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Use of Information Society Technologies in business

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Note:

The opinions, statements and conclusions presented in the report belong to report writers and don't necessarily reflect the viewpoint of the United Nations Development Program and of Moldavian Government.

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Chapter 1: INTRODUCTION

General information on the project „Building e-Governance”

„Building e-Governance” is a project of the United Nations Development Program (UNDP) from Moldova, which aims to assist the Government of Moldova in implementing the e-Governance component of the National Strategy on Information Society Technologies for Development (“e-Moldova”), especially promoting use of the Information and Communication Technology in government activity, in order to facilitate the access to public information and improve the quality of public services.

In order to ensure the project efficiency it is important to assess the level of electronic development of the society, the degree of information technology usage in everyday life by citizens, economic agents etc. It is well known that not all indicators that are necessary for evaluation can be provided by official statistics. That’s why it is necessary to conduct sociological studies, which are going to substitute the vacuum of the official statistics.

Based on the current situation assessment of society e-readiness, a program was elaborated that points out the steps necessary to perform in order to improve the efficiency of government activity in relation with business. The results of sociological studies give also the possibility to compare the electronic development level of Moldova with other countries.

This report presents the results of the nationally-representative poll for Moldovan enterprises regarding the level and patterns of Information and Communication Technology usage in business. The report comprises the results of the fourth study in the field of Information and Communication Technology usage in business. The first one was conducted in 2004.

Goal and objectives of the study

The goal of the study was to collect data in order to assess the e-readiness level in business, which serves also as sign points in development and implementation of the e-Governance Concept and Program.

The study objectives were to update the information regarding Information Society Technologies usage in daily activity of businesses in Moldova, information that cannot be concluded from official and commercial statistics:

- use of Internet in economic activity, measuring, especially, the following variables:
 - percentage of enterprises with access to computer
 - percentage of workplaces having computer
- use of Internet in economic activity, measuring, especially, the following variables:
 - percentage of enterprises with access to Internet
 - number of computers connected to Internet
 - main field on Internet use
 - types of Internet connections
 - the intensity of web space usage as well as other relevant aspect

Report structure

The report „Use of Information Society Technologies in business” comprises 5 chapters, covering the following aspects:

- Chapter 1: presents shortly information about the program „E-Governance in Moldova” – necessity, goal and objectives;
- Chapter 2: describes the strategy of research (target group, sampling scheme, data validation etc.);
- Chapter 3: presents the profile of interviewed enterprises according to the type of locality, enterprise size, field of activity and property structure;
- Chapter 4: comprises data on practices of computer use in business;
- Chapter 5: presents information on practices of Internet use in business – main use (fields), electronic interaction with public authorities etc.;

Chapter 2: METHODOLOGY AND DATA COLLECTION

Scope and coverage of the study, sampling scheme

Target group: enterprises in the Republic of Moldova. The study has been conducted on the entire territory of the republic, excepting Transnistria.

Research method: the method used for the study was opinion poll, on the basis of face to face interview technique at the respondent's work place.

Research tool: standard written questionnaire, with ended and open-ended questions. The questionnaire has been elaborated by the research group of the Centre CIVIS according to the requests presented in Terms of Reference towards research and by the experts of UNDP Moldova project „e-Governance”.

The questionnaire is similar, short version, with the one applied for the previous studies (2004-2006).

Both Romanian and Russian languages were the working languages on the field, respondents having the possibility to choose appropriate language during interviewing process.

The field work lasts from December 1 to December 22, 2007.

Sample size: 605 enterprises.

Sampling scheme:

A nationally representative sample of Moldavian enterprises has been designed in order to ensure the study representativeness.

Sample characteristics:

- **stratified** – 2 stratification criteria have been used:
 - *region* – 12 regions (former counties);
 - *type of locality* – rural, towns, rayonal centers;
- *stratum size* – strata sizes, resulted during the distribution process by regions and type of localities, have been proportionally calculated to the number of businesses in each stratum according to the data provided by the National Bureau of Statistics;
- **random** – settlements and enterprises have been randomly selected;
- **multistage** – 2 randomizing stages have been applied:
 - *locality* – localities from each stratum included in the sample (55) have been randomly selected based on a table of random figures;
 - *enterprise* – for each locality it was established the number of enterprises to be interviewed. The enterprises have been randomly selected, based on statistical step – it was established an alphabetically ordered list of enterprises, sorted by their size, for each locality included in the sample; the total number of enterprises in the locality was divided by the number of companies necessary to be interviewed, generally, and depending on the enterprise size; the obtained figure represented “the step”; “the step” was divided by 2 – the obtained figure represented the number of the first enterprise selected from the alphabetical list; in order to select the next

enterprise, “the step” was added to the number of the first selected company etc. Selection of companies was done separately for each of the four categories of the enterprise size

Sample representativeness: the sample used is representative for enterprises in the Republic of Moldova, excepting Transnistria, depending on the reliability extent of the official statistics used for sampling design. The sample error is $\pm 4\%$.

Here is important to note that, even if general results are representative for entire studied population, data extrapolation according to enterprises’ profile (type of locality, company size, sector of activity and property structure) should be performed carefully, taking into account the small final figure of one or other group. This thing is due to either slight delimitation of enterprises according to one or other variable, as is sector of activity, or small number of one or other type of company included in the sample (for instance, joint venture with foreign capital – see Table below).

In order to illustrate the situation the bottom table is presented, comprising figures and percents of various characteristics according to the businesses profile:

TOTAL PE EȘANTION		613	100%
Type of locality	Urban	515	85,1%
	Rural	90	14,9%
Enterprise size	Up to 9 employees	397	65,6%
	10 – 49 employees	149	24,6%
	50 – 249 employees	52	8,6%
	250 and more employees	7	1,2%
Field of activity	Industry	38	6,3%
	Construction	44	7,3%
	Energetic sector	4	0,7%
	Transport	33	5,5%
	Commerce	185	30,6%
	Public alimentation	23	3,8%
	Tourism, hotels	9	1,5%
	Finance, insurance, real estate	15	2,5%
	Telecommunication	12	2,0%
	Computer technologies	8	1,3%
	Affaires	35	5,8%
	Printing services	7	1,2%
	Mass-media (press, radio, TV)	7	1,2%
	Healthcare	28	4,6%
	Technical services	28	4,6%
	Consumers’ service	64	10,6%
	Entertainment	8	1,3%
	Agriculture/forestry	37	6,1%
Other services	20	3,3%	
Property structure	Public	49	8,1%
	Private	503	83,1%
	Joint, without foreign capital	21	3,5%
	Foreign (100% foreign capital)	19	3,1%
	Joint, with foreign capital	13	2,1%

In this case correlation allow us to emphasis only general trends of businesses pattern regarding computer technologies' usage, depending on one or other variable.

Data validity

Only instructed interviewers have been involved in the survey. The interviewers have received lists with the name and address of selected companies to be interviewed. Additionally, they received a list of reserved enterprises, when a certain companies from the basic list can't be found or refuse to be interviewed.

CIVIS administration has checked all questionnaires and compliance with methodology, according to the following procedure:

- control of compliance with methodology of enterprises' selection – every time the interviewer has applied to the list of reserves, he/she was responsible to note the reason;
- control of all filled in questionnaires at CIVIS headquarter in order to ensure the quality of their filling in – when there are found missing answers, the field work supervisor contact by telephone the company representative and fill in missing answers;
- control of all enterprises via telephone.

Data processing

Data collected on the field have been entered in SPSS 11.5 by specially trained personnel. Following data entry, the database was checked and cleaned with respect to contradictions, wrong codes etc. Cleaned data were processed on the whole and broken down by certain socio-demographical variables: type of locality, enterprise' size, sector of activity and property structure.

Within this report the data are analyzed depending on the reference subgroups (for example, companies using computer and/or Internet in their daily life etc.). At the same time, within the correlation tables, there is presented the percentage of answers out of the total number of interviewed enterprises.

Encountered difficulties / lessons learned

The main difficulty encountered by the research group was that information provided by the National Bureau of Statistics concerning enterprises referred only to the name, legal address and phone number (if available), and didn't included de facto /real address.

The field work demonstrated that in the most cases legal address and phone number of companies selected to be interviewed didn't correspond to the real ones (where they could be found). That issue requested a lot of time (much more than planned) for identification.

Other encountered difficulties and barriers with respect to contact information are as follows:

- the phone number doesn't suit to the address;

- the legal address is an apartment, whose inhabitants don't know anything about the registered enterprise in this apartment; moreover, such enterprise(s) is not registered neither in the database of Moldtelecom nor in VaroMoldova 2007;
- the enterprise activates according to legal documents, but, in fact, doesn't (there have been encountered cases when certain enterprises didn't activate for 3-5 years).

The other issue is related to the data on size of enterprises: although official statistics indicate a share of 80.3% of micro enterprises (0-9 employees), during selection of enterprises to be interviewed within the same size group it was obtained the share of 65.6%. Therefore, the business representatives officially indicate a lower number of employees than it is in fact, in order to avoid a more frequent reporting of data about companies' activities to the officials.

The last difficulty/problem refers to comparative analysis of data collected during previous years, which is determined by the difference of sample profile. Thus, the share of micro enterprises for the study in 2006 is 52.2% that is lower with 13% as compared to the study in 2007, while for 2005 the weight is 55.5% or with 10% lower comparing with 2007. In this case the larger companies are over-weighted, but they are more active users of computer and Internet. This is why the present report reflects a "regress" of information technologies users comparing with previous periods.

In order to avoid such problems, CIVIS recommend to emphasize the methodological requests in the future Terms of References, i.e. to request obeying the methodology applied for the previous studies so that to ensure data comparability.

Chapter 3: PROFILE OF INVESTIGATED ENTERPRISES

Type of settlement. The largest part of the surveyed enterprises is from the urban environment (85.1%), the enterprises from the rural environment accounting for 14.9%. This structure reflects the territorial repartition according to the official statistical data.

Size of the enterprise. In order to correlate the data according to the size of the enterprises these have been grouped into 4 categories:

- very small enterprises (up to 9 employees)
- small enterprises (10-49 employees)
- average-sized enterprises (50-249 employees)
- large enterprises (250 employees and more)

According to the classification, most of the examined enterprises (65.6%) have up to 9 employees, while one in four enterprises is a *small enterprise* with 10 to 49 employees. Almost every tenth investigated enterprise (10.4%) is *medium-sized* (50-249 employees), while *large enterprises* account for 1.2%.

Sector of activity. The field of activity of the examined enterprises is quite varied. It is presented in detail in the table below:

Sector of activity	weight
Industry	6,3%
Constructions	7,3%
Energy sector (electric power, gas, fuels)	0,7%
Transport	5,5%
Trade	30,6%
Public feeding	3,8%
Truism, hotels	1,5%
Financial institutions, insurances, real estate operations	2,5%
Telecommunications (fixed and mobile telephony operators, Internet providers, operators of other kind of communications)	2,0%
Computer technologies (assembly and installation of computers, networks, projection of systems, working out of software, web-design)	1,3%
Business services (marketing, advertising, consulting, information services, training courses etc.)	5,8%
Editorial, printing services	1,2%
Mass media (papers, radio, TV)	1,2%
Medical services	4,6%
Technical services (car service, repair of machinery, etc.)	4,6%
Population service (hairdresser's, beauty salon, minor repair, individual confections etc.)	10,6%
Entertainment (cinema, theatre, clubs, discothèques)	1,3%
Agricultural sector/forestry/fishery	6,1%
Other services	3,3%

Thus, the data from the table show that the main activity of Moldova's economic sector is the trade, which accounts for 30.6% of the total number of examined enterprises.

