USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN THE REPUBLIC OF SERBIA, 2022

Households/Individuals
Enterprises

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Belgrade, 2022

✏️ INTRODUCTION

Modern society has become "information society" with the development and usage of information and communication technologies, which, as its main characteristic, plays the most important part in production, the economy and all other sphere in the life of individuals and society as a whole.

Aware of the significance of those technologies, the Statistical Office of the Republic of Serbia carried out in 2004 a pilot survey on the usage of information and communication technologies in organisations dealing with financial and insurance activities. This undertaking was primarily meant to test and prepare the methodologies and instruments for the implementation of similar regular surveys related to households and the economy.

In the previous sixteen years, the Statistical Office of the Republic of Serbia conducted two surveys on the usage of information and communication technologies. The first one referred to households and individuals, and the second included also enteprises.

Both surveys were carried out on the territory of the Republic of Serbia also in 2022 based on EUROSTAT methodology. Data for the Republic of Serbia exclude those for AP Kosovo and Metohija.

As for households and individuals, the three months preceeding the telephone interview were taken to be the reference period, which was, for most of the questions asked to enterprises, January 2022, while selected ones referred to the entire 2021.

The survey for households was carried out on a two-stage sample, which was stratified according to the criterion on urban characteristics. The sample was allocated to the territories of Central Serbia (excluding Belgrade), AP Vojvodina and Belgrade, proportionally to the number of households. It included 2800 households and 2800 individuals. The interview was done both by telephone and indirectly (answers given by another person other than the absent one).

The survey for enterprises was carried out on a sample stratified by size classes and activities, through telephone interview. The sample covered 1 716 enterprises.

The Statistical Office of the Republic of Serbia is hopeful that this publication will provide the users enough information on the current situation in information and communication technologies, which will serve as the basis for further development.

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95.0% of households have a mobile phone, and 98.5% a TV set.

77.0% of households have a computer.

83.2% of household have an Internet connection.

In the last three months, 75.9% of persons used a computer.

In the last three months, 47.8% of Internet users bought/ordered over the Internet.

Most of the users buy/order clothes and sports goods over the Internet (71.5%).

83.5% of persons used the Internet in the last three months.

When asked how often they used, on average, the Internet in the last three months, 92.0% of respondents said more than once during the day.

The analysis of the respondents by sex indicates that 85.9% of men and 81.2% of women used the Internet in the last three months.

More than 81% of the Internet population have an account on social networks (Facebook, Twitter).

Internet-connected smart devices, such as smart watches, fitness bands, goggles or headsets and other accessories are used by 15.8% of individuals who used the Internet in the last three months.

THE SURVEY WAS CARRIED OUT ON THE SAME SAMPLE FOR HOUSEHOLDS AND INFIVIDUALS (AGED 16-74). THE RESPONSE RATE IS 90.6%.

30.2% of the Internet population used the Internet to print official forms from web pages or apps of public authorities.

17.9% of persons kept their laptop or tablet being no more in use, and 15.7% kept their desktop computer.

The results on the behavior of persons and their habits concerning the recycling of IT devices no more in use indicate that 18.9% of persons sold/donated their mobile phone.

📄 | 1.1. METHODOLOGY

📅	Survey period	• The survey was carried out from 15 February to 28 February 2022
📞	Type of survey	• Telephone interview
🏠	Sample size	• 2 800 households • 2 800 individuals
👤✓	Target population	• For households: target population is made of all households with at least one member aged betwee 16 and 17 • For individuals: target population is made of all individuals aged betwee 16 and 74
🧍	Type of sample	• Two-stage, stratitified sample
📍	Geographic scope	• Territory of the Republic of Serbia (without AP Kosovo and Metohia)

1.2. SAMPLE

The survey on ICT usage in households was conducted on a representative sample of 2 800 households on the territory of the Republic of Serbia. The response rate was 90.6% (2 537 individuals).

HOUSEHOLDS

Sample (households)	Income					Region				Type of survey		Total
	Up to 30000 dinars	30000 – 50000 dinars	50000 – 70000 Dinars	70000 – 90000 Dinars	More than 90000 dinars	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Urban	Other	
Number	285	507	425	362	459	634	729	679	495	1616	921	2537
%	14,0	24,9	20,9	17,8	22,5	25,0	28,7	26,8	19,5	63,7	36,3	100,0

The same sample was used for households and for individuals aged from 16 to 74 living on the territory of the Republic of Serbia. The sample included 2 800 individuals. The response rate was.

INDIVIDUALS

Sample (individuals)	Age						Sex		Educational level			Employment status				Total
	16–24	25–34	35–44	45–54	55–64	65–74	Men	Women	Lower than secondary	Secondary	Tertiary	Employed	Unemployed	Student	Other	
Број	178	156	303	392	494	1014	1007	1530	259	1583	695	752	395	133	1257	2537
%	7,0	6,1	11,9	15,5	19,5	40,0	39,7	60,3	10,2	62,4	27,4	29,6	15,6	5,2	49,5	100,0

⑪ | 1.3. MAIN FINDINGS

1.3.1. Devices available in households

Households were offered to give more than one answer to the question relative to the devices available in households. The survey shows that 98.5% of households have a TV set, while 95.0% have a mobile phone.

There are 56.1% of households that have a laptop, an increase of 2.2% and 3.8% in relation to 2021 and 2020, respectively.

Chart 1.1. Devices available in households (%)

■ 2020 ■ 2021 ■ 2022

95% of households have a mobile

	2020	2021	2022
TV SET	98.3	98.4	98.5
MOBILE PHONE	94.1	94.6	95.0
LAPTOP	52.3	53.9	56.1
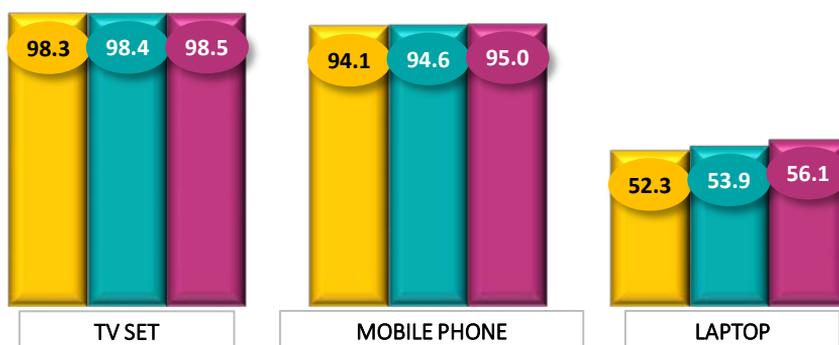
1.3.2. Computer in households

The main findins of the survey show that 77.0% of households in the Republic of Serbia have a computer, wich is an increase of 0.3% and 2.7% in relation to 2021 and 2020, respectively. The percentage of computers in households varies depending on the territory: in Belgrade it amounts to 93.7%, in Vojvodina to 73.5%, in Šumadija i Zapadna Srbija to 70.8% and in Južna Srbija i Istočna Srbija to 69.9%.

Chart 1.2. Computers in households (%)

2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
55.2	59.9	63.2	64.4	65.8	68.1	72.1	73.1	74.3	76.7	77.0
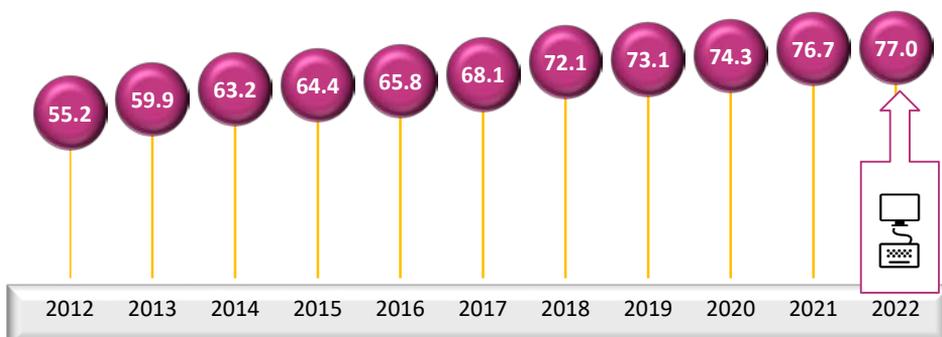
The differences are visible when comparing the availability of computers in urban and other parts of the Republic of Serbia: 82.9% versus to 67.2%. There was an increase of 0.5% in urban parts of the Republic of Serbia, while the growth rate of computer availability in other parts of the Republic of Serbia remained at the same level.

Chart 1.3. Percentage of households having a computer, by type of settlements (%)

Legend: 2020, 2021, 2022

	OTHER	URBAN
2020	61.8	81.6
2021	67.2	82.4
2022	67.2	82.9

98.4% of households with a monthly income exceeding 90 000 dinars have a computer.

The gap in the availability of computers in households is visible when looking at the structure of households by monthly income. In the category of income from 70 000 to 90 000 dinars, 96.1% of households have a computer, and 84.8% in the category of households with an income from 50 000 to 70 000 dinars.

Chart 1.4. Percentage of households having a cmoputer by income level (%)

Income level	%
More than 90 000	98.4
From 70 000 to 90 000	96.1
From 50 000 to 70 000	84.8
From 30 000 to 50 000	56.4
Up to 30 000	25.8

More than 25% of households with an income up to 30 000 dinars have a computer.

1.3.3. Internet in households

In the Republic of Serbia, 83.2% of households have an Internet connection, wich is an increase of 1.7% and 2.2% in relation to 2021 and 2020, respectively. The survey indicates that all the households that have an Internet connection in the Republic of Serbia have a broadband Internet connection.

Chart 1.5. Does the household have access to the Internet at home? (%)

Year	%
2012	47.5
2013	55.8
2014	62.8
2015	63.8
2016	64.7
2017	68.0
2018	72.9
2019	80.1
2020	81.0
2021	81.5
2022	83.2
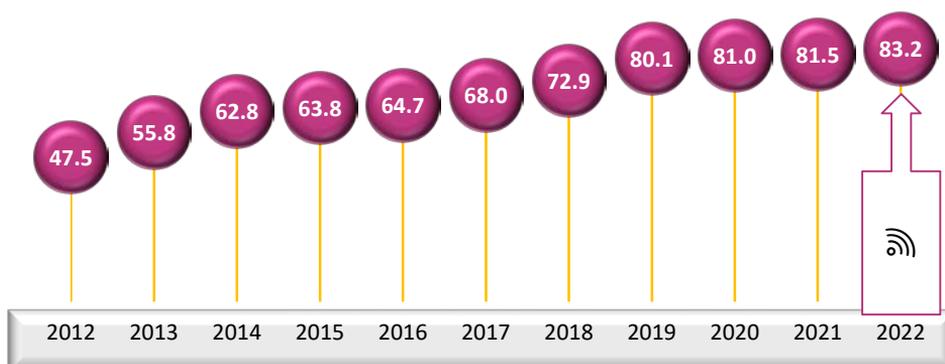
The highest percentage of Internet connection was observed in Belgrade, amounting to 93.0%. In Region Vojvodina it is 81.9%, in Region Šumadija and Zapadna Srbija 80.7% and in Region Južna and Istočna Srbija 76.6%.

Chart 1.6. Households having an Internet connection, by type of settlements (%)

2020 2021 2022

URBAN: 87.1 (2020), 85.6 (2021), 87.6 (2022)

OTHER: 70.4 (2020), 74.7 (2021), 75.8 (2022)
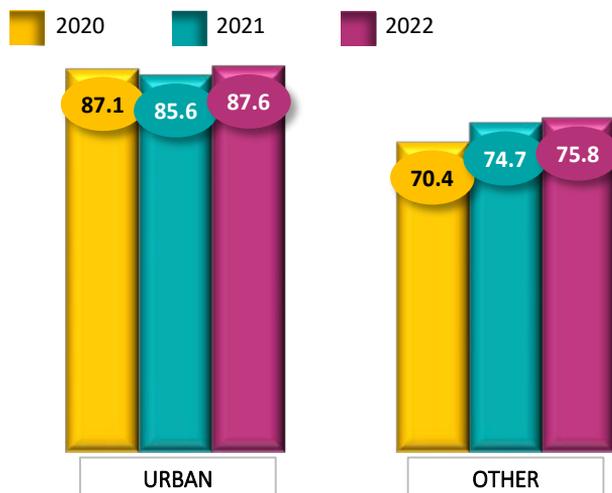
When compared with 2021, the number of Internet connections in urban settlements of the Republic of Serbia increased by 2%, while in other parts of the Republic of Serbia the growth rate was 1.1%.

There are considerable differences as to the percentage of Internet connections in urban and other settlements of the Republic of Serbia: 87.6% versus 75.8%. When compared with 2021, there was a growth of 2% in urban settlements of the Republic of Serbia, while in other parts of the Republic of Serbia the growth rate amounts to 1.1%.

As in computer availability in households, there is a large gap as regard Internet connection by households' income level. Internet connection is mostly used by households with a monthly income that exceeds 90 000 dinars (99.6%), while the share of households with an income up to 30 000 dinars amounts to 33.1%.

Chart 1.7. Households having an Internet connection, by income level (%)

More than 90 000: 99.6

From 70 000 to 90 000: 98.0

From 50 000 to 70 000: 92.9

From 30 000 to 50 000: 71.1

Up to 30 000: 33.1

More than 70% of households with an income from 30 000 to 50 000 dinars have an Internet connection.

As regard the way of accessing the Internet (type of connection), households were offered to tick whether they have a fixed or mobile broadband Internet connection. The results indicate that of the total number of households having an Internet connection, 90.9% have a fixed broadband connection, and 74.4% have a mobile broadband Internet connection.

Chart 1.8. Type of Internet connection (%)

2020 2021 2022

More than 90% of households have a fixed broadband connection.

| MOBILE BROADBAND | 71.9 | 73.3 | 74.4 |
| FIXED BROADBAND | 90.5 | 91.7 | 90.9 |
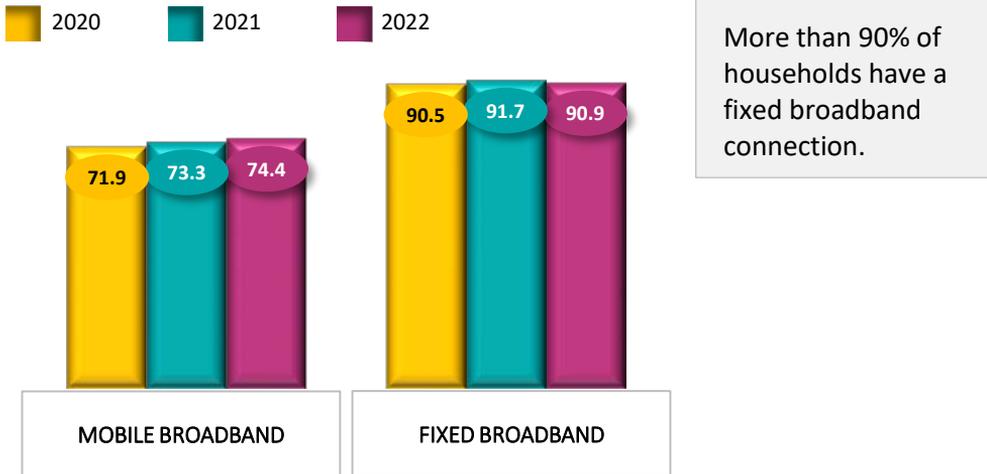
Chart 1.9. Internet connection in households by territory (%)

2020 2021 2022

REGION JUŽNE I ISTOČNE SRBIJE	77.3	75.7	76.6
REGION ŠUMADIJE I ZAPADNE SRBIJE	77.5	79.2	80.7
REGION VOJVODINE	74.7	77.8	81.9
BEOGRADSKI REGION	93.9	92.9	93.0
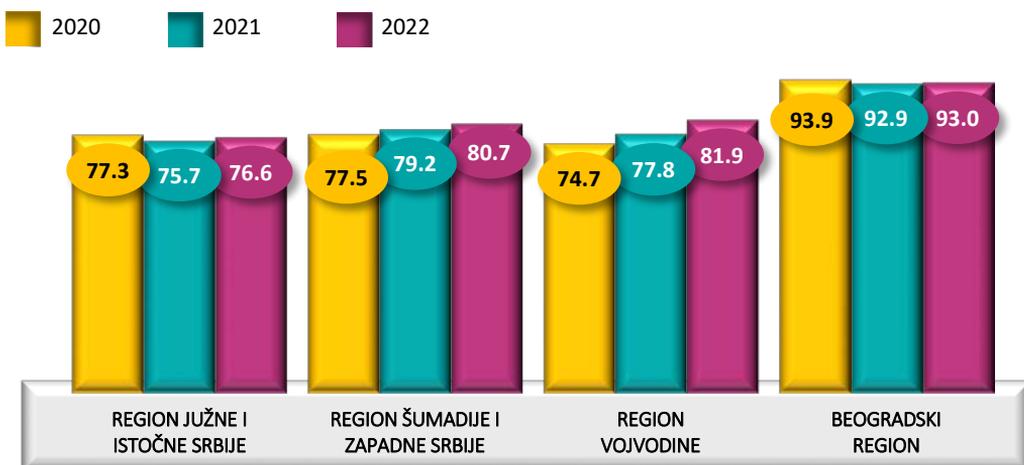
1.3.4. Individuals: use of computers

In the Republic of Serbia, 75.9% of individuals used a computer in the last three months, 2.2% used a computer more than three months ago, 4.6% more than one year ago, and 17.3% of individuals never used a computer. The number of persons who used a computer in the last three months increased by 1.1%, 3.5% and 4.0% in relation to 2021, 2020 and 2019, respectively.

Share of compyter users (in the last three months), by educational level:

- 94.2% of persons with tertiary educational level;
- 86.0% of persons with secondary educational level;
- 47.7% of persons with lower than secondary education level.

Chart 1.10. When did you last use a computer? (%)
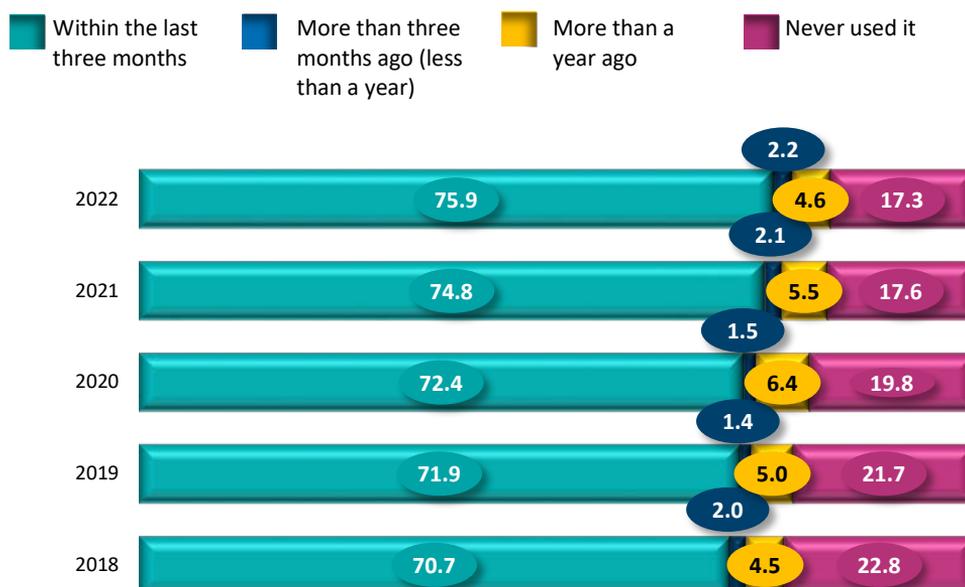
Chart 1.11. Share of computer users (in the last three months), by educational level (%)

Legend: 2020, 2021, 2022

	TERTIARY	SECONDARY	LOWER THAN SECONDARY
2020	87.7	74.9	48.5
2021	90.1	85.1	47.6
2022	94.2	86.0	47.7
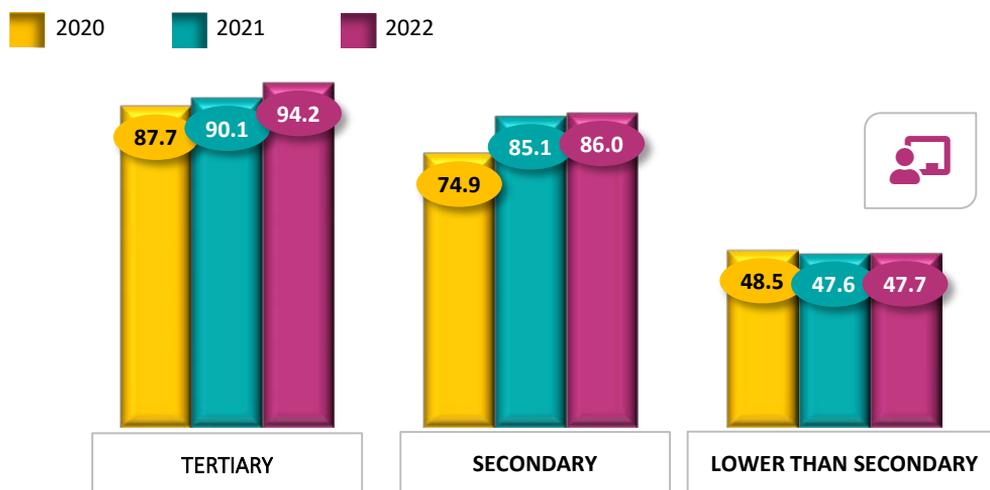
Among computer users, 59.8% have secondary educational level, 18.9% lower than secondary and 21.3% have tertiary education.

Chart 1.12. Educational structure of computer users (%)

- Lower than secondary: 18.9
- Secondary: 59.8
- Tertiary: 21.3
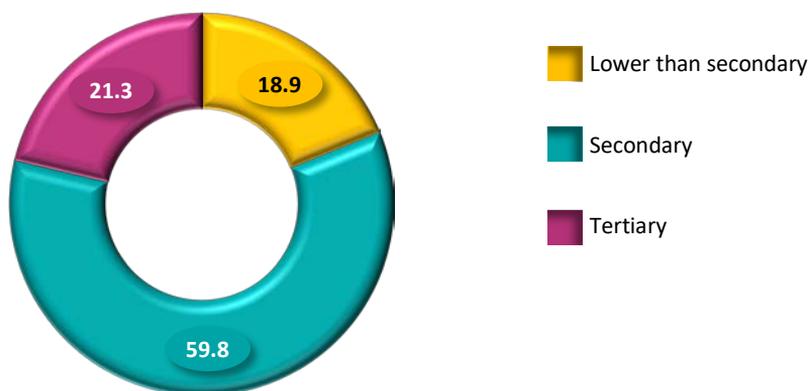
The share of computer users (in the last three months), by employment status:

- 98.9% of students;
- 93.9% of employed persons;
- 81.1% of unemployed persons;
- 45.6% of others (retired persons, persons serving military service...).

Chart 1.13. Share of computer users (in the last three months), by employment status (%)
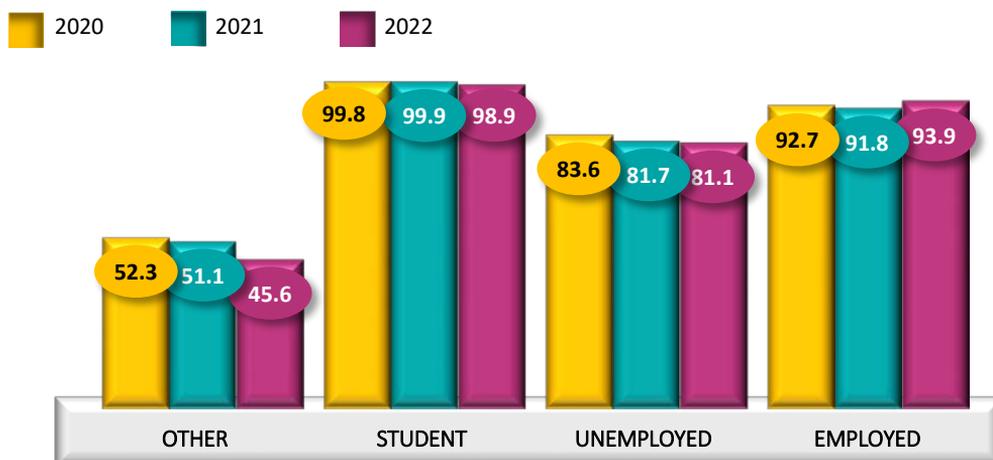
The analysis of respondents indicates that 79.% of men and 72.7% of women used a computer in the last three months.

Chart 1.14. Use of computers (in the last three months), by sex and age (%)
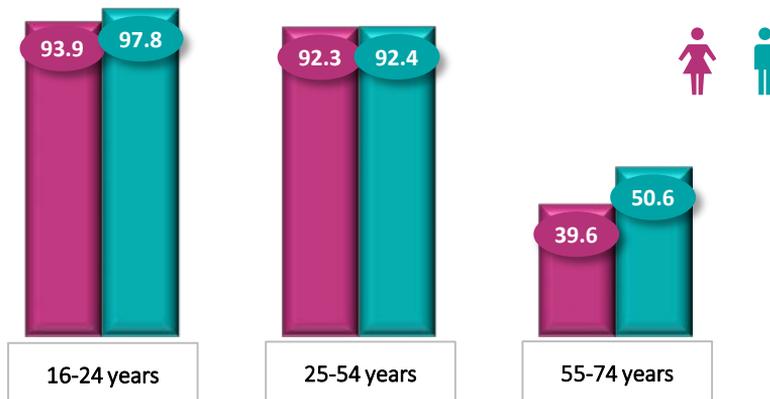
When asked how often, on average, they used a computer in the last three months, 86.8% of respondents said having used a computer every day or almost every day, 8.1% at least once a week, 3.4% at least once a month, and 1.7% less than once a month.

