

USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN THE REPUBLIC OF SERBIA, 2012

HOUSEHOLDS/INDIVIDUALS ENTERPRISES



Belgrade, 2012.

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Milana Rakića 5, Beograd
Tel.: 011/2412-922; faks: 011/2411-260

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INTRODUCTION

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

Aware of the significance of those technologies, the Statistical Office of the Republic of Serbia carried out in 2004 a pilot survey on the usage of information and communication technologies in organizations dealing with financial and insurance activities. 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 five 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 enterprises.

Both surveys were also carried out on the territory of the Republic of Serbia in 2012 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 2012, while selected ones referred to the entire 2011.

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 absent one).

The survey for enterprises was carried out on a sample stratified by size and activities, by telephone. It covered 1200 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 that it will be the basis for its further development.

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- 1.31. Which of the following goods/services did you order (for private purposes) over the Internet in the last 12 months?
- 1.32. Did you use any of the following portable computers for accessing the Internet away from home or work in the last three months?
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- 1.34. What are the reasons for not having accessed the Internet via a portable computer or handheld computer in the last three months?

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- 2.1. Does your enterprise use computers?
- 2.2. Enterprises by the percentage of employees using a computer at least once a week
- 2.3. Did your enterprise use during the year Linux open source operating system?
- 2.4. Did your enterprise use ERP software package for sharing information about sale and/or purchase with other internal business functions (e.g. finance, planning, marketing, etc.) in January 2012?
- 2.5. Did your enterprise employ IT (ICT) specialist/s in January 2012?
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- 2.7. Did your enterprise have access to the Internet?
- 2.8. Enterprises by the percentage of persons who use the Internet at least once a week
- 2.9. Does your enterprise have one of the following external connection to the Internet?
- 2.10. What is the maximum download speed of the Internet connection (contracted with your Internet provider)?
- 2.11. Does your enterprise interact electronically with public authorities?
- 2.12. Does your enterprise interact with public authorities over the Internet for the following purposes?
- 2.13. Did your enterprise use the Internet for the following administrative procedures?
- 2.14. Does your enterprise have a website?
- 2.15. Does your enterprise provide over its website the following facilities?
- 2.16. Did your enterprise order goods/services over the Internet?
- 2.17. Did your enterprise receive orders over the Internet?
- 2.18. Percentage of the total turnover in 2011 resulting from orders received over the Internet

USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN THE REPUBLIC OF SERBIA, 2012

HOUSEHOLDS/INDIVIDUALS
ENTERPRISES



1.1. METHODOLOGY

Survey period	<ul style="list-style-type: none">• The survey was carried from 12 March to 24 March 2012
Type of survey	<ul style="list-style-type: none">• Telephone interview
Sample size	<ul style="list-style-type: none">• 2400 households• 2400 individuals
Target population	<ul style="list-style-type: none">• For households: all households with at least one member aged between 16 and 74• For individuals: all individuals aged between 16 and 74
Sample type	<ul style="list-style-type: none">• Two-stage, stratified sample
Geographic scope	<ul style="list-style-type: none">• Territory of the Republic of Serbia (excl. AP Kosovo and Metohia)

1.2. SAMPLE

The survey on ICT usage in households was conducted on a representative sample of 2400 households on the territory of the Republic of Serbia. The response rate was 98.8% (2371 households).

Households

Sample (households)	Income			Region			Type of households		Total
	Up to 300 euros	300 - 600 euros	More than 600 euros	Central Serbia	Vojvodina	Belgrade	Urban	Rural	
Number	1373	717	281	1192	654	525	1397	974	2371
%	57.9	30.2	11.9	50.3	27.6	22.1	58.9	41.1	100

The same sample was used both for households and individuals aged from 16 to 74 who reside on the territory of the Republic of Serbia. The response rate was 98.8% (2371 individuals).

Individuals

Sample (individuals)	Age						Sex		Education			Employment situation				Total
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women	Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other	
Number	193	278	362	415	523	600	933	1438	625	1207	539	765	636	53	917	2371
%	8.1	11.7	15.3	17.5	22.1	25.3	39.4	60.6	26.4	50.9	22.7	32.3	26.8	2.2	38.7	100

1.3. MAIN FINDINGS

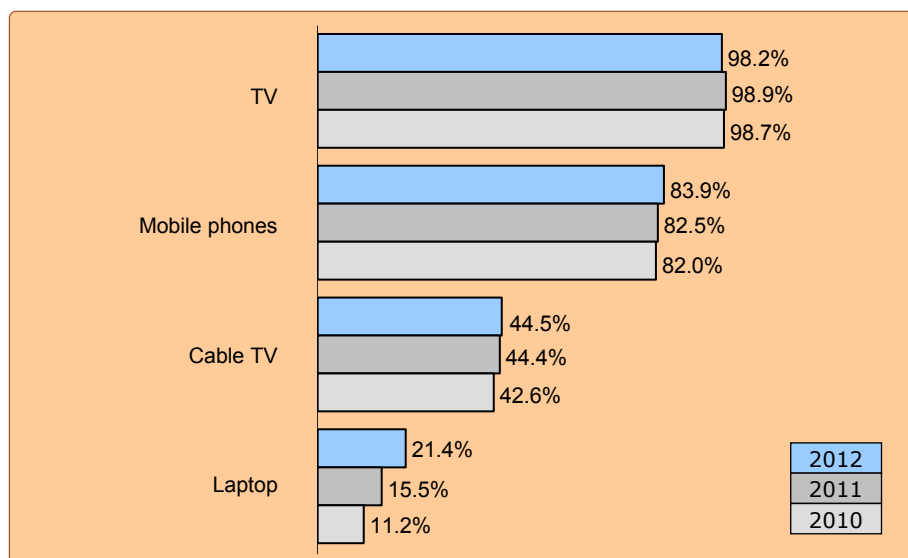
1.3.1. Devices in households

Households were offered to give more than one answer to the question relative to the devices available in households. The survey shows that 98.2% of households have a TV set and 44.5% cable TV.

83.9% of households have a mobile phone

21.4% of households have a laptop, which is an increase of 5.9% and 10.2% in relation to 2011 and 2010 respectively.

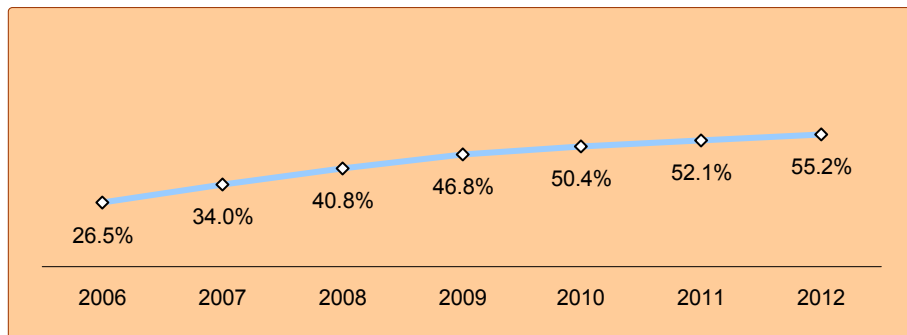
Graph 1.1. Devices available in households



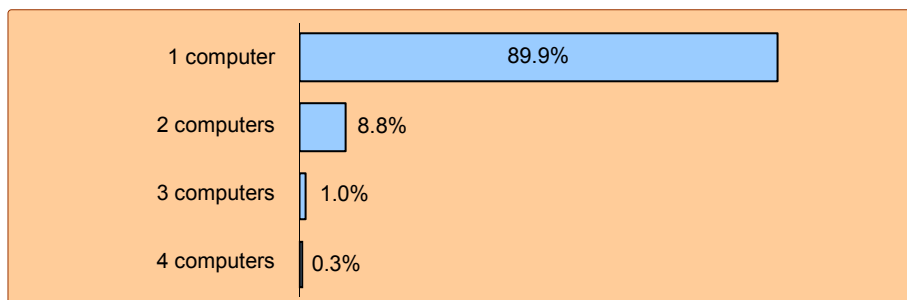
1.3.2. Computers in households

The main findings of the survey show that 55.2% of households in the Republic of Serbia have a computer, which is an increase of 3.1%, 4.8% and 8.4% in relation to 2011, 2010 and 2009 respectively. The percentage of computers in households varies as to the territory: in Belgrade it amounts to 66.2%, in Vojvodina 56.3%, and in Central Serbia 49.5%.

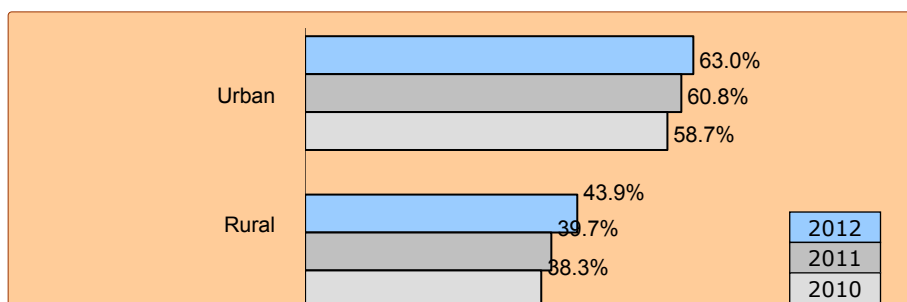
55.2% of households have a computer

Graph 1.2. Computers in households

Most of the households have one computer (89.9%), while just a few households (8.8%) have two computers.

Graph 1.3. Number of computers in households

The differences are also visible when comparing the availability of computers in urban and rural areas of Serbia: 63% versus 43.9%. In relation to 2011, this gap has decreased, which is backed by growth rates of computer availability in urban and rural parts of Serbia. The growth rate in the urban part of Serbia is 2.2%, and in the rural ones it amounts to 4.2%, when compared to 2011.

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

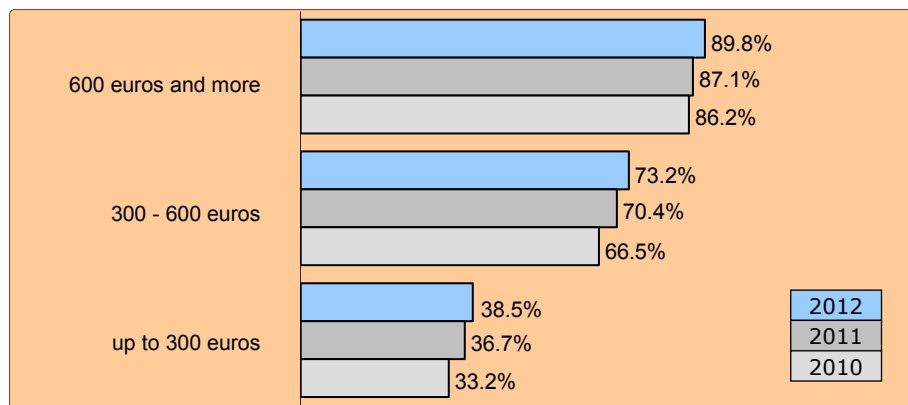
However, the structure of households by monthly income is expressive of the greatest gap as to the availability of computers in households. Computers are mostly available in households with a monthly income of more than 600 euros (89.8%) then in households with an income up to 300 euros (38.5%).

When comparing with data for 2011, growth rates in certain income classes for 2012 indicate that the above mentioned gap diminished slightly in 2012.

While growth rates for households with an income under 600 euros, in relation to 2011, amount to, 2.8% (for the income size 300-600 euros) and to 1.8% for households with an income under 300 euros, growth rates for households with an income more than 600 euros are 1.7%.

38.5% of households with an income up to 300 euros have a computer

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

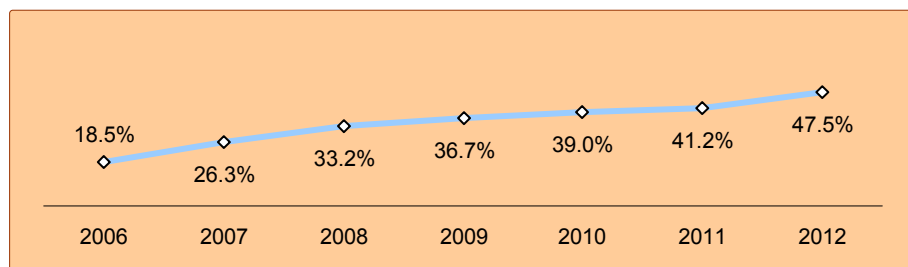


1.3.3. Internet in households

In the Republic of Serbia 47.5% of households have an Internet connection, which is an increase of 6.3%, 8.5% and 10.8% when compared to 2011, 2010 and 2009 respectively.

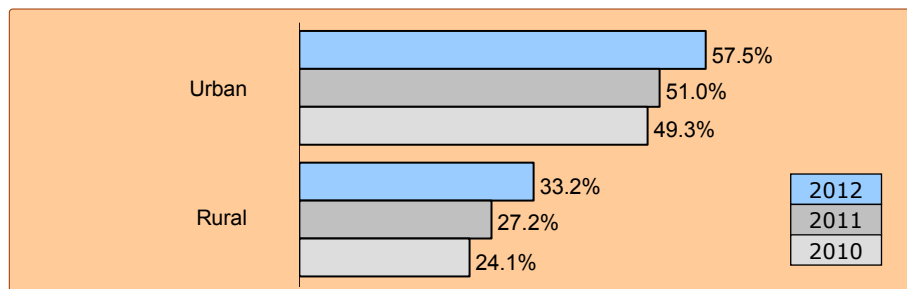
47.5% of households have an Internet connection

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



The highest percentage of Internet connection was observed in Belgrade (42%), in Vojvodina (49.3%), and in Central Serbia (40.6%).

Graph 1.7. Households having an Internet connection, by type of locality



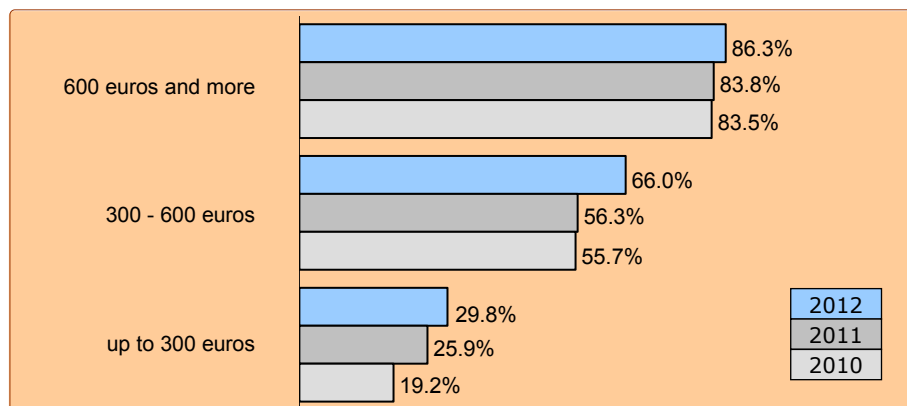
There are also considerable differences as to the percentage of Internet connection in urban and rural parts of Serbia: 57.5% versus 33.2%. When compared to 2011, the results indicate that the gap grew slightly. The growth rate in the urban part of Serbia is 6.5% and in the rural part 6.0%.

In the same way as in computer availability in households, a large gap as regard the Internet connection appears when observing the structure of households according to their monthly income level. The internet connection is mostly used by households which monthly income exceeds 600 euros (86.3%), while only 29.8% of households with an income under 300 euros are connected to the Internet.

29.8% households with an income up to 300 euros have an Internet connection

The data for 2011 indicate that the gap in 2012, as regard the Internet connection availability according to income level, diminished. This is clearly expressive from the growth rates in certain income classes for 2012 in relation to the previous year. While the growth rate for households with an income of 600 euros, when compared to 2011, is 2.5%, i.e. 9.7% for households with an income from 300 to 600 euros the rate for households having an income up to 300 euros amounts to 3.9%.

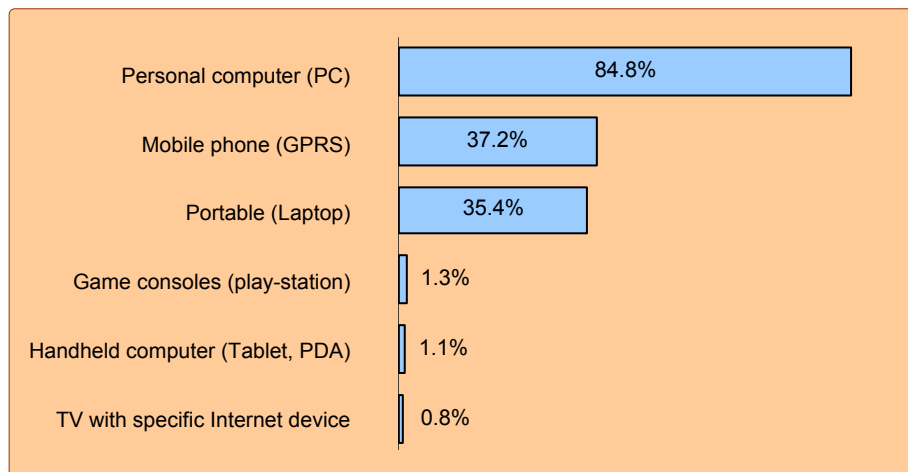
Graph 1.8. Households having an Internet connection, by income level



As regard the devices used to access the Internet, 84.8% of households used a personal computer, 35.4% a laptop and 37.2% a mobile phone.

The results of the survey indicate that the number of households that access the Internet via a mobile phone increased by 21.5% in relation to 2011, but the number of households accessing the Internet via a personal computer decreased by 3.9%.

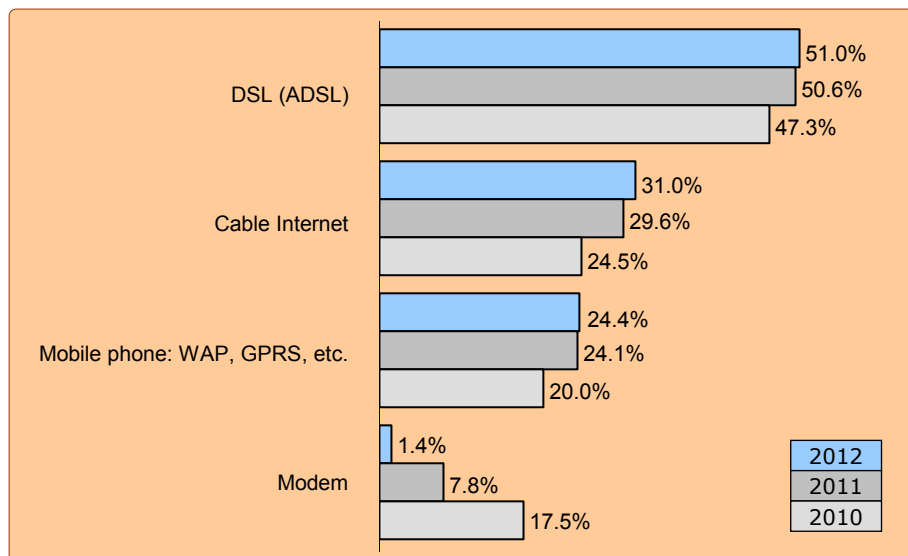
Graph 1.9. Devices used to access the Internet



As for types of connection, households were given the possibility to give several answers. The results indicate that of the total number of households that have an Internet connection, 51% of them have DSL (ADSL), 31% cable Internet, 24.4% WAP and GPRS, and 1.4% a modem connection.

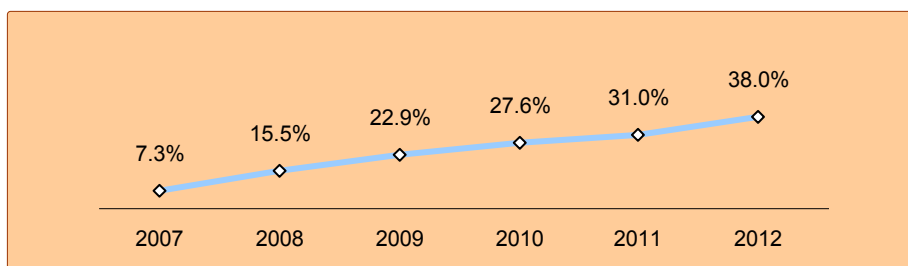
51% of households having an Internet connection use DSL (ADSL)

Based on the results of the survey a decrease of 6.4% and 16.1% in relation to 2011 and 2010 respectively was observed in the use of a modem connection. This is primarily due to the use of a broadband connection

Graph 1.10. Type of Internet connection

38% of households in Serbia have a broadband Internet connection

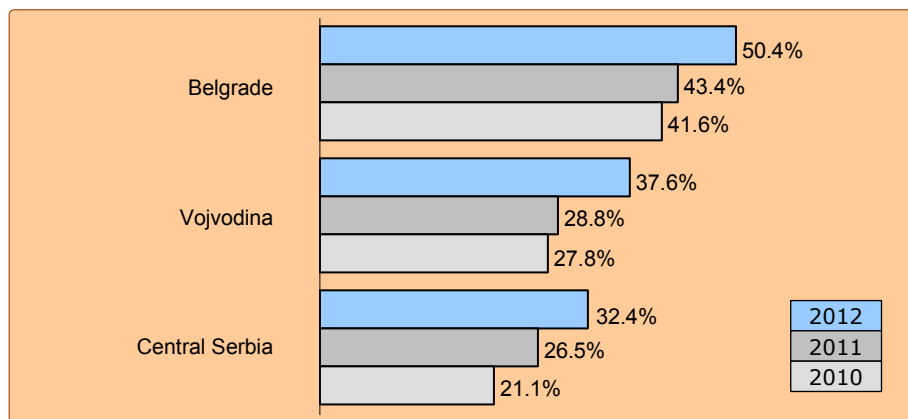
The broadband Internet connection, besides providing faster access, changes the entire way of using the Internet since it allows quicker download of information compared to the classic dial-up modem connection. Accordingly, from 2005, the percentage of households having this type of Internet connection is taken to be one of the main indicators of ICT development in the European Union. In Serbia 38% of households have a broadband connection, which is an increase of 7% and 10.4% in relation to 2011 and 2010. The type of Internet connection is most used in Belgrade (50.4%), in Vojvodina (37.6%), and the least in Central Serbia (32.4%).

Graph 1.11. Broadband Internet connection in households

The broadband Internet connection is mostly used in households with a monthly income of more than 600 euros (72.3%), while the share of households with an income less than 300 euros is only 22.4%.

Large differences are also observed when comparing the use of this type of Internet connection in the rural and urban parts of Serbia: 48.3% versus 23.1%.

Graph 1.12. Broadband Internet connection in households, by territory



1.3.4. Individuals: use of computers

In the Republic of Serbia, 55% of individuals used a computer in the last three months, 2% more than three months ago, and 4.1% more than one year ago. There are even 38.9% of individuals who have never used a computer. The number of computer users increased by 1.2%, 4.8% and 5.8% in relation to 2011, 2010 and 2009 respectively.

The number of computer users increased by 1.2% in relation to 2011

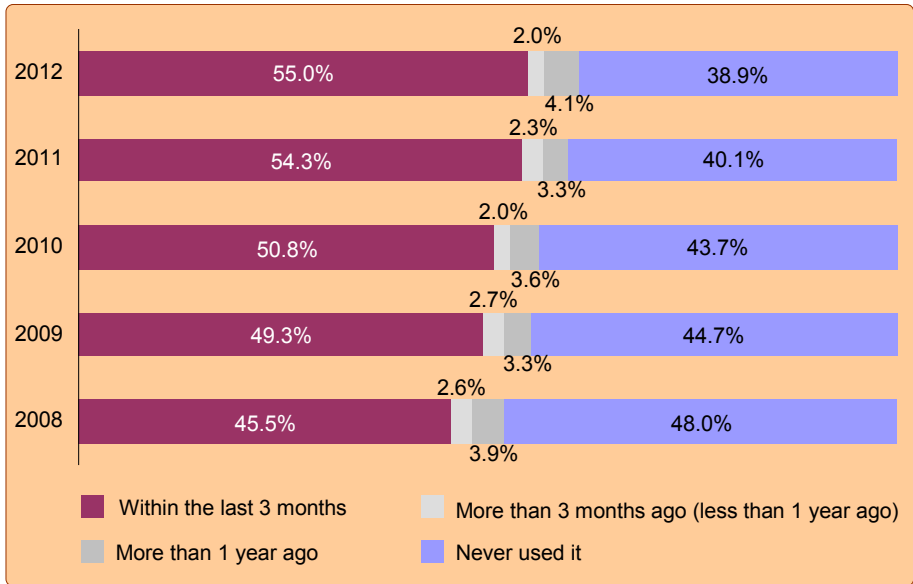
When compared with 2011, the number of individuals who used a computer in the last three months increased by 50 000.

More than 3 100 000 of individuals used a computer in the last three months

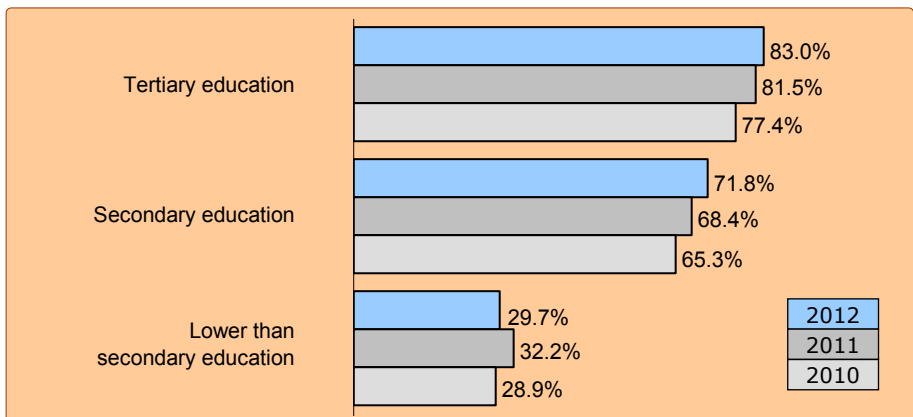
The percentage of computer users (in the last three months), according to educational level:

- 83% of individuals with tertiary education;
- 71.8% of individuals with secondary education;
- 29.7% of individuals with lower than secondary education.

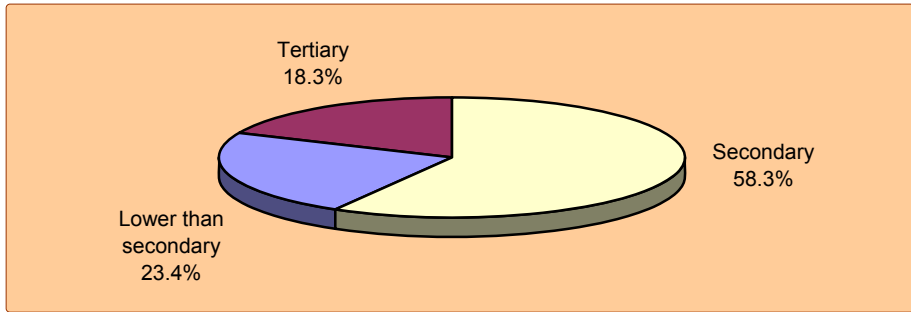
Graph 1.13. When did you last use a computer?



Graph 1.14. Percentage of computer users (in the last three months), by educational level

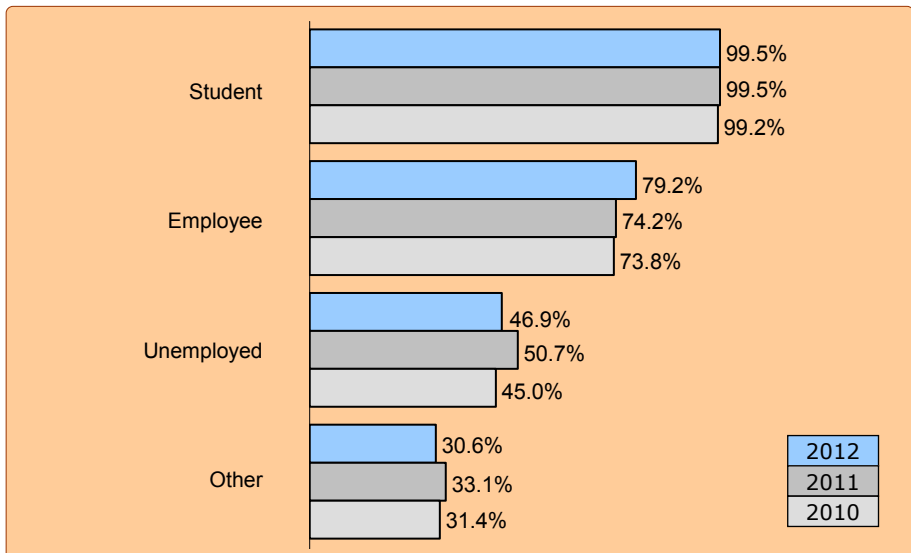


Among computer users, 58.3% have secondary educational level, 23.4% lower than secondary educational level, and 18.3% tertiary educational level.