Ownership structure. According to the ownership structure, we distinguish:

- enterprises with public/state capital
- private enterprises
- joint enterprises (public and private) without foreign capital
- foreign enterprises (100% foreign capital)
- joint enterprises (public and/or private) with foreign capital

If taking into account the ownership structure, the *private enterprises* account for the largest share (83.1%), followed by the *enterprises with public/state capital* (8.1%).

The share of enterprises with other ownership structure is insignificant – no more than 3.5% of the total companies.

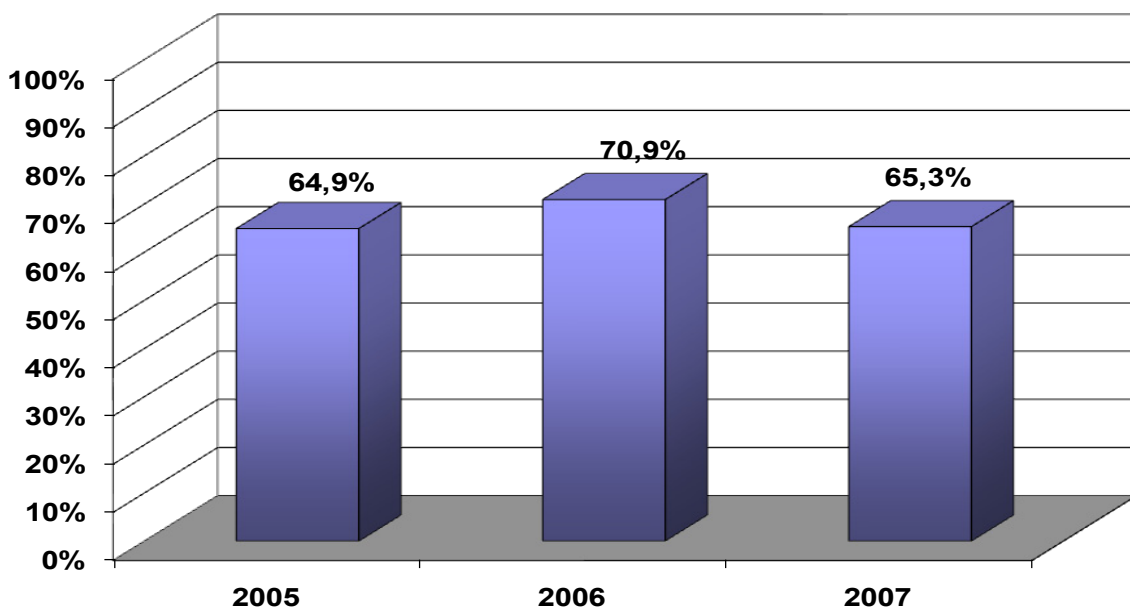
Chapter 4: Using a computer in business field

Presence of computers in economic activity

The survey conducted in 2007 shows that most enterprises (65,3%) used computers in their professional activity, in other words, 2 from 3 companies used computers in their daily activities (see the Chart 1). Comparing to previous years a stagnation of computer utilization process could be observed by the entrepreneurs. But the negative difference in 2006 and insignificant increase in 2005 can be explained by the difference of sample profile of that period. Thus, comparing to the survey performed in 2005, the micro-enterprises had 10% more in 2007 or 13% more compared to 2006. At the same time, it's important to mention that the situation of companies from Moldova is quite unstable, and for this reason, the trend of using informational technologies may vary both in increase, decrease and stagnation. Plus, the sample error in the given sample size is $\pm 4\%$.

The computer utilization rate in daily activity is higher in urban area (67,8%) compared to rural area (51.1%). But it's important to mention that computer utilization in the rural area increased twice as much compared to the situation in 2005 (24.8%).

Chart 1. Percentage of enterprises which use computers in their daily activities



Computer use in economic activities is more present in:

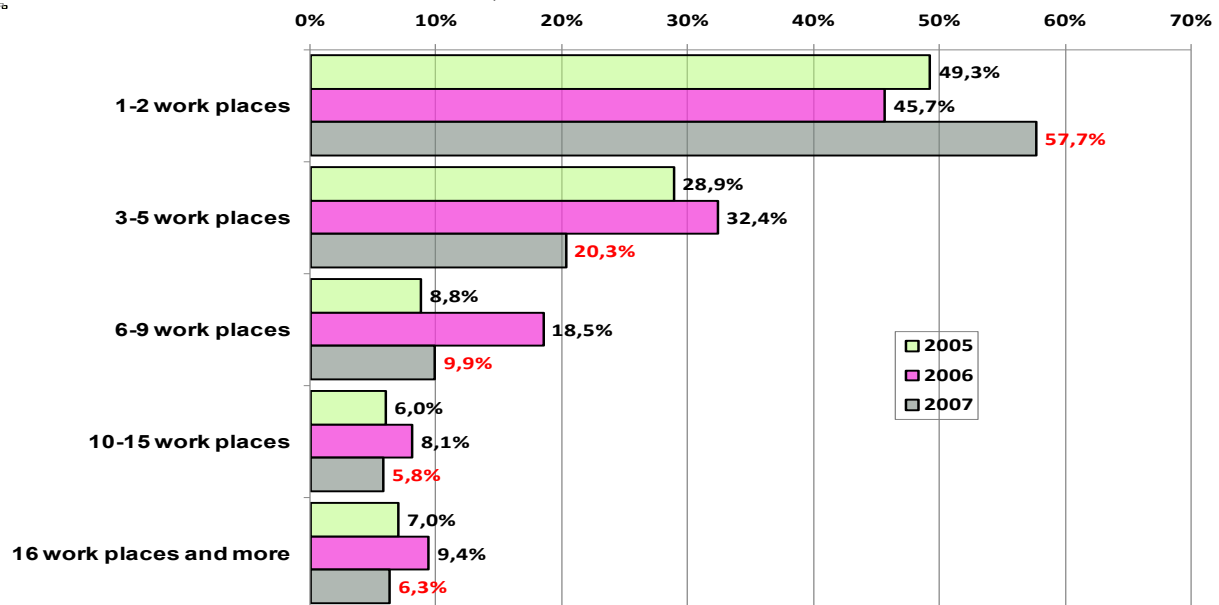
- small enterprises (81,2%), middle (82,7) and large (100%), the utilization rate of each category slightly came up comparing to 2005
- foreign enterprises, with 100% international capital (89,5%) and mixed ones that also have international capital (84,6%)
- enterprises working in computer technology field (100%), publishing and printing companies (100%) and mass-media (100%)

Depending on the sort of activity, the big presence of computers (80%) can be seen in the activities of enterprises involved in business, finance, insurance, real estate and industrial sectors.

The number of work places equipped with computes

Compared to previous years, the number of enterprises that have 1-2 work places equipped with computers, has came up (57,7%) – see the Chart 2. 78% of the enterprises, which use computers in their daily activities have at most 5 work places equipped with computers.

Chart 2: The percentage of work places equipped with computers (Sample: 395 enterprises which use computers)



Enterprises which have the least work places equipped with computers, in most cases, are companies from rural areas (63,1%), micro enterprises (76,3%), joint ventures without international capital (69,2%) and private ones (61,8%).

An additional study of work place computerization rate shows an increase of computer equipped work places from the total number of work places. Thus, this index came up from 13,3% in 2005 to 16,1% in 2007. We can see an increase both in urban and rural areas, as well as in micro and small enterprises (see the table below).

		2005	2007
TOTAL		13,3%	16,1%
Type of locality	Urban	16,9%	20,7%
	Rural	1,8%	4,1%
Enterprise size	Up to 9 employers	30,2%	33,3%
	10 to 49 employers	22,7%	24,5%
	50 to 249 employers	10,8%	10,9%
	250 and more employers	4,3%	10,0%

Nevertheless, this increase is “artificial” and is caused by the decrease of work places total number and not by the increase of computer equipped work places number.

As for computer equipped work places average, the indexes show a stagnation comparing to 2005 (the same average value of 3,6).

In order to assure a good link between computers of the company, a good local network is needed. In this respect, the results of the research show that the majority of the companies (73,1%) which have 2 or more computers, a local network is present.

Answers analysis, with regards to company profile, proves the fact that the company growth influenced simultaneously the networked computers rate (from 68,3% for micro enterprises to 85,7% for large enterprises). Also, different changes were registered by the property structures – private companies (with or without international capital) use local networks more often, compared to public enterprises.

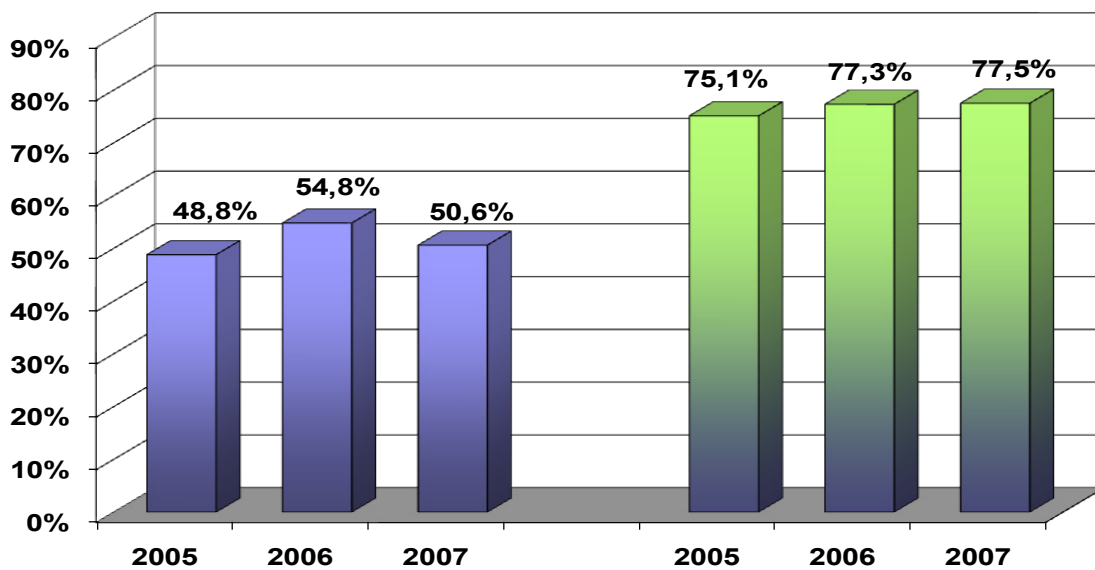
Chapter 5: Internet use in business field

Internet access

The number of companies which have Internet access, from the number of computerized companies, has come up very little comparing to previous years (77,5%) – see the Chart 3, and from the total of questioned companies, the percentage of companies with Internet access is a little smaller comparing to 2006 and a little higher comparing to 2005. an explanation to this situation is similar to that of computer use in daily activity (see page 14, paragraph 1).

Chart 3. The percentage of companies with access to Internet

(*Sample: 395 enterprises which use computers*)



Internet use in economic activity is more present in urban area (79,9% of companies which possess computers) comparing to rural area (60,9%). In this situation, it's important to mention the significant increase (12% compared to 2005) of companies from rural area with Internet access, notably companies which have computers.

There are also differences between company profiles regarding Internet access. Thereby, Internet is used by 80% of the companies, where companies working in tourism and hotel services (100%), computer technologies (100%), business (96,6%), mass media (85,7%), industry (83,9%).

Internet access rate also depends on company ownership form: it is higher in private companies and those with international capital (over 78%).

