

INTERNET AND COMPUTER USAGE SURVEY IN THE REPUBLIC OF MACEDONIA

- QUANTITATIVE RESEARCH -

This publication was produced for review by the United States Agency for International Development (USAID) through the Macedonia Connects project.

It was prepared by Strategic Marketing and Media Research Institute (SMMRI) Skopje.

APRIL 2006

Dear Reader,

Within these pages you will find what we at Macedonia Connects believe to be the most accurate measure of the present rate of Internet utilization in the Republic of Macedonia. Our goal was to accurately present the use of the Internet within Macedonia using European Union standards. We selected a survey research company whose reputation for diligence and integrity is well known. This information serves as a baseline measure for April, 2006 and this same survey will be conducted again in April 2007 in order to clearly establish a trend in Internet utilization throughout Macedonia.

The underlying intent of Macedonia Connects is to make certain that this country is able to take advantage of the benefits associated with connectivity to the Internet. The world is changing every day and connectivity to the Internet provides manifold advantages to those who are connected, as opposed to those who are not. It also serves as a stepping stone in the development cycle of a nation.

A handwritten signature in black ink, appearing to read "G. Strachan". The signature is fluid and cursive, with a large initial "G" and "S".

Glenn Strachan
Project Director/Chief of Party
Macedonia Connects

The **Macedonia Connects** project is a three-year activity which is bringing **Broadband Internet Connectivity** to **545** primary and secondary schools, universities and dorms, as well as NGOs and other institutions throughout the Republic of Macedonia. This project is funded by the **United States Agency for International Development (USAID)**. You can find more information on www.mkconnects.org.

Executive Summary

Principle findings:

In the Republic of Macedonia:

- Overall computer use is 43%; overall Internet use is 27%
- 37% households have a computer; 13% households are connected to the Internet
- 8% of current Internet users started using the Internet over the last 6 months; the largest number of “new” users are youth

While 37% of the households in the Republic of Macedonia own a computer, close to half (48%) of all homes in the Skopje area have personal computers (PCs). 13% of the households are connected to the Internet. This number is considerably higher in Skopje at 21%. In Skopje, the largest number of users accesses the Internet at home and at work whereas users in other parts of Macedonia access the Internet most frequently in Internet cafes. Users in areas outside of Skopje use the Internet at work considerably less frequently than their counterparts in Skopje. Over all, the survey shows a larger percentage of people using technology in urban areas.

Youth are the fastest growing population of users. Overall, 26% of Internet users began using the Internet in the past year; whereas 37% of all youth users began using the Internet within the last year.

These figures indicate significant Internet penetration growth, especially over the last 12 months.

Goal and methodology of the survey:

This survey is designed to be used by Macedonian businesses, institutions, and civil society organizations as well as the international development community and information technology (IT) stakeholders to build stronger programming, marketing and services for both current and future computer and Internet users.

Thus, the goal of this survey is to determine how well Information and Communication Technology (ICT) is integrated into Macedonian society. The survey team selected the sample population according to established international statistical

standards and methodologies for determining Internet and computer usage. These standards were used to ensure that the final survey outcomes are a.) scientifically accurate; and b.) can be used for future development in the ICT sector and beyond.

The following survey generally uses the definitions and standards published by the International Telecommunication Union (ITU) and the U.S. Department of Commerce. For the purpose of this survey, an Internet user is defined as anyone in the Republic of Macedonia who is 4 years old or older¹ and has accessed the Internet in the last 30 days. The percentage of Internet users presented in the report corresponds to the percentage of the total population of users in Macedonia.

The United States Agency for International Development (USAID):

In recent years USAID, part of the U.S. mission in Macedonia, has invested in the creation of an ICT culture in the Republic of Macedonia through many of its projects. Currently, the integration of ICT is being promoted throughout all sectors of USAID assistance: Economic Growth, Democracy and Education.

The American people, through USAID, have invested more than \$450 million in Macedonia since 1993. More than 20 projects worth \$30 million a year are currently being implemented. These projects are designed to support Macedonia's transition to a free market-based, multi-ethnic democracy. They include initiatives to accelerate economic growth, develop democratic institutions, and educate citizens for a modern economy. USAID provides economic and humanitarian assistance in more than 100 countries. For more information please visit <http://macedonia.usaid.gov>

This publication was produced for review by USAID. The authors views expressed in this publication do not necessarily reflect the views of USAID or the United States Government.

¹Internet users are defined by ITU as anyone aged 2 years old and above who had access to the Internet and was online in the past 30 days while the U.S. Department of Commerce defines Internet users as anyone 3 years or older who "currently uses" the Internet.

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METHODOLOGY

- **Method of data collection:** Face-to-face interview at respondents' home
- **Target population:** Total population 4+
- **Sample size:** 1017 respondents
- **Sample type:** three-stage stratified representative sample
 - First stage: Local districts – census block units
 - Second stage: Households by random route technique (CPCWoP)
 - Third stage: Household member by Kish scheme
- **Stratification of the sample:** Proportional to the data from Census 2002 and SMMRI estimations for migration of the population
- **Fieldwork:** From 29 March to 3 April 2006
- **Interval of confidence:**
 - 95% interval of confidence for frequency of 5% (3.6%, 6.4%)
 - 95% interval of confidence for frequency of 20% (17.4%, 22.6%)
 - 95% interval of confidence for frequency of 40% (36.8%, 43.1%)
- **Interval of confidence (for household):**
 - 95% interval of confidence for frequency of 5% (4.3%, 5.7%)
 - 95% interval of confidence for frequency of 20% (18.7%, 21.3%)
 - 95% interval of confidence for frequency of 40% (38.4%, 41.6%)

HOW TO READ SMMRI TABLES

Title explains the variable whose relative frequencies are given in the table.

Total in the first column shows percentages for each category of the tabulated variable.

Each next **column** represents percentages of the given variable within some subpopulation.

EDUCATION-THE LAST FINISHED SCHOOL:

Row marked with **N** denotes size of the base, i.e., the size of (sub) sample on which the percentages are calculated.

Row marked with **sig**, represents significance of Hi-square statistics of the observed variable and variable from columns, and if hi-square is significant, significance is written in white letters.

The last row in the table **100%** indicates that all values in columns are added up to 100, that is, that column percentages are given.

	Total	Gender		Type of settlement	
		Male	Female	Urban	Other
N	1198	599	599	704	494
sig		0.00		0.00	
No formal education	1.8	2	2	1	2
1 to 7 grades of primary school	5.1	4	6	3	8
Primary school (completed, 8 grades)	19.4	17	22	14	27
One-two year vocational school	1.3	1	2	1	1
Three year vocational school	11.8	15	9	10	14
Four year vocational school	40.4	41	39	44	35
High school	4.6	4	6	6	3
College, first degree of university	6.3	8	5	7	5
Faculty, academy	8.8	8	10	12	4
Master's degree	0.3	0	0	1	
Doctorate	0.2	0		0	0
Total	100%				

Cells of the table are colored in blue, or red, if values they contain are considerably above or below the average. Three shades of blue or red color are used for three degrees of significance, the lightest shades for deviations significant on the level 0.10, medium shades for the level 0.05 and the darkest shades of blue and red for the level 0.01.

Above average		Average	Below average	
0.01	0.05		0.05	0.01

Example of interpretation of data from the above table (structure of education):

Significance of hi-square (significance of both hi-squares of statistics is lesser than 0.01) tells us that distribution of education by gender/ type of settlement differs significantly. Glimpse at the cells of the table shows that there are significantly more males with three year vocational school on the level of significance 0.05 (total number of respondents in the sample with this type of education is 11.8%, and among males 15%). Similarly, there are significantly less females with this type of education (on the level 0.05) 9%. There are significantly more respondents with faculty, academy (level 0.01) in urban settlements compared to entire population (12%), and significantly less in other types of settlements (the same level of significance 0.01) that is, 4%.

PLEASE ASSESS GENERAL SITUATION IN THE COUNTRY ON THE SCALE 1 TO 5

	Total	Gender	
		Male	Female
N	1013	500	513
sig		0.13	
Grade 1	23.1	23	23
Grade 2	35.3	37	34
Sum -	58.4	59	57
Grade 3	35.1	35	36
Sum +	4.9	5	4
Grade 4	3.9	4	4
Grade 5	1.0	1	1
Refusal	0.5	1	0
Doesn't know	1.0	0	2
Total	100%		
Mean	2.23	2.24	2.23

If tabulated variables represent the respondent's assessment on some scale 3 more rows are added...

Row marked with **Sum -** represents the sum of percentages on negative

Row marked with **Sum +** represents the sum of percentages on positive grades.

Rows below grades contain other non-specific answers of the respondents

Row marked with **Mean** represents arithmetic mean of the given grades.

In case of multiple responses (the respondent can give several valid answers, modalities) data in cells represent a percentage of (sub) population which mentions, that is, answers positively to given modality.

WHICH BRANDS DO YOU KNOW?

	Total	Type of settlement	
		Urban	Other
N	502	302	200
Brand C	97.8	98	98
Brand A	93.2	95	91
Brand D	39.1	41	36
Brand B	22.3	26	17
Brand E	22.1	19	27
Other	20.9	26	14
I don't know any	0.2	0	

Please note that row **100%** is missing – this is because these percentages do not add up to 100%.

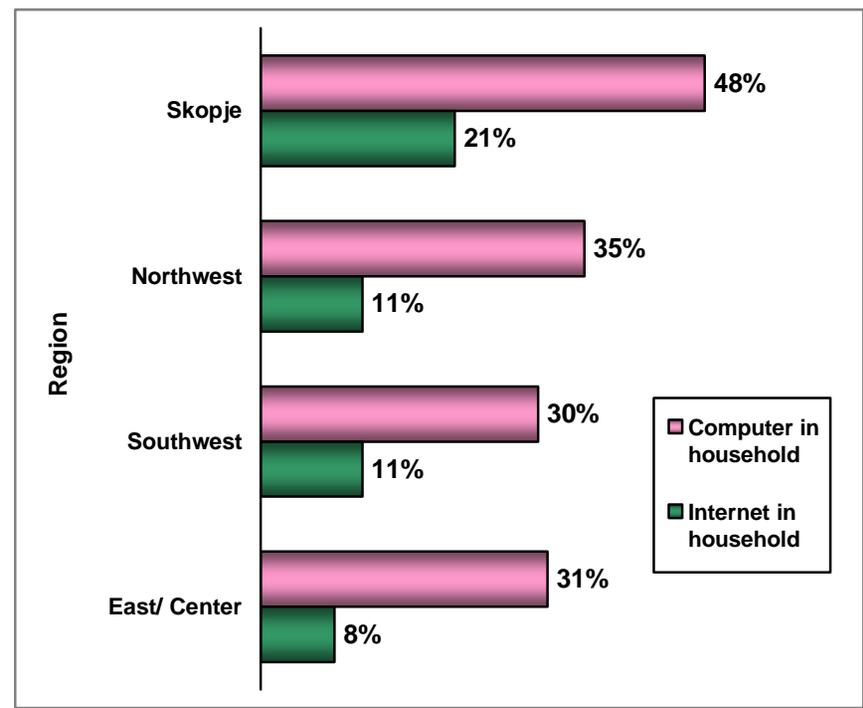
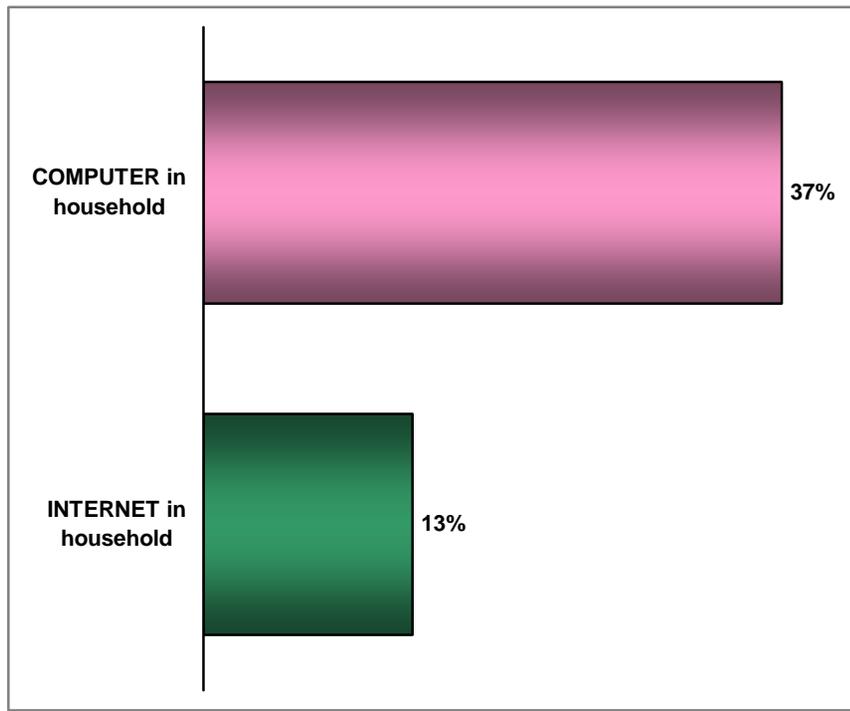


SURVEY RESULTS

COMPUTER AND INTERNET USAGE

COMPUTER AND INTERNET IN THE HOUSEHOLD

Base: Total population



COMPUTER AND INTERNET IN THE HOUSEHOLD

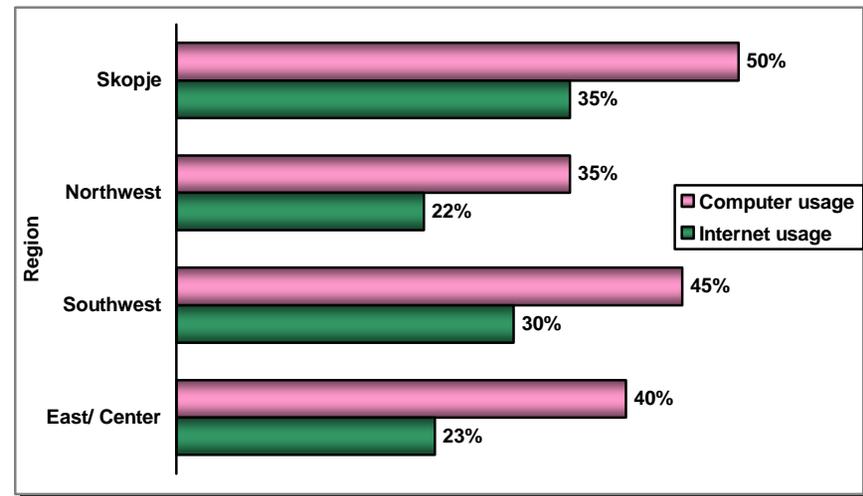
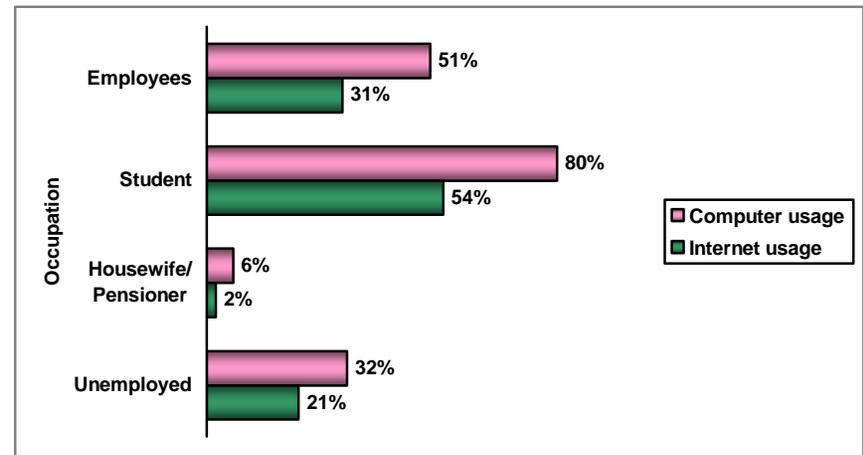
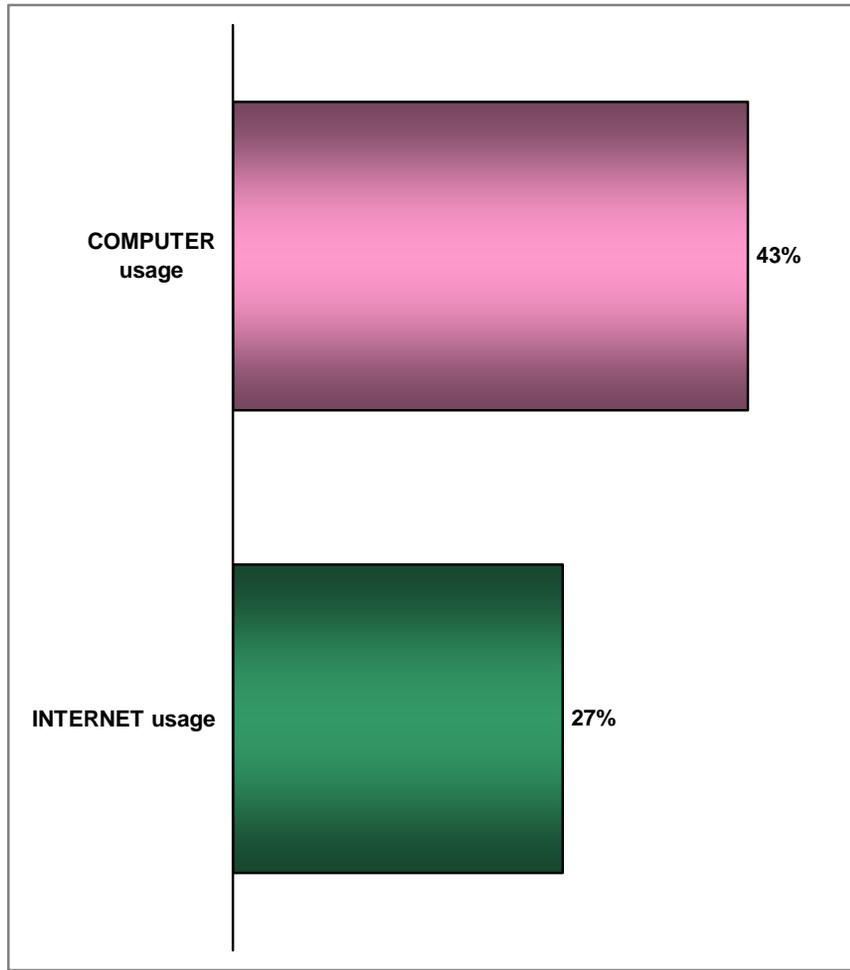
Base: Total population

37% of the households in Macedonia have a computer, and 13% of the households have access to Internet. This percentage is highest in Skopje region where 48% of the households have a computer (Northwest-35%, East/ Center – 31% and Southwest 30%) and 21% of the households have access to Internet which is approximately as twice as high as percentages in other regions (Northwest -11%, Southwest -11%, East/ Center – 8%)

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	1017	501	516	257	168	157	153	119	163	326	348	125	218	288	254	258	217	429	346	182	61	671	238	107	631	386	283	261	211	261
Computer in household	36.5	37	36	41	35	40	42	39	20	19	34	64	49	48	49	20	26	20	40	61	61	40	34	19	43	25	48	35	30	31
Internet in household	13.2	14	13	14	18	14	17	12	4	5	9	35	18	19	18	5	10	6	12	28	27	14	13	8	15	10	21	11	11	8

COMPUTER AND INTERNET USAGE

Base: Total population aged 4+



COMPUTER AND INTERNET USAGE

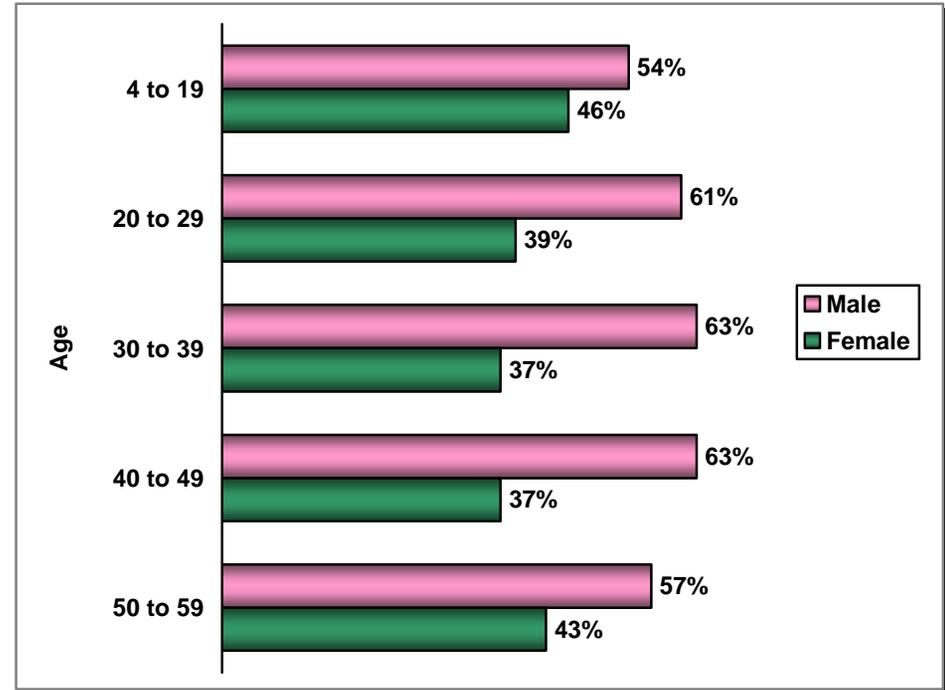
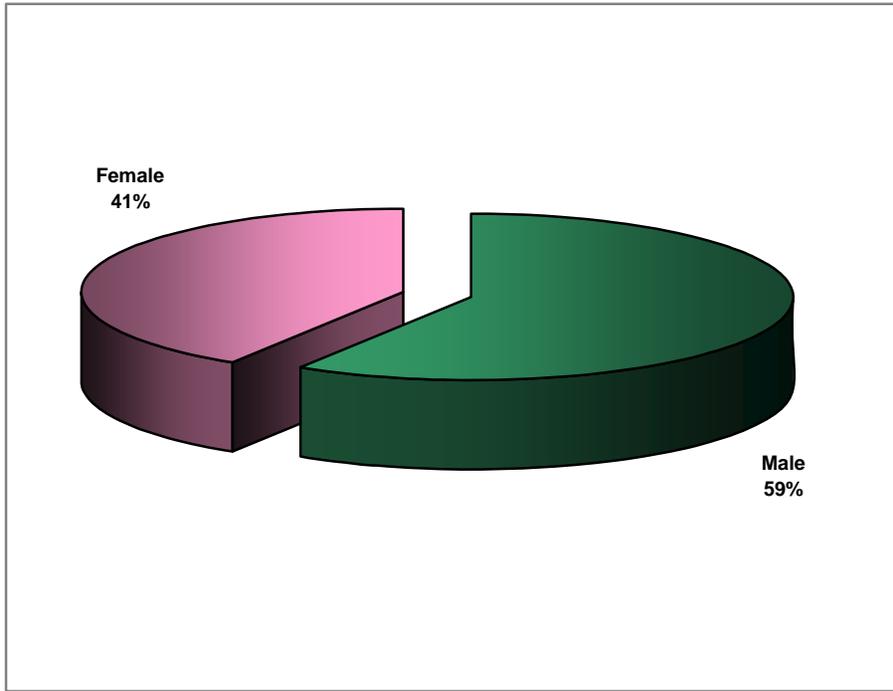
Base: Total population aged 4+

43% of the population aged 4+ uses a computer, while 27% of the population uses the Internet. Computer/ Internet usage is highest among the student population (80% of them use a computer and 54% of them use the Internet), among the employee population (51% use a computer and 31% use the Internet) and among the unemployed (32% use a computer and 21% use the Internet).

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	1017	501	516	257	168	157	153	119	163	326	348	125	218	288	254	258	217	429	346	182	61	671	238	107	631	386	283	261	211	261
Computer usage	42.6	48	37	73	55	41	34	25	5	16	34	72	80	51	80	6	32	28	47	64	55	47	38	29	47	36	50	35	45	40
Internet usage	27.3	33	22	45	45	30	17	9	2	9	19	50	54	31	54	2	21	15	31	45	38	28	26	26	30	23	35	22	30	23

INTERNET USER PROFILE

Base: 27% of total population

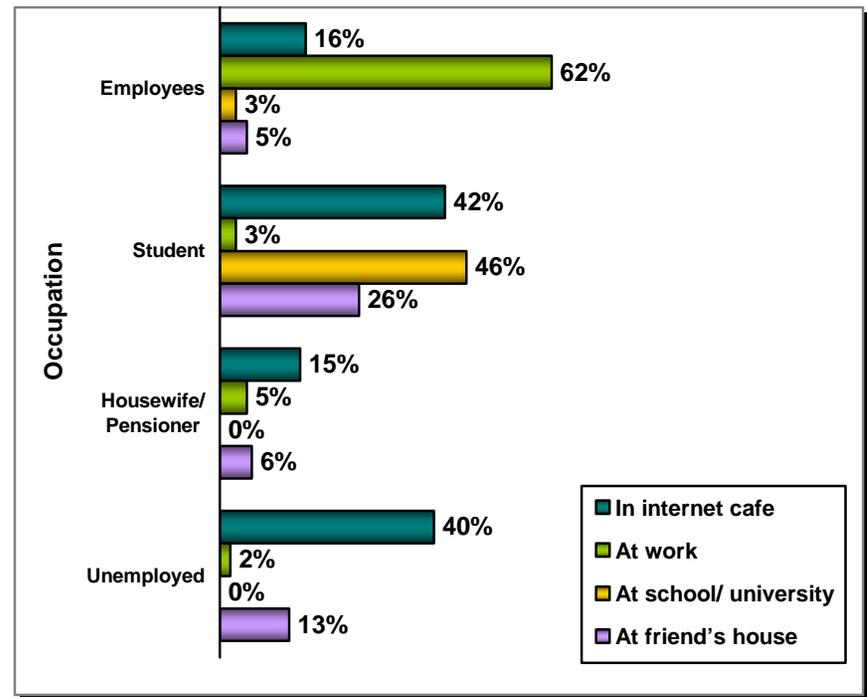
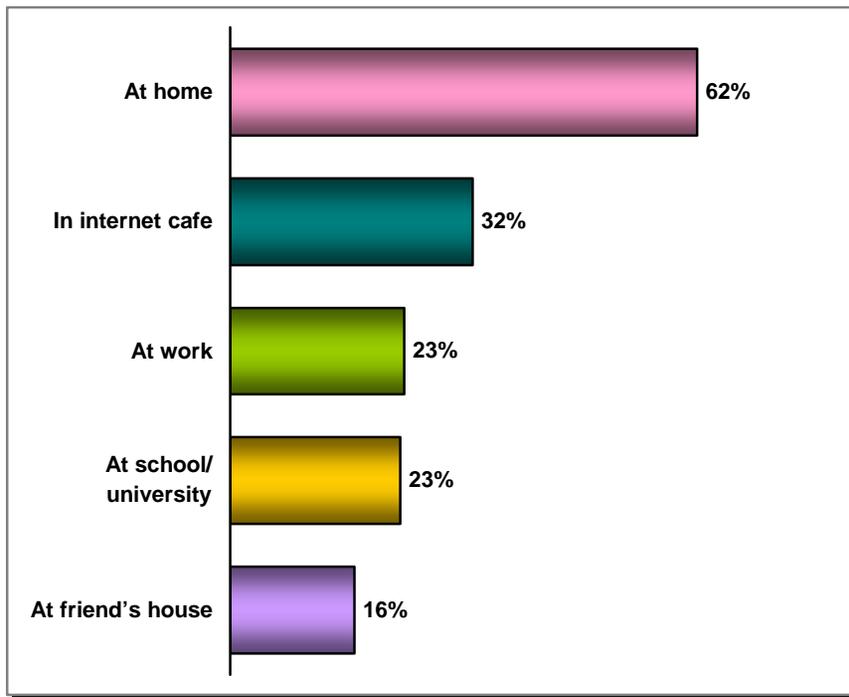


	Total	Age					
		4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60
N	277	115	76	47	26	10	4
sig		0.53					
Male	58.8	54	61	63	63	57	100
Female	41.2	46	39	37	37	43	
Total		100%					

Higher Internet penetration is noticed among male population (59%). This correlation does not depend heavily on age grouping.

WHERE HAVE YOU USED A COMPUTER IN THE LAST 3 MONTHS?

Base: 43% of total population



WHERE HAVE YOU USED A COMPUTER IN THE LAST 3 MONTHS?