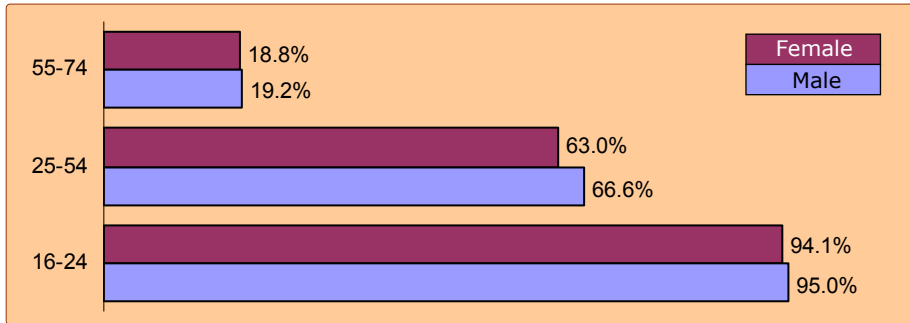
Graph 1.15. Educational structure of computer users

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

- 99.5% of students;
- 79.2% of employees;
- 46.9% of unemployed persons;
- 30.6% of others (retired, on compulsory military service, etc.).

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

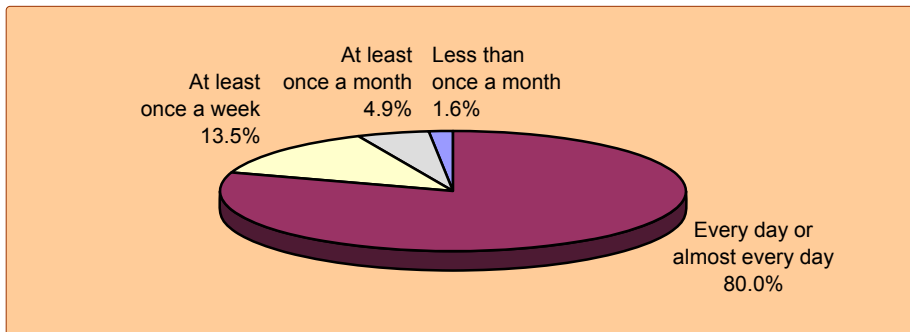
The analysis of the respondents by sex indicates that in the last three months 56.9% of men and 53.1% of women used a computer.

Graph 1.17. Use of computers (in the last three months), by sex and age

According to the answers to the question about the average frequency of use of computers in the last three months, 80% of respondents used a computer every day or almost every day, 13.5% at least once a week, 4.9% at least once a month, and 1.6% less than once a month.

More than 2 500 000 of persons use a computer every day or almost every day

When compared with 2011, the number of persons who used a computer every day or almost every day increased by some 10 000.

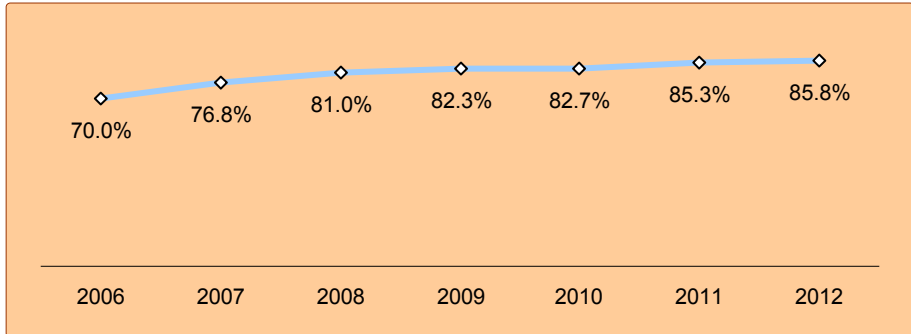
Graph 1.18. How often, on average, did you use a computer in the last three months?

1.3.5. Individuals: use of mobile phones

The survey indicates that 85.8% of persons use a mobile phone, while in 2011 the percentage was 85.3%.

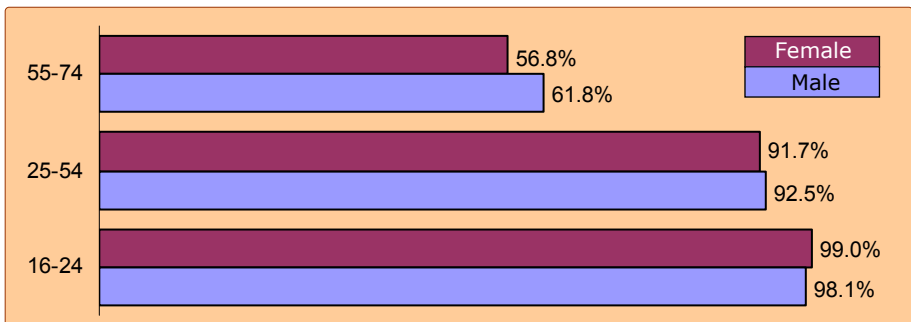
More than 4 860 000 persons use a mobile phone

Graph 1.19. Use of mobile phones



When compared with 2011, the number of persons who used a mobile phone increased by some 60 000.

Graph 1.20. Use of mobile phones, by sex and age



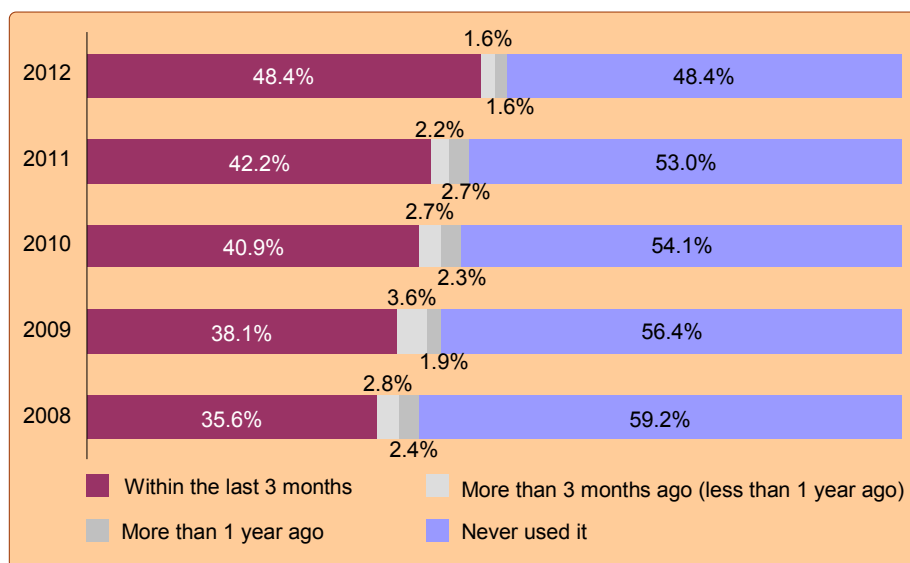
1.3.6. Individuals: use of the Internet

In Serbia, 48.4% of persons used the Internet in the last three months, 1.6% of respondents used the Internet more than 3 months ago, and 1.6% more than one year ago. There were 48.4% of respondents that never used the Internet.

The number of Internet users increased by 4.6%, 5.7% and 8% in relation with 2011, 2010, 2009.

The number of Internet users increased by 4.6%, when compared with 2011

Graph 1.21. When did you last use the Internet?



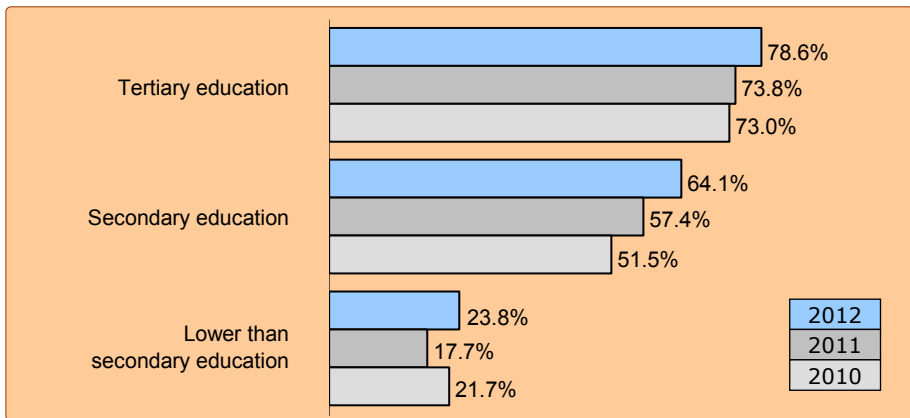
More than 2 700 000 persons used the Internet in the last three months

When compared with 2011, the number of persons who used the Internet in the last three months increased by some 300 000.

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

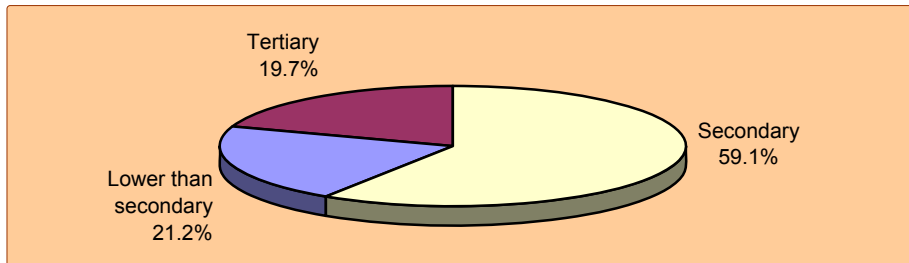
- 78.6% of persons with tertiary education;
- 64.1% of persons with secondary education;
- 23.8% of persons with lower than secondary education.

Graph 1.22. Percentage of Internet users (in the last three months), by educational level



Among Internet users, 59.1% attained secondary educational level, 21.2% of users attained lower than secondary educational level, and 19.7% tertiary.

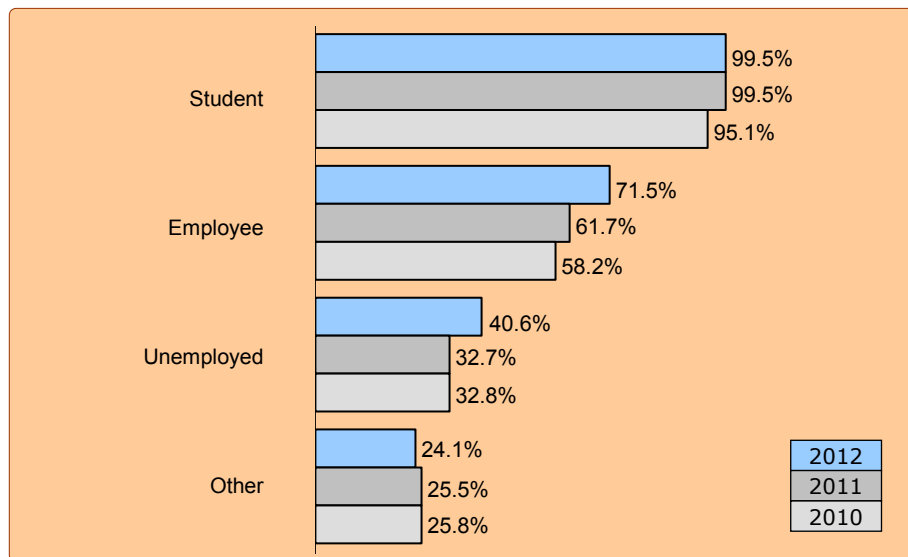
Graph 1.23. Educational structure of Internet users



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

- 99.5% of students;
- 71.5% of employees;
- 40.6% of unemployed;
- 24.1% of others (retirement, compulsory military service ...).

Graph 1.24. Percentage of Internet users (in the last three months), by employment situation

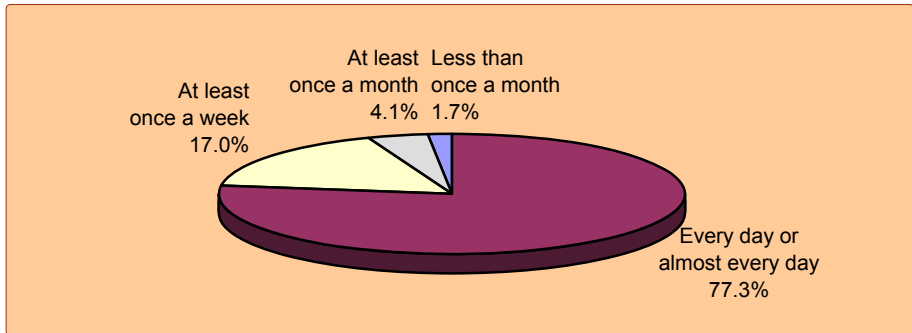


According to answers concerning the average frequency of Internet use in the last three months, 77.3% of respondents said having used it every day or almost every day.

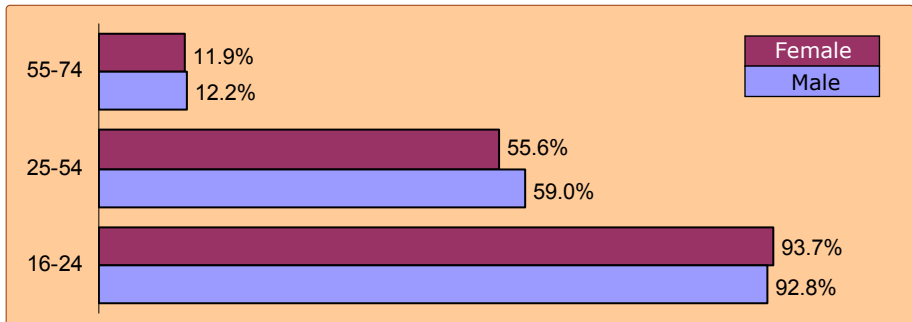
More than 2 100 000 persons use the Internet every day or almost every day

Compared to 2011, the number of persons who used the Internet every day or almost every day increased by some 200 000.

Graph 1.25. How often, on average, did you use the Internet in the last three months?

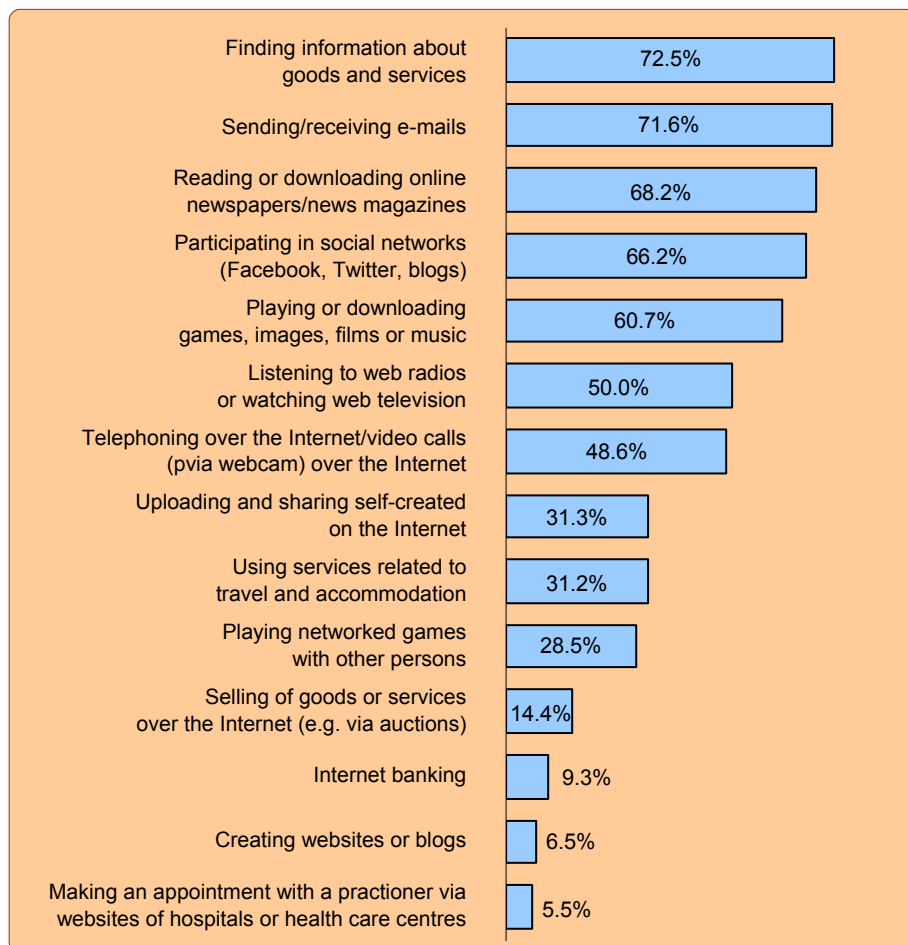


Graph 1.26. Use of the Internet (in the last 3 months), by sex and age



The analysis of respondents by sex indicates that 50.4% of men and 46.6% of women used the Internet in the last three months.

The respondents used the Internet most for finding information about goods and services (72.5%) and participating in social networks such as Facebook and Twitter (66.2%).

Graph 1.27. Types of Internet use (for private purposes) in the last three months

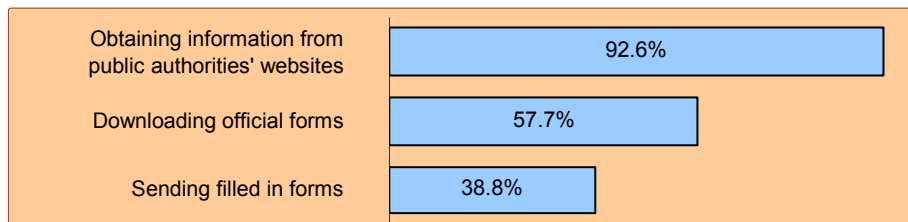
92.1% of Internet population aged 16 to 24 have an account on social networks (Facebook, Twitter)

1.3.7. e-government

The survey indicates that 30.9% of respondents among Internet users use the Internet instead of personal contacts or visits to public authorities.

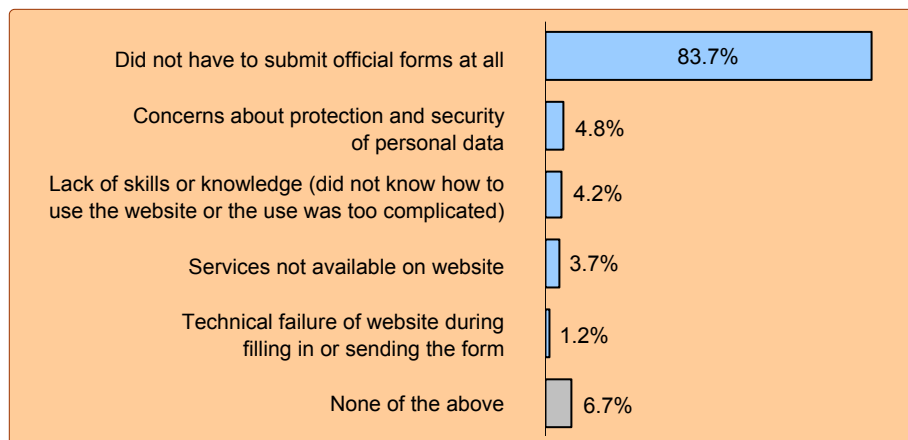
More than 840 000 persons interact electronically with public authorities

Graph 1.28. For which of the following public authorities' services did you use the Internet?



The survey indicates that 92.6% of respondents used the Internet in the last three months to obtain information from public institutions' sites, 57.7% to download official forms and 38.8% to send filled in forms.

Graph 1.29. Reasons for not having sent filled in forms to public authorities over the Internet



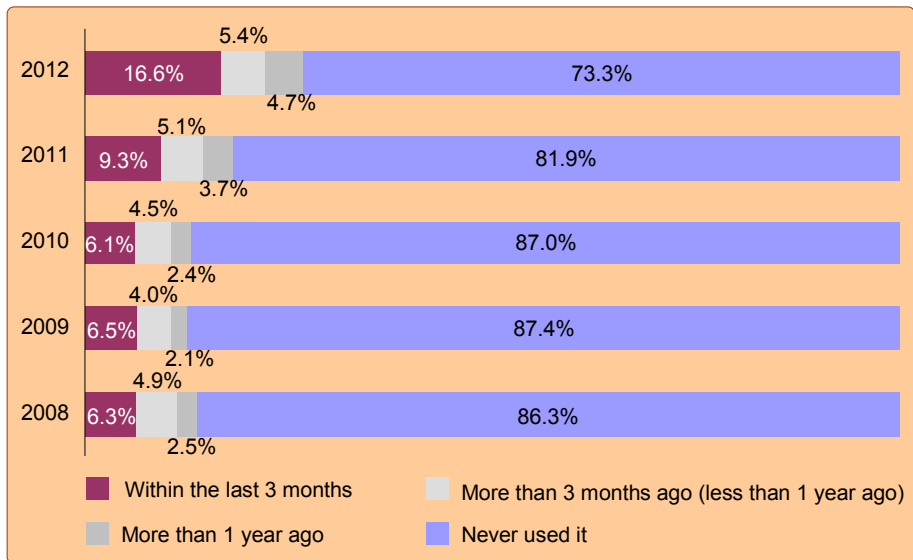
1.3.8. e-commerce

As regard the period when Internet users bought/ordered goods or services via the Internet, 16.6% of users bought/ordered goods/services in the last three months, 5.4% did it more than three months ago, and 4.7% more than a year ago.

73.3% of Internet users have never bought/ordered goods or services over the Internet.

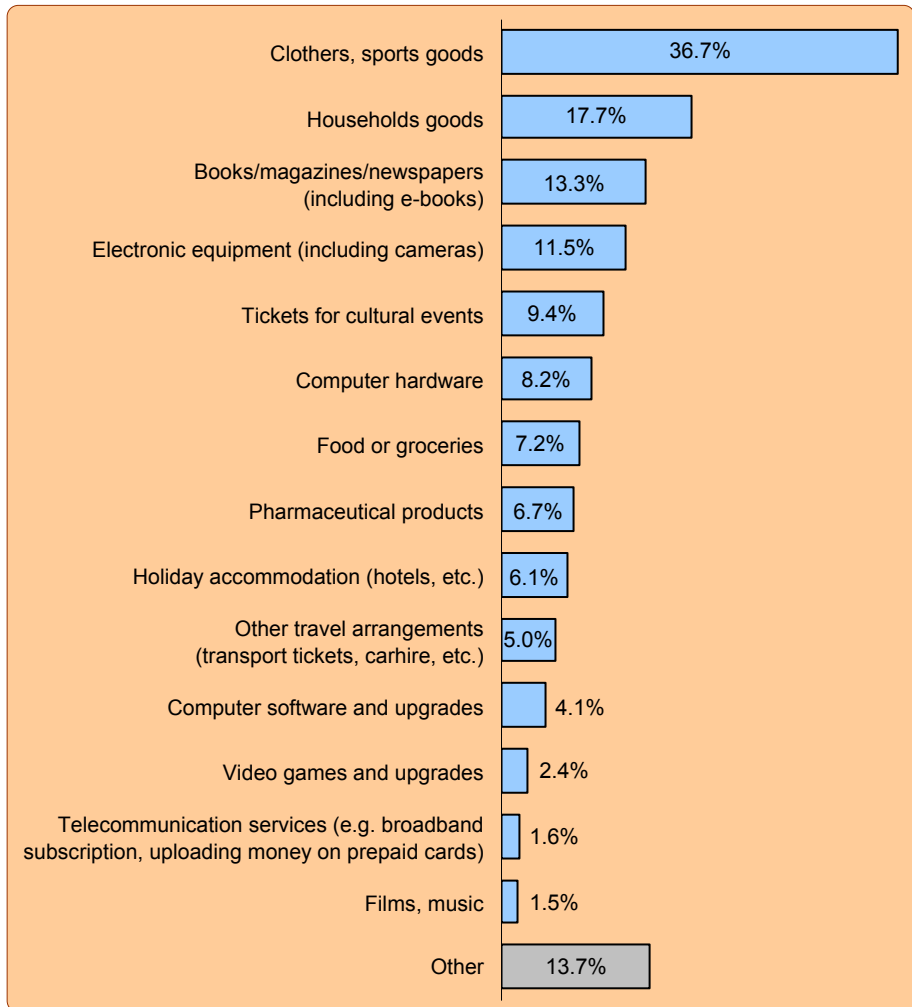
More than 600 000 persons bought or ordered goods/services over the Internet in the last 12 months

Graph 1.30. When did you last (for private purposes) buy/order goods or services over the Internet?



Compared to 2011, the number of persons who bought or ordered goods/services over the Internet increased by some 220 000.

Graph 1.31. Which of the following goods/services did you order (for private purposes) over the Internet in the last 12 months?

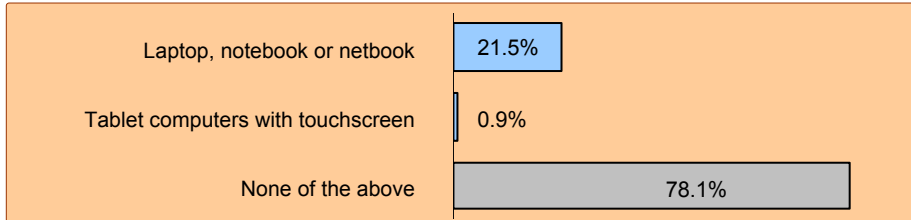


Most of Internet users bought/ordered clothes and sport goods (36.7%) and household goods (17.7%).

1.3.9. Use of mobile Internet

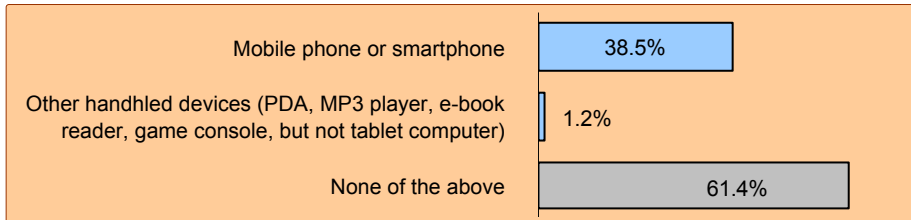
The survey indicates that 21.5% of the Internet population used a laptop to access the Internet, while 0.9% used tablet computers for the same purpose.

Graph 1.32. Did you use any of the following portable computers for accessing the Internet away from home or work in the last three months?



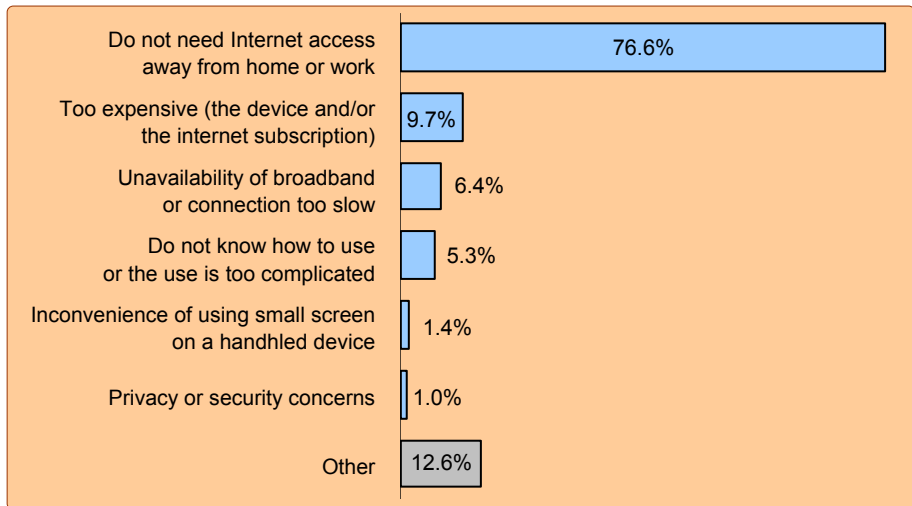
Most of the respondents used portable computers for private purposes (70.4%) while 29.6% used them only for professional use.