The number of computers connected to Internet and people who use Internet

In the process of questioning company employers who use Internet, they were asked to show the number of computers connected to Internet. The answers were grouped in 5 categories, as follows:

	2005	2007
1 computer	38,4%	44,1%
2 computers	19,4%	19,9%
3-5 computers	22,4%	18,0%
6-10 computers	10,4%	10,8%
11 computers and more	9,4%	7,2%

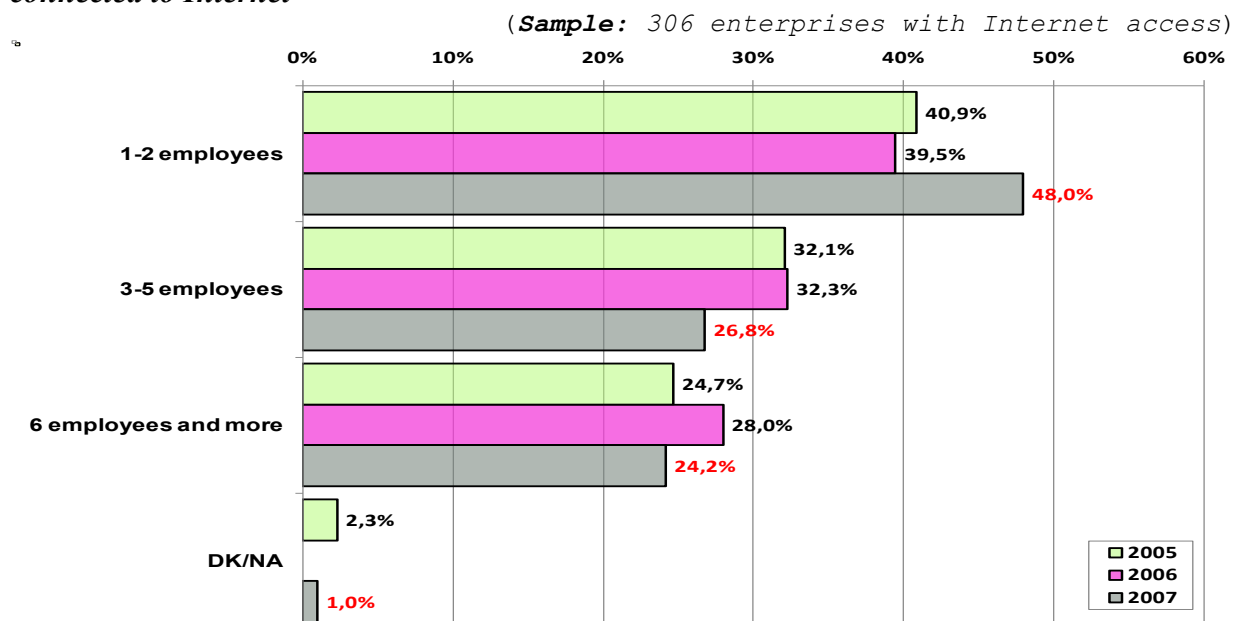
Data from the above table shows that about 2/3 of the companies have access to Internet and own at most 2 computers connected to Internet.

Correlated analysis of the answers allows us to observe the fact that most companies from rural area with Internet access (71,4%) have only 1 computer connected to Internet. According to the questionnaire, taking into consideration the company size, we can observe that about 40% of medium companies and 33% of large companies are equipped at most with two computer connected to Internet. This shows insufficient development of information technologies use in business activities.

Analyzing the number of employers who use computers connected to Internet, we can state the fact that this number depends on the number of Internet connected computers – in most cases, the connected Internet computers are used only by the employers whose work place was equipped with proper equipment.

Thus, 48,0% of companies with Internet access have 1-2 employers who use computers connected to Internet, and every 4th company (26,8%) has from 3 to 5 employers who use Internet (Chart 4). Dynamics analysis shows a significant increase of companies with 1-2 employers who use computers connected to Internet.

Chart 4. The percentage of companies, by the employees number, who use computers connected to Internet



The result of this study is that the number of employers who use computers connected to Internet is limited up to 9 persons and in most middle-sized companies (from 50 to 249 employers).

Interactive on-line activities

Electronic commerce is still at the “passive” stage of development – entrepreneurs rather look for and offer on-line information about goods and services, than practice this sort of commerce. More than that, this means of trade decreased in 2007 in comparison to 2005. Thus, if in 2005 30,1% of enterprises with Internet access received online orders for goods and services, and 27,1% of enterprises ordered goods and services online, as for 2007, these indicators decreased to 22,9% and then 19,6%. Also, the “active” commercialization indicators dropped down – in average, 7,5% of companies received and paid for goods and services online, comparing to 12,0% in 2005. The reason for these trends unfortunately hasn’t been studied in this questionnaire, but one of the explanations could be the decreasing percentage of companies from urban area which use Internet for active electronic commerce comparing to 2005. The proportion of rural companies practicing electronic commerce is twice as big as urban companies. And this data invokes another question “Why?”.

In the relationship with state authority, we can notice an increase of downloading of *forms from governmental sites* (from 23,1% of enterprises with access to Internet in 2005 to 38,6% in 2007). On the other hand, the number of enterprises which *mail to state authority invoices and fiscal reports*, has decreased (from 20,1% in 2005 to 16,7% in 2007). The last activity variation may depend on the place of residence of the companies and their sizes – presentation of invoices and fiscal reports is higher in rural companies (46,4%) than in urban ones (13,7%) and increases together with enterprises size (from 12,2% for micro enterprises to 33,3% for large enterprises).

Another activity/aim for which Internet is used refers to Web page, which offers the companies a great opportunity to present information about their existence, activities and offered services. In this respect, we must say that almost every second company (44,4%), with Internet access, have their own site. This indicator increased a little in comparison to 2005 (39,8 %), but the rhythm of information technologies development in business field in Moldova, should be taken into account (Computer and Internet use rate).

A correlated analysis of availability of own site allows us to observe an important factor – the presence of Web page in equal proportion for urban enterprises (44,2%), and rural ones (46,4%). Another finding is that the presence of Web page depends on the company size – the larger are the enterprises the bigger is the number of enterprises with own site (from 36,0% in micro enterprise to 83,3% in large enterprises).

Depending on the field of activity, we can observe the highest presence on Web of companies working in finance, insurance, real estate (75,0%), business (64,3%) and medical service (63,6%).

Informational security

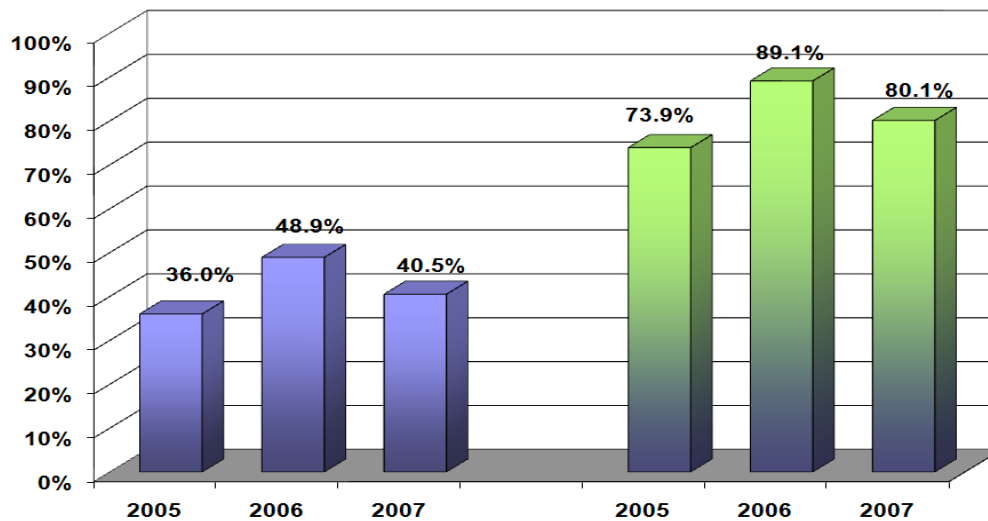
The importance of informational security and the attention paid to it, is proved by the results regarding installation of protection soft-wares / mechanisms of informational system.

In this respect, we must say that the majority of the companies (80,1%) took precautions in the last three months (50,0%) or more than 3 months ago (30,1%). At the same time, it’s important to mention that every tenth company (they number decreased twice compared to 2005) which

uses Internet doesn't take any precautions in order to prevent the problems concerning illegal access to private information.

Chart 5. Installing security programs

(Sample: 306 enterprises with Internet access)

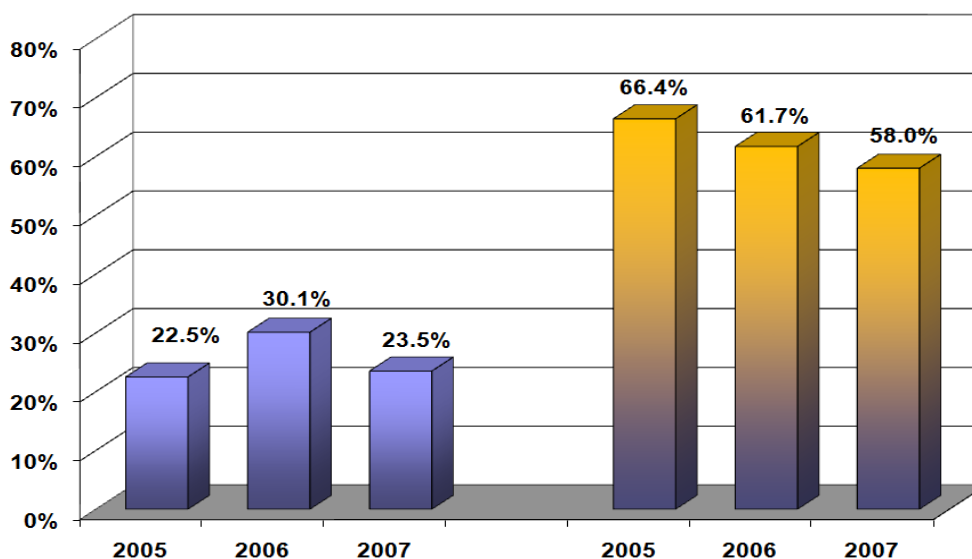


The problem of informational security doesn't usually disappear after installing information security programs / mechanisms. These must be periodically updated in order to be abreast of all „innovations” connected with viruses and illegal access into informational systems.

Here, the situation isn't very good – only 58,0% of companies which had installed security programs and mechanisms, updated them in the last three months.

Chart 6. Up-dated security programs in the last three months

(Sample: 245 enterprises which installed security mechanisms / programs)



The Chart 6 shows an interesting fact – decreasing the number of companies which renew regularly (update) their security programs. Companies which pay less attention to updating their security programs, are from rural area (45,5%) and public companies (57,1%).

