeful that this publication will provide the users enough information on the current situation in information and communication technologies, and be the basis for its further development.

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USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN THE REPUBLIC OF SERBIA, 2009

* Households/individuals



1.1. METHODOLOGY

Realisation	<ul style="list-style-type: none">• Survey carried out on 7 May 2009
Type of survey	<ul style="list-style-type: none">• Telephone interview
Sample size	<ul style="list-style-type: none">• 2400 households• 2400 individuals
Target population	<ul style="list-style-type: none">• For households: the target population includes all households with at least one member aged between 16 and 74• For individuals: the target population includes all individuals aged between 16 and 74
Sample type	<ul style="list-style-type: none">• Two-stage stratified sample
Survey coverage	<ul style="list-style-type: none">• Territory of the Republic of Serbia (without AP Kosovo and Metohia)

1.2. SAMPLE

The survey on the usage of information and communication technologies in households has been carried out on a representative sample of 2 400 households on the territory of the Republic of Serbia. The response rate is 96.6% (2 318 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	1324	697	297	1162	635	521	955	1363	2318
%	57.1	30.1	12.8	50.1	27.4	22.5	41.2	58.8	100

The sample used for households has been applied for individuals aged 16 to 74 living on the territory of the Republic of Serbia. The response rate is 96.6% (2318 households).

Individuals

Sample (individuals)	Godine						Pol		Obrazovanje			Radni status				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	312	330	328	408	449	491	1010	1308	560	1321	437	711	627	104	876	2318
%	13.5	14.2	14.2	17.6	19.4	21.1	43.6	56.4	24.2	57.0	18.8	30.7	27.0	4.5	37.8	100

1.3. MAJOR FINDINGS

1.3.1. Devices in households

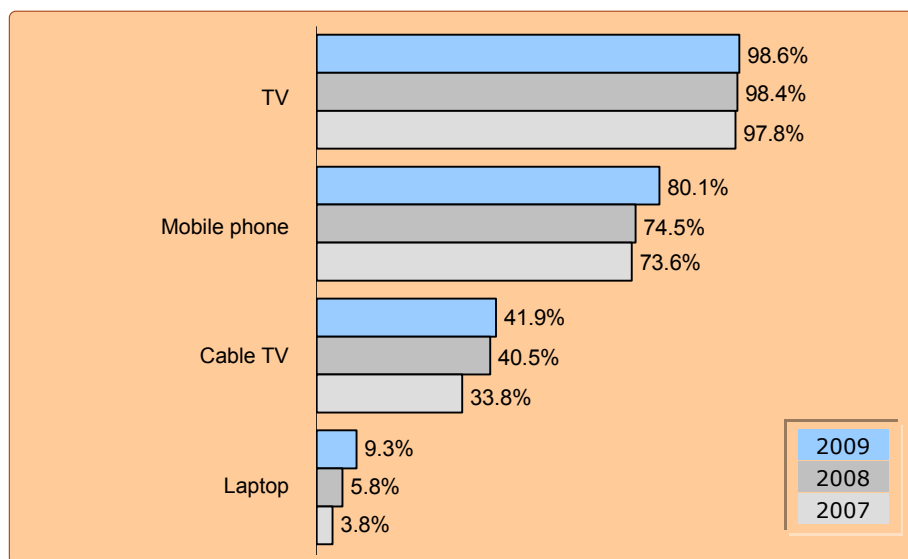
The respondents have been offered to give multiple answers to the question relating to devices available in households. The survey indicates that 98.6% of households have a TV receiver, and 41.9% have cable TV.

80.1% of households have a mobile phone

A total of 9.3% of households possess a laptop, which represents increases of 3.5%, 5.5% and 7.8% compared to 2008, 2007 and 2006 respectively.

The survey shows that 68.9% of households own a radio receiver.

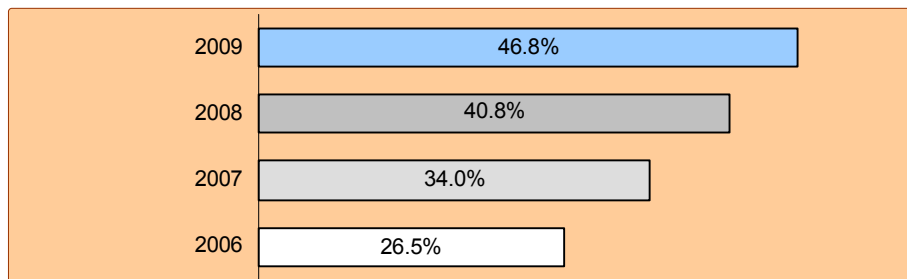
Graph 1.1. Devices available in households



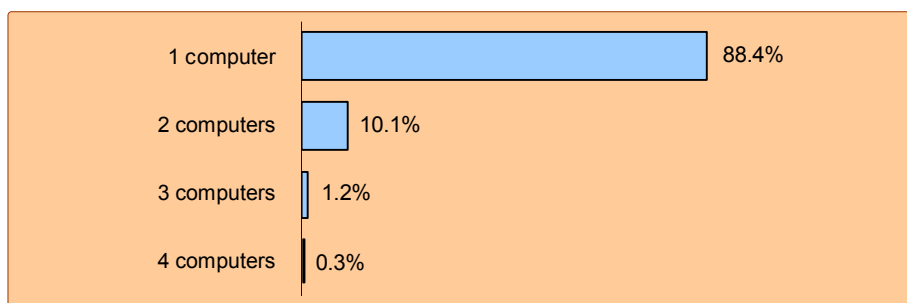
1.3.2. Computers in households

Based on major findings of this survey 46.8% of households in the Republic of Serbia have a computer, which represents increases of 6%, 12.8% and 20.3% compared to 2008, 2007 and 2006 respectively. The availability of computers in households varies depending on the territory: in Belgrade it amounts to 59.8%, in Vojvodina to 46.1%, and in Central Serbia to 41.3%.

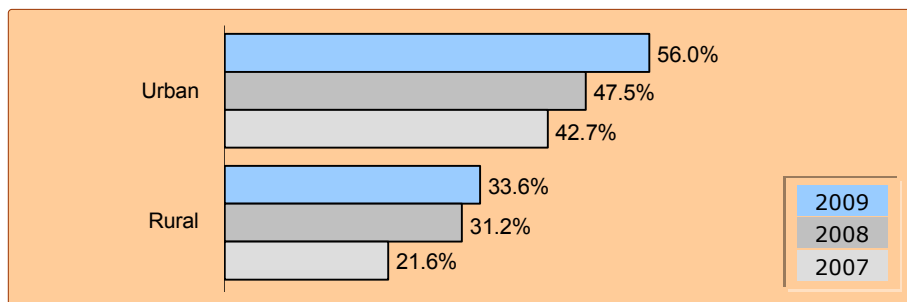
46.8% of households have a computer

Graph 1.2. Computers in households

Most of households have one computer (88.4%), and just a few of them have two computers (10.1%).

Graph 1.3. Number of households

When comparing the urban and rural areas in Serbia differences are also noticeable: 56% versus 33.6%. In relation to 2008, this gap has increased even more. Growth rates of the availability of computers in urban and rural areas of Serbia speak in favor of this finding. In urban parts of Serbia, the growth rate amounts to 8.5%, and to 2.4% in its rural parts in relation to 2008.

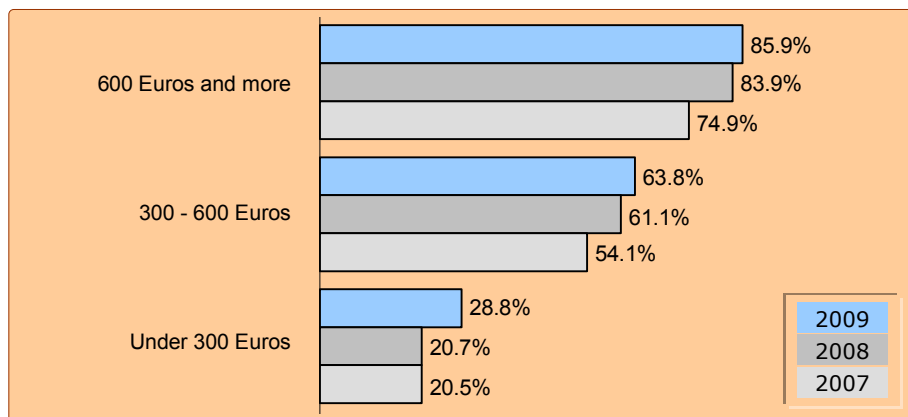
Graph 1.4. Percentage of households having a computer, by settlement type

However, the largest gap concerning the availability of computers in households has been found in the structure of households by their monthly income. Computers are possessed mostly by households with an income over 600 Euros (85.9%), and the percentage of those owning a computer and having an income under 300 Euros is 28.8%.

Compared to 2008 the gap in 2009 relating to the availability of computers in households, according to their income, has slightly decreased of which expressive are growth rates in selected categories of income for 2009 in relation to the previous year. The growth rates for households with an income over 300 Euros, in relation to 2008, are a bit higher than 2% contrary to those for households with an income under 300 Euros amounting to 8.1%.

28.8% of households with an income under 300 Euros have a computer

Graph 1.5. Percentage of households having a computer, by income

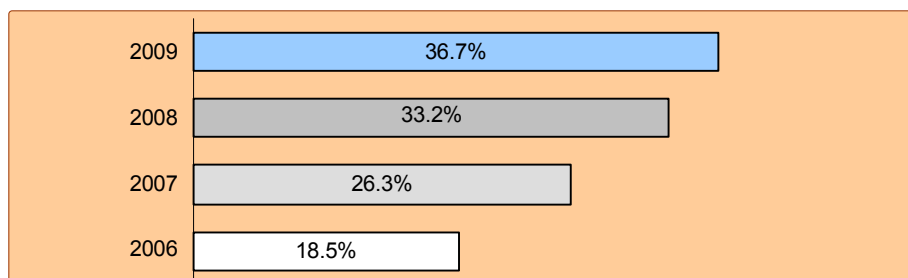


1.3.3. Internet in households

There are in the Republic of Serbia 36.7% of households that have access to the Internet, which represents increases of 3.5%, 10.4% and 18.2% in relation to 2008, 2007 and 2006 respectively.

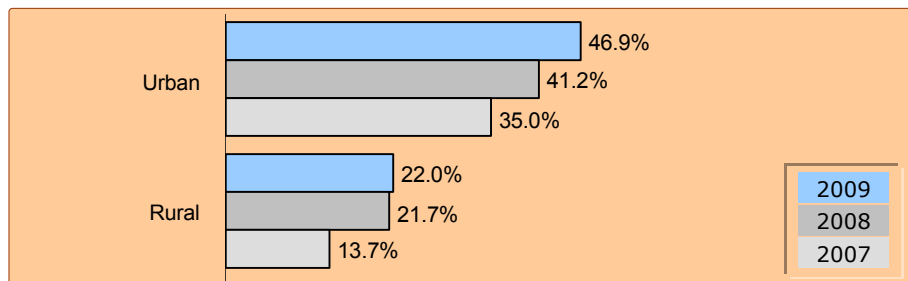
36.7% of households have an Internet connection

Graph 1.6. Does the household have access to the Internet at home?



The Internet is most accessed to in Belgrade (48.6%), in Vojvodina (37.9%), and in Central Serbia (30.5%).

Graph 1.7. Households having an Internet connection, by settlement type



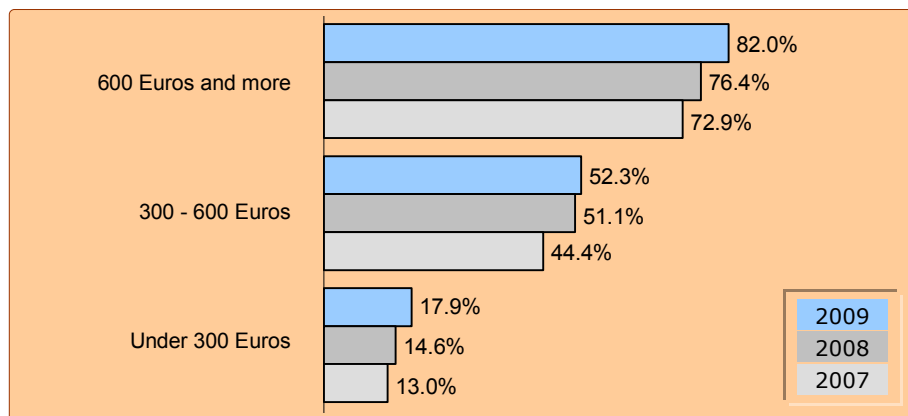
There are important differences when comparing the availability of Internet connections in urban and rural areas in Serbia: 46.9% versus 22.0%. In relation to 2008, the results are expressive of an increased gap existing in the availability of Internet connections in those areas. The growth rate in urban parts of Serbia amounts to 5.7% and that in rural parts to only 0.3%.

When observing the structure of households by monthly income, there is a large difference as to the availability of Internet connections, just as it is the case with the availability of computers in households. The Internet is mostly accessed in households with a monthly income over 600 Euros (82.0%), and in 17.9% of households, which income is under 300 Euros.

17,9% of households with an income under 300 Euros have an Internet connection

According to data for 2008, there is an even more important gap regarding the availability of Internet connections, by income. Growth rates in certain categories of income in 2009, compared to the previous year, are clearly expressive of the pre-cited. The growth rate for households which income exceeds 300 Euros, in relation to 2008, amounts to 3.3%, i.e. 1.2% for households with an income ranging between 300 and 600, and that for households with over 600 Euros of income is 5.6%.

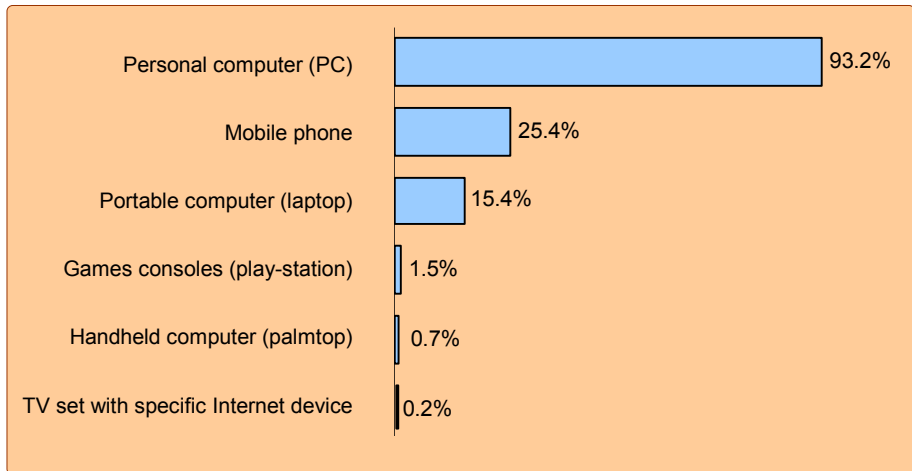
Graph 1.8. Households having an Internet connection, by income



When asked about devices on which the Internet is accessed, 93.2% of households said that they used personal computers for that purpose, 25.4% went to the Internet via a mobile phone, and 15.4% via a laptop.

The results of the survey are indicative of a 6.9% growth of the number of households having access to the Internet when compared to 2008. On the other hand, the number of households using a personal computer to access the Internet increased by 2%.

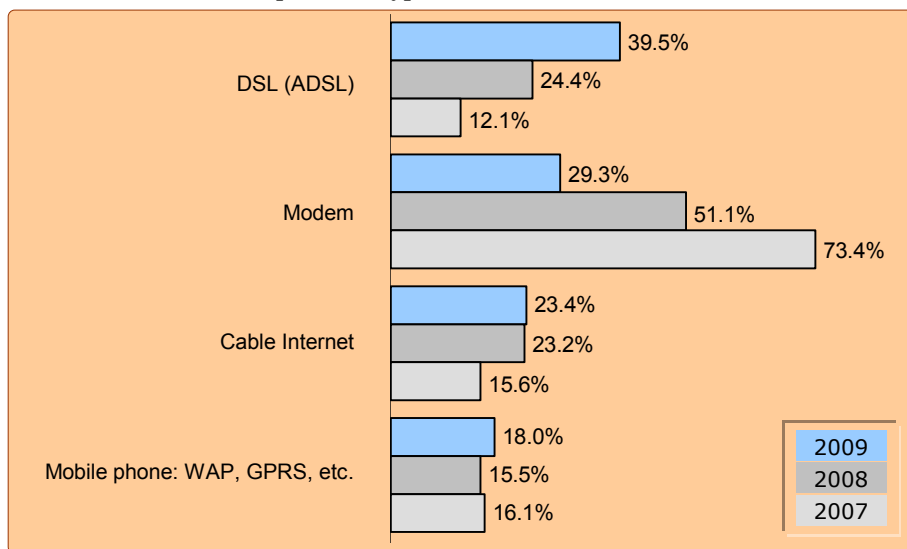
Graph 1.9. Devices on which the Internet is accessed



Regarding the way the Internet is accessed (types of connections) households have been offered to choose among several answers. The results show that of the total number of households having an Internet connection, 39.5% of them have DSL (ADSL), 29.3% a modem connection, 23.4% cable Internet, and 18% have WAP and GPRS.

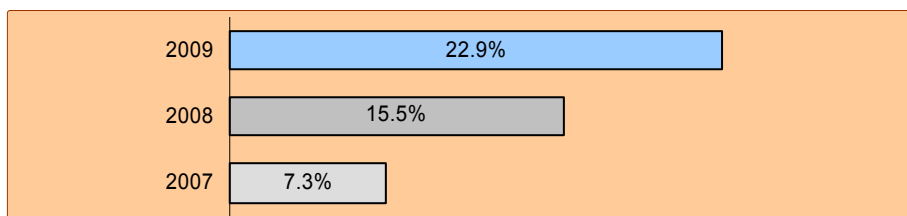
29,3% of households access the Internet via a modem connection

According to the results, the use of modem connections dropped by 21.8% and 44.1% compared to 2008 and 2007 respectively, mainly because of the increased usage of the broadband connection.

Graph 1.10. Type of Internet connection

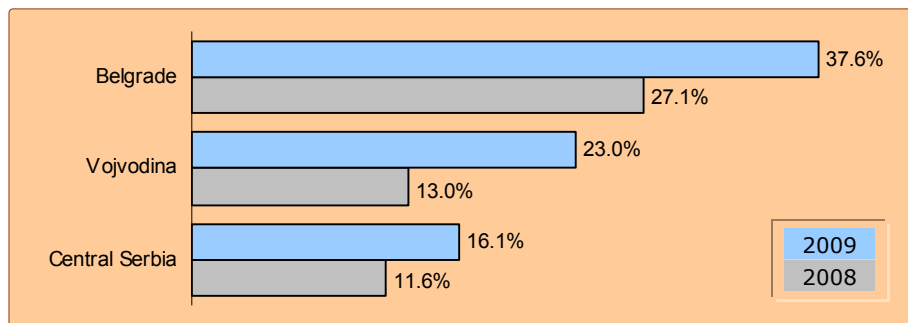
22.9% of households in Serbia have a broadband Internet connection

Besides enabling quicker access to the Internet the broadband Internet connection changes completely the way the Internet is used: information is downloaded rather faster than with the traditional (dial-up) modem connection. Accordingly, the percentage of households having this type of Internet connection is among the major indicators showing the course of ICT development in the European Union since 2005. In Serbia, 22.9% of households have a broadband Internet connection, which are 7.4% and 15.6% increases compared to 2008 and 2007 respectively. The percentage of use of this type of Internet connection is the highest in Belgrade amounting to 37.6%, then in Vojvodina being 23%, and is the lowest in Central Serbia reaching 16.1%.

Graph 1.11. Broadband Internet connection in households

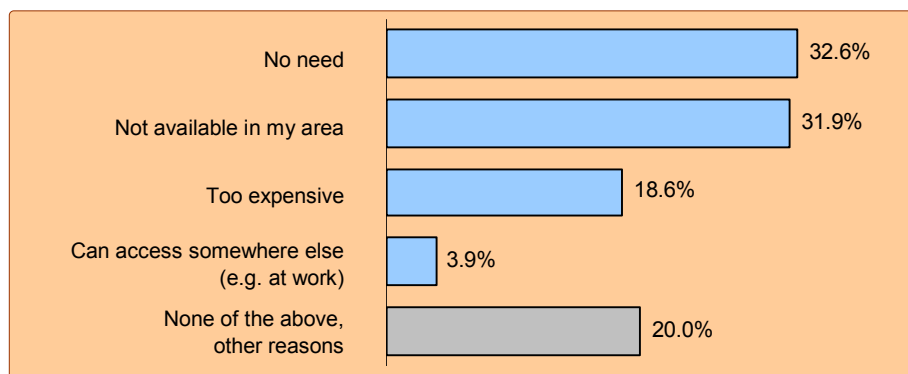
The broadband Internet connection is mainly utilized by households which monthly income exceeds 600 Euros (58.3%), while the share of households having an income under 300 Euros is 9.1%.

There are considerable differences when comparing this type of connection in urban and rural areas of Serbia: 33.7% versus 7.4%.

Graph 1.12. Broadband Internet connection in households, by territory

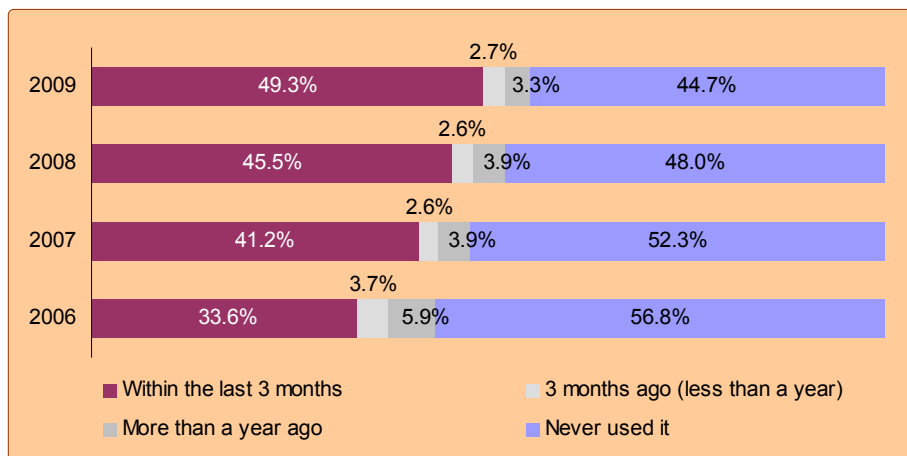
The most frequent answers as to the reasons of not having a broadband Internet connection at home are as follows:

- "No need" (32.6%)
- "Not available in my area" (31.9%)
- "Too expensive" (18.6%)

Graph 1.13. Reasons for not having a broadband connection at home

1.3.4. Individuals: use of computers

In the Republic of Serbia 49.3% of individuals used a computer within the last three months, 2.7% more than three months ago, and 3.3% more than one year ago. Even 44.7% of individuals have never used a computer. The number of computer users has grown by 3.3%, 7.6% and 12.1% compared to 2008, 2007 and 2006 respectively.

Graph 1.14. When did you last use a computer?

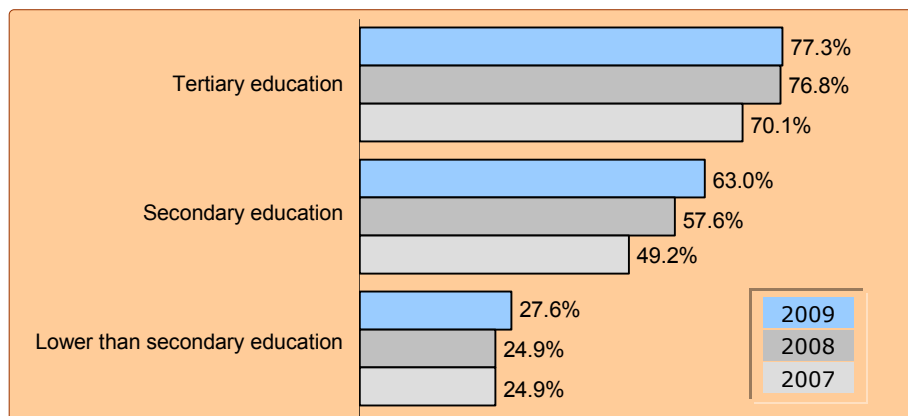
The number of computer user has grown by 3.3% in relation to 2008

When compared to 2008, the number of individuals that used a computer within the last three months increased slightly by more than 200 000.

More than 2 850 000 individuals used a computer within the last three months

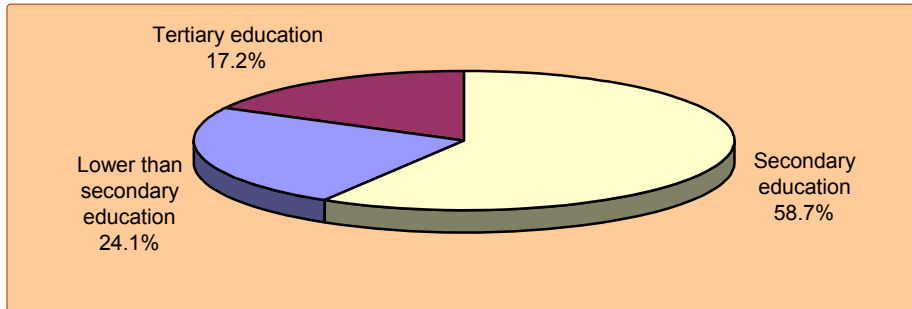
The percentage of computer users (within the last three months), by educational level:

- 77.3% of individuals with tertiary education;
- 63.0% of individuals with secondary education;
- 27.6% of individuals with an educational level lower than secondary.

Graph 1.15. Percentage of computer users (within the last three months), by educational level

Among the users of computers, 58.7% of them have attained secondary educational level, 17.2% have attained tertiary educational level, and 24.1% have an educational level lower than secondary.