Graph 1.33. Did you use any of the following handheld devices for accessing the Internet away from home or work in the last three months?



When asked about the reason for not having accessed the Internet via a portable computer or handheld device away from home most of the respondents said not having the need for Internet away from home or work.

Graph 1.34. What are the reasons for not having accessed the Internet via a portable computer or handheld computer in the last three months ?



1.4. SURVEY RESULTS

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	
A1: Devices available in households (all that apply)									
TV	97,5	99,1	99,7	97,8	98,4	99,0	99,1	97,0	98,2
Mobile phone (GPRS)	75,3	94,6	98,7	80,3	85,1	90,4	87,1	79,4	83,9
Personal computer (PC)	38,5	73,2	89,8	49,5	56,3	66,2	63,0	43,9	55,2
Cable TV	32,6	57,5	69,1	34,1	40,9	71,7	62,5	18,7	44,5
Laptop	10,3	30,9	50,6	18,1	18,4	32,2	27,8	12,1	21,4
None of the above	0,8	0,0	0,0	0,8	0,2	0,0	0,1	1,0	0,5
A2: Do you or anyone in your household have access to the Internet at home?									
Yes	29,8	66,0	86,3	40,6	49,3	60,5	57,5	33,2	47,5
No	69,4	32,4	13,7	58,7	49,0	39,1	41,5	65,9	51,5
Don't know	0,8	1,6	0,0	0,8	1,8	0,4	1,0	0,9	1,0
A3: Devices used to access the Internet (all that apply)¹⁾									
Personal computer (PC)	84,0	84,9	86,1	85,7	87,0	81,4	84,4	85,8	84,8
Mobile phone (GPRS)	30,4	36,5	50,0	37,7	35,3	38,5	36,9	38,1	37,2
Portable computer (Laptop)	23,9	36,7	52,2	33,2	28,6	45,5	39,5	25,3	35,4
Game console (play-station)	1,2	1,4	1,5	1,4	2,3	0,3	1,3	1,4	1,3
Handheld computer (Tablet, PDA)	0,0	0,4	4,1	0,5	0,8	2,1	1,3	0,3	1,1
TV with specific Internet device	0,2	0,7	2,0	0,8	0,8	0,9	0,8	0,7	0,8

¹⁾ The data refer only to households with answer "Yes" in 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)	52,2	49,1	52,7	55,4	51,0	44,4	50,3	52,7	51,0
Cable Internet	25,7	34,0	33,7	25,7	27,9	41,9	35,7	19,0	31,0
Mobile phone network (2G or GPRS) over mobile phone or laptop	18,8	24,2	33,9	25,8	21,6	25,0	24,3	24,5	24,4
Wireless connection (satellite Internet, public WiFi)	13,5	12,3	15,7	12,4	13,9	14,5	11,8	17,7	13,5
Mobile phone network (3G network) via a handset (mobile phone, tablet)	11,2	9,7	12,7	9,4	12,9	11,1	10,5	11,8	10,9
Mobile phone network (3G network) via USB connection	3,0	5,1	4,1	4,7	5,2	2,2	3,6	5,6	4,1
Dial-up access over telephone line or ISDN	1,3	1,8	0,7	1,6	1,3	1,2	0,8	2,8	1,4
A5: Reasons for not having access to the Internet at home (all that apply)²⁾									
Don't need the Internet	55,0	54,3	58,1	51,4	58,4	61,6	57,6	52,7	55,0
Equipment costs too high	31,0	18,7	16,0	28,0	34,0	20,3	28,6	27,9	28,2
Lack of skills	23,7	24,9	20,1	23,8	23,2	25,1	26,3	21,6	23,8
Access costs too high	25,1	15,4	9,1	23,5	27,1	13,6	23,5	22,1	22,8
Physical disability	5,0	6,6	0,0	6,6	2,0	5,4	7,0	3,5	5,2
Have access to the Internet elsewhere	2,5	8,9	22,2	4,5	5,0	2,8	5,7	3,2	4,4
Broadband Internet is not available	3,8	5,8	3,8	6,6	0,7	1,6	0,7	7,4	4,2
Privacy or security concerns	0,3	0,0	0,0	0,5	0,0	0,0	0,0	0,5	0,3
None of the above; other reasons	6,2	8,2	13,9	5,7	8,3	8,3	5,8	7,8	6,8

¹⁾ The data refer to households with "Yes" in question A2.

²⁾ The data refer to households with "No" in question A.

MODULE 1.B: Use of computer

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
B1: When did you last								
Within the last 3 months	95,5	77,6	69,8	46,8	25,0	9,3	56,9	53,1
More than 3 months ago (less than a year)	1,1	3,4	2,3	3,2	1,2	0,2	1,8	2,2
More than 1 year ago	1,0	3,8	3,9	5,7	6,0	2,8	3,9	4,2
Never used it	2,4	15,2	24,0	44,3	67,7	87,8	37,4	40,4
B2: How often on average did you								
Every day or almost every day	85,2	81,9	77,4	75,9	73,1	78,8	83,7	76,2
At least once a week	11,2	10,3	15,3	16,4	20,1	13,0	9,8	17,3
At least once a month	3,1	6,5	4,1	5,7	5,3	8,2	4,7	5,1
Less than once a month	0,5	1,3	3,3	2,0	1,6	0,0	1,9	1,4

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

and mobile phones

in percentages

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
use a computer?								
29,7	71,8	83,0	79,2	46,9	99,5	30,6	55,0	Within the last 3 months
1,1	3,0	1,5	2,0	2,5	3,0	1,2	2,0	More than 3 months ago (less than a year)
2,5	5,8	3,2	2,5	5,5	0,0	4,3	4,1	More than 1 year ago
66,6	19,4	12,4	16,2	45,0	0,0	63,9	38,9	Never used it
use a computer in the last 3 months?¹⁾								
75,0	78,7	90,5	84,2	71,2	86,6	83,0	80,0	Every day or almost every day
15,7	14,3	8,1	10,4	18,4	8,9	14,5	13,5	At least once a week
7,5	5,0	1,3	4,4	7,0	4,5	2,0	4,9	At least once a month
1,8	2,0	0,2	1,0	3,4	0,0	0,5	1,6	Less than once a month

MODULE 1.B: Use of computer

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
B3: Which of the following computer-related								
Copying or moving files or folders	83,3	70,2	57,5	48,5	36,9	39,7	64,0	61,6
Using copy or paste tools to duplicate or move information within documents	82,1	71,4	54,8	51,5	43,0	48,8	65,6	61,5
Using basic arithmetic formulas in spreadsheet	62,9	52,7	46,4	41,1	24,7	20,4	50,7	45,7
Compressing (zipping) files	56,9	51,5	35,0	27,2	15,9	10,3	44,8	36,3
Connecting and installing new devices (e.g. modem)	60,7	47,7	30,1	21,7	11,2	5,1	45,7	30,0
Writing a computer programme using specialised programming languages	22,3	15,0	8,7	5,5	3,7	0,6	14,8	9,8
Transferring files between computer and other devices (mobile telephone, mp3 player...)	77,1	64,5	43,8	28,9	14,9	6,8	54,4	46,9
Modifying parameters or software application	21,1	19,2	12,4	8,9	3,5	1,5	17,8	11,1
Creating electronic presentations (slides, including sound or video)	42,1	23,0	17,0	12,2	4,7	1,3	23,4	20,6
Installing a new or replacing an old operating system	35,2	29,7	20,1	12,1	6,1	1,3	30,1	15,6
None of the above	9,8	21,4	33,2	39,5	48,8	38,1	24,9	30,0
B4: Did you use a mobile phone or								
Yes	99,1	97,8	92,8	85,6	66,7	47,0	84,3	81,4
No	0,9	2,2	7,2	14,4	33,3	53,0	15,7	18,6
B5: Did you use a mobile phone or smartphone								
Yes	23,1	61,5	52,7	43,3	19,1	10,4	46,9	32,5
No	76,9	38,5	47,3	56,7	80,9	89,6	53,1	67,5

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

³⁾ The data refer to individuals who answered "Yes" in question B4.

and mobile phones**in percentages**

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
activities have you ever carried out? (all that apply)²⁾								
49,8	62,9	80,0	68,5	51,3	90,7	61,0	62,8	Copying or moving files or folders
54,8	61,7	81,9	69,2	50,1	90,7	67,1	63,6	Using copy or paste tools to duplicate or move information within documents
30,8	48,6	70,6	54,7	37,7	76,6	41,7	48,2	Using basic arithmetic formulas in spreadsheet
29,4	40,8	55,0	45,3	33,8	74,7	28,2	40,6	Compressing (zipping) files
34,7	37,1	44,6	39,3	31,9	68,7	34,9	37,9	Connecting and installing new devices (e.g. modem)
11,4	11,9	14,7	12,1	9,9	24,8	13,2	12,3	Writing a computer programme using specialised programming languages
42,7	51,3	59,1	54,5	43,2	90,0	40,3	50,6	Transferring files between computer and other devices (mobile telephone, mp3 player...)
8,7	15,1	20,0	18,5	7,1	30,7	12,6	14,4	Modifying parameters or software application
16,4	21,5	31,5	21,9	15,5	63,9	20,1	22,0	Creating electronic presentations (slides, including sound or video)
17,0	23,4	29,5	25,6	19,5	42,7	15,0	22,9	Installing a new or replacing an old operating system
34,4	28,6	14,1	22,5	38,3	7,7	25,1	27,4	None of the above
smartphone in the last 3 months?								
67,4	94,2	95,6	96,3	82,3	98,6	64,5	85,8	Yes
32,6	5,8	4,4	3,7	17,7	1,4	35,5	14,2	No
for professional purposes in the last 3 months?³⁾								
20,0	47,0	62,4	70,3	27,4	22,8	9,6	39,6	Yes
80,0	53,0	37,6	29,7	72,6	77,2	90,4	60,4	No

MODULE 1.C: Use of

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
C1: When did you last								
Within the last 3 months	93,2	73,9	59,7	38,1	16,8	4,4	50,4	46,6
More than 3 months ago (less than a year)	0,8	1,4	1,6	3,9	1,3	0,3	1,6	1,6
More than 1 year ago	0,5	2,8	2,3	1,1	1,4	0,8	2,1	1,1
Never used it	5,4	22,0	36,4	56,9	80,5	94,5	45,9	50,7
C2: On average, how often did you use								
Every day or almost every day	84,4	78,3	75,2	73,9	61,8	48,3	82,9	71,4
At least once a week	12,5	15,7	18,4	19,3	27,7	41,4	13,2	20,8
At least once a month	2,6	4,7	5,0	4,2	4,5	2,5	2,5	5,7
Less than a month	0,5	1,3	1,4	2,7	6,0	7,8	1,3	2,1

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

the Internet

in percentages

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

use the Internet?

23,8	64,1	78,6	71,5	40,6	99,5	24,1	48,4	Within the last 3 months
1,1	2,3	1,4	1,6	2,4	0,0	0,8	1,6	More than 3 months ago (less than a year)
0,8	2,3	1,6	1,7	2,0	0,0	1,0	1,6	More than 1 year ago
74,4	31,4	18,4	25,3	55,1	1,5	74,0	48,4	Never used it

the Internet in the last 3 months?¹⁾

75,9	75,1	85,3	79,9	70,2	89,8	77,9	77,3	Every day or almost every day
21,1	17,3	11,4	15,1	21,2	5,8	19,8	17,0	At least once a week
2,2	5,4	2,0	3,4	6,4	4,5	0,6	4,1	At least once a month
0,8	2,1	1,3	1,6	2,2	0,0	1,7	1,7	Less than a month

MODULE 1.C: Use of

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
C3: For which of the following activities di you use								
Finding information about goods and services	60,2	80,7	80,0	72,6	68,5	46,2	72,2	72,7
Sending/receiving e-mails	73,4	74,0	74,6	68,2	53,3	59,6	71,7	71,5
Reading or downloading online newspapers/news magazines	64,8	77,2	66,4	63,6	59,9	63,4	69,2	67,0
Participating in socila networks (Facebook, Twitter, blogs)	92,1	72,5	62,4	39,8	23,6	13,0	64,6	67,8
Playing or downloading games, images, video or music	82,3	65,8	50,2	40,0	31,9	26,5	63,0	58,4
Listening to web radios or watching web television	56,5	56,1	52,1	38,5	18,8	23,0	53,8	46,1
Telephoning over the Internet/video calls (via webcam) over the Internet	51,8	53,3	43,4	41,7	44,4	62,3	50,5	46,7
Uploading and sharing self-created content	44,2	34,0	28,1	18,5	7,5	2,7	30,6	32,0
Using services related to travel and accommodation	23,1	40,9	31,5	32,4	19,4	34,1	29,7	32,7
Playing networked games with other persons	46,0	26,8	24,8	12,2	13,1	2,0	30,9	25,9
Selling goods or services via the Internet (e.g. auctions)	10,0	17,4	20,4	11,5	7,4	10,2	19,7	8,9
Internet banking	0,9	13,4	13,9	10,7	9,3	12,8	9,8	8,9
Creating websites and blogs	10,8	4,6	6,1	5,0	1,4	0,0	7,7	5,2
Making an appointment with a practitioner via websites of hospitals or health care centres	5,7	7,1	4,8	4,0	4,3	2,1	5,4	5,7

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

the Internet

in percentages

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
the Internet in the last 3 months for private purposes?¹⁾								
55,4	75,9	80,4	82,0	61,9	76,7	61,1	72,5	Finding information about goods and services
57,4	71,8	86,4	76,9	63,8	85,3	63,5	71,6	Sending/receiving e-mails
57,5	69,4	75,9	73,5	60,8	69,4	65,9	68,2	Reading or downloading online newspapers/news magazines
75,3	68,1	50,7	60,1	65,9	93,0	73,5	66,2	Participating in social networks (Facebook, Twitter, blogs)
71,5	59,7	52,2	52,7	61,8	86,6	72,3	60,7	Playing or downloading games, images, video or music
52,8	49,5	48,5	49,8	49,6	58,8	46,3	50,0	Listening to web radios or watching web television
47,0	48,9	49,4	48,5	43,8	58,0	55,5	48,6	Telephoning over the Internet/video calls (via webcam) over the Internet
31,1	33,8	23,8	28,7	25,6	57,9	38,9	31,3	Uploading and sharing self-created content
9,2	34,1	45,9	40,7	18,5	49,2	16,9	31,2	Using services related to travel and accommodation
42,8	27,2	16,9	24,4	27,9	38,6	39,1	28,5	Playing networked games with other persons
6,6	17,0	15,0	17,1	12,5	19,0	6,2	14,4	Selling goods or services via the Internet (e.g. auctions)
0,0	9,0	20,4	15,4	3,9	5,1	3,0	9,3	Internet banking
7,0	6,2	6,5	4,9	7,4	17,3	3,1	6,5	Creating websites and blogs
2,8	5,8	7,5	6,2	5,7	7,3	1,6	5,5	Making an appointment with a practitioner via websites of hospitals or health care centres

MODULE 1.D: Mobile use

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
D1: Did you use any of the following portable computers								
Laptop, notebook or netbook	27,9	25,8	16,2	14,1	12,4	6,4	26,5	16,4
Tablet computer with touch screen	0,5	2,3	0,1	0,4	0,6	0,0	1,6	0,3
None of the above	72,1	73,1	83,6	85,9	87,6	93,6	73,0	83,5
D2: Which of the following networks did you use to connect the portable								
Mobile phone network, using USB key or SIM card	30,6	30,5	28,4	30,8	31,8	42,2	30,2	30,5
Wireless network (WiFi)	73,4	75,7	85,4	77,3	80,4	57,8	77,1	75,8
D3: On average, how often did you access the Internet using								
Every day or almost every day	17,7	28,3	41,6	50,1	19,6	0,0	29,4	26,1
At least once a week (but not every day)	32,3	25,7	15,2	14,4	27,6	34,2	23,8	28,4
Less than once a week	50,0	46,0	43,2	35,6	52,8	65,8	46,8	45,4
D4: Did you use any of the following handheld devices to access								
Mobile phone or smartphone	57,6	47,4	28,3	16,6	5,2	4,2	44,3	32,4
Other handheld devices (PDA, MP3 player, e-book reader, game console, but not tablet computer)	2,3	0,9	1,2	0,5	0,0	0,0	1,8	0,6
None of the above	42,4	52,6	71,1	83,4	94,8	95,8	55,4	67,6

¹⁾ The data refer to individuals who answered "None of the above" in question D1.

of the Internet

in percentages

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
to access the Internet away from home or work in the last 3 months?								
17,1	22,4	23,7	22,0	17,4	41,7	18,0	21,5	Laptop, notebook or netbook
0,7	0,7	1,9	1,6	0,5	0,0	0,3	0,9	Tablet computer with touch screen
82,9	77,3	75,6	77,3	82,6	58,3	82,0	78,1	None of the above
computer to the Internet away from home or work in the last 3 months?¹⁾								
32,4	28,7	33,3	29,9	30,6	21,5	45,6	30,3	Mobile phone network, using USB key or SIM card
67,6	79,1	76,6	80,7	72,6	82,8	56,5	76,6	Wireless network (WiFi)
a portable computer away from home or work in the last 3 months?¹⁾								
18,5	26,6	39,9	36,0	14,0	20,4	38,0	28,2	Every day or almost every day
15,7	28,7	23,9	22,9	20,7	40,5	28,4	25,5	At least once a week (but not every day)
65,8	44,7	36,2	41,1	65,3	39,2	33,6	46,3	Less than once a week
the Internet away from home or work in the last 3 months?								
45,4	38,1	32,2	37,1	34,9	55,6	42,2	38,5	Mobile phone or smartphone
1,8	1,1	1,1	0,9	1,4	1,9	1,6	1,2	Other handheld devices (PDA, MP3 player, e-book reader, game console, but not tablet computer)
54,6	61,7	67,8	62,9	64,7	44,4	57,8	61,4	None of the above

MODULE 1.D: Mobile use

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
D5: Which of the following networks did you use to connect the handheld								
Mobile phone network (GPRS, 2G)	32,8	29,5	34,0	53,2	45,7	0,0	31,5	35,2
Mobile phone (3G) broadband connection	42,8	50,4	33,5	40,1	42,1	100,0	46,7	40,0
Wireless network (WiFi)	33,1	33,5	42,0	24,5	55,5	0,0	34,9	33,4
D6: On average, how often did you access the Internet using								
Every day or almost every day	34,7	35,1	43,6	41,2	39,5	0,0	34,4	39,8
At least once a week (but not every day)	36,2	28,2	42,4	24,3	24,4	100,0	34,8	31,9
Less than once a week	29,2	36,7	14,1	34,5	36,1	0,0	30,7	28,3
D7: For which of the following activities did you use the Internet								
Participating in social networks (Facebook, Twitter, etc)	76,2	55,0	41,5	31,0	14,9	100,0	55,3	66,3
Reading or downloading online news, newspapers, news magazines	43,5	61,1	52,5	43,3	51,7	100,0	55,2	45,7
Sending/receiving e-mails	46,3	44,6	37,3	61,7	78,6	100,0	39,5	54,1
Playing or downloading games, images, video or music	33,9	28,3	14,9	15,4	26,0	100,0	26,3	29,7
Reading or downloading online books or e-books	10,0	6,7	3,5	25,3	12,4	100,0	7,0	11,6
Other	3,2	12,9	11,5	16,4	0,0	0,0	9,3	7,8
Using podcast service to automatically receive audio or video files	11,2	6,4	4,5	8,2	0,0	0,0	6,4	10,7
D8: Did you use Internet applications on a handheld device								
Yes	28,7	28,2	24,7	49,6	51,9	64,4	38,8	16,1
No	71,3	71,4	74,1	50,4	48,1	0,0	60,9	83,5
Don't know	0,0	0,4	1,2	0,0	0,0	35,6	0,3	0,5
D9: Did you use a portable computer or handheld device to access the Internet								
Yes	13,4	31,4	49,3	48,2	47,5	80,9	35,3	21,9
No	86,6	68,6	50,7	51,8	52,5	19,1	64,7	78,1

²⁾ Data refer to individuals who did not answer "None of the above" in question D4.

of the Internet

in percentages

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
device to the Internet away from home or work in the last 3 months? ²⁾								
31,7	32,2	38,2	32,0	38,7	17,3	37,0	33,0	Mobile phone network (GPRS, 2G)
36,2	48,4	39,4	47,4	36,6	64,6	31,2	43,9	Mobile phone (3G) broadband connection
43,1	29,5	38,3	37,1	31,8	24,4	38,7	34,3	Wireless network (WiFi)
a handheld device away from home or work in the last 3 months? ²⁾								
28,2	37,9	44,8	39,5	28,1	46,8	37,2	36,6	Every day or almost every day
39,4	34,1	23,1	27,1	41,6	29,8	41,3	33,6	At least once a week (but not every day)
32,3	28,0	32,0	33,4	30,2	23,4	21,6	29,7	Less than once a week
via handheld device in the last 3 months for private purposes? ²⁾								
69,6	62,1	36,9	50,9	55,0	81,9	82,0	59,8	Participating in social networks (Facebook, Twitter, etc)
44,0	52,8	56,7	57,1	40,9	60,5	46,5	51,3	Reading or downloading online news, newspapers, news magazines
38,9	45,1	57,4	47,7	34,4	60,3	50,4	45,6	Sending/receiving e-mails
34,7	27,8	16,8	25,0	26,7	28,0	38,9	27,7	Playing or downloading games, images, video or music
12,5	7,4	8,5	6,2	6,4	13,3	19,5	8,9	Reading or downloading online books or e-books
4,1	8,9	15,1	11,6	10,3	3,3	0,0	8,7	Other
5,9	10,8	1,9	6,5	8,7	15,5	6,4	8,1	Using podcast service to automatically receive audio or video files
exploiting the information about where you are in the last 3 months? ²⁾								
19,7	29,5	43,6	33,5	22,1	30,1	30,9	29,4	Yes
80,3	70,1	55,2	66,1	77,4	69,9	68,7	70,2	No
0,0	0,3	1,1	0,4	0,5	0,0	0,3	0,4	Don't know
for professional purposes away from home or work in the last 3 months?								
4,7	29,1	53,9	41,4	18,7	21,0	7,0	29,6	Yes
95,3	70,9	46,1	58,6	81,3	79,0	93,0	70,4	No

MODULE 1.D: Mobile use

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
D10: Did you encounter, in the last 3 months, any of the following problems								
Other	55,6	63,0	55,6	46,6	49,8	80,9	54,4	61,9
Frequent difficulties with mobile phone network signal	33,5	27,5	25,5	33,4	35,9	19,1	31,3	28,4
Unexpected high bills (e.g. moving outside local tariff area)	9,3	12,7	16,6	21,6	10,9	0,0	16,6	6,9
Inconvenience of using small screen or entering text on handheld device	10,5	10,6	19,2	15,1	4,5	0,0	13,1	10,7
Difficulties in setting or changing parameters for Internet access	10,8	4,2	11,5	14,3	4,9	19,1	9,7	7,4
Difficulties in obtaining information about cost of accessing the Internet	6,0	2,6	6,4	5,4	0,0	0,0	7,0	1,5
D11: What are the reasons for not accessing the Internet with a portable								
Do not need the Internet access away from home or work	68,0	74,8	79,5	82,5	77,2	75,4	72,5	79,9
Other	18,7	14,3	10,7	8,9	9,1	18,8	12,6	12,7
Too expensive (device and/or the Internet subscription)	11,1	10,6	8,5	9,4	10,0	0,0	10,1	9,3
Unavailability of broadband or connection too slow	3,4	11,8	5,6	5,0	5,6	0,0	8,7	4,5
Do not know how to use or the use is too complicated	0,0	1,3	6,6	8,0	14,7	8,6	6,1	4,7
Inconvenience of using small screen on a handheld device	2,7	0,0	0,5	2,3	2,4	2,3	1,9	1,0
Privacy or security concerns	3,9	0,0	1,0	0,0	0,0	0,0	2,0	0,1

²⁾ The data refer to individuals who did not answered "None of the above" in question D4.

³⁾ The data refer to individuals that answered "None of the above" in questions D1 and D4.

of the Internet

in percentages

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
when using a portable computer or handheld device in the last 3 months? ²⁾								Other
60,1	58,6	50,9	59,0	57,5	58,5	50,9	57,5	Other
33,1	27,8	33,7	27,7	29,0	31,4	40,5	30,1	Frequent difficulties with mobile phone network signal
13,4	12,3	12,1	15,1	10,9	10,2	9,0	12,5	Unexpected high bills (e.g. moving outside local tariff area)
5,2	12,9	17,8	12,7	12,4	13,3	8,1	12,1	Inconvenience of using small screen or entering text on handheld device
10,2	8,0	9,4	8,0	7,5	10,9	12,5	8,7	Difficulties in setting or changing parameters for Internet access
6,3	4,4	3,6	3,8	5,4	3,0	7,8	4,7	Difficulties in obtaining information about cost of accessing the Internet
computer or handheld device away from home or work in the last 3 months? ³⁾								Do not need the Internet access away from home or work
78,2	74,9	79,6	76,5	79,0	70,3	72,7	76,6	Do not need the Internet access away from home or work
11,8	12,9	12,6	12,6	12,0	16,2	13,1	12,6	Other
10,7	9,3	9,6	9,3	10,8	0,0	11,7	9,7	Too expensive (device and/or the Internet subscription)
2,6	8,8	3,4	5,2	7,6	13,6	4,7	6,4	Unavailability of broadband or connection too slow
5,7	5,0	6,0	5,7	6,0	0,0	4,1	5,3	Do not know how to use or the use is too complicated
0,0	1,6	2,2	1,5	0,4	0,0	4,3	1,4	Inconvenience of using small screen on a handheld device
3,5	0,3	0,4	0,5	0,0	0,0	5,6	1,0	Privacy or security concerns

MODULE 1.E: Use

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
E1: Did you use in the last 12 months the services of public authorities								
Obtaining information from public authorities' websites	89,6	95,3	93,1	92,4	83,3	100,0	92,0	93,2
Downloading official forms	56,7	54,1	65,1	51,1	63,6	66,8	59,6	55,7
Sending filled in forms	49,8	33,2	41,0	34,6	39,3	41,6	45,8	31,5
E2: What were the reasons for not sending filled in forms to public								
Did not have to submit official forms at all	81,7	86,8	86,2	80,3	69,2	66,4	77,4	88,9
Services not available on website	11,2	1,6	2,4	2,8	5,8	12,1	6,3	1,6
Technical failure of website during filling in or sending the form	0,0	0,0	3,5	0,0	5,5	0,0	2,0	0,6
Lack of skills or knowledge (do not know how to use website or the use was too complicated)	0,0	2,4	4,7	11,2	7,0	0,0	5,8	2,9
Concerns about protection and security of personal data	1,2	6,7	6,6	0,0	6,4	0,0	7,5	2,5
None of the above	6,0	6,8	3,7	9,1	12,0	21,5	7,9	5,7

¹⁾ The data refer to individuals who answered "In the last 3 months" or "Three months ago (less than 1 year)" in question C1.