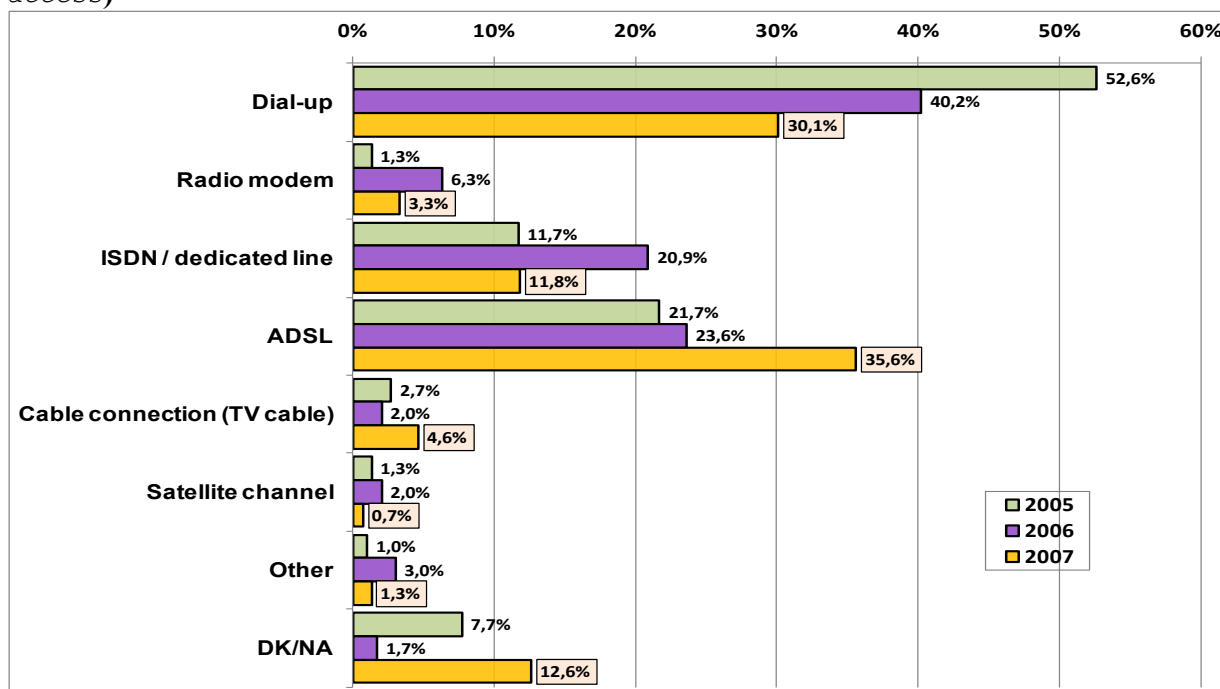
Types of Internet connection, type of used networks

The top of Internet connection types have changed in the last years: on the first place is ADSL connection with 35,6% from the number of enterprises which have Internet access, followed by „dial-up” or connection via telephone (30,1%).

The connection via phone is dominant in rural companies, according to the answers 53,6% of companies compared to 27,7% of companies from rural area.

Nevertheless, the number of rural companies connected to “Dial-up” is decreasing significantly comparing to 2005 (66,8%).

Chart 7. Methods of Internet connection (Sample: 306 enterprises with Internet access)



At the same time, every fifth company uses other modern technologies of Internet connection, technologies that permit access to wide traffic (see Chart 7). These technologies are present only in urban area.

The percentage of companies with Internet wide traffic – access to Internet at great speed, let’s say 256 kbit/sec, which is 9 times faster than a modem, has increased compared to 2005 (from 51,5% to 64,7% of the companies with Internet access or from 25,1% to 32,7% from the total number of questioned companies).

The nature of relationship of business with the state

The conception of electronic management¹ stipulates the most important public services available online from “Government- Business” category can be considered:

¹ Approved by the Government Decision nr.733 from June 28, 2006 with respect to Conception of Electronic Governance

Services for business	
1.	Paying insurance tax
2.	Declarations and payment of taxes
3.	Declarations and payment of VAT
4.	Registering new companies
5.	Providing data for statistics
6.	Customs declarations
7.	Licenses, reports on environment
8.	Public purchase

Providing public services through electronic means can be carried out at different levels of complexity²:

1. **level 1** – Informing: providing information about public services and public services activity;
2. **level 2** – Interaction: copying form from Internet, filling up the forms, including attestation, implementing communication/circulation system of electronic documents;
3. **level 3** – Transactions: sending information, taking decisions and carrying out deliveries of goods and/or services (including payment to bills via electronic means);
4. **level 4** – Transforming: redefining of administration acts;

Although the share of public services offered to entrepreneurs in off-line regime is superior to the share of services available online. Promoting the Plan of Actions for national Strategy Implementation “e-Moldova”, in general and privately of the objectives like (i) –creating and promotion of electronic payment systems, (ii) – developing the Internet platforms for national level electronic commerce etc., is at an intermediate level of development. In this situation, the incidence of relationship between entrepreneurs and local authorities via Internet depends on the development degree of online public services. Nowadays, the central administrative bodies provide online public services which correspond to the first level and partially to the second and third level of complexity.

Interaction rate of entrepreneurs and local administration by means of electronic technologies has increased significantly compared to 2005, but remained at the same level as in 2006 (see the Chart 8, page 22).

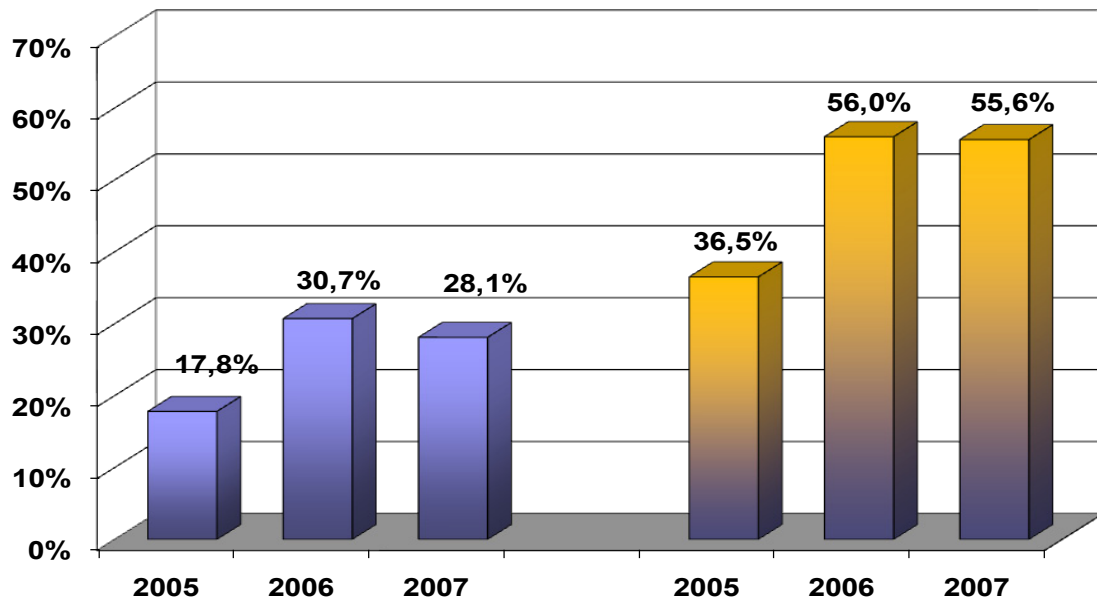
Online interaction level of entrepreneurs and local administration doesn't depend on the place of residence, the governmental sites are accessed both by urban companies (55,4%) and rural ones (57,2%).

Depending on the pattern of ownership, local authority sites are accessed by companies with public capital (81.0%) and those with international capital (82,4%).

Although online services offered by central public services have improved and varied comparing to previous years, the nature of interaction continues to be „passive”: the main reason the site is accessed for, is *to obtain information*, according to 90,6% of enterprises which visit governmental sites.

² Hotărîrea Guvernului nr.733 din 28 iunie 2006 cu privire la Concepția guvernării electronice

Chart 8. The percentage of companies which use Internet for accessing governmental sites
(Sample: 306 enterprises which have Internet access)



The only aim, which reflects the active interaction features, whose score has increased compared to 2005, is about forms downloading forms (58,2 compared to 46,8% in 2005). Other aims like *sending filled in forms* and *complete electronic management* had the same values.

Active interaction of business and state is characteristic for urban enterprises.

CONCLUSIONS

Computer use in business field

- About 2/3 of enterprises use computers in their professional activity. The dynamics of computerization rate in business field is developing slowly, because of difficult economic situation in the country and political instability in business domain. This indicator depends on company profile – field of activity, company size, pattern of ownership and activity sector.
- Computer utilization rate is higher in urban area, but in rural area the utilization rate is growing faster, reducing the discrepancy between the two average indicators.
- Although computer use, generally per enterprise, is widely spread, there is a limitation of work places equipped with computers within enterprises – 57,7% of enterprises with computers have at most 1-2 work places equipped with computers, this indicator has been growing compared to 2005.
- Comparing to previous years, the number of work places equipped with computers has grown (from 13,3% to 16,1% of work places with computers from 100 work places). But, this increase is due to reducing the number of work places.
- The average number of computerized work places remains the same as it was in 2005.

Internet use in business field

- Internet utilization rate in business field also marks out a “stagnation” or a slow evolution, which is only a slight increase compared to 2005 - from 48,8% to 50,6% in 2007.
- Internet utilization rate depends on the place of activity (it’s higher in urban area) and field of activity (it’s used 100% by the companies working in tourism/ hotels, telecommunication and computer technologies).
- The number of computers connected to Internet, as the case of work places equipped with computers, is limited, in most cases, (2/3 of enterprises with Internet access) to 1 or 2 computers. In rural area, the most companies with Internet access (71,4%) have only one computer connected to Internet.
- The results of the survey shows that the number of employers who use these computers, depends on the number of Internet connected computers- in most cases, the computer connected to Internet is used only by employers whose work place is equipped with this equipment.
- The presence of companies on Web has registered a minimum increase in the last two years – only 4,6%, reaching the point of 44,4%, but still very important, taking into consideration computer and Internet utilization rates.
- Electronic commerce in Moldova still remains at the “passive” stage of development – entrepreneurs are more interested in informing about goods and services than in selling or buying them online.
- Interaction rate of entrepreneurs and local administration via electronic technologies has increased significantly comparing to 2005 –from 36,5% to 55,6% in 2007. Enterprises from rural area interact with local administration via Internet as much as urban areas. Nevertheless, interaction continues to be “passive”, as the enterprises access it only for information purpose.
- Companies from Moldova pay little attention, or maybe sporadic, to information security problem. Thus, 80% of companies take necessary steps by installing security programs. But only 58% of them try to update/renew them.

- The top of internet connection type has changed during the two last years. “ADSL” connection is on the first place, which provides wide traffic with 36,6% from the number of enterprises connected to Internet. “Dial-up” connection registered a decrease in the last two years – from 52,6% in 2005 to 30,1% in 2007.

ANNEXE 1: TABLES OF CORRELATION

Table 1. *Percentage of business companies using computers in daily activity broken down by type of locality, enterprise' size, sector of activity and property structure*

		Total	Use computer	Don't use computer
TOTAL (per sample)		605	65,3%	34,7%
Type of locality	Urban	515	67,8%	32,2%
	Rural	90	51,1%	48,9%
Enterprise size	Up to 9 employees	397	56,4%	43,6%
	10 – 49 employees	149	81,2%	18,8%
	50 – 249 employees	52	82,7%	17,3%
	250 and more employees	7	100%	
Sector of activity	Industry	38	81,6%	18,4%
	Construction	44	72,7%	27,3%
	Energetic sector	4	75,0%	25,0%
	Transport	33	72,7%	27,3%
	Commerce	185	58,9%	41,1%
	Public alimentation	23	39,1%	60,9%
	Tourism, hotels	9	77,8%	22,2%
	Finance, insurance, real estate	15	93,3%	6,7%
	Telecommunication	12	58,3%	41,7%
	Computer technologies	8	100%	
	Affaires	35	82,9%	17,1%
	Printing services	7	100%	
	Mass-media (press, radio, TV)	7	100%	
	Healthcare	28	67,9%	32,1%
	Technical services	28	75,0%	25,0%
	Consumers' service	64	48,4%	51,6%
	Entertainment	8	25,0%	75,0%
Agriculture/forestry	37	45,9%	54,1%	
Other services	20	90,0%	10,0%	
Property structure	Public	49	69,4%	30,6%
	Private	503	63,6%	36,4%
	Joint, without foreign capital	21	61,9%	38,1%
	Foreign (100% foreign capital)	19	89,5%	10,5%
	Joint, with foreign capital	13	84,6%	15,4%

Table 2. Percentage of workplaces having computers broken down by type of locality, enterprise' size, sector of activity and property structure