Chart 1.15. How often, on average, did you use a computer in the last three months? (%)

- Every day or almost every day
- At least once a week
- At least once a month
- Less than once a month

1.7
3.4
8.1
86.8
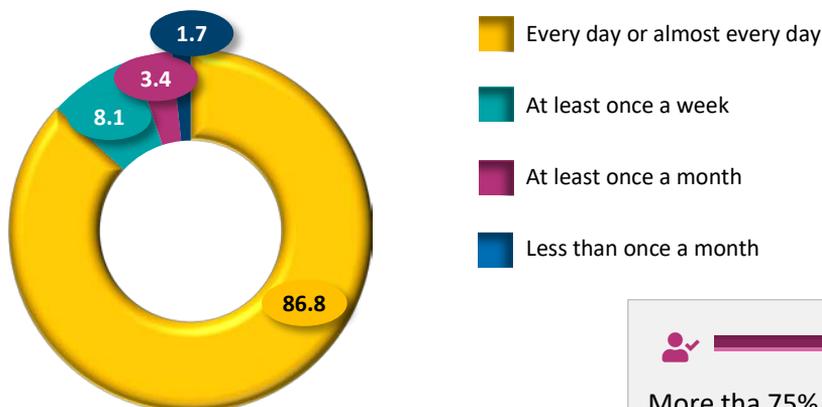
More tha 75% of persons used a computer in the last 3 months.

1.3.5. Individuals: use of mobile phones

The survey indicates that 95.5% of persons use a mobile phone.

Chart 1.16. Use of mobile phones (%)

2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
85.8	87.0	90.6	91.4	91.8	92.6	92.6	93.7	94.1	95.5	95.5
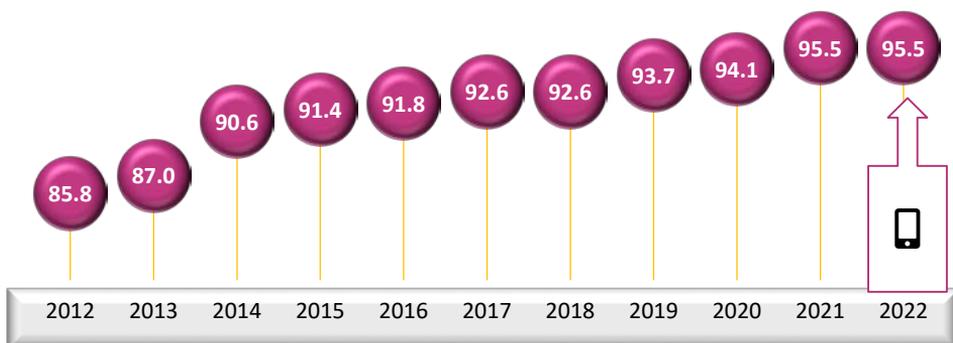
Chart 1.17. Use of mobile phones, by sex and age (%)

| 100.0 | 100.0 | 99.9 | 98.5 | | 89.0 | 88.1 |

16-24 years **25-54 years** **55-74 years**
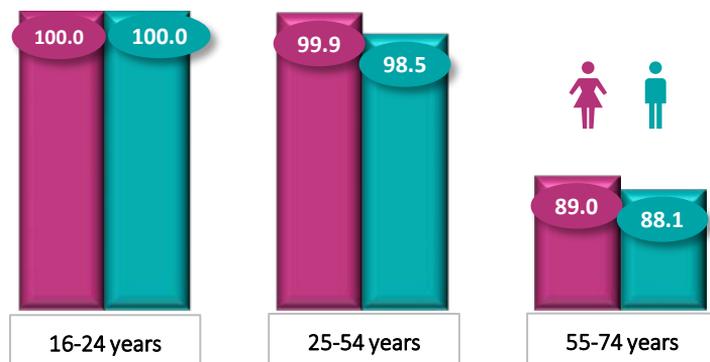
1.3.6. Individuals: use of the Internet

In the Republic of Serbia, 83.5% used the Internet in the last three monhts, 0.9% of respondents used the Internet more than three months ago, 4.9% more than one year ago, while 10.6% of respondents never used the Internet.

The number of persons who used the Internet in the last three months increased by 2.3% and 5.1% in relation to 2021 and 2020, respectively.

Chart 1.18. When did you last use the Internet? (%)

Within the last three months

More than three months ago (less than a year)

More than a year ago

Never used it

Year	Within the last three months	More than three months ago	More than a year ago	Never used it
2022	83.5	0.9	4.9	10.6
2021	81.2	3.3	5.1	10.4
2020	78.4	1.0	3.2	17.4
2019	77.4	1.1	2.1	19.4
2018	73.4	1.2	1.2	24.2

The share of Internet users (in the last three months), by educational level:

- 97.8% of persons with tertiary educational level;
- 92.9% of persons with secondary educational level;
- 58.9% of persons with lower than secondary education level.

Chart 1.19. Share of Internet users (in the last three months), by educational level (%)

Legend: 2020 | 2021 | 2022

More than 83% of persons used the Internet in the last three months.

TERTIARY: 92.9 (2020), 91.1 (2021), 97.8 (2022)
SECONDARY: 82.4 (2020), 91.2 (2021), 92.9 (2022)
LOWER THAN SECONDARY: 52.0 (2020), 57.4 (2021), 58.9 (2022)
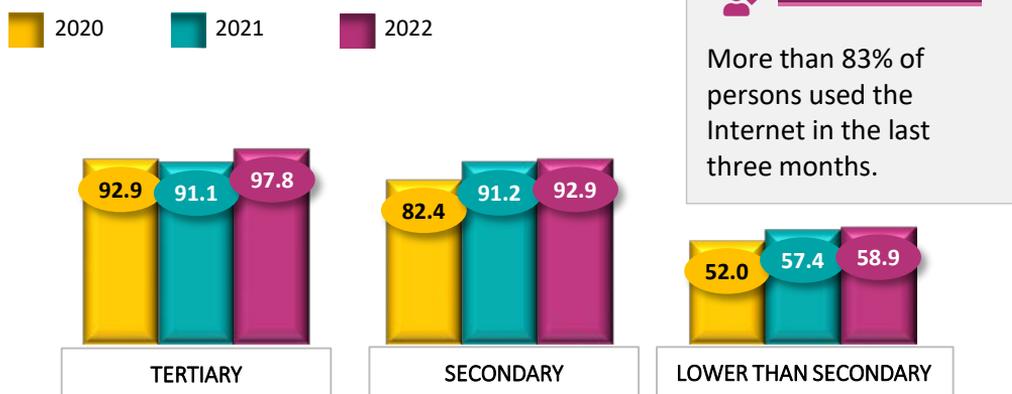
Among the Internet users, 58.7% have secondary educational level, 21.2% lower than secondary educational level, amd 20.1% have tertiary educational level.

Chart 1.20. Educational structure of Internet users (%)

Lower than secondary: 21.2
Secondary: 58.7
Tertiary: 20.1
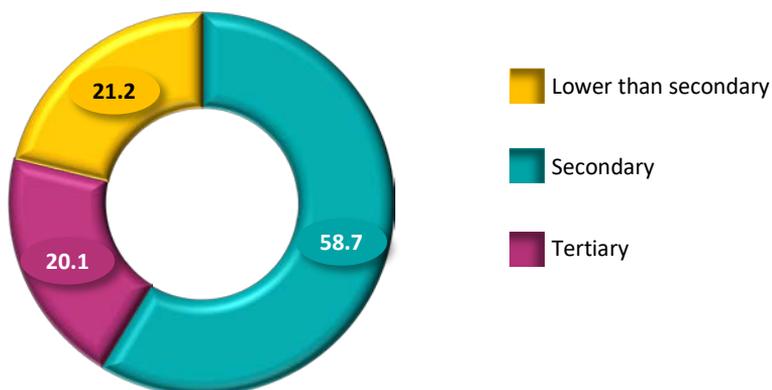
The share of Internet users (in the last three months), by employment status:

- 100.0% of students;
- 98.9% of employed persons;
- 88.7% of unemployed persons;
- 58.1% of others (retired persons, persons serving military service...).

Chart 1.21. Share of Internet users (in the last three months), by employment status (%)

Legend: 2020, 2021, 2022

	OTHERS	UNEMPLOYED	EMPLOYEES	STUDENTS
2020	60.4	89.2	96.3	100.0
2021	57.8	90.1	97.2	99.9
2022	58.1	88.7	98.9	100.0

Chart 1.22. How often on average, did you use the Internet in the last three months? (%)
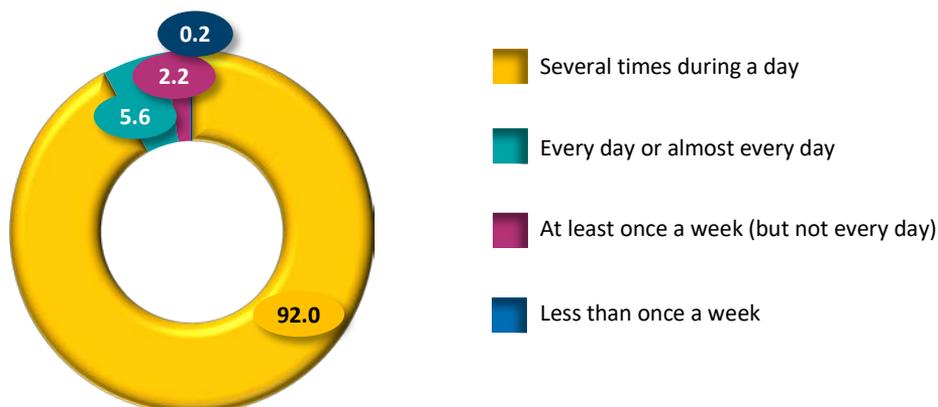
- 0.2
- 2.2
- 5.6
- 92.0

Several times during a day

Every day or almost every day

At least once a week (but not every day)

Less than once a week

| 16-24 years | 25-54 years | 55-74 years |
| 100.0 | 100.0 | 98.8 | 99.1 | 51.5 | 59.2 |

The analysis of the respondents indicates that 85.9% of men, and 81.2% of women used the Internet in the last three months.

In the last monts the respondents used the Internet mostly for sending online messages via WhatsApp, Viber, Skype, Messenger (89.0%), as well as for telephoning over the Internet/video calls (90,9%).

Graph 1.24. Types of Internet use (for private purposes) in the last three months (%)

Type	%
Sending online messages via Skype, Messenger, WhatsApp, Viber	89.0
Making phone calls over the Internet/video calls	90.9
Participating in social networks (Facebook, Twitter)	81.9
Taking part in online consultations or voting to define civic or political issues (urban planning, signing petitions)	3.4
Finding information about goods and services	80.9
Posting opinions about civic or political issues via websites or social media	7.3
Seeking health-related information	67.0
Reading online newspapers, magazines	80.0
Internet banking	29.7
Selling goods or services over website or app (such as eBay, Facebook, Marketplace)	7.7
Sending/receiving e-mails	59.7

More than 81% of the Internet population have an account on social networks (Facebook, Twitter).

1.3.7. e-government

Accessing your personal data stored by public authorties (information on immunization, green certificate, etc.) **51.9**

Accessing information from public databses or registers (cadastre registers, business registers) **9.2**

Obtaining information (about services, benefits, rights, laws, working hours) **21.5**

Never used public authorities' services **39.5**

The surveys indicates that 30.2% of the Internet population used the Internet to print official forms from websites or apps of public authorities.

Graph 1.26. Reason for not having submitted completed forms to public authorities over the Internet (%) (among Internet users in the last twelve months)

No need to submit completed forms **63.0**

Other reasons **20.1**

Another person did it on my behalf **9.5**

Lack of skills **5.2**

Concers about security and protection of personal data **2.4**
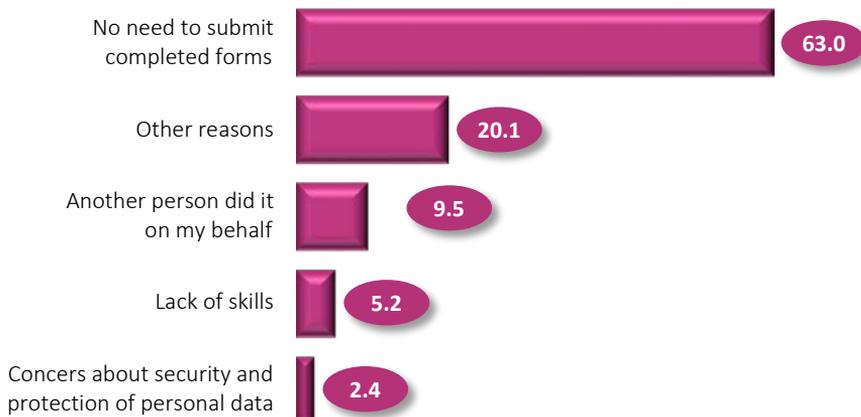
1.3.8. E-commerce

As regard the period when Internet users have bought/ordered goods or services via the Internet, 47.8% of users bougth/ordered goods/services in the last three month, 15.7% more than three months ago, and 9.5% more than a year ago.

The percentage of Internet users who have never bought/ordered goods over the Internet is 27,1%.

Graph 1.27. When did you last (for private purposes) buy/order goods or services over the Internet? (%)

Legend:
- Within the last 3 months
- More than 3 months ago (less than a year)
- More than a year ago
- Never used it

Year	Within the last 3 months	More than 3 months ago (less than a year)	More than a year ago	Never used it
2022	47.8	15.7	9.5	27.1
2021	42.3	10.6	8.2	39.0
2020	36.1	11.8	9.1	43.0
2019	34.2	9.7	13.1	43.0
2018	30.9	14.6	9.1	45.4
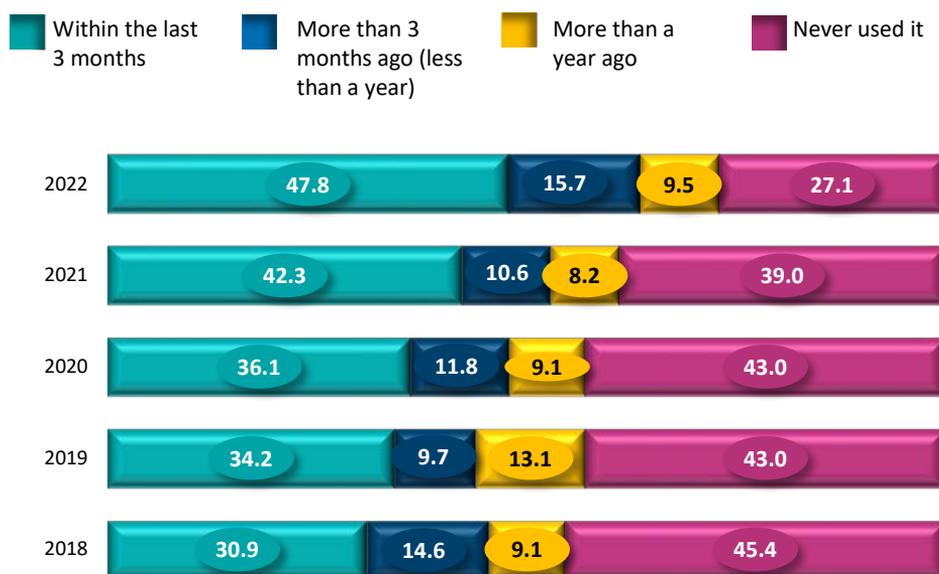
Chart 1.28. Which of the following types of goods or services did you buy/order over the Intenet in the last 12 months (for private purposes) (%)

Category	%
Clothes, sports goods	71.5
Furniture, home accessories (carpets or curtains) or gardening products (tools, plants)	15.2
Children toys or chidcare items (nappies, bottles, baby strollers)	9.3
Consumer electronics (such s TV sets, stereos, cameras) household appliances (such as wasning machines)	10.6
Deliveries from restaurants, food chains, catering services	11.1
Printed books, magazines or newspapers	10.1
Sports goods (excluding sports clothes)	30.3
Medicines or dietary supplements	2.6
Cleanng products or personal hygiene products	3.8
Computers, tablets, mobiles phones or accessories	12.0
Cosmetics, beaty or wellness products	8.1
Other physical goods	7.2
Food or beverages from stores or from meal-kits providers	7.8
Bicyles, mopeds, cars or other vehicles or their spare parts	5.8

The largest number of users buy/order over the Internet clothes and sports goods (71.5%) and sports goods (30.3%).

1.3.9. Internet of things

When asked about the use of Internet-connected smart devices used in the last three months the respondents were offered to provide several answers. The survey indicates that 64.6% of the respondents have an Internet-connected TV set, 6.2% use game consoles, while 7.4% of the respondents use Internet-connected home audio systems, smart speakers.

Chart 1.29. Did you use the Internet via any of the following devices at home in the last three months for private purposes? (%)

Internet-connected TV **64.6**

Internet-connected game consoles **6.2**

Home Internet-connected audio system, smart speakers **7.4**

Internet-connected smart devices, such as smart watch, fitness band, goggles or headsets and other accessories are used by 15.8% of persons in the last three months.
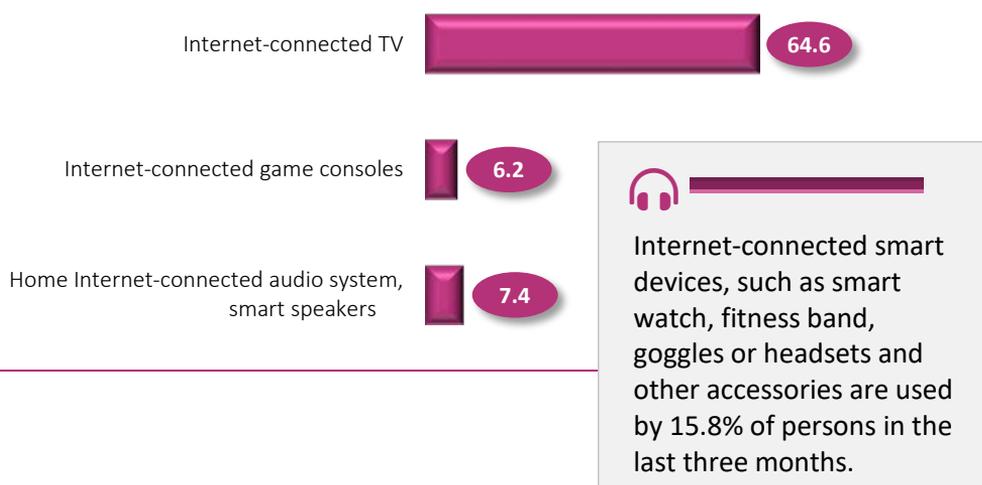
1.3.10. Green ICT

The main findings obtained in this survey by observing individuals' behaviour when using the Internet in the last three months and their habits concerning the recycling of IT devices no longer in sue are as follows:

- 22.7% of persons sold or donated their mobile phone or smartphone;
- 21.4% of persons kept their laptop or tablet they were not using anymore;
- 18.8% of persons kept their desktop computer they were not using anymore.

Chart 1.30. What did you do with your mobile phone or smartphone when you replaced it or stopped using it? (%)

- Still in the household
- Sold or donated
- Disposed of in electronic waste collection/recycling (including leaving it to the retailer to dispose of)
- Disposed of but not in electronic waste collection/recycling
- A new one is not bought or is still in use
- Other
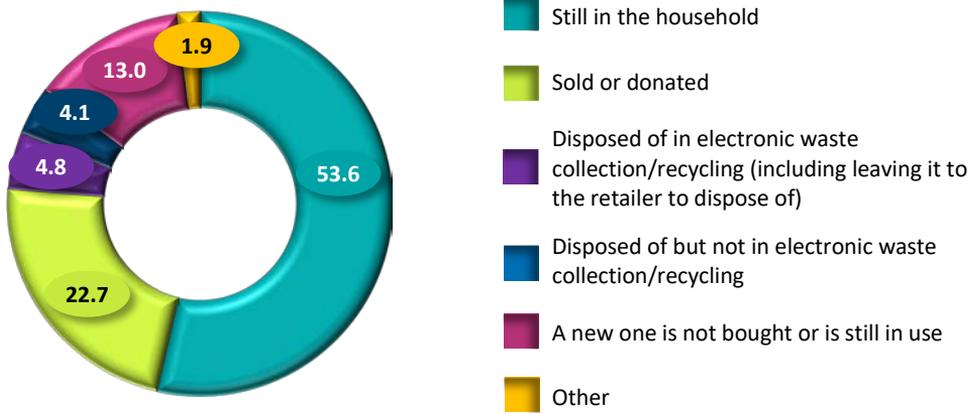
Chart 1.31. What did you do with your laptop or tablet when you replaced it or stopped using it? (%)

- Still in the household
- Sold or donated
- Disposed of in electronic waste collection/recycling (including leaving it to the retailer to dispose of)
- Disposed of but not in electronic waste collection/recycling
- A new one is not bought or is still in use
- Other
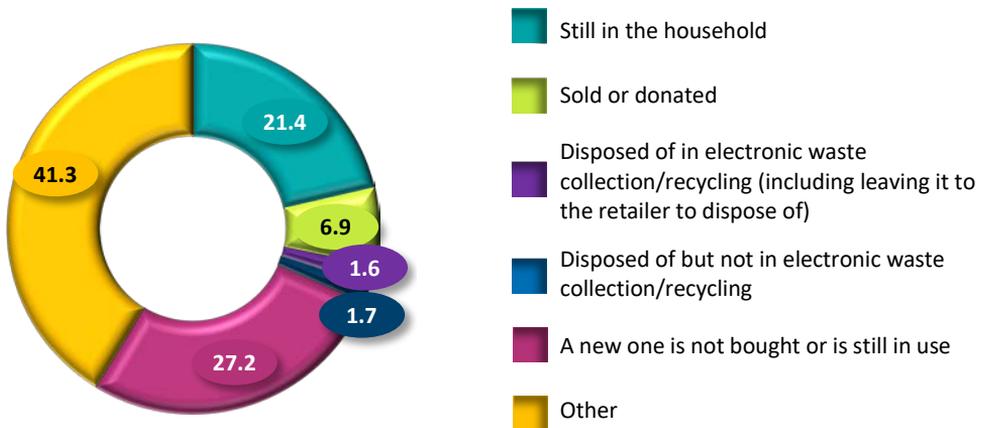
Chart 1.32. What did you do with your desktop computer when you replaced it of stopped using it? (%)

- Still in the household
- Sold or donated
- Disposed of in electronic waste collection/recycling (including leaving it to the retailer to dispose of)
- Disposed of but not in electronic waste collection/recycling
- A new one is not bought or is still in use
- Other

18.8
6.7
2.0
2.2
21.7
48.7
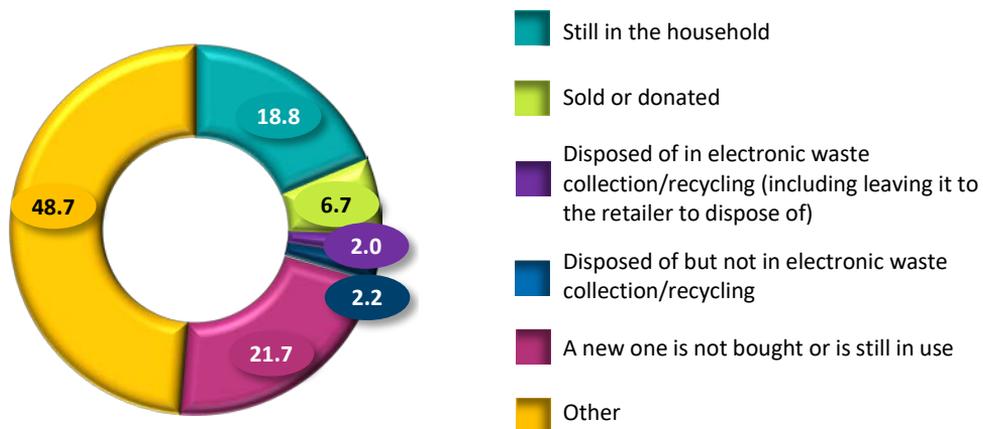
MODULE 1.A: Access to information and communication technologies

%

Answer (households)	Income					Region				Type of household		Total
	Up to 30000 dinars	30 000- 50 000 dinars	50 000 – 70 000 dinars	70 000 – 90 000 dinars	More than 90 000	Beogradski	Vojvodina	Šumadija i Zapadna Srbija	Južna i Istočna Srbija	Urban	Other	

A1_H: Devices available in households (tick all that apply)

Desktop computer	25.8	56.4	84.8	96.1	98.4	93.7	73.5	70.8	69.9	82.9	67.2	77.0
Laptop	16.1	39.5	61.8	65.4	75.1	78.2	48.1	49.2	49.4	60.9	48.1	56.1
TV	97.4	99.5	98.9	99.3	98.8	98.8	96.4	99.6	99.4	98.8	98.0	98.5
Mobile phone	76.7	94.0	98.9	98.1	99.7	96.3	94.9	94.6	93.8	96.8	91.9	95.0

A1: Do you or anyone in your household have access to the Internet at home?

