



USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN THE REPUBLIC OF SERBIA, 2021

Households/Individuals
Enterprises



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Usage of information and communication technologies in the Republic of Serbia, 2021

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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 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 fifteen 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 2021 based on EUROSTAT methodology. Data for the Republic of Serbia excluded 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. For most of the questions asked to enterprises, reference period was January 2021, while selected ones referred to the entire 2020.

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 2800 households and 2800 individuals. The interview was conducted by telephone, and indirect answers were allowed (giving answers instead of the absent person).

The survey for enterprises was carried out on a sample stratified by size classes and activities, through telephone interview. The sample covered 1 573 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.

Content

Introduction	3
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Usage of information and communication technologies in households and by individuals in the Republic of Serbia, 2021

1.1. Methodology	8
1.2. Sample	9
1.3. Main findings	10
1.3.1. Devices available in households	10
1.3.2. Computer in households.....	10
1.3.3. Internet in households	12
1.3.4. Individuals: use of computers.....	16
1.3.5. Individuals: use of mobile phones.....	19
1.3.6. Individuals: use of the Internet.....	20
1.3.7. E-government.....	25
1.3.8. E-commerce.....	26
1.4. Results of the survey	30
Questionnaire	62

Usage of information and communication technologies in enterprises in the Republic of Serbia, 2021

2.1. Methodology	74
2.2. Sample.....	75
2.3. Main findings	76
2.3.1. The Internet in enterprises	76
2.3.2. Use of mobile Internet for business purposes.....	77
2.3.3. Website	78
2.3.4. E-commerce.....	80
2.3.5. Use of cloud computing service	81
2.3.6. Covid-19 impact	82
2.4. Results of the survey	84
Questionnaire	132




Glossary	140
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HOUSEHOLDS/INDIVIDUALS



1.1. Methodology

Survey period	<ul style="list-style-type: none">• The survey was carried out from 15th February 2021 to 28th February 2021.
Type of survey	<ul style="list-style-type: none">• Telephone interview 
Sample size	<ul style="list-style-type: none">• 2 800 households• 2 800 individuals
Target population	<ul style="list-style-type: none">• For households: the target population is made of all households with at least one member aged between 16 and 74• For individuals: the target population is made of all individuals aged between 16 and 74
Type of sample	<ul style="list-style-type: none">• Two-stage, stratified sample
Geographical 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 2 800 households on the territory of the Republic of Serbia. The response rate was 89.8% (2 513 households).

Households

Sample (households)	Income			Region				Type of household		Total
	Up to 300 euro	300–600 euro	More than 600 euro	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Urban	Other	
Number	721	801	619	619	704	662	528	1586	927	2513
%	33.7	37.4	28.9	24.6	28.1	26.3	21.0	63.1	36.9	100.0

The same sample was used both for households and individuals aged between 16 to 74 living on the territory of the Republic of Serbia. The sample included 2 800 individuals. The response rate was 89.8% (2 513 persons).

Individuals

Sample (individuals)	Age						Sex		Educational level			Employment status				Total
	16–24	25–34	35–44	45–54	55–64	65–74	Men	Women	Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other	
Number	113	164	239	405	545	1047	938	1575	332	1462	719	709	382	56	1366	2513
%	4.5	6.5	9.5	16.1	21.7	41.7	37.3	62.7	13.2	58.2	28.6	28.2	15.2	2.2	54.4	100.0

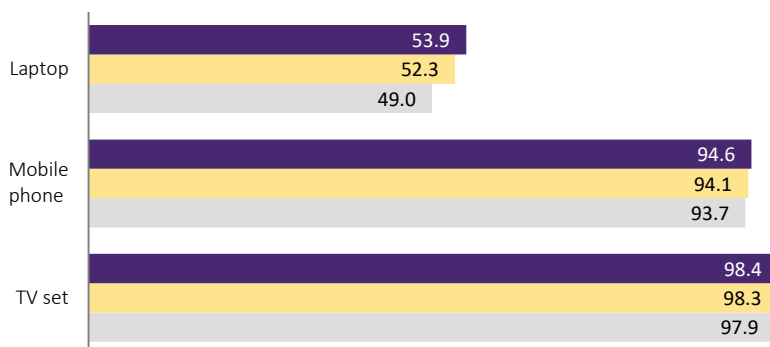
1.3. Main findings

1.3.1. Devices available in households

Households were offered to give more than one answer to the question related to the devices available in households. The survey shows that 98.4% of households have a TV set, and 94.6% a mobile phone.

There are 53.9% of households that have a laptop, which is an increase of 1.6% in relation to 2020, and 4.9% in relation to 2019.

Chart 1.1. Devices available in households (%)



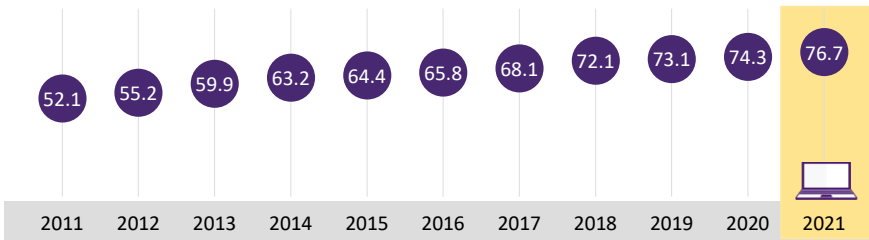
More than **94%** of households have a mobile phone.

2021 2020 2019

1.3.2. Computers in households

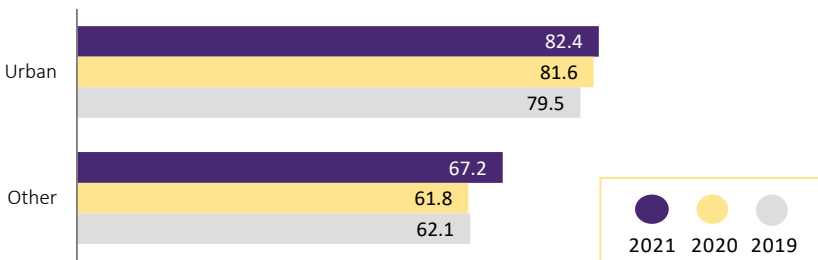
The main findings of the survey show that 76.7% of households in the Republic of Serbia have a computer, which is an increase of 2.4% and 3.6% in relation to 2020 and 2019, respectively. The percentage of computers in households varies depending on the territory: in Belgrade it amounts to 94.7%, in Vojvodina 72.2%, in Šumadija i Zapadna Srbija 69.1% and in Južna i Istočna Srbija 70.9%.

Chart 1.2. Computers in households (%)



The difference are visible when comparing the availability of computers in urban and other parts of Serbia: 82.4% versus 67.2%. In relation to 2020, this gap has slightly decreased, which is backed by growth rates of computer availability in urban and other parts of Serbia. The growth rate in the urban parts of Serbia is 0.8%, while it amounts to 5.4% in the other parts of Serbia, when compared to 2020.

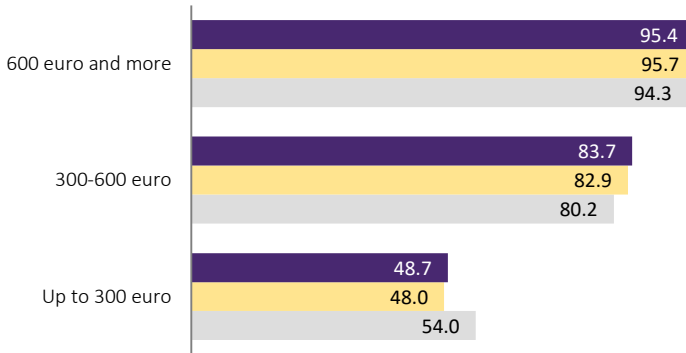
Chart 1.3. Percentage of households having a computer, by type of settlement (%)



The structure of households by monthly income is expressive of the gap as to the availability of computers in households. Computers are mostly available in households with a monthly income of more than 600 euro (95.4%), while households with an income up to 300 euro account for 48.7%.

When looking at the data for 2020, growth rates in certain categories of income for 2021 to the previous year indicate that the gap as to the availability of computers in households, by income level, decreased in 2021. As for households with an income of more than 600 euro the decrease was 0.3%, while households with in an income from 300 to 600 euro saw an increase of 0.8% in relation to 2020. Households with an income of less than 300 euro recorded an increase of 0.7%.

Chart 1.4. Percentage of households having a computer, by income level (%)



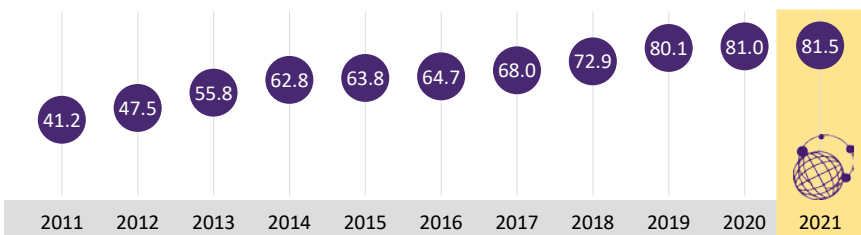
More than 48% of households with an income up to 300 euro have a computer.



1.3.3. The Internet in households

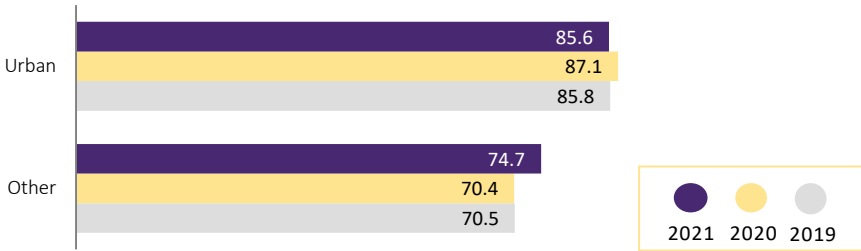
In the Republic of Serbia 81.5% of households have an Internet connection, which is an increase of 0.5% and 1.4%, when compared to 2020 and 2019, respectively.

Chart 1.5. Does the household have access to the Internet at home? (%)



The highest percentage of Internet connection availability was observed in Belgrade, amounting to 92.9%. In Vojvodina it is 77.8%, in Šumadija i Zapadna Srbija 79.2% and in Južna i Istočna Srbija 76.1%.

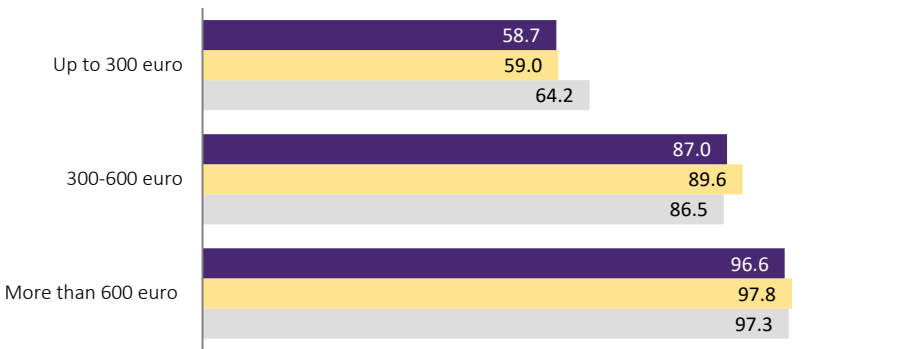
Chart 1.6. Households having an Internet connection, by type of settlement (%)



There are also considerable difference as to the percentage of Internet connection in urban and other settlements of Serbia: 85.6% versus 74.7%. When compared to 2020, urban settlements of Serbia saw a decrease of 1.5%, and in rural parts the growth rate was 4.3%.

As in computer availability in households, there is a large gap as regard Internet connection. When looking at the structure of households according to their monthly income level, Internet connection was mostly used by households which monthly income exceeded 600 euro (96.6%), while the share of households with an income up to 300 euro was 58.7%.

Chart 1.7. Household having an Internet connection, by income level (%)

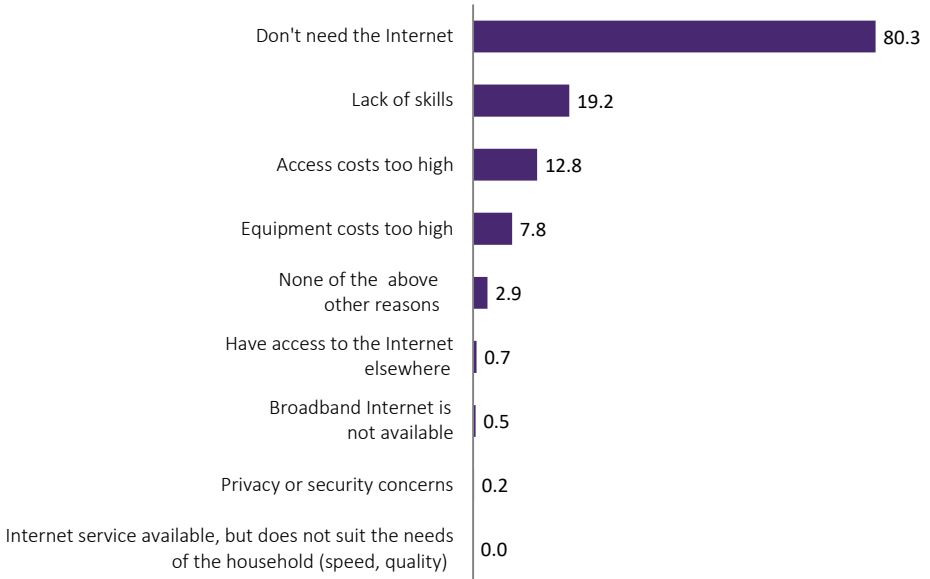


More than **58%** of households with an income of 300 euro have an Internet connection.



When asked about the reason why households do not have the Internet connection at home 80.3% said not needing the Internet was the reason, 7.8% indicated that equipment costs were too high, while 19.2% of households mentioned the lack of skills.

Chart 1.8. Reasons of households for not having an Internet connection at home (%)

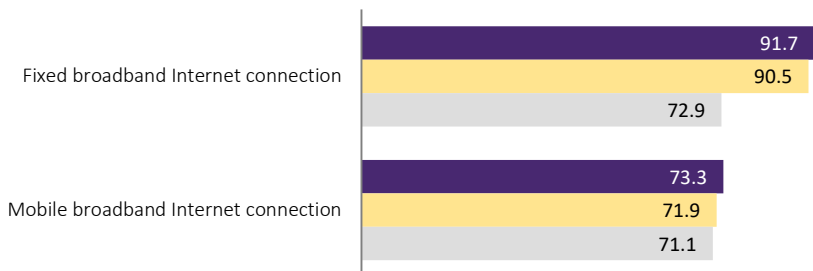


Households were offered several answers to the question related to the type of connection used to access the Internet. The obtained results show that of the total number of households having an Internet connection, 91.7% have fixed broadband connection and 73.3% mobile broadband Internet connection.



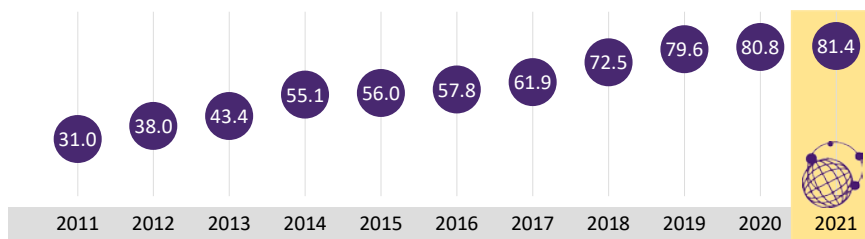
More than **91%** of households having the Internet have fixed broadband connection.

Chart 1.9. Type of 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 from the Internet. Accordingly, from 2005 the percentage of households having this type of Internet connection is taken to be one of the main indicators of ICT usage development in the European Union. In Serbia, 81.4% of households have a broadband connection, which is an increase of 0.6% and 1.8% in relation to 2020 and 2019, respectively. This type of Internet connection is most used in Belgrade 92.9%, in Vojvodina 77.8%, in Šumadija and Zapadna Srbija 79.2% and in Južna and Istočna Srbija 75.7%.

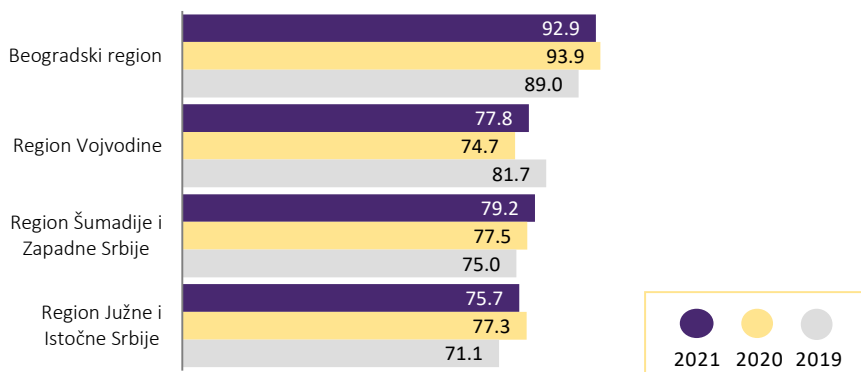
Chart 1.10. Broadband Internet connection in households (%)



Broadband Internet connection is mostly available in households having a monthly income of more than 600 euro (96.6%), while the share of those with an income of up to 300 euro is only 58.7%.

Large differences are also observed when comparing the use of this type of Internet connection in urban and other settlements of Serbia: 85.6% versus 74.5%.

Chart 1.11. Broadband Internet connection in households, by territory (%)



1.3.4. Individuals: use of computers



More than **74%** of persons have used a computer in the last three months.

In the Republic of Serbia, 74.8% of individuals have used a computer in the last three months, 2.1% more than three months ago, 5.5% more than one year ago, and 17.6% have never used a computer. The number of computer users increased by 2.1%, 4.1% and 5.2% compared to 2020, 2019 and 2018, respectively.



The number of users increased by more than **2%** compared to 2020.

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

- 90.1% of persons with tertiary educational level;
- 85.1% of persons with secondary educational level;
- 47.6% of persons with educational level lower than secondary.

Chart 1.12. When did you last use a computer? (%)

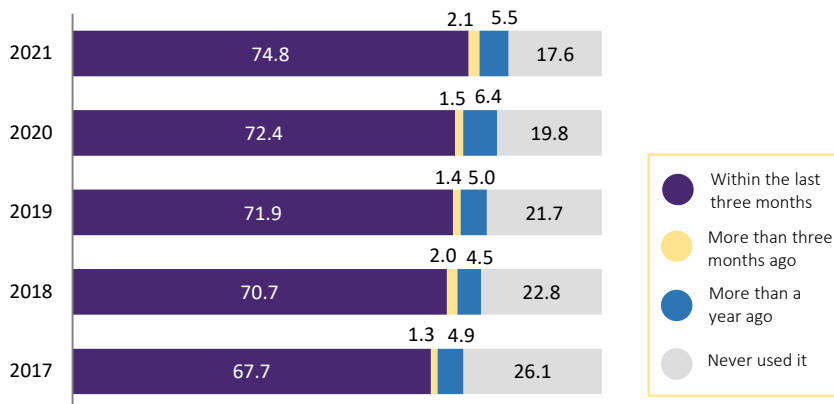
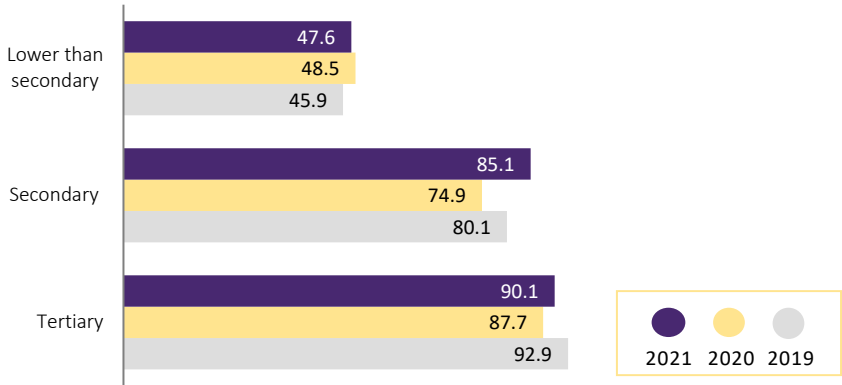
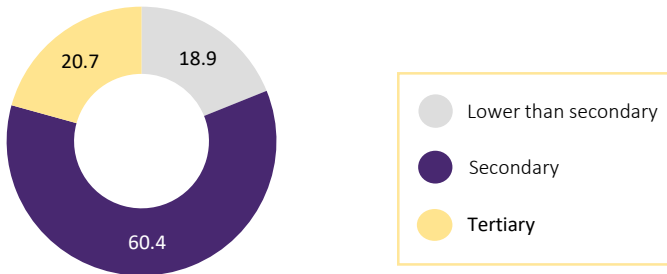


Chart 1.13. Share of computer users (in the last three months), by educational level (%)



Among computer users, 60.4% have secondary educational level, 18.9% lower than secondary level, and 20.7% tertiary educational level.

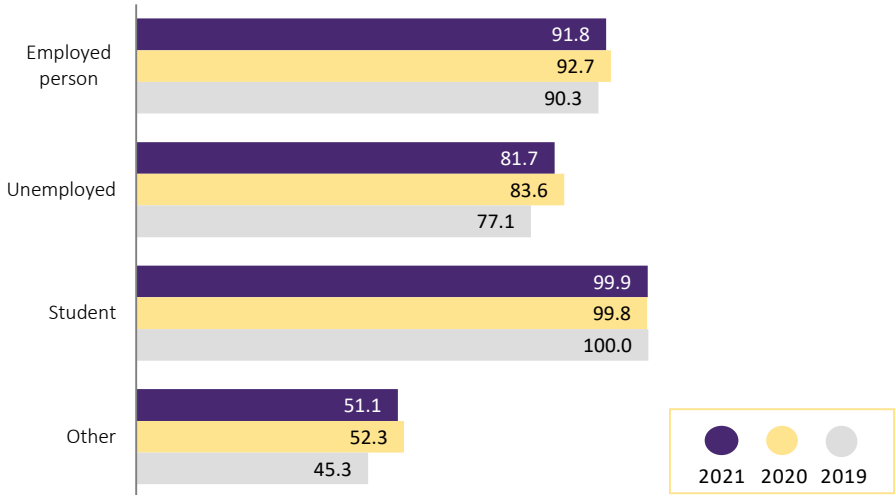
Chart 1.14. Educational structure of computer users (%)



The share of computer users (in the last three months), by employment status:

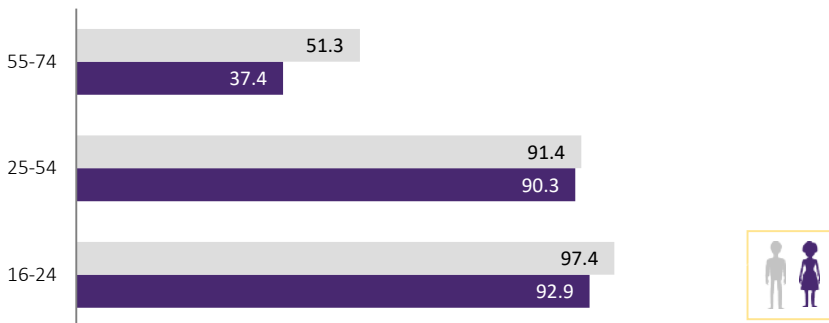
- 99.9% of students;
- 91.8% of employed persons;
- 81.7% of unemployed persons;
- 51.1% of others (retired persons, persons serving military service...).

Chart 1.15. Share of computer users (in the last three months), by employment status (%)



The analysis of the respondents by sex indicates that in the last three months 78.8% of men and 70.9% of women have used a computer.

Chart 1.16. Use of computers (in the last three months), by sex and age (%)

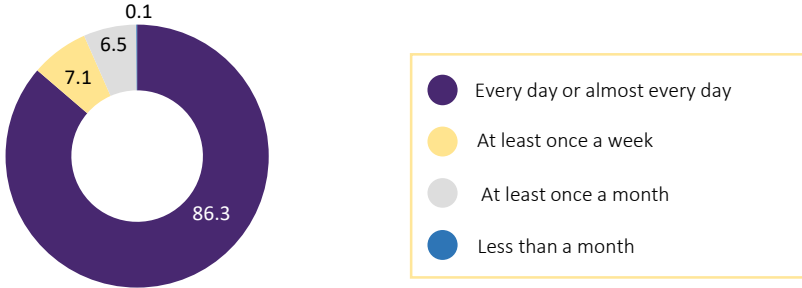


When asked how often, on average, the respondents have used a computer in the last three months, 86.3% said having used a computer every day or almost every day, 7.1% at least once a week, 6.5% at least once a month, and 0.1% less than once a month.



More than 64% of persons used a computer every day or almost every day.

Chart 1.17. How often, on average, have you used a computer in the last three month? (%)



1.3.5. Individuals: use of mobile phones

The survey indicates that 95.5% of persons use a mobile phone, while in 2020 this percentage was 94.1%.

Chart 1.18. Use of mobile phones (%)

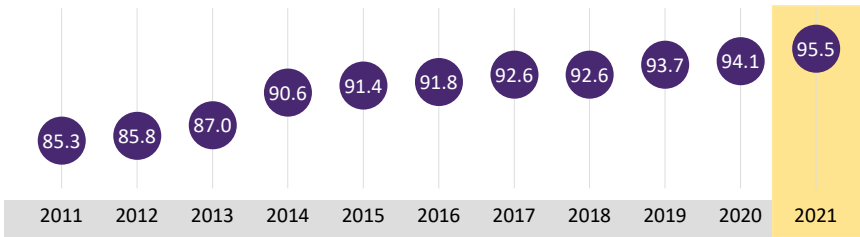
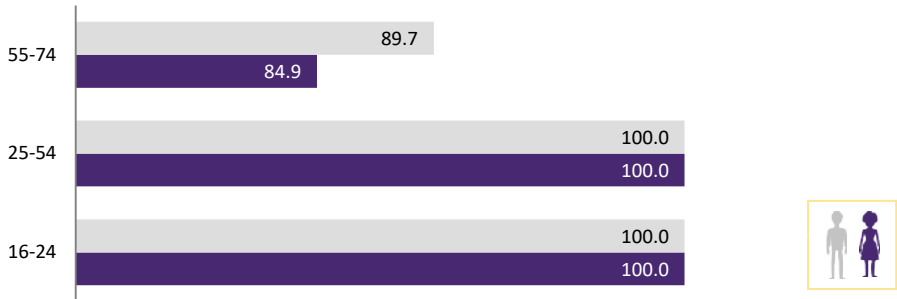


Chart 1.19. Use of mobile phones, by sex and age (%)



1.3.6. Individuals: use of the Internet

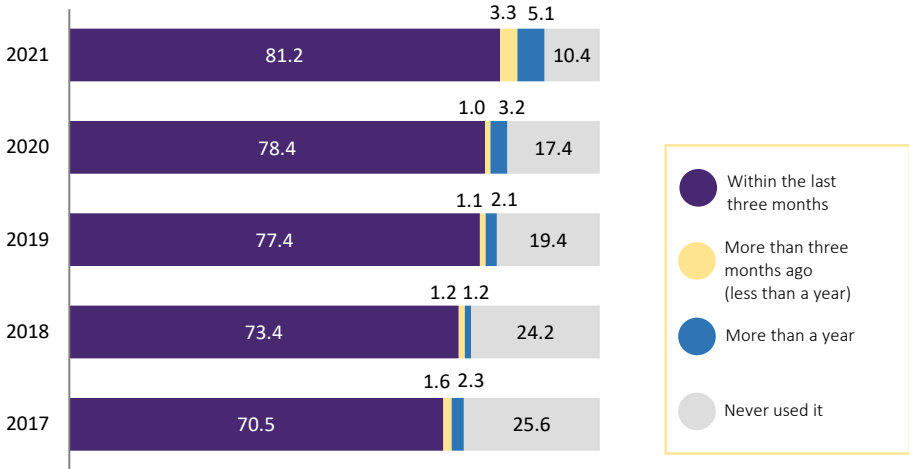
In Serbia, 81.2% of persons have used the Internet in the last three months, 3.3% of respondents used the Internet more than three months ago, and 5.1% more than one year ago. There were 10.4% of respondents that had never used the Internet.


