



Perception, assimilation and support by the population of e-Government and Modernization of government services

ANNUAL NATIONAL SURVEY 2022



Survey conducted for the Electronic Government Agency within the “Modernization of Government Services” Project, implemented with the support of the World Bank Group

Chisinau, Republic of Moldova 2022

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Introduction

Since 2006, the Republic of Moldova started the Central Public Administration Reform in order to modernize the legislation in the field of public services and administrative processes. At the same time, following the signing in 2014 of the Association Agreement with the EU, additional efforts were needed to transform the public administration in order to bring it in compliance with the European standards. Thus, the Government requested the assistance of the World Bank for public administration reform, the support being provided within the Government Services Modernization Project (PMSG) for the period 2018-2023.

In 2018, the Financing Agreement between the Republic of Moldova and the International Development Association and the Loan Agreement between the Republic of Moldova and the International Bank for Reconstruction and Development for the implementation of the project "Modernization of Government Services" are ratified. The project was launched on 25 June 2018 with an implementation period of 5 years and includes 3 key implementation components:

Component 1: Modernisation of services (rationalisation, re-engineering of selected services, expansion and diversification of service access points);

Component 2: Digital platforms and services (consolidation and extension of existing eGovernment infrastructure, digitisation of procedures and/or services, mechanisms to ensure cyber security and personal data protection);

Component 3: Implementation of the new (customer/citizen-centred) model of public service delivery at the level of institutional capacity building, strengthening and adjustment;

Government Services Modernization Project, taking into account the Government's vision, expressed in the Strategy on Public Administration Reform 2016-2020¹ based on the Action Plan on Public Services Modernization Reform for 2017-2021², **aims to capitalize on and continue the achievements of the e-Government Transformation Project**, implemented by the Government of the Republic of Moldova and the World Bank. The main objective of the Government Services Modernization Project is intended **to increase access, efficiency and quality in the provision of government services**, and a key element is **evaluation by beneficiaries / citizens of the quality and accessibility of services**.

In this context, this study is carried out for collecting data on the dynamics of key indicators of the Public Services Modernization Project, as well as to determine and monitor the level of perception and support for reform, awareness of advantages / benefits, and openness to assimilation of e-Government products which are a result of a complex and continuous process of e-Transformation and Modernization of Government Services since 2012.³

The respective study is a quantitative one, the data collection being carried out through a structured questionnaire.

¹ <http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=366209>

² <http://lex.justice.md/md/366273/>

³The study captures and provides data on modernized public administrative services and public e-services developed and digitized during the years 2012-2020 as a result of both the Public Service Modernization Reform and the implementation of the e-Government Transformation Project, and in dynamics, starting with 2019, are also included electronic services selected for modernization within the Government Services Modernization Project (2018-2023)

The results of the study are structured in five basic chapters, according to the applied questionnaire, in the analytical part being presented data with reference to the whole sample, some indicators are presented in dynamics, compared to the data of a series of studies conducted in 2012-2016, 2019, 2020 and 2022 at the request of the Electronic Government Agency.

A set of tables with disaggregated data is included in the annex, depending on the different characteristics of the respondents: *age, sex, occupational status, level of education*. Information is also presented on *areas of residence and development regions*, according to the structure shown in Table 1.

Methodological aspects

- **Sample size:** 3007 people aged 18 and over;
- **Sample type:** stratified, probabilistic, bi-stadial;
- **Stratification criteria:** 13 geographical regions, coinciding with the administrative territorial units until the return to districts, residential environment (urban-rural), size of urban localities (2 types), population of rural localities (3 types of rural localities).

Sampling:

- The volumes of urban and total strata by region (former counties) and the volumes of rural strata were calculated in proportion to the population, according to the data provided by the National Bureau of Statistics of the Republic of Moldova.

Taking into account the increased migration of the labour force in the Republic of Moldova, the distribution of the number of population by regions on which the sample design was based was adjusted to the number of population that went to work abroad, based on the data of the Labour Force Survey, conducted by the National Bureau of Statistics.

Stages of randomisation:

I. **Locality:** within the adjusted strata, the selected localities (189) were randomly determined based on a table of random numbers.

II. **Household:** the maximum number of interviews conducted at a sampling point was 5. Households in which interviews were conducted were selected using the random route method with a predetermined statistical step.

III. **Person:** in cases where there are more than one adult in the selected households, the person interviewed was determined by the method of the nearest birthday.

Representativeness: the sample is representative of the adult population of the Republic of Moldova, with a maximum error of $\pm 1.8\%$.

Data collection period: 15 September - 5 October 2022. Interviews were conducted at the respondents' homes. The questionnaire was available in Romanian and Russian, giving respondents the possibility to choose the interview language.

Table 1. Sample structure

		Number	%
Total		3007	100,0%
Gender of the respondent:	Male	1196	46,2%
	Female	1811	53,8%
Age of the respondent:	16-29 years	578	22,2%
	30-44 years	824	28,9%
	45-59 years	685	23,8%
	60 -74 years	920	25,2%
Area of residence:	Urban	1279	44,0%
	Rural	1728	56,0%
Level of education:	Incomplete secondary	573	19,0%
	General secondary	654	21,8%
	Secondary vocational	1084	36,2%
	Higher	689	23,1%
Computer availability:	Yes	1729	59,3%
	No	1278	40,7%
Internet connection:	Yes	2622	88,7%
	No	385	11,3%
Level of income:	Less than 3000 MDL	769	24,1%
	3000-6000 MDL	755	24,2%
	Over 6000 MDL	1483	51,7%
Income group:	The poorest 40%	1258	40,1%
	The wealthiest 60%	1749	59,9%

Data for baseline indicators are presented in comparison with the study "[Perception, assimilation and support by the population of e-Government and Modernization of government services](#)" conducted in 2019, and for some indicators with previous surveys.

1. Access to computers and Internet. Peculiarities of internet access

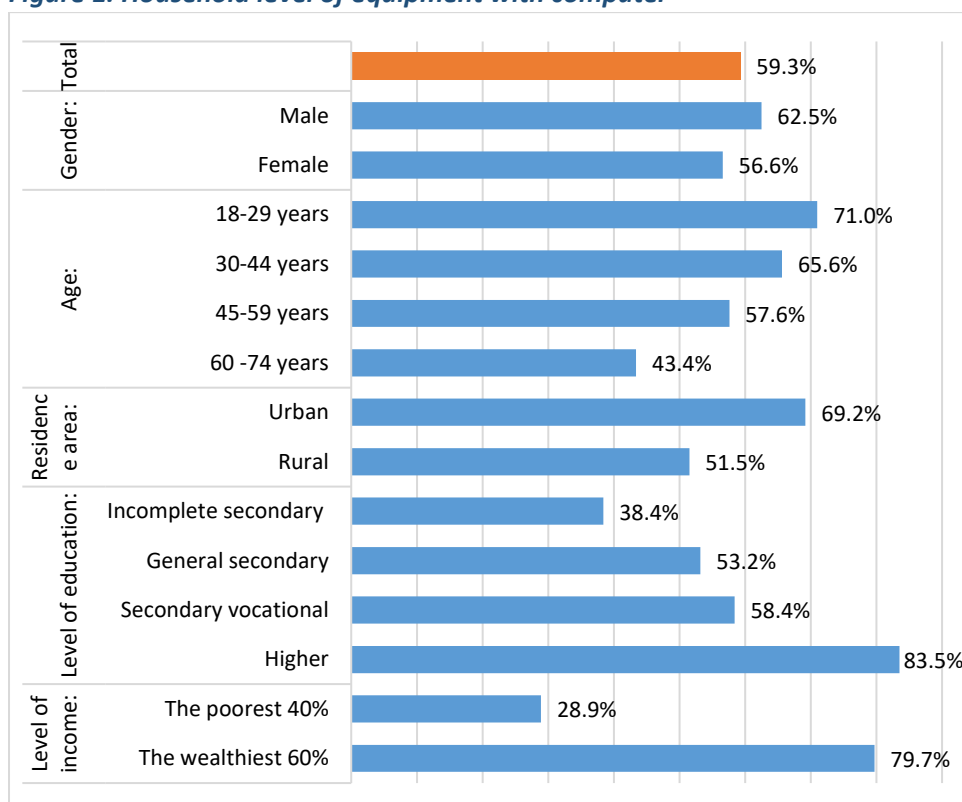
This chapter provides information on the availability of computers in households, the connection of households to the Internet, the frequency of access and the evolution over time of those indicators.

In recent decades we have witnessed a rapid process of computerisation of households in the Republic of Moldova and increasing levels of internet access. In parallel, other trends in digitisation have also developed. Over time, the once increasing trend of computerisation has taken a downward trajectory against the backdrop of providing the population with smartphones. The internet is also becoming an increasingly important tool for information, already overtaking television, which traditionally had been the most important source of information for many decades.

1.1. The level of endowment of households with computer

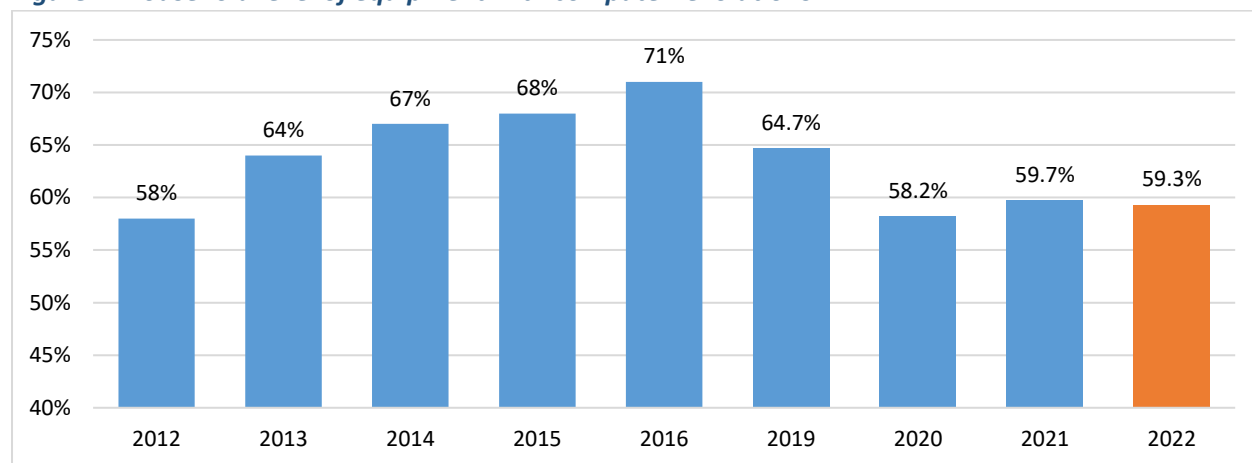
This study estimates that currently **six out of ten (59.3%) households in the Republic of Moldova have a computer at home**. Access to a computer in this sense is higher for men than for women (62.25% vs. 56.6%), and there are some variations according to other socio-demographic characteristics. The rate of computer ownership *decreases towards older age groups* (from 71.0% among 18-29 year olds to only 43.3% among 60-74 year olds), it remains lower in rural areas (51.5% vs. 69.2% in urban areas). The computer ownership rate is also strongly influenced by educational attainment but also by the financial capabilities of households, with double variations between marginal groups. The computer ownership of the poorest 40% of respondents is more than double that of the rest of the population (28.9% compared to 79.7% among the richest 60%).

Figure 1. Household level of equipment with computer



The dynamics of the value of the indicator on computer ownership, which has been decreasing in the past, shows a stabilisation at the level of 60% of households (59.3% in 2022, 59.7% in 2021, 58.2% in 2020), with a further reduction from the peak level (71%) recorded in 2016. This is explained by the transformation of preferences for accessing the internet via other methods - more and more people are accessing the internet from other types of devices, primarily mobile phones. This is also confirmed by the fact that 79.5% of households without a computer also said they have an internet connection and the overall internet connection rate (88.7%) is considerably higher than the computer availability rate.

Figure 2. Household level of equipment with computer: evolutions

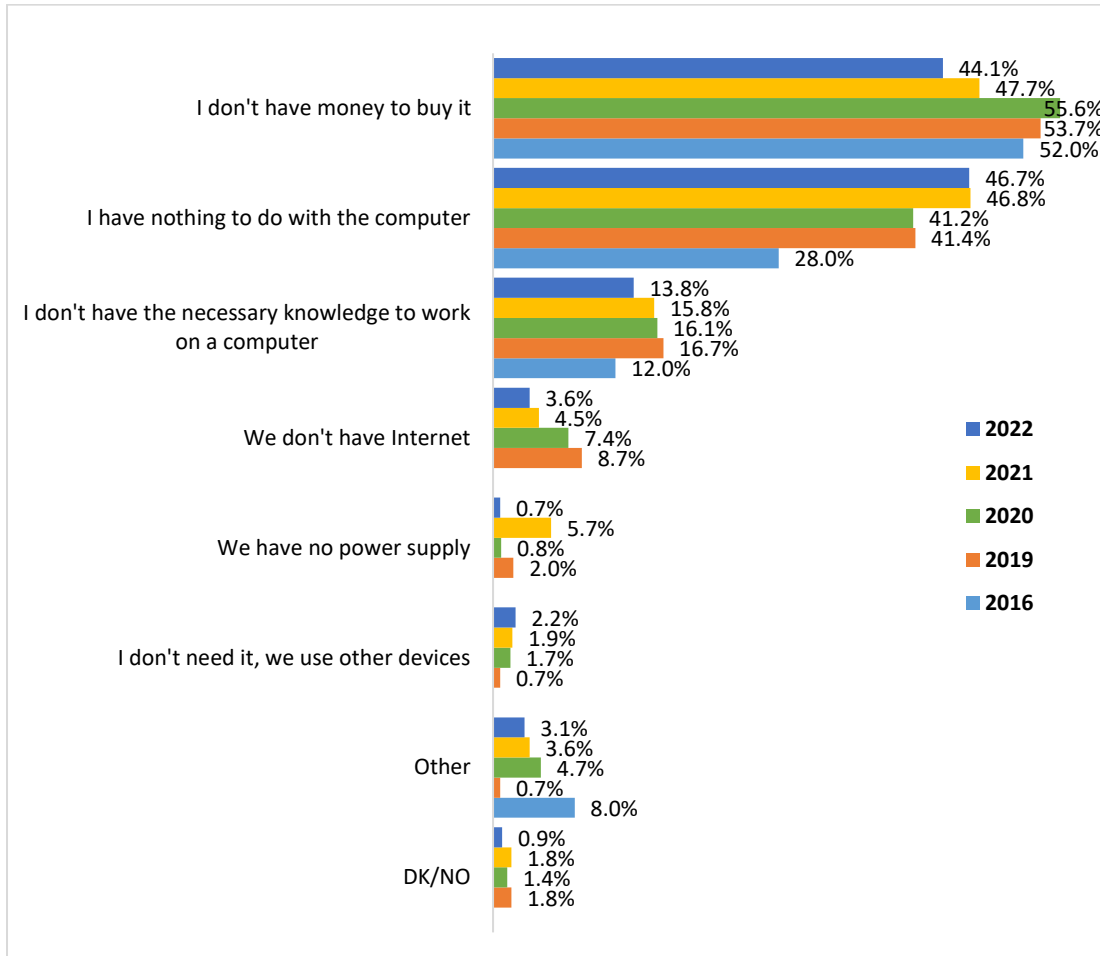


As for the *reason for not having a computer*, the lack of financial resources to buy one is no longer the most frequently cited reason - 44.1% of respondents. The tendency to give up computers does not mean giving up information technology, but is driven by the use of other devices. The share of those who say they would not need a computer because they do not see its usefulness has been steadily increasing: 46.8% in 2021 compared to 41.2% in 2020, 46.4% in 2019 and an even more pronounced increase compared to 2016 - 28.0%. And in this survey, the share of those who said they didn't need their computer because they didn't need it outnumbered those who opted for the financial option. On the other hand, there is a shift to other types of devices, because, as we will see, the rate of internet access has steadily increased over the specific period of the study: 2012- 2022.

It should be noted that the proportion of those who gave the reason for not having a computer in the household as not having anything to do on the computer is higher in urban areas and among wealthier people (*Annex 1, Table 4*).

Lack of computer knowledge and skills is the third most common cause (13.8%), being more specific to women, older people and people with lower incomes (*Annex 1, Table 4*).

Figure 3. Causes of lack of computer in the household



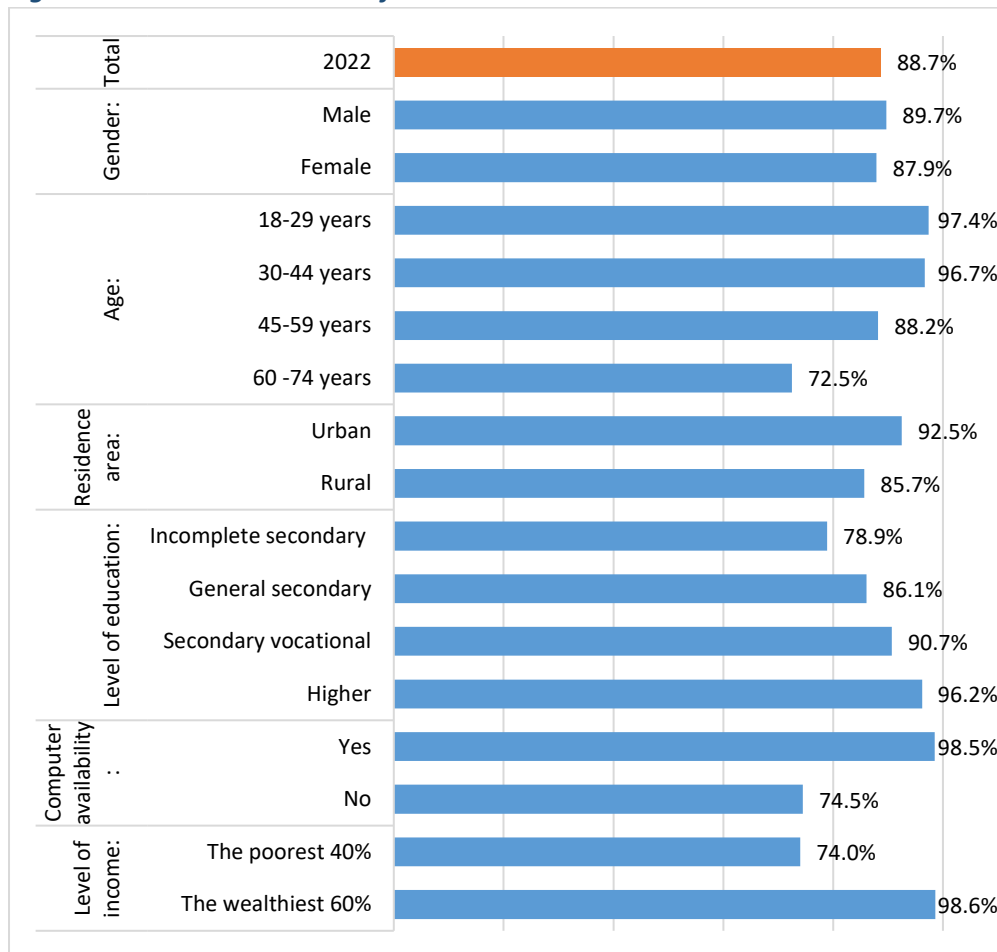
Of those households with computers, 24.5% (up from 2021 - 13.0% and 2020 - 9.8%) have more than one device, and the average number of devices per household equals 1.2 (*Annex 1, Table 3*).

1.2. Level of internet connection

The survey estimates that **88.1% of households are connected to the internet**, and the internet connection rate is already 28.8% higher than household computer ownership.

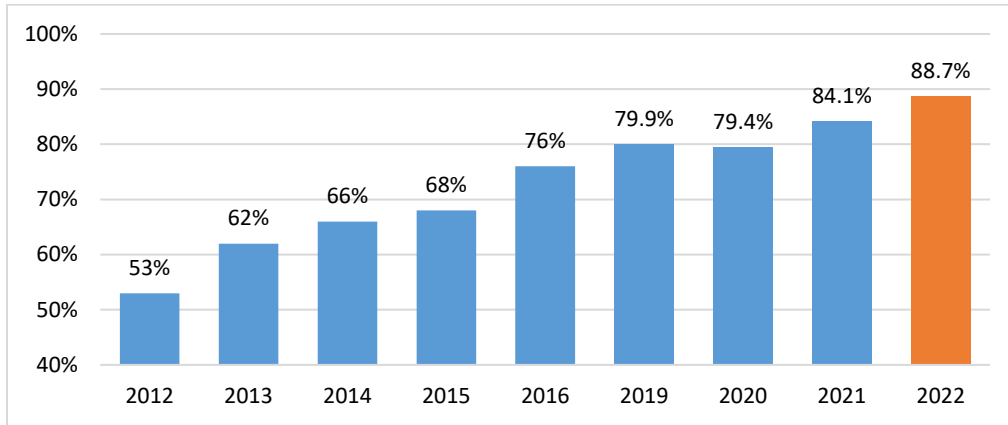
Variations by socio-demographic categories are similar to those for computers, internet penetration rate decreases with age, is lower in rural areas, correlates positively with education and Level of income. It is therefore natural that this indicator (internet connectivity) should also increase more strongly among these groups. E.g. in 2021 the percentage gap between urban and rural population was 20%, now only around 7%, so the gap reduced by 13%.

Figure 4. Internet connection of households



Studies over the past decade have shown a steady increase in household internet penetration, with the rate increasing by about 5% in 2021 compared to 2020, and by about the same proportion in 2022.

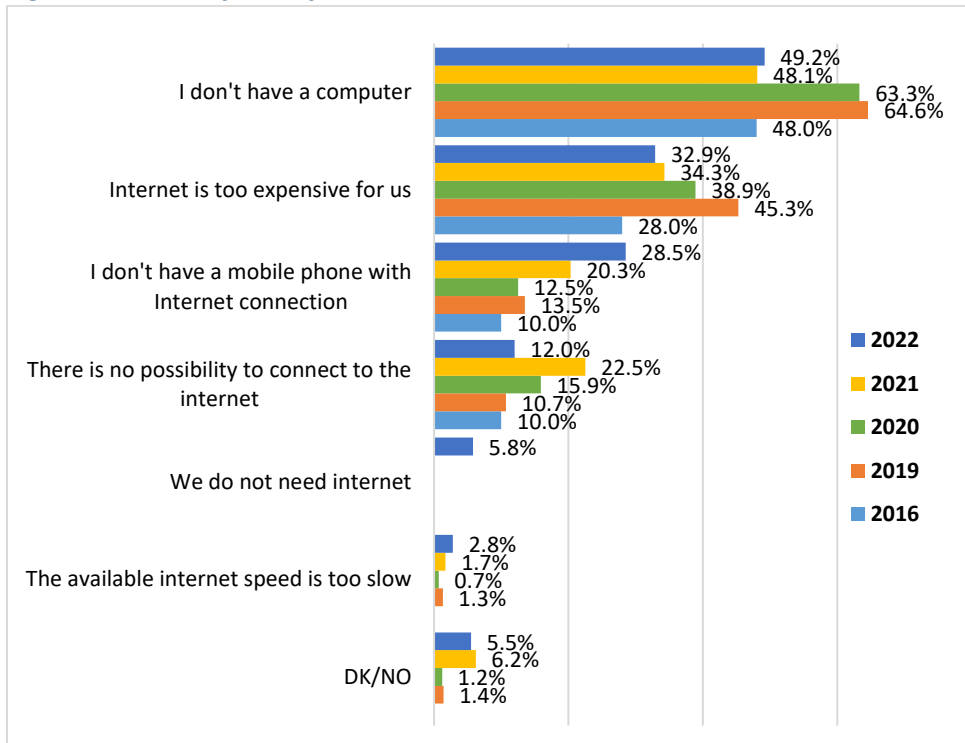
Figure 5. Internet connection of households: evolutions



The situation remains that there are three ways of connecting households to the Internet, with 26.9% of households connected via Wi-Fi, 23.4% via ADSL and 29.5% with a fibre connection. At the same time, the share of those connecting via mobile phone is increasing - 14.0% (*Annex 1, Table 7*).

For the 11.3% of households that are not connected to the internet, the lack of a computer is somewhat more often cited as a cause (49.2%), although down from the highs recorded in previous surveys. A significant number of survey respondents whose households are not connected to the internet cite the cost of the service (32.9%, up from 2016 - 28.0% but down from 2019, 2020 and 2021). Another 28.5% explain the absence of internet connection by the lack of an internet-connected mobile phone, with this reason increasing compared to previous surveys. The share of those who are not connected to the internet due to lack of technical conditions for connection (12.0%) decreases after a previous increase.

Figure 6. Causes of lack of internet connection

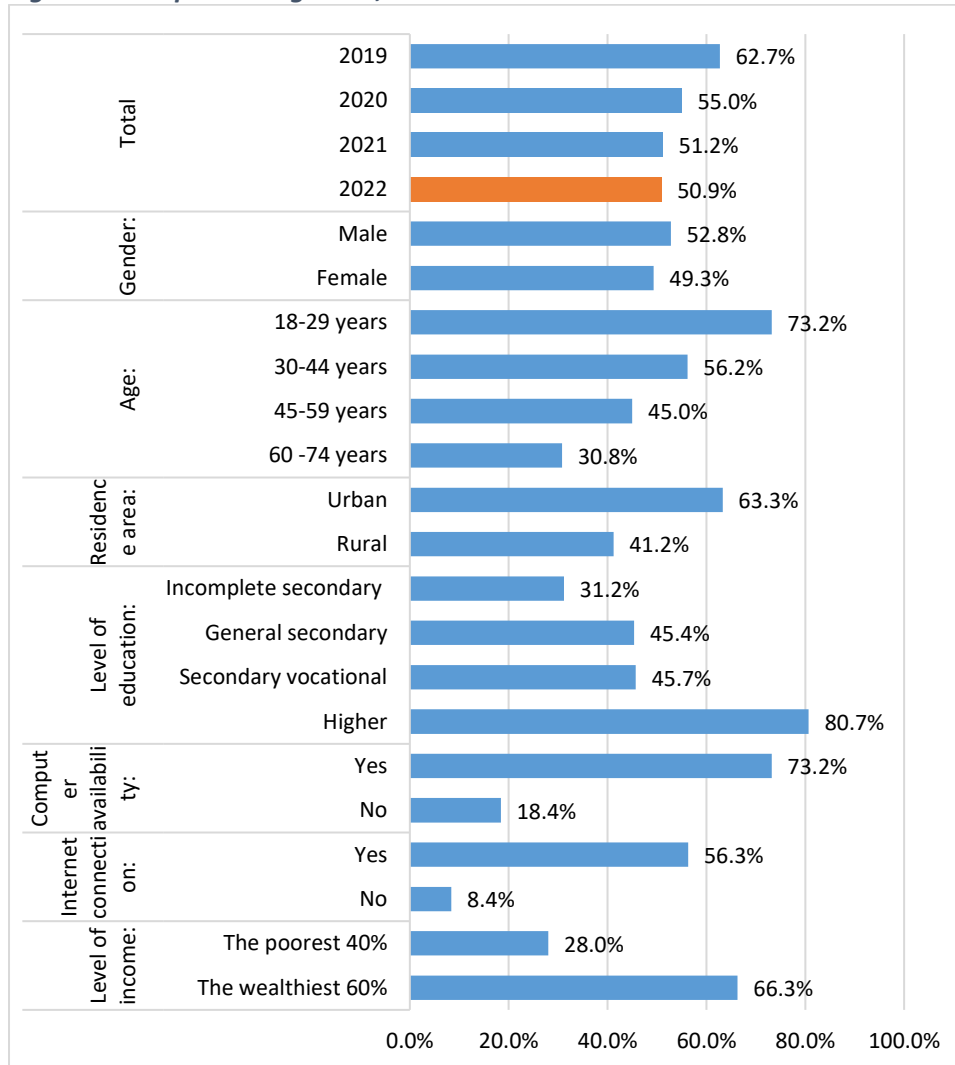


1.3. Computer usage

Despite the increase in internet use (more on this later), the computer usage rate over the last 12 months is 50.9%, a steady decline for the fourth year in a row.

There is no variation by gender. Instead, there is a strong reduction in the rate of use towards the older age group (from 73.2% among 18-29 year olds to 30.8% among 60-74 year olds). The take-up rate is significantly higher in urban areas (63.3% compared to 41.2% among those in rural areas), it is double for those with higher education (80.7%) compared to the lowest educated category (31.2%), and there is a twofold discrepancy between groups according to household income (28.0% compared to 66.3%).

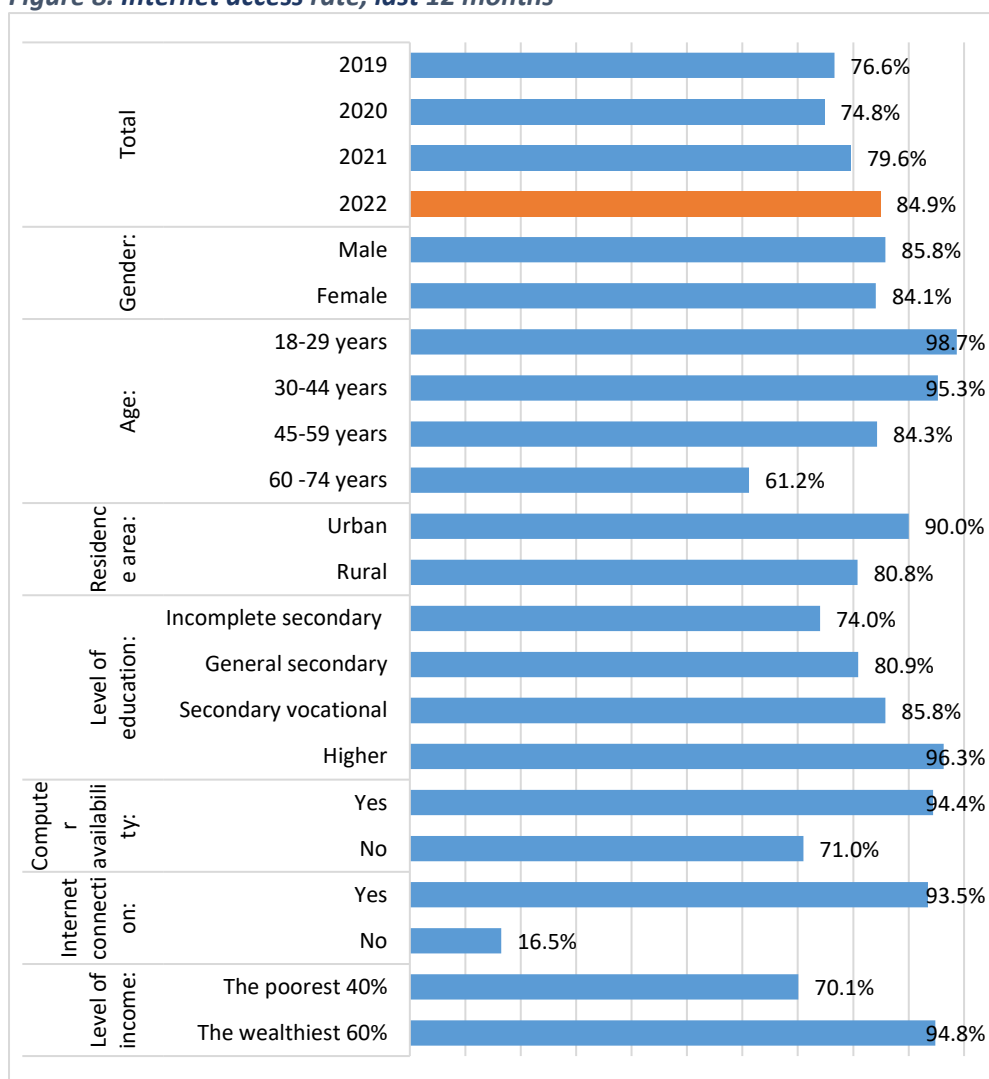
Figure 7. Computer usage rate, last 12 months



1.4. Use of Internet

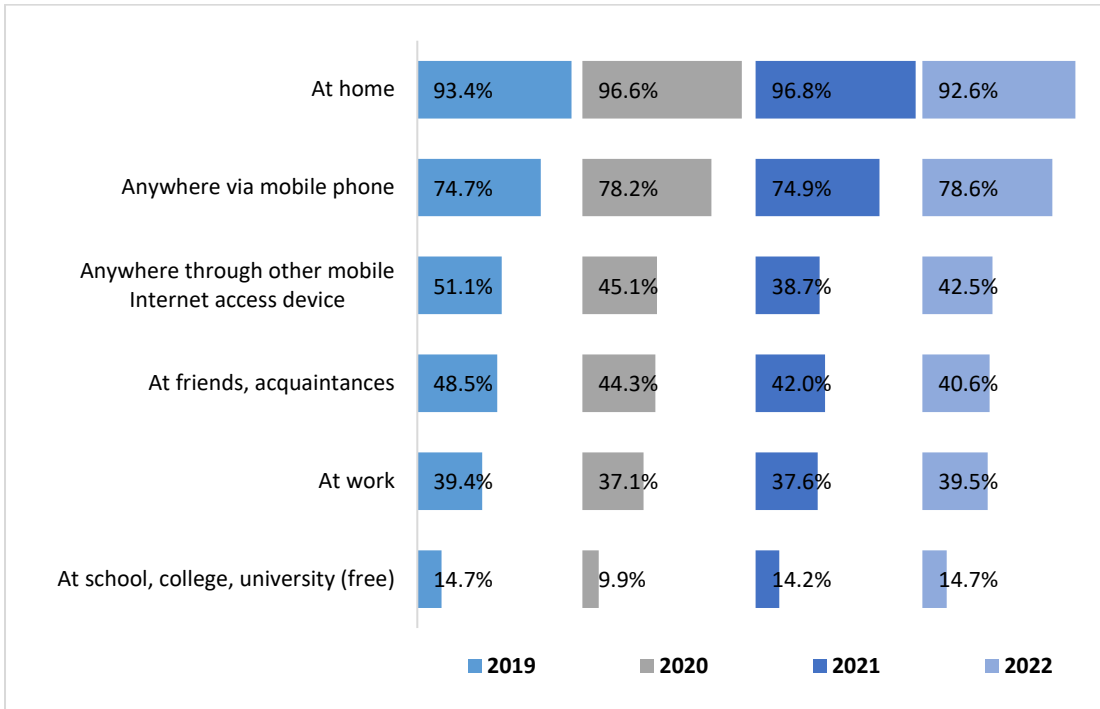
The survey reveals that **84.9% of respondents have used the internet in the last 12 months**, up from previous years. There is a lack of gender differences in the indicator. Otherwise the fluctuations are similar to computer use, i.e. pronounced discrepancies according to age (98.7% for young people and only 61.2% for older people). We note that the rate of use in urban areas is about 10% higher than in rural areas and we observe a pronounced increase in Internet use towards advanced levels of education and financial status. It should also be noted that although the presence of a computer in the household influences the increase in the rate of internet use, it is not a complete determinant, as **71% of respondents from households without a computer say they have accessed the internet in the last 12 months**.

Figure 8. Internet access rate, last 12 months



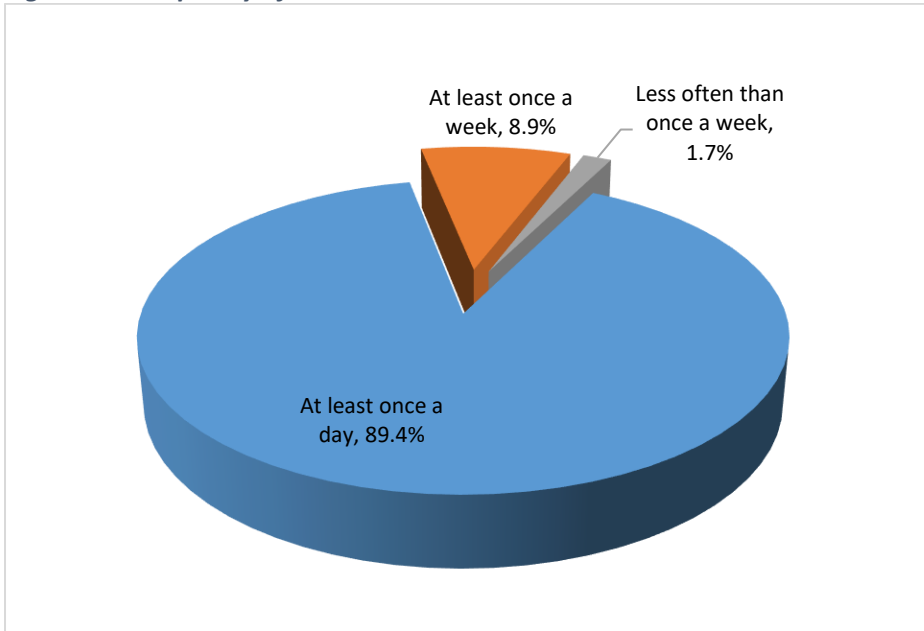
Access to the internet is via multiple devices and technical solutions, so most respondents have constant access from anywhere. Although most say they accessed the internet at home (92.6%), more and more accessed via mobile phone (78.6%, up almost 5% from 2021), via other mobile access devices (42.5%, +4%), at friends, acquaintances (40.6%), at work (39.5%).

Figure 9. Place of internet access in the last 12 months



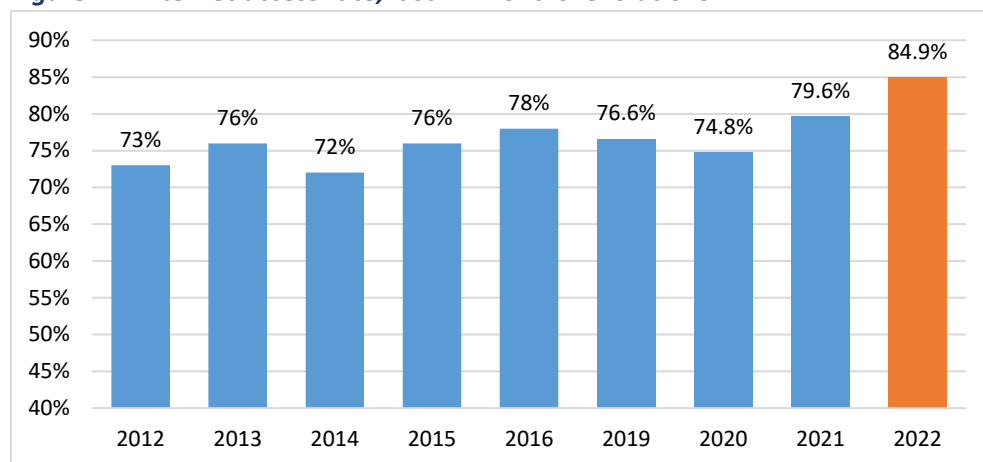
The vast majority of respondents (89.4%) access the internet on a daily basis, especially young people, urban, highly educated, with computers and internet at home, from families with higher Level of incomes. (Annex 1, Table 11) The indicator is unchanged from previous years.

