



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

ANNUAL NATIONAL SURVEY 2024



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

Chisinau, Republic of Moldova 2024

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.....	13
1.4. Use of Internet.....	15
2. Knowledge, support and confidence in e-Government and Modernisation of government services	20
3. Accessing electronic public services	32
4. The level of satisfaction with the quality of public services	39
5. Socio-demographic analysis	44
Conclusions	49
Extract from the Project Results Matrix	51
Annex 1: Bi-variate tables	52

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	12
Figure 6. Causes of lack of internet connection.....	12
Figure 7. Computer usage rate, last 12 months	13
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.....	16
Figure 12. Purposes of Internet use.....	18
Figure 13. The purposes of Internet use: evolutions	18
Figure 14. Knowledge about the Modernization Reform of government services	20
Figure 15. Level of understanding of the Modernisation Reform of government services	21
Figure 16. Expected benefits of the Government Services Modernisation Reform	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 eGovernment.....	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 evolutions	26
Figure 23. The level of openness of citizens to access public services online, by device type.....	27
Figure 24. the level of openness of citizens to access public services online, by device type. Average score evolutions.	28
Figure 25. Preferences for accessing public service: online or offline	29
Figure 26. Level of independence in accessing online public services: type of user	30
Figure 27. Use of online public services: type of user	30
Figure 28. Awareness of the eGovernment Agency	31
Figure 29. Access to electronic public services over the last 12 months (of the total number of public service users)	32
Figure 30. Share and profile of e-services users	33
Figure 31. Electronic public services: level of access	34
Figure 32. Electronic public services: type of access.....	36
Figure 33. Electronic public services: access device.....	37
Figure 34. Sources of information about electronic public services	38
Figure 35. Share of Internet mentioned as the most important source of information	38
Figure 36. Accessing public services: user profile	39
Figure 37. Ways of accessing most frequently used services	40
Figure 38. Satisfaction with the public services accessed: by access mode	40
Figure 39. Access to public services.....	41
Figure 40. Level of satisfaction with electronic public services: evolutions (scores 5 and 6).....	41
Figure 41. Satisfaction with electronic public services: average values for 2024.....	42
Figure 42. Information on feedback mechanisms and access to them	43
Figure 43. Level of satisfaction with the quality of the response to the complaint / petition	43
Figure 44. Distribution of respondents according to the monthly income of the family.....	46
Figure 45. The share of respondents who stated that they had incurred certain expenses	46

List of tables

<i>Table 1. Sample structure.....</i>	<i>7</i>
<i>Table 2. Respondents' work activity and occupation</i>	<i>44</i>
<i>Table 3. Sources of income of respondents and household heads</i>	<i>45</i>
<i>Table 4. Distribution of respondents according to housing characteristics</i>	<i>47</i>
<i>Table 5. Access to basic amenities</i>	<i>47</i>
<i>Table 6. Utilities in the home</i>	<i>48</i>

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/>

³ The 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:** 3015 people aged 18 and over;
- **Sample type:** stratified, probabilistic, bi-stadial;
- **Stratification criteria:** 13 geographical regions, which coincide 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 strata and of the total by regions (former counties), as well as the volumes of rural strata have been calculated proportionally to the number of population, according to the data provided by the National Bureau of Statistics of the Republic of Moldova.

Taking into account the increased degree of 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 carried out was adjusted to the number of population who left 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: 27 August – 24 September, 2024. Interviews were conducted in 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		3015	100,0%
Gender of the respondent:	Male	1258	45,3%
	Female	1757	54,7%
Age of the respondent:	16-29 years	666	15,5%
	30-44 years	778	29,2%
	45-59 years	629	23,1%
	60 -74 years	942	32,3%
Area of residence:	Urban	1320	45,0%
	Rural	1695	55,0%
Level of education:	Incomplete secondary	563	17,5%
	General secondary	648	20,5%
	Secondary vocational	1098	37,4%
	Higher	706	24,7%
Computer availability:	Yes	1599	52,8%
	No	1416	47,2%
Internet connection:	Yes	2816	93,1%
	No	199	6,9%
Level of income:	Less than 3000 MDL	621	23,3%
	3000-6000 MDL	725	27,7%
	Over 6000 MDL	1294	49,0%
Income group:	The poorest 40%	1206	40,1%
	The wealthiest 60%	1809	59,9%

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 2019-2024, and for some indicators with previous surveys.

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

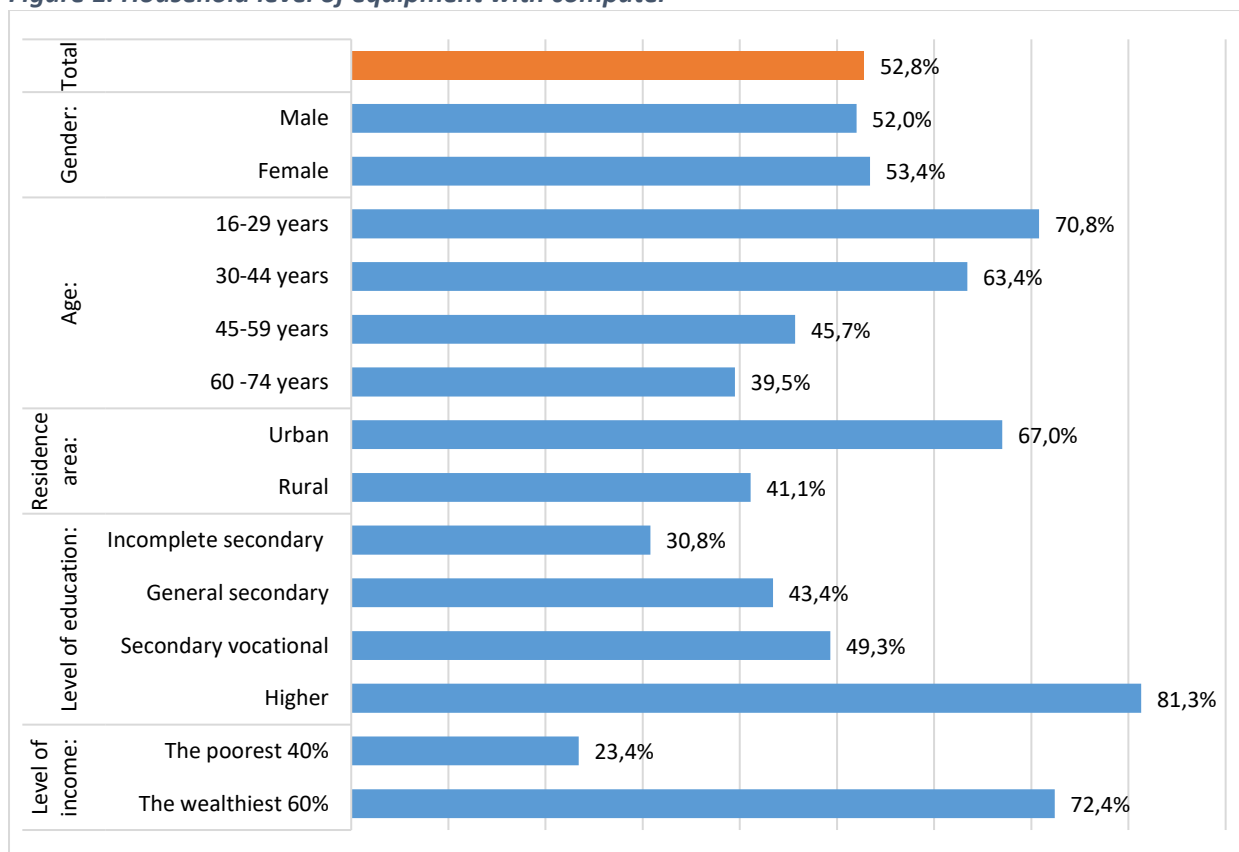
This chapter provides information on the availability of computers in households, the connection of households to the Internet, the frequency of access and the evolution over time of those indicators.

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

1.1. The level of endowment of households with computer

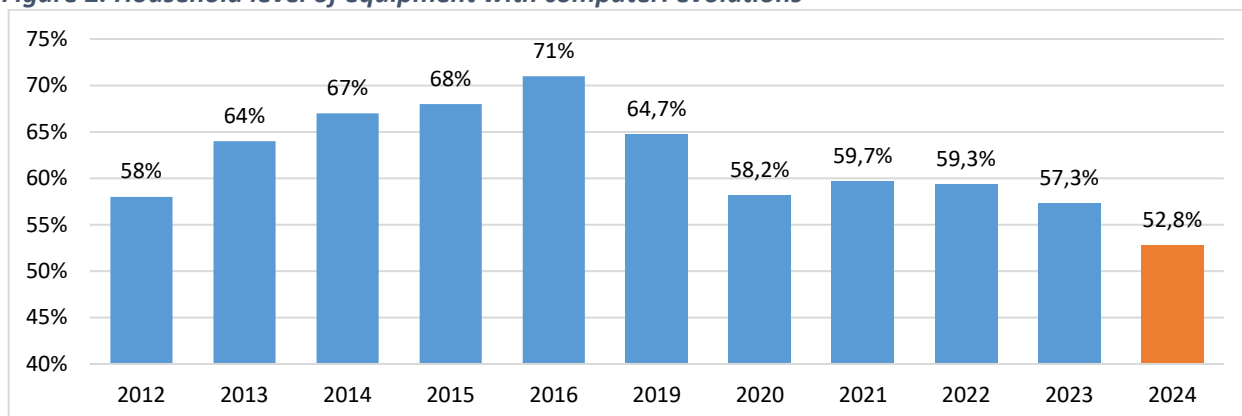
More than half of households (52.8%) in the Republic of Moldova have a computer at home, according to the survey. Computer ownership is significantly higher among young people compared to people in older age groups, at 70.8% for 18-29 year olds, in contrast to only 39.5% for 60-74 year olds. The rate of computer ownership is also considerably lower in rural areas (41.1%) than in urban areas (67.0%). Educational attainment and household financial situation strongly influence this rate, with significant differences between marginal groups. Thus, among the poorest 40% of respondents, only 23.4% own a computer, compared with 72.4% among the richest 60%, a more than threefold difference.

Figure 1. Household level of equipment with computer



The dynamics of the value of the computer ownership indicator have been continuously decreasing over the last eight years (52.8% in 2024, 57.3% in 2023, 59.3% in 2022, 59.7% in 2021, 58.2% in 2020), with a considerable reduction from the peak (71%) in 2016. This is explained by a shift in preferences for accessing the internet by other means - with more and more people accessing the internet from other types of devices, primarily mobile. This is also confirmed by the fact that the majority (85.8%) of households without a computer are connected to the internet, and the overall internet connection rate (93.1%) is considerably higher than the computer availability rate.

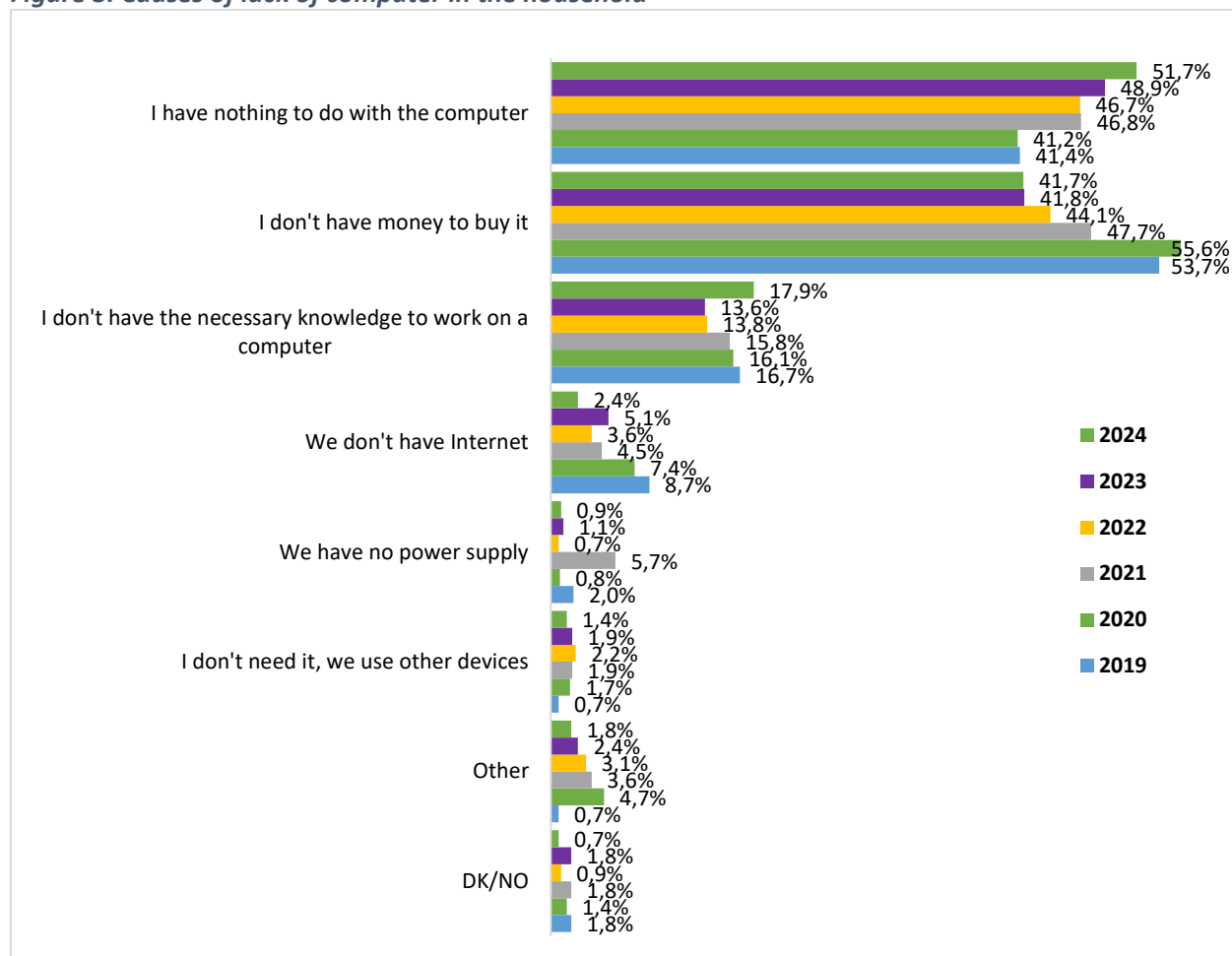
Figure 2. Household level of equipment with computer: evolutions



Not having a computer does not equate to giving up information technology, but is influenced by migration to other devices. The proportion of those who say that they do not need a computer because they do not see its usefulness has steadily increased, becoming the main reason: 51.7% in 2024, compared to 48.9% in 2023, 46.8% in 2021, 41.2% in 2020, 46.4% in 2019 and only 28.0% in 2016. In contrast, the lack of financial resources to buy a computer, although cited by 41.7% of respondents, has lost its dominant position and is steadily decreasing. This trend reflects a transition to other types of devices, given that the rate of internet access has been steadily increasing over the period analyzed (2012-2024).

It should be noted that the share of those who explained the lack of a computer in the household by the fact that they would have nothing to do on the computer is higher among the young and the wealthier (*Annex 1, Table 4*).

Lack of computer knowledge and skills is the third most common reason for not having a computer in the household (17.9%), being characteristic of older, rural, and people with lower income (*Annex 1, Table 4*).

Figure 3. Causes of lack of computer in the household

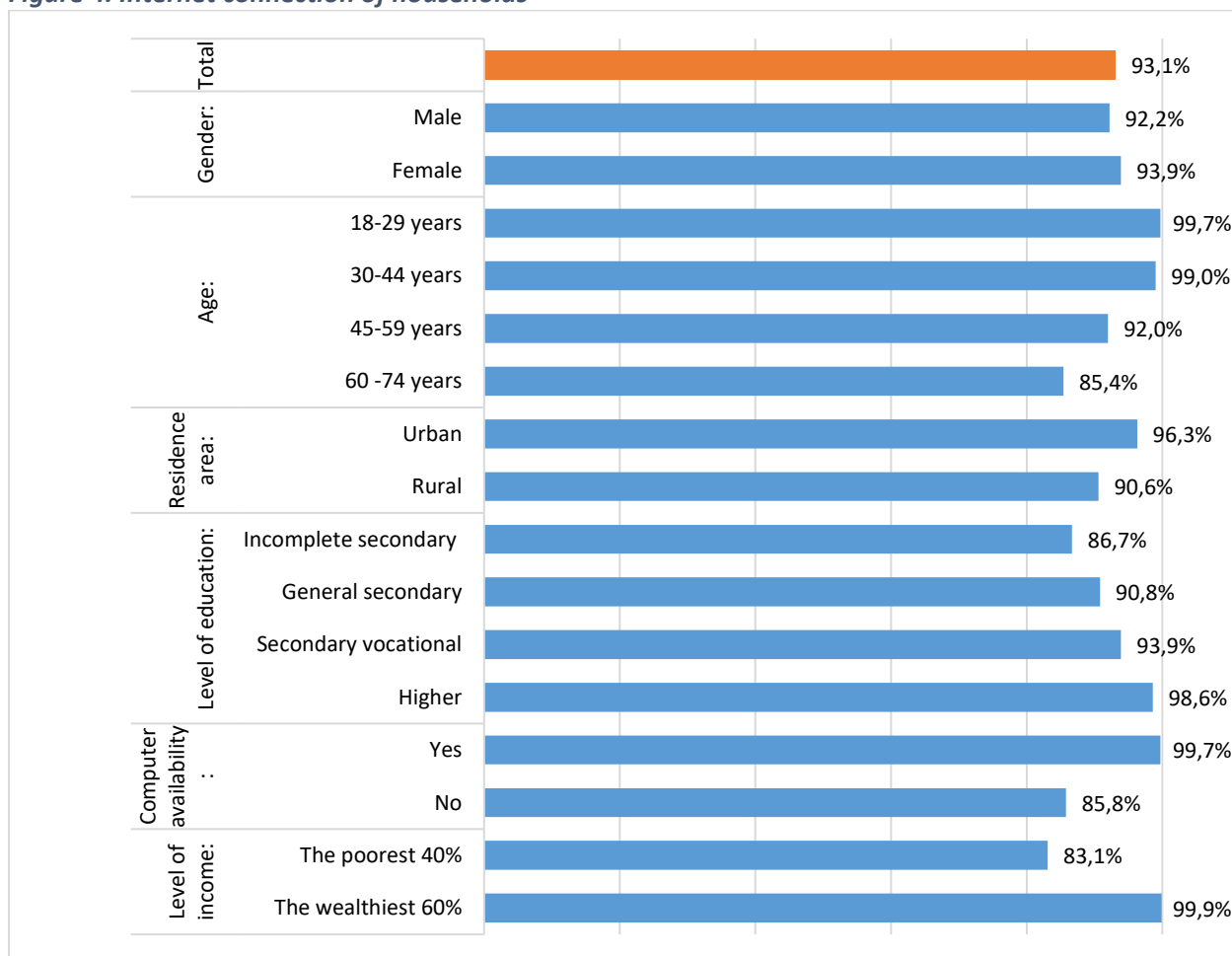
Of those households with computers, the average number of devices per household equals 1.2 (*Annex 1, Table 3*).

1.2. Level of internet connection

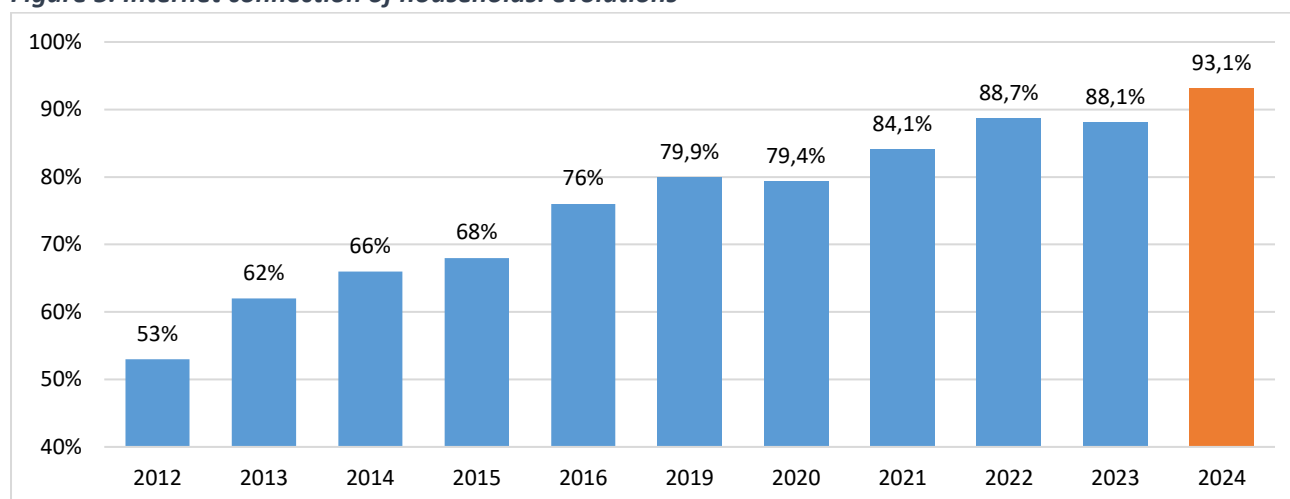
The study estimates that **93.1% of households are connected to the internet**, and the internet connection rate is more than 30% higher than household computer ownership.

Variations by socio-demographic categories in the rate of Internet connection follow similar trends as for household computer ownership, although much less pronounced. Internet penetration decreases with age, is low in rural areas, correlates positively with education and income. Therefore, it is only natural that this indicator (internet connectivity) should show a more pronounced increase among these categories. E.g. in 2021, the percentage difference between urban and rural population was 20%, now it is only 6%, so the gap reduced by 14%.

Figure 4. Internet connection of households



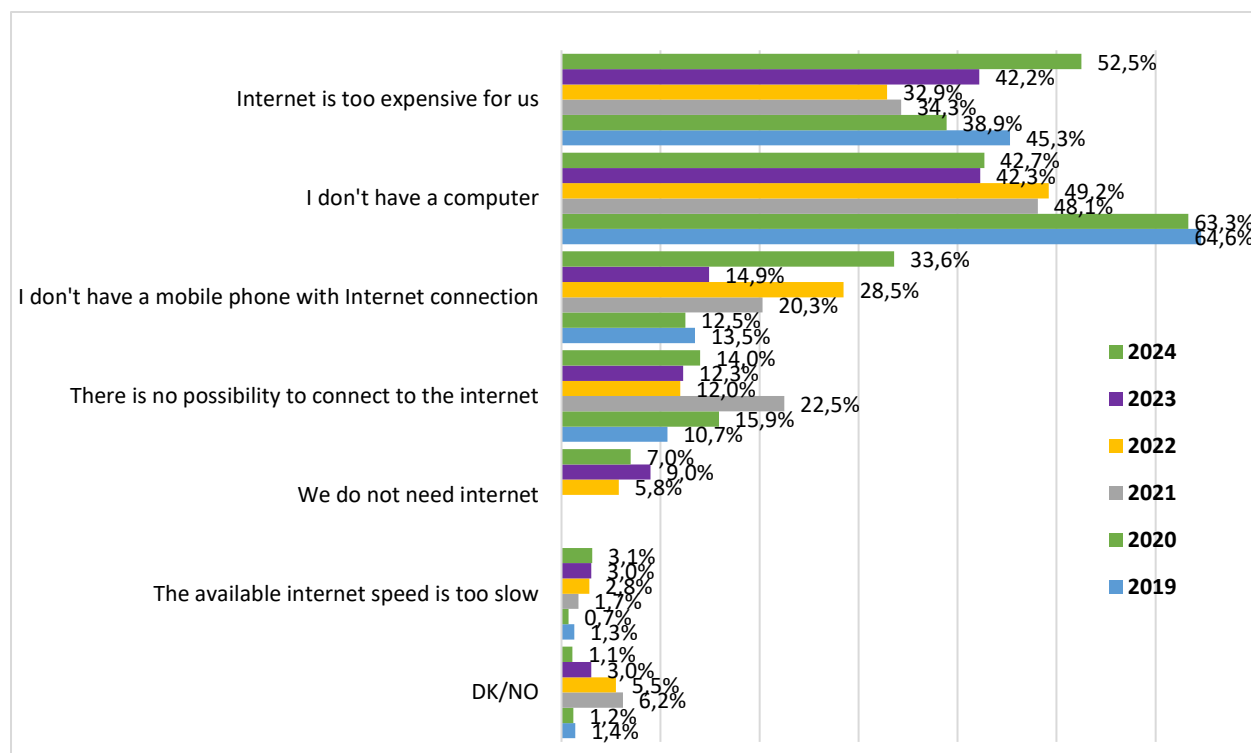
Studies over the last decade record a steady increase in household internet penetration rates, with 2021 increasing by about 5% compared to 2020 and about the same proportion increased in 2022. In 2023, however, the internet penetration rate moderated to 88.1%, the same as in 2022, and then returned to an increase of around 5%.

Figure 5. Internet connection of households: evolutions

There are three main ways in which households connect to the Internet: 22.9% use Wi-Fi, 19.3% connect via ADSL, and 38.8% use fibre connection, a growing technology. Also notable is the share of households accessing the Internet via mobile phone, representing 14.2% (*Annex 1, Table 7*).

Around 7% of households are not connected to the internet, and the lack of a computer remains one of the frequently cited reasons (42.2%), although this proportion is decreasing compared to previous years. However, the largest share of unconnected households cite the cost of internet service as the main reason, with 52.5% of respondents citing this as the main reason, a significant increase compared to 2023 (42.2%) and 2022 (32.9%). In addition, 33.6% of households explain the lack of connection by the absence of a mobile phone with internet access, a notable increase compared to 2023, when this reason was cited by only 14.9%. Also, 14% of respondents point to the lack of technical conditions necessary for connection as a reason for not using the internet.

Figure 6. Causes of lack of internet connection

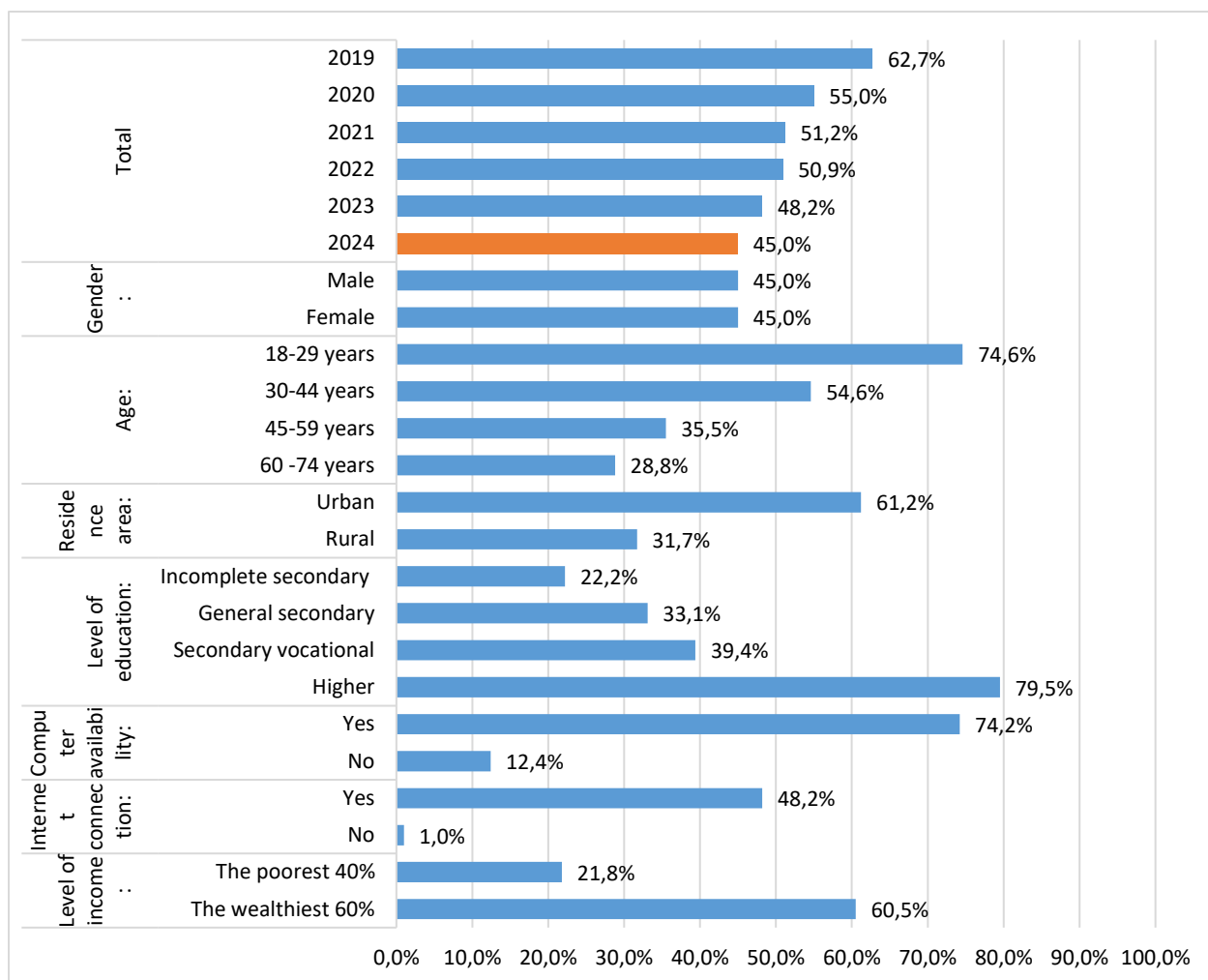


1.3. Computer usage

Despite an increase in internet usage in recent years, computer usage has fallen in the last 12 months to 45%, already the sixth year in a row, which is explained by **changing technology preferences of users** and the increasing accessibility of mobile devices. Users prefer fast internet access and mobile devices allow instant connection, eliminating the need to use a computer for everyday activities.

There are no gender-specific variations, but there is a strong reduction in the use rate towards the older age group (from 74.6% among 18-29 year olds to 28.8% among 60-74 year olds). The take-up rate is significantly higher in urban areas (61.2% compared to 31.7% among rural areas), it is more than triple in the case of those with higher education (79.5%) compared to the category of citizens with the lowest level of education (22.2%), and the discrepancy between groups according to household income is also triple (21.8% compared to 60.5%).

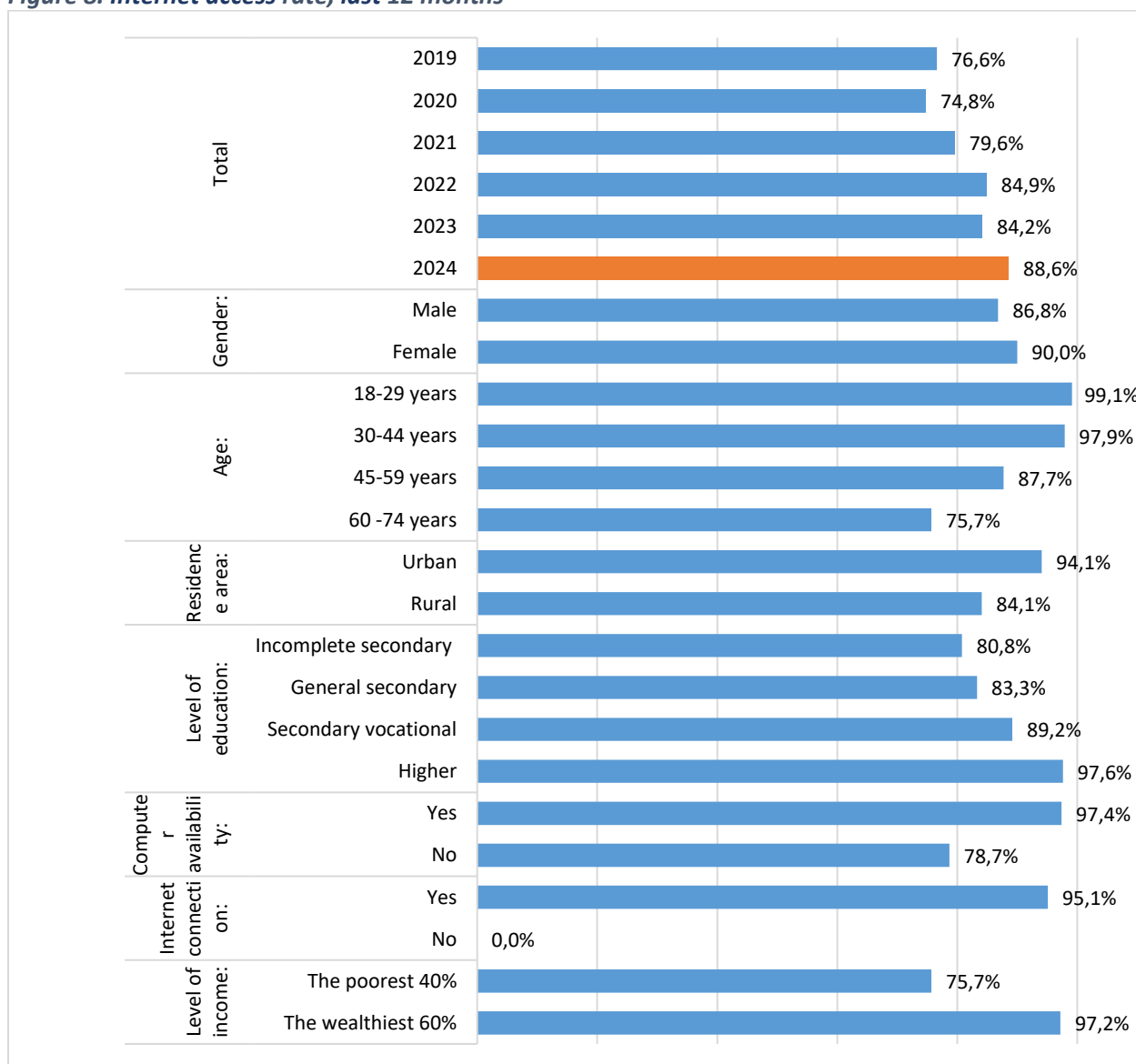
Figure 7. Computer usage rate, last 12 months



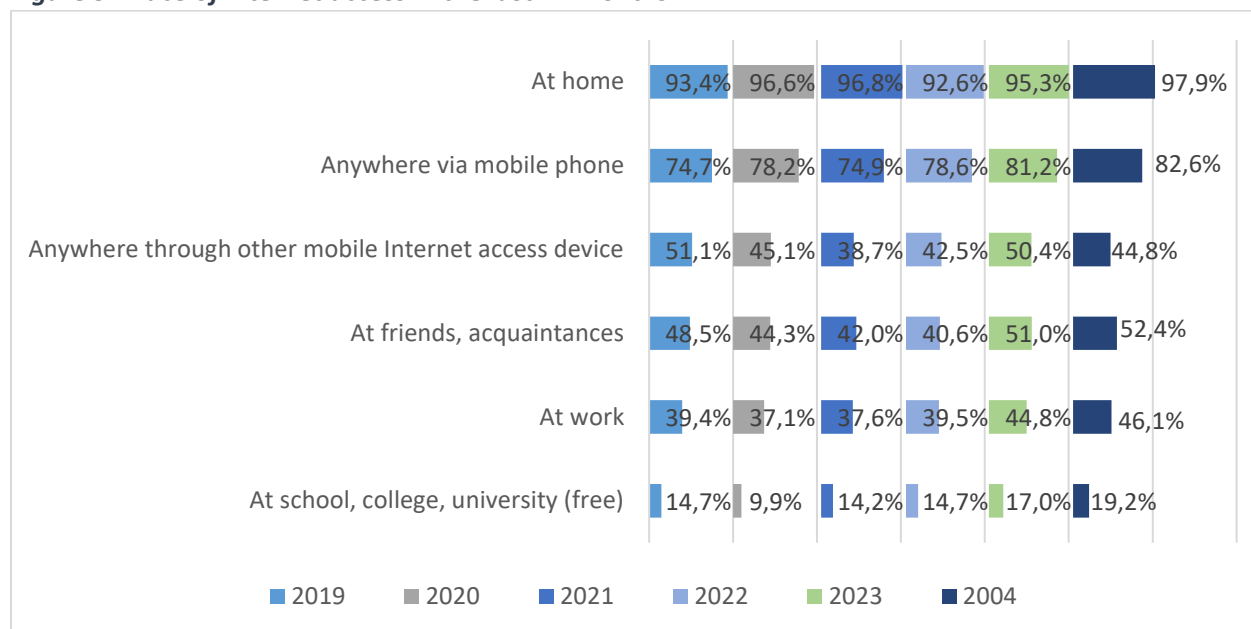
1.4. Use of Internet

The survey reveals **that 88.6% of respondents have used the internet in the last 12 months**. The indicator has reached an all-time high in the history of measurement. Otherwise, the fluctuations are similar to computer use, i.e. pronounced discrepancies by age of users (99.1% among young people and only 75.7% among older people). The rate of internet use in urban areas is about 11% higher than in rural areas and we observe a marked increase in internet use towards higher levels of education and financial status. It is also worth noting that although the presence of a computer in the household influences the increase in internet use, it is not a dominant factor, as **78.8% of respondents from households without a computer say that they have accessed the internet in the last 12 months**.

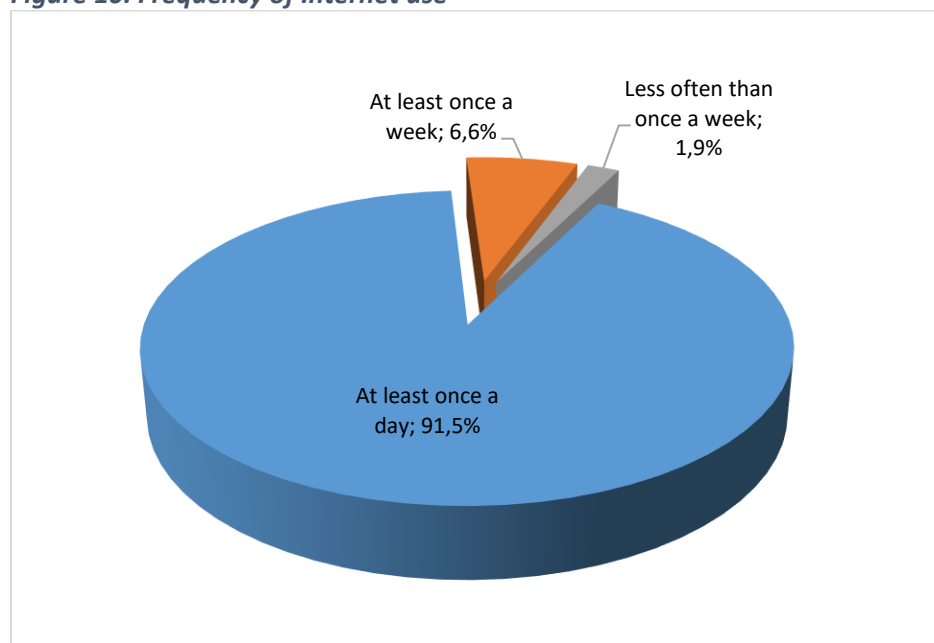
Figure 8. Internet access rate, last 12 months



Access to the internet is via multiple devices and technical solutions, so the majority of respondents have constant access from anywhere. While most say they have accessed the internet at home (97.9%), access via mobile phone is increasing (82.6%).

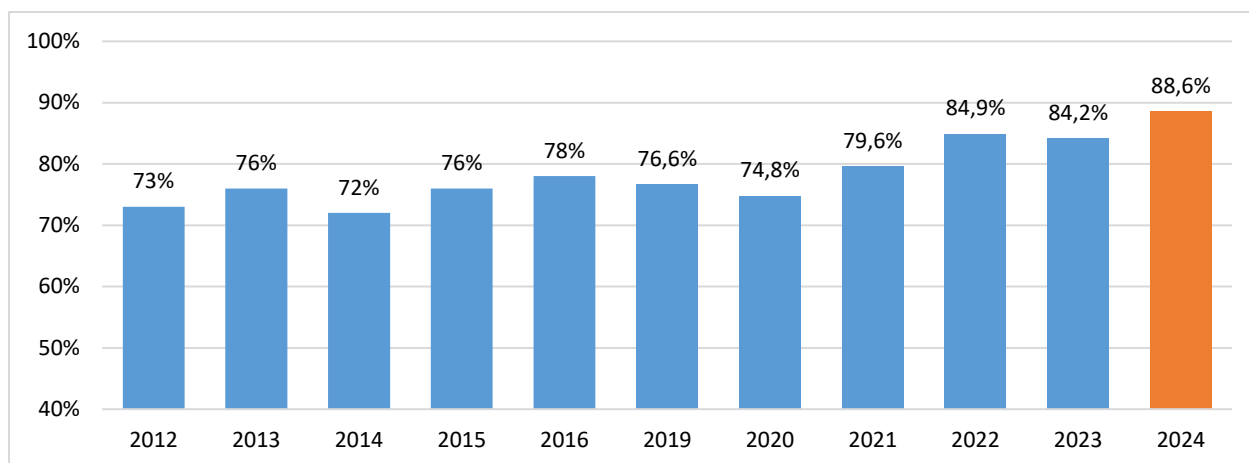
Figure 9. Place of internet access in the last 12 months

The vast majority of respondents (91.5%) 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 does not show any change compared to previous years, i.e. a change that is numerically larger than the statistical error.