²⁾ the data refer to individuals who did not answer "Sending filled forms" in question D1.

of e-government¹⁾**in percentages**

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
over the Internet, for private purposes, for the following activities:								
73,6	94,3	92,2	91,6	93,4	94,3	97,6	92,6	Obtaining information from public authorities' websites
23,3	54,6	68,9	62,0	52,0	62,6	33,1	57,7	Downloading official forms
40,2	36,3	43,4	36,3	46,7	40,2	23,5	38,8	Sending filled in forms
authorities over the Internet in the last 12 months:²⁾ (all that apply)								
100,0	84,2	79,9	86,0	78,5	88,3	76,4	83,7	Did not have to submit official forms at all
0,0	4,3	3,0	2,7	7,4	0,0	3,9	3,7	Services not available on website
0,0	0,8	2,3	1,4	1,4	0,0	0,0	1,2	Technical failure of website during filling in or sending the form
0,0	4,7	3,9	4,5	4,0	0,0	6,4	4,2	Lack of skills or knowledge (do not know how to use website or the use was too complicated)
0,0	4,9	5,3	5,2	6,5	0,0	0,0	4,8	Concerns about protection and security of personal data
0,0	6,4	8,2	5,4	6,5	11,7	13,3	6,7	None of the above

MODULE 1.F: Use

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
F1: When did you last buy or order goods								
Within the last 3 months	15,7	21,7	13,6	15,0	14,2	3,3	18,6	14,5
More than 3 months ago (less than a year)	5,2	7,9	5,3	3,4	1,2	3,3	5,9	4,8
More than 1 year ago)	3,7	4,6	7,5	3,8	2,7	3,8	5,9	3,5
Never bought or ordered	75,3	65,7	73,6	77,8	81,9	89,6	69,6	77,2
F2: What types of goods or services did you buy or order over								
Clothes, sports goods	58,1	34,8	29,7	21,4	10,4	0,0	30,0	45,5
Household goods	13,4	22,0	16,1	14,9	16,8	50,0	17,0	18,5
Books/magazines/newspapers (including e-books)	10,6	11,5	22,2	13,6	4,1	35,9	13,6	12,9
Electronic equipment (incl. cameras)	11,7	8,1	18,3	12,8	9,2	0,0	16,2	5,4
Tickets for cultural events	7,9	10,9	11,2	8,4	0,0	17,9	8,4	10,7
Computer hardware	5,4	8,0	14,6	6,0	7,3	0,0	14,5	0,0
Food or groceries	2,9	7,8	6,6	0,0	44,3	0,0	6,8	7,6
Pharmaceutical products	4,6	7,4	5,8	12,2	2,9	0,0	2,4	12,4
Holiday accommodation (hotel...)	4,9	7,7	4,7	7,8	0,0	0,0	5,5	6,8
Other travel arrangement (transport tickets, carhire, etc.)	5,0	4,7	8,7	1,5	0,0	32,1	3,8	6,6
Computer software and upgrades	0,0	4,6	9,4	3,4	4,1	0,0	6,2	1,4
Video games and upgrades	2,8	2,2	2,8	3,0	0,0	0,0	2,7	2,1
Telecommunication services (broadband subscriptions, uploading money on prepaid phone cards, etc.)	2,4	0,0	3,8	2,5	0,0	0,0	2,6	0,3
Films, music	3,5	0,0	1,7	2,2	0,0	0,0	2,0	0,7
Share purchases, insurance policies and other financial services	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0
Other	11,3	14,4	3,9	30,1	15,8	17,9	15,4	11,6

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

of e-commerce¹⁾**in percentages**

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
or services for private use over the Internet?								
10,5	17,8	19,7	20,3	11,4	25,6	11,4	16,6	Within the last 3 months
2,0	6,2	6,9	6,0	4,3	14,1	1,0	5,4	More than 3 months ago (less than a year)
3,8	4,1	7,7	5,5	4,7	1,9	3,4	4,7	More than 1 year ago)
83,7	71,9	65,8	68,1	79,6	58,4	84,3	73,3	Never bought or ordered
the Internet for private use in the last 12 months? (all that apply)								
46,0	41,1	19,3	34,7	29,1	47,5	56,8	36,7	Clothes, sports goods
16,1	18,0	17,4	18,9	15,8	9,0	29,9	17,7	Household goods
4,8	11,0	24,2	12,5	13,7	19,4	7,0	13,3	Books/magazines/newspapers (including e-books)
0,0	12,7	14,3	13,1	12,3	9,6	0,0	11,5	Electronic equipment (incl. cameras)
0,0	10,8	10,4	10,4	8,7	11,0	1,0	9,4	Tickets for cultural events
5,2	8,6	8,8	10,6	6,8	5,6	0,0	8,2	Computer hardware
15,7	5,9	6,1	5,7	10,2	10,7	1,9	7,2	Food or groceries
0,0	7,8	7,5	8,1	6,8	4,5	0,0	6,7	Pharmaceutical products
0,0	6,7	7,5	4,9	8,7	9,6	0,0	6,1	Holiday accommodation (hotel...)
0,0	5,8	5,4	3,2	7,6	9,8	1,7	5,0	Other travel arrangement (transport tickets, carhire, etc.)
0,0	4,8	4,4	6,2	2,7	0,0	0,0	4,1	Computer software and upgrades
5,7	1,6	3,1	2,5	3,7	0,0	2,6	2,4	Video games and upgrades
0,0	0,9	4,4	1,8	2,6	0,0	0,0	1,6	Telecommunication services (broadband subscriptions, uploading money on prepaid phone cards, etc.)
7,2	0,5	1,2	1,1	0,0	0,0	12,2	1,5	Films, music
0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0	Share purchases, insurance policies and other financial services
12,6	13,3	15,5	12,4	15,1	15,1	17,5	13,7	Other

MODULE 1.F: Use

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
F3: Did you buy or order goods or services for private use								
Yes	20,9	10,3	17,6	12,0	3,2	0,0	17,6	9,6
No	79,1	89,7	82,4	88,0	96,8	100,0	82,4	90,4
F4: What types of goods or services did you buy or order								
Digital content (downloaded/accessed from website or web application), e.g. films, music, e-books	13,8	0,0	10,7	0,0	0,0	0,0	10,7	0,0
Physical goods (e.g. electronics, clothes, toys, food, books, CD/DVD)	77,9	81,4	89,3	58,8	100,0	0,0	75,6	89,5
Services (tickets for cultural events, transport services)	8,2	18,6	0,0	41,2	0,0	0,0	13,7	10,5
F5: From whom did you buy/order goods or services for private								
From national sellers	95,0	93,4	91,5	89,3	96,9	67,9	91,2	95,4
From sellers from EU countries	5,4	5,2	13,4	10,7	3,1	32,1	8,3	6,3
From sellers from the rest of the world	2,9	0,7	6,8	5,3	0,0	0,0	4,3	1,2
Country of origin of sellers is not known	2,5	2,3	5,0	0,0	0,0	0,0	3,7	0,8

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

of e-commerce¹⁾

in percentages

Education			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
over the Internet using a handheld device in the last 12 months?								
28,0	12,3	11,9	9,1	13,2	21,8	41,9	14,1	Yes
72,0	87,7	88,1	90,9	86,8	78,2	58,1	85,9	No
for private purposes using a handheld device in the last 12 months?								
0,0	13,5	0,0	0,0	11,0	25,7	0,0	7,6	Digital content (downloaded/accessed from website or web application), e.g. films, music, e-books
100,0	71,9	76,7	87,6	65,8	59,0	100,0	79,6	Physical goods (e.g. electronics, clothes, toys, food, books, CD/DVD)
0,0	14,6	23,3	12,4	23,2	15,3	0,0	12,7	Services (tickets for cultural events, transport services)
purposes over the Internet in the last 12 months: (all that apply)								
100,0	93,7	87,3	91,7	93,8	95,1	96,2	93,0	From national sellers
0,0	6,2	15,0	7,8	8,7	5,6	3,8	7,5	From sellers from EU countries
0,0	2,2	6,6	2,7	1,5	5,6	5,0	2,9	From sellers from the rest of the world
0,0	3,8	0,0	3,2	0,0	4,9	0,0	2,4	Country of origin of sellers is not known

1.5. QUESTIONNAIRE

ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS

MODULE 1.A: ACCESS TO INFORMATION AND COMMUNICATION TECHNOLOGIES

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

A3	Which of the following devices do you use to access the Internet <u>at home</u> ?	
(tick all that apply)		
	a) Personal computer (PC)	<input type="checkbox"/>
	b) Portable computer (laptop)	<input type="checkbox"/>
	c) Other	<input type="checkbox"/>
	c1) Mobile phone (GPRS, etc.)	<input type="checkbox"/>
	c2) Handheld computer (Tablet, PDA)	<input type="checkbox"/>
	d) TV with specific Internet device	<input type="checkbox"/>
	e) Game console (play-station)	<input type="checkbox"/>
	f) Don't know	<input type="checkbox"/>
-> go to A4		
A4	What types of Internet connections do you use at home?	
(tick all that apply)		
<i>Broadband wireless connection</i>		
	a) DSL (ADSL)	<input type="checkbox"/>
	b) Cable Internet (optical cable, PLC)	<input type="checkbox"/>
	c) Wireless connection (satellite Internet, public WiFi)	<input type="checkbox"/>
<i>Mobile broadband connection</i>		
	d) Mobile phone network (3G network) via a handset (mobile phone, tablet)	<input type="checkbox"/>
	e) Mobile phone network (3G network) via USB connection	<input type="checkbox"/>
<i>Other, narrowband connection</i>		
	f) Dial-up access over telephone line or ISDN	<input type="checkbox"/>
	g) Mobile phone network (2G or GPRS) over mobile phone or laptop	<input type="checkbox"/>
-> 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 Internet elsewhere	<input type="checkbox"/>
	b) Don't need Internet (because not usefull, not interesting)	<input type="checkbox"/>
	c) Equipment costs too high	<input type="checkbox"/>
	d) Access costs too high (telephone, ADSL subscription)	<input type="checkbox"/>
	e) Lack of skills	<input type="checkbox"/>
	f) Privacy or security concerns	<input type="checkbox"/>
	g) Broadband Internet is not available	<input type="checkbox"/>
	h) Physical disability	<input type="checkbox"/>
	i) None of the above; other reasons	<input type="checkbox"/>
-> go to B1		

MODULE 1.B: USE OF COMPUTERS AND MOBILE PHONES

B1	When did you last use a computer?		
(tick only one)			
	a) Within the last 3 months	<input type="checkbox"/>	-> go to B2
	b) More than 3 months ago (less than a year)	<input type="checkbox"/>	-> go to B3
	c) More than 1 year ago	<input type="checkbox"/>	-> go to B3
	d) Never used it	<input type="checkbox"/>	-> go to B4
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	<input type="checkbox"/>	
	b) At least once a week	<input type="checkbox"/>	
	c) At least once a month	<input type="checkbox"/>	
	d) Less than once a month	<input type="checkbox"/>	
-> go to B3			
B3	Which of the following computer-related activities have you ever carried out:		
(tick all that apply)			
	a) Copying or moving files or folders	<input type="checkbox"/>	
	b) Using copy or paste tools to duplicate or move information within documents	<input type="checkbox"/>	
	c) Using basic arithmetic formulas in a spreadsheet	<input type="checkbox"/>	
	d) Compressing (zipping) files	<input type="checkbox"/>	
	e) Connecting and installing new devices (e.g. a modem)	<input type="checkbox"/>	
	f) Writing a computer program using specialised programming languages	<input type="checkbox"/>	
	g) Transferring files between computer and other devices (mobile telephone, mp3 player...)	<input type="checkbox"/>	
	h) Modifying parameters of software application	<input type="checkbox"/>	
	i) Creating electronic presentations (slides, including sound or i video)	<input type="checkbox"/>	
	j) Installing a new or replacing an old operating system	<input type="checkbox"/>	
	k) None of the above	<input type="checkbox"/>	
-> go to B4			

B4	Did you use a mobile phone or smart phone in the last 3 months?		
(tick only one)			
	a) Yes	<input type="checkbox"/>	-> go to B5
	b) No	<input type="checkbox"/>	-> go to C1
B5	Did you use a mobile phone or smart phone for professional purposes (to perform work-related tasks) in the last 3 months?		
(tick only one)			
	a) Yes	<input type="checkbox"/>	-> go to C1
	b) No	<input type="checkbox"/>	-> go to C1

MODULE 1.C: USE OF THE INTERNET

C1	When did you last use the Internet (via desktop, laptop, mobile phone, smart phone)?		
(tick only one)			
	e) Within the last 3 months	<input type="checkbox"/>	-> go to C2
	f) More than 3 months ago (less than a year)	<input type="checkbox"/>	-> go to E1
	g) More than 1 year ago	<input type="checkbox"/>	-> go to F1
	a) Never used it	<input type="checkbox"/>	-> 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	<input type="checkbox"/>	
	b) At least once a week	<input type="checkbox"/>	
	c) At least once a month	<input type="checkbox"/>	
	d) Less than once a month	<input type="checkbox"/>	
-> go to C3			

C3

For which of the following activities did you use the Internet in the last 3 months for private purposes?

(tick all that apply)

Communication

a) Sending/receiving e-mails

b) Telephoning over the Internet /video calls (via webcam) over the Internet

c) Sending messages to chat sites, blogs, online discussion forum

Access to information

d) Reading or downloading online newspapers/news magazines

e) Finding information about goods and services

Use of entertainment

f) Listening to web radios or watching web television

g) Playing or downloading games, images, films or music

h) Playing networked games with other persons

Creativity

i) Uploading and sharing self-created content (text, photos, music, software, etc)

j) Creating websites and blogs

e-health

Making an appointment with a practitioner via websites of hospitals or health care centres

Other online services

k) Using services related to travel and accommodation

l) Selling goods or services via the Internet (e.g. auctions)

m) Internet banking

-> go to D1

MODULE 1.D: MOBILE USE OF THE INTERNET

D1	Did you use any of the following portable computers to access the Internet away from home or work in the last 3 months?		
(tick all that apply)			
	a) Laptop, notebook or netbook	<input type="checkbox"/>	-> go to D2
	b) Tablet computer with touch screen	<input type="checkbox"/>	-> go to D2
	c) None of the above	<input type="checkbox"/>	-> go to D4
D2	Which of the following networks did you use to connect the portable computer to the Internet away from home or work in the last 3 months?		
(tick all that apply)			
	a) Mobile phone network, using USB key or SIM card	<input type="checkbox"/>	-> go to D3
	b) Wireless network (WiFi)	<input type="checkbox"/>	-> go to D3
D3	On average, how often did you access the Internet using a portable computer away from home or work in the last 3 months?		
(tick only one)			
	a) Every day or almost every day	<input type="checkbox"/>	
	b) At least once a week (but not every day)	<input type="checkbox"/>	
	c) Less than once week	<input type="checkbox"/>	
-> go to D4			
D4	Did you use any of the following handheld devices to access the Internet away from home or work in the last 3 months?		
(tick all that apply)			
	a) Mobile phone or smart phone	<input type="checkbox"/>	
	b) Other handheld devices (PDA, MP3 player, e-book reader, game console, but not tablet computer)	<input type="checkbox"/>	
	c) None of the above	<input type="checkbox"/>	
<i>If »Yes« to <u>D4c</u> and <u>D1c</u>; -> go to D11</i>			
<i>If »Yes« to <u>D4c</u> and <u>D1a</u> and/or <u>D1b</u>; -> go to D9; otherwise -> go to D5</i>			

D5	Which of the following networks did you use to connect the handheld device to the Internet away from home or work in the last 3 months?	
(tick all that apply)		
	a) Mobile phone network (GPRS, 2G)	<input type="checkbox"/>
	b) Mobile phone (3G) broadband connection	<input type="checkbox"/>
	c) Wireless network (WiFi)	<input type="checkbox"/>
-> go to D6		
D6	On average, how often did you access the Internet using a handheld device away from home or work in the last 3 months?	
(tick only one)		
	a) Every day or almost every day	<input type="checkbox"/>
	b) At least once a week (but not every day)	<input type="checkbox"/>
	c) Less than once a week	<input type="checkbox"/>
-> go to D7		
D7	For which of the following activities did you use the Internet via a handheld device in the last 3 months for private purposes?	
(tick all that apply)		
	a) Sending/receiving e-mails	<input type="checkbox"/>
	b) Reading or downloading online news, newspapers, news magazines	<input type="checkbox"/>
	c) Reading or downloading online books or e-books	<input type="checkbox"/>
	d) Playing or downloading games, images, video or music	<input type="checkbox"/>
	e) Using podcast service to automatically receive audio or video files	<input type="checkbox"/>
	f) Participating in social networks (creating user profile, posting messages or contributions to facebook, twitter, etc.)	<input type="checkbox"/>
	g) Other	<input type="checkbox"/>
-> go to D8		
D8	Did you use Internet applications on a handheld device exploiting the information about where you are (e.g. GPS) in the last 3 months?	
(tick only one)		
	a) Yes	<input type="checkbox"/>
	b) No	<input type="checkbox"/>
	c) Don't know	<input type="checkbox"/>
-> go to D9		

D9	Did you use a portable computer or handheld device to access the Internet for professional purposes (to perform work related tasks) away from home or work in the last 3 months?	
(tick only one)		
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
-> go to D10		
D10	Did you encounter, in the last 3 months, any of the following problems when using a portable computer or handheld device away from home or work to access the Internet?	
(tick all that apply)		
	a) Difficulty in obtaining information about cost of accessing the Internet	<input type="checkbox"/>
	b) Unexpected high bills (e.g. moving outside local tariff area or roaming to foreign services)	<input type="checkbox"/>
	c) Frequent difficulties with mobile phone network signal (unavailability of broadband or low speed, at least once a week)	<input type="checkbox"/>
	d) Difficulties in setting or changing parameters for Internet access (switching from mobile to WiFi, activation of location aware application or activation of Internet access)	<input type="checkbox"/>
	e) Inconvenience of using small screen or entering text on handheld device	<input type="checkbox"/>
	f) Other	<input type="checkbox"/>
-> go to D11		
D11	What are the reasons for not accessing the Internet with a portable computer or handheld device away from home or work in the last 3 months?	
(tick all that apply)		
	a) Do not need the Internet access away from home or work	<input type="checkbox"/>
	b) Do not know how to use or the use is too complicated	<input type="checkbox"/>
	c) Inconvenience of using small screen on a handheld device	<input type="checkbox"/>
	d) Too expensive (device and/or the Internet subscription)	<input type="checkbox"/>
	e) Unavailability of broadband or connection too slow	<input type="checkbox"/>
	f) Privacy or security concerns	<input type="checkbox"/>
	g) Other	<input type="checkbox"/>
-> go to E1		

MODULE 1.E: USE OF e-GOVERNMENT

E1	Did you use in the last 12 months the services of public authorities over the Internet, for private purposes, for the following activities:	
(tick all that apply)		
	a) Obtaining information from public authorities' websites	<input type="checkbox"/>
	b) Downloading official forms	<input type="checkbox"/>
	c) Sending filled in forms	<input type="checkbox"/>
-> If » No « to E1 c) -> go to E2; otherwise, go to F1		
E2	What were the reasons for not sending filled in forms to public authorities over the Internet in the last 12 months:	
(tick all that apply)		
	a) Did not have to submit official forms at all	<input type="checkbox"/>
	b) Services not available on website	<input type="checkbox"/>
	c) Technical failure of website during filling-in or sending the form	<input type="checkbox"/>
	d) Lack of skills or knowledge (do not know how to use website or the use was too complicated)	<input type="checkbox"/>
	e) Concerns about protection and security of personal data	<input type="checkbox"/>
	f) None of the above, other	<input type="checkbox"/>
-> go to F1		

MODULE 1.F: USE OF e-COMMERCE

F1	When did you last buy or order goods or services for private use over the Internet: (excluding manually-typed e-mails, SMS, MMS)		
for respondents who » DID NOT « answer » Never used it « in question C1			
	a) Within the last 3 months	<input type="checkbox"/>	-> go to F2
	b) More than 3 months ago (less than a year)	<input type="checkbox"/>	-> go to F2
	c) More than 1 year ago	<input type="checkbox"/>	-> go to G1
	d) Never bought or ordered	<input type="checkbox"/>	-> go to G1
F2	What types of goods or services did you buy or order over the Internet for private use in the last 12 months:		
(tick all that apply)			
	a) Food or groceries	<input type="checkbox"/>	
	b) Household goods (furniture, toys, etc.)	<input type="checkbox"/>	
	c) Pharmaceutical products	<input type="checkbox"/>	
	d) Films, music	<input type="checkbox"/>	
	e) Books/magazines/newspapers (including e-books)	<input type="checkbox"/>	
	f) e-learning material	<input type="checkbox"/>	
	g) Clothes, sports goods	<input type="checkbox"/>	
	h) Video games and upgrades	<input type="checkbox"/>	
	i) Computer software and upgrades	<input type="checkbox"/>	
	j) Computer hardware	<input type="checkbox"/>	
	k) Electronic equipment (incl. cameras)	<input type="checkbox"/>	
	l) Telecommunication services (e.g. broadband subscriptions, fixed line, uploading money on prepaid phone cards, etc.)	<input type="checkbox"/>	
	m) Share purchases, insurance policies and other financial services	<input type="checkbox"/>	
	n) Holiday accommodation (hotel...)	<input type="checkbox"/>	
	o) Other travel arrangement (transport tickets, carhire, etc.)	<input type="checkbox"/>	
	p) Tickets for cultural events	<input type="checkbox"/>	
	q) Other	<input type="checkbox"/>	
-> go to F3			

F3	Did you buy or order goods or services for private use over the Internet using a handheld device in the last 12 months (connected to web browser or web application, excluding SMS, MMS and manually-typed e-mails?)		
(tick only one)			
	a) Yes	<input type="checkbox"/>	-> go to F4
	b) No	<input type="checkbox"/>	-> go to F5
F4	What types of goods or services did you buy or order for private purposes using a handheld device in the last 12 months?		
(tick all that apply)			
	a) Digital content (downloaded/accessed from website or web application), e.g. films, music, e-books, e-newspapers, games, paid applications for mobile phones or other handheld devices	<input type="checkbox"/>	
	b) Physical goods (e.g. electronics, clothes, toys, food, books, CDs/DVDs)	<input type="checkbox"/>	
	c) Services (tickets for cultural events, transport services, insurance, etc.)	<input type="checkbox"/>	
-> go to F5			
F5	From whom did you buy or order goods or services for private purposes over the Internet in the last 12 months?		
(tick all that apply)			
	a) From national sellers	<input type="checkbox"/>	
	b) From sellers from EU countries	<input type="checkbox"/>	
	c) From sellers from the rest of the world	<input type="checkbox"/>	
	d) Country of origin of sellers is not known	<input type="checkbox"/>	
-> go to G1			

MODULE 1.G: MAIN 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 labour force (retired, in compulsory military service)

G5 Municipality _____ code |_|_|_|_|_|_|_|

G6 Settlement _____ code |_|_|_|_|_|_|_|

G7 Number of household members _____

G8 Of which, number of children aged 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, 2012

ENTERPRISES



2.1. METHODOLOGY

Survey period	<ul style="list-style-type: none"> • The survey was carried out from 17 April to 4 May 2012
Type of survey	<ul style="list-style-type: none"> • Telephone interview
Sample size	<ul style="list-style-type: none"> • 1200 enterprises
Target respondent ¹⁾	<ul style="list-style-type: none"> • Enterprises with 10 and more employees • Section C: Manufacturing • Sections D and E: Electricity, gas and steam, water supply, sewerage and waste management • Section F: Construction • Section G: Wholesale and retail trade; repair of motor vehicles and motorcycles • Section H: Transport and storage • Section I: Accommodation and food service activities • Section J: Information and communication • Sections L and M: Real estate activities; Professional, scientific and technical activities • Section N and Division 95: Administrative and support activities; Repair of computers • Financial and insurance activities
Sample type	<ul style="list-style-type: none"> • Stratified sample
Geographic scope	<ul style="list-style-type: none"> • Territory of the Republic of Serbia (excl. AP Kosovo and Metohija)

¹⁾ Since 2011, the Classification of Activities has been in use according to the Regulation of the Classification of Activities („Official Gazette of the RS”, No 54/10). This classification is harmonised with NACE rev.2.

2.2. SAMPLE

The survey on ICT usage in enterprises was carried out on a representative sample of 1200 enterprises on the territory of the Republic of Serbia. The response rate was 96.7% (1160 enterprises).

Uzorak (preduzeća)		Veličina			Region			Ukupno
		malo (10-49)	srednje (50-249)	veliko (250+)	centralna Srbija	Vojvodina	Beograd	
Delatnost	Prerađivačka industrija	128	115	137	183	107	90	380
	Snabdevanje električnom energijom, gasom, parom i vodom; Upravljanje otpadnim vodama	28	29	30	44	28	15	87
	Građevinarstvo	38	29	33	39	24	37	100
	Trgovina na veliko i malo	49	44	24	56	24	37	117
	Saobraćaj i skladištenje	36	23	27	29	23	34	86
	Usluge smeštaja i ishrane	43	29	4	28	23	25	76
	Informisanje i komunikacije	53	25	8	39	12	35	86
	Banke i osiguravajuća društva	9	4	22	3	5	27	35
	Poslovanje nekretninama; Stručne, naučne i tehničke delatnosti	60	43	7	40	25	45	110
	Administrativne i pomoćne uslužne delatnosti; Popravke kompjutera	32	25	26	22	16	45	83
Broj	476	366	318	483	287	390	1160	
Procenat	41.0	31.6	27.4	41.6	24.8	33.6	100	

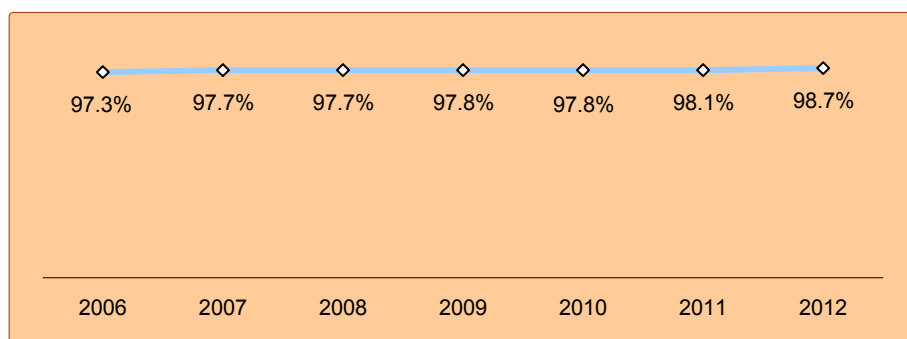
2.3. MAIN FINDINGS

2.3.1. Computers and computer networks in enterprises

The results of the survey indicate that 98.7% of enterprises on the territory of the Republic of Serbia use computers, which is an increase of 0.6% in relation to 2011. The use of computers is the biggest in large enterprises (more than 250 employees) amounting to 99.8%. This percentage is to 98.3% in small enterprises (10 - 49 employees).

98.7% of enterprises use computers

Graph 2.1. Does your enterprise use computers?



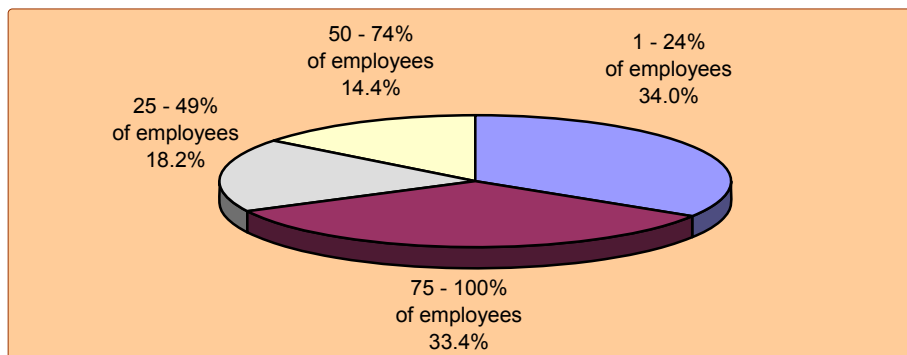
The percentage of computer use in enterprises varies depending on the territory: in Belgrade it amounts to 99.4%, in Vojvodina to 95.8%, and in Central Serbia to 99.9%.

The use of computers in enterprises, by activities:

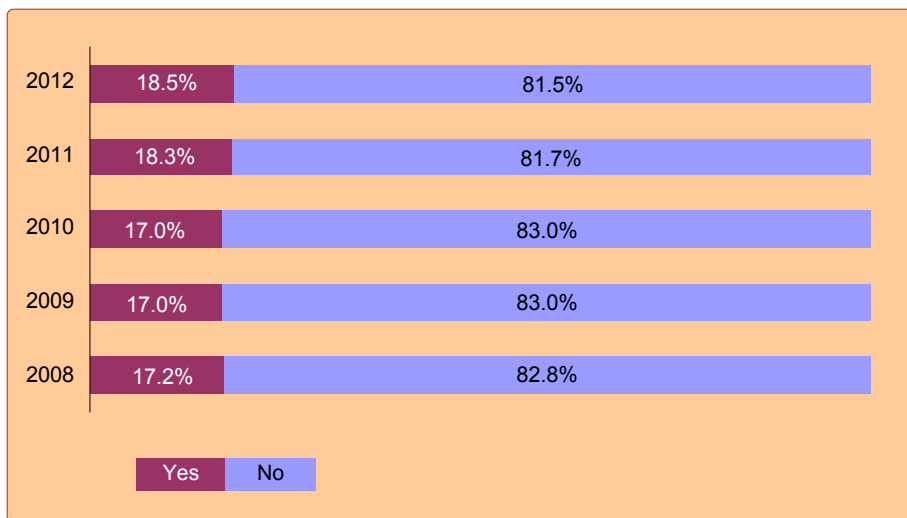
- Financial and insurance activities (100%)
- Transport and storage (100%)
- Electricity, gas and steam, water supply, sewerage and waste management (100%)
- Real estate activities; Professional, scientific and technical activities (100%)
- Administrative and support activities; Repair of computers (100%)
- Computers (100%)
- Information and communications (100%)
- Manufacturing (98.6%)
- Wholesale and retail trade (97.5%)
- Accommodation and food service activities (95.9%)

In 34% of enterprises ¼ of employees use a computer at least once a week, while in 33.4% of enterprises 75-100% of employees use a computer at least once a week.