Base: 43% of total population

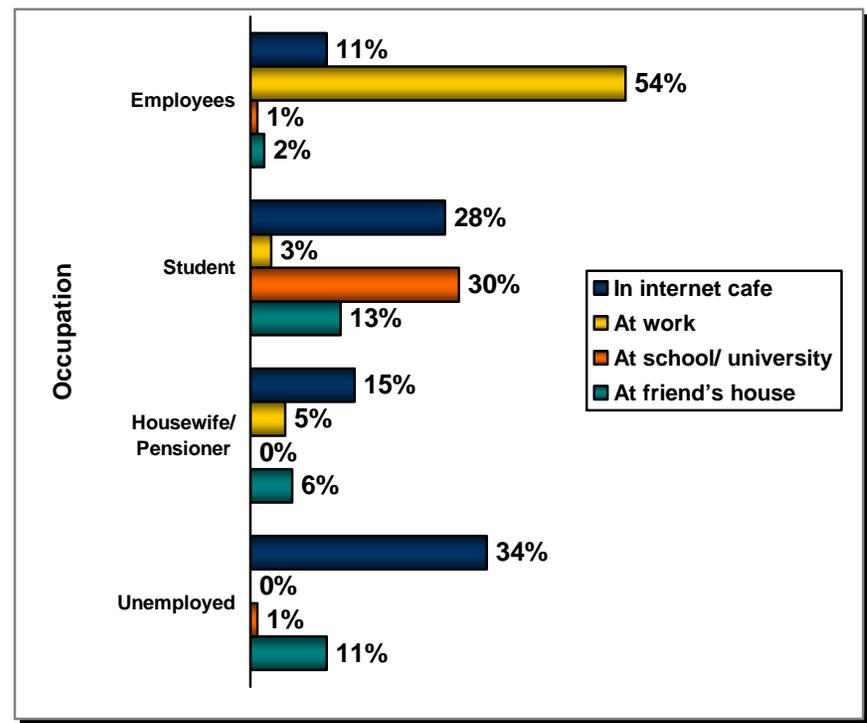
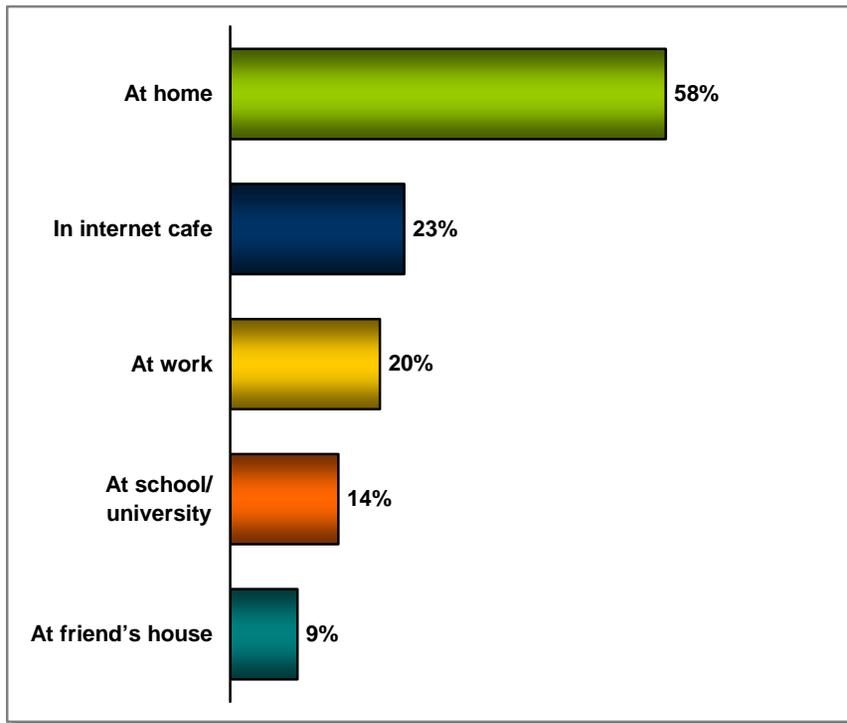
In the last 3 months computers have been used at home (62% of those who use a computer used it at home), in Internet cafés (32% of computer users), at work (23%), at school/ university (23%) and at a friend's house (16%).

In the Skopje region, the percentage using computers at home and at work are highest (At home - 73% and at work – 37% of the computer users). In the East/Center region, the highest percent of computer use was found to be at home (56% of computer user from this region). The lowest percent of Internet use was at work was noticed in region East/ Center (14%) and Northwest (13%).

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region				
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/ Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center	
N	434	241	193	187	92	65	52	30	9	52	117	91	173	148	202	15	69	120	163	117	34	312	90	31	294	139	142	91	96	105	
At home	61.7	63	60	53	61	66	83	72	70	38	67	72	60	68	57	73	57	46	61	76	72	64	60	42	67	51	73	62	50	56	
In Internet cafe	32.0	36	27	42	46	23	1	4	18	39	29	14	42	16	42	15	40	37	33	28	20	29	34	58	29	37	25	34	39	33	
At work	23.0	25	21	3	16	47	60	52	36	5	30	60	3	62	3	05	2	6	27	32	31	26	13	18	28	12	37	13	21	14	
At school/ university	22.5	17	29	41	19	3	2			25	6	1	46	3	46			28	16	28	13	23	20	18	21	25	14	23	20	37	
At friend's house	16.4	18	15	26	20	7				9	10	5	26	5	26	06	13	20	14	19	9	18	9	18	15	20	11	19	14	23	
Other	3.0	4	2	5	2	4				6	2	1	3	1	3	11	4	5	4	1		4	1	3	3	2	3	2	5	3	

WHERE DO YOU USUALLY USE A COMPUTER?

Base: 43% of total population



WHERE DO YOU USUALLY USE A COMPUTER?

Base: 43% of total population

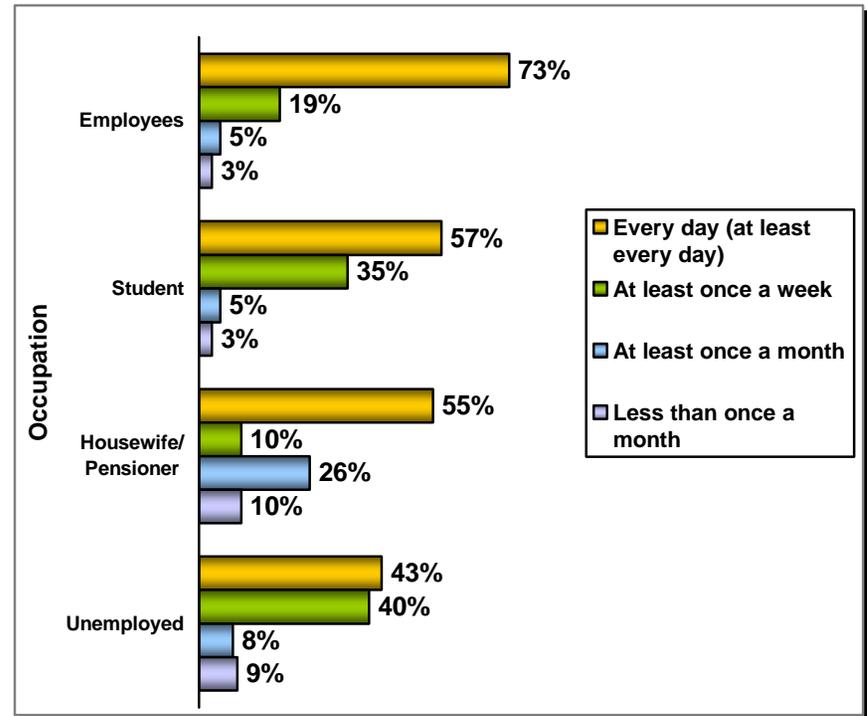
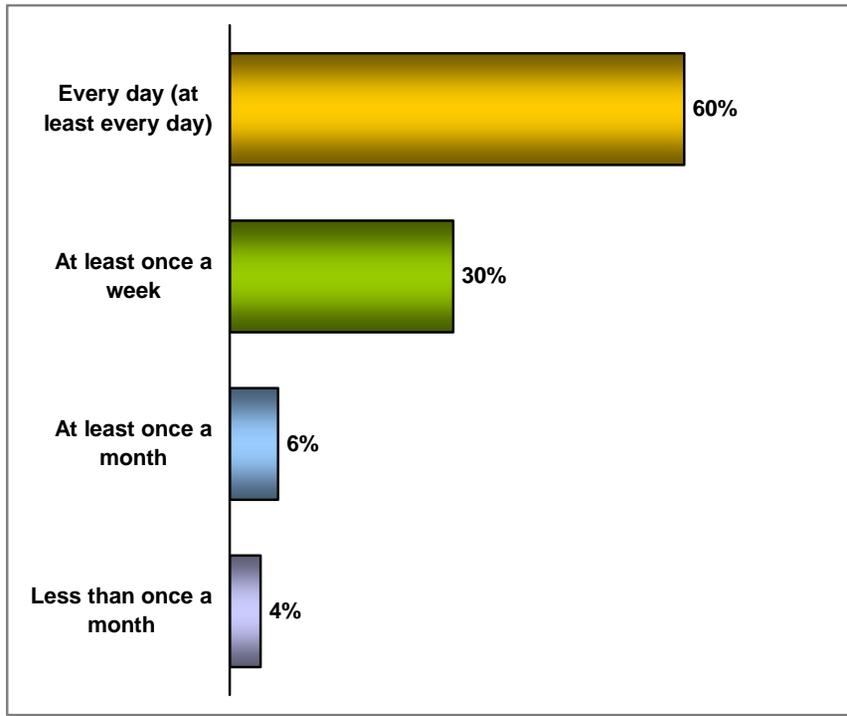
58% of the population that use computers usually do so at home, 23% use them in Internet cafés, 14% at school/university and 9% at a friend's house.

At work, computers were most frequently used by employees (54% of them use a computer at work); students usually use computers at school/university (30%) and in Internet cafés (28% of them), while unemployed and housewife/ pensioners usually use computers in Internet cafés (34%, 15%).

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
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In Internet cafe	23.0	27	19	32	26	17	2	6	18	39	20	9	28	11	28	15	34	34	23	13	20	21	25	31	21	27	19	20	30	25
At work	19.8	21	19	2	14	44	46	50	25	3	24	55	3	54	3	05		4	21	30	31	23	11	12	25	9	33	7	20	13
At school/university	14.3	9	21	28	9	1	1			20	2		30	1	30		1	19	10	17	10	14	15	18	12	19	6	14	14	26
At friend's house	8.9	9	9	14	11	4				7	6	3	13	2	13	06	11	14	8	6	6	10	6	11	8	10	6	11	7	13
Other	2.7	3	2	4	3	2				6	2	1	3	2	3	06	3	5	3	1		3		6	3	1	2	1	5	3

ON AVERAGE HOW OFTEN HAVE YOU USED A COMPUTER IN THE LAST 3 MONTHS?

Base: 43% of total population



ON AVERAGE HOW OFTEN HAVE YOU USED A COMPUTER IN THE LAST 3 MONTHS?

Base: 43% of total population

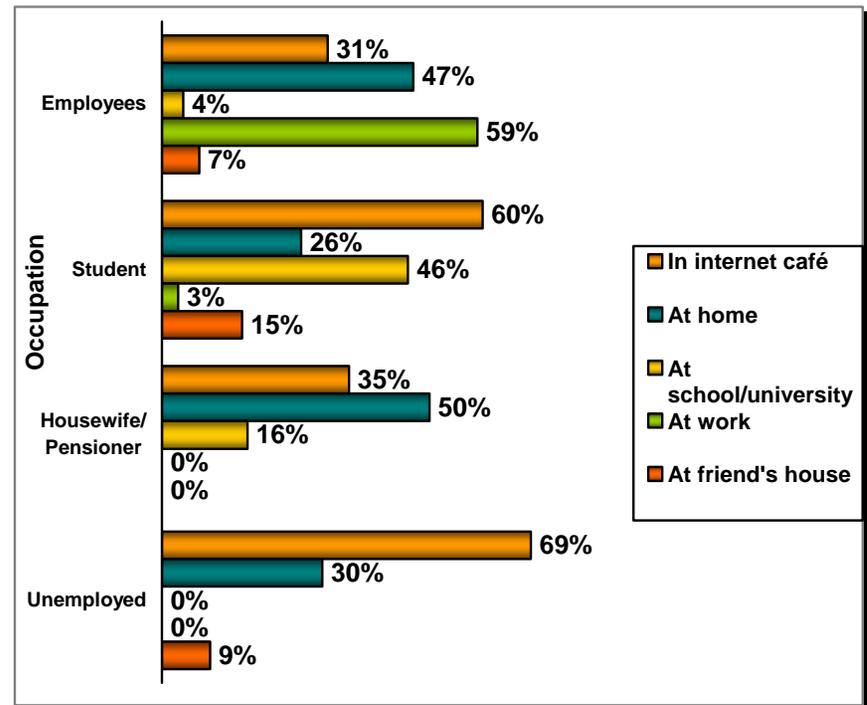
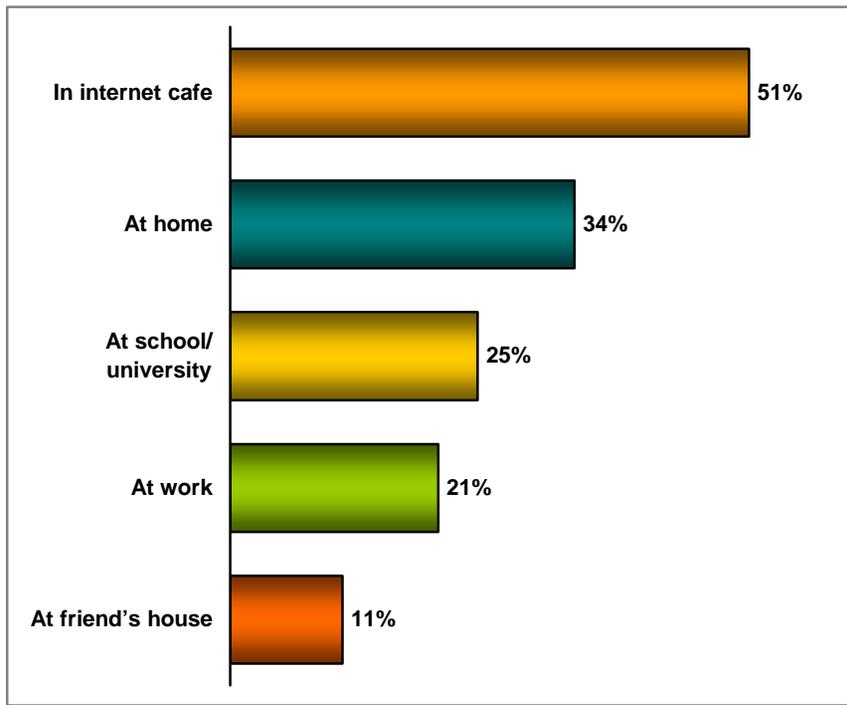
60% of those who used computers in the last 3 months used it every day (or almost every day), 30% of computer users used it at least once a week, 6% used it at least once a month and 4% less then once a month.

Every day usage is most significant among employees (73% of the employees who use a computer used it every day), while this percent is lowest among unemployed (43%). The highest percentage of every day usage of Internet is noticed in the Skopje region (74% of computer users in Skopje use it every day).

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
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sig		0.00		0.14						0.01				0.00				0.01				0.82			0.73		0.00			
Every day (at least every day)	60.0	67	52	54	56	69	71	62	82	50	61	73	57	73	57	55	43	47	61	69	70	60	62	52	62	56	74	60	53	47
At least once a week	29.5	26	34	37	30	18	21	29		40	21	23	35	19	35	10	40	36	27	27	26	29	30	38	28	32	20	30	34	39
At least once a month	6.4	5	8	5	7	7	5	8	18	4	11	1	5	5	5	26	8	11	5	3	5	7	5	7	6	7	3	8	10	7
Less than once a month	4.1	2	7	3	7	5	2			5	6	3	3	3	3	10	9	5	7	1		5	2	3	4	5	3	3	3	7
Total	100%																													

WHERE HAVE YOU USED THE INTERNET IN THE LAST 3 MONTHS?

Base: 27% of total population



WHERE HAVE YOU USED THE INTERNET IN THE LAST 3 MONTHS?

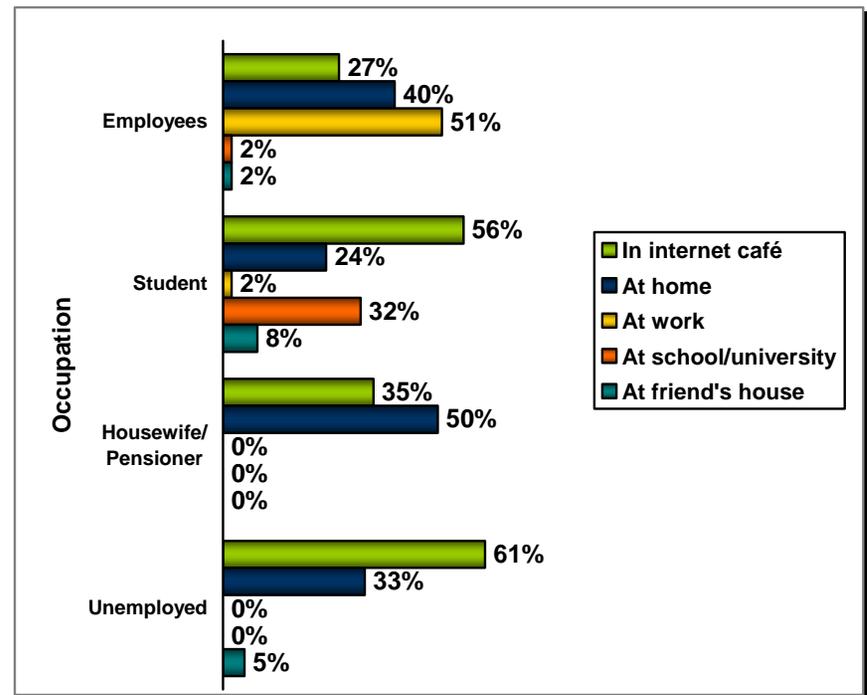
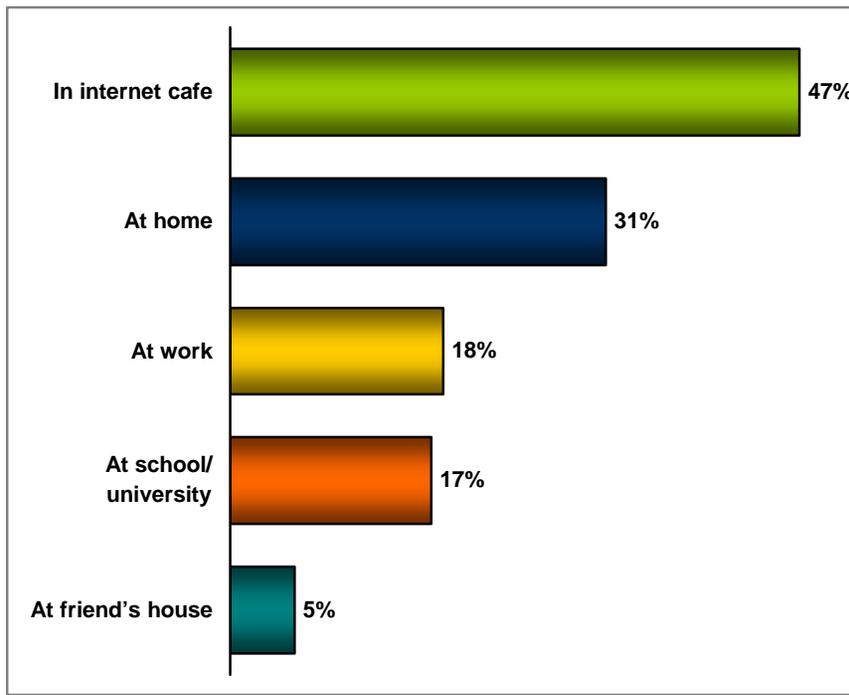
Base: 27% of total population

In the last 3 months the Internet has been used in Internet cafes (51% of those who use Internet used it in an Internet cafe), at home (34% of Internet users), at school/ university (25%), at work (21%) and at a friend's house (11%).

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	277	163	114	115	76	47	26	10	4	29	65	63	121	91	137	5	45	65	108	81	23	186	63	28	190	87	98	57	62	60
In Internet cafe	51.4	56	45	63	64	35	8	18	44	61	56	25	60	31	60	35	69	61	55	44	32	52	42	67	51	52	36	52	64	65
At home	34.1	35	33	20	40	39	68	41	28	14	34	53	26	47	26	50	30	24	29	45	46	37	31	21	36	30	46	31	30	23
At school/ university	24.5	19	32	43	22	3		5		26	8	2	46	4	46	16		27	21	28	24	24	27	19	22	30	21	27	17	36
At work	20.6	24	16	3	14	40	59	71	56	3	22	59	3	59	3			5	20	31	32	24	13	13	26	9	40	8	16	6
At friend's house	11.1	10	12	15	13	8				3	12	4	15	7	15		9	13	10	12	9	13	4	13	11	11	9	12	14	10
Other	1.9	2	2	1	2	4	2			9	3	1	1	2	1		7	5	2			2	3		2	1	3	3	1	

WHERE DO YOU USUALLY USE THE INTERNET?

Base: 27% of total population



WHERE DO YOU USUALLY USE THE INTERNET?

Base: 27% of total population

47% of the population that uses the Internet usually use it in an Internet cafe, 31% use it at home, 18% at work, 17% at school/ university and 5% at a friend's house.

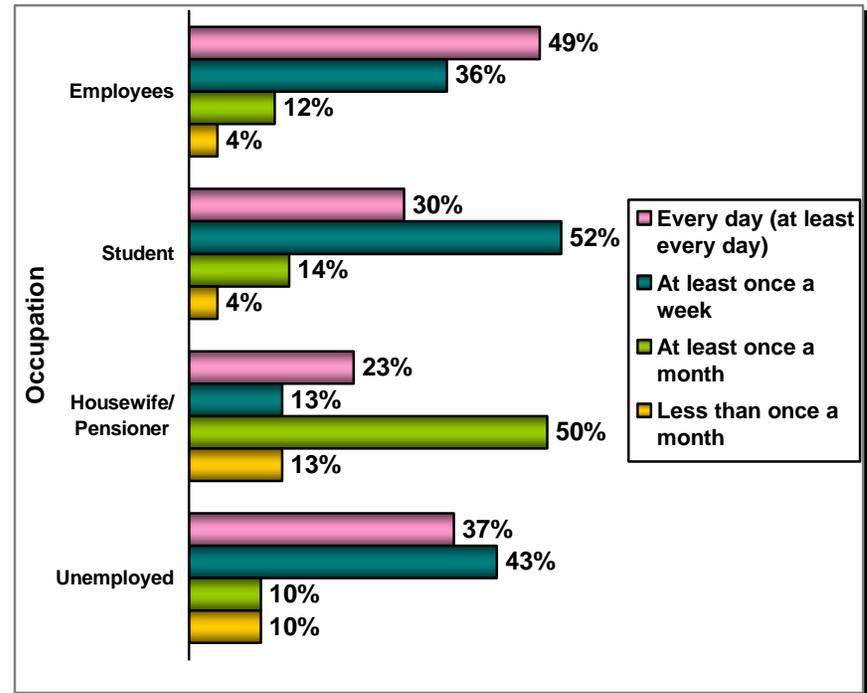
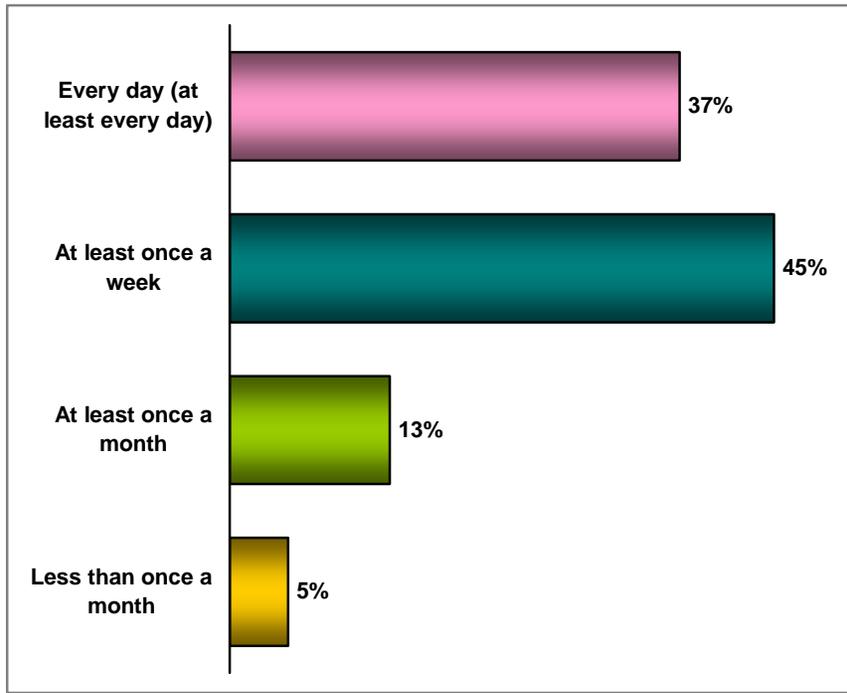
Specifically, employees usually use the Internet at work (51% of them), at home (40%) and in Internet cafes (27%); students usually use the Internet in Internet cafés (56% of them), at school/ university (32%) and at home (24%); unemployed persons usually use the Internet in Internet cafés (61%) and at home (33%), while housewives/ pensioners usually use it at home (50%) and in Internet cafés (35%).

The lowest percentage of Internet usage in Internet cafés is found in the Skopje region - only 29% - while the percents for other regions are: East/ Center – 61%, Southwest – 59% and Northwest – 49%.

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/ Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	277	163	114	115	76	47	26	10	4	29	65	63	121	91	137	5	45	65	108	81	23	186	63	28	190	87	98	57	62	60
In Internet café	47.0	50	43	61	52	33	8	18	44	57	49	22	56	27	56	35	61	60	51	34	37	47	41	58	46	50	29	49	59	61
At home	31.0	30	32	19	31	37	67	47	28	16	32	47	24	40	24	50	33	20	25	45	43	33	30	21	32	29	42	29	21	26
At work	17.6	20	15	2	12	38	46	66	28	16	54	2	51	2			5	16	26	32	21	12	6	23	6	33	4	16	6	
At school/ university	16.6	11	24	31	11	3		5		19	5	1	32	2	32			22	13	17	14	15	21	19	14	21	10	20	10	30
At friend's house	5.3	5	6	8	5	4				3	6	1	8	2	8		5	8	5	3	9	7	3		6	5	6	3	10	2
Other	1.9	2	1	1	2	4	2			13	1	1	1	2	1		6	4	2			1	3	4	2	1	3	3	2	

ON AVERAGE HOW OFTEN HAVE YOU USED THE INTERNET IN THE LAST 3 MONTHS?

Base: 27% of total population



ON AVERAGE HOW OFTEN HAVE YOU USED THE INTERNET IN THE LAST 3 MONTHS?

Base: 27% of total population

37% of those who have used the Internet in the last 3 months, used it every day (or almost every day), 45% used it at least once a week, 13% at least once a month and only 5% used Internet less then once a month.

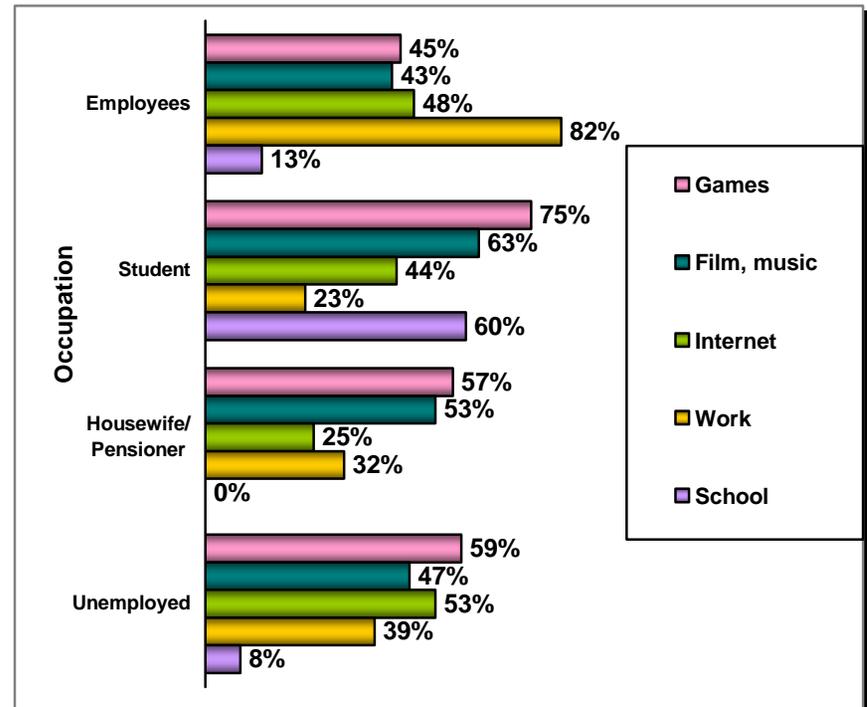
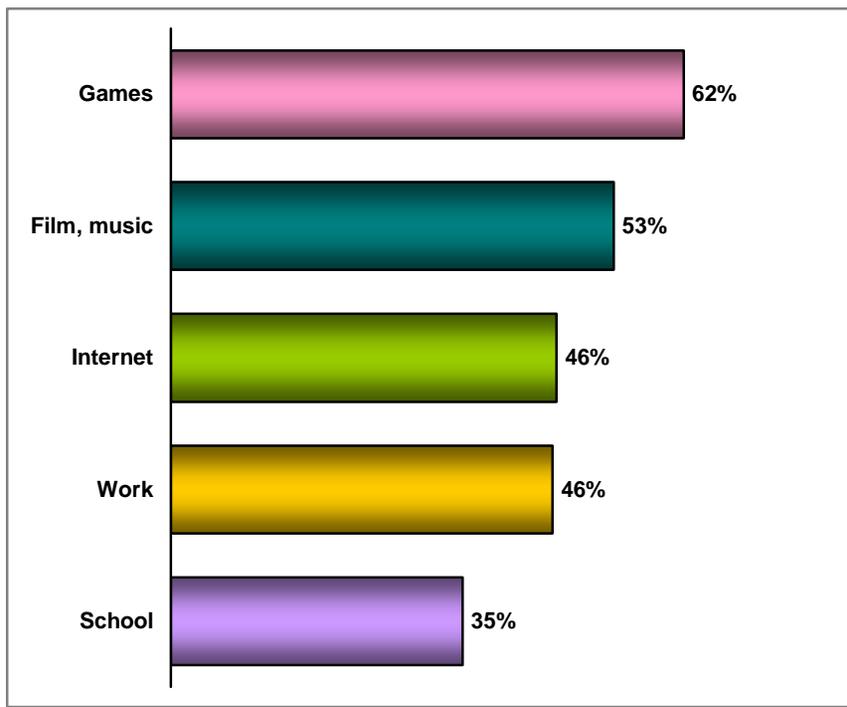
Every day or at least once a week usage of the Internet is most significant among the employee population (49% of the employees that use Internet use it every day, while 36% of employees use it at least once a week). 52% of students that use the Internet use it at least once a week and 30% use it every day. Unemployed use the Internet at least once a week (43% of those who use Internet) and every day (37%) and housewives/ pensioners use the Internet at least once a month (50%) and every day (23%).

