

USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN THE REPUBLIC OF SERBIA, 2013

HOUSEHOLDS/INDIVIDUALS ENTERPRISES



Belgrade, 2013.

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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 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 organisations dealing with financial and insurance activities. This undertaking was primarily meant to test and prepare the methodologies and instruments for the implementation of similar regular surveys related to households and the economy.

In the previous seven 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 2013 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 2013, while selected ones referred to the entire 2012.

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 classes 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, which will serve as the basis for further development.

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Part 2

Usage of information and communication technologies in enterprises in the Republic of Serbia, 2013

- 2.1. Does your enterprise use a computer for business use?
- 2.2. Enterprises by the percentage of employees using a computer at least once a week
- 2.3. Have your enterprise use during the year "open source" operating system Linux?
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- 2.5. Does your enterprise have access to the Internet?
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- 2.10. Does your enterprise use public authorities' services via the Internet?
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- 2.18. Did your enterprise use any of the following social media for business use?
- 2.19. Did your enterprise use social media for?
- 2.20. Does your enterprise have rules or a procedure for using social media for business use?

USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN THE REPUBLIC OF SERBIA, 2013

HOUSEHOLDS/INDIVIDUALS



1.1. METHODOLOGY

Survey period	<ul style="list-style-type: none">• The survey was carried out from 18 to 29 March 2013
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 (without AP Kosovo and Metohija)

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 87% (2080 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	1229	595	256	1044	576	460	1264	816	2080
%	59.1	28.6	12.3	50.2	27.7	22.1	60.8	39.2	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 87% (2080 individuals).

Individuals

Sample (individuals)	Age						Sex		Education			Employment situation				Total
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female	Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other	
Number	101	240	326	398	515	500	871	1209	476	1077	527	687	603	29	761	2080
%	4.9	11.5	15.7	19.1	24.8	24.0	41.9	58.1	22.9	51.8	25.3	33.0	29.0	1.4	36.6	100

1.3. MAIN FINDINGS

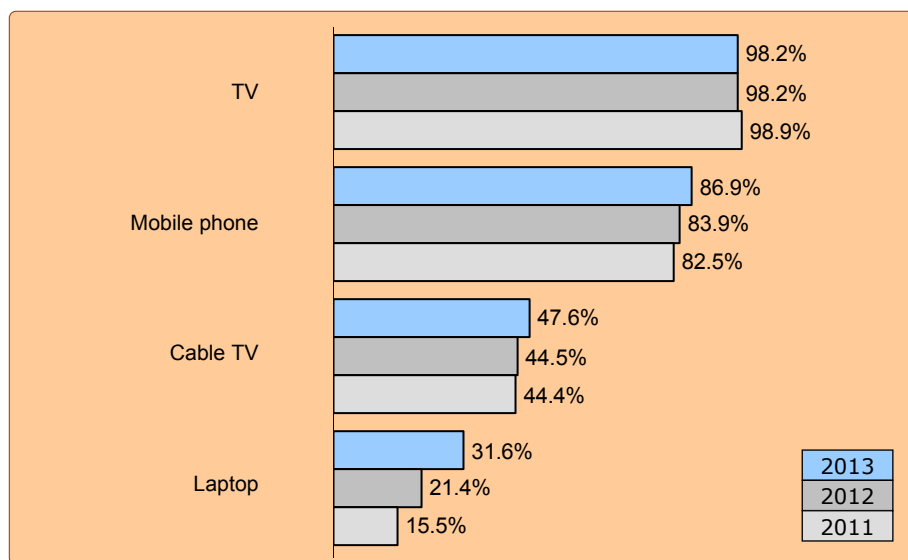
1.3.1. Devices in households

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 47.6% cable TV.

86.9% of households have a mobile phone

31.6% of households have a laptop, which is an increase of 10.2% and 16.1% in relation to 2012 and 2011 respectively

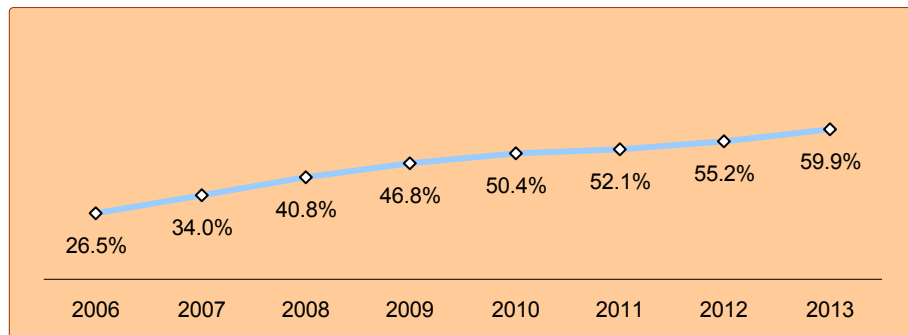
Graph 1.1. Devices available in households



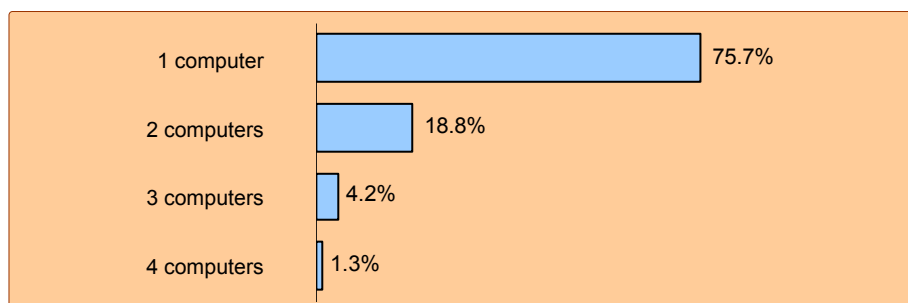
1.3.2. Computers in households

The main findings of the survey show that 59.9% of households in the Republic of Serbia have a computer, which is an increase of 4.7% and 7.8% in relation to 2012 and 2011, respectively. The percentage of computers in households varies as to the territory: in Belgrade it amounts to 67.1%, in Vojvodina 64%, and in Central Serbia 55.1%.

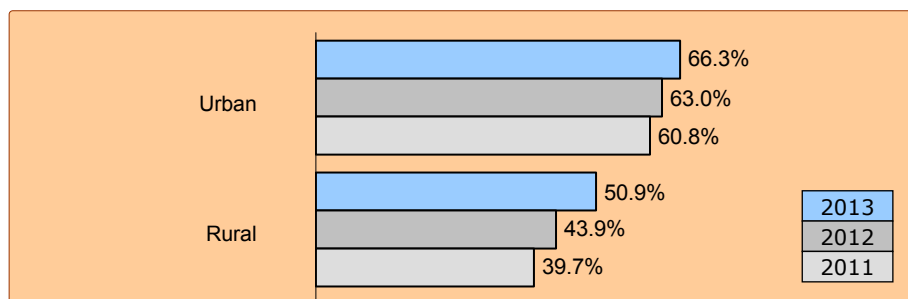
59.9% of households have a computer

Graph 1.2. Computers in households

Most of the households have one computer (75.7%), while just a few (18.8%) 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: 63.3% versus 50.9%. In relation to 2012, 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 3.3%, and in the rural part it amounts to 7%, when compared to 2012.

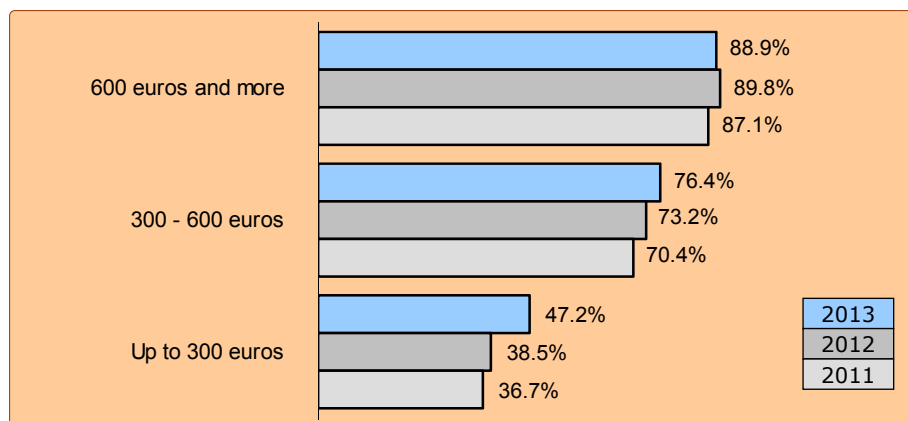
Graph 1.4. Percentage of households having a computer, by type of settlements

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 (88.9%) then in households with an income up to 300 euros (47.2%).

When comparing with data for 2012, growth rates in certain income classes for 2013 indicate that the above mentioned gap diminished in 2013. Growth rates for households with an income under 300 euros, in relation to 2012, amount to 3.2% (for the income size 300-600 euros), to -0.9% for households with an income over 600 euros, and to 8.7% for households with an income up to 300 euros.

47.2% of households with an income up to 300 euros have a computer

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

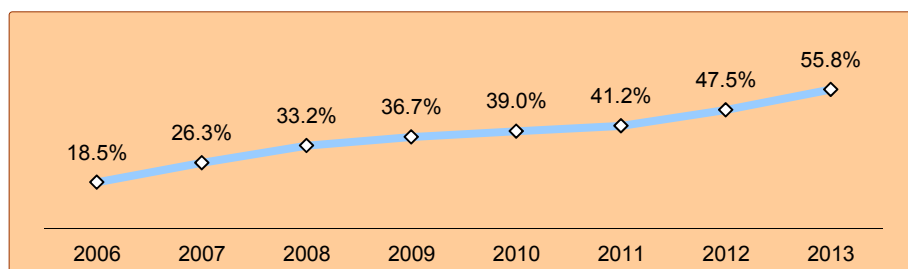


1.3.3. Internet in households

In the Republic of Serbia 55.8% of households have an Internet connection, which is an increase of 8.3% and 14.6% when compared to 2012 and 2011, respectively.

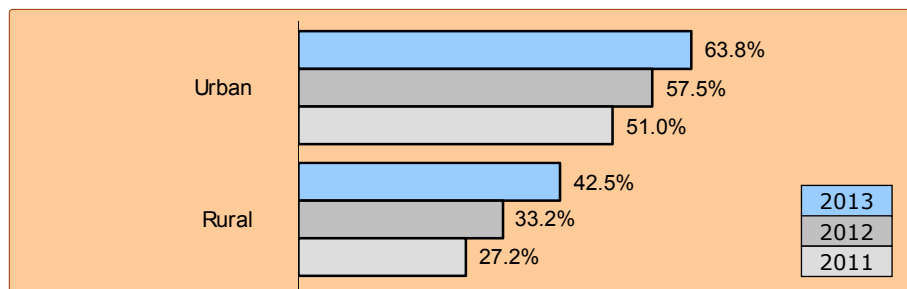
55.8% of households have an Internet connection

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



The highest percentage of Internet connection was observed in Belgrade (65.8%), in Vojvodina (58.3%), and in Central Serbia (49%).

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



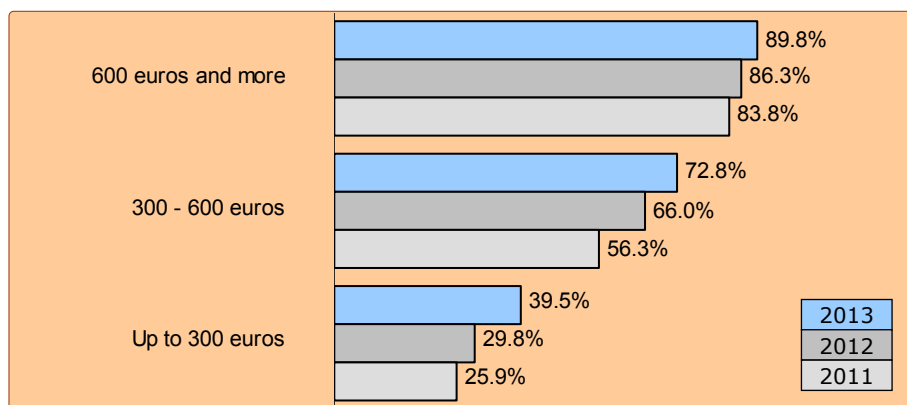
There are also considerable differences as to the percentage of Internet connection in urban and rural parts of Serbia: 63.8% versus 52.5%. When compared to 2012, the results indicate that the gap fell slightly. The growth rate in the urban part of Serbia is 6.3% and in the rural part 9.3%.

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 (89.8%), while only 39.5% of households with an income under 300 euros are connected to the Internet

39.5% of households with an income up to 300 euros have an Internet connection

The data for 2012 indicate that the gap in 2013, as regard Internet connection availability according to income level, diminished. This is clearly expressive from the growth rates in certain income classes for 2013 in relation to the previous year. While the growth rate for households with an income over 600 euros, when compared to 2012, is 3.5% and 6.8% for households with an income from 300 to 600 euros. The rate for households having an income up to 300 euros amounts to 9.7%.

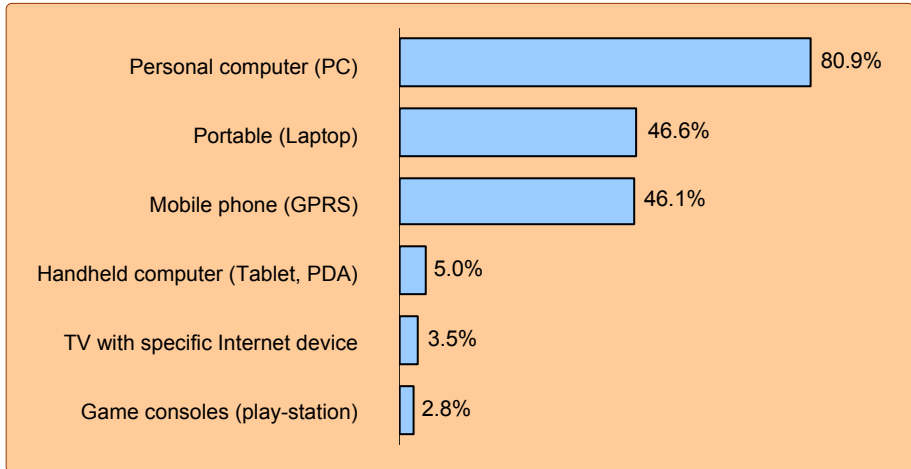
Graph 1.8. Households having an Internet connection, by income level



As regard the devices used to access the Internet, 80.9% of households use a personal computer, 46.6% a laptop and 46.1% a mobile phone.

The results of the survey indicate that the number of households that access the Internet via a mobile phone increased by 8.9% in relation to 2012, but the number of households accessing the Internet via a personal computer decreased by 3.9%.

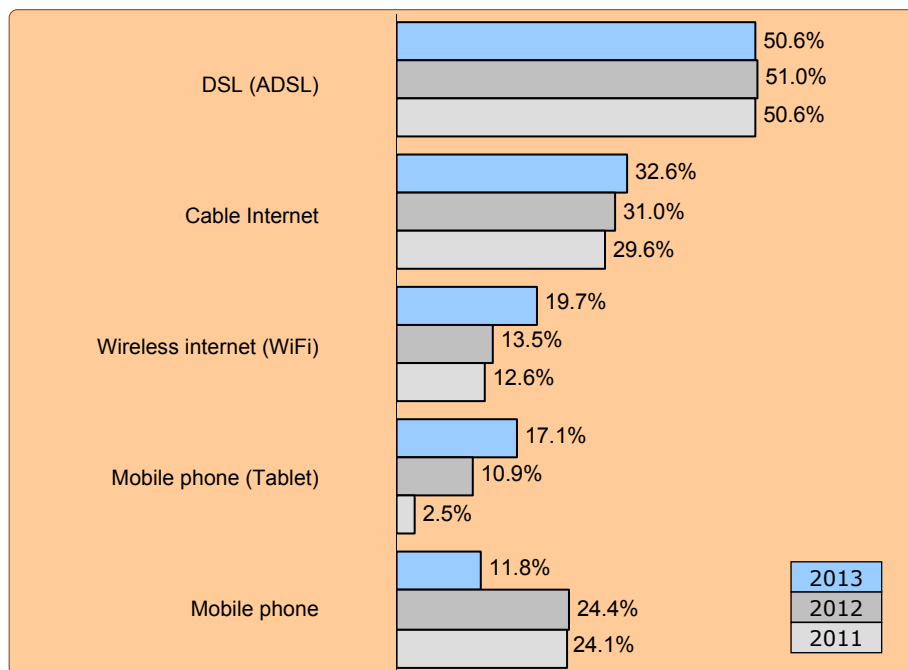
Graph 1.9. Devices used to access the Internet



As for types of connection, households were given the possibility to tick several proposed answers. The results indicate that of the total number of households that have an Internet connection, 50.6% of them have DSL (ADSL), 32.6% cable Internet, 19.7% wireless Internet and 1% have a modem connection.

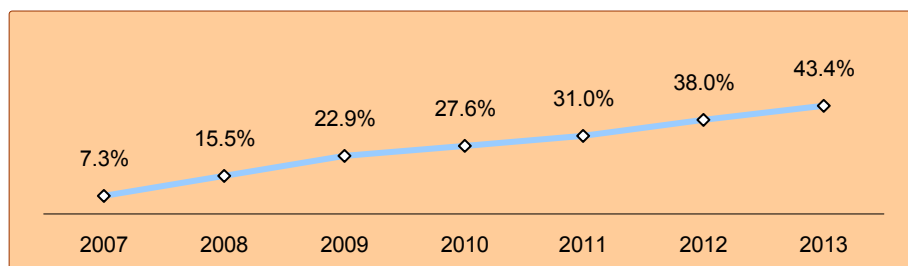
50.6% of households having an Internet connection use DSL (ADSL)

Based on the results of the survey a decrease of 0.4% and 6.8% in relation to 2012 and 2011 was observed in the use of a modem connection. This is primarily due to the use of broadband connection.

Graph 1.10. Type of Internet connection

43.4% of households in the Republic of Serbia have a broadband Internet connection

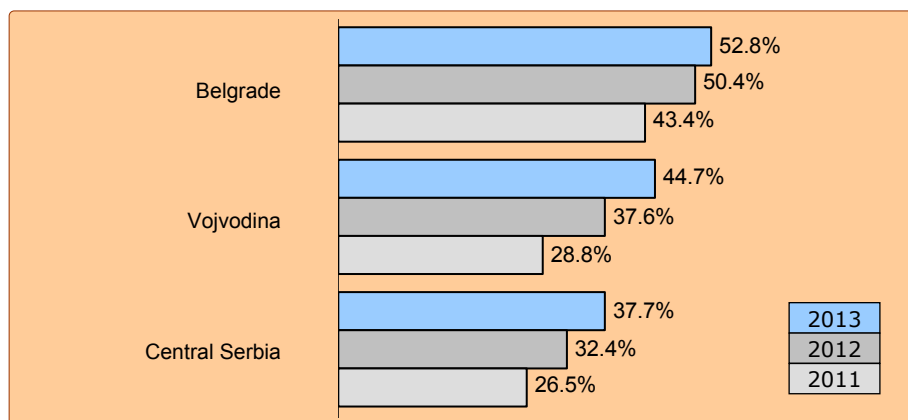
The broadband Internet connection, besides providing faster access, changes the entire way of using the Internet since it allows quicker download of information compared to the classic dial-up modem connection. Accordingly, from 2005 the percentage of households having this type of Internet connection is taken to be one of the main indicators of ICT development in the European Union. In Serbia, 43.4% of households have a broadband connection, which is an increase of 5.4% and 12.4% in relation to 2012 and 2011, respectively. The type of Internet connection is most used in Belgrade (52.8%), in Vojvodina (44.7%), and the least in Central Serbia (37.7%).

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 (70.5%), while the share of households with an income less than 300 euros is only 29.8%.

Large differences are also observed when comparing the use of this type of Internet connection in the rural and urban parts of Serbia: 52.4% versus 28.5%.

Graph 1.12. Broadband Internet connection in households, by territory



1.3.4. Individuals: use of computers

In the Republic of Serbia, 56.9% of individuals used a computer in the last three months, 2.2% more than three months ago, and 4.3% more than one year ago. There are even 36.6% of individuals who have never used a computer. The number of computer users increased by 2.3%, 3.5% and 7.1% in relation to 2012, 2011 and 2010, respectively.

The number of computers increased by 2.3% in relation to 2012

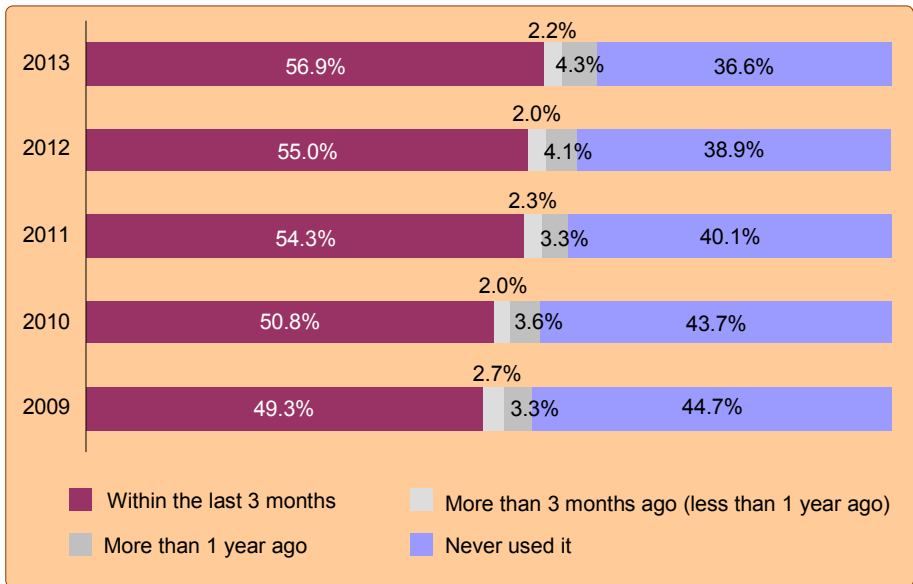
When compared with 2012, the number of individuals who used a computer in the last three months increased by rather 20 000.

More than 3 120 000 individuals used a computer in the last three months

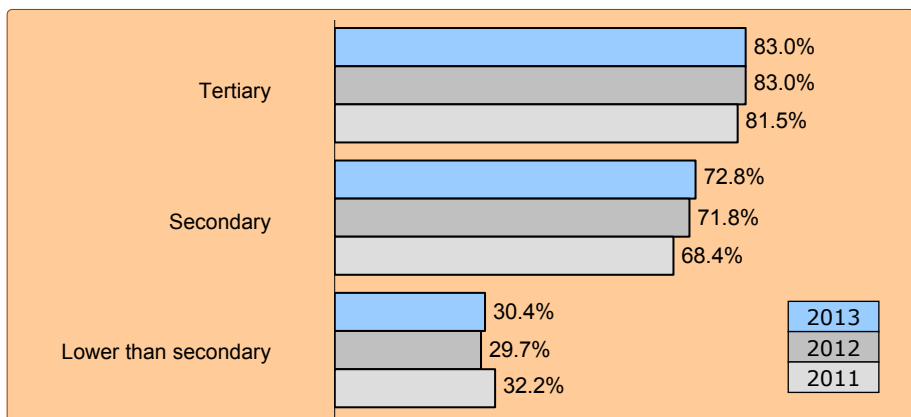
The percentage of computer users (in the last three months), according to educational level:

- 83% of individuals with tertiary education;
- 72.8% of individuals with secondary education;
- 30.4% of individuals with lower than secondary education.

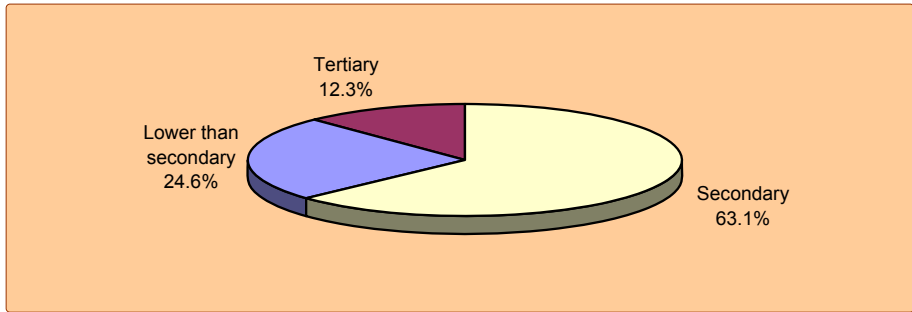
Graph 1.13. When did you last use a computer?