Graph 2.2. Enterprises by the percentage of employees using a computer at least once a week



Graph 2.3. Did your enterprise use during the year Linux open source operating system?

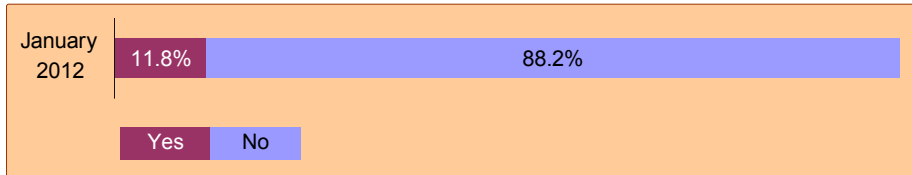


18.5% of enterprises used Linux „open source“ operating system

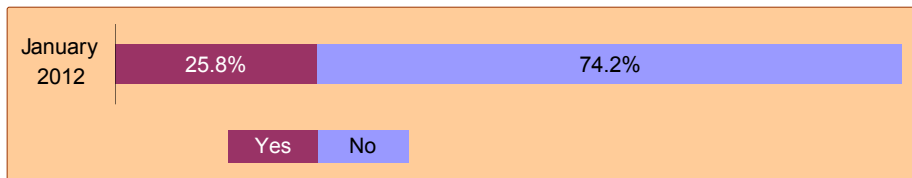
ERP system (abbreviation of Enterprise Resource Planning), i.e. business information system, can be defined in a few words as a software system that integrates main business processes in an enterprise such as production, distribution, finance (i.e. accounting) in one whole. Thus obtained is a system that facilitates, on the one hand, the management of all human and material resources and, on the other hand, planning, development and monitoring of business processes and procedures.

In January 2012, 11.8% of enterprises in the Republic of Serbia used ERP system. According to the analysis of enterprises by size indicates that of the total number of large enterprises 45.4% have in use ERP, which is available in 16.6% medium and 8.5% small enterprises.

Graph 2.4. Did your enterprise use ERP software package for sharing information about sale and/or purchase with other internal business functions (e.g. finance, planning, marketing, etc.) in January 2012?

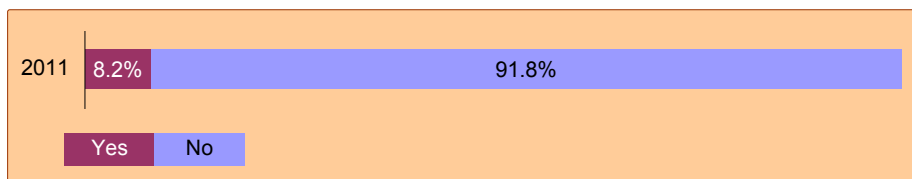


Graph 2.5. Did your enterprise employ IT (ICT) specialist/s in January 2012?



The results of the survey indicate that 25.8% of enterprises on the territory of the Republic of Serbia employed an ICT specialist in January 2012.

Graph 2.6. Did your enterprise recruit or try to recruit IT (ICT) specialist/s in 2011?



2.3.2. Internet in enterprises

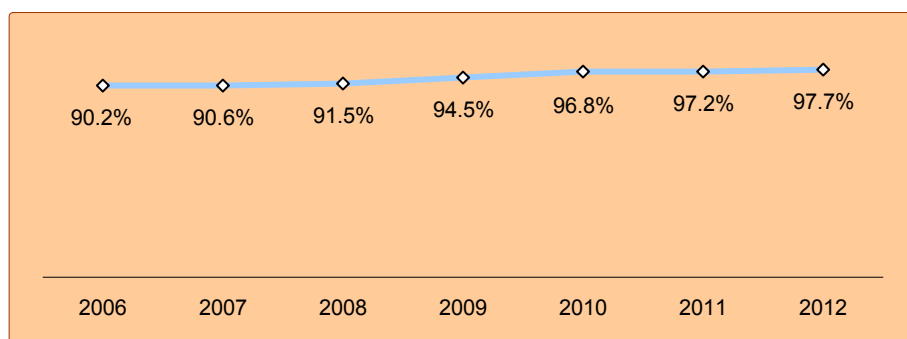
In the Republic of Serbia, there are 97.7% that have an Internet connection, which is an increase of 0.5%, 0.9% and 3.2% compared to 2011, 2010 and 2009 respectively.

The analysis of enterprises by size shows that of the total number of large enterprises, 100% of them are connected to the Internet. As for medium enterprises, 99% of them have an Internet connection. The situation is slightly different in small enterprises, where 97.3% of them have access to the Internet.

97.7% of enterprises have an Internet connection

The percentage of Internet use in enterprises varies depending on the territorial whole: in Belgrade it is 98.5%, in Vojvodina 94.3%, and in Central Serbia 99.4%.

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

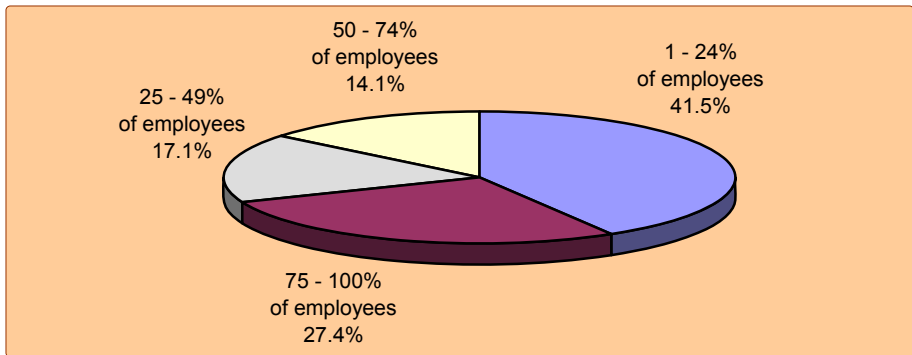


Use of the Internet in enterprises, by activities:

- Financial and insurance activities (100%)
- Information and communications (100%)
- Administrative and support activities; Repair of computers (99.6%)
- Real estate activities; Professional, scientific and technical activities (99.2%)
- Manufacturing (98.6%)
- Electricity, gas and steam, water supply, sewerage and waste management (98.4%)
- Construction (98%)
- Transport and storage (97.8%)
- Wholesale and retail trade (97%)
- Accommodation and food service activities (87.4%)

In 41.5% of enterprises ¼ of employees use the Internet at least once a week, while in 27.4% of enterprises 75-100% of employees use the Internet at least once a week.

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

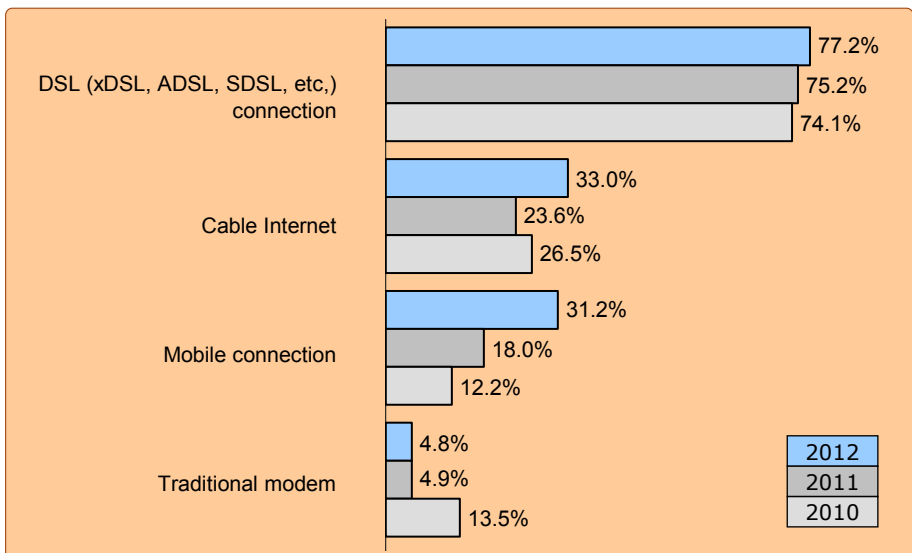


As regard the type of connection, enterprises were given the possibility to choose several answers among proposed ones.

The results indicate that of the total number of enterprises having an Internet connection, 77.2% have DSL, 33% cable Internet, and 4.8% a modem connection.

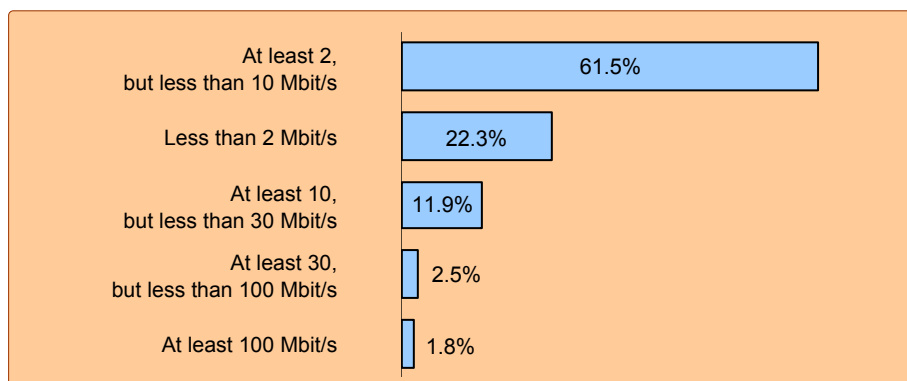
77.2% of enterprise have a DSL (xDSL, ADSL) Internet connection

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



The data indicate a decrease in modem connection by 0.1% and increase of DSL by 2% in relation to 2011.

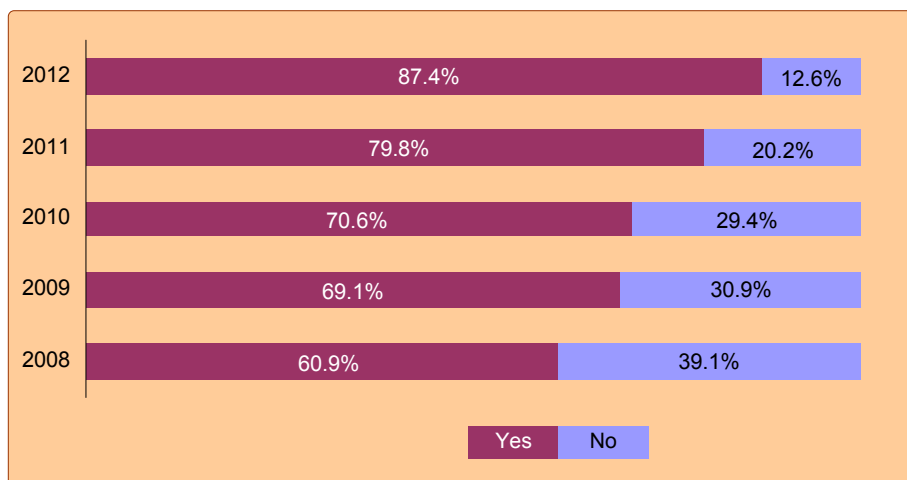
Graph 2.10. What is the maximum download speed of the Internet connection (contracted with your Internet provider)?



2.3.3. e-government

Of the total number of enterprises that have an Internet connection, 87.4% of enterprises interact electronically with public authorities, which is an increase of 7.6% and 16.8% in relation to 2011, 2010 respectively. There are 12.6% of enterprises that do not use this possibility.

Graph 2.11. Does your enterprise interact electronically with public authorities?



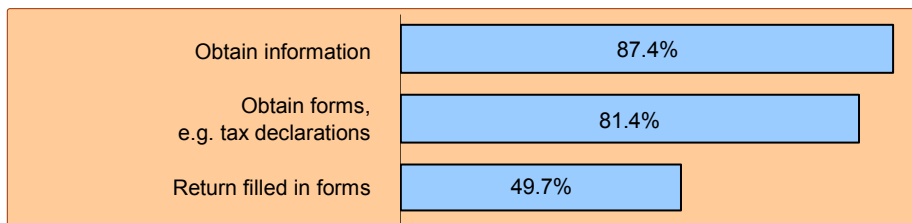
87.4% of enterprises having an Internet connection interact electronically with public authorities

The analysis of enterprises by sections of activities indicates that enterprises engaged in „Electricity, gas and steam, water supply, sewerage and waste management“are those that interact the most with public authorities via the Internet (95.4%).

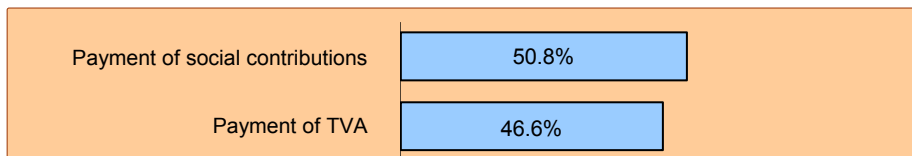
The most frequent answers as to the purposes for which the enterprises interact with public authorities via the Internet are as follows:

- „To obtain information“ (87.4%)
- „To download forms“ (81.4%)
- „To return filled in forms“ (49.7%)

Graph 2.12. Does your enterprise interact with public authorities over the Internet for the following purposes?



Graph 2.13. Did your enterprise use the Internet for the following administrative procedures?



2.3.4. Website

There are 73.8% of enterprises with an Internet connection that have a Website, while this percentage is 67.6% and 67.5% for 2011 and 2010 respectively.

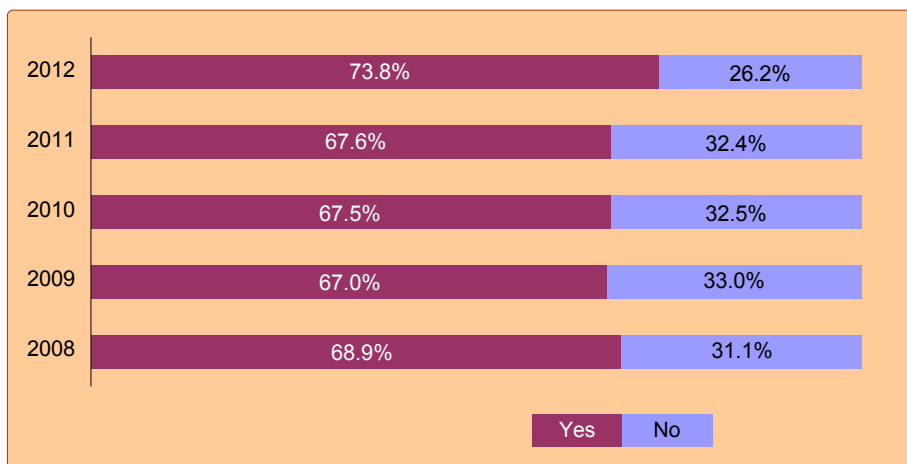
When observing the structure of enterprises by size classes, the following results are obtained:

- 89.3% of large enterprises have a website
- 84.1% of medium enterprises have a website
- 70.3% of small enterprises have a website

73.8% of enterprises having an Internet connection have a website

There are differences depending on the territory. In Belgrade there are 85.9% of enterprises that have a Website, in Vojvodina 75.4%, and in Central Serbia 59%.

Graph 2.14. Does your enterprise have a website?



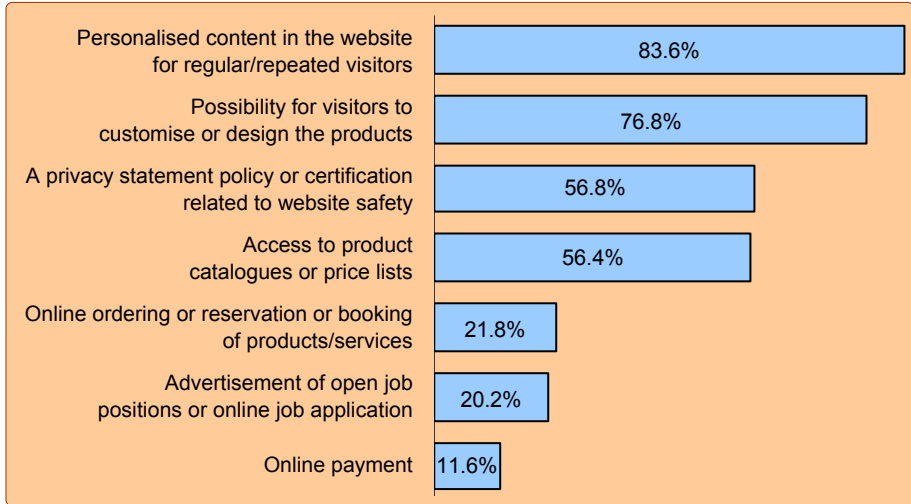
Website available in enterprises by activities:

- Financial and insurance activities (100%)
- Information and communications (93.1%)
- Manufacturing (83.9%)
- Accommodation and food service activities (78.2%)
- Real estate activities; Professional, scientific and technical activities (77.3%)
- Wholesale and retail activities (68.2%)
- Administrative and support activities; Repair of computers (67.3%)
- Construction (63.7%)
- Electricity, gas and steam, water supply, sewerage and waste management (57.8%)
- Transport and storage (52.4%)

Enterprises having a Website provide mostly the following facilities:

- Personalised content in the Website for regular/repeated visitors (83.6%)
- Possibility for visitors to customise or design the products (76.8%)
- Access to product catalogues and pricelists (56.4%)

Graph 2.15. Does your enterprise provide over its website the following facilities?



2.3.5. e-commerce

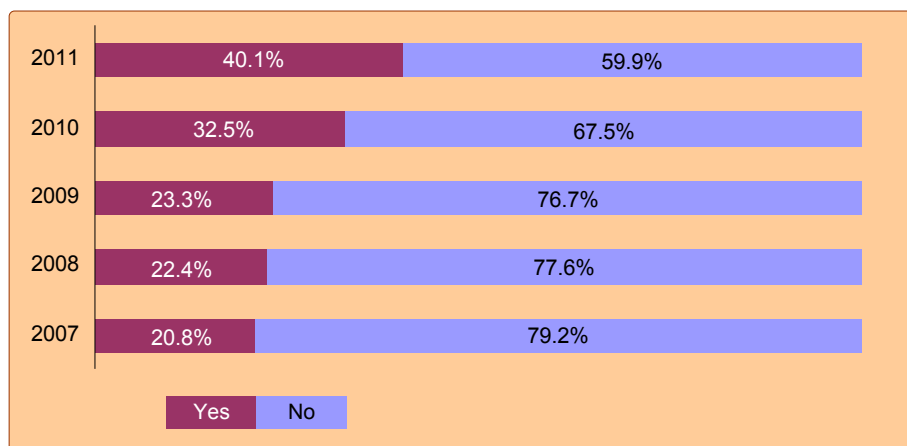
In 2011, 40.1% of enterprises having an Internet connection in the Republic of Serbia ordered goods/services over the Internet, which is an increase of 7.6% in relation to 2010 and of 16.8% compared to 2009.

When observing the structure of enterprises by size classes, the following results are obtained:

- 57.3% of large enterprises ordered goods/services over the Internet
- 59.1% of medium enterprises ordered goods/services over the Internet
- 38.2% of small enterprises ordered goods/services over the Internet

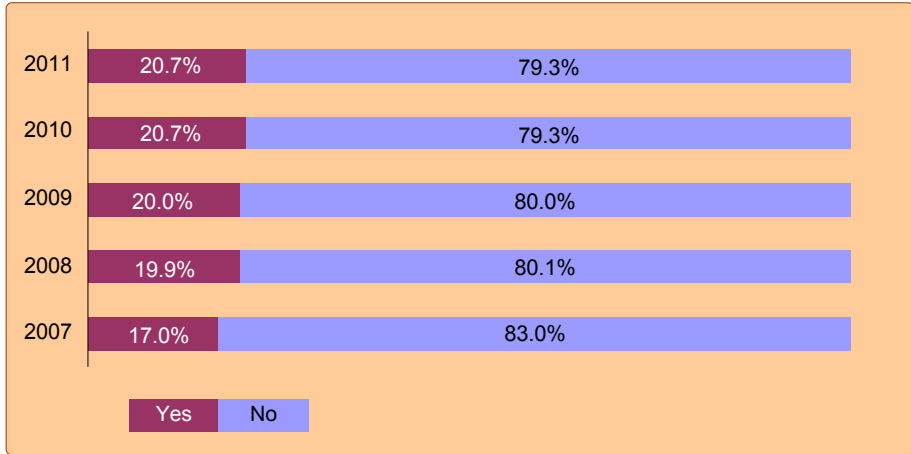
40.1% of enterprises having an Internet connection ordered, during 2011, goods/services over the Internet

Graph 2.16. Did your enterprise order goods/services over the Internet?



The results of the survey indicate that only 20.7% of enterprises having an Internet connection received, during 2011, orders (excluding manually-typed e-mails) over the Internet.

20.7% of enterprises having an Internet connection received orders vis the Internet during 2011

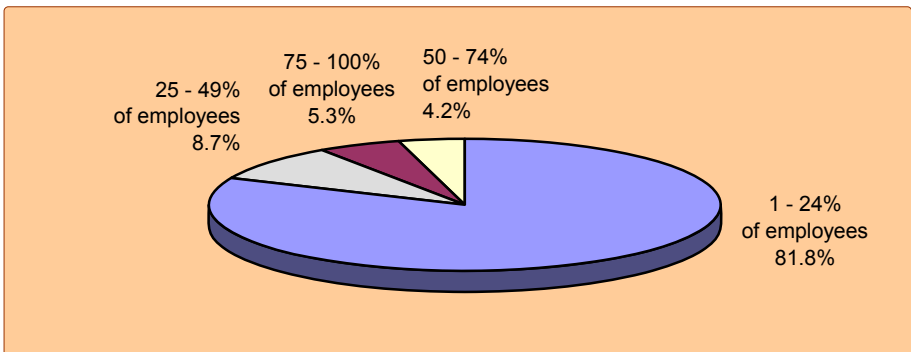
Graph 2.17. Did your enterprise receive orders over the Internet?

When observing the structure of enterprises by size classes, the following results are obtained:

- 23.8% of large enterprises received orders over the Internet
- 27.6% of medium enterprises received orders over the Internet
- 18% of small enterprises received orders over the Internet

To the question about the percentage of the total turnover resulting from orders received over the Internet, the enterprises gave the following answers:

- „Less than 24%“ (81.8% of enterprises)
- „More than 24%, and less than 50%“ (8.7% of enterprises)
- „More than 50%, and less than 75%“ (4.2% of enterprises)
- „75% and more“ (5.3% of enterprises)

Graph 2.18. Percentage of the total turnover in 2011 resulting from orders received over the Internet

2.4. SURVEY RESULTS

MODULE 2.A: Main information on ICT system¹⁾

A1: Did your enterprise use computers?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	97,9	100,0	100,0	100,0	96,2	98,6	98,6
	Electricity, gas and steam, water supply, sewerage and waste management	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
	Wholesale and retail trade; repair of motor vehicles and motorcycles	97,2	98,8	100,0	99,5	90,4	100,0	97,5
	Transportation and storage	100,0	100,0	100,0	100,0	100,0	100,0	100,0
	Accommodation and food service activities	94,9	100,0	100,0	100,0	94,1	94,5	95,9
	Information and communication	100,0	100,0	100,0	100,0	100,0	100,0	100,0
	Financial and insurance activities	100,0	100,0	100,0	100,0	100,0	100,0	100,0
	Real estate activities; Professional, scientific and technical activities	100,0	100,0	100,0	100,0	100,0	100,0	100,0
	Administrative and support activities; Repair of computers	100,0	100,0	100,0	100,0	100,0	100,0	100,0
Total	98,3	99,8	100,0	99,9	95,8	99,4	98,7	

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

in percentages

	Enterprises						
	Size class			Territory			Total
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
1- 24%	33,2	37,1	33,7	40,7	35,2	27,2	34,0
25- 49%	17,5	19,3	25,3	22,9	22,2	11,5	18,2
50-74%	14,3	14,5	14,8	17,4	12,2	13,1	14,4
75-100%	34,9	29,1	26,2	19,0	30,3	48,2	33,4

¹⁾ The results in tables A2 - A4 refer only to enterprises that gave positive answer to question A1.

A3: Did your enterprise employ IT (ICT) specialist/s in January 2012?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Delatnost	Manufacturing	7,3	32,7	79,6	17,4	21,2	16,6	18,3
	Electricity, gas and steam, water supply, sewerage and waste management	7,1	36,8	84,9	30,0	30,7	28,6	30,0
	Construction	7,6	36,9	78,9	9,6	5,8	29,2	16,3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	17,8	64,1	95,5	14,5	32,5	29,3	25,5
	Transportation and storage	26,8	49,3	93,5	24,8	22,4	53,8	33,5
	Accommodation and food service activities	36,1	46,9	50,0	24,8	45,5	43,6	38,5
	Information and communication	64,0	76,3	100,0	53,7	26,3	86,4	67,0
	Financial and insurance activities	77,8	75,0	95,5	100,0	100,0	85,2	88,6
	Real estate activities; Professional, scientific and technical activities	27,0	82,2	70,8	20,9	34,8	38,5	34,7
	Administrative and support activities; Repair of computers	7,2	19,9	49,4	16,5	24,2	8,9	13,7
Total		17,6	44,9	82,2	18,4	24,7	33,0	25,8

A4: Did your enterprise recruit or try to recruit IT (ICT) specialists in 2011?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	10,9	7,6	15,3	6,7	14,4	44,9	11,1
	Electricity, gas and steam, water supply, sewerage and waste management	7,8	9,9	20,5	0,0	9,7	46,4	10,0
	Construction	1,7	4,9	8,0	0,0	11,6	63,5	5,1
	Wholesale and retail trade; repair of motor vehicles and motorcycles	3,0	4,5	5,4	0,0	18,1	93,9	4,5
	Transportation and storage	3,2	6,3	15,5	2,6	24,4	48,5	8,1
	Accommodation and food service activities	3,7		2,8	0,0	12,4		2,5
	Information and communication	11,9	7,0	29,6	13,9	54,5	52,9	20,8
	Financial and insurance activities	33,3	60,0	33,3	11,1	25,0	50,0	37,1
	Real estate activities; Professional, scientific and technical activities	7,5	14,5	4,7	4,2	22,2	58,3	6,9
	Administrative and support activities; Repair of computers	8,8	19,7	6,6	6,2	14,4	28,0	9,9
Total	7,1	7,1	9,9	3,4	16,6	52,9	8,2	

A5: Did your enterprise have hard-to-fill vacancies for jobs requiring IT (ICT) specialists (the candidate did not meet competition requirement) in 2011?¹⁾

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	50,9	13,3	20,2	34,5	23,9	30,1	30,9
	Electricity, gas and steam, water supply, sewerage and waste management	0,0	20,5	22,9	32,6	0,0	33,3	22,0
	Construction	0,0	36,3	11,5	18,9	0,0	31,8	21,9
	Wholesale and retail trade; repair of motor vehicles and motorcycles	0,0	27,6	2,4	21,9	44,4	2,0	15,0
	Transportation and storage	0,0	50,0	0,0	0,0	36,0	14,5	19,6
	Accommodation and food service activities	0,0	42,4	0,0	100,0	0,0	0,0	42,4
	Information and communication	46,0	20,7	33,3	100,0	0,0	30,8	35,6
	Financial and insurance activities	100,0	0,0	45,5	0,0	33,3	55,6	46,2
	Real estate activities; Professional, scientific and technical activities	20,2	9,2	0,0	50,0	9,8	0,0	14,2
	Administrative and support activities; Repair of computers	0,0	0,0	12,8	21,2	0,0	0,0	3,4
Total	41,7	21,4	14,9	36,4	20,5	21,7	25,5	

¹⁾ The results relate only to enterprises that gave positive answer to question A4.

