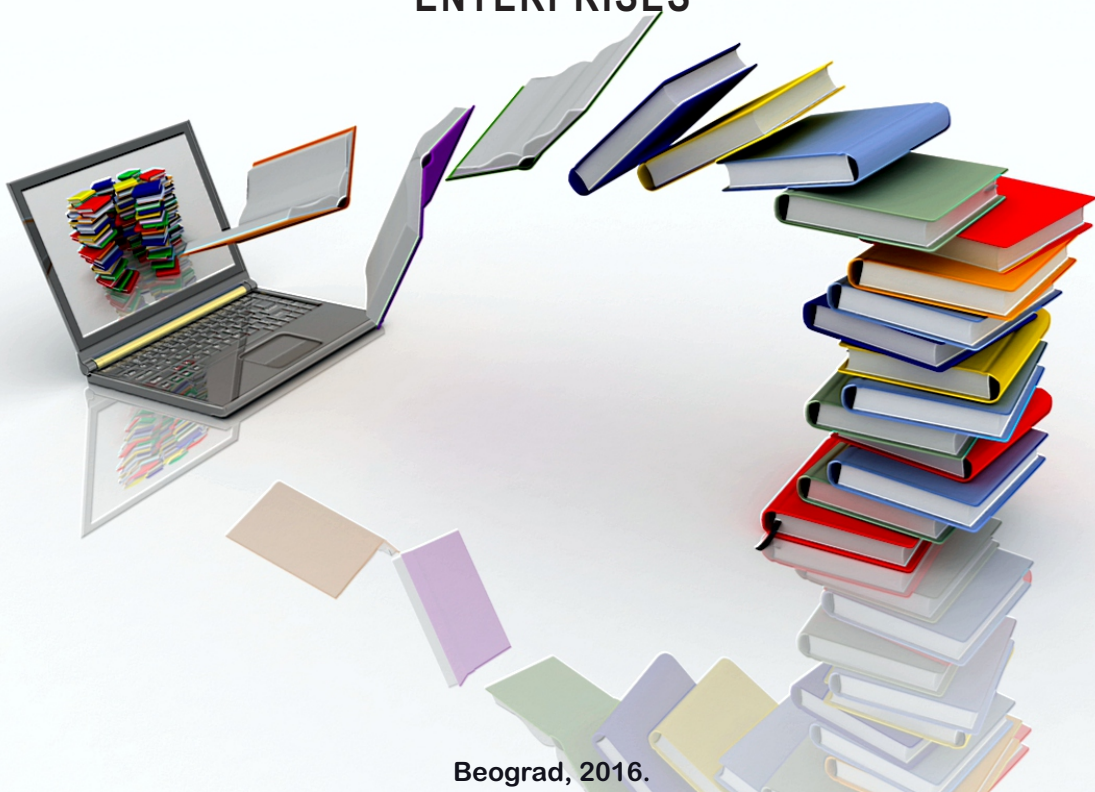


USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN THE REPUBLIC OF SERBIA, 2016

HOUSEHOLDS/INDIVIDUALS ENTERPRISES



Beograd, 2016.

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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, plays 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 ten 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 carried out on the territory of the Republic of Serbia also in 2016 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 preceding the telephone interview were taken to be the reference period, which was, for most of the questions asked to enterprises, January 2016, while selected ones referred to the entire 2015.

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, through telephone interview. The sample covered 1673 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 I

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- 1.1. Devices available in households
- 1.2. Computers in households
- 1.3. Number of computers in households
- 1.4. Percentage of households having a computer, by type of settlement
- 1.5. Percentage of households having a computer, by income level
- 1.6. Does the household have access to the Internet at home?
- 1.7. Households having an Internet connection, by type of settlements
- 1.8. Households having an Internet connection, by income level
- 1.9. Devices used to access the Internet
- 1.10. Type of Internet connection
- 1.11. Broadband Internet connection in households
- 1.12. Broadband Internet connection in households, by territory
- 1.13. When did you last use a computer?
- 1.14. Percentage of computer users (in the last three months), by educational level
- 1.15. Educational structure of computer users
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- 1.25. How often, on average, have you used the Internet in the last three months?
- 1.26. Use of the Internet (in the last three months), by sex and age
- 1.27. Types of Internet use (for private purpose) in the last three months
- 1.28. Do you use any of the following mobile devices to access the Internet away from home or place of work?
- 1.29. For which of the following public authorities' services did you use the Internet?
- 1.30. Reasons for not having submitted completed forms to public authorities over the Internet
- 1.31. When did you last (for private purposes) buy/order goods or services over the Internet?
- 1.32. Which of the following goods or services (for private use) have you bought/ordered over the Internet in the last 12 months?

- 1.33. How often have you bought/ordered goods or services for private use in the last three months?
- 1.34. How much money have you spent for goods or services bought/ordered over the Internet in the last three months?
- 1.35. Have you used any cloud services to store information (documents, pictures, music or video files) such as Google drive, Dropbox, Windows Skydrive, iCloud?
- 1.36. What type of personal details have you provided over the Internet in the last 12 months?
- 1.37. Have you used any anti-tracking software that limits tracking your on-line activities?

Part II

Usage of information and communication technologies in enterprises in the Republic of Serbia, 2016

- 2.1. Does your enterprise use a computer in for business purposes?
- 2.2. Enterprises by the percentage of employees using a computer at least once a week
- 2.3. Have your enterprise used open source operating system Linux?
- 2.4. Do the employees in your enterprises have remote access to the enterprise's e-mail system, documents or applications?
- 2.5. Does your enterprise have access to the Internet?
- 2.6. Enterprises by the percentage of employees who use the Internet at least once a week
- 2.7. Broadband Internet connection in enterprises
- 2.8. What is the maximum contracted download speed of the Internet connection in your enterprise?
- 2.9. Please, provide an estimate of the employees who use portable devices for business purposes that allow an Internet connection via a mobile network?
- 2.10. Does your enterprise use public authorities' services via the Internet?
- 2.11. Does your enterprise use public authorities' services via the Internet for the following purposes?
- 2.12. Does your enterprise have a website?
- 2.13. Does the Website of your enterprise have the following services?
- 2.14. Did your enterprise order goods/services over the Internet?
- 2.15. Did your enterprise receive orders over the Internet?
- 2.16. Percentage of the total turnover in 2015 resulting from orders received over the Internet
- 2.17. Did your enterprise use any of the following social media for business purposes?
- 2.18. Does your enterprise pay cloud computing services over the Internet?

USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN THE REPUBLIC OF SERBIA, 2016

HOUSEHOLDS/INDIVIDUALS



1.1. METHODOLOGY

Survey period	<ul style="list-style-type: none">• The survey was carried out from 21 March to 1 April 2016
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
Type of sample	<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 85% (2043 households).

Households

Sample (households)	Income			Region			Type of household		Total
	Up to 300 euros	300 - 600 euros	More than 600 euros	Central Serbia	Vojvodina	Belgrade	Urban	Rural	
Number	987	574	260	980	572	491	1248	795	2043
%	54.2	31.5	14.3	48.0	28.0	24.0	61.1	38.9	100

The same sample was used for persons aged between 16 and 74 living on the territory of the Republic of Serbia. The response rate was 85% (2043 persons).

Individuals

Sample (individuals)	Age						Sex		Educational level			Employment situation				Total
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women	Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other	
Number	141	193	287	332	473	617	840	1203	399	1035	609	643	525	38	837	2043
%	6.9	9.4	14.0	16.3	23.2	30.2	41.1	58.9	19.5	50.7	29.8	31.5	25.7	1.9	41.0	100

1.3. MAIN FINDINGS

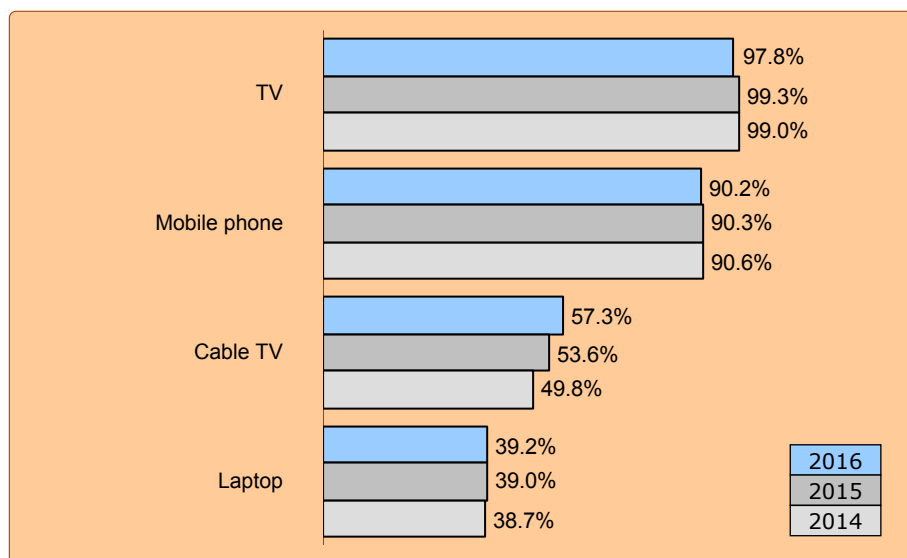
1.3.1. Devices in households

Households were offered to give more than one answer to the question relative to the devices available in households. The survey shows that 98.7% of households have a TV set and 57.3% cable TV

90.2% of households have a mobile phone

39.2% of households have a laptop, which is an increase of 0.2% and 0.5% in relation to 2015 and 2014, respectively

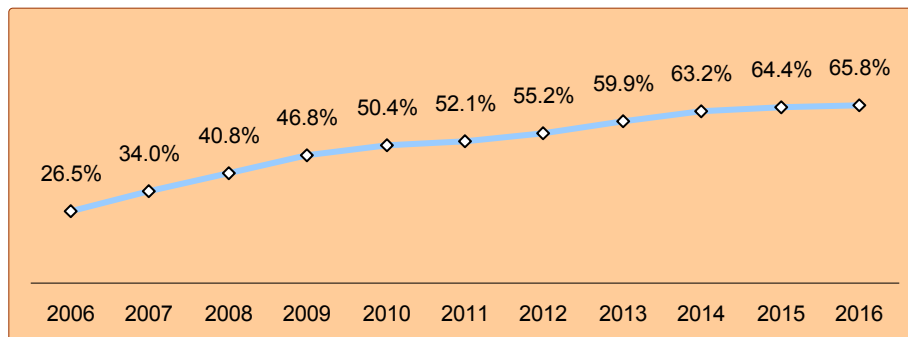
Chart 1.1. Devices available in households



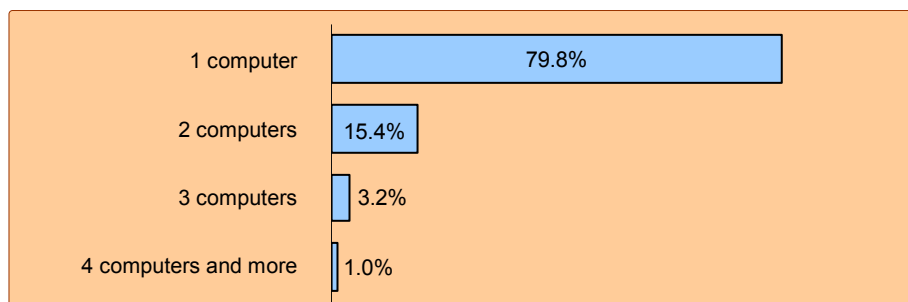
1.3.2. Computers in households

The main findings of the survey show that 65.8% of households in the Republic of Serbia have a computer, which is an increase of 1.4% and 2.6% in relation to 2015 and 2014, respectively. The percentage of computers in households varies as to the territory: in Belgrade it amounts to 75.9%, in Vojvodina 67.7%, and in Central Serbia 59.4%.

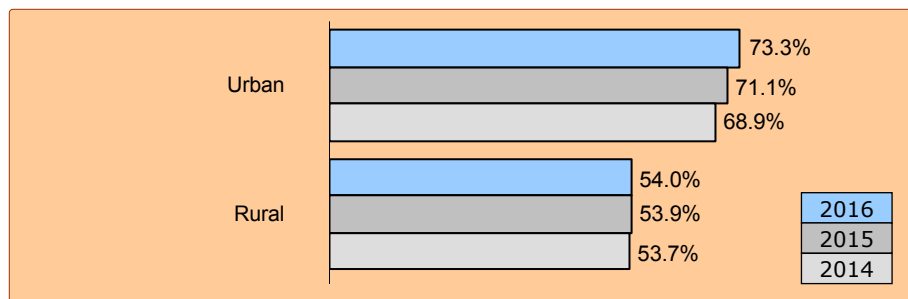
65.8% of households have a computer

Chart 1.2. Computers in households

Most of the households have one computer (79.8%), while just a few (15.4%) have two computers.

Chart 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: 73.3% versus 54.0%. In relation to 2015, this gap has significantly increased, which is backed by growth rates of computer availability in urban and rural parts of Serbia. The growth rate in the urban part of Serbia is 2.2%, and in the rural part it amounts to 0.1%, when compared to 2015.

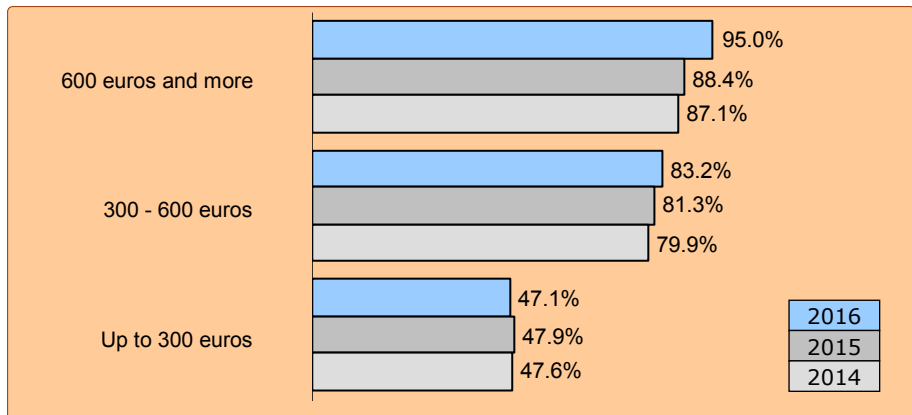
Chart 1.4. Percentage of households having a computer, by type of settlement

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 (95.0%) then in households with an income up to 300 euros (47.1%).

When comparing with data for 2015, growth rates in certain income classes for 2016 indicate that the above mentioned gap increased, when compared to the previous year. Growth rates for households with an income of more than 600 euros, in relation to 2015, amount to 6.6%, for households with an income of 300 – 600 euros, to 1.9%, and to -0.8 % for households with an income under 300 euros

47.1% of households with an income up to 300 euros have a computer

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

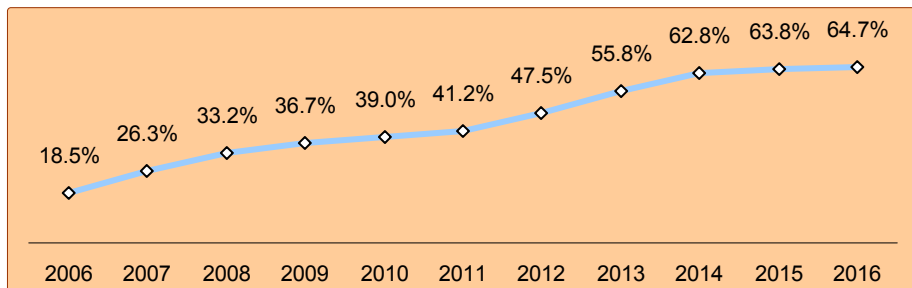


1.3.3. Internet in households

In the Republic of Serbia 64.7% of households have an Internet connection, which is an increase of 0.9% and 1.9%, when compared to 2015 and 2014, respectively

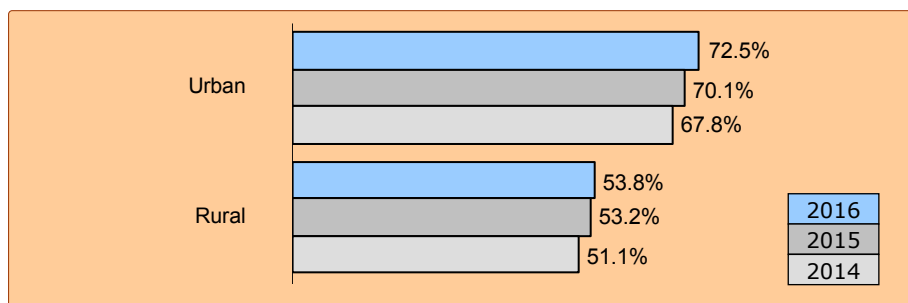
64.7% of households have an Internet connection

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



The highest percentage of Internet connection was observed in Belgrade (73.1%), in Vojvodina (68.7%), and in Central Serbia (57.9%).

Chart 1.7. Household having an Internet connection, by type of settlements

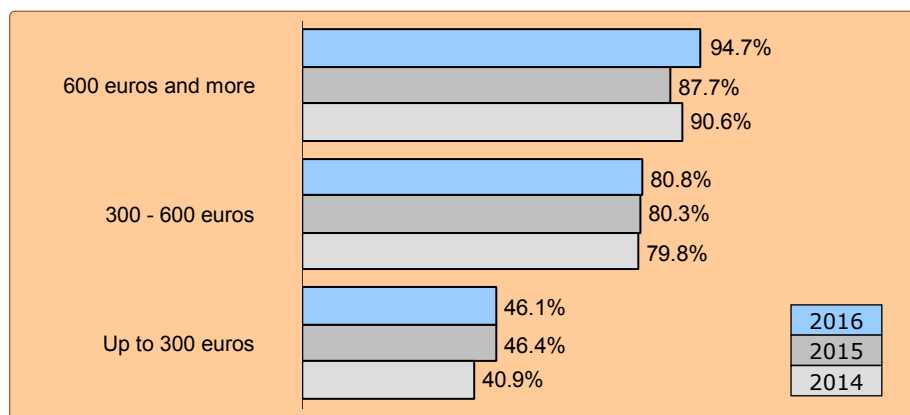


There are also considerable differences as to the percentage of Internet connection in urban and rural parts of Serbia: 72.5% versus 53.8%. When compared to 2015, the results indicate that the gap widened. The growth rate in the urban part of Serbia is 2.4% and in the rural part 0.6%.

In the same way as in computer availability in households, a large gap as regards 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 (94.7%), while only 46.1% of households with an income under 300 euros are connected to the Internet.

46.1% of households with an income under 300 euros have an Internet connection

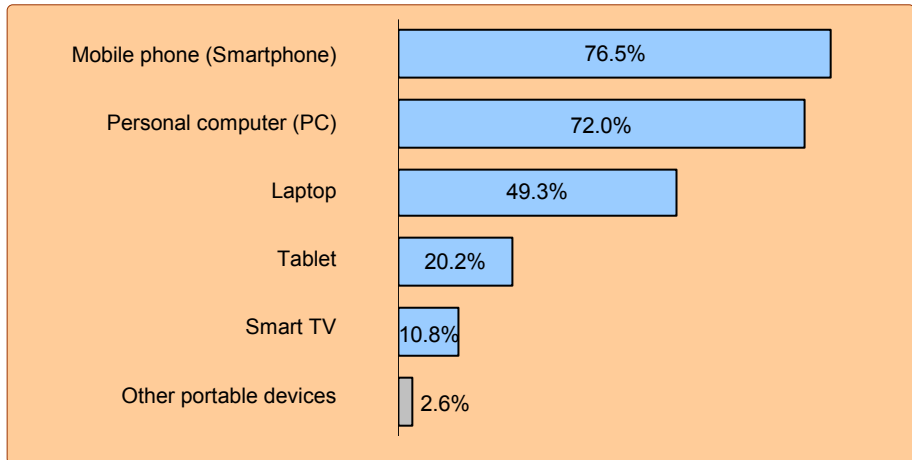
Chart 1.8. Households having an Internet connection, by income level



As regards the devices used to access the Internet, 72.0% of households use a personal computer, 76.5% a mobile phone and 49.3% a laptop.

The results of the survey indicate that the number of households that access the Internet via a mobile phone increased by 8.6% in relation to 2015.

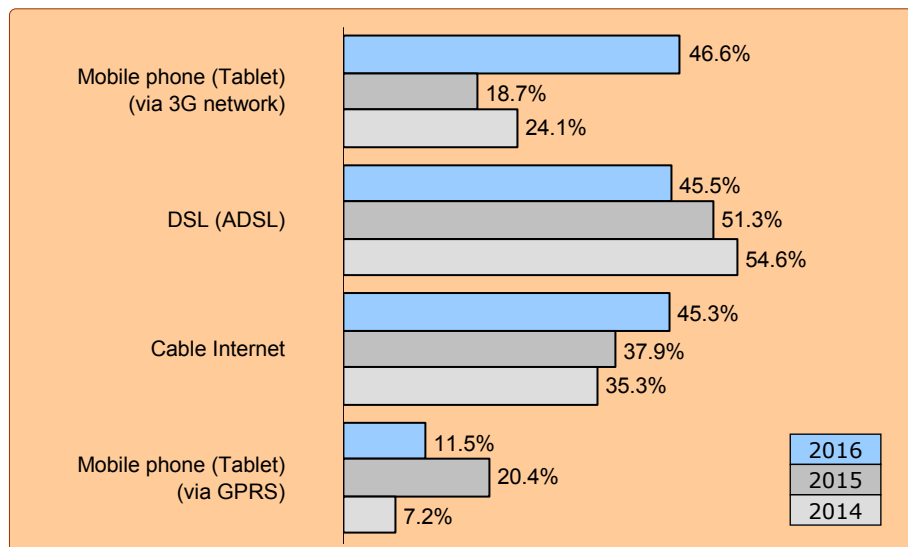
Chart 1.9. Devices used to access the Internet



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, 45.5% of them have DSL (ADSL), 45.3% cable Internet and 1.2% have a modem or ISDN connection.

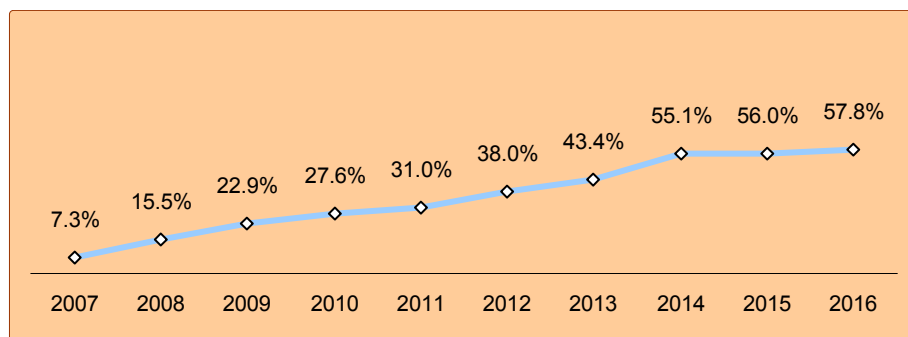
45.5% of households having an Internet connection use DSL (ADSL)

Based on the results of the survey, only 1.2% of households have a dial-up connection. This is primarily due to the growing use of broadband connection

Chart 1.10. Type of Internet connection

57.8% of households in Serbia have a broadband Internet connection

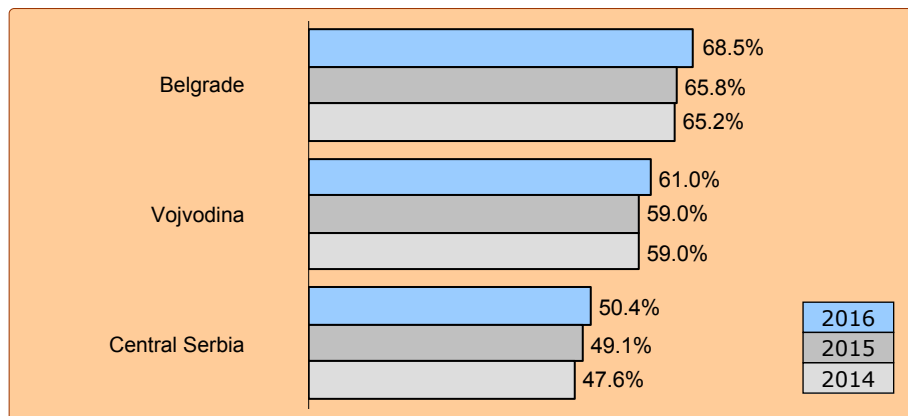
The broadband Internet connection, besides providing faster access, changes the entire way of using the Internet since it allows quicker download of information compared to the classic dial-up modem connection. Accordingly, from 2005 the percentage of households having this type of Internet connection is taken to be one of the main indicators of ICT development in the European Union. In Serbia, 57.8% of households have a broadband connection, which is an increase of 1.8% and 2.7% in relation to 2015 and 2014, respectively. This type of Internet connection is most used in Belgrade (68.5%), in Vojvodina (61.0%), and the least in Central Serbia (50.4%).

Chart 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 (90.5%), while the share of households with an income less than 300 euros is only 38.7%.

Large differences are also observed when comparing the use of this type of Internet connection in rural and urban parts of Serbia: 66.8% versus 44.0%.

Chart 1.12. Broadband Internet connection in households, by territory



1.3.4. Individuals: use of computers

In the Republic of Serbia, 67.2% of individuals used a computer in the last three months, 0.9% more than three months ago, and 4.7% more than one year ago. There are even 27.2% of individuals who have never used a computer. The number of computer users increased by 1.5%, 2.5% and 9.4% in relation to 2015, 2014 and 2013, respectively.

The number of computers increased by 1.5% in relation to 2015

When compared with 2015, the number of individuals who have used a computer in the last three months increased by rather 60 000.

More than 3 610 000 persons have used a computer in the last three months

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

- 87.1% of persons with tertiary educational level;
- 77.6% of persons with secondary educational level;
- 37.6% of persons with lower than secondary educational level.

Chart 1.13. When did you last use a computer?

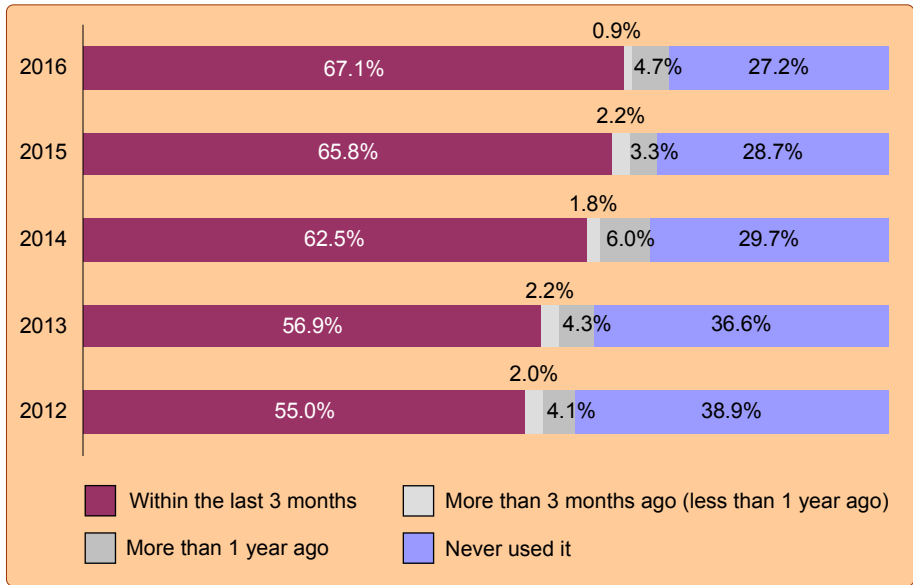
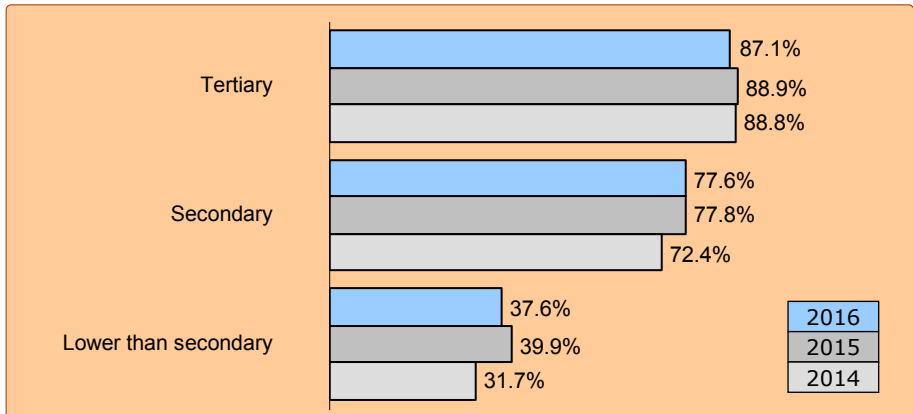
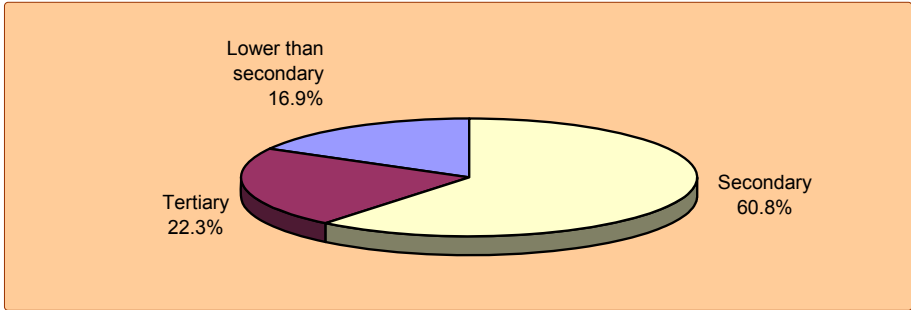


Chart 1.14. Percentage of computer users (in the last three months), by educational level

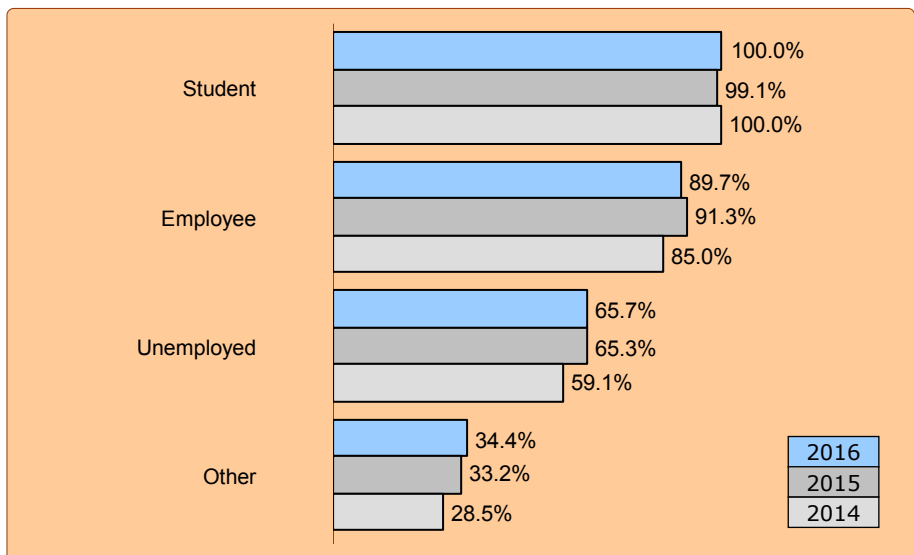


Among computer users, 60.8% have secondary educational level, 16.9% lower than secondary educational level, and 22.3% tertiary educational level.

