

Survey on ICT usage in households and by individuals aged between 16 and 74

ICT penetration in the households has been increased vastly in the last few years and the survey results confirm the fact that the internet services become popular and preferable by more and more households in the country.

There is outlining growth trend confirmed by the fact of increased share by 4.3% of households having Internet access at home as compared to the previous year.

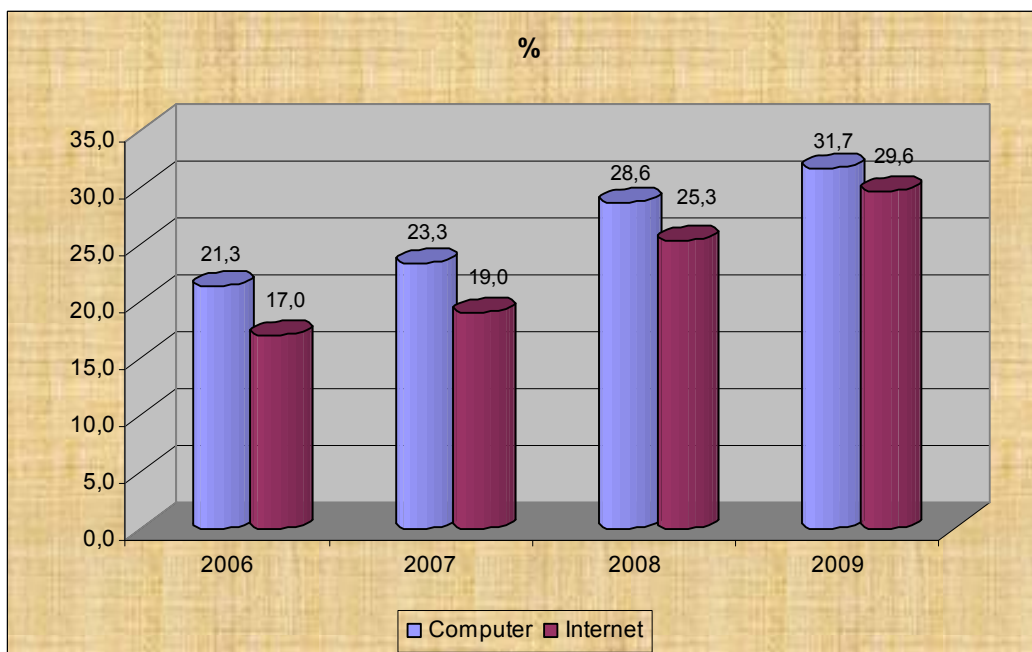


Fig.1 Share of households having PCs and Internet access at home

South West planning district including the capital outlines with the biggest share of households (37.3%) having Internet access in 2009, this is explicable by the greatest number of Internet providers, good optical infrastructure and quickened user demand.