Figure 10. Frequency of Internet use



2022 sees a record level of internet use, whereas in previous years developments seemed to level off. In the period 2012-2021 the internet usage rate ranged between 72%-80%, thus within the range of measurement accuracy.

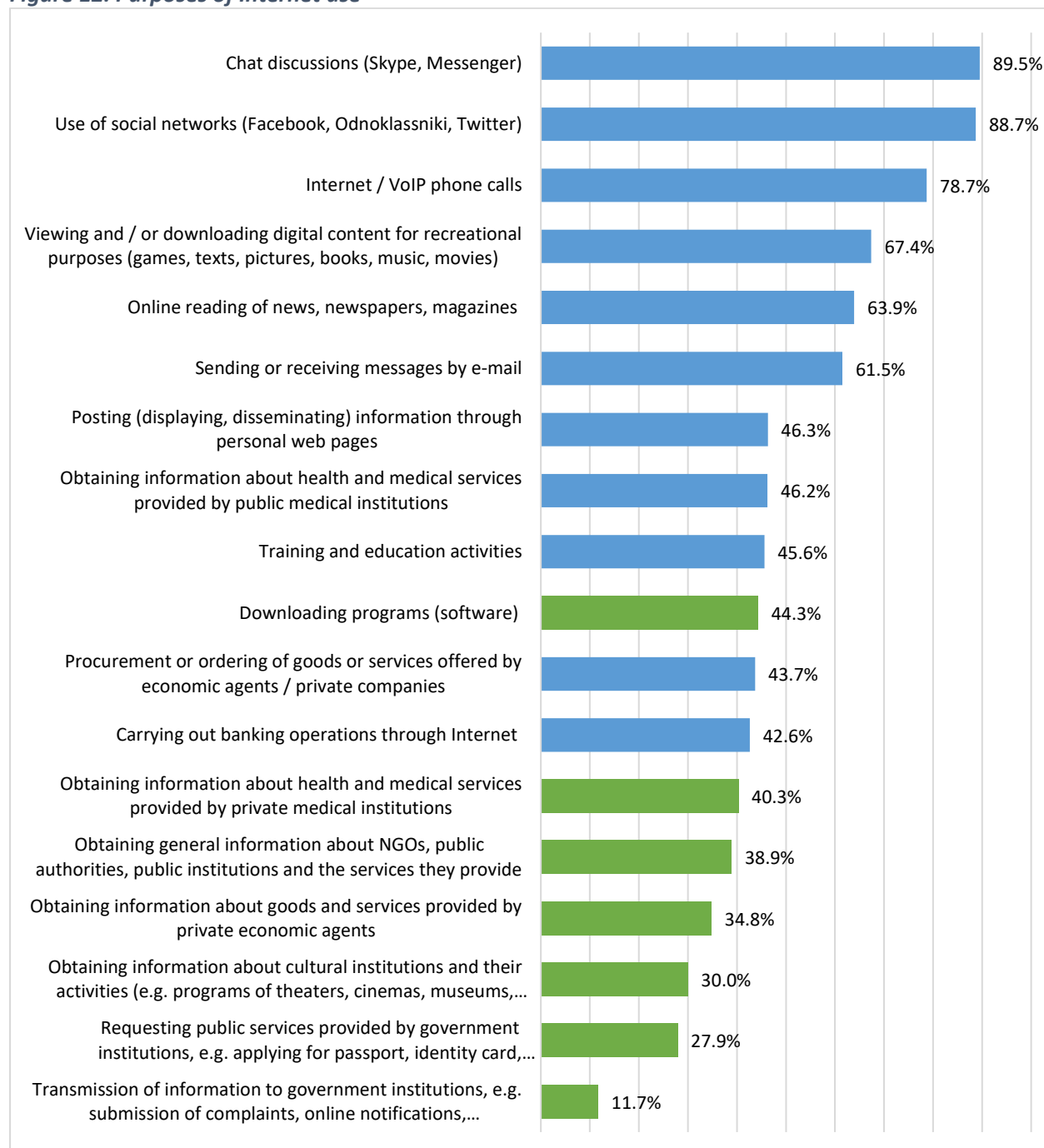
Figure 11. Internet access rate, last 12 months: evolutions



Socialising and MDLsure are currently the main purposes for using the internet, and information about obtaining public services online is at the bottom of the list, although it is increasing in weight.

So, out of the total population that used the internet in the last 12 months - 89.5% say they used the internet for *chatting* and 88.7% for *accessing social networks*. In third place are *audio conversations via the internet* (78.7%, up almost 10% since 2021), followed by *viewing and/or downloading digital content for agreement purposes* (games, texts, images, books, music, movies) with 67.4%, then *reading news, newspapers, magazines online* (63.9%), then 61.5% to send or access electronic messages (email).

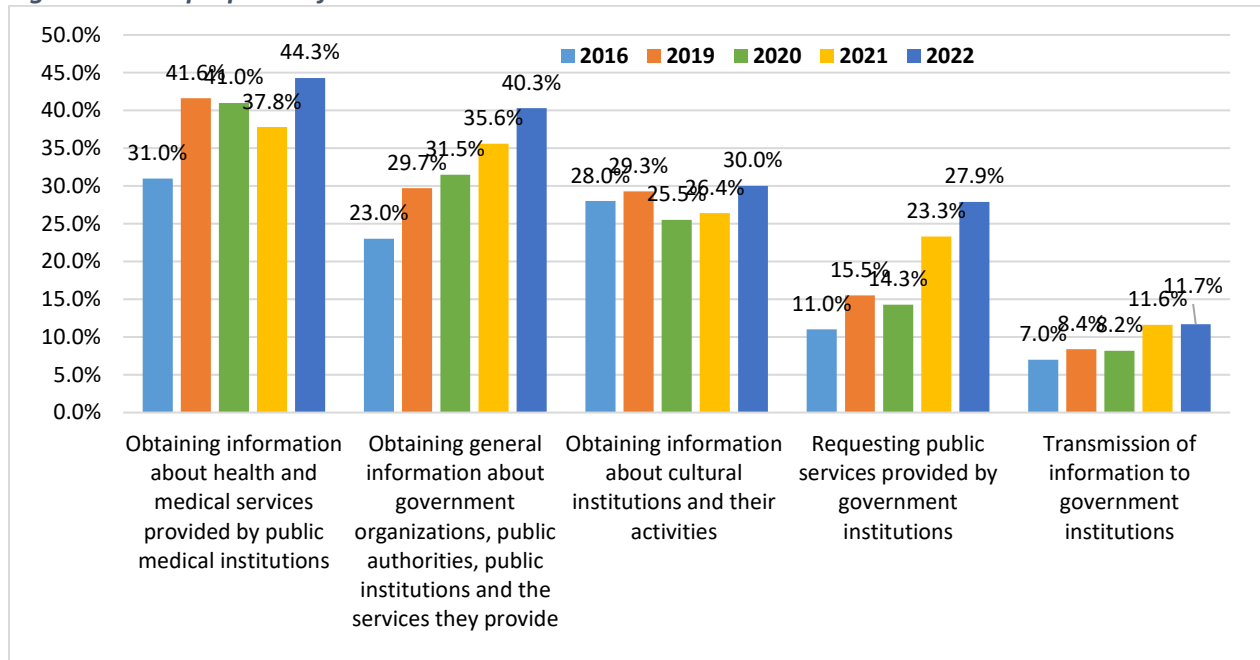
Research in recent years shows that the **use of the Internet for purposes directly related to public services has reached a peak of 44.3% in the current year - 2022**, mainly to obtain information about health services provided by public institutions. The other forms of information and access to public services have accumulated lower shares.

Figure 12. Purposes of Internet use

As mentioned above, and as shown in the data presented in *Figure 13*, although the proportions are modest, we still see a steady increase compared to previous years for virtually every purpose of accessing public services, with notable developments in 2022 compared to 2021.

Data from the 2022 study highlights the steady increase in the use of the internet for information purposes about public institutions and their services, as well as the explosive growth in requests for public services via the internet (27.9% compared to 23.3% in 2021 and 14.3% in 2020).

Figure 13. The purposes of Internet use: evolutions



As in the case of computer and internet use, young age, urban background, higher educational attainment and higher income are socio-economic characteristics associated with higher rates of access to public services via the internet (*Annex 1, Table 12-17*).

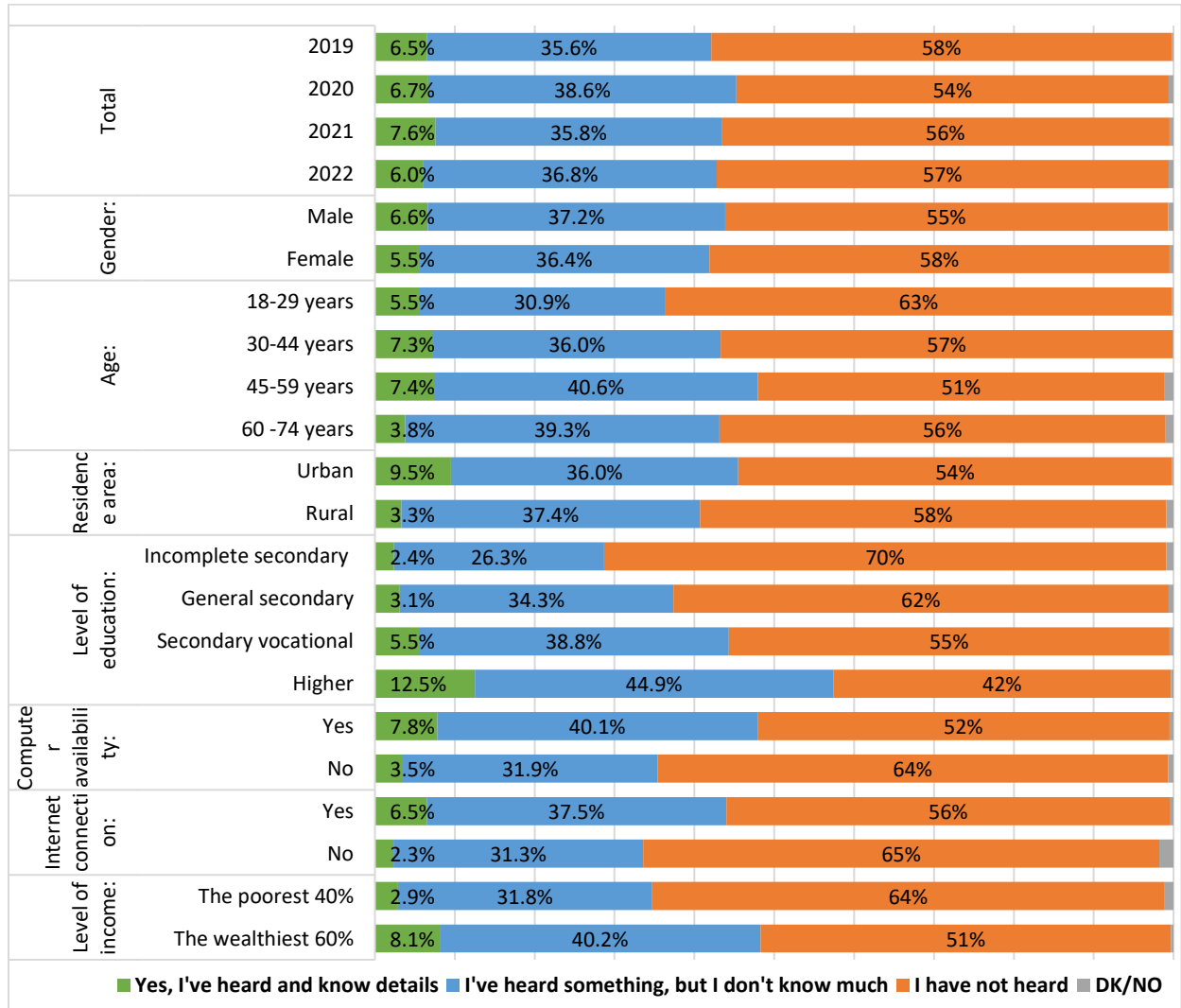
2. Knowledge, support and confidence in e-Government and Modernization of government services

This chapter analyses the level of citizens' awareness of the Government Modernisation Reform and e-Government, citizens' perceptions of the benefits of e-Government, and their willingness to use electronic public services.

Awareness of the Government Modernisation Reform is relatively low. Only 6% of those interviewed **say they are familiar with some details of the Modernisation of Government Services reform**, another 36.8% have heard about the reform but do not know details, and more than half of those interviewed (58%) had not heard about the reform at the time of the interview.

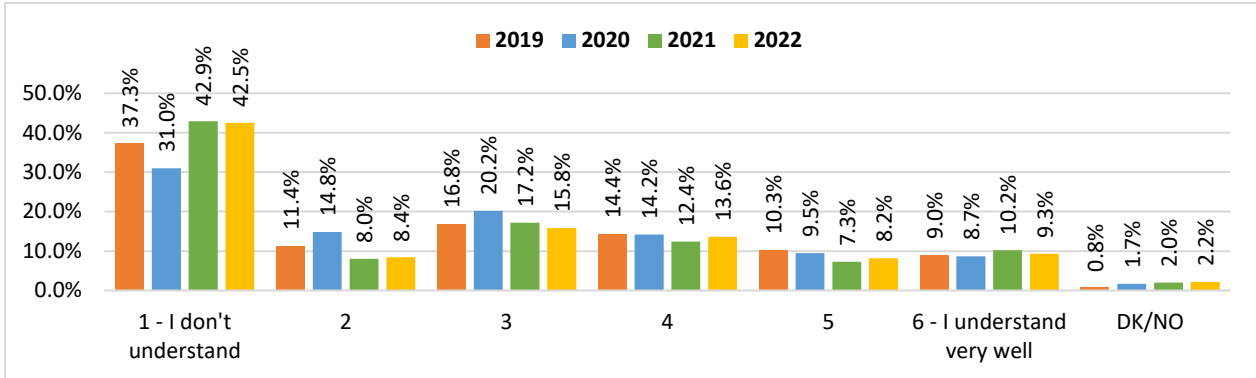
Awareness of the Modernisation Reform does not vary significantly by gender or residence. At the same time, the Reform is more familiar to people with higher education who have computers and internet connection at home, from wealthier families.

Figure 14. Knowledge about Modernization reform of government services



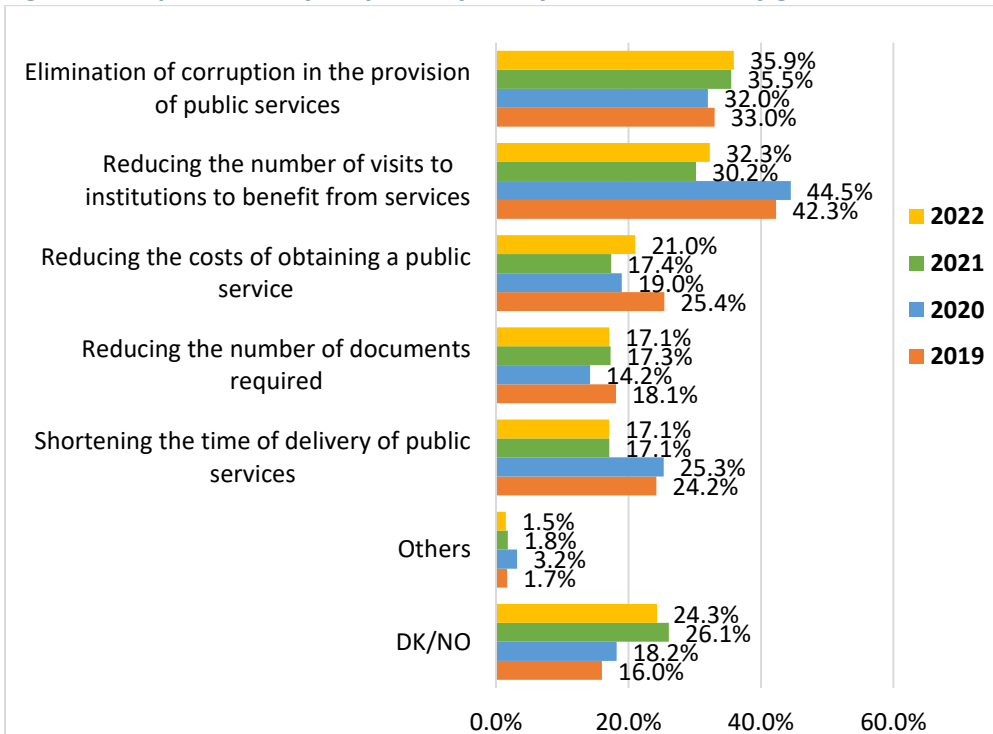
Awareness of the Modernisation Reform is an indicator that implicitly influences the level of understanding of the population. Considerable proportions of respondents gave low ratings to the level of knowledge and understanding of the Modernisation Reform of government services. Only **17.5% consider that they have a high level of knowledge of the Service Modernisation Reform** (giving scores of 5 and 6 on a scale of 1 to 6), 29.4% consider this level to be medium (scores of 3 or 4 on the same scale of 1 to 6) and 50.9% gave scores of 1 or 2.

Figure 15. Level of understanding of the Modernization Reform of government services



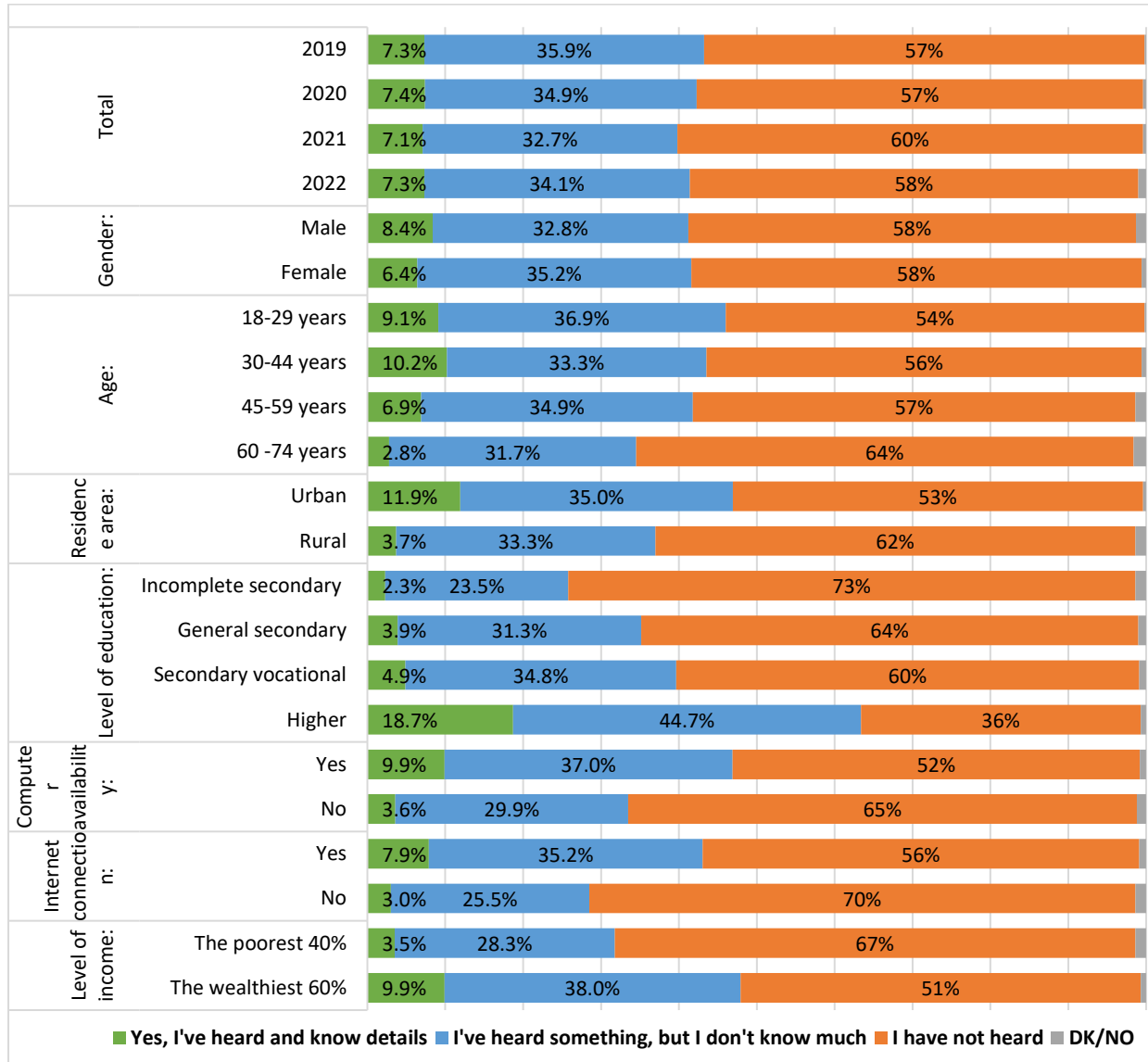
One of the issues assessed in the study is the potential benefits expected by citizens as a result of the implementation of the Government Service Modernisation Reform. We find that for 35.9% of the population **the elimination of corruption in the delivery of public services** is one of the expected benefits. And 32.3% of respondents expect to **reduce the number of visits to public institutions required to receive a service**. Reducing costs and the time taken to deliver services are other potential benefits, mentioned by some 21.0% of respondents.

Figure 16. Expected benefits of the Reform of Modernization of government services



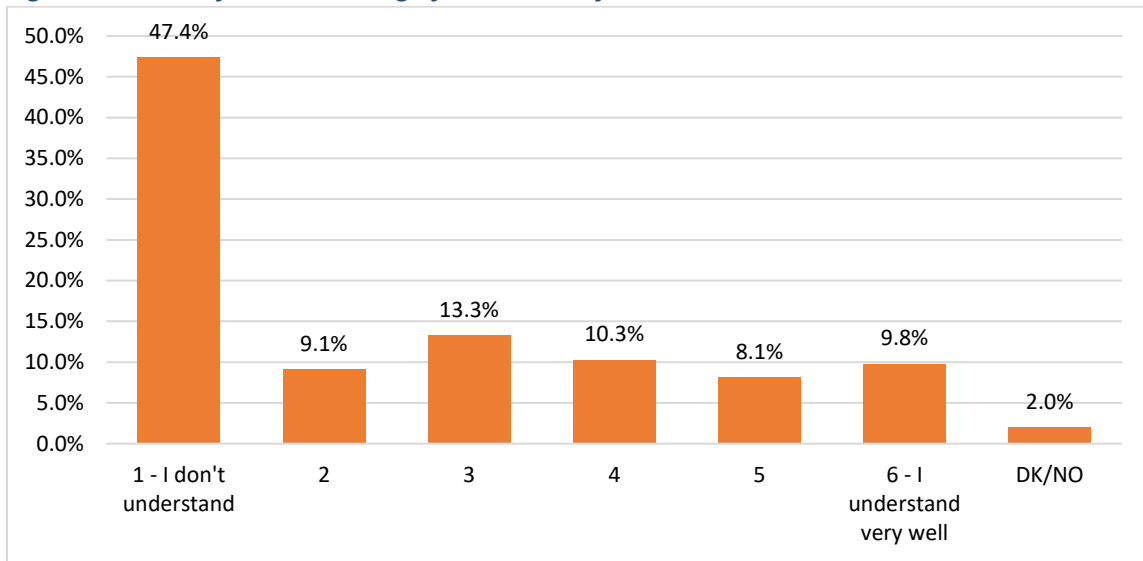
The degree of knowledge of the notion of **e-Government or e-Government** by the population is relatively constant over the last 3 years, 7.3% of citizens interviewed know details and 34.1% say they have heard something, without knowing many details about e-Government, the remaining 58% admitted that they had not heard the notion until the time of the interview. No variations are identified by Gender of the respondent, age and residence background. It should be noted that knowledge of the concept of e-Government is directly correlated with level of education and income, presence of computer and internet connection.

Figure 17. Knowledge of the concept of e-Government or electronic Government



The degree of understanding of the notion of **e-government** is average, with maximum marks in appreciation giving 17.9% of the total population and average marks - 23.6%.

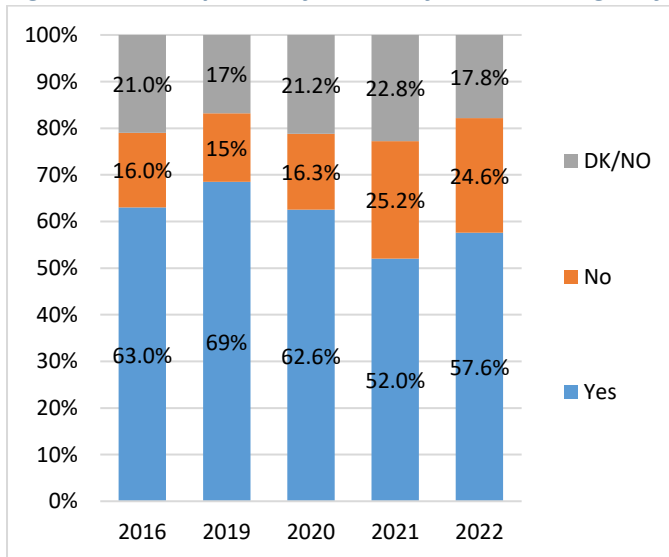
Figure 18. Level of understanding of the notion of e-Government



At the same time, a considerable part of the population is convinced that the implementation of eGovernment will bring advantages/benefits to citizens: 57.6%, up from 2021 (52.0%) but still below the level of 2019 and 2020 (62.6% in 2020 and 69.0% in 2019).

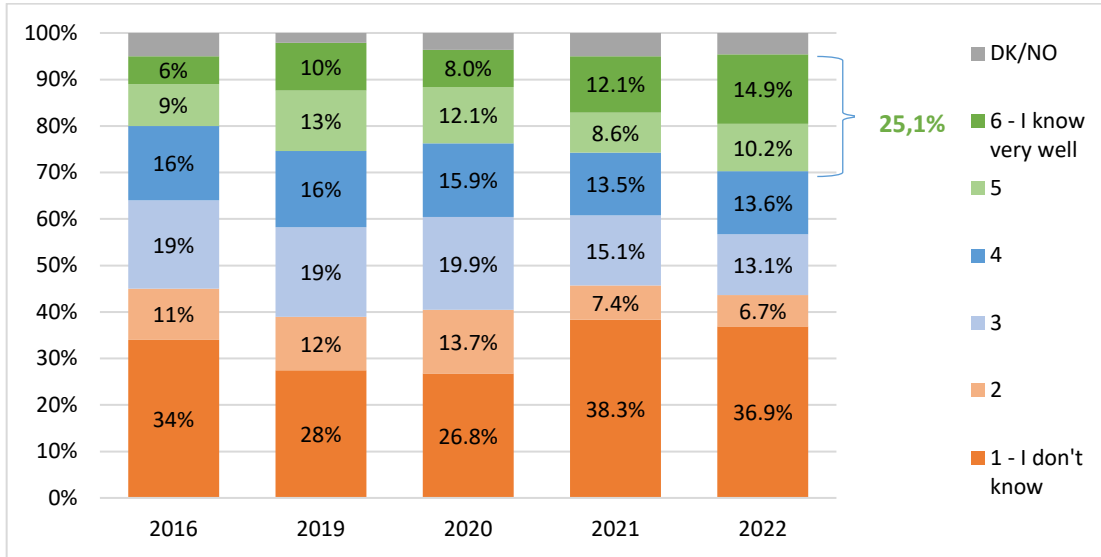
Younger people, those with higher levels of education, those with computers and internet at home, and the more affluent are expected to benefit more from eGovernment implementation (*Annex 1, Table 24*).

Figure 19. Anticipation of the benefits / advantages of electronic Government



Understanding these benefits in detail, however, retains little value. On a scale of 1 to 6, top marks (5 and 6) were given by 25.1% of respondents, average marks by 26.7%.

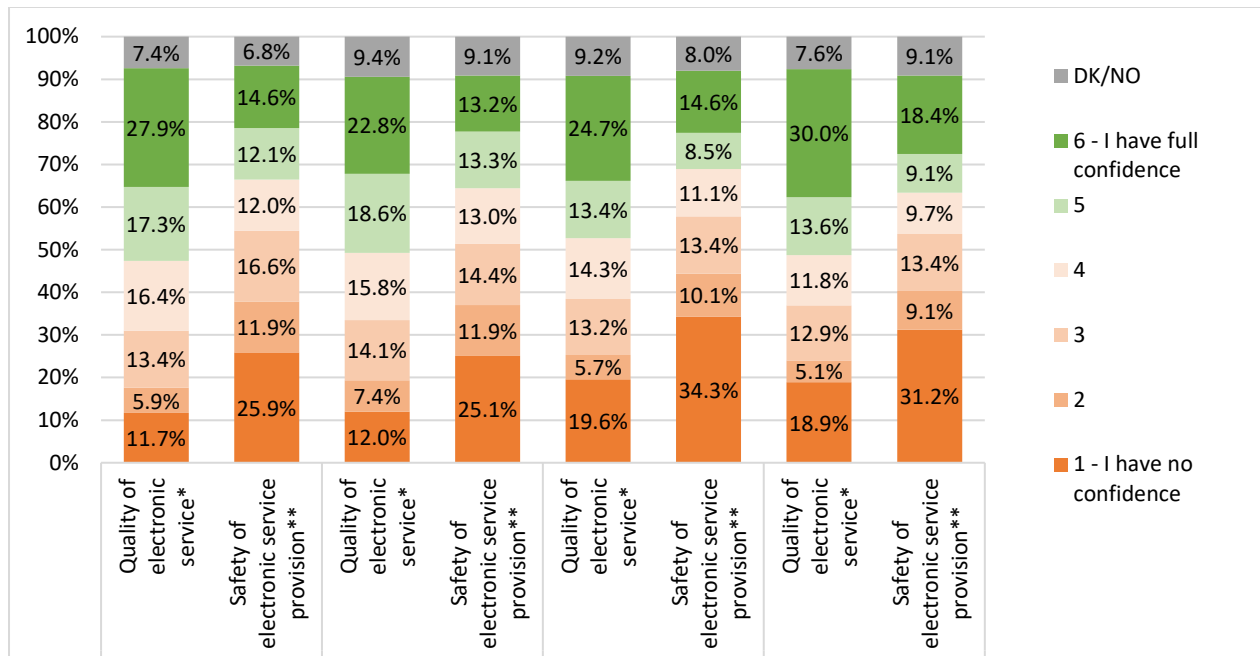
Figure 20. Level of understanding of the advantages / benefits of e-Government



Lack of information and lack of knowledge about the specifics of service provision and security in cyberspace directly affects citizens' confidence in the quality and safety of electronic services. On a scale of 1 to 6, **24.0% of citizens** rated the **quality of the e-service** with minimum marks (1 or 2) and **40.3% rated its safety with minimum marks**. However, a large majority of respondents gave high or medium marks for the quality of e-services (55.4% with marks ranging from 4 to 6), while **there were some reservations about safety, with a lower percentage of the respondents giving high and medium marks - 37.2% with marks 4-6.**

Women and men show virtually the same degree of confidence in the quality and safety of electronic public services. At the same time, there are notable discrepancies according to age, residence, education and Level of income, in that young, urban, highly educated and high-income people are more confident that electronic public services are safe and of good quality (*Annex 1, Tables 26-27*).

Figure 21. The level of confidence in the quality and safety of electronic public services

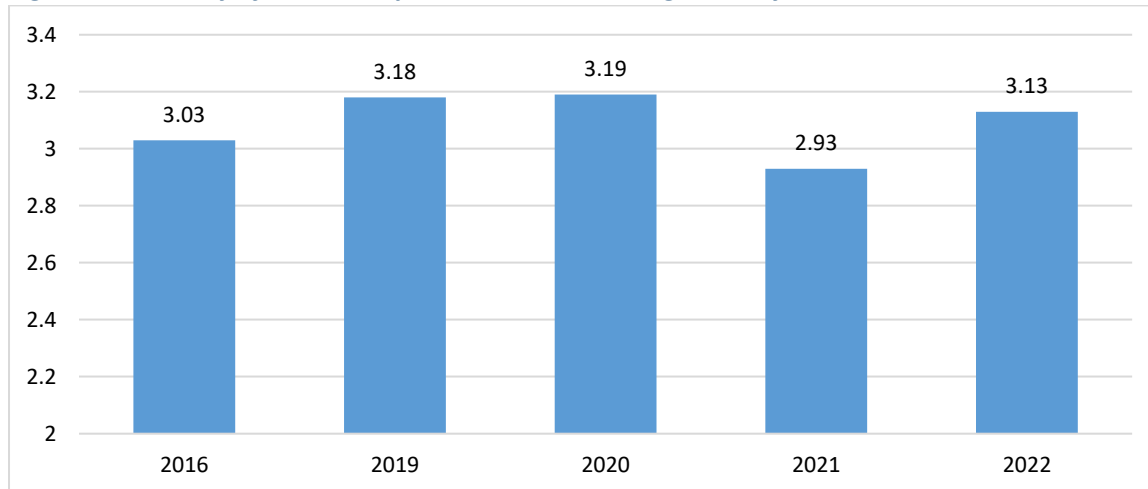


* quality of service (the fact that by using an electronic public service, through a computer or mobile phone, you will get it quickly and certainly)

** security of service provision (e.g. your personal data will not be in the possession of third persons or institutions, no third person will be able to find out how often you use certain services, etc.)

The average rating score increased steadily from one study to the next, from 3.03 points in 2016 (average on a scale of 6) to 3.19 in 2020. In 2021 there was a considerable drop in the indicator - 2.9, a drop most likely associated with the pandemic period, when the demand for electronic services was driven by the restrictions imposed by the pandemic. The present study shows a recovery of the indicator value - 3.13.

Figure 22. Security of electronic public services - average rate dynamics



Respondents were asked about their openness to using electronic public services, including and depending on the type of device. From the answers given, there are a number of issues to note.

Firstly, the proportion of those who say they are open to using electronic public services numerically outweighs those who would rather not use electronic services.

The 2022 survey shows a recovery of the indicator compared to 2021. In the current survey **38.5%** declare themselves **available for computer access (giving scores of 5 or 6)**, a moderate level of availability (giving scores of 3 or 4) is shown by 18.1%.

The degree of availability for the use of electronic services via mobile phone exceeds by 19% the degree of availability for the use of electronic public services via computer (56.7% with a score of 5 or 6).

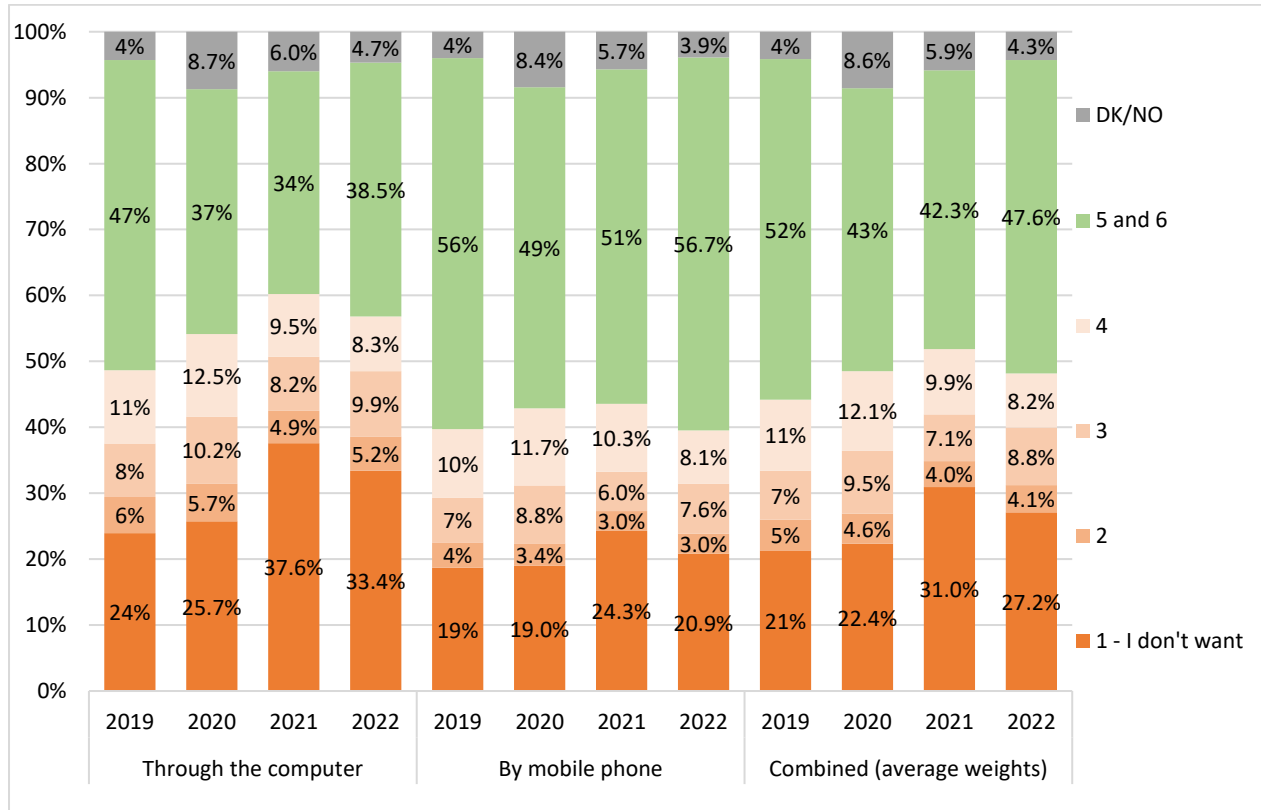
The combined availability indicator equals 47.6% (scores 5 or 6). In 2022 the indicator improves compared to 2021.