Chart 1.15. Educational structure of computer users

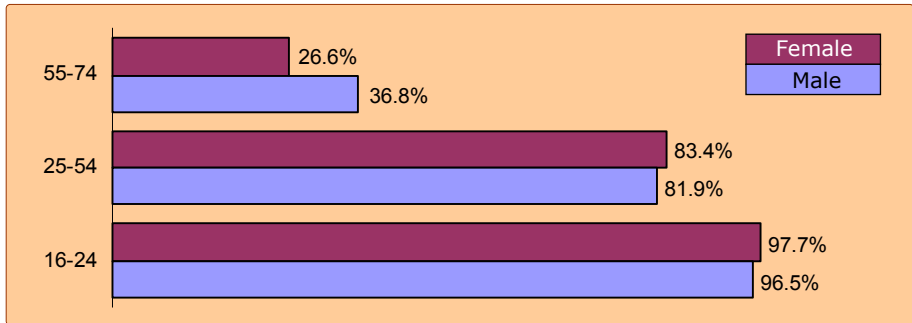
The percentage of computer users (in the last three months), according to employment situation:

- 100% of students;
- 89.7% of employees;
- 65.7% of unemployed;
- 34.4% of others (retired, compulsory military service...).

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

The analysis of the respondents by sex indicates that in the last three months 69.4% of men and 65.0% of women have used a computer.

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

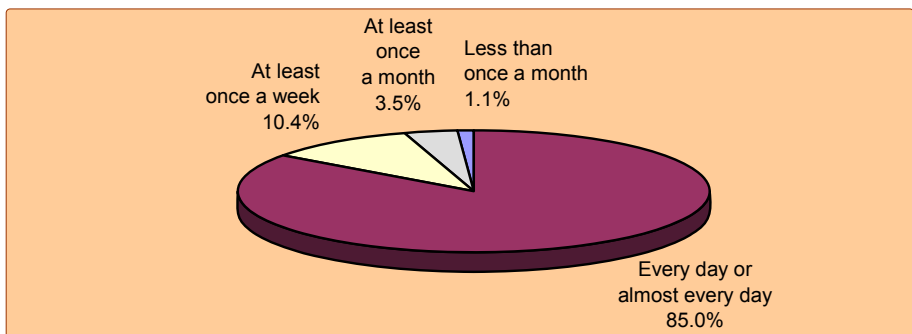


When asked how often, on average, the respondents have used a computer in the last three months, 85.1% said having used a computer every day or almost every day, 10.4% at least once a week, 3.5% at least once a month, and 1.1% less than once a month.

More 3 070 000 persons use a computer every day or almost every day

When compared with 2015, the number of individuals who used a computer every day or almost every day increased by some 180 000.

Chart 1.18. How often, on average, have you used a computer in the last three months?



1.3.5. Individuals: use of mobile phones

The survey indicates that 91.8 % of individuals use a mobile phone, while in 2015 the percentage was 91.4%.

More than 4 940 000 persons use a mobile phone

Chart 1.19. Use of mobile phones

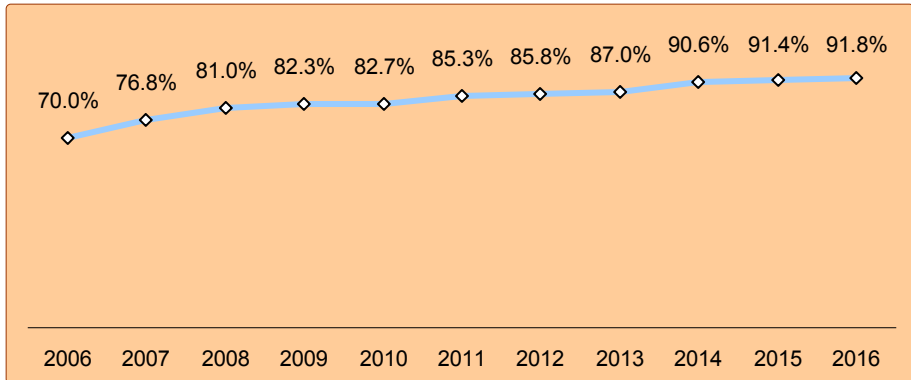


Chart 1.20. Use of mobiles phones, by sex and age



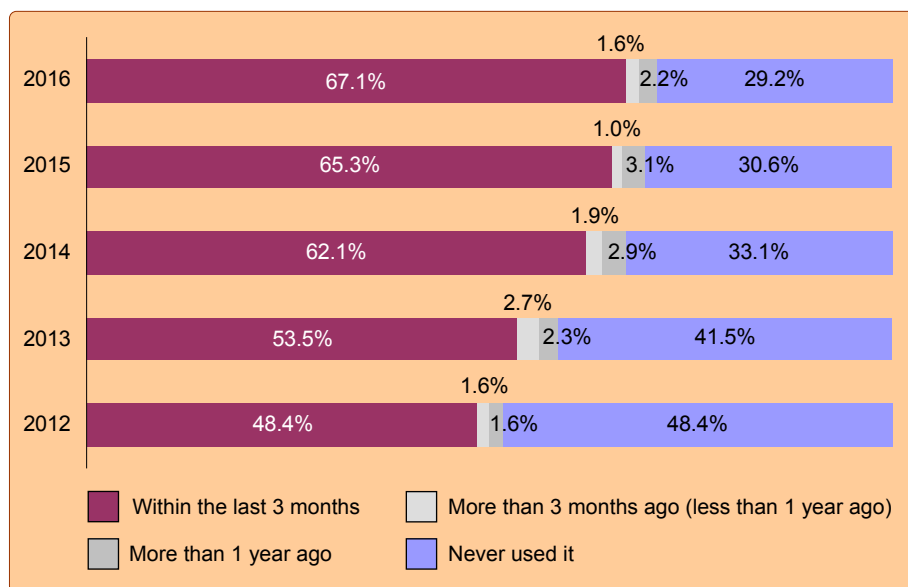
1.3.6. Individuals: use of the Internet

In the Republic of Serbia, 67.1% of persons have used the Internet in the last three months, 1.6% of respondents used the Internet more than 3 months ago, and 2.2% more than one year ago. There were 29.2% of respondents that had never used the Internet.

The number of Internet users increased by 1.4%, 3.9% and 12.3% in relation with 2015, 2014, 2013, respectively.

The number of Internet users increased by 1.4% in relation to 2015

Chart 1.21. When did you last use the Internet?



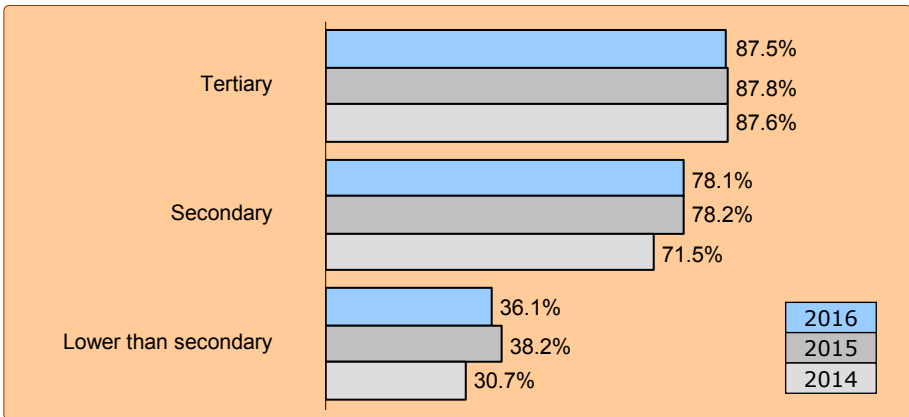
More than 3 610 000 persons have used the Internet in the last three months

When compared with 2015, the number of persons who have used the Internet in the last three months increased by some 60 000.

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

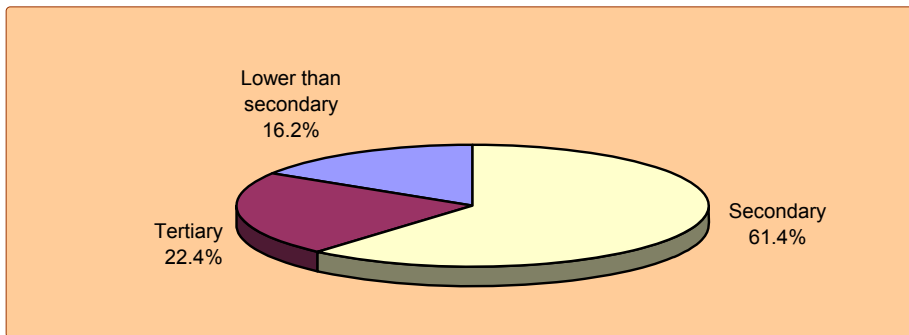
- 87.5% of persons with tertiary educational level;
- 78.1% of persons with secondary educational level;
- 36.1% of persons with lower than secondary educational level.

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



Among Internet users, 61.3% attained secondary educational level, 16.2% of users attained lower than secondary educational level, and 22.4% tertiary educational level.

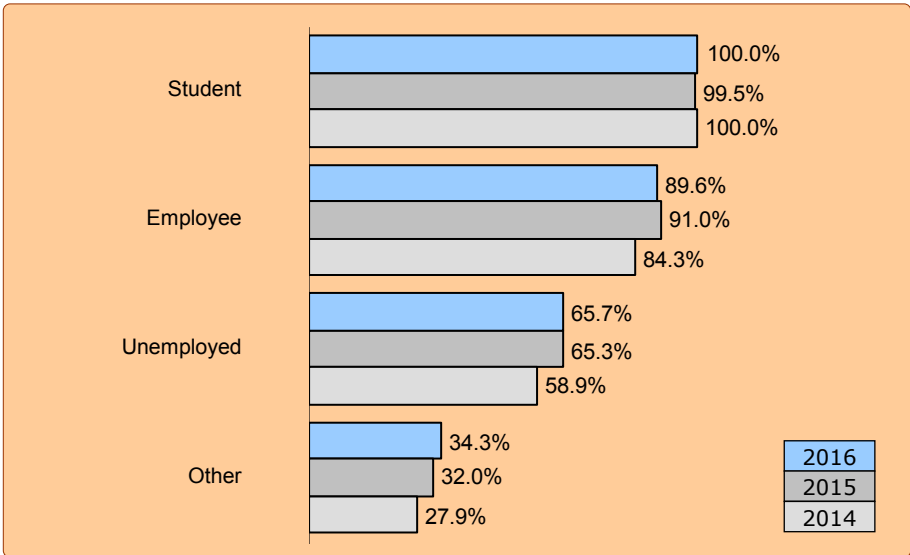
Chart 1.23. Educational structure of Internet users



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

- 100% of students;
- 89.6% of employees;
- 65.7% of unemployed;
- 34.3% of others (retired, compulsory military service...).

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



When asked how often on average they have used the Internet in the last three months, 85.9% of respondents said having used it every day or almost every day.

More than 3 100 000 persons use the Internet every day or almost every day

Compared to 2015, the number of persons who used the Internet every day or almost every day increased by some 150 000.

Chart 1.25. How often, on average, have you used the Internet in the last three months?

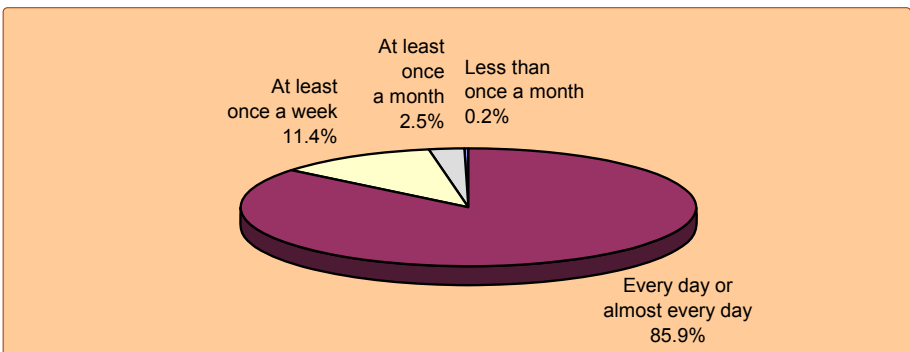
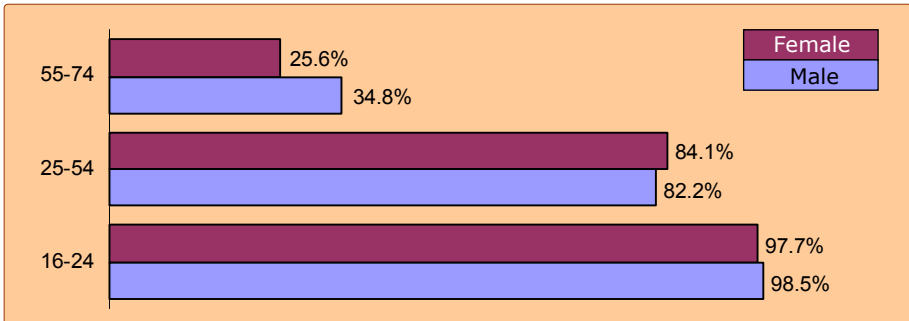
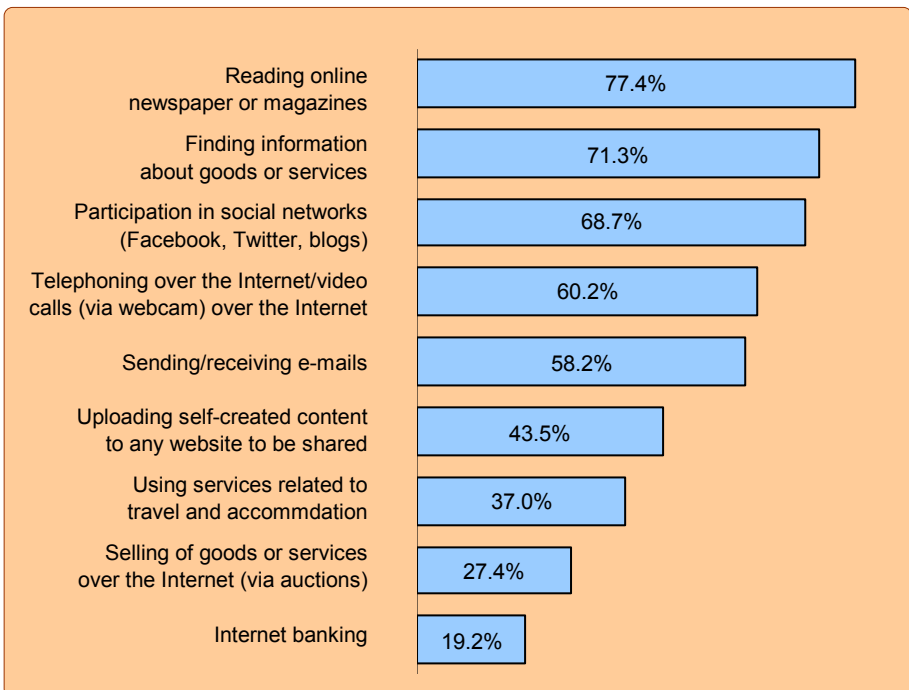


Chart 1.26. Use of the Internet (in the last three months), by sex and age

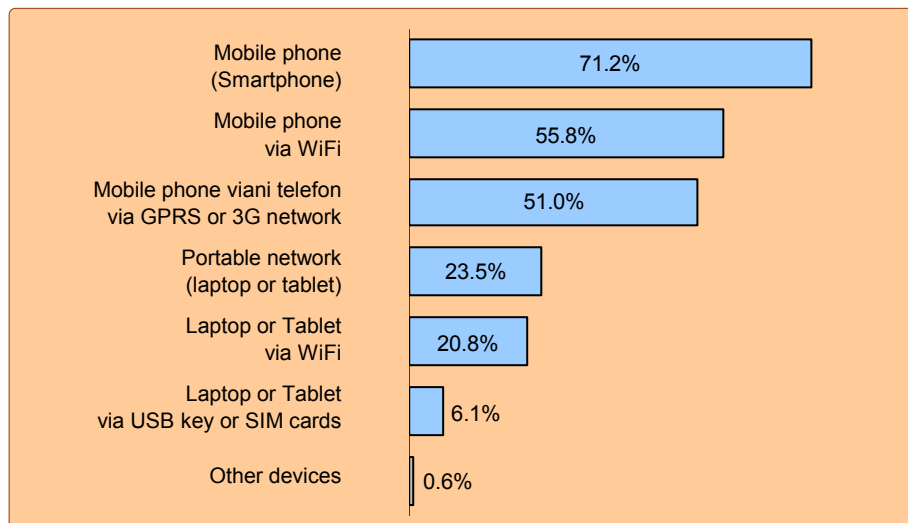
The analysis of respondents by sex indicates that 69.2% of men and 65.0% of women have used the Internet in the last three months.

In the last three months the respondents have used the Internet mostly for watching video content via YouTube or similar sharing services (84.2%), reading online newspapers/news/news magazines (77.4%), finding information about goods and services (71.3%), as well as for participating in social networks such as Facebook and Twitter (68.7%).

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

90.3% of Internet population aged 16 to 24 have an account on social networks
(Facebook, Twitter)

Chart 1.28. Do you use any of the following mobile devices to access the Internet away from home or place of work?

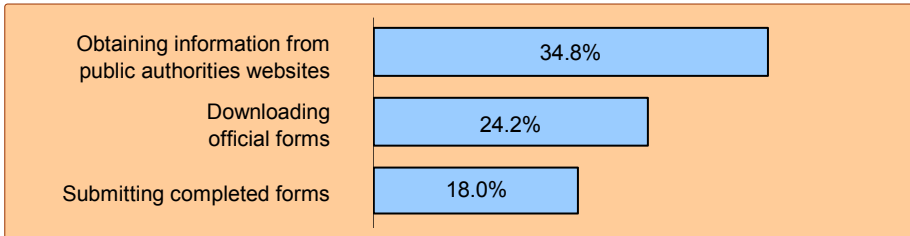


1.3.7. e-government

The survey indicates that 28.1% of respondents among Internet users use the Internet instead of personal contacts or visits to public authorities.

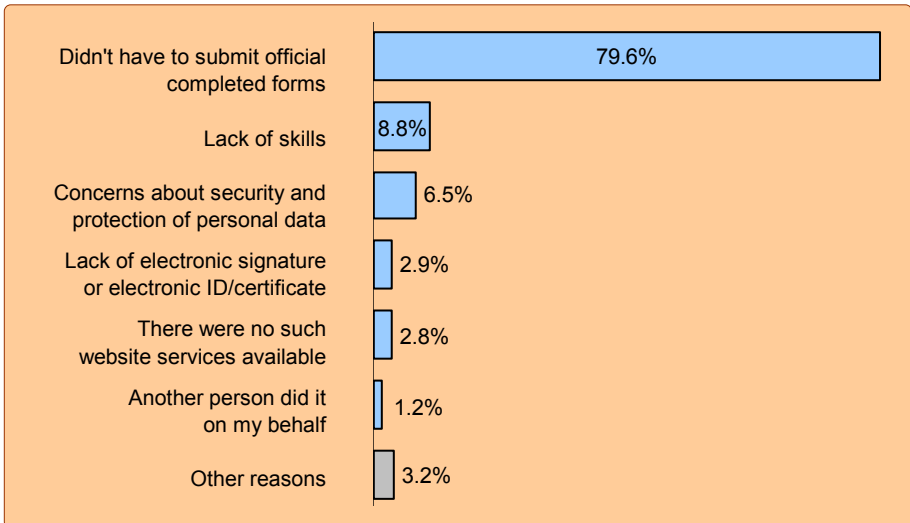
More than 1 510 000 persons use public authorities' electronic services

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



The survey indicates that 34.8% of respondents who used public authorities' services over the Internet did it for obtaining information from public authorities' websites.

Chart 1.30. Reason for not having submitted completed forms to public authorities over the Internet



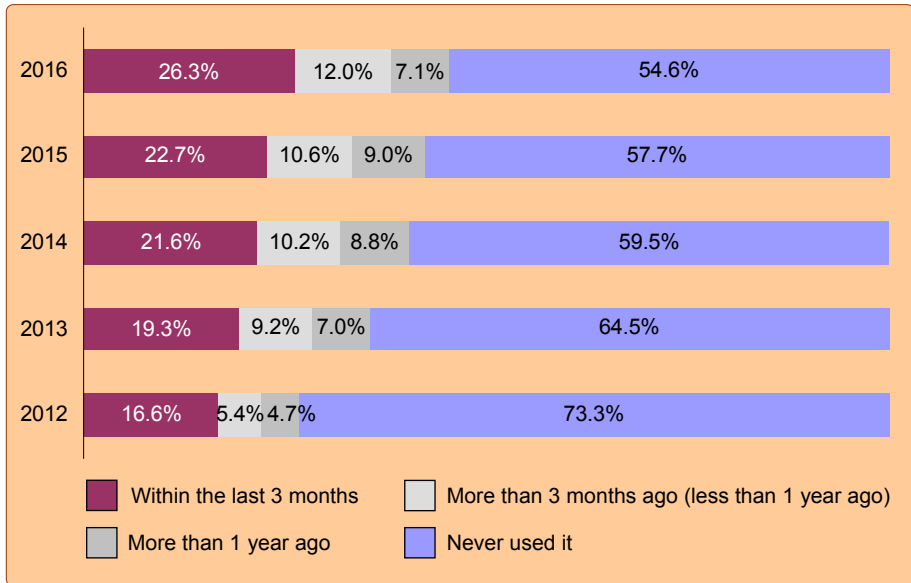
1.3.8. e-commerce

As regard the period when Internet users have bought/ordered goods or services via the Internet, 26.3% of users have bought/ordered goods/services in the last three months, 12.0% did it more than three months ago, and 7.1% more than a year ago.

54.6% of Internet users have never bought/ordered goods or services over the Internet.

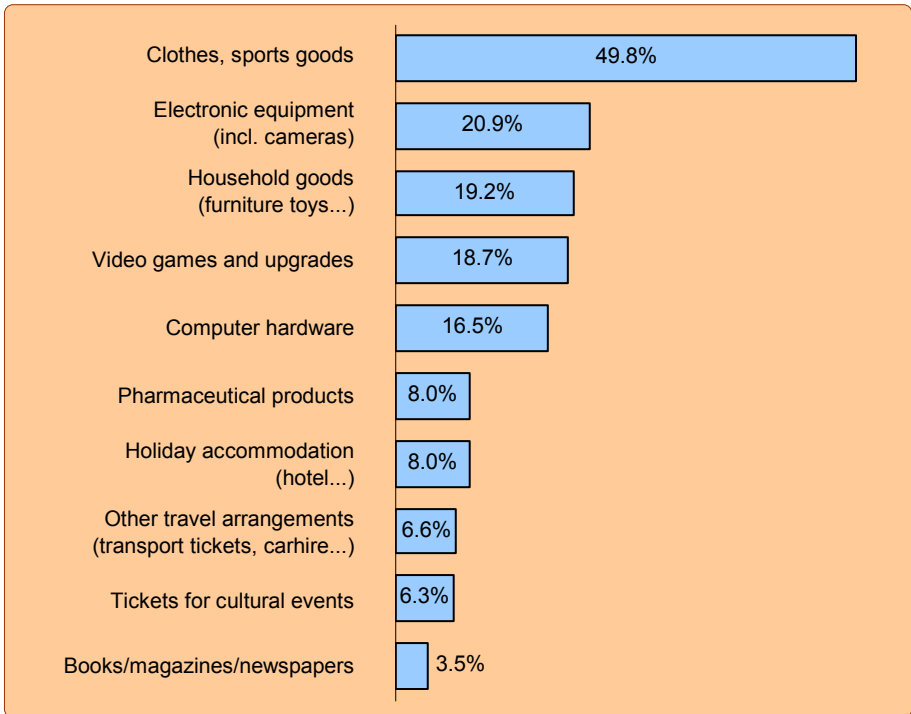
More than 1 450 000 000 persons have bought or ordered goods/services over the Internet in the last 12 months

Chart 1.31. When did you last (for private use) goods or services over the Internet?



Compared to 2015, the number of persons who bought or ordered goods/services over the Internet increased by some 230 000.

Chart 1.32. Which of the following goods or services have you ordered (for private use) over the Internet in the last 12 months?



Most of the Internet users bought/ordered clothes and sport goods (49.8%) and computer equipment (20.9%).

Chart 1.33. How often have you bought/ordered goods or services over the Internet for private use in the last three months?

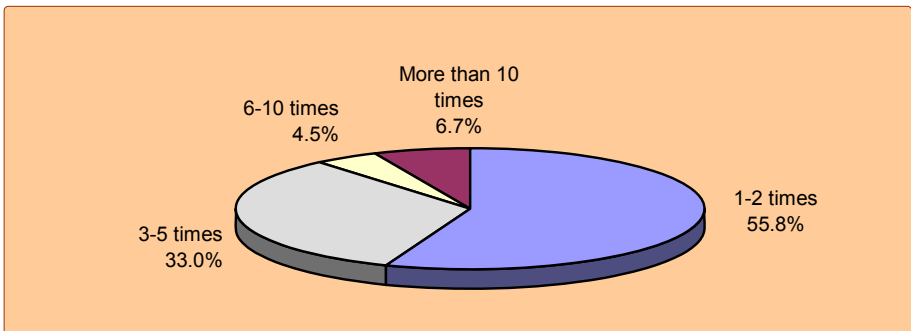
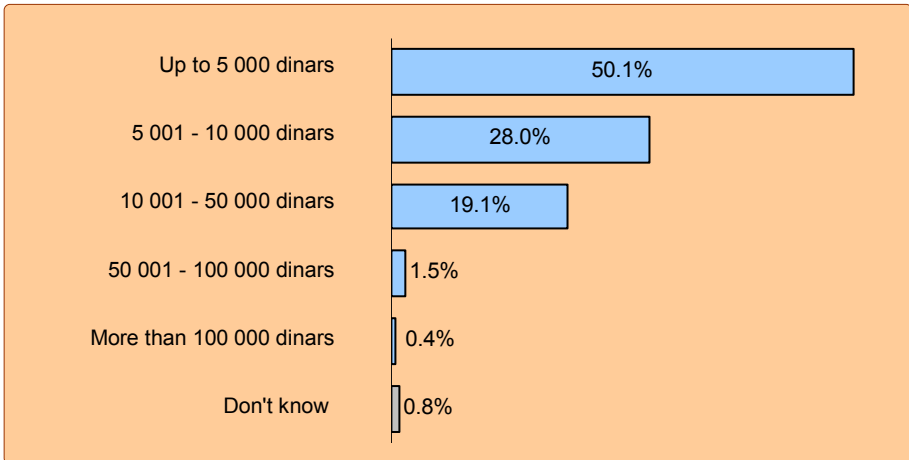


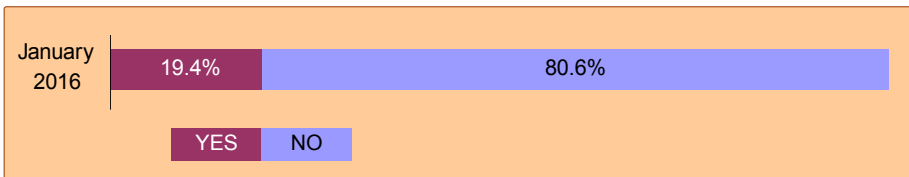
Chart 1.34. How much money have you spent for goods or services bought/ordered over the Internet in the last three months?



1.3.9. Use of cloud services

The survey indicates that 19.4 % of Internet population used cloud services to store or share information.

Chart 1.35. Have you used any cloud services to store documents (documents, pictures, music and video files) such as Google drive, Dropbox, Windows Skydrive, iCloud?



1.3.10. Privacy and protection of personal identity

When asked what kind of personal details they have provided on the Internet in the last 12 months, 56.7% of Internet users have mentioned personal details (name, date of birth, number of identity card...), while 53.6% left the following details: personal address, telephone number, e-mail...)

Chart 1.36. What type of personal details have you provided over the Internet in the last 12 months?

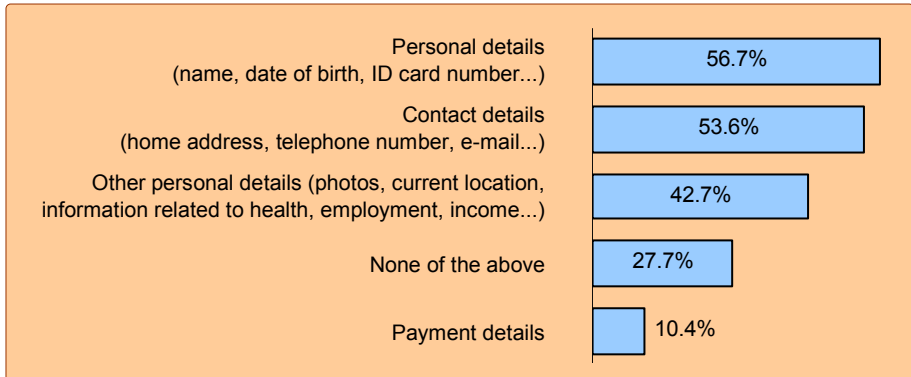
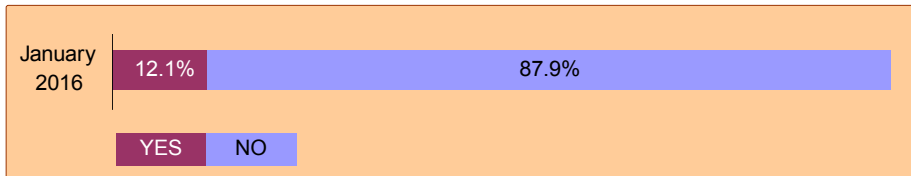


Chart 1.37. Have you used any anti-tracking software that limits tracking your on-line activities?



1.4. SURVEY RESULTS

MODULE 1.A: Access to information and communication technologies

In percentages

Answer (households)	Income			Region			Type of household		Total
	Up to 300 euros	300 - 600 euros	More than 600 euros	Central Serbia	Vojvodina	Belgrade	Urban	Rural	
A1: Devices available in households (tick all that apply)									
Personal computer (PC)	47.1	83.2	95.0	59.4	67.7	75.9	73.3	54.0	65.8
Laptop	21.5	50.0	71.8	32.2	36.4	51.8	46.6	27.3	39.2
TV	96.7	99.1	99.6	96.8	97.8	99.5	98.4	96.7	97.8
Cable TV	49.7	65.1	70.5	47.2	59.3	74.2	69.3	37.3	57.3
Mobile phone	80.0	95.8	98.6	85.6	89.3	95.1	91.5	87.0	90.2
None of the above	0.6	0.3	0.0	0.6	0.6	0.0	0.3	0.8	0.4
A2: Do you or anyone in your household have access to the Internet at home?									
Yes	46.1	80.8	94.7	57.9	68.7	73.1	72.5	53.8	64.7
No	52.9	18.5	5.3	41.4	30.1	26.7	27.1	47.0	34.6
Don't know	1.0	0.8	0.0	0.8	1.2	0.2	0.5	1.2	0.8
A3: Type of Internet connections (all that apply)¹⁾									
DSL (ADSL)	43.8	47.4	48.6	51.0	42.0	40.9	43.3	50.6	45.5
Cable Internet	41.4	44.9	48.0	36.7	47.9	55.4	50.2	33.8	45.3
Mobile phone (Tablet, USB) (via 3G mreže)	36.3	49.8	56.2	48.0	40.9	50.7	47.4	44.9	46.6
Dial-up access over telephone line or ISDN	1.2	0.4	2.5	1.7	0.7	1.0	1.2	1.2	1.2
Mobile phone (putem GPRS-a)	16.3	6.3	10.4	13.3	14.1	5.8	10.4	13.9	11.5

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

MODULE 1.A: Access to information nad communication technologies

In percentages

Answer (households)	Income			Region			Type of household		Total
	Up to 300 euros	300 - 600 euros	More than 600 euros	Central Serbia	Vojvodina	Belgrade	Urban	Rural	
A4: Reasons for not having access to the Internet at home (all that apply)²⁾									
Have access to the Internet elsewhere	2.7	6.0	7.5	3.9	2.7	2.9	4.1	2.8	3.4
Don't need the Internet	59.1	75.4	58.6	57.5	68.3	61.9	65.8	56.3	60.9
Equipment costs too high	31.4	23.5	29.7	29.8	25.5	33.3	32.8	26.2	29.4
Access costs too high	28.8	22.0	29.7	28.5	23.9	30.4	31.5	24.2	27.7
Lack of skills	32.4	18.0	10.1	30.7	31.1	27.4	25.6	34.5	30.2
Privacy or security concerns	1.9	2.2	0.0	1.4	2.8	1.5	2.4	1.1	1.7
Broadband Internet is not available	5.6	4.7	0.0	8.0	1.9	3.6	2.2	9.0	5.7
None of the above, other reasons	2.2	2.9	10.3	3.0	1.7	0.8	0.7	3.8	2.3

²⁾ Data refer to households that answered NO in question A2.