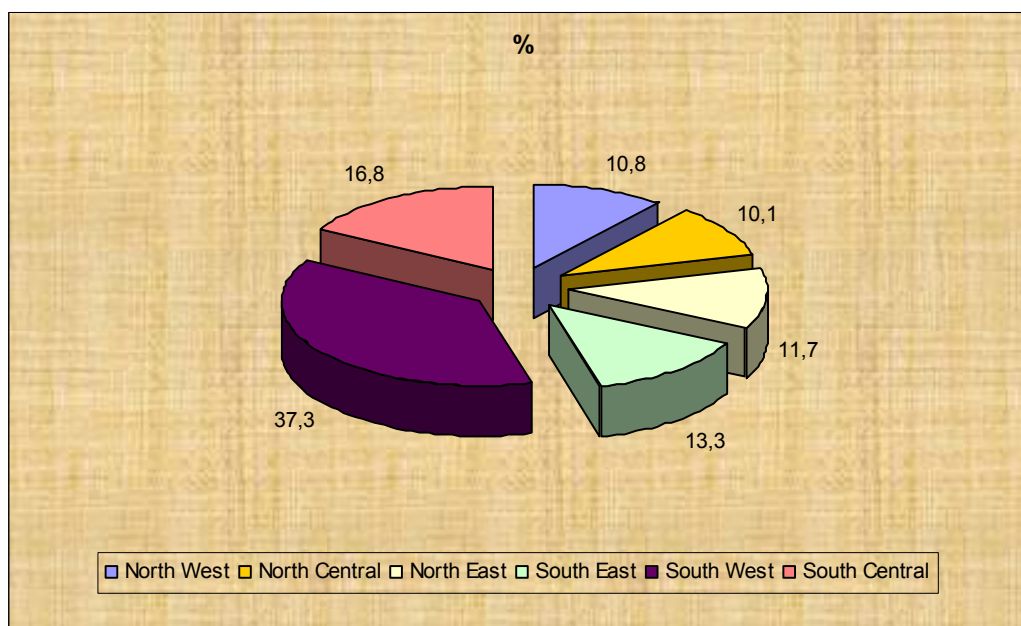


Fig.2 Structure of households having Internet access at home, by districts

The share of individuals regularly using the Internet is 39.7% in 2009 and the average growth rate for the period 2004 – 2009 is 6.5 percentage points. If 41.5% of Internet users have surfed at home in the last three months in 2004, this share in 2009 is 86.0%.

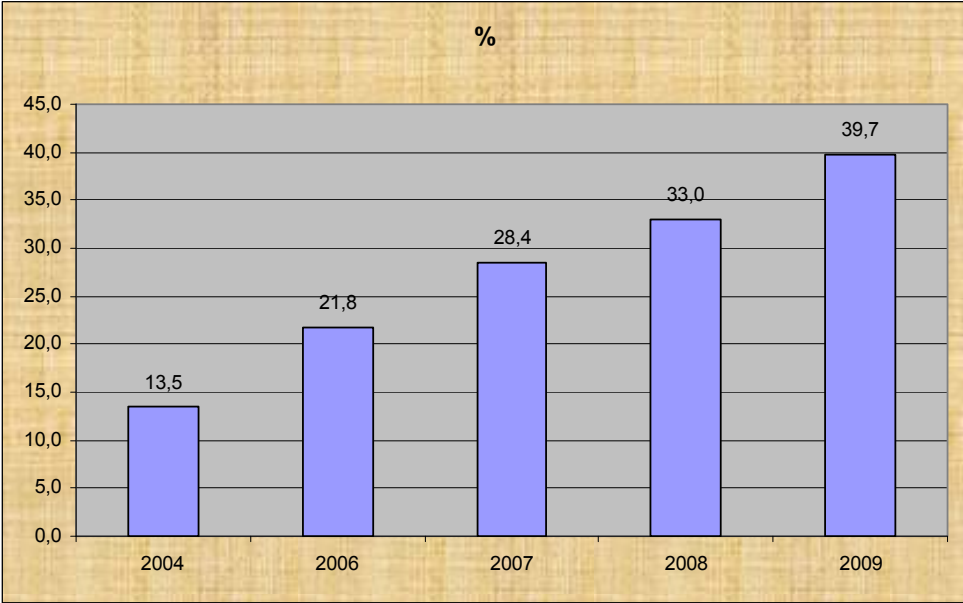


Fig.3 Share of individuals between 16 and 74 years old regularly using the Internet (every day or at least once a week)

The most active age group among the population that regularly used Internet in 2009 is from 16 to 24 years old and the proportion of individuals spending their own time in the Internet from this group has been increased by 41.7% in the last five years reaching to 75.1% in 2009.

