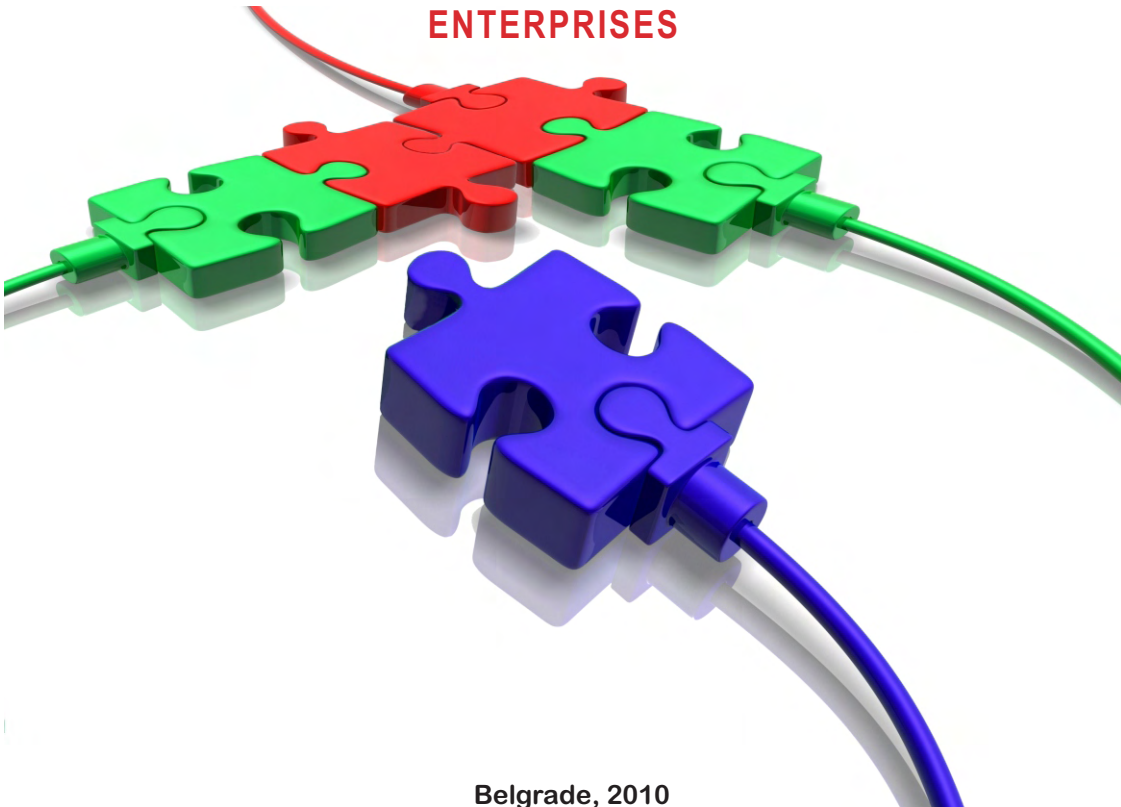**Statistical Office of the Republic of Serbia**

USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN THE REPUBLIC OF SERBIA, 2010

HOUSEHOLDS / INDIVIDUALS
ENTERPRISES

Belgrade, 2010

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 the previous four years, 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 enteprises.

Both surveys were also carried out on the territory of the Republic of Serbia in 2010 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 2010, while selected ones referred to the entire 2009.

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 1400 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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Part 1
ICT usage in households/by individuals
in the Republic of Serbia, 2010

1.33.   When did you last (for private purposes) buy/order goods or services over the Internet?

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

1.35.   Were you concerned, in the last 12 months, about the following possible problems related to Internet usage security?

1.36.   Do you use an IT security software or tool (anti-virus, anti-spam, firewall, etc.)?

1.37.   Which of the following IT security software or tool do you use?

Part 2
ICT usage in enterprises
in the Republic of Serbia, 2010

2.1.   Does your enterprise use computers in its business operations?

2.2.   Enterprises by the percentage of employees who use a computer at least once a week

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

2.4.   Did your enterprise use, in January, ERP?

2.5.   Did your enterprise use, in January 2010, any software application for customers' information management, so-called CRM, allowing:

2.6.   Did your enterprise use during the year open source operating systems, such as Linux?

2.7.   Does your enterprise have access to the Internet?

2.8.   Enterprises by percentage of employees who use the Internet at least once a week

2.9.   Does your institution have any of the following external type of Internet connection?

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

2.11.   Does your enterprise interat with public authorities via the Internet?

2.12.   Does your entrprise interact with public authorities via the Internet for any of the following purposes?

2.13.   Does your enterprise have its Website?

2.14.   Does your enterprise offer the following facilities through its Website?

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

2.16.   Please indicate the percentage for 2009 of Internet purchases in total purchases?

2.17.   Did your enterprise receive orders via the Internet?

2.18.   Does your enterprise use an ICT security protocol, such as SSL or TLS, when receiving orders via the Internet?

2.19.   Did your enterprise defined formally an ICT policy in January 2010?

2.20.   Does the ICT security policy address the following risks?

2.21.   Does your enterprise use the following internal security facilities or procedures?

USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN THE REPUBLIC OF SERBIA, 2010

HOUSEHOLDS / INDIVIDUALS
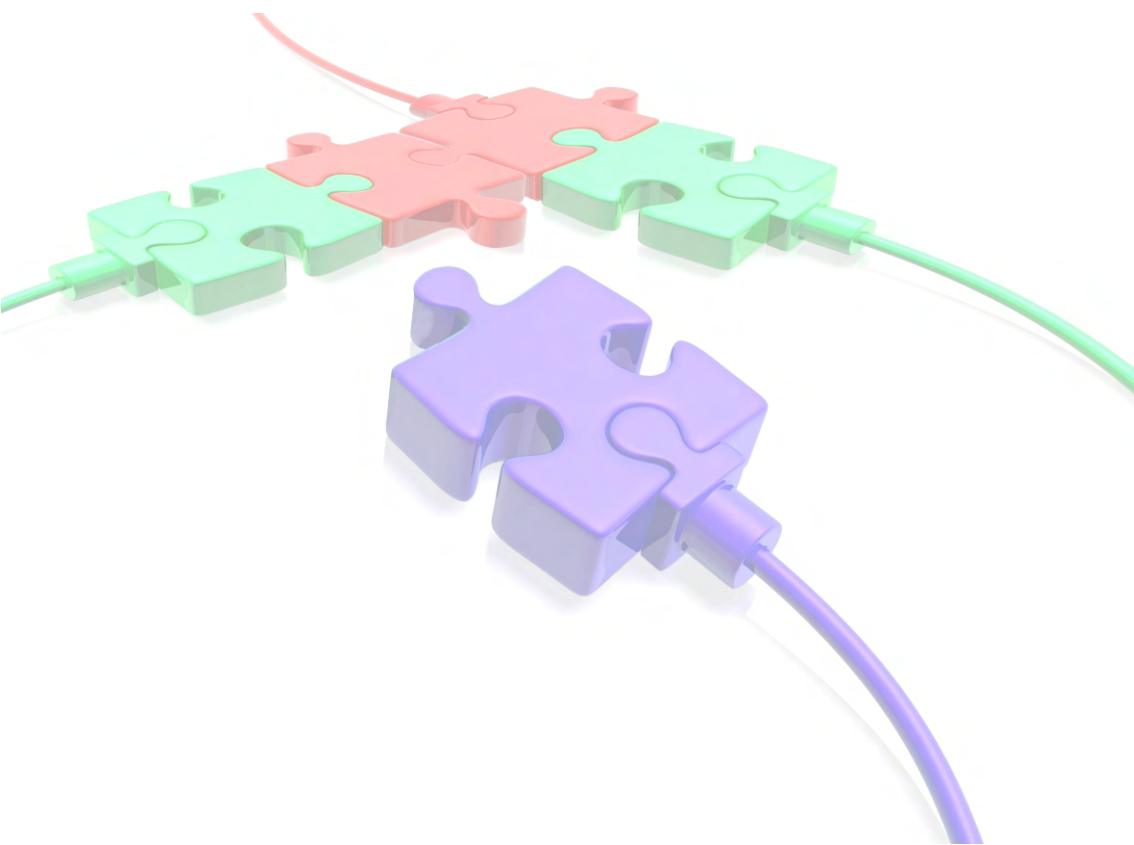
1.1. METHODOLOGY

Carried out	• The survey was carried out from 7 April to 21 April 2010
Type of survey	• Telephone interview
Sample size	• 2400 households • 2400 individuals
Target population	• For households: the target population is made of all households with at least one member aged between 16 and 74 • For individuals: the target population is made of individual age between 16 and 74
Sample type	• Two-stage, stratified sample
Geographical area	• Territory of the Republic of Serbia (without AP Kosovo and Metohia)

1.2. SAMPLE

The survey on ICT usage in households has been carried out on a representative sample of 2400 households on the territory of the Republic of Serbia. The response rate is 95.8% (2299 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	1288	722	289	1161	622	516	1351	948	2299
%	56.0	31.4	12.6	50.5	27.1	22.4	58.8	41.2	100

The same sample has been used to interview individuals aged from 16 to 74 living on the territory of the Republic of Serbia. The response rate is 95.8% (2299 individuals).

Individuals

Sample (individuals)	Age						Sex		Educational level			Employment situation				Total
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female	Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other	
Number	257	273	331	399	518	521	919	1380	621	1198	480	682	569	102	946	2299
%	11.2	11.9	14.4	17.4	22.5	22.6	40.0	60.0	27.0	52.1	20.9	29.7	24.7	4.5	41.1	100

1.3. MAIN FINDINGS

1.3.1. Devices in households

The respondents have been offered to provide several answers to the question relative to the percentage of devices used in households. The survey indicates that 98.7% of households have a TV set and 42.6% cable TV.

> 82% of household have a mobile phone

There are 11.2% of households having a laptop, which is an increase of 1.9%, 5.4% and 7.4% compared to 2009, 2008 and 2007 respectively.

Graph 1.1. Devices used in households
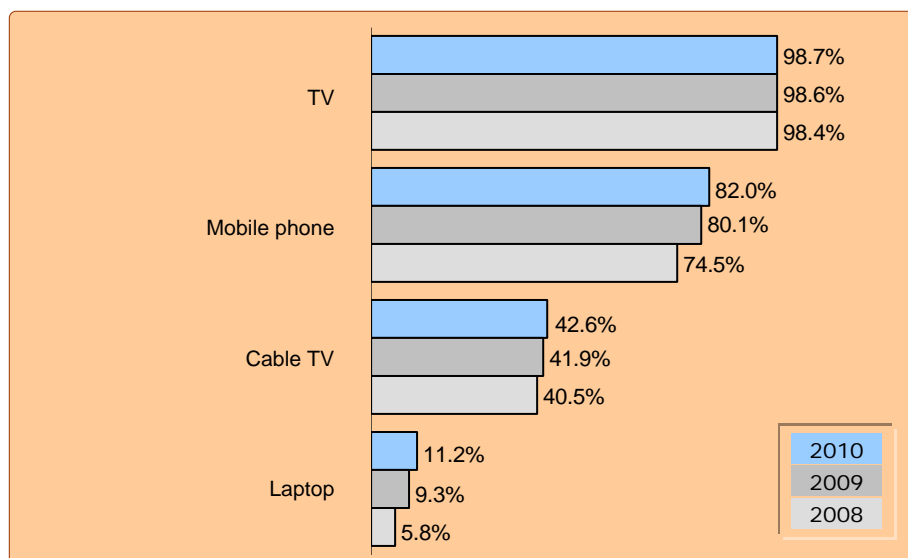
1.3.2. Computers in households

The main findings of this survey indicate that 50.4% of households in the Republic of Serbia have a computer, which is an increase of 3.6%, 9.6% and 16.4% compared to 2009, 2008 and 2007 respectively. The percentage of computers used in households varies as to the territory: in Belgrade it amounts to 60.1%, in Vojvodina to 52.9%, and in Central Serbia to 44.4%.

> 50.4% of households have a computer

Graph 1.2. Computers in households

26.5% (2006), 34.0% (2007), 40.8% (2008), 46.8% (2009), 50.4% (2010)
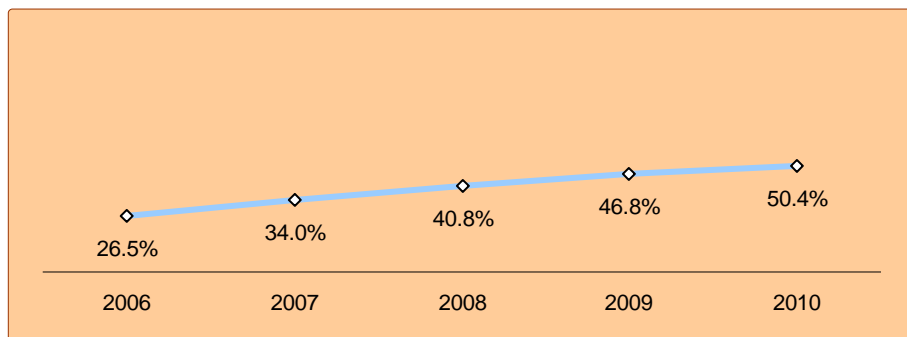
The largest number of households has one computer (89.3%), while two computers are available in much less households (8.2%).

Graph 1.3. Number of computers in households

1 computer: 89.3%
2 computers: 8.2%
3 computers: 1.1%
4 computers: 1.4%
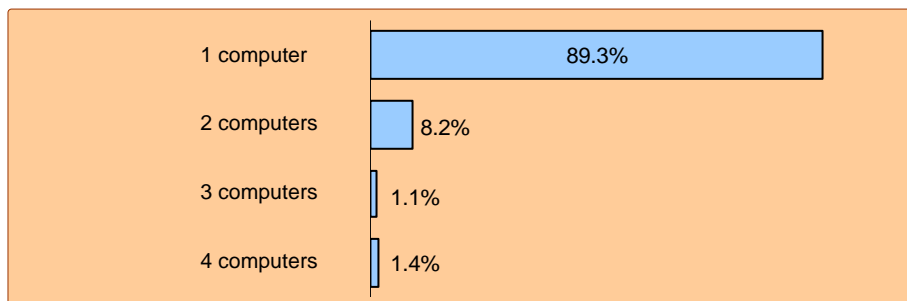
The differences are also visible when comparing the availability of computers in urban and rural areas of Serbia: 58.7% versus 38.3%. Compared to 2009, this gap has slightly diminished. The growth rates of computer availability speak in favor of that. The growth rate in urban areas of Serbia amounts to 2.7%, and rural areas to 4.7% compared to 2009.

Graph 1.4. The percentage of households having a computer, by type of settlements

Urban: 58.7% (2010), 56.0% (2009), 47.5% (2008)
Rural: 38.3% (2010), 33.6% (2009), 31.2% (2008)
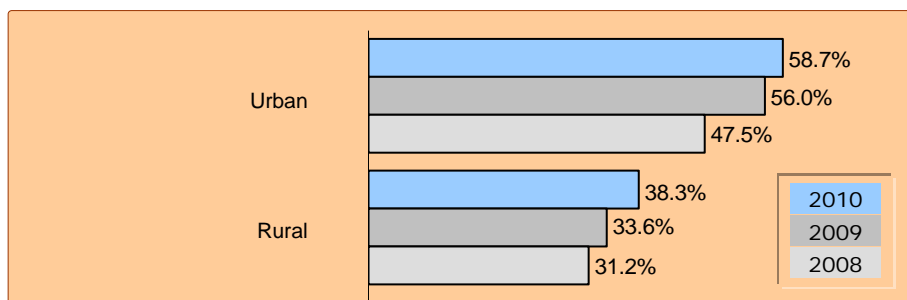
However, when observing the structure of households according to their monthly income one can notice the largest gap as to the availability of computers in households. Computers are mostly used in households with a monthly income exceeding 600 euros (86.2%), while the percentage of households which income does not go beyond 300 euros is 33.2%.

The data for 2009 show that the above mentioned gap diminished slightly in 2010 of which are expressive the growth rates in certain categories of income for 2010 in relation to 2009. The growth rates for households with an income less than 600 euros are, compared to 2009, slightly above 2.7%, the growth rate for households with an income exceeding 600 euros is 0.3%.

> 33.2% households with an income under 300 euros have a computer

Graph 1.5. Percentage of households having a computer, by income level
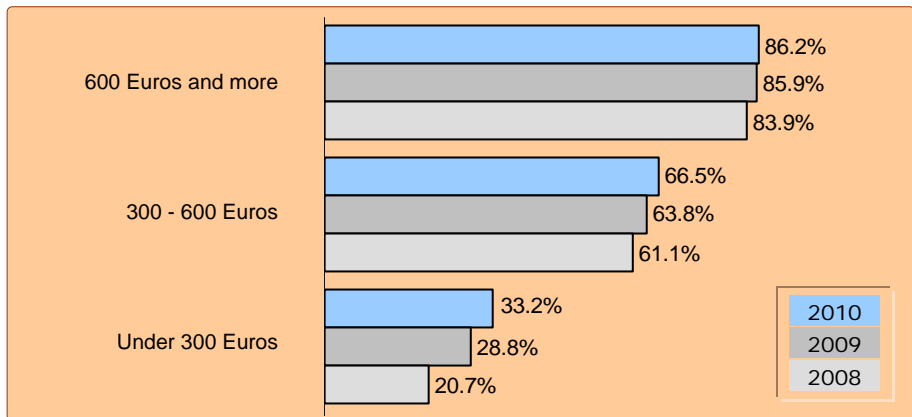
1.3.3. Use of the Internet in households

In the Republic of Serbia 39% of households have an Internet connection, which is an increase of 2.3%, 5.8% and 12.7% compared to 2009, 2008 and 2007 respectively.

> 39% of households have an Internet connection

Graph. 1.6. Does your household have access to the Internet at home?
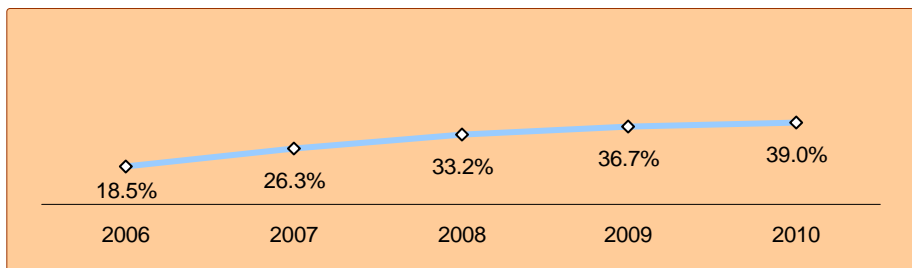
The use of the Internet is most widespread in Belgrade, which percentage is 51.3%, in Vojvodina 41.8%, and in Central Serbia 31.7%.

Graph 1.7. Households having an Internet connection, by type of setttlements
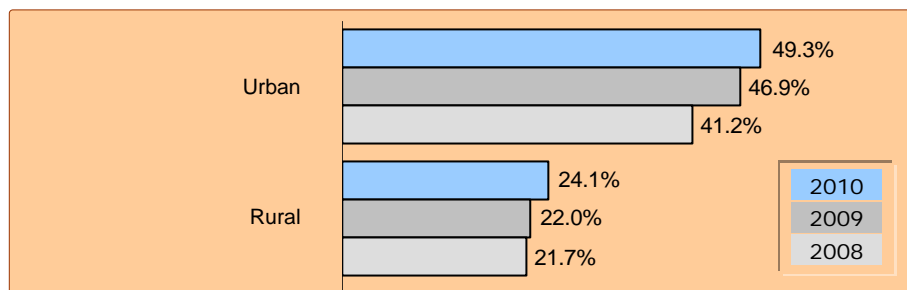
Considerable differences are also visible when the availability of Internet connection is compared in urban and rural areas in Serbia: 49.3% versus 24.1%. Compared to 2009, the results indicate that the gap related to the availability of Internet connection in urban and rural areas in Serbia has slightly increased. In urban areas the growth rate is 2.4%, and in rural areas it amounts to 2.1%.

Alike with the availability of computers in households, there is a large gap with Internet connection when one observes the structure of households according to their monthly income. Internet connection is mostly available in households that have a monthly income exceeding 600 euros (83.5%), then in households which income do go beyond 300 euros (19.2%).

19.2% of households with an income under 300 euros have an Internet connection

The data for 2009 show that the gap as regard the availability of Internet connection, according to income level, slightly increased in 2010 of which are expressive the growth rates in certain categories of income for 2010 in relation to the previous year. The growth rates for households with an income exceeding 600 euros, compared to 2009, amount to 1.5%, and 3.4% with households which income ranges from 300 to 600 euros. The growth rate for households which income do not go beyond 300 euros is 1.3%.

Graph 1.8. Households having an Internet connection, by income level
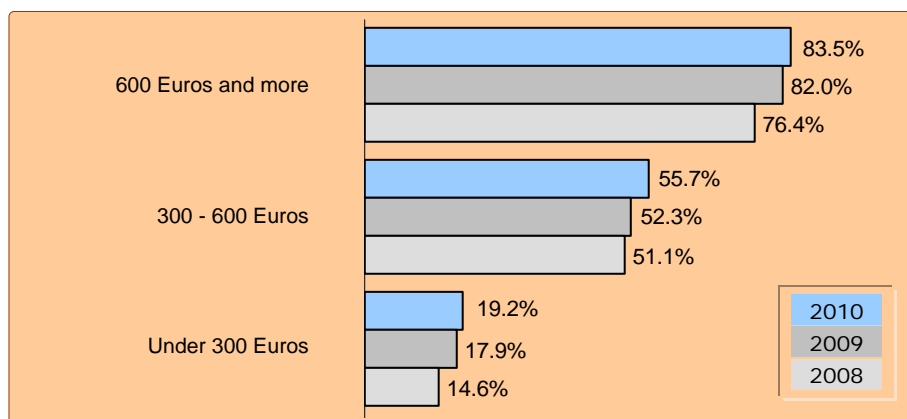
When asked about the devices used to access the Internet, there were 91.1% of households that used a personal computer, 21.8% used a mobile phone and 19.3% a laptop.

The survey results show that the number of households accessing the Internet via a laptop has increased by 3.9% compared to 2009. On the other hand, the number of households accessing the Internet via a personal computer has decreased by 2.1%.

Graph 1.9. Devices used to access the Internet

Device	Percentage
Personal computer (PC)	91.1%
Mobile phone	21.8%
Portable computer (laptop)	19.3%
Game console (play-station)	1.3%
Handheld computer (palmtop)	0.1%
TV set with specific Internet device	0.1%
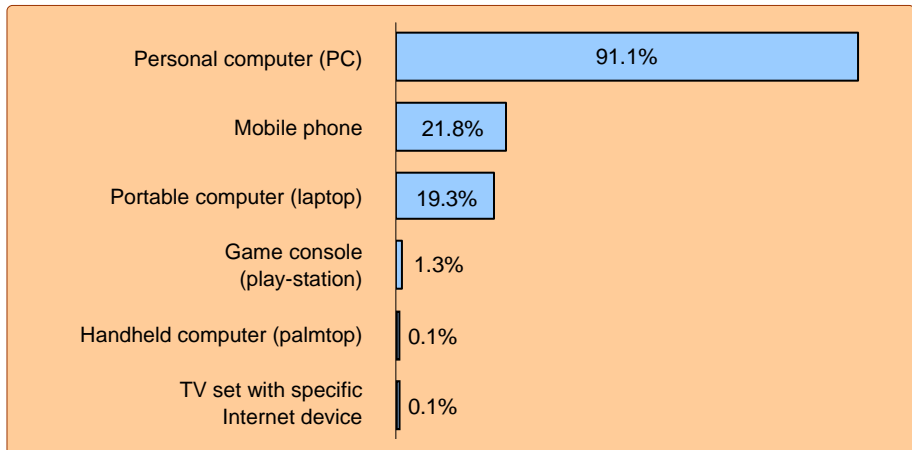
As regard the way the Internet is accessed (type of connection), households have offered the possibility to tick several answers. The results show that of the total number of households having an Internet connection, 47.3% have DSL (ADSL), 24.5% cable Internet, 20% WAP and GPRS, and 17.5% a modem connection.

> 17.5% of households accessing the Internet use the modem connection

The survey results show a decrease in the use of the modem connection by 11.8% compared to 2009, and by 33.6% compared to 2008. This is primarily due to the increase of the use of the broadband connection.

Graph 1.10. Type of Internet connection

DSL (ADSL)	47.3% / 39.5% / 24.4%
Cable TV	24.5% / 23.4% / 23.2%
Modem	17.5% / 29.3% / 51.1%
Mobile phone: WAP, GPRS, itd.	20.0% / 18.0% / 15.5%
ISDN	0.9% / 1.6% / 3.0%

Legend: 2010 / 2009 / 2008
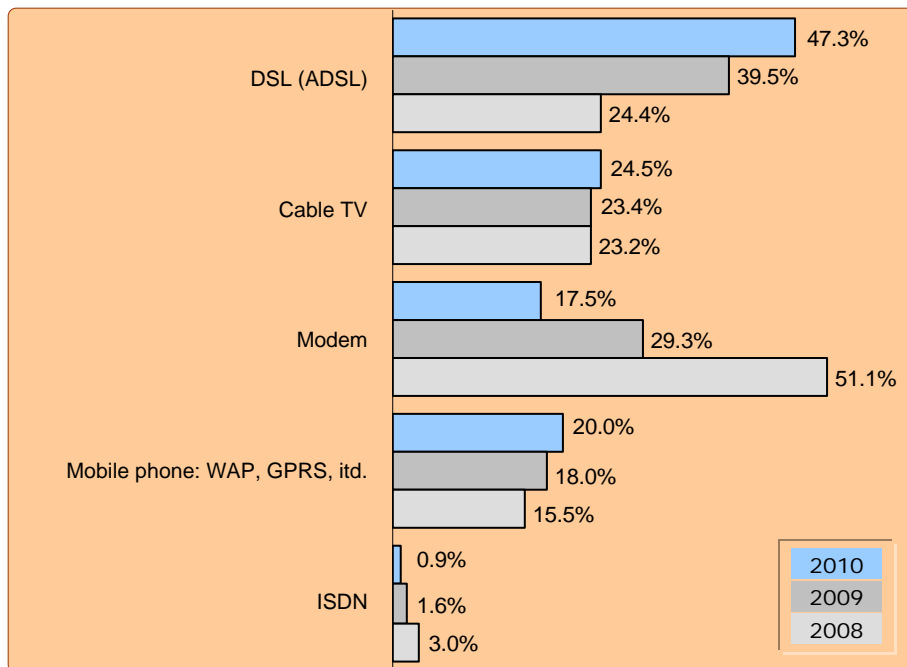
27.6% of households in Serbia have a broadband Internet connection

Broadband Internet connection allows faster access to the Internet and changes the overall way the Internet is used because information can be downloaded from the Internet faster than with the traditional (dial-up) modem connection. Consequently, one of the principle indicators of ICT extensive use in the European Union since 2005 is also the percentage of households having this type of Internet connection. In Serbia, 27.6% of households have a broadband Internet connection, which is an increase of 4.7% compared to 2009 and of 12.1% in relation to 2008. The percentage of use of this type of Internet connection is the highest in Belgrade, amounting to 41.6%, in Vojvodina to 27.8%, and is the lowest in Central Serbia being only 21.1%.

Graph 1.11. Broadband Internet connection in households

Year	%
2010	27.6%
2009	22.9%
2008	15.5%
2007	7.3%
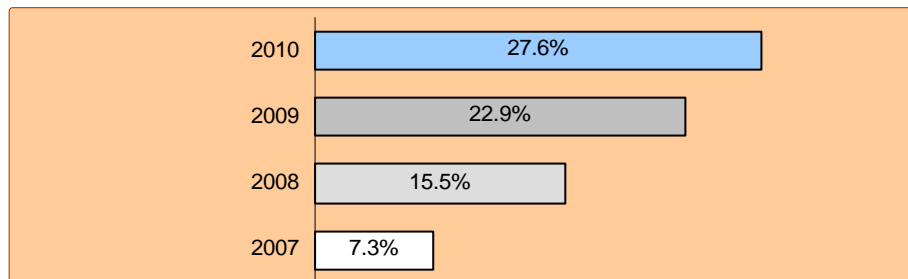
The broadband Internet connection is mostly available in households which monthly income exceeds 600 euros (65.6%). The percentage of households with a income up to 300 euros amounts to 12.1%.

There are considerable differences when one compares the availability of this type of Internet connection in urban and rural areas of Serbia: 38.9% versus 11.4%.

Graph 1.12. Broadband Internet connection in households, by territory

Territory	2010	2009	2008
Belgrade	41.6%	37.6%	27.1%
Vojvodina	27.8%	23.0%	13.0%
Central Serbia	21.1%	16.1%	11.6%
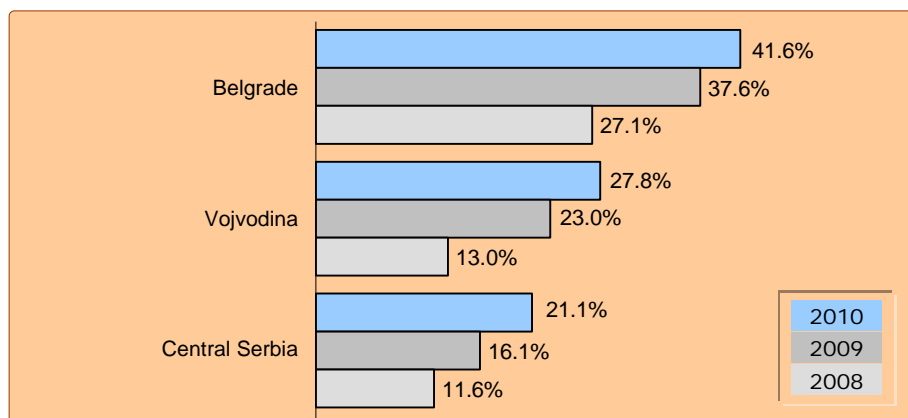
1.3.4. Individuals: use of computers

In the Republic of Serbia there were 50.8% of individuals who used a computer in the last three months, 2% used one more than three months ago, and 3.6% more than a year ago. Even 43.7% of persons did not use a computer. The number of computer users grew by 1%, 4.3% and 8.6% compared to 2009, 2008 and 2007 respectively.