MODULE 1.B: Use of

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
B1: When did you last								
Within the last 3 months	97.1	90.1	85.1	72.8	42.5	15.4	69.4	65.0
More than 3 months ago less than a year	0.0	1.5	1.2	1.0	1.0	0.3	0.6	1.2
More than a year ago	1.0	2.5	6.1	4.0	7.3	6.5	5.2	4.3
Never used it	1.9	5.9	7.7	22.2	49.2	77.8	24.8	29.6
B2: How often, on average,								
Every day or almost every day	88.2	88.8	84.5	83.2	80.4	73.8	84.5	85.7
At least once a week	8.7	7.5	11.4	12.4	11.2	17.5	11.6	9.1
At least once a month	3.1	3.0	2.7	3.1	6.2	7.1	3.4	3.6
Less than once a month	0.0	0.7	1.4	1.3	2.2	1.6	0.6	1.6
B3: When did you last								
Within the last 3 months	98.1	90.2	87.0	72.3	40.3	14.9	69.2	65.0
More than 3 months ago less than a year	0.0	3.6	2.5	1.3	0.8	0.7	2.0	1.2
More than a year ago	0.0	0.8	1.6	2.6	4.8	2.7	2.6	1.8
Never used it	1.9	5.5	8.9	23.8	54.1	81.7	26.3	32.0
B4: How often, on average, have								
Every day or almost every day	90.4	93.5	86.0	84.7	68.1	75.5	85.0	86.7
At least once a week	8.5	5.7	10.4	11.8	27.0	17.8	12.6	10.2
At least once a month	1.1	0.8	3.0	3.5	4.4	6.1	2.0	2.9
Less than once a month	0.0	0.0	0.6	0.0	0.5	0.6	0.3	0.2

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

computers and the Internet

In percentages

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary visoko	Employee	Unemployed	Student	Other		
use a computer?								
37.6	77.6	87.1	89.7	65.7	100.0	34.4	67.2	Within the last 3 months
0.9	1.1	0.4	0.7	1.6	0.0	0.3	0.9	More than 3 months ago less than a year
3.9	5.2	4.8	3.3	4.7	0.0	7.4	4.7	More than a year ago
57.7	16.2	7.7	6.3	28.0	0.0	57.9	27.2	Never used it
have you used a computer in the last 3 months?¹⁾								
77.5	84.3	92.8	89.0	79.9	96.8	80.8	85.1	Every day or almost every day
14.1	11.3	5.0	7.8	14.5	0.0	12.1	10.4	At least once a week
7.2	3.2	1.5	2.2	4.3	3.2	6.0	3.5	At least once a month
1.1	1.2	0.7	1.0	1.3	0.0	1.1	1.1	Less than once a month
use the Internet?								
36.1	78.1	87.5	89.6	65.7	100.0	34.3	67.1	Within the last 3 months
2.5	1.2	0.9	1.3	2.6	0.0	0.7	1.6	More than 3 months ago less than a year
1.9	2.6	1.6	1.9	1.9	0.0	3.4	2.2	More than a year ago
59.5	18.1	10.0	7.3	29.8	0.0	61.7	29.2	Never used it
use the Internet in the last 3 months?¹⁾								
74.8	85.9	93.9	90.4	82.9	100.0	72.4	85.9	Every day or almost every day
22.2	11.2	4.3	7.7	13.5	0.0	23.4	11.4	At least once a week
3.0	2.7	1.4	1.5	3.6	0.0	3.7	2.5	At least once a month
0.0	0.2	0.4	0.3	0.0	0.0	0.6	0.2	Less than once a month

MODULE 1.B: Use of

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
B5: Where have you used the Internet								
At home	98.0	98.6	97.0	97.0	97.0	94.1	98.1	96.8
At place of work (away from home)	25.1	32.0	40.3	46.1	28.0	13.2	34.5	34.1
At place of education	44.4	9.6	7.7	8.1	4.9	0.0	12.9	16.4
At someone else's home	52.9	33.2	26.1	22.4	10.8	9.1	29.2	30.4
At public library	16.4	6.7	7.0	5.2	2.4	0.0	6.6	8.7
At post office	18.8	9.9	7.7	6.2	3.0	1.3	8.2	10.4
In public institution, assembly, government organisation	17.2	9.4	8.7	6.7	3.3	1.8	8.7	9.8
In Internet café	48.4	25.5	17.6	13.6	18.8	1.4	25.6	22.7
Hotspot (at hotel, airport, public place...)	46.1	31.3	25.2	19.2	9.1	2.2	27.7	25.9
B6: On which of the following devices								
Personal computer (PC)	79.5	65.6	76.3	75.6	60.2	65.6	74.9	69.0
Laptop, netbook	49.0	47.2	50.0	51.5	50.4	43.2	46.6	52.1
Tablet	19.3	21.2	22.6	23.1	12.3	12.4	18.5	21.9
Mobile phone or smartphone	92.2	82.4	69.5	71.6	68.1	49.6	75.6	77.3
Other mobile devices (media or video games, e-book reader, smartwatch)	0.9	1.7	4.0	3.8	2.3	2.7	1.7	3.6
Smart TV (directly connected to the Internet, via WiFi network, not via a separate device using it as a larger screen)	9.6	8.7	14.5	12.7	7.1	9.6	10.7	10.9

¹⁾ The data refer to individuals who answered "Within the last 3 months" in question B3.

computers and the Internet

In percentages

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary visoko	Employee	Unemployed	Student	Other		
in the last 3 months? (all that apply)¹⁾								
98.3	97.3	97.5	96.7	98.3	96.9	98.3	97.5	At home
13.5	32.2	55.0	55.6	16.4	31.3	10.4	34.3	At place of work (away from home)
24.4	11.7	15.4	10.7	9.7	65.6	21.7	14.6	At place of education
29.8	30.3	28.5	28.0	29.9	55.4	25.6	29.8	At someone else's home
8.4	7.3	7.9	7.3	5.4	30.3	6.2	7.6	At public library
8.6	8.9	10.9	9.0	7.7	34.6	4.4	9.3	At post office
8.1	8.9	11.1	10.0	7.8	24.2	4.8	9.3	In public institution, assembly, government organisation
36.4	22.5	19.8	21.2	22.1	42.5	33.1	24.1	In Internet café
26.2	26.0	29.4	28.0	25.9	32.9	22.7	26.8	Hotspot (at hotel, airport, public place...)
have you used the Internet at home?¹⁾								
72.9	72.1	70.9	73.3	72.6	66.6	67.7	72.0	Personal computer (PC)
34.2	46.4	67.9	57.3	38.7	67.3	43.8	49.3	Laptop, netbook
12.8	19.9	26.4	25.9	15.0	21.6	14.0	20.2	Tablet
65.8	78.5	78.4	78.3	73.3	90.2	73.4	76.5	Mobile phone or smartphone
1.2	2.3	4.5	3.2	2.3	1.7	1.8	2.6	Other mobile devices (media or video games, e-book reader, smartwatch)
12.0	9.2	14.3	13.3	9.6	0.0	10.0	10.8	Smart TV (directly connected to the Internet, via WiFi network, not via a separate device using it as a larger screen)

MODULE 1.B: Use of

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
B7: For which of the following activities								
Watching Internet streamed TV live or catch-up	63.0	81.2	55.6	84.1	63.9	51.0	72.3	64.1
Watching video content (on demand or from sharing services)	54.2	49.0	52.8	49.6	21.9	22.3	46.8	50.4
Internet browsing through a browse application	42.9	37.4	46.6	59.3	48.6	33.3	36.0	58.5
Using other Internet applications (Skype, Facebook, games, on-line shopping)	48.2	47.7	45.8	43.9	37.2	70.3	33.2	59.8
B8: Have you used any of the following devices								
Mobile phone or smartphone	92.4	75.9	62.5	66.3	61.4	36.7	70.7	71.7
Mobile phone or smartphone via GPRS or 3G network	65.3	61.6	45.9	46.1	30.3	29.1	53.0	48.9
Mobile phone or smartphone via WiFi	74.8	58.8	49.0	50.5	49.0	24.6	57.0	54.6
Portable computer (laptop or tablet)	26.3	24.4	23.5	23.6	18.9	16.6	21.4	25.7
Via mobile phone network, USB key or SIM card	2.5	7.2	6.2	6.7	8.4	5.0	4.5	7.6
Via WiFi network (wireless)	25.2	21.8	21.0	19.7	15.1	13.8	19.9	21.8
Other devices (media or video games, e-book reader, smartwatch)	0.0	0.0	1.9	0.6	0.0	0.0	0.6	0.6
Don't have access to the Internet via mobile devices away from home or work	7.6	21.1	35.5	30.8	35.6	58.0	26.8	26.3

¹⁾ The data refer to individuals who answered "Within the last 3 months" in question B3.

²⁾ The data refer to individuals who answered "Smart TV" in question B6.

computers and the Internet**In percentages**

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary visoko	Employee	Unemployed	Student	Other		
have you used smart TV in the last 3 months? ²⁾								
64.4	66.6	73.5	75.0	54.7	0.0	74.3	68.3	Watching Internet streamed TV live or catch-up
63.9	41.3	52.5	46.3	62.5	0.0	22.9	48.6	Watching video content (on demand or from sharing services)
64.7	35.8	56.1	48.3	45.6	0.0	44.5	47.0	Internet browsing through a browse application
76.4	40.6	38.8	38.4	45.4	0.0	81.9	46.1	Using other Internet applications (Skype, Facebook, games, on-line shopping)
to access the Internet away from home or work? ¹⁾								
63.9	72.3	73.3	72.9	67.8	86.2	68.6	71.2	Mobile phone or smartphone
43.0	52.0	53.9	55.0	45.6	64.3	46.5	51.0	Mobile phone or smartphone via GPRS or 3G network
47.8	57.2	57.8	58.9	52.1	60.6	53.2	55.8	Mobile phone or smartphone via WiFi
13.2	22.4	34.1	27.2	16.6	43.8	22.1	23.5	Portable computer (laptop or tablet)
5.0	6.0	7.1	7.2	4.1	6.0	7.7	6.1	Via mobile phone network, USB key or SIM card
10.2	19.9	31.1	24.4	14.5	40.6	18.3	20.8	Via WiFi network (wireless)
1.7	0.2	0.7	0.6	0.8	0.0	0.0	0.6	Other devices (media or video games, e-book reader, smartwatch)
36.1	25.6	22.3	24.5	31.1	9.8	27.9	26.6	Don't have access to the Internet via mobile devices away from home or work

MODULE 1.B: Use of computers

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Female
B9: Which of the following activities have you performed								
Sending/receiving e-mails	62.1	62.2	60.3	55.6	48.0	43.9	57.1	59.4
Telephoning over the Internet/video calls (via webcam) over the Internet	68.8	65.7	58.4	57.1	44.0	60.2	59.0	61.4
Participating in social networks (Facebook, Twitter)	90.3	79.1	67.1	51.5	53.1	33.1	70.1	67.2
Reading on-line news/newspapers/news magazines	71.9	76.8	80.1	82.7	76.7	67.4	74.9	80.0
Finding information about goods or services	66.4	74.9	78.6	74.5	58.7	49.6	69.1	73.6
Playing or downloading games	63.1	47.3	39.5	36.0	38.8	22.6	45.3	43.8
Listening to music (web radio, music streaming)	93.1	76.6	65.8	59.4	63.0	36.0	70.4	71.8
Watching Internet streamed TV (live or catch-up)	38.8	31.7	26.4	27.0	22.2	21.6	34.3	24.5
Watching video on demand from commercial services (Netflix, HBO)	18.1	13.6	14.0	9.8	5.9	3.3	13.8	11.4
Watching video content from sharing services over Youtube and similar sharing services	97.1	88.9	84.4	83.3	66.1	44.1	83.5	84.9
Uploading self-created content (text, photos, music, videos, software...)	71.6	48.8	33.4	30.8	36.9	9.2	43.2	43.8
Creating websites or blogs	14.1	5.6	5.4	7.1	6.7	2.2	8.5	6.5
Seeking health-related information (injuries, disease, nutrition, improving health...)	69.4	69.8	75.1	76.9	70.8	47.0	62.6	81.1
Making an appointment with a practitioner via the website of hospitals or health care centres	6.0	9.7	9.2	9.0	4.3	4.0	6.3	9.6
Using services related to travel and travel related accommodation	30.3	46.8	42.7	35.4	23.5	22.7	35.5	38.5
Selling of goods or services (via auctions)	26.2	33.0	30.7	29.4	12.5	12.1	32.7	21.9
Internet banking	8.6	22.1	24.9	23.0	14.6	15.2	21.2	17.2
Using payment accounts (PayPal) to pay goods or services purchased over the Internet	9.4	16.8	13.4	11.5	8.6	6.5	12.1	12.6

¹⁾ The data refer to individuals who answered "Within the last 3 months" in question B3.

and the Internet**In percentages**

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
over the Internet for private purposes in the last 3 months? ¹⁾ (all that apply)								
27.1	57.1	83.3	69.1	47.7	65.4	46.8	58.2	Sending/receiving e-mails
55.8	60.0	63.7	62.5	55.9	79.6	56.5	60.2	Telephoning over the Internet/video calls (via webcam) over the Internet
69.9	69.9	64.5	65.9	70.5	87.8	65.6	68.7	Participating in social networks (Facebook, Twitter)
68.3	76.0	87.8	80.0	74.9	80.1	74.6	77.4	Reading on-line news/newspapers/news magazines
56.0	72.0	80.2	76.6	69.0	72.8	58.8	71.3	Finding information about goods or services
54.4	47.3	30.1	40.4	45.5	62.1	49.7	44.6	Playing or downloading games
67.8	71.3	72.8	70.6	68.9	94.1	69.4	71.1	Listening to music (web radio, music streaming)
23.9	29.4	33.7	30.2	26.0	50.0	28.4	29.5	Watching Internet streamed TV (live or catch-up)
8.5	14.0	11.7	14.6	10.4	24.1	7.0	12.6	Watching video on demand from commercial services (Netflix, HBO)
86.9	83.6	84.0	85.5	85.0	95.3	73.1	84.2	Watching video content from sharing services over Youtube and similar sharing services
51.4	43.1	38.8	38.6	43.6	75.3	47.7	43.5	Uploading self-created content (text, photos, music, videos, software...)
9.5	5.7	10.8	6.6	6.8	16.8	8.8	7.5	Creating websites or blogs
66.4	70.9	77.7	75.1	69.4	80.0	63.1	71.7	Seeking health-related information (injuries, disease, nutrition, improving health...)
3.9	7.9	10.8	10.2	7.5	4.7	2.3	7.9	Making an appointment with a practitioner via the website of hospitals or health care centres
16.4	36.3	53.3	47.3	28.5	38.0	23.9	37.0	Using services related to travel and travel related accommodation
19.4	28.4	30.3	30.1	27.1	42.1	12.5	27.4	Selling of goods or services (via auctions)
4.2	17.0	35.9	30.3	9.1	13.3	11.1	19.2	Internet banking
6.6	11.0	19.8	17.4	7.0	16.8	7.5	12.3	Using payment accounts (PayPal) to pay goods or services purchased over the Internet

MODULE 1.B: Use of computers

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Female
B10: Have you used cloud services for the storage of like Google drive, Dropbox,								
Yes	31.2	22.5	16.1	14.4	11.9	10.0	20.4	18.4
No	68.8	77.5	83.9	85.6	88.1	90.0	79.6	81.6
B11: Which of the following learning activities have you conducted								
Doing an online course (from any field)	12.4	11.3	9.4	9.2	6.2	7.1	10.7	9.4
Looking for information on the Internet for learning purposes (audio-visual materials, e-textbooks...)	77.1	71.9	66.4	66.3	45.8	42.7	64.5	69.6
Chatting or discussing on on-line forum	35.8	36.2	20.1	15.7	35.1	6.9	32.2	23.3
Other	16.0	18.0	28.3	30.0	28.4	52.0	25.7	22.7

and the Internet**In percentages**

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
files (documents, pictures, music or video files)								
Windows Skydrive, iCloud, Amazon cloud drive?								
17.4	18.7	23.0	19.8	15.8	41.9	19.3	19.4	Da
82.6	81.3	77.0	80.2	84.2	58.1	80.7	80.6	Ne
for private or professional purposes in the last 3 months: (all that apply)								
6.4	10.4	11.8	9.7	9.9	21.5	6.9	10.0	Doing an online course (from any field)
58.2	64.9	79.0	71.0	64.1	91.8	49.8	67.0	Looking for information on the Internet for learning purposes (audio-visual materials, e-textbooks...)
37.3	23.9	31.1	25.0	29.6	30.6	31.3	27.7	Chatting or discussing on on-line forum
23.3	27.4	16.4	22.9	25.3	8.2	32.8	24.2	Other

MODULE 1.C: Use of

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
C1: Have you used public authorities' services or public authorities								
Obtaining information from websites of public authorities and public services	25.2	39.2	36.1	41.1	32.0	23.0	34.9	34.8
Dowloading official forms	18.8	25.2	26.2	27.1	23.2	19.3	21.5	27.0
Sending completed forms	11.4	18.8	18.2	24.6	16.3	16.8	17.0	19.0
C2: What were the reasons for not sending completed forms								
No need to send completed forms	87.0	79.0	82.1	71.2	77.9	72.9	79.2	80.1
There were no such services on the website	2.3	2.3	2.3	4.2	4.1	0.4	3.3	2.3
Lack of skills	2.3	10.6	6.9	12.6	10.8	21.2	10.3	7.2
Concerns about security and protection of personal data	6.0	7.5	5.4	7.2	7.0	3.6	7.2	5.7
Lack of electronic signature or identification	3.5	2.4	2.5	1.9	5.5	2.4	2.9	2.9
Another person did it on my behalf	0.0	0.8	1.4	2.6	0.9	2.6	1.7	0.6
Other reasons	3.6	3.1	3.4	3.9	1.8	1.2	2.3	4.2

¹⁾ The data refer to individuals who answered

"Within the last 3 months" or "More than 3 months ago (less than a year) in question C1".

²⁾ The data refer to individuals who did not answer

"Sending completed forms" in question C1.

e-government¹⁾**In percentages**

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
over the Internet in the last 12 months?¹⁾ (all that apply)								
12.6	34.2	53.7	43.8	28.9	36.9	19.6	34.8	Obtaining information from websites of public authorities and public services
7.7	21.1	45.6	32.7	17.8	24.0	12.7	24.2	Downloading official forms
5.9	14.7	36.5	24.9	13.0	15.6	9.0	18.0	Sending completed forms
to public authorities over the Internet in the last 12 months?²⁾								
81.5	80.1	75.7	77.5	81.6	81.4	79.9	79.6	No need to send completed forms
0.0	3.0	5.4	4.1	2.0	3.4	1.1	2.8	There were no such services on the website
13.4	7.9	6.7	8.0	9.6	5.4	10.0	8.8	Lack of skills
6.1	6.1	8.4	8.0	4.2	7.1	8.2	6.5	Concerns about security and protection of personal data
0.7	3.3	4.0	3.6	1.6	6.0	3.4	2.9	Lack of electronic signature or identification
0.0	1.7	0.6	2.3	0.0	0.0	1.3	1.2	Another person did it on my behalf
3.0	2.9	4.7	2.6	4.2	3.5	2.0	3.2	Other reasons

MODULE 1.D:

Answer (individuals)	Ages						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
D1: When did you last buy or order goods over								
Within the last 3 months	31.5	31.8	28.7	24.9	11.6	8.6	26.1	26.5
More than 3 months ago (less than a year)	17.2	11.0	15.5	7.4	8.8	5.4	11.3	12.8
More than a year ago	8.3	9.1	7.6	5.6	4.2	3.7	7.8	6.4
Never	43.0	48.1	48.2	62.1	75.4	82.3	54.8	54.4
D2: What types of goods or services have you bought or ordered								
Food or groceries	2.1	3.2	2.5	6.2	0.9	0.0	3.9	2.2
Household goods (furniture, toys...)	11.0	17.4	22.0	25.5	29.1	13.1	22.1	16.3
Pharmaceutical products	8.4	7.7	8.3	5.6	12.4	5.2	5.6	10.4
Clothes, sports goods	57.2	52.1	51.4	44.0	29.1	20.9	41.1	58.5
Computer hardware	18.6	18.5	11.5	24.5	5.4	5.5	24.0	9.0
Electronic equipment (incl. cameras)	17.2	22.5	16.4	28.0	28.5	23.4	27.7	14.2
Telecommunication services (broadband subscriptions, uploading money on prepaid phone cards...)	4.2	7.2	6.8	7.3	1.4	5.4	9.8	2.2
Hotel accommodation (hotel...)	2.0	9.7	8.8	11.7	3.0	11.4	8.0	7.1
Other travel arrangements (transport tickets, carhire...)	2.0	14.7	5.1	10.3	6.1	20.1	8.9	7.1
Tickets for cultural events	8.3	7.0	5.6	7.8	1.4	0.0	5.0	8.2
Films, music	3.7	9.1	6.2	8.1	1.4	3.2	6.4	6.2
Books/magazines/newspapers	8.5	14.5	10.6	17.6	10.4	12.8	12.4	12.1
e-learning material	1.0	5.5	3.4	5.4	1.4	0.0	5.5	1.6
Video games and upgrades	10.6	11.8	3.9	6.2	0.0	5.4	10.3	4.9
Other	17.9	16.8	20.3	21.6	12.7	29.5	20.0	17.3

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

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

e-commerce¹⁾**In percentages**

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
the Internet for private use?								
21.1	25.2	33.3	27.5	28.3	33.4	14.1	26.3	Within the last 3 months
6.3	13.0	13.9	14.0	9.0	20.9	10.5	12.0	More than 3 months ago (less than a year)
3.2	7.6	8.8	8.3	7.0	6.8	3.4	7.1	More than a year ago
69.4	54.2	44.0	50.1	55.7	38.9	72.0	54.6	Never
over the Internet in the last 12 months? (all that apply)²⁾								
0.0	3.1	4.3	3.6	3.7	0.0	0.0	3.1	Food or groceries
8.3	20.1	22.3	25.4	13.8	8.4	16.1	19.2	Household goods (furniture, toys...)
7.4	7.8	8.7	6.9	7.2	11.1	15.0	8.0	Pharmaceutical products
46.3	54.2	41.3	49.3	53.6	41.0	43.7	49.8	Clothes, sports goods
29.6	14.6	14.8	13.4	20.1	17.1	18.7	16.5	Computer hardware
22.9	19.1	24.3	19.0	23.0	10.5	31.1	20.9	Electronic equipment (incl. cameras)
0.0	7.6	5.3	7.5	3.7	10.7	3.4	6.0	Telecommunication services (broadband subscriptions, uploading money on prepaid phone cards...)
0.0	8.5	9.0	10.5	5.8	0.0	4.3	7.6	Hotel accommodation (hotel...)
0.0	8.7	10.0	9.3	7.6	0.0	8.7	8.0	Other travel arrangements (transport tickets, carhire...)
7.4	6.2	7.0	6.3	7.3	5.9	5.8	6.6	Tickets for cultural events
0.0	8.0	5.4	5.4	7.0	13.1	3.1	6.3	Films, music
0.0	12.0	18.5	15.0	10.2	10.8	6.7	12.3	Books/magazines/newspapers
0.0	4.6	2.7	4.2	4.2	0.0	0.0	3.5	e-learning material
7.5	8.9	4.6	4.3	12.4	11.3	3.4	7.6	Video games and upgrades
13.2	18.9	20.7	20.4	16.3	32.3	7.9	18.7	Other

MODULE 1.D:

Answer (individuals)	Ages						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
D3: From whom have you bought/ordered goods or services								
From national sellers	79.8	89.3	83.4	89.6	90.8	78.6	86.2	84.9
From sellers from EU countries	16.7	9.9	16.4	7.7	5.1	20.2	13.8	11.5
From sellers from the rest of the world	8.0	11.7	12.3	16.4	12.9	6.8	14.1	9.5
Unknown country of sellers	2.4	0.8	1.3	1.8	0.7	0.0	1.2	1.6
D4: How often have you bought/ordered goods or services								
1-2 times	50.7	51.4	66.4	53.6	53.7	70.2	51.9	60.0
3-5 times	43.8	34.2	24.3	29.9	38.7	11.2	38.2	27.6
6-10 times	4.0	3.4	1.9	10.9	4.8	0.0	3.6	5.5
More than 10 times	1.5	10.9	7.4	5.7	2.8	18.6	6.4	7.0
D5: How much have you spent bying/ordered goods or services								
Up to 5000 dinars	54.5	51.6	52.5	43.7	37.8	41.1	41.0	59.5
From 5001 to 10000 dinars	24.7	29.4	29.5	25.3	34.7	26.4	32.8	23.0
From 10001 to 50000 dinars	19.3	17.5	16.7	25.4	15.9	27.4	22.2	15.9
From 50001 to 100000 dinars	1.5	0.0	0.4	3.8	7.3	0.0	2.6	0.4
More than 100000 dinars	0.0	0.0	0.8	0.0	4.3	0.0	0.9	0.0
Don't know	0.0	1.6	0.0	1.9	0.0	5.2	0.6	1.1

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

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

e-commerce¹⁾

In percentages

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
over the Internet in the last 12 months?(all that apply)²⁾								
86.4	85.6	85.0	88.2	87.0	57.5	87.1	85.5	From national sellers
17.8	9.3	17.8	11.9	12.5	18.7	13.0	12.7	From sellers from EU countries
0.0	11.8	17.2	14.5	7.8	19.8	6.7	11.8	From sellers from the rest of the world
0.0	0.5	4.3	1.7	0.7	4.0	0.6	1.4	Unknown country of sellers
over the Internet in the last 12 months?(all that apply)²⁾								
69.5	52.1	57.0	54.4	58.5	48.8	57.2	55.8	1-2 times
30.5	36.6	26.6	33.3	31.7	37.2	33.5	33.0	3-5 times
0.0	5.1	5.7	3.7	4.2	14.0	3.7	4.5	6-10 times
0.0	6.3	10.8	8.6	5.6	0.0	5.6	6.7	More than 10 times
over the Internet in the last 3 months?(all that apply)²⁾								
65.3	47.2	48.6	46.5	50.7	62.9	59.3	50.1	Up to 5000 dinars
15.3	30.8	28.3	27.2	31.4	14.9	25.6	28.0	From 5001 to 10000 dinars
19.3	20.2	16.6	22.8	15.9	22.3	10.5	19.1	From 10001 to 50000 dinars
0.0	1.4	2.6	1.2	1.8	0.0	3.7	1.5	From 50001 to 100000 dinars
0.0	0.0	1.6	1.0	0.0	0.0	0.0	0.4	More than 100000 dinars
0.0	0.4	2.2	1.5	0.2	0.0	0.8	0.8	Don't know

MODULE 1.D:

Answer (individuals)	Ages						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
D6: Which of the following have you encountered when buying/ordering								
Technical failure of website during ordering or payment	0.0	1.5	2.2	1.0	0.0	0.0	1.6	0.6
Difficulties in finding information on guarantees	1.1	1.3	0.4	1.6	0.0	0.0	1.4	0.5
Speed of delivery slower than indicated	8.4	3.9	4.1	2.7	6.0	2.0	5.3	4.5
Final costs higher than indicated	0.0	1.6	2.7	3.6	2.9	0.0	1.8	2.1
Wrong or damaged goods delivered roba ili roba nije primljena uopšte	6.0	6.5	5.7	5.9	14.1	4.5	7.7	5.4
Payment not secured enough (misuse of credit card details, etc.)	0.0	0.0	0.0	1.0	0.0	0.0	0.3	0.0
No satisfactory response after complaint	0.0	1.3	0.7	2.0	6.7	0.0	2.1	0.6
Foreign seller does not sell to the Republic of Serbia	8.9	4.2	2.9	2.5	2.7	0.0	6.8	2.2
Other	1.7	2.2	4.0	3.1	1.6	0.0	2.4	2.9
I have never encountered any problem	76.0	82.0	83.5	80.5	81.5	95.5	78.2	83.6
D7: How often have you used the following on-line								
Obtaining information								
Every time or almost every time	45.4	49.9	43.6	53.4	50.0	42.7	50.0	45.3
Sometimes	16.3	24.7	19.2	16.1	15.3	27.7	20.4	18.2
Rarely or never	38.4	25.4	37.2	30.5	34.7	29.6	29.6	36.5
Comparing prices/products								
Every time or almost every time	70.8	71.0	64.6	73.0	66.6	61.2	71.9	66.3
Sometimes	13.3	12.9	13.7	7.6	15.3	16.7	11.2	13.9
Rarely or never	15.9	16.0	21.7	19.4	18.2	22.1	16.8	19.8
Customers' reviews								
Every time or almost every time	67.7	73.8	66.9	56.9	49.2	40.4	63.9	67.4
Sometimes	17.6	10.0	15.1	13.4	25.2	32.2	16.5	13.6
Rarely or never	14.7	16.1	18.1	29.7	25.6	27.5	19.7	19.0

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

²⁾ The data refer to individuals who answered

"Within the last 3 months" or "More than 3 months (less than a year)" in question D1 .