A6: Did your enterprise provide training to personnel to develop or upgrade IT skills in 2011?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Training for IT/ICT specialists								
Activity	Manufacturing	4,6	10,3	24,7	6,8	5,6	9,9	7,3
	Electricity, gas and steam, water supply, sewerage and waste management	0,0	7,7	31,0	10,6	3,0	4,8	7,4
	Construction	2,0	10,7	17,9	6,3	1,9	4,5	4,4
	Wholesale and retail trade; repair of motor vehicles and motorcycles	0,0	23,8	12,3	2,3	2,4	4,6	3,4
	Transportation and communication	7,9	17,6	26,9	6,7	3,5	20,8	10,3
	Accommodation and food service activities	1,6	22,1	0,0	3,4	6,7	6,0	5,3
	Information and communication	9,6	47,8	41,2	10,1	5,9	22,3	16,1
	Financial and insurance activities	44,4	50,0	72,7	33,3	80,0	63,0	62,9
	Real estate activities; Professional, scientific and technical activities	5,3	46,6	29,2	9,0	19,5	8,9	10,8
	Administrative and support activities; Repair of computers	4,0	4,8	3,6	1,9	0,0	6,4	4,1
Total	3,2	16,7	24,4	5,9	5,0	8,7	6,8	
Training for other personnel employed								
Activity	Manufacturing	8,0	23,9	38,8	14,9	11,0	15,0	13,9
	Electricity, gas and steam, water supply, sewerage and waste management	3,6	19,2	46,2	17,6	14,6	11,3	15,8
	Construction	4,6	24,2	29,6	8,4	10,2	9,6	9,4
	Wholesale and retail trade; repair of motor vehicles and motorcycles	8,5	54,7	16,2	14,1	29,2	7,8	14,6
	Transportation and communication	15,8	42,0	35,5	9,1	24,1	31,3	20,8
	Accommodation and food service activities	16,9	55,3	33,3	14,2	6,7	39,1	25,3
	Information and communication	25,5	64,7	41,2	15,9	17,1	43,0	31,6
	Financial and insurance activities	44,4	50,0	68,2	33,3	80,0	59,3	60,0
	Real estate activities; Professional, scientific and technical activities	15,1	50,4	16,7	17,1	25,1	18,7	19,6
	Administrative and support activities; Repair of computers	23,1	11,6	0,0	9,1	46,1	11,2	18,7
Total	10,4	34,2	34,0	13,9	18,8	16,2	16,0	

MODULE 2.B: Access and use of the Internet¹⁾

B1: Did your enterprise have access to the Internet?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	97,9	100,0	100,0	100,0	96,2	98,6	98,6
	Electricity, gas and steam, water supply, sewerage and waste management	96,4	100,0	100,0	97,0	100,0	100,0	98,4
	Construction	97,4	100,0	100,0	100,0	92,8	100,0	98,0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	97,2	95,2	100,0	99,5	90,4	98,9	97,0
	Transportation and storage	97,3	100,0	100,0	100,0	92,6	100,0	97,8
	Accommodation and food service activities	84,2	100,0	100,0	94,8	88,2	83,4	87,4
	Information and communication	100,0	100,0	100,0	100,0	100,0	100,0	100,0
	Financial and insurance activities	100,0	100,0	100,0	100,0	100,0	100,0	100,0
	Real estate activities; Professional, scientific and technical activities	99,1	100,0	100,0	95,5	100,0	100,0	99,2
	Administrative and support activities; Repair of computers	100,0	98,0	100,0	97,9	100,0	100,0	99,6
Total		97,3	99,0	100,0	99,4	94,3	98,5	97,7

B3: What was the maximum speed of the Internet connection in your enterprise in January 2012?

in percentages

	Enterprises						
	Size class			Region			Total
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Less than 2 Mbit/s	24,3	17,8	8,3	26,7	21,6	18,5	22,3
At least 2, but less than 10 Mbit/s	61,8	62,7	52,9	64,5	64,3	57,0	61,5
At least 10, but less than 30 Mbit/s	11,0	12,8	23,2	6,1	11,7	17,5	11,9
At least 30, but less than 100 Mbit/s	2,1	3,0	5,3	1,9	1,7	3,5	2,5
At least 100 Mbit/s	0,8	3,7	10,3	0,9	0,6	3,4	1,8

¹⁾ The results in tables B2 - B12 relate only to enterprises that gave positive answer to question B1.

B2: Did your enterprise have the following types of external connection to the Internet in January?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
DSL (xDSL, ADSL, SDSL, etc.) connection								
Activity	Manufacturing	75,8	72,5	66,0	78,9	70,4	70,2	74,3
	Electricity, gas and steam, water supply, sewerage and waste management	77,8	95,9	70,4	93,8	81,0	53,6	84,3
	Construction	79,2	89,3	68,2	87,9	84,5	71,9	80,6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	80,8	80,9	76,2	82,8	97,3	71,1	80,7
	Transportation and storage	79,4	72,3	72,8	90,0	77,4	65,0	77,9
	Accommodation and food service activities	58,6	73,0	100,0	81,9	53,4	54,1	62,5
	Information and communication	71,7	45,5	35,3	83,9	83,7	53,6	66,6
	Financial and insurance activities	55,6	50,0	81,8	66,7	60,0	74,1	71,4
	Real estate activities; Professional, scientific and technical activities	84,4	49,8	37,5	99,2	84,7	71,9	79,2
	Administrative and support activities; Repair of computers	85,5	78,1	58,4	68,9	77,3	87,2	81,6
Total	78,3	75,5	67,5	83,1	81,2	69,4	77,2	
Other fixed Internet connection - broadband Internet (cable Internet)								
Activity	Manufacturing	34,6	39,7	44,8	32,9	38,5	40,8	36,5
	Electricity, gas and steam, water supply, sewerage and waste management	25,9	19,2	69,1	19,5	32,0	59,5	28,7
	Construction	20,8	31,8	33,8	12,4	25,0	31,8	23,4
	Wholesale and retail trade; repair of motor vehicles and motorcycles	22,1	64,0	70,8	21,0	20,3	37,0	28,2
	Transportation and storage	11,4	37,4	36,6	4,8	20,7	27,1	16,9
	Accommodation and food service activities	35,2	67,4	0,0	19,6	42,8	54,2	41,6
	Information and communication	51,6	87,0	82,4	51,7	40,4	66,6	57,8
	Financial and insurance activities	66,7	100,0	95,5	100,0	100,0	85,2	88,6
	Real estate activities; Professional, scientific and technical activities	41,5	66,0	62,5	32,8	29,5	52,4	44,9
	Administrative and support activities; Repair of computers	27,3	24,7	28,6	27,1	52,1	17,2	26,9
Total	28,8	45,5	51,3	25,6	30,8	41,1	33,0	

B2: Did your enterprise have the following types of external connection to the Internet in January?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Dial-up access over telephone line or ISDN connection								
Activity	Manufacturing	9,3	11,8	8,6	14,3	7,9	3,8	9,9
	Electricity, gas and steam, water supply, sewerage and waste management	0,0	18,5	9,7	15,8	0,0	4,2	9,2
	Construction	0,0	22,2	8,8	3,6	3,3	6,3	4,6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	0,0	3,8	4,4	0,0	0,2	1,2	0,6
	Transportation and storage	2,9	4,4	9,7	0,0	8,6	3,5	3,5
	Accommodation and food service activities	6,2	2,6	0,0	1,9	7,2	6,6	5,3
	Information and communication	5,2	5,3	17,6	6,0	0,0	7,7	5,7
	Financial and insurance activities	66,7	50,0	36,4	33,3	60,0	44,4	45,7
	Real estate activities; Professional, scientific and technical activities	0,3	5,7	0,0	1,4	1,2	0,8	1,0
	Administrative and support activities; Repair of computers	18,8	0,0	14,9	24,4	3,0	16,2	14,7
Total	4,0	10,2	10,0	7,9	4,3	3,9	4,8	
Mobile broadband connection via 3G modem of 3G device								
Activity	Manufacturing	11,3	16,1	28,9	12,6	14,3	14,5	13,6
	Electricity, gas and steam, water supply, sewerage and waste management	0,0	24,9	44,6	13,7	12,5	41,1	16,8
	Construction	0,0	38,9	22,9	3,4	9,2	10,5	7,7
	Wholesale and retail trade; repair of motor vehicles and motorcycles	2,7	45,6	35,5	10,7	5,9	8,9	8,8
	Transportation and storage	40,4	18,4	12,9	25,4	38,9	45,0	35,6
	Accommodation and food service activities	35,2	45,3	0,0	36,5	14,4	44,6	36,8
	Information and communication	47,8	40,9	17,6	16,5	20,1	65,8	45,7
	Financial and insurance activities	33,3	50,0	68,2	33,3	80,0	55,6	57,1
	Real estate activities; Professional, scientific and technical activities	15,1	28,7	0,0	4,8	13,0	20,9	16,7
	Administrative and support activities; Repair of computers	5,8	6,8	20,6	9,1	3,0	8,4	7,3
Total	11,7	27,2	29,7	12,6	13,0	19,5	15,4	

B2: Did your enterprise have the following types of external connection to the Internet in January?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Other mobile connection (e.g. analogue mobile phone, GSM, GPRS, EDGE)								
Activity	Manufacturing	23,1	15,4	41,3	22,8	17,3	27,2	22,4
	Electricity, gas and steam, water supply, sewerage and waste management	0,0	37,0	37,7	18,5	17,8	41,1	21,1
	Construction	2,8	45,6	26,0	6,8	11,4	16,6	11,9
	Wholesale and retail trade; repair of motor vehicles and motorcycles	25,4	45,6	48,4	12,2	68,8	18,8	28,3
	Transportation and storage	60,6	14,1	36,9	54,6	50,5	50,7	52,1
	Accommodation and food service activities	43,3	30,6	25,0	27,1	23,2	52,7	40,1
	Information and communication	46,5	47,9	35,3	32,6	37,2	55,1	46,2
	Financial and insurance activities	66,7	50,0	54,5	66,7	60,0	55,6	57,1
	Real estate activities; Professional, scientific and technical activities	21,3	44,4	25,0	19,6	24,8	25,3	24,2
	Administrative and support activities; Repair of computers	13,0	10,1	44,7	28,4	15,5	11,2	15,3
Total	24,9	28,9	40,2	20,7	34,0	26,6	26,3	

B4: Percentage of persons employed who used the Internet

in percentages

	Enterprises						Total
	Size class			Region			
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
1- 24%	40,3	44,9	47,2	53,9	41,2	30,4	41,5
25- 49%	16,6	17,9	21,6	20,0	21,4	11,7	17,1
50-74%	14,5	13,0	10,7	11,8	17,8	13,7	14,1
75-100%	28,6	24,2	20,5	14,2	19,5	44,2	27,4

B5: Did your enterprise have a Website/Home page?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	81,7	88,5	90,2	78,9	90,3	86,0	83,9
	Electricity, gas and steam, water supply, sewerage and waste management	55,4	49,5	92,9	43,3	70,1	86,9	57,8
	Construction	59,4	77,8	77,8	49,0	50,3	84,7	63,7
	Wholesale and retail trade; repair of motor vehicles and motorcycles	64,4	89,6	91,5	33,4	67,7	91,5	68,2
	Transportation and storage	43,8	82,1	89,2	32,2	52,2	72,7	52,4
	Accommodation and storage	75,9	86,8	75,0	62,0	91,7	82,8	78,2
	Information and communication	92,5	94,7	100,0	85,6	100,0	93,5	93,1
	Financial and insurance activities	100,0	100,0	100,0	100,0	100,0	100,0	100,0
	Real estate activities; Professional, scientific and technical activities	74,9	91,0	100,0	64,0	76,3	81,0	77,3
	Administrative and support activities; Repair of computers	65,4	69,1	78,0	72,4	71,8	64,1	67,3
Total	70,3	84,1	89,3	59,0	75,4	85,9	73,8	

B6: Did the website of your enterprise have any of the following facilities in January 2012?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Online ordering or reservation or booking of goods/services								
Activity	Manufacturing	18,3	16,9	8,0	20,4	15,4	13,9	17,2
	Electricity, gas and steam, water supply, sewerage and waste management	13,5	24,3	5,9	29,4	1,6	14,4	15,6
	Construction	4,5	15,9	0,0	5,1	20,9	2,3	6,7
	Wholesale and retail trade; repair of motor vehicles and motorcycles	28,9	34,1	73,4	13,0	53,4	27,2	31,1
	Transportation and storage	29,1	12,8	41,7	31,2	38,1	16,9	26,5
	Accommodation and food service activities	31,4	59,9	44,4	53,9	30,7	35,6	38,4
	Information and communication	25,8	27,2	42,9	10,6	17,1	36,2	26,5
	Financial and insurance activities	11,1	0,0	50,0	0,0	20,0	40,7	34,3
	Real estate activities; Professional, scientific and technical activities	15,4	10,8	29,2	21,9	16,7	13,0	14,9
	Administrative and support activities; Repair of computers	30,9	44,6	5,3	25,4	26,4	35,2	31,2
Total	21,5	22,8	22,4	19,3	26,4	20,8	21,8	
Privacy statement policy or certification related to website safety								
Activity	Manufacturing	45,6	56,0	78,9	53,5	35,0	63,8	50,6
	Electricity, gas and steam, water supply, sewerage and waste management	40,1	55,8	47,2	46,1	52,2	38,3	47,3
	Construction	17,2	65,7	83,8	34,0	56,2	19,0	30,6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	67,1	73,7	100,0	50,7	78,4	69,8	69,1
	Transportation and storage	78,9	60,1	92,8	82,8	75,4	73,0	75,9
	Accommodation and food service activities	100,0	72,6	100,0	82,2	91,8	100,0	94,2
	Information and communication	56,0	60,1	100,0	25,6	25,3	79,0	58,0
	Financial and insurance activities	33,3	75,0	72,7	33,3	60,0	66,7	62,9
	Real estate activities; Professional, scientific and technical activities	46,6	37,8	87,5	35,8	31,7	51,3	45,9
	Administrative and support activities; Repair of computers	60,3	90,2	85,5	48,6	78,5	72,6	69,2
Total	53,7	61,0	81,3	51,1	52,1	62,8	56,8	

B6: Did the website of your enterprise have any of the following facilities in January 2012?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Access to product catalogues and price lists								
Activity	Manufacturing	38,7	78,5	65,8	60,9	46,2	39,2	50,8
	Electricity, gas and steam, water supply, sewerage and waste management	33,4	54,0	27,8	36,3	53,1	19,2	39,9
	Construction	30,6	63,2	51,9	59,2	66,3	19,2	39,3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	70,8	87,4	89,1	75,3	81,1	71,1	74,0
	Transportation and storage	14,8	43,2	72,6	58,2	22,8	17,0	27,5
	Accommodation and food service activities	68,0	71,9	100,0	91,6	88,3	52,7	69,5
	Information and communication	65,5	70,1	71,4	48,2	47,6	80,5	66,3
	Financial and insurance activities	33,3	75,0	68,2	66,7	60,0	59,3	60,0
	Real estate activities; Professional, scientific and technical activities	48,3	54,6	41,7	44,9	46,5	50,8	49,2
	Administrative and support activities; Repair of computers	68,7	41,7	14,4	80,3	69,8	44,2	57,4
Total	51,0	73,2	62,3	61,9	57,0	52,6	56,4	
Online payment								
Activity	Manufacturing	5,4	21,5	10,1	12,2	9,1	6,6	9,8
	Electricity, gas and steam, water supply, sewerage and waste management	20,1	16,0	7,4	15,9	14,2	19,2	15,9
	Construction	0,0	8,3	5,6	3,8	0,0	2,3	2,2
	Wholesale and retail trade; repair of motor vehicles and motorcycles	21,9	13,2	10,9	9,4	53,4	10,5	20,1
	Transportation and storage	7,4	3,8	14,3	4,5	18,2	0,9	7,1
	Accommodation and food service activities	5,6	3,1	44,4	14,4	7,9	1,4	5,7
	Information and communication	7,7	17,7	28,6	0,0	14,6	11,6	9,8
	Financial and insurance activities	0,0	50,0	59,1	33,3	20,0	48,1	42,9
	Real estate activities; Professional, scientific and technical activities	4,8	9,7	0,0	8,7	14,0	2,6	5,5
	Administrative and support activities; Repair of computers	11,8	6,9	0,0	19,8	0,0	10,0	9,5
Total	10,3	15,6	12,6	10,6	20,0	7,5	11,6	

B6: Did the website of your enterprise have any of the following facilities in January 2012?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Possibility for visitors to customise of design the products								
Activity	Manufacturing	83,5	74,4	85,8	78,7	82,7	84,1	81,3
	Electricity, gas and steam, water supply, sewerage and waste management	86,7	34,7	70,1	60,8	56,8	84,9	63,8
	Construction	63,1	76,2	69,2	86,7	84,4	49,9	66,4
	Wholesale and retail trade; repair of motor vehicles and motorcycles	88,8	80,0	89,5	68,8	99,7	88,1	87,4
	Transportation and storage	79,3	78,6	56,1	92,2	88,5	62,5	76,9
	Accommodation and food service activities	66,4	77,6	100,0	82,5	68,8	64,3	69,7
	Information and communication	68,6	79,2	14,3	45,3	20,1	96,1	68,2
	Financial and insurance activities	88,9	100,0	81,8	100,0	80,0	85,2	85,7
	Real estate activities; Professional, scientific and technical activities	42,6	76,2	41,7	57,2	49,5	45,5	47,9
	Administrative and support activities; Repair of computers	88,2	69,3	53,4	74,6	94,1	76,8	80,5
Total	77,6	74,4	76,5	75,5	80,2	75,9	76,8	
Personalised content in the website for regular/repeated visitors								
Activity	Manufacturing	80,4	84,6	83,7	78,6	89,3	78,2	81,7
	Electricity, gas and steam, water supply, sewerage and waste management	100,0	81,6	65,1	77,7	97,1	78,1	85,7
	Construction	100,0	97,1	60,4	94,4	98,0	97,9	97,0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	89,5	95,6	93,7	86,0	68,2	99,9	90,6
	Transportation and storage	28,5	70,7	69,5	48,8	48,5	37,8	43,6
	Accommodation and food service activities	47,4	96,9	100,0	83,8	52,6	56,4	61,3
	Information and communication	74,3	83,3	71,4	89,7	81,3	67,9	75,5
	Financial and insurance activities	88,9	100,0	68,2	100,0	80,0	74,1	77,1
	Real estate activities; Professional, scientific and technical activities	89,0	92,3	83,3	91,3	92,7	88,1	89,4
	Administrative and support activities; Repair of computers	82,1	85,1	52,7	72,1	92,0	76,6	79,4
Total	82,8	88,1	77,6	81,0	82,0	86,1	83,6	

B6: Did the website of your enterprise have any of the following facilities in January 2012?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Advertisement of open job positions or online job application								
Activity	Manufacturing	17,2	22,7	37,6	18,9	22,2	19,3	20,0
	Electricity, gas and steam, water supply, sewerage and waste management	0,0	8,1	15,1	6,4	3,6	7,9	5,7
	Construction	0,0	36,8	11,3	9,9	13,6	7,0	9,1
	Wholesale and retail trade; repair of motor vehicles and motorcycles	14,3	51,8	45,7	22,1	26,9	19,2	21,4
	Transportation and storage	26,9	38,3	38,2	73,0	4,7	28,1	30,8
	Accommodation and food service activities	20,7	29,5	0,0	49,5	9,8	15,3	22,5
	Information and communication	18,9	56,7	14,3	14,0	8,9	33,7	23,9
	Financial and insurance activities	22,2	50,0	68,2	33,3	60,0	55,6	54,3
	Real estate activities; Professional, scientific and technical activities	15,8	51,1	41,7	9,7	27,0	22,9	21,7
	Administrative and support activities; Repair of computers	15,2	35,6	35,9	21,0	0,0	31,1	21,6
Total	15,0	33,9	34,9	20,3	20,1	20,1	20,2	

B7: During 2011, did your enterprise use public authorities' services over the Internet to:

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Obtain information								
Activity	Manufacturing	91,7	80,3	83,8	83,2	93,3	92,7	88,4
	Electricity, gas and steam, water supply, sewerage and waste management	100,0	92,6	94,7	96,1	94,7	100,0	96,1
	Construction	100,0	74,1	80,2	91,3	96,7	95,4	94,4
	Wholesale and retail trade; repair of motor vehicles and motorcycles	87,5	92,9	98,4	94,5	57,2	100,0	88,4
	Transportation and storage	73,7	89,9	84,6	65,1	80,9	86,8	76,8
	Accommodation and food service activities	63,2	97,1	41,7	68,4	49,7	77,3	69,6
	Information and communication	83,9	87,9	100,0	97,2	96,3	76,2	85,0
	Financial and insurance activities	77,8	100,0	90,9	66,7	100,0	88,9	88,6
	Real estate activities; Professional, scientific and technical activities	90,3	89,1	81,0	94,6	86,7	89,8	90,1
	Administrative and support activities; Repair of computers	68,2	70,4	80,2	64,1	84,2	65,9	69,7
Total	88,2	84,5	86,4	86,3	81,7	92,0	87,4	
Obtain forms, e.g. tax declarations								
Activity	Manufacturing	77,2	84,0	85,3	79,4	76,3	82,9	79,4
	Electricity, gas and steam, water supply, sewerage and waste management	92,5	70,5	87,5	74,7	88,2	100,0	82,2
	Construction	83,2	71,7	78,3	94,4	86,6	66,0	80,9
	Wholesale and retail trade; repair of motor vehicles and motorcycles	81,6	90,4	100,0	79,6	89,3	82,2	83,0
	Transportation and storage	81,6	93,9	85,1	70,2	91,8	92,6	83,7
	Accommodation and food service activities	74,5	87,3	41,7	79,1	78,4	74,2	76,5
	Information and communication	77,9	94,5	100,0	76,9	78,3	83,2	80,9
	Financial and insurance activities	100,0	75,0	95,5	33,3	100,0	100,0	94,3
	Real estate activities; Professional, scientific and technical activities	86,9	92,3	66,7	93,9	71,8	90,0	87,3
	Administrative and support activities; Repair of computers	75,7	58,9	75,0	64,7	83,2	71,2	72,3
Total	80,6	83,5	86,2	80,3	82,5	81,7	81,4	

B7: During 2011, did your enterprise use public authorities' services over the Internet to:

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Return filled in forms, e.g. sending of statistical information to public authorities								
Activity	Manufacturing	51,7	68,6	76,7	54,2	63,7	56,3	57,4
	Electricity, gas and steam, water supply, sewerage and waste management	44,4	66,5	81,3	60,3	59,3	44,8	58,1
	Construction	33,3	49,9	63,4	47,7	32,7	32,8	37,8
	Wholesale and retail trade; repair of motor vehicles and motorcycles	23,5	61,2	100,0	27,0	54,6	18,4	29,1
	Transportation and storage	64,2	66,1	67,4	50,2	88,6	59,8	64,6
	Accommodation and food service activities	43,8	48,0	41,7	63,2	32,2	37,6	44,6
	Information and communication	72,9	62,2	87,5	79,6	81,6	65,4	72,3
	Financial and insurance activities	77,8	50,0	86,4	33,3	100,0	81,5	80,0
	Real estate activities; Professional, scientific and technical activities	81,6	66,8	66,7	78,5	80,5	80,3	80,0
Administrative and support activities; Repair of computers	63,5	43,8	62,8	69,7	79,6	49,7	59,6	
Total	45,0	63,1	77,5	48,8	60,8	43,6	49,7	
Treat administrative procedures completely electronically (e.g. declaration, registration, request for licenses) without the need for paper work (including payment, if required)								
Activity	Manufacturing	43,3	48,5	63,1	42,7	48,5	48,5	45,8
	Electricity, gas and steam, water supply, sewerage and waste management	18,6	28,3	57,5	30,1	20,8	29,3	26,9
	Construction	0,0	42,4	63,6	7,7	9,5	13,3	10,4
	Wholesale and retail trade; repair of motor vehicles and motorcycles	12,2	37,8	98,2	12,6	40,0	8,7	16,7
	Transportation and storage	39,7	14,3	55,2	31,9	47,7	32,6	36,6
	Accommodation and food service activities	49,4	17,5	25,0	40,7	36,0	46,5	42,8
	Information and communication	65,0	47,4	62,5	54,6	81,6	59,5	63,6
	Financial and insurance activities	44,4	75,0	63,6	33,3	100,0	55,6	60,0
	Real estate activities; Professional, scientific and technical activities	75,3	34,8	47,6	80,4	75,5	66,9	70,7
	Administrative and support activities; Repair of computers	51,5	33,5	47,6	37,5	74,6	41,7	47,5
Total	32,2	40,5	65,0	31,9	44,1	32,5	35,1	

B7: During 2011, did your enterprise use public authorities' services over the Internet to:

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Pay VAT								
Activity	Manufacturing	49,8	55,2	66,4	49,7	53,9	54,5	52,1
	Electricity, gas and steam, water supply, sewerage and waste management	44,5	38,0	68,3	35,6	42,1	91,1	44,7
	Construction	36,4	44,3	54,9	36,0	37,1	41,6	38,6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	39,3	61,8	96,8	30,4	20,0	61,3	42,5
	Transportation and storage	39,5	29,6	53,5	29,9	43,3	45,1	38,7
	Accommodation and food service activities	34,8	52,6	25,0	26,1	51,7	40,7	38,2
	Information and communication	38,3	58,2	87,5	28,8	44,5	48,6	43,4
	Financial and insurance activities	44,4	75,0	68,2	33,3	100,0	59,3	62,9
	Real estate activities; Professional, scientific and technical activities	60,4	66,0	66,7	40,2	76,7	62,3	61,1
	Administrative and support activities; Repair of computers	53,3	35,6	56,8	46,5	78,2	41,3	49,9
Total	44,1	52,5	67,0	39,9	43,6	54,7	46,6	
Pay social contributions								
Activity	Manufacturing	53,9	58,1	64,7	54,1	53,7	60,3	55,6
	Electricity, gas and steam, water supply, sewerage and waste management	51,8	37,0	66,1	32,7	49,6	95,8	47,1
	Construction	36,4	54,4	62,1	36,1	40,7	43,8	40,5
	Wholesale and retail trade; repair of motor vehicles and motorcycles	44,4	64,6	93,1	37,2	32,1	61,5	47,2
	Transportation and storage	52,1	58,7	53,5	44,3	56,2	60,2	53,2
	Accommodation and food service activities	42,6	56,4	25,0	25,7	66,1	49,0	44,9
	Information and communication	49,4	55,0	87,5	30,0	42,4	62,9	51,7
	Financial and insurance activities	44,4	75,0	68,2	33,3	100,0	59,3	62,9
	Real estate activities; Professional, scientific and technical activities	60,7	69,6	66,7	41,7	76,7	63,0	61,8
	Administrative and support activities; Repair of computers	47,6	35,6	60,5	39,6	62,0	43,1	46,3
Total	48,6	56,9	66,7	44,4	48,1	58,5	50,8	

B8: During 2011, did your enterprise use the Internet to access tender documents in electronic public procurement systems?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	19,7	41,0	46,9	22,2	25,4	34,0	26,1
	Electricity, gas and steam, water supply, sewerage and waste management	59,5	51,9	89,2	68,3	38,4	78,7	59,4
	Construction	33,5	75,5	76,1	63,1	49,3	23,0	43,4
	Wholesale and retail trade; repair of motor vehicles and motor cycles	24,1	47,7	43,8	17,3	27,4	32,5	26,6
	Transportation and storage	30,8	53,4	52,7	28,3	41,4	39,3	36,0
	Accommodation and food service activities	25,6	17,8	0,0	28,4	17,8	23,1	23,7
	Information and communication	29,7	49,9	46,2	39,7	34,8	30,1	33,2
	Financial and insurance activities	22,2	0,0	35,0	0,0	33,3	29,6	27,3
	Real estate activities; Professional, scientific and technical activities	31,0	65,8	81,0	65,2	44,0	25,7	35,4
	Administrative and support activities; Repair of computers	44,8	50,7	74,7	56,1	73,0	36,7	48,6
Total	26,3	48,5	55,6	30,4	32,8	31,3	31,4	