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/ Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	277	163	114	115	76	47	26	10	4	29	65	63	121	91	137	5	45	65	108	81	23	186	63	28	190	87	98	57	62	60
sig		0.49		0.14						0.04				0.03				0.09				0.82			0.30		0.04			
Every day (at least every day)	37.1	40	33	26	43	45	40	63	56	37	31	56	30	49	30	23	37	33	30	49	36	37	39	33	40	31	51	31	39	19
At least once a week	44.9	45	45	56	39	37	40	20		49	45	35	52	36	52	13	43	43	50	41	38	45	44	46	45	45	36	49	42	59
At least once a month	13.2	11	16	14	10	13	15	17	44	5	16	8	14	12	14	50	10	16	13	7	26	12	13	20	11	18	10	15	15	14
Less than once a month	4.8	5	5	4	8	4	5			9	8	1	4	4	4	13	10	8	6	2		6	5		5	5	4	5	4	7
Total		100%																												

COMPUTER USERS

THE COMPUTER WAS USED FOR...

Base: 43% of total population



THE COMPUTER WAS USED FOR...

Base: 43% of total population

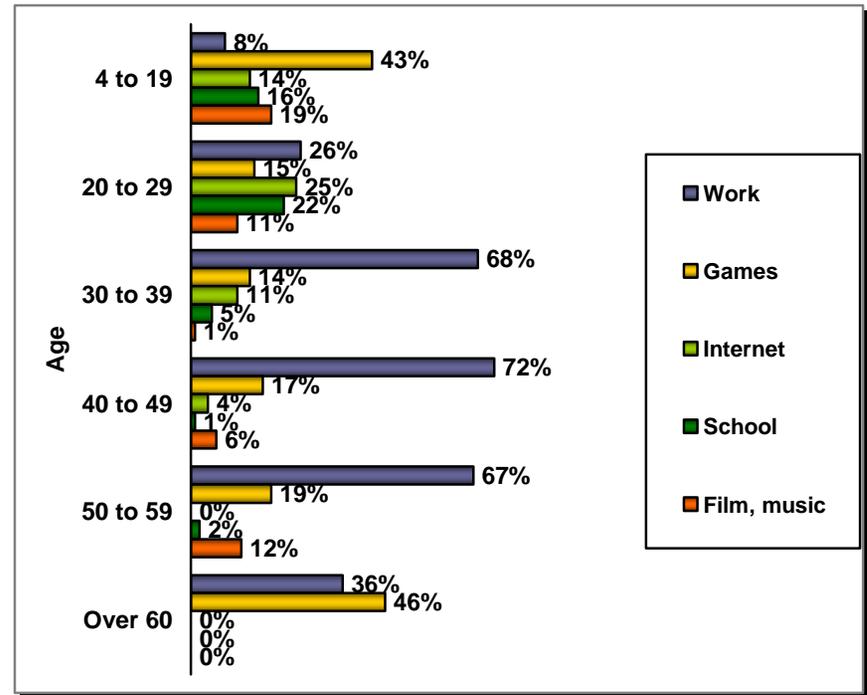
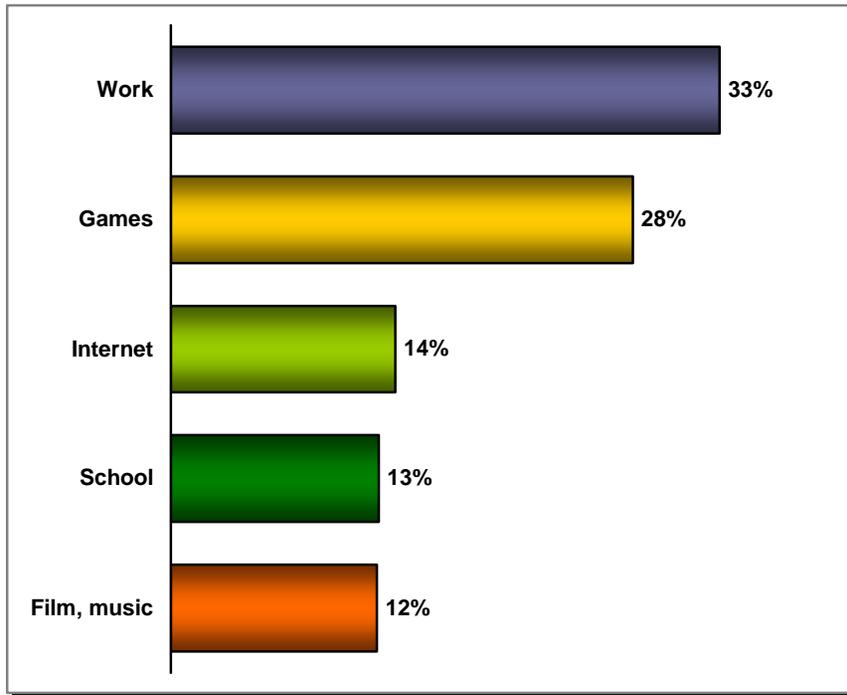
62% of computer users use a computer for games. 53% of computer users use it for film and music, 46% use it for Internet, 46% for work and 35% for school.

- o Employees used a computer for work (82%) for Internet (48%), games (45%) and film/ music (43%).
- o Students used a computer for games (75%), film/music (63%) and school (60%).
- o Unemployed used a computer for games (59%), Internet (53%) and film/music (47%).
- o Housewives/ pensioners used it for games (57%) and film/music (53%).

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region				
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/ Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center	
N	434	241	193	187	92	65	52	30	9	52	117	91	173	148	202	15	69	120	163	117	34	312	90	31	294	139	142	91	96	105	
Games	61.7	64	59	80	55	43	43	43	57	68	51	47	75	45	75	57	59	68	65	56	42	68	42	61	62	62	52	59	66	74	
Film, music	53.3	54	52	62	58	40	46	37	16	51	51	39	63	43	63	53	47	55	52	55	44	56	46	48	54	53	51	51	50	61	
Internet	46.4	49	43	42	60	55	40	29	41	42	41	56	44	48	44	25	53	40	48	52	39	44	46	68	48	42	49	41	51	44	
Work	45.9	47	44	18	52	80	78	73	36	20	61	85	23	82	23	32	39	34	48	56	42	46	45	46	49	39	56	39	40	43	
School	35.1	29	43	52	36	18	8	18		33	10	20	60	13	60		8	36	34	38	27	31	51	28	32	42	28	45	26	44	
Other	2.2	2	2	1	3	5	1		18	4	3	2	1	1	1	11	7	3	1	3	5	1	2	9	2	2	2	2	5	1	

THE COMPUTER WAS MOST FREQUENTLY USED FOR...

Base: 43% of total population



THE COMPUTER WAS MOST FREQUENTLY USED FOR...

Base: 43% of total population

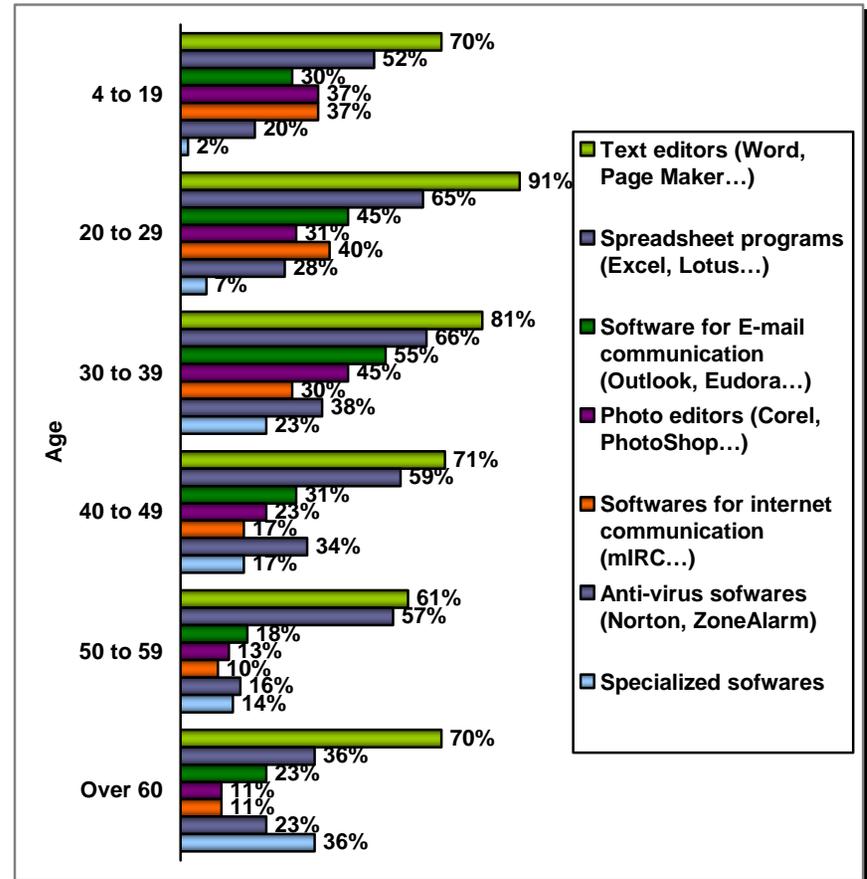
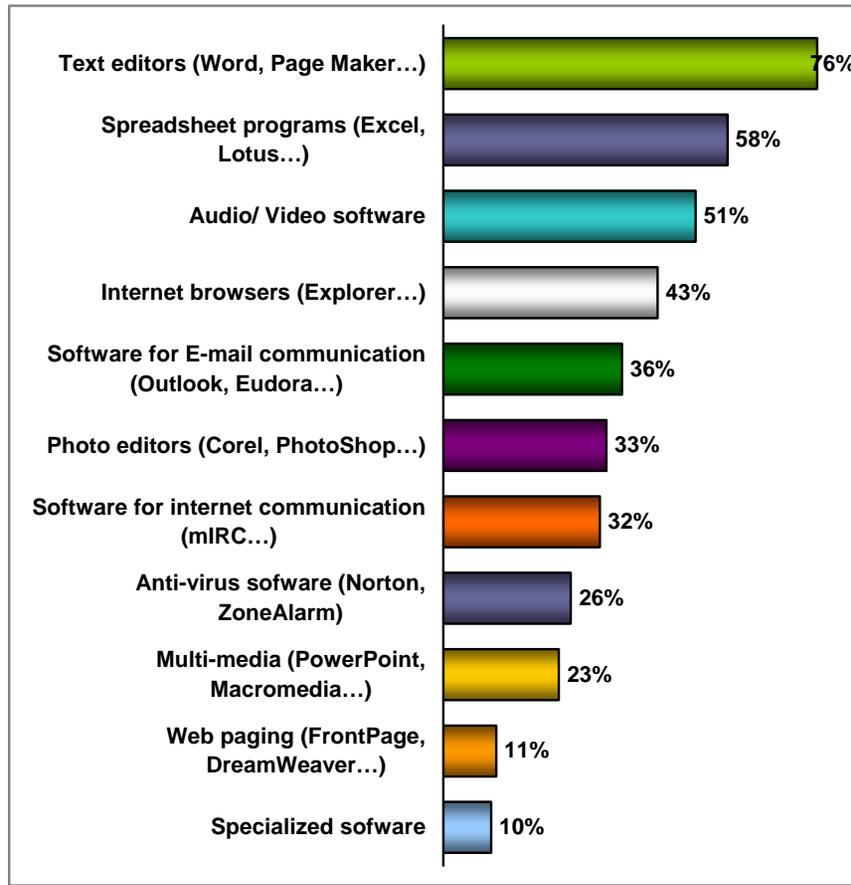
Computers were most frequently used for work (33% of computer users use most often use it for work), games- 28%, Internet -14%, school -13% and film/music -12%.

Population of computer users from 30 to 60 years old most frequently use computers for work (30 to 39 – 68%, 40 to 49 – 72% and 50 to 59 – 67%), while population of computer users from 4 to 19 years old most frequently use a computer for games (43%). Users of computers aged 60+ most often use a computer for games (46%) and work (36%).

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	434	241	193	187	92	65	52	30	9	52	117	91	173	148	202	15	69	120	163	117	34	312	90	31	294	139	142	91	96	105
sig		0.05		0.00						0.00				0.00				0.00			0.28		0.07							
Work	33.0	33	34	8	26	68	72	67	36	12	45	75	9	72	9	18	24	19	34	46	35	35	31	21	36	26	42	30	27	30
Games	27.8	32	23	43	15	14	17	19	46	33	27	10	37	15	37	32	28	33	26	26	29	33	15	19	26	31	24	24	30	34
Internet	13.5	14	13	14	25	11	4			28	11	7	15	5	15	5	30	19	16	7	5	12	15	22	14	13	11	11	20	12
School	12.5	9	17	16	22	5	1	2		10	2	4	23	4	23			13	13	11	10	9	18	25	11	16	12	18	10	11
Film, music	12.4	12	13	19	11	1	6	12		15	13	4	17	3	17	18	18	16	11	10	17	11	20	8	12	14	11	17	10	12
Other	0.7	1	0		1	2			18	2	1	1		1		11	1	1	0		5	0	1	5	1	1			3	1
Total		100%																												

SOFTWARE USED

Base: 43% of total population



76% of the population that use a computer use text editors while 58% of the computer users use spreadsheet programs. Audio/Video programs use consists of 51% of the computer users. Internet browsers are used by 43%, software for e-mail communication is used by 36% and software for Internet communication is used by 32% of the computer users. Photo editors are used by 33% of the population, anti-virus programs by 26%, multi-media programs by 23%, software for web paging by 11% and specialized software by 10% of the computer users.

SOFTWARE USED

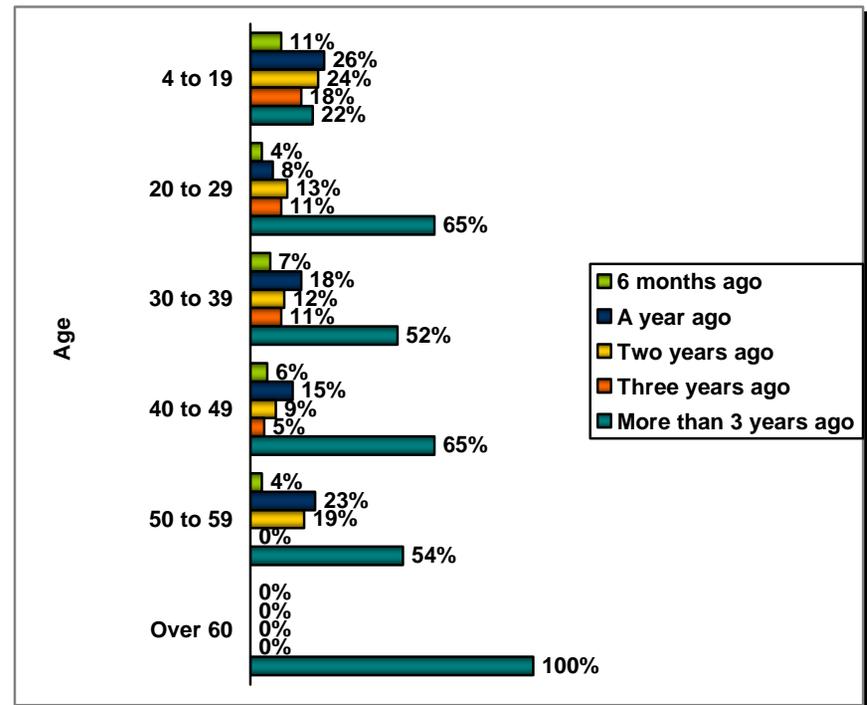
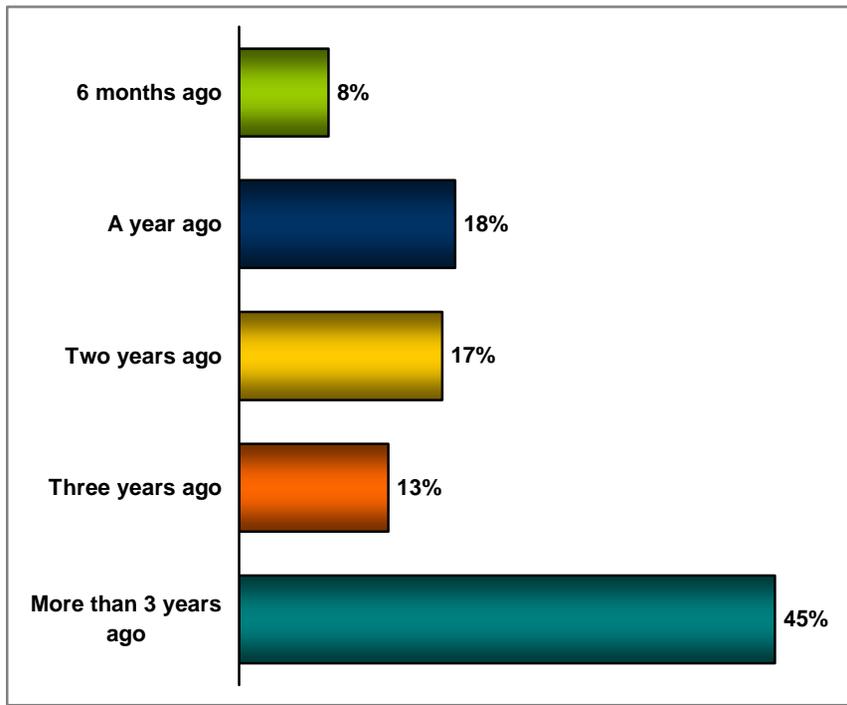
Base: 43% of total population

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region				
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center	
N	434	241	193	187	92	65	52	30	9	52	117	91	173	148	202	15	69	120	163	117	34	312	90	31	294	139	142	91	96	105	
Text editors (Word, Page Maker...)	75.7	72	80	70	91	81	71	61	70	61	71	88	76	81	76	64	66	69	77	80	80	75	74	84	77	73	73	82	69	81	
Spreadsheet programs (Excel, Lotus...)	57.6	53	63	52	65	66	59	57	36	38	53	74	56	67	56	39	47	47	63	64	48	58	57	56	61	50	60	66	49	55	
Audio/ Video software	51.1	52	50	58	48	47	47	36	39	54	52	38	60	43	60	59	42	52	49	54	51	53	46	44	50	54	53	53	45	53	
Internet browsers (Explorer...)	43.4	46	40	37	55	59	40	22	41	18	40	57	45	46	45	42	35	36	44	54	33	46	31	58	46	37	54	31	46	38	
Software for E-mail communication (Outlook, Eudora...)	36.2	38	33	30	45	55	31	18	23	35	36	42	32	38	32	34	44	36	33	40	41	32	43	56	37	34	47	28	38	26	
Photo editors (Corel, PhotoShop...)	33.0	35	30	37	31	45	23	13	11	35	32	30	36	29	36	21	37	38	34	31	19	32	34	43	34	31	32	30	34	36	
Software for Internet communication (mIRC, ICQ, Chat, Skype...)	31.7	34	29	37	40	30	17	10	11	31	27	22	39	23	39	16	31	31	32	33	28	26	45	49	32	32	37	37	31	21	
Anti-virus software (Norton, ZoneAlarm)	25.8	26	26	20	28	38	34	16	23	8	26	40	23	36	23	26	13	19	25	36	22	28	21	21	29	20	38	21	17	20	
Multi-media (PowerPoint, Macromedia...)	23.4	23	24	18	31	27	24	25	23	15	22	33	21	28	21	22	21	18	26	25	23	20	34	29	24	21	21	34	24	17	
Web paging (FrontPage, DreamWeaver...)	10.7	11	11	11	10	18	4	8	11	8	9	15	11	11	11	15	6	15	10	11		7	21	16	10	13	9	17	9	8	
Specialized software	9.7	12	7	2	7	23	17	14	36	2	11	23	4	22	4		3	3	11	16	5	11	6	8	12	4	10	4	10	14	
Other	7.4	8	7	8	5	3	7	11	46		6	9	8	5	8	26	6	9	8	6	4	8	4	8	7	4	7	10	5	13	1

INTERNET USERS

WHEN DID YOU FIRST BEGIN USING THE INTERNET?

Base: 27% of total population



WHEN DID YOU FIRST BEGIN USING THE INTERNET?

Base: 27% of total population

8% of Internet users in Macedonia began using Internet in the past 6 months; 18% began using Internet a year ago. 17% began using it two years ago, 13% - three years ago, while 45% of Internet users began using Internet more than three years ago. These figures show a significant growth of Internet penetration in the past few years, especially the last 12 months.

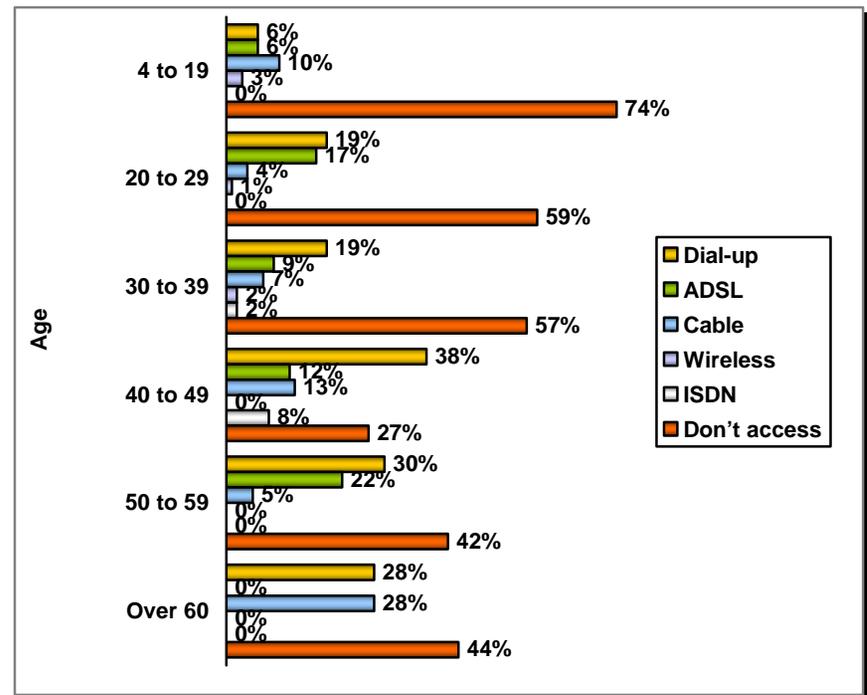
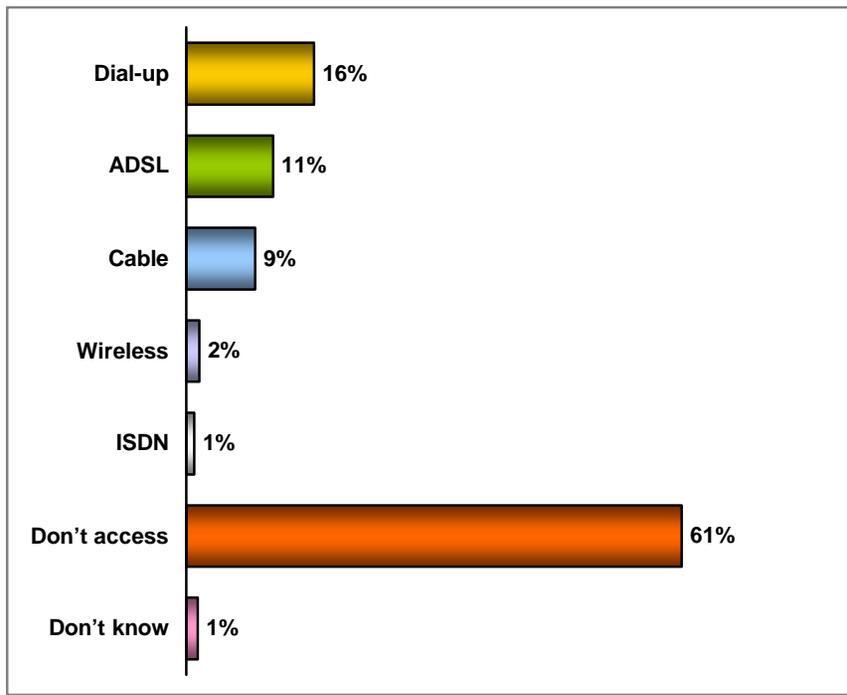
The most significant percentage of new Internet users is found among the younger population. 11% of Internet users aged 4 to 19 began using Internet in past 6 months, 24% first began using Internet a year ago, 24% - two years ago and 18% three years ago. Only 22% of Internet users of this age group began using Internet more than three years ago.

The highest percentage of Internet users aged 20+ began using Internet more than a three years ago: 65% of the Internet users from 20 to 29 years old, 52% of those from 30 to 39 years old, 65% of those from 40 to 49 years old, 54% of those from 50 to 59 years old and even 100 of those older than 60 first began using Internet for more than a three years ago.

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	277	163	114	115	76	47	26	10	4	29	65	63	121	91	137	5	45	65	108	81	23	186	63	28	190	87	98	57	62	60
sig		0.38		0.00						0.00				0.00				0.29				0.00			0.13		0.00			
6 months ago	7.5	8	7	11	4	7	6	4		10	9	4	7	6	7	29	8	7	10	5	7	5	14	8	9	5	6	13	4	8
A year ago	18.1	15	22	26	8	18	15	23		38	13	13	22	12	22	13	17	25	14	17	21	14	31	19	16	22	14	26	9	27
Two years ago	17.0	15	20	24	13	12	9	19		14	11	9	23	10	23		13	21	14	17	19	16	20	17	15	22	17	13	17	20
Three years ago	12.5	12	13	18	11	11	5			11	7	11	16	7	16	23	12	17	13	12		15	10	4	11	15	7	22	10	15
More than 3 years ago	44.9	50	38	22	65	52	65	54	100	27	60	64	31	65	31	35	49	30	49	49	53	51	25	51	49	36	55	26	60	30
Total	100%																													

HOW DO YOU ACCESS THE INTERNET IN YOUR HOME?

Base: 27% of total population



HOW DO YOU ACCESS THE INTERNET IN YOUR HOME?

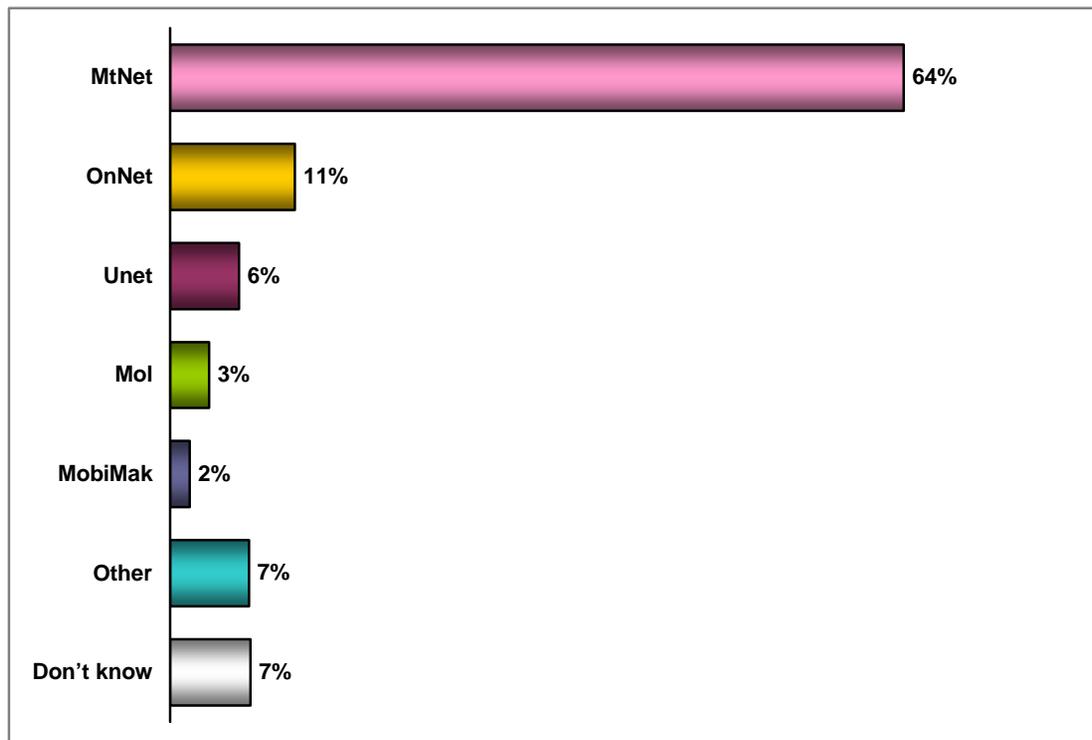
Base: 27% of total population

39% of all Internet users access Internet from home: 16% of Internet users have dial-up connection in their household, 11% have ADSL, 9% cable, 2% wireless, 1% ISDN and 1% do not know how do they access the Internet in their household. 61% of Internet users don't have access to Internet from home.