Graph 1.13. When did you last use a computer?
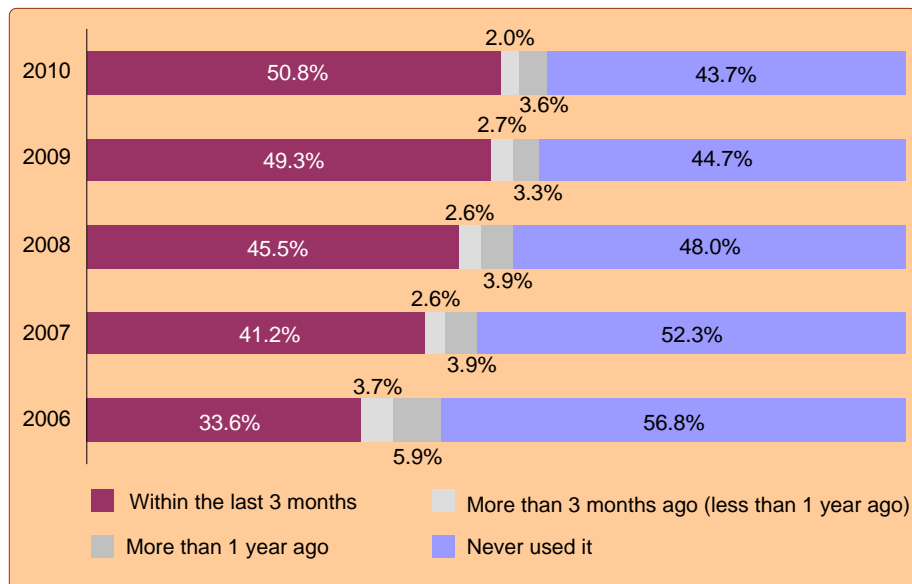
The number of computer users grew by 1% compared to 2009

Compared to 2009, the number of persons who used a computer in the last three months grew by slightly than 50 000.

More than 2 900 000 persons used a computer in the last three months

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

- 77.4% of persons with tertiary education;
- 65.3% of persons with secondary education;
- 28.9% of persons with educational level lower than secondary education.

**Graph 1.14. Percentage of computer users (in the last three months),
by educational level**
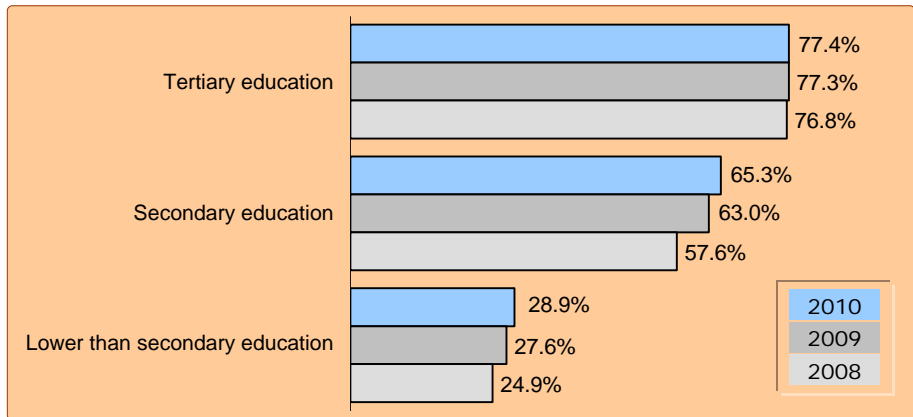
Among computer users, 57.4% have secondary educational level, 24.6% have educational level lower than secondary, and 18% tertiary level.

Graph 1.15. Structure of computer users' education
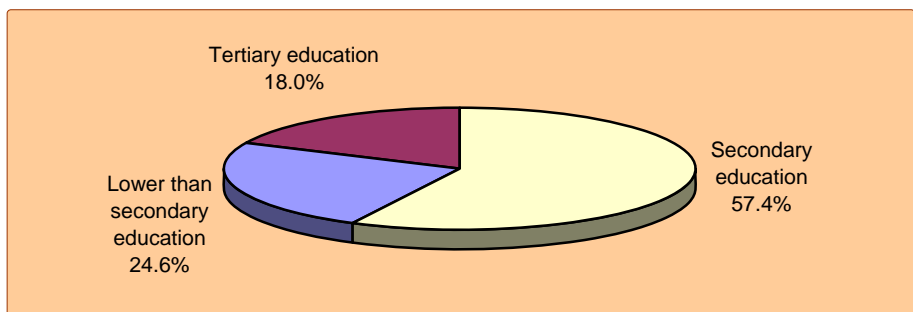
The percentage of computer user (in the last three months, by employment situation:

- 99.2% of students;
- 73.8% of employed persons;
- 45% of unemployed;
- 31.4% of other persons (retired, serving military service...).

**Graph 1.16. Percentage of computer users (in the last three months),
by employment situation**

	2010	2009	2008
Student	99.2%	98.5%	97.9%
Employed	73.8%	73.9%	64.9%
Unemployed	45.0%	38.9%	38.2%
Other	31.4%	30.9%	21.1%
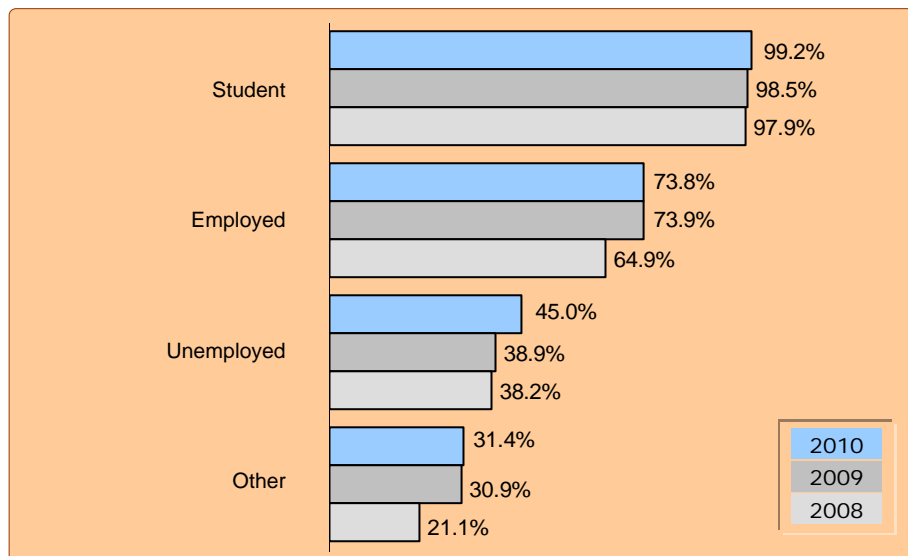
The analysis of the respondents by sex indicates that in the last three months there were 54.8% of men and 46.8% of women who used a computer.

Graph 1.17. Computer use (in the last 3 months), by sex and age

	Female	Male
55-74	11.8%	18.0%
25-54	55.9%	62.7%
16-24	91.0%	94.4%
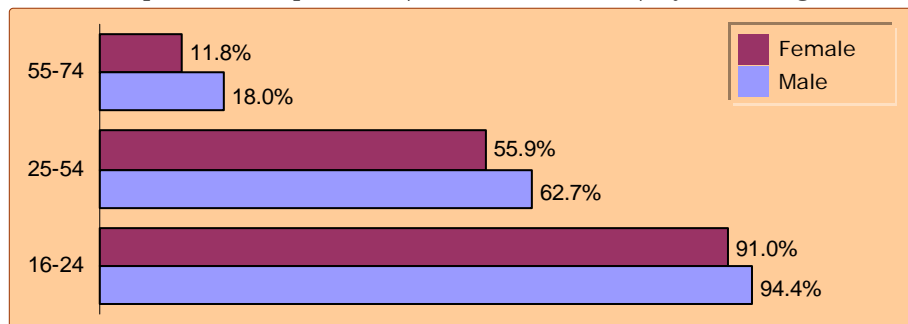
According to the answers to the question about the average frequency of use of computers in the last three months, 77.9% of respondents used a computer every day or almost every day, 17.3% at least once a week, 3.8% at least once a months, and 1% less than once a month.

> More than 2 280 000 persons used a computer every day or almost every day

Compared to 2009, the number of persons who used a computer every day or almost every day has grown by slightly more than 200 000.

Graph 1.18. How oftern on average, did you use a computer in the last three months?
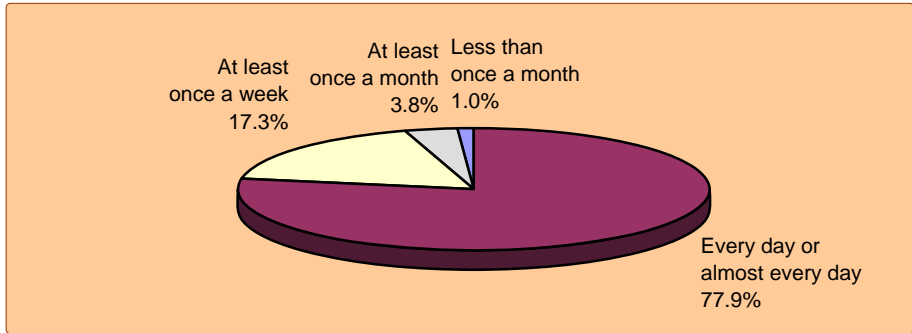
In the last three months, computers were used mostly at home (90.9%), then at place of work (23.5%) and at place of education (12.1%).

Graph 1.19. When did you last take a training course (at least 3 hours) on any aspect of computer use?
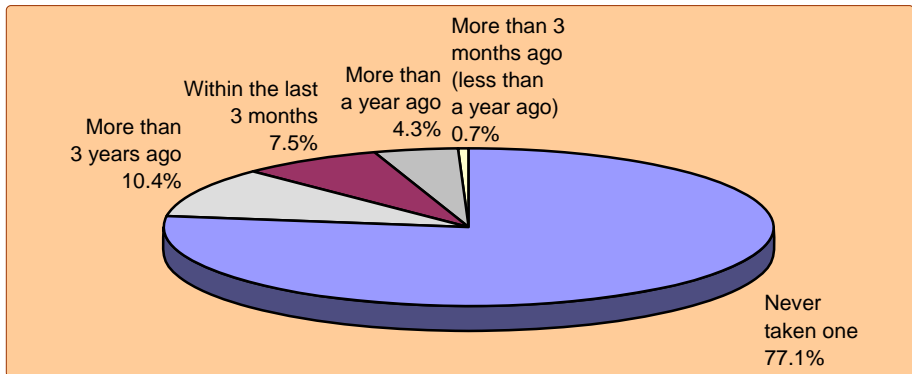
The survey indicates that only 7.5% of respondents took a training course on computer use in the last three months. There were even 77.1% of them who said having never taken one.

1.3.5. Individuals: Use of mobile phone

The survey indicates that 82.7% of population uses mobile phones. The same data for 2009 amounts to 82.3%.

More than 4 785 000 individuals use a mobile phone

Graph 1.20. Use of mobile phone

70.0%	76.8%	81.0%	82.3%	82.7%
2006	2007	2008	2009	2010
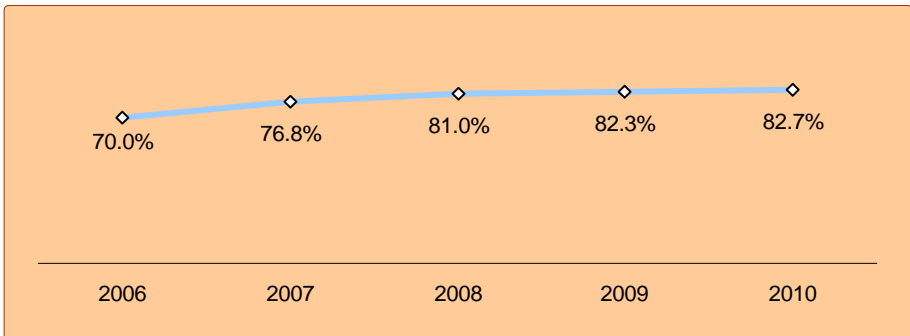
Compared to 2009, the number of individuals who used a mobile phone increased by 25 000.

Graph 1.21. Use of mobile phone, by sex and age

Female
Male

Age	Female	Male
55-74	61.6%	65.9%
25-54	86.7%	88.4%
16-24	96.6%	98.4%
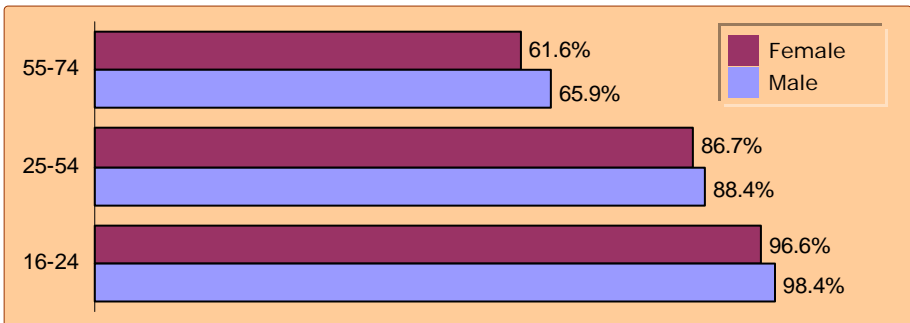
1.3.6. Individuals: use of the Internet

In Serbia, 40.9% of individuals used the Internet in the last three months, 2.7% of respondents used it more than three months ago, and 2.3% more than a year ago. There were even 54.1% of respondent have never used the Internet.

The number of Internet user increased by 2.3%, 5.1 and 11.3% compared to 2009, 2008 and 2007 respectively.

> The number of Internet users increased by 2.3% compared to 2009

Graph 1.22. When did you last use the Internet?
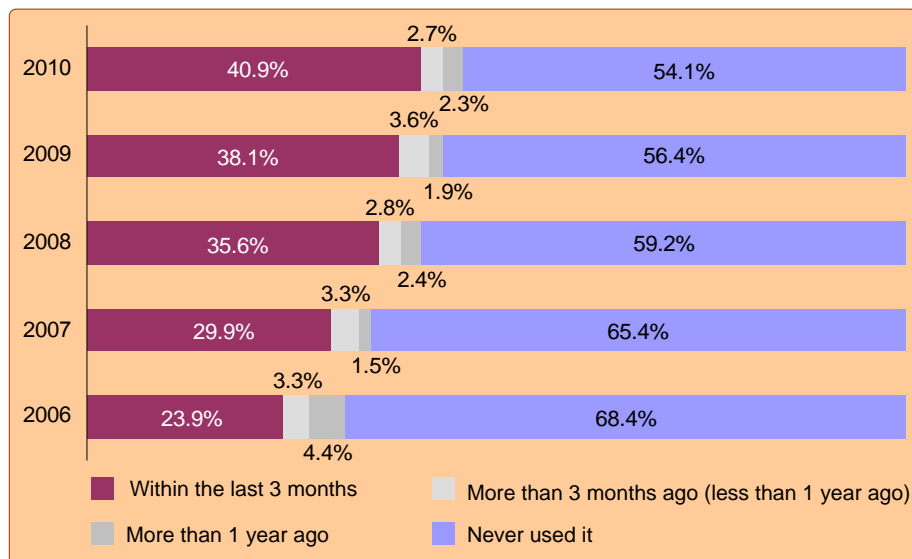
> More than 2 360 000 of individuals used the Internet in the last three months

Compared to 2009, the number of 2009, the number of individuals who used the Internet in the last three months increased by slightly more than 160 000.

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

- 73% of individuals with tertiary educational level;
- 51.5% of individuals with secondary educational level;
- 21.7% of educational level lower than secondary education.

**Graph 1.23. Percentage of Internet users (in the last three months),
by level of educational level**
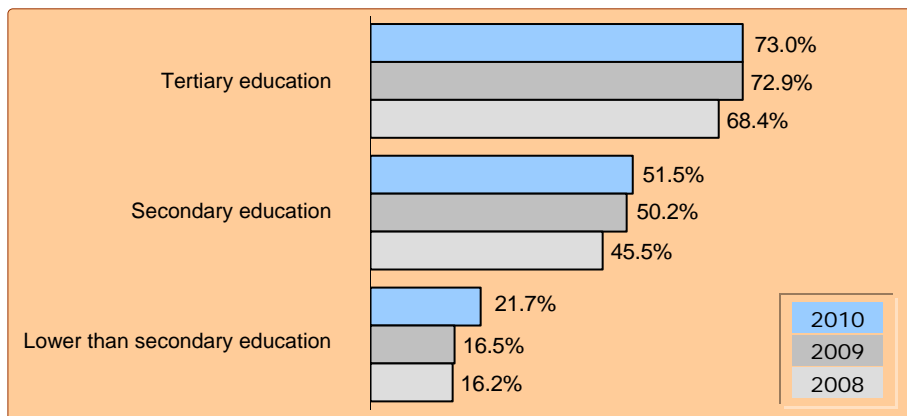
Among Internet users, 56.1% have secondary educational level, 23% of users have educational level lower than secondary education, and 20.9% have tertiary educational level.

Graph 1.24 Structure of Internet users' education
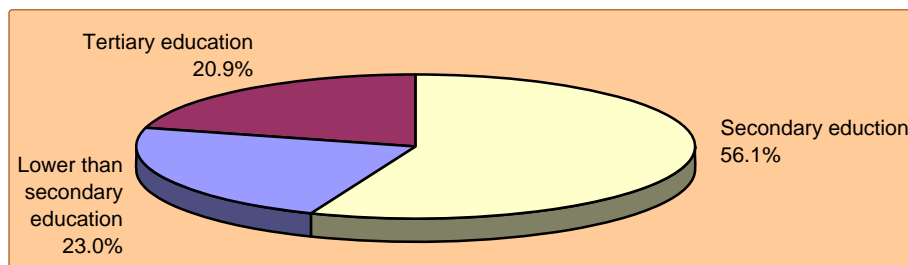
The percentage of Internet users (in the last three months), by professional situation:

- 95.1% of students;
- 58.2% of employed;
- 32.8% of unemployed;
- 25.8% of others (retired persons, serving military service...).

**Graph 1.25. Percentage of Internet users (in the last three months),
by professional situation**
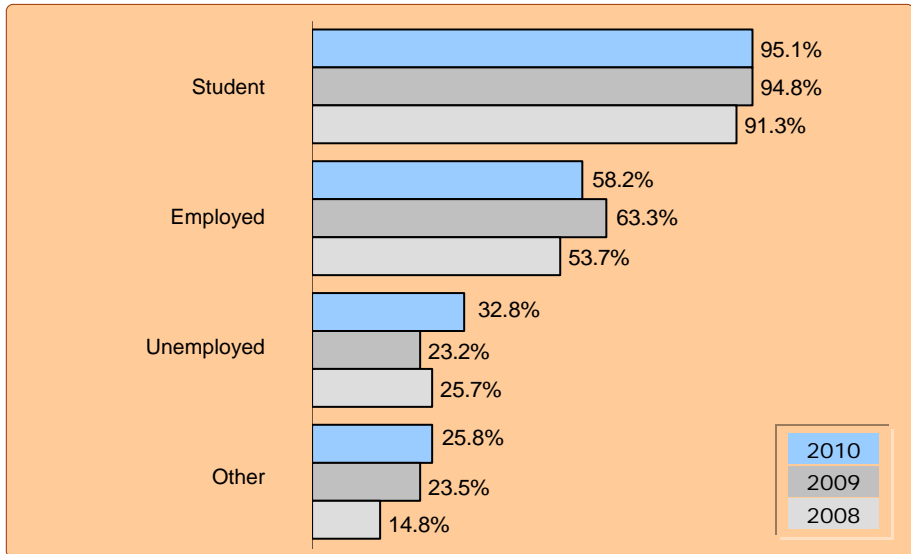
According to the answers concerning the average frequency of Internet use in the last three months, 72.3% of respondents said they used it every day or almost every day.

> More than 1 700 000 of individuals used the Internet every day or almost every day

Compared to 2009, the number of individuals who used the Internet every day or almost every day increased by more than 250 000.

**Graph 1.26. How often, on average, did you use the Internet
in the last 3 months?**
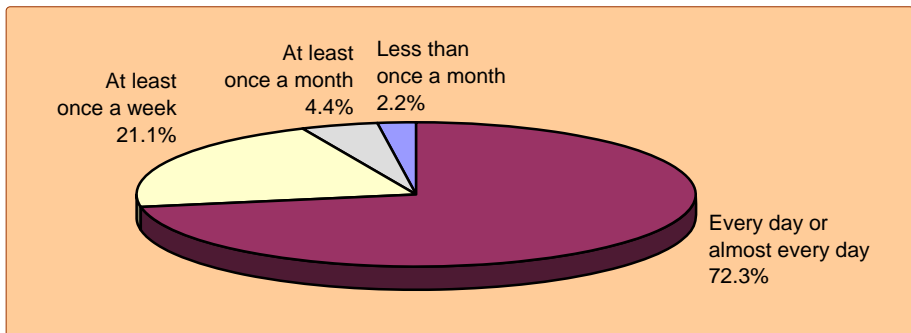
Graph 1.27. Use of the Internet (in the last 3 months), by sex and age
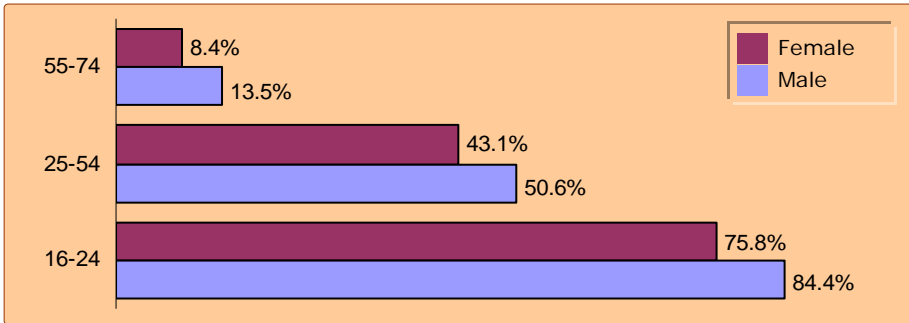
The analysis of respondents by sex indicates that 45.3% men and 36.7% women used the Internet in the last three months.

Graph 1.28. Where did you use the Internet in the last three months?
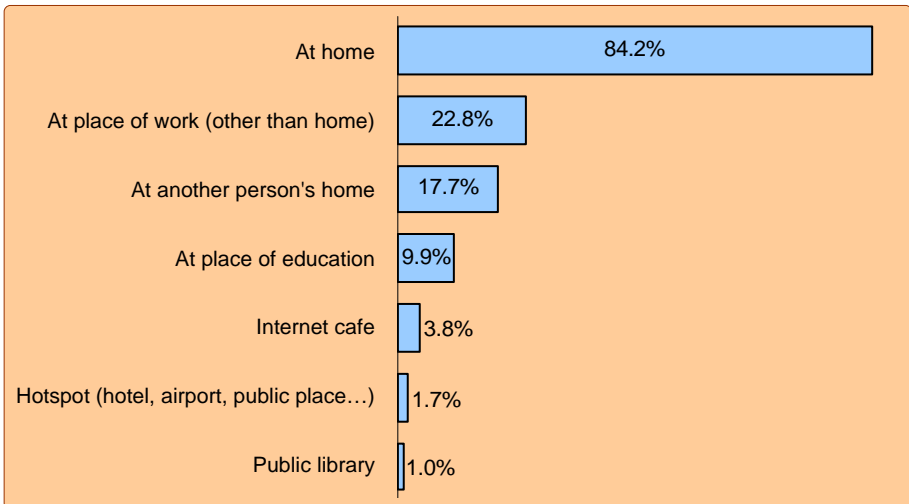
In the last three months most of the respondents used the Internet at home (84.2%), 22.8% used it at place of work, 17.7% at someone else's home, 9.9% at place of education, and 3.8% of respondents used it in Internet-cafés.

Graph 1.29. Use of mobile devices to access the Internet

Category	Value
Mobile phone, via WAP or GPRS	23.5%
Laptop via wireless connection away from home or work	4.4%
Mobile phone, via 3G network	3.7%
Handheld computer (palmtop)	0.8%
None of the above	71.7%
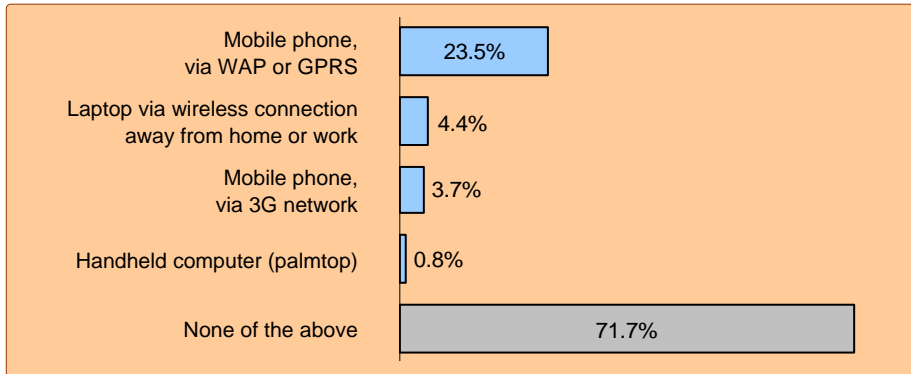
The respondents used devices in the last three months mostly for: sending and receiving e-mails (77.8%), playing or downloading games, images, music, films (54.8%), finding information about goods or services (50%).

Graph 1.30. Types of Internet use (for private use) in the last 3 months

Type of use	Percentage
Sending / receiving e-mails	77.8%
Playing or downloading games, images, films or music	54.8%
Finding information about goods and services	50.0%
Posting messages to chat sites, newsgroups or online discussion forum	44.5%
Reading or downloading on-line newspapers/magazines	41.4%
Telephoning over the Internet/video-calls (via webcam) over the Internet	34.3%
Using services related to travel and accommodation	23.9%
Uploading self-created content on the Internet (text, images, videos, music, etc.)	23.6%
Consulting the Internet for the purpose of learning	22.8%
Listening to web radios/ watching web television	22.2%
Looking for information about education, training or course offers	21.8%
Seeking health-related information	19.7%
Downloading software	16.9%
Looking for a job or sending a job application	12.3%
Internet Banking	8.8%
Selling of goods or services via the Internet (e.g. via auctions)	4.9%
Doing an online course (in any subject)	0.8%

1.3.7. e-government

The survey indicates that 13.2% of respondents among the Internet population use the Internet to interact with public authorities instead of making personal contacts or going directly to public authorities offices, while 48.3% of respondents is interested in using that possibilities, but do not make use of it at the moment.

Graph 1.31. Would you rather use the Internet to interact with public authorities than making personal contacts?

Year	Yes, I have already been using this possibility	Yes I would be interested	No
2010	13.2%	48.3%	38.5%
2009	12.9%	51.1%	36.0%
2008	12.7%	58.0%	29.3%
2007	12.0%	52.0%	36.0%
2006	13.7%	43.1%	43.2%
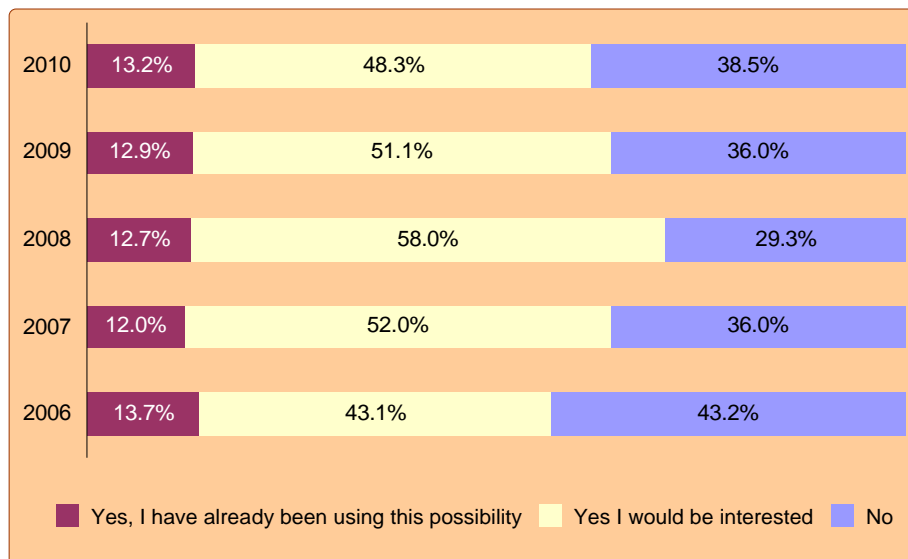
The data that 38.5% of respondent are not interested in using that possibility is disquieting. Compared to 2009, the number of individuals who interacted over the Internet with public authorities grew by 40 000.

More than 325 000 individuals use the Internet to interact with public authorities

Graph 1.32. For which of the following public services did you use the Internet?