Yes	33.1	71.1	92.9	98.0	99.6	93.0	81.9	80.7	76.6	87.6	75.8	83.2
No	66.9	28.9	7.1	2.0	0.4	7.0	18.1	19.3	23.4	12.4	24.2	16.8

A2: Type of Internet connection (tick all that apply)[1]

Fixed broadband connection	75.5	76.6	89.8	97.1	98.0	93.3	89.8	88.0	92.7	92.6	87.5	90.9
Mobile broadband connection	42.2	67.0	69.5	78.5	86.3	76.8	72.5	74.8	73.1	76.3	70.6	74.4

[1] The data refer to households that answered "YES" in question A1.

MODULE B_H: Use of computers

Answer (individuals)	Age						Sex	
	16–24	25–34	35–44	45–54	55–64	65–74	Men	Women
B1_H: When did you last								
Within the last three months	95.9	97.8	95.2	84.3	59.0	30.2	79.2	72.7
More than three months ago (less than a year)	4.1	2.2	0.0	4.2	1.0	2.2	0.9	3.4
More than a year ago	0.0	0.0	1.3	4.6	7.6	12.6	3.5	5.7
Never used it	0.0	0.0	3.5	6.8	32.4	55.0	16.5	18.1
B2_H: How on often, on average, did you								
Every day or almost every day	96.8	97.2	93.1	83.7	70.9	53.9	85.3	88.5
At least once a week	0.0	0.0	2.5	10.0	21.9	36.0	8.7	7.4
At least once a month	3.2	1.6	2.8	2.5	5.5	9.3	3.9	2.8
Less than than once a month	0.0	1.1	1.6	3.8	1.7	0.8	2.1	1.3

[1] The data refer to individuals who answered "Within the last three months" in question B1_H .

%

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		

use a computer?

47.7	86.0	94.2	93.9	81.1	98.9	45.6	75.9	Within the last three months
3.2	2.0	1.0	0.7	3.1	1.1	3.4	2.2	More than three months ago (less than a year)
5.3	4.8	2.9	1.0	4.0	0.0	10.4	4.6	More than a year ago
43.9	7.2	1.8	4.3	11.7	0.0	40.6	17.3	Never used it

use a computer in the last three months?[1]

86.4	86.2	89.0	91.8	84.5	100.0	70.4	86.8	Every day or almost every day
8.1	7.8	8.9	4.9	8.1	0.0	20.3	8.1	At least once a week
4.4	3.6	2.0	2.1	3.9	0.0	7.7	3.4	At least once a month
1.2	2.4	0.2	1.2	3.4	0.0	1.5	1.7	Less than than once a month

MODULE B: Use of the Internet

Answer (individuals)	Age						Sex	
	16—24	25—34	35—44	45—54	55—64	65—74	Men	Women
B1: When did you last								
Within the last three months	100.0	100.0	99.7	97.2	69.2	40.8	85.9	81.2
More than three months ago (less than a year)	0.0	0.0	0.3	0.0	1.1	3.7	0.7	1.1
More than a year ago	0.0	0.0	0.0	2.8	16.0	9.1	3.7	6.1
Never used it	0.0	0.0	0.0	0.0	13.7	46.5	9.6	11.6
B2: How often on average, did you								
Several times during a day	97.5	97.3	97.0	91.1	85.1	72.3	92.3	91.7
Every day or almost every day	2.5	2.2	1.1	6.9	10.5	18.2	5.4	5.7
At least once a week (but not every day)	0.0	0.6	1.7	1.8	4.1	8.4	2.0	2.3
Less than once a week	0.0	0.0	0.3	0.2	0.3	1.2	0.3	0.2

[1] The data refer to individuals who answered "Within the last three months" in question B1.

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		

use the Internet?

58.9	92.9	97.8	98.9	88.7	100.0	58.1	83.5	Within the last three months
1.4	0.8	0.3	0.1	0.3	0.0	2.5	0.9	More than three months ago (less than a year)
10.6	2.9	1.4	0.7	6.7	0.0	9.8	4.9	More than a year ago
29.1	3.4	0.6	0.2	4.4	0.0	29.6	10.6	Never used it

use the Internet in the last three months?[1]

90.8	91.9	93.6	96.2	93.3	100.0	78.8	92.0	Several times during a day
6.1	5.7	4.6	3.4	3.9	0.0	14.1	5.6	Every day or almost every day
3.1	2.0	1.7	0.4	2.4	0.0	6.4	2.2	At least once a week (but not every day)
0.0	0.4	0.1	0.0	0.4	0.0	0.6	0.2	Less than once a week

MODULE B: Use of the Internet (continued)

Answer (individuals)	Age						Sex	
	16–24	25–34	35–44	45–54	55–64	65–74	Men	Women
B3: For which of the following activities did you use the Internet								
Sending/receiving e-mails	78.8	72.4	64.8	54.4	42.7	28.6	60.9	58.5
Making calls over the Internet/video calls	96.8	92.0	92.5	89.2	86.4	86.4	90.6	91.2
Paticipation in social networks (Facebook, Twitter)	97.0	94.5	88.3	83.2	59.8	46.1	82.8	80.9
Sending online messages via WhatsApp, Viber, Skype, Messenger	98.2	96.5	94.2	88.5	79.1	60.9	88.4	89.5
Finding information about goods and services	77.7	93.7	84.3	84.0	75.1	51.2	81.9	79.9
Reading online newspapers, magazines	70.1	77.7	84.1	85.4	81.1	76.0	76.4	83.7
Expressing opinions about civic or political issues on websites or in social media	4.5	8.4	10.9	7.5	4.4	4.0	7.0	7.5
Taking part in online consultations or voting to define civic or political issues (urban planning.,signing petitions)	2.5	3.9	1.1	8.5	1.4	1.0	3.5	3.3
Listening or downloading music (web radio, music streaming)	68.2	55.1	50.4	17.0	11.8	7.0	38.7	36.3
Watching television programme over the Internet from TV broadcasters	48.6	32.2	27.0	27.3	25.5	15.0	29.8	30.0
Watching video on demand from commercial services (Netflix, HBO G, Amazon, Prime)	28.5	18.4	14.4	11.7	7.2	3.4	16.5	12.7
Watching video content from sharing services (such as Youtube)	86.4	86.7	80.5	77.1	67.6	58.2	82.1	73.8
Playing or downloading games	55.2	28.4	31.6	24.2	12.5	9.6	31.6	24.6
Seeking health-related information	42.8	75.4	71.3	77.6	67.1	50.9	63.8	70.2
Making an appointment with a doctor over website or app	0.4	2.6	1.4	2.9	2.2	2.3	1.2	2.8

[1] The data refer to individuals who answered "Within the last three months" in question B1 ".

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		

for private purposes in the last three months?[1) (tick all that apply)

31.3	62.1	82.9	69.1	54.8	85.4	35.0	59.7	Sending/receiving e-mails
91.1	90.5	91.9	93.3	87.3	93.4	89.0	90.9	Making calls over the Internet/video calls
81.4	82.5	80.4	87.5	86.5	97.4	58.6	81.9	Paticipation in social networks (Facebook, Twitter)
91.1	89.7	84.6	91.0	90.8	98.7	78.3	89.0	Sending online messages via WhatsApp, Viber, Skype, Messenger
68.7	83.1	87.3	88.9	81.2	83.3	64.2	80.9	Finding information about goods and services
60.2	83.6	90.4	84.5	77.0	73.7	77.6	80.0	Reading online newspaper, magazines
3.0	8.1	9.3	10.0	6.5	7.3	3.0	7.3	Expressing opinions about civic or political issues on websites or in social media
1.9	3.2	5.6	5.1	3.0	2.9	0.8	3.4	Taking part in online consultations or voting to define civic or political issues (urban planning, signing petitions)
22.3	39.8	46.8	41.5	33.9	68.8	18.6	37.5	Listening or downloading music (web radio, music streaming)
16.8	32.4	36.5	35.0	20.3	52.7	19.5	29.9	Watching television programme over the Internet from TV broadcasters
9.2	13.1	24.9	16.8	9.3	34.0	6.9	14.6	Watching video on demand from commercial services (Netflix, HBO G, Amazon, Prime)
73.7	79.0	79.8	84.6	74.8	94.1	61.2	78.0	Watching video content from sharing services (such as Youtube)
29.8	30.3	19.8	28.4	23.1	53.9	20.4	28.1	Playing or downloading games
55.9	68.4	74.4	73.4	77.1	49.5	52.2	67.0	Seeking health-related information
0.0	2.4	2.9	2.6	2.3	0.0	1.5	2.0	Making an appointment with a doctor over website or app

MODULE B: Use of the Internet (continued)

Answer (individuals)	Age						Sex	
	16–24	25–34	35–44	45–54	55–64	65–74	Men	Women
B3: For which of the following activities did you use the Internet								
Accessing personal health records online	1.2	0.4	1.4	2.5	1.2	1.9	1.2	1.6
Using other health services via website or app instead of having to go to hospital or visit a doctor (such as getting prescription or online consulations)	1.0	2.7	0.9	1.9	2.4	1.3	1.3	2.1
Selling of goods or services via website or app (such as eBay, Facebook, Marketplace)	9.1	14.9	8.3	5.9	2.3	1.7	8.2	7.3
Internet banking	30.6	38.3	32.0	28.8	24.1	15.0	29.7	29.8
B4: Which of the following learning activities have you performed over the Internet								
Doing an online course	27.4	15.7	6.6	3.6	3.5	1.0	8.8	10.8
Finding online learning material (audio-visual material, online learning software, electronic textbooks…)	64.9	32.1	18.6	19.5	11.5	8.3	24.7	27.6
Communicating with educators or learnes using audio or video online tools (such as Zoom, MS Teams, Google Classroom, etc.)	79.2	13.8	14.2	15.2	4.9	4.4	19.9	23.0
Never carried out any of the above	13.8	67.6	73.0	74.1	84.8	87.9	68.4	65.1
B5: What was the purpose of the learning activities you participaded								
For formal education (scholl or university)	96.3	36.2	37.9	46.4	19.8	21.2	59.7	58.0
For professional or business purposes	0.9	36.5	31.3	29.9	40.5	18.4	20.1	21.9
For private purposes	8.5	45.7	35.8	33.5	46.0	63.4	25.7	31.6

[1] The data refer to individuals who answered "Within the last three months" in question B1".
[2] The data refer to individuals who answered "YES" at any of the three proposed anweres in question B4.

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		

for private purposes in the last three months?[1] (tick all that apply)

Educational level			Employment situation				Total	Answer (individuals)
1.2	1.4	1.9	1.6	1.9	0.9	0.8	1.4	Accessing personal health records online
1.7	1.3	2.9	2.0	0.6	0.0	3.2	1.7	Using other health services via website or app instead of having to go to hospital or visit a doctor (such as getting prescription or online consulations)
4.5	8.2	9.8	10.1	8.4	8.4	2.3	7.7	Selling of goods or services via website or app (such as eBay, Facebook, Marketplace)
10.4	29.2	51.7	43.5	14.6	40.0	14.8	29.7	Internet banking

for educational, private or professional purposes in the last three months?[1]

Educational level			Employment situation				Total	Answer (individuals)
6.6	8.6	16.6	7.8	5.6	33.9	6.4	9.8	Doing an online course
22.0	22.9	39.9	24.6	15.9	71.9	17.8	26.1	Finding online learning material (audio-visual material, online learning software, electronic textbooks…)
29.6	18.7	20.7	13.6	12.7	83.8	15.5	21.4	Communicating with educators or learnes using audio or video online tools (such as Zoom, MS Teams, Google Classroom, etc.)
67.4	71.0	53.6	69.9	76.9	9.0	77.8	66.7	Never carried out any of the above

in the last three months?[2] (tick all that apply)

Educational level			Employment situation				Total	Answer (individuals)
92.0	62.5	27.5	28.7	48.9	98.7	69.0	58.8	For formal education (scholl or university)
3.6	11.7	50.9	45.4	13.3	0.6	6.9	21.0	For professional or business purposes
8.3	30.9	39.9	39.7	39.7	7.6	30.0	28.7	For private purposes

MODULE C: E-government

Answer (individuals)	Age						Sex	
	16–24	25–34	35–44	45–54	55–64	65–74	Men	Women
C1: In the last 12 months, did you contact authorities' services or public services the following activities? [1]								
Accessing your personal data stored by public authorities (information on immunization, green certificate, etc.)	54.9	51.1	55.3	49.9	54.8	40.9	52.2	51.6
Accessing information from public databases or registers (cadastre registers. business registers)	3.7	10.7	8.6	11.8	8.7	10.7	9.3	9.0
Obtaining information (about services, benefit, rights, laws, working hours)	17.2	32.4	26.1	19.5	15.6	8.5	23.8	19.2
Never used puliv authorities' services	41.9	30.7	35.5	43.6	40.2	53.0	37.6	41.4
C2: In the last 12 months, did you download or printed official forms from public								
Yes	24.5	47.2	29.0	27.7	24.3	21.2	28.4	32.0
No	75.5	52.8	71.0	72.3	75.7	78.8	71.6	68.0
C3: In the last 12 months, did your make an appointment or reservation (for passport or ID card, etc.)								
Yes	25.1	24.0	22.7	20.3	18.7	12.2	19.4	23.1
No	74.9	76.0	77.3	79.7	81.3	87.8	80.6	76.9
C6: In the last 12 months, did you carry out any of the following activities using for private purposes? [1]								
Requested official documents or certificates (such as diplomas, birth, marriage/divorce certificate, death certificate, residence certificate, police or criminal record)	7.2	9.2	6.0	8.7	6.6	3.4	6.0	8.4
Requested benefits or entilements (pension, unemployment, children's allowance, enrollment in schools. universities)	8.3	3.2	1.4	2.6	1.3	0.3	2.5	3.2
Made other requests, complaints (asking for legal assistance)	1.3	3.4	0.6	0.6	0.8	0.6	0.5	2.0
None of the above	84.4	84.5	93.0	88.2	91.6	96.1	91.6	86.8

[1] The data refer to individual who answered "Within the last three months" or "More than three months ago (less than a year)" in question B1.

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		

using website or apps for private purposes for (tick all that apply)

29.2	54.5	68.9	62.5	41.3	57.3	41.1	51.9	Accessing your personal data stored by public authorities (information on immunization, green certificate, etc.)
4.5	8.1	17.4	14.4	6.1	3.8	5.2	9.2	Accessing information from public databases or registers (cadastre registers. business registers)
17.1	21.0	27.7	26.6	23.5	21.5	10.1	21.5	Obtaining information (about services, benefit, rights, laws, working hours)
60.5	37.8	21.8	27.8	45.8	40.4	53.8	39.5	Never used puliv authorities' services

authorities' web page or app for private purposes? [1]

10.3	30.5	50.6	43.5	20.3	26.4	17.6	30.2	Yes
89.7	69.5	49.4	56.5	79.7	73.6	82.4	69.8	No

using website or app of public authorities or a service for private purposes? [1]

7.8	21.7	34.4	28.3	12.7	31.9	12.2	21.2	Yes
92.2	78.3	65.6	71.7	87.3	68.1	87.8	78.8	No

website or app of public authorities or public services, (tick all that apply)

2.6	6.8	13.1	11.0	4.0	8.0	3.1	7.2	Requested official documents or certificates (such as diplomas, birth, marriage/divorce certificate, death certificate, residence certificate, police or criminal record)
1.2	3.0	4.0	2.7	1.2	11.7	0.7	2.8	Requested benefits or entitlements (pension, unemployment, children's allowance, enrollment in schools. universities)
0.0	1.2	2.9	1.1	1.8	2.6	0.3	1.3	Made other requests, complaints (asking for legal assistance)
96.1	89.4	81.3	85.7	93.2	79.3	96.2	89.3	None of the above

MODULE C: **E-government** (continued)

Answer (individuals)	Age						Sex	
	16–24	25–34	35–44	45–54	55–64	65–74	Men	Women
C7: What were the reasons for not asking for official documents or public services,								
No need to request any documents or to submit any request	57.3	61.7	65.9	72.3	60.6	51.4	67.2	58.5
Lack of skills (don't know how to use website or use is too complicated)	1.8	1.6	7.7	1.9	9.1	11.6	2.8	7.8
Concerns about security or personal data or unwillingness to pay online (credit card fraud)	6.8	5.7	0.8	0.3	1.0	0.4	2.3	2.4
Another person did it on my behalf	17.2	6.3	4.2	4.5	13.6	21.1	9.6	9.3
Other reasons	16.9	24.8	21.4	21.0	16.6	16.2	18.3	22.0
C8: Were there problems when you used website or app of								
Website or app was difficult to use	4.7	2.6	1.1	3.1	2.9	2.4	1.8	3.6
Technical problems when using website or app	9.8	9.0	13.4	13.6	17.6	14.4	12.2	13.1
It was impossible to access the service on smarphone or tablet	6.3	2.4	2.1	2.9	4.0	2.1	3.9	2.4
Other reasons	11.9	7.4	6.8	6.5	6.5	17.3	8.9	7.6
Did not have any problem	72.1	79.8	77.0	75.4	70.7	65.0	75.4	74.4

[2] The dat refer to individuals who answered «None of the above" in question B6.

[3] The data refer to individuals who answered "YES" in B1a, B1b, B1c; B2a, B3a; B5a or B6a, B6б, B6c questions from the questionnaire.

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		

or not submitting form using website or app or public authorities in the last 12 months?[2)]

Educational level			Employment situation				Total	Answer (individuals)
65.7	61.1	66.0	65.5	69.6	66.8	51.0	63.0	No need to request any documents or to submit any request
13.4	3.2	1.2	3.6	2.3	2.5	11.7	5.2	Lack of skills (don't know how to use website or use is too complicated)
0.7	3.1	2.0	2.8	1.3	6.7	1.0	2.4	Concerns about security or personal data or unwillingness to pay online (credit card fraud)
7.6	10.4	8.8	7.2	3.9	14.5	16.9	9.5	Another person did it on my behalf
12.6	22.4	22.2	20.9	22.9	9.5	19.9	20.1	Other reasons

public authorities or public services in the last 12 months?[3)]

1.7	2.7	3.1	2.2	2.9	6.2	1.4	2.7	Website or app was difficult to use
16.4	12.1	11.8	13.1	11.3	10.3	14.4	12.6	Technical problems when using website or app
0.0	3.6	3.7	2.5	2.5	8.9	2.5	3.1	It was impossible to access the service on smarphone or tablet
5.3	8.7	8.8	5.8	7.6	16.0	11.8	8.3	Other reasons
76.6	74.2	75.8	77.6	76.9	64.8	70.5	74.9	Did not have any problem

MODULE D: E-commerce[1]

Answer (individuals)	Age						Sex	
	16–24	25–34	35–44	45–54	55–64	65–74	Men	Women
D1: When did you last buy or order goods or services								
Within the last three months	65.6	61.7	50.2	45.3	28.3	22.6	46.7	48.9
More than three moths ago (less than a year)	10.2	15.7	18.8	18.6	13.8	13.2	17.7	13.7
More than a year ago	10.0	11.2	8.8	8.9	10.3	6.9	8.1	10.9
Never bought or order over the Internet	14.3	11.5	22.2	27.1	47.6	57.2	27.6	26.5
D2: What types of goods or services did you buy or order over the Internet								
Clothes, sports goods	79.3	76.9	73.2	71.4	48.2	43.9	62.7	80.0
Sports goods (excluding sports clothes)	28.8	27.3	37.9	32.9	23.6	14.5	30.5	30.1
Children toys or childcare items (nappies, bottles, baby strollers)	2.8	16.6	9.3	8.8	7.4	3.1	5.4	13.1
Furniture, home accessories (carpets or curtains) or gardening products (tools, plants)	4.1	12.0	22.1	19.8	19.0	16.2	15.0	15.3
Music as CDs, vinyls, etc.	1.2	0.0	0.0	1.0	0.5	0.0	0.9	0.1
Films or series as DVDs, Blu-ray discs	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.3
Printed books, magazines or newspapers	13.9	13.3	8.7	4.8	9.8	7.3	8.5	11.7
Computers, tablets, mobile phones or accessories	13.8	9.7	14.5	10.8	12.9	7.3	14.1	10.0
Consumer electronics (such as TV sets, stereos, cameras), household appliances (such as washing machines)	5.8	10.8	12.0	11.4	15.1	10.4	14.5	6.8
Medicines or dietary supplements (e.g. vitamins)	2.4	0.0	3.7	2.6	6.2	4.8	3.1	2.0
Deliveries from restaurants, food chains, catering services	16.6	14.7	7.6	7.8	8.7	4.9	11.0	11.3
Food or beverages from stores or from meal-kits providers	14.5	8.4	4.3	7.6	4.0	2.6	6.1	9.4
Cosmetics, beaty or wellness products	4.3	10.9	9.3	9.9	3.6	4.1	6.1	10.0
Cleaning products or personal hygiene products	5.4	2.8	3.3	5.2	2.3	1.8	3.3	4.3
Bicycles, mopeds, cars or other vehicles or their spare parts	1.5	4.5	5.6	7.5	14.6	8.8	9.8	2.0
Other physical goods	3.5	3.6	7.4	10.3	8.4	25.3	7.9	6.4

[1] The data refer to individuals who answered "Within the last three months" or "More than three months ago (less than a year" in question B1.

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		

over the Internet for private purposes?

Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other	Total	Answer (individuals)
40.3	48.8	52.8	55.3	44.5	65.6	29.2	47.8	Within the last three months
8.4	17.1	19.4	19.6	14.6	12.3	11.3	15.7	More than three moths ago (less than a year)
11.9	9.0	8.4	8.3	9.1	11.4	11.1	9.5	More than a year ago
39.3	25.2	19.4	16.8	31.8	10.7	48.4	27.1	Never bought or order over the Internet

for private purposes in the last three months? (tick all that apply)

Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other	Total	Answer (individuals)
66.5	75.0	66.0	68.4	74.6	88.7	59.5	71.5	Clothes, sports goods
18.1	34.3	29.1	36.6	21.4	28.1	24.3	30.3	Sports goods (excluding sports clothes)
4.7	11.1	8.3	11.6	10.1	0.0	9.7	9.3	Children toys or childcare items (nappies, bottles, baby strollers)
15.7	14.3	17.0	20.9	12.6	3.7	11.0	15.2	Furniture, home accessories (carpets or curtains) or gardening products (tools, plants)
1.3	0.3	0.3	0.3	0.3	1.6	0.3	0.5	Music as CDs, vinyls, etc.
0.0	0.3	0.0	0.0	0.0	1.1	0.0	0.2	Films or series as DVDs, Blu-ray discs
6.4	8.6	17.5	8.2	9.4	21.4	6.3	10.1	Printed books, magazines or newspapers
12.6	9.1	19.5	12.1	11.6	10.5	14.0	12.0	Computers, tablets, mobile phones or accessories
9.9	10.1	12.3	11.5	10.3	5.7	12.9	10.6	Consumer electronics (such as TV sets, stereos, cameras), household appliances (such as washing machines)
1.5	2.8	2.8	3.2	1.0	1.9	3.7	2.6	Medicines or dietary supplements (e.g. vitamins)
1.5	8.6	25.9	12.0	5.4	26.0	1.6	11.1	Deliveries from restaurants, food chains, catering services
6.1	7.4	10.2	6.8	3.0	21.9	4.3	7.8	Food or beverages from stores or from meal-kits providers
3.0	8.2	12.1	10.8	9.1	3.7	1.6	8.1	Cosmetics, beaty or wellness products
2.9	4.0	4.0	3.5	0.8	11.7	1.6	3.8	Cleaning products or personal hygiene products
7.5	5.8	4.5	7.4	3.7	2.0	8.0	5.8	Bicycles, mopeds, cars or other vehicles or their spare parts
5.7	6.8	9.3	8.3	4.4	4.1	10.7	7.2	Other physical goods

%

MODULE D: **E-commerce**[1] (continued)

Answer (individuals)	Age						Sex	
	16–24	25–34	35–44	45–54	55–64	65–74	Men	Women
D3: From whom did you buy the mentioned goods via website								
National sellers	95.2	98.3	99.0	96.2	92.7	95.4	96.9	96.8
Sellers from EU countries	11.8	15.8	14.3	12.2	7.5	2.4	9.8	15.4
Sellers from the rest of the world	6.4	5.1	7.2	11.8	6.4	4.4	7.7	6.7
Country of origin of seller not known	2.2	0.0	0.7	1.2	3.6	2.0	1.0	1.4
D4: Did you buy any of the above mentioned products from private persons								
Yes	31.9	31.6	32.6	34.4	31.6	21.6	29.7	34.2
No	68.1	68.4	67.4	65.6	68.4	78.4	70.3	65.8
D5: Did you buy or subscribe via website or app for personal purposes								
Music as a streaming service or downloading	4.1	3.1	2.6	6.4	2.5	0.5	4.8	2.5
Films or series as a streaming service or for downloading	8.2	11.6	7.2	8.3	3.8	1.7	9.6	6.7
Electronic books, online magazines or online newspapers	5.9	1.6	1.3	6.0	3.1	1.6	3.5	3.2
Online games or downloads for smartphones, tablets, computers or consoles	15.5	8.3	3.3	5.2	2.0	0.0	8.5	5.5
Computers or other software downloaded, including upgrades	2.5	2.1	0.3	1.6	0.9	1.5	2.3	0.9
Apps related to health or fitness (excluding free apps)	0.9	0.5	0.6	0.2	0.9	0.6	0.4	0.8
Other apps (related to language learning, travels, weather) excluding free apps	0.8	2.1	0.7	1.2	1.2	0.0	1.1	1.3
Did not buy or subscribe to any of the above	80.1	84.6	88.0	82.5	91.1	94.7	83.0	87.2

[1] The data refer to individuals who answered "Within the last three months" or "More than three months ago (less than a year" in question B1.