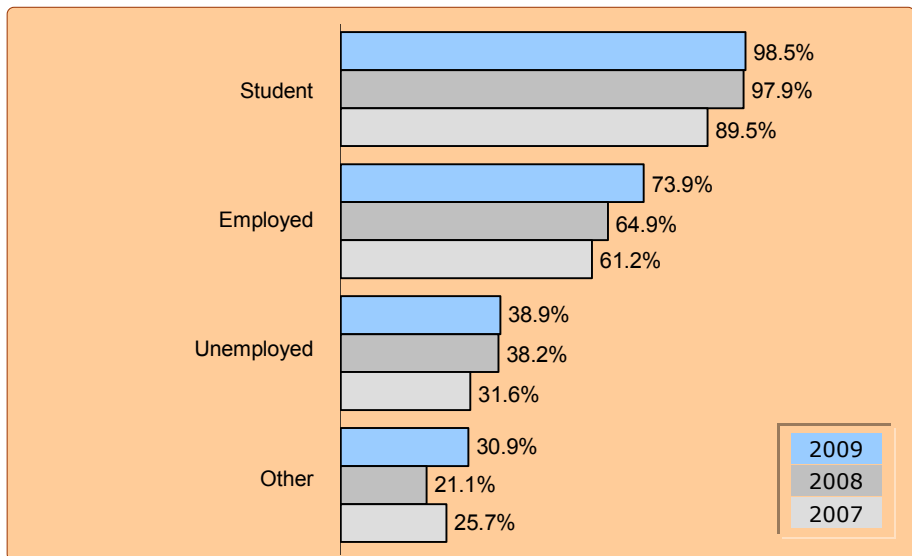
Graph 1.16. Educational levels of computer users



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

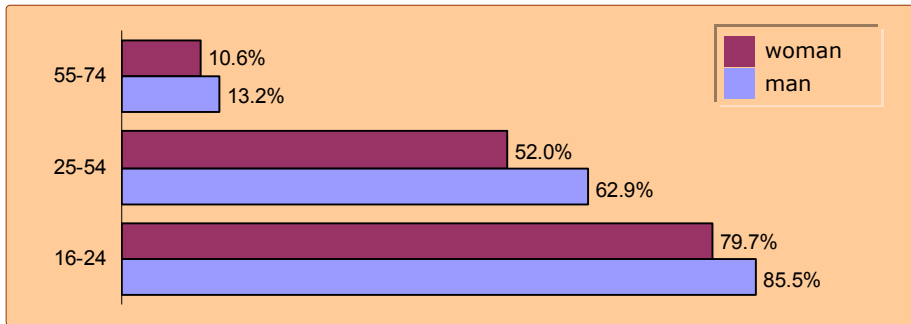
- 98.5% of students;
- 73.9% of employees;
- 38.9% of unemployed;
- 30.9% of others (retired, on compulsory military service...).

Graph 1.17. Share of computer users (within the last three months), by employment situation



After the analysis of the respondents by sex, it has appeared that 54.2% of males and 44.6% females have used a computer.

Graph 1.18. Use of computers (withing the last 3 months), by sex and age

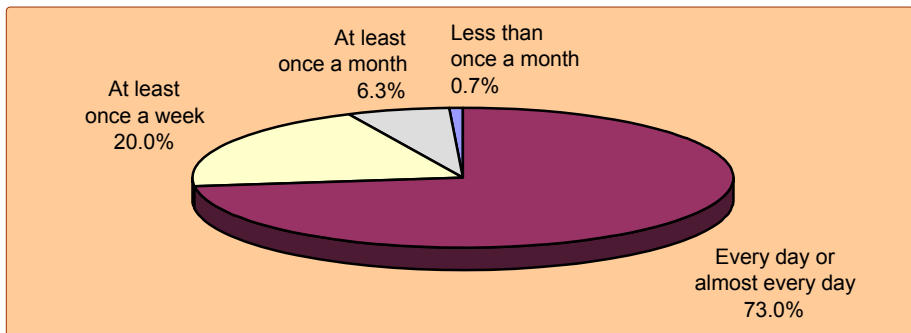


As far as the question on how often on average households used a computer within the last 3 months, 73% of them used it every day or almost every day, 20% at least once a week, 6.3% at least once a month, and 0.7% less than once a month.

More than 2 080 000 individuals use a computer every day or almost every day

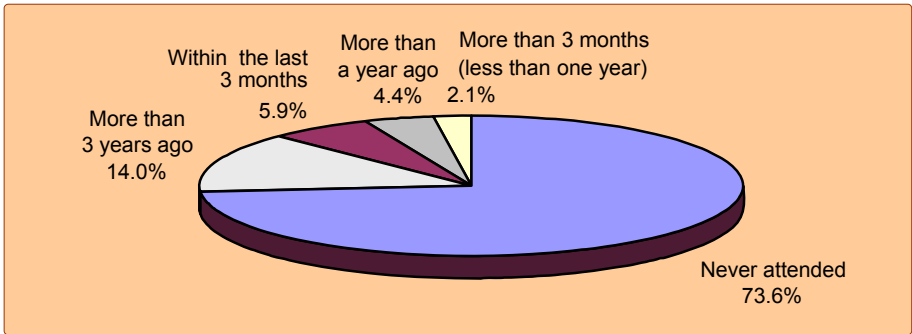
Compared to 2008 the number of individuals that used a computer every day or almost every day has grown slightly by more than 180 000.

Graph 1.19. How often, on average, did you use a computer in the last 3 months?



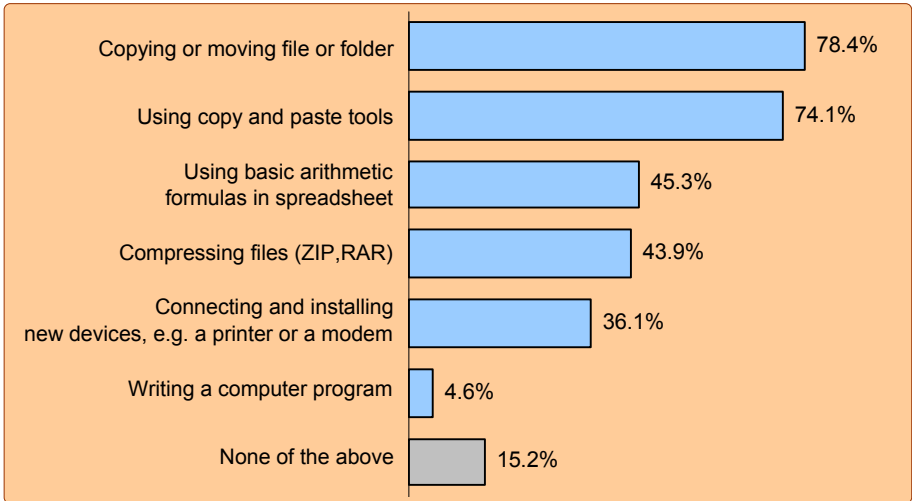
Within the last three months computers were mostly used at home (92.6%), the workplace (26.2%) and in place of education (13.3%).

Graph 1.20. When did you last take training course (at least 3 hours) on any aspect of computer use?



The survey indicates that only 5.9% of respondents took a training course on any aspect of computer use within the last three months. There were even 73.6% who have never taken any training course.

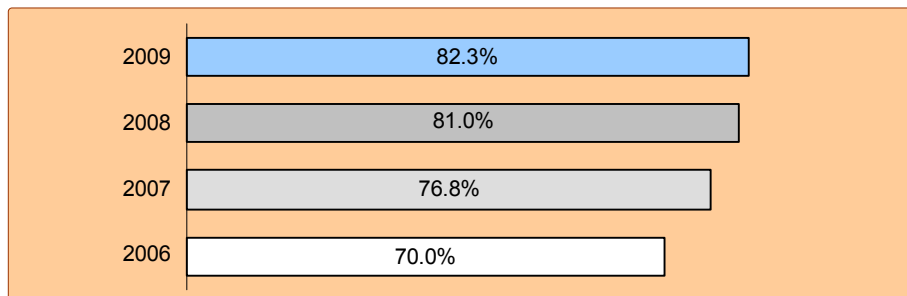
Graph 1.21. Which of the following computer-related activities have you already carried out?



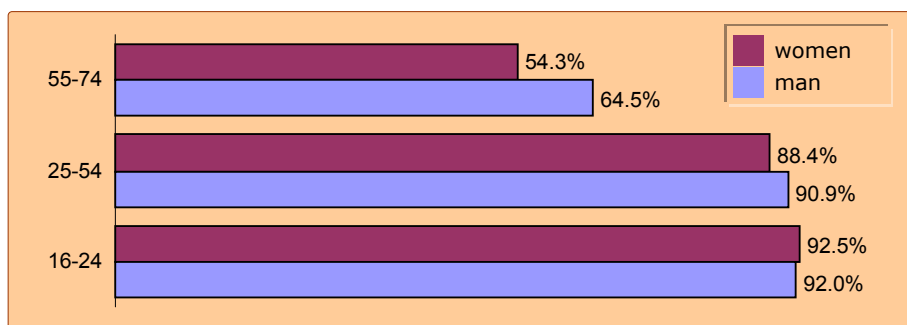
1.3.5. Individuals: use of mobile phones

The survey shows that 82.3% of population use a mobile phone, while in 2008 this figure amounted to 81%, and in 2007 to 76.8%.

More than 4 760 000 persons use a mobile phone

Graph 1.22. Use of mobile phones

In relation to 2008, the number of individuals who used a mobile phone grew by slightly more than 110 000.

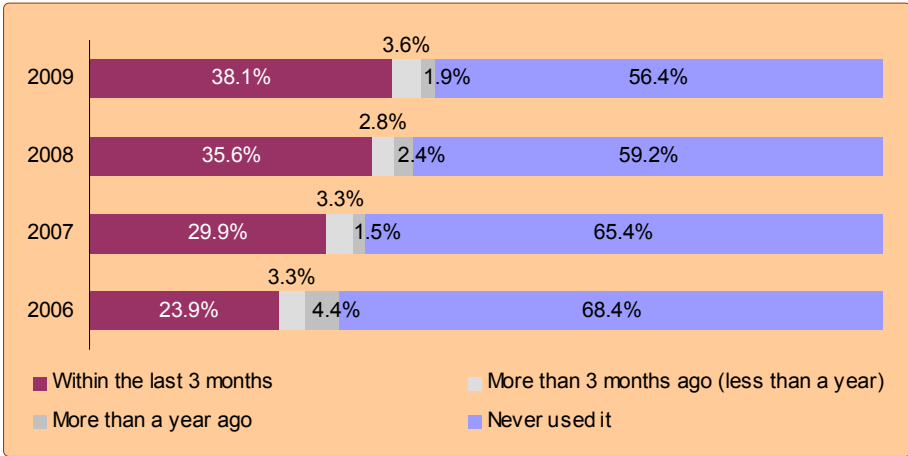
Graph 1.23. Use of mobile phones, by sex and age

1.3.6. Individuals: use of the Internet

In Serbia 38.1% of individuals used the Internet within the last three months, 3.6% of respondents used it more than three months ago, and 1.9% more than one year ago. The percentage of respondents who have never used the Internet is 56.4%.

The number of Internet users has increased by 2.8%, 9% and 12% compared to 2008, 2007 and 2006 respectively.

The number of Internet users has increased by 2.8% compared to 2008

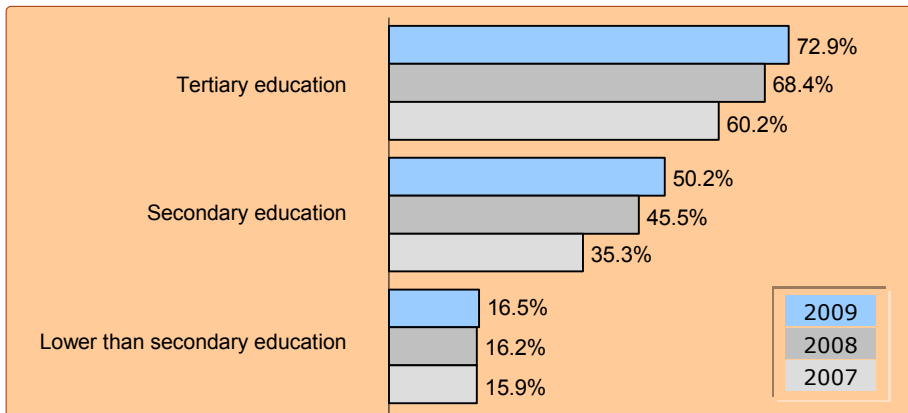
Graph 1.24. When did you last use the Internet?

More than 2 200 000 individuals use the Internet within the last three months

In relation to 2008 the number of individuals who used the Internet within the last three months has increased by slightly more than 200 000.

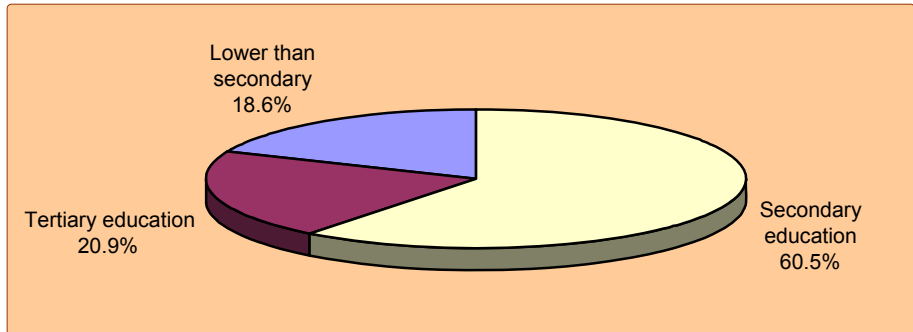
The percentage of Internet users (within the last three months), by level of education:

- 72.9% of individuals with tertiary education;
- 50.2% of individuals with secondary education;
- 16.5% of individuals with an educational level lower than secondary.

Graph 1.25. Percentage of Internet users (within the last three months), by educational level

Among Internet users 60.5% have attained secondary education or level I, 20.9% tertiary, and 18.6% of users have an educational level lower than secondary.

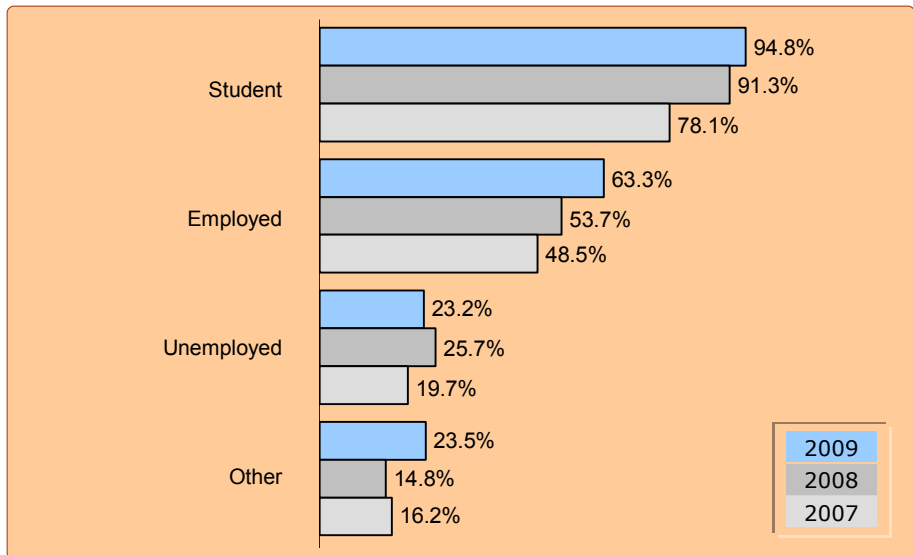
Graph 1.26. Educational levels of Internet users



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

- 94.8% of students;
- 63.3% of employees;
- 23.2% of unemployed;
- 23.5% of others (retired, on compulsory military service...).

Graph 1.27. Percentage of Internet users (within the last three months), by employment situation

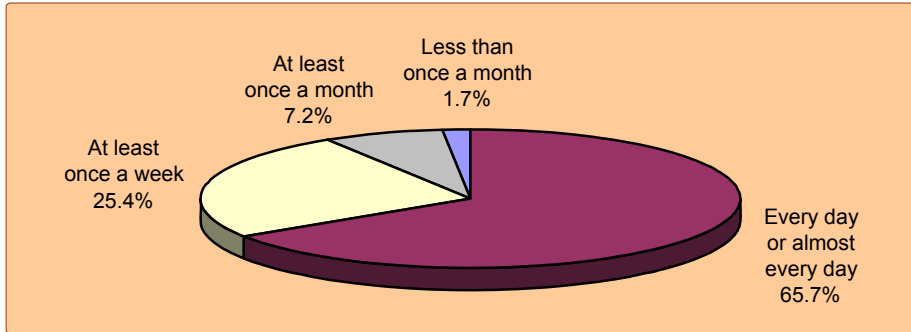


When asked how often on average they used the Internet within the last three months, 65.7% of respondents used it every day or almost every day.

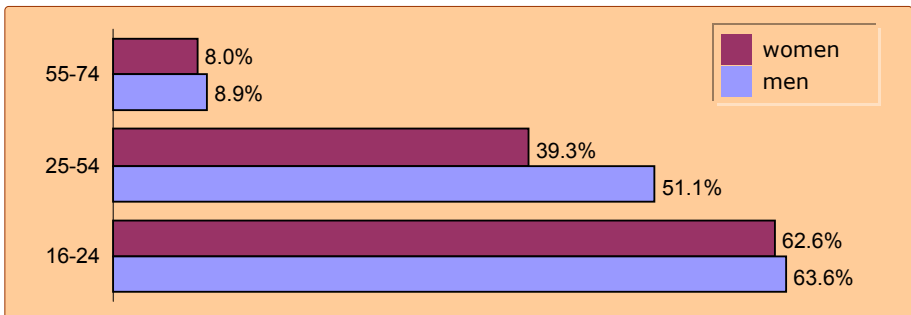
More than 1 450 000 individuals use the Internet every day or almost every day

Compared to 20 08, the number of individuals who have used the Internet every day or almost every day has grown by slightly more than 200 000.

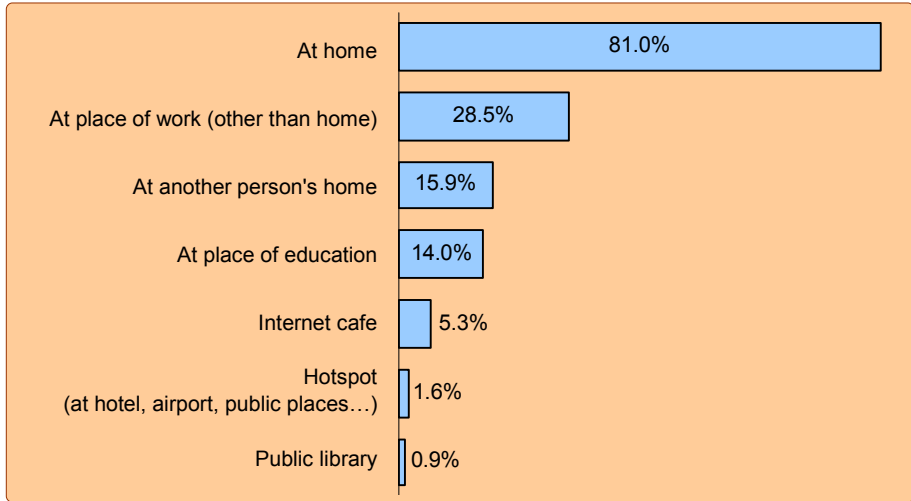
Graph 1.28. How often, on average, did you use the Internet within the last 3 months?



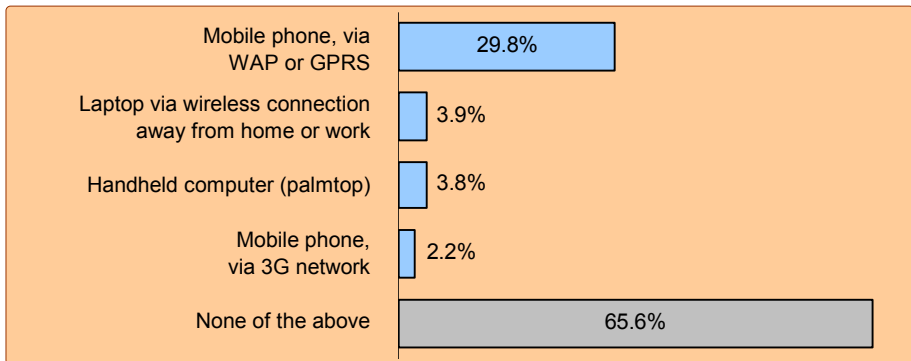
Graph 1.29. Use of the Internet (within the last 3 months), by sex and age



The analysis of the respondent by sex indicates that within the last three months 42.3% of male individuals and 34.1% of female individuals used the Internet.

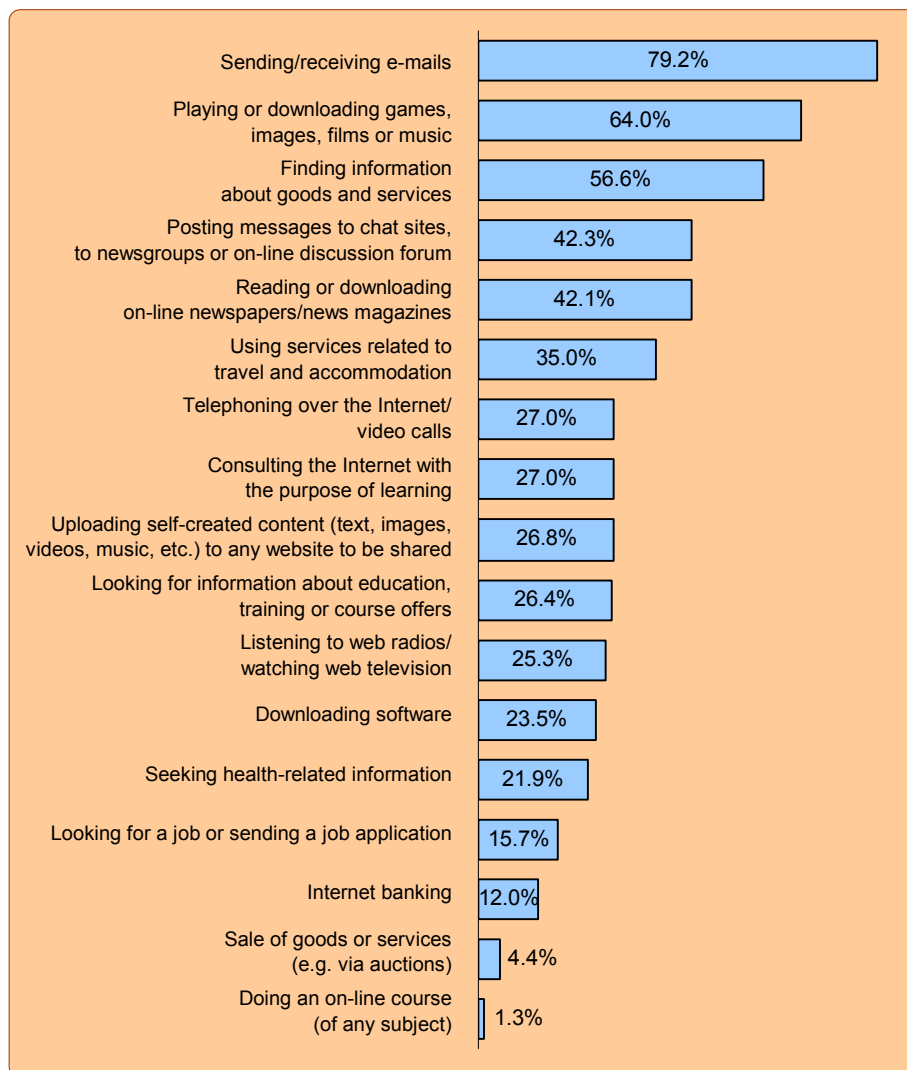
Graph 1.30. Where did you use the Internet in the last 3 months?

Within the last three months most of the respondents used the Internet at home (81%), 28.5% used it at place of work, 15.9% at another person's home, 14% at place of education, and 5.3% in Internet-café.

Graph 1.31. Use of mobile devices to access the Internet

The respondents used the Internet in the last three months mostly for: sending and receiving e-mails (79.2%), playing or downloading games, images, music, films (64%), finding information about goods and services (56.6%).

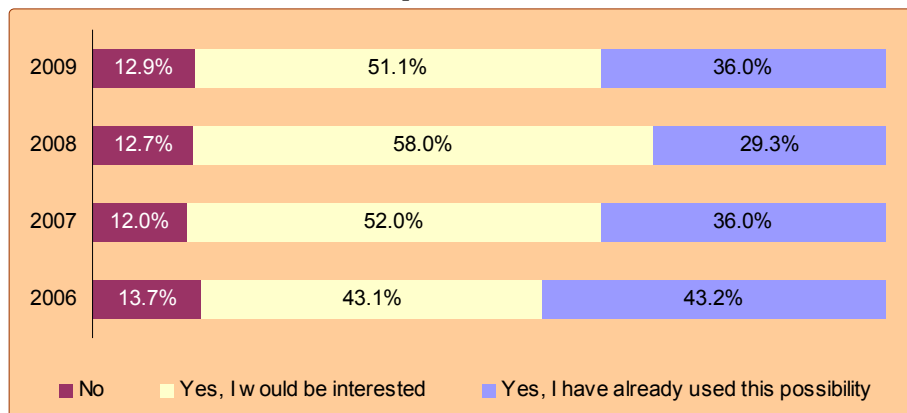
Graph 1.32. Reasons for using the Internet (for private purposes) within the last 3 months



1.3.7. e-government

The survey indicates that 12.9% of respondents belonging to the Internet population use Internet services instead of entering into personal contacts or going directly to public institutions or administration bodies, while 51.1% of them is interested in that possibility, but do not use it at the moment.

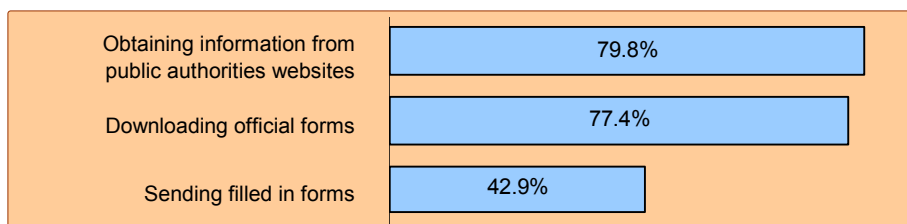
Graph 1.33. Would you rather use the Internet service of public authorities instead personal contacts?



The fact that 36% of respondents are not interested in that possibility is disquieting. Compared to 2008 the number of individuals who use Internet services of public authorities has grown by slightly more than 25 000.

More than 285 000 individuals use Internet services of public authorities

Graph 1.34. For which of the following local authorities services did you use the Internet?



The survey indicates also that 79.8% of respondents used the Internet in the last three months for obtaining information from websites of public authorities, 77.4% for downloading forms, and 42.9% for sending filled in forms.

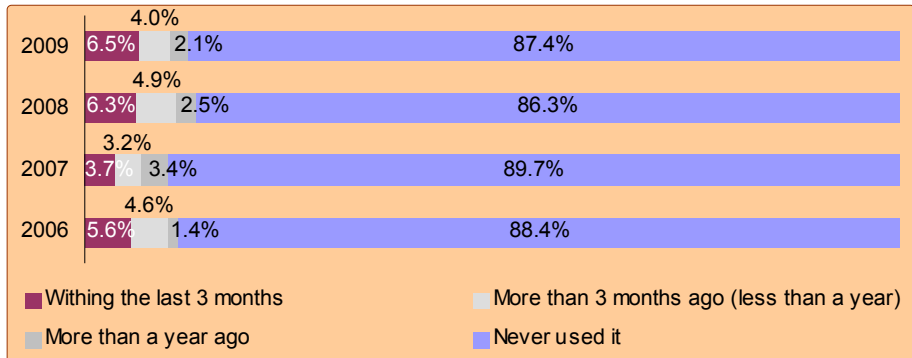
1.3.8. e-commerce

As far as the period within which Internet users bought/ordered goods or services via the Internet, 6.5% of users did it within the last three months, 4.0% more than three months ago, and 2.1% more than a year ago.