<i>*Base: 395 enterprises using computer</i>		Total	1-2 workplaces	3-5 workplaces	6-9 workplaces	10-15 workplaces	16 workplaces and more
TOTAL (per sample)		605	37,7%	13,2%	6,4%	3,8%	4,1%
TOTAL (per subgroup)*		395	57,7%	20,3%	9,9%	5,8%	6,3%
Type of locality	Urban	349	57,0%	19,5%	10,3%	6,6%	6,6%
	Rural	46	63,1%	26,1%	6,5%		4,3%
Enterprise size	Up to 9 employees	224	76,3%	17,4%	5,4%	,9%	
	10 – 49 employees	121	38,0%	30,6%	13,2%	9,9%	8,3%
	50 – 249 employees	43	25,5%	7,0%	23,3%	20,9%	23,3%
	250 and more employees	7		14,3%	14,3%		71,4%
Sector of activity	Industry	31	74,0%	6,5%	6,5%	6,5%	6,5%
	Construction	32	62,4%	15,6%	6,3%	9,4%	6,3%
	Energetic sector	3	100%				
	Transport	24	54,1%	29,2%	8,3%	4,2%	4,2%
	Commerce	109	64,2%	20,2%	5,5%	5,5%	4,6%
	Public alimentation	9	55,6%	33,3%			11,1%
	Tourism, hotels	7	85,7%	14,3%			
	Finance, insurance, real estate	14	57,2%	35,7%		7,1%	
	Telecommunication	7	42,9%	14,2%			42,9%
	Computer technologies	8	37,5%	37,5%	12,5%	12,5%	
	Affaires	29	34,5%	20,7%	10,3%	13,8%	20,7%
	Printing services	7	57,1%	14,3%	28,6%		
	Mass-media (press, radio, TV)	7	28,6%	14,3%	57,1%		
	Healthcare	19	57,8%	15,8%	15,8%	5,3%	5,3%
	Technical services	21	61,9%	9,5%	23,8%	4,8%	
	Consumers' service	31	58,0%	25,8%	6,5%	6,5%	3,2%
	Entertainment	2	100%				
Agriculture/forestry	17	52,9%	17,6%	23,6%		5,9%	
Other services	18	27,8%	38,8%	16,7%	5,6%	11,1%	
Property structure	Public	34	29,5%	23,5%	23,5%	2,9%	20,6%
	Private	320	61,8%	19,4%	9,1%	6,3%	3,4%
	Joint, without foreign capital	13	69,2%	23,1%			7,7%
	Foreign (100% foreign capital)	17	29,4%	29,4%	5,9%	5,9%	29,4%
	Joint, with foreign capital	11	54,5%	18,2%	9,1%	9,1%	9,1%

Table 3. Percentage of companies with computers that have local network broken down by type of locality, enterprise' size, sector of activity and property structure

<i>*Base: 268 enterprises having 2 or more computers</i>		Total	Have local network	Don't have local network	DK/NA
TOTAL (per sample)		605	32,4%	11,1%	0,8%
TOTAL (per subgroup)*		268	73,1%	25,0%	1,9%
Type of locality	Urban	240	74,1%	24,2%	1,7%
	Rural	28	64,3%	32,1%	3,6%
Enterprise size	Up to 9 employees	120	68,3%	30,0%	1,7%
	10 – 49 employees	103	73,8%	25,2%	1,0%
	50 – 249 employees	38	84,2%	13,2%	2,6%
	250 and more employees	7	85,7%		14,3%
Sector of activity	Industry	20	60,0%	35,0%	5,0%
	Construction	23	73,9%	26,1%	
	Energetic sector	2		100%	
	Transport	16	68,7%	25,0%	6,3%
	Commerce	69	76,9%	21,7%	1,4%
	Public alimentation	8	62,5%	37,5%	
	Tourism, hotels	4	100%		
	Finance, insurance, real estate	7	85,7%	14,3%	
	Telecommunication	6	66,7%	33,3%	
	Computer technologies	7	85,7%	14,3%	
	Affaires	24	75,0%	25,0%	
	Printing services	5	80,0%	20,0%	
	Mass-media (press, radio, TV)	6	50,0%	50,0%	
	Healthcare	16	87,5%	12,5%	
	Technical services	10	70,0%	30,0%	
	Consumers' service	19	57,9%	42,1%	
	Entertainment				
	Agriculture/forestry	11	72,7%	9,1%	18,2%
Other services	15	86,7%	13,3%		
Property structure	Public	30	56,7%	33,3%	10,0%
	Private	208	75,0%	24,0%	1,0%
	Joint, without foreign capital	10	50,0%	50,0%	
	Foreign (100% foreign capital)	13	92,3%	7,7%	
	Joint, with foreign capital	7	85,7%	14,3%	

Table 4. Percentage of companies having access to the Internet broken down by type of locality, enterprise' size, sector of activity and property structure

<i>*Base: 395 enterprises using computer</i>		Total	Have access to Internet	Don't have access to Internet
TOTAL (per sample)		605	50,6%	14,7%
TOTAL (per subgroup)*		395	77,5%	22,5%
Type of locality	Urban	349	79,7%	20,3%
	Rural	46	60,9%	39,1%
Enterprise size	Up to 9 employees	224	76,8%	23,2%
	10 – 49 employees	121	76,0%	24,0%
	50 – 249 employees	43	83,7%	16,3%
	250 and more employees	7	85,7%	14,3%
Sector of activity	Industry	31	83,9%	16,1%
	Construction	32	68,7%	31,3%
	Energetic sector	3	66,7%	33,3%
	Transport	24	75,0%	25,0%
	Commerce	109	78,0%	22,0%
	Public alimentation	9	66,7%	33,3%
	Tourism, hotels	7	100%	
	Finance, insurance, real estate	14	57,1%	42,9%
	Telecommunication	7	100%	
	Computer technologies	8	100%	
	Affaires	29	96,6%	3,4%
	Printing services	7	71,4%	28,6%
	Mass-media (press, radio, TV)	7	85,7%	14,3%
	Healthcare	19	57,9%	42,1%
	Technical services	21	76,2%	23,8%
	Consumers' service	31	64,5%	35,5%
	Entertainment	2	50,0%	50,0%
	Agriculture/forestry	17	82,4%	17,6%
Other services	18	88,9%	11,1%	
Property structure	Public	34	61,8%	38,2%
	Private	320	78,4%	21,6%
	Joint, without foreign capital	13	61,5%	38,5%
	Foreign (100% foreign capital)	17	100%	
	Joint, with foreign capital	11	81,8%	18,2%

Table 5. Percentage of companies by the number of computers with access to Internet broken down by type of locality, enterprise' size, sector of activity and property structure

<i>*Base: 306 enterprises with access to Internet</i>		Total	1 computer	2 computers	3-5 computers	6-10 computers	11 computers and more**
TOTAL (per sample)		605	22,3%	10,1%	9,1%	5,5%	3,6%
TOTAL (per subgroup)*		306	44,1%	19,9%	18,0%	10,8%	7,2%
Type of locality	Urban	278	41,4%	20,5%	18,7%	11,5%	7,9%
	Rural	28	71,4%	14,3%	10,7%	3,6%	
Enterprise size	Up to 9 employees**	172	58,1%	21,5%	15,7%	4,1%	0,6%
	10 – 49 employees	92	28,2%	17,4%	25,0%	18,5%	10,9%
	50 – 249 employees	36	22,2%	19,5%	13,9%	22,2%	22,2%
	250 and more employees	6	16,7%	16,7%		16,7%	49,9%
Sector of activity	Industry	26	53,9%	19,2%	7,7%	11,5%	7,7%
	Construction	22	40,9%	31,9%	9,1%	13,6%	4,5%
	Energetic sector	2	100%				
	Transport	18	38,9%	22,2%	27,8%		11,1%
	Commerce	85	47,1%	20,0%	21,1%	5,9%	5,9%
	Public alimentation	6	50,0%	16,7%	33,3%		
	Tourism, hotels	7	57,1%	28,6%	14,3%		
	Finance, insurance, real estate	8	12,5%	37,5%	37,5%	12,5%	
	Telecommunication	7	28,6%	14,3%	14,3%		42,8%
	Computer technologies	8	12,5%	25,0%	37,5%	25,0%	
	Affaires	28	28,5%	21,4%	14,3%	17,9%	17,9%
	Printing services	5	20,0%	40,0%		40,0%	
	Mass-media (press, radio, TV)	6	49,9%	16,7%	16,7%	16,7%	
	Healthcare	11	45,4%	18,2%	9,1%	27,3%	
	Technical services	16	56,2%	6,3%	18,7%	12,5%	6,3%
	Consumers' service	20	55,0%	20,0%	20,0%		5,0%
	Entertainment	1	100%				
	Agriculture/forestry	14	71,5%	7,1%		21,4%	
Other services	16	25,0%	12,5%	31,2%	18,8%	12,5%	
Property structure	Public	21	47,6%	9,5%	14,3%	14,3%	14,3%
	Private	251	44,6%	22,3%	17,5%	10,0%	5,6%
	Joint, without foreign capital	8	50,0%	12,5%	25,0%		12,5%
	Foreign (100% foreign capital)	17	35,4%	5,9%	23,5%	17,6%	17,6%
	Joint, with foreign capital	9	33,4%	11,1%	22,2%	22,2%	11,1%

**** Note: Category „Enterprise' size: up to 9 employees” includes also some answers for „more than 16 computers” – this refers to Internet cafe, where are, for example, 2 workplaces, and 15-20 computers connected to Internet**

Table 6. Percentage of companies by the number of employees using computers with access to Internet in daily work broken down by type of locality, enterprise' size, sector of activity and property structure

<i>*Base: 306 enterprises with access to Internet</i>		Total	1-2 employees	3-5 employees	6-9 employees	10 employees and more	DK/NA
TOTAL (per sample)		605	24,3%	13,6%	5,3%	6,9%	0,5%
TOTAL (per subgroup)*		306	48,0%	26,8%	10,5%	13,7%	1,0%
Type of locality	Urban	278	45,6%	28,1%	11,2%	14,4%	0,7%
	Rural	28	71,4%	14,3%	3,6%	7,1%	3,6%
Enterprise size	Up to 9 employees	172	64,0%	28,4%	7,6%		
	10 – 49 employees	92	28,3%	31,5%	15,2%	23,9%	1,1%
	50 – 249 employees	36	30,6%	8,3%	13,9%	44,4%	2,8%
	250 and more employees	6		16,7%		66,6%	16,7%
Sector of activity	Industry	26	57,7%	19,2%	7,7%	15,4%	
	Construction	22	59,1%	13,6%	9,1%	18,2%	
	Energetic sector	2	50,0%	50,0%			
	Transport	18	44,4%	22,2%	16,7%	16,7%	
	Commerce	85	54,0%	27,1%	5,9%	11,8%	1,2%
	Public alimentation	6	33,3%	50,0%	16,7%		
	Tourism, hotels	7	57,1%	42,9%			
	Finance, insurance, real estate	8	50,0%	37,5%		12,5%	
	Telecommunication	7	28,6%	28,6%		42,8%	
	Computer technologies	8	50,0%	25,0%	12,5%	12,5%	
	Affaires	28	32,1%	32,1%	14,4%	21,4%	
	Printing services	5	20,0%	40,0%	20,0%	20,0%	
	Mass-media (press, radio, TV)	6	33,3%	33,3%	33,4%		
	Healthcare	11	36,3%	18,2%	27,3%	18,2%	
	Technical services	16	43,7%	18,7%	25,0%	6,3%	6,3%
	Consumers' service	20	55,0%	35,0%	5,0%	5,0%	
	Entertainment	1	100%				
	Agriculture/forestry	14	57,2%	21,4%		14,3%	7,1%
Other services	16	31,2%	31,2%	18,8%	18,8%		
Property structure	Public	21	33,4%	19,0%	23,8%	23,8%	
	Private	251	50,5%	26,7%	10,0%	11,6%	1,2%
	Joint, without foreign capital	8	50,0%	37,5%		12,5%	
	Foreign (100% foreign capital)	17	35,3%	29,4%	5,9%	29,4%	
	Joint, with foreign capital	9	33,3%	33,3%	11,1%	22,3%	