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

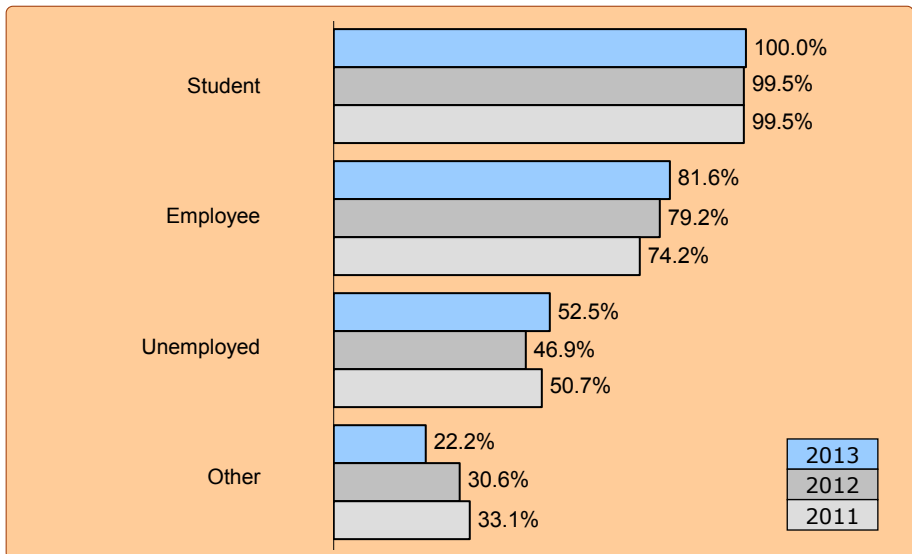


Among computer users, 63.1% have secondary educational level, 24.6% lower than secondary educational level, and 12.3% tertiary educational level

Graph 1.15. Educational structure of computer users

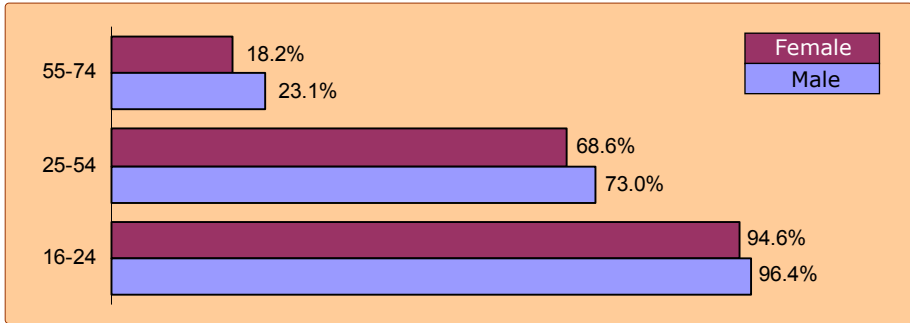
The percentage of computer users (in the last three months), according to employment situation:

- 100% of students;
- 81.6% of employees;
- 52.5% of unemployed persons;
- 22.2% of others (retired, on compulsory military service, etc.)

Graph 1.16. Percentage of computer users (in the last 3 months), by employment situation

The analysis of the respondents by sex indicates that in the last three months 60.6% of men and 53.4% of women used a computer.

Graph 1.17. Use of computers (in the last 3 months), by sex and age

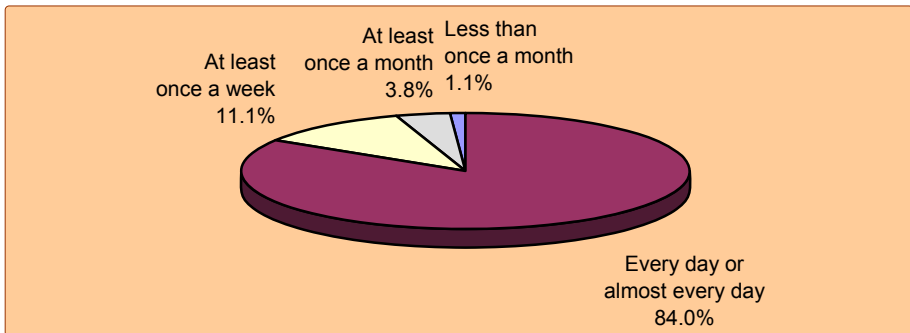


When asked how often the respondents used a computer in the last three months, 84% said having used a computer every day or almost every day, 11.1% at least once a week, 3.8% at least once a month, and 1.1% less than once a month

More than 2 600 000 individuals use a computer every day or almost every day

When compared with 2012, the number of individuals who used a computer every day or almost every day increased by some 100 000.

Graph 1.18. How often, on average, did you use a computer in the last 3 months?

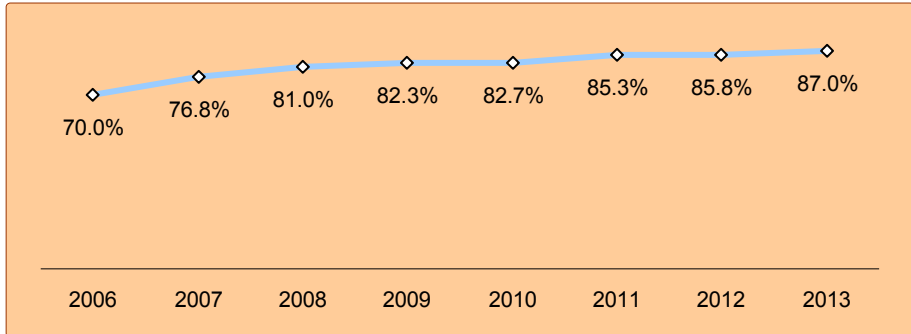


1.3.5. Individuals: use of mobile phones

The survey indicates that 87% of individuals use a mobile phone, while in 2012 the percentage was 85.3%.

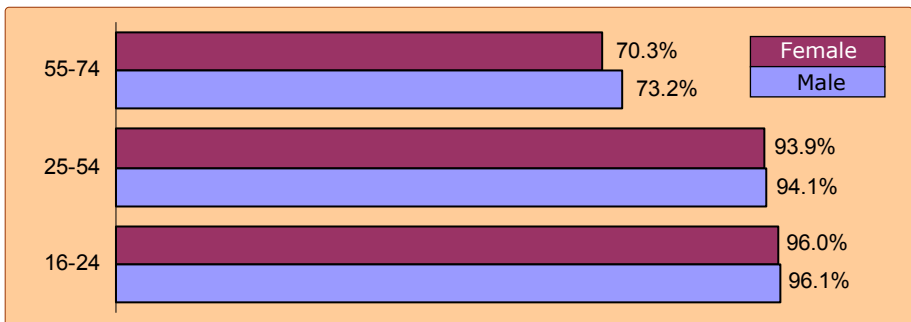
More than 4 890 000 individuals use a mobile phone

Graph 1.19. Use of mobile phones



When compared with 2012, the number of persons who used a mobile phone increased by some 30 000.

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



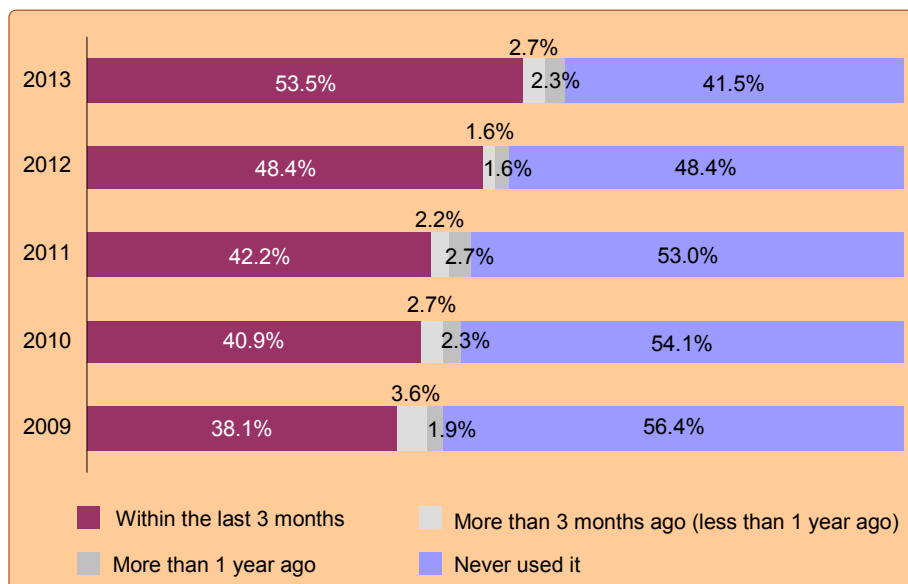
1.3.6. Individuals: use of the Internet

In the Republic of Serbia, 53.5% of persons used the Internet in the last three months, 2.7% of respondents used the Internet more than 3 months ago, and 2.3% more than one year ago. There were 41.5% of respondents that had never used the Internet.

The number of Internet users increased by 6.9%, 11.5% and 12.6% in relation with 2012, 2011, 2010, respectively.

The number of Internet users increased by 6.9% in relation to 2012

Graph 1.21. When did you last use the Internet?



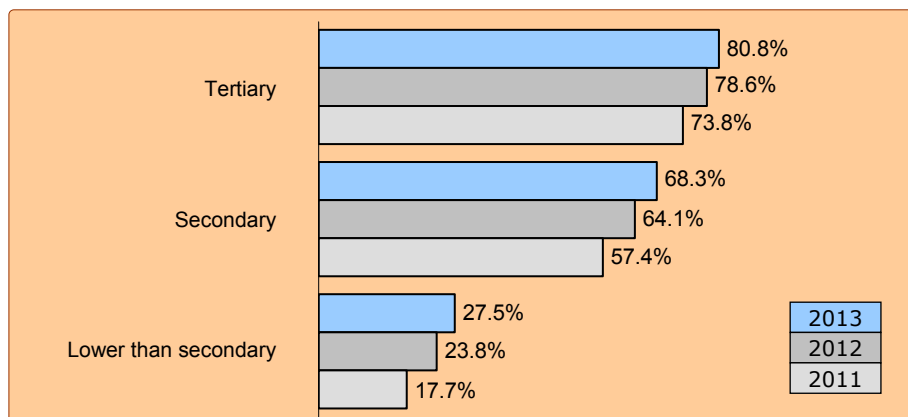
More than 2 900 000 individuals used the Internet in the last three months

When compared with 2012, the number of persons who used the Internet in the last three months increased by some 200 000.

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

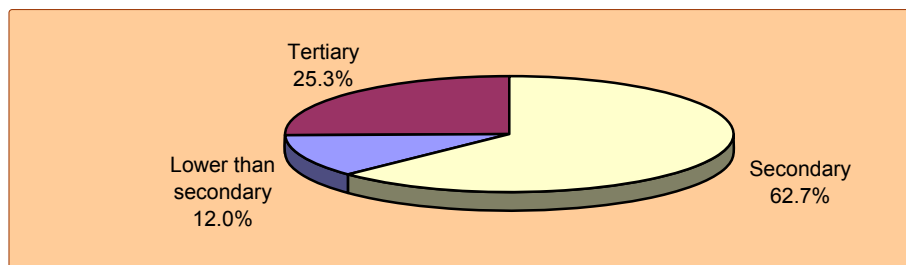
- 80.8% of persons with tertiary education;
- 68.3% of persons with secondary education;
- 27.5% of persons with lower than secondary education

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



Among Internet users, 62.7% attained secondary educational level, 12% of users attained lower than secondary educational level, and 25.3% tertiary educational level.

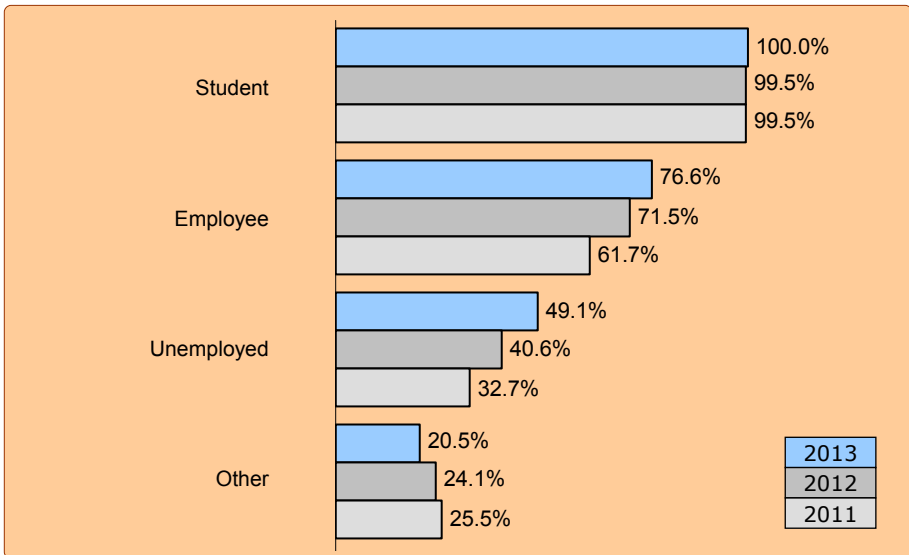
Graph 1.23. Educational structure of Internet users



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

- 100% of students;
- 76.6% of employees;
- 49.1% of unemployed;
- 20.5% of others (retirement, compulsory military service ...).

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

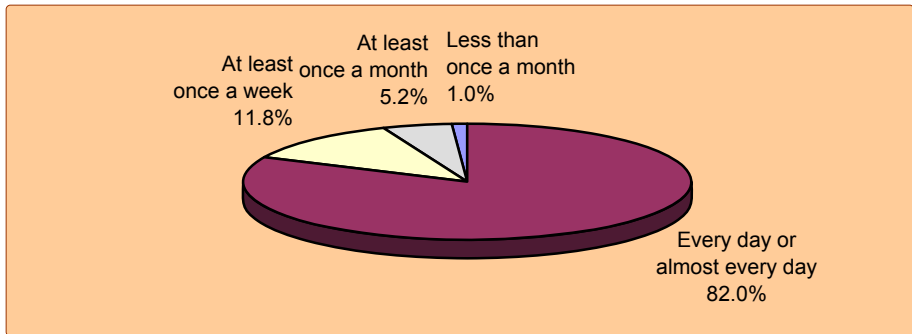


When asked how often on average they used the Internet in the last three months, 82% of respondents said having used it every day or almost every day

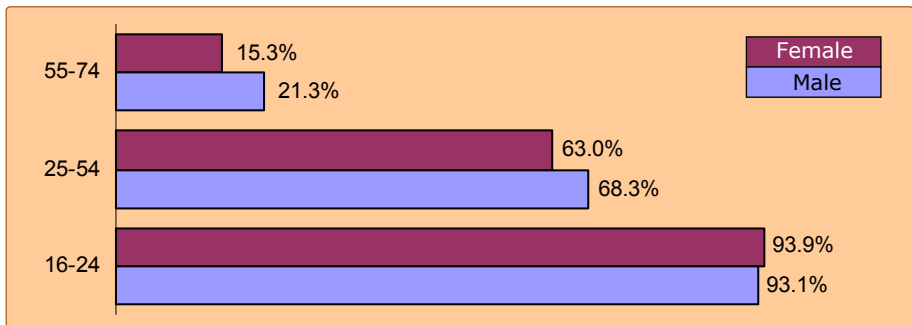
More than 2 400 000 individuals used the Internet every day or almost every day

Compared to 2012, the number of individuals who used the Internet every day or almost every day increased by some 300 000

Graph 1.25. How often, on average, did you use the Internet in the last 3 months?

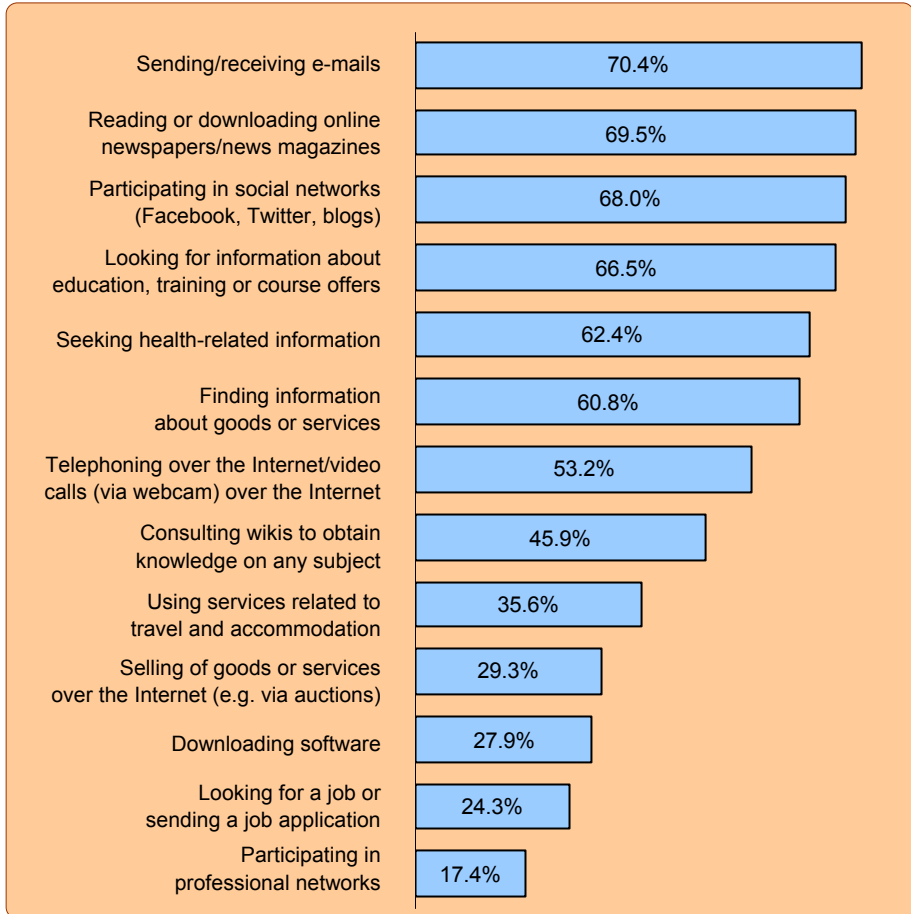


Graph 1.26. Use of the Internet (in the last 3 months), by sex and age

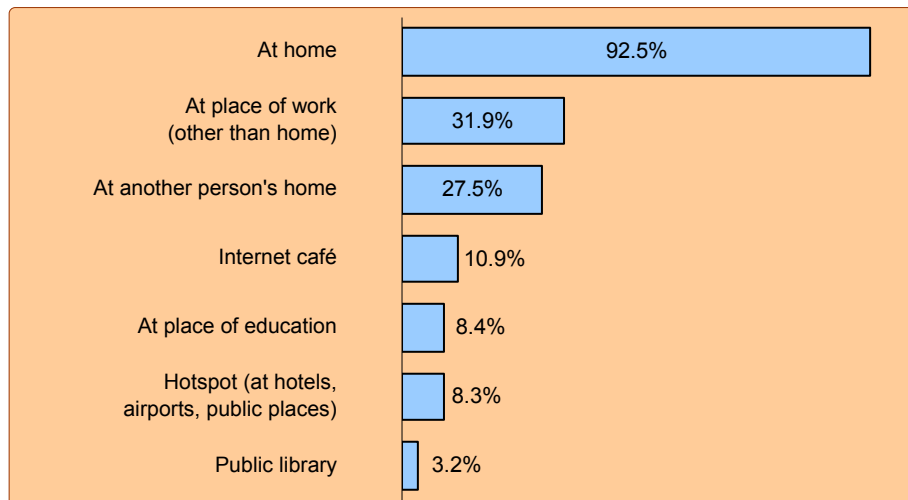


The analysis of respondents by sex indicates that 57% of men and 50% of women used the Internet in the last three months.

In the last three months the respondents used the Internet mostly for reading on-line newspapers/news/news magazines (69.5%) and participating in social networks such as Facebook and Twitter (68%).

Graph 1.27. Types of Internet use (for private purpose) in the last 3 months

93.4% of Internet population aged 16 to 24 have an account on social networks (Facebook, Twitter)

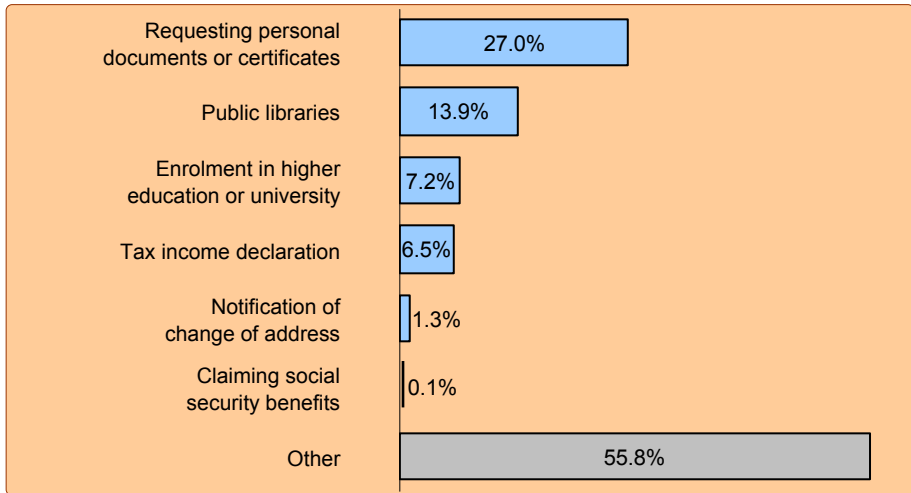
Graph 1.28. Where have you used the Internet in the last 3 months?

1.3.7. e-government

The survey indicates that 26.1% of respondents among Internet users use the Internet instead of personal contacts or visits to public authorities.

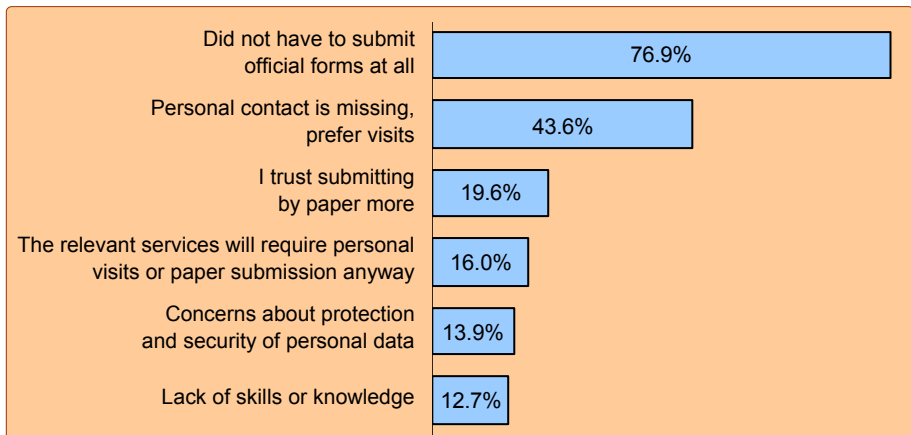
More than 806 000 individuals use public authorities' electronic services

Graph 1.29. For which of the following public authorities' services did you use the Internet?



The survey indicates that 27% of respondents who used the Internet in the last three months used to request personal documents.

Graph 1.30. What were the reasons for not submitting completed forms to public authorities over the Internet?



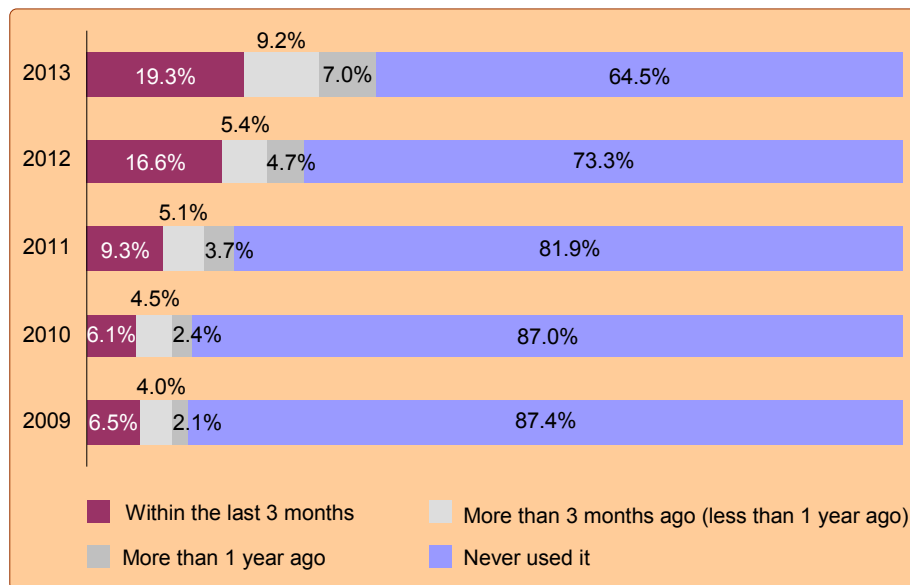
1.3.8. e-commerce

As regard the period when Internet users bought/ordered goods or services via the Internet, 19.3% of users bought/ordered goods/services in the last three months, 9.2% did it more than three months ago, and 7% more than a year ago.

64.5% of Internet users have never bought/ordered goods or services over the Internet.

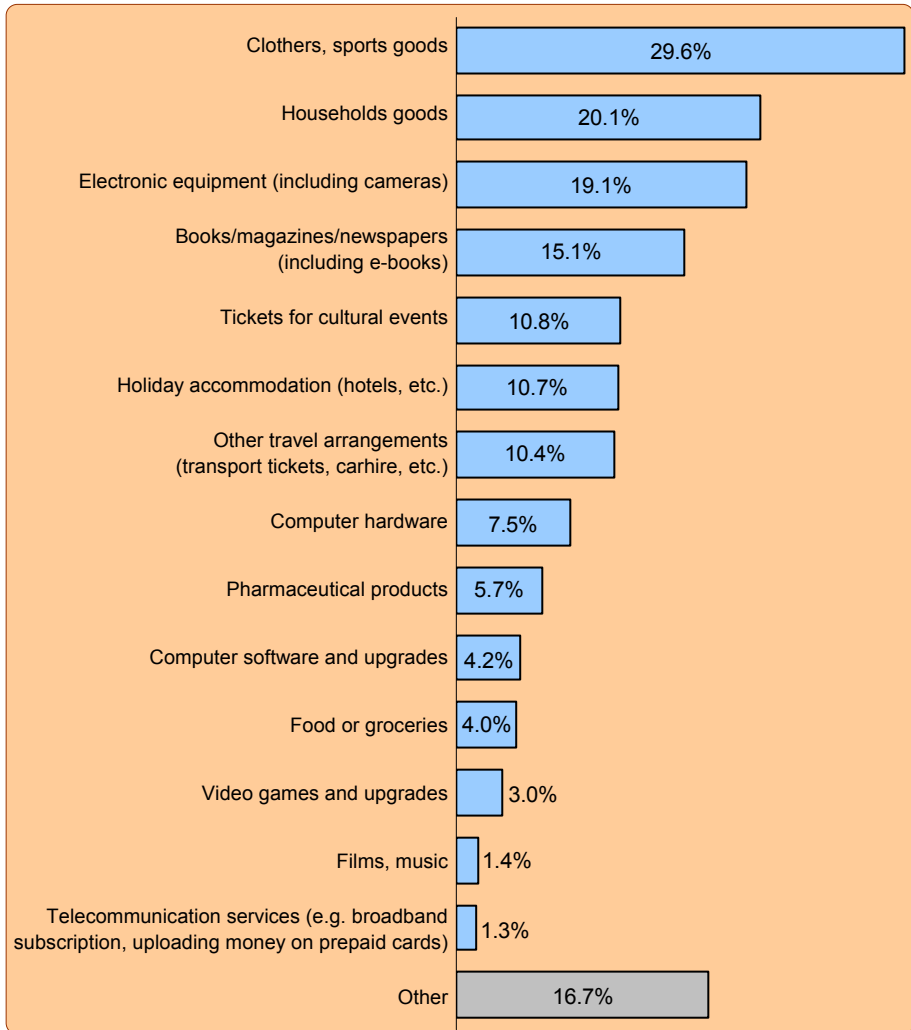
More than 900 000 individuals bought/ordered goods/services via the Internet in the last 12 months

Graph 1.31. When did you last (for private use) buy/order goods or services via the Internet?