e-commerce¹⁾

In percentages

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
goods or services over the Internet in the last 12 months?²⁾ (all that apply)								
0.0	1.1	1.6	0.7	2.2	0.0	0.0	1.1	Technical failure of website during ordering or payment
0.0	0.4	2.6	0.7	0.9	3.8	0.0	1.0	Difficulties in finding information on guarantees
7.0	3.8	6.3	4.9	3.3	5.3	11.2	4.9	Speed of delivery slower than indicated
0.0	2.0	2.6	2.2	2.4	0.0	0.0	1.9	Final costs higher than indicated
4.1	5.9	9.1	7.8	4.3	3.8	10.9	6.6	Wrong or damaged goods delivered roba ili roba nije primljena uopšte
0.0	0.3	0.0	0.3	0.0	0.0	0.0	0.2	Payment not secured enough (misuse of credit card details, etc.)
0.0	1.3	2.0	1.1	1.5	0.0	3.1	1.3	No satisfactory response after complaint
8.1	4.4	3.1	1.1	11.1	0.0	0.0	4.5	Foreign seller does not sell to the Republic of Serbia
0.0	2.8	3.6	2.6	3.5	0.0	1.2	2.6	Other
80.9	82.0	78.5	83.2	76.9	90.9	77.0	80.9	I have never encountered any problem
information before you bought/ordered goods or services?								
on various sellers								
30.4	48.0	54.9	49.7	43.5	57.0	45.9	47.6	Every time or almost every time
20.7	17.8	22.0	20.1	20.7	3.8	21.1	19.3	Sometimes
48.9	34.2	23.1	30.2	35.8	39.2	33.0	33.1	Rarely or never
from various websites								
66.1	71.0	66.2	66.8	72.3	68.4	69.8	69.1	Every time or almost every time
4.1	12.4	16.8	13.5	9.9	15.6	16.4	12.6	Sometimes
29.7	16.6	16.9	19.8	17.8	16.0	13.8	18.3	Rarely or never
on website of blog								
57.8	64.7	71.4	62.7	71.0	75.5	53.2	65.7	Every time or almost every time
16.0	15.4	13.7	15.3	13.1	8.4	25.8	15.0	Sometimes
26.1	19.9	14.8	22.0	15.9	16.1	21.0	19.3	Rarely or never

MODULE 1.D:

Answer (individuals)	Ages						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
D8: Have you bought/ordered goods or services by clicking on advertisement								
Yes	4.6	9.1	13.8	10.8	4.5	14.6	7.3	11.5
No	95.4	90.9	86.2	89.2	95.5	85.4	92.7	88.5
D9: Have you carried out any of the following financial activities								
Buying/selling shares, bonds or other investment services	66.6	0.0	19.3	23.7	0.0	0.0	41.3	18.7
Bying/renewing insurance policies, including policies offered as a package together with another service (travel insurance together with a plane ticket)	33.4	77.8	52.4	8.7	66.9	56.8	24.1	47.5
Taking a loan from banks or other financial providers	0.0	44.3	33.0	67.6	33.1	43.2	34.6	39.4

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

²⁾ The data refer to individuals who answered "More than a year ago" or "Never" in question D1.

e-commerce¹⁾

In percentages

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
for private use over the Internet on social media or applications (Facebook)?²⁾								
0.0	10.4	11.4	12.1	9.0	0.0	3.1	9.4	Yes
100.0	89.6	88.6	87.9	91.0	100.0	96.9	90.6	No
over the Internet (excluding e-mail) for private use in the last 12 months?								
58.2	25.4	0.0	23.2	41.1	0.0	0.0	26.4	Buying/selling shares, bonds or other investment services
41.8	36.3	50.6	33.4	53.8	0.0	77.0	39.6	Bying/renewing insurance policies, including policies offered as a package together with another service (travel insurance together with a plane ticket)
0.0	38.3	72.2	48.4	5.2	0.0	23.0	37.8	Taking a loan from banks or other financial providers

MODULE 1.E:

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
E1: Which of the following computer or mobile activities								
Transferring files between computers or other devices	94.1	84.0	80.6	88.1	84.5	85.3	86.5	85.8
Installing software or applications	74.6	78.1	68.2	54.3	56.7	41.3	72.4	63.5
Setting software, including operational system or security (antivirus) programme	83.6	66.5	68.9	56.0	61.8	40.2	70.3	65.7
E2: Which of the following IT activities								
Copying or moving files or folders	94.5	94.0	89.7	92.6	88.3	83.1	91.6	92.5
Using word processing software	81.1	66.9	68.0	58.8	78.1	61.9	67.8	72.1
Creating presentations or documents integrating text, pictures, tables or graphs	62.9	41.1	46.0	28.8	28.9	25.3	40.6	45.3
Using spreadsheet software	64.9	50.3	49.1	45.5	34.8	38.4	50.7	49.8
Using advanced functions to organise and analyse data, such as sorting, filtering, using formulas, creating charts	41.8	24.3	29.8	23.6	15.2	18.2	27.5	28.5
Using software to edit pictures, video or audio files	61.0	40.8	39.0	35.3	22.3	28.7	42.9	39.7
Writing code in a programming language	16.5	9.8	8.9	4.6	5.6	1.8	11.1	7.7

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

e-skills¹⁾

In percentages

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
have you performed in the last 12 months: (all that apply)								
86.0	84.5	90.8	88.2	81.6	91.1	89.6	86.2	Transferring files between computers or other devices
77.6	64.9	70.5	67.2	68.4	84.9	62.0	68.0	Installing software or applications
82.5	63.6	71.2	64.4	67.8	89.2	73.1	68.0	Setting software, including operational system or security (antivirus) programme
have you carried out in the last 12 months: (all that apply)								
97.3	90.7	91.9	93.5	90.7	90.0	91.3	92.0	Copying or moving files or folders
55.5	66.3	89.0	73.2	60.4	91.2	76.0	69.9	Using word processing software
29.9	39.3	61.0	47.1	34.2	87.1	32.6	42.9	Creating presentations or documents integrating text, pictures, tables or graphs
30.6	47.7	70.1	59.7	36.2	84.6	41.2	50.3	Using spreadsheet software
18.5	24.2	44.0	31.4	20.8	59.0	22.0	28.0	Using advanced functions to organise and analyse data, such as sorting, filtering, using formulas, creating charts
33.7	39.3	51.7	40.2	39.1	71.4	38.7	41.3	Using software to edit pictures, video or audio files
9.2	7.6	14.2	10.1	5.2	30.9	9.9	9.4	Writing code in a programming language

MODULE 1.F: Privacy and protection

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
F1: What types of personal details have you								
Personal details (name, date of birth, number of identity card...)	73.6	61.5	52.3	45.2	54.4	32.7	55.3	58.2
Contact details (home address, telephone number, e-mail...)	62.6	61.1	55.3	44.5	41.4	32.0	53.4	53.8
Payment details (credit or debit cards number, bank account number...)	8.9	12.5	11.5	10.6	7.0	5.1	10.6	10.1
Other personal details (photos, current location, information related to health, employment, income...)	62.5	53.6	37.0	25.5	37.0	12.3	42.7	42.7
None of the mentioned (did not provide any personal information)	10.9	19.9	29.2	41.9	35.7	59.1	29.0	26.3
F2: Have you carried out any of the following activities before making personal								
Reading privacy policy statement before providing personal information	68.3	65.7	72.7	80.2	85.5	79.7	69.7	75.6
Restrict access to your current location	57.6	53.1	44.8	45.7	53.9	36.0	49.4	52.0
Restrict access to your profile or content on social media	74.3	69.8	63.8	60.4	57.2	28.9	64.1	67.3
Refuse to allow the use of personal details for advertising purposes	61.9	47.1	48.9	46.8	53.1	26.3	50.2	51.7
Check the website where you need to provide personal details is secure	59.5	52.9	52.9	44.6	48.4	38.6	54.5	49.9
Ask website or search engines to up-date or erase details they hold about you	19.2	16.0	11.0	4.7	4.2	6.5	13.2	11.3

¹⁾ The details refer to individuals who answered

"Within the last 3 months" or "More than 3 months ago (less than a year)" .

of personal identity¹⁾**In percentages**

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
over the Internet in the last 12 months?								
48.8	57.9	59.6	56.7	55.4	71.8	54.4	56.7	Personal details (name, date of birth, number of identity card...)
36.0	55.4	62.3	58.6	49.5	71.7	40.4	53.6	Contact details (home address, telephone number, e-mail...)
3.6	9.3	18.3	13.5	8.2	10.5	5.1	10.4	Payment details (credit or debit cards number, bank account number...)
38.2	45.5	38.6	40.1	45.1	61.9	37.6	42.7	Other personal details (photos, current location, information related to health, employment, income...)
36.9	26.4	24.3	26.9	27.5	18.6	34.6	27.7	None of the mentioned (did not provide any personal information)
details available over the Internet in the last 12 months:¹⁾ (all that apply)								
77.4	71.0	73.4	69.8	73.0	77.3	80.1	72.6	Reading privacy policy statement before providing personal information
45.8	51.4	52.4	51.2	49.1	73.6	43.2	50.7	Restrict access to your current location
73.9	65.4	60.3	62.3	70.7	75.1	58.2	65.7	Restrict access to your profile or content on social media
50.2	50.0	54.0	50.5	52.2	57.8	45.1	50.9	Refuse to allow the use of personal details for advertising purposes
50.9	51.8	54.4	51.6	52.1	55.9	53.6	52.2	Check the website where you need to provide personal details is secure
11.9	12.2	12.7	12.0	11.1	20.5	12.9	12.3	Ask website or search engines to up-date or erase details they hold about you

MODULE 1.F: Privacy and protection

Answer (individuals)	Age						Sex	
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	Men	Women
F3: Did you know that cookies can be used to trace movements of people								
Yes	46.5	44.1	42.5	39.5	31.1	24.1	46.7	35.4
No	53.5	55.9	57.5	60.5	68.9	75.9	53.3	64.6
F4: Are you concerned about the possibility of								
Very concerned	11.5	19.5	15.5	15.7	14.5	10.7	12.1	18.9
Somewhat concerned	50.2	36.6	34.9	34.5	38.3	20.9	36.9	39.3
Not concerned at all	38.3	43.9	49.6	49.9	47.2	68.4	51.0	41.8
F5: Have you ever changed the setting of your Internet browser								
Yes	32.0	24.1	32.4	21.7	26.0	9.4	29.9	23.8
No	68.0	75.9	67.6	78.3	74.0	90.6	70.1	76.2
F6: Do you use anti-tracking software that limits								
Yes	11.4	14.6	10.1	15.2	7.8	9.3	14.0	10.1
No	88.6	85.4	89.9	84.8	92.2	90.7	86.0	89.9

¹⁾ The data refer to individuals who answered

"Within the last 3 months" or "More than 3 months ago (less than a year)" in question B1.

of personal identity¹⁾

In percentages

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		
on the Internet, to make a profile of each user to tailor them to ads?								
30.7	38.6	55.9	48.3	32.4	54.0	35.7	41.1	Yes
69.3	61.4	44.1	51.7	67.6	46.0	64.3	58.9	No
tracing your online activities for the purpose of tailoring ads?								
16.8	14.1	18.2	15.3	17.2	13.8	11.7	15.5	Very concerned
38.9	38.1	37.2	35.9	36.8	51.1	44.2	38.0	Somewhat concerned
44.3	47.8	44.6	48.8	46.0	35.1	44.1	46.5	Not concerned at all
to prevent or limit the amount of cookies on your computer?								
19.6	27.8	29.8	27.1	25.8	40.9	23.7	26.9	Yes
80.4	72.2	70.2	72.9	74.2	59.1	76.3	73.1	No
tracking your online activities?								
9.3	12.0	14.4	13.5	10.3	9.1	13.3	12.1	Yes
90.7	88.0	85.6	86.5	89.7	90.9	86.7	87.9	No

1.5. QUESTIONNAIRE

USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN HOUSEHOLDS AND BY INDIVIDUALS

MODULE 1.A – ACCESS TO INFORMATION AND COMMUNICATION TECHNOLOGIES

A1 Do you or anyone in your household have access to the Internet at home?

(tick all that apply)

a) Personal computer (PC)	
a1) Total number of computers in your household	
b) Laptop	
b1) Total number of laptops in your households	
c) TV	
c1) Satellite TV	
c2) Cable TV	
c3) Digital TV	
c4) Total number of TV sets in your households	
d) Radio receiver (including mobile phone, car radio...)	
d1) Total number of radio receivers in your household	
e) Mobile phone	
f) None of the above	

-> Go to A2

A2 Do you or anyone in your household have access to the Internet at home, whether used or not?

(tick only one)

Yes	<input type="checkbox"/>	-> Go to A3
No	<input type="checkbox"/>	-> Go to A4
Don't know	<input type="checkbox"/>	-> Go to B1

-> Go to A3

A3 What types of Internet connection do you use at home?

(tick all that apply)

a) Broadband connection, ADSL (DSL)	
b) Broadband connection, cable Internet	
c) Mobile broadband connection (3G network) via mobile phone, smartphone, SIM cards, USB key	
d) Dial-up access over telephone line or ISDN	
e) Mobile narrow band connection (2G or GPRS), via SIM card or USB key, mobile phone, smartphone, modem in laptop	

-> Go to B1

A4 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 (Internet subscription, telephone) | <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) None of the reasons; other reasons | <input type="checkbox"/> |

-> Go to B1

MODULE 1.B – USE OF COMPUTERS AND THE INTERNET

B1 When did you last use a computer (at home, at place of work or elsewhere)?
(desktop, laptop, netbook, tablet, excluding smartphone)

(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 B3 |
| More than 1 year ago | <input type="checkbox"/> | -> Go to B3 |
| Never used it | <input type="checkbox"/> | -> Go to B3 |

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

B3 When did you last use the Internet?
(desktop, laptop, mobile phone, smartphone)

(tick only one)

- | | | |
|---|--------------------------|-------------|
| Within the last 3 months | <input type="checkbox"/> | -> Go to B4 |
| 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 D1 |
| Never used it | <input type="checkbox"/> | -> Go to G1 |

B4 How often, on average, have you used 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"/> |

-> Go to B5

B5 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 (away from home)	<input type="checkbox"/>
c) At place of education	<input type="checkbox"/>
d) At someone else's home	<input type="checkbox"/>
e) Other	<input type="checkbox"/>
e1) Public library	<input type="checkbox"/>
e2) Post office	<input type="checkbox"/>
e3) Public institution, assembly, government organisation	<input type="checkbox"/>
e4) Internet café	<input type="checkbox"/>
e5) Hotspot (at hotel, airport, public place ...)	<input type="checkbox"/>

-> Go to B6

B6 On which of the following devices have you used the Internet at home?

(tick all that apply)

a) Personal computer (PC)	<input type="checkbox"/>
b) Laptop, netbook	<input type="checkbox"/>
c) Tablet	<input type="checkbox"/>
d) Mobile phone or smartphone	<input type="checkbox"/>
e) Other mobile devices (media or video games, e-book reader, smartwatch)	<input type="checkbox"/>
f) Smart TV (directly connected to the Internet, via WiFi, not via a separate device using it as a larger screen)	<input type="checkbox"/>

If the answer is „Yes“ in f) -> go to B7; otherwise, go to B8

B7 For which of the following activities have you used the smart TV in the last 3 months?

(tick all that apply)

Watching Internet streamed TV (live or catch-up)	<input type="checkbox"/>
Watching other video content (on demand or from sharing services)	<input type="checkbox"/>
Internet browsing through a browse application	<input type="checkbox"/>
Using other Internet applications (Skype, Facebook, games, on-line shopping)	<input type="checkbox"/>

-> Go to B8

B8 Have you used any of the following devices to access the Internet away from home or work?

(tick all that apply)

a) Mobile phone or smartphone	<input type="checkbox"/>
<i>If the answer is „YES“ in a) -> go to a1) or a2)</i>	
a1) Mobile phone or smartphone via GPRS or 3G	<input type="checkbox"/>
a2) Mobile phone or smartphone via WiFi	<input type="checkbox"/>
b) Portable computer (laptop or tablet)	<input type="checkbox"/>
<i>If the answer is „YES“ in b) -> go to b1) or b2)</i>	
b1) Via mobile phone network, USB key or SIM cards	<input type="checkbox"/>
b2) Via WiFi (wireless network)	<input type="checkbox"/>
c) Other mobile devices (media or video games, e-book readers, smartwatch)	<input type="checkbox"/>
d) Don't have access to the Internet via mobile devices away from home or work	<input type="checkbox"/>

-> Go to B9

B9

Which of the following activities have you performed over the Internet for private purposes in the last 3 months?

(tick all that apply)

Communication	
a) Sending/receiving e-mails	<input type="checkbox"/>
b) Telephoning over the Internet/video calls (via web cam) over the Internet	<input type="checkbox"/>
c) Participating in social networks (Facebook, Twitter)	<input type="checkbox"/>
Access to information	
d) Reading online news / newspapers / news magazines	<input type="checkbox"/>
e) Finding information about goods and services	<input type="checkbox"/>
Use of entertainment	
f) Playing or downloading games	<input type="checkbox"/>
g) Listening to music (web radio, music streaming)	<input type="checkbox"/>
h) Watching Internet streamed TV (live or catch-up)	<input type="checkbox"/>
i) Watching video on demand, from commercial services, (Netflix, HBO...)	<input type="checkbox"/>
j) Watching video content from sharing services over YouTube and similar sharing services	<input type="checkbox"/>
Creativity	
k) Uploading self-created content (text, photos, music, videos, software...)	<input type="checkbox"/>
l) Creating websites or blogs	<input type="checkbox"/>
e-health	
m) Seeking health-related information (injury, disease, nutrition, improving health, etc.)	<input type="checkbox"/>
n) Making an appointment with a practitioner via the website of hospitals or health care	<input type="checkbox"/>
Other online services	
o) Using services related to travel and travel related accommodation	<input type="checkbox"/>
p) Selling goods or services over the Internet (via auctions)	<input type="checkbox"/>
q) Internet banking	<input type="checkbox"/>
r) Using payment accounts (PayPal) to pay goods or services purchased over the Internet	<input type="checkbox"/>

-> Go to B10

B10

Have you used cloud services for the storage of files (documents, pictures, music or video files) such as Google drive, Dropbox, Windows One Drive, iCloud, Amazon cloud drive?

(tick only one)

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

-> Go to B11

B11

Which of the following learning activities have you conducted for private or professional purposes in the last 3 months?

(tick all that apply)

a) Doing an online course (from any field)	<input type="checkbox"/>
b) Looking for information on the Internet for learning purposes (audio-visual materials, online learning software, e-textbooks...)	<input type="checkbox"/>
c) Chatting or discussing on online forum	<input type="checkbox"/>
d) Other	<input type="checkbox"/>

-> Go to C1

MODULE C – USE e-GOVERNMENT

C1

In the last 12 months, have you used public authorities' services or public services over the Internet, for private purposes for the following activities?

(E.g. websites where official documents, i.e. certificates can be downloading (hospitals, libraries....))

(tick all that apply)

a) Obtaining information from websites of public authorities or public services	<input type="checkbox"/>
b) Downloading official forms	<input type="checkbox"/>
c) Sending completed forms	<input type="checkbox"/>
d) None of the above	<input type="checkbox"/>

If the answer is „NO“ in c) -> go to C2; otherwise, go to D1

C2

What were the reasons for not sending completed forms to public authorities over the Internet in the last 12 months?

(tick all that apply)

a) No need to submit completed form (whether online or in hard copy)	<input type="checkbox"/>	<input type="checkbox"/>
<i>If the answer is „Yes“ in a) -> go to D1; otherwise, go to b)</i>		
b) There were no such services on the website (didn't exist)	<input type="checkbox"/>	<input type="checkbox"/>
c) Lack of skills (didn't know how to use website or use was too complicated)	<input type="checkbox"/>	<input type="checkbox"/>
d) Concerns about security and protection of personal data	<input type="checkbox"/>	<input type="checkbox"/>
e) Lack of electronic signature or identification	<input type="checkbox"/>	<input type="checkbox"/>
f) Another person did it on my behalf	<input type="checkbox"/>	<input type="checkbox"/>
g) Other reasons	<input type="checkbox"/>	<input type="checkbox"/>

-> Go to D1

MODULE D – e-COMMERCE

D1

When did you last buy or order goods or services over the Internet for private use?

(via website or applications from any device: desktop, laptop, mobile phone, smartphone)

(for persons who DID NOT answer "Never used it" in question B3)

Within the last 3 months	<input type="checkbox"/>	-> Go to D2
More than 3 months ago (less than 1 year)	<input type="checkbox"/>	-> Go to D2
More than 1 year ago	<input type="checkbox"/>	-> Go to D9 / If 'more than year ago' in B3 -> go to G1
Never	<input type="checkbox"/>	-> Go to D9 / If 'more than year ago' in B3 -> go to G1

D2

What types of goods or services have you bought or ordered 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...)	<input type="checkbox"/>
c) Pharmaceutical products	<input type="checkbox"/>
d) Clothes, sports goods	<input type="checkbox"/>
e) Computer hardware	<input type="checkbox"/>
f) Electronic equipment (incl. cameras)	<input type="checkbox"/>
g) Telecommunication services (broadband subscriptions, uploading money on prepaid phone cards...)	<input type="checkbox"/>
h) Holiday accommodation (hotel...)	<input type="checkbox"/>
i) Other travel arrangements (transport tickets, car hire, etc.)	<input type="checkbox"/>
j) Tickets for cultural events	<input type="checkbox"/>
k) Films, music	<input type="checkbox"/>
l) Books/magazines/newspapers (including e-books)	<input type="checkbox"/>
m) e-learning material	<input type="checkbox"/>
n) Video games and upgrades, computer software and upgrades	<input type="checkbox"/>
o) Other	<input type="checkbox"/>

-> Go to D3

D3

From whom have you bought/ordered goods or services over the Internet in the last 12 months?

(tick all that apply)

a) From national sellers	<input type="checkbox"/>
b) From sellers from EU countries	<input type="checkbox"/>
c) From sellers from the rest of the world	<input type="checkbox"/>
d) Unknown country of origin of sellers	<input type="checkbox"/>

-> Go to D4

D4

How often have you bought/ordered goods or services over the Internet for private use, in the last 3 months?

Question D4 is for respondents who answered „Within the last 3 months ” in question D1

1–2 times	<input type="checkbox"/>
3–5 times	<input type="checkbox"/>
6–10 times	<input type="checkbox"/>
More than 10 times	<input type="checkbox"/>

-> Go to D5

D5

How much have you spent buying/ordering goods or services Over the Internet for private use, in the last 3 months?

Question D5 is for respondents who answered „Within the last 3 months ” in question D1

Less than 50 euros	<input type="checkbox"/>
From 50 to 100 euros	<input type="checkbox"/>
From 100 to 500 euros	<input type="checkbox"/>
From 500 to 1000 euros	<input type="checkbox"/>
More than 1000 euros	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

-> Go to D6

D6	Which of the problems have you encountered when buying/ordering goods or services <u>over the Internet</u> in the last 12 months?				
	<i>(tick all that apply)</i>				
	a) Technical failure of website during ordering or payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	b) Difficulties in finding information on guarantees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	c) Speed of delivery slower than indicated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	d) Final costs higher than indicated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	e) Wrong or damaged goods or services delivered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	f) Payment not secured enough (misuse of credit card details, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	g) No satisfactory response after complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	h) Foreign seller does not sell to the Republic of Serbia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
i) Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
j) I have never encountered any problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
-> Go to D7					
D7	How often have you used the following online information before you bought/ordered goods or services for private use <u>over the Internet</u> in the last 12 months?		Every time or almost every time	Sometimes	Rarely or never
	<i>(tick all that apply)</i>		... when I bought online		
	a) Obtaining information on various sellers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Comparing prices/products from various websites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Customers' reviews on websites or blogs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
-> Go to D8					
D8	Have you bought/ordered goods or services for private use <u>over the Internet</u> , by clicking on advertisements on social media or applications (Facebook), in the last 12 months?				
	<i>(tick only one)</i>				
	Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-> Go to D9					
D9	Have you carried out any of the following financial activities <u>over the Internet</u> (excluding e-mail) for private use, in the last 12 months?				
	<i>(for respondents who answered „Within the last 3 months or more than 3 months ago (less than 1 year ago)“ in B3)</i>				
	<i>(tick all that apply)</i>				
	a) Buying/selling shares, bonds or other investment services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Buying/renewing insurance policies, including policies offered as a package together with another service (travel insurance offered together with a plane ticket)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c) Taking a loan from banks or other financial providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
-> Go to E1					

MODULE 1.E – e-SKILLS

E1 Which of the following computer or mobile activities have you carried out in the last 12 months?

(for respondents who DID NOT answer „More than 1 year ago or Never used it“ in B3)

(tick all that apply)

- | | |
|---|--------------------------|
| a) Transferring files between computers or other devices | <input type="checkbox"/> |
| b) Installing software or applications | <input type="checkbox"/> |
| c) Setting software, including operational system or security (antivirus) programme | <input type="checkbox"/> |

-> Go to E2

E2 Which of the following IT activities have you carried out in the last 12 months?

(tick all that apply)

- | | |
|--|--------------------------|
| a) Copying or moving files or folders | <input type="checkbox"/> |
| b) Using Word processing software | <input type="checkbox"/> |
| c) Creating presentations or documents integrating text, picture, tables or graphs | <input type="checkbox"/> |
| d) Using spreadsheet software | <input type="checkbox"/> |
| <i>If the answer is „Yes“ -> go to d</i> | <input type="checkbox"/> |
| d1) Using advanced functions to organise and analyse data, such as sorting, filtering, using formulas, creating charts | <input type="checkbox"/> |
| e) Using software to edit photos, video or audio files | <input type="checkbox"/> |
| f) Writing code in a programming language | <input type="checkbox"/> |

-> Go to F1

MODULE 1.F – PRIVACY AND PROTECTION OF PERSONAL IDENTITY

F1 What type of personal details have you provided over the Internet in the last 12 months?

(for persons who DID NOT answer „More than 1 year ago or Never used it“ in B3)

(tick all that apply)

- | | |
|--|--------------------------|
| a) Personal details (name, date of birth, identity card number...) | <input type="checkbox"/> |
| b) Contact details (home address, telephone number, e-mail...) | <input type="checkbox"/> |
| c) Payment details (credit or debit cards number, bank account number...) | <input type="checkbox"/> |
| d) Other personal details (photos, current location, information related to health, employment, income...) | <input type="checkbox"/> |
| e) None of the above (did not provide any personal information) | <input type="checkbox"/> |

-> Go to F2

F2 Have you carried out any of the following activities before making personal details accessible over the Internet in the last 12 months?

(tick all that apply)

- | | |
|--|--------------------------|
| a) Read privacy policy statements before providing personal information | <input type="checkbox"/> |
| b) Restrict access to your current location | <input type="checkbox"/> |
| c) Restrict access to your profile or content on social media | <input type="checkbox"/> |
| d) Refuse to allow the use of personal details for advertising purposes | <input type="checkbox"/> |
| e) Check that website where you need to provide personal details is secure (website credibility, safety logo or certificate) | <input type="checkbox"/> |
| f) Ask websites or search engines to up-date or erase details they hold about you | <input type="checkbox"/> |

-> Go to F3

F3	Did you know that cookies can be used to trace movements of people on the Internet, to make a profile of each user to tailor them to ads?						
<i>(tick only one)</i>							
<table border="1" style="width: 100%;"> <tr> <td style="width: 80%;">Yes</td> <td style="width: 20%;"><input type="checkbox"/></td> </tr> <tr> <td>No</td> <td><input type="checkbox"/></td> </tr> </table>		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>		
Yes	<input type="checkbox"/>						
No	<input type="checkbox"/>						
-> Go to F4							
F4	Are you concerned with the possibility of tracing your online activities for the purpose of tailoring ads?						
<i>(tick only one)</i>							
<table border="1" style="width: 100%;"> <tr> <td style="width: 80%;">Very concerned</td> <td style="width: 20%;"><input type="checkbox"/></td> </tr> <tr> <td>Somewhat concerned</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Not concerned at all</td> <td><input type="checkbox"/></td> </tr> </table>		Very concerned	<input type="checkbox"/>	Somewhat concerned	<input type="checkbox"/>	Not concerned at all	<input type="checkbox"/>
Very concerned	<input type="checkbox"/>						
Somewhat concerned	<input type="checkbox"/>						
Not concerned at all	<input type="checkbox"/>						
-> Go to F5							
F5	Have you ever changed the settings in your Internet browser to prevent or limit the amount of cookies on your computer?						
<i>(tick only one)</i>							
<table border="1" style="width: 100%;"> <tr> <td style="width: 80%;">Yes</td> <td style="width: 20%;"><input type="checkbox"/></td> </tr> <tr> <td>No</td> <td><input type="checkbox"/></td> </tr> </table>		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>		
Yes	<input type="checkbox"/>						
No	<input type="checkbox"/>						
-> Go to F6							
F6	Do you use anti-tracking software that limits tracking your online activities?						
<i>(tick only one)</i>							
<table border="1" style="width: 100%;"> <tr> <td style="width: 80%;">Yes</td> <td style="width: 20%;"><input type="checkbox"/></td> </tr> <tr> <td>No</td> <td><input type="checkbox"/></td> </tr> </table>		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>		
Yes	<input type="checkbox"/>						
No	<input type="checkbox"/>						
-> Go to G1							

MODULE 1.G – RESPONDENT'S BACKGROUND INFORMATION

G1. Age

G2. Sex:

Man

Woman

G3. Educational attainment

Primary education

Without education, 1–3 grades of primary education

4–7 grades of primary education

Primary education (8 grades)

Secondary education

Secondary vocational school, grammar school

Specialisation after secondary school, highly qualified workers school

Tertiary education

Short-cycle

Bachelor or equivalent

Master or equivalent

Doctor or equivalent

G4. Employment situation

Employee

Unemployed

Student

Other not in the labour force (retired, in compulsory military service)

G5. Number of household members

G6. Of which: number of children aged under 18 years

G7. Household income (average net monthly income)

Up to 300 euros

From 300 to 600 euros

More than 600 euros

USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN THE REPUBLIC OF SERBIA, 2016

ENTERPRISES



2.1. METHODOLOGY

Survey period	<ul style="list-style-type: none"> • The survey was carried out from 18 April to 4 May 2016
Type of survey	<ul style="list-style-type: none"> • Telephone interview
Sample size	<ul style="list-style-type: none"> • 1673 enterprises
Target population ¹⁾	<ul style="list-style-type: none"> • Enterprises with 10 and more employees • Section C: Manufacturing • Sections D and E: Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities • Section F: Construction • Section G: Wholesale and retail trade; Repair of motor vehicles and motorcycles • Section H: Transportation and storage • Section I: Accommodation and food service activities • Section J: Information and communications • Sections L and M: Real estate activities; Professional, scientific and technical activities • Section N and Division 95: Administrative and support service activities; Repair of computers
Type of sample	<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 Metohija)

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 1673 enterprises on the territory of the Republic of Serbia. The response rate was 92.5% (1548 enterprises).

Sample (enterprises)		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Activity	Manufacturing	277	184	138	284	170	145	599
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	25	28	17	39	17	14	70
	Construction	36	29	23	41	21	26	88
	Wholesale and retail trade; repair of motor vehicles and motorcycles	120	71	43	108	56	70	234
	Transportation and storage	32	21	22	33	20	22	75
	Accommodation and food service activities	70	40	3	44	29	40	113
	Information and communications	77	42	11	47	23	60	130
	Real estate activities; Professional, scientific and technical activities	76	35	12	42	29	52	123
	Administrative and support service activities; Repair of computers	64	27	25	36	23	57	116
Number	777	477	294	674	388	486	1548	
Percentage	50.2	30.8	19.0	43.5	25.1	31.4	100	

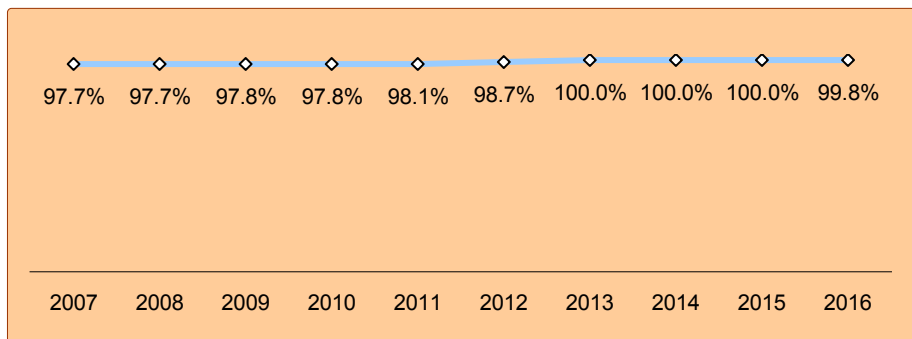
2.3. MAIN FINDINGS

2.3.1. Computers and computer networks in enterprises

The results of the survey indicate that 99.8% of enterprises on the territory of the Republic of Serbia use a computer for business use.

