



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

ANNUAL NATIONAL SURVEY 2023



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

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Table of contents

Introduction	5
Methodological aspects	6
1. Access to computers and Internet. Peculiarities of internet access	8
1.1. The level of endowment of households with computer	8
1.2. Level of internet connection	11
1.3. Computer usage	14
1.4. Use of Internet	15
2. Knowledge, support and confidence in e-Government and Modernization of government services 20	
3. Access to electronic public services	32
4. The level of satisfaction with the quality of public services	38
5. Socio-demographic analysis	43
Conclusions	48
Extract from the Project Results Matrix	50
Annex 1: Bivariate tables	51

List of figures

Figure 1. Household level of equipment with computer.....	8
Figure 2. Household level of equipment with computer: evolutions.....	9
Figure 3. Causes of lack of computer in the household.....	10
Figure 4. Internet connection of households.....	11
Figure 5. Internet connection of households: evolutions.....	13
Figure 6. Causes of lack of internet connection.....	13
Figure 7. Computer usage rate, last 12 months.....	14
Figure 8. Internet access rate, last 12 months.....	15
Figure 9. Place of internet access in the last 12 months.....	16
Figure 10. Frequency of Internet use.....	16
Figure 11. Internet access rate, last 12 months: evolutions.....	17
Figure 12. Purposes of Internet use.....	18
Figure 13. The purposes of Internet use: evolutions.....	19
Figure 14. Knowledge about Modernization reform of government services.....	20
Figure 15. Level of understanding of the Modernization Reform of government services.....	21
Figure 16. Expected benefits of the Reform of Modernization of government services.....	22
Figure 17. Knowledge of the concept of e-Government or electronic Government.....	23
Figure 18. Level of understanding of the notion of e-Government.....	24
Figure 19. Anticipation of the benefits / advantages of electronic Government.....	24
Figure 20. Level of understanding of the advantages / benefits of e-Government.....	25
Figure 21. The level of confidence in the quality and safety of electronic public services.....	26
Figure 22. Security of electronic public services - average rate dynamics.....	27
Figure 23. The level of openness of citizens to access public services online, by device type.....	28
Figure 24. The level of openness of citizens to access public services online, by device type.....	28
Figure 25. Preferences for accessing public services: online or offline.....	29
Figure 26. Level of independence in accessing online public services: type of user.....	29
Figure 27. Use of online public services: type of user.....	30
Figure 28. Level of knowledge of the e-Governance Agency.....	31
Figure 29. Access to electronic public services during the last 12 months (of the total number of public service users).....	32
Figure 30. Share and profile of users of electronic services.....	33
Figure 31. Electronic public services: level of access.....	33
Figure 32. Electronic public services: type of access.....	35
Figure 33. Electronic public services: access device.....	36
Figure 34. Sources of information about electronic public services.....	36
Figure 35. The share of the Internet mentioned as the most important source for information.....	37
Figure 36. Access to the public services: user profile.....	38
Figure 37. Ways of accessing most frequently used services.....	39
Figure 38. Level of satisfaction with the public services accessed: by access type.....	39
Figure 39. Access to the public services.....	40
Figure 40. Level of satisfaction with the electronic public services: evolution (scores 5 and 6).....	41
Figure 41. Level of satisfaction with the electronic public services: average values for 2021.....	41
Figure 42. Information on feedback mechanisms and access to them.....	42

<i>Figure 43. Level of satisfaction with the quality of the response to the complaint / petition.....</i>	<i>42</i>
<i>Figure 44. Distribution of respondents according to the monthly income of the family.....</i>	<i>45</i>
<i>Figure 45. The share of respondents who stated that they had incurred certain expenses.....</i>	<i>45</i>

List of tables

Table 1. Sample structure	7
Table 2. Respondents' work activity and employment	Eroare! Marcaj în document nedefinit.
Table 3. Sources of income of respondents and household heads.....	Eroare! Marcaj în document nedefinit.
Table 4. Distribution of respondents according to housing characteristics	Eroare! Marcaj în document nedefinit.
Table 5. Access to amenities in the home.....	Eroare! Marcaj în document nedefinit.
Table 6. Utilities in the dwelling.....	Eroare! Marcaj în document nedefinit.

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, 2021, 2022 and 2023 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:** 3040 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: 23 August – 10 September 2023. 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		3040	100,0%
Gender of the respondent:	Male	1299	47,1%
	Female	1741	52,9%
Age of the respondent:	16-29 years	759	18,3%
	30-44 years	786	29,5%
	45-59 years	608	23,3%
	60 -74 years	887	29,0%
Area of residence:	Urban	1284	44,0%
	Rural	1756	56,0%
Level of education:	Incomplete secondary	627	19,1%
	General secondary	694	21,3%
	Secondary vocational	1058	36,1%
	Higher	657	23,5%
Computer availability:	Yes	1739	57,3%
	No	1301	42,7%
Internet connection:	Yes	2684	88,1%
	No	356	11,9%
Level of income:	Less than 3000 MDL	637	20,8%
	3000-6000 MDL	717	23,7%
	Over 6000 MDL	1686	55,5%
Income group:	The poorest 40%	1231	39,9%
	The wealthiest 60%	1809	60,1%

Data for baseline indicators are presented in comparison with the studies "[Perception, assimilation and support by the population of e-Government and Modernization of government services](#)" conducted in 2019-2023, and for some indicators with previous surveys.

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

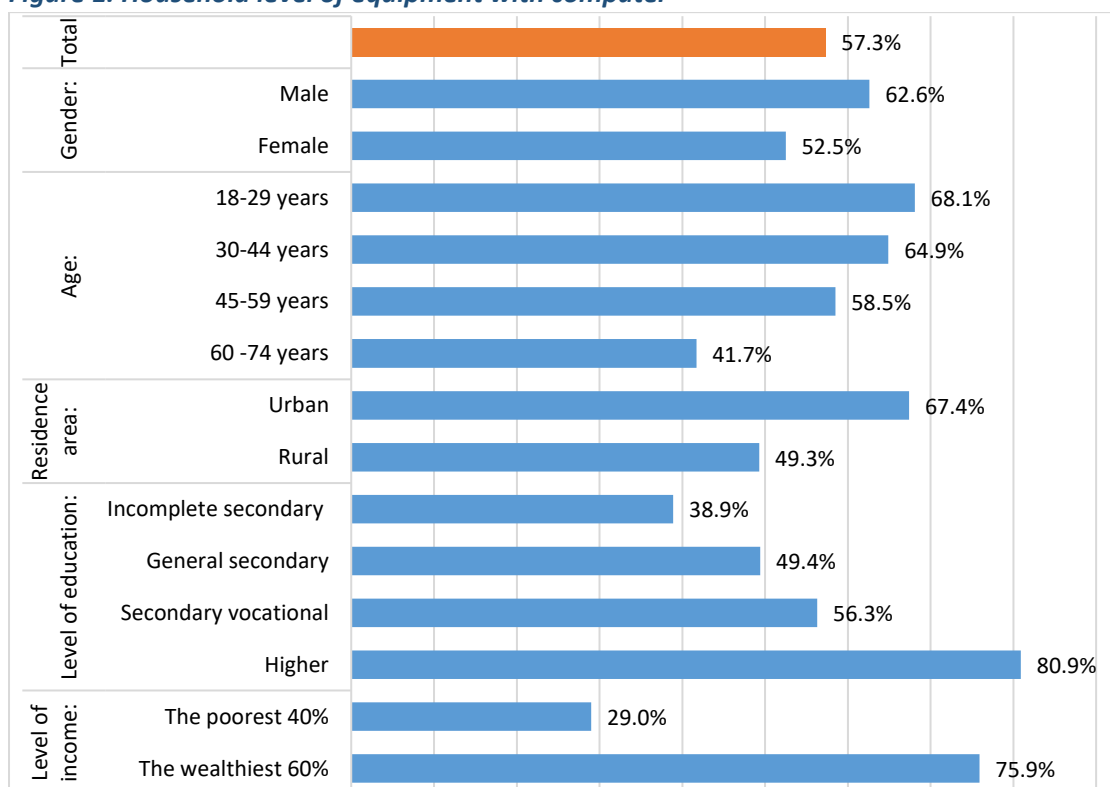
This chapter provides information on the availability of computers in households, the connection of households to the Internet, the frequency of access and the evolution over time of those indicators.

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, the digitization was boosted due to other trends. 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

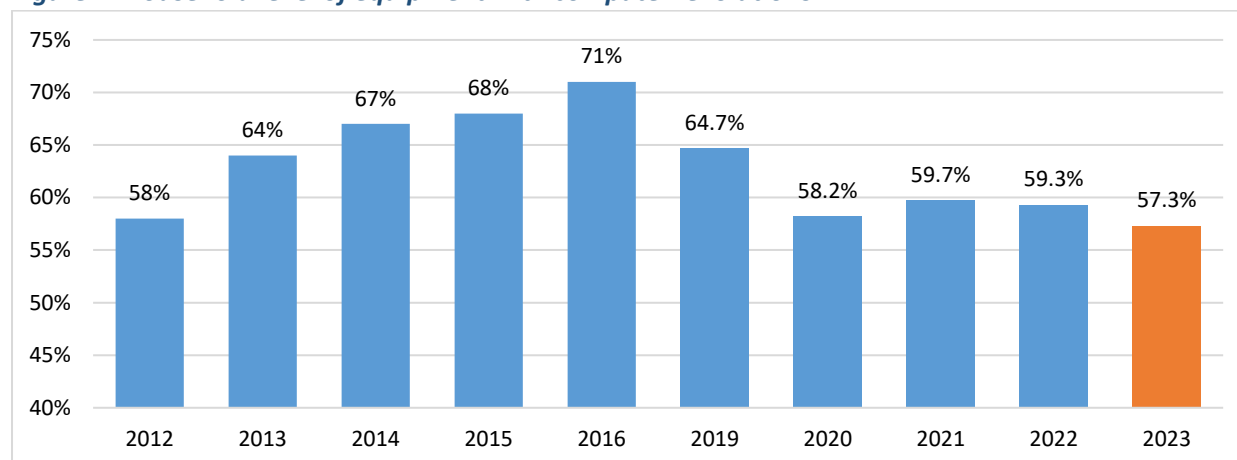
This study estimates that currently **six out of ten (57.3%) households in the Republic of Moldova have a computer at home**. Access to a computer in this sense is higher for men than for women (62.6% vs. 52.5%), and there are some variations according to other socio-demographic characteristics. The rate of computer ownership *decreases towards older age groups* (from 68.1% among 18-29 year olds to only 41.7% among 60-74 year olds), it remains lower in rural areas (49.3% vs. 67.4% 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 (29% compared to 75.9% among the richest 60%).

Figure 1. Household level of equipment with computer



The dynamics of the value of the indicator on computer ownership is slowly decreasing (57.3% in 2023, 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 the majority (73.5%) of households without a computer also said they have an internet connection and the overall internet connection rate (88.1%) is considerably higher than the computer availability rate.

Figure 2. Household level of equipment with computer: evolutions

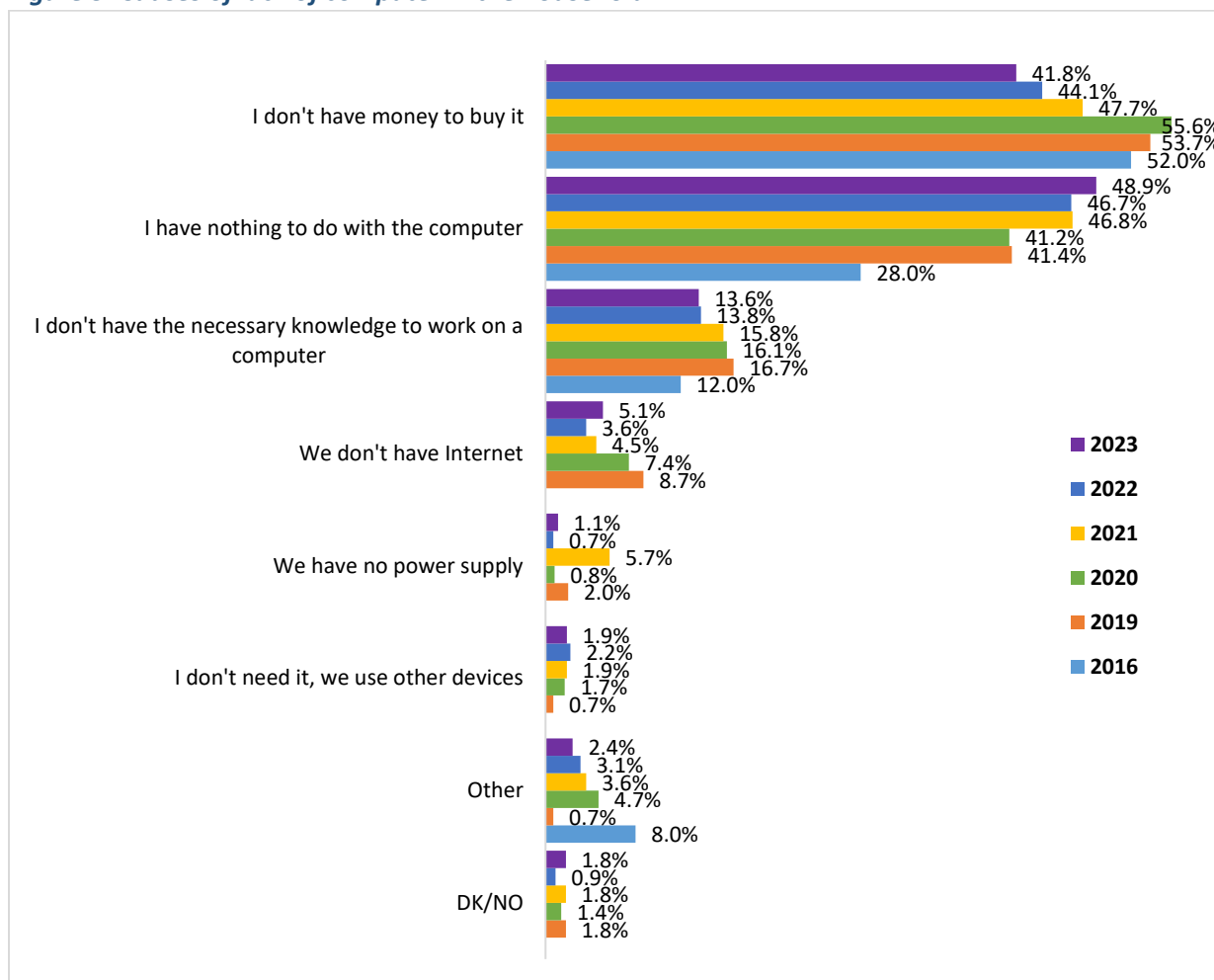


As for the *reason for not having a computer*, the lack of financial resources to buy one is no longer the most frequently cited reason (41.8%) of respondents and it is steadily decreasing. The tendency to give up computers does not mean giving up information technology, but is driven by the use of other devices. The share of those who say they would not need a computer because they do not see its usefulness has been steadily increasing: 48.9% in 2023, 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%. 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- 2023.

It should be noted that the share of those who explained the lack of a computer in the household by the fact that they have nothing to do with a 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 (13.6%), being more specific to older people, from rural areas and people with lower income. (*Annex 1, Table 4*).

Figure 3. Causes of lack of computer in the household



Of those households with computers, 27%, there is evidence of a continuing increase in the availability of more than one device: 24.5% in 2022, 13.0% in 2021 and 9.8% in 2020, and the average number of devices per household equals 1.2 (*Annex 1, Table 3*).

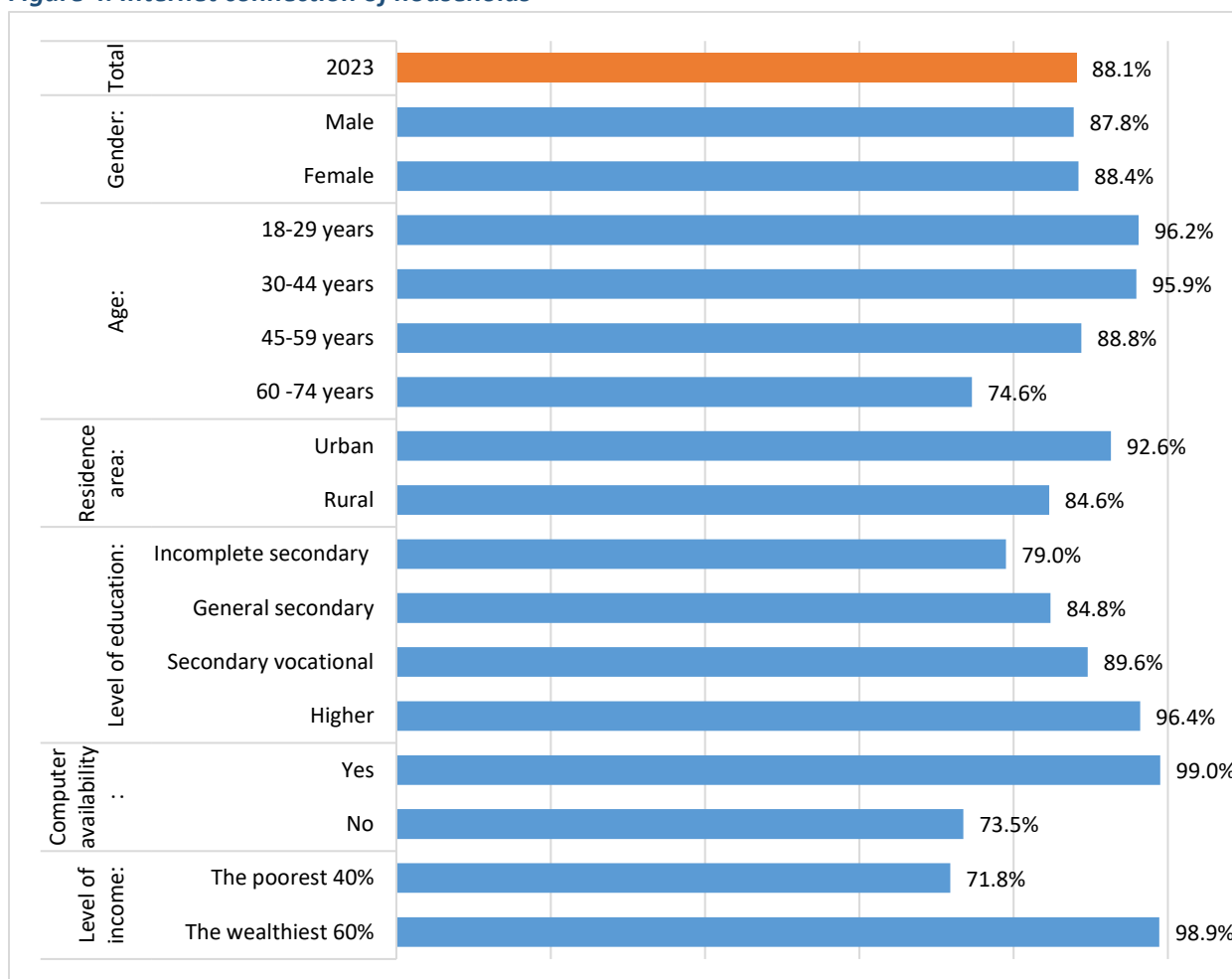
1.2. Level of internet connection

The study estimates that **88.1% of households are connected to the Internet** and the level of Internet connection is 30% higher than the computer availability of households.

The variations across socio-demographic categories are the same as in the case of computers, although much less pronounced. Internet penetration levels decline with age, are lower in rural areas, and are positively correlated with education and income levels.

E.g. in 2021 the percentage gap between urban and rural population was 20%, now only 8%, so the gap reduced by 13%.

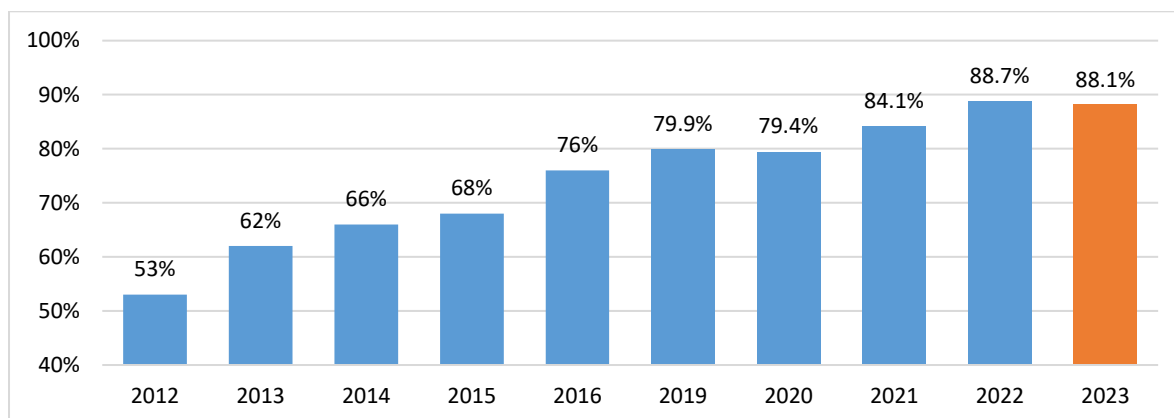
Figure 4. Internet connection of households



Studies over the last decade show 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. In 2023, however, the rate of internet connectivity moderates to 88.1%, equal to that of 2022.

Research over the past decade has documented a steady rise in household Internet penetration, in 2021 up by about 5% over 2020 and 2022 up by about the same proportion. However, in 2023, the Internet connection level decreases, amounting to 88.1%, which is the same as in 2022

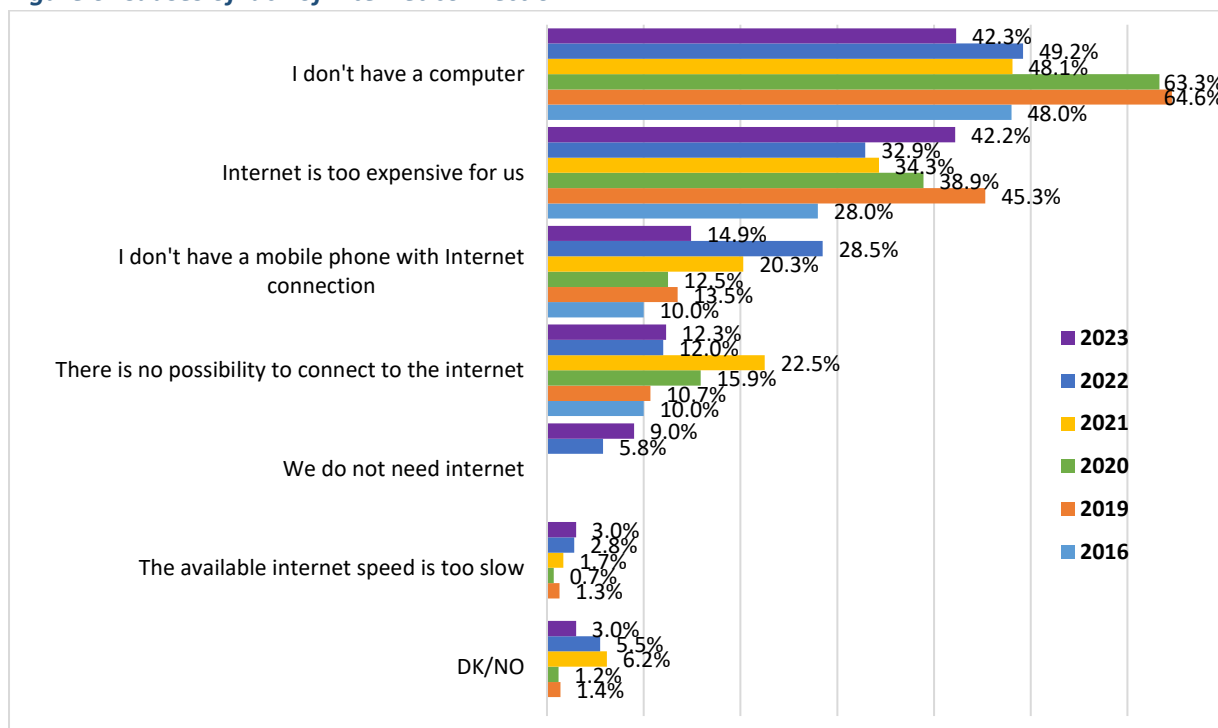
Figure 5. Internet connection of households: evolutions



The situation remains that there are three ways of connecting households to the Internet, with 27.8% of households connected via Wi-Fi, 20.1% via ADSL and 33.1% with a fibre connection. At the same time, the share of those connecting via mobile phone is increasing - 12.9% (*Annex 1, Table 7*).

For the 11.9% of households that are not connected to the internet, the lack of a computer is somewhat more often cited as a cause (42.3%), 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 (42.2%, up sharply from 2022 - 32.9%) Another 14.9% explain the lack of internet connection by the lack of an internet-connected mobile phone, while this reason is also down considerably from 2022, when it was 28.5%. Another 12.3% of respondents are not connected to the internet because the technical conditions for connection do not exist.

Figure 6. Causes of lack of internet connection



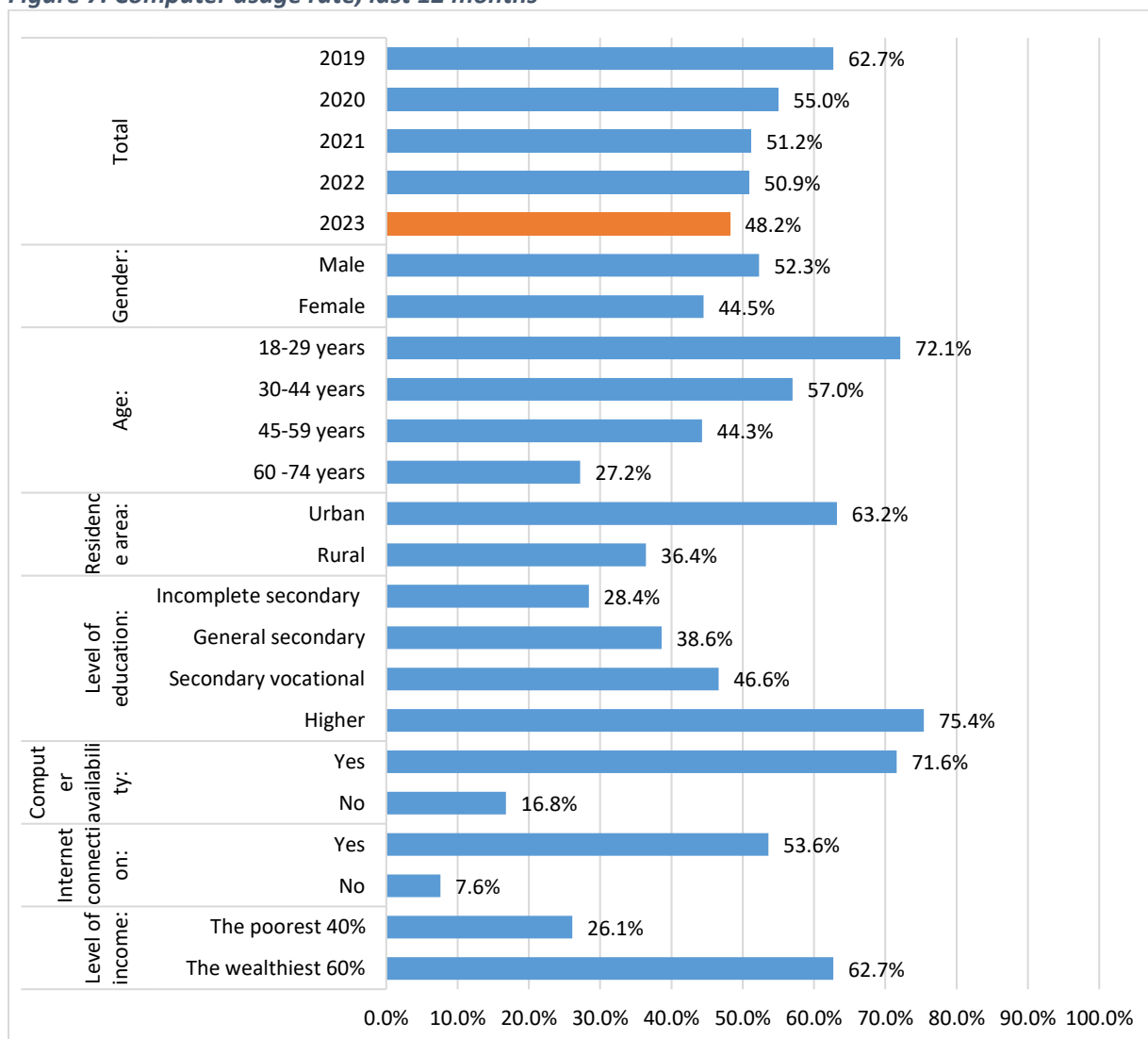
1.3. Computer usage

Despite the increase in internet usage levels in recent years, the computer usage rate over the last 12 months is 48.2%, showing a continuous decline for the fifth year in a row.

There is some variation by gender, with the rate of use among women about 8% lower.

There is also a strong reduction in the use rate towards the older age group (from 72.1% among 18-29 years old to 27.2% among 60-74 year olds). The take-up rate is significantly higher in urban areas (63.2% compared to 36.4% among those in rural areas), it is double for those with higher education (75.4%) compared to the lowest educated category (28.4%), and there is a twofold discrepancy between groups according to household income (26.1% compared to 62.7%).

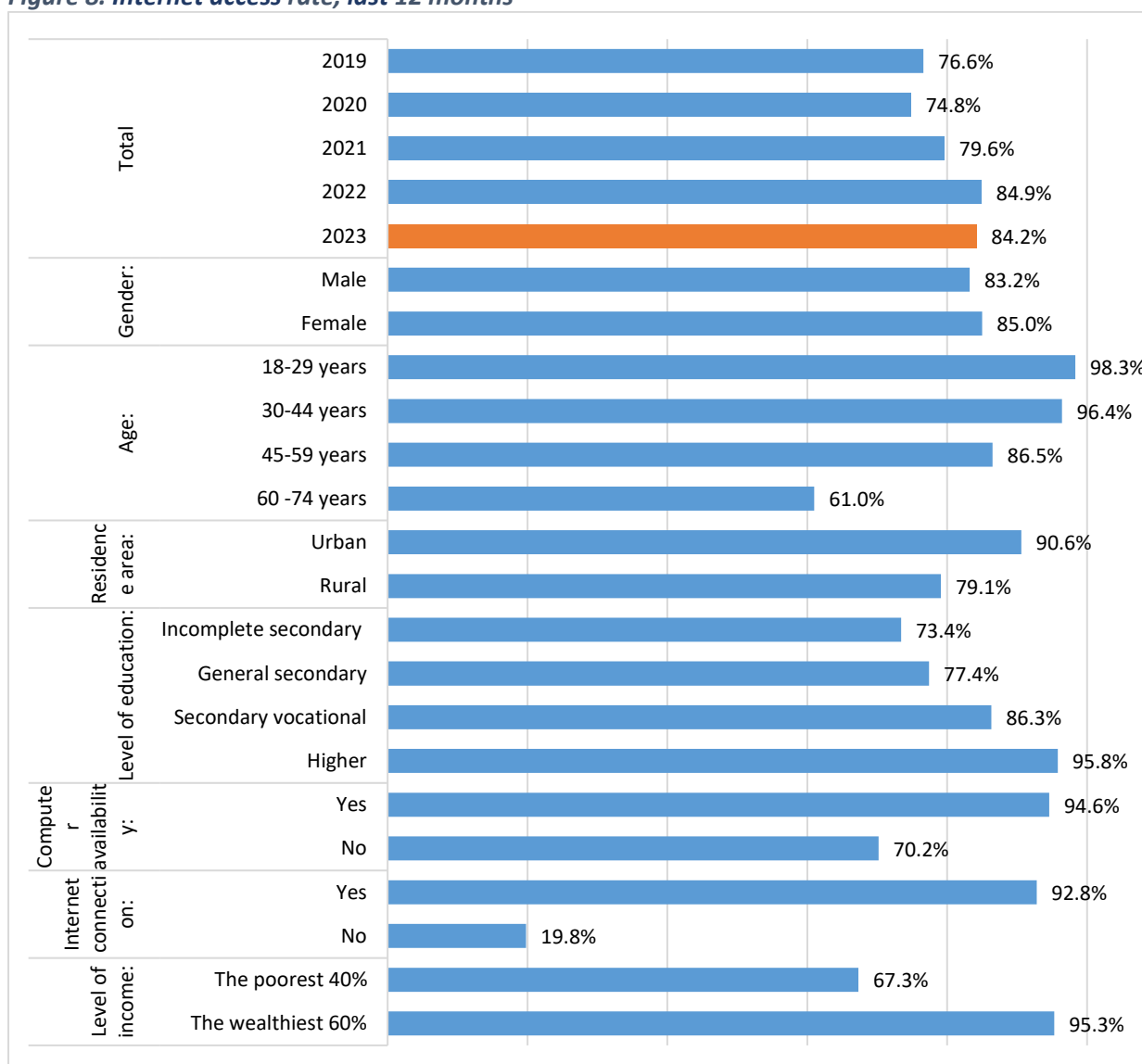
Figure 7. Computer usage rate, last 12 months



1.4. Use of Internet

The survey reveals that **84.2% of respondents have used the internet in the last 12 months**. The indicator is maintained at the 2022 level, similar to that of household internet connectivity. We are most likely witnessing saturation of the process here too. We note no differences in the indicator by gender. Otherwise the fluctuations are similar to computer use, i.e. pronounced discrepancies according to age (98.3% for young people and only 61.0% for older people). The rate of internet use in urban areas is about 11% higher than in rural areas and we see a clear increase in internet use towards higher 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 internet use, it is not dominant, with **70.2% of respondents in households without a computer saying that they have accessed the internet in the last 12 months**.

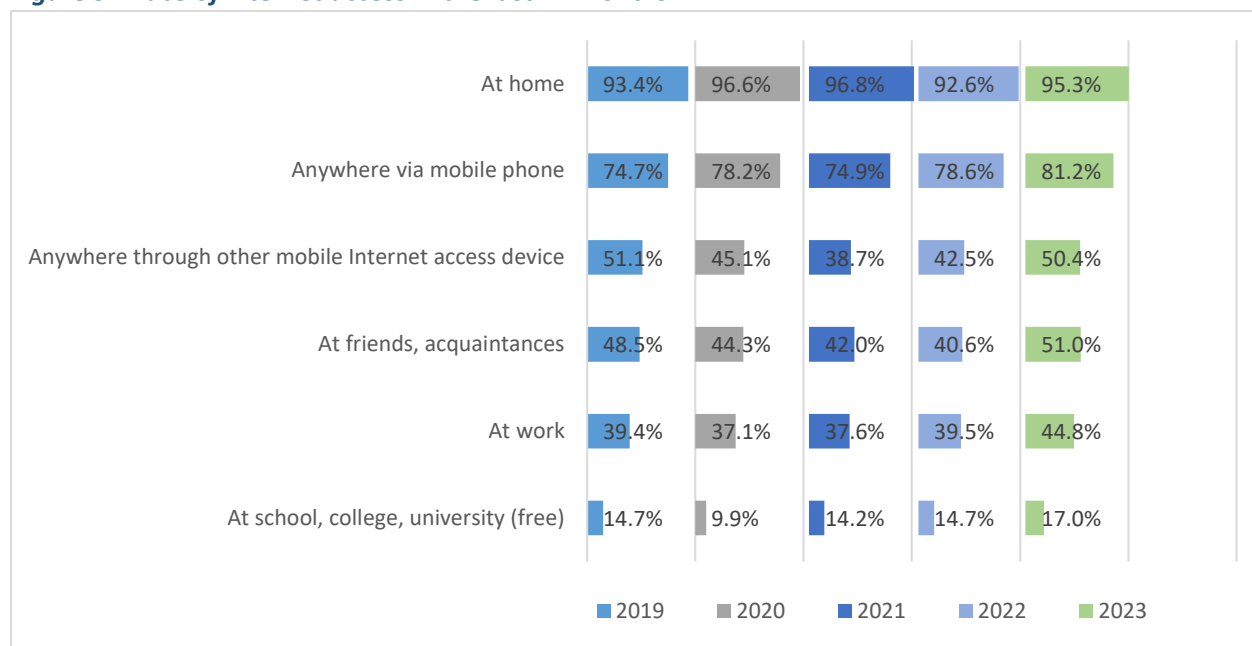
Figure 8. Internet access rate, last 12 months



Access to the internet is via multiple devices and technical solutions, so most respondents have constant access from anywhere. Although most respondents say they accessed the internet at home (95.3%), more and more accessed via mobile phone (81.2%, rising: 3% more than in 2022 and 8% more than in 2021).