Compared to 2012, the number of persons who bought or ordered goods/services over the Internet increased by some 300 000.

Graph 1.32. What type of goods or services have you ordered (for private use) via the Internet in the last 12 months?

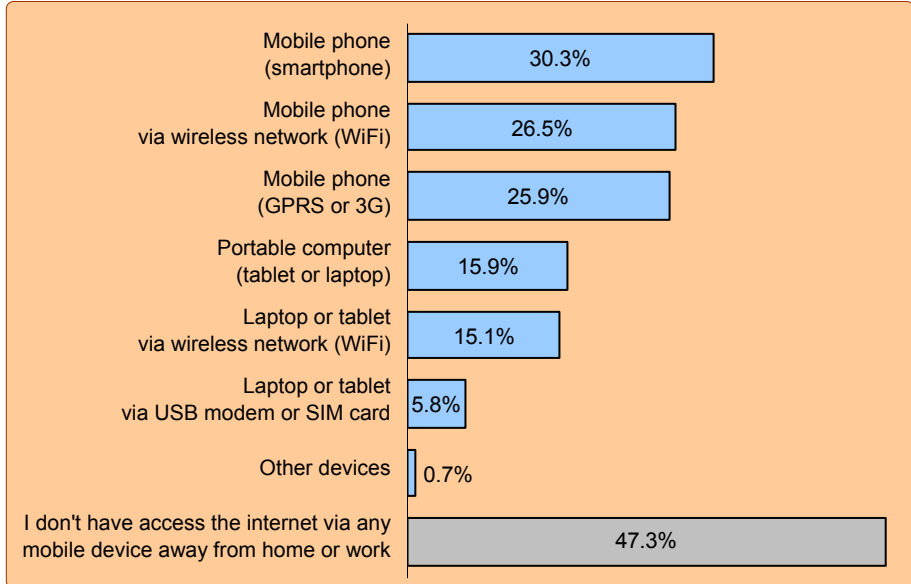


Most of the Internet users bought/ordered clothes and sport goods (29.6%) and household goods (20.1%).

1.3.9. Use of mobile Internet

The survey indicates that 30.3% of the Internet population used a mobile phone to access the Internet when away from home or workplace.

Graph 1.33. Did you use any of the following mobile devices to access the Internet away from home or workplace?



1.4. SURVEY RESULTS

MODULE 1.A: Access to information and communication technologies

in percentages

Response (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 (tick all that apply)									
TV	97.1	99.6	98.9	98.2	97.8	98.1	98.6	97.1	98.2
Mobile phone	79.6	96.2	98.5	84.5	86.2	92.3	91.8	78.7	86.9
Personal computer (PC)	47.2	76.4	88.9	55.1	64.0	67.1	66.3	50.9	59.9
Cable TV	35.8	61.4	69.1	38.2	43.7	70.0	65.1	18.6	47.6
Laptop	18.2	43.7	64.0	24.8	31.1	45.3	38.3	20.4	31.6
None of the above	0.8	0.0	0.0	0.6	0.3	0.4	0.2	0.9	0.5
A2: Do you or anyone in your household have access to the Internet at home?									
Yes	39.5	72.8	89.8	49.0	58.3	65.8	63.8	42.5	55.8
No	58.6	26.3	9.2	49.0	41.0	33.0	35.1	55.5	42.8
Don't know	1.9	0.8	0.9	2.0	0.7	1.2	1.1	2.0	1.4
A3: Devices used to accessing the Internet (tick all that apply) ¹⁾									
Personal computer (PC)	80.9	79.4	83.7	80.3	85.9	76.8	79.7	84.0	80.9
Portable computer (laptop)	34.1	49.9	64.9	38.9	46.8	57.4	51.1	35.6	46.6
Mobile phone (GPRS)	38.8	48.5	56.1	43.2	49.2	47.2	47.4	43.0	46.1
Handheld computer (tablet)	2.6	5.5	8.7	3.4	5.7	6.5	6.1	2.4	5.0
TV with specific Internet device	1.7	3.8	6.3	2.3	3.5	5.1	4.7	0.5	3.5
Game consoles (play-station)	2.3	2.9	3.3	2.3	1.9	4.3	3.0	2.2	2.8

¹⁾ The data refer to households that said YES to question A2.

MODULE 1.A: Access to information and communication technologies

in percentages

Response (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 (tick all that apply)¹⁾									
DSL(ADSL)	51.7	51.6	41.3	58.1	50.8	36.8	48.2	51.9	50.6
Cable Internet	28.8	32.4	40.4	24.1	28.5	48.7	38.2	18.4	32.6
Wireless Internet (WiFi)	17.4	17.5	28.3	14.9	24.7	21.3	19.7	19.8	19.7
Mobile phone (tablet) (via 3Gnetwork)	14.7	15.7	24.1	10.7	19.8	23.2	17.8	15.2	17.1
Mobile phone (via GPRS)	9.1	8.9	22.1	7.3	16.9	12.8	13.0	8.5	11.8
Mobile phone (USB) (via 3G network)	6.5	8.1	14.0	6.4	8.7	11.9	8.5	9.3	8.7
Dial-up access over normal telephone line or ISDN	1.5	1.2	0.7	1.1	1.1	0.8	1.0	1.0	1.0
A5: What are the reasons for not having access to the Internet at home? (tick all that apply)²⁾									
Have access to the Internet elsewhere	2.8	11.0	13.5	5.3	4.6	2.4	5.5	3.5	4.5
Don't need the Internet	60.1	64.6	51.2	58.1	61.6	66.8	64.7	56.5	60.7
Equipment costs too high	41.8	31.9	25.7	42.2	39.4	32.4	37.2	42.0	39.6
Access costs too high	37.9	28.7	25.7	36.0	35.7	35.8	35.8	36.0	35.9
Lack of skills	35.0	29.8	31.3	38.2	28.9	29.1	28.9	39.3	34.0
Privacy or security concerns	2.3	6.9	0.0	2.0	4.9	3.4	3.6	2.5	3.1
Broadband Internet is not available	5.1	5.4	8.0	6.8	3.8	2.6	2.4	8.1	5.2
Physical disability	6.6	2.7	0.0	6.5	6.0	3.3	3.7	7.8	5.7
None of the above; other reasons	3.1	7.1	3.6	2.0	5.3	7.0	4.7	3.0	3.9

¹⁾ The data refer to households that said YES to question A2.

²⁾ The data refer to households that said NO to question A2.

MODULE 1.B: Use

Response (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
B1: When did you last								
Within the last 3 months	95.1	84.5	69.7	58.6	27.0	9.9	60.6	53.4
More than 3 months ago (less than 1 year)	1.6	2.6	2.6	3.3	1.7	0.9	2.2	2.2
More than 1 year ago	1.8	3.3	4.2	4.0	7.8	3.5	4.4	4.2
Never used one	6.5	9.6	23.5	34.1	63.6	85.8	32.8	40.2
B2: How often on average have you								
Every day or almost every day	92.9	85.5	85.6	77.1	70.8	76.6	83.3	84.7
At least once a week	5.4	9.7	10.3	14.7	21.4	16.7	11.3	10.8
At least once a month	0.9	3.2	4.1	7.1	5.4	3.2	4.3	3.3
Less than once a month	0.8	1.6	0.0	1.1	2.4	3.5	1.1	1.1

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

of computers**in percentages**

Education			Employment situation				Total	Response (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
use a computer?								
30.4	72.8	83.0	81.6	52.5	100.0	22.2	56.9	Within the last 3 months
2.2	2.5	1.2	1.6	3.3	0.0	1.7	2.2	More than 3 months ago (less than 1 year)
3.9	4.5	4.4	2.3	4.5	0.0	7.4	4.3	More than 1 year ago
63.5	20.1	11.4	14.5	39.7	0.0	68.6	36.6	Never used one
used a computer in the last 3 months? ¹⁾								
79.1	82.2	91.0	86.1	80.6	100.0	75.9	84.0	Every day or almost every day
16.7	11.7	6.8	9.2	13.7	0.0	18.2	11.1	At least once a week
3.1	4.7	1.8	3.8	4.3	0.0	4.7	3.8	At least once a month
1.1	1.4	0.4	0.9	1.4	0.0	1.3	1.1	Less than once a month

MODULE 1.C: Use

Response (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
C1: When did you last								
Within the last 3 months	93.7	80.6	67.7	51.1	24.2	8.1	57.0	50.0
More than 3 months ago (less than 1 year)	1.6	2.9	4.0	4.9	1.2	0.8	3.0	2.4
More than 1 year ago	2.6	2.0	1.5	2.5	3.9	1.1	2.3	2.4
Never used one	2.0	14.4	26.7	41.4	70.7	90.0	37.7	45.2
C2: How often on average have you								
Every day or almost every day	91.7	85.0	80.7	75.7	65.3	76.8	80.5	83.6
At least once a week	5.3	9.7	13.3	14.2	24.8	18.5	11.9	11.8
At least once a month	3.0	4.4	4.7	7.8	9.9	0.0	6.7	3.5
Less than once a month	0.0	0.9	1.4	2.3	0.0	4.6	0.9	1.1
C3: Where have you used the Internet								
At home	95.3	92.5	93.5	88.7	89.2	97.2	92.4	92.6
At place of work (other than home)	13.3	38.8	38.6	41.8	28.7	5.6	31.1	32.8
At place of education	22.2	5.4	3.5	4.9	3.7	0.0	7.5	9.5
At another person's home	58.0	29.0	15.1	10.9	14.2	6.2	28.6	26.4
In Internet café	25.9	10.3	6.0	4.2	2.5	0.0	14.9	6.5
In Hotspot (at hotels, airports, public places...)	11.0	10.3	7.6	5.4	5.2	0.0	10.0	6.5
In public library	8.6	2.4	2.4	0.3	0.4	1.0	1.5	5.1
C4: Did you use any of the following								
Mobile phone (Smartphone)	46.5	36.8	25.5	18.1	11.3	4.8	31.3	29.2
Mobile phone via GPRS or 3G network	32.5	36.8	23.5	14.9	7.8	9.0	27.0	24.6
Mobile phone via WiFi	45.6	29.4	21.5	14.7	10.1	4.5	29.2	23.6
Portable computer (laptop or tablet)	19.0	16.7	15.5	13.6	12.1	14.4	15.1	16.8
Laptop or tablet via USB key or SIM card	8.5	6.0	5.3	4.2	3.3	6.1	5.8	5.8
Laptop or tablet via WiFi	19.5	15.4	16.8	10.3	10.0	5.4	15.7	14.4
Other devices	1.4	0.9	0.8	0.0	0.0	0.0	1.2	0.2
I don't access the Internet via any mobile device away from home or work	26.9	33.5	53.8	67.5	77.7	77.2	45.2	49.7

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

of the Internet**in percentages**

Education			Employment situation				Total	Response (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
use the Internet?								
27.5	68.3	80.8	76.6	49.1	100.0	20.5	53.5	Within the last 3 months
2.1	3.3	1.9	2.7	3.6	0.0	1.4	2.7	More than 3 months ago (less than 1 year)
1.6	2.6	3.1	1.7	2.4	0.0	3.6	2.3	More than 1 year ago
68.9	25.9	14.2	19.0	44.9	0.0	74.5	41.5	Never used one
used the Internet in the last 3 months? ¹⁾								
74.0	80.3	89.9	83.9	78.8	100.0	72.1	82.0	Every day or almost every day
17.2	12.6	7.4	10.7	14.4	0.0	15.5	11.8	At least once a week
7.5	5.7	2.6	4.6	5.2	0.0	11.5	5.2	At least once a month
1.3	1.3	0.1	0.8	1.6	0.0	1.0	1.0	Less than once a month
in the last 3 months? (tick all that apply) ¹⁾								
92.2	91.7	94.6	91.1	94.2	100.0	89.1	92.5	At home
1.6	27.7	56.7	53.9	9.1	19.7	4.8	31.9	At place of work (other than home)
12.7	7.2	9.5	6.1	8.0	33.4	7.2	8.4	At place of education
54.2	24.6	22.2	19.7	35.3	41.8	32.4	27.5	At another person's home
18.0	9.6	10.7	8.9	10.9	24.9	13.3	10.9	In Internet café
4.9	5.7	16.4	10.3	5.1	13.1	6.3	8.3	In Hotspot (at hotels, airports, public places...)
6.1	2.3	4.3	1.9	2.3	12.5	8.2	3.2	In public library
mobile devices to access the Internet? (tick all that apply) ¹⁾								
38.4	27.7	32.8	31.1	30.8	29.5	24.5	30.3	Mobile phone (Smartphone)
20.6	25.0	30.6	29.4	19.4	32.7	26.6	25.9	Mobile phone via GPRS or 3G network
36.8	23.8	28.3	26.1	24.1	45.1	26.4	26.5	Mobile phone via WiFi
15.9	11.3	27.5	17.7	8.3	36.2	22.5	15.9	Portable computer (laptop or tablet)
13.7	4.3	5.9	6.2	1.9	8.1	17.3	5.8	Laptop or tablet via USB key or SIM card
12.0	12.9	21.9	16.9	9.2	25.7	20.1	15.1	Laptop or tablet via WiFi
0.0	1.0	0.5	0.8	0.0	5.7	0.0	0.7	Other devices
40.0	50.9	41.9	47.0	48.7	26.2	56.7	47.3	I don't access the Internet via any mobile device away from home or work

MODULE 1.C: Use

Response (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
C5: For which of the following activities have you used								
Sending/receiving e-mail	77.0	75.1	70.0	61.7	59.2	64.5	70.7	70.0
Participating in social networks (Facebook, Twitter)	93.4	79.7	66.9	39.2	36.7	26.6	67.5	68.5
Reading or downloading on-line news, newspapers or news magazines	59.7	71.2	77.5	67.2	74.2	71.6	70.1	68.9
Seeking health-related information	56.0	67.2	67.6	59.8	58.4	58.2	52.3	73.6
Looking information about education, training or course offers	72.5	68.7	70.0	63.8	47.8	37.4	61.1	72.5
Finding information about goods or services	42.1	74.8	66.8	66.3	45.5	43.8	61.6	59.8
Downloading software	47.5	29.1	23.1	17.7	10.2	12.2	36.2	18.9
Posting opinions about social issues via blogs and/or social networks	16.1	21.9	14.7	7.7	7.2	9.0	16.0	13.7
Taking part in on-line discussions or voting to define social issues	12.1	13.2	7.0	5.8	4.0	3.1	9.4	9.1
Doing an on-line course (in any subject)	10.1	6.6	4.4	2.2	2.7	0.0	6.8	4.4
Consulting Wikipedia (to obtain knowledge on any subject)	55.2	50.9	47.3	34.2	29.7	35.8	44.4	47.6
Looking for a job or sending a job application	22.1	39.3	24.3	16.1	6.3	3.1	25.4	23.1
Participating in professional networks (creating user profile, posting messages)	21.6	23.6	15.6	10.6	8.9	4.0	18.1	16.7
Using services related to travel or travel related to accommodation	23.6	46.0	40.2	35.9	28.1	16.9	31.4	40.2
Selling of goods or services over the Internet (e.g. via auctions)	36.9	32.6	27.9	23.0	19.4	14.1	31.2	27.2
Telephoning over the Internet / video calls (via webcam) over the the Internet	53.8	52.1	58.4	46.0	53.6	68.1	55.7	50.5
Internet banking	4.9	17.2	19.6	17.7	11.2	3.5	15.3	13.0
Playing game of chance	2.1	6.1	1.3	0.5	0.0	2.9	4.6	0.3

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

of the Internet**in percentages**

Education			Employment situation				Total	Response (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
the Internet in the last 3 months for private purpose? ¹⁾								
68.6	64.8	85.2	74.5	63.0	91.8	62.0	70.4	Sending/receiving e-mail
87.0	67.7	59.7	63.9	73.3	100.0	50.4	68.0	Participating in social networks (Facebook, Twitter)
49.7	67.4	84.3	76.9	57.8	70.9	72.4	69.5	Reading or downloading on-line news, newspapers or news magazines
52.6	61.1	70.5	66.2	54.6	70.4	66.1	62.4	Seeking health-related information
50.9	66.0	75.3	68.7	65.9	79.0	49.1	66.5	Looking information about education, training or course offers
26.0	63.7	70.0	73.0	49.2	67.1	33.2	60.8	Finding information about goods or services
41.4	24.1	31.1	26.4	26.6	64.1	18.7	27.9	Downloading software
13.3	14.0	17.7	16.1	12.6	20.7	13.1	14.9	Posting opinions about social issues via blogs and/or social networks
9.9	8.7	10.3	9.8	7.1	14.9	11.0	9.3	Taking part in on-line discussions or voting to define social issues
7.6	3.6	9.9	5.6	4.8	19.4	0.5	5.7	Doing an on-line course (in any subject)
26.7	43.8	60.3	48.0	37.5	83.4	42.5	45.9	Consulting Wikipedia (to obtain knowledge on any subject)
17.8	23.7	28.9	21.8	33.1	29.6	2.1	24.3	Looking for a job or sending a job application
14.3	16.6	20.9	20.5	13.8	22.5	10.8	17.4	Participating in professional networks (creating user profile, posting messages)
8.1	31.1	59.8	46.5	22.0	50.5	18.0	35.6	Using services related to travel or travel related to accommodation
38.7	27.2	30.0	29.6	26.9	32.6	34.2	29.3	Selling of goods or services over the Internet (e.g. via auctions)
43.4	52.2	60.4	55.2	45.4	70.9	60.4	53.2	Telephoning over the Internet / video calls (via webcam) over the the Internet
1.0	12.4	24.8	22.4	5.4	5.8	7.5	14.2	Internet banking
2.7	2.7	2.1	3.7	1.7	0.0	0.6	2.5	Playing game of chance

MODULE 1.D:

Response (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
D1: Have you used in the last 3 months the services								
Obtaining information from public authorities' websites	12.1	26.7	24.8	14.3	15.5	19.1	18.6	20.7
Downloading official forms	6.5	15.3	18.4	14.2	16.0	12.5	14.0	13.7
Submitting completed forms	8.7	8.7	12.9	11.1	14.3	10.1	10.6	10.6
D2: Have you used in the last 12 months the services								
Income tax declaration	4.2	4.4	6.5	8.7	12.8	8.4	5.4	7.6
Claiming social security benefits	0.0	0.0	0.0	0.0	1.5	0.0	0.0	0.3
Requesting personal documents	20.3	30.2	25.6	21.9	42.3	23.1	26.7	27.3
Accessing public libraries	43.2	7.5	7.9	7.1	16.3	9.0	8.4	19.5
Enrolment in higher education or university	7.3	10.8	4.9	5.1	7.6	0.0	6.4	8.1
Notification of change of address	0.0	2.0	1.9	0.9	0.0	0.0	0.5	2.0
None of the above	44.9	54.5	62.4	65.3	38.8	68.6	60.6	50.9
D3: Have you experienced in the last 12 months any of the following								
Technical failure of website	25.5	22.7	19.3	15.5	19.6	4.2	20.4	20.4
Insufficient or outdated information	14.5	29.7	35.7	35.3	39.2	20.3	31.1	30.1
On-line (off-line) not found	8.8	12.3	21.8	11.6	16.0	8.4	12.1	16.7
None of the above	65.6	60.6	54.4	59.7	51.8	75.5	57.8	60.4

¹⁾ The data refer to individuals who said "Within the last 3 months" or "More than 3 months ago (less than 1 year)" to question C1.

e-governemnt¹⁾

in percentages

Education			Employment situation				Total	Response (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
of public authorities for the following activities? (tick all that apply)								
9.5	16.5	32.5	25.6	13.7	7.2	17.3	19.6	Obtaining information from public authorities' websites
3.6	10.3	28.2	19.0	10.1	1.4	8.2	13.9	Downloading official forms
3.6	9.9	16.2	12.8	8.2	10.7	8.0	10.6	Submitting completed forms
of public authorities for any of the following activities (tick all that apply)								
0.0	5.4	8.9	7.7	2.6	0.0	12.3	6.5	Income tax declaration
0.0	0.0	0.3	0.0	0.0	0.0	1.6	0.1	Claiming social security benefits
0.0	31.6	25.0	29.1	16.8	49.8	32.1	27.0	Requesting personal documents
43.1	10.6	13.6	7.0	18.5	30.6	43.5	13.9	Accessing public libraries
0.0	6.2	9.7	6.7	6.6	30.6	3.3	7.2	Enrolment in higher education or university
0.0	0.0	3.1	1.5	1.2	0.0	0.0	1.3	Notification of change of address
56.9	54.3	57.5	59.0	62.4	37.0	20.4	55.8	None of the above
problems when using websites of public authorities? (tick all that apply)								
0.0	17.7	27.2	20.0	24.2	38.3	4.2	20.4	Technical failure of website
0.0	31.2	34.6	34.5	19.4	37.0	32.2	30.6	Insufficient or outdated information
0.0	11.2	20.8	17.6	7.3	13.2	12.1	14.4	On-line (off-line) not found
100.0	60.3	51.1	56.3	67.4	32.4	66.9	59.1	None of the above

MODULE 1.D:

Response (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
D4: Are you satisfied or dissatisfied with the following aspects								
a) Ease of								
Mainly satisfied	79.1	87.4	81.3	84.4	83.3	83.7	76.7	90.9
Mainly dissatisfied	9.3	3.7	16.4	6.6	16.7	0.0	12.7	6.0
Did not use this type of service	11.6	8.9	2.2	9.0	0.0	16.3	10.6	3.0
b) Usefulness of the								
Mainly satisfied	88.4	74.8	78.7	87.3	84.6	83.8	75.7	86.8
Mainly dissatisfied	0.0	16.3	19.1	7.9	13.6	11.0	14.8	10.7
Did not use this type of service	11.6	8.8	2.2	4.8	1.8	5.1	9.6	2.5
c) Information on the progress								
Mainly satisfied	28.9	27.8	43.0	43.9	55.4	43.0	38.4	36.6
Mainly dissatisfied	2.0	13.7	8.7	8.1	6.1	4.2	7.5	10.2
Did not use this type of service	69.1	58.6	48.3	47.9	38.4	52.7	54.1	53.2
d) Ease of using								
Mainly satisfied	77.1	89.6	79.0	81.1	78.4	66.6	79.0	85.2
Mainly dissatisfied	9.3	5.4	9.9	8.0	15.8	6.8	10.5	6.6
Did not use this type of service	13.6	5.0	11.1	10.9	5.8	26.6	10.5	8.2
D5: Have you contacted in the last 12 months public authorities								
By telephone	9.8	17.0	11.6	14.9	16.3	19.7	12.2	15.6
By e-mail	3.4	5.3	4.3	3.8	5.2	1.2	4.5	4.0
In person	14.6	25.5	22.7	26.4	21.5	21.9	22.6	21.8
By SMS, fax	0.0	3.3	1.2	3.0	3.9	1.4	2.2	2.0
Did not have to contact public authorities in the last 12 months	77.3	65.1	70.7	64.2	65.3	69.0	69.4	68.5

¹⁾ The data refer to individuals who said "Within the last 3 months" or "More than 3 months ago (less than 1 year)" to question C1.

e-governemnt¹⁾

in percentages

Education			Employment situation				Total	Response (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
of using websites of public authorities in the last 12 months?								
finding information								
72.6	80.5	89.5	86.0	77.5	82.6	84.5	83.6	Mainly satisfied
0.0	13.5	5.6	7.9	11.4	17.4	12.1	9.4	Mainly dissatisfied
27.4	6.0	4.9	6.1	11.1	0.0	3.4	6.9	Did not use this type of service
information available								
72.6	78.6	85.7	83.2	71.3	100.0	85.9	81.1	Mainly satisfied
0.0	16.8	9.5	11.8	17.7	0.0	11.1	12.8	Mainly dissatisfied
27.4	4.6	4.8	4.9	11.0	0.0	3.0	6.1	Did not use this type of service
(follow up) of requests								
0.0	42.4	37.0	42.5	25.4	49.8	30.6	37.5	Mainly satisfied
0.0	7.9	11.5	10.6	7.3	0.0	4.1	8.8	Mainly dissatisfied
100.0	49.8	51.5	46.9	67.3	50.2	65.2	53.7	Did not use this type of service
services on the website								
72.6	82.2	83.4	83.6	76.8	82.6	86.0	82.0	Mainly satisfied
0.0	12.3	5.0	8.2	8.7	17.4	6.9	8.6	Mainly dissatisfied
27.4	5.5	11.6	8.2	14.5	0.0	7.1	9.4	Did not use this type of service
for private purposes using any of the following methods? (tick all that apply)								
8.0	11.8	22.0	16.2	10.8	7.4	16.3	13.9	By telephone
0.0	3.1	9.5	5.1	3.3	8.6	1.0	4.3	By e-mail
12.4	21.1	30.1	25.2	22.4	11.6	11.9	22.2	In person
4.0	0.8	4.3	3.5	0.6	0.0	1.2	2.1	By SMS, fax
76.3	72.4	56.5	66.1	70.4	76.3	74.1	69.0	Di not have to contact public authorities in the last 12 months

MODULE 1.D:

Response (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
D6: What were the reasons for not submitting completed forms to								
Did not have to submit completed forms	83.3	76.4	76.8	73.0	71.4	72.2	78.5	75.1
There were no website services available	0.0	7.0	4.7	4.3	1.9	3.0	3.4	4.4
Prefer personal contact and visits	31.1	43.9	52.5	46.5	46.9	43.4	41.2	46.2
Immediate response for submitted forms is missing	1.8	6.1	4.2	2.7	4.8	5.1	4.2	3.6
Prefer to submit documents in paper	16.2	21.7	19.5	21.1	18.6	20.9	18.3	21.0
Lack of skills	6.4	13.8	11.0	16.1	18.5	30.6	14.3	10.9
Concerns about protection and security of personal data	12.4	17.7	14.3	12.7	9.4	5.0	13.3	14.5
The relevant services require personal visits or paper submissions	9.2	19.1	20.8	16.9	12.4	8.5	13.7	18.5
Lack of electronic signature or electronic ID / certificate	2.6	7.5	3.9	4.6	1.2	2.5	2.5	6.6
Another person did it on my behalf	7.7	4.1	1.4	2.4	2.9	2.7	4.0	3.8
None of the above	3.5	1.9	3.4	3.2	5.5	3.1	2.0	4.5

¹⁾ The data refer to individuals who said "Within the last 3 months" or "More than 3 months ago (less than 1 year)" to question C1.