The number of Internet users increased by 7.0%, 9.0% and 13.8% compared to 2020, 2019 and 2018, respectively.



The number of Internet users increased by **7%** compared to 2020.

Chart 1.20. When did you last use the Internet? (%)

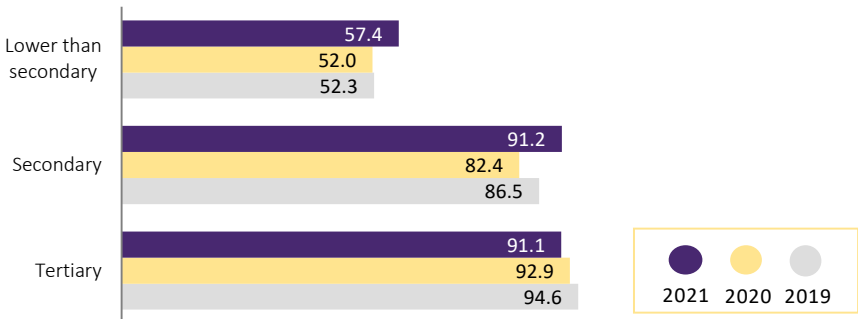


 More than **81%** of persons have used the Internet in the last three months.

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

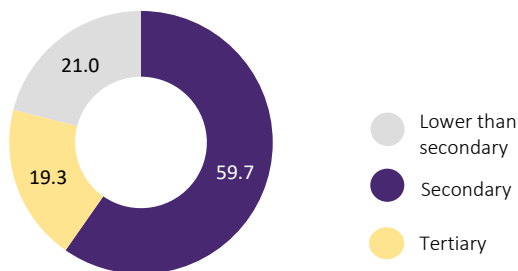
- 91.1% of persons with tertiary educational level;
- 91.2% of persons with secondary educational level;
- 57.4% of persons with lower than secondary educational level.

Chart 1.21. Share of Internet users (in the last three months), by educational level (%)



Among Internet users, 59.7% have secondary educational level, 21.0% lower than secondary educational level, and 19.3% tertiary educational level.

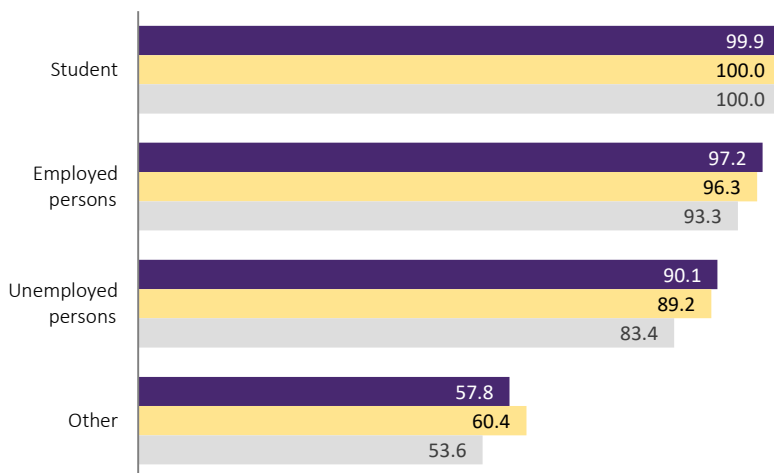
Chart 1.22. Educational structure of Internet users (%)



The share of Internet users (in the last three months), by employment status:

- 99.9% of students;
- 97.2% of employed persons;
- 90.1% of unemployed persons;
- 57.8% of others (retired persons, persons serving military service...).

Chart 1.23. Share of Internet users (in the last three months), by employment status (%)



More than **74%** of persons use the Internet every day or almost every day.

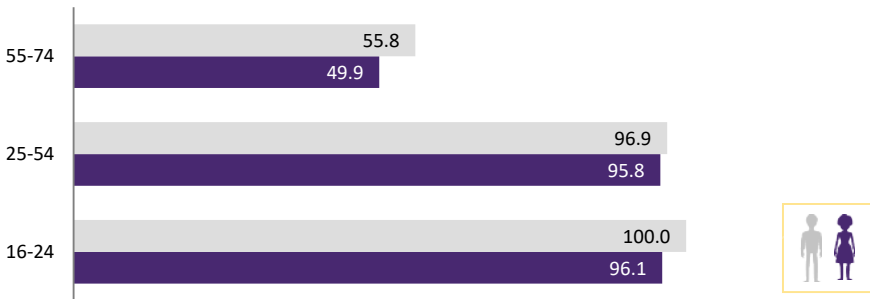
2021 2020 2019

When asked how often, on average, they have used the Internet in the last three months, 92.3% of respondents said: every day or almost every day.

Chart 1.24. How often, on average, have you used the Internet in the last three months? (%)



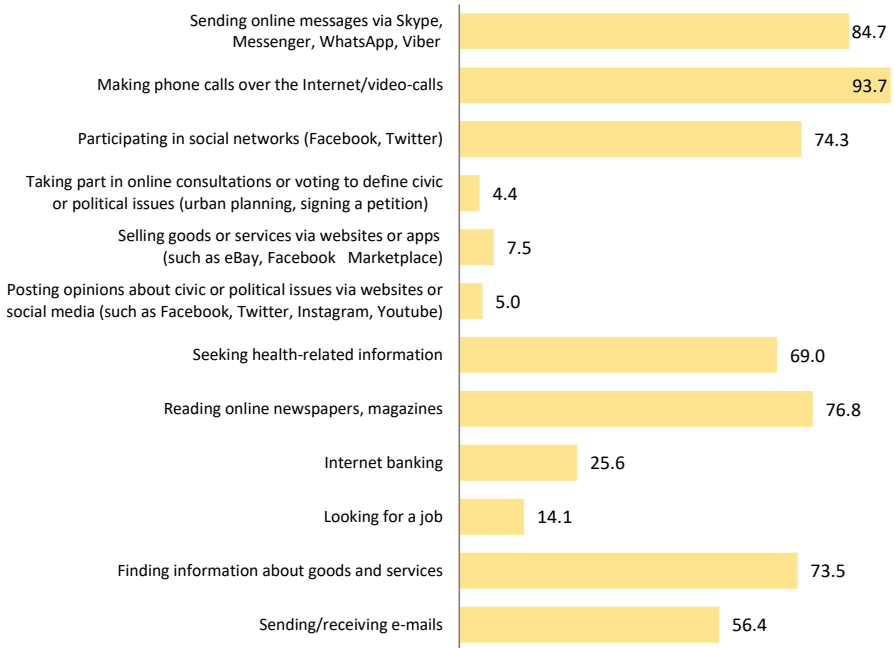
Chart 1.25. Use of the Internet (in the last three months), by sex and age (%)



The analysis of respondents by sex indicates that in the last three months 83.6% of men and 78.8% of women have used the Internet.

In the last three months the respondents have used the Internet mostly for sending online messages via *WhatsApp*, *Viber*, *Skype*, *Messenger* (84.7%), as well as for telephoning via the Internet/video-calls (93.7%).

Chart 1.26. Types of Internet use (for private purposes) in the last three months (%)



More than 74% of the Internet population has an account on social networks (*Facebook, Twitter*).

1.3.7. E-government

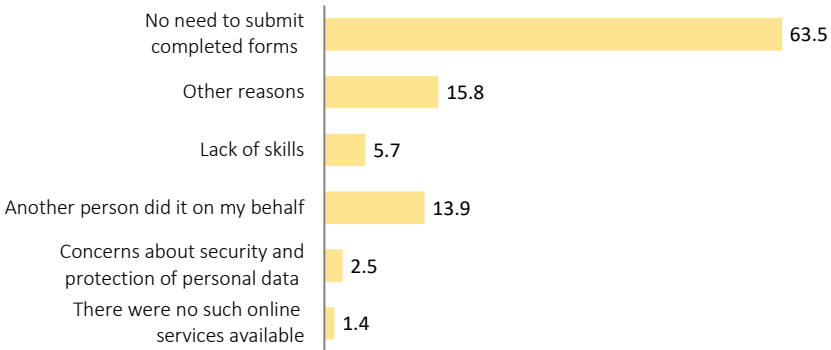
The survey indicates that 40.0% of Internet users use the Internet instead of personal contacts or visiting public institutions or public authorities.

Chart 1.27. For which of the following public authorities' services did you use the Internet? (%)



The survey indicates that 37.0% of Internet population used the Internet for obtaining information from public authorities' websites, and 26.0% for downloading official forms.

Chart 1.28. Reasons 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, 42.3% of users have bought/ordered goods/services in the last three months, 10.6% did it more than three months ago, and 8.2% more than a year ago.

Percentage of Internet users that have never bought/ordered goods or services over the Internet was 39%.

Chart 1.29. When did you last buy/order goods or services over the Internet (for private purposes)? (%)

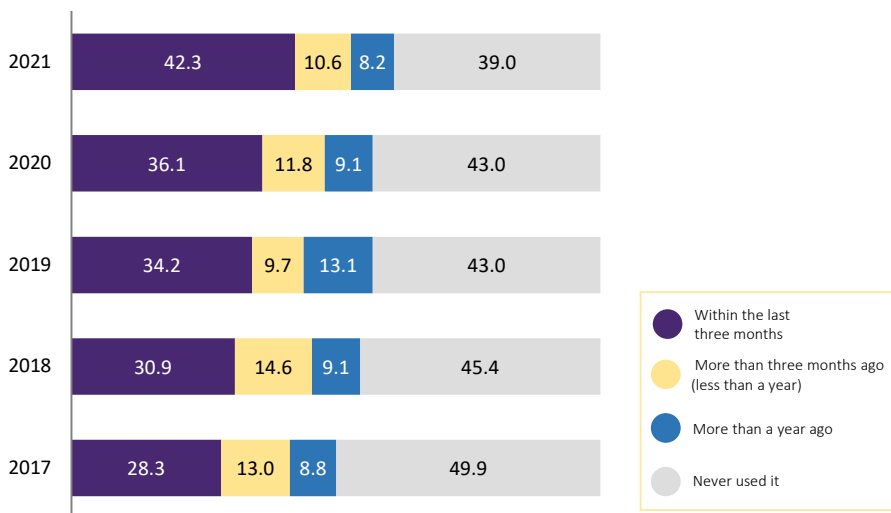
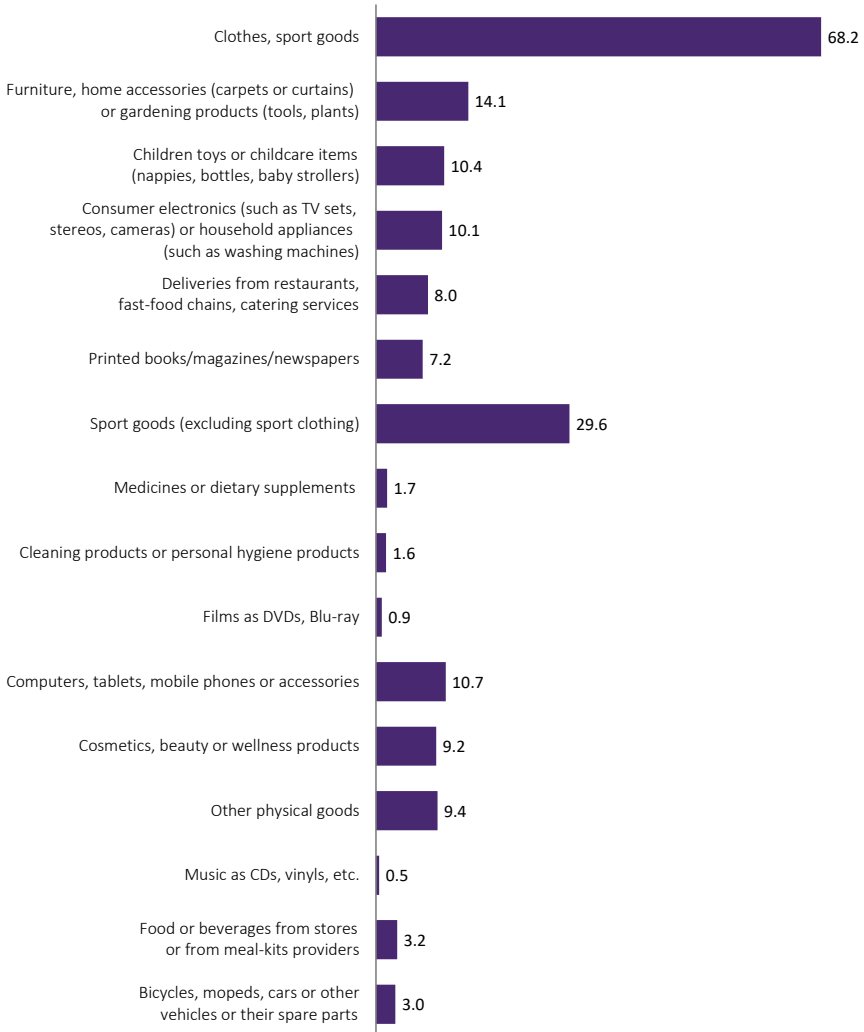


Chart 1.30. Which of the following goods or services have you ordered (for private purposes) over the Internet in the last three months? (%)



The largest number of users buy/order clothes and sports goods over the Internet (68.2%) and household goods (29.6%).

Chart 1.31. How often have you bought/ordered goods or services over the Internet for private purposes in the last three months? (%)

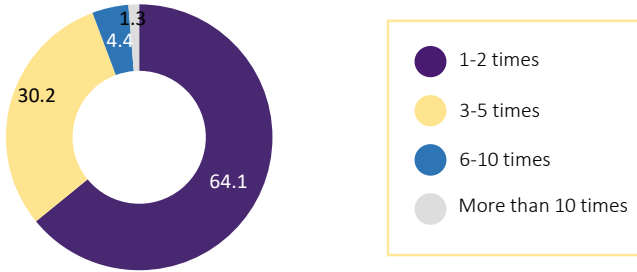
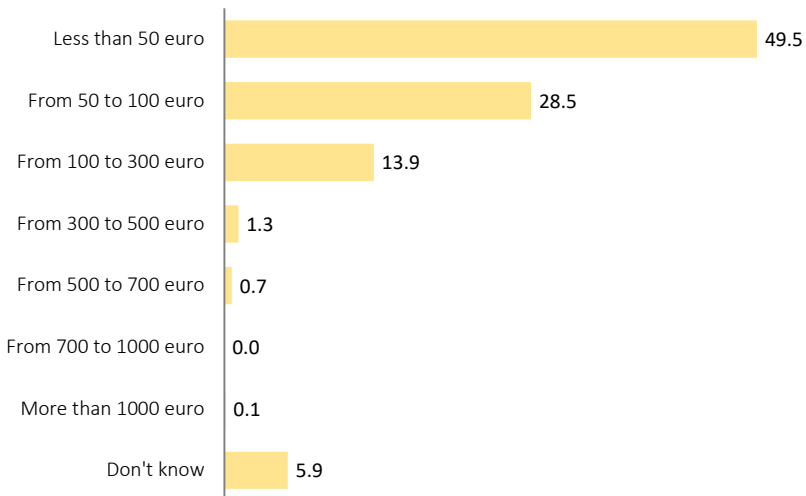


Chart 1.32. How much have you spent when buying/ordering goods or services over the Internet for private purposes in the last three months? (%)





PRESENTATION IN TABLES



1.4. Survey findings

MODULE 1.A: Access to information and communication technologies

%

Answer (households)	Income			Region				Type of household		Total
	Up to 300 euro	300–600 euro	More than 600 euro	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Urban	Other	

A1_N: Devices available in households (tick all that apply)

Desktop computer	48.7	83.7	95.4	94.7	72.2	69.1	70.9	82.4	67.2	76.7
Laptop	28.7	58.9	72.5	79.5	44.2	48.1	43.9	58.1	46.8	53.9
TV	98.8	98.0	98.7	98.4	98.6	99.8	96.4	98.3	98.4	98.4
Mobile phone	87.2	97.4	99.8	96.5	94.5	94.8	92.1	96.3	91.8	94.6

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

Yes	58.7	87.0	96.6	92.9	77.8	79.2	76.1	85.6	74.7	81.5
No	41.3	13.0	3.4	7.1	22.2	20.8	23.9	14.4	25.3	18.5

A2: Type of Internet connection (tick all that apply)¹⁾

Fixed broadband Internet connection	83.1	91.9	96.3	94.9	93.8	87.3	89.9	94.8	85.7	91.7
Mobile broadband Internet connection	65.6	72.9	76.8	76.7	71.6	73.3	70.7	73.4	73.0	73.3

¹⁾ The data refer to households that answered "Yes" in question A1.

MODULE 1.A: Access to information and communication technologies

%

Answer (households)	Income			Region				Type of household		Total
	Up to 300 euro	300–600 euro	More than 600 euro	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Urban	Other	

A3: What are the reasons for not having access to the Internet at home (tick all that apply)¹⁾

Have access to the Internet elsewhere	0.8	0.7	0.0	0.0	0.4	1.7	0.0	1.0	0.3	0.7
Don't need the Internet	78.4	80.2	85.8	71.2	82.9	82.2	78.4	80.8	79.7	80.3
Equipment costs too high	7.5	10.1	8.3	11.9	8.4	4.5	9.2	10.8	5.0	7.8
Access costs too high	10.6	14.3	37.6	28.8	11.1	12.9	8.5	14.5	11.2	12.8
Lack of skills	19.7	23.7	24.3	20.0	26.4	12.0	17.8	15.4	22.9	19.2
Privacy or security concerns	0.4	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.5	0.2
Broadband Internet not available	0.8	0.0	0.0	0.0	0.0	0.0	1.9	0.0	1.0	0.5
Internet service available, but does not suit the needs of our household (quality, speed)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
None of the above, other reasons	3.5	2.0	0.0	0.0	0.9	4.7	4.8	2.3	3.6	2.9

¹⁾The data refer to households that answered "No" in question A1.

MODULE B_N: Use of computers

Answer (individuals)	Age						Sex	
	16-24	25-34	35-44	45-54	55-64	65-74	Men	Women

B1_N: When was the last time

Within the last three months	95.2	96.9	93.2	82.6	55.7	31.4	78.8	70.9
More than three months ago (less than a year)	1.4	3.1	1.2	3.4	3.1	0.0	2.0	2.1
More than a year ago	3.4	0.0	4.6	7.1	7.4	9.6	5.3	5.7
Never used it	0.0	0.0	1.0	6.9	33.8	59.0	13.9	21.3

B2_N: How often, on average, have you

Every day or almost every day	94.1	98.6	86.7	86.5	74.5	53.4	87.0	85.5
At least once a week	3.6	1.1	9.6	10.5	9.8	10.1	7.1	7.2
At least once a month	2.2	0.3	3.7	3.0	15.5	35.4	6.0	7.1
Less than once a month	0.0	0.0	0.0	0.0	0.1	1.1	0.0	0.2

¹⁾The data refer to individuals who answered "Within the last three months" in question B1_N.

Educational level			Employment status				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		

you used a computer?

47.6	85.1	90.1	91.8	81.7	99.9	51.1	74.8	Within the last three months
1.7	2.7	0.7	2.0	2.3	0.0	2.2	2.1	More than three months ago (less than a year)
8.7	4.6	2.7	1.8	7.3	0.0	8.5	5.5	More than a year ago
42.0	7.6	6.5	4.4	8.8	0.1	38.2	17.6	Never used it

used a computer in the last three months?¹⁾

74.2	87.9	92.6	91.7	90.1	100.0	69.4	86.3	Every day or almost every day
11.9	6.7	4.1	6.0	8.0	0.0	10.0	7.1	At least once a week
13.5	5.4	3.3	2.3	1.8	0.0	20.3	6.5	At least once a month
0.4	0.0	0.0	0.0	0.1	0.0	0.3	0.1	Less than once a month

MODULE B: Use of the Internet

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 three months	98.1	97.0	97.4	94.7	70.4	33.9	83.6	78.8
More than three months ago (less than a year)	0.0	0.0	2.0	1.5	9.8	4.9	2.9	3.6
More than a year ago	1.9	3.0	0.6	0.8	5.8	18.2	4.7	5.5
Never used it	0.0	0.0	0.0	3.0	14.1	42.9	8.7	12.1
B2: How often, on average, have you								
Every day or almost every day	98.4	97.0	94.3	93.8	84.2	75.0	92.5	92.2
At least once a week	1.6	3.0	4.0	5.9	14.1	17.6	6.1	6.7
At least once a month	0.0	0.0	0.6	0.3	1.0	7.1	1.4	0.3
Less than once a month	0.0	0.0	1.2	0.0	0.7	0.3	0.0	0.8
B2.1: Did you use the Internet								
Yes	98.3	99.0	95.7	95.5	88.5	86.2	94.8	95.5
No	1.7	1.0	4.3	4.5	11.5	13.8	5.2	4.5
B3: Have you used any of the following devices to access								
Desktop computer	55.4	51.7	46.6	52.9	41.5	32.9	52.8	43.9
Laptop	37.8	42.6	30.6	35.0	27.1	23.5	36.6	31.0
Tablet	14.5	10.6	10.9	8.2	9.1	8.2	11.6	9.1
Mobile phone or smart phone	98.5	97.8	95.2	94.8	95.3	92.4	94.5	97.4
Other devices (smart TV, smart speakers, game consoles, e-book reader, smart watch)	12.6	12.0	7.8	7.5	6.6	3.9	10.8	6.7

¹⁾ The data refer to individuals who answered “Within the last three months” in question B1.

²⁾ The data refer to individuals who answered “Every day or almost every day” in question B2.

Educational level			Employment status				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		

use the Internet?

57.4	91.2	91.1	97.2	90.1	99.9	57.8	81.2	Within the last three months
4.4	2.3	4.4	1.9	2.9	0.1	5.3	3.3	More than three months ago (less than a year)
11.7	2.3	2.5	0.3	3.1	0.0	11.6	5.1	More than a year ago
26.4	4.2	2.0	0.6	3.9	0.0	25.3	10.4	Never used it

used the Internet in the last three months?¹⁾

88.8	92.9	94.6	96.0	92.0	100.0	85.2	92.3	Every day or almost every day
7.9	6.3	5.2	3.7	6.6	0.0	11.9	6.4	At least once a week
1.5	0.8	0.3	0.3	0.4	0.0	2.4	0.9	At least once a month
1.8	0.0	0.0	0.0	1.0	0.0	0.5	0.4	Less than once a month

several times during the day?²⁾

93.0	95.2	97.3	95.7	97.2	99.2	90.8	95.2	Yes
7.0	4.8	2.7	4.3	2.8	0.8	9.2	4.8	No

the Internet in the last three months?¹⁾

32.1	50.7	58.9	54.6	44.0	70.6	38.0	48.4	Desktop computer
19.3	32.2	54.8	40.5	23.7	61.7	27.5	33.8	Laptop
8.6	9.7	14.2	12.1	7.2	21.1	8.2	10.3	Tablet
95.8	95.8	96.7	96.3	95.3	100.0	95.2	95.9	Mobile phone or smart phone
4.2	9.0	13.2	11.9	6.3	21.1	3.5	8.8	Other devices (smart TV, smart speakers, game consoles, e-book reader, smart watch)

MODULE B: Use of the Internet

Answer (individuals)	Age						Sex	
	16-24	25-34	35-44	45-54	55-64	65-74	Men	Women
B4: For which of the following activities have you								
Sending/receiving e-mails	61.0	71.2	63.3	52.9	42.7	25.5	56.8	56.0
Making calls over the Internet/video calls	97.9	97.7	93.5	90.8	90.3	90.1	94.3	93.0
Participating in social networks (<i>Facebook, Twitter</i>)	96.2	92.3	76.3	66.5	55.7	37.8	74.0	74.6
Sending online messages via <i>WhatsApp, Viber, Skype, Messenger</i>	97.8	93.7	87.9	79.9	74.1	60.4	84.8	84.6
Reading online newspapers, magazines	55.9	79.4	82.2	82.4	80.5	71.0	75.6	78.0
Seeking health-related information	55.7	74.7	73.4	71.8	71.2	53.7	62.5	75.7
Finding information about goods and services	63.5	86.0	76.6	78.5	67.6	48.1	73.3	73.6
Expressing opinions about civic or political issues via websites or social media (such as <i>Facebook, Twitter, Instagram, You tube</i>)	7.4	7.9	4.2	4.5	2.1	2.3	4.5	5.5
Taking part in online consultations or voting to define civic or political issues (urban planning, signing a petition)	5.7	8.3	3.5	3.6	2.1	1.1	3.8	5.0
Looking for a job or sending a job application	13.1	25.5	20.5	9.4	3.6	1.4	14.6	13.6
Looking for a job or sending a job application online (such as <i>eBay, Facebook, Marketplace</i>)	4.3	12.3	9.4	8.3	3.2	1.8	9.5	5.4
Internet banking	20.3	31.3	32.7	24.8	20.1	12.2	23.4	27.8

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

Educational level			Employment status				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		

used the Internet for private purposes in the last three months?¹⁾ (tick all that apply)

26.7	58.2	83.4	68.6	54.7	84.3	32.8	56.4	Sending/receiving e-mails
92.1	93.6	95.8	96.0	90.3	95.5	93.2	93.7	Making calls over the Internet/video calls
64.5	76.6	77.8	76.8	75.8	98.3	63.2	74.3	Participating in social networks (<i>Facebook, Twitter</i>)
77.8	85.9	88.4	87.3	83.6	93.5	79.7	84.7	Sending online messages via <i>WhatsApp, Viber, Skype, Messenger</i>
60.0	79.9	85.6	84.0	77.6	63.5	67.8	76.8	Reading online newspapers, magazines
52.7	71.7	78.5	76.2	64.7	73.3	61.2	69.0	Seeking health-related information
50.2	78.2	84.3	83.1	72.6	81.5	57.5	73.5	Finding information about goods and services
2.0	4.7	9.0	6.2	3.8	9.6	3.3	5.0	Expressing opinions about civic or political issues via websites or social media (such as <i>Facebook, Twitter, Instagram, YouTube</i>)
0.0	4.1	10.0	5.7	2.7	12.2	2.4	4.4	Taking part in online consultations or voting to define civic or political issues (urban planning, signing a petition)
7.5	14.4	20.3	11.5	23.7	29.2	4.6	14.1	Looking for a job or sending a job application
3.8	7.8	10.4	11.0	6.6	10.4	2.1	7.5	Looking for a job or sending a job application online (such as <i>eBay, Facebook, Marketplace</i>)
8.7	22.9	52.1	39.1	15.7	38.9	11.6	25.6	Internet banking

MODULE B: Use of the Internet

Answer (individuals)	Age						Sex	
	16-24	25-34	35-44	45-54	55-64	65-74	Men	Women

B5: Which of the following learning activities have you performed over the Internet

Doing an online course	18.9	11.1	7.4	4.2	3.6	0.8	5.9	10.3
Finding online learning materials (audio-visual materials, online learning software, electronic textbooks...)	64.4	37.5	18.6	21.4	9.4	6.5	25.2	29.3

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

Educational level			Employment status				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		

for educational, private or professional purposes in the last three months?¹⁾

3.8	6.6	17.4	8.2	4.8	34.5	5.1	8.1	Doing an online course
19.4	25.3	41.6	28.7	17.1	77.8	23.7	27.2	Finding online learning materials (audio-visual materials, online learning software, electronic textbooks...)