99.8% of enterprises use a computer for business use

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



In 29.9% of enterprises 1/4 of employees use a computer at least once a week, while in 38.4% of enterprises 75-100% employees use a computer at least once a week.

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

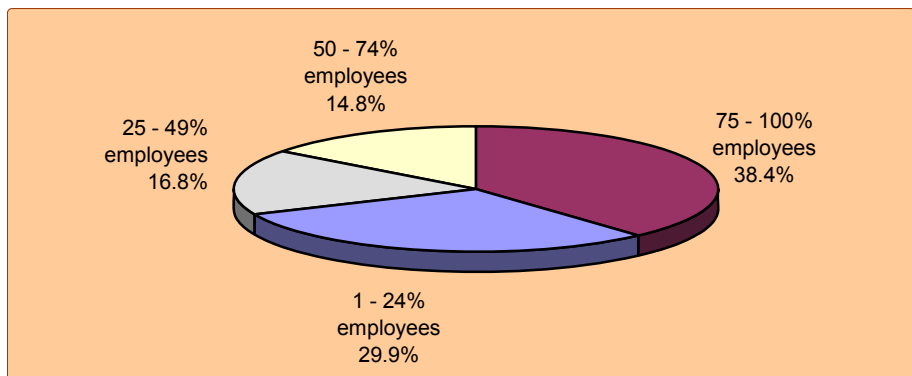
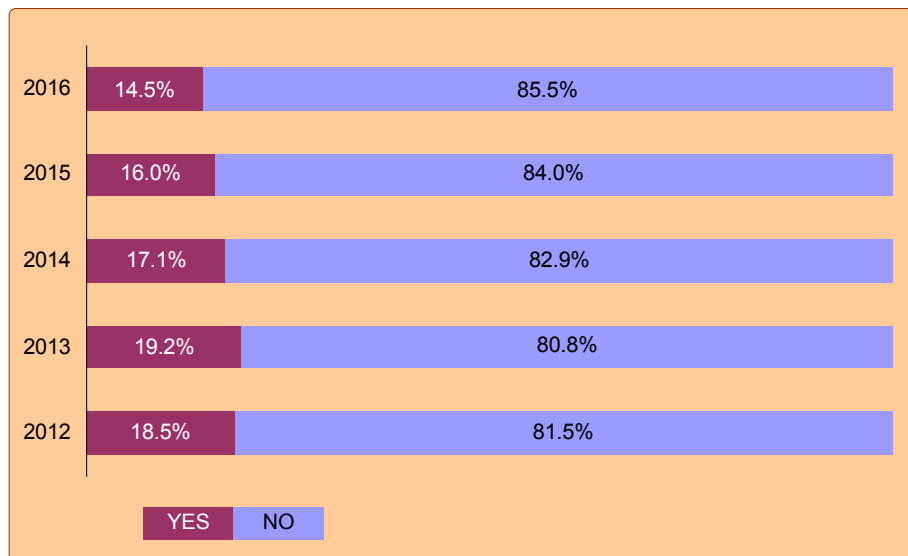
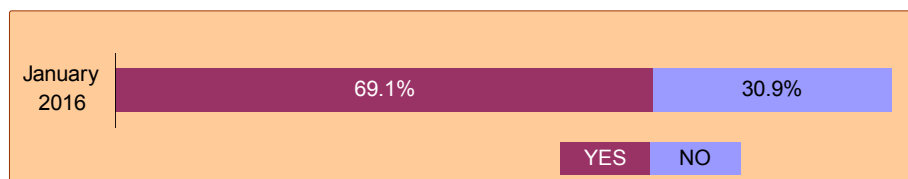


Chart 2.3. Does your enterprise use open Source operating system Linux?

14.5% of enterprises used Linux „Open Source“operating system

Linux was mostly used in large enterprises (43.0%), as well as those located on the territory of Belgrade (19.6%).

Chart 2.4. Do the employees in your enterprise have remote access to the enterprise's e-mail system, documents or applications?

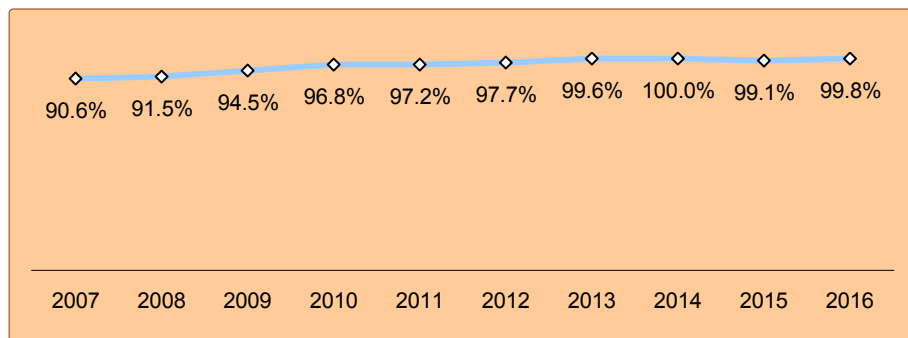
The survey indicates that 69.1% of employees had remote access to documents or applications over the Internet (via fixed, mobile or wireless connection).

2.3.2. Internet in enterprises

In the Republic of Serbia, 99.8% of enterprises have an Internet connection.

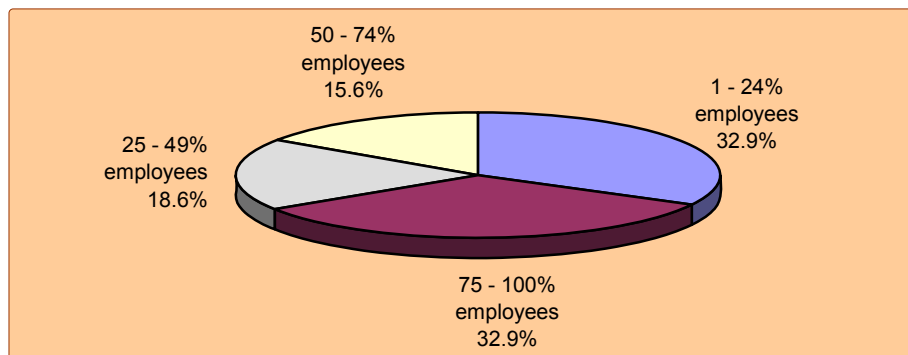
99.8% of enterprises have an Internet connection

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



In 32.9% of enterprises $\frac{1}{4}$ of employees use the Internet at least once a week, while in 32.9% of enterprises 75-100% of employees use the Internet at least once a week.

Chart 2.6. Enterprises by the percentage of the employees using the Internet at least once a week



As regard t he type of connection, enter prises 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, 99.1% have broadband Internet connection.

99.1% of enterprises have a broadband Internet connection

Chart 2.7. Broadband Internet connection in enterprises

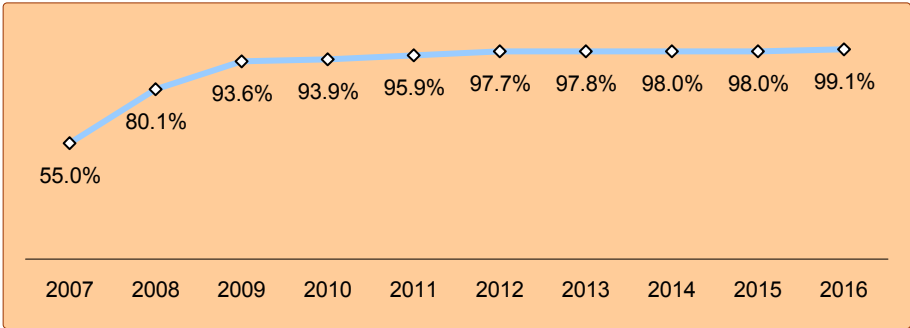


Chart 2.8. What is the maximum contracted download speed of the Internet connection in your enterprise?

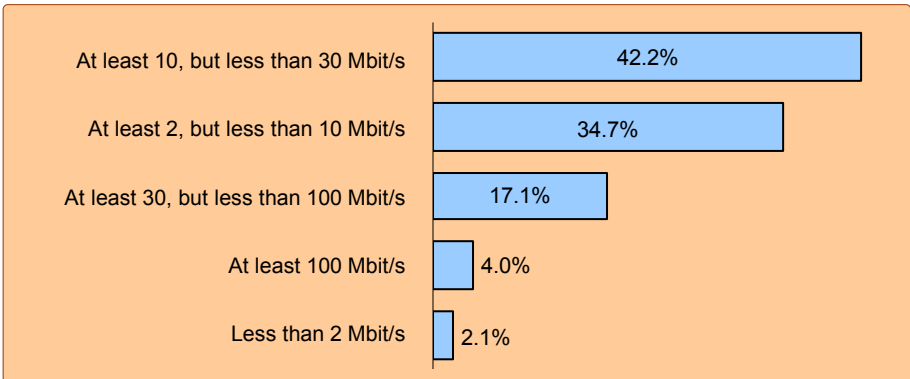
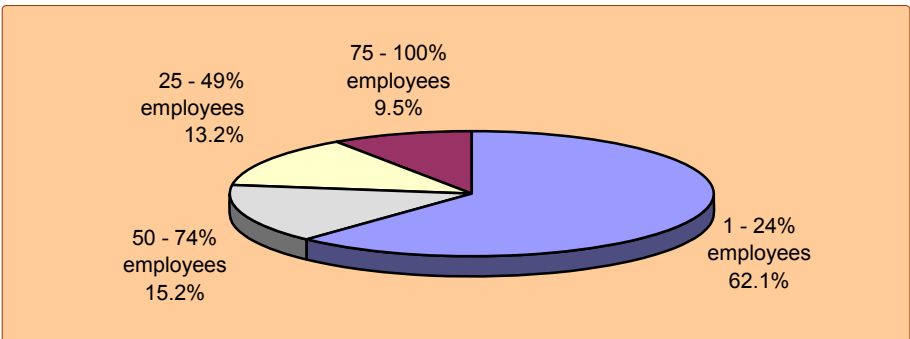


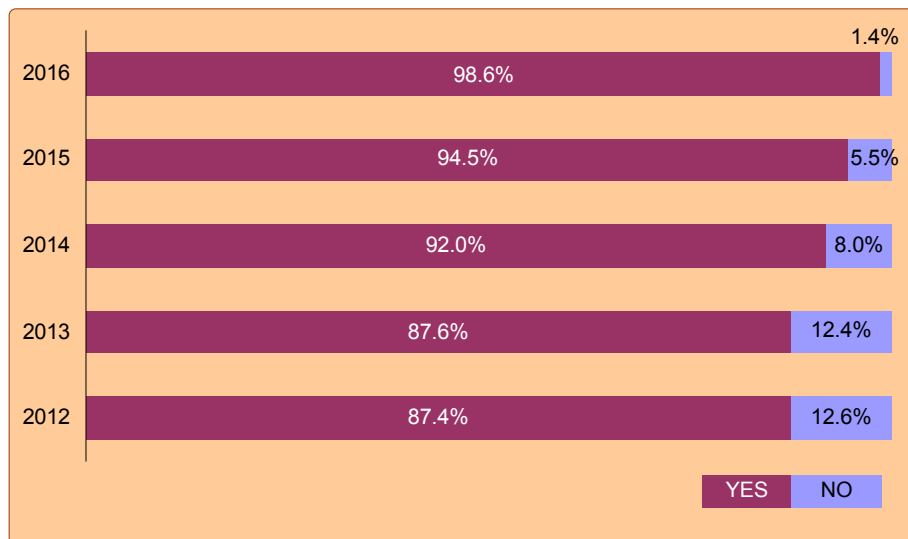
Chart 2.9. Please, provide an estimate of the percentage of employees who use portable devices for business purposes that allow an Internet connection via a mobile telephone line network?



2.3.3. e-government

On the territory of the Republic of Serbia, 98.6% of enterprises interact electronically with public authorities, being an increase of 4.1% and 6.6% in relation to 2015 and 2014, respectively. There are 1.4% of enterprises that do not use this possibility.

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



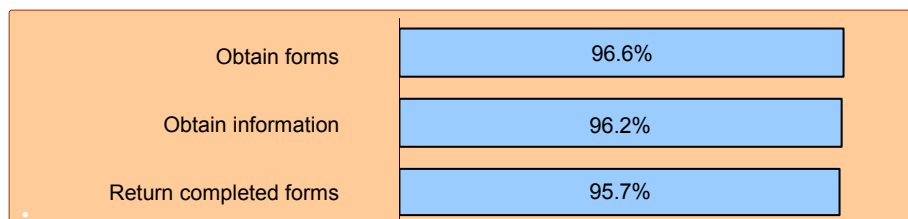
98.6% of enterprises use public authorities electronic services

The analysis of enterprises by activities indicates that enterprises engaged in "Construction" (100%) 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.“ (96.2%)
- „To download forms.“ (96.6%)
- „To return completed forms.“ (95.7%)

Chart 2.11. Does your enterprise use public authorities' services via the Internet for the following purposes?



2.3.4. Website

There are 80.8% of enterprises have a Website, being an increase of 5.6% in relation to 2015 and of 6.8% in relation to 2014.

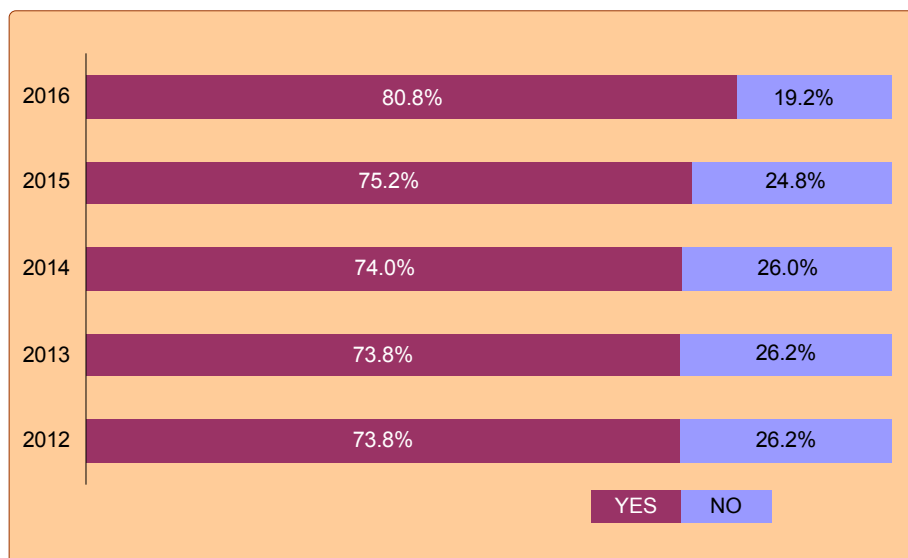
When observing the structure of enterprises by size classes, the following results are obtained:

- 93.9% of large enterprises have a website
- 89.8% of medium enterprises have a website
- 77.9% of small enterprises have a website

80.8% of enterprises have a website

There are differences depending on the territory. In Belgrade there are 84.0% of enterprises that have a Website, in Vojvodina 80.8%, and in Central Serbia 77.5%.

Chart 2.12. Does your enterprise a website?



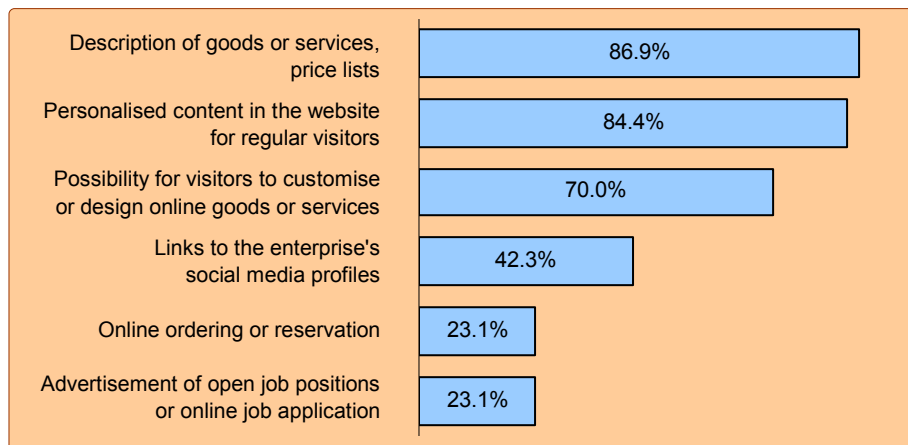
Website available in enterprises, by activities:

- Information and communications (94.8%)
- Real estate activities; Professional, scientific and technical activities (92.8%)
- Manufacturing (86.9%)
- Administrative and support service activities; Repair of computers (84.6%)
- Accommodation and food service activities (80.7%)
- Construction (77.6%)
- Electricity, gas, steam and air conditioning supply; Water supply, sewerage
- Waste water management and remediation activities (74.1%)
- Wholesale and retail trade; repair of motor vehicles and motorcycles (61.2%)

Enterprises having a Website provide mostly the following services:

- Description of goods or services, pricelist (86.9%)
- Personalised content in the Website for regular/repeated visitors (83.6%)
- Possibility for visitors to customise or design the products (70.0%)

Chart 2.13. Does the website of your enterprise have the following services?



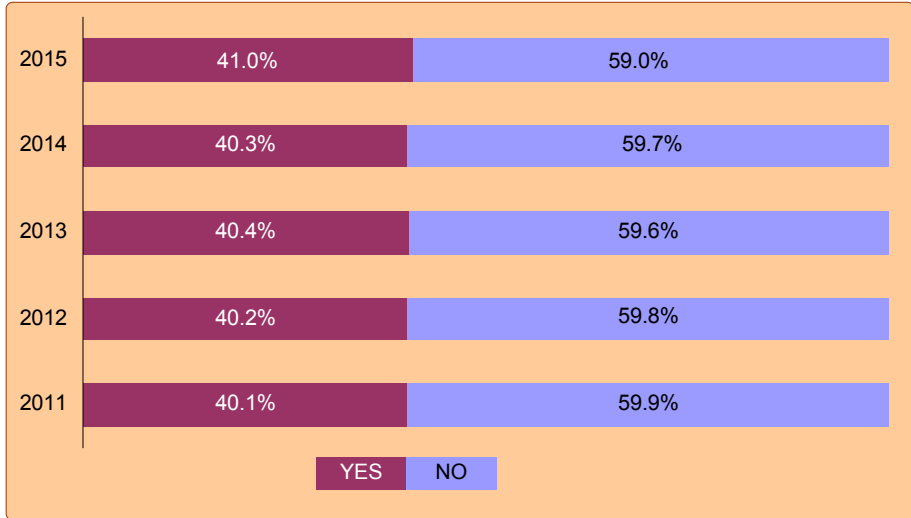
2.3.5. e-commerce

In 2015, 41.0 % of enterprises in the Republic of Serbia ordered goods/services over the Internet, being a decrease of 0.7% in relation to 2014 and an increase of 0.6% compared to 2013.

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

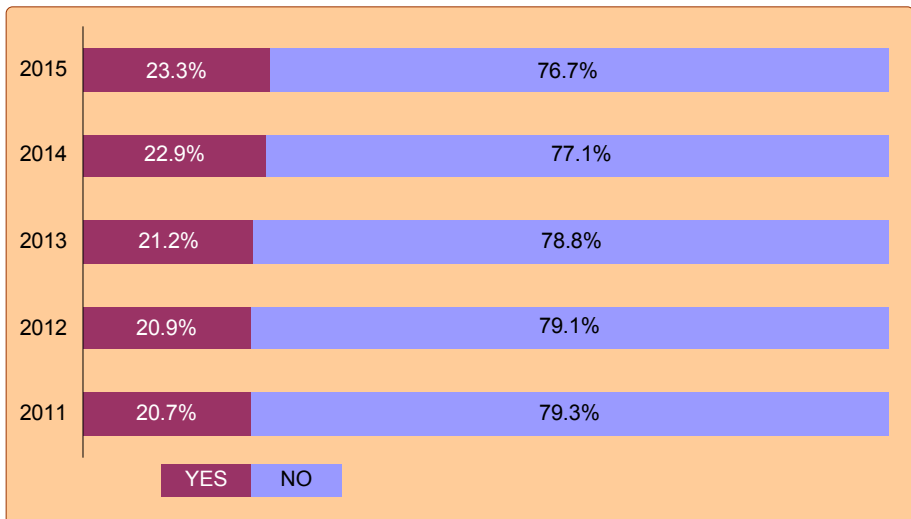
- 51.9% of large enterprises ordered goods/services over the Internet
- 44.9% of medium enterprises ordered goods/services over the Internet
- 39.4% of small enterprises ordered goods/services over the Internet

41.0% of enterprises ordered goods/services over the Internet in 2015

Chart 2.14. Did your enterprise order goods/services over the Internet?

The results of the survey indicate that only 23.3% of enterprises received, during 2015, orders (excluding manually-typed e-mails) over the Internet.

23.3% of enterprises received orders over the Internet in 2015

Chart 2.15. Did your enterprise receive orders over the Internet?

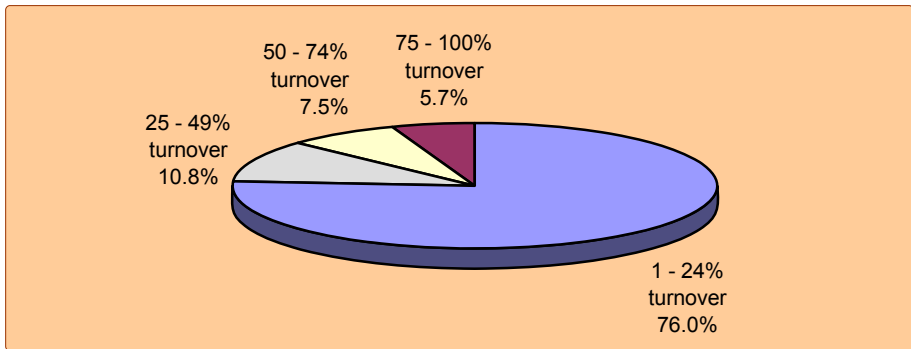
When observing the structure of enterprises by size classes, the following results are obtained:

- 34.5% of large enterprises received orders over the Internet
- 23.9% of medium enterprises received orders over the Internet
- 22.5% 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%.“ (76.0% of enterprises)
- „More than 24% and less than 50%.“ (10.8% of enterprises)
- „More than 50%, and less than 75%.“ (7.5% of enterprises)
- „75% and more.“ (5.7% of enterprises)

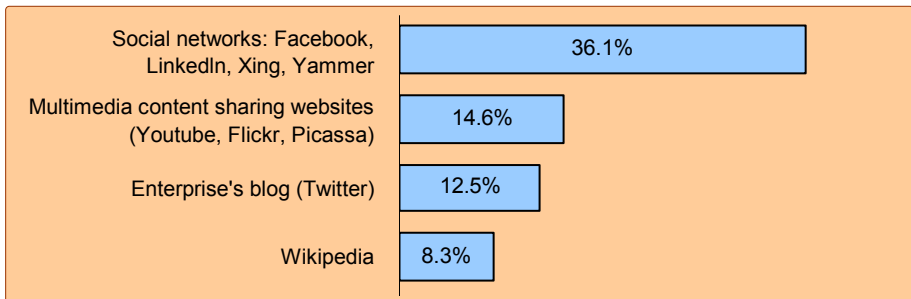
Chart 2.16. Percentage of the total turnover in 2015 resulting from orders received over the Internet



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 36.1% of enterprises used any of the social media for business use.

Chart 2.17. Did your enterprise use any of the following social media for business purposes?



2.3.7. Use of cloud computing service

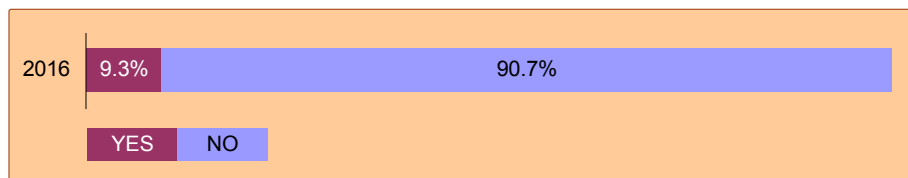
There are 9.3% of enterprises that pay cloud computing services over the Internet, which is an increase of 0.1% in relation to 2015.

Cloud services imply ICT services accessed over the Internet for the purpose of using software, storage space, etc. Services have the following characteristics:

- Delivered from servers of service providers
- Can be used on-demand by the user
- Are paid per user, capacity used.

9.3% of enterprises pay cloud computing services

Chart 2.18. Does your enterprise pay cloud computing services over the Internet?



2.4. SURVEY RESULTS

MODULE 2.A: Use of computers¹⁾

A1: Does your enterprise computers for business purposes?

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	98.6	100.0	100.0	100.0	98.5	97.8	99.0
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	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
	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 service activities; Repair of computers	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total		99.6	100.0	100.0	100.0	99.5	99.6	99.8

A2: Percentage of employees who use computers (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%	27.0	41.4	31.7	36.0	31.9	22.7	29.9
25- 49%	15.9	18.9	24.8	23.1	18.2	9.7	16.8
50-74%	16.1	9.8	16.4	14.3	15.1	15.4	14.9
75-100%	41.0	29.9	27.1	26.6	34.8	52.2	38.4

¹⁾ The results in tables A2 and A3 refer only to enterprises that answered YES in question A1.

**A3: Does your enterprise use „Open source" operational system LINUX?
in percentages**

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	6.8	14.8	40.0	9.8	12.7	10.1	10.7
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	5.7	28.4	42.5	26.2	4.1	30.2	19.6
	Construction	2.2	4.5	25.1	3.4	8.3	1.1	3.6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	15.8	20.0	50.4	7.2	9.1	30.1	17.1
	Transportation and storage	12.1	2.9	68.3	19.7	2.2	16.1	13.1
	Accommodation and food service activities	8.0	10.9	100.0	4.4	3.4	13.7	9.2
	Information and communication	30.6	50.2	76.5	44.2	43.3	30.3	35.3
	Real estate activities; Professional, scientific and technical activities	21.9	30.7	68.6	25.1	31.1	21.5	23.9
	Administrative and support service activities; Repair of computers	9.0	10.7	14.1	11.1	1.1	13.0	9.8
Ukupno	12.3	17.4	43.0	11.4	11.5	19.6	14.5	

MODULE 2.B: ICT specialists and skills

B1: Does your enterprise employ ICT specialists?

in percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Secondary (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	13.6	36.9	79.6	21.5	15.3	35.3	23.0
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	11.6	48.6	93.0	38.3	22.9	61.7	36.2
	Construction	2.2	19.5	75.2	6.3	13.3	7.5	8.5
	Wholesale and retail trade; repair of motor vehicles and motorcycles	8.8	34.5	80.1	18.2	12.7	10.2	13.6
	Transportation and storage	15.4	37.5	92.7	24.0	12.7	32.9	22.5
	Accommodation and food service activities	11.0	29.8	33.3	27.3	4.8	11.8	14.4
	Information and communication	67.5	83.1	92.9	58.7	68.5	75.3	70.9
	Real estate activities; Professional, scientific and technical activities	26.4	58.0	82.9	26.1	28.1	34.3	31.7
	Administrative and support service activities; Repair of computers	26.1	43.6	48.1	16.5	31.6	35.2	31.2
Total	15.3	39.0	78.6	21.5	17.4	26.5	22.4	

B2: Did your enterprise provide any type of training to develop ICT related skills of the persons employed, during 2015?

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Training for ICT specialists								
Activity	Manufacturing	6.6	25.7	51.0	14.0	10.2	17.5	13.8
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	7.5	44.1	8.6	4.1	11.6	7.5
	Construction	-	3.5	43.7	0.6	3.9	3.2	2.5
	Wholesale and retail trade; repair of motor vehicles and motorcycles	1.6	16.7	62.2	5.4	1.4	6.4	4.8
	Transportation and storage	9.5	10.5	55.0	11.4	9.3	15.4	11.7
	Accommodation and food service activities	2.0	8.5	-	9.6	-	1.1	3.1
	Information and communication	32.4	68.1	80.0	33.9	29.0	44.5	39.7
	Real estate activities; Professional, scientific and technical activities	7.1	41.6	58.6	7.2	14.3	13.7	12.7
	Administrative and support service activities; Repair of computers	16.1	40.0	17.3	9.5	30.5	18.8	20.1
Total	5.9	22.1	49.8	10.1	8.2	13.2	10.8	
Training for other persons employed								
Activity	Manufacturing	13.5	36.0	52.8	21.7	21.0	20.4	21.2
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	13.7	46.9	40.3	43.6	18.8	8.7	31.5
	Construction	13.8	47.7	44.7	18.3	32.2	17.7	21.3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	22.8	41.7	58.9	39.6	22.3	16.6	26.0
	Transportation and storage	36.8	39.6	60.5	46.2	19.9	49.3	38.3
	Accommodation and food service activities	44.5	47.4	66.7	70.8	44.2	33.2	45.2
	Information and communication	35.7	58.4	81.2	44.7	51.7	36.7	40.9
	Real estate activities; Professional, scientific and technical activities	34.0	55.2	65.7	38.2	16.2	43.6	37.5
	Administrative and support service activities; Repair of computers	22.4	51.5	36.5	26.6	44.7	22.5	28.6
Total	22.6	42.3	52.8	31.9	24.4	25.4	27.5	

B3: Did your enterprise employ or try to recruit ICT specialists, during 2015?

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	4.3	13.7	19.0	6.4	5.2	12.3	7.5
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage management and remediation activities	-	11.3	10.2	6.1	7.3	2.9	6.1
	Construction	-	10.8	32.1	0.6	5.0	4.6	3.3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	1.5	12.3	40.4	5.2	0.6	4.4	3.7
	Transportation and storage	3.0	5.1	36.7	1.4	2.5	14.4	4.9
	Accommodation and food service activities	4.5	10.5	33.3	10.2	2.1	4.9	5.7
	Information and communication	48.6	68.8	65.9	42.7	33.9	60.7	52.5
	Real estate activities; Professional, scientific and technical activities	1.8	29.7	38.6	7.2	2.2	7.3	6.3
	Administrative and support service activities; Repair of computers	14.2	13.1	19.2	6.0	9.2	19.1	14.5
Total	5.2	15.6	26.9	6.2	4.6	12.1	8.0	

B4: During 2015, did your enterprise have vacancies for ICT specialists that were difficult to fill?¹⁾

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	19.8	40.0	36.0	12.4	85.9	23.7	31.2
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation	-	27.3	-	41.4	-	-	23.1
	Construction	-	32.7	20.0	-	77.3	-	27.6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	-	13.0	33.4	12.9	50.0	11.4	13.5
	Transportatio and storage	100.0	-	24.5	-	-	81.3	57.6
	Accommodation and food service activities	-	-	100.0	-	-	10.0	4.7
	Information and communication	43.4	11.5	53.6	28.9	30.7	40.0	37.2
	Real estate activities; Professional, scientific and technical activities	-	41.3	37.0	-	100.0	32.6	30.9
	Administrative and support service activities; Repair of computers	31.2	66.7	-	100.0	100.0	12.5	32.1
Total	32.0	28.7	31.5	16.8	60.3	30.2	30.8	

¹⁾ The results refer only to enterprises that answered YES in question B3.