Figure 10. Frequency of Internet use

The internet usage record previously set in 2022 is broken in 2024. Between 2012-2021 internet usage rates ranged from 72%-80%, so within the range of accuracy of the measurements. In 2022 a record level was reached (84.9%) and in 2024 it is already 88.6%.

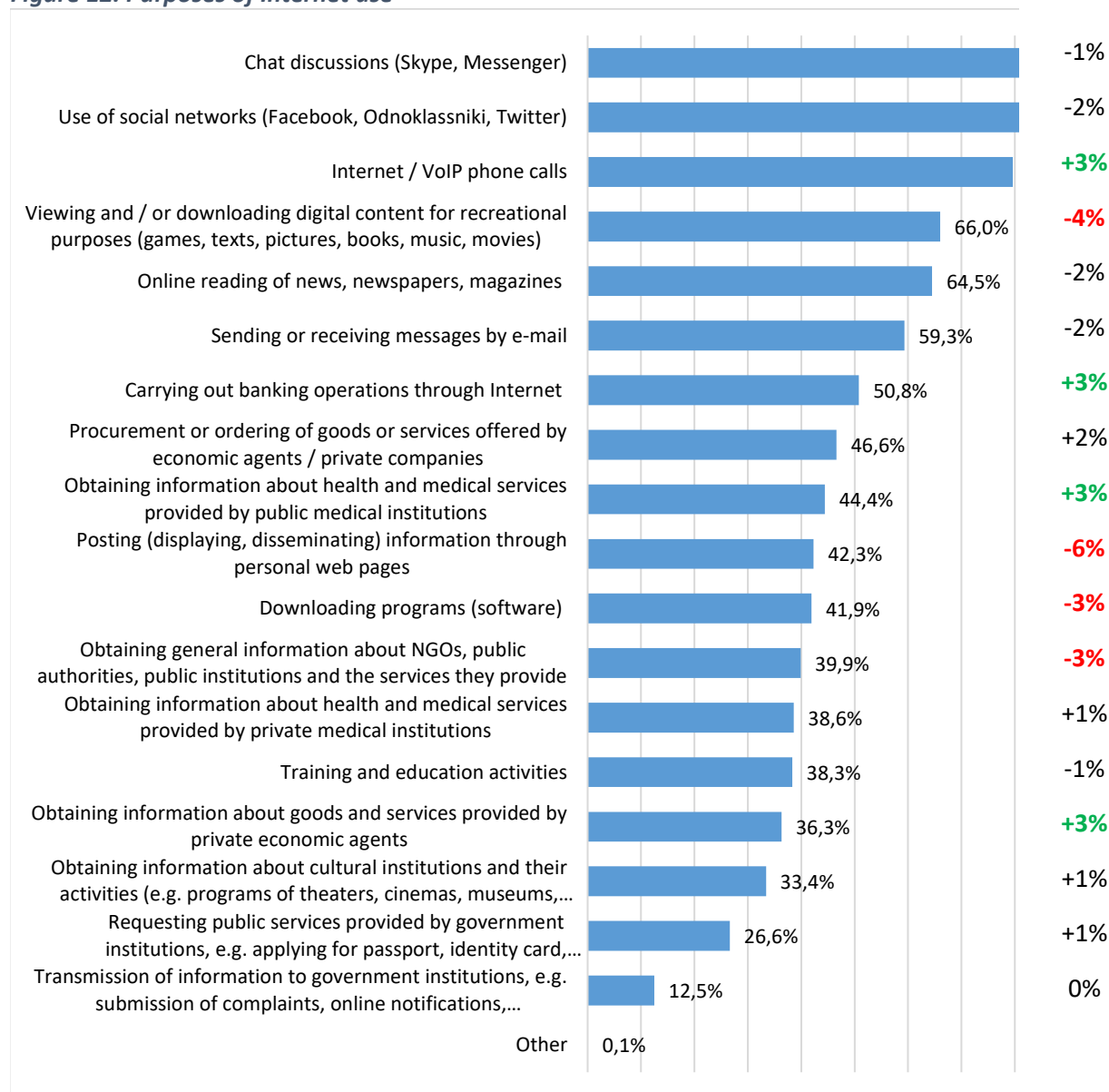
Figure 11. Internet access rate, last 12 months: evolutions



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

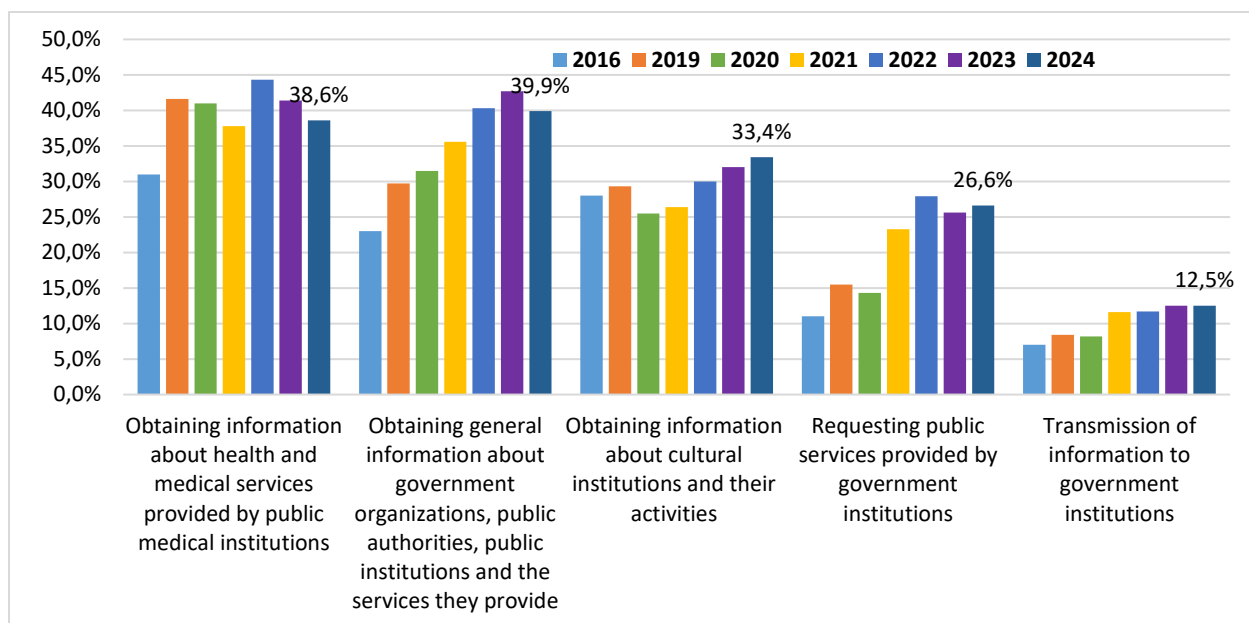
So, out of the total population that used the internet in the last 12 months - 88.8% say they used the internet for *chatting* and 86.6% for *accessing social networks*. In third place is *audio chatting over the internet* (79.6%), followed by *viewing and/or downloading digital content for agreement purposes* (games, texts, images, books, music, movies) with 66.0%, then *reading news, newspapers, magazines online* (64.5%) and 59.3% to *send or access electronic messages (e-mail)*. The Internet usage spectrum in 2024 is very close to that of 2023.

Research in recent years shows that **the use of the Internet for purposes directly related to any type of public services in 2024 reached a peak of 44.4%**, in particular for obtaining information about health services provided by public institutions, up 3% compared to 2023. The use of the internet to obtain information about government organizations, authorities and public institutions constitutes 39.9%, information about cultural institutions 33.4%, requesting public services 26.6%.

Figure 12. Purposes of Internet use

As mentioned above and as illustrated in *Figure 13*, although the proportions remain modest, there is a steady upward trend compared to previous years in terms of certain purposes of accessing public services. In particular, the use of the Internet to obtain information about cultural institutions continues to increase.

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*).

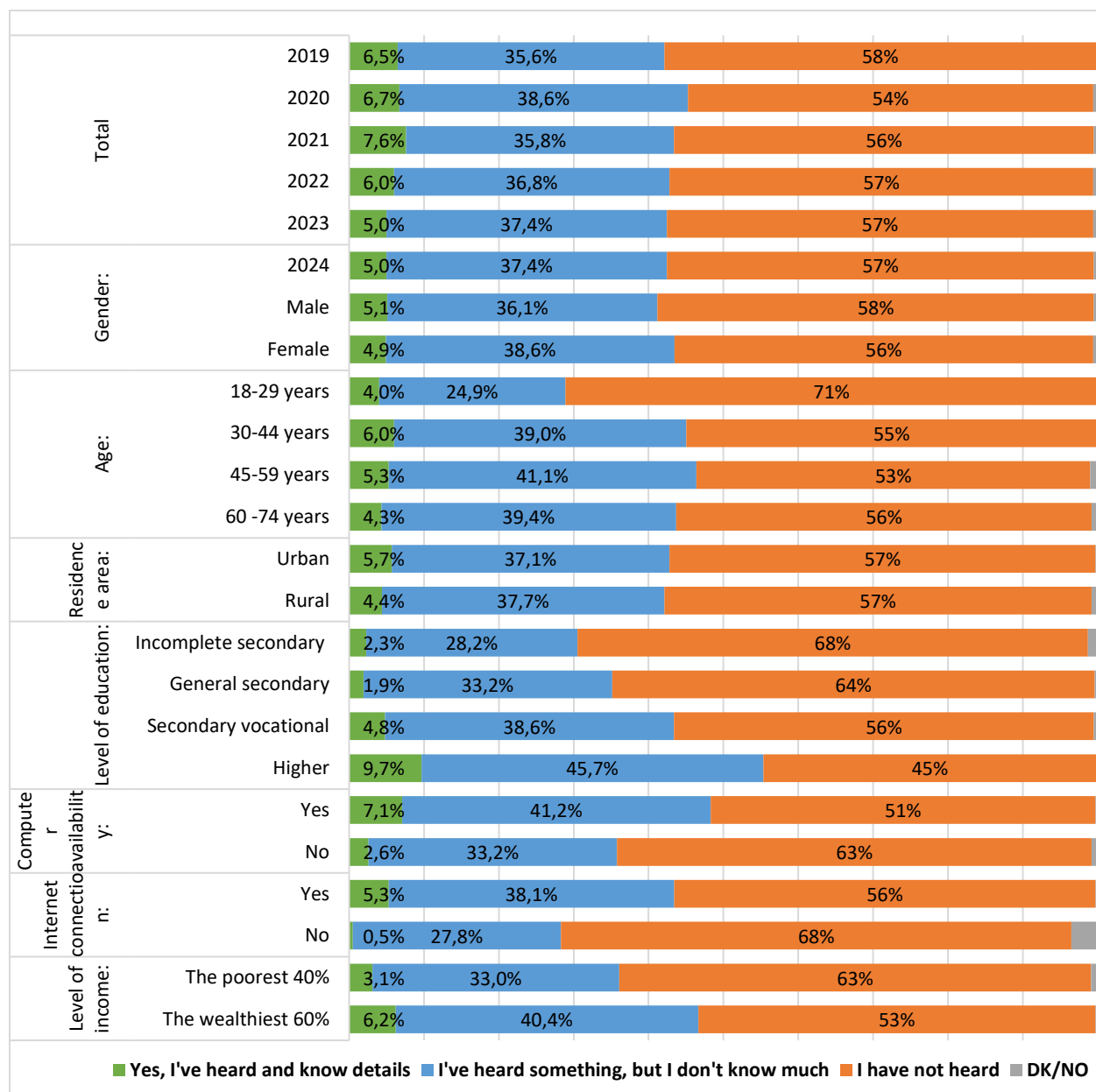
2. Knowledge, support and confidence in e-Government and Modernisation of government services

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. The level of familiarisation is at the same level as in 2023.

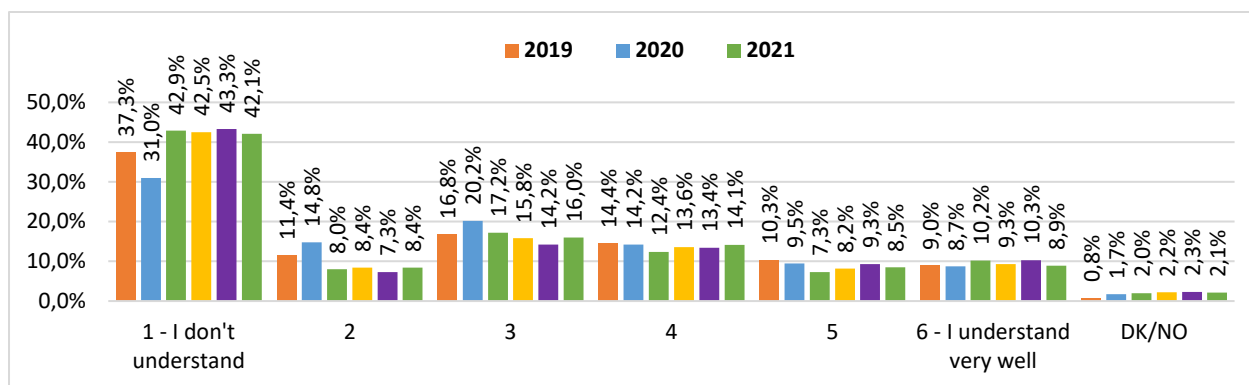
Awareness of the Modernisation Reform does not vary significantly by gender or residence. At the same time, the Reform is more familiar to people with higher education who have computers and internet connection at home, from wealthier families.

Figure 14. Knowledge about the Modernization Reform of government services



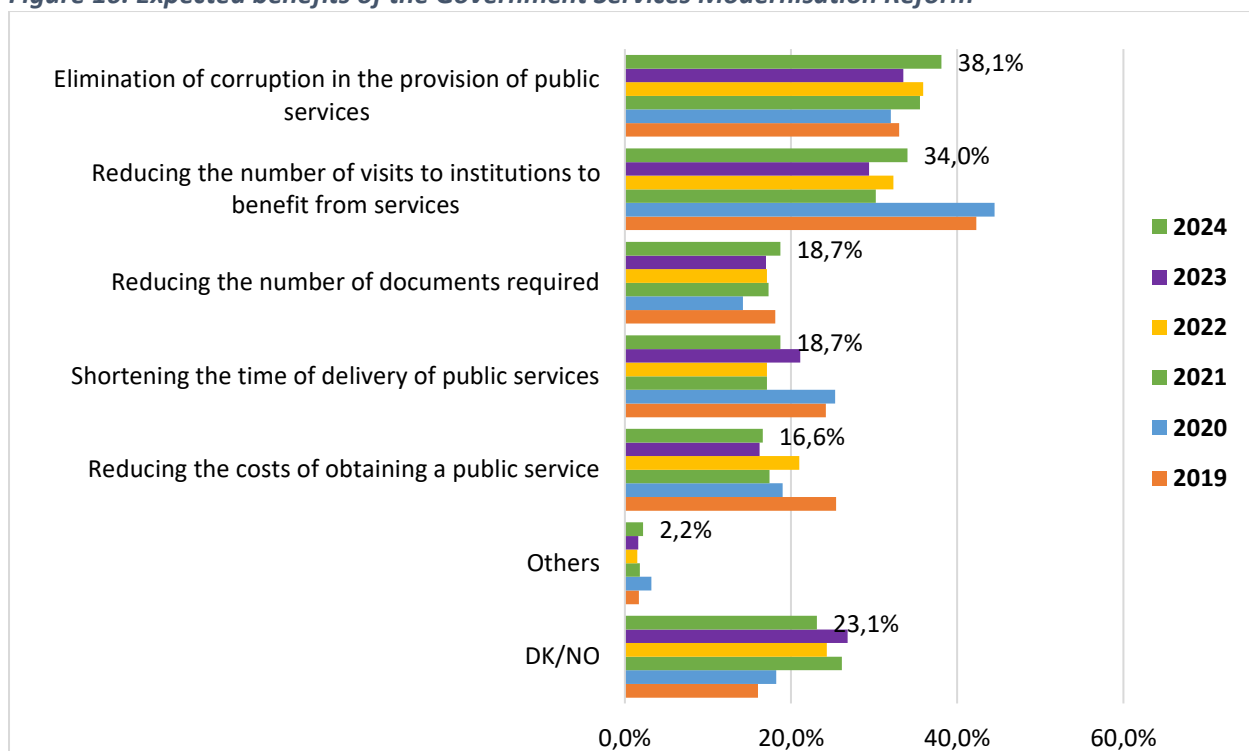
Awareness of the Modernisation Reform is an indicator that implicitly influences the level of understanding of the population. Considerable proportions of respondents gave low marks to the level of knowledge and understanding of the Modernisation Reform of government services. Only **17.4% consider that they have a high level of knowledge of the Service Modernisation Reform** (giving scores of 5 and 6 on a scale from 1 to 6), 30.1% of respondents have a medium level of knowledge (scores of 3 or 4 on the same scale from 1 to 6) and 50.5% gave scores of 1 or 2.

Figure 15. Level of understanding of the Modernisation 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 38.1% of the population consider **the elimination of corruption in public service delivery** as one of the expected benefits. And 34% of the respondents expect **to reduce the number of visits to public institutions required to receive a service**. **Reducing the number of paperwork required** and **the time taken to deliver services** are other potential benefits, mentioned by 18.7% of respondents. A somewhat similar proportion (16.6%) anticipate reducing costs.

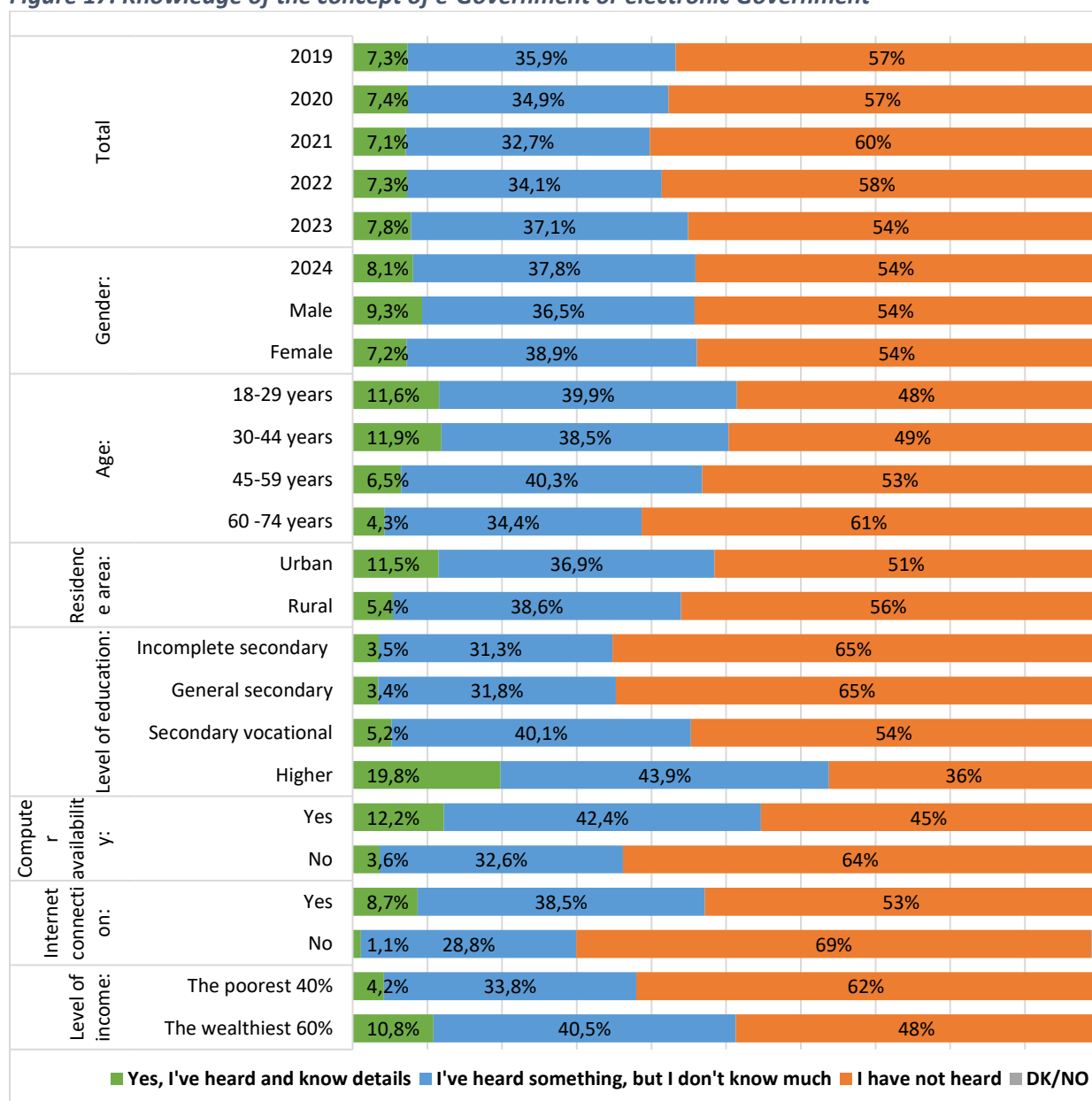
Figure 16. Expected benefits of the Government Services Modernisation Reform



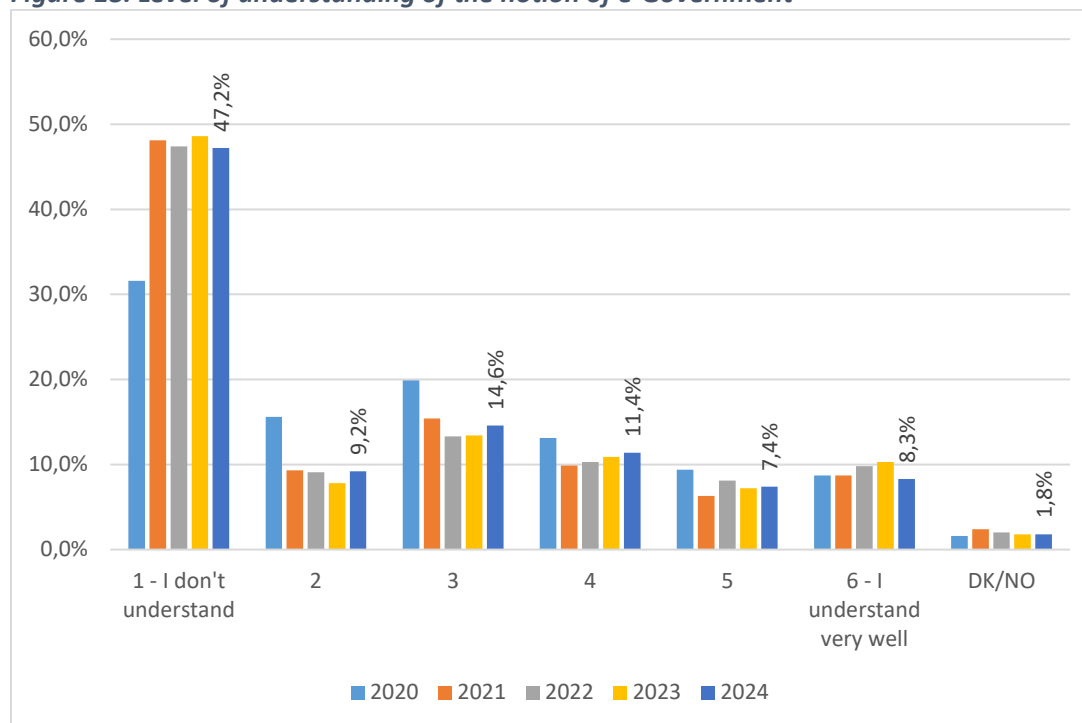
The level of knowledge of the concept of **e-Government or Electronic Government** by the population is relatively constant over the last years, 8.1% of the interviewed citizens know the details and 37.8% say they have heard something, without knowing many details about e-Government. The remaining 54% admitted that they had not heard the given notion before the interview. No significant variations by respondent's gender, age and residence background variables are identified. And, consistently, the

knowledge of the notion of e-Government is in direct correlation with the level of education and income, - ownership of a mobile device or computer and internet connection.

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

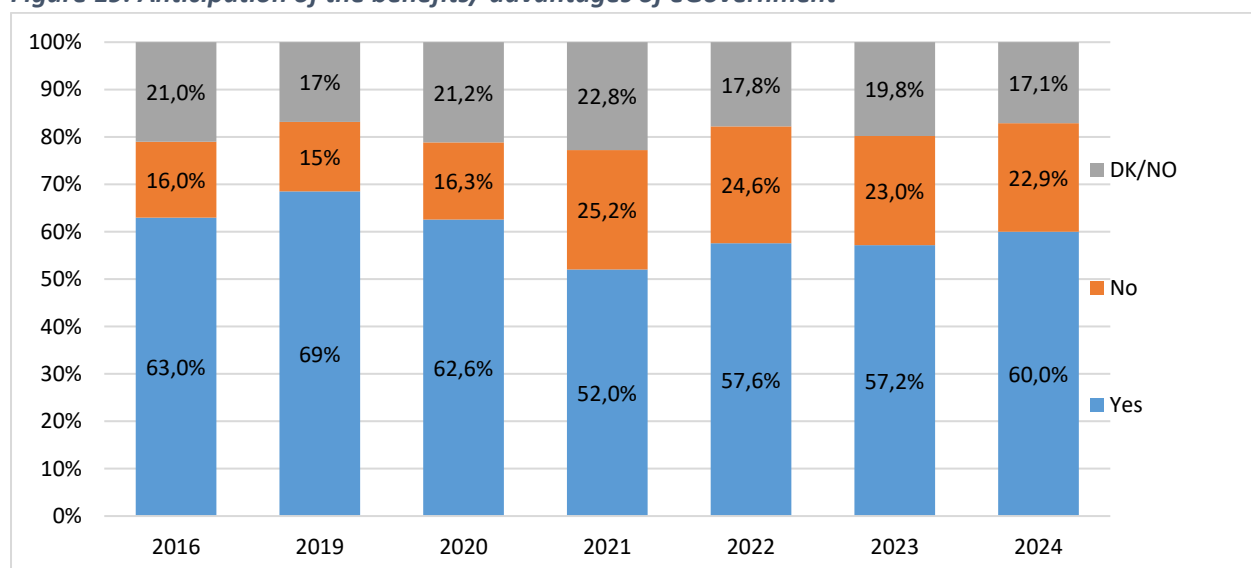


The level of understanding of the concept of e-Government is also mediocre, with 15.7% of the total population giving the highest scores, and 16% giving average scores.

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

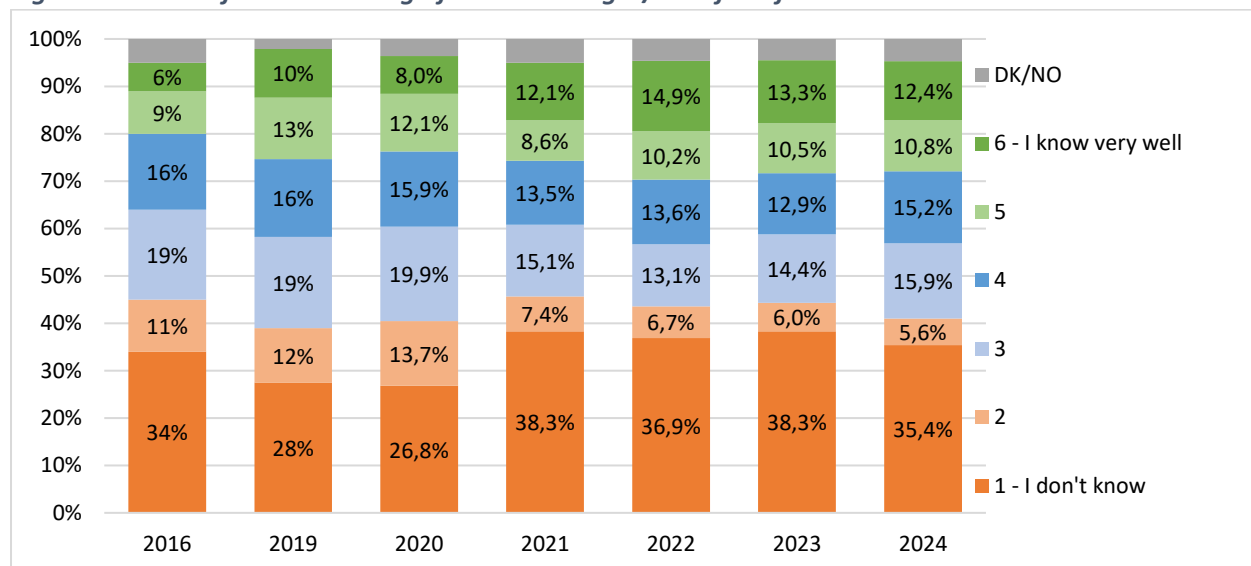
A considerable part of the population is of the opinion that the implementation of eGovernment will bring advantages/benefits to citizens: 60%, compared to 2023 (57.2%) and 2022 (57.6%), considerably above 2021 (52.0%), but still below the values of 2019 and 2020 (62.6% in 2020 and 69.0% in 2019).

Young people, those with higher levels of education, those with a computer and internet at home, and the more affluent are more likely to see benefits from eGovernment implementation (*Annex 1, Table 24*).

Figure 19. Anticipation of the benefits/ advantages of eGovernment

Regarding the self-assessment of the level of knowledge of the advantages, on a scale from 1 to 6, highest scores (5 and 6) were given by 23.2% of those interviewed, average scores 31.1%.

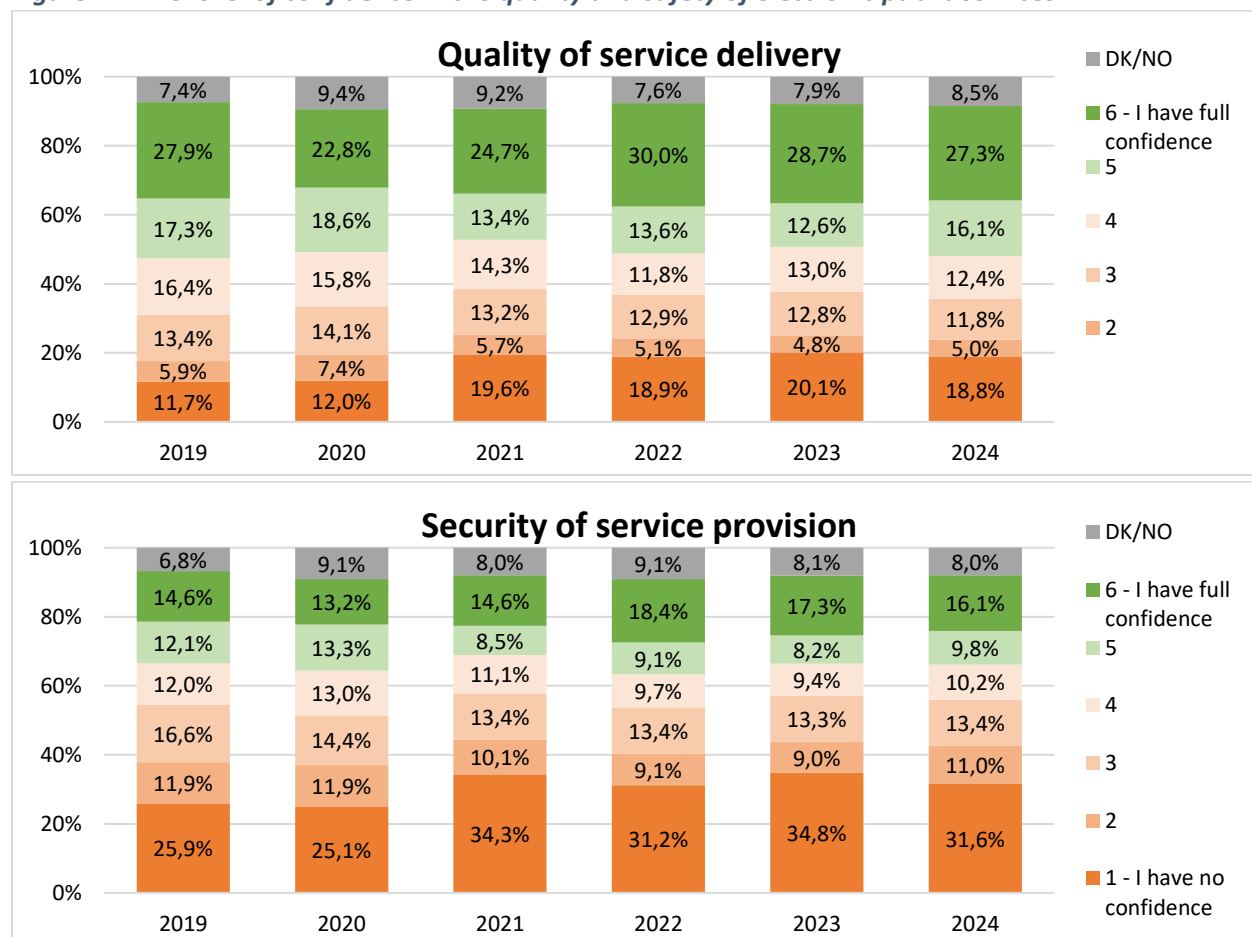
Figure 20. Level of understanding of the advantages/benefits of e-Government



Lack of comprehensive information and unfamiliarity about the specifics of service delivery and security in cyberspace directly affects citizens' confidence in the quality and safety of e-services.

On a scale from 1 to 6, **23.8% of citizens** rated **the quality of the e-service** with a low score (1 or 2), while **42.6% rated its security with a low score**. However, the majority of respondents rated the quality of e-services as high or medium (**41.3% rated 5 and 6**), an increase of 2 percentage points compared to the previous year. In the case of **security**, **there are some reservations, with a lower percentage of those giving high scores – 25.8% 5 and 6 ratings**.

Women and men show virtually the same degree of confidence in the quality and security of eGovernment services. At the same time, there are notable discrepancies by age, place of residence, education and income, in the sense that younger, urban, highly educated and higher income people are more confident that eGovernment services are safe and of good quality (*Annex 1, Tables 26-27*).

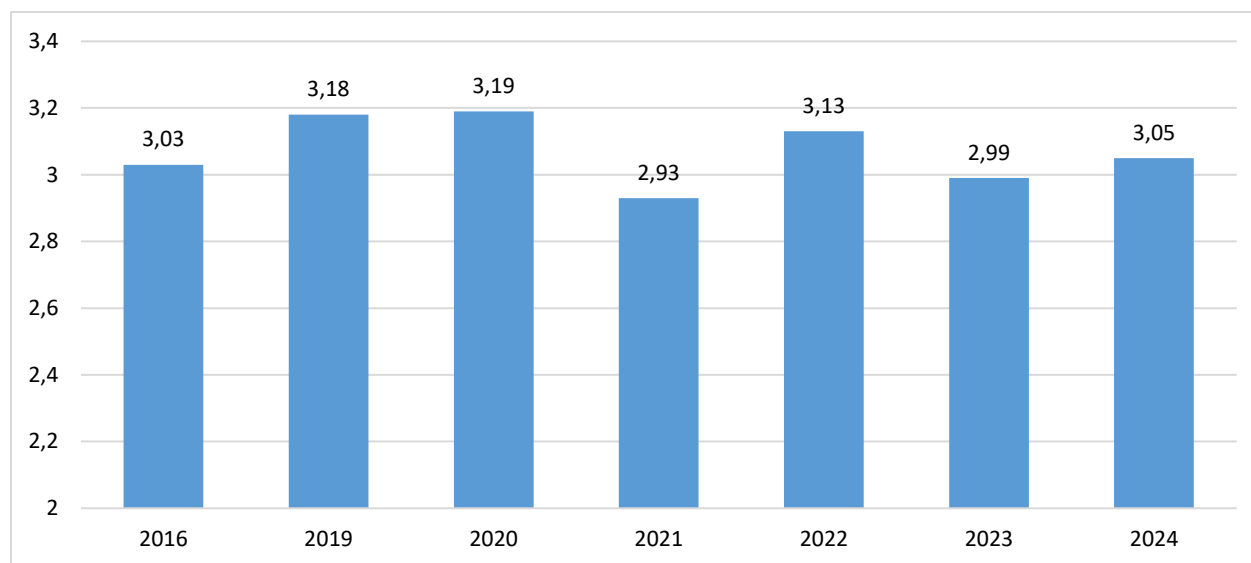
Figure 21. The level of confidence in the quality and safety of electronic public services

* *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 oscillates around 3, from one study to another, from 3.03 points in 2016 (average on a scale of 6) to 3.19 in 2020 (the highest value of the study). The present study registers 3.05.

Figure 22. Security of electronic public services – average rate evolutions



Respondents were asked about their openness to using electronic public services, including and depending on the type of device. From the answers provided, a few points are worth noting:

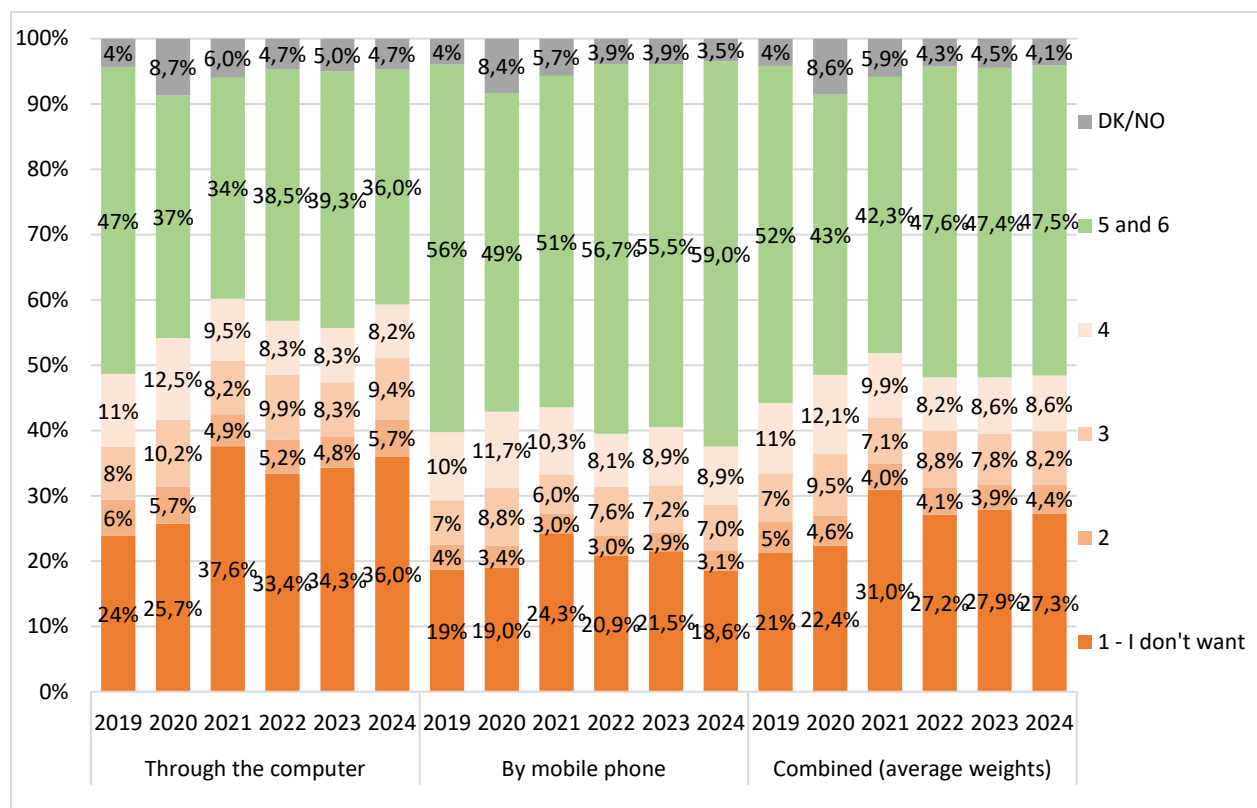
- **the proportion of those who say they are open to using electronic public services outweighs** those who would rather not use electronic services.
- The 2024 survey did not show notable changes compared to 2022 and 2023. **36% say they are open to computer access (giving scores of 5 or 6)**, while 17.6% show a moderate level of openness (scores of 3 or 4)
- **The degree of openness to use e-services via mobile phone exceeds by more than 20%** the degree of openness to use public e-services via computer (59% with scores of 5 or 6).

The combined openness indicator equates to 47.5% (grades 5 or 6), very close to the 2023 and 2022 levels.

It is also 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 from the computer in favor of mobile devices*, here the share of note 1 shows a fairly high level - 36% (computer) while only 18.6% of citizens are not open to using the phone.