Table 7. Percentage of companies having a their own website/homepage broken down by type of locality, enterprise' size, sector of activity and property structure

<i>*Base: 306 enterprises with access to Internet</i>		Total	Have own site	Don't have own site	DK/NA
TOTAL (per sample)		605	22,5%	27,6%	0,5%
TOTAL (per subgroup)*		306	44,4%	54,6%	1,0%
Type of locality	Urban	278	44,2%	55,1%	0,7%
	Rural	28	46,4%	50,0%	3,6%
Enterprise size	Up to 9 employees	172	36,0%	63,4%	0,6%
	10 – 49 employees	92	48,9%	48,9%	2,2%
	50 – 249 employees	36	66,7%	33,3%	
	250 and more employees	6	83,3%	16,7%	
Sector of activity	Industry	26	34,6%	65,4%	
	Construction	22	45,5%	54,5%	
	Energetic sector	2	50,0%	50,0%	
	Transport	18	38,9%	61,1%	
	Commerce	85	43,5%	55,3%	1,2%
	Public alimentation	6	33,3%	50,0%	16,7%
	Tourism, hotels	7	28,6%	71,4%	
	Finance, insurance, real estate	8	75,0%	25,0%	
	Telecommunication	7	28,6%	71,4%	
	Computer technologies	8	37,5%	62,5%	
	Affaires	28	64,3%	35,7%	
	Printing services	5	20,0%	80,0%	
	Mass-media (press, radio, TV)	6	50,0%	50,0%	
	Healthcare	11	63,6%	36,4%	
	Technical services	16	37,5%	62,5%	
	Consumers' service	20	40,0%	55,0%	5,0%
	Entertainment	1		100%	
	Agriculture/forestry	14	42,9%	57,1%	
	Other services	16	50,0%	50,0%	
Property structure	Public	21	38,1%	61,9%	
	Private	251	45,0%	53,8%	1,2%
	Joint, without foreign capital	8	25,0%	75,0%	
	Foreign (100% foreign capital)	17	47,1%	52,9%	
	Joint, with foreign capital	9	55,6%	44,4%	

Table 8. Percentage of enterprises installing security devices in the last 3 months broken down by type of locality, enterprise' size, sector of activity and property structure

<i>*Base: 306 enterprises with access to Internet</i>		Total	Have installed security devices in the last 3 months	Have installed security devices earlier than 3 months ago	No security device has been installed	DK/NA
TOTAL (per sample)		605	25,3%	15,2%	5,3%	4,8%
TOTAL (per subgroup)*		306	50,0%	30,1%	10,5%	9,4%
Type of locality	Urban	278	50,7%	29,5%	10,8%	9,0%
	Rural	28	42,9%	35,7%	7,1%	14,3%
Enterprise size	Up to 9 employees	172	51,2%	25,0%	12,8%	11,0%
	10 – 49 employees	92	51,1%	33,7%	4,3%	10,9%
	50 – 249 employees	36	38,9%	47,2%	13,9%	
	250 and more employees	6	66,6%	16,7%	16,7%	
Sector of activity	Industry	26	51,2%	25,0%	12,8%	11,0%
	Construction	22	51,1%	33,7%	4,3%	10,9%
	Energetic sector	2	38,9%	47,2%	13,9%	
	Transport	18	66,6%	16,7%	16,7%	
	Commerce	85	51,2%	25,0%	12,8%	11,0%
	Public alimentation	6	51,1%	33,7%	4,3%	10,9%
	Tourism, hotels	7	38,9%	47,2%	13,9%	
	Finance, insurance, real estate	8	66,6%	16,7%	16,7%	
	Telecommunication	7	51,2%	25,0%	12,8%	11,0%
	Computer technologies	8	51,1%	33,7%	4,3%	10,9%
	Affaires	28	38,9%	47,2%	13,9%	
	Printing services	5	66,6%	16,7%	16,7%	
	Mass-media (press, radio, TV)	6	51,2%	25,0%	12,8%	11,0%
	Healthcare	11	51,1%	33,7%	4,3%	10,9%
	Technical services	16	38,9%	47,2%	13,9%	
	Consumers' service	20	66,6%	16,7%	16,7%	
	Entertainment	1	51,2%	25,0%	12,8%	11,0%
	Agriculture/forestry	14	51,1%	33,7%	4,3%	10,9%
Other services	16	38,9%	47,2%	13,9%		
Property structure	Public	21	51,2%	25,0%	12,8%	11,0%
	Private	251	51,1%	33,7%	4,3%	10,9%
	Joint, without foreign capital	8	38,9%	47,2%	13,9%	
	Foreign (100% foreign capital)	17	66,6%	16,7%	16,7%	
	Joint, with foreign capital	9	51,2%	25,0%	12,8%	11,0%

Table 9. Percentage of enterprises that updated installed security devices in the last 3 months broken down by type of locality, enterprise size, sector of activity and property structure

<i>*Base: 245 enterprises that have installed security devices</i>		Total	Yes, updated	No, didn't update	DK/NA
TOTAL (per sample)		605	23,5%	13,1%	4,0%
TOTAL (per subgroup)*		245	58,0%	32,2%	9,8%
Type of locality	Urban	223	60,6%	30,9%	8,5%
	Rural	22	31,8%	45,5%	22,7%
Enterprise size	Up to 9 employees	131	56,5%	33,6%	9,9%
	10 – 49 employees	78	65,4%	25,6%	9,0%
	50 – 249 employees	31	45,2%	45,2%	9,6%
	250 and more employees	5	60,0%	20,0%	20,0%
Sector of activity	Industry	20	65,0%	30,0%	5,0%
	Construction	19	52,6%	47,4%	
	Energetic sector	1		100%	
	Transport	14	71,4%	28,6%	
	Commerce	65	52,4%	33,8%	13,8%
	Public alimentation	2	50,0%	50,0%	
	Tourism, hotels	6	100%		
	Finance, insurance, real estate	7	85,7%		14,3%
	Telecommunication	6	66,7%	33,3%	
	Computer technologies	6	100%		
	Affaires	25	48,0%	36,0%	16,0%
	Printing services	5	80,0%		20,0%
	Mass-media (press, radio, TV)	5	80,0%	20,0%	
	Healthcare	9	55,6%	44,4%	
	Technical services	13	38,5%	53,8%	7,7%
	Consumers' service	15	66,7%	26,7%	6,6%
	Entertainment	1	100%		
	Agriculture/forestry	12	25,0%	33,3%	41,7%
Other services	14	57,2%	35,7%	7,1%	
Property structure	Public	14	42,9%	57,1%	
	Private	201	57,8%	30,8%	11,4%
	Joint, without foreign capital	7	57,1%	42,9%	
	Foreign (100% foreign capital)	16	62,5%	31,3%	6,2%
	Joint, with foreign capital	7	85,7%	14,3%	

Table 10. Percentage of companies by the type of Internet connection broken down by type of locality, enterprise' size, sector of activity and property structure

<i>*Base: 306 enterprises with access to Internet</i>		Total	Dial-up	Radio modem	ISDN / dedicated line	ADSL	TV cable	Satellite channel	Other type	DK/NA
TOTAL (per sample)		605	15,2%	1,7%	6,0%	18,0%	2,3%	0,3%	0,7%	6,4%
TOTAL (per subgroup)*		306	30,1%	3,3%	11,8%	35,6%	4,6%	0,7%	1,3%	12,6%
Type of locality	Urban	278	27,7%	3,2%	12,9%	38,5%	5,0%	0,4%	1,1%	11,2%
	Rural	28	53,6%	3,6%		7,1%		3,6%	3,6%	28,5%
Enterprise size	Up to 9 employees	172	33,1%	3,5%	12,8%	34,3%	5,2%	1,2%		9,9%
	10 – 49 employees	92	26,1%	3,3%	12,0%	35,9%	2,2%		3,3%	17,2%
	50 – 249 employees	36	30,6%	2,8%	8,3%	41,7%	5,6%			11,0%
	250 and more employees	6				33,3%	16,7%		16,7%	33,3%
Sector of activity	Industry	26	34,6%	3,8%	3,8%	38,6%				19,2%
	Construction	22	36,4%		4,5%	36,5%	4,5%		4,5%	13,6%
	Energetic sector	2				100%				
	Transport	18	33,3%			44,4%	5,6%	5,6%		11,1%
	Commerce	85	25,9%	3,5%	9,4%	37,6%	5,9%	1,2%	2,4%	14,1%
	Public alimentation	6	33,3%		16,7%	16,7%	16,7%			16,6%
	Tourism, hotels	7	57,1%		14,3%	14,3%	14,3%			
	Finance, insurance, real estate	8	12,5%		12,5%	50,0%				25,0%
	Telecommunication	7	28,6%	14,3%	14,3%	42,8%				
	Computer technologies	8	25,0%	12,5%	25,0%	37,5%				
	Affaires	28	17,9%	3,6%	14,3%	32,1%	7,1%			25,0%
	Printing services	5	20,0%		40,0%	20,0%				20,0%
	Mass-media (press, radio, TV)	6	33,3%			33,4%	33,3%			
	Healthcare	11	36,4%		18,2%	36,4%				9,0%
	Technical services	16	37,5%	12,5%	6,3%	43,7%				
	Consumers' service	20	35,0%		25,0%	20,0%	5,0%			15,0%
	Entertainment	1			100%					
Agriculture/forestry	14	50,0%		14,3%	21,4%				14,3%	
Other services	16	25,0%	6,3%	18,8%	43,7%			6,2%		
Property structure	Public	21	42,9%	4,8%	4,8%	33,3%	4,8%			9,4%
	Private	251	29,5%	3,2%	10,4%	36,3%	5,2%	0,8%	1,6%	13,0%
	Joint, without foreign capital	8	50,0%		25,0%	25,0%				
	Foreign (100% foreign capital)	17	11,8%	5,9%	29,4%	41,2%				11,7%
	Joint, with foreign capital	9	33,4%		22,2%	22,2%				22,2%

Table 11. Percentage of companies having a broadband connection to the Internet broken down by type of locality, enterprise' size, sector of activity and property structure

<i>*Base: 306 enterprises with access to Internet</i>		Total	Have access	Don't have access	DK/NA
TOTAL (per sample)		605	32,7%	14,4%	3,5%
TOTAL (per subgroup)*		306	64,7%	28,4%	6,9%
Type of locality	Urban	278	67,3%	25,5%	7,2%
	Rural	28	39,3%	57,1%	3,6%
Enterprise size	Up to 9 employees	172	61,6%	33,7%	4,7%
	10 – 49 employees	92	69,6%	20,7%	9,7%
	50 – 249 employees	36	72,2%	25,0%	2,8%
	250 and more employees	6	33,3%	16,7%	50,0%
Sector of activity	Industry	26	53,8%	38,5%	7,7%
	Construction	22	59,1%	36,4%	4,5%
	Energetic sector	2	100%		
	Transport	18	61,1%	38,9%	
	Commerce	85	70,6%	22,4%	7,0%
	Public alimentation	6	66,7%		33,3%
	Tourism, hotels	7	42,9%	57,1%	
	Finance, insurance, real estate	8	87,5%	12,5%	
	Telecommunication	7	57,1%	28,6%	14,3%
	Computer technologies	8	62,5%	37,5%	
	Affaires	28	71,4%	17,9%	10,7%
	Printing services	5	100%		
	Mass-media (press, radio, TV)	6	100%		
	Healthcare	11	63,6%	36,4%	
	Technical services	16	62,5%	37,5%	
	Consumers' service	20	55,0%	35,0%	10,0%
	Entertainment	1		100%	
	Agriculture/forestry	14	42,9%	42,9%	14,2%
Other services	16	62,5%	25,0%	12,5%	
Property structure	Public	21	47,6%	47,6%	4,8%
	Private	251	65,7%	27,5%	6,8%
	Joint, without foreign capital	8	62,5%	37,5%	
	Foreign (100% foreign capital)	17	82,4%	11,8%	5,8%
	Joint, with foreign capital	9	44,5%	33,3%	22,2%