At the same time, it is confirmed that the explosive increase in the share of respondents who reject the use of online public services is based on two factors:

- *the long-lasting trend towards giving up the computer in favour of the phone*, here the increase in the share of the 1st grade is very high (+12% compared to 2020, while for the phone the increase is 5%);
- *the impact of the pandemic*, which has forced a shift to various remote activities, creating discomfort and repulsion.

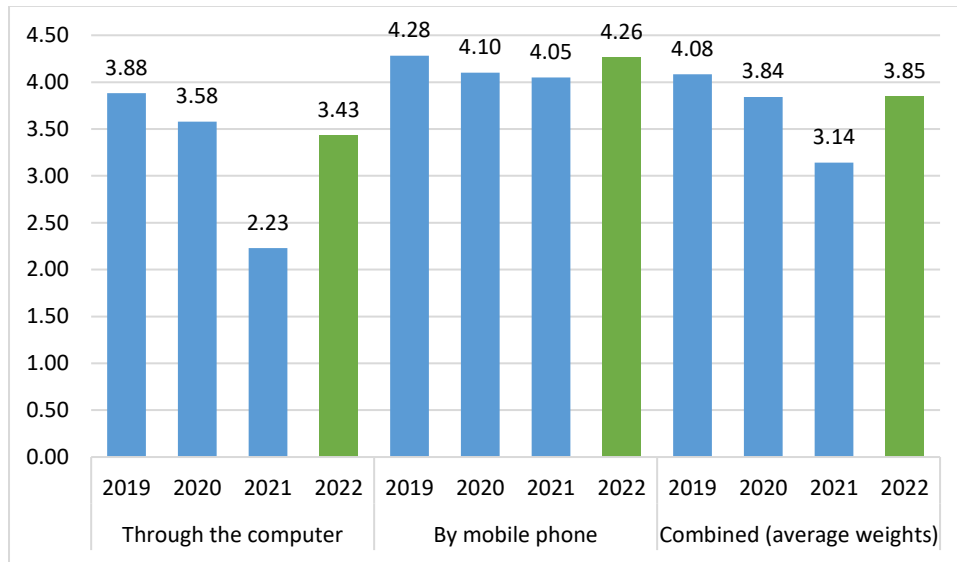
Higher availability is shown by the more internet-initiated categories - young people, the highly educated, urban, wealthier households (*Annex 1, Tables 28-29*).

Figure 23. The level of openness of citizens to access public services online, by device type



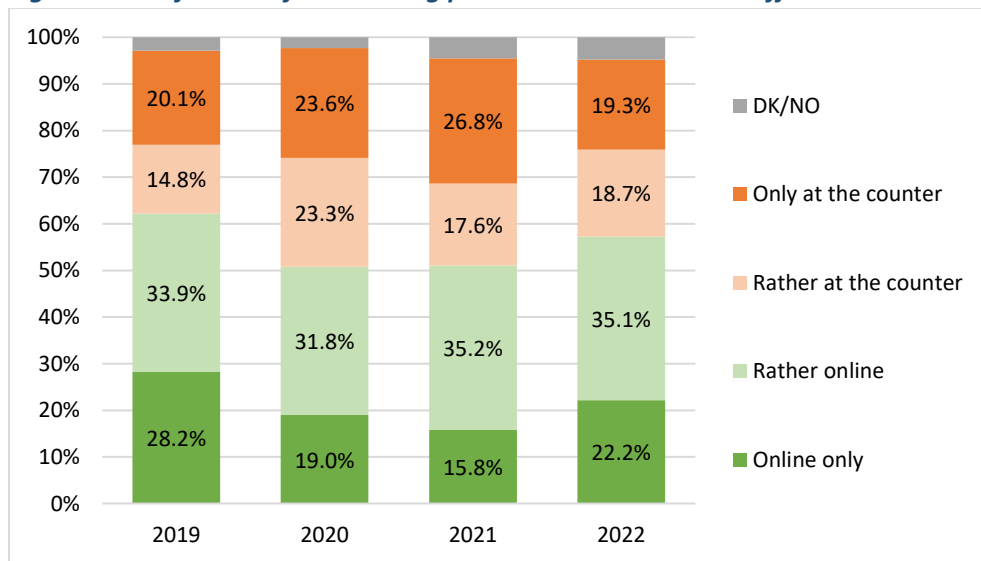
The decrease in the indicators reflecting the level of openness of citizens to access services online, compared to previous studies, is also visible in the average values achieved, with the weighted average indicator decreasing from 4.08 in 2019 and 3.84 in 2020 to 3.14 in 2021. In 2022 the indicator took the upward trend - 3.85.

Figure 24. The level of openness of citizens to access public services online, by device type



Asked to make a choice (simulating a situation of choosing how to access a public service), respondents gave answers demonstrating dispersed approaches, with **22.2% opting exclusively for online** ("Only online" - see figure below), and another 35.1% saying "rather online". 19.3% of the population surveyed opted for access only over the counter - offline. during the pandemic.

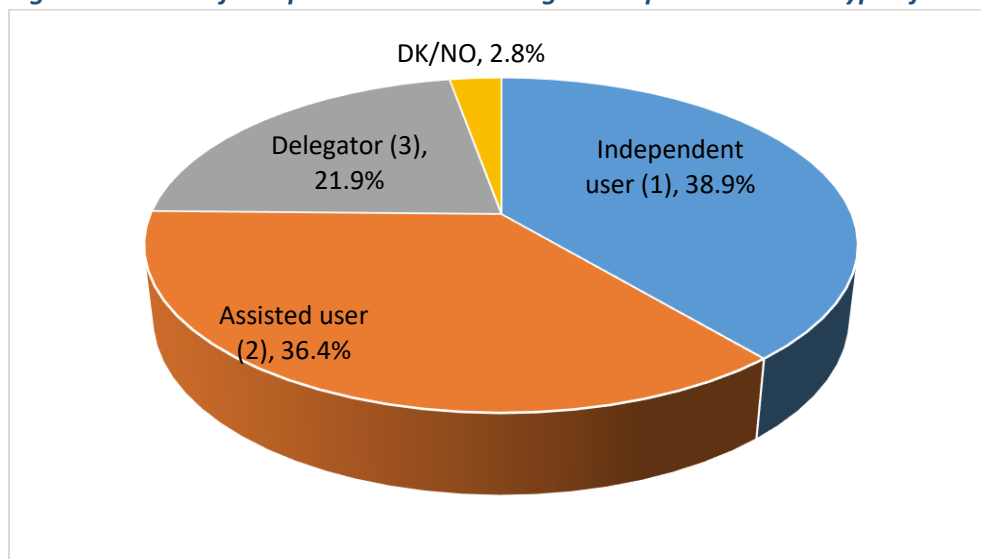
Figure 25. Preferences for accessing public services: online or offline



The level of digital literacy, skills in operating electronic devices and surfing the internet strongly determine preferences in the use of electronic services. At the moment **38.9% of citizens can be declared independent users** in the event of accessing electronic services, stating that they would prefer to access

them independently, without support from others. **Another 36.4%** prefer to access alone, but admit that they would need support from other people: they are described in the survey as potential **assisted users**. And **21.9%** of respondents can be defined as "**delegators**" or users with high support needs, preferring to delegate entirely to another person to access and obtain the service.

Figure 26. Level of independence in accessing online public services: type of user



(1) I can access independently on my own, without any help from another person

(2) I would need a support

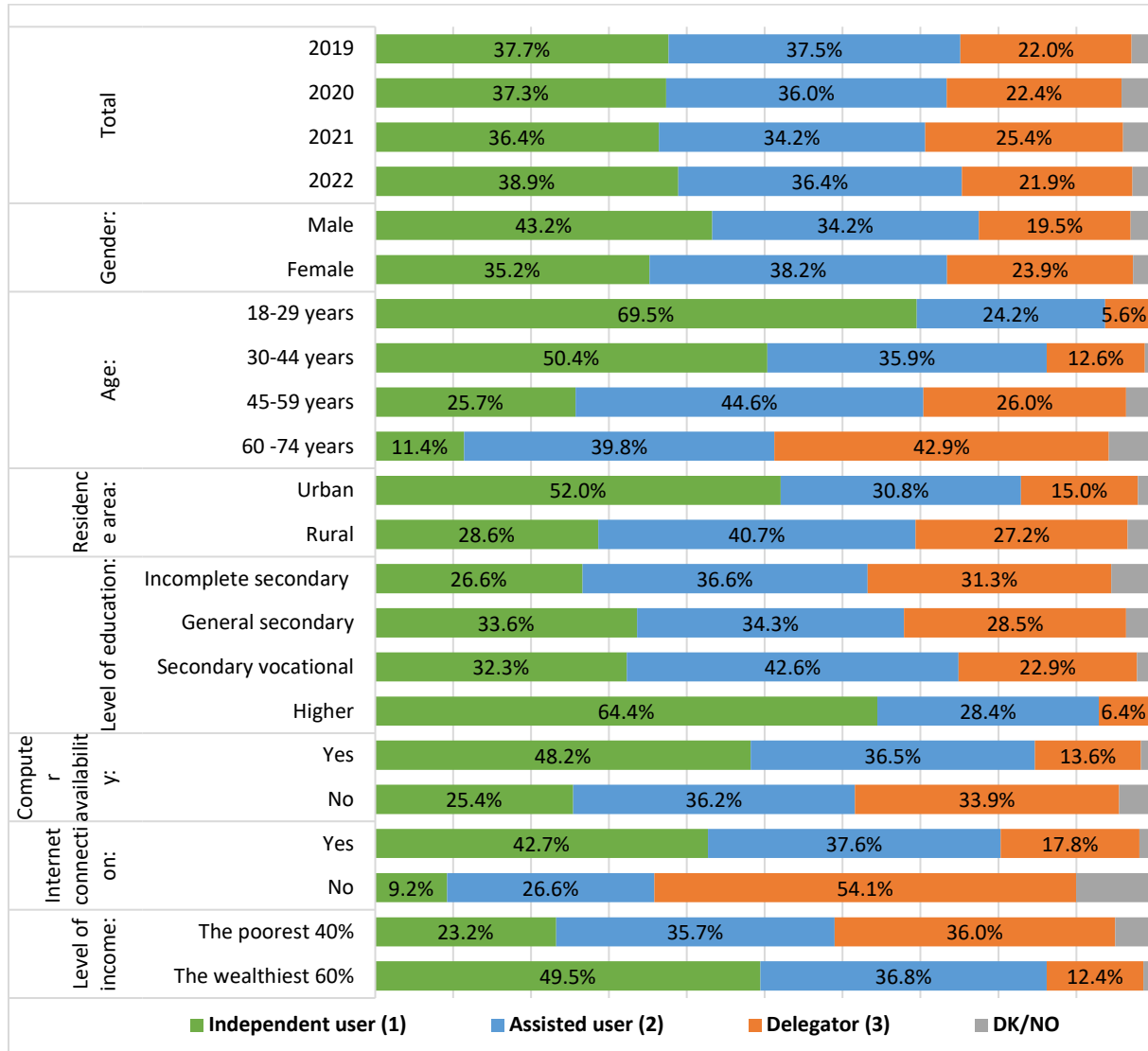
(3) I will delegate / ask another person

We find that there is a direct association between the level of independence (independent users) in accessing e-services and the younger age group, the more educated category, with access to computers and internet at home, families with a higher level of income. Slightly higher is the share of independent users among men.

Higher proportions of delegates are found among older, rural, non-computer and home-bound people with lower Level of educations.

At the same time, the indicator has slightly improved compared to previous years.

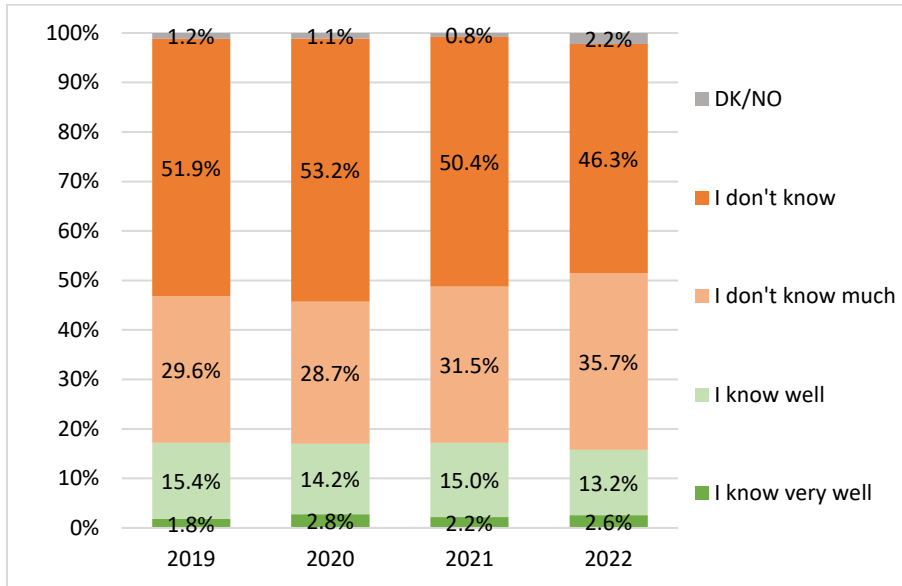
Figure 27. Use of online public services: type of user



Citizens' awareness of the eGovernment Agency is consistently modest. Only 2.6% of respondents say they know it very well, another 13.2% claim to know it well. Every second citizen (53.9%) does not know at all about AGE.

Variations are the same as for other indicators analysed so far, with AGE being known to a greater extent to younger, urban, better educated, internet and computer literate, higher income people. (Annex 1, Table 32).

Figure 28. Level of knowledge of the e-Governance Agency



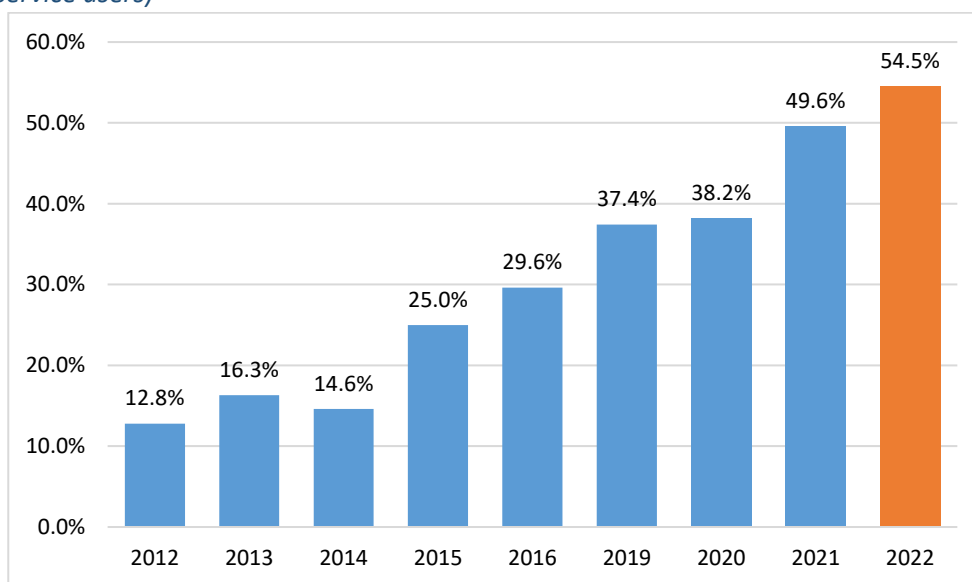
3. Access to electronic public services

This chapter presents the results of the measurements on the degree of access to public services, including electronic services, by type and mode of access.

One of the core indicators attributed to e-government and directly to this study is the rate of access to electronic public services. The 2022 study reconfirms the steady and considerable increase in the value of this indicator. **Every second respondent who has used any public service in the last 12 months says that at least one of the services was accessed electronically, an increase of almost 5 percent over the previous year.** It is certain that at least part of this increase has been driven by pandemic conditions, and the punitive nature of this is leading to some resentment and a negative attitude towards conditioning access to public services online.

Monitored in dynamics, in the period 2012-2014 the indicator shows a relatively constant level, and then increases continuously. In 2019 the increase compared to 2016 was 7.8%. In 2020 the value of the indicator remained at the same level (an increase of less than 1%), the discrepancy with 2019 being within the limits of statistical error, and in 2021 the most pronounced annual increase in the entire period of conducting research of this type (2012-2022) was recorded.

Figure 29. Access to electronic public services during the last 12 months (of the total number of public service users)



The same indicator, if related to the total population (including people who did not use the internet or did not use any public services) reaches **21.3%**, and if related only to internet users (including those who did not access public services) this level is **25.1%**.

Variations in the indicator by socio-demographic categories are very pronounced. **Young people aged 18-29 are almost six times more likely to have used e-services than people aged 60-74.**

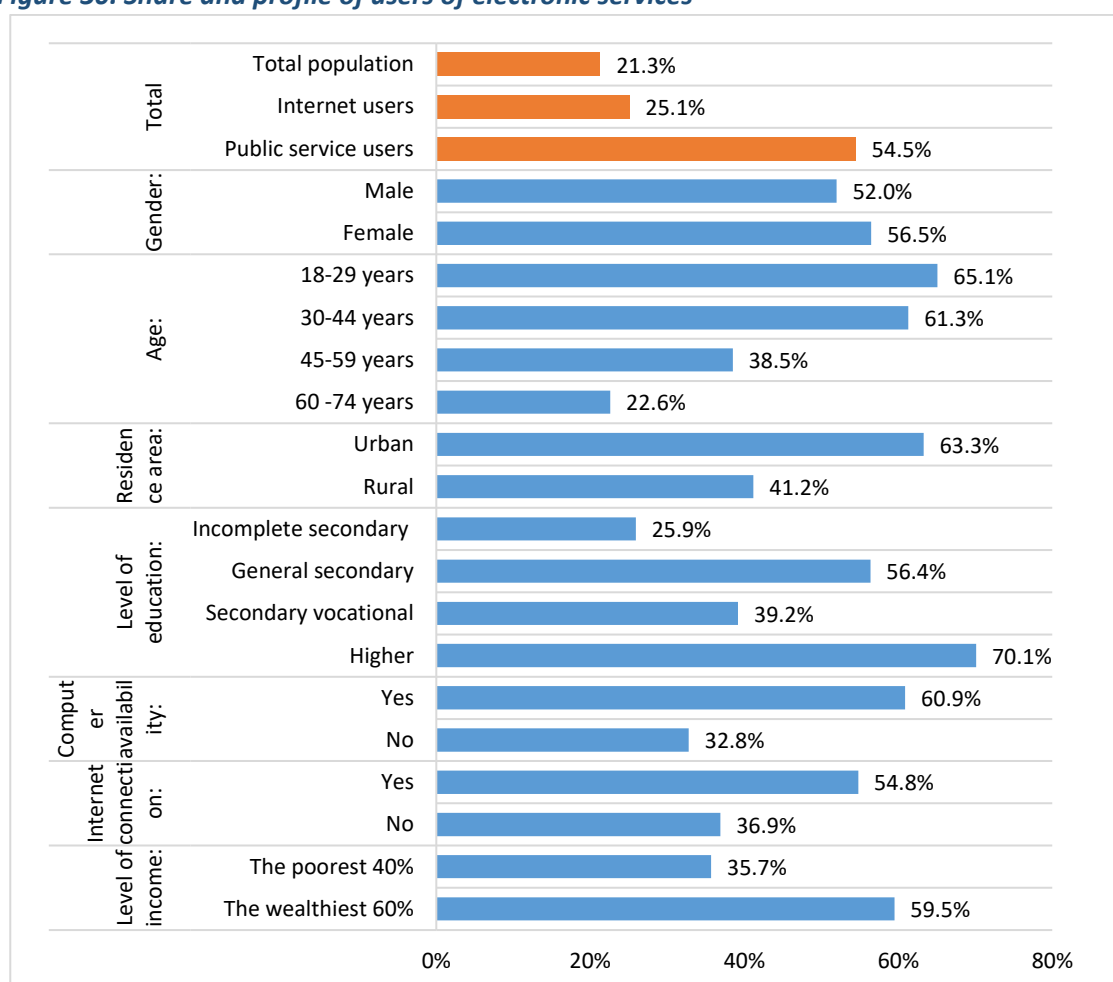
The discrepancy within population categories in different Area of residences is almost 20%. There is a huge difference in the same indicator between those with incomplete secondary education and those with

tertiary education, the latter being the category where the level of use is almost 50% (in relation to internet users).

The availability of a computer in the household and the connection of the household to the internet increase considerably (2-3 times) the access to electronic public services. Increased access is also conditional on increased Level of incomes.

At the same time, the **rate of access to electronic services for the poorest 40% of respondents is 10.7%** (in relation to internet users), **three times lower than for the richest 60% (32.3%)**. in relation to users of public services, the indicator is 35.7% for the poorest 40%, a level comparable to 2021 (37.4%).

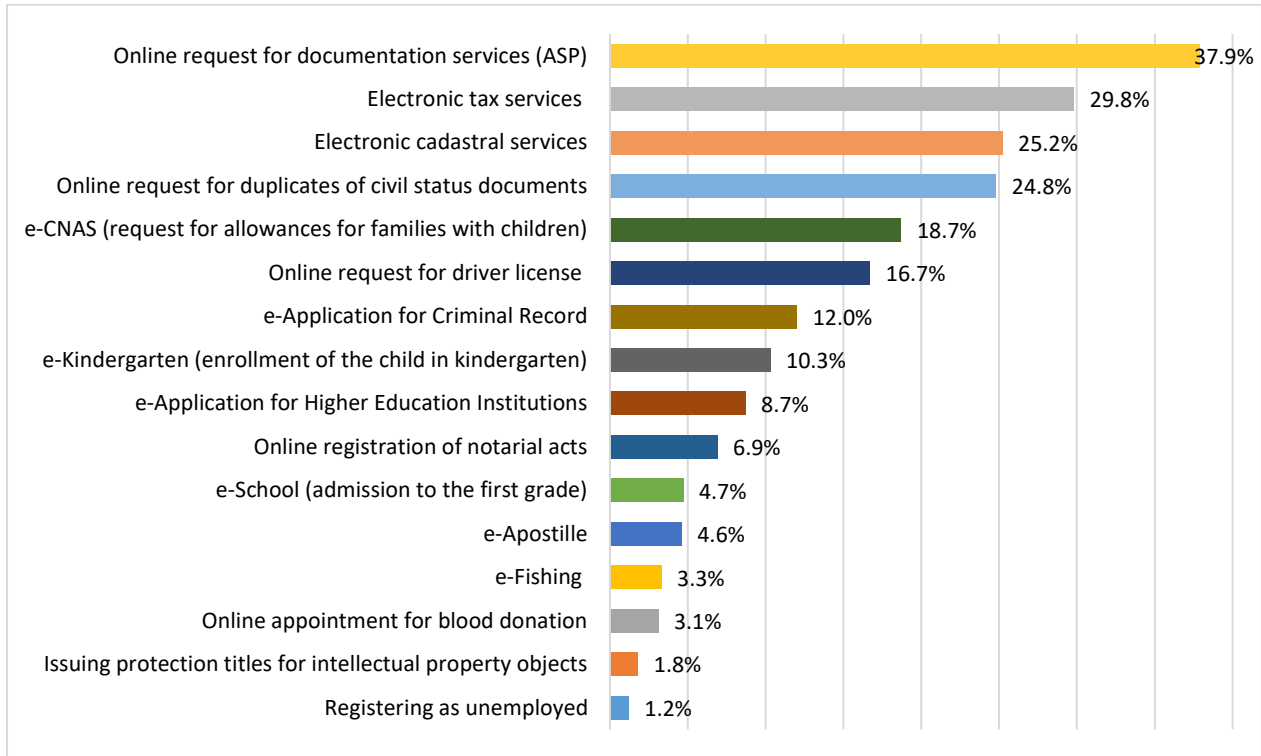
Figure 30. Share and profile of users of electronic services



The spectrum of services accessed is quite complex. However, the top 5 services are virtually the same as in the 2020 survey results:

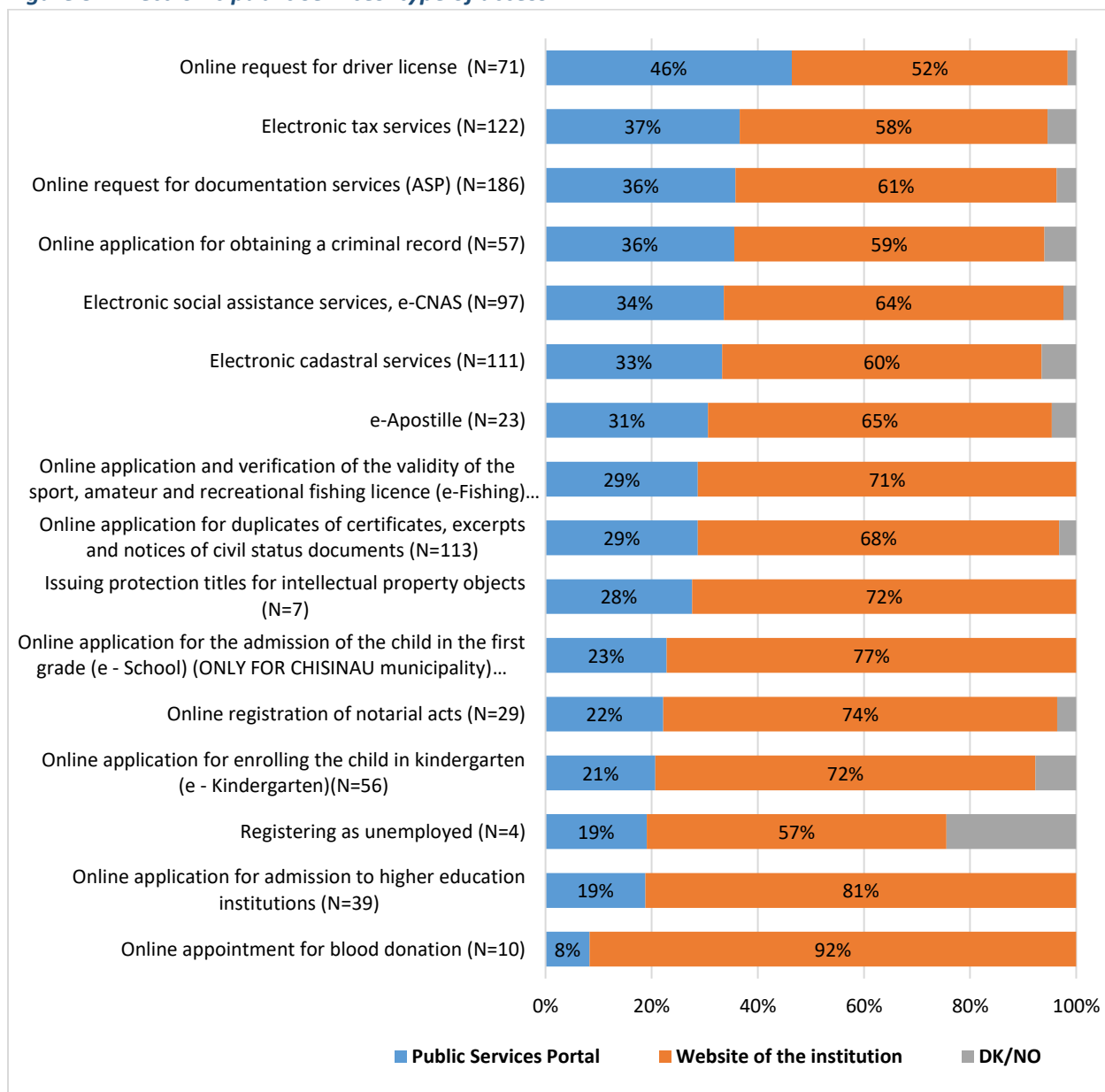
- Documentary Services (ASP) - 37.9%, which has practically propelled from 20% in 2021;
- Electronic tax services - 29.8%;
- Electronic cadastral services - 25.2%;
- Online request for duplicate documents - 24.8%
- E-CNAS - 21.4%;

Figure 31. Electronic public services: level of access



It is worth noting the preference for accessing e-services **via the websites of specialised institutions**, with a significant percentage of accesses to electronic public services still taking place via these pages and not via the Single Public Services Portal. None of the services were predominantly accessed via the Single Public Services Portal.

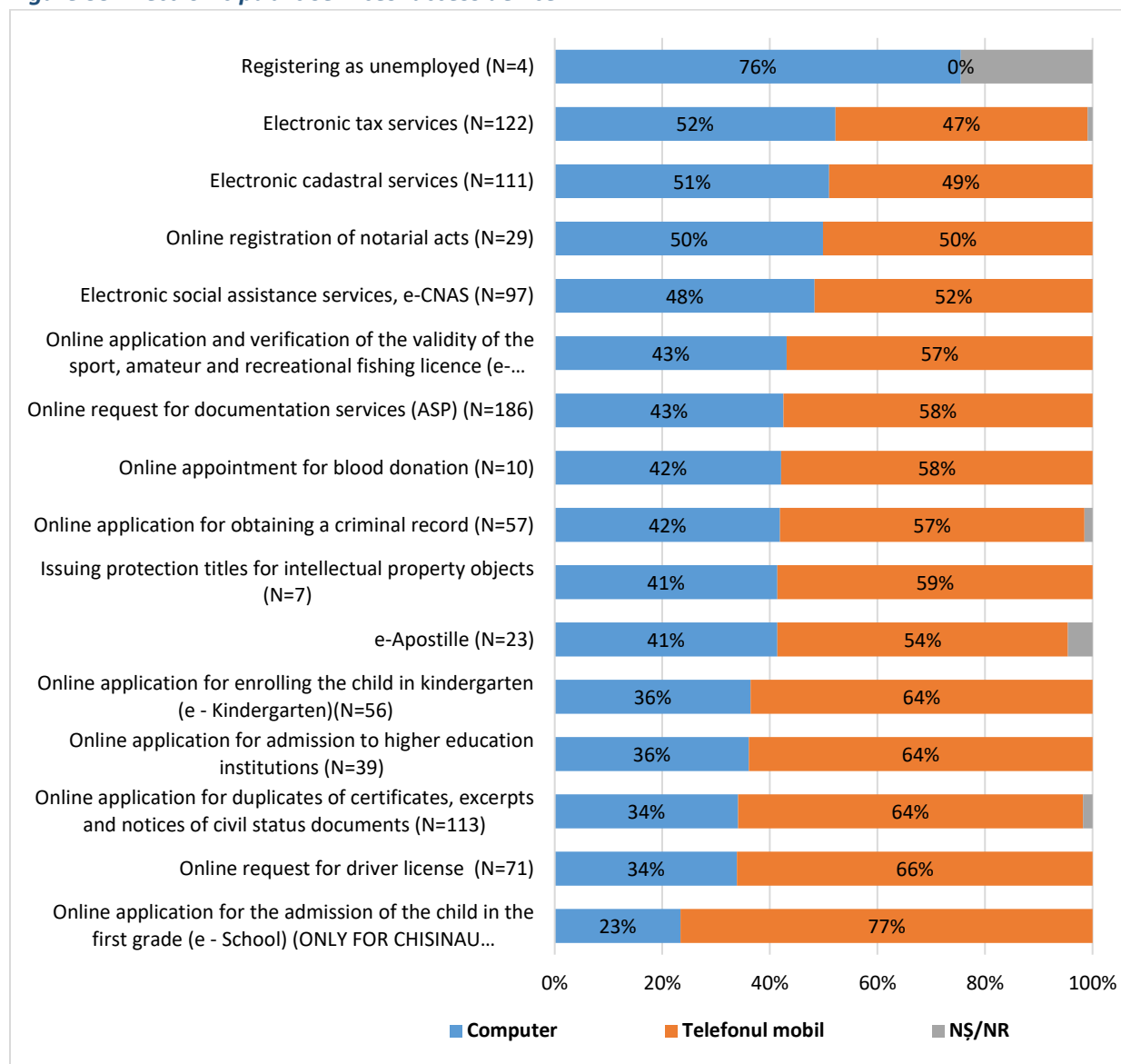
Figure 32. Electronic public services: type of access



Hatching services with small sample of cases

Given the trends illustrated above, we should anticipate an increase in preferences for accessing e-services via mobile phone at the expense of accessing them via computer. At the moment, about half of the services are predominantly accessed from the computer (more than 50%), the other half via the phone.

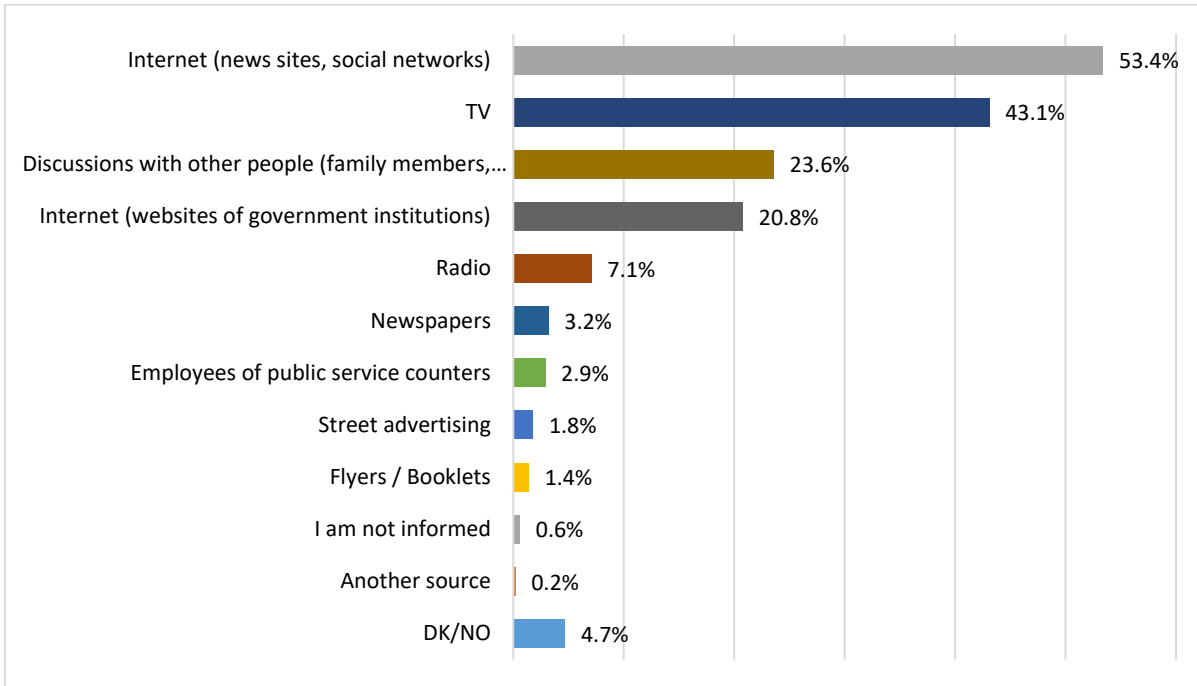
Figure 33. Electronic public services: access device



Hatching services with small sample of cases

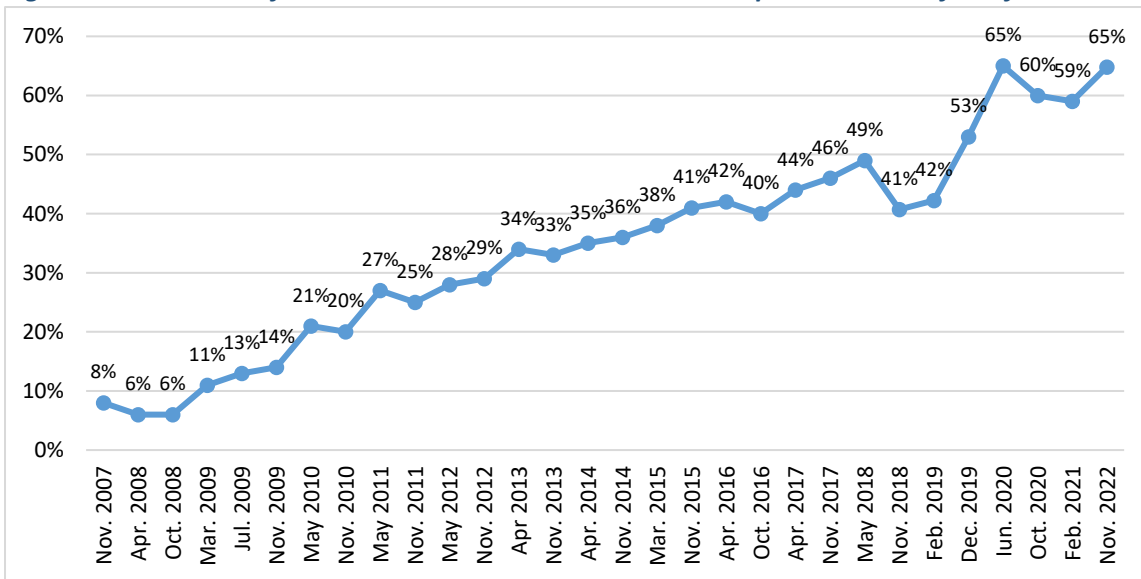
Accurate and comprehensive information about eGovernment services paves the way for a higher level of confidence in accessing e-services. For the first time, the internet used to access news websites and social networks has overtaken television as the top source of information, a reality that trends found in all studies carried out in the Project so far point to. **Television and the Internet** remain the top sources of information about eGovernment services. 43.1% said that they were informed via these two sources and cumulatively over 74%. In the case of the internet, the preference for information is given to news pages and social networks (53.4%) at the expense of dedicated government websites (20.8%). The general trend is towards information via the internet. Compared to 2021, the share of TV as a source of information has decreased by more than 15% and the share of the internet has increased as well. Information from news and social media sites increased by more than 6% and from government websites by 3%. Similarly in 2022 it is for the first time that the clean share of internet used for news and social media pages exceeds information via TV.

Figure 34. Sources of information about electronic public services



In general, the Internet as a source of information has been growing steadily in recent years, reaching over 60 percent of mentions as the most important source of information for citizens.

Figure 35. The share of the Internet mentioned as the most important source for information



Source: [Public Opinion Barometer](#), Institute of Public Policy

4. The level of satisfaction with the quality of public services

This chapter analyses the satisfaction of citizens with the electronic public services they access.