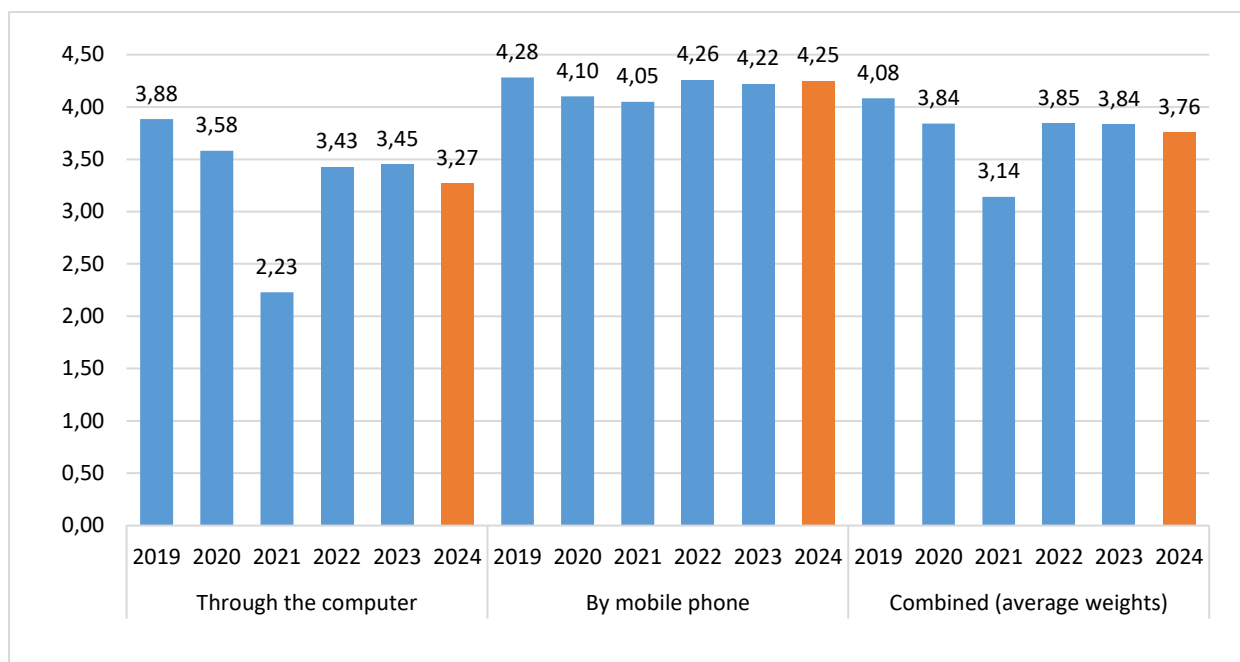
Higher availability is shown by the more internet-initiated categories - young people, the highly educated, urban, wealthier households (*Annex 1, Tables 28-29*).

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



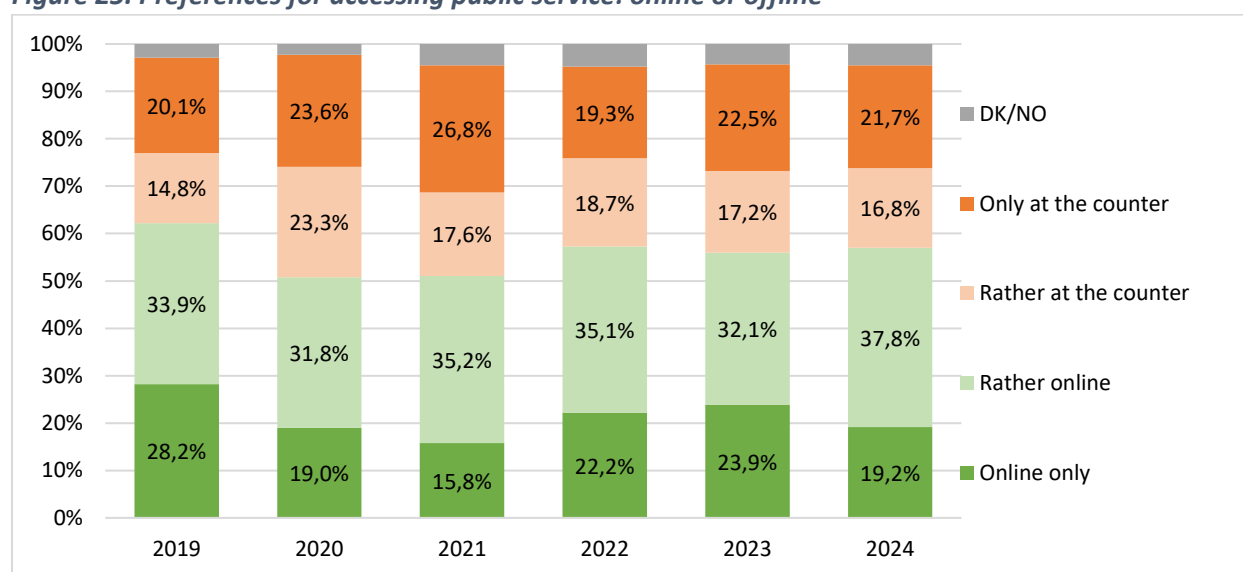
The decrease in the indicators reflecting the level of openness of citizens to access services online compared to previous studies is also visible in the average values realized, with the weighted average indicator decreasing from 4.08 in 2019 and 3.84 in 2020 to 3.14 in 2021. In 2022 the indicator took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

Figure 24. the level of openness of citizens to access public services online, by device type. Average score evolutions.



When asked to make a choice (simulating a situation of choosing how to access a public service) respondents gave answers that demonstrate dispersed approaches, with **19.2% opting exclusively online** ("online only" - see figure below), others 37.8% opting to access "rather online". For accessing "over the counter only" - 21.7% of the surveyed population opted for (Table 30). 44% of those who opt for over-the-counter only access do not have access to the internet, and 36% are aged between 60-74%.

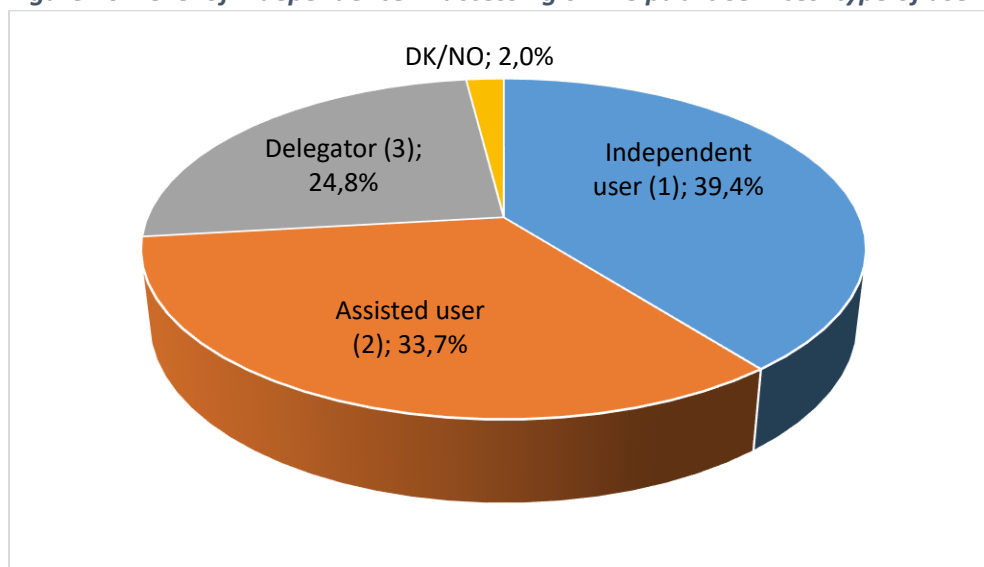
Figure 25. Preferences for accessing public service: online or offline



The level of digital literacy, skills in working with electronic devices and surfing the Internet strongly determine preferences in using electronic services. At the moment, **39.4% of citizens can be declared as independent users** when accessing e-services, stating that they would prefer to access e-services independently, without support from others. **A further 33.7%** prefer to access it alone, but admit that they would need support from other people: they are described in the survey as potential **assisted users**. And

24.8% of respondents can be defined as '**delegators**' or users with high support needs, preferring to fully delegate to another person the access and obtaining of the service.

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



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

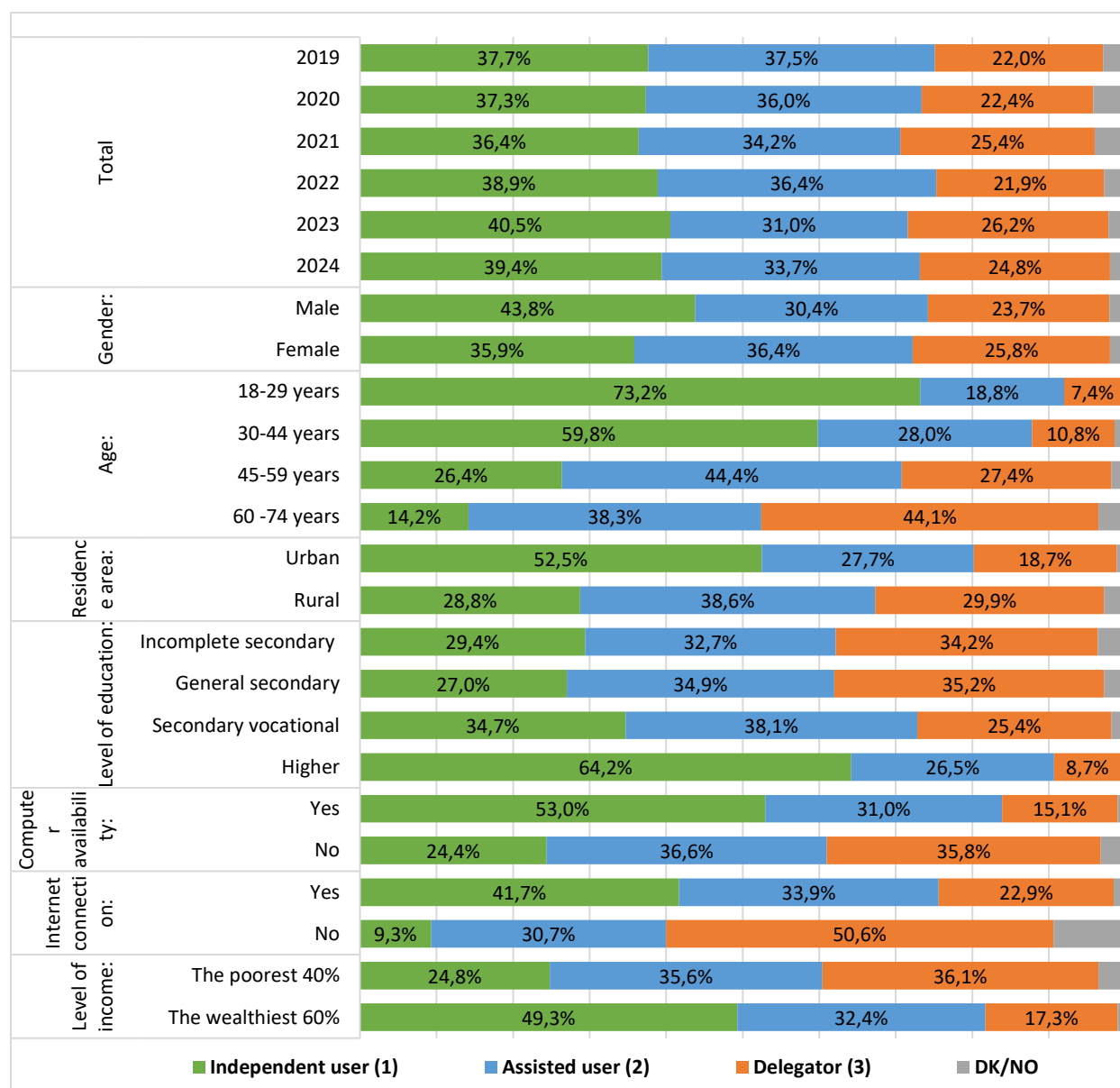
(2) I would need a support

(3) I will delegate / ask another person

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

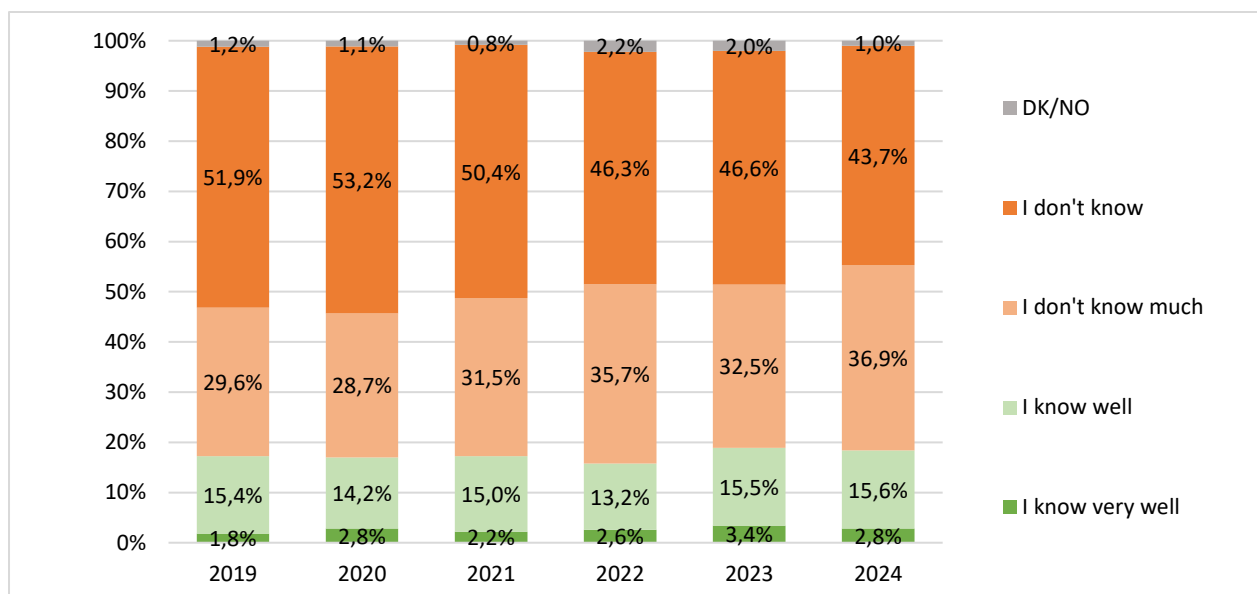
Figure 27. Use of online public services: type of user



Citizens' **awareness of the eGovernment Agency** is modest. **Only 2.8% of respondents know this entity very well, while 15.6% claim to know it well.** Two out of ten citizens do not know about the eGovernment Agency.

The variations are similar to those recorded for other indicators analyzed so far, with the **e-Government Agency's** activity being known to a greater extent among young, urban, better educated, Internet and computer literate, higher income people. (*Annex 1, Table 32*).

Figure 28. Awareness of the eGovernment Agency



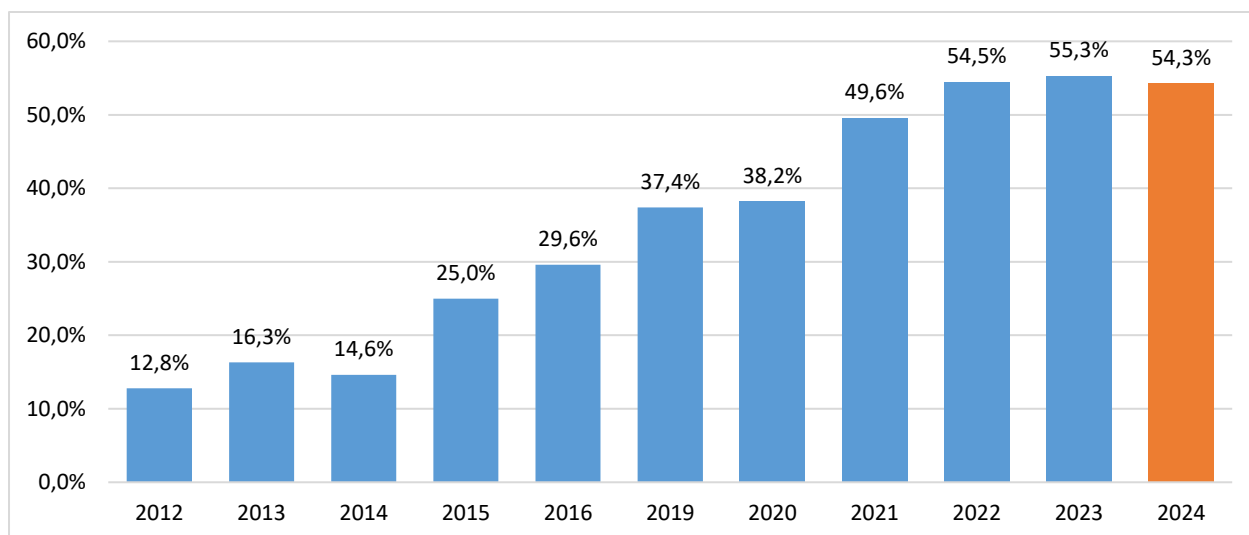
3. Accessing electronic public services

This chapter presents the results of 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 survey is the rate of access to electronic public services. The 2024 study reconfirms the steady 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.**

Monitored in dynamics, the indicator of access to electronic public services in the period 2012-2014 shows a relatively constant level, subsequently, however, it is constantly increasing. In 2019 the increase compared to 2016 amounted to 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 whole period of conducting research of this type was recorded, the increase being driven by pandemic conditions, but also by the expansion of the number of public services available in online format. In 2023 the increase is more modest - +0.8%, and in 2024 there is a decrease, albeit an insignificant 1%.

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



The same indicator, if we relate it to the total population (including people who did not use the internet or did not use any public services), reaches **21.8% (compared to 19.1% in 2023)** and if we relate it to internet users only (including those who did not access public services), this level is **24.6% (compared to 22.6% in 2023)**

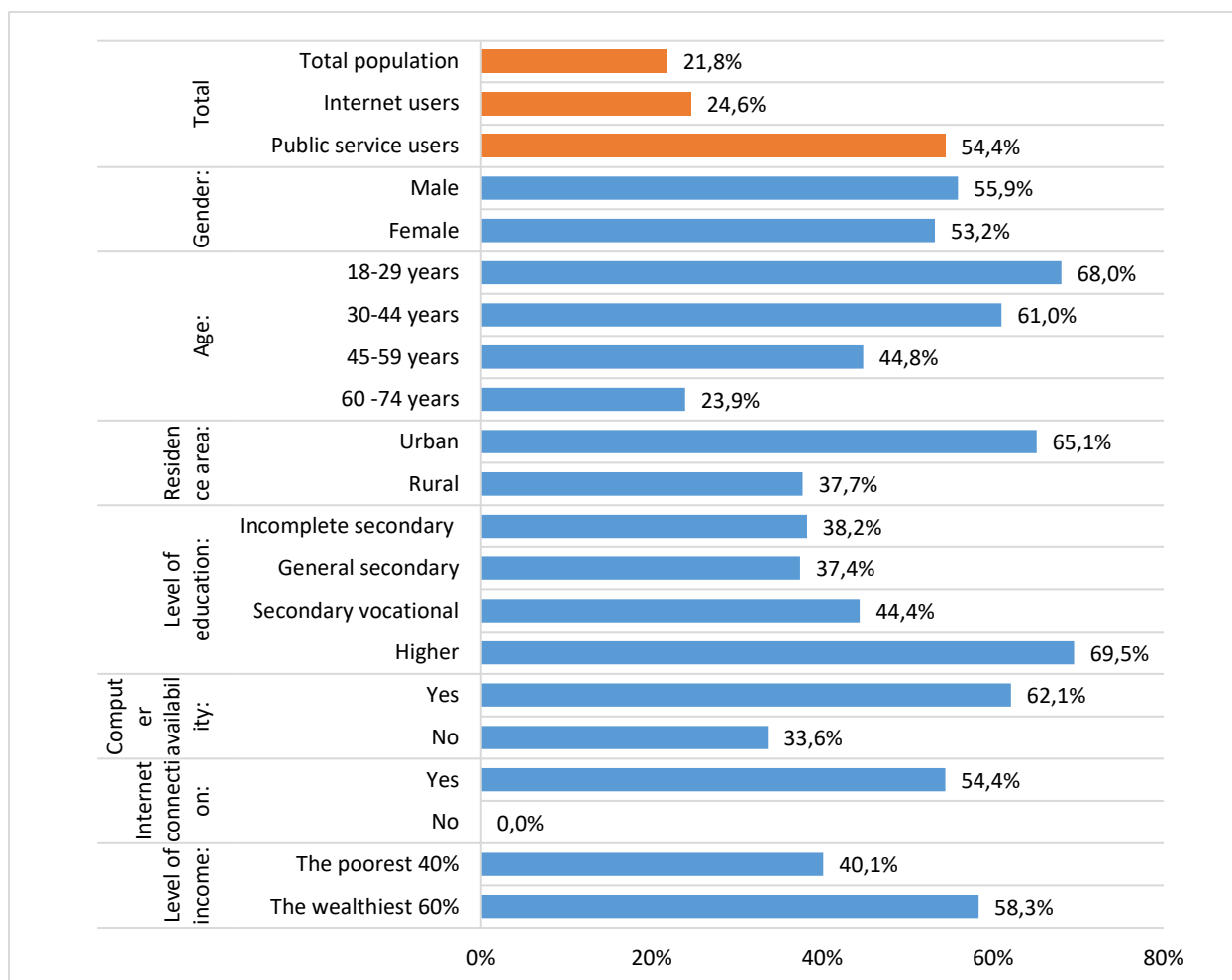
The variations of the indicator by socio-demographic categories are very pronounced. **Young people aged 18-29 are the category that almost six times more often used e-services** compared to people aged 60-74.

The disparity within population groups of different residence backgrounds is almost 30%. There is a huge difference in the same indicator between those with incomplete secondary education and those with tertiary education.

The household's connection to the Internet is a variable that influences the access to electronic public services (2-3 times). At the same time, it is noted that the increase in the rate of access is also conditioned by the increase in the income level.

According to the National Survey, the rate of access to e-services among the poorest 40% of respondents is 40.1% (of public service users), but up 2% from the previous year, considerably lower than among the richest 60% (58.3%).

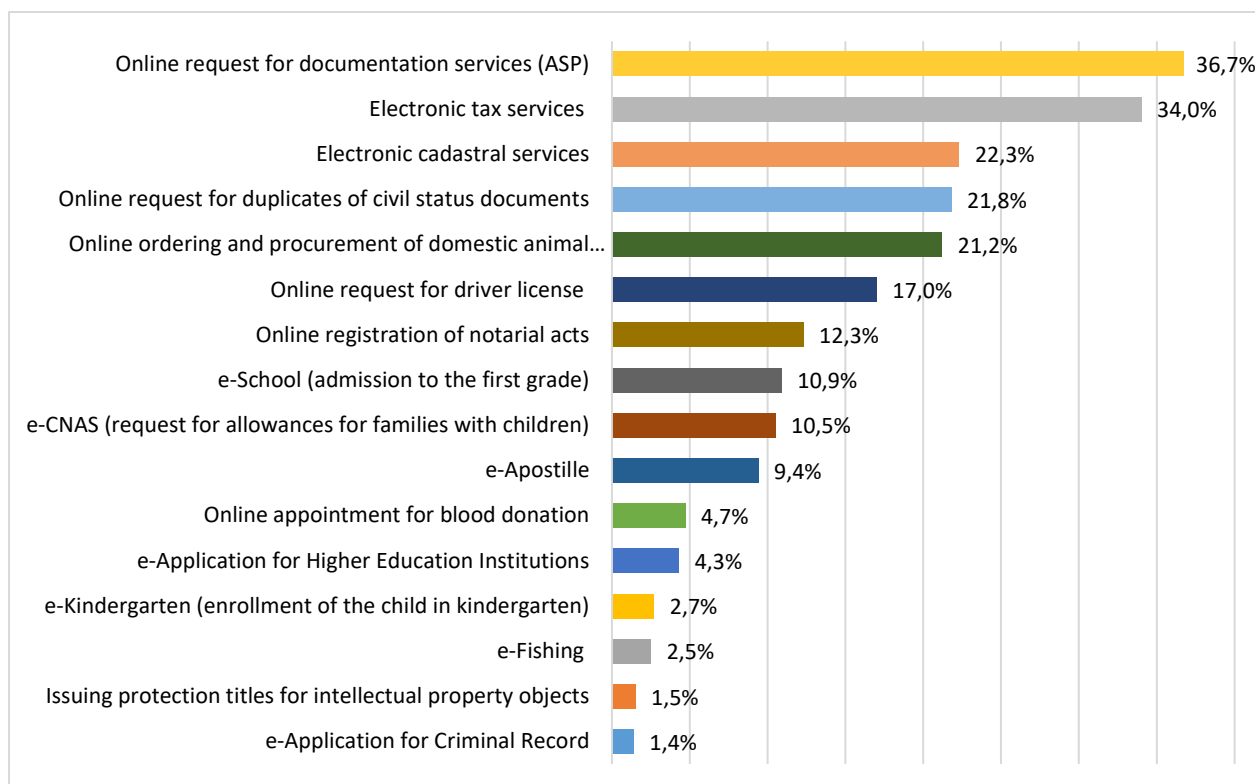
Figure 30. Share and profile of e-services users



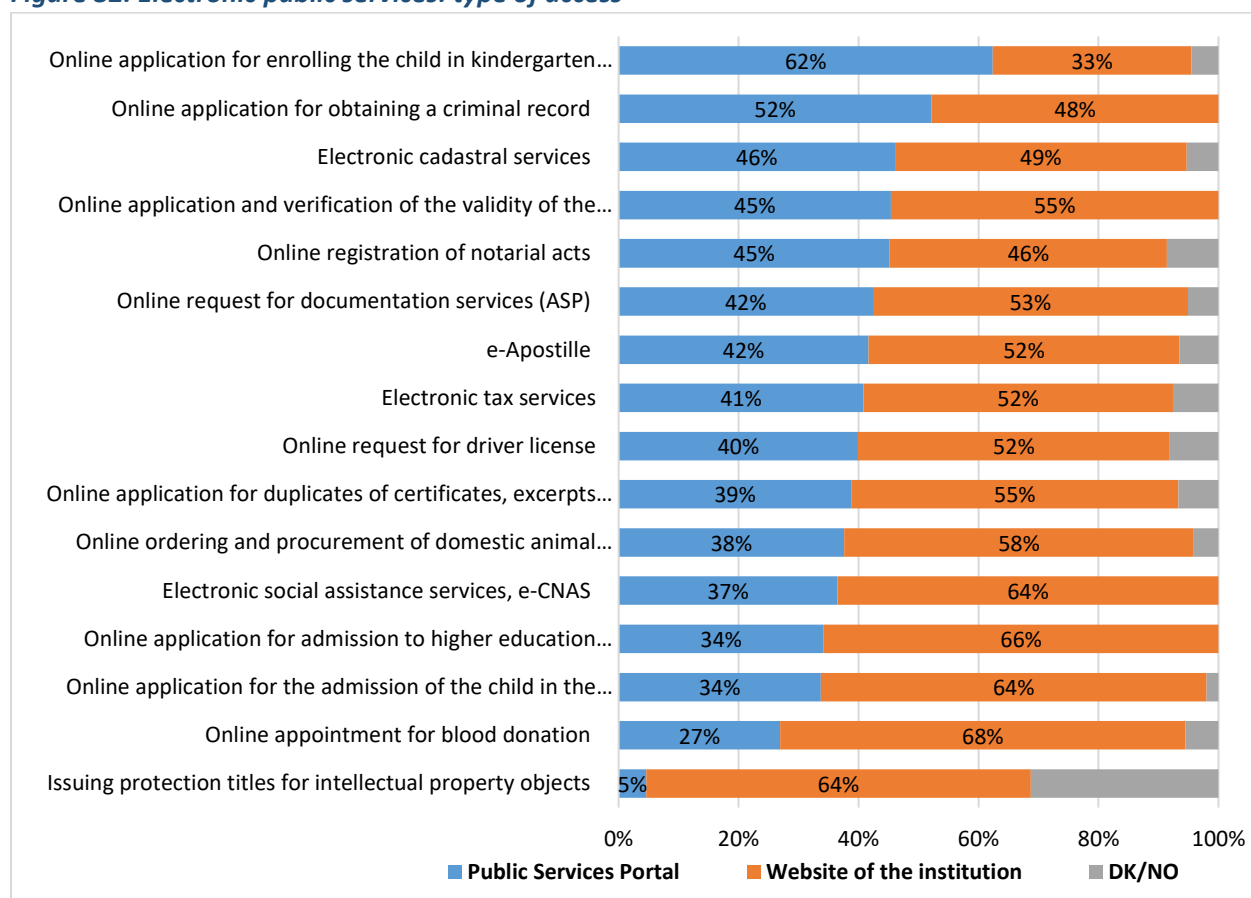
The spectrum of services accessed is quite complex. However, the top 5 are virtually the same services as in the survey results of previous years:

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

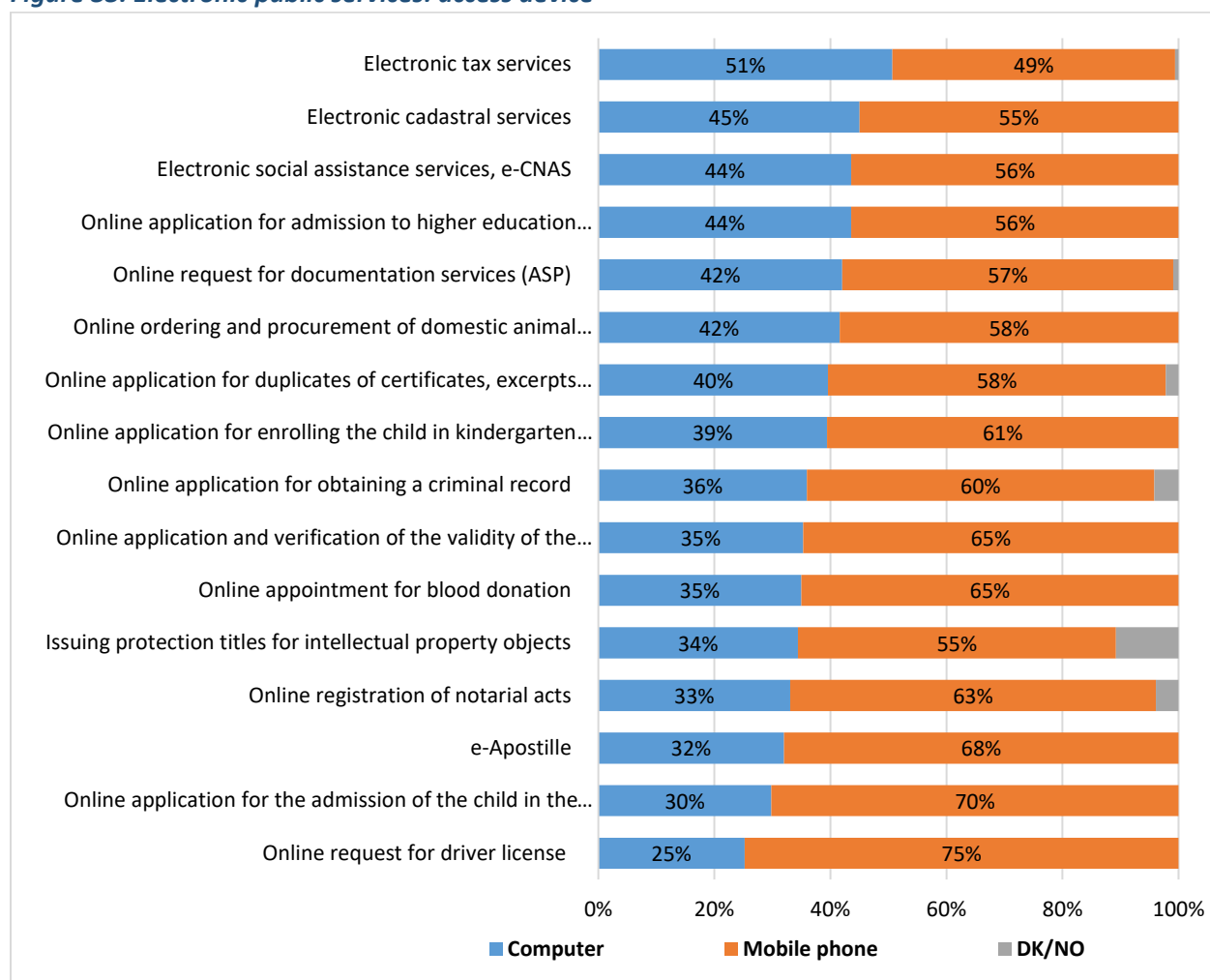
Figure 31. Electronic public services: level of access



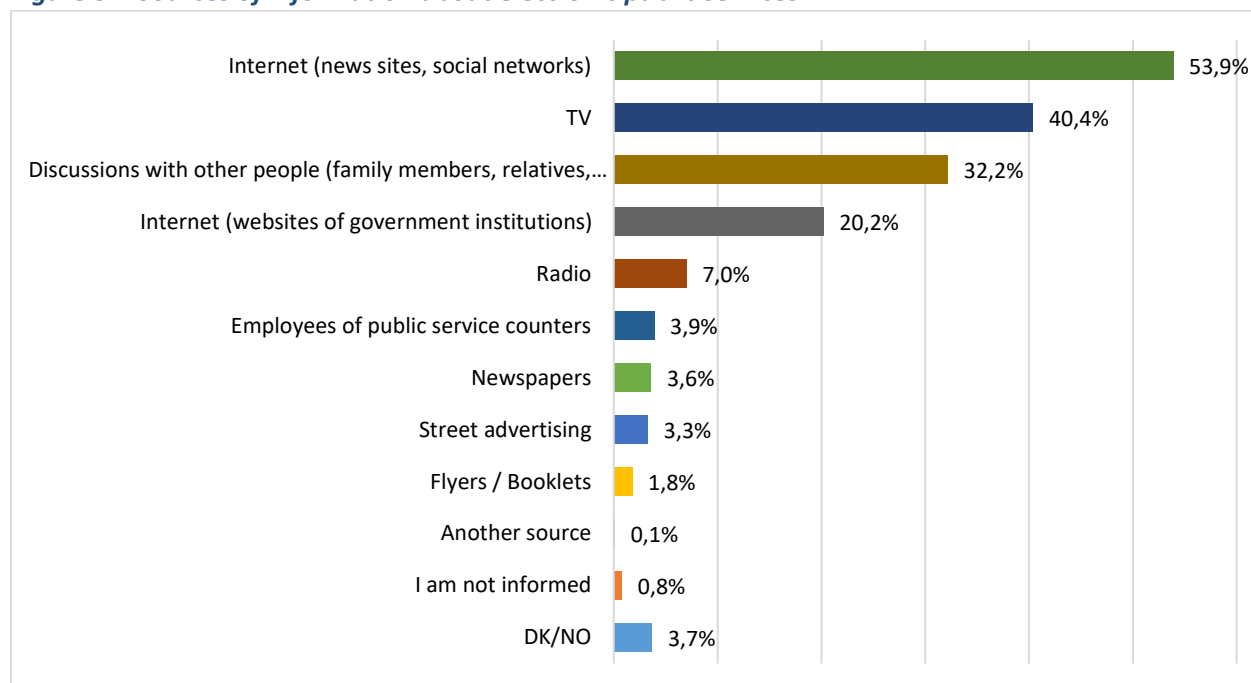
It is worth noting the preference to access e-services **via the websites of specialised institutions**, with a significant percentage of further access to e-public services still being made through these websites and not via the Single Public Services Portal. There are two services where the percentage of access via the Single Public Services Portal prevails, but in both cases we have small samples of cases.

Figure 32. Electronic public services: type of access

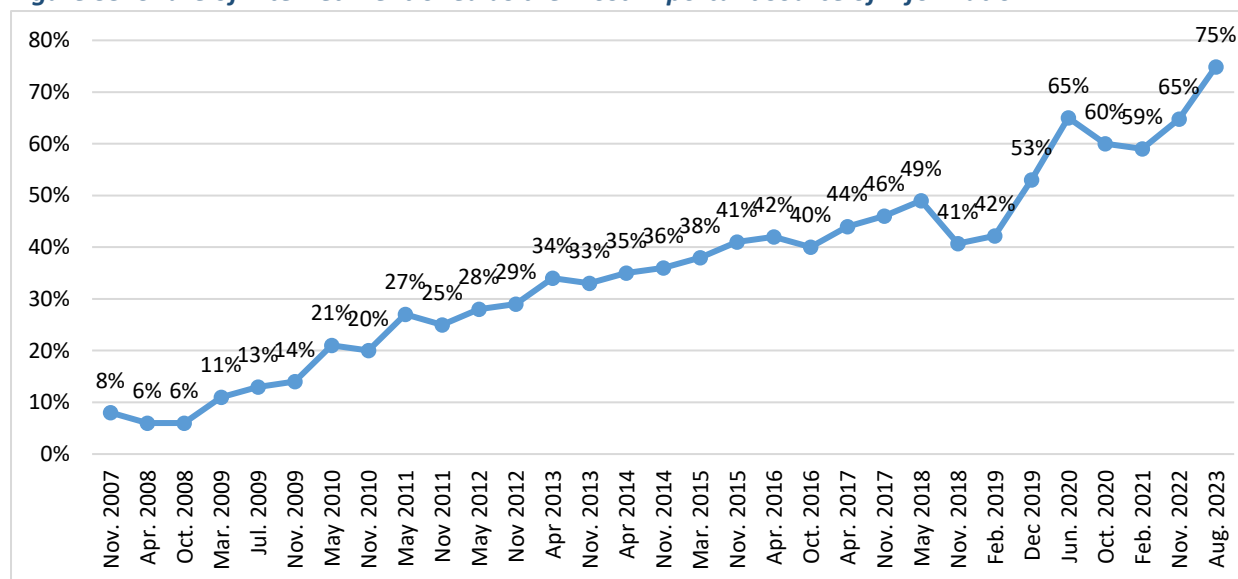
Taking into account the trends illustrated above, we should anticipate increasing preferences to access e-services via mobile phone at the expense of computer access. In 2022, about half of the services were predominantly accessed by computer (more than 50%), the other half by phone. In 2023 of the 16 services measured only 3 were predominantly accessed by computer, and in 2024 the number of services accessed by computer was reduced to one service.

Figure 33. Electronic public services: access device

Accurate and comprehensive information about electronic public services is paving the way towards a higher level of confidence in accessing electronic services. For the first time, the use of the internet to access news websites and social networking sites has displaced television as the top source of information. **The internet and TV** remain the top sources of information about eGovernment services. More than 90% said that they use these two sources cumulatively. For those respondents who prefer the internet as a source of information, they give a higher preference to news and social networking sites (53.9%) over dedicated government websites (20.2%). 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. Share of Internet mentioned as the most important source of information

Source: [Barometer of Public Opinion](#), Institute for 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 any public services** - amounted to **28.9% in 2024, considerably up from 23.8% in 2023 and comparable to the level in 2022**.

The rate of access to public services is practically the same for both women and men, but much higher for young, urban, highly educated people with a computer and internet in the household. The discrepancy between income groups is also in line with the standard situation, with the level of access by the poorer group being twice as low (17.6% vs 36.5%).

