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Use of Information and Communication Technologies by the population of the Republic of Moldova

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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 citizens. 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 with Moldavian population aimed to assess the level and practices of ICT usage in daily life of people. The report comprises the results of the fourth study in the field of Information and Communication Technology usage by general population. 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 life of Moldavian population, information that cannot be concluded from official and commercial statistics:

- computer usage, especially measuring the following items:
 - percentage of individuals that have access / use computer
 - places of computer usage
 - percentage of households having computer
- Internet usage, especially measuring the following items:
 - percentage of individuals with access to Internet
 - places of access to Internet
 - modalities of Internet connection
 - percentage of individuals attending government sites
 - main use of Internet, generally
 - intensity of Internet usage and other relevant aspects

- analysis of population profile that use Information Society Technologies

Report structure

The Report “Use of Information and Communication Technologies by the population of the Republic of Moldova” comprises 5 chapters, covering the following aspects:

- Chapter 1: presents shortly information about the „E-Governance in Moldova” Project – necessity, goal and objectives;
- Chapter 2: describes the strategy of research (target group, sampling scheme, data validation etc.);
- Chapter 3: presents socio-demographic characteristics of respondents – gender, type of residence, age, employment status, sector of activity, nationality and region;
- Chapter 4: describes practices of computer usage (percentage of individuals that have access / use computer and places of computer usage);
- Chapter 5: presents information on practices of Internet usage (percentage of individuals that have access / use Internet, the purposes of Internet usage, frequency and intensity of Internet usage etc.).

Chapter 2: METHODOLOGY AND DATA COLLECTION

Scope and coverage of the study, sampling scheme

Target group: population of the Republic of Moldova of 16-74 years old. 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' home.

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: 1226 respondents.

Sampling scheme:

A nationally representative sample of 16-74 years old Moldavian population 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* – villages up to 3000 inhabitants, villages with more than 3001 inhabitants, rayonal centers, other towns and municipalities;
 - *stratum size* – strata sizes, resulted during the distribution process by regions and type of localities, have been proportionally calculated to the number of population in each stratum according to the most recent data provided by the National Bureau of Statistics;
- **random** – settlements, households and respondents have been randomly selected;
- **multistage** – 3 randomizing stages have been applied:
 - *locality* – localities from each stratum included in the sample (71) have been randomly selected based on a table of random figures;
 - *household* – in each locality a number of routs/streets has been assigned, depending on the number of interviews distributed per locality. The households, where the interviews were to be performed, have been randomly selected using random route technique, based on “statistical step”;
 - *person* – the interviewer registered all persons of 16-74 years old living in selected household, asking for interview the person whose birthday was **the first** from the date of interview;

Sample representativeness: the sample used is representative for the population of the Republic of Moldova of 16-74 years old, excepting Transnistria.

Maximal sampling error is $\pm 2.9\%$.

Here is important to note that, even if general results are representative for entire studied population, data extrapolation while analyzing information within the category of Internet users depending on socio-demographic characteristics (male/female, rural/urban, age, region etc.) should be carefully performed, taking into account the small number of one or other group (for certain categories the number registers some units: incomplete secondary education – 29 respondents using Internet, NGO sector – 2 respondents, people of 60-74 years old – 6 respondents). This situation is determined by the small number of Internet users – 287 respondents (or 23.4%) out of 1226 interviewed people.

In this case correlation allows us to emphasis only general trends of Internet users' pattern, depending on one or other variable.

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: gender, type of locality, age, education, nationality and region.

Within this report the data are analyzed depending on the reference subgroups (for example, individuals having access to computer, Internet, using Internet etc.). At the same time, within the correlation tables, there is presented the percentage of answers out of the total investigated respondents.

Encountered difficulties / lessons learned

The only difficulty was the one related to comparative analysis of data collected during previous years. The problem is due to the difference in sample profile for 2006 towards 2007, which determined significant regress of certain results in 2007 against 2006. The main issue was over-weighting of population with higher education in the research from 2006 year. The share of people with higher education was about 41% that is two time more as compared with official statistics (people graduating from an university of college).

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: SOCIAL-DEMOGRAPHIC CHARACTERISTICS OF THE INVESTIGATED POPULATION

Age, gender and territorial profile. 1,226 respondents from 71 localities of the Republic of Moldova have been interviewed on the whole. Most of the interviewed respondents are female respondents (57.9%), while 42.1% - male respondents.

The distribution of respondents on the basis of sex and territorial profile is presented in the table below:

	TOTAL		urban		rural		north		centre		south	
	Nr.	%	Nr.	%	Nr.	%	Nr.	%	Nr.	%	Nr.	%
Male	516	42,1	207	40,1	309	59,9	143	27,7	262	50,8	111	21,5
Female	710	57,9	283	39,9	427	60,1	209	29,4	362	51,0	139	19,6
Total per sample	1226	100	490	40,0	736	60,0	352	28,7	624	50,9	250	20,4

According to the type of locality (rural/urban), 60% of the respondents live in rural localities and 40% in urban ones. The geographical area (North/Centre/South) is reflected in the structure of the studied sample:

- 28.7% of respondents from the *northern region* (which includes rayons Edineț, Briceni, Ocnița, Dondușeni, Soroca, Drochia, Florești, mun. Bălți, Fălești, Râșcani, Glodeni și Sângerei) of the country
- 50.9% of respondents from the *central region* (rayons Orhei, Rezina, Șoldănești, Telenești, mun. Chișinău, Anenii noi, Criuleni, Dubăsari, Ialoveni, Strășeni, Ungheni, Călărași, Nisporeni, Hâncești)
- 20.4% of respondents from the *southern region* (rayons Basarabeasca, Leova, Cimișlia, Căușeni, Ștefan Vodă, Cahul, Cantemir, Taraclia și UTA Găgăuzia)

In terms of age, the minimum age of the respondents is 16 years old and the maximum one – 74. The average age of the population included in the sample is 42.5 years old (41.6 for male respondents and 43.2 for female respondents; 41.2 for urban population and 43.4 for rural population respectively).

The interviewed population has been grouped in 6 categories according to the age:

	Number	Weight
16 - 19 years old	102	8,3%
20 - 29 years old	210	17,1%
30 - 39 years old	226	18,4%
40 - 49 years old	246	20,2%
50 - 59 years old	236	19,2%
60 - 74 years old	206	16,8%

Education. According to the characteristics of the education level, the structure of the interviewed population is as follows:

	Number	Weight
incomplete secondary	222	18,1%
complete secondary	399	32,6%
specialized secondary	347	28,3%
higher / incomplete higher	258	21,0%

In other words, almost one fifth of the respondents have incomplete secondary education/no education or complete/incomplete higher education. About 33% of the respondents have secondary general education and 28% have secondary vocational education.

According to the type of locality, the share of respondents with complete/incomplete higher education is much higher in urban localities (one in three respondents) as compared to rural localities where only 12.1% of the respondents have higher education. But, the share of persons with incomplete secondary education is bigger in rural localities (22.7% in comparison with urban areas – 11.2%).

Nationality. The large majority of the questioned respondents are *Moldovans* (79.7%, out of which 2.5% declared they are Romanians). 6.9% of the respondents are *Ukrainians* and 6.0% - Russians. 7.4% of the respondents have other nationalities (Gagauzian, Bulgarian, Jewish, Greek etc.).

According to the type of locality, more Moldovans are from rural areas while Ukrainians and, especially, Russians are from urban areas.

	Moldovan/ Romanian	Russian	Ukrainian	Other
rural	85,9%	1,6%	4,9%	7,6%
urban	70,4%	12,7%	9,8%	7,1%

Employment status. The majority of the questioned population is not employed (56.3%). Out of them almost one half (48%) are *unemployed or temporarily unemployed*, and one third (35%) are *retired/disabled/housewives*. 17% of the unemployed respondents are *students and pupils*.

43.7% of the respondents are employed, most of them (51.1%) being employed in the *private sector*, 47.6% - in the *public sector*, and 1.3% work in *nongovernmental organizations*. As to the occupation, the majority of the employed respondents are *workers, technical and service staff* (57.3%), 16.4% are *directors / qualified specialists in state enterprises / establishments / organizations*, 12.3% are *directors / qualified specialists in private / joint enterprises / establishments / organizations*, and about 7% are either *public officials* or *managers/specialists in international institutions / missions/representative branches*.

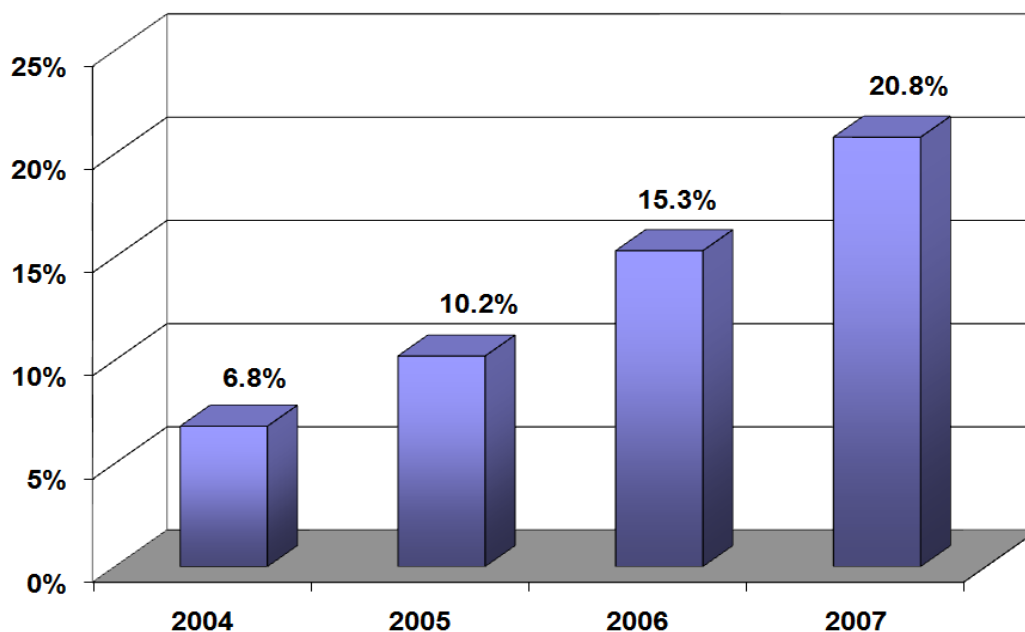
Population is mainly employed in agriculture and food industry, forestry (20.7% of employed people), trade, public feeding, tourism, services (16.8%), science and education (12.7%). These three fields get together about half of all employed population.

Chapter 4: Patterns of computer use

Availability of computer at home

According to the questionnaire data, every fifth family has a computer at home (20,8%) – see the Chart 1. This index has grown three times as much, compared to the questionnaire data from 2004 or 1/4 compared to 2006, which shows on the one hand, an increase of people purchasing power for expensive goods and on the other hand, an increase of interest for the products of informational society. Or, it's natural, as the computer use is getting more and more popular (spread) both at work place (in job proposes) and at home (mainly for entertainment and relaxing etc.). In this situation, we must say that the number of families with a computer at home is decreasing proportionally with the growing of respondents' age: from 43,1% for respondents of 16-19 years old to 3,4% for those between 60-74 years old.

Chart 1. Percentage of households with personal computer



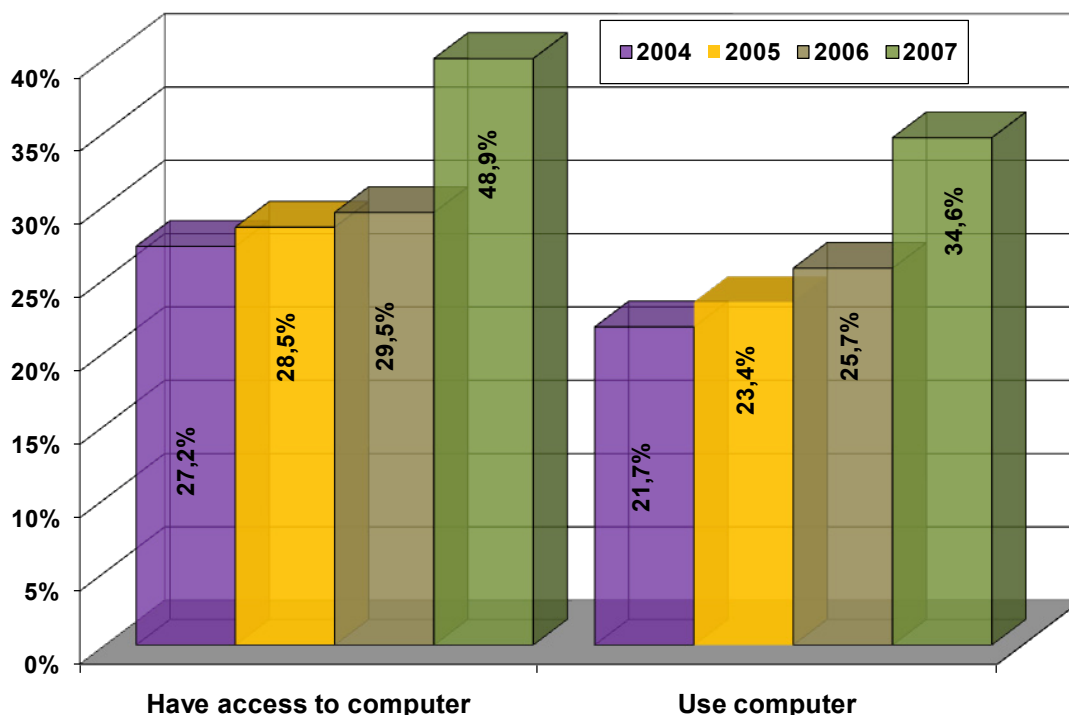
Depending on place of residence, the number of families with a computer at home is 3,5 times as much in urban areas (35,9%) compared to rural areas (10,7%). Additional calculations show that in the last three years the computerization rhythm of rural families is faster (2,5 times) than in urban area (1,8).