There are 87.4% of Internet users who have never bought/ordered goods or services via the Internet.

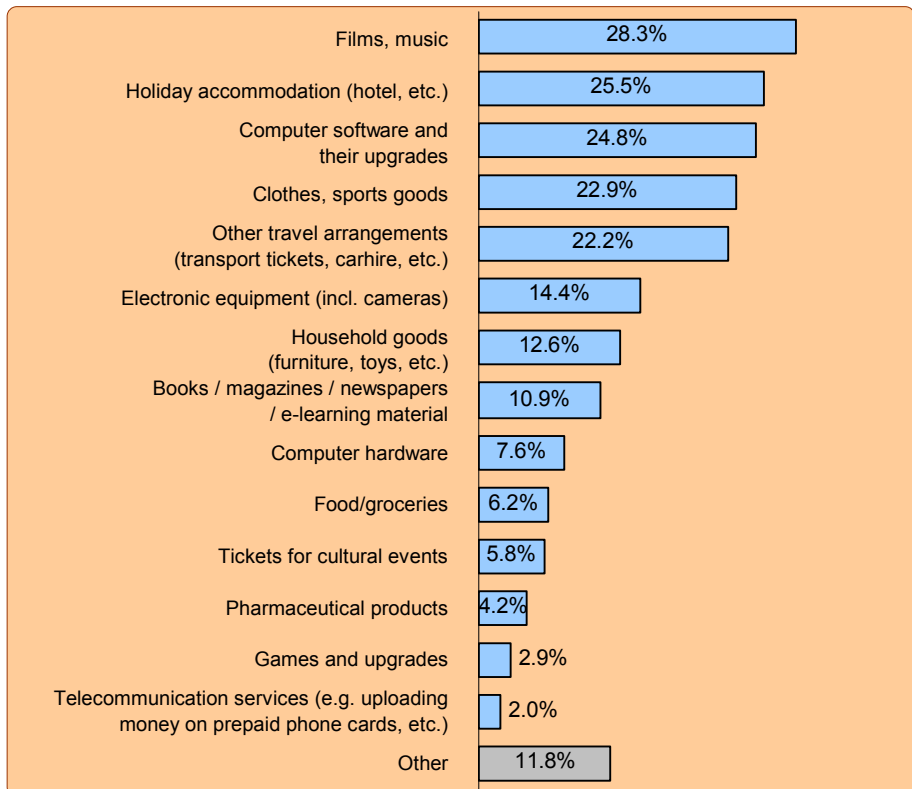
More than 264 000 individuals bought/ordered goods/services in the last 12 months

Graph 1.35. When did you last (for private use) bought/ordered goods or services via the Internet?



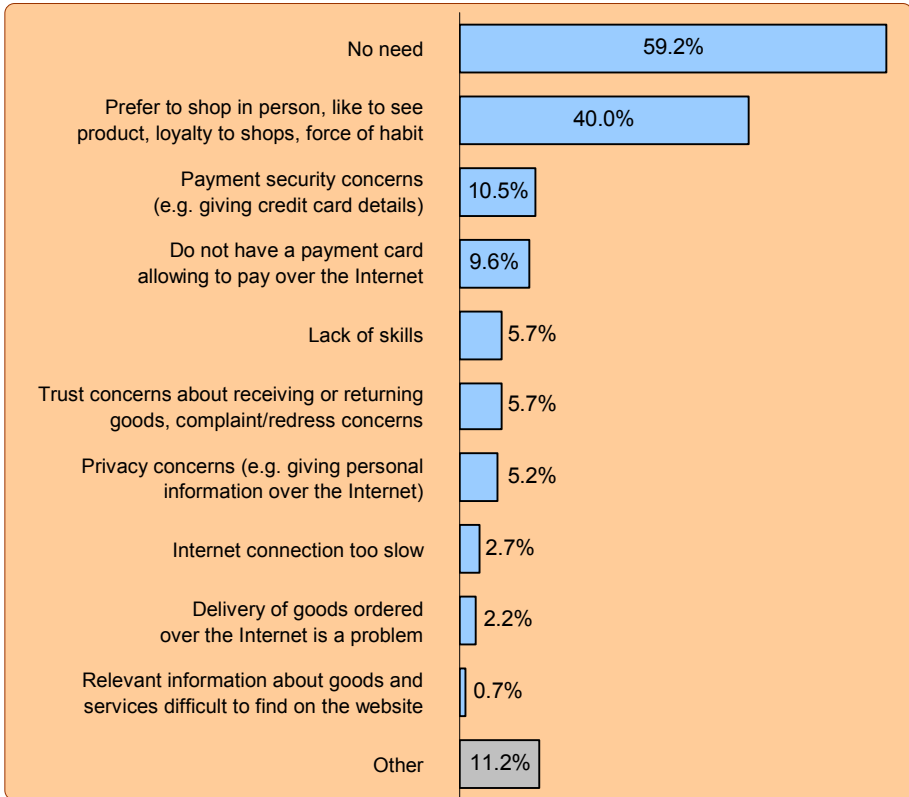
Compared to 2008, the number of individuals who have bought/ordered goods/services over the Internet has grown to slightly more than 14 000.

Graph 1.36. What types of goods/services did you buy/order (for private use) via the Internet in the last 12 months?



Most of Internet users buy/order over the Internet films and music (28.3%), holiday accommodation (25.5%) and computer software (24.8%).

Graph 1.37. What were the reasons for not buying/ordering goods or services for personal use in the last 12 months?



1.4. RESULTS OF THE SURVEY

MODUL E1.A: Access to information and communication technologies

in percentages

Answer (households)	Income			Region			Type of household		Total
	under 300 Euros	300 - 600 Euros	more than 600 Euros	Central Serbia	Vojvodina	Belgrade	urban	rural	
A1: Devices available in households (tick all that apply)									
TV	97.7	99.7	99.9	98.4	98.0	99.6	99.1	97.9	98.6
Mobile phone	69.7	91.9	98.2	78.0	76.4	89.2	84.4	73.9	80.1
Radio-receiver	63.1	74.6	80.6	67.6	72.4	67.3	70.2	66.9	68.9
Personal computer (PC)	28.8	63.8	85.9	41.3	46.1	59.8	56.0	33.6	46.8
Cable TV	28.2	56.1	68.5	32.9	34.5	70.6	61.3	13.9	41.9
Laptop	3.2	11.6	30.2	6.6	8.1	16.5	13.2	3.6	9.3
None of the above	0.4	0.0	0.0	0.3	0.3	0.0	0.0	0.6	0.2
A2: Do you or anyone in your household have access to the Internet at home?									
No	80.9	46.4	18.0	69.1	59.5	50.9	52.3	76.6	62.3
Yes	17.9	52.3	82.0	30.5	37.9	48.6	46.9	22.0	36.7
Don't know	1.2	1.3	0.0	0.4	2.6	0.5	0.8	1.4	1.0
A3: Devices on which the Internet is accessed (tick all that apply)¹⁾									
Personal computer (PC)	93.6	92.6	93.6	93.2	92.1	94.1	94.3	89.6	93.2
Mobile phone	20.5	23.3	33.1	19.7	21.9	36.6	25.2	26.2	25.4
Portable computer (laptop)	7.2	16.0	22.4	13.1	13.7	20.3	18.2	7.1	15.4
Games consoles (play-station)	0.3	2.3	1.5	1.1	2.2	1.5	1.9	0.4	1.5
Handheld computer (palmtop)	0.5	0.7	0.7	0.8	0.8	0.4	0.7	0.5	0.7
TV set with specific Internet device	0.0	0.6	0.0	0.0	0.9	0.0	0.3	0.0	0.2

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

MODUL E1.A: Access to information and communication technologies

in percentages

Answer (households)	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 (tick all that apply)¹⁾									
DSL (ADSL)	35.4	40.1	42.4	37.0	37.9	44.4	45.5	21.0	39.5
Modem	40.0	26.9	22.5	39.5	26.0	18.4	23.4	47.3	29.3
Cable Internet	15.6	24.1	29.8	16.4	23.2	33.3	26.9	12.7	23.4
Mobile phone: WAP, GPRS, etc.	14.3	16.0	24.5	15.3	15.7	24.1	16.4	23.1	18.0
ISDN	1.4	1.3	2.1	2.2	2.2	0.0	1.2	2.5	1.6
A5: Reasons for not having a broadband Internet connection at home (tick all that apply)²⁾									
No need	34.5	36.9	21.8	31.2	33.2	36.0	39.6	23.3	32.6
Not available in my area	29.5	28.6	41.5	36.3	31.3	18.6	19.8	47.7	31.9
Too expensive	23.0	18.9	10.8	16.9	18.3	24.2	19.5	17.3	18.6
Can access broadband somewhere else	3.4	3.2	6.1	4.2	1.1	7.9	4.0	3.8	3.9
None of the abov, other	16.9	20.2	24.6	17.7	22.1	23.6	22.3	17.1	20.0

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

²⁾ Data refer to households that answered positively in question A4A and/or A4B and/or A4F.

MODULE 1.B: Use

Answer (individuals)	Age						Gender	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	male	female
B1: When did you last								
Within the last 3 months	82.7	71.5	61.9	41.9	17.3	5.7	54.2	44.6
Never used one	7.9	19.8	31.7	54.6	77.4	91.9	42.6	46.7
More than 1 year ago	2.2	4.6	4.4	1.8	4.8	2.2	2.0	4.5
More than 3 months (less than a year)	7.2	4.1	2.0	1.7	0.5	0.2	1.2	4.2
B2: How often on average did you use								
Every day or almost every day	68.7	77.7	73.5	73.6	74.9	56.5	73.8	72.0
At least once a week	24.6	18.2	17.2	17.2	21.2	27.5	21.1	18.6
At least once a month	6.5	4.1	8.5	6.9	3.3	13.0	4.7	8.3
Less than once a month	0.2	0.0	0.8	2.3	0.6	3.0	0.4	1.1
B3: Where did you use a computer								
At home	96.0	89.8	92.2	92.1	90.5	93.3	92.9	92.3
At place of work (other than home)	4.0	33.7	33.9	41.4	35.1	14.6	24.9	27.7
At another person's home	34.7	12.6	8.7	9.1	4.5	9.2	11.7	23.5
At place of education	37.5	3.6	4.4	2.3	0.0	0.0	7.3	20.3
Other (Internet-cafe, hotel...)	15.5	3.6	3.5	2.4	0.7	0.0	5.1	8.5
B4: When did you last take a training								
Never taken one	82.9	75.5	67.3	64.6	70.8	67.8	76.8	70.3
More than 3 years ago	9.2	10.0	18.1	18.3	23.8	23.0	11.2	16.8
Within the last 3 months	4.5	6.8	8.6	4.3	2.8	7.8	5.9	5.9
More than 1 year ago	1.9	6.4	4.5	7.2	1.8	1.4	4.4	4.5
More than 3 month ago (less than 1 year)	1.5	1.3	1.5	5.6	0.8	0.0	1.7	2.5

¹⁾ Data refer to individuals who answered in question B1 „Within the last 3 months“ .

²⁾ Data refer to individuals who answered „Never used one“ in question B1.

of computers

in percentages

Educational level			Employment situation				Total	Answer (individuals)
lower than secondary education	secondary education	tertiary education	employee	unemployed	student	other		
use a computer?								
27.6	63.0	77.3	73.9	38.9	98.5	30.9	49.3	Within the last 3 months
68.1	29.7	15.4	20.8	52.3	0.0	65.2	44.7	Never used one
1.3	4.4	6.3	3.0	3.5	1.5	3.6	3.3	More than 1 year ago
3.0	2.9	1.0	2.3	5.3	0.0	0.3	2.7	More than 3 months (less than a year)
a computer in the last 3 months?¹⁾								
54.0	77.5	84.2	79.2	61.9	92.3	67.7	73.0	Every day or almost every day
36.4	16.2	10.0	15.3	24.4	3.9	29.9	20.0	At least once a week
8.8	5.5	5.6	5.5	11.5	3.8	1.7	6.3	At least once a month
0.8	0.8	0.2	0.0	2.2	0.0	0.7	0.7	Less than once a month
in the last 3 months? (tick all that apply)¹⁾								
98.2	90.1	93.4	89.0	95.7	96.2	96.5	92.6	At home
1.5	26.4	60.2	47.3	6.1	17.6	3.7	26.2	At place of work (other than home)
20.6	16.5	14.3	9.9	8.6	25.4	45.4	17.1	At another person's home
21.1	12.8	4.0	3.5	2.9	35.2	47.3	13.3	At place of education
10.0	5.4	6.4	4.6	0.6	10.3	19.5	6.7	Other (Internet-cafe, hotel...)
course (at least 3 hours) on any aspect of computer use?²⁾								
83.7	76.2	49.5	66.2	79.2	73.2	82.8	73.6	Never taken one
8.3	11.4	31.7	18.0	11.4	6.8	9.9	14.0	More than 3 years ago
4.4	6.5	6.1	6.9	4.2	12.0	4.7	5.9	Within the last 3 months
1.0	4.0	11.0	6.2	3.6	5.2	1.3	4.4	More than 1 year ago
2.6	1.9	1.7	2.7	1.6	2.8	1.3	2.1	More than 3 months ago (less than 1 year)

MODULE 1.B: Use

Answer (individuals)	Age						Gender	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	male	female
B5: Which of the following computer-related								
Copying or moving a file or folder	78.3	80.1	77.0	79.5	74.1	73.1	78.7	78.0
Use of copy and paste tools	71.9	76.4	73.8	74.5	76.5	73.1	72.2	76.3
Use of basic arithmetic formula in a spreadsheet	50.4	47.7	41.3	42.9	36.3	27.1	42.3	48.9
Compressing file (ZIP,RAR)	46.7	48.3	40.7	42.7	31.5	23.1	46.4	41.1
Connecting and installing new devices, e.g. a printer or a modem	33.8	44.8	37.4	29.4	26.1	34.3	46.1	24.5
Writing a computer program	5.0	6.2	3.2	4.3	3.0	2.9	6.0	3.0
None of the above	10.8	15.5	16.8	18.1	19.1	24.9	12.5	18.2

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

of computers

in percentages

Educational level			Employment situation				Total	Answer (individuals)
lower than secondary education	secondary education	tertiary education	employee	unemployed	student	other		
activities have you already carried out?¹⁾								
64.0	79.9	93.5	84.4	64.6	92.8	78.8	78.4	Copying or moving a file or folder
54.4	76.7	92.9	77.8	61.8	94.5	76.9	74.1	Use of copy and paste tools
34.5	44.4	63.8	45.1	33.4	65.0	57.7	45.3	Use of basic arithmetic formula in a spreadsheet
31.5	43.7	62.3	48.7	31.7	64.5	43.7	43.9	Compressing file (ZIP,RAR)
25.1	36.0	52.0	43.8	30.3	57.6	19.2	36.1	Connecting and installing new devices, e.g. a printer or a modem
0.0	4.5	11.8	5.3	1.6	16.0	4.3	4.6	Writing a computer program
19.0	16.6	4.8	11.6	25.7	5.5	11.8	15.2	None of the above

MODULE 1.C: Use of

Answer (individuals)	Age						Gender	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	male	female
C1: When did you last								
Never used it	28.7	32.3	48.4	62.5	84.8	94.7	50.9	61.7
Within the last 3 months	62.6	58.2	46.4	33.4	12.8	3.6	42.3	34.1
More than 3 months ago (less than a year)	6.4	5.5	4.2	2.8	0.4	1.0	5.0	2.2
More than 1 year ago	2.3	4.0	1.0	1.3	2.0	0.7	1.8	2.0
C2: How often on average did you								
Every day or almost every day	57.6	68.4	70.0	69.1	69.0	57.2	66.3	64.9
At least once a week	37.4	21.5	18.9	19.9	25.6	21.7	24.8	26.1
At least once a month	4.1	7.5	10.6	8.1	3.0	16.3	7.3	7.0
Less than once a month	0.9	2.6	0.5	2.9	2.4	4.8	1.6	2.0
C3: Where did you use the Internet in the last								
At home	69.2	79.1	91.5	88.3	88.1	76.1	82.3	79.5
At place of work (other than home)	3.3	34.7	36.9	47.6	37.3	18.4	27.7	29.3
At another person's home	20.6	22.1	8.9	10.7	5.7	14.5	17.5	14.0
At place of education	40.2	4.2	3.2	2.5	3.3	7.5	11.5	16.9
In Internet café	10.1	4.8	2.6	2.7	1.2	3.1	7.4	2.8
Hotspot (at hotel, airport, public places...)	1.0	1.5	2.8	1.1	1.7	0.0	1.6	1.5
At public library	0.6	1.5	0.6	0.8	0.8	3.1	0.6	1.3
C4: Did you use one of the following mobile								
Mobile phone, via WAP or GPRS	36.6	31.2	32.8	19.1	12.4	10.9	34.3	24.4
Laptop, via wireless connection, away from home or work	1.8	4.6	4.1	5.7	5.0	0.0	3.6	4.2
Handheld computer (palmtop)	3.4	5.4	2.0	4.4	3.4	2.2	4.2	3.3
Mobile phone, via 3G network	1.5	3.2	1.4	3.8	0.0	0.0	2.1	2.5
None of the above	60.4	61.9	65.1	74.4	79.2	87.0	60.7	71.3

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

the Internet**in percentages**

Educational level			Employment situation				Total	Answer (individuals)
lower than secondary education	secondary education	tertiary education	employee	unemployed	student	other		

use the Internet?

78.9	43.3	22.4	30.8	71.0	1.1	71.7	56.4	Never used it
16.5	50.2	72.9	63.3	23.2	94.8	23.5	38.1	Within the last 3 months
4.0	3.7	0.9	3.5	4.0	1.3	3.3	3.6	More than 3 months ago (less than a year)
0.6	2.8	3.8	2.4	1.8	2.8	1.5	1.9	More than 1 year ago

use the Internet in the last 3 months?¹⁾

45.3	66.6	81.0	69.5	65.3	76.9	51.2	65.7	Every day or almost every day
46.6	23.6	11.5	18.9	26.7	18.6	44.7	25.4	At least once a week
5.2	7.8	7.3	9.3	6.2	3.5	3.3	7.2	At least once a month
2.9	2.0	0.2	2.3	1.8	1.0	0.8	1.7	Less than once a month

3 months? (tick all that apply)¹⁾

68.4	82.3	88.4	85.2	89.2	87.2	57.8	81.0	At home
1.3	27.1	56.7	46.7	9.3	13.7	2.8	28.5	At place of work (other than home)
3.2	19.8	15.9	13.6	14.2	24.0	21.8	15.9	At another person's home
27.1	12.8	5.6	3.0	3.3	40.0	48.7	14.0	At place of education
0.0	6.9	5.1	4.0	4.1	15.7	6.7	5.3	In Internet café
0.0	1.1	4.2	2.3	0.0	2.8	0.7	1.6	Hotspot (at hotel, airport, public places...)
0.0	0.7	2.2	0.8	0.3	4.5	0.7	0.9	At public library

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

14.9	35.4	26.6	28.3	20.8	56.9	34.8	29.8	Mobile phone, via WAP or GPRS
3.3	2.8	7.6	4.1	3.7	12.5	0.5	3.9	Laptop, via wireless connection, away from home or work
3.2	4.3	3.0	2.6	8.3	5.3	1.8	3.8	Handheld computer (palmtop)
0.9	2.2	3.7	2.7	1.8	4.2	0.9	2.2	Mobile phone, via 3G network
82.8	59.7	67.1	67.6	70.7	37.1	63.7	65.6	None of the above

MODULE 1.C: Use of

Answer (individuals)	Age						Gender	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	male	female
C5: For which activities (for private purposes)								
Sending/receiving e-mails	78.2	75.5	80.5	83.6	82.1	81.0	74.3	85.0
Playing or downloading games, images, films or music	88.6	62.0	53.6	47.6	38.9	52.8	65.4	62.2
Finding information about goods and services	33.5	66.8	70.0	66.4	45.4	49.3	60.4	52.2
Posting messages to chat sites, newsgroups or online discussion forum	66.0	44.0	28.4	24.1	23.6	36.3	37.3	48.2
Reading or downloading online newspapers/news magazines	37.6	41.8	41.9	47.8	48.2	49.8	41.4	42.9
Using services related to travel and accommodation	42.1	31.7	33.2	34.2	26.3	14.7	27.8	43.5
Telephoning over the Internet/ video-calls	22.3	25.8	32.4	28.8	29.3	29.2	25.0	29.4
Consulting the Internet for the purpose of learning	21.5	28.0	28.9	31.8	23.4	42.0	25.4	28.8
Uploading self-created content (text, images, videos, music, etc.)	46.3	23.0	17.3	15.9	12.4	36.2	27.5	26.0
Looking for information about education, training or course offers	28.5	27.0	27.7	25.6	11.7	13.4	20.7	33.3
Listening to web radios or watching web television	39.9	23.9	20.4	13.5	16.4	11.3	21.4	30.0
Downloading software	24.2	28.0	23.3	19.3	12.5	24.5	29.7	16.2
Seeking health-related information	6.9	28.7	25.5	32.0	22.7	15.6	20.5	23.6
Looking for a job or sending job application	6.2	25.1	18.4	13.9	15.8	17.6	15.8	15.6
Internet banking	10.0	14.3	13.7	10.8	10.6	2.7	13.3	10.4
Sale of goods or services (e.g. via auctions)	3.6	6.3	5.2	3.3	0.8	2.3	5.7	3.0
Doing an online course (in any subject)	0.6	1.0	1.5	2.7	1.4	0.0	1.4	1.2

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

the Internet

in percentages

Educational level			Employment situation				Total	Answer (individuals)
lower than secondary education	secondary education	tertiary education	employee	unemployed	student	other		
did you use the Internet in the last 3 months? ¹⁾								
76.3	75.5	92.5	80.5	78.9	88.7	72.5	79.2	Sending/receiving e-mails
89.3	61.9	47.3	56.6	63.0	71.8	83.3	64.0	Playing or downloading games, images, films or music
30.8	59.2	72.4	67.7	58.7	53.4	23.8	56.6	Finding information about goods and services
59.1	39.3	36.0	34.6	34.8	57.8	67.5	42.3	Posting messages to chat sites, newsgroups or online discussion forum
42.5	38.6	52.0	45.1	38.5	45.2	36.5	42.1	Reading or downloading online newspapers/news magazines
53.8	27.2	40.7	33.5	30.7	32.6	44.6	35.0	Using services related to travel and accommodation
27.3	25.5	31.0	27.7	25.8	20.8	28.4	27.0	Telephoning over the Internet/ video-calls
10.7	27.9	38.8	25.6	25.1	64.2	20.3	27.0	Consulting the Internet for the purpose of learning
44.5	22.9	22.3	20.4	20.3	53.0	43.4	26.8	Uploading self-created content (text, images, videos, music, etc.)
20.2	26.9	30.6	23.4	25.0	45.8	30.0	26.4	Looking for information about education, training or course offers
36.4	22.7	22.9	20.9	13.7	37.0	47.1	25.3	Listening to web radios or watching web television
15.7	23.7	30.2	28.0	16.7	39.3	13.2	23.5	Downloading software
4.9	23.5	32.4	25.4	24.9	26.3	7.1	21.9	Seeking health-related information
7.2	16.3	21.6	13.8	29.9	24.1	2.3	15.7	Looking for a job or sending job application
12.4	8.7	21.2	18.3	5.6	12.3	1.0	12.0	Internet banking
1.6	4.4	6.9	5.1	4.4	5.2	2.2	4.4	Sale of goods or services (e.g. via auctions)
0.9	0.6	3.7	1.5	1.4	1.7	0.5	1.3	Doing an online course (in any subject)

MODULE 1.F:

Answer (individual)	Age						Gender	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	male	female
C6: Did you use Internet services to interact with								
Yes, I would (but currently I do not use this possibility)	46.9	52.7	51.9	56.8	46.8	36.7	53.9	47.9
No	42.9	33.0	36.0	29.4	29.7	54.2	32.5	40.0
Yes, I have already been using this possibility	10.2	14.3	12.1	13.8	23.5	9.1	13.6	12.1
C7: For which of the following services of public authorities								
Withing the								
Obtaining information from Websites of public institutions	31.7	62.2	48.6	82.9	82.6	70.1	59.2	57.5
„Downloading“ official forms	95.9	42.0	40.8	49.7	74.9	0.0	67.4	45.2
Sending filled in forms	11.5	24.0	45.1	29.0	23.7	0.0	19.0	35.6
Within the last								
Obtaining information from Websites of public institutions	4.1	32.1	30.4	17.1	17.4	29.9	14.1	30.8
„Downloading“ official forms	0.0	28.4	32.8	13.9	21.0	29.9	12.2	29.2
Sending filled in forms	4.3	25.1	15.8	16.5	26.2	0.0	11.6	23.6

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

²⁾ Data refer to individuals who answered "Yes, I have been already using this possibility" .

e-government¹⁾

in percentages

Educational level			Employment situation				Total	Answer (individual)
lower than secondary education	secondary education	tertiary education	employee	unemployed	student	others		

local authorities instead of personal contacts?

46.7	49.9	58.8	53.9	50.1	52.0	44.1	51.1	Yes, I would (but currently I do not use this possibility)
40.4	38.5	24.4	33.6	36.0	31.6	43.9	36.0	No
12.9	11.6	16.8	12.5	13.9	16.4	12.0	12.9	Yes, I have already been using this possibility

did you use the Internet in the last 3 months? (tick all that apply)²⁾**last 3 months**

10.5	63.1	81.9	71.6	56.7	69.3	16.8	58.5	Obtaining information from Websites of public institutions
87.4	52.3	49.0	47.6	50.1	73.0	91.6	57.9	„Downloading“ official forms
12.6	31.2	25.2	28.7	40.2	26.7	0.0	26.1	Sending filled in forms

12 months

0.0	32.8	12.8	22.3	32.9	25.0	1.5	21.3	Obtaining information from Websites of public institutions
0.0	27.5	16.9	20.0	34.3	13.6	1.5	19.5	„Downloading“ official forms
10.5	21.5	11.7	18.4	23.4	24.5	0.0	16.8	Sending filled in forms

MODULE 1E.D: e-commerce,

Answers (individuals)	Age						Gender	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	male	female
D1: When did you last (for private purposes) buy /								
Never	88.6	85.9	88.2	85.3	90.3	93.4	86.1	89.0
Within the last 3 months	9.0	6.2	6.1	4.0	4.0	4.9	8.2	4.3
More than 3 months ago	1.8	4.9	4.8	5.9	3.6	0.0	3.9	4.1
More than 1 ago	0.6	3.0	0.9	4.8	2.1	1.7	1.8	2.6
D2: What types of goods or services did you order (for private purposes)								
Films, music	68.6	9.7	24.9	0.0	0.0	0.0	35.9	14.8
Hotel accommodation (hotel, etc.)	65.7	5.7	21.3	0.0	0.0	0.0	34.2	10.1
Computer software and upgrades	65.7	6.6	11.8	6.5	0.0	0.0	34.9	7.0
Clothers, sports goods	9.3	35.7	16.2	26.2	44.9	100.0	16.9	33.6
Other travel arrangements (transport tickets, carhire, etc.)	66.1	6.9	0.0	5.2	0.0	0.0	34.3	1.0
Electronic equipment (incl. cameras)	8.8	21.4	2.7	31.2	0.0	0.0	21.6	1.6
Household goods (furniture, toys, etc.)	3.6	11.0	21.8	18.0	20.5	0.0	9.5	18.1
Books/magazines/newspapers/ e-learning material)	0.0	22.3	17.3	4.5	0.0	32.7	6.3	19.2
Computer hardware	0.4	11.1	7.5	10.4	29.2	0.0	9.1	5.1
Foods/groceries	0.0	1.2	23.9	4.5	0.0	0.0	0.0	17.3
Tickets for cultural events	0.4	10.6	12.6	0.0	0.0	0.0	5.8	5.7
Pharmaceutical products	2.2	10.7	0.0	0.0	16.8	0.0	1.7	8.7
Video games software and upgrades	0.0	1.2	11.8	0.0	0.0	0.0	0.0	8.0
Telecommunication services (e.g. uploading money on prepaid phone cards)	3.2	0.0	4.9	0.0	0.0	0.0	3.1	0.0
Other	5.8	17.1	16.7	8.4	9.1	0.0	8.9	17.0

¹⁾ Data refer to individuals who did not answer "Never" in question C1.