Figure 36. Accessing public services: user profile

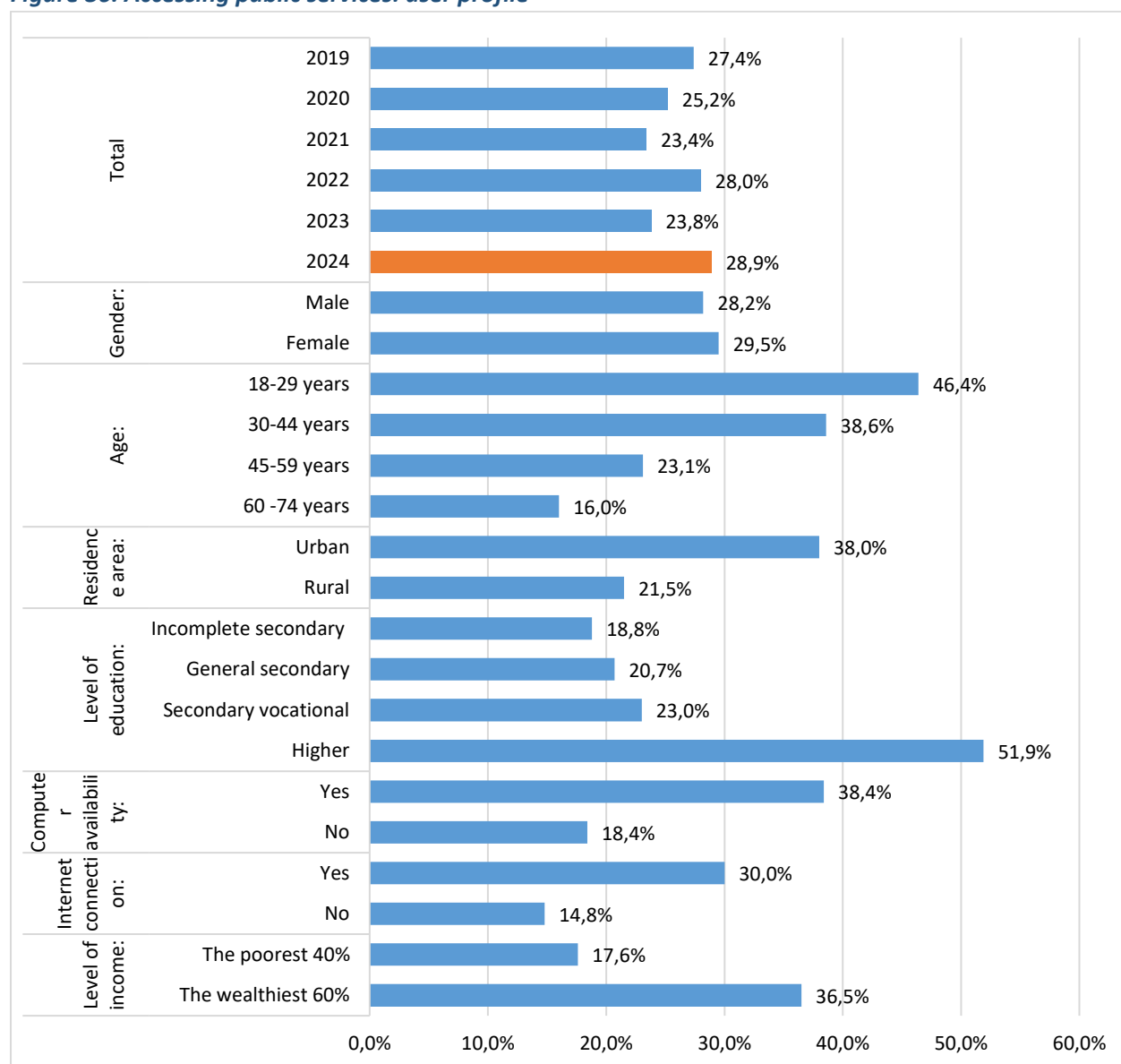
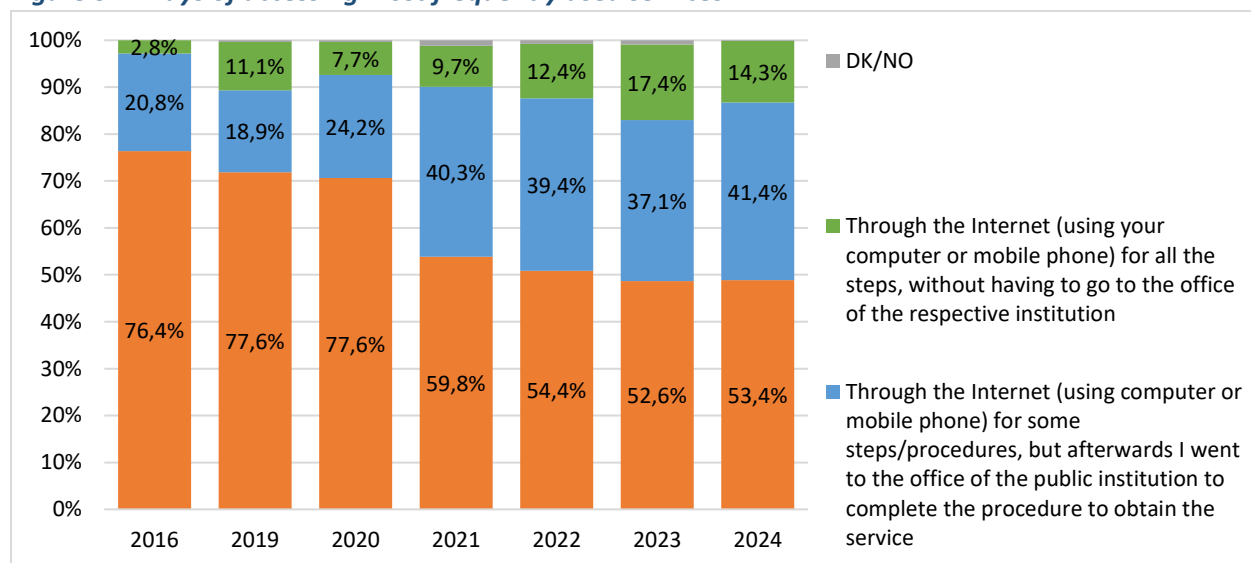


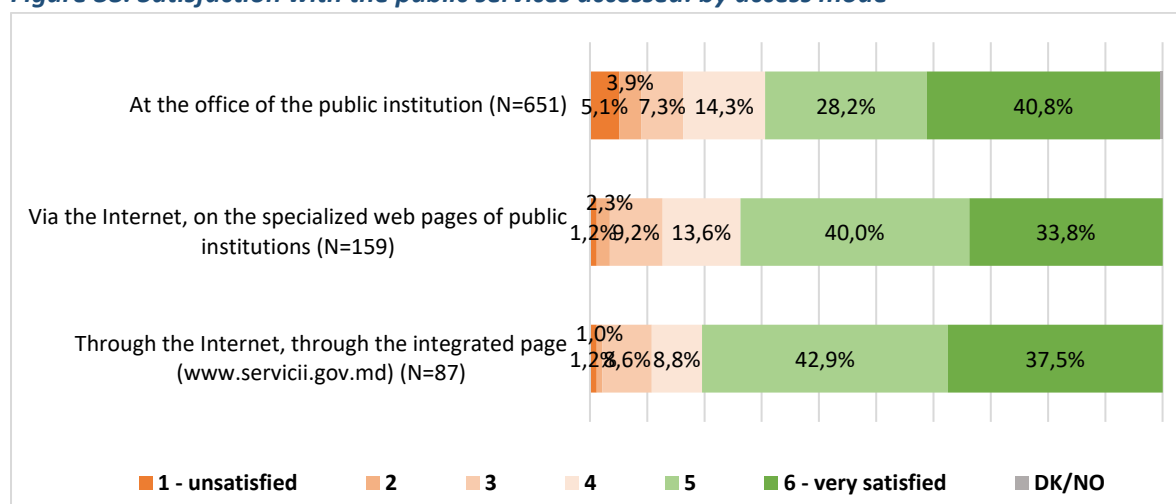
Figure 37 illustrates very clearly the shift from the traditional (offline) form of accessing public services to online access. The difference between the share of online and offline access is very small (55.7% vs 53.4%) and is probably the point at which the rate of online access exceeds offline access for the first time.

Figure 37. Ways of accessing most frequently used services



There are also minor differences in the degree of satisfaction with the quality of public services according to the online or offline access mode and the web tool (specialized institutions' pages or integrated page), in favor of online. The extremely positive scores (5 and 6) provided 68.2% (average score of 4.78) in the case of services received offline, at the provider's premises, 73.8% in the case of electronic services accessed through the specialized pages of the institutions (average 4.91) and **80.4% in the case of services received electronically through the portal services.gov.md (average 5.04)**. The indicator is significantly up by 4% compared to the values recorded in 2023.

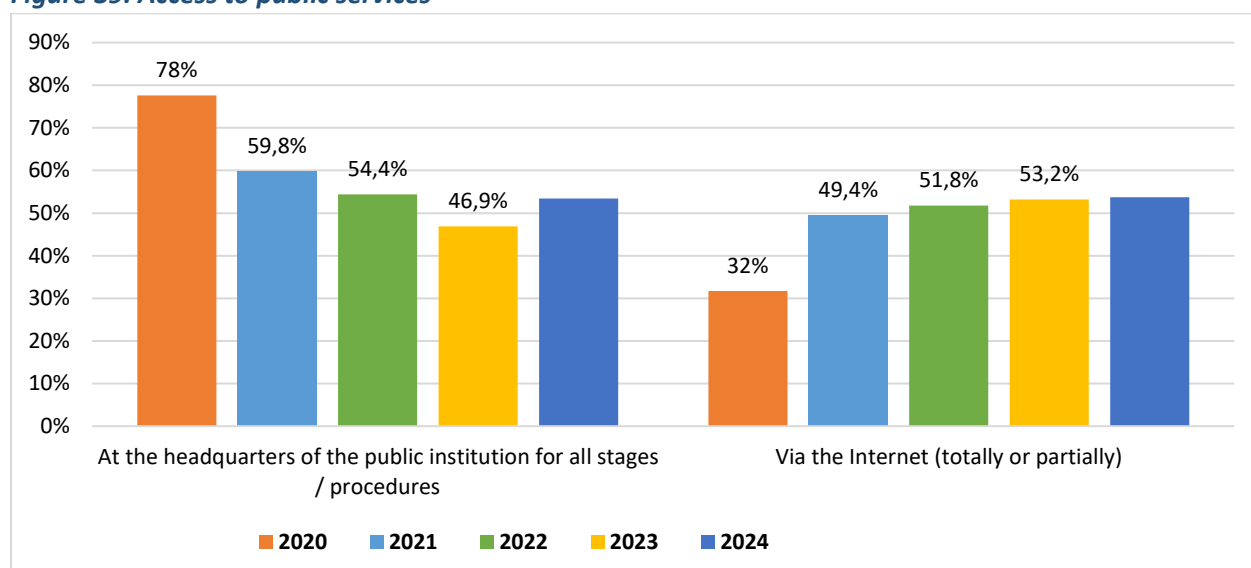
Figure 38. Satisfaction with the public services accessed: by access mode



Of all the respondents who accessed public services in the last 12 months, every second respondent (53.2%) accessed electronically, either in full or for at least one stage. The variations are fully in line with the trends already described for other indicators, in the sense that younger, urban, better educated and

higher income groups are the categories that tend to access public services electronically in considerably higher proportions (*Annex 1, Table 59*).

Figure 39. Access to public services⁴

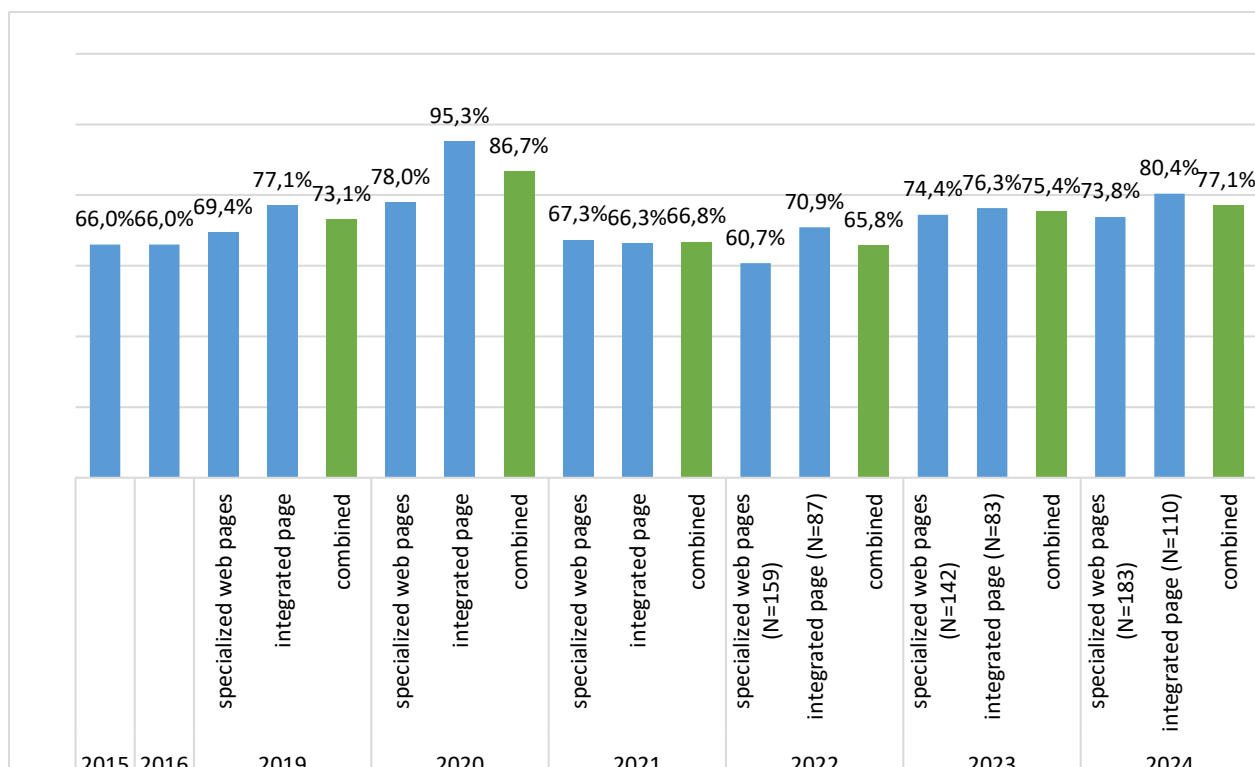


Satisfaction (the sum of the weights of the 5 and 6 scores given) has moved in both directions over the years. In the measurements up to 2016, the degree of satisfaction with electronic public services remained relatively constant: **64%-66%** rated the services with 5 and 6 (on a scale from 1 to 6). In 2019, an increase in the ratings was noted for both ways of accessing electronic public services (integrated page/government portal of public services services.gov.md or the websites of the public service providing authorities). In 2020 the increase continues, the share of respondents satisfied with the electronic public services accessed during the last 12 months already constituted **86.7%** (cumulative/combined between the 2 access ways). The level of satisfaction of respondents who accessed e-services through the portal services.gov.md was 95.3%, while the level of satisfaction with the quality of e-services accessed through the specialized web pages 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 drop was wholly or partly due to pandemic conditions which reduced the quality of service provided regardless of access mode, not to a reduction in actual performance in delivering the service in online format. Satisfaction for all forms of access, including offline, decreased from 75.1% in 2020 to 66.3% in 2021.

In 2024, the user experience shows room for improvement: satisfaction **with the integrated page** is 80.4%, up 4% compared to 2023 and about 10% compared to 2022, although still far from the levels recorded in 2020, and satisfaction with **the specialized pages** is 73.8%, the same level as in 2023

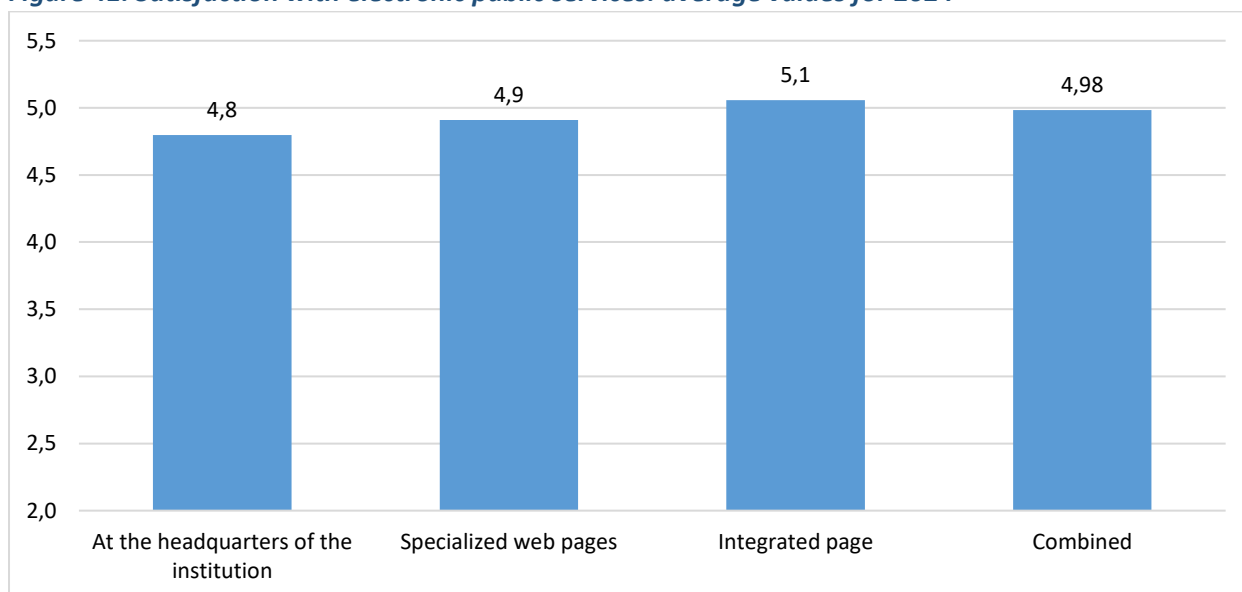
Figure 40. Level of satisfaction with electronic public services: evolutions (scores 5 and 6)

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



The average score given by respondents is below 5 points (on a scale from 1 to 6) only for offline accesses, while integrated and specialized page accesses have averages of 4.9 and 5.1, so the combined online accesses indicator has a higher average than offline.

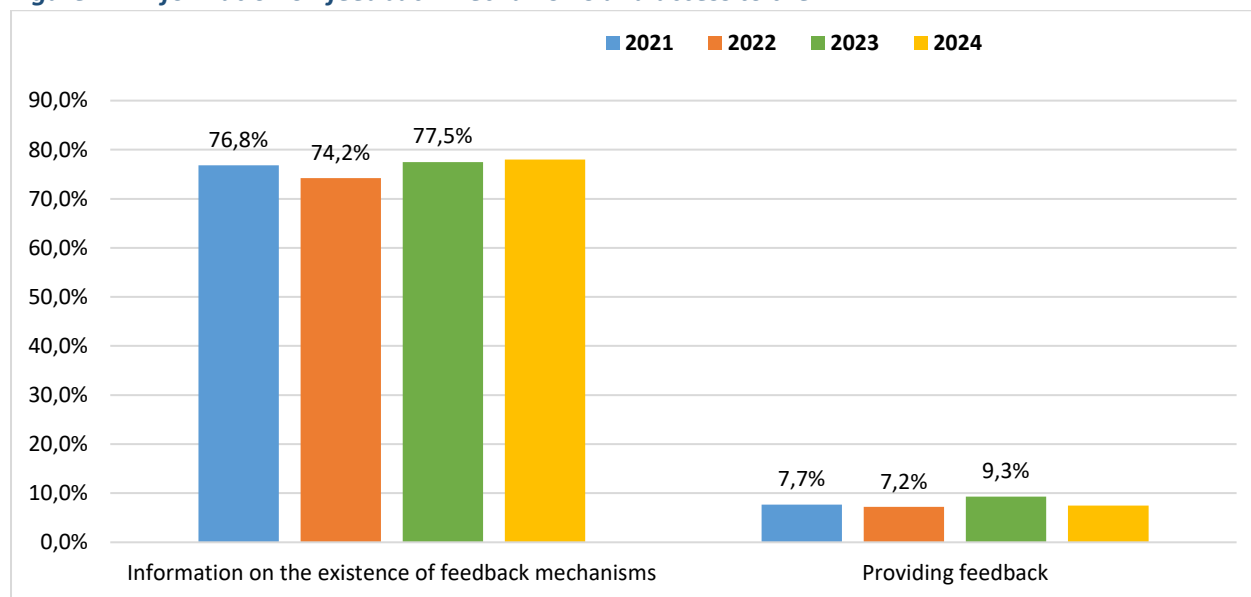
Figure 41. Satisfaction with electronic public services: average values for 2024



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

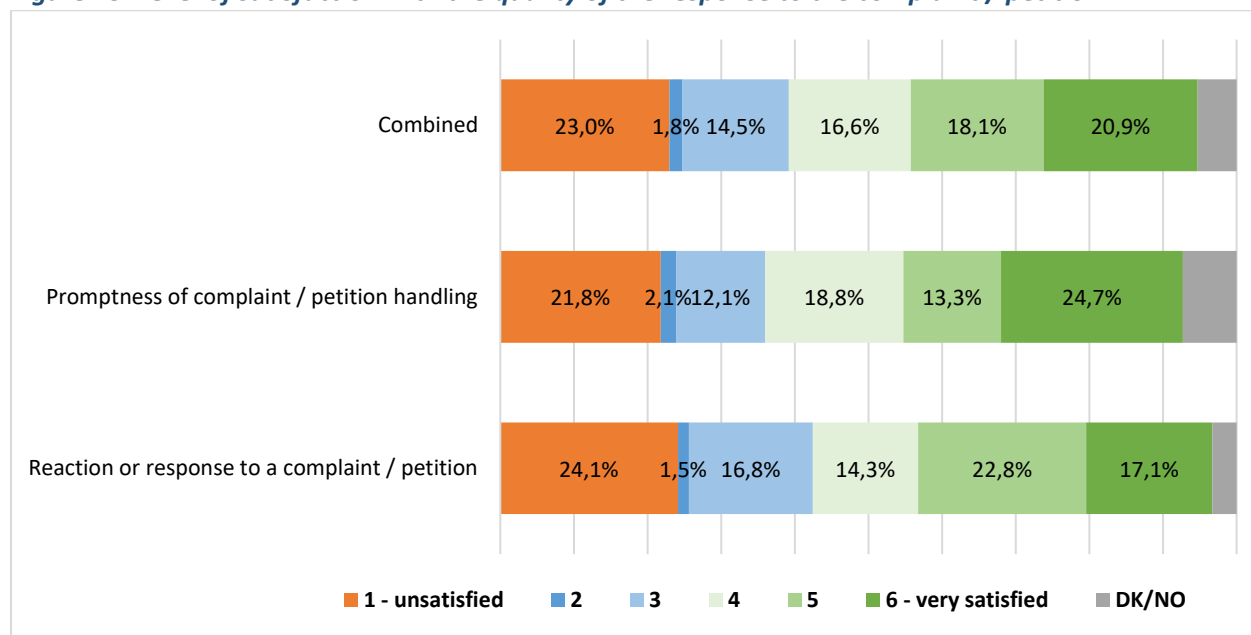
was asked if he/she knew about the existence of such a mechanism. Thus, three out of four respondents (78.0%) state that they would know about the availability of feedback mechanisms to public services in the form of complaints, grievances or proposals for improvements in the procedure or process, and 7.5% of the respondents state that they have benefited from public services and have been in a position to file 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, 39.9% giving marks of 5 or 6 for the quality of the response reaction (the way in which the provider offered support in solving the situation) and 38% for the speed of the reaction. The combined indicator value is 39% (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 45.3% men and 54.7% women. Almost half (45.0%) of the respondents are from urban areas, 56.0% - from rural areas. The sixth part of the sample (15.5%) is made up of 18-29 year olds, while older people make up 32.3%. Those with higher education represent 24.7% of the sample, those with vocational secondary education 37.4%, those with general secondary education 20.5% and those with incomplete secondary education 17.5% (*Annex 1, Table 1*).

Four out of ten respondents (41.2%) said that in the last week preceding the survey they had worked at least one hour for pay or other payment (the International Labor Organization's definition of employment status). Of those who did not work, 18.4% cited lack of employment as the reason, 19.1% - due to old age, 30.6% - due to ill health, and a sum of 16% - due to maternity/childcare leave.

Table 2. 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	10,0%
	Specialists with intermediate level of qualification	7,3%
	Administrative officials	1,1%
	Service workers, housing and communal services, trade	4,5%
	Skilled workers in agriculture, forestry, hunting, fish farming and fishing	1,5%
	Skilled workers in large and small industrial enterprises, in handicrafts, in construction, transport, telecommunications, geology	4,6%
	Operators, apparatus, plant and machine operators, locksmiths	1,3%
	Unskilled workers	6,8%
	Student	5,0%
	Dependants or people having other income (lease, interest, rents, etc.)	0,3%
	Unemployed / I'm not working, I'm looking for work	10,0%
	Housewife	11,9%
	Retired	29,4%
	I work abroad	5,0%
	Other	0,0%
	DK/NO	0,6%
Professional activity in the last week	Yes	41,2%
	No	57,9%
	DK/NO	0,9%
The reason for economic inactivity	Maternity / childcare leave up to 1.5 years / 3 years	9,6%
	Annual leave or sick leave	6,4%
	Unfavorable weather conditions	1,2%
	For health reasons	30,6%
	Due to age	19,1%
	The lack of jobs	18,4%
	Another reason	10,4%
	DK/NO	4,3%

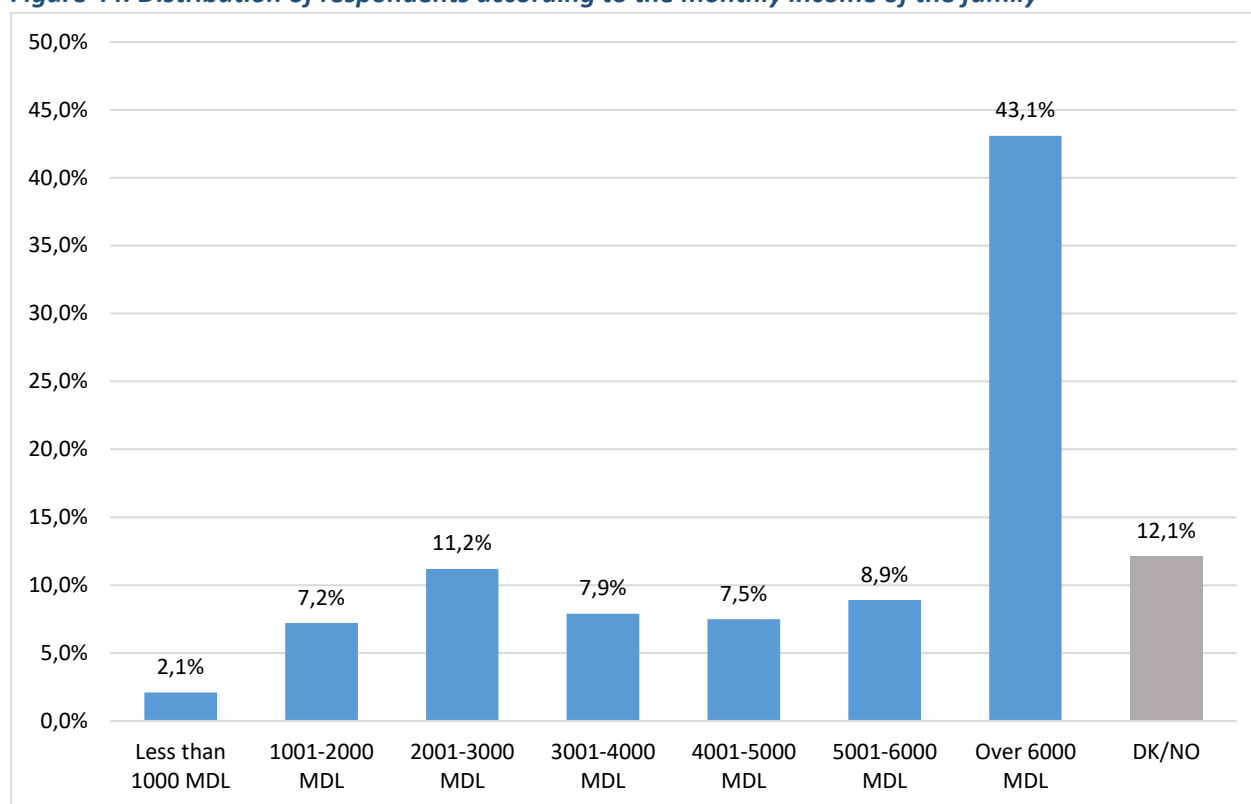
The personal income of the respondents comes, in 30.9% of cases, from pensions, about 14.5% - from employment in the non-agricultural private sector, 11.6% - from employment in the non-agricultural public sector, 6.9% - from transfers from abroad.

In the case of the head of household, 21.2% of income comes from employment in the non-agricultural private sector, 26% - from pension, 12.3% - from employment in the non-agricultural public sector and 9.3% - from transfers from abroad.

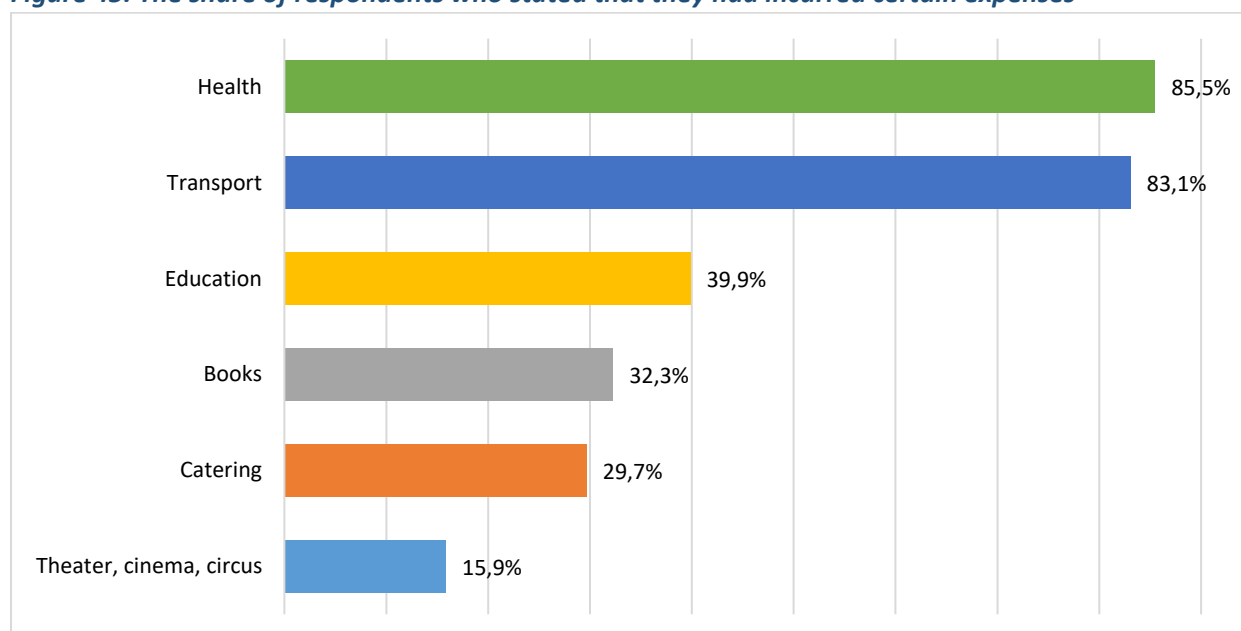
Table 3. Sources of income of respondents and household heads

	% of respondents	% head of household
Self-employed in the agricultural sector (Farmer, land share)	0,7%	1,2%
Employed in the Public sector (state) in agriculture	2,7%	2,3%
Employed in the Private Sector in agriculture	3,2%	5,8%
Entrepreneur	1,8%	2,8%
Self-employed in the non-agricultural sector	2,9%	3,6%
Employed in the Public sector (state) in the non-agricultural sector	11,6%	12,3%
Employed in the Private sector in the non-agricultural sector	14,5%	21,2%
Independent professional activity	3,5%	3,8%
Unemployment allowance	1,0%	0,8%
Pension	30,9%	26,0%
Social allowances	5,5%	1,3%
Aids from children / relatives	3,6%	2,0%
Transfers from abroad	6,9%	9,3%
Other	3,0%	3,1%
I have no source of income	12,7%	7,0%
DK/NO	1,7%	1,8%

The distribution of respondents by size of monthly household income is concentrated in one major group. Thus, 43.1% of households have incomes higher than 6 thousand MDL, the other cases relatively evenly on differentiated 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 (85.5% and 83.1% respectively). Expenditure on education (39.9%), which is linked to the presence of children of that age, is also universal (39.9%). Fewer households spent money on books, but also on agreement activities, restaurants, cafes, visits to the theater, cinema, circus.

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

Nearly 2/3 of respondents said they have a separate house and 32.8% - a separate apartment.

Dwellings are built of different materials, with one in four being built of concrete, 30.4% of bricks and 35.4% of straw bricks. Most dwellings (76.2%) were built before 1991.

Table 4. Distribution of respondents according to housing characteristics

Type of dwelling	Separate apartment	32,8%
	Room in an apartment	1,6%
	Separate house	62,7%
	Part of the house	2,3%
	DK/NO	0,6%
Building materials of which the dwelling is made	Concrete, monolith blocks, panels	27,4%
	Bricks, limestone, pressed blocks	30,4%
	Straw bricks, clay	35,4%
	DK/NO	6,9%
When the house was built	Before 1991	76,2%
	After 1991	17,3%
	DK/NO	6,5%
Number of rooms occupied by the respondent	1	11,5%
	2	37,8%
	3	28,3%
	4	13,7%
	5 and more	8,0%
	DK/NO	0,5%

11.3% of households are not connected to the water supply, the rest are connected, having an access point in the dwelling or yard.

Four out of ten households (41.3%) are connected to a centralized sewage system, about the same share have their own improvised system (36.5%). Only 64.6% of households have a toilet inside and only one in five households are connected to a centralised heating system.

Table 5. Access to basic amenities

Connection to the waterpipe	Yes, with access point inside the house	78,5%
	Yes, with access to the yard	39,1%
	It is not connected	11,3%
Connection to sewer	Centralized sewerage system	41,3%
	Local / own sewerage system	36,5%
	It is not connected	22,1%
Location of the toilet	Inside the house	64,7%
	In the yard	57,4%
	We don't have a toilet	0,5
Home heating type	Central heating	22,6%
	Autonomous heating	72,6%
	No heating	3,6%
Home heating source	Natural gases	32,2%
	Coal, wood, fuel oil	76,9%
	Electricity	1,5%

The availability of goods in the home was also assessed. The majority of respondents, 94.5%, stated that they have a TV, 95% - a fridge/freezer, 94.7% - a mobile phone and 64% - a landline phone, washing machine 88.7% of respondents. Only 45.6% of the respondents have a car.

Table 6. Utilities in the home

	2024	2023	2022	2021	2020
Piped water	89,2%	87,8%	87,1%	88,4%	96,2%
TV	94,5%	93,4%	94,0%	95,4%	96,2%
Natural gas	62,6%	63,4%	63,1%	62,3%	59,8%
Car	45,6%	45,0%	45,1%	44,1%	36,6%
Home phone	64,0%	74,6%	72,8%	79,3%	77,7%
Mobile Phone (GSM)	94,7%	95,0%	94,5%	91,9%	91,4%
Automatic washing machine	88,7%	89,9%	89,3%	88,2%	85,9%
Video cassette player	14,4%	13,5%	11,8%	14,9%	9,6%
Cable TV	80,6%	79,7%	77,3%	75,2%	72,6%
Satellite TV antenna	12,6%	11,7%	13,4%	13,8%	13,2%
Fridge / freezer	95,0%	96,0%	95,4%	94,9%	96,6%

Conclusions

Internet equipment and use

Computer ownership in the general population is steadily decreasing, which is due to the migration to other types of devices (telephone, tablet, laptop). The recorded discrepancies indicate a lower level of endowment among older, rural, low-income, low-income and incomplete secondary education population. The most frequently cited reason for the absence of a computer is the lack of necessity, whereas the population's need is being supplanted by other mobile devices that offer more solutions.

Internet penetration is on an upward trend, with 88.1% in 2023 being exceeded by 5% in 2024. As with the *household computer penetration* indicator, *internet access* varies according to age, place of residence, educational, household income.

Less than half of the respondents have used a computer in the last 12 months (steadily decreasing over time), while **the internet was used by almost 88.6% of citizens**. More and more citizens are accessing the internet through cell phones and other mobile access devices and less through computers.

Socializing and leisure remain the main purposes for using the Internet. **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

The level of awareness of the Modernisation Reform of government services and e-Government does not differ from previous years, informing the general public and ensuring visibility remains a priority. Digital literacy, public information and the development of optimized mobile platforms, given that many people in the Republic of Moldova do not have constant access to a computer but can use a smartphone, remain paramount in the context of the very low level of understanding of the Reform, signaled by this study.

Eliminating corruption and reducing the number of visits needed to obtain public services are the main benefits expected by citizens from the Modernising Government Services reform.

Citizens have a low level of awareness and understanding of the concept of e-Government: online public consultations and debates, citizens' testimonials, publication of infographics and easy-to-understand guides on how e-government works and its benefits should be distributed both in physical (in public institutions) and digital formats to reach a wide audience. Create workshops or training sessions where citizens can learn, in an interactive way, how to use e-government platforms. These sessions can be organized in town halls, senior citizens clubs or in collaboration with local NGOs.

Over half of the respondents anticipate benefits as a result of the e-Government process.

The low level of awareness and understanding of e-Government are factors that directly influence trust in the quality and security of online services, thus a considerable part of the citizens surveyed express distrust in the quality and security of e-services.

Access to electronic public services

Despite a certain amount of distrust, most respondents are willing and open to use e-services, with 47.5% of respondents, comparable to 2023, above the levels recorded in 2020 and 2021 but still below the level reached in 2019.

When asked to choose between the two ways of accessing a service - online or offline, **more than half of the respondents say they would choose to access the 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 a fourth as users who need full support by delegating access.

The take-up rate of eGovernment services is 54.3% of the population having used public services in general (both online and offline) in the last 12 months and 24.6% of internet users. In fact, we are talking about record levels of access. The take-up rate of eGovernment services is higher among young people, urban dwellers, those with higher education, higher income levels.

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

Satisfaction with the quality of electronic public services

The combined satisfaction indicator (specialized web pages and integrated page) of public services accessed online was around 80%, comparable to the value recorded in 2023 and 10% higher than the satisfaction rate for accessing services at the institutions' premises.

Overall, 1 in 4 citizens in the 12 months preceding the survey had used some public services, regardless of how they accessed them (online or offline).