MODULE C: Use of e-government

Answer (individuals)	Age						Sex	
	16-24	25-34	35-44	45-54	55-64	65-74	Men	Women

C1: Which of the following public authorities activities

Obtaining information from websites or apps	32.6	44.8	42.4	39.4	27.4	26.4	38.9	35.1
Downloading/printing official forms	19.0	36.7	27.8	28.7	18.5	17.5	26.3	25.7
Submitting completed forms online	18.4	26.1	22.5	22.6	15.6	12.3	20.1	21.2

C2: What were the reasons for not submitting completed forms

No need to submit completed forms	75.0	64.2	71.7	60.7	51.7	53.5	62.3	64.7
There were no such online services available	0.7	5.1	0.0	1.2	0.6	0.7	1.9	0.9
Lack of skills	0.8	3.6	2.0	4.9	13.8	12.0	4.4	7.0
Concerns about security and protection of personal data	1.6	4.7	1.5	2.1	3.6	1.0	2.4	2.7
Another person did it on my behalf	6.7	9.0	7.8	16.8	24.6	21.6	13.4	14.5
Other reasons	15.1	14.1	17.0	18.5	13.8	15.6	18.0	13.5

¹⁾ The data refer to individuals who answered "Within the last three months" or "More than three months ago (less than a year)" in question B1.

²⁾ The data refer to individuals who answered "Submitting completed forms" in question C1 ".

Educational level			Employment status				Total	Одговор (лица)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		

have you used the Internet in the last 12 months for private purposes?¹⁾ (tick all that apply)

15.2	36.1	64.3	47.9	28.9	54.4	25.5	37.0	Obtaining information from websites or apps
5.8	25.1	51.4	38.5	17.5	34.8	14.3	26.0	Downloading/printing official forms
5.5	18.3	44.5	32.7	11.9	32.1	9.2	20.6	Submitting completed forms online

to public authorities over the Internet, for private purposes in the last 12 months?²⁾

69.0	62.1	59.1	67.3	59.5	73.2	61.6	63.5	No need to submit completed forms
0.0	1.4	4.1	1.1	2.5	1.9	0.5	1.4	There were no such online services available
7.2	4.2	9.4	4.5	3.6	2.6	9.5	5.7	Lack of skills
1.6	2.6	4.1	3.3	2.1	2.4	2.2	2.5	Concerns about security and protection of personal data
9.5	15.2	16.5	10.4	15.3	8.7	17.2	13.9	Another person did it on my behalf
15.4	16.6	13.0	16.1	18.9	11.5	13.3	15.8	Other reasons

MODULE D: E-commerce¹⁾

Answer (individuals)	Age						Sex	
	16-24	25-34	35-44	45-54	55-64	65-74	Men	Women

D1: When did you last buy or order

Within the last three months	54.4	50.1	53.1	39.4	24.4	18.1	39.4	45.2
More than three months ago (less than a year)	18.0	17.0	9.4	7.1	6.2	4.7	10.2	11.1
More than a year ago	5.3	11.1	6.1	9.3	9.1	6.8	10.0	6.3
Never	22.3	21.9	31.5	44.2	60.2	70.4	40.4	37.5

D2: What types of goods and services have you ordered/bought via

Clothes, sport goods	74.6	69.0	72.5	70.0	44.3	54.2	61.0	74.6
Sport goods (excluding sport clothing)	23.5	29.3	37.7	33.0	17.6	14.7	33.7	26.0
Children toys or childcare items (nappies, bottles, baby strollers)	0.0	19.6	12.3	9.2	6.3	9.6	9.1	11.6
Furniture, home accessories (carpets or curtains) or gardening products	5.4	11.6	19.5	11.9	20.5	27.1	14.8	13.6
Music as CDs, vinyls, etc.	0.0	0.0	1.7	0.0	0.0	1.0	0.7	0.3
Films as DVDs, Blu-ray	1.5	0.0	1.7	0.7	0.0	0.0	0.9	0.8
Printed books/magazines/newspapers	10.3	4.6	6.8	8.3	7.3	3.7	7.0	7.3
Computers, tablets, mobile phones or accessories	11.9	15.8	6.7	8.0	12.8	11.9	16.0	5.9
Consumer electronic (TV sets, stereos, cameras) or household appliances (such as washing machines)	6.6	11.5	9.9	7.5	15.2	21.2	14.0	6.7
Medicines or dietary supplements	0.0	0.8	0.0	4.0	4.0	11.3	1.3	2.0
Deliveries from restaurants, fast-food chains, catering services	12.6	5.5	9.7	6.8	4.2	2.5	9.2	6.9
Food or beverages from stores or from meat-kits providers	5.7	1.7	1.8	4.1	4.0	4.6	2.8	3.6
Cosmetics, beauty or wellness products	7.3	12.1	9.1	8.0	10.7	3.6	5.3	12.7
Cleaning products or personal hygiene products	0.0	1.0	1.4	1.2	6.4	2.9	0.9	2.2
Bicycles, mopeds or other vehicles or spare parts	1.8	5.3	2.0	2.4	3.5	3.8	3.7	2.3
Other physical goods	6.3	9.2	9.2	10.9	13.4	9.4	11.9	7.2

¹⁾ The data refer to individuals who answered "Within the last three months" or "More than three months ago (less than a year)" in question B1.

²⁾ The data refer to individuals who answered "Within the last three months" in question D1.

Educational level			Employment status				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		

goods or services over the Internet for private purposes? ¹⁾

28.9	44.7	50.0	49.7	40.8	66.8	27.6	42.3	Within the last three months
8.4	10.2	14.4	11.0	10.3	12.4	10.0	10.6	More than three months ago (less than a year)
6.5	8.3	9.5	7.8	7.7	14.8	7.7	8.2	More than a year ago
56.2	36.8	26.1	31.5	41.2	6.1	54.7	39.0	Never

website or apps for private purposes in the last three months? (tick all that apply)²⁾

74.9	68.2	64.1	68.3	69.8	89.2	54.7	68.2	Clothes, sport goods
9.5	33.8	31.4	35.0	27.8	26.3	20.0	29.6	Sport goods (excluding sport clothing)
1.6	12.4	10.8	14.3	11.8	0.0	3.7	10.4	Children toys or childcare items (nappies, bottles, baby strollers)
13.4	12.3	19.5	12.8	19.5	5.4	14.3	14.1	Furniture, home accessories (carpets or curtains) or gardening products
0.0	0.8	0.0	1.0	0.0	0.0	0.2	0.5	Music as CDs, vinyls, etc.
0.0	1.4	0.0	1.3	0.0	2.8	0.0	0.9	Films as DVDs, Blu-ray
0.0	7.5	10.7	7.8	3.5	18.7	4.8	7.2	Printed books/magazines/newspapers
8.2	9.8	14.6	13.8	4.5	7.0	13.4	10.7	Computers, tablets, mobile phones or accessories
7.0	9.3	14.2	9.7	10.9	0.0	15.3	10.1	Consumer electronic (TV sets, stereos, cameras) or household appliances (such as washing machines)
0.8	1.2	3.7	1.8	1.1	0.0	3.1	1.7	Medicines or dietary supplements
4.3	7.3	12.1	10.1	3.7	15.4	4.7	8.0	Deliveries from restaurants, fast-food chains, catering services
1.6	3.4	3.9	3.3	2.0	6.1	3.5	3.2	Food or beverages from stores or from meat-kits providers
2.9	9.4	12.8	11.1	6.3	21.5	2.3	9.2	Cosmetics, beauty or wellness products
2.7	1.1	2.0	1.2	1.4	0.0	3.7	1.6	Cleaning products or personal hygiene products
0.0	4.0	2.0	2.8	2.9	1.5	4.4	3.0	Bicycles, mopeds or other vehicles or spare parts
4.6	11.0	8.2	10.4	7.7	5.2	11.5	9.4	Other physical goods

MODULE D: E-commerce¹⁾

Answer (individuals)	Age						Sex	
	16-24	25-34	35-44	45-54	55-64	65-74	Men	Women
D3: From whom have you bought the mentioned goods via								
National sellers	99.3	96.3	99.3	98,0	98,0	99.6	97.5	98.9
Sellers in EU countries	7.2	9.2	4.0	4.5	8.5	6.3	7.2	5.6
Sellers from the rest of the world	12.3	9.9	6.8	8.2	6.3	4.4	11.3	6.2
Country of sellers is not known	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
D4: Did you buy any of the mentioned goods from private persons								
Yes	31.2	41.1	31.0	39.8	36.5	17.8	40.3	30.3
No	68.8	58.9	69.0	60.2	63.5	82.2	59.7	69.7
D5: Have you bought or subscribed to any of the following via a website or app for private purposes								
Music as a streaming service or downloads	7.6	3.5	0.9	3.1	0.7	1.3	3.7	2.6
Films or series as a streaming service or downloads	17.5	11.2	3.3	2.6	2.7	3.1	8.4	6.5
E-books, online magazines or online newspapers	6.7	2.3	3.8	2.0	1.0	2.3	2.7	3.9
Games online as downloads for smart phones, tablets, computers or consoles	15.7	7.5	5.4	3.6	1.1	4.0	10.0	4.2
Computer or other software as downloads, including upgrades	2.7	1.8	3.7	0.0	0.0	1.3	3.7	0.4
Apps related to health or fitness (excluding free apps)	3.0	1.0	1.4	0.0	0.7	1.1	1.4	1.1
Other apps (related learning languages, travelling, weather), excluding free apps	3.0	0.6	1.2	1.0	3.0	0.4	2.9	0.2
Didn't buy or subscribe to any of the above	64.4	83.2	88.6	88.7	92.5	91.7	81.4	85.5
D6: Have you bought or subscribed to any of the following via a website								
Tickets for sport events	3.4	0.0	2.1	2.7	0.0	1.2	2.8	0.8
Tickets for cultural or other events	3.3	0.0	1.5	3.3	0.4	0.9	2.3	1.1
Subscription to the Internet or mobile phone connections	3.9	4.7	2.3	3.7	6.4	3.6	2.3	5.2

¹⁾ The data refer to individuals who answered "Within the last three months" or "More than three months ago (less than a year)" in question B1.

²⁾ The data refer to individuals who answered "Yes" to any of the options in question D2.

³⁾ The data refer to individuals who answered "Within the last three months" in question D1.

Educational level			Employment status				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		
website of app in the last three months)²⁾								
100.0	99.2	94.8	96.9	99.0	100.0	99.9	98.3	National sellers
0.0	4.6	15.2	9.6	2.9	7.9	2.2	6.4	Sellers in EU countries
6.3	7.1	14.2	10.2	5.7	13.2	6.4	8.6	Sellers from the rest of the world
0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Country of sellers is not known
via a website or app (on eBay, Facebook, Marketplace)?²⁾								
24.4	36.6	37.7	42.3	27.0	40.7	24.7	35.0	Yes
75.6	63.4	62.3	57.7	73.0	59.3	75.3	65.0	No
in the last 3 months multimedia content? (tick all that apply)³⁾								
2.4	3.0	3.9	2.9	1.1	6.1	4.9	3.1	Music as a streaming service or downloads
13.1	5.1	10.0	6.6	3.3	25.3	6.2	7.4	Films or series as a streaming service or downloads
0.0	3.9	3.8	2.4	2.6	11.5	2.5	3.3	E-books, online magazines or online newspapers
6.9	7.1	6.5	4.8	3.9	19.5	10.2	6.9	Games online as downloads for smart phones, tablets, computers or consoles
0.0	1.9	3.3	1.3	1.8	6.8	1.4	2.0	Computer or other software as downloads, including upgrades
0.0	1.0	2.6	0.8	0.6	0.6	3.8	1.3	Apps related to health or fitness (excluding free apps)
0.0	1.1	3.6	1.7	0.2	0.6	3.5	1.5	Other apps (related learning languages, travelling, weather), excluding free apps
82.0	86.8	75.9	83.8	92.7	60.6	81.6	83.6	Didn't buy or subscribe to any of the above
or app for private purposes in the last three months? (tick all that apply)³⁾								
2.4	2.0	0.7	2.3	0.0	6.5	0.2	1.7	Tickets for sport events
2.5	1.1	2.7	1.9	1.0	4.3	0.8	1.7	Tickets for cultural or other events
4.8	3.1	5.2	4.9	2.0	2.3	4.4	3.8	Subscription to the Internet or mobile phone connections

MODULE D: E-commerce¹⁾

Answer (individuals)	Age						Sex	
	16-24	25-34	35-44	45-54	55-64	65-74	Men	Women
Subscription to electricity, water or heating supply, waste disposal or similar services	0.9	1.6	1.9	4.1	2.8	6.2	1.8	2,7
Household services (such as cleaning, baby sitting, repair work, gardening) (also when bought from private persons, e.g. <i>Facebook Marketplace</i>)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Didn't buy or subscribe to any of the above	91.7	93.7	95.2	87.7	91.4	91.5	92.0	92.6

D8: Have you bought any transport service via a website or app

Enterprises for transport by bus, train, taxi (e.g. <i>UBER</i>)	7.7	2.5	5.4	7.5	4.0	7.2	7.4	3.8
A private person	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Never bought any transport service	92.3	97.5	94.6	92.5	96.0	92.8	92.6	96.2

D9: Did you rent accommodation via a website or app

Enterprises such as hotels or travel agencies	4.8	6.8	4.7	5.9	3.0	4.9	7.3	3.4
A private person (such as <i>Airbnb</i>)	4.7	1.9	2.3	0.5	0.0	0.0	2.2	1.8
Didn't rent accommodation via a website or app	93.1	91.3	93.0	93.7	97.0	95.1	91.0	95.2

D11: How many times have you bought goods or services

1-2 times	64.4	54.0	69.4	65.6	67.4	67.6	65.8	62.6
3-5 times	30.1	36.9	27.2	28.1	28.3	28.1	28.6	31.6
6-10 times	4.0	6.3	2.8	5.4	3.9	3.0	5.2	3.8
More than 10 times	1.5	2.8	0.6	0.8	0.4	1.3	0.4	2.0

¹⁾ The data refer to individuals who answered "Within the last three months" or "More than three months ago (less than a year)" in question B1.

²⁾ The data refer to individuals who answered "Within the last three months" in question D1.

Educational level			Employment status				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		
0.0	1.5	5.9	4.2	0.0	1.7	0.9	2.3	Subscription to electricity, water or heating supply, waste disposal or similar services
0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Household services (such as cleaning, baby sitting, repair work, gardening) (also when bought from private persons, e.g. <i>Facebook Marketplace</i>)
90.4	93.8	89.5	89.3	97.0	91.2	94.0	92.3	Didn't buy or subscribe to any of the above

for private purposes in the last three months from? (tick all that apply) ²⁾

9.2	3.2	9.4	8.0	1.9	12.4	0.5	5.5	Enterprises for transport by bus, train, taxi (e.g. <i>UBER</i>)
0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	A private person
90.8	96.8	90.6	92.0	98.1	87.6	99.5	94.5	Never bought any transport service

for private purposes in the last three months from? (tick all that apply) ²⁾

4,9	3.7	9.7	6.9	3.6	9.9	1.1	5.3	Enterprises such as hotels or travel agencies
0.0	2.3	2.6	3.0	0.2	6.0	0.0	2.0	A private person (such as <i>Airbnb</i>)
95.1	94.8	87.7	90.7	96.2	86.8	98.9	93.2	Didn't rent accommodation via a website or app

for private purposes in the last three months²⁾

74.7	64.3	56.7	59.0	70.9	74.1	62.3	64.1	1-2 times
25.3	29.4	35.5	34.2	25.5	13.7	35.3	30.2	3-5 times
0.0	4.6	6.7	5.8	2.3	9.4	1.2	4.4	6-10 times
0.0	1.6	1.1	1.0	1.3	2.8	1.1	1.3	More than 10 times

MODULE D: E-commerce

Answer (individuals)	Age						Sex	
	16-24	25-34	35-44	45-54	55-64	65-74	Men	Women

D12: How much money have you spent on purchases

Less than 50 euro	55.4	42.6	48.2	55.2	48.6	44.3	45.1	53.4
From 50 to 100 euro	23.8	24.1	35.6	26.0	27.2	41.7	26.9	29.9
From 100 to 300 euro	12.2	24.0	10.7	9.9	12.5	9.6	18.3	10.1
From 300 to 500 euro	1.3	1.3	0.6	2.3	1.2	2.7	1.0	1.7
From 500 to 700 euro	0.0	1.0	0.4	0.5	3.1	0.4	0.8	0.7
From 700 to 1000 euro	0.0	0.0	0.0	0.0	0.4	0.0	0.0	0.1
More than 1000 euro	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.1
Don't know	7.4	7.0	4.5	5.6	6.9	1.3	8.0	4.1

D13: Have you encountered any of the following problems when buying via a website or

Website was difficult to use or worked unsatisfactorily (complicated, confusing)	0.0	5.0	0.0	2.7	0.4	0.0	1.1	2.2
Difficulties in finding information concerning guarantees or other legal rights	0.0	7.6	0.0	0.3	0.4	1.2	1.7	2.0
Speed or delivery slower than indicated	10.5	10.6	7.5	6.4	7.1	5.4	7.7	9.1
Final costs higher than indicated (e.g. unexpected transaction fees)	0.0	0.0	0.0	0.7	0.0	1.8	0.4	0.0
Wrong or damaged goods/services delivered	5.0	8.1	2.3	4.6	6.7	9.1	4.7	5.6
Problems with fraud encountered (e.g. no goods/services received at all, misuse of credit card details, etc.)	0.0	1.8	1.2	0.3	0.0	0.4	0.9	0.7
Complaints and redress were difficult or no satisfactory response after complaint	0.0	1.8	0.0	0.9	0.0	0.9	0.8	0.4
Foreign retailer did not sell in my country	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other	4.7	1.7	1.5	1.2	2.4	1.5	1.7	2.6
I have not encountered any problem	82.7	78.1	88.5	86.4	84.4	82.6	85.6	82.8

¹⁾ The data refer to individuals who answered "Within the last three months" in question D1.

Educational level			Employment status				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		

for private purposes in the last three months? (tick all that apply)¹⁾

65.3	49.5	39.1	46.7	54.8	53.6	46.8	49.5	Less than 50 euro
16.3	29.5	33.7	29.9	24.2	26.0	32.3	28.5	From 50 to 100 euro
16.8	12.2	16.8	14.6	13.1	11.0	14.8	13.9	From 100 to 300 euro
0.0	1.6	1.5	1.7	1.8	0.0	0.5	1.3	From 300 to 500 euro
0.0	0.4	2.3	1.5	0.0	0.0	0.2	0.7	From 500 to 700 euro
0.0	0.0	0.2	0.1	0.0	0.0	0.0	0.0	From 700 to 1000 euro
0.0	0.0	0.3	0.1	0.0	0.0	0.0	0.1	More than 1000 euro
1.6	6.8	6.2	5.3	6.1	9.4	5.4	5.9	Don't know

app for private purposes in the last three months? (tick all that apply)¹⁾

8.4	0.6	0.2	1.6	3.4	0.0	0.0	1.7	Website was difficult to use or worked unsatisfactorily (complicated, confusing)
6.0	1.3	0.4	1.1	5.0	0.0	0.0	1.8	Difficulties in finding information concerning guarantees or other legal rights
7.2	8.0	10.3	9.6	7.8	7.1	7.0	8.4	Speed or delivery slower than indicated
0.0	0.3	0.0	0.0	0.5	0.0	0.3	0.2	Final costs higher than indicated (e.g. unexpected transaction fees)
16.4	3.1	3.6	4.9	5.3	6.9	4.8	5.2	Wrong or damaged goods/services delivered
0.0	1.2	0.3	0.5	2.2	0.0	0.1	0.8	Problems with fraud encountered (e.g. no goods/services received at all, misuse of credit card details, etc.)
0.0	0.8	0.4	1.0	0.0	0.0	0.8	0.6	Complaints and redress were difficult or no satisfactory response after complaint
0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Foreign retailer did not sell in my country
0.0	2.0	3.9	2.3	1.8	2.7	2.1	2.2	Other
76.6	86.1	83.8	84.1	82.4	86.0	85.7	84.1	I have not encountered any problem

MODULE D: E-commerce¹⁾

Answer (individuals)	Age						Sex	
	16-24	25-34	35-44	45-54	55-64	65-74	Men	Women

D14: Have you carried out any of the following activities via a website or app

Buy insurance policies, including travel insurance, also as a package with another service, e.g. with plane ticket	0.0	0.0	0.2	1.3	0.3	0.5	0.6	0.1
Take a loan, mortgage or credit from banks or other financial providers	0.0	0.0	0.0	0.3	0.0	0.0	0.1	0.0
Buy or sell shares, bonds, units of funds or other financial assets	0.0	0.0	0.0	0.1	0.0	0.3	0.0	0.1
I have not carried out any of the above	100.0	100.0	99.8	98.3	99.7	99.2	99.3	99.8

D15: What were the reasons for not buying/ordering goods or services for private purposes

Prefer to shop in person, like to see product, loyalty to shops, force of habit	45.3	34.6	47.4	36.3	49.1	38.8	38.6	45.8
Difficulties of ordering online (concerns about sufficiency of skills)	0.0	0.0	0.7	0.6	3.3	3.9	1.1	1.6
Concerns about costs of delivery of goods	1.5	2.5	0.0	3.7	0.0	0.5	2.1	0.7
Concerns about reliability or speed of delivery	0.0	0.0	0.0	2.0	0.3	2.2	1.1	0.3
Payment security or privacy concerns	0.0	1.2	0.0	3.0	0.7	1.5	1.4	0.9
Concerns about returning goods, complaints/reimbursement	1.7	1.2	1.7	2.2	1.2	0.6	1.3	1.7
Foreign retailer did not sell in the Republic of Serbia	0.0	1.7	0.0	0.6	0.1	0.9	0.1	1.0
There was no need to buy online in the last 3 months	3.9	4.7	0.6	2.8	2.9	2.5	3.3	2.2
Other	25.5	42.9	37.8	36.0	25.9	28.5	35.4	31.3

¹⁾ The data refer to individuals who answered "Within the last three months" or "More than three months ago (less than a year)" in question B1.

²⁾ The data refer to individuals who answered "Within the last three months" in question B1.

³⁾ The data refer to individuals who answered "More than three months ago (less than a year)", "More than a year ago" or "Never" in question D1 or "Within the last three months" in question B1.

Educational level			Employment status				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		

for private purposes in the last three months? (tick all that apply)²⁾

0.7	0.2	0.5	0.8	0.0	0.0	0.3	0.4	Buy insurance policies, including travel insurance, also as a package with another service, e.g. with plane ticket
0.0	0.0	0.3	0.2	0.0	0.0	0.0	0.1	Take a loan, mortgage or credit from banks or other financial providers
0.0	0.0	0.1	0.1	0.0	0.0	0.1	0.0	Buy or sell shares, bonds, units of funds or other financial assets
99.3	99.8	99.0	99.0	100.0	100.0	99.7	99.5	I have not carried out any of the above

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

49.6	39.2	39.6	38.1	48.3	27.4	42.3	42.0	Prefer to shop in person, like to see product, loyalty to shops, force of habit
2.5	1.1	0.1	1.0	0.1	0.0	2.8	1.3	Difficulties of ordering online (concerns about sufficiency of skills)
0.0	2.3	1.0	1.7	2.2	0.0	0.8	1.5	Concerns about costs of delivery of goods
0.0	1.2	0.4	1.1	0.2	0.0	0.9	0.7	Concerns about reliability or speed of delivery
1.5	0.8	1.8	2.5	0.2	0.0	0.7	1.2	Payment security or privacy concerns
0.0	2.4	0.7	2.4	0.9	0.0	1.2	1.5	Concerns about returning goods, complaints/reimbursement
0.0	0.7	0.7	1.3	0.0	0.0	0.3	0.5	Foreign retailer did not sell in the Republic of Serbia
1.5	3.4	2.8	2.1	1.9	5.1	4.1	2.8	There was no need to buy online in the last 3 months
26.7	35.5	37.3	37.4	35.4	48.4	25.8	33.5	Other

MODULE E: E-skills¹⁾

Answer (individuals)	Age						Sex	
	16–24	25–34	35–44	45–54	55–64	65–74	Men	Women

E1: Which of the following activities have you carried

Copying or moving files (e.g. documents, data images, videos) between devices (e.g. via e-mails, <i>Messenger</i> , <i>WhatsApp</i> , <i>USB</i> , cable) or on the cloud	99.3	97.8	87.3	69.6	37.8	18.1	78.2	71.2
Downloading or installing software or apps	92.9	77.8	63.6	52.3	34.5	19.3	64.5	56.6
Changing settings or software, app or device (e.g. adjusting software, colour, contrast)	68.3	42.1	44.2	29.9	17.9	8.6	39.3	36.0

E2: Which of the following activities have you carried out

Using word processing software	99.4	95.2	63.0	42.0	29.0	18.0	64.2	59.1
Creating files (e.g. documents, images, video) incorporating several elements, e.g. text, image, table, table, chart, animation	63.7	36.5	29.5	24.8	11.7	7.3	30.1	30.9
Using spreadsheet	50.5	42.4	28.7	21.8	14.1	6.6	30.9	27.6
Using advanced features of spreadsheet software (functions, formulas, macros) ²⁾	34.5	35.6	31.4	33.9	38.1	36.5	33.5	35.3
Editing photos, video or audio files	52.5	33.4	17.4	18.0	12.7	9.1	24.0	24.8
Writing code in a programming language	5.3	3.5	1.5	0.7	0.9	0.5	3.1	1.1

E3: Have you seen information or content (e.g. videos, images) that you considered untrue or doubtful

Yes	56.3	70.6	64.8	65.0	56.1	49.9	64.4	60.2
No	43.7	29.4	35.2	35.0	43.9	50.1	35.6	39.8

¹⁾ The data refer to individuals who answered “Within the last three months” in question B1“.

²⁾ The data refer to individuals who answered “Yes” in question E2c).

Educational level			Employment status				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		

out in the last three months? (tick all that apply)

60.6	76.7	84.3	83.1	80.1	100.0	50.2	74.8	Copying or moving files (e.g. documents, data images, videos) between devices (e.g. via e-mails, Messenger, WhatsApp, USB, cable) or on the cloud
47.8	60.7	74.1	66.7	58.2	98.2	44.6	60.6	Downloading or installing software or apps
32.3	36.2	48.4	42.4	33.9	71.5	26.4	37.7	Changing settings or software, app or device (e.g. adjusting software, colour, contrast)

in the last three months?

43.9	62.2	79.6	72.3	55.7	100.0	42.5	61.7	Using word processing software
23.3	25.4	54.1	40.6	16.6	70.4	19.9	30.5	Creating files (e.g. documents, images, video) incorporating several elements, e.g. text, image, table, chart, animation
16.4	26.1	53.0	41.2	15.9	61.3	17.1	29.3	Using spreadsheet
19.5	35.1	38.1	36.1	35.8	28.6	31.2	34.3	Using advanced features of spreadsheet software (functions, formulas, macros) ²⁾
20.0	21.6	38.0	27.1	20.5	40.3	20.5	24.4	Editing photos, video or audio files
0.0	1.9	5.2	3.5	0.0	3.9	1.8	2.1	Writing code in a programming language

on Internet news sites or social medias (e.g. Facebook, Instagram, YouTube, Twitter) in the last three months?