Previously, the rate of access to electronic public services was presented, in relation to the proportion of respondents who generally accessed some public services during the reference period (last 12 months up to the time of the interview). The latter indicator - the rate of those who accessed some public services - was 28.0% in 2022 after two years in a row following a downward trend. The slight decrease in the value of the indicator recorded in 2020 and 2021 compared to 2019 (27.4%) would be the impact of periods of self-isolation and reduced functioning of institutions.

The rate of access to public services is practically the same for the gender groups, but higher for young people, urban dwellers, with higher education, with computers and internet in the household, with higher incomes.

Figure 36. Access to the public services: user profile

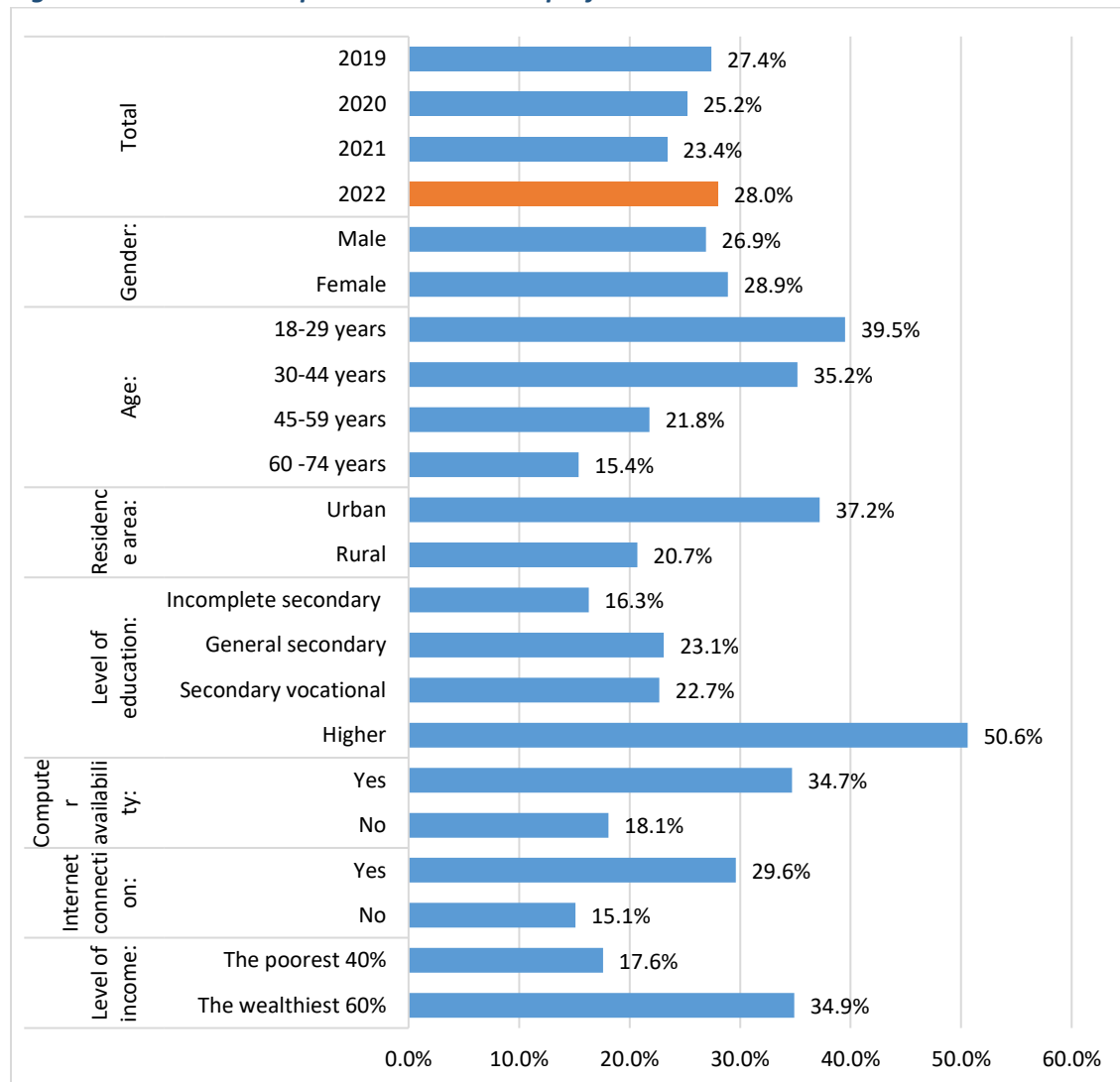
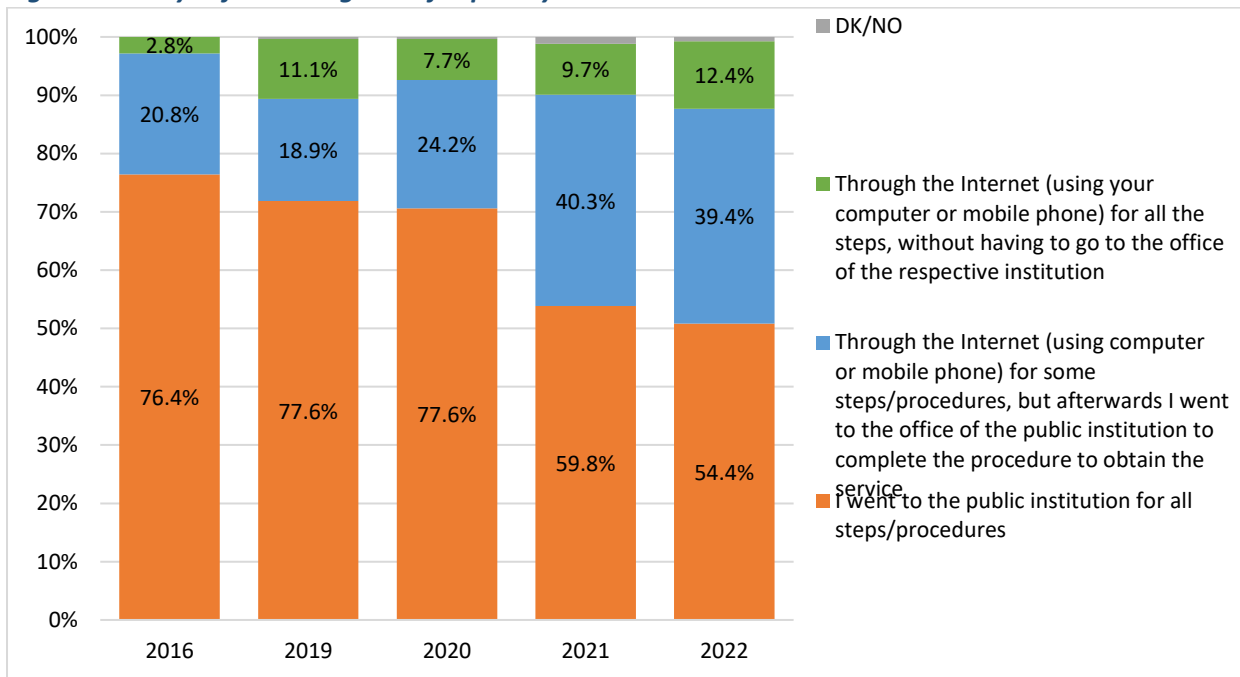


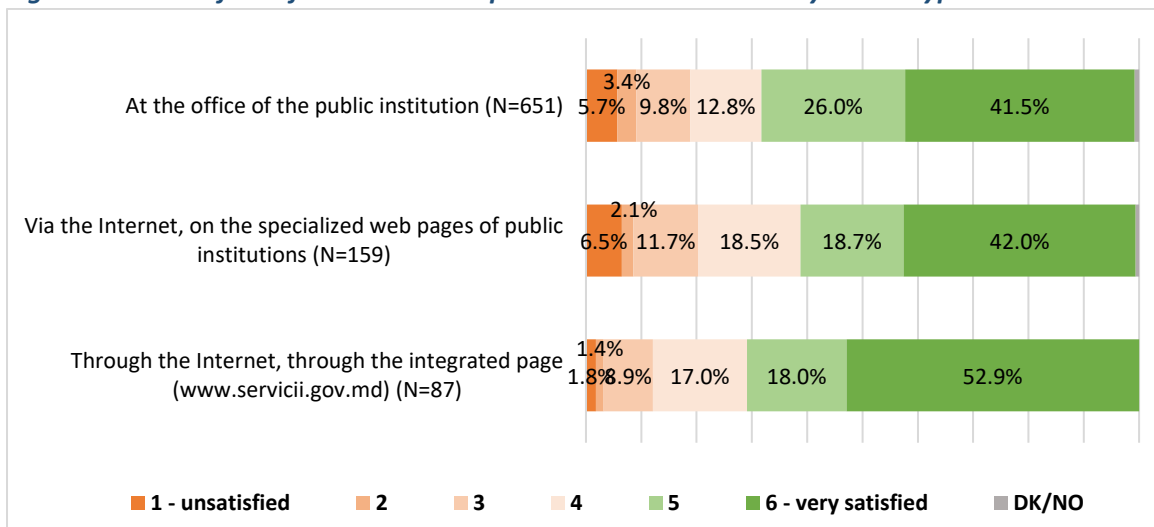
Figure 37 illustrates as clearly as possible the evolution from the traditional (offline) form of accessing public services to online access. The difference between the share of online and offline access is very small (51.8% vs. 54.4%) and it is probably close to the point where the rate of online access will overtake offline access.

Figure 37. Ways of accessing most frequently used services



There are also minor differences in satisfaction with the quality of public services depending on the mode of access (online or offline) and the web tool (specialised institutions' pages or integrated page), in favour of online. The average score given on a scale from 1 to 6 was 4.72 in the case of services received offline, at the providers' premises, 4.65 in the case of electronic services accessed through the specialized pages of institutions and **5.07 in the case of services received electronically through the portal services.gov.md**. The indicator is increasing compared to 2021.

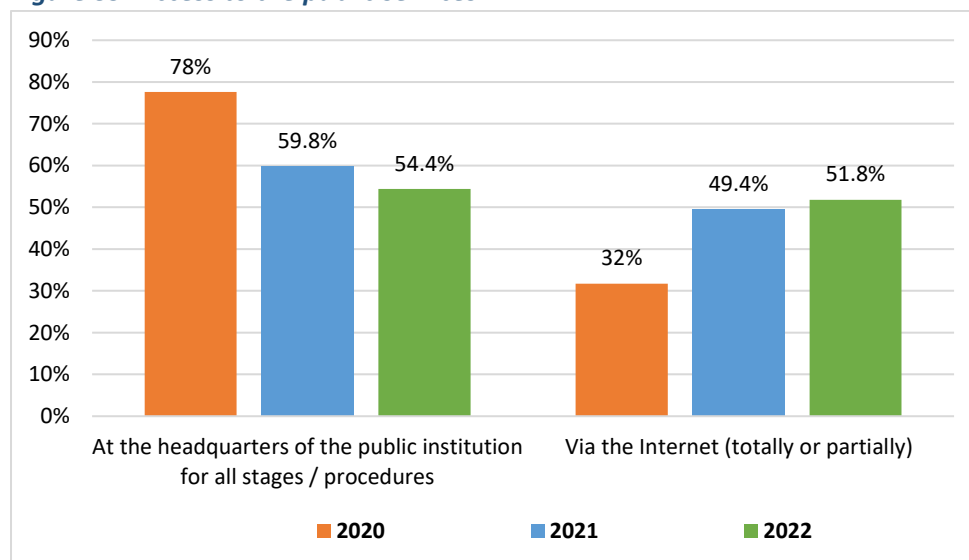
Figure 38. Level of satisfaction with the public services accessed: by access type



Of all respondents who have accessed public services in the last 12 months, every second (51.8%) has accessed them electronically, either in full (12.4%) or for at least one stage (39.4%). The variations are perfectly in line with the trends already described for other indicators, in the sense that young, urban, highly educated and high-income people are the categories that tend to access public services electronically in considerably higher proportions (*Annex 1, Table 59*).

There are noticeable changes in the type of access compared to previous studies, with a decreasing share of offline beneficiaries and a steadily increasing share of those accessing online.

Figure 39. Access to the public services⁴



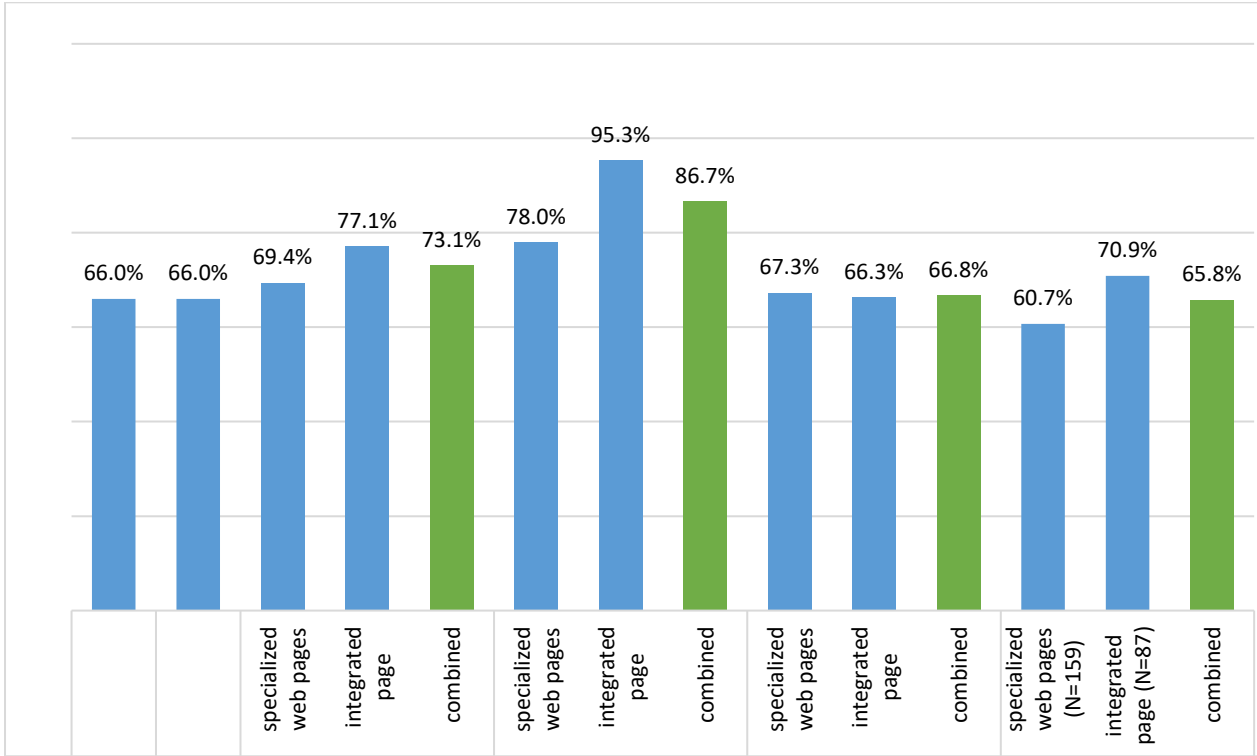
Satisfaction (the sum of the weights of the 5 and 6 marks awarded) has developed in both directions over the years. In the measurements up to 2016, satisfaction with eGovernment services remained relatively constant: 64%-66% gave satisfaction ratings of 5 and 6 on a scale of 1 to 6 points. In 2019 an increase was noted for both ways (integrated page/government portal of public services *services.gov.md* or websites of public service providers). In 2020 the increase continues, the share of respondents satisfied with electronic public services accessed during the last 12 months already constituted 86.7% (cumulative/combined between the 2 ways). The level of satisfaction of respondents who accessed the desired e-services through the portal *services.gov.md* is 95.3%, while the level of satisfaction with the quality of e-services accessed through the specialized websites of service providers was 78.0%. **In 2021 there is a 20 percent drop in the combined indicator compared to 2020 - 66.8%, with the drop being observed for both access modes - 67.3% for specialized web pages and 66.3% for the integrated page.** It was assumed at the time that this decrease was due in whole or in part to pandemic conditions that diminished the quality of service provided regardless of the access mode, rather than a reduction in actual performance in providing the service online. Satisfaction has decreased for all forms of access, including offline (from 75.1% in 2020 to 66.3% in 2021).

In this study, specific trends are recorded. Satisfaction with the integrated page increased compared to 2021 (70.9%) although far from the levels recorded in 2019 and 2020, while satisfaction with access via

⁴ The amount of weights exceeds 100% due to respondents who accessed more than one service through different ways of accessing.

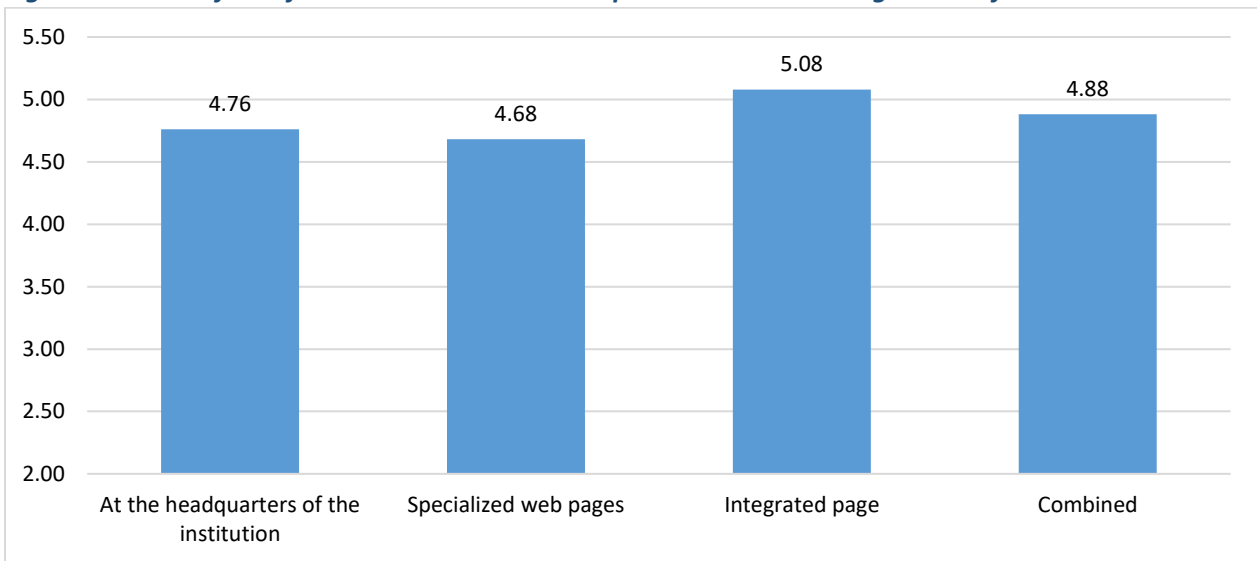
the specialised pages decreased (60.7%). This resulted in a combined indicator value (65.8%) that is also lower than in 2021.

Figure 40. Level of satisfaction with the electronic public services: evolution (scores 5 and 6)



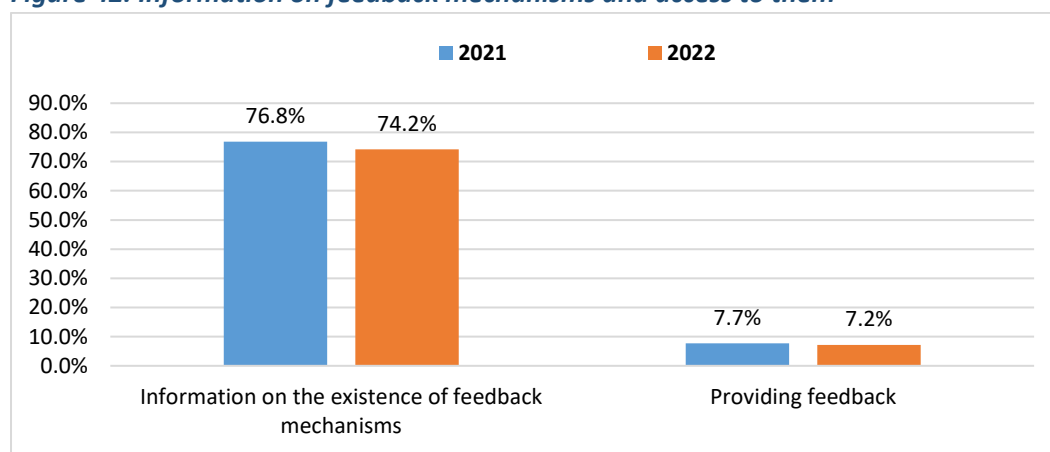
The average values of the respondents' ratings are below 5 points (on a scale of 6) for offline access and access via the specialised pages, and 5.08 for access via the integrated page, which is why the combined indicator of online access has a higher average than offline.

Figure 41. Level of satisfaction with the electronic public services: average values for 2021



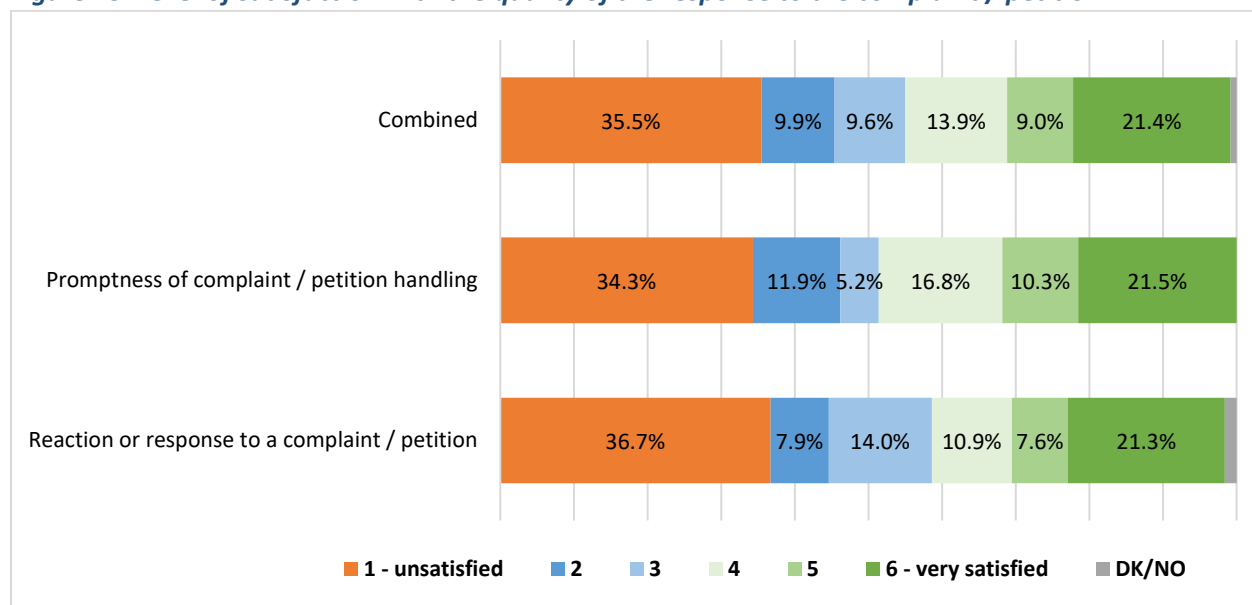
A final thematic indicator concerns the degree of user satisfaction with the service provider's response to suggestions or complaints made by the beneficiary. The indicator was measured through the question: "Please tell me if there have been situations when you had to write a complaint/petition/proposal because the service you received from a public institution was not performed qualitatively?". Earlier the respondent was asked if he/she knew about the existence of such a mechanism. Thus, three out of four respondents (74.2%) say that they know about the availability of feedback mechanisms to public services in the form of complaints, grievances or proposals for improvements in the procedure or process, and 7.2% of respondents say that they have received public services and have been in a position to submit complaints/petitions/proposals.

Figure 42. Information on feedback mechanisms and access to them



Despite the situation in which the beneficiary found himself (situation - problem in the process of receiving the public service) the assessments of the reaction mode are moderate, 28.9% rating the quality of the response (how the provider offered support in resolving the situation) with 5 or 6, and 31.8% rating the speed of the reaction. The value of the combined indicator is 30.4% (scores of 5 and 6).

Figure 43. Level of satisfaction with the quality of the response to the complaint / petition



In the 2021 survey, a 4-point scale was used to estimate the indicator in the questionnaire, and the sum of positive values (ratings) (very satisfied and rather satisfied) was 49.4%. If we apply a similar approach (half of the scale) for the 6-point scale, which was applied in the 2020 survey, the value of positive ratings (scores 4-6) in 2021 constitutes 51.3%, thus slightly increasing compared to 2020. The similar approach applied for the 2022 data (sum of scores 4-6) indicates an indicator value of 44.3%, thus decreasing compared to previous years.

5. Socio-demographic analysis

The current research included a block of questions referring to socio-demographic and economic aspects of the respondents. As the sample is nationally representative, it faithfully reproduces the structure of the population by basic socio-demographic characteristics.

Thus, the distribution of respondents by gender is in line with the distribution in the official statistics, with 46.2% male and 53.8% female. Almost half, 44.0%, of the respondents are from urban areas, 56.8% - from rural areas. A fifth of the sample (22.2%) is made up of young people aged 18-29, while older people make up 25.2%. People with higher education account for 23.1% of the sample, those with vocational secondary education 36.2%, with general secondary education 21.8% and 19.0% with incomplete secondary education (*Annex 1, Table 1*).

Nearly half of the respondents (45.2%) said that in the last week preceding the survey they had worked at least one hour for pay or other payment (the International Labour Organization definition of employment status). Of those who did not work, 22.4% gave the reason as lack of work, 18.8% - because of old age, 26.0% gave the reason as poor health, and a total of 11.6% were on maternity/childcare leave.

Table 1. Respondents' work activity and occupation

		%
Occupation of the respondent	Heads of public authorities at all levels, heads and senior officials of economic, social and political units	
	Specialists with high level of qualification	9,0%
	Specialists with intermediate level of qualification	7,8%
	Administrative officials	1,5%
	Service workers, housing and communal services, trade	3,0%
	Skilled workers in agriculture, forestry, hunting, fish farming and fishing	1,7%
	Skilled workers in large and small industrial enterprises, in handicrafts, in construction, transport, telecommunications, geology	4,7%
	Operators, apparatus, plant and machine operators, locksmiths	1,6%
	Unskilled workers	8,7%
	Student	7,5%
	Dependants or people having other income (lease, interest, rents, etc.)	
	Unemployed / I'm not working, I'm looking for work	11,6%
	Housewife	13,0%
	Retired	22,7%
	I work abroad	4,6%
	Other	0,7%
DK/NO		
Professional activity in the last week	Yes	45,2%
	No	54,5%
	DK/NO	
The reason for economic inactivity	Maternity / childcare leave up to 1.5 years / 3 years	11,6%
	Annual leave or sick leave	5,7%
	Unfavorable weather conditions	1,6%
	For health reasons	26,0%
	Due to age	18,8%
	The lack of jobs	22,4%
	Another reason	9,3%

	%
DK/NO	4,5%

Personal income of the respondents comes in 24% cases from pensions, about 14.4% - from employment in the non-agricultural private sector, 14.8% - from employment in the non-agricultural public sector, 8.6% - from transfers from abroad.

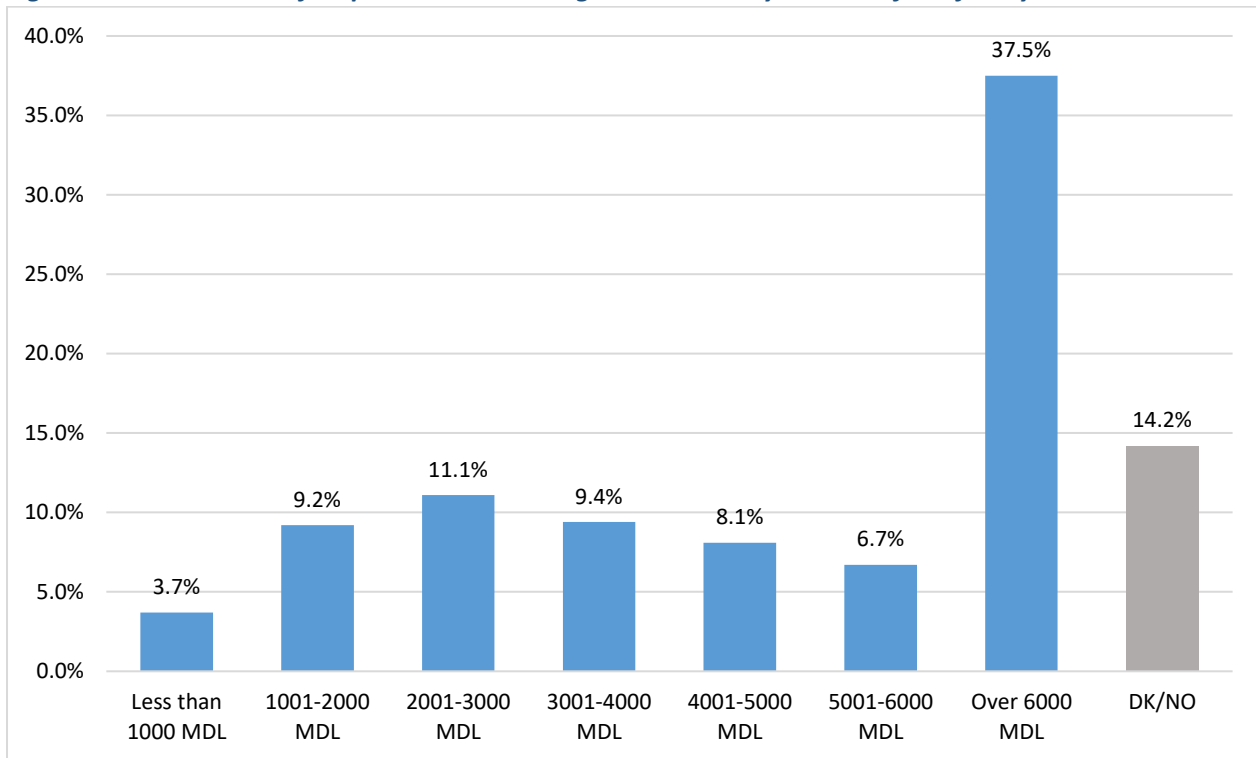
In the case of the head of household, 20.8% of income comes from employment in the private non-agricultural sector, 21.6% - from pension, 16.0% - from employment in the public non-agricultural sector and 12.7% - transfers from abroad.

Table 2. Sources of income of respondents and household heads

	% respondents	% head of the household
Self-employed in the agricultural sector (Farmer, land share)	1,9%	1,8%
Employed in the Public sector (state) in agriculture	1,5%	1,3%
Employed in the Private Sector in agriculture	1,7%	
Entrepreneur	1,1%	2,4%
Self-employed in the non-agricultural sector	1,8%	2,1%
Employed in the Public sector (state) in the non-agricultural sector	14,8%	16,0%
Employed in the Private sector in the non-agricultural sector	14,4%	20,8%
Independent professional activity	4,7%	6,1%
Unemployment allowance		
Pension	24,0%	21,6%
Social allowances	5,2%	1,6%
Aids from children / relatives		
Transfers from abroad	8,6%	12,7%
Other	5,8%	6,0%
I have no source of income	14,4%	6,0%
DK/NO	2,1%	2,4%

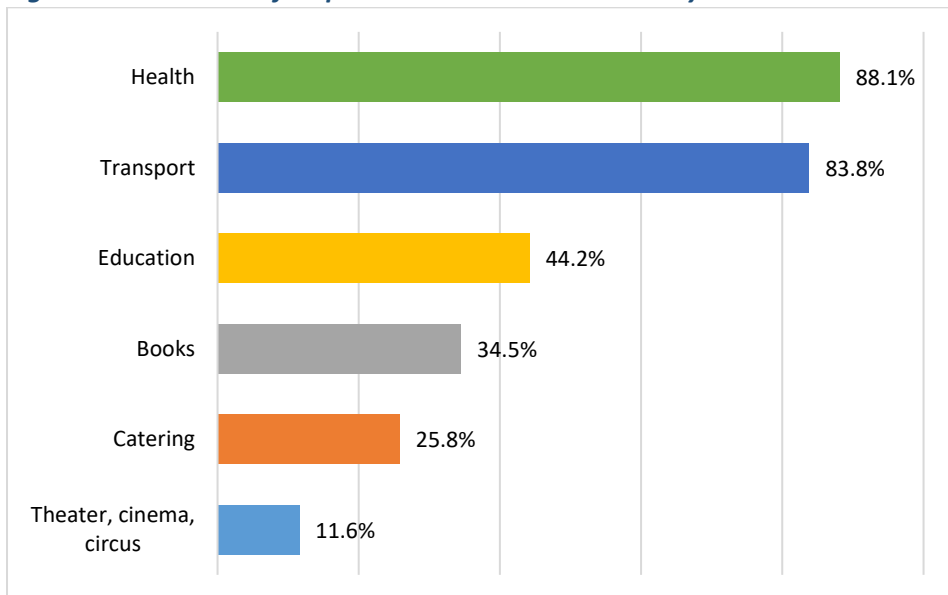
The distribution of respondents by size of monthly household income is concentrated in one major group. Thus, 37.5% of households have incomes greater than 6 thousand MDL, the other cases relatively evenly in the ranges of one thousand.

Figure 44. Distribution of respondents according to the monthly income of the family



Spending on transport and health care is universal, with the vast majority of respondents reporting such spending in the last 12 months (83.8% and 88.1% respectively). Similarly universal would be expenditure on education (44.2%), which is linked to the presence of children of that age. Fewer households spent money on books, but also on activities such as agreements, restaurants, cafés, visits to the theatre, cinema, circus.

Figure 45. The share of respondents who stated that they had incurred certain expenses



More than 2/3 of the respondents stated that they have a separate house and 31.1% - a separate apartment.

Dwellings are built of different materials, with one in four made of concrete, 35.3% of bricks and 31.7% of bricks. The majority of dwellings (77.9%) were built before 1991.

Table 3. Distribution of respondents according to housing characteristics

Type of your dwelling	Separate apartment	31,1%
	A room in an apartment	1,4%
	Separate house	65,0%
	Part of the house	2,2%
	DK/NO	
Building materials from which the dwelling is built	Concrete, monolith blocks, panels	25,8%
	Bricks, limestone, pressed blocks	35,3%
	Straw bricks, clay	31,7%
	DK/NO	7,1%
When the house was built	Before 1991	77,9%
	After 1991	15,4%
	DK/NO	6,7%
Number of rooms occupied by the respondent	1	14,2%
	2	38,6%
	3	27,4%
	4	11,5%
	5 and more	6,8%
	DK/NO	1,5%

13.2% do not have a water connection, the rest are connected and have an access point in the house or yard.

More than a third of households (37.9%) are connected to a centralised sewage system, about the same proportion have their own improvised system (38.2%). Only 59.1% of households have a toilet inside. Only one in five households are connected to a centralised heating system.

Table 4. Access to basic amenities

Connection to the waterpipe	Yes, with access point inside the house	74,5%
	Yes, with access to the yard	35,0%
	It is not connected	13,2%
Connection to sewer	Centralized sewerage system	37,9%
	Local / own sewerage system	38,2%
	It is not connected	23,9%
Location of the toilet	Inside the house	59,1%
	In the yard	58,3%
	We don't have a toilet	1,2%
Home heating type	Central heating	21,5%
	Autonomous heating	73,1%
	No heating	5,3%
Home heating source	Natural gases	32,3%
	Coal, wood, fuel oil	76,7%
	Electricity	2,4%

The availability of goods in the home was also assessed. The majority of the respondents, 94.0%, stated that they have a TV, 95.4% - have a fridge/freezer, 94.5% have a mobile phone and 72.8 have a landline phone, washing machine have 89.3% respondents. Only 45.1% of the respondents have a car.

Table 5. Utilities in the home

	2022	2021	2020
Piped water	87,1%	88,4%	96,2%
TV	94,0%	95,4%	96,2%
Natural gas	63,1%	62,3%	59,8%
Car	45,1%	44,1%	36,6%
Home phone	72,8%	79,3%	77,7%
Mobile Phone (GSM)	94,5%	91,9%	91,4%
Automatic washing machine	89,3%	88,2%	85,9%
Video cassette player	11,8%	14,9%	9,6%
Cable TV	77,3%	75,2%	72,6%
Satellite TV antenna	13,4%	13,8%	13,2%
Fridge / freezer	95,4%	94,9%	96,6%

Conclusions

Internet equipment and use

Computer ownership in the general population is steadily declining, due to the shift to other types of devices (phone, tablet, laptop). Discrepancies indicate a lower level of ownership among the older, rural population, with lower income and Level of educations. This may be due to the lack of need for a computer, the need being replaced by another device offering an internet connection.

Internet penetration is on the rise. As with the *household computer presence* indicator, *internet access* varies by age, residence, education, household income.

Half of the respondents used a computer in the last 12 months (steadily decreasing over time), while the internet was used by almost 85% of citizens. More and more citizens are accessing the internet via mobile phones and other mobile access devices.

Socialising and entertainment remain the main purposes of internet use. **At the same time, information about and access to public services as purposes/reasons for using the internet are increasing markedly compared to previous surveys.**

e-Government

Awareness of the Government Modernisation Reform and e-Government is no different than in previous years, with informing the general public and ensuring visibility remaining a priority. Digital literacy and public information also remain paramount in the context of the very low level of understanding of the Reform, as reported by this survey.

Eliminating corruption and reducing the number of visits needed to obtain are the main benefits anticipated by citizens of the Modernisation of Government Services reform.

The same applies to the concept of e-Government, with low levels of information and understanding of citizens.

Slightly more than half of the respondents anticipate benefits and consequences of the e-Government process, with a considerable decrease compared to previous surveys (slight increase compared to 2021), .

Low awareness and understanding of e-Government are factors that directly influence the degree of trust in the quality and security of online services, thus a considerable part of the citizens surveyed expressed distrust in the quality and security of e-Services (24.0% and 40.3% rated 1 or 2).

Access to electronic public services

Despite some doses of mistrust, the majority of respondents say they are willing and open to using e-services, with 47.6%, above the 2020 and 2021 figures but still below the 2019 level.