Obtaining information from public authorities' web sites	70.3%
Downloading official forms	57.1%
Sending filled in forms	38.6%
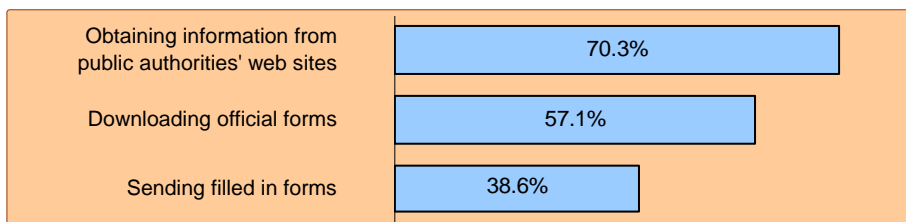
The survey indicates that 70.3% of respondents used in the last three months the Internet to obtain information from public authorities, 57.1% to download official forms and 38.6% to send filled in forms.

1.3.8. e-commerce

As regard the period when Internet users bought/ordered goods or services via the Internet, 6.1% of users bought/ordered goods/services in the last three months, 4.5% did it more than three months ago, and 2.4% more than a year ago.

There are 87% Internet users who have never bought/ordered goods or services via the Internet.

> More than 280 000 persons bought/ordered goods/services over the Internet
> in the last 12 months

**Graph 1.33. When did you last (for private purposes)
buy/order goods or services over the Internet?**
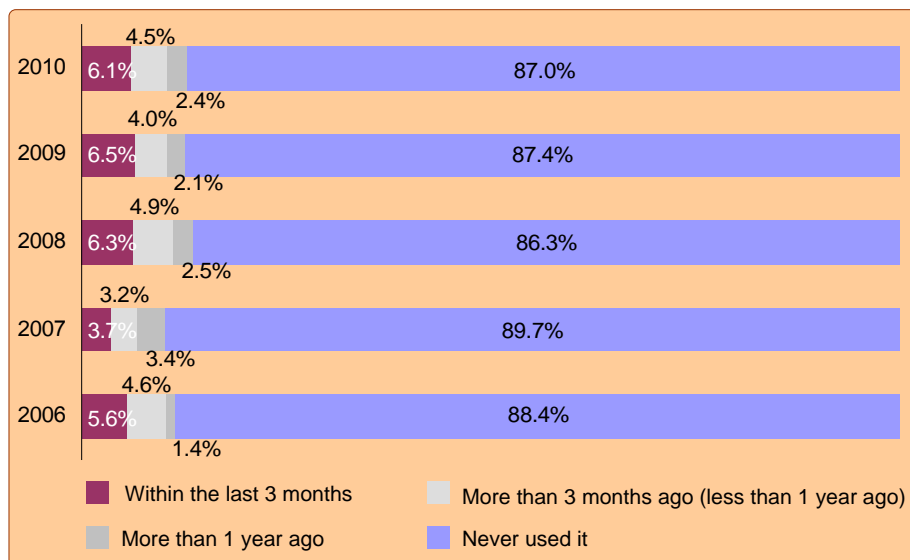
Compared to 2009, the number of individuals who bought or ordered goods/services over the Internet increased by 16 000.

Graph 1.34. What types of goods or services did you buy/order (for private purposes) over the Internet in the last 12 months?

Category	Percentage
Books/magazines/newspapers	23.9%
Clothes, sports goods	19.8%
Household goods (furniture, toys, etc.)	19.0%
Electronic equipment (incl. cameras)	10.3%
Pharmaceutical products	8.7%
Computer software and upgrades	8.3%
Computer hardware	7.1%
Holiday accommodation (hotel, etc.)	5.2%
Other travel arrangements (transport tickets, carhire, etc.)	4.9%
Video games and upgrades	4.2%
Films, music	3.1%
Tickets for cultural events	3.0%
e-learning material	0.6%
Food/groceries	0.5%
Other	9.0%

Most of Internet users buy/order books, magazines and newspapers (23.9%), clothes, sports goods (19.8%) and household goods (19%).

1.3.9. Internet security

According to answers relative to the question whether individuals were concerned with security problems related to Internet usage, 42.7% of users said having problems with viruses or other types of computer infection resulting in loss of information or time.

Graph 1.35. Were you concerned, in the last 12 months, about the following possible problems related to Internet usage security?
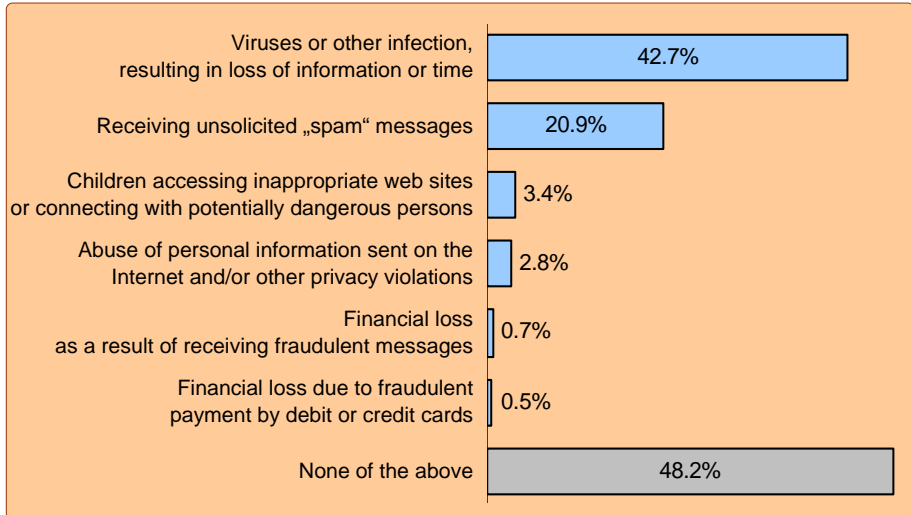
There are 78.% of respondents who use an IT security software or tool (anti-virus, anti-spam, firewall), while 9.3% of respondents do not use any IT security software.

Graph. 1.36. Do you use an IT security software or tool (anti-virus, anti-spam, firewall, etc.)?

Graph 1.37. Which of the following IT security software or tool do you use?

Category	Percentage
Antivirus checking program and/or anti-spyware program	96.6%
e-mail filtering to prevent "Spams"	9.5%
Hardware or software firewall	7.7%
Package which components are unknown	2.8%
Parental control or filtering software	0.9%
Other	1.4%
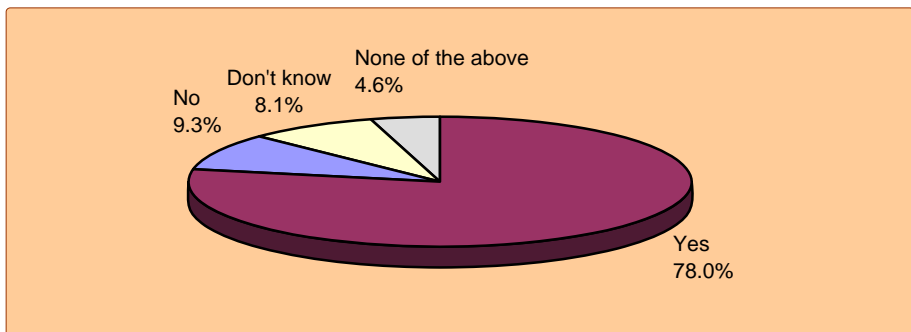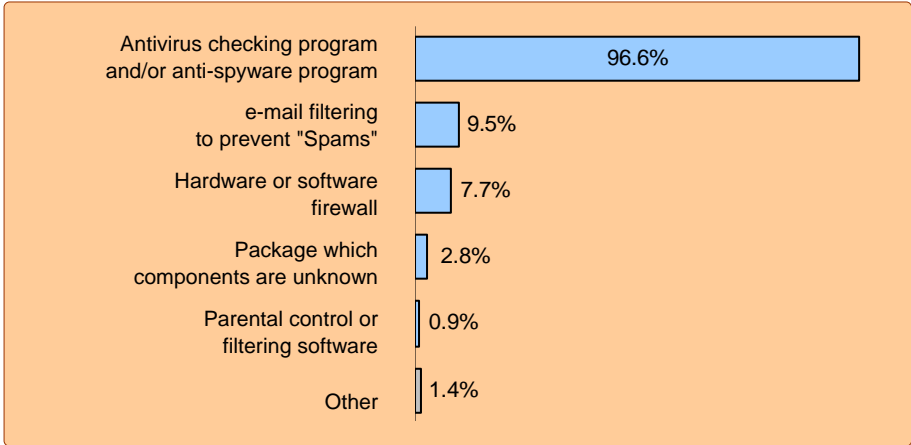
1.4. SURVEY RESULTS

MODULE 1.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 accessed at home (all that apply)									
TV set	97.8	98.5	98.7	97.3	99.1	99.7	98.4	97.8	98.7
Mobile phone	72.4	92.4	97.4	77.7	81.4	92.0	87.9	73.5	82.0
Personal computer (PC)	33.2	66.5	86.2	44.4	52.9	60.1	58.7	38.3	50.4
Cable TV	29.5	55.0	68.5	32.0	43.4	71.0	61.8	16.5	42.6
Laptop	2.8	16.0	35.1	6.5	12.0	20.5	15.0	5.7	11.2
None of the above	0.7	0.1	0.0	0.6	0.3	0.2	0.2	0.7	0.4
A2: Do you or anyone in your household have access to the Internet at home?									
None of the above	79.1	43.8	19.4	67.6	57.4	47.5	50.0	74.9	60.2
Yes	19.2	55.7	83.5	31.7	41.8	51.3	49.3	24.1	39.0
Don't know	1.1	0.6	0.4	0.7	0.8	1.2	0.8	0.9	0.8
A3: Devices on which the Internet is accessed (all that apply)[1]									
Personal computer (PC)	91.8	89.6	93.1	91.2	92.2	90.1	91.8	89.0	91.1
Mobile phone (GPRS)	16.8	22.6	25.8	26.1	11.2	26.6	21.5	22.7	21.8
Portable computer (laptop)	7.2	17.5	35.2	11.7	19.4	29.4	21.0	14.5	19.3
Games consoles (play-station)	0.4	1.0	2.7	0.6	0.6	2.9	1.5	0.9	1.3
TV set with specific Internet device	0.0	0.0	0.4	0.0	0.3	0.0	0.1	0.0	0.1
Handheld computer	0.4	0.0	0.0	0.3	0.0	0.0	0.1	0.0	0.1

[1] Data refer to households that answered "Yes" to question A2.

MODULE 1.A: Access to information and communication technologies

in percentages

Answer (households)	Income			Region			Type of household		Total
	up to 300 Euros	300 - 600 Euros	more than 600 Euros	Central Serbia	Vojvodina	Belgrade	urban	rural	
A4: Type of Internet connection (all that apply)[1]									
DSL(ADSL)	39.8	47.1	55.5	50.1	41.6	49.2	50.3	38.5	47.3
Cable Internet	21.8	23.8	28.4	16.6	25.5	34.1	29.6	9.4	24.5
Mobile phone (over GPRS)	16.0	20.7	23.0	25.6	9.4	23.1	19.3	22.1	20.0
Modem	25.5	17.2	9.5	21.9	17.2	11.8	14.6	26.0	17.5
Wireless Internet (WiFi, WiMax)	10.3	12.2	12.5	9.9	16.4	9.6	8.5	21.2	11.8
Mobile phone (over 3G)	0.4	1.6	1.1	0.8	1.6	1.1	1.2	0.8	1.1
ISDN	1.2	0.5	1.2	0.5	2.2	0.0	0.8	1.1	0.9
A5: Reasons for not having access to the Internet at home (all that apply)[2]									
Don't need the Internet	35.7	33.1	30.7	28.9	39.4	46.8	36.9	33.0	34.9
Equipment costs too high	15.9	17.3	8.9	17.5	11.7	17.3	17.4	14.6	15.9
Don't want the Internet	11.6	10.3	12.5	12.2	4.8	18.5	11.7	11.1	11.4
Access costs too high	8.6	10.3	8.5	9.1	7.0	11.6	10.3	7.8	9.0
Lack of skills	4.3	5.6	8.9	4.8	4.1	5.7	5.5	4.1	4.8
Physical disability	4.9	2.6	3.2	5.3	2.1	4.6	3.4	5.2	4.3
Have access to the Internet elsewhere	0.9	5.7	9.5	2.0	1.7	4.2	3.4	1.4	2.3
Privacy or security concerns	0.5	0.2	0.0	0.0	0.7	1.1	0.4	0.3	0.4
None of the above, other reasons	32.7	27.9	31.7	34.0	33.9	20.4	28.3	34.7	31.6

[1] Data refer to households that answered "Yes" to question A2.

[2] Data refer to households that answered "No" to question A2.

MODULE 1.B: Use of

Answers (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	man	woman
B1: When did you last								
Within the last 3 months	92.7	75.0	60.3	43.5	18.6	9.6	54.8	46.8
More than 3 months ago (less than 1 year ago)	0.8	2.9	2.6	1.9	2.8	0.5	2.1	1.9
More than 1 year ago	2.0	2.9	4.6	2.9	6.4	2.2	2.9	4.2
Never used one	4.5	19.2	32.5	51.8	72.3	87.7	40.2	47.0
B2: How often, on average, did you								
Every day or almost every day	86.6	73.9	75.3	77.8	80.6	40.2	75.8	80.2
At least once a week	12.1	20.6	19.4	14.5	15.4	45.3	19.3	15.1
At least once a month	1.3	3.3	4.6	6.2	4.0	13.1	3.7	4.0
Less than once a month	0.0	2.2	0.7	1.4	0.0	1.4	1.2	0.7
B3: Where did you use a computer								
At home	92.2	88.7	92.4	89.3	90.6	100.0	92.6	89.0
Ata place of work (other than home)	4.7	29.5	31.3	36.3	29.6	3.7	20.5	27.0
At another person's home	31.1	4.9	2.3	1.2	1.4	6.8	9.0	12.8
At place of education	21.0	13.0	8.6	4.7	4.1	0.7	11.8	12.3
Other (Internet-cafe, hotel...)	8.5	2.3	2.4	1.4	0.6	0.7	4.4	2.9
B4: When did you last take a training course								
Never taken one	79.8	80.7	77.9	67.9	70.7	87.8	80.3	73.7
More than 3 years ago	3.8	9.1	10.9	18.6	18.8	5.0	7.9	13.1
Within the last 3 months	10.1	6.6	5.9	8.0	6.8	2.2	7.3	7.6
More than 1 year ago	4.7	3.4	4.8	5.0	3.2	5.0	3.8	4.9
More than 3 months ago (less than 1 year ago)	1.5	0.3	0.4	0.6	0.5	0.0	0.7	0.7

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

[2] Data refer to individuals who answered "Never taken one" to question B1.

computers

in percentages

Educational level			Employment situation					Answers (individuals)
lower than secondary	secondary	tertiary	employee	unemployed	student	other	Total	
use a computer?								
28.9	65.3	77.4	73.8	45.0	99.2	31.4	50.8	Within the last 3 months
1.2	2.7	2.2	2.8	2.8	0.0	0.7	2.0	More than 3 months ago (less than 1 year ago)
1.3	5.8	3.3	2.8	4.7	0.8	3.6	3.6	More than 1 year ago
68.6	26.2	19.1	23.6	47.6	0.0	64.3	43.7	Never used one
use a computer in the last 3 months?[1]								
76.8	75.6	86.5	79.7	71.1	87.8	79.6	77.9	Every day or almost every day
20.6	18.0	10.7	14.7	21.8	12.2	18.4	17.3	At least once a week
2.6	4.8	2.4	4.1	5.8	0.0	1.8	3.8	At least once a month
0.0	1.6	0.4	1.4	1.3	0.0	0.2	1.0	Less than once a month
in the last 3 months? (all that apply)[1]								
95.2	88.9	91.2	86.9	94.4	89.0	95.1	90.9	At home
4.7	20.5	59.2	48.0	3.7	6.8	7.2	23.5	Ata place of work (other than home)
18.4	9.5	4.5	1.8	3.1	47.3	25.7	10.8	At another person's home
11.7	13.4	8.5	8.2	8.5	32.6	16.7	12.1	At place of education
3.8	4.0	2.7	2.4	2.2	12.8	5.0	3.7	Other (Internet-cafe, hotel...)
(at least 3 hours) on any aspect of computer use?[2]								
89.0	79.5	52.9	69.6	84.7	66.5	84.9	77.1	Never taken one
3.9	8.1	26.9	16.1	6.4	6.7	6.0	10.4	More than 3 years ago
4.5	8.5	8.1	8.0	4.9	18.7	6.0	7.5	Within the last 3 months
1.9	3.4	11.0	5.5	3.3	5.8	3.1	4.3	More than 1 year ago
0.6	0.6	1.2	0.8	0.7	2.3	0.0	0.7	More than 3 months ago (less than 1 year ago)

MODULE 1.C: Use of

Answers (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	man	woman
C1: When did you last								
Within the last 3 months	80.2	62.1	47.8	31.6	12.5	8.5	45.3	36.7
More than 3 months ago (less than 1 year)	2.7	4.8	3.9	2.4	1.1	0.3	3.0	2.3
More than 1 year ago	2.6	2.4	2.7	2.1	3.4	0.6	1.9	2.7
Never used it	14.6	30.8	45.6	63.9	83.0	90.6	49.8	58.3
C2: How oftern, on average, did you								
Every day or almost every day	74.4	70.0	74.6	73.8	79.5	37.1	72.5	72.2
At least once a week	23.0	20.5	18.1	20.6	9.6	53.5	21.3	20.9
At least once a month	2.3	6.2	4.7	3.6	4.8	9.3	4.0	4.9
Less than once a month	0.3	3.4	2.6	2.0	6.2	0.0	2.3	2.0
C3: Where did you use the Internet in								
At home	78.9	83.5	85.7	89.9	89.4	97.6	87.5	80.3
At place of work (other than home)	3.7	29.1	33.3	35.5	31.8	4.1	21.9	23.9
At another person's home	31.6	17.3	11.5	6.5	6.1	0.8	17.4	18.0
At place of education	26.2	4.4	1.9	1.5	1.0	8.5	8.8	11.0
In Internet-café	8.6	1.4	3.2	1.3	0.9	0.8	4.6	3.0
Hotspot (at hotels, ariports, public places, ...)	2.1	1.4	1.8	2.4	0.0	0.0	2.3	1.0
In public library	2.4	0.0	1.2	0.6	-	0.0	1.4	0.6
C4: Did you use one of the following								
Mobile phone, via WAP or GPRS	35.4	21.7	21.7	13.4	13.8	1.4	25.4	21.3
Laptop, via wireless connection, away from home or work	4.1	4.5	2.9	4.8	7.2	8.9	4.5	4.2
Mobile phone, via 3G	6.0	4.9	1.7	1.6	1.0	0.0	4.0	3.4
Handheld computer (palmtop)	1.3	0.4	0.7	0.3	2.2	0.0	0.4	1.3
None of the above	59.9	72.9	74.7	82.6	79.7	91.1	69.5	74.3

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

the Internet

in percentages

Educational level			Employment situation					Answers (individuals)
lower than secondary	secondary	tertiary	employee	unemployed	student	other	Total	
use the Internet?								
21.7	51.5	73.0	58.2	32.8	95.1	25.8	40.9	Within the last 3 months
0.5	4.8	2.3	4.8	2.3	4.8	0.7	2.7	More than 3 months ago (less than 1 year)
1.2	3.5	2.2	2.5	2.7	0.0	2.1	2.3	More than 1 year ago
76.6	40.2	24.8	34.5	62.3	0.1	71.3	54.1	Never used it
use the Internet in the last 3 months? [1]								
66.2	71.6	81.2	77.5	65.9	77.8	66.9	72.3	Every day or almost every day
30.1	20.4	13.2	15.4	24.2	22.2	28.8	21.1	At least once a week
3.8	4.7	4.3	4.6	6.7	0.0	3.2	4.4	At least once a month
0.0	3.3	1.3	2.5	3.3	0.0	1.1	2.2	Less than once a month
last 3 months? (all that apply) [1]								
84.9	83.8	84.6	83.7	87.4	81.3	82.7	84.2	At home
4.7	18.1	55.5	46.8	3.4	2.8	6.5	22.8	At place of work (other than home)
17.8	20.7	9.5	10.8	16.5	36.8	24.8	17.7	At another person's home
18.0	8.0	5.8	1.8	3.3	41.8	19.8	9.9	At place of education
5.0	3.8	2.6	2.9	1.0	10.4	6.2	3.8	In Internet-café
0.0	2.4	1.7	1.6	1.2	6.2	0.4	1.7	Hotspot (at hotels, ariports, public places, ...)
0.0	1.6	0.7	0.8	0.0	6.3	0.4	1.0	In public library
mobile device to access the Internet? (all that apply) [1]								
22.3	25.4	19.9	22.1	22.0	36.3	22.4	23.5	Mobile phone, via WAP or GPRS
1.8	4.3	7.2	4.5	3.7	8.9	2.7	4.4	Laptop, via wireless connection, away from home or work
2.2	4.7	2.7	4.1	2.3	8.3	2.5	3.7	Mobile phone, via 3G
0.0	1.2	0.5	1.0	0.2	2.1	0.3	0.8	Handheld computer (palmtop)
77.0	68.9	73.6	71.9	74.6	53.7	76.3	71.7	None of the above

MODULE 1.C: Use of

Answers (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	man	woman
C5: For which of the following activities (for private purposes)								
Sending/receiving e-mails	69.5	81.1	82.1	81.7	77.3	81.7	76.8	79.1
Playing or downloading games, images, films or music	73.0	54.6	43.2	43.0	27.8	61.0	54.0	55.7
Finding information about goods or services	36.5	58.3	53.5	59.3	54.3	27.3	47.9	52.5
Posting messages to chat sites, newsgroups or online discussion forum	61.4	43.8	39.7	31.2	30.3	2.9	45.4	43.4
Reading or downloading online news/newspapers/news magazines	32.1	44.7	41.9	47.4	45.0	63.0	40.2	42.7
Telephoning over the Internet / video calls (via webcam)	29.9	34.5	32.7	35.3	39.1	76.0	36.4	31.9
Using services related to travel and accommodation	18.0	28.2	27.8	24.7	24.0	8.7	23.3	24.5
Uploading self-created content (text, images, photos, videos, music, etc.)	33.6	19.4	20.0	16.9	10.3	46.8	23.1	24.2
Consulting the Internet with the purpose of learning	26.0	21.5	21.3	25.8	17.3	7.4	22.3	23.4
Listening to web radios or watching web television	26.6	20.4	22.9	20.6	18.2	5.6	21.0	23.7
Looking for information about education, training or course offers	23.5	25.4	23.1	16.8	12.3	2.4	21.8	21.8
Seeking health-related information	8.9	25.0	26.5	23.4	22.0	6.2	15.8	24.3
Downloading software	20.9	15.3	15.3	18.4	13.6	-	22.0	10.9
Looking for a job or sending a job application	5.9	24.3	9.4	10.0	8.3	2.5	11.7	13.1
Internet banking	1.0	16.1	9.7	10.8	8.4	1.2	8.6	9.0
Selling of goods or services, (e.g. via auctions)	5.0	4.4	5.8	5.6	5.1	-	5.6	4.2
Doing an online course (in any subject)	0.1	0.8	1.7	1.1	1.3	-	0.9	0.8

[1] Data refer to individuals who answered "Withing the last 3 months" to question C1.

the Internet

in percentages

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

did you use the Internet in the last 3 months? [1]

lower than secondary	secondary	tertiary	employee	unemployed	student	other	Total	Answers (individuals)
68.8	77.9	87.3	84.4	71.4	83.8	69.2	77.8	Sending/receiving e-mails
64.2	55.8	41.7	47.2	54.6	65.2	66.1	54.8	Playing or downloading games, images, films or music
27.6	52.2	68.8	57.2	50.9	55.2	31.2	50.0	Finding information about goods or services
47.9	45.3	38.5	38.0	45.4	71.1	44.2	44.5	Posting messages to chat sites, newsgroups or online discussion forum
22.4	43.3	56.9	49.1	32.1	47.8	33.7	41.4	Reading or downloading online news/newspapers/news magazines
34.4	34.0	35.2	34.7	31.0	44.8	32.8	34.3	Telephoning over the Internet / video calls (via webcam)
10.8	23.0	40.6	32.3	15.6	27.8	14.7	23.9	Using services related to travel and accommodation
26.7	23.5	20.3	20.2	20.1	40.2	27.2	23.6	Uploading self-created content (text, images, photos, videos, music, etc.)
23.1	20.8	27.9	22.1	16.3	37.2	25.7	22.8	Consulting the Internet with the purpose of learning
16.4	22.8	27.2	22.3	17.1	38.9	20.7	22.2	Listening to web radios or watching web television
14.5	23.9	24.3	23.0	15.8	40.5	18.1	21.8	Looking for information about education, training or course offers
11.3	19.8	28.6	26.2	18.7	13.7	10.1	19.7	Seeking health-related information
11.5	16.1	25.1	17.6	13.2	28.3	14.7	16.9	Downloading software
6.0	15.3	11.4	9.7	24.5	12.1	2.6	12.3	Looking for a job or sending a job application
6.1	6.7	17.4	13.5	8.2	2.1	2.6	8.8	Internet banking
4.5	5.2	4.8	5.8	7.7	0.3	1.8	4.9	Selling of goods or services, (e.g. via auctions)
-	0.6	2.6	1.5	-	1.3	0.4	0.8	Doing an online course (in any subject)

MODULE 1.F:

Answers (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	man	woman
C6: Would you rather interact via the Internet with public								
Yes, I would (but I do not use this possibility at the moment)	39.8	51.5	53.6	53.0	54.6	26.1	47.3	49.5
No	51.3	35.3	29.1	30.3	32.2	70.7	40.9	36.0
Yes, I have been already using this possibility	8.9	13.2	17.3	16.7	13.2	3.2	11.9	14.5
C7: For which of the following services did you interact via the								
Within the								
Obtaining information from public institutions websites	71.2	64.0	66.1	76.5	92.0	100.0	58.8	81.3
Downloading official forms	56.2	61.4	43.8	62.0	78.0	100.0	50.8	63.1
Sending filled in forms	45.2	46.5	28.3	22.3	72.6	100.0	32.8	44.2
Withint the								
Obtaining information from public institutions websites	9.9	18.6	24.5	15.1	8.0	0.0	22.3	11.9
Downloading official forms	21.3	11.9	23.7	18.5	14.4	0.0	17.9	18.5
Sending filled in forms	34.8	23.7	29.6	22.7	14.4	0.0	29.6	23.8

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

[2] Data refer to individuals who answered "Yes, I have already been using this possibility" to questiona C6.

e-government[1)]

in percentages

Educational level			Employment situation					Answers (individuals)
lower than secondary	secondary	tertiary	employee	unemployed	student	other	Total	
authorities than having personal contacts?								
34.2	51.6	54.4	55.5	45.2	52.4	34.6	48.3	Yes, I would (but I do not use this possibility at the moment)
58.4	37.9	19.0	27.0	46.3	35.9	55.7	38.5	No
7.4	10.4	26.6	17.5	8.5	11.7	9.8	13.2	Yes, I have been already using this possibility
Internet with public authorities in the last 3 months? (all that apply)[2)]								
3 months								
68.8	64.5	77.6	71.8	56.3	78.4	74.7	70.3	Obtaining information from public institutions websites
58.2	57.3	56.5	57.7	50.3	62.9	58.4	57.1	Downloading official forms
48.6	37.6	37.0	39.0	43.1	50.9	25.4	38.6	Sending filled in forms
the last 12 months								
16.3	18.8	14.9	17.3	28.8	1.6	12.1	17.0	Obtaining information from public institutions websites
16.3	19.6	17.1	18.2	19.8	17.3	17.2	18.2	Downloading official forms
16.3	33.2	21.7	26.7	20.9	30.0	30.4	26.6	Sending filled in forms

MODULE 1.D: e-commerce,

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	man	woman
D1: When did you last (for private use) buy /								
Withing the last 3 months	3,4	7,4	8,7	4,4	13,4	0,0	7,4	4,7
More than 3 months ago (less than 1 year ago)	4,3	3,2	3,5	4,5	0,8	2,2	4,0	3,2
More than 1 year ago	2,2	4,4	3,2	3,7	2,2	0,0	3,5	2,9
Never bought or ordered	90,1	85,0	84,5	87,4	83,6	97,8	85,1	89,3
D2: What types of goods or services (for private use) did you buy								
Books, magazines, newspapers	26,2	23,4	18,7	35,5	16,4	0,0	21,2	28,4
Clothes, sports goods	39,5	18,9	13,5	5,4	8,1	37,5	18,9	21,4
Household goods (e.g. furniture, toys, etc.)	10,1	23,8	9,9	30,9	37,9	0,0	16,7	23,0
Electronic equipment (incl. cameras)	8,2	12,0	16,9	0,0	8,1	0,0	7,0	16,1
Pharmaceutical products	18,4	3,8	7,4	5,5	0,0	100,0	7,4	10,8
Computer software and upgrades	6,4	12,0	4,6	11,1	7,8	0,0	10,1	5,3
Computer hardware	9,0	6,7	8,3	6,4	0,0	0,0	5,7	9,4
Holiday accommodation (hotel, etc.)	0,0	5,0	11,6	5,7	0,0	0,0	6,1	3,7
Other travel arrangements (transport tickets, carhire, etc.)	0,0	2,0	11,8	5,7	8,3	0,0	5,7	3,7
Video games software and upgrades	6,2	3,0	5,0	0,0	8,3	0,0	6,7	0,0
Films, music	3,9	7,4	0,0	0,0	0,0	0,0	3,5	2,4
Tickets for cultural events	6,5	0,0	4,9	0,0	0,0	37,5	2,3	4,1
e-learning material	2,6	0,0	0,0	0,0	0,0	0,0	0,0	1,7
Food/groceries	0,0	0,0	0,0	0,0	6,1	0,0	0,0	1,2
Other	3,7	10,4	12,2	5,9	15,5	0,0	4,9	16,0

[1] Data refer to individuals who answered "Never used it" to question C1.