B5A: Please, indicate who mainly performed the following ICT functions of your enterprise, during 2015

(persons employed in the enterprise)

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Small (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Maintenance of ICT structure								
Activity	Manufacturing	18.8	38.7	70.2	25.6	26.6	28.3	26.6
	Electricity, gas, stea and air conditioning supply; Water supply, sewerage, waste management and remediation activities	17.2	49.3	70.4	39.9	20.6	66.7	36.9
	Construction	7.0	37.2	70.4	16.1	23.2	10.0	15.2
	Wholesale and retail trade; repair of motor vehicles and motorcycles	15.8	36.0	74.9	21.6	27.6	13.1	19.6
	Transportation and storage	40.5	39.7	74.5	44.6	38.4	42.0	41.9
	Accommodation and food service activities	15.9	37.6	66.7	31.3	2.7	21.0	20.1
	Information and communication	66.7	80.7	100.0	76.6	56.9	71.9	70.1
	Real estate activities; Professional, scientific and technical activities	19.4	61.0	78.6	37.9	21.4	24.6	26.2
	Administrative and support service activities; Repair of computers	28.8	48.9	35.9	34.9	29.4	33.5	32.8
Total	20.9	42.3	69.6	28.0	27.5	25.5	26.9	
Support for office software								
Activity	Manufacturing	25.6	41.7	74.6	33.8	33.1	28.5	32.3
	Electricity, gas, stea and air conditioning supply; Water supply, sewerage, waste management and remediation activities	32.0	58.2	84.9	57.2	28.0	66.7	48.9
	Construction	13.5	34.5	83.7	34.7	16.1	11.0	20.3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	28.3	51.8	83.1	29.6	32.6	34.7	32.4
	Transportation and storage	49.8	52.6	96.8	63.7	39.3	49.8	52.4
	Accommodation and food service activities	23.4	36.5	66.7	38.3	4.8	27.8	26.0
	Information and communication	72.2	81.6	80.0	71.1	73.5	74.9	73.9
	Real estate activities; Professional, scientific and technical activities	25.5	71.3	92.9	42.1	30.6	31.3	33.0
	Administrative and support service activities; Repair of computers	37.6	51.3	51.3	37.0	48.8	39.3	41.2
Total	29.8	48.6	77.8	37.7	32.8	34.7	35.3	

B5A: Please, indicate who mainly performed the following ICT functions of your enterprise, during 2015

(persons employed in the enterprise)

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Small (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Development of business information system (ERP, CRM)								
Activity	Manufacturing	3.8	11.9	21.1	2.7	10.3	10.8	6.8
	Electricity, gas, stea and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	3.1	24.7	6.0	-	2.9	3.7
	Construction	-	4.2	27.8	2.3	1.1	2.2	2.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	0.7	6.4	22.5	1.9	1.0	2.4	1.9
	Transportation and storage	3.0	10.5	32.5	3.5	0.7	16.1	5.6
	Accommodation and food service activities	4.4	7.5	33.3	11.7	-	3.9	5.2
	Information and communication	28.9	55.1	43.5	26.4	24.7	38.3	33.5
	Real estate activities; Professional, scientific and technical activities	4.2	26.1	7.1	15.9	8.8	4.7	7.3
	Administrative and support service activities; Repair of computers	6.0	14.8	12.8	10.5	9.2	7.0	8.1
Total	3.7	11.9	22.8	4.1	5.7	8.2	6.0	
Support for business information system								
Activity	Manufacturing	5.5	10.6	22.6	6.1	7.7	11.0	7.7
	Electricity, gas, stea and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	9.9	32.8	13.0	-	2.9	7.6
	Construction	2.5	5.7	34.1	9.2	1.1	2.5	4.5
	Wholesale and retail trade; repair of motor vehicles and motorcycles	0.9	8.9	26.9	3.3	0.6	2.9	2.5
	Transportation and storage	-	5.5	62.8	4.2	0.7	7.1	3.7
	Accommodation and food service activities	12.5	7.5	-	21.0	-	11.2	11.6
	Information and communication	34.9	55.7	67.1	47.5	24.7	41.0	39.3
	Real estate activities; Professional, scientific and technical activities	7.1	30.4	7.1	34.2	8.8	4.7	10.4
	Administrative and support service activities; Repair of computers	7.0	18.7	16.0	22.8	9.2	6.4	9.8
Total	5.2	12.7	28.5	8.5	4.7	8.6	7.6	

B5A: Please, indicate who mainly performed the following ICT functions of your enterprise, during 2015

(persons employed in the enterprise)

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Small (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Development of web solutions								
Activity	Manufacturing	14.9	29.5	30.1	18.4	9.8	32.1	19.3
	Electricity, gas, stea and air conditioning supply; Water supply, sewerage, waste management and remediation activities	6.8	28.8	55.9	27.7	13.3	14.5	21.5
	Construction	4.8	20.0	40.3	9.5	13.8	6.1	9.1
	Wholesale and retail trade; repair of motor vehicles and motorcycles	14.5	18.4	23.1	15.0	19.1	13.1	15.2
	Transportation and storage	9.2	18.5	53.9	11.4	11.4	17.1	12.8
	Accommodation and food service activities	13.9	10.6	33.3	16.6	1.4	16.3	13.5
	Information and communication	68.3	75.1	56.5	64.1	54.3	74.6	68.9
	Real estate activities; Professional, scientific and technical activities	27.2	60.9	58.6	31.0	24.1	35.2	32.4
	Administrative and support service activities; Repair of computers	31.0	53.2	23.7	18.1	42.6	34.6	33.8
Total	17.6	29.7	35.0	18.2	16.3	25.7	20.6	
Support for web solutions								
Activity	Manufacturing	16.1	28.4	30.9	18.9	9.6	34.3	20.0
	Electricity, gas, stea and air conditioning supply; Water supply, sewerage, waste management and remediation activities	9.7	43.2	72.0	44.5	13.3	14.5	30.9
	Construction	4.8	20.0	44.3	10.4	13.8	5.7	9.2
	Wholesale and retail trade; repair of motor vehicles and motorcycles	12.5	20.0	26.5	13.4	14.6	13.6	13.8
	Transportation and storage	15.4	23.5	61.2	17.4	11.4	31.3	18.8
	Accommodation and food service activities	17.5	9.2	33.3	18.0	1.4	20.7	16.2
	Information and communication	67.9	78.5	94.1	63.8	54.3	77.2	70.5
	Real estate activities; Professional, scientific and technical activities	27.7	66.4	58.6	35.4	25.6	35.5	33.6
	Administrative and support service activities; Repair of computers	30.0	53.6	26.9	20.0	42.6	33.6	33.5
Total	17.9	31.5	39.7	19.6	15.1	27.3	21.4	

B5A: Please, indicate who mainly performed the following ICT functions of your enterprise, during 2015

(persons employed in the enterprise)

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Small (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Security and data protection								
Activity	Manufacturing	19.7	34.6	59.3	27.7	16.3	32.3	25.6
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	13.7	51.3	76.9	43.5	30.3	23.8	36.9
	Construction	7.3	35.7	48.0	20.7	13.8	9.2	14.3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	18.1	36.1	75.7	23.7	34.7	12.5	21.6
	Transportation and storage	37.0	44.7	89.9	50.8	30.4	36.3	40.6
	Accommodation and food service activities	19.0	38.5	66.7	23.6	4.8	28.9	22.8
	Information and communication	73.7	87.9	92.9	74.7	70.8	78.9	76.6
	Real estate activities; Professional, scientific and technical activities	28.3	66.6	71.4	46.9	36.2	30.6	34.4
	Administrative and support service activities; Repair of computers	42.1	52.8	37.8	30.2	64.4	38.4	43.4
Total	23.4	41.8	64.2	30.4	27.4	27.4	28.5	

B5B: Please, indicate who mainly performed the following ICT functions of your enterprise, during 2015

(External persons)

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Enterprises		Size class			Region			Total
		Small (10-49)	Small (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Maintenance of ICT structure								
Activity	Manufacturing	80.7	61.3	29.8	73.8	73.4	71.3	73.1
	Electricity, gas, stea and air conditioning supply; Water supply, sewerage, waste management and remediation activities	82.8	50.7	29.6	60.1	79.4	33.3	63.1
	Construction	93.0	62.8	29.6	83.9	76.8	90.0	84.8
	Wholesale and retail trade; repair of motor vehicles and motorcycles	84.0	63.7	25.1	78.4	71.2	86.9	80.2
	Transportation and storage	59.5	60.3	25.5	55.4	61.6	58.0	58.1
	Accommodation and food service activities	84.1	62.4	33.3	68.7	97.3	79.0	79.9
	Information and communication	33.3	19.3	-	23.4	43.1	28.1	29.9
	Real estate activities; Professional, scientific and technical activities	80.6	39.0	21.4	62.1	78.6	75.4	73.8
	Administrative and support service activities; Repair of computers	71.2	51.1	64.1	65.1	70.6	66.5	67.2
Total	78.9	57.6	30.4	71.8	72.2	74.4	72.9	
Support for office software								
Activity	Manufacturing	73.2	58.3	24.1	65.6	66.6	69.2	66.8
	Electricity, gas, stea and air conditioning supply; Water supply, sewerage, waste management and remediation activities	68.0	38.7	15.1	40.2	72.0	33.3	49.7
	Construction	86.5	62.8	16.3	63.8	83.9	89.0	79.2
	Wholesale and retail trade; repair of motor vehicles and motorcycles	70.5	47.2	15.4	68.7	65.1	65.3	66.4
	Transportation and storage	50.2	47.4	3.2	36.3	60.7	50.2	47.6
	Accommodation and food service activities	76.0	55.1	33.3	58.7	95.2	70.0	72.0
	Information and communication	21.6	18.4	14.1	26.8	26.5	17.4	20.8
	Real estate activities; Professional, scientific and technical activities	72.7	28.7	-	48.5	69.4	68.5	65.4
	Administrative and support service activities; Repair of computers	61.0	48.7	37.2	55.3	50.1	59.6	56.6
Total	68.9	50.4	19.9	60.7	66.4	64.0	63.4	

B5B: Please, indicate who mainly performed the following ICT functions of your enterprise, during 2015

(External persons)

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Enterprises		Size class			Region			Total
		Small (10-49)	Small (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Development of business information system (ERP, CRM)								
Activity	Manufacturing	21.9	35.0	42.8	10.4	51.0	29.0	26.3
	Electricity, gas, stea and air conditioning supply; Water supply, sewerage, waste management and remediation activities	12.7	12.3	52.2	14.0	12.8	35.2	16.2
	Construction	4.6	28.3	20.3	2.9	3.9	18.3	9.6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	21.6	21.8	48.3	18.6	9.7	32.5	22.3
	Transportation and storage	3.0	21.1	36.2	7.1	1.5	16.1	7.5
	Accommodation and food service activities	14.4	14.8	66.7	28.5	10.1	10.1	14.9
	Information and communication	7.3	18.7	50.6	4.0	19.5	10.1	10.6
	Real estate activities; Professional, scientific and technical activities	13.1	18.9	38.6	20.0	28.1	8.8	14.3
	Administrative and support service activities; Repair of computers	10.3	12.7	34.0	16.7	1.1	17.1	13.2
Total	16.5	26.1	41.3	12.7	24.3	22.5	19.3	
Support for business information system								
Activity	Manufacturing	28.8	43.9	46.7	23.4	53.8	29.8	33.5
	Electricity, gas, stea and air conditioning supply; Water supply, sewerage, waste management and remediation activities	12.7	8.6	47.8	9.6	12.8	38.1	14.0
	Construction	11.7	26.8	17.8	7.5	3.9	26.7	14.7
	Wholesale and retail trade; repair of motor vehicles and motorcycles	21.4	21.8	47.5	17.5	10.3	32.6	22.1
	Transportation and storage	6.1	37.1	23.9	10.6	1.5	28.6	11.9
	Accommodation and food service activities	18.1	26.6	100.0	48.0	10.1	10.6	20.2
	Information and communication	11.6	28.4	27.1	17.6	19.5	12.6	14.8
	Real estate activities; Professional, scientific and technical activities	18.5	18.6	38.6	47.3	28.1	8.8	18.8
	Administrative and support service activities; Repair of computers	22.7	14.6	34.0	55.7	10.2	18.3	22.6
Total	20.5	31.1	40.7	20.6	25.7	24.4	23.4	

B5B: Please, indicate who mainly performed the following ICT functions of your enterprise, during 2015

(External persons)

in percentage

Enterprises		Size class			Region			Total
		Small (10-49)	Small (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Development of web solutions								
Activity	Manufacturing	73.2	64.9	61.1	67.3	84.2	60.8	70.5
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	60.2	48.3	44.1	39.9	72.9	61.9	53.2
	Construction	71.9	74.5	50.9	69.7	64.6	76.8	71.5
	Wholesale and retail trade; repair of motor vehicles and motorcycles	63.3	72.5	73.1	57.2	57.2	75.3	64.7
	Transportation and storage	56.5	73.5	46.1	42.4	70.0	72.8	58.8
	Accommodation and food service activities	77.3	73.2	33.3	68.6	94.2	73.4	76.3
	Information and communication	23.7	24.9	43.5	32.8	31.7	20.0	24.6
	Real estate activities; Professional, scientific and technical activities	65.4	37.7	41.4	53.6	58.1	64.0	61.1
	Administrative and support service activities; Repair of computers	51.1	34.9	62.2	40.0	34.1	58.8	49.6
Total	64.7	62.4	58.3	59.6	68.5	65.3	64.0	
Support for web solutions								
Activity	Manufacturing	72.9	66.3	61.1	67.9	84.4	60.0	70.6
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	56.3	33.9	28.0	25.4	72.9	47.6	43.4
	Construction	71.9	74.5	46.1	69.1	64.6	76.8	71.3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	66.2	70.9	67.9	61.1	61.7	74.6	66.8
	Transportation and storage	53.5	62.9	38.8	40.0	70.0	58.7	54.3
	Accommodation and food service activities	73.7	71.1	33.3	67.2	94.2	67.9	72.9
	Information and communication	24.0	21.5	5.9	33.2	31.7	17.4	23.0
	Real estate activities; Professional, scientific and technical activities	64.9	32.2	41.4	49.3	56.6	63.7	59.9
	Administrative and support service activities; Repair of computers	52.0	40.4	64.7	38.1	39.1	60.4	51.5
Total	65.1	60.5	54.0	59.7	69.9	63.7	63.8	

B5B: Please, indicate who mainly performed the following ICT functions of your enterprise, during 2015

(External persons)

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Enterprises		Size class			Region			Total
		Small (10-49)	Small (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Security and data protection								
Activity	Manufacturing	78.6	64.8	36.9	69.0	83.7	67.7	72.8
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	75.8	41.1	23.1	45.0	69.7	61.9	55.0
	Construction	78.7	58.8	42.4	64.9	86.2	73.3	73.5
	Wholesale and retail trade; repair of motor vehicles and motorcycles	80.6	61.6	24.3	72.9	64.6	87.5	77.0
	Transportation and storage	63.0	49.8	10.1	47.2	69.6	63.7	58.5
	Accommodation and food service activities	81.0	56.2	33.3	75.0	95.2	70.0	76.3
	Information and communication	26.0	12.1	7.1	24.2	29.2	21.1	23.1
	Real estate activities; Professional, scientific and technical activities	71.4	33.4	21.4	53.1	62.8	69.2	65.3
	Administrative and support service activities; Repair of computers	56.9	47.2	59.0	65.4	35.6	61.1	55.6
Total	74.2	55.9	32.8	65.2	72.3	70.6	69.0	

MODULE 2.C: Access to and use of the Internet¹⁾

C1: Does 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	99.4	100.0	100.0	99.1	100.0	100.0	99.6
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation	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
	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 service activities; Repair of computers	100.0	95.6	100.0	100.0	100.0	98.8	99.3
Total	99.8	99.9	100.0	99.6	100.0	99.9	99.8	

¹⁾ The results in tables C2 and C12 refer only to enterprises that answered YES in question C1.

C2: Percentage of employees who use the Internet for business purposes

In percentages

	Enterprises						
	Size class			Region			Total
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
1- 24%	29.7	44.6	40.8	38.1	36.9	25.2	32.9
25- 49%	18.6	17.4	23.5	25.2	18.6	12.1	18.6
50-74%	16.3	12.9	14.7	13.7	18.2	15.8	15.6
75-100%	35.4	25.2	21.0	22.9	26.4	46.9	32.9

C3: Does your enterprise use DSL or any other type of fixed broadband connection to the Internet (ADSL, cable Internet, public WiFi)?

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	98.0	98.3	90.5	98.6	99.1	94.0	97.6
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	96.2	100.0	96.2	100.0	100.0	82.8	98.0
	Construction	100.0	100.0	93.8	99.7	100.0	99.6	99.7
	Wholesale and retail trade; repair of motor vehicles and motorcycles	99.8	100.0	95.9	99.5	100.0	99.8	99.7
	Transportation and storage	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Accommodation and food service activities	100.0	96.8	100.0	100.0	100.0	99.0	99.4
	Information and communication	100.0	97.4	100.0	97.8	100.0	100.0	99.6
	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 service activities; Repair of computers	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total	99.3	99.1	94.4	99.2	99.7	98.5	99.1	

C4: What is the maximum contracted speed of the Internet connection in your enterprise?

In percentages

	Enterprises						
	Size class			Region			Total
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Less than 2 Mbit/s	2.3	1.1	0.6	1.3	0.4	3.9	2.1
At least 2, but less than 10 Mbit/s	37.8	25.7	15.5	44.0	32.0	27.3	34.7
At least 10, but less than 30 Mbit/s	40.2	49.3	47.2	41.1	57.3	33.1	42.2
At least 30, but less than 100 Mbit/s	16.2	19.0	25.1	12.0	8.8	27.7	17.1
At least 100 Mbit/s	3.4	4.9	11.5	1.6	1.6	7.9	4.0

C5: Does your enterprise use a mobile broadband connection to the Internet (3G or 4G) using portable devices (smartphone, laptop, tablet...)

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	68.4	82.9	85.9	76.1	64.8	76.3	73.0
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	49.9	56.9	64.0	48.2	53.7	85.3	54.4
	Construction	62.2	85.3	92.7	80.0	68.5	57.3	67.7
	Wholesale and retail trade; repair of motor vehicles and motorcycles	57.7	61.9	90.3	54.1	79.4	51.3	58.9
	Transportation and storage	75.6	65.0	87.8	59.1	86.9	84.9	74.4
	Accommodation and food service activities	67.3	67.1	100.0	83.2	67.2	60.2	67.6
	Information and communication	82.2	94.5	100.0	81.5	78.2	87.6	84.7
	Real estate activities; Professional, scientific and technical activities	82.3	86.6	92.9	82.5	74.5	85.8	83.1
	Administrative and support service activities; Repair of computers	78.2	79.7	75.0	75.6	69.1	82.5	78.1
Total	66.8	75.9	85.6	68.2	71.9	68.6	69.3	

**C6: Does your enterprise a mobile broadband Internet connection
(3G or 4G) using the following portable devices:
(smartphone, laptop, tablet...)**

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Via portable computers (notebook, laptop, tablet, netbook)								
Activity	Manufacturing	64.6	80.0	82.0	71.8	61.7	73.5	69.3
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	41.9	50.0	60.2	36.2	53.7	82.4	47.3
	Construction	45.5	82.3	89.0	50.6	54.1	56.9	54.1
	Wholesale and retail trade; repair of motor vehicles and motorcycles	48.8	57.1	78.7	42.8	64.9	48.9	50.5
	Transportation and storage	50.7	54.8	79.3	42.4	65.2	54.1	52.7
	Accommodation and food service activities	62.2	58.9	100.0	75.5	67.2	53.5	61.9
	Information and communication	83.0	93.5	100.0	80.4	77.3	89.0	85.2
	Real estate activities; Professional, scientific and technical activities	78.0	85.7	85.7	75.8	61.6	85.3	79.2
	Administrative and support service activities; Repair of computers	81.2	79.7	75.0	75.6	78.3	82.5	80.3
Total	59.0	72.0	80.7	58.4	63.2	65.6	62.3	
Via other portable devices using a mobile broadband connection (smartphone)								
Activity	Manufacturing	64.7	74.3	84.0	73.4	55.0	73.3	68.2
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	47.0	43.5	60.2	43.4	39.0	82.4	46.6
	Construction	55.2	80.8	90.1	75.3	54.1	54.1	61.4
	Wholesale and retail trade; repair of motor vehicles and motorcycles	50.2	61.6	88.1	54.0	45.1	55.3	52.4
	Transportation and storage	72.3	65.5	80.5	60.4	76.4	84.9	71.5
	Accommodation and food service activities	61.3	62.3	100.0	79.0	46.2	59.2	61.8
	Information and communication	79.9	93.5	100.0	79.0	69.7	87.6	82.8
	Real estate activities; Professional, scientific and technical activities	85.8	86.6	92.9	81.0	74.5	90.7	86.0
	Administrative and support service activities; Repair of computers	77.8	79.7	55.8	75.6	78.3	74.8	75.8
Total	62.3	70.6	81.6	66.3	55.8	69.1	64.7	

C7: Percentage of the total number of employees who use portable devices (provided by the enterprise) for business purposes

In percentages

	Enterprises						Total
	Size class			Region			
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
1- 24%	57.7	75.4	74.9	66.0	67.1	55.5	62.1
25- 49%	14.0	11.1	9.1	14.4	9.1	14.8	13.2
50-74%	17.9	6.8	9.2	13.4	12.1	18.8	15.2
75-100%	10.4	6.7	6.8	6.2	11.7	11.0	9.5

C8: Did your enterprise provide the employees with portable devices that allowing mobile connections to?

In percentages

Enterprises	Size class			Region			Total	
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade		
Access to the enterprise's e-mail								
Activity	Manufacturing	89.4	92.6	96.3	91.8	97.2	82.5	90.8
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	100.0	62.8	88.2	82.8	72.6	82.3	79.7
	Construction	86.5	95.0	86.2	97.0	75.7	87.2	88.5
	Wholesale and retail trade; repair of motor vehicles and motorcycles	78.3	92.4	100.0	88.6	50.8	95.2	80.7
	Transportation and storage	79.5	92.2	92.6	87.3	72.3	88.2	82.0
	Accommodation and food service activities	92.7	80.6	66.7	92.0	82.8	92.2	90.3
	Information and communication	92.9	97.3	100.0	97.2	82.4	96.0	93.9
	Real estate activities; Professional, scientific and technical activities	89.1	98.0	89.2	85.1	86.0	92.7	90.3
	Administrative and support service activities; Repair of computers	99.6	90.6	87.2	95.5	95.5	98.0	97.0
Total	86.0	90.9	94.2	90.9	76.6	91.1	87.4	

C8: Did your enterprise provide the employees with portable devices that allowing mobile connections to?

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Access to and work with the enterprise's documents								
Activity	Manufacturing	66.5	68.5	67.6	70.1	64.7	63.5	67.1
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	56.5	24.0	38.7	36.1	29.1	58.7	38.0
	Construction	36.9	41.5	58.2	36.5	12.2	57.7	39.1
	Wholesale and retail trade; repair of motor vehicles and motorcycles	30.6	58.0	63.9	31.2	18.7	48.6	35.1
	Transportation and storage	31.8	43.4	44.4	52.3	23.1	23.8	34.1
	Accommodation and food service activities	38.1	45.4	66.7	42.7	9.4	50.1	39.7
	Information and communication	61.9	79.3	87.1	59.6	20.3	79.0	66.0
	Real estate activities; Professional, scientific and technical activities	73.6	82.0	30.8	50.4	69.9	80.5	74.0
	Administrative and support service activities; Repair of computers	72.0	58.6	78.6	40.8	95.5	66.7	70.5
Total	50.2	60.1	63.3	53.1	39.9	60.8	52.8	
Use of the enterprise's dedicated business software applications (e.g. for orders or sales management, ERP system)								
Activity	Manufacturing	15.7	23.4	39.9	14.3	23.9	25.2	19.4
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	15.6	14.4	22.7	20.6	-	27.7	15.7
	Construction	12.3	16.0	30.2	11.6	8.0	20.3	14.1
	Wholesale and retail trade; repair of motor vehicles and motorcycles	28.4	46.5	68.8	33.8	5.0	48.6	32.0
	Transportation and storage	15.6	44.2	39.4	28.7	2.9	35.6	21.0
	Accommodation and food service activities	26.3	30.1	-	25.9	10.6	33.5	26.6
	Information and communication	32.0	49.3	61.2	46.8	5.1	41.2	36.2
	Real estate activities; Professional, scientific and technical activities	34.0	32.4	41.5	45.6	9.7	37.5	33.9
	Administrative and support service activities; Repair of computers	28.0	12.3	29.9	18.4	20.9	29.6	25.7
Total	23.0	28.7	42.7	22.3	11.9	36.1	25.1	

C9: Does your enterprise have a website?

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Delatnost	Manufacturing	85.3	90.3	91.9	84.4	84.4	94.6	86.9
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	69.7	73.3	100.0	63.6	86.2	90.7	74.1
	Construction	74.4	88.8	87.8	76.1	71.2	82.5	77.6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	68.4	93.1	97.0	74.2	76.3	68.0	72.1
	Transportation and storage	65.8	86.5	100.0	57.4	81.4	79.9	70.7
	Accommodation and food service activities	80.2	83.9	66.7	85.2	95.5	73.2	80.7
	Information and communication	93.5	100.0	100.0	91.6	86.0	98.3	94.8
	Real estate activities; Professional, scientific and technical activities	91.8	98.6	100.0	84.7	80.1	98.7	92.8
	Administrative and support service activities; Repair computers	82.1	92.1	91.7	58.1	77.8	95.1	84.6
Total	77.9	89.8	93.9	77.5	80.8	84.0	80.8	

C10: Does your enterprise's website provide 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	
Descriptions of goods and services, price lists								
Activity	Manufacturing	96.5	90.0	94.2	92.9	98.9	93.4	94.7
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	88.6	87.4	91.9	75.9	100.0	100.0	88.5
	Construction	77.6	70.4	56.2	59.5	75.0	86.7	75.1
	Wholesale and retail trade; repair of motor vehicles and motorcycles	88.1	80.7	93.1	91.3	83.1	85.6	87.0
	Transportation and storage	60.7	88.2	80.9	90.1	33.7	85.3	67.4
	Accommodation and food service activities	92.1	95.9	100.0	97.3	91.6	90.9	92.8
	Information and communication	89.7	83.5	88.2	89.7	80.8	90.3	88.6
	Real estate activities; Professional, scientific and technical activities	76.6	64.8	72.9	100.0	74.4	69.3	74.8
	Administrative and support service activities; Repair of computers	93.2	100.0	94.4	100.0	95.8	93.0	94.5
Total	87.4	84.6	88.6	89.3	84.7	86.1	86.9	
Online ordering or reservation or booking of goods/services								
Activity	Manufacturing	11.8	18.8	14.8	12.7	10.1	19.5	13.7
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	11.2	4.2	6.5	7.6	10.1	-	7.4
	Construction	7.8	11.3	14.4	6.3	9.3	10.6	8.9
	Wholesale and retail trade; repair of motor vehicles and motorcycles	38.6	30.3	41.3	37.2	43.3	33.7	37.3
	Transportation and storage	14.3	24.8	28.8	9.8	14.0	31.5	17.3
	Accommodation and food service activities	69.4	65.5	50.0	66.5	50.3	78.3	68.6
	Information and communication	28.9	35.9	70.6	16.4	13.8	40.4	31.6
	Real estate activities; Professional, scientific and technical activities	15.5	9.5	31.4	20.4	16.7	13.3	14.9
	Administrative and support service activities; Repair of computers	34.6	6.3	10.5	35.2	30.1	24.6	27.1
Total	23.8	21.0	22.3	20.5	21.5	26.5	23.1	

¹⁾ The results refer only to enterprises that answered YES in question C9.

C10: Does your enterprise's website provide 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 online goods								
Activity	Manufacturing	50.1	59.3	66.5	42.7	92.8	30.6	53.5
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	65.6	64.5	58.6	59.9	89.4	13.5	64.2
	Construction	54.9	58.9	69.2	75.8	98.4	21.4	56.5
	Wholesale and retail trade; repair of motor vehicles and motorcycles	91.9	72.1	70.2	86.5	90.6	88.0	88.1
	Transportation and storage	80.9	93.3	60.1	75.4	79.2	94.5	82.0
	Accommodation and food service activities	91.3	90.2	100.0	96.1	95.3	86.4	91.1
	Information and communication	82.4	83.8	72.9	72.8	98.3	81.0	82.3
	Real estate activities; Professional, scientific and technical activities	63.9	80.1	78.6	87.8	15.4	74.2	66.6
	Administrative and support service activities; Repair of computers	81.2	86.5	53.8	97.3	46.6	87.0	79.0
Total	70.7	68.5	66.0	64.6	85.2	65.1	70.0	
Tracking or status of orders placed								
Activity	Manufacturing	6.6	11.1	8.7	7.4	7.0	9.7	7.9
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	4.2	6.5	4.0	2.1	-	2.7
	Construction	7.8	11.3	4.2	5.9	7.7	10.6	8.4
	Wholesale and retail trade; repair of motor vehicles and motorcycles	27.5	14.1	34.0	38.4	14.6	20.7	25.5
	Transportation and storage	9.0	6.4	19.1	14.7	-	14.7	9.1
	Accommodation and food service activities	24.2	14.1	-	24.4	11.2	26.1	22.2
	Information and communication	11.0	21.7	63.5	9.7	5.0	18.6	14.7
	Real estate activities; Professional, scientific and technical activities	9.9	2.1	17.1	3.2	3.2	11.5	8.8
	Administrative and support service activities; Repair of computers	15.3	2.2	3.5	15.6	3.3	14.0	11.8
Total	14.3	10.7	15.2	16.2	7.8	14.9	13.6	

¹⁾ The results refer only to enterprises that answered YES in question C9.

C10: Does your enterprise's website provide 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	
Personalised content on the website for regular visitors								
Activity	Manufacturing	74.7	78.7	77.0	91.3	99.1	22.5	75.8
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	72.2	79.0	88.7	83.9	91.5	19.2	77.3
	Construction	51.7	90.1	92.0	73.4	100.0	34.3	61.7
	Wholesale and retail trade; repair of motor vehicles and motorcycles	93.2	87.3	92.7	90.7	99.8	88.9	92.3
	Transportation and storage	94.9	90.2	86.7	92.1	90.2	100.0	93.5
	Accommodation and food service activities	96.9	95.9	100.0	94.7	95.3	98.5	96.7
	Information and communication	92.2	89.4	100.0	90.4	98.3	90.9	92.0
	Real estate activities; Professional, scientific and technical activities	98.4	100.0	85.7	91.3	100.0	99.6	98.4
	Administrative and support service activities; Repair of computers	90.4	93.3	100.0	100.0	70.0	98.1	92.0
Total	84.1	85.1	86.0	89.6	97.1	71.6	84.4	
Links to the enterprise's social media (Facebook, Twitter)								
Activity	Manufacturing	32.7	33.3	43.9	35.9	33.8	29.0	33.6
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	25.5	14.0	49.5	9.9	45.7	9.1	23.2
	Construction	27.0	29.4	20.4	30.0	20.9	28.0	27.2
	Wholesale and retail trade; repair of motor vehicles and motorcycles	55.6	35.9	64.0	40.4	50.0	65.8	52.7
	Transportation and storage	14.0	48.7	35.2	28.6	18.7	18.9	22.3
	Accommodation and food service activities	81.1	71.1	100.0	67.2	75.7	88.1	79.4
	Information and communication	65.8	78.5	94.1	78.2	64.8	67.4	69.0
	Real estate activities; Professional, scientific and technical activities	40.8	56.9	65.7	42.3	38.9	45.1	43.7
	Administrative and support service activities; Repair of computers	55.0	37.8	40.6	63.4	49.7	48.4	50.4
Total	43.1	38.0	47.8	37.9	39.6	48.0	42.3	

¹⁾ The results refer only to enterprises that answered YES in question C9.