Asked to choose between two ways of accessing a service - online or offline, **more than half of respondents say they would choose to access the public service online.**

In the event of receiving public services online, more than a third of respondents define themselves as independent users, another third as partially assisted users and 21.9% - users who need full support

through delegation. This shows the migration of about 3% of users who need some support to the segment of those who would delegate access to the online service entirely to another person.

The rate of access to electronic public services is 54.5% of the population having used public services in general (both online and offline) in the last 12 months and 25.1% of internet users. We are in fact talking about record levels of access ever recorded. The rate of access to electronic public services is higher among young people, urban dwellers, with higher education, higher Level of income.

Most electronic public services are still mainly accessed via the websites of the relevant institutions, to the detriment of the Public Services Portal. Looking at the device as a means of access, about half of the services were accessed predominantly via computer, the other half via mobile phone. All the trends suggest that the rate of access to services by phone will continue to increase in the future.

Satisfaction with the quality of electronic public services

Overall, 1 in 4 citizens, in the 12 months preceding the survey, had used some public service, regardless of how they accessed it (online or offline). There is an increased level of satisfaction with the service received if the citizen has accessed this service online, particularly in the case of services accessed through the Public Services Portal (www.servicii.gov.md).

About 7% of citizens who accessed public services were in a position to complain or make suggestions about the way the service is provided, the responsiveness and speed of response received moderate ratings, with three out of ten respondents expressing satisfaction

Extract from the Project Results Matrix

Modernisation of Government Services

Perception, assimilation and support indicators (measurable through the Annual National Survey)

Update December, 2022

Project Development Objective: Improvement of the access, efficiency and quality of selected government administrative services.											
Indicators of the Project Development Objectives		Basic value	Target Year 1	Current Year 1	Target Year 2	Current Year 2	Target Year 3	Current Year 3	Target Year 4	Current Year 4	Final Target
The share of persons who have accessed electronic services in the last 12 months, of which:	general	24%	27%	27.9%	32%	32%	37%	49,6%	43%	52%	50%
	% women	49.5%	49.5%	61.4%	49.5%	53.6%	49.5%	53,0%	49.5%	53,6%	49.5%
	low-income groups (the poorest 40%)	6%	6%	18.4%	10%	14,0%	15%	37,4%	20%	28,5%	25%
Share of citizens satisfied with the quality of the response to their feedback by government administrative service providers	general					49.4% (baseline)	50.9%	36,9% ⁵			

⁵ In 2020, the 4-level scale was used because of a human error in the questionnaire (Very satisfied, Rather satisfied, Rather dissatisfied, Very dissatisfied) and the baseline indicator framed the sum of the weights of positive assessments (very satisfied (3) and rather satisfied (4)). If we apply a summary similar to the 6-point scale applied in the 2021 study (grades 4-6 represent the positive half of the 6-step scale as well as grades 3 and 4 on a 4-step scale), then the comparable value of the indicator for the year 2021 would be 51.3%, the targeted increase of 1.5% being ensured.

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Table 1. Sample structure

		Number	%
Total		3036	100,0%
Gender of the respondent:	Male	1252	46,7%
	Female	1784	53,3%
Age of the respondent:	18-29 years	551	17,5%
	30-44 years	769	28,7%
	45-59 years	697	24,0%
	60 -74 years	1019	29,8%
Area of residence:	Urban	1416	47,2%
	Rural	1620	52,8%
Level of education:	Incomplete secondary	630	20,6%
	General secondary	607	19,4%
	Secondary vocational	1124	37,2%
	Higher	671	22,8%
Computer availability:	Yes	1780	59,7%
	No	1256	40,3%
Internet connection:	Yes	2520	84,1%
	No	516	15,9%
Level of income:	Less than 3000 MDL	915	34,9%
	3000-6000 MDL	647	25,2%
	Over 6000 MDL	956	39,9%

Table 2. Do you have a computer in your household?

		Number	Yes	No
Total		3036	59,7%	40,3%
Gender of the respondent:	Male	1252	62,2%	37,8%
	Female	1784	57,4%	42,6%
Age of the respondent:	18-29 years	551	72,4%	27,6%
	30-44 years	769	66,9%	33,1%
	45-59 years	697	61,5%	38,5%
	60 -74 years	1019	43,8%	56,2%
Area of residence:	Urban	1416	68,5%	31,5%
	Rural	1620	51,7%	48,3%
Level of education:	Incomplete secondary	630	40,5%	59,5%
	General secondary	607	53,1%	46,9%
	Secondary vocational	1124	59,5%	40,5%
	Higher	671	82,7%	17,3%
Computer availability:	Yes	1780	100,0%	
	No	1256		100,0%
Internet connection:	Yes	2520	70,2%	29,8%
	No	516	4,1%	95,9%
Level of income:	Less than 3000 MDL	915	40,5%	59,5%
	3000-6000 MDL	647	57,8%	42,2%
	Over 6000 MDL	956	76,7%	23,3%

Table 3. How many computers do you have in your household?

		Number	Media	Median	Maximum	Minimum	Stdeviation
Total		1780	1,2	1,0	5,0	1,0	0,5
Gender of the respondent:	Male	768	1,2	1,0	5,0	1,0	0,5
	Female	1012	1,1	1,0	5,0	1,0	0,4
Age of the respondent:	18-29 years	397	1,2	1,0	5,0	1,0	0,6
	30-44 years	515	1,2	1,0	5,0	1,0	0,5
	45-59 years	425	1,2	1,0	4,0	1,0	0,4
	60 -74 years	443	1,1	1,0	5,0	1,0	0,3
Area of residence:	Urban	954	1,2	1,0	5,0	1,0	0,5
	Rural	826	1,1	1,0	5,0	1,0	0,4
Level of education:	Incomplete secondary	247	1,1	1,0	4,0	1,0	0,4
	General secondary	319	1,1	1,0	3,0	1,0	0,4
	Secondary vocational	661	1,1	1,0	5,0	1,0	0,5
	Higher	550	1,2	1,0	5,0	1,0	0,5
Computer availability:	Yes	1780	1,2	1,0	5,0	1,0	0,5
	No	0					
Internet connection:	Yes	1758	1,2	1,0	5,0	1,0	0,5
	No	22	1,0	1,0	2,0	1,0	0,2
Level of income:	Less than 3000 MDL	362	1,1	1,0	3,0	1,0	0,3
	3000-6000 MDL	369	1,1	1,0	4,0	1,0	0,4
	Over 6000 MDL	731	1,2	1,0	5,0	1,0	0,5

Table 6. Why do you not have a computer in your household?

		Number	I have nothing to do with the computer	I don't have the necessary knowledge to work on a computer	I don't have money to buy it	We have no power supply	We don't have Internet	Other	We don't need it, we use another device	It has failed	DK/NO
Total		1256	46,8%	15,8%	47,7%		4,5%	1,3%	1,9%	3,6%	1,8%
Gender of the respondent:	Male	484	50,5%	12,9%	42,0%	1,2%	5,7%	1,6%	2,4%	2,8%	1,3%
	Female	772	44,0%	18,1%	52,1%	0,5%	3,5%	1,2%	1,5%	4,2%	2,2%
Age of the respondent:	18-29 years	154	53,4%	3,6%	33,6%		3,3%		5,0%	3,9%	1,7%
	30-44 years	254	49,7%	3,9%	42,8%		3,6%	0,5%	1,2%	6,6%	1,7%
	45-59 years	272	42,3%	16,5%	55,0%			1,9%	2,8%	3,1%	
	60 -74 years	576	45,8%	25,8%	50,6%		6,2%	1,9%		2,0%	2,7%
Area of residence:	Urban	462	56,3%	11,4%	34,3%		5,0%	0,5%	3,7%	2,6%	2,1%
	Rural	794	41,3%	18,4%	55,5%		4,1%	1,9%		4,1%	1,6%
Level of education:	Incomplete secondary	383	37,9%	18,5%	56,9%	0,2%	4,4%	1,2%	1,5%	2,7%	1,9%
	General secondary	288	51,6%	18,6%	45,8%	1,1%	6,8%	1,4%	1,8%		0,7%
	Secondary vocational	463	48,8%	13,8%	45,2%		3,5%	1,8%	1,6%	4,7%	2,2%
	Higher	121	55,7%	9,3%	33,4%	1,5%			4,4%	3,8%	2,4%
Computer availability:	Yes	0									
	No	1256	46,8%	15,8%	47,7%		4,5%	1,3%	1,9%	3,6%	1,8%
Internet connection:	Yes	762	51,3%	11,0%	40,5%	0,5%	1,1%	1,0%	2,6%	5,3%	2,0%
	No	494	39,4%	23,8%	59,5%	1,2%	10,0%	1,8%		0,7%	1,4%
Level of income:	Less than 3000 MDL										
	MDL	553	38,7%	22,7%	58,6%	0,7%	4,9%	1,3%	1,0%	1,7%	1,0%
	3000-6000 MDL	278	43,0%	14,7%	53,7%	1,2%	6,4%	2,3%	2,1%	3,6%	1,0%

	Over 6000 MDL	225	66,3%	7,6%	25,7%		1,5%		3,8%	5,3%	1,4%
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Table 7. Do you have Internet access at home?

		Number	Yes	No
Total		3036	84,1%	15,9%
Gender of the respondent:	Male	1252	85,1%	14,9%
	Female	1784	83,2%	16,8%
Age of the respondent:	18-29 years	551	96,7%	3,3%
	30-44 years	769	94,2%	5,8%
	45-59 years	697	86,4%	13,6%
	60 -74 years	1019	65,2%	34,8%
Area of residence:	Urban	1416	89,5%	10,5%
	Rural	1620	79,3%	20,7%
Level of education:	Incomplete secondary	630	73,2%	26,8%
	General secondary	607	78,4%	21,6%
	Secondary vocational	1124	86,7%	13,3%
	Higher	671	94,5%	5,5%
Computer availability:	Yes	1780	98,9%	1,1%
	No	1256	62,2%	37,8%
Internet connection:	Yes	2520	100,0%	
	No	516		100,0%
Level of income:	Less than 3000 MDL	915	66,5%	33,5%
	3000-6000 MDL	647	83,7%	16,3%
	Over 6000 MDL	956	97,2%	2,8%

Table 8. Why don't you have internet access?

		Number	I don't have a computer	I don't have a mobile phone with Internet connection	There is no possibility to connect to the internet	Internet is too expensive for us	The available internet speed is too slow	Other	We don't need internet	DK/NO
Total		516	48,1%	20,3%	22,5%	34,3%	1,7%	4,5%	5,7%	2,5%
Gender of the respondent:	Male	202	44,5%	20,8%	22,4%	27,6%		5,3%	9,9%	3,2%
	Female	314	50,9%	19,9%	22,6%	39,5%	2,4%	3,9%	2,5%	1,8%
Age of the respondent:	18-29 years	18	19,0%	5,5%	15,8%	36,4%	4,8%	14,2%	4,8%	4,3%
	30-44 years	44	46,1%	13,5%	15,8%	30,8%	1,9%	9,4%	5,0%	1,9%
	45-59 years	97	37,7%	15,6%	29,7%	32,8%	2,1%	6,5%	5,9%	1,0%
	60 -74 years	357	53,3%	23,7%	21,6%	35,3%	1,4%	2,6%	5,8%	
Area of residence:	Urban	163	54,1%	17,0%	20,2%	32,2%	2,3%	3,6%	6,0%	1,2%
	Rural	353	45,4%	21,7%	23,5%	35,3%	1,4%	5,0%	5,6%	3,0%
Level of education:	Incomplete secondary	179	46,7%	19,1%	30,2%	39,6%	0,5%	2,0%	3,4%	3,3%
	General secondary	139	47,1%	22,5%	22,6%	36,8%	4,4%		6,0%	2,0%
	Secondary vocational	157	48,9%	21,7%	14,4%	27,9%		8,0%	7,5%	1,9%
	Higher	41	54,1%	12,1%	19,4%	28,1%	2,5%	7,2%	7,5%	2,5%
Computer availability:	Yes	22		5,0%	4,4%	31,0%	4,4%	28,5%	12,7%	13,9%
	No	494	50,1%	20,9%	23,2%	34,5%	1,6%	3,5%	5,4%	2,0%
Internet connection:	Yes	0								
	No	516	48,1%	20,3%	22,5%	34,3%	1,7%	4,5%	5,7%	2,5%
Level of income:	Less than 3000 MDL	319	49,1%	20,3%	25,8%	35,3%		4,2%	3,9%	1,9%
	3000-6000 MDL	110	46,7%	26,7%	19,1%	38,9%	2,8%	3,4%	9,0%	1,8%
	Over 6000 MDL	28	32,8%	13,2%	5,9%	19,6%	10,3%	14,4%	16,5%	6,3%

Table 9. Indicate the basic type of access of your household to the Internet:

		Number	3G (connection through a portable stick)	Optical fiber (connection that allows data transfer at very high speeds)	ADSL (connection through a modem connected to the telephone line, which allows the simultaneous use of both services)	Wi-Fi (wireless connection) to a source outside the household	Mobile phone	DK/NO
Total		2520	3,1%	27,4%	23,8%	32,1%	9,9%	3,7%
Gender of the respondent:	Male	1050	3,0%	32,3%	22,3%	27,3%	11,4%	3,7%
	Female	1470	3,2%	23,0%	25,1%	36,4%	8,5%	3,7%
Age of the respondent:	18-29 years	533	5,3%	26,3%	15,3%	43,4%	8,9%	
	30-44 years	725	2,4%	33,5%	21,8%	31,7%	9,6%	1,1%
	45-59 years	600	2,4%	27,9%	28,1%	28,4%	9,1%	4,0%
	60 -74 years	662		19,3%	29,5%	26,8%	11,9%	9,6%
Area of residence:	Urban	1253	2,8%	27,3%	15,6%	42,3%	9,1%	3,0%
	Rural	1267	3,4%	27,6%	32,0%	21,9%	10,6%	4,4%
Level of education:	Incomplete secondary	451	1,7%	22,5%	35,1%	22,8%	13,1%	4,8%
	General secondary	468	6,4%	24,1%	22,9%	31,7%	10,8%	4,1%
	Secondary vocational	967	2,3%	27,6%	24,8%	31,7%	9,8%	3,8%
	Higher	630		32,7%	15,1%	39,6%	7,1%	2,6%
Computer availability:	Yes	1758	3,1%	30,6%	24,5%	34,5%	3,7%	3,5%
	No	762	3,0%	19,9%	22,2%	26,5%	24,3%	4,1%
Internet connection:	Yes	2520	3,1%	27,4%	23,8%	32,1%	9,9%	3,7%
	No	0						
Level of income:	Less than 3000 MDL							
	MDL	596	2,7%	15,7%	30,7%	30,6%	14,6%	5,7%
	3000-6000 MDL	537	3,2%	25,3%	32,1%	25,0%	12,0%	2,5%

	Over 6000 MDL	928	3,4%	34,2%	15,5%	36,7%	7,3%	3,0%
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Table 10. Regardless of location, have you used ... in the last 12 months?

		Number	Computer		The Internet	
			Yes	No	Yes	No
Total		3036	51,2%	48,8%	79,6%	20,4%
Gender of the respondent:	Male	1252	52,0%	48,0%	79,1%	20,9%
	Female	1784	50,5%	49,5%	80,1%	19,9%
Age of the respondent:	18-29 years	551	73,5%	26,5%	99,1%	
	30-44 years	769	62,0%	38,0%	93,9%	6,1%
	45-59 years	697	48,2%	51,8%	82,2%	17,8%
	60 -74 years	1019	29,9%	70,1%	52,4%	47,6%
Area of residence:	Urban	1416	64,5%	35,5%	87,5%	12,5%
	Rural	1620	39,2%	60,8%	72,6%	27,4%
Level of education:	Incomplete secondary	630	26,8%	73,2%	64,5%	35,5%
	General secondary	607	44,5%	55,5%	73,2%	26,8%
	Secondary vocational	1124	50,3%	49,7%	82,3%	17,7%
	Higher	671	80,2%	19,8%	94,4%	5,6%
Computer availability:	Yes	1780	76,7%	23,3%	92,8%	7,2%
	No	1256	13,4%	86,6%	60,2%	39,8%
Internet connection:	Yes	2520	59,7%	40,3%	92,4%	7,6%
	No	516	5,9%	94,1%	12,3%	87,7%
Level of income:	Less than 3000 MDL	915	29,9%	70,1%	59,4%	40,6%
	3000-6000 MDL	647	46,5%	53,5%	78,2%	21,8%
	Over 6000 MDL	956	71,8%	28,2%	95,1%	4,9%

Table 11. Where have you accessed the Internet in the last 12 months?

		Number	At home			At friends, acquaintances			At school, college, university (free)		
			Yes	No	DK/NO	Yes	No	DK/NO	Yes	No	DK/NO
Total		2375	96,8%	3,1%		42,0%	57,9%		14,2%	84,5%	1,3%
Gender of the respondent:	Male	964	96,3%	3,7%		44,1%	55,8%		13,9%	84,8%	1,3%
	Female	1411	97,3%	2,6%		40,1%	59,7%		14,4%	84,2%	1,4%
Age of the respondent:	18-29 years	546	98,5%	1,5%		66,0%	34,0%		34,0%	65,3%	
	30-44 years	723	97,3%	2,7%		47,0%	53,0%		11,6%	86,7%	1,7%
	45-59 years	571	95,3%	4,7%		30,0%	70,0%		8,1%	90,7%	1,2%
	60 -74 years	535	95,9%	3,7%	0,3%	21,8%	77,7%		4,3%	94,0%	1,7%
Area of residence:	Urban	1221	97,4%	2,5%		49,7%	50,2%		16,7%	82,2%	1,1%
	Rural	1154	96,2%	3,8%		33,7%	66,2%		11,5%	86,9%	1,6%
Level of education:	Incomplete secondary	393	96,3%	3,7%		39,4%	60,6%		14,2%	84,7%	1,1%
	General secondary	436	95,5%	4,3%	0,2%	35,1%	64,7%	0,2%	12,6%	86,2%	1,2%
	Secondary vocational	914	96,7%	3,3%		39,5%	60,3%		11,5%	87,0%	1,5%
	Higher	629	98,1%	1,8%		51,5%	48,3%		19,2%	79,4%	1,4%
Computer availability:	Yes	1642	99,1%			44,7%	55,1%	0,2%	16,8%	82,0%	1,2%
	No	733	91,5%	8,5%		35,7%	64,3%		8,2%	90,1%	1,7%
Internet connection:	Yes	2316	97,6%	2,3%		42,1%	57,8%		14,4%	84,2%	1,3%
	No	59	65,0%	35,0%		37,6%	62,4%		4,9%	93,8%	1,4%
Level of income:	Less than 3000 MDL	529	95,9%	4,1%		20,6%	79,2%	0,2%	5,2%	93,5%	1,3%
	3000-6000 MDL	500	96,5%	3,5%		37,7%	62,3%		10,7%	86,8%	2,5%
	Over 6000 MDL	906	98,2%	1,8%		55,6%	44,4%		18,7%	80,6%	0,7%

Table 12. Where have you accessed the Internet in the last 12 months?

		Number	At work			Anywhere through mobile phone			Anywhere through other mobile Internet access device (notebook with Wi-Fi, 3G modem, etc.)		
			Yes	No	DK/NO	Yes	No	DK/NO	Yes	No	DK/NO
Total		2375	37,6%	62,2%	0,2%	74,9%	25,0%		38,7%	60,5%	
Gender of the respondent:	Male	964	43,4%	56,4%	0,2%	78,7%	21,1%		41,5%	57,6%	
	Female	1411	32,5%	67,3%		71,5%	28,3%		36,3%	63,0%	0,7%
Age of the respondent:	18-29 years	546	44,9%	54,9%	0,2%	91,0%	9,0%		58,1%	41,0%	
	30-44 years	723	49,8%	50,2%		85,0%	14,8%	0,2%	42,8%	56,6%	
	45-59 years	571	33,4%	66,6%		65,9%	34,1%		29,7%	69,7%	0,5%
	60 -74 years	535	13,5%	85,5%		50,9%	48,8%		21,6%	77,3%	1,1%
Area of residence:	Urban	1221	48,0%	51,7%		83,8%	16,0%	0,2%	48,0%	51,2%	
	Rural	1154	26,3%	73,6%	0,2%	65,3%	34,7%		28,7%	70,6%	0,7%
Level of education:	Incomplete secondary	393	24,8%	75,2%		72,4%	27,6%		37,0%	62,7%	0,2%
	General secondary	436	24,7%	75,1%	0,2%	68,6%	31,2%	0,2%	33,9%	65,9%	0,2%
	Secondary vocational	914	33,0%	66,6%		72,4%	27,6%		33,1%	66,0%	
	Higher	629	60,3%	39,6%		84,0%	15,7%		51,0%	47,8%	1,2%
Computer availability:	Yes	1642	42,4%	57,3%		74,5%	25,4%	0,2%	42,6%	56,7%	0,7%
	No	733	26,4%	73,5%		75,8%	24,2%		29,9%	69,2%	
Internet connection:	Yes	2316	37,8%	62,0%	0,2%	74,8%	25,1%		39,0%	60,2%	
	No	59	28,0%	72,0%		77,0%	23,0%		25,7%	74,3%	
Level of income:	Less than 3000 MDL	529	11,3%	88,5%	0,2%	50,7%	49,3%		24,8%	74,7%	
	3000-6000 MDL	500	35,3%	64,5%	0,2%	73,6%	26,4%		39,4%	59,9%	0,7%
	Over 6000 MDL	906	55,1%	44,9%		87,7%	12,2%		49,5%	49,6%	

Table 13. How often have you used the Internet in the last 12 months, no matter where?

		Number	At least once a day	At least once a week	Less than once a week
Total		2375	89,1%	9,1%	1,8%
Gender of the respondent:	Male	964	87,4%	10,9%	1,7%
	Female	1411	90,6%	7,5%	1,9%
Age of the respondent:	18-29 years	546	97,5%	2,2%	
	30-44 years	723	94,5%	4,6%	
	45-59 years	571	86,5%	10,5%	
	60 -74 years	535	73,8%	22,6%	3,5%
Area of residence:	Urban	1221	93,2%	5,4%	1,4%
	Rural	1154	84,7%	13,1%	2,2%
Level of education:	Incomplete secondary	393	85,6%	11,1%	3,3%
	General secondary	436	85,2%	13,5%	1,2%
	Secondary vocational	914	88,4%	9,6%	2,0%
	Higher	629	94,9%	4,2%	1,0%
Computer availability:	Yes	1642	91,4%	7,4%	1,2%
	No	733	83,8%	12,9%	3,2%
Internet connection:	Yes	2316	89,8%	8,7%	1,4%
	No	59	60,2%	22,9%	16,8%
Level of income:	Less than 3000 MDL	529	80,9%	16,0%	3,1%
	3000-6000 MDL	500	85,8%	12,5%	1,7%
	Over 6000 MDL	906	94,4%	4,8%	

Table 14. You have used the Internet to ...

	Obtaining general information about government organizations,	Requesting public services provided by government	Transmission of information to government institutions, e.g.

		Number	public authorities, public institutions and the services they provide			institutions, e.g. applying for passport, identity card, requesting a certificate			submission of complaints, online notifications, participation in public consultations on normative acts		
			Yes	No	DK/NO	Yes	No	DK/NO	Yes	No	DK/NO
Total		2375	35,6%	63,8%	0,5%	23,3%	76,2%	0,5%	11,6%	88,0%	
Gender of the respondent:	Male	964	33,2%	66,0%		22,3%	77,2%	0,5%	11,3%	88,2%	0,5%
	Female	1411	37,8%	61,9%		24,1%	75,4%	0,5%	11,9%	87,9%	0,3%
Age of the respondent:	18-29 years	546	45,9%	53,4%		35,9%	63,8%	0,3%	15,6%	83,9%	0,5%
	30-44 years	723	38,8%	60,5%	0,7%	30,1%	69,1%		15,8%	83,7%	0,5%
	45-59 years	571	32,2%	67,6%		15,6%	84,2%		8,7%	91,2%	
	60 -74 years	535	23,1%	76,4%	0,5%	7,2%	92,2%	0,5%	3,6%	96,1%	
Area of residence:	Urban	1221	42,6%	56,6%		32,7%	66,5%		17,2%	82,3%	0,5%
	Rural	1154	28,2%	71,6%	0,2%	13,1%	86,8%		5,5%	94,2%	
Level of education:	Incomplete secondary	393	21,6%	77,4%	1,1%	12,1%	87,2%	0,7%	5,9%	93,4%	0,7%
	General secondary	436	23,8%	75,3%		17,8%	81,4%		6,4%	92,5%	1,1%
	Secondary vocational	914	30,2%	69,5%		15,3%	84,3%		6,1%	93,8%	
	Higher	629	60,1%	39,7%		45,2%	54,5%		26,4%	73,5%	
Computer availability:	Yes	1642	41,3%	58,1%		28,0%	71,5%	0,5%	14,4%	85,1%	0,5%
	No	733	22,7%	76,9%		12,5%	87,1%		5,2%	94,7%	
Internet connection:	Yes	2316	36,1%	63,4%	0,5%	23,7%	75,8%	0,5%	11,8%	87,9%	
	No	59	18,8%	81,2%		7,4%	92,6%		4,6%	93,9%	1,4%
Level of income:	Less than 3000 MDL	529	14,8%	83,9%	1,3%	6,4%	92,3%	1,3%	2,4%	96,3%	1,3%
	3000-6000 MDL	500	31,0%	68,6%		15,7%	84,0%		6,8%	92,9%	
	Over 6000 MDL	906	49,6%	50,2%	0,2%	36,4%	63,6%		20,1%	79,8%	

Table 15. You have used the Internet to ...

		Number	Procurement or ordering of goods or services offered by economic agents			Obtaining information about health and medical services provided by public medical institutions			Obtaining information about health and medical services provided by private medical institutions		
			Yes	No	DK/NO	Yes	No	DK/NO	Yes	No	DK/NO
Total		2375	32,3%	67,3%		42,5%	57,2%		37,8%	61,9%	
Gender of the respondent:	Male	964	35,8%	63,7%	0,5%	38,3%	61,2%	0,5%	33,9%	65,6%	
	Female	1411	29,3%	70,4%	0,2%	46,2%	53,7%		41,2%	58,7%	
Age of the respondent:	18-29 years	546	43,8%	55,6%		56,9%	42,8%		49,6%	49,9%	0,5%
	30-44 years	723	41,2%	58,3%	0,5%	48,7%	50,7%		45,5%	53,8%	
	45-59 years	571	23,8%	76,1%		32,2%	67,7%		28,7%	71,1%	
	60 -74 years	535	15,3%	84,6%	0,2%	29,0%	71,0%		22,8%	77,2%	
Area of residence:	Urban	1221	42,3%	57,1%		51,7%	47,8%	0,5%	48,0%	51,5%	
	Rural	1154	21,6%	78,3%		32,7%	67,2%		26,8%	73,1%	
Level of education:	Incomplete secondary	393	21,0%	78,3%	0,7%	27,0%	72,3%	0,7%	21,1%	78,2%	0,7%
	General secondary	436	22,3%	77,0%	0,7%	36,8%	62,8%		30,8%	68,8%	
	Secondary vocational	914	27,0%	72,9%		37,7%	62,3%		33,9%	66,0%	
	Higher	629	53,5%	46,1%		62,9%	36,6%	0,5%	58,3%	41,2%	0,5%
Computer availability:	Yes	1642	37,8%	61,8%		47,6%	52,0%		42,8%	56,8%	
	No	733	20,0%	79,7%		31,0%	68,8%	0,2%	26,4%	73,4%	0,2%
Internet connection:	Yes	2316	32,7%	66,9%		43,0%	56,7%		38,3%	61,4%	
	No	59	16,7%	83,3%		24,0%	76,0%		18,0%	82,0%	
Level of income:	Less than 3000 MDL	529	12,0%	86,9%	1,1%	21,3%	77,9%		14,6%	84,6%	
	3000-6000 MDL	500	27,7%	72,2%	0,2%	38,2%	61,8%		33,5%	66,5%	
	Over 6000 MDL	906	48,6%	51,4%		56,8%	43,1%		51,4%	48,5%	

Table 16. You have used the Internet to ...

		Number	Obtaining information about cultural institutions and their activities (e.g. programs of theaters, cinemas, museums, concert halls, etc.)			Sending or receiving messages by e-mail			Internet / VoIP phone calls		
			Yes	No	DK/NO	Yes	No	DK/NO	Yes	No	DK/NO
Total		2375	26,4%	73,2%		57,0%	42,6%		68,6%	30,7%	0,7%
Gender of the respondent:	Male	964	25,1%	74,3%		60,8%	38,5%	0,7%	67,8%	31,6%	
	Female	1411	27,5%	72,3%	0,2%	53,8%	46,1%		69,3%	29,9%	
Age of the respondent:	18-29 years	546	43,3%	56,1%		81,8%	17,8%	0,5%	76,8%	22,7%	
	30-44 years	723	31,0%	68,4%	0,5%	67,2%	32,3%	0,5%	72,6%	26,5%	
	45-59 years	571	17,0%	83,0%		44,3%	55,5%	0,2%	62,1%	37,4%	
	60 -74 years	535	11,6%	88,1%		28,2%	71,5%		60,9%	38,2%	
Area of residence:	Urban	1221	37,7%	61,7%		69,7%	29,8%		78,5%	20,5%	1,0%
	Rural	1154	14,3%	85,6%		43,4%	56,4%	0,2%	58,0%	41,6%	
Level of education:	Incomplete secondary	393	13,3%	86,0%	0,7%	39,0%	60,3%	0,7%	65,0%	34,1%	
	General secondary	436	19,9%	79,4%	0,7%	48,7%	50,8%	0,5%	67,4%	32,0%	0,7%
	Secondary vocational	914	20,0%	80,0%		51,7%	48,2%		65,0%	34,4%	
	Higher	629	47,8%	51,7%	0,5%	81,5%	18,0%	0,5%	76,7%	22,5%	
Computer availability:	Yes	1642	32,3%	67,3%		64,6%	35,0%		71,2%	27,9%	
	No	733	12,9%	86,7%		39,7%	60,0%		62,7%	37,0%	
Internet connection:	Yes	2316	26,7%	72,9%		57,6%	42,0%		68,7%	30,5%	0,7%
	No	59	14,4%	85,6%		32,9%	67,1%		64,8%	35,2%	
Level of income:	Less than 3000 MDL	529	7,8%	91,1%	1,1%	27,1%	71,9%	1,0%	59,1%	39,7%	1,3%
	3000-6000 MDL	500	15,8%	84,0%	0,2%	48,4%	51,5%	0,2%	69,9%	29,5%	0,7%

	Over 6000 MDL	906	42,0%	58,0%		77,0%	22,8%	0,2%	72,9%	26,4%	
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Table 17. You have used the Internet to ...

		Number	Chat discussions (Skype, Messenger)			Use of social networks (Facebook, Odnoklassniki, Twitter)			Posting (displaying, disseminating) information through personal web pages		
			Yes	No	DK/NO	Yes	No	DK/NO	Yes	No	DK/NO
Total		2375	89,4%	10,5%		87,7%	12,3%		43,0%	56,4%	
Gender of the respondent:	Male	964	87,2%	12,7%		86,8%	13,2%		40,4%	59,1%	0,5%
	Female	1411	91,4%	8,6%		88,5%	11,5%		45,2%	54,1%	0,7%
Age of the respondent:	18-29 years	546	95,7%	4,3%		94,1%	5,9%		63,1%	36,6%	
	30-44 years	723	92,9%	6,9%	0,2%	93,4%	6,6%		48,7%	50,6%	0,7%
	45-59 years	571	87,6%	12,4%		86,7%	13,3%		35,2%	63,9%	
	60 -74 years	535	78,8%	21,2%		71,9%	28,1%		20,6%	78,9%	0,5%
Area of residence:	Urban	1221	91,4%	8,6%		89,1%	10,9%		46,3%	52,9%	
	Rural	1154	87,3%	12,6%		86,1%	13,9%		39,4%	60,2%	
Level of education:	Incomplete secondary	393	86,1%	13,6%		86,0%	14,0%		36,1%	63,2%	0,7%
	General secondary	436	86,9%	13,1%		84,9%	15,1%		40,1%	59,3%	0,7%
	Secondary vocational	914	89,1%	10,9%		87,2%	12,8%		39,4%	60,2%	
	Higher	629	93,6%	6,4%		91,5%	8,5%		54,3%	44,8%	
Computer availability:	Yes	1642	91,2%	8,7%		90,3%	9,7%		46,9%	52,3%	
	No	733	85,3%	14,7%		81,8%	18,2%		33,9%	65,9%	0,2%
Internet connection:	Yes	2316	89,9%	10,0%		88,1%	11,9%		43,1%	56,2%	
	No	59	69,2%	30,8%		69,5%	30,5%		35,3%	64,7%	
Level of income:	Less than 3000 MDL	529	81,4%	18,4%		77,1%	22,9%		24,0%	74,8%	1,3%
	3000-6000 MDL	500	87,7%	12,3%		88,1%	11,9%		37,8%	61,6%	
	Over 6000 MDL	906	94,4%	5,6%		93,1%	6,9%		56,2%	43,3%	0,5%

Table 18. You have used the Internet to ...

		Number	Procurement or ordering of goods or services offered by economic agents / private companies			Carrying out banking operations via the Internet			Training and education activities		
			Yes	No	DK/NO	Yes	No	DK/NO	Yes	No	DK/NO
Total		2375	39,7%	59,9%		38,0%	61,7%		42,0%	57,7%	
Gender of the respondent:	Male	964	41,6%	58,0%		42,2%	57,5%		39,4%	60,3%	
	Female	1411	38,2%	61,5%		34,3%	65,4%		44,1%	55,5%	
Age of the respondent:	18-29 years	546	58,5%	41,2%		58,8%	40,9%		61,5%	38,3%	
	30-44 years	723	52,5%	47,0%	0,5%	49,7%	50,0%		52,5%	47,1%	
	45-59 years	571	26,4%	73,5%		25,0%	74,8%		30,7%	69,0%	0,3%
	60 -74 years	535	13,9%	85,6%	0,5%	11,0%	88,6%		16,2%	83,4%	
Area of residence:	Urban	1221	50,7%	48,8%		51,8%	47,8%		48,4%	51,1%	0,5%
	Rural	1154	28,0%	71,8%	0,2%	23,1%	76,7%		35,0%	64,9%	
Level of education:	Incomplete secondary	393	26,7%	72,6%	0,7%	21,1%	78,6%		34,6%	64,7%	0,7%
	General secondary	436	32,8%	66,5%	0,7%	30,0%	69,3%	0,7%	31,2%	68,5%	
	Secondary vocational	914	33,9%	65,9%	0,2%	29,2%	70,6%	0,2%	35,1%	64,8%	
	Higher	629	60,8%	38,9%		66,3%	33,6%		63,5%	36,2%	
Computer availability:	Yes	1642	46,4%	53,2%		44,9%	54,7%		48,7%	51,0%	
	No	733	24,6%	75,1%		22,1%	77,8%		26,6%	73,2%	0,2%
Internet connection:	Yes	2316	40,4%	59,3%		38,4%	61,3%		42,3%	57,4%	
	No	59	15,6%	84,4%		19,4%	80,6%		29,2%	70,8%	
Level of income:	Less than 3000 MDL	529	13,2%	85,4%	1,4%	8,0%	91,0%	1,0%	16,9%	82,1%	1,0%
	3000-6000 MDL	500	33,0%	66,8%	0,2%	27,0%	72,8%	0,2%	32,8%	67,0%	0,2%
	Over 6000 MDL	906	58,1%	41,9%		60,6%	39,4%		57,6%	42,3%	

Table 19. You have used the Internet to ...

		Number	Viewing and / or downloading digital content for recreational purposes (games, texts, pictures, books, music, movies)			Downloading programs (software)			Online reading of news, newspapers, magazines		
			Yes	No	DK/NO	Yes	No	DK/NO	Yes	No	DK/NO
Total		2375	68,1%	31,6%		40,1%	58,9%	1,0%	64,8%	34,8%	
Gender of the respondent:	Male	964	71,2%	28,4%		42,1%	57,1%		64,7%	34,9%	
	Female	1411	65,4%	34,4%		38,3%	60,5%	1,1%	64,9%	34,8%	
Age of the respondent:	18-29 years	546	87,2%	12,7%		68,8%	30,6%		71,4%	28,2%	
	30-44 years	723	76,8%	22,6%	0,5%	46,7%	51,9%	1,4%	70,5%	29,0%	0,5%
	45-59 years	571	59,3%	40,6%		27,7%	71,8%	0,5%	62,9%	36,8%	
	60 -74 years	535	42,9%	56,7%		12,5%	86,2%	1,3%	49,8%	49,8%	
Area of residence:	Urban	1221	74,8%	24,7%	0,5%	48,0%	50,6%	1,5%	71,1%	28,4%	
	Rural	1154	60,9%	39,0%		31,6%	68,0%	0,5%	58,0%	41,8%	0,2%
Level of education:	Incomplete secondary	393	72,3%	27,0%	0,7%	33,9%	64,6%	1,5%	55,5%	43,8%	0,7%
	General secondary	436	63,5%	35,8%	0,7%	32,4%	66,6%	1,0%	56,8%	42,5%	0,7%
	Secondary vocational	914	61,4%	38,5%		33,7%	65,5%		60,1%	39,7%	0,2%
	Higher	629	78,0%	21,8%		58,2%	40,8%	1,0%	82,4%	17,3%	
Computer availability:	Yes	1642	71,4%	28,2%		45,4%	53,5%	1,1%	69,7%	29,8%	
	No	733	60,5%	39,4%		28,0%	71,3%	0,7%	53,4%	46,3%	0,2%
Internet connection:	Yes	2316	68,3%	31,4%		40,6%	58,5%		65,1%	34,5%	
	No	59	60,6%	39,4%		19,1%	77,5%	3,4%	50,9%	49,1%	
Level of income:	Less than 3000 MDL	529	42,0%	56,8%	1,3%	16,0%	82,5%	1,5%	39,2%	59,3%	1,5%
	3000-6000 MDL	500	65,1%	34,8%	0,2%	31,8%	67,2%		63,6%	36,2%	0,2%
	Over 6000 MDL	906	82,2%	17,8%		59,7%	39,2%	1,1%	76,3%	23,6%	

Table 20. Please tell us, if you have heard of the Reform of Modernization of Government Services?