Similarly to previous years, central area of the country has higher indexes of family computerization (25,2%) compared to southern area (17,6%) and northern area (14,4%).

Access to computer

Every second interviewed respondent (48,9%) has access to computer. This index has been growing if compared to 2006 (see Chart 2, page 12). Computer access still remains higher in urban areas (64,9%) compared to rural areas (38,2%), but if we compare to year of 2005, the discrepancy has dropped from 2,5 to 1,7 times in 2007. Differences of computer access subject to gender were not registered.

Chart 2: Percentage of people with access to computer and those using it



Correlation of results subject to age shows that computer access is inversely proportional with respondents' age – together with growing age, the number of people with computer access decreases from 91,2% (compared to 59,4% in 2005) in 16-19 age group to 20,4% (compared to 6,5% in 2005) in 60-74 age group.

Computer access index depends on people's education level and field of activity. In this respect, we must say that computer access rate is represented by people with higher education (77,9%) and less by people of lower education, whose number doesn't exceed 31,5%.

Computer access tendencies, subject to field of activity, have remained the same in the last three years – a wider access in nongovernmental sector and less in private sector. However, an increase of computer access rate can be seen in public sector (from 39,7% in 2005 to 64,3% in 2007) and private sector (from 25,2% in 2005 to 55,1% in 2007).

Computer use

Among the persons with computer access, most of them (70,8%) use it, too. However, about 29% of population with computer access doesn't use a computer. Comparing to 2005, the number of computer users from the number of people with computer access is about 12% less, a fact which can be explained by the higher computer access growth rate, compared to utilization rate. This explanation is illustrated eloquently in Chart 2.

Nevertheless, the number of computer users from the total of population sample, has significantly grown up compared to previous years – about 1/3 (see the Chart 2).

Generally, the tendencies of computer use subject to social and demographic characteristics of population are similar, with small exceptions, to tendencies of computer access. Thus, male population uses computers (76,3%) more than female population (66,8%). Also, the computer

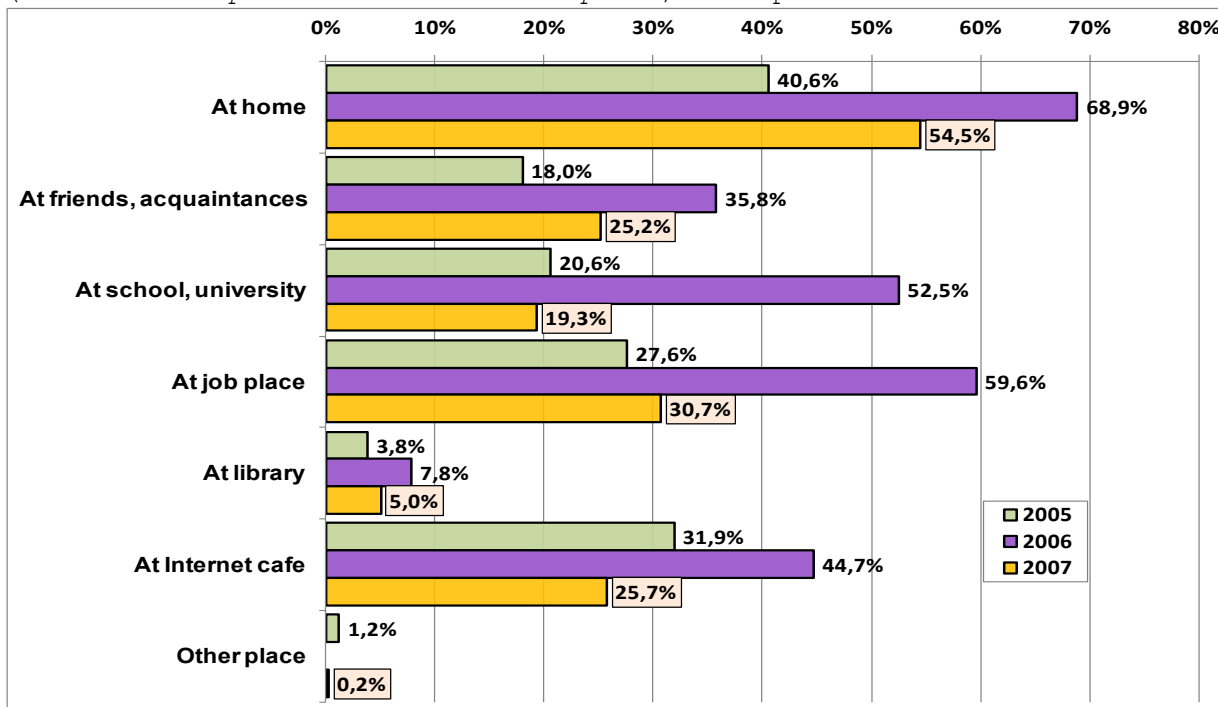
utilization rate in private sector from the total number of population is higher than in public sector.

Places of computer utilization

The main places of computer use continue to be *at home* (54,5%) and *at work place* (30,7% among the persons who use a computer) – see Chart 3. At the same time, every fourth person uses a computer at *Internet cafes* (25,7%), or at *friends/acquaintances* (25,2%).

Chart 3: Usual places of computer usage

(Base: 424 respondents who use a computer) multiple answer



Note: significant differences of answers between the study from 2006 and 2007 can be explained by the difference of population sample (in 2006 41% of respondents had higher education compared to 21% in 2007). At the same time, social network of respondents with higher education is superior to the other levels of education.

The correlated analysis of the results shows the following profile of computer user, subject to place of utilization:

- access to public places is more specific for:
 - young people (from 16 to 29 years old) – virtually every third respondent (compared to every second in 2005) who uses a computer;
 - males compares to females
- home access is specific more for:
 - respondent from urban areas - 63,8% (1,5 higher than in rural area);
 - respondents working in nongovernmental and private sector (62% compared to 45,3% for public sector);
 - more males use a computer at home (62,7%) than women (47,6%)
 - subject to area, more residents from the center (60,8%) and north (50,0%) compared to south area (41,8%);
 - more Russians and Ukrainians use a computer at home (on average 72,5%) compared to Moldovan respondents (52,7%)

- access at work place is more characteristic:
 - respondents from urban areas (35,8%) compared to respondents from rural areas (23,0%) which is growing and it's twice as high compared to 2005;
 - respondents who work in nongovernmental sector (80,0%) and public sector (61,5%) compared to private sector (only 47,0%);
 - to women (34,5%) than to men (25,9%)
- access at study place is more characteristic for:
 - respondents from rural areas (27,6%) compared to respondents from urban areas (13,8%);

Generally, a growing tendency of computer use at home and work places can be seen on the one hand, and decreasing tendency of computer use in public places, on the other hand.

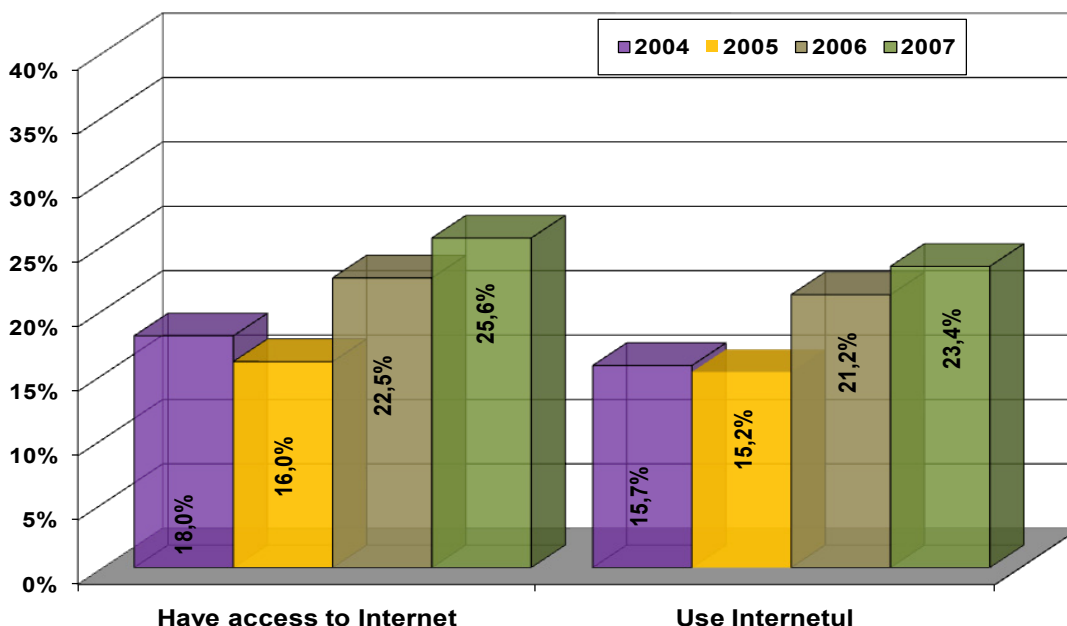
Chapter 5: Patterns of Internet use

Internet access and internet utilization

From the number of people who use a computer about 3/4 (74,1%) have Internet access, compared to 2/3 in 2005.

Data analysis of total population shows that every fourth person (25,6%) has access to Internet. This index has been growing compared to previous years (see Chart 4).

Chart 4: Percentage of people with access to Internet and those using it



Correlated analysis shows a decrease of discrepancy concerning Internet access subject to residence environment (rural/urban) and region. Thus, the discrepancy of Internet access has decreased from 2 times in 2005 to 1,3 times in 2007. The same, the growth rate is higher for rural areas (4,6% from the total number of population in 2005 and 14,8 in 2007), compared to urban areas (33,9% in 2005 and 41,8% in 2007).

Also, subject to region, the population proportion with Internet access became equal compared to 2005: northern region (44,9% in 2005 and 66,7% in 2007), central region (75,5% and respectively 76,8%) and southern region (50,0% and, respectively, 75,9%).

Internet access rate is higher for people of 16-39 years old (over 75%) compared to older people (up to 65%).

Nine from ten people with Internet access (314 persons) use Internet. The reason for disuse is the lack of necessity.

From the total number of questioned people, the number of people who use Internet is 23,4% and this index has come up significantly since 2005 (see Chart 4). No significant differences were observed subject to social and demographic characteristics of respondents.

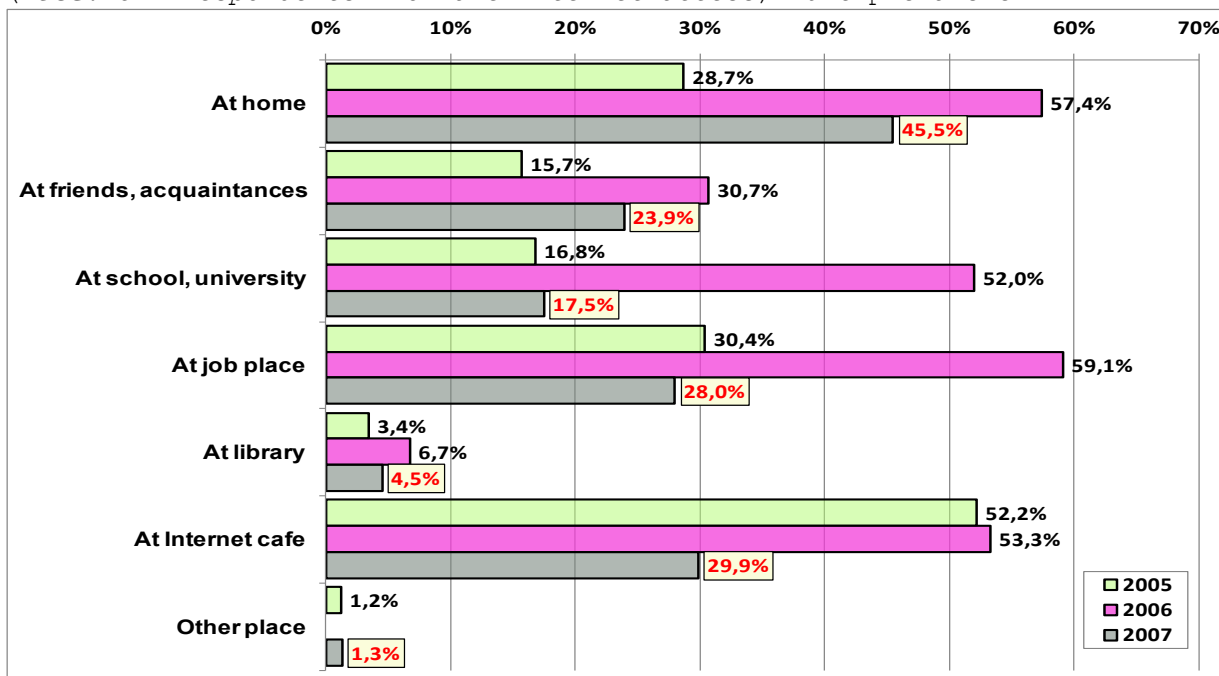
Places of Internet access and utilization

Generally, the tendencies of computer utilization and Internet access or utilization according to place of access/ utilization, are similar –the most common place indicated by people is home, followed by internet cafes and work places. the only difference is between given values to access place / utilization (see Chart 3, page. 13 and Chart 5).