²⁾ Data refer to individuals who answered "Within the last 3 months" or "More than 3 months ago (less than a year)" in question D1.

activities and barriers¹⁾

in percentages

Educational level			Employment situation				Total	Answers (individuals)
lower than secondary education	secondary education	tertiary education	employees	unemployed	student	others		

order goods or services over the Internet?

83.7	90.0	83.4	85.3	85.8	84.0	95.8	87.4	Never
10.7	4.9	6.6	9.0	4.4	6.2	2.4	6.5	Within the last 3 months
4.0	3.2	6.5	3.8	6.6	5.4	1.1	4.0	More than 3 months ago
1.6	1.9	3.5	1.9	3.2	4.4	0.7	2.1	More than 1 ago

over the Internet in the last 12 months? (tick all that apply)²⁾

81.7	6.7	5.0	35.5	19.5	7.1	11.7	28.3	Films, music
74.6	5.8	3.9	36.5	10.5	0.0	0.0	25.5	Hotel accommodation (hotel, etc.)
74.6	6.3	0.0	33.6	15.0	0.0	0.0	24.8	Computer software and upgrades
8.7	31.6	23.6	15.0	36.6	46.7	24.8	22.9	Clothers, sports goods
66.0	5.3	1.9	34.6	0.4	5.4	0.0	22.2	Other travel arrangements (transport tickets, carhire, etc.)
13.9	18.3	7.5	13.5	17.3	0.0	26.8	14.4	Electronic equipment (incl. cameras)
8.7	10.2	21.9	11.1	18.9	16.4	0.0	12.6	Household goods (furniture, toys, etc.)
0.0	16.3	13.9	14.8	0.0	21.8	3.7	10.9	Books/magazines/newspapers/ e-learning material)
0.0	9.2	13.8	9.3	5.8	0.0	5.9	7.6	Computer hardware
8.7	5.9	3.9	5.3	10.5	5.4	0.0	6.2	Foods/groceries
0.0	5.8	12.6	7.7	0.4	12.4	0.0	5.8	Tickets for cultural events
0.0	6.0	6.0	2.2	5.1	15.3	9.5	4.2	Pharmaceutical products
8.7	0.0	1.4	0.6	10.5	0.0	0.0	2.9	Video games software and upgrades
0.0	2.0	4.4	1.7	3.9	0.0	0.0	2.0	Telecommunication services (e.g. uploading money on prepaid phone cards)
4.3	14.0	16.7	8.0	22.0	1.5	21.3	11.8	Other

MODULE 1E.D: e-commerce,

Answers (individuals)	Age						Gender	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	male	female
D3: Were any of the following products that you bought or								
Tickets for travel or cultural events	95.7	0.0	0.0	32.1	0.0	0.0	68.4	0.0
(Electronic) books, magazines, newspapers, e-learning material	0.0	16.0	0.0	27.8	0.0	100.0	0.8	17.3
Films	0.0	12.3	7.5	0.0	0.0	0.0	0.0	14.6
Music	3.7	4.9	0.0	0.0	0.0	0.0	4.1	0.0
Computer software (incl. computer and video games and software upgrades)	0.0	0.0	0.0	40.1	0.0	0.0	3.7	0.0
None of the above	0.5	79.1	92.5	0.0	0.0	0.0	23.0	76.9
D4: From whom did you buy/order goods or								
National sellers	28.2	85.4	97.2	88.3	67.6	100.0	62.5	85.9
Sellers from other EU countries	71.8	18.5	2.8	11.7	37.1	32.7	42.5	9.3
Sellers from the rest of the world	0.7	13.2	5.0	0.0	20.0	0.0	6.2	4.7
Country of origin of sellers is not known	0.4	9.8	0.0	0.0	0.0	0.0	2.7	3.2
D5: In the last 12 months, how did you pay for goods								
Payment not via the Internet (in cash, via ordinary bank transfer, etc.)	29.1	73.6	75.8	74.1	46.1	67.3	53.4	71.8
Provided credit or debit card details over the Internet	70.8	24.1	19.9	21.6	24.6	32.7	46.1	20.2
Electronic bank transfer via Internet banking	0.4	16.5	4.3	4.2	29.3	32.7	7.9	7.1
Provided prepaid or prepaid account details over the Internet	0.0	11.3	0.0	0.0	0.0	32.7	4.8	1.0

¹⁾ Data refer to individuals who did not answer "Never" in question C1.

²⁾ Data refer to individuals who answered "Within the last 3 months" or "More than 3 months ago (less than a year)" in question D1.

³⁾ Data refer to individuals who answered positively in questions D2D and/or D2E and/or D2G and/or D2H and/or D2N and/or D2O.

activities and barriers¹⁾

in percentages

Educational level			Employment situation				Total	Answers (individuals)
lower than secondary education	secondary education	tertiary education	employees	unemployed	student	others		

ordered over the Internet downloaded (or accessed) from Websites?³⁾

80.7	6.8	0.0	59.4	0.0	0.0	0.0	47.5	Tickets for travel or cultural events
0.0	14.7	10.3	6.6	0.0	0.0	24.3	5.8	(Electronic) books, magazines, newspapers, e-learning material
0.0	14.7	0.0	5.6	0.0	0.0	0.0	4.5	Films
0.0	5.8	8.0	0.0	0.0	26.0	75.7	2.8	Music
0.0	8.5	0.0	0.0	18.8	0.0	0.0	2.6	Computer software (incl. computer and video games and software upgrades)
19.3	58.3	81.7	31.7	81.2	74.0	0.0	39.5	None of the above

services over the Internet in the last 12 months?²⁾

34.0	86.0	88.1	64.2	82.8	75.1	89.0	71.0	National sellers
66.0	11.6	23.3	41.6	11.6	13.9	9.6	30.5	Sellers from other EU countries
0.0	9.1	5.9	6.1	1.6	16.5	5.1	5.7	Sellers from the rest of the world
0.0	5.9	0.5	2.6	5.3	0.0	0.0	2.9	Country of origin of sellers is not known

or services ordered over the Internet for private use?²⁾

25.4	78.8	66.3	51.7	74.0	62.2	86.7	60.0	Payment not via the Internet (in cash, via ordinary bank transfer, etc.)
74.6	20.5	20.9	47.9	21.9	17.3	3.7	36.8	Provided credit or debit card details over the Internet
0.0	7.5	17.7	7.4	4.5	15.0	13.3	7.6	Electronic bank transfer via Internet banking
0.0	3.4	8.0	4.5	0.0	5.5	3.7	3.5	Provided prepaid or prepaid account details over the Internet

MODULE 1E.D: e-commerce,

Answers (individuals)	Age						Gender	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	male	female
D6: In the last 12 months, did you encounter problems when								
No	99.2	100.0	100.0	88.4	90.9	100.0	97.8	97.3
Yes	0.8	0.0	0.0	11.6	9.1	0.0	2.2	2.7
D7: What problems did you encounter when buying/ordering								
Technical failure of website during ordering or payment	53.5	0.0	0.0	0.0	0.0	0.0	8.7	0.0
Speed of delivery lower than indicated	46.5	0.0	0.0	0.0	0.0	0.0	7.6	0.0
Frauds (e.g. no goods/services delivered, misuse of credit card details, etc.)	46.5	0.0	0.0	0.0	0.0	0.0	7.6	0.0
D9: Do you read conditions of sale when purchasing goods								
Always	22.2	69.9	78.5	87.5	66.3	100.0	56.6	67.6
Sometimes	77.4	26.7	9.7	12.5	33.7	0.0	43.4	22.3
Never	0.3	3.4	11.8	0.0	0.0	0.0	0.0	10.1

¹⁾ Data refer to individuals who did not answer "Never" in question C1.

²⁾ Data refer to individuals who answered "Within the last 3 months" or "More than 3 months ago (less than a year)" in question D1.

activities and barriers¹⁾

in percentages

Educational level			Employment situation				Total	Answers (individuals)
lower than secondary education	secondary education	tertiary education	employees	unemployed	student	others		

buying/ordering goods or services over the Internet for private use?²⁾

100.0	95.5	99.0	98.1	95.0	100.0	100.0	97.6	No
0.0	4.5	1.0	1.9	5.0	0.0	0.0	2.4	Yes

goods or services over the Internet in the last 12 months?

0.0	0.0	53.5	0.0	10.4	0.0	0.0	5.2	Technical failure of website during ordering or payment
0.0	0.0	46.5	0.0	9.0	0.0	0.0	4.5	Speed of delivery lower than indicated
0.0	0.0	46.5	0.0	9.0	0.0	0.0	4.5	Frauds (e.g. no goods/services delivered, misuse of credit card details, etc.)

or services over the Internet for private use?²⁾

25.4	70.7	85.4	55.7	72.9	50.3	72.1	60.5	Always
66.0	27.3	14.1	44.3	16.4	33.2	27.9	35.8	Sometimes
8.7	2.0	0.4	0.0	10.8	16.5	0.0	3.7	Never

MODULE 1E.D: e-commerce,

Answers (individuals)	Age						Gender	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	male	female
D10: What were the reasons for not buying/ordering goods or								
Have no need	59.3	61.6	60.3	55.1	57.0	54.5	63.4	54.2
Prefer to shop in person, like to see product, loyalty to shops, force of habit	37.6	38.8	36.1	45.2	55.6	42.0	34.7	46.2
Payment security concerns (e.g. giving credit card details)	5.9	7.5	14.1	16.6	14.7	13.8	11.9	8.9
Don't have a payment card allowing to pay over the Internet	6.2	8.8	12.5	10.2	13.9	20.8	12.2	6.5
Lack of skills	1.7	1.8	4.5	15.0	13.5	24.6	7.1	4.0
Trust concerns about receiving or returning goods, complaints/redress concerns	2.8	6.7	7.4	6.3	7.1	8.3	6.4	4.9
Privacy concerns (e.g. giving personal details over the Internet)	2.7	3.9	8.1	6.1	9.0	9.9	6.1	4.1
Internet connection is too slow	1.1	3.6	1.9	3.5	6.1	5.5	3.9	1.3
Delivery of goods ordered over the Internet is a problem	1.8	3.6	1.0	2.2	2.5	2.6	2.5	1.9
Relevant information about goods and services difficult to find on website	0.4	0.4	1.0	0.5	3.4	2.3	0.7	0.7
Other	7.5	9.1	10.4	18.1	20.6	14.4	11.3	11.1
D11: Did you place a bet (e.g. sports betting) and/or								
No	97.9	98.1	97.5	98.9	99.3	96.8	97.5	98.9
Yes	2.1	1.9	2.5	1.1	0.7	3.2	2.5	1.1

¹⁾ Data refer to individuals who did not answer "Never" in question C1.

²⁾ Data refer to individuals who answered "More than 1 ago" or "Never" in question D1.

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

activities and barriers¹⁾

in percentages

Educational level			Employment situation				Total	Answers (individuals)
lower than secondary education	secondary education	tertiary education	employees	unemployed	student	others		

services for personal use in the last 12 months?²⁾

58.5	61.5	52.3	54.3	66.6	61.5	62.1	59.2	Have no need
42.2	37.6	45.5	43.5	37.3	43.3	33.8	40.0	Prefer to shop in person, like to see product, loyalty to shops, force of habit
3.6	9.3	21.9	12.6	9.1	13.2	6.5	10.5	Payment security concerns (e.g. giving credit card details)
4.8	9.2	15.8	11.0	7.8	13.2	7.1	9.6	Don't have a payment card allowing to pay over the Internet
7.0	5.2	5.8	6.0	7.4	4.5	3.4	5.7	Lack of skills
0.5	6.9	7.1	7.6	4.4	5.0	2.7	5.7	Trust concerns about receiving or returning goods, complaints/redress concerns
2.0	5.5	7.5	4.7	7.8	6.4	3.2	5.2	Privacy concerns (e.g. giving personal details over the Internet)
5.6	2.5	0.5	1.0	7.0	5.1	1.5	2.7	Internet connection is too slow
0.0	3.3	1.1	2.7	1.7	4.1	1.3	2.2	Delivery of goods ordered over the Internet is a problem
0.0	1.0	0.6	0.8	0.6	1.8	0.3	0.7	Relevant information about goods and services difficult to find on website
6.5	11.9	14.1	11.8	13.2	13.1	7.2	11.2	Other

play lotto over the Internet in the last 12 months?³⁾

98.7	97.9	98.1	98.6	97.1	96.2	98.6	98.1	No
1.3	2.1	1.9	1.4	2.9	3.8	1.4	1.9	Yes

1.5. QUESTIONNAIRE

USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN HOUSEHOLDS AND BY INDIVIDUALS

MODUL 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"/>	<input type="checkbox"/>
	a1) Satellite TV	<input type="checkbox"/>	<input type="checkbox"/>
	a2) Cable TV	<input type="checkbox"/>	<input type="checkbox"/>
	a3) Digital TV	<input type="checkbox"/>	<input type="checkbox"/>
	a4) Total number of TV receivers in your households	<input type="text"/>	<input type="text"/>
	b) Radio-receivers (including walkman, mobile phone, car radio)	<input type="checkbox"/>	<input type="checkbox"/>
	b1) total number of receivers in your household	<input type="text"/>	<input type="text"/>
	c) Personal computer (PC)	<input type="checkbox"/>	<input type="checkbox"/>
	c1) total number of computers in your household	<input type="text"/>	<input type="text"/>
	d) Laptop	<input type="checkbox"/>	<input type="checkbox"/>
	d1) total number of laptop computers in the household	<input type="text"/>	<input type="text"/>
	e) Mobile telephone	<input type="checkbox"/>	<input type="checkbox"/>
	f) None of the mentioned	<input type="checkbox"/>	<input type="checkbox"/>
	-> go to A2		
A2	Do you or anyone in your household have access to the Internet <u>at home</u> , whether it is used or not?		
(one answer only)			
	a) Y es	<input type="checkbox"/>	-> go to A3
	b) No	<input type="checkbox"/>	-> go to A6
	c) Don't know	<input type="checkbox"/>	-> go to A6

A3	On which of the following devices do you access the Internet at home?						
(tick all that apply)							
	a) Personal computer (PC)	<input type="checkbox"/>					
	b) Portable computer (laptop)	<input type="checkbox"/>					
	c) Other	<input type="checkbox"/>					
	c1) Mobile phone (GPRS, etc.)	<input type="checkbox"/>					
	c2) Handheld computer (palmtop, PDA)	<input type="checkbox"/>					
	d) TV with specific Internet device	<input type="checkbox"/>					
	e) Games consoles (play-station)	<input type="checkbox"/>					
	f) Don't know	<input type="checkbox"/>					
-> go to A4							
A4	What type of Internet connection do you use?						
(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) Wireless Internet	<input type="checkbox"/>					
	f) Mobile telephone (GPRS etc.)	<input type="checkbox"/>					
If c,d or e are ticked -> go to A6; otherwise go to A5.							
A5	What are the reasons for not having a broadband Internet connection (such as cable or DSL connection) at home?						
(tick all that apply)							
	a) Too expensive	<input type="checkbox"/>					
	b) No need	<input type="checkbox"/>					
	c) Not available in my area	<input type="checkbox"/>					
	d) Can access somewhere else (e.g. at work)	<input type="checkbox"/>					
	e) None of the above, other reasons	<input type="checkbox"/>					
-> go to A6							
A6	Please, indicate the total costs that fell on your household for information technologies in 2008? <i>(IT costs include costs for the purchase of software, hardware and other services)</i>	<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 20%;"></td> <td style="width: 20%;"></td> <td style="width: 20%;"></td> <td style="width: 20%;"></td> <td style="width: 20%;"></td> </tr> </table> In Euros					
-> go to B1							

MODULE 1.B: USE OF COMPUTERS

B1	When did you last use a computer?		
(one answer only)			
	a) Within the last 3 months	<input type="checkbox"/>	-> go to B2
	b) More than 3 months ago (less than a year)	<input type="checkbox"/>	-> go to B4
	c) More than 1 year ago	<input type="checkbox"/>	-> go to B4
	d) Never used one	<input type="checkbox"/>	-> go to C1
-> go to B3			
B2	How often on average did you use a computer in the last 3 months?		
(one answer only)			
	a) Every day or almost every day	<input type="checkbox"/>	<input type="checkbox"/>
	b) At least once a week	<input type="checkbox"/>	<input type="checkbox"/>
	c) At least once a month	<input type="checkbox"/>	<input type="checkbox"/>
	d) Less than once a month	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
	b) At place of work (other than home)	<input type="checkbox"/>	<input type="checkbox"/>
	c) At place of education	<input type="checkbox"/>	<input type="checkbox"/>
	d) At another person's home	<input type="checkbox"/>	<input type="checkbox"/>
	e) Other (Internet-cafe, hotel, airport...)	<input type="checkbox"/>	<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>did not</u> answer „Never used one “ in question B1)		
(one answer only)			
	a) Within the last 3 months	<input type="checkbox"/>	<input type="checkbox"/>
	b) More than 3 months ago (less than a year)	<input type="checkbox"/>	<input type="checkbox"/>
	c) More than 1 year ago (less than 3 years)	<input type="checkbox"/>	<input type="checkbox"/>
	d) More than 3 years ago	<input type="checkbox"/>	<input type="checkbox"/>
	e) Never taken one	<input type="checkbox"/>	<input type="checkbox"/>
-> go to B5			

B5	Which of the following computer-related activities have you already carried out?	
(tick all that apply)		
	a) Copying or moving a file or folder	<input type="checkbox"/>
	b) Using copy and paste tools to duplicate or move information within a document	<input type="checkbox"/>
	c) Using basic arithmetic formulas in a spreadsheet	<input type="checkbox"/>
	d) Compressing files (ZIP,RAR)	<input type="checkbox"/>
	e) Connecting and installing new devices, e.g. a printer or a modem	<input type="checkbox"/>
	f) Writing a computer program	<input type="checkbox"/>
	g) None of the above	<input type="checkbox"/>
-> go to C1		

MODULE 1.C: USE OF THE INTERNET

C1	When did you last use the Internet?	
(one answer only)		
	e) Within the last 3 months	<input type="checkbox"/> -> go to C2
	f) More than 3 months ago (less than a year)	<input type="checkbox"/> -> got to D1
	g) More than 1 year ago	<input type="checkbox"/> -> go to D1
	h) Never used it	<input type="checkbox"/> -> go to E1
C2	How often on average did you use the Internet in the last 3 months?	
(one answer only)		
	e) Every day or almost every day	<input type="checkbox"/>
	f) At least once a week	<input type="checkbox"/>
	g) At least once a month	<input type="checkbox"/>
	h) Less than once a month	<input type="checkbox"/>
-> go to C3		

C3	Where did you use the Internet in the last 3 months?	
(tick all that apply)		
	f) At home	<input type="checkbox"/>
	g) At place of work (other than home)	<input type="checkbox"/>
	h) At place of education	<input type="checkbox"/>
	i) At another person's home	<input type="checkbox"/>
	a) 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 organization	<input type="checkbox"/>
	e5) Internet -cafe	<input type="checkbox"/>
	e6) Hotspot (at hotels, airports, public places...)	<input type="checkbox"/>
-> go to C4		
C4	Do you use one of the following devices to access the Internet?	
(tick all that apply)		
	a) Mobile phone	<input type="checkbox"/>
	a1) Mobile phone, via GPRS	<input type="checkbox"/>
	a2) Mobile phone, via 3G network	<input type="checkbox"/>
	b) Handheld computer (palmtop, PDA)	<input type="checkbox"/>
	c) Laptop, via <u>wireless</u> , away from home or work	<input type="checkbox"/>
	d) None of the above	<input type="checkbox"/>
-> go to C5		

C5	Which of the following activities did you carry out over the Internet for private purposes in the last 3 months?				
(tick all that apply)					
Communication					
a) Sending/receiving e-mails				<input type="checkbox"/>	
b) Telephoning over the Internet /video calls (via webcam) over the Internet				<input type="checkbox"/>	
c) Posting messages to chat sites, newsgroups or forum				<input type="checkbox"/>	
Information search and online services					
d) Finding information about goods and services				<input type="checkbox"/>	
e) Using services related to travel and accommodation				<input type="checkbox"/>	
f) Listening to web radios or watching web television				<input type="checkbox"/>	
g) Uploading self-created content on the Internet (text, images, videos, music, etc.)				<input type="checkbox"/>	
h) Downloading software				<input type="checkbox"/>	
i) Playing or downloading games, images, films or music				<input type="checkbox"/>	
j) Reading or downloading online newspapers/news magazines				<input type="checkbox"/>	
k) Looking for a job or sending a job application				<input type="checkbox"/>	
l) Seeking health-related information				<input type="checkbox"/>	
Selling of goods or services, banking					
m) Internet banking				<input type="checkbox"/>	
n) Selling of goods or services (e.g. via auctions)				<input type="checkbox"/>	
Training and education					
o) Looking information about education, training or courses offers				<input type="checkbox"/>	
p) Doing an <u>online</u> course (in any subject)				<input type="checkbox"/>	
q) Consulting the Internet with the purpose of learning				<input type="checkbox"/>	
-> go to C6					
C6	Would you rather use the Internet instead of personal contacts or going to public offices or public authorities?				
(one answer only)					
a) Yes, I have been already using this possibility				<input type="checkbox"/> -> go to C7	
b) Yes, I would				<input type="checkbox"/> -> go to D1	
c) No				<input type="checkbox"/> -> go to D1	
C7	For which of the following activities relating to interaction with public services or administrations did you use the Internet for private purposes?				
(tick all that apply)					
				In the last 3 months	In the last 12 months
a) Obtaining information from public authorities websites				<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"/>

MODUL D: E-COMMERCE: activities and barriers

(only for respondents who did not answer "Never used it" in question C1.

D1	When did you last buy or order goods or services over the Internet for private use? (excluding manually typed e-mails)		
(one answer only)			
	a) Within the last 3 months	<input type="checkbox"/>	-> go to D2
	b) More than 3 months ago (less than a year)	<input type="checkbox"/>	-> go to D2
	c) More than 1 year ago	<input type="checkbox"/>	-> go to D10
	d) Never bought or ordered	<input type="checkbox"/>	-> go to D10
D2	What types of goods or services did you order over the Internet in the last 12 months, for private use?		
(tick all that apply)			
	a) Food/groceries	<input type="checkbox"/>	<input type="checkbox"/>
	b) Household goods (furniture, toys, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
	c) Pharmaceutical products	<input type="checkbox"/>	<input type="checkbox"/>
	d) Films, music	<input type="checkbox"/>	<input type="checkbox"/>
	e) Books/magazines/newspapers/e-learning material	<input type="checkbox"/>	<input type="checkbox"/>
	f) Clothes, sports goods	<input type="checkbox"/>	<input type="checkbox"/>
	g) Games and upgrades	<input type="checkbox"/>	<input type="checkbox"/>
	h) Computer software and upgrades	<input type="checkbox"/>	<input type="checkbox"/>
	i) Computer hardware	<input type="checkbox"/>	<input type="checkbox"/>
	j) Electronic equipment (incl. cameras)	<input type="checkbox"/>	<input type="checkbox"/>
	k) Telecommunication services (e.g. TV broadband subscriptions, uploading money on prepaid phone cards, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
	l) Share purchase, insurance policies and other financial services	<input type="checkbox"/>	<input type="checkbox"/>
	m) Holiday accommodation (hotel, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
	n) Other travel arrangement (transport tickets, car hire, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
	o) Tickets for cultural events	<input type="checkbox"/>	<input type="checkbox"/>
	p) Other	<input type="checkbox"/>	<input type="checkbox"/>
If to d, e, g, h, n or o are ticked -> go to D3; otherwise go to D4.			