²⁾ The data refer to individuals who did not say "Submitting completed forms" to question D1.

e-gouvernement¹⁾

in percentages

Education			Employment situation				Total	Response (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
public authorities over the Internet in the last 12 months? (tick all that apply)²⁾								
75.1	79.2	71.6	76.4	75.4	76.2	84.9	76.9	Did not have to submit completed forms
0.0	3.1	8.4	4.8	3.7	2.1	1.4	3.9	There were no website services available
34.3	46.5	41.0	44.1	45.3	45.8	33.5	43.6	Prefer personal contact and visits
1.1	3.8	5.9	3.5	5.1	0.0	3.7	3.9	Immediate response for submitted forms is missing
17.9	19.3	21.5	18.9	21.9	15.6	16.6	19.6	Prefer to submit documents in paper
14.1	13.3	10.1	11.2	14.2	10.7	15.7	12.7	Lack of skills
8.7	14.4	15.5	14.9	13.5	20.3	6.5	13.9	Concerns about protection and security of personal data
7.7	16.6	19.2	18.4	15.7	11.1	7.9	16.0	The relevant services require personal visits or paper submissions
0.0	3.5	9.5	6.7	2.6	3.5	0.5	4.4	Lack of electronic signature or electronic ID / certificate
12.4	2.4	2.8	1.9	6.7	6.4	2.0	3.9	Another person did it on my behalf
7.3	2.0	4.0	2.9	4.1	0.0	2.9	3.2	None of the above

MODULE 1.E:

Response (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
E1: When did you last buy or order goods								
Within the last 3 months	21.4	24.1	19.2	15.0	12.6	10.1	19.9	18.6
More than 3 months ago (less than 1 year)	12.4	11.9	8.2	5.2	6.0	3.0	11.5	6.7
More than 1 year ago	6.7	10.0	6.2	6.1	3.8	4.6	7.0	7.0
Never used it	59.6	54.0	66.5	73.7	77.6	82.3	61.7	67.7
E2: What types of goods or services have you bought or ordered								
Food or groceries	3.8	1.8	6.8	5.1	3.7	6.6	2.0	6.7
Household goods (furniture, toys, etc.)	15.2	15.2	30.0	22.6	26.5	22.6	15.5	26.3
Pharmaceutical products	0.0	4.7	10.3	6.8	10.5	44.7	4.1	7.9
Films, music	0.0	1.7	0.9	5.0	0.0	0.0	1.8	0.9
Books/magazines/newspapers	15.9	14.3	12.6	17.0	20.4	6.6	10.0	21.9
e-learning material	0.0	0.0	3.2	0.0	4.4	0.0	0.5	1.5
Clothes, sports goods	30.8	32.0	27.5	31.6	19.8	6.6	28.1	31.7
Video games software and upgrades	4.0	3.2	1.7	1.4	4.4	6.6	5.1	0.1
Computer software and upgrades	1.9	3.7	5.3	6.9	7.2	0.0	5.5	2.5
Computer hardware	0.0	8.8	13.9	7.9	7.7	18.0	9.7	4.6
Electronic equipment (incl. cameras)	34.4	10.6	12.7	17.7	24.5	13.5	25.3	10.8
Telecommunication services (e.g. broadband subscriptions, uploadin money on prepaid phone cards)	0.0	1.7	1.1	1.6	3.3	6.8	1.4	1.2
Purchase of shares, insurance policies and other financial services	0.0	1.7	0.0	0.0	2.6	0.0	1.3	0.0
Holiday accommodation (hotel...)	11.6	12.0	9.3	7.5	13.0	6.6	5.4	18.0
Other travel arrangements (transport tickets, car hire, etc.)	0.0	18.4	10.6	11.2	8.8	20.0	10.7	10.0
Tickets for cultural events	7.7	11.7	13.6	8.9	14.8	6.6	12.5	8.7
Other	7.8	24.0	13.6	21.4	15.2	21.9	17.6	15.5

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

²⁾ The data refer to individuals who did not say "Within the last 3 months" or "More than 3 months ago (less than 1 year)" to question D1.

e-commerce¹⁾**in percentage**

Education			Employment situation				Total	Response (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
over the Internet for private use?								
14.2	18.5	23.8	22.2	15.4	27.0	14.6	19.3	Within the last 3 months
16.6	7.7	9.1	10.8	6.3	3.6	14.0	9.2	More than 3 months ago (less than 1 year)
3.4	7.1	8.7	7.8	4.8	20.3	4.0	7.0	More than 1 year ago
65.8	66.7	58.5	59.2	73.5	49.1	67.4	64.5	Never used it
over the Internet for private use in the last 12 months? (tick all that apply)²⁾								
0.0	3.8	6.2	4.7	3.7	0.0	2.9	4.0	Food or groceries
19.4	20.2	20.1	19.7	19.2	0.0	35.2	20.1	Household goods (furniture, toys, etc.)
0.0	6.1	7.9	5.8	5.6	0.0	8.5	5.7	Pharmaceutical products
0.0	1.5	2.0	1.0	3.1	0.0	0.0	1.4	Films, music
17.1	10.9	22.6	13.4	17.7	0.0	25.4	15.1	Gooks/magazines/newspapers
0.0	1.1	1.1	1.2	1.1	0.0	0.0	1.0	e-learning material
11.7	34.6	28.4	30.7	33.8	43.2	6.3	29.6	Clothes, sports goods
0.0	3.3	3.8	5.2	0.0	0.0	0.6	3.0	Video games software and upgrades
0.0	4.7	5.3	4.7	4.8	0.0	2.3	4.2	Computer software and upgrades
10.3	5.7	9.8	9.0	7.2	0.0	4.4	7.5	Computer hardware
51.1	14.0	13.6	13.9	20.3	26.8	39.7	19.1	Electronic equipment (incl. cameras)
0.0	1.3	1.8	0.8	2.9	0.0	0.6	1.3	Telecommunication services (e.g. broadband subscriptions, uploadin money on prepaid phone cards)
0.0	1.0	0.6	0.3	2.1	0.0	0.0	0.7	Purchase of shares, insurance policies and other financial services
17.1	6.2	16.9	11.0	5.9	6.0	24.2	10.7	Holiday accommodation (hotel...)
7.5	8.9	14.9	14.9	5.0	0.0	5.6	10.4	Other travel arrangements (transport tickets, car hire, etc.)
0.0	9.3	19.3	16.4	5.6	0.0	0.6	10.8	Tickets for cultural events
7.5	20.2	14.1	17.8	13.4	30.0	12.3	16.7	Other

MODULE 1.E:

Response (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
E3: Were any of the following products that you bought or ordered over the (tick all								
Films, music	0.0	4.6	0.0	15.2	0.0	0.0	3.2	3.8
Books/magazines/newspapers (including e-books and e-materials)	11.8	33.7	28.7	25.2	14.7	100.0	26.9	21.4
Computer software and upgrades and video games	0.0	0.0	12.8	15.1	17.9	0.0	8.1	3.8
None of the above	88.2	61.7	64.7	59.7	67.4	0.0	61.8	76.8
E4: From whom have you bought/ordered goods or services for private								
National sellers	88.8	88.8	83.7	91.5	88.4	87.8	83.3	94.5
Sellers from EU countries	4.1	7.1	12.5	10.1	16.1	17.4	11.1	5.2
Sellers from the rest of the world	15.2	10.7	13.9	3.3	0.0	12.2	10.8	11.0
Country of origin of sellers	1.2	0.0	0.0	1.1	0.0	0.0	0.0	1.1

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

²⁾ The data refer to individuals who said YES to the question D2D and/or D2E and/or D2F and/or D2H and/or D2I.

³⁾ The data refer to individuals who answered "Within the last 3 months" or "More than 3 months ago (less than 1 year)" to question D1.

e-commerce¹⁾

in percentage

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

Internet downloaded or accessed from websites rather than delivered by post? that apply²⁾

0.0	0.0	8.5	6.0	0.0	0.0	0.0	3.5	Films, music
0.0	28.4	26.7	21.3	42.1	0.0	2.3	23.9	Books/magazines/newspapers (including e-books and e-materials)
0.0	0.0	14.1	9.9	0.0	0.0	0.0	5.8	Computer software and upgrades and video games
100.0	71.6	58.1	68.1	57.9	0.0	97.7	69.9	None of the above

purpose over the Internet in the last 12 months? (tick all that apply)³⁾

89.1	88.5	86.7	88.4	91.0	81.2	82.4	88.1	National sellers
0.0	8.7	12.4	9.5	6.3	18.8	3.9	8.5	Sellers from EU countries
28.0	6.0	12.2	10.6	3.0	0.0	37.9	10.9	Sellers from the rest of the world
0.0	0.0	1.6	0.6	0.5	0.0	0.0	0.5	Country of origin of sellers

MODULE 1.F:

Response (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Male	Female
F1: Which of the following Internet related								
Using a search engine (Google, Yahoo)	93.6	95.8	94.6	90.4	81.5	75.0	93.5	90.6
Sending e-mails with attached files (documents, pictures)	63.5	66.3	60.1	50.0	46.0	37.9	57.4	60.0
Posting messages to chatrooms or on-line discussion forum	70.5	46.2	32.0	16.3	11.5	9.1	41.4	35.5
Using the Internet to make telephone calls	40.6	46.4	41.1	42.6	43.5	54.5	45.8	40.2
Using peer-to-peer file sharing for exchanging movies, music, etc.	30.9	19.5	13.1	6.2	2.8	3.3	19.8	12.1
Creating web page	18.4	11.1	5.7	3.8	2.7	0.0	11.7	6.2
Uploading text, games, images, films or music to websites	36.7	28.2	18.9	13.4	11.3	6.4	25.5	20.6
Modifying the security settings of Internet browsers	20.8	19.1	14.2	6.0	5.9	1.1	16.8	11.5
None of the above	3.1	2.6	3.4	3.2	8.3	12.7	3.5	4.2
F2: Do you judge your								
To communicate with relatives, friends, colleagues over the Internet	98.3	94.8	86.3	75.9	73.5	79.3	87.0	88.6
To protect your personal data	70.4	57.9	46.1	36.5	27.9	32.6	50.0	51.3
To protect the your private computer from virus and other computer infection	62.5	59.3	49.9	33.3	27.4	37.5	56.4	42.1
F3: Do you judge your computer skills to be								
Yes	26.4	36.4	25.5	17.9	9.0	5.0	24.6	24.4
No	21.1	16.2	23.7	26.5	24.4	28.6	22.9	21.2
Not applicable, don't intend to change job	52.5	47.4	50.7	55.6	66.5	66.4	52.5	54.5

¹⁾ The data refer to individuals who did not answer "Never used it" to question B1.

²⁾ The data refer to individuals who did not answer "Never used it" to question C1.

e-skills¹⁾**in percentages**

Education			Employment situation				Total	Response (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
activities have you already carried out?²⁾								
76.8	93.5	96.7	95.7	89.2	98.2	82.5	92.1	Using a search engine (Google, Yahoo)
46.4	51.8	82.5	65.5	50.8	72.9	46.0	58.7	Sending e-mails with attached files (documents, pictures)
59.1	35.0	36.7	35.8	41.5	63.8	29.1	38.6	Posting messages to chatrooms or on-line discussion forum
31.5	42.5	50.9	45.2	37.1	59.1	45.7	43.1	Using the Internet to make telephone calls
19.1	15.6	15.8	15.3	16.4	34.5	9.8	16.1	Using peer-to-peer file sharing for exchanging movies, music, etc.
17.5	7.2	9.4	8.6	7.2	14.0	15.2	9.1	Creating web page
30.3	20.0	27.3	23.5	21.5	44.2	16.5	23.1	Uploading text, games, images, films or music to websites
20.6	10.7	20.0	14.7	13.9	27.9	6.7	14.3	Modifying the security settings of Internet browsers
11.4	2.9	2.1	2.6	4.5	0.0	8.8	3.8	None of the above
current skills to be sufficient?								
88.0	87.0	89.8	87.7	86.6	100.0	85.6	87.8	To communicate with relatives, friends, colleagues over the Internet
57.7	48.5	52.5	50.4	51.0	71.5	39.2	50.6	To protect your personal data
49.6	48.5	52.2	51.7	51.2	48.9	33.6	49.5	To protect the your private computer from virus and other computer infection
sufficient to find or change a job within a year?								
18.4	23.6	30.1	24.0	32.3	25.9	2.9	24.5	Yes
32.1	22.8	14.3	15.0	30.0	25.5	25.9	22.1	No
49.5	53.5	55.5	60.9	37.6	48.6	71.1	53.5	Not applicable, don't intend to change job

1.5. QUESTIONNAIRE

ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS

MODULE 1.A: ACCESS TO INFORMATION AND COMMUNICATION TECHNOLOGIES

A1	Do you or anyone in your household have access to a computer at home?		
(tick all that apply)			
	a) Personal computer (PC)		
	a1) total number of computers in your household	<input type="text"/>	units
	b) Laptop		
	b1) total number of laptops in your household	<input type="text"/>	units
	c) TV		
	c1) Satellite TV		
	c2) Cable TV		
	c3) Digital TV		
	c4) Total number of TV receivers in your household	<input type="text"/>	units
	d) Radio-receiver (including mobile phone, car radio...)		
	d1) total number of radio-receivers in your household	<input type="text"/>	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> , whether used or not?		
(tick only one)			
	Yes	<input type="checkbox"/>	-> go to A3
	No	<input type="checkbox"/>	-> go to A5
	Don't know	<input type="checkbox"/>	-> go to 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 type of Internet connection do you use?	
(tick all that apply)		
	a) DSL (ADSL)	<input type="checkbox"/>
	b) Cable Internet (optical fibre, PLC)	<input type="checkbox"/>
	c) Wireless connection (satellite Internet, public WiFi)	<input type="checkbox"/>
	d) Mobile phone network (3G network) via a handset (mobile phone, tablet)	<input type="checkbox"/>
	e) Mobile phone network (3G network) via a USB connection	<input type="checkbox"/>
	f) Dial-up access over normal telephone line or ISDN	<input type="checkbox"/>
	g) Mobile phone network (2G or GPRS) over a 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 the Internet elsewhere	<input type="checkbox"/>
	b) Don't need the Internet	<input type="checkbox"/>
	c) Equipment costs too high	<input type="checkbox"/>
	d) Access costs too high	<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

B1	When did you last use a computer?		
(tick only one)			
	Within the last 3 months	<input type="checkbox"/>	-> go to B2
	More than 3 months ago (less than 1 year)	<input type="checkbox"/>	-> go to C1
	More than 1 year ago	<input type="checkbox"/>	-> go to C1
	Never used one	<input type="checkbox"/>	-> go to C1
B2	How often on average have you used a computer in the last 3 months?		
(tick only one)			
	Every day or almost every day	<input type="checkbox"/>	
	At least once a week	<input type="checkbox"/>	
	At least once a month	<input type="checkbox"/>	
	Less than once a month	<input type="checkbox"/>	
-> go to B3			

MODULE 1.C: USE OF THE INTERNET

C1	When did you last use the Internet?		
(tick only one)			
	Within the last 3 months	<input type="checkbox"/>	-> go to C2
	More than 3 months ago (less than 1 year)	<input type="checkbox"/>	-> go to D1
	More than 1 year ago	<input type="checkbox"/>	-> go to E1
	Never used one	<input type="checkbox"/>	-> go to F3
C2	How often on average did you use the Internet in the last 3 months?		
(tick only one)			
	Every day or almost every day	<input type="checkbox"/>	
	At least once a week	<input type="checkbox"/>	
	At least once a month	<input type="checkbox"/>	
	Less than once a month	<input type="checkbox"/>	
-> go to C3			
C3	Where have you used the Internet in the last 3 months?		
(tick all that apply)			
	a) At home	<input type="checkbox"/>	
	b) At place of work (other than home)	<input type="checkbox"/>	
	c) At place of education	<input type="checkbox"/>	
	d) At another person's home	<input type="checkbox"/>	
	e) At other places	<input type="checkbox"/>	
	e1) Public library	<input type="checkbox"/>	
	e2) Post office	<input type="checkbox"/>	
	e3) Public office, town hall, government agency	<input type="checkbox"/>	
	e4) Internet cafe	<input type="checkbox"/>	
	e5) Hotspot (at hotels, airports, public places...)	<input type="checkbox"/>	
-> go to C4			
C4	Do you use any of the following mobile devices to access the Internet away from home or work?		
(tick all that apply)			
	a) Mobile phone (smartphone)	<input type="checkbox"/>	
	a1) Mobile phone via GPRS or 3G network	<input type="checkbox"/>	
	a2) Mobile phone via Wifi	<input type="checkbox"/>	
	b) Portable computer (laptop or tablet)	<input type="checkbox"/>	
	b1) Mobile phone network, using USB key or SIM card	<input type="checkbox"/>	
	b2) Via Wifi network (wireless network)	<input type="checkbox"/>	
	c) Other devices	<input type="checkbox"/>	
	d) I don't access the Internet via any mobile device away from home or work	<input type="checkbox"/>	
-> go to C5			

C5

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

(tick all that apply)

Communication

a) Sending/receiving e-mail

b) Participating in social networks (Facebook, Twitter)

Access to information

c) Reading or downloading on-line news, newspapers or news magazines

d) Seeking health-related information

e) Looking for information about education, training or course offers

f) Finding information about goods or services

g) Downloading software

Civic and political participation

h) Posting opinions about social issues via blogs and/or social networks

i) Taking part in on-line discussions or voting to define social issues

Learning

j) Doing an online course (in any subject)

k) Consulting Wikipedia (to obtain knowledge on any subject)

Professional life

l) Looking for a job or sending a job application

m) Participating in professional networks (creating user profile, posting

Other on-line services

n) Using services related to travel or travel related accommodation

o) Selling of goods or services over the Internet (e.g. via auctions)

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

q) Internet banking

r) Playing games of chance (e.g. on-line betting)

-> go to D1

MODULE 1.D: E-Government

D1	Have you used in the last 12 months the services of public authorities or public services over the Internet, for private purposes, for the following activities?			
(tick all that apply)				
	a) Obtaining information from public authorities' websites	<input type="checkbox"/>	<input type="checkbox"/>	
	b) Downloading official forms	<input type="checkbox"/>	<input type="checkbox"/>	
	c) Submitting completed forms	<input type="checkbox"/>	<input type="checkbox"/>	
	d) None of the above	<input type="checkbox"/>	<input type="checkbox"/>	
If "No" to c -> go to D2; otherwise, go to E1				
D2	Have you used in the last 12 months the services of public authorities or public services over the Internet for any of the following?			
(tick all that apply)				
	a) Income tax declaration	<input type="checkbox"/>	<input type="checkbox"/>	
	b) Claiming social security benefits	<input type="checkbox"/>	<input type="checkbox"/>	
	c) Requesting personal documents	<input type="checkbox"/>	<input type="checkbox"/>	
	d) Accessing public libraries	<input type="checkbox"/>	<input type="checkbox"/>	
	e) Enrolment in higher education or university	<input type="checkbox"/>	<input type="checkbox"/>	
	f) Notification of change of address	<input type="checkbox"/>	<input type="checkbox"/>	
	g) None of the above	<input type="checkbox"/>	<input type="checkbox"/>	
-> go to D3				
D3	Have you experienced in the last 12 months any of the following problems when using websites of public authorities or public services for private purposes?			
(tick all that apply)				
	a) Technical failure of website	<input type="checkbox"/>	<input type="checkbox"/>	
	b) Insufficient or outdate information	<input type="checkbox"/>	<input type="checkbox"/>	
	c) On-line support (off-line) not found	<input type="checkbox"/>	<input type="checkbox"/>	
	d) None of the above	<input type="checkbox"/>	<input type="checkbox"/>	
->go to D4				
D4	Are you satisfied or dissatisfied with the following aspects of using websites of public authorities or public services in the last 12 months?			
1) mainly satisfied 2) mainly dissatisfied 3) not applicable (respondent did not use this type of service via webistes)				
	a) Ease of finding information	1	2	3
	b) Usefulness of the information available	1	2	3
	c) Information on the progress (follow-up) of requests	1	2	3
	d) Ease of using services on the website	1	2	3
->go to D5				

D5	Have you contacted in the last 12 months public authorities or public services for private purposes using any of the following methods (other than the Internet?)	
(tick all that apply)		
	a) By telephone	<input type="checkbox"/>
	b) By e-mail	<input type="checkbox"/>
	c) In person	<input type="checkbox"/>
	d) By SMS, fax	<input type="checkbox"/>
	e) No, did not have to contact public authorities or public services in the last 12 months	<input type="checkbox"/>
If »no« to c) in D1 -> go to D6; otherwise -> go to E1		
D6	What were the reasons for not submitting completed forms to public authorities over the Internet in the last 12 months?	
(tick all that apply)		
	a) Did not have to submit completed forms	<input type="checkbox"/>
	b) There were no website services available	<input type="checkbox"/>
	c) Prefer personal contact and visits	<input type="checkbox"/>
	d) Immediate response for submitted forms is missing	<input type="checkbox"/>
	e) Prefer to submit documents in paper	<input type="checkbox"/>
	f) Lack of skills (do not know how to use website or use too complicated)	<input type="checkbox"/>
	g) Concerns about protection and security of personal data	<input type="checkbox"/>
	h) The relevant services require personal visits or paper submissions	<input type="checkbox"/>
	i) Lack of electronic signature or electronic ID/certificate	<input type="checkbox"/>
	j) Another person did it on my behalf	<input type="checkbox"/>
	k) None of the above	<input type="checkbox"/>
-> go to E1		

MODULE 1.E: e-Commerce

E1	When did you last buy or order goods or services over the Internet for private use?		
(tick only one)			
	Within the last 3 months	<input type="checkbox"/>	-> go to E2
	More than 3 months ago (less than 1 year)	<input type="checkbox"/>	-> go to E2
	More than 1 year ago	<input type="checkbox"/>	-> go to E7
	Never	<input type="checkbox"/>	-> go to E7
E2	What types of goods or services did you buy or order over the Internet for private use in the last 12 months?		
(tick all that apply)			
	a) Food or groceries	<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	<input type="checkbox"/>	
	f) e-learning material	<input type="checkbox"/>	
	g) Clothes, sports goods	<input type="checkbox"/>	
	h) Video games software 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"/>	
	Telecommunication services (e.g. broadband subscriptions)	<input type="checkbox"/>	
	l) Purchase of shares, insurance policies and other financial services	<input type="checkbox"/>	
	m) Holiday accommodation (hotel...)	<input type="checkbox"/>	
	n) Other travel arrangements (transport tickets, car hire, etc.)	<input type="checkbox"/>	
	o) Tickets for cultural events	<input type="checkbox"/>	
	p) Other	<input type="checkbox"/>	
-> If „Yes“ to d, e, f, h or i -> go to E3; otherwise, go to E4			
E3	Were any of the following products that you bought or ordered over the Internet downloaded or accessed from websites rather than delivered by post?		
(tick all that apply)			
	a) Films, music	<input type="checkbox"/>	
	b) Books/magazines/newspapers (including e-books and e-materials)	<input type="checkbox"/>	
	c) Computer software and upgrades and video games	<input type="checkbox"/>	
	d) None of the above	<input type="checkbox"/>	
-> go to E4			

E4	From whom have you bought/ordered goods or services for private purpose over the Internet in the last 12 months?		
(tick all that apply)			
	a) National sellers	<input type="checkbox"/>	<input type="checkbox"/>
	b) Sellers from EU countries	<input type="checkbox"/>	<input type="checkbox"/>
	c) Sellers from the rest of the world	<input type="checkbox"/>	<input type="checkbox"/>
	d) Country of origin of sellers is not known	<input type="checkbox"/>	<input type="checkbox"/>
-> go to F1			

MODULE 1.F: e-Skills

F1	Which of the following Internet related activities have you already carried out?		
(tick all that apply)			
	a) Using a search engine (Google, Yahoo)	<input type="checkbox"/>	<input type="checkbox"/>
	b) Sending e-mails with attached files (documents, pictures)	<input type="checkbox"/>	<input type="checkbox"/>
	c) Posting messages to chatrooms or on-line discussion forum	<input type="checkbox"/>	<input type="checkbox"/>
	d) Using the Internet to make telephone calls	<input type="checkbox"/>	<input type="checkbox"/>
	e) Using peer-to-peer file sharing for exchanging movies, music, etc.	<input type="checkbox"/>	<input type="checkbox"/>
	f) Creating a web page	<input type="checkbox"/>	<input type="checkbox"/>
	g) Uploading text, games, images, films or music to websites	<input type="checkbox"/>	<input type="checkbox"/>
	h) Modifying the security settings of Internet browsers	<input type="checkbox"/>	<input type="checkbox"/>
	i) None of the above	<input type="checkbox"/>	<input type="checkbox"/>
-> go to F2			
F2	Do you judge your current Internet skills to be sufficient?		
(tick all that apply)			
		Yes	No
	a) To communicate with relatives, friends, colleagues over the Internet	<input type="checkbox"/>	<input type="checkbox"/>
	b) To protect your personal data	<input type="checkbox"/>	<input type="checkbox"/>
	c) To protect your private computer from virus and other computer infection	<input type="checkbox"/>	<input type="checkbox"/>
-> go to F3			
F3	Do you judge your computer skills to be sufficient to find or change a job within a year?		
(tick only one)			
	a) Yes	<input type="checkbox"/>	->go to G1
	b) No	<input type="checkbox"/>	->go to G1
	c) Not applicable, don't intend change job	<input type="checkbox"/>	->go to G1

MODULE 1.G: MAIN INFORMATION ON THE RESPONDENT

G1 Age _____

G2 Sex

- a) Male
b) Female

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 less than 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, 2013

ENTERPRISES



2.1. METHODOLOGY

Survey period	<ul style="list-style-type: none"> • The survey was carried out from 15 to 26 April 2013
Type of survey	<ul style="list-style-type: none"> • Telephone interview
Sample size	<ul style="list-style-type: none"> • 1200 enterprises
Ciljna populacija 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: Transportation, 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 (without AP Kosovo and Metohia)

¹⁾ Since 2011, the Classification of Activities has been in use according to the Regulation of the Classification of Activities („Official Journal 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 92.7% (1112 enterprises).