[2] Data refer to individuals who answered "Within the last 3 months" or "More than 3 months ago (less than 1 year ago)" to question D1.

activities and obstacles[1)]

in percentages

Educational level			Employment situation					Answer (individuals)
lower than secondary	secondary	tertiary	employee	unemployed	student	other	Total	
order goods or services over the Internet?								
0.7	6.9	10.0	9.0	4.3	6.3	2.5	6.1	Withing the last 3 months
1.0	3.7	6.3	3.3	2.6	8.5	3.3	4.5	More than 3 months ago (less than 1 year ago)
0.9	3.2	5.5	4.4	3.5	2.8	0.3	2.4	More than 1 year ago
97.4	86.1	78.2	83.3	89.6	82.4	93.9	87.0	Never bought or ordered
or order over the Internet in the last 12 months? (all that apply)[2)]								
0.0	26.1	22.8	23.0	30.0	18.6	25.0	23.9	Books, magazines, newspapers
40.7	23.8	10.4	15.2	22.4	25.2	29.8	19.8	Clothes, sports goods
0.0	19.1	21.1	22.3	3.7	36.2	6.4	19.0	Household goods (e.g. furniture, toys, etc.)
0.0	14.0	5.0	13.0	7.4	12.8	0.0	10.3	Electronic equipment (incl. cameras)
59.3	5.6	8.2	5.5	4.1	12.4	25.0	8.7	Pharmaceutical products
0.0	8.8	8.5	9.6	13.6	0.0	4.8	8.3	Computer software and upgrades
0.0	9.2	4.2	9.1	11.4	0.0	0.0	7.1	Computer hardware
0.0	2.8	10.0	8.1	0.0	0.0	6.3	5.2	Holiday accommodation (hotel, etc.)
0.0	4.8	5.7	7.7	0.0	0.0	6.3	4.9	Other travel arrangements (transport tickets, carhire, etc.)
0.0	4.4	4.4	2.3	0.0	15.8	5.1	4.2	Video games software and upgrades
0.0	1.5	6.4	4.1	4.9	0.0	0.0	3.1	Films, music
0.0	4.5	0.7	2.3	3.3	6.1	1.9	3.0	Tickets for cultural events
0.0	1.0	0.0	0.0	3.3	0.0	0.0	0.6	e-learning material
0.0	0.0	1.3	0.8	0.0	0.0	0.0	0.5	Food/groceries
0.0	8.3	11.2	6.9	22.1	0.0	9.6	9.0	Other

MODULE 1.D: e-commer,

Answer (individuals)	Age						Sex	
	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								
(Electronic) books, magazines, newspapers, e-learning material	57.6	37.0	83.7	76.1	67.8	0.0	57.2	62.7
Computer software (incl. computer and video games and software upgrades)	32.5	29.7	16.3	23.9	32.2	0.0	34.1	11.5
Films, music	21.5	33.3	0.0	0.0	0.0	0.0	8.6	34.6
D4: From whom did you buy/order products or								
National sellers	81.0	66.1	69.2	64.4	83.6	37.5	72.1	69.9
Sellers from other EU countries	12.3	26.3	28.4	30.0	16.4	0.0	20.8	27.1
Sellers from the rest of the world	0.5	11.0	6.2	5.5	0.0	62.5	7.9	3.0
Country of origin of sellers is not known	6.2	0.0	4.9	0.0	0.0	0.0	4.2	0.0
D5: Did you place a bet (e.g. sports betting) and/or								
No	99.4	97.4	98.2	99.6	100.0	100.0	98.2	99.3
Yes	0.6	2.6	1.8	0.4	0.0	0.0	1.8	0.7

[1] Data refer to individuals who answered "Never used it" to question C1.

[2] Data refer to individuals who answered "Within the last 3 months" or "More than 3 months ago (less than 1 year ago)" to question D1.

[3] Data refer to individuals who gave a positive answer to questions D2D and/or D2E and/or D2G and/or D2H and/or D2N and/or D2O.

activities and obstacles[1)]

in percentages

Educational level			Employment situation					Answer (individuals)
lower than secondary	secondary	tertiary	employee	unemployed	student	other	Total	
ordered over the Internet, downloaded (or accessed) from websites? [3)]								
0.0	58.9	59.0	56.3	68.8	36.5	83.9	59.0	(Electronic) books, magazines, newspapers, e-learning material
0.0	28.3	24.5	22.5	31.2	45.9	16.1	27.0	Computer software (incl. computer and video games and software upgrades)
0.0	16.5	17.5	21.2	11.2	20.3	0.0	16.9	Films, music
services over the Internet in the last 12 months? [2)]								
100.0	72.0	66.5	69.7	83.7	49.9	85.4	71.3	National sellers
0.0	19.3	32.7	31.2	5.5	25.2	11.4	23.2	Sellers from other EU countries
0.0	5.9	7.2	3.1	9.6	15.2	3.2	6.1	Sellers from the rest of the world
0.0	4.4	0.0	0.0	6.6	9.5	0.0	2.7	Country of origin of sellers is not known
play gambling or lotto over the Internet in the last 12 months?								
100.0	97.9	99.5	98.9	97.7	99.0	99.3	98.7	No
0.0	2.1	0.5	1.1	2.3	1.0	0.7	1.3	Yes

MODULE 1.E:

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	man	woman
E1: How concerned are you about the following possible								
Stron								
Catching a virus or other computer infection resulting in loss of information or time	18.1	19.4	28.9	25.8	26.6	9.5	17.4	27.6
Unsolicited e-mails sent to me ("Spam")	10.3	10.5	21.4	22.9	20.5	7.0	11.5	19.1
Abuse of personal information sent on the Internet and/or other privacy violations	16.4	16.5	27.0	22.9	23.9	7.6	17.0	23.0
Financial loss as a result or receiving frauduent messages	8.6	10.2	14.6	13.4	15.8	7.5	8.5	14.7
Financial loss due to fraudulent payment (credit or debit) card use	7.9	11.5	15.9	15.1	16.2	5.2	8.4	16.2
Children accesssing inappropriate websites or connecting with potentially dangerous persons	22.5	25.8	41.5	41.4	44.2	13.7	24.9	38.4
Mil								
Catching a virus or other computer infection resulting in loss of information or time	46.6	40.9	42.3	44.6	33.7	20.9	42.3	42.6
Unsolicited e-mails sent to me ("Spam")	39.9	41.2	42.5	40.4	35.6	54.5	42.8	38.9
Abuse of personal information sent on the Internet and/or other privacy violations	38.4	35.5	35.9	38.1	33.9	22.0	34.0	39.0
Financial loss as a result or receiving frauduent messages	35.9	30.4	37.4	34.1	34.6	9.1	34.1	33.0
Financial loss due to fraudulent payment (credit or debit) card use	23.0	26.8	29.4	30.3	28.0	10.6	27.1	25.6
Children accesssing inappropriate websites or connecting with potentially dangerous persons	32.2	27.4	28.3	32.3	21.9	21.2	29.2	29.3

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

Internet security[1]

in percentages

Educational level			Employment situation					Answer (individuals)
lower than secondary	secondary	tertiary	employee	unemployed	student	other	Total	
problems related to Internet usage for private purposes?								
gly								
20.3	21.3	26.0	24.6	21.2	18.3	19.4	22.0	Catching a virus or other computer infection resulting in loss of information or time
13.3	14.2	18.9	16.8	14.6	11.5	12.9	15.0	Unsolicited e-mails sent to me ("Spam")
18.0	19.3	22.9	20.7	22.4	19.1	14.3	19.7	Abuse of personal information sent on the Internet and/or other privacy violations
8.1	11.9	13.2	12.7	11.4	7.9	10.0	11.3	Financial loss as a result or receiving fraudent messages
10.8	12.3	12.4	13.0	13.6	7.4	9.9	12.0	Financial loss due to fraudulent payment (credit or debit) card use
22.9	31.1	39.8	37.5	27.9	25.5	23.6	31.1	Children accesssing inappropriate websites or connecting with potentially dangerous persons
dly								
43.4	43.3	38.8	40.5	45.5	49.1	39.6	42.4	Catching a virus or other computer infection resulting in loss of information or time
42.9	41.3	38.1	41.5	38.5	44.0	41.8	41.0	Unsolicited e-mails sent to me ("Spam")
35.7	38.6	30.5	36.7	31.3	43.5	38.5	36.3	Abuse of personal information sent on the Internet and/or other privacy violations
38.5	34.7	25.2	33.0	32.2	39.5	33.8	33.6	Financial loss as a result or receiving fraudent messages
24.3	28.5	22.6	27.4	25.4	34.0	21.8	26.4	Financial loss due to fraudulent payment (credit or debit) card use
33.3	29.4	24.4	27.9	32.6	24.9	29.9	29.2	Children accesssing inappropriate websites or connecting with potentially dangerous persons

MODULE 1.E:

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	man	woman
Not								
Catching a virus or other computer infection resulting in loss of information or time	35.3	39.7	28.8	29.6	39.7	69.6	40.4	29.8
Unsolicited e-mails sent to me ("Spam")	49.8	48.3	36.2	36.7	43.9	38.5	45.8	41.9
Abuse of personal information sent on the Internet and/or other privacy violations	45.2	48.1	37.1	39.0	42.2	70.4	49.0	38.0
Financial loss as a result or receiving fraudent messages	55.5	59.4	48.0	52.6	49.6	83.4	57.4	52.3
Financial loss due to fraudulent payment (credit or debit) card use	69.1	61.8	54.7	54.6	55.8	84.2	64.5	58.2
Children accesssing inappropriate websites or connecting with potentially dangerous persons	45.3	46.8	30.2	26.2	33.9	65.0	45.9	32.4
Did you experience, in the last 12 months, any of the following								
Catching a virus or other computer infection resulting in loss of information or time	46.4	38.7	40.5	47.6	46.7	26.1	42.3	43.2
Unsolicited e-mails sent to me ("Spam")	16.3	19.7	26.4	21.8	33.2	9.7	21.9	19.6
Children accesssing inappropriate websites or connecting with potentially dangerous persons	1.5	3.4	5.6	4.4	2.1	4.1	4.1	2.6
Abuse of personal information sent on the Internet and/or other privacy violations	2.2	3.2	3.5	3.7	0.0	0.6	2.7	3.0
Financial loss as a result or receiving fraudulent messages	0.0	1.4	1.5	0.0	0.0	0.0	1.0	0.4
Financial loss due to fraudulent payment (credit or debit) card use	0.7	0.8	0.5	0.0	0.0	0.0	0.6	0.4
None of the above	49.6	54.3	41.9	40.4	45.2	70.2	48.8	47.6

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

Internet security[1]

in percentages

Educational level			Employment situation					Answer (individuals)
lower than secondary	secondary	tertiary	employee	unemployed	student	other	Total	
at all								
36.3	35.3	35.2	35.0	33.4	32.5	41.1	35.5	Catching a virus or other computer infection resulting in loss of information or time
43.8	44.5	43.0	41.7	46.9	44.5	45.3	44.0	Unsolicited e-mails sent to me ("Spam")
46.3	42.1	46.6	42.6	46.2	37.5	47.2	44.0	Abuse of personal information sent on the Internet and/or other privacy violations
53.4	53.4	61.6	54.3	56.4	52.6	56.3	55.1	Financial loss as a result or receiving frauduent messages
65.0	59.1	65.0	59.7	60.9	58.6	68.4	61.6	Financial loss due to fraudulent payment (credit or debit) card use
43.8	39.5	35.8	34.6	39.5	49.6	46.6	39.7	Children accesssing inappropriate websites or connecting with potentially dangerous persons
security problems through using the Internet for private purposes?								
34.1	45.7	43.7	38.4	47.9	58.2	37.9	42.7	Catching a virus or other computer infection resulting in loss of information or time
12.1	21.6	28.5	24.4	18.1	26.3	14.0	20.9	Unsolicited e-mails sent to me ("Spam")
0.0	4.3	4.5	5.3	2.9	0.0	1.5	3.4	Children accesssing inappropriate websites or connecting with potentially dangerous persons
1.2	3.1	3.7	4.3	2.7	1.2	0.4	2.8	Abuse of personal information sent on the Internet and/or other privacy violations
-	1.0	0.6	1.1	0.9	0.0	0.0	0.7	Financial loss as a result or receiving fraudulent messages
0.0	0.9	0.0	0.2	1.3	0.0	0.4	0.5	Financial loss due to fraudulent payment (credit or debit) card use
60.6	44.7	44.8	47.2	44.3	38.9	60.2	48.2	None of the above

MODULE 1.E:

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	man	woman
E3: Did security concerns keep you, in the last 12 months, from using								
Ordering or buying goods or services for private use	9.9	6.9	10.1	7.7	17.7	11.7	10.1	8.2
Providing personal information to online communities for social and professional networking	5.8	6.8	9.2	5.8	10.5	2.2	6.4	7.6
Dowloading software, music, video files, games or other data files	8.8	2.5	8.2	9.5	6.1	8.6	5.5	8.5
Using the Internet via wirelss connection from places other than home	6.1	4.1	5.6	5.7	6.0	2.8	6.6	3.7
Carrying out banking activities over the Internet (home banking)	2.2	0.8	3.8	5.1	3.7	4.1	1.8	3.8
Communicating with public services or administrations (e-government)	0.0	0.6	1.6	2.5	2.7	0.0	0.5	1.6
None of the above	73.1	81.9	67.0	76.7	68.7	76.7	73.8	75.8
E4: Do you use any kind of IT security software or tool								
Yes	78.0	73.7	79.5	82.1	76.5	89.4	80.6	74.9
No	8.5	14.7	6.4	5.4	9.3	6.7	9.0	9.7
Don't know	8.3	6.3	10.7	7.7	10.4	3.9	6.8	9.7
None of the above (I don't use a private computer)	5.3	5.3	3.3	4.7	3.8	0.0	3.6	5.7

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

Internet security[1)]

in percentages

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

the Internet for private purposes for the following activities?

lower than secondary	secondary	tertiary	employee	unemployed	student	other	Total	Answer (individuals)
12.1	8.4	8.4	8.6	9.1	9.0	11.0	9.2	Ordering or buying goods or services for private use
1.4	8.6	8.1	8.2	5.0	6.2	7.0	6.9	Providing personal information to online communities for social and professional networking
9.7	6.6	4.6	5.3	8.8	6.0	8.4	6.9	Dowloading software, music, video files, games or other data files
1.8	6.7	5.1	5.8	3.5	7.8	5.1	5.3	Using the Internet via wirelss connection from places other than home
1.2	3.0	3.6	2.9	1.8	1.7	3.8	2.7	Carrying out banking activities over the Internet (home banking)
1.9	0.9	0.3	0.9	1.0	0.0	1.9	1.0	Communicating with public services or administrations (e-government)
77.0	73.6	75.4	73.8	74.8	76.6	75.8	74.7	None of the above

in order to protect your private computer and data?

lower than secondary	secondary	tertiary	employee	unemployed	student	other	Total	Answer (individuals)
78.6	75.9	83.1	78.7	73.7	82.2	79.8	78.0	Yes
8.8	11.6	3.6	9.8	11.2	5.8	7.6	9.3	No
9.7	6.5	11.1	6.6	11.2	3.9	9.4	8.1	Don't know
3.0	6.0	2.2	4.8	3.9	8.1	3.1	4.6	None of the above (I don't use a private computer)

MODULE 1.E:

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	man	woman
E5: Which IT security software								
A virus checking program and/or an anti-spyware program	95.8	96.7	96.4	97.9	95.6	98.5	97.4	95.5
An e-mail filtering to prevent "Spam"	10.0	7.6	12.1	11.3	6.1	0.0	9.3	9.7
Hardware or software firewall	7.8	7.7	8.3	6.6	12.6	1.7	9.6	5.3
A package but I don't know the components	3.0	5.3	0.6	1.3	3.0	0.0	2.3	3.3
A parental control software or a web filtering software	0.0	0.8	2.8	0.7	0.0	0.0	1.0	0.7
Other	0.7	2.4	1.4	1.6	0.0	1.5	1.1	1.9
E6: Do you update one or more of your security software								
Yes, everytime a new update is available (automatically or manually)	52.8	51.8	55.6	58.2	54.7	68.8	54.8	54.3
Yes, occasionally or when I remember	36.8	32.5	40.8	34.3	38.0	11.3	35.9	34.6
No	10.4	15.7	3.7	7.5	7.3	19.9	9.3	11.1

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

[2] Data refer to individuals who answered "Yes" to question E4.

Internet security[1)]

in percentages

Educational level			Employment situation					Answer (individuals)
lower than secondary	secondary	tertiary	employee	unemployed	student	other	Total	
or tool do you use?[2)]								
97.1	95.9	97.7	96.7	96.6	97.7	95.6	96.6	A virus checking program and/or an anti-spyware program
7.7	6.6	19.0	11.4	5.4	10.4	9.9	9.5	An e-mail filtering to prevent "Spam"
5.1	6.0	14.9	8.4	6.1	14.9	4.6	7.7	Hardware or software firewall
1.5	3.3	2.7	2.8	2.2	6.4	1.6	2.8	A package but I don't know the components
0.0	0.8	2.0	1.5	0.8	0.0	0.0	0.9	A parental control software or a web filtering software
0.2	2.1	0.9	1.4	2.6	0.0	0.6	1.4	Other
or several of them (virus checking, spyware program, etc.)?								
44.3	55.6	62.4	55.9	50.2	58.5	55.0	54.6	Yes, everytime a new update is available (automatically or manually)
48.0	32.6	29.5	33.8	41.5	31.6	33.1	35.3	Yes, occasionally or when I remember
7.7	11.8	8.1	10.3	8.3	9.9	11.8	10.1	No

MODULE 1.E:

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	man	woman
E7: Why do you not update your security								
I don't know how to update	17.2	20.8	0.0	15.9	0.0	26.5	24.1	9.7
It is unnecessary as I believe the risk is too low	25.2	9.1	19.1	0.0	34.9	0.0	18.4	9.1
I don't think that update is effective	0.0	12.1	0.0	15.3	23.0	40.4	7.9	12.5
It is too expensive	9.2	12.5	17.6	0.0	0.0	0.0	4.1	14.7
Other	57.3	45.6	63.3	68.8	42.1	33.2	50.6	54.0
E8: How often do you make safety copies or back up your files from								
Sometimes	44.3	35.2	41.3	43.7	32.5	57.2	38.0	44.1
Never or hardly ever	27.2	35.5	34.7	25.4	24.0	28.3	33.6	27.1
Always or almost always	21.9	15.9	19.3	20.2	21.3	2.2	18.2	19.7
None of the above (because I don't keep files on the computer)	6.6	13.3	4.6	10.7	22.3	12.3	10.2	9.1

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

[2] Data refer to individuals who answered "No" to question E6.

Internet security[1]

in percentages

Educational level			Employment situation					Answer (individuals)
lower than secondary	secondary	tertiary	employee	unemployed	student	other	Total	
software (antivirus, firewall, etc.)?[2]								
0.0	23.9	8.5	8.2	31.7	0.0	29.1	17.2	I don't know how to update
15.2	14.8	9.6	8.2	28.9	11.3	13.2	14.0	It is unnecessary as I believe the risk is too low
11.7	9.8	9.9	16.8	0.0	0.0	10.3	10.1	I don't think that update is effective
-	12.8	4.6	4.6	10.1	50.0	0.0	9.2	It is too expensive
73.1	42.8	67.5	62.1	42.3	38.8	47.4	52.2	Other
your computer to any external storage device or on Internet servers?								
42.5	40.7	39.1	39.0	37.3	41.0	49.3	40.8	Sometimes
37.9	30.7	22.4	30.2	37.2	18.7	28.9	30.7	Never or hardly ever
11.3	18.4	28.6	20.3	15.2	31.3	14.5	18.9	Always or almost always
8.3	10.2	9.9	10.6	10.3	9.0	7.3	9.7	None of the above (because I don't keep files on the computer)

MODULE 1.F:

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	man	woman
F1: Which of the following Internet								
Using a search engine to find information (google, yahoo)	86.2	92.0	92.1	92.9	87.9	82.1	90.5	89.5
Sending e-mails with attached files (documents, pictures, etc.)	52.5	63.1	60.9	62.5	59.6	20.6	56.3	60.5
Posting messages to chatrooms or online discussion forum	62.5	41.1	38.4	32.4	33.2	47.7	44.7	45.7
Using the Internet to make telephone calls	23.1	19.4	20.5	23.5	29.2	63.2	23.4	22.6
Using peer-to-peer file sharing for exchanging movies, music, etc.	13.1	10.0	7.9	3.9	1.9	1.0	9.2	8.5
Creating a web page	2.0	2.5	4.7	2.9	4.0	1.4	3.8	1.9
None of the above	6.1	5.0	4.4	5.5	7.4	7.9	5.6	5.3

[1] Data refer to individuals who did not answer "Never used it" to question C1.

e-skills[1]

in percentages

Educational level			Employment situation					Answer (individuals)
lower than secondary	secondary	tertiary	employee	unemployed	student	other	Total	
related activities have you carried out?								
86.1	90.2	93.7	91.0	92.1	96.0	82.1	90.0	Using a search engine to find information (google, yahoo)
39.0	58.6	78.1	64.9	47.0	70.0	52.5	58.2	Sending e-mails with attached files (documents, pictures, etc.)
54.8	43.7	38.6	37.6	41.5	64.1	57.4	45.1	Posting messages to chatrooms or online discussion forum
19.7	22.9	27.0	21.8	18.5	39.8	23.6	23.0	Using the Internet to make telephone calls
7.8	10.0	7.0	8.3	6.3	19.5	8.2	8.9	Using peer-to-peer file sharing for exchanging movies, music, etc.
-	2.9	6.2	3.8	2.3	4.4	1.1	2.9	Creating a web page
4.9	6.1	4.3	5.4	7.6	0.9	5.2	5.5	None of the above

1.5. QUESTIONNAIRE

ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS

MODULE 1.A: ACCESS TO INFORMATION AND COMMUNICATION TECHNOLOGIES

A1	Do you or anyone in your household have access to a computer at home?
	(tick all that apply)
	a) Personal computer (PC) ☐
	a1) total number of computers in your household ☐
	b) Laptop ☐
	b1) total number of laptop computers in your household ☐
	c) TV ☐
	c1) Satellite TV ☐
	c2) Cable TV ☐
	c3) Digital TV ☐
	c4) Total number of TV sets in your household ☐
	d) Radio receiver (incl. walkmen, mobile phones, car radio...) ☐
	d1) total number of radio receivers in your household ☐
	e) Mobile phone ☐
	f) None of the above ☐
	-> go to A2
A2	Do you or any anyone in your household have access to the Internet <u>at home</u>, regardless of whether it is used or not?
	(tick only one)
	a) Yes ☐ -> go to A3
	b) No ☐ -> go to A5
	c) Don't know ☐ -> go to B1

A3	On which of the following devices is the Internet accessed <u>at home</u>?	
	(tick all that apply)	
	a)	Personal computer (PC)	
	b)	Portable computer (laptop)	
	c)	Other	
		c1)	Mobile phone (GPRS, etc.)	
		c2)	Handhled computer (palmtop, PDA)	
	d)	TV set with specific Internet device	
	e)	Games console (play-station)	
	f)	Don't know	
	-> go to A4	

A4	What types of Internet connection do you use?	
	(tick all that apply)	
	a)	Modem	
	b)	ISDN	
	c)	DSL (ADSL)	
	d)	Cable Internet	
	e)	Wireless Internet (WiFi, WiMax, satellite Internet)	
	f)	Mobile phone (via 3G network)	
	g)	Mobile phone (via GPRS)	
	-> go to B1	

A5	What are the reasons for not having access to the Internet at home?	
	(tick all that apply)	
	a)	Have access to the Internet elsewhere	
	b)	Don't want the Internet	
	c)	Don't need the Internet	
	d)	Equipment costs too high	
	e)	Access costs too high	
	f)	Lack of skills	
	g)	Privacy or security concerns	
	h)	Physical disability	
	i)	None of the above; other reasons	
	-> go to A6	

MODULE 1.B: USE OF COMPUTERS

B1	When did you last use a computer?		
	(tick only one)		
	a) Within the last 3 months		-> go to B2
	b) More than 3 months ago (less than 1 year ago)		-> go to B4
	c) More than 1 year ago		-> go to B4
	d) Never used it		-> go to C1

B2	How often on average did you use a computer in the last 3 months?	
	(tick only one)	
	a) Every day or almost every day	
	b) At least once a week	
	c) At least once a month	
	d) Less than once a month	
	-> go to B3	

B3	Where did you use a computer in the last 3 months?	
	(tick all that apply)	
	a) At home	
	b) At place of work (other than home)	
	c) At place of education	
	d) At another person's home	
	e) Othero (Internet-cafe, hotels, airports...)	
	-> go to B4	

B4	When did you last take a training course (at least 3 hours) on ony aspect of computer use? (only for respondents who did not answer „Never used one " in question B1)	
	(tick only one)	
	a) Within the last 3 months	
	b) More than 3 months ago (less than 1 year ago)	
	c) More than 1 year ago (less than 3 years ago)	
	d) More than 3 years ago	
	e) Never taken one	
	-> go to C1	

MODUL 1.C: USE OF THE INTERNET

C1	When did you last use the Internet?

(tick all that apply)

a)	Within tha last 3 months			-> go to C2
b)	More than 3 months ago (less than 1 year ago)			-> go to C6
c)	More than 1 year ago			-> go to D1
d)	Never used it			-> go to G1

C2	On average how often did you use the Internet in the last 3 months?

(tick only one)

a)	Every day or almost every day	
b)	At least once a week	
c)	At least once a month	
d)	Less than once a month	

-> go to C3

C3	Where did you last use the Internet in the last 3 months?

(tick all that apply)

a)	At home	
b)	At place of work (other than home)	
c)	At place of education	
d)	At another person's home	
e)	Other	
	e1) In public library	
	e2) At post office	
	e3) In public office, Assembly, government agency	
	e4) In community or voluntary organization	
	e5) In internet-cafe	
	e6) At hotspot (at hotels, airports, public places …)	

-> go to C4

C4	Do you use any of the following mobile devices to access the Internet?	
	(tick all that apply)	
	a) Mobile phone	
	a1) Mobile phone, via GPRS	
	a2) Mobile phone, via 3G network	
	b) Handheld computer (palmtop, PDA)	
	c) Laptop, via <u>wireless connection</u>, away from home or work	
	d) None of the above	
	-> go to C5	

C5	For which of the following activities did you use the Internet for private purposes in the last months?	
	(tick all that apply)	
	Communication, information search and online services	
	a) Sending/receiving e-mails	
	b) Telephoning over the Internet / video calls (via webcam) over the Internet	
	c) Posting messages to chat sites, newsgroups or online forum	
	Information search and online services	
	d) Finding information about goods or services	
	e) Using services realted to travel and accommodation	
	f) Listening to web radios or watching web television	
	g) Uploading selft-created content (text, images, photos, videos, music, etc.)	
	h) Downloading software	
	i) Playing or downloading games, images, films or music	
	j) Reading or downloading online newspapers/magazines	
	k) Looking for a job or sending a job application	
	l) Seeking health-related information	
	Selling of goods or services, banking	
	m) Internet banking	
	n) Selling of goods or services (e.g. via auctions)	
	Training and eduction	
	o) Looking for information about eduction, training or course offers	
	p) Doing an <u>online</u> course (in any subject)	
	q) Consulting the Internet with the purpose of learning	
	-> go to C6	

C6	Whould you rather use the Internet than making personal contacts or going to public institutions or administration agencies?

(tick only one)			
a)	Yes, I have already been using this possibility		-> go to C7
b)	Yes, I would		-> go to D1
c)	No		-> go to D1

C7	For which of the following activities relating to public services or administration 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		
b)	Downloading official forms		
c)	Sending filled in forms		

MODULE 1.D: e-COMMERCE: activities and obstacles
(only for respondents who did not answer „Never used it " in question C1)

D1	When did you last buy or bought goods or services over the Internet for private use? *(excluding manually typed e-mail)*		
	(tick only one)		
	a) Within the last 3 months		-> go to D2
	b) More than 3 months ago (less than 1 year ago)		-> go to D2
	c) More than 1 year ago		-> go to D5
	d) Never bought or ordered		-> go to D5

D2	What types of goods or services did you buy or order over the Internet in the last 12 months fpr private use?	
	(tick all that apply)	
	a) Food or groceries	
	b) Household goods (furniture, toys, etc.)	
	c) Pharmaceutical products	
	d) Films, music	
	e) Books/magazine/newspapers	
	f) e-learning material	
	g) Clothes, sports goods	
	h) Games software and upgrades	
	i) Computer software and upgrades	
	j) Computer hardware	
	k) Electronic equipment (incl. cameras)	
	l) Telecommunication services (e.g. TV broadband subscriptions, uploading money on prepaid phone cards, etc.)	
	m) Purchases of shares, insurance policies and other financial services	
	n) Holiday accommodation (hotel, etc.)	
	o) Other travel arrangements (transport tickets, carhire, etc.)	
	p) Tickets for cultural events	
	q) Other	
	If any answer is d, e, f, h or i -> 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, music
b)	Electronic books, magazines, newspapers, e-learning material
c)	Computer software (incl. computer and video games and most recent software upgrades)

-> 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)	From national sellers
b)	From sellers from EU countries
c)	From sellers from the rest of the world
d)	Country of origin of sellers is not known

-> got o D5

D5	Did you place a bet (e.g. sports betting) and/or play lotto over the Internet in the last 12 months?(only for respondents who did not answer „*Never used it* " in question C1).

(tick only one)	
a)	Yes
b)	No

> go to E1

MODULE 1.E: INTERNET SECURITY

(only for respondents who did not answer "Never used it" or "More than 1 year ago" in question C1).