B9: During 2011, did your enterprise use the Internet to offer goods and services in electronic public procurement systems?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
In the Republic of Serbia								
Activity	Manufacturing	21,1	28,3	36,1	20,7	27,1	24,9	23,6
	Electricity, gas and steam, water supply; sewerage and waste management	59,5	46,9	65,1	65,9	33,2	68,2	54,9
	Construction	33,5	51,4	42,9	58,3	34,4	21,4	37,1
	Wholesale and retail trade; repair of motor vehicles and motorcycles	24,1	23,6	10,2	15,3	24,5	29,5	23,9
	Transportation and storage	27,4	37,9	29,8	26,4	22,8	37,5	29,2
	Accommodation and food service activities	25,6	25,6	0,0	27,8	17,8	26,2	25,1
	Information and communication	25,0	46,6	30,8	32,3	26,2	27,7	28,5
	Financial and insurance activities	22,2	0,0	25,0	0,0	0,0	25,9	21,2
	Real estate activities; Professional, scientific and technical activities	15,0	36,6	58,3	44,4	34,8	5,2	17,8
	Administrative and support activities; Repair of computers	36,4	41,2	36,8	52,4	58,5	24,6	37,4
Total	24,7	33,1	36,1	27,4	28,2	24,9	26,6	
In EU countries								
Activity	Manufacturing	4,7	13,0	7,6	7,8	6,7	5,2	6,8
	Electricity, gas and steam, water supply; sewerage and waste management	0,0	4,0	0,0	3,2	0,0	0,0	1,7
	Construction	0,0	4,2	0,0	0,0	0,0	2,0	0,8
	Wholesale and retail trade; repair of motor vehicles and motorcycles	0,0	7,7	0,0	0,0	1,8	1,1	0,9
	Transportation and storage	19,9	19,6	0,0	0,0	29,3	29,3	18,8
	Accommodation and food service activities	0,0	8,3	0,0	0,0	0,0	3,4	1,7
	Information and communication	7,7	46,4	15,4	0,0	17,5	16,7	12,7
	Financial and insurance activities	0,0	0,0	0,0	0,0	0,0	0,0	0,0
	Real estate activities; Professional, scientific and technical activities	0,0	16,8	15,0	0,7	0,0	2,6	1,8
	Administrative and support activities; Repair of computers	3,6	0,0	0,0	13,8	0,0	0,0	2,6
Total	2,9	11,1	4,0	3,7	5,4	4,5	4,5	

B10: Did the persons employed in your enterprise have the possibility to use portable devices to access the Internet for business use?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	45,4	63,5	81,7	48,2	50,7	60,9	52,1
	Electricity, steam and gas, water supply, sewerage and waste management	44,5	63,1	83,4	51,0	54,4	95,8	57,8
	Construction	53,9	82,9	95,4	56,0	61,3	65,6	61,3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	63,5	83,8	94,7	53,2	55,5	81,0	66,6
	Transportation and storage	65,2	79,8	81,0	56,3	83,3	69,4	68,3
	Accommodation and food service activities	50,2	77,5	58,3	48,9	49,8	62,9	56,2
	Information and communication	73,9	94,0	100,0	69,5	25,5	100,0	77,6
	Financial and insurance services	77,8	75,0	90,9	66,7	100,0	85,2	85,7
	Real estate activities; Professional, scientific and technical activities	71,8	92,2	58,3	65,2	55,0	82,1	74,4
	Administrative and support activities; Repair of computers	51,6	49,3	61,3	59,6	74,5	41,2	52,1
Total		57,4	73,0	83,7	52,3	55,6	73,6	61,6

B12: Percentage of persons employed who used portable devices to access the Internet for business use?

in percentages

	Enterprises							Total
	Size class			Region				
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade		
1- 24%	74,5	85,8	89,2	81,1	87,7	71,1	77,9	
25- 49%	14,5	5,5	4,8	8,1	5,4	17,5	11,9	
50-74%	7,6	6,5	2,7	9,1	5,8	6,4	7,1	
75-100%	3,4	2,1	3,3	1,7	1,0	5,0	3,1	

B11: Did persons employed in your enterprise use any of the following portable devices to access the Internet for business use?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Portable computers (laptop, notebook, tablet PC, netbook, etc.)								
Activity	Manufacturing	96,7	100,0	100,0	97,0	100,0	97,7	98,0
	Electricity, gas and steam, water supply, sewerage and waste management	100,0	100,0	96,5	98,6	100,0	100,0	99,3
	Construction	100,0	100,0	100,0	100,0	100,0	100,0	100,0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	100,0	100,0	100,0	100,0	100,0	100,0	100,0
	Transportation and storage	95,1	94,6	100,0	88,3	97,1	100,0	95,3
	Accommodation and food service activities	74,4	100,0	100,0	87,7	86,5	78,9	82,5
	Information and communication	100,0	100,0	100,0	100,0	100,0	100,0	100,0
	Financial and insurance activities	100,0	100,0	100,0	100,0	100,0	100,0	100,0
	Real estate activities; Professional, scientific and technical activities	98,4	100,0	100,0	100,0	90,3	100,0	98,7
	Administrative and support activities; Repair of computers	90,4	90,2	100,0	100,0	94,3	85,6	91,4
Total	97,7	99,5	99,7	97,6	98,6	98,5	98,2	
Other portable devices like Smartphone, PDA								
Activity	Manufacturing	26,2	42,6	60,2	40,9	28,6	30,2	34,4
	Electricity, gas and steam, water supply, sewerage and waste management	0,0	28,7	56,6	22,1	24,2	29,8	24,4
	Construction	5,3	31,9	45,6	10,2	5,9	23,8	15,0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	4,3	68,5	88,2	22,6	13,1	14,5	16,2
	Transportation and storage	60,6	49,3	44,4	25,9	59,9	81,2	57,3
	Accommodation and food service activities	47,6	40,1	100,0	28,5	67,3	48,6	46,2
	Information and communication	56,3	61,5	50,0	50,6	68,0	57,6	56,9
	Financial and insurance activities	85,7	100,0	95,0	100,0	100,0	91,3	93,3
	Real estate activities; Professional, scientific and technical activities	31,2	50,3	50,0	40,0	47,3	31,1	34,6
	Administrative and support activities; Repair of computers	33,8	76,4	64,1	10,4	36,2	67,0	45,1
Total	21,5	48,6	62,1	30,6	27,7	30,8	30,0	

B13: Did the persons employed in your enterprise use portable devices to:
in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Access publicly available information on the Internet?								
Activity	Manufacturing	87,7	76,8	97,1	80,5	92,3	86,1	85,4
	Electricity, gas and steam, water supply, sewerage and waste management	100,0	90,3	84,9	91,9	96,3	88,3	92,6
	Construction	91,2	89,8	92,5	89,7	87,4	94,0	90,9
	Wholesale and retail trade; repair of motor vehicles and motorcycles	95,7	89,3	100,0	81,6	96,8	100,0	94,8
	Transportation and storage	84,6	65,8	94,5	68,9	81,4	90,9	81,5
	Accommodation and food service activities	81,8	90,8	100,0	86,1	84,4	84,7	85,0
	Information and communication	96,9	100,0	100,0	87,8	100,0	100,0	97,5
	Financial and insurance activities	100,0	100,0	100,0	100,0	100,0	100,0	100,0
	Real estate activities; Professional, scientific and technical activities	96,3	82,7	100,0	98,6	76,4	96,5	94,0
	Administrative and support activities; Repair of computers	92,2	72,3	94,2	89,6	94,3	84,5	88,7
Total	92,5	83,3	95,8	83,1	91,2	95,0	90,6	
Access the e-mail system of the enterprise?								
Activity	Manufacturing	88,6	91,4	96,0	92,1	84,5	92,9	90,2
	Real estate activities; Professional, scientific and technical activities	83,2	81,4	93,4	80,3	79,8	100,0	84,3
	Construction	90,9	84,8	86,4	90,3	98,4	82,3	89,0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	100,0	98,3	100,0	98,9	100,0	100,0	99,7
	Transportation and storage	95,1	86,3	100,0	83,3	97,1	100,0	93,8
	Accommodation and food service activities	84,7	90,8	100,0	100,0	73,1	84,7	86,8
	Information and communication	96,6	100,0	100,0	86,3	100,0	100,0	97,3
	Financial and insurance activities	85,7	100,0	100,0	100,0	100,0	95,7	96,7
	Real estate activities; Professional, scientific and technical activities	86,6	84,4	100,0	91,1	78,5	86,9	86,3
	Administrative and support activities; Repair of computers	100,0	76,4	100,0	96,4	94,3	96,1	95,6
Total	93,7	90,7	96,0	92,5	91,4	94,4	93,2	

B13: Did the persons employed in your enterprise use portable devices to:
in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Access or modify documents of the enterprise?								
Activity	Manufacturing	51,2	65,8	72,2	51,1	56,8	68,2	58,0
	Electricity, gas and steam, water supply, sewerage and waste management	100,0	18,6	76,8	38,0	65,4	83,9	56,5
	Construction	96,1	65,5	49,3	86,3	85,6	83,5	84,9
	Wholesale and retail trade; repair of motor vehicles and motorcycles	71,7	54,1	79,9	68,8	31,5	82,2	69,1
	Transportation and storage	50,0	43,3	46,1	47,3	57,2	40,8	48,6
	Accommodation and food service activities	41,7	43,3	100,0	83,9	26,9	33,9	43,4
	Information and communication	66,6	69,7	87,5	42,8	79,7	74,1	68,2
	Financial and insurance activities	28,6	100,0	85,0	50,0	80,0	73,9	73,3
	Real estate activities; Professional, scientific and technical activities	72,1	51,2	100,0	73,8	52,7	71,0	68,9
	Administrative and support activities; Repair of computers	59,8	76,5	68,0	46,0	79,3	61,2	63,9
Total	67,1	57,4	70,6	60,3	54,3	73,2	65,1	
Access dedicated business software applications (for orders or sales management - ERP application)								
Activity	Manufacturing	21,0	51,2	60,1	39,5	35,0	26,9	34,4
	Electricity, gas and steam, water supply, sewerage and waste management	8,5	14,7	46,7	20,2	16,7	18,0	18,6
	Construction	0,0	14,0	41,4	3,3	7,6	8,2	6,6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	7,6	61,7	70,8	24,5	30,5	9,1	17,0
	Transportation and storage	23,6	33,6	31,4	20,7	15,0	39,7	25,9
	Accommodation and food service activities	26,8	34,3	100,0	22,5	13,5	38,7	30,5
	Information and communication	28,5	65,3	84,6	15,2	35,2	42,5	37,2
	Financial and insurance activities	28,6	100,0	60,0	50,0	80,0	52,2	56,7
	Real estate activities; Professional, scientific and technical activities	31,3	52,1	100,0	4,2	35,4	40,8	35,0
	Administrative and support activities; Repair of computers	44,0	52,8	38,8	41,5	63,8	33,7	45,1
Total	16,4	45,4	56,6	26,4	28,5	23,3	25,4	

B14: Did your enterprise encounter any of the following obstacles preventing the use of mobile Internet for business use?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Problems of connectivity to the Internet via mobile phone networks								
Activity	Manufacturing	8,9	7,3	12,1	13,5	5,2	4,0	8,7
	Electricity, gas and steam, water supply, sewerage and waste management	3,8	8,4	14,5	9,9	1,0	12,5	7,2
	Construction	8,1	4,6	12,5	13,0	1,0	7,7	7,7
	Wholesale and retail trade; repair of motor vehicles and motor cycles	10,1	10,7	9,4	16,1	2,8	9,5	10,2
	Transportation and storage	24,7	0,0	11,7	26,5	27,5	7,4	20,1
	Accommodation and food service activities	16,5	12,4	0,0	1,9	13,4	25,2	15,5
	Information and communication	6,1	15,1	11,8	9,7	3,0	8,6	7,6
	Financial and insurance activities	11,1	0,0	31,8	33,3	0,0	25,9	22,9
	Real estate activities; Professional, scientific and technical activities	0,7	6,0	16,7	1,6	0,0	2,0	1,6
	Administrative and support activities; Repair of computers	4,4	4,8	0,0	0,0	13,9	1,6	4,1
Total	9,4	7,6	12,1	13,7	5,4	7,4	9,2	
High costs for subscription or use of the Internet								
Activity	Manufacturing	14,5	11,5	13,5	20,1	8,4	7,8	13,7
	Electricity, gas and steam, water supply, sewerage and waste management	0,0	7,5	18,5	8,9	2,0	0,0	5,5
	Construction	5,3	3,2	10,6	0,7	18,8	0,0	5,1
	Wholesale and retail trade; repair of motor vehicles and motor cycles	1,2	19,2	2,0	4,4	2,2	3,3	3,4
	Transportation and storage	23,5	18,2	6,5	13,0	34,8	21,5	21,8
	Accommodation and food service activities	10,5	8,3	0,0	0,0	6,7	17,3	9,9
	Information and communication	7,1	25,8	0,0	13,3	3,0	10,4	9,5
	Financial and insurance activities	0,0	0,0	27,3	33,3	0,0	18,5	17,1
	Real estate activities; Professional, scientific and technical activities	8,7	10,7	0,0	10,1	1,2	10,6	8,9
	Administrative and support activities; Repair of computers	1,8	2,0	3,6	9,1	1,5	0,0	2,0
Total	8,2	12,1	10,7	12,0	8,6	6,8	9,1	

B14: Did your enterprise encounter any of the following obstacles preventing the use of mobile Internet for business use?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Security related risks (disclosure, destruction or corruption of data)								
Activity	Manufacturing	13,0	9,3	6,9	11,1	13,9	10,3	11,7
	Electricity, gas and steam, water supply, sewerage and waste management	0,0	5,5	19,7	6,2	1,0	10,7	5,0
	Construction	5,3	9,6	5,0	4,3	17,8	0,0	6,1
	Wholesale and retail trade; repair of motor vehicles and motor cycles	0,0	22,0	3,8	3,9	1,8	2,3	2,7
	Transportation and storage	3,0	11,1	3,2	2,5	11,9	0,5	4,2
	Accommodation and food service activities	4,4	8,3	0,0	0,0	0,0	10,3	5,1
	Information and communication	5,2	10,7	11,8	6,1	2,2	7,8	6,2
	Financial and insurance activities	44,4	25,0	31,8	33,3	40,0	33,3	34,3
	Real estate activities; Professional, scientific and technical activities	0,8	29,8	0,0	4,0	1,2	5,6	4,6
	Administrative and support activities; Repair of computers	4,0	0,0	7,7	0,0	1,5	5,5	3,6
Total	5,2	12,4	8,4	7,0	8,6	5,2	6,7	
Technical obstacles (e.g. when accessing enterprise's applications via the Internet)								
Activity	Manufacturing	8,6	4,4	20,4	10,9	8,0	4,0	8,3
	Electricity, gas and steam, water supply, sewerage and waste management	0,0	13,5	13,4	10,1	1,0	14,9	7,7
	Construction	6,0	6,7	5,5	10,9	1,0	5,5	6,1
	Wholesale and retail trade; repair of motor vehicles and motor cycles	5,6	14,2	10,1	8,7	13,2	2,3	6,7
	Transportation and storage	24,2	4,6	10,8	13,3	45,2	9,4	20,4
	Accommodation and food service activities	17,4	0,0	0,0	17,6	6,7	14,1	13,8
	Information and communication	9,7	4,7	5,9	9,4	4,0	10,4	8,8
	Financial and insurance activities	11,1	25,0	18,2	33,3	0,0	18,5	17,1
	Real estate activities; Professional, scientific and technical activities	4,3	6,2	16,7	10,2	10,8	1,5	4,7
	Administrative and support activities; Repair of computers	10,7	9,6	4,2	6,9	27,9	3,9	9,8
Total	8,2	7,4	14,3	10,5	11,1	4,5	8,3	

B14: Did your enterprise encounter any of the following obstacles preventing the use of mobile Internet for business use?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Other obstacles (difficulties to adapt to new technologies)								
Activity	Manufacturing	5,0	3,5	17,9	7,3	5,1	2,6	5,5
	Electricity, gas and steam, water supply, sewerage and waste management	0,0	23,3	9,5	13,2	6,3	17,3	11,4
	Construction	5,8	14,9	2,6	8,9	7,7	5,9	7,4
	Wholesale and retail trade; repair of motor vehicles and motor cycles	7,8	6,0	5,9	10,1	2,3	8,4	7,5
	Transportation and storage	20,2	0,0	4,3	13,3	17,1	18,9	16,3
	Accommodation and food service activities	10,6	0,0	0,0	11,5	6,7	7,3	8,5
	Information and communication	2,3	5,6	5,9	8,7	1,1	1,3	2,9
	Financial and insurance activities	0,0	0,0	22,7	33,3	0,0	14,8	14,3
	Real estate activities; Professional, scientific and technical activities	0,8	6,4	0,0	5,6	0,0	0,8	1,5
	Administrative and support activities; Repair of computers	1,8	9,6	3,6	6,9	1,5	3,2	3,5
Total	6,4	6,8	11,5	8,9	5,0	5,9	6,8	
The enterprise did not have the need for a mobile connection to the Internet								
Activity	Manufacturing	67,7	79,9	64,2	70,0	73,4	68,2	70,5
	Electricity, gas and steam, water supply, sewerage and waste management	100,0	63,4	72,4	83,1	83,2	61,3	80,4
	Construction	100,0	47,1	97,7	94,8	95,5	82,3	90,0
	Wholesale and retail trade; repair of motor vehicles and motor cycles	81,3	52,2	96,1	72,9	53,4	93,5	77,9
	Transportation and storage	34,8	56,5	100,0	52,4	24,2	43,4	41,5
	Accommodation and food service activities	49,8	66,3	100,0	61,1	59,7	48,1	54,2
	Information and communication	35,2	27,1	82,4	70,8	79,9	5,7	35,9
	Financial and insurance activities	44,4	25,0	13,6	33,3	20,0	22,2	22,9
	Real estate activities; Professional, scientific and technical activities	92,3	45,8	100,0	86,5	71,0	90,3	86,2
	Administrative and support activities; Repair of computers	100,0	93,9	92,9	93,5	97,0	100,0	98,1
Total	74,9	64,9	75,9	73,3	67,8	76,1	73,0	

MODULE 2.C: AUTOMATIC SHARE OF INFORMATION¹⁾

C1: In January 2012, did your enterprise use automatic share of information between enterprises and other ICT systems outside the enterprise?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	34.0	35.6	62.1	31.7	35.5	45.2	36.2
	Electricity, gas and steam, water supply, sewerage and waste management	35.6	35.2	54.9	34.5	42.4	40.4	37.9
	Construction	42.2	47.4	40.9	25.1	44.8	56.6	43.1
	Wholesale and retail trade; repair of motor vehicles and motorcycles	53.0	43.5	52.9	42.2	70.2	49.5	51.9
	Transportation and storage	79.8	38.2	32.0	59.0	89.6	68.7	71.2
	Accommodation and food service activities	73.7	57.3	41.7	65.7	63.6	74.9	69.9
	Information and communication	76.7	51.1	50.0	33.2	51.2	95.4	73.0
	Financial and insurance activities	55.6	100.0	95.5	100.0	80.0	85.2	85.7
	Real estate activities; Professional, scientific and technical activities	45.2	38.4	29.2	43.4	29.7	48.9	44.3
	Administrative and support activities; Repair of computers	43.6	32.1	31.0	37.9	64.5	30.9	40.0
Total	48.6	39.8	54.6	37.4	51.6	53.5	47.3	

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

C2: Was the automatic share of information used for the following purposes?¹⁾
in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Sending payment instructions to financial institutions								
Activity	Manufacturing	60,6	76,0	84,3	64,8	67,3	68,8	66,7
	Electricity, gas and steam, water supply, sewerage and waste management	60,1	56,5	41,1	41,9	61,8	81,0	55,3
	Construction	11,4	77,2	93,4	49,9	9,5	30,0	27,9
	Wholesale and retail trade; repair of motor vehicles and motorcycles	45,9	73,6	83,1	41,7	80,7	31,3	48,9
	Transportation and storage	89,6	54,6	100,0	84,8	97,5	77,3	87,4
	Accommodation and food service activities	93,9	43,1	100,0	68,3	97,5	91,7	85,7
	Information and communication	83,3	84,9	42,9	86,5	0,0	96,7	82,4
	Financial and insurance activities	80,0	75,0	61,9	66,7	75,0	65,2	66,7
	Real estate activities; Professional, scientific and technical activities	36,9	69,7	100,0	43,3	81,6	30,2	40,2
	Administrative and support activities; Repair of computers	59,5	78,8	59,6	94,3	76,1	38,8	62,7
Total	55,5	71,9	77,7	58,7	69,5	52,6	59,0	
Sending or receiving product information (e.g. catalogues, pricelists ...)								
Activity	Manufacturing	71,8	87,2	86,9	81,2	71,9	76,2	77,1
	Electricity, gas and steam, water supply, sewerage and waste management	90,0	36,8	54,1	45,7	85,2	60,0	62,5
	Construction	87,8	100,0	93,4	98,6	67,6	100,0	90,4
	Wholesale and retail trade; repair of motor vehicles and motorcycles	100,0	86,6	84,6	98,1	99,5	97,8	98,4
	Transportation and storage	71,9	88,1	89,9	67,6	72,2	81,3	73,6
	Accommodation and food service activities	80,0	86,6	100,0	83,3	89,4	77,6	81,3
	Information and communication	85,0	84,9	100,0	100,0	66,7	86,8	85,4
	Financial and insurance activities	80,0	50,0	66,7	33,3	100,0	65,2	66,7
	Real estate activities; Professional, scientific and technical activities	87,7	75,6	100,0	67,8	59,2	96,1	86,8
	Administrative and support activities; Repair of computers	85,8	100,0	50,0	80,4	97,7	77,2	85,4
Total	86,5	84,9	81,6	83,9	82,6	89,4	86,0	

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

C2: Was the automatic share of information used for the following purposes?¹⁾
in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Sending or receiving transport documents (e.g. consignment notes)								
Activity	Manufacturing	35,5	60,3	58,6	53,4	37,1	37,7	43,9
	Electricity, gas and steam, water supply, sewerage and waste management	19,9	0,0	10,3	2,1	11,4	46,3	10,6
	Construction	12,2	59,1	60,4	60,4	9,5	17,9	23,6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	24,5	70,5	74,7	26,4	32,6	28,9	29,4
	Transportation and storage	71,3	60,3	76,4	43,7	68,9	100,0	70,6
	Accommodation and food service activities	20,8	6,7	40,0	12,8	0,0	29,9	19,2
	Information and communication	26,0	45,4	100,0	20,3	0,0	37,7	29,7
	Financial and insurance activities	20,0	25,0	19,0	33,3	25,0	17,4	20,0
	Real estate activities; Professional, scientific and technical activities	6,0	43,0	100,0	15,1	22,4	6,3	9,8
	Administrative and support activities; Repair of computers	35,4	29,9	11,5	19,6	43,2	29,1	32,7
Total	29,3	53,4	53,2	37,5	33,4	32,2	34,0	
Sending or receiving data to/from public authorities (e.g. tax returns, statistical data, etc.)								
Activity	Manufacturing	64,4	77,1	70,3	64,3	71,9	69,6	68,1
	Electricity, gas and steam, water supply, sewerage and waste management	40,2	61,7	54,4	64,6	39,5	32,8	51,2
	Construction	12,2	67,5	93,5	22,5	37,1	20,7	25,9
	Wholesale and retail trade; repair of motor vehicles and motorcycles	40,8	83,6	100,0	27,3	83,9	29,3	45,4
	Transportation and storage	67,3	37,5	89,9	53,7	71,5	74,1	66,3
	Accommodation and food service activities	48,7	38,2	100,0	54,9	47,2	43,7	47,8
	Information and communication	74,5	65,2	57,1	91,4	100,0	69,2	73,3
	Financial and insurance activities	80,0	75,0	85,7	66,7	100,0	82,6	83,3
	Real estate activities; Professional, scientific and technical activities	62,5	80,9	100,0	55,6	23,3	75,7	64,6
	Administrative and support activities; Repair of computers	52,5	70,1	75,0	60,7	97,7	21,7	57,1
Total	50,0	72,2	76,7	49,5	70,1	48,2	54,6	

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

MODULE 4.D: ELECTRONIC SHARE OF INFORMATION IN THE CHAIN OF SUPPLY MANAGEMENT¹⁾

D1: Did your enterprise regularly share electronically information in the chain of supply management with its suppliers or customers, in January 2012?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	50,7	65,7	86,6	56,0	51,4	63,6	56,7
	Electricity, gas and steam, water supply, sewerage and waste management	21,4	66,6	53,8	45,0	38,1	60,2	44,5
	Construction	37,4	74,6	89,2	37,9	37,4	60,4	46,6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	73,9	84,2	96,1	55,9	86,9	83,3	75,6
	Transportation and storage	85,7	44,0	72,2	76,1	74,4	85,8	78,8
	Accommodation and food service activities	70,2	57,0	100,0	57,8	58,5	77,7	67,9
	Information and communication	80,4	78,0	57,1	46,9	67,8	96,2	79,3
	Real estate activities; Professional, scientific and technical activities	69,8	63,8	100,0	66,9	67,1	70,7	69,4
	Administrative and support activities; Repair of computers	66,3	61,6	87,7	64,4	81,5	62,9	67,3
Total	62,7	69,0	83,8	55,3	62,6	74,6	64,8	

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

D2: Did your enterprise regularly share electronically information with its suppliers, in January 2012?¹⁾

in percentage

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	90,3	98,2	99,3	92,9	98,0	90,2	93,4
	Electricity, gas and steam, water supply, sewerage and waste management	100,0	100,0	94,5	100,0	97,3	100,0	99,2
	Construction	100,0	100,0	100,0	100,0	100,0	100,0	100,0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	100,0	100,0	100,0	100,0	100,0	100,0	100,0
	Transportation and storage	96,3	79,2	95,5	91,3	96,9	97,0	94,9
	Accommodation and food service activities	100,0	100,0	100,0	100,0	100,0	100,0	100,0
	Information and communication	87,9	100,0	100,0	80,0	78,5	94,6	89,8
	Real estate activities; Professional, scientific and technical activities	67,8	100,0	100,0	84,5	83,9	65,4	71,7
	Administrative and support activities; Repair of computers	100,0	92,2	100,0	100,0	100,0	97,5	98,6
Tota;	93,4	98,4	99,1	95,0	97,2	93,2	94,7	

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

D3: Did your enterprise regularly share electronically information with its customers, in January 2012?¹⁾

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	86,8	98,2	99,3	91,0	98,0	85,8	91,3
	Electricity, gas and steam, water supply, sewerage and waste management	83,3	89,6	87,4	78,0	100,0	100,0	87,9
	Construction	100,0	94,4	97,2	100,0	100,0	96,3	98,1
	Wholesale and retail trade; repair of motor vehicles and motorcycles	64,7	96,8	97,6	78,8	62,6	69,7	69,9
	Transportation and storage	100,0	100,0	94,3	100,0	100,0	99,3	99,7
	Accommodation and food service activities	87,7	93,0	75,0	96,9	97,3	81,8	88,3
	Information and communication	88,8	100,0	100,0	86,2	56,9	100,0	90,6
	Real estate activities; Professional, scientific and technical activities	74,3	100,0	100,0	93,6	67,8	76,2	77,4
	Administrative and support activities; Repair of computers	94,4	92,2	95,1	77,8	100,0	96,4	94,1
Total	79,6	96,7	97,2	88,8	82,1	81,7	83,9	

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

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

E1: In January 2012, 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?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Management of inventory levels								
Activity	Manufacturing	23,4	41,2	58,2	31,7	27,8	29,3	30,0
	Electricity, gas and steam, water supply, sewerage and waste management	10,6	4,0	20,6	3,9	15,3	14,9	9,1
	Construction	12,5	21,2	38,1	11,8	25,9	10,7	15,3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	30,7	67,6	94,5	21,6	53,4	38,2	36,7
	Transportation and storage	11,6	28,9	36,7	4,1	24,0	20,0	15,5
	Accommodation and food service activities	20,6	23,7	16,7	16,4	48,6	13,4	21,1
	Information and communication	39,3	54,5	58,8	11,6	23,4	63,1	42,4
	Financial and insurance activities	22,2	50,0	61,9	0,0	100,0	48,1	50,0
	Real estate activities; Professional, scientific and technical activities	17,5	21,3	33,3	20,2	25,3	15,1	18,1
	Administrative and support activities; Repair of computers	20,9	6,8	19,0	17,8	44,8	7,7	18,0
Total	23,7	38,7	53,3	22,4	34,4	28,7	27,9	