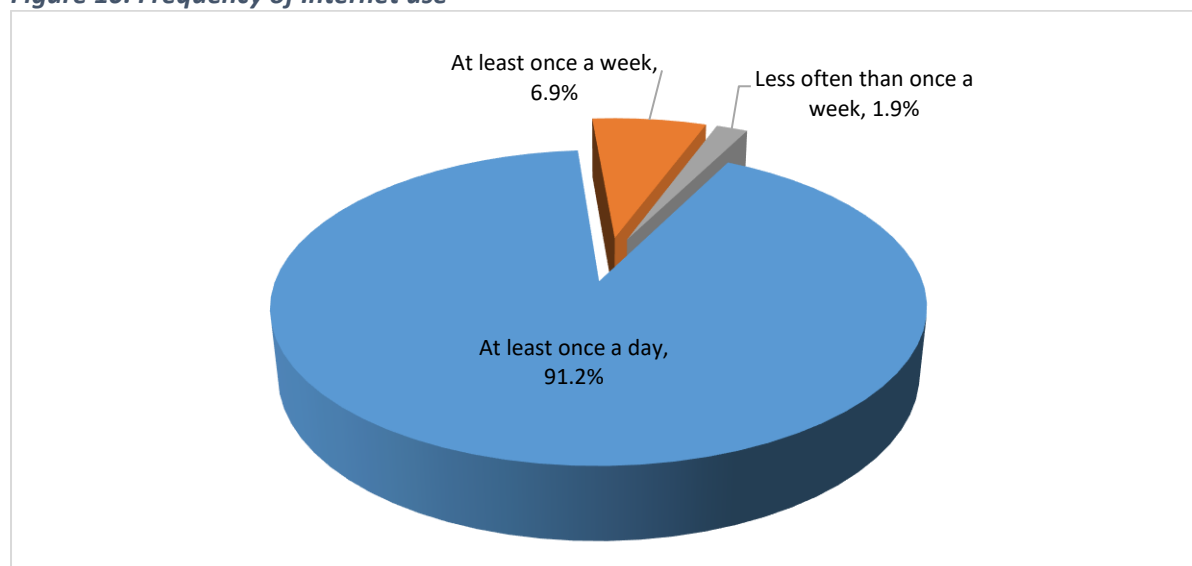
The access through other mobile devices increased by 8%, with 50.4% of users accessing the internet at friends and acquaintances (51.0%, an increase of more than 10%) and at work (44.8%, also an increase of 5%). There is a diversification of internet access possibilities and practices

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



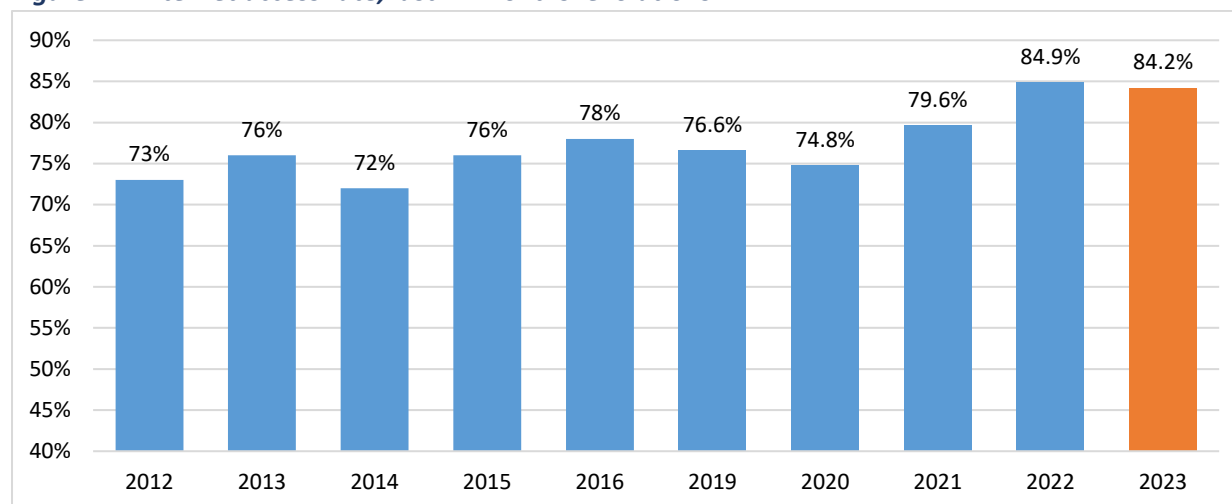
The vast majority of respondents (91.2%) access the internet on a daily basis, especially young people, urban, highly educated, who have a computer and internet at home, from higher income families. (Annex 1, Table 11) The indicator shows no change from previous years, i.e. a change that is numerically larger than the statistical error.

Figure 10. Frequency of Internet use



The record of internet usage, set in 2022, is maintained. During the period 2012-2021 the internet usage rate ranged between 72%-80%, so within the range of measurement accuracy. In 2022 a record level was reached (84.9%) and in 2023 this is maintained (84.2%).

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

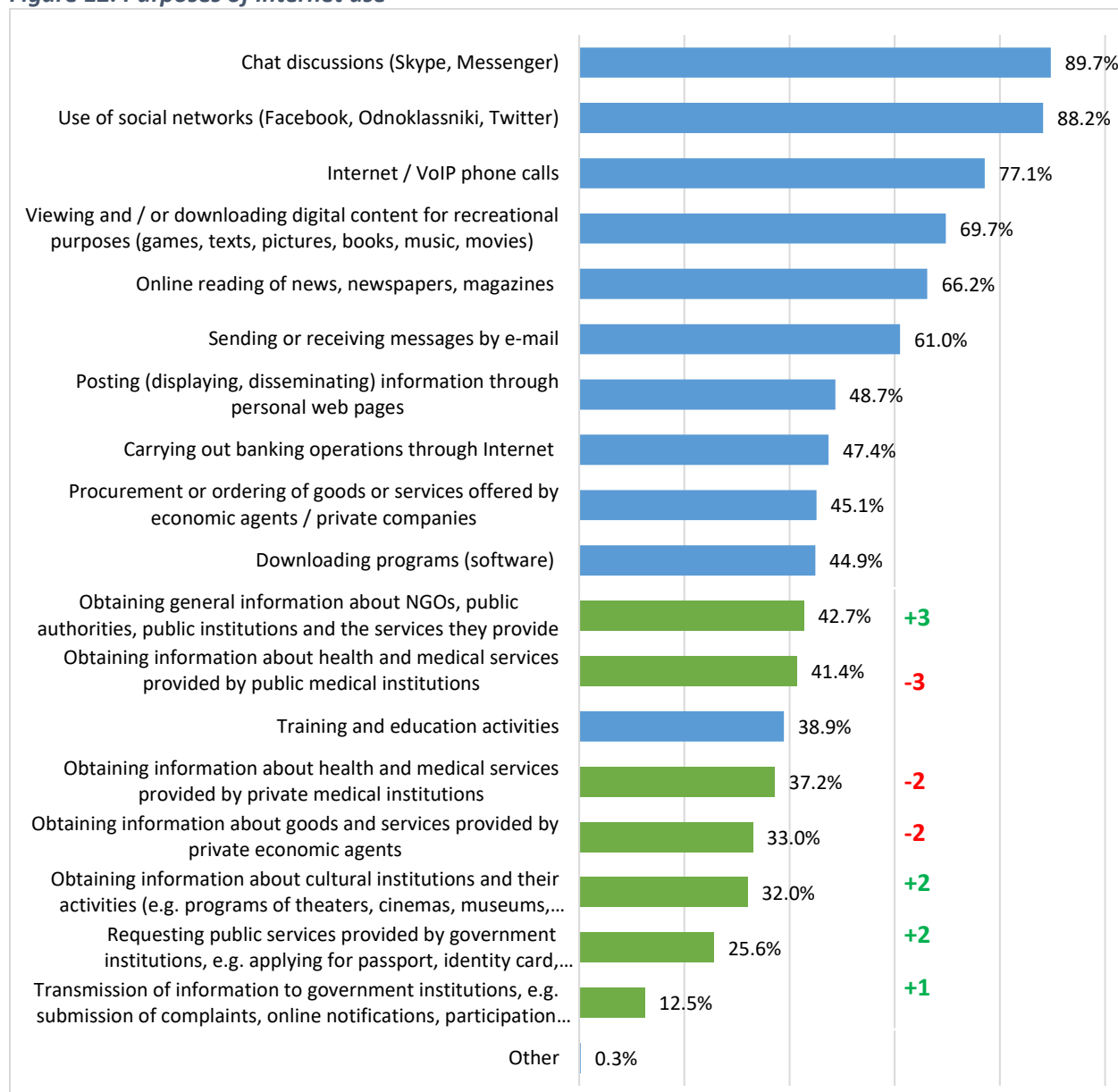


Socialising and leisure are currently the main purposes for using the internet, and information about obtaining public services online is at the bottom of the list, although it is increasing in weight.

So, out of the total population that used the internet in the last 12 months - 89.7% say they used the internet for *chatting* and 88.2% for *accessing social networks*. In third place are *audio conversations via the internet* (77.1%), followed by *viewing and/or downloading digital content for agreement purposes* (games, texts, images, books, music, movies) with 69.7%, then *reading news, newspapers, magazines online* (66.2%), then 61.0% to send or access electronic messages (email). The Internet usage spectrum in 2023 is very close to that in 2022.

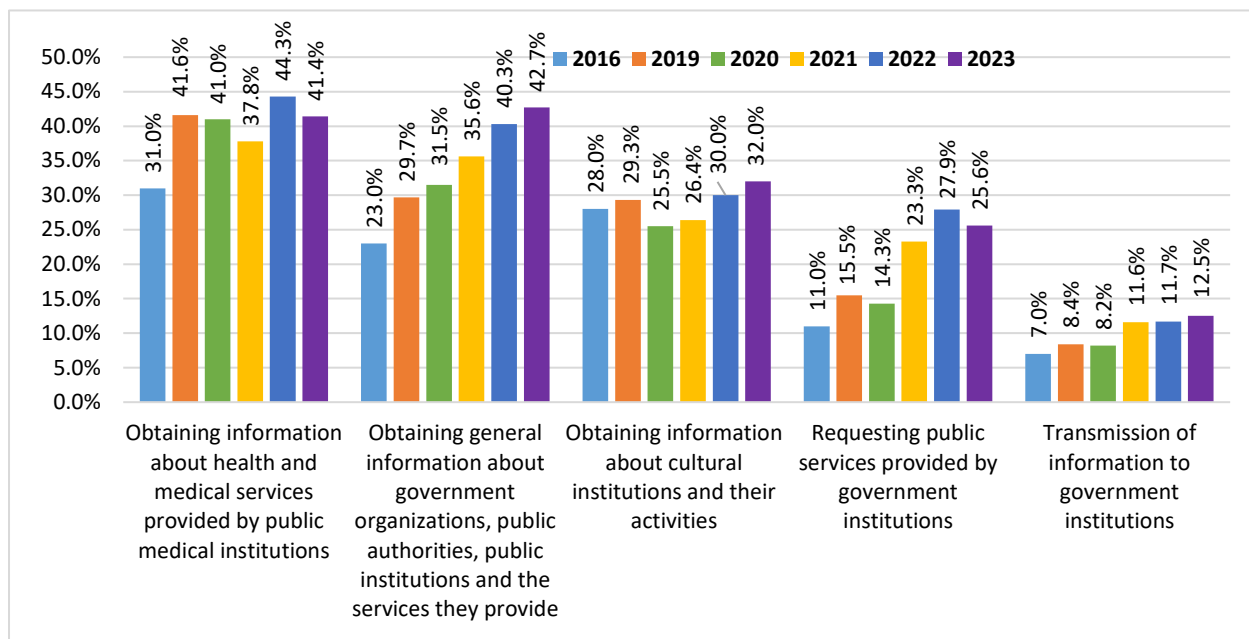
Research in recent years shows that **the use of the internet for purposes directly related to public services will peak at 44.3% in 2022**, mainly to obtain information about health services provided by public institutions. In 2023 the peak is 42.7%. Increases in internet use for obtaining information about governmental organisations, authorities and public institutions (42.7%), information about cultural institutions (32.0%), requesting public services (25.6%) have been reported.

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. The use of the internet to obtain information about government organisations, public authorities and institutions as well as cultural institutions continues to grow steadily.

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*).

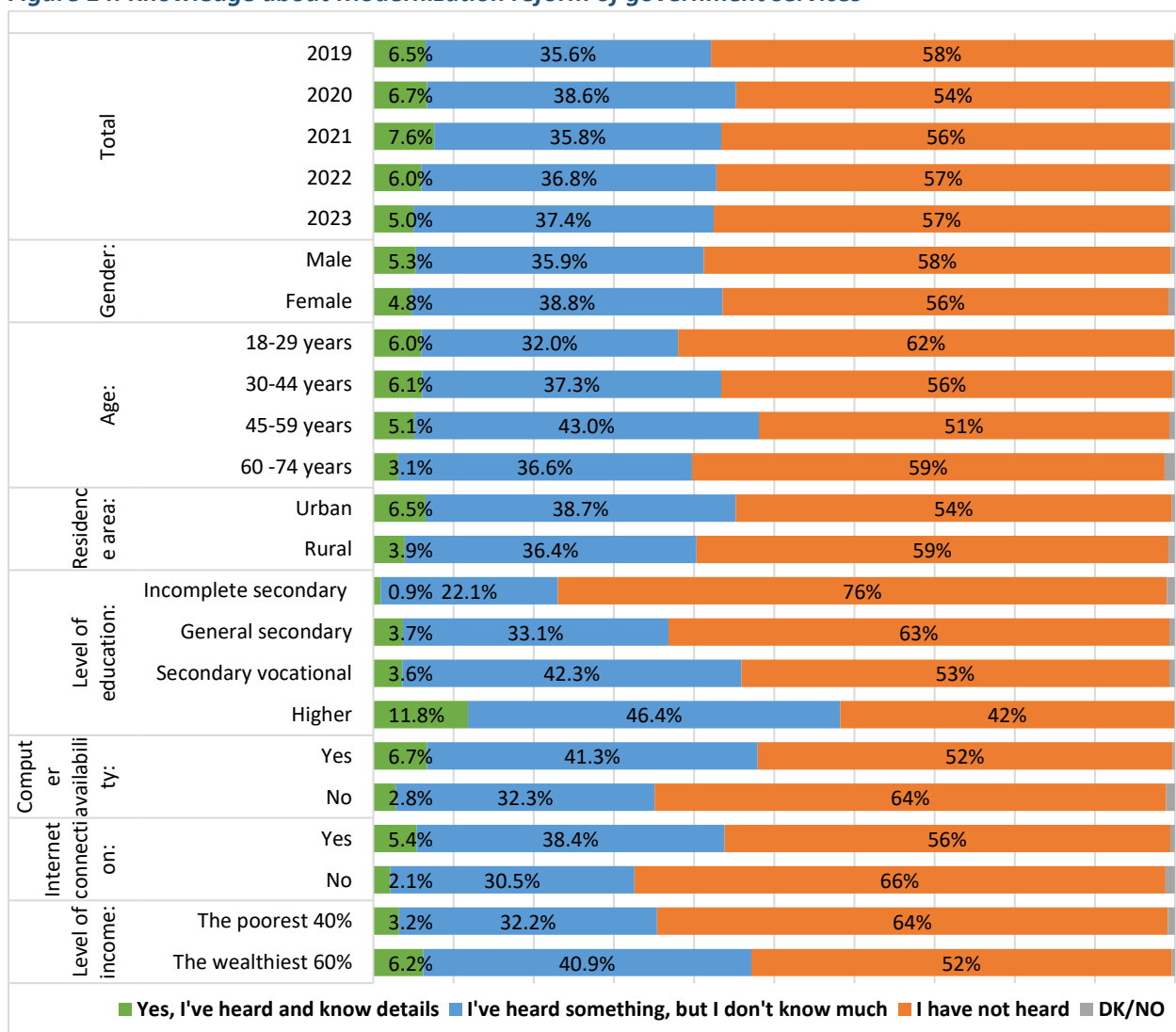
2. Knowledge, support and confidence in e-Government and Modernization of government services

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 5% of those interviewed **say they are familiar with some details of the Modernisation of Government Services reform**, another 37.4% have heard about the reform but do not know details, and more than half of those interviewed (57%) had not heard about the reform at the time of the interview.

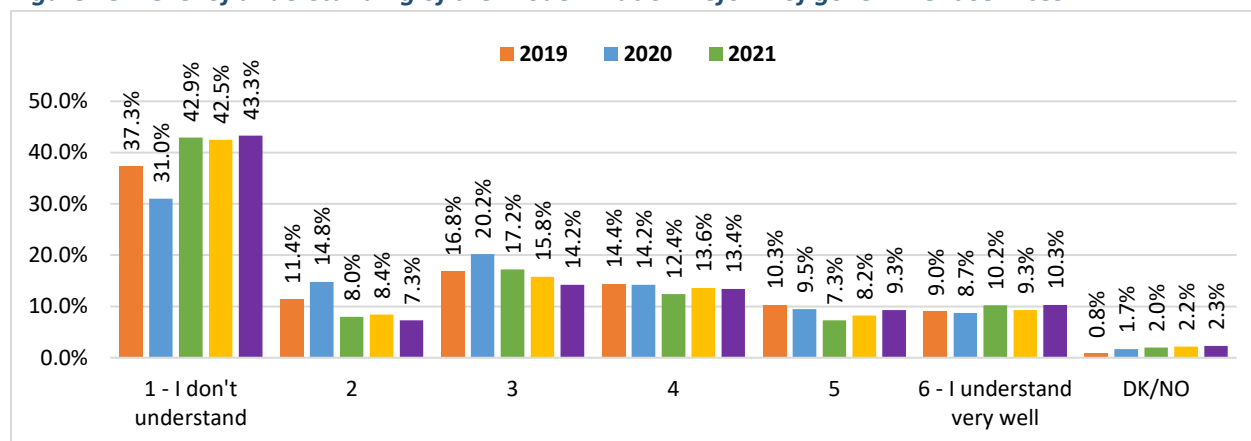
Awareness of the Modernisation Reform does not vary significantly by gender or residence. At the same time, the Reform is more familiar to people with higher education who have computers and internet connection at home, from wealthier families.

Figure 14. Knowledge about Modernization reform of government services



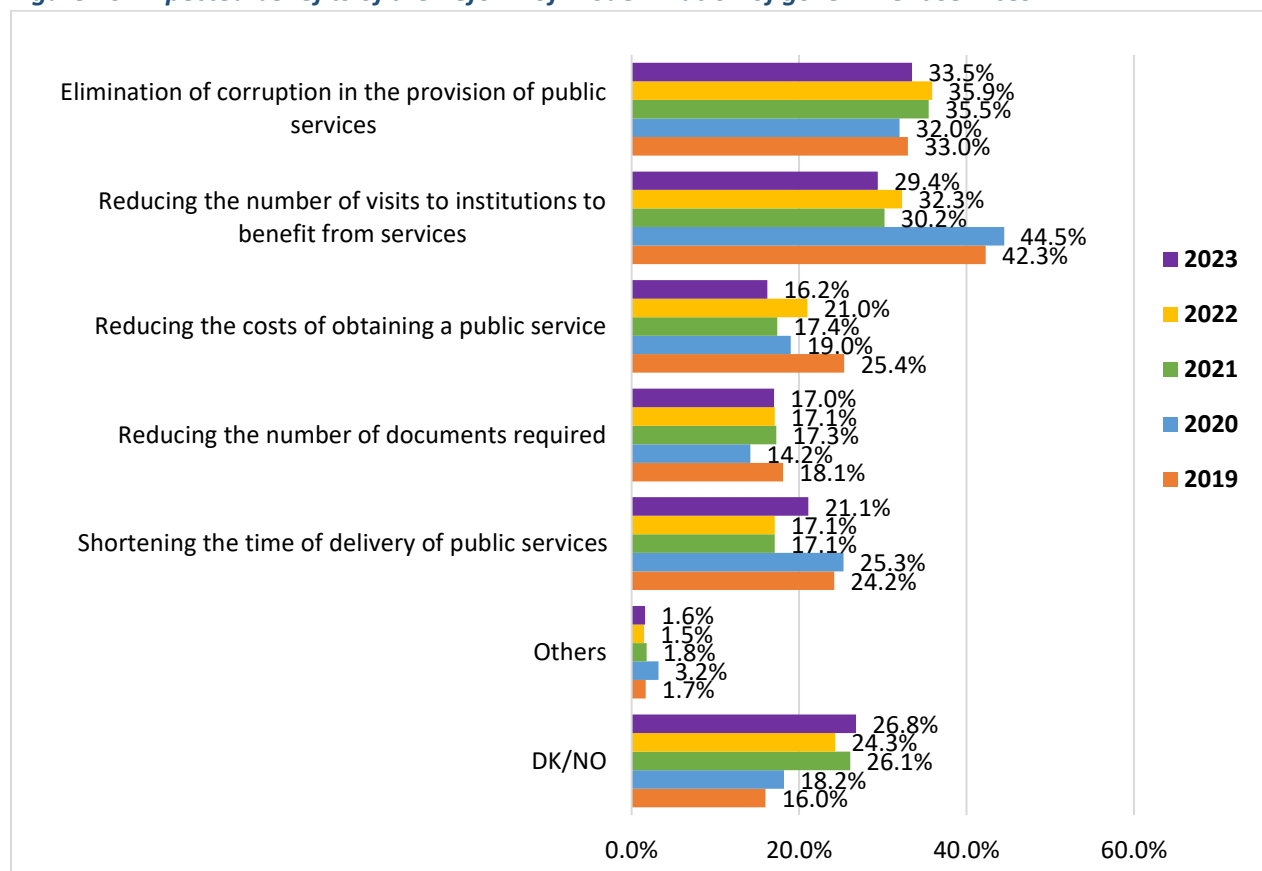
Awareness of the Modernisation Reform is an indicator that implicitly influences the level of understanding of the population. Considerable proportions of respondents gave low ratings to the level of knowledge and understanding of the Modernisation Reform of government services. Only **19.6% consider 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), 27.6% consider this level to be medium (scores of 3 or 4 on the same scale of 1 to 6) and 50.6% gave scores of 1 or 2.

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



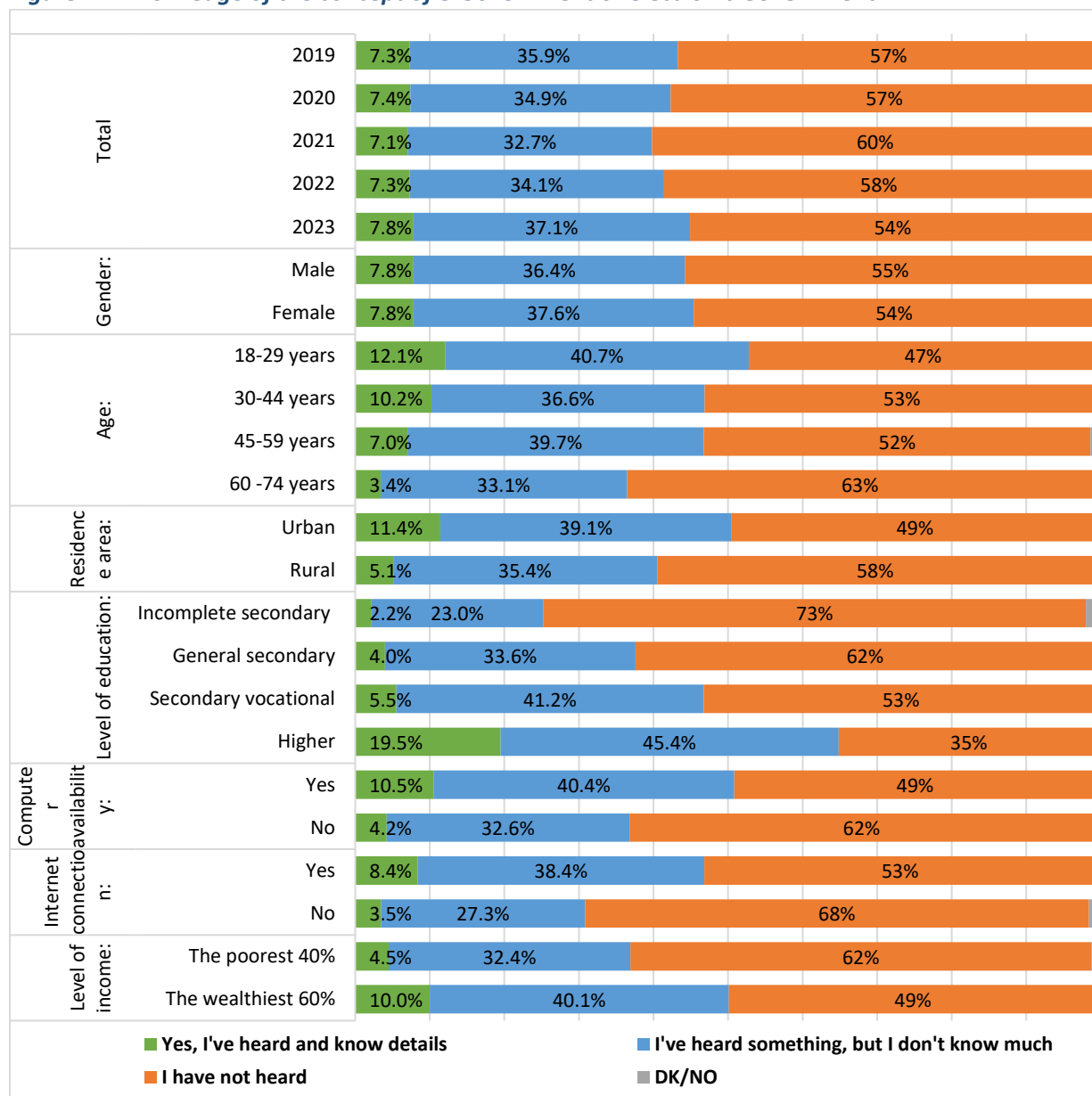
One of the issues assessed in the study is the potential benefits expected by citizens as a result of the implementation of the Government Service Modernisation Reform. We find that for 33.5% of the population **the elimination of corruption in the delivery of public services** is one of the expected benefits. And 29.4% 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 16.2% of respondents.

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



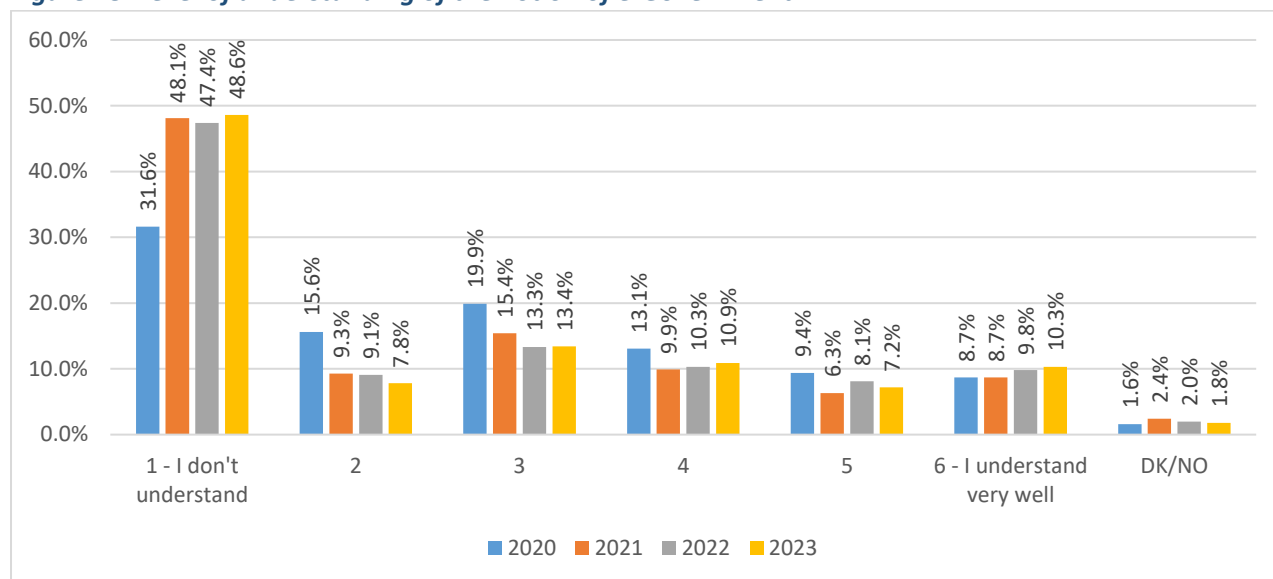
The degree of knowledge of the notion of **e-Government** or **e-Government** by the population is relatively constant over the last 3 years, 7.8% of citizens interviewed know details and 37.1% say they have heard something, without knowing many details about e-Government, the remaining 54% admitted 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 also mediocre, with 17.5% of the total population giving top marks and 24.3% giving average marks.

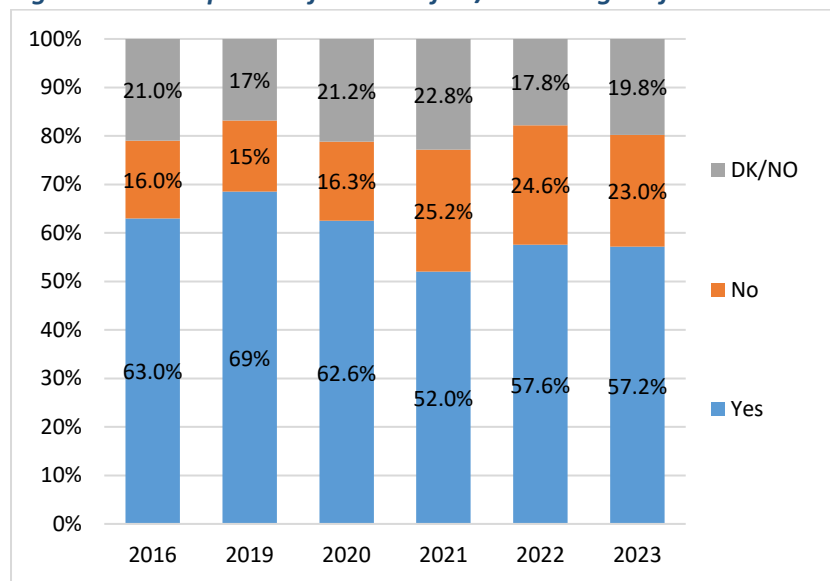
Figure 18. Level of understanding of the notion of e-Government



At the same time, a considerable part of the population is convinced that the implementation of eGovernment will bring advantages/benefits to citizens: 57.2%, comparable to 2022 (57.6%), considerably above 2021 (52.0%), but still below 2019 and 2020 (62.6% in 2020 and 69.0% in 2019).

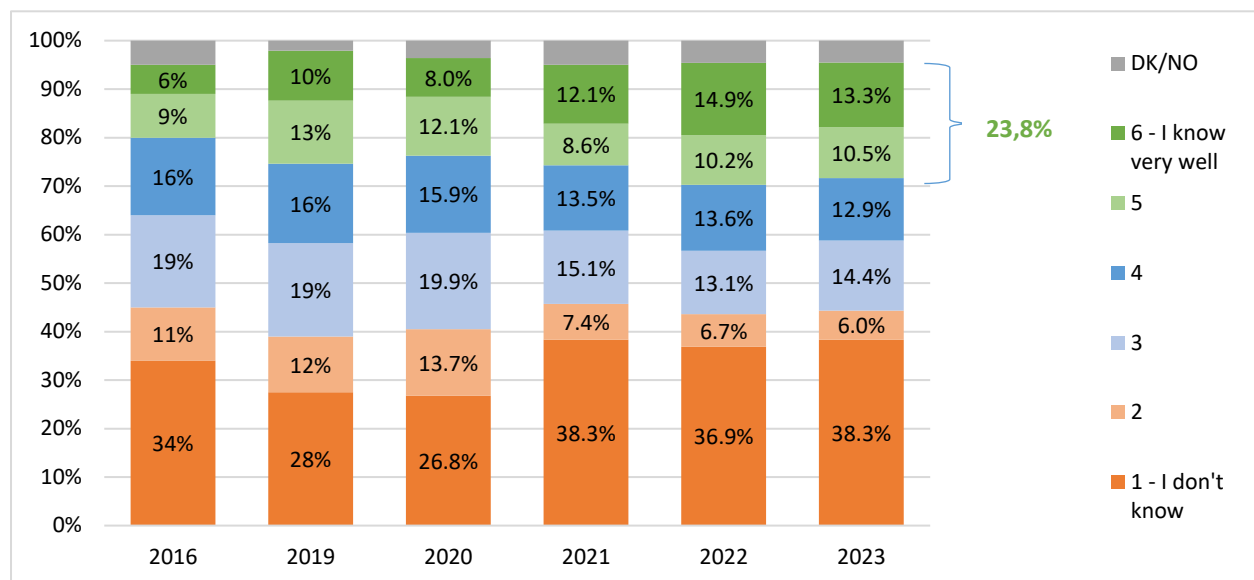
Younger people, those with higher levels of education, those with computers and internet at home, and the more affluent are expected to benefit more from eGovernment implementation (Annex 1, Table 24).

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



On a scale of 1 to 6, top marks (5 and 6) gave 23.8% of those surveyed average marks 27.3%, up 4% since 2021.

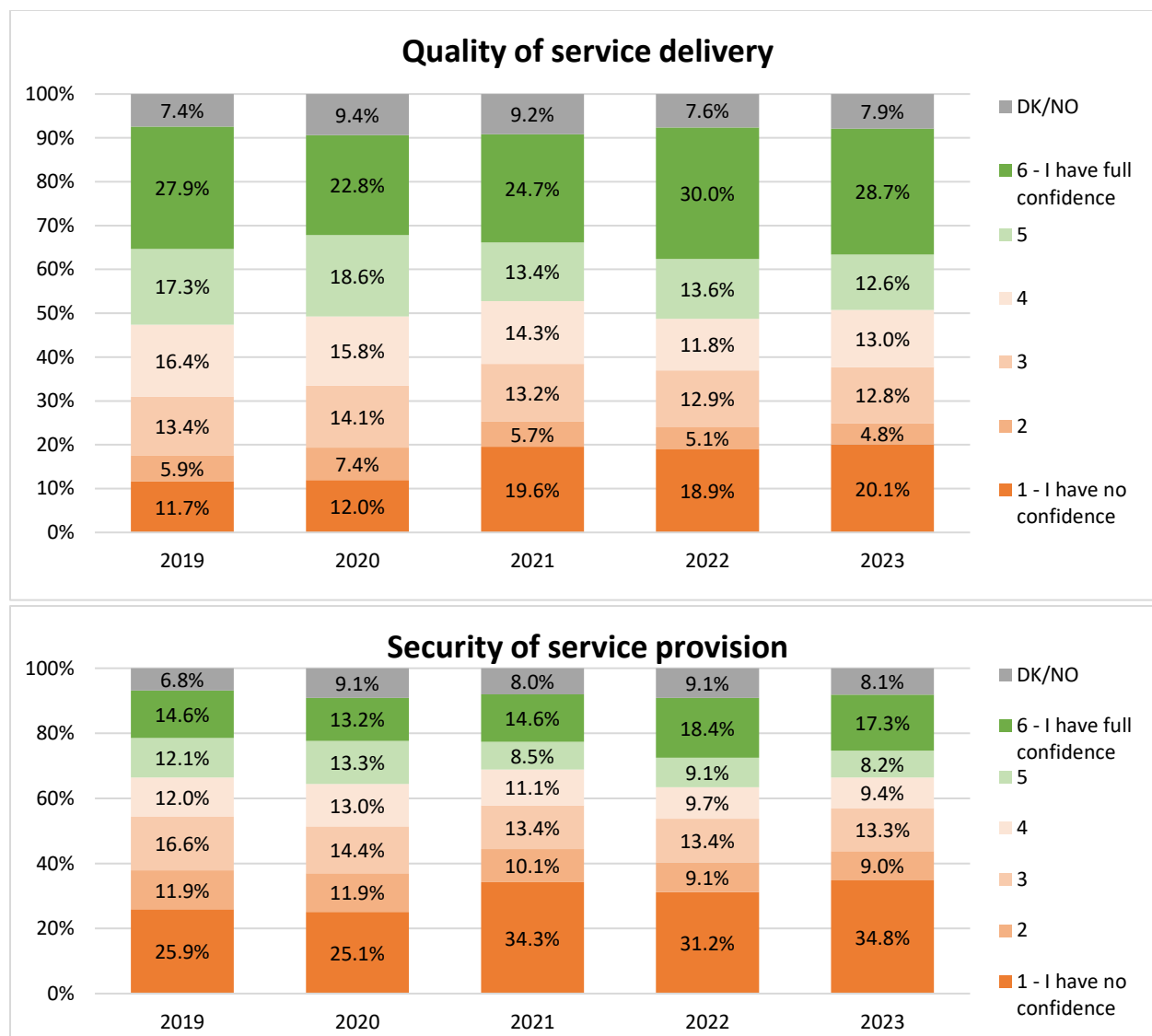
Figure 20. Level of understanding of the advantages / benefits of e-Government



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, **24.9% of citizens rated the quality of the e-service as low (1 or 2) and 43.8% rated its safety as low.** However, a large majority of respondents gave high or medium marks for the quality of e-services (54.3% with marks ranging from 4 to 6), while **there were some reservations about safety, with a lower percentage of respondents giving high and medium marks - 34.9% with marks of 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

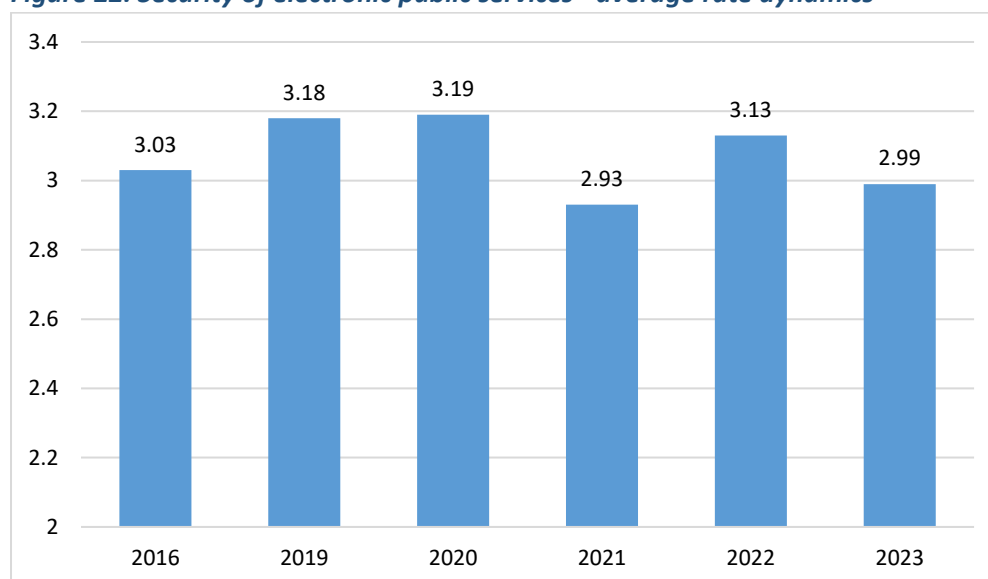


* quality of service (the fact that by using an electronic public service, through a computer or mobile phone, you will get it quickly and certainly)

** 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 fluctuates around 3 from one study to another, from 3.03 points in 2016 (average on a scale of 6) to 3.19 in 2020. This study scores 2.99.

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 2023 study showed no notable changes compared to 2022. **39.3% declare themselves available for access via computer (giving scores of 5 or 6)**, a moderate level of availability (with scores of 3 or 4) is shown by 16.6%.