43.2	64.9	75.1	66.8	61.9	78.2	52.2	62.3	Yes
56.8	35.1	24.9	33.2	38.1	21.8	47.8	37.7	No

MODULE E: E-skills¹⁾

Answer (individuals)	Age						Sex	
	16–24	25–34	35–44	45–54	55–64	65–74	Men	Women
E4: Have you checked the truthfulness of information or content you found on the Internet								
Yes	39.8	29.0	21.2	22.4	22.4	18.1	28.4	22.6
No	60.2	71.0	78.8	77.6	77.6	81.9	71.6	77.4
E5: How did you check the truthfulness of information or content								
Checking the source or finding other information on the Internet (e.g. other news sites, Wikipedia)	93.4	84.8	88.5	79.0	82.8	78.9	84.3	87.6
Following or participating in discussion on the Internet regarding the information	27.4	17.3	9.5	19.0	13.1	28.6	23.2	11.0
Discussing the information offline with other persons or using sources not on the Internet	14.6	18.8	32.1	25.5	24.0	42.1	26.5	19.0
E6: Why did you not check the truthfulness of information								
You already knew that information, content or source was not reliable	63.2	81.0	59.3	60.2	56.2	58.4	62.6	65.4
Lack of skills or knowledge (e.g. did not know how to check information on the Internet or it was too complicated to do)	2.2	4.0	2.6	7.6	14.3	22.7	3.9	10.1
Other reasons	34.6	19.8	40.0	36.1	32.2	25.1	34.6	29.7

¹⁾ The data refer to individuals who answered “Within the last three months” in question B1.

²⁾ The data refer to individuals who answered “Yes” in question E3.

³⁾ The data refer to individuals who answered “Yes” in question E4.

⁴⁾ The data refer to individuals who answered “No” in question E4.

Educational level			Employment status				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		
news sites or social medias in the last three months?²⁾								
22.2	24.6	30.5	26.4	25.1	47.3	17.3	25.6	Yes
77.8	75.4	69.5	73.6	74.9	52.7	82.7	74.4	No
found on the Internet?³⁾								
92.3	84.3	85.7	88.0	85.8	84.6	79.5	85.7	Checking the source or finding other information on the Internet (e.g. other news sites, Wikipedia)
24.8	15.4	20.7	18.2	15.9	8.3	31.1	18.1	Following or participating in discussion on the Internet regarding the information
11.1	23.9	27.7	22.1	25.2	22.6	24.7	23.4	Discussing the information offline with other persons or using sources not on the Internet
or content found on the Internet?⁴⁾								
55.5	64.1	69.7	69.8	58.3	77.1	57.1	64.0	You already knew that information, content or source was not reliable
22.5	5.0	1.7	2.3	7.1	4.3	15.8	7.0	Lack of skills or knowledge (e.g. did not know how to check information on the Internet or it was too complicated to do)
33.3	32.6	30.2	29.4	40.6	18.6	30.8	32.2	Other reasons

MODULE F: Privacy and protection of personal data¹⁾

Answer (individuals)	Age						Sex	
	16-24	25-34	35-44	45-54	55-64	65-74	Men	Women
F1: Have you carried out any of the following to manage access to your personal data (e.g. name, date of								
Read privacy policy statements before providing personal data	41.6	41.9	34.3	27.4	21.4	14.5	30.7	33.3
Restricted or refused access to your geographical location	53.9	54.4	35.3	26.9	20.0	10.5	34.8	36.9
Restricting access to profile or content on social network sites or shared online storage	54.9	45.9	32.6	25.1	15.8	7.0	27.2	37.8
Refused allowing the use of personal data for advertising purposes	35.8	38.4	27.4	21.8	12.9	8.9	23.2	28.9
Checked that the website where you provided personal data was secure (e.g. <i>https</i> website, safety logo or certificate)	7.2	12.2	6.5	5.9	4.0	3.8	7.8	6.2
Asked the administrator of website or search engine to access data they hold about you to update or delete it	0.0	0.4	0.0	0.7	2.4	0.1	0.9	0.3
Never carried out any of the above	32.4	29.2	44.7	53.5	67.3	78.4	48.5	46.8
F2: Did you know that cookies can be used to trace people movement								
Yes	61.1	64.9	61.8	50.4	38.8	25.2	60.3	47.0
No	38.9	35.1	38.2	49.6	61.2	74.8	39.7	53.0
F3: Have you changed the settings of your Internet browser to prevent								
Yes	23.0	25.0	24.1	21.4	12.1	9.9	25.8	15.4
No	77.0	75.0	75.9	78.6	87.9	90.1	74.2	84.6

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

Educational level			Employment status				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		

birth, identity card number, credit card number, photos, geographical location) on the Internet?

21.2	33.0	40.5	33.3	34.7	59.3	20.7	32,0	Read privacy policy statements before providing personal data
14.2	38.6	50.8	41.2	32.9	67.8	23.0	35.8	Restricted or refused access to your geographical location
18.6	32.6	46.9	37.6	26.5	72.0	21.2	32.4	Restricting access to profile or content on social network sites or shared online storage
12.1	26.1	40.9	32.2	21.3	57.7	13.9	26.0	Refused allowing the use of personal data for advertising purposes
0.0	7.9	11.6	11.3	3.0	12.3	3.2	7.0	Checked that the website where you provided personal data was secure (e.g. <i>https</i> website, safety logo or certificate)
1.1	0.0	1.9	0.8	1.0	0.0	0.0	0.6	Asked the administrator of website or search engine to access data they hold about you to update or delete it
71.9	44.7	30.5	42.0	47.2	16.1	64.4	47.7	Never carried out any of the above

on the Internet, create profile of each user and service them tailored ads?

35.2	54.1	73.0	64.6	51.4	87.7	31.3	53.7	Yes
64.8	45.9	27.0	35.4	48.6	12.3	68.7	46.3	No

or limit cookies on any of your devices?

12.5	19.3	33.7	29.0	15.6	37.4	9.0	20.7	Yes
87.5	80.7	66.3	71.0	84.4	62.6	91.0	79.3	No

MODULE F: Privacy and protection of personal data¹⁾

Answer (individuals)	Age						Sex	
	16–24	25–34	35–44	45–54	55–64	65–74	Men	Women

F5: Do you use software that limit the ability to track your activities

Yes	11.4	11.3	7.5	11.7	4.9	5.5	12.7	5.4
No	88.6	88.7	92.5	88.3	95.1	94.5	87.3	94.6

¹⁾ The data refer to individuals who answered “Within the last three months” in question B1.

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other		

on the Internet on any of your devices?

6.2	8.3	14.8	12.3	7.7	10.9	5.2	9.1	Yes
93.8	91.7	85.2	87.7	92.3	89.1	94.8	90.9	No



QUESTIONNAIRE





Data in this questionnaire are considered official secret and are to be used for statistical purposes only
(Law on Official Statistics, „Official Gazette of the RS“, number 104/09)

USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN HOUSEHOLDS AND BY INDIVIDUALS

MODULE A: ACCESS TO INFORMATION AND COMMUNICATION TECHNOLOGIES

A1_N	Do you or anyone in your household have access to the following devices at home?	
(tick all that apply)		
a) Desktop computer	<input type="checkbox"/>	<input type="checkbox"/>
b) Laptop (notebook)	<input type="checkbox"/>	<input type="checkbox"/>
c) Tablet	<input type="checkbox"/>	<input type="checkbox"/>
d) TV	<input type="checkbox"/>	<input type="checkbox"/>
e) Radio-receiver (including mobile phone, car radio...)	<input type="checkbox"/>	<input type="checkbox"/>
f) Mobile phone	<input type="checkbox"/>	<input type="checkbox"/>
g) None of the above	<input type="checkbox"/>	<input type="checkbox"/>
→ Go to A1		
A1	Do you or anyone in your household have access to the Internet at home? (by any device)	
(tick only one)		
a) Yes	<input type="checkbox"/>	→ Go to A2
b) No	<input type="checkbox"/>	→ Go to A3
c) Don't know	<input type="checkbox"/>	→ Go to B1_N
A2	What type of Internet do you use at home?	
(tick all that apply)		
a) Broadband connection - ADSL (DSL)	<input type="checkbox"/>	<input type="checkbox"/>
b) Broadband connection – cable Internet	<input type="checkbox"/>	<input type="checkbox"/>
c) Mobile broadband connection (3G мрежа) via a device	<input type="checkbox"/>	<input type="checkbox"/>
d) Mobile broadband connection (3G network) via a card (integrated in the computer) or USB key	<input type="checkbox"/>	<input type="checkbox"/>
-> Go to B1_N		
A3	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"/>	<input type="checkbox"/>
b) Don't need the Internet	<input type="checkbox"/>	<input type="checkbox"/>
c) Equipment costs too high	<input type="checkbox"/>	<input type="checkbox"/>
d) Access costs too high (Internet subscription, telephone)	<input type="checkbox"/>	<input type="checkbox"/>
e) Lack of skills	<input type="checkbox"/>	<input type="checkbox"/>
f) Privacy or security concerns	<input type="checkbox"/>	<input type="checkbox"/>
g) Broadband Internet not available	<input type="checkbox"/>	<input type="checkbox"/>
h) Internet service available, but does not suit the needs of our household (quality, speed)	<input type="checkbox"/>	<input type="checkbox"/>
i) None of the above; other reasons	<input type="checkbox"/>	<input type="checkbox"/>
-> Go to B1_N		

MODULE B_N: USE OF COMPUTERS

B1_N	When was the last time you used a computer (at home, at work or at any other place)? (desktop, laptop, notebook, excluding smartphones)	
(tick only one)		
a) Within the last three months		→ Go to B2_N
b) More than three months ago (less than a year)		→ Go to B1
c) More than a year ago		→ Go to B1
d) Never used it		→ Go to B1
B2_N	How often, on average, have you used a computer in the last 3 months?	
(tick only one)		
a) Every day or almost every day		
b) At least once a week		
c) At least once a month		
d) Less than once a month		
-> Go to B1		

MODULE B: USE OF THE INTERNET

B1	When did you last use the Internet? (using desktop, laptop, mobile phone, smartphone)	
(tick only one)		
a) Within the last three months		→ Go to B2
b) More than three months ago (less than a year ago)		→ Go to C1
c) More than a year ago		→ Go to G1
d) Never used it		→ Go to G1
B2	How often, on average, have you used the Internet in the last 3 months?	
(tick only one)		
a) Every day or almost every day		→ Go to B2.1
b) At least once a week		→ Go to B3
c) At least once month		→ Go to B3
d) Less than once a month		→ Go to B3
B2.1	Do you use the Internet several times during the day?	
(tick only one)		
a) Yes		
b) No		
-> Go to B3		

B3	Have you used any of the following devices to access the Internet in the last 3 months?		
(tick all that apply)			
a) Desktop computer			
b) Laptop			
c) Tablet			
d) Mobile phone or smart phone			
e) Other devices (smart TV, smart speakers, game consoles, e-book reader, smart watch)			
-> Go to B4			
B4	Which of the following activities have you used the Internet (including via apps) for private purposes in the last 3 months?		
(tick all that apply)			
Communication			
a) Sending/receiving e-mails			
b) Making calls over the internet /video calls (webcams) (using apps, such as <i>Skype, Messenger, WhatsApp, FaceTime, Viber, Snapchat</i>)			
c) Participating in social networks (creating user profile, posting messages or other contributions to <i>Facebook, Twitter, Instagram, Snapchat</i> , etc.)			
d) Sending online messages via <i>Skype, Messenger, WhatsApp, Viber, Snapchat</i>			
Access to information			
e) Reading online newspapers, magazines			
f) Seeking health-related information (such as injuries, diseases, nutrition, health improvement, etc.)			
g) Finding information about goods and services			
Civic and political participation			
h) Expressing opinions about civic or political issues via websites or social media (such as <i>Facebook, Twitter, Instagram, Youtube</i>)			
i) Taking part in online consultations or voting to define civic or political issues (urban planning, signing a petition)			
Professional life			
j) Looking for a job or sending a job application			
Other online services			
k) Selling goods or services via websites or apps (such as <i>eBay, Facebook Marketplace</i>)			
l) Internet banking (including mobile banking)			
-> Go to B5			
B5	Which of the following learning activities have you performed over the Internet for educational, private or professional purposes in the last 3 months?		
(for persons who answered „Yes“ in question B1a)			
(tick all that apply)			
a) Doing an online course			
b) Finding online learning materials (audio-visual materials, online learning software, electronic textbooks, learning apps...)			
-> Go to C1			

MODULE C: USE OF e-GOVERNMENT

(for persons who have used the Internet in the last 12 months – who answered “Yes” in question B1a or B1b)

C1	In the last 12 months, have you used public authorities or public services over the Internet, for private purposes, for the following activities?
(tick all that apply)	
a) Obtaining information from websites or apps	
b) Downloading/printing official forms	
c) Submitting completed forms online	
d) I have not used public authorities’ services	
If the answer is “No” to C1c) -> go to C2; otherwise, go to D1	
C2	What were the reasons for not submitting completed forms to public authorities over the Internet, for private purposes, in the last 12 months?
(tick all that apply)	
a) No need to submit completed forms (whether online or in hard copies)	
If the answer is “Yes” to a) -> go to question D1; otherwise, go to b-f in question C2	
b) There were no such online services available (did not exist)	
c) Lack of skills (don’t know how to use website or it was too complicated to use)	
d) Concerns about security and protection of personal data	
e) Another person did it on my behalf	
f) Other reasons	
-> Go to D1	

MODULE D: e-COMMERCE

D1	When did you last buy or order goods or services over the Internet for private purposes? (via website or apps from any device: desktop computer, laptop, mobile phone, smart phone)
(for persons who have used the Internet in the last 12 months – who answered “Yes” in question B1a or B1b)	
(tick only one)	
a) Within the last three months	
b) More than three months ago (less than a year)	
c) More than a year ago	
d) Never	
→ Go to D2	
→ Go to D14	
→ Go to D14	
→ Go to D14	
D2	What types of goods or services have you bought via website or apps for private purposes in the last 3 months? Including online purchase from enterprises or private persons and including used goods.
(tick all that apply)	
a) Clothes (including sport clothing), shoes or accessories (such as bags, jewellery)	
b) Sport goods (excluding sport clothing)	
c) Children toys or childcare items (nappies, bottles, baby strollers)	
d) Furniture, home accessories (carpets or curtains) or gardening products (tools, plants)	
e) Music as CDs, vinyls, etc.	
f) Films as DVDs, <i>Blu-ray</i>	
g) Printed books, magazines or newspapers	

	h) Computers, tablets, mobile phones or accessories		
	i) Consumer electronics (such as TV sets, stereos, cameras) or household appliances (such as washing machines)		
	j) Medicines or dietary supplements such as vitamins (online renewal of prescriptions is not included)		
	k) Deliveries from restaurants, fast-food chains, catering services		
	l) Food or beverages from stores or from meal-kits providers		
	m) Cosmetics, beauty or wellness products		
	n) Cleaning products or personal hygiene products (such as toothbrushes, handkerchiefs, washing detergents, cleaning cloths)		
	o) Bicycles, mopeds, cars or other vehicles or their spare parts		
	p) Other physical goods		
-> If the answer is "Yes" to any options in question D2, go to D3; otherwise, go to D5			
D3	From whom have you bought the mentioned goods via a website or app in the last 3 months? Including online purchase from enterprises or private persons.		
(for persons who answered „Yes“ to any options in question D2)			
(tick all that apply)			
	a) National sellers		
	b) Seller from EU countries		
	c) Sellers from the rest of the world		
	d) Country of sellers is not known		
-> Go to D4			
D4	Did you buy any of the mentioned goods from private persons via a website or app (on eBay, Facebook Marketplace)?		
(for persons who answered "Yes" to any option in question D2)			
(tick only one)			
	a) Yes		
	b) No		
-> Go to D5			
D5	Have you bought or subscribed to any of the following via a website or app for private purposes in the last 3 months?		
(for persons who answered „Within the last three months“ in question D1)			
(tick all that apply)			
	a) Music as a streaming service or downloads		
	b) Films or series as a streaming service or downloads		
	c) E-books, online magazines or online newspapers		
	d) Games online as downloads for smart phones, tablets, computers or consoles		
	e) Computer or other software as downloads, including upgrades		
	f) Apps related to health or fitness (excluding free apps)		
	g) Other apps (related to learning languages, travelling, weather) (excluding free apps)		
	h) Didn't buy or subscribe to any of the above		
-> Go to D6			

D6	Have you bought any of the following via a website or app for private purposes in the last 3 months?		
(for persons who answered „Within the last three months“ in question D1)			
(tick all that apply)			
a) Tickets for sports events		<input type="checkbox"/>	<input type="checkbox"/>
b) Tickets for cultural or other events (cinemas, concerts, fairs)		<input type="checkbox"/>	<input type="checkbox"/>
c) Subscription to the Internet or mobile phone connections		<input type="checkbox"/>	<input type="checkbox"/>
d) Subscription to electricity, water or heating supply, waste disposal or similar services		<input type="checkbox"/>	<input type="checkbox"/>
e) Household services (such as cleaning, babysitting, repair work, gardening) (also when bought from private persons, e.g. <i>Facebook Marketplace</i>)		<input type="checkbox"/>	<input type="checkbox"/>
f) Didn't buy or subscribe to any of the above		<input type="checkbox"/>	<input type="checkbox"/>
-> Go to D7			
D7	Did you buy any of the mentioned household services from private persons via a website or app (e.g. Facebook Marketplace)?		
(for persons who answered „Yes“ in question D6e)			
(tick only one)			
a) Yes		<input type="checkbox"/>	<input type="checkbox"/>
b) No		<input type="checkbox"/>	<input type="checkbox"/>
-> Go to D8			
D8	Have you bought any transport service via a website or app for private purposes in the last 3 months from:		
(for persons who answered „Within the last 3 months“ in question D1)			
(tick all that apply)			
a) Enterprises for transport by bus, train, taxi (e.g. UBER)		<input type="checkbox"/>	<input type="checkbox"/>
b) A private person		<input type="checkbox"/>	<input type="checkbox"/>
c) Never bought any service		<input type="checkbox"/>	<input type="checkbox"/>
-> Go to D9			
D9	Did you rent accommodation via a website or app for private purposes in the last 3 months from:		
(for persons who answered „Within the last three months“ in question D1)			
(tick all that apply)			
a) Enterprises such as hotels or travel agencies		<input type="checkbox"/>	<input type="checkbox"/>
b) A private person (such as <i>Airbnb</i>)		<input type="checkbox"/>	<input type="checkbox"/>
c) Didn't rent accommodation via a website or app		<input type="checkbox"/>	<input type="checkbox"/>
-> Go to D11			
D11	How many times have you bought goods or services over the Internet for private purposes in the last 3 months?		
(for persons who answered “Within the last three months” in question D1)			
(tick only one)			
a) 1–2 times		<input type="checkbox"/>	<input type="checkbox"/>
b) 3–5 times		<input type="checkbox"/>	<input type="checkbox"/>
c) 6–10 times		<input type="checkbox"/>	<input type="checkbox"/>
d) More than 10 times		<input type="checkbox"/>	<input type="checkbox"/>
-> Go to D12			

D12	How much money have you spent on purchases via a website or app for private purposes in the last 3 months?		
(for persons who answered "Within the last three months" in question D1)			
(tick only one)			
a)	Less than 50 euro		
b)	From 50 to 100 euro		
c)	From 100 to 300 euro		
d)	From 300 to 500 euro		
e)	From 500 to 700 euro		
f)	From 700 to 1000 euro		
g)	More than 1000 euro		
h)	Don't know		
-> Go to D13			
D13	Have you encountered any of the following problems when buying via a website or app in the last 3 months?		
(for persons who answered "Within the last three months" in question D1)			
(tick corresponding answers from a-i, otherwise, tick j)			
a)	Website was difficult to use or worked unsatisfactorily (too complicated, confusing, poorly functioning technically, etc.)		
b)	Difficulties in finding information concerning guarantees or other legal rights		
c)	Speed of delivery slower than indicated		
d)	Final costs higher than indicated (e.g. unexpected transaction fees or unjustified guarantee fees)		
e)	Wrong or damaged goods/services delivered		
f)	Problems with fraud encountered (e.g. no goods/services received at all, misuse of credit card details, etc.)		
g)	Complaints and redress were difficult or no satisfactory response after complaint		
h)	Foreign retailer did not sell in my country		
i)	Other		
j)	I have not encountered any problem		
-> Go to D14			
D14	Have you carried out any of the following activities via a website or app for private purposes in the last 3 months?		
(for persons who answered "Within the last three months" in question B1, otherwise, go to D15)			
(tick all that apply)			
a)	Buy insurance policies, including travel insurance, also as a package with another service, e.g. with plane ticket		
b)	Take a loan, mortgage or credit from banks or other financial providers		
c)	Buy or sell shares, bonds, units of funds or other financial assets		
d)	I have not carried out any of the above		
-> Go to D15			

D15	What were the reasons for not buying/ordering goods or services for private purposes over the Internet in the last three months?		
(for persons who answered “Yes” in question D1 b), c) or d) and who answered “Yes” in question B1a)			
(tick all that apply)			
a) Prefer to shop in person, like to see product, loyalty to shops, force of habit			
b) Difficulties of ordering online (concerns about sufficiency of skills)			
c) Concerns about costs of delivery of goods			
d) Concerns about reliability or speed of delivery			
e) Payment security or privacy concerns			
f) Concerns about returning goods, complaints/reimbursement			
g) Foreign retailer did not sell in the Republic of Serbia			
h) There was no need to buy online in the last 3 months			
i) Other			
-> Go to D1			
MODULE E: E-SKILLS			
(for persons who used the Internet in the last 3 months – who answered “Yes” in question B1a)			
E1	Which of the following activities have you carried out in the last 3 months?		
(tick all that apply)			
a) Copying or moving files (e.g. documents, data images, videos) between devices (e.g. via e-mails, <i>Messenger, WhatsApp, USB</i> , cable) or on the cloud.			
b) Downloading or installing software or apps			
c) Changing settings of software, app or device (e.g. adjusting software, contrast, text size, toolbar/menu)			
-> Go to E2			
E2	Which of the following activities have you carried out in the last 3 months?		
(tick all that apply)			
a) Using word processing software			
b) Creating files (e.g. documents, images, video) incorporating several elements, e.g. text, image, table, chart, animation, sound			
c) Using spreadsheet software			
If the answer is “Yes” to c)-> Go to c1)			
c1) Using advanced features of spreadsheet software (functions, formulas, macros, <i>Visual Basic</i>)			
d) Editing photos, video or audio files			
e) Writing code in a programming language			
-> Go to E3			
E3	Have you seen information or content (e.g. videos, images) that you considered untrue or doubtful on Internet news sites or social medias (e.g. <i>Facebook, Instagram, YouTube, Twitter</i>) in the last 3 months?		
(tick only one)			
a) Yes			
c) No			
-> If the answer is “Yes” -> go to E4; if the answer is “No” -> go to F1			

E4	Have you checked the truthfulness of information or content you found on Internet news sites or social medias in the last 3 months?		
(for persons who answered “Yes” in question E3)			
(tick only one)			
a) Yes			
b) No			
-> If the answer is “Yes” -> go to E5; if the answer is “No” -> go to E6			
E5	How did you check the truthfulness of information or content found on the Internet?		
(for persons who answered „Yes” in question E4)			
(tick all that apply)			
a) Checking the source or finding other information on the Internet (e.g. other news sites, Wikipedia)			
b) Following or participating in discussion on the Internet regarding the information			
c) Discussing the information offline with other persons or using sources not on the Internet			
-> Go to F1			
E6	Why did you not check the truthfulness of information or content found on the Internet?		
(for persons who answered „No” in question E4)			
(tick all that apply)			
a) You already knew that information, content or source was not reliable			
b) Lack of skills or knowledge (e.g. did not know how to check information on the Internet or it was too complicated to do)			
c) Other reasons			
-> Go to F1			
MODULE F: PRIVACY AND PROTECTION OF PERSONAL DATA			
(for persons who have used the Internet in the last 3 months – who answered “Yes” in question B1a)			
F1	Have you carried out any of the following to manage access to your personal data (e.g. name, date of birth, identity card number, contact details, credit card number, photos, geographical location) on the Internet in the last 3 months?		
(tick all that apply)			
a) Read privacy policy statements before providing personal data			
b) Restricted or refused access to your geographical location			
c) Restricting access to profile or content on social network sites or shared online storage			
d) Refused allowing the use of personal data for advertising purposes			
e) Checked that the website where you provided personal data was secure (e.g. <i>https</i> website, safety logo or certificate)			
f) Asked the administrator of website or search engine to access data they hold about you to update or delete it			
g) Never carried out any of the above			
-> Go to F2			
F2	Did you know that cookies can be used to trace people movement on the Internet, create profile of each user and service them tailored ads?		
(tick only one)			
a) Yes			
b) No			
-> Go to F3			

F3	Have you changed the settings in your Internet browser to prevent or limit cookies on any of you devices?		
(tick only one)			
a) Yes			
b) No			

-> Go to F5

F5	Do you use software that limits the ability to track your activities on the Internet on any of your devices?		
(tick only one)			
a) Yes			
b) No			

-> Go to G1

MODULE G: RESPONDENT'S BACKGROUND INFORMATION

G1	Year of birth			-> Go to G2
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G2	Respondent's sex		
a) Male			
b) Female			

-> Go to G3

G3	Country of birth			-> Go to G4
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G4	Citizenship			-> Go to G5
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G5	Education		
(tick only one)			
a) Without school			
b) 1–4 grades of primary school			
c) 5–8 grades of primary school			
d) Secondary vocational school, grammar school			
e) Specialisation after secondary school, school for highly qualified workers			
f) High school			
g) Faculty / higher school / academy			
h) Master's degree			
i) Doctoral degree			

-> Go to G6

G6	Employment situation		
(tick only one)			
a) Employed			→ Go to G7
b) Unemployed			→ Go to G12
c) Retired			→ Go to G12
d) Other not in the labour force			→ Go to G12
e) Student			→ Go to G12
f) Housewife			→ Go to G12
g) Persons serving military service			→ Go to G12
h) Other			→ Go to G12


G7	Respondent's status in employment		
	a) Self-employed with employees		
	b) Self-employed without employees		
	c) Employee		
	d) Employed in family business (unpaid work)		
-> Go to G8			
G8	Full-time or part-time job? (this question is for persons who answered in question G6, Employed)		
	(tick only one)		
	a) Full-time		
	b) Part-time		
-> Go to G9			
G9	Type of employment contract? (this question is for persons who answered who answered in question G7, Employee)		
	(tick only one)		
	a) Contract for indefinite duration		
	b) Contract for definite duration		
-> Go to G11			
G11	Occupation? (select from the list of occupation of <i>ISCO 08</i>)		→ Go to G12
G12	Region of residence (<i>NUTS1</i> classification)		→ Go to G16
G16	Total number of household members		→ Go to G17
G17	Of which children aged under 16		→ Go to G18
G18	Household income (average net monthly income)		
	(tick only one)		
	a) Up to 30000		
	b) From 30000 to 50000		
	c) From 50000 to 70000		
	d) From 70000 to 90000		
	e) More than 90000		
G19	Duration of the interview (in minutes)		End of the interview



ENTERPRISES



2.1. Methodology

Survey period	<ul style="list-style-type: none"> The survey was carried out from 15th March to 31st March 2021.
Type of survey	<ul style="list-style-type: none"> Telephone interview 
Sample size	<ul style="list-style-type: none"> 1 573 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 and sewerage 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 Sections N and division 95: Administrative and support service activities; Repair of computers Banks and insurance companies
Type of sample	<ul style="list-style-type: none"> Stratified sample
Geographical 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 on the Classification of Activities, („Official Journal of the RS”, No 54/2010). 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 1 573 enterprises on the territory of the Republic of Serbia. The response rate was 82.6% (1 300 enterprises).