		Number	Yes, I've heard and know details	I've heard something, but I don't know much	I have not heard	DK/NO
Total		3036	7,6%	35,8%	56,1%	0,5%
Gender of the respondent:	Male	1252	8,3%	36,5%	55,0%	0,2%
	Female	1784	7,0%	35,2%	57,1%	0,7%
Age of the respondent:	18-29 years	551	6,5%	28,4%	64,9%	
	30-44 years	769	9,8%	33,8%	56,2%	
	45-59 years	697	9,1%	41,4%	48,8%	0,7%
	60 -74 years	1019	4,8%	37,5%	56,9%	
Area of residence:	Urban	1416	9,8%	33,8%	56,1%	
	Rural	1620	5,6%	37,6%	56,2%	
Level of education:	Incomplete secondary	630	4,4%	25,4%	69,6%	0,7%
	General secondary	607	4,3%	32,0%	63,0%	
	Secondary vocational	1124	4,6%	41,6%	53,7%	0,2%
	Higher	671	18,2%	38,8%	42,4%	0,7%
Computer availability:	Yes	1780	10,2%	36,8%	52,6%	
	No	1256	3,7%	34,3%	61,4%	
Internet connection:	Yes	2520	8,5%	36,3%	54,8%	
	No	516	2,7%	33,3%	63,3%	0,7%
Level of income:	Less than 3000 MDL	915	3,6%	34,6%	61,4%	0,5%
	3000-6000 MDL	647	5,5%	40,2%	53,7%	
	Over 6000 MDL	956	11,0%	36,7%	52,1%	0,2%

Table 21. Using the rating scale from 1 (I don't understand) to 6 (I understand very well), please rate your level of understanding of the Reform of Modernization of Government Services?

		Number	1 - I don't understand	2	3	4	5	6 - I understand very well	DK/NO
Total		3036	42,9%	8,0%	17,2%	12,4%	7,3%	10,2%	2,0%
Gender of the respondent:	Male	1252	39,6%	8,0%	18,1%	13,0%	8,0%	11,3%	2,0%
	Female	1784	45,9%	8,0%	16,4%	11,8%	6,8%	9,2%	2,0%
Age of the respondent:	18-29 years	551	32,4%	7,8%	21,4%	16,4%	9,2%	11,9%	
	30-44 years	769	34,6%	7,4%	16,4%	15,9%	9,5%	13,9%	2,4%
	45-59 years	697	43,8%	8,1%	18,7%	10,7%	7,1%	8,8%	2,7%
	60 -74 years	1019	56,4%	8,6%	14,3%	7,9%	4,2%	6,8%	1,7%
Area of residence:	Urban	1416	36,8%	7,9%	18,4%	14,6%	8,8%	11,5%	2,0%
	Rural	1620	48,4%	8,0%	16,1%	10,4%	6,0%	9,1%	2,0%
Level of education:	Incomplete secondary	630	60,4%	6,3%	12,1%	7,0%	4,5%	8,1%	1,6%
	General secondary	607	52,1%	9,1%	18,5%	8,4%	5,2%	5,2%	1,5%
	Secondary vocational	1124	41,3%	9,2%	18,5%	12,3%	6,9%	9,0%	2,8%
	Higher	671	21,9%	6,5%	18,7%	20,7%	12,5%	18,2%	1,6%
Computer availability:	Yes	1780	35,2%	7,9%	17,9%	15,5%	9,0%	12,9%	1,6%
	No	1256	54,3%	8,1%	16,2%	7,8%	4,8%	6,3%	2,6%
Internet connection:	Yes	2520	38,5%	8,3%	18,3%	13,7%	8,0%	11,2%	2,0%
	No	516	66,5%	6,5%	11,4%	5,2%	3,5%	4,8%	2,1%
Level of income:	Less than 3000 MDL	915	54,6%	7,4%	15,4%	7,0%	5,3%	8,2%	2,1%
	3000-6000 MDL	647	43,8%	10,1%	17,5%	13,3%	5,5%	8,4%	1,4%
	Over 6000 MDL	956	29,9%	7,5%	19,7%	18,9%	10,6%	12,2%	1,2%

Table 22. What do you think will be the main benefits of implementing the Reform of Modernization of Government Services?

		Number	Reducing the number of documents required	Shortening the time of delivery of public services	Reducing the costs of obtaining a public service	Reducing the number of visits to institutions to benefit from services	Elimination of corruption in the provision of public services	Other	There are no benefits	DK/NO
Total		3036	17,3%	17,1%	17,4%	30,2%	35,5%	1,8%	1,3%	26,1%
Gender of the respondent:	Male	1252	17,6%	18,9%	15,9%	28,7%	34,1%	2,4%	1,9%	26,3%
	Female	1784	17,1%	15,6%	18,7%	31,5%	36,8%	1,2%		26,0%
Age of the respondent:	18-29 years	551	19,7%	27,4%	21,3%	38,3%	33,0%			16,5%
	30-44 years	769	16,5%	20,3%	16,3%	34,9%	38,4%	2,8%	0,7%	19,5%
	45-59 years	697	20,1%	15,6%	17,3%	25,2%	36,5%	1,9%	2,3%	26,5%
	60 -74 years	1019	14,5%	9,3%	16,3%	24,9%	33,5%	1,3%	1,5%	37,8%
Area of residence:	Urban	1416	18,8%	21,7%	17,1%	35,7%	35,1%	1,6%	1,1%	21,1%
	Rural	1620	16,0%	13,1%	17,7%	25,3%	35,9%	1,9%	1,6%	30,6%
Level of education:	Incomplete secondary	630	11,3%	9,2%	16,4%	20,1%	30,6%	1,4%		41,7%
	General secondary	607	19,7%	13,9%	16,7%	26,7%	35,0%		1,0%	31,3%
	Secondary vocational	1124	17,5%	15,7%	18,8%	29,2%	38,2%	2,3%	1,9%	23,3%
	Higher	671	20,6%	29,6%	16,7%	44,0%	36,1%	2,0%	1,2%	12,0%
Computer availability:	Yes	1780	19,0%	21,6%	18,1%	34,8%	36,7%	2,1%	1,5%	19,3%
	No	1256	14,9%	10,6%	16,4%	23,3%	33,8%	1,3%	1,1%	36,1%
Internet connection:	Yes	2520	18,4%	19,2%	18,3%	31,9%	36,5%	1,8%	1,3%	22,9%
	No	516	11,7%	6,4%	12,6%	21,2%	30,4%	1,7%	1,5%	43,0%
Level of income:	Less than 3000 MDL	915	16,5%	10,2%	16,9%	23,1%	36,8%	2,1%	0,7%	35,5%
	3000-6000 MDL	647	18,7%	14,2%	17,3%	25,5%	36,4%	1,1%	1,8%	27,5%

	Over 6000 MDL	956	18,9%	25,7%	17,2%	39,3%	36,1%	1,7%	1,7%	14,9%
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Table 23. Using the rating scale from 1 (I fully support) to 6 (I absolutely do not support), please rate the extent to which you support the the Reform of Modernization of Government Services?

		Number	1 - I fully support	2	3	4	5	6 - I absolutely do not support	DK/NO
Total		3036	37,5%	9,3%	13,1%	7,2%	3,9%	17,7%	11,4%
Gender of the respondent:	Male	1252	38,6%	9,5%	14,0%	7,3%	4,1%	17,5%	9,0%
	Female	1784	36,4%	9,1%	12,3%	7,1%	3,7%	17,8%	13,4%
Age of the respondent:	18-29 years	551	43,8%	9,9%	14,1%	8,8%	4,8%	13,1%	5,4%
	30-44 years	769	43,7%	9,4%	12,6%	7,3%	3,6%	15,3%	8,1%
	45-59 years	697	35,5%	9,5%	14,9%	8,2%	3,1%	18,2%	10,7%
	60 -74 years	1019	29,3%	8,6%	11,6%	5,4%	4,4%	22,3%	18,5%
Area of residence:	Urban	1416	41,5%	8,8%	13,7%	7,8%	3,3%	14,9%	10,0%
	Rural	1620	33,9%	9,7%	12,6%	6,7%	4,5%	20,2%	12,5%
Level of education:	Incomplete secondary	630	27,3%	7,7%	12,5%	6,2%	4,8%	24,6%	16,8%
	General secondary	607	31,9%	8,2%	13,9%	7,3%	4,4%	19,5%	14,9%
	Secondary vocational	1124	34,2%	10,0%	15,7%	7,7%	4,2%	17,4%	10,9%
	Higher	671	56,9%	10,4%	9,1%	7,3%	2,3%	9,9%	4,2%
Computer availability:	Yes	1780	43,7%	10,2%	13,3%	7,8%	3,7%	13,5%	8,0%
	No	1256	28,2%	7,9%	13,0%	6,4%	4,3%	23,9%	16,4%
Internet connection:	Yes	2520	39,9%	9,9%	13,5%	7,5%	4,2%	15,5%	9,4%
	No	516	24,4%	5,8%	11,4%	5,6%	2,2%	29,1%	21,4%
Level of income:	Less than 3000 MDL	915	28,3%	7,8%	13,7%	5,6%	3,9%	24,8%	16,0%
	3000-6000 MDL	647	34,1%	9,1%	13,0%	8,6%	4,4%	17,2%	13,6%

	Over 6000 MDL	956	49,0%	10,5%	11,8%	8,4%	4,2%	10,6%	5,4%
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Table 24. Please tell us if you have heard of the notion of e-Government or Electronic Government?

		Number	Yes, I've heard and know details	I've heard something, but I don't know much	I have not heard	DK/NO
Total		3036	7,1%	32,7%	59,8%	
Gender of the respondent:	Male	1252	8,2%	35,7%	55,9%	0,2%
	Female	1784	6,2%	30,1%	63,2%	0,5%
Age of the respondent:	18-29 years	551	8,6%	34,8%	56,6%	
	30-44 years	769	11,1%	32,1%	56,6%	
	45-59 years	697	5,9%	36,6%	57,0%	0,5%
	60 -74 years	1019	3,4%	29,0%	67,0%	0,7%
Area of residence:	Urban	1416	10,8%	33,5%	55,4%	
	Rural	1620	3,8%	32,1%	63,6%	
Level of education:	Incomplete secondary	630	2,2%	24,3%	73,1%	
	General secondary	607	3,1%	29,7%	66,7%	0,5%
	Secondary vocational	1124	3,7%	34,2%	61,8%	0,3%
	Higher	671	20,5%	40,6%	38,5%	
Computer availability:	Yes	1780	10,2%	35,8%	53,7%	0,3%
	No	1256	2,6%	28,1%	68,8%	0,5%
Internet connection:	Yes	2520	8,3%	33,8%	57,6%	0,2%
	No	516	0,7%	27,0%	71,2%	1,1%
Level of income:	Less than 3000 MDL	915	2,6%	27,8%	69,0%	0,7%
	3000-6000 MDL	647	4,9%	33,4%	61,1%	
	Over 6000 MDL	956	12,0%	38,5%	49,5%	

Table 25. Using the grading scale from 1 (I don't understand) to 6 (I understand very well), please rate your level of understanding of the notion of e-Government / electronic Government?

		Number	1 - I don't understand	2	3	4	5	6 - I understand very well	DK/NO
Total		3036	48,1%	9,3%	15,4%	9,9%	6,3%	8,7%	2,4%
Gender of the respondent:	Male	1252	45,0%	9,8%	16,5%	9,8%	6,7%	10,0%	2,3%
	Female	1784	50,9%	8,8%	14,5%	9,9%	5,9%	7,5%	2,4%
Age of the respondent:	18-29 years	551	36,8%	10,9%	17,8%	13,5%	8,2%	11,6%	1,3%
	30-44 years	769	40,2%	8,9%	15,8%	13,3%	7,8%	12,7%	1,3%
	45-59 years	697	50,3%	9,6%	16,9%	7,8%	5,7%	6,9%	2,8%
	60 -74 years	1019	60,7%	8,3%	12,5%	6,2%	4,1%	4,6%	3,6%
Area of residence:	Urban	1416	41,9%	9,7%	16,6%	10,2%	8,4%	10,4%	2,8%
	Rural	1620	53,7%	8,9%	14,4%	9,6%	4,4%	7,1%	2,0%
Level of education:	Incomplete secondary	630	67,0%	8,3%	10,1%	6,7%	2,2%	3,7%	2,0%
	General secondary	607	55,6%	13,0%	13,7%	7,0%	3,4%	5,3%	2,0%
	Secondary vocational	1124	48,3%	9,3%	17,2%	10,1%	5,8%	6,4%	
	Higher	671	24,5%	6,8%	18,9%	14,9%	13,1%	19,8%	1,9%
Computer availability:	Yes	1780	39,9%	9,6%	17,1%	11,9%	8,3%	10,9%	2,2%
	No	1256	60,3%	8,7%	13,0%	6,9%	3,2%	5,4%	2,5%
Internet connection:	Yes	2520	44,0%	9,8%	16,5%	11,0%	7,1%	9,4%	2,1%
	No	516	70,0%	6,5%	9,6%	3,7%	1,5%	4,9%	3,8%
Level of income:	Less than 3000 MDL	915	61,7%	10,2%	13,4%	5,6%	2,8%	4,5%	1,8%
	3000-6000 MDL	647	47,6%	9,5%	16,3%	11,2%	5,4%	7,7%	2,3%
	Over 6000 MDL	956	35,1%	8,4%	18,3%	14,1%	10,4%	12,7%	1,1%

Table 26. How do you think the implementation of electronic Government will bring advantages / benefits to the citizens of the Republic of Moldova?

		Number	Yes	No	DK/NO
Total		3036	52,0%	25,2%	22,8%
Gender of the respondent:	Male	1252	53,8%	26,1%	20,1%
	Female	1784	50,4%	24,4%	25,2%
Age of the respondent:	18-29 years	551	67,6%	18,3%	14,1%
	30-44 years	769	55,7%	23,6%	20,6%
	45-59 years	697	48,0%	29,0%	23,0%
	60 -74 years	1019	42,4%	27,8%	29,8%
Area of residence:	Urban	1416	56,7%	22,5%	20,8%
	Rural	1620	47,8%	27,6%	24,6%
Level of education:	Incomplete secondary	630	38,4%	30,2%	31,4%
	General secondary	607	45,3%	25,9%	28,8%
	Secondary vocational	1124	51,0%	27,1%	21,9%
	Higher	671	71,6%	17,1%	11,2%
Computer availability:	Yes	1780	60,7%	21,3%	17,9%
	No	1256	39,0%	31,0%	30,0%
Internet connection:	Yes	2520	55,4%	23,9%	20,6%
	No	516	33,7%	32,2%	34,2%
Level of income:	Less than 3000 MDL	915	42,3%	28,4%	29,4%
	3000-6000 MDL	647	50,8%	25,4%	23,8%
	Over 6000 MDL	956	65,7%	18,5%	15,8%

Table 27. Using the rating scale from (I don't know) to 6 (I know very well), please rate your level of knowledge of the advantages / benefits of e-Government, i.e. the transition from a regular government to one based on the implementation of information and communication technology (e.g. online access, using a computer or mobile phone, data of public interest, online provision of public services, communication with public institutions through the Internet, etc.)

		Number	1 - I don't know	2	3	4	5	6 - I know very well	DK/NO
Total		3036	38,3%	7,4%	15,1%	13,5%	8,6%	12,1%	5,0%
Gender of the respondent:	Male	1252	35,4%	8,1%	14,8%	13,6%	9,3%	13,9%	4,9%
	Female	1784	40,9%	6,8%	15,4%	13,4%	8,0%	10,4%	5,2%
Age of the respondent:	18-29 years	551	25,5%	6,0%	16,9%	17,6%	13,3%	17,6%	3,2%
	30-44 years	769	31,0%	6,4%	14,0%	15,6%	11,7%	16,5%	4,8%
	45-59 years	697	38,9%	9,3%	15,9%	13,2%	7,1%	10,7%	5,0%
	60 -74 years	1019	52,5%	7,7%	14,4%	9,4%	4,0%	5,6%	6,4%
Area of residence:	Urban	1416	32,7%	5,9%	17,1%	15,2%	10,0%	14,2%	4,8%
	Rural	1620	43,3%	8,7%	13,3%	12,0%	7,3%	10,2%	5,3%
Level of education:	Incomplete secondary	630	53,0%	6,8%	11,8%	7,7%	5,4%	8,2%	7,0%
	General secondary	607	46,3%	8,8%	16,7%	9,9%	5,9%	8,7%	3,7%
	Secondary vocational	1124	37,6%	8,5%	16,3%	14,8%	7,7%	9,1%	6,0%
	Higher	671	19,6%	4,9%	14,6%	19,9%	15,2%	23,2%	2,5%
Computer availability:	Yes	1780	29,3%	7,0%	16,1%	16,8%	10,9%	15,8%	4,2%
	No	1256	51,7%	7,9%	13,6%	8,7%	5,2%	6,6%	6,4%
Internet connection:	Yes	2520	33,3%	7,4%	16,1%	15,0%	9,9%	13,5%	4,8%
	No	516	64,8%	7,2%	9,7%	5,5%	1,8%	4,4%	6,5%
Level of income:	Less than 3000 MDL	915	53,7%	8,0%	14,0%	6,9%	3,4%	9,3%	4,6%
	3000-6000 MDL	647	38,2%	7,9%	16,1%	14,3%	8,5%	10,0%	5,1%
	Over 6000 MDL	956	24,0%	6,5%	16,4%	20,2%	13,7%	16,5%	2,7%

Table 28. Using the rating scale from 1 (I have no confidence) to 6 (I have full confidence), please rate how much confidence you have in the quality of the service (the fact that by using an electronic public service through a computer or mobile phone, you will get it quickly and safely)

		Number	1 – I have no confidence	2	3	4	5	6 – I have full confidence	DK/NO
Total		3036	19,6%	5,7%	13,2%	14,3%	13,4%	24,7%	9,2%
Gender of the respondent:	Male	1252	18,8%	5,5%	12,8%	15,1%	13,9%	25,6%	8,2%
	Female	1784	20,3%	5,9%	13,5%	13,6%	12,9%	23,8%	10,0%
Age of the respondent:	18-29 years	551	13,7%	5,1%	10,2%	19,9%	18,5%	27,6%	5,1%
	30-44 years	769	16,0%	5,7%	14,0%	13,7%	16,0%	28,5%	6,2%
	45-59 years	697	22,0%	5,6%	13,3%	13,8%	11,7%	24,1%	9,6%
	60 -74 years	1019	24,8%	6,2%	14,1%	12,0%	9,1%	19,7%	14,2%
Area of residence:	Urban	1416	19,1%	5,2%	12,7%	15,7%	14,9%	25,9%	6,5%
	Rural	1620	20,1%	6,1%	13,6%	13,0%	12,0%	23,5%	11,6%
Level of education:	Incomplete secondary	630	26,1%	6,1%	10,8%	9,7%	9,9%	23,8%	13,6%
	General secondary	607	25,0%	5,4%	12,4%	12,8%	10,6%	22,6%	11,3%
	Secondary vocational	1124	18,0%	5,6%	15,5%	16,2%	11,9%	23,6%	9,2%
	Higher	671	11,6%	5,8%	12,3%	16,6%	21,2%	29,0%	3,4%
Computer availability:	Yes	1780	14,9%	5,6%	13,2%	16,5%	15,5%	27,9%	6,4%
	No	1256	26,6%	5,8%	13,2%	11,0%	10,2%	19,9%	13,2%
Internet connection:	Yes	2520	16,6%	5,6%	13,4%	15,6%	14,5%	26,8%	7,4%
	No	516	35,4%	6,1%	12,0%	7,5%	7,3%	13,1%	18,7%
Level of income:	Less than 3000 MDL	915	26,1%	5,9%	12,7%	12,8%	9,1%	19,7%	13,8%
	3000-6000 MDL	647	17,7%	7,3%	14,8%	16,0%	11,2%	23,7%	9,5%
	Over 6000 MDL	956	12,6%	5,4%	12,1%	17,5%	19,6%	27,8%	5,1%

Table 29. Using the rating scale from 1 (I have no confidence) to 6 (I have full confidence), please rate how much confidence you have in the safety of the provision of services (e.g. your personal data will not be processed by third persons or institutions, no third person will be able to find out how often you use certain services, etc.)

		Number	1 - I have no confidence	2	3	4	5	6 - I have full confidence	DK/NO
Total		3036	34,3%	10,1%	13,4%	11,1%	8,5%	14,6%	8,0%
Gender of the respondent:	Male	1252	34,2%	9,8%	14,6%	10,8%	8,8%	14,3%	7,4%
	Female	1784	34,4%	10,3%	12,4%	11,5%	8,2%	14,8%	8,4%
Age of the respondent:	18-29 years	551	25,2%	9,4%	17,3%	14,2%	13,0%	17,1%	3,8%
	30-44 years	769	29,1%	10,3%	14,7%	12,7%	10,6%	17,7%	5,0%
	45-59 years	697	37,2%	10,5%	12,8%	10,8%	7,0%	12,9%	8,7%
	60 -74 years	1019	42,5%	9,8%	10,5%	8,2%	5,0%	11,4%	12,6%
Area of residence:	Urban	1416	31,7%	9,0%	14,6%	13,6%	8,9%	16,0%	6,2%
	Rural	1620	36,7%	11,0%	12,4%	8,9%	8,1%	13,3%	9,5%
Level of education:	Incomplete secondary	630	45,7%	8,5%	10,3%	5,8%	5,8%	13,0%	10,8%
	General secondary	607	38,1%	10,3%	12,4%	10,4%	6,5%	13,8%	8,4%
	Secondary vocational	1124	32,7%	11,8%	14,2%	11,1%	7,1%	14,3%	8,7%
	Higher	671	23,3%	8,5%	15,9%	16,7%	14,9%	17,0%	3,8%
Computer availability:	Yes	1780	29,1%	10,6%	14,8%	12,6%	10,0%	16,6%	6,3%
	No	1256	42,0%	9,3%	11,4%	9,0%	6,3%	11,5%	10,4%
Internet connection:	Yes	2520	31,5%	10,6%	14,4%	12,1%	9,4%	15,6%	6,5%
	No	516	49,5%	7,1%	8,4%	6,3%	3,8%	9,2%	15,8%
Level of income:	Less than 3000 MDL	915	41,1%	9,2%	11,5%	9,2%	5,4%	12,0%	11,6%
	3000-6000 MDL	647	35,6%	11,5%	12,0%	10,7%	7,5%	14,5%	8,2%
	Over 6000 MDL	956	23,7%	10,2%	15,7%	15,2%	13,7%	17,2%	4,3%

Table 30. Using the rating scale from 1 (I don't want) to 6 (I want very much), please rate to what extent you want to access public services online through a computer?

		Number	1 - I don't want	2	3	4	5	6 - I want very much	DK/NO
Total		3036	37,6%	4,9%	8,2%	9,5%	8,9%	24,9%	6,0%
Gender of the respondent:	Male	1252	36,1%	4,7%	9,6%	9,9%	9,2%	25,4%	5,0%
	Female	1784	38,9%	5,1%	6,9%	9,2%	8,6%	24,4%	6,9%
Age of the respondent:	18-29 years	551	24,4%	5,5%	11,3%	13,8%	12,1%	31,2%	1,6%
	30-44 years	769	30,8%	4,5%	9,6%	10,2%	10,9%	30,7%	3,2%
	45-59 years	697	37,6%	5,3%	6,8%	7,9%	8,7%	27,0%	6,7%
	60 -74 years	1019	51,9%	4,7%	5,9%	7,7%	5,3%	13,7%	10,8%
Area of residence:	Urban	1416	32,2%	5,0%	8,5%	10,9%	9,4%	29,5%	4,4%
	Rural	1620	42,4%	4,9%	7,8%	8,3%	8,4%	20,7%	7,5%
Level of education:	Incomplete secondary	630	52,8%	4,8%	4,6%	5,8%	4,6%	19,7%	7,7%
	General secondary	607	42,7%	5,5%	9,8%	7,5%	7,1%	18,6%	8,7%
	Secondary vocational	1124	38,9%	6,1%	8,4%	10,6%	8,6%	21,4%	6,0%
	Higher	671	17,5%	2,6%	9,6%	12,8%	14,9%	40,4%	2,2%
Computer availability:	Yes	1780	25,8%	5,1%	9,2%	12,2%	11,2%	33,0%	3,6%
	No	1256	55,1%	4,7%	6,7%	5,6%	5,5%	12,8%	9,6%
Internet connection:	Yes	2520	33,8%	4,9%	8,7%	10,4%	10,0%	27,8%	4,4%
	No	516	57,9%	4,9%	5,4%	4,7%	3,0%	9,5%	14,6%
Level of income:	Less than 3000 MDL	915	56,0%	4,5%	4,5%	7,4%	4,6%	14,7%	8,4%
	3000-6000 MDL	647	37,9%	4,9%	11,3%	9,0%	8,7%	22,2%	6,0%
	Over 6000 MDL	956	20,0%	4,8%	10,6%	13,2%	14,1%	35,2%	2,1%

Table 31. Using the rating scale from 1 (I don't want) to 6 (I want very much), please rate to what extent you want to access public services online through mobile phone?

		Number	1 - I don't want	2	3	4	5	6 - I want very much	DK/NO
Total		3036	24,3%	3,0%	6,0%	10,3%	11,7%	39,1%	5,7%
Gender of the respondent:	Male	1252	22,8%	2,7%	7,1%	10,9%	12,3%	38,9%	5,3%
	Female	1784	25,6%	3,2%	4,9%	9,8%	11,2%	39,3%	6,0%
Age of the respondent:	18-29 years	551	8,6%	2,6%	6,5%	12,5%	16,0%	52,0%	1,8%
	30-44 years	769	14,0%	2,5%	6,4%	9,4%	13,5%	51,6%	2,6%
	45-59 years	697	26,3%	3,6%	6,3%	9,4%	11,1%	37,5%	5,8%
	60 -74 years	1019	41,8%	3,0%	5,0%	10,6%	7,9%	20,7%	10,9%
Area of residence:	Urban	1416	19,0%	3,2%	6,9%	10,7%	11,4%	44,6%	4,2%
	Rural	1620	29,0%	2,8%	5,1%	9,9%	11,9%	34,2%	7,0%
Level of education:	Incomplete secondary	630	33,7%	3,3%	4,6%	5,9%	10,0%	35,3%	7,1%
	General secondary	607	29,1%	3,6%	6,7%	10,1%	11,0%	31,5%	7,9%
	Secondary vocational	1124	24,1%	3,3%	6,4%	11,7%	11,6%	37,2%	5,7%
	Higher	671	11,9%	1,6%	5,8%	12,0%	14,0%	52,3%	2,3%
Computer availability:	Yes	1780	16,9%	3,2%	6,4%	11,7%	13,1%	45,2%	3,6%
	No	1256	35,3%	2,6%	5,4%	8,2%	9,7%	30,1%	8,8%
Internet connection:	Yes	2520	19,8%	3,0%	6,0%	10,9%	12,8%	43,4%	4,1%
	No	516	48,3%		5,7%	6,8%	5,7%	16,5%	14,1%
Level of income:	Less than 3000 MDL	915	38,4%	3,1%	3,4%	9,1%	7,2%	30,2%	8,6%
	3000-6000 MDL	647	26,8%	3,5%	8,4%	10,1%	12,8%	33,3%	5,0%
	Over 6000 MDL	956	10,6%	2,2%	7,0%	12,8%	16,5%	49,0%	1,8%

Table 32. If a public service would be provided both at the counter and online (electronically, via the Internet), you would prefer to access...

		Number	Online only	Rather online	Rather at the counter	Only at the counter	DK/NO
Total		3036	15,8%	35,2%	17,6%	26,8%	4,5%
Gender of the respondent:	Male	1252	16,4%	37,0%	15,7%	25,4%	5,6%
	Female	1784	15,3%	33,7%	19,4%	28,0%	3,6%
Age of the respondent:	18-29 years	551	30,5%	42,9%	13,5%	10,0%	3,1%
	30-44 years	769	19,6%	43,1%	16,2%	18,9%	2,2%
	45-59 years	697	13,2%	32,3%	19,7%	28,5%	6,3%
	60 -74 years	1019	5,6%	25,4%	19,8%	42,8%	6,2%
Area of residence:	Urban	1416	18,7%	38,9%	18,9%	20,4%	3,1%
	Rural	1620	13,2%	31,9%	16,5%	32,5%	5,9%
Level of education:	Incomplete secondary	630	9,3%	28,3%	14,9%	39,7%	7,7%
	General secondary	607	11,9%	32,1%	18,6%	33,0%	4,5%
	Secondary vocational	1124	15,0%	33,1%	21,4%	26,2%	4,3%
	Higher	671	26,3%	47,6%	13,3%	10,7%	2,0%
Computer availability:	Yes	1780	20,4%	41,2%	16,8%	18,2%	3,5%
	No	1256	9,1%	26,3%	18,9%	39,5%	6,1%
Internet connection:	Yes	2520	18,1%	38,3%	17,8%	21,9%	3,8%
	No	516	3,5%	18,8%	16,8%	52,5%	8,3%
Level of income:	Less than 3000 MDL	915	6,7%	26,0%	18,4%	42,6%	6,3%
	3000-6000 MDL	647	12,6%	33,6%	22,9%	26,4%	4,5%
	Over 6000 MDL	956	25,2%	46,1%	14,7%	11,3%	2,7%

Table 33. If you needed to access an electronic public service today, which of the following statements would suit you?

		Number	I can access independently, alone, without the help of another person	I would need the support of a person	I will delegate / ask another person	DK/NO
Total		3036	36,4%	34,2%	25,4%	4,0%
Gender of the respondent:	Male	1252	42,4%	29,8%	23,4%	4,5%
	Female	1784	31,1%	38,1%	27,1%	3,6%
Age of the respondent:	18-29 years	551	69,8%	21,9%	6,3%	2,0%
	30-44 years	769	54,5%	27,7%	15,1%	2,6%
	45-59 years	697	23,5%	45,4%	27,7%	3,4%
	60 -74 years	1019	9,7%	38,7%	44,6%	7,0%
Area of residence:	Urban	1416	48,2%	30,5%	18,2%	3,1%
	Rural	1620	25,9%	37,5%	31,8%	4,8%
Level of education:	Incomplete secondary	630	26,8%	32,4%	35,7%	5,0%
	General secondary	607	28,9%	32,8%	33,5%	4,9%
	Secondary vocational	1124	29,8%	39,8%	26,3%	4,1%
	Higher	671	62,0%	28,1%	7,9%	1,9%
Computer availability:	Yes	1780	46,2%	33,4%	18,2%	2,2%
	No	1256	22,0%	35,4%	36,0%	6,7%
Internet connection:	Yes	2520	41,0%	35,7%	20,7%	2,6%
	No	516	12,3%	26,2%	50,0%	11,6%
Level of income:	Less than 3000 MDL	915	17,0%	33,7%	42,8%	6,5%
	3000-6000 MDL	647	28,8%	39,9%	26,8%	4,6%
	Over 6000 MDL	956	56,4%	32,4%	9,9%	1,3%

Table 34. Please tell us, to what extent are you familiar with the work of the following government agencies...?

		Number	Public Services Agency					Electronic Government Agency				
			I know very well	I know well	I don't know much	I don't know at all	DK/N O	I know very well	I know well	I don't know much	I don't know at all	DK/N O
Total		3036	7,4%	28,9%	29,4%	33,5%		2,2%	15,0%	31,5%	50,4%	
Gender of the respondent:	Male	1252	8,2%	30,8%	28,2%	31,9%		2,7%	15,3%	32,9%	47,9%	1,1%
	Female	1784	6,7%	27,3%	30,5%	34,8%		1,8%	14,7%	30,2%	52,6%	
Age of the respondent:	18-29 years	551	13,4%	38,9%	26,9%	20,3%	0,5%	3,3%	20,5%	36,2%	39,2%	
	30-44 years	769	10,3%	33,2%	29,2%	26,3%	1,0%	3,6%	19,8%	34,7%	41,1%	
	45-59 years	697	5,0%	27,3%	32,2%	35,2%		1,8%	12,9%	32,6%	52,0%	
	60 -74 years	1019	3,0%	20,3%	28,8%	46,6%	1,2%	0,7%	8,9%	24,7%	64,8%	
Area of residence:	Urban	1416	9,1%	36,6%	26,4%	27,1%		2,7%	21,1%	31,3%	44,3%	
	Rural	1620	5,9%	22,1%	32,1%	39,1%		1,8%	9,6%	31,7%	55,9%	1,1%
Level of education:	Incomplete secondary	630	3,4%	15,8%	24,5%	54,8%	1,5%	0,7%	7,9%	20,6%	69,6%	1,2%
	General secondary	607	3,0%	24,6%	32,7%	39,6%	0,2%		8,6%	31,2%	58,9%	0,7%
	Secondary vocational	1124	5,4%	28,8%	34,3%	31,0%	0,5%	1,1%	13,2%	35,5%	49,4%	
	Higher	671	18,3%	44,9%	22,9%	13,0%	1,0%	6,9%	29,9%	34,9%	27,7%	
Computer availability:	Yes	1780	10,1%	33,6%	30,6%	25,1%	0,7%	3,1%	19,2%	36,1%	40,8%	
	No	1256	3,5%	22,0%	27,7%	45,9%		1,0%	8,9%	24,7%	64,7%	
Internet connection:	Yes	2520	8,5%	31,4%	30,2%	29,3%		2,5%	16,8%	33,7%	46,3%	0,7%
	No	516	1,8%	15,7%	25,3%	55,3%	1,9%	0,7%	5,8%	19,7%	72,5%	1,4%
Level of income:	Less than 3000 MDL	915	3,1%	15,2%	34,3%	46,1%	1,3%		5,7%	31,8%	60,5%	1,1%
	3000-6000 MDL	647	5,5%	28,6%	29,1%	36,4%			14,2%	30,9%	53,0%	
	Over 6000 MDL	956	11,3%	43,0%	27,5%	17,9%		3,5%	25,5%	35,1%	35,5%	0,5%

Table 35. Please tell us, to what extent are you familiar with the work of the following government agencies...?

		Number	National Agency for Food Safety					Energy Efficiency Agency				
			I know very well	I know well	I don't know much	I don't know at all	DK/NO	I know very well	I know well	I don't know much	I don't know at all	DK/NO
Total		3036	4,8%	26,6%	28,0%	40,0%	0,5%	3,6%	25,7%	27,9%	41,8%	1,0%
Gender of the respondent:	Male	1252	5,0%	27,9%	27,6%	38,9%	0,5%	4,2%	26,7%	28,9%	38,9%	1,3%
	Female	1784	4,7%	25,4%	28,4%	41,0%	0,5%	3,1%	24,8%	26,9%	44,4%	
Age of the respondent:	18-29 years	551	7,3%	35,0%	29,6%	27,6%	0,5%	4,8%	31,0%	30,2%	33,4%	0,7%
	30-44 years	769	6,5%	30,0%	29,0%	33,5%		5,2%	29,1%	28,4%	36,5%	
	45-59 years	697	3,5%	25,5%	28,2%	42,4%		3,2%	26,8%	27,4%	41,1%	1,4%
	60 -74 years	1019	2,7%	19,2%	26,1%	51,7%		1,7%	18,3%	26,2%	52,6%	1,1%
Area of residence:	Urban	1416	5,6%	32,2%	26,4%	35,4%		4,0%	30,0%	26,8%	38,5%	0,7%
	Rural	1620	4,1%	21,6%	29,5%	44,2%	0,7%	3,3%	21,8%	28,8%	44,8%	1,3%
Level of education:	Incomplete secondary	630	1,8%	15,7%	24,0%	57,6%		1,2%	16,8%	21,5%	59,1%	1,3%
	General secondary	607	2,0%	24,2%	27,5%	46,2%		1,5%	20,9%	29,8%	46,8%	
	Secondary vocational	1124	3,6%	26,7%	30,4%	38,9%	0,5%	3,5%	25,6%	29,6%	40,4%	1,0%
	Higher	671	11,9%	38,3%	28,4%	20,8%		7,9%	37,8%	29,0%	24,5%	0,7%
Computer availability:	Yes	1780	6,1%	30,5%	31,0%	31,9%		4,2%	30,3%	30,6%	34,1%	0,7%
	No	1256		20,7%	23,7%	52,2%	0,5%	2,7%	18,7%	23,7%	53,3%	1,4%
Internet connection:	Yes	2520	5,4%	28,8%	28,8%	36,5%	0,5%	4,0%	28,0%	28,7%	38,6%	0,7%
	No	516	1,8%	14,7%	24,0%	58,6%		1,8%	13,2%	23,4%	59,1%	2,6%
Level of income:	Less than 3000 MDL	915	2,1%	16,5%	31,5%	49,1%		1,8%	15,8%	31,0%	49,7%	1,7%
	3000-6000 MDL	647	3,7%	25,8%	26,3%	43,7%	0,5%	2,3%	26,4%	25,3%	45,2%	
	Over 6000 MDL	956	6,9%	38,3%	28,4%	26,1%		5,2%	36,0%	29,0%	29,2%	

Table 36. Please tell us, to what extent are you familiar with the work of the following government agencies...?