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		

or app in the last three months (tick all that apply)

98.7	97.2	94.4	97.8	95.9	96.5	95.6	96.9	National sellers
9.9	12.4	15.5	11.0	11.4	21.8	11.0	12.6	Sellers from EU countries
3.1	6.8	11.9	7.6	7.7	7.7	4.8	7.2	Sellers from the rest of the world
0.0	1.2	2.2	0.8	1.3	0.9	2.8	1.2	Country of origin of seller not known

via website or app (via eBay, Facebook Marketplace)?

29.3	33.2	30.7	28.6	35.6	30.1	39.9	32.0	Yes
70.7	66.8	69.3	71.4	64.4	69.9	60.1	68.0	No

in the last three months for private purposes? (for private purposes)

2.9	3.3	5.3	5.4	1.0	4.9	0.4	3.7	Music as a streaming service or downloading
4.8	9.1	8.4	9.7	7.8	9.2	1.9	8.1	Films or series as a streaming service or for downloading
3.8	1.9	6.9	3.5	1.9	3.8	4.6	3.3	Electronic books, online magazines or online newspapers
9.2	7.3	4.3	6.4	3.5	11.9	9.4	7.0	Online games or downloads for smartphones, tablets, computers or consoles
0.0	1.5	2.8	2.0	0.3	2.3	1.2	1.5	Computers or other software downloaded, including upgrades
0.0	0.4	1.5	0.7	0.0	1.2	0.5	0.6	Apps related to health or fitness (excluding free apps)
0.0	0.7	3.5	2.1	0.0	1.1	0.0	1.2	Other apps (related to language learning, travels, weather) excluding free apps
86.0	86.7	80.0	83.0	89.1	83.3	88.3	85.1	Did not buy or subscribe to any of the above

MODULE D: **E-commerce** [1] (continued)

Answer (individuals)	Age						Sex	
	16–24	25–34	35–44	45–54	55–64	65–74	Men	Women
D6: In the last three months,did you buy or subscribe to any of								
Tickets for sports events	12.2	4.7	3.2	5.5	1.3	0.0	6.5	4.4
Tickets for cultural and other events (cinemas, concerts, fairs)	28.2	11.5	5.4	14.7	12.7	4.7	11.7	15.7
Subscription to the Internet or connection via mobile phone	0.8	0.9	0.6	2.2	1.4	1.8	1.0	1.3
Subscription to electricity, water or heating supply, waste disposal or similar services	1.3	4.2	1.2	1.5	2.9	2.2	2.4	2.1
Household services (such as cleaning, babysitting, reapir work, gardening)	0.0	0.0	0.3	0.0	0.9	0.0	0.0	0.3
Did not buy or subscribe to any of the above	65.6	80.0	91.4	78.7	83.6	94.1	81.8	79.3
D8: In the last three months, did you buy any transport service via								
A transport enterprise for buses, taxi (e.g. UBER)	5.2	7.8	3.6	7.7	4.8	6.2	5.3	6.6
Private person	0.4	0.5	0.0	0.2	0.9	0.0	0.0	0.6
Didn't buy	94.8	92.2	96.4	92.0	94.3	93.8	94.7	93.2
D9: In the last three months, did you rent accommodation via								
Enteprises such as hostels or travel agencies	5.5	6.4	4.5	12.7	6.8	4.7	5.5	8.4
Private persons (such as *Airbnb*)	2.9	6.5	3.1	3.2	3.2	2.0	3.2	4.5
Didn't rent accommodation via website or app	92.0	90.3	92.8	84.7	90.0	93.3	91.6	88.9

[1] The data refer to individuals who answered "Within the last three months" or "More than three months ago (less than a year" in question B1.

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		

the mentioned via website or app for private purposes (tick all that apply)

Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other	Total	Answer
6.8	5.8	3.5	4.0	5.2	10.4	5.7	5.4	Tickets for sports events
5.0	14.8	18.1	12.3	4.2	32.9	13.7	13.7	Tickets for cultural and other events (cinemas, concerts, fairs)
0.0	0.9	2.9	1.7	0.3	1.1	0.6	1.2	Subscription to the Internet or connection via mobile phone
0.0	2.0	4.6	3.5	1.9	0.0	0.7	2.2	Subscription to electricity, water or heating supply, waste disposal or similar services
0.0	0.1	0.4	0.2	0.0	0.0	0.3	0.1	Household services (such as cleaning, babysitting, reapir work, gardening)
91.2	79.5	74.5	81.5	90.5	60.9	82.2	80.6	Did not buy or subscribe to any of the above

website or app for private purposes from? (tick all that apply)

Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other	Total	Answer
1.9	4.8	12.6	7.5	6.4	3.3	2.7	6.0	A transport enterprise for buses, taxi (e.g. UBER)
0.0	0.1	1.3	0.6	0.0	0.0	0.3	0.3	Private person
98.1	95.2	87.0	92.3	93.6	96.7	97.0	93.9	Didn't buy

website or app, for private purposes from? (tick all that apply)

Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other	Total	Answer
7.6	5.3	11.2	9.0	1.5	6.7	8.8	7.0	Enteprises such as hostels or travel agencies
0.0	3.1	9.3	4.5	2.6	6.2	1.2	3.9	Private persons (such as *Airbnb*)
92.4	92.4	82.6	87.8	95.8	90.0	89.9	90.2	Didn't rent accommodation via website or app

MODULE E: Internet of things[1]

Answer (individuals)	Age						Sex	
	16–24	25–34	35–44	45–54	55–64	65–74	Men	Women
E1: Did you use any of the following Internet-connected devices								
Internet-connected thermostat, lights, plug-ins or other Internet-connected solutions for energy for your home	2.7	2.5	1.1	3.0	0.8	0.8	2.8	1.1
Internet-connected home alarm system, smoke detector, security cameras solutioins for energy for your home	5.5	6.7	5.4	5.5	3.2	0.5	4.5	5.4
Internet-connected home appliances, such as robot vacuums, fridges, ovens, coffee machines	11.0	1.2	3.4	6.3	5.3	2.1	4.5	5.2
Virtual assistant in the form of a smart speaker or app (Google Home, Amazon)	6.7	3.7	1.7	3.8	2.3	1.6	4.6	2.0
Didn't use any of the above	79.7	86.2	90.2	86.3	89.1	95.3	87.2	87.6
E2: What were the reasons for not using any of the mentioned Internet-connected								
Didn't know such devices or systems exisited	3.8	0.0	5.7	6.1	5.8	5.3	3.9	4.9
I had no need to use those connected devices/systems	58.1	69.5	69.9	65.0	70.9	70.4	68.6	66.3
Costs too high	0.6	3.0	5.7	2.2	5.3	5.1	4.2	3.2
Lack of compatibility with other devices or systems	3.2	9.1	5.6	6.7	4.4	3.2	5.1	6.4
Lack of skills to use those devices or systems	0.0	0.0	0.6	1.3	2.3	5.5	1.6	0.9
Concerns about the privacy and protection of data about me generated by those devices or systems	1.3	0.0	1.1	1.1	0.3	0.2	1.1	0.4
Concerns about security (that the device or system will be hacked)	0.0	0.0	0.0	0.0	0.1	0.5	0.1	0.1
Concerns about safety or health (the use of the devices or systems could lead to an accident, injury or health problems)	0.0	0.0	0.0	0.0	1.0	0.0	0.3	0.0
Other reasons	33.5	26.5	16.2	19.9	13.6	15.9	19.1	22.4

[1] The data refer to individuals who answered "Within the last three months" in question B1.

| Educational level | | | Employment situation | | | | Total | Answer (individuals) |
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		

or systems for private purposes?

2.6	1.9	1.2	2.2	2.3	2.8	0.7	1.9	Internet-connected thermostat, lights, plug-ins or other Internet-connected solutions for energy for your home
4.5	4.9	5.5	6.2	2.6	9.8	2.8	4.9	Internet-connected home alarm system, smoke detector, security cameras solutioins for energy for your home
4.0	5.1	5.0	5.4	3.4	8.2	3.8	4.9	Internet-connected home appliances, such as robot vacuums, fridges, ovens, coffee machines
1.2	3.9	3.8	3.2	2.3	9.1	1.9	3.3	Virtual assistant in the form of a smart speaker or app (Google Home, Amazon)
91.3	86.1	87.0	86.2	90.9	75.6	91.6	87.4	Didn't use any of the above

devices or systems for private purposes?

12.4	2.5	1.1	2.3	4.8	2.3	8.7	4.4	Didn't know such devices or systems exisited
65.9	66.6	71.8	71.4	65.3	67.4	62.8	67.5	I had no need to use those connected devices/systems
4.8	3.7	2.4	3.3	7.0	0.0	2.4	3.7	Costs too high
4.5	5.5	7.9	8.1	3.7	6.1	3.6	5.7	Lack of compatibility with other devices or systems
0.3	1.8	0.7	0.2	2.0	0.0	2.9	1.3	Lack of skills to use those devices or systems
0.8	0.9	0.3	0.8	0.8	0.0	0.8	0.7	Concerns about the privacy and protection of data about me generated by those devices or systems
0.0	0.0	0.2	0.1	0.0	0.0	0.2	0.1	Concerns about security (that the device or system will be hacked)
0.0	0.2	0.0	0.3	0.0	0.0	0.0	0.1	Concerns about safety or health (the use of the devices or systems could lead to an accident, injury or health problems)
14.4	22.2	23.6	17.8	20.3	26.5	24.2	20.8	Other reasons

MODULE E: **Internet of things**[1] (continued)

Answers (individuals)	Age						Sex	
	16—24	25—34	35—44	45—54	55—64	65—74	Men	Women
E3: Did you use the Internet on any of the following								
Internet-connected TV	73.8	75.3	61.3	66.7	57.3	41.6	64.8	64.5
Internet-connected game console	20.0	4.2	4.5	5.1	2.9	1.0	9.2	3.2
Internet-connected audio system, smart speakers	22.0	5.3	5.4	6.8	3.7	1.0	8.6	6.2
Didn't use the mentioned Internet-connected devices	24.9	24.7	38.1	33.1	42.7	58.2	34.7	35.3

[1] The data refer to individuals who answered "Within the last three months" in question B1.

MODULE F: **Green ICT**[1]

Answer (individuals)	Age						Sex	
	16—24	25—34	35—44	45—54	55—64	65—74	Men	Women
F1_1: What did you do with your mobile phone or								
Still in the household	54.7	52.0	54.1	53.6	52.9	55.6	54.0	53.2
Sold or donated	28.6	22.4	23.2	22.8	19.3	17.4	22.6	22.7
Disposed of in electronic waste collection/recycling (including leaving it to the retailer to dispose of)	4.4	5.4	2.4	7.4	4.3	4.8	4.2	5.4
Disposed of but not in electronic waste collection/recycling	2.2	2.8	5.3	3.1	6.0	6.1	4.0	4.1
A new one is not bought or is still in use	7.8	16.2	12.8	10.8	16.1	14.4	13.1	12.8
Other	2.2	1.2	2.3	2.2	1.4	1.8	1.9	1.8

[1] The data refer to individuals who answered "Within the last three months" in question B1.

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		

devices in your home for private purposes?

Educational level			Employment situation				Total	Answer (individuals)
57.7	64.1	73.6	74.8	57.2	73.7	48.9	64.6	Internet-connected TV
8.4	5.8	5.1	5.4	3.2	14.9	6.7	6.2	Internet-connected game consoles
5.3	8.3	7.0	7.7	3.9	18.9	5.1	7.4	Internet-connected audio system, smart speakers
42.3	35.5	25.9	24.7	42.8	25.8	50.6	35.0	Didn't use the mentioned Internet-connected devices

Educational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		

smartphone when you replaced it or stopped using it?

Educational level			Employment situation				Total	Answer (individuals)
62.3	54.2	42.7	49.3	62.0	56.3	51.6	53.6	Still in the household
13.0	25.6	24.4	27.6	14.3	29.2	19.0	22.7	Sold or donated
5.5	3.7	7.4	5.4	3.6	5.0	4.9	4.8	Disposed of in electronic waste collection/recycling (including leaving it to the retailer to dispose of)
4.3	4.1	3.8	3.9	4.9	0.6	5.3	4.1	Disposed of but not in electronic waste collection/recycling
11.9	10.8	20.4	11.1	13.6	7.8	18.4	13.0	A new one is not bought or is still in use
3.0	1.7	1.3	2.8	1.6	1.2	0.8	1.9	Other

MODULE F: **Green ICT** (continued)

Answer (individuals	Age						Sex	
	16–24	25–34	35–44	45–54	55–64	65–74	Men	Women
F1_2: What did you do with your laptop or tablet								
Still in the household	33.8	21.2	17.0	20.5	18.9	18.8	18.6	24.2
Sold or donated	6.4	8.9	6.3	8.0	4.9	5.0	5.9	7.8
Disposed of in electronic waste collection/recycling (including leaving it to the retailer to dispose of)	0.0	1.7	2.1	2.8	0.8	1.3	1.6	1.6
Disposed of but not in electronic waste collection/recycling	2.2	1.9	2.7	0.6	1.2	1.3	1.6	1.8
A new one is not bought or is still in use	28.9	32.0	27.6	23.7	23.7	26.5	27.9	26.4
Other	28.7	34.4	44.3	44.3	50.5	47.2	44.4	38.1
F1_3: What did you do with your desktop computer								
Still in the household	25.1	21.1	15.8	21.7	12.4	14.6	18.6	19.0
Sold or donated	4.2	6.5	7.7	9.3	5.8	3.6	7.7	5.7
Disposed of in electronic waste collection/recycling (including leaving it to the retailer to dispose of)	1.1	1.7	1.7	3.8	1.2	1.6	0.9	3.2
Disposed of but not in electronic waste collection/recycling	1.8	1.5	3.7	1.3	2.4	1.9	2.6	1.7
A new one is not bought or is still in use	24.2	17.9	26.1	23.3	16.7	19.8	22.2	21.3
Other	43.7	51.2	44.9	40.7	61.5	58.4	48.1	49.3

[1] The data refer to individuals who answered "Within the last three months" in question B1.

Edcuational level			Employment situation				Total	Answer (individuals)
Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other		

when you replaced it or stopped using it ?

Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other	Total	Answer (individuals)
17.5	22.6	22.1	21.2	17.3	36.3	18.8	21.4	Still in the household
4.9	5.8	12.1	10.3	4.1	7.1	3.1	6.9	Sold or donated
0.6	1.8	2.2	1.9	2.1	0.0	1.3	1.6	Disposed of in electronic waste collection/recycling (including leaving it to the retailer to dispose of)
0.8	1.8	2.3	2.5	1.1	0.6	1.3	1.7	Disposed of but not in electronic waste collection/recycling
19.0	27.6	34.6	27.2	27.9	32.9	23.6	27.2	A new one is not bought or is still in use
57.2	40.5	26.7	36.9	47.5	23.1	51.8	41.3	Other

when you replaced it or stopped using it?

Lower than secondary	Secondary	Tertiary	Employee	Unemployed	Student	Other	Total	Answer (individuals)
14.2	20.7	17.9	20.2	17.6	24.9	14.2	18.8	Still in the household
6.5	6.5	7.4	8.5	7.9	3.2	3.5	6.7	Sold or donated
1.9	1.5	3.6	2.2	1.7	1.4	2.2	2.0	Disposed of in electronic waste collection/recycling (including leaving it to the retailer to dispose of)
1.7	2.2	2.5	2.5	2.6	0.0	2.2	2.2	Disposed of but not in electronic waste collection/recycling
12.1	24.2	24.8	24.4	17.1	26.4	19.4	21.7	A new one is not bought or is still in use
63.6	45.0	43.7	42.2	53.1	44.1	58.5	48.7	Other

USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN HOUSEHOLDS AND BY INDIVIDUALS

MODULE A: ACCESS TO INFORMATION AND COMMUNICATION TECHNOLOGIES

A1_N	**Do you or anyone in your household have access to the Internet at home?**		
(tick all that apply)			
a) Desktop computer			
b) Laptop (notebook)			
c) Tablet			
d) TV			
e) Radio-receiver (including mobile phone, car radio...)			
f) Mobile phone			
e) None of the above			
→ Go to A1			
A1	**Do you or anyone in your household have access to the Internet at home?** (on any device)		
(tick only one)			
a) Yes			-> Go to A2
b) No			-> Go to B1_N
c) Don't know			-> Go to B1_N
A2	**What type of Internet connection do you use at home?**		
(tick all that apply)			
a) Fixed broadband connection			
b) Mobile broadband connection			
-> Go to B1_N			

MODULE B_N: USE OF COMPUTERS

B1_N	**When did you last use a computer** (at home, at work place or some other place)**?** (desktop, laptop, notebook, tablet, excluding smartphones)		
(tick only one)			
a) Within the last three months			→ Go to B2_N
c) More than three months ago (less than a year)			→ Go to B1
d) More than a year ago			→ Go to B1
e) Never used it			→ Go to B1
B2_N	**How often, on average, did you use the Internet in the last three months?**		
(tick only one)			
a) Every day or almost every day			
b) At least once a week			
c) At least once a month			
d) Less than once a month			
-> Go to B1			

MODULE B: USE OF THE INTERNET		
B1	**When did you last use the Internet?** (using desktop, laptop, mobile phone, smartphone)	
(tick only one)		
a) Within the last three months		→ Go to C2
b) More than three months ago (less than a year)		→ Go to C1
c) More than than a year ago		→ Go to G1
d) Never used it		→ Go to G1
B2	**How often, on average, did you use the Internet in the last three months?**	
(tick only one)		
a) Several times a day		
b) Every day or almost every day		
c) At least once a week (but not every day)		
d) Less than once a week		
-> Go to B3		
B3	**For which of the following activities did you use the Internet** (including via apps) **for private purposes, in the last three months?**	
(tick all that apply)		
Communication		
a) Sending/receiving e-mails		
b) Telephoning over the Internet (via web cam) (using apps, such as *Skype, Messenger, WhatsApp, FaceTime, Viber, Snapchat, Zoom, MS Teams, Webex*)		
c) Participating in social networks (creating user profile, posting messages or other contributions on *Facebook*, *Twitter*, *Instagram*, *Snapchat,* etc.)		
d) Sending online messages via *Skype, Messenger, WhatsApp, Viber, Snapchat*		
Access to information		
e) Finding information about goods and services		
f) Reading online newspapers, magazines		
Civic and political participation		
g) Posting opinions about civic or political issues via websites or social media (such as *Facebook*, *Twitter*, *Instagram*, *Youtube*)		
h) Taking part in online consultations or voting to define civic or political issues (urban planning, signing petitions)		
Use of entertainment		
i) Listening or downloading music (web radio, music streaming)		
j) Watching television programme over the Internet from TV broadcasters		
k) Watching video on demand from commercial services (such as *Netflix, HBO GO, Amazon Prime, Maxdome, Apple TV,* etc.)		
l) Watching video content via sharing services (such as *Youtube*)		
m) Playing or downloading games		
E-health		
n) Seeking health-related information		
o) Making an appointment with a doctor over website or app		
p) Online access to own medical record		
q) Using other medical services over website or app instead of going to hospital or doctor (such as obtaining prescription or online consultations)		

Other online services		
r) Selling goods or services over website or app (such as *eBay*, *Facebook*, *Marketplace*)		
s) Internet banking (including mobile banking)		
-> Go to B4		

B4	**Which of the following learning activities did you carry out over the Internet for private or professional purposes in the last three months?**	
(tick all that apply)		
a) Doing an online course		
b) Finding online learning material (audio-visual material, online learning software, electronic textbooks, learning apps...)		
c) Communicating with instructors or students using audio or visual tools (such as *Zoom, MS Teams, Google Classroom,* etc.)		
d) Never carried out any of the above		
-> Go to B5		

B5	**What was the purpose of the learning activities you performed in the last three months?**	
(for persons who answered "YES" in question B4 under a), b) or c))		
(tick all that apply)		
a) For formal education (school or university)		
b) For professional or business purposes		
c) For private purposes		
-> Go to C1		

MODULE C: USE OF E-GOVERNMENT		
(for persons who used the Internet in the last 12 months - who answered "YES" in questoin B1a or B1b)		

C1	**In the last 12 months, did you contact authorities' services or public services using website or apps for private purposes for the following activities?**	
(tick all that apply)		
a) Accessing your personal data stored by public authorities (information on immunization, green certificate, etc.)?		
b) Accessing information from public databases or registers (cadastre registers, business registers)		
c) Obtaining information (about services, benefits, rights, laws, working hours)		
d) Never used public authorities' services		
-> Go to C2		

C2	**In the last 12 months, did you download or print official forms from public authorities' web page or app, for private purposes?**	
(tick only one)		
a) Yes		
b) No		
-> Go to C3		

C3	**In the last 12 months, did you make an appointment or reservation using website or app of public authorities or a service** (for passeport, ID card, etc.) **for private purposes?**	
(tick only one)		
a) Yes		
b) No		
-> Go to C5		

C5	In the last 12 months, did you submit your tax return using website or app for private purposes?		
(tick only one)			
a) Yes, I did it myself			
b) No, this was done automatically (by a tax authority, employer, other body,…)			
c) No, I submitted it personally in paper form to the tax administration			
d) No, another person did it on my behalf (e.g. family member, tax adviser)			
e) No, from other reasons			
-> Do to C6			
C6	In the last 12 months, did you carry out any of the following activity using website or app of public authorities or public services, for private purposes?		
(tick all that apply)			
a) Submitting a request for an official document or certificate (such as diplomas, birth certificate, marriage/divorce certificate, death certificate, residence certificate, police or criminal record)			
b) Asking for benefits or rights (pension, unemployment, children's allowance, enrollment in schools, universities)			
c) Submitting other requests, complaints (asking for legal assistance)			
d) None of the above			
-> If the answer in question C6 under d) is "None of the above" -> go to C7; otherwise go to C8			
C7	What were the reasons for not asking for official documents or not submitting form using website or app of public authorities or public services, in the last 12 months?		
(tick all that apply)			
a) No need to request any documents or to submit any request			
If the answer is "YES" in a) -> go to question C8; otherwise go to c-f in question C7			
b) Lack of skills (don't know how to use website or use is too complicated)			
c) Concerns about security or protection of personal data or unwillingness to make payments over the Internet (credit cards fraud)			
d) Another person did it on my behalf			
e) Other reasons			
C8	Were there problems when you used website or app of public authorities or public service in the last 12 months?		
(for persons who answered "YES" in C1 under a), b), v); C2a), C3a), C4a), C5a) or C6 under a), b), c))			
(tick all that apply)			
a) Use of website or app too complicated (not user-friendly, wordings not clear, procedure badly explained)			
b) Technical problems when using website or app (loading to slow, web location down)			
c) It was impossible to access the service on smartphone or tablet (incompatible device version or apps not accessible)			
d) Other reasons			
e) Did not have any problem			

MODULE D: E-COMMERCE	

D1	**When did you last buy or order goods or services over the Internet for private purposes?** (via website or apps using any device: desktop, laptop, mobile phone, smartphone)		
	(for persons who used the Internet in the last 12 months - who answered "YES" in question B1a or B1b)		
	(tick only one)		
	a) Within the last three months		→ Go to D2
	b) More than three months ago (less than a year)		→ Go to D11
	c) More than a year ago		→ Go to D11
	d) Never		→ Go to D11

D2	**What types of goods or services did you buy over website or app in the last three months, for private purposes?** Including online purchase from enterprises or physical persons and including second hand goods.		
	(tick all that apply)		
	a) Clothes (including sports clothes), footwear or accessories (such as bags, jewelry))		
	b) Sports goods (excluding sports clothes)		
	c) Children toys or childcare items (nappies, bottles, baby strollers)		
	d) Furniture, home accessories (carpets or curtains) or gardening products (tools, plants)		
	e) Music as CDs, vinyls, etc.		
	f) Films or series as DVDs, *Blu-ray* discs		
	g) Printed books, magazines or newspapers		
	e) Computers, tablets, mobile phones or accessories		
	f) Consumer electronics (such as TV sets, stereos, cameras) household appliances (such as washing machines)		
	g) Medicines or dietary supplements (e.g. vitamins)		
	h) Deliveries from restaurants, food chains, catering services		
	i) Food or beverages from stores or from meal-kits providers		
	j) Cosmetics, beauty or wellness products		
	k) Cleaning products or personal hygiene products (toothbrushes, handkerchiefs, washing detergents, cleaning cloths)		
	l) Bicycles, mopeds, cars or other vehicles or their spare parts		
	m) Other physical goods		
	-> Go to D3		

D3	**From whom did you buy the mentioned goods via website or apps, in the last three months?** Including online purchase from enterprises or physical persons.		
	(for persons who answered "YES" in any option of question D2)		
	(tick all that apply)		
	a) National sellers		
	b) Sellers from EU countries		
	c) Sellers from the rest of the world		
	d) Country of origin of seller not known		
	-> Go to D4		

D4	**Did you buy any of the above mentioned products from private persons via website or app** (via *ebay, Facebook Marketplace*)**?**		
	(for persons who answered "YES" in any option of question D2)		
	(tick only one)		
	a) Yes		
	b) No		
	-> Go to D5		