D3	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	<input type="checkbox"/>
	b) Music	<input type="checkbox"/>
	c) (Electronic) books, newspapers, magazines, e-learning material	<input type="checkbox"/>
	d) Computer software (incl. computer and video games and software upgrades)	<input type="checkbox"/>
	e) Tickets for travel and cultural events	<input type="checkbox"/>
	f) None of the above	<input type="checkbox"/>
-> go to D4		
D4	From whom did you buy/order goods or services over the Internet in the last 12 months?	
(tick all that apply)		
	a) National sellers	<input type="checkbox"/>
	b) Sellers from other EU countries	<input type="checkbox"/>
	c) Sellers from the rest of the world	<input type="checkbox"/>
	d) Country of origin of sellers is not known	<input type="checkbox"/>
-> go to D5		
D5	In the last 12 months, how did you pay for goods or services ordered over the Internet for private use?	
(tick all that apply)		
	a) Provided credit or debit card details over the Internet	<input type="checkbox"/>
	b) Provided prepaid card or prepaid account details over the Internet	<input type="checkbox"/>
	c) Electronic bank transfer via Internet banking	<input type="checkbox"/>
	d) Payment not via the Internet (in cash, via ordinary bank transfer, etc.)	<input type="checkbox"/>
> go to D6		
D6	In the last 12 months, did you encounter any problems when buying/ordering goods or services over the Internet for private use?	
(one answer only)		
	a) Yes	<input type="checkbox"/> -> go to D7
	b) No	<input type="checkbox"/> -> go to D8

D7	In the last 12 months, what problems did you encounter when buying/ordering goods or services over the Internet?			
(tick all that apply)				
	a) Technical failure of website during ordering or payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Difficulties in finding information concerning guarantees and other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) Speed of delivery lower than indicated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d) Final costs higher than indicated (e.g. higher delivery costs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e) Wrong or damaged goods/services delivered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	f) Frauds (e.g. no goods/services delivered, misuse of credit cards details, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	g) Complaints and redress were difficult or no satisfactory response after complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	h) Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-> go to D8				
D8	How important are the following arguments for you for ordering goods or services over the Internet for personal use? (tick all)			
		Very	To some extent	Not at all
	a) Wider choice of goods or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Lower prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) Easy to use the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d) Convenience (e.g. less time consuming)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e) Opportunity to buy products not available in my region	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	f) Certification of quality of website services or recognized trust mark	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	g) Opinion and feedback from other users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	h) Certainty about legal rights and guarantees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-> go to D9				

D9	Do you read the conditions of sale when purchasing goods or services over the Internet for private use?	
(one answer only)		
	a) Always	<input type="checkbox"/>
	b) Sometimes	<input type="checkbox"/>
	c) Never	<input type="checkbox"/>
-> go to D11		
D10	What were the reasons for not buying/ordering goods or services for personal use in the last 12 months?	
(tick all that apply)		
	a) Have no need	<input type="checkbox"/>
	b) Prefer to shop in person, like to see product, loyalty to shops, force of habit	<input type="checkbox"/>
	c) Relevant information about goods and services difficult to find on website	<input type="checkbox"/>
	d) Lack of skills	<input type="checkbox"/>
	e) Delivery of goods ordered over the Internet is a problem	<input type="checkbox"/>
	f) Payment security concerns (e.g. giving credit cards details)	<input type="checkbox"/>
	g) Privacy concerns (e.g. giving personal details over the Internet)	<input type="checkbox"/>
	h) Trust concerns about receiving or returning goods, complaints/redress concerns	<input type="checkbox"/>
	i) Don't have a payment card allowing to pay over the Internet	<input type="checkbox"/>
	j) Speed of the Internet connection is too slow	<input type="checkbox"/>
	k) Other	<input type="checkbox"/>
-> go to D11		
D11	Did you place a bet (e.g. sports betting) and/or play lotto over the Internet in the last 12 months?	
(once answer only)		
	c) Yes	<input type="checkbox"/>
	b) No	<input type="checkbox"/>
-> go to E1		

MODUL E: BAKCGROUNG INFORMATION ON THE RESPONDENT

- E1** Age _____
- E2** Gender
- a) Male
- b) Female
- E3** Educational level
- a) Lower than secondary education
- b) Secondary education
- c) Tertiary education
- E4** Employment situation
- a) Employee
- b) Unemployed
- c) Student
- d) Other not in the labor force (retired persons, in compulsory military service)
- E5** Municipality _____ code |_|_|_|_|_|_|_|
- E6** Locality _____ code |_|_|_|_|_|_|_|
- E7** Number of household members _____
- F8** Of which, number of children under 18 _____
- E9** Household income (average net monthly income)
- a) Under 300 Euros
- b) From 300 to 600 Euros
- c) More than 600 Euros
- E10** Information refers to:
- a) respondent
- b) other household member

USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN THE REPUBLIC OF SERBIA, 2009

* Enterprises



2.1. METHODOLOGY

Realization	<ul style="list-style-type: none">• The survey was carried out on from 2 June to 20 June 2009
Type of survey	<ul style="list-style-type: none">• Telephone interview
Sample size	<ul style="list-style-type: none">• 1152 enterprises
Target population	<ul style="list-style-type: none">• Enterprises with 10 employees and more• Section D: Manufacturing• Section F: Construction• Section G: Wholesale and retail trade, motor vehicle repair• Groups 55.1 and 55.2: Hotels, camping sites and other short-stay accommodation• Section I: Transport, storage and communication• Section K: Real estate, renting and business activities• Groups 92.1 and 92.2: Motion picture, video, radio and TV activities• Banks and insurance companies
Sample type	<ul style="list-style-type: none">• Stratified sample
Survey coverage	<ul style="list-style-type: none">• Territory of the Republic of Serbia (without AP Kosovo and Metohia)

2.2. SAMPLE

The survey on the usage of information and communication technology in enterprises has been carried out on a representative sample of 1152 enterprises on the territory of the Republic of Serbia. The response rate is 94% (1083 enterprises).

Sample (enterprises)		Size			Region			Total
		Small-size (10-49)	Medium-size (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Activity	Manufacturing	246	75	104	194	122	109	425
	Construction	69	20	25	41	26	47	114
	Wholesale and retail trade; motor vehicle repair	208	51	24	88	81	114	283
	Hotels, camping sites and other provision of short stay accommodation	14	8	4	12	4	10	26
	Transport, storage and communications	71	13	20	29	27	48	104
	Real estate, renting and business activities	100	23	13	19	22	95	136
	Motion picture and video activities, radio and TV activities	18	5	3	12	6	8	26
	Banking and insurance companies	7	5	26	4	6	28	38
Number	733	200	219	399	294	459	1152	
Percentage	63.6	17.4	19.0	34.6	25.5	39.9	100	

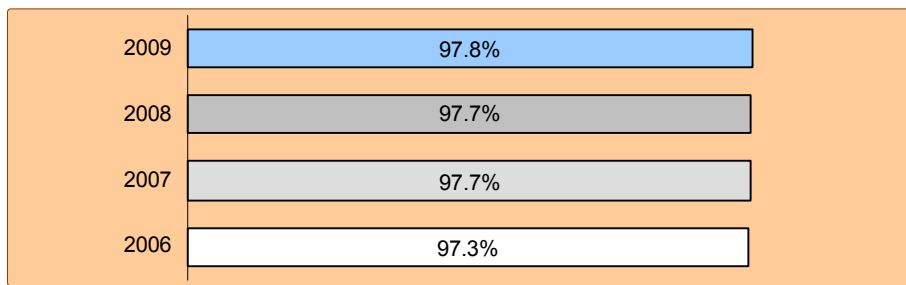
2.3. MAJOR FINDINGS

2.3.1. Computers in enterprises

The results of the survey indicates that 97.8% of enterprises on the territory of the Republic of Serbia use computers for their business operations, which represents increases of 0.1% compared to 2008. The percentage of computers is the highest in large enterprises (more than 250 employees) and medium-size enterprises (50-249), amounting to 100%, but it totals to 97% in small-size enterprises (10-49 employees).

97.8% of enterprises use computers for their business operations

Graph 2.1. Does your enterprise use computers?



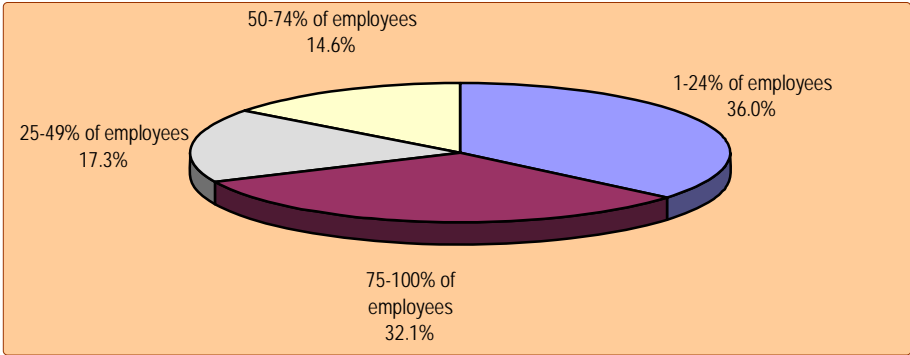
The percentage of computers used in enterprises is different depending on the territory: in Belgrade it is 98.5%, in Vojvodina 98.2%, and in Central Serbia 96.4%.

The use of computers in enterprises according to activities:

- Banks and insurance companies (100%)
- Real estate, renting and business activities (100%)
- Transport, storage and communications (98.5%)
- Wholesale and retail trade (98.1%)
- Manufacturing (97.5%)
- Motion picture, video, radio and TV activities (96%)
- Construction (95.7%)
- Hotels, camping sites and other short-stay accommodation (87.1%)

In 36% of enterprise there is ¼ of employees who use a computer at least once a week, and in 32.1% of enterprises the percentage of employees using a computer at least once a week amounts to 75-100%.

Graph. 2.2. Enterprises by percentage of employees who use computers at least once a week

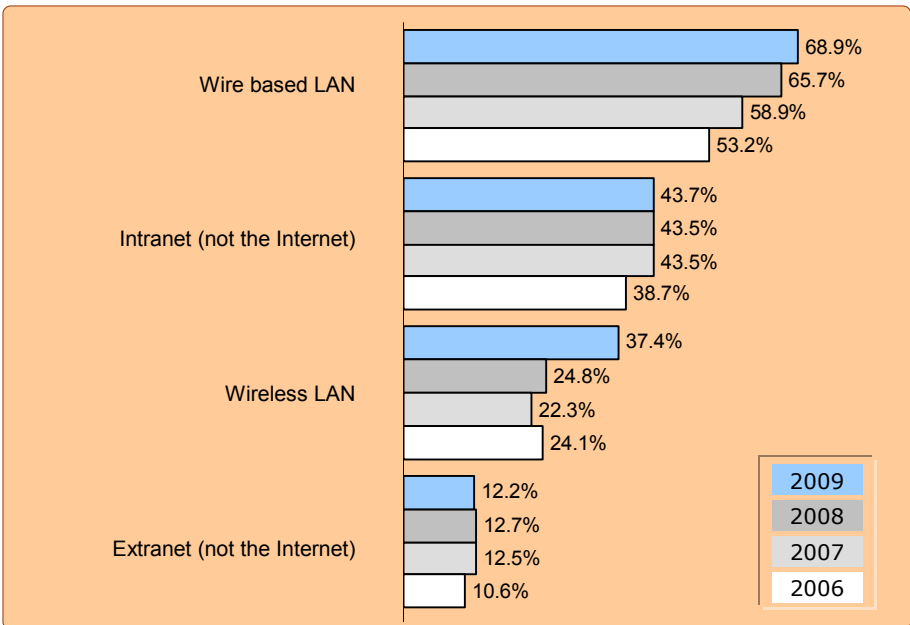


2.3.2. Computer networks in enterprises

Several answers were allowed in the question relating to the availability of information and communication technologies in enterprises. The survey indicates that 8.9% of enterprises have in use Wire based LAN, 43.7% Intranet, 37.4% Wireless LAN, and 12.2% have Extranet.

68.9% of enterprises have in use Wire based LAN

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



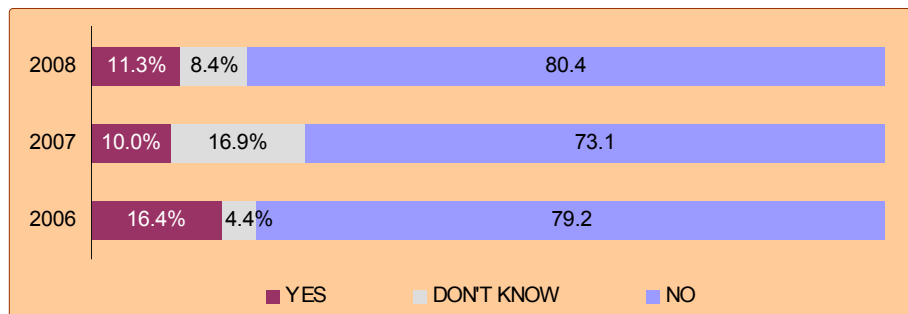
11.3% of enterprises used ERP in January 2009

ERP (abbreviation for Enterprise Resource Planning), i.e. a business information system, can be most concisely defined as a software application that integrates main business functions in the enterprise, such as production, distribution, finance (i.e. accounting) in a single whole. Thus one obtains a system allowing, on one hand, the enterprise to manage all human and material resources, and on the other one, to plan, develop and monitor business functions and procedures.

Beginning 2007, the extent in which ERP is used in enterprise has been used as one of the indicator for measuring how much the use of information and communication technologies has been developed in enterprises.

In January 2009, 11.3% of enterprises in Serbia used ERP. The enterprises being analyzed by their size, it has appeared that of the total number of large enterprises 49.2% of them have in use ERP. ERP is available in 21.6% medium-size enterprises and in 7% small-size ones. The results of the analysis of enterprises by their activity show that banks and insurance companies are the most numerous to use ERP (41.9%), followed by enterprises dealing with transport, storage and communications (15.7%).

Graph 2.4. Did your enterprise use ERP in January?

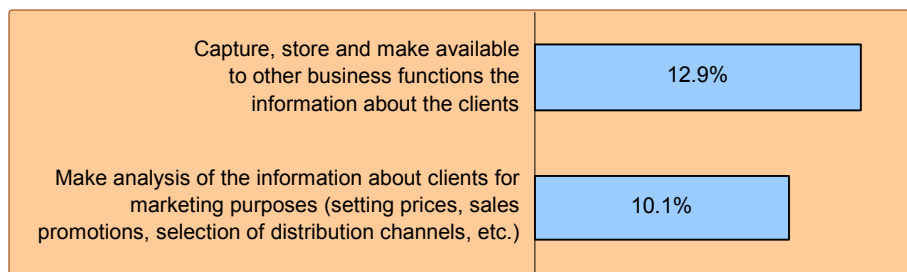


Alike ERP, the use of the application for managing customer relationship, CRM (abbreviation of Customer Relationship Management), beginning 2007, is one of the main indicators of the level of development of information and communication technologies in EU enterprises. Briefly, CRM can be defined as a set of functions allowing the collection of information about customers, sales, marketing efficiency, customers' reactions and market trends.

14.1% of enterprises used CRM in January 2009

During January 2009, 10.1% of enterprises in Serbia used CRM meant for the analysis of information related to customers for marketing purposes, while 12.9% used it to capture, store and make available to other business services information about customers. The analysis of enterprises by their size indicates that of the total number of large enterprises 36.8% of them have in use CRM. As far as medium-size enterprises are concerned, CRM is in use in 26.1% of them, and in 10.2% small-size ones. When analyzed by their activity, it appears that banks and insurance companies are the most numerous to use CRM (71%), followed by enterprises dealing with transport, storage and communications (24.8%).

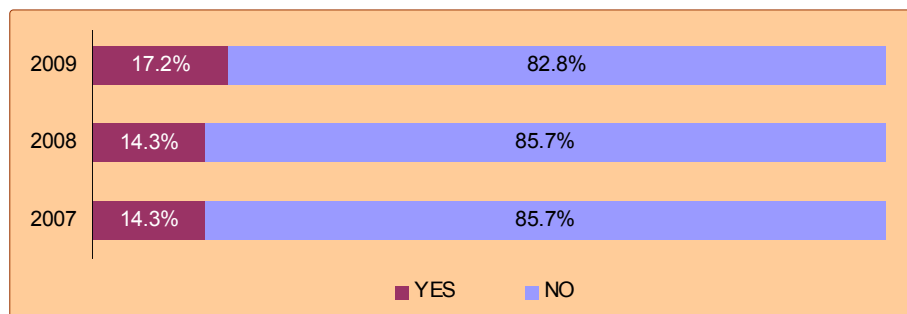
Graph 2.5. Did your enterprise use, in January 2009, a software application for customer management relationship, so-called CRM, allowing:



During 2009, 17% of enterprises used Linux, which is most used in large enterprises (39.7%), then in medium-size ones (25.1%), and at the end in small ones (14%).

The analysis of enterprises by their activities indicates that banks and insurance companies are the most numerous to use Linux (83,9%).

Graph 2.6. Did your enterprise use open source operating systems, such as Linux?

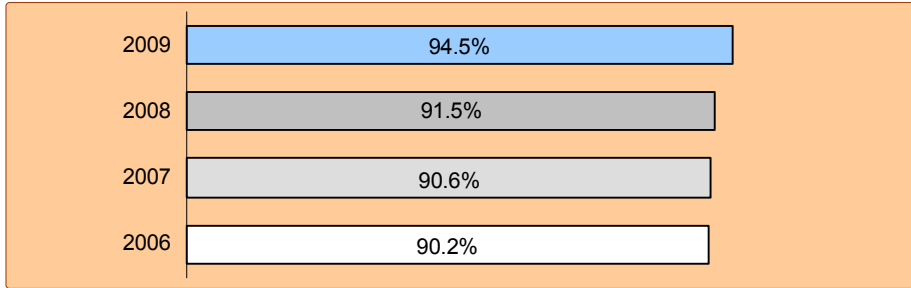


17% of enterprises used Linux Linux „open source“ operating system in 2009

2.3.3. Internet in enterprises

In the Republic of Serbia, 94.5% of enterprises have an Internet connection, which represents increases by 3%, 3.9% and 4.3% compared to 2008, 2007 and 2006 respectively. The analysis of enterprises by their size indicates that of the total number of large enterprises, 100% of them have an Internet connection, which is available in 97.7% of medium-size enterprises. The situation is slightly different in small-size enterprises among which 93.4% can access the Internet.

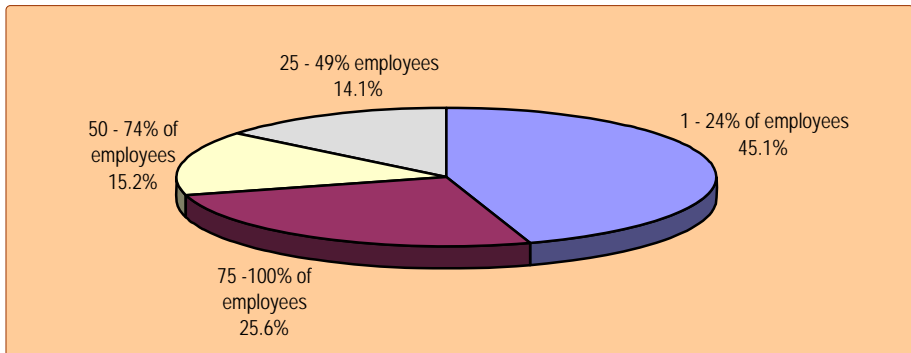
94.5% of enterprises has an Internet connection

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

Use of the Internet in enterprises, according to activities:

- Banks and insurance companies (100%)
- Motion picture, video, radio and TV activities (100%)
- Real estate, renting and business activities (98.7%)
- Manufacturing (97%)
- Construction (92.3%)
- Wholesale and retail trade (92%)
- Hotels, camping sites and other short-stay accommodation (89%)
- Transport, storage and communications (88.5%)

In 45.1% of enterprises, $\frac{1}{4}$ of employees use the Internet at least once a week, while in 25.6% of enterprises 75-100% of employees use the Internet at least once a week.

Graph 2.8. Enterprises by number of employees using the Internet at least once a week

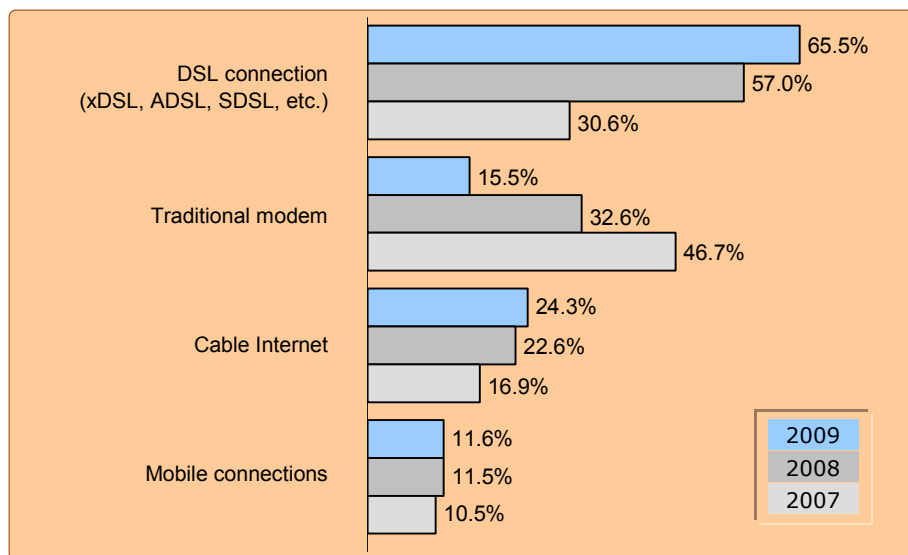
Regarding the way the Internet is accessed (type of connection) enterprises were asked to choose one of the offered answers.

The results indicate that of the total number of enterprises having an Internet connection, 65.5% of enterprises have in use DSL, 15.5% a modem connection and 34.3% cable Internet.

The data are expressive of a decreased use of modem connection by 17.1%, and of an increased use of DSL by 8.5%, compared to 2008.

65.5% of enterprises having access to the Internet use DSL (xDSL, ADSL) connection

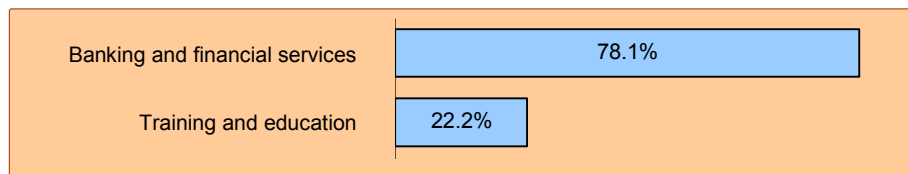
Graph 2.9. Does your institution have one of the following types of external connections to the Internet?



The most frequent answers to the question related to the use of the Internet by enterprises are as follows:

- „Banking and financial services“ (78.1%)
- „Training and education“ (22.2%)

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

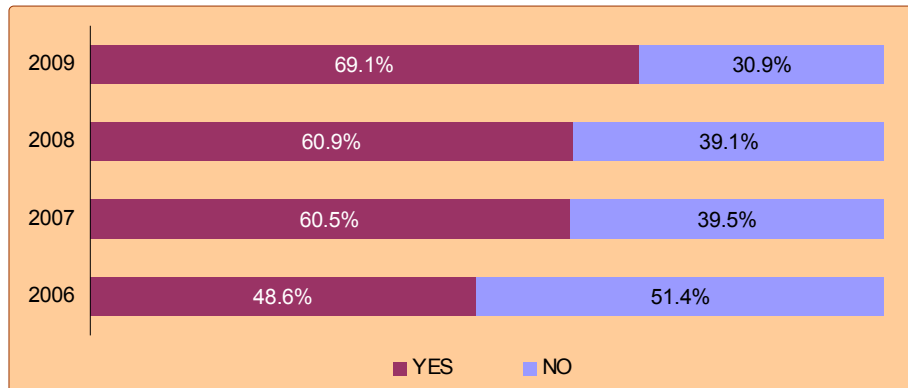


2.3.4. e-government

Of the total number of enterprises having a connection to the Internet, 69.1% of them use the Internet services of public authorities, which represents increases of 8.2%, 8.6% and 20.5% compared to 2008, 2007 and 2006 respectively. There are 30.9% of enterprises that use this possibility.

69.1% of enterprise having an Internet connection use the Internet services of public authorities

Graph 2.11. Does your enterprise use Internet services of public authorities?

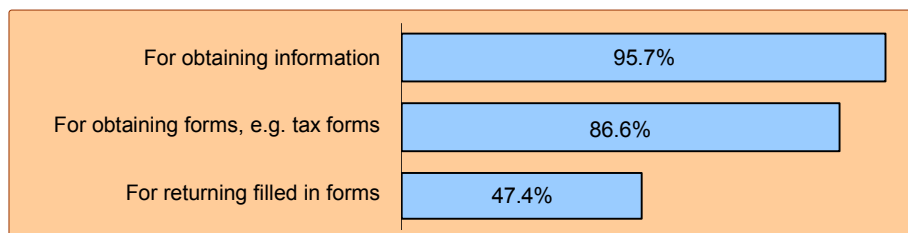


The analysis of enterprises by their activity indicates that banks and insurance companies are the most numerous to use Internet services of public authorities (90.3%), followed by enterprises dealing with construction (86.8%).

The most frequent answers to purposes for which enterprises are using Internet services are as follows:

- „For obtaining information“(95.7%)
- „For obtaining forms“(86.6%)
- „For returning filled in forms“(47.4%)

Graph 2.12. Does your enterprise use public authorities Internet for the following purposes?



2.3.5. Website

There are 67% of enterprises with an Internet connection that have a Website, while this percentage in 2008 amounted to 68.9%, in 2007 to 61.8%, and in 2006 to 52.9%.

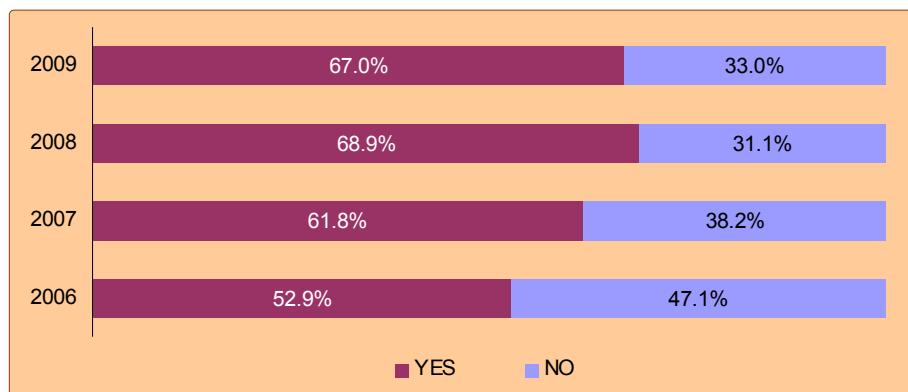
When observing the structure of enterprises by their size, the following results have been obtained:

- 81.0% of large enterprises have a Website
- 79.8% of medium-size enterprises have a Website
- 62.5% of small-size enterprises have a Website

67% of enterprises with an Internet connection have a Website

There are also differences regarding the territory. In Belgrade, 78.2% of enterprises have a Website, in Vojvodina there are 66.3% of them, and in Central Serbia 55.3% that have a Website.

Graph 2.13. Does your enterprise have its Website?

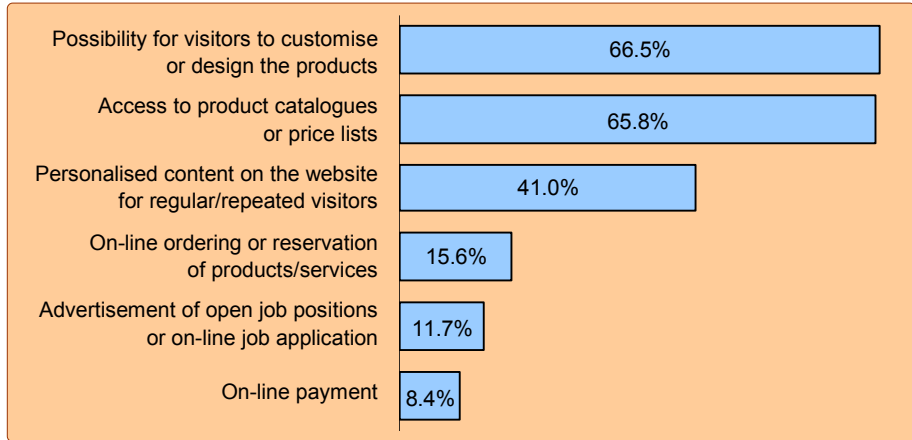


Websites in enterprises, by activities:

- Banks and insurance companies (96.8%)
- Hotel, camping sites and other short stay accommodation (86.9%)
- Real estate activities, renting and business activities (75.4%)
- Manufacturing (70.4%)
- Motion picture, video, radio and TV activities (66.2%)
- Transport, storage and communications (64.6%)
- Wholesale and retail trade (61%)
- Construction (60.4%)

Enterprises provide mostly provide via their Website:

- Possibility for visitors to customize with products (66.5%)
- Access to product catalogue s or price lists (65.8%)
- Personalized content in the Website for regular/repeated visitors (41%)

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

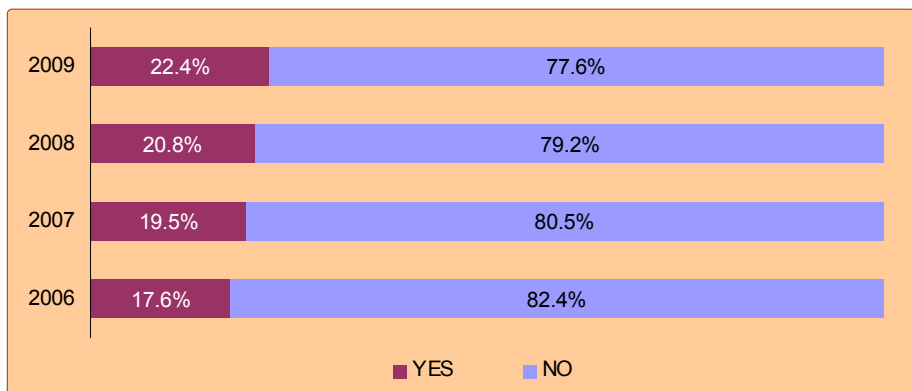
2.3.6. e-banking

During 2008, 22.4% of enterprises having an Internet connection in the Republic of Serbia ordered goods/services over the Internet, which represents increases of 1.6%, 2.9% and 4.8% compared to 2007, 2006 and 2005 respectively.