E1	How concerned are you about the following possible problems related to Internet usage for private purposes? (answer to all the questions)			
		Strongly	Mildly	Not at all
a)	Catching a virus or other computer infection, e.g. worm or trojan horse, resulting in loss of information or time	☐	☐	☐
b)	Unsolicited e-mails sent to me („spam")	☐	☐	☐
c)	Abuse of personal information sent on the Internet and/or other privacy violation (e.g. abuse of pictures, videos, personal data uploaded on community websites)	☐	☐	☐
d)	Financial loss as a result of receiving fraudulant messages („phishing" – sending to the user fraudulent messages) or redirecting her/him to fake websites asking for personal information, („pharming" – redirecting HTTP user to fake locations)	☐	☐	☐
e)	Financial loss due to fraudulent payment (credit or debit) card use	☐	☐	☐
f)	Children accessing inappropriate websites or connecting with potentially dangerous persons	☐	☐	☐
	-> go to E2			

E2	Did you experience in the last 12 months any of the following security-related problems throug using the Internet for privatte purposes?	
	(tick all that apply)	
a)	Catching a virus or other computer infection, e.g. „worm" or„trojan horse", resulting in loss of information or time	☐
b)	Receiving unsolicited e-mails („spam")	☐
c)	Abuse of personal information sent ont the Internet and/or other privacy violations (e.g. abuse of pictures, videos, personal data uploaded on community websites)	☐
d)	Financial loss resulting from receiving fraudulent messages („(„phishing" – sending to the user fraudulent messages) or redirecting her/him to fake websites asking for personal information) or redirecting her/him to fake websites asking for personal information, („pharming" – redirecting HTTP user to fake locations)	☐
e)	Financial loss due to fraudulent payment (credit or debit) card use	☐
f)	Children accessing inappropriate websites or connecting with potentially dangerous persons	☐
	-> go to E3	

E3	In the last 12 months (because of security concerns), did you avoid doing the following activities via the Internet for private purposes?

(tick all that apply)

a)	Ordering or buying goods or services for private use	
b)	Carrying out banking activities via the Internet (home banking)	
c)	Providing personal information to online communities for social and professional networking	
d)	Interacting with public services or administrations (e-government)	
e)	Downloading software, music, video files, games or other data	
f)	Using the Internet via wireless connection from places other than home	

-> go to E4

E4	Do you use any kind of IT security software or tool (anti-virus, anti-spam, firewall, etc.) in order to protect your private computer and data?

(tick only one)

a)	Yes		-> go to E5
b)	No		-> go to E8
c)	Don't know		-> go to E8
d)	None of the above (I don't use a private computer)		-> go to E8

E5	Which IT security software or tool do you use?

(tick all that apply)

a)	A virus checkng program and/or anti-spyware program	
b)	Hardware or software firewall	
c)	An e-mail filetering to prevent „spams"	
d)	A parental control or a web filtering software	
e)	A package which components are unknown to me	
f)	Other	

-> go to E6

E6	Do you update one or more of your security products (anti-virus, spyware program etc.)?

(tick all that apply)

a)	Yes, everytime a new updata is available (automatically or manually)		-> go to E8
b)	Yes, occasionally or when I remember		-> go to E8
c)	No		-> go to E7

E7	Why you do not update your security products (anti-virus, firewall, etc.)?

		(tick all that apply)	
	a)	It is unnecessary as I believe the risk is too low	
	b)	I don't know how to update	
	c)	I don't think the update is effective	
	d)	It is too expensive	
	e)	Other	
		-> go to E8	
E8		How often do you make safety copies (back-up) files (private documents, pictures, etc.) from your computer to any external storage device (e.g.. CD, DVD, external hard disc, USB) or to diskspace on Internet server?	
		(tick only one)	
	a)	Always or almost always	
	b)	Sometimes	
	c)	Never or hardly ever	
	d)	None of the above (because I don't keep files on a computer	
		-> go to E1	

MODULE 1.F: e-SKILLS
(only for respondents who did not answer „Never used it " in question C1)

F1		Which of the following Internet-elated activities have you already carried out?	
		(tick all that apply	
	a)	Using a search engine (Google, Yahoo) to find information	
	b)	Sending e-mails with attached files (documents, pictures, etc.)	
	c)	Posting messages to chatrooms or an online discussion forum	
	d)	Using the Internet to make telephone calls	
	e)	Using peer-to-peer file sharing for exchanging movies, music, etc.	
	f)	Creating a web page	
	g)	None of the above	
		-> go to G1	

MODULE 1.G: BACKGROUND INFORMATION ON THE RESPONDENT

G1 Age   _____

G2 Sex
      a) Man   ☐
      b) Woman   ☐

G3 Educational level
      a) Lower than secondary education   ☐
      b) Secondary education   ☐
      c) Tertiary education   ☐

G4 Employment situation
      a) Employee   ☐
      b) Unemployed   ☐
      c) Student   ☐
      d) Other not in the labor force (retired, in compusory service)   ☐

G5 Municipality   _____ code |__|__|__|__|__|

G6 Settlement   _____ code |__|__|__|__|__|__|

G7 Number of members in the household

      _____

G8   Of which, number of children under 18   _____

G9 Household income (average net monthly income)
      a) Up to 300 Euros   ☐
      b) From 300 to 600 Euros   ☐
      c) More than 600 Euros   ☐

USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN THE REPUBLIC OF SERBIA, 2010

ENTERPRISES

2.1. METHODOLOGY

Survey period	• The survey was carried out from 21 May to 4 June 2010
Type of survey	• Telephone interview
Sample size	• 1400 enterprises
Target population	• Enterprises with 10 and more employees • Section D: Manufacturing • Section F: Construction • Section G: Wholesale and retail trade, repair of motor vehicles • Classes 55.1 and 55.2: Hotels, camping sites and other short-term accommodation • Section I: Transport, storage and communications • Section K: Real estate, renting and business activities • Classes 92.1 and 92.2: Motion picture, video, radio and TV activities • Banks and insurance companies
Type of sample	• Stratified sample
Geographic scope	• Territory of the Republic of Serbia (without AP Kosovo and Metohia)

2.2. SAMPLE

The survey on ICT usage in enterprises was carried out on a representative sample of 14000 enterprises on the the territory of the Republic of Serbia. The response rate reached 94% (1313 enterprises).

Sample (enteprises)		Size			Region			Total
		samll (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Activity	Manufacturing	250	116	122	222	138	128	488
	Construction	60	30	29	42	26	51	119
	Wholesale and retail trade, repair of motor vehicles	217	76	30	114	103	106	323
	Hotels, camping sites and short-stay accommodation	31	21	9	28	9	24	61
	Transport, storage and communication	72	22	18	34	30	48	112
	Real estate, renting and business activities	85	29	14	24	22	82	128
	Motion picture, video, radio and TV activities	26	5	4	16	10	9	35
	Banks and insurance companies	15	4	28	3	7	37	47
Number		756	303	254	483	345	485	1313
Percentage		57.6	23.1	19.3	36.8	26.3	36.9	100

2.3. MAIN FINDINGS

2.3.1. Computers in enterprises

The results of the survey indicate that 97.8% of enterprises on the territory of the Republic of Serbia use computers in their business operations, i.e. that there is no increase compared to 2009. The use of computers prevails in large enterprises (enterprises with more tha 250 employees) and in medium ones (with 50-249 employees), amounting to 100%. This percentages is 97.1% in small enterprises (10-49 employees).

> 97.8% of enterprises use computers in their business operations

Graph 2.1. Does your enterprise use computers in its business operations?
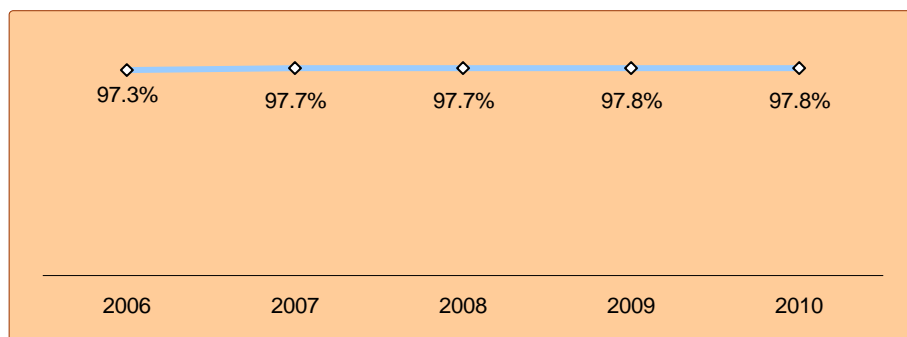
The percentage of computer use in enterprises varies depending on the territory: in Belgrade it amounts to 98.7%, in Vojvodina to 98.3%, and in Central Serbia to 96.5%.

The use of computers in enterprises by activity:
- Banks and insurance companies (100%)
- Real estate, renting and business activities (100%)
- Construction (100%)
- Hotels, camping sites and other short-stay accommodation (100%)
- Wholesale and retail trade (97.5%)
- Motion picture, video, radio and TV activities (96.8%)
- Manufacturing (96.7%)
- Transport, storage and communications (95.7%)

In 34.7% of enterprises ¼ of employed persons use a computer at least once a week, while in 34.6% of enterprises 75-100% of employees use a computer at least once a week.

**Graph 2.2. Enterprises by the percentage of employees who
use a computer at least once a week**
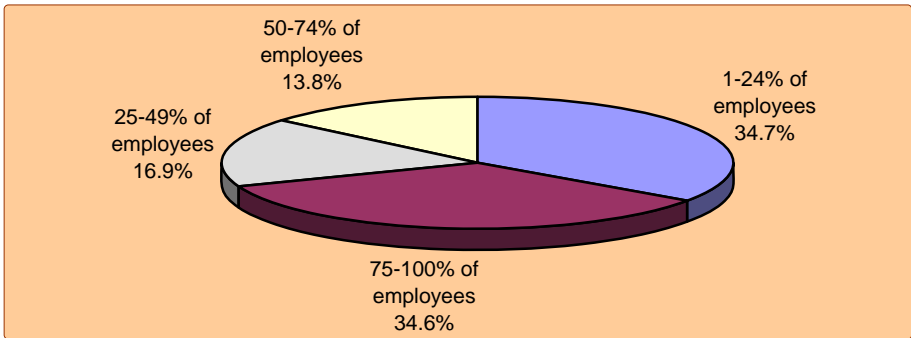
2.3.2. Computer networks in enterprises

Enteprises were given the possibility of multiple answers as for the percentage of ICT in enterprises. The survey indicates that 79.5% of enteprises have in use Wire based LAN, 57.3% Intranet, 46.9% Wireless LAN, while 13.7% of them have Extranet.

79.5% of enterprises have in use Wire based LAN

**Graph 2.3. Does your enterprise use the following information and
communication technologies?**
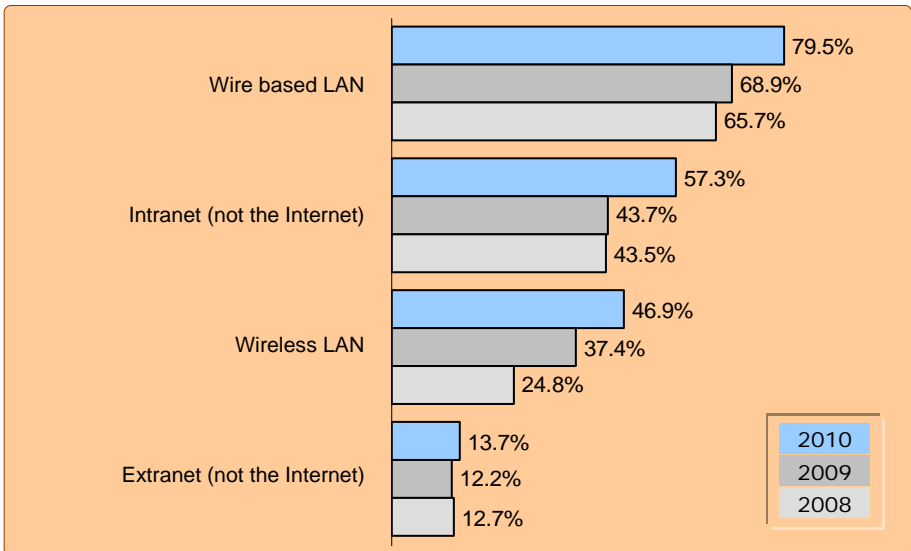
11.5% of enterprises used ERP in January 2010

ERP (abbreviation for Enterprise Resource Planning), i.e. business information network, is in a few words defined as a software network that integrates the main business functions in an enterprise, such as the production, distribution, finances (i.e. accounting). In this way the network allows, on one hand, human resources management, and on the other hand, planning, development and monitoring of business processes and procedures.

Starting from 2007, how prevalent ERP is in enterprises can also indicate to which extent ICT is used in EU enterprises.

During January 2010, 11.5% of enterprises used ERP. The analysis of enterprises by size showed that of the total number of large enterprises there were 43.1% of them that used ERP. ERP was available in 17.8% of medium enterprises and in 7.6% of small ones. According to the analysis of enteprises by sections of activities, there were 27.3% of banks and insurance companies and 15.4% manufacturing enterprises having in use ERP.

Graph 2.4. Did your enterprise use, in January, ERP?

Year	Yes	Don't know	No
2010	11.5%	8.5%	80.0%
2009	11.3%	8.4%	80.4%
2008	10.0%	16.9%	73.1%
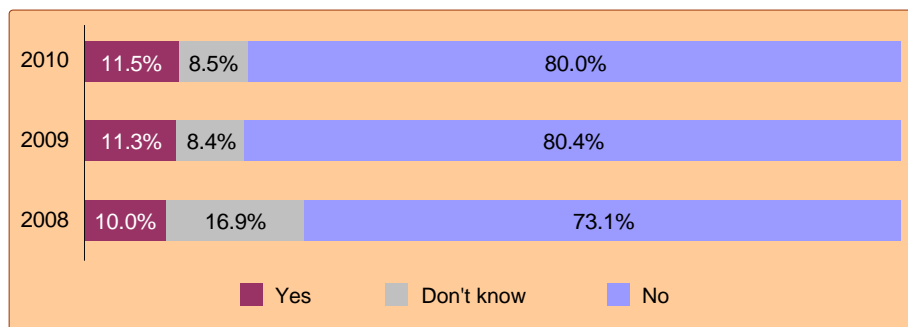
Alike ERP, CRM (abbreviation for Customer Relationship Management) was, starting from 2007, one of the main indicator of how much ICT was widespread in EU enterprises. In a few words, CRM can be defined as a set of processes allowing the collection of necessary information on customers, sales, marketing efficiency, customers' reactions and market trends.

8.5% of enterprises used CRM in January 2010.

During January 2010, there were 6.9% of enterprises in Serbia that used CRM, which allowed the information on customers to be analyzed for marketing purposes, while 7.1% of enteprises used it for the data entry, storage and putting information on customers at the disposal of other business functions. The analysis of enterprises by size showed that of the total number of large enterprises, CRM was available in 14.4% of them and in 6.2% of small enterprises. According to the analysis of enterprises by sections of activities, there were 58.5% of banks and insurance companies and 14.4% of enteprises dealing with transport, storage and communications that had it in use.

Graph 2.5. Did your enterprise use, in January 2010, any software application for customers' information management, so-called CRM, allowing:

Capture, store and make make available to other business functions the information about its clients	7.1%
Analyse the information about clients for marketing purposes (setting prices, making sales promotion, choosing distribution channels, etc.)	6.9%
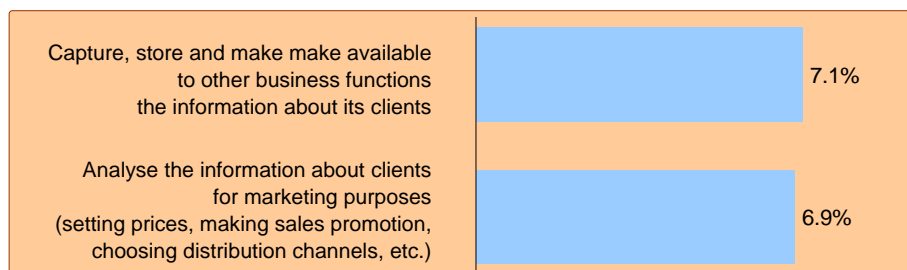
During 2010, there were 17% of enterprises that used Linux operating system, which prevailed in large enterprises (35.9%), then was used in 22.2% of medium enterprises and in 13.5% of small ones.

According to the analysis of enterprises by sections of activities, banks and insurance companies were those that used Linux most (68.6%).

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

	Yes	No
2010	17.0%	83.0%
2009	17.0%	83.0%
2008	17.2%	82.8%
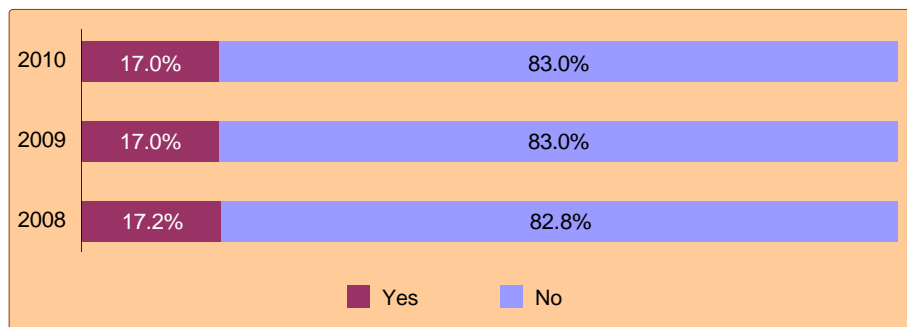
17% of enterprises used Linux „open source"operating system in 2010.

2.3.3. Internet in enterprises

In the Republic of Serbia, there are 96.8% that have an Internet connection, which is by 2.3%, 5.3% and 6.2% more compared to 2009, 2008 and 2007 respectively.

The analysis of enterprises by size shows that of the total number of large enterprises, 99.3% of them are connected to the Internet. The situation is similar with small enterprises, where 96.3% of them have access to the Internet.

96.8% of enterprises have an Internet connection.

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

90.2%   90.6%   91.5%   94.5%   96.8%

2006   2007   2008   2009   2010
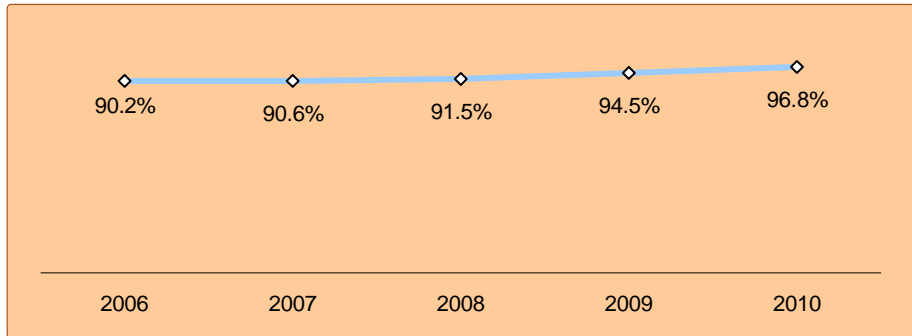
Use of the Internet in enterprises, by activities:

- Banks and insurance companies (100%)
- Motion picture, video, radion and TV activities (100%)
- Transport, storage and communications (98.6%)
- Manufacturing (98.1%)
- Real estate, renting and business activities (97.7%)
- Wholesale and retail trade (95.7%)
- Construction (94.2%)
- Hotels, camping sites and other short-stay accommodation (88.5%)

In 43.2% of enterprises there is ¼ of employees who use the Internet once a week, while in 29.7% of enterprises 75-100% of employees use it at leas once a week.

Graph 2.8. Enterprises by percentage of employees who use the Internet at least once a week

50-74% of employees 10.8%

25-49% of employees 16.3%

1-24% of employees 43.2%

75-100% of employees 29.7%
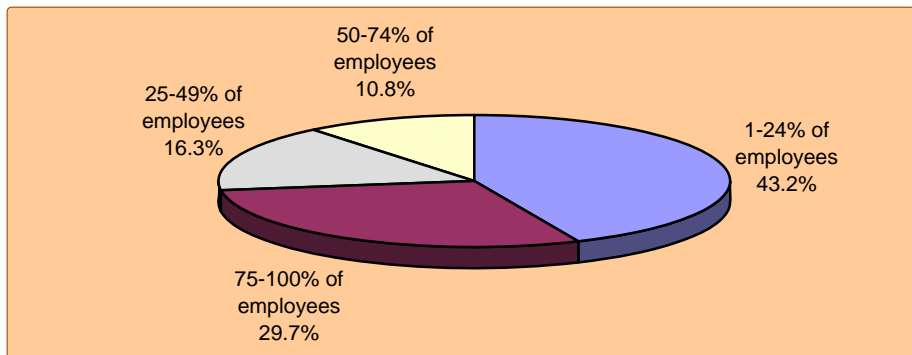
As for the way the Internet is accesssed (types of connections), enterprises were offered to give several answers out of the proposed ones.

The results indicate that of the total number of enterprises having an Internet connection, DSL is available in 74.1% of them, cable Internet in 26.5% and modem connection in 13.5%.

The data are expressive of the fact that modem connections have fallen by 2%, and DSL has grown by 8.6% compared to 2009.

74.1% of enterprises having an Internet connection use DSL (xDSL, ADSL).

Graph 2.9. Does your institution have any of the following external type of Internet connection?

The most frequent anwers, as to for which purposes the enterprise use the Internet, are as follows:

- „Banking and financial services" (79.0%)
- „Training and eduction" (25.3%)

Graph 2.10. Does your enterprise use the Internet for the following purposes?
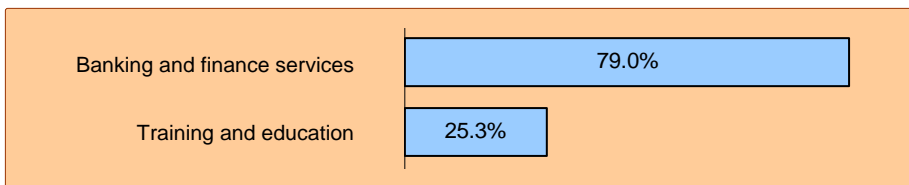
2.3.4. e-government

Of the total number of enterprises that have an Internet connection, 70.6% enterprises interact electronically with public authorities, which is an increase of 1.5%, 9.7% and 10.1% compared to 2009, 2008 and 2007 respectively. There are 29.4% of enterprises that make use of this possibility.

> 70.6% of enterprises having an Internet connection interact electronically with public authorities

Graph 2.11. Does your enterprise interat with public authorities via the Internet?

Year	Yes	No
2010	70.6%	29.4%
2009	69.1%	30.9%
2008	60.9%	39.1%
2007	60.5%	39.5%
2006	48.6%	51.4%

Yes   No
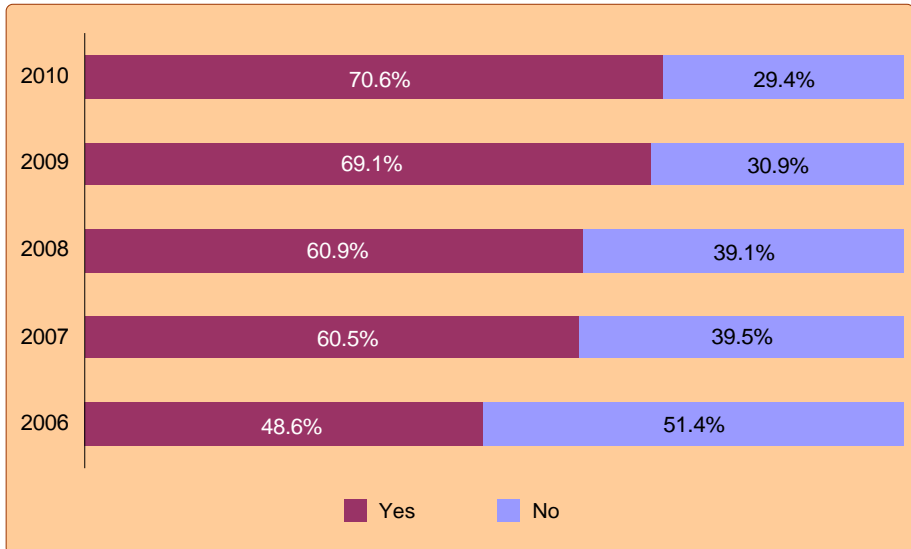
The analysis of enterprises by sections of activities indicates that banks and insurance companies are those that interact most with public authorities via the Internet (88.2%).

The most frequent answers as to for which purposes the enterprise interact with public authorities via the Internet are as follows:

- „For obtaining information" (97.2%)
- „For obtaining forms" (79.8%)
- „For returning filled in forms" (64.2%)

Graph 2.12. Does your entrprise interact with public authorities via the Internet for any of the following purposes?

Purpose	Percentage
For obtaining information	97.2%
For obtaining forms, e.g. tax forms	79.8%
For returning filled in forms	64.2%
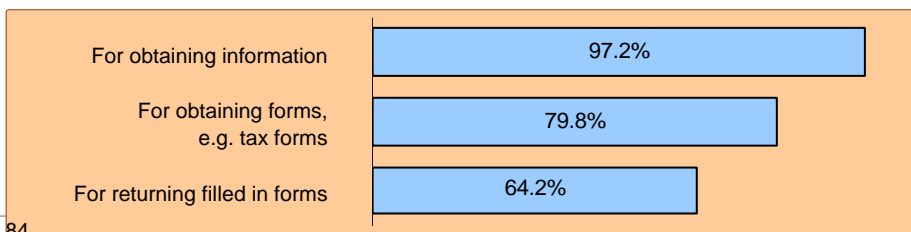
2.3.5. Website

There are 67.5% of enterprises, being connected to the Internet, that have a Website. This percentage was 67%, 68.9% and 61.8% in 2009, 2008 and 2007 respectively.

The analysed structure of enterprise by size renders the following results:

- 86.7% of large enterprises have a Website
- 82.1% of medium enterprises have a Website
- 62.8% of small enterprises have a Website

> 67.5% of enterprises connected to the Internet have a Website.

The differences are visible also with territorial wholes. In Belgrade, there are 80.6% of enteprises having a Website, in Vojvodina 61.2%, and in Central Serbia 58.1%.

Graph 2.13. Does your enterprise have its Website?
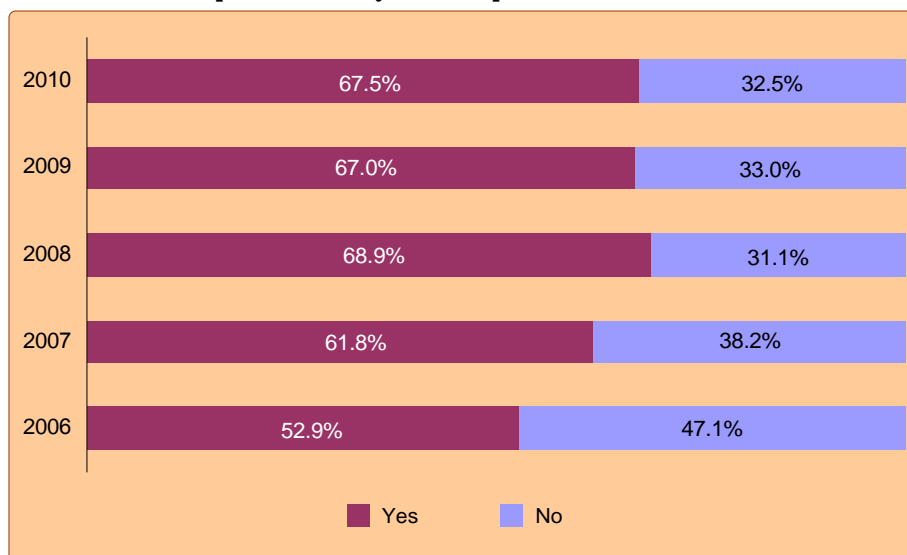
Availability of a Website in enterprises, by activities:

- Banks and insurance companies (94.4%)
- Hotels, camping sites and other short-stay accommodation (81.8%)
- Real estate, renting and business activities (76%)
- Motion picture, video, radio and TV activities (72.6%)
- Manufacturing (71.3%)
- Transport, storage and communications (65.1%)
- Wholesale and retail trade (62.8%)
- Construction (55.9%)

Enteprises offer most often the following facilities through their Web site :

- Access to product catalogue or price lists (64%)
- Personalized content in the Website for regular/repeated visitors (56.2%)
- Possibility for visitors to customize or design the products (48.8%)

Graph 2.14. Does your enterprise offer the following facilities through its Website?
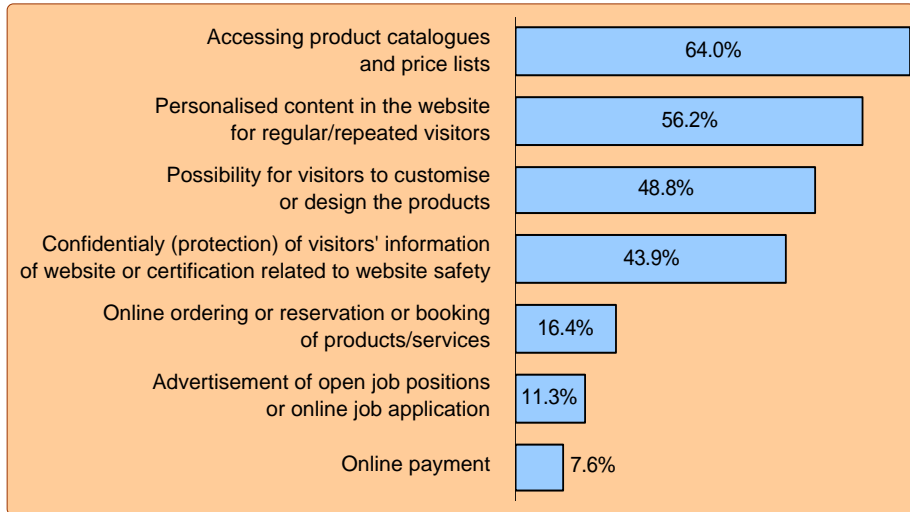
2.3.6. e-commerce

In 2009, 23.3% of enterprises that were connected to the Internet in the Republic of Serbia ordered goods/services via the Internet, which is an increase of 0.9%, 2.5% and 3.8% compared to 2008, 2007 and 2006 respectively.