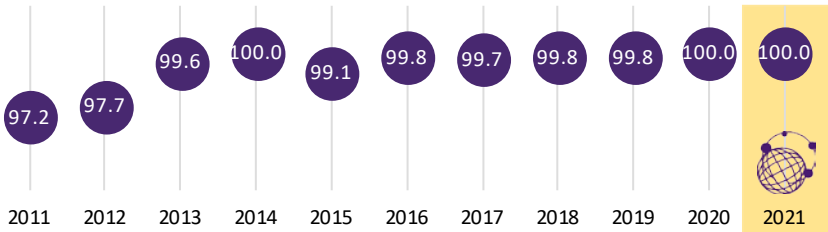
Sample (enterprises)		Size class			Region				Total
		Small (10-49)	Medium(50-249)	Large (250+)	Beogradski	Vojvodina	Šumadija i Zapadna Srbija	Južna i Istočna Srbija	
Activity	Manufacturing	192	184	116	118	131	152	91	492
	Electricity, gas, steam and air conditioning; Water supply and sewerage	17	17	29	14	19	18	12	63
	Construction	24	22	22	21	17	16	14	68
	Wholesale and retail trade	89	66	34	55	47	44	43	189
	Transportation and storage	21	24	19	19	19	13	13	64
	Accommodation and food service activities	60	61	3	50	31	27	16	124
	Information and communications	69	37	9	57	14	22	22	115
	Real estate activities; Professional, scientific and technical services	42	34	6	33	19	18	12	82
	Administrative and support service activities; Repair of computers	52	34	17	59	18	17	9	103
Number	566	479	255	426	315	327	232	1300	
Percentage	43.5	36.8	19.6	32.8	24.2	25.2	17.8	100.0	

2.3. Main findings

2.3.1. Internet in enterprises

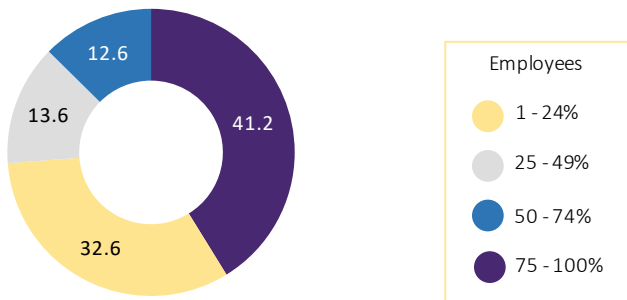
In the Republic of Serbia, 100% of enterprises have an internet connection.

Chart 2.1. Does your enterprise have access to the Internet? (%)



In 32.6% of enterprises from 1 to 24% of employees use the Internet, while in 41.2% of enterprises from 75% to 100% of employees use the Internet.

Chart 2.2. Enterprises by percentage of enterprises using the Internet (%)



100% of enterprises have a fixed broadband Internet connection.

Chart 2.3. Broadband Internet connection in enterprises (%)

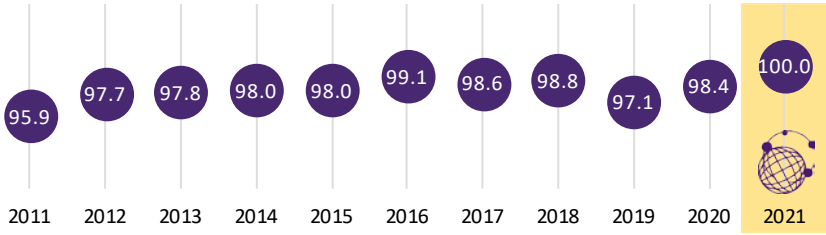
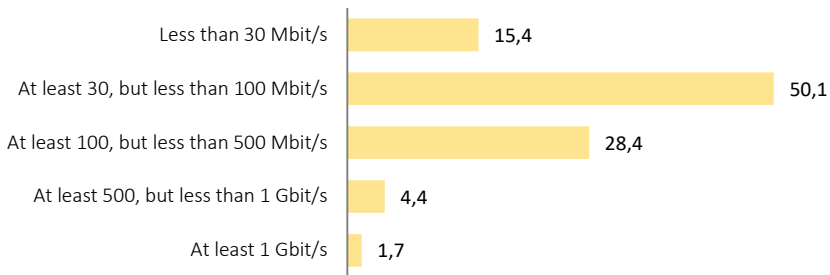


Chart 2.4. What is the maximum contracted download speed of the Internet connection in your enterprises? (defined by the contract with the internet provider) (%)



2.3.2. Use of a mobile Internet for business purposes

On the territory of the Republic of Serbia 80.7% of enterprises use a mobile Internet connection via portable devices (smart phone, laptop, tablet...).

Chart 2.5. Does your enterprise provide mobile devices that allow a mobile connection to the Internet using mobile telephone networks for business purposes? (%)

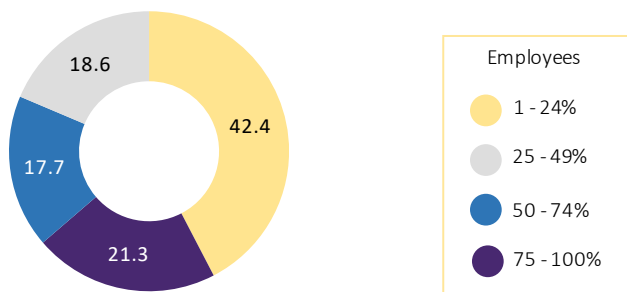


More than **78%** of small enterprises provide mobile devices that allow a mobile Internet connection using mobile telephone networks.

The analysis of enterprises by size indicates that 89.2% of large enterprises use a mobile broadband Internet connection, using mobile telephone devices.

In 42.4% of enterprises from 1 to 24% of employees use portable devices for business purposes, while in 21.3% of enterprises from 75 to 100% of employees use mobile devices for business purposes.

Chart 2.6. Enterprises by the percentage of employees using mobile devices for business purposes (%)



2.3.3. Website

There are 84.5% of enterprises have a website, making an increase of 0.1% to 2020 and increase of 0.9% to 2019.

When looking at the structure of enterprises by size class, the following results are obtained:

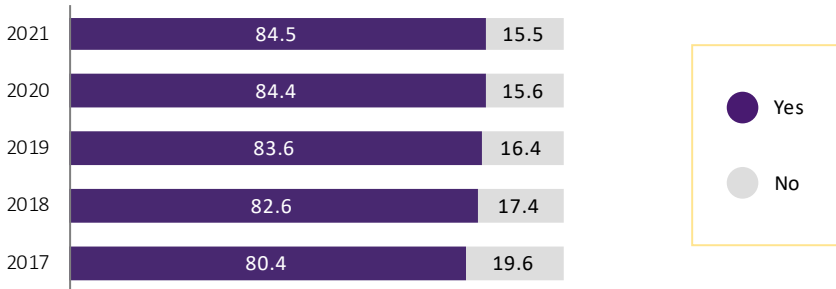
- 96.6% of large enterprises have a website;
- 94.1% of medium enterprises have a website;
- 81.6% of small enterprises have a website.



More than **84%** of enterprises have a website.

There are differences also by territory. In Belgrade, there are 88.4% of enterprises that have a website, in Vojvodina 84.0%, in Region Šumadije i Zapadne Srbije 78.2% and in Region Južne i Istočne Srbije 84.3%.

Chart 2.7. Does your enterprise have a website? (%)



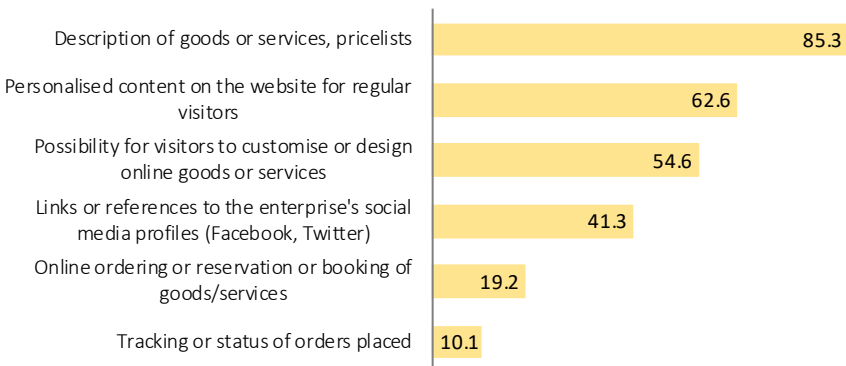
Website available in enterprises, by activity:

- Information and communications (100.0%)
- Administrative and support service activities; Repair of computers (96.9%);
- Real estate activities; Professional, scientific and technical activities (84.2%);
- Manufacturing (89.0%);
- Accommodation and food service activities (95.2%);
- Wholesale and retail trade (86.2%);
- Construction (67.5%);
- Electricity, gas, steam and air conditioning supply; Water supply and sewerage (92.3%);
- Transportation and storage (58.2%).

Using website, enterprises provide mostly the following:

- Personalised content on the website for regular visitors (62.6%);
- Description of goods and services, pricelist (85.3%);
- Possibility for visitors to customise or design online goods or services (54.6%).

Chart 2.8. Does the website of your enterprise provide any of the following services? (%)



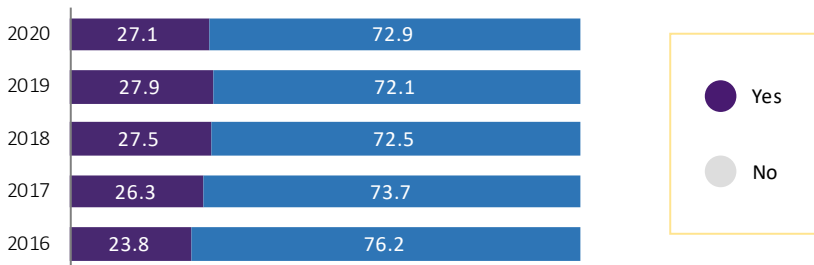
2.3.4. E-commerce

During 2020, 27.1% of enterprises in the Republic of Serbia sold goods/services over the Internet.



More than 27% of enterprises sold goods/services over the Internet.

Chart 2.9. Does your enterprise sell goods/services over the Internet? (%)



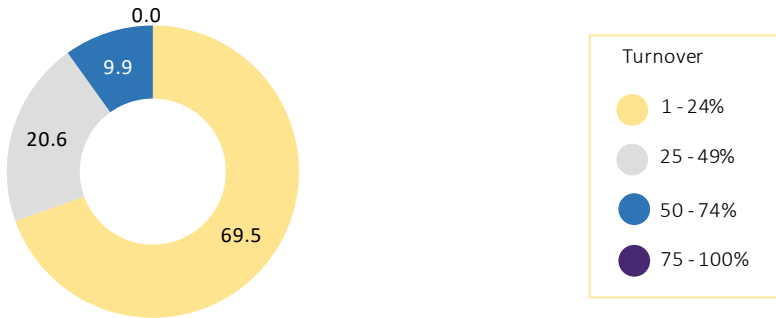
Looking at the structure of enterprises by size class, the obtained results are as follows:

- 26.4% of large enterprises sold goods/services over the Internet;
- 26.3% of medium enterprises sold goods/services over the Internet;
- 27.3% of small enterprises sold goods/services over the Internet.

To the question about the percentage of the total turnover from the sale of goods/services over the Internet the enterprises gave the following answers:

- „Less than 25%“ (69.5% of enterprises)
- „More than 25% and less than 50%“ (20.6% of enterprises)
- „More than 50% and less than 75%“ (9.9 % of enterprises)
- „75 % and more“ (0.0% of enterprises).

Chart 2.10. Percentage of the total turnover in 2020 from sales of goods/services over the Internet (%)



2.3.5. Use of cloud computing service

Cloud computing services are paid over the Internet by 28.9% of enterprises.

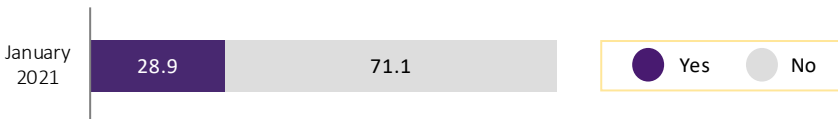
Cloud computing services are ICT services that can be accessed via the Internet to use software, storage capacities, etc. The services have the following characteristics:

- they are on servers of service providers;
- they can be used on-demand by the user;
- they are paid by way of use, storage capacity.



More than **56%** of enterprises from the section Information and communications pay for cloud computing services.

Chart 2.11 . Does your enterprise buy cloud computing services over the Internet? (%)



2.3.6. Covid-19 impact

During 2020, 30.1% of enterprises in the Republic of Serbia increased the number of employees who have remote access to enterprise's e-mail, while 25.4% of enterprises increased the number of employees having remote access to enterprise's ICT system. The number of enterprises that increased the volume of online meetings, using Skype, Zoom or Teams, was 37.7%.

Chart 2.12 . During 2020, by reasons of Covid-19 pandemic did your enterprise (%)

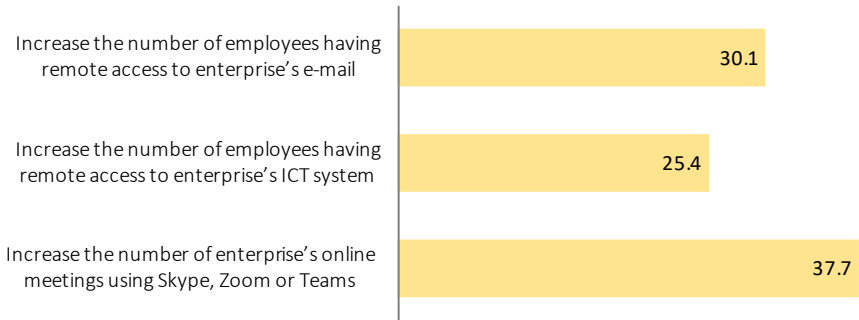


Chart 2.13 . To what extent did Covid-19 pandemic influence the increase of online meetings via Skype, Zoom or Teams? (%)



During 2020, more than **9%** of subjects started or increased Internet sales of goods/services due to Covid-19 pandemic.



PRESENTATION IN TABLES



2.4. Survey results

Module 1.A: Use of the Internet

A1: Percentage of employed persons using the Internet for business purposes %

	Enterprises							
	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	
1–24%	32.7	32.2	31.9	27.9	36.4	32.9	39.8	32.6
25–49%	12.7	15.5	21.5	9.4	13.4	21.0	13.9	13.6
50–74%	12.0	14.5	16.1	13.4	11.6	13.5	10.5	12.6
75–100%	42.5	37.9	30.6	49.3	38.7	32.6	35.8	41.2

A2: Does your enterprise use any kind of fixed broadband Internet connection (e.g. ADSL, SDSL, FTTP, cable Internet, public Wi-Fi)? %

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	
YES								
Activity	Manufacturing	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	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	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 communications	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	100.0	100.0	100.0	100.0	100.0	100.0	100.0	

A3: What is the maximum contracted speed of the Internet speed in your enterprise?¹⁾

%

	Enterprises								Total
	Size class			Region					
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije		
Less than 30 Mbit/s	16.0	14.8	3.9	11.1	14.2	23.7	16.3	15.4	
At least 30, but less than 100 Mbit/s	51.4	45.2	45.9	43.7	50.6	56.2	58.4	50.1	
At least 100, but less than 500 Mbit/s	27.5	30.7	36.5	35.0	29.2	18.1	24.7	28.5	
At least 500, but less than 1 Gbit/s	4.4	3.7	8.4	7.1	4.6	1.6	0.3	4.4	
At least 1 Gbit/s	0.6	5.6	5.3	3.1	1.5	0.3	0.3	1.7	

A4: Does your enterprise provide mobile devices that allow a mobile connection to the Internet using mobile telephone networks for business purposes?

%

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	

YES

Activity	Manufacturing	75.2	92.3	87.5	87.8	77.3	83.5	66.1	80.1
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	86.1	80.5	81.9	98.2	80.3	78.1	85.2	83.3
	Construction	85.6	100.0	94.5	100.0	79.8	79.8	80.4	88.4
	Wholesale and retail trade	73.2	92.8	93.4	86.3	65.1	76.3	63.7	76.4
	Transportation and storage	85.8	85.4	93.8	100.0	92.3	65.2	82.8	86.0
	Accommodation and food service activities	63.9	88.5	66.7	67.8	59.1	70.5	74.8	67.1
	Information and communications	85.3	91.0	95.0	89.9	69.1	92.1	92.3	86.6
	Real estate activities; Professional, scientific and technical activities	88.6	71.5	100.0	85.1	92.9	82.2	83.9	86.3
	Administrative and support service activities; Repair of computers	82.2	75.9	83.4	87.4	81.4	26.2	98.0	80.9
Total	78.2	89.3	89.2	87.7	76.3	77.8	72.4	80.7	

¹⁾The results refer only to enterprises that answered “Yes” in question A2.

A5: Percentage of employed persons who use mobile devices for business purposes¹⁾

%

	Enterprises							
	Size class			Region				Total
	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
1-24%	38.8	52.0	59.2	38.9	43.8	46.5	44.7	42.4
25-49%	19.2	17.4	13.8	12.2	24.6	22.0	24.2	18.6
50-74%	18.8	14.6	12.9	16.9	18.7	18.1	17.8	17.7
75-100%	23.2	16.0	14.1	31.9	12.8	13.4	13.3	21.3

A6: Does your enterprise have a website?

%

Enterprises	Size class			Region				Total
	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	

YES

Activity	Manufacturing	86.3	96.0	92.7	95.7	89.8	82.1	91.7	89.0
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	84.2	100.0	100.0	81.3	100.0	91.3	88.7	92.3
	Construction	60.7	93.4	100.0	55.8	80.1	76.5	68.0	67.5
	Wholesale and retail trade	86.2	84.0	100.0	98.8	76.9	74.5	78.8	86.2
	Transportation and storage	49.7	92.7	100.0	49.9	64.3	48.8	82.8	58.2
	Accommodation and food service activities	94.4	100.0	100.0	100.0	87.7	88.9	91.4	95.2
	Information and communications	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Real estate activities; Professional, scientific and technical services	81.2	99.1	100.0	82.4	86.7	98.3	68.0	84.2
Administrative and support service activities; Repair of computers	96.8	96.5	98.2	97.8	100.0	82.9	98.0	96.9	
Total	81.6	94.1	96.6	88.4	84.0	78.2	84.3	84.5	

¹⁾ The results refer only to enterprises that answered "Yes" in question A4.

A7: Does the website of your enterprise provide any of the following services (your enterprise as Internet service provider)?¹⁾

%

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	

Description of goods or services, pricelist

Activity	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
Manufacturing	88.0	85.7	90.5	85.0	93.4	82.1	91.1	87.6
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	100.0	100.0	85.8	95.0	98.1	100.0	100.0	98.6
Construction	100.0	93.0	72.8	92.9	99.1	99.6	100.0	97.2
Wholesale and retail trade	85.6	89.4	73.9	85.6	68.7	99.4	99.7	85.8
Transportation and storage	76.9	88.8	80.2	95.9	97.1	23.5	97.7	80.1
Accommodation and food service activities	90.2	100.0	100.0	89.8	96.7	87.5	100.0	91.6
Information and communications	73.9	76.6	90.0	66.9	84.0	96.1	95.3	74.9
Real estate activities; Professional, scientific and technical activities	71.4	73.5	20.0	71.6	50.2	97.3	75.0	70.7
Administrative and support service activities; Repair of computers	78.2	81.1	66.6	79.4	58.9	96.4	100.0	77.8
Total	85.1	87.2	79.7	82.8	83.5	86.6	95.2	85.3

Online ordering or reservation or booking of goods/services

Activity	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
Manufacturing	14.5	18.4	27.1	15.5	25.4	9.8	12.9	16.3
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	3.1	7.4	10.8	1.9	-	-	2.2
Construction	-	14.5	-	-	4.8	4.7	7.7	3.5
Wholesale and retail trade	20.3	37.8	53.9	13.9	32.4	28.9	41.2	23.5
Transportation and storage	9.2	17.2	48.4	29.5	13.3	2.9	4.1	13.3
Accommodation and food service activities	49.6	81.8	66.7	52.9	45.4	60.0	71.6	54.1
Information and communications	24.0	28.3	40.0	33.2	-	14.1	28.6	25.3
Real estate activities; Professional, scientific and technical activities	11.2	16.2	10.0	3.7	16.3	39.8	21.7	12.0
Administrative and support service activities; Repair of computers	21.5	16.0	2.7	22.3	6.8	14.7	27.8	18.6
Total	17.7	23.0	26.4	18.3	21.5	16.7	21.9	19.2

¹⁾ The results refer only to enterprises that answered “Yes” in question A6.

A7: Does the website of your enterprise provide any of the following services (your enterprise as Internet service provider)?¹⁾ (continued)

%

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Possibility for visitors to customize or design online goods or services									
Activity	Manufacturing	52.4	56.9	50.6	51.9	71.7	27.7	71.0	53.5
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	13.2	46.1	40.3	55.4	18.8	46.4	13.8	30.9
	Construction	48.0	52.4	29.6	54.8	9.7	68.8	71.1	48.3
	Wholesale and retail trade	72.5	47.4	42.7	66.1	54.0	83.1	84.6	68.4
	Transportation and communications	40.2	46.7	38.5	82.4	10.4	0.7	95.9	41.8
	Accommodation and food service activities	54.5	65.8	100.0	70.1	21.1	44.2	54.3	56.2
	Information and communications	48.7	42.2	85.0	58.8	29.5	34.0	27.0	48.7
	Real estate activities; Professional, scientific and technical services	50.1	40.9	-	48.6	51.3	40.9	35.5	47.5
	Administrative and support service activities; Repair of computers	51.7	31.2	43.9	50.7	34.9	43.7	50.5	46.6
Total	56.3	50.3	45.0	59.3	47.7	45.1	68.8	54.6	
Tracking or status of orders placed									
Activity	Manufacturing	9.0	10.9	13.3	6.6	14.1	7.4	11.4	9.8
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	6.3	-	8.8	-	0.8	11.4	-	3.7
	Construction	-	9.0	2.9	-	4.9	-	7.7	2.3
	Wholesale and retail trade	13.2	22.7	36.7	7.6	20.7	20.3	30.0	15.1
	Transportation and storage	9.2	16.1	16.7	37.3	3.0	0.7	4.5	11.4
	Accommodation and food service activities	11.0	36.0	-	18.7	11.8	3.7	6.7	14.4
	Information and communications	2.8	14.4	-	6.3	1.3	-	5.9	4.8
	Real estate activities; Professional, scientific and technical activities	8.4	11.9	5.0	13.0	4.0	1.8	-	8.9
	Administrative and support service activities; Repair of computers	2.8	7.7	2.7	2.0	1.1	5.8	24.7	3.8
Total	8.9	13.4	13.8	8.9	11.3	8.5	14.1	10.1	

¹⁾ The results refer only to enterprises that answered "Yes" in question A6.

A7: Does the website of your enterprise provide any of the following services (your enterprise as Internet service provider)?¹⁾ (continued)

%

Enterprises		Size class			Region				Total
		Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Personalised content on the website for regular visitors									
Activity	Manufacturing	71.5	67.2	55.1	66.1	69.8	80.5	52.9	69.4
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	34.7	93.2	74.5	94.2	39.3	81.0	71.7	65.4
	Construction	38.8	55.3	49.4	52.3	40.3	20.2	71.1	43.2
	Wholesale and retail trade	60.5	55.5	74.8	46.7	76.9	62.1	84.9	60.2
	Transportation and communications	87.8	84.7	70.8	97.2	68.2	91.2	97.7	86.1
	Accommodation and food service activities	83.1	81.2	100.0	86.5	97.6	74.5	38.0	82.9
	Information and communications	65.7	70.7	90.0	67.9	87.5	62.4	28.1	67.4
	Real estate activities; Professional, scientific and technical activities	39.2	57.2	85.0	30.2	65.4	56.4	75.3	43.3
	Administrative and support service activities; Repair of computers	43.0	46.8	41.5	45.6	49.6	28.9	27.8	43.7
Total	61.7	65.9	61.6	56.0	67.9	67.8	65.1	62.6	
Links or references to the enterprise's social media profiles (Facebook, Twitter)									
Activity	Manufacturing	43.0	45.3	49.2	35.0	48.6	41.2	55.0	44.0
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	20.9	16.7	44.9	15.8	23.1	34.7	1.5	21.3
	Construction	14.5	38.3	18.2	10.8	34.9	9.9	36.6	20.4
	Wholesale and retail trade	37.6	69.3	80.1	42.3	54.7	22.4	53.7	42.9
	Transportation and storage	5.5	33.0	70.3	17.4	10.4	8.8	33.3	16.0
	Accommodation and food service activities	67.1	76.0	66.7	83.4	19.0	61.5	79.1	68.3
	Information and communications	62.7	76.5	62.5	67.3	65.1	64.1	50.5	65.2
	Real estate activities; Professional, scientific and technical activities	36.8	58.8	70.0	39.7	35.9	54.4	48.7	41.3
	Administrative and support service activities; Repair of computers	31.3	36.8	28.0	32.8	32.9	27.6	30.9	32.2
Total	38.5	49.2	51.7	42.5	42.4	33.6	48.3	41.3	

¹⁾ The results refer only to enterprises that answered "Yes" in question A6.

A8: Does your enterprise use any of the following social media?

%

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	

Social networks (*Facebook, LinkedIn, Xing, Yammer*)

Activity	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	42.4	49.4	57.2	41.9	49.7	38.1	55.4	45.0
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	29.9	26.6	54.6	21.6	41.3	42.4	2.6	30.7
Construction	14.4	31.1	20.7	6.0	28.0	24.2	24.9	17.5
Wholesale and retail trade	50.2	70.7	76.4	51.8	72.1	38.1	47.4	53.6
Transportation and storage	21.8	36.0	80.2	21.3	22.9	25.3	44.8	25.9
Accommodation and food service activities	75.6	85.5	66.7	86.8	53.2	71.0	75.6	76.9
Information and communications	68.5	80.0	50.0	78.5	40.5	68.0	68.9	70.0
Real estate activities; Professional, scientific and technical activities	50.0	78.1	70.0	61.6	31.9	67.1	35.8	54.6
Administrative and support service activities; Repair of computers	51.1	35.0	48.0	38.4	82.9	37.0	30.3	47.3
Total	44.2	53.3	57.8	48.3	50.4	38.7	46.2	46.4

Enterprise's blog (*Twitter*)

Activity	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	5.1	7.9	5.8	3.8	7.4	3.0	11.9	5.8
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	6.3	-	0.8	1.0	-	0.6
Construction	-	1.9	2.6	-	-	0.3	2.6	0.4
Wholesale and retail trade	3.3	9.5	18.3	4.8	8.9	0.2	1.3	4.5
Transportation and storage	-	9.8	19.3	6.0	-	-	3.4	2.2
Accommodation and food service activities	12.4	22.0	33.3	13.2	21.8	8.9	7.3	13.7
Information and communications	19.4	29.4	5.0	18.1	28.6	15.6	28.6	20.7
Real estate activities; Professional, scientific and technical activities	15.0	28.3	40.0	23.6	13.1	0.9	-	17.4
Administrative and support service activities; Repair of computers	2.6	9.6	30.5	9.5	-	5.6	2.0	6.5
Total	5.5	10.4	12.7	8.8	7.5	2.1	6.4	6.7

A8: Does your enterprise use any of the following social media? (continued) %

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	
Multimedia content sharing sites (Youtube, Flickr, Picassa)									
Activity	Manufacturing	12.6	23.0	23.3	15.6	18.6	11.2	19.9	15.7
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	5.3	-	19.9	2.3	1.5	11.7	-	4.4
	Construction	-	15.8	8.5	-	7.8	3.9	2.6	3.0
	Wholesale and retail trade	10.4	29.3	31.2	19.8	15.4	4.3	1.8	13.5
	Transportation and storage	-	13.5	29.7	7.4	1.9	0.3	1.9	3.1
	Accommodation and food service activities	12.9	21.5	66.7	12.5	10.5	16.8	30.2	14.2
	Information and communications	26.5	40.4	17.5	24.7	28.6	50.0	37.5	28.7
	Real estate activities; Professional, scientific and technical activities	16.1	33.1	40.0	17.6	27.3	18.9	7.2	19.1
	Administrative and support service activities; Repair of computers	2.1	18.1	15.0	6.6	7.9	5.9	5.1	6.7
Total	10.0	22.5	23.3	14.5	14.6	9.0	10.9	12.9	
Wikipedia									
Activity	Manufacturing	1.6	3.2	18.0	4.0	5.6	0.7	0.7	2.9
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	3.1	10.3	8.8	1.2	-	2.6	2.3
	Construction	5.7	1.9	-	-	19.9	-	2.6	4.8
	Wholesale and retail trade	2.6	6.9	11.6	2.0	7.6	0.2	5.2	3.4
	Transportation and storage	-	3.6	3.1	-	1.9	0.3	-	0.7
	Accommodation and food service activities	0.6	3.4	-	0.5	2.9	1.1	-	1.0
	Information and communications	9.2	10.3	-	2.6	37.1	-	8.9	9.1
	Real estate activities; Professional, scientific and technical activities	6.1	11.2	-	10.2	-	0.9	4.5	6.7
Administrative and support service activities; Repair of computers	1.8	9.8	5.0	5.3	-	5.9	-	3.8	
Total	2.9	5.1	11.1	3.4	7.2	0.6	2.5	3.6	

A9: During 2020, did your enterprise increase the:

%

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	

Number of employees having remote access to the enterprise's e-mail?