The structure of enterprises by their size taken into account, the results are as follows:

- 24.4% of large enterprises ordered goods/services via the Internet
- 24.1% of medium-size enterprises ordered goods/services via the Internet
- 21.9% of small-size enterprises ordered goods/services via the Internet

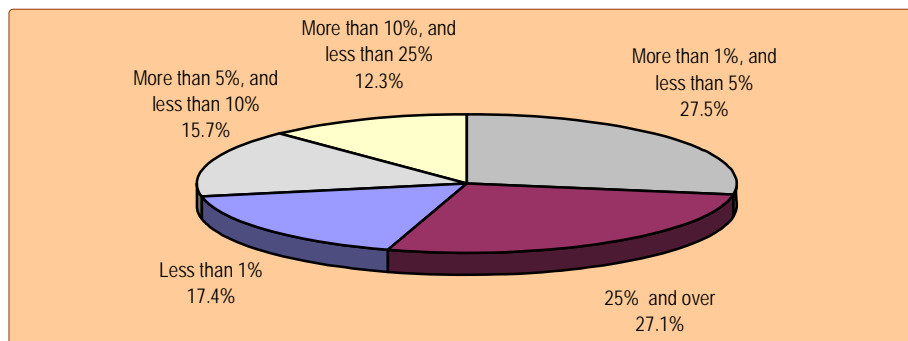
22.4% of enterprises having an Internet connection ordered goods/services in January 2008

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

The answers to the question on the percentage of Internet purchases in total purchases are as follows:

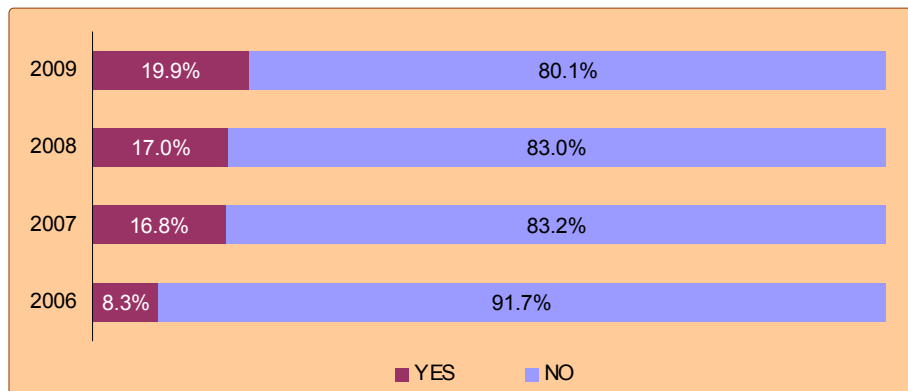
- „Less than 1%“(17.4% of enterprises)
- „More than 1%, and less than 5%“(27.5% of enterprises)
- „More than 5%, and less than 10%“(15.7 % of enterprises)
- „More than 10%, and less than 25%“(12.3% of enterprises)
- „25 % and over“(27.1% of enterprises)

Graph 2.16. Please, indicate an estimate for 2008 of the percentage of Internet purchases in relation to total purchases?



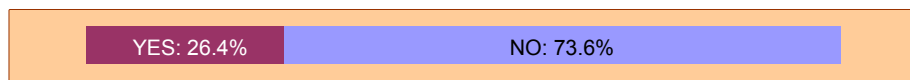
The results of the survey indicate that only 19.9% of enterprises, which have an Internet connection, received orders during 2008 (excluding e-mail orders) over the Internet. In terms of trends, one has increased by 2.9%, 3.1% and 11.6% compared to 2007, 2006 and 2005 respectively.

Graph 2.17. Did your enterprise receive orders over the Internet?



19.9% of enterprises having an Internet connection received orders via the Internet in 2008

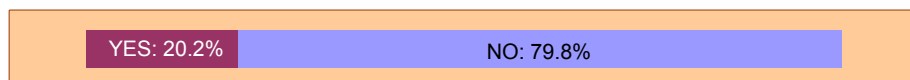
Graph 2.18. Was your enterprise using a secure protocols, such as SSL or TLS, for the reception of orders via the Internet?



2.3.7. Safety of information systems in enterprises

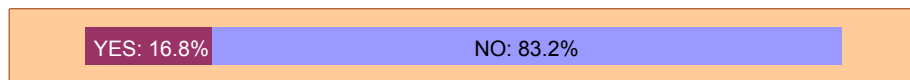
In the Republic of Serbia only 20.2% of enterprises have regulations on information safety.

Graph 2.19. Does your enterprise have regulations on information safety?



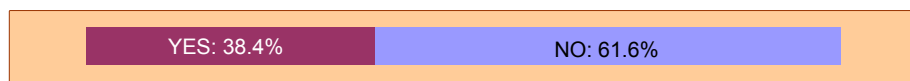
As far as the awareness of information safety is concerned, 16.8% of enterprises check their employees, while 83.2% of them have not implemented this kind of checking yet.

Graph 2.20. Are the employees in your enterprises checked as to the awareness of information safety measures?



The results of the surveys indicate that 52.9% of enterprises identify the users of information systems being allowed to access them.

Graph 2.21. Were copying or taking away data (including software) prevented in your enterprise on mobile media (DVD, CD etc.)?



As for the problems encountered, enterprises have provided the following answers:

- „Accidental damage to information system and data“ (22.3% of enterprises)
- „Intentional damage of equipment and data“ (2.4% of enterprises)
- „Abuse of power“ (1.3 % of enterprises)

2.4. RESULTS OF THE SURVEY

MODULE 2.A: General information on ICT system¹⁾

A1: Does your enterprise use computers?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Real estate, renting and professional activities	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
	Transport, storage and communications	98.2	100.0	100.0	100.0	100.0	95.8	98.5
	Wholesale and retail trade	97.7	100.0	100.0	97.0	97.3	99.4	98.1
	Manufacturing	96.5	100.0	100.0	96.1	97.6	100.0	97.5
	Motion picture, video, radio and TV activities	95.3	100.0	100.0	91.5	100.0	100.0	96.0
	Construction	94.3	100.0	100.0	97.1	100.0	91.1	95.7
	Hotels, camping sites and other short-stay accommodation	77.9	100.0	100.0	76.7	100.0	100.0	87.1
Total	97.0	100.0	100.0	96.4	98.2	98.5	97.8	

A2: Percentage of employees using a computer (at least once a week)

in percentages

	Enterprises							total
	Size			region				
	small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade		
1-24%	34.7	41.0	36.8	43.0	44.9	22.8	36.0	
75-100%	32.6	29.5	34.0	22.2	23.4	48.0	32.1	
25-49%	17.1	18.6	15.6	20.3	18.6	13.4	17.3	
50-74%	15.6	10.9	13.6	14.5	13.1	15.8	14.6	

¹⁾ The results in tables A2 - A7 refer only to enterprises that answered positively in question A1.

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

in 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	80.0	100.0	100.0	100.0	96.2	96.8
	Motion picture, video, radio and TV activities	88.7	100.0	100.0	90.7	100.0	77.1	90.3
	Real estate, renting and business activities	87.2	100.0	42.9	74.5	92.9	91.4	88.4
	Manufacturing	61.7	90.1	87.9	66.8	71.8	74.3	70.2
	Wholesale and retail trade	65.6	93.8	95.3	54.2	70.6	81.2	69.8
	Hotels, camping sites and other short-stay accommodation	36.4	71.4	87.5	34.8	40.9	85.2	53.7
	Construction	44.0	78.9	98.2	52.0	35.0	70.3	53.5
	Transport, storage and communications	36.5	100.0	95.8	30.0	71.0	51.7	48.8
Total	62.6	90.5	89.1	59.4	68.6	78.3	68.9	
A4: Wireless LAN								
Activity	Transport, storage and communications	58.8	44.3	80.4	19.2	47.6	87.4	55.2
	Hotels, camping sites and other short-stay accommodation	75.3	40.0	14.3	64.5	0.0	52.2	50.0
	Wholesale and retail trade	44.2	38.2	66.0	55.1	27.9	46.1	43.7
	Motion picture, video, radio and TV activities	39.5	63.3	25.0	39.8	33.7	59.3	42.0
	Manufacturing	30.1	36.1	62.1	37.8	28.8	33.4	34.0
	Construction	39.0	13.2	56.4	23.4	46.6	33.8	32.7
	Banks and insurance companies	28.6	25.0	31.6	100.0	0.0	28.0	30.0
	Real estate, renting and business activities	29.1	23.3	66.7	25.1	37.9	26.7	28.5
Total	37.3	33.9	60.1	39.5	31.9	39.3	37.4	

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

in 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	71.4	80.0	94.7	100.0	100.0	84.6	87.1
	Manufacturing	39.3	54.5	75.1	48.9	40.2	43.1	44.9
	Wholesale and retail trade	35.7	95.3	77.8	51.4	53.6	33.0	44.2
	Construction	31.4	84.2	52.7	42.5	45.0	42.0	43.1
	Real estate, renting and business activities	34.7	83.6	95.2	46.2	19.8	48.2	42.8
	Transport, storage and communications	26.0	100.0	89.6	19.3	66.1	42.3	40.2
	Hotels, camping sites and other short stay accommodation	9.5	57.1	87.5	34.8	40.9	29.6	33.6
	Motion picture, video, radio and TV activities	17.6	100.0	100.0	25.7	11.6	54.3	28.3
Total	35.2	72.1	75.8	46.0	44.9	40.5	43.7	
A6: Extranet (not the Internet)								
Activity	Banks and insurance companies	28.6	80.0	78.9	50.0	100.0	65.4	67.7
	Real estate, renting and business activities	11.5	27.1	28.6	18.4	11.9	13.3	14.0
	Manufacturing	11.8	15.6	36.7	17.5	5.7	16.8	13.9
	Transport, storage and communications	14.1	1.5	52.1	4.7	6.3	28.4	13.1
	Wholesale and retail trade	6.2	43.3	63.7	11.4	12.2	12.3	12.0
	Construction	4.2	10.4	16.1	9.0	3.9	4.7	6.0
	Motion picture, video, radio and TV activities	0.0	0.0	75.0	0.0	2.3	5.7	2.1
	Hotels, camping sites and other short stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	8.9	20.5	39.9	13.5	7.9	14.0	12.2	

A7: Did your enterprise have in use, in 2009, open source operating systems, such as Linux?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Banks and insurance companies	57.1	80.0	94.7	100.0	100.0	80.8	83.9
	Motion picture, vide, radio and TV activities	37.4	63.3	100.0	36.1	77.9	8.6	41.9
	Real estate, renting and business activities	34.9	52.2	14.3	21.5	60.3	35.4	37.1
	Construction	17.0	15.3	16.1	0.2	27.0	24.4	16.6
	Transport, storage and communications	16.1	1.5	29.2	1.1	19.0	24.7	14.1
	Manufacturing	9.5	20.6	38.4	17.1	7.2	14.9	13.7
	Wholesale and retail trade	8.9	34.8	62.6	15.4	15.0	10.4	13.2
	Hotels, camping sites and other short-stay accommodation	0.0	28.6	12.5	12.3	0.0	18.5	12.8
Total	14.0	25.1	39.7	14.2	17.8	19.1	17.0	

MODULE 2.B: Use of the Internet¹⁾

B1: Does your enterprise have access to the Internet?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Motion picture, video, radio and TV activities	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, renting and business activities	98.5	100.0	100.0	100.0	92.9	100.0	98.7
	Manufacturing	96.2	98.7	100.0	97.3	96.6	97.1	97.0
	Construction	92.6	89.5	100.0	94.0	85.0	96.7	92.3
	Wholesale and retail trade	90.6	100.0	100.0	84.3	98.4	94.0	92.0
	Hotels, camping sites and other short stay accommodation	90.5	85.7	100.0	77.5	100.0	100.0	89.0
	Transport, storage and communications	85.7	100.0	100.0	77.0	90.3	100.0	88.5
Total		93.4	97.7	100.0	91.8	95.0	96.8	94.5

B2: Percentage of the number of employees using the Internet

in percentages

	Enterprises							total
	Size			region				
	small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade		
1-24%	41.6	56.6	57.1	55.2	57.3	27.4	45.1	
75-100%	27.2	21.3	15.7	13.7	13.6	45.1	25.6	
50-74%	16.0	12.3	12.4	15.3	14.3	15.4	15.2	
25- 49%	15.2	9.8	14.8	15.8	14.8	12.1	14.1	

¹⁾ The results in tables B2 - B9 refer only to enterprises that answered positively in question B1.

B3: Does your enterprise have one of the following types of external connections with the Internet?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Traditional modem								
Activity	Transport, storage and communications	14.4	65.3	0.0	31.7	25.6	14.6	23.4
	Banks and insurance companies	14.3	40.0	21.1	50.0	66.7	15.4	22.6
	Construction	24.9	12.1	3.6	22.3	11.8	27.4	21.4
	Manufacturing	15.7	13.7	18.8	13.4	15.5	18.5	15.3
	Real estate, renting and business activities	15.4	10.1	0.0	18.7	17.4	12.3	14.4
	Hotels, camping sites and other short stay accommodation	0.0	33.3	12.5	31.9	0.0	1.9	14.3
	Wholesale and retail trade	11.1	22.5	13.5	23.8	14.5	4.1	12.8
	Motion picture, video, radio and TV activities	6.4	0.0	25.0	0.0	2.3	22.9	6.2
Total	14.8	18.7	13.8	18.4	15.4	12.9	15.5	
DSL (xDSL, ADSL, SDSL, etc.) connection								
Activity	Construction	71.8	82.8	91.1	74.2	84.3	68.6	74.9
	Wholesale and retail trade	75.4	49.3	38.0	72.7	82.5	62.7	71.0
	Hotels, camping sites and other short stay accommodation	80.1	58.3	12.5	68.1	79.5	61.1	67.2
	Manufacturing	60.0	66.5	70.5	60.1	63.9	64.1	62.2
	Real estate, renting and business activities	62.3	57.4	85.7	53.0	52.9	67.1	61.9
	Motion picture, video, radio and TV activities	60.0	73.3	25.0	62.9	68.6	45.7	60.4
	Transport, storage and communications	48.6	65.3	52.1	37.0	44.6	70.2	51.8
	Banks and insurance companies	28.6	80.0	57.9	100.0	100.0	46.2	54.8
Total	66.0	63.6	66.2	63.1	70.0	64.8	65.5	

B3: Does your enterprise have one of the following types of external connections with the Internet?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Cable Internet								
Activity	Banks and insurance companies	71.4	60.0	100.0	50.0	100.0	88.5	87.1
	Real estate, renting and business activities	36.3	52.2	19.0	37.6	35.8	39.2	38.3
	Motion picture, video, radio and TV activities	35.1	0.0	75.0	27.8	24.4	51.4	32.5
	Manufacturing	27.2	26.3	36.7	23.1	25.2	37.3	27.5
	Transport, storage and communications	27.8	15.3	66.7	17.5	34.9	28.8	26.8
	Hotels, camping sites and other short-stay accommodation	20.4	8.3	87.5	13.1	20.5	25.9	19.5
	Wholesale and retail trade	10.0	52.6	58.5	11.8	5.7	27.5	16.9
	Construction	11.2	23.7	43.8	13.2	7.4	22.7	15.2
Total	21.1	32.6	46.2	19.7	18.7	32.6	24.3	
Mobile connections								
Activity	Banks and insurance companies	28.6	40.0	52.6	50.0	66.7	42.3	45.2
	Motion picture, video, radio and TV activities	26.1	26.7	25.0	37.1	9.3	25.7	26.1
	Transport, storage and communications	28.1	1.5	33.3	19.9	6.9	38.5	23.3
	Real estate, renting and business activities	11.2	15.9	23.8	5.7	27.4	10.2	12.2
	Wholesale and retail trade	8.8	19.2	31.6	7.4	7.6	14.8	10.7
	Manufacturing	10.7	6.2	31.9	13.1	8.2	8.8	10.6
	Hotels, camping sites and other short-stay accommodation	19.9	0.0	0.0	0.0	0.0	25.9	10.6
	Construction	6.3	5.4	28.6	6.6	7.4	7.7	7.2
Total	11.1	9.5	31.3	11.2	9.2	13.5	11.6	

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

in 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	80.0	100.0	100.0	100.0	96.2	96.8
	Construction	86.6	76.1	86.6	74.4	88.2	91.6	84.5
	Manufacturing	76.9	89.3	74.9	77.3	83.2	81.3	80.0
	Real estate, renting and business activities	78.0	83.6	100.0	78.0	72.9	81.2	79.2
	Wholesale and retail trade	77.6	82.1	93.0	69.1	71.5	89.4	78.5
	Transport, storage and communications	62.9	66.0	95.8	30.7	91.0	74.6	64.6
	Motion picture, video, radio and TV activities	45.2	63.3	100.0	45.4	11.6	100.0	48.5
	Hotels, camping sites and other short stay accommodation	29.8	50.0	87.5	31.9	0.0	68.5	41.5
Total	76.5	83.3	83.5	70.9	78.3	84.8	78.1	
Training and education								
Activity	Motion picture, video, radio and TV activities	78.9	–	25.0	55.7	88.4	71.4	69.2
	Banks and insurance companies	42.9	40.0	68.4	50.0	100.0	53.8	58.1
	Real estate, renting and business activities	40.8	63.6	14.3	53.0	23.8	46.0	43.7
	Hotels, camping sites and other short stay accommodation	19.9	33.3	12.5	0.0	0.0	61.1	24.9
	Construction	4.5	75.8	61.6	22.8	22.9	18.6	21.3
	Wholesale and retail trade	10.3	62.0	60.2	19.3	12.9	21.6	18.5
	Manufacturing	15.9	19.7	30.7	13.7	15.9	26.1	17.6
	Transport, storage and communications	10.8	35.5	66.7	15.4	24.7	13.5	17.3
Total	16.7	39.6	42.0	19.2	18.0	27.8	22.2	

B5: Does your enterprise use the Internet to interact with public authorities?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Motion picture, video, radio and TV activities	100.0	63.3	100.0	91.8	100.0	100.0	96.2
	Banks and insurance companies	71.4	100.0	94.7	100.0	100.0	88.5	90.3
	Construction	84.3	94.1	96.4	84.0	82.4	92.8	86.8
	Real estate, renting and business activities	75.8	90.4	95.2	52.3	91.8	82.9	78.2
	Manufacturing	66.5	85.3	76.6	75.0	64.0	74.8	71.8
	Wholesale and retail trade	52.6	87.9	95.3	47.4	37.2	79.3	58.4
	Transport, storage and communications	57.0	52.3	95.8	48.0	29.4	86.6	57.4
	Hotels, camping sites and other short-stay accommodation	19.9	41.7	100.0	15.9	20.5	57.4	33.6
Total	64.5	84.0	85.8	65.4	57.6	80.6	69.1	

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

in 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
	Real estate, renting and business activities	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Manufacturing	98.5	100.0	88.0	97.6	100.0	98.3	98.4
	Construction	97.5	100.0	100.0	100.0	92.9	100.0	98.2
	Motion picture, video, radio and TV activities	93.6	100.0	100.0	100.0	100.0	77.1	94.3
	Banks and insurance companies	100.0	80.0	94.4	100.0	100.0	91.3	92.9
	Wholesale and retail trade	86.1	100.0	100.0	81.4	64.9	100.0	89.5
	Transport, storage and communications	85.0	100.0	100.0	100.0	100.0	79.9	88.4
Total	94.3	99.9	94.1	95.3	91.9	97.9	95.7	
For obtaining forms (e.g. tax forms)								
Activity	Banks and insurance companies	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Hotels, camping sites and other short-stay accommodation	100.0	100.0	87.5	100.0	100.0	96.8	97.8
	Transport, storage and communications	96.3	97.1	100.0	100.0	96.6	95.0	96.6
	Real estate, renting and business activities	91.2	94.5	90.0	100.0	86.9	91.5	91.7
	Manufacturing	86.5	98.6	85.5	94.5	89.8	83.0	90.1
	Wholesale and retail trade	78.8	100.0	100.0	79.1	100.0	81.2	83.9
	Construction	67.5	100.0	100.0	84.8	50.0	85.4	76.1
	Motion picture, video, radio and TV activities	46.3	100.0	100.0	49.4	33.7	77.1	51.5
Total	82.1	98.7	92.3	89.8	84.1	85.4	86.6	

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

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

in 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	60.0	100.0	100.0	100.0	91.3	92.9
	Hotels, camping sites and other short-stay accommodation	50.0	100.0	87.5	100.0	100.0	74.2	82.0
	Construction	63.0	75.1	96.3	77.2	38.1	77.7	67.4
	Transport, storage and communications	40.0	97.1	82.6	45.3	71.6	50.5	52.1
	Manufacturing	45.2	59.7	68.5	53.7	43.8	52.6	50.9
	Real estate, renting and business activities	30.5	80.7	90.0	75.6	36.8	34.3	40.3
	Motion picture, video, radio and TV activities	32.4	100.0	100.0	49.4	11.6	54.3	39.0
	Wholesale and retail trade	17.8	81.1	81.0	36.2	23.7	34.7	33.2
Total	37.6	70.4	79.6	54.7	38.5	46.4	47.4	
For complete electronic treating and administrative procedure (e.g. declaration, registration, authorization request) without the need for additional paper work (including payment if required)								
Activity	Banks and insurance companies	60.0	60.0	44.4	100.0	66.7	43.5	50.0
	Transport, storage and communications	51.5	0.0	52.2	16.3	25.0	60.1	42.7
	Manufacturing	25.8	28.2	25.9	30.0	24.4	22.7	26.5
	Motion picture, video, radio and TV activities	14.8	57.9	50.0	39.3	0.0	5.7	18.7
	Wholesale and retail trade	10.6	39.2	24.2	13.0	28.0	15.6	17.1
	Construction	0.0	32.1	35.2	4.3	4.8	15.1	8.7
	Real estate, renting and business activities	7.8	4.3	60.0	11.4	0.0	10.1	8.3
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	16.7	27.7	31.5	21.9	18.6	19.3	20.0	

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

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

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	central Serbia	Vojvodina	Belgrade	
For submitting a proposal in an electronic tender system								
Activity	Transport, storage and communications	18.7	40.1	0.0	65.9	0.0	5.0	21.3
	Banks and insurance companies	0.0	20.0	16.7	50.0	33.3	8.7	14.3
	Manufacturing	5.5	22.5	10.1	8.2	15.8	11.1	10.9
	Motion picture, video, radio and TV activities	11.3	0.0	0.0	10.1	0.0	22.9	10.2
	Wholesale and retail trade	5.8	2.3	3.7	6.6	0.0	5.9	5.0
	Construction	3.6	6.6	3.7	7.6	0.0	4.0	4.2
	Real estate, renting and business activities	1.4	4.3	0.0	5.4	0.0	1.7	1.9
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	5.6	14.7	6.8	10.3	7.3	6.2	7.8	

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

B7: Does your enterprise have a Website/Home Page?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Banks and insurance companies	85.7	100.0	100.0	100.0	100.0	96.2	96.8
	Hotels, camping sites and other short stay accommodation	89.5	83.3	87.5	71.0	100.0	98.1	86.9
	Real estate, renting and business activities	70.8	100.0	95.2	55.4	84.7	79.5	75.4
	Manufacturing	66.9	76.2	70.3	63.0	70.8	78.9	70.4
	Motion picture, video, radio and TV activities	61.1	100.0	100.0	81.4	33.7	77.1	66.2
	Transport, storage and communications	59.9	78.2	95.8	41.6	67.4	82.6	64.6
	Wholesale and retail sale	57.7	78.1	81.3	46.8	54.9	74.6	61.0
	Construction	52.3	82.0	100.0	36.2	70.6	76.4	60.4
Total		62.5	79.8	81.0	55.3	66.3	78.2	67.0

B8: Does your enterprise provide via its Website the following facilities:
(your enterprise and provider of Internet services)¹⁾

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Confidentiality (protection) of data of the visitors of the Website or asserting Website security?								
Activity	Banks and insurance companies	16.7	40.0	73.7	50.0	33.3	60.0	56.7
	Hotels, camping sites and other short stay accommodation	33.3	80.0	71.4	22.4	40.9	83.0	53.9
	Manufacturing	40.4	30.6	21.1	42.0	29.6	35.9	36.6
	Wholesale and retail trade	36.7	32.0	13.2	25.9	56.8	29.4	35.3
	Real estate, renting and business activities	27.4	66.4	5.3	37.1	13.9	39.7	34.5
	Motion picture, video, radio and TV activities	38.9	0.0	50.0	22.8	72.4	33.3	33.3
	Transport, storage and communications	18.7	62.0	21.7	35.2	40.7	18.5	28.7
	Construction	0.0	21.7	8.9	0.0	6.0	9.8	6.5
Total	32.3	36.5	21.6	34.2	33.6	31.6	32.9	
Access to product catalogues and price lists?								
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	71.2	100.0	58.7	73.6	68.2	84.1	77.1
	Manufacturing	63.8	78.2	77.9	66.6	72.3	68.1	68.7
	Wholesale and retail trade	71.6	39.4	53.7	53.9	46.4	79.1	65.4
	Motion picture, video, radio and TV activities	73.5	26.7	25.0	57.0	93.1	63.0	64.1
	Real estate, renting and business activities	64.5	57.4	5.3	61.1	57.7	63.3	61.9
	Banks and insurance companies	16.7	60.0	63.2	50.0	66.7	52.0	53.3
Construction	58.7	20.8	55.4	45.1	69.5	35.7	48.4	
Total	66.8	63.3	63.7	62.7	64.2	68.9	65.8	

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

B8: Does your enterprise provide via its Website the following facilities:
(your enterprise and provider of Internet services)¹⁾