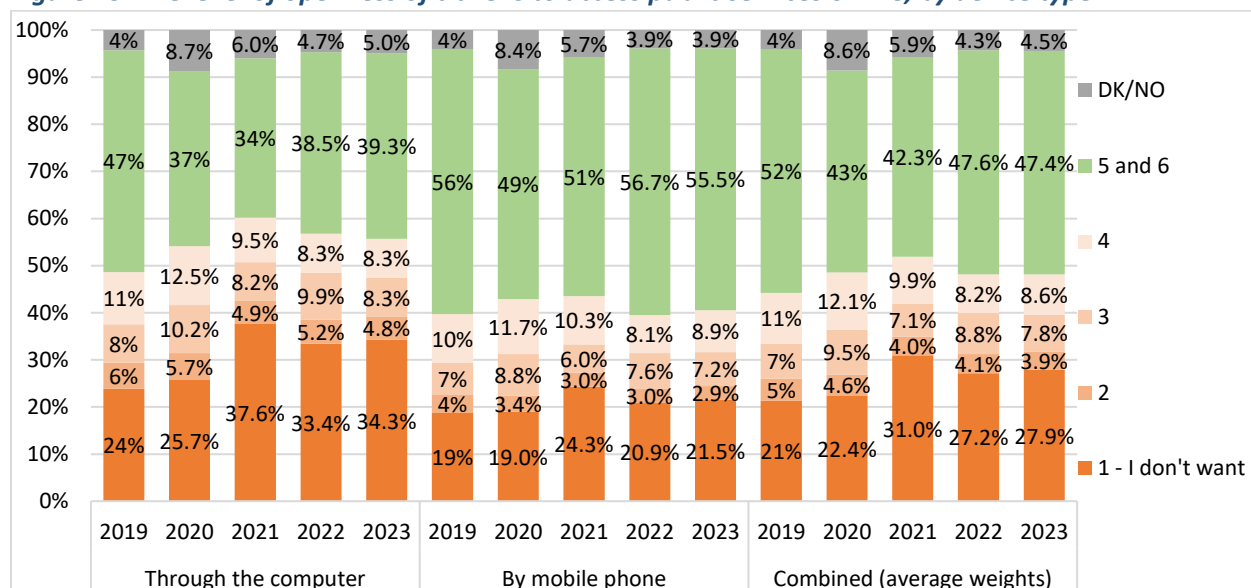
The degree of availability for the use of electronic services via mobile phone exceeds by 16% the degree of availability for the use of electronic public services via computer (55.5% with a score of 5 or 6).

The combined availability indicator equals 47.4% (scores 5 or 6). In 2022 the indicator was 47.6%.

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 the long-term trend towards *giving up access to electronic public services via computer in favour of the telephone*, here the share of the score 1 shows a fairly high level - 34.3%, while 21.5% of citizens are not open to the telephone.

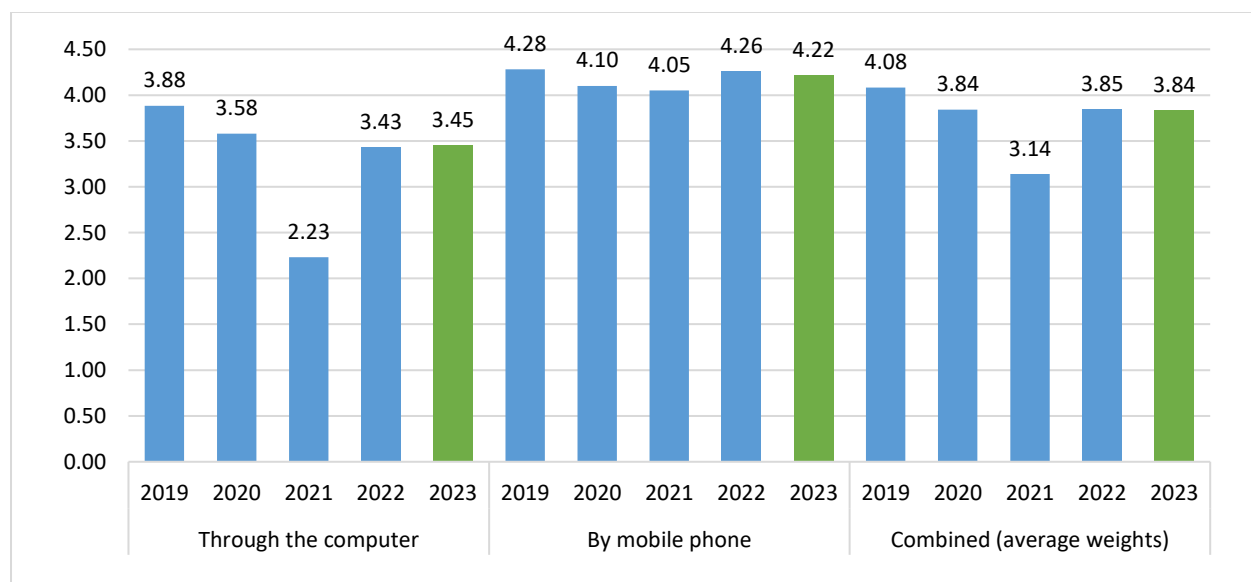
Higher availability is shown by the more internet-initiated categories - young people, the highly educated, urban, wealthier households (*Annex 1, Tables 28-29*).

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



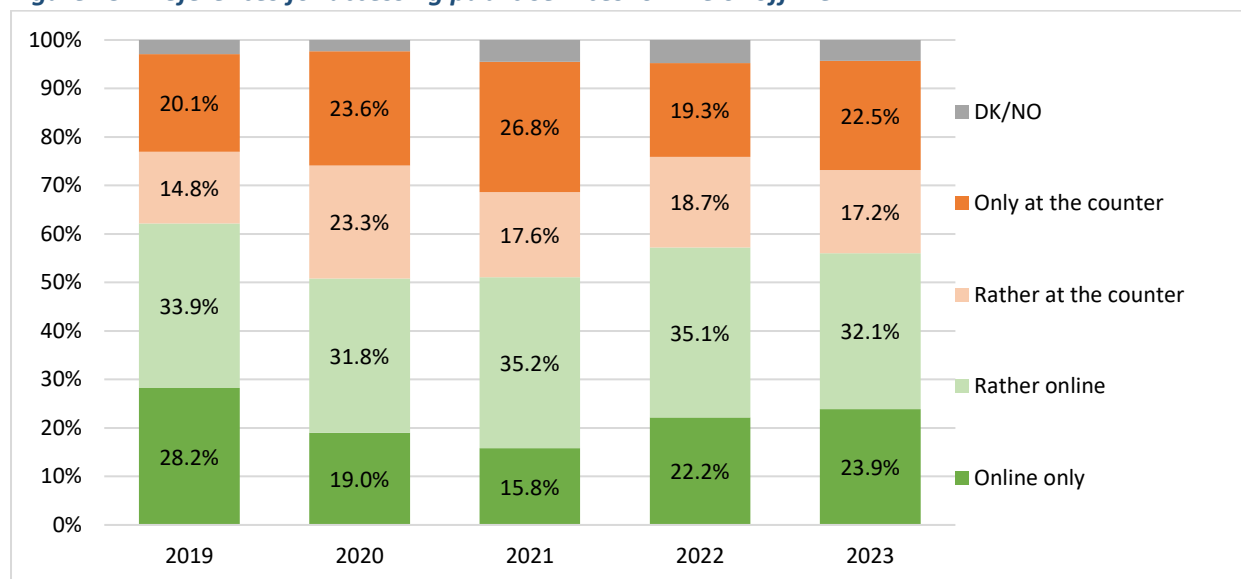
The decrease in the indicators reflecting the level of openness of citizens to access services online compared to previous studies is also visible in the average values achieved, with the weighted average indicator decreasing from 4.08 in 2019 and 3.84 in 2020 to 3.14 in 2021. In 2022 the indicator took the upward trend - 3.85 as in 2023 it remains at the same level - 3.84.

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



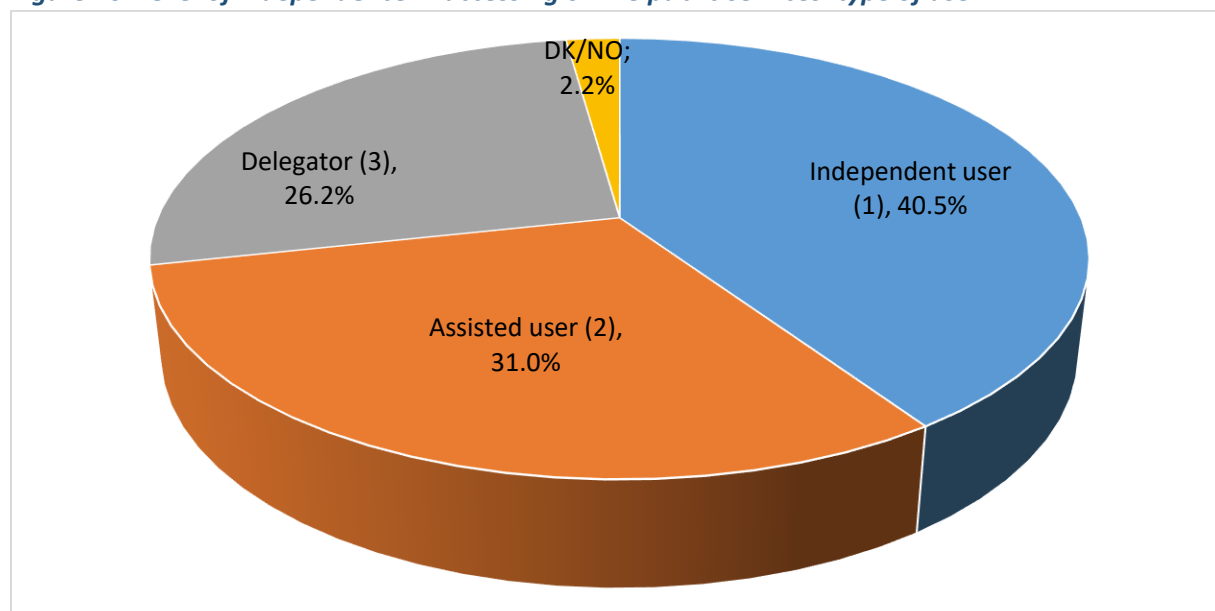
Asked to make a choice (simulating a situation of choosing how to access a public service), respondents gave answers demonstrating dispersed approaches, with **23.9% opting exclusively for online** ("Only online" - see figure below), and another 32.1% saying "rather online". 22.5% of the population surveyed opted for access only over the counter - offline.

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 **40.5% 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 31.0%** 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 **26.2%** 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. It should be noted that the delegate segment increased by 4%, the percentage of assisted users decreased by 5% and the percentage of independent users increased compared to the previous year by about 2%.

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



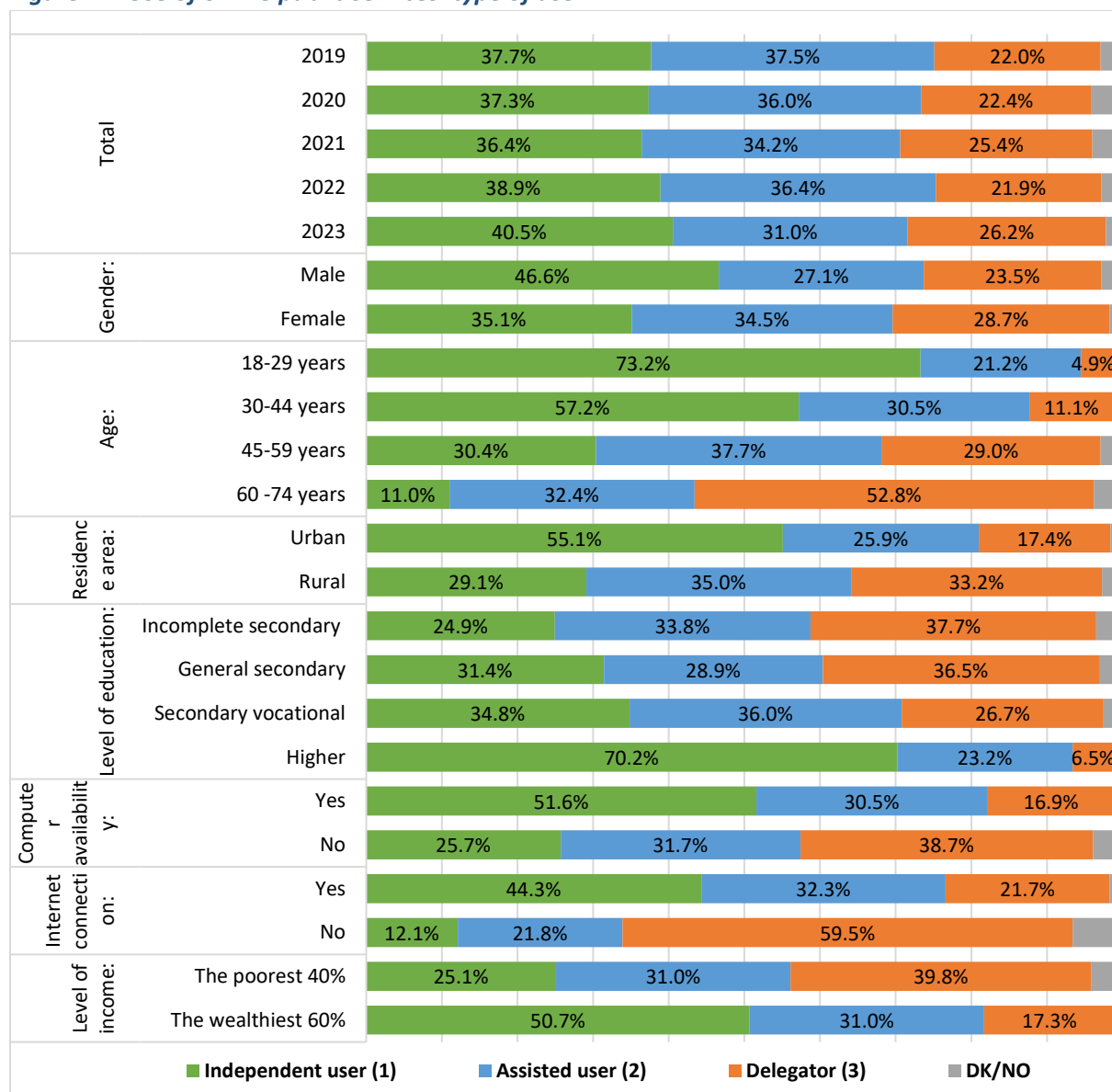
- (1) I can access independently on my own, without any help from another person
- (2) I would need a support

(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.

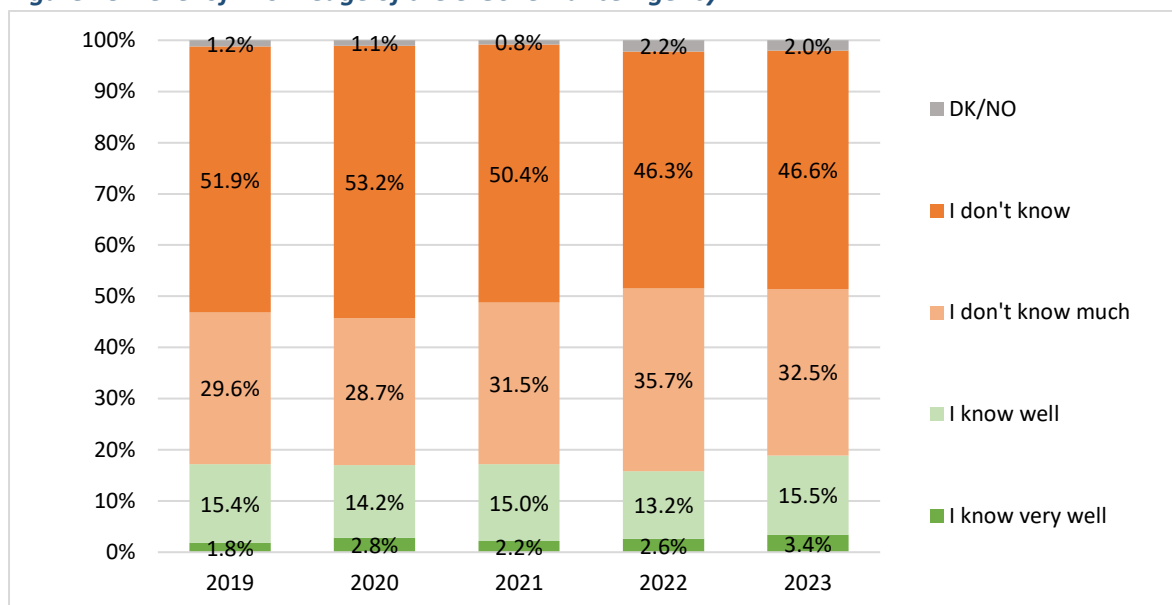
Figure 27. Use of online public services: type of user



Citizens' awareness of the eGovernment Agency is consistently modest. Only 3.4% of respondents say they know it very well, another 15.5% claim to know it well. Every second citizen (46.6%) 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



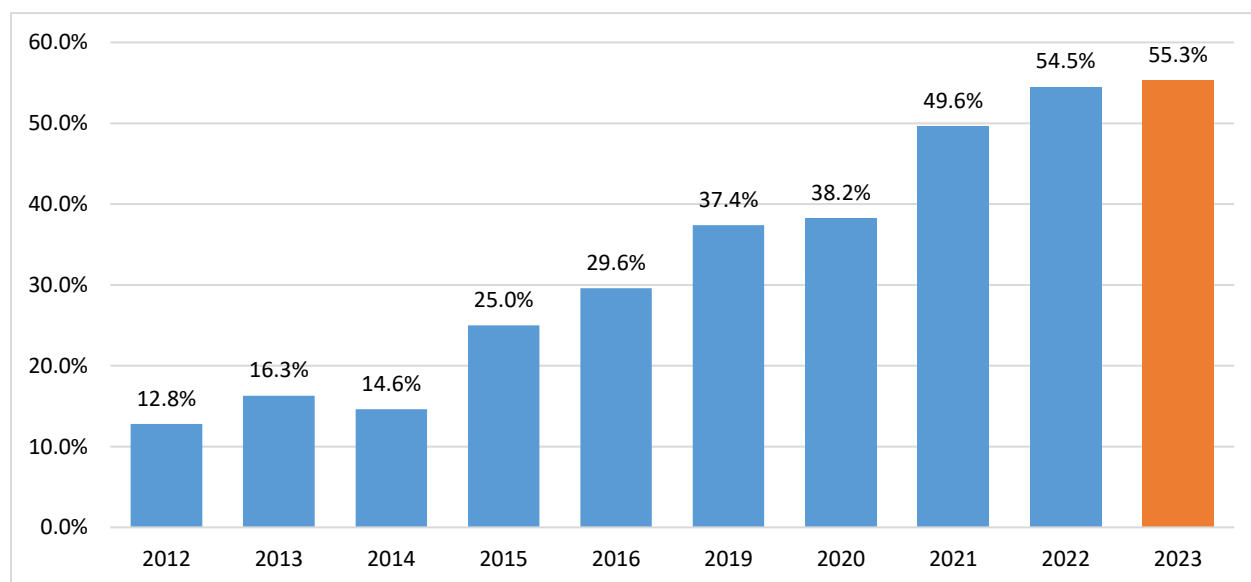
3. Access to electronic public services

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 2023 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.

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 was recorded. The increase is driven by pandemic conditions but also by the expansion of the number of public services available online. In 2023 the increase is more modest - +0.8%.

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 **19.1%**, and if related only to internet users (including those who did not access public services) this level is **22.6%**.

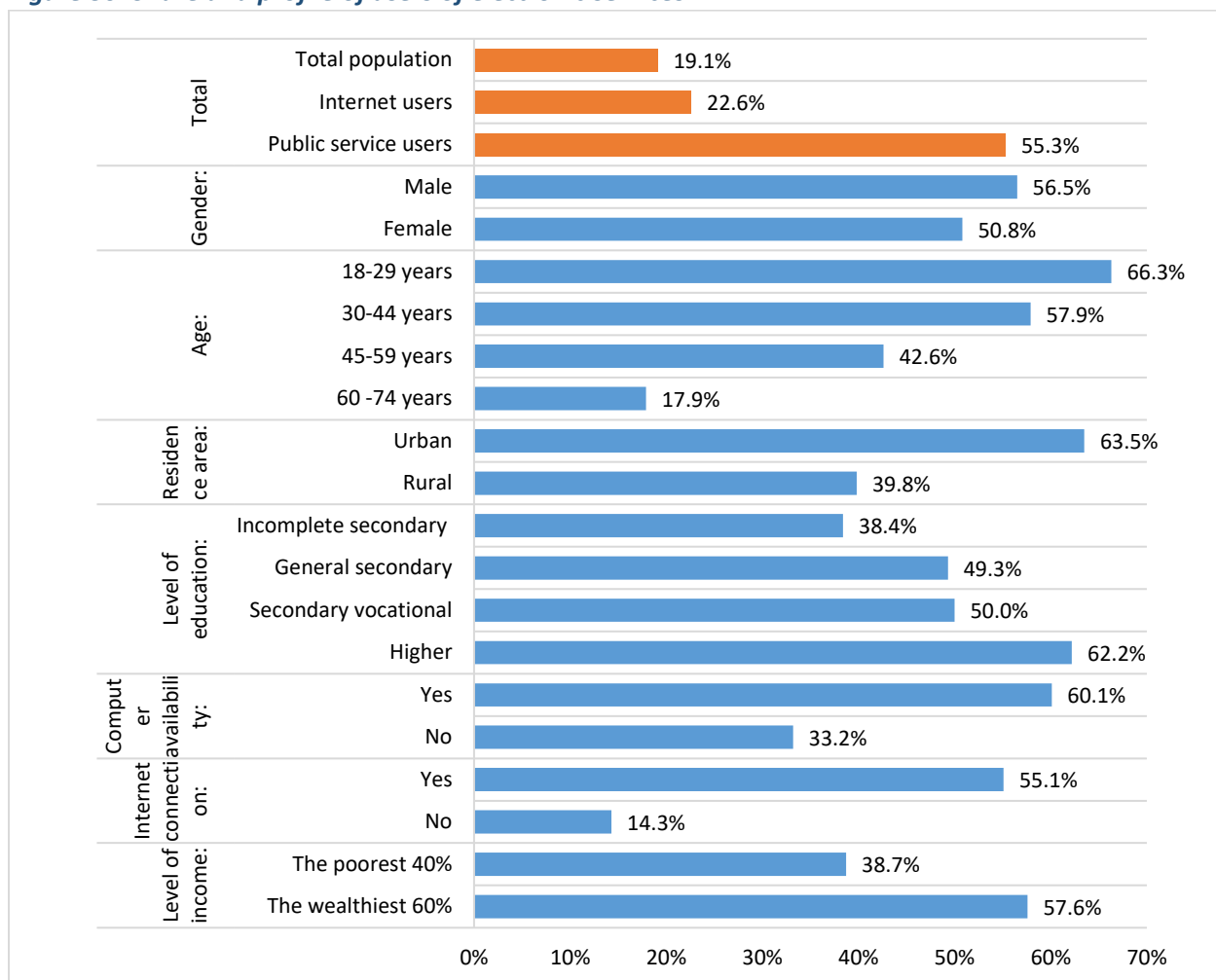
Variations in the indicator by socio-demographic categories are very pronounced. **Young people aged 18-29 are almost six times more likely to have used e-services** than people aged 60-74.

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 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 38.7% (in relation to users of public services), considerably lower than for the richest 60% (57.6%).

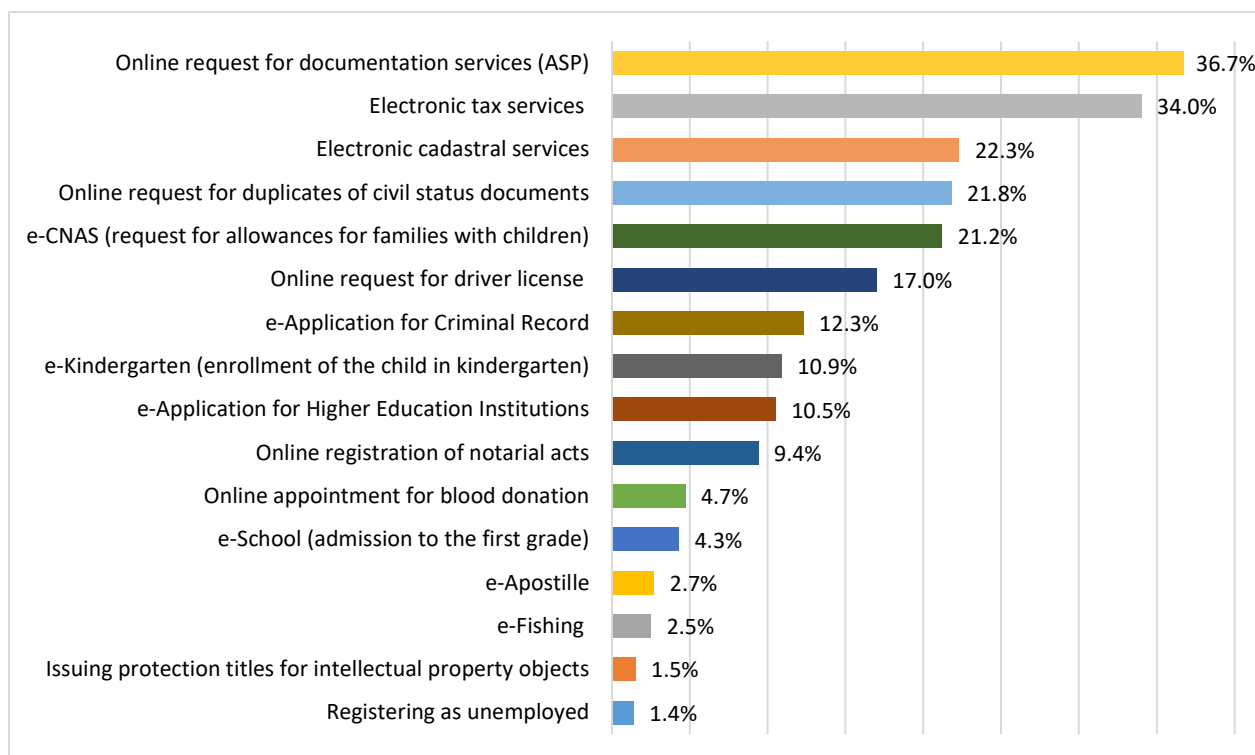
Figure 30. Share and profile of users of electronic services



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

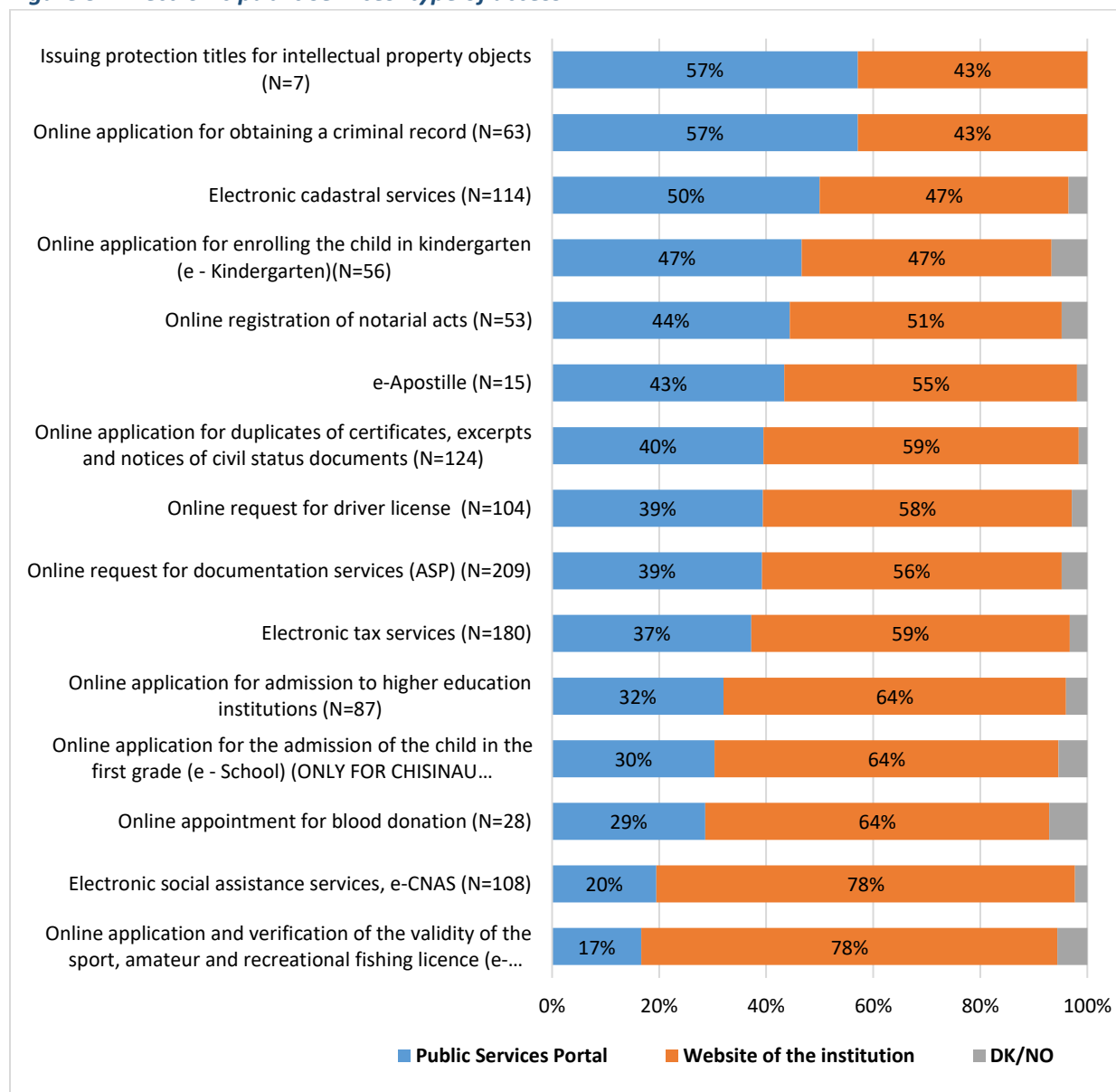
- Documentary Services (PSA) - 36.7%;
- Electronic tax services - 34.0%;
- Electronic cadastral services - 22.3%;
- Online request for duplicate documents - 21.8%
- E-CNAS - 21.2%;

Figure 31. Electronic public services: level of access



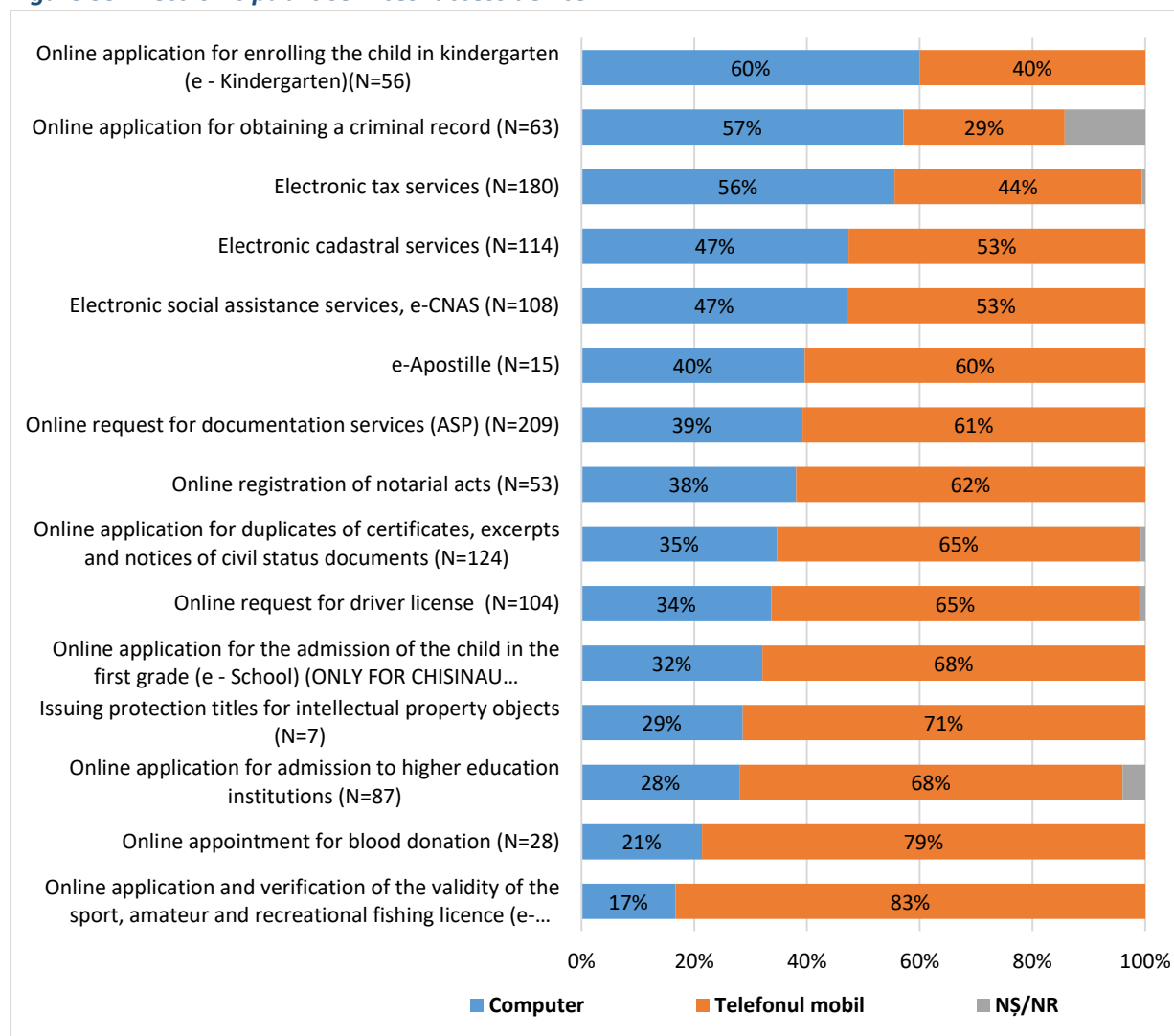
It is worth noting the preference for accessing e-services **via the websites of specialised institutions**, with a significant percentage of accesses to electronic public services still taking place via these pages and not via the unique Public Services Portal. There are two services where the percentage of accesses via the Public Service Portal prevails, but in both cases we have small samples of cases.

Figure 32. Electronic public services: type of access



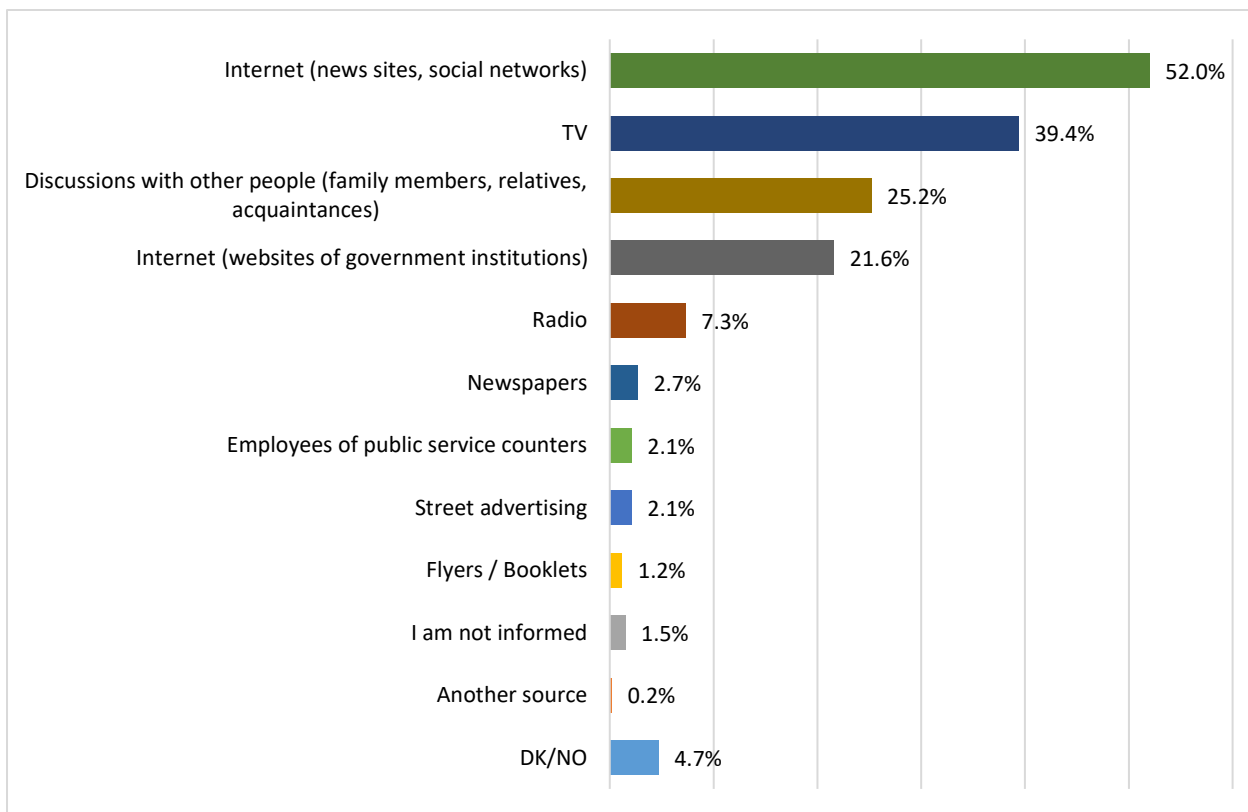
Given the trends illustrated above, we should anticipate an increase in preferences for accessing e-services via mobile phone at the expense of accessing them via computer. Only a year ago, about half of the services were predominantly accessed from the computer (over 50%), the other half via the phone. Today, of the 16 services measured, only three are predominantly accessed via computer.