In this respect, we must draw your attention on people’s perception of questions concerning place of access and utilization of information technologies. Thus, these results are relative, just because they are part of personal experience and everyone is limited to his context of activity. In other words, speaking about information technologies, it would be logical if public places (Internet café, library) were on the first place. They exist in every urban area and normally, everyone has access to a computer and /or Internet in these places.

Chart 5. Usual places of access to Internet

(Base: 314 respondents who have Internet access) multiple answer



Referring to common places of Internet access, we observe the following differences of behavior subject to social and demographic characteristics of respondents:

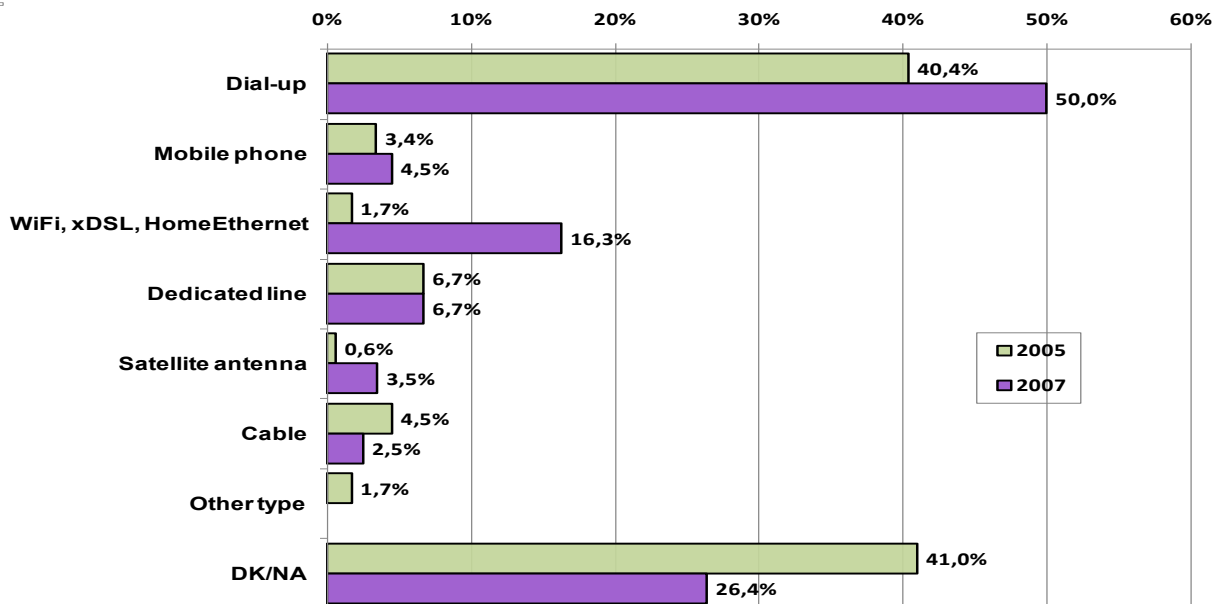
- males use Internet at home more often than females, and females use Internet at the place of studies more often than males;
- people from urban areas use Internet at home and at work more often than people from rural areas, whereas respondents from rural areas use Internet in educational institutions and friends/ acquaintances more often than those from urban areas;
- young respondents of 16-29 years old use Internet at Internet cafes more often than others;
- private sector workers use Internet at work place less and more at home, whereas the proportion of employers of public sector is the other way round – more at work place and less at home.

Means of Internet connection

The main means of Internet connection remains Dial-up or connection via phone, which is 50% of people with Internet access (see Chart 7). Also the rate of WiFi, xDSL, Home Ethernet connections has grown up (from 1,7% in 2005 to 16,3 in 2007). Other means of connection have insignificant rate.

Chart 6. Types of Internet connection

(Base: 178 in 2005 and 314 and 2007 respondents who had Internet access)



At the same time, it is important to mention that the number of respondents, who don't know how to connect to Internet, has decrease (from 41% in 2005 to 26,4 in 2007), as the level of population knowledge has increased.

Connection to Internet by means of high performance/ expensive means (WiFi, xDSL, Home Ethernet, dedicated line) is usually present in urban areas. It's interesting the facts that in rural areas the connection technologies via TV cable, satellite antenna and especially by means of cell phone. However, it is difficult to make any conclusions as the rate of people who don't know the type of connection they use is very high.

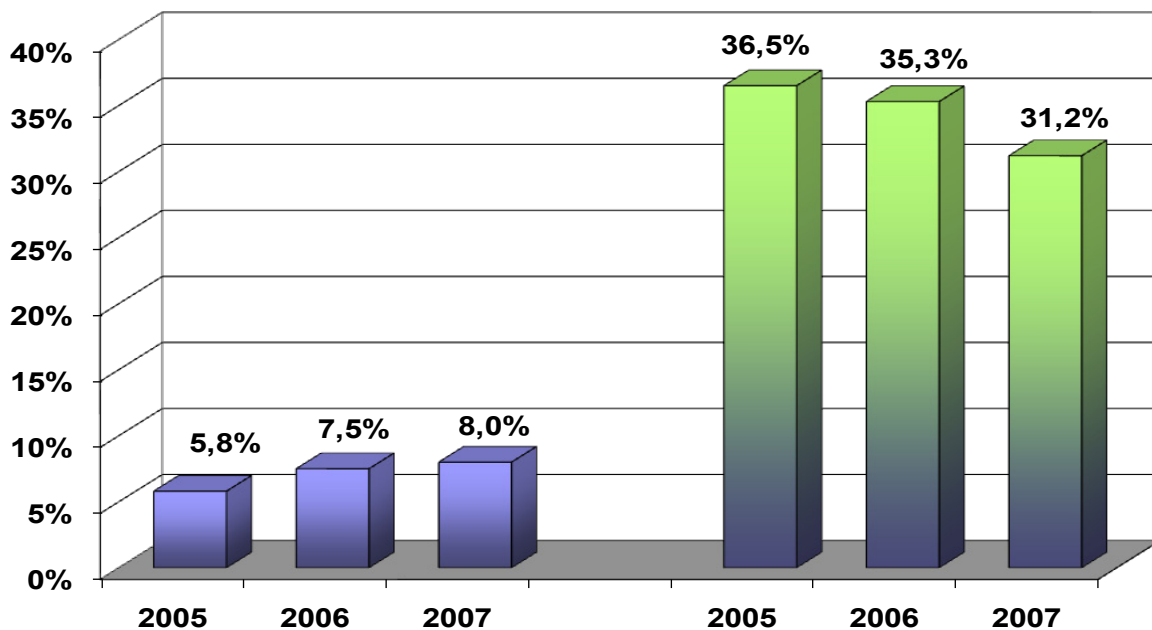
A more defined picture is reflected by the question "do you have Internet Access with large traffic (unlimited)?" The obtained results show that from the number of Internet users about 1/3 (31,2%) have Internet access with large traffic which is available with the following types of connections: WiFi, xDSL, Home Ethernet, dedicated line, satellite antenna, TV cable and other means other than Dial-up.

Chart 7, page18 shows insignificant growth of population with Internet access on the broadband in the last three years (from total population sample). The explanation is that the number of people with Internet access via phone has grown up (twice as much compared to 2005).

Access to large traffic is more present in urban areas (36,1%) compared to rural areas (22,0%). Also, the population up to 39 years old is more likely to use large traffic Internet than older people.

Chart 7. Access to the Internet on broadband

(Base: 178 in 2005, 203 in 2006 and 314 in 2007 respondents who had access to Internet)



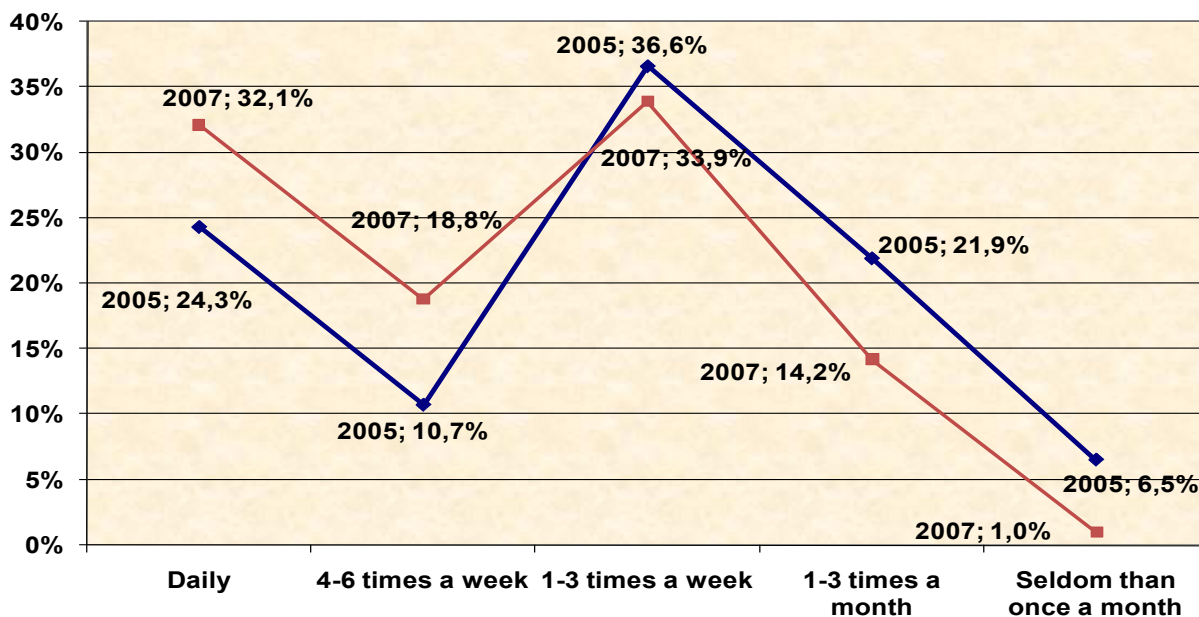
The analysis of people’s answers that have Internet access at home with specific traffic show that the number of people with Internet large traffic access at home, has decreased from 54,9% in 2005 to 32,9% in 2007. This difference is due to increase of Dial-up connection.

Frequency and intensity of Internet utilization

In 2007 the frequency of Internet use increased significantly compared to 2005, about 85% of users use Internet regularly in 2007 (at least once a week) compared to 72% in 2005.

Chart 8. Frequency of Internet use

(Base: 169 in 2005 and 287 in 2007 respondents who use Internet)



Comparing to 2005, the number of active users who access Internet daily has grown with 1/3 (32,1%). Users' profile is the following:

- males (39,1%) compared to females (25,0% opposed to 13,8% in 2005).
- users from urban areas (40,6% opposed to 27,5% in 2005) compared to rural areas (14,7% opposed to 7,4% in 2005);
- users with higher /incomplete education (41,6 compared to 32,2% in 2005)
- employees of private sector (46,3% opposed to 29,4% in 2005) comparing to employers of public sector (26,1%).

For people who use Internet regularly (at least once a week) an additional analysis was applied concerning places of Internet utilization. As a result, we can see that, comparing to 2005, the main place of Internet access is home (41,1% of regular users), followed by the work place (17,7) and Internet cafes (16,0%). The number of the two last decreased with 10% compared to 2005.

Correlation of results according to social and demographic characteristics of regular Internet users marks the following trends:

- at home regular use of Internet is practiced more often by:
 - males
 - inhabitants of urban areas
 - employees from private sector
 - people from central area
- Internet cafes are visited generally by young people between 16-29 ages;
- at work place Internet is regularly accessed by the people from urban area, females, people with higher education, employers of public service.

As for the intensity of Internet use, we can see a positive trend in the last three years: from 3,8 hours/month from the total of population sample in 2005 to 8,5 hours in 2007 or 25,3 hours/month from population sub-sample in 2005 to 36,3 in 2007.

Internet is used more intensely by:

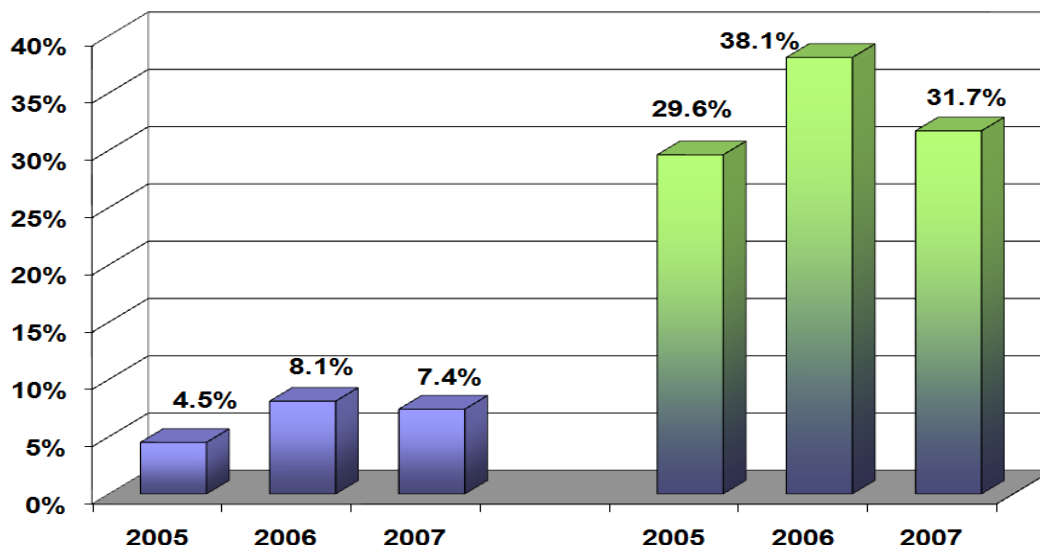
- male users (39,9 hours/month) compared to female users (32,7 hours/month although this index has grown up with 1/3 compared to 2005);
- users from urban areas (43,9 hours) compared to rural ones (20.9 hours);
- people with higher education (50,4 hours/month);
- residents of central region (44,1 hours/month)

Accessing sites of governmental organizations

Internet utilization rate for sites of governmental organizations haven't varied substantially in the last three years(see Chart 9, page 20), except the year of 2006 (difference is explained by the large number of respondents with higher education in 2006). The small accessing rate of governmental organizations is determined by insufficient virtual space development of governmental structure. Or, the relationship interposed by information technologies is at the initial stage of development even within governmental structures. This can be noticed in the plan of actions of central local authority reform started in 2006, which promotes and consolidates clerks' knowledge in the field of electronic administration.