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Possibility for visitors to customise or design the products?								
Activity	Motion picture, video, radio and TV activities	91.9	73.3	50.0	88.6	65.5	96.3	87.3
	Hotels, camping sites and other short stay accommodation	100.0	60.0	28.6	77.6	100.0	73.6	80.0
	Banks and insurance companies	100.0	40.0	84.2	100.0	100.0	76.0	80.0
	Real estate, renting and business activities	81.6	54.8	94.7	67.5	70.6	80.4	76.7
	Transport, storage and communications	86.4	45.4	54.3	73.6	68.5	80.5	75.4
	Manufacturing	66.8	88.4	61.2	57.0	89.3	78.7	72.8
	Construction	43.3	100.0	83.0	100.0	41.7	57.3	61.6
	Wholesale and retail trade	38.9	95.4	69.9	50.1	63.4	43.5	49.9
Total	60.4	84.1	68.3	61.3	73.8	65.6	66.5	
Online ordering or reservation of goods/services?								
Activity	Hotels, camping sites and other short stay accommodation	34.5	60.0	28.6	59.2	40.9	34.0	44.1
	Transport, storage and communications	31.0	40.0	21.7	39.2	15.4	40.1	32.6
	Banks and insurance companies	16.7	0.0	36.8	50.0	33.3	24.0	26.7
	Motion picture, video, radio and TV activities	18.5	0.0	25.0	11.4	0.0	33.3	15.8
	Wholesale and retail trade	14.6	19.9	23.5	11.0	12.8	19.2	15.8
	Manufacturing	12.6	19.2	20.4	19.7	6.5	16.4	14.9
	Real estate, renting and business activities	12.9	9.6	0.0	17.1	11.5	11.1	12.0
	Construction	7.2	0.0	26.8	9.9	8.3	4.4	6.8
Total	14.3	18.4	22.1	18.5	9.8	17.2	15.6	

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

B8: Does your enterprise provide via its Website the following facilities:
(your enterprise and provider of Internet services)¹⁾

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Online payment?								
Activity	Banks and insurance companies	0.0	20.0	47.4	50.0	33.3	32.0	33.3
	Transport, storage and communications	16.4	2.0	8.7	11.9	15.4	11.5	12.7
	Wholesale and retail trade	12.3	2.0	15.4	13.5	8.2	10.3	10.5
	Motion picture, video, radio and TV activities	10.4	0.0	25.0	0.0	0.0	33.3	9.4
	Manufacturing	5.7	17.5	1.4	9.8	6.9	9.6	8.9
	Hotels, camping sites and other short-stay accommodation	11.1	0.0	14.3	0.0	0.0	15.1	6.9
	Construction	3.2	7.6	28.6	9.9	–	9.0	6.4
	Real estate, renting and business activities	0.6	3.3	0.0	0.0	0.0	1.7	1.1
Total	7.6	10.3	12.0	9.7	6.3	8.8	8.4	
Personalized content on the Website for regular/repeated visitors?								
Activity	Banks and insurance companies	33.3	80.0	68.4	50.0	66.7	64.0	63.3
	Motion picture, video, radio and TV activities	67.8	0.0	25.0	34.2	65.5	92.6	55.4
	Real estate, renting and business activities	58.4	19.7	10.5	16.6	32.0	62.2	49.9
	Manufacturing	47.1	49.9	46.0	55.8	35.7	48.6	47.9
	Construction	56.5	21.7	5.4	1.3	30.6	70.8	43.2
	Hotels, camping sites and other short-stay accommodation	35.0	40.0	0.0	100.0	0.0	0.0	34.9
	Wholesale and retail trade	33.8	8.1	6.6	57.4	42.0	9.8	28.5
	Transport, storage and communications	36.7	2.0	4.3	18.8	33.3	27.2	27.2
Total	45.0	31.8	28.2	48.3	36.1	39.2	41.0	

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

B8: Does your enterprise provide via its Website the following facilities:
(your enterprise and provider of Internet services)¹⁾

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Advertisement of open job positions or online job application?								
Activity	Banks and insurance companies	16.7	40.0	68.4	50.0	66.7	52.0	53.3
	Motion picture, video, radio and TV activities	38.9	0.0	50.0	22.8	65.5	37.0	33.3
	Real estate, renting and business activities	19.7	23.3	21.1	16.6	20.0	21.4	20.5
	Construction	22.5	14.2	3.6	18.2	13.9	22.3	18.8
	Manufacturing	8.6	12.1	24.9	5.0	13.3	15.0	10.4
	Wholesale and retail trade	8.4	0.0	28.7	6.0	7.0	8.0	7.3
	Transport, storage and communications	3.0	2.0	37.0	2.6	1.5	7.1	4.5
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	71.4	0.0	0.0	9.4	4.3
Total	11.4	10.1	26.3	7.2	11.9	14.6	11.7	

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

B9: Was your enterprise using, in January 2009, a digital signature in any message sent, i.e. encryption methods that assure the authenticity and integrity of the message?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Banks and insurance companies	28.6	60.0	36.8	50.0	66.7	34.6	38.7
	Transport, storage and communication	39.7	0.0	16.7	14.9	9.4	62.5	31.5
	Wholesale and retail trade	10.4	12.2	35.4	9.7	21.0	5.9	11.1
	Manufacturing	8.5	5.5	14.5	6.2	9.1	9.8	8.0
	Real estate, renting and business activities	7.5	9.6	9.5	6.4	2.0	9.9	7.9
	Construction	3.0	24.8	5.4	6.4	0.6	13.3	7.4
	Hotels, camping sites and other short stay accommodation	0.0	0.0	12.5	0.0	0.0	1.9	0.8
	Motion picture, video, radio and TV activities	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	10.3	8.9	17.0	7.5	11.2	12.2	10.3	

MODULE 2.C: AUTOMATED DATA EXCHANGE¹⁾

C1: Was your enterprise using automated data exchange in January 2009?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Banks and insurance companies	57.1	60.0	78.9	100.0	100.0	65.4	71.0
	Transport, storage and communications	36.8	1.5	39.6	21.1	19.0	52.3	31.1
	Wholesale and retail trade	22.5	32.8	83.0	21.5	10.3	36.1	24.8
	Real estate, renting and business activities	26.1	15.8	14.3	41.2	3.8	24.9	24.4
	Manufacturing	12.4	30.2	42.8	18.2	14.6	22.9	18.4
	Motion picture, video, radio and TV activities	0.0	100.0	25.0	16.5	9.3	2.9	11.0
	Construction	7.7	5.5	58.9	12.4	8.2	7.8	9.5
	Hotels, camping sites and other short-stay accommodation	0.0	14.3	12.5	12.3	0.0	1.9	6.7
Total		18.5	25.1	50.1	19.9	11.9	28.0	20.8

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

C2: Was automated data exchange used for the following purposes? ¹⁾**in percentages**

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Sending orders to suppliers								
Activity	Hotels, camping sites and other short stay accommodation	0.0	100.0	0.0	100.0	0.0	0.0	90.0
	Construction	100.0	100.0	57.6	100.0	63.9	91.4	88.3
	Wholesale and retail trade	84.3	83.5	37.0	89.2	65.2	81.0	81.6
	Manufacturing	85.0	73.7	43.5	74.0	69.5	82.1	75.7
	Real estate, renting and business activities	68.2	60.4	0.0	84.5	50.0	58.3	66.8
	Transport, storage and communications	41.9	0.0	21.1	36.3	95.2	26.4	40.8
	Motion picture, video, radio and TV activities	0.0	36.7	100.0	50.0	0.0	100.0	40.6
	Banks and insurance companies	25.0	0.0	20.0	50.0	0.0	17.6	18.2
Total	76.2	75.1	40.8	78.5	69.1	70.4	73.0	
Receiving e-invoices								
Activity	Construction	100.0	100.0	66.7	100.0	67.2	97.1	90.8
	Hotels, camping sites and other short stay accommodation	0.0	100.0	0.0	100.0	0.0	0.0	90.0
	Real estate, renting and business activities	87.0	20.8	66.7	84.5	50.0	79.8	80.6
	Transport, storage and communications	76.7	0.0	89.5	58.4	95.2	79.2	76.5
	Manufacturing	70.9	79.6	55.9	68.5	70.6	80.1	72.8
	Wholesale and retail trade	53.5	68.1	31.0	71.4	53.6	47.5	54.8
	Motion picture, video, radio and TV activities	0.0	36.7	100.0	50.0	0.0	100.0	40.6
	Banks and insurance companies	75.0	33.3	26.7	50.0	0.0	41.2	36.4
Total	68.6	72.5	51.3	72.7	67.0	65.1	68.0	

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

C2: Was automated data exchange used for the following purposes? ¹⁾**in percentages**

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Receiving orders from customers								
Activity	Hotels, camping sites and other short stay accommodation	0.0	100.0	0.0	100.0	0.0	0.0	90.0
	Construction	100.0	100.0	54.5	100.0	63.9	88.5	87.5
	Manufacturing	83.6	82.7	35.6	75.8	82.7	77.2	77.8
	Motion picture, video, radio and TV activities	0.0	73.3	100.0	100.0	0.0	100.0	75.0
	Transport, storage and communications	71.7	0.0	31.6	54.5	95.2	68.7	69.6
	Real estate, renting and business activities	65.6	20.8	0.0	84.5	100.0	46.7	60.8
	Wholesale and retail trade	60.7	53.2	34.9	53.7	63.9	58.9	58.0
	Banks and insurance companies	0.0	0.0	6.7	0.0	0.0	5.9	4.5
Total	69.9	71.1	35.8	70.8	76.6	62.2	67.4	
Sending e-invoices								
Activity	Construction	100.0	100.0	63.6	100.0	67.2	94.2	90.0
	Transport, storage and communications	87.0	100.0	89.5	94.8	74.6	87.5	87.2
	Real estate, renting and business activities	80.4	20.8	66.7	84.5	100.0	68.4	74.6
	Manufacturing	54.9	71.0	58.2	54.8	69.5	66.3	61.9
	Wholesale and retail trade	43.7	41.6	46.8	45.6	18.1	46.9	43.5
	Motion picture, video, radio and TV activities	0.0	36.7	100.0	50.0	0.0	100.0	40.6
	Banks and insurance companies	75.0	33.3	26.7	50.0	0.0	41.2	36.4
	Hotels, camping sites and other short stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	61.2	58.9	55.5	61.1	56.0	60.8	60.2	

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

C2: Was automated data exchange used for the following purposes? ¹⁾**in 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, etc.)								
Activity	Manufacturing	70.5	83.3	84.2	83.9	78.8	67.8	77.4
	Construction	56.4	100.0	90.9	75.8	39.3	91.4	71.0
	Real estate, renting and business activities	63.8	20.8	33.3	61.5	0.0	60.9	59.5
	Wholesale and retail trade	61.8	42.7	68.7	41.8	54.0	67.4	58.8
	Motion picture, video, radio and TV activities	0.0	36.7	100.0	50.0	0.0	100.0	40.6
	Transport, storage and communications	27.4	0.0	63.2	18.2	69.8	20.9	28.6
	Banks and insurance companies	0.0	0.0	20.0	0.0	0.0	17.6	13.6
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	58.8	66.0	74.6	61.7	64.6	60.9	61.8	
Sending or receiving transport documents (e.g. consignment notes)								
Activity	Manufacturing	24.6	52.0	36.7	39.6	52.2	24.4	37.4
	Wholesale and retail trade	33.0	8.3	6.3	22.3	7.8	32.8	27.3
	Real estate, renting and business activities	15.4	20.8	0.0	15.1	0.0	16.8	15.8
	Construction	0.0	100.0	12.1	–	3.3	49.3	15.1
	Transport, storage and communications	12.9	0.0	0.0	18.2	44.4	0.0	12.3
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Motion picture, video, 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	23.7	36.9	19.9	26.3	33.4	24.4	26.4	

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

C2: Was automated data exchange used for the following purposes? ¹⁾**in percentages**

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Sending payment instructions to financial institutions								
Activity	Banks and insurance companies	75.0	66.7	60.0	0.0	100.0	64.7	63.6
	Manufacturing	24.6	45.6	41.8	28.1	59.6	28.3	35.3
	Motion picture, video, radio and TV activities	0.0	26.7	100.0	0.0	100.0	100.0	31.3
	Construction	–	100.0	57.6	27.3	3.3	49.3	27.6
	Transport, storage and communications	27.4	0.0	21.1	36.3	69.8	9.8	26.9
	Wholesale and retail trade	30.5	3.6	27.8	12.7	2.9	35.5	25.7
	Real estate, renting and business activities	17.6	20.8	33.3	23.0	0.0	16.2	18.0
	Hotels, camping sites and other short stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	25.3	32.9	41.4	22.8	40.8	28.6	28.4	
Sending or receiving data to/from public authorities (e.g. tax returns, statistical data, etc.)								
Activity	Construction	54.7	100.0	21.2	72.7	6.6	55.1	50.8
	Banks and insurance companies	25.0	66.7	26.7	50.0	66.7	23.5	31.8
	Wholesale and retail trade	28.6	4.8	18.0	3.8	7.8	35.8	23.9
	Manufacturing	16.7	34.2	13.6	19.5	45.8	14.0	23.6
	Transport, storage and communications	16.4	0.0	10.5	5.2	44.4	12.5	16.1
	Hotels, camping sites and other short stay accommodation	0.0	0.0	100.0	0.0	0.0	100.0	10.0
	Real estate, renting and business activities	2.8	60.4	33.3	7.5	0.0	9.4	8.5
	Motion picture, video, radio and TV activities	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	20.9	27.7	17.4	15.5	31.1	24.3	22.2	

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

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

**D1: In January 2009, was your enterprise regularly sharing electronically information on the supply chain management with your suppliers or customers?
in percentages**

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Transport, storage and communications	47.4	0.0	37.5	23.0	47.6	50.9	39.3
	Wholesale and retail trade	34.1	12.7	41.2	26.7	26.6	37.9	31.4
	Manufacturing	18.5	35.9	26.1	23.1	17.7	29.7	23.3
	Real estate, renting and business activities	18.4	14.5	19.0	41.2	11.7	12.2	17.8
	Construction	10.9	5.5	41.1	9.6	5.5	17.4	11.2
	Hotels, camping sites and other short-stay accommodation	9.5	0.0	0.0	10.1	0.0	0.0	5.0
	Motion picture, video, radio and TV activities	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	24.7	22.3	30.1	23.1	20.2	28.7	24.4	

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

D2: In January 2009, was your enterprise regularly sharing electronically the following information with its suppliers?¹⁾

in 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	58.9	100.0	69.6	66.4	90.2	57.2	64.8
	Wholesale and retail trade	54.8	74.9	78.7	53.9	44.5	62.7	56.4
	Manufacturing	46.8	55.6	63.0	57.4	51.8	42.5	51.1
	Real estate, renting and business activities	48.6	56.8	50.0	46.0	51.2	53.0	49.6
	Transport, storage and communications	6.5	0.0	22.2	0.0	7.6	10.0	7.0
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Motion picture, video, radio and TV activities	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		45.6	59.2	63.9	50.9	42.5	50.0	48.7
Progress of deliveries (i.e. of distribution of raw materials or finished products)								
Activity	Manufacturing	53.9	66.0	37.0	54.5	73.9	51.7	57.7
	Construction	44.8	100.0	8.7	31.2	90.2	39.6	44.5
	Real estate, renting and business activities	40.5	22.7	25.0	30.5	16.3	51.9	38.1
	Wholesale and retail trade	35.1	55.9	78.7	40.4	48.6	30.6	37.1
	Transport, storage and communications	18.1	0.0	55.6	33.3	7.6	20.8	19.1
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Motion picture, video, radio and TV activities	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		38.3	63.4	41.0	44.6	50.5	37.7	42.9

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

D3: In January 2009, was your enterprise regularly sharing electronically the following information with its customers?¹⁾

in 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	43.6	100.0	69.6	97.7	90.2	19.5	53.5
	Wholesale and retail trade	50.8	44.1	-	40.8	40.2	57.8	49.4
	Manufacturing	34.8	53.0	61.1	49.7	45.6	33.8	43.4
	Real estate, renting and business activities	27.3	100.0	50.0	38.5	34.9	34.4	36.3
	Transport, storage and communications	10.4	0.0	22.2	0.0	7.6	18.6	10.7
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Motion picture, video, radio and TV activities	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		38.6	55.8	46.7	43.9	37.9	42.4	41.9
Progress deliveries (i.e. of distribution of raw materials or finished products)								
Activity	Manufacturing	53.1	63.4	63.0	60.7	68.6	46.7	57.7
	Construction	57.7	100.0	4.3	62.5	90.2	38.4	53.2
	Wholesale and retail trade	36.0	37.5	25.5	39.7	47.3	29.0	35.9
	Real estate, renting and business activities	21.3	65.9	25.0	23.0	16.3	33.3	26.7
	Transport, storage and communications	17.7	0.0	55.6	16.7	17.8	20.8	18.8
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Motion picture, video, radio and TV activities	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		37.4	61.5	41.4	46.6	49.9	34.0	41.8

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

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

E1: In January 2009, 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?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Management of inventory levels								
Activity	Manufacturing	20.0	45.5	48.1	34.0	22.4	23.3	27.8
	Banks and insurance companies	28.6	40.0	21.1	100.0	66.7	15.4	25.8
	Wholesale and retail trade	21.2	13.1	49.4	9.9	22.2	27.9	20.6
	Real estate, renting and business activities	9.6	9.6	4.8	6.4	7.1	11.2	9.5
	Construction	1.5	11.1	25.0	0.4	2.7	10.1	4.5
	Transport, storage and communications	3.5	0.0	33.3	0.0	6.6	5.9	3.8
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	12.5	0.0	0.0	1.9	0.7
	Motion picture, video, radio and TV activities	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	15.6	27.4	39.3	18.7	17.2	19.7	18.7	
Your accounting								
Activity	Banks and insurance companies	57.1	60.0	42.1	100.0	66.7	42.3	48.4
	Manufacturing	16.3	55.1	51.7	32.8	26.5	21.0	27.8
	Wholesale and retail trade	15.9	11.1	71.3	10.2	16.8	20.3	16.2
	Construction	13.0	16.0	57.1	6.8	16.1	23.8	15.5
	Motion picture, video, radio and TV activities	16.2	0.0	25.0	18.6	0.0	25.7	14.8
	Real estate, renting and business activities	12.2	13.4	57.1	9.2	14.2	14.0	13.1
	Transport, storage and communications	11.9	0.0	37.5	1.7	9.7	21.8	10.7
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	12.5	0.0	0.0	1.9	0.7
Total	14.9	32.7	53.2	19.5	19.6	19.7	19.6	

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

E1: In January 2009, 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?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Your production production and services management								
Activity	Banks and insurance companies	57.1	40.0	31.6	100.0	66.7	30.8	38.7
	Manufacturing	8.7	47.6	52.7	24.2	17.0	18.7	20.7
	Hotels, camping sites and other short-stay accommodation	18.9	14.3	12.5	32.6	0.0	1.9	16.6
	Transport, storage and communications	10.7	0.0	35.4	8.5	1.8	17.4	9.6
	Real estate, renting and business activities	7.7	9.6	61.9	6.4	7.1	10.2	8.9
	Wholesale and retail trade	5.8	6.6	51.2	2.5	12.0	6.7	6.7
	Construction	1.5	10.4	46.4	3.4	6.1	6.7	5.3
	Motion picture, video, radio and TV activities	0.0	0.0	25.0	0.0	0.0	2.9	0.7
Total	7.0	27.4	48.9	13.7	12.0	11.3	12.4	
Your distribution management								
Activity	Banks and insurance companies	28.6	40.0	21.1	100.0	66.7	15.4	25.8
	Manufacturing	7.6	48.3	42.0	22.0	16.5	18.6	19.6
	Transport, storage and communications	10.4	0.0	8.3	3.8	3.6	18.2	8.6
	Wholesale and retail trade	6.5	6.6	51.2	2.5	8.5	10.1	7.2
	Real estate, renting and business activities	6.4	9.6	4.8	0.0	7.1	8.9	6.8
	Construction	1.5	5.5	28.6	3.4	0.0	6.7	3.5
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	12.5	0.0	0.0	1.9	0.7
	Motion picture, video, radio and TV activities	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	6.5	26.8	35.4	11.5	10.1	12.2	11.4	

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

E2: In January 2009, 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 function?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Your management of inventory levels								
Activity	Manufacturing	13.9	41.3	40.8	25.9	16.9	21.4	22.1
	Banks and insurance companies	28.6	40.0	10.5	100.0	33.3	11.5	19.4
	Wholesale and retail trade	16.9	7.5	51.2	5.1	13.7	26.3	16.2
	Real estate, renting and business activities	7.7	3.3	4.8	6.4	7.1	7.1	7.0
	Construction	1.5	11.1	21.4	0.2	2.7	9.8	4.4
	Transport, storage and communications	3.5	0.0	25.0	0.0	6.6	5.1	3.6
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	12.5	0.0	0.0	1.9	0.7
	Motion picture, video, radio and TV activities	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	11.8	23.7	34.3	13.7	12.4	17.8	14.9	
Your accounting								
Activity	Banks and insurance companies	42.9	60.0	26.3	100.0	66.7	26.9	35.5
	Manufacturing	10.4	52.7	48.3	27.1	20.2	19.1	23.0
	Construction	13.0	16.0	53.6	6.6	16.1	23.6	15.4
	Wholesale and retail trade	11.8	7.9	71.3	7.9	13.2	15.1	12.3
	Real estate, renting and business activities	11.3	14.5	4.8	6.4	18.3	11.5	11.7
	Motion picture, video, radio and TV activities	9.9	0.0	25.0	18.6	0.0	2.9	9.3
	Transport, storage and communications	10.2	0.0	18.8	0.8	4.8	21.0	8.8
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	12.5	0.0	0.0	1.9	0.7
Total	11.2	30.9	46.3	16.0	15.9	16.6	16.2	

E3: In January 2009, did your enterprise use an ERP software package?**in percentages**

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Banks and insurance companies	14.3	20.0	57.9	62.0	50.2	35.0	41.9
	Transport, storage and communications	18.2	0.0	35.4	4.7	14.2	29.4	15.7
	Hotels, camping sites and other short-stay accommodation	0.0	28.6	25.0	12.3	0.0	20.4	13.4
	Real estate, renting and business activities	13.6	3.3	71.4	25.3	10.9	9.8	13.1
	Manufacturing	5.4	25.2	50.2	16.2	11.0	8.1	12.6
	Wholesale and retail trade	5.1	31.2	69.0	2.7	5.9	17.0	9.6
	Construction	4.7	10.4	25.0	6.0	11.3	3.8	6.8
	Motion picture, video, radio and TV activities	0.0	36.7	25.0	8.2	0.0	2.9	4.5
Total	7.0	21.6	49.2	11.0	9.6	12.7	11.3	
NO								
Delatmost	Motion picture, video, radio and TV activities	100.0	63.3	50.0	91.8	97.7	97.1	94.8
	Construction	93.8	89.6	48.2	87.6	88.7	96.2	91.0
	Wholesale and retail trade	90.4	65.3	31.0	95.5	84.5	80.0	86.1
	Manufacturing	86.9	65.2	45.7	75.3	81.0	84.7	79.4
	Real estate, renting and business activities	81.3	71.6	23.8	68.3	87.2	80.0	79.0
	Hotels, camping sites and other short-stay accommodation	54.9	71.4	75.0	57.3	40.9	79.6	63.0
	Banks and insurance companies	85.7	80.0	42.1	38.0	49.8	65.0	58.1
	Transport, storage and communications	45.9	49.2	64.6	55.6	66.5	21.1	47.0
Total	85.1	67.8	43.9	80.2	82.3	79.2	80.4	

E3: In January 2009, did your enterprise use an ERP software package?**in percentages**

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
DON'T KNOW								
Activity	Transport, storage and communications	35.9	50.8	0.0	39.7	19.3	49.4	37.3
	Hotels, camping sites and other short-stay accommodation	45.1	0.0	0.0	30.4	59.1	0.0	23.6
	Manufacturing	7.7	9.6	4.1	8.5	8.0	7.2	8.0
	Real estate, renting and business activities	5.1	25.1	4.8	6.4	1.9	10.2	8.0
	Wholesale and retail trade	4.5	3.5	0.0	1.8	9.6	3.0	4.3
	Construction	1.4	0.0	26.8	6.4	0.0	0.0	2.2
	Motion picture, video, radio and TV activities	0.0	0.0	25.0	0.0	2.3	0.0	0.7
	Banks and insurance companies	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	7.9	10.6	6.9	8.8	8.2	8.1	8.4	

E4: In January 2009, did your enterprise have in use any software application for information about clients, so-called CRM, that allows to:

in 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 clients?								
Activity	Banks and insurance companies	14.3	80.0	89.5	50.0	100.0	69.2	71.0
	Transport, storage and communications	23.9	1.5	31.3	9.6	14.6	37.4	20.4
	Real estate, renting and business activities	15.9	19.8	71.4	21.1	24.0	14.4	17.4
	Hotels, camping sites and other short-stay accommodation	18.0	14.3	0.0	0.0	0.0	42.6	15.4
	Manufacturing	7.0	30.5	39.9	17.2	13.0	11.8	14.6
	Wholesale and retail trade	7.8	19.7	38.0	8.6	7.3	12.3	9.8
	Construction	1.9	20.8	1.8	0.0	11.7	6.6	5.8
	Motion picture, video, radio and TV activities	4.9	0.0	0.0	9.3	0.0	0.0	4.3
Total	9.1	23.9	36.5	12.3	11.9	14.1	12.9	
Make analysis of the information about clients for marketing purposes (setting price lists, sales promotions, selection of distribution channels, etc.?)								
Activity	Banks and insurance companies	14.3	40.0	73.7	50.0	100.0	50.0	54.8
	Transport, storage and communications	27.0	0.0	27.1	8.5	13.7	45.8	22.5
	Real estate, renting and business activities	9.5	12.1	76.2	9.2	16.9	9.9	11.0
	Manufacturing	4.3	24.4	27.5	12.1	9.6	8.7	10.5
	Hotels, camping sites and other short-stay accommodation	18.0	0.0	0.0	0.0	0.0	25.9	9.4
	Motion picture, video, radio and TV activities	9.9	0.0	0.0	18.6	0.0	0.0	8.6
	Wholesale and retail trade	6.9	13.3	26.3	6.0	7.0	10.2	8.0
	Construction	1.9	16.0	0.0	0.0	8.4	6.3	4.7
Total	7.4	17.8	27.4	8.7	9.4	12.0	10.1	

MODULE 2.F: e-commerce¹⁾

F1: Did your enterprise receive during 2008 orders over the Internet (excluding manually typed e-mails)?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Transport, storage and communications	56.2	1.5	8.3	24.9	42.5	62.8	44.4
	Hotels, camping sites and other short stay accommodation	50.7	16.7	25.0	26.1	0.0	59.3	35.3
	Wholesale and retail trade	23.9	21.0	34.2	33.6	27.1	14.7	23.7
	Motion picture, video, radio and TV activities	16.2	36.7	50.0	26.8	0.0	28.6	19.3
	Manufacturing	15.4	24.6	20.0	26.4	9.2	13.4	18.0
	Real estate, renting and business activities	15.5	3.3	71.4	31.7	15.8	9.0	14.6
	Construction	2.1	17.8	0.0	0.0	9.8	6.6	5.1
Total		19.8	19.8	21.8	25.6	17.4	16.2	19.9