D5	Did you buy or subscribe to multimedia via website or app for personal purposes, in the lasst 3 months?		
	(for persons who answered "Within the last three months" in question D1)		
	(tick all that apply)		
	a) Music as a streaming service or downloading		
	b) Films or series as a streaming service or for downloading		
	c) Electronic books, online magazines or online newspapers		
	d) Online games or downloads for smartphones, tablets, computers or consoles		
	e) Computers or other software downloaded, including upgrades		
	f) Apps related to health of fitness (excluding free apps)		
	g) Other apps (related to language learning, travels, weather) excluding free apps		
	h) Did not buy or subscribe to any of the above		
	-> Go to D6		
D6	In the last three months, did you buy or subscribe to any of the mentioned via website or app for private purposes?		
	(for persons who answered "Within the last 3 months" in question D1)		
	(tick all that apply)		
	a) Tickets for sport events		
	b) Tickets for cultural and other events (cinemas, concerts, fairs)		
	c) Subscription to the Internet or connection via mobile phone		
	d) Subscription to electricity, water or heating supply, waste disposal or similar services		
	e) Household services (such as cleaning, babysitting, repair work, gardening) (also when bought via a private persons, for example via *Facebook Marketplace*)		
	f) Did not buy or subscribe to any of the above		
	-> Go to D7		
D7	Did you buy any of the above mentioned household service from private persons via website or app (e.g. via *Facebook Marketplace*)?		
	(for persons who answered "YES" in question D6e)		
	(tick only one)		
	a) Yes		
	b) No		
	-> Go to D8		
D8	In the last three months, did you buy any transport service via website or app for private purposes from:		
	(for persons who answered "Within the last three months" in question D1a)		
	(tick all that apply)		
	a) A transport enterprise for buses, taxi (e.g. UBER)		
	b) Private person		
	c) Didn't buy		
	-> Go to D9		
D9	In the last three months, did you rent accommodation via website or app, for private purposes from:		
	(tick all that apply)		
	a) Enterprises such as hotels or travel agencies		
	b) Private person (such as *Airbnb)*		
	c) Didn't rent accommodation via website or app		
	-> Go to D11		

D11	In the last three months, did you carry out any of the following activities via website or app, for private purposes?		
(for persons who answered "Within the last three months" in question D1)			
(tick all that apply)			
a) Buying insurance policies, including travel insurance, also as a package with another services, e.g. air ticket			
b) Taking a loan, mortgage or credit from banks or other financial institutions			
c) Buying or selling shares, bonds, units in funds or other financial resources			
d) Didn't carry out any of the mentioned activities			
-> Go to D1			

MODULE E: INTERNET OF THINGS

	(for persons who answered "Within the last three months" in question B1)		
E1	Did you use any of the following Internet-connected devices or systems for private purposes?		
(tick all that apply)			
a) Internet-connected thermostat, lights, plug-ins or other Internet-connected solutions for energy for your home		-> Go to E3	
b) Internet-connected home alarm system, smoke detector, security cameras, door locks or other safety/security solutions for your home		-> Go to E3	
c) Internet-connected home appliances, such as robot vacuums, fridges, ovens, coffee machines		-> Go to E3	
d) Virtual assistant in the form of a smart speaker or app (Google Home, Amazon)		-> Go to E3	
e) Didn't use any of the above		-> Go to E2	
E2	What were the reasons for not using any of the mentioned Internet-connected devices or systems for private purposes?		
(for persons who answered "YES" in question E1e)			
(tick all that apply)			
a) Didn't know such devices or systems existed			
-> if the answer is "YES" in E2a) go to E3; otherwise go to E2 B)-i)			
b) I had no need to use those connected devices/systems			
c) Costs too high			
d) Lack of compatibility with other devices or systems			
e) Lack of skills to use those devices or systems			
f) Concerns about privacy and protection of data about me generated by those devices or systems			
g) Concerns about security (that the device or system will be hacked)			
h) Concerns about security or health (the use of the devices or systems could lead to an accident, injury or health problems)			
i) Other reasons			
-> Go to E3			
E3	Did you use the Internet on any of the following devices in your home for private purposes?		
(tick all that apply)			
a) Internet-connected TV			
b) Internet-connected game consoles			
c) Internet-connected audio system, smart speakers			
d) Didn't use the mentioned Internet-connected devices			
-> Go to E4			

E4	**Did you use any of the following Internet-connected devices for private purposes?**		
	(tick all that apply)		
	a) Smart watch, fitness band, connected goggles or headsets, safety trackers, Internet-connected accessories		
	b) Internet-connected devices for monitoring blood pressure, sugar level, body weight (smart scales) or other Internet-connected devices for health and medical care		
	c) Internet-connected toys, such as robot toys (including educational) or dolls		
	d) Car with built-in wireless Internet connection		
	e) Didn't use the mentioned devices via the Internet		
E5	**Did you encounter any of the following problems related to the mentioned Internet-connected devices or systems?**		
	(for persons who answered "YES" in question E1 under a), b), c), d), E3 under a), b), c) or D4 under a), b), c), d))		
	(tick all that apply)		
	a) Problems related to security or privacy (hacked device or system, problems related with the protection of information about you or your family generated by those devices or systems)		
	d) Problems related to security or health (use of devices or systems lead to accidents, injury or health problems)		
	e) Difficulties related to the use of devices (devices settling, installing, connecting devices)		
	f) Other problems (problems related to connection, support)		
	g) Didn't encounter any problem		
	-> Go to F1		

MODULE F: GREEN INTERNET

	(for persons who used the Internet in the last three months - who answered "YES" in question B1a)		
F1_1	**What did you do with your mobile phone or smartphone when you replaced it or stopped using it?**		
	(tick all that apply)		
	a) Still in the household		
	b) Sold or donated		
	c) Disposed of within collection or recycling of electronic waste (including taken to the seller to dispose of it)		
	d) Disposed of, but not within collection and recycling of electronic waste		
	e) A new one is not bought or is still be used		
	f) Other		
	-> Go to F1_2		
F1_2	**What did you do with your laptop or tablet when you replaced it or stopped using it?**		
	(tick all that apply		
	a) Still in the household		
	b) Sold or donated		
	c) Disposed of within collection or recycling of electronic waste (including taken to the seller to dispose of it)		
	d) Disposed of, but not within collection and recycling of electronic waste		
	e) A new one is not bought or is still be used		
	f) Other		
	-> Go to F1_3		

F1_3	**What did you do with your desktop computer when you replaced it or stopped using it?**		
	(tick all that apply)		
	a) Still in the household		
	b) Sold or donated		
	c) Disposed of within collection or recycling of electronic waste (including taken to the seller to dispose of it)		
	d) Disposed of, but not within collection and recycling of electronic waste		
	e) A new one is not bought or is still be used		
	f) Other		
	-> Go to G1		

MODULE G: RESPONDENT'S BACKGROUND INFORMATION

G1	**Year of birth**		-> Go to G1a
G1a	**Did your birthday pass**		
	a) Yes		
	b) No		
G2	**Respondent's sex**		
	a) Male		
	b) Female		
	-> Go to G3		
G3	**Country of birth** (select from the classification *SCL GEO code*)		-> Go to G4
G4	**Citizenship** (select from the classification *SCL GEO code*)		-> Go to G5
G5	**Education**		
	(Tick only one)		
	a) Without school		
	b) 1–4 grades of primary school		
	c) 5–8 grades of primary school		
	d) Secondary vocational school, grammar school		
	e) Specialisation after secondary school, school for highly qualified workers		
	f) High school		
	g) Faculty / higher school / academy		
	h) Master		
	i) Doctorate		
	-> Go to G6		
G6	**Respondent's employment situation?**		
	(tick only one)		
	a) Employed		→ Go to G7
	b) Unemployed		→ Go to G12
	c) Retired		→ Go to G12
	d) Others not included in labour force		→ Go to G12
	e) Student		→ Go to G12
	f) Housewife		→ Go to G12
	g) Persons serving military service		→ Go to G12
	h) Other		→ Go to G2

G7	**Respondent's employment status** (this question refers to persons who answered "Employed" in question G6)		
	a) Self-employed persons with employees		
	b) Self-employed person without employees		
	c) Employed		
	d) Employed in family business (unpaid work)		
	-> Go to G8		
G8	**Working hours?** (this question refers to persons who answered "Employed" in question G6)		
	(tick only one)		
	a) Full-time		
	b) Part-time		
	-> Go to G9		
G9	**Type of employment contract?** (this question refers to persons who answered "Employed" in question G7)		
	(tick only one)		
	a) Permanent employment contract		
	b) Fixed-term employment contract		
	-> Go to G11		
G11	**Occupation?** (select from the list of occupations of the classification *ISCO 08*)		→ Go to G12
G12	**Region of residence** (*NUTS1* classification)		→ Go to G16
G16	**Total number of household members**		→ Go to G17
G17	**Of which children aged under 16**		→ Go to G18

G18	**Household income** (average net monthly income)		
	(tick only one)		
	a) Up to 30000		
	b) From 30000 to 50000		
	c) From 50000 to 70000		
	d) From 70000 to 90000		
	e) More than 90000		
G19	**Disability and limited activity due to health issues** **(own opinion)**		
	a) Very limited		
	b) Limited, but not severely		
	c) Not limited at all/Without limitation		
G20	**Duration of the interview** (in minutes)		End of the interview

100% of enterprises have an Internet connection.

100% of enterprises have a broadband Internet.

In 21.4% of enterprises, from 1% to 24% of employed persons use the Internet, while in 46.6% of enterprise from 75% to 100% of employees use the Internet.

In the category of 24% of employed persons using portable devices for business purposes there are 42.3% of enterprises.

Strong password authentication, as well as ICT security measure in ICT systems are used by 79.2% of enterprises, while 65.1% make backups on a separate locations, and 56.8% control the access to the network as a security measure in their ICT systems.

More than 53% of employees in enterprises attend training and use Internet available information related to ICT security issues.

More than 61% of enterprises dispose of ICT equipment they stopped using in the scope of collection/recycling of electronic waste.

During 2021, 28.0% of enterprises sold products/services over the Internet.

The percentage of the total turnover generated from sales of products/services over the Internet is 69.3% of enterprises in the category from 1% to 24%, while 17.7% of enterprises are in the category from 24% to 49%.

ENTERPRISES

84.9% of enterprises have a website, an increase of 0.4% in relation to 2021, and an increase of 0.5% in relation to 2020.

Differences in website use exist also depending on the territory.
In Belgrade region 91.2% of enterprises have a website, in Region Vojvodine 81.8%, in Region Sumadije i Zapadne Srbije 79.2% and in Region Juzne i Istocne Srbije 80.2%.

THE SURVEY WAS CARRIED OUT ON A REPRESENTATIVE SAMPLE OF 1716 ENTERPRISES.
THE RESPONSE RATE IS 90.8% (1559 ENTERPRISES).

ICT specialists are recruited by 24.7% of enterprises, of which mostly in Belgrade region, 33.5%, and the least in Region Sumadije i Zapadne Srbije, 17.5%.

Training for ICT skills for specialists was provided by 11.3% of enterprises, and training for ICT skills for other employees by 19.6%.

Measures influencing the quantity of paper used for printing and copying are implemented by 64.5% of enterprises, and 44.2% of enterprises apply measures to influence the consumption of ICT equipment energy.

2.1. METHODOLOGY

📅	Survey period	• The survey was carried out from 15 March to 31 March 2022.
📞	Type of survey	• Telephone interview
🏠	Sample size	• 1 716 enterprises
👤✓	Target population[1]	• Enterprises with 10 and more employees • Section C: Manufacturing • Sections D and E: Electricity, gas, water and steam and air conditioning supply; Water supply, sewerage • Section F: Construction • Section G: Wholesale and retail trade, repair of motor vehicles • Section H: Transport, storage and communications • Section I: Accommodation and food service activities • Section J: Information and communications • Sections L and M: Real estate activities; Professional, scientific and technical activities • Section N and division 95: Administrative and support service activities; Repair of computers • Banks and insurance companies
👤	Type of sample	• Stratified sample
📍	Geographical area	• Territory of the Republic of Serbia (without AP Kosovo and Metohija)

[1] Since 2011, the Classification of Activities has been in use according to the Regulation on the Classification of Activities, („Official Journal of the RS", No 54/2010). This classification is harmonised with *NACE rev*.2

⚇ | 2.2. SAMPLE

The survey on ICT usage in enterprises was carried out on a representative sample of 1716 enterprises on the territory of the Republic of Serbia. The response rate was 90.8% (1 559 enterprises).

Sample (enterprises)		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodine	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Activity	Manufacturing	193	208	198	122	167	162	148	599
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	34	36	32	22	28	28	24	102
	Construction	18	19	31	19	17	17	15	68
	Wholesale and retail trade	72	64	71	80	48	46	33	207
	Transport and storage	16	19	30	26	14	13	12	65
	Accommodation and food service activities	74	58	6	52	32	34	20	138
	Information and communications	57	44	19	56	22	17	25	120
	Real estate activities; Professional, scientific and technical activities	81	53	17	54	42	31	24	151
	Administrative and support service activities; Repair of computers	53	20	36	59	26	13	11	109
Number		598	521	440	490	396	361	312	1559
Percentage		38.36	33.42	28.22	31.43	25.40	23.16	20.01	100.0

2.3. MAIN FINDINGS
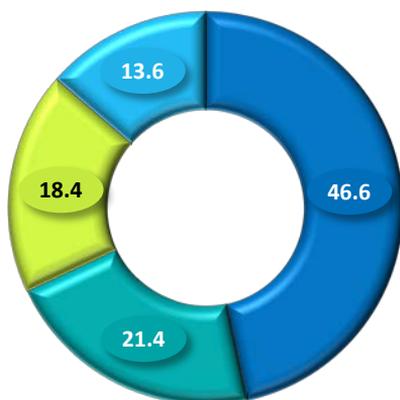
2.3.1. Internet in enterprises

In the Republic of Serbia, 100% of enterprises have an Internet connection. The survey shows that all enterprises have a broadband Internet connection.

Chart 2.1. Does your enterprise have access to the Internet? (%)

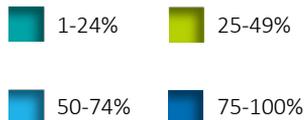| 2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
97.7	99.6	100.0	99.1	99.8	99.7	99.8	99.8	100.0	100.0	100.0

In 21.4% of enterprises from 1% to 24% of employees use the Internet, while in 46.6% of enterprises from 75% to 100% of employees use the Internet.

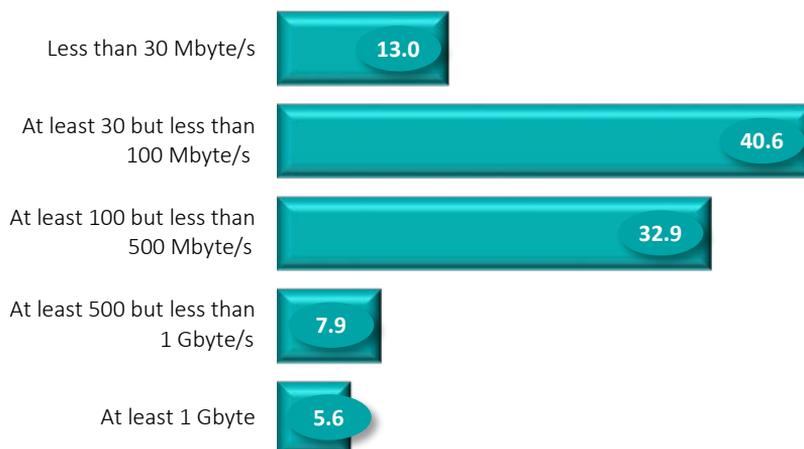**Chart 2.2.** Enterprises by the percentage of employees using the Internet (%)

Employees
- 1-24%
- 25-49%
- 50-74%
- 75-100%

13.6 / 18.4 / 46.6 / 21.4

In 46.6% of enterprises, more than 75% employees use the Internet.

Chart.2.3. What is the maximum contracted speed of the Internet connection in your enterprise? (%)

Category	Value
Less than 30 Mbyte/s	13.0
At least 30 but less than 100 Mbyte/s	40.6
At least 100 but less than 500 Mbyte/s	32.9
At least 500 but less than 1 Gbyte/s	7.9
At least 1 Gbyte	5.6

2.3.2. Percentage of the persons employed who use portable devices for business purposes that allow Internet connection via mobile telephone network

On the territory of the Republic of Serbia, in the category up to 24% persons employed who use portable devices for business purposes there are 42.3% of enterprises, while, within the category from 75% to 100% of persons employed using portable devices for business purposes there are 21.8% of employees.

Employees

- 1-24%
- 25-49%
- 50-74%
- 75-100%

42.3

21.5

14.4

21.8

In 42.3% of enterprises, from 1% to 24% of employees use portable devices for business purposes.
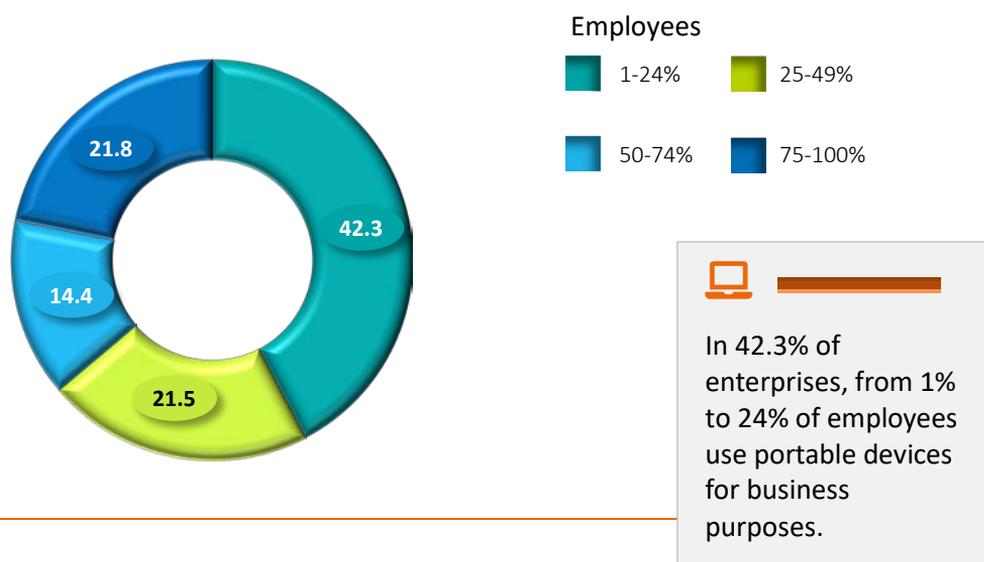
2.3.3. Website

There are 84.9% of enterprises that have a website, an increase of 0.4% compared with 2021, and an increase of 0.5% compared with 2020.

In relation to the structure of enterprises by size class, the following results are obtained:

- 96.7% of large enterprises have a website;
- 91.5% of medium enterprises have a website;
- 82.7% of small enterprises have a website.

There are also differences by territory. In Beogradski region 91.2% of enterprises have a website, in Region Vojvodine, 81.8%, in Region Šumadije i Zapadne Srbije 79.2% and in Region Južne i Istočne Srbije 80.2% of enterprises.

Chart 2.5. Does your enterprise have a website? (%)

| | No |
| | Yes |

More than 84% of enterprises have a website.

Website available in enterprises, by activities:

- Information and communications (100.0%);

- Administrative and support service activities; Repair of computers (94.1%);

- Real estate activities; Professional, scientific and technical activities (91.5%);

- Manufacturing (88.0%);

- Accommodation and food service activities (92.5%);

- Wholesale and retail trade (84.7%);

- Construction (69.6%);

- Electricity, gas, steam and air conditioning supply; Water supply and sewerage (89.2%);

- Transportation and storage (61.3%).

2.3.4. E-commerce

In 2021, 28.0% of enterprises in the Republic of Serbia sold goods/services over the Internet.

Chart 2.6. Does your enterprise sold products/services over the Internet? (%)

| | No |
| | Yes |

28% of enterprises sold goods/services over the Internet.
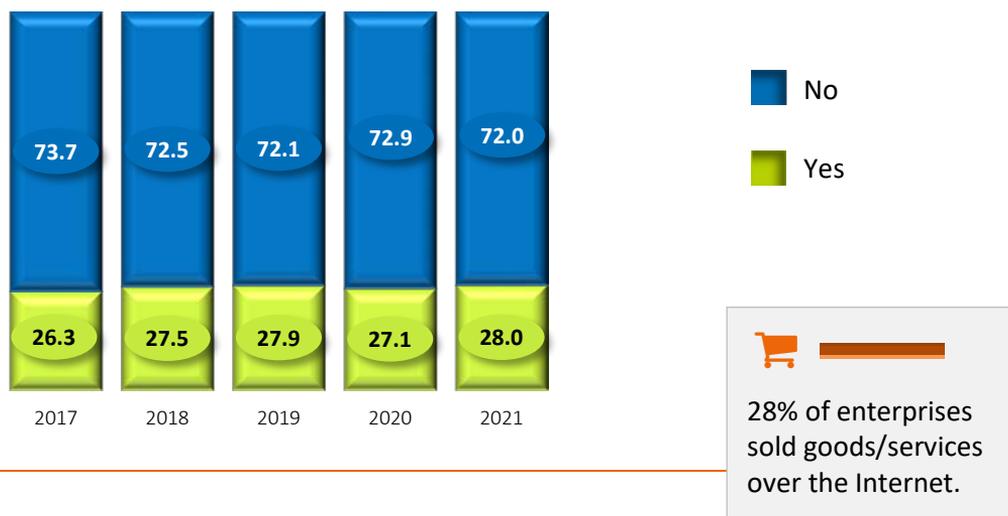
When looking at the structure of enterprises by size class, the following results are obtained:

- 24.9% of large enterprises sold goods/services over the Internet;
- 25.0% of medium enterprises sold goods/services over the Internet;
- 21.8% of small enterprises sold goods/services over the Internet;

When asked about the percentage of the total turnover generated from sales of goods/services over the Internet, enterprises answered as follows:

- „Less than 25%"(69.3% of enterprises);
- „More than 25%, and less than 50%" (17.7% of enterprises);
- „More than 50%, and less than 75%" (12.8 % of enterprises);
- „75 % and more" (0.2% of enterprises).

Turnover

- 1-24%
- 25-49%
- 50-74%
- 75-100%
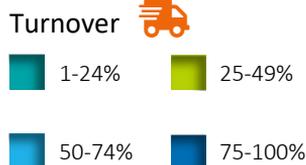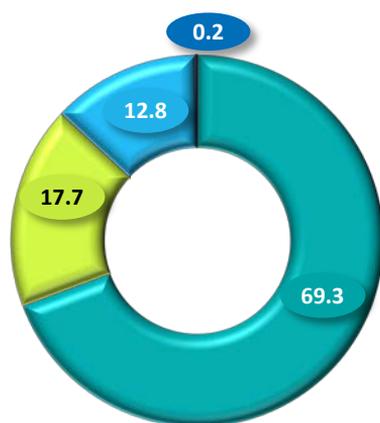
The number of enterprises that had a turnover under 25% of the total turnover generated by sales is 69.3%.

2.3.5. ICT specialists and skills

On the territory of the Republic of Serbia, 24.7% of enterprises employ ICT specialists, of which in Belgrade 33.5%, Vojvodina 19.5% in Region Šumadije i Zapadne Srbije 17.5% in Region Južne i Istočne Srbije 19.0% of enterprises.

Chart 2.8. Does your enterprise employ ICT specialists? (%)

No

Yes

75.3

24.7

January 2022

More than 24% of enterprises employ ICT specialists.

2.3.6. ICT security

In the Republic of Serbia 79.2% of enterprises use authentication via a public password as a measure in their ICT systems, while 65.1% of enterprise make backup copies to a separate location, and 56.8% control the access to the network as a security measure in their ICT systems.

Chart 2.9. Did your enterprise use any of the following ICT measures? (%)

Strong password authentication	79.2
Data backup to a separate location (including data backup to cloud)	65.1
Network access control	56.8

Chart 2.10. Does your enterprise make persons employed aware of their obligations related to ICT security issues? (%)

Voluntary training or internally available information (e.g. information on the Intranet)	53.1
Compulsory training courses or viewing compulsory material	12.1
By contract (e.g. contract of employment)	24.4

More than 53% of employees in an enterprise attend voluntarily training and use internally available information related to ICT security issues.
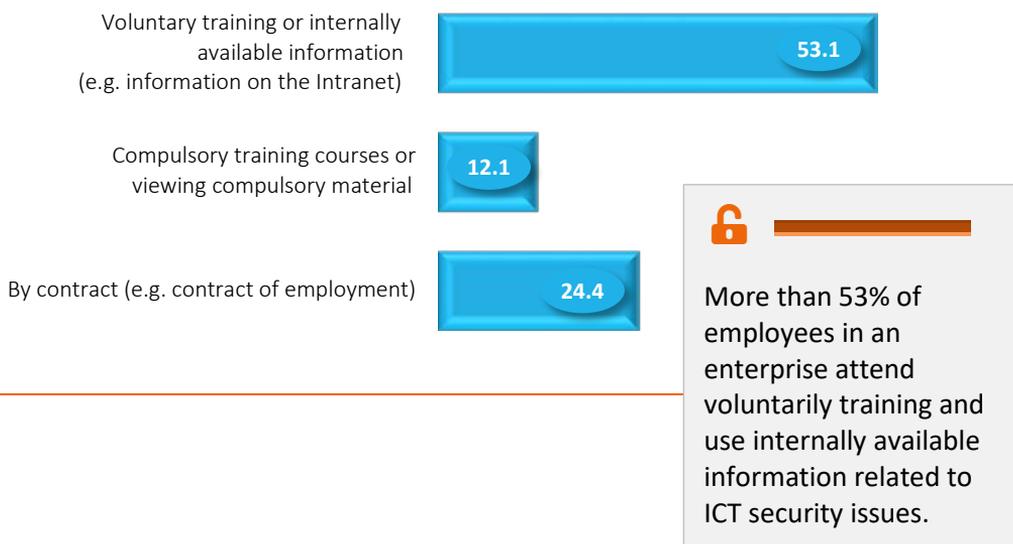
2.3.7. THE ENVIRONMENT

In the Republic of Serbia, 64.5% of enterprises use measures to influence the quantity of paper used for printing and copying, and 44.2% of enterprises use measures to influence the consumption of energy of ICT equipment.