Figure 33. Electronic public services: access device



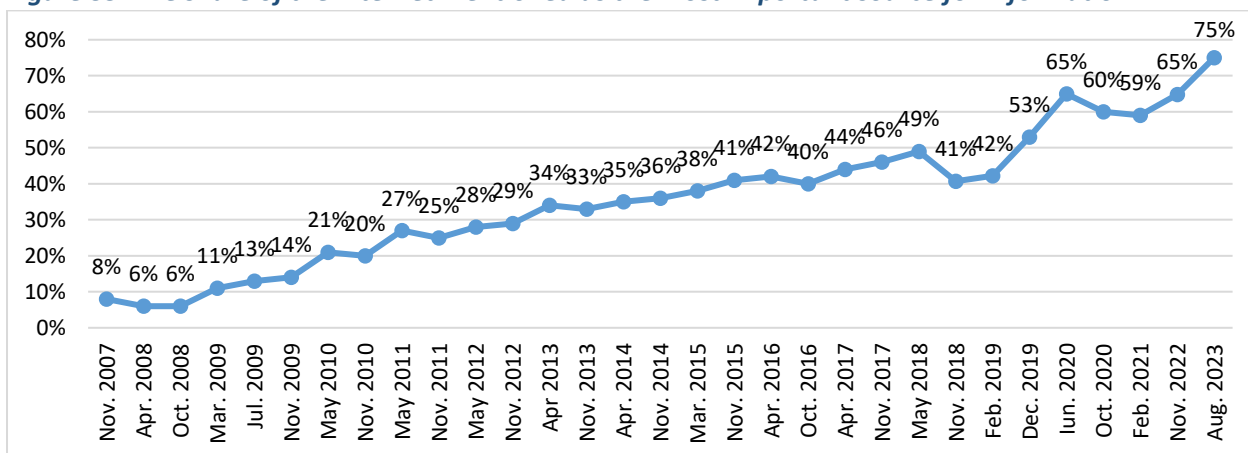
Accurate and comprehensive information about public e-services paves the way for a higher level of confidence in accessing e-services. For the first time, the internet used to access news websites and social networks has overtaken television as the most popular source of information, a fact that trends found in all studies carried out in the Project so far point to. **The Internet and TV** remain the top sources of information about eGovernment services. They said that more than 90% of them were informed through these two sources. In the case of the internet, the preference for information is given to news pages and social networks (52%) at the expense of dedicated government websites (21.6%). The general trend is towards information via the internet.

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 75% 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

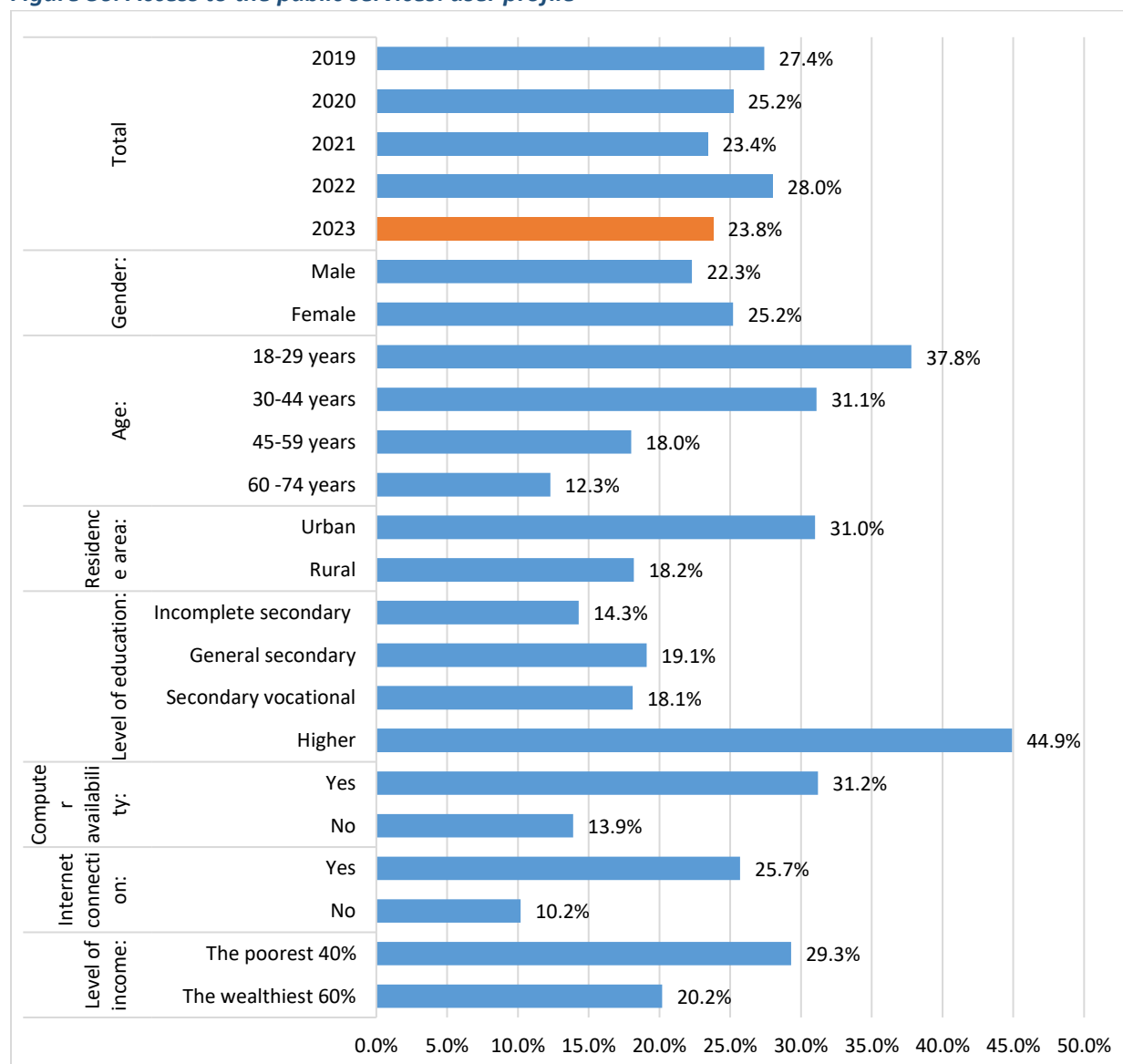
4. The level of satisfaction with the quality of public services

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 23.8% in 2023, 4% less than in 2022.

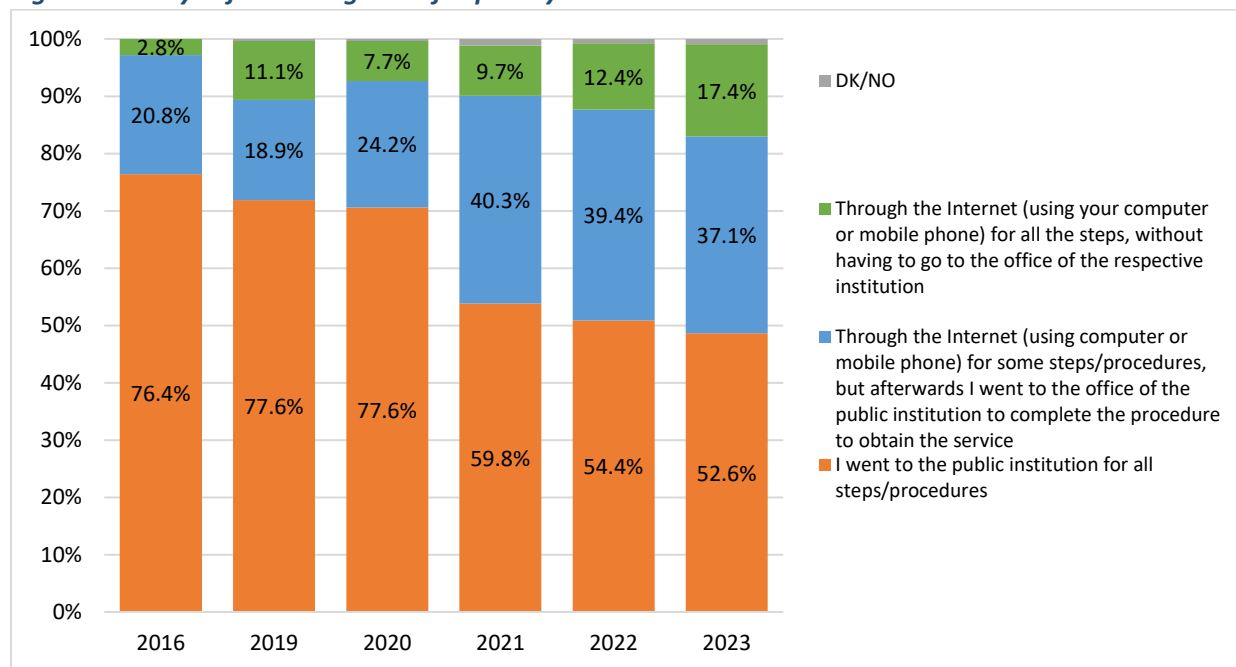
The rate of access to public services is practically the same for the gender groups, but higher for young, urban, highly educated people with computers and internet in the household. The surprise of the 2023 survey is the higher access rate for the poorer quintiles (29.3% vs. 20.2%), which may be due to the application mechanisms for the compensation of natural gas expenses activated by the government in 2022-23.

Figure 36. Access to the public services: user profile



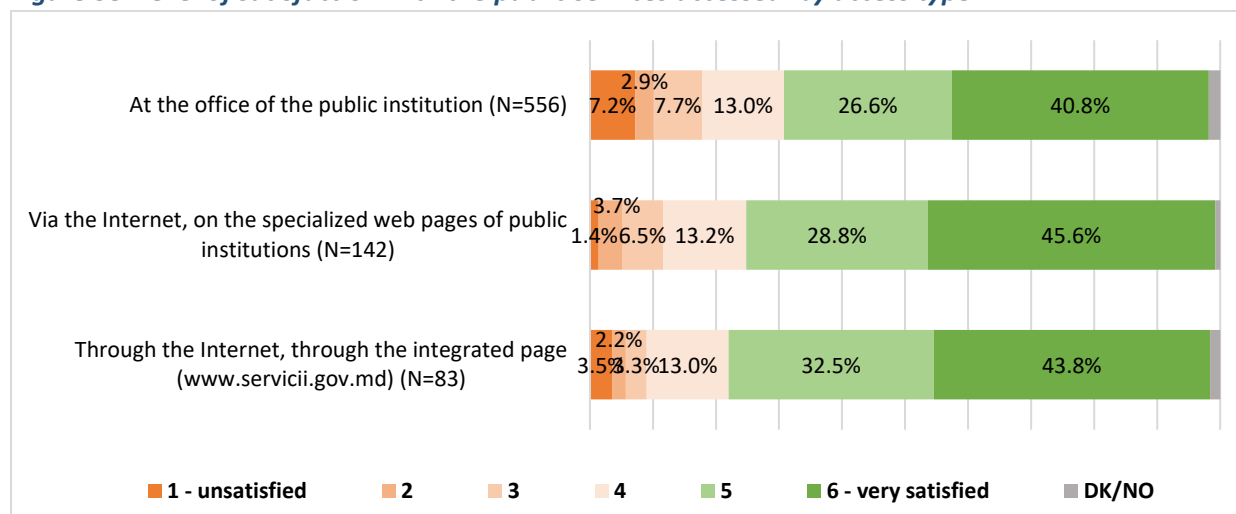
The Figure 37 illustrates as clearly as possible the evolution from the traditional (offline) form of accessing public services to online access. The difference between the share of online and offline access is very small (54.5% vs. 52.6%) and it is probably close to the point where the rate of online 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. Highly positive scores (5 and 6) were 67.4% (average score 4.79) for services received offline, at the providers' premises, 74.4% for electronic services accessed through the specialized pages of institutions (average 5.05) and **76.3% for services received electronically through the portal services.gov.md (average 5.06)**. The indicator is increasing compared to 2022.

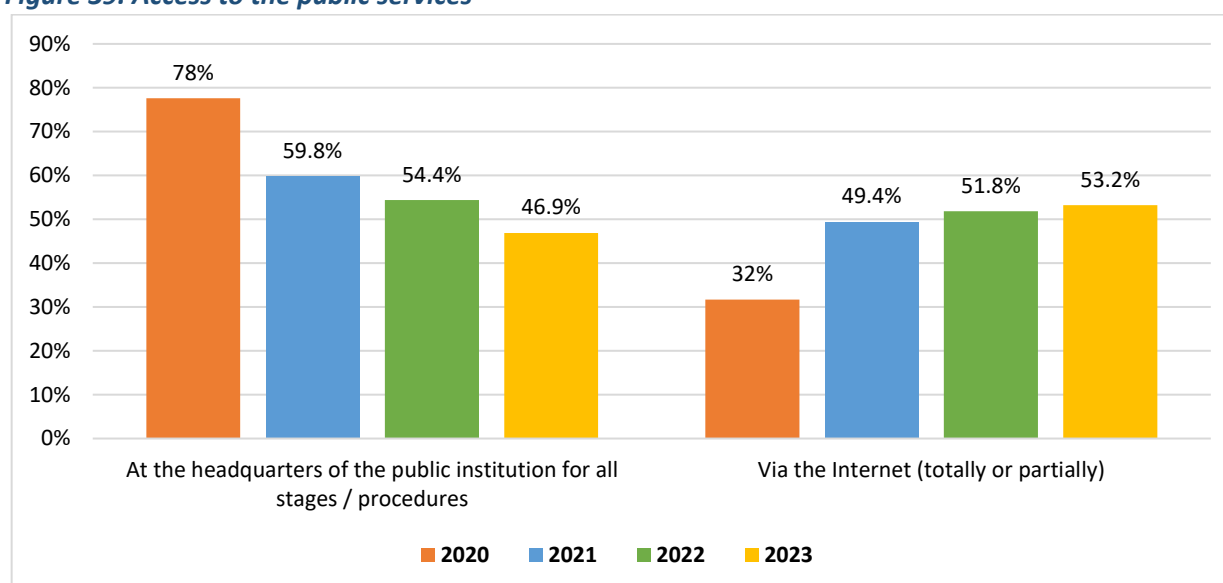
Figure 38. Level of satisfaction with the public services accessed: by access type



Of all respondents who have accessed public services in the last 12 months, every second (53.2%) has accessed them electronically, either in full (18.0%) or for at least one stage (37.6%). 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. However, in the current study for the first time the share of online accesses prevailed numerically.

Figure 39. Access to the public services⁴

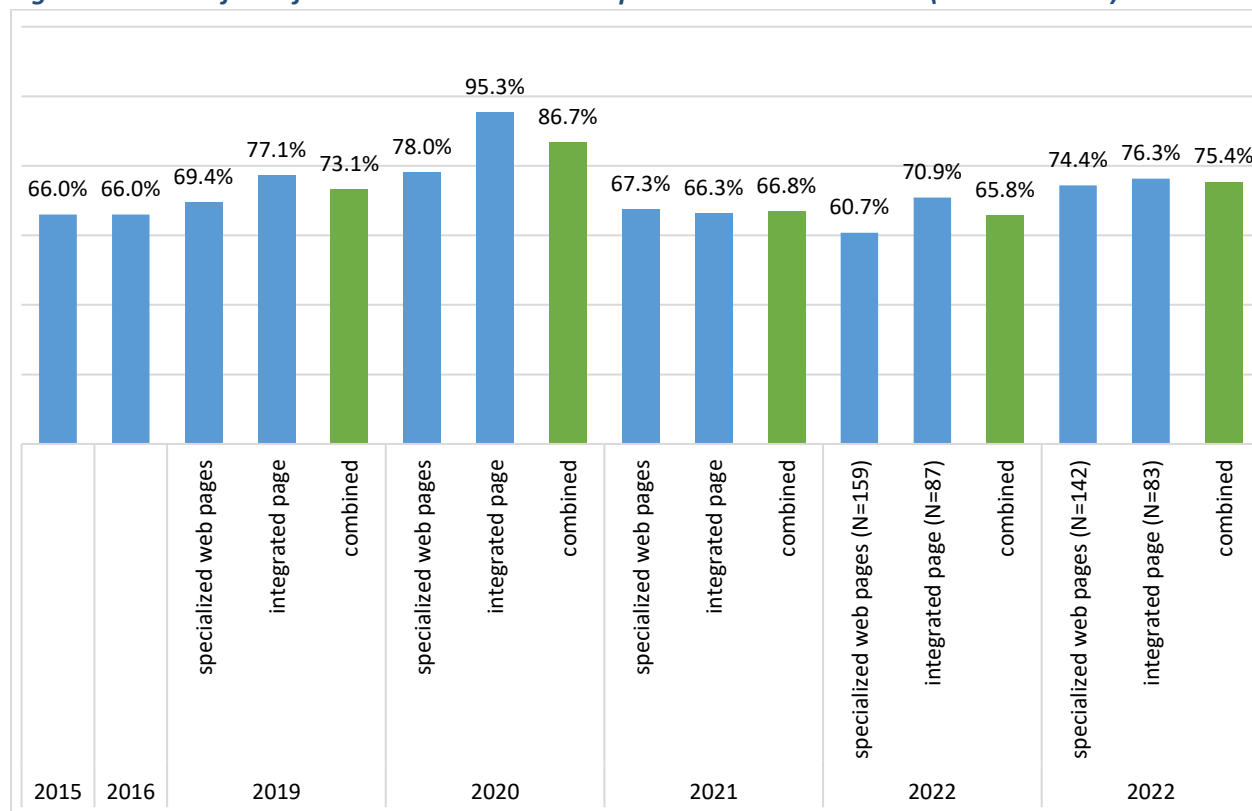


Satisfaction (the sum of the weights of the 5 and 6 marks awarded) has developed in both directions over the years. In the measurements up to 2016, satisfaction with eGovernment services remained relatively constant: 64%-66% gave satisfaction ratings of 5 and 6 on a scale of 1 to 6 points. In 2019 an 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.

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

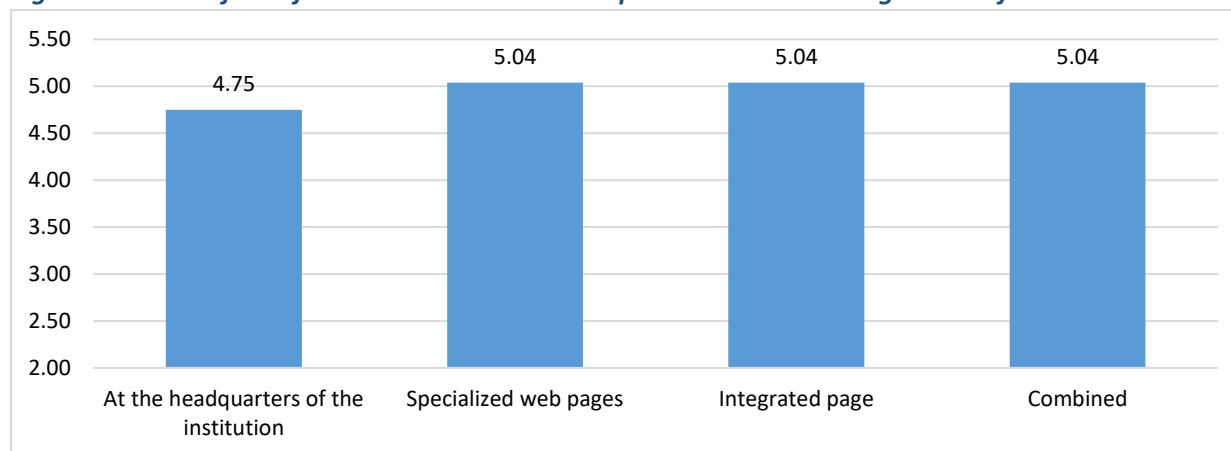
In the present study there are improving trends. Satisfaction with the integrated page (76.3%) increased by 6% compared to 2022 and by 10% compared to 2021, although far from the levels recorded in 2020, and satisfaction with access via the specialised pages increased by 14% to 74.4%. This has resulted in an upward shift compared to 2022 in the combined indicator, which is 75.4%.

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



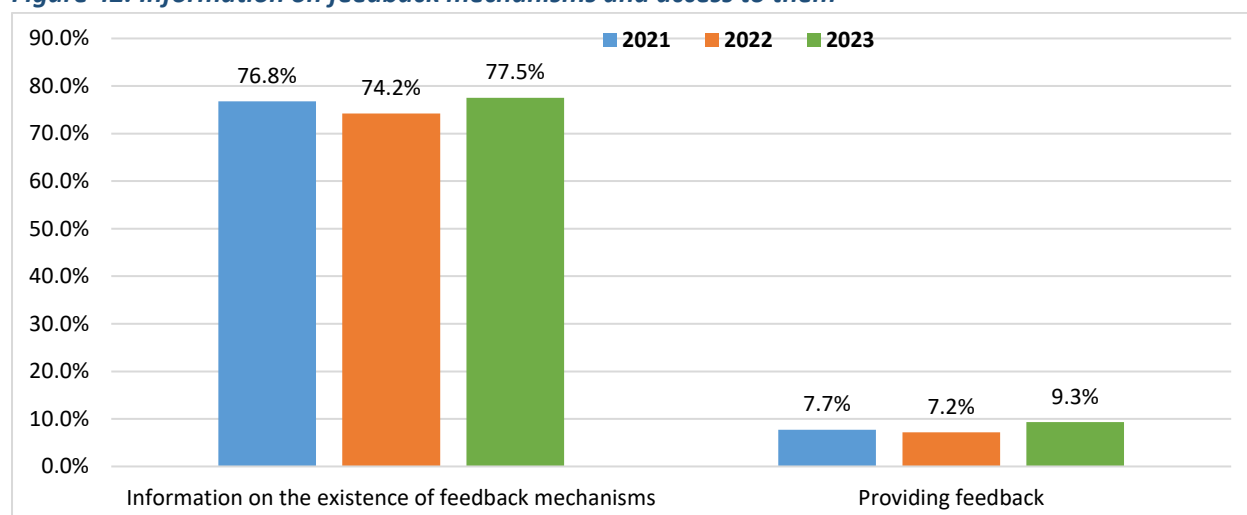
The average values of the respondents' ratings are below 5 points (on a scale of 6) for offline access and access via the specialised pages, and 5.04 for access via the integrated page, which is why the combined indicator of online access has a higher average than offline.

Figure 41. Level of satisfaction with the electronic public services: average values for 2023



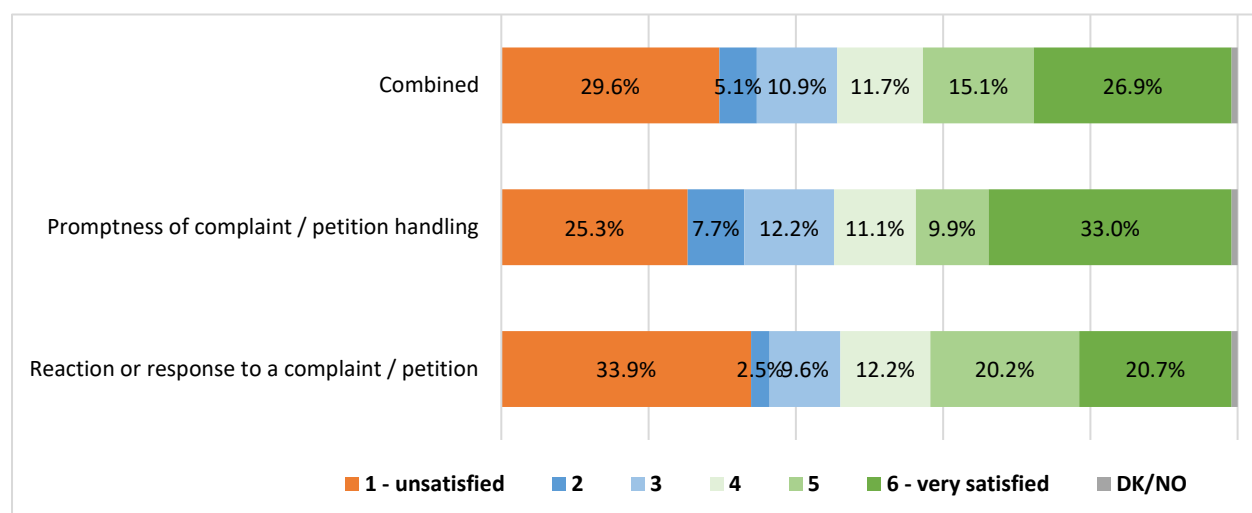
A final thematic indicator concerns the degree of user satisfaction with the service provider's response to suggestions or complaints made by the beneficiary. The indicator was measured through the question: "Please tell me if there have been situations when you had to write a complaint/petition/proposal 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 (77.5%) 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 9.3% 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, 40.9% rating the quality of the response (how the provider offered support in resolving the situation) with 5 or 6, and 42.9% rating the speed of the reaction. The value of the combined indicator is 42.0% (scores of 5 and 6).

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



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 47.1% male and 52.9% female. Almost half, 44.0%, of the respondents are from urban areas, 56.0% - from rural areas. A fifth of the sample (18.3%) is made up of young people aged 18-29, while older people make up 29.0%. People with higher education account for 23.5% of the sample, those with vocational secondary education 36.1%, with general secondary education 21.3% and 19.1% with incomplete secondary education (*Annex 1, Table 1*).

Nearly half of the respondents (46.6%) 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, 15.6% gave the reason as lack of work, 24.1% - because of old age, 26.5% gave the reason as poor health, and a total of 10.7% 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	0,7%
	Specialists with high level of qualification	8,2%
	Specialists with intermediate level of qualification	5,9%
	Administrative officials	1,4%
	Service workers, housing and communal services, trade	4,3%
	Skilled workers in agriculture, forestry, hunting, fish farming and fishing	2,1%
	Skilled workers in large and small industrial enterprises, in handicrafts, in construction, transport, telecommunications, geology	7,0%
	Operators, apparatus, plant and machine operators, locksmiths	0,9%
	Unskilled workers	5,5%
	Student	10,6%
	Dependants or people having other income (lease, interest, rents, etc.)	0,4%
	Unemployed / I'm not working, I'm looking for work	8,3%
	Housewife	11,2%
	Retired	26,0%
	I work abroad	4,7%
	Other	2,5%
DK/NO	0,5%	
Professional activity in the last week	Yes	46,6%
	No	53,0%
	DK/NO	0,5%
The reason for economic inactivity	Maternity / childcare leave up to 1.5 years / 3 years	10,7%
	Annual leave or sick leave	7,9%
	Unfavorable weather conditions	0,6%
	For health reasons	26,5%
	Due to age	24,0%
	The lack of jobs	15,8%
	Another reason	10,3%

	%
DK/NO	4,1%

Personal income of the respondents comes in 28% cases from pensions, about 15.0% - from employment in the non-agricultural private sector, 13.8% - from employment in the non-agricultural public sector, 7.2% - from transfers from abroad.

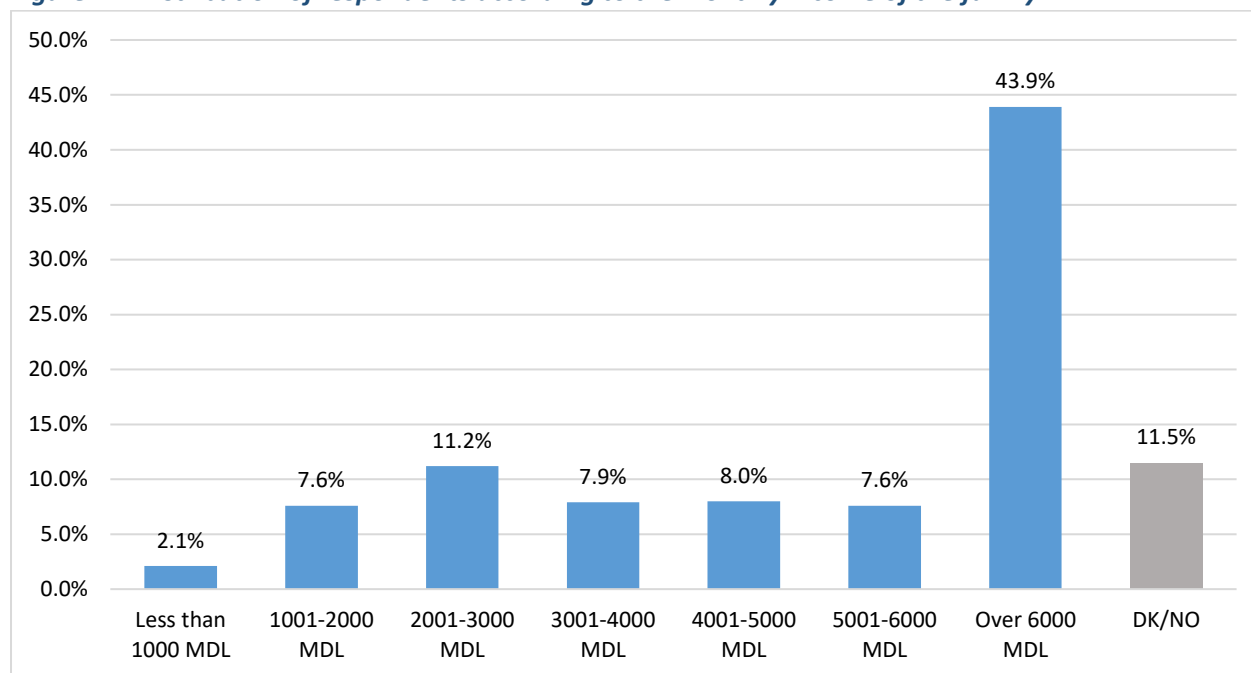
In the case of the head of household, 20.7% of income comes from employment in the private non-agricultural sector, 21.4% - from pension, 16.6% - from employment in the public non-agricultural sector and 10.8% - transfers from abroad.

Table 2. Sources of income of respondents and household heads

	% respondents	% head of the household
Self-employed in the agricultural sector (Farmer, land share)	1,2%	1,3%
Employed in the Public sector (state) in agriculture	1,7%	2,3%
Employed in the Private Sector in agriculture	2,7%	4,4%
Entrepreneur	1,1%	2,4%
Self-employed in the non-agricultural sector	1,7%	3,7%
Employed in the Public sector (state) in the non-agricultural sector	13,8%	16,6%
Employed in the Private sector in the non-agricultural sector	15,0%	20,7%
Independent professional activity	3,8%	5,3%
Unemployment allowance	0,7%	0,6%
Pension	28,0%	21,4%
Social allowances	4,8%	1,4%
Aids from children / relatives	2,8%	0,5%
Transfers from abroad	7,2%	10,8%
Other	4,7%	4,9%
I have no source of income	15,0%	5,1%
DK/NO	1,4%	2,5%

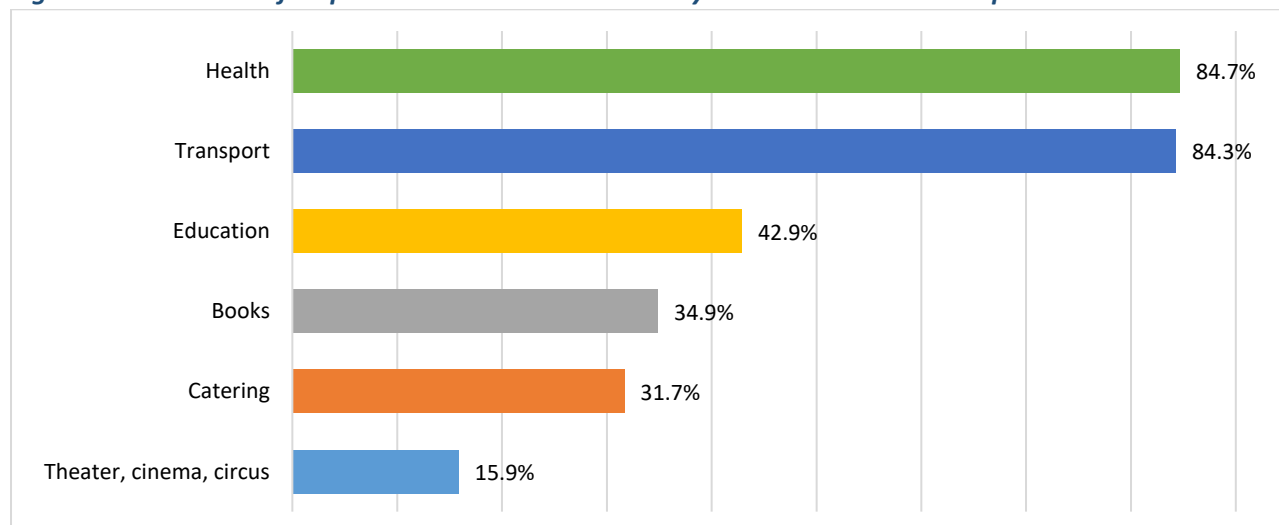
The distribution of respondents by size of monthly household income is concentrated in one major group. Thus, 43.9% of households have incomes greater than 6 thousand MDL, the other cases relatively evenly in the ranges of one thousand.

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 (84.7% and 84.3% respectively). Similarly universal would be expenditure on education (42.9%), 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



Nearly 2/3 of the respondents said that they have a separate house, and 32.2% - a separate apartment.

Dwellings are built of different materials, with one in four made of concrete, 32.6% of bricks and 31.2% of straw bricks. The majority of dwellings (75.6%) were built before 1991.

Table 3. Distribution of respondents according to housing characteristics

Type of your dwelling	Separate apartment	32,2%
	A room in an apartment	1,3%
	Separate house	63,7%
	Part of the house	2,6%
	DK/NO	0,2%
Building materials from which the dwelling is built	Concrete, monolith blocks, panels	29,8%
	Bricks, limestone, pressed blocks	32,6%
	Straw bricks, clay	31,2%
	DK/NO	6,4%
When the house was built	Before 1991	75,6%
	After 1991	16,8%
	DK/NO	7,6%
Number of rooms occupied by the respondent	1	10,4%
	2	35,6%
	3	28,4%
	4	14,8%
	5 and more	9,3%
	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 (39.3%) are connected to a centralised sewage system, about the same proportion have their own improvised system (35.6%). Only 61.6% 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	75,7%
	Yes, with access to the yard	37,8%
	It is not connected	13,2%
Connection to sewer	Centralized sewerage system	39,3%
	Local / own sewerage system	35,6%
	It is not connected	24,4%
Location of the toilet	Inside the house	61,6%
	In the yard	58,7%
	We don't have a toilet	0,3%
Home heating type	Central heating	20,5%
	Autonomous heating	74,7%
	No heating	4,2%
Home heating source	Natural gases	33,6%
	Coal, wood, fuel oil	75,9%
	Electricity	1,7%

The availability of goods in the home was also assessed. The majority of the respondents, 93.4%, stated that they have a TV, 96.0% - have a fridge/freezer, 95.0% have a mobile phone and 74.6% have a landline phone, washing machine have 89.9% respondents. Only 45.0% of the respondents have a car.

Table 5. Utilities in the home

	2023	2022	2021	2020
Piped water	87,8%	87,1%	88,4%	96,2%
TV	93,4%	94,0%	95,4%	96,2%
Natural gas	63,4%	63,1%	62,3%	59,8%
Car	45,0%	45,1%	44,1%	36,6%
Home phone	74,6%	72,8%	79,3%	77,7%
Mobile Phone (GSM)	95,0%	94,5%	91,9%	91,4%
Automatic washing machine	89,9%	89,3%	88,2%	85,9%
Video cassette player	13,5%	11,8%	14,9%	9,6%
Cable TV	79,7%	77,3%	75,2%	72,6%
Satellite TV antenna	11,7%	13,4%	13,8%	13,2%
Fridge / freezer	96,0%	95,4%	94,9%	96,6%

Conclusions

Internet equipment and use

Computer ownership in the general population is steadily declining, due to migration to other types of devices (phone, tablet, laptop). Discrepancies indicate a lower level of ownership among the older, rural population, with lower income and education levels. The most frequently cited reason is the lack of need for a computer, with the population's need being met by another device offering an internet connection.

Internet penetration is halting its upward momentum, with 88.1% in 2023 most likely to be saturation. As with the household computer penetration indicator, internet access varies by age, residence, education, household income.

Less than half of the respondents used a computer in the last 12 months (and decreasing steadily over time), while the internet was used by almost 84.2% of citizens. More and more citizens are accessing the internet via mobile phones and other mobile access devices and less via computers.

Socialising and leisure 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 remain at a moderate level.**

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 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 public services are the main benefits expected by citizens from the Modernisation of Government Services reform.

Citizens show a low level of awareness and understanding of the concept of e-Government

Slightly more than half of the respondents anticipate benefits and consequences of the e-Government process.

The low level of information and understanding of e-Government are factors that directly influence the level of trust in the quality and security of online services, thus a considerable part of the surveyed citizens express distrust in the quality and security of e-Services (24.9% and 43.8% gave a score of 1 or 2).

Access to electronic public services

Despite some degree of mistrust, the majority of respondents say they are willing and open to using e-services, with 47.4%, above the 2020 and 2021 figures but still below the 2019 level.

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

In the event of receiving public services online four out of ten respondents define themselves as independent users, a third as partially assisted users and 26.2% - users who need full support by delegating access.

The rate of access to electronic public services is 55.3% for the population that has used public services in general (both online and offline) in the last 12 months and 22.6% for 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 income level.

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

The combined satisfaction indicator (specialised web pages and integrated page) of public services accessed online was 75.4%, almost 10% higher than the value recorded in 2022 and 8% higher than the satisfaction level when accessing services at the institutions' premises.

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).