Around 7% of citizens who accessed public services were in a position to complain or make suggestions about the way the service is provided, the responsiveness and speed of response received moderate 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, 2024

Project Development Objective: Improvment 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	Current year 6	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%	53.7%	8% increase
	% women	49.5%	49.5%	61.4%	49.5%	53.6%	49.5%	53,0%	49.5%	53.6%	56.1%	54.7%	49.5%
	low-income groups (the poorest 40%)	6%	6%	18.4%	10%	14,0%	15%	37,4%	20%	28.5%	38.7%	38.6%	25%

Annex 1: Bi-variate tables

Contents:

Table 1. Sample structure.....	55
Table 2. Do you have a computer in your household?	56
Table 3. How many computers do you have in your household?	57
Table 4. For what reasons do you not have a computer in your household?	58
Table 5. Do you have Internet access at home?	60
Table 6. For what reasons do you not have access to the Internet?	61
Table 8. Regardless of location, have you personally used in the last 12 months?	64
Table 9. Where have you accessed the Internet in the last 12 months?	65
Table 10. Where have you accessed the Internet in the last 12 months?	66
Table 11. How often have you used the Internet in the last 12 months, regardless of location?	67
Table 12. Did you use the Internet for	68
Table 13. Did you use the Internet for	69
Table 14. Did you use the Internet for	70
Table 15. Did you use the Internet for	71
Table 16. Did you use the Internet for	72
Table 17. Did you use the Internet for	73
Table 18. Please tell us, if you have heard of the Reform of Modernization of Government Services?	74
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 Modernisation of Government Services?	75
Table 20. What do you think will be the main benefits of implementing the Reform of Modernization of Government Services?	76
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 Modernisation of Government Services?	77
Table 22. Please tell us if you have heard of the notion of e-Government or Electronic Government?	78
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?	79
Table 24. How do you think the implementation of electronic Government will bring advantages / benefits to the citizens of the Republic of Moldova?	80
Table 31. If you needed to access an electronic public service today, which of the following statements would suit you?	87
Table 32. Please tell us, to what extent are you familiar with the work of the following government agencies...? ...	88
Table 33. Please tell us, to what extent are you familiar with the work of the following government agencies...? ...	89
Table 34. Please tell us, to what extent are you familiar with the work of the following government agencies...? ...	90
Table 35. During the last 12 months, have you accessed the Government's website (www.gov.md)?	91
Table 36. How many times have you accessed the Government's website (www.gov.md) during the last 12 months?	92
Table 37. During the last 12 months, have you accessed at least one web page (a site) of any government institution?	93
Table 38. Have you used at least one public electronic service provided by government institutions during the last 12 months?	94
Table 39. Which of the following ELECTRONIC public services, provided by government institutions, have you used during the last 12 months?	95
Table 40. Which of the following ELECTRONIC public services, provided by government institutions, have you used during the last 12 months?	96

Table 41. Indicate the page and the tool through which you accessed this e-service: Electronic tax services (income tax, information verification, etc.)	97
Table 42. Indicate the page and the tool through which you accessed this e-service: Electronic cadastral services..	98
Table 43. Indicate the page and the tool through which you accessed this e-service: Online request for duplicates of civil status documents.....	99
Table 44. Indicate the page and the tool through which you accessed this e-service: Online request for documentation services (ASP).....	100
Table 45. Indicate the page and the tool through which you accessed this e-service: Issuing driving license.....	101
Table 46. Indicate the page and the tool through which you accessed this e-service: Registering as unemployed	102
Table 47. Indicate the page and the tool through which you accessed this e-service: e-Application for Criminal Record.....	103
Table 48. Indicate the page and the tool through which you accessed this e-service: Online registration of some notarial acts	104
Table 49. Indicate the page and the tool through which you accessed this e-service: e-Apostille.....	105
Table 50. Indicate the page and the tool through which you accessed this e-service: e-Kindergarten (enrollment of the child in kindergarten).....	106
Table 51. Indicate the page and the tool through which you accessed this e-service: e-School (admission to the first grade).....	107
Table 52. Indicate the page and the tool through which you accessed this e-service: e-Application for Higher Education Institutions	108
Table 53. Indicate the page and the tool through which you accessed this e-service: e-CNAS (request for allowances for families with children)	109
Table 54. Indicate the page and the tool through which you accessed this e-service: Issuing protection titles for intellectual property objects	110
Table 55. Indicate the page and the tool through which you accessed this e-service: Online appointment for blood donation.....	111
Table 56. Indicate the page and the tool through which you accessed this e-service: e-Fishing	112
Table 57. Please tell us, where do you get information about public services provided electronically?	113
Table 58. Have you requested at least one service from public authorities / institutions in the last 12 months?	114
Table 59. How did you most often obtain the requested services?.....	115
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?	116
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?.....	117
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).....	118
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?.....	119
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?.....	120
Table 65. Please tell us how satisfied you are with the promptness with which the institution react to the settlement of your complaint / petition?	121
Table 67. What is the type of your dwelling?	123
Table 68. Of which construction materials are built your home walls?	124
Table 69. When was your dwelling built?.....	125

<i>Table 70. Is your household connected to piped water system?</i>	<i>126</i>
<i>Table 71. Is your household connected to a sewerage system?.....</i>	<i>127</i>
<i>Table 72. Please tell us where the toilet is located in your household?</i>	<i>128</i>
<i>Table 73. Please tell us what is the type of heating in your household?</i>	<i>129</i>
<i>Table 74. Please tell us, what is the type of autonomous heating in your household?</i>	<i>130</i>

Table 1. Sample structure

		Number	%
Total		3015	100,0%
Gender of the respondent:	Male	1258	45,3%
	Female	1757	54,7%
Age of the respondent:	16-29 years	666	15,5%
	30-44 years	778	29,2%
	45-59 years	629	23,1%
	60 -74 years	942	32,3%
Area of residence:	Urban	1320	45,0%
	Rural	1695	55,0%
Level of education:	Incomplete secondary	563	17,5%
	General secondary	648	20,5%
	Secondary vocational	1098	37,4%
	Higher	706	24,7%
Computer availability:	Yes	1599	52,8%
	No	1416	47,2%
Internet connection:	Yes	2816	93,1%
	No	199	6,9%
Level of income:	Less than 3000 MDL	621	23,3%
	3000-6000 MDL	725	27,7%
	Over 6000 MDL	1294	49,0%
Income group:	Poorest 40%	1206	40,1%
	Wealthiest 60%	1809	59,9%

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

		Number	From	No
Total		3015	52,8%	47,2%
Gender of the respondent:	Male	1258	52,0%	48,0%
	Female	1757	53,4%	46,6%
Age of the respondent:	16-29 years	666	70,8%	29,2%
	30-44 years	778	63,4%	36,6%
	45-59 years	629	45,7%	54,3%
	60 -74 years	942	39,5%	60,5%
Area of residence:	Urban	1320	67,0%	33,0%
	Rural	1695	41,1%	58,9%
Level of education:	Incomplete secondary	563	30,8%	69,2%
	General secondary	648	43,4%	56,6%
	Secondary vocational	1098	49,3%	50,7%
	Higher	706	81,3%	18,7%
Computer availability:	Yes	1599	100,0%	0,0%
	No	1416	0,0%	100,0%
Internet connection:	Yes	2816	56,5%	43,5%
	No	199	2,0%	98,0%
Level of income:	Less than 3000 MDL	621	26,0%	74,0%
	3000-6000 MDL	725	43,2%	56,8%
	Over 6000 MDL	1294	71,0%	29,0%
Income group:	Poorest 40%	1206	23,4%	76,6%
	Wealthiest 60%	1809	72,4%	27,6%

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

		Number	Media	Median	Maximum	Minimum	Stdeviation
Total		1599	1,2	1,0	5,0	1,0	0,6
Gender of the respondent:	Male	664	1,3	1,0	5,0	1,0	0,6
	Female	935	1,2	1,0	4,0	1,0	0,5
Age of the respondent:	16-29 years	466	1,3	1,0	5,0	1,0	0,7
	30-44 years	484	1,2	1,0	5,0	1,0	0,5
	45-59 years	281	1,2	1,0	4,0	1,0	0,6
	60 -74 years	368	1,2	1,0	4,0	1,0	0,4
Area of residence:	Urban	890	1,3	1,0	5,0	1,0	0,6
	Rural	709	1,1	1,0	5,0	1,0	0,4
Level of education:	Incomplete secondary	179	1,1	1,0	4,0	1,0	0,4
	General secondary	300	1,2	1,0	5,0	1,0	0,6
	Secondary vocational	546	1,2	1,0	5,0	1,0	0,5
	Higher	574	1,4	1,0	5,0	1,0	0,6
Computer availability:	Yes	1599	1,2	1,0	5,0	1,0	0,6
	No	0	0	0	0	0	0
Internet connection:	Yes	1595	1,2	1,0	5,0	1,0	0,6
	No	4	1,3	1,0	2,0	1,0	0,5
Level of income:	Less than 3000 MDL	168	1,1	1,0	4,0	1,0	0,4
	3000-6000 MDL	315	1,1	1,0	3,0	1,0	0,3
	Over 6000 MDL	915	1,3	1,0	5,0	1,0	0,6
Income group:	Poorest 40%	288	1,1	1,0	4,0	1,0	0,4
	Wealthiest 60%	1311	1,3	1,0	5,0	1,0	0,6

Table 4. For what reasons 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/N O
Total		1416	51,7%	17,9%	41,7%	0,9%	2,4%	0,9%	1,4%	0,9%	0,7%
Gender of the respondent:	Male	594	58,3%	16,9%	35,2%	0,8%	2,9%	0,8%	1,5%	1,2%	1,0%
	Female	822	46,1%	18,7%	47,3%	0,9%	2,0%	0,9%	1,3%	0,6%	0,3%
Age of the respondent:	18-29 years	200	61,9%	5,4%	27,9%	0,5%	3,2%	0,0%	3,0%	0,8%	1,9%
	30-44 years	294	48,4%	10,4%	41,5%	1,4%	2,0%	1,0%	1,6%	0,7%	1,3%
	45-59 years	348	51,9%	16,5%	42,8%	0,5%	2,1%	1,5%	1,7%	1,1%	0,3%
	60 -74 years	574	51,1%	25,8%	44,4%	0,9%	2,6%	0,6%	0,8%	0,9%	0,2%
Area of residence:	Urban	430	54,4%	15,9%	35,8%	1,2%	1,1%	1,1%	1,5%	0,4%	0,5%
	Rural	986	50,5%	18,8%	44,5%	0,7%	3,0%	0,8%	1,4%	1,1%	0,7%
Level of education:	Incomplete secondary	384	45,9%	19,4%	50,3%	1,1%	3,1%	0,0%	1,0%	0,3%	0,8%
	General secondary	348	53,2%	19,2%	41,7%	0,9%	2,0%	0,3%	1,1%	0,5%	0,6%
	Secondary vocational	552	54,1%	17,8%	38,4%	0,5%	2,7%	1,5%	1,4%	1,2%	0,6%
	Higher	132	53,1%	11,1%	33,4%	1,6%	0,4%	1,8%	3,3%	1,7%	0,8%
Computer availability:	Yes	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	No	1416	51,7%	17,9%	41,7%	0,9%	2,4%	0,9%	1,4%	0,9%	0,7%
Internet connection:	Yes	1221	52,4%	16,3%	39,7%	0,8%	1,6%	0,9%	1,5%	1,0%	0,8%
	No	195	47,6%	27,8%	54,3%	1,1%	7,2%	0,5%	0,6%	0,0%	0,0%
Level of income:	Less than 3000 MDL	453	44,5%	20,3%	51,5%	0,7%	2,8%	0,0%	1,4%	0,2%	0,5%
	3000-6000 MDL	410	48,8%	22,7%	44,2%	0,9%	2,5%	0,6%	1,2%	1,2%	0,0%
	Over 6000 MDL	379	63,7%	12,4%	28,5%	0,5%	1,5%	1,9%	1,7%	1,6%	1,5%
Income group:	Poorest 40%	918	47,6%	18,4%	48,3%	0,9%	3,1%	0,8%	1,1%	0,7%	0,2%

	Wealthiest 60%	498	59,4%	17,0%	29,7%	0,8%	1,1%	1,1%	2,0%	1,2%	1,4%
--	----------------	-----	-------	-------	-------	------	------	------	------	------	------

Table 5. Do you have Internet access at home?

		Number	Yes	No
Total		3015	93,1%	6,9%
Gender of the respondent:	Male	1258	92,2%	7,8%
	Female	1757	93,9%	6,1%
Age of the respondent:	18-29 years	666	99,7%	0,3%
	30-44 years	778	99,0%	1,0%
	45-59 years	629	92,0%	8,0%
	60 -74 years	942	85,4%	14,6%
Area of residence:	Urban	1320	96,3%	3,7%
	Rural	1695	90,6%	9,4%
Level of education:	Incomplete secondary	563	86,7%	13,3%
	General secondary	648	90,8%	9,2%
	Secondary vocational	1098	93,9%	6,1%
	Higher	706	98,6%	1,4%
Computer availability:	Yes	1599	99,7%	0,3%
	No	1416	85,8%	14,2%
Internet connection:	Yes	2816	100,0%	0,0%
	No	199	0,0%	100,0%
Level of income:	Less than 3000 MDL	621	84,2%	15,8%
	3000-6000 MDL	725	91,8%	8,2%
	Over 6000 MDL	1294	98,3%	1,7%
Income group:	Poorest 40%	1206	83,1%	16,9%
	Wealthiest 60%	1809	99,9%	0,1%

Table 6. For what reasons do you not have access to the Internet?

		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		199	42,7%	33,6%	14,0%	52,5%	3,1%	0,6%	7,0%	1,1%
Gender of the respondent:	Male	92	46,7%	38,5%	17,2%	48,7%	3,3%	1,1%	7,1%	2,2%
	Female	107	38,4%	28,4%	10,7%	56,5%	2,9%	0,0%	6,9%	0,0%
Age of the respondent:	18-29 years	1	100,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	30-44 years	8	40,1%	27,1%	23,7%	63,5%	0,0%	0,0%	12,0%	0,0%
	45-59 years	51	44,4%	38,0%	18,2%	45,3%	3,7%	0,0%	6,9%	2,1%
	60 -74 years	139	41,6%	32,5%	12,0%	55,1%	3,1%	0,8%	6,8%	0,8%
Area of residence:	Urban	46	39,0%	17,4%	16,0%	49,7%	4,6%	0,0%	14,1%	0,0%
	Rural	153	43,8%	38,8%	13,4%	53,4%	2,6%	0,7%	4,7%	1,5%
Level of education:	Incomplete secondary	69	48,2%	40,5%	17,9%	52,8%	1,4%	0,0%	9,2%	0,0%
	General secondary	55	48,6%	25,0%	11,3%	46,2%	2,1%	2,0%	7,9%	0,0%
	Secondary vocational	65	30,8%	35,9%	12,9%	58,3%	6,1%	0,0%	5,1%	3,4%
	Higher	10	51,2%	18,1%	10,7%	47,0%	0,0%	0,0%	0,0%	0,0%
Computer availability:	Yes	4	0,0%	24,6%	0,0%	48,6%	51,4%	0,0%	0,0%	0,0%
	No	195	43,5%	33,8%	14,3%	52,6%	2,1%	0,6%	7,1%	1,2%
Internet connection:	Yes	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	No	199	42,7%	33,6%	14,0%	52,5%	3,1%	0,6%	7,0%	1,1%
Level of income:	Less than 3000 MDL	97	39,7%	36,8%	14,3%	51,7%	3,0%	0,0%	5,6%	0,0%
	3000-6000 MDL	58	47,5%	35,7%	17,8%	52,6%	1,7%	1,9%	10,5%	1,9%
	Over 6000 MDL	19	47,6%	26,5%	5,1%	36,2%	11,0%	0,0%	5,1%	0,0%
Income group:	Poorest 40%	197	42,0%	34,0%	14,2%	53,1%	3,1%	0,6%	7,1%	1,2%
	Wealthiest 60%	2	100,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%

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		2816	2,7%	38,8%	19,3%	22,9%	14,2%	2,1%
Gender of the respondent:	Male	1166	3,0%	43,2%	17,1%	20,0%	14,8%	1,9%
	Female	1650	2,5%	35,2%	21,2%	25,3%	13,7%	2,2%
Age of the respondent:	18-29 years	665	3,3%	38,4%	9,9%	34,9%	13,0%	0,4%
	30-44 years	770	3,6%	46,3%	13,0%	24,9%	11,7%	0,5%
	45-59 years	578	2,1%	40,7%	23,0%	19,2%	13,1%	1,9%
	60 -74 years	803	1,9%	29,6%	28,4%	17,1%	18,3%	4,7%
Area of residence:	Urban	1274	3,4%	42,6%	10,0%	28,9%	13,8%	1,3%
	Rural	1542	2,2%	35,5%	27,4%	17,7%	14,5%	2,7%
Level of education:	Incomplete secondary	494	2,4%	34,0%	23,0%	20,8%	17,4%	2,4%
	General secondary	593	3,5%	33,1%	21,4%	21,1%	17,9%	3,1%
	Secondary vocational	1033	2,5%	37,0%	22,0%	22,2%	14,1%	2,1%
	Higher	696	2,6%	48,6%	11,7%	26,7%	9,4%	1,0%
Computer availability:	Yes	1595	3,1%	44,9%	17,3%	25,8%	6,7%	2,3%
	No	1221	2,3%	30,8%	22,0%	19,3%	23,9%	1,7%
Internet connection:	Yes	2816	2,7%	38,8%	19,3%	22,9%	14,2%	2,1%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	524	2,4%	28,1%	28,0%	17,0%	21,4%	3,1%
	3000-6000 MDL	667	2,6%	35,6%	25,3%	18,9%	14,9%	2,7%
	Over 6000 MDL	1275	3,1%	45,1%	11,8%	28,0%	10,8%	1,2%
Income group:	Poorest 40%	1009	2,3%	28,4%	24,5%	20,2%	21,5%	3,0%
	Wealthiest 60%	1807	2,9%	44,5%	16,4%	24,4%	10,1%	1,5%

Table 7. Regardless of location, have you personally used in the last 12 months?

		Number	Computer		Internet	
			Yes	No	Yes	No
Total		3015	45,0%	55,0%	88,6%	11,4%
Gender of the respondent:	Male	1258	45,0%	55,0%	86,8%	13,2%
	Female	1757	45,0%	55,0%	90,0%	10,0%
Age of the respondent:	18-29 years	666	74,6%	25,4%	99,1%	0,9%
	30-44 years	778	54,6%	45,4%	97,9%	2,1%
	45-59 years	629	35,5%	64,5%	87,7%	12,3%
	60 -74 years	942	28,8%	71,2%	75,7%	24,3%
Area of residence:	Urban	1320	61,2%	38,8%	94,1%	5,9%
	Rural	1695	31,7%	68,3%	84,1%	15,9%
Level of education:	Incomplete secondary	563	22,2%	77,8%	80,8%	19,2%
	General secondary	648	33,1%	66,9%	83,3%	16,7%
	Secondary vocational	1098	39,4%	60,6%	89,2%	10,8%
	Higher	706	79,5%	20,5%	97,6%	2,4%
Computer availability:	Yes	1599	74,2%	25,8%	97,4%	2,6%
	No	1416	12,4%	87,6%	78,7%	21,3%
Internet connection:	Yes	2816	48,2%	51,8%	95,1%	4,9%
	No	199	1,0%	99,0%	0,0%	100,0%
Level of income:	Less than 3000 MDL	621	18,8%	81,2%	74,7%	25,3%
	3000-6000 MDL	725	35,2%	64,8%	85,8%	14,2%
	Over 6000 MDL	1294	62,5%	37,5%	96,6%	3,4%
Income group:	Poorest 40%	1206	21,8%	78,2%	75,7%	24,3%
	Wealthiest 60%	1809	60,5%	39,5%	97,2%	2,8%

Table 8. Where have you accessed the Internet in the last 12 months?

		Num ber	At home			At friends, acquaintances			At school, college, university (free)		
			Yes	No	DK/NO	Yes	No	DK/NO	Yes	No	DK/NO
Total		2682	97,7%	2,3%	0,0%	52,4%	47,6%	0,0%	19,2%	80,7%	0,0%
Gender of the respondent:	Male	1102	96,9%	3,1%	0,0%	53,3%	46,7%	0,0%	18,5%	81,4%	0,0%
	Female	1580	98,2%	1,8%	0,0%	51,6%	48,4%	0,0%	19,8%	80,1%	0,0%
Age of the respondent:	18-29 years	660	98,6%	1,4%	0,0%	79,1%	20,9%	0,0%	48,1%	51,6%	0,3%
	30-44 years	761	98,0%	2,0%	0,0%	60,3%	39,7%	0,0%	19,5%	80,5%	0,0%
	45-59 years	550	97,1%	2,9%	0,0%	48,3%	51,7%	0,0%	14,2%	85,8%	0,0%
	60 -74 years	711	97,1%	2,9%	0,0%	29,7%	70,3%	0,0%	5,0%	95,0%	0,0%
Area of residence:	Urban	1244	98,2%	1,8%	0,0%	59,2%	40,8%	0,0%	24,2%	75,7%	0,1%
	Rural	1438	97,2%	2,8%	0,0%	46,1%	53,9%	0,0%	14,7%	85,3%	0,0%
Level of education:	Incomplete secondary	463	96,2%	3,8%	0,0%	45,4%	54,6%	0,0%	16,3%	83,7%	0,0%
	General secondary	548	96,4%	3,6%	0,0%	47,6%	52,4%	0,0%	18,1%	81,9%	0,0%
	Secondary vocational	982	97,9%	2,1%	0,0%	50,9%	49,1%	0,0%	15,2%	84,7%	0,1%
	Higher	689	99,1%	0,9%	0,0%	62,0%	38,0%	0,0%	27,3%	72,7%	0,0%
Computer availability:	Yes	1558	99,1%	0,9%	0,0%	57,5%	42,5%	0,0%	24,1%	75,9%	0,1%
	No	1124	95,7%	4,3%	0,0%	45,2%	54,8%	0,0%	12,5%	87,5%	0,0%
Internet connection:	Yes	2682	97,7%	2,3%	0,0%	52,4%	47,6%	0,0%	19,2%	80,7%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	465	96,6%	3,4%	0,0%	39,5%	60,5%	0,0%	8,3%	91,6%	0,1%
	3000-6000 MDL	626	97,0%	3,0%	0,0%	42,6%	57,4%	0,0%	13,5%	86,5%	0,0%
	Over 6000 MDL	1254	98,3%	1,7%	0,0%	61,2%	38,8%	0,0%	25,2%	74,7%	0,1%
Income group:	Poorest 40%	922	94,8%	5,2%	0,0%	44,8%	55,2%	0,0%	12,2%	87,8%	0,0%
	Wealthiest 60%	1760	99,2%	0,8%	0,0%	56,3%	43,7%	0,0%	22,9%	77,1%	0,1%

Table 9. Where have you accessed the Internet in the last 12 months?

		Num ber	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		2682	46,1%	53,8%	0,0%	82,6%	17,4%	0,0%	44,8%	54,9%	0,3%
Gender of the respondent:	Male	1102	50,6%	49,4%	0,0%	86,3%	13,7%	0,0%	45,6%	54,2%	0,2%
	Female	1580	42,5%	57,4%	0,1%	79,7%	20,3%	0,0%	44,3%	55,4%	0,3%
Age of the respondent:	18-29 years	660	58,3%	41,7%	0,0%	97,0%	3,0%	0,0%	70,3%	29,5%	0,1%
	30-44 years	761	59,2%	40,7%	0,1%	91,7%	8,3%	0,0%	51,3%	48,4%	0,3%
	45-59 years	550	49,0%	51,0%	0,0%	80,9%	19,1%	0,0%	41,4%	58,2%	0,3%
	60 -74 years	711	20,8%	79,2%	0,0%	64,3%	35,7%	0,0%	24,1%	75,7%	0,2%
Area of residence:	Urban	1244	57,1%	42,9%	0,0%	88,1%	11,9%	0,0%	52,8%	47,0%	0,2%
	Rural	1438	36,1%	63,8%	0,1%	77,6%	22,4%	0,0%	37,5%	62,1%	0,4%
Level of education:	Incomplete secondary	463	28,3%	71,7%	0,0%	76,3%	23,7%	0,0%	35,5%	63,9%	0,6%
	General secondary	548	32,0%	68,0%	0,0%	78,7%	21,3%	0,0%	39,8%	59,9%	0,3%
	Secondary vocational	982	44,3%	55,6%	0,1%	81,1%	18,9%	0,0%	42,7%	57,1%	0,2%
	Higher	689	69,2%	30,8%	0,0%	91,2%	8,8%	0,0%	56,9%	43,1%	0,1%
Computer availability:	Yes	1558	55,9%	44,0%	0,1%	86,2%	13,8%	0,0%	52,4%	47,5%	0,0%
	No	1124	32,5%	67,5%	0,0%	77,6%	22,4%	0,0%	34,3%	65,1%	0,6%
Internet connection:	Yes	2682	46,1%	53,8%	0,0%	82,6%	17,4%	0,0%	44,8%	54,9%	0,3%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	465	17,9%	82,1%	0,0%	64,7%	35,3%	0,0%	31,4%	68,4%	0,2%
	3000-6000 MDL	626	36,0%	63,8%	0,2%	75,9%	24,1%	0,0%	35,8%	63,9%	0,3%
	Over 6000 MDL	1254	60,9%	39,1%	0,0%	91,0%	9,0%	0,0%	53,1%	46,6%	0,3%
Income group:	Poorest 40%	922	33,6%	66,4%	0,0%	74,2%	25,8%	0,0%	36,2%	63,6%	0,2%
	Wealthiest 60%	1760	52,6%	47,3%	0,1%	87,0%	13,0%	0,0%	49,4%	50,3%	0,3%

Table 10. How often have you used the Internet in the last 12 months, regardless of location?

		Number	At least once a day	At least once a week	Less than once a week
Total		2682	91,5%	6,6%	1,9%
Gender of the respondent:	Male	1102	91,4%	6,9%	1,7%
	Female	1580	91,6%	6,4%	2,0%
Age of the respondent:	16-29 years	660	97,2%	1,6%	1,1%
	30-44 years	761	97,7%	1,8%	0,5%
	45-59 years	550	92,7%	5,1%	2,2%
	60 -74 years	711	79,7%	16,6%	3,7%
Area of residence:	Urban	1244	93,8%	4,8%	1,4%
	Rural	1438	89,4%	8,3%	2,3%
Level of education:	Incomplete secondary	463	91,5%	6,1%	2,4%
	General secondary	548	87,5%	9,6%	2,9%
	Secondary vocational	982	88,9%	9,1%	2,1%
	Higher	689	97,9%	1,4%	0,7%
Computer availability:	Yes	1558	95,4%	3,9%	0,7%
	No	1124	86,1%	10,4%	3,5%
Internet connection:	Yes	2682	91,5%	6,6%	1,9%
	No	0	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	465	83,6%	11,9%	4,5%
	3000-6000 MDL	626	86,9%	10,0%	3,2%
	Over 6000 lei	1254	96,2%	3,3%	0,5%
Income group:	Poorest 40%	922	86,7%	9,3%	4,0%
	Wealthiest 60%	1760	94,0%	5,2%	0,8%

Table 11. Did you use the Internet for ...

		Num ber	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		2682	39,9%	59,9%	0,2%	26,6%	73,3%	0,1%	12,5%	87,3%	0,2%
Gender of the respondent:	Male	1102	39,9%	59,7%	0,3%	28,2%	71,7%	0,1%	12,7%	87,0%	0,4%
	Female	1580	39,8%	60,0%	0,1%	25,4%	74,5%	0,1%	12,4%	87,5%	0,1%
Age of the respondent:	16-29 years	660	57,2%	42,7%	0,1%	44,0%	56,0%	0,0%	22,7%	76,8%	0,5%
	30-44 years	761	46,9%	52,9%	0,3%	36,0%	64,0%	0,0%	16,0%	84,0%	0,0%
	45-59 years	550	34,5%	65,3%	0,2%	22,0%	77,8%	0,2%	9,6%	90,0%	0,4%
	60 -74 years	711	25,2%	74,4%	0,3%	8,5%	91,3%	0,2%	4,4%	95,5%	0,2%
Area of residence:	Urban	1244	49,2%	50,8%	0,0%	37,6%	62,4%	0,0%	17,6%	82,3%	0,1%
	Rural	1438	31,3%	68,2%	0,4%	16,6%	83,2%	0,2%	7,9%	91,8%	0,3%
Educational level:	Incomplete secondary	463	26,2%	73,5%	0,3%	14,1%	85,7%	0,2%	7,4%	92,4%	0,2%
	General secondary	548	30,7%	69,1%	0,2%	20,6%	79,4%	0,0%	8,7%	91,3%	0,0%
	Secondary vocational	982	32,5%	67,3%	0,2%	20,2%	79,8%	0,0%	8,2%	91,5%	0,4%
	Higher	689	64,6%	35,3%	0,2%	47,2%	52,6%	0,2%	24,2%	75,6%	0,2%
Computer availability:	Yes	1558	50,4%	49,5%	0,1%	34,6%	65,4%	0,0%	17,2%	82,7%	0,1%
	No	1124	25,3%	74,3%	0,3%	15,6%	84,2%	0,2%	6,0%	93,6%	0,4%
Internet connection:	Yes	2682	39,9%	59,9%	0,2%	26,6%	73,3%	0,1%	12,5%	87,3%	0,2%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	465	20,8%	79,0%	0,3%	9,6%	90,4%	0,0%	5,2%	94,8%	0,0%
	3000-6000 MDL	626	28,1%	71,6%	0,3%	15,0%	85,0%	0,0%	7,1%	92,8%	0,1%
	Over 6000 lei	1254	53,5%	46,3%	0,3%	39,9%	60,0%	0,2%	17,7%	81,9%	0,4%
Income group:	Poorest 40%	922	24,5%	75,2%	0,3%	16,3%	83,6%	0,1%	7,1%	92,6%	0,2%
	Wealthiest 60%	1760	47,9%	51,9%	0,2%	32,0%	67,9%	0,1%	15,3%	84,5%	0,2%

Table 12. Did you use the Internet for ...

		Num ber	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		2682	36,3%	63,6%	0,2%	44,4%	55,4%	0,1%	38,6%	61,2%	0,2%
Gender of the respondent:	Male	1102	38,9%	61,1%	0,0%	40,5%	59,5%	0,0%	33,7%	66,2%	0,1%
	Female	1580	34,1%	65,6%	0,3%	47,6%	52,2%	0,2%	42,5%	57,3%	0,2%
Age of the respondent:	16-29 years	660	50,5%	49,3%	0,3%	62,5%	37,3%	0,2%	54,1%	45,6%	0,2%
	30-44 years	761	47,6%	52,1%	0,3%	52,5%	47,4%	0,1%	47,7%	52,2%	0,1%
	45-59 years	550	32,8%	67,1%	0,2%	40,0%	59,8%	0,2%	34,1%	65,8%	0,2%
	60 -74 years	711	16,9%	83,1%	0,0%	27,4%	72,6%	0,0%	21,9%	77,9%	0,1%
Area of residence:	Urban	1244	47,0%	53,0%	0,1%	53,0%	46,9%	0,1%	48,5%	51,4%	0,1%
	Rural	1438	26,4%	73,3%	0,3%	36,6%	63,3%	0,1%	29,6%	70,2%	0,2%
Educational level:	Incomplete secondary	463	23,8%	76,0%	0,2%	30,4%	69,3%	0,2%	24,8%	75,0%	0,2%
	General secondary	548	25,0%	75,0%	0,0%	35,7%	64,1%	0,2%	28,4%	71,4%	0,2%
	Secondary vocational	982	30,5%	69,3%	0,2%	40,1%	59,8%	0,1%	32,9%	67,0%	0,1%
	Higher	689	59,6%	40,2%	0,2%	64,9%	35,1%	0,0%	61,9%	38,0%	0,1%
Computer availability:	Yes	1558	47,7%	52,2%	0,1%	52,9%	47,1%	0,1%	48,0%	51,9%	0,1%
	No	1124	20,5%	79,3%	0,2%	32,8%	67,0%	0,2%	25,6%	74,2%	0,2%
Internet connection:	Yes	2682	36,3%	63,6%	0,2%	44,4%	55,4%	0,1%	38,6%	61,2%	0,2%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	465	13,5%	86,0%	0,5%	25,8%	74,0%	0,2%	18,7%	81,1%	0,2%
	3000-6000 MDL	626	25,4%	74,6%	0,0%	34,3%	65,7%	0,0%	27,0%	73,0%	0,0%
	Over 6000 lei	1254	50,5%	49,3%	0,2%	56,6%	43,3%	0,2%	52,1%	47,7%	0,2%
Income group:	Poorest 40%	922	23,5%	76,3%	0,2%	31,9%	67,9%	0,2%	25,5%	74,3%	0,2%
	Wealthiest 60%	1760	42,9%	57,0%	0,1%	51,0%	49,0%	0,1%	45,4%	54,5%	0,1%

Table 13. Did you use the Internet for ...

		Num ber	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		2682	33,4%	66,5%	0,1%	59,3%	40,7%	0,0%	79,6%	20,0%	0,4%
Gender of the respondent:	Male	1102	31,2%	68,7%	0,1%	60,8%	39,2%	0,0%	79,8%	19,7%	0,4%
	Female	1580	35,2%	64,7%	0,1%	58,1%	41,8%	0,1%	79,4%	20,2%	0,4%
Age of the respondent:	16-29 years	660	58,4%	41,6%	0,0%	88,7%	11,3%	0,0%	84,1%	15,8%	0,1%
	30-44 years	761	43,6%	56,4%	0,0%	74,3%	25,7%	0,0%	84,1%	15,4%	0,5%
	45-59 years	550	24,1%	75,7%	0,2%	50,4%	49,6%	0,0%	79,3%	20,4%	0,3%
	60 -74 years	711	13,6%	86,3%	0,1%	30,6%	69,2%	0,1%	71,8%	27,6%	0,5%
Area of residence:	Urban	1244	47,7%	52,3%	0,0%	71,6%	28,4%	0,0%	80,7%	19,1%	0,2%
	Rural	1438	20,4%	79,5%	0,1%	48,1%	51,9%	0,1%	78,6%	20,8%	0,6%
Educational level:	Incomplete secondary	463	18,0%	81,7%	0,2%	48,2%	51,8%	0,0%	78,6%	20,7%	0,6%
	General secondary	548	23,2%	76,8%	0,0%	47,6%	52,4%	0,0%	75,4%	23,6%	1,0%
	Secondary vocational	982	24,6%	75,4%	0,0%	51,4%	48,5%	0,1%	78,2%	21,6%	0,2%
	Higher	689	62,1%	37,7%	0,1%	85,0%	15,0%	0,0%	85,0%	14,8%	0,1%
Computer availability:	Yes	1558	44,9%	55,1%	0,1%	71,1%	28,9%	0,0%	82,2%	17,5%	0,4%
	No	1124	17,7%	82,3%	0,1%	42,9%	57,0%	0,1%	76,0%	23,5%	0,5%
Internet connection:	Yes	2682	33,4%	66,5%	0,1%	59,3%	40,7%	0,0%	79,6%	20,0%	0,4%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	465	10,4%	89,6%	0,0%	31,2%	68,8%	0,0%	72,1%	27,4%	0,5%
	3000-6000 MDL	626	19,5%	80,5%	0,0%	46,2%	53,8%	0,0%	78,3%	20,4%	1,3%
	Over 6000 lei	1254	48,6%	51,2%	0,2%	76,1%	23,9%	0,0%	81,6%	18,3%	0,0%
Income group:	Poorest 40%	922	18,3%	81,6%	0,1%	43,6%	56,3%	0,1%	77,7%	21,8%	0,5%
	Wealthiest 60%	1760	41,3%	58,6%	0,1%	67,5%	32,5%	0,0%	80,6%	19,0%	0,4%

Table 14. Did you use the Internet for ...

		Num ber	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		2682	88,8%	11,2%	0,0%	86,6%	13,4%	0,0%	42,3%	57,4%	0,3%
Gender of the respondent:	Male	1102	86,5%	13,5%	0,0%	85,1%	14,9%	0,0%	39,1%	60,4%	0,4%
	Female	1580	90,5%	9,4%	0,1%	87,9%	12,1%	0,0%	44,8%	54,9%	0,3%
Age of the respondent:	16-29 years	660	94,0%	6,0%	0,0%	95,8%	4,2%	0,0%	71,4%	28,2%	0,3%
	30-44 years	761	93,9%	6,1%	0,0%	92,6%	7,4%	0,0%	53,5%	46,2%	0,3%
	45-59 years	550	88,1%	11,7%	0,2%	89,6%	10,4%	0,0%	35,7%	63,9%	0,4%
	60 -74 years	711	79,9%	20,1%	0,0%	71,4%	28,6%	0,0%	16,4%	83,3%	0,3%
Area of residence:	Urban	1244	88,7%	11,2%	0,1%	87,2%	12,8%	0,0%	48,3%	51,5%	0,1%
	Rural	1438	88,8%	11,2%	0,0%	86,1%	13,9%	0,0%	36,8%	62,7%	0,5%
Educational level:	Incomplete secondary	463	88,2%	11,8%	0,0%	85,8%	14,2%	0,0%	34,7%	65,0%	0,3%
	General secondary	548	87,2%	12,8%	0,0%	83,4%	16,6%	0,0%	36,8%	62,6%	0,6%
	Secondary vocational	982	86,3%	13,6%	0,1%	85,1%	14,9%	0,0%	38,7%	61,0%	0,3%
	Higher	689	93,5%	6,5%	0,0%	91,6%	8,4%	0,0%	55,8%	44,2%	0,1%
Computer availability:	Yes	1558	91,6%	8,4%	0,0%	90,2%	9,8%	0,0%	50,5%	49,5%	0,0%
	No	1124	84,9%	15,0%	0,1%	81,7%	18,3%	0,0%	31,0%	68,3%	0,7%
Internet connection:	Yes	2682	88,8%	11,2%	0,0%	86,6%	13,4%	0,0%	42,3%	57,4%	0,3%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	465	81,9%	18,1%	0,0%	75,4%	24,6%	0,0%	22,0%	77,5%	0,5%
	3000-6000 MDL	626	87,0%	13,0%	0,0%	84,6%	15,4%	0,0%	31,6%	68,2%	0,2%
	Over 6000 lei	1254	92,9%	7,1%	0,0%	92,3%	7,7%	0,0%	55,9%	43,7%	0,4%
Income group:	Poorest 40%	922	81,7%	18,3%	0,0%	81,5%	18,5%	0,0%	29,8%	69,6%	0,6%
	Wealthiest 60%	1760	92,4%	7,5%	0,1%	89,3%	10,7%	0,0%	48,8%	51,0%	0,2%

Table 15. Did you use the Internet for ...

		Num ber	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		2682	46,6%	53,4%	0,0%	50,8%	49,2%	0,0%	38,3%	61,6%	0,2%
Gender of the respondent:	Male	1102	46,9%	53,1%	0,0%	53,1%	46,9%	0,0%	35,5%	64,3%	0,2%
	Female	1580	46,4%	53,6%	0,0%	49,0%	51,0%	0,0%	40,5%	59,4%	0,1%
Age of the respondent:	16-29 years	660	70,0%	30,0%	0,0%	79,8%	20,2%	0,0%	66,9%	32,6%	0,5%
	30-44 years	761	62,7%	37,3%	0,0%	65,6%	34,4%	0,0%	51,1%	48,9%	0,0%
	45-59 years	550	41,4%	58,6%	0,0%	45,1%	54,9%	0,0%	30,0%	69,8%	0,2%
	60 -74 years	711	17,4%	82,6%	0,0%	20,0%	80,0%	0,0%	12,1%	87,8%	0,1%
Area of residence:	Urban	1244	57,3%	42,7%	0,0%	63,1%	36,9%	0,0%	48,9%	50,9%	0,2%
	Rural	1438	36,8%	63,2%	0,0%	39,5%	60,5%	0,0%	28,5%	71,3%	0,2%
Educational level:	Incomplete secondary	463	36,2%	63,8%	0,0%	37,4%	62,6%	0,0%	27,3%	72,4%	0,4%
	General secondary	548	37,9%	62,1%	0,0%	40,0%	60,0%	0,0%	27,4%	72,5%	0,1%
	Secondary vocational	982	39,0%	61,0%	0,0%	43,6%	56,4%	0,0%	31,2%	68,7%	0,1%
	Higher	689	69,4%	30,6%	0,0%	76,3%	23,7%	0,0%	62,2%	37,6%	0,2%
Computer availability:	Yes	1558	58,9%	41,1%	0,0%	62,9%	37,1%	0,0%	49,8%	50,0%	0,2%
	No	1124	29,5%	70,5%	0,0%	34,1%	65,9%	0,0%	22,3%	77,6%	0,1%
Internet connection:	Yes	2682	46,6%	53,4%	0,0%	50,8%	49,2%	0,0%	38,3%	61,6%	0,2%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	465	20,6%	79,4%	0,0%	22,2%	77,8%	0,0%	13,5%	86,5%	0,0%
	3000-6000 MDL	626	36,0%	64,0%	0,0%	37,1%	62,9%	0,0%	23,0%	76,7%	0,3%
	Over 6000 lei	1254	62,7%	37,3%	0,0%	69,1%	30,9%	0,0%	53,8%	46,1%	0,1%
Income group:	Poorest 40%	922	31,5%	68,5%	0,0%	32,6%	67,4%	0,0%	21,7%	78,2%	0,1%
	Wealthiest 60%	1760	54,5%	45,5%	0,0%	60,3%	39,7%	0,0%	46,9%	52,9%	0,2%

Table 16. Did you use the Internet for ...

		Num ber	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		2682	66,0%	33,9%	0,1%	41,9%	57,8%	0,4%	64,5%	35,4%	0,1%
Gender of the respondent:	Male	1102	67,4%	32,6%	0,0%	43,6%	56,3%	0,1%	64,9%	35,1%	0,0%
	Female	1580	64,9%	35,0%	0,1%	40,5%	59,0%	0,6%	64,2%	35,6%	0,2%
Age of the respondent:	16-29 years	660	88,4%	11,6%	0,0%	72,6%	27,1%	0,4%	72,1%	27,9%	0,0%
	30-44 years	761	77,0%	22,8%	0,1%	52,6%	47,0%	0,4%	70,9%	28,8%	0,3%
	45-59 years	550	62,2%	37,8%	0,0%	35,2%	64,5%	0,3%	66,4%	33,6%	0,0%
	60 -74 years	711	42,2%	57,6%	0,1%	15,6%	84,1%	0,3%	50,7%	49,3%	0,0%
Area of residence:	Urban	1244	75,4%	24,6%	0,0%	53,1%	46,4%	0,5%	73,3%	26,5%	0,2%
	Rural	1438	57,5%	42,4%	0,1%	31,6%	68,1%	0,2%	56,5%	43,5%	0,0%
Educational level:	Incomplete secondary	463	60,4%	39,6%	0,0%	33,2%	66,4%	0,4%	49,1%	50,9%	0,0%
	General secondary	548	60,0%	40,0%	0,0%	33,3%	66,6%	0,1%	55,7%	44,3%	0,0%
	Secondary vocational	982	61,2%	38,7%	0,2%	35,6%	64,1%	0,3%	63,0%	37,0%	0,0%
	Higher	689	80,3%	19,7%	0,0%	61,8%	37,6%	0,6%	81,8%	17,8%	0,3%
Computer availability:	Yes	1558	75,6%	24,4%	0,1%	52,0%	47,6%	0,4%	75,2%	24,7%	0,1%
	No	1124	52,8%	47,1%	0,1%	27,8%	71,9%	0,3%	49,8%	50,1%	0,1%
Internet connection:	Yes	2682	66,0%	33,9%	0,1%	41,9%	57,8%	0,4%	64,5%	35,4%	0,1%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	465	43,5%	56,3%	0,2%	15,3%	84,5%	0,2%	42,8%	57,2%	0,0%
	3000-6000 MDL	626	56,7%	43,1%	0,1%	26,1%	73,6%	0,3%	56,1%	43,9%	0,0%
	Over 6000 lei	1254	79,2%	20,8%	0,0%	59,9%	39,7%	0,3%	76,7%	23,1%	0,2%
Income group:	Poorest 40%	922	50,5%	49,3%	0,2%	26,0%	74,0%	0,0%	47,4%	52,6%	0,0%
	Wealthiest 60%	1760	74,1%	25,9%	0,0%	50,2%	49,3%	0,5%	73,4%	26,4%	0,1%

Table 17. 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		3015	5,0%	37,4%	57,0%	0,5%
Gender of the respondent:	Male	1258	5,1%	36,1%	58,3%	0,5%
	Female	1757	4,9%	38,6%	56,0%	0,6%
Age of the respondent:	16-29 years	666	4,0%	24,9%	71,1%	0,0%
	30-44 years	778	6,0%	39,0%	54,8%	0,1%
	45-59 years	629	5,3%	41,1%	52,6%	1,0%
	60 -74 years	942	4,3%	39,4%	55,5%	0,8%
Area of residence:	Urban	1320	5,7%	37,1%	56,9%	0,3%
	Rural	1695	4,4%	37,7%	57,1%	0,8%
Educational level:	Incomplete secondary	563	2,3%	28,2%	68,2%	1,3%
	General secondary	648	1,9%	33,2%	64,4%	0,4%
	Secondary vocational	1098	4,8%	38,6%	56,1%	0,5%
	Higher	706	9,7%	45,7%	44,5%	0,2%
Computer availability:	Yes	1599	7,1%	41,2%	51,4%	0,3%
	No	1416	2,6%	33,2%	63,4%	0,8%
Internet connection:	Yes	2816	5,3%	38,1%	56,2%	0,3%
	No	199	0,5%	27,8%	68,2%	3,5%
Level of income:	Less than 3000 MDL	621	3,4%	35,3%	60,4%	0,9%
	3000-6000 MDL	725	3,4%	38,6%	57,7%	0,3%
	Over 6000 lei	1294	7,3%	40,4%	51,9%	0,4%
Income group:	Poorest 40%	1206	3,1%	33,0%	63,0%	0,9%
	Wealthiest 60%	1809	6,2%	40,4%	53,0%	0,3%

Table 18. 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 Modernisation of Government Services?