Activity	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
Manufacturing	18.2	44.3	61.0	36.3	19.0	32.0	17.1	27.0
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	23.0	32.5	59.0	35.1	28.3	41.4	13.5	30.2
Construction	4.7	34.0	50.6	10.2	1.4	12.2	29.5	11.1
Wholesale and retail trade	37.5	46.3	69.4	60.0	38.8	10.9	13.1	39.4
Transportation and storage	10.6	41.4	55.7	21.3	22.3	10.1	9.0	17.0
Accommodation and food service activities	6.6	31.2	66.7	7.3	8.0	15.9	22.7	10.0
Information and communications	52.3	34.2	35.0	48.7	42.4	34.0	73.3	48.5
Real estate activities; Professional, scientific and technical activities	46.7	64.7	90.0	56.7	54.0	18.0	31.3	50.1
Administrative and support service activities; Repair of computers	25.1	27.4	48.0	27.6	32.5	9.6	36.4	27.6
Total	25.7	42.2	59.7	40.1	26.5	21.7	20.0	30.1

Number of employees having remote access to the enterprise's ICT system besides the enterprise's e-mail?

Activity	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
Manufacturing	14.3	34.4	50.4	28.9	11.4	28.3	13.5	21.3
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	12.3	19.8	41.9	31.0	19.7	22.3	-	18.1
Construction	4.7	38.6	40.9	9.6	5.0	12.2	29.5	11.6
Wholesale and retail trade	32.1	47.6	57.5	57.5	26.5	9.2	12.0	34.8
Transportation and storage	10.6	29.1	55.2	20.6	22.3	3.6	8.6	15.0
Accommodation and food service activities	4.3	26.3	66.7	6.4	5.4	14.8	6.1	7.5
Information and communications	50.0	39.7	37.5	47.2	56.2	26.0	55.7	47.7
Real estate activities; Professional, scientific and technical activities	41.3	54.8	75.0	54.8	38.6	7.2	19.0	43.9
Administrative and support service activities; Repair of computers	10.8	18.5	40.4	18.8	-	7.7	36.4	15.0
Total	21.5	36.5	49.9	36.9	18.8	17.6	15.9	25.4

A9: During 2020, did your enterprise increase the: (continued)

%

Enterprises	Size class			Region				Total
	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	

Number of online meetings on *Skype, Zoom, Teams*

Activity	Manufacturing	24.1	56.3	85.1	37.2	39.0	30.8	35.4	35.4
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	5.3	37.6	61.6	33.3	11.0	23.0	40.5	24.0
	Construction	16.1	53.4	56.8	26.9	8.5	28.1	33.3	23.8
	Wholesale and retail trade	36.1	56.1	65.0	62.1	35.0	8.3	17.4	39.5
	Transportation and storage	9.1	48.5	70.8	39.2	10.4	7.5	5.2	17.4
	Accommodation and food service activities	6.9	50.7	66.7	11.8	8.4	21.0	15.9	12.9
	Information and communications	81.6	89.9	82.5	88.0	86.2	60.0	63.0	83.1
	Real estate activities; Professional, scientific and technical activities	66.2	92.5	100.0	78.7	70.5	29.5	66.7	70.7
	Administrative and support service activities; Repair of computers	29.4	32.5	88.5	38.9	24.7	34.4	36.4	35.2
Total	31.1	56.8	78.0	51.0	33.2	23.0	30.0	37.7	

A10: How much did the changes caused by Covid-19 pandemic impact¹⁾ %

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beoogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Remote access to the enterprise's e-mail - Completely									
Activity	Manufacturing	40.2	41.8	42.6	51.1	44.6	36.7	18.1	41.1
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	48.6	30.6	50.0	29.2	2.4	90.4	27.4
	Construction	-	19.1	31.0	36.8	-	-	-	14.3
	Wholesale and retail trade	41.7	41.8	46.7	48.8	24.1	56.6	15.3	41.9
	Transportation and storage		34.2	42.1	9.9	17.2	35.7	20.8	17.7
	Accommodation and food service activities	54.7	39.4	100.0	49.4		86.1	45.0	49.8
	Information and communications	35.7	54.6	50.0	42.4	17.8	70.6	28.3	38.4
	Real estate activities; Professional, scientific and technical activities	10.2	31.6	33.3	7.8	31.9	11.1	53.6	15.0
	Administrative and support service activities; Repair of computers	44.1	41.6	63.4	25.7	96.7	80.7	33.3	46.4
Total	32.7	39.1	43.6	37.8	32.7	36.1	23.2	35.2	
Remote access to the enterprise's e-mail - Partially									
Activity	Manufacturing	40.6	40.9	52.7	36,3	54.1	31.5	80.4	42.3
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	100.0	30.6	69.4	50.0	41.6	97.6	9.6	63.1
	Construction	100.0	61.7	45.4	32.8	48.4	100.0	100.0	72.4
	Wholesale and retail trade	36.6	39.4	50.1	27.9	56.9	43.4	72.4	37.6
	Transportation and storage	57.4	40.4	57.9	31.5	74.2	32.2	58.3	50.7
	Accommodation and food service activities	35.4	50.6		44.0	55.8	13.9	55.0	40.6
	Information and communications	49.4	37.6	50.0	38.0	75.9	29.4	71.7	47.9
	Real estate activities; Professional, scientific and technical activities	73.2	68.4	61.1	77.8	67.3	19.4	46.4	71.9
	Administrative and support service activities; Repair of computers	36.7	32.0	36.6	45.0	3.3	19.3	66.7	35.7
Total	48.0	44.5	51.8	41.5	56.8	40.6	73.5	47.4	

¹⁾ The results refer only to enterprises that answered "Yes" in question A9a.

A10: How much did the changes caused by Covid-19 pandemic impact
(continued)¹⁾

%

Enterprises		Size class			Region				Total
		Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	
Remote access to the enterprise's ICT system besides the e-mail - Completely									
Activity	Manufacturing	52,9	44,1	48,8	65,1	51,7	42,8	17,0	48,9
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	100,0	49,9	52,5	64,2	92,2	43,5	-	67,0
	Construction	-	30,1	21,9	32,5	14,1	29,7	-	19,6
	Wholesale and retail trade	47,4	39,5	48,2	50,2	29,0	65,6	25,9	46,0
	Transportation and storage	-	53,7	54,7	13,7	17,2	100,0	43,5	23,1
	Accommodation and food service activities	64,9	58,0	100,0	63,0	29,9	85,1	33,3	63,0
	Information and communications	37,3	64,7	46,7	46,9	18,2	85,1	37,2	41,6
	Real estate activities; Professional, scientific and technical activities	9,6	33,1	40,0	6,5	38,4	27,6	88,2	14,9
	Administrative and support service activities; Repair of computers	18,6	57,1	75,4	42,1	-	76,1	33,3	42,2
Total	37,3	42,9	49,8	41,1	34,7	48,3	24,4	39,7	
Remote access to the enterprise's ICT system besides e-mail - Partially									
Activity	Manufacturing	29,5	43,0	48,8	30,8	46,1	29,5	80,9	37,4
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	50,1	40,5	35,8	3,9	56,5	-	31,5
	Construction	100,0	41,1	70,8	39,4	7,5	70,3	100,0	63,0
	Wholesale and retail trade	52,3	52,3	48,0	47,7	70,2	34,4	69,9	52,2
	Transportation and storage	57,4	33,8	45,3	25,7	74,2	-	56,5	48,6
	Accommodation and food service activities	35,1	34,1	-	29,4	70,1	14,9	66,7	33,3
	Information and communications	62,7	31,9	53,3	53,1	79,4	14,9	62,8	57,9
	Real estate activities; Professional, scientific and technical activities	75,7	65,2	60,0	78,6	61,6	72,4	-	73,3
	Administrative and support service activities; Repair of computers	81,4	42,9	24,6	57,9	-	23,9	66,7	57,8
Total	55,1	46,4	47,5	51,5	61,3	33,6	73,5	52,2	

¹⁾ The results refer only to enterprises that answered "Yes" in question A9b.

**A10: How much did the changes caused by Covid-19 pandemic impact
(continued)¹⁾**

%

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	

Enterprise's online meetings on *Skype, Zoom, Teams* - Completely

Activity									
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total	
Manufacturing	39.8	44.6	49.6	63.2	43.7	24.1	43.0	43.0	
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	81.9	77.7	86.0	86.0	20.9	100.0	72.1	
Construction	55.5	49.5	46.2	73.5	58.5	1.2	70.5	52.5	
Wholesale and retail trade	72.9	75.9	59.1	77.0	57.5	58.0	97.2	73.0	
Transportation and storage	50.0	56.2	55.9	64.6	21.4	47.7	35.7	53.6	
Accommodation and food service activities	79.3	60.8	100.0	87.2	-	94.7	12.8	70.3	
Information and communications	57.7	53.3	48.5	68.4	8.8	93.6	32.9	56.6	
Real estate activities; Professional, scientific and technical activities	45.9	45.8	65.0	43.3	44.1	91.1	52.7	46.3	
Administrative and support service activities; Repair of computers	27.8	65.9	40.1	33.3	32.0	86.1	33.3	38.1	
Total	55.2	55.2	52.3	63.9	43.8	36.3	57.3	55.0	

Enterprise's online meetings on *Skype, Zoom, Teams* - Partially

Activity									
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total	
Manufacturing	54.8	42.7	40.2	30.7	55.6	53.3	51.2	48.1	
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	100.0	18.1	15.9	7.0	14.0	79.1	-	26.5	
Construction	44.5	50.5	53.8	26.5	41.5	98.8	29.5	47.5	
Wholesale and retail trade	21.2	24.1	40.9	23.0	22.1	42.0	2.8	22.5	
Transportation and storage	50.0	29.0	44.1	35.4	42.3	52.3	64.3	39.8	
Accommodation and food service activities	20.7	29.5	-	12.8	61.5	5.3	87.2	24.8	
Information and communications	38.9	46.7	51.5	31.6	76.8	6.4	67.1	40.8	
Real estate activities; Professional, scientific and technical activities	54.1	49.6	20.0	56.7	49.7	8.9	47.3	52.4	
Administrative and support service activities; Repair of computers	52.9	34.1	31.1	55.1	4.3	13.9	66.7	44.4	
Total	40.5	38.4	38.0	34.6	44.8	51.3	40.3	39.7	

¹⁾The results refer only to enterprises that answered "Yes" in question A9c.

A11: During 2020, under the influence of Covid-19, did your enterprise begin or increase actions for Internet sale of goods or services (via website or app, resale website, EDI-type sale)?

%

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	
YES								
Manufacturing	6.4	11.1	21.1	11.2	7.5	7.6	7.5	8.4
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
Construction	1.6	11.2	9.7	0.7	3.5	3.6	12.5	3.5
Wholesale and retail trade	13.0	24.4	52.6	8.8	23.5	19.8	16.2	15.5
Transportation and storage	2.7	6.9	25.5	0,7	0.3	4.3	20.5	4.1
Accommodation and food service activities	11.6	31.4	33.3	15.6	8.3	14.2	19.6	14.2
Information and communications	12.3	13.1	5.0	14.0	-	18.1	17.8	12.2
Real estate activities; Professional, scientific and technical activities	4.5	3.2	-	-	11.7	14.3	4.5	4.3
Administrative and support service activities; Repair of computers	17.2	6.6	-	8.8	34.3	4.8	2.0	13.4
Total	8.2	12.7	20.0	7.5	11.4	10.0	11.5	9.5

MODULE B: E-commerce

B1: During 2020, did your enterprise have web sales of goods or services: %

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	

Via the website or mobile app of your enterprise?

Activity	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	15.2	23.3	22.7	21.9	18.5	13.5	17.8	17.6
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	5.9	2.9	-	0.8	-	12.2	2.8
Construction	7.4	8.9	9.7	11.7	0.3	3.6	15.1	7.7
Wholesale and retail trade	24.2	28.9	47.6	17.7	32.3	21.7	44.9	25.4
Transportation and storage	4.6	15.5	51.6	16.0	4.4	3.9	5.2	7.8
Accommodation and food service activities	64.8	64.5	33.3	82.2	45.2	47.8	21.6	64.6
Information and communications	46.8	53.6	87.5	44.2	58.9	55.7	61.0	49.3
Real estate activities; Professional, scientific and technical activities	12.3	11.8	-	2.5	24.9	39.1	14.8	12.0
Administrative and support service activities; Repair of computers	37.7	35.1	-	33.1	47.5	13.3	27.3	33.9
Total	21.1	24.2	25.2	23.7	22.5	16.1	25.0	21.9

Via e-commerce websites or apps used by several enterprises on marketplace?

Activity	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	0.1	4.9	4.3	2.0	1.9	1.5	0.2	1.5
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	4.7	-	-	-	-	-	11.3	2.3
Construction	1.6	4.7	9.7	0.7	-	3.6	9.8	2.3
Wholesale and retail trade	10.6	7.2	6.3	15.5	7.1	1.0	10.9	10.0
Transportation and storage	11.5	7.3	13.0	1.4	3.8	34.1	-	10.9
Accommodation and food service activities	30.2	11.0	33.3	22.8	31.1	37.4	34.9	27.7
Information and communications	13.7	2.0	-	8.0	24.6	4.0	14.5	11.2
Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-	-
Administrative and support service activities; Repair of computers	12.5	-	-	7.3	1.4	20.8	25.3	8.7
Total	7.4	4.6	4.6	7.8	5.0	6.5	7.1	6.7

B2: What was the percentage of the total turnover of web sales of goods/services in 2020? ¹⁾

%

	Enterprises								Total
	Size class			Region					
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije		
1–24%	64.2	89.2	81.5	62.5	67.3	81.4	79.8	69.5	
25–49%	24.3	6.6	13.0	28.8	10.4	18.4	16.5	20.6	
50–74%	11.5	4.2	5.6	8.7	22.3	0.2	3.7	9.9	
75–100%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	

B3: What was the percentage of the value of web sales in 2020 for the following?

%

	Enterprises								Total
	Size class			Region					
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije		

Via your enterprise's website or mobile app

1–24%	22.1	8.4	8.3	19.9	14.4	23.7	19.0	19.1
25–49%	2.4	0.0	0.0	2.8	0.0	1.1	3.2	1.9
50–74%	0.8	2.3	1.2	0.4	1.1	2.7	1.2	1.1
75–100%	74.7	89.4	90.5	76.9	84.5	72.6	76.6	78.0

Via e-commerce marketplace websites or apps used by several enterprises for trading goods

1–24%	74.7	89.4	88.8	76.7	84.5	72.6	76.6	77.9
25–49%	0.1	2.0	2.8	0.4	1.1	0.6	0.0	0.6
50–74%	3.1	0.3	0.0	2.9	0.0	3.1	4.4	2.4
75–100%	22.1	8.4	8.3	19.9	14.4	23.7	19.0	19.1

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

B6: What was the percentage of the value of web sales in 2020 by type of transaction?

%

	Enterprises								Total
	Size class			Region					
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije		
Sale to end consumers (B2C)									
1–24%	23.9	22.0	26.5	30.7	16.1	15.2	25.6	23.6	
25–49%	1.3	2.6	2.8	2.9	0.8	0.0	0.8	1.6	
50–74%	14.4	11.1	6.5	8.6	28.1	12.4	4.4	13.5	
75–100%	60.4	64.3	64.2	57.8	55.0	72.4	69.2	61.2	
Sale to other enterprises (B2B, B2G)									
1–24%	60.4	64.3	64.2	57.8	55.0	72.4	69.2	61.2	
25–49%	3.3	3.3	1.5	2.3	4.5	5.2	1.4	3.2	
50–74%	12.4	9.9	7.8	9.0	24.4	7.1	3.8	11.8	
75–100%	23.9	22.4	26.5	30.9	16.1	15.2	25.6	23.7	

B7: Did your enterprise have web sales to customers located in the following geographic areas?

%

Enterprises	Size class			Region				Total	
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije		
	Republic of Serbia								
Activity	Manufacturing	9.6	95.3	100.0	100.0	100.0	100.0	88.2	98.2
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	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	100.0
	Wholesale and retail trade	100.0	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	100.0
	Accommodation and food service activities	96.9	96.6	100.0	97.9	100.0	100.0	68.0	96.9
	Information and communications	88.8	100.0	100.0	89.1	100.0	93.3	78.7	91.1
	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	88.9	100.0	-	100.0	66.9	100.0	100.0	91.1
Total	97.4	98.0	100.0	98.0	97.5	99.6	93.9	97.6	

B7: Did your enterprise have web sales to customers located in the following geographic areas? (continued)

%

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	

EU countries

Activities	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	9.4	17.3	8.7	9.6	9.0	4,6	34,4	11.9
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	100.0	-	100.0	-	-	5.2
Construction	-	4.8	-	-	100.0	-	-	0.8
Wholesale and retail trade	5.7	1.2	13.3	12.5	-	-	1.0	5.3
Transportation and storage	-	19.0	39.6	8.5	30.4	0.9	28.6	7.2
Accommodation and food service activities	19.0	56.3	-	17.8	7.4	68.6	40.3	23.6
Information and communications	16.3	9.9	-	23.0	-	-	15.2	14.5
Real estate activities; Professional, scientific and technical activities	23.1	80.8	-	91.0	46.8	-	-	31.6
Administrative and support service activities; Repair of computers	14.6	10.5	-	7.0	33.1	12.2	-	13.7
Total	10.6	17.6	13.6	14.6	9.6	9.5	11.6	12.0

Rest of the world

Activity	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	5.1	17.9	3.9	10.3	6.5	4.6	19.8	9.2
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
Construction	-	4.8	-	-	100.0	-	-	0.8
Wholesale and retail trade	6.0	2.5	10.5	12.7	-	3.7	-	5.7
Transportation and storage	-	19.0	17.1	4.2	30.4	0.9	-	5.0
Accommodation and food service activities	17.1	46.2	-	18.6	1.0	68.6	-	20.7
Information and communications	18.4	13.6	-	24.1	-	6.7	25.7	16.7
Real estate activities; Professional, scientific and technical activities	23.1	80.8	-	91.0	46.8	-	-	31.6
Administrative and support service activities; Repair of computers	2.4	10.5	-	6.3	-	6.1	-	4.0
Total	9.1	17.4	6.9	14.9	5.6	10.5	6.1	10.6

B8: What was the percentage of the turnover of web sales to customers located in the following geographic areas in 2020?

%

	Enterprises							
	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	
Republic of Serbia								
1–24%	4.0	5.2	0.8	5.7	2.5	0.4	6.4	4.1
25–49%	0.9	0.4	1.7	0.7	1.5	1.0	0.0	0.8
50–74%	1.2	4.7	5.2	1.9	1.7	1.8	3.0	2.0
75–100%	93.9	89.7	92.4	91.7	94.3	96.9	90.6	93.1
EU countries								
1–24%	94.8	92.6	93.2	93.4	94.4	98.5	91.8	94.3
25–49%	0.7	2.8	4.4	1.7	1.5	0.5	0.0	1.2
50–74%	2.5	2.0	2.5	2.9	1.6	1.0	3.9	2.4
75–100%	2.1	2.7	0.0	2.0	2.5	0.0	4.4	2.1
Rest of the world								
1–24%	98.4	97.5	98.3	97.2	100.0	98.7	98.0	98.3
25–49%	0.4	0.4	1.7	1.0	0.0	0.0	0.0	0.4
50–74%	0.7	1.7	0.0	1.3	0.0	0.9	0.9	0.8
75–100%	0.5	0.4	0.0	0.5	0.0	0.4	1.2	0.4

B9: Did your enterprise experience any of the following difficulties regarding web sales to EU countries during 2020?¹⁾

%

Enterprises	Size class			Region				Total
	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	

High costs of delivering or returning products when selling to EU countries

Activity	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
Manufacturing	39.3	57.0	-	-	-	40.7	95.4	45.4
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	100.0	-	100.0	-	-	100.0
Construction	-	-	-	-	-	-	-	-
Wholesale and retail trade	96.2	-	78.9	95.1	-	-	-	91.9
Transportation and storage	-	100.0	-	-	100.0	-	-	45.8
Accommodation and food service activities	-	-	-	-	-	-	-	-
Information and communications	40.4	-	-	40.2	-	-	-	35.9
Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-	-
Administrative and support service activities; Repair of computers	8.1	-	-	-	-	100.0	-	6.9
Total	31.3	24.5	27.0	34.8	8.7	9.4	58.2	29.3

Difficulties related to resolving complaints and disputes when selling to EU countries

Activity	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
Manufacturing	-	-	22.2	-	-	13.2	-	1.3
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
Construction	-	-	-	-	-	-	-	-
Wholesale and retail trade	-	-	78.9	6.3	-	-	-	6.1
Transportation and storage	-	100.0	-	-	100.0	-	-	45.8
Accommodation and food service activities	-	4.7	-	2.9	-	-	-	1.4
Information and communications	-	-	-	-	-	-	-	-
Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-	-
Administrative and support service activities; Repair of computers	-	-	-	-	-	-	-	-
Total	-	7.1	27.0	2.5	7.5	1.7	-	3.1

¹⁾ The results refer only to enterprises that answered "Yes" in question B7b.

B9: Did your enterprise experience any of the following difficulties regarding web sales to EU countries during 2020? ¹⁾

%

Enterprises	Size class			Region				Total
	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	

Adapting labeling when selling to EU countries

Activity	Manufacturing	39.3	21.7	-	26.3	-	40.7	42.5	28.7
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
	Construction	-	-	-	-	-	-	-	-
	Wholesale and retail trade	-	-	78.9	6.3	-	-	-	6.1
	Transportation and storage	-	100.0	-	-	100.0	-	-	45.8
	Accommodation and food service activities	-	-	-	-	-	-	-	-
	Information and communications	3.4	-	-	-	-	-	28.6	3.1
	Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-	-
Administrative and support service activities; Repair of computers	-	-	-	-	-	-	-	-	
Total	5.7	12.8	21.3	4.0	7.5	5.4	28.9	8.3	

Lack of knowledge of foreign languages for communicating with customers in EU countries

Activity	Manufacturing	-	8.2	-	-	-	40.7	-	3.9
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
	Construction	-	-	-	-	-	-	-	-
	Wholesale and retail trade	-	-	-	-	-	-	-	-
	Transportation and storage	-	100.0	-	-	100.0	-	-	45.8
	Accommodation and food service activities	-	-	-	-	-	-	-	-
	Information and communications	-	-	-	-	-	-	-	-
	Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-	-
Administrative and support service activities; Repair of computers	-	-	-	-	-	-	-	-	
Total	-	8.3	-	-	7.5	5.4	-	2.2	

¹⁾ The results refer only to enterprises that answered "Yes" in question B7b.

B9: Did your enterprise experience any of the following difficulties regarding web sales to EU countries during 2020? ¹⁾

%

Enterprises	Size class			Region				Total
	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	

Restrictions from your business partners to sell to certain EU countries

Activity	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	39.3	-	-	-	-	-	42.5	18.5
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
Construction	-	-	-	-	-	-	-	-
Wholesale and retail trade	-	-	-	-	-	-	-	-
Transportation and storage	-	-	-	-	-	-	-	-
Accommodation and food service activities	-	-	-	-	-	-	-	-
Information and communications	3.4	-	-	-	-	-	28.6	3.1
Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-	-
Administrative and support service activities; Repair of computers	-	-	-	-	-	-	-	-
Total	5.7	-	-	-	-	-	28.9	3.9

Difficulties related to the VAT system in EU countries (e.g. uncertainty regarding VAT treatment in different countries)

Activity	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	43.6	21.4	-	-	-	-	70.3	30.6
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
Construction	-	-	-	-	-	-	-	-
Wholesale and retail trade	-	-	-	-	-	-	-	-
Transportation and storage	-	100.0	-	-	100.0	-	-	45.8
Accommodation and food service activities	-	-	-	-	-	-	-	-
Information and communications	40.4	-	-	40.2	-	-	-	35.9
Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-	-
Administrative and support service activities; Repair of computers	-	-	-	-	-	-	-	-
Total	12.5	12.6	-	8.9	7.5	-	42.9	12.0

¹⁾ The results refer to enterprises that answered "Yes" in question B7b.

B10: During 2020, did your enterprise have EDI-type sales of goods or services?

%

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	

YES

Activity	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	1.4	3.3	6.9	2.6	3.0	1.1	2.4	2.2
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
Construction	-	0.4	9.7	0.7	0.3	-	-	0.4
Wholesale and retail trade	0.3	3.2	19.9	1.7	0.5	1.0	0.5	1.1
Transportation and storage	4.6	8.4	28.6	19.2	0.3	0.7	-	5.9
Accommodation and food service activities	6.9	4.5	-	0.4	22.6	12.2	-	6.5
Information and communications	4.4	1.6	-	5.2	-	4.0	-	3.7
Real estate activities; Professional, scientific and technical activities	2.8	0.9	-	0.2	11.7	-	-	2.5
Administrative and support service activities; Repair of computers	6.6	3.7	-	8.8	-	-	-	5.4
Total	2.0	3.0	8.7	3.2	3.0	1.3	1.0	2.5

B11: What percentage was generated by EDI-type sales of goods or services during 2020?¹⁾

%

	Enterprises							
	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	
1–24%	54.6	87.2	85.9	52.6	81.1	79.6	86.6	66.1
25–49%	33.1	10.4	9.4	45.2	1.0	5.6	0.0	24.8
50–74%	12.3	2.4	4.7	2.2	17.9	14.8	13.4	9.1
75–100%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

¹⁾ The results refer only to enterprises that answered “Yes” in question B10.

B12: During 2020, did your enterprise sell via EDI-type messages to customers located in the following geographic areas?¹⁾

%

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	
Republic of Serbia									
Activity	Manufacturing	65.1	100.0	100.0	100.0	59.6	100.0	100.0	84.1
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
	Construction	-	100.0	100.0	100.0	100.0	-	-	100.0
	Wholesale and retail trade	27.1	100.0	100.0	100.0	100.0	15.1	100.0	85.1
	Transportation and storage	100.0	100.0	100.0	100.0	100.0	100.0	-	100.0
	Accommodation and food service activities	85.1	100.0	-	100.0	100.0	52.7	-	86.5
	Information and communications	90.1	100.0	-	100.0	-	-	-	90.9
	Real estate activities; Professional, scientific and technical activities	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	
Total		86.8	100.0	100.0	100.0	86.8	62.4	100.0	91.5
EU countries									
Activity	Manufacturing	34,9	7,5	6,8	14,3	40,4	-	-	19,8
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
	Construction	-	100,0	-	-	100,0	-	-	21,1
	Wholesale and retail trade	-	13,8	-	8,3	-	-	-	5,5
	Transportation and storage	-	-	-	-	-	-	-	-
	Accommodation and food service activities	28,6	69,2	-	100,0	-	100,0	-	32,2
	Information and communications	-	100,0	-	8,3	-	-	-	7,6
	Real estate activities; Professional, scientific and technical activities	100,0	100,0	-	100,0	100,0	-	-	100,0
Administrative and support service activities; Repair of computers	15,2	-	-	12,9	-	-	-	12,9	
Total		28,0	16,1	2,3	8,8	42,3	36,2	-	21,9

¹⁾ The results refer only to enterprises that answered “Yes” in question B10.