Chart 9. Attendance of public authorities' webpage

(Base: 169 in 2005, 203 in 2006 and 287 in 2007 respondents who use Internet)



The same as in previous years the most energetic users with governmental structures in virtual space are people from urban areas (35,9%- with 1/3 more than in rural areas), people with higher education (41,5% - thus the incidence of visiting governmental sites decreases together with the level of studies).

The character of relationships of Internet users with governmental structures in virtual space still remains informative. Thus, governmental sites are often visited in order to get legislative materials, informative bulletins etc. (63,8%) general information about public authorities (61,5%) or news about public institutions activities (49,5%).

Interactive relationships (online questions, project proposals, transactions, mailing forms etc) are very poorly developed, although they increased a little in the last three years.

Internet utilization purposes

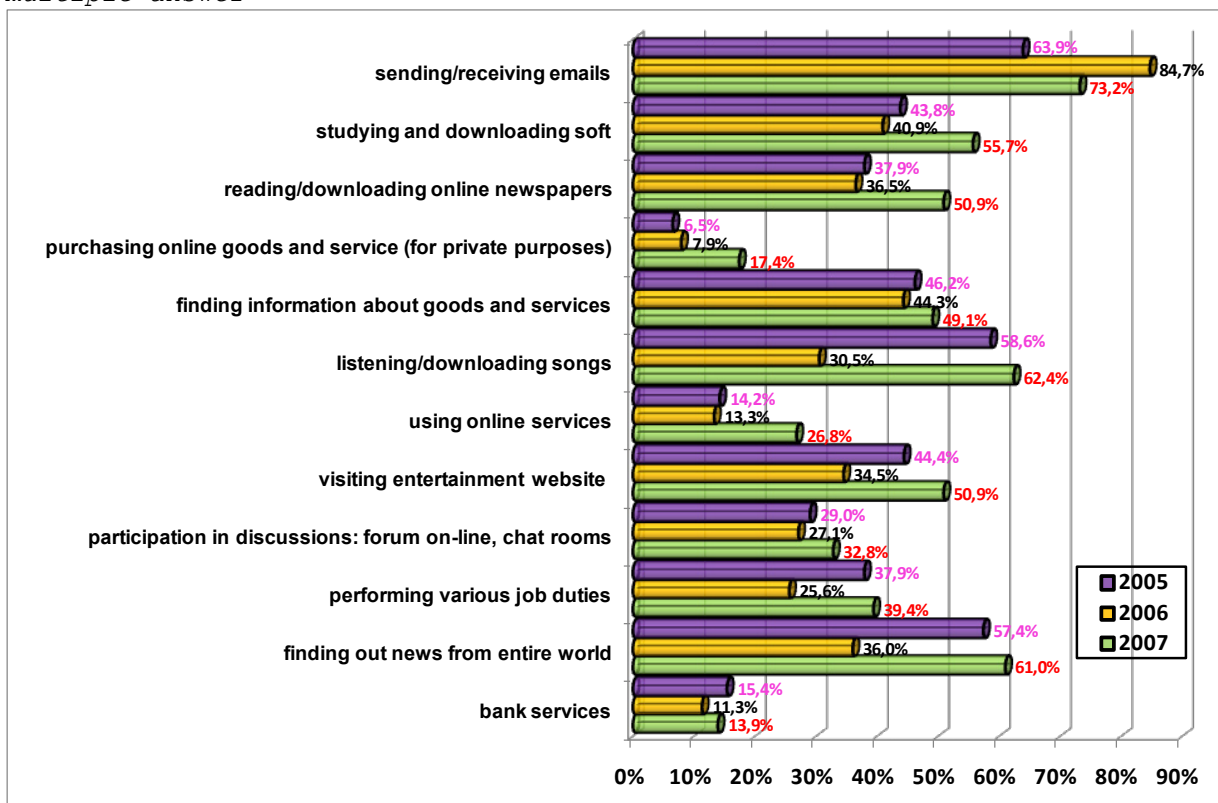
The main purposes Internet is accessed for, can be grouped in 3 categories: communication, international information and entertainment (especially connected with music).

Next we will examine each of them separately:

- *working with E-mail* (73,2%) - generally, there are no significant differences of E-mail utilization subject to various social and demographic categories of Internet users. However, it is used more often by users from urban areas than rural ones.
- *Listening/ copying tunes, songs* (62,4%) - this purpose is practically used by people of young age. Generally, together with growing age, the incidence of listening/ copying tunes, songs decreases too. Other entertainment purposes, like games are used mainly by young users;
- *Informing of world news* (61,0%) - is more specific to residents of urban areas than to those from rural areas. It is also used by people with higher education. Comparing to previous years, the number of people who use Internet for reading/copying online newspapers has come up (see Chart 10, page 21). This purpose is mainly used by people from urban areas and people with higher education.

Chart 10. Internet utilization purposes

Base: 169 in 2005, 203 in 2006 and 287 in 2007 respondents who use Internet) multiple answer



It's important to mention that the increase of Internet utilization incidence for online services (from 14,2% in 2005 to 26,8% in 2007) and purchasing goods and services (from 6,5% in 2005 to 17,4% in 2007), which is die to progress of this domain in the Republic of Moldova. But the consumer from Moldova hasn't got used to this way of purchasing of goods and services, the results of the study show only 5,6% of Internet users who ordered/purchased goods and services online in the last three months from the moments of data collection.

CONCLUSIONS

Computer utilization practices

- Over the last three years the number of families (residencies) owning a computer at home has significantly come up twice as much. This is due, on the one hand, to the increase purchasing power of population, on the other hand, to the increase of accessibility degree to goods of information technologies by reducing the costs. Computerization rate of families is 3,5 times higher in urban areas, but a reduction of discrepancy between rural/urban can be observed.
- Every second urban respondent (48.9%) between 16-74 ages has access to Internet. Data of the study show a decrease of urban/rural discrepancy rate concerning computer access from 2,5 times in 2005 to 1,7 times in 2007. Computer access is inversely proportional to respondents' age – the more advanced is the age, the less is the number of people with computer access.
- Only 7 from 10 people, who have computer access, really use it. Compared to 2005, the number of computer users from the number of people with computer access is 12% less, which is due to growth rhythm of computer access index, compared to utilization rate. However, compared to previous years, an increase of computer users' number from the total population number, can be observed- with about 1/3.
- The commonest place of computer use is, first of all, home, according to answers of 54,5% of computer users. About 30% of people use a computer at work, and every fourth respondent uses a computer at Internet café, or friends /acquaintances. Generally, there is a growth of computer use at home and work place, on the one part, and a decrease of computer use in public places, on the other part.

Internet utilization practices

- Every fourth person between 16-74 ages has access to Internet that is 74% of computer users. In the last two years, the increase of population number with Internet access, was significant – from 16,0% in 2005 to 25,6% in 2007. The same as computer access, questionnaire data in 2007 show a decrease of urban/rural discrepancy concerning Internet access – from 2 times in 2005 to 1/3 in 2007.
- The number of users is a little smaller (23,4% of total population sample) than the number of people with Internet access. Social and demographic profile of Internet users didn't show significant differences.
- Generally, computer utilization tendencies and Internet access or utilization versus place of access/utilization, are similar – the commonest place where people access Internet (at least they affirmed) or use these technologies, is home followed by Internet cafes and work place.
- At Internet cafes, Internet is used more often by males, residents of rural areas, young (16-29 years old) respondents. Males use Internet at home more often than females, while females use Internet at work place more often than males.
- *Dial-up* is still the main type of connection to Internet, according to answers of 50% of people with Internet access. Although there is an increase of large traffic Internet connection, it's insignificant, as the majority of “newcomers” with Internet access use dial-up connection and their number is twice as much compared to 2007.
- In 2007 Internet utilization frequency came up compared to 2005, about 85% of users regularly access Internet (at least once a week) compared to 72% in 2005. Also the number of active users has grown up (who access Internet daily) – with 1/3 compared to 2005. The

typical profile of active user is: male, resident of urban area, with higher education and employees in private sector.

- Comparing to 2005 Internet utilization intensity has come up, on average from 3,8 hours/month in the total population sample in 2005 to 8,5 hours/months in 2007 or 25,3 hours/month in population sub-sample of Internet users in 2005 to 36,3 hours/month in 2007.
- Internet access for interaction with public authorities is practiced by every third Internet user. The same as in previous years the most active users to visit governmental sites were residents of urban areas (35,9% 1/3 times more than rural residents), people with higher education (41,5%). The nature of relationship of Internet users with governmental structures in virtual space is still informative and less interactive.
- Referring to purposes of Internet utilization, generally, we can mark out 3 main purposes mentioned the most by Internet users from Moldova: *communication means* (especially via E-mail), *entertainment/relaxing means* (listening, copying musical works, games etc) and *information means* (news and events from all over the world, online newspapers/magazines etc.).

ANNEXE 1: TABLES OF CORRELATION

Computer usage

Table 1. Percentage of households having computer broken down by type of residence and region

		Total	YES	NO
TOTAL (per sample)		1226	20,8%	79,2%
Type of residence	urban	490	35,9%	64,1%
	rural	736	10,7%	89,3%
Region	north	352	17,6%	82,4%
	centre	624	25,2%	74,8%
	south	250	14,4%	85,6%

Table 2. Percentage of individuals with access to computer broken down by gender, type of residence, age, education, employment status, employment sector, nationality and region

		Total	YES	NO	DK/NA
TOTAL (per sample)		1226	48,9%	49,8%	1,3%
Gender	male	516	49,0%	50,4%	0,6%
	female	710	48,7%	49,5%	1,8%
Type of residence	urban	490	64,9%	34,9%	0,2%
	rural	736	38,2%	59,8%	2,0%
Age	16 - 19 years	102	91,2%	8,8%	
	20 - 29 years	210	67,6%	32,4%	
	30 - 39 years	226	54,0%	45,1%	0,9%
	40 - 49 years	246	49,6%	50,4%	
	50 - 59 years	236	33,1%	65,3%	1,6%
	60 - 74 years	206	20,4%	74,8%	4,8%
Education	incomplete secondary	222	31,5%	63,1%	5,4%
	complete secondary	399	40,6%	59,1%	0,3%
	specialized secondary	347	47,8%	51,6%	0,6%
	higher / incomplete higher	258	77,9%	21,7%	0,4%
Employment status	work	536	59,9%	39,9%	0,2%
	do not work	690	40,3%	57,5%	2,2%
Employment sector	public	255	64,3%	35,7%	
	private	274	55,1%	44,5%	0,4%
	NGO	7	85,7%	14,3%	
Nationality	Moldavian/Romanian	977	47,4%	51,3%	1,3%
	Russian	74	51,4%	47,3%	1,3%
	Ukrainian	84	48,8%	50,0%	1,2%
	other nationality	91	62,6%	36,3%	1,1%
Region	north	352	45,5%	51,7%	2,8%
	centre	624	50,0%	49,0%	1,0%
	south	250	50,8%	49,2%	

Table 3. Percentage of individuals using computer broken down by gender, type of residence, age, education, employment status, employment sector, nationality and region

<i>*Base: 599 respondents with access to computer</i>		Total	YES	NO	NA
TOTAL (per sample)		1226	34,6%	14,1%	0,2%
TOTAL (per subgroup)*		599	70,8%	28,9%	0,3%
Gender	male	253	76,3%	23,3%	0,4%
	female	346	66,8%	32,9%	0,3%
Type of residence	urban	318	79,9%	19,8%	0,3%
	rural	281	60,5%	39,1%	0,4%
Age	16 - 19 years	93	92,5%	7,5%	
	20 - 29 years	142	88,7%	11,3%	
	30 - 39 years	122	68,9%	30,3%	0,8%
	40 - 49 years	122	57,4%	41,8%	0,8%
	50 - 59 years	78	53,8%	46,2%	
	60 – 74 years	42	38,1%	61,9%	
Education	incomplete secondary	70	62,9%	37,1%	
	complete secondary	162	60,5%	39,5%	
	specialized secondary	166	64,5%	34,9%	0,6%
	higher / incomplete higher	201	87,1%	12,4%	0,5%
Employment status	work	321	73,8%	25,6%	0,6%
	do not work	278	67,3%	32,7%	
Employment sector	public	164	71,3%	28,1%	0,6%
	private	151	76,2%	23,1%	0,7%
	NGO	6	83,3%	16,7%	
Nationality	Moldavian/Romanian	463	71,7%	27,9%	0,4%
	Russian	38	68,4%	31,6%	
	Ukrainian	41	61,0%	39,0%	
	other nationality	57	71,9%	28,1%	
Region	north	160	67,5%	31,9%	0,6%
	centre	312	76,0%	23,7%	0,3%
	south	127	62,2%	37,8%	

Table 4. Percentage of population by the place of computer usage broken down by gender, type of residence, age, education, employment status, employment sector, nationality and region