		Number	1 - do not understand	2	3	4	5	6 - I understand very well	DK/NO
Total		3015	42,1%	8,4%	16,0%	14,1%	8,5%	8,9%	2,1%
Gender of the respondent:	Male	1258	43,2%	9,0%	15,3%	14,7%	7,6%	8,5%	1,7%
	Female	1757	41,2%	7,9%	16,5%	13,7%	9,2%	9,2%	2,4%
Age of the respondent:	16-29 years	666	29,3%	9,1%	17,0%	18,4%	12,2%	12,4%	1,6%
	30-44 years	778	36,0%	8,5%	17,5%	16,2%	10,8%	8,9%	2,1%
	45-59 years	629	43,3%	8,2%	16,7%	13,1%	7,5%	8,9%	2,3%
	60 -74 years	942	52,9%	8,0%	13,6%	11,0%	5,2%	7,1%	2,1%
Area of residence:	Urban	1320	36,3%	8,8%	16,6%	16,1%	9,8%	10,5%	1,9%
	Rural	1695	46,9%	8,0%	15,4%	12,6%	7,4%	7,6%	2,2%
Educational level:	Incomplete secondary	563	60,6%	6,9%	10,6%	9,7%	4,4%	5,5%	2,3%
	General secondary	648	49,3%	7,6%	18,5%	11,4%	4,8%	6,4%	2,1%
	Secondary vocational	1098	41,7%	10,4%	15,3%	15,0%	8,1%	7,3%	2,1%
	Higher	706	23,6%	6,9%	18,8%	18,2%	14,9%	15,7%	1,8%
Computer availability:	Yes	1599	31,3%	9,0%	19,1%	16,4%	11,1%	11,2%	1,9%
	No	1416	54,2%	7,7%	12,5%	11,5%	5,5%	6,3%	2,3%
Internet connection:	Yes	2816	40,2%	8,3%	16,7%	14,8%	9,0%	9,2%	1,8%
	No	199	67,4%	9,2%	6,2%	5,6%	1,7%	4,6%	5,3%
Level of income:	Less than 3000 MDL	621	57,6%	8,3%	12,0%	8,2%	4,9%	6,6%	2,4%
	3000-6000 MDL	725	49,8%	9,1%	14,8%	12,2%	6,3%	6,4%	1,4%
	Over 6000 lei	1294	28,7%	8,3%	19,2%	18,2%	11,9%	11,9%	1,8%
Income group:	Poorest 40%	1206	55,6%	7,8%	12,2%	10,2%	5,2%	6,8%	2,1%
	Wealthiest 60%	1809	33,1%	8,7%	18,5%	16,7%	10,6%	10,2%	2,1%

Table 19. 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		3015	18,7%	18,7%	16,6%	34,0%	38,1%	0,4%	1,8%	23,1%
Gender of the respondent:	Male	1258	18,3%	18,2%	17,5%	32,7%	39,5%	0,4%	2,1%	22,6%
	Female	1757	19,0%	19,2%	15,9%	35,0%	37,0%	0,3%	1,5%	23,5%
Age of the respondent:	16-29 years	666	28,0%	31,2%	17,5%	42,1%	37,6%	0,3%	1,0%	10,5%
	30-44 years	778	20,5%	22,3%	16,1%	41,0%	37,7%	0,3%	1,0%	18,5%
	45-59 years	629	15,9%	16,7%	17,6%	29,2%	37,2%	0,3%	2,1%	25,4%
	60 -74 years	942	14,7%	11,0%	15,9%	27,0%	39,3%	0,5%	2,7%	31,7%
Area of residence:	Urban	1320	23,1%	24,9%	14,2%	38,8%	37,8%	0,4%	1,8%	18,1%
	Rural	1695	15,2%	13,7%	18,6%	30,0%	38,3%	0,4%	1,8%	27,1%
Educational level:	Incomplete secondary	563	14,1%	12,7%	14,9%	23,9%	32,8%	0,0%	2,4%	37,6%
	General secondary	648	16,2%	12,6%	16,1%	27,9%	39,3%	0,7%	1,4%	29,7%
	Secondary vocational	1098	16,3%	16,8%	16,7%	34,3%	39,8%	0,2%	2,1%	22,5%
	Higher	706	27,7%	31,0%	18,0%	45,5%	38,4%	0,7%	1,3%	8,2%
Computer availability:	Yes	1599	23,3%	23,9%	17,1%	39,6%	39,3%	0,5%	1,6%	15,8%
	No	1416	13,6%	13,0%	16,0%	27,7%	36,7%	0,3%	2,0%	31,3%
Internet connection:	Yes	2816	19,7%	19,7%	16,8%	35,0%	39,3%	0,4%	1,6%	20,9%
	No	199	5,7%	5,6%	14,2%	20,3%	22,0%	0,5%	3,9%	52,5%
Level of income:	Less than 3000 MDL	621	12,1%	10,2%	14,8%	26,8%	37,2%	0,2%	1,5%	35,8%
	3000-6000 MDL	725	16,8%	16,0%	16,6%	31,0%	40,1%	0,5%	2,3%	25,0%
	Over 6000 lei	1294	23,9%	25,7%	17,4%	39,3%	39,4%	0,3%	1,4%	14,7%
Income group:	Poorest 40%	1206	13,4%	11,6%	14,7%	28,2%	36,2%	0,4%	2,7%	33,4%
	Wealthiest 60%	1809	22,3%	23,5%	17,8%	37,8%	39,4%	0,3%	1,2%	16,2%

Table 20. 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 Modernisation of Government Services?

		Number	1 - fully support	2	3	4	5	6 - do not support at all	DK/NO
Total		3015	40,0%	9,6%	10,8%	7,0%	4,6%	17,7%	10,3%
Gender of the respondent:	Male	1258	41,0%	9,9%	10,4%	6,4%	4,4%	19,1%	8,8%
	Female	1757	39,2%	9,4%	11,1%	7,5%	4,8%	16,5%	11,5%
Age of the respondent:	16-29 years	666	46,3%	15,1%	12,0%	8,9%	4,5%	8,6%	4,6%
	30-44 years	778	46,0%	9,5%	10,1%	6,8%	4,6%	14,6%	8,2%
	45-59 years	629	36,8%	8,2%	12,2%	6,1%	5,8%	21,1%	9,7%
	60 -74 years	942	33,9%	8,0%	9,7%	6,8%	3,9%	22,3%	15,4%
Area of residence:	Urban	1320	44,3%	9,3%	11,6%	7,3%	4,6%	15,1%	7,7%
	Rural	1695	36,5%	9,8%	10,1%	6,7%	4,6%	19,8%	12,5%
Educational level:	Incomplete secondary	563	30,6%	6,5%	11,0%	5,1%	3,2%	27,7%	15,9%
	General secondary	648	35,6%	10,3%	9,7%	6,9%	4,4%	21,8%	11,3%
	Secondary vocational	1098	38,7%	9,9%	11,1%	7,5%	5,4%	17,6%	9,7%
	Higher	706	52,4%	10,7%	11,1%	7,5%	4,7%	7,2%	6,4%
Computer availability:	Yes	1599	45,4%	10,9%	11,8%	7,6%	4,3%	12,5%	7,4%
	No	1416	34,0%	8,1%	9,7%	6,3%	5,0%	23,4%	13,6%
Internet connection:	Yes	2816	41,2%	9,8%	11,1%	7,2%	4,7%	16,6%	9,4%
	No	199	24,5%	6,6%	6,4%	4,0%	3,5%	32,5%	22,6%
Level of income:	Less than 3000 MDL	621	30,5%	5,2%	9,4%	5,5%	4,2%	29,2%	15,9%
	3000-6000 MDL	725	36,7%	9,1%	11,1%	7,6%	4,5%	20,7%	10,4%
	Over 6000 lei	1294	48,0%	12,0%	11,7%	7,3%	4,3%	9,7%	6,9%
Income group:	Poorest 40%	1206	33,6%	7,0%	9,2%	5,9%	4,5%	25,5%	14,4%
	Wealthiest 60%	1809	44,4%	11,3%	11,8%	7,7%	4,7%	12,4%	7,6%

Table 21. 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		3015	8,1%	37,8%	53,7%	0,4%
Gender of the respondent:	Male	1258	9,3%	36,5%	53,8%	0,4%
	Female	1757	7,2%	38,9%	53,5%	0,4%
Age of the respondent:	16-29 years	666	11,6%	39,9%	48,2%	0,4%
	30-44 years	778	11,9%	38,5%	49,3%	0,4%
	45-59 years	629	6,5%	40,3%	53,0%	0,2%
	60 -74 years	942	4,3%	34,4%	60,8%	0,5%
Area of residence:	Urban	1320	11,5%	36,9%	51,3%	0,2%
	Rural	1695	5,4%	38,6%	55,6%	0,5%
Level of education:	Incomplete secondary	563	3,5%	31,3%	64,5%	0,7%
	General secondary	648	3,4%	31,8%	64,5%	0,2%
	Secondary vocational	1098	5,2%	40,1%	54,3%	0,4%
	Higher	706	19,8%	43,9%	36,1%	0,1%
Computer availability:	Yes	1599	12,2%	42,4%	44,9%	0,4%
	No	1416	3,6%	32,6%	63,5%	0,3%
Internet connection:	Yes	2816	8,7%	38,5%	52,6%	0,3%
	No	199	1,1%	28,8%	68,9%	1,1%
Level of income:	Less than 3000 MDL	621	2,8%	34,5%	61,9%	0,8%
	3000-6000 MDL	725	5,9%	35,4%	58,4%	0,3%
	Over 6000 lei	1294	12,8%	41,9%	45,1%	0,2%
Income group:	Poorest 40%	1206	4,2%	33,8%	61,6%	0,5%
	Wealthiest 60%	1809	10,8%	40,5%	48,4%	0,3%

Table 22. 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 - do not understand	2	3	4	5	6 - I understand very well	DK/NO
Total		3015	47,2%	9,2%	14,6%	11,4%	7,4%	8,3%	1,8%
Gender of the respondent:	Male	1258	46,4%	9,2%	15,3%	11,5%	6,9%	8,6%	2,1%
	Female	1757	47,9%	9,3%	14,0%	11,3%	7,8%	8,1%	1,6%
Age of the respondent:	16-29 years	666	27,0%	11,0%	19,0%	17,5%	11,4%	11,9%	2,0%
	30-44 years	778	40,8%	9,3%	14,1%	12,9%	9,6%	11,6%	1,6%
	45-59 years	629	52,0%	10,1%	14,2%	9,7%	6,1%	6,2%	1,8%
	60 -74 years	942	59,3%	7,8%	13,2%	8,3%	4,4%	5,2%	1,9%
Area of residence:	Urban	1320	41,0%	8,9%	15,6%	14,3%	9,2%	9,8%	1,1%
	Rural	1695	52,3%	9,5%	13,7%	9,0%	5,9%	7,1%	2,4%
Educational level:	Incomplete secondary	563	64,4%	7,8%	8,7%	7,5%	3,5%	5,2%	3,0%
	General secondary	648	56,7%	8,6%	12,8%	10,3%	5,2%	4,4%	2,0%
	Secondary vocational	1098	48,5%	9,2%	16,4%	11,3%	5,9%	7,0%	1,6%
	Higher	706	25,2%	10,8%	17,5%	15,1%	14,3%	15,8%	1,2%
Computer availability:	Yes	1599	36,4%	9,7%	17,2%	14,0%	9,9%	11,3%	1,6%
	No	1416	59,2%	8,8%	11,7%	8,5%	4,6%	5,1%	2,1%
Internet connection:	Yes	2816	45,7%	9,3%	15,0%	11,9%	7,8%	8,5%	1,7%
	No	199	67,4%	9,0%	8,7%	4,4%	1,5%	5,8%	3,2%
Level of income:	Less than 3000 MDL	621	63,6%	5,9%	11,1%	7,0%	3,9%	5,4%	3,2%
	3000-6000 MDL	725	55,1%	9,6%	13,4%	9,9%	5,0%	5,7%	1,2%
	Over 6000 lei	1294	33,5%	10,6%	18,5%	13,6%	11,1%	11,6%	1,2%
Income group:	Poorest 40%	1206	60,2%	9,0%	9,6%	8,5%	4,7%	5,7%	2,4%
	Wealthiest 60%	1809	38,5%	9,4%	17,9%	13,4%	9,2%	10,1%	1,4%

Table 23. 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		3015	60,0%	22,9%	17,1%
Gender of the respondent:	Male	1258	59,8%	24,8%	15,4%
	Female	1757	60,2%	21,3%	18,5%
Age of the respondent:	16-29 years	666	83,4%	8,5%	8,1%
	30-44 years	778	64,7%	19,3%	16,0%
	45-59 years	629	52,1%	29,2%	18,7%
	60 -74 years	942	50,2%	28,6%	21,2%
Area of residence:	Urban	1320	64,9%	20,1%	15,0%
	Rural	1695	56,0%	25,2%	18,8%
Educational level:	Incomplete secondary	563	48,9%	27,1%	24,0%
	General secondary	648	53,8%	27,1%	19,1%
	Secondary vocational	1098	58,8%	23,0%	18,2%
	Higher	706	74,8%	16,3%	8,9%
Computer availability:	Yes	1599	68,0%	18,3%	13,7%
	No	1416	51,1%	28,0%	20,9%
Internet connection:	Yes	2816	61,5%	22,4%	16,2%
	No	199	40,2%	30,0%	29,8%
Level of income:	Less than 3000 MDL	621	44,6%	33,0%	22,3%
	3000-6000 MDL	725	53,0%	26,8%	20,2%
	Over 6000 lei	1294	73,0%	15,7%	11,3%
Income group:	Poorest 40%	1206	49,0%	29,3%	21,7%
	Wealthiest 60%	1809	67,3%	18,6%	14,1%

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 - don't know	2	3	4	5	6 - I know very well	DK/NO
Total		3015	35,4%	5,6%	15,9%	15,2%	10,8%	12,4%	4,7%
Gender of the respondent:	Male	1258	35,2%	5,2%	15,1%	15,9%	11,4%	12,5%	4,7%
	Female	1757	35,6%	5,9%	16,6%	14,6%	10,2%	12,3%	4,8%
Age of the respondent:	16-29 years	666	16,0%	5,7%	16,0%	20,0%	19,1%	20,1%	3,0%
	30-44 years	778	28,5%	5,2%	18,5%	15,1%	12,3%	16,0%	4,5%
	45-59 years	629	36,4%	6,4%	15,8%	15,0%	9,7%	10,9%	5,9%
	60 -74 years	942	50,3%	5,4%	13,6%	13,1%	6,2%	6,5%	4,9%
Area of residence:	Urban	1320	29,2%	4,9%	17,2%	17,1%	13,5%	14,0%	4,1%
	Rural	1695	40,5%	6,2%	14,8%	13,6%	8,6%	11,1%	5,2%
Educational level:	Incomplete secondary	563	52,7%	6,4%	11,0%	10,1%	4,2%	9,0%	6,7%
	General secondary	648	44,8%	4,7%	15,3%	14,0%	7,9%	8,5%	4,8%
	Secondary vocational	1098	34,8%	6,4%	18,0%	14,9%	9,8%	11,5%	4,6%
	Higher	706	16,3%	4,5%	16,8%	20,2%	19,4%	19,3%	3,4%
Computer availability:	Yes	1599	25,0%	6,1%	17,2%	18,5%	14,1%	15,3%	3,8%
	No	1416	47,1%	5,1%	14,5%	11,5%	7,1%	9,1%	5,7%
Internet connection:	Yes	2816	33,3%	5,5%	16,6%	15,8%	11,3%	13,0%	4,5%
	No	199	64,0%	6,6%	6,5%	6,3%	3,9%	4,4%	8,2%
Level of income:	Less than 3000 MDL	621	55,3%	5,8%	10,2%	10,6%	6,0%	7,0%	5,1%
	3000-6000 MDL	725	41,7%	6,2%	15,1%	13,3%	8,1%	10,2%	5,3%
	Over 6000 lei	1294	21,2%	5,4%	18,8%	18,4%	15,5%	17,4%	3,3%
Income group:	Poorest 40%	1206	48,8%	5,5%	12,6%	10,4%	6,7%	10,1%	5,9%
	Wealthiest 60%	1809	26,5%	5,7%	18,2%	18,4%	13,5%	13,9%	3,9%

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		3015	18,8%	5,0%	11,8%	12,4%	16,1%	27,3%	8,5%
Gender of the respondent:	Male	1258	19,0%	5,4%	11,1%	12,1%	16,3%	28,1%	8,1%
	Female	1757	18,6%	4,8%	12,5%	12,6%	15,9%	26,7%	8,9%
Age of the respondent:	16-29 years	666	7,0%	5,5%	13,3%	15,9%	24,2%	32,5%	1,7%
	30-44 years	778	15,8%	4,7%	13,1%	13,6%	17,9%	30,3%	4,6%
	45-59 years	629	20,6%	6,9%	11,8%	11,4%	14,7%	24,2%	10,3%
	60 -74 years	942	25,9%	3,8%	10,0%	10,3%	11,5%	24,4%	14,1%
Area of residence:	Urban	1320	16,0%	5,5%	14,7%	13,9%	17,0%	27,1%	5,8%
	Rural	1695	21,1%	4,6%	9,5%	11,2%	15,3%	27,5%	10,8%
Educational level:	Incomplete secondary	563	26,8%	3,5%	11,8%	8,1%	11,9%	24,2%	13,6%
	General secondary	648	23,0%	6,7%	7,2%	11,7%	13,1%	26,8%	11,5%
	Secondary vocational	1098	18,1%	5,2%	12,4%	13,1%	14,9%	28,2%	8,0%
	Higher	706	10,6%	4,5%	14,8%	15,0%	23,2%	28,6%	3,4%
Computer availability:	Yes	1599	13,5%	4,9%	12,9%	14,2%	19,8%	29,6%	5,1%
	No	1416	24,7%	5,1%	10,7%	10,4%	11,9%	24,8%	12,3%
Internet connection:	Yes	2816	17,2%	5,1%	12,4%	12,7%	16,8%	28,1%	7,7%
	No	199	40,4%	4,2%	4,3%	8,1%	5,8%	17,3%	19,9%
Level of income:	Less than 3000 MDL	621	29,8%	3,9%	8,1%	8,3%	10,4%	25,1%	14,5%
	3000-6000 MDL	725	21,7%	5,6%	12,0%	12,0%	12,9%	25,9%	9,9%
	Over 6000 lei	1294	10,3%	5,1%	13,7%	14,2%	21,3%	30,5%	4,9%
Income group:	Poorest 40%	1206	25,5%	5,8%	9,6%	10,0%	11,1%	24,8%	13,3%
	Wealthiest 60%	1809	14,3%	4,5%	13,3%	14,0%	19,4%	29,1%	5,4%

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		3015	31,6%	11,0%	13,4%	10,2%	9,8%	16,1%	8,0%
Gender of the respondent:	Male	1258	31,2%	11,0%	13,7%	10,5%	10,0%	16,2%	7,5%
	Female	1757	31,9%	10,9%	13,1%	9,9%	9,7%	16,1%	8,3%
Age of the respondent:	16-29 years	666	14,1%	11,6%	19,2%	14,2%	16,0%	23,3%	1,7%
	30-44 years	778	28,8%	12,2%	13,3%	12,3%	11,2%	18,0%	4,1%
	45-59 years	629	33,0%	11,1%	14,1%	9,9%	9,7%	14,5%	7,6%
	60 -74 years	942	41,4%	9,4%	10,1%	6,5%	5,7%	12,2%	14,8%
Area of residence:	Urban	1320	28,0%	10,8%	15,5%	12,2%	10,9%	17,9%	4,7%
	Rural	1695	34,4%	11,1%	11,6%	8,6%	9,0%	14,7%	10,7%
Educational level:	Incomplete secondary	563	37,4%	7,4%	11,5%	5,8%	9,4%	16,7%	11,8%
	General secondary	648	36,6%	9,9%	10,3%	8,0%	8,4%	15,4%	11,4%
	Secondary vocational	1098	32,0%	12,7%	14,5%	9,8%	7,4%	15,7%	7,9%
	Higher	706	22,6%	11,7%	15,6%	15,6%	15,0%	17,0%	2,4%
Computer availability:	Yes	1599	25,4%	12,3%	15,6%	13,1%	12,0%	17,0%	4,6%
	No	1416	38,4%	9,5%	10,9%	6,9%	7,4%	15,2%	11,7%
Internet connection:	Yes	2816	30,3%	11,4%	14,0%	10,6%	10,2%	16,4%	7,2%
	No	199	49,2%	5,1%	5,1%	4,9%	5,0%	12,5%	18,3%
Level of income:	Less than 3000 MDL	621	45,2%	6,2%	7,8%	5,6%	6,6%	14,5%	14,0%
	3000-6000 MDL	725	38,0%	12,3%	11,7%	6,6%	7,6%	13,9%	9,7%
	Over 6000 lei	1294	19,6%	12,4%	17,2%	14,7%	12,9%	19,0%	4,1%
Income group:	Poorest 40%	1206	41,1%	10,2%	9,5%	5,5%	6,8%	14,5%	12,4%
	Wealthiest 60%	1809	25,2%	11,5%	16,0%	13,3%	11,8%	17,2%	5,0%

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 - do not want	2	3	4	5	6 - want very much	DK/NO
Total		3015	36,0%	5,7%	9,4%	8,2%	12,8%	23,2%	4,7%
Gender of the respondent:	Male	1258	35,1%	5,3%	9,2%	7,7%	14,2%	23,5%	4,9%
	Female	1757	36,8%	6,1%	9,5%	8,5%	11,5%	23,0%	4,6%
Age of the respondent:	16-29 years	666	17,8%	7,6%	11,7%	12,3%	18,0%	31,8%	0,8%
	30-44 years	778	26,9%	6,1%	10,7%	6,9%	16,7%	29,5%	3,2%
	45-59 years	629	36,8%	6,2%	11,5%	8,8%	11,4%	20,3%	5,0%
	60 -74 years	942	52,5%	4,2%	5,5%	6,9%	7,6%	15,6%	7,8%
Area of residence:	Urban	1320	29,5%	5,3%	10,5%	10,6%	14,2%	26,3%	3,7%
	Rural	1695	41,4%	6,1%	8,4%	6,1%	11,6%	20,7%	5,6%
Educational level:	Incomplete secondary	563	48,3%	4,9%	7,0%	5,9%	8,2%	19,0%	6,6%
	General secondary	648	46,4%	5,5%	7,5%	6,9%	9,2%	18,7%	5,9%
	Secondary vocational	1098	38,0%	7,0%	9,8%	8,0%	11,4%	20,8%	4,9%
	Higher	706	15,6%	4,6%	11,8%	11,1%	21,0%	33,7%	2,1%
Computer availability:	Yes	1599	21,7%	6,0%	11,3%	10,6%	16,6%	30,4%	3,6%
	No	1416	52,1%	5,5%	7,2%	5,5%	8,5%	15,3%	6,0%
Internet connection:	Yes	2816	34,1%	6,0%	9,8%	8,5%	13,2%	24,0%	4,3%
	No	199	61,9%	2,0%	2,8%	3,9%	7,0%	12,3%	10,2%
Level of income:	Less than 3000 MDL	621	60,4%	4,0%	5,9%	3,9%	6,1%	12,4%	7,2%
	3000-6000 MDL	725	45,0%	7,4%	8,2%	7,7%	7,8%	18,4%	5,4%
	Over 6000 lei	1294	19,2%	5,3%	10,8%	10,1%	18,5%	33,1%	3,1%
Income group:	Poorest 40%	1206	52,1%	5,7%	6,6%	5,3%	8,2%	15,3%	6,8%
	Wealthiest 60%	1809	25,3%	5,7%	11,2%	10,1%	15,8%	28,6%	3,3%

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 - do not want	2	3	4	5	6 - want very much	DK/NO
Total		3015	18,6%	3,1%	7,0%	8,9%	15,4%	43,6%	3,5%
Gender of the respondent:	Male	1258	18,1%	3,4%	7,8%	9,6%	16,2%	41,6%	3,2%
	Female	1757	19,0%	2,8%	6,3%	8,4%	14,7%	45,2%	3,7%
Age of the respondent:	16-29 years	666	5,1%	3,7%	6,3%	10,9%	17,0%	56,6%	0,3%
	30-44 years	778	11,4%	2,9%	8,5%	6,7%	18,3%	50,5%	1,8%
	45-59 years	629	17,5%	3,4%	6,9%	9,0%	15,4%	43,4%	4,4%
	60 -74 years	942	32,3%	2,8%	5,9%	10,0%	11,9%	31,1%	6,0%
Area of residence:	Urban	1320	15,7%	3,4%	8,1%	10,2%	15,2%	45,0%	2,5%
	Rural	1695	21,0%	2,8%	6,0%	7,9%	15,6%	42,4%	4,3%
Level of education:	Incomplete secondary	563	26,3%	2,5%	6,3%	7,7%	10,7%	40,9%	5,5%
	General secondary	648	25,0%	4,4%	4,8%	10,6%	12,8%	38,5%	3,9%
	Secondary vocational	1098	18,4%	3,1%	8,2%	7,2%	15,0%	44,4%	3,7%
	Higher	706	8,1%	2,3%	7,4%	11,1%	21,4%	48,4%	1,4%
Computer availability:	Yes	1599	12,4%	3,0%	6,8%	9,4%	18,5%	47,1%	2,8%
	No	1416	25,5%	3,1%	7,1%	8,5%	11,9%	39,5%	4,3%
Internet connection:	Yes	2816	16,0%	3,1%	7,2%	9,2%	16,0%	45,4%	3,2%
	No	199	53,5%	3,1%	4,3%	5,7%	7,5%	18,0%	7,9%
Level of income:	Less than 3000 MDL	621	29,7%	1,5%	6,4%	8,7%	9,2%	38,7%	5,8%
	3000-6000 MDL	725	25,0%	3,9%	6,8%	8,3%	13,6%	38,9%	3,6%
	Over 6000 lei	1294	9,8%	3,0%	7,0%	9,6%	18,6%	50,0%	2,1%
Income group:	Poorest 40%	1206	27,2%	3,0%	7,1%	7,6%	11,8%	38,0%	5,3%
	Wealthiest 60%	1809	12,8%	3,1%	6,8%	9,8%	17,8%	47,3%	2,3%

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		3015	19,2%	37,8%	16,8%	21,7%	4,5%
Gender of the respondent:	Male	1258	19,8%	39,0%	15,8%	21,0%	4,4%
	Female	1757	18,8%	36,8%	17,6%	22,3%	4,6%
Age of the respondent:	16-29 years	666	31,5%	48,4%	11,0%	6,6%	2,4%
	30-44 years	778	23,4%	44,9%	15,3%	12,5%	3,9%
	45-59 years	629	15,7%	35,9%	19,4%	23,7%	5,1%
	60 -74 years	942	12,1%	27,6%	19,1%	35,8%	5,5%
Area of residence:	Urban	1320	21,5%	41,2%	16,6%	17,0%	3,6%
	Rural	1695	17,4%	35,0%	17,0%	25,5%	5,2%
Educational level:	Incomplete secondary	563	15,4%	32,3%	16,9%	29,4%	6,0%
	General secondary	648	18,8%	27,8%	19,4%	30,4%	3,6%
	Secondary vocational	1098	17,6%	37,2%	18,6%	21,3%	5,3%
	Higher	706	24,8%	50,9%	11,8%	9,7%	2,8%
Computer availability:	Yes	1599	22,6%	44,5%	15,3%	14,4%	3,3%
	No	1416	15,4%	30,3%	18,5%	29,9%	5,8%
Internet connection:	Yes	2816	20,2%	39,3%	16,5%	20,1%	4,0%
	No	199	6,7%	17,7%	21,5%	43,7%	10,4%
Level of income:	Less than 3000 MDL	621	16,1%	25,6%	21,1%	30,5%	6,7%
	3000-6000 MDL	725	15,6%	33,8%	19,4%	27,4%	3,8%
	Over 6000 lei	1294	22,9%	47,0%	13,7%	13,2%	3,2%
Income group:	Poorest 40%	1206	14,3%	30,7%	18,8%	30,0%	6,2%
	Wealthiest 60%	1809	22,5%	42,5%	15,5%	16,2%	3,3%

Table 24. 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		3015	39,4%	33,7%	24,8%	2,0%
Gender of the respondent:	Male	1258	43,8%	30,4%	23,7%	2,1%
	Female	1757	35,9%	36,4%	25,8%	2,0%
Age of the respondent:	16-29 years	666	73,2%	18,8%	7,4%	0,6%
	30-44 years	778	59,8%	28,0%	10,8%	1,4%
	45-59 years	629	26,4%	44,4%	27,4%	1,8%
	60 -74 years	942	14,2%	38,3%	44,1%	3,5%
Area of residence:	Urban	1320	52,5%	27,7%	18,7%	1,1%
	Rural	1695	28,8%	38,6%	29,9%	2,8%
Educational level:	Incomplete secondary	563	29,4%	32,7%	34,2%	3,6%
	General secondary	648	27,0%	34,9%	35,2%	2,8%
	Secondary vocational	1098	34,7%	38,1%	25,4%	1,8%
	Higher	706	64,2%	26,5%	8,7%	0,6%
Computer availability:	Yes	1599	53,0%	31,0%	15,1%	1,0%
	No	1416	24,4%	36,6%	35,8%	3,2%
Internet connection:	Yes	2816	41,7%	33,9%	22,9%	1,5%
	No	199	9,3%	30,7%	50,6%	9,4%
Level of income:	Less than 3000 MDL	621	17,4%	37,0%	41,4%	4,2%
	3000-6000 MDL	725	25,4%	39,2%	34,1%	1,3%
	Over 6000 lei	1294	55,4%	30,4%	13,2%	0,9%
Income group:	Poorest 40%	1206	24,8%	35,6%	36,1%	3,5%
	Wealthiest 60%	1809	49,3%	32,4%	17,3%	1,0%

Table 25. Please tell us, to what extent are you familiar with the work of the following government agencies...?

		Nu mbe r	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		3015	12,6%	30,7%	28,9%	26,7%	1,0%	2,8%	15,6%	36,9%	43,7%	1,0%
Gender of the respondent:	Male	1258	13,4%	31,1%	28,1%	26,8%	0,5%	3,6%	14,2%	37,7%	44,0%	0,5%
	Female	1757	11,9%	30,5%	29,6%	26,6%	1,4%	2,2%	16,8%	36,2%	43,3%	1,5%
Age of the respondent:	16-29 years	666	20,2%	40,8%	25,7%	12,6%	0,8%	4,4%	20,8%	43,6%	30,7%	0,6%
	30-44 years	778	15,1%	39,3%	27,7%	17,1%	0,7%	3,1%	19,6%	41,6%	35,2%	0,6%
	45-59 years	629	12,0%	24,9%	34,1%	28,1%	0,9%	3,0%	14,3%	35,7%	45,7%	1,2%
	60 -74 years	942	7,2%	22,3%	28,0%	41,1%	1,4%	1,7%	10,5%	30,1%	56,1%	1,6%
Area of residence:	Urban	1320	16,0%	36,0%	25,8%	21,4%	0,8%	3,7%	18,7%	37,1%	39,9%	0,6%
	Rural	1695	9,9%	26,4%	31,5%	31,0%	1,2%	2,1%	13,1%	36,6%	46,7%	1,4%
Educational level:	Incomplete secondary	563	7,9%	17,5%	33,3%	40,5%	0,7%	1,8%	9,9%	33,1%	54,2%	0,9%
	General secondary	648	8,3%	22,2%	32,8%	35,4%	1,3%	1,6%	8,7%	35,1%	52,7%	1,9%
	Secondary vocational	1098	10,5%	31,1%	31,3%	25,9%	1,3%	2,1%	16,1%	37,5%	43,5%	0,9%
	Higher	706	22,9%	46,7%	19,0%	10,9%	0,6%	5,7%	24,7%	40,0%	29,0%	0,7%
Computer availability:	Yes	1599	16,3%	38,5%	26,3%	18,0%	0,8%	4,0%	20,1%	40,0%	35,0%	0,9%
	No	1416	8,5%	22,0%	31,9%	36,4%	1,2%	1,5%	10,6%	33,3%	53,4%	1,2%
Internet connection:	Yes	2816	13,4%	31,9%	29,4%	24,3%	1,0%	3,0%	16,1%	37,8%	42,0%	1,1%
	No	199	1,6%	15,5%	22,7%	59,7%	0,5%	0,6%	9,2%	23,5%	66,2%	0,5%
Level of income:	Less than 3000 MDL	621	7,3%	14,9%	32,9%	43,2%	1,7%	2,0%	8,5%	32,1%	55,3%	2,0%
	3000-6000 MDL	725	9,7%	22,7%	33,8%	32,6%	1,3%	2,0%	11,8%	36,0%	49,1%	1,1%
	Over 6000 lei	1294	16,7%	43,2%	26,0%	13,5%	0,5%	3,6%	22,5%	40,3%	33,0%	0,7%
Income group:	Poorest 40%	1206	7,8%	21,0%	30,2%	39,5%	1,7%	1,1%	10,2%	33,6%	53,4%	1,8%
	Wealthiest 60%	1809	15,9%	37,3%	28,1%	18,2%	0,6%	4,0%	19,3%	39,1%	37,2%	0,5%

Table 26. Please tell us, to what extent are you familiar with the work of the following government agencies...?

		Numb er	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/N O	I know very well	I know well	I don't know much	I don't know at all	DK/N O
Total		3015	4,7%	23,3%	31,0%	39,9%	1,1%	4,1%	26,9%	30,0%	37,7%	1,4%
Gender of the respondent:	Male	1258	5,5%	20,6%	31,1%	42,1%	0,6%	4,7%	25,4%	30,4%	38,6%	0,9%
	Female	1757	4,0%	25,5%	31,0%	38,1%	1,4%	3,6%	28,1%	29,6%	37,0%	1,7%
Age of the respondent:	16-29 years	666	7,4%	30,2%	37,3%	24,6%	0,6%	5,2%	34,5%	35,4%	24,2%	0,7%
	30-44 years	778	4,8%	28,9%	34,2%	31,4%	0,8%	5,1%	31,9%	32,2%	29,8%	1,0%
	45-59 years	629	4,7%	19,9%	30,9%	43,5%	1,1%	3,7%	24,2%	30,6%	39,9%	1,6%
	60 -74 years	942	3,3%	17,3%	25,3%	52,5%	1,5%	3,0%	20,6%	24,9%	49,8%	1,8%
Area of residence:	Urban	1320	5,0%	25,1%	33,7%	35,7%	0,5%	4,6%	29,3%	31,5%	34,1%	0,5%
	Rural	1695	4,4%	21,8%	28,9%	43,4%	1,5%	3,7%	24,9%	28,7%	40,7%	2,0%
Educational level:	Incomplete secondary	563	3,8%	16,9%	22,7%	55,1%	1,5%	3,1%	18,7%	24,5%	51,8%	1,8%
	General secondary	648	3,2%	18,5%	31,2%	45,2%	1,8%	2,9%	21,3%	28,8%	44,6%	2,3%
	Secondary vocational	1098	4,1%	22,3%	33,3%	39,7%	0,7%	4,0%	27,2%	31,6%	36,0%	1,1%
	Higher	706	7,5%	33,2%	33,5%	25,2%	0,6%	6,0%	36,7%	32,2%	24,5%	0,6%
Computer availability:	Yes	1599	6,3%	27,4%	33,5%	32,0%	0,8%	5,6%	31,9%	31,0%	30,5%	1,0%
	No	1416	2,9%	18,7%	28,2%	48,8%	1,4%	2,5%	21,2%	28,8%	45,8%	1,8%
Internet connection:	Yes	2816	5,0%	24,0%	31,7%	38,3%	1,1%	4,4%	27,6%	30,4%	36,3%	1,3%
	No	199	0,6%	14,0%	21,8%	62,5%	1,0%	0,6%	16,3%	24,4%	56,3%	2,3%
Level of income:	Less than 3000 MDL	621	3,0%	12,9%	28,4%	53,9%	1,9%	2,4%	16,5%	27,7%	50,9%	2,5%
	3000-6000 MDL	725	4,1%	19,2%	30,3%	45,1%	1,3%	4,3%	20,4%	30,2%	43,1%	1,9%
	Over 6000 lei	1294	5,7%	32,0%	33,4%	28,3%	0,7%	4,5%	36,4%	32,4%	26,1%	0,7%
Income group:	Poorest 40%	1206	2,0%	17,3%	28,3%	50,5%	1,9%	1,9%	19,0%	28,2%	48,3%	2,6%
	Wealthiest 60%	1809	6,5%	27,3%	32,9%	32,8%	0,5%	5,6%	32,1%	31,1%	30,6%	0,5%

Table 27. Please tell us, to what extent are you familiar with the work of the following government agencies...?

		Nu mbe r	Agency for Consumer's Protection					National Employment Agency				
			I know very well	I know well	I don't know much	I don't know at all	DK/N O	I know very well	I know well	I don't know much	I don't know at all	DK/N O
Total		3015	6,4%	31,5%	27,9%	33,1%	1,0%	9,6%	31,9%	28,2%	29,5%	0,8%
Gender of the respondent:	Male	1258	7,6%	29,2%	28,6%	33,9%	0,6%	11,2%	29,2%	29,2%	29,9%	0,5%
	Female	1757	5,5%	33,3%	27,3%	32,4%	1,4%	8,2%	34,1%	27,3%	29,3%	1,1%
Age of the respondent:	16-29 years	666	12,9%	41,1%	28,5%	17,0%	0,4%	11,2%	37,4%	31,0%	19,7%	0,8%
	30-44 years	778	6,1%	38,4%	31,3%	23,6%	0,7%	10,0%	36,2%	30,7%	22,6%	0,5%
	45-59 years	629	5,3%	29,3%	28,0%	36,2%	1,2%	10,2%	31,6%	27,2%	30,2%	0,8%
	60 -74 years	942	4,5%	22,2%	24,5%	47,3%	1,6%	8,0%	25,5%	25,1%	40,2%	1,2%
Area of residence:	Urban	1320	8,0%	35,7%	28,7%	27,0%	0,6%	9,7%	33,9%	28,6%	27,4%	0,4%
	Rural	1695	5,2%	28,1%	27,3%	38,1%	1,4%	9,5%	30,2%	27,8%	31,3%	1,2%
Educational level:	Incomplete secondary	563	4,7%	20,9%	24,7%	48,4%	1,3%	8,7%	24,7%	25,7%	40,6%	0,3%
	General secondary	648	6,0%	25,6%	26,5%	39,8%	2,1%	9,5%	23,9%	27,8%	37,0%	1,8%
	Secondary vocational	1098	5,9%	32,0%	29,6%	31,7%	0,7%	9,4%	33,8%	28,3%	27,8%	0,8%
	Higher	706	8,8%	43,1%	28,7%	18,9%	0,5%	10,7%	40,7%	30,0%	18,2%	0,4%
Computer availability:	Yes	1599	8,8%	37,2%	28,6%	24,7%	0,7%	10,1%	36,7%	28,4%	24,1%	0,7%
	No	1416	3,8%	25,1%	27,2%	42,6%	1,4%	9,0%	26,5%	27,9%	35,6%	0,9%
Internet connection:	Yes	2816	6,8%	32,5%	28,4%	31,3%	1,0%	9,8%	32,4%	28,6%	28,4%	0,9%
	No	199	1,8%	17,1%	21,1%	58,1%	1,9%	7,4%	24,8%	22,7%	45,1%	0,0%
Level of income:	Less than 3000 MDL	621	4,7%	16,7%	26,4%	49,9%	2,4%	9,3%	21,9%	26,0%	41,3%	1,6%
	3000-6000 MDL	725	6,1%	25,7%	27,4%	39,7%	1,1%	10,9%	26,3%	26,9%	35,0%	0,9%
	Over 6000 lei	1294	7,2%	42,9%	29,8%	19,6%	0,5%	9,0%	40,6%	30,3%	19,5%	0,6%
Income group:	Poorest 40%	1206	3,0%	22,8%	27,1%	45,1%	1,9%	8,4%	25,1%	26,7%	38,3%	1,5%
	Wealthiest 60%	1809	8,7%	37,3%	28,4%	25,1%	0,5%	10,4%	36,4%	29,1%	23,7%	0,4%

Table 28. During the last 12 months, have you accessed the Government's website (www.gov.md)?