Sample (enterprises)		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Activity	Manufacturing	131	94	119	166	97	81	344
	Electricity, gas and steam, water supply, sewerage and waste management	26	27	30	47	24	12	83
	Construction	36	34	24	40	22	32	94
	Wholesale and retail trade; repair of motor vehicles and motorcycles	48	42	19	60	25	24	109
	Transportation and storage	36	26	21	31	21	31	83
	Accommodation and food service activities	32	33	4	32	18	19	69
	Information and communication	49	27	9	39	13	33	85
	Financial and insurance activities	11	4	22	4	5	28	37
	Real estate activities; Professional, scientific and technical activities	66	45	11	44	27	51	122
	Administrative and support activities; Repair of computers	35	27	24	22	17	47	86
Number	470	359	283	485	269	358	1112	
Percentage	42.3	32.3	25.4	43.6	24.2	32.2	100	

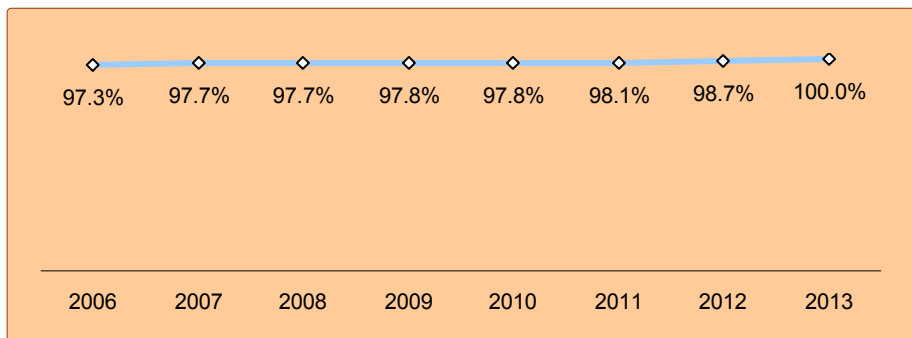
2.3. MAIN FINDINGS

2.3.1. Computers and computer networks in enterprises

The results of the survey indicate that 100% of enterprises on the territory of the Republic of Serbia use computers for business use, which is an increase of 1.3% in relation to 2012.

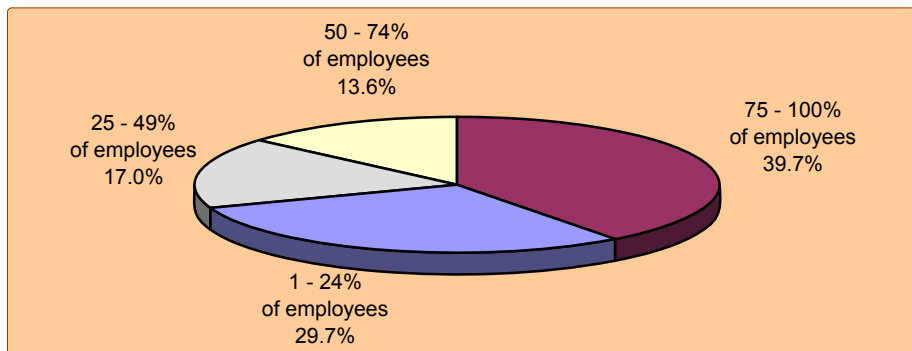
100% of enterprises use a computer for business use

Graph 2.1. Does your enterprise use a computer for business use?

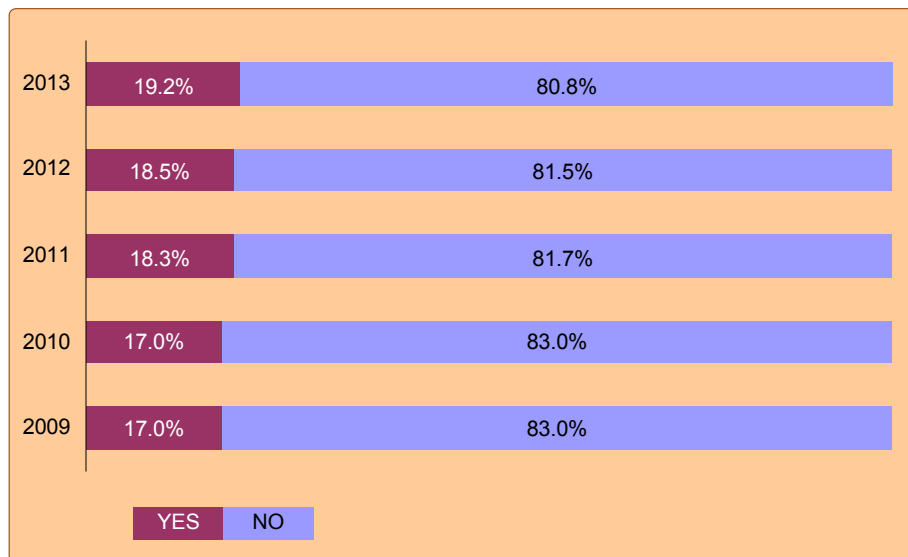


In 29.7% of enterprises 1/4 of employees use a computer at least once a week, while in 39.7% of enterprises 75-100% or employees use a computer at least once a week.

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



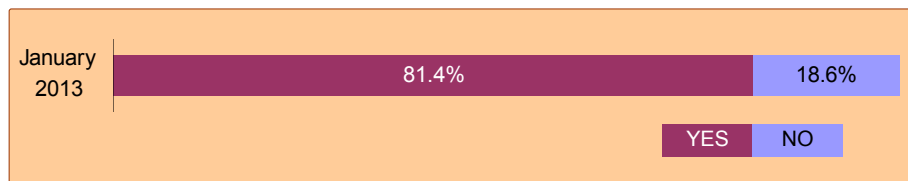
Graph 2.3. Have your enterprise use during the year “open source“ operating system Linux?



19.2% of enterprises used Linux “open source“ operating system

Linux was mostly used in large enterprises (37%), as well as those located on the territory of the Republic of Vojvodina (21%).

Graph 2.4. Did the persons employed in your enterprise have remote access to enterprise's documents, e-mails or applications over the Internet, in January 2013?



The survey indicates that 81.4% of employees had remote access to documents, e-mails or applications over the Internet (via fixed, mobile or wireless connection).

2.3.2. Internet in enterprises

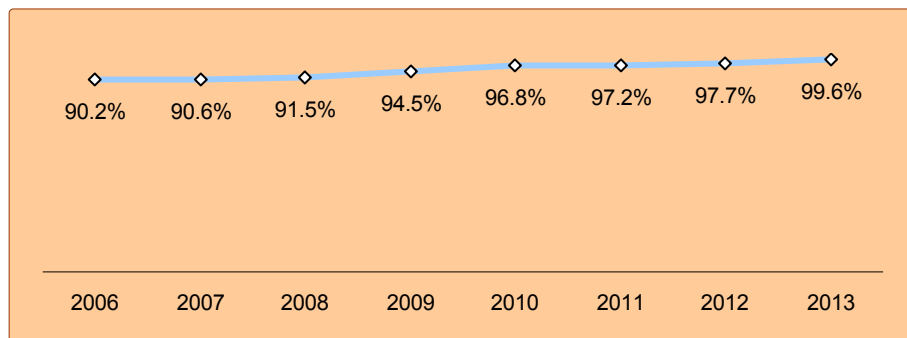
In the Republic of Serbia, there are 99.6% of enterprises that have an Internet connection, which is an increase of 1.9% and 2.4% compared to 2012 and 2011, respectively.

The analysis of enterprises by size shows that of the total number of large and medium enterprises 100% of them are connected to the Internet. The situation is slightly different in small enterprises, where 99.5% of them have access to the Internet.

99.6% of enterprises have an Internet connection

The percentage of Internet use in enterprises varies depending on the territory: in Belgrade it is 99.8%, in Vojvodina 99.6%, and in Central Serbia 99.3%.

Graph 2.5. Does your enterprise have access to the Internet?

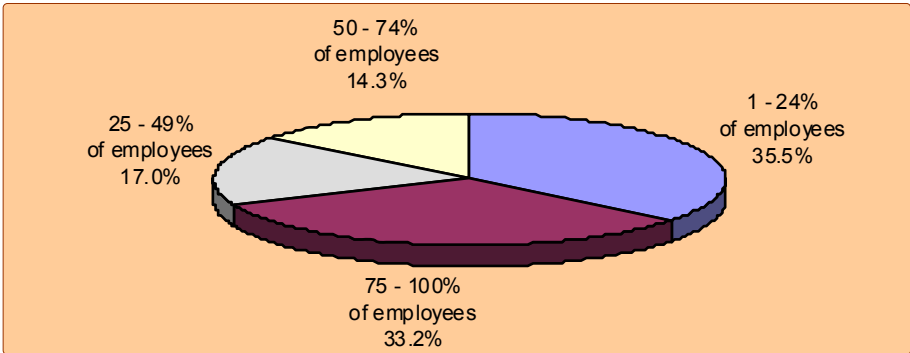


Use of the Internet in enterprises, by activities:

- Financial and insurance activities (100%)
- Information and communications (100%)
- Construction (100%)
- Transportation and storage (100%)
- Wholesale and retail trade; repair of motor vehicles and motorcycles (100%)
- Manufacturing (99.7%)
- Real estate activities; Professional, scientific and technical activities (99.2%)
- Electricity, gas and steam, water supply, sewerage and waste management (98.3%)
- Administrative and support activities; Repair of computers (97.7%)
- Accommodation and food service activities (96.4%)

In 35.5% of enterprises $\frac{1}{4}$ of employees use the Internet at least once a week, while in 33.2% of enterprises 75-100% of employees use the Internet at least once a week

Graph 2.6. Enterprises by the percentage of employees who use the Internet at least once a week

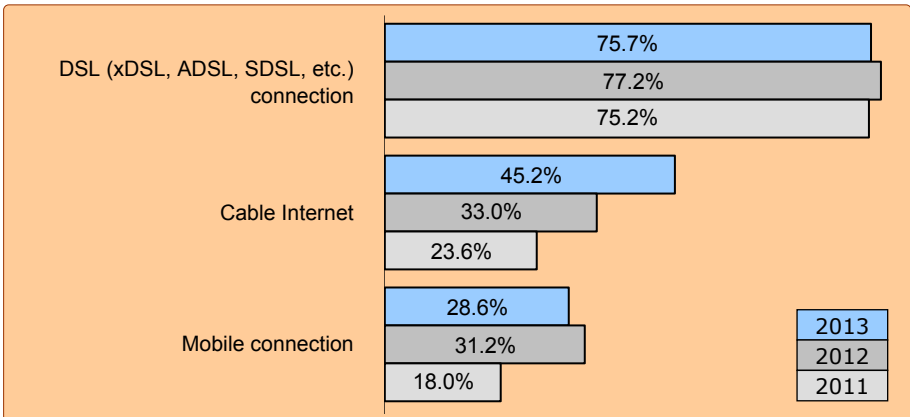


As regard the type of connection, enterprises were given the possibility to choose several answers among the proposed ones.

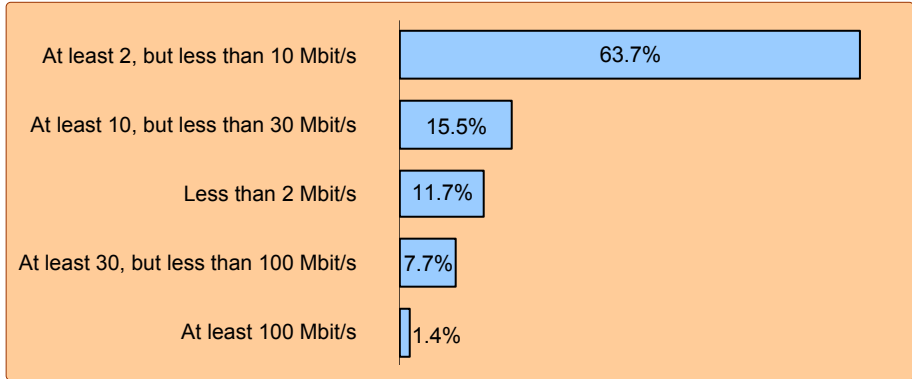
The results indicate that of the total number of enterprises having an Internet connection, 75.7% have DSL and 45.2% cable Internet.

75.7% of enterprise that have an Internet connection use DSL (xDSL, ADSL) connection

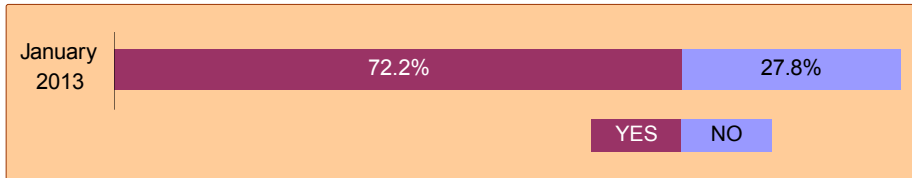
Graph 2.7. Does your enterprise have one of the following external connections to the Internet?



Graph 2.8. What is the maximum contracted download speed of the Internet connection in your enterprise?



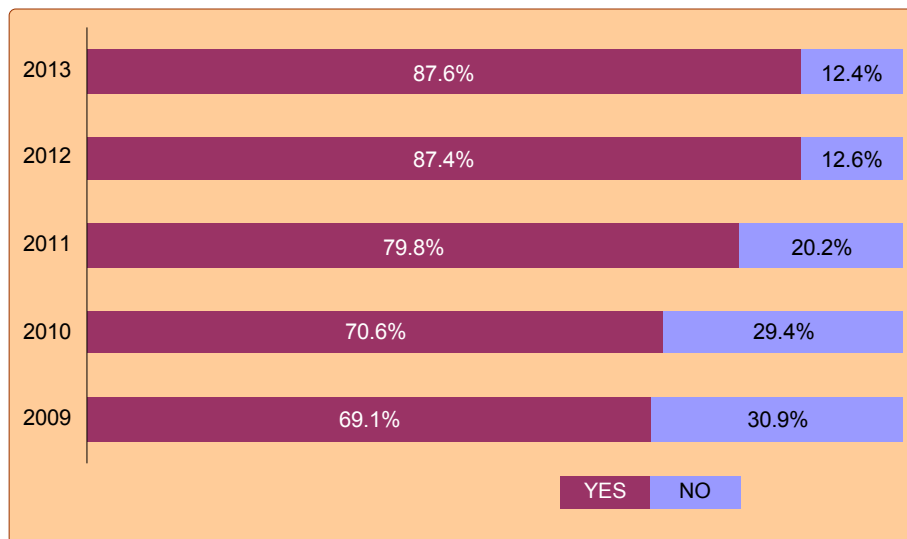
Graph 2.9. Did the persons employed in your enterprise have portable devices (laptops, Smartphones, mobile phones or PDA devices) that allowed an Internet connection for business use, in January 2013?



2.3.3. e-government

Of the total number of enterprises that have an Internet connection, 87.6% of enterprises interact electronically with public authorities, being an increase of 0.2% and 7.8% in relation to 2012 and 2011, respectively. There are 12.8% of enterprises that do not use this possibility

Graph 2.10. Does your enterprise use public authorities' services via the Internet?



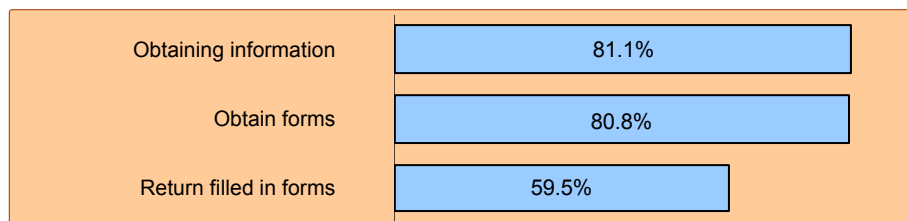
87.6% of enterprises that have an Internet connection interact electronically with public authorities

The analysis of enterprises by sections of activities indicates that enterprises engaged in "Financial and insurance activities" (94.6%) are those that interact the most with public authorities via the Internet.

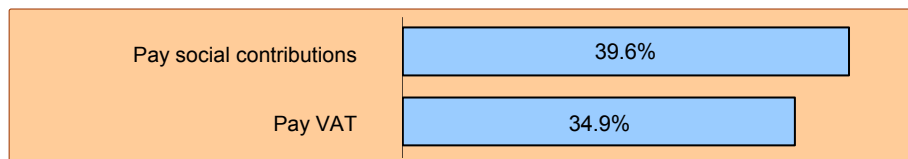
Of the proposed answers as to the purposes for which the enterprises interact with public authorities via the Internet the most frequent ones are as follows:

- "To obtain information" (81.1%)
- "To download forms" (80.8%)
- "To return filled in forms" (59.5%)

Graph 2.11. Did your enterprise use public authorities' services via the Internet to?



Graph 2.12. 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. The percentage was the same in 2012, while in 2011 it amounted to 67.6%.

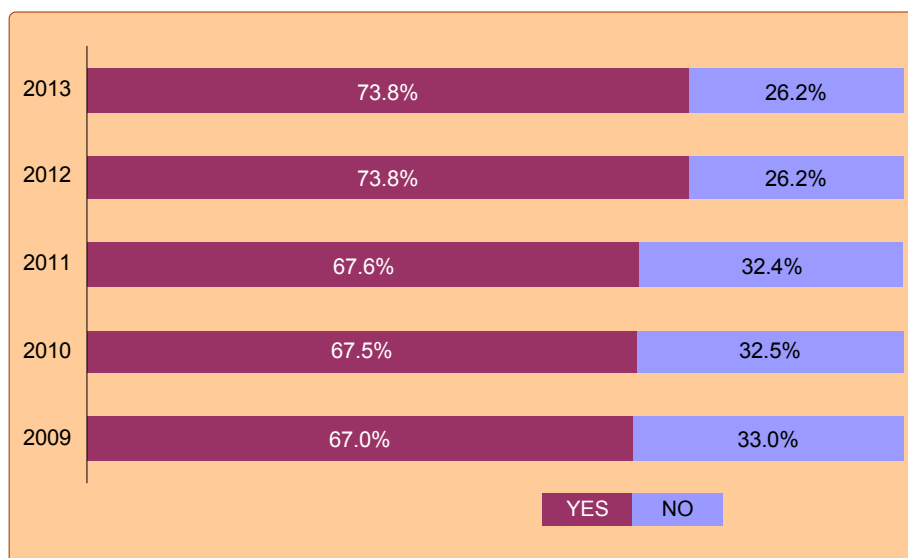
When observing the structure of enterprises by size classes, the following results are obtained:

- 87% of large enterprises have a website
- 87.7% of medium enterprises have a website
- 69.1% of small enterprises have a website

73.8% of enterprises that have an Internet connection have a Website

There are differences depending on the territory. In Belgrade there are 83.7% of enterprises that have a Website, in Vojvodina 73.5%, and in Central Serbia 61.9%.

Graph 2.13. Does your enterprise have its Website/Homepage?



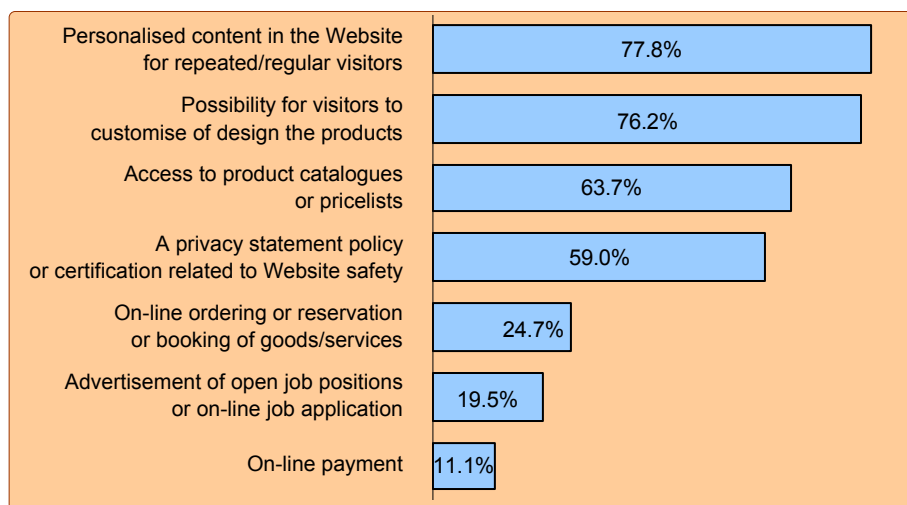
Website available in enterprises by activities:

- Financial and insurance activities (100%)
- Information and communications (86.9%)
- Accommodation and food service activities (81.1%)
- Administrative and support activities; Repair of computers (80.4)
- Manufacturing (79.7%)
- Real estate activities; Professional, scientific and technical activities (79.6%)
- Transportation and storage (73.3%)
- Wholesale and retail activities (68.1%)
- Construction (57.8%)
- Electricity, gas and steam, water supply, sewerage and waste management (49.7%)

Enterprises having a Website/Homepage provide mostly the following services:

- Personalised content in the Website for regular/repeated visitors (77.8%)
- Possibility for visitors to customise or design the products (76.2%)
- Access to product catalogues and pricelists (63.7%)

Graph 2.14. Does the Website/Homepage of your enterprise have the following services?



2.3.5. Electronic commerce

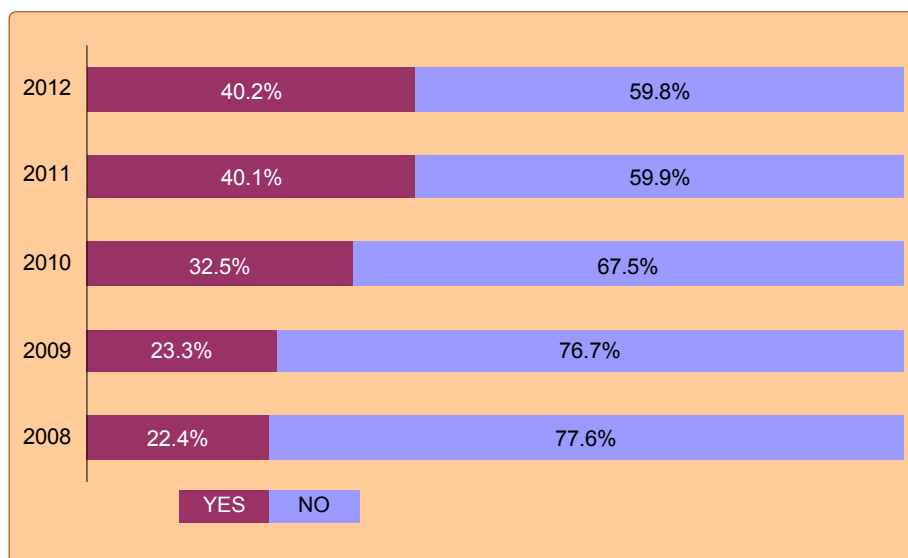
In 2012, 40.2% of enterprises having an Internet connection in the Republic of Serbia ordered goods/services over the Internet, being an increase of 0.1% in relation to 2011 and of 7.7% compared to 2010.

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

- 49.9% of large enterprises ordered goods/services over the Internet
- 40.1% of medium enterprises ordered goods/services over the Internet
- 38.5% of small enterprises ordered goods/services over the Internet

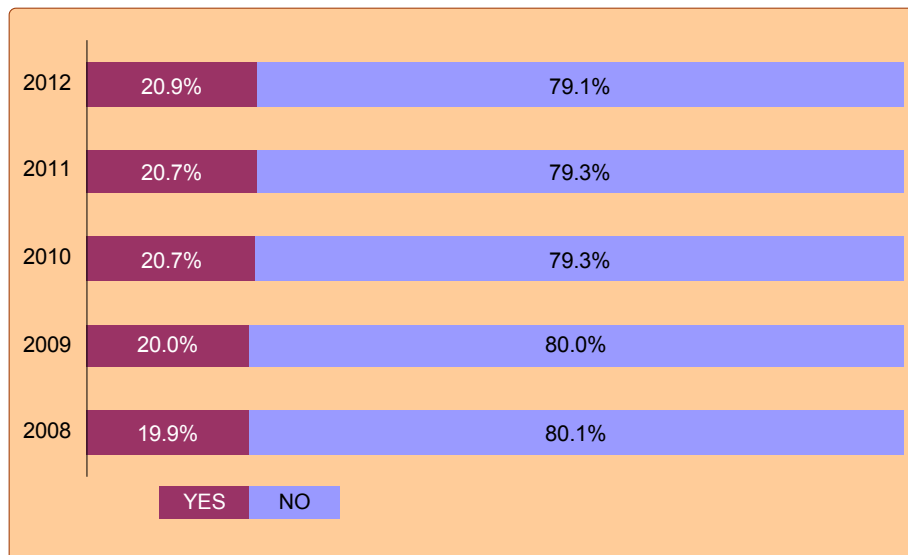
40.2% of enterprises having an Internet connection ordered goods/services over the Internet in 2012

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



The results of the survey indicate that only 20.9% of enterprises having an Internet connection received, during 2012, orders (excluding manually-typed e-mails) over the Internet.