	Total	Gender		Age					Education				Occupation				Household income				Ethnicity			Urbanization		Region				
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	277	163	114	115	76	47	26	10	4	29	65	63	121	91	137	5	45	65	108	81	23	186	63	28	190	87	98	57	62	60
sig		0.71		0.00					0.02				0.05				0.34				0.00			0.36		0.07				
Dial-up	15.7	16	15	6	19	19	38	30	28	2	15	32	8	26	8	26	17	6	17	21	20	19	4	17	19	8	22	9	16	12
ADSL	10.7	11	10	6	17	9	12	22		9	8	12	11	12	11	23	6	11	6	15	16	7	25	4	9	14	15	16	9	1
Cable	8.5	7	10	10	4	7	13	5	28	5	8	11	9	7	9		10	11	5	11	11	10	7		8	9	7	12	3	13
Wireless	1.6	2	1	3	1	2					3		2	2	2			1	2	2		2			1	2	3		1	2
ISDN	1.0	1	1			2	8				2	3		3					2	1		2			1	1	1		2	1
Don't access	61.0	60	63	74	59	57	27	42	44	80	63	42	69	49	69	50	62	68	67	49	53	59	58	79	60	64	49	62	69	71
Don't know	1.4	2	1	1		5	2			4	3		1	1	1		5	3	1	1		0	5		1	1	3	2		
Total		100%																												

WHICH ISP DO YOU USE AT HOME?

Base: 11% of total population



WHICH ISP DO YOU USE AT HOME?

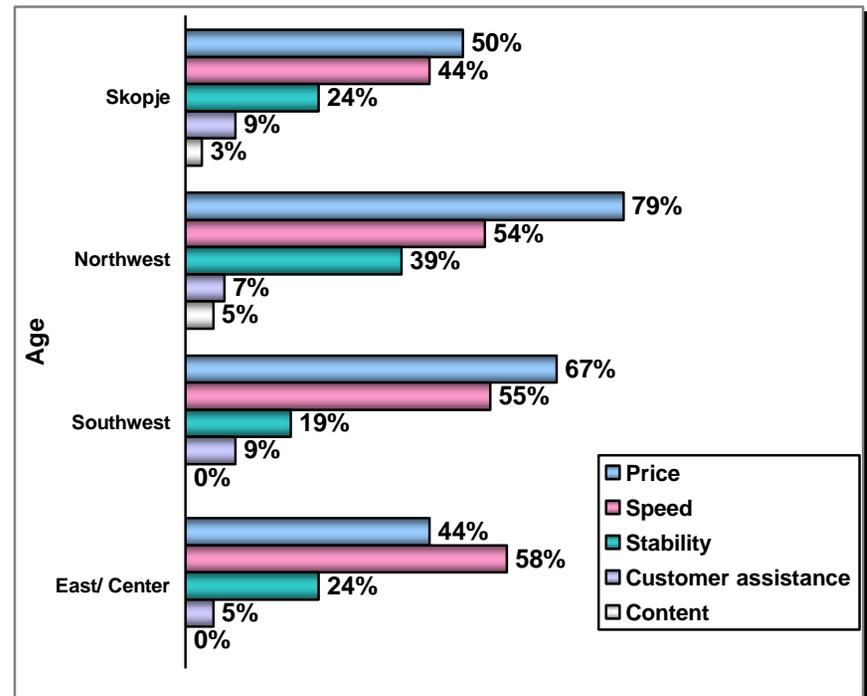
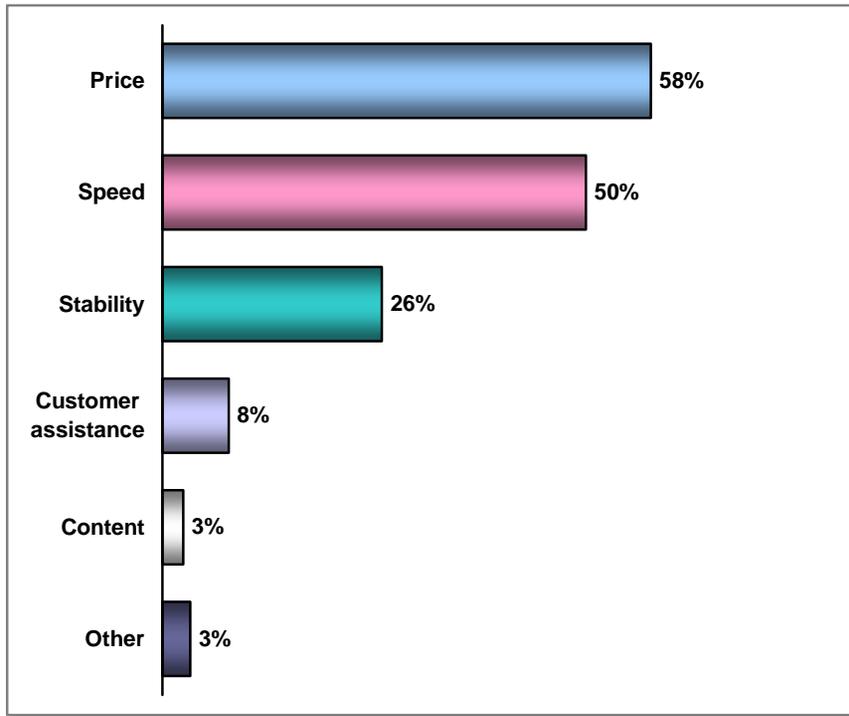
Base: 11% of total population

64% of Internet users who use Internet at home use the services of MtNet, 11% use On Net, 3% Mol, 2% Mobimak and 7% use the services of some other Internet provider. 7% of home Internet users don't know which provider they use.

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	Eas/ Center
N	108	66	42	30	31	20	19	6	2	6	24	36	42	46	43	2	17	21	35	41	11	76	26	6	77	31	50	22	19	17
sig		0.56		0.10						0.99				0.89				0.87				0.11			0.29		0.56			
MtNet	64.0	66	60	49	75	66	68	81		80	62	65	58	68	58	100	62	58	69	62	67	56	80	100	60	75	60	73	81	47
On Net	10.9	13	8	8	14	9	7		100	9	15	10	14	10		7	6	11	13	9	15			12	8	14	7		20	
Unet	6.0	4	9	14		4	5	10		8	4	10	5	10			9	5	7		7	4		5	10	5	8		12	
Mol	3.4	3	4	4			13			2	5	3	4	3		4	3	3	5		5			5			6		3	
MobiMak	1.7		4	4		3				3		3	1	3			3		3		2			2				3	6	
Other	6.9	6	8	15	2	9	3			20	6	5	9	4	9		8	7	6	3	24	10		10			7	2	6	12
Don't know	7.0	8	6	6	9	9	3	10			10	5	7	3	7		19	13	5	7		4	16		7	7	8	7	7	5
Total		100%																												

IN WHICH AREA ARE YOU UNSATISFIED REGARDING HOME INTERNET CONNECTION?

Base: 11% of total population



IN WHICH AREA ARE YOU UNSATISFIED REGARDING HOME INTERNET CONNECTION?

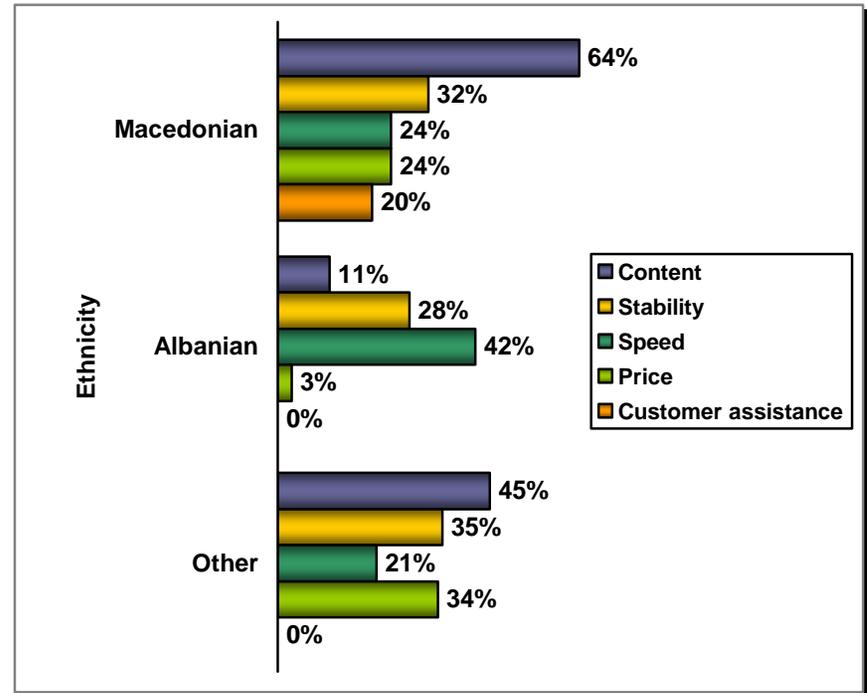
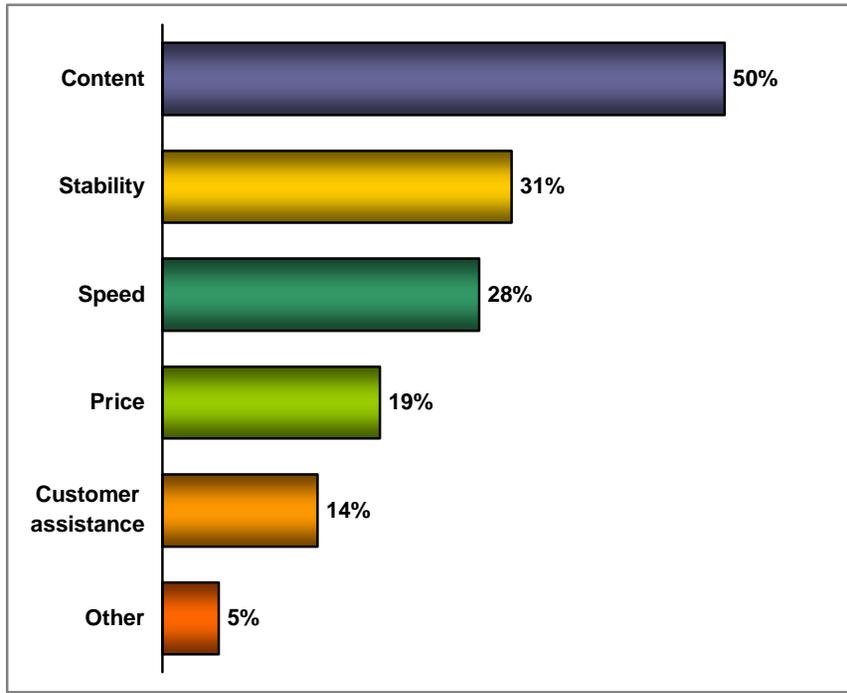
Base: 11% of total population

58% of Internet users that have Internet access at home are unsatisfied with the price of Internet (19% are satisfied with the price), 50% are unsatisfied with the speed of Internet (28% are satisfied with the speed), 26% are unsatisfied with the stability of connection (31% are satisfied with the stability) and 8% are unsatisfied with customer assistance (14% are satisfied with it).

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	108	66	42	30	31	20	19	6	2	6	24	36	42	46	43	2	17	21	35	41	11	76	26	6	77	31	50	22	19	17
Price	58.0	59	56	47	75	52	57	50	50	18	51	61	58	67	58	73	34	49	63	59	58	53	70	66	53	70	50	79	67	44
Speed	50.3	56	42	50	52	42	61	24	100	63	47	53	47	53	47	27	56	47	52	48	58	52	38	79	50	52	44	54	55	58
Stability	26.1	23	31	32	22	21	31	8	50	16	29	20	27	29	27	19	37	12	28	42	25	27	34	24	31	24	39	19	24	
Customer assistance	7.9	10	5	4	11	6	9		50		15	4	8	9	8		5	7		13	15	8	6	21	7	10	9	7	9	5
Content	2.5	4			2	10						5	2	2	2	47		5		4		2	4		2	3	3	5		
Other	3.3	5			5		11				12		4	4	4				8	2		2		34	2	6	7			
Satisfied with home Internet connection	20.9	21	21	28	6	21	27	50		20	28	26	17	20	17		35	26	21	22	9	24	18		26	8	26	12	16	23

IN WHICH AREA ARE YOU SATISFIED REGARDING HOME INTERNET CONNECTION?

Base: 11% of total population



IN WHICH AREA ARE YOU SATISFIED REGARDING HOME INTERNET CONNECTION?

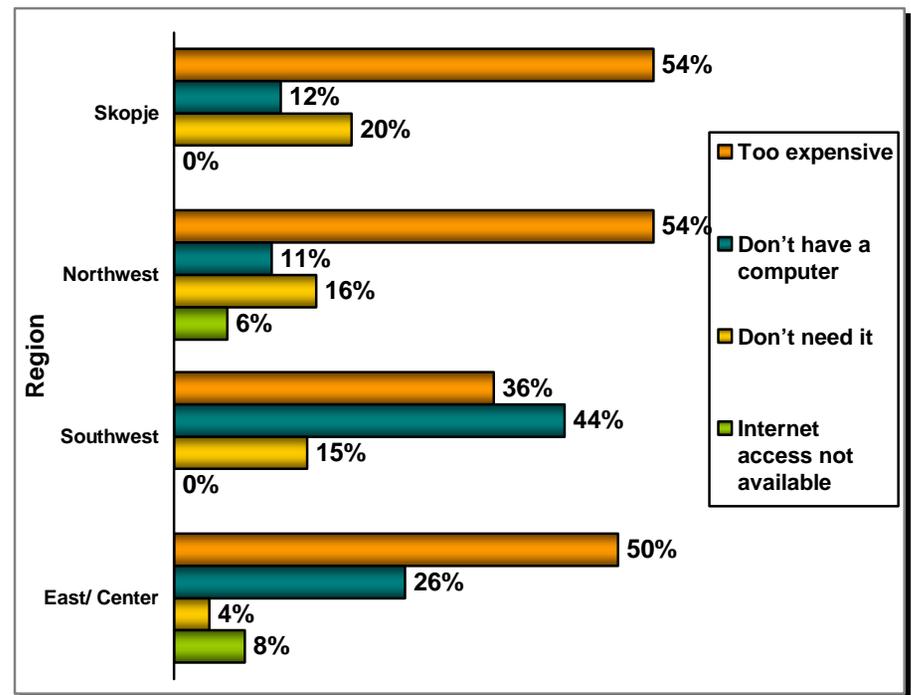
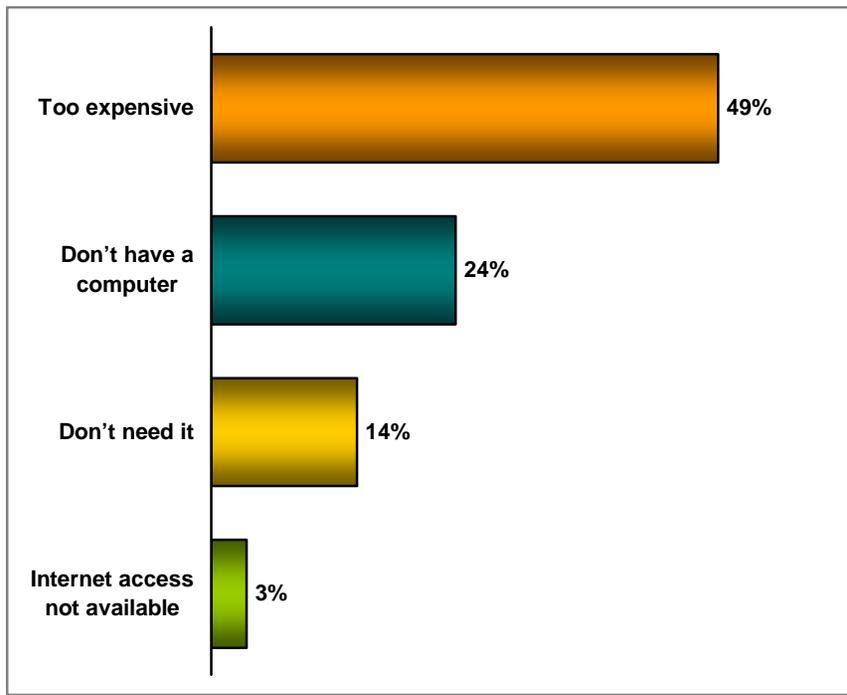
Base: 11% of total population

50% of those who have Internet access at home are satisfied with Internet content, 31% are satisfied with stability of connection (while 26% are unsatisfied with it), 28% are satisfied with the speed (50% are unsatisfied with it), 19% are satisfied with Internet price (58% are not satisfied) and 14% are satisfied with costumer assistance (only 8% are not satisfied with it).

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	108	66	42	30	31	20	19	6	2	6	24	36	42	46	43	2	17	21	35	41	11	76	26	6	77	31	50	22	19	17
Content	50.1	43	62	49	47	52	61	31	50	36	36	67	47	51	47	26	59	27	54	59	49	64	11	45	60	27	52	30	54	64
Stability	31.1	30	33	26	33	32	39	29		55	29	32	30	32	30	26	31	23	26	39	33	32	28	35	34	24	32	14	30	50
Speed	28.2	26	32	29	25	34	27	36		55	25	27	26	27	26	73	31	31	27	26	33	24	42	21	28	29	25	25	37	31
Price	19.4	15	26	18	16	21	30	10		46	25	19	17	15	17	27	36	22	19	20	14	24	3	34	20	17	16	13	20	38
Customer assistance	13.8	7	25	11	12	12	23	19		36	16	18	11	13	11	26	23	7	17	14	13	20			19	2	9	6	13	38
Other	5.0	6	4	4	4	9	5			20	10	3	7	2	7		9	4	3	6	9	7			7		4		11	9
No answer	14.9	17	12	23	12	6	6	43	50		24	12	16	16	16		11	22	18	10	9	12	27		14	17	14	31	12	

WHY DON'T YOU USE THE INTERNET AT HOME?

Base: 16% of total population



WHY DON'T YOU USE THE INTERNET AT HOME?

Base: 16% of total population

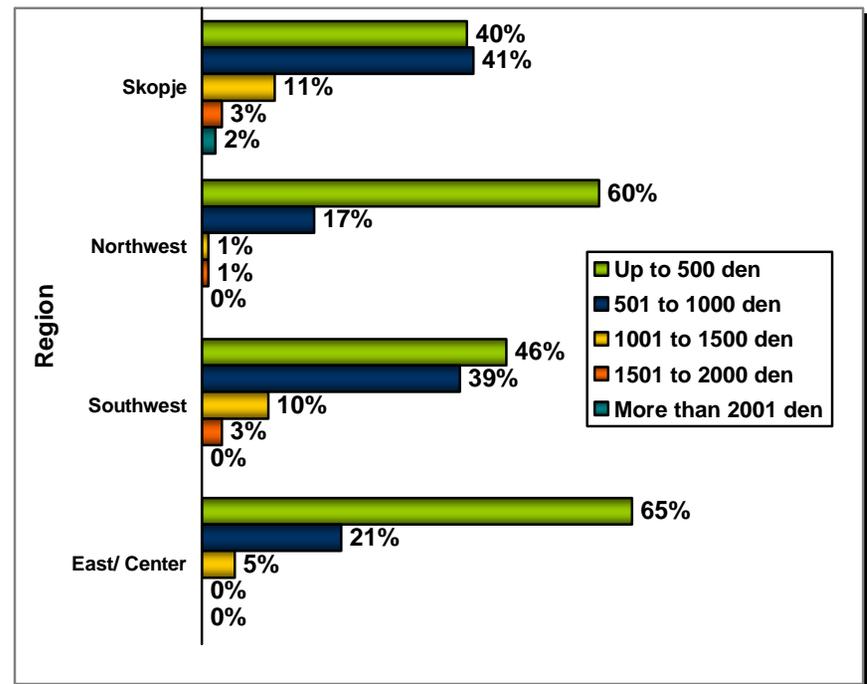
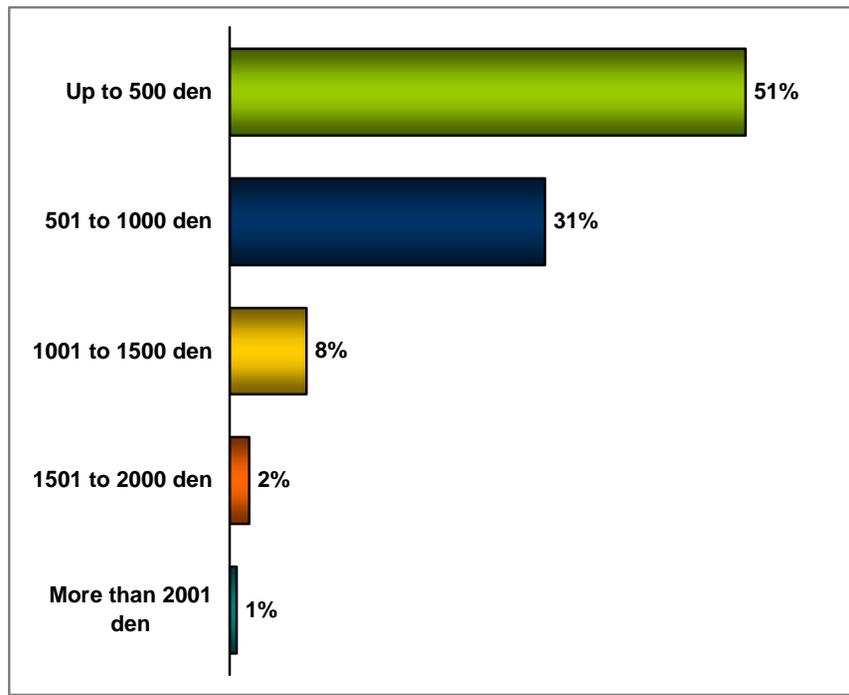
39% of Internet users (16% of total population) do not use the Internet at home. 49% of them named high price for Internet services as the main reason for not using Internet, 24% do not have computer in the household, 14% don't need the Internet at home and 3% do not have a possibility for Internet access in their homes.

The number of Internet users that don't have a computer at home is highest in Southwest region (44% of Internet users in this region don't have a computer at home). The percentage of Internet users that don't have a computer at home in East/Center region is 22% and in Skopje and Northwest region 11%.

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	169	97	72	85	45	27	7	4	2	23	40	26	79	45	95	2	28	44	73	40	12	110	37	22	113	56	48	36	43	42
Sig		0.35		0.36						0.05				0.00				0.19				0.06			0.21		0.00			
Too expensive	48.7	51	45	50	46	55	63	16		35	44	46	51	50	51		42	43	52	49	53	44	64	49	50	45	54	54	36	50
Don't have a computer	23.5	24	23	22	29	23	11		100	43	20	20	20	12	20	100	49	40	19	15	21	25	10	38	20	31	12	11	44	26
Don't need it	14.0	13	16	9	15	18	25	58		4	19	29	10	25	10		10	10	15	17	17	17	15		17	9	20	16	15	4
Internet access not available	3.4	5	2	5	3					5	3		5	3	5			7	2	2		5			4	2		6		8
Other	4.4	4	4	4	6	3		13			11	2	4	9	4				6	8		5	4		5	2	9	5	2	
No answer	6.0	3	10	10	2			13		13	2	2	10	1	10				7	10	10	4	7	14	4	10	4	7	2	11
Total		100%																												

HOW MUCH ARE YOU WILLING TO PAY FOR INTERNET SERVICE PER MONTH?

Base: 27% of total population



HOW MUCH ARE YOU WILLING TO PAY FOR INTERNET SERVICE PER MONTH?

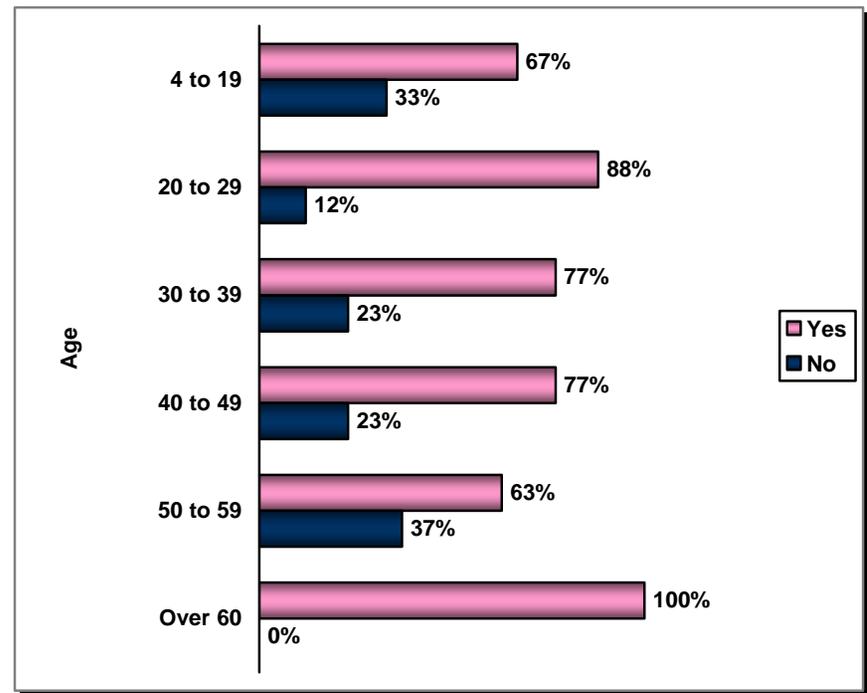
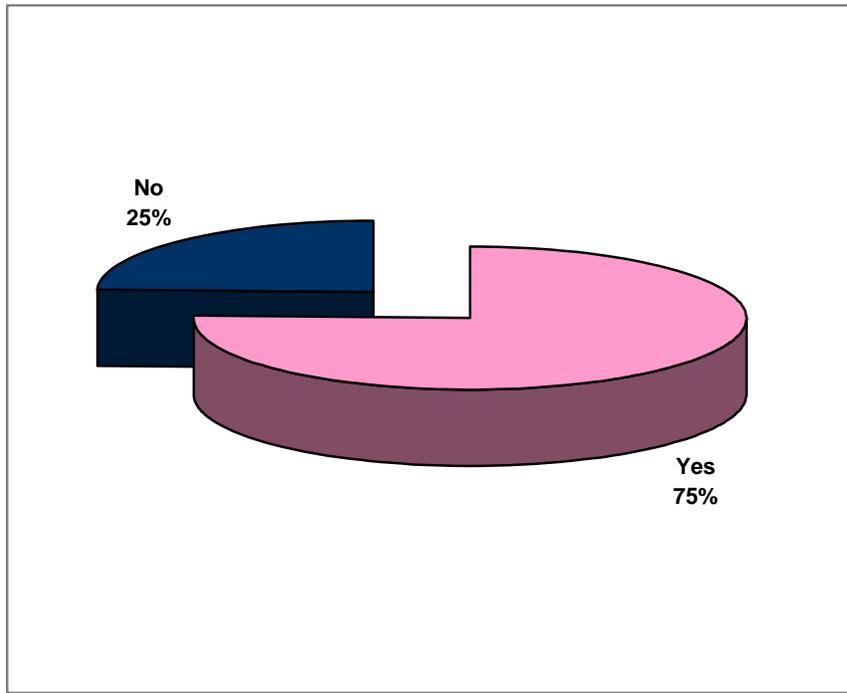
Base: 27% of total population

51% of Internet users are willing to pay up to 500 denars for Internet service per month and 31% are willing to pay up to 1000 denars per month – which makes 82% of total number of Internet users in Macedonia are willing to pay at maximum 1000 denars for Internet service per month. Just 8% are willing to pay up to 1500 denars and 3% more then 1500 denars.