B12: During 2020, did your enterprise sell via EDI-type messages to customers located in the following geographic areas?¹⁾ (continued) %

Enterprises	Size class			Region				Total	
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije		
Rest of the world									
Activity	Manufacturing	34.9	7.5	13.6	18.7	40.4	-	-	21.1
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
	Construction	-	-	-	-	-	-	-	-
	Wholesale and retail trade	-	13.8	-	8.3	-	-	-	5.5
	Transportation and storage	-	-	-	-	-	-	-	-
	Accommodation and food service activities	28.6	28.8	-	-	-	100.0	-	28.6
	Information and communications	9.9	100.0	-	8.3	-	100.0	-	16.7
	Real estate activities; Professional, scientific and technical activities	100.0	-	-	-	100.0	-	-	94.3
Administrative and support service activities; Repair of computers	11.8	-	-	10.0	-	-	-	10.0	
Total	28.5	10.0	4.7	6.8	41.2	41.9	-	21.2	

¹⁾ The results refer only to enterprises that answered “Yes” in question B10.

MODULE C: Sharing of information electronically within the enterprise

C1: Does your enterprise use ERP software?

%

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojevidne	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
YES									
Activity	Manufacturing	11.0	37.6	50.8	27.8	18.7	14.7	19.9	19.7
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	12.3	22.6	50.4	21.6	23.1	20.3	13.5	20.1
	Construction	-	22.7	53.9	7.5	5.7	3.9	1.2	5.5
	Wholesale and retail trade	26.0	46.9	64.5	35.4	28.9	21.0	25.3	29.8
	Transportation and storage	10.3	32.7	74.5	26.7	2.5	24.6	4.9	15.9
	Accommodation and food service activities	21.0	29.3	66.7	15.4	15.5	44.3	44.2	22.3
	Information and communications	33.0	39.8	82.5	43.9	10.2	21.9	41.8	35.8
	Real estate activities; Professional, scientific and technical activities	29.5	32.6	40.0	31.2	30.6	31.7	14.5	30.1
	Administrative and support service activities; Repair of computers	13.7	22.1	43.1	25.9	9.8	1.9	-	18.1
Total	17.6	35.2	54.7	28.2	18.7	18.0	18.6	22.3	

C2: Does your enterprise use CRM software to manage:

%

Enterprises	Size class			Region				Total
	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	

The collection, storing and making available information on customers to various business functions

Activity	The collection, storing and making available information on customers to various business functions								
	Manufacturing	7.5	15.7	15.8	11.8	18.5	2.5	6.8	10.0
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	12.8	9.9	17.1	33.9	18.9	1.0	-	12.0	
Construction	-	4.7	-	-	-	3.6	-	0.8	
Wholesale and retail trade	17.8	18.0	20.5	29.3	5.0	8.7	17.9	17.9	
Transportation and storage	10.6	9.1	25.5	13.9	18.2	4.3	-	10.8	
Accommodation and food service activities	12.1	17.1	-	13.1	5.2	26.8	2.0	12.7	
Information and communications	22.4	29.0	67.5	29.5	8.9	15.9	33.8	25.0	
Real estate activities; Professional, scientific and technical activities	11.9	24.8	10.0	14.3	2.4	30.5	14.8	13.8	
Administrative and support service activities; Repair of computers	11.8	9.5	17.6	17.9	1.1	6.7	-	11.8	
Total	11.6	15.2	18.0	18.1	10.6	6.7	9.0	12.5	

The analysis of information on customers for marketing purposes (e.g. setting prices, sales promotions, choosing distribution channels)

Activity	The analysis of information on customers for marketing purposes (e.g. setting prices, sales promotions, choosing distribution channels)								
	Manufacturing	6.7	13.2	12.2	9.9	13.8	3.2	8.0	8.6
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	7.0	-	10.2	4.1	9.9	1.0	-	4.3	
Construction	-	5.1	-	-	0.3	3.6	-	0.9	
Wholesale and retail trade	6.5	16.0	17.8	3.5	14.0	4.9	17.9	8.1	
Transportation and storage	-	3.6	22.4	1.4	2.2	0.7	-	1.3	
Accommodation and food service activities	9.5	11.6	66.7	15.0	7.0	1.1	-	10.0	
Information and communications	7.9	23.9	62.5	14.1	6.7	7.9	16.3	12.5	
Real estate activities; Professional, scientific and technical activities	3.6	11.0	-	2.0	4.8	13.4	14.8	4.7	
Administrative and support service activities; Repair of computers	2.8	6.7	17.6	5.3	7.0	1.9	-	4.9	
Total	5.1	11.3	15.1	5.7	9.8	3.7	8.7	6.7	

MODULE D: Use of cloud computing services

D1: Does your enterprise buy cloud computing services over the Internet? %

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	

YES

Activity	YES							
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	18.3	35.2	51.1	35.4	19.4	23.9	17.0	24.3
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	12.3	19.8	43.4	23.4	22.0	23.0	1.3	18.3
Construction	7.2	42.4	30.1	9.1	5.4	31.1	15.1	14.0
Wholesale and retail trade	26.4	50.2	62.2	43.4	29.7	9.1	20.0	30.5
Transportation and storage	21.3	43.1	71.4	39.3	36.6	10.8	5.2	26.3
Accommodation and food service activities	23.6	40.3	33.3	29.9	14.0	32.6	13.9	25.9
Information and communications	59.9	49.7	10.0	66.4	36.2	34.0	46.7	56.5
Real estate activities; Professional, scientific and technical activities	47.8	57.0	60.0	53.8	42.3	54.3	20.6	49.4
Administrative and support service activities; Repair of computers	22.9	33.4	53.0	32.0	12.7	28.5	36.4	27.8
Total	25.0	40.6	50.7	39.2	24.2	22.0	17.5	28.9

D2: Does your enterprise buy any of the following cloud computing services used over the Internet?¹⁾

%

Enterprises	Size class			Region				Total
	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	

E-mail (as a cloud computing service)

Activity	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	53.7	75.9	83.9	70.4	68.8	56.3	66.7	65.2
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	56.7	100.0	84.2	90.0	96.5	62.3	100.0	82.4
Construction	100.0	100.0	70.2	95.5	93.0	100.0	100.0	98.2
Wholesale and retail trade	95.0	66.0	81.3	87.9	82.4	100.0	94.5	87.8
Transportation and storage	50.0	77.2	95.6	56.1	56.4	96.7	64.3	61.0
Accommodation and food service activities	95.7	76.7	-	94.4	85.2	82.3	100.0	91.3
Information and communications	79.4	78.9	50.0	74.7	96.3	76.5	100.0	79.2
Real estate activities; Professional, scientific and technical activities	61.9	68.2	91.7	46.8	99.0	100.0	89.1	63.6
Administrative and support service activities; Repair of computers	89.3	95.3	94.9	93.5	69.0	100.0	94.4	91.8
Total	75.7	77.2	84.9	74.7	78.3	77.3	85.2	76.7

Office software – word processors and spreadsheets (as a cloud computing service)

Activity	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	40.3	64.8	74.0	46.7	87.3	32.9	57.9	53.0
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	43.3	-	36.1	17.5	7.0	37.7	100.0	21.9
Construction	100.0	26.4	38.4	33.9	7.0	76.7	65.1	57.3
Wholesale and retail trade	18.7	72.8	88.4	20.7	50.2	78.0	58.2	34.1
Transportation and storage	42.8	57.2	67.9	82.9	1.7	100.0	28.6	48.7
Accommodation and food service activities	23.9	57.2	-	18.8	90.1	41.5	14.7	30.6
Information and communications	63.4	89.4	100.0	76.0	28.3	34.9	65.7	67.7
Real estate activities; Professional, scientific and technical activities	38.9	65.4	66.7	46.8	66.7	3.7	17.4	44.1
Administrative and support service activities; Repair of computers	59.4	47.3	85.6	57.6	91.5	16.8	94.4	60.5
Total	38.2	60.5	73.2	43.1	53.2	43.8	57.6	46.4

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

D2: Does your enterprise buy any of the following cloud computing services used over the Internet?¹⁾ (continued)

%

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	

Finance or accounting software applications (as a cloud computing service)

Activity	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	62.5	32.6	43.0	45.5	53,2	55.8	36.8	49.6
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	43.3	50.1	35.8	45.0	3.5	87.9	100.0	44.8
Construction	100.0	27.4	8.6	29.4	6.1	76.7	65.1	56.0
Wholesale and retail trade	51.7	21.4	32.0	39.3	64.8	-	49.5	44.0
Transportation and storage	21.4	12.6	27.0	33.8	0.8	39.8	-	19.5
Accommodation and food service activities	39.3	51.0	-	56.9	23.1	2.7	26.5	41.5
Information and communications	30.9	85.3	100.0	42.2	24.6	53.3	29.8	39.8
Real estate activities; Professional, scientific and technical activities	41.3	26.3	-	37.1	61.0	1.6	78.3	37.9
Administrative and support service activities; Repair of computers	25.5	39.1	18.7	26.5	22.5	10.3	61.1	28.0
Total	46.8	31.9	32.8	40.0	44.4	43.6	45.3	41.9

Enterprise Resource Planning - ERP

Activity	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	14.1	9.1	24.5	15.1	27.1	4.9	4.7	13.6
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	15.8	21.3	37.5	7.0	4.4	-	11.8
Construction	-	11.0	18.4	-	7.0	12.7	-	7.0
Wholesale and retail trade	32.8	29.5	12.8	32.3	24.4	81.1	6.3	31.2
Transportation and storage	-	20.8	22.6	1.8	5.1	39.8	-	7.4
Accommodation and food service activities	4.3	18.9	-	5.9	-	17.7	-	7.3
Information and communications	42.5	40.3	50.0	48.9	2.5	35.3	38.7	42.2
Real estate activities; Professional, scientific and technical activities	3.6	25.3	-	4.7	5.7	24.7	-	7.3
Administrative and support service activities; Repair of computers	18.2	24.6	18.7	20.0	-	59.8	-	20.0
Total	19.1	19.6	19.9	21.7	16.6	20.3	7.1	19.3

¹⁾ The results refer only to enterprises that answered “Yes” in question D1.

D2: Does your enterprise buy any of the following cloud computing services used over the Internet?¹⁾ (continued)

%

Enterprises	Size class			Region				Total
	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	

Customer Relationship Management (CRM) software applications (as a cloud computing service)

Activity	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	1.9	10.9	8.8	6.3	12.9	1.9	1.6	5.9
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	34.1	21.3	7.5	41.1	4.4	-	20.2
Construction	-	12.0	-	-	6.1	11.6	-	6.4
Wholesale and retail trade	28.5	8.7	14.2	28.4	18.7	8.9	8.8	23.4
Transportation and storage	-	12.6	17.5	-	0.8	39.8	-	4.8
Accommodation and food service activities	-	15.2	100.0	3.6	11.5	-	-	3.6
Information and communications	20.1	31.5	50.0	25.9	2.5	11.8	19.7	22.0
Real estate activities; Professional, scientific and technical activities	16.3	8.6	-	15.6	5.7	24.7	-	14.6
Administrative and support service activities; Repair of computers	3.4	6.5	28.1	10.3	-	10.3	-	8.3
Total	14.4	12.2	13.5	17.2	12.0	8.9	5.0	13.8

Security software applications (e.g. antivirus program, network access control) (as a cloud computing service)

Activity	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	37.1	43.4	63.6	42.5	52.8	32.2	50.9	42.6
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	100.0	34.2	14.5	-	44.9	83.5	100.0	51.6
Construction	-	26.4	38.0	29.4	20.9	12.7	-	16.3
Wholesale and retail trade	14.9	39.0	41.5	12.2	36.6	19.8	50.8	21.6
Transportation and storage	-	43.6	77.4	20.6	7.6	36.6	64.3	17.9
Accommodation and food service activities	16.9	49.3	-	20.2	63.1	17.7	-	23.4
Information and communications	40.9	71.2	100.0	50.9	24.6	52.9	23.5	46.0
Real estate activities; Professional, scientific and technical activities	54.0	49.3	-	56.1	66.7	3.7	82.6	52.1
Administrative and support service activities; Repair of computers	28.6	60.6	37.5	35.7	46.5	27.2	61.1	38.4
Total	29.3	43.6	50.5	33.1	40.6	26.9	45.0	34.5

¹⁾ The results refer only to enterprises who answered "Yes" in question D1.

D2: Does your enterprise buy any of the following cloud computing services used over the Internet?¹⁾ (continued)

%

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	

Hosting the enterprise's database(s) (as a cloud computing service)

Activity	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
Manufacturing	28.6	36.3	39.9	32.0	26.6	36.3	37.4	32.7
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	43.3	50.1	43.5	45.0	-	100.0	-	46.5
Construction	-	27.4	8.6	-	72.1	12.7	17.5	15.0
Wholesale and retail trade	46.5	19.2	18.5	43.0	46.0	1.6	14.9	39.1
Transportation and storage	28.6	20.8	36.5	3.6	49.5	33.3	28.6	27.2
Accommodation and food service activities	38.0	36.1	-	49.4	41.0	-	14.7	37.4
Information and communications	71.2	56.1	100.0	75.4	28.3	64.7	68.3	68.9
Real estate activities; Professional, scientific and technical activities	35.9	14.5	-	33.2	35.1	4.8	89.1	31.4
Administrative and support service activities; Repair of computers	35.1	46.0	9.4	42.6	11.3	27.2	-	33.7
Total	40.4	30.1	29.1	40.7	37.2	26.9	31.2	36.9

Storage of files (as a cloud computing service)

Activity	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
Manufacturing	31.2	52.1	57.4	45.1	54.9	30.6	35.2	41.7
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	43.3	-	45.8	10.0	3.5	50.8	100.0	24.0
Construction	-	27.4	18/4	29.4	13.1	12.7	-	15.6
Wholesale and retail trade	75.9	44.1	60.7	74.1	85.9	4.1	13.5	68.0
Transportation and storage	50.0	21.0	40.9	35.6	49.7	36.6	28.6	41.6
Accommodation and food service activities	72.5	34.2	-	84.5	13.2	38.8	-	64.3
Information and communications	68.7	58.3	100.0	74.8	24.6	76.5	49.5	67.3
Real estate activities; Professional, scientific and technical activities	46.1	73.9	8.3	63.8	8.4	27.5	82.6	50.1
Administrative and support service activities; Repair of computers	41.2	21.0	23.8	29.3	31.0	27.2	66.7	33.0
Total	55.1	44.2	47.8	61.9	52.1	27.9	30.5	51.7

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

D2: Does your enterprise buy any of the following cloud computing services used over the Internet?¹⁾ (continued)

%

Enterprises	Size class			Region				Total
	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	

Computing power to run the enterprise's own software (as a cloud computing service)

Activity	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	6.5	14.4	20.9	20.0	10.9	2.7	7.3	11.0
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	15.8	30.3	47.5	-	12.1	-	13.7
Construction	-	-	-	-	-	-	-	-
Wholesale and retail trade	14.2	19.4	14.9	5.3	44.3	1.6	17.4	15.4
Transportation and storage	-	-	27.7	3.6	-	6.5	-	2.3
Accommodation and food service activities	3.7	19.0	-	9.3	6.6	-	-	6.8
Information and communications	47.0	46.9	50.0	55.6	6.1	34.9	29.8	47.0
Real estate activities; Professional, scientific and technical activities	27.1	25.3	-	37.0	5.7	1.6	-	26.2
Administrative and support service activities; Repair of computers	25.5	17.5	18.7	30.3	-	10.3	-	22.3
Total	17.3	16.4	18.9	22.0	17.8	3.6	10.4	17.1

Computing platform providing a hosted environment for application development, testing or deployment (e.g. reusable software modules, application programming interfaces)

Activity	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	2.1	17.5	11.4	10.1	7.5	5.0	17.4	8.7
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	14.5	7.5	-	4.4	-	3.1
Construction	-	11.0	-	-	-	11.6	-	5.8
Wholesale and retail trade	8.7	18.8	18.5	5.3	27.2	10.5	12.3	11.4
Transportation and storage	28.6	-	4.4	-	43.6	3.3	-	19.0
Accommodation and food service activities	-	10.4	-	3.2	-	-	-	2.1
Information and communications	34.1	35.1	50.0	37.6	2.5	58.4	33.7	34.4
Real estate activities; Professional, scientific and technical activities	14.4	10.2	-	18.0	5.7	1.6	-	13.4
Administrative and support service activities; Repair of computers	3.4	3.9	18.7	7.2	-	10.3	-	6.1
Total	11.9	14.7	12.3	12.3	17.7	7.4	12.7	12.6

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

MODULE E: Internet of things

E1: Does your enterprise use interconnected devices or systems that can be monitored or remotely controlled via the Internet (Internet of things)? %

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	

YES

Activity	Manufacturing	18.8	38.3	37.4	19.6	29.4	26.5	19.3	24.6
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	21.2	57.0	43.8	49.1	18.8	40.5	60.1	38.3
	Construction	-	40.0	22.6	8.5	8.2	8.2	2.6	7.6
	Wholesale and retail trade	17.0	37.9	39.1	32.7	11.0	8.6	13.9	20.3
	Transportation and storage	27.6	22.1	55.2	20.7	38.5	0.7	73.9	27.5
	Accommodation and food service activities	6.6	32.5	33.3	7.6	12.4	15.3	12.2	10.1
	Information and communications	11.1	32.9	82.5	21.9	0.9	15.7	17.0	17.2
	Real estate activities; Professional, scientific and technical activities	13.7	20.5	15.0	12.5	13.0	27.9	18.3	14.7
	Administrative and support service activities; Repair of computers	6.7	20.8	5.0	6.4	5.9	10.7	44.4	9.6
Total	14.9	35.7	35.3	19.7	19.4	17.6	23.1	19.6	

E2: Does your enterprise use interconnected devices or systems that can be monitored or remotely controlled via the Internet (Internet of things)?¹⁾ %

Enterprises	Size class			Region				Total
	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	

For energy consumption management, e.g. “smart” devices such as thermostats, lamps (lights)

Activity	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	31.1	34.0	50.1	43.7	34.2	31.6	24.1	33.9
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	50.3	5.5	16.6	22.6	-	45.3	-	18.7
Construction	-	23.2	-	-	43.2	44.0	-	21.2
Wholesale and retail trade	47.3	36.5	43.3	54.9	23.8	31.5	1.7	44.4
Transportation and storage	22.1	16.5	23.6	3.4	47.2	50.0	-	21.4
Accommodation and food service activities	54.7	48.5	100.0	38.9	24.2	87.0	100.0	52.7
Information and communications	3.0	58.1	66.7	35.2	-	-	27.8	31.5
Real estate activities; Professional, scientific and technical activities	56.8	46.5	-	83.4	-	44.9	-	53.7
Administrative and support service activities; Repair of computers	40.3	17.7	-	20.5	-	17.3	50.0	27.8
Total	37.5	31.1	41.1	45.9	31.9	35.6	13.1	35.6

For premises’ security (e.g. “smart” –alarm systems, smoke detectors, door locks, security cameras)

Activity	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	37.5	92.7	94.3	72.7	68.3	41.4	97.8	63.3
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	27.4	72.3	91.1	77.4	56.1	57.2	61.0	62.1
Construction	-	88.5	73.4	95.2	56.8	100.0	100.0	87.2
Wholesale and retail trade	2.0	99.3	83.0	17.6	33.5	90.2	72.9	30.4
Transportation and storage	26.4	100.0	88.7	96.9	17.2	100.0	30.3	39.8
Accommodation and food service activities	28.6	100.0	100.0	82.5	24.2	65.2	33.3	59.5
Information and communications	7.5	72.2	100.0	44.9	100.0	49.2	20.9	43.6
Real estate activities; Professional, scientific and technical activities	33.1	100.0	100.0	34.9	9.7	93.7	100.0	48.2
Administrative and support service activities; Repair of computers	36.5	82.3	-	41.0	100.0	82.7	50.0	56.5
Total	22.4	91.1	89.6	43.4	48.8	56.6	65.1	50.5

¹⁾ The results refer only to enterprises that answered “Yes” in question E1.

E2: Does your enterprise use interconnected devices or systems that can be monitored or remotely controlled via the Internet (Internet of things)?¹⁾
(continued)

%

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	

For production processes (e.g. sensors or RFID tags that are monitored/controlled via the Internet and used to monitor or to automate the process)

Activity	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	-	14.8	31.0	8.2	12.0	4.2	9.9	8.3
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	5.5	31.0	22.6	4.1	5.0	-	6.7
Construction	-	-	11.4	-	-	4.0	-	1.0
Wholesale and retail trade	-	18.5	22.9	4.5	15.9	3.5	1.7	5.7
Transportation and storage	-	-	-	-	-	-	-	-
Accommodation and food service activities	-	-	100.0	3.2	-	-	-	1.3
Information and communications	-	6.0	12.1	4.7	-	-	-	3.9
Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-	-
Administrative and support service activities; Repair of computers	-	-	-	-	-	-	-	-
Total	-	10.4	23.1	4.6	8.4	3.6	3.2	5.1

For logistics management (e.g. sensors monitored/controlled via the Internet for tracking products or vehicles in warehouse management)

Activity	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	19.9	17.4	22.5	23.0	4.5	33.9	13.4	19.2
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	25.2	11.9	27.8	7.1	48.0	23.9	-	17.1
Construction	-	34.7	47.3	-	90.9	56.0	-	35.8
Wholesale and retail trade	0.4	44.1	17.0	6.7	15.9	32.2	33.7	12.3
Transportation and storage	61.4	51.1	17.9	25.8	42.2	-	98.0	57.4
Accommodation and food service activities	-	-	-	-	-	-	-	-
Information and communications	42.3	-	12.1	24.0	-	24.6	17.4	23.3
Real estate activities; Professional, scientific and technical activities	1.7	41.9	-	16.6	-	6.3	-	10.1
Administrative and support service activities; Repair of computers	-	6.3	-	-	-	27.6	-	3.0
Total	18.5	24.8	20.9	12.3	18.1	30.4	36.0	20.8

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

E2: Does your enterprise use interconnected devices or systems that can be monitored or remotely controlled via the Internet (Internet of things)?¹⁾
(continued)

%

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	

For condition-based maintenance (e.g. sensors monitored or controlled via the Internet to monitor maintenance needs of machines or vehicles)

Activities	Manufacturing	21.3	22.1	24.3	7.7	33.0	24.3	4.5	21.8
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	7.7	-	-	2.5	-	0.8
	Construction	-	11.7	-	-	-	44.0	-	10.7
	Wholesale and retail trade	1.2	1.9	6.8	0.6	-	12.4	1.7	1.6
	Transportation and storage	38.6	15.9	22.6	64.0	47.0	50.0	-	34.7
	Accommodation and food service activities	15.4	-	-	-	-	37.7	-	8.7
	Information and communications	3.0	-	-	-	-	-	17.4	1.5
	Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-	-
	Administrative and support service activities; Repair of computers	36.5	-	-	-	-	-	50.0	17.6
Total	14.5	11.0	15.3	5.5	25.5	20.0	5.0	13.4	

For customer service (e.g. “smart” cameras or sensors monitored or controlled via the Internet to monitor customers’ activity or offer them a personalized shopping experience)

Activity	Manufacturing	0.5	7.1	12.7	4.0	7.1	2.0	1.3	4.1
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	11.9	7.7	-	-	26.1	-	8.3
	Construction	-	11.7	-	-	-	44.0	-	10.7
	Wholesale and retail trade	47.3	21.3	35.4	48.5	24.3	31.1	3.5	40.1
	Transportation and storage	-	16.5	11.3	-	5.0	100.0	-	2.8
	Accommodation and food service activities	-	17.8	100.0	20.6	-	-	-	8.8
	Information and communications	-	16.5	21.2	10.7	-	-	-	8.8
	Real estate activities; Professional, scientific and technical activities	-	4.6	-	-	-	-	12.2	1.0
	Administrative and support service activities; Repair of computers	-	-	100.0	10.9	-	-	-	4.5
Total	15.3	11.8	17.8	25.2	7.9	9.6	1.4	14.3	

¹⁾ The results refer only to enterprises that answered “Yes” in question E1.

E2: Does your enterprise use interconnected devices or systems that can be monitored or remotely controlled via the Internet (Internet of things)?¹⁾
(continued)

%

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	
For other purposes									
Activity	Manufacturing	21.8	17.3	29.6	10.9	31.2	14.0	25.9	20.8
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	22.3	10.4	31.3	13.1	4.1	-	39.0	15.7
	Construction	-	-	26.6	4.8	-	-	-	2.3
	Wholesale and retail trade	98.0	32.3	29.5	86.7	92.1	27.6	35.0	78.2
	Transportation and storage	22.1	86.7	41.5	29.2	58.6	-	-	31.7
	Accommodation and food service activities	47.6	25.2	100.0	20.6	88.8	37.7	-	38.9
	Information and communications	89.5	41.0	72.7	71.7	100.0	50.8	72.2	70.4
	Real estate activities; Professional, scientific and technical activities	20.8	11.5	100.0	-	100.0	4.0	19.5	20.2
Administrative and support service activities; Repair of computers	27.1	17.7	-	48.1	-	17.3	-	21.4	
Total	49.5	21.8	36.0	52.8	47.6	14.3	20.6	39.1	

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

MODULE F: Artificial intelligence

F1: Does your enterprise use any of the following Artificial Intelligence?