Table 12.1. Percentage of companies by the type of activities performed through Internet broken down by type of locality, enterprise' size, sector of activity and property structure

<i>*Base: 306 enterprises with access to Internet</i>		Total	Bank operation and other financial services	Selling products through Internet representatives	Receiving orders online for goods and services	Ordering online of goods and services	Receiving payments online for goods and services
PART I							
TOTAL (per sample)		605	15,2%	5,0%	11,6%	9,9%	4,0%
TOTAL (per subgroup)*		306	30,1%	9,8%	22,9%	19,6%	7,8%
Type of locality	Urban	278	29,9%	7,9%	21,2%	17,6%	6,5%
	Rural	28	32,1%	28,6%	39,3%	39,3%	21,4%
Enterprise size	Up to 9 employees	172	22,7%	5,2%	19,8%	16,3%	5,2%
	10 – 49 employees	92	40,2%	15,2%	28,3%	20,7%	10,9%
	50 – 249 employees	36	36,1%	16,7%	22,2%	27,8%	8,3%
	250 and more employees	6	50,0%	16,7%	33,3%	50,0%	33,3%
Sector of activity	Industry	26	46,2%	7,7%	23,1%	23,1%	15,4%
	Construction	22	40,9%	31,8%	18,2%	27,3%	13,6%
	Energetic sector	2					
	Transport	18	33,3%	5,6%	33,3%	33,3%	5,6%
	Commerce	85	37,6%	11,8%	29,4%	25,9%	12,9%
	Public alimentation	6	16,7%				
	Tourism, hotels	7			14,3%		
	Finance, insurance, real estate	8	50,0%	12,5%	25,0%	12,5%	12,5%
	Telecommunication	7			14,3%	28,6%	
	Computer technologies	8	37,5%	12,5%	25,0%	25,0%	
	Affaires	28	21,4%	7,1%	17,9%	7,1%	3,6%
	Printing services	5	60,0%	20,0%	60,0%		20,0%
	Mass-media (press, radio, TV)	6	33,3%		16,7%		
	Healthcare	11	18,2%	18,2%	27,3%	45,5%	
	Technical services	16	31,3%	12,5%	25,0%	18,8%	6,3%
	Consumers' service	20	15,0%		10,0%	20,0%	
	Entertainment	1					
	Agriculture/forestry	14			7,1%	7,1%	
	Other services	16	25,0%		18,8%	12,5%	6,3%
Property structure	Public	21	19,0%	9,5%	14,3%	19,0%	4,8%
	Private	251	31,1%	8,4%	23,9%	20,3%	8,8%
	Joint, without foreign capital	8	37,5%	12,5%	12,5%		12,5%
	Foreign (100% foreign capital)	17	23,5%	23,5%	17,6%	23,5%	
	Joint, with foreign capital	9	33,3%	22,2%	33,3%	11,1%	

** Difference up to 100% per each column represents answer „NO” – don't use Internet for this activity – and „NA*

Table 12.2. Percentage of companies by the type of activities performed through Internet broken down by type of locality, enterprise' size, sector of activity and property structure

<i>*Base: 306 enterprises with access to Internet</i>		Total	Online payment for goods and services purchased by the company	Presenting fiscal reports, invoices etc. to public authorities	Downloading forms from public authorities' websites
PART II					
TOTAL (per sample)		605	3,6%	8,4%	19,5%
TOTAL (per subgroup)*		306	7,2%	16,7%	38,6%
Type of locality	Urban	278	5,8%	13,7%	38,1%
	Rural	28	21,4%	46,4%	42,9%
Enterprise size	Up to 9 employees	172	4,1%	12,2%	36,6%
	10 – 49 employees	92	10,9%	20,7%	33,7%
	50 – 249 employees	36	8,3%	25,0%	55,6%
	250 and more employees	6	33,3%	33,3%	66,7%
Sector of activity	Industry	26	19,2%	19,2%	42,3%
	Construction	22	9,1%	27,3%	40,9%
	Energetic sector	2		50,0%	100%
	Transport	18	5,6%	22,2%	22,2%
	Commerce	85	7,1%	17,6%	36,5%
	Public alimentation	6			16,7%
	Tourism, hotels	7			28,6%
	Finance, insurance, real estate	8	25,0%	12,5%	75,0%
	Telecommunication	7		28,6%	71,4%
	Computer technologies	8			50,0%
	Affaires	28	7,1%	17,9%	50,0%
	Printing services	5	20,0%	40,0%	60,0%
	Mass-media (press, radio, TV)	6			33,3%
	Healthcare	11		18,2%	36,4%
	Technical services	16	6,3%		12,5%
	Consumers' service	20	5,0%	20,0%	35,0%
	Entertainment	1			100%
	Agriculture/forestry	14			28,6%
Other services	16	6,3%	25,0%	37,5%	
Property structure	Public	21	4,8%	42,9%	57,1%
	Private	251	6,8%	14,3%	37,5%
	Joint, without foreign capital	8	12,5%	37,5%	37,5%
	Foreign (100% foreign capital)	17	11,8%	17,6%	29,4%
	Joint, with foreign capital	9	11,1%		44,4%

** Difference up to 100% per each column represents answer „NO” – don't use Internet for this activity – and „NA*

Table 13. Percentage of businesses who use the Internet to visit government websites broken down by type of locality, enterprise' size, sector of activity and property structure

<i>*Base: 306 enterprises with access to Internet</i>		Total	Attend	Don't attend	DK/NA
TOTAL (per sample)		605	28,1%	20,7%	1,8%
TOTAL (per subgroup)*		306	55,6%	40,8%	3,6%
Type of locality	Urban	278	55,4%	41,4%	3,2%
	Rural	28	57,2%	35,7%	7,1%
Enterprise size	Up to 9 employees	172	47,7%	48,8%	3,5%
	10 – 49 employees	92	60,9%	35,9%	3,2%
	50 – 249 employees	36	77,8%	22,2%	
	250 and more employees	6	66,7%		33,3%
Sector of activity	Industry	26	65,4%	34,6%	
	Construction	22	45,5%	54,5%	
	Energetic sector	2	100%		
	Transport	18	66,7%	33,3%	
	Commerce	85	47,1%	47,1%	5,8%
	Public alimentation	6	16,7%	66,7%	16,6%
	Tourism, hotels	7	57,1%	42,9%	
	Finance, insurance, real estate	8	87,5%	12,5%	
	Telecommunication	7	85,7%	14,3%	
	Computer technologies	8	50,0%	50,0%	
	Affaires	28	67,9%	28,6%	3,5%
	Printing services	5	60,0%	40,0%	
	Mass-media (press, radio, TV)	6	50,0%	50,0%	
	Healthcare	11	63,6%	27,3%	9,1%
	Technical services	16	31,3%	68,7%	
	Consumers' service	20	70,0%	25,0%	5,0%
	Entertainment	1	100%		
	Agriculture/forestry	14	28,6%	64,3%	7,1%
Other services	16	68,8%	25,0%	6,2%	
Property structure	Public	21	81,0%	14,3%	4,7%
	Private	251	51,4%	44,6%	4,0%
	Joint, without foreign capital	8	62,5%	37,5%	
	Foreign (100% foreign capital)	17	82,4%	17,6%	
	Joint, with foreign capital	9	55,6%	44,4%	

Table 14. Percentage of businesses who use the Internet to visit government websites by purposes of visits broken down by type of locality, enterprise' size, sector of activity and property structure

<i>*Base: 170 enterprises visiting government websites</i>		Total	Getting information	Downloading forms	Returning filled in forms	Full electronic administration
TOTAL (per sample)		605	25,5%	16,4%	7,8%	7,1%
TOTAL (per subgroup)*		170	90,6%	58,2%	27,6%	25,3%
Type of locality	Urban	154	90,3%	60,4%	28,6%	27,3%
	Rural	16	93,8%	37,5%	18,8%	6,3%
Enterprise size	Up to 9 employees	82	90,2%	63,4%	23,2%	18,3%
	10 – 49 employees	56	89,3%	51,8%	26,8%	32,1%
	50 – 249 employees	28	92,9%	57,1%	39,3%	28,6%
	250 and more employees	4	100%	50,0%	50,0%	50,0%
Sector of activity	Industry	17	88,2%	41,2%	23,5%	17,6%
	Construction	10	90,0%	70,0%	30,0%	30,0%
	Energetic sector	2	50,0%	50,0%	50,0%	50,0%
	Transport	12	91,7%	41,7%	33,3%	16,7%
	Commerce	40	90,0%	47,5%	17,5%	12,5%
	Public alimentation	1	100%	100%		100%
	Tourism, hotels	4	100%	50,0%		
	Finance, insurance, real estate	7	100%	100%	42,9%	42,9%
	Telecommunication	6	83,3%	83,3%	33,3%	16,7%
	Computer technologies	4	100%	100%		50,0%
	Affaires	19	94,7%	73,7%	42,1%	31,6%
	Printing services	3	66,7%	66,7%	66,7%	33,3%
	Mass-media (press, radio, TV)	3	100%			
	Healthcare	7	100%	42,9%	42,9%	57,1%
	Technical services	5	80,0%	100%	40,0%	40,0%
	Consumers' service	14	85,7%	35,7%	14,3%	35,7%
	Entertainment	1		100%		100%
Agriculture/forestry	4	100%	50,0%			
Other services	11	100%	81,8%	54,5%	27,3%	
Property structure	Public	17	100%	64,7%	35,3%	23,5%
	Private	129	88,4%	55,8%	28,7%	24,8%
	Joint, without foreign capital	5	100%	40,0%	40,0%	40,0%
	Foreign (100% foreign capital)	14	92,9%	71,4%	14,3%	28,6%
	Joint, with foreign capital	5	100%	80,0%		20,0%

* Difference up to 100% per each column represents answer „NO” – don't access government websites for this purpose

ANNEXE 2: QUESTIONNAIRE WITH FREQUENCES

CENTER OF SOCIOLOGICAL, POLITOLOGICAL AND
PSYCHOLOGICAL INVESTIGATION AND ANALYSIS



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QUESTIONNAIRE ON THE USE OF INFORMATION SOCIETY TECHNOLOGIES IN BUSINESS

Good morning/afternoon. My name is _____. You are invited to participate in a sociological survey carried out by Centre "CIVIS" in cooperation with UNDP Moldova.

This survey aims to assess the level of information technologies' usage in business sphere: for example, number of workplaces with computers, access to Internet, main use of computer and Internet in business. It is very important for us to find out the situation of your enterprise regarding the use of information technologies, because collected data will allow assessing the future development perspectives of Moldova as information society.

I would like to note that your enterprise has been randomly selected (as in lottery). The interviewing is anonymous, aiming to get only statistical information and no other purposes. Your answers will be statistically processed and presented on the whole.

It is very easy to fill in the questionnaire. You should, first, read attentively the question and its responses and then select and activate the response corresponding best to your opinion or situation.

Dear respondent! If you have any difficulty to answer a certain question, please, invite a specialist who is able to answer.