C10: Does your enterprise's website provide 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	
Advertising of open job positions or online job application								
Activity	Manufacturing	7.8	24.2	37.8	12.3	14.5	15.8	13.8
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	19.2	8.1	7.0	17.0	-	9.7
	Construction	15.7	31.3	40.1	15.9	13.1	26.8	20.1
	Wholesale and retail trade; repair of motor vehicles and motorcycles	18.3	36.2	69.2	25.9	13.3	25.6	22.7
	Transportation and storage	18.3	26.6	56.9	29.4	5.8	36.6	22.4
	Accommodation and food service activities	39.1	24.6	50.0	37.6	27.5	40.2	36.6
	Information and communication	59.3	64.4	60.0	55.7	57.1	62.2	60.2
	Real estate activities; Professional, scientific and technical activities	32.0	54.4	48.6	11.7	18.6	44.9	35.6
	Administrative and support service activities; Repair of computers	23.1	24.3	55.2	29.8	13.2	31.2	27.0
Total	19.4	30.9	45.2	19.2	15.6	31.4	23.1	

¹⁾ The results refer only to enterprises that answered YES in question C9.

C11: Does your enterprise use any of the following social media:**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	29.5	28.9	41.0	31.7	32.5	23.6	30.0
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	5.0	8.9	45.7	7.1	18.3	5.4	10.5
	Construction	18.8	29.6	14.7	20.3	15.4	23.8	20.6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	42.4	44.7	70.0	41.1	44.9	44.3	43.3
	Transportation and storage	15.7	28.2	50.7	17.9	25.8	12.7	19.3
	Accommodation and food service activities	69.8	63.3	66.7	62.4	76.1	68.9	68.6
	Information and communication	62.1	82.5	92.9	78.9	56.1	65.6	66.4
	Real estate activities; Professional, scientific and technical activities	35.5	45.2	72.9	39.2	37.8	36.9	37.4
	Administrative and support service activities; Repair of computers	51.6	48.1	37.2	40.6	47.8	52.8	49.5
Total	35.7	35.3	47.2	33.4	36.1	38.8	36.1	
Enterprise's blog (Twitter)								
Activity	Manufacturing	4.8	9.7	12.8	5.1	6.0	9.7	6.4
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	5.1	8.1	1.3	7.3	-	3.1
	Construction	5.8	1.5	2.6	4.0	-	8.4	4.9
	Wholesale and retail trade; repair of motor vehicles and motorcycles	14.2	19.0	23.2	16.7	11.8	15.3	15.0
	Transportation and storage	3.0	10.1	20.6	2.6	3.8	10.7	5.0
	Accommodation and food service activities	35.1	27.6	66.7	32.1	32.3	35.5	34.0
	Information and communication	39.4	60.9	75.3	39.4	34.6	48.2	44.1
	Real estate activities; Professional, scientific and technical activities	11.9	18.2	35.7	18.1	3.8	14.7	13.2
	Administrative and support service activities; Repair of computers	22.9	13.7	16.0	10.0	9.2	28.7	20.7
Total	11.9	13.7	17.7	9.9	8.6	17.5	12.5	

C11: Does your enterprise use any of the following social media:**In percentages**

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Multimedia content sharing (Youtube, Flickr, Picassa)								
Activity	Manufacturing	7.7	11.6	22.8	9.9	9.1	9.2	9.5
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	5.1	22.6	2.6	9.2	-	4.4
	Construction	7.1	5.0	11.4	12.9	9.9	0.4	6.9
	Wholesale and retail trade; repair of motor vehicles and motorcycles	14.9	16.0	25.8	15.0	16.1	15.0	15.3
	Transportation and storage	-	13.4	21.5	5.1	2.2	1.0	3.1
	Accommodation and food service activities	36.4	17.8	33.3	40.7	17.8	35.0	33.1
	Information and communication	42.4	61.4	82.4	64.7	42.4	42.6	46.8
	Real estate activities; Professional, scientific and technical activities	17.9	34.3	35.7	19.1	10.9	23.6	20.4
	Administrative and support service activities; Repair of computers	30.8	15.0	25.6	20.2	18.3	34.0	27.8
Total	13.9	15.1	25.2	13.5	12.3	17.2	14.6	
Wikipedia								
Activity	Manufacturing	4.7	6.4	5.6	3.8	1.3	12.3	5.2
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	20.5	-	-	29.4	-	9.5
	Construction	10.6	31.8	2.6	10.6	12.6	17.9	14.2
	Wholesale and retail trade; repair of motor vehicles and motorcycles	7.3	16.8	8.7	5.2	10.4	10.3	8.5
	Transportation and storage	2.9	5.0	13.3	7.2	1.3	0.7	3.7
	Accommodation and food service activities	25.3	12.7	-	23.7	27.0	21.1	22.9
	Information and communication	16.2	33.1	36.5	15.6	34.6	16.6	19.6
	Real estate activities; Professional, scientific and technical activities	5.6	7.3	21.4	9.2	1.3	6.7	6.1
	Administrative and support service activities; Repair of computers	0.4	2.1	-	3.8	-	-	0.6
Total	7.2	13.0	7.2	5.8	7.8	10.9	8.3	

C12: Do any of the employee of your enterprise have remote access to the enterprise's e-mail, documents or applications?

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activities	Manufacturing	66.9	81.3	89.8	74.8	62.8	76.2	71.8
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	59.6	57.5	96.8	60.9	57.8	78.9	62.1
	Construction	62.3	89.2	89.9	82.1	53.0	66.1	68.4
	Wholesale and retail trade; repair of motor vehicles and motorcycles	63.6	71.9	89.5	66.0	50.0	73.2	65.2
	Transportation and storage	69.3	64.9	86.7	64.1	76.4	69.2	69.4
	Accommodation and food service activities	66.4	62.6	66.7	82.9	59.2	59.9	65.8
	Information and communication	83.2	98.7	100.0	85.8	65.6	92.3	86.2
	Real estate activities; Professional, scientific and technical activities	71.8	79.0	50.0	76.2	75.5	70.6	72.5
	Administrative and support service activities; Repair of computers	61.6	49.4	59.0	80.3	91.1	40.2	59.4
Total	66.5	76.2	86.1	72.0	61.3	71.5	69.1	

**C13: Does your enterprise pay to advertise on the Internet
(via adverts, social media, other websites)?**

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Secondary (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	32.7	34.0	29.4	38.8	21.8	33.6	32.8
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	19.6	21.9	6.5	25.6	16.1	-	19.5
	Construction	14.4	25.1	9.0	26.9	23.7	3.2	16.2
	Wholesale and retail trade; repair of motor vehicles and motorcycles	23.6	25.4	35.6	31.4	40.3	8.8	24.1
	Transportation and storage	12.8	31.4	8.1	10.2	24.2	13.4	15.6
	Accommodation and food service activities	54.2	40.6	66.7	61.3	32.4	54.5	51.9
	Information and communication	24.9	33.8	54.1	34.0	22.3	26.7	27.3
	Real estate activities; Professional, scientific and technical activities	42.3	36.9	38.6	23.8	59.6	40.7	41.5
	Administrative and support service activities; Repair of computers	44.7	32.3	59.6	18.5	34.5	55.8	44.3
Total	28.2	30.7	29.6	32.4	30.1	24.2	28.7	

C14: Does your enterprise advertise over the Internet using any of the following advertising methods?¹⁾

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Based on webpages content or keywords used by users								
Activity	Manufacturing	54.1	59.2	49.9	28.0	83.6	96.2	55.2
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	100.0	68.7	100.0	77.9	100.0	-	83.7
	Construction	100.0	57.0	100.0	100.0	88.5	-	87.7
	Wholesale and retail trade; repair of motor vehicles and motorcycles	71.0	87.5	76.9	98.2	53.7	49.4	73.3
	Transportation and storage	48.0	49.8	60.0	76.3	13.1	100.0	48.9
	Accommodation and food service activities	84.9	73.3	100.0	96.1	51.0	83.6	83.5
	Information and communication	65.3	80.2	67.4	60.9	37.3	78.7	68.4
	Real estate activities; Professional, scientific and technical activities	66.2	77.7	74.1	66.1	33.5	82.8	67.7
	Administrative and support service activities; Repair of computers	70.4	47.7	53.8	100.0	53.1	65.4	65.5
Total	66.6	66.1	61.2	61.0	58.7	79.4	66.3	
Based on tracking user's profile and their past purchases								
Activity	Manufacturing	14.9	23.3	32.1	6.5	29.8	35.2	17.9
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	28.1	-	19.9	-	-	14.6
	Construction	26.4	42.2	71.4	32.1	39.3	-	32.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	27.4	24.6	29.4	28.7	26.1	24.6	27.1
	Transportation and storage	-	33.9	-	20.4	10.4	-	11.1
	Accommodation and food service activities	24.2	38.1	50.0	26.7	49.0	21.2	26.3
	Information and communication	46.2	41.6	43.5	28.5	12.9	59.2	45.1
	Real estate activities; Professional, scientific and technical activities	26.5	27.6	18.5	28.0	9.4	33.8	26.5
	Administrative and support service activities; Repair of computers	26.3	-	5.4	38.7	26.6	17.0	20.4
Total	22.4	26.9	27.1	17.6	24.5	30.4	23.5	

¹⁾ The results refer only to enterprises that answered YES in question C13.

C14: Does your enterprise advertise over the Internet using any of the following advertising methods?¹⁾

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Based on the geolocation of users								
Activity	Manufacturing	8.9	14.0	14.2	5.8	27.5	8.4	10.5
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	25.4	14.0	100.0	9.9	54.3	-	21.7
	Construction	26.4	14.1	71.4	32.1	16.3	-	24.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	32.6	25.2	31.7	29.8	36.8	23.4	31.6
	Transportation and storage	-	33.6	-	20.4	-	25.2	11.0
	Accommodation and food service activities	36.3	35.8	-	40.5	11.0	38.7	35.9
	Information and communication	40.1	43.8	43.5	34.8	35.1	44.9	41.0
	Real estate activities; Professional, scientific and technical activities	34.6	13.8	18.5	39.3	-	44.4	31.8
	Administrative and support service activities; Repair of computers	26.4	-	5.4	40.1	26.6	17.0	20.5
Total	24.0	18.8	20.6	18.3	25.0	26.8	22.8	
Any other method not specified above								
Activity	Manufacturing	23.0	16.0	36.8	13.5	62.6	10.7	21.9
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	25.4	31.3	100.0	22.1	54.3	-	30.7
	Construction	17.6	-	-	21.4	-	-	12.2
	Wholesale and retail trade; repair of motor vehicles and motorcycles	16.7	17.6	30.6	8.4	22.7	30.0	17.3
	Transportation and storage	26.0	-	-	-	33.1	-	16.9
	Accommodation and food service activities	45.6	25.7	-	14.0	24.7	61.5	42.4
	Information and communication	18.0	26.2	89.1	18.5	40.4	23.1	24.6
	Real estate activities; Professional, scientific and technical activities	17.6	48.3	25.9	26.4	11.1	25.3	21.5
	Administrative and support service activities; Repair of computers	37.7	14.1	37.6	10.0	-	46.4	35.0
Total	22.7	18.2	37.8	13.2	30.8	27.8	22.5	

¹⁾ The results refer only to enterprises that answered YES in question C13.

C15: During 2015, did your enterprise use public authorities' services over the Internet to?

In percentage

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Obtain information								
Activity	Manufacturing	95.6	96.4	98.2	93.2	99.9	96.9	96.0
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	96.0	100.0	96.2	96.8	100.0	97.1	97.9
	Construction	100.0	96.5	100.0	100.0	97.3	100.0	99.4
	Wholesale and retail trade; repair of motor vehicles and motorcycles	96.1	97.7	92.1	91.1	99.3	98.7	96.2
	Transportation and storage	87.4	100.0	100.0	89.0	84.0	100.0	90.0
	Accommodation and food service activities	99.3	100.0	100.0	97.7	100.0	100.0	99.4
	Information and communication	96.9	98.7	100.0	97.8	100.0	96.3	97.3
	Real estate activities; Professional, scientific and technical activities	93.8	100.0	100.0	95.3	76.5	100.0	94.8
	Administrative and support service activities; Repair of computers	97.7	100.0	100.0	95.6	98.9	98.8	98.3
Total	95.7	97.7	97.7	93.4	96.6	98.6	96.2	
Obtain forms, e.g. tax declarations								
Activity	Manufacturing	97.4	98.2	98.3	96.3	99.9	97.8	97.7
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	96.2	100.0	96.2	97.0	100.0	97.1	98.0
	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	93.7	97.7	92.1	91.1	90.8	98.7	94.2
	Transportation and storage	90.7	100.0	96.4	88.6	92.0	100.0	92.5
	Accommodation and food service activities	98.5	100.0	100.0	95.4	100.0	100.0	98.8
	Information and communication	93.6	98.7	100.0	96.3	100.0	92.6	94.7
	Real estate activities; Professional, scientific and technical activities	98.6	98.7	100.0	92.6	99.1	100.0	98.6
	Administrative and support service activities; Repair of computers	99.0	100.0	100.0	95.6	100.0	100.0	99.3
Total	96.0	98.7	97.5	94.5	96.7	98.5	96.6	

**C15: During 2015, did your enterprise use
public authorities' services over the Internet to?**

In percentage

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Return filed in forms over the Internet								
Activity	Manufacturing	97.8	98.6	98.9	96.8	99.9	98.4	98.1
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	100.0	100.0	96.2	100.0	100.0	97.1	99.7
	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	91.9	94.0	94.3	91.3	90.8	93.8	92.2
	Transportation and storage	90.7	100.0	92.7	88.2	92.0	100.0	92.3
	Accommodation and food service activities	94.8	96.8	100.0	95.4	100.0	93.4	95.2
	Information and communication	93.6	98.7	100.0	96.3	100.0	92.6	94.7
	Real estate activities; Professional, scientific and technical activities	94.5	98.7	92.9	92.6	80.6	100.0	95.1
	Administrative and support service activities; Repair of computers	99.0	100.0	100.0	95.6	100.0	100.0	99.3
Total	95.1	98.0	97.6	94.8	95.5	96.8	95.7	
VAT payment								
Activity	Manufacturing	97.6	99.5	98.2	96.8	99.7	98.7	98.1
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	100.0	100.0	96.2	100.0	100.0	97.1	99.7
	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	94.8	98.7	100.0	91.2	95.3	99.0	95.4
	Transportation and storage	93.8	100.0	100.0	94.7	92.0	100.0	95.1
	Accommodation and food service activities	98.5	94.7	100.0	94.0	100.0	99.0	97.9
	Information and communication	96.9	97.1	100.0	97.8	98.6	96.3	97.0
	Real estate activities; Professional, scientific and technical activities	96.3	100.0	92.9	92.6	92.7	99.0	96.8
	Administrative and support service activities; Repair of computers	99.0	100.0	100.0	95.6	100.0	100.0	99.3
Total	96.6	99.2	98.7	95.3	97.4	98.9	97.2	

C15: During 2015, did your enterprise use public authorities' services over the Internet to?

In percentage

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Pay social contributions								
Activity	Manufacturing	98.0	99.5	98.2	96.9	99.7	99.7	98.3
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	100.0	100.0	96.2	100.0	100.0	97.1	99.7
	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	94.8	98.7	100.0	91.2	95.3	99.0	95.4
	Transportation and storage	93.8	100.0	96.4	94.3	92.0	100.0	94.9
	Accommodation and food service activities	98.5	94.7	100.0	94.0	100.0	99.0	97.9
	Information and communication	99.7	98.7	100.0	97.8	100.0	100.0	99.6
	Real estate activities; Professional, scientific and technical activities	94.2	100.0	92.9	92.6	81.5	99.5	94.9
	Administrative and support service activities; Repair of computers	99.0	97.9	100.0	93.7	100.0	100.0	98.9
Total	96.7	99.2	98.5	95.3	96.8	99.5	97.2	

C16: Does your enterprise use the software package ERP for exchanging information about sales and/or purchases with other functions?

In percentage

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	16.3	26.9	50.8	12.3	19.7	39.4	20.9
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	8.8	12.3	57.5	13.0	12.8	29.4	14.9
	Construction	4.6	10.8	34.6	4.8	5.0	9.8	7.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	17.5	20.6	71.5	11.3	9.8	31.0	19.1
	Transportation and storage	6.4	20.5	59.7	6.4	10.2	20.5	11.1
	Accommodation and food service activities	6.8	8.9	100.0	11.8	8.0	6.0	7.9
	Information and communication	18.7	27.7	44.7	12.1	16.8	25.0	21.0
	Real estate activities; Professional, scientific and technical activities	2.7	31.7	31.4	15.9	5.2	5.6	7.2
	Administrative and support service activities; Repair of computers	5.8	22.4	38.5	12.0	9.2	12.9	11.8
Total	12.9	22.2	52.1	11.1	12.9	23.7	16.3	

C17: Does your enterprise use any software application for managing information about customers (CRM software) 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	17.3	26.5	29.8	12.9	31.6	22.0	20.3
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	11.8	6.2	44.6	15.6	8.7	5.8	12.2
	Construction	4.6	5.0	9.6	1.1	2.7	9.1	4.9
	Wholesale and retail trade; repair of motor vehicles and motorcycles	8.3	13.6	29.9	3.5	5.9	16.5	9.5
	Transportation and storage	-	26.6	39.9	9.2	0.9	7.8	6.1
	Accommodation and food service activities	15.4	23.0	66.7	36.3	2.1	13.3	17.1
	Information and communication	35.9	51.7	81.2	31.5	20.6	48.1	40.0
	Real estate activities; Professional, scientific and technical activities	31.1	60.6	75.7	22.2	3.8	49.1	36.0
	Administrative and support service activities; Repair of computers	26.9	50.3	28.2	15.4	14.2	41.9	30.6
Total	14.4	24.1	33.5	10.6	14.8	24.7	17.0	
Analyse information about customers for marketing purposes (setting price lists, making sales promotions...)								
Activity	Manufacturing	19.7	29.4	29.3	8.0	27.3	46.3	22.6
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	12.7	6.2	13.4	9.3	6.9	19.7	9.8
	Construction	13.7	3.5	9.6	0.3	2.7	25.9	11.6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	8.9	12.9	29.9	4.5	5.9	16.5	9.8
	Transportation and storage	-	21.1	40.3	7.1	0.9	7.8	5.2
	Accommodation and food service activities	7.3	19.4	66.7	20.4	2.1	7.8	9.9
	Information and communication	38.1	44.7	48.2	25.3	22.1	48.9	39.5
	Real estate activities; Professional, scientific and technical activities	25.8	63.2	48.6	22.0	2.2	42.4	31.4
	Administrative and support service activities; Repair of computers	20.3	30.9	28.2	6.0	10.2	32.9	22.8
Total	15.1	23.8	28.8	7.6	13.0	29.7	17.3	

MODULE 2.D: Use of cloud computing services¹⁾

D1: Does your enterprise use cloud services over the Internet?

In percentage

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	4.2	6.4	9.9	2.6	3.1	12.1	5.0
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	6.9	6.5	5.7	1.8	-	3.8
	Construction	4.6	12.3	3.7	0.8	2.7	11.9	5.9
	Wholesale and retail trade; repair of motor vehicles and motorcycles	10.5	10.6	13.8	18.9	0.4	9.7	10.6
	Transportation and storage	9.7	5.1	25.1	0.7	19.9	11.7	9.6
	Accommodation and food service activities	7.6	6.9	33.3	3.3	20.8	5.1	7.7
	Information and communication	22.8	20.4	57.6	11.4	10.7	31.0	23.6
	Real estate activities; Professional, scientific and technical activities	17.9	19.5	21.4	6.5	4.2	25.4	18.2
	Administrative and support service activities; Repair of computers	12.5	4.6	9.6	3.4	9.2	13.9	11.0
Total	9.2	9.0	13.2	7.3	4.8	14.3	9.3	

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

D2: Does your enterprise pay any of the following computing services over the Internet (excluding free of charge services)?¹⁾

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
e-mail								
Activity	Manufacturing	79.7	74.8	86.8	77.8	58.0	85.8	79.0
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	44.9	100.0	44.9	100.0	-	53.6
	Construction	100.0	41.0	100.0	100.0	100.0	73.4	77.5
	Wholesale and retail trade; repair of motor vehicles and motorcycles	87.0	68.6	32.4	78.3	66.7	91.6	83.2
	Transportation and storage	31.3	100.0	74.3	-	19.3	100.0	42.3
	Accommodation and food service activities	68.7	77.8	100.0	68.4	82.9	54.9	71.3
	Information and communication	42.5	71.4	75.5	22.9	73.2	49.9	49.3
	Real estate activities; Professional, scientific and technical activities	98.7	83.8	66.7	86.0	24.2	100.0	95.9
	Administrative and support service activities; Repair of computers	65.4	100.0	100.0	53.8	-	91.7	70.8
Total	77.5	69.5	75.0	74.4	45.2	83.6	75.9	
Office software (Word, Excel)								
Activity	Manufacturing	67.8	53.9	34.1	43.5	34.4	74.1	59.7
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	44.9	100.0	44.9	100.0	-	53.6
	Construction	100.0	12.2	-	100.0	-	70.3	64.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	52.0	6.2	37.8	72.9	33.3	2.1	46.0
	Transportation and storage	65.7	-	52.9	-	47.0	91.4	58.5
	Accommodation and food service activities	45.3	77.8	-	31.6	54.9	45.1	48.8
	Information and communication	53.7	87.3	53.1	22.9	86.6	59.5	58.3
	Real estate activities; Professional, scientific and technical activities	74.4	83.8	33.3	86.0	-	77.9	75.0
	Administrative and support service activities; Repair of computers	51.7	100.0	100.0	-	100.0	52.2	59.3
Total	61.1	44.0	45.9	64.8	47.5	55.5	57.1	

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

D2: Does your enterprise pay any of the following computing services over the Internet (excluding free of charge services)?¹⁾

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Hosting the enterprise's databases								
Activity	Manufacturing	37.5	53.9	41.5	28.6	44.3	48.7	43.0
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	44.9	-	44.9	-	-	37.8
	Construction	100.0	12.2	-	100.0	-	70.3	64.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	79.2	55.9	21.6	62.6	33.3	95.6	74.7
	Transportation and storage	34.3	100.0	19.3	-	56.3	-	38.2
	Accommodation and food service activities	56.6	44.4	100.0	-	68.8	54.9	56.2
	Information and communication	86.7	48.2	34.7	36.4	86.6	80.6	77.0
	Real estate activities; Professional, scientific and technical activities	71.8	78.2	33.3	-	48.5	77.9	72.0
	Administrative and support service activities; Repair of computers	62.0	-	100.0	-	-	82.9	61.5
Total	69.6	51.8	35.9	52.7	49.0	73.7	64.4	
Storage of files								
Activity	Manufacturing	53.8	47.7	54.7	34.4	79.5	51.1	52.0
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	100.0	-	100.0	-	-	84.2
	Construction	-	12.2	-	100.0	-	-	4.7
	Wholesale and retail trade; repair of motor vehicles and motorcycles	78.2	14.4	40.5	62.3	33.3	81.6	69.3
	Transportation and storage	65.7	100.0	59.9	-	59.7	94.2	67.9
	Accommodation and food service activities	45.3	22.2	-	-	45.1	45.1	40.1
	Information and communication	41.5	46.6	24.5	90.6	73.2	31.9	40.7
	Real estate activities; Professional, scientific and technical activities	47.4	78.2	33.3	-	24.2	56.5	51.7
	Administrative and support service activities; Repair of computers	44.9	100.0	100.0	46.2	-	68.9	53.5
Total	58.0	44.9	45.4	57.9	52.9	53.8	54.9	

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

D2: Does your enterprise pay any of the following computing services over the Internet (excluding free of charge services)?¹⁾

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Financial or accounting software applications								
Activity	Manufacturing	20.1	25.9	5.5	19.3	24.9	19.2	20.2
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	44.9	-	44.9	-	-	37.8
	Construction	-	12.2	-	100.0	-	-	4.7
	Wholesale and retail trade; repair of motor vehicles and motorcycles	36.0	49.4	16.2	52.5	-	12.7	37.1
	Transportation and storage	34.3	-	25.7	100.0	40.3	-	30.4
	Accommodation and food service activities	65.3	66.7	-	31.6	51.6	90.2	63.2
	Information and communication	44.2	41.3	51.0	18.9	86.6	43.1	44.4
	Real estate activities; Professional, scientific and technical activities	75.6	36.7	33.3	72.0	60.6	69.2	69.0
	Administrative and support service activities; Repair of computers	51.7	-	100.0	-	100.0	43.4	52.8
Total	41.8	33.4	25.4	46.9	43.3	34.7	39.3	
CRM software								
Activity	Manufacturing	6.2	14.2	20.6	-	22.3	11.0	10.3
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	44.9	100.0	44.9	100.0	-	53.6
	Construction	-	-	-	-	-	-	-
	Wholesale and retail trade; repair of motor vehicles and motorcycles	-	6.2	-	1.2	-	-	0.8
	Transportation and storage	-	-	-	-	-	-	-
	Accommodation and food service activities	20.0	33.3	-	-	9.9	45.1	21.4
	Information and communication	30.6	7.9	40.8	44.8	13.4	28.0	28.4
	Real estate activities; Professional, scientific and technical activities	1.3	-	33.3	-	24.2	0.7	1.7
	Administrative and support service activities; Repair of computers	31.7	-	100.0	-	100.0	20.7	35.9
Total	7.0	9.9	25.8	4.4	17.0	8.9	8.6	

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

D2: Does your enterprise pay any of the following computing services over the Internet (excluding free of charge services)?¹⁾

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Computer power to run the enterprise's own software								
Activity	Manufacturing	6.2	6.4	15.1	-	9.9	9.5	7.3
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	44.9	100.0	44.9	100.0	-	53.6
	Construction	-	-	-	-	-	-	-
	Wholesale and retail trade; repair of motor vehicles and motorcycles	35.0	35.0	10.8	48.7	-	11.4	34.3
	Transportation and storage	34.3	-	-	-	40.3	-	27.4
	Accommodation and food service activities	42.5	44.4	-	31.6	40.8	45.1	41.3
	Information and communication	36.5	21.2	12.2	26.9	-	36.1	32.3
	Real estate activities; Professional, scientific and technical activities	23.1	-	33.3	-	-	22.1	19.9
	Administrative and support service activities; Repair of computers	7.3	-	100.0	-	-	20.7	15.3
Total	26.7	15.7	20.8	37.8	23.6	17.8	24.3	

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

D3: Does your enterprise pay any cloud computing services delivered by providers from?¹⁾

In percentages

Enterprise		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Shared servers								
Activity	Manufacturing	60.2	27.2	46.5	30.6	13.9	66.5	48.5
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	44.9	100.0	44.9	100.0	-	53.6
	Construction	-	12.2	-	100.0	-	-	4.7
	Wholesale and retail trade; repair of motor vehicles and motorcycles	4.8	14.8	10.8	6.6	-	5.7	6.2
	Transportation and storage	68.7	-	40.6	-	84.0	8.6	59.5
	Accommodation and food service activities	31.3	77.8	-	31.6	33.6	45.1	37.5
	Information and communication	46.3	41.8	63.3	58.2	26.8	47.9	47.1
	Real estate activities; Professional, scientific and technical activities	1.3	5.6	66.7	14.0	24.2	1.5	3.2
	Administrative and support service activities; Repair of computers	34.7	-	100.0	-	-	51.8	38.4
Total	23.2	22.2	47.3	14.8	42.9	25.1	24.5	
Servers exclusively for your enterprise								
Activity	Manufacturing	19.5	76.5	61.3	43.5	90.4	26.4	41.7
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	100.0	100.0	100.0	100.0	-	100.0
	Construction	-	59.0	100.0	-	-	29.7	25.1
	Wholesale and retail trade; repair of motor vehicles and motorcycles	45.5	57.7	73.0	67.7	100.0	13.7	47.8
	Transportation and storage	31.3	100.0	40.1	100.0	12.7	91.4	38.3
	Accommodation and food service activities	65.9	44.4	-	100.0	62.2	45.1	60.3
	Information and communication	59.1	33.4	100.0	77.1	73.2	55.6	59.0
	Real estate activities; Professional, scientific and technical activities	5.1	5.6	100.0	86.0	15.2	1.5	7.1
	Administrative and support service activities; Repair of computers	48.3	-	100.0	100.0	-	60.1	49.9
Total	34.5	56.9	72.9	66.7	43.0	27.4	40.8	

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

MODULE 2.E: BIG DATA ANALYSIS

E1: During 2015, did your enterprise use big data analysis from the following data sources?