		Number	Yes	No
Total		2682	26,4%	73,6%
Gender of the respondent:	Male	1102	26,3%	73,7%
	Female	1580	26,5%	73,5%
Age of the respondent:	16-29 years	660	45,6%	54,4%
	30-44 years	761	37,0%	63,0%
	45-59 years	550	17,6%	82,4%
	60 -74 years	711	9,2%	90,8%
Area of residence:	Urban	1244	37,2%	62,8%
	Rural	1438	16,5%	83,5%
Educational level:	Incomplete secondary	463	14,9%	85,1%
	General secondary	548	15,1%	84,9%
	Secondary vocational	982	17,5%	82,5%
	Higher	689	53,5%	46,5%
Computer availability:	Yes	1558	36,7%	63,3%
	No	1124	12,2%	87,8%
Internet connection:	Yes	2682	26,4%	73,6%
	No	0	0,0%	0,0%
Level of income:	Less than 3000 MDL	465	8,7%	91,3%
	3000-6000 MDL	626	15,1%	84,9%
	Over 6000 lei	1254	38,9%	61,1%
Income group:	Poorest 40%	922	14,3%	85,7%
	Wealthiest 60%	1760	32,7%	67,3%

Table 29. 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		717	16,8%	38,8%	17,9%	7,4%	17,8%	1,3%
Gender of the respondent:	Male	295	15,5%	36,0%	17,1%	7,8%	21,4%	2,2%
	Female	422	17,8%	40,9%	18,5%	7,1%	15,0%	0,6%
Age of the respondent:	16-29 years	285	16,3%	43,5%	17,7%	6,3%	15,9%	0,2%
	30-44 years	277	16,0%	38,3%	19,5%	9,0%	15,7%	1,4%
	45-59 years	94	20,3%	27,6%	15,2%	8,6%	25,4%	2,8%
	60 -74 years	61	16,5%	43,5%	14,8%	1,5%	21,7%	1,8%
Area of residence:	Urban	473	14,1%	39,4%	18,6%	6,8%	19,6%	1,4%
	Rural	244	22,2%	37,5%	16,3%	8,8%	14,2%	1,1%
Educational level:	Incomplete secondary	77	25,7%	45,4%	17,4%	3,1%	6,3%	1,9%
	General secondary	95	20,6%	38,1%	26,6%	5,6%	9,0%	0,0%
	Secondary vocational	183	26,5%	43,3%	11,8%	7,9%	9,0%	1,5%
	Higher	362	10,1%	35,7%	19,0%	8,3%	25,5%	1,4%
Computer availability:	Yes	577	14,9%	37,6%	18,7%	8,0%	19,7%	1,1%
	No	140	24,4%	43,6%	14,5%	5,1%	10,0%	2,4%
Internet connection:	Yes	717	16,8%	38,8%	17,9%	7,4%	17,8%	1,3%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	43	37,8%	41,2%	16,6%	2,7%	0,0%	1,7%
	3000-6000 MDL	103	23,6%	41,7%	12,5%	7,7%	13,2%	1,3%
	Over 6000 lei	486	13,2%	37,8%	19,0%	8,5%	21,0%	0,6%
Income group:	Poorest 40%	136	24,1%	38,3%	18,0%	7,1%	10,5%	2,1%
	Wealthiest 60%	581	15,1%	38,9%	17,9%	7,5%	19,5%	1,1%

Table 30. 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		2682	28,3%	71,1%	0,6%
Gender of the respondent:	Male	1102	29,0%	70,4%	0,6%
	Female	1580	27,7%	71,7%	0,6%
Age of the respondent:	16-29 years	660	54,6%	44,3%	1,1%
	30-44 years	761	38,0%	61,3%	0,8%
	45-59 years	550	17,3%	82,3%	0,4%
	60 -74 years	711	9,5%	90,2%	0,3%
Area of residence:	Urban	1244	41,0%	58,1%	0,9%
	Rural	1438	16,6%	83,0%	0,4%
Educational level:	Incomplete secondary	463	15,7%	84,1%	0,2%
	General secondary	548	18,4%	81,2%	0,4%
	Secondary vocational	982	19,1%	80,0%	0,9%
	Higher	689	55,4%	43,9%	0,7%
Computer availability:	Yes	1558	38,9%	60,3%	0,7%
	No	1124	13,5%	86,0%	0,5%
Internet connection:	Yes	2682	28,3%	71,1%	0,6%
	No	0	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	465	9,2%	90,4%	0,4%
	3000-6000 MDL	626	15,7%	84,0%	0,3%
	Over 6000 lei	1254	41,8%	57,4%	0,7%
Income group:	Poorest 40%	922	15,4%	83,9%	0,7%
	Wealthiest 60%	1760	35,0%	64,4%	0,6%

Table 31. Have you used at least one public electronic service provided by government institutions during the last 12 months?

		Number	Yes	No
Total		2682	24,6%	75,4%
Gender of the respondent:	Male	1102	24,8%	75,2%
	Female	1580	24,4%	75,6%
Age of the respondent:	16-29 years	660	45,8%	54,2%
	30-44 years	761	33,1%	66,9%
	45-59 years	550	16,9%	83,1%
	60 -74 years	711	7,7%	92,3%
Area of residence:	Urban	1244	36,2%	63,8%
	Rural	1438	14,0%	86,0%
Educational level:	Incomplete secondary	463	13,1%	86,9%
	General secondary	548	16,1%	83,9%
	Secondary vocational	982	15,8%	84,2%
	Higher	689	49,5%	50,5%
Computer availability:	Yes	1558	34,6%	65,4%
	No	1124	10,8%	89,2%
Internet connection:	Yes	2682	24,6%	75,4%
	No	0	0,0%	0,0%
Level of income:	Less than 3000 MDL	465	7,3%	92,7%
	3000-6000 MDL	626	13,3%	86,7%
	Over 6000 lei	1254	37,2%	62,8%
Income group:	Poorest 40%	922	12,5%	87,5%
	Wealthiest 60%	1760	30,9%	69,1%

Table 32. 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		679	39,2%	27,4%	19,7%	40,9%	12,7%	2,1%	9,8%	7,3%
Gender of the respondent:	Male	289	40,8%	31,0%	19,6%	41,6%	15,5%	1,7%	11,2%	6,6%
	Female	390	37,9%	24,5%	19,8%	40,3%	10,5%	2,4%	8,7%	7,9%
Age of the respondent:	16-29 years	297	29,0%	19,5%	18,4%	44,7%	20,4%	1,4%	11,5%	9,7%
	30-44 years	244	43,5%	30,7%	21,9%	40,5%	10,6%	2,6%	9,0%	5,9%
	45-59 years	88	47,4%	37,6%	21,0%	41,6%	9,8%	3,3%	12,2%	9,2%
	60 -74 years	50	40,6%	21,7%	10,5%	27,4%	0,0%	0,0%	3,5%	2,0%
Area of residence:	Urban	468	40,4%	27,8%	19,8%	43,5%	13,3%	1,6%	9,9%	6,8%
	Rural	211	36,4%	26,6%	19,3%	34,7%	11,3%	3,1%	9,8%	8,5%
Educational level:	Incomplete secondary	72	25,7%	21,4%	15,8%	24,8%	14,6%	6,5%	7,6%	7,4%
	General secondary	103	24,9%	17,6%	5,3%	33,6%	18,7%	2,9%	7,6%	6,8%
	Secondary vocational	168	27,4%	22,7%	16,9%	28,0%	13,4%	1,3%	8,5%	9,8%
	Higher	336	49,8%	32,7%	24,8%	50,8%	10,8%	1,5%	11,3%	6,3%
Computer availability:	Yes	551	40,9%	27,6%	19,8%	42,6%	12,9%	2,1%	10,2%	7,1%
	No	128	31,7%	26,7%	19,0%	33,2%	12,1%	2,1%	8,2%	8,2%
Internet connection:	Yes	679	39,2%	27,4%	19,7%	40,9%	12,7%	2,1%	9,8%	7,3%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	38	22,0%	20,6%	24,1%	26,4%	11,0%	8,0%	9,7%	7,0%
	3000-6000 MDL	92	36,0%	17,9%	16,4%	27,7%	10,9%	3,7%	4,1%	2,1%
	Over 6000 lei	470	42,4%	30,4%	21,1%	46,0%	13,2%	1,5%	11,1%	8,7%
Income group:	Poorest 40%	124	40,2%	23,5%	19,2%	34,5%	10,7%	3,3%	7,8%	4,4%
	Wealthiest 60%	555	39,0%	28,2%	19,8%	42,2%	13,2%	1,8%	10,3%	7,9%

Table 33. 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		679	4,4%	11,5%	5,7%	9,9%	19,0%	1,9%	3,7%	5,2%
Gender of the respondent:	Male	289	6,2%	5,7%	3,0%	8,9%	15,7%	2,9%	3,3%	7,9%
	Female	390	3,0%	16,1%	7,9%	10,7%	21,6%	1,0%	4,0%	3,0%
Age of the respondent:	16-29 years	297	2,8%	9,6%	3,4%	21,4%	9,8%	1,4%	6,3%	4,6%
	30-44 years	244	3,6%	17,0%	9,7%	5,0%	23,9%	1,4%	3,0%	5,3%
	45-59 years	88	12,7%	4,9%	2,6%	4,6%	20,3%	2,7%	2,2%	6,3%
	60 -74 years	50	0,0%	2,4%	0,0%	1,7%	25,3%	4,4%	0,0%	5,1%
Area of residence:	Urban	468	5,2%	13,9%	6,9%	11,3%	19,6%	1,7%	4,4%	6,0%
	Rural	211	2,6%	5,6%	2,8%	6,7%	17,4%	2,3%	1,8%	3,2%
Level of education:	Incomplete secondary	72	1,2%	19,5%	9,1%	11,1%	9,1%	3,2%	2,7%	2,3%
	General secondary	103	5,0%	7,0%	7,1%	16,0%	10,1%	1,6%	2,2%	7,9%
	Secondary vocational	168	5,1%	6,0%	3,0%	7,8%	15,1%	0,9%	3,2%	3,5%
	Higher	336	4,5%	13,7%	6,0%	9,3%	24,2%	2,1%	4,4%	5,8%
Computer availability:	Yes	551	5,4%	11,6%	6,0%	10,5%	18,7%	1,9%	4,3%	5,5%
	No	128	0,0%	11,0%	4,2%	7,2%	19,9%	1,9%	0,8%	3,9%
Internet connection:	Yes	679	4,4%	11,5%	5,7%	9,9%	19,0%	1,9%	3,7%	5,2%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	38	3,1%	3,3%	3,3%	10,1%	17,2%	0,0%	2,5%	9,1%
	3000-6000 MDL	92	3,6%	5,5%	0,0%	8,6%	14,3%	2,2%	3,2%	3,6%
	Over 6000 lei	470	5,4%	13,7%	6,6%	10,3%	21,4%	1,8%	4,1%	4,8%
Income group:	Poorest 40%	124	0,0%	13,3%	4,5%	11,8%	13,5%	1,1%	6,4%	4,7%
	Wealthiest 60%	555	5,4%	11,1%	5,9%	9,5%	20,1%	2,0%	3,1%	5,3%

Table 34. Indicate the page and the tool through which you accessed this e-service: Electronic tax services (income tax, information verification, etc.)

		Numb er	A) 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		251	40,8%	51,6%	7,6%	50,7%	48,7%	0,6%
Gender of the respondent:	Male	109	45,9%	45,1%	9,0%	56,1%	42,7%	1,2%
	Female	142	36,4%	57,3%	6,3%	46,0%	54,0%	0,0%
Age of the respondent:	16-29 years	85	33,0%	57,7%	9,3%	35,6%	64,4%	0,0%
	30-44 years	105	36,0%	56,3%	7,7%	44,9%	53,9%	1,2%
	45-59 years	40	50,3%	44,0%	5,7%	63,1%	36,9%	0,0%
	60 -74 years	21	67,2%	26,5%	6,3%	95,8%	4,2%	0,0%
Area of residence:	Urban	175	37,1%	55,6%	7,3%	55,1%	44,1%	0,8%
	Rural	76	50,5%	41,2%	8,3%	39,1%	60,9%	0,0%
Educational level:	Incomplete secondary	18	30,4%	62,0%	7,7%	3,9%	96,1%	0,0%
	General secondary	25	45,4%	51,9%	2,7%	49,2%	50,8%	0,0%
	Secondary vocational	47	31,8%	62,4%	5,8%	24,5%	75,5%	0,0%
	Higher	161	43,3%	48,1%	8,5%	61,0%	38,2%	0,8%
Computer availability:	Yes	210	41,8%	51,0%	7,2%	56,4%	43,0%	0,7%
	No	41	35,3%	55,3%	9,4%	18,3%	81,7%	0,0%
Internet connection:	Yes	251	40,8%	51,6%	7,6%	50,7%	48,7%	0,6%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	8	67,4%	32,6%	0,0%	29,3%	70,7%	0,0%
	3000-6000 MDL	32	44,0%	47,5%	8,5%	32,8%	67,2%	0,0%
	Over 6000 lei	189	39,4%	53,3%	7,3%	55,5%	44,5%	0,0%
Income group:	Poorest 40%	46	37,9%	45,0%	17,1%	21,8%	75,0%	3,2%
	Wealthiest 60%	205	41,4%	53,1%	5,5%	57,0%	43,0%	0,0%

Table 35. Indicate the page and the tool through which you accessed this e-service: Electronic cadastral services

		Numb er	A) 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		166	46,1%	48,6%	5,3%	45,0%	55,0%	0,0%
Gender of the respondent:	Male	80	43,4%	49,9%	6,7%	49,9%	50,1%	0,0%
	Female	86	48,9%	47,3%	3,8%	39,9%	60,1%	0,0%
Age of the respondent:	16-29 years	50	45,1%	48,0%	6,9%	37,7%	62,3%	0,0%
	30-44 years	74	46,1%	49,4%	4,4%	40,8%	59,2%	0,0%
	45-59 years	32	49,3%	43,5%	7,2%	53,7%	46,3%	0,0%
	60 -74 years	10	39,7%	60,3%	0,0%	71,3%	28,7%	0,0%
Area of residence:	Urban	115	47,0%	46,6%	6,4%	47,1%	52,9%	0,0%
	Rural	51	44,1%	53,5%	2,5%	39,7%	60,3%	0,0%
Educational level:	Incomplete secondary	14	26,9%	60,4%	12,7%	9,4%	90,6%	0,0%
	General secondary	14	51,4%	48,6%	0,0%	26,9%	73,1%	0,0%
	Secondary vocational	34	55,8%	36,9%	7,3%	20,3%	79,7%	0,0%
	Higher	104	44,5%	51,0%	4,6%	58,4%	41,6%	0,0%
Computer availability:	Yes	136	46,9%	50,1%	2,9%	49,8%	50,2%	0,0%
	No	30	42,4%	41,5%	16,2%	22,8%	77,2%	0,0%
Internet connection:	Yes	166	46,1%	48,6%	5,3%	45,0%	55,0%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	7	85,8%	14,2%	0,0%	31,4%	68,6%	0,0%
	3000-6000 MDL	15	44,4%	55,6%	0,0%	23,2%	76,8%	0,0%
	Over 6000 lei	128	43,2%	50,9%	5,9%	49,4%	50,6%	0,0%
Income group:	Poorest 40%	25	47,4%	52,6%	0,0%	18,4%	81,6%	0,0%
	Wealthiest 60%	141	45,9%	47,9%	6,2%	49,6%	50,4%	0,0%

Table 36. Indicate the page and the tool through which you accessed this e-service: Online request for duplicates of civil status documents

		Numb er	A) 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		128	38,8%	54,5%	6,7%	39,6%	58,2%	2,2%
Gender of the respondent:	Male	52	39,9%	52,0%	8,1%	41,5%	55,9%	2,6%
	Female	76	38,0%	56,4%	5,6%	38,1%	60,0%	1,8%
Age of the respondent:	16-29 years	50	34,9%	58,8%	6,3%	34,4%	65,6%	0,0%
	30-44 years	55	39,1%	53,0%	7,9%	44,5%	51,1%	4,5%
	45-59 years	18	49,1%	45,0%	5,9%	34,1%	65,9%	0,0%
	60 -74 years	5	24,3%	75,7%	0,0%	43,4%	56,6%	0,0%
Area of residence:	Urban	86	36,0%	56,6%	7,5%	43,6%	53,3%	3,1%
	Rural	42	45,7%	49,4%	4,9%	29,9%	70,1%	0,0%
Educational level:	Incomplete secondary	11	15,5%	74,8%	9,7%	0,0%	100,0%	0,0%
	General secondary	7	50,5%	36,8%	12,7%	12,7%	87,3%	0,0%
	Secondary vocational	28	47,8%	47,3%	4,9%	14,9%	80,2%	4,9%
	Higher	82	37,8%	55,5%	6,7%	52,3%	46,0%	1,7%
Computer availability:	Yes	104	40,9%	52,9%	6,2%	46,9%	50,5%	2,6%
	No	24	29,1%	61,6%	9,3%	5,8%	94,2%	0,0%
Internet connection:	Yes	128	38,8%	54,5%	6,7%	39,6%	58,2%	2,2%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	9	60,8%	28,7%	10,6%	26,8%	73,2%	0,0%
	3000-6000 MDL	17	37,7%	58,2%	4,1%	34,0%	66,0%	0,0%
	Over 6000 lei	93	37,2%	56,9%	5,9%	43,8%	54,8%	1,3%
Income group:	Poorest 40%	23	44,7%	36,1%	19,2%	33,7%	59,6%	6,7%
	Wealthiest 60%	105	37,6%	58,2%	4,2%	40,9%	57,9%	1,2%

Table 37. Indicate the page and the tool through which you accessed this e-service: Online request for documentation services (ASP)

		Numb er	A) 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		274	42,4%	52,5%	5,1%	42,0%	57,0%	0,9%
Gender of the respondent:	Male	121	46,6%	49,0%	4,4%	48,0%	51,6%	0,5%
	Female	153	38,9%	55,4%	5,6%	37,1%	61,6%	1,3%
Age of the respondent:	16-29 years	126	37,2%	55,9%	7,0%	32,7%	66,7%	0,6%
	30-44 years	99	46,4%	51,5%	2,1%	40,8%	57,6%	1,6%
	45-59 years	35	39,8%	49,4%	10,8%	58,1%	41,9%	0,0%
	60 -74 years	14	51,9%	48,1%	0,0%	64,3%	35,7%	0,0%
Area of residence:	Urban	202	42,8%	52,8%	4,3%	45,8%	53,9%	0,3%
	Rural	72	41,3%	51,4%	7,3%	30,9%	66,3%	2,8%
Educational level:	Incomplete secondary	19	38,7%	46,3%	15,0%	0,0%	94,1%	5,9%
	General secondary	36	39,2%	53,1%	7,7%	21,2%	76,8%	2,0%
	Secondary vocational	49	48,5%	47,3%	4,2%	22,4%	75,2%	2,4%
	Higher	170	41,7%	54,1%	4,1%	53,2%	46,8%	0,0%
Computer availability:	Yes	231	41,4%	55,1%	3,5%	46,9%	52,8%	0,2%
	No	43	48,5%	37,5%	13,9%	14,1%	81,2%	4,7%
Internet connection:	Yes	274	42,4%	52,5%	5,1%	42,0%	57,0%	0,9%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	11	68,3%	21,3%	10,4%	14,2%	85,8%	0,0%
	3000-6000 MDL	25	34,3%	56,5%	9,2%	21,9%	78,1%	0,0%
	Over 6000 lei	215	42,1%	53,5%	4,4%	45,6%	53,3%	1,1%
Income group:	Poorest 40%	44	37,8%	53,2%	9,1%	22,1%	77,9%	0,0%
	Wealthiest 60%	230	43,2%	52,4%	4,4%	45,5%	53,5%	1,1%

Table 38. Indicate the page and the tool through which you accessed this e-service: Issuing driving license

		Numb er	A) 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		100	39,9%	52,0%	8,1%	25,2%	74,8%	0,0%
Gender of the respondent:	Male	56	33,3%	56,6%	10,1%	31,7%	68,3%	0,0%
	Female	44	47,8%	46,5%	5,7%	17,5%	82,5%	0,0%
Age of the respondent:	16-29 years	64	33,0%	60,0%	7,0%	21,8%	78,2%	0,0%
	30-44 years	27	48,0%	43,9%	8,1%	23,0%	77,0%	0,0%
	45-59 years	9	45,3%	42,0%	12,6%	46,6%	53,4%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Area of residence:	Urban	75	34,3%	59,3%	6,4%	28,1%	71,9%	0,0%
	Rural	25	55,6%	31,5%	12,9%	17,0%	83,0%	0,0%
Level of education:	Incomplete secondary	12	23,1%	70,1%	6,8%	13,6%	86,4%	0,0%
	General secondary	22	36,8%	54,1%	9,2%	34,1%	65,9%	0,0%
	Secondary vocational	25	48,6%	41,1%	10,3%	21,3%	78,7%	0,0%
	Higher	41	40,0%	53,3%	6,7%	26,3%	73,7%	0,0%
Computer availability:	Yes	81	40,5%	53,0%	6,5%	29,3%	70,7%	0,0%
	No	19	37,3%	47,0%	15,8%	5,8%	94,2%	0,0%
Internet connection:	Yes	100	39,9%	52,0%	8,1%	25,2%	74,8%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	5	100,0%	0,0%	0,0%	19,6%	80,4%	0,0%
	3000-6000 MDL	12	43,4%	44,7%	11,9%	17,3%	82,7%	0,0%
	Over 6000 lei	72	38,0%	54,4%	7,6%	26,8%	73,2%	0,0%
Income group:	Poorest 40%	15	55,3%	25,4%	19,3%	10,9%	89,1%	0,0%
	Wealthiest 60%	85	37,3%	56,5%	6,2%	27,7%	72,3%	0,0%

Table 39. Indicate the page and the tool through which you accessed this e-service: Registering as unemployed

		Numb er	A) 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	52,2%	47,8%	0,0%	36,0%	59,9%	4,2%
Gender of the respondent:	Male	5	36,2%	63,8%	0,0%	29,8%	70,2%	0,0%
	Female	10	61,3%	38,7%	0,0%	39,5%	54,0%	6,5%
Age of the respondent:	16-29 years	5	39,4%	60,6%	0,0%	22,1%	58,0%	19,9%
	30-44 years	7	51,0%	49,0%	0,0%	44,6%	55,4%	0,0%
	45-59 years	3	65,3%	34,7%	0,0%	29,1%	70,9%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Area of residence:	Urban	9	35,7%	64,3%	0,0%	37,5%	55,0%	7,5%
	Rural	6	72,6%	27,4%	0,0%	34,1%	65,9%	0,0%
Educational level:	Incomplete secondary	4	53,9%	46,1%	0,0%	0,0%	100,0%	0,0%
	General secondary	3	51,2%	48,8%	0,0%	25,9%	74,1%	0,0%
	Secondary vocational	3	100,0%	0,0%	0,0%	47,1%	26,2%	26,7%
	Higher	5	32,9%	67,1%	0,0%	60,0%	40,0%	0,0%
Computer availability:	Yes	12	46,3%	53,7%	0,0%	44,0%	50,9%	5,1%
	No	3	78,3%	21,7%	0,0%	0,0%	100,0%	0,0%
Internet connection:	Yes	15	52,2%	47,8%	0,0%	36,0%	59,9%	4,2%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	3	100,0%	0,0%	0,0%	27,0%	73,0%	0,0%
	3000-6000 MDL	4	50,3%	49,7%	0,0%	32,3%	67,7%	0,0%
	Over 6000 lei	7	26,6%	73,4%	0,0%	31,1%	60,6%	8,3%
Income group:	Poorest 40%	4	85,5%	14,5%	0,0%	0,0%	100,0%	0,0%
	Wealthiest 60%	11	39,6%	60,4%	0,0%	49,6%	44,7%	5,7%

Table 40. Indicate the page and the tool through which you accessed this e-service: e-Application for Criminal Record

		Numb er	A) 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		69	45,2%	46,2%	8,6%	33,1%	63,1%	3,9%
Gender of the respondent:	Male	36	48,7%	49,6%	1,7%	41,6%	53,9%	4,5%
	Female	33	41,6%	42,6%	15,8%	24,2%	72,7%	3,2%
Age of the respondent:	16-29 years	35	37,3%	57,1%	5,5%	35,6%	64,4%	0,0%
	30-44 years	22	49,6%	37,3%	13,1%	39,7%	50,7%	9,7%
	45-59 years	10	52,4%	41,1%	6,5%	19,8%	80,2%	0,0%
	60 -74 years	2	39,6%	60,4%	0,0%	0,0%	100,0%	0,0%
Area of residence:	Urban	48	41,3%	52,4%	6,3%	36,3%	58,2%	5,5%
	Rural	21	54,6%	31,4%	14,1%	25,2%	74,8%	0,0%
Educational level:	Incomplete secondary	6	19,3%	61,3%	19,4%	13,2%	86,8%	0,0%
	General secondary	9	52,3%	38,8%	8,9%	25,8%	74,2%	0,0%
	Secondary vocational	17	50,4%	43,8%	5,9%	25,3%	74,7%	0,0%
	Higher	37	45,1%	46,6%	8,3%	38,8%	55,1%	6,1%
Computer availability:	Yes	57	47,3%	45,1%	7,7%	39,0%	56,4%	4,5%
	No	12	33,9%	52,5%	13,7%	0,0%	100,0%	0,0%
Internet connection:	Yes	69	45,2%	46,2%	8,6%	33,1%	63,1%	3,9%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	4	75,9%	0,0%	24,1%	0,0%	100,0%	0,0%
	3000-6000 MDL	3	27,9%	72,1%	0,0%	27,9%	72,1%	0,0%
	Over 6000 lei	55	43,3%	48,6%	8,1%	37,5%	60,5%	1,9%
Income group:	Poorest 40%	10	35,2%	50,1%	14,7%	20,1%	63,3%	16,6%
	Wealthiest 60%	59	46,8%	45,6%	7,6%	35,1%	63,1%	1,8%

Table 41. Indicate the page and the tool through which you accessed this e-service: Online registration of some notarial acts

		Numb er	A) 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%	0,0%
Gender of the respondent:	Male	20	44,2%	49,2%	6,5%	31,6%	68,4%	0,0%
	Female	32	39,9%	53,7%	6,4%	32,3%	67,7%	0,0%
Age of the respondent:	16-29 years	27	27,2%	68,6%	4,2%	34,3%	65,7%	0,0%
	30-44 years	16	71,1%	28,9%	0,0%	21,6%	78,4%	0,0%
	45-59 years	8	13,6%	62,7%	23,7%	37,4%	62,6%	0,0%
	60 -74 years	1	100,0%	0,0%	0,0%	100,0%	0,0%	0,0%
Area of residence:	Urban	34	40,1%	59,9%	0,0%	42,1%	57,9%	0,0%
	Rural	18	44,6%	36,7%	18,7%	12,9%	87,1%	0,0%
Educational level:	Incomplete secondary	6	47,2%	52,8%	0,0%	13,5%	86,5%	0,0%
	General secondary	8	11,7%	73,0%	15,2%	21,7%	78,3%	0,0%
	Secondary vocational	15	59,8%	40,2%	0,0%	19,2%	80,8%	0,0%
	Higher	23	35,6%	54,5%	9,9%	46,7%	53,3%	0,0%
Computer availability:	Yes	40	44,5%	53,0%	2,6%	38,5%	61,5%	0,0%
	No	12	30,7%	47,6%	21,6%	6,7%	93,3%	0,0%
Internet connection:	Yes	52	41,7%	51,9%	6,5%	32,0%	68,0%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	3	24,7%	33,6%	41,7%	0,0%	100,0%	0,0%
	3000-6000 MDL	2	44,0%	56,0%	0,0%	0,0%	100,0%	0,0%
	Over 6000 lei	44	40,3%	54,4%	5,3%	38,0%	62,0%	0,0%
Income group:	Poorest 40%	6	35,6%	45,0%	19,4%	21,1%	78,9%	0,0%
	Wealthiest 60%	46	42,4%	52,7%	5,0%	33,3%	66,7%	0,0%

Table 42. Indicate the page and the tool through which you accessed this e-service: e-Apostille

		Numb er	A) 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		27	62,3%	33,1%	4,5%	39,4%	60,6%	0,0%
Gender of the respondent:	Male	15	70,9%	21,8%	7,3%	36,4%	63,6%	0,0%
	Female	12	48,1%	51,9%	0,0%	44,5%	55,5%	0,0%
Age of the respondent:	16-29 years	8	0,0%	100,0%	0,0%	26,3%	73,7%	0,0%
	30-44 years	9	77,0%	9,9%	13,1%	45,4%	54,6%	0,0%
	45-59 years	10	79,3%	20,7%	0,0%	40,8%	59,2%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Area of residence:	Urban	22	56,9%	37,6%	5,5%	39,9%	60,1%	0,0%
	Rural	5	88,7%	11,3%	0,0%	37,2%	62,8%	0,0%
Level of education:	Incomplete secondary	1	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
	General secondary	5	25,3%	74,7%	0,0%	13,6%	86,4%	0,0%
	Secondary vocational	7	78,4%	21,6%	0,0%	15,9%	84,1%	0,0%
	Higher	14	66,2%	25,7%	8,1%	59,3%	40,7%	0,0%
Computer availability:	Yes	27	62,3%	33,1%	4,5%	39,4%	60,6%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Internet connection:	Yes	27	62,3%	33,1%	4,5%	39,4%	60,6%	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	3	100,0%	0,0%	0,0%	64,8%	35,2%	0,0%
	Over 6000 lei	23	56,2%	38,5%	5,3%	38,0%	62,0%	0,0%
Income group:	Poorest 40%	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	Wealthiest 60%	27	62,3%	33,1%	4,5%	39,4%	60,6%	0,0%

Table 43. Indicate the page and the tool through which you accessed this e-service: e-Kindergarten (enrollment of the child in kindergarten)

		Numb er	A) 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		69	33,7%	64,3%	2,0%	29,8%	70,2%	0,0%
Gender of the respondent:	Male	13	23,8%	67,1%	9,1%	41,6%	58,4%	0,0%
	Female	56	36,5%	63,5%	0,0%	26,4%	73,6%	0,0%
Age of the respondent:	16-29 years	23	37,4%	62,6%	0,0%	18,8%	81,2%	0,0%
	30-44 years	41	34,3%	65,7%	0,0%	33,1%	66,9%	0,0%
	45-59 years	4	22,6%	47,4%	30,1%	22,6%	77,4%	0,0%
	60 -74 years	1	0,0%	100,0%	0,0%	100,0%	0,0%	0,0%
Area of residence:	Urban	58	31,5%	66,1%	2,4%	29,2%	70,8%	0,0%
	Rural	11	46,6%	53,4%	0,0%	33,2%	66,8%	0,0%
Educational level:	Incomplete secondary	10	10,1%	75,9%	13,9%	0,0%	100,0%	0,0%
	General secondary	6	32,0%	68,0%	0,0%	0,0%	100,0%	0,0%
	Secondary vocational	9	32,2%	67,8%	0,0%	27,6%	72,4%	0,0%
	Higher	44	39,4%	60,6%	0,0%	40,3%	59,7%	0,0%
Computer availability:	Yes	57	32,9%	67,1%	0,0%	33,8%	66,2%	0,0%
	No	12	37,4%	51,2%	11,4%	11,2%	88,8%	0,0%
Internet connection:	Yes	69	33,7%	64,3%	2,0%	29,8%	70,2%	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	4	21,7%	78,3%	0,0%	0,0%	100,0%	0,0%
	Over 6000 lei	60	34,3%	63,3%	2,4%	30,7%	69,3%	0,0%
Income group:	Poorest 40%	14	37,8%	62,2%	0,0%	28,1%	71,9%	0,0%
	Wealthiest 60%	55	32,7%	64,8%	2,5%	30,2%	69,8%	0,0%

Table 44. Indicate the page and the tool through which you accessed this e-service: e-School (admission to the first grade)

		Numb er	A) 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		36	34,2%	65,8%	0,0%	43,6%	56,4%	0,0%
Gender of the respondent:	Male	8	31,1%	68,9%	0,0%	54,2%	45,8%	0,0%
	Female	28	35,1%	64,9%	0,0%	40,4%	59,6%	0,0%
Age of the respondent:	16-29 years	11	9,3%	90,7%	0,0%	40,6%	59,4%	0,0%
	30-44 years	23	44,0%	56,0%	0,0%	44,4%	55,6%	0,0%
	45-59 years	2	0,0%	100,0%	0,0%	44,0%	56,0%	0,0%
	60 -74 years	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Area of residence:	Urban	30	32,6%	67,4%	0,0%	43,8%	56,2%	0,0%
	Rural	6	43,4%	56,6%	0,0%	42,4%	57,6%	0,0%
Educational level:	Incomplete secondary	7	21,6%	78,4%	0,0%	0,0%	100,0%	0,0%
	General secondary	7	11,2%	88,8%	0,0%	31,8%	68,2%	0,0%
	Secondary vocational	4	0,0%	100,0%	0,0%	51,8%	48,2%	0,0%
	Higher	18	51,1%	48,9%	0,0%	55,4%	44,6%	0,0%
Computer availability:	Yes	31	32,1%	67,9%	0,0%	45,9%	54,1%	0,0%
	No	5	47,5%	52,5%	0,0%	29,2%	70,8%	0,0%
Internet connection:	Yes	36	34,2%	65,8%	0,0%	43,6%	56,4%	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 lei	30	31,5%	68,5%	0,0%	42,2%	57,8%	0,0%
Income group:	Poorest 40%	5	49,9%	50,1%	0,0%	53,9%	46,1%	0,0%
	Wealthiest 60%	31	31,6%	68,4%	0,0%	42,0%	58,0%	0,0%

Table 45. Indicate the page and the tool through which you accessed this e-service: e-Application for Higher Education Institutions

		Numb er	A) A) First access point: From which web page			B)Access tool: From your computer or mobile phone?		
			Public Services Portal	Website of the institution providing this service	DK/NO	Computer	Mobile phone	DK/NO
Total		89	36,5%	63,5%	0,0%	43,6%	56,4%	0,0%
Gender of the respondent:	Male	37	43,0%	57,0%	0,0%	56,2%	43,8%	0,0%
	Female	52	32,1%	67,9%	0,0%	35,1%	64,9%	0,0%
Age of the respondent:	16-29 years	72	27,8%	72,2%	0,0%	40,1%	59,9%	0,0%
	30-44 years	12	62,6%	37,4%	0,0%	41,3%	58,7%	0,0%
	45-59 years	4	48,6%	51,4%	0,0%	73,0%	27,0%	0,0%
	60 -74 years	1	0,0%	100,0%	0,0%	100,0%	0,0%	0,0%
Area of residence:	Urban	73	34,9%	65,1%	0,0%	40,4%	59,6%	0,0%
	Rural	16	42,9%	57,1%	0,0%	56,4%	43,6%	0,0%
Educational level:	Incomplete secondary	10	53,4%	46,6%	0,0%	26,6%	73,4%	0,0%
	General secondary	21	28,9%	71,1%	0,0%	40,2%	59,8%	0,0%
	Secondary vocational	18	24,7%	75,3%	0,0%	46,2%	53,8%	0,0%
	Higher	40	40,8%	59,2%	0,0%	47,1%	52,9%	0,0%
Computer availability:	Yes	76	40,3%	59,7%	0,0%	45,5%	54,5%	0,0%
	No	13	11,6%	88,4%	0,0%	31,0%	69,0%	0,0%
Internet connection:	Yes	89	36,5%	63,5%	0,0%	43,6%	56,4%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	5	61,7%	38,3%	0,0%	0,0%	100,0%	0,0%
	3000-6000 MDL	10	47,4%	52,6%	0,0%	43,9%	56,1%	0,0%
	Over 6000 lei	63	35,5%	64,5%	0,0%	47,9%	52,1%	0,0%
Income group:	Poorest 40%	18	45,9%	54,1%	0,0%	31,0%	69,0%	0,0%
	Wealthiest 60%	71	34,0%	66,0%	0,0%	46,9%	53,1%	0,0%

Table 46. Indicate the page and the tool through which you accessed this e-service: e-CNAS (request for allowances for families with children)

		Numb er	A) 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	37,6%	58,3%	4,1%	41,6%	58,4%	0,0%
Gender of the respondent:	Male	37	41,9%	52,6%	5,5%	49,0%	51,0%	0,0%
	Female	77	35,0%	61,6%	3,4%	37,2%	62,8%	0,0%
Age of the respondent:	16-29 years	26	20,9%	66,5%	12,6%	29,1%	70,9%	0,0%
	30-44 years	58	35,8%	62,7%	1,5%	37,8%	62,2%	0,0%
	45-59 years	17	53,3%	39,4%	7,3%	43,8%	56,2%	0,0%
	60 -74 years	13	47,1%	52,9%	0,0%	74,8%	25,2%	0,0%
Area of residence:	Urban	79	37,8%	57,6%	4,6%	46,2%	53,8%	0,0%
	Rural	35	36,9%	60,1%	3,0%	29,2%	70,8%	0,0%
Level of education:	Incomplete secondary	6	21,6%	78,4%	0,0%	0,0%	100,0%	0,0%
	General secondary	9	18,2%	81,8%	0,0%	12,9%	87,1%	0,0%
	Secondary vocational	22	27,6%	66,1%	6,3%	29,7%	70,3%	0,0%
	Higher	77	43,1%	52,7%	4,2%	50,1%	49,9%	0,0%
Computer availability:	Yes	92	38,5%	57,8%	3,6%	46,4%	53,6%	0,0%
	No	22	33,6%	60,1%	6,3%	21,3%	78,7%	0,0%
Internet connection:	Yes	114	37,6%	58,3%	4,1%	41,6%	58,4%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	6	81,4%	18,6%	0,0%	33,9%	66,1%	0,0%
	3000-6000 MDL	12	33,0%	67,0%	0,0%	17,3%	82,7%	0,0%
	Over 6000 lei	90	34,4%	60,5%	5,2%	45,7%	54,3%	0,0%
Income group:	Poorest 40%	15	41,5%	58,5%	0,0%	13,0%	87,0%	0,0%
	Wealthiest 60%	99	37,0%	58,2%	4,7%	45,6%	54,4%	0,0%

Table 47. Indicate the page and the tool through which you accessed this e-service: Issuing protection titles for intellectual property objects

		Numb er	A) 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		13	4,6%	64,2%	31,3%	34,4%	54,8%	10,8%
Gender of the respondent:	Male	9	6,4%	49,3%	44,3%	42,7%	42,0%	15,3%
	Female	4	0,0%	100,0%	0,0%	14,4%	85,6%	0,0%
Age of the respondent:	16-29 years	6	18,4%	81,6%	0,0%	48,2%	51,8%	0,0%
	30-44 years	3	0,0%	66,4%	33,6%	0,0%	66,4%	33,6%
	45-59 years	2	0,0%	54,3%	45,7%	54,3%	45,7%	0,0%
	60 -74 years	2	0,0%	50,3%	49,7%	49,7%	50,3%	0,0%
Area of residence:	Urban	7	7,1%	75,9%	16,9%	19,4%	63,7%	16,9%
	Rural	6	0,0%	43,3%	56,7%	60,9%	39,1%	0,0%
Educational level:	Incomplete secondary	2	0,0%	31,2%	68,8%	68,8%	31,2%	0,0%
	General secondary	1	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
	Secondary vocational	3	0,0%	100,0%	0,0%	100,0%	0,0%	0,0%
	Higher	7	7,3%	58,9%	33,8%	19,7%	63,0%	17,3%
Computer availability:	Yes	10	5,6%	68,7%	25,7%	42,2%	44,4%	13,3%
	No	3	0,0%	44,2%	55,8%	0,0%	100,0%	0,0%
Internet connection:	Yes	13	4,6%	64,2%	31,3%	34,4%	54,8%	10,8%
	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	2	30,9%	69,1%	0,0%	0,0%	100,0%	0,0%
	Over 6000 lei	8	0,0%	68,4%	31,6%	24,2%	59,7%	16,1%
Income group:	Poorest 40%	1	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
	Wealthiest 60%	12	5,1%	59,9%	35,0%	38,5%	49,4%	12,1%