<i>*Base: 424 respondents using computer</i>		Total	At home	At friends, acquaintances	At school, university	At job place	At library	At Internet cafe	Other place
TOTAL (per sample)		1226	18,8%	8,7%	6,7%	10,5%	1,8%	8,9%	0,1%
TOTAL (per subgroup)*		424	54,5%	25,2%	19,3%	30,7%	5,0%	25,7%	0,2%
Gender	male	193	62,7%	28,0%	20,1%	25,9%	4,1%	31,6%	
	female	231	47,6%	23,0%	18,7%	34,5%	5,6%	20,7%	0,4%
Type of residence	urban	254	63,8%	23,2%	13,8%	35,8%	4,4%	26,8%	
	rural	170	40,6%	28,2%	27,6%	23,0%	5,9%	24,1%	0,6%
Age	16 - 19 years	86	51,2%	24,4%	61,6%	2,4%	7,0%	37,3%	
	20 - 29 years	126	50,8%	33,3%	15,8%	28,6%	6,4%	36,4%	0,8%
	30 - 39 years	84	56,0%	22,6%	3,6%	48,9%	3,6%	20,3%	
	40 - 49 years	70	72,9%	18,6%	7,2%	32,8%	1,4%	8,6%	
	50 - 59 years	42	50,0%	19,1%		50,0%	4,8%	14,3%	
	60 - 74 years	16	25,0%	25,0%	6,3%	43,8%	6,3%	12,6%	
Education	incomplete secondary	44	40,9%	27,3%	52,2%	4,6%	11,4%	31,8%	
	complete secondary	98	58,2%	24,4%	29,7%	8,1%	2,0%	35,7%	
	specialized secondary	107	54,2%	24,3%	9,3%	31,8%	1,9%	20,6%	
	higher / incomplete higher	175	56,0%	25,7%	11,4%	49,2%	6,9%	21,6%	0,6%
Employment status	work	237	54,9%	23,2%	3,3%	54,8%	3,8%	16,4%	0,4%
	do not work	187	54,0%	27,8%	39,6%		6,4%	37,4%	
Employment sector	public	117	45,3%	17,1%	4,3%	61,5%	5,2%	12,8%	0,9%
	private	115	64,3%	30,5%	2,6%	47,0%	2,7%	19,9%	
	NGO	5	60,0%			80,0%		20,0%	
Nationality	Moldavian/Romanian	332	52,7%	27,1%	19,8%	30,4%	5,1%	26,2%	0,3%
	Russian	26	73,1%	23,1%	7,7%	30,7%	7,6%	23,0%	
	Ukrainian	25	72,0%	4,0%	4,0%	28,0%	4,0%	20,0%	
	other nationality	41	46,3%	24,4%	31,8%	34,2%	2,4%	26,8%	
Region	north	108	50,0%	17,6%	20,4%	35,3%	5,5%	27,8%	0,9%
	centre	237	60,8%	31,2%	17,4%	27,1%	6,3%	23,2%	
	south	79	41,8%	17,7%	24,1%	35,5%		30,4%	

Note! The weight per each line is higher than 100%, because respondents had multiple answers choice

Internet usage

Table 5. Percentage of individuals with access to Internet broken down by gender, type of residence, age, education, employment status, employment sector, nationality and region

<i>*Base: 424 respondents using computer</i>		Total	YES	NO
TOTAL (per sample)		1226	25,6%	9,0%
TOTAL (per subgroup)*		424	74,1%	25,9%
Gender	male	193	78,8%	21,2%
	female	231	70,1%	29,9%
Type of residence	urban	254	80,7%	19,3%
	rural	170	64,1%	35,9%
Age	16 - 19 years	86	80,2%	19,8%
	20 - 29 years	126	82,5%	17,5%
	30 - 39 years	84	79,8%	20,2%
	40 - 49 years	70	54,3%	45,7%
	50 - 59 years	42	64,3%	35,7%
	60 – 74 years	16	56,3%	43,7%
Education	incomplete secondary	44	77,3%	22,7%
	complete secondary	98	75,5%	24,5%
	specialized secondary	107	61,7%	38,3%
	higher / incomplete higher	175	80,0%	20,0%
Employment status	work	237	72,2%	27,8%
	do not work	187	76,5%	23,5%
Employment sector	public	117	65,8%	34,2%
	private	115	79,1%	20,9%
	NGO	5	60,0%	40,0%
Nationality	Moldavian/Romanian	332	72,9%	27,1%
	Russian	26	73,1%	26,9%
	Ukrainian	25	68,0%	32,0%
	other nationality	41	87,8%	12,2%
Region	north	108	66,7%	33,3%
	centre	237	76,8%	23,2%
	south	79	75,9%	24,1%

Table 6. Percentage of individuals using Internet broken down by gender, type of residence, age, education, employment status, employment sector, nationality and region

<i>*Base: 314 respondents having access to Internet</i>		Total	YES	NO
TOTAL (per sample)		1226	23,4%	2,2%
TOTAL (per subgroup)*		314	91,4%	8,6%
Gender	male	152	94,1%	5,9%
	female	162	88,9%	11,1%
Type of residence	urban	205	93,7%	6,3%
	rural	109	87,2%	12,8%
Age	16 - 19 years	69	94,2%	5,8%
	20 - 29 years	104	93,3%	6,7%
	30 - 39 years	67	88,1%	11,9%
	40 - 49 years	38	89,5%	10,5%
	50 - 59 years	27	96,3%	3,7%
	60 - 74 years	9	66,7%	33,3%
Education	incomplete secondary	34	85,3%	14,7%
	complete secondary	74	94,6%	5,4%
	specialized secondary	66	87,9%	12,1%
	higher / incomplete higher	140	92,9%	7,1%
Employment status	work	171	90,6%	9,4%
	do not work	143	92,3%	7,7%
Employment sector	public	77	89,6%	10,4%
	private	91	92,3%	7,7%
	NGO	3	66,7%	33,3%
Nationality	Moldavian/Romanian	242	90,9%	9,1%
	Russian	19	94,7%	5,3%
	Ukrainian	17	94,1%	5,9%
	other nationality	36	91,7%	8,3%
Region	north	72	87,5%	12,5%
	centre	182	92,3%	7,7%
	south	60	93,3%	6,7%

Table 7. Percentage of population by the place of access to Internet broken down by gender, type of residence, age, education, employment status, employment sector, nationality and region

<i>*Base: 314 respondents having access to Internet</i>		Total	At home	At friends, acquaintances	At school, university	At job place	At library	At Internet cafe	Other place
TOTAL (per sample)		1226	11,7%	6,1%	4,5%	7,2%	1,2%	7,6%	0,3%
TOTAL (per subgroup)*		314	45,5%	23,9%	17,5%	28,0%	4,5%	29,9%	1,3%
Gender	male	152	52,6%	25,7%	18,4%	27,0%	4,0%	34,2%	1,3%
	female	162	38,9%	22,2%	16,7%	29,0%	4,9%	25,9%	1,2%
Type of residence	urban	205	52,7%	19,0%	12,2%	32,2%	4,5%	29,7%	1,5%
	rural	109	32,1%	33,0%	27,5%	20,2%	4,6%	30,2%	,9%
Age	16 - 19 years	69	42,0%	23,1%	50,7%	2,8%	5,7%	40,6%	1,4%
	20 - 29 years	104	40,4%	27,9%	15,4%	26,0%	3,9%	39,4%	1,9%
	30 - 39 years	67	49,3%	22,4%	4,5%	49,3%	4,5%	21,0%	1,5%
	40 - 49 years	38	65,8%	18,5%	2,6%	23,7%	2,6%	13,1%	
	50 - 59 years	27	44,4%	22,2%		48,1%	3,7%	18,5%	
	60 - 74 years	9	22,2%	22,2%		44,4%	11,1%	11,1%	
Education	incomplete secondary	34	26,5%	29,4%	47,0%	5,8%	8,7%	35,3%	2,9%
	complete secondary	74	50,0%	18,9%	25,7%	9,6%	1,4%	42,0%	1,4%
	specialized secondary	66	39,4%	28,8%	7,6%	30,2%	1,5%	30,2%	1,5%
	higher / incomplete higher	140	50,7%	22,8%	10,7%	42,2%	6,5%	22,1%	,7%
Employment status	work	171	47,4%	22,8%	2,9%	51,5%	3,6%	19,3%	1,2%
	do not work	143	43,4%	25,2%	35,0%		5,6%	42,7%	1,4%
Employment sector	public	77	36,4%	20,8%	3,9%	55,9%	5,2%	16,9%	1,3%
	private	91	56,0%	25,3%	2,2%	48,4%	2,2%	20,9%	1,1%
	NGO	3	66,7%			33,3%		33,3%	
Nationality	Moldavian/Romanian	242	43,0%	25,6%	16,1%	27,3%	4,5%	30,1%	1,7%
	Russian	19	68,4%	21,1%	10,6%	26,3%	5,3%	31,6%	
	Ukrainian	17	64,7%	5,9%	5,9%	23,6%	5,9%	29,4%	
	other nationality	36	41,7%	22,2%	36,1%	36,1%	2,8%	27,9%	
Region	north	72	45,8%	19,5%	22,3%	25,0%	7,0%	33,4%	1,4%
	centre	182	50,5%	29,1%	12,6%	26,9%	4,9%	26,3%	1,6%
	south	60	30,0%	13,4%	26,7%	35,0%		36,6%	

Note! The weight per each line is higher than 100%, because respondents had multiple answers choice

Table 8. Percentage of individuals by THE MOST USUAL place of Internet usage broken down by gender, type of residence, age, education, employment status, employment sector, nationality and region

<i>*Base: 287 respondents using Internet</i>		Total	At home	At friends, acquaintances	At school, university	At job place	At Internet cafe	At home
TOTAL (per sample)		1226	10,0%	2,4%	2,0%	4,5%	0,1%	4,4%
TOTAL (per subgroup)*		287	42,9%	10,1%	8,7%	19,2%	0,3%	18,8%
Gender	male	143	46,9%	9,8%	6,3%	18,9%		18,1%
	female	144	38,9%	10,4%	11,1%	19,4%	0,7%	19,5%
Type of residence	urban	192	49,0%	5,7%	4,2%	21,9%	0,5%	18,7%
	rural	95	30,5%	18,9%	17,9%	13,8%		18,9%
Age	16 - 19 years	65	40,0%	7,7%	23,1%	1,5%	1,5%	26,2%
	20 - 29 years	97	37,1%	14,4%	7,2%	15,5%		25,8%
	30 - 39 years	59	40,7%	8,5%	3,4%	37,3%		10,1%
	40 - 49 years	34	70,6%	5,9%	2,9%	14,7%		5,9%
	50 - 59 years	26	42,3%	11,5%		34,6%		11,6%
	60 – 74 years	6	33,3%			50,0%		16,7%
Education	incomplete secondary	29	20,7%	13,8%	31,0%	6,9%	3,4%	24,2%
	complete secondary	70	47,1%	8,6%	7,1%	7,1%		30,1%
	specialized secondary	58	39,7%	12,1%	6,9%	20,7%		20,6%
	higher / incomplete higher	130	46,9%	9,2%	5,4%	27,7%		10,8%
Employment status	work	155	42,6%	10,3%	1,9%	35,5%		9,7%
	do not work	132	43,2%	9,8%	16,7%		0,8%	29,5%
Employment sector	public	69	34,8%	11,6%	2,9%	43,5%		7,2%
	private	84	50,0%	9,5%	1,2%	28,6%		10,7%
	NGO	2				50,0%		50,0%
Nationality	Moldavian/Romanian	220	41,4%	12,3%	8,2%	20,0%	0,5%	17,6%
	Russian	18	66,7%		5,6%	5,6%		22,1%
	Ukrainian	16	62,5%			12,5%		25,0%
	other nationality	33	30,3%	6,1%	18,2%	24,2%		21,2%
Region	north	63	44,4%	9,5%	11,1%	12,7%	1,6%	20,7%
	centre	168	48,2%	11,3%	4,8%	19,6%		16,1%
	south	56	25,0%	7,1%	17,9%	25,0%		25,0%

Table 9. Percentage of individuals by the type of Internet connection broken down by gender, type of residence, age, education, employment status, employment sector, nationality and region