		Number	Agency for Consumer's Protection					National Employment Agency				
			I know very well	I know well	I don't know much	I don't know at all	DK/N O	I know very well	I know well	I don't know much	I don't know at all	DK/N O
Total		3036	6,3%	34,4%	24,3%	34,2%		8,7%	37,0%	22,5%	31,0%	0,7%
Gender of the respondent:	Male	1252	7,1%	37,0%	23,2%	31,7%	1,0%	10,1%	37,6%	22,7%	28,6%	
	Female	1784	5,6%	32,1%	25,2%	36,4%		7,4%	36,5%	22,4%	33,2%	
Age of the respondent:	18-29 years	551	12,5%	43,0%	22,8%	20,9%		10,5%	38,1%	26,5%	24,2%	
	30-44 years	769	8,3%	39,7%	25,4%	25,8%		11,5%	40,3%	23,8%	23,2%	1,2%
	45-59 years	697	4,4%	33,8%	24,1%	36,9%		7,2%	38,7%	22,4%	31,1%	0,5%
	60 -74 years	1019	2,4%	24,7%	24,2%	48,1%		6,0%	31,9%	19,1%	42,5%	0,5%
Area of residence:	Urban	1416	8,2%	40,4%	23,0%	27,9%		9,6%	40,1%	22,5%	27,3%	
	Rural	1620	4,7%	29,0%	25,4%	39,9%	1,0%	7,8%	34,3%	22,6%	34,4%	
Level of education:	Incomplete secondary	630	3,5%	23,2%	22,3%	50,0%	1,0%	6,9%	28,6%	19,4%	44,0%	1,2%
	General secondary	607	4,4%	30,4%	25,9%	39,1%	0,2%	7,1%	35,7%	21,2%	36,0%	
	Secondary vocational	1124	4,5%	35,3%	25,2%	34,0%	1,1%	7,3%	37,7%	24,5%	29,8%	
	Higher	671	13,6%	46,6%	23,2%	16,1%	0,5%	13,8%	44,9%	23,4%	17,1%	
Computer availability:	Yes	1780	7,7%	40,3%	25,8%	25,5%	0,7%	8,8%	39,7%	25,3%	25,2%	
	No	1256	4,3%	25,6%	22,1%	47,1%		8,4%	33,1%	18,4%	39,6%	0,5%
Internet connection:	Yes	2520	7,2%	37,5%	24,5%	30,1%	0,7%	9,0%	39,4%	23,0%	27,8%	
	No	516	1,9%	17,7%	22,9%	56,3%	1,3%	6,9%	24,2%	20,2%	48,1%	
Level of income:	Less than 3000 MDL	915	2,3%	22,0%	29,6%	45,1%		6,3%	30,4%	23,5%	39,1%	0,7%
	3000-6000 MDL	647	4,9%	35,6%	22,1%	36,7%	0,7%	8,8%	38,5%	20,6%	31,2%	
	Over 6000 MDL	956	9,5%	46,2%	23,4%	20,3%		9,3%	45,6%	24,1%	20,2%	0,7%

Table 37. During the last 12 months, have you accessed the Government's website (www.gov.md)?

		Number	Yes	No
Total		2375	20,3%	79,7%
Gender of the respondent:	Male	964	20,8%	79,2%
	Female	1411	19,9%	80,1%
Age of the respondent:	18-29 years	546	28,0%	72,0%
	30-44 years	723	27,3%	72,7%
	45-59 years	571	13,8%	86,2%
	60 -74 years	535	8,0%	92,0%
Area of residence:	Urban	1221	27,0%	73,0%
	Rural	1154	13,1%	86,9%
Level of education:	Incomplete secondary	393	8,4%	91,6%
	General secondary	436	13,4%	86,6%
	Secondary vocational	914	13,1%	86,9%
	Higher	629	42,4%	57,6%
Computer availability:	Yes	1642	24,1%	75,9%
	No	733	11,8%	88,2%
Internet connection:	Yes	2316	20,6%	79,4%
	No	59	7,3%	92,7%
Level of income:	Less than 3000 MDL	529	7,6%	92,4%
	3000-6000 MDL	500	13,0%	87,0%
	Over 6000 MDL	906	30,3%	69,7%

Table 38. How many times have you accessed the Government's website (www.gov.md) during the last 12 months?

		Number	Once	1-3 times	4-7 times	8-10 times	More than 10 times	DK/NO
Total		469	10,7%	31,7%	22,1%	8,8%	24,6%	2,1%
Gender of the respondent:	Male	193	9,8%	29,1%	21,5%	9,4%	27,8%	2,5%
	Female	276	11,6%	34,0%	22,6%	8,3%	21,6%	1,9%
Age of the respondent:	18-29 years	151	14,1%	30,4%	24,5%	9,1%	19,7%	2,2%
	30-44 years	197	10,6%	31,1%	20,4%	8,4%	27,6%	1,9%
	45-59 years	78	7,6%	32,1%	24,2%	9,2%	24,1%	2,7%
	60 -74 years	43	4,8%	39,1%	18,0%	9,3%	26,6%	2,2%
Area of residence:	Urban	323	11,0%	32,3%	22,7%	7,5%	25,1%	1,5%
	Rural	146	10,2%	30,3%	20,8%	11,9%	23,3%	3,6%
Level of education:	Incomplete secondary	34	19,5%	22,1%	10,8%	17,9%	26,8%	
	General secondary	55	17,6%	38,6%	17,1%	8,5%	15,2%	
	Secondary vocational	117	17,5%	35,9%	20,9%	10,8%	12,1%	2,8%
	Higher	261	5,0%	29,4%	25,2%	7,0%	31,9%	1,6%
Computer availability:	Yes	384	10,0%	30,0%	22,6%	9,3%	27,2%	1,0%
	No	85	14,1%	39,4%	19,8%	6,8%	12,4%	7,4%
Internet connection:	Yes	465	10,8%	31,9%	21,9%	8,9%	24,3%	2,2%
	No	4			42,1%		57,9%	
Level of income:	Less than 3000 MDL	40	10,4%	42,6%	19,1%	13,9%	9,4%	4,5%
	3000-6000 MDL	62	11,4%	39,5%	20,7%	6,2%	18,3%	3,9%
	Over 6000 MDL	273	10,5%	27,8%	23,5%	8,7%	28,5%	1,0%

Table 39. During the last 12 months, have you accessed at least one web page (a site) of any government institution?

		Number	Yes	No	DK/NO
Total		2375	24,8%	74,5%	
Gender of the respondent:	Male	964	25,2%	74,1%	0,7%
	Female	1411	24,4%	74,8%	
Age of the respondent:	18-29 years	546	40,1%	57,8%	2,1%
	30-44 years	723	32,2%	67,1%	0,7%
	45-59 years	571	14,7%	85,1%	0,2%
	60 -74 years	535	7,7%	92,1%	0,2%
Area of residence:	Urban	1221	35,1%	63,9%	1,0%
	Rural	1154	13,7%	85,8%	0,5%
Level of education:	Incomplete secondary	393	8,4%	90,7%	
	General secondary	436	17,3%	81,7%	1,0%
	Secondary vocational	914	14,5%	85,0%	0,5%
	Higher	629	54,5%	44,5%	1,0%
Computer availability:	Yes	1642	30,8%	68,3%	
	No	733	11,0%	88,5%	0,5%
Internet connection:	Yes	2316	25,2%	74,0%	
	No	59	8,1%	90,6%	1,3%
Level of income:	Less than 3000 MDL	529	5,6%	94,4%	
	3000-6000 MDL	500	14,8%	85,0%	0,2%
	Over 6000 MDL	906	40,6%	58,3%	1,1%

Table 40. Have you used at least one public electronic service provided by government institutions during the last 12 months?

		Number	Yes	No
Total		2375	20,4%	79,6%
Gender of the respondent:	Male	964	21,8%	78,2%
	Female	1411	19,1%	80,9%
Age of the respondent:	18-29 years	546	33,7%	66,3%
	30-44 years	723	28,4%	71,6%
	45-59 years	571	10,2%	89,8%
	60 -74 years	535	4,6%	95,4%
Area of residence:	Urban	1221	29,4%	70,6%
	Rural	1154	10,7%	89,3%
Level of education:	Incomplete secondary	393	5,8%	94,2%
	General secondary	436	15,9%	84,1%
	Secondary vocational	914	12,4%	87,6%
	Higher	629	43,8%	56,2%
Computer availability:	Yes	1642	25,3%	74,7%
	No	733	9,2%	90,8%
Internet connection:	Yes	2316	20,7%	79,3%
	No	59	6,0%	94,0%
Level of income:	Less than 3000 MDL	529	4,8%	95,2%
	3000-6000 MDL	500	10,6%	89,4%
	Over 6000 MDL	906	34,4%	65,6%

Table 41. Which of the following ELECTRONIC public services, provided by government institutions, have you used during the last 12 months?

		Number	Electronic tax services (income tax, information verification, etc.)	Electronic cadastral services	e-Application for Criminal Record	Online registration of some notarial acts	e-Apostille	e-Application for Higher Education Institutions	e-CNAS (request for allowances for families with children)	Online order and purchase means of identifying pets
Total		465	29,8%	26,7%	14,7%	11,8%	2,2%	7,3%	21,4%	3,1%
Gender of the respondent:	Male	200	30,0%	29,7%	18,0%	9,7%	3,0%	4,1%	18,8%	3,0%
	Female	265	29,6%	23,7%	11,5%	13,8%	1,5%	10,4%	24,1%	3,2%
Age of the respondent:	18-29 years	180	23,4%	24,8%	11,6%	10,9%	3,4%	15,0%	16,5%	4,3%
	30-44 years	203	30,2%	26,9%	17,3%	11,2%	1,6%	3,0%	23,6%	2,0%
	45-59 years	58	43,7%	34,9%	19,4%	16,0%	1,9%	3,5%	29,5%	5,3%
	60 -74 years	24	38,9%	16,6%		12,0%			16,6%	
Area of residence:	Urban	348	28,5%	26,0%	16,1%	10,7%	2,2%	7,0%	21,1%	1,4%
	Rural	117	33,5%	28,7%	10,7%	14,8%	2,2%	8,1%	22,5%	8,2%
Level of education:	Incomplete secondary	26	22,5%	13,6%	4,1%	7,7%		16,6%	5,0%	12,0%
	General secondary	68	16,4%	18,1%	12,3%	7,1%		16,3%	16,6%	2,4%
	Secondary vocational	107	26,1%	28,9%	11,7%	13,9%	3,0%	5,6%	19,4%	3,5%
	Higher	264	35,1%	28,9%	17,4%	12,4%	2,6%	5,0%	24,8%	2,4%
Computer availability:	Yes	401	31,9%	27,4%	14,8%	12,0%	2,0%	7,5%	21,7%	3,0%
	No	64	16,8%	22,3%	13,9%	9,9%	3,8%	5,6%	20,1%	4,1%
Internet connection:	Yes	461	29,8%	26,7%	14,6%	11,6%	2,2%	7,1%	21,4%	3,1%
	No	4	27,4%	27,4%	27,4%	27,4%		27,4%	23,7%	
Level of income:	Less than 3000 MDL	23	33,4%	14,1%	17,4%	5,2%		9,1%	18,3%	8,2%
	3000-6000 MDL	52	17,0%	33,4%	13,4%	7,2%	1,5%		25,2%	3,3%

Over 6000 MDL	303	33,4%	29,0%	15,7%	13,8%	3,1%	7,6%	23,7%	3,3%
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Table 42. Which of the following ELECTRONIC public services, provided by government institutions, have you used during the last 12 months?

		Number	Issuing driving license	Issuing protection titles for intellectual property objects	Online appointment for blood donation	Online request for duplicates of civil status documents	e-Fishing	Online request for documentat ion services (ASP)	e-Kindergarten (enrollment of the child in kindergarten)	e-School (admission to the first grade)
Total		465	19,7%	2,1%	1,0%	14,6%	4,9%	20,0%	14,9%	6,3%
Gender of the respondent:	Male	200	24,5%	2,4%	1,2%	14,6%	8,4%	17,6%	9,1%	5,5%
	Female	265	15,0%	1,8%		14,6%	1,6%	22,3%	20,7%	7,0%
Age of the respondent:	18-29 years	180	29,6%	2,4%	1,5%	13,1%	3,2%	12,6%	11,8%	5,8%
	30-44 years	203	16,4%			14,9%	6,2%	23,2%	21,1%	8,4%
	45-59 years	58	10,7%	3,9%	3,7%	20,2%	7,0%	27,7%	5,6%	1,9%
	60 -74 years	24		8,3%		7,7%		24,3%		
Area of residence:	Urban	348	20,0%	1,7%		17,0%	5,0%	20,1%	17,0%	6,3%
	Rural	117	18,9%	3,2%	1,5%	7,3%	4,9%	19,7%	8,9%	6,2%
Level of education:	Incomplete secondary	26	3,2%	11,8%		8,6%	3,6%	6,5%	5,0%	23,0%
	General secondary	68	23,1%	1,2%		10,6%	3,8%	10,4%	7,6%	5,0%
	Secondary vocational	107	19,8%	1,9%		12,5%	1,8%	15,5%	9,5%	1,5%
	Higher	264	20,2%	1,6%	1,7%	16,9%	6,6%	25,2%	19,6%	7,1%
Computer availability:	Yes	401	19,5%	1,8%	1,0%	15,3%	5,4%	21,3%	14,4%	6,8%
	No	64	20,9%	3,9%	1,2%	10,4%	2,3%	11,7%	18,3%	2,7%

Internet connection:	Yes	461	19,7%	2,1%	1,0%	14,5%	5,0%	19,9%	15,0%	6,3%
	No	4	27,4%			27,4%		27,4%		
Level of income:	Less than 3000 MDL	23	14,7%	3,3%		6,9%	5,2%	26,0%		8,2%
	3000-6000 MDL	52	19,5%	5,2%		14,5%	2,0%	13,1%	12,9%	1,9%
	Over 6000 MDL	303	22,4%	1,4%	1,1%	16,4%	5,5%	18,6%	18,2%	6,3%

Table 43. Indicate the page and the tool through which you accessed this e-service: Electronic tax services (income tax, information verification, etc.)

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Computer	Mobile phone	DK/NO
Total		135	35,0%	57,1%	7,8%	50,4%	47,6%	2,0%
Gender of the respondent:	Male	59	44,3%	49,3%	6,4%	59,6%	39,2%	1,2%
	Female	76	25,7%	65,0%	9,2%	41,2%	56,0%	2,8%
Age of the respondent:	18-29 years	41	32,6%	58,8%	8,6%	42,6%	53,0%	4,4%
	30-44 years	60	37,8%	55,4%	6,8%	54,1%	45,9%	
	45-59 years	25	29,0%	63,1%	8,0%	47,7%	48,3%	4,0%
	60 -74 years	9	43,4%	44,8%	11,8%	66,3%	33,7%	
Area of residence:	Urban	97	34,3%	57,7%	8,0%	48,4%	48,8%	2,7%
	Rural	38	36,8%	55,9%	7,3%	55,4%	44,6%	
Level of education:	Incomplete secondary	5	24,7%	75,3%		44,9%	55,1%	
	General secondary	11	43,1%	36,3%	20,6%	27,6%	72,4%	
	Secondary vocational	28	45,3%	48,0%	6,6%	29,6%	67,2%	3,3%
	Higher	91	31,6%	61,2%	7,2%	59,5%	38,6%	1,9%
Computer availability:	Yes	124	34,1%	57,4%	8,5%	52,2%	45,6%	2,1%
	No	11	45,7%	54,3%		28,4%	71,6%	
Internet connection:	Yes	134	34,6%	57,5%	7,9%	50,7%	47,3%	2,0%
	No	1	100,0%				100,0%	
Level of income:	Less than 3000 MDL	8	59,7%	40,3%		54,3%	45,7%	
	3000-6000 MDL	9	31,0%	42,3%	26,7%	30,8%	69,2%	
	Over 6000 MDL	99	38,2%	58,5%	3,4%	52,0%	48,0%	

Table 44. Indicate the page and the tool through which you accessed this e-service: Electronic cadastral services

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Computer	Mobile phone	DK/NO
Total		117	41,5%	56,1%	2,3%	54,1%	45,0%	
Gender of the respondent:	Male	56	41,8%	56,8%	1,4%	66,0%	34,0%	
	Female	61	41,2%	55,3%	3,5%	39,5%	58,7%	1,8%
Age of the respondent:	18-29 years	40	44,7%	55,3%		53,2%	46,8%	
	30-44 years	53	42,1%	56,3%	1,6%	51,4%	48,6%	
	45-59 years	20	36,6%	58,4%	5,0%	60,4%	34,6%	5,0%
	60 -74 years	4	22,6%	49,8%	27,5%	76,3%	23,7%	
Area of residence:	Urban	84	36,3%	61,6%	2,2%	53,6%	45,3%	1,1%
	Rural	33	55,7%	41,5%	2,7%	55,7%	44,3%	
Level of education:	Incomplete secondary	3	69,9%	30,1%		69,9%	30,1%	
	General secondary	11	34,1%	57,8%	8,1%	20,6%	79,4%	
	Secondary vocational	30	36,9%	60,2%		37,2%	62,8%	
	Higher	73	43,4%	55,3%	1,3%	65,4%	33,3%	1,3%
Computer availability:	Yes	104	44,2%	54,0%	1,8%	61,2%	37,9%	
	No	13	20,7%	72,8%	6,5%		100,0%	
Internet connection:	Yes	116	41,1%	56,6%	2,3%	54,6%	44,6%	
	No	1	100,0%				100,0%	
Level of income:	Less than 3000 MDL	3	63,2%	36,8%		100,0%		
	3000-6000 MDL	17	59,8%	40,2%		49,8%	50,2%	
	Over 6000 MDL	83	40,4%	57,5%	2,1%	53,6%	46,4%	

Table 45. Indicate the page and the tool through which you accessed this e-service: e-Application for Criminal Record

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Computer	Mobile phone	DK/NO
Total		64	44,1%	53,3%	2,7%	47,5%	52,5%	
Gender of the respondent:	Male	34	48,7%	51,3%		52,2%	47,8%	
	Female	30	36,9%	56,3%	6,8%	40,2%	59,8%	
Age of the respondent:	18-29 years	21	50,2%	49,8%		44,1%	55,9%	
	30-44 years	32	40,7%	54,5%	4,8%	44,7%	55,3%	
	45-59 years	11	44,6%	55,4%		63,1%	36,9%	
	60 -74 years	0						
Area of residence:	Urban	51	38,3%	58,5%	3,3%	48,2%	51,8%	
	Rural	13	70,0%	30,0%		44,5%	55,5%	
Level of education:	Incomplete secondary	1	100,0%				100,0%	
	General secondary	7	32,4%	67,6%		23,1%	76,9%	
	Secondary vocational	13	70,9%	29,1%		21,8%	78,2%	
	Higher	43	37,7%	58,4%	3,9%	59,5%	40,5%	
Computer availability:	Yes	56	46,6%	50,3%	3,1%	52,5%	47,5%	
	No	8	26,7%	73,3%		13,9%	86,1%	
Internet connection:	Yes	63	43,3%	54,0%	2,7%	48,2%	51,8%	
	No	1	100,0%				100,0%	
Level of income:	Less than 3000 MDL	4	47,3%	52,7%		29,8%	70,2%	
	3000-6000 MDL	7	27,3%	72,7%		51,9%	48,1%	
	Over 6000 MDL	44	49,0%	47,3%	3,8%	44,2%	55,8%	

Table 46. Indicate the page and the tool through which you accessed this e-service: Online registration of some notarial acts

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Computer	Mobile phone	DK/NO
Total		56	34,3%	62,4%	3,3%	50,2%	48,1%	1,7%
Gender of the respondent:	Male	20	35,8%	60,6%	3,6%	70,3%	29,7%	
	Female	36	33,3%	63,6%	3,1%	36,4%	60,8%	2,8%
Age of the respondent:	18-29 years	20	19,1%	76,6%	4,4%	47,4%	52,6%	
	30-44 years	24	38,2%	61,8%		52,9%	43,4%	3,7%
	45-59 years	9	45,3%	43,7%	10,9%	44,2%	55,8%	
	60 -74 years	3	67,3%	32,7%		67,3%	32,7%	
Area of residence:	Urban	39	35,2%	62,6%	2,1%	50,5%	47,0%	2,4%
	Rural	17	32,5%	61,7%	5,8%	49,6%	50,4%	
Level of education:	Incomplete secondary	2		100,0%		46,7%	53,3%	
	General secondary	6	20,1%	79,9%		15,6%	84,4%	
	Secondary vocational	14	25,8%	74,2%		38,1%	61,9%	
	Higher	34	41,9%	52,7%	5,4%	60,6%	36,6%	2,7%
Computer availability:	Yes	50	36,9%	59,3%	3,7%	56,8%	41,3%	1,9%
	No	6	14,5%	85,5%			100,0%	
Internet connection:	Yes	55	33,2%	63,4%	3,4%	51,1%	47,2%	1,7%
	No	1	100,0%				100,0%	
Level of income:	Less than 3000 MDL	1		100,0%		100,0%		
	3000-6000 MDL	4	20,3%	79,7%		56,7%	43,3%	
	Over 6000 MDL	43	35,6%	62,1%	2,4%	46,1%	51,8%	2,1%

Table 47. Indicate the page and the tool through which you accessed this e-service: e-Apostille

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Computer	Mobile phone	DK/NO
Total		10	30,4%	69,6%		40,1%	59,9%	
Gender of the respondent:	Male	6	45,9%	54,1%		60,5%	39,5%	
	Female	4		100,0%			100,0%	
Age of the respondent:	18-29 years	6	14,2%	85,8%		25,9%	74,1%	
	30-44 years	3	34,2%	65,8%		74,7%	25,3%	
	45-59 years	1	100,0%				100,0%	
	60 -74 years	0						
Area of residence:	Urban	8	26,2%	73,8%		34,6%	65,4%	
	Rural	2	43,3%	56,7%		56,7%	43,3%	
Level of education:	Incomplete secondary	0						
	General secondary	0						
	Secondary vocational	3	33,8%	66,2%		44,3%	55,7%	
	Higher	7	28,8%	71,2%		38,2%	61,8%	
Computer availability:	Yes	7	29,7%	70,3%		52,5%	47,5%	
	No	3	32,7%	67,3%			100,0%	
Internet connection:	Yes	10	30,4%	69,6%		40,1%	59,9%	
	No	0						
Level of income:	Less than 3000 MDL	0						
	3000-6000 MDL	1		100,0%			100,0%	
	Over 6000 MDL	9	32,7%	67,3%		43,1%	56,9%	

Table 48. Indicate the page and the tool through which you accessed this e-service: e-Application for Higher Education Institutions

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Computer	Mobile phone	DK/NO
Total		41	32,1%	67,9%		45,6%	54,4%	
Gender of the respondent:	Male	10	45,1%	54,9%		61,9%	38,1%	
	Female	31	27,0%	73,0%		39,2%	60,8%	
Age of the respondent:	18-29 years	33	25,2%	74,8%		43,0%	57,0%	
	30-44 years	6	67,9%	32,1%		53,9%	46,1%	
	45-59 years	2		100,0%		50,0%	50,0%	
	60 -74 years	0						
Area of residence:	Urban	30	28,6%	71,4%		39,9%	60,1%	
	Rural	11	41,0%	59,0%		60,0%	40,0%	
Level of education:	Incomplete secondary	5	58,7%	41,3%		19,6%	80,4%	
	General secondary	14	16,4%	83,6%		35,0%	65,0%	
	Secondary vocational	7	42,5%	57,5%		25,1%	74,9%	
	Higher	15	32,5%	67,5%		69,9%	30,1%	
Computer availability:	Yes	37	30,5%	69,5%		51,0%	49,0%	
	No	4	45,7%	54,3%			100,0%	
Internet connection:	Yes	40	30,2%	69,8%		46,8%	53,2%	
	No	1	100,0%				100,0%	
Level of income:	Less than 3000 MDL	3	33,3%	66,7%		33,3%	66,7%	
	3000-6000 MDL	2		100,0%		50,0%	50,0%	
	Over 6000 MDL	27	36,4%	63,6%		49,7%	50,3%	

Table 49. Indicate the page and the tool through which you accessed this e-service: e-CNAS (request for allowances for families with children)

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Computer	Mobile phone	DK/NO
Total		99	34,1%	63,5%	2,4%	50,5%	48,6%	
Gender of the respondent:	Male	37	36,1%	60,6%	3,4%	66,2%	33,8%	
	Female	62	32,6%	65,8%	1,6%	38,4%	60,0%	1,6%
Age of the respondent:	18-29 years	29	36,5%	58,2%	5,3%	39,8%	60,2%	
	30-44 years	49	38,9%	59,4%	1,8%	50,5%	47,8%	1,8%
	45-59 years	17	18,0%	82,0%		63,3%	36,7%	
	60 -74 years	4	23,7%	76,3%		72,5%	27,5%	
Area of residence:	Urban	73	33,7%	63,0%	3,2%	48,6%	50,2%	1,2%
	Rural	26	35,2%	64,8%		55,8%	44,2%	
Level of education:	Incomplete secondary	1		100,0%		100,0%		
	General secondary	10	20,2%	79,8%		31,9%	68,1%	
	Secondary vocational	20	33,7%	59,3%	6,9%	34,5%	65,5%	
	Higher	68	37,0%	61,6%	1,4%	57,7%	41,0%	1,4%
Computer availability:	Yes	85	33,3%	64,0%	2,7%	55,5%	43,5%	1,0%
	No	14	39,7%	60,3%		16,8%	83,2%	
Internet connection:	Yes	98	33,6%	64,0%	2,4%	50,9%	48,2%	
	No	1	100,0%				100,0%	
Level of income:	Less than 3000 MDL	4		100,0%		45,1%	54,9%	
	3000-6000 MDL	13	31,0%	69,0%		57,4%	42,6%	
	Over 6000 MDL	73	37,5%	61,3%	1,2%	50,6%	48,2%	1,2%

Table 50. Indicate the page and the tool through which you accessed this e-service: Online order and purchase means of identifying pets

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Computer	Mobile phone	DK/NO
Total		16	39,4%	45,8%	14,8%	30,4%	61,9%	7,7%
Gender of the respondent:	Male	7	33,9%	48,3%	17,8%	25,2%	58,7%	16,1%
	Female	9	44,4%	43,5%	12,0%	35,1%	64,9%	
Age of the respondent:	18-29 years	9	20,2%	79,8%		34,3%	65,7%	
	30-44 years	4	50,0%		50,0%		100,0%	
	45-59 years	3	69,1%	30,9%		63,7%		36,3%
	60 -74 years	0						
Area of residence:	Urban	6	14,7%	85,3%		50,0%	50,0%	
	Rural	10	51,9%	25,7%	22,3%	20,4%	68,0%	11,6%
Level of education:	Incomplete secondary	3	73,1%	26,9%		26,9%	73,1%	
	General secondary	2		100,0%			100,0%	
	Secondary vocational	4	55,4%	20,9%	23,8%	47,2%	23,8%	29,0%
	Higher	7	25,3%	55,7%	19,1%	29,0%	71,0%	
Computer availability:	Yes	13	48,1%	41,4%	10,4%	29,3%	61,3%	9,4%
	No	3		65,4%	34,6%	35,1%	64,9%	
Internet connection:	Yes	16	39,4%	45,8%	14,8%	30,4%	61,9%	7,7%
	No	0						
Level of income:	Less than 3000 MDL	2	63,1%	36,9%			100,0%	
	3000-6000 MDL	2	55,8%	44,2%			100,0%	
	Over 6000 MDL	11	27,9%	51,0%	21,1%	43,2%	45,8%	10,9%

Table 51. Indicate the page and the tool through which you accessed this e-service: Issuing driving license

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Computer	Mobile phone	DK/NO
Total		89	38,6%	55,9%	5,5%	37,0%	63,0%	
Gender of the respondent:	Male	48	35,2%	60,8%	4,0%	38,0%	62,0%	
	Female	41	44,2%	48,0%	7,8%	35,4%	64,6%	
Age of the respondent:	18-29 years	51	36,4%	59,0%	4,6%	30,5%	69,5%	
	30-44 years	32	37,0%	55,4%	7,6%	41,1%	58,9%	
	45-59 years	6	65,6%	34,4%		65,6%	34,4%	
	60 -74 years	0						
Area of residence:	Urban	67	34,8%	59,2%	6,0%	37,6%	62,4%	
	Rural	22	50,6%	45,8%	3,6%	35,3%	64,7%	
Level of education:	Incomplete secondary	1	100,0%				100,0%	
	General secondary	16	23,3%	71,4%	5,4%	18,2%	81,8%	
	Secondary vocational	20	38,1%	55,1%	6,8%	21,1%	78,9%	
	Higher	52	42,2%	52,8%	5,0%	48,9%	51,1%	
Computer availability:	Yes	77	41,5%	55,0%	3,5%	43,3%	56,7%	
	No	12	22,1%	61,1%	16,9%		100,0%	
Internet connection:	Yes	88	39,0%	55,5%	5,5%	37,4%	62,6%	
	No	1		100,0%			100,0%	
Level of income:	Less than 3000 MDL	3		100,0%		58,2%	41,8%	
	3000-6000 MDL	10	49,9%	41,7%	8,3%	16,8%	83,2%	
	Over 6000 MDL	66	38,2%	55,8%	6,1%	38,1%	61,9%	

Table 52. Indicate the page and the tool through which you accessed this e-service: Issuing protection titles for intellectual property objects

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Computer	Mobile phone	DK/NO
Total		11	48,0%	52,0%		49,9%	50,1%	
Gender of the respondent:	Male	6	54,3%	45,7%		71,3%	28,7%	
	Female	5	39,8%	60,2%		21,8%	78,2%	
Age of the respondent:	18-29 years	5	19,8%	80,2%		42,6%	57,4%	
	30-44 years	2	50,0%	50,0%			100,0%	
	45-59 years	2	100,0%			100,0%		
	60 -74 years	2	45,1%	54,9%		54,9%	45,1%	
Area of residence:	Urban	7	31,3%	68,7%		33,7%	66,3%	
	Rural	4	74,9%	25,1%		75,8%	24,2%	
Level of education:	Incomplete secondary	3	34,8%	65,2%			100,0%	
	General secondary	1	100,0%				100,0%	
	Secondary vocational	2	54,0%	46,0%		100,0%		
	Higher	5	43,9%	56,1%		65,1%	34,9%	
Computer availability:	Yes	8	41,3%	58,7%		66,8%	33,2%	
	No	3	67,9%	32,1%			100,0%	
Internet connection:	Yes	11	48,0%	52,0%		49,9%	50,1%	
	No	0						
Level of income:	Less than 3000 MDL	1	100,0%				100,0%	
	3000-6000 MDL	3		100,0%		36,7%	63,3%	
	Over 6000 MDL	5	43,1%	56,9%		64,0%	36,0%	

Table 53. Indicate the page and the tool through which you accessed this e-service: Online appointment for blood donation

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Computer	Mobile phone	DK/NO
Total		5	17,2%	65,6%	17,2%	41,2%	41,6%	17,2%
Gender of the respondent:	Male	3	29,5%	41,0%	29,5%	70,5%		29,5%
	Female	2		100,0%			100,0%	
Age of the respondent:	18-29 years	3	31,7%	36,6%	31,7%	31,7%	36,6%	31,7%
	30-44 years	0						
	45-59 years	2		100,0%		52,5%	47,5%	
	60 -74 years	0						
Area of residence:	Urban	3		71,8%	28,2%	39,2%	32,6%	28,2%
	Rural	2	44,2%	55,8%		44,2%	55,8%	
Level of education:	Incomplete secondary	0						
	General secondary	0						
	Secondary vocational	0						
	Higher	5	17,2%	65,6%	17,2%	41,2%	41,6%	17,2%
Computer availability:	Yes	4	20,8%	79,2%		49,7%	50,3%	
	No	1			100,0%			100,0%
Internet connection:	Yes	5	17,2%	65,6%	17,2%	41,2%	41,6%	17,2%
	No	0						
Level of income:	Less than 3000 MDL	0						
	3000-6000 MDL	0						
	Over 6000 MDL	4	22,6%	54,7%	22,6%	22,6%	54,7%	22,6%

Table 54. Indicate the page and the tool through which you accessed this e-service: Online request for duplicates of civil status documents

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Computer	Mobile phone	DK/NO
Total		66	47,7%	48,4%	3,9%	41,8%	58,2%	
Gender of the respondent:	Male	28	48,8%	47,9%	3,3%	57,1%	42,9%	
	Female	38	46,7%	48,8%	4,5%	26,5%	73,5%	
Age of the respondent:	18-29 years	23	48,7%	48,0%	3,3%	21,9%	78,1%	
	30-44 years	30	50,3%	49,7%		43,5%	56,5%	
	45-59 years	11	45,0%	45,4%	9,5%	73,2%	26,8%	
	60 -74 years	2		48,8%	51,2%	48,8%	51,2%	
Area of residence:	Urban	57	49,1%	46,4%	4,5%	44,3%	55,7%	
	Rural	9	37,9%	62,1%		23,9%	76,1%	
Level of education:	Incomplete secondary	2		100,0%		58,2%	41,8%	
	General secondary	7	62,7%	21,0%	16,2%	76,0%	24,0%	
	Secondary vocational	14	59,2%	40,8%		21,8%	78,2%	
	Higher	43	44,0%	52,6%	3,4%	41,9%	58,1%	
Computer availability:	Yes	59	48,4%	47,3%	4,3%	46,3%	53,7%	
	No	7	41,7%	58,3%			100,0%	
Internet connection:	Yes	65	47,0%	49,1%	4,0%	42,3%	57,7%	
	No	1	100,0%				100,0%	
Level of income:	Less than 3000 MDL	2		100,0%			100,0%	
	3000-6000 MDL	8	39,8%	60,2%		53,0%	47,0%	
	Over 6000 MDL	47	52,8%	43,6%	3,6%	40,8%	59,2%	

Table 55. Indicate the page and the tool through which you accessed this e-service: e-Fishing

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Computer	Mobile phone	DK/NO
Total		20	18,6%	77,4%	4,0%	57,2%	42,8%	
Gender of the respondent:	Male	16	17,9%	82,1%		63,9%	36,1%	
	Female	4	22,3%	52,4%	25,3%	22,3%	77,7%	
Age of the respondent:	18-29 years	5		100,0%		69,9%	30,1%	
	30-44 years	11	9,1%	84,1%	6,8%	47,0%	53,0%	
	45-59 years	4	75,1%	24,9%		75,1%	24,9%	
	60 -74 years	0						
Area of residence:	Urban	15	11,9%	82,8%	5,4%	56,1%	43,9%	
	Rural	5	38,9%	61,1%		60,5%	39,5%	
Level of education:	Incomplete secondary	1		100,0%		100,0%		
	General secondary	2		100,0%			100,0%	
	Secondary vocational	2	58,2%	41,8%		58,2%	41,8%	
	Higher	15	17,8%	77,0%	5,2%	63,1%	36,9%	
Computer availability:	Yes	19	19,9%	75,8%	4,3%	61,1%	38,9%	
	No	1		100,0%			100,0%	
Internet connection:	Yes	20	18,6%	77,4%	4,0%	57,2%	42,8%	
	No	0						
Level of income:	Less than 3000 MDL	1		100,0%		100,0%		
	3000-6000 MDL	1		100,0%			100,0%	
	Over 6000 MDL	15	25,0%	69,6%	5,4%	61,1%	38,9%	

Table 56. Indicate the page and the tool through which you accessed this e-service: Online request for documentation services (ASP)

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Computer	Mobile phone	DK/NO
Total		92	41,4%	53,7%	4,9%	50,8%	48,4%	
Gender of the respondent:	Male	34	49,1%	46,0%	5,0%	55,0%	43,0%	2,0%
	Female	58	35,4%	59,7%	4,9%	47,5%	52,5%	
Age of the respondent:	18-29 years	23	43,8%	49,0%	7,2%	36,3%	59,9%	3,8%
	30-44 years	47	41,6%	52,4%	6,0%	51,5%	48,5%	
	45-59 years	16	45,7%	54,3%		61,9%	38,1%	
	60 -74 years	6	15,5%	84,5%		68,3%	31,7%	
Area of residence:	Urban	69	40,7%	53,8%	5,5%	49,1%	49,8%	1,1%
	Rural	23	43,4%	53,4%	3,1%	56,0%	44,0%	
Level of education:	Incomplete secondary	2		100,0%			100,0%	
	General secondary	7	33,2%	54,9%	11,9%	21,6%	66,5%	11,9%
	Secondary vocational	16	40,9%	47,5%	11,6%	32,4%	67,6%	
	Higher	67	43,2%	54,1%	2,7%	59,3%	40,7%	
Computer availability:	Yes	85	39,5%	55,1%	5,4%	55,2%	43,9%	
	No	7	63,0%	37,0%			100,0%	
Internet connection:	Yes	91	40,8%	54,2%	5,0%	51,3%	47,8%	
	No	1	100,0%				100,0%	
Level of income:	Less than 3000 MDL	5	76,3%	23,7%			100,0%	
	3000-6000 MDL	7	33,3%	66,7%		27,2%	72,8%	
	Over 6000 MDL	57	42,9%	53,4%	3,8%	59,4%	40,6%	

Table 57. Indicate the page and the tool through which you accessed this e-service: e-Kindergarten (enrollment of the child in kindergarten)

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Computer	Mobile phone	DK/NO
Total		70	40,7%	53,1%	6,2%	33,5%	66,5%	
Gender of the respondent:	Male	17	25,1%	63,2%	11,8%	40,6%	59,4%	
	Female	53	47,5%	48,8%	3,8%	30,4%	69,6%	
Age of the respondent:	18-29 years	21	40,0%	60,0%		34,7%	65,3%	
	30-44 years	46	41,5%	49,3%	9,2%	32,9%	67,1%	
	45-59 years	3	34,4%	65,6%		34,4%	65,6%	
	60 -74 years	0						
Area of residence:	Urban	59	42,9%	49,8%	7,3%	34,4%	65,6%	
	Rural	11	28,4%	71,6%		28,4%	71,6%	
Level of education:	Incomplete secondary	1		100,0%		100,0%		
	General secondary	5	37,4%	62,6%			100,0%	
	Secondary vocational	10	42,7%	57,3%		21,9%	78,1%	
	Higher	54	41,5%	50,4%	8,1%	37,5%	62,5%	
Computer availability:	Yes	58	44,2%	48,4%	7,4%	40,3%	59,7%	
	No	12	23,7%	76,3%			100,0%	
Internet connection:	Yes	70	40,7%	53,1%	6,2%	33,5%	66,5%	
	No	0						
Level of income:	Less than 3000 MDL	0						
	3000-6000 MDL	6	14,5%	85,5%		17,5%	82,5%	
	Over 6000 MDL	57	47,0%	45,4%	7,6%	38,0%	62,0%	

Table 58. Indicate the page and the tool through which you accessed this e-service: e-School (admission to the first grade)

		Number	A) First access point: From which web page			B) Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Computer	Mobile phone	DK/NO
Total		32	29,9%	61,5%	8,6%	48,6%	45,9%	5,5%
Gender of the respondent:	Male	14	25,0%	62,6%	12,5%	47,6%	39,9%	12,5%
	Female	18	33,8%	60,6%	5,6%	49,4%	50,6%	
Age of the respondent:	18-29 years	12	42,8%	40,7%	16,6%	42,0%	41,5%	16,6%
	30-44 years	19	25,0%	70,0%	5,0%	55,0%	45,0%	
	45-59 years	1		100,0%			100,0%	
	60 -74 years	0						
Area of residence:	Urban	24	32,6%	55,9%	11,5%	48,0%	48,3%	3,7%
	Rural	8	21,9%	78,1%		50,3%	38,8%	10,9%
Level of education:	Incomplete secondary	6	15,6%	53,1%	31,3%	15,6%	68,7%	15,6%
	General secondary	4	28,5%	71,5%		46,9%	53,1%	
	Secondary vocational	2	100,0%				50,0%	50,0%
	Higher	20	28,1%	67,1%	4,7%	61,7%	38,3%	
Computer availability:	Yes	30	28,4%	62,4%	9,2%	51,7%	42,5%	5,8%
	No	2	53,6%	46,4%			100,0%	
Internet connection:	Yes	32	29,9%	61,5%	8,6%	48,6%	45,9%	5,5%
	No	0						
Level of income:	Less than 3000 MDL	2		100,0%		100,0%		
	3000-6000 MDL	1	100,0%				100,0%	
	Over 6000 MDL	21	27,2%	68,1%	4,7%	53,5%	46,5%	

Table 59. Please tell us, where do you get information about public services provided electronically?