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	277	163	114	115	76	47	26	10	4	29	65	63	121	91	137	5	45	65	108	81	23	186	63	28	190	87	98	57	62	60
sig		0.19		0.42						0.03				0.51				0.07				0.01			0.52		0.00			
Up to 500 den	50.9	53	48	55	47	53	49	27	72	70	53	39	54	45	54	71	52	49	52	49	58	47	58	61	48	58	40	60	46	65
501 to 1000 den	31.1	32	29	23	34	38	38	50	28	11	31	45	26	40	26	16	31	31	32	33	19	38	13	28	34	25	41	17	39	21
1001 to 1500 den	7.6	6	11	6	10	5	11	11		8	6	13	7	10	7	13	5	3	6	12	13	7	9	6	7	8	11	1	10	5
1501 to 2000 den	1.9	3	1	2	4					5	3		2	1	2		3	2	1	3		2	1	5	2	1	3	1	3	
More than 2001 den	0.7		2		1	2		4		3		1	0	1	0		2			1	4	0	2		1		2			
Don't know	7.8	6	10	14	4	2	3	7		3	7	3	11	4	11		6	16	9	1	5	6	17		8	8	3	20	3	9
Total		100%																												

DO YOU USE A PERSONAL E-MAIL ADDRESS?

Base: 27% of total population



DO YOU USE A PERSONAL E-MAIL ADDRESS?

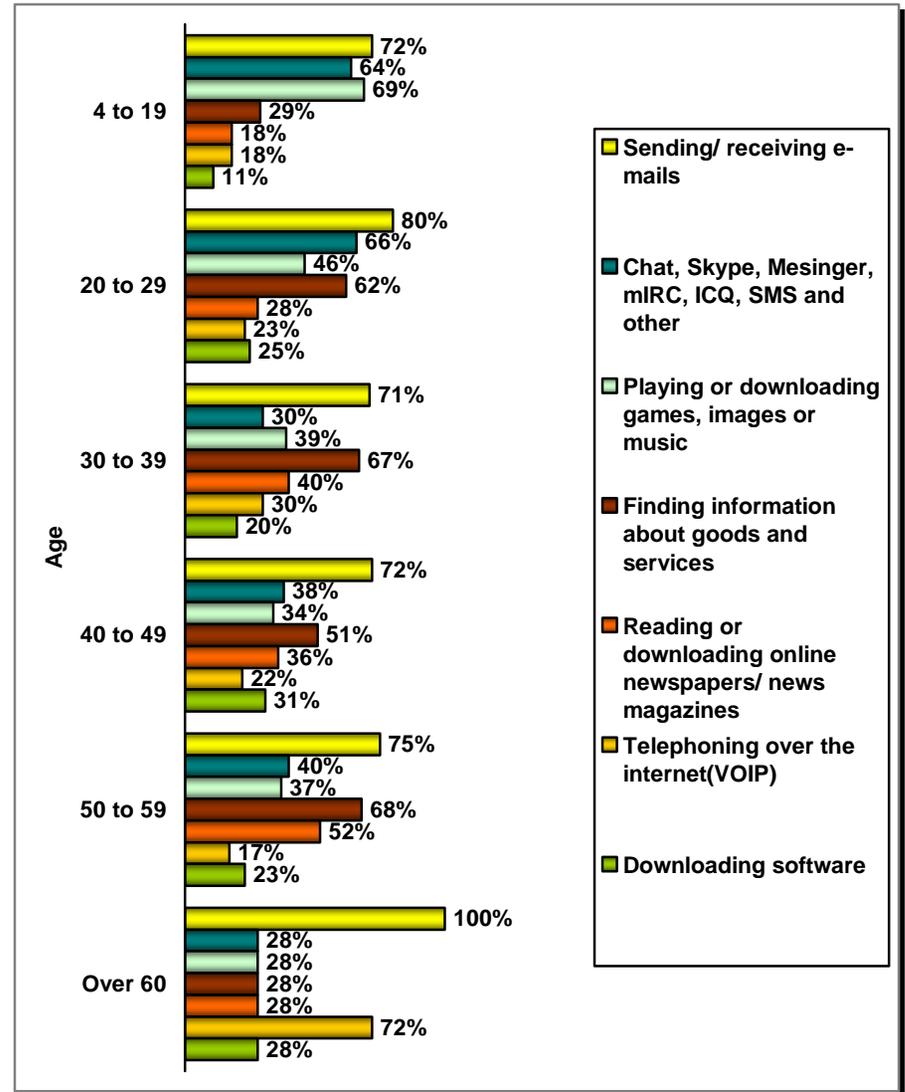
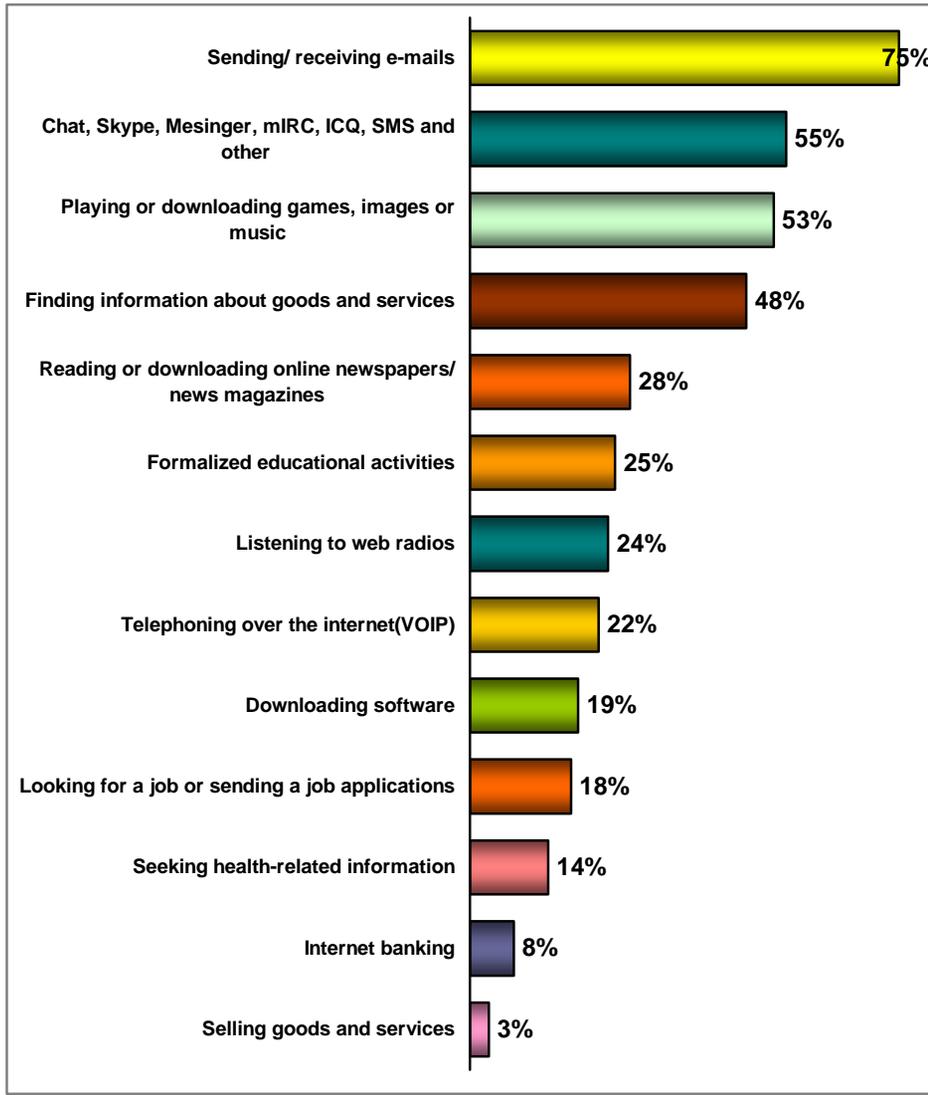
Base: 27% of total population

75% of all Internet users use personal e-mail address. There is no significant difference in percentage according to gender, age, education, occupation or any other socio-demographic characteristic of Internet users.

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	277	163	114	115	76	47	26	10	4	29	65	63	121	91	137	5	45	65	108	81	23	186	63	28	190	87	98	57	62	60
sig		0.01		0.02						0.77				0.71				0.19				0.48			0.02		0.47			
Yes	75.5	81	67	67	88	77	77	63	100	76	74	80	73	80	73	74	75	68	79	79	67	73	81	78	79	67	80	70	76	72
No	24.5	19	33	33	12	23	23	37		24	26	20	27	20	27	26	25	32	21	21	33	27	19	22	21	33	20	30	24	28
Total	100%																													

FOR WHICH OF THE FOLLOWING ACTIVITIES DID YOU USE THE INTERNET IN THE LAST 3 MONTHS?

Base: 27% of total population



FOR WHICH OF THE FOLLOWING ACTIVITIES DID YOU USE THE INTERNET IN THE LAST 3 MONTHS?

Base: 27% of total population

75% of Internet users in the last three months used Internet for sending/receiving mails, 55% used it for communication (Chat, Skype, Messenger, mIRC, ICQ, SMS and other), 53% for playing or downloading games, images or music, 48% for finding information about goods and services, 28% for reading or downloading online newspapers/ news magazines, 25% for formalized educational activities, 25% for listening to web radios, 24% for listening to web radios, 23% for telephoning over the Internet (VOIP), 19% for downloading software, 18% for looking for a job or sending a job applications, 14% for seeking health-related information, 8% for Internet banking and 3% for selling goods and services.

- The highest percentage of Internet usage for playing or downloading games, images or music is found among students (67%)
- Finding information about goods and services is the most frequent activity among highly educated Internet users (73%) and employees (68%). This activity shows the lowest percentage in population aged 4 to 19 (29%)
- 46% of highly educated Internet users and 44% of employees used Internet for reading or downloading online newspapers/ news magazines which is the highest for this activity, while the lowest percent is to be found among users with elementary education or less (15%) and in the Northwest region (11%)
- Telephoning over the Internet (VOIP) is the most used activity by Internet user over 60 years old (almost 100% of them) and Albanians (44%)
- Internet users aged 30 to 39 used Internet to look for a job or send job applications more than any other (33%). For the same purpose Internet was also use in high percent by the population aged 20 to 29 (28%)

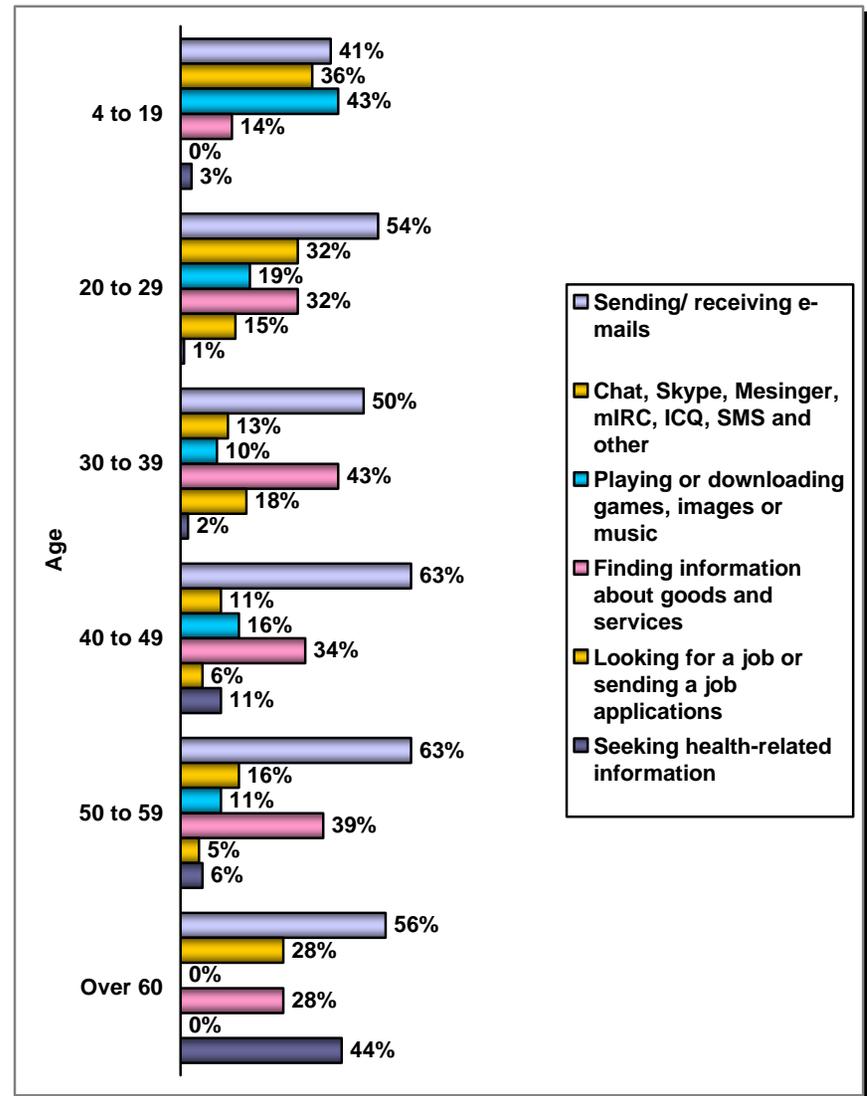
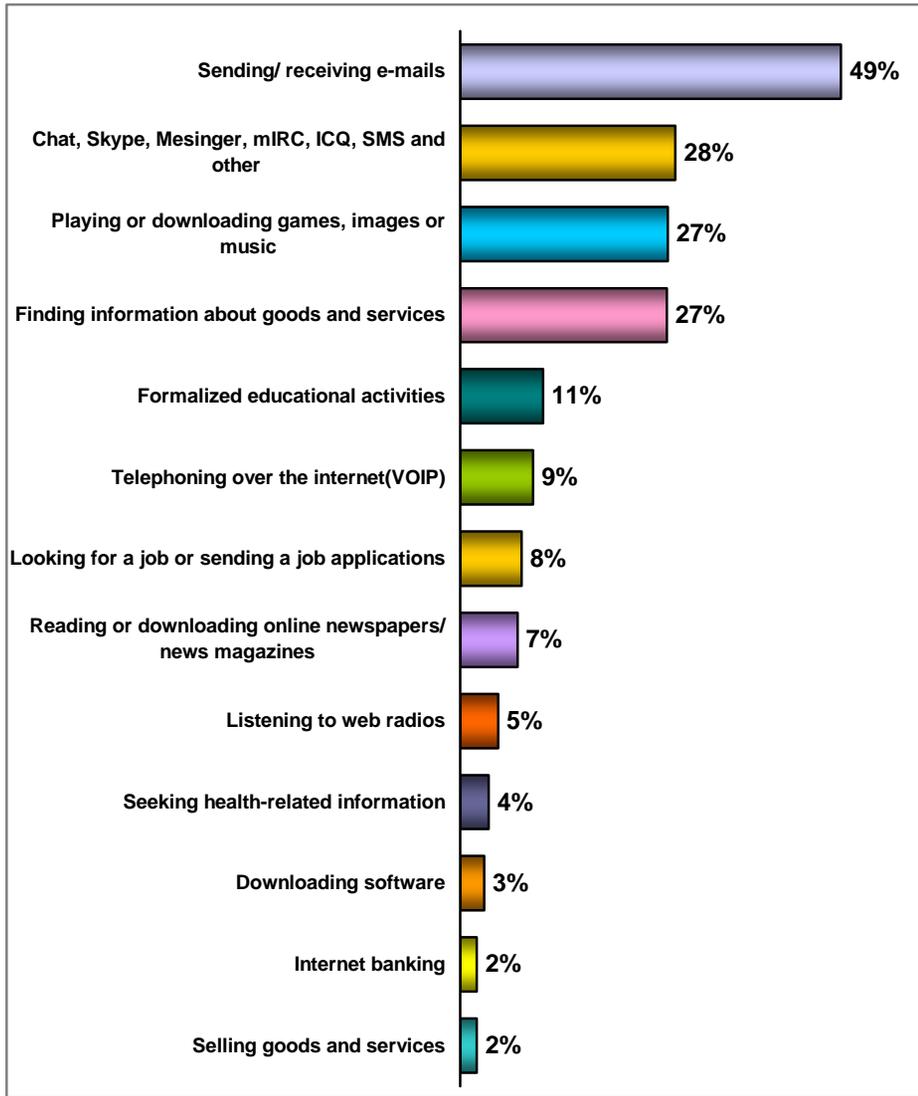
FOR WHICH OF THE FOLLOWING ACTIVITIES DID YOU USE THE INTERNET IN THE LAST 3 MONTHS?

Base: 27% of total population

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	277	163	114	115	76	47	26	10	4	29	65	63	121	91	137	5	45	65	108	81	23	186	63	28	190	87	98	57	62	60
Sending/receiving e-mails	74.5	76	72	72	80	71	72	75	100	73	68	79	76	74	76	74	71	66	76	79	78	73	79	73	78	66	78	68	77	72
Chat, Skype, Messenger, mIRC, ICQ, SMS and other	54.9	55	55	64	66	30	38	40	28	62	53	36	66	43	66	23	48	59	53	60	37	55	64	37	56	52	59	57	40	62
Playing or downloading games, images or music	52.7	56	48	69	46	39	34	37	28	54	43	36	67	37	67	50	41	54	45	64	47	57	42	48	51	58	53	37	63	56
Finding information about goods and services	48.0	47	49	29	62	67	51	68	28	31	53	73	37	68	37		46	41	52	50	40	57	26	38	52	40	55	34	48	50
Reading or downloading online newspapers/news magazines	27.8	26	30	18	28	40	36	52	28	15	27	46	23	44	23		13	15	29	37	24	34	15	15	31	21	37	11	32	24
Formalized educational activities	25.2	21	31	24	28	23	25	27	28	14	14	28	31	23	31		13	26	27	23	23	24	33	19	26	23	29	32	17	20
Listening to web radios	24.0	24	24	30	25	10	21	25		39	22	14	28	18	28	13	24	29	27	20	9	23	25	25	22	28	21	33	18	26
Telephoning over the Internet(VOIP)	22.3	26	17	18	23	30	22	17	72	38	25	18	17	21	17	35	40	32	21	17	19	14	44	31	21	24	19	28	33	11
Downloading software	18.8	24	11	11	25	20	31	23	28	10	19	28	16	22	16		23	17	23	20	3	19	18	20	20	15	22	16	21	14
Looking for a job or sending a job applications	17.6	19	16	5	28	33	12	30	28	15	22	27	9	26	9		30	23	20	12	11	14	31	9	18	17	26	14	16	9
Seeking health-related information	13.6	12	16	10	12	19	21	17	28		16	19	10	20	10	23	12	13	11	14	25	14	13	13	13	14	17	9	15	12
Internet banking	7.6	8	6		7	14	18	23	56		7	21	1	19	1		6	1	5	13	18	8	3	17	9	4	19	1	1	1
Selling goods and services	3.3	6		2	2	9	2			9	7		1	2	1		12	7	3	1		1	10	3	4	2	3	6	3	1

WHY DID YOU BEGIN USING THE INTERNET?

Base: 27% of total population



WHY DID YOU BEGIN USING THE INTERNET?

Base: 27% of total population

E-mail communication was the reason 49% of Internet users started using the Internet, while other types of communication through Internet such as chat, Skype, messenger, mirc, icq, and sms were the reason for 28% of the users. Playing or downloading games, images or music were the main reasons for 28% of Internet users to start using while the same percent (28%) began using it because of the possibility of finding information about goods and services.

For Internet users aged 4 to 19 the main reason (43%) for using the Internet was to play or download games, images or music. Following, e-mail (41%) and other types of communication such as chat, Skype, messenger, mirc, icq, sms (36%) stimulated youths to use Internet.

The largest amount of highly educated Internet users as well as employees began using Internet to find information about goods and services (41% of highly educated users and 40% of employees).

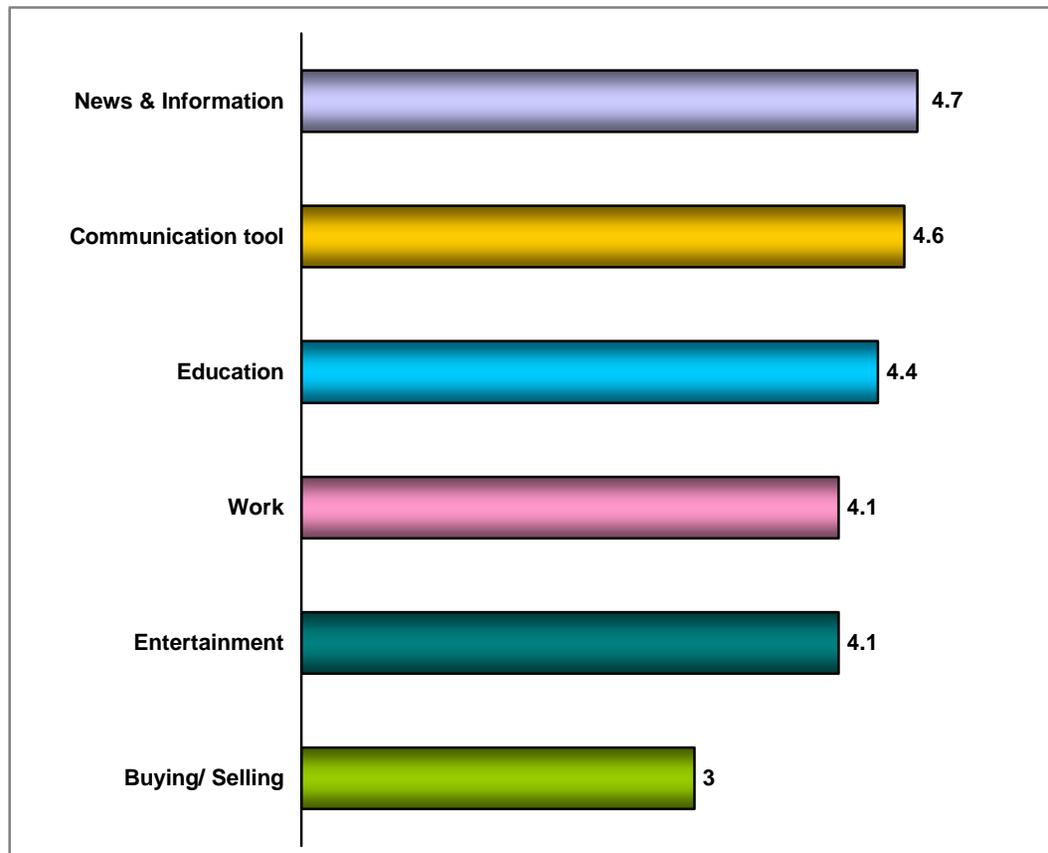
WHY DID YOU BEGIN USING THE INTERNET?

Base: 27% of total population

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	277	163	114	115	76	47	26	10	4	29	65	63	121	91	137	5	45	65	108	81	23	186	63	28	190	87	98	57	62	60
Sending/ receiving e-mails	49.2	47	52	41	54	50	63	63	56	52	42	54	47	53	47	39	49	43	50	53	50	47	55	50	50	48	55	44	44	50
Chat, Skype, Messenger, miRC, ICQ, SMS and other	27.8	28	28	36	32	13	11	16	28	26	33	13	35	19	35		27	35	29	27	4	28	35	12	28	28	29	36	24	21
Playing or downloading games, images or music	26.8	29	24	43	19	10	16	11		27	17	13	40	12	40	36	16	22	23	36	26	30	17	30	25	30	21	16	29	44
Finding information about goods and services	26.7	27	26	14	32	43	34	39	28	18	32	41	19	40	19		26	20	29	32	14	33	4	32	29	22	30	12	26	36
Formalized educational activities	10.7	9	13	7	18	7	9	17		4	1	13	15	6	15		7	9	12	9	14	11	12	7	14	4	12	10	12	7
Telephoning over the Internet(VOIP)	9.4	11	8	7	11	13	11	6		25	10	5	7	7	7		24	12	11	7	5	8	15	7	8	13	7	13	13	6
Looking for a job or sending a job applications	7.9	8	8		15	18	6	5		3	12	17	2	13	2		16	4	11	7	7	8	12		9	6	7	12	9	4
Reading or downloading online newspapers/ news magazines	7.4	6	10	5	6	15	10	11		3	8	13	5	14	5		3	3	6	13	5	8	7	3	8	5	11	5	5	7
Listening to web radios	4.9	5	5	5	6	6	2			22	5	3	2	2	5	13	10	8	3	6		4	4	11	5	5	2	6	3	11
Seeking health-related information	3.7	4	4	3	1	2	11	6	44		8	3	3	4	3	35	3	3	1	3	17	2	6	8	4	4	5	1	6	1
Downloading software	3.1	5	1		6	4	8	6		3	5	4	2	4	2		7	2	5	2		3	1	6	5		3		7	2
Internet banking	2.1	3	1		2	3	8	7			3	5	1	7					1	4	10	3	1		3		5		1	
Selling goods and services	2.1	4			1	11					6	3		3		23	4	3	1	3	3	1	5	3	3	1	2	2	3	2

WHAT DOES THE INTERNET MEAN TO YOU? (ON SCALE FROM 1 TO 5)

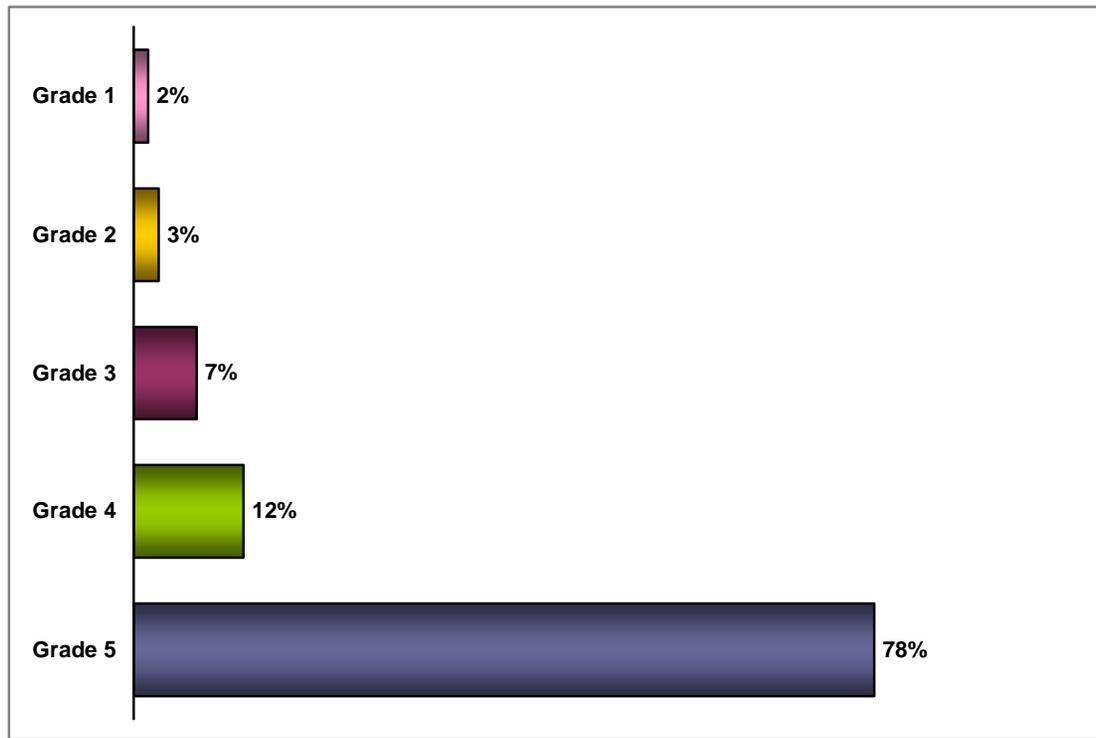
Base: 27% of total population



Most of the Internet users in Macedonia perceive Internet as a source of news and information (on a scale from 1 to 5, users evaluated it at 4.7). Internet as a communications tool was evaluated at 4.6, Internet as an educational tool – 4.4, Internet as a work tool – 4.1, Internet as entertainment – 4.1 and the Internet as a tool to buy/sell was evaluated with an average mark of 3.