<i>*Base: 314 respondents having access to Internet</i>		Total	Dial-up	Mobile phone	WiFi, xDSL, HomeEthernet	Dedicated line	Satellite antenna	Cable	Other type
TOTAL (per sample)		1226	12,8%	1,1%	4,1%	1,7%	0,9%	0,7%	6,8%
TOTAL (per subgroup)*		314	50,0%	4,5%	16,3%	6,7%	3,5%	2,5%	26,4%
Gender	male	152	55,3%	5,2%	15,7%	9,2%	5,9%	1,4%	21,7%
	female	162	45,1%	3,7%	16,6%	4,3%	1,2%	3,7%	30,9%
Type of residence	urban	205	49,8%	3,0%	21,0%	8,3%	3,0%	2,0%	21,0%
	rural	109	50,5%	7,3%	7,3%	3,6%	4,6%	3,6%	36,7%
Age	16 - 19 years	69	47,8%	14,5%	18,8%	8,6%	4,2%	1,4%	29,0%
	20 - 29 years	104	45,2%	2,0%	15,4%	5,7%	1,9%	2,9%	31,7%
	30 - 39 years	67	49,3%	1,5%	17,9%	7,5%	6,0%	1,5%	23,9%
	40 - 49 years	38	65,8%	2,6%	15,8%	5,2%	2,6%	2,6%	10,5%
	50 - 59 years	27	59,3%		14,8%	3,7%	3,7%	3,7%	22,2%
	60 - 74 years	9	33,3%			11,1%		11,1%	44,4%
Education	incomplete secondary	34	38,2%	5,9%	11,8%	8,8%	2,9%		41,2%
	complete secondary	74	51,4%	8,1%	13,5%	5,5%	5,5%	4,1%	31,1%
	specialized secondary	66	57,6%	6,1%	9,1%	4,5%	6,0%	6,0%	24,2%
	higher / incomplete higher	140	48,6%	1,4%	22,1%	7,8%	1,4%	0,7%	21,4%
Employment status	work	171	51,5%	1,2%	19,3%	7,0%	3,5%	1,2%	22,2%
	do not work	143	48,3%	8,4%	12,6%	6,3%	3,5%	4,2%	31,5%
Employment sector	public	77	51,9%		18,2%	2,6%	7,8%		24,7%
	private	91	52,7%	2,2%	19,8%	11,0%		2,2%	18,7%
	NGO	3			33,3%				66,7%
Nationality	Moldavian/Romanian	242	50,4%	4,9%	13,6%	7,9%	3,3%	3,3%	27,3%
	Russian	19	68,4%		10,5%	5,3%	5,3%		10,5%
	Ukrainian	17	35,3%		35,3%	5,9%			23,5%
	other nationality	36	44,4%	5,6%	27,7%		5,6%		30,6%
Region	north	72	50,0%	4,2%	22,2%	1,4%	4,2%		26,4%
	centre	182	48,4%	1,1%	12,6%	9,3%	1,0%	3,3%	28,0%
	south	60	55,0%	15,0%	20,0%	5,1%	10,0%	3,3%	21,7%

Note! The weight per each line is higher than 100%, because respondents had multiple answers choice

Table 10. Percentage of individuals with broadband access broken down by gender, type of residence, age, education, employment status, employment sector, nationality and region

<i>*Base: 314 respondents having access to Internet</i>		Total	YES	NO	DK/NA
TOTAL (per sample)		1226	8,0%	12,9%	4,7%
TOTAL (per subgroup)*		314	31,2%	50,3%	18,5%
Gender	male	152	29,6%	51,3%	19,1%
	female	162	32,7%	49,4%	17,9%
Type of residence	urban	205	36,1%	48,8%	15,1%
	rural	109	22,0%	53,2%	24,8%
Age	16 - 19 years	69	31,9%	49,3%	18,8%
	20 - 29 years	104	34,6%	47,1%	18,3%
	30 - 39 years	67	35,8%	40,3%	23,9%
	40 - 49 years	38	23,7%	68,4%	7,9%
	50 - 59 years	27	22,2%	63,0%	14,8%
	60 - 74 years	9	11,1%	55,6%	33,3%
Education	incomplete secondary	34	38,2%	47,1%	14,7%
	complete secondary	74	24,3%	52,7%	23,0%
	specialized secondary	66	21,2%	56,1%	22,7%
	higher / incomplete higher	140	37,9%	47,1%	15,0%
Employment status	work	171	33,3%	49,7%	17,0%
	do not work	143	28,7%	51,0%	20,3%
Employment sector	public	77	29,9%	55,8%	14,3%
	private	91	34,1%	46,2%	19,7%
	NGO	3	100%		
Nationality	Moldavian/Romanian	242	30,6%	50,0%	19,4%
	Russian	19	21,1%	68,4%	10,5%
	Ukrainian	17	47,1%	35,3%	17,6%
	other nationality	36	33,3%	50,0%	16,7%
Region	north	72	33,3%	50,0%	16,7%
	centre	182	29,7%	51,1%	19,2%
	south	60	33,3%	48,3%	18,4%

Table 11. Percentage of individuals with broadband access by place of access broken down by gender, type of residence, age, education, employment status, employment sector, nationality and region

<i>*Base: 314 respondents having access to Internet</i>		Total	At home	At friends, acquaintances	At school, university	At job place	At Internet cafe	Other
TOTAL (per sample)		1226	3,1%	0,7%	0,8%	1,7%	1,8%	0,2%
TOTAL (per subgroup)*		314	12,1%	2,5%	3,2%	6,7%	7,0%	0,6%
Gender	male	152	11,8%	1,3%	3,9%	6,6%	7,3%	
	female	162	12,3%	3,7%	2,5%	6,8%	6,8%	1,2%
Type of residence	urban	205	17,1%	2,4%	1,5%	8,3%	7,3%	0,5%
	rural	109	2,8%	2,8%	6,4%	3,7%	6,4%	0,9%
Age	16 - 19 years	69	8,7%	2,9%	7,2%		13,0%	1,4%
	20 - 29 years	104	8,7%	5,8%	1,9%	8,7%	9,6%	1,0%
	30 - 39 years	67	19,4%		4,5%	11,9%	1,5%	
	40 - 49 years	38	18,4%			2,6%	2,6%	
	50 - 59 years	27	7,4%			11,1%	3,7%	
	60 - 74 years	9	11,1%					
Education	incomplete secondary	34	5,9%	2,9%	8,8%	2,9%	14,7%	2,9%
	complete secondary	74	9,5%	1,4%	1,4%	1,4%	10,9%	1,4%
	specialized secondary	66	4,5%	6,1%	4,5%	4,5%	1,5%	
	higher / incomplete higher	140	18,6%	1,4%	2,1%	11,4%	5,7%	
Employment status	work	171	15,8%	1,2%	1,8%	12,3%	3,5%	
	do not work	143	7,7%	4,2%	4,9%		11,2%	1,4%
Employment sector	public	77	10,4%	1,3%	3,9%	11,7%	2,6%	
	private	91	18,7%	1,1%		13,2%	3,3%	
	NGO	3	66,7%				33,3%	
Nationality	Moldavian/Romanian	242	10,7%	3,3%	3,7%	5,3%	7,8%	0,8%
	Russian	19	15,8%		5,3%			
	Ukrainian	17	29,4%			11,8%	5,9%	
	other nationality	36	11,1%			16,7%	5,6%	
Region	north	72	12,5%	5,6%	8,3%	2,8%	2,8%	2,8%
	centre	182	14,3%	2,2%	,5%	6,0%	7,1%	
	south	60	5,0%		5,0%	13,3%	11,7%	

Note! The weight per each line is higher than 100%, because respondents had multiple answers choice

Table 12. Percentage of individuals by the frequency of Internet usage broken down by gender, type of residence, age, education, employment status, employment sector, nationality and region

<i>*Base: 287 respondents using Internet</i>		Total	Daily	4-6 times a week	1-3 times a week	1-3 times a month	Seldom than once a month
TOTAL (per sample)		1226	7,5%	4,3%	8,0%	3,4%	0,2%
TOTAL (per subgroup)*		287	32,1%	18,8%	33,9%	14,2%	1,0%
Gender	male	143	39,1%	15,4%	32,2%	13,3%	
	female	144	25,0%	22,2%	35,4%	15,3%	2,1%
Type of residence	urban	192	40,6%	16,2%	30,7%	12,0%	0,5%
	rural	95	14,7%	24,2%	40,0%	19,0%	2,1%
Age	16 - 19 years	65	27,7%	10,8%	56,9%	4,6%	
	20 - 29 years	97	28,9%	23,8%	32,9%	14,4%	
	30 - 39 years	59	42,3%	15,3%	20,3%	22,1%	
	40 - 49 years	34	35,3%	20,6%	26,5%	11,7%	5,9%
	50 - 59 years	26	26,9%	26,9%	26,9%	19,3%	
	60 – 74 years	6	33,3%	16,7%		33,3%	16,7%
Education	incomplete secondary	29	13,9%	6,8%	68,9%	10,4%	
	complete secondary	70	31,4%	20,0%	37,1%	11,5%	
	specialized secondary	58	20,7%	10,3%	44,9%	20,7%	3,4%
	higher / incomplete higher	130	41,6%	24,6%	19,2%	13,8%	0,8%
Employment status	work	155	36,8%	20,7%	23,2%	17,4%	1,9%
	do not work	132	26,5%	16,7%	46,2%	10,6%	
Employment sector	public	69	26,1%	23,2%	30,5%	17,3%	2,9%
	private	84	46,3%	17,8%	18,0%	16,7%	1,2%
	NGO	2		50,0%		50,0%	
Nationality	Moldavian/Romanian	220	29,1%	19,1%	35,0%	15,4%	1,4%
	Russian	18	55,5%	16,7%	16,6%	11,2%	
	Ukrainian	16	43,7%	12,5%	31,2%	12,6%	
	other nationality	33	33,3%	21,3%	36,3%	9,1%	
Region	north	63	27,0%	12,7%	49,1%	11,2%	
	centre	168	37,5%	20,8%	26,2%	13,7%	1,8%
	south	56	21,4%	19,6%	39,3%	19,7%	

Table 13. Percentage of individuals using regularly the Internet (at least once a week) by the place of use broken down by gender, type of residence, age, education, employment status, employment sector, nationality and region

<i>*Base: 243 respondents using regularly the Internet (at least once a week)</i>		Total	Use regularly the Internet (19,8% out of whole sample)					
			At home	At friends, acquaintances	At school, university	At job place	At library	At Internet cafe
TOTAL (per sample)		1226	9,5%	1,8%	1,8%	3,5%	0,1%	3,1%
TOTAL (per subgroup)*		243	47,7%	9,1%	9,1%	17,7%	0,4%	16,0%
Gender	male	124	53,2%	8,1%	6,5%	15,3%		16,9%
	female	119	42,0%	10,1%	11,8%	20,2%	0,8%	15,1%
Type of residence	urban	168	52,3%	4,8%	4,8%	21,4%	0,6%	16,1%
	rural	75	37,3%	18,7%	18,7%	9,3%		16,0%
Age	16 - 19 years	62	41,9%	6,5%	22,6%	1,6%	1,6%	25,8%
	20 - 29 years	83	43,4%	12,0%	7,2%	16,9%		20,5%
	30 - 39 years	46	47,9%	8,7%	4,3%	32,6%		6,5%
	40 - 49 years	28	78,6%	7,1%		10,7%		3,6%
	50 - 59 years	21	47,6%	9,5%		38,1%		4,8%
	60 – 74 years	3				66,7%		33,3%
Education	incomplete secondary	26	23,1%	7,7%	34,6%	7,7%	3,8%	23,1%
	complete secondary	62	51,6%	9,7%	6,5%	4,8%		27,4%
	specialized secondary	44	50,0%	13,6%	4,5%	11,4%		20,5%
	higher / incomplete higher	111	50,5%	7,2%	6,3%	29,7%		6,3%
Employment status	work	125	48,0%	10,4%	,8%	34,4%		6,4%
	do not work	118	47,5%	7,6%	17,8%		0,8%	26,3%
Employment sector	public	55	38,2%	10,9%	1,8%	43,6%		5,5%
	private	69	56,6%	10,1%		26,1%		7,2%
	NGO	1				100,0%		
Nationality	Moldavian/Romanian	183	46,5%	10,9%	8,2%	18,1%	0,5%	15,8%
	Russian	16	68,7%		6,3%			25,0%
	Ukrainian	14	71,4%			14,3%		14,3%
	other nationality	30	33,3%	6,7%	20,0%	26,7%		13,3%
Region	north	56	48,3%	8,9%	10,7%	8,9%	1,8%	21,4%
	centre	142	54,2%	9,9%	4,2%	18,3%		13,4%
	south	45	26,7%	6,7%	22,2%	26,6%		17,8%

Table 14. Percentage of individuals by the intensity of Internet usage (hours, on average, per MONTH) broken down by gender, type of residence, age, education, employment status, employment sector, nationality and region

<i>*Base: 287 respondents using Internet</i>		Total	Up to 10 hours	11-30 hours	31-60 hours	More than 60 hours		Mean per sample	Mean per subgroup (Internet users)
TOTAL (per sample)		1226	9,6%	6,5%	3,9%	3,3%		8,5 ore	
TOTAL (per subgroup)*		287	41,1%	27,9%	16,7%	14,3%			36,3 ore
Gender	male	143	38,4%	28,0%	15,4%	18,2%		11.1	39.9
	female	144	43,7%	27,8%	18,1%	10,4%		6.6	32.7
Type of residence	urban	192	31,7%	31,8%	18,8%	17,7%		17.2	43.9
	rural	95	60,0%	20,0%	12,6%	7,4%		2.7	20.9
Age	16 - 19 years	65	36,9%	32,4%	13,8%	16,9%		23.7	37.2
	20 - 29 years	97	38,2%	24,7%	22,7%	14,4%		17.4	37.6
	30 - 39 years	59	47,5%	20,3%	18,6%	13,6%		8.7	33.2
	40 - 49 years	34	35,3%	35,3%	8,8%	20,6%		7.5	54.4
	50 - 59 years	26	53,9%	38,5%	3,8%	3,8%		1.9	17.2
	60 – 74 years	6	50,0%	16,7%	33,3%			.5	17.2
Education	incomplete secondary	29	51,8%	37,9%	6,9%	3,4%		2.3	17.9
	complete secondary	70	35,7%	32,9%	14,3%	17,1%		6.5	36.9
	specialized secondary	58	65,6%	22,4%	10,3%	1,7%		2.2	13.3
	higher / incomplete higher	130	30,7%	25,4%	23,1%	20,8%		25.4	50.4
Employment status	work	155	41,3%	26,5%	18,7%	13,5%		10.6	36.8
	do not work	132	40,9%	29,5%	14,4%	15,2%		6.9	35.8
Employment sector	public	69	46,4%	26,1%	15,9%	11,6%		9.0	33.2
	private	84	36,9%	27,4%	20,2%	15,5%		12.3	40.0
	NGO	2	50,0%		50,0%			6.1	21.5
Nationality	Moldavian/Romanian	220	42,3%	28,6%	16,8%	12,3%		7.3	32.2
	Russian	18	33,3%	16,7%	27,8%	22,2%		17.1	70.3
	Ukrainian	16	37,4%	31,3%	6,3%	25,0%		11.7	61.5
	other nationality	33	39,3%	27,3%	15,2%	18,2%		12.0	33.0
Region	north	63	49,3%	31,7%	6,3%	12,7%		4.9	27.3
	centre	168	35,7%	25,0%	22,0%	17,3%		11.9	44.1
	south	56	48,3%	32,1%	12,5%	7,1%		5.2	23.1