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Enterprise's databases from smart devices or sensors (M2M – machine-to-machine, digital sensors, RFID – radio frequency identification...)								
Activity	Manufacturing	0.1	4.3	4.1	0.5	1.0	3.5	1.4
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	-	-	-	-	-	-
	Construction	3.7	-	-	8.3	-	-	2.8
	Wholesale and retail trade; repair of motor vehicles and motorcycles	-	4.5	10.9	0.4	1.1	1.0	0.8
	Transportation and storage	-	-	10.1	0.4	0.9	-	0.5
	Accommodation and food service activities	2.2	1.5	-	3.3	-	2.3	2.1
	Information and communication	1.4	10.0	-	1.1	6.4	2.2	2.7
	Real estate activities; Professional, scientific and technical activities	1.3	-	-	-	5.6	-	1.1
	Administrative and support service activities; Repair of computers	-	-	-	-	-	-	-
Total	0.6	3.1	4.2	1.1	1.3	1.3	1.2	
Redirecting data from portable devices (mobile telephone networks, WiFi networks, GPS)								
Activity	Manufacturing	2.0	2.4	6.5	-	6.6	2.3	2.4
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	-	-	-	-	-	-
	Construction	3.7	-	-	8.3	-	-	2.8
	Wholesale and retail trade; repair of motor vehicles and motorcycles	0.2	3.6	2.2	0.8	1.1	0.3	0.7
	Transportation and storage	-	-	-	-	-	-	-
	Accommodation and food service activities	1.5	1.5	-	1.0	-	2.3	1.5
	Information and communication	2.6	6.0	-	5.1	7.8	1.1	3.1
	Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-
	Administrative and support service activities; Repair of computers	-	-	-	-	-	-	-
Total	1.2	2.0	3.2	1.1	2.8	0.8	1.4	

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

E1: During 2015, did your enterprise use big data analysis from the following data sources?
In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Data generated from social media (social networks, blogs, multimedia content sharing websites)								
Activity	Manufacturing	0.7	2.2	1.8	0.1	2.1	2.1	1.1
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	-	-	-	-	-	-
	Construction	-	-	-	-	-	-	-
	Wholesale and retail trade; repair of motor vehicles and motorcycles	-	2.2	3.7	0.1	-	0.8	0.4
	Transportation and storage	-	-	-	-	-	-	-
	Accommodation and food service activities	1.5	-	-	-	-	2.3	1.2
	Information and communication	-	6.0	11.8	-	1.4	1.7	1.4
	Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-
	Administrative and support service activities; Repair of computers	-	-	-	-	-	-	-
Total	0.3	1.6	1.8	0.1	0.8	0.9	0.6	
Other data sources								
Activity	Manufacturing	0.5	2.4	0.7	1.3	-	1.3	0.9
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	-	-	-	-	-	-
	Construction	3.7	-	-	8.3	-	-	2.8
	Wholesale and retail trade; repair of motor vehicles and motorcycles	-	-	7.2	0.1	-	0.3	0.2
	Transportation and storage	-	-	7.3	-	-	1.4	0.3
	Accommodation and food service activities	-	-	-	-	-	-	-
	Information and communication	1.2	2.9	11.8	6.2	1.4	0.7	1.9
	Real estate activities; Professional, scientific and technical activities	-	-	7.1	-	-	0.2	0.1
	Administrative and support service activities; Repair of computers	-	-	-	-	-	-	-
Total	0.5	1.1	2.7	1.4	0.0	0.5	0.7	

**E2: Who performed big data analysis in your enterprises,
during 2015?¹⁾**

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Enterprise's employees								
Activity	Manufacturing	24.7	84.9	92.0	100.0	21.8	85.1	56.4
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	-	-	-	-	-	-
	Construction	-	-	-	-	-	-	-
	Wholesale and retail trade; repair of motor vehicles and motorcycles	100.0	76.6	100.0	100.0	100.0	77.4	86.3
	Transportation and storage	-	-	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
	Information and communication	46.0	100.0	100.0	100.0	18.3	100.0	73.8
	Real estate activities; Professional, scientific and technical activities	-	-	100.0	-	-	100.0	10.1
	Administrative and support service activities; Repair of computers	-	-	-	-	-	-	-
Total	26.6	84.2	96.5	64.2	28.0	85.8	57.5	
External service providers								
Activity	Manufacturing	42.3	47.3	24.5	85.8	33.7	14.9	41.6
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	-	-	-	-	-	-
	Construction	100.0	-	-	100.0	-	-	100.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	-	23.4	7.9	11.3	-	22.6	16.1
	Transportation and storage	-	-	-	-	-	-	-
	Accommodation and food service activities	68.1	-	-	-	-	100.0	59.4
	Information and communication	54.0	-	100.0	-	81.7	23.1	35.7
	Real estate activities; Professional, scientific and technical activities	-	-	100.0	-	-	100.0	10.1
	Administrative and support service activities; Repair of computers	-	-	-	-	-	-	-
Total	53.2	33.6	21.5	70.1	30.3	24.9	41.3	

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

MODULE 2.F: INVOICING¹⁾

F1: During 2015, did your enterprise send electronic invoices or invoices in paper form?

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Other enterprises								
Activity	Manufacturing	96.2	97.0	98.6	95.3	100.0	95.1	96.5
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Construction	97.5	100.0	97.4	93.9	100.0	100.0	97.9
	Wholesale and retail trade; repair of motor vehicles and motorcycles	95.8	98.4	100.0	95.7	95.3	97.2	96.2
	Transportation and storage	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Accommodation and food service activities	99.3	100.0	100.0	97.6	100.0	100.0	99.4
	Information and communication	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Real estate activities; Professional, scientific and technical activities	91.3	96.6	92.9	100.0	58.2	100.0	92.0
	Administrative and support service activities; Repair of computers	89.7	94.1	100.0	100.0	65.0	100.0	91.5
Total	96.2	98.1	98.9	96.3	94.8	98.1	96.6	

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

F1: During 2015, did your enterprise send electronic invoices or invoices in paper form?

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Public authorities								
Activity	Manufacturing	68.2	70.8	74.4	88.8	32.3	72.6	69.2
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	76.2	86.7	85.5	94.3	53.7	100.0	81.9
	Construction	75.5	76.2	65.4	70.8	66.2	83.8	75.2
	Wholesale and retail trade; repair of motor vehicles and motorcycles	71.6	79.1	87.3	67.0	38.4	97.4	72.9
	Transportation and storage	61.2	63.4	89.8	67.3	30.6	99.0	62.8
	Accommodation and food service activities	82.2	93.1	100.0	86.5	52.9	94.5	84.2
	Information and communication	87.2	86.3	82.4	79.3	70.4	93.9	86.9
	Real estate activities; Professional, scientific and technical activities	91.5	97.8	85.7	78.7	78.5	99.8	92.3
	Administrative and support service activities; Repair of computers	88.5	88.2	96.8	79.7	71.3	99.4	89.3
Total	73.9	77.3	80.5	79.0	43.9	91.2	74.8	
Private consumers								
Activity	Manufacturing	58.0	52.9	47.9	75.5	28.1	49.7	56.1
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	65.4	74.3	71.5	76.5	58.7	70.6	70.1
	Construction	63.4	63.7	49.3	51.2	61.9	72.9	62.9
	Wholesale and retail trade; repair of motor vehicles and motorcycles	51.0	60.0	67.1	42.7	50.9	61.5	52.4
	Transportation and storage	43.2	44.8	61.7	54.2	40.3	31.9	44.3
	Accommodation and food service activities	74.8	83.3	100.0	70.0	50.3	89.0	76.5
	Information and communication	66.1	66.8	82.4	56.6	51.2	74.3	66.8
	Real estate activities; Professional, scientific and technical activities	79.1	94.7	71.4	43.6	53.5	98.9	81.1
	Administrative and support service activities; Repair of computers	78.8	71.5	60.9	54.3	44.1	94.9	75.7
	Total	59.0	61.3	57.5	60.7	43.2	68.8	59.4

MODULE 2.G: e-commerce¹⁾

G1: Did your enterprise receive orders for goods or services via a website or mobile application (excluding orders sent by e-mail), during 2015?

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	14.6	26.2	28.6	13.9	21.4	23.1	18.2
	Electricity, gas, steam and air conditioning; Water supply, sewerage, waste management and remediation activities	8.9	12.0	33.3	10.2	18.3	8.3	12.6
	Construction	13.9	12.3	27.8	12.0	18.2	13.7	14.2
	Wholesale and retail trade; repair of motor vehicles and motorcycles	25.6	26.0	54.0	20.3	46.2	19.5	26.3
	Transportation and storage	12.8	20.7	47.2	11.1	22.0	15.1	15.6
	Accommodation and food service activities; Professional, scientific and technical activities	40.6	27.7	66.7	48.3	36.6	34.6	38.6
	Information and communication	40.0	48.8	69.4	4.8	22.3	59.7	42.4
	Real estate activities; Repair of computers	34.8	23.1	24.3	12.6	14.9	43.5	33.0
	Administrative and support service activities; Repair of computers	31.0	16.7	12.8	16.7	-	40.8	26.8
Total	22.5	23.9	34.5	15.7	27.3	27.9	23.3	

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

G2: Please, provide an estimate of the percentage of the total turnover resulting from orders received via a website or mobile application, during 2015:¹⁾

In percentage

	Enterprises						Total
	Size class			Region			
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
1-24%	74.7	78.8	83.5	86.5	83.5	65.3	76.0
25-49%	12.1	7.3	6.0	5.1	4.6	18.1	10.8
50-74%	7.1	9.5	5.4	5.1	8.5	8.1	7.5
75-100%	6.0	4.4	5.1	3.2	3.4	8.5	5.7

G3: Please, provide an estimate of the percentage of the total turnover resulting from orders received via a website or mobile application, during 2015:¹⁾

In percentage

	Enterprises						Total
	Size class			Region			
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Sale to private consumers (B2C)							
1- 24%	16.2	13.1	26.2	16.9	19.0	14.0	16.2
25- 49%	0.1	2.6	0.7	0.9	1.2	0.0	0.6
50-74%	14.8	15.8	6.3	16.0	19.6	10.3	14.5
75-100%	68.9	68.4	66.8	66.2	60.2	75.7	68.7
Sale to enterprises (B2B, B2G)							
1- 24%	67.7	68.4	66.8	62.6	60.2	75.7	67.8
25- 49%	2.9	3.9	0.0	10.0	1.2	0.2	2.9
50-74%	13.2	14.5	6.3	10.6	19.4	10.1	13.0
75-100%	16.2	13.1	26.9	16.9	19.1	14.0	16.2

¹⁾ The results refer only to enterprises that answered YES in question G1.

G4: Which of the following means of payment are you offering for sales via your website or mobile application?¹⁾

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Online payment, i.e. payment integrated in the ordering transaction								
Activity	Manufacturing	50.2	67.7	90.5	75.6	65.7	34.8	59.9
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	100.0	100.0	80.6	100.0	90.0	100.0	95.3
	Construction	48.6	100.0	100.0	6.8	60.6	100.0	61.1
	Wholesale and retail trade; repair of motor vehicles and motorcycles	47.6	59.6	57.0	50.7	38.1	64.4	49.5
	Transportation and storage	76.3	50.8	45.0	93.6	73.1	17.9	66.6
	Accommodation and storage	85.6	92.6	50.0	78.7	66.0	98.6	86.0
	Information and communication	71.0	60.6	89.8	54.8	64.9	71.1	70.2
	Real estate activity; Professional, scientific and technical activities	67.8	72.5	29.4	85.5	-	73.3	67.8
	Administrative and support service activities; Repair of computers	67.2	100.0	25.0	50.9	-	70.5	68.5
Total	58.1	69.4	73.5	64.1	51.3	66.1	61.2	
Offline payment, i.e. payment not included in the ordering transaction								
Activity	Manufacturing	95.8	99.2	97.9	100.0	92.2	99.1	97.2
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	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	90.9	100.0	95.9	86.4	90.7	99.4	92.2
	Transportation and storage	100.0	75.4	100.0	100.0	88.5	100.0	94.7
	Accommodation and storage	94.2	75.3	100.0	95.9	80.6	93.6	92.0
	Information and communication	90.4	96.7	100.0	100.0	53.1	96.1	92.1
	Real estate activity; Professional, scientific and technical activities	96.4	91.0	100.0	100.0	52.1	100.0	95.9
	Administrative and support service activities; Repair of computers	100.0	100.0	100.0	100.0	-	100.0	100.0
Total	94.1	96.6	98.2	94.9	89.0	98.6	94.8	

¹⁾ The results refer only to enterprises that answered YES in question G1.

G5: Do any of the following obstacles limit or prevent your enterprise from selling via a website or mobile application:¹⁾

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Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
The enterprise's goods or services were not suitable for web sale								
Activity	Manufacturing	5.9	1.1	-	10.0	-	-	3.7
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	-	-	-	-	-	-
	Construction	26.3	-	-	69.2	-	-	19.9
	Wholesale and retail trade; repair of motor vehicles and motorcycles	19.5	6.0	-	4.5	-	51.7	17.0
	Transportation and storage	-	-	6.8	3.0	-	-	0.9
	Accommodation and food service activities	-	-	-	-	-	-	-
	Information and communication	1.3	3.3	-	45.2	6.4	-	1.6
	Real estate activities; Professional, scientific and technical activities	-	9.0	-	-	10.2	-	0.9
	Administrative and support service activities; Repair of computers	-	-	-	-	-	-	-
Total	9.8	2.6	0.7	10.1	0.5	11.5	7.9	
Problems related to logistics (shipping of goods or delivery of services)								
Activity	Manufacturing	31.2	55.6	65.9	51.6	55.4	18.5	42.8
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	100.0	100.0	46.8	87.0	90.0	70.0	87.1
	Construction	15.9	12.2	100.0	6.8	45.6	15.7	22.3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	38.0	44.4	5.5	22.5	39.3	47.4	37.3
	Transportation and storage	76.3	50.8	38.2	90.5	73.1	17.9	65.6
	Accommodation and food service activities	18.4	7.4	50.0	7.7	-	30.6	17.4
	Information and communication	63.0	24.6	25.4	45.2	11.6	58.6	53.9
	Real estate activities; Professional, scientific and technical activities	63.3	50.4	-	21.4	-	70.4	61.2
	Administrative and support service activities; Repair of computers	28.1	78.4	25.0	11.1	-	35.6	33.0
Total	41.3	48.5	43.1	36.6	44.3	45.2	42.8	

¹⁾ The results refer only to enterprises that answered YES in question G1.

G5: Do any of the following obstacles limit or prevent your enterprise from selling via a website or mobile application:¹⁾

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Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
Problems related to payments								
Activity	Manufacturing	2.1	2.0	-	3.8	-	1.7	1.9
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	-	-	-	-	-	-
	Construction	-	-	-	-	-	-	-
	Wholesale and retail trade; repair of motor vehicles and motorcycles	2.0	-	-	6.1	-	-	1.6
	Transportation and storage	-	-	-	-	-	-	-
	Accommodation and food service activities	-	24.7	-	-	-	6.4	3.1
	Information and communication	-	-	10.2	-	-	0.7	0.6
	Real estate activities; Professional, scientific and technical activities	11.9	9.0	-	-	10.2	12.5	11.5
	Administrative and support service activities; Repair of computers	4.3	-	-	11.1	-	2.8	3.7
Total	3.0	2.4	0.8	3.7	0.3	3.7	2.7	
ICT security and data protection								
Activity	Manufacturing	-	1.5	-	-	-	1.7	0.5
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	-	-	-	-	-	-
	Construction	-	-	-	-	-	-	-
	Wholesale and retail trade; repair of motor vehicles and motorcycles	-	-	-	-	-	-	-
	Transportation and storage	-	-	-	-	-	-	-
	Accommodation and food service activities	-	-	-	-	-	-	-
	Information and communication	-	13.7	10.2	-	-	3.5	3.1
	Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-
	Administrative and support service activities; Repair of computers	3.0	-	-	-	-	2.8	2.5
Total	0.1	1.8	0.8	-	-	1.1	0.5	

¹⁾ The results refer only to enterprises that answered YES in question G1.

G5: Do any of the following obstacles limit or prevent your enterprise from selling via a website or mobile application:¹⁾

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Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
(Inadequate) legal framework								
Activity	Manufacturing	-	-	-	-	-	-	-
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	-	-	-	-	-	-
	Construction	-	-	-	-	-	-	-
	Wholesale and retail trade; repair of motor vehicles and motorcycles	1.8	-	2.8	-	0.3	5.0	1.6
	Transportation and storage	-	-	-	-	-	-	-
	Accommodation and food service activities	-	-	-	-	-	-	-
	Information and communication	-	8.4	-	-	-	1.7	1.5
	Real estate activities; Professional, scientific and technical activities	11.9	-	-	-	-	12.5	10.6
	Administrative and support service activities; Repair of computers	14.0	-	-	-	-	13.3	11.9
Total	3.0	0.7	0.7	-	0.1	5.2	2.4	
The costs of introducing web sales are too high								
Activity	Manufacturing	31.2	55.7	65.9	51.6	55.4	18.5	42.8
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	100.0	100.0	46.8	87.0	90.0	70.0	87.1
	Construction	15.9	12.2	100.0	6.8	45.6	15.7	22.3
	Wholesale and retail trade; repair of motor vehicles and motorcycles	19.9	36.5	8.3	22.5	26.6	13.0	21.3
	Transportation and storage	76.3	50.8	38.2	90.5	73.1	17.9	65.6
	Accommodation and food service activities	18.4	7.4	50.0	7.7	-	30.6	17.4
	Information and communication	55.8	28.8	35.6	45.2	11.6	53.9	49.7
	Real estate activities; Professional, scientific and technical activities	51.3	55.1	-	28.6	-	57.9	51.1
	Administrative and support service activities; Repair of computers	28.1	78.4	25.0	11.1	-	35.6	33.0
Total	32.4	47.5	44.6	36.8	38.3	34.1	36.0	

¹⁾ The results refer only to enterprises that answered YES in question G1.

G6: During 2015, did your enterprise receive orders for goods or services via EDI-type messages?¹⁾

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	0.4	2.5	3.6	0.8	0.8	2.1	1.1
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	-	-	-	-	-	-	-
	Construction	-	3.5	-	-	2.7	-	0.6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	0.5	-	11.6	1.4	0.3	0.3	0.7
	Transportation and storage	6.0	-	-	11.0	-	-	4.7
	Accommodation and food service activities	0.6	-	-	2.0	-	-	0.5
	Information and communication	-	2.6	7.1	-	-	1.0	0.7
	Real estate activities; Professional, scientific and technical activities	4.1	5.1	-	-	-	6.5	4.2
	Administrative and support service activities; Repair of computers	-	5.9	-	-	3.9	-	1.0
Total	1.1	1.9	3.7	1.7	0.7	1.5	1.4	

G7: Please, indicate an estimate of the percentage of the total turnover resulting from orders received that were placed via EDI-type messages, in 2015¹⁾

In percentages

	Enterprises						
	Size class			Region			Total
	Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
1-24%	8.4	62.5	59.0	22.2	17.0	34.7	25.4
25-49%	42.5	7.4	5.4	19.6	63.0	18.2	31.0
50-74%	49.1	14.8	12.6	51.7	11.7	44.2	37.9
75-100%	0.0	15.4	23.0	6.5	8.3	2.9	5.7

¹⁾ The results refer only to enterprises that answered YES in question G1.

G8: Did your enterprise place for goods/services via a website, mobile application or EDI-type messages, during 2015?¹⁾

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	25.1	44.3	56.7	26.6	43.0	28.1	31.6
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	13.9	22.6	43.0	20.0	27.1	5.8	20.6
	Construction	16.1	37.3	40.3	16.3	28.2	20.8	21.0
	Wholesale and retail trade; repair of motor vehicles and motorcycles	45.4	54.2	57.4	53.8	55.8	35.3	46.7
	Transportation and storage	43.8	36.4	59.7	36.6	40.9	58.7	43.3
	Accommodation and food service activities	55.6	30.9	100.0	58.3	42.7	51.7	51.6
	Information and communication	70.9	72.3	36.5	35.2	71.8	79.9	69.9
	Real estate activities; Professional, scientific and technical activities	59.6	55.6	58.6	44.3	17.8	75.0	59.0
	Administrative and support service activities; Repair of computers	53.1	52.0	33.3	43.3	10.0	70.0	50.9
Total	39.4	44.9	51.9	35.6	42.7	45.0	41.0	

¹⁾ The results refer only to enterprises that answered YES in question G1.

G9: Was the percentage of the total orders placed electronically more than 1% of the total purchases, during 2015?¹⁾

In percentages

Enterprises		Size class			Region			Total
		Small (10-49)	Medium (50-249)	Large (250+)	Central Serbia	Vojvodina	Belgrade	
YES								
Activity	Manufacturing	50.9	33.5	51.0	35.6	46.2	60.7	45.0
	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	35.7	30.3	8.8	28.3	25.4	50.0	27.8
	Construction	42.0	52.4	18.2	4.9	35.2	74.4	43.5
	Wholesale and retail trade; repair of motor vehicles and motorcycles	63.3	44.7	57.6	63.4	64.1	53.4	60.5
	Transportation and storage	29.2	30.4	23.4	27.9	39.2	20.6	29.0
	Accommodation and food service activities	63.6	39.8	33.3	82.8	60.4	48.7	60.6
	Information and communication	48.9	59.3	51.6	81.4	38.9	49.5	50.6
	Real estate activities; Professional, scientific and technical activities	33.8	47.7	70.7	74.8	100.0	25.9	36.2
	Administrative and support service activities; Repair of computers	62.0	31.9	90.4	73.1	60.9	56.4	59.0
Total	52.1	40.1	47.8	50.8	52.5	46.5	49.5	

¹⁾ The results refer only to enterprises that answered YES in question G8.

2.5. QUESTIONNAIRE

USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN ENTERPRISES

MODULE 2.A: USE OF COMPUTERS

A1 : Does your enterprise use computers?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> end
A2 : Please, indicate an estimate of the percentage of employees who use computers for business purposes, at least once a week:	_ _ _ _ %	
A3 : Did your enterprise use free of charge open source software LINUX, during 2016?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>

MODULE 2.B: ICT SPECIALISTS AND SKILLS

B1 : Does your enterprise employ ICT specialists? ICT specialists are employees for whom ICT is the main job. For example, to develop, operate or maintain ICT systems or applications.	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
B2 : Did your enterprise provide any type of training to develop ICT related skills of employees, during 2015?	YES	NO
a) Training for ICT specialists (Tick "No" if your enterprise didn't employ ICT specialists)	<input type="checkbox"/>	<input type="checkbox"/>
b) Training for other persons employed	<input type="checkbox"/>	<input type="checkbox"/>
B3 : Did your enterprise recruit or try to recruit ICT specialists, during 2015?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> go to B5
B4 : Did your enterprise have vacancies for ICT specialists that were difficult to fill, during 2015?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>

B5 : Please indicate who mainly performed the following ICT functions of your enterprise in 2015:	Own employees	External persons	Not applicable
a) Maintenance of ICT infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Support for office software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Development of business management software/systems (ERP, CRM) ERP (Enterprise Resource planning) used to manage resources by sharing information among different functional areas such as accounting, planning, production, marketing; CRM (Customer Relationship Management) - software application for managing information about customers; Human Resources information management, databases)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Support for business management software/systems (ERP, CRM, HR, databases)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Development of web solutions (websites, ecommerce solutions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Support for web solutions (websites, ecommerce solutions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Security and data protection (security testing, security software)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MODULE 2.C: ACCESS TO AND USE OF THE INTERNET

C1 : Does your enterprise have access to the Internet?	YES	NO					
	<input type="checkbox"/>	<input type="checkbox"/> go to G1					
C2 : Please, indicate the percentage of employees who use the Internet for business purposes	<table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table> %						
Use of fixed broadband connection to the Internet for business purposes							
C3 : Does your enterprise use DSL or any other type of fixed broadband connection to the Internet (ADSL, Cable Internet, and public WiFi)?	YES	NO					
	<input type="checkbox"/>	<input type="checkbox"/> go to C5					
C4 : What is the maximum contracted speed of the Internet connection in your enterprise?							
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"/>						

Use of social media		
Use of social media implies the use of Internet applications or communication platforms in or outside the enterprise, the creation and sharing of content with customers and suppliers. Enterprises that use social media are those that have a user profile or account dependent on the requirements and types of social media.		
C11: Does your enterprise use any of the following social media:	YES	NO
a) Social networks (<i>Facebook, LinkedIn, Xing, Yammer</i>)	<input type="checkbox"/>	<input type="checkbox"/>
b) Enterprise's blog (Twitter)	<input type="checkbox"/>	<input type="checkbox"/>
c) Multimedia content sharing websites (Youtube, Flickr, Picassa)	<input type="checkbox"/>	<input type="checkbox"/>
d) Wikipedia	<input type="checkbox"/>	<input type="checkbox"/>
Other use of the Internet		
C12: Do the employees in your enterprise have remote access to the enterprise's e-mail system, documents or applications?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
C13: Does your enterprise pay to advertise on the internet (via adverts, social media, on other websites)?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
C14: Does your enterprise pay to advertise on the internet using any of the following targeted advertising methods?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
a) Based on webpages' content or keywords searched by users	<input type="checkbox"/>	<input type="checkbox"/>
b) Based on the tracking of internet users' past activities or profile	<input type="checkbox"/>	<input type="checkbox"/>
c) Based on the geolocation of internet users	<input type="checkbox"/>	<input type="checkbox"/>
d) Any other method of targeted advertising on the internet not specified above	<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.		
C15: During 2015, did your enterprise use public authorities' services over the Internet to:	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)		
d1) Pay VAT	<input type="checkbox"/>	<input type="checkbox"/>
d2) Pay social contributions	<input type="checkbox"/>	<input type="checkbox"/>

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).

C16 : Does your enterprise use the software package ERP for exchanging information on sales and/or purchases with its other functions (e.g. finances, planning, marketing ...)?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
C17 : Does your enterprise use any software application for managing information about customers (CRM) that allows to:	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
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 ...)	<input type="checkbox"/>	<input type="checkbox"/>

MODULE 2.D: USE OF CLOUD COMPUTING SERVICES

Cloud computing refers to ICT services that are used over the internet to access software, computing power, storage capacity and similar services have all of the following characteristics:

- are delivered from servers of service providers
- can be used on-demand by the user, at least after the initial set up (without human interaction with the service provider)
- are paid for, either per user, by capacity used, or they are pre-paid

D1 : Does your enterprise pay cloud computing services over the Internet?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
D2 : Does your website have any of the following:	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
a) E- mail	<input type="checkbox"/>	<input type="checkbox"/>
b) Office software (Word, Excel)	<input type="checkbox"/>	<input type="checkbox"/>
c) Hosting the enterprise's database(s)	<input type="checkbox"/>	<input type="checkbox"/>
d) Storage of files	<input type="checkbox"/>	<input type="checkbox"/>
e) Finance or accounting software applications	<input type="checkbox"/>	<input type="checkbox"/>
f) CRM software	<input type="checkbox"/>	<input type="checkbox"/>
g) Computing power to run the enterprise's own software	<input type="checkbox"/>	<input type="checkbox"/>
D3 : Does your enterprise buy any cloud computing services delivered from:	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
a) Shared servers of service providers	<input type="checkbox"/>	<input type="checkbox"/>
b) Servers of service providers exclusively reserved for your enterprise	<input type="checkbox"/>	<input type="checkbox"/>

MODULE 2.E: BIG DATA ANALYSIS

<p>Big data are generated from activities that are carried out electronically and from machine-to-machine communications (e.g. data produced from social media activities, from production processes, etc.) Big data typically have characteristics such as:</p> <ul style="list-style-type: none"> • Significant volume referring to vast amounts of data generated over time. • Variety referring to the different format of complex data, either structured or unstructured (e.g. text, video, images, voice, docs, sensor data, activity logs, click streams, coordinates, etc.). • Velocity referring to the high speed at which data is generated, becomes available and changes over time. • Big data analysis refers to the use of techniques, technologies and software tools for analysing big data extracted from your own enterprise's data sources or other data sources. 		
E1: During 2015, did your enterprise analyse big data from any of the following data sources?	YES	NO
a) Enterprise's own data from smart devices or sensors (Machine to Machine -M2M- communications, digital sensors, Radio frequency identification tags RFID9)	<input type="checkbox"/>	<input type="checkbox"/>
b) Geolocation data from the use of portable devices (portable devices using mobile telephone networks, wireless connections or GPS)	<input type="checkbox"/>	<input type="checkbox"/>
c) Data generated from social media (social networks, blogs, multimedia content sharing websites)	<input type="checkbox"/>	<input type="checkbox"/>
d) Other big data sources not specified above	<input type="checkbox"/>	<input type="checkbox"/>
E2: During 2015, who performed big data analysis for your enterprise?	YES	NO
a) Enterprise's own employees	<input type="checkbox"/>	<input type="checkbox"/>
b) External service provider	<input type="checkbox"/>	<input type="checkbox"/>

MODULE 2.F: ELECTRONIC INVOICING

<p>There are two forms of electronic invoices:</p> <ul style="list-style-type: none"> • e-invoice in standard form (suitable for automatic processing) – such invoices may be exchanged directly between the supplier and buyer, via the service operator or electronic banking; • Invoice sent electronically that is not suitable for automatic processing (e.g. invoice sent by e-mail). 		
F1: During 2015, did your enterprise issue/send any type of invoices, whether in electronic or in paper form, to: <i>If F1 has a) or b) answered with "Yes" then continue, else go to F3</i>	YES	NO
a) other enterprises	<input type="checkbox"/>	<input type="checkbox"/>
b) public authorities	<input type="checkbox"/>	<input type="checkbox"/>
c) private consumers	<input type="checkbox"/>	<input type="checkbox"/>

F2 : Of all invoices your enterprise issued/sent to other enterprises or public authorities during 2015	%
a) Invoices in electronic form, in a standard structure suitable for automated processing (eInvoices)	_ _ _ %
b) Invoices in electronic form, not suitable for automated processing (e-mails, e-mail attachment as pdf, images in TIF, JPEG or other format)	_ _ _ %
c) Invoices only in paper form	_ _ _ %
TOTAL	100%
F3 : Of all invoices your enterprise received during 2015	%
a) Invoices in electronic form, in a standard structure suitable for automated processing (eInvoices)	_ _ _ %
b) Invoices in paper form or in electronic form not suitable for automated processing	_ _ _ %
TOTAL	100%

MODULE 2.G: e-COMMERCE

<p>e-Commerce is the sale or purchase of goods or services conducted over computer networks by methods specifically designed for the purpose of receiving or placing of orders. The payment and the delivery of the goods or services do not have to be conducted online. e-Commerce transactions exclude orders made by manually typed e-mail messages.</p>		
Web sales		
G1 : During 2015, did your enterprise receive orders for goods or place services via a website (excluding manually typed e-mails)?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> go to G6
G2 : Please, indicate an estimate of the percentage of the total turnover resulting from orders received that were placed via a website or mobile application in 2015:	_ _ _ %	
G3 : Indicate an estimate of the percentage of the total turnover resulting from orders received via a website in 2014, by type of customers:	%	
a) Sales to private consumers (B2C)	_ _ _ %	
b) Sales to enterprises (B2B,B2G)	_ _ _ %	
TOTAL	100%	
G4 : Which of the following means of payment do you propose for sales via a website or mobile application?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
a) Online payment, i.e. payment integrated in the ordering transaction (credit card payment)	<input type="checkbox"/>	<input type="checkbox"/>
b) Offline payment, i.e. payment process is not included in the ordering transaction (cash on delivery, bank transfer, cheque payment)	<input type="checkbox"/>	<input type="checkbox"/>

G5 : Did any of the following obstacles limit or prevent your enterprise from selling via a website or mobile application:	YES	NO
a) The enterprise's goods or services were not suitable for web sales	<input type="checkbox"/>	<input type="checkbox"/>
b) Problems related to logistics (shipping of goods or delivery of services)	<input type="checkbox"/>	<input type="checkbox"/>
c) Problems related to payments	<input type="checkbox"/>	<input type="checkbox"/>
d) Problems related to ICT security and data protection	<input type="checkbox"/>	<input type="checkbox"/>
e) Problems related to legal framework (unsuitable)	<input type="checkbox"/>	<input type="checkbox"/>
f) Costs for introducing web sales too high	<input type="checkbox"/>	<input type="checkbox"/>
EDI-type sales		
EDI-type sales are sales made via EDI-type messages (EDI: Electronic Data interchange) meaning: in an agreed or standard format suitable for automated processing ((EDI (EDIFACT), XML, without the individual messages being typed manually		
G6 : Did your enterprise order goods/services via a website or EDI-type messages during 2015.	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> go to G9
G7 : Did your enterprise receive orders for goods or services via EDI-type messages during 2015.	National currency _____	
Orders placed over the Internet		
Orders placed over the Internet may be: - via online shops (web shopping carts) or via web forms on the website - via EDI-type messages suitable for automatic processing (EDIFACT, XML), excluding manually typed messages		
G8 : Did your enterprise order goods/services via a website or EDI-type messages during 2015?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> the end
G9 : Did the percentage of all the orders that your enterprise placed over the Internet exceed 1% of the total purchases made by your enterprise 2015?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> the 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 bite.

Broadband:

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

B2B (Business-to-Business):

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

B2C (Business-to-Customer):

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

CRM (Customer Relationship Management):

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

Downloading

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

Dial-up connection:

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

DSL (Digital Subscriber Line):

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

xDSL, ADSL, etc.

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

Digital goods or services:

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

E-mail:

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

Extranet:

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

Electronic commerce:

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

Electronic (digital) signature:

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

ERP (Enterprise Resource Planning):

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

Firewall:

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

Hardware:

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

Internet:

World computer network.

Internet address:

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

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

Intranet:

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

ISDN (Integrated Services Digital Network):

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

Local Area Network (LAN):

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

Network:

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

Server:

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

Virus:

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

Wide Area Network (WAN):

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

Window:

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

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