The analyzed structure of enterprises by size renders the following results:

- 26.5% of large enterprises ordered goods/services via the Internet
- 28.4% of medium enterprises ordered goods/services via the Internet
- 21.8% of small enterprises ordered goods/services via the Internet

> 23.3% of enterprises that had an Internet connection in 2009 ordered goods/services via the Internet

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

Year	Yes	No
2009	23.3%	76.7%
2008	22.4%	77.6%
2007	20.8%	79.2%
2006	19.5%	81.5%
2005	17.6%	82.4%

Yes   No
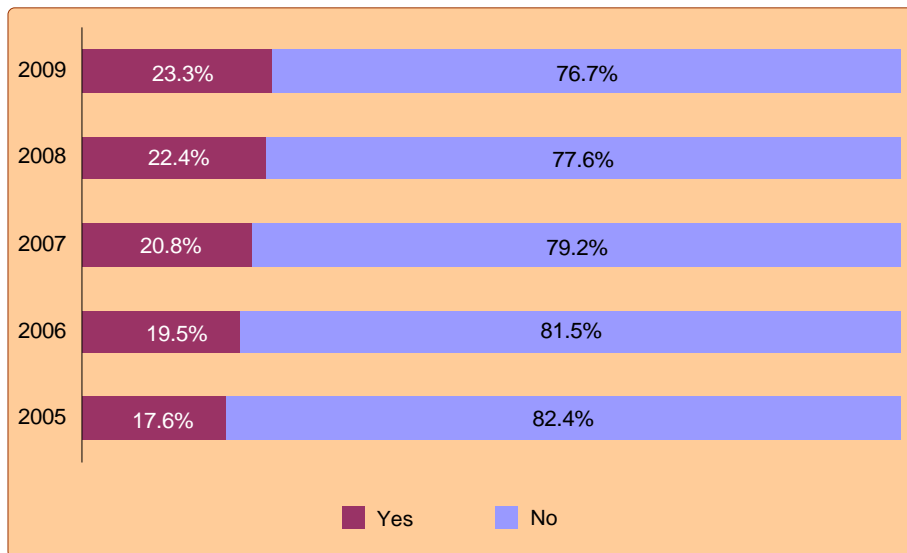
As to the percentage of Internet purchases in total purchases, the most frequent answers of enterprises are as follows:

- „Less than 1%" (17.1% of enterprises)
- „More than 1%, and lesst than 5%" (52.2% of enterprises)
- „More than 5%, and less than 10%" (15.6 % of enterprises)
- „More than 10%, and less than 25%" (10.2% of enterprises)
- „25 % and more." (4.8% of enterprises)

Graph 2.16. Please indicate the percentage for 2009 of Internet purchases in total purchases?

More than 10% and less than 25% 10.2%

25% and more 4.8%

More than 5% and less than 10% 15.6%

More than 1% and less than 5% 52.2%

Less than 1% 17.1%
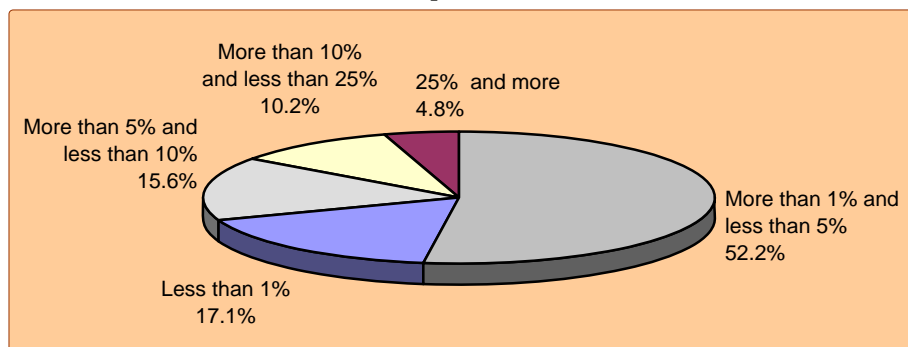
The results of the survey show that only 20% of enterprises connected to the Internet during 2009 received orders (other than manually typed e-mails) via the Internet, which was an increase of 0.1%, 3% and 3.2% compared to 2008, 2007 and 2006 respectively.

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

Year	Yes	No
2009	20.0%	80.0%
2008	19.9%	80.1%
2007	17.0%	83.0%
2006	16.8%	83.2%
2005	8.3%	91.7%

■ Yes   ■ No
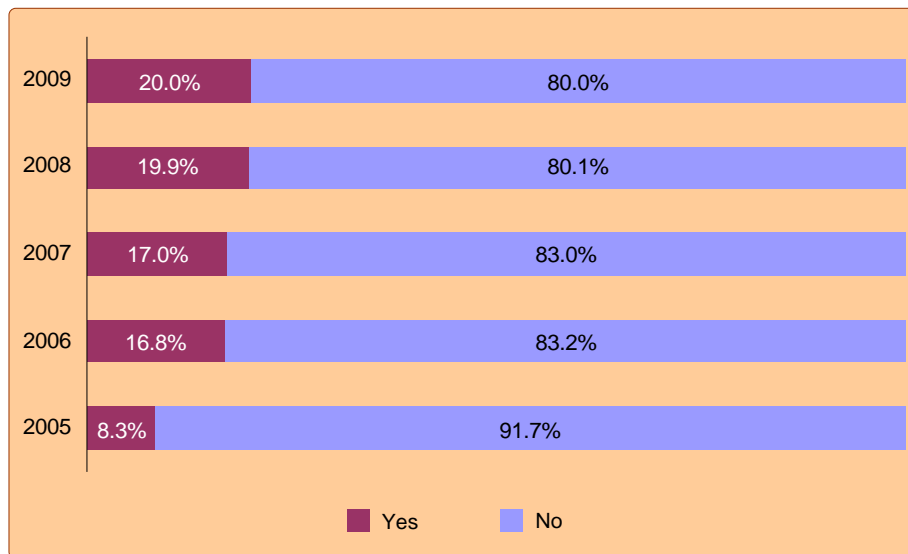
20% of enterprises connected to the Internet received in 2009 orders via the Internet.

Graph 2.18. Does your enterprise use an ICT security protocol, such as SSL or TLS, when receiving orders via the Internet?

Yes: 30.8%   No: 69.2%
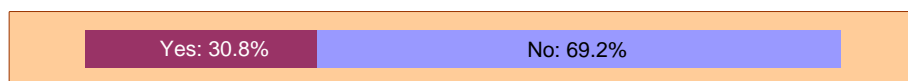
2.3.7. ICT security in enterprises

In the Republic of Serbia there were only 21% of enterprises that defined an ICT security policy in January 2010. The ICT security policy in most of the enterprises (84.4%) addressed loss or corruption of data due to virus attack or unexpected incident.

Graph 2.19. Did your enterprise defined formally an ICT policy in January 2010?

Yes: 21.0%   No: 79.0%

Graph 2.20. Does the ICT security policy address the following risks?

Loss of corruption of data due to attack (virus) or unexpected incident	84.4%
Disclosure of confidential data due to intrusion in ICT system (pharming, phishing attacks, etc.)	73.2%
Unavailability of ICT services due to attack from the outside	68.8%
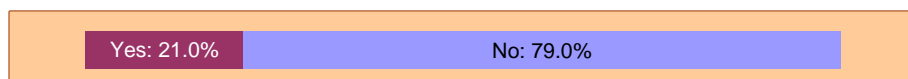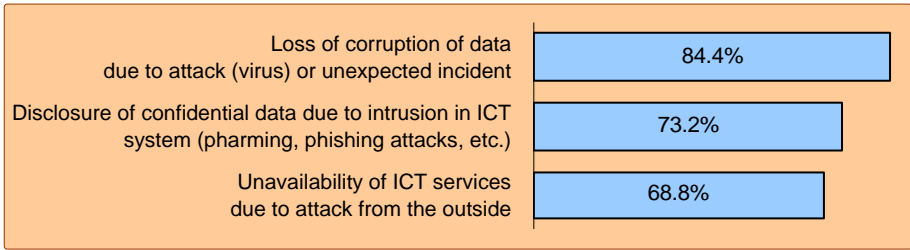
When it comes to problems encountered so far, the enterprises have provided the following answers:

- „Loss or corruption of data due to virus attack" (10.5% of enterprises)
- „Loss or corruption of data resulting from hardware or software failure" (10.3% of enterprises)

Graph 2.21. Does your enterprise use the following internal security facilities or procedures?

Offsite data back-up	77.3%
Strong password authentication	37.4%
User identification and authentication via hardware tokens, e.g. smart cards	28.8%
Analysis of events related to safety incidents, for further checking	13.0%
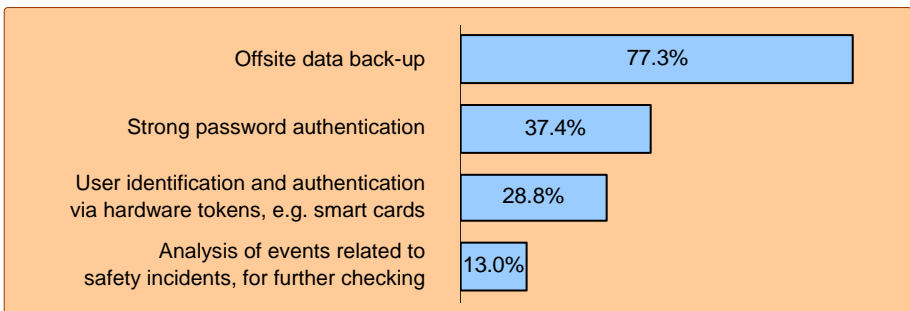
2.4. SURVEY RESULTS

MODUle 2.A: Main information on ICT[1]

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 business 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
	Construction	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	100.0	100.0	100.0	100.0	100.0
	Wholesale and retail trade	97.1	100.0	100.0	96.8	99.3	97.1	97.5
	Mition picture, video, radio and TV activities	96.4	100.0	100.0	93.4	100.0	100.0	96.8
	Manufacturing	95.3	100.0	100.0	96.1	97.2	97.2	96.7
	Transport, storage and communications	94.6	100.0	100.0	89.1	100.0	100.0	95.7
Total		97.1	100.0	100.0	96.5	98.3	98.7	97.8

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

in percentages

	Enterprises						
	Size			region			total
	small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
1- 24%	33.6	37.5	42.2	46.5	36.0	22.5	34.7
25- 49%	17.3	15.9	13.5	15.6	21.3	15.0	16.9
50-74%	13.8	15.3	9.6	13.6	14.5	13.7	13.9
75-100%	35.4	31.2	34.7	24.3	28.2	48.8	34.6

[1] The results in tables A2 - A7 refer only to enterprises that gave a positive answer to 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	95.0	100.0	100.0	100.0	100.0	97.9	98.3
	Mition picture, video, radio and TV activities	96.5	81.3	100.0	96.0	88.9	100.0	95.1
	Real estate, renting and business activities	86.3	91.8	95.6	79.4	93.4	88.2	87.4
	Wholesale and retail trade	79.6	97.1	89.0	75.7	84.2	85.5	82.0
	Manufacturing	77.0	86.5	99.6	78.4	81.0	84.3	80.7
	Hotels, camping sites and other short-stay accommodation	69.9	80.2	88.9	65.0	100.0	77.1	74.1
	Transport, storage and communications	62.0	100.0	96.1	51.2	81.5	81.0	70.3
	Construction	59.6	78.5	85.8	62.8	48.8	77.5	64.3
Total		76.3	89.0	96.0	74.1	79.3	84.7	79.5
A4: Wireless LAN								
Activity	Transport, storage and communications	65.6	40.0	87.0	32.3	55.1	83.4	60.1
	Mition picture, video, radio and TV activities	59.1	53.8	25.0	51.6	37.5	86.4	57.8
	Real estate, renting and business activities	58.8	45.5	59.0	42.0	48.0	63.3	56.7
	Manufacturing	47.5	44.5	66.8	37.9	53.1	59.1	48.3
	Wholesale and retail trade	44.3	40.8	32.6	40.2	30.4	53.8	43.5
	Construction	36.8	33.2	49.4	32.9	25.1	45.2	36.7
	Banks and insurance companies	28.0	-	36.5	100.0	5.3	29.0	31.0
	Hotels, camping sites and other short-stay accommodation	9.3	4.5	12.5	7.0	0.0	12.9	7.8
Total		47.7	41.2	58.2	37.8	42.5	57.4	46.9

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	89.9	80.0	94.9	100.0	100.0	89.9	92.1
	Real estate, renting and business activities	66.4	69.3	95.6	56.2	71.2	70.0	67.5
	Mition picture, video, radio and TV activities	58.1	100.0	100.0	64.6	44.4	80.1	63.2
	Manufacturing	57.5	74.4	73.9	63.6	62.9	61.0	62.7
	Transport, storage and communications	44.4	82.1	83.6	40.7	51.0	67.4	52.8
	Wholesale and retail trade	50.6	61.9	75.1	49.1	41.1	62.0	52.5
	Construction	43.9	74.0	64.5	59.8	39.9	49.7	50.5
	Hotels, camping sites and other short-stay accommodation	6.5	5.4	22.2	7.0	0.0	9.3	6.8
Total		53.3	69.9	75.8	55.9	52.7	61.9	57.3
A6: Extranet (not the Internet)								
Activity	Banks and insurance companies	48.9	80.0	77.1	60.0	82.5	66.1	68.0
	Real estate, renting and business activities	15.8	23.9	43.6	10.2	10.9	21.9	17.7
	Mition picture, video, radio and TV activities	13.2	18.8	75.0	7.1	13.3	31.3	15.2
	Manufacturing	9.8	20.7	43.8	16.3	13.3	13.2	14.6
	Transport, storage and communications	8.6	25.8	61.7	10.3	12.7	18.6	13.8
	Wholesale and retail trade	10.9	22.7	40.3	11.8	7.4	17.2	12.9
	Construction	7.8	6.6	15.3	12.3	2.5	7.8	7.9
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		10.6	19.6	43.1	13.3	10.1	16.6	13.7

A7: Did your enterprise use, in January 2010,
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	53.0	80.0	75.9	60.0	82.5	66.9	68.6
	Real estate, renting and business activities	27.9	37.5	17.6	17.9	38.4	30.1	29.2
	Motion picture, video, radio and TV activities	21.5	81.3	75.0	29.2	44.4	11.4	28.6
	Manufacturing	13.5	19.2	37.0	13.3	17.4	20.3	16.4
	Transport, storage and communications	14.5	17.7	45.3	10.5	13.0	25.4	16.3
	Wholesale and retail trade	9.0	27.7	32.8	10.3	6.1	16.6	11.8
	Hotels, camping sites and other short-stay accommodation	6.5	18.1	33.3	11.4	3.4	14.8	11.4
	Construction	9.0	11.2	11.5	0.0	8.4	19.3	9.5
Total		13.5	22.2	35.9	11.4	14.8	21.6	17.0

MODULE 2.B: Use of the Internet[1]

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
	Transport, storage and communications	98.3	100.0	100.0	100.0	95.4	100.0	98.6
	Manufacturing	98.0	97.6	100.0	98.3	100.0	95.6	98.1
	Real estate, renting and business activities	98.5	93.1	100.0	100.0	97.5	97.1	97.7
	Wholesale and retail trade	95.1	100.0	99.5	89.9	98.1	98.6	95.7
	Construction	92.8	100.0	94.3	96.5	88.6	96.2	94.2
	Hotels, camping sites and other short-stay accommodation	81.8	100.0	100.0	82.0	100.0	93.5	88.5
Total		96.3	98.2	99.3	95.7	97.5	97.3	96.8

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

in percentages

	Enterprises						
	Size			Region			Total
	small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
1- 24%	41.0	49.3	57.1	56.7	46.5	28.3	43.2
25- 49%	17.5	12.5	13.1	14.7	17.9	16.8	16.3
50-74%	10.2	12.4	13.2	10.5	11.2	10.8	10.8
75-100%	31.3	25.8	16.6	18.2	24.4	44.1	29.7

[1] The results in tables B2 - B9 refer only to enterprises that have given positive answer to question B1.

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

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Traditional modem								
Activities	Banks and insurance companies	31.9	40.0	33.3	20.0	31.6	35.0	33.4
	Transport, storage and communications	20.9	40.5	11.7	17.8	23.3	31.8	24.2
	Manufacturing	16.7	12.5	11.4	14.6	12.7	19.5	15.3
	Real estate, renting and business activities	14.3	14.3	17.2	23.0	4.3	14.4	14.3
	Construction	12.3	7.3	10.4	14.8	10.0	8.8	11.2
	Wholesale and retail trade	8.8	16.8	16.2	14.7	8.4	7.5	10.0
	Motion picture, video, radio and TV activities	6.9	0.0	25.0	0.0	24.4	0.0	6.7
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		13.3	14.4	13.8	14.9	11.4	13.7	13.5
DSL (xDSL, ADSL, SDSL, etc.) connection								
Activities	Manufacturing	76.9	74.5	78.0	80.1	76.1	70.3	76.4
	Wholesale and retail trade	75.3	75.7	68.1	70.1	71.7	81.0	75.3
	Construction	73.4	76.0	81.2	78.4	73.6	70.8	74.3
	Real estate, renting and business activities	73.1	55.7	52.4	71.8	72.2	68.9	70.1
	Banks and insurance companies	62.9	100.0	70.1	100.0	77.2	65.7	70.0
	Hotels, camping sites and other short-stay accommodation	68.1	75.1	44.4	100.0	51.3	37.5	69.5
	Transport, storage and communications	66.9	73.0	67.2	70.5	64.2	68.7	68.1
	Motion picture, video, radio and TV activities	59.5	75.0	50.0	78.8	35.6	55.7	60.8
Total		74.4	73.2	73.5	76.5	72.5	72.9	74.1

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

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Broadband Internet								
Activities	Banks and insurance companies	58.9	80.0	93.6	60.0	100.0	79.6	81.1
	Hotels, camping sites and other short-stay accommodation	39.8	46.7	66.7	16.9	52.2	75.1	43.7
	Motion picture, video, radio and TV activities	39.9	37.5	100.0	32.3	24.4	73.3	41.1
	Real estate, renting and business activities	32.8	55.9	56.4	28.3	31.4	41.0	36.8
	Wholesale and retail trade	22.9	43.0	60.8	23.5	24.0	29.7	26.3
	Transport, storage and communications	24.6	25.8	53.1	19.5	25.7	33.3	26.0
	Manufacturing	22.7	23.0	42.3	16.4	23.9	37.3	24.1
	Construction	13.7	27.6	35.1	7.3	13.5	29.5	17.4
Total		23.8	32.0	50.0	18.5	24.0	35.7	26.5
Mobile connections								
Activities	Banks and insurance companies	19.7	60.0	45.9	40.0	49.1	36.1	38.3
	Real estate, renting and business activities	24.8	7.5	38.8	15.5	31.3	22.4	22.6
	Transport, storage and communications	14.9	31.4	28.1	21.7	15.6	17.4	18.5
	Motion picture, video, radio and TV activities	13.5	0.0	50.0	14.2	0.0	24.4	13.0
	Manufacturing	7.3	15.1	30.6	8.1	13.4	11.9	10.7
	Wholesale and retail trade	8.1	16.7	17.4	1.4	6.0	17.2	9.4
	Construction	7.8	10.9	16.2	4.1	15.7	8.4	8.8
	Hotels, camping sites and other short-stay accommodation	0.0	12.6	0.0	0.0	0.0	12.7	4.6
Total		10.4	15.3	28.6	7.4	12.8	16.1	12.2

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	95.0	100.0	100.0	100.0	100.0	97.9	98.3
	Wholesale and retail trade	82.1	94.2	89.4	79.0	81.1	89.0	83.9
	Manufacturing	79.6	85.6	89.7	79.6	81.2	85.6	81.7
	Construction	75.9	74.9	78.8	65.0	74.3	86.9	75.8
	Real estate, renting and business activities	74.1	72.0	82.8	71.8	69.4	76.0	74.0
	Hotels, camping sites and other short-stay accommodation	64.2	76.6	100.0	57.3	87.6	80.3	70.5
	Transport, storage and communications	67.4	45.5	87.5	56.9	90.3	50.2	64.1
	Motion picture, video, radio and TV activities	42.5	81.3	100.0	36.3	22.2	93.2	47.6
Total		77.7	81.9	88.9	74.5	79.4	82.9	79.0
Training and education								
Activity	Banks and insurance companies	50.7	80.0	65.6	100.0	77.2	55.2	61.7
	Real estate, renting and business activities	45.1	49.3	47.6	30.7	49.1	49.6	45.7
	Motion picture, video, radio and TV activities	37.0	0.0	0.0	21.2	44.4	39.8	32.5
	Wholesale and retail trade	24.6	37.6	42.0	16.7	26.9	33.6	26.7
	Manufacturing	22.3	18.4	23.1	16.7	26.2	24.0	21.4
	Transport, storage and communications	15.1	27.6	39.8	14.7	20.1	20.9	18.4
	Construction	13.9	24.7	29.9	17.7	13.5	18.2	16.8
	Hotels, camping sites and other short-stay accommodation	3.4	3.6	44.4	0.0	12.4	9.7	5.5
Total		24.7	26.3	32.1	17.5	26.6	31.7	25.3

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

in percentages

Enterprises			Size			Region			Total
			small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES									
Activity	Motion pictures, video, radio and TV activities		89.1	81.3	100.0	85.8	88.9	93.2	88.6
	Banks and insurance companies		90.4	100.0	85.5	100.0	82.5	88.1	88.2
	Hotels, camping sites and other short-stay accommodation		92.8	76.6	88.9	82.9	100.0	85.8	86.7
	Real estate, renting and business activities		74.5	86.6	91.2	61.5	78.6	80.9	76.6
	Manufacturing		69.0	82.8	86.5	69.7	81.3	70.9	73.4
	Wholesale and retail trade		66.8	72.0	93.3	60.0	62.3	77.1	68.0
	Transport, storage and communications		68.8	55.5	76.6	57.7	67.8	75.2	66.6
	Construction		60.3	52.7	70.4	50.3	53.1	71.9	59.2
Total			68.7	75.3	85.2	64.2	71.6	76.0	70.6

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							
Hotels, camping sites and other short-stay accommodation	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Motion picture, video, radio and TV business	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Wholesale and retail trade	99.5	100.0	100.0	100.0	98.2	100.0	99.6
Construction	97.3	100.0	100.0	100.0	100.0	95.5	97.9
Real estate, renting and business activities	96.1	100.0	100.0	100.0	91.4	97.5	96.8
Transport, storage and communications	94.3	100.0	100.0	93.0	100.0	94.2	95.5
Manufacturing	95.8	94.2	95.9	95.5	96.8	93.4	95.4
Banks and insurance companies	75.8	100.0	100.0	100.0	100.0	89.5	91.8
Total	97.2	97.0	97.7	97.3	97.3	96.9	97.2
For obtaining forms, e.g. tax forms							
Manufacturing	88.7	82.5	70.5	83.1	90.9	83.0	85.6
Wholesale and retail trade	85.0	67.8	59.5	70.0	89.7	84.7	81.9
Construction	81.3	51.9	52.3	67.4	69.1	82.0	74.6
Transport, storage and communications	79.3	56.8	21.4	53.9	96.0	72.2	73.2
Real estate, renting and business activities	80.2	35.8	66.2	67.1	70.9	74.2	72.5
Hotels, camping sites and other short-stay accommodation	60.0	79.4	75.0	63.0	60.2	75.6	67.0
Banks and insurance companies	77.7	100.0	49.3	80.0	66.0	61.0	63.3
Motion picture, video, radio and TV business	48.6	46.2	50.0	37.6	37.5	76.2	48.4
Total	83.6	70.4	62.6	74.0	85.9	80.5	79.8

[1] The results refer only to enterprises that gave a positive answer to question B5.

B6: Does your enterprise use the Internet to itneract 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	Construction	81.5	86.3	97.1	85.6	75.8	85.4	83.2
	Banks and insurance companies	70.3	100.0	80.7	60.0	78.7	81.0	78.8
	Real estate, renting and business activities	70.8	70.9	90.3	66.5	71.0	72.7	71.4
	Manufacturing	62.3	82.1	84.4	69.0	70.3	68.9	69.4
	Transport, storage and communications	52.8	87.1	83.7	61.3	61.6	56.5	59.5
	Motion picture, video, radio and TV business	48.9	76.9	100.0	50.5	37.5	71.3	52.8
	Wholesale and retail trade	49.8	58.3	78.4	47.8	46.5	56.3	51.7
	Hotels, camping sites and other short-stay accommodation	12.4	51.5	37.5	25.7	11.5	34.9	26.4
Total		59.6	75.8	84.2	63.1	62.7	66.0	64.2
For treating an administrative procedure **(e.g.declaration, registration, authorisation request) completely electronically** **without the need for additional paper work (including payment if required)**								
Activity	Manufacturing	56.0	65.5	64.5	56.8	60.1	62.2	59.2
	Banks and insurance companies	32.3	80.0	64.0	20.0	87.2	52.8	54.6
	Construction	55.8	47.6	58.8	48.4	50.3	60.6	54.5
	Real estate, renting and business activities	54.1	34.7	66.2	58.5	34.3	54.1	51.2
	Transport, storage and communications	50.3	31.8	43.9	39.3	56.2	46.9	47.2
	Wholesale and retail trade	35.3	43.2	49.2	31.4	28.4	43.7	36.7
	Motion picture, video, radio and TV business	31.2	46.2	50.0	42.2	25.0	26.2	33.0
	Hotels, camping sites and other short-stay accommodation	8.5	0.0	0.0	5.3	0.0	8.1	5.3
Total		47.3	52.4	59.6	47.2	47.3	51.6	49.0

[1] The results refer only to enterprises that gave a positive answer to question B5.

B6: Does your enterprise use the Internet to itneract 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 a public electronic tender (auction) system								
Activity	Transport, storage and communications	25.2	56.5	21.4	44.3	16.7	27.6	29.8
	Banks and insurance companies	21.1	60.0	27.5	20.0	66.0	22.5	28.1
	Manufacturing	16.9	27.4	16.8	17.9	20.6	21.9	19.8
	Motion picture, video, radio and TV business	21.9	0.0	0.0	16.5	0.0	42.7	19.3
	Real estate, renting and business activities	14.3	19.3	4.8	12.5	8.6	17.2	14.9
	Wholesale and retail trade	8.3	9.9	5.4	1.0	1.8	15.9	8.5
	Construction	5.5	5.4	2.5	10.4	0.5	4.5	5.3
	Hotels, camping sites and other short-stay accommodation	4.7	0.0	0.0	0.0	0.0	8.1	2.9
Total		13.2	21.7	13.8	14.1	12.3	17.4	14.9

[1] The results refer only to enterprises that gave a positive answer to question B5.

B7: Does your enterprise have its Website?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Banks and insurance companies	83.2	100.0	100.0	100.0	100.0	92.9	94.4
	Hotels, camping sites and other short-stay accommodation	75.1	94.6	66.7	68.4	87.6	97.0	81.8
	Real estate, renting and business activities	71.3	100.0	91.2	53.6	59.6	87.7	76.0
	Motion picture, video, radio and TV activities	68.8	100.0	100.0	71.7	66.7	80.1	72.6
	Manufacturing	67.9	77.6	83.1	67.6	70.0	78.9	71.3
	Transport, storage and communications	58.3	88.1	92.2	59.0	55.5	79.7	65.1
	Wholesale and retail trade	59.0	82.2	93.8	47.7	55.3	78.0	62.8
	Construction	48.5	77.7	84.9	41.0	45.8	76.8	55.9
Total		62.8	82.1	86.7	58.1	61.2	80.6	67.5

B8: Does your enterprise secure via its Website:

(your enterprise as Internet service provider)[1]

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Confidentiality (safety) of data of Website users or certification related to Website safety								
Activity	Banks and insurance companies	35.2	60.0	80.6	100.0	59.6	63.3	65.7
	Motion picture, video, radio and TV activities	60.0	18.8	75.0	64.8	36.7	55.3	54.9
	Manufacturing	44.6	63.1	33.6	47.1	38.6	61.0	48.7
	Transport, storage and ocmmunications	49.3	39.0	49.2	44.9	37.5	53.4	46.7
	Wholesale and retail trade	43.6	42.9	47.8	40.3	31.7	50.1	43.6
	Real estate, renting and business activities	43.1	48.3	23.7	57.3	17.4	45.9	43.5
	Hotels, camping sites and other short-stay accommodation	26.7	43.6	16.7	30.8	27.3	38.3	33.4
	Construction	20.3	25.1	19.1	20.5	6.2	28.4	21.5
Total		42.3	50.1	38.4	44.1	32.2	49.8	43.9
Access to product catalogues and pricelists?								
Activity	Hotels, camping sites and other short-stay accommodation	95.2	96.1	100.0	93.6	100.0	96.2	95.8
	Manufacturing	70.6	83.4	74.5	80.2	66.1	74.0	74.3
	Banks and insurance companies	49.5	100.0	80.3	100.0	82.5	68.2	72.9
	Wholesale and retail trade	67.1	61.4	53.4	60.4	71.5	65.6	65.8
	Construction	60.3	34.7	46.8	60.4	48.1	50.0	52.3
	Motion picture, video, radio and TV activities	50.8	43.8	50.0	54.9	63.3	30.5	49.8
	Real estate, renting and business activities	50.5	37.4	9.7	47.7	44.2	47.2	46.8
	Transport, storage and ocmmunications	43.2	31.5	58.5	46.2	23.6	47.1	41.1
Total		63.9	64.5	64.0	69.9	62.0	61.2	64.0

[1] The results refer only to enterprises that gave a positive answer to question B7.