About 9% of citizens who accessed public services had complained or made suggestions about the way the service was provided, and the responsiveness and speed of response received moderate marks, with four 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 August, 2023

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	Current Year 5	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%	53.2%	8% increase
	% women	49.5%	49.5%	61.4%	49.5%	53.6%	49.5%	53,0%	49.5%	53.6%	56.1%	49.5%
	low-income groups (the poorest 40%)	6%	6%	18.4%	10%	14,0%	15%	37,4%	20%	28.5%	38.7%	25%

Annex 1: Bivariate tables

Contents:

Table 1. Sample structure	54
Table 2. Do you have a computer in your household?	55
Table 3. How many computers do you have in your household?	56
Table 4. For what reasons do you not have a computer in your household?...	Eroare! Marcaj în document nedefinit.
Table 5. Do you have Internet access at home?	Eroare! Marcaj în document nedefinit.
Table 6. Why do you not have access to the internet?.....	Eroare! Marcaj în document nedefinit.
Table 7. Please indicate the type of basic Internet access your household has:	Eroare! Marcaj în document nedefinit.
Table 8. Regardless of location, have you personally used in the last 12 months?	Eroare! Marcaj în document nedefinit.
Table 9. From where did you access the Internet in the last 12 months?	Eroare! Marcaj în document nedefinit.
Table 10. From where did you access the Internet in the last 12 months?	Eroare! Marcaj în document nedefinit.
Table 11. How often have you used the Internet in the last 12 months, regardless of location?	Eroare! Marcaj în document nedefinit.
Table 12. Did you use the Internet for	Eroare! Marcaj în document nedefinit.
Table 13. Did you use the Internet for	Eroare! Marcaj în document nedefinit.
Table 14. Did you use the Internet for	Eroare! Marcaj în document nedefinit.
Table 15. Did you use the Internet for	Eroare! Marcaj în document nedefinit.
Table 16. Did you use the Internet for	Eroare! Marcaj în document nedefinit.
Table 17. Did you use the Internet for	Eroare! Marcaj în document nedefinit.
Table 18. Please tell me if you have heard about the Government Modernization Reform?	Eroare! Marcaj în document nedefinit.
Table 19. Using the rating scale from 1 (don't understand) to 6 (understand very well), please rate your level of understanding of the Government Service Modernization Reform?	Eroare! Marcaj în document nedefinit.
Table 20. What do you think will be the main benefits from the implementation of the Government Service Modernisation Reform?	Eroare! Marcaj în document nedefinit.
Table 21. Using the rating scale from 1 (fully support) to 6 (do not support at all), please rate the extent to which you support the Government Service Modernization Reform?	Eroare! Marcaj în document nedefinit.
Table 22. Please tell me if you have heard of the notion of e-Government? ...	Eroare! Marcaj în document nedefinit.
Table 23. Using the rating scale from 1 (don't understand) to 6 (understand very well), please rate your level of understanding of e-Government / e-Government?.....	Eroare! Marcaj în document nedefinit.
Table 24. How do you think the implementation of eGovernment will bring advantages/benefits to the citizens of the Republic of Moldova?	Eroare! Marcaj în document nedefinit.
Table 25. Using the rating scale from 1 (don't know) to 6 (know very well), please rate your level of knowledge of the advantages/benefits of eGovernment, i.e. moving from ordinary government to one based on the implementation of information and communication technology (e.g. accessing public data online using a computer or mobile phone, providing public services online, communicating with public institutions via the Internet, etc.).	Eroare! Marcaj în document nedefinit.
Table 26. Using the rating scale from 1 (I don't trust) to 6 (I fully trust), please rate how confident you are in the quality of the service (that by calling an electronic public service (via computer or mobile phone) you will get it quickly and reliably).	Eroare! Marcaj în document nedefinit.
Table 27. Using the rating scale from 1 (I don't trust) to 6 (I fully trust), please rate how confident you are in the security of the service (e.g. your personal data will not come into the possession of strangers or institutions, no stranger will be able to find out how often you use certain services, etc.).	Eroare! Marcaj în document nedefinit.
Table 28. Using the rating scale from 1 (don't want) to 6 (very much want), please rate the extent to which you want to access public services online via computer?	Eroare! Marcaj în document nedefinit.

- Table 29. Using the rating scale from 1 (don't want) to 6 (very much want), please rate the extent to which you want to access public services online via your mobile phone?..... **Eroare! Marcaj în document nedefinit.**
- Table 30. If a public service were provided both at the counter and online (electronically, via the internet), would you prefer to access it **Eroare! Marcaj în document nedefinit.**
- Table 31. If you needed to access an electronic public service today, which of the following statements would apply to you? **Eroare! Marcaj în document nedefinit.**
- Table 32. Please tell me, to what extent are you familiar with the work of the following government agencies...? **Eroare! Marcaj în document nedefinit.**
- Table 33. Please tell me, to what extent are you familiar with the work of the following government agencies...? **Eroare! Marcaj în document nedefinit.**
- Table 34. Please tell me, to what extent are you familiar with the work of the following government agencies...? **Eroare! Marcaj în document nedefinit.**
- Table 35. During the last 12 months have you personally visited the government website (www.gov.md)? **Eroare! Marcaj în document nedefinit.**
- Table 36. How many times have you visited the government website (www.gov.md) in the last 12 months?.. **Eroare! Marcaj în document nedefinit.**
- Table 37. During the last 12 months have you personally visited at least one web page (website) of a government institution? **Eroare! Marcaj în document nedefinit.**
- Table 38. Have you personally used at least one electronic public service offered by government institutions during the last 12 months? **Eroare! Marcaj în document nedefinit.**
- Table 39. Which of the following ELECTRONIC public services offered by government institutions have you used during the last 12 months? **Eroare! Marcaj în document nedefinit.**
- Table 40. Which of the following ELECTRONIC public services offered by government institutions have you used during the last 12 months? **Eroare! Marcaj în document nedefinit.**
- Table 41. Indicate the page and the tool through which you accessed this e-service: Electronic tax services (income tax, verification of information, etc.) **Eroare! Marcaj în document nedefinit.**
- Table 42. Indicate the page and the tool through which you accessed this e-service: Electronic cadastral services **Eroare! Marcaj în document nedefinit.**
- Table 43. Indicate the page and tool through which you accessed this e-service: e-Application for Criminal Records **Eroare! Marcaj în document nedefinit.**
- Table 44. Indicate the page and the tool through which you accessed this e-service: Completion of notarial acts online **Eroare! Marcaj în document nedefinit.**
- Table 45. Please indicate the page and the tool through which you accessed this e-service: e-Apostille **Eroare! Marcaj în document nedefinit.**
- Table 46. Indicate the page and the tool through which you accessed this e-service: e-Application for Higher Education Institutions **Eroare! Marcaj în document nedefinit.**
- Table 47. Indicate the page and the tool through which you accessed this e-service: e-CNAS (claim for family benefits for families with children) **Eroare! Marcaj în document nedefinit.**
- Table 48. Indicate the page and the tool through which you accessed this e-service: Online ordering and procurement of means of identification of domestic animals **Eroare! Marcaj în document nedefinit.**
- Table 49. Indicate the page and the tool through which you accessed this e-service: Driver's licence improvement **Eroare! Marcaj în document nedefinit.**
- Table 50. Indicate the page and the tool through which you accessed this e-service: Issuing titles of protection for intellectual property objects **Eroare! Marcaj în document nedefinit.**
- Table 51. Indicate the page and tool through which you accessed this e-service: Online blood donation scheduling **Eroare! Marcaj în document nedefinit.**
- Table 52. Indicate the page and the tool through which you accessed this e-service: Online request for duplicates of civil status documents **Eroare! Marcaj în document nedefinit.**

- Table 53. Indicate the page and tool through which you accessed this e-service: e-PescuitEroare! Marcaj în document nedefinit.
- Table 54. Indicate the page and the tool through which you accessed this e-service: Online request for documentation services (ASP)Eroare! Marcaj în document nedefinit.
- Table 55. Indicate the page and the tool through which you accessed this e-service: e-Kindergarten (enrolment of your child in kindergarten)..... 107
- Table 56. Indicate the page and the tool through which you accessed this e-service: e-School (Admission to grade 1)Eroare! Marcaj în document nedefinit.
- Table 57. Please tell me, where do you find out about public services provided electronically?Eroare! Marcaj în document nedefinit.
- Table 58. Please tell me, where do you find out about public services provided electronically?Eroare! Marcaj în document nedefinit.
- Table 59. Have you requested at least one service from public authorities/institutions in the last 12 months?Eroare! Marcaj în document nedefinit.
- Table 60. How did you most often obtain the desired services?Eroare! Marcaj în document nedefinit.
- Table 61. On a scale from 1 (dissatisfied) to 6 (very satisfied), how satisfied are you with the quality of public services you received at the public institution's office?Eroare! Marcaj în document nedefinit.
- Table 62. On a scale from 1 (dissatisfied) to 6 (very satisfied), how satisfied are you with the quality of the public services you have received via the Internet on the specialised websites of public institutions?Eroare! Marcaj în document nedefinit.
- Table 63. Please rate on a scale from 1 (dissatisfied) to 6 (very satisfied) how satisfied you are with the quality of the public services you have received via the Internet through the integrated website (Public Services Portal) (www.servicii.gov.md).Eroare! Marcaj în document nedefinit.
- Table 64. If you are referring to the last public institution that you used, please tell me if you are aware that citizens can address complaints/ petitions/ proposals to a public institution about the service provided by that public institution?Eroare! Marcaj în document nedefinit.
- Table 65. Please tell me, when you have received any public services in the last 12 months, have there been any instances when you have made a complaint/petition/proposal about the service to be provided by the public institution?Eroare! Marcaj în document nedefinit.
- Table 66. Please tell me how satisfied you are with the reaction or the way your complaint/petition was handled by the institution that provided the service?Eroare! Marcaj în document nedefinit.
- Table 67. Please tell me how satisfied you are with the speed with which your complaint/petition was dealt with?Eroare! Marcaj în document nedefinit.
- Table 68. What is the type of building of your dwelling?Eroare! Marcaj în document nedefinit.
- Table 69. What building materials are the walls of your home made of?Eroare! Marcaj în document nedefinit.
- Table 70. When was your dwelling built?Eroare! Marcaj în document nedefinit.
- Table 71. Is your household connected to piped water?Eroare! Marcaj în document nedefinit.
- Table 72. Is your household connected to a sewerage system?Eroare! Marcaj în document nedefinit.
- Table 73. Please tell me where the toilet is located in your household?Eroare! Marcaj în document nedefinit.
- Table 74. Please tell me what type of heating is used in your household?Eroare! Marcaj în document nedefinit.
- Table 75. Please tell me, what is the type of independent heating in your household?Eroare! Marcaj în document nedefinit.

Table 1. Sample structure

		Number	%
Total		3040	100,0%
Gender of the respondent:	Male	1299	47,1%
	Female	1741	52,9%
Age of the respondent:	18-29 years	759	18,3%
	30-44 years	786	29,5%
	45-59 years	608	23,3%
	60 -74 years	887	29,0%
Area of residence:	Urban	1284	44,0%
	Rural	1756	56,0%
Level of education:	Incomplete secondary	627	19,1%
	General secondary	694	21,3%
	Secondary vocational	1058	36,1%
	Higher	657	23,5%
Computer availability:	Yes	1739	57,3%
	No	1301	42,7%
Internet connection:	Yes	2684	88,1%
	No	356	11,9%
Level of income:	Less than 3000 MDL	637	20,8%
	3000-6000 MDL	717	23,7%
	Over 6000 MDL	1686	55,5%

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

		Number	Yes	No
Total		3040	57,3%	42,7%
Gender of the respondent:	Male	1299	62,6%	37,4%
	Female	1741	52,5%	47,5%
Age of the respondent:	18-29 years	759	68,1%	31,9%
	30-44 years	786	64,9%	35,1%
	45-59 years	608	58,5%	41,5%
	60 -74 years	887	41,7%	58,3%
Area of residence:	Urban	1284	67,4%	32,6%
	Rural	1756	49,3%	50,7%
Level of education:	Incomplete secondary	627	38,9%	61,1%
	General secondary	694	49,4%	50,6%
	Secondary vocational	1058	56,3%	43,7%
	Higher	657	80,9%	19,1%
Computer availability:	Yes	1739	100,0%	0,0%
	No	1301	0,0%	100,0%
Internet connection:	Yes	2684	64,4%	35,6%
	No	356	4,8%	95,2%
Level of income:	Less than 3000 MDL	637	33,1%	66,9%
	3000-6000 MDL	717	47,1%	52,9%
	Over 6000 MDL	1686	70,7%	29,3%

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

		Number	Media	Median	Maximum	Minimum	Stdeviation
Total		1739	1,2	1	5	1	0,6
Gender of the respondent:	Male	822	1,3	1	5	1	0,7
	Female	917	1,2	1	5	1	0,5
Age of the respondent:	18-29 years	527	1,4	1	5	1	0,7
	30-44 years	498	1,2	1	5	1	0,6
	45-59 years	351	1,2	1	5	1	0,6
	60 -74 years	363	1,1	1	4	1	0,4
Area of residence:	Urban	874	1,3	1	5	1	0,7
	Rural	865	1,2	1	5	1	0,5
Level of education:	Incomplete secondary	256	1,1	1	5	1	0,4
	General secondary	357	1,2	1	5	1	0,6
	Secondary vocational	594	1,2	1	5	1	0,5
	Higher	529	1,4	1	5	1	0,7
Computer availability:	Yes	1739	1,2	1	5	1	0,6
	No						
Internet connection:	Yes	1724	1,2	1	5	1	0,6
	No	15	1,1	1	2	1	0,3
Level of income:	Less than 3000 MDL	206	1,1	1	5	1	0,4
	3000-6000 MDL	341	1,1	1	4	1	0,4
	Over 6000 MDL	1192	1,3	1	5	1	0,7

Table 4. 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		1301	48,9%	13,6%	41,8%	1,1%	5,1%	0,6%	1,9%	1,8%	1,8%
Gender of the respondent:	Male	477	56,2%	14,8%	33,4%	1,5%	6,0%	0,5%	1,6%	1,1%	1,8%
	Female	824	43,8%	12,8%	47,7%	0,9%	4,4%	0,6%	2,1%	2,3%	1,8%
Age of the respondent:	18-29 years	232	60,6%	4,7%	30,7%	0,3%	5,0%	0,0%	3,4%	1,7%	2,2%
	30-44 years	288	46,9%	8,6%	39,3%	1,5%	3,1%	1,0%	2,5%	2,6%	2,2%
	45-59 years	257	51,5%	10,7%	41,5%	1,2%	6,2%	0,7%	1,7%	1,1%	2,9%
	60 -74 years	524	44,6%	21,4%	47,3%	1,2%	5,6%	0,3%	1,1%	1,7%	0,8%
Area of residence:	Urban	410	57,7%	10,3%	33,0%	0,8%	3,8%	0,0%	2,7%	1,5%	3,0%
	Rural	891	44,5%	15,3%	46,2%	1,3%	5,7%	0,8%	1,5%	1,9%	1,2%
Level of education:	Incomplete secondary	371	41,9%	14,0%	47,4%	1,1%	8,9%	1,2%	1,0%	2,2%	1,7%
	General secondary	337	51,1%	14,8%	40,2%	1,6%	5,4%	0,0%	1,5%	1,2%	0,9%
	Secondary vocational	464	49,4%	13,5%	40,8%	0,9%	3,1%	0,6%	2,5%	1,7%	2,5%
	Higher	128	60,6%	10,1%	33,9%	0,0%	0,0%	0,0%	3,0%	2,6%	1,7%
Computer availability:	Yes	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	No	1301	48,9%	13,6%	41,8%	1,1%	5,1%	0,6%	1,9%	1,8%	1,8%
Internet connection:	Yes	960	53,3%	10,6%	38,5%	0,6%	1,5%	0,5%	2,5%	2,4%	2,2%
	No	341	36,7%	22,0%	50,8%	2,6%	15,0%	0,6%	0,3%	0,0%	0,6%
Level of income:	Less than 3000 MDL	431	38,9%	16,7%	54,4%	1,2%	6,9%	0,3%	0,5%	0,9%	1,3%
	3000-6000 MDL	376	47,7%	15,7%	43,3%	1,3%	5,3%	0,2%	1,6%	1,7%	1,3%
	Over 6000 MDL	494	58,5%	9,3%	29,8%	0,9%	3,3%	1,0%	3,3%	2,6%	2,6%

Table 5. Do you have Internet access at home?

		Number	Yes	No
Total		3040	88,1%	11,9%
Gender of the respondent:	Male	1299	87,8%	12,2%
	Female	1741	88,4%	11,6%
Age of the respondent:	18-29 years	759	96,2%	3,8%
	30-44 years	786	95,9%	4,1%
	45-59 years	608	88,8%	11,2%
	60 -74 years	887	74,6%	25,4%
Area of residence:	Urban	1284	92,6%	7,4%
	Rural	1756	84,6%	15,4%
Level of education:	Incomplete secondary	627	79,0%	21,0%
	General secondary	694	84,8%	15,2%
	Secondary vocational	1058	89,6%	10,4%
	Higher	657	96,4%	3,6%
Computer availability:	Yes	1739	99,0%	1,0%
	No	1301	73,5%	26,5%
Internet connection:	Yes	2684	100,0%	0,0%
	No	356	0,0%	100,0%
Level of income:	Less than 3000 MDL	637	70,9%	29,1%
	3000-6000 MDL	717	85,2%	14,8%
	Over 6000 MDL	1686	95,8%	4,2%

Table 6. 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		356	42,3%	14,9%	12,3%	42,2%	3,0%	1,9%	9,0%	3,0%
Gender of the respondent:	Male	152	45,8%	18,1%	11,7%	37,9%	2,2%	0,8%	11,6%	4,6%
	Female	204	39,0%	11,9%	12,8%	46,1%	3,6%	3,0%	6,6%	1,4%
Age of the respondent:	18-29 years	25	36,4%	11,6%	15,2%	28,1%	12,4%	2,3%	10,4%	0,0%
	30-44 years	33	43,8%	19,7%	12,4%	46,5%	2,5%	2,5%	10,7%	2,5%
	45-59 years	69	40,5%	17,7%	16,4%	44,4%	2,9%	3,1%	10,2%	3,0%
	60 -74 years	229	43,3%	13,4%	10,5%	42,0%	2,2%	1,4%	8,2%	3,3%
Area of residence:	Urban	88	46,0%	10,8%	17,2%	28,5%	1,2%	3,7%	13,6%	1,2%
	Rural	268	40,9%	16,4%	10,4%	47,3%	3,6%	1,3%	7,3%	3,6%
Level of education:	Incomplete secondary	122	45,8%	22,2%	11,4%	42,4%	0,0%	1,1%	9,1%	5,3%
	General secondary	100	42,5%	12,1%	11,7%	45,6%	2,9%	2,4%	9,3%	0,0%
	Secondary vocational	109	37,7%	9,7%	12,3%	42,0%	6,9%	1,7%	8,1%	2,7%
	Higher	24	47,4%	14,5%	14,0%	31,5%	0,0%	5,0%	12,2%	4,5%
Computer availability:	Yes	15	8,0%	7,6%	26,0%	29,1%	0,0%	24,9%	11,7%	0,0%
	No	341	44,0%	15,2%	11,6%	42,8%	3,1%	0,8%	8,9%	3,1%
Internet connection:	Yes	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	No	356	42,3%	14,9%	12,3%	42,2%	3,0%	1,9%	9,0%	3,0%
Level of income:	Less than 3000 MDL	186	39,9%	17,2%	10,4%	53,7%	3,3%	1,0%	6,7%	0,5%
	3000-6000 MDL	104	48,8%	15,3%	15,9%	28,6%	3,0%	1,7%	10,0%	5,3%
	Over 6000 MDL	66	38,7%	8,4%	11,5%	32,7%	1,9%	4,7%	13,7%	5,9%

Table 7. 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		2684	2,6%	33,1%	20,1%	27,8%	12,9%	3,5%
Gender of the respondent:	Male	1147	2,9%	38,8%	15,7%	27,8%	11,8%	3,0%
	Female	1537	2,3%	28,0%	24,1%	27,7%	13,9%	4,0%
Age of the respondent:	18-29 years	734	4,1%	32,6%	10,7%	41,1%	10,7%	0,8%
	30-44 years	753	2,7%	42,9%	13,9%	28,9%	11,0%	0,6%
	45-59 years	539	2,3%	31,6%	27,0%	23,3%	12,3%	3,5%
	60 -74 years	658	1,5%	22,1%	29,4%	19,8%	17,8%	9,4%
Area of residence:	Urban	1196	2,9%	36,7%	13,7%	32,8%	11,3%	2,6%
	Rural	1488	2,3%	30,0%	25,6%	23,4%	14,3%	4,3%
Level of education:	Incomplete secondary	505	2,0%	26,1%	21,2%	26,1%	18,1%	6,5%
	General secondary	594	3,1%	30,3%	21,7%	27,0%	13,3%	4,6%
	Secondary vocational	949	2,3%	30,4%	22,5%	28,1%	13,5%	3,1%
	Higher	633	2,9%	43,6%	14,9%	29,0%	8,4%	1,2%
Computer availability:	Yes	1724	2,6%	38,4%	19,7%	30,5%	5,7%	3,2%
	No	960	2,6%	23,5%	21,0%	22,8%	26,0%	4,0%
Internet connection:	Yes	2684	2,6%	33,1%	20,1%	27,8%	12,9%	3,5%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	451	3,0%	23,0%	29,4%	20,9%	19,0%	4,7%
	3000-6000 MDL	613	2,3%	28,5%	28,7%	20,0%	15,4%	5,1%
	Over 6000 MDL	1620	2,6%	37,7%	14,3%	32,6%	10,3%	2,5%

Table 8. Regardless of location, have you used in the last 12 months?

		Number	Computer		The Internet	
			Yes	No	Yes	No
Total		3040	48,2%	51,8%	84,2%	15,8%
Gender of the respondent:	Male	1299	52,3%	47,7%	83,2%	16,8%
	Female	1741	44,5%	55,5%	85,0%	15,0%
Age of the respondent:	18-29 years	759	72,1%	27,9%	98,3%	1,7%
	30-44 years	786	57,0%	43,0%	96,4%	3,6%
	45-59 years	608	44,3%	55,7%	86,5%	13,5%
	60 -74 years	887	27,2%	72,8%	61,0%	39,0%
Area of residence:	Urban	1284	63,2%	36,8%	90,6%	9,4%
	Rural	1756	36,4%	63,6%	79,1%	20,9%
Level of education:	Incomplete secondary	627	28,4%	71,6%	73,4%	26,6%
	General secondary	694	38,6%	61,4%	77,4%	22,6%
	Secondary vocational	1058	46,6%	53,4%	86,3%	13,7%
	Higher	657	75,4%	24,6%	95,8%	4,2%
Computer availability:	Yes	1739	71,6%	28,4%	94,6%	5,4%
	No	1301	16,8%	83,2%	70,2%	29,8%
Internet connection:	Yes	2684	53,6%	46,4%	92,8%	7,2%
	No	356	7,6%	92,4%	19,8%	80,2%
Level of income:	Less than 3000 MDL	637	24,0%	76,0%	65,3%	34,7%
	3000-6000 MDL	717	35,8%	64,2%	79,0%	21,0%
	Over 6000 MDL	1686	62,5%	37,5%	93,4%	6,6%

Table 9. 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		2569	95,3%	4,7%	0,0%	51,0%	48,8%	0,2%	17,0%	82,3%	0,7%
Gender of the respondent:	Male	1090	95,5%	4,5%	0,0%	55,5%	44,3%	0,2%	16,3%	82,8%	0,9%
	Female	1479	95,1%	4,9%	0,0%	47,1%	52,8%	0,1%	17,6%	81,8%	0,6%
Age of the respondent:	18-29 years	749	96,1%	3,9%	0,0%	71,2%	28,8%	0,0%	38,4%	61,6%	0,0%
	30-44 years	756	96,0%	4,0%	0,0%	57,0%	42,7%	0,3%	16,8%	82,0%	1,2%
	45-59 years	525	93,6%	6,4%	0,0%	43,2%	56,8%	0,0%	9,1%	89,9%	1,1%
	60 -74 years	539	95,3%	4,7%	0,0%	29,8%	69,9%	0,3%	4,6%	95,0%	0,4%
Area of residence:	Urban	1174	95,5%	4,5%	0,0%	58,6%	41,3%	0,1%	20,5%	78,3%	1,2%
	Rural	1395	95,1%	4,9%	0,0%	44,2%	55,6%	0,2%	13,9%	85,8%	0,3%
Level of education:	Incomplete secondary	474	92,7%	7,3%	0,0%	46,0%	54,0%	0,0%	17,3%	82,2%	0,5%
	General secondary	548	95,9%	4,1%	0,0%	41,8%	57,6%	0,6%	15,2%	84,6%	0,2%
	Secondary vocational	915	94,5%	5,5%	0,0%	51,6%	48,2%	0,2%	11,8%	87,1%	1,1%
	Higher	629	97,5%	2,5%	0,0%	60,2%	39,8%	0,0%	25,2%	73,9%	0,8%
Computer availability:	Yes	1650	97,6%	2,4%	0,0%	55,2%	44,8%	0,1%	20,7%	78,5%	0,8%
	No	919	91,2%	8,8%	0,0%	43,5%	56,1%	0,4%	10,3%	89,1%	0,7%
Internet connection:	Yes	2498	96,2%	3,8%	0,0%	51,2%	48,6%	0,2%	17,2%	82,1%	0,8%
	No	71	63,6%	36,4%	0,0%	45,6%	54,4%	0,0%	11,6%	88,4%	0,0%
Level of income:	Less than 3000 MDL	417	92,1%	7,9%	0,0%	33,9%	65,6%	0,4%	7,5%	92,0%	0,5%
	3000-6000 MDL	569	93,6%	6,4%	0,0%	39,0%	61,0%	0,0%	11,6%	87,8%	0,6%
	Over 6000 MDL	1583	96,7%	3,3%	0,0%	59,8%	40,0%	0,2%	21,4%	77,7%	0,8%

Table 10. 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		2569	44,8%	54,9%	0,3%	81,2%	18,8%	0,0%	50,4%	49,4%	0,2%
Gender of the respondent:	Male	1090	51,2%	48,5%	0,2%	83,5%	16,5%	0,0%	55,4%	44,4%	0,2%
	Female	1479	39,2%	60,5%	0,3%	79,2%	20,8%	0,0%	46,0%	53,7%	0,3%
Age of the respondent:	18-29 years	749	51,8%	48,1%	0,1%	93,2%	6,8%	0,0%	69,3%	30,7%	0,0%
	30-44 years	756	57,6%	42,3%	0,1%	89,9%	10,1%	0,0%	57,9%	42,0%	0,1%
	45-59 years	525	42,8%	56,8%	0,4%	75,7%	24,3%	0,0%	42,9%	56,8%	0,3%
	60 -74 years	539	19,5%	80,1%	0,4%	61,3%	38,7%	0,0%	27,6%	71,9%	0,5%
Area of residence:	Urban	1174	55,4%	44,1%	0,4%	87,1%	12,9%	0,0%	56,9%	43,1%	0,0%
	Rural	1395	35,3%	64,6%	0,1%	75,9%	24,1%	0,0%	44,5%	55,0%	0,4%
Level of education:	Incomplete secondary	474	29,6%	70,2%	0,3%	77,8%	22,2%	0,0%	45,9%	53,3%	0,7%
	General secondary	548	30,7%	69,2%	0,1%	75,3%	24,7%	0,0%	43,1%	56,6%	0,4%
	Secondary vocational	915	44,1%	55,4%	0,5%	79,5%	20,5%	0,0%	49,7%	50,2%	0,1%
	Higher	629	65,8%	34,2%	0,0%	90,2%	9,8%	0,0%	59,6%	40,4%	0,0%
Computer availability:	Yes	1650	51,9%	47,9%	0,2%	82,9%	17,1%	0,0%	55,9%	43,9%	0,1%
	No	919	32,1%	67,7%	0,3%	78,2%	21,8%	0,0%	40,4%	59,2%	0,5%
Internet connection:	Yes	2498	45,4%	54,3%	0,3%	81,4%	18,6%	0,0%	50,6%	49,2%	0,2%
	No	71	23,3%	76,7%	0,0%	75,9%	24,1%	0,0%	42,7%	55,6%	1,6%
Level of income:	Less than 3000 MDL	417	19,3%	80,2%	0,5%	64,4%	35,6%	0,0%	33,0%	66,3%	0,7%
	3000-6000 MDL	569	31,4%	68,6%	0,0%	72,5%	27,5%	0,0%	40,0%	59,8%	0,2%
	Over 6000 MDL	1583	56,4%	43,4%	0,3%	88,8%	11,2%	0,0%	58,7%	41,1%	0,1%

Table 11. 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		2569	91,2%	6,9%	1,9%
Gender of the respondent:	Male	1090	90,7%	6,7%	2,7%
	Female	1479	91,6%	7,2%	1,2%
Age of the respondent:	18-29 years	749	97,8%	1,2%	1,0%
	30-44 years	756	94,9%	3,2%	1,9%
	45-59 years	525	90,3%	8,1%	1,5%
	60 -74 years	539	79,5%	17,5%	3,1%
Area of residence:	Urban	1174	95,2%	3,3%	1,4%
	Rural	1395	87,6%	10,2%	2,3%
Level of education:	Incomplete secondary	474	86,5%	10,7%	2,8%
	General secondary	548	89,9%	8,3%	1,8%
	Secondary vocational	915	90,1%	7,8%	2,2%
	Higher	629	96,7%	2,4%	0,9%
Computer availability:	Yes	1650	93,2%	5,5%	1,3%
	No	919	87,5%	9,5%	3,0%
Internet connection:	Yes	2498	91,8%	6,6%	1,6%
	No	71	70,2%	17,4%	12,3%
Level of income:	Less than 3000 MDL	417	80,1%	15,0%	5,0%
	3000-6000 MDL	569	88,2%	9,9%	2,0%
	Over 6000 MDL	1583	95,2%	3,8%	1,0%

Table 12. You have used the Internet to ...

		Number	Obtaining general information about government organizations, public authorities, public institutions and the services they provide			Requesting public services provided by government institutions, e.g. applying for passport, identity card, requesting a certificate			Transmission of information to government institutions, e.g. 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		2569	42,7%	56,8%	0,5%	25,6%	74,3%	0,1%	12,5%	87,4%	0,1%
Gender of the respondent:	Male	1090	43,7%	55,8%	0,5%	27,0%	72,9%	0,1%	14,1%	85,9%	0,0%
	Female	1479	41,7%	57,7%	0,5%	24,4%	75,5%	0,1%	11,1%	88,8%	0,1%
Age of the respondent:	18-29 years	749	55,5%	43,8%	0,7%	41,3%	58,6%	0,1%	20,1%	79,6%	0,3%
	30-44 years	756	48,0%	51,5%	0,5%	30,9%	69,0%	0,1%	13,2%	86,8%	0,0%
	45-59 years	525	37,6%	61,8%	0,6%	17,5%	82,5%	0,0%	10,8%	89,2%	0,0%
	60 -74 years	539	26,8%	72,8%	0,4%	10,2%	89,4%	0,4%	5,6%	94,4%	0,0%
Area of residence:	Urban	1174	50,2%	49,4%	0,3%	33,8%	66,2%	0,0%	16,9%	83,1%	0,0%
	Rural	1395	35,8%	63,4%	0,7%	18,2%	81,5%	0,3%	8,6%	91,3%	0,1%
Level of education:	Incomplete secondary	474	25,0%	73,8%	1,2%	13,6%	86,4%	0,0%	6,6%	93,1%	0,4%
	General secondary	548	29,8%	69,2%	1,0%	19,4%	80,3%	0,3%	7,6%	92,4%	0,0%
	Secondary vocational	915	39,7%	60,1%	0,2%	19,4%	80,6%	0,0%	9,6%	90,4%	0,0%
	Higher	629	67,3%	32,5%	0,2%	46,2%	53,5%	0,3%	23,9%	76,1%	0,0%
Computer availability:	Yes	1650	51,1%	48,6%	0,3%	31,5%	68,4%	0,1%	14,9%	85,1%	0,0%
	No	919	27,5%	71,6%	0,9%	14,9%	84,9%	0,2%	8,2%	91,7%	0,1%
Internet connection:	Yes	2498	43,5%	56,0%	0,5%	26,1%	73,8%	0,1%	12,8%	87,1%	0,1%
	No	71	14,4%	84,0%	1,6%	9,1%	90,9%	0,0%	2,4%	97,6%	0,0%
Level of income:	Less than 3000 MDL	417	24,8%	73,7%	1,5%	10,9%	88,6%	0,5%	3,8%	96,0%	0,2%
	3000-6000 MDL	569	34,1%	65,8%	0,2%	17,0%	83,0%	0,0%	8,6%	91,4%	0,0%
	Over 6000 MDL	1583	50,4%	49,2%	0,4%	32,6%	67,4%	0,1%	16,2%	83,8%	0,0%

Table 13. 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		2569	33,0%	66,8%	0,3%	41,4%	58,5%	0,0%	37,2%	62,7%	0,1%
Gender of the respondent:	Male	1090	35,8%	64,0%	0,3%	37,2%	62,8%	0,0%	33,2%	66,7%	0,1%
	Female	1479	30,5%	69,2%	0,3%	45,1%	54,8%	0,1%	40,7%	59,1%	0,1%
Age of the respondent:	18-29 years	749	45,6%	54,2%	0,3%	55,9%	43,9%	0,2%	48,6%	51,2%	0,2%
	30-44 years	756	39,4%	60,2%	0,4%	47,2%	52,8%	0,0%	45,0%	54,9%	0,1%
	45-59 years	525	27,7%	71,9%	0,4%	33,9%	66,1%	0,0%	30,8%	69,2%	0,0%
	60 -74 years	539	15,7%	84,3%	0,0%	25,9%	74,1%	0,0%	20,4%	79,4%	0,2%
Area of residence:	Urban	1174	42,2%	57,6%	0,2%	48,9%	51,1%	0,0%	44,7%	55,3%	0,0%
	Rural	1395	24,7%	75,0%	0,3%	34,7%	65,2%	0,1%	30,6%	69,2%	0,2%
Level of education:	Incomplete secondary	474	17,6%	81,6%	0,8%	25,5%	74,2%	0,2%	20,8%	78,8%	0,4%
	General secondary	548	21,9%	77,8%	0,3%	33,6%	66,4%	0,0%	27,8%	72,2%	0,0%
	Secondary vocational	915	29,7%	70,2%	0,1%	38,0%	62,0%	0,0%	33,1%	66,8%	0,1%
	Higher	629	55,2%	44,7%	0,1%	61,8%	38,2%	0,0%	60,3%	39,7%	0,0%
Computer availability:	Yes	1650	40,9%	58,9%	0,2%	48,8%	51,2%	0,0%	44,2%	55,7%	0,1%
	No	919	18,7%	81,0%	0,3%	28,0%	71,8%	0,1%	24,6%	75,3%	0,1%
Internet connection:	Yes	2498	33,3%	66,4%	0,3%	42,2%	57,8%	0,0%	38,1%	61,8%	0,1%
	No	71	20,6%	79,4%	0,0%	13,9%	86,1%	0,0%	8,3%	91,7%	0,0%
Level of income:	Less than 3000 MDL	417	14,1%	85,0%	0,8%	25,7%	74,0%	0,2%	23,1%	76,6%	0,2%
	3000-6000 MDL	569	23,8%	76,1%	0,2%	30,3%	69,7%	0,0%	25,5%	74,2%	0,3%
	Over 6000 MDL	1583	41,2%	58,6%	0,2%	49,5%	50,5%	0,0%	45,2%	54,8%	0,0%

Table 14. 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		2569	32,0%	67,9%	0,1%	61,0%	38,9%	0,1%	77,1%	21,9%	0,9%
Gender of the respondent:	Male	1090	33,9%	66,1%	0,0%	64,4%	35,5%	0,1%	77,4%	21,5%	1,1%
	Female	1479	30,4%	69,5%	0,1%	58,1%	41,9%	0,1%	77,0%	22,3%	0,8%
Age of the respondent:	18-29 years	749	54,1%	45,7%	0,3%	88,1%	11,9%	0,0%	88,2%	11,3%	0,5%
	30-44 years	756	37,3%	62,7%	0,0%	69,3%	30,6%	0,1%	80,7%	18,9%	0,4%
	45-59 years	525	21,1%	78,9%	0,0%	50,8%	49,2%	0,0%	72,6%	26,2%	1,2%
	60 -74 years	539	13,4%	86,6%	0,0%	31,8%	68,0%	0,2%	65,4%	32,6%	2,0%
Area of residence:	Urban	1174	46,0%	54,0%	0,0%	73,9%	26,1%	0,0%	82,9%	16,8%	0,3%
	Rural	1395	19,4%	80,5%	0,1%	49,5%	50,4%	0,1%	72,0%	26,5%	1,5%
Level of education:	Incomplete secondary	474	16,1%	83,6%	0,2%	38,9%	60,8%	0,3%	71,3%	27,2%	1,5%
	General secondary	548	24,2%	75,8%	0,1%	51,5%	48,5%	0,0%	72,1%	25,6%	2,3%
	Secondary vocational	915	25,5%	74,5%	0,0%	58,2%	41,8%	0,0%	77,2%	22,5%	0,3%
	Higher	629	56,5%	43,5%	0,0%	85,5%	14,3%	0,1%	84,3%	15,2%	0,5%
Computer availability:	Yes	1650	40,1%	59,9%	0,0%	70,4%	29,4%	0,1%	80,3%	19,4%	0,4%
	No	919	17,3%	82,5%	0,2%	44,0%	56,0%	0,0%	71,5%	26,5%	2,0%
Internet connection:	Yes	2498	32,7%	67,3%	0,1%	61,9%	38,0%	0,1%	77,3%	21,8%	0,9%
	No	71	9,4%	90,6%	0,0%	28,9%	71,1%	0,0%	73,3%	25,0%	1,6%
Level of income:	Less than 3000 MDL	417	11,8%	88,0%	0,2%	34,1%	65,9%	0,0%	71,7%	26,2%	2,1%
	3000-6000 MDL	569	15,1%	84,9%	0,0%	47,5%	52,4%	0,1%	72,9%	25,4%	1,7%
	Over 6000 MDL	1583	43,4%	56,6%	0,0%	73,0%	27,0%	0,1%	80,1%	19,5%	0,4%

Table 15. 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		2569	89,7%	10,3%	0,0%	88,2%	11,7%	0,1%	48,7%	51,0%	0,3%
Gender of the respondent:	Male	1090	88,7%	11,3%	0,0%	86,7%	13,3%	0,1%	48,7%	51,1%	0,2%
	Female	1479	90,6%	9,4%	0,0%	89,6%	10,4%	0,1%	48,7%	51,0%	0,3%
Age of the respondent:	18-29 years	749	93,1%	6,9%	0,0%	93,8%	6,2%	0,0%	74,1%	25,7%	0,2%
	30-44 years	756	92,5%	7,5%	0,0%	94,3%	5,7%	0,0%	56,8%	43,0%	0,2%
	45-59 years	525	89,6%	10,4%	0,0%	87,2%	12,8%	0,0%	39,0%	60,6%	0,4%
	60 -74 years	539	82,0%	18,0%	0,0%	73,9%	25,8%	0,4%	21,0%	78,7%	0,3%
Area of residence:	Urban	1174	90,8%	9,2%	0,0%	90,3%	9,7%	0,0%	57,6%	42,3%	0,0%
	Rural	1395	88,8%	11,2%	0,0%	86,3%	13,5%	0,1%	40,7%	58,8%	0,5%
Level of education:	Incomplete secondary	474	85,0%	15,0%	0,0%	83,8%	16,2%	0,0%	37,4%	61,9%	0,8%
	General secondary	548	88,2%	11,8%	0,0%	85,2%	14,6%	0,2%	39,6%	60,0%	0,4%
	Secondary vocational	915	90,3%	9,7%	0,0%	88,2%	11,7%	0,1%	46,7%	53,1%	0,2%
	Higher	629	92,9%	7,1%	0,0%	93,2%	6,8%	0,0%	65,2%	34,8%	0,0%
Computer availability:	Yes	1650	91,2%	8,8%	0,0%	90,1%	9,8%	0,1%	55,4%	44,4%	0,2%
	No	919	87,1%	12,9%	0,0%	84,7%	15,2%	0,1%	36,7%	62,9%	0,4%
Internet connection:	Yes	2498	90,0%	10,0%	0,0%	88,4%	11,5%	0,1%	49,3%	50,4%	0,3%
	No	71	79,8%	20,2%	0,0%	80,9%	19,1%	0,0%	27,0%	73,0%	0,0%
Level of income:	Less than 3000 MDL	417	80,3%	19,7%	0,0%	80,7%	19,3%	0,0%	27,5%	72,2%	0,3%
	3000-6000 MDL	569	89,1%	10,9%	0,0%	84,9%	14,9%	0,2%	38,9%	60,6%	0,5%
	Over 6000 MDL	1583	92,4%	7,6%	0,0%	91,4%	8,6%	0,1%	57,8%	42,0%	0,2%