INTERNET AS A COMMUNICATION TOOL

Base: 27% of total population



INTERNET AS A COMMUNICATION TOOL

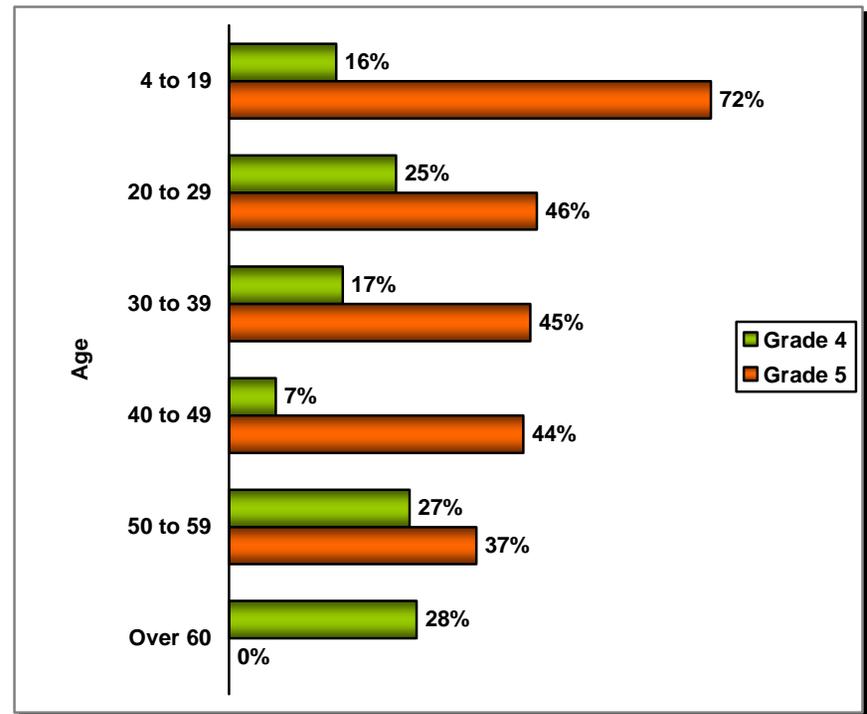
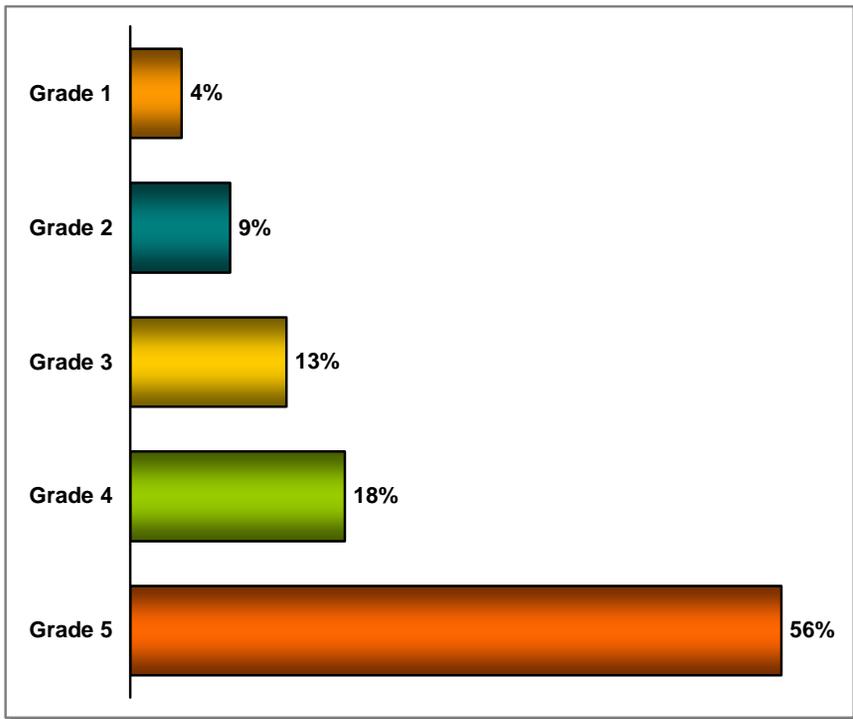
Base: 27% of total population

89% of Internet users perceive Internet as a communication tool. There is no significant difference in relation to gender, age, education or other socio-demographic characteristics of the population that use Internet. On a scale from 1 to 5, Internet as communication tool was given a 4.6.

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	277	163	114	115	76	47	26	10	4	29	65	63	121	91	137	5	45	65	108	81	23	186	63	28	190	87	98	57	62	60
sig		0.17		0.35						0.29				0.14				0.94				0.33			0.23		0.17			
1	1.5	2	1		1	4	4	7			4	3		4		2			3	1		2			2		3			1
2	2.6	3	1	4	2	1				2	2	4	1	4		1	2	4	2		4			1	5	1	3	4	4	
Sum -	4.1	6	2	4	3	5	4	7			6	4	4	5	4	3	2	7	3		6			4	5	4	3	4	5	
3	6.6	7	6	5	6	11	2	12	44		11	7	5	8	5	35	5	5	6	8	7	6	6	10	6	8	4	3	14	7
Sum +	89.2	87	92	91	91	84	94	81	56	100	82	88	91	87	91	65	92	92	87	89	93	87	94	90	90	87	92	94	81	88
4	11.5	14	7	14	11	11	8	6		7	9	11	14	11	14		5	12	12	10	14	13	11	3	11	12	13	8	10	14
5	77.7	73	85	77	80	72	86	76	56	93	73	77	76	76	76	65	87	80	75	79	79	74	84	87	79	75	80	85	71	74
Total		100%																												
Mean	4.6	4.5	4.7	4.6	4.7	4.5	4.7	4.4	4.1	4.9	4.5	4.6	4.6	4.5	4.6	4.3	4.7	4.7	4.5	4.6	4.7	4.5	4.8	4.8	4.6	4.6	4.6	4.8	4.5	4.6

INTERNET AS ENTERTAINMENT

Base: 27% of total population



INTERNET AS ENTERTAINMENT

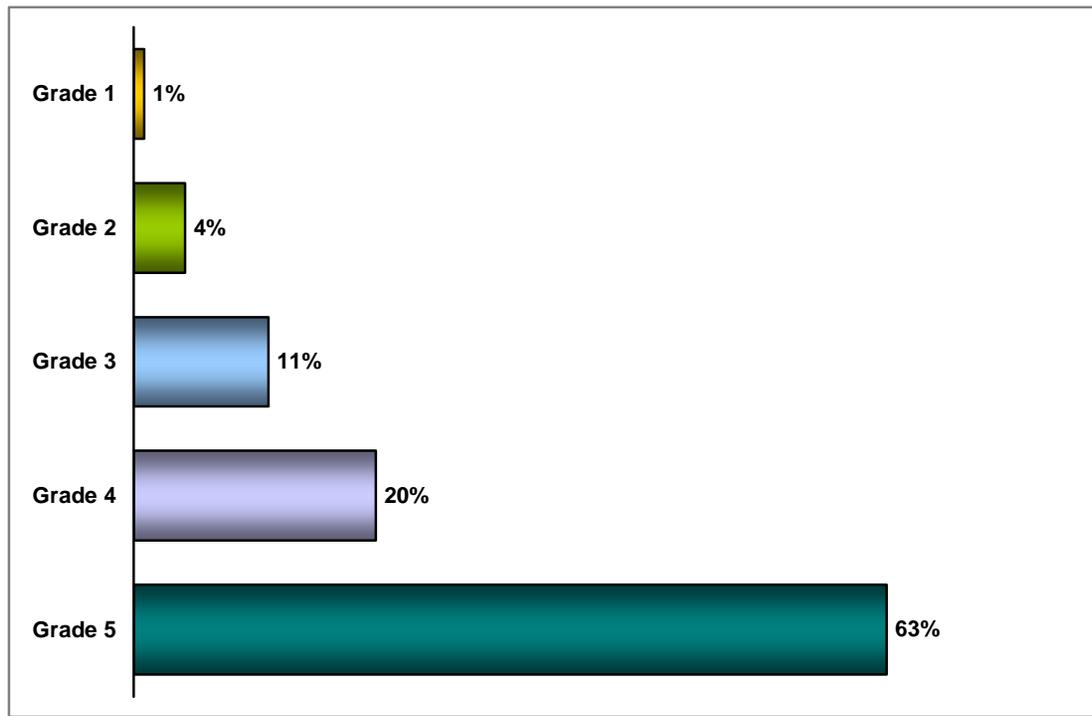
Base: 27% of total population

74% of Internet users perceive Internet as entertainment. The highest percentage is found among the youth population aged 4 to 19 where 88% view the Internet as entertainment. The lowest percent was found among the population aged 60+ where only 28% view the Internet as a source of entertainment. Internet is seen as a source of entertainment for the users of elementary school age and younger (90% of them) as well as for students (82%).

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	277	163	114	115	76	47	26	10	4	29	65	63	121	91	137	5	45	65	108	81	23	186	63	28	190	87	98	57	62	60
sig		0.89		0.00						0.00				0.00				0.22				0.35			0.74		0.05			
1	4.4	4	5		3	12	6	7	44		7	11	1	9	1	35	3	1	4	7	7	5	1	6	5	2	3	1	8	6
2	8.5	8	9	4	6	14	25	11		7	11	12	6	12	6	11		12	9	8		7	14	7	9	7	16	4	4	5
Sum -	12.9	12	14	4	9	27	31	18	44	7	18	23	7	21	7	35	14	13	13	14	7	12	15	13	14	10	18	6	12	12
3	13.3	13	14	7	21	11	17	18	28	3	11	25	11	19	11		10	6	14	17	21	14	13	10	12	15	18	16	11	6
Sum +	73.8	75	72	88	71	62	51	64	28	89	70	52	82	60	82	65	76	81	73	69	73	74	72	77	73	75	64	78	77	82
4	18.3	17	19	16	25	17	7	27	28	12	13	22	18	18	18		22	22	22	13	6	21	10	22	19	18	17	14	19	24
5	55.5	58	52	72	46	45	44	37		78	57	30	64	42	64	65	54	59	51	56	66	53	62	56	55	57	47	64	58	59
Total		100%																												
Mean	4.1	4.2	4.0	4.6	4.0	3.7	3.6	3.8	2.4	4.6	4.0	3.5	4.4	3.7	4.4	3.6	4.1	4.3	4.1	4.0	4.3	4.1	4.2	4.1	4.1	4.2	3.9	4.3	4.1	4.2

INTERNET AS AN EDUCATIONAL TOOL

Base: 27% of total population



INTERNET AS AN EDUCATIONAL TOOL

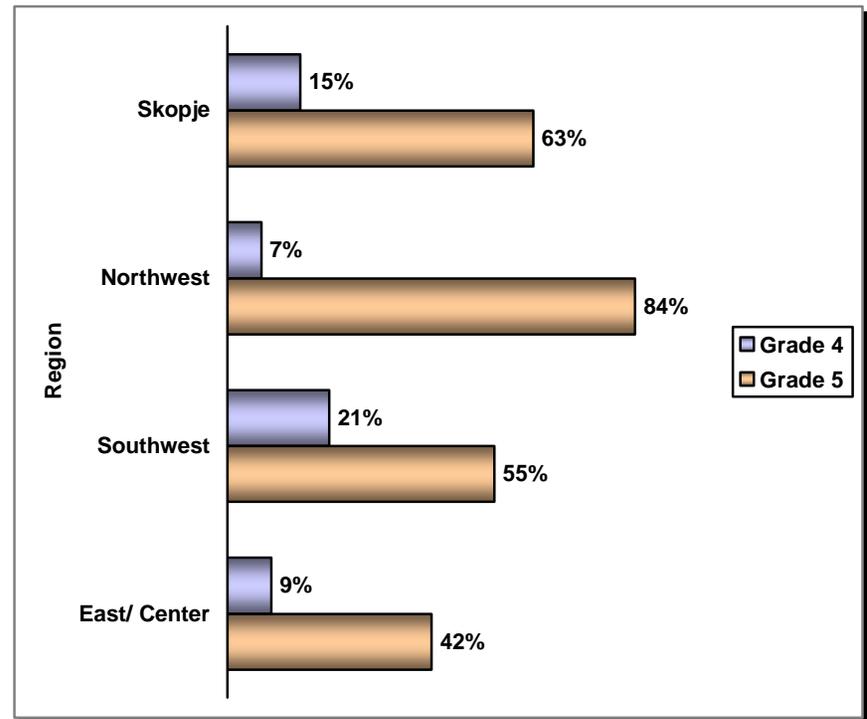
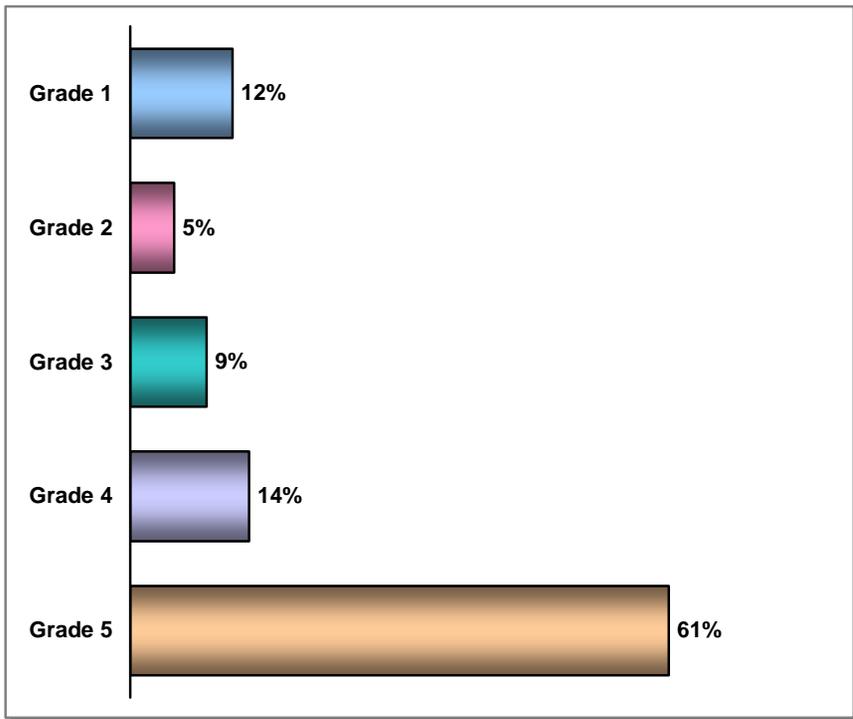
Base: 27% of total population

84% of Internet users see the Internet as an educational tool. There are no significant differences according to gender, age, education or other socio-demographic characteristic of the population that use Internet. This Internet characteristic, on a scale from 1 to 5 was evaluated with average score of 4.4.

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	277	163	114	115	76	47	26	10	4	29	65	63	121	91	137	5	45	65	108	81	23	186	63	28	190	87	98	57	62	60
sig		0.11		0.38						0.60				0.15				0.20				0.50			0.43		0.06			
1	0.9	1	1	1			6				2		1	1	1		1	1	2		1	2		1	1	1	2			1
2	4.3	6	2	6	3	4	2			10	1	6	5	2	5	37	4	5	3	7		5	3	5	4	5	1	2	3	14
Sum -	5.3	7	3	7	3	4	8			10	4	6	6	3	6	37	5	5	4	9		5	5	5	5	6	2	4	3	15
3	11.3	14	8	9	11	11	18	25		5	17	12	10	16	10		8	10	11	16		14	4	12	12	10	9	9	15	12
Sum +	83.5	80	89	84	86	85	73	75	100	85	79	82	84	81	84	63	87	85	86	75	100	81	91	83	83	84	89	87	82	73
4	20.3	21	19	18	24	20	13	16	72	16	21	20	21	19	21	35	19	17	18	21	38	20	17	29	17	27	21	19	22	18
5	63.2	58	70	65	62	65	61	59	28	69	57	62	63	62	63	29	68	68	67	54	62	61	74	54	66	57	67	68	60	55
Total		100%																												
Mean	4.4	4.3	4.5	4.4	4.4	4.5	4.2	4.3	4.3	4.4	4.3	4.4	4.5	4.4	4.4	3.6	4.5	4.5	4.5	4.2	4.6	4.4	4.6	4.3	4.4	4.3	4.5	4.5	4.4	4.1

INTERNET AS A WORK TOOL

Base: 27% of total population



INTERNET AS A WORK TOOL

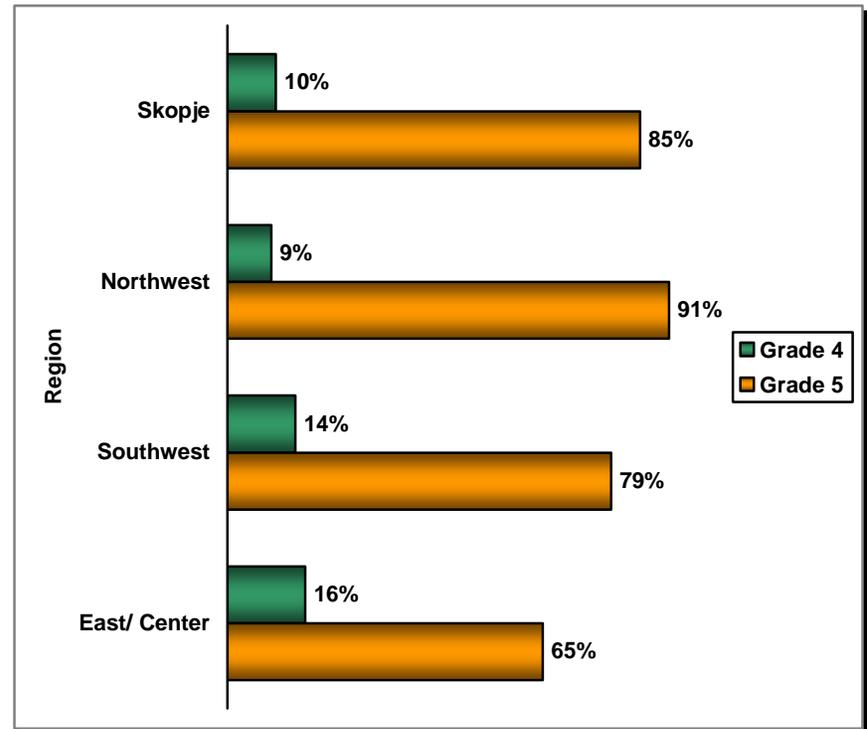
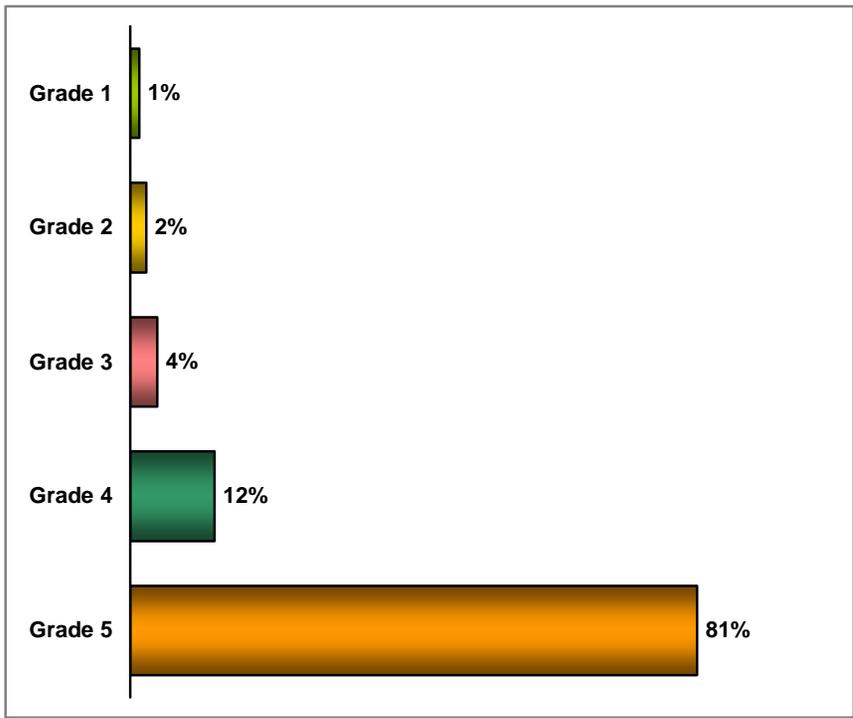
Base: 27% of total population

75% of the Internet users view the Internet as a work tool. The percentage is highest among highly educated users (87% of them) and employees (84%). The lowest percentage was found among the students (65%). Regionally speaking, the highest percentage was found in the Northwest region (91% of the Internet users see Internet as a work tool) and the lowest in the East/Center region (52%).

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	277	163	114	115	76	47	26	10	4	29	65	63	121	91	137	5	45	65	108	81	23	186	63	28	190	87	98	57	62	60
Sig		0.44		0.06						0.00				0.01				0.66				0.00			0.09		0.00			
1	11.6	11	13	20	9	3	6				7	3	19	3	19		7	12	9	17	5	16		9	14	6	9	3	3	33
2	5.0	5	5	9	2	2	6			6	4	2	7	2	7	13	4	6	4	7		7			4	7	3	1	6	11
Sum -	16.7	16	17	28	11	5	12			6	12	5	26	5	26	13	11	18	13	23	5	23		9	18	14	12	5	9	44
3	8.7	10	6	7	9	14	4	12		11	11	8	7	12	7		9	8	11	6	10	9	10	6	10	6	10	4	15	4
Sum +	74.7	74	76	64	80	81	84	88	100	83	77	87	67	84	67	87	80	74	76	71	85	68	90	84	72	80	78	91	76	52
4	13.5	16	10	7	17	20	18	6	44	14	21	14	10	15	10	35	20	10	12	17	20	15	8	17	15	10	15	7	21	9
5	61.2	58	66	57	63	61	66	82	56	69	56	73	57	69	57	52	60	64	64	54	65	53	83	68	57	70	63	84	55	42
Total		100%																												
Mean	4.1	4.0	4.1	3.7	4.2	4.3	4.3	4.7	4.6	4.5	4.2	4.5	3.7	4.4	3.8	4.3	4.2	4.1	4.2	3.8	4.4	3.8	4.7	4.3	4.0	4.3	4.2	4.7	4.2	3.2

INTERNET AS A SOURCE OF NEWS AND INFORMATION

Base: 27% of total population



INTERNET AS A SOURCE OF NEWS/ INFORMATION

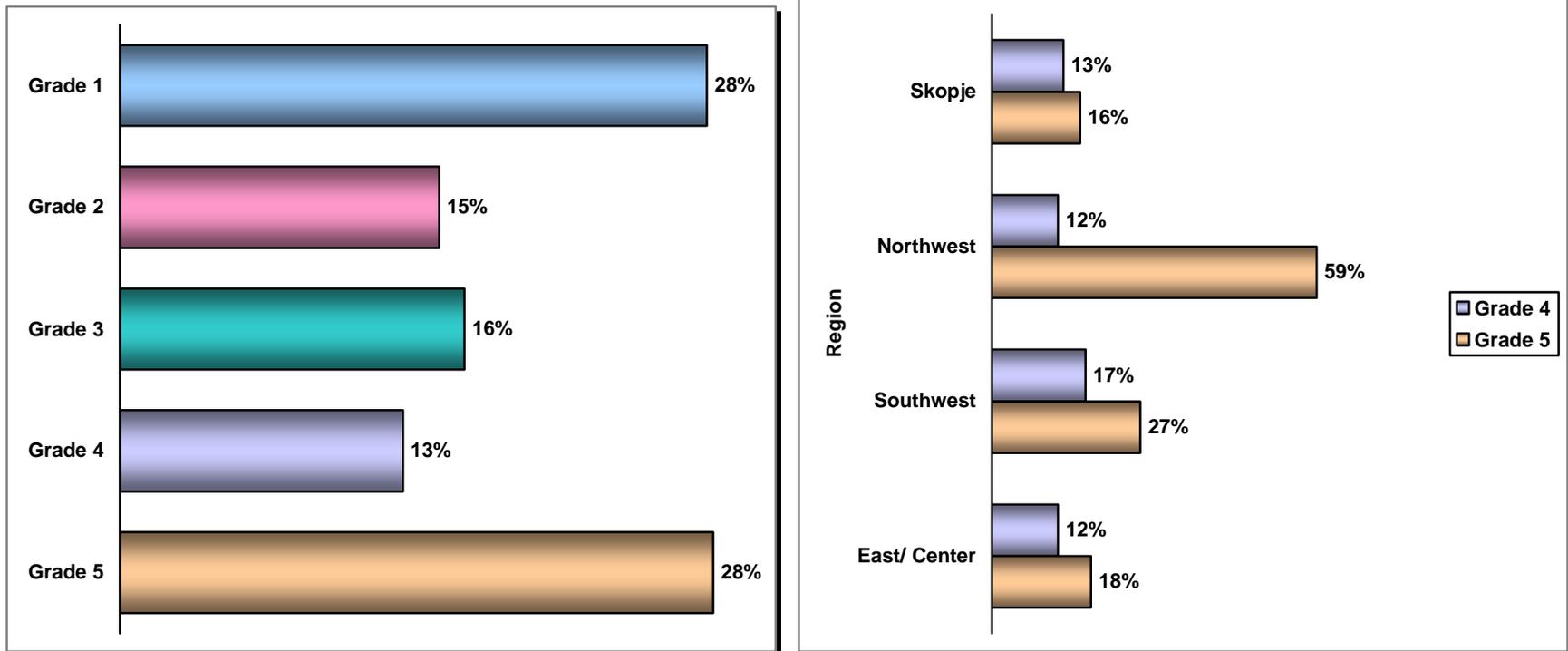
Base: 27% of total population

93% of the Internet users view Internet as a source of news and information. There is no significant difference according to gender, age, education or other socio-demographic characteristic of the population that use Internet. The information-based Internet characteristic was given a 4.7 on a scale from 1 to 5.

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	277	163	114	115	76	47	26	10	4	29	65	63	121	91	137	5	45	65	108	81	23	186	63	28	190	87	98	57	62	60
sig		0.81		0.81						0.82				0.37				0.73				0.71			0.87		0.01			
1	1.3	2	1	3				6			2	1	2	1	2				2	1		2			1	1	2			3
2	2.3	3	2	4	2					4		1	4	1	4			4	1	3		2	1	5	2	4	1		1	8
Sum -	3.7	5	2	7	2			6		4	2	2	6	2	6			4	4	5		4	1	5	3	5	3		1	11
3	3.8	4	4	4	4	4	2	7		2	2	6	4	2	4	13	7	3	3	6	5	4	4		4	4	3		6	8
Sum +	92.5	91	94	89	94	96	98	88	100	94	96	92	90	96	90	87	93	93	94	90	95	92	94	95	93	91	95	100	93	81
4	12.0	12	12	13	10	13	11	7	44	18	10	9	14	10	14	35	7	18	10	10	11	13	10	9	13	11	10	9	14	16
5	80.5	79	82	76	84	83	86	81	56	76	86	83	76	86	76	52	86	75	83	80	84	78	85	86	81	80	85	91	79	65
Total		100%																												
Mean	4.7	4.6	4.7	4.6	4.8	4.8	4.8	4.6	4.6	4.7	4.8	4.7	4.6	4.8	4.6	4.4	4.8	4.6	4.7	4.6	4.8	4.6	4.8	4.8	4.7	4.7	4.8	4.9	4.7	4.3

INTERNET FOR BUYING/SELLING

Base: 27% of total population



INTERNET FOR BUYING/SELLING

Base: 27% of total population

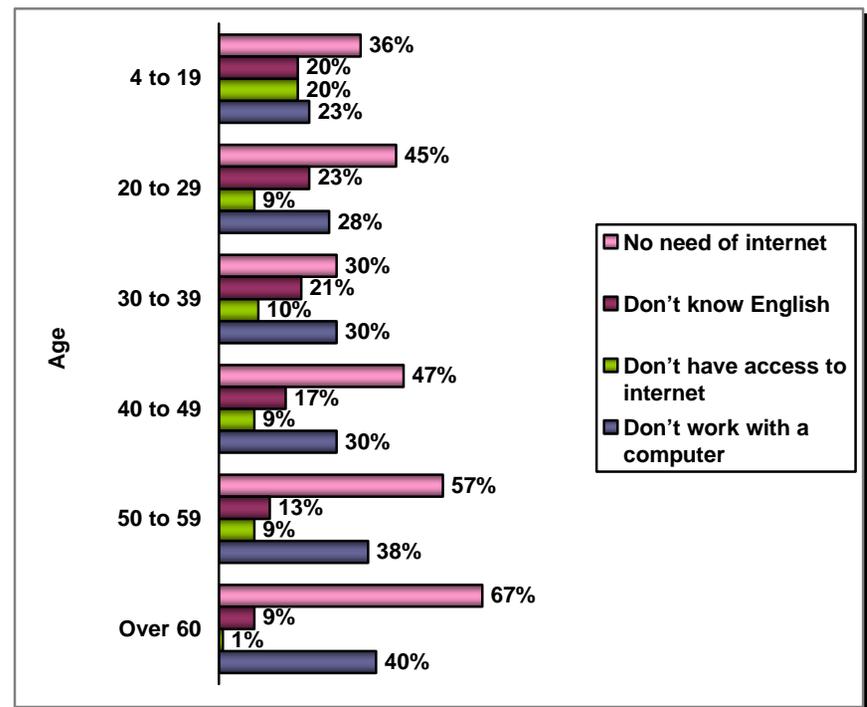
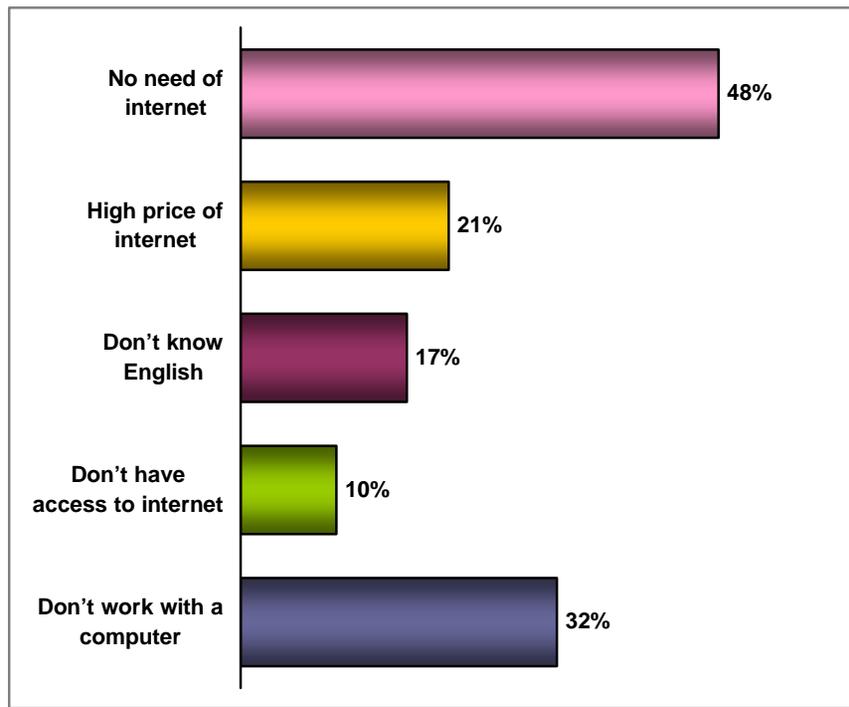
Only 41% of Internet users view the Internet as a tool for buying/selling. This percent is much higher than average in the Northwest region (71% of the population see the Internet as a buying/selling tool) and among the Albanian population (64% of Albanian users). The Internet as buying/selling tool was given a 3 on a scale from 1 to 5.