Table 15. Percentage of population that attend public authorities sites broken down by gender, type of residence, age, education, employment status, employment sector, nationality and region

<i>*Base: 287 respondents using Internet</i>		Total	YES	NO	DK/NA
TOTAL (per sample)		1226	7,4%	15,7%	0,3%
TOTAL (per subgroup)*		287	31,7%	66,9%	1,4%
Gender	male	143	37,1%	61,5%	1,4%
	female	144	26,4%	72,2%	1,4%
Type of residence	urban	192	35,9%	62,5%	1,6%
	rural	95	23,2%	75,7%	1,1%
Age	16 - 19 years	65	21,6%	76,9%	1,5%
	20 - 29 years	97	27,8%	70,1%	2,1%
	30 - 39 years	59	44,1%	54,2%	1,7%
	40 - 49 years	34	38,2%	61,8%	
	50 - 59 years	26	30,8%	69,2%	
	60 – 74 years	6	50,0%	50,0%	
Education	incomplete secondary	29	10,3%	89,7%	
	complete secondary	70	22,9%	75,7%	1,4%
	specialized secondary	58	31,1%	65,5%	3,4%
	higher / incomplete higher	130	41,5%	57,7%	0,8%
Employment status	work	155	41,9%	57,5%	0,6%
	do not work	132	19,7%	78,0%	2,3%
Employment sector	public	69	43,5%	56,5%	
	private	84	40,5%	58,3%	1,2%
	NGO	2	50,0%	50,0%	
Nationality	Moldavian/Romanian	220	33,2%	65,4%	1,4%
	Russian	18	33,3%	66,7%	
	Ukrainian	16	37,5%	62,5%	
	other nationality	33	18,2%	78,8%	3,0%
Region	north	63	36,5%	60,3%	3,2%
	centre	168	30,4%	68,4%	1,2%
	south	56	30,4%	69,6%	□

Table 16.1. Percentage of population by the purposes of attendance of public authorities sites broken down by gender, type of residence, age, education, employment status, employment sector, nationality and region

*Base: 91 respondents that attend government sites		Total	seeking general information about public authorities	seeking news about the activity of public authorities	seeking legislative materials, informative communications, discourses etc.	addressing questions online and receiving answers	downloading forms
PART I							
TOTAL (per sample)		1226	4,6%	3,6%	4,8%	0,9%	1,0%
TOTAL (per subgroup)*		91	61,5%	49,5%	63,8%	12,1%	13,2%
Gender	male	53	64,2%	51,0%	50,9%	5,7%	11,3%
	female	38	57,9%	47,4%	81,6%	21,0%	15,8%
Type of residence	urban	69	62,3%	46,3%	69,5%	13,0%	13,0%
	rural	22	59,1%	59,1%	45,4%	9,0%	13,5%
Age	16 - 19 years	14	42,9%	57,1%	64,3%		14,2%
	20 - 29 years	27	70,4%	44,4%	62,9%	11,1%	22,2%
	30 - 39 years	26	69,2%	46,2%	57,7%	15,4%	11,4%
	40 - 49 years	13	61,5%	61,6%	77,0%	15,4%	
	50 - 59 years	8	37,5%	50,0%	87,5%	25,0%	12,5%
	60 – 74 years	3	66,7%	33,3%			
Education	incomplete secondary	3	66,7%	33,3%	66,7%		
	complete secondary	16	56,3%	56,3%	50,1%	12,6%	18,8%
	specialized secondary	18	55,6%	50,0%	44,4%	11,1%	11,1%
	higher / incomplete higher	54	64,8%	48,1%	74,0%	13,0%	13,1%
Employment status	work	65	63,1%	46,1%	64,6%	13,8%	13,8%
	do not work	26	57,7%	57,7%	61,5%	7,6%	11,5%
Employment sector	public	30	70,0%	43,3%	63,4%	20,0%	6,7%
	private	34	58,8%	47,0%	67,7%	8,7%	20,5%
	NGO	1		100%	0,0%		
Nationality	Moldavian/Romanian	73	60,3%	54,7%	60,3%	15,0%	13,7%
	Russian	6	83,3%	66,7%	50,0%		
	Ukrainian	6	50,0%	16,7%	100%		
	other nationality	6	66,7%		83,3%		33,4%
Region	north	23	56,5%	52,2%	60,9%		4,3%
	centre	51	62,7%	54,9%	62,7%	17,7%	11,8%
	south	17	64,7%	29,4%	70,5%	11,8%	29,5%

Note! The weight per each line is higher than 100%, because respondents had multiple answers choice

Table 16.2. Percentage of population by the purposes of attendance of public authorities sites broken down by gender, type of residence, age, education, employment status, employment sector, nationality and region

<i>*Base: 91 respondents that attend government sites</i>		Total	returning filled in forms	transactions	sending proposals to document projects presented for public consulting	other purposes
PART II						
TOTAL (per sample)		1226	0,7%	0,2%	0,4%	0,1%
TOTAL (per subgroup)*		91	8,8%	2,2%	4,4%	1,1%
Gender	male	53	3,8%	1,9%	7,6%	
	female	38	15,9%	2,6%		2,6%
Type of residence	urban	69	8,6%	2,8%	4,2%	1,4%
	rural	22	9,0%		4,5%	
Age	16 - 19 years	14	7,1%	7,1%	14,2%	
	20 - 29 years	27	18,5%	3,7%		
	30 - 39 years	26			7,6%	
	40 - 49 years	13	7,7%			
	50 - 59 years	8	12,5%			
	60 - 74 years	3				33,3%
Education	incomplete secondary	3				
	complete secondary	16	12,6%	6,3%	12,6%	
	specialized secondary	18	5,6%		5,6%	
	higher / incomplete higher	54	9,3%	1,9%	1,9%	1,9%
Employment status	work	65	9,2%	1,5%	3,0%	1,5%
	do not work	26	7,6%	3,8%	7,6%	
Employment sector	public	30	10,0%			
	private	34	8,7%	2,9%	5,8%	2,9%
	NGO	1				
Nationality	Moldavian/Romanian	73	6,9%	1,4%	5,5%	1,4%
	Russian	6				
	Ukrainian	6	16,7%			
	other nationality	6	33,4%	16,7%		
Region	north	23	4,3%	4,3%	17,3%	
	centre	51	5,9%			2,0%
	south	17	23,6%	5,9%		

Note! The weight per each line is higher than 100%, because respondents had multiple answers choice

Table 17.1. Percentage of population by the purposes of Internet attendance broken down by gender, type of residence, age, education, employment status, employment sector, nationality and region

<i>*Base: 287 respondents using Internet</i>		Total	sending/ receiving emails	studying and downloading soft	reading/dow nloading online newspapers	purchasing online goods and service (for private purposes)	finding information about goods and services	listening/ downloa ding songs	using online services
PART I									
TOTAL (per sample)		1226	17,1%	13,1%	11,9%	4,1%	11,5%	14,6%	6,3%
TOTAL (per subgroup)*		287	73,2%	55,7%	50,9%	17,4%	49,1%	62,4%	26,8%
Gender	male	143	74,8%	62,9%	49,7%	17,5%	51,7%	66,4%	28,7%
	female	144	71,5%	48,6%	52,1%	17,4%	46,5%	58,3%	25,0%
Type of residence	urban	192	77,1%	57,8%	57,3%	18,2%	52,1%	63,5%	29,7%
	rural	95	65,3%	51,6%	37,9%	15,8%	43,2%	60,0%	21,1%
Age	16 - 19 years	65	67,7%	58,5%	38,5%	9,2%	35,4%	75,4%	21,5%
	20 - 29 years	97	78,4%	61,9%	52,6%	23,7%	60,8%	73,2%	36,1%
	30 - 39 years	59	74,6%	49,2%	61,0%	16,9%	52,5%	59,3%	23,7%
	40 - 49 years	34	61,8%	55,9%	61,8%	20,6%	50,0%	47,1%	26,5%
	50 - 59 years	26	80,8%	46,2%	42,3%	15,4%	42,3%	23,1%	15,4%
	60 - 74 years	6	66,7%	33,3%	33,3%			33,3%	16,7%
Education	incomplete secondary	29	55,2%	51,7%	31,0%	3,4%	20,7%	58,6%	6,9%
	complete secondary	70	77,1%	60,0%	47,1%	10,0%	41,4%	77,1%	24,3%
	specialized secondary	58	67,2%	43,1%	41,4%	17,2%	41,4%	63,8%	17,2%
	higher / incomplete higher	130	77,7%	60,0%	61,5%	24,6%	63,1%	54,6%	36,9%
Employment status	work	155	73,5%	54,8%	54,8%	19,4%	56,8%	56,1%	26,5%
	do not work	132	72,7%	56,8%	46,2%	15,2%	40,2%	69,7%	27,3%
Employment sector	public	69	65,2%	52,2%	46,4%	13,0%	49,3%	43,5%	20,3%
	private	84	81,0%	57,1%	63,1%	25,0%	63,1%	66,7%	32,1%
	NGO	2	50,0%	50,0%			50,0%	50,0%	
Nationality	Moldavian/Romanian	220	70,0%	57,3%	51,4%	19,1%	50,9%	62,7%	27,7%
	Russian	18	77,8%	44,4%	50,0%	11,1%	44,4%	72,2%	33,3%
	Ukrainian	16	75,0%	50,0%	68,8%	25,0%	62,5%	56,3%	31,3%
	other nationality	33	90,9%	54,5%	39,4%	6,1%	33,3%	57,6%	15,2%
Region	north	63	71,4%	61,9%	44,4%	9,5%	39,7%	54,0%	20,6%
	centre	168	74,4%	53,6%	57,1%	22,6%	57,7%	68,5%	32,7%
	south	56	71,4%	55,4%	39,3%	10,7%	33,9%	53,6%	16,1%

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

Table 17.2. Percentage of population by the purposes of Internet attendance broken down by gender, type of residence, age, education, employment status, employment sector, nationality and region

<i>*Base: 287 respondents using Internet</i>		Total	visiting entertainment website	participation in discussions: forum on-line, chat rooms	performing various job duties	finding out news from entire world	bank services	other purposes
PART II								
TOTAL (per sample)		1226	11,9%	7,7%	9,2%	14,3%	3,3%	0,7%
TOTAL (per subgroup)*		287	50,9%	32,8%	39,4%	61,0%	13,9%	3,1%
Gender	male	143	56,6%	36,4%	39,2%	60,8%	12,6%	3,5%
	female	144	45,1%	29,2%	39,6%	61,1%	15,3%	2,8%
Type of residence	urban	192	49,5%	34,4%	42,2%	65,1%	14,6%	3,1%
	rural	95	53,7%	29,5%	33,7%	52,6%	12,6%	3,2%
Age	16 - 19 years	65	67,7%	44,6%	18,5%	55,4%	7,7%	6,0%
	20 - 29 years	97	62,9%	42,3%	45,4%	67,0%	17,5%	1,0%
	30 - 39 years	59	37,3%	20,3%	45,8%	61,0%	15,3%	1,7%
	40 - 49 years	34	41,2%	20,6%	41,2%	61,8%	14,7%	5,8%
	50 - 59 years	26	15,4%	19,2%	50,0%	61,5%	15,4%	3,8%
	60 – 74 years	6	16,7%		50,0%	16,7%		
Education	incomplete secondary	29	44,8%	27,6%	20,7%	48,3%	3,4%	13,7%
	complete secondary	70	74,3%	45,7%	28,6%	57,1%	7,1%	1,4%
	specialized secondary	58	44,8%	25,9%	27,6%	50,0%	10,3%	5,1%
	higher / incomplete higher	130	42,3%	30,0%	54,6%	70,8%	21,5%	0,8%
Employment status	work	155	39,4%	27,7%	52,9%	64,5%	16,1%	1,9%
	do not work	132	64,4%	38,6%	23,5%	56,8%	11,4%	4,6%
Employment sector	public	69	36,2%	23,2%	50,7%	56,5%	8,7%	
	private	84	41,7%	32,1%	53,6%	71,4%	22,6%	3,6%
	NGO	2	50,0%		100%	50,0%		
Nationality	Moldavian/Romanian	220	49,1%	33,2%	39,1%	58,6%	13,6%	2,4%
	Russian	18	77,8%	33,3%	27,8%	72,2%	16,7%	11,2%
	Ukrainian	16	43,8%	37,5%	25,0%	56,3%	18,8%	6,3%
	other nationality	33	51,5%	27,3%	54,5%	72,7%	12,1%	3,0%
Region	north	63	49,2%	27,0%	28,6%	54,0%	7,9%	4,8%
	centre	168	51,2%	37,5%	41,1%	62,5%	17,3%	3,6%
	south	56	51,8%	25,0%	46,4%	64,3%	10,7%	

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

Table 18. Percentage of individuals that ordered/bought goods or services for private use over the Internet in the last 3 months broken down by gender, type of residence, age, education, employment status, employment sector, nationality and region