Table 16. 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		2569	45,1%	54,9%	0,0%	47,4%	52,6%	0,0%	38,9%	60,9%	0,2%
Gender of the respondent:	Male	1090	49,3%	50,7%	0,0%	51,8%	48,2%	0,0%	38,7%	61,0%	0,3%
	Female	1479	41,4%	58,6%	0,0%	43,7%	56,3%	0,0%	39,1%	60,8%	0,1%
Age of the respondent:	18-29 years	749	68,2%	31,7%	0,1%	70,3%	29,7%	0,0%	64,5%	35,5%	0,0%
	30-44 years	756	55,2%	44,8%	0,0%	57,8%	42,2%	0,0%	48,5%	51,1%	0,4%
	45-59 years	525	36,0%	64,0%	0,0%	38,4%	61,6%	0,0%	25,8%	74,0%	0,2%
	60 -74 years	539	15,4%	84,6%	0,0%	17,7%	82,3%	0,0%	12,5%	87,5%	0,0%
Area of residence:	Urban	1174	58,9%	41,0%	0,0%	61,1%	38,9%	0,0%	51,2%	48,5%	0,3%
	Rural	1395	32,6%	67,4%	0,0%	35,2%	64,8%	0,0%	28,0%	72,0%	0,1%
Level of education:	Incomplete secondary	474	30,5%	69,5%	0,0%	26,3%	73,7%	0,0%	24,4%	75,6%	0,0%
	General secondary	548	35,9%	64,1%	0,0%	37,4%	62,6%	0,0%	29,5%	70,5%	0,0%
	Secondary vocational	915	40,8%	59,2%	0,1%	43,6%	56,4%	0,0%	32,2%	67,5%	0,3%
	Higher	629	66,8%	33,2%	0,0%	73,4%	26,6%	0,0%	64,3%	35,4%	0,3%
Computer availability:	Yes	1650	53,2%	46,8%	0,0%	56,4%	43,6%	0,0%	47,1%	52,6%	0,3%
	No	919	30,3%	69,7%	0,0%	31,2%	68,8%	0,0%	24,2%	75,8%	0,0%
Internet connection:	Yes	2498	45,7%	54,3%	0,0%	48,1%	51,9%	0,0%	39,7%	60,1%	0,2%
	No	71	23,0%	77,0%	0,0%	25,0%	75,0%	0,0%	12,2%	87,8%	0,0%
Level of income:	Less than 3000 MDL	417	17,1%	82,9%	0,0%	17,0%	83,0%	0,0%	13,8%	85,9%	0,3%
	3000-6000 MDL	569	29,4%	70,6%	0,0%	31,8%	68,2%	0,0%	24,8%	75,2%	0,0%
	Over 6000 MDL	1583	58,1%	41,9%	0,0%	61,1%	38,9%	0,0%	50,6%	49,1%	0,2%

Table 17. 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		2569	69,7%	30,2%	0,0%	44,9%	54,7%	0,4%	66,2%	33,7%	0,1%
Gender of the respondent:	Male	1090	73,0%	27,0%	0,0%	48,0%	51,4%	0,6%	67,4%	32,6%	0,0%
	Female	1479	66,9%	33,1%	0,1%	42,2%	57,6%	0,2%	65,2%	34,7%	0,1%
Age of the respondent:	18-29 years	749	88,8%	11,2%	0,0%	71,7%	28,3%	0,0%	72,9%	26,8%	0,3%
	30-44 years	756	77,7%	22,2%	0,1%	54,5%	45,2%	0,2%	68,6%	31,4%	0,0%
	45-59 years	525	63,3%	36,7%	0,0%	32,3%	66,9%	0,8%	64,4%	35,6%	0,0%
	60 -74 years	539	44,8%	55,2%	0,0%	16,6%	82,9%	0,5%	57,7%	42,3%	0,0%
Area of residence:	Urban	1174	78,7%	21,3%	0,0%	56,8%	43,0%	0,2%	74,0%	26,0%	0,0%
	Rural	1395	61,7%	38,2%	0,1%	34,3%	65,2%	0,5%	59,3%	40,6%	0,1%
Level of education:	Incomplete secondary	474	62,5%	37,5%	0,0%	35,8%	63,9%	0,3%	51,7%	48,1%	0,2%
	General secondary	548	64,9%	35,1%	0,0%	38,7%	60,9%	0,4%	57,6%	42,4%	0,0%
	Secondary vocational	915	67,7%	32,3%	0,0%	38,3%	61,1%	0,6%	65,3%	34,7%	0,1%
	Higher	629	80,6%	19,2%	0,1%	64,5%	35,5%	0,0%	83,1%	16,9%	0,0%
Computer availability:	Yes	1650	75,7%	24,2%	0,1%	52,1%	47,6%	0,3%	72,1%	27,8%	0,0%
	No	919	58,9%	41,1%	0,0%	31,9%	67,6%	0,5%	55,6%	44,3%	0,1%
Internet connection:	Yes	2498	70,4%	29,5%	0,0%	45,6%	54,0%	0,4%	66,8%	33,1%	0,1%
	No	71	45,9%	54,1%	0,0%	20,2%	79,8%	0,0%	46,8%	53,2%	0,0%
Level of income:	Less than 3000 MDL	417	45,4%	54,6%	0,0%	21,0%	79,0%	0,0%	48,8%	51,2%	0,0%
	3000-6000 MDL	569	63,1%	36,9%	0,0%	30,9%	68,9%	0,2%	62,1%	37,9%	0,0%
	Over 6000 MDL	1583	78,5%	21,4%	0,1%	56,3%	43,2%	0,5%	72,3%	27,6%	0,1%

Table 18. 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		3040	5,0%	37,4%	56,9%	0,6%
Gender of the respondent:	Male	1299	5,3%	35,9%	58,3%	0,5%
	Female	1741	4,8%	38,8%	55,7%	0,8%
Age of the respondent:	18-29 years	759	6,0%	32,0%	61,9%	0,1%
	30-44 years	786	6,1%	37,3%	56,3%	0,3%
	45-59 years	608	5,1%	43,0%	51,2%	0,7%
	60 -74 years	887	3,1%	36,6%	58,9%	1,3%
Area of residence:	Urban	1284	6,5%	38,7%	54,4%	0,4%
	Rural	1756	3,9%	36,4%	58,9%	0,8%
Level of education:	Incomplete secondary	627	0,9%	22,1%	75,9%	1,0%
	General secondary	694	3,7%	33,1%	62,5%	0,7%
	Secondary vocational	1058	3,6%	42,3%	53,4%	0,7%
	Higher	657	11,8%	46,4%	41,6%	0,1%
Computer availability:	Yes	1739	6,7%	41,3%	51,8%	0,3%
	No	1301	2,8%	32,3%	63,8%	1,1%
Internet connection:	Yes	2684	5,4%	38,4%	55,6%	0,6%
	No	356	2,1%	30,5%	66,3%	1,2%
Level of income:	Less than 3000 MDL	637	2,1%	31,1%	66,2%	0,6%
	3000-6000 MDL	717	3,7%	38,3%	57,3%	0,7%
	Over 6000 MDL	1686	6,7%	39,4%	53,2%	0,6%

Table 19. 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		3040	43,3%	7,3%	14,2%	13,4%	9,3%	10,3%	2,3%
Gender of the respondent:	Male	1299	42,4%	6,8%	14,9%	14,0%	8,3%	11,2%	2,4%
	Female	1741	44,1%	7,7%	13,6%	12,8%	10,2%	9,5%	2,2%
Age of the respondent:	18-29 years	759	28,2%	7,6%	20,2%	15,7%	12,4%	14,5%	1,4%
	30-44 years	786	34,8%	6,7%	13,2%	16,1%	13,5%	13,0%	2,8%
	45-59 years	608	46,0%	8,0%	14,8%	13,8%	7,1%	8,4%	1,9%
	60 -74 years	887	59,4%	7,1%	10,9%	8,7%	4,8%	6,3%	2,7%
Area of residence:	Urban	1284	36,6%	7,2%	14,5%	15,8%	11,6%	12,4%	2,0%
	Rural	1756	48,6%	7,4%	14,0%	11,5%	7,4%	8,6%	2,6%
Level of education:	Incomplete secondary	627	60,2%	4,2%	10,2%	8,4%	6,5%	7,2%	3,3%
	General secondary	694	50,7%	10,7%	12,5%	9,9%	5,6%	8,5%	2,1%
	Secondary vocational	1058	42,9%	8,1%	16,0%	13,2%	8,5%	9,4%	1,9%
	Higher	657	23,3%	5,4%	16,2%	20,9%	16,0%	15,8%	2,4%
Computer availability:	Yes	1739	34,1%	7,7%	16,0%	16,4%	11,6%	12,3%	1,9%
	No	1301	55,7%	6,7%	11,8%	9,4%	6,1%	7,5%	2,9%
Internet connection:	Yes	2684	40,0%	7,5%	15,0%	14,4%	10,2%	10,8%	2,1%
	No	356	67,8%	5,4%	8,0%	5,7%	2,6%	6,6%	4,0%
Level of income:	Less than 3000 MDL	637	62,2%	6,7%	10,5%	6,5%	5,9%	5,8%	2,5%
	3000-6000 MDL	717	47,0%	8,6%	13,7%	12,6%	5,9%	10,2%	2,1%
	Over 6000 MDL	1686	34,7%	6,9%	15,8%	16,3%	12,0%	12,0%	2,4%

Table 20. 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		3040	17,0%	21,1%	16,2%	29,4%	33,5%	0,6%	1,0%	26,8%
Gender of the respondent:	Male	1299	17,6%	23,6%	15,7%	28,6%	34,7%	0,7%	0,9%	25,6%
	Female	1741	16,5%	18,8%	16,6%	30,1%	32,4%	0,5%	1,1%	27,9%
Age of the respondent:	18-29 years	759	24,7%	33,6%	19,8%	38,7%	36,1%	0,0%	0,3%	11,4%
	30-44 years	786	18,9%	26,5%	15,6%	34,3%	33,8%	0,7%	1,0%	20,4%
	45-59 years	608	15,1%	15,3%	15,1%	26,3%	36,1%	0,3%	1,1%	30,6%
	60 -74 years	887	11,8%	12,2%	15,3%	21,0%	29,4%	1,0%	1,3%	40,1%
Area of residence:	Urban	1284	20,7%	29,5%	15,1%	37,5%	34,8%	0,6%	0,7%	18,2%
	Rural	1756	14,1%	14,5%	17,0%	23,0%	32,4%	0,6%	1,3%	33,6%
Level of education:	Incomplete secondary	627	11,7%	11,3%	15,5%	18,7%	28,6%	0,2%	1,3%	43,1%
	General secondary	694	16,6%	13,2%	17,6%	23,0%	33,7%	0,7%	0,7%	31,7%
	Secondary vocational	1058	16,2%	20,1%	17,1%	28,5%	35,6%	0,6%	1,1%	26,2%
	Higher	657	23,0%	37,7%	14,2%	45,2%	34,0%	0,7%	0,9%	10,1%
Computer availability:	Yes	1739	19,8%	26,9%	16,5%	34,4%	34,4%	0,7%	0,9%	20,1%
	No	1301	13,4%	13,3%	15,8%	22,7%	32,3%	0,5%	1,1%	35,8%
Internet connection:	Yes	2684	17,9%	22,7%	16,5%	31,0%	34,7%	0,5%	0,9%	24,4%
	No	356	10,4%	8,8%	13,5%	17,4%	24,2%	0,9%	1,9%	45,2%
Level of income:	Less than 3000 MDL	637	9,9%	9,8%	15,5%	20,9%	30,1%	0,1%	1,1%	39,5%
	3000-6000 MDL	717	14,6%	15,3%	15,7%	26,8%	33,8%	0,6%	1,0%	30,7%
	Over 6000 MDL	1686	20,7%	27,8%	16,6%	33,7%	34,6%	0,7%	1,0%	20,4%

Table 21. 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		3040	40,1%	7,7%	11,4%	7,8%	5,1%	18,0%	9,9%
Gender of the respondent:	Male	1299	42,0%	8,1%	12,0%	6,8%	5,3%	17,9%	8,0%
	Female	1741	38,5%	7,4%	10,9%	8,6%	4,9%	18,0%	11,6%
Age of the respondent:	18-29 years	759	50,0%	11,0%	13,2%	8,4%	6,0%	8,0%	3,3%
	30-44 years	786	46,0%	8,2%	12,7%	8,7%	6,0%	12,4%	6,1%
	45-59 years	608	36,9%	5,5%	12,8%	8,6%	3,6%	20,9%	11,7%
	60 -74 years	887	30,5%	7,0%	8,0%	5,7%	4,7%	27,6%	16,5%
Area of residence:	Urban	1284	44,7%	8,3%	12,5%	7,8%	5,1%	16,0%	5,6%
	Rural	1756	36,5%	7,3%	10,6%	7,7%	5,1%	19,5%	13,3%
Level of education:	Incomplete secondary	627	32,4%	6,1%	9,8%	6,0%	4,9%	24,6%	16,2%
	General secondary	694	36,8%	7,4%	11,1%	6,2%	6,1%	19,1%	13,3%
	Secondary vocational	1058	37,6%	7,3%	12,2%	8,8%	5,2%	20,1%	8,8%
	Higher	657	53,5%	10,1%	11,9%	8,9%	4,0%	8,0%	3,5%
Computer availability:	Yes	1739	44,8%	8,2%	12,7%	8,4%	5,0%	13,4%	7,4%
	No	1301	33,8%	7,1%	9,7%	6,9%	5,2%	24,0%	13,3%
Internet connection:	Yes	2684	41,5%	8,1%	12,0%	8,3%	5,3%	16,1%	8,7%
	No	356	29,6%	5,1%	7,4%	4,1%	3,1%	31,8%	18,9%
Level of income:	Less than 3000 MDL	637	28,7%	5,4%	7,9%	5,5%	5,3%	29,5%	17,7%
	3000-6000 MDL	717	39,5%	6,7%	12,1%	9,2%	4,1%	18,2%	10,1%
	Over 6000 MDL	1686	44,7%	9,1%	12,5%	8,0%	5,4%	13,5%	6,9%

Table 22. 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		3040	7,8%	37,1%	54,3%	0,8%
Gender of the respondent:	Male	1299	7,8%	36,4%	55,0%	0,7%
	Female	1741	7,8%	37,6%	53,7%	0,9%
Age of the respondent:	18-29 years	759	12,1%	40,7%	46,7%	0,5%
	30-44 years	786	10,2%	36,6%	52,9%	0,2%
	45-59 years	608	7,0%	39,7%	51,8%	1,4%
	60 -74 years	887	3,4%	33,1%	62,5%	1,1%
Area of residence:	Urban	1284	11,4%	39,1%	49,1%	0,4%
	Rural	1756	5,1%	35,4%	58,4%	1,1%
Level of education:	Incomplete secondary	627	2,2%	23,0%	72,8%	2,0%
	General secondary	694	4,0%	33,6%	61,5%	0,9%
	Secondary vocational	1058	5,5%	41,2%	52,8%	0,4%
	Higher	657	19,5%	45,4%	34,9%	0,3%
Computer availability:	Yes	1739	10,5%	40,4%	48,5%	0,7%
	No	1301	4,2%	32,6%	62,2%	1,0%
Internet connection:	Yes	2684	8,4%	38,4%	52,5%	0,7%
	No	356	3,5%	27,3%	67,6%	1,6%
Level of income:	Less than 3000 MDL	637	2,8%	31,0%	65,2%	0,9%
	3000-6000 MDL	717	5,1%	36,9%	57,3%	0,7%
	Over 6000 MDL	1686	10,9%	39,4%	48,9%	0,8%

Table 23. 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		3040	48,6%	7,8%	13,4%	10,9%	7,2%	10,3%	1,8%
Gender of the respondent:	Male	1299	47,1%	7,4%	15,5%	10,6%	8,1%	10,1%	1,2%
	Female	1741	49,9%	8,1%	11,5%	11,1%	6,5%	10,4%	2,4%
Age of the respondent:	18-29 years	759	29,1%	11,9%	17,2%	16,3%	10,5%	14,2%	0,9%
	30-44 years	786	40,4%	8,1%	14,6%	12,7%	9,6%	13,4%	1,2%
	45-59 years	608	52,1%	7,2%	13,0%	10,6%	5,6%	9,1%	2,4%
	60 -74 years	887	66,4%	5,4%	10,3%	5,8%	4,0%	5,7%	2,5%
Area of residence:	Urban	1284	39,5%	9,6%	14,7%	12,7%	9,3%	13,1%	1,1%
	Rural	1756	55,7%	6,4%	12,5%	9,4%	5,6%	8,1%	2,3%
Level of education:	Incomplete secondary	627	65,2%	4,9%	13,0%	4,5%	4,4%	5,2%	2,8%
	General secondary	694	57,2%	8,8%	11,7%	8,6%	5,7%	6,8%	1,1%
	Secondary vocational	1058	49,7%	8,4%	14,1%	10,5%	6,9%	8,8%	1,6%
	Higher	657	25,6%	8,3%	14,2%	18,7%	11,3%	19,9%	1,9%
Computer availability:	Yes	1739	41,0%	8,1%	14,1%	13,6%	9,5%	12,3%	1,4%
	No	1301	58,7%	7,3%	12,5%	7,2%	4,2%	7,7%	2,3%
Internet connection:	Yes	2684	45,8%	8,2%	13,8%	11,7%	8,0%	10,8%	1,7%
	No	356	69,4%	5,0%	10,9%	4,3%	1,5%	6,3%	2,6%
Level of income:	Less than 3000 MDL	637	69,0%	6,3%	8,8%	5,6%	2,1%	5,4%	2,7%
	3000-6000 MDL	717	52,1%	8,1%	14,0%	9,2%	6,6%	8,1%	1,8%
	Over 6000 MDL	1686	39,4%	8,2%	14,9%	13,5%	9,4%	13,1%	1,5%

Table 24. 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		3040	57,2%	23,0%	19,8%
Gender of the respondent:	Male	1299	60,2%	22,7%	17,0%
	Female	1741	54,5%	23,2%	22,3%
Age of the respondent:	18-29 years	759	80,9%	9,8%	9,4%
	30-44 years	786	64,2%	19,8%	16,1%
	45-59 years	608	46,0%	29,9%	24,1%
	60 -74 years	887	44,2%	29,1%	26,7%
Area of residence:	Urban	1284	65,7%	18,6%	15,7%
	Rural	1756	50,5%	26,5%	23,0%
Level of education:	Incomplete secondary	627	47,8%	24,5%	27,7%
	General secondary	694	52,2%	24,9%	22,9%
	Secondary vocational	1058	55,5%	25,4%	19,0%
	Higher	657	72,1%	16,3%	11,5%
Computer availability:	Yes	1739	64,2%	19,5%	16,3%
	No	1301	47,8%	27,7%	24,5%
Internet connection:	Yes	2684	59,8%	21,5%	18,8%
	No	356	37,9%	34,5%	27,6%
Level of income:	Less than 3000 MDL	637	41,9%	31,8%	26,3%
	3000-6000 MDL	717	51,8%	26,7%	21,5%
	Over 6000 MDL	1686	65,2%	18,1%	16,6%

Table 25. 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		3040	38,3%	6,0%	14,4%	12,9%	10,5%	13,3%	4,5%
Gender of the respondent:	Male	1299	35,3%	5,4%	16,3%	13,9%	11,8%	13,2%	4,2%
	Female	1741	41,0%	6,5%	12,7%	12,1%	9,4%	13,4%	4,8%
Age of the respondent:	18-29 years	759	18,1%	6,2%	18,6%	18,7%	15,7%	21,1%	1,7%
	30-44 years	786	28,7%	4,7%	16,6%	14,6%	13,1%	17,8%	4,4%
	45-59 years	608	42,9%	7,6%	14,3%	10,8%	8,6%	10,7%	5,1%
	60 -74 years	887	57,2%	5,8%	9,6%	9,4%	6,1%	5,9%	6,0%
Area of residence:	Urban	1284	30,4%	5,1%	16,0%	16,2%	12,2%	17,2%	2,9%
	Rural	1756	44,6%	6,6%	13,1%	10,3%	9,2%	10,3%	5,8%
Level of education:	Incomplete secondary	627	53,9%	5,2%	11,6%	7,7%	6,7%	7,5%	7,4%
	General secondary	694	47,8%	7,1%	14,9%	10,0%	7,6%	8,6%	4,0%
	Secondary vocational	1058	38,4%	6,2%	15,2%	12,8%	9,9%	12,7%	4,8%
	Higher	657	16,8%	5,3%	15,2%	20,0%	17,2%	23,2%	2,3%
Computer availability:	Yes	1739	29,3%	5,1%	15,9%	15,5%	13,4%	16,7%	4,2%
	No	1301	50,4%	7,1%	12,4%	9,5%	6,7%	8,8%	5,0%
Internet connection:	Yes	2684	34,9%	6,2%	15,1%	13,8%	11,3%	14,4%	4,2%
	No	356	63,5%	4,4%	9,0%	6,4%	4,7%	5,5%	6,6%
Level of income:	Less than 3000 MDL	637	60,3%	5,7%	8,9%	8,6%	4,0%	6,9%	5,7%
	3000-6000 MDL	717	44,9%	5,5%	13,7%	10,4%	9,2%	11,7%	4,7%
	Over 6000 MDL	1686	27,3%	6,3%	16,8%	15,7%	13,5%	16,4%	4,0%

Table 26. 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		3040	20,1%	4,8%	12,8%	13,0%	12,6%	28,7%	7,9%
Gender of the respondent:	Male	1299	19,0%	4,4%	15,4%	14,6%	12,4%	27,0%	7,2%
	Female	1741	21,0%	5,2%	10,5%	11,6%	12,8%	30,3%	8,6%
Age of the respondent:	18-29 years	759	8,7%	5,8%	13,4%	19,2%	17,7%	33,9%	1,3%
	30-44 years	786	15,8%	3,5%	13,1%	14,5%	17,2%	33,1%	2,8%
	45-59 years	608	24,3%	7,0%	14,6%	12,6%	7,0%	25,5%	8,9%
	60 -74 years	887	28,2%	3,8%	10,6%	8,1%	9,3%	23,5%	16,6%
Area of residence:	Urban	1284	17,1%	4,6%	14,2%	15,0%	14,5%	29,3%	5,2%
	Rural	1756	22,4%	5,0%	11,7%	11,5%	11,1%	28,3%	10,1%
Level of education:	Incomplete secondary	627	26,0%	3,7%	8,7%	10,8%	10,9%	26,9%	13,1%
	General secondary	694	22,1%	7,1%	12,3%	12,6%	8,1%	27,6%	10,1%
	Secondary vocational	1058	21,1%	5,4%	13,8%	13,5%	12,5%	26,2%	7,6%
	Higher	657	11,6%	2,9%	15,2%	14,6%	18,4%	35,3%	2,1%
Computer availability:	Yes	1739	15,0%	4,1%	14,7%	15,7%	14,6%	30,2%	5,6%
	No	1301	26,9%	5,8%	10,2%	9,4%	9,9%	26,7%	11,0%
Internet connection:	Yes	2684	18,1%	4,8%	13,4%	13,8%	13,7%	29,6%	6,7%
	No	356	34,7%	5,0%	8,7%	7,6%	4,8%	22,4%	16,8%
Level of income:	Less than 3000 MDL	637	32,3%	5,1%	8,8%	7,4%	7,1%	26,1%	13,1%
	3000-6000 MDL	717	23,7%	5,7%	11,3%	12,5%	8,3%	29,8%	8,7%
	Over 6000 MDL	1686	13,9%	4,4%	15,0%	15,4%	16,5%	29,2%	5,7%

Table 27. 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		3040	34,8%	9,0%	13,3%	9,4%	8,2%	17,3%	8,1%
Gender of the respondent:	Male	1299	33,4%	9,6%	15,4%	9,1%	7,5%	17,0%	8,1%
	Female	1741	36,1%	8,4%	11,4%	9,6%	8,8%	17,6%	8,1%
Age of the respondent:	18-29 years	759	17,6%	11,1%	16,2%	15,2%	13,7%	24,8%	1,3%
	30-44 years	786	31,1%	9,0%	14,8%	10,3%	10,2%	20,6%	3,9%
	45-59 years	608	40,7%	9,3%	14,4%	8,1%	4,9%	12,2%	10,3%
	60 -74 years	887	44,7%	7,2%	9,0%	5,8%	5,4%	13,2%	14,7%
Area of residence:	Urban	1284	31,9%	8,6%	15,3%	10,9%	9,0%	19,2%	5,1%
	Rural	1756	37,1%	9,3%	11,7%	8,2%	7,6%	15,7%	10,4%
Level of education:	Incomplete secondary	627	40,5%	6,2%	8,9%	5,8%	7,9%	16,6%	14,0%
	General secondary	694	35,2%	10,4%	12,2%	10,0%	5,8%	16,4%	10,1%
	Secondary vocational	1058	37,9%	9,5%	13,3%	9,4%	7,1%	15,7%	7,1%
	Higher	657	24,8%	9,0%	17,9%	11,8%	12,5%	21,1%	2,9%
Computer availability:	Yes	1739	29,5%	10,1%	15,8%	10,7%	9,6%	18,5%	5,8%
	No	1301	42,0%	7,4%	9,9%	7,7%	6,4%	15,6%	11,0%
Internet connection:	Yes	2684	33,2%	9,2%	14,4%	10,0%	8,9%	17,6%	6,7%
	No	356	46,6%	7,1%	5,1%	5,2%	2,9%	15,0%	18,1%
Level of income:	Less than 3000 MDL	637	49,1%	5,8%	8,1%	6,8%	4,1%	14,8%	11,4%
	3000-6000 MDL	717	38,9%	8,8%	10,3%	7,9%	6,9%	17,0%	10,2%
	Over 6000 MDL	1686	27,7%	10,2%	16,5%	11,0%	10,3%	18,3%	5,9%

Table 28. 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		3040	34,3%	4,8%	8,3%	8,3%	10,5%	28,8%	5,0%
Gender of the respondent:	Male	1299	31,3%	4,8%	9,0%	9,6%	11,3%	29,8%	4,3%
	Female	1741	37,1%	4,8%	7,6%	7,2%	9,8%	28,0%	5,6%
Age of the respondent:	18-29 years	759	18,2%	5,8%	9,1%	11,7%	15,7%	38,7%	0,9%
	30-44 years	786	26,1%	4,3%	9,0%	10,3%	13,2%	35,2%	1,9%
	45-59 years	608	37,3%	5,7%	8,4%	7,4%	8,6%	25,8%	6,8%
	60 -74 years	887	50,5%	3,9%	6,9%	4,9%	6,0%	18,5%	9,2%
Area of residence:	Urban	1284	27,6%	4,4%	8,9%	10,4%	12,6%	33,4%	2,7%
	Rural	1756	39,6%	5,1%	7,8%	6,7%	8,9%	25,2%	6,7%
Level of education:	Incomplete secondary	627	47,9%	4,2%	5,5%	4,8%	6,5%	23,9%	7,2%
	General secondary	694	38,3%	5,4%	9,2%	7,2%	10,7%	22,2%	7,0%
	Secondary vocational	1058	35,8%	5,5%	8,3%	9,3%	10,0%	25,8%	5,2%
	Higher	657	17,2%	3,5%	9,7%	10,7%	14,5%	43,5%	0,9%
Computer availability:	Yes	1739	24,1%	5,1%	9,7%	10,4%	13,4%	34,8%	2,5%
	No	1301	48,0%	4,4%	6,4%	5,5%	6,6%	20,8%	8,2%
Internet connection:	Yes	2684	31,9%	5,0%	8,7%	8,8%	11,3%	30,4%	3,9%
	No	356	52,8%	3,0%	5,1%	4,6%	4,7%	16,9%	12,8%
Level of income:	Less than 3000 MDL	637	52,5%	3,5%	5,0%	4,3%	5,1%	22,0%	7,5%
	3000-6000 MDL	717	40,2%	5,9%	8,7%	6,0%	8,6%	23,0%	7,5%
	Over 6000 MDL	1686	25,0%	4,8%	9,3%	10,8%	13,3%	33,8%	3,0%

Table 29. 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		3040	21,5%	2,9%	7,2%	8,9%	12,5%	43,0%	3,9%
Gender of the respondent:	Male	1299	18,1%	2,9%	7,5%	10,1%	14,3%	44,0%	3,1%
	Female	1741	24,5%	3,0%	7,0%	7,9%	10,8%	42,2%	4,6%
Age of the respondent:	18-29 years	759	5,1%	3,0%	6,3%	10,1%	14,5%	60,2%	0,8%
	30-44 years	786	11,0%	3,0%	7,3%	9,4%	16,5%	51,7%	1,0%
	45-59 years	608	26,3%	3,0%	8,2%	8,5%	11,1%	37,9%	5,0%
	60 -74 years	887	38,8%	2,7%	6,9%	8,2%	8,2%	27,4%	7,9%
Area of residence:	Urban	1284	17,3%	2,4%	7,4%	10,2%	13,8%	46,7%	2,1%
	Rural	1756	24,8%	3,3%	7,1%	7,9%	11,4%	40,1%	5,3%
Level of education:	Incomplete secondary	627	30,2%	3,1%	5,6%	6,1%	8,6%	41,0%	5,5%
	General secondary	694	25,5%	3,7%	8,1%	7,0%	13,1%	36,8%	5,8%
	Secondary vocational	1058	21,9%	2,5%	7,5%	10,8%	11,7%	41,6%	4,0%
	Higher	657	10,0%	2,7%	7,4%	10,2%	16,4%	52,6%	0,7%
Computer availability:	Yes	1739	15,8%	2,6%	7,7%	9,6%	15,1%	47,3%	1,9%
	No	1301	29,2%	3,3%	6,6%	8,1%	8,9%	37,3%	6,5%
Internet connection:	Yes	2684	18,4%	2,9%	7,6%	9,6%	13,5%	45,2%	2,9%
	No	356	44,5%	3,4%	4,8%	4,4%	5,2%	26,4%	11,3%
Level of income:	Less than 3000 MDL	637	37,1%	3,1%	4,5%	6,3%	6,2%	36,6%	6,1%
	3000-6000 MDL	717	25,8%	3,9%	8,6%	8,5%	11,1%	36,2%	5,9%
	Over 6000 MDL	1686	13,8%	2,5%	7,7%	10,1%	15,4%	48,3%	2,2%

Table 30. 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		3040	23,9%	32,1%	17,2%	22,5%	4,3%
Gender of the respondent:	Male	1299	25,9%	34,8%	15,7%	19,6%	4,0%
	Female	1741	22,1%	29,8%	18,6%	25,0%	4,6%
Age of the respondent:	18-29 years	759	39,9%	40,4%	11,8%	6,7%	1,2%
	30-44 years	786	30,5%	36,5%	17,8%	13,0%	2,2%
	45-59 years	608	20,3%	28,9%	18,3%	26,9%	5,7%
	60 -74 years	887	9,9%	25,1%	19,2%	38,6%	7,3%
Area of residence:	Urban	1284	25,8%	39,4%	14,8%	17,9%	2,1%
	Rural	1756	22,3%	26,4%	19,2%	26,1%	6,0%
Level of education:	Incomplete secondary	627	18,5%	24,5%	18,6%	32,8%	5,7%
	General secondary	694	20,0%	31,4%	17,2%	25,0%	6,5%
	Secondary vocational	1058	21,2%	31,6%	19,8%	23,4%	4,0%
	Higher	657	35,9%	40,0%	12,1%	10,6%	1,4%
Computer availability:	Yes	1739	28,5%	36,1%	15,8%	17,0%	2,6%
	No	1301	17,6%	26,8%	19,1%	29,9%	6,5%
Internet connection:	Yes	2684	25,5%	34,0%	16,9%	20,2%	3,5%
	No	356	11,4%	18,3%	20,0%	39,8%	10,5%
Level of income:	Less than 3000 MDL	637	17,3%	21,2%	16,1%	37,2%	8,1%
	3000-6000 MDL	717	18,8%	27,0%	20,9%	29,0%	4,3%
	Over 6000 MDL	1686	28,5%	38,4%	16,1%	14,2%	2,8%

Table 31. 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		3040	40,5%	31,0%	26,2%	2,2%
Gender of the respondent:	Male	1299	46,6%	27,1%	23,5%	2,8%
	Female	1741	35,1%	34,5%	28,7%	1,7%
Age of the respondent:	18-29 years	759	73,2%	21,2%	4,9%	0,6%
	30-44 years	786	57,2%	30,5%	11,1%	1,2%
	45-59 years	608	30,4%	37,7%	29,0%	2,9%
	60 -74 years	887	11,0%	32,4%	52,8%	3,8%
Area of residence:	Urban	1284	55,1%	25,9%	17,4%	1,6%
	Rural	1756	29,1%	35,0%	33,2%	2,7%
Level of education:	Incomplete secondary	627	24,9%	33,8%	37,7%	3,5%
	General secondary	694	31,4%	28,9%	36,5%	3,1%
	Secondary vocational	1058	34,8%	36,0%	26,7%	2,5%
	Higher	657	70,2%	23,2%	6,5%	0,1%
Computer availability:	Yes	1739	51,6%	30,5%	16,9%	1,0%
	No	1301	25,7%	31,7%	38,7%	3,9%
Internet connection:	Yes	2684	44,3%	32,3%	21,7%	1,7%
	No	356	12,1%	21,8%	59,5%	6,6%
Level of income:	Less than 3000 MDL	637	17,3%	32,8%	45,4%	4,6%
	3000-6000 MDL	717	26,4%	36,7%	34,6%	2,3%
	Over 6000 MDL	1686	55,3%	27,9%	15,5%	1,3%

Table 32. 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		3040	10,3%	28,7%	28,0%	31,6%	1,4%	3,4%	15,5%	32,5%	46,6%	2,0%
Gender of the respondent:	Male	1299	9,9%	29,9%	29,8%	28,9%	1,5%	3,5%	16,6%	34,4%	43,5%	2,0%
	Female	1741	10,6%	27,7%	26,5%	34,0%	1,3%	3,3%	14,6%	30,8%	49,3%	2,0%
Age of the respondent:	18-29 years	759	17,5%	38,4%	28,4%	15,3%	0,4%	5,9%	22,9%	43,4%	26,8%	0,9%
	30-44 years	786	13,6%	36,2%	28,4%	21,1%	0,6%	3,7%	18,9%	37,5%	38,7%	1,2%
	45-59 years	608	8,5%	22,1%	30,7%	36,6%	2,1%	3,4%	14,3%	28,3%	51,6%	2,4%
	60 -74 years	887	3,7%	20,3%	25,2%	48,5%	2,3%	1,3%	8,3%	24,0%	63,1%	3,3%
Area of residence:	Urban	1284	13,9%	35,0%	26,2%	23,7%	1,1%	4,2%	21,3%	33,7%	39,3%	1,6%
	Rural	1756	7,4%	23,8%	29,4%	37,7%	1,7%	2,7%	11,0%	31,6%	52,3%	2,4%
Level of education:	Incomplete secondary	627	4,7%	14,6%	29,3%	48,9%	2,5%	2,0%	7,7%	26,7%	60,9%	2,7%
	General secondary	694	6,9%	23,8%	31,0%	35,9%	2,4%	1,4%	11,4%	31,5%	51,8%	4,0%
	Secondary vocational	1058	7,1%	28,1%	32,4%	31,7%	0,7%	2,6%	14,4%	34,7%	46,9%	1,4%
	Higher	657	22,7%	45,7%	17,6%	13,1%	0,8%	7,5%	27,4%	34,8%	29,7%	0,7%
Computer availability:	Yes	1739	13,4%	34,6%	26,3%	24,6%	1,2%	4,3%	18,9%	34,8%	40,3%	1,7%
	No	1301	6,1%	20,9%	30,3%	40,9%	1,8%	2,1%	11,0%	29,5%	55,0%	2,5%
Internet connection:	Yes	2684	11,3%	30,9%	28,5%	28,3%	1,1%	3,7%	16,6%	33,8%	44,1%	1,8%
	No	356	2,8%	12,8%	24,7%	55,9%	3,8%	0,9%	7,7%	22,8%	64,9%	3,7%
Level of income:	Less than 3000 MDL	637	3,8%	11,9%	27,3%	54,0%	2,9%	1,0%	7,1%	23,3%	65,5%	3,1%
	3000-6000 MDL	717	7,8%	26,4%	29,8%	33,8%	2,2%	3,0%	11,1%	32,3%	50,9%	2,7%
	Over 6000 MDL	1686	13,7%	36,0%	27,5%	22,2%	0,6%	4,4%	20,5%	36,0%	37,7%	1,4%

Table 33. 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		3040	5,9%	23,9%	27,1%	41,4%	1,7%	4,9%	26,7%	27,0%	39,3%	2,1%
Gender of the respondent:	Male	1299	5,4%	26,1%	27,4%	39,5%	1,7%	4,9%	27,7%	28,9%	36,9%	1,6%
	Female	1741	6,3%	21,9%	26,9%	43,1%	1,8%	4,9%	25,8%	25,2%	41,4%	2,5%
Age of the respondent:	18-29 years	759	8,6%	31,1%	33,9%	25,7%	0,7%	6,5%	34,2%	33,4%	24,8%	1,2%
	30-44 years	786	6,7%	27,4%	31,3%	33,3%	1,3%	5,9%	29,1%	32,7%	31,0%	1,2%
	45-59 years	608	6,4%	20,7%	23,0%	47,5%	2,5%	5,3%	25,7%	22,0%	44,3%	2,8%
	60 -74 years	887	2,9%	18,3%	22,0%	54,7%	2,2%	2,6%	20,3%	21,2%	52,8%	3,1%
Area of residence:	Urban	1284	7,2%	29,3%	27,5%	34,8%	1,2%	5,5%	30,5%	29,2%	33,4%	1,3%
	Rural	1756	4,8%	19,6%	26,9%	46,6%	2,1%	4,4%	23,7%	25,3%	43,9%	2,7%
Level of education:	Incomplete secondary	627	3,1%	14,5%	24,0%	55,7%	2,6%	3,3%	15,3%	23,0%	55,0%	3,4%
	General secondary	694	4,3%	20,4%	27,9%	44,7%	2,8%	3,4%	25,1%	25,9%	42,0%	3,6%
	Secondary vocational	1058	4,7%	22,5%	28,3%	43,3%	1,3%	3,7%	26,5%	27,6%	41,0%	1,2%
	Higher	657	11,3%	36,8%	27,4%	23,7%	0,7%	9,5%	37,8%	30,4%	21,1%	1,2%
Computer availability:	Yes	1739	7,5%	27,4%	27,9%	35,7%	1,5%	6,1%	29,9%	29,0%	33,4%	1,7%
	No	1301	3,7%	19,2%	26,1%	49,0%	2,0%	3,4%	22,5%	24,3%	47,1%	2,7%
Internet connection:	Yes	2684	6,4%	25,0%	28,2%	39,0%	1,4%	5,4%	27,9%	28,0%	36,8%	1,8%
	No	356	1,6%	15,6%	19,5%	59,1%	4,2%	1,3%	17,4%	19,5%	57,5%	4,3%
Level of income:	Less than 3000 MDL	637	2,2%	10,9%	23,9%	60,6%	2,4%	2,8%	14,8%	21,1%	58,0%	3,3%
	3000-6000 MDL	717	5,0%	19,2%	29,1%	44,2%	2,5%	5,2%	24,4%	26,5%	41,2%	2,8%
	Over 6000 MDL	1686	7,6%	30,7%	27,5%	33,0%	1,1%	5,6%	32,2%	29,4%	31,4%	1,4%

Table 34. 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/NO	I know very well	I know well	I don't know much	I don't know at all	DK/NO
Total		3040	7,3%	31,0%	24,1%	36,0%	1,6%	9,8%	33,5%	22,6%	32,8%	1,3%
Gender of the respondent:	Male	1299	6,5%	33,5%	24,6%	33,9%	1,6%	7,9%	35,2%	24,9%	30,8%	1,1%
	Female	1741	8,0%	28,8%	23,7%	37,9%	1,6%	11,4%	31,9%	20,5%	34,6%	1,5%
Age of the respondent:	18-29 years	759	13,8%	40,0%	26,5%	19,2%	0,5%	11,1%	40,4%	27,2%	20,4%	0,9%
	30-44 years	786	7,5%	36,2%	26,6%	28,2%	1,6%	11,9%	35,6%	26,7%	24,8%	1,0%
	45-59 years	608	6,5%	25,2%	23,6%	42,6%	2,1%	10,4%	32,3%	19,7%	35,6%	2,0%
	60 -74 years	887	3,6%	24,6%	20,4%	49,3%	2,0%	6,3%	27,9%	17,9%	46,5%	1,4%
Area of residence:	Urban	1284	9,3%	37,4%	23,8%	28,7%	0,9%	10,2%	37,0%	23,3%	28,4%	1,1%
	Rural	1756	5,7%	26,0%	24,3%	41,8%	2,2%	9,4%	30,7%	22,0%	36,3%	1,5%
Level of education:	Incomplete secondary	627	4,1%	18,2%	22,3%	52,2%	3,2%	6,9%	24,8%	22,1%	44,6%	1,6%
	General secondary	694	6,1%	26,8%	24,1%	40,3%	2,7%	9,4%	30,5%	22,4%	36,3%	1,5%
	Secondary vocational	1058	5,4%	30,3%	26,1%	37,4%	0,8%	7,0%	33,8%	23,8%	33,8%	1,5%
	Higher	657	13,8%	46,3%	22,5%	16,7%	0,6%	16,8%	42,9%	21,4%	18,3%	0,6%
Computer availability:	Yes	1739	9,3%	35,3%	24,5%	29,5%	1,3%	10,9%	36,9%	23,0%	28,0%	1,2%
	No	1301	4,5%	25,2%	23,5%	44,7%	2,0%	8,3%	28,9%	22,1%	39,2%	1,5%
Internet connection:	Yes	2684	7,9%	32,6%	24,9%	33,2%	1,4%	10,1%	34,9%	23,6%	30,3%	1,2%
	No	356	2,6%	19,2%	18,0%	56,8%	3,3%	7,5%	23,1%	15,2%	51,8%	2,5%
Level of income:	Less than 3000 MDL	637	3,5%	16,5%	20,1%	57,4%	2,5%	7,6%	20,6%	18,9%	51,4%	1,5%
	3000-6000 MDL	717	6,3%	26,7%	26,5%	38,1%	2,4%	10,5%	32,1%	21,1%	34,7%	1,6%
	Over 6000 MDL	1686	9,1%	38,3%	24,5%	27,1%	0,9%	10,3%	38,9%	24,6%	25,0%	1,1%

Table 35. During the last 12 months, have you accessed the Government's website (www.gov.md)?