%

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beoogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	

Technologies performing analysis of written language (text mining)

Activity	Technologies performing analysis of written language (text mining)								
	Small (10–49)	Medium (50–249)	Large (250+)	Beoogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total	
Manufacturing	-	0.5	0.5	0.1	-	0.3	0.2	0.1	
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-	
Construction	-	-	-	-	-	-	-	-	
Wholesale and retail trade	-	-	-	-	-	-	-	-	
Transportation and storage	-	3.6	-	-	1.9	-	-	0.6	
Accommodation and food service activities	-	-	-	-	-	-	-	-	
Information and communications	-	5.4	27.5	2.8	-	-	-	1.8	
Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-	-	
Administrative and support service activities; Repair of computers	-	-	5.0	0.7	-	-	-	0.4	
Total	-	0.7	1.9	0.3	0.2	0.1	0.1	0.2	

F1: Does your enterprise use any of the following Artificial Intelligence?
(continued)

%

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Iužne i istočne Srbije	
Technologies converting spoken language into machine-readable format (speech recognition)									
Activity	Manufacturing	-	0.1	0.5	0.1	-	-	0.2	0.1
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	3.9	2.3	-	-	-	0.4
	Construction	-	-	-	-	-	-	-	-
	Wholesale and retail trade	-	-	-	-	-	-	-	-
	Transportation and storage	-	-	6.8	0.7	-	-	-	0.2
	Accommodation and food service activities	-	-	-	-	-	-	-	-
	Information and communications	0.4	10.8	27.5	4.3	-	4.0	-	3.1
	Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-	-
	Administrative and support service activities; Repair of computers	-	-	5.2	0.7	-	-	-	0.4
Total	0.0	0.6	2.6	0.5	-	0.1	0.1	0.2	
Technologies generating written or spoken language (natural language generation)									
Activity	Manufacturing	-	0.2	1.2	0.2	-	-	0.4	0.1
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
	Construction	-	-	-	-	-	-	-	-
	Wholesale and retail trade	-	-	-	-	-	-	-	-
	Transportation and storage	-	-	9.9	0.7	-	0.3	-	0.3
	Accommodation and food service activities	-	-	-	-	-	-	-	-
	Information and communications	1.9	6.8	27.5	4.6	1.3	4.0	-	3.6
	Real estate activities; Professional, scientific and technical activities	-	0.7	-	-	-	0.9	-	0.1
	Administrative and support service activities; Repair of computers	-	-	-	-	-	-	-	-
Total	0.1	0.4	2.3	0.4	0.0	0.1	0.2	0.2	

**F1: Does your enterprise use any of the following Artificial Intelligence?
(continued)**

%

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	

Technologies identifying objects or persons based on images (image recognition, image processing)

Activity	Manufacturing	-	0.2	0.5	0.1	-	-	0.3	0.1	
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-	-
	Construction	-	-	-	-	-	-	-	-	-
	Wholesale and retail trade	-	-	-	-	-	-	-	-	-
	Transportation and storage	-	3.6	-	-	1.9	-	-	-	0.6
	Accommodation and food service activities	-	-	-	-	-	-	-	-	-
	Information and communications	1.5	8.3	5.0	4.1	-	-	1.8	2.8	
	Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-	-	-
	Administrative and support service activities; Repair of computers	-	-	-	-	-	-	-	-	-
	Total	0.1	0.7	0.4	0.3	0.2	-	0.2	0.2	

Machine learning (deep learning) for data analysis

Activity	Manufacturing	-	2.5	1.2	0.7	0.9	0.5	0.5	0.7	
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	3.9	2.3	-	-	-	-	0.4
	Construction	-	-	-	-	-	-	-	-	-
	Wholesale and retail trade	-	-	-	-	-	-	-	-	-
	Transportation and storage	-	-	9.9	0.7	-	0.3	-	-	0.3
	Accommodation and food service activities	-	1.8	-	0.4	-	-	-	-	0.2
	Information and communications	2.4	10.8	-	3.8	-	8.0	7.1	3.8	
	Real estate activities; Professional, scientific and technical activities	-	0.7	-	-	-	0.9	-	-	0.1
	Administrative and support service activities; Repair of computers	-	-	-	-	-	-	-	-	-
	Total	0.1	1.5	1.4	0.5	0.3	0.4	0.4	0.4	

F1: Does your enterprise use any of the following Artificial Intelligence?
(continued)

%

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	

Technologies automating different workflows or assisting in decision-making (Artificial Intelligence-based software)

Activity	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	-	3.2	1.2	0.2	1.2	1.3	0.2	0.9
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
Construction	-	-	-	-	-	-	-	-
Wholesale and retail trade	-	-	-	-	-	-	-	-
Transportation and storage	-	3.6	6.8	0.7	1.9	-	-	0.8
Accommodation and food service activities	-	1.8	-	0.4	-	-	-	0.2
Information and communications	1.7	7.6	-	1.5	1.3	8.0	8.9	2.7
Real estate activities; Professional, scientific and technical activities	-	0.7	-	-	-	0.9	-	0.1
Administrative and support service activities; Repair of computers	-	-	-	-	-	-	-	-
Total	0.1	1.9	1.0	0.2	0.6	0.7	0.4	0.5

Technologies enabling physical movement of machines via autonomous decisions based on observation or surroundings (autonomous robots, self-driving vehicles, autonomous drones)

Activity	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Manufacturing	-	1.9	0.5	0.4	1.2	-	0.3	0.5
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
Construction	-	-	-	-	-	-	-	-
Wholesale and retail trade	-	-	-	-	-	-	-	-
Transportation and storage	-	-	6.8	0.7	-	-	-	0.2
Accommodation and food service activities	-	-	-	-	-	-	-	-
Information and communications	-	-	-	-	-	-	-	-
Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-	-
Administrative and support service activities; Repair of computers	0.8	-	-	0.9	-	-	-	0.5
Total	0.0	0.7	0.6	0.2	0.4	-	0.1	0.2

F2: Does your enterprise use Artificial Intelligence software or systems for any of the the following purpose?¹⁾

%

Enterprises	Size class			Region				Total
	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	

For marketing or sales

Activity	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
Manufacturing	-	9.7	37.5	-	-	38.7	-	11.9
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
Construction	-	-	-	-	-	-	-	-
Wholesale and retail trade	-	-	-	-	-	-	-	-
Transportation and storage	-	-	18.7	-	-	100.0	-	8.7
Accommodation and food service activities	-	100.0	-	100.0	-	-	-	100.0
Information and communications	26.6	-	-	11.0	-	33.3	-	12.6
Real estate activities; Professional, scientific and technical activities	-	100.0	-	-	-	100.0	-	100.0
Administrative and support service activities; Repair of computers	100.0	-	-	55.8	-	-	-	55.8
Total	37.0	10.2	12.5	16.7	-	42.8	-	16.3

For production processes

Activity	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
Manufacturing	-	48.9	62.5	47.9	57.0	41.4	47,8	50.0
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
Construction	-	-	-	-	-	-	-	-
Wholesale and retail trade	-	-	-	-	-	-	-	-
Transportation and storage	-	-	18.7	-	-	100.0	-	8.7
Accommodation and food service activities	-	-	-	-	-	-	-	-
Information and communications	30.3	-	-	-	-	100.0	-	14.4
Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-	-
Administrative and support service activities; Repair of computers	-	-	-	-	-	-	-	-
Total	26.0	31.4	17.5	6.4	42.6	57.5	24.4	27.9

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

F2: Does your enterprise use Artificial Intelligence software or systems for any of the following purpose? ¹⁾ (continued) %

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije	
For organization of business administration processes									
Activity	Manufacturing	-	37.3	62.5	14.2	43.0	58.6	-	39.3
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	100.0	100.0	-	-	-	100.0
	Construction	-	-	-	-	-	-	-	-
	Wholesale and retail trade	-	-	-	-	-	-	-	-
	Transportation and storage	-	100.0	40.6	50.0	100.0	-	-	72.5
	Accommodation and food service activities	-	-	-	-	-	-	-	-
	Information and communications	-	19.0	15.4	10.2	-	-	20.0	9.5
	Real estate activities; Professional, scientific and technical activities	-	100.0	-	-	-	100.0	-	100.0
	Administrative and support service activities; Repair of computers	-	-	100.0	44.2	-	-	-	44.2
Total	-	38.5	49.0	20.0	52.5	42.5	9.8	32.2	
For management of enterprises									
Activity	Manufacturing	-	13.9	25.0	28.4	-	19.9	45.9	14.8
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	100.0	100.0	-	-	-	100.0
	Construction	-	-	-	-	-	-	-	-
	Wholesale and retail trade	-	-	-	-	-	-	-	-
	Transportation and storage	-	-	59.4	50.0	-	100.0	-	27.5
	Accommodation and food service activities	-	-	-	-	-	-	-	-
	Information and communications	61.0	36.1	84.6	70.6	-	33.3	-	55.0
	Real estate activities; Professional, scientific and technical activities	-	100.0	-	-	-	100.0	-	100.0
	Administrative and support service activities; Repair of computers	-	-	-	-	-	-	-	-
Total	52.3	18.9	55.2	53.2	-	30.7	23.5	32.1	

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

F2: Does your enterprise use Artificial Intelligence software or systems for any of the following purpose?¹⁾ (continued) %

Enterprises	Size class			Region				Total
	Small (10-49)	Medium (50-249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	

For logistics, e.g. autonomous robots for pick-and-pack solutions in warehouses, etc.

Activity	Manufacturing	-	2.9	25.0	14.2	-	-	25.5	4.6
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
	Construction	-	-	-	-	-	-	-	-
	Wholesale and retail trade	-	-	-	-	-	-	-	-
	Transportation and storage	-	-	40.6	50.0	-	-	-	18.8
	Accommodation and food service activities	-	-	-	-	-	-	-	-
	Information and communications	18.8	-	-	-	-	-	80.0	9.0
	Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-	-
	Administrative and support service activities; Repair of computers	100.0	-	-	55.8	-	-	-	55.8
Total	30.3	1.8	15.9	12.7	-	-	52.1	10.2	

For ICT security

Activity	Manufacturing	-	15.4	25.0	52.1	-	29.0	-	16,1
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
	Construction	-	-	-	-	-	-	-	-
	Wholesale and retail trade	-	-	-	-	-	-	-	-
	Transportation and storage	-	-	18.7	-	-	100.0	-	8.7
	Accommodation and food service activities	-	100.0	-	100.0	-	-	-	100.0
	Information and communications	10.1	44.9	-	19.3	100.0	33.3	-	21.8
	Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-	-
	Administrative and support service activities; Repair of computers	100.0	-	-	55.8	-	-	-	55.8
Total	22.8	22.8	10.0	28.7	4.9	31.7	-	20.6	

¹⁾The results refer only to enterprises who answered "Yes" in question F1.

F2: Does your enterprise use Artificial Intelligence software or systems for any of the following purpose?¹⁾ (continued)

%

Enterprises	Size class			Region				Total	
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i istočne Srbije		
For human resources management or recruiting									
Activity	Manufacturing	-	-	-	-	-	-	-	
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	
	Construction	-	-	-	-	-	-	-	
	Wholesale and retail trade	-	-	-	-	-	-	-	
	Transportation and storage	-	-	59.4	50.0	-	100.0	-	27.5
	Accommodation and food service activities	-	100.0	-	100.0	-	-	-	100.0
	Information and communications	-	5.9	-	-	-	-	20.0	2.2
	Real estate activities; Professional, scientific and technical activities	-	-	-	-	-	-	-	-
	Administrative and support service activities; Repair of computers	100.0	-	-	55.8	-	-	-	55.8
Total	14.2	3.8	15.9	14.2	-	4.1	9.8	8.0	

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



QUESTIONNAIRE





Data in this questionnaire are considered official secret and are to be used for statistical purposes only
(Law on Official Statistics, „Official Gazette of the RS“, number 104/09)

SURVEY ON ICT USAGE IN ENTERPRISES

MODULE A: ACCESS AND USE OF THE INTERNET

A1	Please, indicate an estimate of the percentage of employees who use Internet for business purposes:	<input style="width: 80%;" type="text"/>
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Use of broadband Internet for business purposes

A2	Does your enterprise use any of the following fixed broadband Internet connections? (e.g. ADSL, SDSL, FTTP, cable Internet, public Wi-Fi)	Yes	No
		<input type="checkbox"/>	<input type="checkbox"/>
		→ Go to A4	

A3	What is the maximum contracted speed of the Internet speed in your enterprise? (tick only one)	Yes	No
	a) Less than 30 Mbit/s	<input type="checkbox"/>	<input type="checkbox"/>
	b) At least 30, but less than 100 Mbit/s	<input type="checkbox"/>	<input type="checkbox"/>
	c) At least 100, but less than 500 Mbit/s	<input type="checkbox"/>	<input type="checkbox"/>
	d) At least 500, but less than 1 Gbit/s	<input type="checkbox"/>	<input type="checkbox"/>
	e) At least 1 Gbit/s	<input type="checkbox"/>	<input type="checkbox"/>

Use of a mobile connection to the Internet for business purposes

A4	Does your enterprise provide mobile devices that allow a mobile connection to the Internet using mobile telephone networks for business purposes? (via portable computers or other mobile devices such as smart phones)	Yes	No
		<input type="checkbox"/>	<input type="checkbox"/>
		→ Go to A6	

A5	Please, provide an estimate of the percentage of the persons employed who use mobile devices (provided by enterprises) for business purposes that allow Internet connection via a mobile telephone network (portable computer, tablet, smart phone):	<input style="width: 80%;" type="text"/>
----	--	--

Use of a website				
A6	Does your enterprise have a website?		Yes	No
			<input type="checkbox"/>	<input type="checkbox"/>
				→ Go to A8
A7	Does the website of your enterprise provide any of the following services?		Yes	No
	a) Description of goods or services, pricelist		<input type="checkbox"/>	<input type="checkbox"/>
	b) Online ordering or reservation or booking of goods/services		<input type="checkbox"/>	<input type="checkbox"/>
	c) Possibility for visitors to customise or design online goods or services		<input type="checkbox"/>	<input type="checkbox"/>
	d) Tracking or status of orders placed		<input type="checkbox"/>	<input type="checkbox"/>
	e) Personalised content on the website for regular visitors		<input type="checkbox"/>	<input type="checkbox"/>
	f) Links or references to the enterprise's social media profiles (Facebook, Twitter)		<input type="checkbox"/>	<input type="checkbox"/>
Use of social media				
A8	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 (<i>Twitter</i>)		<input type="checkbox"/>	<input type="checkbox"/>
	c) Multimedia content sharing sites (<i>Youtube, Flickr, Picassa</i>)		<input type="checkbox"/>	<input type="checkbox"/>
	d) Wikipedia		<input type="checkbox"/>	<input type="checkbox"/>
Covid-19 impact				
A9	During 2020, did your enterprise:		Yes	No
	a) increase the number of employees having remote access to the enterprise's e-mail?		<input type="checkbox"/>	<input type="checkbox"/>
	b) increase the number of employees having remote access to the enterprise's ICT system besides the enterprise's e-mail?		<input type="checkbox"/>	<input type="checkbox"/>
	c) Increase the number of online meetings on <i>Skype, Zoom, Teams</i>		<input type="checkbox"/>	<input type="checkbox"/>
A10	How much did these changes caused by Covid-19 pandemic impact:	Completely	Partially	No impact
	a) Remote access to the enterprise's e-mail (for respondents who answered "Yes" in question A9a)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Remote access to the enterprise's ICT system besides e-mails (for respondents who answered "Yes" in question A9b)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) online meetings of the enterprise on <i>Skype, Zoom, Teams</i> (for respondents who answered "Yes" in question A9c)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A11	During 2020, under the influence of Covid-19, did your enterprise begin or increase actions for Internet sale of goods or services (via website or app, resale websites of goods, EDI-type sales?)		Yes	No
			<input type="checkbox"/>	<input type="checkbox"/>

MODULE B: E-COMMERCE

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 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**.

B1	During 2020, did your enterprise have web sales of goods or services:	Yes	No
	a) Via the website or mobile app of your enterprise? (including extranet)	<input type="checkbox"/>	<input type="checkbox"/>
	b) Via e-commerce websites or apps used by several enterprises on marketplaces? (<i>Amazon, Alibaba, Limundo, Tehnomanija</i>)	<input type="checkbox"/>	<input type="checkbox"/>
If the answer is "No" to B1a) and B1 b)-> go to B10			

B2	What was the percentage of the total turnover of web sales of goods or services in 2020?		
			<input style="width: 80px; height: 20px;" type="text"/>

Question B3 is for respondents who answered "Yes" to proposed answers in question B1 and to a) and b)

B3	What was the percentage of the value of web sales in 2020 for the following:	Total 100%	
	a) Via your enterprise's website or mobile app (including extranet)		<input style="width: 80px; height: 20px;" type="text"/>
	b) Via e-commerce marketplace websites or apps used by several enterprises for trading goods? (<i>Amazon, Alibaba, Limundo, Tehnomanija</i>)		<input style="width: 80px; height: 20px;" type="text"/>

B6	What was the percentage of the value of web sales in 2020 by type of transaction:	Total 100%	
	a) Sale to end consumers (<i>B2C</i>)		<input style="width: 80px; height: 20px;" type="text"/>
	b) Sale to other enterprises (<i>B2B</i>) and sale to public sector (<i>B2G</i>)		<input style="width: 80px; height: 20px;" type="text"/>

B7	Did your enterprise have web sales to customers located in the following geographic areas?	Yes	No
	a) Republic of Serbia	<input type="checkbox"/>	<input type="checkbox"/>
	b) EU countries	<input type="checkbox"/>	<input type="checkbox"/>
	c) Rest of the world	<input type="checkbox"/>	<input type="checkbox"/>

If the answer is "Yes" to at least two proposed answers in question B7 a), b) or c) -> go to question B8; otherwise, go to question B9

B8	What was the percentage of the turnover of web sales to customers located in the following geographic areas, in 2020?	Total 100%	
	a) Republic of Serbia		<input style="width: 80px; height: 20px;" type="text"/>
	b) EU countries		<input style="width: 80px; height: 20px;" type="text"/>
	c) Rest of the world		<input style="width: 80px; height: 20px;" type="text"/>

If the answer is "Yes" in question B7 b) -> go to question B9; otherwise -> go to question B10

B9	Did your enterprise experience any of the following difficulties regarding web sales to EU countries during 2020?	Yes	No
	a) High costs of delivering or returning products when selling to EU countries	<input type="checkbox"/>	<input type="checkbox"/>
	b) Difficulties related to resolving complaints and disputes when selling to EU countries	<input type="checkbox"/>	<input type="checkbox"/>
	c) Adapting labeling when selling to EU countries	<input type="checkbox"/>	<input type="checkbox"/>
	d) Lack of knowledge of foreign languages for communicating with customers in EU countries	<input type="checkbox"/>	<input type="checkbox"/>
	e) Restrictions from your business partners to sell to certain EU countries	<input type="checkbox"/>	<input type="checkbox"/>
	f) Difficulties related to the VAT system in EU countries (e.g. uncertainty regarding VAT treatment in different countries)	<input type="checkbox"/>	<input type="checkbox"/>

EDI-type sales

EDI-type sales are sales via electronic data interchange. This type of sale means that an order is placed in an agreed or standard format suitable for automated processing (e.g. *EDI-EDIFACT*, *XML-UBL*...);

Manually typed individual messages are excluded.

B10	During 2020, did your enterprise have EDI-type sales of goods or services?	Yes	No
		<input type="checkbox"/>	<input type="checkbox"/>
			→ Go to C1

B11	What percentage was generated by EDI-type sales of goods or services during 2020?	
		<input type="text"/>

B12	During 2020, did your enterprise sell via EDI-type messages to customers located in the following geographic areas?	Yes	No
	a) Republic of Serbia	<input type="checkbox"/>	<input type="checkbox"/>
	b) EU countries	<input type="checkbox"/>	<input type="checkbox"/>
	c) Rest of the world	<input type="checkbox"/>	<input type="checkbox"/>

MODULE C: SHARING OF INFORMATION ELECTRONICALLY WITHIN THE ENTERPRISE

ERP (Enterprise Resource Planning) is a software used to manage resources by sharing information among different functional areas (e.g. accounting, planning, production, marketing, etc.). ERP software can be off-the-shelf software, customised to the needs of the enterprise or self-created software.

C1	Does your enterprise use ERP software?	Yes	No
		<input type="checkbox"/>	<input type="checkbox"/>
C2	Does your enterprise use CRM software to manage:	Yes	No
	a) the collection, storing and making available information on customers to various business functions	<input type="checkbox"/>	<input type="checkbox"/>
	b) the analysis of information on customers for marketing purpose (e.g. setting prices, sales promotions, choosing distribution channels)	<input type="checkbox"/>	<input type="checkbox"/>

MODULE 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, etc. The services have the following characteristics:

- are on servers of service provider;
- can be easily scaled up or down (e.g. number of users or change of storage capacity)
- can be used on-demand by the user, at least after the initial set up (without human interaction with the service provider);
- are paid by way of use, capacity used or are pre-paid.

Cloud computing may include connections via virtual private networks (VPN).

D1	Does your enterprise buy cloud computing services used over the Internet?	Yes	No
		<input type="checkbox"/>	→ Go to E1

D2	Does your enterprise buy any of the following cloud computing services used over the Internet?	Yes	No
	a) E-mail (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	b) Office software – word processors and spreadsheets (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	c) Finance or accounting software applications (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	d) Enterprise Resource Planning – ERP (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	e) Customer Relationship Management (CRM) software applications (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	f) Security software applications (e.g. antivirus program, network access control) (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	g) Hosting the enterprise's database(s) (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	h) Storage of files (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	i) Computing power to run the enterprise's own software (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	j) Computing platform providing a hosted environment for application development, testing or deployment (e.g. reusable software modules, application programming interfaces)	<input type="checkbox"/>	<input type="checkbox"/>

MODULE E: INTERNET OF THINGS

E1	Does your enterprise use interconnected devices or systems that can be monitored or remotely controlled via the Internet? (Internet of Things)?	Yes	No
		<input type="checkbox"/>	<input type="checkbox"/> -> Go to F1
E2	Does your enterprise use interconnected devices or system that can be monitored or remotely controlled via the Internet for any of the following? (Internet of Things)?	Yes	No
(tick all that apply)			
	a) For energy consumption management, e.g. „smart“ devices such as thermostats, lamps (lights)	<input type="checkbox"/>	<input type="checkbox"/>
	b) For premises' security (e.g. „smart“-alarm systems, smoke detectors, door locks, security cameras)	<input type="checkbox"/>	<input type="checkbox"/>

c) For production processes (e.g. sensors or RFID tags that are monitored/controlled via the Internet and used to monitor or to automate the process)	<input type="checkbox"/>	<input type="checkbox"/>
d) For logistics management (e.g. sensors monitored/controlled via the Internet for tracking products or vehicles in warehouse management)	<input type="checkbox"/>	<input type="checkbox"/>
e) For condition-based maintenance (e.g. sensors monitored or controlled via the Internet to monitor maintenance needs of machines or vehicles)	<input type="checkbox"/>	<input type="checkbox"/>
f) For customer service (e.g. „smart“ cameras or sensors monitored or controlled via the Internet to monitor customers' activity or offer them a personalised shopping experience)	<input type="checkbox"/>	<input type="checkbox"/>
g) For other purposes	<input type="checkbox"/>	<input type="checkbox"/>

MODULE F: ARTIFICIAL INTELLIGENCE

F1	Does your enterprise use any of the following Artificial Intelligence technologies?	Yes	No
	a) Technologies performing analysis of written language (text mining)	<input type="checkbox"/>	<input type="checkbox"/>
	b) Technologies converting spoken language into machine-readable format (speech recognition)	<input type="checkbox"/>	<input type="checkbox"/>
	c) Technologies generating written or spoken language (natural language generation)	<input type="checkbox"/>	<input type="checkbox"/>
	d) Technologies identifying objects or persons based on images (image recognition, image processing)	<input type="checkbox"/>	<input type="checkbox"/>
	e) Machine learning (e.g. deep reading) for data analysis	<input type="checkbox"/>	<input type="checkbox"/>
	f) Technologies automating different workflows or assisting in decision making (Artificial Intelligence based software)	<input type="checkbox"/>	<input type="checkbox"/>
	g) Technologies enabling physical movement of machines via autonomous decisions based on observation or surroundings (autonomous robots, self-driving vehicles, autonomous drones)	<input type="checkbox"/>	<input type="checkbox"/>

If the answer is “No” in question F1 a) –g) -> go to end interview; otherwise -> go to F2

F2	Does your enterprise use artificial intelligence software or systems for any of the following purpose?	Yes	No
	a) For marketing or sales, e.g. chatbot based on natural language processing for customer support, customer profiling, price optimisation, personalised marketing offers, market analysis based on machine learning, etc.	<input type="checkbox"/>	<input type="checkbox"/>
	b) For production processes, e.g. predictive maintenance based on machine learning, tools to classify products to find defects or predicts based on computer vision, autonomous drones for production surveillance, security or inspection tasks, assembly works performed by autonomous robots, etc.	<input type="checkbox"/>	<input type="checkbox"/>
	c) For organisation of business administration processes, e.g. business virtual assistants based on machine learning and/or natural language processing, voice to text conversion based on speech recognition for document drafting, automated planning or scheduling based on machine learning, machine translation, etc.	<input type="checkbox"/>	<input type="checkbox"/>
	d) For management of enterprises, e.g. machine learning to analyse data and help make investment or other decision, sales or business forecasting based on machine learning, risk assessment based on machine learning, etc.	<input type="checkbox"/>	<input type="checkbox"/>

e) For logistics, e.g. autonomous robots for pick-and-pack solutions in warehouses, route optimisation based on machine learning, autonomous robots for parcel shipping, tracing, distribution and sorting, autonomous drones for parcel delivery, etc.	<input type="checkbox"/>	<input type="checkbox"/>
f) for ICT security, e.g. face recognition based on computer vision for authentication of ICT users, detection and prevention of cyber-attacks based on machine learning, etc.	<input type="checkbox"/>	<input type="checkbox"/>
g) For human resources management or recruiting, e.g. candidates pre-selection screening, automation of recruiting based on machine learning, employee profiling or performance analysis based on machine learning, chatbots based on natural language processing for recruiting or supporting human resources management, etc.	<input type="checkbox"/>	<input type="checkbox"/>

Name of the enterprise

Registration number of the enterprise

Name and surname

Telephone

e-mail



ICT GLOSSARY



Application:

An application is application software designed for specific purposes, e.g. entertainment, shopping, downloaded and used on computers depending on their operating system.

ADSL (Asymmetric Digital Subscriber Line):

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

Bit (Binary Digit):

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

Broadband:

Broadband is 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 (Internet Protocol Address) and through other computer networks.

B2C (Business-to-Customer):

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

Chatbots or virtual agent:

A virtual agent is a computer generated, animated, virtual agent with artificial intelligence that serves as an online customer service representative.

Computer vision:

Computer vision tasks include methods for acquiring, processing, analyzing and understanding digital images, and extraction of high-dimensional data from the real world in order to produce numerical or symbolic information.

Cloud:

Cloud includes services that are accessed over the Internet in order to use software, data storage space, etc.

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.

Download:

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

DSL (Digital Subscriber Line):

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

EDI-type e-commerce:

EDI (electronic data interchange) is an e-business tool for exchanging different kinds of business messages. EDI is used as a generic term for sending or receiving business information in an agreed format suitable for automated processing (e.g. EDIFACT, XML, etc.), without manually-type individual messages. "EDI e-commerce" is limited to EDI messages placing an order.

Digital goods or services:

Goods/services that can be ordered or delivered directly via a computer over the Internet, e.g. music, 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.

E-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, plan, 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>.

Internet of Things (IoT)

IoT refers to interconnected devices or systems, often called "smart" devices or "smart" systems. They collect and exchange data and can be monitored or remotely controlled over the Internet or through software on any kind of computers or smart phones.

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.

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). Every connected LAN unit is allowed to communicate with other networks, if needed.

Machine learning (e.g. deep learning):

Machine learning involves “training” a computer model to better perform an automated task, e.g. pattern recognition.

Natural language generation (NLG):

Natural language generation is the ability for a computer program to convert data into natural language representation.

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 or large range, linked with cables, wireless, permanently, temporary linked, ... The largest network is the Internet, the largest group of all interconnected world networks.

Natural language processing (NLP):

Natural language processing is the ability for a computer program to understand human language as it is spoken.

Office software:

Office software is a generic type of software comprising a word processing package, spreadsheets, presentation software, etc.

Online payment:

Online payment is an integrated ordering-payment transaction.

Web sale:

Web sale is sale performed through online shops, web patterns on a web location or extranet or through applications.

Robots-robotics:

Robots may be industrial or service robots. An industrial robot is automatically controlled, which may be fixed in a place or mobile for use in industrial automation.

A service robot is a machine that has a degree of autonomy and is able to operate in a complex and dynamic environment that may require interaction with persons, objects or other devices, excluding its use in industrial automation.

Robotic process automation (Artificial Intelligence based):

Robot process automation based on Artificial Intelligence refers to software that automates business processes based on Artificial Intelligence technologies.

Social media:

In the context of ICT usage survey, the role of social media is to establish and maintain social relationships within and around the enterprise. Social media are applications based on Internet technologies that enable users to connect by creating personal information profiles, sharing interests and/or activities by exchanging ideas, connecting others to have access to their profiles and by creating a community of people with common interests.

Blog:

A blog is a web site being frequently updated. Update (entry or post) is usually short and readers can answer, share, comment or link the entry on the network. Blogs can be used within enterprises or to communicate with customers, business partners or other organizations.

Wiki:

Wiki is a website that enables creating and editing any number of interconnected web pages via a web browser.

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.

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