20.9% of enterprises having an Internet connection received ordered over the Internet, during 2012

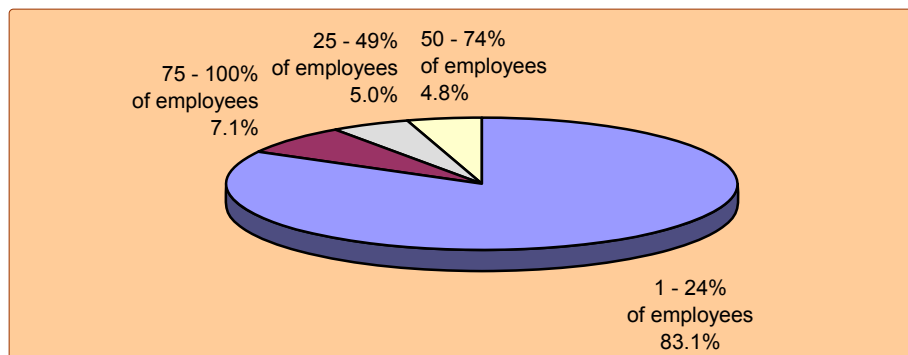
Graph 2.16. Did your enterprise receive orders over the Internet?

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

- 22.3% of large enterprises received orders over the Internet
- 15.4% of medium enterprises received orders over the Internet
- 22.8% 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:

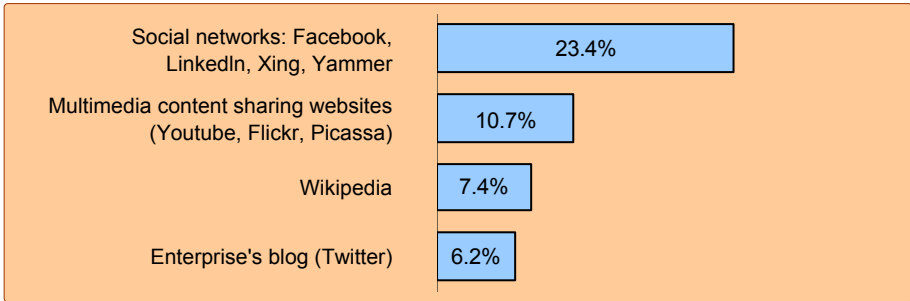
- "Less than 24%" (83.1% of enterprises)
- "More than 24%, and less than 50%" (5% of enterprises)
- "More than 50%, and less than 75%" (4.8% of enterprises)
- "75% and more" (7.1% of enterprises)

Graph 2.17. Percentage of the total turnover in 2012 resulting from orders received over the Internet

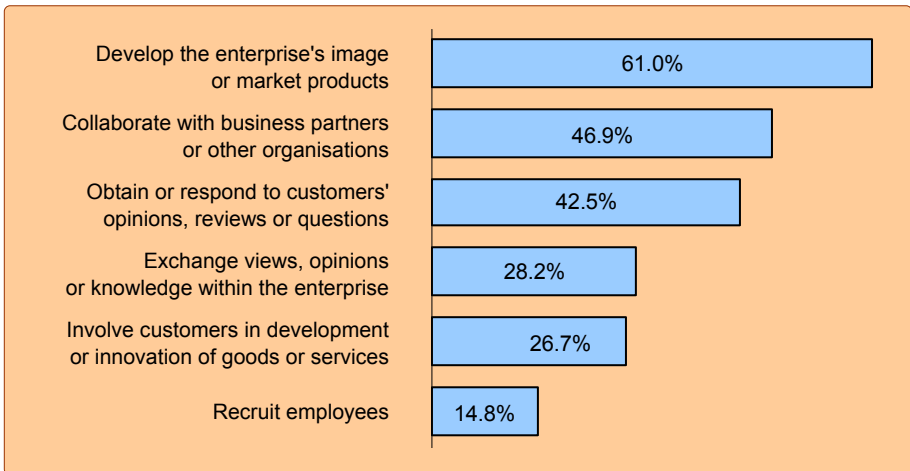
2.3.6. Enterprises and social media

Social media are growing more available in enterprises for business use. The results of the survey indicate that 23.4% of enterprises used any of the social networks for business use.

Graph 2.18. Did your enterprise use any of the following social media for business use?

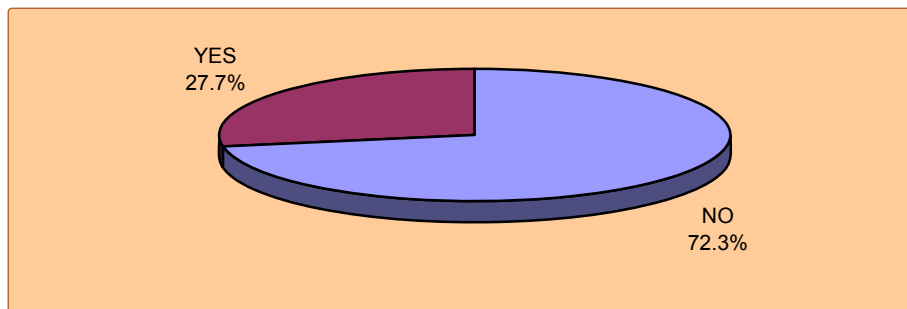


Graph 2.19. Did your enterprise use social media for?



Most of the enterprises used social media for advertising (61%) and for collaborating with business partners or other organisations (46.9%).

Graph 2.20. Does your enterprise have rules or a procedure for using social media for business use?



2.4. SURVEY RESULTS

MODULE 2.A: Main information on ICT system¹⁾

A1: Did your enterprise use computers?

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	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	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Transportation and storage	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Accommodation and food service activities	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	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		100.0	100.0	100.0	100.0	100.0	100.0	100.0

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

in percentages

	Enterprises						
	Size class			Region			Total
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
1-24%	29.1	31.2	32.8	40.9	32.6	17.3	29.7
25-49%	14.9	24.4	24.7	19.0	22.7	11.4	17.0
50-74%	12.3	19.9	8.5	16.7	14.5	10.0	13.6
75-100%	43.7	24.5	34.1	23.3	30.2	61.2	39.7

¹⁾ The results in tables A2 - A4 refer only to enterprises that said YES to question A1.

A3: Did the persons employed in your enterprise have remote access to the enterprise's documents, e-mail system or applications over the Internet?
in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	75.0	90.9	93.7	79.6	77.5	82.9	79.8
	Electricity, gas and steam, water supply, sewerage and waste management	72.6	100.0	83.3	89.9	79.9	79.7	85.3
	Construction	77.9	87.5	97.6	64.8	82.4	92.8	80.4
	Wholesale and retail trade; repair of motor vehicles and motorcycles	85.3	80.2	92.7	69.8	78.6	98.6	84.7
	Transportation and storage	94.0	68.7	92.0	86.6	95.7	88.7	89.9
	Accommodation and food service activities	77.3	80.6	50.0	68.8	65.9	86.9	77.6
	Information and communication	79.6	84.3	77.8	83.3	83.4	77.9	80.2
	Financial insurance activities	90.9	100.0	86.4	75.0	100.0	89.3	89.2
	Real estate activities; Professional, scientific and technical activities	65.6	88.4	81.8	88.8	75.8	61.0	68.8
	Administrative and support activities; Repair of computers	86.6	87.0	86.5	81.3	91.3	86.5	86.7
Total	79.6	87.1	90.8	76.9	80.1	86.5	81.4	

A4: Did your enterprise use "open source" operating system LINUX in January 2013?

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activities	Manufacturing	13.5	32.0	30.9	21.2	16.3	17.2	18.8
	Electricity, gas and steam, water supply, sewerage and waste management	3.5	30.0	54.2	20.1	17.0	26.1	19.9
	Construction	9.7	14.2	19.5	2.2	9.8	19.2	10.9
	Wholesale and retail trade; repair of motor vehicles and motorcycles	14.0	56.7	30.6	12.3	26.8	21.1	19.7
	Transportation and storage	11.9	31.9	64.0	13.8	25.0	13.6	17.1
	Accommodation and food service activities	17.8	26.9	25.0	35.5	0.0	17.0	19.7
	Information and communication	38.3	62.1	91.7	34.6	55.7	42.1	43.4
	Financial and insurance activities	45.5	25.0	54.5	50.0	40.0	50.0	48.6
	Real estate activities; Professional, scientific and technical activities	11.6	57.1	27.3	13.8	24.7	16.8	17.6
	Administrative and support activities; Repair of computers	13.2	14.9	33.9	8.8	22.8	14.1	15.3
Total	14.1	36.7	37.0	16.8	21.0	20.2	19.2	

MODULE 2.B: Use of the Internet¹⁾

B1: Did your enterprise have access to the Internet?

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	99.6	100.0	100.0	100.0	98.9	100.0	99.7
	Electricity, gas and steam, water supply, sewerage and waste management	96.5	100.0	100.0	96.9	100.0	100.0	98.3
	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	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Accommodation and food service activities	95.4	100.0	100.0	88.1	100.0	100.0	96.4
	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	95.7	100.0	100.0	99.2
	Administrative and support activities; Repair of computers	96.8	100.0	100.0	100.0	100.0	95.9	97.7
Total	99.5	100.0	100.0	99.3	99.6	99.8	99.6	

B3: What was the maximum contracted download speed of the Internet connection in your enterprise in January 2013?

in percentages

	Enterprises						
	Size class			Region			Total
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Less than 2 Mbit/s	14.0	5.1	3.6	12.1	17.6	7.4	11.7
At least 2, but less than 10 Mbit/s	64.5	63.8	50.2	70.0	62.0	58.2	63.7
At least 10, but less than 30 Mbit/s	13.1	21.4	29.2	11.1	16.3	19.6	15.5
Less than 30, but less than 100 Mbit/s	7.4	7.5	13.1	5.5	2.1	13.5	7.7
Less than 100 Mbit/s	1.1	2.2	3.9	1.3	2.0	1.4	1.4

¹⁾ The results in tables B2 - B14 refer only to enterprises that said YES to question B1.

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

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
DSL (xDSL, ADSL, SDSL, etc.) connection								
Activities	Manufacturing	79.8	83.6	69.7	83.6	87.6	65.6	80.2
	Electricity, gas and steam, water supply, sewerage and waste management	74.0	89.0	79.9	89.4	67.4	81.9	81.1
	Construction	78.2	95.5	63.4	91.8	76.1	74.3	80.9
	Wholesale and retail sale; repair of motor vehicles and motorcycles	65.0	79.8	83.3	84.2	68.6	54.3	67.1
	Transportation and storage	91.4	92.7	70.0	94.6	80.8	95.8	90.8
	Accommodation and food service activities	68.2	68.3	100.0	93.2	72.6	54.2	68.5
	Information and communication	58.2	58.1	58.3	73.0	80.6	44.4	58.2
	Financial and insurance activities	36.4	25.0	72.7	75.0	40.0	57.1	56.8
	Real estate activities; Professional, scientific and technical activities	84.4	70.9	54.5	82.3	65.0	86.9	82.3
	Administrative and support activities; Repair of computers	67.5	91.5	79.1	82.7	54.4	78.2	73.1
Total	74.1	82.8	72.0	85.5	76.8	65.8	75.7	
Other fixed or broadband Internet (cable Internet, Wi-Fi)								
Activities	Manufacturing	30.0	52.9	60.3	34.1	28.4	52.4	37.1
	Electricity, gas and steam, water supply, sewerage and waste management	38.8	48.8	42.7	26.8	59.4	71.0	43.5
	Construction	32.1	50.5	90.2	32.9	33.4	44.8	37.8
	Wholesale and retail sale; repair of motor vehicles and motorcycles	50.0	57.9	94.7	28.2	33.7	77.9	51.7
	Transportation and storage	50.1	18.7	96.0	48.3	47.0	44.5	46.8
	Accommodation and food service activities	63.6	81.2	25.0	36.4	82.2	77.3	66.7
	Information and communication	65.4	76.2	77.8	61.1	69.5	68.9	67.3
	Financial and insurance activities	63.6	75.0	86.4	100.0	60.0	78.6	78.4
	Real estate activities; Professional, scientific and technical activities	39.4	62.4	81.8	31.5	34.5	48.4	43.0
	Administrative and support activities; Repair of computers	34.5	25.7	59.1	26.7	50.0	31.0	34.9
Total	42.0	53.2	70.2	33.8	37.1	61.0	45.2	

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

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Mobile "broadband" connection via 3G modem or 3G device								
Activities	Manufacturing	18.3	34.8	27.2	24.9	20.7	21.1	22.8
	Electricity, gas and steam, water supply, sewerage and waste management	3.5	37.1	30.6	20.7	21.0	20.7	20.8
	Construction	3.6	36.7	51.2	8.1	7.7	16.7	11.5
	Wholesale and retail sale; repair of motor vehicles and motorcycles	-	30.1	80.4	1.2	1.0	10.1	5.1
	Transportation and storage	36.1	11.3	70.0	19.2	46.0	41.3	33.4
	Accommodation and food service activities	35.3	41.7	50.0	29.7	12.6	48.8	36.8
	Information and communication	37.9	60.5	100.0	24.3	39.1	52.2	43.1
	Financial and insurance activities	36.4	25.0	63.6	25.0	100.0	46.4	51.4
	Real estate activities; Professional, scientific and technical activities	26.6	42.0	45.5	48.2	29.6	23.2	28.9
	Administrative and support activities; Repair of computers	47.7	16.0	40.9	28.3	35.9	47.9	41.1
Total	14.9	34.0	44.8	17.7	17.5	22.8	19.6	
Other mobile connection (e.g. analogue mobile phone, GSM, GPRS, EDGE)								
Activities	Manufacturing	3.8	30.8	28.4	11.6	11.6	11.5	11.6
	Electricity, gas and steam, water supply, sewerage and waste management	4.2	55.8	33.7	39.0	16.8	22.8	29.5
	Construction	3.6	35.4	29.3	10.0	7.7	12.3	10.3
	Wholesale and retail sale; repair of motor vehicles and motorcycles	0.9	28.7	86.5	3.4	1.2	10.1	5.8
	Transportation and storage	79.1	7.3	70.0	69.8	76.5	54.4	67.4
	Accommodation and food service activities	54.6	29.5	25.0	57.7	53.3	43.3	49.2
	Information and communication	63.4	67.6	83.3	43.2	78.6	67.7	64.6
	Financial and insurance activities	45.5	25.0	59.1	50.0	60.0	50.0	51.4
	Real estate activities; Professional, scientific and technical activities	41.2	33.2	54.5	39.5	24.5	44.9	40.4
	Administrative and support activities; Repair of computers	34.3	12.1	56.1	7.6	35.1	38.8	31.9
Total	16.7	32.3	44.3	18.3	18.6	24.3	20.7	

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%	33.7	41.3	42.6	49.7	39.1	19.9	35.5
25-49%	16.0	20.4	21.3	19.2	22.4	11.5	17.0
50-74%	12.9	21.2	11.3	13.1	15.6	14.7	14.3
75-100%	37.5	17.1	24.8	18.0	22.9	53.9	33.2

B5: Did the persons employed in your enterprise have portable devices (laptops, Smart phones, mobile phones or PDA devoces) that allowed a connection to the Internet for business use?
in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
		YES						
Activity	Manufacturing	66.4	85.0	93.4	75.3	73.6	65.5	72.4
	Electricity, gas and steam, water supply, sewerage and waste management	47.1	81.6	91.3	58.9	66.3	97.8	66.5
	Construction	65.9	84.8	100.0	54.0	80.4	79.2	70.8
	Wholesale and retail trade; repair of motor vehicles and motorcycles	72.1	86.6	94.7	57.4	70.4	88.3	74.3
	Transportation and storage	72.5	74.5	82.0	69.7	80.8	70.5	73.2
	Accommodation and food service activities	59.0	76.4	50.0	38.6	72.6	72.7	62.6
	Information and communication	83.7	98.6	100.0	81.5	72.3	93.4	86.4
	Financial and insurance activities	81.8	100.0	95.5	100.0	100.0	89.3	91.9
	Real estate activities; Professional, scientific and technical activities	54.0	79.3	100.0	80.7	81.1	45.2	57.8
	Administrative and support activities; Repair of computers	86.4	84.7	64.3	91.2	82.6	82.4	84.1
Total	68.2	84.3	91.4	67.1	74.3	75.4	72.2	

B6: Percentage of persons employed who used portable devices to access the Internet for business use, in January 2013:

in percentages

	Enterprises						Total
	Size class			Region			
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
1-24%	61.5	76.6	89.0	77.1	83.1	46.2	66.1
25-49%	18.8	8.8	6.4	9.9	10.6	24.6	16.0
50-74%	12.2	10.1	3.2	10.3	4.8	16.3	11.3
75-100%	7.5	4.5	1.4	2.8	1.5	12.9	6.6

B7: Did your enterprise have a Website/Homepage?

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	75.8	90.1	84.3	70.5	84.4	91.4	79.7
	Electricity, gas and steam, water supply, sewerage and waste management	28.4	65.7	79.5	55.3	46.5	35.5	49.7
	Construction	49.6	85.5	82.9	45.1	41.3	79.0	57.6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	64.4	89.5	94.7	51.9	69.0	79.1	68.1
	Transportation and storage	69.4	88.6	94.0	59.8	89.8	76.2	73.3
	Accommodation and food service activities	80.8	82.6	75.0	63.7	74.1	94.0	81.1
	Information and communication	88.2	95.3	100.0	82.1	72.3	98.8	89.6
	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	76.9	95.8	90.9	73.3	71.5	83.5	79.6
	Administrative and support activities; Repair of computers	78.9	84.7	83.7	61.0	96.5	79.9	80.4
Total	69.1	87.7	87.0	61.9	73.5	83.7	73.8	

B8: Did the Website or Home page of your enterprise have any of the following:
(your enterprise as Internet service provider)¹⁾

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
On-line ordering or reservation or booking of goods/services?								
Activity	Manufacturing	12.5	12.3	14.1	13.8	13.4	9.9	12.5
	Electricity, gas and steam, water supply, sewerage and waste management	25.3	22.5	10.9	33.9	1.9	6.1	21.3
	Construction	24.7	21.2	2.9	7.8	42.8	23.1	22.5
	Wholesale and retail trade; repair of motor vehicles and motorcycles	37.6	29.5	75.9	31.7	45.5	35.6	37.1
	Transportation and storage	31.7	17.3	38.3	21.8	42.8	21.3	29.2
	Accommodation and food service activities	65.1	71.5	33.3	60.9	85.0	62.6	66.2
	Information and communication	25.7	33.6	72.2	29.1	29.6	27.6	28.2
	Financial and insurance activities	20.0	-	50.0	25.0	20.0	40.7	36.1
	Real estate activities; Professional, scientific and technical activities	17.2	14.6	10.0	17.2	4.9	19.3	16.7
	Administrative and support activities; Repair of computers	19.2	14.1	13.3	14.5	37.8	7.5	17.6
Total	25.9	20.6	26.7	20.7	28.7	25.2	24.7	
A privacy statement policy or certification related to website safety?								
Activity	Manufacturing	37.5	56.7	73.8	46.3	48.0	40.3	45.0
	Electricity, gas and steam, water supply, sewerage and waste management	72.6	93.7	74.2	85.1	85.8	75.5	84.3
	Construction	85.7	95.8	42.6	96.8	89.9	77.5	85.3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	76.6	42.2	77.2	68.5	44.2	80.0	70.4
	Transportation and storage	58.8	12.8	57.4	45.1	60.7	42.2	49.9
	Accommodation and food service activities	59.1	77.4	33.3	66.5	58.4	62.6	62.9
	Information and communication	68.8	88.9	100.0	56.6	77.0	77.1	73.1
	Financial and insurance activities	72.7	100.0	81.8	75.0	80.0	82.1	81.1
	Real estate activities; Professional, scientific and technical activities	42.7	73.3	70.0	55.8	15.3	53.4	47.9
	Administrative and support activities; Repair of computers	61.9	27.8	79.4	69.6	68.2	46.9	56.6
Total	58.3	58.4	71.5	58.0	52.6	62.9	59.0	

¹⁾ The results refer only to enterprises that said YES to question B7.

B8: Did the Website or Home page of your enterprise have any of the following:
(your enterprise as Internet service provider)¹⁾

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Access to product catalogues or price lists?								
Activity	Manufacturing	61.1	64.5	77.3	67.6	64.4	54.7	62.9
	Electricity, gas and steam, water supply, sewerage and waste management	42.1	61.3	60.3	54.9	64.0	36.7	56.0
	Construction	63.2	56.2	17.6	68.8	53.0	55.6	58.8
	Wholesale and retail trade; repair of motor vehicles and motorcycles	92.3	66.1	84.5	79.4	80.5	95.0	87.8
	Transportation and storage	33.2	39.9	59.6	37.2	49.9	16.5	35.7
	Accommodation and food service activities	65.8	94.0	66.7	83.8	76.0	66.1	72.0
	Information and communication	47.5	51.8	55.6	43.0	72.9	43.5	48.4
	Financial and insurance activities	45.5	75.0	81.8	75.0	80.0	67.9	70.3
	Real estate activities; Professional, scientific and technical activities	30.2	52.6	30.0	45.2	16.9	34.7	33.7
	Administrative and support activities; Repair of computers	51.3	18.1	38.3	61.1	50.9	34.8	43.5
Total	64.5	61.0	65.5	65.9	64.1	62.1	63.7	
On-line payment?								
Activity	Manufacturing	5.9	6.9	13.8	3.8	3.9	13.3	6.6
	Electricity, gas and steam, water supply, sewerage and waste management	39.9	5.6	3.5	17.6	12.5	-	14.3
	Construction	5.2	17.3	5.9	8.2	19.0	5.3	8.6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	19.7	6.7	11.2	10.8	0.8	28.1	17.3
	Transportation and storage	16.1	4.6	10.6	19.4	17.9	1.7	13.6
	Accommodation and food service activities	23.0	6.7	-	12.3	17.0	22.6	19.2
	Information and communication	15.3	19.0	33.3	3.4	23.0	18.6	16.4
	Financial and insurance activities	18.2	25.0	59.1	25.0	40.0	46.4	43.2
	Real estate activities; Professional, scientific and technical activities	2.3	7.5	10.0	4.1	7.6	1.9	3.2
	Administrative and support activities; Repair of computers	5.4	-	6.2	-	11.4	1.7	4.4
Total	11.8	8.0	14.4	7.6	7.1	15.8	11.1	

¹⁾ The results refer only to enterprises that said YES to question B7.

B8: Did the Website or Home page of your enterprise have any of the following:
(your enterprise as Internet service provider)¹⁾

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Possibility for visitors to customise or design the products?								
Activity	Manufacturing	84.1	76.2	90.9	79.2	89.0	79.9	82.3
	Electricity, gas and steam, water supply, sewerage and waste management	72.8	83.2	69.9	74.3	83.7	84.7	78.2
	Construction	82.2	96.9	35.3	89.1	90.8	78.6	83.7
	Wholesale and retail trade; repair of motor vehicles and motorcycles	100.0	59.9	12.9	88.8	92.1	92.3	91.4
	Transportation and storage	28.3	29.5	38.3	30.6	42.2	10.8	29.0
	Accommodation and food service activities	37.1	81.6	33.3	58.3	54.0	40.0	46.7
	Information and communication	46.7	67.1	88.9	44.2	77.0	46.4	51.2
	Financial and insurance activities	81.8	100.0	90.9	75.0	100.0	89.3	89.2
	Real estate activities; Professional, scientific and technical activities	57.9	54.0	20.0	79.0	52.4	52.2	56.7
	Administrative and support activities; Repair of computers	87.6	82.0	63.3	97.3	95.3	74.8	84.3
Total	78.2	71.5	65.7	76.7	82.4	72.3	76.2	
Personalised content in the website for regular/repeated visitors?								
Activity	Manufacturing	51.3	83.4	90.4	60.6	68.1	59.4	62.5
	Electricity, gas and steam, water supply, sewerage and waste management	72.8	83.2	96.5	82.6	77.6	100.0	82.7
	Construction	100.0	94.8	60.3	98.2	99.1	94.5	96.3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	91.6	42.2	89.2	84.3	89.1	80.1	83.3
	Transportation and storage	83.9	38.5	70.2	64.3	90.5	66.8	74.5
	Accommodation and food service activities	91.4	69.5	100.0	95.2	98.0	80.0	86.7
	Information and communication	94.8	84.2	100.0	95.2	100.0	90.8	93.2
	Financial and insurance activities	81.8	100.0	77.3	75.0	100.0	78.6	81.1
	Real estate activities; Professional, scientific and technical activities	90.1	74.1	90.0	91.9	75.0	89.4	87.6
	Administrative and support activities; Repair of computers	95.9	47.0	100.0	76.1	96.3	83.8	86.5
Total	79.2	71.7	86.7	73.8	81.2	78.7	77.8	

¹⁾ The results refer only to enterprises that said YES to question B7.