		Number	Yes	No
Total		2569	25,9%	74,1%
Gender of the respondent:	Male	1090	27,2%	72,8%
	Female	1479	24,7%	75,3%
Age of the respondent:	18-29 years	749	38,4%	61,6%
	30-44 years	756	33,7%	66,3%
	45-59 years	525	16,4%	83,6%
	60 -74 years	539	11,3%	88,7%
Area of residence:	Urban	1174	35,6%	64,4%
	Rural	1395	17,1%	82,9%
Level of education:	Incomplete secondary	474	10,3%	89,7%
	General secondary	548	17,4%	82,6%
	Secondary vocational	915	17,9%	82,1%
	Higher	629	52,8%	47,2%
Computer availability:	Yes	1650	32,6%	67,4%
	No	919	13,7%	86,3%
Internet connection:	Yes	2498	26,4%	73,6%
	No	71	7,3%	92,7%
Level of income:	Less than 3000 MDL	417	9,5%	90,5%
	3000-6000 MDL	569	16,9%	83,1%
	Over 6000 MDL	1583	33,4%	66,6%

Table 36. 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		666	20,9%	34,7%	18,1%	6,0%	18,8%	1,6%
Gender of the respondent:	Male	301	18,7%	37,8%	19,8%	5,1%	17,1%	1,5%
	Female	365	23,1%	31,7%	16,4%	6,8%	20,4%	1,6%
Age of the respondent:	18-29 years	278	12,1%	41,2%	18,5%	9,1%	17,6%	1,5%
	30-44 years	244	21,4%	35,1%	20,2%	4,2%	17,0%	2,1%
	45-59 years	85	23,1%	29,5%	12,1%	5,2%	29,1%	0,9%
	60 -74 years	59	45,9%	18,4%	16,0%	5,2%	14,6%	0,0%
Area of residence:	Urban	426	16,2%	35,0%	22,6%	6,0%	19,3%	0,9%
	Rural	240	29,9%	34,1%	9,6%	5,9%	17,8%	2,7%
Level of education:	Incomplete secondary	58	38,8%	29,1%	11,9%	6,1%	9,5%	4,6%
	General secondary	109	24,3%	35,7%	11,4%	8,5%	17,7%	2,3%
	Secondary vocational	171	29,9%	35,4%	19,5%	3,5%	10,3%	1,4%
	Higher	328	13,8%	34,8%	19,7%	6,5%	24,2%	1,1%
Computer availability:	Yes	543	17,1%	36,6%	18,5%	6,7%	20,4%	0,7%
	No	123	37,4%	26,5%	16,2%	3,0%	11,8%	5,1%
Internet connection:	Yes	660	20,9%	34,9%	18,0%	5,9%	18,7%	1,6%
	No	6	30,5%	10,9%	22,5%	10,9%	25,1%	0,0%
Level of income:	Less than 3000 MDL	39	36,7%	32,4%	4,4%	6,7%	12,0%	7,7%
	3000-6000 MDL	101	30,1%	32,0%	19,1%	5,7%	10,7%	2,5%
	Over 6000 MDL	526	18,1%	35,3%	18,9%	6,0%	20,8%	0,9%

Table 37. 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		2569	26,1%	73,1%	0,8%
Gender of the respondent:	Male	1090	27,6%	71,5%	0,9%
	Female	1479	24,8%	74,6%	0,7%
Age of the respondent:	18-29 years	749	48,1%	50,8%	1,0%
	30-44 years	756	30,6%	68,7%	0,7%
	45-59 years	525	16,3%	83,1%	0,6%
	60 -74 years	539	7,5%	91,7%	0,8%
Area of residence:	Urban	1174	37,5%	61,9%	0,6%
	Rural	1395	15,9%	83,2%	0,9%
Level of education:	Incomplete secondary	474	12,5%	86,8%	0,7%
	General secondary	548	20,3%	78,3%	1,5%
	Secondary vocational	915	16,8%	82,8%	0,4%
	Higher	629	51,7%	47,4%	0,8%
Computer availability:	Yes	1650	33,4%	65,8%	0,8%
	No	919	13,0%	86,4%	0,6%
Internet connection:	Yes	2498	26,6%	72,6%	0,8%
	No	71	8,2%	91,8%	0,0%
Level of income:	Less than 3000 MDL	417	7,8%	91,9%	0,3%
	3000-6000 MDL	569	14,0%	85,2%	0,7%
	Over 6000 MDL	1583	35,3%	63,8%	0,9%

Table 38. Have you used at least one public electronic service provided by government institutions during the last 12 months?

		Number	Yes	No
Total		2569	21,6%	78,4%
Gender of the respondent:	Male	1090	23,0%	77,0%
	Female	1479	20,4%	79,6%
Age of the respondent:	18-29 years	749	40,0%	60,0%
	30-44 years	756	26,8%	73,2%
	45-59 years	525	12,4%	87,6%
	60 -74 years	539	5,0%	95,0%
Area of residence:	Urban	1174	31,4%	68,6%
	Rural	1395	12,8%	87,2%
Level of education:	Incomplete secondary	474	9,4%	90,6%
	General secondary	548	13,6%	86,4%
	Secondary vocational	915	15,3%	84,7%
	Higher	629	43,9%	56,1%
Computer availability:	Yes	1650	28,2%	71,8%
	No	919	9,8%	90,2%
Internet connection:	Yes	2498	22,1%	77,9%
	No	71	2,6%	97,4%
Level of income:	Less than 3000 MDL	417	6,2%	93,8%
	3000-6000 MDL	569	11,3%	88,7%
	Over 6000 MDL	1583	29,4%	70,6%

Table 39. 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	Online request for duplicates of civil status documents	Online request for documentation services (ASP)	Issuing driving license	Registering as unemployed	e-Application for Criminal Record	Online registration of some notarial acts
Total		580	34,0%	22,3%	21,8%	36,7%	17,0%	1,4%	12,3%	9,4%
Gender of the respondent:	Male	272	34,9%	21,6%	19,6%	35,1%	17,1%	0,4%	12,5%	9,6%
	Female	308	33,2%	23,0%	24,0%	38,3%	16,9%	2,3%	12,1%	9,2%
Age of the respondent:	18-29 years	293	29,7%	17,8%	20,6%	34,9%	22,8%	1,0%	9,9%	9,2%
	30-44 years	198	38,2%	25,6%	26,3%	39,2%	15,0%	1,3%	15,0%	10,6%
	45-59 years	63	33,2%	24,9%	17,5%	39,2%	9,3%	3,0%	13,7%	9,2%
	60 -74 years	26	34,8%	23,0%	4,0%	23,5%	7,1%	0,0%	3,5%	0,0%
Area of residence:	Urban	396	36,4%	23,2%	20,5%	40,0%	17,8%	0,6%	12,0%	9,2%
	Rural	184	28,7%	20,3%	24,6%	29,6%	15,0%	3,0%	12,9%	9,8%
Level of education:	Incomplete secondary	57	13,2%	5,7%	14,2%	31,4%	11,6%	2,5%	3,9%	4,3%
	General secondary	92	21,0%	16,7%	22,8%	38,7%	28,9%	0,0%	7,2%	7,4%
	Secondary vocational	155	21,9%	12,8%	24,0%	34,9%	13,8%	2,1%	11,2%	7,8%
	Higher	276	45,6%	30,3%	21,5%	37,9%	16,5%	1,2%	15,0%	11,3%
Computer availability:	Yes	486	35,8%	24,0%	21,7%	37,3%	17,1%	1,4%	11,7%	9,2%
	No	94	24,5%	13,3%	22,0%	33,9%	16,3%	1,1%	15,3%	10,1%
Internet connection:	Yes	578	33,8%	22,4%	21,9%	36,9%	17,0%	1,4%	12,2%	9,3%
	No	2	100,0%	0,0%	0,0%	0,0%	0,0%	0,0%	30,2%	30,2%
Level of income:	Less than 3000 MDL	27	7,3%	13,7%	26,4%	16,9%	11,8%	3,9%	5,0%	0,0%
	3000-6000 MDL	68	30,5%	14,9%	17,7%	30,3%	16,8%	1,7%	10,7%	7,6%
	Over 6000 MDL	485	36,0%	23,8%	22,1%	38,7%	17,3%	1,2%	12,9%	10,1%

Table 40. Which of the following ELECTRONIC public services, provided by government institutions, have you used during the last 12 months?

		Number	e-Apostille	e-Kindergarten (enrollment of the child in kindergarten)	e-School (admission to the first grade)	e-Application for Higher Education Institutions	e-CNAS (request for allowances for families with children)	Issuing protection titles for intellectual property objects	Online appointment for blood donation	e-Fishing
Total		580	2,7%	10,9%	4,3%	10,5%	21,2%	1,5%	4,7%	2,5%
Gender of the respondent:	Male	272	3,0%	7,3%	3,0%	10,2%	15,5%	1,6%	4,9%	2,7%
	Female	308	2,4%	14,4%	5,6%	10,7%	26,8%	1,3%	4,4%	2,3%
Age of the respondent:	18-29 years	293	2,0%	8,3%	3,0%	20,0%	15,3%	1,2%	5,2%	3,2%
	30-44 years	198	2,4%	16,2%	7,0%	3,2%	21,5%	1,8%	4,3%	2,4%
	45-59 years	63	6,4%	6,0%	1,5%	8,9%	31,1%	1,7%	6,0%	1,5%
	60 -74 years	26	0,0%	0,0%	0,0%	0,0%	39,2%	0,0%	0,0%	0,0%
Area of residence:	Urban	396	2,8%	12,6%	4,4%	11,4%	20,7%	1,7%	4,7%	2,5%
	Rural	184	2,4%	7,0%	4,1%	8,3%	22,4%	0,8%	4,8%	2,4%
Level of education:	Incomplete secondary	57	3,6%	5,3%	5,5%	18,8%	13,7%	4,3%	10,0%	6,8%
	General secondary	92	1,6%	7,5%	2,4%	19,9%	15,5%	0,0%	6,4%	2,4%
	Secondary vocational	155	1,7%	9,7%	2,9%	7,7%	20,4%	0,4%	5,5%	2,3%
	Higher	276	3,3%	12,9%	5,2%	8,5%	23,9%	1,9%	3,2%	2,0%
Computer availability:	Yes	486	2,3%	11,1%	4,4%	11,7%	21,0%	1,4%	3,8%	3,0%
	No	94	4,6%	9,9%	3,6%	4,2%	22,2%	1,9%	9,2%	0,0%
Internet connection:	Yes	578	2,7%	10,9%	4,3%	10,5%	21,0%	1,5%	4,7%	2,5%
	No	2	0,0%	0,0%	0,0%	0,0%	69,8%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	27	0,0%	0,0%	7,4%	2,2%	9,7%	2,2%	2,2%	2,2%
	3000-6000 MDL	68	5,5%	4,1%	1,6%	8,3%	20,0%	0,0%	1,8%	2,7%
	Over 6000 MDL	485	2,4%	12,4%	4,5%	11,2%	22,0%	1,6%	5,2%	2,5%

Table 41. 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		180	38,3%	58,2%	3,5%	55,9%	43,4%	0,7%
Gender of the respondent:	Male	85	37,2%	58,7%	4,1%	53,1%	45,4%	1,4%
	Female	95	39,4%	57,7%	2,9%	58,8%	41,2%	0,0%
Age of the respondent:	18-29 years	76	31,1%	65,7%	3,1%	47,3%	52,7%	0,0%
	30-44 years	74	44,0%	52,1%	3,9%	56,7%	43,3%	0,0%
	45-59 years	21	39,6%	60,4%	0,0%	66,7%	27,9%	5,4%
	60 -74 years	9	30,8%	57,5%	11,7%	79,3%	20,7%	0,0%
Area of residence:	Urban	130	40,2%	56,1%	3,7%	56,8%	42,2%	1,0%
	Rural	50	33,0%	64,0%	3,0%	53,4%	46,6%	0,0%
Level of education:	Incomplete secondary	7	68,8%	31,2%	0,0%	0,0%	100,0%	0,0%
	General secondary	18	28,8%	63,6%	7,7%	39,7%	60,3%	0,0%
	Secondary vocational	34	40,5%	59,5%	0,0%	36,3%	59,3%	4,3%
	Higher	121	37,6%	58,4%	4,0%	64,3%	35,7%	0,0%
Computer availability:	Yes	159	37,5%	58,5%	3,9%	59,3%	39,9%	0,8%
	No	21	44,3%	55,7%	0,0%	30,5%	69,5%	0,0%
Internet connection:	Yes	178	37,7%	58,8%	3,5%	55,8%	43,5%	0,7%
	No	2	100,0%	0,0%	0,0%	69,8%	30,2%	0,0%
Level of income:	Less than 3000 MDL	3	70,5%	29,5%	0,0%	29,5%	70,5%	0,0%
	3000-6000 MDL	21	49,5%	47,6%	2,9%	63,1%	36,9%	0,0%
	Over 6000 MDL	156	36,6%	59,8%	3,6%	55,4%	43,8%	0,8%

Table 42. 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		114	52,1%	44,8%	3,1%	50,0%	50,0%	0,0%
Gender of the respondent:	Male	48	55,1%	40,2%	4,7%	53,2%	46,8%	0,0%
	Female	66	49,3%	49,1%	1,6%	47,1%	52,9%	0,0%
Age of the respondent:	18-29 years	43	42,6%	54,7%	2,7%	52,7%	47,3%	0,0%
	30-44 years	49	56,2%	39,1%	4,7%	39,7%	60,3%	0,0%
	45-59 years	16	48,1%	51,9%	0,0%	75,8%	24,2%	0,0%
	60 -74 years	6	84,2%	15,8%	0,0%	53,1%	46,9%	0,0%
Area of residence:	Urban	79	54,9%	42,5%	2,6%	50,2%	49,8%	0,0%
	Rural	35	44,8%	50,7%	4,5%	49,6%	50,4%	0,0%
Level of education:	Incomplete secondary	3	60,6%	39,4%	0,0%	21,1%	78,9%	0,0%
	General secondary	12	43,3%	56,7%	0,0%	29,3%	70,7%	0,0%
	Secondary vocational	20	42,8%	51,3%	5,9%	35,1%	64,9%	0,0%
	Higher	79	54,8%	42,2%	3,0%	56,4%	43,6%	0,0%
Computer availability:	Yes	102	51,3%	45,3%	3,5%	52,8%	47,2%	0,0%
	No	12	59,4%	40,6%	0,0%	24,3%	75,7%	0,0%
Internet connection:	Yes	114	52,1%	44,8%	3,1%	50,0%	50,0%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	4	13,8%	86,2%	0,0%	13,8%	86,2%	0,0%
	3000-6000 MDL	9	45,3%	54,7%	0,0%	14,2%	85,8%	0,0%
	Over 6000 MDL	101	53,9%	42,6%	3,5%	54,3%	45,7%	0,0%

Table 43. 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		124	36,8%	61,5%	1,7%	35,4%	63,6%	1,0%
Gender of the respondent:	Male	54	26,6%	73,4%	0,0%	40,2%	59,8%	0,0%
	Female	70	44,9%	52,0%	3,1%	31,5%	66,7%	1,7%
Age of the respondent:	18-29 years	58	44,7%	55,3%	0,0%	25,7%	74,3%	0,0%
	30-44 years	54	31,4%	65,2%	3,4%	36,6%	61,5%	1,9%
	45-59 years	11	37,2%	62,8%	0,0%	65,6%	34,4%	0,0%
	60 -74 years	1	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
Area of residence:	Urban	79	39,4%	59,1%	1,5%	39,4%	59,1%	1,5%
	Rural	45	32,0%	65,9%	2,1%	28,1%	71,9%	0,0%
Level of education:	Incomplete secondary	8	62,5%	37,5%	0,0%	29,1%	70,9%	0,0%
	General secondary	19	32,4%	67,6%	0,0%	15,4%	84,6%	0,0%
	Secondary vocational	37	30,4%	67,0%	2,6%	43,4%	56,6%	0,0%
	Higher	60	39,0%	59,2%	1,8%	36,4%	61,8%	1,8%
Computer availability:	Yes	103	31,5%	67,3%	1,2%	40,2%	58,6%	1,2%
	No	21	63,8%	31,6%	4,6%	10,5%	89,5%	0,0%
Internet connection:	Yes	124	36,8%	61,5%	1,7%	35,4%	63,6%	1,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	7	45,8%	54,2%	0,0%	16,3%	83,7%	0,0%
	3000-6000 MDL	13	30,9%	69,1%	0,0%	16,4%	83,6%	0,0%
	Over 6000 MDL	104	36,8%	61,1%	2,0%	38,8%	60,1%	1,1%

Table 44. 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		209	43,3%	52,2%	4,6%	42,8%	57,2%	0,0%
Gender of the respondent:	Male	93	44,4%	50,6%	5,0%	40,9%	59,1%	0,0%
	Female	116	42,3%	53,5%	4,2%	44,6%	55,4%	0,0%
Age of the respondent:	18-29 years	102	39,4%	57,1%	3,5%	34,6%	65,4%	0,0%
	30-44 years	77	42,2%	53,1%	4,7%	40,2%	59,8%	0,0%
	45-59 years	24	54,6%	41,1%	4,4%	67,0%	33,0%	0,0%
	60 -74 years	6	51,9%	30,7%	17,4%	65,2%	34,8%	0,0%
Area of residence:	Urban	155	45,5%	49,0%	5,5%	43,8%	56,2%	0,0%
	Rural	54	36,5%	61,6%	1,9%	40,0%	60,0%	0,0%
Level of education:	Incomplete secondary	17	28,9%	66,6%	4,5%	30,3%	69,7%	0,0%
	General secondary	36	41,1%	52,7%	6,2%	27,6%	72,4%	0,0%
	Secondary vocational	52	40,4%	50,9%	8,6%	36,0%	64,0%	0,0%
	Higher	104	46,6%	51,0%	2,4%	50,8%	49,2%	0,0%
Computer availability:	Yes	179	43,6%	52,1%	4,3%	47,1%	52,9%	0,0%
	No	30	41,1%	52,7%	6,2%	18,1%	81,9%	0,0%
Internet connection:	Yes	209	43,3%	52,2%	4,6%	42,8%	57,2%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	4	20,8%	49,9%	29,3%	47,6%	52,4%	0,0%
	3000-6000 MDL	19	29,0%	64,3%	6,7%	28,7%	71,3%	0,0%
	Over 6000 MDL	186	45,4%	50,9%	3,8%	44,3%	55,7%	0,0%

Table 45. 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		104	43,4%	52,2%	4,3%	38,3%	60,6%	1,1%
Gender of the respondent:	Male	53	42,3%	54,0%	3,7%	33,5%	66,5%	0,0%
	Female	51	44,5%	50,5%	5,0%	43,0%	54,8%	2,2%
Age of the respondent:	18-29 years	67	38,9%	61,1%	0,0%	31,3%	68,7%	0,0%
	30-44 years	29	52,0%	40,1%	7,9%	35,0%	62,0%	3,0%
	45-59 years	6	31,6%	50,0%	18,4%	86,8%	13,2%	0,0%
	60 -74 years	2	49,1%	50,9%	0,0%	100,0%	0,0%	0,0%
Area of residence:	Urban	76	41,7%	52,3%	6,0%	40,9%	57,5%	1,6%
	Rural	28	47,9%	52,1%	0,0%	31,3%	68,7%	0,0%
Level of education:	Incomplete secondary	7	76,3%	23,7%	0,0%	11,8%	88,2%	0,0%
	General secondary	28	26,6%	73,4%	0,0%	27,4%	72,6%	0,0%
	Secondary vocational	24	45,2%	54,8%	0,0%	33,5%	66,5%	0,0%
	Higher	45	46,3%	45,5%	8,2%	47,0%	50,9%	2,1%
Computer availability:	Yes	88	46,8%	48,0%	5,1%	43,2%	55,5%	1,3%
	No	16	24,7%	75,3%	0,0%	11,5%	88,5%	0,0%
Internet connection:	Yes	104	43,4%	52,2%	4,3%	38,3%	60,6%	1,1%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	4	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
	3000-6000 MDL	12	32,1%	67,9%	0,0%	26,5%	73,5%	0,0%
	Over 6000 MDL	88	46,6%	48,3%	5,1%	41,3%	57,4%	1,3%

Table 46. Indicate the page and the tool through which you accessed this e-service: Registering as unemployed

		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		7	57,6%	42,4%	0,0%	61,4%	25,3%	13,3%
Gender of the respondent:	Male	1	0,0%	100,0%	0,0%	100,0%	0,0%	0,0%
	Female	6	68,2%	31,8%	0,0%	54,3%	30,0%	15,8%
Age of the respondent:	18-29 years	2	100,0%	0,0%	0,0%	53,8%	46,2%	0,0%
	30-44 years	3	70,6%	29,4%	0,0%	38,0%	29,4%	32,6%
	45-59 years	2	0,0%	100,0%	0,0%	100,0%	0,0%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Area of residence:	Urban	2	100,0%	0,0%	0,0%	100,0%	0,0%	0,0%
	Rural	5	38,6%	61,4%	0,0%	44,0%	36,7%	19,3%
Level of education:	Incomplete secondary	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
	General secondary	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	Secondary vocational	3	70,6%	29,4%	0,0%	38,0%	29,4%	32,6%
	Higher	3	33,8%	66,2%	0,0%	100,0%	0,0%	0,0%
Computer availability:	Yes	6	51,1%	48,9%	0,0%	70,8%	13,8%	15,4%
	No	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
Internet connection:	Yes	7	57,6%	42,4%	0,0%	61,4%	25,3%	13,3%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	1	100,0%	0,0%	0,0%	0,0%	0,0%	100,0%
	3000-6000 MDL	1	0,0%	100,0%	0,0%	100,0%	0,0%	0,0%
	Over 6000 MDL	5	61,7%	38,3%	0,0%	64,8%	35,2%	0,0%

Table 47. 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		63	44,5%	50,0%	5,5%	40,7%	59,3%	0,0%
Gender of the respondent:	Male	28	36,7%	52,4%	10,9%	36,7%	63,3%	0,0%
	Female	35	52,5%	47,5%	0,0%	44,8%	55,2%	0,0%
Age of the respondent:	18-29 years	25	50,9%	49,1%	0,0%	36,0%	64,0%	0,0%
	30-44 years	28	42,0%	50,6%	7,3%	30,9%	69,1%	0,0%
	45-59 years	9	34,5%	54,2%	11,3%	78,0%	22,0%	0,0%
	60 -74 years	1	100,0%	0,0%	0,0%	100,0%	0,0%	0,0%
Area of residence:	Urban	41	43,7%	50,7%	5,6%	39,6%	60,4%	0,0%
	Rural	22	46,1%	48,6%	5,3%	43,2%	56,8%	0,0%
Level of education:	Incomplete secondary	2	64,0%	36,0%	0,0%	0,0%	100,0%	0,0%
	General secondary	6	30,6%	45,3%	24,1%	19,2%	80,8%	0,0%
	Secondary vocational	16	34,9%	57,2%	7,9%	36,6%	63,4%	0,0%
	Higher	39	48,8%	48,4%	2,8%	46,0%	54,0%	0,0%
Computer availability:	Yes	49	47,7%	47,6%	4,7%	50,0%	50,0%	0,0%
	No	14	32,0%	59,4%	8,6%	4,1%	95,9%	0,0%
Internet connection:	Yes	62	44,1%	50,4%	5,5%	41,1%	58,9%	0,0%
	No	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
Level of income:	Less than 3000 MDL	1	0,0%	0,0%	100,0%	0,0%	100,0%	0,0%
	3000-6000 MDL	6	37,5%	62,5%	0,0%	33,6%	66,4%	0,0%
	Over 6000 MDL	56	46,3%	49,6%	4,1%	42,4%	57,6%	0,0%

Table 48. 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		53	46,9%	50,6%	2,5%	40,4%	59,6%	0,0%
Gender of the respondent:	Male	24	33,5%	66,5%	0,0%	28,1%	71,9%	0,0%
	Female	29	60,6%	34,3%	5,1%	53,1%	46,9%	0,0%
Age of the respondent:	18-29 years	27	36,0%	64,0%	0,0%	37,8%	62,2%	0,0%
	30-44 years	20	55,5%	44,5%	0,0%	39,5%	60,5%	0,0%
	45-59 years	6	47,9%	33,5%	18,6%	51,3%	48,7%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Area of residence:	Urban	36	48,6%	47,6%	3,7%	45,2%	54,8%	0,0%
	Rural	17	43,2%	56,8%	0,0%	30,8%	69,2%	0,0%
Level of education:	Incomplete secondary	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
	General secondary	8	11,3%	88,7%	0,0%	20,8%	79,2%	0,0%
	Secondary vocational	14	25,0%	75,0%	0,0%	23,5%	76,5%	0,0%
	Higher	30	56,7%	39,5%	3,8%	51,0%	49,0%	0,0%
Computer availability:	Yes	43	44,8%	52,1%	3,0%	47,6%	52,4%	0,0%
	No	10	56,5%	43,5%	0,0%	6,1%	93,9%	0,0%
Internet connection:	Yes	52	46,3%	51,2%	2,5%	40,9%	59,1%	0,0%
	No	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
Level of income:	Less than 3000 MDL	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	3000-6000 MDL	6	43,8%	56,2%	0,0%	30,3%	69,7%	0,0%
	Over 6000 MDL	47	47,2%	50,0%	2,8%	41,5%	58,5%	0,0%

Table 49. 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		15	45,2%	48,1%	6,8%	59,5%	40,5%	0,0%
Gender of the respondent:	Male	8	34,1%	65,9%	0,0%	57,2%	42,8%	0,0%
	Female	7	59,2%	25,6%	15,3%	62,4%	37,6%	0,0%
Age of the respondent:	18-29 years	7	38,5%	38,5%	23,1%	51,2%	48,8%	0,0%
	30-44 years	4	46,7%	53,3%	0,0%	30,5%	69,5%	0,0%
	45-59 years	4	49,4%	50,6%	0,0%	100,0%	0,0%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Area of residence:	Urban	11	43,8%	56,2%	0,0%	61,6%	38,4%	0,0%
	Rural	4	48,8%	27,0%	24,2%	54,0%	46,0%	0,0%
Level of education:	Incomplete secondary	2	62,1%	37,9%	0,0%	37,9%	62,1%	0,0%
	General secondary	2	100,0%	0,0%	0,0%	50,0%	50,0%	0,0%
	Secondary vocational	3	23,5%	76,5%	0,0%	23,5%	76,5%	0,0%
	Higher	8	41,8%	48,0%	10,2%	72,5%	27,5%	0,0%
Computer availability:	Yes	11	52,0%	38,6%	9,3%	82,2%	17,8%	0,0%
	No	4	27,2%	72,8%	0,0%	0,0%	100,0%	0,0%
Internet connection:	Yes	15	45,2%	48,1%	6,8%	59,5%	40,5%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	3000-6000 MDL	3	61,8%	38,2%	0,0%	74,7%	25,3%	0,0%
	Over 6000 MDL	12	39,9%	51,2%	8,9%	54,7%	45,3%	0,0%

Table 50. 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		56	32,9%	61,5%	5,6%	34,0%	66,0%	0,0%
Gender of the respondent:	Male	15	37,3%	54,2%	8,6%	39,1%	60,9%	0,0%
	Female	41	30,8%	65,1%	4,1%	31,5%	68,5%	0,0%
Age of the respondent:	18-29 years	21	45,6%	51,7%	2,7%	31,0%	69,0%	0,0%
	30-44 years	31	30,8%	61,5%	7,7%	36,6%	63,4%	0,0%
	45-59 years	4	0,0%	100,0%	0,0%	24,6%	75,4%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Area of residence:	Urban	44	34,0%	60,0%	6,0%	34,2%	65,8%	0,0%
	Rural	12	28,6%	67,4%	4,0%	33,2%	66,8%	0,0%
Level of education:	Incomplete secondary	3	47,0%	53,0%	0,0%	0,0%	100,0%	0,0%
	General secondary	6	22,9%	77,1%	0,0%	10,8%	89,2%	0,0%
	Secondary vocational	14	38,3%	58,3%	3,5%	27,9%	72,1%	0,0%
	Higher	33	31,6%	61,0%	7,4%	41,2%	58,8%	0,0%
Computer availability:	Yes	48	33,3%	60,2%	6,6%	37,6%	62,4%	0,0%
	No	8	31,0%	69,0%	0,0%	13,2%	86,8%	0,0%
Internet connection:	Yes	56	32,9%	61,5%	5,6%	34,0%	66,0%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	3000-6000 MDL	3	0,0%	81,7%	18,3%	44,0%	56,0%	0,0%
	Over 6000 MDL	53	34,5%	60,5%	5,0%	33,6%	66,4%	0,0%

Table 51. 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		25	30,6%	65,1%	4,2%	27,9%	67,8%	4,2%
Gender of the respondent:	Male	9	22,5%	77,5%	0,0%	13,6%	86,4%	0,0%
	Female	16	34,9%	58,7%	6,4%	35,4%	58,2%	6,4%
Age of the respondent:	18-29 years	10	57,1%	42,9%	0,0%	17,1%	82,9%	0,0%
	30-44 years	14	15,2%	78,6%	6,2%	27,3%	66,5%	6,2%
	45-59 years	1	100,0%	0,0%	0,0%	100,0%	0,0%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Area of residence:	Urban	17	25,1%	74,9%	0,0%	27,1%	72,9%	0,0%
	Rural	8	43,6%	42,3%	14,1%	29,9%	56,0%	14,1%
Level of education:	Incomplete secondary	4	24,9%	75,1%	0,0%	49,7%	50,3%	0,0%
	General secondary	2	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
	Secondary vocational	4	0,0%	76,0%	24,0%	24,0%	52,1%	24,0%
	Higher	15	42,9%	57,1%	0,0%	28,8%	71,2%	0,0%
Computer availability:	Yes	22	35,4%	59,7%	4,9%	32,2%	62,9%	4,9%
	No	3	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
Internet connection:	Yes	25	30,6%	65,1%	4,2%	27,9%	67,8%	4,2%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	2	0,0%	47,4%	52,6%	0,0%	47,4%	52,6%
	3000-6000 MDL	1	0,0%	100,0%	0,0%	100,0%	0,0%	0,0%
	Over 6000 MDL	22	35,0%	65,0%	0,0%	26,8%	73,2%	0,0%

Table 52. 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		87	23,6%	73,2%	3,2%	51,3%	48,7%	0,0%
Gender of the respondent:	Male	44	25,6%	74,4%	0,0%	59,9%	40,1%	0,0%
	Female	43	21,6%	72,1%	6,2%	43,2%	56,8%	0,0%
Age of the respondent:	18-29 years	74	21,5%	77,2%	1,3%	47,7%	52,3%	0,0%
	30-44 years	7	41,8%	58,2%	0,0%	58,9%	41,1%	0,0%
	45-59 years	6	16,5%	64,3%	19,2%	66,0%	34,0%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Area of residence:	Urban	66	24,3%	71,4%	4,3%	51,9%	48,1%	0,0%
	Rural	21	21,3%	78,7%	0,0%	49,3%	50,7%	0,0%
Level of education:	Incomplete secondary	14	13,6%	86,4%	0,0%	50,5%	49,5%	0,0%
	General secondary	25	7,6%	92,4%	0,0%	32,2%	67,8%	0,0%
	Secondary vocational	19	15,0%	79,9%	5,1%	38,6%	61,4%	0,0%
	Higher	29	38,6%	56,3%	5,1%	67,0%	33,0%	0,0%
Computer availability:	Yes	82	23,1%	73,4%	3,4%	52,7%	47,3%	0,0%
	No	5	30,0%	70,0%	0,0%	30,0%	70,0%	0,0%
Internet connection:	Yes	87	23,6%	73,2%	3,2%	51,3%	48,7%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	1	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
	3000-6000 MDL	8	58,1%	31,3%	10,6%	59,5%	40,5%	0,0%
	Over 6000 MDL	78	20,3%	77,2%	2,5%	51,0%	49,0%	0,0%