<i>*Base: 287 respondents using Internet</i>		Total	YES	NO	NA
TOTAL (per sample)		1226	1,3%	20,1%	2,0%
TOTAL (per subgroup)*		287	5,6%	86,1%	8,3%
Gender	male	143	6,3%	88,1%	5,6%
	female	144	4,9%	84,0%	11,1%
Type of residence	urban	192	7,3%	84,9%	7,8%
	rural	95	2,1%	88,4%	9,5%
Age	16 - 19 years	65	4,6%	86,2%	9,2%
	20 - 29 years	97	3,1%	88,7%	8,2%
	30 - 39 years	59	6,8%	88,1%	5,1%
	40 - 49 years	34	11,8%	82,4%	5,8%
	50 - 59 years	26	7,7%	76,9%	15,4%
	60 – 74 years	6		83,3%	16,7%
Education	incomplete secondary	29		100%	
	complete secondary	70	4,3%	82,9%	12,8%
	specialized secondary	58	1,7%	91,4%	6,9%
	higher / incomplete higher	130	9,2%	82,3%	8,5%
Employment status	work	155	7,1%	85,2%	7,7%
	do not work	132	3,8%	87,1%	9,1%
Employment sector	public	69	5,8%	87,0%	7,2%
	private	84	8,3%	83,4%	8,3%
	NGO	2		100%	
Nationality	Moldavian/Romanian	220	5,5%	87,2%	7,3%
	Russian	18		94,4%	5,6%
	Ukrainian	16	18,8%	75,0%	6,2%
	other nationality	33	3,0%	78,8%	18,2%
Region	north	63	7,9%	82,6%	9,5%
	centre	168	5,4%	86,3%	8,3%
	south	56	3,6%	89,3%	7,1%

ANNEXE 2: QUESTIONNAIRE WITH FREQUENCES

CENTER OF SOCIOLOGICAL, POLITOLOGICAL AND
PSYCHOLOGICAL INVESTIGATION AND ANALYSIS



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QUESTIONNAIRE ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES BY THE POPULATION OF MOLDOVA

C. Use of computer

C1. Do you have access to computer?

1. Yes → C2	599	48,9%
2. No → S1	611	49,8%
9. DK/NA → S1	16	1,3%

C2. Do you have computer at home?

1. Yes	255	20,8%
2. No	344	28,1%
9. DK/NA		
<i>Do not have access to computer</i>	627	51,1%

C3. Do you use computer?

1. Yes → C3	424	34,6%
2. No → S1	173	14,1%
9. DK/NA → S1	2	0,2%
<i>Do not have access to computer</i>	627	51,1%

C4. . If YES, where do you use computer? *multiple answer*

At home	231	18,8%
At friends, acquaintances	107	8,7%
At school, university	82	6,7%
At job place	130	10,5%
At library	21	1,8%
Internet cafe	109	8,9%
DK/NA	1	0,1%
<i>Do not use computer</i>	175	14,3%
<i>Do not have access to computer</i>	627	51,1%

D. Use of Internet**D1. Do you have access to Internet?**

1. Yes → D2	314	25,6%
2. No → S1	110	9,0%
9. DK/NA → S1		
<i>Do not use computer</i>	175	14,3%
<i>Do not have access to computer</i>	627	51,1%

D2. Do you use Internet?

1. Yes → D4	287	23,4%
2. No → D3	27	2,2%
9. DK/NA → D3		
<i>Do not have access to Internet</i>	110	9,0%
<i>Do not use computer</i>	175	14,3%
<i>Do not have access to computer</i>	627	51,1%

D3. Why do you have access to Internet, but don't use it? multiple answer

Don't know how to use	4	0,3%
It is very expensive	4	0,3%
Don't feel need	17	1,4%
Don't have time	1	0,1%
DK/NA	1	0,1%
<i>Use Internet</i>	287	23,4%
<i>Do not have access to Internet</i>	110	9,0%
<i>Do not use computer</i>	175	14,3%
<i>Do not have access to computer</i>	627	51,1%

D4. Where do you have access to Internet? multiple answer**D5. Where do you use most often Internet? (only for those using Internet) one answer**

	D4.		D5.	
At home	143	11,7%	123	10,0%
At friends, acquaintances	75	6,1%	29	2,4%
At school, university	55	4,5%	25	2,0%
At job place	88	7,2%	55	4,5%
At library	14	1,2%	1	0,1%
Internet cafe	94	7,6%	54	4,4%
DK/NA	4	0,3%		
<i>Do not use Internet</i>			27	2,2%
<i>Do not have access to Internet</i>	110	9,0%	110	9,0%
<i>Do not use computer</i>	175	14,3%	175	14,3%
<i>Do not have access to computer</i>	627	51,1%	627	51,1%

D6. What is the type of Internet connection? Multiple answer

Dial-up	157	12,8%
Through mobile phone	14	1,1%
WiFi, xDSL, HomeEthernet	51	4,1%
Dedicated line	21	1,7%
Satellite antenna	11	0,9%
Cable TV	8	0,7%
DK/NA	83	6,8%
<i>Do not have access to Internet</i>	110	9,0%
<i>Do not use computer</i>	175	14,3%
<i>Do not have access to computer</i>	627	51,1%

D7. Do you have broadband access to Internet?

1. Yes → D8	98	8,0%
2. No → D9	158	12,9%
9. DK/NA → D9	58	4,7%
<i>Do not have access to Internet</i>	110	9,0%
<i>Do not use computer</i>	175	14,3%
<i>Do not have access to computer</i>	627	51,1%

D8. Do you have broadband access to Internet at home or other place?

1. at home	38	3,1%
2. at job place	21	1,7%
3. Internet cafe	22	1,8%
4. at school / university	10	0,8%
5. at friends	8	0,7%
DK/NA	2	0,2%
<i>Don't have broadband access</i>	216	17,6%
<i>Do not have access to Internet</i>	110	9,0%
<i>Do not use computer</i>	175	14,3%
<i>Do not have access to computer</i>	627	51,1%

ATTENTION! Respondents that have access to Internet, but don't use it (see answers 2 and 98 from question D2) go to question S1

D9. Generally, how often do you use Internet?

daily	92	7,5%
6 times a week	9	0,7%
5 times a week	20	1,6%
4 times a week	25	2,0%
3 times a week	33	2,7%
2 times a week	29	2,4%
once a week	35	2,9%
3 times a month	13	1,1%
2 times a month	11	0,9%
once a month	17	1,4%
more seldom than once a month	3	0,2%
<i>Do not use Internet</i>	27	2,2%
<i>Do not have access to Internet</i>	110	9,0%
<i>Do not use computer</i>	175	14,3%
<i>Do not have access to computer</i>	627	51,1%

D10. When you access Internet, on average, how much do you use it per day?

2 minutes	2	0,2%
3	1	0,1%
4	1	0,1%
5	3	0,2%
6	1	0,1%
7	1	0,1%
8	2	0,2%
15	3	0,2%
20	5	0,4%
25	4	0,3%
30	34	2,8%
35	1	0,1%
45	11	0,9%
50	5	0,4%
60	67	5,5%
75	1	0,1%
80	1	0,1%
90	21	1,7%
100	1	0,1%
120	49	4,0%
150	12	1,0%
180	20	1,6%
200	2	0,2%
210	2	0,2%
240	10	0,8%
250	1	0,1%
270	1	0,1%
300	5	0,4%
360	6	0,5%
420	2	0,2%
480	1	0,1%
720	4	0,3%
DK/NA	7	0,6%
<i>Do not use Internet</i>	27	2,2%
<i>Do not have access to Internet</i>	110	9,0%
<i>Do not use computer</i>	175	14,3%
<i>Do not have access to computer</i>	627	51,1%

D11. Generally, when do you access Internet, do you attend government sites?

Yes → D12	91	7,4%
No → D13	192	15,7%
DK/NA → D13	4	0,3%
<i>Do not use Internet</i>	27	2,2%
<i>Do not have access to Internet</i>	110	9,0%
<i>Do not use computer</i>	175	14,3%
<i>Do not have access to computer</i>	627	51,1%

D12. For what purposes do you attend government sites? *multiple answer*

seeking general information about public authorities	56	4,6%
seeking news about the activity of public authorities	45	3,6%
seeking legislative materials, informative communications, discourses etc.	58	4,8%
addressing questions online and receiving answers	11	0,9%
downloading forms	12	1,0%
returning filled in forms	8	0,7%
transactions	2	0,2%
sending proposals to document projects presented for public consulting	4	0,4%
DK/NA	1	0,1%
Don't attend governmental sites	196	16,0%
<i>Do not use Internet</i>	27	2,2%
<i>Do not have access to Internet</i>	110	9,0%
<i>Do not use computer</i>	175	14,3%
<i>Do not have access to computer</i>	627	51,1%

D13. For what purposes did you access Internet in the last 3 months?

	Yes		No		<i>Do not use Internet</i>		<i>Do not have access to Internet</i>		<i>Do not use computer</i>		<i>Do not have access to computer</i>	
1. sending/receiving emails	210	17,1%	77	6,3%	27	2,2%	110	9,0%	175	14,3%	627	51,1%
2. studying and downloading soft	160	13,1%	127	10,4%	27	2,2%	110	9,0%	175	14,3%	627	51,1%
3. reading/downloading online newspapers	146	11,9%	141	11,5%	27	2,2%	110	9,0%	175	14,3%	627	51,1%
4. purchasing online goods and service (for private purposes)	50	4,1%	237	19,3%	27	2,2%	110	9,0%	175	14,3%	627	51,1%
5. finding information about goods and services	141	11,5%	146	11,9%	27	2,2%	110	9,0%	175	14,3%	627	51,1%
6. listening/downloading songs	179	14,6%	108	8,8%	27	2,2%	110	9,0%	175	14,3%	627	51,1%
7. using online services	77	6,3%	210	17,1%	27	2,2%	110	9,0%	175	14,3%	627	51,1%
8. visiting government website	91	7,4%	196	16,0%	27	2,2%	110	9,0%	175	14,3%	627	51,1%
9. visiting entertainment website (games, fashion, celebrities etc.)	146	11,9%	141	11,5%	27	2,2%	110	9,0%	175	14,3%	627	51,1%
10. participation in discussions: forum on-line, chat rooms	94	7,7%	193	15,7%	27	2,2%	110	9,0%	175	14,3%	627	51,1%
11. performing various job duties	113	9,2%	174	14,2%	27	2,2%	110	9,0%	175	14,3%	627	51,1%
12. finding out news from entire world	175	14,3%	112	9,1%	27	2,2%	110	9,0%	175	14,3%	627	51,1%
13. bank services	40	3,3%	247	20,1%	27	2,2%	110	9,0%	175	14,3%	627	51,1%
14. other	9	0,7%										

D14. Did you order / purchase online goods and services in the last 3 months?

1. Yes	16	1,3%
2. No	247	20,1%
9. DK/NA	24	2,0%
<i>Do not use Internet</i>	27	2,2%
<i>Do not have access to Internet</i>	110	9,0%

<i>Do not use computer</i>	175	14,3%
<i>Do not have access to computer</i>	627	51,1%

S. Demographic data

S1. Number of household members _____?

1 person	130	10,6%
2	369	30,1%
3	308	25,1%
4	281	22,9%
5	96	7,8%
6	32	2,6%
7	7	0,6%
8	2	0,2%
9	1	0,1%

S2. Age _____ years?

16 - 19 years	102	8,3%
20 - 29 years	210	17,1%
30 - 39 years	226	18,4%
40 - 49 years	246	20,1%
50 - 59 years	236	19,2%
60 - 74 years	206	16,8%

S3. Sex

Male	516	42,1%
Female	710	57,9%

S4. Education

incomplete secondary education	222	18,1%
complete secondary education	399	32,6%
specialized secondary education	347	28,3%
higher / incomplete higher education	258	21,0%

S5. Nationality **Attention! Do not read the answers**

Moldovan	946	77,1%
Romanian	31	2,5%
Russian	74	6,0%
Ukrainian	84	6,9%
Gagauz	55	4,5%
Bulgarian	28	2,3%
Other	6	0,5%
NA	2	0,2%

S6. Employment sector

public	255	20,8%
private	274	22,3%
NGO	7	0,6%

Don't work (unemployed, pensioner) → S8	685	55,9%
DK/NA → S8	5	0,4%

S7. Field of activity

public administration (central/local)	42	3,4%
industry and energy	36	2,9%
transport	30	2,4%
informational technologies and communication	8	0,7%
constructions and territorial development, ecology	34	2,8%
agriculture and food industry, forestry	111	9,1%
trade, public feeding, tourism, services	90	7,3%
finances, credits, insurances, real estate transactions	17	1,4%
science and education	68	5,5%
health protection and social assistance	44	3,6%
culture, arts, sport	7	0,6%
public organizations (trade unions, parties, NGOs, foundations etc.)	5	0,4%
army, law enforcement bodies, guard and security bodies	25	2,0%
representation, mission, international project	2	0,2%
other	1	0,1%
NA	16	1,3%
<i>Don't work</i>	690	56,3%

S8. Occupation

manager / civil servant in public administration (central/local)	38	3,1%
manager / qualified specialist in public enterprise, institution, organisation	88	7,2%
manager / qualified specialist in private / joint enterprise, institution, organisation	66	5,4%
manager/specialist in international institution, representation, mission	37	3,0%
worker, technical and consumers' service personnel	307	25,0%
student	51	4,2%
pupil	68	5,5%
unemployed, temporarily unemployed person	330	26,9%
pensioner	241	19,7%

S9. Place of residence

1. Rural	736	60,0%
2. Urban	490	40,0%□