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	277	163	114	115	76	47	26	10	4	29	65	63	121	91	137	5	45	65	108	81	23	186	63	28	190	87	98	57	62	60
sig		0.98		0.09						0.08				0.55				0.09				0.00			0.34		0.00			
1	27.6	26	29	28	21	19	55	41	44	11	34	28	28	31	28	61	16	18	26	38	24	31	15	29	31	21	35	9	19	43
2	15.0	15	15	14	16	15	20	12		13	17	16	12	19	12		18	13	16	15	21	18	10	6	14	16	15	13	18	15
Sum -	42.6	42	44	42	37	34	74	53	44	24	52	44	40	50	40	61	35	31	42	52	45	50	25	35	45	37	49	22	36	57
3	16.2	16	17	17	13	22	2	23	56	11	9	21	17	15	17	16	15	13	14	18	28	17	11	20	17	15	21	6	20	13
Sum +	41.2	42	40	41	50	44	23	23		65	40	35	43	35	43	23	50	56	44	30	26	33	64	45	38	49	29	71	44	29
4	13.3	14	13	10	20	16	5	6		10	17	14	13	14	13		16	14	13	13	10	13	14	13	13	15	13	12	17	12
5	27.9	29	27	31	30	27	18	18		56	23	20	30	21	30	23	34	42	30	17	16	20	50	32	25	34	16	59	27	18
Total		100%																												
Mean	3.0	3.0	2.9	3.0	3.2	3.2	2.1	2.5	2.1	3.9	2.8	2.8	3.0	2.8	3.1	2.2	3.3	3.5	3.1	2.6	2.7	2.7	3.7	3.1	2.9	3.3	2.6	4.0	3.2	2.5

POTENTIAL INTERNET USERS

WHY DON'T YOU USE THE INTERNET?

Base: 73% of total population



WHY DON'T YOU USE THE INTERNET?

Base: 73% of total population

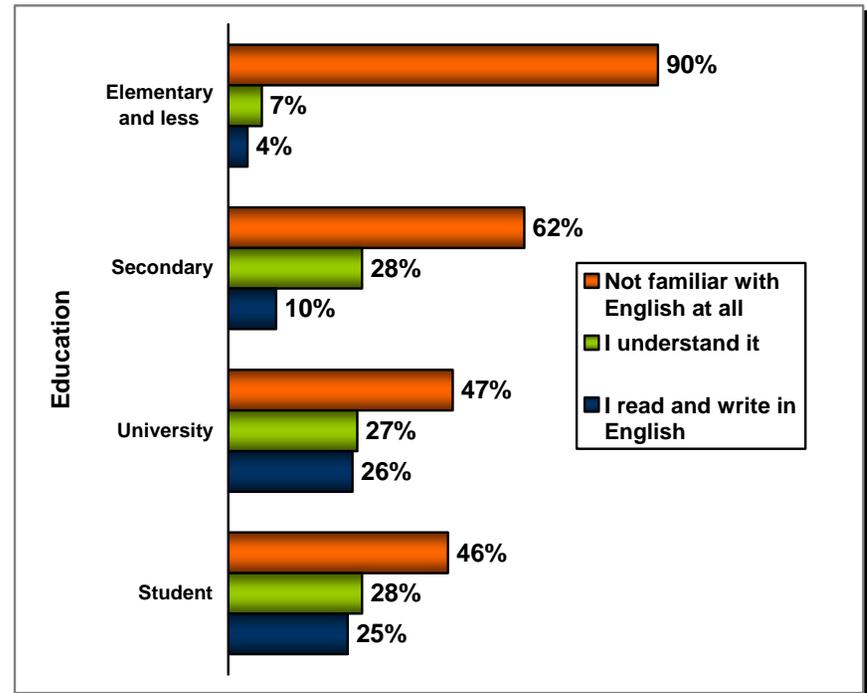
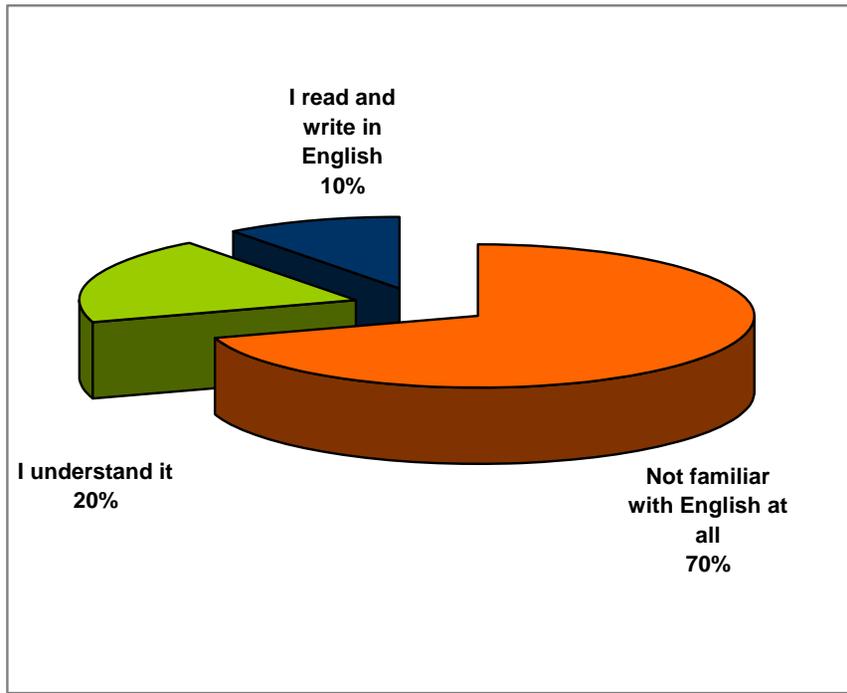
48% of those who don't use Internet claim that they don't need it. This percent correlates to the age of the population. 67% of those aged 60+ feel that they have no need for the Internet. While the percentage of youths who claim they don't need Internet is much lower (36%).

32% of those who don't use Internet don't use a computer, 21% claim that high price of the Internet prevent them of using it, 17% don't know English and almost 10% do not have access to Internet.

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization				Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center		
N	740	338	402	143	92	110	127	108	160	297	284	63	97	197	116	254	172	363	238	101	38	485	175	80	440	299	185	204	149	202		
No need of Internet	48.0	50	46	36	45	30	47	57	67	49	48	54	38	48	38	58	39	45	54	47	41	49	45	46	51	44	53	51	50	38		
High price of Internet	20.9	24	18	21	21	29	30	16	11	11	26	45	20	29	20	11	28	22	20	21	12	22	20	14	22	19	14	22	24	23		
Don't know English	16.7	17	16	20	23	21	17	13	9	15	21	11	16	16	16	14	22	15	20	21	6	18	12	21	18	15	11	16	18	22		
Don't have access to Internet	9.6	10	10	20	9	10	9	9	1	8	7	9	24	9	24	4	8	9	10	7	15	10	9	6	9	10	13	7	10	10		
Don't work with a computer	31.8	30	33	23	28	30	30	38	40	43	26	20	20	24	20	40	38	36	27	26	39	34	22	38	29	37	30	24	31	42		
Other	12.8	11	14	16	19	19	7	11	8	14	12	9	13	13	13	10	17	16	13	6	2	12	9	25	12	14	11	9	22	11		

TO WHICH EXTENT ARE YOU FAMILIAR WITH THE ENGLISH LANGUAGE?

Base: 73% of total population



TO WHICH EXTENT ARE YOU FAMILIAR WITH THE ENGLISH LANGUAGE?

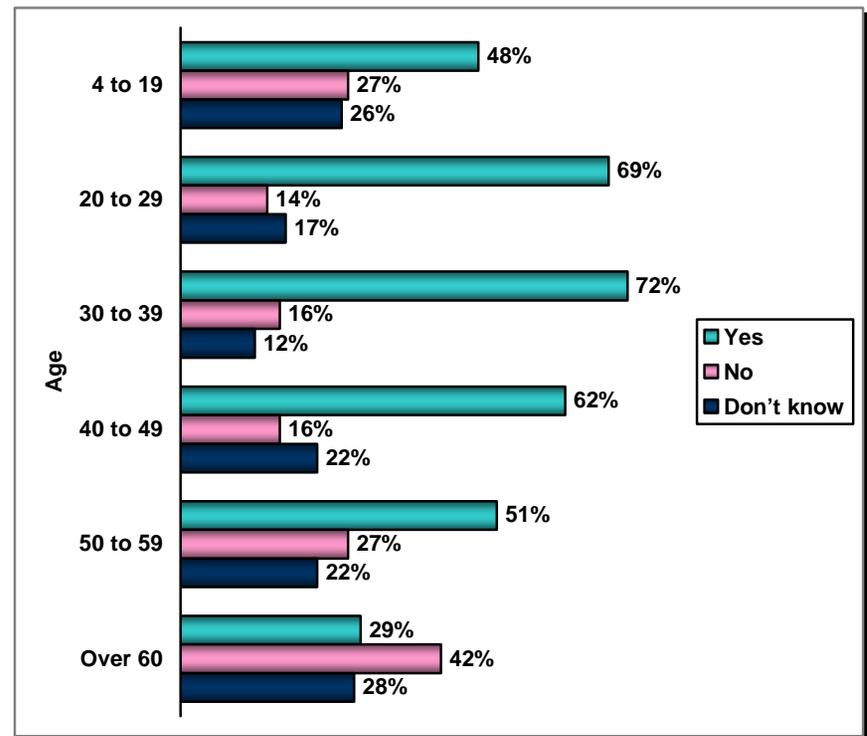
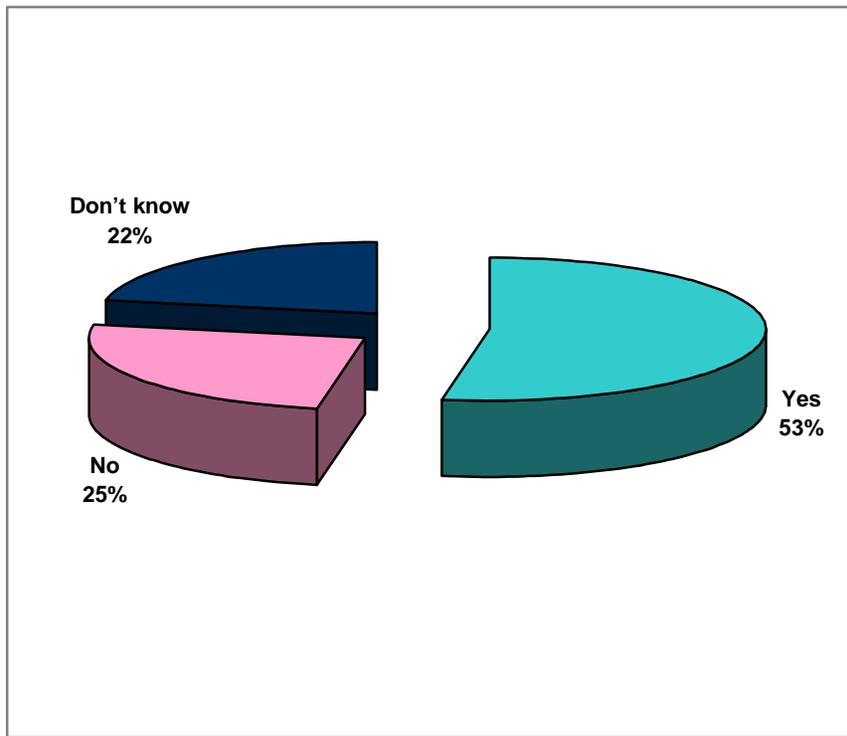
Base: 73% of total population

90% of the non-user population is not familiar with the English language (70% are not familiar at all while 20% just understand English but do not read and write). Only 10% of those who don't use Internet read and write on English.

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	740	338	402	143	92	110	127	108	160	297	284	63	97	197	116	254	172	363	238	101	38	485	175	80	440	299	185	204	149	202
sig		0.02		0.00						0.00				0.00				0.04				0.24			0.01		0.63			
Not familiar with English at all	70.0	70	70	55	43	65	75	77	93	90	62	47	46	59	46	90	70	75	67	63	60	67	74	77	66	76	70	74	65	70
I understand it	19.8	23	18	24	41	25	18	15	5	7	28	27	28	29	28	7	23	16	22	28	21	21	18	16	22	16	19	17	24	21
I read and write in English	10.2	7	13	21	16	9	7	8	2	4	10	26	25	12	25	3	7	9	11	9	19	12	8	6	12	8	11	9	11	9
Total	100%																													

DO YOU BELIEVE THAT YOUR UNFAMILIARITY WITH ENGLISH LANGUAGE PREVENTS YOU OF USING THE INTERNET?

Base: 66% of total population



DO YOU BELIEVE THAT YOUR UNFAMILIARITY WITH ENGLISH LANGUAGE PREVENTS YOU OF USING THE INTERNET?

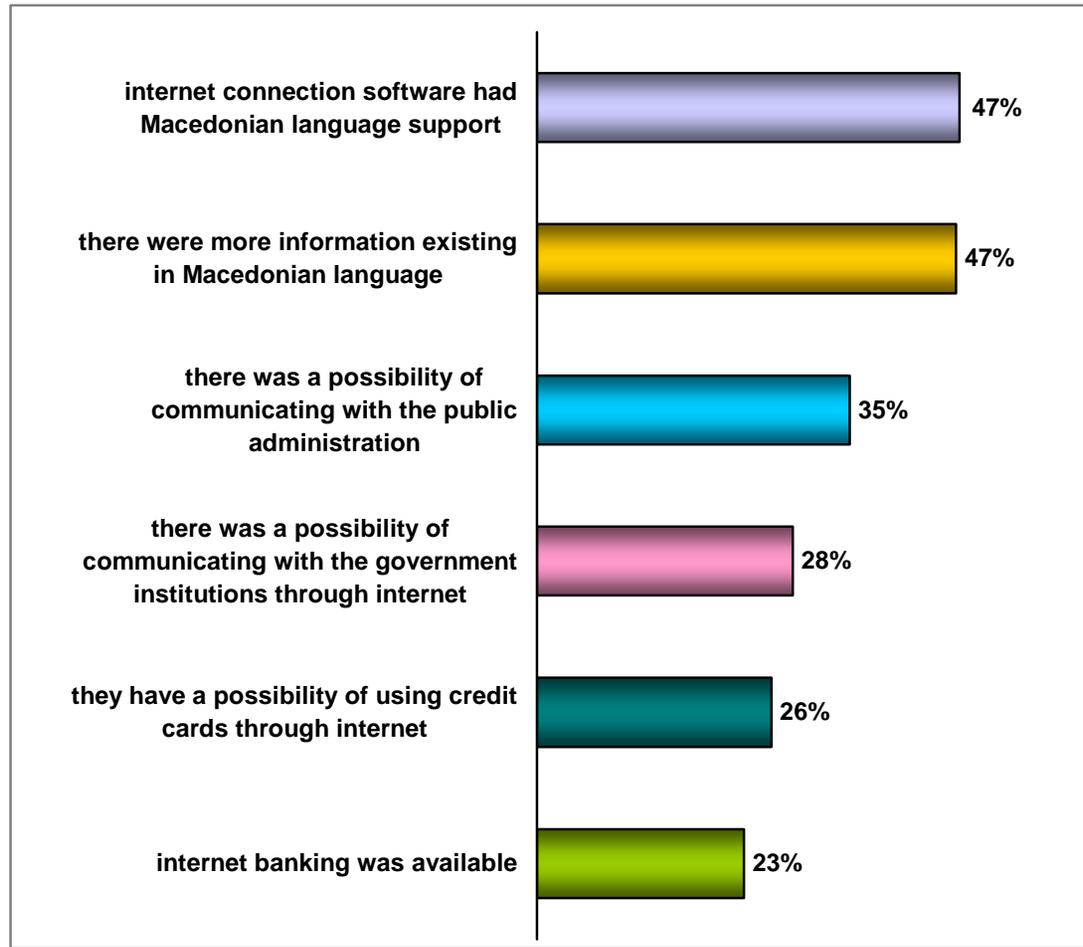
Base: 66% of total population

53% of Internet non-users who are not familiar with English language believe that this prevent them of using it. This percent is lowest among the older population aged 60+ (only 29%), among those with primary education or less (41%) and among the housewives/ pensioners (38%).

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/ Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	665	313	352	113	77	101	118	100	156	285	255	46	78	173	87	246	160	332	211	92	31	428	161	76	389	276	165	185	132	183
sig		0.92		0.00						0.00				0.00				0.00				0.23			0.00		0.01			
Yes	52.7	53	52	48	69	72	62	51	29	41	66	60	50	64	50	38	65	44	62	68	39	53	48	59	58	45	56	48	59	49
No	25.4	25	26	27	14	16	16	27	42	29	20	31	28	14	28	35	21	30	22	14	37	26	24	25	24	27	21	24	30	27
Don't know	22.0	22	22	26	17	12	22	22	28	30	14	9	22	21	22	28	14	27	16	18	24	21	28	16	18	27	23	28	11	23
Total	100%																													

WOULD YOU USE INTERNET IF...? (ON SCALE FROM 1 TO 5)

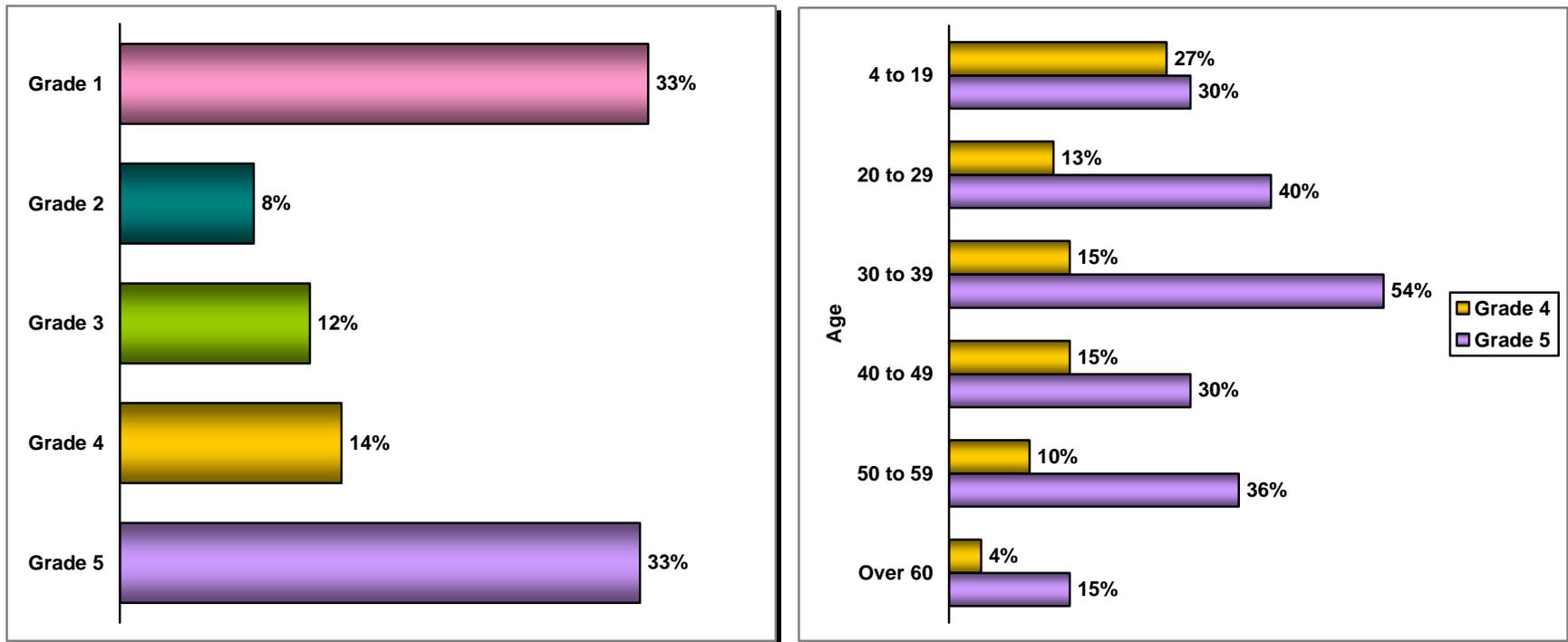
Base: 73% of total population



47% of those who don't use Internet claim that they would use it if Internet connection software had Macedonian language support, 47% would use it if there were more information existing in the Macedonian language, 35% would use it if there was a possibility of communicating with public administration, 28% would use it if they could communicate with government institutions through the Internet, 26% would use Internet if they had the possibility of using credit cards through Internet and 23% claim that they would use the Internet if Internet banking was available.

WOULD YOU USE THE INTERNET IF THERE WERE MORE INFORMATION EXISTING IN THE MACEDONIAN LANGUAGE?

Base: 73% of total population



WOULD YOU USE THE INTERNET IF THERE WERE MORE INFORMATION EXISTING IN THE MACEDONIAN LANGUAGE?

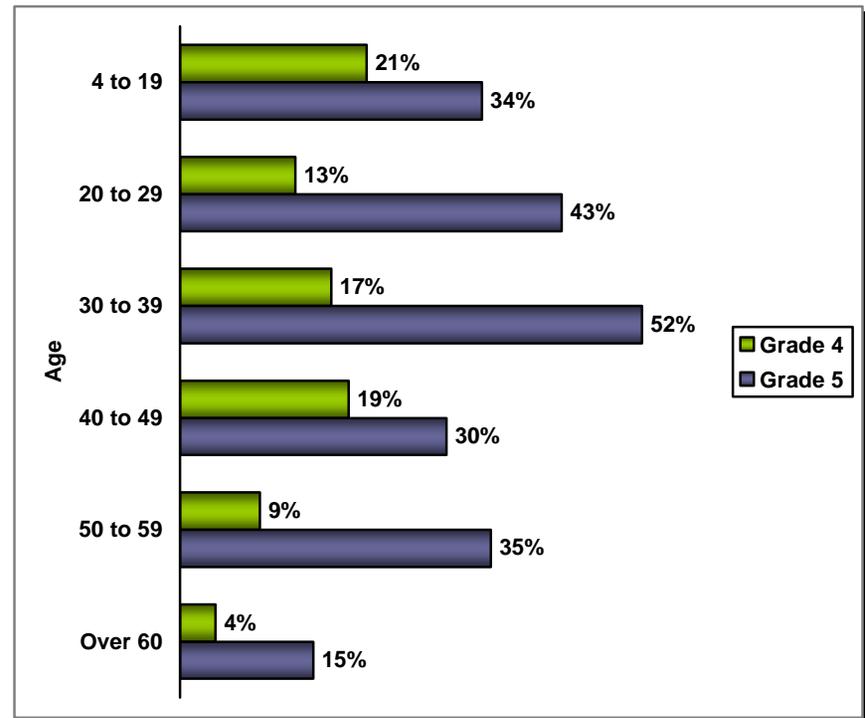
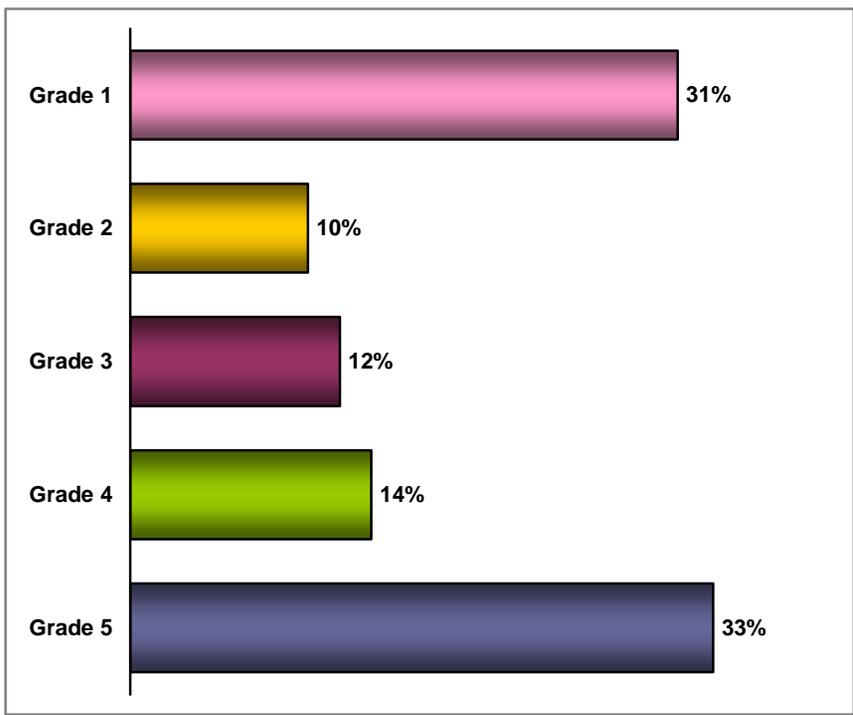
Base: 73% of total population

47% of those who don't use Internet claim that they would use it if there were more information existing in the Macedonian language. This percent was highest in Southwest region (65%). The findings were also very high among unemployed persons (64%). 60% percent of students, 68% of 30 to 39 year olds and 58% from 4 to 19 years old were also fairly high.

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	740	338	402	143	92	110	127	108	160	297	284	63	97	197	116	254	172	363	238	101	38	485	175	80	440	299	185	204	149	202
sig		0.94		0.00						0.00				0.00				0.00				0.00		0.00						
1	33.1	32	34	22	23	14	30	33	64	50	23	20	24	25	24	55	16	37	30	27	33	29	49	24	27	42	27	51	15	34
2	8.4	8	9	7	8	10	12	9	6	8	8	10	5	11	5	10	6	9	9	7	6	7	14	5	8	9	6	13	5	8
Sum -	41.5	40	43	29	31	24	42	42	70	58	31	30	30	36	30	65	22	45	40	34	39	36	63	29	35	51	34	64	20	42
3	11.9	13	11	14	16	8	13	12	10	11	11	20	10	14	10	9	15	12	8	17	26	13	11	7	14	9	11	12	15	11
Sum +	46.5	47	46	58	53	68	45	46	19	32	57	50	60	50	60	26	64	43	53	49	35	51	26	65	51	40	55	24	65	48
4	13.9	15	13	27	13	15	15	10	4	11	12	14	27	14	27	6	16	12	15	15	25	14	10	22	15	13	18	6	22	12
5	32.6	32	33	30	40	54	30	36	15	21	45	36	33	36	33	20	47	31	38	34	9	37	16	43	36	27	37	18	43	35
Total		100%																												
Mean	3.0	3.1	3.0	3.4	3.4	3.8	3.0	3.1	2.0	2.4	3.5	3.3	3.4	3.3	3.4	2.3	3.7	2.9	3.2	3.2	2.7	3.2	2.3	3.6	3.2	2.7	3.3	2.3	3.7	3.1

WOULD YOU USE THE INTERNET IF INTERNET CONNECTION SOFTWARES HAD MACEDONIAN LANGUAGE SUPPORT?

Base: 73% of total population



WOULD YOU USE THE INTERNET IF INTERNET CONNECTION SOFTWARE HAD MACEDONIAN LANGUAGE SUPPORT?