1. Nr.	2. Interviewer code	3. Date		4. Beginning		5. End		6. Length Minutes
		Day	Month	Hour	Minute	Hour	Minute	

Q1. What is the main sector your company activates in?		
Industry	38	6,3%
Construction	44	7,3%
Energetic sector (electric energy, gas, fuels)	4	0,7%
Transport	33	5,5%
Commerce	185	30,6%
Public alimentation	23	3,8%
Tourism, hotels	9	1,5%
Finance, insurance, real estate	15	2,5%
Telecommunication (stationary and mobile phones' operators, Internet providers, operators of other types of communication)	12	2,0%
Computer technologies (hardware, software, web design, network installation and service)	8	1,3%
Affaires (marketing, advertising, consulting, information services, training courses etc.)	35	5,8%
Printing services	7	1,2%
Mass-media (press, radio, TV)	7	1,2%
Healthcare services	28	4,6%
Technical services (auto service, technical reparation etc.)	28	4,6%
Consumers' service	64	10,6%
Entertainment (cinema, theatre, clubs, discotheque)	8	1,3%
Agriculture/forestry	37	6,1%
Other services	20	3,4%

Q2. What is the property structure of your company?		
Public	49	8,1%
Private	503	83,2%
Joint (public or private), without foreign capital	21	3,5%
Foreign (100% foreign capital)	19	3,1%
Joint (public or private), with foreign capital	13	2,1%

Q3. What is the number of employees in your company?

Up to 9 employees	397	65,6%
10 – 49 employees	149	24,6%
50 – 249 employees	52	8,6%
250 and more employees	7	1,2%

Does your company use computer in its daily activity?	Q4	
Yes → Q5	395	65,3%
No → S1	210	34,7%

BASIC QUESTIONNAIRE

Q5. What is the number of workplaces with computers in your company?		
1	127	21,0%
2	100	16,5%
3	32	5,3%
4	25	4,1%
5	23	3,8%
6	18	3,0%
7	10	1,7%
8	8	1,3%
9	3	0,5%
10	8	1,3%
11	2	0,3%
12	3	0,5%
13	2	0,3%
14	2	0,3%
15	6	1,0%
16	1	0,2%
18	3	0,5%
20	5	0,8%
21	2	0,3%
25	3	0,5%
30	3	0,5%
36	1	0,2%
38	1	0,2%
40	1	0,2%
43	1	0,2%
45	1	0,2%
50	1	0,2%
85	1	0,2%
250	1	0,2%
DK/NA	1	0,2%
<i>Don't use computers</i>	210	34,7%

Q6. If your company has more than one computer, are they in network?		
Yes	196	32,4%
No	67	11,1%
There is one computer only	127	21,0%
DK/NA	5	0,8%
<i>Don't use computers</i>	210	34,7%

Q7. Does your company have access to Internet?		
Yes	306	50,6%
No → S1	89	14,7%
<i>Don't use computers</i>	210	34,7%

Q8. How many computers in your company have access to Internet?		
1	133	21,9%
2	60	9,8%
3	23	3,8%
4	16	2,6%
5	16	2,6%
6	10	1,7%
7	8	1,3%
8	4	0,7%
9	3	0,5%
10	8	1,3%
11	1	0,2%
12	3	0,5%
14	2	0,3%
15	3	0,5%
18	1	0,2%
20	6	1,0%
21	1	0,2%
25	1	0,2%
30	1	0,2%
32	1	0,2%
36	1	0,2%
40	1	0,2%
DK/NA	3	0,5%
<i>Don't have access to Internet</i>	89	14,7%
<i>Don't use computers</i>	210	34,7%

Q9. How many employees in your company use computers connected to Internet in their daily job?		
1	65	10,6%
2	82	13,5%
3	33	5,5%
4	30	5,0%
5	19	3,1%
6	16	2,6%
7	7	1,2%
8	6	1,0%
9	3	0,5%
10	11	1,8%
11	2	0,3%
12	4	0,7%
13	1	0,2%
14	1	0,2%
15	5	0,8%
18	3	0,5%
20	5	0,8%
21	1	0,2%
30	2	0,3%
35	1	0,2%

36	1	0,2%
40	2	0,3%
42	1	0,2%
45	1	0,2%
350	1	0,2%
DK/NA	3	0,5%
<i>Don't have access to Internet</i>	89	14,7%
<i>Don't use computers</i>	210	34,7%

Q10. Does your company have its own website?		
Yes	136	22,5%
No	167	27,6%
DK/NA	3	0,5%
<i>Don't have access to Internet</i>	89	14,7%
<i>Don't use computers</i>	210	34,7%

Q11. Did your company install any security device in the last 3 months?		
Yes	153	25,3%
No, the security devices have been installed earlier than 3 months ago	92	15,2%
No security device has been installed → Q13	32	5,3%
DK/NA → Q13	29	4,8%
<i>Don't have access to Internet</i>	89	14,7%
<i>Don't use computers</i>	210	34,7%

Q12. Have the installed devices been updated in the last 3 months?		
Yes	142	23,4%
No	79	13,1%
DK/NA	24	4,0%
<i>Didn't install at all security devices</i>	61	10,1%
<i>Don't have access to Internet</i>	89	14,7%
<i>Don't use computers</i>	210	34,7%

Q13. What type of Internet connection does your company use?		
Dial-up	92	15,2%
Radio modem	10	1,7%
ISDN / dedicated line	36	6,0%
ADSL (simultaneous use of telephone and Internet)	109	18,0%
Cable connection (TV cable)	14	2,3%
Satellite channel	2	0,3%
Other (note)	4	0,7%
DK/NA	39	6,4%
<i>Don't have access to Internet</i>	89	14,7%
<i>Don't use computers</i>	210	34,7%

Q14. Does your company have broadband access to Internet?		
Yes	198	32,7%
No	87	14,4%
DK/NA	21	3,5%
<i>Don't have access to Internet</i>	89	14,7%
<i>Don't use computers</i>	210	34,7%

Q15. Does your company perform the following activities through Internet?	Yes		No		DK/NA		<i>Don't have access to Internet</i>		<i>Don't use computers</i>	
1. Bank operation and other financial services	92	15,2%	202	33,4%	12	2,0%	89	14,7%	210	34,7%
2. Selling products through Internet representatives	30	5,0%	265	43,8%	11	1,8%	89	14,7%	210	34,7%
3. Receiving orders online for goods and services	70	11,6%	226	37,4%	10	1,7%	89	14,7%	210	34,7%
4. Online ordering of goods and services	60	9,9%	232	38,3%	14	2,3%	89	14,7%	210	34,7%
5. Receiving payments online for goods and services: <i>value in % out of all sales</i>	24	4,0%	266	44,0%	16	2,6%	89	14,7%	210	34,7%
	20%	2	0,3%							
	25%	2	0,3%							
	30%	1	0,2%							
	50%	1	0,2%							
	60%	1	0,2%							
	100%	2	0,3%							
	NA	15	2,5%							
6. . Online payment for goods and services purchased by the company: <i>value in % out of all purchasing</i>	22	3,6%	267	44,1%	17	2,8%	89	14,7%	210	34,7%
	5%	1	0,2%							
	10%	1	0,2%							
	20%	1	0,2%							
	25%	1	0,2%							
	30%	1	0,2%							
	50%	1	0,2%							
	70%	1	0,2%							
	100%	1	0,2%							
	NA	13	2,1%							
7. Presenting fiscal reports, invoices etc. to public authorities	51	8,4%	241	39,8%	14	2,3%	89	14,7%	210	34,7%
8. Downloading forms from public authorities' websites	118	19,5%	167	27,6%	21	3,5%	89	14,7%	210	34,7%

Q16. Does your company attend governmental websites?		

Yes		170	28,1%
No	→ S1	125	20,7%
DK/NA	→ S1	11	1,8%
<i>Don't have access to Internet</i>		89	14,7%
<i>Don't use computers</i>		210	34,7%

Q17. Does your company use Internet to interact with local and central public authorities for the following purposes?	Yes		No		DK/NA		Don't attend governmental sites		<i>Don't have access to Internet</i>		<i>Don't use computers</i>	
1. Getting information (presented on websites)	154	25,5%	14	2,3%	2	,3%	136	22,5%	89	14,7%	210	34,7%
2. Downloading forms	99	16,4%	64	10,6%	7	1,2%	136	22,5%	89	14,7%	210	34,7%
3. Returning filled in forms	47	7,8%	114	18,8%	9	1,5%	136	22,5%	89	14,7%	210	34,7%
4. Full electronic administration	43	7,1%	112	18,5%	15	2,5%	136	22,5%	89	14,7%	210	34,7%

S1. Respondents gender

1. Male	253	41,8%
2. Female	352	58,2%

S2. Respondents age

18 years old	1	0,2%
19	1	0,2%
20	6	1,0%
21	4	0,7%
22	7	1,2%
23	11	1,8%
24	18	3,0%
25	19	3,1%
26	16	2,6%
27	15	2,5%
28	18	3,0%
29	13	2,1%
30	23	3,8%
31	14	2,3%
32	14	2,3%
33	18	3,0%
34	7	1,2%
35	17	2,8%

36	17	2,8%
37	10	1,7%
38	18	3,0%
39	12	2,0%
40	29	4,8%
41	11	1,8%
42	19	3,1%
43	23	3,8%
44	4	0,7%
45	33	5,5%
46	9	1,5%
47	15	2,5%
48	24	4,0%
49	9	1,5%
50	26	4,3%
51	4	0,7%
52	23	3,8%
53	12	2,0%

54	10	1,7%
55	13	2,1%
56	9	1,5%
57	13	2,1%
58	6	1,0%
59	7	1,2%
60	7	1,2%
61	1	0,2%
62	3	0,5%
64	2	0,3%
65	5	0,8%
66	2	0,3%
67	2	0,3%
68	1	0,2%
70	4	0,7%

S3. Function

Director	234	38,7%	Engineer/worker	75	12,4%
Chief of department	82	13,6%	Economist	3	0,5%
Manager	51	8,4%	Owner	3	0,5%
Senior accountant	157	26,0%			

S4. Type of locality

1. Rural	90	14,9%
2. Urban	515	85,1%

S5. Locality

Chisinau	372	61,5%	Tiganesti	1	0,2%
Balti	27	4,5%	Budai	1	0,2%
Telesca Noua	1	0,2%	Varnita	5	0,8%
Colicauti	3	0,5%	Scoreni	3	0,5%
Goleni	3	0,5%	Milestii Mici	4	0,7%
Baraboi	2	0,3%	Vorniceni	5	0,8%
Frunza	3	0,5%	Anenii Noi	12	2,0%
Edinet	7	1,2%	Harjauca	5	0,8%
Trifanesti	1	0,2%	Vulpesti	2	0,3%
Varvareuca	3	0,5%	Nisporeni	11	1,8%
Drochia	6	1,0%	Sadaclia	1	0,2%
Soroca	8	1,3%	Carpineni	4	0,7%
Valea Norocului	1	0,2%	Cimislia	8	1,3%
Albinetul Vechi	3	0,5%	Cioburciu	2	0,3%
Galaseni	1	0,2%	Ermoclia	1	0,2%
Cajba	2	0,3%	Stefan Voda	5	0,8%
Biliceni Vechi	3	0,5%	Joltai	1	0,2%
Ciuciulea	2	0,3%	Tomai	5	0,8%
Costesti	1	0,2%	Congaz	2	0,3%
Falesti	9	1,5%	Vulcanesti	7	1,2%
Vasieni	1	0,2%	Comrat	6	1,0%
Oradesei	2	0,3%	Doina	1	0,2%
Slobzia Hodorogea	1	0,2%	Huluboaia	1	0,2%
Oliscani	3	0,5%	Moscovei	2	0,3%
Rezina	12	2,0%	Cantemir	6	1,0%
Vaduleni	2	0,3%	Durlesti	1	0,2%
Bacioi	10	1,7%	Ialoveni	1	0,2%
Cricova	13	2,1%			