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

E1: In January 2012, 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?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Keeping accounting records								
Activity	Manufacturing	36,5	56,6	58,2	46,4	37,0	42,5	42,8
	Electricity, gas and steam, water supply, sewerage and waste management	14,3	0,0	55,0	9,9	15,3	25,6	13,7
	Construction	15,1	32,0	39,0	13,1	30,9	16,4	19,3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	27,0	71,0	94,5	31,3	62,3	21,5	33,9
	Transportation and storage	31,8	25,2	56,1	31,8	32,1	32,1	32,0
	Accommodation and food service activities	32,0	27,5	16,7	30,0	37,7	28,7	30,8
	Information and communication	60,4	64,8	58,8	48,3	59,8	66,5	60,9
	Financial and insurance activities	33,3	50,0	76,2	33,3	100,0	59,3	61,8
	Real estate activities; Professional, scientific and technical activities	56,5	59,2	52,4	68,7	53,4	53,8	56,8
	Administrative and support activities; Repair of computers	40,5	17,4	19,0	54,1	44,8	23,7	34,0
Total	33,0	49,1	58,6	37,2	43,7	32,9	37,2	
Management of production and services								
Activity	Manufacturing	14,8	41,1	58,0	23,1	26,2	23,1	23,9
	Electricity, gas and steam, water supply, sewerage and waste management	7,2	0,0	38,2	8,7	5,9	13,0	8,3
	Construction	7,9	24,6	36,5	6,1	18,7	12,4	12,1
	Wholesale and retail trade; repair of motor vehicles and motorcycles	15,1	72,1	94,5	16,8	55,2	12,2	23,6
	Transportation and storage	27,9	35,6	48,8	22,5	33,8	35,4	30,0
	Accommodation and food service activities	27,3	40,0	16,7	45,4	30,5	19,2	29,6
	Information and communication	33,6	51,7	50,0	40,4	39,9	33,9	36,5
	Financial and insurance activities	44,4	50,0	61,9	33,3	100,0	51,9	55,9
	Real estate activities; Professional, scientific and technical activities	23,4	34,9	52,4	45,8	26,5	17,6	25,0
	Administrative and support activities; Repair of computers	38,6	11,6	23,2	39,6	44,8	24,4	31,8
Total	17,5	41,1	55,6	21,4	33,9	18,8	23,6	

E1: In January 2012, 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?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Management of distribution								
Activity	Manufacturing	13,8	38,0	53,3	24,2	20,1	20,9	22,2
	Electricity, gas and steam, water supply, sewerage and waste management	3,5	0,0	27,9	3,0	4,8	13,0	4,9
	Construction	5,3	22,2	36,5	4,8	11,5	12,4	9,7
	Wholesale and retail trade; repair of motor vehicles and motorcycles	11,7	69,4	94,5	13,3	49,9	12,2	20,6
	Transportation and storage	17,3	29,1	48,8	14,1	20,3	28,6	20,5
	Accommodation and food service activities	25,6	26,8	16,7	39,7	15,0	20,5	25,7
	Information and communication	33,7	42,3	21,4	27,2	39,9	35,4	34,3
	Financial and insurance activities	44,4	50,0	57,1	33,3	100,0	48,1	52,9
	Real estate activities; Professional, scientific and technical activities	19,3	15,8	52,4	34,7	19,6	14,5	19,2
	Administrative and support activities; Repair of computers	36,7	4,8	19,0	30,0	44,8	22,1	28,7
Total	14,7	36,7	51,5	18,9	27,0	17,6	20,4	

E2: In January 2012, when your enterprise sent a purchase order (either electronically or not), was the the relevant information about it shared electronically or automatically with the software used for the following functions?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Management of inventory levels								
Activity	Manufacturing	21,1	42,9	55,9	30,9	28,7	24,8	28,7
	Electricity, gas and steam, water supply, sewerage and waste management	10,6	4,0	31,8	7,1	14,3	15,5	10,5
	Construction	15,1	25,6	36,5	11,8	33,1	12,4	18,0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	24,3	70,7	92,3	27,9	25,0	37,0	31,5
	Transportation and storage	10,9	30,3	44,0	3,6	24,5	21,0	15,2
	Accommodation and food service activities	20,4	23,7	16,7	21,2	21,7	20,5	21,0
	Information and communication	21,4	55,5	58,8	17,8	20,6	34,4	27,6
	Financial and insurance activities	11,1	50,0	57,1	0,0	75,0	44,4	44,1
	Real estate activities; Professional, scientific and technical activities	11,8	22,9	52,4	13,1	6,9	15,8	13,5
	Administrative and support activities; Repair of computers	38,6	4,8	23,2	37,4	44,8	22,8	30,4
Total	20,3	40,5	53,7	23,9	26,1	26,9	25,7	
Keeping accounting records								
Activity	Manufacturing	29,4	52,6	57,5	39,2	36,2	33,5	36,9
	Electricity, gas and steam, water supply, sewerage and waste management	14,3	0,0	47,8	9,2	15,3	19,9	12,5
	Construction	15,1	27,8	36,5	13,1	30,9	14,1	18,4
	Wholesale and retail trade; repair of motor vehicles and motorcycles	21,5	66,2	94,5	29,1	43,6	20,4	28,3
	Transportation and storage	20,2	35,6	52,5	12,5	32,1	29,2	23,9
	Accommodation and food service activities	29,8	29,8	16,7	30,0	28,4	29,7	29,5
	Information and communication	52,2	63,0	58,8	66,9	75,5	42,2	53,9
	Financial and insurance activities	33,3	50,0	71,4	33,3	100,0	55,6	58,8
	Real estate activities; Professional, scientific and technical activities	53,8	52,0	52,4	69,5	41,1	52,4	53,6
	Administrative and support activities; Repair of computers	36,5	10,5	23,2	51,9	44,8	18,0	30,2
Total	27,7	45,8	57,2	32,8	37,9	28,4	32,4	

E3: In January 2012, did your enterprise have in use an ERP software package to share information on sales and/or supplies between business functions (e.g. financing, planning, marketing, etc.)?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	17,4	14,9	49,3	19,9	18,6	17,4	18,9
	Electricity, gas and steam, water supply, sewerage and waste management	0,0	4,1	28,5	2,1	9,1	10,7	5,5
	Construction	2,6	7,7	31,7	1,2	12,4	2,6	4,9
	Wholesale and retail trade; repair of motor vehicles and motorcycles	0,9	33,8	86,2	4,4	6,7	8,7	6,9
	Transportation and storage	8,7	4,4	21,1	7,5	0,5	18,0	8,6
	Accommodation and food service activities	8,9	13,2	0,0	8,9	9,6	10,3	9,7
	Information and communication	15,8	21,3	42,9	14,9	0,0	26,1	17,6
	Financial and insurance activities	55,6	25,0	66,7	33,3	75,0	59,3	58,8
	Real estate activities; Professional, scientific and technical activities	10,2	22,2	16,7	3,8	12,5	13,7	11,8
	Administrative and support activities; Repair of computers	12,9	0,0	3,6	0,0	29,4	4,8	9,5
Total	8,5	16,6	45,4	11,0	12,1	12,3	11,8	

E4: In January 2012, did your enterprise have in use any software application for managing information about customers (so-called CRM) that allows to:
in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Capture, store and make available to other business functions information about customers								
Activity	Manufacturing	8,2	18,6	33,2	11,9	16,2	9,0	12,4
	Electricity, gas and steam, water supply, sewerage and waste management	0,0	6,0	27,5	3,5	8,4	11,3	6,1
	Construction	0,0	8,4	18,8	1,3	0,3	4,8	2,4
	Wholesale and retail trade; repair of motor vehicles and motor cycles	0,0	20,7	54,5	2,5	6,3	3,1	3,6
	Transportation and storage	0,0	13,6	34,3	1,8	0,0	9,6	3,7
	Accommodation and food service activities	4,3	21,6	50,0	9,1	12,3	7,7	9,0
	Information and communication	19,2	41,4	42,9	15,8	2,2	34,0	23,0
	Financial and insurance activities	66,7	50,0	66,7	0,0	100,0	66,7	64,7
	Real estate activities; Professional, scientific and technical activities	20,2	28,3	45,8	13,3	29,1	21,7	21,5
	Administrative and support activities; Repair of computers	18,7	9,6	8,3	6,9	27,9	14,1	15,9
Total	5,8	17,8	34,9	7,4	10,7	10,3	9,4	
Analyse the information about customers for marketing purposes (setting prices, making sales promotion, choosing distribution channels, etc.)								
Activity	Manufacturing	7,3	13,2	26,9	7,0	14,4	10,4	10,0
	Electricity, gas and steam, water supply, sewerage and waste management	0,0	0,0	19,8	3,5	1,0	2,4	2,5
	Construction	0,0	8,8	14,2	0,7	0,3	4,9	2,2
	Wholesale and retail trade; repair of motor vehicles and motor cycles	0,0	17,1	53,8	5,0	1,0	3,1	3,2
	Transportation and storage	0,0	18,2	45,6	1,8	1,4	12,4	5,0
	Accommodation and food service activities	4,3	21,2	16,7	14,2	12,3	3,2	8,3
	Information and communication	12,9	41,4	42,9	19,6	16,8	17,3	17,7
	Financial and insurance activities	22,2	25,0	61,9	0,0	50,0	51,9	47,1
	Real estate activities; Professional, scientific and technical activities	13,0	22,3	45,8	15,5	19,5	12,9	14,5
	Administrative and support activities; Repair of computers	19,4	9,6	8,3	21,2	27,9	10,5	16,4
Total	4,6	14,3	30,8	6,4	8,5	8,0	7,6	

MODULE 2.F: e-COMMERCE¹⁾

F1: In 2011, did your enterprise receive orders for products or services placed via a website (excluding manually types e-mails)?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	14,5	31,1	22,0	19,7	16,3	20,4	18,9
	Electricity, gas and steam, water supply, sewerage and waste management	0,0	6,2	14,3	2,2	6,3	9,1	4,4
	Construction	2,6	19,5	9,8	4,3	7,2	6,5	6,0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	12,4	22,8	45,3	5,5	44,9	4,9	14,4
	Transportation and storage	17,3	25,2	17,2	1,3	32,9	27,4	18,5
	Accommodation and food service activities	34,8	62,6	75,0	51,2	52,0	33,3	41,8
	Information and communication	39,3	49,8	57,1	25,6	31,3	51,1	41,3
	Real estate activities; Professional, scientific and technical activities	18,4	24,8	29,2	38,1	23,0	13,0	19,3
Administrative and support activities; Repair of computers	31,0	30,0	7,1	43,4	32,1	22,5	28,5	
Total		18,0	27,6	23,8	14,7	25,6	15,5	20,7

F2: Percentage of the total turnover resulting from received orders that were placed via a website²⁾

in percentages

	Enterprises							Total
	Size class			Region				
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade		
1- 24%	84,2	77,6	73,2	85,9	89,0	70,4	81,8	
25- 49%	7,9	10,9	6,0	8,1	8,2	9,7	8,7	
50-74%	4,7	2,7	6,6	2,6	1,9	8,0	4,2	
75-100%	3,2	8,8	14,3	3,4	0,9	11,9	5,3	

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

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

F3: In 2011, did your enterprise receive orders for products or services placed via EDI-type messages?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
DA								
Activity	Manufacturing	0,5	6,6	18,8	3,5	3,6	1,8	3,1
	Electricity, gas and steam, water supply, sewerage and waste management	0,0	0,0	0,0	0,0	0,0	0,0	0,0
	Construction	0,0	0,0	10,2	0,0	0,0	1,2	0,5
	Wholesale and retail trade; repair of motor vehicles and motorcycles	2,9	10,8	35,7	1,1	11,0	3,6	4,6
	Transportation and storage	3,1	9,2	8,7	0,0	9,7	5,1	4,4
	Accommodation and food service activities	4,1	2,8	0,0	7,9	7,7	0,0	3,7
	Information and communication	7,4	12,6	28,6	0,0	2,2	14,3	8,7
	Real estate activities; Professional, scientific and technical activities	0,0	4,3	16,7	0,0	0,0	1,1	0,7
	Administrative and support activities; Repair of computers	7,6	5,0	0,0	13,8	0,0	6,5	6,4
Total	1,9	6,2	16,5	2,2	5,1	3,3	3,4	

F4: Percentage of the total turnover resulting from received orders that were placed via EDI-type messages, in 2011?¹⁾

in percentages

	Enterprises						
	Size class			Region			Total
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
1- 24%	72,3	35,3	64,7	44,8	100,0	0,0	65,2
25- 49%	9,5	0,0	11,1	0,0	0,0	31,5	7,9
50-74%	18,2	35,2	0,0	47,0	0,0	47,3	20,2
75-100%	0,0	29,5	24,2	8,2	0,0	21,2	6,7

¹⁾ The results refer only to enterprises that answered YES in question F3.

F5: Ddid your enterprise place orders for products/services via the Internet, in 2011?

in percentages

Enterprises		Size class			Territory			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	43,6	59,0	63,0	53,9	42,5	45,4	48,6
	Electricity, gas and steam, water supply, sewerage and waste management	28,5	54,9	43,9	43,3	38,7	42,2	41,6
	Construction	26,5	50,1	48,6	34,0	29,3	31,6	31,7
	Wholesale and retail trade; repair of motor vehicles and motorcycles	40,4	59,6	61,2	50,0	72,8	42,2	51,7
	Transportation and storage	36,8	52,2	56,6	54,0	54,9	59,7	56,0
	Accommodation and food service activities	36,0	58,2	41,7	48,7	46,2	33,8	40,7
	Information and communication	53,0	80,1	57,1	66,4	40,4	74,1	65,2
	Real estate activities; Professional, scientific and technical activities	44,5	82,0	66,7	43,4	50,6	63,8	58,0
	Administrative and support activities; Repair of computers	35,4	48,0	45,1	56,4	56,9	38,4	45,8
Total		38,2	59,1	57,3	50,3	50,5	47,0	40,1

2.5. QUESTIONNAIRE

ICT USAGE IN ENTERPRISES

MODULE 2.A: SE OF COMPUTERS AND COMPUTER NETWORKS

A1 : Did your enterprise use computers in January 2012?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> End
A2 : Please, indicate an estimate of the percentage of the total number of the persons employed who used computers <u>at least once a week</u> in January 2012.	_ _ _ %	
A3 : Did your enterprise employ ICT/IT specialist/s in January 2012? <small>Definition ICT/IT specialist: capability to design, develop, install, operate, research and work on IT/ICT systems.</small>	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
A4 : Did your enterprise recruit or try to recruit IT (ICT) specialists in January 2011?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> Go to A6
A5 : Did your enterprise have hard-to-fill vacancies for jobs requiring IT (ICT) specialists (the candidate did not meet competition requirements) in January 2011?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
A6 : Did your enterprise provide training to personnel to develop or upgrade IT skills in January 2011?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
a) Training for IT/ICT specialists <small>Tick No if your enterprise did not employ IT/ICT specialists during 2011.</small>	<input type="checkbox"/>	<input type="checkbox"/>
b) Training for other persons employed	<input type="checkbox"/>	<input type="checkbox"/>

MODULE 2.B: ACCESS AND USE OF THE INTERNET

B1 : Did your enterprise have access to the Internet in January 2012?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/> Go to C1
B2 : Did your enterprise have the following types of external connection to the Internet in January 2012?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>
	a) DSL (xDSL, ADSL, SDSL, etc.) connection	<input type="checkbox"/>	<input type="checkbox"/>
	b) Other fixed broadband Internet connection (e.g. cable Internet, leased line – e.g. E1 or E3 at level 1 and ATM at level 2, Frame Relay, PLC)	<input type="checkbox"/>	<input type="checkbox"/>
	c) Dial-up access over telephone line or ISDN connection	<input type="checkbox"/>	<input type="checkbox"/>
	d) Mobile „broadband“ connection via 3G modem or 3G device	<input type="checkbox"/>	<input type="checkbox"/>
	e) Other mobile connection (e.g. analogue mobile phone, GSM, GPRS, EDGE)	<input type="checkbox"/>	<input type="checkbox"/>
B3 : What was the maximum speed of the Internet connection in your enterprise in January 2012 (contracted with an Internet provider)?			
	a) Less than 2 Mbit/s	<input type="checkbox"/>	
	b) At least 2, but less than 10 Mbit/s	<input type="checkbox"/>	
	c) At least 10, but less than 30 Mbit/s	<input type="checkbox"/>	
	d) At least 30, but less than 100 Mbit/s	<input type="checkbox"/>	
	e) At least 100 Mbit/s	<input type="checkbox"/>	
B4 : Please, indicate an estimate of the share of the total number of persons employed who used the Internet in January 2012.		_ _ _ %	
B5 : Did your enterprise have a Website/Home Page, in January 2012?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/> Go to B7

B6: Did the Website of your enterprise have any of the following facilities in January 2012: (<i>Your enterprise as provider of Internet services</i>)		YES	NO
		a) Online ordering or reservation or booking of goods/services	<input type="checkbox"/>
b) A privacy statement policy or certification related to website safety	<input type="checkbox"/>	<input type="checkbox"/>	
c) Access to product catalogues or price lists	<input type="checkbox"/>	<input type="checkbox"/>	
d) Online payment	<input type="checkbox"/>	<input type="checkbox"/>	
e) Possibility for visitors to customise or design the products	<input type="checkbox"/>	<input type="checkbox"/>	
f) Personalised content in the website for regular/repeated visitors	<input type="checkbox"/>	<input type="checkbox"/>	
g) Advertisement of open job positions or online job application	<input type="checkbox"/>	<input type="checkbox"/>	
Public authorities' Internet services			
Public authorities refer to both public services and administration – tax, customs, business registration, social security, public health, environment, etc. Public authorities can be on local, regional or national level.			
B7: During January 2011, did your enterprise use public authorities' services over the Internet to: (excluding e-mails)		YES	NO
		a) obtain information	<input type="checkbox"/>
b) obtain forms, e.g. tax declarations	<input type="checkbox"/>	<input type="checkbox"/>	
c) return filled in forms, e.g. sending of statistical information to public authorities	<input type="checkbox"/>	<input type="checkbox"/>	
d) treat administrative procedures completely electronically (e.g. declaration, registration, request for licenses) without the need for paper work (including payment, if required)			
d1) Pay VAT	<input type="checkbox"/>	<input type="checkbox"/>	
d2) Pay social contributions	<input type="checkbox"/>	<input type="checkbox"/>	
Public electronic procurement			
<p>- Electronic public procurement refers to the use of the Internet by enterprises to offer goods or services to public authorities on national level or to other EU countries. The e-procurement process is based on a number of stages from the notification process (online availability of procurement notices and tender specifications) through tendering, awarding. To payment.</p> <p>- e-tendering is the stage of an electronic public procurement process dealing with submission of tenders and proposals on line (electronically).</p> <p>- e-tendering excludes submission of bids by e-mails.</p>			
B8: During January 2011, did your enterprise use the Internet to access tender documents in electronic public procurement systems?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>

B9 : During 2011, did your enterprise use the Internet to offer goods and services in public authorities' electronic public procurement systems?	YES	NO
a) In the Republic of Serbia	<input type="checkbox"/>	<input type="checkbox"/>
b) In EU countries	<input type="checkbox"/>	<input type="checkbox"/>
Use of mobile connection to the Internet for business use		
Enterprises in the scope of the following questions are those that provide to the persons employed portable devices that allow a mobile connection to the Internet for business use.		
Portable devices that allow a connection to the Internet are: notebook, laptop, tablet PC, smart phone or PDA phone.		
B10 : Did the persons employed in your enterprise have the possibility to use portable devices to access the Internet for business use?	YES	NO
<i>Tick »No« if the devices allowed Internet connection only via wireless networks and not via mobile telephone networks. (portable computers or other portable devices like Smartphone or PDA)</i>	<input type="checkbox"/>	<input type="checkbox"/> Go to B14
B11 : Did the persons employed in your enterprise use any of the following devices to access the Internet for business use?	YES	NO
a) Portable computers (laptop, notebook, tablet PC, netbook etc.)	<input type="checkbox"/>	<input type="checkbox"/>
b) Other portable devices like Smartphone, PDA	<input type="checkbox"/>	<input type="checkbox"/>
B12 : Please, indicate an estimate of the percentage of the total number of persons employed who used portable devices to access the Internet for business use? (portable computers or other portable devices like Smartphone or PDA)	_ _ _ %	
B13 : Did the persons employed in your enterprise use portable devices to:	YES	NO
a) Access publicly available information on the Internet?	<input type="checkbox"/>	<input type="checkbox"/>
b) To access the e-mail system of the enterprise?	<input type="checkbox"/>	<input type="checkbox"/>
c) To access or modify documents of the enterprise?	<input type="checkbox"/>	<input type="checkbox"/>
d) To access dedicated business software applications (for orders or sales management – ERP application)	<input type="checkbox"/>	<input type="checkbox"/>

B14 : Did your enterprise encounter any of the following obstacles preventing the use of mobile Internet for business use?		YES	NO
	a) Problems of connectivity to the Internet via mobile telephone networks	<input type="checkbox"/>	<input type="checkbox"/>
	b) High costs for subscription or use of the Internet	<input type="checkbox"/>	<input type="checkbox"/>
	c) Security related risks (disclosure, destruction or corruption of data)	<input type="checkbox"/>	<input type="checkbox"/>
	d) Technical obstacles (e.g. when accessing enterprise's applications via the Internet)	<input type="checkbox"/>	<input type="checkbox"/>
	e) Other obstacles (difficulties to adapt to new technologies)	<input type="checkbox"/>	<input type="checkbox"/>
	f) The enterprise did not have the need for a mobile connection to the Internet	<input type="checkbox"/>	<input type="checkbox"/>

MODULE 2.C: AUTOMATIC SHARE OF INFORMATION OUTSIDE THE ENTERPRISE

Automatic share of information between enterprises and other ICT systems outside the enterprise refers to:			
- sending/receiving of messages (e.g. orders, invoices, payment transactions or production descriptions) via the Internet or other computer network in an agreed format which allows their automatic processing (e.g. XML, EDIFACT, etc.), excluding manually typed messages			
C1: In January 2012, did your enterprise use automatic share of information between enterprises and other ICT systems outside the enterprise?		YES <input type="checkbox"/>	NO <input type="checkbox"/> Go to D1
C2: Was the automatic share of information used for the following purposes?		YES	NO
	a) Sending payment instructions to financial institutions	<input type="checkbox"/>	<input type="checkbox"/>
	b) Sending or receiving product information (e.g. catalogues, price lists ...)	<input type="checkbox"/>	<input type="checkbox"/>
	c) Sending or receiving transport documents (e.g. consignment notes)	<input type="checkbox"/>	<input type="checkbox"/>
	d) Sending or receiving data to/from public authorities (e.g. tax returns, statistical data, etc.)	<input type="checkbox"/>	<input type="checkbox"/>

MODULE 2.D: ELECTRONIC SHARE OF INFORMATION IN THE CHAIN OF SUPPLY MANAGEMENT

Electronic share of information in the chain of supply management means:			
- exchange of all types of information with suppliers and/or customers in order to coordinate the availability and delivery of products and services to the final consumer;			
- including information on demand forecasts, inventories, production, distribution or product development;			
- via computer networks, not only the Internet, but also via other computer computer connections between different enterprises. This information may exchanged via websites or other means of electronic data transfer (see definition in module C), but it excludes manually typed e-mail messages.			
D1: Did your enterprise regularly share electronically information in the chain of supply management with its suppliers or customers, in January 2012?		YES <input type="checkbox"/>	NO <input type="checkbox"/> Go to E1
D2: Did your enterprise regularly share electronically information with its <u>suppliers</u> , in January 2012?		YES <input type="checkbox"/>	NO <input type="checkbox"/>
<i>Information on:</i> -inventory levels, production plans or demand forecasts -progress of delivery (i.e. distribution of raw materials or finished products)		<input type="checkbox"/>	<input type="checkbox"/>
D3: Did your enterprise regularly share electronically information with <u>customers</u> , in January 2012?		YES <input type="checkbox"/>	NO <input type="checkbox"/>
<i>Information on:</i> -inventory levels, production plans or demand forecasts -progress of delivery (i.e. distribution of raw materials or finished products)		<input type="checkbox"/>	<input type="checkbox"/>

MODULE 2.E: AUTOMATIC SHARE OF INFORMATION WITHIN THE ENTERPRISE

Automatic share of information between different services of the enterprise refers to any of the following:		
<ul style="list-style-type: none"> - using one single software application to support the different functions of the enterprise; - linking data between software applications that support the different functions of the enterprise; - using common databases or data storage accessed by the software applications that support the different functions of the enterprise; - automatic share of information between different software systems (see the definition in module C). 		
E1: In January 2012, 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	<input type="checkbox"/>	<input type="checkbox"/>
b) Keeping accounting records	<input type="checkbox"/>	<input type="checkbox"/>
c) Management of production and services	<input type="checkbox"/>	<input type="checkbox"/>
d) Management of distribution	<input type="checkbox"/>	<input type="checkbox"/>
E2: In January 2012, when your enterprise sent a purchase order (either electronically or not), was the relevant information about it shared electronically or automatically with the software used for the following functions?		
a) Management of inventory levels	<input type="checkbox"/>	<input type="checkbox"/>
b) Keeping accounting records	<input type="checkbox"/>	<input type="checkbox"/>
E3: In January 2012, did your enterprise have in use an ERP software package to share information on sales and/or supplies between business functions (e.g. financing, planning, marketing, etc.)?		
	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
E4: In January 2012, did your enterprise have in use any software application for managing information about customers (so-called CRM) that allows to:		
a) Capture, store and make available to other business functions information about customers?	<input type="checkbox"/>	<input type="checkbox"/>
b) Analyse the information about customers for marketing purposes (setting prices, making sales promotion, choosing distribution channels, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>

MODULE 2.F: e-COMMERCE

e-COMMERCE:		
<i>e-commerce</i> refers to business communication and transfer of goods and services (purchase and sale) over computer networks, as well as to capital transfer, use of digital communication (ICT). <i>e-commerce</i> may be used via website or automatic share of information between enterprises, but excludes manually typed individual messages.		
e-sales		
Sales over the Internet		
F1 : In 2011, did your enterprise receive orders for products or services placed via a website (excluding manually typed e-mails)?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> Go to F3
F2 : Please indicate the estimate of the percentage of the total turnover resulting from received orders that were placed via a website in 2011.	_ _ _ _ %	
EDI-type sales		
- EDI-type sales are sales made via EDI-type messages. EDI (Electronic Data Interchange) is used here as a generic concept for sending or receiving business information in an agreed standard format that allows their automatic processing (e.g. EDIFACT, UBL, XML...).		
F3 : In 2011, did your enterprise receive orders for products or services placed via EDI-type messages?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> Go to F5
F4 : Please, indicate an estimate of the percentage of the total turnover resulting from received orders that were placed via EDI-type messages in 2011?	National currency _____	
Orders placed via the Internet		
F5 : Did your enterprise place orders for products/services via the Internet in 2011?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> End

ICT GLOSSARY

ADSL (Asymmetric Digital Subscriber Line):

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

Bit (Binary Digit):

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

Broadband:

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

B2B (Business-to-Business):

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

B2C (Business-to-Customer):

Transactions that are carried out between business and private customer through IP networks and via other computer networks.

CRM (Customer Relationship Management):

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

Downloading

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

Dial-up connection:

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

DSL (Digital Subscriber Line):

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

xDSL, ADSL, etc.

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

Digital goods or services:

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

E-mail:

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

Extranet:

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

Electronic commerce:

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

Electronic (digital) signature:

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

ERP (Enterprise Resource Planning):

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

Firewall:

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

Hardware:

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

Internet:

World computer network.

Internet address:

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

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

Intranet:

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

ISDN (Integrated Services Digital Network):

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

Local Area Network (LAN):

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

Network:

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

Server:

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

Virus:

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

Wide Area Network (WAN):

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

Window:

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