B8: Does your enterprise secyre via its Website:

(your enterprise as Internet service provider)[1]

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Possibility of visitors to customize or design the products?								
Activity	Hotels, camping sites and other short-stay accommodation	89.4	86.7	100.0	93.6	100.0	79.7	88.7
	Banks and insurance companies	56.7	80.0	76.1	60.0	64.9	73.0	70.7
	Wholesale and retail trade	53.1	63.4	61.2	35.6	77.2	54.1	55.1
	Construction	57.7	41.1	52.2	26.1	59.1	63.4	52.8
	Real estate, renting and business activities	55.5	35.4	29.0	52.6	65.6	47.7	50.9
	Transport, storage and ocmmunications	48.9	33.1	59.3	44.8	47.7	44.9	45.6
	Motion picture, video, radio and TV activities	48.8	18.8	0.0	35.2	50.0	49.6	43.2
	Manufacturing	43.7	33.6	42.1	29.0	53.6	45.5	40.9
Total		50.7	42.8	49.3	34.5	61.5	51.7	48.8
On-line ordering or reservation or booking of products/services?								
Activity	Hotels, camping sites and other short-stay accommodation	37.0	54.1	50.0	32.5	71.7	45.5	44.8
	Banks and insurance companies	11.6	0.0	36.5	20.0	10.5	30.1	26.3
	Wholesale and retail trade	19.8	22.1	24.5	8.4	14.5	27.9	20.3
	Transport, storage and ocmmunications	20.2	14.2	34.7	10.3	19.6	26.9	19.5
	Motion picture, video, radio and TV activities	19.6	0.0	25.0	19.8	0.0	27.7	17.1
	Manufacturing	15.8	16.1	8.8	14.0	14.4	18.2	15.3
	Real estate, renting and business activities	13.2	6.2	4.8	14.3	0.0	13.3	11.6
	Construction	8.0	3.7	15.4	7.8	14.0	4.2	7.3
Total		16.6	15.9	16.1	12.7	14.1	20.1	16.4

[1] The results refer only to enterprises that gave a positive answer to question B7.

B8: Does your enterprise secyre via its Website:

(your enterprise as Internet service provider)[1]

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
On-line payment?								
Activity	Banks and insurance companies	6.1	20.0	57.5	60.0	28.1	39.5	39.4
	Wholesale and retail trade	11.2	7.7	3.6	2.6	10.5	13.7	10.4
	Transport, storage and ocmmunications	10.5	5.3	12.7	9.7	10.9	8.1	9.3
	Manufacturing	6.8	9.7	1.3	6.3	4.4	11.0	7.1
	Real estate, renting and business activities	6.3	1.8	4.8	0.0	0.0	7.5	5.4
	Construction	3.3	0.0	20.5	3.9	1.6	4.2	3.6
	Motion picture, video, radio and TV activities	0.0	0.0	25.0	0.0	0.0	2.8	0.8
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		7.8	6.6	9.8	5.0	5.9	10.3	7.6
Personalised content in the Website for regular/repeated visitors?								
Activity	Banks and insurance companies	61.7	60.0	68.8	100.0	50.9	65.5	66.0
	Real estate, renting and business activities	66.6	47.9	57.0	52.6	63.9	64.5	62.7
	Manufacturing	57.8	58.5	67.0	61.6	55.9	57.1	58.7
	Transport, storage and ocmmunications	61.3	56.8	26.3	69.8	54.9	50.9	58.2
	Wholesale and retail trade	55.8	57.3	48.4	60.4	40.9	60.4	55.9
	Construction	49.0	47.5	24.2	61.0	27.9	47.7	46.9
	Motion picture, video, radio and TV activities	50.4	0.0	50.0	39.5	66.7	30.5	43.7
	Hotels, camping sites and other short-stay accommodation	10.6	5.7	0.0	12.5	0.0	7.2	8.1
Total		57.2	53.4	55.7	59.7	49.5	57.3	56.2

[1] Rezultati se odnose samo na preduzeća koja su potvrdno odgovorila na pitanje B7.

B8: Does your enterprise secyre via its Website:

(your enterprise as Internet service provider)[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?							
Banks and insurance companies	64.2	40.0	68.8	100.0	82.5	58.0	65.1
Motion picture, video, radio and TV activities	24.6	0.0	50.0	19.8	16.7	30.5	22.2
Real estate, renting and business activities	19.7	17.9	57.0	23.9	33.1	17.3	20.4
Manufacturing	10.3	13.1	24.0	7.3	10.1	21.0	12.1
Transport, storage and ocmmunications	10.8	6.9	31.4	4.0	10.3	17.0	11.0
Hotels, camping sites and other short-stay accommodation	10.6	5.3	0.0	6.4	13.1	7.2	7.9
Wholesale and retail trade	4.5	13.3	25.4	0.9	11.0	7.2	6.6
Construction	0.0	13.1	4.8	4.5	6.2	2.8	3.9
Total	9.5	12.9	28.6	6.9	12.3	13.8	11.3

(The left side of the table is labelled "Activity" spanning the activity rows.)

[1] The results refer only to enterprises that gave a positive answer to question B7.

B9: Was your enterprise using, in January 2010, digital signature in any message sent, i.e. using 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	41.2	80.0	73.7	40.0	89.5	60.9	63.4
	Transport, storage and communications	19.7	17.4	28.1	12.2	19.3	27.8	19.6
	Manufacturing	10.7	17.0	14.4	11.1	17.6	9.0	12.4
	Construction	9.9	14.5	18.8	7.5	4.3	19.5	11.2
	Real estate, renting and business activities	7.9	1.8	13.2	10.3	1.8	7.6	7.1
	Motion picture, video, radio and TV activities	7.2	0.0	0.0	7.1	11.1	0.0	6.3
	Wholesale and retail trade	4.3	15.1	23.2	2.9	6.8	8.0	6.1
	Hotels, camping sites and other short-stay accommodation	3.4	0.0	11.1	0.0	15.9	0.0	2.5
Total		8.7	14.4	21.0	8.3	11.9	11.1	10.3

MODULE 2.C: ELECTRONIC SHARE OF INFORMATION[1)]

C1: In January 2010, did your enterprise share electronically information?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Banks and insurance companies	53.0	100.0	82.3	100.0	82.5	69.8	73.9
	Transport, storage and communications	36.2	46.6	53.9	36.9	39.8	39.9	38.8
	Real estate, renting and business activities	34.5	7.5	8.8	28.2	14.9	34.4	29.8
	Motion picture, video, radio and TV activities	23.2	62.5	75.0	25.2	8.9	53.4	28.3
	Construction	27.5	17.5	48.9	13.8	23.6	40.8	26.6
	Wholesale and retail trade	21.6	35.9	51.5	16.5	30.6	25.7	24.0
	Manufacturing	21.4	27.4	33.9	20.7	29.1	22.6	23.7
	Hotels, camping sites and other short-stay accommodation	9.4	10.8	11.1	14.0	0.0	7.9	10.0
Total		24.8	27.3	41.1	20.4	28.2	29.7	25.9

[1)] The results refer only to enterprises that gave a positive answer to question A1.

C2: Is electronically shared information 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	Construction	94.5	79.5	60.3	98.3	93.5	85.7	89.9
	Manufacturing	84.1	72.7	70.7	73.1	81.8	86.5	79.6
	Motion picture, video, radio and TV activities	84.0	60.0	33.3	71.9	0.0	91.5	75.6
	Real estate, renting and business activities	72.1	100.0	0.0	81.7	100.0	67.2	72.7
	Wholesale and retail trade	72.2	68.0	56.7	64.8	84.2	64.1	70.8
	Transport, storage and communications	67.2	69.2	60.9	72.9	65.2	63.5	67.3
	Banks and insurance companies	39.8	20.0	18.4	40.0	27.7	20.5	23.7
	Hotels, camping sites and other short-term accommodation	0.0	50.0	100.0	24.4	0.0	17.8	22.6
Total		77.5	71.3	57.1	72.9	81.9	71.6	74.9
Receiving e-invoices								
Activity	Motion picture, video, radio and TV activities	100.0	60.0	100.0	100.0	0.0	100.0	91.4
	Manufacturing	77.4	93.5	75.9	81.8	79.6	85.0	81.8
	Transport, storage and communications	79.0	61.9	75.4	65.0	65.2	93.6	75.1
	Construction	64.6	100.0	87.7	49.4	73.2	76.6	70.8
	Real estate, renting and business activities	71.6	44.7	50.0	63.4	100.0	68.6	70.4
	Wholesale and retail trade	54.1	87.5	55.7	60.3	67.0	56.0	60.6
	Hotels, camping sites and other short-stay accommodation	31.1	50.0	100.0	50.0	0.0	17.8	41.2
	Banks and insurance companies	35.4	60.0	23.4	40.0	0.0	35.2	30.0
Total		68.0	86.1	66.6	70.5	73.2	70.9	71.4

[1] The results refer only to enterprises that gave a positive answer to question C1.

C2: Is electronically shared information 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	Manufacturing	81.5	73.3	57.9	76.6	78.8	75.2	77.0
	Construction	76.1	78.7	60.3	98.3	58.8	74.9	75.1
	Real estate, renting and business activities	72.1	44.7	0.0	81.7	100.0	64.2	70.6
	Transport, storage and communications	68.9	76.5	60.9	84.5	53.6	70.1	70.1
	Wholesale and retail trade	65.9	62.3	49.8	47.6	77.7	63.5	64.6
	Motion picture, video, radio and TV activities	68.1	30.0	33.3	43.8	0.0	78.7	57.7
	Hotels, camping sites and other short-stay accommodation	0.0	50.0	100.0	24.4	0.0	17.8	22.6
	Banks and insurance companies	26.8	60.0	13.8	40.0	46.8	13.5	21.6
Total		72.5	69.2	49.6	71.5	73.9	67.0	70.3
Sending e-invoices								
Activity	Motion picture, video, radio and TV activities	100.0	30.0	33.3	100.0	0.0	78.7	80.7
	Transport, storage and communications	72.2	80.2	84.1	85.7	38.3	95.0	74.6
	Manufacturing	70.3	70.6	67.4	65.2	69.9	77.8	70.1
	Real estate, renting and business activities	63.0	44.7	50.0	63.4	100.0	57.4	62.2
	Construction	48.2	100.0	75.4	49.4	70.5	53.1	56.8
	Wholesale and retail trade	47.9	60.7	52.7	32.3	66.6	47.9	50.6
	Banks and insurance companies	26.8	80.0	14.8	40.0	25.5	21.9	24.4
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		59.7	69.1	58.6	58.7	66.1	60.3	61.5

[1] The results refer only to enterprises that gave a positive answer to question C1.

C2: Is electronically shared information 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)								
Activity	Manufacturing	62.2	77.7	43.4	60.7	75.2	56.7	64.9
	Wholesale and retail trade	65.3	52.5	55.2	35.9	63.0	75.4	62.5
	Construction	57.6	41.9	65.4	87.2	40.1	53.5	56.3
	Real estate, renting and business activities	53.7	44.7	50.0	36.2	88.2	53.5	53.4
	Transport, storage and communications	51.8	57.7	52.2	40.8	44.2	73.1	53.1
	Motion picture, video, radio and TV activities	58.0	30.0	33.3	71.9	0.0	41.5	50.4
	Banks and insurance companies	17.3	80.0	37.4	80.0	25.5	33.5	37.0
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		59.4	63.3	47.9	52.0	64.1	61.1	59.4
Sending or receiving transport documents (e.g. consignment notes)								
Activity	Transport, storage and communications	27.3	73.6	23.2	36.8	59.5	18.5	37.3
	Manufacturing	30.1	39.0	27.4	25.8	45.0	24.5	32.3
	Wholesale and retail trade	15.8	27.4	19.9	22.4	16.9	17.0	18.2
	Real estate, renting and business activities	16.1	22.4	0.0	17.9	44.1	12.4	16.2
	Construction	10.9	41.9	11.7	0.0	10.6	21.4	14.8
	Banks and insurance companies	0.0	0.0	5.5	0.0	0.0	4.9	3.6
	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		20.0	38.1	19.5	22.7	33.4	17.5	23.5

[1] The results refer only to enterprises that gave a positive answer to question C1.

C2: Is electronically shared information 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 paymet instructions to financial institutions								
Activity	Transport, storage and communications	65.3	100.0	68.1	52.4	73.1	93.6	73.0
	Banks and insurance companies	39.8	60.0	69.6	80.0	100.0	50.5	61.5
	Manufacturing	60.0	54.4	71.9	53.0	58.1	71.1	59.5
	Wholesale and retail trade	46.6	35.1	41.8	49.7	52.5	35.5	44.2
	Motion picture, video, radio and TV activities	42.0	40.0	66.7	28.1	100.0	45.7	43.2
	Real estate, renting and business activities	35.9	22.4	50.0	8.9	0.0	46.5	35.5
	Hotels, camping sites and other short-stay accommodation	37.8	0.0	0.0	0.0	0.0	82.2	22.6
	Construction	10.9	16.3	52.5	24.1	0.0	18.6	15.0
Total		45.6	49.8	63.1	44.9	50.1	47.9	47.6
Sending or receiving data to/from public authorities (e.g. tax returns, statistical data, etc.)								
Activity	Banks and insurance companies	23.3	100.0	52.7	20.0	78.7	48.7	50.6
	Manufacturing	51.3	51.9	26.0	36.6	51.9	64.4	49.2
	Construction	40.6	36.8	55.3	36.4	26.8	49.2	41.3
	Transport, storage and communications	42.0	25.4	44.9	24.7	49.3	43.1	38.6
	Wholesale and retail trade	29.4	33.0	27.9	22.4	34.8	30.3	30.0
	Motion picture, video, radio and TV activities	31.9	0.0	0.0	56.2	0.0	0.0	23.0
	Real estate, renting and business activities	14.3	22.4	50.0	8.9	44.1	12.9	14.9
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		35.4	40.7	35.7	29.3	43.2	36.8	36.5

[1] The results refer only to enterprises that gave a positive answer to question C1.

MODULE 4.D: Module D: Sharing electronically information on Supply Chain Management[1]

D1: Did your enterprise share electronically, in January 2010, information on regular basis on the supply chain management with its 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	34.0	40.8	46.1	31.2	35.1	41.0	35.7
	Real estate, renting and business activities	39.4	10.6	13.2	43.6	34.7	31.4	34.4
	Manufacturing	30.7	34.5	40.5	26.8	45.0	27.5	32.3
	Wholesale and retail trade	27.1	19.7	37.2	15.0	25.4	35.7	26.3
	Construction	19.9	13.9	25.7	6.6	22.1	28.3	19.0
	Motion picture, video, radio and TV activities	11.0	18.8	0.0	18.0	0.0	16.9	11.7
	Hotels, camping sites and other short-stay accommodation	2.9	0.0	0.0	3.6	0.0	0.0	1.9
Total		29.0	26.0	35.6	22.0	33.8	31.5	28.7

[1] The results rerfer only to enterprises that gave a positive answer to question A1.

D2: Did your enterprise share electronically the following information with its suppliers, in January 2010?[1]

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Inventory levels, production plan, demand forecast								
Activity	Manufacturing	77.8	68.6	94.0	77.5	78.6	72.1	76.7
	Construction	69.3	100.0	62.8	46.9	100.0	63.0	73.1
	Wholesale and retail trade	63.4	86.3	75.2	72.1	44.2	73.4	65.9
	Real estate, renting and business activities	64.6	84.3	66.7	58.8	76.0	65.2	65.5
	Motion picture, video, radio and TV activities	50.0	0.0	0.0	50.0	0.0	0.0	39.1
	Transport, storage and communications	29.4	40.1	54.2	28.8	27.4	40.3	32.9
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		66.2	70.7	84.4	67.7	68.4	67.5	67.9
Progress of deliveries (i.e.distribution of raw materials or finished products)								
Activity	Manufacturing	70.4	73.8	60.3	68.9	72.1	70.0	70.4
	Construction	69.3	47.3	7.4	23.3	88.7	55.8	62.6
	Wholesale and retail trade	58.7	85.9	62.8	57.4	37.4	73.1	61.4
	Real estate, renting and business activities	61.7	47.0	33.3	47.0	56.8	67.8	60.7
	Transport, storage and communications	59.5	45.1	45.8	69.0	42.6	54.8	55.8
	Motion picture, video, radio and TV activities	50.0	0.0	0.0	50.0	0.0	0.0	39.1
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		64.0	69.6	53.9	62.0	62.1	67.9	64.5

[1] The results refer only to enterprises that gave a positive answer to question D1.

D3: Did your enterprise share electronically the following information with its customers, in January 2010[1]

in percentages

Enterprises	Size			Region			Total
	small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Inventory level, production plan or demand forecast							
Manufacturing	73.5	61.7	87.2	75.0	76.7	56.8	71.5
Construction	69.3	73.2	62.8	46.9	88.7	63.0	69.4
Real estate, renting and business activities	57.3	84.3	66.7	53.0	52.1	63.1	58.6
Wholesale and retail trade	55.5	72.9	46.9	48.4	30.2	71.4	57.0
Transport, storage and communications	34.9	40.1	35.6	26.7	40.6	40.3	36.0
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	61.2	62.5	74.3	60.5	62.4	62.9	62.1
Progress of deliveries (i.e. distribution of raw materials or finished products)							
Manufacturing	68.8	74.5	52.9	68.0	73.9	62.1	69.1
Construction	69.3	47.3	7.4	23.3	88.7	55.8	62.6
Wholesale and retail trade	55.3	82.6	38.6	54.9	28.0	71.2	57.5
Transport, storage and communications	60.0	45.1	62.7	58.1	55.7	57.0	57.0
Real estate, renting and business activities	55.3	31.3	33.3	41.2	37.8	64.4	54.0
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	61.2	68.9	47.1	58.7	60.5	64.9	61.8

[1] The refers only to enterprises that gave a positive answer to question D1.

MODULE 2.E: Automatic share of information within the enterprise[1)]

E1: In January 2010, when your enterprise received a sales order (either electronically or not), was the relevant information about it shared electronically 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	Hotels, camping sites and other short-stay accommodation	65.1	76.6	77.8	54.8	100.0	78.8	69.4
	Banks and insurance companies	16.5	80.0	26.3	60.0	47.4	20.2	27.1
	Wholesale and retail trade	19.1	37.2	46.2	14.9	15.0	31.6	21.9
	Manufacturing	15.7	20.9	46.9	19.4	23.1	13.7	19.0
	Real estate, renting and business activities	16.1	7.5	4.4	10.3	13.1	16.2	14.5
	Transport, storage and communications	6.2	31.8	35.9	5.3	10.1	21.0	12.0
	Construction	5.7	7.3	15.8	0.2	15.2	5.6	6.4
	Motion picture, video, radio and TV activities	6.0	0.0	0.0	0.0	0.0	19.9	5.3
Total		15.6	23.8	38.5	15.1	18.4	20.9	18.1
Accounting								
Activity	Hotels, camping sites and other short-stay accommodation	67.6	74.8	88.9	54.4	100.0	83.6	70.9
	Banks and insurance companies	41.2	80.0	51.1	60.0	64.9	46.3	50.0
	Motion picture, video, radio and TV activities	26.7	0.0	0.0	21.2	11.1	39.8	23.4
	Manufacturing	18.2	28.3	54.3	23.9	27.2	17.0	23.0
	Wholesale and retail trade	19.4	38.3	54.1	18.1	15.6	30.0	22.4
	Real estate, renting and business activities	18.6	13.5	4.4	12.8	15.6	19.5	17.5
	Transport, storage and communications	9.7	45.5	37.5	11.5	15.1	25.4	17.3
	Construction	10.2	11.1	38.0	5.3	18.3	12.5	11.6
Total		18.0	29.4	48.1	19.4	21.4	23.4	21.4

[1)] The results refer only to enterprises that gave a positive answer to question A1.

E1: In January 2010, when your enterprise received a sales order (either electronically or not), was the relevant information about it shared electronically 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	
Production or services management								
Activity	Hotels, camping sites and other short-stay accommodation	37.0	72.9	88.9	36.8	87.6	57.2	51.0
	Banks and insurance companies	26.6	100.0	38.9	60.0	64.9	32.7	39.4
	Transport, storage and communications	10.6	33.2	17.2	14.4	15.0	15.5	14.9
	Wholesale and retail trade	10.3	30.2	35.9	8.4	11.5	18.2	13.3
	Manufacturing	7.3	11.2	37.4	9.8	13.4	7.3	10.2
	Real estate, renting and business activities	7.6	3.3	26.0	5.2	6.6	8.3	7.4
	Construction	2.1	3.7	18.3	1.6	8.8	0.2	3.1
	Motion picture, video, radio and TV activities	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		8.3	16.9	33.7	9.1	12.5	11.8	11.0
Distribution management								
Activity	Banks and insurance companies	16.5	80.0	18.6	60.0	47.4	14.3	22.6
	Transport, storage and communications	11.0	27.6	17.2	14.6	6.5	20.7	14.3
	Wholesale and retail trade	9.8	30.7	29.7	9.3	11.9	16.2	12.8
	Manufacturing	7.3	12.6	32.2	9.1	14.1	7.8	10.2
	Real estate, renting and business activities	7.7	1.7	4.4	5.2	0.0	9.0	6.7
	Motion picture, video, radio and TV activities	6.0	0.0	0.0	0.0	0.0	19.9	5.3
	Construction	2.1	0.0	16.1	1.6	5.7	0.5	2.3
	Hotels, camping sites and other short-stay accommodation	2.9	0.0	0.0	3.6	0.0	0.0	1.9
Total		7.8	14.5	25.5	8.2	10.5	10.9	9.8

E2: In January 2010, when your enterprise sent a purchase order (either electronically or not), was the relevant information about it shared electronically and automatically with the software used for the following functions?

in percentages

Enteprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Management of inventory levels								
Activity	Hotels, camping sites and other short-stay accommodation	65.1	76.6	77.8	54.8	100.0	78.8	69.4
	Banks and insurance companies	16.5	80.0	26.3	60.0	36.8	22.1	27.1
	Wholesale and retail trade	13.9	30.8	50.8	14.2	14.0	20.4	16.8
	Manufacturing	13.4	16.7	39.8	16.8	20.5	9.4	15.9
	Real estate, renting and business activities	16.6	5.8	4.4	10.3	13.1	16.5	14.7
	Motion picture, video, radio and TV activities	9.5	0.0	0.0	0.0	11.1	19.9	8.4
	Construction	7.2	7.3	9.8	0.2	14.5	8.5	7.3
	Transport, storage and communications	3.5	20.5	16.4	8.9	2.2	9.5	7.1
Total		13.3	19.5	33.3	14.0	16.5	15.7	15.3
Accounting management								
Activity	Hotels, camping sites and other short-stay accommodation	67.6	80.2	88.9	57.8	100.0	83.6	72.6
	Banks and insurance companies	41.2	100.0	48.5	60.0	64.9	46.3	50.0
	Motion picture, video, radio and TV activities	26.4	0.0	0.0	14.2	22.2	39.8	23.2
	Manufacturing	18.1	28.3	50.3	22.9	28.3	16.1	22.6
	Wholesale and retail trade	15.0	35.3	52.1	17.0	15.2	21.1	18.2
	Real estate, renting and business activities	17.2	13.1	4.4	10.3	18.1	17.6	16.2
	Transport, storage and communications	13.9	15.9	8.6	14.4	10.4	17.0	14.1
	Construction	11.8	7.3	36.1	8.8	15.8	12.3	12.1
Total		16.8	26.5	43.5	19.1	21.4	19.3	19.8

E3: In January 2010, did your enterprise have in 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	11.5	60.0	32.1	60.0	36.8	22.4	27.3
	Manufacturing	9.7	22.4	50.6	12.6	21.3	13.7	15.4
	Transport, storage and communications	10.8	26.5	35.9	13.9	11.2	18.5	14.7
	Real estate, renting and business activities	13.4	7.8	52.0	10.2	19.1	12.8	13.4
	Motion picture, video, radio and TV activities	6.0	18.8	25.0	4.0	0.0	22.2	7.7
	Wholesale and retail trade	4.6	20.2	45.6	2.5	3.7	13.3	7.3
	Hotels, camping sites and other short-stay accommodation	6.5	5.4	0.0	7.0	0.0	6.5	5.9
	Construction	2.1	0.0	19.7	0.0	7.0	1.4	2.5
Total		7.6	17.8	43.1	8.2	13.0	12.4	11.5
NO								
Activity	Wholesale and retail trade	89.8	78.3	52.8	95.6	88.9	80.7	87.6
	Hotels, camping sites and other short-stay accommodation	82.6	82.0	100.0	86.4	75.2	81.6	83.2
	Motion picture, video, radio and TV activities	86.8	62.5	0.0	85.0	86.7	73.3	82.3
	Real estate, renting and business activities	80.9	83.9	39.2	79.5	72.5	82.9	80.4
	Manufacturing	84.3	70.5	47.0	83.3	69.3	80.7	78.5
	Construction	77.8	80.5	49.7	78.0	72.8	79.5	77.1
	Transport, storage and communications	73.4	28.4	64.1	56.9	84.7	56.3	64.9
	Banks and insurance companies	71.8	20.0	43.4	0.0	28.1	60.2	51.0
Total		84.2	72.0	48.9	84.0	77.1	79.2	80.0

E3: In January 2010, did your enterprise have in 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	Banks and insurance companies	16.8	20.0	24.6	40.0	35.1	17.4	21.6
	Transport, storage and communications	15.7	45.1	0.0	29.2	4.1	25.2	20.5
	Construction	20.1	19.5	30.6	22.0	20.2	19.2	20.4
	Hotels, camping sites and other short-stay accommodation	10.9	12.6	0.0	6.6	24.8	11.9	11.0
	Motion picture, video, radio and TV activities	7.2	18.8	75.0	11.0	13.3	4.5	9.9
	Real estate, renting and business activities	5.7	8.2	8.8	10.3	8.3	4.3	6.2
	Manufacturing	6.0	7.1	2.4	4.1	9.4	5.6	6.0
	Wholesale and retail trade	5.6	1.4	1.5	1.9	7.4	6.0	5.0
Total		8.2	10.3	8.0	7.8	9.9	8.4	8.5

E4: Did your enterprise have in use, in January 2010, a software application for managing information about clients, so-called CRM that allows it to:

in percentages

Enteprises		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	24.3	100.0	72.2	80.0	59.6	56.1	58.4
	Transport, storage and communications	10.4	19.1	17.2	12.7	0.4	22.1	12.3
	Real estate, renting and business activities	7.6	19.8	17.6	25.5	10.9	4.5	9.7
	Manufacturing	5.7	11.0	26.1	7.6	9.9	7.7	8.3
	Wholesale and retail trade	3.2	18.8	17.9	2.3	4.9	8.2	5.5
	Hotels, camping sites and other short-stay accommodation	3.6	3.6	0.0	0.0	0.0	10.0	3.4
	Motion picture, video, radio and TV activities	3.7	0.0	0.0	7.1	0.0	0.0	3.3
	Construction	0.0	3.6	1.9	0.0	0.0	2.0	0.8
Total		4.8	13.1	24.0	6.7	6.5	8.0	7.1
Analyse the information about clients for marketing purposes								
Activity	Banks and insurance companies	14.2	80.0	55.6	40.0	59.6	41.1	43.7
	Transport, storage and communications	12.4	12.5	25.8	13.5	0.4	23.1	12.9
	Motion picture, video, radio and TV activities	7.4	18.8	0.0	14.2	0.0	6.8	8.3
	Manufacturing	6.0	9.3	20.3	6.0	11.9	6.0	7.7
	Real estate, renting and business activities	6.0	9.0	39.2	10.3	16.8	3.6	7.2
	Wholesale and retail trade	3.9	18.7	6.7	1.8	5.2	9.4	5.9
	Hotels, camping sites and other short-stay accommodation	3.6	9.1	0.0	3.4	0.0	10.0	5.2
	Construction	1.5	3.6	0.0	0.0	0.0	4.9	1.8
Total		5.2	11.0	19.9	5.1	7.8	8.1	6.9

MODULE 2.F: e-commerce[1)]

F1: During 2009, did your enterprise receive orders over the Internet (excluding e-mail orders)?

in percentages

Enterprises		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	Total
		Size			**Region**			
YES								
Activity	Transport, storage and communications	30.7	45.5	28.1	35.3	18.1	44.4	33.3
	Construction	19.5	39.3	36.9	16.3	21.1	33.4	24.0
	Manufacturing	21.4	26.5	26.0	23.5	20.5	24.6	22.9
	Hotels, camping sites and other short-stay accommodation	10.7	30.8	11.1	10.3	0.0	34.7	17.2
	Wholesale and retail trade	12.5	39.2	27.2	11.8	9.3	23.8	16.2
	Motion picture, video, radio and TV activities	16.5	0.0	25.0	27.0	0.0	5.6	14.6
	Real estate, renting and business activities	9.5	9.3	17.6	12.7	7.7	9.3	9.7
Total		17.1	30.1	26.8	19.4	15.6	23.6	20.0

F2: Percentage of the total turnover in 2009 that resulted from orders placed over the Internet[2)]

in percentages

	Enterprises						
	size			**region**			
	small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	total
0-1%	6.0	6.3	5.5	5.3	9.6	5.0	6.1
2-5%	10.9	23.2	16.9	12.8	10.1	18.3	14.7
6-10%	14.1	28.0	23.1	21.5	20.6	15.1	18.5
11-25%	12.5	9.8	13.5	11.8	13.3	11.0	11.8
26-100%	56.5	32.9	40.9	48.5	46.3	50.6	49.0

[1)] The results refer only to enterprises that gave a positive answer to question B1.