		Number	TV	Radio	Newspapers	Employees of public service counters	Internet (news sites, social networks)	Internet (websites of government institutions)	Flyers / Booklets	Street advertising	Discussions with other people (family members, relatives, acquaintances)	Another source	I am not informed	DK/NO
Total		3036	50,7%	6,3%	2,6%	2,1%	46,7%	18,6%	1,0%	1,0%	24,9%		0,7%	5,9%
Gender of the respondent:	Male	1252	49,0%	6,7%	2,5%	1,8%	46,8%	19,5%		1,0%	24,6%	0,7%	0,7%	4,7%
	Female	1784	52,1%	6,0%	2,6%	2,5%	46,6%	17,7%	1,1%	1,1%	25,2%	0,2%		7,0%
Age of the respondent:	18-29 years	551	28,0%	2,2%	1,2%	1,3%	75,2%	35,3%	1,6%	1,8%	22,8%	0,2%		
	30-44 years	769	40,5%	3,5%	1,6%	4,3%	62,3%	27,0%	1,7%	1,7%	26,8%	0,5%		3,7%
	45-59 years	697	56,8%	6,6%	3,3%	1,7%	42,3%	12,8%		0,5%	27,9%			5,6%
	60 -74 years	1019	68,8%	11,2%	3,7%	1,0%	18,3%	5,2%			21,9%		1,3%	10,1%
Area of residence:	Urban	1416	45,2%	4,5%	2,3%	2,8%	55,6%	29,8%	1,4%	1,5%	27,5%		0,2%	4,8%
	Rural	1620	55,6%	8,0%	2,8%	1,5%	38,7%	8,5%			22,6%	0,5%	1,0%	7,0%
Level of education:	Incomplete secondary	630	53,5%	6,2%	1,7%	1,2%	32,1%	6,9%			20,0%		1,5%	10,5%
	General secondary	607	55,3%	7,1%	2,2%	1,3%	40,7%	11,3%	0,7%	1,6%	22,7%		1,4%	7,0%
	Secondary vocational	1124	53,5%	6,5%	2,2%	1,9%	46,3%	14,9%	1,0%	1,3%	28,5%		0,2%	5,0%
	Higher	671	39,7%	5,4%	4,3%	4,2%	65,5%	41,3%	1,1%		25,4%			2,2%
Computer availability:	Yes	1780	45,2%	5,5%	2,4%	2,8%	58,7%	25,9%	1,2%	1,3%	26,4%		0,5%	4,0%
	No	1256	58,8%	7,6%	2,8%	1,2%	28,8%	7,8%		0,5%	22,6%		1,0%	8,7%
Internet connection:	Yes	2520	48,1%	5,1%	2,4%	2,3%	54,4%	21,7%	1,1%	1,2%	25,8%		0,5%	4,4%
	No	516	64,0%	12,8%	3,7%	1,1%	5,9%	1,8%	0,2%	0,2%	19,9%	0,5%	1,8%	13,8%

Level of income:	Less than 3000 MDL	915	60,9%	7,5%	2,4%		28,9%	4,5%	0,3%	0,2%	22,7%		1,3%	9,3%
	3000-6000 MDL	647	58,0%	8,1%	2,6%	1,3%	39,2%	11,7%			23,1%	0,2%	1,3%	6,6%
	Over 6000 MDL	956	42,1%	4,5%	2,3%	3,0%	66,6%	34,2%	1,4%	1,2%	27,2%			2,1%

Table 60. Tell me please, where you informed / find out about public services provided electronically?

		Number	E-mail	SMS	MCabinet	Telegram	Viber	Other	Messenger	Letter by Posta Moldovei	I am not informed	DK/NO
Total		3036	20,0%	21,4%		3,0%	30,7%		0,7%		1,3%	20,5%
Gender of the respondent:	Male	1252	21,1%	21,0%		3,4%	30,4%	1,0%			1,3%	19,7%
	Female	1784	19,1%	21,7%		2,7%	30,9%		0,7%	0,5%	1,4%	21,2%
Age of the respondent:	18-29 years	551	38,4%	18,8%		9,3%	28,7%		0,5%			3,2%
	30-44 years	769	28,5%	21,1%	1,5%	3,0%	33,2%	0,5%	1,3%	0,7%	0,5%	9,7%
	45-59 years	697	14,8%	25,3%		1,5%	34,4%	1,1%	0,5%	0,7%	1,0%	19,7%
	60 -74 years	1019	5,2%	19,9%			26,4%	1,7%	0,7%		2,8%	41,8%
Area of residence:	Urban	1416	27,1%	20,2%	1,2%	4,4%	29,5%				1,7%	14,6%
	Rural	1620	13,7%	22,5%		1,8%	31,7%	1,2%	1,2%		1,0%	25,7%
Level of education:	Incomplete secondary	630	9,6%	19,7%	1,5%	3,9%	30,5%		1,1%	0,5%	1,6%	30,9%
	General secondary	607	15,1%	21,7%		2,7%	29,2%	1,1%			1,6%	26,8%
	Secondary vocational	1124	15,7%	24,3%	0,5%	2,2%	34,3%	1,3%	1,0%		1,8%	18,2%
	Higher	671	40,8%	17,9%		3,8%	26,1%					9,4%
Computer availability:	Yes	1780	27,7%	21,3%		3,5%	32,1%					12,1%
	No	1256	8,7%	21,6%	0,7%	2,3%	28,5%	1,4%	0,7%	1,1%	2,1%	32,9%
	Yes	2520	23,2%	21,5%	0,7%	3,4%	33,8%	0,7%			1,0%	14,2%

Internet connection:	No	516	3,2%	20,5%	1,2%		13,9%	1,9%		1,7%	3,2%	53,6%
Level of income:	Less than 3000 MDL	915	7,3%	20,7%		1,2%	28,0%	1,4%			2,2%	36,9%
	3000-6000 MDL	647	14,6%	24,6%		3,1%	33,1%	1,0%	0,7%	1,0%		20,1%
	Over 6000 MDL	956	34,6%	20,3%	1,1%	4,1%	32,1%	0,7%	0,7%			5,3%

Table 4. For sending notifications about service delivery events or other relevant events to recipients, the MNotify government service uses different notification channels. In case you should

		Number	Email	SMS	MCabinet	Telegram	Viber / Whats UP	Other	Messenger	Letter	I don't need	DK/NO
Total		3036	20,0%	21,4%		3,0%	30,7%		0,7%		1,3%	20,5%
Gender of the respondent:	Male	1252	21,1%	21,0%		3,4%	30,4%	1,0%			1,3%	19,7%
	Female	1784	19,1%	21,7%		2,7%	30,9%		0,7%	0,5%	1,4%	21,2%
Age of the respondent:	18-29 years	551	38,4%	18,8%		9,3%	28,7%		0,5%			3,2%
	30-44 years	769	28,5%	21,1%	1,5%	3,0%	33,2%	0,5%	1,3%	0,7%	0,5%	9,7%
	45-59 years	697	14,8%	25,3%		1,5%	34,4%	1,1%	0,5%	0,7%	1,0%	19,7%
	60 -74 years	1019	5,2%	19,9%			26,4%	1,7%	0,7%		2,8%	41,8%
Area of residence:	Urban	1416	27,1%	20,2%	1,2%	4,4%	29,5%				1,7%	14,6%
	Rural	1620	13,7%	22,5%		1,8%	31,7%	1,2%	1,2%		1,0%	25,7%
Level of education:	Incomplete secondary	630	9,6%	19,7%	1,5%	3,9%	30,5%		1,1%	0,5%	1,6%	30,9%
	General secondary	607	15,1%	21,7%		2,7%	29,2%	1,1%			1,6%	26,8%
	Secondary vocational	1124	15,7%	24,3%	0,5%	2,2%	34,3%	1,3%	1,0%		1,8%	18,2%
	Higher	671	40,8%	17,9%		3,8%	26,1%					9,4%

Computer availability:	Yes	1780	27,7%	21,3%		3,5%	32,1%					12,1%
	No	1256	8,7%	21,6%	0,7%	2,3%	28,5%	1,4%	0,7%	1,1%	2,1%	32,9%
Internet connection:	Yes	2520	23,2%	21,5%	0,7%	3,4%	33,8%	0,7%			1,0%	14,2%
	No	516	3,2%	20,5%	1,2%		13,9%	1,9%		1,7%	3,2%	53,6%
Level of income:	Less than 3000 MDL	915	7,3%	20,7%		1,2%	28,0%	1,4%			2,2%	36,9%
	3000-6000 MDL	647	14,6%	24,6%		3,1%	33,1%	1,0%	0,7%	1,0%		20,1%
	Over 6000 MDL	956	34,6%	20,3%	1,1%	4,1%	32,1%	0,7%	0,7%	0,3%		5,3%

Table 61. Have you requested at least one service from public authorities / institutions in the last 12 months?

		Number	Yes	No	DK/NO
Total		3036	23,4%	76,3%	0,2%
Gender of the respondent:	Male	1252	22,9%	76,9%	0,2%
	Female	1784	23,9%	75,9%	0,2%
Age of the respondent:	18-29 years	551	37,7%	62,0%	
	30-44 years	769	32,4%	67,2%	
	45-59 years	697	17,8%	82,1%	
	60 -74 years	1019	11,0%	88,9%	
Area of residence:	Urban	1416	33,0%	66,9%	
	Rural	1620	14,9%	84,8%	
Level of education:	Incomplete secondary	630	11,8%	88,2%	
	General secondary	607	19,2%	80,6%	0,2%
	Secondary vocational	1124	19,4%	80,4%	0,2%
	Higher	671	44,3%	55,2%	0,5%
Computer availability:	Yes	1780	28,6%	71,1%	

	No	1256	15,8%	84,1%	
Internet connection:	Yes	2520	25,7%	74,0%	
	No	516	11,4%	88,6%	
Level of income:	Less than 3000 MDL	915	11,0%	89,0%	
	3000-6000 MDL	647	18,1%	81,6%	
	Over 6000 MDL	956	37,1%	62,4%	

Table 62. How did you most often obtain the requested services?

		Number	I went to the headquarters of the public institution for all stages / procedures	Through the Internet (using the computer or mobile phone) for some stages / procedures, but later I went to the office of the public institution to complete the procedure for obtaining the service	Through the Internet (using the computer or mobile phone) for all stages, without having to go to the office of that institution	DK/NO
Total		697	59,8%	40,3%	9,7%	1,3%
Gender of the respondent:	Male	276	58,0%	43,6%	7,8%	2,0%
	Female	421	61,3%	37,5%	11,2%	0,7%
Age of the respondent:	18-29 years	204	50,8%	48,3%	12,8%	1,5%
	30-44 years	254	53,4%	47,5%	10,7%	
	45-59 years	125	67,3%	32,9%	8,1%	
	60 -74 years	114	86,6%	13,3%	2,5%	2,8%
Area of residence:	Urban	456	55,5%	45,8%	11,2%	1,1%
	Rural	241	68,3%	29,5%	6,8%	1,7%
Level of education:	Incomplete secondary	75	70,2%	26,4%	7,6%	
	General secondary	115	66,0%	31,6%	7,3%	3,1%
	Secondary vocational	215	68,1%	29,5%	9,0%	1,4%
	Higher	292	49,2%	54,5%	11,5%	
Computer availability:	Yes	502	53,3%	46,1%	12,3%	1,4%
	No	195	77,4%	24,7%	2,7%	1,0%
Internet connection:	Yes	639	57,7%	42,3%	10,3%	1,3%
	No	58	85,3%	16,1%	1,8%	1,7%
Level of income:	Less than 3000 MDL	101	75,9%	20,6%	5,7%	
	3000-6000 MDL	118	70,4%	30,1%	8,0%	

	Over 6000 MDL	354	52,9%	49,2%	11,7%	
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Table 63. Using the rating scale from 1 (unsatisfied) to 6 (very satisfied), please rate how satisfied are you with the quality of public services you received at the office of the public institution?

		Number	1 - unsatisfied	2	3	4	5	6 - very satisfied	DK/NO
Total		558	5,8%	4,5%	7,9%	15,2%	25,3%	39,8%	1,5%
Gender of the respondent:	Male	219	7,2%	3,9%	8,5%	17,5%	26,5%	34,3%	2,1%
	Female	339	4,6%	4,9%	7,5%	13,3%	24,2%	44,4%	1,1%
Age of the respondent:	18-29 years	146		4,5%	6,4%	18,0%	25,1%	42,0%	1,1%
	30-44 years	199	7,8%	3,2%	8,2%	12,6%	25,7%	42,6%	
	45-59 years	103		8,7%	9,8%	14,0%	24,0%	40,9%	1,7%
	60 -74 years	110	11,1%	2,7%	7,4%	18,2%	26,0%	29,0%	5,6%
Area of residence:	Urban	361	7,3%	4,4%	7,1%	13,8%	26,5%	39,6%	1,3%
	Rural	197	3,0%	4,6%	9,6%	17,9%	22,9%	40,1%	1,9%
Level of education:	Incomplete secondary	60	4,9%		6,1%	13,3%	24,3%	46,8%	1,7%
	General secondary	93	6,2%	4,4%	5,6%	11,4%	33,1%	35,6%	3,7%
	Secondary vocational	182	2,8%	5,7%	10,0%	16,8%	24,1%	39,2%	1,4%
	Higher	223	8,2%	3,9%	7,7%	15,9%	23,4%	40,2%	
Computer availability:	Yes	382	6,1%	4,0%	8,3%	15,9%	26,9%	38,0%	
	No	176	5,2%	5,4%	7,1%	13,6%	21,6%	44,0%	3,1%
Internet connection:	Yes	503	5,3%	4,2%	8,2%	15,1%	25,3%	40,9%	1,0%
	No	55	10,6%	7,5%	5,4%	16,0%	24,9%	28,9%	6,7%
Level of income:	Less than 3000 MDL	86	8,2%	3,2%	7,2%	20,6%	25,7%	31,5%	3,6%
	3000-6000 MDL	99	6,2%	10,8%	9,1%	16,8%	20,7%	33,7%	2,7%
	Over 6000 MDL	274	4,4%	2,8%	6,9%	13,6%	27,2%	44,7%	

Table 64. Using the rating scale from 1 (unsatisfied) to 6 (very satisfied), please rate how satisfied are you with the quality of public services you have received? Through the Internet, on the specialized web pages of public institutions?

		Number	1 - unsatisfied	2	3	4	5	6 - very satisfied	DK/NO
Total		145	3,9%	1,4%	7,0%	18,7%	29,4%	37,9%	1,7%
Gender of the respondent:	Male	63	4,0%	1,7%	12,9%	16,0%	31,7%	31,7%	2,0%
	Female	82	3,8%	1,0%	1,2%	21,4%	27,3%	43,9%	1,4%
Age of the respondent:	18-29 years	55	5,0%	1,4%		24,7%	31,7%	34,2%	
	30-44 years	69	4,2%	1,7%	10,3%	15,9%	26,3%	39,6%	2,0%
	45-59 years	19			5,8%	15,7%	37,9%	35,4%	5,2%
	60 -74 years	2						100,0%	
Area of residence:	Urban	103	4,6%	0,7%	7,3%	16,0%	30,3%	38,7%	2,4%
	Rural	42	2,1%		6,3%	25,2%	27,5%	35,9%	
Level of education:	Incomplete secondary	13			10,3%	25,5%	44,7%	19,5%	
	General secondary	23	3,8%	9,3%		31,6%	23,4%	24,8%	7,0%
	Secondary vocational	30			17,1%	21,7%	25,3%	35,9%	
	Higher	79	5,9%		4,5%	13,2%	30,3%	44,8%	1,3%
Computer availability:	Yes	127	3,8%	1,0%	8,0%	17,8%	30,8%	36,7%	1,9%
	No	18	4,6%	4,1%		25,7%	19,4%	46,2%	
Internet connection:	Yes	142	4,0%	1,4%	7,2%	19,2%	29,5%	37,1%	1,7%
	No	3					29,1%	70,9%	
Level of income:	Less than 3000 MDL	10			10,4%	18,2%	45,4%	13,8%	12,3%
	3000-6000 MDL	14	6,3%	8,6%	8,6%	24,1%	13,4%	39,0%	
	Over 6000 MDL	94	4,1%		8,3%	20,3%	29,7%	37,6%	

Table 65. Using the rating scale from 1 (unsatisfied) to 6 (very satisfied), please rate how satisfied are you with the quality of public services you have received? Through the Internet, through the integrated page (Public Services Portal) (www.servicii.gov.md)

		Number	1 - unsatisfied	2	3	4	5	6 - very satisfied	DK/NO
Total		46	2,0%		11,4%	16,9%	30,0%	36,3%	3,4%
Gender of the respondent:	Male	17			13,8%	10,7%	29,2%	46,3%	
	Female	29	3,7%		9,4%	22,2%	30,6%	27,9%	6,2%
Age of the respondent:	18-29 years	16			18,1%	14,1%	28,4%	39,3%	
	30-44 years	19	4,6%		12,0%	13,9%	35,5%	34,0%	
	45-59 years	7				28,1%	31,0%	40,9%	
	60 -74 years	4				25,0%		25,0%	50,0%
Area of residence:	Urban	34	2,7%		9,2%	10,8%	34,7%	38,0%	4,6%
	Rural	12			17,4%	33,5%	17,3%	31,7%	
Level of education:	Incomplete secondary	5					56,7%	43,3%	
	General secondary	0							
	Secondary vocational	13			16,5%	25,6%	11,0%	35,1%	11,8%
	Higher	28	3,3%		10,9%	15,6%	34,5%	35,7%	
Computer availability:	Yes	40	2,3%		13,0%	19,2%	29,9%	31,8%	3,8%
	No	6					30,2%	69,8%	
Internet connection:	Yes	45	2,1%		11,7%	17,4%	30,8%	34,5%	3,5%
	No	1						100,0%	
Level of income:	Less than 3000 MDL	5				32,2%	23,3%	44,4%	
	3000-6000 MDL	9			28,6%	32,8%	19,7%	18,9%	
	Over 6000 MDL	22			12,5%	10,3%	25,2%	52,0%	

Table 66. If you are referring to the last public institution whose services you have received, please tell me if you know that citizens can address complaints / petitions / proposals to a public institution regarding the service provided by that institution?

		Number	Yes	No	DK/NO
Total		697	76,0%	22,9%	1,1%
Gender of the respondent:	Male	276	76,4%	22,6%	1,0%
	Female	421	75,7%	23,2%	1,1%
Age of the respondent:	18-29 years	204	75,5%	23,6%	
	30-44 years	254	77,3%	22,4%	
	45-59 years	125	75,1%	24,0%	
	60 -74 years	114	74,8%	21,6%	3,7%
Area of residence:	Urban	456	75,4%	23,7%	
	Rural	241	77,2%	21,3%	1,5%
Level of education:	Incomplete secondary	75	74,0%	23,5%	2,5%
	General secondary	115	76,9%	22,5%	0,7%
	Secondary vocational	215	75,4%	24,2%	
	Higher	292	76,6%	22,0%	1,3%
Computer availability:	Yes	502	76,1%	23,0%	
	No	195	76,0%	22,6%	1,4%
Internet connection:	Yes	639	75,9%	23,2%	
	No	58	77,4%	19,3%	3,3%
Level of income:	Less than 3000 MDL	101	69,1%	29,0%	1,9%
	3000-6000 MDL	118	74,6%	23,2%	2,2%
	Over 6000 MDL	354	78,0%	21,5%	0,5%

Table 67. Please let me know if you have benefited from any public services in the last 12 months have been situations when you have addressed a complaint / petition / proposal on the service that has been provided by the public institution?

		Number	Yes	No	DK/NO
Total		697	7,6%	92,4%	
Gender of the respondent:	Male	276	8,1%	91,9%	
	Female	421	7,2%	92,8%	
Age of the respondent:	18-29 years	204	7,9%	92,1%	
	30-44 years	254	9,7%	90,3%	
	45-59 years	125	5,8%	94,2%	
	60 -74 years	114	3,4%	96,6%	
Area of residence:	Urban	456	7,7%	92,3%	
	Rural	241	7,4%	92,6%	
Level of education:	Incomplete secondary	75	1,6%	98,4%	
	General secondary	115	7,6%	92,4%	
	Secondary vocational	215	9,8%	90,2%	
	Higher	292	7,5%	92,5%	
Computer availability:	Yes	502	8,2%	91,8%	
	No	195	6,1%	93,9%	
Internet connection:	Yes	639	7,9%	92,1%	
	No	58	3,4%	96,6%	
Level of income:	Less than 3000 MDL	101	6,2%	93,8%	
	3000-6000 MDL	118	6,1%	93,9%	
	Over 6000 MDL	354	6,4%	93,6%	

Table 68. Please tell us how satisfied you are with the promptness with which the institution react to the settlement of your complaint / petition?

		Number	1 – not at all satisfied	2	3	4	5	6 - very satisfied	DK/NO
Total		52	20,3%	22,9%	5,5%	15,2%	29,5%	6,7%	0,0%
Gender of the respondent:	Male	22	19,7%	36,4%	4,9%	17,5%	18,4%	3,2%	0,0%
	Female	30	20,8%	10,0%	6,0%	13,1%	40,0%	10,0%	0,0%
Age of the respondent:	18-29 years	17	22,3%	31,7%		10,1%	30,6%	5,3%	0,0%
	30-44 years	24	19,4%	19,4%	4,7%	20,0%	29,4%	7,0%	0,0%
	45-59 years	7	28,1%	15,5%	11,4%	15,5%	29,5%		0,0%
	60 -74 years	4		25,6%	24,4%		24,4%	25,6%	0,0%
Area of residence:	Urban	35	16,9%	27,6%	8,2%	14,4%	25,3%	7,6%	0,0%
	Rural	17	27,1%	13,3%		16,9%	37,9%	4,8%	0,0%
Level of education:	Incomplete secondary	1				100,0%			0,0%
	General secondary	7	29,3%	51,0%			9,6%	10,0%	0,0%
	Secondary vocational	21	11,0%	24,4%	7,9%	18,0%	30,3%	8,4%	0,0%
	Higher	23	26,6%	12,1%	5,6%	13,9%	37,6%	4,2%	0,0%
Computer availability:	Yes	41	20,4%	13,5%	7,0%	19,4%	31,2%	8,5%	0,0%
	No	11	20,0%	56,6%			23,4%		0,0%
Internet connection:	Yes	50	19,0%	23,7%	5,7%	15,8%	29,0%	6,9%	0,0%
	No	2	56,4%				43,6%		0,0%
Level of income:	Less than 3000 MDL	6	42,1%	14,1%	13,8%		13,8%	16,1%	0,0%
	3000-6000 MDL	7	15,1%	11,9%	12,2%	35,0%	13,6%	12,2%	0,0%
	Over 6000 MDL	23	27,1%	23,1%		14,7%	27,6%	7,5%	0,0%

Table 69. Tell me please how satisfied are the speed with which it has been reacted to the resolution of your complaint / petition?

		Number	1 – not at all satisfied	2	3	4	5	6 - very satisfied	DK/NO
Total		52	17,9%	19,6%	11,4%	13,6%	30,9%	6,7%	0,0%
Gender of the respondent:	Male	22	14,8%	29,6%	19,8%	14,3%	18,4%	3,2%	0,0%
	Female	30	20,8%	10,0%	3,5%	12,9%	42,8%	10,0%	0,0%
Age of the respondent:	18-29 years	17	22,3%	11,4%	25,5%		35,4%	5,3%	0,0%
	30-44 years	24	14,7%	28,9%	3,5%	16,5%	29,4%	7,0%	0,0%
	45-59 years	7	28,1%		15,5%	26,9%	29,5%		0,0%
	60 -74 years	4		25,6%		24,4%	24,4%	25,6%	0,0%
Area of residence:	Urban	35	16,9%	25,6%	7,9%	16,7%	25,3%	7,6%	0,0%
	Rural	17	19,9%	7,3%	18,6%	7,3%	42,1%	4,8%	0,0%
Level of education:	Incomplete secondary	1				100,0%			0,0%
	General secondary	7	29,3%	51,0%			9,6%	10,0%	0,0%
	Secondary vocational	21	5,0%	10,0%	28,9%	13,9%	33,8%	8,4%	0,0%
	Higher	23	26,6%	17,7%		13,9%	37,6%	4,2%	0,0%
Computer availability:	Yes	41	20,4%	12,9%	7,9%	17,4%	32,9%	8,5%	0,0%
	No	11	9,0%	43,4%	24,2%		23,4%		0,0%
Internet connection:	Yes	50	16,5%	20,3%	11,8%	14,1%	30,4%	6,9%	0,0%
	No	2	56,4%				43,6%		0,0%
Level of income:	Less than 3000 MDL	6	42,1%		14,1%	13,8%	13,8%	16,1%	0,0%
	3000-6000 MDL	7	15,1%		11,9%	47,2%	13,6%	12,2%	0,0%
	Over 6000 MDL	23	21,6%	22,1%	14,0%	4,0%	30,8%	7,5%	0,0%

Table 70. What is the type of your dwelling?

		Number	Separate apartment	A room in an apartment	Separate house	Part of the house	Something else	DK/NO
Total		3036	29,4%	0,5%	68,5%	1,5%		
Gender of the respondent:	Male	1252	27,7%	0,7%	70,2%	1,4%		
	Female	1784	30,9%		67,0%	1,5%		0,2%
Age of the respondent:	18-29 years	551	48,2%	1,2%	49,5%			
	30-44 years	769	39,4%	0,7%	58,7%	1,1%		
	45-59 years	697	17,6%		80,4%	1,6%		
	60 -74 years	1019	18,3%	0,2%	79,4%	2,1%		
Area of residence:	Urban	1416	61,3%	1,0%	35,3%	2,3%		
	Rural	1620			98,1%	0,7%		
Level of education:	Incomplete secondary	630	15,0%	0,2%	83,3%	1,4%		
	General secondary	607	25,2%		73,8%	0,7%		
	Secondary vocational	1124	25,1%		71,9%	2,0%		
	Higher	671	53,2%		44,9%	1,3%		
Computer availability:	Yes	1780	34,8%		63,0%	1,5%		
	No	1256	21,4%	0,5%	76,5%	1,5%		
Internet connection:	Yes	2520	32,1%		65,8%	1,4%		
	No	516	15,3%		82,7%	1,8%		
Level of income:	Less than 3000 MDL	915	10,7%	0,5%	87,4%	1,2%		
	3000-6000 MDL	647	19,4%		78,5%	1,5%		
	Over 6000 MDL	956	49,3%	0,5%	49,8%			

Table 71. Of which construction materials are built your home walls?

		Number	Concrete, monolith blocks, panels	Bricks, limestone, pressed blocks	Straw bricks, clay	Other	DK/NO
Total		3036	21,3%	35,6%	37,8%		5,1%
Gender of the respondent:	Male	1252	21,8%	36,9%	36,6%	0,2%	4,5%
	Female	1784	20,9%	34,5%	38,9%		5,6%
Age of the respondent:	18-29 years	551	38,9%	30,0%	21,5%		9,6%
	30-44 years	769	27,3%	37,5%	29,1%		6,1%
	45-59 years	697	12,7%	38,2%	44,7%		4,1%
	60 -74 years	1019	12,2%	35,1%	50,4%		2,2%
Area of residence:	Urban	1416	41,5%	38,0%	14,2%		6,2%
	Rural	1620	3,3%	33,5%	58,9%	0,2%	4,1%
Level of education:	Incomplete secondary	630	8,5%	29,8%	57,3%		4,4%
	General secondary	607	18,5%	34,1%	44,2%		3,2%
	Secondary vocational	1124	19,7%	39,0%	35,9%		5,1%
	Higher	671	38,0%	36,8%	18,3%		6,7%
Computer availability:	Yes	1780	26,5%	37,3%	30,2%	0,2%	5,8%
	No	1256	13,7%	33,2%	49,1%		4,1%
Internet connection:	Yes	2520	23,7%	36,6%	33,9%	0,2%	5,5%
	No	516	8,6%	30,4%	58,4%		2,6%
Level of income:	Less than 3000 MDL	915	8,3%	31,7%	57,8%		2,2%
	3000-6000 MDL	647	13,3%	38,0%	44,3%	0,2%	4,3%
	Over 6000 MDL	956	35,8%	38,0%	20,0%		6,0%

Table 72. When was your dwelling built?

		Number	Before 1991	After 1991	DK/NO
Total		3036	82,6%	12,8%	4,6%
Gender of the respondent:	Male	1252	81,1%	15,5%	3,4%
	Female	1784	83,9%	10,5%	5,6%
Age of the respondent:	18-29 years	551	69,8%	19,6%	10,5%
	30-44 years	769	79,3%	15,5%	5,1%
	45-59 years	697	82,8%	14,8%	2,4%
	60 -74 years	1019	92,9%	4,7%	2,4%
Area of residence:	Urban	1416	79,0%	15,1%	5,9%
	Rural	1620	85,8%	10,8%	3,4%
Level of education:	Incomplete secondary	630	86,8%	8,1%	5,1%
	General secondary	607	84,5%	10,8%	4,7%
	Secondary vocational	1124	82,7%	12,6%	4,8%
	Higher	671	77,0%	19,4%	3,6%
Computer availability:	Yes	1780	79,3%	16,0%	4,6%
	No	1256	87,3%	8,2%	4,5%
Internet connection:	Yes	2520	80,7%	14,5%	4,8%
	No	516	92,1%	4,1%	3,8%
Level of income:	Less than 3000 MDL	915	89,9%	8,2%	1,9%
	3000-6000 MDL	647	88,4%	9,1%	2,5%
	Over 6000 MDL	956	75,1%	20,4%	4,4%

Table 73. Is your household connected to piped water system?

		Number	Yes, there is water in the house / apartment	Yes, the water is out in the yard	It is not connected	DK/NO
Total		3036	76,0%	46,8%	12,7%	0,2%
Gender of the respondent:	Male	1252	76,5%	48,0%	13,0%	
	Female	1784	75,6%	45,8%	12,6%	
Age of the respondent:	18-29 years	551	85,5%	32,4%	8,1%	
	30-44 years	769	79,9%	39,3%	10,8%	
	45-59 years	697	72,3%	54,2%	15,4%	
	60 -74 years	1019	69,8%	56,4%	15,3%	
Area of residence:	Urban	1416	91,7%	24,2%	4,0%	0,2%
	Rural	1620	62,0%	66,9%	20,6%	
Level of education:	Incomplete secondary	630	64,0%	59,0%	18,4%	
	General secondary	607	70,3%	49,9%	14,1%	
	Secondary vocational	1124	76,7%	48,4%	13,7%	
	Higher	671	90,7%	30,3%	5,0%	
Computer availability:	Yes	1780	83,3%	44,2%	8,8%	0,2%
	No	1256	65,3%	50,5%	18,5%	
Internet connection:	Yes	2520	80,6%	45,8%	10,5%	0,2%
	No	516	52,1%	51,8%	24,4%	0,2%
Level of income:	Less than 3000 MDL	915	56,5%	59,0%	20,8%	
	3000-6000 MDL	647	75,2%	56,4%	12,5%	0,2%
	Over 6000 MDL	956	89,6%	34,8%	7,3%	

Table 74. Is your household connected to a sewerage system?

		Number	Centralized sewerage system	Local / own sewerage system	It is not connected	DK/NO
Total		3036	34,4%	43,0%	22,0%	0,5%
Gender of the respondent:	Male	1252	34,3%	43,1%	22,3%	
	Female	1784	34,6%	42,9%	21,8%	0,7%
Age of the respondent:	18-29 years	551	53,8%	32,6%	12,7%	1,0%
	30-44 years	769	44,8%	38,3%	16,3%	
	45-59 years	697	23,7%	50,2%	25,8%	0,3%
	60 -74 years	1019	21,8%	47,8%	30,1%	0,3%
Area of residence:	Urban	1416	69,2%	22,1%	8,1%	
	Rural	1620	3,4%	61,7%	34,5%	
Level of education:	Incomplete secondary	630	18,8%	47,1%	33,3%	
	General secondary	607	29,3%	38,9%	31,6%	
	Secondary vocational	1124	31,4%	48,9%	19,5%	
	Higher	671	58,2%	33,1%	8,0%	0,7%
Computer availability:	Yes	1780	41,6%	42,8%	15,1%	0,5%
	No	1256	23,9%	43,3%	32,3%	0,5%
Internet connection:	Yes	2520	37,6%	44,7%	17,2%	0,5%
	No	516	17,7%	34,2%	47,8%	
Level of income:	Less than 3000 MDL	915	13,8%	40,4%	45,5%	
	3000-6000 MDL	647	23,6%	55,1%	20,9%	
	Over 6000 MDL	956	54,6%	38,5%	6,8%	0,2%

Table 75. Please tell us where the toilet is located in your household?

		Number	It is in the house / apartment	It is outside in the yard	We do not have a toilet	DK/NO
Total		3036	60,4%	63,9%		
Gender of the respondent:	Male	1252	61,6%	65,0%		
	Female	1784	59,5%	63,0%		
Age of the respondent:	18-29 years	551	74,9%	43,3%		0,5%
	30-44 years	769	66,6%	53,2%		
	45-59 years	697	56,0%	75,4%		
	60 -74 years	1019	49,7%	77,1%		
Area of residence:	Urban	1416	85,5%	30,0%	0,5%	
	Rural	1620	38,1%	94,1%	0,2%	0,5%
Level of education:	Incomplete secondary	630	41,1%	80,9%		
	General secondary	607	50,7%	67,5%		
	Secondary vocational	1124	61,9%	68,4%	0,2%	0,2%
	Higher	671	84,1%	38,3%		0,5%
Computer availability:	Yes	1780	72,2%	57,4%	0,2%	
	No	1256	43,1%	73,5%		
Internet connection:	Yes	2520	66,5%	60,4%		
	No	516	28,3%	82,3%		0,2%
Level of income:	Less than 3000 MDL	915	33,4%	85,6%		0,2%
	3000-6000 MDL	647	54,8%	76,0%		
	Over 6000 MDL	956	82,0%	44,5%	0,5%	

Table 76. Please tell us what is the type of heating in your household?

		Număr	Central heating	Autonomous heating	We have no heating	DK/NO
Total		3036	20,3%	74,4%	4,6%	
Gender of the respondent:	Male	1252	19,8%	74,8%	5,0%	
	Female	1784	20,8%	74,1%	4,3%	
Age of the respondent:	18-29 years	551	35,4%	61,6%	2,1%	
	30-44 years	769	27,2%	68,4%	3,6%	
	45-59 years	697	12,7%	81,0%	5,8%	
	60 -74 years	1019	10,9%	82,4%	6,3%	
Area of residence:	Urban	1416	42,3%	54,1%	3,0%	
	Rural	1620	0,7%	92,5%	6,1%	0,7%
Level of education:	Incomplete secondary	630	10,8%	82,4%	6,3%	
	General secondary	607	20,5%	72,9%	6,0%	
	Secondary vocational	1124	17,0%	77,7%	4,8%	0,5%
	Higher	671	34,1%	63,3%	1,6%	1,0%
Computer availability:	Yes	1780	24,3%	72,4%	2,7%	0,7%
	No	1256	14,5%	77,4%	7,6%	
Internet connection:	Yes	2520	22,6%	73,0%	3,7%	0,7%
	No	516	8,2%	81,9%	9,5%	
Level of income:	Less than 3000 MDL	915	6,0%	87,1%	6,6%	0,3%
	3000-6000 MDL	647	12,3%	81,7%	5,6%	
	Over 6000 MDL	956	35,7%	63,1%	1,0%	

Table 77. Please tell us, what is the type of autonomous heating in your household?

		Number	Gas heating	Coal, wood, fuel oil	Electricity	Other	DK/NO
Total		2267	32,4%	76,7%	1,2%		
Gender of the respondent:	Male	943	35,1%	77,2%	1,6%		0,2%
	Female	1324	30,1%	76,2%			
Age of the respondent:	18-29 years	338	41,4%	65,1%	2,2%		
	30-44 years	525	34,7%	72,6%	1,2%		
	45-59 years	565	30,3%	80,7%		0,2%	
	60 -74 years	839	28,4%	81,8%	1,0%		
Area of residence:	Urban	769	63,4%	46,5%	1,9%		
	Rural	1498	16,3%	92,4%			
Level of education:	Incomplete secondary	518	16,0%	89,4%	0,7%		
	General secondary	445	22,2%	83,6%	0,5%	0,2%	
	Secondary vocational	875	34,8%	76,4%	1,0%		
	Higher	427	56,8%	55,3%	2,8%		0,2%
Computer availability:	Yes	1292	41,4%	71,4%	1,6%		
	No	975	20,0%	84,0%			0,2%
Internet connection:	Yes	1843	36,4%	74,0%	1,3%		
	No	424	13,6%	89,1%			0,2%
Level of income:	Less than 3000 MDL	794	16,8%	87,0%			
	3000-6000 MDL	526	30,2%	78,9%			
	Over 6000 MDL	604	49,1%	64,7%	1,8%		