B8: Did the Website or Home page of your enterprise have any of the following:
(your enterprise as Internet service provider)¹⁾

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Advertisement of open job positions or on-line job application?								
Activity	Manufacturing	11.6	32.4	50.8	22.4	25.5	9.0	19.4
	Electricity, gas and steam, water supply, sewerage and waste management	-	11.2	7.2	10.7	1.9	6.5	7.6
	Construction	12.4	21.2	36.8	7.7	29.3	16.0	16.2
	Wholesale and retail trade; repair of motor vehicles and motorcycles	7.4	39.7	81.0	15.8	23.6	9.5	14.4
	Transportation and storage	11.7	33.2	51.1	16.5	18.3	18.3	17.7
	Accommodation and food service activities	28.8	31.3	-	31.3	28.0	28.4	29.0
	Information and communication	43.5	34.4	44.4	25.8	61.2	41.7	42.0
	Financial and insurance activities	54.5	100.0	85.7	75.0	75.0	78.6	77.8
	Real estate activities; Professional, scientific and technical activities	21.3	26.2	20.0	17.8	23.4	22.8	22.1
	Administrative and support activities; Repair of computers	3.1	61.8	30.0	19.3	5.1	23.2	17.2
Total	13.7	32.3	49.3	19.2	24.5	16.8	19.5	

¹⁾ The results refer only to enterprises that said YES to question B7.

B9: Did your enterprise use public authorities' services to?
in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Obtain information								
Activity	Manufacturing	86.5	91.6	91.8	90.6	93.6	76.8	88.0
	Electricity, gas and steam, water supply, sewerage and waste management	74.3	85.3	100.0	84.8	83.8	63.0	81.6
	Construction	75.8	79.1	92.7	75.0	80.4	76.7	77.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	76.1	89.3	94.7	74.9	60.6	89.6	78.0
	Transportation and storage	76.4	83.5	92.0	72.8	72.7	91.1	78.1
	Accommodation and food service activities	47.4	90.0	50.0	36.1	65.9	64.9	56.5
	Information and communication	78.4	91.5	100.0	67.0	86.2	84.5	81.0
	Financial and insurance activities	81.8	100.0	95.5	75.0	100.0	92.9	91.9
	Real estate activities; Professional, scientific and technical activities	78.2	95.5	100.0	76.6	71.4	84.4	80.7
	Administrative and support activities; Repair of computers	82.2	94.9	90.7	57.6	100.0	88.4	85.3
Total		78.6	89.2	93.1	80.2	79.1	83.2	81.1
Obtain forms, e.g. tax declarations								
Activity	Manufacturing	86.2	89.1	91.2	85.1	92.3	85.1	87.1
	Electricity, gas and steam, water supply, sewerage and waste management	78.3	85.3	100.0	84.8	89.6	63.0	83.6
	Construction	76.9	81.2	92.7	77.4	74.1	81.7	78.3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	75.0	88.5	94.7	73.4	60.6	88.3	77.0
	Transportation and storage	70.8	83.5	84.0	77.5	64.7	76.9	73.4
	Accommodation and food service activities	59.3	88.5	50.0	35.0	57.8	86.1	65.5
	Information and communication	68.9	88.0	88.9	72.7	80.7	69.8	72.6
	Financial and insurance activities	90.9	75.0	95.5	75.0	100.0	92.9	91.9
	Real estate activities; Professional, scientific and technical activities	82.0	91.8	90.0	94.3	76.8	82.0	83.3
	Administrative and support activities; Repair of computers	90.2	93.2	82.8	86.0	98.4	87.8	90.1
Total		78.5	87.8	91.2	79.5	77.5	84.0	80.8

B9: Did your enterprise use public authorities' services to?
in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Return filled in forms								
Activity	Manufacturing	58.1	74.1	84.8	62.1	73.9	54.6	63.4
	Electricity, gas and steam, water supply, sewerage and waste management	49.8	78.1	96.8	78.1	50.0	63.0	66.8
	Construction	57.9	75.9	92.7	66.0	38.9	74.8	62.6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	47.1	81.4	37.6	55.3	38.7	54.9	51.2
	Transportation and storage	59.9	81.3	72.0	73.8	54.5	59.9	63.8
	Accommodation and food service activities	59.3	82.7	50.0	30.8	57.8	86.1	64.2
	Information and communication	47.6	81.9	100.0	52.0	55.7	54.6	54.3
	Financial and insurance activities	63.6	75.0	95.5	75.0	100.0	82.1	83.8
	Real estate activities; Professional, scientific and technical activities	53.0	83.3	80.0	74.8	71.0	48.2	57.4
	Administrative and support activities; Repair of computers	75.1	85.9	69.6	74.4	100.0	66.9	76.7
Total	54.0	77.9	79.6	61.9	57.6	58.5	59.5	
Pay VAT								
Activity	Manufacturing	28.7	55.3	63.8	31.9	39.6	43.0	36.9
	Electricity, gas and steam, water supply, sewerage and waste management	24.8	22.9	36.1	21.7	28.4	32.0	25.2
	Construction	29.5	14.3	70.7	15.5	37.5	33.6	28.3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	22.0	59.8	92.7	25.9	39.6	23.1	27.9
	Transportation and storage	36.0	55.6	61.7	41.4	36.3	42.9	40.3
	Accommodation and food service activities	61.7	54.6	50.0	17.9	49.6	88.5	60.1
	Information and communication	36.6	51.3	71.9	26.8	34.3	45.7	39.7
	Financial and insurance activities	30.0	25.0	71.4	50.0	40.0	57.7	54.3
	Real estate activities; Professional, scientific and technical activities	45.9	41.2	72.7	43.4	63.1	41.3	45.6
	Administrative and support activities; Repair of computers	41.7	30.5	36.9	14.9	74.3	31.7	39.3
Total	30.3	47.8	64.4	28.5	41.0	36.8	34.9	

B9: Did your enterprise use public authorities' services to?
in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Pay social contributions								
Activity	Manufacturing	34.8	50.7	61.9	34.8	41.1	48.5	40.0
	Electricity, gas and steam, water supply, sewerage and waste management	29.0	33.5	37.5	27.6	36.0	38.5	31.8
	Construction	46.6	14.3	68.3	37.4	37.5	47.4	41.4
	Wholesale and retail trade; repair of motor vehicles and motorcycles	30.8	58.4	89.4	34.6	39.4	33.6	35.3
	Transportation and storage	45.5	55.6	62.0	50.1	36.3	56.7	47.8
	Accommodation and food service activities	52.6	58.3	50.0	16.7	40.0	80.6	53.8
	Information and communication	45.2	46.6	75.0	27.1	48.1	51.3	46.2
	Financial and insurance activities	18.2	25.0	65.0	33.3	40.0	48.1	45.7
	Real estate activities; Professional, scientific and technical activities	39.7	36.4	72.7	42.7	63.1	32.3	39.8
	Administrative and support activities; Repair of computers	36.4	35.7	42.0	7.4	77.8	28.1	36.8
Total	36.8	46.3	63.2	34.9	42.2	42.3	39.6	

B10: Did your enterprise use the Internet for accessing tender documents in electronic procurement systems, during 2012?

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Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	30.5	53.7	42.5	30.5	39.8	44.7	36.7
	Electricity, gas and steam, water supply, sewerage and waste management	44.8	73.7	76.4	66.5	42.3	81.5	60.3
	Construction	55.8	86.3	87.8	71.6	60.7	55.9	62.5
	Wholesale and retail trade; repair of motor vehicles and motorcycles	24.2	39.9	68.6	25.1	24.3	29.6	27.0
	Transportation and storage	29.5	37.4	47.9	21.3	52.4	23.7	31.5
	Accommodation and food service activities	42.5	56.5	-	12.8	21.0	72.2	45.0
	Information and communication	26.2	61.4	36.7	29.1	37.8	31.6	32.5
	Financial and insurance activities	9.1	25.0	40.9	25.0	20.0	32.1	29.7
	Real estate activities; Professional, scientific and technical activities	43.6	57.8	80.0	59.6	49.4	41.0	45.9
	Administrative and support activities; Repair of computers	64.2	67.2	77.6	55.7	68.2	68.4	65.9
Total	33.6	55.6	56.4	35.4	39.5	41.1	38.6	

B11: Did your enterprise use the Internet to offer goods and services in electronic procurement systems, during 2012?

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
In the Republic of Serbia								
Activity	Manufacturing	13.5	35.7	27.6	21.2	18.6	17.2	19.4
	Electricity, gas and steam, water supply, sewerage and waste management	35.4	70.1	76.8	66.5	31.9	63.0	54.3
	Construction	33.7	86.3	85.4	40.8	44.7	49.0	45.1
	Wholesale and retail trade; repair of motor vehicles and motorcycles	31.2	32.0	9.4	22.3	34.1	35.2	31.0
	Transportation and storage	28.5	26.7	47.9	20.2	49.7	19.9	28.9
	Accommodation and food service activities	41.6	65.6	-	17.4	22.2	72.2	46.3
	Information and communication	25.4	48.2	38.9	18.9	24.2	36.8	29.7
	Financial and insurance activities	9.1	-	36.4	25.0	20.0	25.0	24.3
	Real estate activities; Professional, scientific and technical activities	19.1	49.2	72.7	45.7	26.4	16.9	23.7
	Administrative and support activities; Repair of computers	29.4	20.2	46.5	38.5	16.0	31.8	29.2
Total		25.1	44.0	39.8	26.6	29.1	31.6	29.2
In EU countries								
Activity	Manufacturing	2.1	17.0	5.4	8.8	4.3	1.6	5.8
	Electricity, gas and steam, water supply, sewerage and waste management	-	3.9	4.3	3.1	-	3.3	2.1
	Construction	-	9.6	43.1	3.7	1.9	3.6	3.2
	Wholesale and retail trade; repair of motor vehicles and motorcycles	2.7	21.1	-	1.5	14.2	2.6	5.0
	Transportation and storage	6.5	3.4	-	8.1	8.0	-	5.8
	Accommodation and food service activities	18.6	10.8	-	9.9	8.2	24.0	16.7
	Information and communication	16.5	18.8	-	10.2	33.3	11.3	16.4
	Financial and insurance activities	9.1	-	4.8	-	-	7.1	5.6
	Real estate activities; Professional, scientific and technical activities	5.3	19.5	44.4	19.5	5.6	4.6	7.5
	Administrative and support activities; Repair of computers	6.5	-	4.4	-	-	9.5	5.3
Total		3.9	14.8	8.4	6.5	8.1	4.4	6.1

B12: Did your enterprise use any of the following social media for business use, during January 2013?

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Social networks: Facebook, LinkedIn, Xing, Yammer								
Activity	Manufacturing	11.6	27.0	27.6	19.9	11.0	15.1	16.2
	Electricity, gas and steam, water supply, sewerage and waste management	3.6	11.1	10.4	13.3	-	3.3	7.6
	Construction	15.7	11.8	-	14.6	3.9	20.8	14.3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	34.5	30.4	22.0	23.0	23.4	47.0	33.8
	Transportation and storage	13.6	39.2	40.0	17.2	26.6	12.4	18.6
	Accommodation and food service activities	36.1	42.3	75.0	34.0	63.0	30.5	37.9
	Information and communication	48.6	76.0	58.3	52.1	66.7	48.2	52.9
	Financial and insurance activities	18.2	-	50.0	25.0	25.0	39.3	36.1
	Real estate activities; Professional, scientific and technical activities	11.6	25.4	18.2	27.4	6.7	11.4	13.4
	Administrative and support activities; Repair of computers	23.3	27.8	4.6	30.0	12.6	24.5	22.6
Total	22.3	27.8	24.2	21.4	17.6	29.0	23.4	
Enterprise's blog (Twitter)								
Activity	Manufacturing	0.5	5.4	10.6	2.5	0.1	3.9	2.2
	Electricity, gas and steam, water supply, sewerage and waste management	3.6	-	3.1	3.8	-	-	2.0
	Construction	3.6	2.0	-	1.1	-	6.9	3.1
	Wholesale and retail trade; repair of motor vehicles and motorcycles	9.3	10.5	11.4	3.6	10.3	13.1	9.4
	Transportation and storage	-	4.0	4.0	-	2.1	0.5	0.8
	Accommodation and food service activities	9.0	18.6	-	3.1	9.6	16.1	11.0
	Information and communication	29.7	44.3	30.6	22.4	48.1	29.5	31.9
	Financial and insurance activities	27.3	-	18.2	25.0	-	21.4	18.9
	Real estate activities; Professional, scientific and technical activities	2.7	10.6	-	6.7	9.8	1.2	3.7
	Administrative and support activities; Repair of computers	7.8	3.9	-	18.9	11.0	-	6.4
Total	5.8	7.7	8.4	3.5	6.0	8.9	6.2	

B12: Did your enterprise use any of the following social media for business use, during January 2013?

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Multimedia content sharing websites (Youtube, Flickr, Picassa)								
Activity	Manufacturing	8.6	16.1	16.1	15.1	10.1	3.4	10.8
	Electricity, gas and steam, water supply, sewerage and waste management	3.6	7.5	4.2	9.2	-	3.3	5.3
	Construction	5.3	9.0	-	4.9	1.9	9.0	5.8
	Wholesale and retail trade; repair of motor vehicles and motorcycles	6.5	21.2	7.3	4.2	0.2	15.7	8.4
	Transportation and storage	2.5	4.0	28.0	0.7	4.1	7.6	3.7
	Accommodation and food service activities	27.4	17.3	50.0	26.2	35.6	21.2	25.5
	Information and communication	38.1	58.9	63.9	40.6	48.1	40.1	41.9
	Financial and insurance activities	9.1	-	36.4	-	20.0	28.6	24.3
	Real estate activities; Professional, scientific and technical activities	7.4	16.7	-	10.4	3.0	9.4	8.5
	Administrative and support activities; Repair of computers	10.3	10.7	8.9	7.2	11.0	11.0	10.3
Total	9.1	16.5	15.0	10.6	7.4	12.8	10.7	
Wikipedia								
Activity	Manufacturing	5.5	22.4	8.3	10.4	9.7	8.3	9.7
	Electricity, gas and steam, water supply, sewerage and waste management	3.6	7.4	-	9.1	-	-	4.9
	Construction	3.3	5.2	2.4	7.6	3.9	-	3.6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	-	18.8	2.0	1.9	-	4.0	2.4
	Transportation and storage	2.5	-	10.0	-	-	8.4	2.4
	Accommodation and food service activities	11.6	3.7	-	9.5	8.2	10.6	9.8
	Information and communication	27.3	33.5	63.9	38.2	17.2	29.7	29.3
	Financial and insurance activities	-	-	22.7	-	-	17.9	13.5
	Real estate activities; Professional, scientific and technical activities	10.9	8.0	18.2	18.0	5.5	9.9	10.6
	Administrative and support activities; Repair of computers	18.4	7.0	-	32.0	11.2	10.2	14.7
Total	5.3	15.9	8.4	8.5	5.3	7.8	7.4	

B13: In January 2013, did your enterprise use social media to:
in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Develop enterprise's image of market products?								
Activity	Manufacturing	58.5	62.6	48.8	76.9	43.2	44.3	59.4
	Electricity, gas and steam, water supply, sewerage and waste management	-	50.5	100.0	44.4	-	100.0	49.5
	Construction	34.4	86.1	-	13.6	66.7	69.7	43.6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	62.2	90.2	75.9	67.4	99.1	58.1	66.5
	Transportation and storage	66.0	100.0	87.0	100.0	69.8	61.2	77.9
	Accommodation and food service activities	74.3	82.1	100.0	100.0	71.8	67.6	76.6
	Information and communication	58.3	93.8	100.0	45.4	58.5	76.8	66.0
	Financial and insurance activities	66.7	-	50.0	100.0	100.0	46.7	52.9
	Real estate activities; Professional, scientific and technical activities	20.9	71.9	33.3	46.7	52.5	12.1	28.1
	Administrative and support activities; Repair of computers	52.1	56.5	72.6	60.1	53.4	50.3	53.5
Total	56.1	76.2	63.7	64.5	67.0	56.1	61.0	
Obtain or respond to customers' options, reviews, questions?								
Activity	Manufacturing	29.8	24.5	67.2	37.5	17.3	31.7	30.5
	Electricity, gas and steam, water supply, sewerage and waste management	100.0	50.5	71.4	63.8	-	50.0	62.6
	Construction	17.2	62.5	-	13.6	66.7	30.3	25.3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	48.4	57.9	70.4	45.0	56.4	50.1	50.0
	Transportation and storage	34.0	76.6	78.3	50.4	69.8	23.8	50.4
	Accommodation and food service activities	56.8	65.4	50.0	63.7	84.7	40.4	58.4
	Information and communication	48.4	75.8	100.0	34.0	79.3	53.6	54.9
	Financial and insurance activities	33.3	-	35.7	100.0	100.0	26.7	35.3
	Real estate activities; Professional, scientific and technical activities	13.0	67.4	33.3	34.9	18.0	14.5	21.3
	Administrative and support activities; Repair of computers	43.4	38.3	58.3	60.1	50.0	32.6	42.9
Total	39.8	47.0	65.5	39.8	47.7	42.1	42.5	

B13: In January 2013, did your enterprise use social media to:
in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Involve customers in development or innovations or goods or services?								
Activity	Manufacturing	18.0	16.5	21.5	25.4	5.7	16.4	17.7
	Electricity, gas and steam, water supply, sewerage and waste management	100.0	25.3	50.0	41.6	-	50.0	42.4
	Construction	17.2	48.4	-	8.1	66.7	30.3	22.8
	Wholesale and retail trade; repair of motor vehicles and motorcycles	29.5	40.3	51.9	32.4	49.5	26.4	31.3
	Transportation and storage	-	20.5	43.5	8.9	15.6	2.6	9.7
	Accommodation and food service activities	42.6	68.8	25.0	64.1	45.9	40.4	47.7
	Information and communication	44.2	57.2	44.8	34.0	79.3	37.9	46.7
	Financial and insurance activities	-	-	14.3	-	-	13.3	11.8
	Real estate activities; Professional, scientific and technical activities	4.2	26.4	-	7.9	20.9	3.7	7.4
	Administrative and support activities; Repair of computers	20.8	6.1	-	35.8	46.6	-	17.7
Total		25.4	30.7	27.7	26.4	34.0	23.8	26.7
Collaborate with business partners or other organisations?								
Activity	Manufacturing	13.1	25.1	37.3	28.1	5.7	18.7	19.5
	Electricity, gas and steam, water supply, sewerage and waste management	100.0	50.5	50.0	60.1	-	50.0	59.2
	Construction	25.5	58.2	-	22.7	33.3	39.5	31.3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	70.5	45.4	37.0	65.8	48.6	71.1	66.4
	Transportation and storage	-	52.3	60.9	22.4	23.6	14.5	20.6
	Accommodation and food service activities	68.2	63.7	50.0	75.3	71.8	59.6	66.8
	Information and communication	67.1	89.5	44.8	53.2	79.3	73.7	70.3
	Financial and insurance activities	33.3	-	35.7	-	-	40.0	35.3
	Real estate activities; Professional, scientific and technical activities	15.4	81.9	-	28.0	58.5	14.9	24.9
	Administrative and support activities; Repair of computers	38.1	49.6	38.4	39.9	46.6	37.8	39.9
Total		48.0	44.6	39.8	41.6	37.2	54.4	46.9

B13: In January 2013, did your enterprise use social media to:
in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Recruit employees?								
Activity	Manufacturing	-	21.1	21.5	12.3	3.0	11.7	9.6
	Electricity, gas and steam, water supply, sewerage and waste management	100.0	50.5	21.4	60.1	-	-	54.6
	Construction	-	24.2	-	4.0	33.3	-	4.4
	Wholesale and retail trade; repair of motor vehicles and motorcycles	5.9	11.0	33.3	23.2	1.5	2.8	7.0
	Transportation and storage	-	20.5	34.8	8.9	15.6	-	9.0
	Accommodation and food service activities	73.0	39.1	-	64.1	84.7	51.6	63.9
	Information and communication	24.7	80.8	28.0	21.3	34.8	40.2	34.9
	Financial and insurance activities	33.3	-	42.9	-	100.0	40.0	41.2
	Real estate activities; Professional, scientific and technical activities	8.1	48.4	-	5.0	45.3	11.2	13.9
	Administrative and support activities; Repair of computers	10.6	36.5	-	32.2	-	10.3	14.5
Total	10.5	27.1	25.2	18.4	16.0	12.0	14.8	
Exchange views, opinions and knowledge within the enterprise?								
Activity	Manufacturing	4.3	18.0	26.4	10.9	14.9	7.8	11.2
	Electricity, gas and steam, water supply, sewerage and waste management	100.0	50.5	28.6	56.3	-	50.0	55.8
	Construction	17.2	24.2	-	4.0	33.3	30.3	18.4
	Wholesale and retail trade; repair of motor vehicles and motorcycles	35.9	42.1	24.1	50.4	48.9	29.0	36.8
	Transportation and storage	-	30.8	43.5	19.9	11.8	5.2	12.8
	Accommodation and food service activities	73.0	55.3	25.0	65.3	84.7	59.6	68.0
	Information and communication	28.1	80.8	28.0	33.7	34.8	40.2	37.5
	Financial and insurance activities	-	-	35.7	-	100.0	26.7	29.4
	Real estate activities; Professional, scientific and technical activities	4.5	69.5	-	14.2	10.4	14.9	14.1
	Administrative and support activities; Repair of computers	17.3	67.8	38.4	7.7	-	42.9	26.0
Total	25.6	36.4	28.7	25.9	31.7	28.2	28.2	

B14: Did your enterprise have rules or a procedure for using social media for business use?

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
		YES						
Activity	Manufacturing	13.8	36.9	53.9	38.8	11.2	16.7	25.6
	Electricity, gas and steam, water supply, sewerage and waste management	-	50.0	50.0	40.3	-	50.0	41.2
	Construction	17.2	27.9	-	5.5	33.3	30.3	19.1
	Wholesale and retail trade; repair of motor vehicles and motorcycles	21.6	68.5	33.3	25.1	0.9	37.1	28.8
	Transportation and storage	34.0	27.5	26.1	36.8	34.0	21.2	31.4
	Accommodation and food service activities	32.4	46.0	-	11.6	2.3	64.9	34.5
	Information and communication	38.6	21.1	13.8	16.4	41.5	38.6	34.6
	Financial and insurance activities	33.3	-	57.1	100.0	100.0	46.7	52.9
	Real estate activities; Professional, scientific and technical activities	12.6	48.4	33.3	7.9	37.7	19.1	18.2
	Administrative and support activities; Repair of computers	15.4	49.6	34.2	23.8	53.4	10.3	21.5
Total	21.8	43.8	42.3	26.9	16.3	32.9	27.7	

MODULE 2.C: Electronic invoicing¹⁾

C1: Did your enterprise send electronic invoice in January 2013?

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
e-invoices in a standard structure suitable for automatic processing (e.g. EDI, XML)								
Activity	Manufacturing	12.4	24.2	20.8	13.0	19.8	16.0	15.7
	Electricity, gas and steam, water supply, sewerage and waste management	4.0	19.1	8.6	12.0	10.4	5.2	10.7
	Construction	14.7	7.3	53.7	12.6	11.6	18.8	14.8
	Wholesale and retail trade; repair of motor vehicles and motorcycles	0.9	25.4	16.3	4.4	1.9	5.4	4.2
	Transportation and storage	13.4	18.0	36.0	2.0	20.4	28.6	15.0
	Accommodation and food service activities	19.5	34.5	25.0	7.0	31.4	30.0	22.7
	Information and communication	26.3	39.5	21.9	17.8	33.3	30.3	28.3
	Financial and insurance activities	36.4	-	31.8	-	20.0	35.7	29.7
	Real estate activities; Professional, scientific and technical activities	9.0	26.7	22.2	27.1	17.5	5.1	11.4
	Administrative and support activities; Repair of computers	41.5	10.6	18.5	-	54.9	35.7	33.9
Total	10.3	22.7	24.1	10.3	15.4	14.2	13.1	
Electronic invoices not suitable for automatic processing, (e.g. invoices sent by e-mail)								
Activity	Manufacturing	77.5	63.2	77.1	76.7	75.1	68.0	74.1
	Electricity, gas and steam, water supply, sewerage and waste management	47.3	51.0	75.7	47.3	59.9	49.3	51.7
	Construction	85.9	52.0	87.8	68.0	86.3	86.4	80.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	73.5	79.5	33.5	67.6	99.4	64.1	73.6
	Transportation and storage	76.8	68.4	70.0	63.2	79.1	88.7	75.2
	Accommodation and food service activities	66.0	59.9	75.0	54.3	69.7	70.0	64.9
	Information and communication	70.5	44.3	69.4	59.0	62.9	70.5	66.5
	Financial and insurance activities	63.6	50.0	40.9	25.0	40.0	53.6	48.6
	Real estate activities; Professional, scientific and technical activities	59.8	53.7	63.6	51.0	58.8	61.5	59.1
	Administrative and support activities; Repair of computers	57.2	49.7	45.6	35.3	61.7	58.3	54.8
Total	73.5	62.9	67.6	68.1	80.6	68.2	71.3	

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

C2: Did your enterprise receive e-invoices in a standard structure suitable for automatic processing (e.g. EDI, XML), in January ?

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	20.8	42.1	28.5	26.5	27.6	24.0	26.2
	Electricity, gas and steam, water supply, sewerage and waste management	14.3	22.0	28.9	27.4	10.4	5.6	19.0
	Construction	34.5	12.6	43.9	36.3	19.6	33.8	31.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	36.1	29.6	19.6	20.8	11.7	57.5	35.0
	Transportation and storage	18.4	25.4	36.0	3.3	22.5	42.7	20.2
	Accommodation and food service activities	27.7	46.2	50.0	10.3	37.0	43.9	31.7
	Information and communication	36.3	39.5	8.3	18.3	33.3	43.8	36.1
	Financial and insurance activities	10.0	25.0	36.4	33.3	-	32.1	27.8
	Real estate activities; Professional, scientific and technical activities	32.7	34.8	50.0	46.1	52.6	23.4	33.2
	Administrative and support activities; Repair of computers	58.9	17.7	28.3	17.0	71.1	50.1	49.0
Total	29.9	33.2	30.1	24.3	24.4	40.4	30.5	

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

D1: In January 2013, did your enterprise use the software package ERP for exchanging information on sales and/or purchases with its other functions (e.g. finances, planning, marketing, etc.)?