Chart 2.11. Does your enterprise think of how ICT services/equipment impact the environment when choosing them (e.g. energy consumption)? (%)

Quantity of papers used for printing and copying	64.5
Consumption of energy of ICT equipment	44.2

Chart 2.12. What does your enterprise do with ICT equipment that are not used anymore? (%)

Disposed of for collection/recycling of electronic waste (including giving away to seller for disposal)	61.5
ICT equipment is kept in your enterprise (e.g. used for spare parts, fear of disclosing sensitive information	50.5
Sold, used to pay leasing of your enterprise or donated	18.5

More than 61% of enterprises dispose of ICT equipment that are not used anymore for collection/recycling of electronic waste.

MODULE A: Use of the Internet

A1: **Percentage of the number of persons employed who use the Internet for business purposes?** %

| | Enterprises | | | | | | | |
| | Size class | | | Region | | | | |
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
1–24%	20.7	24.3	21.6	19.2	17.6	28.3	24.3	21.4
25–49%	17.3	21.9	22.7	11.1	25.0	24.2	18.7	18.4
50–74%	12.7	16.5	18.4	12.2	14.9	12.7	17.1	13.6
75–100%	49.3	37.3	37.3	57.5	42.5	34.8	39.8	46.6

A2: **Does your enterprise use any type of broadband Internet connection (such as *ADSL, SDSL, FTTP,* cable Internet, public *Wi-Fi*)?** %

| Enterprises | Size class | | | Region | | | | |
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
YES								
Manufacturing	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Construction	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Wholesale and retail trade	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Transportation and storage	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Accommodation and food service activities	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Information and communications	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Real estate activities; Professional, scientific and technical activities	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Administrative and support service activities; Repair of computers	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

(Activity — vertical label spanning the Activity rows)

A3: What is the maximum contracted speed of the Internet connection in your enterprise)?

	Enterprise						
	Size class			Region			
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
Less than 30 Mbytes/s	13.0	14.9	4.8	8.5	9.5	21.5	20.0	13.0
At least 30, but less than 100 Mbytes/s	40.8	40.5	38.6	37.9	46.0	38.2	43.4	40.6
At least 100, but less than 500 Mbytes/s	32.2	33.7	42.5	37.2	33.2	27.8	27.2	32.9
At least 500, but less than 1 Gbyte/s	9.1	3.1	5.6	9.3	5.3	9.7	5.2	7.9
At least 1 Gbyte/s	5.0	7.7	8.6	7.2	6.1	2.9	4.2	5.6

A4: Percentage of the persons employed who use portable devices that allow mobile Internet connection, using mobile telephone networks, for business purposes?

	Enterprises						
	Size class			Region			
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
1–24%	41.5	47.1	36.4	34.6	41.5	50.2	55.4	42.3
25–49%	21.9	19.9	19.4	19.6	26.9	19.9	19.2	21.5
50–74%	13.9	15.4	21.5	16.6	14.4	11.6	12.5	14.5
75–100%	22.7	17.6	22.7	29.1	17.1	18.3	12.9	21.8

A5: Does your enterprise hold remote meetings (e.g. via *Skype-a, Zoom-a, Ms Teams-a, WebEx-a*)?

%

	Enterprises	Size class			Region				Total
		Small (10—49)	Medium (50—249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
YES									
Activity	Manufacturing	29.7	59.5	88.9	51.9	36.4	35.7	42.6	40.7
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	14.1	24.2	60.6	48.5	14.3	21.5	20.1	22.4
	Construction	18.0	59.1	74.9	36.8	8.0	32.2	16.9	26.7
	Wholesale and retail trade	39.9	64.3	81.4	65.0	40.7	16.7	18.5	44.2
	Transportation and storage	-	31.4	78.9	10.0	6.0	4.0	8.9	7.0
	Accommodation and food service activities	13.1	48.2	28.6	12.9	17.0	39.2	8.5	17.5
	Information and communications	82.8	89.9	96.6	88.1	88.4	54.7	72.6	84.5
	Real estate activities; Professional, scientific and technical activities	71.1	88.8	94.0	94.3	32.8	41.8	58.0	73.8
	Administrative and support service activities; Repair of computers	28.7	24.1	70.7	29.3	21.6	52.1	46.1	31.2
Total		34.9	57.7	82.4	56.1	31.9	28.7	31.0	41.0

A6: **Does your enterprise have any ICT security guidelines for remote meetings (e.g. password required)?**   %

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
YES									
Activity	Manufacturing	57.8	72.1	78.7	63.1	63.2	65.7	75.3	65.8
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	88.5	47.3	65.0	63.6	72.8	39.2	93.8	64.4
	Construction	57.4	42.6	36.9	68.5	78.7	13.6	10.2	50.2
	Wholesale and retail trade	45.4	77.3	68.9	44.2	72.2	42.4	92.8	52.7
	Transportation and storage	-	82.4	40.9	73.3	44.3	74.5	91.8	68.7
	Accommodation and food service activities	60.5	69.4	50.0	65.8	21.6	81.5	74.8	63.3
	Information and communications	69.4	81.1	92.9	73.6	61.3	97.0	80.6	72.5
	Real estate activities; Professional, scientific and technical activities	59.5	79.5	70.4	65.1	27.9	98.3	45.0	62.9
	Administrative and support service activities; Repair of computers	32.6	76.8	65.1	47.8	13.2	65.4	49.5	45.9
Total		55.3	71.6	71.2	59.1	60.8	60.3	71.7	60.8

A7: Does your enterprise have guidelines to promote remote meetings instead of business trips? %

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
YES								
Manufacturing	37.1	45.7	53.2	37.3	38.3	44.4	55.0	42.4
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	20.1	69.3	40.0	37.4	-	56.7	100.0	46.9
Construction	30.1	28.7	35.4	16.2	12.8	72.8	3.4	29.9
Wholesale and retail trade	20.5	31.7	55.2	12.1	64.2	21.6	14.6	24.4
Transportation and storage	-	13.3	42.6	26.2	6.6	8.5	55.7	23.0
Accommodation and food service activities	48.3	36.8	50.0	27.5	55.0	55.9	74.8	44.5
Information and communications	62.1	54.4	45.2	60.0	58.1	21.8	87.3	60.0
Real estate activities; Professional, scientific and technical activities	21.6	74.3	52.8	32.4	34.1	12.7	16.7	30.5
Administrative and support service activities; Repair of computers	32.4	64.9	47.5	37.8	67.2	56.3	-	40.5
Total	32.2	44.5	50.3	29.9	48.1	42.7	44.8	36.8

A8: **Does any of the employed persons have a remote access to the following? (using computers or smartphones)** %

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Enterprise e-mail								
Manufacturing	79.8	87.3	94.4	82.7	88.5	74.8	87.2	82.5
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	79.5	76.0	92.4	92.2	79.4	68.1	86.1	79.2
Construction	73.9	85.3	88.2	80.7	76.1	72.5	67.6	76.3
Wholesale and retail trade	89.2	96.3	95.6	97.3	87.1	89.2	73.1	90.4
Transportation and storage	89.5	94.5	100.0	100.0	97.4	78.0	78.6	90.6
Accommodation and food service activities	86.8	89.3	85.7	93.2	81.0	79.5	72.7	87.1
Information and communications	97.2	96.2	100.0	100.0	91.5	100.0	87.2	97.1
Real estate activities; Professional, scientific and technical activities	91.7	90.8	100.0	97.7	87.8	77.8	70.1	91.7
Administrative and support service activities; Repair of computers	81.3	88.8	84.4	81.3	76.6	96.5	97.8	83.1
Total	85.4	89.5	93.7	92.1	86.8	79.1	79.8	86.5
Enterprise documents (e.g. files, tables, presentations. charts)								
Manufacturing	50.7	64.5	82.0	61.5	56.7	49.0	61.8	56.1
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	49.9	32.7	75.8	82.8	51.6	19.0	47.2	45.1
Construction	30.6	63.2	75.6	36.8	29.1	32.2	65.5	37.5
Wholesale and retail trade	70.7	84.5	88.3	82.6	58.7	72.0	68.1	73.0
Transportation and storage	69.6	65.5	96.9	52.9	94.7	75.1	35.9	69.8
Accommodation and food service activities	59.9	75.6	85.7	63.8	61.4	61.1	51.4	62.0
Information and communications	87.1	94.2	96.6	99.2	64.0	86.7	71.3	88.7
Real estate activities; Professional, scientific and technical activities	82.0	88.7	73.7	94.7	70.4	53.5	56.4	82.8
Administrative and support service activities; Repair of computers	33.6	82.4	79.2	32.1	64.1	70.7	96.1	47.6
Total	60.9	71.2	83.4	70.7	60.0	55.8	61.9	63.7

A8: Does any of the employed persons have a remote access to the following (using computers or smartphones)? (continued)　　%

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Enterprise business apps or software (e.g. access to accounting, sales, orders, CRM)								
Manufacturing	44.3	63.0	82.9	60.6	50.7	50.6	39.6	51.3
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	46.6	23.4	75.8	69.6	43.1	19.0	43.5	39.5
Construction	26.1	44.1	76.8	37.0	25.9	20.7	34.5	30.6
Wholesale and retail trade	72.4	83.3	85.6	85.3	63.9	69.7	60.9	74.2
Transportation and storage	25.0	69.8	95.8	43.6	29.7	28.9	31.0	33.7
Accommodation and food service activities	60.7	85.6	85.7	69.3	51.2	66.8	50.1	63.9
Information and communications	81.7	93.3	100.0	95.2	62.7	64.7	72.6	84.4
Real estate activities; Professional, scientific and technical activities	70.2	82.2	56.4	81.6	52.4	61.1	53.3	71.6
Administrative and support service activities; Repair of computers	26.6	56.6	81.0	30.5	41.8	49.1	64.9	37.4
Total	53.7	66.5	83.1	68.7	49.6	49.9	47.4	57.2

A9: Please indicate an estimate of the share of the persons employed who have remote access to enterprise's e-mail (percentage of the total number of persons employed)? [1]

%

	Enterprises							
	Size class			Region				
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
1–24%	55.1	62.4	56.2	47.2	60.5	68.7	60.3	56.5
25–49%	14.4	10.3	14.8	10.6	15.1	17.6	15.2	13.7
50–74%	14.3	11.1	12.6	17.8	11.7	8.7	11.0	13.6
75–100%	16.2	16.2	16.4	24.4	12.7	5.0	13.5	16.2

[1] The results refer only to the enterprises that said "YES" in question A8a.

A10: Please indicate an estimate of the share of the persons employed (percentage of the total number of persons employed) who have remote access to enterprise's documents or software (e.g. files, tables, presentations)[1]

%

	Enterprises							
	Size class			Region				
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
1–24%	61.2	71.3	71.3	53.0	67.6	77.4	72.2	63.8
25–49%	14.8	10.0	11.4	14.8	11.9	14.3	12.2	13.7
50–74%	10.4	5.1	6.2	12.5	8.7	4.1	6.2	9.1
75–100%	13.5	13.6	11.1	19.6	11.7	4.2	9.4	13.4

[1] The results refer only to the enterprises that said "YES" in question A8b or A8в.

A11: Does your enterprise have ICT guidelines for secure remote access e.g. request for online meetings protected by a password, forbidding the use of public *Wi-Fi* for work, use of *VPN,* requests related to data privacy)?   %

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
YES								
Manufacturing	22.4	43.7	73.3	51.2	23.9	28.8	23.8	31.6
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	39.9	17.8	64.1	44.8	49.0	26.6	11.5	33.7
Construction	49.3	21.6	69.3	55.9	29.5	34.5	47.1	44.4
Wholesale and retail trade	39.4	57.0	64.7	38.0	51.8	43.4	42.0	42.6
Transportation and storage	31.8	47.4	83.9	52.3	25.5	39.5	11.3	35.9
Accommodation and food service activities	46.4	62.0	33.3	53.9	36.3	44.1	38.2	48.3
Information and communications	75.0	83.3	93.1	82.4	64.9	63.1	75.6	77.1
Real estate activities; Professional, scientific and technical activities	68.8	82.4	61.7	76.1	67.4	51.8	42.9	70.5
Administrative and support service activities; Repair of computers	30.5	41.1	73.6	41.0	36.5	22.8	25.0	36.5
Total	41.5	49.1	71.9	54.3	38.5	36.3	32.5	44.3

Activity (row label for the activity group)

A12: Does your enterprise have a website?

%

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
YES									
Activity	Manufacturing	84.8	95.4	95.0	94.8	88.9	84.0	84.1	88.0
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	78.3	100.0	100.0	100.0	93.2	81.0	87.7	89.2
	Construction	68.0	73.1	97.1	75.6	56.1	72.5	69.0	69.6
	Wholesale and retail trade	84.3	84.5	98.9	94.7	76.6	76.8	76.8	84.7
	Transportation and storage	56.7	81.7	87.0	75.8	58.4	53.5	51.6	61.3
	Accommodation and food service activities	91.4	100.0	100.0	88.4	100.0	94.5	100.0	92.5
	Information and communications	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Real estate activities; Professional, scientific and technical activities	90.1	99.1	100.0	88.5	98.2	98.9	86.2	91.5
	Administrative and support service activities; Repair of computers	91.7	100.0	100.0	100.0	88.2	64.0	100.0	94.1
Total		82.7	91.5	96.7	91.2	81.8	79.2	80.2	84.9

MODULE B: e-commerce

B1: During 2021, did your enterprise realise sales/services in the
following way? %

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Via your enterprise's website or mobile app									
Activity	Manufacturing	13.3	12.4	13.5	12.4	17.2	9.7	13.4	13.1
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	3.0	-	-	-	1.2	0.3
	Construction	7.6	12.8	-	-	6.3	23.4	14.6	8.4
	Wholesale and retail trade	31.2	44.6	63.7	47.1	26.0	17.2	27.3	33.8
	Transportation and storage	7.2	7.6	35.7	2.6	2.9	22.3	3.2	8.1
	Accommodation and food service activities	60.2	81.4	85.7	61.2	68.4	66.9	54.5	63.0
	Information and communications	44.7	66.3	77.0	61.5	19.9	47.5	34.6	49.6
	Real estate activities; Professional, scientific and technical activities	5.5	9.8	6.0	5.7	2.6	7.6	18.2	6.1
	Administrative and support service activities; Repair of computers	27.8	43.4	7.2	33.1	21.1	26.3	25.0	29.3
Total		21.8	25.0	24.9	29.4	17.8	17.0	18.8	22.5
Via e-commerce website or app used by your enterprise on marketplaces									
Activity	Manufacturing	2.6	1.4	3.7	3.6	1.4	0.3	6.8	2.4
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
	Construction	5.4	-	-	-	-	19.7	-	4.3
	Wholesale and retail trade	8.5	10.0	11.4	9.9	9.7	3.3	11.5	8.8
	Transportation and storage	7.2	5.5	3.1	0.3	2.6	22.0	-	6.8
	Accommodation and food service activities	33.6	33.2	85.7	39.6	10.2	57.8	4.2	34.0
	Information and communications	4.9	14.3	12.6	7.3	3.3	15.3	5.4	6.8
	Real estate activities; Professional, scientific and technical activities	1.1	-	-	-	3.1	2.7	-	0.9
	Administrative and support service activities; Repair of computers	7.0	14.1	5.4	11.0	3.7	6.5	2.2	8.4
Total		7,0	5.7	6.1	8.1	4.0	8.0	5.8	6.8

B2: What was the percentage of the total turnover generated by web sales of goods or service in 2021? [1]   %

	Enterprises							
	Size class			Region				
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
1–24%	68.8	69.4	78.7	71.3	60.6	70.6	73.4	69.3
25–49%	18.7	15.6	8.9	16.7	23.3	13.9	18.6	17.7
50–74%	12.4	14.8	10.2	12.0	15.8	14.6	8.0	12.8
75–100%	0.2	0.2	2.1	0.1	0.3	0.9	0.0	0.2

[1] The results refer only to the enterprises that said "YES" in question B1.

B3: What was the percentage value of web sales in 2021 for the following?   %

	Enterprises							
	Size class			Region				
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
Via your enterprise's website or mobile app								
1–24%	16.4	10.7	5.4	17.3	4.6	16.8	18.6	14.8
25–49%	2.7	0.3	1.6	0.7	0.0	10.8	0.0	2.2
50–74%	2.7	3.6	1.6	1.3	3.7	8.4	0.0	2.9
75–100%	78.2	85.4	91.4	80.6	91.7	64.0	81.4	80.1
Via e-commerce website or app used by your enterprise on marketplaces								
1–24%	77.7	85.2	91.4	80.4	91.2	63.3	81.4	79.7
25–49%	2.0	1.8	1.6	0.8	3.6	4.9	0.0	1.9
50–74%	3.9	2.2	1.6	1.6	0.6	15.0	0.0	3.5
75–100%	16.4	10.7	5.4	17.3	4.6	16.8	18.6	14.8

B4: What was the percentage value of web sales in 2021 by types of transactions? %

| | Enterprises | | | | | | | |
| | Size class | | | Region | | | | |
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i istočne Srbije	Total
Sales to end consumers (*B2C*)								
1–24%	23.6	19.9	22.4	30.7	14.0	17.7	8.1	22.8
25–49%	4.9	2.2	0.7	3.4	2.1	10.4	2.2	4.2
50–74%	12.2	9.4	5.0	2.5	15.5	27.0	22.8	11.4
75–100%	59.3	68.5	71.9	63.4	68.4	44.9	66.9	61.6
Sale to other enterprises and sales to government bodies (*B2B, B2G*)								
1–24%	58.9	66.7	71.1	62.7	68.4	42.9	66.9	60.9
25–49%	8.9	5.6	5.8	2.2	9.7	23.9	9.7	8.1
50–74%	8.3	7.0	0.7	4.0	7.1	15.6	15.3	7.8
75–100%	23.9	20.7	22.4	31.1	14.8	17.7	8.1	23.2

B5: During 2021, did your enterprise have web sales to customers located in the following geographical area? %

| | | Size class | | | Region | | | | |
	Enterprises	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
Republic of Serbia									
Activity	Manufacturing	99.5	100.0	100.0	100.0	100.0	100.0	98.3	99.6
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	100.0	-	-	-	100.0	100.0
	Construction	100.0	100.0	100.0	-	100.0	100.0	100.0	100.0
	Wholesale and retail trade	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Transportation and storage	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Accommodation and food service activities	99.0	100.0	100.0	98.6	100.0	100.0	100.0	99.1
	Information and communications	98.7	98.0	100.0	100.0	100.0	100.0	78.7	98.6
	Real estate activities; Professional, scientific and technical activities	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Administrative and support service activities; Repair of computers	99.1	100.0	100.0	100.0	100.0	100.0	100.0	99.4
Total		99.5	99.7	100.0	99.7	100.0	99.8	97.8	99.6

B5: During 2021, did your enterprise have web sales to customer located in the following geographical areas? (continued) %

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
EU countries								
Manufacturing	4.8	10.3	12.4	3.1	4.7	12.2	6.8	6.5
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
Construction	-	35.8	-	-	-	15.9	-	9.7
Wholesale and retail trade	14.2	5.4	7.9	18.0	4.5	-	3.1	12.3
Transportation and storage	-	-	42.3	45.1	-	-	22.7	3.4
Accommodation and food service activities	21.4	31.2	33.3	15.1	35.2	33.0	47.3	22.8
Information and communications	13.7	12.3	25.6	10.4	-	36.3	53.2	14.0
Real estate activities; Professional, scientific and technical activities	35.5	-	-	20.3	100.0	9.3	10.1	27.9
Administrative and support service activities; Repair of computers	7.2	27.4	25.0	17.3	7.7	6.3	-	13.7
Total	13.3	13.9	16.7	15.1	11.5	11.4	12.6	13.6
Rest of the world								
Manufacturing	7.5	5.8	18.7	25.9	1.7	1.8	6.0	7.9
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
Construction	-	-	-	-	-	-	-	-
Wholesale and retail trade	-	3.6	7.9	0.6	3.5	-	-	1.0
Transportation and storage	-	-	25.5	33.6	-	-	-	2.0
Accommodation and food service activities	24.4	35.0	47.6	28.5	35.2	8.6	10.9	26.1
Information and communications	10.5	26.4	33.3	15.4	-	14.0	39.7	15.8
Real estate activities; Professional, scientific and technical activities	28.8	-	-	20.3	70.7	-	10.1	22.7
Administrative and support service activities; Repair of computers	7.2	28.9	25.0	17.3	7.7	6.3	7.0	14.2
Total	8.5	13.9	18.8	12.9	9.8	2.5	6.6	9.9

B8: During 2021, did your enterprise have EDI-type sales of goods or services? %

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
YES									
Activity	Manufacturing	3.1	7.9	20.5	2.1	4.6	8.1	6.1	5.4
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
	Construction	-	-	-	-	-	-	-	-
	Wholesale and retail trade	1.3	10.1	18.7	3.4	0.1	7.1	-	2.9
	Transportation and storage	7.8	14.1	22.9	6.7	20.7	3.0	-	9.2
	Accommodation and food service activities	17.4	4.4	28.6	19.6	7.9	19.3	2.1	15.9
	Information and communications	12.0	0.8	-	13.1	0.7	8.6	5.4	9.6
	Real estate activities; Professional, scientific and technical activities	1.5	-	-	1.4	1.3	0.7	1.8	1.3
	Administrative and support service activities; Repair of computers	-	13.4	3.6	4.3	-	4.8	-	3.1
Total		3.8	6.7	14.4	5.1	4.0	6.3	2.5	4.8

B9: What was the percentage of the total turnover generated by EDI-types sales of goods or services in 2021?[1] %

	Enterprises							
	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
1–24%	87.4	76.6	70.2	90.9	89.7	62.2	91.4	82.5
25–49%	12.6	23.4	29.8	9.1	10.3	37.8	8.6	17.5
50–74%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
75–100%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

[1] The results refer only to the enterprises that said "YES" in question B8.

MOULE C: ICT specialists and skills

C1: Does your enterprise employ ICT specialists? %

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
YES									
Activity	Manufacturing	9.1	27.2	77.0	17.4	16.6	18.2	20.3	17.9
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	8.0	40.0	75.8	24.5	15.3	41.8	27.5	27.2
	Construction	15.7	25.2	64.9	26.3	7.7	24.7	1.7	18.6
	Wholesale and retail trade	10.1	43.0	80.6	20.7	17.7	7.7	11.4	16.3
	Transportation and storage	3.2	42.5	93.7	20.0	4.1	4.3	27.0	11.7
	Accommodation and food service activities	22.2	48.0	47.6	35.6	9.8	12.4	17.3	25.5
	Information and communications	86.8	86.8	96.6	87.3	90.2	93.3	73.6	87.1
	Real estate activities; Professional, scientific and technical activities	30.5	79.9	94.0	43.1	35.6	19.4	27.8	38.0
	Administrative and support service activities; Repair of computers	26.9	42.1	54.5	44.5	12.3	24.6	-	32.4
Total		18.3	40.6	76.5	33.5	19.5	17.5	19.0	24.7

C2: During 2021, did your enterprise provide any type of training to the employees to develop their ICT skills?