F3: Percentage of the total turnover in 2008 that resulted from orders received over the Internet²⁾

in percentages

	Enterprises						
	Size			Region			Total
	small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
0-1%	5.2	21.4	2.5	6.1	8.8	11.1	8.3
2-5%	19.7	25.9	23.5	21.8	29.7	13.4	21.0
6-10%	14.6	11.6	36.4	13.7	19.8	12.9	14.8
11-25%	12.7	22.7	14.2	15.2	16.8	12.6	14.8
26-100%	47.8	18.4	23.4	43.2	24.9	50.0	41.1

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

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

F5: Was your enterprise using a secure protocole, such as SSL or TLS, for the reception of orders via the Internet?¹⁾

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Motion picture, video, radio and TV activities	69.6	0.0	50.0	34.6	0.0	90.0	54.5
	Real estate, renting and business activities	23.5	100.0	100.0	0.0	25.8	70.9	32.0
	Hotels, camping sites and other short-stay accommodation	39.2	0.0	0.0	0.0	0.0	43.8	29.9
	Transport, storage and communications	26.6	100.0	0.0	20.0	24.4	30.8	27.0
	Wholesale and retail trade	23.0	41.4	59.0	5.2	10.9	76.8	26.2
	Manufacturing	28.1	16.0	31.3	20.9	39.8	22.8	24.0
	Construction	0.0	34.8	0.0	0.0	0.0	50.0	23.9
Total		25.8	24.6	49.4	14.0	19.8	49.9	26.4

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

F6: Did your enterprise send orders, in January 2008, for products or services over the Internet (excluding manually typed e-mail)?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Motion picture, video, radio and TV activities	58.5	22.5	16.7	46.6	26.9	71.2	50.4
	Real estate, renting and business activities	40.8	50.0	0.0	42.0	0.0	59.3	42.1
	Manufacturing	26.2	14.5	85.7	41.2	12.6	23.9	25.5
	Hotels, camping sites and other short-stay accommodation	23.4	22.2	28.4	28.0	25.4	18.8	23.3
	Transport, storage and communications	15.8	26.4	22.2	20.0	16.3	19.8	18.9
	Construction	11.3	36.7	75.0	17.5	2.3	28.6	15.7
	Wholesale and retail trade	9.2	18.3	8.9	3.5	12.1	17.4	11.0
Total		21.9	24.1	24.4	23.4	18.8	23.9	22.4

F7: Percentage of purchases over the Internet in total purchases in 2008¹⁾

in percentages

	Enterprises						Total
	Size			Region			
	small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Less than 1%	14.0	27.1	30.4	19.9	30.0	8.2	17.4
More than 1% and less 5%	26.1	32.2	29.8	32.0	24.9	24.8	27.5
More than 5% and less than 10%	15.0	18.3	14.1	10.3	22.2	17.0	15.7
More than 10% and less than 25%	12.6	9.6	22.4	13.7	9.4	12.7	12.3
25% and over	32.3	12.8	3.3	24.1	13.5	37.3	27.1

F8: In January 2008, did your enterprise send e-orders via computer networks to suppliers located in the following areas?¹⁾

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Republic of Serbia								
Activity	Manufacturing	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Construction	100.0	100.0	80.0	100.0	100.0	98.7	99.2
	Wholesale and retail trade	74.3	100.0	0.0	68.9	0.0	100.0	86.8
	Hotels, camping sites and other short-stay accommodation	76.3	89.2	77.3	82.0	70.9	80.2	78.1
	Transport, storage and communications	67.7	84.9	89.1	81.0	70.1	69.7	75.2
	Real estate, renting and business activities	70.2	100.0	94.4	38.1	83.7	92.2	74.1
	Motion picture, video, radio and TV activities	42.0	6.8	100.0	21.3	80.1	38.8	39.7
Total	68.4	84.2	88.4	69.5	74.3	74.4	72.5	

¹⁾ The results refer only to enterprises that answered positively in question F6.

F8: During 2008, was your enterprise regularly sending e-orders via computer networks to suppliers located in the following areas?¹⁾

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
EU countries								
Activity	Manufacturing	52.9	63.1	58.7	55.8	84.6	34.7	56.9
	Real estate, renting and business activities	40.4	100.0	72.2	15.5	67.4	61.6	47.2
	Wholesale and retail trade	36.0	53.8	28.9	27.1	39.4	48.9	38.3
	Hotels, camping sites and other short stay accommodation	24.3	33.3	0.0	0.0	0.0	50.0	28.7
	Construction	18.1	33.9	20.0	6.9	0.0	38.3	23.3
	Transport, storage and communications	23.4	0.0	0.0	10.7	0.0	33.2	21.2
	Motion picture, video, radio and TV activities	0.0	0.0	33.3	0.0	0.0	10.0	4.4
Total		37.4	54.9	50.6	34.3	50.2	43.9	41.7
Rest of the world								
Activity	Manufacturing	20.7	39.4	43.5	25.5	32.3	31.2	28.8
	Real estate, renting and business activities	21.3	100.0	5.6	0.0	67.4	36.1	27.0
	Hotels, camping sites and other short stay accommodation	48.7	0.0	0.0	0.0	0.0	43.8	25.1
	Wholesale and retail trade	23.4	17.5	22.7	11.7	26.0	30.9	22.6
	Construction	18.1	0.0	0.0	0.0	0.0	19.4	11.4
	Transport, storage and communications	6.7	0.0	0.0	0.0	0.0	11.2	6.0
	Motion picture, video, radio and TV activities	0.0	0.0	33.3	0.0	0.0	10.0	4.4
Total		19.4	30.2	27.8	14.0	25.8	27.5	22.1

¹⁾ The results refer only to enterprises that answered positively in question F6.

MODUL E2.H: Security of information systems in enterprises¹⁾**H1: Does your enterprise have regulations on information security issues?**

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Banks and insurance companies	71.4	60.0	84.2	100.0	100.0	73.1	77.4
	Hotels, camping sites and other short stay accommodation	0.0	42.9	75.0	24.7	0.0	27.8	22.2
	Motion picture, video, radio and TV activities	19.1	36.7	50.0	8.2	2.3	71.4	21.8
	Transport, storage and communication	11.6	55.7	66.7	22.3	13.0	24.3	20.4
	Wholesale and retail trade	15.5	46.2	69.0	10.0	6.1	36.8	20.4
	Manufacturing	12.9	38.1	32.9	17.7	18.0	26.8	20.2
	Real estate, renting and business activities	17.0	30.9	80.0	2.8	16.9	26.3	20.0
	Construction	7.3	57.8	23.6	21.1	13.0	19.7	18.2
Total		13.6	42.7	44.5	15.4	13.1	30.0	20.2

H2: Does your enterprise check its employees' awareness of information security measures?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Banks and insurance companies	71.4	20.0	73.7	100.0	66.7	61.5	64.5
	Wholesale and retail trade	14.3	55.5	45.5	9.5	7.4	36.1	20.2
	Construction	13.4	36.5	27.3	21.0	18.0	17.0	18.7
	Manufacturing	12.4	23.5	19.3	13.6	15.8	18.5	15.5
	Real estate, renting and business activities	10.2	24.6	70.0	2.8	7.9	18.0	13.2
	Transport, storage and communications	6.4	34.0	57.1	12.9	13.0	11.1	12.3
	Motion picture, video, radio and TV activities	6.4	36.7	25.0	8.2	2.3	22.9	10.0
	Hotels, camping sites and other short stay accommodation	0.0	14.3	12.5	12.3	0.0	1.9	6.7
Total		12.3	32.2	31.4	12.5	12.5	24.0	16.8

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

H3: Were the following resources, which required provision of alternative resolutions, identified in your enterprise?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Human resources								
Activity	Banks and insurance companies	71.4	80.0	89.5	50.0	100.0	84.6	83.9
	Motion pictures, video, radio and TV activities	68.7	100.0	50.0	81.4	53.5	74.3	71.4
	Construction	48.3	26.8	77.7	48.3	56.6	32.8	45.3
	Manufacturing	43.0	45.0	46.4	37.1	35.1	63.6	43.7
	Real estate, renting and business activities	32.4	62.3	95.2	53.0	56.5	27.7	37.8
	Wholesale and retail trade	39.2	23.0	74.9	26.0	14.7	60.2	37.6
	Transport, storage and communications	33.6	30.5	70.8	5.3	43.2	59.7	34.2
	Hotels, camping sites and other short stay accommodation	37.9	7.1	25.0	40.5	20.5	3.7	24.2
Total	40.7	38.2	60.6	34.7	34.1	51.8	40.9	
Hardware								
Activity	Banks and insurance companies	100.0	60.0	94.7	100.0	100.0	88.5	90.3
	Motion pictures, video, radio and TV activities	67.2	100.0	75.0	90.7	55.8	51.4	70.9
	Real estate, renting and business activities	36.3	83.6	95.2	52.7	62.5	36.3	44.1
	Manufacturing	36.2	52.6	50.2	38.7	38.1	48.2	41.1
	Transport, storage and communications	28.1	51.5	87.5	13.3	30.5	59.7	33.8
	Hotels, camping sites and other short stay accommodation	9.0	57.1	87.5	12.3	40.9	59.3	33.6
	Construction	21.2	36.3	45.5	54.0	9.9	9.5	25.3
	Wholesale and retail trade	18.2	51.2	90.1	10.2	13.7	39.9	23.7
Total	28.1	53.4	63.1	31.9	28.9	40.1	34.2	

H3: Were the following resources, which required provision of alternative resolutions, identified in your enterprise?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Software								
Activity	Banks and insurance companies	85.7	60.0	78.9	100.0	100.0	73.1	77.4
	Motion pictures, video, radio and TV activities	45.8	100.0	75.0	90.7	11.6	28.6	52.2
	Real estate, renting and business activities	29.9	83.6	95.2	52.7	41.2	33.7	38.8
	Manufacturing	28.0	41.4	47.8	34.8	25.6	35.6	32.4
	Transport, storage and communications	25.7	51.5	87.5	12.2	30.5	55.3	31.9
	Hotels, camping sites and other short-stay accommodation	0.0	57.1	87.5	12.3	40.9	46.3	28.9
	Construction	21.2	36.3	43.8	54.0	9.9	9.2	25.2
	Wholesale and retail trade	16.8	52.5	90.1	11.7	16.4	34.8	22.6
Total	23.6	48.1	60.8	30.5	22.4	33.7	29.6	
None								
Activity	Transport, storage and communications	62.7	48.5	0.0	85.6	55.0	30.5	58.4
	Wholesale and retail trade	59.5	43.2	8.2	69.2	77.2	34.5	56.6
	Real estate, renting and business activities	62.1	10.1	0.0	44.2	37.5	61.0	53.6
	Hotels, camping sites and other short-stay accommodation	53.1	42.9	12.5	47.2	59.1	40.7	46.6
	Manufacturing	46.9	43.1	45.4	52.4	50.0	30.6	45.9
	Construction	44.7	47.3	20.5	24.7	40.1	66.9	44.1
	Motion pictures, video, radio and TV activities	26.4	0.0	0.0	9.3	44.2	22.9	22.9
	Banks and insurance companies	0.0	20.0	0.0	0.0	0.0	3.8	3.2
Total	53.6	40.9	28.1	55.2	56.3	41.3	50.3	

H4: Does your enterprise identify the users of information systems having access?

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Banks and insurance companies	100.0	80.0	100.0	100.0	100.0	96.2	96.8
	Hotels, camping sites and other short-stay accommodation	45.9	100.0	100.0	69.6	40.9	87.0	71.7
	Motion picture, video, radio and TV activities	61.1	73.3	100.0	81.4	24.4	77.1	63.5
	Manufacturing	48.7	86.8	79.5	60.9	55.0	63.2	59.9
	Transport, storage and communications	42.6	73.3	100.0	23.1	50.8	78.0	49.3
	Real estate, renting and business activities	43.2	72.4	95.0	74.9	67.5	34.5	48.3
	Wholesale and retail trade	41.2	85.1	89.9	34.8	25.5	70.8	47.7
	Construction	36.7	73.4	82.7	37.0	50.0	52.1	46.2
Total		44.0	83.2	85.0	49.9	45.7	60.9	52.9

H5: Does your enterprise prevent copying and carrying data (inc. software) on mobile media (e.g.DVD, CD, disquettes, etc.)?

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	47.4	50.6	32.4	65.8	32.3	33.0	47.5
	Banks and insurance companies	28.6	40.0	52.6	50.0	33.3	46.2	45.2
	Construction	32.8	57.8	24.5	39.0	50.1	25.6	37.5
	Transport, storage and communications	38.1	21.0	61.9	35.9	11.9	55.9	35.9
	Wholesale and retail trade	33.6	40.0	45.8	23.0	36.1	42.6	34.6
	Hotels, camping sites and other short-stay accommodation	35.6	35.7	12.5	32.6	79.5	18.5	34.4
	Real estate, renting and business activities	24.5	25.9	25.0	22.0	18.0	27.4	24.7
	Motion picture, video, radio and TV activities	0.0	0.0	75.0	0.0	2.3	5.7	2.1
Total		37.0	44.6	35.4	45.0	33.0	35.7	38.4

H6: Did your enterprise encounter the following problems?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Accidental damage to the information system and data								
Activity	Motion picture, video, radio and TV activities	66.4	0.0	25.0	46.4	66.3	71.4	58.4
	Real estate, renting and business activities	30.3	70.4	23.8	33.6	43.5	34.7	36.0
	Manufacturing	24.4	34.7	29.7	28.7	25.8	26.7	27.3
	Transport, storage and communications	20.6	34.7	45.8	11.6	28.5	33.4	23.7
	Hotels, camping sites and other short-stay accommodation	9.0	35.7	12.5	12.3	20.5	31.5	20.5
	Construction	21.6	16.6	17.9	33.1	0.3	24.4	20.4
	Wholesale and retail trade	9.5	13.6	33.0	10.1	20.1	4.9	10.5
	Banks and insurance companies	0.0	0.0	5.3	0.0	0.0	3.8	3.2
Total	19.9	30.9	27.6	23.2	23.0	21.0	22.3	
Deliberate damage to hardware and data?								
Activity	Motion picture, video, radio and TV activities	4.9	0.0	0.0	9.3	0.0	0.0	4.3
	Real estate, renting and business activities	4.1	0.0	4.8	0.0	14.2	1.5	3.5
	Manufacturing	3.3	0.0	7.7	2.0	3.4	3.0	2.7
	Construction	1.4	5.3	3.6	6.0	0.0	0.4	2.3
	Transport, storage and communications	1.8	0.0	20.8	0.0	0.0	6.2	2.1
	Wholesale and retail trade	2.0	1.2	4.7	0.0	1.2	3.9	2.0
	Hotels, camping sites and other short-stay accommodation	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	2.6	0.9	6.7	1.7	2.8	2.9	2.4	

H6: Did your enterprise encounter the following problems?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Abuse of power								
Activity	Construction	0.0	16.1	1.8	6.0	0.0	3.4	3.3
	Banks and insurance companies	0.0	0.0	5.3	0.0	0.0	3.8	3.2
	Real estate, renting and business activities	2.6	6.3	0.0	0.0	0.0	4.9	3.0
	Manufacturing	0.5	3.5	1.0	1.0	2.9	0.1	1.3
	Transport, storage and communications	0.0	0.0	8.3	0.0	0.0	0.7	0.3
	Wholesale and retail trade	0.0	0.0	14.0	0.6	0.0	0.1	0.2
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Motion picture, video, radio and TV activities	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	0.5	4.1	3.5	1.3	1.2	1.4	1.3	
None of the mentioned								
Activity	Banks and insurance companies	100.0	100.0	94.7	100.0	100.0	96.2	96.8
	Wholesale and retail trade	88.7	85.2	46.5	89.2	79.6	91.1	87.5
	Hotels, camping sites and other short-stay accommodation	91.0	64.3	87.5	87.7	79.5	68.5	79.5
	Construction	78.4	67.6	80.4	57.8	99.7	75.4	76.3
	Transport, storage and communications	77.6	65.3	25.0	88.4	71.5	59.6	73.9
	Manufacturing	73.0	61.7	69.3	69.5	70.4	70.3	70.0
	Real estate, renting and business activities	66.7	29.6	71.4	66.4	49.4	63.2	61.4
	Motion picture, video, radio and TV activities	33.6	100.0	75.0	53.6	33.7	28.6	41.6
Total	78.1	65.3	66.7	74.9	74.9	75.9	75.3	

2.5. QUESTIONNAIRE

USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN ENTERPRISES

MODULE 2.A: General information on ICT system

A1 : Did your enterprise use computers for its operations in January 2009?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> end
A2 : Please indicate the percentage of the number of persons employed who used computers at least once a week in January 2009.	_ _ _ %	
A3 : Did your enterprise use an INTERNAL COMPUTER NETWORK (e.g. LAN – Local area Network) in January 2009?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> go to A5
A4 : Did your enterprise use, in January 2009, a WIRELESS ACCESS within its internal computer network (e.g. Wireless LAN)?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
A5 : Did your enterprise have in use INTRANET (an internal network within the enterprise) in January 2009?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
A6 : Did your enterprise have in use EXTRANET in January 2009?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
A7 : Did your enterprise have in use open source operating systems, such as Linux, in January 2009?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>

MODULE 2.B: Use of the Internet

B1 : Did your enterprise have access to the Internet in January 2009?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/> go to C1
B2 : Please, indicate an estimate of the percentage of the number of persons employed who used the Internet in January 2009.		_ _ _ %	
B3 : Did your enterprise have one of the following types of external connections to the Internet in January 2009?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>
	a) Traditional Modem (dial-up)	<input type="checkbox"/>	<input type="checkbox"/>
	b) DSL (xDSL, ADSL, SDSL, etc.) connection	<input type="checkbox"/>	<input type="checkbox"/>
	c) Cable Internet	<input type="checkbox"/>	<input type="checkbox"/>
	d) Mobile connections (e.g. analogue mobile phone, GSM, GPRS, UMTS, EDGE, CDMA2000 1xEVDO)	<input type="checkbox"/>	<input type="checkbox"/>
B4 : Did your enterprise use the Internet, in January 2009, for the following purposes (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"/>
B5 : Did your enterprise use, in January 2008, the Internet to interact with public authorities?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/> go to B7
B6 : Did your enterprise use the Internet to interact with public authorities 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) For treating an administrative procedure (e.g. declaration, registration, authorization request) completely electronically without the need for additional paper work (including payment if required)	<input type="checkbox"/>	<input type="checkbox"/>
	e) Submitting a proposal in a public 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 : Did the Website of your enterprise provide the following facilities: (your enterprise as provider of Internet services)		YES	NO
		a) Confidentiality (privacy seal) of Website visitors' details or certification related to Website safety	<input type="checkbox"/>
b) Access to product catalogues and price lists	<input type="checkbox"/>	<input type="checkbox"/>	
c) Possibility for visitors to customize or design the products	<input type="checkbox"/>	<input type="checkbox"/>	
d) Online ordering or reservation of goods/services	<input type="checkbox"/>	<input type="checkbox"/>	
e) Online payment	<input type="checkbox"/>	<input type="checkbox"/>	
f) Personalized content on the Website for regular/repeated visitors	<input type="checkbox"/>	<input type="checkbox"/>	
g) Advertisement of open job positions or online job application	<input type="checkbox"/>	<input type="checkbox"/>	
B9 : Did your enterprise use, in January 2009, a 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 OUTSIDE THE ENTERPRISE**Automated data exchange between the enterprise and other ICT systems outside the enterprise means:**

- exchange of messages (e.g. orders, invoices, payment transactions or description of goods) over the Internet or other computer network in an agreed format which allows their automatic processing (e.g. XML, EDIFACT, etc.)
- without individual messages being manually types

		YES	NO
C1: Did your enterprise use automated data exchange in January 2009?		<input type="checkbox"/>	<input type="checkbox"/> go to D1
C2: Was the automated data exchange used for the following purposes?			
a)	Sending orders to suppliers	<input type="checkbox"/>	
b)	Receiving e-invoices	<input type="checkbox"/>	
c)	Receiving orders from customers	<input type="checkbox"/>	
d)	Sending e-invoices	<input type="checkbox"/>	
e)	Sending or receiving information on products (e.g. catalogues, price lists, etc.)	<input type="checkbox"/>	
f)	Sending or receiving transport documents (e.g. consignment notes)	<input type="checkbox"/>	
g)	Sending payment instructions to financial institutions	<input type="checkbox"/>	
h)	Sending or receiving data to/from public authorities (e.g. tax returns, statistical data, etc.)	<input type="checkbox"/>	

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 and services to the final consumer,
- including information on demand forecasts, inventories, production, distribution or development product,
- 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 (see definition in module C), but it excludes normal e-mail messages manually typed.

D1 : Was your enterprise, in January 2009, regularly sharing electronically information on the supply chain management with suppliers or customers?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/> go to E1
D2 : Was your enterprise, in January 2009, regularly sharing electronically the following information with its suppliers?		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 : Was your enterprises, in January 2009, regularly exchanging electronically the following information with its customers?		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"/>

Module 2.E: Automatic share of information within the enterprise**Automatic share of information between different functions of the enterprise means any of the following:**

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

E1: In January 2009, when your enterprise received a sale order (Esther electronically or not), 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 of the enterprise | <input type="checkbox"/> | <input type="checkbox"/> |
| b) | Sending orders to your accounting function | <input type="checkbox"/> | <input type="checkbox"/> |
| c) | Your production or services management | <input type="checkbox"/> | <input type="checkbox"/> |
| d) | Your distribution management | <input type="checkbox"/> | <input type="checkbox"/> |

E2: In January 2009, when your enterprise sent a sale order (either electronically or otherwise), 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 of the enterprise | <input type="checkbox"/> | <input type="checkbox"/> |
| b) | Sending orders to your accounting function | <input type="checkbox"/> | <input type="checkbox"/> |

E3: In January 2009, did your enterprise have in use an ERP software package to share information on sales and/or purchases with other internal functional areas (e.g. finances, planning, marketing, etc.?)

YES

NO

DON'T KNOW

E4: In January 2009, did your enterprise use any software application for managing information about customers (so-called CRM) that allows to:

YES

NO

- | | | | |
|----|--|--------------------------|--------------------------|
| a) | Capture, store and make available to other business functions the information about its clients | <input type="checkbox"/> | <input type="checkbox"/> |
| b) | Make analysis of the information about customers for marketing purposes (setting prices, make sales promotion, choose distribution channels, etc.) | <input type="checkbox"/> | <input type="checkbox"/> |

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

e-commerce means a business communication or transfer of goods and services (purchase and sale) via networks or computers, as well as transfer of capital by using digital communication (ICT).

e-commerce may be done via websites or automated data exchange between enterprises, but it excludes normal e-mail that are typed manually.

Orders received over the Internet (sales)

F1: Did your enterprise receive orders over the Internet (excluding e-mail orders) in January 2008?

YES

NO

go to F6

F2: Please indicate the percentage of orders received in one of the following ways in 2008.

a) Via website

|_|_|_|_| %

b) Via electronically exchanged data (XML, EDIFACT, etc.)

|_|_|_|_| %

F3: Please indicate an estimate of the percentage of the part of turnover resulted from received orders over the Internet in 2008.

|_|_|_|_| %

F4: Please indicate the percentage of electronic sales (compared to electronic sales in 2008) in:

a) Republic of Serbia

|_|_|_|_| %

b) EU countries

|_|_|_|_| %

c) Rest of the world

|_|_|_|_| %

TOTAL

100%

F5: Did your enterprise use a secure protocol, such as SSL or TLS, for the reception or orders over the Internet?

YES

NO

Orders placed over the Internet (purchases)

F6: Did your enterprise order goods/services over the Internet in January 2008 (excluding manually typed e-mails)?

YES

NO

go to G1

F7: Please indicate the percentage, in 2008, of Internet purchases compared to the total value of purchases. (one answer only)			
	a) Less than 1%	<input type="checkbox"/>	
	b) 1% and over, and less than 5%	<input type="checkbox"/>	
	c) 5% and over, and less than 10%	<input type="checkbox"/>	
	d) 10% and over, and less than 25%	<input type="checkbox"/>	
	e) 25% and over	<input type="checkbox"/>	
F8: In 2008, was your enterprise regularly sending e-orders via computer networks to suppliers located in the following areas?		YES	NO
	a) Republic of Serbia	<input type="checkbox"/>	<input type="checkbox"/>
	b) EU countries	<input type="checkbox"/>	<input type="checkbox"/>
	c) Rest of the world	<input type="checkbox"/>	<input type="checkbox"/>

MODULE 2.G: Use of technologies for the radio-frequencies identification (RFID)

Radio-frequency identification (RFID) means:

- automatic identification method for storage and remote retrieval of data using FRID tags and transponders
- RFID tag is a device that may be used or incorporated in and product or object and that transmits information via radio waves.
- RFID system has an aerial and receiver, the latter reading the radio-frequency and transmitting information to the device for signal processing.

		YES	NO
G1: Does your enterprise use RFID devices?		<input type="checkbox"/>	<input type="checkbox"/> go to H1
G2: What are the purposes for using RFID?		YES	NO
a)	Identification of product (e.g. to prevent counterfeiting, theft control)	<input type="checkbox"/>	<input type="checkbox"/>
b)	Monitoring and control of industrial production	<input type="checkbox"/>	<input type="checkbox"/>
c)	Supply chain and inventory tracking and tracing	<input type="checkbox"/>	<input type="checkbox"/>
d)	Management of information about services and maintenance, management of assets	<input type="checkbox"/>	<input type="checkbox"/>
e)	Payment applications (e.g. pay tolls, passengers transport)	<input type="checkbox"/>	<input type="checkbox"/>
f)	Identification of individuals or access control	<input type="checkbox"/>	<input type="checkbox"/>

MODULE 2.H: Security of information systems in enterprises

H1 : Does your enterprise have regulations on information security?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>
H2 : Does your enterprise check the employees' awareness of the information security measures?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>
H3 : Were the following resources requiring alternative resolutions identified in your enterprises: (tick all that apply)			
	a) Human resources	<input type="checkbox"/>	
	b) Hardware	<input type="checkbox"/>	
	c) Software	<input type="checkbox"/>	
	d) Not identified	<input type="checkbox"/>	
H4 : Are users of information systems identified in your enterprise?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>
H5 : Are copying or taking away of data prevented in your enterprise (including the software) on mobile media (e.g. DVD, CD, diskettes, etc.)?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>
H6 : Has your enterprise encountered the following problems: (tick all that apply)			
	a) Accidental damage to information system and information	<input type="checkbox"/>	
	b) Intentional damage to hardware and information (inside and outside)	<input type="checkbox"/>	
	c) Abuse of power	<input type="checkbox"/>	
	d) None of the mentioned	<input type="checkbox"/>	

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 an other 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 with 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 unit 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