Table 48. Indicate the page and the tool through which you accessed this e-service: Online appointment for blood donation

		Numb er	A) 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		26	26,9%	67,5%	5,5%	35,0%	65,0%	0,0%
Gender of the respondent:	Male	11	30,4%	55,9%	13,8%	59,8%	40,2%	0,0%
	Female	15	24,7%	75,3%	0,0%	18,5%	81,5%	0,0%
Age of the respondent:	16-29 years	16	27,0%	63,0%	10,0%	38,6%	61,4%	0,0%
	30-44 years	8	34,2%	65,8%	0,0%	11,8%	88,2%	0,0%
	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	22	22,4%	71,2%	6,5%	34,8%	65,2%	0,0%
	Rural	4	53,2%	46,8%	0,0%	36,1%	63,9%	0,0%
Educational level:	Incomplete secondary	3	0,0%	100,0%	0,0%	0,0%	100,0%	0,0%
	General secondary	3	63,4%	36,6%	0,0%	63,4%	36,6%	0,0%
	Secondary vocational	5	27,6%	72,4%	0,0%	25,8%	74,2%	0,0%
	Higher	15	25,2%	66,4%	8,4%	38,1%	61,9%	0,0%
Computer availability:	Yes	24	25,6%	68,6%	5,7%	36,4%	63,6%	0,0%
	No	2	59,3%	40,7%	0,0%	0,0%	100,0%	0,0%
Internet connection:	Yes	26	26,9%	67,5%	5,5%	35,0%	65,0%	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	3	24,6%	75,4%	0,0%	38,0%	62,0%	0,0%
	Over 6000 lei	20	18,1%	74,9%	7,0%	36,5%	63,5%	0,0%
Income group:	Poorest 40%	8	15,2%	66,6%	18,1%	50,0%	50,0%	0,0%
	Wealthiest 60%	18	32,0%	68,0%	0,0%	28,5%	71,5%	0,0%

Table 49. Indicate the page and the tool through which you accessed this e-service: e-Fishing

		Numb er	A) 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		35	45,4%	54,6%	0,0%	35,3%	64,7%	0,0%
Gender of the respondent:	Male	24	50,7%	49,3%	0,0%	46,2%	53,8%	0,0%
	Female	11	33,8%	66,2%	0,0%	12,1%	87,9%	0,0%
Age of the respondent:	16-29 years	16	27,4%	72,6%	0,0%	21,2%	78,8%	0,0%
	30-44 years	12	31,0%	69,0%	0,0%	37,3%	62,7%	0,0%
	45-59 years	5	81,6%	18,4%	0,0%	23,4%	76,6%	0,0%
	60 -74 years	2	100,0%	0,0%	0,0%	100,0%	0,0%	0,0%
Area of residence:	Urban	28	46,4%	53,6%	0,0%	41,5%	58,5%	0,0%
	Rural	7	40,9%	59,1%	0,0%	7,6%	92,4%	0,0%
Educational level:	Incomplete secondary	2	63,2%	36,8%	0,0%	36,8%	63,2%	0,0%
	General secondary	11	40,8%	59,2%	0,0%	24,4%	75,6%	0,0%
	Secondary vocational	5	66,5%	33,5%	0,0%	23,6%	76,4%	0,0%
	Higher	17	39,9%	60,1%	0,0%	41,9%	58,1%	0,0%
Computer availability:	Yes	29	46,4%	53,6%	0,0%	41,0%	59,0%	0,0%
	No	6	38,9%	61,1%	0,0%	0,0%	100,0%	0,0%
Internet connection:	Yes	35	45,4%	54,6%	0,0%	35,3%	64,7%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	3	64,6%	35,4%	0,0%	47,5%	52,5%	0,0%
	3000-6000 MDL	3	18,7%	81,3%	0,0%	44,4%	55,6%	0,0%
	Over 6000 lei	24	53,5%	46,5%	0,0%	35,0%	65,0%	0,0%
Income group:	Poorest 40%	6	18,6%	81,4%	0,0%	9,0%	91,0%	0,0%
	Wealthiest 60%	29	50,3%	49,7%	0,0%	40,3%	59,7%	0,0%

Table 50. 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		3015	40,4%	7,0%	3,6%	3,9%	53,9%	20,2%	1,8%	3,3%	32,2%	0,1%	0,8%	3,7%
Gender of the respondent:	Male	1258	38,0%	7,8%	3,8%	3,3%	54,6%	20,8%	1,5%	2,9%	28,0%	0,3%	1,0%	3,9%
	Female	1757	42,4%	6,3%	3,4%	4,4%	53,2%	19,7%	2,0%	3,7%	35,6%	0,0%	0,7%	3,5%
Age of the respondent:	16-29 years	666	18,9%	1,5%	1,3%	2,9%	75,6%	30,7%	2,4%	4,5%	29,7%	0,2%	0,6%	0,7%
	30-44 years	778	21,8%	5,0%	1,8%	4,4%	69,9%	29,8%	2,3%	3,5%	30,3%	0,1%	0,5%	3,3%
	45-59 years	629	45,0%	7,4%	4,2%	5,1%	52,6%	17,9%	1,8%	3,3%	35,2%	0,0%	0,7%	3,6%
	60 -74 years	942	64,4%	11,0%	5,8%	3,0%	29,8%	8,0%	1,1%	2,7%	32,8%	0,1%	1,3%	5,6%
Area of residence:	Urban	1320	33,3%	4,8%	3,7%	5,0%	62,3%	28,1%	2,5%	4,4%	34,1%	0,0%	0,6%	3,1%
	Rural	1695	46,2%	8,8%	3,4%	3,0%	46,9%	13,7%	1,3%	2,4%	30,5%	0,2%	1,0%	4,2%
Educational level:	Incomplete secondary	563	39,7%	7,4%	1,3%	2,6%	46,4%	10,9%	0,7%	1,8%	31,1%	0,2%	0,8%	6,3%
	General secondary	648	45,4%	6,8%	2,4%	2,5%	45,1%	12,6%	1,2%	2,9%	28,8%	0,0%	1,5%	3,4%
	Secondary vocational	1098	45,7%	7,8%	3,8%	3,7%	50,6%	16,6%	2,0%	3,1%	34,1%	0,1%	0,7%	4,1%
	Higher	706	28,7%	5,6%	5,8%	6,2%	71,4%	38,4%	2,8%	5,1%	32,7%	0,2%	0,4%	1,5%
Computer availability:	Yes	1599	33,8%	4,9%	3,8%	4,8%	65,8%	28,9%	2,6%	4,4%	32,6%	0,0%	0,4%	3,1%
	No	1416	47,8%	9,4%	3,3%	2,9%	40,5%	10,4%	1,0%	2,1%	31,7%	0,2%	1,3%	4,4%
Internet connection:	Yes	2816	39,0%	6,2%	3,5%	4,1%	57,5%	21,6%	1,9%	3,5%	32,1%	0,1%	0,9%	3,2%
	No	199	59,9%	18,3%	4,4%	1,5%	4,9%	0,6%	1,2%	0,6%	32,3%	0,0%	0,5%	11,1%
Level of income:	Less than 3000 MDL	621	54,1%	9,6%	5,0%	2,6%	35,6%	6,8%	0,9%	2,4%	29,7%	0,0%	0,5%	3,9%
	3000-6000 MDL	725	50,4%	9,1%	3,3%	4,0%	43,8%	13,3%	1,6%	2,4%	30,2%	0,0%	1,6%	5,3%
	Over 6000 lei	1294	31,0%	4,9%	3,2%	4,7%	67,9%	31,3%	2,1%	4,2%	36,2%	0,2%	0,5%	2,0%
Income group:	Poorest 40%	1206	48,5%	10,4%	4,1%	2,9%	37,4%	10,4%	1,0%	2,6%	29,8%	0,0%	1,2%	5,4%
	Wealthiest 60%	1809	35,0%	4,7%	3,2%	4,5%	64,9%	26,7%	2,3%	3,9%	33,7%	0,2%	0,6%	2,6%

Table 51. Have you requested at least one service from public authorities / institutions in the last 12 months?

		Number	Yes	No	DK/NO
Total		3015	28,9%	70,9%	0,2%
Gender of the respondent:	Male	1258	28,2%	71,7%	0,1%
	Female	1757	29,5%	70,2%	0,2%
Age of the respondent:	16-29 years	666	46,4%	53,4%	0,2%
	30-44 years	778	38,6%	61,1%	0,3%
	45-59 years	629	23,1%	76,8%	0,2%
	60 -74 years	942	16,0%	84,0%	0,0%
Area of residence:	Urban	1320	38,0%	61,7%	0,3%
	Rural	1695	21,5%	78,5%	0,1%
Level of education:	Incomplete secondary	563	18,8%	81,2%	0,0%
	General secondary	648	20,7%	79,3%	0,0%
	Secondary vocational	1098	23,0%	76,8%	0,2%
	Higher	706	51,9%	47,8%	0,3%
Computer availability:	Yes	1599	38,4%	61,3%	0,3%
	No	1416	18,4%	81,6%	0,0%
Internet connection:	Yes	2816	30,0%	69,9%	0,2%
	No	199	14,8%	85,2%	0,0%
Level of income:	Less than 3000 MDL	621	13,2%	86,8%	0,0%
	3000-6000 MDL	725	20,0%	80,0%	0,0%
	Over 6000 lei	1294	41,9%	57,8%	0,3%
Income group:	Poorest 40%	1206	17,6%	82,4%	0,0%
	Wealthiest 60%	1809	36,5%	63,2%	0,3%

Table 52. 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		884	53,4%	41,4%	14,3%	0,2%
Gender of the respondent:	Male	364	53,0%	41,9%	16,0%	0,0%
	Female	520	53,8%	40,9%	13,0%	0,4%
Age of the respondent:	16-29 years	303	40,0%	48,4%	19,9%	0,0%
	30-44 years	292	49,6%	46,3%	11,7%	0,0%
	45-59 years	142	59,3%	40,2%	17,3%	0,6%
	60 -74 years	147	74,6%	21,8%	9,2%	0,6%
Area of residence:	Urban	505	44,5%	48,5%	18,5%	0,0%
	Rural	379	66,4%	31,0%	8,3%	0,5%
Educational level:	Incomplete secondary	117	61,8%	27,8%	11,1%	1,0%
	General secondary	141	60,3%	35,8%	7,7%	0,0%
	Secondary vocational	265	65,0%	32,4%	14,6%	0,4%
	Higher	361	41,2%	52,7%	17,1%	0,0%
Computer availability:	Yes	615	47,2%	47,5%	16,0%	0,2%
	No	269	68,2%	27,0%	10,4%	0,4%
Internet connection:	Yes	856	52,3%	42,4%	14,8%	0,2%
	No	28	85,9%	14,1%	0,0%	0,0%
Level of income:	Less than 3000 MDL	85	74,5%	22,7%	5,5%	0,0%
	3000-6000 MDL	154	63,8%	35,6%	10,2%	0,6%
	Over 6000 lei	542	46,3%	46,7%	17,5%	0,2%
Income group:	Poorest 40%	219	66,1%	29,9%	10,7%	0,4%
	Wealthiest 60%	665	49,4%	45,0%	15,5%	0,1%

Table 53. 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		653	5,1%	3,9%	7,3%	14,3%	28,2%	40,8%	0,4%
Gender of the respondent:	Male	264	5,4%	4,8%	6,0%	14,4%	30,9%	37,9%	0,5%
	Female	389	4,8%	3,3%	8,2%	14,2%	26,0%	43,1%	0,2%
Age of the respondent:	16-29 years	190	2,7%	4,7%	6,9%	14,5%	29,3%	41,2%	0,6%
	30-44 years	230	5,2%	4,4%	6,8%	15,7%	31,4%	36,6%	0,0%
	45-59 years	114	2,5%	0,9%	9,6%	12,7%	25,1%	48,0%	1,2%
	60 -74 years	119	10,2%	5,3%	6,3%	12,8%	23,1%	42,3%	0,0%
Area of residence:	Urban	358	5,2%	5,0%	8,1%	13,8%	28,7%	38,7%	0,6%
	Rural	295	5,0%	2,6%	6,2%	15,0%	27,5%	43,7%	0,0%
Educational level:	Incomplete secondary	89	5,2%	0,0%	4,5%	12,9%	23,3%	54,1%	0,0%
	General secondary	107	3,7%	2,9%	5,2%	18,0%	24,1%	46,1%	0,0%
	Secondary vocational	199	6,9%	3,0%	8,1%	10,3%	29,0%	42,3%	0,4%
	Higher	258	4,3%	6,1%	8,2%	16,2%	30,5%	34,1%	0,5%
Computer availability:	Yes	433	3,4%	4,7%	8,4%	16,3%	30,8%	36,1%	0,3%
	No	220	8,5%	2,4%	5,0%	10,4%	23,0%	50,4%	0,4%
Internet connection:	Yes	627	4,7%	3,9%	7,4%	14,6%	28,5%	40,5%	0,4%
	No	26	14,7%	4,1%	3,3%	7,6%	22,3%	48,1%	0,0%
Level of income:	Less than 3000 MDL	69	13,6%	0,0%	4,1%	6,4%	20,4%	55,5%	0,0%
	3000-6000 MDL	121	6,4%	1,2%	7,7%	17,9%	30,8%	35,3%	0,7%
	Over 6000 lei	385	3,5%	4,9%	7,5%	14,9%	29,9%	39,4%	0,0%
Income group:	Poorest 40%	174	9,9%	4,5%	6,7%	10,0%	25,1%	43,3%	0,5%
	Wealthiest 60%	479	3,4%	3,7%	7,5%	15,9%	29,3%	40,0%	0,3%

Table 54. 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		183	1,2%	2,3%	9,2%	13,6%	40,0%	33,8%	0,0%
Gender of the respondent:	Male	78	1,8%	2,6%	13,6%	15,7%	39,4%	26,9%	0,0%
	Female	105	0,7%	2,0%	5,6%	11,8%	40,6%	39,4%	0,0%
Age of the respondent:	16-29 years	84	1,2%	4,2%	7,7%	17,3%	31,8%	37,8%	0,0%
	30-44 years	52	2,2%	0,0%	8,7%	9,8%	48,6%	30,7%	0,0%
	45-59 years	25	0,0%	5,0%	13,2%	14,1%	32,6%	35,1%	0,0%
	60 -74 years	22	0,0%	0,0%	8,5%	13,9%	47,1%	30,5%	0,0%
Area of residence:	Urban	117	1,8%	2,5%	10,0%	12,3%	44,7%	28,7%	0,0%
	Rural	66	0,0%	1,8%	7,5%	16,2%	31,0%	43,6%	0,0%
Educational level:	Incomplete secondary	20	0,0%	3,9%	4,0%	25,1%	19,1%	47,9%	0,0%
	General secondary	29	0,0%	0,0%	8,0%	19,8%	35,2%	37,0%	0,0%
	Secondary vocational	52	2,7%	4,0%	8,3%	13,2%	29,2%	42,6%	0,0%
	Higher	82	0,7%	1,5%	10,8%	10,5%	50,8%	25,6%	0,0%
Computer availability:	Yes	142	0,5%	1,6%	10,5%	14,2%	42,5%	30,6%	0,0%
	No	41	3,8%	4,8%	4,0%	11,1%	30,4%	45,8%	0,0%
Internet connection:	Yes	181	1,2%	2,3%	9,3%	13,7%	40,5%	33,0%	0,0%
	No	2	0,0%	0,0%	0,0%	0,0%	0,0%	100,0%	0,0%
Level of income:	Less than 3000 MDL	12	0,0%	0,0%	0,0%	5,6%	43,8%	50,6%	0,0%
	3000-6000 MDL	26	0,0%	2,6%	9,3%	24,2%	25,7%	38,3%	0,0%
	Over 6000 lei	125	1,1%	2,2%	10,0%	12,1%	41,5%	33,0%	0,0%
Income group:	Poorest 40%	41	3,6%	5,0%	9,7%	12,8%	32,5%	36,2%	0,0%
	Wealthiest 60%	142	0,5%	1,5%	9,0%	13,8%	42,1%	33,1%	0,0%

Table 55. 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		110	1,2%	1,0%	8,6%	8,8%	42,9%	37,5%	0,0%
Gender of the respondent:	Male	46	0,0%	0,0%	9,1%	10,0%	55,2%	25,7%	0,0%
	Female	64	2,2%	1,7%	8,2%	7,9%	33,1%	46,9%	0,0%
Age of the respondent:	16-29 years	45	0,0%	0,0%	9,0%	12,0%	29,1%	49,9%	0,0%
	30-44 years	31	3,7%	2,9%	6,6%	9,7%	49,2%	27,9%	0,0%
	45-59 years	22	0,0%	0,0%	15,2%	3,8%	52,4%	28,7%	0,0%
	60 -74 years	12	0,0%	0,0%	0,0%	8,6%	40,8%	50,6%	0,0%
Area of residence:	Urban	69	1,8%	0,0%	11,3%	10,5%	41,4%	34,9%	0,0%
	Rural	41	0,0%	3,0%	3,0%	5,3%	45,9%	42,9%	0,0%
Educational level:	Incomplete secondary	11	0,0%	0,0%	12,7%	15,0%	24,7%	47,5%	0,0%
	General secondary	11	14,0%	0,0%	0,0%	10,9%	41,7%	33,4%	0,0%
	Secondary vocational	31	0,0%	0,0%	4,4%	10,4%	54,2%	31,0%	0,0%
	Higher	57	0,0%	1,7%	11,4%	6,9%	40,0%	40,0%	0,0%
Computer availability:	Yes	94	0,0%	1,1%	9,0%	10,4%	45,2%	34,3%	0,0%
	No	16	8,1%	0,0%	6,4%	0,0%	29,6%	55,9%	0,0%
Internet connection:	Yes	110	1,2%	1,0%	8,6%	8,8%	42,9%	37,5%	0,0%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	7	0,0%	0,0%	0,0%	20,7%	39,1%	40,2%	0,0%
	3000-6000 MDL	16	0,0%	0,0%	15,6%	0,0%	39,8%	44,6%	0,0%
	Over 6000 lei	76	1,7%	1,4%	7,8%	10,0%	43,9%	35,2%	0,0%
Income group:	Poorest 40%	16	0,0%	0,0%	17,5%	3,4%	26,4%	52,7%	0,0%
	Wealthiest 60%	94	1,4%	1,1%	7,3%	9,6%	45,2%	35,4%	0,0%

Table 56. 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		884	78,0%	19,6%	2,4%
Gender of the respondent:	Male	364	79,9%	18,7%	1,4%
	Female	520	76,6%	20,3%	3,1%
Age of the respondent:	16-29 years	303	80,6%	17,9%	1,5%
	30-44 years	292	80,1%	18,0%	1,9%
	45-59 years	142	76,1%	19,8%	4,1%
	60 -74 years	147	72,0%	25,2%	2,8%
Area of residence:	Urban	505	80,5%	17,7%	1,9%
	Rural	379	74,5%	22,4%	3,1%
Educational level:	Incomplete secondary	117	72,6%	23,8%	3,6%
	General secondary	141	74,6%	22,6%	2,7%
	Secondary vocational	265	75,2%	22,1%	2,7%
	Higher	361	82,4%	15,8%	1,7%
Computer availability:	Yes	615	81,5%	17,4%	1,1%
	No	269	70,0%	24,7%	5,3%
Internet connection:	Yes	856	78,2%	19,5%	2,3%
	No	28	73,4%	22,4%	4,2%
Level of income:	Less than 3000 MDL	85	72,5%	24,8%	2,6%
	3000-6000 MDL	154	75,6%	21,9%	2,5%
	Over 6000 lei	542	81,0%	17,3%	1,7%
Income group:	Poorest 40%	219	76,4%	18,1%	5,5%
	Wealthiest 60%	665	78,6%	20,0%	1,4%

Table 57. 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		884	7,5%	91,5%	0,9%
Gender of the respondent:	Male	364	7,0%	92,9%	0,1%
	Female	520	7,9%	90,5%	1,6%
Age of the respondent:	16-29 years	303	6,5%	92,2%	1,3%
	30-44 years	292	8,1%	90,9%	0,9%
	45-59 years	142	7,7%	91,5%	0,7%
	60 -74 years	147	7,5%	91,9%	0,7%
Area of residence:	Urban	505	7,7%	91,3%	1,0%
	Rural	379	7,3%	91,8%	0,9%
Educational level:	Incomplete secondary	117	7,4%	92,6%	0,0%
	General secondary	141	3,2%	95,6%	1,2%
	Secondary vocational	265	7,7%	91,2%	1,1%
	Higher	361	8,9%	90,1%	1,0%
Computer availability:	Yes	615	8,1%	91,1%	0,7%
	No	269	6,1%	92,4%	1,5%
Internet connection:	Yes	856	7,8%	91,2%	1,0%
	No	28	0,0%	100,0%	0,0%
Level of income:	Less than 3000 MDL	85	2,4%	97,0%	0,6%
	3000-6000 MDL	154	7,0%	91,2%	1,8%
	Over 6000 lei	542	8,6%	90,7%	0,8%
Income group:	Poorest 40%	219	6,7%	91,8%	1,5%
	Wealthiest 60%	665	7,8%	91,4%	0,8%

Table 58. 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		69	24,1%	1,5%	16,8%	14,3%	22,8%	17,1%	3,3%
Gender of the respondent:	Male	29	36,9%	0,0%	8,4%	16,2%	23,4%	15,1%	0,0%
	Female	40	15,1%	2,6%	22,7%	13,0%	22,4%	18,5%	5,7%
Age of the respondent:	16-29 years	23	24,3%	0,0%	22,5%	15,9%	18,8%	18,5%	0,0%
	30-44 years	24	24,5%	3,6%	21,0%	11,3%	20,3%	19,3%	0,0%
	45-59 years	11	19,2%	0,0%	16,6%	8,4%	25,8%	12,2%	17,7%
	60 -74 years	11	28,0%	0,0%	0,0%	26,0%	30,6%	15,4%	0,0%
Area of residence:	Urban	40	27,4%	2,5%	20,6%	18,3%	19,0%	9,1%	3,0%
	Rural	29	18,9%	0,0%	10,9%	8,3%	28,8%	29,3%	3,9%
Educational level:	Incomplete secondary	9	18,0%	0,0%	7,5%	36,1%	30,8%	7,6%	0,0%
	General secondary	6	32,0%	0,0%	27,5%	27,2%	0,0%	13,2%	0,0%
	Secondary vocational	22	26,6%	0,0%	9,5%	2,8%	27,6%	28,4%	5,0%
	Higher	32	22,9%	2,9%	21,7%	14,8%	21,1%	12,9%	3,5%
Computer availability:	Yes	51	20,3%	2,0%	16,8%	14,9%	21,3%	20,3%	4,4%
	No	18	35,9%	0,0%	17,0%	12,7%	27,5%	7,0%	0,0%
Internet connection:	Yes	69	24,1%	1,5%	16,8%	14,3%	22,8%	17,1%	3,3%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	2	0,0%	0,0%	0,0%	52,9%	0,0%	47,1%	0,0%
	3000-6000 MDL	12	8,7%	0,0%	22,7%	26,6%	24,0%	8,3%	9,8%
	Over 6000 lei	48	29,2%	2,2%	16,1%	12,1%	22,2%	15,7%	2,6%
Income group:	Poorest 40%	15	29,6%	0,0%	20,1%	7,7%	26,4%	16,3%	0,0%
	Wealthiest 60%	54	22,6%	2,0%	15,9%	16,2%	21,9%	17,3%	4,3%

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		69	21,8%	2,1%	12,1%	18,8%	13,3%	24,7%	7,3%
Gender of the respondent:	Male	29	36,3%	3,5%	6,4%	12,9%	8,3%	23,1%	9,5%
	Female	40	11,7%	1,2%	16,0%	22,8%	16,8%	25,8%	5,7%
Age of the respondent:	16-29 years	23	15,2%	9,9%	4,0%	21,4%	23,1%	17,4%	9,1%
	30-44 years	24	23,7%	0,0%	14,2%	18,8%	12,3%	31,0%	0,0%
	45-59 years	11	19,2%	0,0%	9,2%	15,9%	0,0%	27,6%	28,1%
	60 -74 years	11	28,0%	0,0%	19,9%	18,7%	18,0%	15,4%	0,0%
Area of residence:	Urban	40	21,0%	1,4%	17,1%	26,2%	9,5%	18,7%	6,2%
	Rural	29	23,1%	3,2%	4,4%	7,3%	19,1%	33,9%	8,9%
Educational level:	Incomplete secondary	9	0,0%	0,0%	18,0%	21,9%	47,2%	12,9%	0,0%
	General secondary	6	32,0%	13,6%	13,6%	13,9%	13,2%	13,6%	0,0%
	Secondary vocational	22	26,6%	1,9%	5,9%	16,3%	2,8%	41,4%	5,0%
	Higher	32	22,4%	1,3%	14,2%	20,1%	12,2%	18,8%	10,9%
Computer availability:	Yes	51	17,3%	1,1%	16,0%	18,1%	13,0%	27,6%	7,0%
	No	18	35,9%	5,2%	0,0%	21,0%	14,3%	15,5%	8,1%
Internet connection:	Yes	69	21,8%	2,1%	12,1%	18,8%	13,3%	24,7%	7,3%
	No	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Level of income:	Less than 3000 MDL	2	0,0%	0,0%	0,0%	52,9%	0,0%	47,1%	0,0%
	3000-6000 MDL	12	8,7%	0,0%	11,1%	22,8%	20,8%	26,9%	9,8%
	Over 6000 lei	48	26,0%	3,0%	12,1%	16,6%	11,9%	22,3%	8,1%
Income group:	Poorest 40%	15	37,2%	0,0%	9,2%	7,0%	11,5%	25,9%	9,1%
	Wealthiest 60%	54	17,5%	2,7%	12,9%	22,0%	13,8%	24,3%	6,7%

Table 59. What is the type of your dwelling?

		Number	Separate apartment	A room in an apartment	Separate house	Part of the house	Other	DK/NO
Total		3015	32,8%	1,6%	62,7%	2,3%	0,0%	0,6%
Gender of the respondent:	Male	1258	33,1%	1,5%	62,2%	2,5%	0,0%	0,7%
	Female	1757	32,5%	1,8%	63,2%	2,1%	0,0%	0,4%
Age of the respondent:	16-29 years	666	54,2%	3,0%	40,0%	2,0%	0,0%	0,8%
	30-44 years	778	41,8%	1,5%	53,5%	2,1%	0,0%	1,2%
	45-59 years	629	22,0%	1,1%	73,3%	3,1%	0,0%	0,5%
	60 -74 years	942	22,0%	1,5%	74,5%	2,0%	0,0%	0,0%
Area of residence:	Urban	1320	69,7%	3,0%	24,5%	2,0%	0,0%	0,7%
	Rural	1695	2,6%	0,5%	94,0%	2,5%	0,0%	0,4%
Educational level:	Incomplete secondary	563	17,2%	1,0%	80,0%	1,7%	0,0%	0,1%
	General secondary	648	28,4%	1,0%	68,4%	2,2%	0,0%	0,0%
	Secondary vocational	1098	25,6%	2,0%	68,2%	3,2%	0,0%	1,0%
	Higher	706	58,3%	2,0%	37,5%	1,4%	0,0%	0,8%
Computer availability:	Yes	1599	44,2%	1,5%	50,7%	2,8%	0,0%	0,8%
	No	1416	20,1%	1,7%	76,2%	1,7%	0,0%	0,3%
Internet connection:	Yes	2816	34,3%	1,6%	61,3%	2,2%	0,0%	0,6%
	No	199	12,3%	1,8%	82,0%	3,8%	0,0%	0,0%
Level of income:	Less than 3000 MDL	621	11,6%	1,6%	85,8%	1,1%	0,0%	0,0%
	3000-6000 MDL	725	19,2%	2,3%	74,5%	3,8%	0,0%	0,2%
	Over 6000 lei	1294	51,9%	1,5%	44,1%	2,0%	0,0%	0,5%
Income group:	Poorest 40%	1206	15,0%	1,2%	80,6%	2,1%	0,0%	1,1%
	Wealthiest 60%	1809	44,7%	1,9%	50,8%	2,4%	0,0%	0,2%

Table 60. 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		3015	27,4%	30,4%	35,4%	0,1%	6,8%
Gender of the respondent:	Male	1258	27,6%	31,1%	36,0%	0,1%	5,2%
	Female	1757	27,2%	29,8%	34,8%	0,1%	8,1%
Age of the respondent:	16-29 years	666	40,7%	27,7%	15,4%	0,0%	16,2%
	30-44 years	778	35,1%	30,0%	26,4%	0,2%	8,3%
	45-59 years	629	20,7%	30,0%	44,2%	0,0%	5,1%
	60 -74 years	942	18,7%	32,2%	46,8%	0,1%	2,2%
Area of residence:	Urban	1320	51,4%	28,1%	11,1%	0,1%	9,4%
	Rural	1695	7,7%	32,3%	55,2%	0,1%	4,7%
Level of education:	Incomplete secondary	563	13,5%	28,8%	49,5%	0,0%	8,1%
	General secondary	648	20,2%	32,6%	41,4%	0,2%	5,5%
	Secondary vocational	1098	24,4%	31,7%	38,7%	0,0%	5,2%
	Higher	706	47,6%	27,6%	15,3%	0,2%	9,4%
Computer availability:	Yes	1599	36,6%	29,7%	25,4%	0,1%	8,2%
	No	1416	17,1%	31,1%	46,5%	0,0%	5,3%
Internet connection:	Yes	2816	28,4%	31,0%	33,6%	0,1%	6,9%
	No	199	13,3%	21,5%	59,4%	0,0%	5,8%
Level of income:	Less than 3000 MDL	621	12,4%	27,3%	58,2%	0,0%	2,1%
	3000-6000 MDL	725	17,7%	29,4%	48,3%	0,0%	4,6%
	Over 6000 lei	1294	40,0%	33,2%	18,1%	0,2%	8,5%
Income group:	Poorest 40%	1206	13,6%	26,6%	52,9%	0,0%	7,0%
	Wealthiest 60%	1809	36,6%	32,9%	23,7%	0,1%	6,7%

Table 61. When was your dwelling built?

		Number	Before 1991	After 1991	DK/NO
Total		3015	76,2%	17,3%	6,5%
Gender of the respondent:	Male	1258	75,1%	19,0%	5,8%
	Female	1757	77,0%	15,9%	7,1%
Age of the respondent:	16-29 years	666	57,3%	26,4%	16,3%
	30-44 years	778	69,2%	22,9%	7,9%
	45-59 years	629	78,1%	17,7%	4,2%
	60 -74 years	942	90,2%	7,5%	2,3%
Area of residence:	Urban	1320	72,2%	19,3%	8,4%
	Rural	1695	79,4%	15,6%	5,0%
Level of education:	Incomplete secondary	563	75,3%	14,6%	10,1%
	General secondary	648	78,6%	14,6%	6,8%
	Secondary vocational	1098	78,9%	16,0%	5,1%
	Higher	706	70,6%	23,5%	5,9%
Computer availability:	Yes	1599	71,4%	21,9%	6,7%
	No	1416	81,5%	12,1%	6,4%
Internet connection:	Yes	2816	75,4%	18,2%	6,4%
	No	199	87,1%	5,0%	7,9%
Level of income:	Less than 3000 MDL	621	89,1%	7,3%	3,6%
	3000-6000 MDL	725	81,5%	13,3%	5,2%
	Over 6000 lei	1294	69,6%	24,1%	6,3%
Income group:	Poorest 40%	1206	82,3%	9,3%	8,4%
	Wealthiest 60%	1809	72,0%	22,6%	5,3%

Table 62. 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		3015	78,5%	39,1%	11,3%	0,9%
Gender of the respondent:	Male	1258	78,8%	38,9%	11,2%	1,0%
	Female	1757	78,2%	39,2%	11,4%	0,9%
Age of the respondent:	16-29 years	666	91,2%	25,5%	5,3%	1,1%
	30-44 years	778	82,6%	31,8%	9,7%	1,6%
	45-59 years	629	71,1%	47,2%	14,4%	1,0%
	60 -74 years	942	74,1%	46,4%	13,4%	0,3%
Area of residence:	Urban	1320	94,2%	15,7%	1,8%	1,2%
	Rural	1695	65,7%	58,2%	19,0%	0,7%
Educational level:	Incomplete secondary	563	64,9%	49,0%	17,7%	0,2%
	General secondary	648	77,2%	44,2%	12,2%	0,4%
	Secondary vocational	1098	78,3%	42,3%	12,1%	1,0%
	Higher	706	89,5%	22,9%	4,7%	1,8%
Computer availability:	Yes	1599	86,7%	32,7%	6,2%	1,1%
	No	1416	69,4%	46,2%	16,9%	0,7%
Internet connection:	Yes	2816	80,6%	38,1%	10,3%	1,0%
	No	199	49,8%	51,8%	24,8%	0,5%
Level of income:	Less than 3000 MDL	621	53,8%	45,4%	26,5%	0,5%
	3000-6000 MDL	725	76,6%	46,3%	12,8%	0,3%
	Over 6000 lei	1294	91,4%	31,0%	3,8%	0,7%
Income group:	Poorest 40%	1206	53,8%	47,8%	23,5%	1,6%
	Wealthiest 60%	1809	95,0%	33,2%	3,1%	0,5%

Table 63. Is your household connected to a sewerage system?

		Number	Centralized sewerage system	Local / own sewerage system	It is not connected	DK/NO
Total		3015	41,3%	36,5%	21,2%	0,9%
Gender of the respondent:	Male	1258	41,6%	36,4%	21,1%	0,9%
	Female	1757	41,1%	36,6%	21,3%	1,0%
Age of the respondent:	16-29 years	666	64,6%	27,0%	7,1%	1,3%
	30-44 years	778	49,4%	33,1%	16,2%	1,3%
	45-59 years	629	28,7%	40,9%	29,4%	1,0%
	60 -74 years	942	32,0%	41,0%	26,6%	0,4%
Area of residence:	Urban	1320	81,9%	10,6%	6,3%	1,2%
	Rural	1695	8,2%	57,8%	33,3%	0,7%
Educational level:	Incomplete secondary	563	23,0%	39,0%	37,6%	0,4%
	General secondary	648	35,1%	40,2%	23,7%	0,9%
	Secondary vocational	1098	36,4%	41,8%	20,8%	1,0%
	Higher	706	67,0%	23,8%	8,0%	1,2%
Computer availability:	Yes	1599	53,9%	33,7%	11,4%	1,0%
	No	1416	27,3%	39,7%	32,1%	0,9%
Internet connection:	Yes	2816	43,0%	37,0%	19,1%	0,9%
	No	199	19,0%	30,1%	49,8%	1,1%
Level of income:	Less than 3000 MDL	621	18,0%	32,8%	48,7%	0,5%
	3000-6000 MDL	725	28,6%	45,3%	25,7%	0,3%
	Over 6000 lei	1294	60,5%	32,0%	6,8%	0,7%
Income group:	Poorest 40%	1206	20,6%	33,2%	44,5%	1,7%
	Wealthiest 60%	1809	55,2%	38,8%	5,6%	0,4%

Table 64. 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		3015	64,7%	57,4%	0,5%	0,8%
Gender of the respondent:	Male	1258	64,5%	57,7%	0,2%	1,0%
	Female	1757	64,9%	57,2%	0,7%	0,7%
Age of the respondent:	16-29 years	666	83,7%	34,7%	0,0%	0,9%
	30-44 years	778	70,4%	47,7%	0,2%	1,5%
	45-59 years	629	52,6%	68,3%	0,9%	0,8%
	60 -74 years	942	59,2%	69,4%	0,6%	0,2%
Area of residence:	Urban	1320	89,0%	19,1%	0,1%	0,9%
	Rural	1695	44,9%	88,8%	0,8%	0,8%
Level of education:	Incomplete secondary	563	41,5%	76,2%	0,5%	0,3%
	General secondary	648	58,4%	63,3%	0,8%	0,6%
	Secondary vocational	1098	64,6%	63,6%	0,5%	0,6%
	Higher	706	86,8%	29,9%	0,0%	1,7%
Computer availability:	Yes	1599	78,2%	44,6%	0,2%	1,0%
	No	1416	49,7%	71,7%	0,7%	0,7%
Internet connection:	Yes	2816	67,4%	55,7%	0,4%	0,9%
	No	199	28,1%	80,5%	1,6%	0,0%
Level of income:	Less than 3000 MDL	621	33,1%	80,4%	1,2%	0,3%
	3000-6000 MDL	725	57,0%	70,3%	0,3%	0,2%
	Over 6000 lei	1294	84,4%	39,8%	0,2%	0,4%
Income group:	Poorest 40%	1206	29,7%	78,5%	0,9%	1,8%
	Wealthiest 60%	1809	88,2%	43,3%	0,2%	0,2%

Table 65. Please tell us what is the type of heating in your household?

		Number	Central heating	Autonomous heating	We have no heating	DK/NO
Total		3015	22,6%	72,6%	3,6%	1,2%
Gender of the respondent:	Male	1258	22,7%	72,0%	4,1%	1,2%
	Female	1757	22,5%	73,1%	3,2%	1,2%
Age of the respondent:	16-29 years	666	37,8%	58,8%	1,9%	1,5%
	30-44 years	778	27,7%	66,0%	3,9%	2,4%
	45-59 years	629	16,3%	78,1%	4,5%	1,0%
	60 -74 years	942	15,0%	81,3%	3,4%	0,2%
Area of residence:	Urban	1320	48,2%	48,9%	1,3%	1,6%
	Rural	1695	1,6%	92,0%	5,4%	1,0%
Level of education:	Incomplete secondary	563	12,7%	79,6%	6,9%	0,9%
	General secondary	648	19,0%	76,4%	3,8%	0,9%
	Secondary vocational	1098	19,9%	75,7%	3,5%	0,8%
	Higher	706	36,5%	59,8%	1,3%	2,4%
Computer availability:	Yes	1599	29,6%	66,7%	2,2%	1,5%
	No	1416	14,7%	79,2%	5,2%	0,9%
Internet connection:	Yes	2816	23,5%	71,8%	3,4%	1,3%
	No	199	9,9%	83,7%	6,5%	0,0%
Level of income:	Less than 3000 MDL	621	7,7%	87,4%	4,5%	0,5%
	3000-6000 MDL	725	13,8%	79,7%	6,3%	0,2%
	Over 6000 lei	1294	35,2%	61,8%	2,2%	0,9%
Income group:	Poorest 40%	1206	13,6%	78,8%	5,3%	2,3%
	Wealthiest 60%	1809	28,6%	68,5%	2,4%	0,5%

Table 66. 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		2232	32,2%	76,9%	1,5%	0,1%	0,2%
Gender of the respondent:	Male	918	32,4%	77,8%	2,3%	0,1%	0,1%
	Female	1314	32,1%	76,1%	0,9%	0,1%	0,2%
Age of the respondent:	16-29 years	407	48,8%	57,5%	1,7%	0,0%	0,6%
	30-44 years	534	37,1%	71,5%	2,1%	0,0%	0,0%
	45-59 years	503	26,7%	85,0%	1,0%	0,0%	0,2%
	60 -74 years	788	26,7%	82,0%	1,4%	0,3%	0,1%
Area of residence:	Urban	668	65,7%	39,4%	3,3%	0,2%	0,1%
	Rural	1564	17,7%	93,2%	0,8%	0,1%	0,2%
Level of education:	Incomplete secondary	450	17,7%	88,7%	0,6%	0,0%	0,2%
	General secondary	502	26,0%	82,9%	1,4%	0,2%	0,3%
	Secondary vocational	844	29,1%	80,6%	1,7%	0,0%	0,0%
	Higher	436	58,5%	52,2%	2,2%	0,2%	0,3%
Computer availability:	Yes	1096	43,8%	66,8%	2,0%	0,1%	0,2%
	No	1136	21,3%	86,4%	1,1%	0,1%	0,1%
Internet connection:	Yes	2063	34,2%	75,4%	1,6%	0,1%	0,2%
	No	169	9,2%	94,5%	0,6%	0,0%	0,0%
Level of income:	Less than 3000 MDL	548	14,9%	90,3%	0,4%	0,0%	0,0%
	3000-6000 MDL	584	21,8%	85,0%	2,5%	0,2%	0,0%
	Over 6000 lei	827	53,2%	61,3%	1,2%	0,0%	0,2%
Income group:	Poorest 40%	959	8,5%	94,3%	0,9%	0,0%	0,1%
	Wealthiest 60%	1273	50,5%	63,5%	2,0%	0,2%	0,2%