%

	Enterprises	Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Training for ICT specialists									
Activity	Manufacturing	2.8	11.9	48.5	3.6	6.9	10.3	11.8	8.0
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	20.0	39.4	12.7	5.4	25.2	2.5	11.8
	Construction	-	13.8	26.1	0.8	0.7	11.8	-	3.1
	Wholesale and retail trade	3.7	20.6	50.4	5.9	14.0	5.1	1.9	7.2
	Transportation and storage	-	20.8	59.4	13.1	0.4	1.7	3.2	4.8
	Accommodation and food service activities	2.9	17.4	28.6	2.9	0.7	17.1	4.3	4.8
	Information and communications	53.2	74.9	89.7	60.4	54.2	67.8	45.1	58.3
	Real estate activities; Professional, scientific and technical activities	12.4	63.7	48.9	26.8	7.4	8.3	9.5	19.7
	Administrative and support service activities; Repair of computers	4.1	19.7	31.9	9.8	6.3	24.6	-	9.7
Total		6.7	22.8	47.6	13.8	9.5	10.7	7.7	11.3
Training for other employees									
Activity	Manufacturing	14.0	23.7	54.2	20.5	13.4	10.9	44.6	19.0
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	9.1	21.6	42.4	13.7	13.5	30.1	7.4	17.2
	Construction	16.2	26.1	29.4	25.2	21.4	11.8	-	18.3
	Wholesale and retail trade	8.5	28.7	51.4	11.1	8.4	22.2	9.4	12.4
	Transportation and storage	22.8	28.4	53.1	12.7	44.7	23.3	5.0	24.5
	Accommodation and food service activities	7.5	16.8	28.6	4.6	9.3	26.5	2.1	8.8
	Information and communications	45.6	47.2	65.5	53.5	32.9	50.6	25.4	46.6
	Real estate activities; Professional, scientific and technical activities	24.8	70.0	39.8	40.9	6.1	35.7	5.0	31.0
	Administrative and support service activities; Repair of computers	6.2	21.9	40.8	12.3	7.0	32.9	2.2	12.3
Total		15.7	29.2	49.7	22.1	16.0	18.5	20.2	19.6

C3: During 2021, did your enterprise recruit or try to recruit ICT specialists? %

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
YES									
Activity	Manufacturing	1.6	7.8	26.0	4.8	2.9	4.7	7.9	4.7
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	1.3	18.2	3.9	0.8	2.7	2.5	2.1
	Construction	-	4.1	23.6	0.8	3.5	0.3	0.6	1.3
	Wholesale and retail trade	-	21.5	35.7	5.8	3.7	1.4	0.6	3.8
	Transportation and storage	-	6.8	32.6	2.6	0.3	3.0	2.5	2.0
	Accommodation and food service activities	2.0	9.8	14.3	1.0	0.7	13.7	2.1	3.0
	Information and communications	45.6	74.2	70.1	48.7	83.3	30.8	14.1	51.5
	Real estate activities; Professional, scientific and technical activities	12.8	26.7	21.8	21.9	3.5	1.8	3.4	14.8
	Administrative and support service activities; Repair of computers	4.5	5.6	10.7	3.1	7.8	18.0	-	5.2
Total		4.9	14.9	27.7	10.8	7.1	4.3	4.2	7.7

C4: During 2021, did your enterprise have vacancies for ICT specialists that were difficult to fill in?

%

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
YES									
Activity	Manufacturing	84.9	62.1	57.5	65.9	49.6	79.5	59.2	65.5
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	-	50.0	37.5	50.0	-	66.7	-	40.0
	Construction	-	100.0	22.7	18.7	90.2	-	100.0	61.0
	Wholesale and retail trade	-	53.8	60.9	63.2	27.5	90.4	33.3	56.0
	Transportation and storage	-	-	90.6	88.6	100.0	11.4	-	46.0
	Accommodation and food service activities	-	42.8	50.0	50.0	-	12.6	-	19.8
	Information and communications	64.0	75.6	49.3	67.2	63.6	72.1	69.1	66.3
	Real estate activities; Professional, scientific and technical activities	15.5	42.9	80.6	19.0	88.9	100.0	46.2	23.8
	Administrative and support service activities; Repair of computers	28.7	-	42.2	59.3	8.7	-	-	25.1
Total		49.9	59.1	56.5	52.5	56.0	58.7	54.0	54.2

C6: Who mainly performed the ICT functions of your enterprises in 2021? (ICT infrastructure maintenance; support to *office* software; development or support for business management/system)

%

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Employees in your enterprise (including employees of parent and affiliate enterprises)									
Activity	Manufacturing	32.0	43.0	88.9	37.6	39.2	34.6	46.0	38.4
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	38.7	40.0	86.4	29.4	37.2	71.9	22.5	43.4
	Construction	12.6	32.2	70.5	26.1	11.2	5.3	21.0	17.5
	Wholesale and retail trade	26.8	59.8	82.1	44.9	20.7	21.9	28.9	32.7
	Transportation and storage	42.2	52.8	93.7	57.7	27.4	50.8	48.4	45.3
	Accommodation and food service activities	21.9	42.6	81.0	21.1	28.0	29.1	36.2	24.9
	Information and communications	83.6	96.4	100.0	80.9	99.4	93.3	90.8	86.4
	Real estate activities; Professional, scientific and technical activities	38.6	82.5	88.7	43.6	52.4	32.1	59.5	45.1
	Administrative and support service activities; Repair of computers	31.1	38.6	63.0	31.3	29.3	67.1	43.9	35.3
Total		32.8	51.2	84.5	42.8	34.1	33.3	40.4	38.2
External suppliers									
Activity	Manufacturing	61.9	62.4	61.4	68.5	51.6	60.0	76.1	62.0
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	51.6	60.3	75.8	77.9	70.4	30.3	61.4	57.4
	Construction	79.3	85.7	59.2	79.9	72.3	95.3	67.0	79.9
	Wholesale and retail trade	70.4	82.2	75.7	66.9	78.3	78.0	70.2	72.2
	Transportation and storage	75.2	83.0	58.6	93.7	75.5	76.7	33.5	75.9
	Accommodation and food service activities	61.8	64.5	61.9	51.9	84.4	79.1	46.6	62.1
	Information and communications	53.3	20.8	59.8	59.7	24.2	32.2	26.7	47.6
	Real estate activities; Professional, scientific and technical activities	69.5	44.5	50.4	60.3	80.6	61.3	82.1	65.9
	Administrative and support service activities; Repair of computers	58.9	60.0	64.8	71.3	38.3	50.9	35.1	59.6
Total		67.1	65.7	64.2	67.7	64.6	68.3	65.0	66.7

MODULE D: ICT security

D1: Does your enterprise use any of the following ICT security measures?   %

		Size class			Region				Total
Enterprises		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Strong password authentication									
Activity	Manufacturing	69.6	83.5	95.4	80.5	76.1	64.7	84.0	74.6
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	66.5	70.3	84.8	67.6	76.9	58.6	75.0	69.7
	Construction	70.7	95.9	93.6	80.7	75.8	60.6	85.4	75.8
	Wholesale and retail trade	78.5	93.7	96.3	87.6	55.7	93.2	87.1	81.0
	Transportation and storage	89.5	78.3	93.5	94.9	97.4	75.1	76.2	88.0
	Accommodation and food service activities	69.3	89.2	100.0	63.5	82.6	83.4	83.3	71.9
	Information and communications	95.6	99.2	100.0	95.8	99.3	93.3	96.2	96.4
	Real estate activities; Professional, scientific and technical activities	83.5	98.6	88.7	87.1	72.0	97.9	91.9	85.6
	Administrative and support service activities; Repair of computers	60.4	88.1	84.4	70.2	53.0	80.2	76.8	68.2
Total		76.3	88.0	93.6	83.5	73.5	74.6	84.5	79.2
Authentication via biometric methods									
Activity	Manufacturing	3.2	6.1	18.7	5.3	7.4	2.5	4.8	4.9
	Electricity, gas, steam and air conditioning supply; Water supply and sewerage	1.6	1.0	3.0	10.8	-	-	-	1.5
	Construction	-	12.4	15.6	5.5	0.3	0.3	0.6	2.6
	Wholesale and retail trade	0.6	3.8	16.8	2.9	0.4	-	0.3	1.4
	Transportation and storage	-	5.5	3.4	0.3	2.6	-	-	0.9
	Accommodation and food service activities	1.6	9.7	-	1.7	4.7	0.9	6.4	2.5
	Information and communications	21.5	20.7	35.6	16.0	43.5	11.9	21.3	21.9
	Real estate activities; Professional, scientific and technical activities	9.1	15.2	12.0	14.2	3.7	2.0	1.6	9.9
	Administrative and support service activities; Repair of computers	1.5	-	7.1	2.2	1.5	-	-	1.7
Total		3.4	7.2	15.6	6.2	5.5	1.4	3.1	4.6

D1: Does your enterprise use any of the following ICT security measures? (continued)

%

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Authentication based on a combination of at least two mechanisms of authentication								
Manufacturing	11.7	13.9	42.6	25.5	10.2	11.9	9.9	14.2
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	12.9	17.1	18.2	25.0	13.0	13.9	13.9	15.1
Construction	5.4	12.4	22.9	6.0	0.3	20.3	-	7.1
Wholesale and retail trade	9.0	18.9	33.3	8.0	12.5	13.3	15.1	11.0
Transportation and storage	13.2	12.4	36.2	21.8	2.6	3.0	45.9	13.8
Accommodation and food service activities	8.5	26.0	14.3	12.8	4.7	8.1	14.8	10.6
Information and communications	61.1	53.5	63.2	63.9	69.3	22.2	36.9	59.8
Real estate activities; Professional, scientific and technical activities	24.3	43.1	39.1	36.0	6.6	26.1	5.0	27.0
Administrative and support service activities; Repair of computers	34.0	16.8	46.0	37.9	29.0	18.0	4.4	31.4
Total	15.7	19.8	39.0	23.6	12.5	13.1	14.3	17.4
Encryption of data, documents or e-mails								
Manufacturing	23.7	35.1	60.0	35.5	26.5	24.2	33.0	28.8
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	23.5	21.6	33.3	26.5	20.0	31.6	16.4	23.6
Construction	49.5	38.0	45.7	45.1	30.9	67.5	50.3	47.3
Wholesale and retail trade	49.2	52.4	56.3	51.4	42.1	66.2	33.7	49.9
Transportation and storage	38.4	26.5	54.4	45.3	3.8	72.5	23.8	37.1
Accommodation and food service activities	30.4	49.7	85.7	26.3	24.1	60.2	51.2	33.2
Information and communications	69.1	76.7	69.0	67.2	89.7	73.1	47.7	70.5
Real estate activities; Professional, scientific and technical activities	43.9	54.2	40.6	46.6	33.1	57.9	48.4	45.2
Administrative and support service activities; Repair of computers	28.2	44.2	67.0	43.9	19.6	32.9	6.1	34.8
Total	40.2	42.2	57.5	46.0	31.6	47.2	34.6	41.2

%

D1: Does your enterprise use any of the following ICT security measures? (continued)

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Data backup to a separate location (including backup to cloud)								
Manufacturing	52.1	77.9	88.4	67.1	58.0	54.6	68.9	60.7
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	58.0	65.5	90.9	77.9	65.3	69.0	46.3	64.0
Construction	59.6	62.3	61.5	50.5	95.5	55.6	34.8	60.1
Wholesale and retail trade	64.5	87.3	85.7	65.3	83.0	65.9	52.4	68.1
Transportation and storage	76.3	66.5	82.8	75.5	89.0	78.0	32.7	75.0
Accommodation and food service activities	43.1	69.9	61.9	30.6	67.0	73.3	57.6	46.5
Information and communications	83.1	86.4	93.1	81.9	93.1	73.3	86.4	84.0
Real estate activities; Professional, scientific and technical activities	67.4	96.6	72.9	81.1	49.3	68.0	50.8	71.3
Administrative and support service activities; Repair of computers	49.1	73.9	79.4	56.9	61.2	41.3	63.2	56.8
Total	61.2	77.8	84.5	65.1	72.5	61.5	56.5	65.1
Network access control (management of users' rights in the enterprise's network)								
Manufacturing	40.9	73.0	94.0	55.0	49.0	50.0	57.8	52.1
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	45.1	58.1	97.0	63.7	54.9	48.5	59.0	55.0
Construction	45.1	73.4	80.9	36.6	55.8	75.6	48.2	51.0
Wholesale and retail trade	57.2	73.1	95.4	61.1	56.7	76.6	38.8	60.3
Transportation and storage	35.7	59.4	92.7	52.9	35.0	48.2	11.4	40.9
Accommodation and food service activities	26.6	68.1	85.7	26.8	16.2	73.3	27.8	32.1
Information and communications	88.3	89.6	96.6	88.5	90.9	93.3	82.8	88.8
Real estate activities; Professional, scientific and technical activities	73.4	95.8	78.2	93.5	36.2	76.4	37.3	76.5
Administrative and support service activities; Repair of computers	53.6	51.7	75.8	61.5	27.3	57.4	75.0	55.1
Total	51.4	72.4	91.0	61.6	49.2	61.6	47.9	56.8

D1: Does your enterprise use any of the following ICT security measures? (continued)

%

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Virtual Private Network (*VPN*)								
Manufacturing	19.0	44.6	82.7	34.4	32.2	23.9	27.8	29.3
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	19.1	22.9	78.8	41.7	29.6	8.8	34.0	25.9
Construction	37.9	57.4	63.0	55.9	48.8	28.4	4.7	41.9
Wholesale and retail trade	30.4	69.2	77.3	45.8	50.5	13.7	13.7	36.8
Transportation and storage	42.7	70.7	92.7	38.9	32.3	75.4	51.6	48.3
Accommodation and food service activities	22.6	52.7	100.0	24.1	19.6	53.8	10.6	26.8
Information and communications	87.1	88.9	96.6	93.5	86.4	67.8	64.4	87.7
Real estate activities; Professional, scientific and technical activities	50.1	76.5	72.2	71.4	14.7	43.9	24.6	53.9
Administrative and support service activities; Repair of computers	27.2	39.0	72.5	35.0	24.9	57.6	14.5	33.5
Total	34.2	55.7	80.4	50.4	38.8	30.3	24.5	39.9
System for monitoring ICT security that allows detection of suspicious activity in the enterprise's ICT systems and alerts the enterprise about it, except antivirus software								
Manufacturing	13.7	28.1	69.8	26.3	18.2	13.9	32.3	20.8
Electricity, gas, steam and air conditioning supply; Water supply and sewerage	13.9	18.4	30.3	15.7	14.6	11.5	30.2	17.2
Construction	2.2	48.7	44.5	16.4	4.5	4.4	20.4	11.5
Wholesale and retail trade	26.3	36.6	59.8	31.2	34.4	25.8	11.9	28.6
Transportation and storage	14.0	20.4	67.2	27.8	1.1	25.6	8.2	16.5
Accommodation and food service activities	16.1	34.4	81.0	14.4	12.2	49.5	6.4	18.9
Information and communications	51.7	73.7	93.1	63.1	56.5	42.5	25.4	57.0
Real estate activities; Professional, scientific and technical activities	60.7	76.5	67.7	69.8	62.3	33.3	48.3	62.9
Administrative and support service activities; Repair of computers	12.8	41.4	51.4	22.7	9.1	44.3	23.2	22.0
Total	23.2	37.7	63.4	35.1	23.6	20.2	23.0	27.5

D1: Does your enterprise use any of the following ICT security measures? (continued)

%

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Maintaining log files for analysis after ICT security incidents								
Manufacturing	7.0	29.7	67.9	17.8	19.2	12.2	18.1	16.4
Electricity. gas. steam and air conditioning supply; Water supply and sewerage	14.8	19.4	63.6	20.6	26.0	8.0	31.5	21.0
Construction	-	30.8	49.1	11.6	1.4	4.4	3.8	6.7
Wholesale and retail trade	28.1	40.1	63.0	42.6	27.1	21.6	7.9	30.6
Transportation and storage	6.7	22.5	64.1	27.8	1.1	3.3	10.7	10.8
Accommodation and food service activities	7.5	34.1	47.6	9.5	6.2	24.4	6.4	11.0
Information and communications	51.7	75.7	100.0	56.1	58.7	61.4	63.1	57.6
Real estate activities; Professional. scientific and technical activities	56.5	83.5	51.1	73.4	48.7	19.8	34.7	60.0
Administrative and support service activities; Repair of computers	18.6	25.2	53.2	25.7	12.7	42.6	3.9	22.9
Total	20.5	37.0	64.7	36.0	21.3	15.0	16.0	25.3
Assessment of ICT risks. i.e. periodical assessment of probability of ICT security incidents								
Manufacturing	11.1	17.6	51.7	19.6	20.7	7.9	14.4	15.3
Electricity. gas. steam and air conditioning supply; Water supply and sewerage	6.1	8.9	39.4	12.7	10.4	5.3	15.1	10.2
Construction	-	19.8	27.3	6.2	0.7	4.1	4.1	4.2
Wholesale and retail trade	10.6	17.3	49.9	17.8	2.2	19.1	3.0	12.5
Transportation and storage	6.7	17.1	47.1	22.1	3.0	6.3	2.5	9.5
Accommodation and food service activities	7.5	34.0	47.6	10.7	3.1	25.3	4.3	11.0
Information and communications	33.0	74.2	86.2	51.7	15.1	50.8	29.5	42.2
Real estate activities; Professional. scientific and technical activities	35.5	64.5	51.1	54.0	18.7	8.0	18.9	39.6
Administrative and support service activities; Repair of computers	13.8	23.7	28.8	22.9	5.6	6.5	14.5	17.1
Total	13.1	24.8	48.2	25.3	10.4	11.3	10.0	16.6

D1: Does your enterprise use any of the following ICT security measures? (continued)

%

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	

ICT security tests (e.g. ICT security tests. alert system. review of security measures. testing of backup systems)

Activity		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	Total
	Manufacturing	12.3	23.6	55.2	23.8	17.9	12.5	19.8	17.8
	Electricity. gas. steam and air conditioning supply; Water supply and sewerage	11.4	25.0	56.1	15.7	18.8	17.5	32.7	21.0
	Construction	5.9	36.3	45.3	11.5	24.6	4.7	5.3	12.3
	Wholesale and retail trade	20.5	23.1	52.9	37.8	6.2	17.2	0.3	21.7
	Transportation and storage	6.7	17.1	60.2	22.1	3.7	6.6	3.2	9.8
	Accommodation and food service activities	7.3	34.0	28.6	9.1	7.7	24.4	2.1	10.7
	Information and communications	50.7	78.0	93.1	63.5	59.4	35.6	21.3	57.0
	Real estate activities; Professional. scientific and technical activities	49.4	65.6	34.6	65.8	36.0	16.6	18.9	51.3
	Administrative and support service activities; Repair of computers	18.9	17.5	47.7	25.4	8.5	18.0	23.2	21.0
Total		19.5	30.7	54.7	34.9	17.0	13.6	12.1	23.0

D2: Does your enterprise make persons employed aware of the obligations related to ICT security issues in the following ways? %

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Voluntary training or internally available information (information about the Intranet)								
Manufacturing	49.2	42.5	75.5	49.1	40.9	50.2	63.9	49.3
Electricity. gas. steam and air conditioning supply; Water supply and sewerage	30.8	51.9	68.2	41.7	45.4	42.5	40.1	42.9
Construction	49.1	65.6	75.9	31.2	31.9	99.7	82.8	52.7
Wholesale and retail trade	50.1	68.0	77.6	59.0	28.4	74.1	48.0	53.2
Transportation and storage	59.4	36.0	76.3	66.0	24.4	77.4	68.0	56.4
Accommodation and food service activities	37.5	54.3	57.1	34.8	23.5	78.0	38.3	39.7
Information and communications	68.5	80.8	89.7	74.3	53.7	74.7	89.2	71.4
Real estate activities; Professional. scientific and technical activities	64.6	88.8	66.2	77.8	44.8	65.0	48.4	67.8
Administrative and support service activities; Repair of computers	39.8	33.8	54.9	42.5	33.3	47.4	27.2	39.8
Total	51.6	55.1	73.5	55.6	35.5	65.2	59.2	53.1
Compulsory training courses or viewing compulsory material								
Manufacturing	7.8	11.4	46.2	11.0	15.5	3.8	19.1	11.2
Electricity. gas. steam and air conditioning supply; Water supply and sewerage	8.5	2.3	24.2	8.8	13.8	1.8	3.7	7.3
Construction	11.3	22.5	24.0	6.0	24.2	23.4	2.6	13.6
Wholesale and retail trade	6.6	14.4	40.6	16.8	1.2	2.2	3.0	8.6
Transportation and storage	7.2	4.8	24.0	2.0	0.4	24.6	-	7.3
Accommodation and food service activities	5.9	16.4	14.3	4.5	17.4	6.3	4.3	7.2
Information and communications	35.3	53.5	47.1	40.8	43.2	30.8	22.6	39.0
Real estate activities; Professional. scientific and technical activities	10.5	42.2	27.8	20.3	8.3	3.2	3.5	14.9
Administrative and support service activities; Repair of computers	3.3	13.4	37.3	11.8	-	10.1	-	8.3
Total	9.5	17.1	39.4	15.3	11.7	8.1	9.2	12.1

D2: Does your enterprise make persons employed aware of the obligations related to ICT security issues in the following ways? (continued) %

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
By contract (e.g. contract of employment)								
Manufacturing	10.6	18.0	43.6	18.0	19.3	10.6	8.7	14.6
Electricity. gas. steam and air conditioning supply; Water supply and sewerage	42.6	16.3	47.0	33.8	45.3	27.7	16.0	32.1
Construction	40.1	49.1	52.2	50.3	51.9	27.5	20.4	42.0
Wholesale and retail trade	17.0	19.3	43.3	18.1	23.7	16.3	9.5	18.0
Transportation and storage	11.0	23.8	42.2	6.6	23.7	4.3	27.0	13.9
Accommodation and food service activities	21.4	17.5		12.3	51.7	17.2	12.7	20.8
Information and communications	65.5	63.1	60.9	67.6	62.2	54.4	59.5	64.9
Real estate activities; Professional. scientific and technical activities	39.6	46.7	22.6	48.1	24.9	33.8	24.6	40.3
Administrative and support service activities; Repair of computers	4.6	24.4	33.3	9.3	10.0	24.6	12.3	11.2
Total	22.9	26.7	42.7	28.9	28.5	16.1	15.4	24.4

The "Activity" label appears as a vertical side label on the left.

D3: Does your enterprise have documents on measures. practice or procedures of ICT security?

%

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
YES									
Activity	Manufacturing	28.2	54.7	86.4	49.8	31.5	36.2	38.7	38.4
	Electricity. gas. steam and air conditioning supply; Water supply and sewerage	50.3	30.3	80.3	52.9	54.3	43.1	26.2	44.7
	Construction	47.8	65.6	75.7	55.4	55.8	48.8	35.6	51.6
	Wholesale and retail trade	54.7	80.0	78.1	64.8	72.8	40.5	37.0	58.7
	Transportation and storage	75.0	67.2	90.1	75.8	71.4	75.4	75.4	74.3
	Accommodation and food service activities	46.4	64.6	28.6	51.9	49.8	40.9	34.1	48.4
	Information and communications	90.7	92.5	100.0	94.5	96.0	63.1	79.2	91.3
	Real estate activities; Professional. scientific and technical activities	70.8	81.4	77.4	79.9	63.3	63.2	42.9	72.3
	Administrative and support service activities; Repair of computers	41.3	40.8	68.6	46.4	28.9	52.1	48.2	43.5
Total		51.8	63.5	82.0	64.6	54.8	44.9	42.6	55.2

D4: When were the documents of your enterprise about measures. practice or procedures on ICT security defined or most recently reviewed?

%

	Enterprises							
	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
In the last 12 months	62.4	70.5	73.3	65.1	58.6	82.8	45.2	64.8
Between 12 and 24 months	20.8	17.1	19.6	15.6	36.4	15.1	7.1	19.9
More than 24 months ago	16.8	12.4	7.1	19.3	5.0	2.1	47.7	15.3

D6: Who carry out ICT security related activities (e.g. security testing. training about ICT security. resolving ICT security incidents) in your enterprise? %

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Own employees (including employees in parent or affiliated enterprises)								
Activity Manufacturing	30.5	43.2	86.8	34.6	39.1	32.9	46.9	37.2
Electricity. gas. steam and air conditioning supply; Water supply and sewerage	43.2	30.0	71.2	29.4	53.8	37.8	28.7	40.2
Construction	12.6	30.7	67.6	26.1	11.2	5.0	19.0	17.1
Wholesale and retail trade	33.3	59.9	77.3	44.6	29.1	36.1	34.2	38.0
Transportation and storage	38.2	53.1	90.4	52.3	30.1	28.9	75.4	42.0
Accommodation and food service activities	21.2	31.9	61.9	21.3	13.2	32.9	38.2	22.8
Information and communications	84.2	88.5	100.0	91.6	74.4	85.0	67.9	85.5
Real estate activities; Professional. scientific and technical activities	44.8	89.9	83.5	56.7	38.6	41.8	56.5	51.4
Administrative and support service activities; Repair of computers	50.5	48.1	45.8	51.7	27.8	67.1	68.9	49.6
Total	35.4	50.7	79.2	46.4	33.9	32.8	44.1	40.0
External suppliers								
Activity Manufacturing	57.1	58.6	45.3	51.4	41.6	65.4	74.8	56.7
Electricity. gas. steam and air conditioning supply; Water supply and sewerage	40.3	67.1	57.6	65.7	59.2	39.2	54.0	52.9
Construction	69.0	73.4	33.8	54.4	72.0	95.0	67.0	68.9
Wholesale and retail trade	65.5	55.3	54.2	59.8	68.6	68.2	62.4	63.8
Transportation and storage	79.0	68.2	32.0	67.5	72.9	99.0	54.1	76.0
Accommodation and food service activities	38.7	54.0	33.3	24.2	64.0	67.1	47.2	40.5
Information and communications	43.4	14.3	55.2	35.9	49.2	33.6	36.9	38.6
Real estate activities; Professional. scientific and technical activities	65.5	21.3	44.4	66.2	41.1	49.3	66.4	59.3
Administrative and support service activities; Repair of computers	73.6	55.1	71.9	84.5	31.3	68.9	53.9	69.6
Total	61.7	54.9	49.2	56.0	55.6	70.1	64.2	60.0

D7: Does your enterprise have insurance against ICT security incidents? %

	Enterprises	Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
YES									
Activity	Manufacturing	7.2	15.3	35.3	10.3	13.5	7.1	15.6	11.0
	Electricity. gas. steam and air conditioning supply; Water supply and sewerage	4.8	12.9	15.2	3.9	15.5	8.0	3.7	9.1
	Construction	-	22.0	13.5	5.8	6.3	0.3	2.1	4.2
	Wholesale and retail trade	6.4	21.9	21.2	6.1	10.5	13.2	8.5	8.8
	Transportation and storage	7.2	7.6	13.0	0.7	2.6	22.3	3.2	7.4
	Accommodation and food service activities	8.6	23.7	19.0	5.8	8.4	32.1	6.4	10.5
	Information and communications	28.2	35.2	52.9	43.4	7.7	-	11.3	30.3
	Real estate activities; Professional. scientific and technical activities	16.8	62.8	29.3	30.5	4.9	24.6	4.4	23.0
	Administrative and support service activities; Repair of computers	5.7	11.2	29.4	6.7	5.6	37.8	-	8.9
Total		8.5	21.1	29.0	13.5	9.6	11.7	9.2	11.6

MODULE E: Use of robotics

E1: Does your enterprise use any of the following types of robots? %

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Industrial robots (e.g. robot welding. laser cutting)								
Manufacturing	4.9	14.7	30.7	6.7	10.6	8.7	9.8	9.0
Electricity. gas. steam and air conditioning supply; Water supply and sewerage	-	-	-	-	-	-	-	-
Construction	-	-	3.3	0.2	-	-	-	0.1
Wholesale and retail trade	-	0.2	3.4	0.1	0.1	0.3	-	0.1
Transportation and storage	-	9.4	3.4	5.1	-	-	-	1.5
Accommodation and food service activities	1.0	2.5	-	-	-	6.4	2.1	1.2
Information and communications	1.5	8.7	16.1	4.8	1.1	-	-	3.3
Real estate activities; Professional. scientific and technical activities	0.2	4.4	11.3	1.0	0.4	2.3	-	0.9
Administrative and support service activities; Repair of computers	2.4	-	-	-	-	18.0	-	1.7
Total	1.5	6.9	16.0	2.0	3.5	4.4	3.5	3.1
Service robots (e.g. used for surveillance. cleaning. transport. etc.)								
Manufacturing	0.9	0.4	4.3	0.4	1.7	0.2	2.5	1.0
Electricity. gas. steam and air conditioning supply; Water supply and sewerage	-	0.6	3.0	-	0.8	-	1.2	0.5
Construction	-	-	-	-	-	-	-	-
Wholesale and retail trade	-	3.2	1.3	0.1	1.8	-	-	0.5
Transportation and storage	-	9.4	3.4	5.1	-	-	-	1.5
Accommodation and food service activities	1.3	2.8	-	-	-	7.4	4.3	1.5
Information and communications	-	-	3.4	0.2	-	-	-	0.1
Real estate activities; Professional. scientific and technical activities	-	-	-	-	-	-	-	-
Administrative and support service activities; Repair of computers	0.2	2.2	-	-	-	6.5	-	0.6
Total	0.3	1.6	2.7	0.4	1.0	0.5	1.1	0.7

MODULE F: ИCT and the environment

F1: Does your enterprise use any of the following measures to influence the following?