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	4.4	16.3	26.5	6.8	8.1	11.9	8.4
	Electricity, gas and steam, water supply, sewerage and waste management	4.0	15.1	30.9	11.6	12.2	8.7	11.4
	Construction	3.6	6.5	47.6	3.2	4.2	9.2	5.8
	Wholesale and retail trade; repair of motor vehicles and motorcycles	13.5	40.5	29.0	3.4	10.8	30.3	17.2
	Transportation and storage	5.0	18.8	58.0	5.4	3.6	20.4	9.2
	Accommodation and food service activities	2.0	27.5	-	5.0	8.9	8.2	7.3
	Information and communication	9.7	32.3	34.4	5.8	17.6	15.1	13.6
	Financial and insurance activities	9.1	25.0	27.3	-	20.0	25.0	21.6
	Real estate activities; Professional, scientific and technical activities	4.0	19.9	18.2	13.5	10.1	3.0	6.2
	Administrative and support activities; Repair of computers	3.7	7.0	17.2	1.9	12.6	3.6	5.5
Total	7.4	21.0	30.4	5.9	8.9	16.7	10.8	

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

D2: In January 2013, did your enterprise use any software application for managing information about customers (so-called CRM) that allows to:
in percentages

Enterprises		Size class			Region			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	9.5	27.3	28.0	15.0	12.3	17.0	14.7
	Electricity, gas and steam, water supply, sewerage and waste management	-	-	8.3	1.1	0.9	-	0.9
	Construction	8.7	-	14.6	-	17.6	7.2	7.3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	19.2	35.5	12.7	9.5	0.4	40.5	21.1
	Transportation and storage	7.6	14.1	48.0	7.0	3.6	21.5	10.2
	Accommodation and food service activities	6.6	34.6	-	12.0	2.9	16.1	12.3
	Information and communication	22.5	62.2	38.9	24.8	34.3	28.9	29.1
	Financial and insurance activities	36.4	25.0	54.5	-	80.0	46.4	45.9
	Real estate activities; Professional, scientific and technical activities	8.7	35.5	45.5	34.2	11.5	6.6	12.6
	Administrative and support activities; Repair of computers	13.5	14.8	27.8	7.5	39.7	6.7	14.9
Total	12.8	25.0	26.2	11.7	9.9	22.9	15.6	
Analyse information about customers for marketing (setting prices, making sales promotion, choosing distribution channels, etc.)?								
Activity	Manufacturing	7.9	30.3	21.0	17.5	10.9	10.7	13.9
	Electricity, gas and steam, water supply, sewerage and waste management	-	-	5.6	0.5	0.9	-	0.6
	Construction	8.7	2.7	24.4	1.4	19.4	6.9	8.2
	Wholesale and retail trade; repair of motor vehicles and motorcycles	13.8	26.1	12.7	9.5	0.4	27.4	15.3
	Transportation and storage	13.1	18.1	44.0	8.6	11.2	28.6	15.0
	Accommodation and food service activities	20.3	25.3	-	7.0	1.6	37.3	21.1
	Information and communication	19.5	50.9	38.9	23.5	23.7	26.2	25.1
	Financial and insurance activities	18.2	25.0	50.0	-	60.0	39.3	37.8
	Real estate activities; Professional, scientific and technical activities	5.2	24.6	36.4	21.2	3.5	5.5	8.1
	Administrative and support activities; Repair of computers	13.5	14.8	11.1	7.5	36.5	5.5	13.5
Total	10.9	23.5	22.1	12.2	9.1	18.0	13.7	

MODULE 2.E: e-commerce¹⁾

E1: Did your enterprise receive orders for goods or services via a website (excluding manually typed e-mails) in 2012?

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	7.0	9.7	8.3	4.3	14.9	5.8	7.7
	Electricity, gas and steam, water supply, sewerage and waste management	5.0	0.0	3.1	0.6	0.0	18.1	2.7
	Construction	6.1	6.4	-	1.1	8.0	9.0	6.0
	Wholesale and retail trade; repair motor vehicles and motorcycles	25.3	16.0	71.8	18.9	31.4	25.6	24.9
	Transportation and storage	19.1	16.3	8.0	11.5	12.3	24.6	12.6
	Accommodation and food service activities	21.6	22.1	-	10.1	27.4	26.7	21.5
	Information and communication	30.9	22.9	72.2	14.7	32.5	36.3	30.7
	Real estate activities; Professional, scientific and technical activities	18.3	6.2	9.1	25.2	12.1	15.4	16.7
	Administrative and support activities; Repair of computers	7.8	0.0	23.5	4.0	24.0	1.9	7.6
Total	22.8	15.4	22.3	12.4	21.0	23.4	20.9	

E2: Percentage of the total turnover resulting from orders received via a website, in 2012²⁾

in percentages

	Enterprises							Total
	Size class			Region				
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade		
1-24%	83.5	77.8	90.8	80.1	85.7	82.6	83.1	
25-49%	4.1	11.8	2.1	3.2	3.3	7.2	5.0	
50-74%	4.5	6.0	7.0	5.8	5.6	3.7	4.8	
75-100%	7.9	4.5	0.0	10.8	5.4	6.5	7.1	

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

²⁾ The results refer only to enterprises that said YES to question E1.

E3: In 2012, did your enterprise receive orders placed via a website by customers located in the following geographical areas? ¹⁾

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Republic of Serbia								
Activity	Manufacturing	100.0	91.2	100.0	89.9	100.0	100.0	97.3
	Electricity, gas and steam, water supply, sewerage and waste management	100.0	0.0	100.0	100.0	0.0	100.0	100.0
	Construction	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	79.9	100.0	100.0	56.0	100.0	100.0	83.3
	Accommodation and food service activities	91.0	94.0	-	100.0	64.9	100.0	91.6
	Information and communication	73.2	100.0	100.0	80.3	14.8	100.0	78.0
	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	94.5	0.0	100.0	100.0	100.0	70.6	95.9
Total	96.0	96.1	100.0	93.3	93.2	99.9	96.2	
Other EU countries								
Activity	Manufacturing	35.4	22.4	32.4	23.9	23.3	64.9	31.3
	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	58.0	30.4	0.0	100.0	0.0	76.7	52.4
	Wholesale and retail trade; repair of motor vehicles and motorcycles	10.7	8.7	2.8	2.9	31.2	0.3	10.2
	Transportation and storage	38.2	29.8	0.0	52.9	0.0	48.2	36.1
	Accommodation and food service activities	29.5	70.5	0.0	100.0	70.2	10.2	38.2
	Information and communication	30.4	62.1	30.8	19.7	42.6	33.4	34.1
	Real estate activities; Professional, scientific and technical activities	5.2	57.6	0.0	17.1	0.0	4.7	7.6
	Administrative and support activities; Repair of computers	47.2	0.0	23.1	0.0	46.6	41.2	41.2
Total	19.7	27.5	14.3	18.1	27.8	16.6	20.5	

¹⁾ The results refer only to enterprises that said YES to question E1.

E3: In 2012, did your enterprise receive orders placed via a website by customers located in the following geographical areas?¹⁾

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Rest of the world								
Activity	Manufacturing	35.4	8.8	32.4	15.7	19.1	67.0	27.2
	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	0.0	0.0	0.0	0.0	0.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	57.2	0.0	-	13.4	31.2	81.2	49.9
	Transportation and storage	19.1	29.8	0.0	11.1	-	48.2	20.2
	Accommodation and food service activities	20.5	54.8	0.0	86.6	35.1	10.2	27.8
	Information and communication	26.8	41.4	30.8	19.7	85.2	10.2	28.8
	Real estate activities; Professional, scientific and technical activities	0.0	57.6	0.0	0.0	0.0	4.7	2.8
	Administrative and support activities; Repair of computers	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	38.4	15.2	10.8	14.7	26.3	49.6	34.2	

¹⁾ The results refer only to enterprises that said YES to question E1.

E4: Provide a percentage breakdown of the turnover from orders placed by a website in 2012 by types of transactions:

in percentages

	Enterprises						Total
	Size class			Region			
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
a) Sale to final consumers							
1-24%	46.6	30.4	50.9	45.2	40.2	47.6	44.7
25-49%	0.8	11.9	0.0	1.5	5.1	0.5	2.2
50-74%	6.7	9.3	9.3	13.2	7.3	3.9	7.1
75-100%	45.9	48.4	39.8	40.2	47.4	48.0	46.0
b) Sale to enterprises							
1-24%	45.9	48.4	39.8	40.2	47.4	48.0	46.0
25-49%	1.9	1.6	2.0	0.4	5.0	0.5	1.9
50-74%	5.5	19.6	7.3	14.3	7.5	3.9	7.4
75-100%	46.6	30.4	50.9	45.2	40.2	47.6	44.7

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

²⁾ The results refer only to enterprise that said YES to question E1.

E5: Did any of the following obstacles limit or prevent your enterprise from selling via a website:

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Enterprise's goods or services were not suitable for web sale?								
Activity	Manufacturing	6.3	22.4	13.5	18.4	11.5	2.1	11.5
	Electricity, gas and steam, water supply, sewerage and waste management	0.0	0.0	100.0	100.0	0.0	0.0	11.9
	Construction	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	4.4	0.0	0.0	16.1	0.0	0.0	3.8
	Transportation and storage	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Accommodation and food service activities	0.0	19.3	0.0	26.8	0.0	0.0	4.1
	Information and communication	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Real estate activities; Professional, scientific and technical activities	5.2	42.4	0.0	20.0	9.7	0.0	6.9
	Administrative and support activities; Repair of computers	0.0	0.0	16.5	41.7	0.0	0.0	4.1
Total	3.6	11.6	6.0	15.5	3.6	0.1	4.8	
Problems in web sales related to logistics (shipping of goods or delivery of services)?								
Activity	Manufacturing	15.9	6.0	0.0	6.8	7.3	33.0	12.0
	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	0.0	0.0	0.0	0.0	0.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	0.0	0.0	2.8	0.0	0.4	0.0	0.1
	Transportation and storage	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Accommodation and food service activities	0.0	9.7	0.0	13.4	0.0	0.0	2.0
	Information and communication	12.1	0.0	15.4	0.0	42.6	1.5	10.9
	Real estate activities; Professional, scientific and technical activities	5.2	0.0	0.0	17.1	0.0	0.0	4.9
	Administrative and support activities; Repair of computers	47.2	0.0	0.0	0.0	46.6	0.0	35.4
Total	4.3	3.1	3.4	3.7	6.7	2.5	4.1	

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

E5: Did any of the following obstacles limit or prevent your enterprise from selling via a website:

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Problems in web sales related to payment?								
Activity	Manufacturing	15.9	8.8	0.0	10.1	7.3	33.0	12.9
	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	0.0	0.0	0.0	0.0	0.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	3.7	0.0	0.0	13.4	0.0	0.0	3.2
	Transportation and storage	22.6	0.0	0.0	0.0	65.3	0.0	18.9
	Accommodation and food service activities	30.8	0.0	0.0	0.0	0.0	39.8	24.3
	Information and communication	0.0	0.0	30.8	0.0	0.0	2.9	1.9
	Real estate activities; Professional, scientific and technical activities	5.2	0.0	0.0	17.1	0.0	0.0	4.9
	Administrative and support activities; Repair of computers	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	7.2	3.4	3.9	10.7	5.2	5.4	6.6	
Problems in web sales related to ICT security or data protection?								
Activity	Manufacturing	6.3	8.8	0.0	10.1	7.3	0.0	6.7
	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	0.0	0.0	0.0	0.0	0.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Transportation and storage	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Accommodation and food service activities	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Information and communication	0.0	0.0	15.4	0.0	0.0	1.8	1.1
	Real estate activities; Professional, scientific and technical activities	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Administrative and support activities; Repair of computers	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	0.8	3.4	1.9	1.9	2.1	0.2	1.2	

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

E5: Did any of the following obstacles limit or prevent your enterprise from selling via a website:

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Problems in web sales related to legal framework?								
Activity	Manufacturing	6.3	8.8	0.0	10.1	7.3	0.0	6.7
	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	0.0	0.0	0.0	0.0	0.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Transportation and storage	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Accommodation and food service activities	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Information and communication	0.0	0.0	46.2	0.0	0.0	4.4	2.9
	Real estate activities; Professional, scientific and technical activities	0.0	25.2	0.0	0.0	9.7	0.0	1.2
	Administrative and support activities; Repair of computers	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	0.8	4.2	5.8	1.9	2.4	0.6	1.5	
The cost of introducing web sales too high compared to benefits?								
Activity	Manufacturing	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	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	0.0	0.0	0.0	0.0	0.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	21.5	0.0	4.5	0.0	63.0	0.0	19.0
	Transportation and storage	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Accommodation and food service activities	0.0	9.7	0.0	13.4	0.0	0.0	2.0
	Information and communication	0.0	0.0	15.4	0.0	0.0	1.5	1.0
	Real estate activities; Professional, scientific and technical activities	0.0	25.2	0.0	0.0	9.7	0.0	1.2
	Administrative and support activities; Repair of computers	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	11.1	1.6	4.3	0.4	29.0	0.2	9.5	

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

E6: Did your enterprise have orders for goods or services place via EDI-type messages, in 2012?

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	0.5	3.7	2.8	0.5	1.3	3.1	1.4
	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	0.0	0.0	0.0	0.0	0.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	0.0	9.3	7.3	0.1	0.2	2.7	1.3
	Transportation and storage	0.0	3.4	0.0	1.3	0.0	0.0	0.5
	Accommodation and food service activities	0.0	1.3	0.0	0.0	1.5	0.0	0.3
	Information and communication	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Real estate activities; Professional, scientific and technical activities	2.0	3.6	0.0	4.3	5.5	0.7	2.2
	Administrative and support activities; Repair of computers	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	0.3	3.8	2.3	0.5	0.9	1.6	1.0	

E7: Percentage of the total turnover resulting from received via EDI-type messages, in 2012:

in percentages

	Enterprises						
	Size class			Region			Total
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
1-24%	100.0	82.1	65.1	92.1	100.0	78.6	84.1
25-49%	0.0	17.9	23.3	0.0	0.0	21.4	14.8
50-74%	0.0	0.0	11.6	7.9	0.0	0.0	1.1
75-100%	0.0	0.0	0.0	0.0	0.0	0.0	0.0

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

²⁾ The results refer only to enterprises that said YES to question E1.

E8: During 2012, did your enterprise receive orders placed via EDI-type messages from customers located in the following geographical areas?

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Republic of Serbia								
Activity	Manufacturing	100.0	61.5	80.0	86.7	100.0	55.9	73.0
	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	0.0	0.0	0.0	0.0	0.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	0.0	100.0	100.0	100.0	100.0	100.0	100.0
	Transportation and storage	0.0	100.0	0.0	100.0	0.0	0.0	100.0
	Accommodation and food service activities	0.0	100.0	0.0	0.0	100.0	0.0	100.0
	Information and communication	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Real estate activities; Professional, scientific and technical activities	100.0	100.0	0.0	100.0	100.0	100.0	100.0
	Administrative and support activities; Repair of computers	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	100.0	84.6	88.4	94.8	100.0	83.0	88.7	
Other EU countries								
Activity	Manufacturing	0.0	0.0	40.0	13.3	0.0	3.9	4.4
	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	0.0	0.0	0.0	0.0	0.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	0.0	50.0	0.0	0.0	0.0	48.6	45.4
	Transportation and storage	0.0	100.0	0.0	100.0	0.0	0.0	100.0
	Accommodation and food service activities	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Information and communication	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Real estate activities; Professional, scientific and technical activities	46.4	100.0	0.0	100.0	0.0	100.0	57.5
	Administrative and support activities; Repair of computers	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	26.7	34.6	23.3	60.9	0.0	34.5	31.8	

¹⁾ The results refer only to enterprises that said YES to question E6.

E8: During 2012, did your enterprise receive orders placed via EDI-type messages from customers located in the following geographical areas?
in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Rest of the world								
Activity	Manufacturing	0.0	0.0	40.0	13.3	0.0	3.9	4.4
	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	0.0	0.0	0.0	0.0	0.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Transportation and storage	0.0	100.0	0.0	100.0	0.0	0.0	100.0
	Accommodation and food service activities	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Information and communication	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Real estate activities; Professional, scientific and technical activities	0.0	100.0	0.0	0.0	0.0	100.0	20.7
	Administrative and support activities; Repair of computers	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	0.0	10.3	23.3	24.0	0.0	7.6	8.8	

¹⁾ The results refer only to enterprises that said YES to question E6.

E9: During 2012, did your enterprise place orders for goods or services via EDI-type messages?

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	42.0	35.0	42.2	34.9	46.2	28.6	35.6
	Electricity, gas and steam, water supply, sewerage and waste management	29.9	26.7	41.0	33.8	32.5	6.5	29.8
	Construction	42.9	35.4	61.1	24.6	30.2	64.7	42.1
	Wholesale and retail trade; repair of motor vehicles and motorcycles	52.5	37.4	56.0	43.9	44.4	57.3	50.0
	Transportation and storage	15.1	26.1	25.0	5.9	14.4	16.9	15.6
	Accommodation and food service activities	4.0	18.2	15.0	6.6	5.5	7.7	10.7
	Information and communication	49.7	67.7	41.1	48.5	62.5	50.6	55.9
	Real estate activities; Professional, scientific and technical activities	35.0	54.9	40.0	19.3	30.3	31.5	38.0
	Administrative and support activities; Repair of computers	39.9	43.9	41.5	34.5	40.0	43.3	40.7
Total	38.5	40.1	49.9	34.6	41.9	44.2	40.2	

2.5. QUESTIONNAIRE

ICT USAGE IN ENTERPRISES

MODULE 2.A: USE OF COMPUTERS AND COMPUTER NETWORKS

A1 : Did your enterprise use computers in January 2013?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> End
A2 : Please, indicate an estimate of the percentage of the total persons employed who used computers at least <u>once a week</u> , in January 2013?	_ _ _ _ %	
A3 : Did the persons employed in your enterprise have remote access to the enterprise's documents, e-mails system or applications over the Internet (via fixed, mobile or wireless connection), in January 2013?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
A4 : Did your enterprise use "open source" operating system LINUX, in January 2013?	YES	NO
	<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 2013?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> Go to C1
B2 : Did your enterprise have any of the following types of external connection to the Internet, in January 2013?	YES	NO
a) DSL (xDSL, ADSL, SDSL, etc.) connection	<input type="checkbox"/>	<input type="checkbox"/>
b) Other fixed or broadband Internet connection (e.g. cable Internet, WiFi, WiMax)	<input type="checkbox"/>	<input type="checkbox"/>
c) Dial-up over normal 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 contracted download speed of the Internet connection in your enterprise, in January 2013?			
	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 percentage of persons employed who used the Internet in January 2013:		_ _ _ %	
Use of mobile Internet for business use			
Enterprises covered by the following questions are those that provide to the persons employed portable devices allowing access to the Internet via mobile devices for business use.			
Portable devices connecting to the Internet are: notebook, laptop, tablet PC, Smartphone or PDA.			
B5 : Did the persons employed in your enterprise have portable devices (laptop, Smart phones or PDA) that allowed a connection to the Internet for business use, in January 2013?	YES	NO	
	<input type="checkbox"/>	<input type="checkbox"/> Go to B7	
B6 : Please, indicate an estimate of the percentage of persons employed who used portable devices to connect to the Internet for business use, in January 2013:		_ _ _ %	
(*portable computers or other portable devices like Smartphone or PDA)			
Use of a Website or Home page			
B7 : Did your enterprise have a Website/Home page, in January 2013?	YES	NO	
	<input type="checkbox"/>	<input type="checkbox"/> Go to B9	
B8 : Did the Website or Home page of your enterprise have any of the following: <i>(your enterprise as Internet service provider)</i>		YES	NO
	a) On-line ordering or reservation or booking of goods/services	<input type="checkbox"/>	<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) On-line 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 on-line 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.			
B9: In January 2012, did your enterprise use public authorities' services over the Internet to: (excluding e-mails)		YES	NO
	a) obtain information	<input type="checkbox"/>	<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)	<input type="checkbox"/>	<input type="checkbox"/>
	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>			
B10: In 2012, did your enterprise use the Internet for accessing tender documents in electronic procurement systems?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>
B11: In 2012, did your enterprise use the Internet for offering goods and services in electronic 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 social media		
Use of social media refers to the use of Internet applications or communication platforms, within or outside the enterprise, for connecting, creating or exchanging content on-line with customers or suppliers. Enterprises using social media are considered those that have a user profile or an account depending on the requirements and type of the social media.		
B12 : In January 2013, did your enterprise use any of the following social media for business use?	YES	NO
a) Social networks: Facebook, LinkedIn, Xing, Yammer	<input type="checkbox"/>	<input type="checkbox"/>
b) Enterprise's blog (Twitter)	<input type="checkbox"/>	<input type="checkbox"/>
c) Multimedia content sharing websites (Youtube, Flickr, Picasso)	<input type="checkbox"/>	<input type="checkbox"/>
d) Wikipedia	<input type="checkbox"/>	<input type="checkbox"/>
e) The enterprise did not use any of the above mentioned social media or used them only for posting paid adverts	<input type="checkbox"/>	<input type="checkbox"/>
B13 : In January 2013, did your enterprise use social media to:	YES	NO
a) Develop the enterprise's image or market products	<input type="checkbox"/>	<input type="checkbox"/>
b) Obtain or respond to customers' opinions, reviews, questions	<input type="checkbox"/>	<input type="checkbox"/>
c) Involve customers in development or innovation of goods or services	<input type="checkbox"/>	<input type="checkbox"/>
d) Collaborate with business partners or other organisations	<input type="checkbox"/>	<input type="checkbox"/>
e) Recruit employees	<input type="checkbox"/>	<input type="checkbox"/>
f) Exchange views, opinions or knowledge within the enterprise	<input type="checkbox"/>	<input type="checkbox"/>
B14 : Did your enterprise have rules or a procedure for using social media for business use?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>

MODULE 2.C: ELECTRONIC INVOICING**Two different types of electronic invoices are distinguished:**

- **e-invoices of standard structure** (suitable for automatic processing); these invoices may be directly exchanged between suppliers and customers, via service operators or via an electronic banking system;

- Invoices sent electronically **that are not suitable for automatic processing (e.g. by e-mail)**.

C1: In January 2013, did your enterprise send electronic invoices?		YES	NO
	a) e-invoices in a standard structure suitable for automatic processing (e.g. EDI, XML)	<input type="checkbox"/>	<input type="checkbox"/>
	b) electronic invoices not suitable for automatic processing, (e.g. invoices sent by e-mail)	<input type="checkbox"/>	<input type="checkbox"/>
C2: In January 2013, did your enterprise receive e-invoices in a standard structure suitable for automatic processing (e.g. EDI, XML)?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>

MODULE 2.D: AUTOMATIC SHARE OF INFORMATION WITHIN THE ENTERPRISE**Automatic exchange of information between different functions of the enterprise means any of the following:**

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

D1: In January 2013, did your enterprise use the software package ERP for exchanging information on sales and/or purchases with its other functions (e.g. finances, planning, marketing, etc.)?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>
D2: In January 2013, did your enterprise use any software application for managing information about customers (so-called CRM) that allows to:		YES	NO
	a) Capture, store and make available to other business functions information about customers	<input type="checkbox"/>	<input type="checkbox"/>
	b) Analyse information about customers for marketing purposes (setting prices, making sales promotion, choosing distribution channels, etc.)	<input type="checkbox"/>	<input type="checkbox"/>

MODULE 2.E: 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, using 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-commerce sales			
Web sales			
E1 : During 2012, did your enterprise receive orders for goods or services placed via a website (excluding manually typed e-mails)?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/> Go to E6
E2 : Please, indicate a percentage of the total turnover resulting from orders received via a website in 2012.		_ _ _ %	
E3 : During 2012, did your enterprise receive orders placed via a website by customers located in the following geographical areas?		YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>
	a) Republic of Serbia	<input type="checkbox"/>	<input type="checkbox"/>
	b) Other EU countries	<input type="checkbox"/>	<input type="checkbox"/>
	c) Rest of the world	<input type="checkbox"/>	<input type="checkbox"/>
E4 : Please, provide a percentage breakdown of the turnover from orders received by a website in 2012, by types of transactions?			
a) Sales to final consumers		_ _ _ %	
b) Sales to enterprises		_ _ _ %	
c) Total		1 0 0 %	
E5 : Did any of the following obstacles limit or prevent your enterprise from selling via a website?		YES	NO
a) Enterprise's goods or services were not suitable for web sales		<input type="checkbox"/>	<input type="checkbox"/>
b) Problems in web sales related to logistics (shipping of goods or delivery of services)		<input type="checkbox"/>	<input type="checkbox"/>
c) Problems in web sales related to payments		<input type="checkbox"/>	<input type="checkbox"/>
d) Problems in web sales related to ICT security or data protection		<input type="checkbox"/>	<input type="checkbox"/>
e) Problems in web sales related to the legal framework		<input type="checkbox"/>	<input type="checkbox"/>
f) The cost of introducing web sales too high compared to benefits		<input type="checkbox"/>	<input type="checkbox"/>

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...).		
E6 : During 2012, did your enterprise receive orders for goods or services placed via EDI-type messages?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> Go to E9
E7 : Please, indicate an estimate of the percentage of the total turnover resulting from orders received via EDI-type messages, in 2012.	National currency _____	
E8 : During 2012, did your enterprise receive orders placed via EDI-type messages by customers located in the following geographical areas?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
a) Republic of Serbia	<input type="checkbox"/>	<input type="checkbox"/>
b) Other EU countries	<input type="checkbox"/>	<input type="checkbox"/>
c) Rest of the world	<input type="checkbox"/>	<input type="checkbox"/>
Orders placed via the Internet		
E9 : During 2012, did your enterprise place orders for goods or services via the Internet or EDI-type messages?	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.