Table 53. 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		108	46,0%	49,5%	4,5%	43,5%	56,5%	0,0%
Gender of the respondent:	Male	33	48,5%	48,3%	3,2%	48,0%	52,0%	0,0%
	Female	75	44,6%	50,1%	5,3%	40,9%	59,1%	0,0%
Age of the respondent:	18-29 years	36	46,1%	53,9%	0,0%	31,5%	68,5%	0,0%
	30-44 years	42	42,2%	57,8%	0,0%	39,3%	60,7%	0,0%
	45-59 years	20	55,8%	33,8%	10,5%	70,4%	29,6%	0,0%
	60 -74 years	10	41,9%	31,2%	26,9%	40,4%	59,6%	0,0%
Area of residence:	Urban	69	50,9%	47,4%	1,7%	42,9%	57,1%	0,0%
	Rural	39	36,2%	53,7%	10,1%	44,6%	55,4%	0,0%
Level of education:	Incomplete secondary	6	58,2%	41,8%	0,0%	0,0%	100,0%	0,0%
	General secondary	11	35,5%	64,5%	0,0%	19,4%	80,6%	0,0%
	Secondary vocational	28	34,7%	65,3%	0,0%	37,7%	62,3%	0,0%
	Higher	63	51,3%	41,3%	7,4%	52,7%	47,3%	0,0%
Computer availability:	Yes	90	49,1%	47,6%	3,3%	49,9%	50,1%	0,0%
	No	18	30,9%	58,7%	10,4%	11,6%	88,4%	0,0%
Internet connection:	Yes	107	45,4%	50,0%	4,6%	42,8%	57,2%	0,0%
	No	1	100,0%	0,0%	0,0%	100,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	3	0,0%	62,6%	37,4%	0,0%	100,0%	0,0%
	3000-6000 MDL	14	59,8%	40,2%	0,0%	55,4%	44,6%	0,0%
	Over 6000 MDL	91	45,4%	50,3%	4,3%	43,0%	57,0%	0,0%

Table 54. 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		7	58,9%	41,1%	0,0%	30,6%	69,4%	0,0%
Gender of the respondent:	Male	3	38,4%	61,6%	0,0%	0,0%	100,0%	0,0%
	Female	4	84,3%	15,7%	0,0%	68,6%	31,4%	0,0%
Age of the respondent:	18-29 years	3	21,7%	78,3%	0,0%	0,0%	100,0%	0,0%
	30-44 years	3	69,3%	30,7%	0,0%	28,1%	71,9%	0,0%
	45-59 years	1	100,0%	0,0%	0,0%	100,0%	0,0%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Area of residence:	Urban	6	72,0%	28,0%	0,0%	37,5%	62,5%	0,0%
	Rural	1	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
Level of education:	Incomplete secondary	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
	General secondary	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	Secondary vocational	1	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
	Higher	5	52,5%	47,5%	0,0%	42,7%	57,3%	0,0%
Computer availability:	Yes	6	47,8%	52,2%	0,0%	38,9%	61,1%	0,0%
	No	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
Internet connection:	Yes	7	58,9%	41,1%	0,0%	30,6%	69,4%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
	3000-6000 MDL	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	Over 6000 MDL	6	55,8%	44,2%	0,0%	33,0%	67,0%	0,0%

Table 55. 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		28	26,8%	66,0%	7,2%	19,8%	80,2%	0,0%
Gender of the respondent:	Male	13	35,7%	64,3%	0,0%	20,9%	79,1%	0,0%
	Female	15	17,0%	68,0%	15,1%	18,6%	81,4%	0,0%
Age of the respondent:	18-29 years	16	36,7%	58,3%	5,0%	23,4%	76,6%	0,0%
	30-44 years	8	27,7%	72,3%	0,0%	0,0%	100,0%	0,0%
	45-59 years	4	0,0%	71,6%	28,4%	53,9%	46,1%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Area of residence:	Urban	20	28,2%	61,3%	10,6%	16,7%	83,3%	0,0%
	Rural	8	23,7%	76,3%	0,0%	26,3%	73,7%	0,0%
Level of education:	Incomplete secondary	4	42,9%	57,1%	0,0%	0,0%	100,0%	0,0%
	General secondary	7	38,1%	49,0%	13,0%	25,4%	74,6%	0,0%
	Secondary vocational	9	24,7%	75,3%	0,0%	7,0%	93,0%	0,0%
	Higher	8	16,7%	69,9%	13,4%	35,9%	64,1%	0,0%
Computer availability:	Yes	21	21,2%	68,3%	10,5%	25,8%	74,2%	0,0%
	No	7	38,7%	61,3%	0,0%	6,7%	93,3%	0,0%
Internet connection:	Yes	28	26,8%	66,0%	7,2%	19,8%	80,2%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
	3000-6000 MDL	1	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
	Over 6000 MDL	26	26,4%	65,9%	7,7%	21,2%	78,8%	0,0%

Table 56. 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		18	15,4%	77,3%	7,3%	14,8%	85,2%	0,0%
Gender of the respondent:	Male	10	0,0%	100,0%	0,0%	6,3%	93,7%	0,0%
	Female	8	33,9%	50,2%	15,9%	24,9%	75,1%	0,0%
Age of the respondent:	18-29 years	12	30,6%	69,4%	0,0%	29,3%	70,7%	0,0%
	30-44 years	5	0,0%	82,3%	17,7%	0,0%	100,0%	0,0%
	45-59 years	1	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Area of residence:	Urban	13	11,7%	88,3%	0,0%	5,8%	94,2%	0,0%
	Rural	5	24,2%	51,6%	24,2%	35,7%	64,3%	0,0%
Level of education:	Incomplete secondary	3	0,0%	63,3%	36,7%	0,0%	100,0%	0,0%
	General secondary	3	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
	Secondary vocational	5	0,0%	100,0%	0,0%	14,2%	85,8%	0,0%
	Higher	7	35,1%	64,9%	0,0%	25,8%	74,2%	0,0%
Computer availability:	Yes	18	15,4%	77,3%	7,3%	14,8%	85,2%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Internet connection:	Yes	18	15,4%	77,3%	7,3%	14,8%	85,2%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	1	100,0%	0,0%	0,0%	0,0%	100,0%	0,0%
	3000-6000 MDL	2	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
	Over 6000 MDL	15	13,6%	77,7%	8,7%	17,7%	82,3%	0,0%

Table 57. 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		3040	39,4%	7,3%	2,7%	2,1%	52,0%	21,6%	1,2%	2,1%	25,2%	0,2%	1,5%	4,7%
Gender of the respondent:	Male	1299	38,1%	8,2%	2,6%	1,6%	53,1%	21,6%	0,8%	2,2%	22,0%	0,2%	1,0%	5,3%
	Female	1741	40,5%	6,5%	2,8%	2,5%	51,0%	21,5%	1,5%	2,0%	28,1%	0,3%	1,9%	4,2%
Age of the respondent:	18-29 years	759	23,9%	4,1%	1,5%	2,4%	75,9%	35,5%	1,4%	3,8%	25,9%	0,3%	0,7%	0,9%
	30-44 years	786	27,2%	4,6%	1,8%	3,0%	67,0%	26,6%	1,3%	1,8%	22,8%	0,2%	0,7%	2,7%
	45-59 years	608	41,9%	8,5%	2,8%	1,2%	49,7%	19,1%	1,6%	1,9%	24,4%	0,0%	2,0%	6,3%
	60 -74 years	887	59,6%	11,0%	4,3%	1,6%	23,6%	9,7%	0,5%	1,5%	27,9%	0,4%	2,4%	7,9%
Area of residence:	Urban	1284	33,5%	6,2%	2,0%	2,7%	61,0%	32,5%	1,4%	2,5%	23,9%	0,2%	0,9%	3,3%
	Rural	1756	44,0%	8,1%	3,3%	1,6%	44,9%	13,0%	1,0%	1,8%	26,2%	0,3%	2,0%	5,9%
Level of education:	Incomplete secondary	627	37,0%	6,9%	1,4%	1,3%	40,0%	9,9%	0,7%	1,7%	26,0%	0,3%	3,3%	7,9%
	General secondary	694	43,5%	7,8%	1,9%	1,7%	43,7%	13,2%	0,9%	1,9%	25,4%	0,5%	2,2%	5,8%
	Secondary vocational	1058	43,9%	7,1%	3,4%	1,8%	52,9%	20,9%	1,0%	2,3%	25,3%	0,0%	0,7%	4,9%
	Higher	657	30,7%	7,5%	3,4%	3,4%	68,2%	39,8%	2,1%	2,3%	24,4%	0,4%	0,4%	0,9%
Computer availability:	Yes	1739	35,8%	6,4%	2,7%	2,6%	62,9%	28,1%	1,5%	2,8%	24,0%	0,1%	0,9%	2,9%
	No	1301	44,2%	8,5%	2,6%	1,3%	37,5%	12,8%	0,7%	1,2%	26,8%	0,5%	2,3%	7,2%
Internet connection:	Yes	2684	37,6%	6,2%	2,7%	2,3%	57,7%	24,0%	1,2%	2,1%	25,0%	0,2%	1,2%	4,1%
	No	356	52,7%	14,9%	2,6%	0,0%	9,8%	3,2%	0,9%	1,7%	26,7%	0,2%	3,4%	9,3%
Level of income:	Less than 3000 MDL	637	48,0%	9,6%	1,6%	0,5%	30,4%	7,6%	0,6%	1,1%	24,6%	0,4%	3,2%	7,1%
	3000-6000 MDL	717	48,2%	8,1%	4,4%	2,1%	44,5%	15,0%	0,9%	1,6%	25,2%	0,0%	1,2%	5,5%
	Over 6000 MDL	1686	32,4%	6,1%	2,4%	2,6%	63,3%	29,6%	1,5%	2,7%	25,5%	0,3%	1,0%	3,5%

Table 58. Have you requested at least one service from public authorities / institutions in the last 12 months?

		Number	Yes	No	DK/NO
Total		3040	23,8%	75,9%	0,3%
Gender of the respondent:	Male	1299	22,3%	77,4%	0,3%
	Female	1741	25,2%	74,5%	0,3%
Age of the respondent:	18-29 years	759	37,8%	61,7%	0,4%
	30-44 years	786	31,1%	68,7%	0,1%
	45-59 years	608	18,0%	81,7%	0,3%
	60 -74 years	887	12,3%	87,4%	0,4%
Area of residence:	Urban	1284	31,0%	68,7%	0,2%
	Rural	1756	18,2%	81,5%	0,3%
Level of education:	Incomplete secondary	627	14,3%	84,8%	0,9%
	General secondary	694	19,1%	80,5%	0,4%
	Secondary vocational	1058	18,1%	81,8%	0,1%
	Higher	657	44,9%	55,1%	0,0%
Computer availability:	Yes	1739	31,2%	68,6%	0,2%
	No	1301	13,9%	85,6%	0,4%
Internet connection:	Yes	2684	25,7%	74,1%	0,2%
	No	356	10,2%	88,6%	1,2%
Level of income:	Less than 3000 MDL	637	9,4%	89,8%	0,8%
	3000-6000 MDL	717	19,5%	80,2%	0,3%
	Over 6000 MDL	1686	31,1%	68,8%	0,1%

Table 59. 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		751	53,1%	37,6%	18,0%	1,0%
Gender of the respondent:	Male	311	49,3%	39,5%	19,1%	1,3%
	Female	440	56,2%	36,1%	17,1%	0,9%
Age of the respondent:	18-29 years	289	39,6%	46,4%	22,3%	1,0%
	30-44 years	243	47,6%	45,5%	18,3%	0,0%
	45-59 years	110	61,0%	26,4%	18,1%	0,9%
	60 -74 years	109	84,5%	13,1%	8,3%	3,9%
Area of residence:	Urban	420	43,4%	44,2%	20,7%	1,0%
	Rural	331	66,2%	28,7%	14,2%	1,1%
Level of education:	Incomplete secondary	105	69,1%	17,3%	19,1%	3,6%
	General secondary	147	57,7%	30,7%	18,1%	3,6%
	Secondary vocational	203	57,7%	31,2%	16,4%	0,0%
	Higher	296	44,4%	49,4%	18,6%	0,0%
Computer availability:	Yes	556	47,3%	42,7%	19,7%	0,6%
	No	195	70,7%	22,3%	12,9%	2,3%
Internet connection:	Yes	712	51,4%	38,8%	18,5%	0,6%
	No	39	86,1%	13,5%	8,1%	7,7%
Level of income:	Less than 3000 MDL	63	71,3%	24,1%	7,7%	8,2%
	3000-6000 MDL	145	66,8%	17,9%	17,6%	0,9%
	Over 6000 MDL	543	47,4%	44,4%	19,2%	0,2%

Table 60. 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		556	7,2%	2,9%	7,7%	13,0%	26,6%	40,8%	1,8%
Gender of the respondent:	Male	226	7,7%	4,7%	8,8%	16,0%	27,4%	33,8%	1,5%
	Female	330	6,7%	1,5%	6,8%	10,7%	26,0%	46,2%	2,0%
Age of the respondent:	18-29 years	197	2,2%	3,8%	8,3%	14,9%	27,6%	41,7%	1,5%
	30-44 years	175	5,9%	3,4%	6,6%	13,7%	28,7%	41,0%	0,6%
	45-59 years	84	9,7%	0,0%	9,3%	11,5%	29,8%	37,3%	2,3%
	60 -74 years	100	14,2%	3,5%	7,2%	10,5%	18,0%	42,7%	3,9%
Area of residence:	Urban	293	6,7%	3,3%	8,8%	12,1%	26,5%	41,4%	1,2%
	Rural	263	7,6%	2,5%	6,3%	14,1%	26,8%	40,2%	2,5%
Level of education:	Incomplete secondary	80	9,5%	1,2%	4,6%	13,0%	22,2%	40,2%	9,3%
	General secondary	105	6,2%	3,2%	6,2%	15,4%	29,4%	38,3%	1,3%
	Secondary vocational	156	7,7%	1,5%	11,8%	12,5%	27,6%	37,5%	1,4%
	Higher	215	6,5%	4,2%	6,5%	12,4%	26,2%	44,2%	0,0%
Computer availability:	Yes	398	5,2%	3,1%	8,9%	12,2%	30,2%	39,4%	0,9%
	No	158	12,2%	2,4%	4,6%	15,1%	17,2%	44,4%	4,0%
Internet connection:	Yes	520	5,9%	2,7%	8,0%	13,3%	27,5%	41,4%	1,1%
	No	36	23,4%	5,9%	3,3%	9,7%	14,5%	32,7%	10,6%
Level of income:	Less than 3000 MDL	54	20,3%	2,9%	11,1%	3,9%	23,2%	26,7%	11,8%
	3000-6000 MDL	117	8,0%	1,8%	5,9%	15,4%	21,3%	47,6%	0,0%
	Over 6000 MDL	385	4,9%	3,2%	7,7%	13,7%	28,8%	40,9%	0,8%

Table 61. 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		142	1,4%	3,7%	6,5%	13,2%	28,8%	45,6%	0,8%
Gender of the respondent:	Male	63	3,0%	8,1%	1,8%	24,3%	35,2%	25,9%	1,7%
	Female	79	0,0%	0,0%	10,5%	3,9%	23,4%	62,1%	0,0%
Age of the respondent:	18-29 years	70	1,1%	4,4%	6,6%	9,1%	27,2%	51,6%	0,0%
	30-44 years	49	2,2%	4,8%	5,2%	18,9%	26,7%	42,1%	0,0%
	45-59 years	17	0,0%	0,0%	12,0%	5,8%	38,1%	44,1%	0,0%
	60 -74 years	6	0,0%	0,0%	0,0%	18,0%	31,2%	33,4%	17,4%
Area of residence:	Urban	91	2,2%	3,5%	7,3%	18,2%	31,9%	36,9%	0,0%
	Rural	51	0,0%	4,0%	5,1%	4,6%	23,6%	60,5%	2,2%
Level of education:	Incomplete secondary	23	3,0%	2,6%	0,0%	9,4%	34,8%	50,3%	0,0%
	General secondary	30	0,0%	6,5%	9,9%	4,9%	40,7%	37,9%	0,0%
	Secondary vocational	37	3,5%	4,7%	6,4%	13,0%	17,6%	51,9%	2,9%
	Higher	52	0,0%	2,3%	7,4%	18,0%	29,5%	42,9%	0,0%
Computer availability:	Yes	112	1,8%	4,7%	7,1%	14,6%	26,5%	44,2%	1,0%
	No	30	0,0%	0,0%	4,5%	8,2%	37,1%	50,3%	0,0%
Internet connection:	Yes	139	1,4%	3,8%	6,7%	13,6%	27,9%	45,8%	0,8%
	No	3	0,0%	0,0%	0,0%	0,0%	66,0%	34,0%	0,0%
Level of income:	Less than 3000 MDL	9	0,0%	0,0%	0,0%	0,0%	34,4%	65,6%	0,0%
	3000-6000 MDL	15	0,0%	0,0%	13,7%	25,3%	14,4%	46,7%	0,0%
	Over 6000 MDL	118	1,6%	4,4%	6,1%	12,7%	30,2%	44,1%	0,9%

Table 62. 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		83	3,5%	2,2%	3,3%	13,0%	32,5%	43,8%	1,6%
Gender of the respondent:	Male	35	7,8%	3,4%	1,5%	9,7%	31,8%	42,2%	3,6%
	Female	48	0,0%	1,2%	4,8%	15,8%	33,0%	45,2%	0,0%
Age of the respondent:	18-29 years	35	0,0%	2,2%	2,1%	8,0%	24,3%	63,4%	0,0%
	30-44 years	29	4,9%	3,6%	3,0%	18,5%	31,8%	38,2%	0,0%
	45-59 years	14	0,0%	0,0%	6,7%	13,8%	57,5%	22,0%	0,0%
	60 -74 years	5	22,0%	0,0%	0,0%	0,0%	0,0%	53,6%	24,4%
Area of residence:	Urban	56	5,2%	3,3%	2,9%	12,5%	33,4%	40,3%	2,4%
	Rural	27	0,0%	0,0%	4,1%	14,1%	30,6%	51,2%	0,0%
Level of education:	Incomplete secondary	4	0,0%	25,4%	24,9%	0,0%	0,0%	49,7%	0,0%
	General secondary	18	9,3%	0,0%	0,0%	11,1%	36,8%	42,8%	0,0%
	Secondary vocational	13	12,8%	0,0%	8,4%	20,9%	33,6%	24,3%	0,0%
	Higher	48	0,0%	2,3%	1,9%	12,1%	32,5%	48,6%	2,5%
Computer availability:	Yes	74	4,0%	2,5%	3,7%	14,6%	34,1%	41,2%	0,0%
	No	9	0,0%	0,0%	0,0%	0,0%	19,2%	65,7%	15,1%
Internet connection:	Yes	83	3,5%	2,2%	3,3%	13,0%	32,5%	43,8%	1,6%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	1	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	100,0%
	3000-6000 MDL	15	8,7%	0,0%	7,9%	9,6%	24,9%	49,0%	0,0%
	Over 6000 MDL	67	2,5%	2,7%	2,4%	14,0%	34,7%	43,6%	0,0%

Table 63. 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		741	77,5%	20,5%	2,0%
Gender of the respondent:	Male	306	73,1%	24,0%	2,9%
	Female	435	80,9%	17,8%	1,3%
Age of the respondent:	18-29 years	285	79,6%	19,1%	1,3%
	30-44 years	242	74,2%	23,1%	2,7%
	45-59 years	108	83,4%	14,7%	1,8%
	60 -74 years	106	74,6%	23,6%	1,8%
Area of residence:	Urban	417	76,0%	22,8%	1,2%
	Rural	324	79,5%	17,5%	3,1%
Level of education:	Incomplete secondary	99	76,4%	19,3%	4,4%
	General secondary	144	72,0%	24,1%	3,9%
	Secondary vocational	202	77,8%	21,4%	0,8%
	Higher	296	79,7%	18,9%	1,4%
Computer availability:	Yes	551	79,2%	19,5%	1,3%
	No	190	72,3%	23,6%	4,1%
Internet connection:	Yes	706	77,6%	20,4%	2,0%
	No	35	74,2%	22,8%	3,0%
Level of income:	Less than 3000 MDL	58	72,2%	21,5%	6,3%
	3000-6000 MDL	143	76,9%	21,6%	1,5%
	Over 6000 MDL	540	78,2%	20,1%	1,7%

Table 64. 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		741	9,3%	89,6%	1,0%
Gender of the respondent:	Male	306	7,8%	90,0%	2,2%
	Female	435	10,5%	89,3%	0,1%
Age of the respondent:	18-29 years	285	10,8%	88,7%	0,5%
	30-44 years	242	4,2%	93,9%	1,9%
	45-59 years	108	13,7%	85,4%	0,9%
	60 -74 years	106	14,4%	85,6%	0,0%
Area of residence:	Urban	417	8,2%	91,3%	0,6%
	Rural	324	10,9%	87,4%	1,7%
Level of education:	Incomplete secondary	99	1,8%	98,2%	0,0%
	General secondary	144	12,1%	83,2%	4,7%
	Secondary vocational	202	8,0%	91,7%	0,3%
	Higher	296	11,0%	88,6%	0,4%
Computer availability:	Yes	551	8,8%	90,4%	0,7%
	No	190	10,8%	87,2%	2,1%
Internet connection:	Yes	706	9,2%	90,1%	0,7%
	No	35	12,0%	81,0%	7,0%
Level of income:	Less than 3000 MDL	58	12,2%	85,3%	2,5%
	3000-6000 MDL	143	9,6%	89,5%	0,8%
	Over 6000 MDL	540	8,9%	90,1%	0,9%

Table 65. 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		70	33,9%	2,5%	9,6%	12,2%	20,2%	20,7%	0,8%
Gender of the respondent:	Male	25	34,6%	2,2%	6,3%	18,0%	21,2%	17,7%	0,0%
	Female	45	33,5%	2,6%	11,5%	8,9%	19,6%	22,5%	1,3%
Age of the respondent:	18-29 years	29	9,6%	7,4%	11,3%	16,5%	19,5%	33,2%	2,5%
	30-44 years	11	45,3%	0,0%	7,6%	9,3%	21,7%	16,1%	0,0%
	45-59 years	15	34,8%	0,0%	5,4%	14,2%	24,9%	20,7%	0,0%
	60 -74 years	15	59,9%	0,0%	13,3%	6,0%	14,8%	6,0%	0,0%
Area of residence:	Urban	36	37,4%	5,0%	9,4%	10,8%	18,2%	17,7%	1,7%
	Rural	34	30,5%	0,0%	9,8%	13,7%	22,2%	23,8%	0,0%
Level of education:	Incomplete secondary	2	0,0%	38,4%	0,0%	0,0%	0,0%	61,6%	0,0%
	General secondary	17	33,2%	3,8%	13,1%	32,4%	6,3%	11,2%	0,0%
	Secondary vocational	17	27,5%	3,5%	16,8%	3,6%	32,3%	12,7%	3,6%
	Higher	34	38,5%	0,0%	5,3%	8,1%	21,5%	26,6%	0,0%
Computer availability:	Yes	51	31,5%	3,5%	7,2%	8,2%	22,4%	27,2%	0,0%
	No	19	40,0%	0,0%	15,5%	22,1%	14,8%	4,6%	2,9%
Internet connection:	Yes	65	33,4%	2,7%	10,3%	11,3%	20,1%	22,2%	0,0%
	No	5	40,8%	0,0%	0,0%	25,3%	21,2%	0,0%	12,8%
Level of income:	Less than 3000 MDL	7	57,1%	0,0%	13,9%	15,1%	13,9%	0,0%	0,0%
	3000-6000 MDL	13	12,1%	4,1%	8,0%	34,6%	25,6%	15,6%	0,0%
	Over 6000 MDL	50	36,7%	2,4%	9,4%	5,3%	19,6%	25,4%	1,2%

Table 66. 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		70	25,3%	7,7%	12,2%	11,1%	9,9%	33,0%	0,8%
Gender of the respondent:	Male	25	24,8%	8,8%	9,2%	15,0%	5,9%	36,2%	0,0%
	Female	45	25,5%	7,0%	13,9%	8,8%	12,3%	31,1%	1,3%
Age of the respondent:	18-29 years	29	12,1%	4,9%	21,7%	12,1%	16,4%	30,4%	2,5%
	30-44 years	11	18,4%	9,3%	18,4%	0,0%	0,0%	53,9%	0,0%
	45-59 years	15	29,4%	11,8%	6,4%	13,2%	11,8%	27,4%	0,0%
	60 -74 years	15	45,1%	6,0%	0,0%	15,8%	6,0%	27,1%	0,0%
Area of residence:	Urban	36	35,2%	3,3%	14,0%	18,1%	6,7%	21,1%	1,7%
	Rural	34	15,3%	12,1%	10,4%	4,2%	13,2%	44,8%	0,0%
Level of education:	Incomplete secondary	2	0,0%	0,0%	0,0%	38,4%	0,0%	61,6%	0,0%
	General secondary	17	24,0%	13,6%	19,0%	3,2%	16,1%	24,1%	0,0%
	Secondary vocational	17	20,1%	3,5%	9,9%	16,4%	13,0%	33,5%	3,6%
	Higher	34	29,2%	7,4%	10,8%	11,0%	6,4%	35,3%	0,0%
Computer availability:	Yes	51	22,1%	4,6%	10,3%	13,4%	10,1%	39,5%	0,0%
	No	19	33,0%	15,2%	16,9%	5,6%	9,6%	16,8%	2,9%
Internet connection:	Yes	65	24,2%	8,2%	11,3%	11,9%	9,2%	35,3%	0,0%
	No	5	40,8%	0,0%	25,3%	0,0%	21,2%	0,0%	12,8%
Level of income:	Less than 3000 MDL	7	38,3%	15,1%	13,9%	0,0%	0,0%	32,7%	0,0%
	3000-6000 MDL	13	22,1%	6,9%	25,5%	12,1%	17,7%	15,6%	0,0%
	Over 6000 MDL	50	24,2%	6,8%	8,1%	12,6%	9,2%	38,0%	1,2%

Table 67. 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		3040	33,4%	1,1%	62,7%	2,6%	0,0%	0,2%
Gender of the respondent:	Male	1299	37,4%	1,0%	58,6%	2,7%	0,0%	0,2%
	Female	1741	29,9%	1,1%	66,4%	2,5%	0,0%	0,2%
Age of the respondent:	18-29 years	759	50,3%	2,3%	44,5%	2,6%	0,1%	0,3%
	30-44 years	786	42,4%	1,2%	53,9%	2,3%	0,0%	0,2%
	45-59 years	608	20,6%	0,7%	75,3%	3,1%	0,0%	0,3%
	60 -74 years	887	24,0%	0,4%	73,1%	2,5%	0,0%	0,0%
Area of residence:	Urban	1284	72,5%	2,1%	22,9%	2,1%	0,0%	0,3%
	Rural	1756	2,8%	0,3%	93,9%	3,0%	0,0%	0,1%
Level of education:	Incomplete secondary	627	15,6%	1,3%	79,8%	3,1%	0,1%	0,0%
	General secondary	694	24,9%	1,1%	72,4%	1,6%	0,0%	0,0%
	Secondary vocational	1058	32,3%	0,5%	62,9%	4,0%	0,0%	0,2%
	Higher	657	57,3%	1,6%	39,9%	0,9%	0,0%	0,3%
Computer availability:	Yes	1739	40,0%	1,1%	56,3%	2,3%	0,0%	0,3%
	No	1301	24,6%	1,0%	71,3%	3,1%	0,0%	0,1%
Internet connection:	Yes	2684	35,2%	1,1%	60,9%	2,6%	0,0%	0,2%
	No	356	20,4%	0,7%	76,2%	2,7%	0,0%	0,0%
Level of income:	Less than 3000 MDL	637	14,4%	0,6%	82,5%	2,5%	0,0%	0,0%
	3000-6000 MDL	717	18,8%	1,0%	77,1%	2,8%	0,0%	0,3%
	Over 6000 MDL	1686	46,8%	1,2%	49,1%	2,6%	0,0%	0,2%

Table 68. 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		3040	29,9%	33,5%	31,0%	0,4%	5,2%
Gender of the respondent:	Male	1299	34,5%	33,6%	28,0%	0,2%	3,7%
	Female	1741	25,9%	33,4%	33,7%	0,5%	6,6%
Age of the respondent:	18-29 years	759	48,1%	25,4%	16,0%	0,2%	10,3%
	30-44 years	786	35,8%	33,1%	24,3%	0,7%	6,0%
	45-59 years	608	22,1%	34,2%	39,5%	0,2%	4,1%
	60 -74 years	887	18,7%	38,6%	40,4%	0,2%	2,1%
Area of residence:	Urban	1284	55,7%	30,8%	7,7%	0,3%	5,5%
	Rural	1756	9,7%	35,7%	49,2%	0,4%	5,1%
Level of education:	Incomplete secondary	627	17,5%	27,7%	46,3%	0,4%	8,1%
	General secondary	694	22,9%	32,6%	40,1%	0,5%	3,9%
	Secondary vocational	1058	30,3%	35,3%	29,5%	0,3%	4,6%
	Higher	657	45,9%	36,1%	12,7%	0,3%	5,0%
Computer availability:	Yes	1739	36,6%	33,7%	23,9%	0,2%	5,7%
	No	1301	21,0%	33,3%	40,5%	0,6%	4,6%
Internet connection:	Yes	2684	31,7%	34,1%	28,6%	0,4%	5,3%
	No	356	16,7%	29,5%	48,3%	0,3%	5,2%
Level of income:	Less than 3000 MDL	637	13,8%	34,4%	48,1%	0,3%	3,4%
	3000-6000 MDL	717	18,9%	35,0%	42,2%	0,2%	3,8%
	Over 6000 MDL	1686	40,7%	32,6%	19,7%	0,4%	6,6%

Table 69. When was your dwelling built?

		Number	Before 1991	After 1991	DK/NO
Total		3040	77,0%	16,5%	6,5%
Gender of the respondent:	Male	1299	74,2%	19,7%	6,1%
	Female	1741	79,5%	13,7%	6,8%
Age of the respondent:	18-29 years	759	60,8%	24,2%	14,9%
	30-44 years	786	72,9%	19,0%	8,1%
	45-59 years	608	77,9%	18,7%	3,4%
	60 -74 years	887	90,9%	7,3%	1,8%
Area of residence:	Urban	1284	75,4%	17,9%	6,7%
	Rural	1756	78,3%	15,4%	6,2%
Level of education:	Incomplete secondary	627	74,0%	14,8%	11,2%
	General secondary	694	79,3%	16,1%	4,6%
	Secondary vocational	1058	79,0%	15,4%	5,6%
	Higher	657	74,7%	19,8%	5,6%
Computer availability:	Yes	1739	73,4%	20,0%	6,5%
	No	1301	81,9%	11,7%	6,4%
Internet connection:	Yes	2684	75,5%	18,0%	6,5%
	No	356	88,7%	5,0%	6,3%
Level of income:	Less than 3000 MDL	637	85,2%	10,5%	4,3%
	3000-6000 MDL	717	84,5%	10,3%	5,2%
	Over 6000 MDL	1686	70,8%	21,4%	7,8%

Table 70. 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		3040	76,0%	37,1%	13,2%	0,5%
Gender of the respondent:	Male	1299	77,5%	34,3%	12,6%	0,4%
	Female	1741	74,7%	39,6%	13,8%	0,6%
Age of the respondent:	18-29 years	759	85,6%	23,6%	9,0%	0,1%
	30-44 years	786	77,4%	31,2%	12,6%	0,7%
	45-59 years	608	71,6%	44,5%	17,3%	0,8%
	60 -74 years	887	72,2%	45,7%	13,3%	0,3%
Area of residence:	Urban	1284	95,0%	14,8%	2,2%	0,2%
	Rural	1756	61,2%	54,6%	21,9%	0,8%
Level of education:	Incomplete secondary	627	62,5%	45,6%	22,2%	0,3%
	General secondary	694	68,3%	46,5%	15,2%	0,3%
	Secondary vocational	1058	77,8%	37,4%	12,2%	0,5%
	Higher	657	91,3%	21,5%	5,8%	0,8%
Computer availability:	Yes	1739	84,2%	33,9%	8,5%	0,8%
	No	1301	65,1%	41,5%	19,6%	0,1%
Internet connection:	Yes	2684	79,4%	37,0%	11,1%	0,6%
	No	356	51,2%	37,9%	29,4%	0,0%
Level of income:	Less than 3000 MDL	637	52,4%	46,2%	26,6%	0,1%
	3000-6000 MDL	717	70,4%	47,7%	15,0%	0,4%
	Over 6000 MDL	1686	87,3%	29,2%	7,5%	0,7%

Table 71. Is your household connected to a sewerage system?

		Number	Centralized sewerage system	Local / own sewerage system	It is not connected	DK/NO
Total		3040	40,1%	35,1%	24,2%	0,6%
Gender of the respondent:	Male	1299	44,9%	32,5%	22,2%	0,5%
	Female	1741	35,8%	37,5%	26,0%	0,7%
Age of the respondent:	18-29 years	759	60,6%	24,1%	14,6%	0,7%
	30-44 years	786	47,6%	30,5%	20,9%	1,0%
	45-59 years	608	26,3%	45,3%	27,7%	0,6%
	60 -74 years	887	30,5%	38,6%	30,8%	0,2%
Area of residence:	Urban	1284	82,2%	12,2%	5,2%	0,4%
	Rural	1756	7,0%	53,1%	39,1%	0,8%
Level of education:	Incomplete secondary	627	20,7%	40,8%	37,7%	0,7%
	General secondary	694	30,6%	37,1%	31,8%	0,5%
	Secondary vocational	1058	39,9%	37,4%	22,3%	0,4%
	Higher	657	64,4%	25,4%	9,4%	0,8%
Computer availability:	Yes	1739	47,8%	36,5%	14,9%	0,9%
	No	1301	29,7%	33,3%	36,7%	0,3%
Internet connection:	Yes	2684	42,3%	36,7%	20,3%	0,7%
	No	356	23,1%	23,7%	53,0%	0,1%
Level of income:	Less than 3000 MDL	637	17,2%	32,2%	50,4%	0,2%
	3000-6000 MDL	717	23,6%	45,5%	30,4%	0,4%
	Over 6000 MDL	1686	55,7%	31,8%	11,7%	0,9%

Table 72. 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		3040	62,0%	58,1%	0,3%	0,5%
Gender of the respondent:	Male	1299	64,5%	54,0%	0,4%	0,4%
	Female	1741	59,8%	61,8%	0,3%	0,6%
Age of the respondent:	18-29 years	759	75,6%	39,0%	0,4%	0,1%
	30-44 years	786	67,7%	48,3%	0,3%	0,8%
	45-59 years	608	55,4%	71,0%	0,5%	0,6%
	60 -74 years	887	52,9%	69,8%	0,1%	0,3%
Area of residence:	Urban	1284	90,8%	18,5%	0,1%	0,2%
	Rural	1756	39,5%	89,2%	0,5%	0,7%
Level of education:	Incomplete secondary	627	41,4%	76,3%	0,7%	0,3%
	General secondary	694	52,9%	68,4%	0,3%	0,3%
	Secondary vocational	1058	62,2%	59,2%	0,2%	0,6%
	Higher	657	86,8%	32,6%	0,1%	0,6%
Computer availability:	Yes	1739	72,3%	50,1%	0,2%	0,7%
	No	1301	48,3%	68,9%	0,4%	0,2%
Internet connection:	Yes	2684	65,8%	55,9%	0,2%	0,6%
	No	356	33,7%	74,3%	0,9%	0,0%
Level of income:	Less than 3000 MDL	637	31,5%	81,9%	0,1%	0,1%
	3000-6000 MDL	717	51,0%	73,2%	0,2%	0,4%
	Over 6000 MDL	1686	78,2%	42,8%	0,5%	0,7%

Table 73. Please tell us what is the type of heating in your household?

		Număr	Central heating	Autonomous heating	We have no heating	DK/NO
Total		3040	21,0%	74,1%	4,3%	0,7%
Gender of the respondent:	Male	1299	24,9%	71,0%	3,6%	0,5%
	Female	1741	17,5%	76,9%	4,9%	0,8%
Age of the respondent:	18-29 years	759	35,2%	61,3%	3,1%	0,5%
	30-44 years	786	26,7%	68,8%	3,6%	1,0%
	45-59 years	608	12,3%	81,4%	5,6%	0,8%
	60 -74 years	887	13,2%	81,7%	4,7%	0,4%
Area of residence:	Urban	1284	46,9%	50,5%	2,1%	0,5%
	Rural	1756	0,7%	92,5%	6,0%	0,8%
Level of education:	Incomplete secondary	627	10,3%	82,9%	6,5%	0,3%
	General secondary	694	16,8%	77,4%	5,1%	0,7%
	Secondary vocational	1058	20,5%	75,0%	3,9%	0,6%
	Higher	657	34,2%	62,7%	2,2%	0,9%
Computer availability:	Yes	1739	25,6%	70,7%	2,6%	1,0%
	No	1301	14,8%	78,6%	6,5%	0,2%
Internet connection:	Yes	2684	22,0%	73,5%	3,8%	0,7%
	No	356	13,3%	78,7%	7,9%	0,0%
Level of income:	Less than 3000 MDL	637	7,4%	85,8%	6,6%	0,1%
	3000-6000 MDL	717	10,8%	82,7%	6,1%	0,4%
	Over 6000 MDL	1686	30,4%	66,0%	2,6%	1,0%

Table 74. 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		2270	34,6%	75,2%	1,5%	0,0%	0,3%
Gender of the respondent:	Male	923	37,8%	73,8%	1,7%	0,0%	0,4%
	Female	1347	31,9%	76,3%	1,3%	0,0%	0,2%
Age of the respondent:	18-29 years	469	46,1%	63,2%	2,5%	0,0%	0,2%
	30-44 years	563	36,2%	71,4%	1,8%	0,0%	0,0%
	45-59 years	503	27,9%	82,6%	1,2%	0,0%	0,4%
	60 -74 years	735	33,0%	78,1%	1,1%	0,0%	0,5%
Area of residence:	Urban	645	73,0%	34,5%	2,3%	0,0%	0,4%
	Rural	1625	18,1%	92,6%	1,2%	0,0%	0,2%
Level of education:	Incomplete secondary	515	17,3%	88,7%	1,7%	0,0%	0,1%
	General secondary	528	24,8%	83,1%	1,5%	0,0%	0,4%
	Secondary vocational	801	34,9%	77,1%	1,4%	0,0%	0,5%
	Higher	424	63,2%	48,6%	1,6%	0,0%	0,0%
Computer availability:	Yes	1237	44,5%	69,1%	1,4%	0,0%	0,2%
	No	1033	22,6%	82,5%	1,7%	0,0%	0,4%
Internet connection:	Yes	1985	37,3%	73,7%	1,5%	0,0%	0,2%
	No	285	15,6%	85,5%	2,0%	0,0%	0,9%
Level of income:	Less than 3000 MDL	547	17,0%	87,7%	1,3%	0,0%	0,7%
	3000-6000 MDL	593	25,0%	83,5%	1,4%	0,0%	0,2%
	Over 6000 MDL	1130	48,2%	64,6%	1,7%	0,0%	0,2%