%

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Quantity of paper used for printing and copying									
Activity	Manufacturing	55.8	71.0	79.0	71.2	66.4	49.4	59.5	61.0
	Electricity. gas. steam and air conditioning supply; Water supply and sewerage	55.4	56.0	50.0	71.6	51.2	50.7	57.4	55.1
	Construction	76.1	73.9	68.3	80.1	69.8	67.8	84.2	75.5
	Wholesale and retail trade	59.9	74.9	74.6	57.3	61.8	63.3	79.9	62.3
	Transportation and storage	71.9	54.0	83.9	84.9	94.7	31.2	54.1	69.6
	Accommodation and food service activities	48.0	58.9	47.6	43.3	56.1	51.1	72.3	49.3
	Information and communications	81.4	78.1	77.0	83.9	84.5	69.2	57.7	80.7
	Real estate activities; Professional. scientific and technical activities	68.7	78.6	73.7	72.1	59.2	73.8	78.7	70.1
	Administrative and support service activities; Repair of computers	49.1	73.6	84.3	56.8	47.7	77.2	61.0	57.2
Total		62.5	70.6	76.1	67.1	67.0	54.9	68.1	64.5
Consumption of energy of ICT equipment									
Activity	Manufacturing	39.9	51.7	64.1	48.3	44.7	31.7	64.5	44.3
	Electricity. gas. steam and air conditioning supply; Water supply and sewerage	44.2	27.4	50.0	28.9	53.8	37.2	18.5	37.7
	Construction	44.1	37.7	58.2	50.3	25.6	44.4	50.6	43.3
	Wholesale and retail trade	33.0	46.3	70.3	38.1	20.5	45.7	41.2	35.7
	Transportation and storage	55.7	33.7	58.3	78.8	32.4	49.5	46.6	52.5
	Accommodation and food service activities	29.7	48.1	33.3	31.0	27.7	29.8	54.2	32.0
	Information and communications	78.1	52.8	54.0	76.2	80.1	53.9	45.6	72.8
	Real estate activities; Professional. scientific and technical activities	52.2	69.7	78.2	67.6	25.0	39.6	51.8	54.9
	Administrative and support service activities; Repair of computers	32.9	37.8	66.7	44.8	13.6	34.6	37.7	36.8
Total		42.5	47.0	63.5	51.0	34.6	38.8	50.7	44.2

F2: Does your enterprise think of how ICT services or ICT equipment impact the environment when choosing them (e.g. energy consumption)? %

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
YES								
Manufacturing	57.1	70.4	81.4	65.0	57.6	53.4	83.5	61.9
Electricity. gas. steam and air conditioning supply; Water supply and sewerage	51.5	44.7	56.1	60.3	52.7	51.8	32.4	49.1
Construction	68.0	67.5	68.3	74.9	52.6	71.6	65.8	67.9
Wholesale and retail trade	48.6	59.8	85.4	43.7	66.2	48.4	52.6	51.1
Transportation and storage	62.2	46.8	70.8	79.8	37.7	49.8	91.8	60.1
Accommodation and food service activities	45.9	62.0	81.0	47.4	57.5	40.7	44.4	48.1
Information and communications	89.5	83.4	77.0	96.4	87.0	62.5	49.7	88.0
Real estate activities; Professional. scientific and technical activities	76.1	92.8	67.7	92.0	56.8	53.4	53.4	78.2
Administrative and support service activities; Repair of computers	62.0	68.7	86.0	80.0	27.8	75.4	37.7	65.4
Total	59.7	66.9	79.0	67.6	57.3	53.9	66.0	61.8

Activity (row label, left side)

F3: **What does your enterprise do with ICT equipment (e.g. computers. monitors. mobile phones) that are not used anymore?**

%

Enterprises		Size class			Region				Total
		Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Disposed of for collection/recycling of electronic waste (including giving away to the seller for disposal)									
Activity	Manufacturing	51.8	74.0	85.5	70.4	53.7	61.4	48.4	59.3
	Electricity. gas. steam and air conditioning supply; Water supply and sewerage	61.0	39.2	93.9	79.9	75.8	44.9	19.8	54.9
	Construction	62.3	85.3	87.6	41.8	96.8	92.2	53.6	67.0
	Wholesale and retail trade	52.3	72.5	88.4	59.6	57.9	43.0	59.2	55.9
	Transportation and storage	57.2	57.1	96.6	52.6	48.1	78.0	54.8	58.4
	Accommodation and food service activities	36.9	60.1	66.7	34.5	42.1	41.6	71.0	39.9
	Information and communications	70.1	80.6	80.5	75.7	65.8	67.8	67.2	72.4
	Real estate activities; Professional. scientific and technical activities	79.2	89.8	89.5	90.0	56.4	65.0	95.1	80.8
	Administrative and support service activities; Repair of computers	72.2	81.0	89.7	78.6	67.2	73.7	75.0	75.5
Total		57.5	73.0	87.4	64.4	59.9	61.2	55.7	61.5
ICT equipment is kept in your enterprise (e.g. used for spare parts. fear of disclosing sensitive information)									
Activity	Manufacturing	44.0	43.7	67.0	33.5	57.5	39.9	52.4	45.4
	Electricity. gas. steam and air conditioning supply; Water supply and sewerage	50.8	73.1	59.1	52.9	56.9	56.4	77.8	60.7
	Construction	49.5	46.0	37.6	68.9	51.6	4.4	51.1	48.6
	Wholesale and retail trade	52.8	52.0	61.5	45.9	66.9	53.5	50.5	53.0
	Transportation and storage	61.6	71.9	52.3	59.4	96.6	25.9	67.3	62.9
	Accommodation and food service activities	34.3	44.9	33.3	24.9	34.4	83.1	20.3	35.6
	Information and communications	60.2	54.0	49.4	55.0	63.5	76.4	60.8	58.7
	Real estate activities; Professional. scientific and technical activities	49.9	31.8	32.3	44.7	47.8	73.1	24.8	47.2
	Administrative and support service activities; Repair of computers	62.2	46.8	54.6	67.6	44.4	46.1	37.7	58.4
Total		50.4	49.2	59.1	48.0	61.0	42.7	51.6	50.5

F3: What does your enterprise do with ICT equipment (e.g. computers. monitors. mobile phones) that are not used anymore? (continued)   %

Enterprises	Size class			Region				Total
	Small (10–49)	Medium (50–249)	Large (250+)	Beogradski	Vojvodina	Šumadije i Zapadne Srbije	Južne i Istočne Srbije	
Sold. used to pay leasing of your enterprise or donated								
Manufacturing	15.9	22.0	26.9	15.6	17.9	16.9	24.6	18.1
Electricity. gas. steam and air conditioning supply; Water supply and sewerage	13.7	9.7	21.2	22.1	22.3	5.8	1.2	12.7
Construction	6.7	33.5	16.4	10.9	3.2	4.4	43.8	11.7
Wholesale and retail trade	22.2	11.8	17.8	27.9	15.3	22.3	2.5	20.7
Transportation and storage	21.2	4.8	12.8	19.5	0.3	46.5	0.7	18.5
Accommodation and food service activities	33.4	15.5	-	40.5	24.4	12.6	15.1	31.0
Information and communications	19.5	44.6	36.8	21.3	30.7	46.4	17.2	24.6
Real estate activities; Professional. scientific and technical activities	15.0	29.5	22.6	18.5	7.4	26.2	16.8	17.0
Administrative and support service activities; Repair of computers	4.1	11.9	18.0	7.9	1.5	-	21.1	6.9
Total	17.8	20.4	22.7	21.1	13.8	19.7	16.7	18.5

SURVEY ON THE USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN ENTERPRISES

MODULE A: ACCESS AND USE OF THE INTERNET

A1	**Please indicate the percentage of the number of persons employed who use the Internet for business purposes** (percentage of the total number of employed persons)**:**		

A2	**Does your enterprise use any type of fixed broadbband Internet connection?** (e.g. ADSL, SDSL, FTTP, cable Internet, public Wi-Fi)	**Yes**	**No**
		☐	☐
			→ Go to A4

A3	**What is the maximum contracted dowload speed of the Internet connection in your enterprise?** (tick only one)	**Yes**	**No**
	a) Less than 30 Mbit/s	☐	☐
	b) At least 30, but less than 100 Mbit/s	☐	☐
	c) At least 100, but less than 500 Mbit/s	☐	☐
	d) At least 500, but less than 1 Gbit/s	☐	☐
	e) At least 1 Gbit/s	☐	☐

A4	**Please indicate the percentage of the persons employed who use portable devices** (provided by the enterprise) **for business purposes** (percentage of the total number of persons employed)**, and that allow Internet connection via mobile telephone networks** (portable computer, tablet, smartphone)**:**		

A5	**Does your enterprise hold remote meetings** (e.g. via Skype, Zoom, MS Teams, WebEx, etc.)	**Yes**	**No**
		☐	☐
			→ Go to A8
A6	**Does your enterprise have any ICT security guidelines for remote meetings** (e.g. password requirement)?	**Yes**	**No**
		☐	☐
A7	**Does your enterprise have guidelines to promote remote meetings instead of business travelling?**	**Yes**	**No**
		☐	☐

A8	**Do any of the employed persons have a remote access to the following?** (using computers or smartphones)	**Yes**	**No**
	a) Enterprise e-mail	☐	☐
	b) Enterprise documents (e.g. files, tables, presentations, charts, photos)	☐	☐
	c) Enterprise business apps or software (e.g. access to accounting, sales, orders, CRM)	☐	☐
	If the answer is „NO" in A8a), A8b) and A8c)-> go to B1		
A9	**Please indicate the percentage of all persons employed who have remote access to the enterprise's e-mail system** (percentage of the total number of persons employed)**?**		
	For enterprises that answered „YES" in A8a		
A10	**Please indicate the percentage of all persons employed** (percentage of the total number of persons employed) **who have remote access to enterprise's documents or software** (e.g. files, tables, presentations)**?**		
	For enterprises that answered „YES" in A8b or A8c		
A11	**Does your enterprise have ICT guidelines for secure remote access?** (e.g. request for online meetings protected by a password, prohibition of using of public Wi-Fi for work, use of *VPN*, requests related to data privacy)	**Yes**	**No**
		☐	☐
A12	**Does your enterprise have a website?**	**Yes**	**No**
		☐	☐

MODULE B: E-COMMERCE

E-commerce is the sale or purchase of goods or services using computer network methods designed to receive or place orders. Payments and delivery of goods may not be done online. E-commerce transactions **exclude** manually typed orders.

B1	**During 2021, did your enterprise have web sales/services:**	**Yes**	**No**
	a) Via your enterprise's website or mobile app? (including extranet)	☐	☐
	b) Via e-commerce websites or apps used by several enterprise on marketplaces? (*Amazon, Alibaba, Limundo, Tehnomanija*)	☐	☐
	If the answer is „NO" in B1a) and B1b)-> go to B8		
B2	**What was the percentage of the total turnover generated by web sales of goods or services in 2021?**		

If only „YES" is indicated in a) in question B1, indicate 100% in question B3a), if only „YES" is indicated in b) in question B1, indicate 100% in question B3b), question B3 is to be answered by the respondents that said „YES" in question B1 under a) and b) so that the answers have a sum of 100%.

B3	**What was the percentage value of web sales in 2021 for the following:**	Total 100**%**
	a) Via your enterprise's website or mobile app? (including extranet)	
	b) Via e-commerce website or app used by your enterprise on marketplaces? (*Amazon, Alibaba, Limundo, Tehnomanija*)	
B4	**What was the percentage breakdown of the value of web sales in 2021 by type of custumer:**	Total 100%
	a) Sales to end consumers (*B2C*)	
	b) Sales to other enterprises (*B2B*) and sales to government bodies (*B2G*)	

B5	During 2021, did your enterprise have web sales to customers located in the following geographical areas?	Yes	No
	a) Republic of Serbia	☐	☐
	b) EU countries	☐	☐
	c) Rest of the world	☐	☐
B8	During 2021, did your enterprise have EDI-type sales of goods or services?	Yes	No
	EDI-type sales cover sales via electronic data exchange. This type of sales cover orders placed in an agreed or standardised format suitable for automatic processing (e.g. *EDI-EDIFACT*, *XML-UBL*...); **Manually typed individual messages are excluded.**	☐	☐
			→ go to C1
B9	What percentage was generated by EDI-types sales of goods or services during 2021?		

MODULE C: ICT SPECIALISTS AND SKILLS

C1	Does your enterprise employ ICT specialists? (ICT specialists are employees for whom ICT is the main job (to develop, operate or maintain ICT system or apps)	Yes	No
		☐	☐
C2	During 2021, did your enterprise provide any type of training to the employees to develop their ICT skills?	Yes	No
	a) Training for ICT specialists answer „NO" if the answer in question C1 is „NO"	☐	☐
	c) Training for other employees	☐	☐
C3	During 2021, did your enterprise recruit or try to recruit ICT specialists?	Yes	No
		☐	☐
			→ go to C6
C4	During 2021, did your enterprise have vacancies for ICT specialists that were difficult to fill in?	Yes	No
		☐	☐
			→ go to C6
C6	Who performed your enterprise's ICT functions in 2021? (ICT infrastructure maintenance; support for office software; development or support for business management/system)	Yes	No
	a) Own employees (including employed in parent or affiliate enterprises)	☐	☐
	c) External suppliers	☐	☐

MODULE D: ICT SECURITY

D1	Does your enterprise use any of the following ICT security measures?	Yes	No
	a) **Strong password** authentication, (e.g. minimum length use of numbers and special characters, periodically change, etc.)	☐	☐
	b) authentication via **biometric methods** used to access the enterprise's ICT system (authentication based on fingerprintes, voice, face)	☐	☐
	c) Authentication based on **a combination of at least two mechanisms** of authentication (combination for example of a one-time password, code generated via a secure token or received by phone, biometric method – based on fingerprints, voice, face)	☐	☐
	d) Encryption of data, documents or e-mails	☐	☐
	e) Data backup to a separate location (including data backup to cloud)	☐	☐
	f) Network access control (management of user rights in the enterprise's network)	☐	☐
	e) VPN (Virtual Private Network extends a private network across a public network to allow secure data exchange via a public network)	☐	☐
	f) System for monitoring ICT security that allows detection of suspicious activity in the ICT systems and alerts the enterprise about it, except antivirus software	☐	☐
	g) Maintaining log files for analysis after ICT security incidents	☐	☐
	h) Assessment of ICT risks, i.e. periodical assessment of probability of ICT security incidents		
	i) ICT security tests (e.g. testing security alert system, review of security measures, testing of backup systems)	☐	☐
D2	Does your enterprise make persons employed aware of the obligations related to ICT security issues in the following ways?	Yes	No
	a) Voluntary training or internally available information (information about the Intranet)	☐	☐
	b) Compulsory training courses or viewing compulsory material	☐	☐
	c) By contract (e.g. contract of employment)	☐	☐
D3	Does your enterprise have documents on measures, practice or procedures of ICT security? (documents on ICT security and confidentiality of data cover employee training in ICT use, measures of ICT security, assessment of ICT security measures, plans for updating ICT security documents, etc.)	Yes	No
		☐	☐
			→ go to D5
D4	When were the documents of your enterprise about measures, practice or procedures on ICT security defined or most recently reviewed? (documents on ICT security and confidentiality of data cover employee training in ICT use, measures of ICT security, assessment of ICT security measures, plans for updating ICT security documents, etc.)	Yes	No
	(tick only one)		
	a) In the last 12 months	☐	☐
	b) Between 12 and 24 months	☐	☐
	c) More than 24 months ago	☐	☐

D5	During 2021, did your enterprise experience any security incident that led to the following consequences?	Yes	No
	a) Unavailability of ICT services due to hardware or software failure	☐	☐
	b) Unavailability of ICT services due to external attacks, random attacks	☐	☐
	c) Destruction or corruption of data due to hardware of software failure	☐	☐
	d) Destruction or corruption of data due to malicious software or unauthorised intrusion	☐	☐
	e) Disclosure of confidential data due to intrusion, farming, phishing attack, intentional actions of own employees	☐	☐
	f) Disclosure of confidential data due to unintentional actions of own employees	☐	☐
D6	Who carry out ICT security related activities (i.e. security testing, training about ICT security, resolving ICT security incidents) in your enterprise?	Yes	No
	a) Own employees (including employees in parent or affiliated enterprises)	☐	☐
	b) External suppliers	☐	☐
D7	Does your enterprise have insurance against ICT security incidents?	Yes	No
		☐	☐

MODULE E: USE OF ROBOTICS

E1	Does your enterprise use any of the following types of robots?	Yes	No
	a) Industrial robots (e.g. robot welding, laser cutting) (excluding CNC machines, 3D printers or devices completely controlled by man)	☐	☐
	b) Service robots (e.g. used for surveillance, cleaning, transport, etc.)	☐	☐
	If the answer is „No" in question E1a) and E1b) -> go to F1; otherwise -> go to question E3		
E3	Have the following reasons affected your enterprise's decision to use robots?	Yes	No
	a) High cost of labour	☐	☐
	b) Difficulties to recruit personnel	☐	☐
	c) Increase of security at work	☐	☐
	g) Possibility of high precision or standardized quality of process and/or goods and services produced	☐	☐
	h) To expand the range of goods produced or services provided by the enterprise	☐	☐
	i) Tax or other government incentives	☐	☐

MODULE F: ICT AND THE ENVIRONMENT

F1	**Does your enterprise use any of the following measures to affect the following?**	**Yes**	**No**
	a) Quantity of paper used for printing and copying	☐	☐
	b) Consumption of energy of ICT equipment	☐	☐
F2	**Does your enterprise think of how ICT services/equipment impact the environment when choosing them** (e.g. energy consumption)**?**	**Yes**	**No**
		☐	☐
F3	**What does your enterprise do with ICT equipment** (e.g. computers, monitors, mobile phones) **when is no longer used?**	**Yes**	**No**
	a) Disposed of collection/recycling of electronic waste (including giving away to the seller for disposal)	☐	☐
	b) ICT equipment is kept in the your enterprise (e.g. used for as spare parts, fear of disclosing sensitive information)	☐	☐
	c) Sold, used to pay leasing enterprise or donated	☐	☐

Name of the enterprise

Registration number of enterprise

Name and surname

Telephone

e-mail

ADSL (Asymmetric Digital Subscriber Line):

A broadband digital transmission technology using an existing telephone line and allows at the same time data transmission and vocal communication. The larger part of the range serves for data transmission to user, and the speed extends up to 6 Mbps.

Bit (Binary Digit):

The smallest information unit processed by a computer handles. A bit is expressed as 1 or 0 in a binary presentation, or as *true or false* in logic presentation. A group of 8 bits makes up 1 bite.

Broadband:

Broadband is a communication system the agent (carrier) of which (e.g. optical cable) forwards multiplied data simultaneously, and each individual data is made module at different frequency.

B2B (Business-to-Bussiness):

Transactions between two enterprises that are carried out via networks based on IP address (Internet Protocol address) via other computer networks.

B2C (Business-to-Customer):

Transactions between a business and private customer that are carried out through other computer networks.

CRM (Customer Relationship Management):

It represents a process or methodology used to learn more about our clients' needs and habits and to developing tighter relationships with them. CRM contains several technological components, but CRM, in organizational terms, is a set of processes that will help to collect necessary information about customers, sales, marketing efficiency, customers' reactions and market trends. CRM facilitate business use of technology and human resources to have an insight of customers' behavior and value.

Download:

Electronic transmission of information from a remote computer to own computer. File download from an anonymous *FTP* (File Transfer Protocol) is a popular way of obtaining free of charge software of public property.

Dial-up connection:

When telephone network is used for connection to a network. This includes a modem and ordinary telephone line, *ISDN* (Integrated Services Digital Network) card or *ISDN* line. If you are a typical computer user, you have one or two dial-up connections: one to get connected to the Internet, and the other to connect to your enterprise's network.

DSL (Digital Subscriber Line):

Type of fast Internet connection using standard telephone lines. It can also be a type of broadband connection.

XDSL, ADSL, etc:

Transmissions over Internet networks based on protocols and via other computer networks. Orders of goods and services are placed via those networks, but payment and final delivery of goods or services can be made online or offline. Orders placed by phone, fax or e-mails are excluded from the category of electronic commerce.

Digital goods or services:

Goods/services that can ordered and delivered directly via computer, i.e. the Internet, e.g. music, video-films, games, computer software, online newspapers, consultning services, etc.

E-mail:

Electronic transmission of messages, including text and attachments, from one computer to another located inside or outside of an organization. This includes electronic mails by internet or other computer networks.

Extranet:

A secure extension of Intranet enabling external users to have access to certain parts of the organization Intranet.

E-commerce:

E-commerce (Electronic Commerce) is the purchase or sale of goods or services over the Internet, particularly via the World Wide Web service. Practically this term is often used instead of the recent one, e-business, which means business over the Internet.

Electronic (digital) signature:

Electronic signature is meant to be a technology used in systems of electronic business for checking the signatory's authenticity, securing the integrity of transmitted information, and the irrevocability of the electronic signature in the message or document. Therefore, a like the signature in standard business, the electronic signature is used in electronic business. Besides, the latter secures electronically signed message, which is not case with personal signatures.

ERP (Entrerprise Resource Planning):

ERP is a software system that monitors all aspects of business operations of company. The implemented ERP system integrates the business operations of different company functions (such as accountancy, sales, production, etc.) in one entity. One obtains this way a system through which one can, on one hand, manage all human and material resources, and on the other one, plan, develop and monitor business processes and procedures.

Firewall:

A combination of hardware and software which maintains the system secure. It is usually used to prevent unauthorized access to the internal local network from outside. Firewall prevents direct communication between a network and external computers.

Hardware:

A physical unit of a computer system, including external units, printers, modems, mice, etc.

Internet:

A worldwide computer network.

Internet address:

Address of one of the Internet resource. It typically reads for example:
http://www.stat.gov.rs

Intranet

A network within an organization, based on Internet technologies and protocols, but available only for a selected group of people, such as the employees.

ISDN (Integrated Services Digital Network):

A fast digital telephone service, which speed ranges up to Kbps, which is several times faster than the analogue modem.

Local Area Network (LAN):

A local network that covers and connects a group of computers, printers and other units in a relatively limited location (e.g. building). Every connected LAN unit is allowed to communicate with other networks, if needed.

Network:

A group of computers or other devices, such as printers, scanners, etc. connected to the communication link, which allows all the devices to interact. It can be small or large range, linked with cables, wireless, permanently, temporarily linked, etc. The biggest network is the Internet, the largest group of all interconnected world networks.

Server:

A computer, in an network environment, containing shared resources used by network users.

Virus:

A computer program, which, by being started-up and installed, damages or erases data in a computer.

Wide Area Network (WAN):

A communication network that connects geographically separated computers, printers and other devices.

Window:

A part of the monitor screen from which programs and processes can be opened. The user can open several windows at the same time.

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