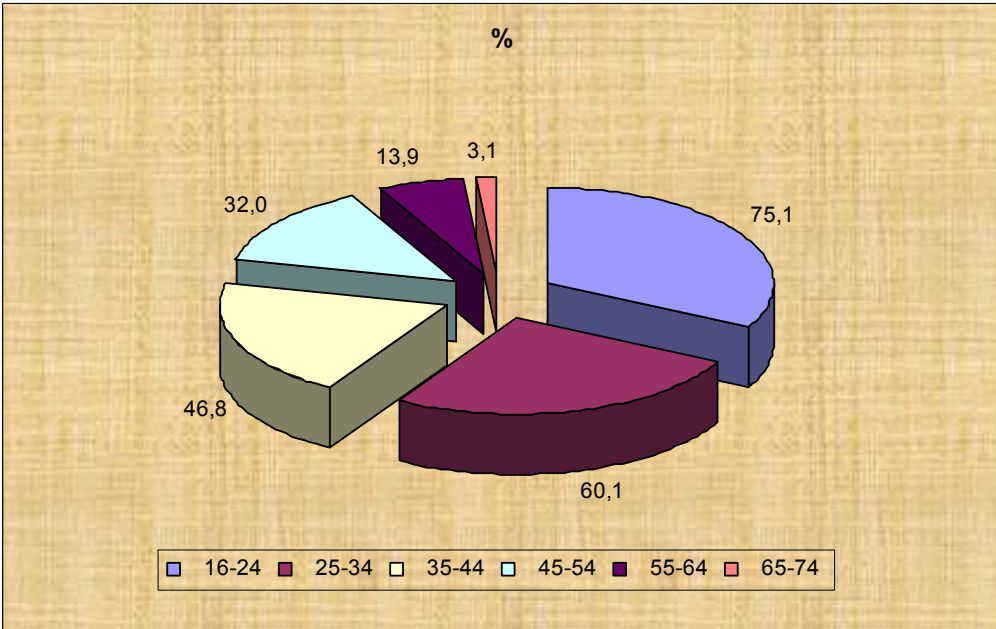


Fig.4 Age structure of individuals between 16 and 74 years old regularly using the Internet (every day or at least once a week) in 2009

The percentage of individuals who took advantages of electronic online markets facilities and who have purchased good or services in the Internet in the first three months of 2009 is still small (3.3%). At the question what is the reason not to use the e-commerce services, 21.7% of individuals answering that they prefer to go to shopping and to see the product, and 19.4% indicating that they do not need to purchase in Internet.

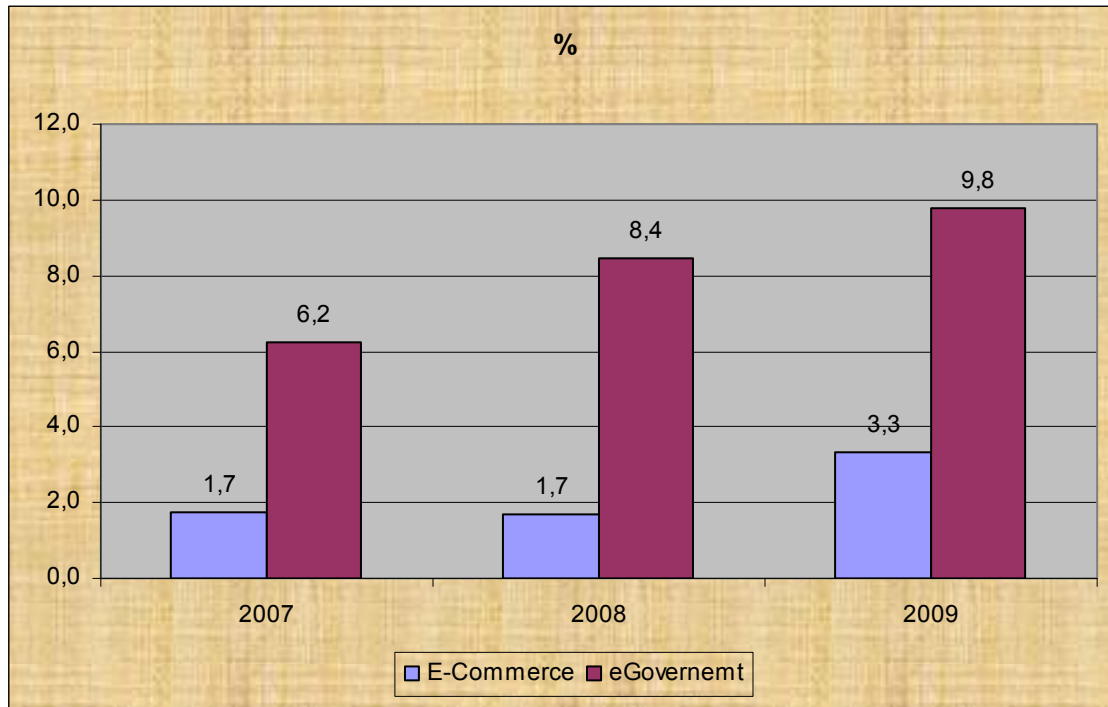


Fig.5 Share of individuals between 16 and 74 years old who have purchased goods or services in the Internet and have used the eGovernment services in the last three months

While 5.9% of individuals have been downloaded an official forms from the Internet and 4.7% have been sent them filled in back to the institutions, the share of individuals who have been used the eGovernment services for obtaining of information from the public authorities' web sites is the biggest (7.9%).