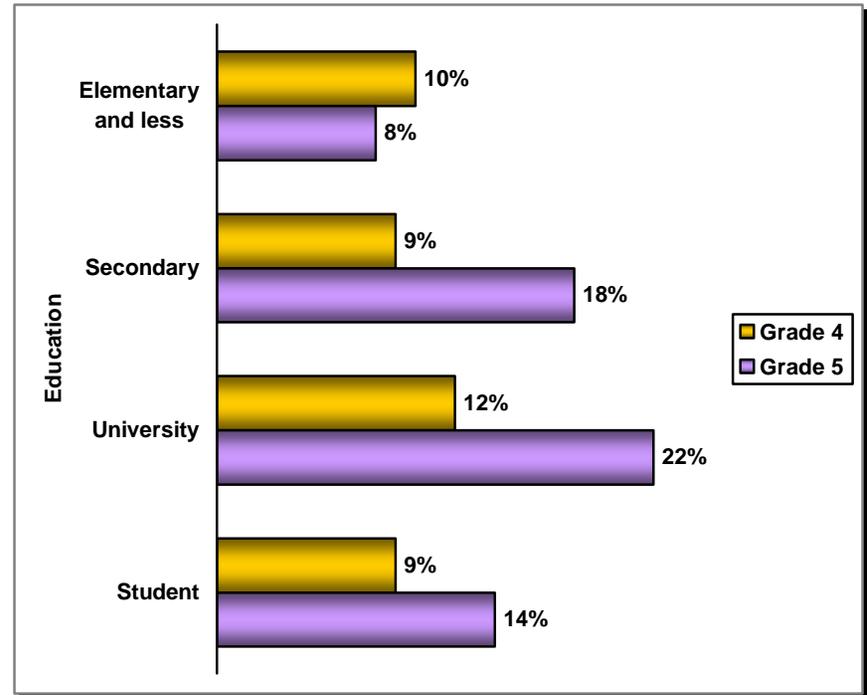
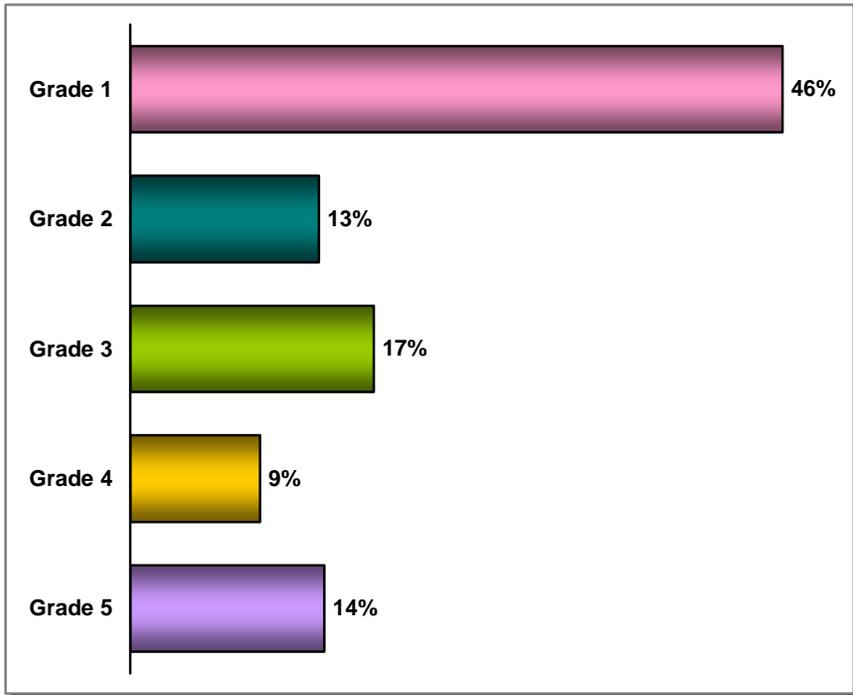
Base: 73% of total population

47% of those who don't use Internet claim that they would use it if Internet connection software had Macedonian language support. This percent was highest in Southwest region (59%), among the unemployed (64%); those with secondary education (58%), population aged 30 to 39 (68%) as well as those from 4 to 19 (55%).

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	740	338	402	143	92	110	127	108	160	297	284	63	97	197	116	254	172	363	238	101	38	485	175	80	440	299	185	204	149	202
sig		0.79		0.00						0.00				0.00				0.00				0.00			0.00					
1	31.1	29	33	19	17	13	27	33	64	47	22	21	22	21	22	54	15	35	26	27	37	29	40	25	25	39	28	43	16	33
2	10.1	11	9	7	18	10	14	9	6	9	11	8	5	13	5	10	10	10	13	7	6	7	21	5	10	10	6	18	7	8
Sum -	41.2	40	42	25	35	23	41	42	71	56	33	29	27	34	27	65	24	45	39	34	43	36	60	30	36	49	34	61	23	41
3	11.9	11	12	20	9	8	10	14	9	9	10	20	21	12	21	8	11	11	9	14	33	14	9	9	14	9	11	7	17	14
Sum +	46.9	48	46	55	56	68	49	44	20	35	58	51	52	54	52	28	64	44	53	51	24	50	31	61	50	42	55	32	59	45
4	13.7	15	13	21	13	17	19	9	4	13	14	15	16	16	16	8	18	11	16	19	15	13	11	21	15	12	17	10	20	9
5	33.1	34	33	34	43	52	30	35	15	22	44	36	36	38	36	20	46	33	37	33	9	37	20	40	35	30	38	22	39	36
Total		100%																												
Mean	3.1	3.1	3.0	3.5	3.5	3.8	3.1	3.0	2.0	2.5	3.5	3.4	3.4	3.4	3.4	2.3	3.7	3.0	3.2	3.2	2.5	3.2	2.5	3.5	3.2	2.8	3.3	2.5	3.6	3.1

WOULD YOU USE THE INTERNET IF INTERNET BANKING WAS AVAILABLE?

Base: 73% of total population



WOULD YOU USE THE INTERNET IF INTERNET BANKING WAS AVAILABLE?

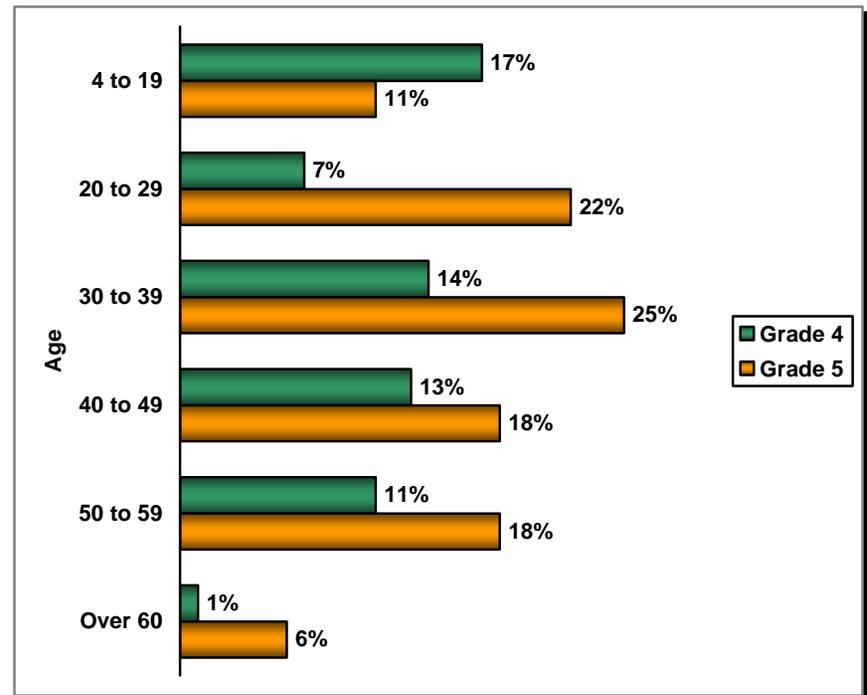
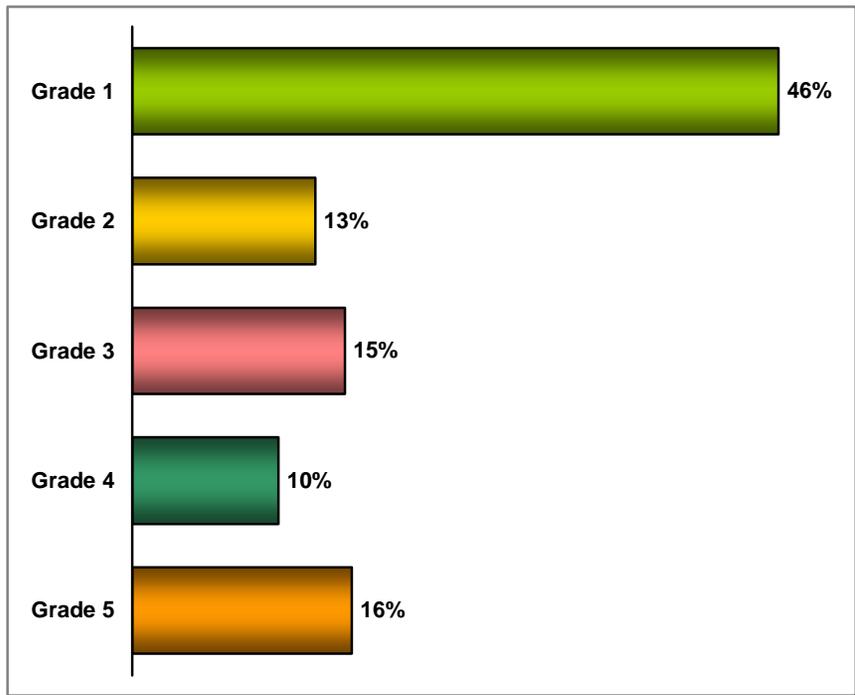
Base: 73% of total population

23% of those who don't use the Internet claim that they would use it if Internet banking was available. This percent was highest among high educated population (34%), employees (29%) and population from 30 to 39 (29%).

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	737	336	401	141	92	109	126	108	160	297	282	63	96	196	115	254	171	362	238	99	38	482	175	80	437	299	183	204	148	202
sig		0.01		0.00						0.00				0.00				0.75				0.02			0.22		0.00			
1	46.3	42	50	43	43	26	43	44	69	57	39	28	42	37	42	64	33	48	44	48	38	47	41	50	45	48	51	41	32	58
2	13.4	17	10	16	19	11	10	17	9	10	14	17	17	11	17	10	19	14	12	13	15	12	21	7	14	12	11	15	19	10
Sum -	59.6	59	60	59	61	37	53	61	78	67	53	45	73	48	59	73	53	62	56	61	54	59	62	57	59	61	62	56	51	68
3	17.3	19	16	18	18	34	19	13	7	14	20	21	18	23	18	9	22	17	18	14	27	17	19	13	18	16	15	19	20	15
Sum +	23.0	22	24	23	21	29	28	26	14	18	27	34	22	29	22	18	25	21	26	25	19	23	19	30	23	23	22	25	29	17
4	9.2	11	8	11	6	8	12	13	5	10	9	12	9	12	9	7	10	9	11	7	8	10	5	15	8	12	6	11	16	5
5	13.8	11	16	12	14	21	16	13	9	8	18	22	14	17	14	11	15	12	15	18	11	14	13	16	15	12	16	14	13	12
Total	100%																													
Mean	2.3	2.3	2.3	2.3	2.3	2.9	2.5	2.3	1.8	2.0	2.5	2.8	2.2	2.6	2.3	1.9	2.5	2.2	2.4	2.3	2.4	2.3	2.3	2.4	2.3	2.3	2.2	2.4	2.6	2.0

WOULD YOU USE THE INTERNET IF THERE WAS A POSSIBILITY OF USING CREDIT CARDS THROUGH INTERNET?

Base: 73% of total population



WOULD YOU USE THE INTERNET IF YOU HAVE A POSSIBILITY OF USING CREDIT CARDS THROUGH INTERNET?

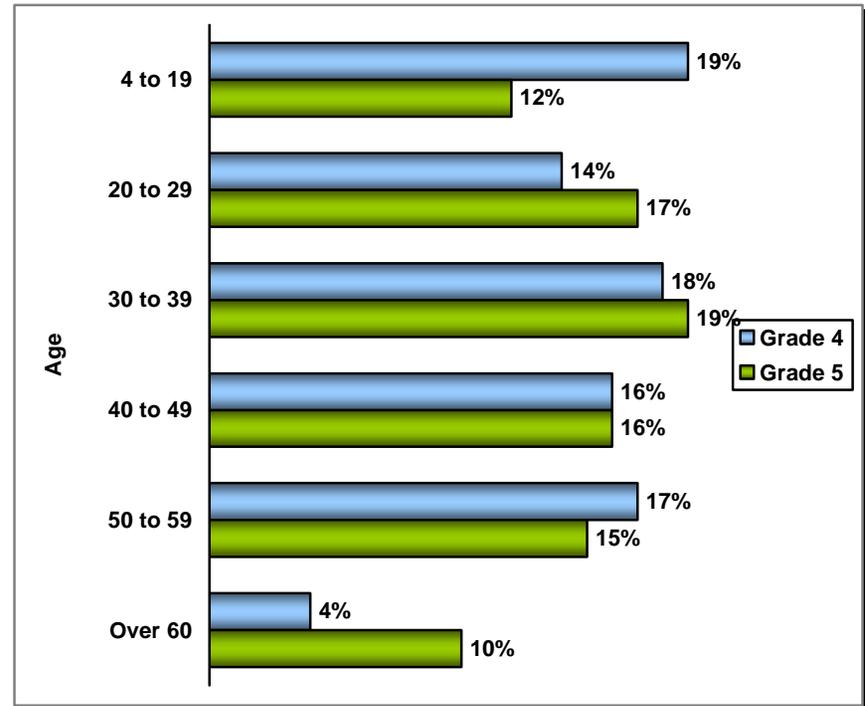
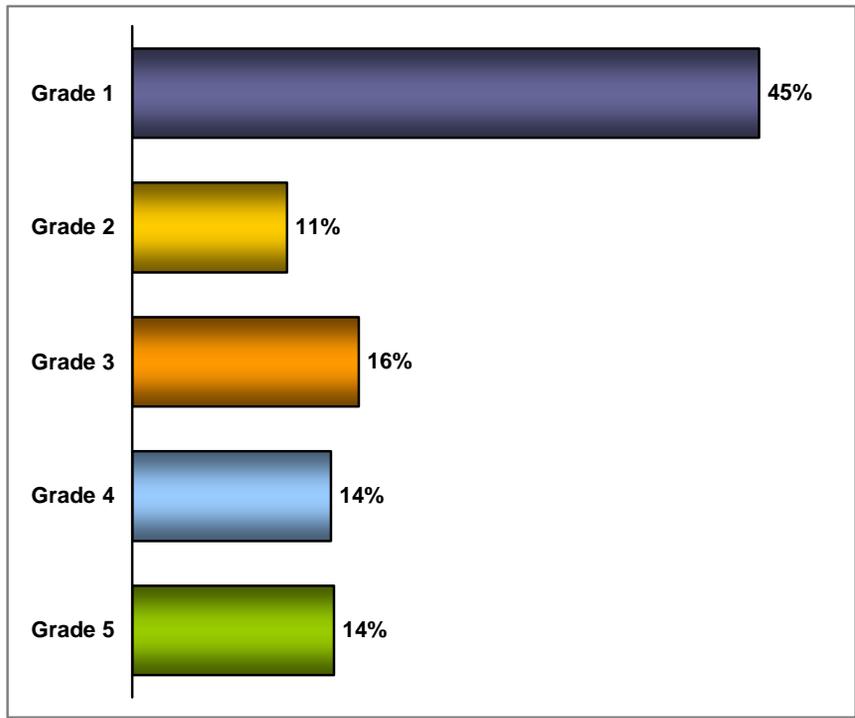
Base: 73% of total population

26% of those who don't use Internet claim that they would use it if they have a possibility of using credit cards through Internet. This percent was much high above the average in Southwest region (35%) and among the population aged 30 to 39 (39%).

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	738	337	402	141	92	110	127	108	160	297	284	63	96	197	115	254	172	363	238	100	38	484	175	80	439	299	184	204	149	202
sig		0.12		0.00						0.00				0.00				0.24				0.00			0.67		0.00			
1	45.9	44	48	47	38	23	40	46	71	55	38	32	47	35	47	61	36	48	41	51	38	48	39	51	45	48	49	40	33	58
2	13.0	15	12	12	16	13	12	13	12	12	12	24	13	16	13	12	11	14	13	7	14	12	19	7	14	12	9	15	17	11
Sum -	58.9	58	59	59	54	36	52	59	83	67	50	56	60	50	60	73	47	63	55	58	52	59	58	58	58	60	58	56	50	69
3	15.1	18	12	13	17	26	17	12	10	14	16	16	10	16	10	12	22	14	16	19	12	16	19	4	16	13	15	17	15	13
Sum +	26.0	24	28	28	29	39	31	29	8	19	33	28	30	33	30	15	31	24	29	24	36	25	23	38	25	27	27	27	35	18
4	10.4	10	11	17	7	14	13	11	1	8	11	11	17	13	17	5	12	9	14	6	15	9	10	21	10	12	7	12	19	6
5	15.6	14	17	11	22	25	18	18	6	11	22	17	13	21	13	10	19	15	15	18	21	16	13	17	16	15	20	15	16	13
Total	100%																													
Mean	2.4	2.4	2.4	2.3	2.6	3.0	2.6	2.4	1.6	2.1	2.7	2.6	2.2	2.7	2.4	1.9	2.7	2.3	2.5	2.3	2.7	2.3	2.4	2.5	2.4	2.3	2.4	2.5	2.7	2.0

WOULD YOU USE THE INTERNET IF THERE WAS A POSSIBILITY OF COMMUNICATING WITH GOVERNMENT INSTITUTIONS THROUGH THE INTERNET?

Base: 73% of total population



WOULD YOU USE THE INTERNET IF THERE WAS A POSSIBILITY OF COMMUNICATING WITH GOVERNMENT INSTITUTIONS THROUGH THE INTERNET?

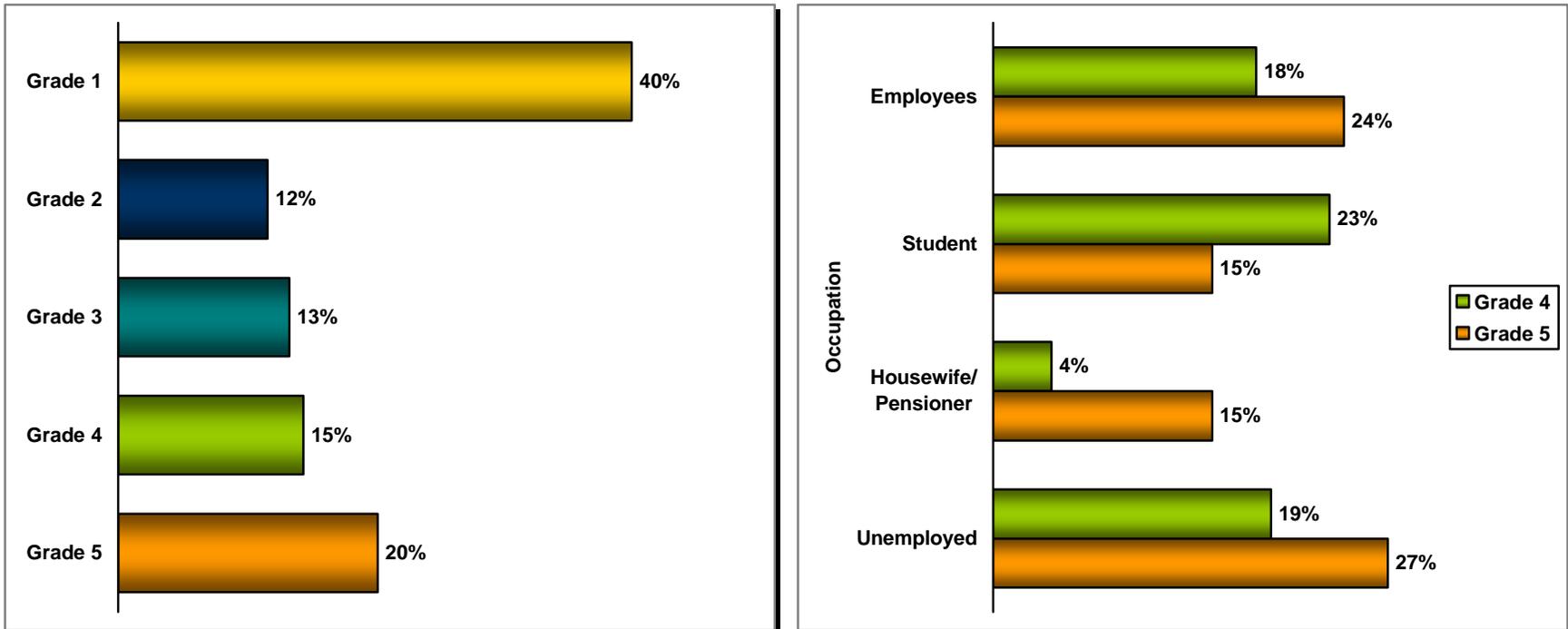
Base: 73% of total population

28% of those who don't use Internet claim that they would use it if there was a possibility of communicating with the government institutions through the Internet. There are no differences according to gender, age, education or other socio-demographic characteristic of the population that use the Internet. The percentage is above average for housewives/ pensioners (18%) and for those aged 60+ (14%).

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	738	337	402	141	92	110	127	108	160	297	284	63	96	197	115	254	172	363	238	100	38	484	175	80	439	299	184	204	149	202
sig		0.00		0.00						0.01				0.00				0.79				0.15			0.14		0.02			
1	44.5	38	50	47	41	28	38	40	64	51	38	28	52	33	52	59	31	44	42	51	45	47	38	41	42	48	47	40	35	54
2	11.0	15	7	9	15	6	15	13	9	9	12	19	10	15	10	8	11	11	10	11	15	11	12	11	13	9	9	11	14	10
Sum -	55.5	54	57	56	56	34	52	53	73	60	50	47	62	48	62	67	43	55	52	62	60	58	50	51	54	57	56	51	48	65
3	16.1	16	16	13	12	30	16	16	12	16	18	18	8	18	8	15	21	15	19	16	10	16	19	13	17	14	18	19	15	12
Sum +	28.4	30	27	31	32	36	32	31	14	24	32	35	30	34	30	18	37	30	29	22	30	26	31	36	28	28	26	30	36	23
4	14.1	13	15	19	14	18	16	17	4	14	15	12	18	15	18	7	21	16	13	9	15	12	19	19	13	16	14	17	17	9
5	14.3	17	12	12	17	19	16	15	10	10	17	23	12	19	12	11	16	14	16	13	16	15	12	17	15	13	12	13	19	14
Total	100%																													
Mean	2.4	2.6	2.3	2.4	2.5	2.9	2.6	2.5	1.9	2.2	2.6	2.8	2.2	2.7	2.3	2.0	2.8	2.4	2.5	2.2	2.4	2.4	2.6	2.6	2.5	2.4	2.4	2.5	2.7	2.2

WOULD YOU USE THE INTERNET IF THERE WAS A POSSIBILITY OF COMMUNICATING WITH PUBLIC ADMINISTRATION THROUGH THE INTERNET?

Base: 73% of total population



WOULD YOU USE THE INTERNET IF THERE WAS A POSSIBILITY OF COMMUNICATING WITH PUBLIC ADMINISTRATION THROUGH INTERNET?

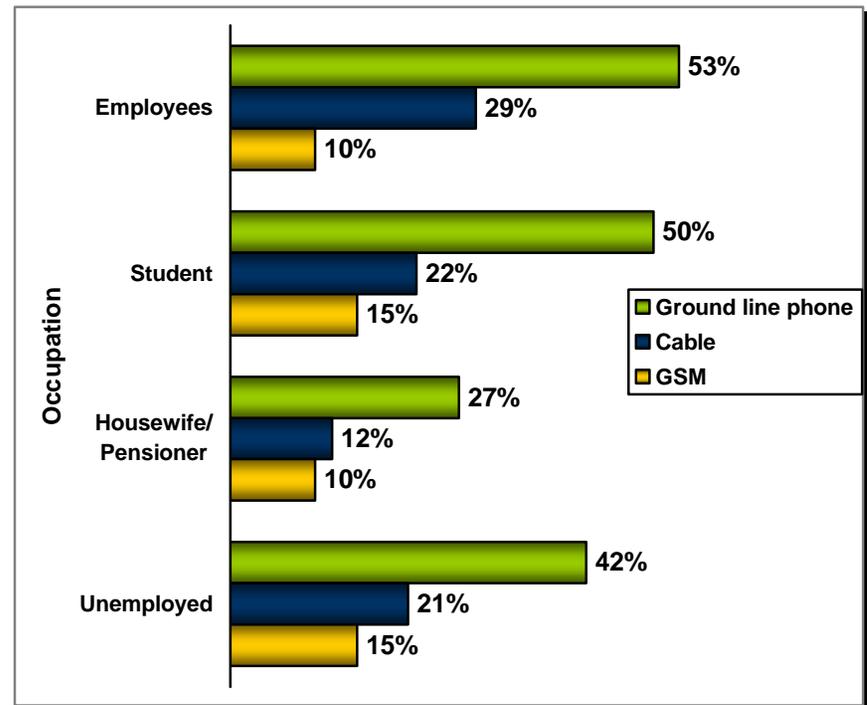
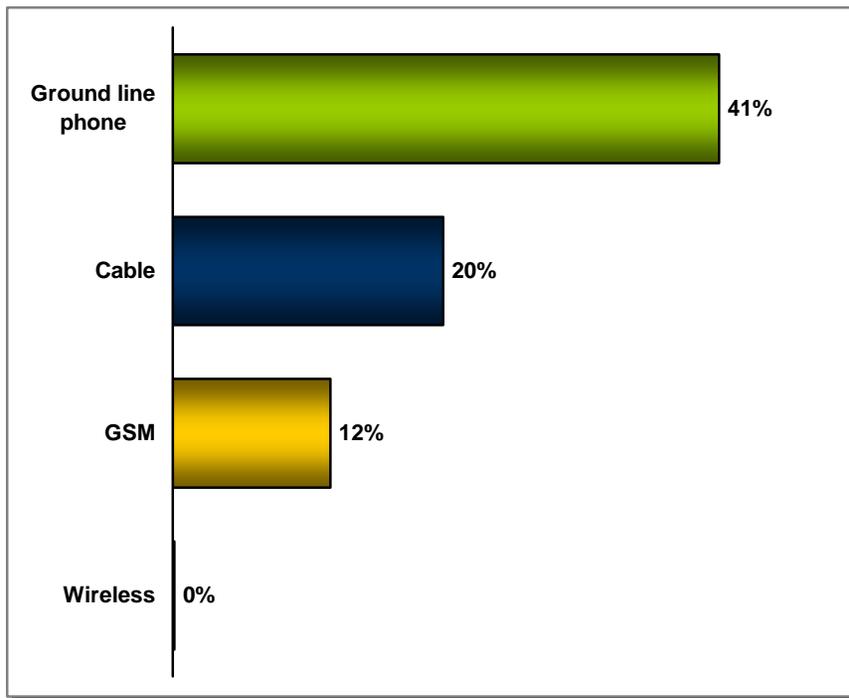
Base: 73% of total population

35% of those who don't use Internet claim that they would use it if there was a possibility of communicating with public administration through Internet. This percent is far above average for unemployed (46%) and below average for housewives/pensioners (19%) and those aged 60+ (17%).

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	738	337	402	141	92	110	127	108	160	297	284	63	96	197	115	254	172	363	238	100	38	484	175	80	439	299	184	204	149	202
Sig		0.00		0.00						0.00				0.00				0.73				0.08			0.03		0.01			
1	40.2	36	43	47	32	22	32	35	61	50	31	23	50	28	50	56	25	40	37	47	39	41	36	42	38	44	39	39	27	51
2	11.7	16	8	7	18	12	12	12	12	9	13	18	7	16	7	10	12	11	11	15	16	11	14	14	13	10	10	11	15	11
Sum -	51.9	53	51	54	50	34	43	48	73	59	45	42	56	44	56	66	37	51	49	61	55	52	49	57	51	54	50	51	42	63
3	13.4	11	16	8	11	26	13	15	11	14	14	16	6	14	6	14	17	13	14	14	11	13	18	5	14	12	17	13	15	10
Sum +	34.7	37	33	38	39	40	44	37	17	28	41	42	38	43	38	19	46	36	38	25	33	35	32	38	35	34	34	36	43	28
4	14.5	16	13	23	15	17	19	10	3	14	14	14	23	18	23	4	19	15	17	7	15	13	16	19	12	18	15	16	19	10
5	20.3	21	20	15	24	23	24	27	13	13	27	27	15	24	15	15	27	21	21	18	19	22	16	19	23	17	19	20	25	18
Total	100%																													
Mean	2.6	2.7	2.6	2.5	2.8	3.1	2.9	2.8	2.0	2.3	2.9	3.0	2.4	3.0	2.5	2.1	3.1	2.6	2.7	2.3	2.6	2.6	2.6	2.6	2.7	2.5	2.6	2.7	3.0	2.3

OF WHICH TYPES OF INTERNET ACCESS ARE YOU AWARE?

Base: 73% of total population



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Base: 73% of total population

41% of those who don't use the Internet are aware that they could access the Internet through a ground line phone, 20% have heard about cable access and 20% have heard about GSM connection. The nonuser population was not aware of possibility for accessing the Internet by wireless connection.

	Total	Gender		Age						Education				Occupation				Household income				Ethnicity			Urbanization		Region			
		Male	Female	4 to 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60	Elementary and less	Secondary	University	Student	Employees	Student	Housewife/Pensioner	Unemployed	Up to 200 Euro	200 to 400 Euro	Over 400 Euro	Refuse to answer	Macedonian	Albanian	Other	Urban	Other	Skopje	Northwest	Southwest	East/ Center
N	740	338	402	143	92	110	127	108	160	297	284	63	97	197	116	254	172	363	238	101	38	485	175	80	440	299	185	204	149	202
Ground line phone	41.2	44	39	44	44	61	45	41	21	29	47	70	50	53	50	27	42	35	45	48	56	44	34	38	44	37	42	33	57	37
Cable	20.4	22	19	20	23	27	21	26	10	9	26	48	22	29	22	12	21	16	24	23	36	24	12	15	24	14	15	17	27	23
GSM	11.9	14	10	14	10	18	9	12	9	9	13	22	15	10	15	10	15	11	12	13	20	13	10	8	12	12	7	13	11	15
Wireless	0.1		0					1			0					0	0				0			0					1	