[2)] The results refer only to enterprises that gave a positive answer to question F1.

F4: Does your enterprise use a secure protocol, 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	33.3	0.0	100.0	33.3	0.0	100.0	37.2
	Wholesale and retail trade	33.5	44.6	30.2	38.3	22.6	39.7	36.8
	Hotels, camping sites and other short-stay accommodation	33.3	35.5	100.0	0.0	0.0	52.6	36.5
	Transport, storage and communications	27.3	45.3	44.4	28.4	50.0	29.5	32.3
	Manufacturing	17.8	60.9	44.1	31.5	18.3	44.3	31.8
	Real estate, renting and business activities	23.9	35.7	100.0	0.0	45.4	37.1	28.8
	Construction	18.3	0.0	58.5	3.0	33.1	12.7	15.4
Total		23.6	44.2	48.1	27.9	25.4	35.5	30.8

[1] The results refer only to enterprises that gave a positive answer to question F1.

F5: Did your enterprise send, during 2009, orders for products or services via the Internet (excluding e-mail orders)?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Transport, storage and communications	30.2	36.9	25.8	43.6	9.7	35.9	31.3
	Real estate, renting and business activities	33.4	14.5	48.0	41.0	26.3	29.1	31.0
	Manufacturing	23.7	30.1	22.6	25.6	21.7	28.2	25.2
	Construction	21.6	28.5	29.3	13.2	29.9	28.1	23.3
	Hotels, camping sites and other short-stay accommodation	13.1	21.2	33.3	12.5	14.9	23.9	17.0
	Wholesale and retail trade	14.1	30.2	28.0	18.4	13.7	16.8	16.5
	Motion picture, video, radio and TV activities	16.5	0.0	50.0	27.0	2.5	5.6	15.4
Total		21.8	28.4	26.5	24.5	19.4	24.8	23.3

F6: Internet purchases in relation to total purchases in 2009 [1]

in percentages

	Enterprises						
	Size			region			
	small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	total
0-1%	16.2	19.2	21.7	13.1	16.1	21.5	17.1
2-5%	53.0	50.8	47.4	56.8	53.9	47.0	52.2
6-10%	0.8	0.0	0.0	0.0	0.0	1.5	15.6
11-25%	11.2	10.2	2.6	8.6	9.9	11.1	10.2
26-100%	6.1	5.3	1.2	2.3	4.1	5.9	4.8

[1] The results refer only to enterprises that gave a positive answer to question F5.

MODULE 2.G: ICT security in enterprises[1]

G1: Did your enterprise formally define an ICT security policy in January 2010?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Banks and insurance companies	61.7	100.0	84.0	60.0	94.7	76.4	77.8
	Transport, storage and communications	26.4	73.5	60.9	33.1	24.3	50.3	36.4
	Real estate, renting and business activities	22.4	23.6	52.0	15.3	10.2	29.3	23.3
	Construction	17.4	38.5	29.2	17.8	15.4	30.7	21.9
	Manufacturing	15.0	29.5	35.3	16.2	20.9	24.6	19.8
	Wholesale and retail trade	14.0	39.6	54.6	11.8	9.5	28.1	18.0
	Motion picture, video, radio and TV activities	16.9	0.0	50.0	14.2	13.3	22.2	16.1
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		16.6	34.0	42.8	15.9	16.2	29.2	21.0

[1] The results refer only to enterprises that gave a positive answer to question A1.

G2: Are the following risks addressed in the ICT security policy? [1]

in percentages

Enterprises	Size			Region			Total
	small (10–49)	medium (50–249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Loss or corruption of data to attack of a virus or a by unexpected incident							
Banks and insurance companies	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Wholesale and retail trade	87.2	93.6	100.0	88.4	94.2	89.2	89.7
Transport, storage and communications	98.3	64.9	93.6	87.1	69.3	91.6	85.7
Manufacturing	79.7	89.9	90.6	84.5	77.7	91.1	84.6
Real estate, renting and business activities	85.2	74.6	58.5	83.6	58.6	84.2	82.1
Construction	82.3	54.8	81.3	69.0	82.1	72.1	73.2
Motion picture, video, radio and TV activities	64.2	0.0	50.0	100.0	100.0	0.0	63.2
Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	85.0	81.7	90.2	84.0	79.8	86.5	84.4
Disclosure of confidential data due to intrusion in the ICT system (pharming, phishing attacks, etc.)							
Banks and insurance companies	100.0	80.0	96.9	100.0	100.0	94.9	96.1
Wholesale and retail trade	87.2	93.6	100.0	88.4	94.2	89.2	89.7
Manufacturing	79.7	89.9	90.6	84.5	77.7	91.1	84.6
Motion picture, video, radio and TV activities	78.1	0.0	50.0	50.0	100.0	89.7	76.0
Construction	82.3	54.8	81.3	69.0	82.1	72.1	73.2
Real estate, renting and business activities	76.3	57.1	41.5	83.6	58.6	70.8	71.5
Transport, storage and communications	77.2	47.5	87.2	61.9	65.7	71.0	66.9
Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	74.0	69.2	81.1	69.7	76.1	73.9	73.2

[1] The results refer only to enterprises that gave a positive answer to question G1.

G2: Are the following rsiks addressed in the ICT security policy?[1]

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Unavailability of ICT services due to attack from outside								
Activity	Banks and insurance companies	64.6	80.0	92.4	100.0	100.0	78.9	83.9
	Manufacturing	73.4	85.2	77.7	78.9	72.9	82.1	78.1
	Real estate, renting and business activities	76.3	57.1	41.5	83.6	58.6	70.8	71.5
	Wholesale and retail trade	61.6	67.1	91.5	75.8	85.2	56.9	64.7
	Transport, storage and communications	64.9	51.3	67.9	70.8	45.0	58.8	60.1
	Construction	61.3	47.1	47.7	40.7	24.6	75.8	55.8
	Motion picture, video, radio and TV activities	43.8	0.0	50.0	100.0	16.7	0.0	44.3
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		67.6	69.0	75.8	73.1	65.3	67.8	68.8

[1] The results refer only to enterprises that gave a positive answer to question G1.

G3: In January 2010, did your enterprise make use of one of the following approaches to make its staff aware of their obligations in ICT security-related issues?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Compulsory training or presentations								
Activity	Banks and insurance companies	25.2	80.0	58.5	40.0	77.2	44.8	49.1
	Transport, storage and communications	19.2	43.7	57.0	19.3	13.9	41.2	25.2
	Real estate, renting and business activities	17.0	20.4	21.6	12.8	10.2	21.2	17.6
	Manufacturing	17.6	15.1	20.3	17.0	16.8	17.8	17.2
	Wholesale and retail trade	12.8	24.1	36.2	7.0	8.1	24.6	14.7
	Construction	11.3	14.5	13.9	7.0	9.5	18.6	12.0
	Motion picture, video, radio and TV activities	12.1	0.0	50.0	0.0	2.2	42.0	11.8
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		15.0	18.9	26.6	12.4	12.4	22.5	16.2
By contract, e.g. contract of employment								
Activity	Banks and insurance companies	42.0	60.0	63.2	40.0	59.6	56.8	55.9
	Transport, storage and communications	20.3	73.8	41.4	28.7	18.1	44.3	30.9
	Motion picture, video, radio and TV activities	16.7	0.0	25.0	7.1	24.4	19.9	15.2
	Real estate, renting and business activities	9.2	19.3	21.6	0.0	6.0	15.9	11.0
	Manufacturing	3.8	14.7	7.7	6.4	5.8	8.0	6.7
	Wholesale and retail trade	5.2	6.5	26.7	4.1	3.9	8.2	5.8
	Construction	3.1	7.3	6.0	3.5	3.1	5.1	4.0
	Hotels, camping sites and other short-stay accommodation	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		6.2	16.1	17.0	6.5	6.2	12.1	8.5

G3: In January 2010, did your enterprise make use of one of the following approaches to make its staff aware of their obligations in ICT security-related issues?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Voluntary training or generally available information (e.g. on the Intranet, news letters or paper documents)								
Activity	Banks and insurance companies	29.8	60.0	82.7	60.0	63.2	63.8	63.4
	Motion picture, video, radio and TV activities	33.8	62.5	0.0	32.3	31.1	46.6	35.8
	Transport, storage and communications	32.0	47.7	39.8	26.3	37.4	42.8	35.2
	Real estate, renting and business activities	35.4	9.9	30.4	25.8	10.1	39.0	31.3
	Wholesale and retail trade	28.3	39.6	39.0	29.8	19.6	36.4	29.9
	Manufacturing	22.6	24.9	23.9	25.3	20.0	23.2	23.2
	Construction	19.2	30.0	43.4	32.2	17.9	16.3	22.3
	Hotels, camping sites and other short-stay accommodation	8.6	14.4	33.3	11.6	15.9	9.9	11.6
Total		26.3	28.6	33.8	27.2	20.4	31.6	27.1

G4: During 2009, did your enterprise have ICT-related incidents?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Unavailability of ICT services, loss or corruption of data due to hardware or software failures?								
Activity	Hotels, camping sites and other short-stay accommodation	33.6	54.8	66.7	33.5	75.2	41.0	42.0
	Banks and insurance companies	17.4	0.0	27.8	40.0	40.4	17.1	22.2
	Real estate, renting and business activities	15.6	11.6	21.6	5.2	0.0	22.4	15.1
	Motion picture, video, radio and TV activities	7.2	37.5	0.0	11.0	11.1	6.8	9.9
	Manufacturing	9.8	8.4	10.4	8.7	11.0	9.2	9.5
	Wholesale and retail trade	8.7	15.0	4.1	9.7	8.8	9.6	9.4
	Construction	7.7	3.6	19.1	7.2	0.0	13.2	7.4
	Transport, storage and communications	8.0	0.0	11.7	4.1	13.8	3.4	6.7
Total		10.1	10.5	13.6	8.9	9.0	12.6	10.3
Unavailability of ICT servies due to attack from the outside								
Activity	Hotels, camping sites and other short-stay accommodation	24.8	17.7	33.3	10.6	52.2	29.2	22.9
	Real estate, renting and business activities	6.5	17.2	4.4	2.5	0.0	12.0	8.1
	Wholesale and retail trade	7.6	7.7	1.5	5.2	2.9	12.1	7.5
	Construction	8.3	0.0	5.7	7.0	5.7	6.9	6.6
	Manufacturing	6.4	6.4	1.8	6.6	7.6	3.6	6.1
	Transport, storage and communications	5.9	6.0	7.8	0.0	9.1	9.7	6.0
	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		7.1	7.2	3.2	5.5	5.8	9.1	7.0

G4: During 2009, did your enterprise have ICT-related incidents?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Loss or corruption of data due infection of malicious software or unauthorised access to ICT system								
Activity	Motion picture, video, radio and TV activities	14.3	43.8	0.0	18.1	31.1	0.0	16.8
	Real estate, renting and business activities	17.2	8.2	17.2	15.5	19.7	14.9	15.8
	Manufacturing	10.0	13.4	12.8	8.2	19.1	7.0	11.0
	Transport, storage and communications	11.4	8.1	13.3	8.1	17.6	8.0	10.9
	Construction	8.1	7.2	31.1	0.5	7.0	18.3	8.9
	Wholesale and retail trade	8.6	7.3	7.7	10.0	15.9	2.7	8.4
	Hotels, camping sites and other short-stay accommodation	10.0	0.0	11.1	4.5	0.0	13.0	6.8
	Banks and insurance companies	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		10.4	10.4	13.5	8.4	16.5	8.4	10.5
Disclosure of confidential data due to intrusion (pharming, phishcing attacks)								
Activity	Motion picture, video, radio and TV activities	3.5	0.0	25.0	0.0	11.1	2.3	3.6
	Real estate, renting and business activities	2.0	8.2	0.0	0.0	0.0	4.6	2.9
	Construction	1.5	6.5	5.7	1.5	0.0	5.6	2.6
	Manufacturing	1.6	0.8	1.5	0.8	2.4	1.3	1.4
	Wholesale and retail trade	1.2	1.3	0.0	1.8	2.0	0.2	1.2
	Transport, storage and communications	0.0	0.0	7.8	0.0	0.0	0.9	0.3
	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		1.4	2.2	2.1	1.0	1.7	2.0	1.6

G5: In January 2010, did your enterprise use one of the following internal security facilitites or procedures?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Strong password authentification, i.e. minimum length of 8 mixed characters, minimal duration of 6 months, encrypted transmission and storage								
Activity	Banks and insurance companies	82.6	80.0	88.5	100.0	94.7	82.9	85.9
	Hotels, camping sites and other short-stay accommodation	62.2	85.6	88.9	54.6	100.0	83.6	71.0
	Motion picture, video, radio and TV activities	55.6	81.3	100.0	64.6	55.6	53.4	59.1
	Transport, storage and communications	36.6	68.1	62.5	41.7	39.9	48.3	43.4
	Wholesale and retail trade	36.9	48.1	68.5	32.3	37.2	44.9	38.9
	Construction	31.4	49.6	39.1	28.1	37.2	40.3	35.2
	Manufacturing	30.8	38.5	57.1	28.2	41.0	37.3	34.4
	Real estate, renting and business activities	32.1	31.5	56.4	36.0	16.1	36.1	32.5
Total		34.4	44.8	59.9	32.1	38.3	42.0	37.4
User identification and authentification via hardware tokens, e.g. smart cards								
Activity	Banks and insurance companies	63.4	80.0	45.9	20.0	59.6	56.7	54.3
	Construction	35.5	24.7	39.1	30.0	24.0	44.2	33.6
	Transport, storage and communications	28.5	39.2	46.1	19.5	46.0	30.9	31.2
	Wholesale and retail trade	30.2	35.8	40.3	27.4	22.8	39.1	31.1
	Motion picture, video, radio and TV activities	33.6	0.0	50.0	21.2	35.6	42.0	30.7
	Real estate, renting and business activities	31.5	4.8	22.0	25.7	14.9	31.0	27.1
	Hotels, camping sites and other short-stay accommodation	19.1	36.2	55.6	19.2	28.3	36.1	26.3
	Manufacturing	26.0	22.8	26.3	25.8	27.0	22.5	25.2
Total		29.5	25.4	32.7	26.0	26.1	33.5	28.8

G5: In January 2010, did your enterprise use one of the following internal security facilitites or procedures?

in percentages

Enterprises		Size			Region			Total
		small (10-49)	medium (50-249)	large (250+)	Central Serbia	Vojvodina	Belgrade	
Offsite data backup								
Activity	Banks and insurance companies	84.9	100.0	90.4	100.0	100.0	86.3	89.3
	Manufacturing	79.1	88.9	89.3	79.0	86.2	82.9	82.1
	Transport, storage and communications	77.9	75.3	91.4	75.1	76.9	81.9	78.0
	Construction	79.2	67.5	66.7	69.0	71.3	87.2	76.4
	Motion picture, video, radio and TV activities	81.7	18.8	100.0	63.7	80.0	93.2	76.1
	Wholesale and retail trade	74.0	72.2	81.8	63.2	69.5	84.8	73.9
	Real estate, renting and business activities	74.5	59.4	69.6	71.9	67.0	73.5	72.1
	Hotels, camping sites and other short-stay accommodation	56.3	94.6	100.0	47.4	100.0	93.5	70.7
Total		76.5	78.8	85.0	71.9	77.3	82.4	77.3
Analysis of security incidents								
Activity	Banks and insurance companies	68.5	80.0	63.7	40.0	71.9	68.1	66.5
	Motion picture, video, radio and TV activities	24.1	18.8	100.0	21.2	24.4	33.5	25.4
	Transport, storage and communications	15.5	28.7	53.9	15.7	24.6	18.9	19.4
	Real estate, renting and business activities	15.8	15.9	34.3	18.0	12.5	16.7	16.2
	Manufacturing	11.2	17.7	25.9	5.9	21.1	18.6	13.7
	Hotels, camping sites and other short-stay accommodation	9.3	14.0	33.3	7.0	27.4	12.8	11.9
	Construction	7.6	18.3	7.7	4.0	5.0	18.3	9.6
	Wholesale and retail trade	8.7	12.1	22.1	3.7	9.8	13.5	9.4
Total		11.1	17.2	29.1	6.9	15.6	17.1	13.0

2.5. QUESTIONNAIRE

ICT USAGE IN ENTERPRISES

MODULE 2.A: Main information on ICT network

	YES	NO
A1 : Did your enterprise use computers in Januray 2010?	☐	☐ end
A2 : Please, indicate an estimate of the percentage of the number of persons employed, during January 2010, who used computers at least once a week?	⌐—⌐—⌐ %	
	YES	NO
A3 : Did your enterprise use, in January 2010, an INTERNAL COMPUTER NETWORK (e.g. LAN - Local Area Network)?	☐	☐ Go to A5
	YES	NO
A4 : Did your enterprise use WIRELESS ACCESS (Wireless LAN) withing its internal computer network, in January 2010?	☐	☐
	YES	NO
A5 : In January 2010, did your enterprise have an INTRANET (internal network of the enterprise)?	☐	☐
A6 : In January 2010, did your enterprise have an EXTRANET? *Extranet networks are secured networks connecting large companies with their suppliers, business partners and other authorized users.*	YES ☐	NO ☐
A7 : In January 2010, Did your enterprise use open source operating systems, such as Linux?	YES ☐	NO ☐

MODULE 2.B: Use of the Internet

	YES	NO
B1 : In January 2010, did your enterprise have access to the Internet?	☐	☐ Go to C1
B2 : Please, indicate an estimate of the percentage of employed persons who used the Internet in January 2010?	└─┴─┴─┘ %	

B3 : In January, did your enterprise have any of the following types of external connections to the Internet?	YES	NO
a) Traditional modem (dial-up) or ISDN connection	☐	☐
b) DSL (xDSL, ADSL, SDSL, etc.) connection	☐	☐
c) Other fixed Internet connections (e.g. cable Internet, leased line, e.g. E1 or E3 at level 1 and ATM at level 2, Frame Relay)	☐	☐
d) Mobile „broadband" connection via 3G modem or 3G device (e.g. UMTS, EDGE, CDMA2000 1xEVDO)	☐	☐
e) Other mobile connection (e.g. analogue mobile telephone, GSM, GPRS, EDGE)	☐	☐

B4 : In January 2010, did your enterprise use the Internet for the following purposes? (as consumer of Internet services)	YES	NO
a) Banking and financial services	☐	☐
b) Training and education	☐	☐

	YES	NO
B5 : In January 2010, did your enterprise use the Internet to interact with public authorities?	☐	☐ Go to B7

B6 : In January 2010, did your enterprise use the Internet to interact with public authorities in the following ways:	YES	NO
a) For obtaining information	☐	☐
b) For obtaining forms (e.g. tax forms)	☐	☐
c) For returning filled in forms, e.g. provision of statistical information to public authorities	☐	☐
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)	☐	☐
e) For submitting a proposal in a public electronic tender system	☐	☐

	YES	NO
B7 : Does your enterprise have a Website or Home Page?	☐	☐ Go to B9

B8 : Does the Website or Home Page of your enterprise have any of the following: (your enterprise as Internet services provider)	YES	NO
a) A privacy policy statement, a privacy seal or certification related to website safety	☐	☐
b) Access to product catalogues and price lists	☐	☐
c) Possibility for visitors to customize or design the products	☐	☐
d) Online ordering or reservation/booking	☐	☐
e) Online payment	☐	☐
f) Personalized content in the Website for regular/repeated visitors	☐	☐
g) Advertisement of open job positions or online job application	☐	☐

	YES	NO
B9 : In January 2010, did your enterprise use a digital signature in any message sent, i.e. encryption methods that assure the authenticity and integrity of the message?	☐	☐

MODULE 2.C: AUTOMATIC SHARE OF INFORMATION <u>OUTSIDE</u> THE ENTERPRISE

Automatic share of information between enterprises and other ICT networks outside the enterprise means: • share of messages (e.g. orders, invoices, payment transactions or product description) over the Internet in an agreed format which allows their automatic processing (e.g. XML, EDIFACT, etc.) • excluding manually typed individual messages	

	YES	NO
C1: In January 2010, did your enterprise use automatic share of information between enterprises and other ICT networks outside the enterprise?	☐	☐ Go to D1

C2: Is the automatic share of information used for the following purposes?	
a) Sending payment instructions to financial institutions	☐
b) Sending orders to suppliers	☐
c) Receiving e-invoices	☐
d) Receiving orders from customers	☐
e) Sending e-invoices	☐
f) Sending or receiving information on products (e.g. catalogues, price lists ...)	☐
g) Sending or receiving transport documents (e.g. consignment notes)	☐
h) Sending or receiving data to/from public authorities (e.g. tax returns, statistical data, etc.)	☐

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

Sharing electronically information on supply Chain Management measn:

• exchanging all types of information with suppliers and/or customers in order to coordinate the availability and delivery of products or services to the final consumers,

• including information on demand forecasts, inventories, production, distribution or development of a product,

• via computer networks between computers of different enterprises.

This information may be exchanged via websites or other means of electronic data transfer, but it excluded manually typed e-mail messages.

	YES	NO
D1: In January 2010, did your enterprise share information electronically on supply chain management with its suppliers or customers?	☐	☐ Go to E1
D2: In January 2010, did your enterprise share information electronically with its suppliers?	YES	NO
Information relative to: a) Inventory levels, production plans, demand forecasts b) Progress of deliveries (i.e. distribution of raw materials or finished products)	☐	☐
D3: In January 2010, did your enterprise share information electronicaly with its customers?	YES	NO
Information relative to: c) Inventory levels, production plans, demand forecasts a) Progress of deliveries (i.e. distribution of raw materials or finished products)	☐	☐

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

Sharing information automatically between different functions of the enterprise means any of the following:

• Using one single software application to support the different functions of the enterprise

• data linking between the software applications that support the different functions of the enterprise

• Using a common database or data warehouse accessed by the software applications that support the different functions of the enterprise

• Sharing automatically data between different software systems (refer to the definition in module C)

E1: In January 2010, when your enterprise received a sales order (either 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	☐	☐
b) Sending orders to your accounting	☐	☐
c) Management of your production or services	☐	☐
d) Management of your distribution	☐	☐

E2: In January 2010, when your enterprise sent a purchase order (either electronically or not), was the relevant information about it shared electronically and automatically with the software used for the following functions?	YES	NO
a) Management of inventory levels	☐	☐
b) Sending orders to your accounting	☐	☐

E3: In January 2010, did your enterprise use an ERP software package to share information about sales and/or purchases between different functional areas (e.g. finances, planning, marketing, etc.)?	YES	NO	DON'T KNOW
	☐	☐	☐

E4: In January 2010, did your enterprise use any software application for managing information about customers (so-called CRM) that allows it to:	YES	NO
a) Capture, store and make available to other business functions the information about its customers	☐	☐
b) Analyze the information about customers for marketing purposes (setting prices, making sales promotions, choosing distribution channels, etc.)	☐	☐

MODULE 2.F: e-commerce

e-COMMERCE:
e-Commerce means business communication and transmission of goods and services (purchase and sale) via computer networks, as well as funds transfers via ICT.
e-Commerce may be done via websites or automatic share of information between enterprises, but excludes manually typed e-mail messages.

Orders received via computer networks (sales)

	YES	NO
F1 : During 2009, did your enterprise receive orders via the Internet (excluding e-mail orders)?	☐	☐ Go to F5

F2 : Please, indicate an estimate of the percentage of the total turnover that resulted from orders received via the Internet in 2009.	⌷⌷⌷⌷ %	

F3 : Please, indicate the percentage of orders received via any of the following ways, out of the total orders in 2009.	
a) via a website	⌷⌷⌷⌷ %
b) via electronic data share (XML, EDIFACT, etc.)	⌷⌷⌷⌷ %

	YES	NO
F4 : Does your enterprise use a secure protocol, such as SSL or TLS for the reception of orders via the Internet?	☐	☐

Orders placed via computer networks (purchases)

	YES	NO
F5 : In 2009, did your enterprise send orders for products/services via the Internet (excluding manually types e-mail messages) ?	☐	☐ Go to G1

F6 : Please, indicate for 2009 the percentage of orders sent via the Internet out of the total value of purchases. (tick only one)	
Less than 1%	☐
1% and more, but less than 5%	☐
5% and more, but less than 10%	☐
10% and more, but less than 25%	☐
25% and more	☐

MODULE 2.G: ICT security

| **ICT security means:** |
| Measures, controls and procedures applied on ICT systems in order to ensure integrity, authenticity, availability and confidentiality of data and systems. |

	YES	NO
G1 : In January 2010, did your enterprise have a formally defined an ICT security policy?	☐	☐ Go to G3

G2 : Were the following risks addressed in the ICT security policy?	YES	NO
a) Loss or corruption of data due to attack (virus) or by unexpected incident	☐	☐
b) Disclosure of confidential data due to intrusion in the ICT system (pharming, phishing attacks or by accident)	☐	☐
c) Unavailability of ICT services due to attack from outside (e.g. Denial of Services Attack)	☐	☐

G3 : During 2010, what was the approach of your enterprise t make staff aware of their obligations in ICT security related issues?	YES	NO
a) Compulsory training or presentations	☐	☐
b) By contract, e.g. contract of employment	☐	☐
c) Voluntary training or generally available information (e.g. on the Intranet, news letters or paper documents)	☐	☐

G4 : During 2009, what kind of ICT security related incidents affected your ICT systems resulting in:	YES	NO
a) Unavailability of ICT services, loss or corruption of data due to hardware or software?	☐	☐
b) Unavailability of ICT services due to attack from outside	☐	☐
c) Loss or corruption of data due to infection or malicious software or unauthorized access?	☐	☐
d) Disclosure of confidential data due intrusion (pharming, phishing attacks)?	☐	☐

G5 : In January 2010, did your enterprise use one of the following internal security facilities or procedures?	YES	NO
a) Strong password authentification, i.e. minimum length of 8 mixed characters, miminal duration of 6 months, encrypted transmission and storage	☐	☐
b) User identification and authentication via hardware tokens, e.g. smart cards	☐	☐
c) Offsite data back-up	☐	☐
d) Analysis of security-related incidents for further check-up	☐	☐

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 co mmunication. The larger pa rt of range serves for data sending to user and the speed extends up to 6 Mbps.

Bit (Binary Digit):

The smallest inf ormation unit tha t a computer ha ndles. A bit is express ed as 1 or 0 in binar y presentation, or as true, i.e. false in logic presentation. A group of 8 bits makes 1 bite.

Broadband:

A communicatio n sy stem the ag ent (carrier) of which (e.g. optical cable) forw ards 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 th rough IP networks and via other computer networks.

CRM (Customer Relationship Management):

It is a process o r methodolog y that helps m anaging information about our clients' needs and habits and developing tighter rela tionships w ith them. CRM c ontains several technological components, but in organizationa l terms, CRM represents a set o f processes for collecting necessary infor mation on customers, sales, ma rketing efficiency, cu stomers' rea ctions and market trends. C RM helps mana ging technologies and human re sources in order to have a view of customers' behavior and value.

Downloading

Electronic transmission of information from a rem ote computer to your computer. Downloading of data files from anon ymous F TP is a popular w ay of ob taining free of charge software o f public property.

Dial-up connection:

Use of a telepho ne net work for t he pur pose of c onnecting to an other net work. I ncluded 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 t ype of broadband connection.

xDSL, ADSL, etc.

Transmissions via the Internet n etworks based on protocols and via other computer networks. Goods and services are ordered over those net   works, but pa yments and final delivery   of goods or services can be carried out on/outside   the off-line ne twork. Orders re ceived 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 attach ments, between computers located inside or outside an orga nization. This comprises electronic mails o ver the Internet o r other computer networks.

Extranet:

A secure extension of Intranet en abling external users to have access to certain pa rts of the organization Intranet.

Electronic commerce:

E-Commerce (Electronic Comme rce) is the pu rchase or selling of goods or se rvices 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 signat ure is meant to be a technolog y used in sy stems of electronic b usiness for checking the sig natory's authenti city, securing the integrity of transmitted information and the irrevocability of t he electronic sig nature in the message or document. Theref ore, alike the signature in sta ndard business, the electronic   signature is used in electronic business. Besides, the latter secures electronically   si gned messages, which is not the case w   ith personal signatures.

ERP (Enterprise Resource Planning):

ERP is a softw are system that monitors all t he aspects of business operations of a compan y. The implemente d ERP s ystem is able to integ rate business oper ations of differen t compan y functions (e.g. accountancy , sale s, production, etc.) in one entit y. One obtains t his w ay a system through which one can, on one h and, manage all human and material resources, and on the other one, develop and monitor business processes and procedures.

Firewall:

A combination of hard ware and software keepin g the s ystem secure. It is usually used to prevent an y unauthorized acce ss to the intern al local netw ork from t he outsi de. Fire wall 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 Interne t technologies and protocols, but being onl y available to a specific group of persons, e.g. the employees.

ISDN (Integrated Services Digital Network):

A fast telephone service w hich s peed ra nges 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)   . Ea ch connected   LAN units is a   llowed to communicate with other networks, if needed.

Network:

A group of comp uters or other de vices, such as p rinters, scanners , etc., being con nected to the communication link, w hich e nables all the dev ices to interact. It can be of   small range, linked w ith cabl es, wireless, pe rmanently, temp orary linked, ...   The Int ernet is t he 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 p rogram, which, b y being started-up and installed, damages or e rases data in a computer.

Wide Area Network (WAN):

A communication net work that l inks geographically   remote com puters, printe rs and othe r devices.

Window:

A part of a scree n from which programs and proc esses can be star ted-up. Users ca n start-up several "windows" at the same time.